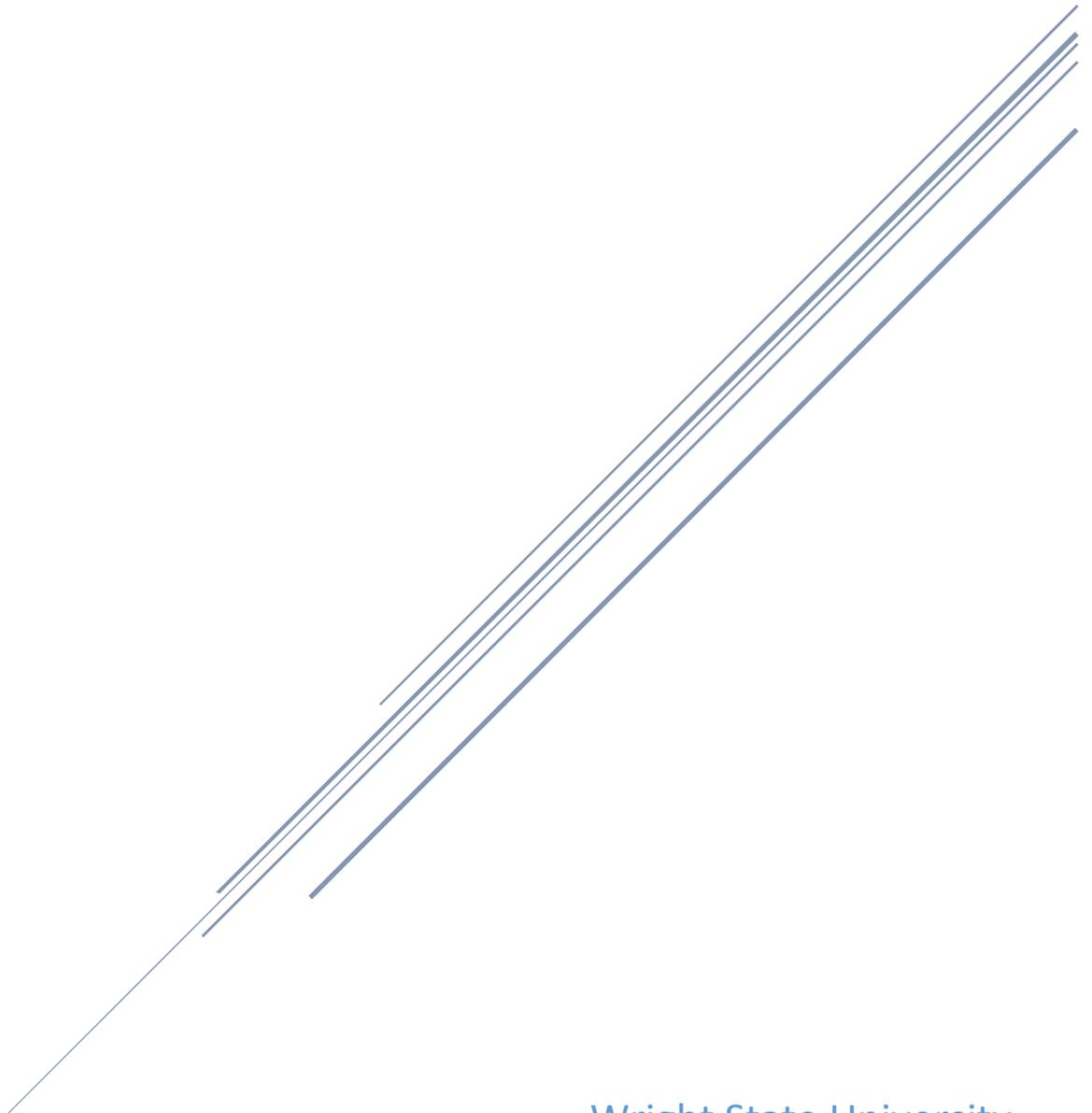


CATS SATISFACTION SURVEY

Results



Wright State University
CaTS

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- Please Select Your Primary Role

- What college/area are you affiliated with? (Staff)

- What college/area are you affiliated with? (Faculty)

- Overall, please rate your level of satisfaction with the quality of service you receive from CaTS.

- Overall, please rate your level of satisfaction with the timeliness of service you receive from CaTS.

- How satisfied are you with the timeliness and quality of communications coming from CaTS for scheduled and unexpected service disruptions?

- Overall, please rate your level of satisfaction with the variety of services currently offered by CaTS.

- Of the following options, what services would you like to see CaTS offer training for?

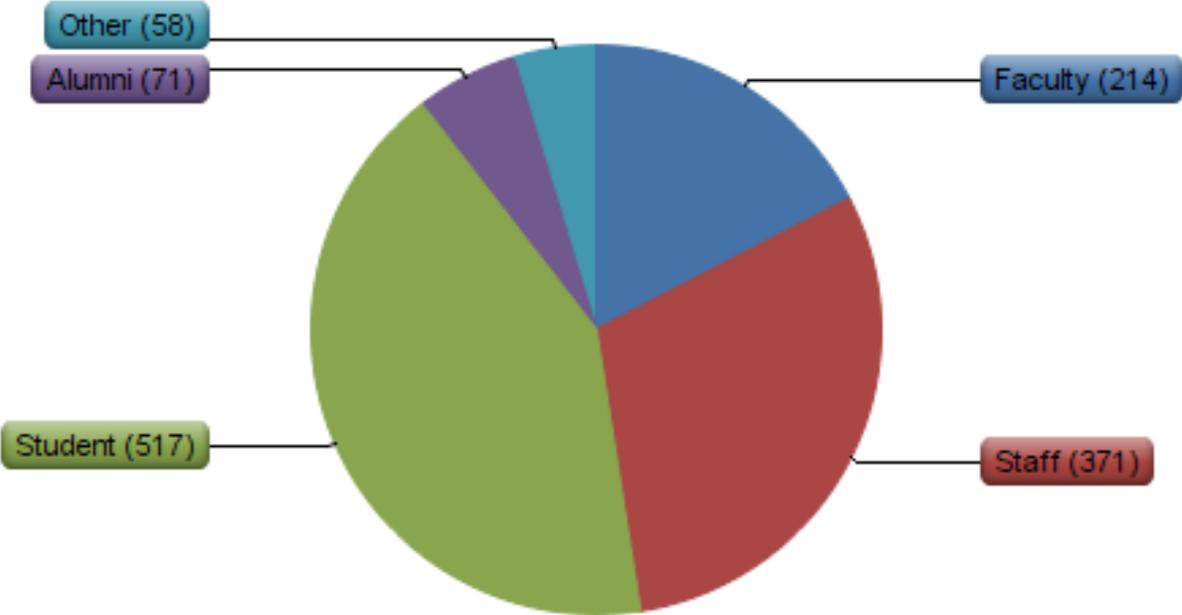
- Do you believe the CaTS department should be renamed?

- Please provide feedback on activities and services that you feel CaTS performs well:

- Please provide feedback on activities and services you feel CaTS could improve:

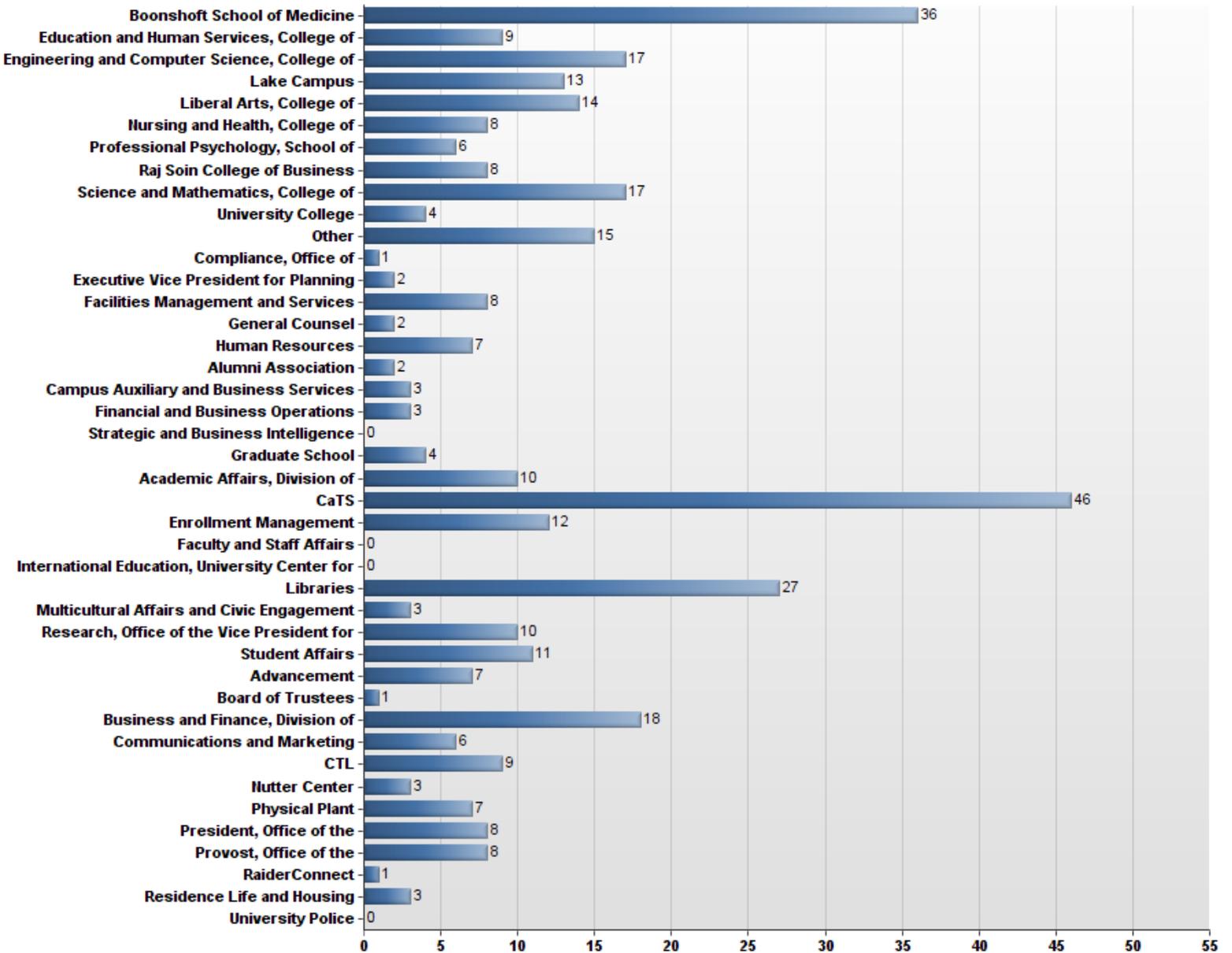
- Please provide any additional comments:

Please Select Your Primary Role:

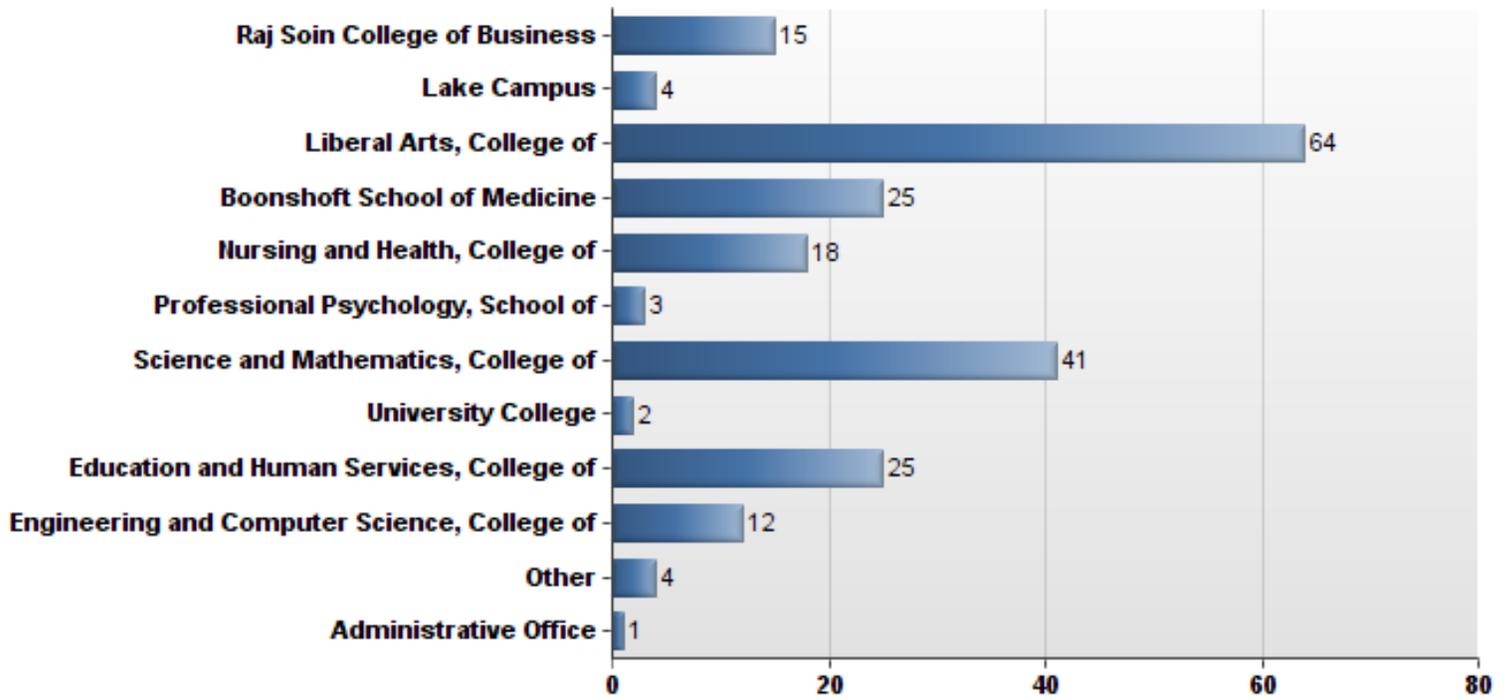


Answer	Response	%
Faculty	214	17%
Staff	371	30%
Student	517	42%
Alumni	71	6%
Other	58	5%
Total	1,231	100%

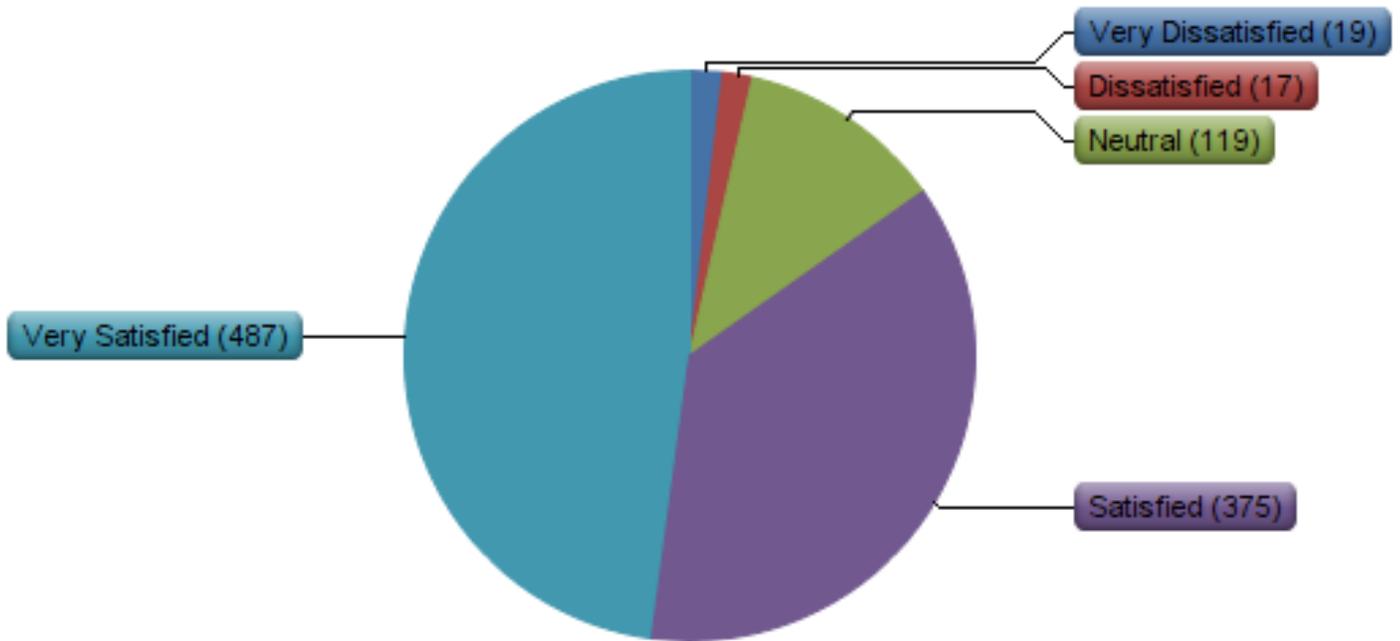
What college/area are you affiliated with? (Staff)



What college/area are you affiliated with? (Faculty)

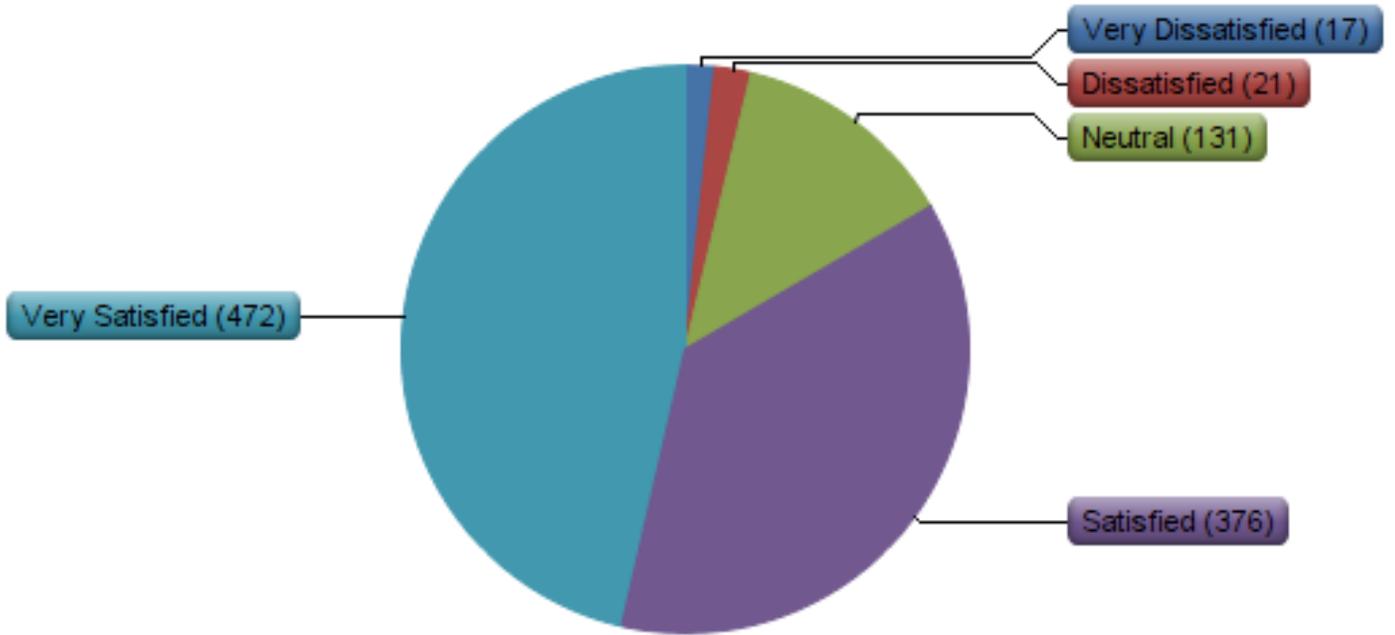


Overall, please rate your level of satisfaction with the quality of service you receive from CaTS.



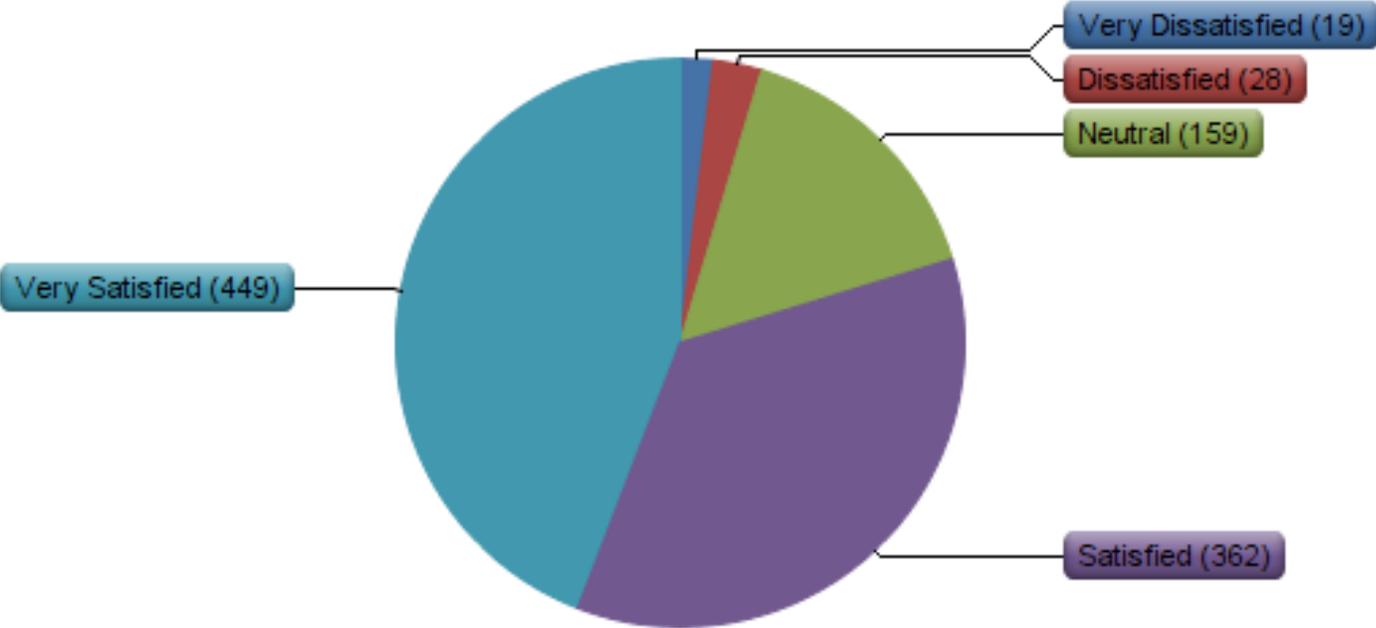
Answer	Response	%
Dissatisfied	17	2%
Very Dissatisfied	19	2%
Neutral	119	12%
Satisfied	375	37%
Very Satisfied	487	48%
Total	1,017	100%

Overall, please rate your level of satisfaction with the timeliness of service you receive from CaTS.



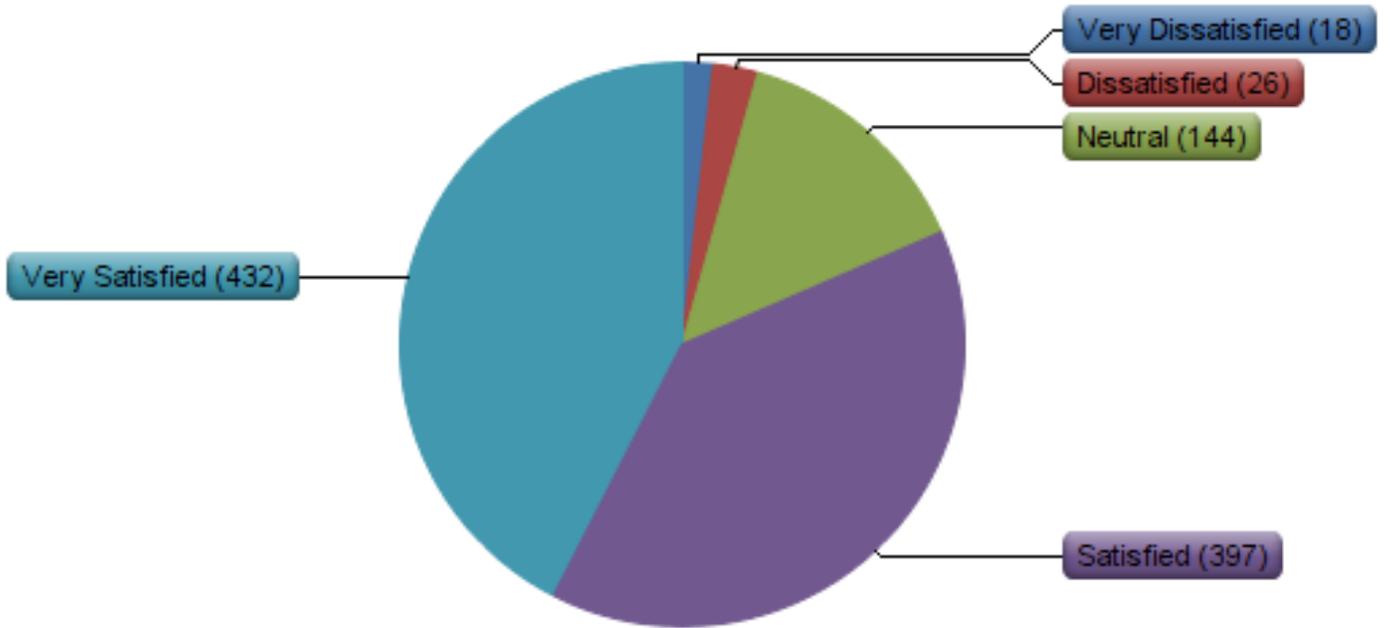
Answer	Response	%
Very Dissatisfied	17	2%
Dissatisfied	21	2%
Neutral	131	13%
Satisfied	376	37%
Very Satisfied	472	46%
Total	1,017	100%

How satisfied are you with the timeliness and quality of communications coming from CaTS for scheduled and unexpected service disruptions?



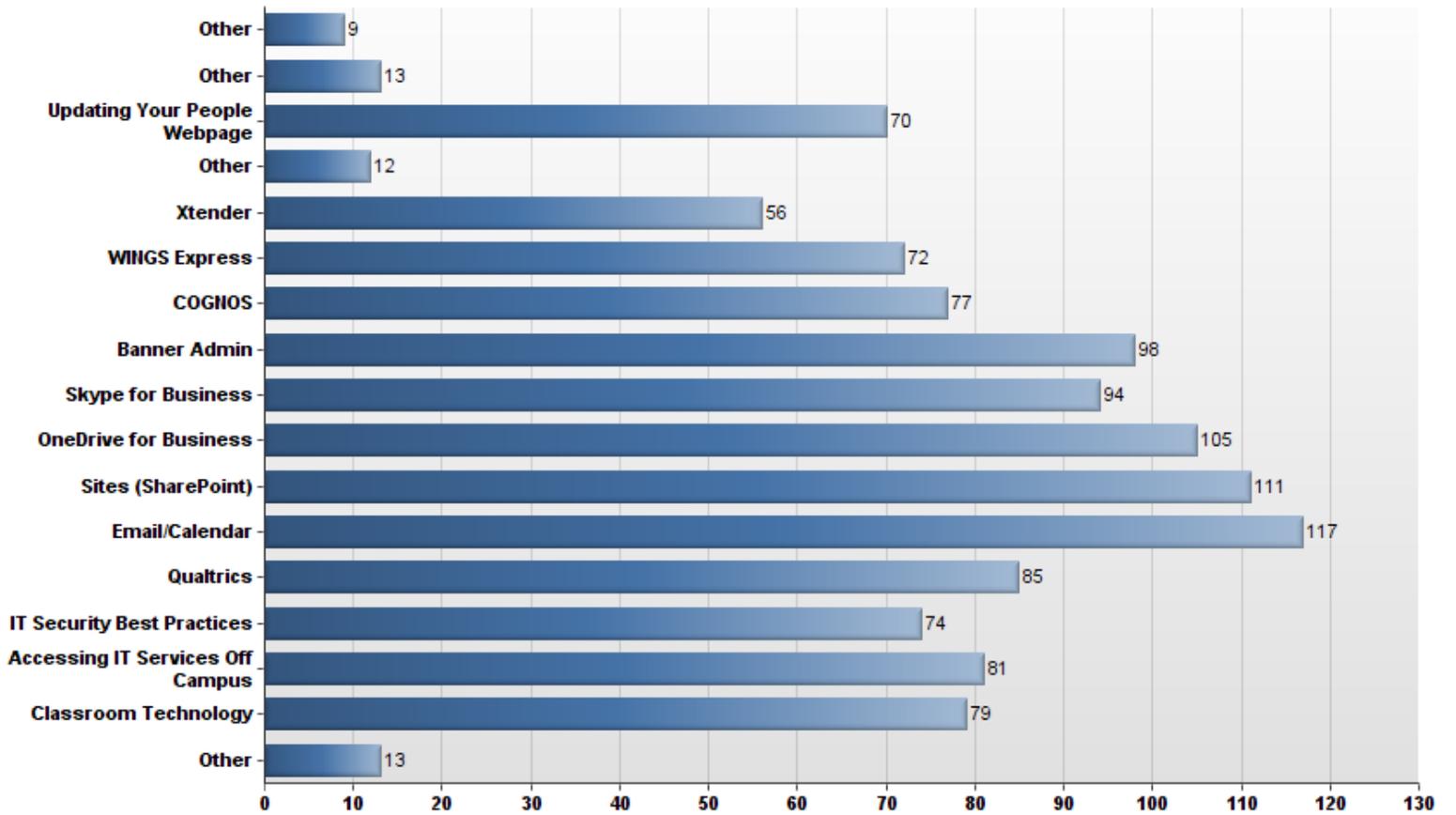
Answer	Response	%
Very Dissatisfied	19	2%
Dissatisfied	28	3%
Neutral	159	16%
Satisfied	362	36%
Very Satisfied	449	44%
Total	1,017	100%

Overall, please rate your level of satisfaction with the variety of services currently offered by CaTS.

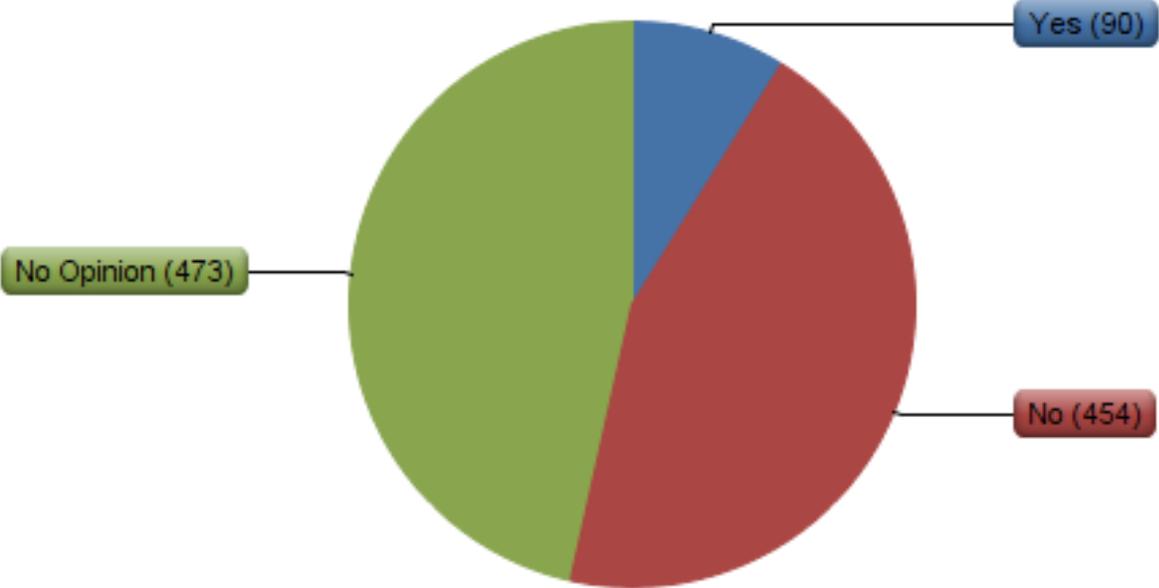


Answer	Response	%
Very Dissatisfied	18	2%
Dissatisfied	26	3%
Neutral	144	14%
Satisfied	397	39%
Very Satisfied	432	42%
Total	1,017	100%

Of the following options, what services would you like to see CaTS offer training for?

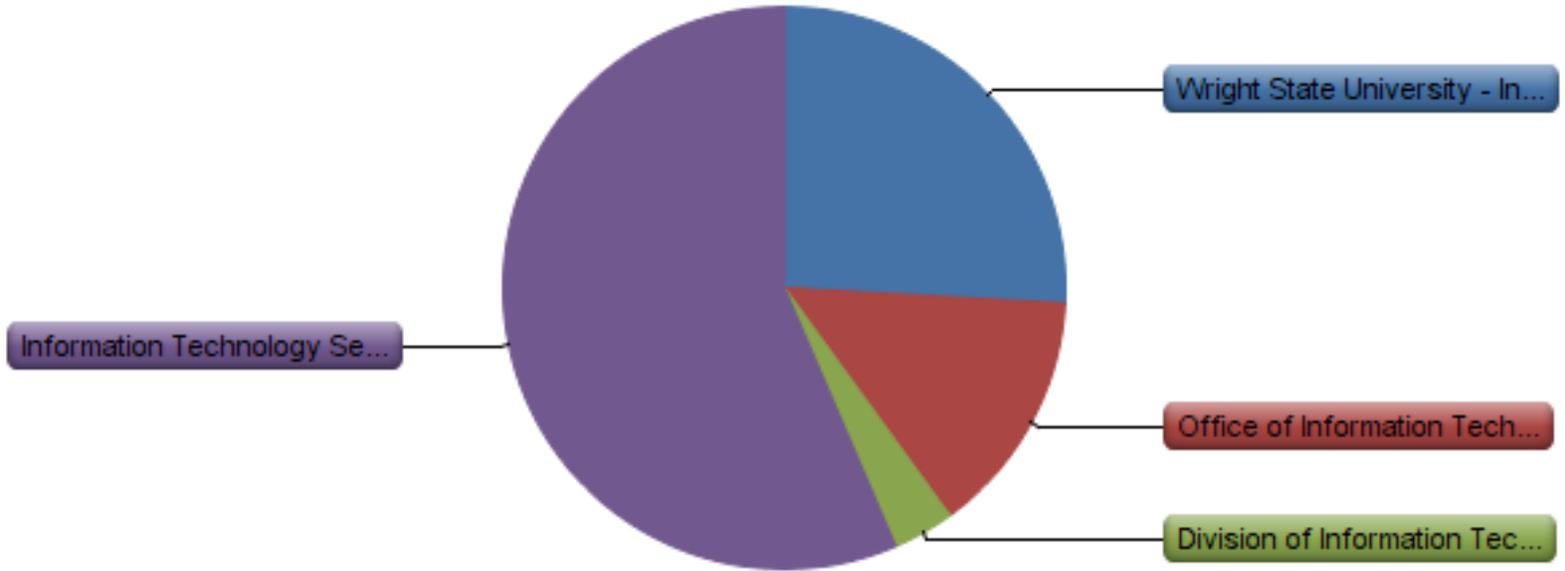


Do you believe the CaTS department should be renamed?



Answer	Response	%
Yes	90	9%
No	454	45%
No Opinion	473	47%
Total	1,017	100%

If yes, select one of the following options:



Answer	Response	%
Wright State University - Information Technology	22	26%
Office of Information Technology	12	14%
Division of Information Technology	3	4%
Information Technology Services	48	56%
Total	85	100%

Please provide feedback on activities and services that you feel CaTS performs well

- CaTS provides WSU a centralized IT body where all resources are available to all departments and colleges in University. This ensures an equal footing for all aspects of the organization as they have access to a wide range of excellent IT resources. CaTS provides a single point of contact for support and has expanded the availability of that support to 24/7 for many services. CaTS also provides a data center to house the infrastructure of WSU which requires such a facility.
- Help desk can usually fix my issues very quickly. Staff is knowledgeable and friendly.
- I really like the Laptops2Go program.
- Reliable network and computers
- The help desk does a great job - now that they can access your computer.
- They are always helpful.
- I use the Help Desk almost daily. The majority of the staff are wonderful! I work in a large department and I am the contact person for all computer issues within the department. I personally feel most of the CaTS staff go above and beyond to help the customer. I am very thankful for all the support they provide to our department.
- CaTS always responds to issues quickly and alerts the community to scams in an attempt to keep our community safe.
- Troubleshooting; both over the phone and in person. Explaining issues to non-techies.
- Desktop people are very friendly and helpful
- Taking over the computer screen
- help desk. website. home store---I appreciate the free software for home use.
- CaTS response time to our needs at Ellis is phenomenal! Thanks!.
- I like the friendly help when I borrow a laptop. The computer stations need dusting and cleaning.
- The Helpdesk is awesome and I always interact with friendly and upbeat staff 95% of the time. Also, the individuals who have responded to service my computer have been knowledgeable and very thorough. In both cases, I have gotten more than I bargained for and appreciate that in spite of my ignorance, I am treated with respect and genuine concern.

- Whenever I call I get prompt service and great customer services.
- Any time I have had to use CaTS, they are very quick to get back to me and very accommodating!
- Always willing to help in a timely fashion
- Help Desk is always prompt with solutions or scheduling when problem is unsolvable over the phone. Courteous with customers. CaTS is good at alerting the community to threats (phishing, etc.) and notifying when systems/services will be unavailable.
- CaTS Home Base provides excellent service.
- Given the expanse of the campus and the type of machines hanging off of it, I think y'all do a spectacular job of providing connectivity. So many organizations have trouble with that.
- I have always gotten quick and wonderful service from CATS --- no complaints
- Mike and Greg at the Lake Campus are wonderful. Very friendly, knowledgeable, and fast!
- Routine use environment diagnostics
- Always friendly and always helpful.
- Personal feedback
- Being from College of Education & Human Services I haven't had much opportunity to work with CaTS but am pleased with their knowledge and promptness so far.
- Help desk calls and service visits are always handled quickly and professionally. Whenever I've had questions about a process or service and reach out to individual employees, they have been very helpful.
- The staff answering the phones are always very professional; answer my questions or give me direction as to who can help answer my question.
- Networking, DNS, Server registration, HelpDesk.
- Very professional contact with CaTS individuals, and always helpful.
- Trouble shooting problem solving
- CaTs is very responsive when problems arise.

- Great service and much much better communication compared to years ago!
- Software applications solutions and support
- I think that your overall communication is significantly better than any other department at WSU. You are always letting us know when things are going to happen and when it should be finished.
- I have special software that I need for some classes. CATS personnel always has it running for me OR meets me in the lab at class time to work with me regarding any problems. I cannot ask for better service than that. I am very appreciative.
- I think CaTS does a great job with what they do now.
- I am quite honestly very happy with the quality services provided by CaTS. My department relies heavily on programmers and their responsiveness to changes requested. I am always happy with the quality of work and the responses given. I can always rely on Rob Huelskamp and now Melinda (I can't remember her last name) to get our requests done quickly, accurately, and also to provide critique or feedback when requested. I appreciate all that you do.
- Very patient and helpful staff
- Sometimes the wait time on the phone to make a request is long, but once I have a technician on board, my tech problems are resolved pretty quickly, and some of my computer problems have been doozies!
- Response to issues is efficient, even after hours and on weekends.
- quick response time and accuracy of solving issues
- Customer service is wonderful!
- Help Desk is outstanding.
- CaTS is always very prompt in contacting me regarding any question or issues that I have had.
- Desk guys are helpful, and are those that come over for a rare problem. Overall I'm happy with it
- Desktop and Classroom support has improved greatly over the years. Mary Clem had the Helpdesk moving in the right direction and I am happy to see the effort being put forth to improve that service.
- Willing to try to fix things that I cannot figure out.

- CaTS got me up and running with SecureShell FTP to reorganize and reduce my web site at WSU.
- every time i call, i am able to receive timely assistance. thank you
- Even if it takes going through a few different people for resolution, which is rare, I ALWAYS get resolution and I never feel like I'm being ignored.
- Quickness and exceptional customer service
- help desk supportive
- They have always been quick to respond to desktop issues - very helpful and understanding. Everyone I have ever dealt with from CaTS has been professional, competent, and courteous.
- CATS responds quickly to coming out to look at our computers or helps us through updates over the phone.
- Quick response time, good solutions - I have no complaints.
- Matt Kauffman is so helpful and always very patient with my struggles. He has excellent customer service skills. Very glad to have him helping me.
- Response to computer help desk requirements, assistance with computer set up.
- I have not yet been witness to something they've done well. I've called the Help Desk for a number of problems relating to email, and not once were they able to fix it. Other times, the wait on the phone was unacceptable. If I can't figure out the problem myself, or involving coworkers, I just have to deal with it. It shouldn't be that way. Also, I am often having to figure out email problems for my coworkers, because they too get no help from CATs. It's a real shame.
- I have been pleased with HELP desk response for minor issues. Staff arrive promptly when there is a need to come to the office. A few years ago our office of 20+ people moved to a new building and the support provided to connect quickly in the new location was outstanding. Staff involved clearly take pride in their work. This has also been true of staff supporting the Banner student module -- Cynthia Adams is a gem. Great support from Wallace Neikirk, Terry Young and Teresa Carroll as well.
- Have always gotten fast response and positive outcomes for any service requested. Everyone has been pleasant, too.
- Classroom technology

- I believe CaTS does a GREAT job on the front line. When I call in with an issue, the Help Desk associates are friendly and attentive. If the person I am talking to can't solve my problem rather quickly they will seek assistance from someone else in the department that has a deeper knowledge of the issue. Also, no problem is too small, no question too simple; the employees always treat me well no matter what I need.
- CATS has always done a great job when we need work done or have a problem with our computers. They are quick to get things fixed.
- Communication of changes, scheduled maintenance, scams; analyst responses to Production issues; web pages forms & content; HEAT system to submit issues; HelpDesk availability & responses; computer labs; Bomgar to fix office computer issues; systems stability; staff knowledge; thoughtful testing & rollout of new software to lessen impact on end users; WINGS; Banner test instances; approachability; in general I feel very fortunate to have such great CaTS support. Also have attended trainings.
- The help desk staff is wonderful, friendly, helpful. No matter how simple or ridiculous my question is, they're always polite! I also love being able to download software that I need at work without having to pay for a license that only lasts a year - the addition of SPSS and Adobe Pro has really helped out our department!
- All of my requests are usually handled in a timely manner.
- No idea, I just use my own tech knowledge.
- I really like the emails I get telling me when pilot or something will be down or if it is down. They always resolve the issues very quickly.
- I generally get good service when I call the help line. Most of the time the individual who responds either knows how to help or how to connect me to the person who can.
- There is excellent teamwork between CaTS & other service providers on campus. The student staff seems particularly well trained to respond to a variety of types of questions without being condescending to those with less technological expertise. In my opinion, CaTS provides some of the best service of any unit on campus because the CaTS team works with students & staff, providing education as well as services. Not all units have the responsibility to support such different groups of clients.
- Scanning for faculty, Support to the Classroom, People that answer the phones.
- Customer service for office computer problems is outstanding
- Individual support is excellent.

- The desktop technicians are exceptionally good at customer service, and their experience in trouble shooting issues is greatly appreciated when resolving problems. CTS is also very accommodating in meeting the needs of staff for equipment utilized during special events.
- I've always received friendly and helpful service whether I am having a problem in the classroom, with my office computer, or with connecting my personal laptop to Wright State's Internet.
- Always prompt and always friendly and helpful service from technicians.
- Give Chris Flanagan and Chris Roberts a raise. They are beyond awesome
- I appreciate they can remotely trouble shoot on my office computer.
- Fantastic customer support! Best ever encountered...
- I rarely access your services, but you have been prompt and professional every time I've needed your assistance. Keep up the great work!
- Why would I care about your name? I'm not paying you for your name. I'm paying you to do your jobs. What does it take to get a simple email password changed? The second coming of Jesus Christ?
- As an Administrative Staff retiree, I am thankful that I have email privileges through Wright State. I have always had efficient, excellent, friendly assistance when I have had any issues. If the person answering for CaTS couldn't answer my question they have always consulted someone else and to determined the appropriate answer or course of action. CaTS obviously hires very qualified individuals who truly want to assist callers. Well done all around !!
- Tech support is done very well. Customer service is friendly and helpful.
- I love the help desk being able to remote in. That saves so much time. And they are all nice.
- VERY good at making very PROMPT responses to inquiries of various types
- Technical expertise
- CaTs is really helpful to call when I have a problem. For example, I was using new technology for a class that was not cooperating. The gentleman sat on the phone with me for an hour and did everything he could to try and solve the problem. It ended up being a problem within the company but the CaTs employee was so kind and patient. The problem was fixed within a day and I was able to upload my assignment.
- Service is always prompt and professional

- Timely response to concerns from students that might delay work. I have always found them very courteous and knowledgeable.
- Feedback on the status of a service request.
- I think CATS do a good job in all the areas.
- CATS are always courteous, helpful and extremely patient. I am very grateful for the prompt efficient services CATS provides.
- support over phone has been good
- Fixing classroom problems, assisting with computer issues, maintaining the network
- A cats person helped me learn the software for the active learning classroom. It took us barely half an hour and I am ready to teach myself the rest. Thanks Paul!
- I've had various issues with CaTS timeliness over the years. One year, Pilot went down over the weekend (during Spring Semester) and no one at CaTS was apparently monitoring it (or email) until the work week. This year, there was an issue on the Sunday before spring break (when classes are still in session). CaTS also takes weeks to check on classroom equipment service requests. This drastically impacts my ability to be an instructor, and I have limit confidence in CaTS.
- My requests for assistance have all been addressed. When I ask for information about what underlay the problem I had, CaTS staff usually explains.
- CaTS is very responsive. When I have had problems in classrooms they have been resolved very quickly.
- I have been very satisfied with the help that has been given to me when i am in need of it. This next year i will be a freshman at the University and whenever i have a question, i either call or email and i get a response right away.
- The Customer service which you provide is wonderful!
- Their technical services--both by phone and in person--are outstanding.
- Computer issues
- Responding to questions, troubleshooting. Coming to the classroom asap to fix a problem.
- Quick solutions to pesky problems.

- YOU GUYS ARE THE BEST!
- very little downtime; responsive helpful staff; keeps current on technology and security
- Wings is always broken
- They are generally timely with classroom issues
- Excellent service when calling from a classroom. Excellent service when calling from home for my university issued computer.
- every time Cats make an update the whole system experiences problems for several days
- CaTS is always there when needed and I can count on them. Always helpful.
- Your customer service runs the gamut from horrible to splendid depending 100% on the patience of the person I reach on the phone. The last person sighed loudly and made me feel stupid but he was the exception to what is usually a pleasant and helpful experience. He was very impatient as well.
- CaTS is great at being able to fix computers and issues quickly
- I think that it is really easy to understand things
- The department helps with some computer confusion, especially with online class assignments.
- CaTs performs troubleshooting very well when I call because the computer is not functioning properly.
- Cats is always prompt to help.
- The Scanning area is great! They're professional and very good at the work they do. It would be very nice if they could expand their services and offer Document Processing too. There's also a 24/7 Computer Room that offers many vital services. Someone is always here to help
- In my opinion, the communications coming out of CaTS and the collaboration with other departments has improved significantly in the last couple years. It is an obvious effort that is being made to improve perception. I do think it will take some time to completely shift with the entire staff.
- I don't have any feedback; that must mean you're doing everything right!
- I appreciate the help desk a lot.

- They do great job.
- The free MS Office Software is an exceptional offering from CaTS!
- They do a good job of informing me of network issues, email phishing attacks, and resetting my password (even after hours).
- Everyone I have delta with has been wonderful, however it seems if you have a Mac the help desk doesn't like us as much - maybe not as familiar?
- Very responsive and fix problems with minimal fus
- Whenever I have a computer issue in the classroom, CaTS responds immediately and fixes the problem or tells me how to fix it over the phone.
- Overall, internet service is reliable. Pilot functions pretty well, and is decently user-friendly. When students have questions, cats responds relatively quickly.
 - Responding to help requests for the office desktop computer, Responding to my students' requests for help, Providing assistance with technology for international travel
- I know you all have a new director-- so making a list of priorities is important. But honestly, the last year has been the BEST year I have ever experienced with CATS. What makes the f\difference is the person on the end of the phone who helps resolve issues and who has the background to help and who will go the extra mile. It will do no good to rename something that doesn't work any better-- its better to build on an improving reputation.
- Helpdesk service is wonderful--if the person answering the phone can't help, they find someone who can. The security team is quick to respond and follows through. The server support staff are always helpful--from answering questions to assisting in project implementation. Overall, my interactions with CaTS staff have been positive.
- Once I interact with CaTS directly,it is great.
- Provide support and assistance working through problems with the database.
- The technicians are pleasant and courteous by phone. / When I have a problem in the classroom, the response is timely.
- Great front line support to classrooms especially over past year. Have used them often!
- Basically nothing.
- The helpdesk is very quick and effective for a huge variety of problems.

- We have always received great and timely service from CaTS.
- I'm sure there are plenty of things, but I don't deal with CaTS very often, because we have computer support on site here in the library (LCS). I am happy with the service whenever I need to call to have my password unlocked, and I took a Skype training a while back with Reid that was well done and informative.
- Customer Service--initial level is usually helpful and responsive. Emails regarding awareness of updates/changes are timely.
- The help desk is always helpful and quick to resolve an issue. No complaints!
- One on one help desk service is good and support for classroom tech problems with CTL is also strong.
- I like the Help Desk - I always get my question answered. Every person I've interacted with is kind and knowledgeable.
- The programmer/analyst with whom I work are fantastic. Their knowledge and expertise is appreciated and integral to the work we do. I appreciate their can-do attitudes and ability to collaborate.
- Assistance with computer functions, malfunctions and data security.
- phone support for desktop/office issues
- Efficient and time sensitive in responding to service calls during class.
- Very helpful, can usually help you out over the phone.
- The help desk phone line, bomgar, and appointments are very helpful. The homebase office is great. In the past I've purchased software there and online and have had my computer fixed by them. These services are extremely helpful, convenient, and cost effective for me. Downloading the full Adobe at home was very welcome and so cost effective. I really appreciate the spam filters you have on email. Laptops2go and guest accounts are great.
- They are always helpful and quick to respond to any problem I have that arises. They are a real blessing!
- Timely service.
- password help, quick fixes done remotely from help desk, security issues and communications with units

- As an alumni I needed to gain access to my account after my password has expired. They unlocked my account with no problem and explained that my account will be available for 5 years.
- Help desk is wonderful. I usually don't have to wait on the line for a while. I also don't get quick service.
- When I have a problem in a classroom, it is handled quickly. Also getting software installed for my class is done quickly.
- Anytime I need assistance the CaTS team is very responsive in assisting with my request.
- Always helpful and glad to help even with minor technical problems. Always a pleasant experience going to CaTS.
- Technical expertise. / Willingness to resolve issue. / Pleasant interpersonal interactions.
- CaTS technicians are very knowledgeable and very helpful, both in person and via telephone. I also think that the computer or electronics sale is an excellent idea!
- Help desk is extraordinary. I am happy two about the new software licensing practice.
- I have been attending WSU just over 3 years, each and every time I used Cats, I have nothing but praise in the work and level of professionalism I received. KEEP UP THE GREAT WORK !!!!!!! GO CATS!!!!!!!!
- I've had excellent customer service experiences with CaTS. To date, all members have been positive, friendly, patient, knowledgeable and efficient. I've had great service over the phone, remote access to my computer and CaTS members coming into the office in person. I find the general performance to be excellent and have yet - and hopefully won't- run into an issue that CaTS couldn't fix. Thank you!
- They fixed my laptop when I was student. Diagnosis problem and reloaded MicroSoft Operating system.
- they were very helpful when i got locked out of wings express.
- CaTS has great intentions. Service to customers is top priority and staff really care about the customers and WSU mission.

- They are very customer-focused on issues they can trouble-shoot immediately. Sometimes when the Lake Campus has to wait for them from Dayton, it is a pain. However, I think they have made remarkable strides in limiting that time lag as well. The people here at the Lake Campus are extremely helpful and any time, I have had to call down to Dayton, they have been nice and personable. They have given me answers I needed or fixed the problem without significant delays.
- Cats are very helpful, they help me in setting Pilot.
- Providing discounted software and quick, free computer help. They have also helped me set up my RaiderMail account on my phone and tablet.
- Help desk guys are very helpful and responsive. Don't let this slide!!
- Help with email questions and problems
- Our office does all our work on Banner and in DARS. We could not process incoming transfer students if CATS did not keep us up and running smoothly! Great department and staff!
- Infrastructure
- The people at the Help desk and on the phone are pleasant and helpful.
- electronics(phone email), customer service
- Response inquiry, creative solutions within our current solution packages, adeptness in current and trending technology, positive and can-do attitudes.
- Office 365 ease of use is best.
- I hate the very long message that you have when you call CATS. Cant I just get help???
- What I like most about CaTS is that if I call I can talk to the same person who's helped me previously, or if there's a situation where one particular person's knowledge is needed, whoever is helping me can simply call them. Customer service has been top notch, literally could not ask for more.
- Friendly and expedient a majority of times. Very helpful solving computer issues and getting us back up and running! Thank you!

- I like that I can email helpdesk@wright.edu and get an automatic reply with my ticket number. This makes sure a ticket is generated and is easy to follow up on. I like the survey going out for every ticket as sometimes that is the only way I know something is complete. I wish the Physical Plant system was as good. Some of the staff have great knowledge and customer service skills. Some go above and beyond what is probably required of them.
- CaTS has always provided exceptional service to myself and co-workers.
- When I have computer issues, the CaTS Help desk always provides efficient, effective service.
- I like that you can remote connect to see the issues we may experience.
- very useful online tutorials on various topics such as Pilot, etc.
- The Help Desk is always very helpful and responsive to requests.
- I am a retired professor with emeritus privileges. I have been as pleased with CaTs services in retirement as I was when I was full time faculty. / I have contacted the help desk occasionally for assistance and have always been very pleased with the assistance I received.
- Great assistance with computer problems, email problems etc. While working, I spoke with a variety of people; all were extremely helpful. Although I have retired, I still continue to receive great service.
- Love CATS
- No need for improvement. They are the best, great and helpful when needed.
- Help Desk is extremely helpful as well as the repair office. Very knowledgeable at troubleshooting problems and service issues
- Anytime I have had an issue logging in, the CaTS help desk has help me in a timely manner and the technicians have been polite and well informed. Keep up the good work!
- Love the help desk; especially the ability to remote in and fix issues. All tech desk and desktop people are knowledgeable, efficient and friendly. For new installs they are very careful to get all your files, to reset/reinstall software to your configuration and to make the process as painless as possible.
- I had to do a password reset on my account and they were very helpful and it was done very quickly.

- I am an Alumnus of the University of Cincinnati, our mascot is a Bear Cat. So, CaTS system at WSU just reminds me of my previous university. If there was something associated with the Raider I would support that. For example, instead of CaTS, maybe it could be RadR. I have not come up with words for the RadR part yet, but you see where I am going with this.
- CaTS was very helpful when I first tried opening my student account as a freshman. They not only knew how to fix the problem quickly, but they were also patient with me when trying to work through the different issues.
- CaTS is accessible to students when they need help. I find the location convenient.
- I think CaTS performs well in terms of helpfulness. The CaTS Help Desk tells you the issue, and how to solve it.
- Everything works as it should. Prompt responses.
- All the services are very satiable. I am glad to have such a help desk at my university. Awesome!!!
- As always, I have been quite pleased with all the services provided to me from CaTS. Keep up the good work!
- Everything!
- Last time I had problem, tech was very polite and helpful.
- Campus network, and password troubleshooting.
- I think you do everything well. Thank you!!
- HELP desk is usually excellent
- Wi Fi service
- Student service is excellent; very prompt, courteous, and helpful in resolving issues either with the software purchased, website technicals, or even with my laptop with Pilot/MS Ofc compatibilities. Even remote diagnostics is quite adept.
- Communication and helpfulness from all CATS contacts I've worked with are exceptional. Rich, Kim and Doug mostly, but even dealings with Andy, Tim and Chris on the technology side continue to be positive. Rich is very proactive and often stops by to check up on projects and inquire so things don't get dropped.
- I've always been satisfied with my interactions with the Help Desk.

- Great HELP desk service. Always responsive and timely.
- CaTS is so integral to everything on campus (and beyond) and I've always thought they did a great job! I've worked at Wright State for 30 years (I've only recently joined the Office of the President) and have always been grateful for the great job done by the CaTS department. Their knowledge and willingness to 'hang in there' to get the job done. / / Thank you for all you do for WSU!!
- Problems are usually resolved in a timely manner in terms of outages or system errors.
- Cats continues to be helpful to me--they're very patient with me. Alyce Earl-Jenkins, Prof Emerita (CEHS)
- Overall exceptional division
- Using software on my computer provided by home base. Ease of use to check email.
- Help Desk Phone service is always courteous and useful.
- Warranty requests, bulb replacements, helpdesk calls (password changes, etc)
- All honesty
- Very helpful with everything!
- CATS Helpdesk is timely and effective
- Technical support and troubleshooting
- I feel they do a good job of assisting with Campus computer issues.
- WSU-Secure always seems to work well and they stay on top of phishing.
- HelpDesk staff and Classroom techs very helpful and responsive.
- Helping students with printing, answering questions, fixing computers and being friendly.
- Customer Service

- I honestly have only used CaTS one time, to reset my password on the school computers. My laptop had my credentials and password saved to it over the summer, and when I came back for the following semester I didn't know why I was locked out of Wright State's computers. CaTS explained I needed to take off my automated credential login on my computer, and ever since then things have worked great. I appreciated the representative's help, and have not needed to use CaTS since.
- Without the CaTS help line with its immediate help, our customer service would be HUGELY compromised! Much of our work involves same day communication and, speaking personally, I'm pretty good at my job but NOT good at figuring out what's wrong with my computer system when it's misbehaving. I could waste hours bothering other people or making things worse, trying to find out how to fix it.
- Helping with computer connectivity issues.
- Whenever I've had a professor who is having issues with the computer, a CaTs rep is always there within a few minutes to resolve the issue.
- Support for web services is very good although it does seem that the staff is over loaded with the needs of the University.
- All activities and services.
- Maintenance of classroom facilities that I use is very good. Response to requests about classroom equipment is good
- I have used the Home Base services when malware got past my security, and they were able to resolve the problem quickly.
- Fix your system so you don't send me so many emails about spam
- Support services is great! Very helpful and always willing to find the answers if they don't know.
- CaTs is my lifeline. The young people are very helpful and polite to the Dinosaur Faculty/Staff.
- As a relatively unsophisticated user, my needs are met very well.
- Classroom support
- I was unable to get a DARS audit due to an error. The help desk suggested that I try logging in using Explorer rather than Firefox and that fixed the problem.
- Usually timely responses to classroom equipment problems needing quick attention.

- email works great.
- Student Services
- The customer service is really helpful and supportive. They do not lose their patience with me even though I am frustrated.
- always prompt and helpful service
- Response to unexpected or unanticipated classroom technology problems has been excellent and appreciated.
- CATS is currently providing only two feet ethernet cables. It may need to provide longer ethernet cables or cable couplers in case there is a need. Two feet cable may not be long enough under certain circumstances.
- Staff are very friendly and helpful.
- I am too new to know what I need yet.
- Service, expertise, and willingness to solve any technical issues. Patience with non-techies is high.
- I've always had a good experience with the installation teams that come to our office. I also appreciate the BOMGAR sessions when I've needed to update software or troubleshoot a problem. CaTS has done a good job of training its staff and tracking work. I also appreciated recent help from Mendy Beverly when I needed to shut down swipe card access to our labs in White Hall.
- Have no idea what CaTs was. Had to read the questions to figure it out. Rename it. It's just weird. Really gets old changing the passwords. Also, you need to condense stuff. One password and one user id for everything. It also makes no sense that I have to enter in additional information to see my transcript (not purchase - just see), than I do for anything else in the system, including stuff containing financials. Well thought out..cause it's my grade people will steal (not!).
- help desk folks are pretty quick to get on a problem and resolve it.
- As a retiree, they have been very helpful whenever I've needed them. I appreciate them being available to me even after retiring.
- computer issues

- As a retiree, I've been very pleased with the kind and courteous assistance I've received from CaTS staff.
- Desktop services for setting up new hardware
- CaTS has many employees who know how to operate many different systems; therefore, when I had an issue just last week and needed to get it resolved, CaTS was able to provide the assistance I needed.
- Help desk staff are excellent!
- I occasionally phone in and the response is always terrific. Very unusual, I think, for a university service to be so consistently good.
- Call in phone support when computer issues arise. In class technology support when computers/projectors/etc aren't working.
- Repair of my laptop (I am retired staff, alumni, and current student) / Answering general and specific questions. / I've always had good service from CaTS
- CaTS staff has assisted me with acquiring access to my information stored in various systems. I think the system was Raider Xpress.
- Great customer service (though help desk abilities to fix problems (somewhat understandably) decreases outside the 9-4 window.
- Overall, I have had good experiences with the Help Desk. I appreciate the occasional teaching sessions for new technology, i.e. Pilot, Lync, etc.
- CaTS it's perfect name NO NEED TO CHANGE!!!!!!!!!!!!!!!
- Updates are scheduled at a good time that most people are no using it. / Email dealing with the updates are at convenient times before the update. / Emails dealing with scam are sent out to inform of scams found on emails.
- Has always helped me with my computer issues with Wright State's Wifi. They really know what they're doing.
- I think CaTS does great in offering services to staff. I worked in an office on campus for awhile, and it was always really nice when CaTS people offered to come to the office to help fix computer problems.
- Customer service is top notch

- All CaTS does is fix and update things. The recent change of the Wings website was great, and I am thankful for it.
- I was locked out of my Wings express. I went to Cats and they fixed it in minutes!
- They helped me unlock my account in a short amount of time.
- Don't make it "Office of Information Technology". Make it "Office of Information" It sounds a lot cooler!
- Attentive and highly skilled people with great attitude and work ethic Problem not resolved though
- CaTS provides great service. I have always been assisted in a timely manner.
- I've had a good experience with CaTS overall. The staff is courteous and helpful.
- helped with computer setup.
- Laptops to go
- Help with email
- Whenever I have had a problem in the classroom the CaTS providers are extremely receptive and responsive.
- There when I need them. Or hours are posted never waited more than 5 min for help
- Lab maintenance, enterprise software installation and maintenance, network administration
- CaTS does well on from a Windows/PC-centric perspective in Desktop Services. There has been a proliferation of Mac systems across campus but not a corresponding increase in the overall dissemination of technical information as to how to configure them to meet WSU enterprise security requirements and consistently be able to access data and system services.
- Cats is best in providing help for looking into the issues during install and update of software. Always gives prompt instructions and alerts on lab cleaning etc.
- CaTS responds very quickly and is very persistent with monitoring tickets. They also take care of classroom problems quickly if it's in their power. (This semester, I had a problem with a projector screen, but that involved a vendor, so there was a massive delay. At least it wasn't CaTS' fault!) I like how CaTS can help us contact the CTL in recent years. (They are so hard to get a hold of!!!) Computers and labs are in good shape.

- Maintain computer labs around the school pretty well.
- Very pleased with the concept of such an accessible service.
- They cleaned my computer's fan and didn't charge me anything. This made me very happy.
- My experience with the CaTS has always been stellar. The team members are knowledgeable, helpful, and friendly. I have never had a problem they could not fix. When a particularly difficult challenge presents itself, they go above and beyond to research and repair my problem.
- Maintenance and operation of university's network including phone and internet service, server management. The department also does a great job at securing software options for faculty/staff to purchase from Home Base store at discounted rates.
- Help desk expertise is superb.
- friendly, responsive, capable
- Help Desk--password resets
- CaTS is very timely in response to client problems and problem resolution.
- Timely, accurate and very professional customer service
- Keep up the great work. You're the best!!
- the home page is a source of accurate and valuable info.
- Usually my administrative support interfaces with cats.
- Excellent response to problems in classrooms
- Providing nearly uninterrupted computer access/service of applications to the wright state community
- I was please with the job done on my computer
- Helping reset passwords.
- Very friendly and professional.
- CaTs has always been available when I needed help with something whether it was over the phone and in person. Staff is very friendly and helpful.

- First time student. Too early to comment.
- They provide several really good services. One being the instructions are very in depth. Also, the wording makes it easy to read and helpful. Overall, this is a great service to have.
- They helped me figure out my accounts and helped me get into the position to where I could apply for housing. They were very helpful in this process.
- I think that the cats activities and services that you feel cats perform well are helping you with any technical problems that may occur and getting them fixed.
- Good following up. Personable staff.
- Knowing the website by the back of their hands and actually knowing where everything is on the website. Working through the problem fast. Worked well with somebody who doesn't know how to use wings well.
- CaTS has always been very responsive with information regarding outages. They seem to take care of access problems very quickly and have always been immediately responsive to any of my questions.
- Getting back with you on time and very efficiently!
- as far as the website goes, I am very disappointed. There were multiple time that there were links or things that would not work or were very hard to find.
- The Essentials part which I have seen is represented in such away that everyone can easily understands. / The details are mentioned from login page followed by usage guideline which impressed me a lot. / The important is with confidentiality on passwords and guidelines on resetting will always ensure the users safety.
- As a first time user CaTS seems to be a fine program.

Please provide feedback on activities and services you feel CaTS could improve

- CaTS is not defining itself as a leader in the IT needs of the University. CaTS should be creating processes and governance models that steer WSU in participation with all stakeholders. Instead, there are a large number of arbitrary decisions being made both inside and outside of CaTS which have no process models to guide them and rely entirely on opinions and whims of individuals. More Self Service and clearer guidance for all customers would be a huge improvement. Service FIRST!
- I know we can get installs of Office through Office 365, but I wish we were still able to buy copies of Office that we can continue to use after we graduate.
- Advertising. Emails shouldn't be plain text. Need to market better.
- More hands on training. I know Atomic Learning is the way to go, but if you don't know enough about the problem you are having, how can you find the answer on Atomic Learning?
- CaTS does not need to be improved in any way. They are perfect as they are.
- Improved internet speed throughout campus. / Familiarity with Mac software.
- BANNER TRAINING. Most of my Banner skill is self-taught. Explain what the fields are and how to enter the appropriate information. / / Tutorials or online manuals for new software, especially Office 365 (the most annoying upgrade ever...). I don't have time or off-desk ability to attend all the training sessions. How about DIY training with official materials? / / Better online training manuals across the board: Pilot, Banner, Office 365, Cognos... Most are terrible.
- Sometimes I have (but rarely) a request that sits for quite a while until I get it resolved. Got one of those now.
- dusting and cleaning computer stations
- I believe this is one of the services on our campus where we can't cut funding to as we sabotage ourselves in the process. If anything, more resources and staffing should be devoted to CaTS so that we are known as an institution who values and supports technology enabling us all to embrace the future with confidence and knowledge.
- I do not have any
- Short staffed in high tech areas (database driven projects).
- The automated phone queue.....the menu options are too long when calling in.
- Introducing new services/software for improving productivity and associated training.

- None
- The limited training I have received on sites hasn't been especially helpful. The instruction was lacking a bit and it seems that there was still some confusion about what WSU's version could and could not do.
- I think CaTS could improve on providing a directory of contacts on specific areas. I have been here over a year in IT for one of the colleges, and I struggle to know who the contacts are for specific areas. i.e. DNS entries, server registration, ordering equipment, Software, etc. I do know there is a CaTS website but it is too general.
- COGNOS, BANNER training
- I don't know of any problems.
- Please clarify the fee structure for services such as installation of network connection in the office.
- Communications -- more streamlined, consistent and better integrated into the portal and mobile app.
- I doubt that this is really in your control, but the internet is still a little rough in certain buildings. It has definitely improved in comparison to previous semesters, so I can't really complain.
- I would like to see them have capability to assist departments with researching possible solutions to our technology needs, perhaps even proposing solutions to unaddressed needs. I think CaTS should have be able to determine if specific solutions can interact well with the solutions already in use on campus. I would like them to also have the ability to propose ways in which solutions in use in one part of campus could be used in other areas.
- Very good service
- Phone wait time during peak hours could be reduced.
- The network restrictions that throttle connections to the outside world of the internet is upsetting when using a gaming console on the residential network. I am unable to connect with most people because of an extremely strict NAT setting and therefore am not able to use my console for skype calls and make clear calls. I am also unable to consistently play games with friends & family in different areas. The connection constantly severs and causes me to be disconnected.
- none for me

- Overall, I feel CaTS does an excellent job for the myriad of tasks the department is required to perform. I think a more reasonable pricing structure for server and storage space should be investigated.
- Sometimes they walk away when they think they are finished with a problem, though I may not feel the same.
- It took a while and a number of e-mails and calls to get the information that a VPN would be needed. That, and case sensitivity in my index filename, resolved the issues I had. My web site is now trimmed down to two pages.
- so far i havent had any negative experiences
- It would be great if more training could be offered. There are a lot of us who need more training in multiple areas, such as Excel and Word, but the training is virtually non-existent in a classroom setting. I frequently feel like I need a CaTS person to sit with me for an entire day to tell me how to do things in a more efficient manner.
- I want better access to various computer packages for use here at work and at home for work uses / / I want better coordination across WSU/WSP/WSRI/PH. every day I run into a problem somehow but eventually the answer is because of who owns my computer, and where I physically reside. can't download some of the software programs. Also, I can sign into the WSU VPN, but I can't see files from work on my home or WSP computer (my portable)....still looks like I am in web based outlook.
- Maybe improve on their communication between all of the employees.
- Wifi connectivity.
- From a project management standpoint, there needs to be a single point of contact from CaTS that can represent the plethora of services offered. As an example, a current large project on campus has required an assistant PM be brought on to coordinate between 8 points of contact from CaTS, the end users, and the design and construction team. A single CaTS PM would alleviate much of this work.
- From my time at Wright State, my biggest complain was when a room that was booked in advanced for a meeting was locked several times. I know this is still the case from talking to current students. This usually resulted in trying to call CaTS to open a room and when there was no answer scrambling to find an open room.
- nothing right now

- Wright State email system is like one from the early 1990s. It is not user-friendly and it wastes a lot of my time. Searching for something in email is an unbelievable process. One of our biggest technological failures at Wright State was to go with Office365... and I cannot imagine what was going through someone's mind when they picked it.
- I ran into difficulty with Pilot when taking a class last summer -- two accounts for some reason, and I could not access the course material. I was frustrated as I was "handed off" between CaTS and CTL numerous times vs. 'behind the scenes' coordination between the two departments. No one seemed to wish to "own" the issue or reach out to the other department to obtain needed expertise and problem-solve.
- Pilot is sometimes slow
- The only downside would be the 'training modules' offered on the CaTS website. I can't say that I've ever had one that helped me solve an issue.
- COGNOS has no training - you are just told you have access and you need to figure it out yourself. Need training on what all the reports are and how to run recurring reports. / / Telecom charges are way too much. They need to redo their contract with the service provider - it costs more than my cell phone per month which has free calls. The phones are 20+ years old. And the connection charges to add a d-term are outrageous \$400+?? really!!
- Some HEAT tickets are submitted with no response or indication of when they might be addressed, would be nice to know/plan; ASAC team could stay more connected; seems like we could benefit from some more cohesion among various working groups -- SIBI Portal, Provost All-in-Accounting project, Institutional Analytics Technical Team, GPP FACT, etc.
- More training for staff/faculty members on using Banner, Workflow, Xtender, etc.
- No idea, I don't use CaTs
- No improvements
- Support for the software tools that we sell (e.g., statistical tools, office tools, OneNote and other tools within the Office Suite) would be helpful. These tools change over time, knowing "what's new" and how it could make my work more efficient would help. I think the entire campus could benefit from knowing how to use the Outlook calendars, how to manage/share calendars and use these tools for scheduling meetings/rooms.
- Providing timely and knowledgeable service to a unit to help meet their unique IT needs
- Customer Service is inconsistent when needing help at my computer in my office. Sometimes the people are very helpful (Reid). Sometimes the others seem like I'm annoying them and really don't want to help me.

- Coordination with other staff departments on projects that affect building spaces, ceilings and conduit/wiring runs can be improved. Often Plant must go behind Cats and replace ceiling tiles, clean the space, etc.
- The resetting of the printer is a pain. Sometimes my fingers are fat and I type the wrong password. I need to get 2 changes before I need to call for help.
- I would appreciate being able to do hands-on activities during workshops held by CATS. I think it would be very helpful if the classes could work on the actual activity they are trying to do during the workshop, even if that means a smaller group of people so that everyone isn't scrambling for help!
- The Clutter part of eMail is annoying and not very intuitive.
- Communication, communication, communication. / The website has improved significantly in recent months. Keep it up.
- Use of virtual desktops in Raider Connect is very challenging for the enrollment services advisors, and very often creates frustration when providing student services and the computer application (Banner) functions fail and crash. It has been mentioned that replacement of the virtual hardware with PCs configured with Deep-Freeze. would allow for updates and customization of the Windows environment to accommodate use by the enrollment services advisors with increased application response rates.
- I am a part of an organization and we oftentimes would arrive to our meeting room and it would not be unlocked.
- I have had a problem in the past they were able to help me with, but I was left with a huge clean up task on my own. My email was hacked and I had over 100,000 emails to be deleted. I found out later they could have given me more assistance with the clean up than they did. That was very frustrating. Some go out of their way to help you, and some do the minimum to assist.
- I do not feel that CATS provides a reliable service for Mac users and that this should be improved. I usually have more than two people working on my computer because they are not sure what to do. They usually take a long time getting back with me because they have to consult other people to figure it out.
- Communicate through newsletters (or similar format) IT security issues and approaches for improving individual awareness. Many organizations, e.g. CERT, provide a big picture of security threats and how to recognize them. The approach might add another security layer supporting WSU's security efforts.

- I have recently received multiple emails from the .co.uk extension and other various messages that absolutely are phishing attempts or a gateway to some malicious logic. Is it possible to send out a message or post on your site that these things are happening and to be aware of them so your office is not contacted about the same issue from various other offices. Other than this paragraph I have been very impressed with the promptness and professionalism of the CaTS staff all around. Thank you
- CaTS needs to improve upon their Planning and Communication. Too often even the people within CaTS are unaware of what each other are doing since there is very little planning and little communication going on outside of an individual area. / / When I worked in a different area of the university, the department had a clear Mission and Vision and this Mission and Vision was communicated to everyone in the College and everyone was expected to know what the Mission and Vision was.
- None
- Open earlier on the weekends. Stay open just a little later on Friday. / Work together with CTL and other tech departments so we know where to go for things.
- Sometimes, the help desk responds to an issue, can't fix the problem, and the technician just goes away, and the problem never gets fixed. It's as if the technicians feel that if they can't fix it easily, then it can't or shouldn't be fixed, and that's the end of it.
- Nothing
- Sometimes I have to spend too much time on a student-front-line phone call, when it is clear they need to punt to a full time staff.
- Faster Internet. My home internet is faster than here at work
- Nothing, doing an excellent job on all fronts.
- their knowledge
- That a questions is on here on changing the name of CaTS shows that CaTS' priorities are in the wrong place. Who cares what your name is! As you did your job and no one would care. Sadly, our experiences is that CaTS spends time on things it shouldn't and then doesn't do it's job.
- I really do not like having to listen to the prerecorded message when I call the CaTS helpdesk. I realize that you are trying to avoid calls with questions that your prerecorded message answers, but it is very frustrating to not be able to bypass that message.

- Password changing is a nuisance. Cognitive psychologists have shown that a six month replacement system with a mix of numbers and symbols imposes the single greatest possible burden on users. Randomly generated passwords (an option we have available to us) is the single only thing that would be worse. Can't you cut us some slack?
- I am quite satisfied at the moment and don't have any complaints.
- Keeping the browsers up to date on the classroom computers.
- Nada
- It seems odd that when a laptop in an active learning classroom goes down, we have to wait a month for a warranty replacement. You didn't plan to have any backups in stock for the inevitable malfunctions?
- Wings is always broken
- The process for getting computer software updates varies greatly. I've had days long, multiple appointments on some occasions while others take 2 hrs. I know that it depends on the system, but then there should be a standard for longer issues like faculty can drop off the system). Everyone seems to have different rules about leaving a university laptop overnight with CATS.
- None at this time
- Monitor the responses your employees give and weed out the terrible employees.
- CaTS generally does well, but being at Ellis means that I often have to wait to have my issues addressed. This can sometimes mean a delay of weeks.
- The internet goes down a lot
- I hate when I get locked out of my accounts to log into pilot or wings. It is such a hassle when I get locked out.
- Cats is always prompt to help. If I had to adjust anything, I would suggest a difference between student help vs faculty help- perhaps that's a menu item when folks call into cats?...
- Not sure.
- I think it is time for CaTS to improve and expand their services. I feel innovation in IT at WSU has been stifled over the years by the minimizing of staff, financial stress, and old habits of past leadership. I also think there are some deficiencies in the staff knowledge of trending, current technologies. Professional development will help as time progresses.

- Whatever can help your division function effectively and efficiently while being driven by a common mission.
- I dislike the new 'Cluter' folder that you automatically channel certain messages to! Please leave it to US to discard messages we don't want!
- I think they do everything to us
- Increased consistency in the WiFi signal and overall coverage.
- It amuses me whenever I see that a network service is going to be down for a period of time for scheduled maintenance. I have IT experience in industry, where taking a server or service down loses a lot of money, and perhaps even customers. So they are very good at finding ways to not disrupt a service while they are doing maintenance. If you want to show equal excellence, try to find ways to perform maintenance without taking a service down.
- Encourage use of Atomic Learning!
- The password policy is extraordinarily naive. You set a number of restrictions to try to keep people from choosing bad passwords, but the restrictions don't make sense to anyone who understands the math involved. / / People who choose bad passwords when left to their own devices are going to do the minimum necessary to comply with your policy. That means a password with 7 uppercase letters and one digit at the end. That method has 36.2 bits of entropy. / / (continued in "additional comments")
- The pilot system has some areas that could be improved, especially the discussion board. For example, spell check would be extremely useful. The email servers can be glitchy, and emails tend to be lost. This has been more of a problem recently. Older servers can be slow which causes very slow logins. This is especially a problem for students logging into school computers in a technology - heavy classroom.
- One person that answers the phone for the help desk sounds tired and disinterested. We all have bad or challenging days but when a person sounds disinterested over the phone, this affects a caller's opinion of the unit.
- Student helpers have to be knowledgeable, personable and want to be helpful. Do not restrict what they are allowed to do or how fast they have to do it.
- Instructional communication could be improved. E-mails using bulleted lists would be helpful, rather than the current wordy, narrative style. Details get lost in the narrative and would benefit from a streamlined approach (numbered or bulleted lists).
- Dump pomeroy / 2.we should be able to buy a new computer, have it delivered, and using it in less than 2 weeks, not1-2months. / 3. Online appt scheduling

- The Campus as a whole has a huge amount of need surrounding Banner Admin services - training, data integrity and data management, business process management and improvement that is not being served by CaTS nor any other Campus Dept. That is a space where CaTS could talk the lead to provide enormous benefit.
- CATS has not been very helpful with regards to Mac support . There have been many miscommunication issues since I switched from PC to Mac, and repair service has been very slow.
- Communication to the clients about changes to backend services. Better stream lined processes for end user support. I had to have my machine reimaged stright from the box after discovering issues.
- The classroom computer in Brehm 171 (put there in 2006) was replaced with a machine that is less reliable and less capable (cannot play DVDs, for instance). The new computer usually has to be turned on several times before the user can even choose an operating system. Often, the monitor stays dark, often we get a bunch of colored bars and a message stating that the display adapter is incompatible. At the moment, we just don't turn it off.
- The cost of purchasing additional server storage space is a bit outrageous.
- When going beyond the customer service level, responsiveness is sometimes lacking.
- It would be nice to have a regular newsletter. You could highlight CaTS services, use it as a PR tool and also keep us up on what's coming around the bend. You could add stats so we could see what devices are used, how folks are accessing, busy times, etc. It would also be interesting if you included notices about recent hacks, spams, etc. I think this would be helpful to people and would make us more alert to watch you for things.
- Removing the large lab in the basement left a lot of people with no space to work. With classes in the other labs there is no longer good space for students to work when other places are full.
- simplify and standardize technology in classrooms;
- I would attend in person training if offered. Online training isn't effective for me. I have tried to connect to the network from home in the past. It's very clunky. I switched to Dropbox as a result; this was years ago, before one drive. I think you allow skype on campus now, but again, years ago, I needed it for work and couldn't download it. I'm glad you are more open to these things now. More support for MAC. Faster repair time for the public copiers on campus is needed.
- Include more instructions.

- large projects do not get managed or communicated well. / / complex IT/support problems do not get escalated in a clear and efficient process / / IT assets need more robust management and inventory to support strategic alignment with the goals of the units
- None that I can think of. The staff seemed very knowledgeable.
- When are we going to Windows 10? Many devices now come with it and it does not seem to be supported by Cats.
- Nothing at this time.
- Shorter wait times. / Eliminate canned message when calling for help desk assistance.
- To specify, I think Telecommunications Services (for TV related services) could be improved. I have called Telecom a few times during business hours, but my calls would go to voicemail and would not be contacted back until the next day or two. Advocating for the residential students, I think Telecom could use more staff members because the service is slow.
- As an Alumni I would like to have some use of CaTs for my personal computer equipment. The CaTs department worked on my laptop in the past and fixed the issue I was having at the time. I had a problem after I graduated and since I was not a "current" student they would/could not help. CaTs is like going to your family doctor, you like the people and or service and you go back when you have a problem. I would have paid a fee to have my computer fixed just like an retail business.
- There has to be a master switch for the faculty to prevent access to all the computers.
- Communication internally and externally could be improved. Utilizing people skills in appropriate and most impactful manner.
- I think our total technology could run a little faster and a little smoother. I am located in Trenary Hall at the Lake Campus and we have issues with reception, wi-fi, or printing issues a little more than what I think is usual.
- Better communications of changes to the virtual space (virtual servers on CaTS vmware platform). / / Server registration requests need fixed. Please have the firewall guys and ACL guys talk to each other so that the end user does not need to contact them all for server requests. / / Need a proper risk management plan for the University with regards to Data/ IT.

- Working with CATS on extensive building reno projects is a nightmare. It is never clear who is in charge of what, and there does not appear to be a project supervisor from CATS. Thus the end user has to manage CATS participation in the project and is expected to know who in CATS is responsible for what. Middle management is missing. Also problematic is the lack of drawings generated by/used by CATS. There's no record of what is done. Bids, when provided, are not to professional standards.
- making it better known what they provide to students
- facilitating structure and accountability with the offices it supports to have a mechanism in place to manage systems and provide system stability and data integrity
- Not having SharePoint link to unnecessary applications.
- Wait times
- The price of research servers is prohibitively expensive (\$350/mo) unless you have a large grant and wrote that in as a significant budget item. I completely understand that a one-time fee for a server is not reasonable for CaTS financially, but I'd love to see a more reasonably priced monthly option for those who don't yet have large grants.
- HelpDesk (HD) - I think things are good here. Two issues. Student workers do not always know things and that can be frustrating when they provide wrong info. I like to email requests to the HD. This is generally great but sometimes someone at the HD will respond with questions about the request. This is aggravating when I know the issue can not be solved by the HD and needs to be forwarded to a higher level and I have provided what the higher level needs but the HD wants to fully understand
- I think the WSU account should be combined so you can have one password that gets you into email, wings and wing express. Also stop calling it a pin if you are going to force us to use letters in the pin. The term "pin" get the user the impression that it is all numbers. I can never remember that password/pin, and I have to call CaTs every time my password needs reset. Also why can't I reset my password from Office 365?
- I believe to provide more training options for various campus supported programs would result in employees being more self sufficient and thus reduce the amount of calls to CaTS.
- None that I know of.
- Wait time for help via the phone can be bad. During the holidays, there was an employee that was late....I called and was first in line. Hung up to see what the hours were that day to call back. Called back in to find out that they should have been picking up the phone but was then 3rd in line.

- It would be nice if more people at the help desk were more knowledgeable about issues with Pilot./Respondus from a faculty standpoint during the evenings on weekends. Chris Roberts is great, but sometimes when I need help he is unavailable.
- CaTS website is not good. Its a mess.
- Would like the option to have a long term (permanent) copy of Office when you retire instead of the current subscription service
- The system, in general, is in good working order, in my opinion.
- Although, CaTS has been very helpful, I had to sit on hold for quite a while, about 8 or 9 minutes. I understand that the desk is busy; however, it would be nice if there were more people working to answer the phone.
- I feel that there is a lot of service interruption and server down time.
- I think CaTS could improve on timeliness, mainly because it takes awhile to receive the email from CaTS.
- Your setup with WINGS is almost too elaborate. I had trouble keeping my UID and PIN and username and campus login info (and more) straight, and there are lots of links to lots of different places. A simpler approach would be a fantastic thing.
- Dont know
- Offer more discounted software packages for students. Not only limiting to just one (perhaps two purchases, max?)
- The CaTS website is vastly improved but sometimes I still find it difficult to navigate.
- Nothing at this time.
- Services needed at the Lake Campus sometimes take a lengthy amount of time if it requires someone to travel here.
- ANY Mac support.
- There is room for improvement for the workflow of advanced administrative help. Server registration can be inconsistent - teams do not get notified, and servers do not go live when told. / Storage space is an ever growing issue. We need cheaper storage options to offer to faculty that offer redundancy and flexibility, but not at \$2000 / TB for the current virtual solution. Consolidated storage would improve infrastructure.

- Get the computer labs open early and keep them open for student use as much as possible.
- I feel like there is a discrepancy on Printing Policies where I have been told one thing in terms of double sided printing prices but in actuality and what is stated on their website is another.
- I disliked the change of merging all passwords (Office365 + WINGS) to the same one with the same requirements of changing it every so often, but that's more of a mild annoyance than anything else.
- More available staff on weekends (HelpDesk).
- Student Resources - CaTS should seek corporate partnerships to offer resources to students. Such as softwares, hardwares etc. Also it will be helpful if CaTS could host a Wright State cloud service to share data securely within Wright State
- I honestly am not sure of the full offerings in service and activities that the CaTS team provides. So on this topic I cannot provide a recommendation. While attending WSU I never was completely informed of what CaTS does, only that they provide IT help. It might be nice to have a piece of literature distributed, either a single page flyer at the bookstore when picking up textbooks or through an email at the beginning of the semester, to better inform students of the service CaTS can provide.
- It's an EXCELLENT organization. Having worked in locations without it, I cannot stress enough the usefulness of having a group worry about the back-ups, system security, system upgrades, system idiosyncracies,!
- Do you have training classes on MS products like Word and Excel?
- Timeliness of fixing the WiFi when it sometimes stops working could be improved.
- All activities and services.
- More support is needed for the Mac platform. Our Lake Campus IT is very helpful but often get dumped when there are Mac issues. For example, I upgraded Office and was told the University wasn't ready to support the Mac upgrade yet - we need more timely Mac responses.
- The students who answer the help desk are nice but not always the most knowledgable.
- Stop password changes. Stop phishing emails. Stop having different passwords and usernames for different sites (like why have a U number and a w number? Who thought that made sense?). Combine wings and wings express.
- Taking into account problems of people in the dorms with recreational internet issues

- Upgrade to window 10 to make the window 10 work with the software center
- On occasion, timeliness of response
- Every time I've had to deal with CaTS, I've never had a problem.
- The initial log-in time at the instructor stations in classrooms and labs is painfully slow. I need to arrive 10 minutes before my class begins, hope the previous instructor is finished with their class, and quickly log-in just in the faint hopes that I can begin my class on time with the information I need on the screen. I'm not sure what the issue is, but log-in times are SLOW.
- CaTS generally does a very good job. A number of people I've worked with do an outstanding job of communicating status, progress, and next steps. Providing internal training and other leadership support to ensure that exceptional quality of communication across the entire division is the only area that immediately springs to mind as an area that could be improved.
- You are doing a great job.
- I would like to see CATS offer more trainings at the Lake Campus.
- For those of us who teach classes which are current events based, the removal of VHS equipment has made timely teaching difficult. Not all needed stories or video reach You Tube when needed for a lesson based on current news or events. This dilemma needs to be addressed.
- None
- The helpfulness of the Help Desk is not uniform. Some employees are extremely helpful while others seem to do the bare minimum or talk down to the customer like their question is stupid.
- Support for Mac computers and programs
- Occasionally I will speak to someone on the help desk who seems slightly uninformed. I always assume it's a student worker; we also have part-time student workers, and they are not as up-to-speed as regular staffers on the job. Honestly, I always end up with the answers I need, so this isn't a major complaint.
- Updating software including operating systems
- Why is the internet so bad and why is wings broken all the time

- If would be nice if scale-up classrooms had a dedicated CaTS person on exam days. After giving one exam with monitors 'freezing' or otherwise failing in the middle of an exam, I went back to paper exams this term. It was too stressful for the students having to lose time waiting to get back into their exam. With more than one student having issues at one time (100 students in class), this was not ideal.
- None
- They didn't really listen to what I was telling them, I gave them the issue of my computer, assumed the CATS employee claimed it was one thing, claimed they "fixed it" and I had the same issue. I took it back and they literally did the same thing to "fix it" (reseating the RAM) and it ended up being something that caused me to purchase a replacement motherboard. But I had to go to the Apple Store who were much more knowledgeable about my issue. I was passed off as someone who didn't know computers
- limited selection of products to choose from when getting technology (computers etc.)
- I don't think all departments are aware of software products and services available through the university before seeking their own product off-campus that cost more money. / / The Xerox contract was not good for the university. They are very cumbersome for managing day to day workloads. Too many bells and whistles and tracking of use is annoying. / / More communication, class sessions on maintaining security of information we use day to day.
- It should be great if we improve network quality at tunnels and Some places of library and remote areas>>.
- No particular complaints
- The area that fixes the computers. I have gone there on multiple times with a laptop, and every time, my problem did not get fixed... or it got fixed and the same issues occurred again within days. The turnaround time also has a tendency to be backed up. As a college campus place that fixes laptops, I think the turnaround time needs to be 1-2 days.
- Maybe make a program that calculates your finals week schedule? That would be great for students that have to plan flights when the trimester ends to go home.
- MOAR VIGYOE GAYMES
- It would be nice if the phone in the classrooms had a direct line to CaTS that didn't go through the main menu and hold times. We often have no time to lose and a computer problem can really throw off a course.
- Wifi

- I have nothing to add to this - keep delivering the same quality service I've observed over the past 14 years!
- Maybe add some classes and teach informational tools
- Network drop installation can and should be improved from the current process.
- Banner / 1) Provide non-critical data load capabilities directly to end-user units; eg. Advancement AMREXRT. / 2) Develop and publish rules/standards that allows for quick testing and acceptance of consumer unit developed stored procedures and processes (packages). / COGNOS / Develop a coherent policy and training resources to meet growing demand for data visualization and BI across campus. How, where and if we use COGNOS versus Tableau, SPSS Desktop etc.
- I think communication about service tickets could be improved. Earlier this semester, I submitted a ticket for a broken projector screen. (Or, I was part of one.) It took WEEKS to get fixed, and NOBODY knew what was going on! Eventually, my department's administrative assistant called and found out it was due to a vendor, but CaTS could have communicated that important information early. I am understanding of it, but knowing that earlier would have helped.
- More diversity on staff. It seems that no women are hired to work at CaTS. / Permit 24hr laptop rental
- Improve the Wi-Fi in dorms. It comes in and out a lot in Hamilton hall.
- None at this time.
- Please add a notification system for the student regarding impending scholarships deadlines and link to scholarships.
- CaTS does not properly educate staff members in how to operate university computers and related software (particularly Wright Buy and WINGS Express-related functions. They are also too slow to offer software updates (aka, the 2014 release of Adobe CC is still most recent release available for download in software center, when the 2014 version itself has had multiple updates and a 2015 version has been released).
- None
- Some online instructions could be improved and updated.
- CaTS should try and switch to a more proactive model than a reactive model. A number of problems we respond to might have been handled, with either training, education, or a notification, before they actually became a problem and had to be escalated.

- None!
- none that I am aware of.
- There should be actual helpdesk personnel manning the phone after hours to provide support to students who have questions or problems with applications especially during exam submission deadline times
- I am pleased with the job done so far
- I was wondering if the school was going to support Sites (liked seeing it listed above). I suggested a community site before winter break, and I am still waiting on its creation. I was hoping that it would cut down on some of the emails sent out to the listservs. Is over 3 months a normal turn around for the creation of a Site?
- Training on high use programs - Word, Excel, etc.
- I'm not sure.
- None at this moment
- If there was to be improvement I would say go more on the interesting side. Don't make the details long.
- None
- I have no feedback for this question.
- A better job can be done in estimating the time it takes to complete a ticket - and communicating about it.
- I don't think that cats activities and services need to be improved because there is nothing to be improved.
- CaTs could improve on the timeliness. Why is the orientation available so late. Im currently still in high school and i still have to plan things out so i can get a game plan. But i cant even register for the orientation until the middle of April. Why?
- Management should, if they have not already, create a culture for the student helpdesk workers to let them know it is far better for everyone involved that if the student worker does not know an answer to a user's technical question, they should communicate to the user they do not have the answer, but they or someone else will followup with the answer. Misinforming users is never a good thing for a service unit.

- Nothing
- I am very satisfied with the current level of service.
- There was a large 24x7 lab space in the basement of the library that always seemed to have available machines. This lab has been closed. There there was another smaller 24x7 lab in that same area that has also been closed. The machines in some of the labs still open seem to be slower and exhibit odd errors, perhaps they are configured differently, I am not sure. There are other lab spaces, but many of them double as classrooms, so they are not available all the time. Please open more labs.

Please provide any additional comments

- There is a reluctance to have CaTS “dictating” a solution for WSU and that would be a big mistake. However, having CaTS work with the entire university to develop an IT framework with processes and clearly understood guidelines would be of tremendous value as departments and colleges attempt to embrace and embed technology into their business models. Have a Project management framework would also be of significant value to WSU and CaTS.
- CaTS is vital to the proper functioning of Wright State University.
- Wright State is very lucky to have the level of technology access and support that we enjoy.
- Not everyone/everything is perfect, but on the whole, I am very satisfied with CaTS.
- Thank you for all you do to help us.
- For our CAS on line forms, would love to have access to just change dates or any text related updates on our forms (example - annual deadlines - we need to wait for staff person in CaTS to do the update when it would take us 5 minutes to do. Not talking about any fields related to the database, but only text.
- None
- I strongly believe that CATS should have some sort of antivirus available for students. Also I recommend that someone send out an email to all members when there is a virus/phishing scam going around WSU emails.
- I think WSU could use consolidating all IT departments(areas) into one, as opposed to having CaTS and each college also having their own IT person.
- CaTS brand well established...everyone knows what it is and does...
- Cats is very helpful.
- Your technicians are helpful, friendly, and really good at ferretting out problems. Give them a raise!
- Services provided by CaTS are overall good. I think there improvements that could be made to the network strength. When video conferencing from 102 Dwyer Hall to the Emergency Management meeting, the video quality is so poor that people are not distinguishable by their features. It is also difficult to know who is talking unless I know the voice because the video is pixelated to the point I cannot see a person's mouth move.
- support Tableau and ALL it has to offer

- Good job overall
- CaTS is probably one of the most difficult departments in which to work in the entire University, and definitely underappreciated!
- Similar to what OSU has, the help desk should think about using an online time to set up appointments so that students can block out an hour of time and have a one on one with a worker so they can answer any questions that the student might have.
- -the new web based outlook has some nice features, but the search function doesn't seem to function as well. / -on my phone, no matter how I try, the people portion only wants to give me WSU people, and I need my entire list.
- GIVE ME MAH MONNIEEEEESSSS!!!1
- The online directory is a joke. If you don't know how to spell someone's name, you have to look it up in the printed directory. / / I purchased and downloaded a subscription to Adobe Creative Cloud through the CaTS website. Nightmare. After an hour of figuring THAT craziness out, the serial number didn't work. Two hours on the phone with Adobe ended nowhere. I still don't have my copy of CC yet, because I haven't had time to call CATS... that's going to be very frustrating and time-consuming.
- Overall I have been very impressed with the services offered to administrative offices by CaTS and have found them to exceed services at the private research university where I worked previously. At one time they outsourced the help desk of one of the colleges offshore and it was a disaster as they had no knowledge of business practices.
- Overall, I am VERY satisfied with the service I've received when I've contacted CaTS! I think the staff does a great job and should be proud of their contribution (both individual and collective) to the university.
- Concerned about the number & complexity of systems with which users need to interact to do their job in the Finance realm (WINGS Express Finance, ePAFs, WrightBuy, upcoming Chrome River, TimeCard approvals, Leave approvals, Labor Redistribution & Effort Reporting, etc.). A central spot to "see" which systems a user has access to & # of items requiring their action in each might be helpful to manage all the pieces.
- Why rename the department. I don't see the jist in spending money on all the materials which will need to be changed with a new name.
- None
- That's a big NO on renaming CaTS!
- Marijane has been helpful to me.

- I'm happy with the services I receive from CaTS. No department is perfect, as we all are professional and striving to improve. Thank you for everything you do.
- The new virtual lab system in the library annex takes a particularly long time to send pdf print jobs. It seems like the new system allows a faster log-in but takes longer to do basic tasks like opening articles from library links or trying to print them.
- When I went to CaTS for help with my computer, the service was fast, competent, and immediately helpful. It was a great IT experience, honestly.
- I sure hope your team realizes just how good and capable you are. Thanks for your best professional efforts...
- I always get the help I need and I always feel like they are happy to help
- As a new faculty member, I have been very impressed with the support and service of the CaTS personnel. / Thank you
- Customer service orientation has improved greatly over last 2 years.
- Stop asking about training/etc. focus on getting technology right. Most of us can figure out the technology, the problem is the lack of confidence in CaTS' ability to keep classroom equipment working and keep Pilot alive on weekends.
- It would be great if CaTS could prioritize responses to larger classes over smaller classes. Classes with 400 enrolled students should get to the front of the line even if a class with 8 students called first with a problem.
- Have not used the services due to not having a need to do so.
- I appreciate your help in keeping my account safe.
- thankk you!
- Wings is always broken
- The primary problem with CATs is the very inconsistent operation of the entire email system. Using Microsoft Outlook is ludicrous given their decades of having a very poor product that is cumbersome and archaic. We are stuck with whatever "good deal" the University must have gotten from Microsoft. They are a source of complaint at every university where I have colleagues. At present I'm having numerous difficulties in logging on, possibly a result of upgrading to their other product Windows 10.
- Not sure.

- Thanks for your reliability, for being there.
- The phone support I have received has been great!
- no comment
- I think you guys are doing very well.
- I think CaTS does an excellent job and their people are usually knowledgeable and polite. Please keep up the good work!
- The rep from your office was professional, personable, on-time, thorough and asked if there were any other things I needed on my office computer, and helped me get them. / / Very satisfied here.
- (continued) / By contrast, if I chose a password consisting of 5 words randomly selected from a set of 40,000 common words, *that* would have an entropy of 76.4 bits. That's over a *trillion* times harder to crack than the "uppercase and a number" one. / / But I *can't do that* because you restrict me to 14 characters max. Length is everything when it comes to password strength. Remove the length restriction so I can actually choose a password that doesn't suck. / /
- Keep up the great work! Always keep us Mac users in mind.
- CaTS does a nice job responding to requests. / / I do think the follow up survey of service quality should be formative/ongoing (i.e. occur more than once not just immediately after a job ticket). Reason: Sometimes an issue reoccurs days afterward so it would be helpful if someone were to follow up or if an email were sent. Thank you.
- Please provide results of survey to faculty and share any decisions/priorities you plan to address to us as well-- not only through faculty senate, but through this mechanism--or at least the faculty list serve.
- Very pleased to see this survey! Soliciting feedback from campus is something I've not seen CaTS do in the past--I appreciate your interested in our opinion.
- Appreciate the availability of Software offered to Staff and Faculty. Thanks for making that happen.
- I don't know the difference between the four options for renaming. Information Technology is the most recognizable convention. Whether it is an office, division, or service? I don't know why that matters.

- As for the naming, I can see how Computer and Telecommunications Services (CaTS) sounds outdated (it is), but most people just think of the department as "CaTS" and everyone knows what "CaTS" means. I don't think it makes that much difference. Unless you want to come up with a new acronym that still spells "CaTS" :)
- Do the newsletter!
- The virtual lab seems like a good solution but there are times in the early morning hours when it shuts off. / / Clean out the homeless people who overnight in the computer labs. Sometimes it's populated by exceptionally creepy characters and it's not safe.
- Cynthia Adams, Terry Young, Wallace Neikirk are all top notch!
- please be cognizant of special needs by individual departments - some are more image based than others and need quality equipment to teach our subjects
- Why would you want to rename it? It says what they do.
- I don't know if this is a CaTS thing, but the entire Xerox printing install has been difficult. They were very inflexible and despite multiple requests, had a hard time understanding or even listening to our needs. The printer they brought us to start had over 10 service calls in the first week. It's fixed now, but I think they brought us a lemon to start. All is settled now, but the process has not been a good experience. / Thanks for all you do. I'm sure you do much more than we know!
- slowly over the years CATS has been moving in the right direction, improving customer service, etc. but it has not reached the point where it is a well-run, top tier University IT department that boosts the productivity and performance of all the other University units it supports.
- I think CaTs is great. Allowing students to gain real experience is wonderful. I have heard some complaints about CaTs, but as with anything that is to be expected. I personally have never had an issue and I have had contact with CaTs about 2-3 times per year for the past 5 years or so. Keep it up!
- Cats could do a better job of communicating issues with us.
- The CaTS team and the services provided are awesome!
- Thank you for what your team does for WSU
- I start seeing our TV channels stating that all TWC channels are going digital soon, but I'm not sure if the residential rooms and apartments are getting adapters. Therefore, I'm hoping to receive some guidance soon. Thank you.

- Come up with a hourly rate that is competitive with retail computer repair shops and allow Alumni to use CaTs for "personal" only equipment. Do not allow company equipment to be repaired. Provide an additional service to the Wright State University family. :-)
- Noticeable throttling on games/video. / / Was on MU'so campus recently and saw they had a separate gaming network
- I really would love for the University to offer us SnagIt or like program.
- Having a Chief Information Officer who listens to faculty is a great plus for our institution
- I am excited to see a culture shift towards excellence in customer service, internal collaboration, transparency and respectful professional relationships. Long overdue.
- Every time I have had to call CaTS I have been walked thru the fix easily and efficiently
- Having a proper risk maangement plan for the university would allow CaTS to self-assess their environment and could allow for deprtments to slowly bring themselves into compliance. Without even the beginings of one we have significant amounts of at risk systems that can only be ran by one individual.
- It's hard to know how CATS is organized: clients deal with a series of individuals who don't communicate with each other. It requires more effort to deal with CATS than with any other unit in a project, yet we seem to have to use CATS instead of bidding out work. Random charges appear without warning. It does not feel like a professional operation or inspire confidence in the end product.
- I believe that additional "Systems" training is needed, but did not answer above because I am not certain that CaTS is the right office to offer the training.
- None.
- If there could be a reliable in-house system like Google Drive that lets you work off of your harddrive, but also syncs to the network drive, that would be amazing. I am big into redundancy and like to have at least 3 copies on separate disks. I know we have OneDrive, but it has (maybe had? I don't trust it and don't use it) issues such as files being saved and appearing in different folders. It'd also be nice to have more network drive space upon request rather than having to purchase it.

- You needed to allow more than 500 characters for these to be meaningful. CaTS needs to improve on their utilization of solutions. Xtender could be more useful but it was put in for one reason and that is all CaTS is going to use it for. CaTS also needs to realize assistance is needed for non-enterprise solutions. Significant efficiency improvements could be made if CaTS could work on solutions other than those affecting the whole university. The faculty should not be the only governance.
- THANK YOU!!!
- The routine maintenance is necessary and welcomed. The only issue I can foresee is when the maintenance is going on, not to interfere with online classes, especially during Sunday classes.
- None.
- The university would benefit from an authenticated parent portal. This could expand the types of forms that could go paperless.
- Cats is always helpful and responds quickly!
- the Office 365 Clutter inbox function is stupid: It does not learn. / 1) It puts too many of the wrong messages into the Clutter-box / 2) It puts too few of the Clutter messages into the Clutter-box / 3) System does not learn: I drag and drop incorrectly placed messages into the correct folder (Inbox and Clutter) / and the very next day, I find messages from the same senders placed yet again in the wrong box !
- You're the best!!
- So far, so good. No complaints.
- Please continue to provide online training options.
- I noted Other when asked to note category I was a Dean.
- I am curious about the renaming question....are there potential options we can vote on? I dont want to say it SHOULD change if the new name doesnt improve understanding of CaTS's role or recognition of the department.
- My experience with CaTS has always been very pleasant and helpful. I do not have any complaints.
- Great job!
- In general, the resolution of projectors in classrooms needs to be improved. The display of graphs of analytical data would be enhanced.

- You are appreciated.
- Spending time renaming the department is a waste of time with no perceived benefit to the students and the service performed. Seriously, if this is considered a priority then the university needs to charge less for tuition and avoid creating work for work's sake.
- None
- Thanks for all you do!
- I believe that CaTS has steadily improved over the years, and I am very pleased as a customer.
- I have been pleased overall with the service you provide
- never used it
- Keep up the good work!
- The new "Clutter" function in my email service is annoying - It selects far too many things and I don't see a simple way to change that. I don't think it wise to turn that function off as it does find some real junk. Is there a way to have it look at my Apple based contacts and not reject any of those addresses?. You can reply to james.amon@wright.edu Thanks
- Normally I have good experiences with CATS, but in this occurrence, they made me feel like I was putting them off or bugging them. The interaction didn't portray as friendly.
- Great service.
- Feel the bern
- Would like to say "Thank You" to a wonderful team of individuals who perform a difficult task of implementing and supporting such a diverse array of technologies, systems and services and functions 24x7x365 for WSU. And we keep asking for more...
- Overall, CaTS does a great job! There are just little things that could go better. As for the name change, I don't know where that is coming from. I think CaTS is fine. But, people (especially new students) always wonder what it means before they understand. But I think it's fine and makes sense.
- None at this time.
- Why don't they have kitty cats on their polos? Why don't they have a kitty cat maskot?

- I would like to give a special thanks to Jason Kohlhepp and Jerry Hensley, who put forth more than extra effort to rectify a particularly troublesome issue I was experiencing. A certain application, that is necessary to my daily job function, malfunctioned and these men spent hours with me (and apart from me) researching and experimenting to dissect and determine the underlying problem and subsequent fix. I cannot thank them enough for their tireless efforts and amazing attitudes!
- I feel if you better educated staff on how to use programs, you'd cut back on the amount of your service calls.
- Thanks
- Great department ... great leadership ... commitment to quality ... commitment to students
- I am off campus and have no face to face contact w/CATS, all of the remote services are fine.
- Besides the delay of the Site creation, I have always been really happy with CaTS services.
- Another time
- Make it appealing to the eye.
- Good job!
- None
- As an international student I really felt easy with the process implemented which guided me in all phases from application submission to the current status tracking details which shows and helps the students. / / I thank Wright State for this wonderful service.