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Introduction from the CIO

To the WCU Campus Community:

In the fall of 2011, the Division of Information Technology made a decision to survey faculty, staff, and students to evaluate our work and determine your future IT needs. A draft of the survey was shared with our Information Technology Council who made suggestions for changes and additions to the questions. The survey was submitted to the Institutional Review Board and approved for electronic dissemination. We ran the survey from November 1 to November 15 and appreciate the responses we received from 525 members of the campus community.

The Director of Academic Engagement and IT Governance conducted the data analysis. Data from the quantitative questions were converted to frequencies and percentages for interpretation. Qualitative data from the open ended comments were read and then placed in categories by faculty, staff, and student. The data were then placed in broad categories of IT needs/services, and then grouped by concern or compliment. Based on frequency of response, the data were then coded as red for a major issue, blue for needs attention, and green for high satisfaction. Members of the Information Technology Leadership Council provided the peer check of the qualitative data by reading all the results and reviewing and commenting on the categories and themes that emerged. Members of this group also analyzed the data pertinent to their different areas of responsibility in IT and submitted action plans based on survey results. Those plans were merged into a set of recommendations found at the end of the document to be shared with the campus community in this final report, prepared with the assistance of Zach Phillips from Instructional and Student Computing.

If you are interested in a copy of the raw data, please contact Dr. Anna McFadden at amcfadden@email.wcu.edu. We welcome your comments and suggestions about this study.

Best regards,

Craig Fowler, Chief Information Officer
Executive Summary

In the fall of 2011, the Division of Information Technology surveyed faculty, staff, and students to evaluate the work of our division and to determine future IT needs. The survey concerned technology in general on campus, not just the services provided by IT. A draft of the survey was first shared with the Information Technology Council who made suggestions for changes and additions to the questions. The survey was submitted to the Institutional Review Board and approved for electronic dissemination. Five hundred twenty five members of the campus community responded: 95 faculty, 132 staff and 298 students. The Director of Academic Engagement and IT Governance conducted the data analysis. Data from the quantitative questions were converted to frequencies and percentages for interpretation. Qualitative data from the open ended comments were read and then placed in categories by faculty, staff, and student. The data were then placed in broad categories of IT needs/services, and then grouped by concern or compliment. Based on frequency of response, the data were then coded as red for a major issue, blue for needs attention, and green for high satisfaction. Members of the Information Technology Leadership Council provided the peer check of the qualitative data by reading all the results and reviewing and commenting on the categories and themes that emerged. Members of this group also analyzed the data pertinent to their difference areas of responsibility in IT and submitted recommendations based on survey results. Key results are as follows:

When asked what they consider the most important services IT provides, all three groups considered assistance with their computer as most important. Faculty also named technology support in the classroom, the Help Desk, Learning Management System Support, and the internet as important services. Staff listed Help Desk, Banner support, email, and internet. Students’ items of importance were wireless, internet, the Technology Commons, and software support.

In examining the quantitative data, satisfied and very satisfied percentages were added and reported. When asked how satisfied they are as a whole with the services provided by the Division of IT, responses for both satisfied and very satisfied were as follows: students - 69%, staff-77%, faculty-56 percent.

An analysis of the open ended data revealed that a major concern for all three groups is the insufficient wireless coverage on campus. Other major concerns for faculty were two items not controlled nor funded by IT: these were the inequity and lack of computer refresh and the condition of department owned labs. Internet speed was a concern for all three groups as well as the need for IT to be less technical in communication. Data also reveal that IT needs to do a much better job in communicating with students.

On the positive side, faculty commended the Coulter Faculty Commons for their support for Blackboard. Both faculty and staff recognized that IT works hard with few resources. All three groups were very positive about the work of the Help Desk. Staff recognized professional, friendly support. Students cited the Technology Commons as a wonderful place to work and study.

Key findings in this study include the following. The most significant issue is wireless coverage. The campus also has significant storage and server needs. WCU needs a centralized and equitable computer refresh for faculty and staff. Client-facing services are working well, especially the Help Desk, the Technology Commons and the Coulter Faculty Commons. A second internet connection is needed. Also, IT has some communications work to do with students and with faculty and staff to correct misperceptions and make clients aware of the things we do. Downward communication in the organization related to IT is not working.
Survey Data

How satisfied are you with how well the IT Division does the following:

**Keeps the IT systems it provides up and running**

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Student</th>
<th>Staff</th>
<th>Faculty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>86%</td>
<td>77%</td>
<td>65%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>65%</td>
<td>70%</td>
<td>60%</td>
</tr>
<tr>
<td>Somewhat Satisfied</td>
<td>25%</td>
<td>30%</td>
<td>30%</td>
</tr>
<tr>
<td>NA/ Don't know</td>
<td>10%</td>
<td>5%</td>
<td>10%</td>
</tr>
<tr>
<td>Somewhat Dissatisfied</td>
<td>15%</td>
<td>20%</td>
<td>15%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>5%</td>
<td>10%</td>
<td>5%</td>
</tr>
<tr>
<td>Very Dissatisfied</td>
<td>0%</td>
<td>0%</td>
<td>0%</td>
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</tbody>
</table>

**Very satisfied plus satisfied: Students 65% Staff 86% Faculty 71%**

**Delivers promised services in a timely manner**

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Student</th>
<th>Staff</th>
<th>Faculty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>66%</td>
<td>70%</td>
<td>65%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>60%</td>
<td>72%</td>
<td>60%</td>
</tr>
<tr>
<td>Somewhat Satisfied</td>
<td>30%</td>
<td>30%</td>
<td>30%</td>
</tr>
<tr>
<td>NA/ Don't know</td>
<td>15%</td>
<td>20%</td>
<td>15%</td>
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<tr>
<td>Somewhat Dissatisfied</td>
<td>20%</td>
<td>25%</td>
<td>20%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>10%</td>
<td>10%</td>
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<tr>
<td>Very Dissatisfied</td>
<td>0%</td>
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</table>

**Very satisfied plus satisfied: Students 66% Staff 77% Faculty 65%**
**Helps you use technology effectively**

Very satisfied plus satisfied: Students 67%  Staff 73%  Faculty 55%

**Provides services that are valuable to you**

Very satisfied plus satisfied: Students 73%  Staff 80%  Faculty 66%
Very Satisfied plus satisfied: Students 50%  Staff 56%  Faculty 56%

Runs a transparent operation

Very Satisfied plus satisfied: Students 51%  Staff 54%  Faculty 33%
Very Satisfied plus satisfied: Students 67%  Staff 76%  Faculty 73%

Very Satisfied plus satisfied: Students 63%  Staff 68%  Faculty 43%
**Attempts to prevent problems before they occur**

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Student</th>
<th>Staff</th>
<th>Faculty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>20%</td>
<td>35%</td>
<td>25%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>22%</td>
<td>27%</td>
<td>15%</td>
</tr>
<tr>
<td>Somewhat Satisfied</td>
<td>15%</td>
<td>15%</td>
<td>5%</td>
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<tr>
<td>NA/ Don't know</td>
<td>5%</td>
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<tr>
<td>Somewhat Dissatisfied</td>
<td>10%</td>
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<tr>
<td>Dissatisfied</td>
<td>10%</td>
<td>5%</td>
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<tr>
<td>Very Dissatisfied</td>
<td>0%</td>
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</tbody>
</table>

Very Satisfied plus satisfied: Students 53% Staff 59% Faculty 36%

**Attempts to facilitate better processes for the work of the university**

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Student</th>
<th>Staff</th>
<th>Faculty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>30%</td>
<td>30%</td>
<td>25%</td>
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<tr>
<td>Satisfied</td>
<td>25%</td>
<td>30%</td>
<td>20%</td>
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<tr>
<td>Somewhat Satisfied</td>
<td>20%</td>
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<td>NA/ Don't know</td>
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<tr>
<td>Somewhat Dissatisfied</td>
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<tr>
<td>Dissatisfied</td>
<td>10%</td>
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<tr>
<td>Very Dissatisfied</td>
<td>0%</td>
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</table>

Very Satisfied plus satisfied: Students 60% Staff 59% Faculty 51%
Provides self-help options for users

Very Satisfied plus satisfied: Students 63% Staff 63% Faculty 54%
How satisfied are you with the following aspects of the IT Help Desk phone services?

**Ability to get through to a person**

Very Satisfied plus satisfied: Students 46% Staff 85% Faculty 87%

**Timeliness of initial response to your inquiry**

Very Satisfied plus satisfied: Students 46% Staff 85% Faculty 73%
**Ability to solve a problem**

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<tr>
<th></th>
<th>Student</th>
<th>Staff</th>
<th>Faculty</th>
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<tbody>
<tr>
<td>Very Satisfied</td>
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<tr>
<td>Satisfied</td>
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<td>NA/ Don't know</td>
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<td>Somewhat Dissatisfied</td>
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<tr>
<td>Dissatisfied</td>
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<tr>
<td>Very Dissatisfied</td>
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</tbody>
</table>

**Turnaround time for solving your problem or inquiry**

<table>
<thead>
<tr>
<th></th>
<th>Student</th>
<th>Staff</th>
<th>Faculty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
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<tr>
<td>Satisfied</td>
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<tr>
<td>Very Dissatisfied</td>
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</tbody>
</table>

**Very Satisfied plus satisfied: Students 46% Staff 78% Faculty 59%**

**Very Satisfied plus satisfied: Students 47% Staff 80% Faculty 72%**
IT communicates with the campus in various ways. How satisfied are you with the following?

### Monday's IT Weekly Update from the CIO (Chief Information Officer)

**Very Satisfied plus satisfied:**
- Students: 31%
- Staff: 73%
- Faculty: 50%

### IT Help Desk alerts for global problems or outages

**Very Satisfied plus satisfied:**
- Students: 51%
- Staff: 79%
- Faculty: 68%
Very Satisfied plus satisfied: Students 35% Staff 50% Faculty 37%

DoIT News (our electronic newsletter)

Very Satisfied plus satisfied: Students 27% Staff 55% Faculty 39%
How satisfied are you with the following?

Wireless access (ability to log in)

- Very Satisfied
- Satisfied
- Somewhat Satisfied
- NA/ Don't know
- Somewhat Dissatisfied
- Dissatisfied
- Very Dissatisfied

Wireless coverage (availability of wireless across campus)

Very Satisfied plus satisfied: Students 37% Staff 45% Faculty 35%
Very Satisfied plus satisfied: Students 43% Staff 63% Faculty 50%

Very Satisfied plus satisfied: Students 57% Staff 81% Faculty 66%
IT's efforts to protect the campus from malware, spyware, and viruses

Very Satisfied plus satisfied: Students 65% Staff 76% Faculty 65%

IT's hours of operation

Very Satisfied plus satisfied: Students 57% Staff 66% Faculty 70%
How satisfied are you as a whole with the services provided by the Division of IT?

Very Satisfied plus satisfied: Students 69%  Staff 77%  Faculty 56%
Faculty Only Data

Faculty Satisfaction with the following services:

Support for IT managed (public) electronic classrooms and demonstration classrooms

Very satisfied plus satisfied 44%

Support for classes using video conferencing in the Camp Building

Very satisfied plus satisfied- 6% NA/don’t know- 85%
eBriefcase support for students in the Technology Commons

Very satisfied plus satisfied: 9%  NA/Don’t know 86%

Equipment checkout in the Technology Commons

Very satisfied plus satisfied 14%  NA/Don’t know 81%
Technical support for your WCU office computer

Very satisfied plus satisfied 66%

Computer resources to support your teaching

Very satisfied plus satisfied 47%
Computer resources and support for new faculty

Very satisfied plus satisfied 29%

Digital media support for video, podcasting, wikis and blogs

Very satisfied plus satisfied 28% NA/Don't Know 48%
Assistance with university supported software

- Very Satisfied: 50%
- Satisfied: 20%
- Somewhat Satisfied: 20%
- NA/ Don't know: 44%
- Somewhat Dissatisfied: 5%
- Dissatisfied: 5%
- Very Dissatisfied: 0%

Frequency of Response

Very satisfied plus satisfied 50%

Assistance with Blackboard through the 1-800 number

- Very Satisfied: 20%
- Somewhat Satisfied: 5%
- Somewhat Dissatisfied: 10%
- Dissatisfied: 15%
- Very Dissatisfied: 25%

Frequency of Response

Very satisfied plus satisfied 20% NA/Don't know 44%
**Assistance with Blackboard from the WCU Blackboard Team**

- Very Satisfied: 55%
- Satisfied: 24%
- Somewhat Satisfied: 6%
- NA/ Don’t know: 6%
- Somewhat Dissatisfied: 2%
- Dissatisfied: 1%
- Very Dissatisfied: 0%

**Frequency of Response**

- **Very satisfied plus satisfied 55 %**

---

**Technical assistance with research software-SPSS, SAS, Qualtrics, Atlas.ti, etc.**

- Very Satisfied: 4%
- Satisfied: 15%
- Somewhat Satisfied: 15%
- NA/ Don’t know: 35%
- Somewhat Dissatisfied: 1%
- Dissatisfied: 1%
- Very Dissatisfied: 0%

**Frequency of Response**

- **Very satisfied plus satisfied 24% NA/ Don’t know 63%**
Support to keep Enterprise Applications such as Banner and Blackboard running.

Very satisfied plus satisfied 17% NA/ Don’t know 56%

How the campus currently handles computer replacements or upgrades for faculty

Very satisfied plus satisfied 20% NA/Don’t know 21% Dissatisfied plus very dissatisfied 28%
Very satisfied plus satisfied 16% NA/Don't know 55%

The process of submitting, approval, and ranking of IT projects

Very satisfied plus satisfied 15% NA/Don't know 58%
IT's completion of your project

Very satisfied plus satisfied 27% NA/ Don't know 51%

IT's work with Faculty Senate

Very satisfied plus satisfied 7% NA/Don't know 88%
Remote access from your home through the VPN
(Virtual Private Network)

Very satisfied plus satisfied: 45%
NA/Don't know: 27%

IT Training

Very satisfied plus satisfied: 41%
NA/Don't know: 38%
IT's efforts to protect your data from security breaches

Very satisfied plus satisfied 47%

Your allotted storage on the H-Drive (1 Gigabyte)

Very satisfied plus satisfied 43%
Your allotted email space (750 Megabytes)

- Very Satisfied: 48%
- Satisfied: 17%
- Somewhat Satisfied: 42%
- NA/ Don't know: 0%
- Somewhat Dissatisfied: 0%
- Dissatisfied: 5%
- Very Dissatisfied: 5%

IT's assistance with your area's web pages

- Very Satisfied: 17%
- Satisfied: 42%
- Somewhat Satisfied: 0%
- NA/ Don't know: 0%
- Somewhat Dissatisfied: 0%
- Dissatisfied: 0%
- Very Dissatisfied: 0%

Very satisfied plus satisfied 48%
Very satisfied plus satisfied 17% NA/Don't know 42%
Very satisfied plus satisfied 8% NA/Don’t know 81%

Very satisfied plus satisfied 7% NA/Don’t know 85%
Capacity for research collaboration internal and external to the university.

- Very Satisfied: 9%
- Satisfied: 2%
- Somewhat Satisfied: 3%
- NA/Don't know: 72%
- Somewhat Dissatisfied: 2%
- Dissatisfied: 1%
- Very Dissatisfied: 2%

Very satisfied plus satisfied 9% NA/Don't know 72%
Staff Only Data

Staff Satisfaction with the following services:

Do you have access to a computer?

Support for video conferencing for meetings in the Camp Building

Very satisfied plus satisfied: 33%
NA/Don't know: 64%

Frequency of Response

Staff
Equipment checkout in the Technology Commons

- Very Satisfied: 82%
- Satisfied: 22%
- Somewhat Satisfied: 0%
- NA/ Don't know: 5%
- Somewhat Dissatisfied: 10%
- Dissatisfied: 15%
- Very Dissatisfied: 20%

Frequency of Response

Very satisfied plus satisfied 22% NA/Don't know 75%

Technical support for your WCU office computer

- Very Satisfied: 45%
- Satisfied: 40%
- Somewhat Satisfied: 10%
- NA/ Don't know: 5%
- Somewhat Dissatisfied: 0%
- Dissatisfied: 0%
- Very Dissatisfied: 0%

Frequency of Response

Very satisfied plus satisfied 82%
Assistance with university supported software

Very satisfied plus satisfied 68%

Technical assistance with research software - SPSS, SAS, Qualtrics, Atlas.ti

Very satisfied plus satisfied 20% NA/Don't know 72%
Support for your mobile device (if you registered with IT)

Very satisfied plus satisfied: 27%  NA/Don't know: 60%

IT's Governance and Prioritization Process for projects

Very satisfied plus satisfied: 29%  NA/Don't know: 47%
The process of submitting, approval, and ranking of IT projects

Very satisfied plus satisfied 28% NA/don't know 42%

IT's completion of your project

Very satisfied plus satisfied 43% NA/Don't know 38%
IT's work with Staff Senate

- Very Satisfied
- Satisfied
- Somewhat Satisfied
- NA/ Don't know
- Somewhat Dissatisfied
- Dissatisfied
- Very Dissatisfied

Frequency of Response

Very satisfied plus satisfied 24% NA/Don't know 75%

Remote access from your home through the VPN (Virtual Private Network)

- Very Satisfied
- Satisfied
- Somewhat Satisfied
- NA/ Don't know
- Somewhat Dissatisfied
- Dissatisfied
- Very Dissatisfied

Frequency of Response

Very satisfied plus satisfied 59%
Support to keep Enterprise Applications such as Banner and Blackboard running.

**Very satisfied plus satisfied 71%**

Support for applications integration with university systems

**Very satisfied plus satisfied 52% NA/Don't know 32%**
The Computer Pricing Initiative (CPI) (how computers are purchased at WCU)

Very satisfied plus satisfied 38% NA/ Don’t know 44%

How the campus currently handles computer replacements or upgrades for staff

Very satisfied plus satisfied 29% NA/Don’t know 47%
Your allotted storage on the H-Drive- 1 GB

Very satisfied plus satisfied 68%

IT's assistance with web page design

Very satisfied plus satisfied 46% NA/Don't know 30%
**IT's efforts to protect your data from security breaches**

Frequency of Response

- **Very Satisfied**: 30%
- **Satisfied**: 40%
- **Somewhat Satisfied**: 10%
- **NA/ Don't know**: 5%
- **Somewhat Dissatisfied**: 5%
- **Dissatisfied**: 5%
- **Very Dissatisfied**: 0%

Very satisfied plus satisfied 74%

**Your allotted email space - 750 Megabytes**

Frequency of Response

- **Very Satisfied**: 35%
- **Satisfied**: 35%
- **Somewhat Satisfied**: 15%
- **NA/ Don't know**: 5%
- **Somewhat Dissatisfied**: 5%
- **Dissatisfied**: 5%
- **Very Dissatisfied**: 0%

Very satisfied plus satisfied 61%
IT Training

- Very Satisfied: 25%
- Satisfied: 20%
- Somewhat Satisfied: 15%
- NA/Don't know: 10%
- Somewhat Dissatisfied: 5%
- Dissatisfied: 5%
- Very Dissatisfied: 5%

Frequency of Response

Very satisfied plus satisfied 48%

IT's assistance with your area's web pages

- Very Satisfied: 15%
- Satisfied: 20%
- Somewhat Satisfied: 10%
- NA/Don't know: 5%
- Somewhat Dissatisfied: 5%
- Dissatisfied: 5%
- Very Dissatisfied: 5%

Frequency of Response

Very satisfied plus satisfied 53%
Student Data

Student Satisfaction with the following services:

IT's efforts to protect your computer from malware, spyware and viruses

- Very Satisfied: 30%
- Satisfied: 35%
- Somewhat Satisfied: 15%
- NA/ Don’t know: 5%
- Somewhat Dissatisfied: 5%
- Dissatisfied: 5%
- Very Dissatisfied: 0%

Very satisfied plus satisfied 64%

Catamount email

- Very Satisfied: 35%
- Satisfied: 35%
- Somewhat Satisfied: 15%
- NA/ Don’t know: 5%
- Somewhat Dissatisfied: 5%
- Dissatisfied: 5%
- Very Dissatisfied: 0%

Very satisfied plus satisfied 71%
My Cat

- Very Satisfied: 45%
- Satisfied: 20%
- Somewhat Satisfied: 15%
- NA/Don't know: 5%
- Somewhat Dissatisfied: 3%
- Dissatisfied: 2%
- Very Dissatisfied: 0%

Frequency of Response

Very satisfied plus satisfied 75%

CLAWS (for your webpages)

- Very Satisfied: 10%
- Satisfied: 20%
- Somewhat Satisfied: 5%
- NA/Don't know: 50%
- Somewhat Dissatisfied: 3%
- Dissatisfied: 2%
- Very Dissatisfied: 1%

Frequency of Response

Very satisfied plus satisfied 17% NA/Don't know 74%
Very satisfied plus satisfied 58%

Support for the eBriefcase

Very satisfied plus satisfied 16% NA/Don't know 74%
Equipment checkout in the Commons

Frequency of Response

Very satisfied plus satisfied 28% Don’t know 67%

Computer setup

Frequency of Response

Very satisfied plus satisfied 42% NA/ Don’t know 48%
The walk-up service desk in the Commons

- Very Satisfied
- Satisfied
- Somewhat Satisfied
- NA/ Don't know
- Somewhat Dissatisfied
- Dissatisfied
- Very Dissatisfied

Frequency of Response

Very satisfied plus satisfied 47% Don't know 43%

Computer repair

- Very Satisfied
- Satisfied
- Somewhat Satisfied
- NA/ Don't know
- Somewhat Dissatisfied
- Dissatisfied
- Very Dissatisfied

Frequency of Response

Very satisfied plus satisfied 37% NA/Don't know 55%
The Technology Commons as a place to study

Very satisfied plus satisfied 44% NA/Don't know 47%

Class TIPS training

Very satisfied plus satisfied 18% NA/ Don’t know 77%

Student
Workshops conducted in the residence halls

Very satisfied plus satisfied 22% NA/Don't know 73%

Digital Media Support (movies, podcasting, class presentations)

Very satisfied plus satisfied 26% NA/Don't know 67%
Assistance with personal Apple and Dell computer purchases

![Bar chart showing satisfaction levels with assistance for student purchases. The chart indicates that 25% of respondents were very satisfied or satisfied, while 69% were either NA or didn’t know.]

Very satisfied plus satisfied 25% NA/Don’t know 69%

Rate your overall satisfaction with the Technology Commons

![Bar chart showing overall satisfaction levels. The chart indicates that 59% of respondents were very satisfied or satisfied, while 27% were either NA or didn’t know.]

Very satisfied plus satisfied 59% NA/Don’t know 27%
## Open Ended Data Summary

<table>
<thead>
<tr>
<th>Faculty Concerns</th>
<th>Faculty Compliments</th>
<th>Staff Concerns</th>
<th>Staff Compliments</th>
<th>Student Concerns</th>
<th>Student Compliments</th>
<th>Major issue Needs attention Area of high satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wireless issues affect instruction</td>
<td>Wireless issues</td>
<td></td>
<td></td>
<td>Need for wireless in dorms and outdoors</td>
<td></td>
<td>The most pervasive issue mentioned.</td>
</tr>
<tr>
<td>Perception that IT is too concerned with security</td>
<td></td>
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</tr>
<tr>
<td>Client facing support</td>
<td>R-25 functionality</td>
<td>R-25 functionality</td>
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<tr>
<td>Department owned labs equipment condition</td>
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<td>Department owned labs equipment condition</td>
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</tr>
<tr>
<td>Misperception that IT Charges yearly for MCDs and is responsible for Paw Print</td>
<td>Misperception that IT Charges yearly for MCDs and is responsible for Paw Print</td>
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<tr>
<td>24/7 Support</td>
<td>24/7 support</td>
<td>24/7 support</td>
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<tr>
<td>Misperception that students work on the Help Desk</td>
<td>Misperception that students work on the Help Desk</td>
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<tr>
<td>Conflicts with Help Desk and Info on Website</td>
<td>Conflicts with Help Desk and Info on Website</td>
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<tr>
<td>Help Desk Staff</td>
<td>Help Desk staff</td>
<td>Help Desk Staff</td>
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</tr>
<tr>
<td>IT Weekly Update</td>
<td>IT Weekly Update</td>
<td>IT Weekly Update</td>
<td>IT Weekly Update</td>
<td>Lack of communication with students-</td>
<td></td>
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</tr>
<tr>
<td>More communication, explanation</td>
<td>More communication when</td>
<td></td>
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</tr>
<tr>
<td>on outages</td>
<td>systems are down and why</td>
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<tr>
<td>More support at satellite locations</td>
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<tr>
<td>Concerns about internet speed</td>
<td>Concerns about internet speed</td>
<td>Concerns about internet speed</td>
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<tr>
<td>Need for centrally managed computer refresh</td>
<td>Need for centrally managed computer refresh</td>
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</tr>
<tr>
<td>Lack of certain features in Blackboard</td>
<td>Blackboard Client support</td>
<td>Fix Blackboard functionality</td>
<td>Fix Blackboard functionality</td>
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<tr>
<td>Desire for Blackboard Mobile</td>
<td>Desire for Blackboard Mobile</td>
<td>Desire for Blackboard Mobile</td>
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<tr>
<td>Need to vary days for training workshops</td>
<td>Need for more training</td>
<td></td>
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</tr>
<tr>
<td>Project process does not accommodate time limits on funding</td>
<td>Length of time to complete a project</td>
<td></td>
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</tr>
<tr>
<td>More storage need for digital media and shared documents; Solution needed for students to upload video securely</td>
<td>Digital media support less organized and responsive</td>
<td>Better streaming of movies in Blackboard</td>
<td></td>
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<tr>
<td>More email space</td>
<td>More email space</td>
<td>Concern that email cannot be forwarded</td>
<td></td>
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<tr>
<td>More flexibility needed with websites.</td>
<td>More flexibility with webpages/Website change approvals take</td>
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<tr>
<td>Issue</td>
<td>Improvement</td>
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<tr>
<td>Use less technical language in communication</td>
<td>Use less technical language in communication</td>
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<tr>
<td>Better Apple support</td>
<td>Better Apple support</td>
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<tr>
<td>Interest in text messaging alerts</td>
<td>Interest in text messaging alerts</td>
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<tr>
<td>IT works hard with few resources</td>
<td>IT works hard with few resources</td>
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<tr>
<td>Make IT org chart public</td>
<td>Make IT org chart public</td>
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</tr>
<tr>
<td>More help needed with webpage design</td>
<td>Professional, friendly service</td>
<td></td>
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<tr>
<td>Dissatisfaction with Red Dot</td>
<td>Dissatisfaction with Red Dot</td>
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<tr>
<td>Need more online training New Faculty Orientation</td>
<td>Need more online training</td>
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<tr>
<td>Help needed with reports, automating internal data, database procedures, process improvement</td>
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<tr>
<td>Concern that administrator rights will be taken away</td>
<td>Concerns about not having administrator rights</td>
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<tr>
<td>Commuting and distance students not aware of the Commons</td>
<td>Technology Commons—great place to work and study</td>
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<tr>
<td>Technology Commons—great place to work and study</td>
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</tbody>
</table>
## Most important Services IT provides - Top Five

<table>
<thead>
<tr>
<th>Faculty</th>
<th>Staff</th>
<th>Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assistance with my computer</td>
<td>Assistance with my computer</td>
<td>Assistance with my computer</td>
</tr>
<tr>
<td>Technology Support in the Classroom</td>
<td>Help Desk</td>
<td>Wireless</td>
</tr>
<tr>
<td>Help Desk</td>
<td>Banner Support</td>
<td>Internet</td>
</tr>
<tr>
<td>LMS Support</td>
<td>Email</td>
<td>Technology Commons</td>
</tr>
<tr>
<td>Internet</td>
<td>Internet</td>
<td>Software Support</td>
</tr>
</tbody>
</table>
**Significant Findings:**

- The most significant issue is wireless coverage.

- Client facing services are working well, especially the Help Desk.

- The Technology Commons and the CFC are working well.

- The campus needs a second internet connection.

- IT has some communications work to do:
  - Students want more communication from IT
  - There are misperceptions we need to correct especially with faculty.
  - There is much we do that clients are not aware of.
  - Downward communication in the organization is not working.

In addition to wireless coverage, faculty members are most concerned about individual computer refresh and the condition of department-owned labs. **IT does not own either of these.**
## Recommendations

Areas of concern from clients were grouped by area of responsibility within the Division of IT. Each responsible department developed the action plans included below.

### Networking

<table>
<thead>
<tr>
<th>Issue</th>
<th>Actions to be Taken</th>
<th>By Whom?</th>
<th>When?</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wireless Access</td>
<td>Review authentication methods/Monitor authentication system for failures</td>
<td>Networking &amp; external vendor (Juniper)</td>
<td>Summer 2012</td>
<td>Ensure that best practices are in place to enable efficient authentication</td>
</tr>
<tr>
<td>Wireless Access</td>
<td>Provide wireless troubleshooting tools to IT staff (Help Desk and others)</td>
<td>Networking &amp; external vendor (Juniper)</td>
<td>Summer 2012</td>
<td>Provide effective troubleshooting tools to those who work directly with wireless users.</td>
</tr>
<tr>
<td>Wireless Coverage</td>
<td>Evaluate coverage in several buildings and confirm best practices are in use for complete coverage</td>
<td>Networking &amp; external vendor (Juniper)</td>
<td>Spring 2012</td>
<td>5 buildings will be reviewed by vendor and a gap analysis between what is in place and what best practices design would recommend</td>
</tr>
<tr>
<td>Wireless Coverage</td>
<td>Develop campus master plan for wireless coverage</td>
<td>Networking</td>
<td>TBD Pending Funding</td>
<td>Using best practices and RF planning tools, design coverage and equipment requirements plan for the entire campus.</td>
</tr>
<tr>
<td>Wireless Coverage</td>
<td>Deploy additional wireless equipment (based on priority determined by governance)</td>
<td>Networking</td>
<td>TBD Pending Funding</td>
<td></td>
</tr>
<tr>
<td>Internet Speed</td>
<td>Replace core and distribution level routers</td>
<td>Networking</td>
<td>Part 2012 Part Next</td>
<td>Core routers are dated and may be</td>
</tr>
</tbody>
</table>

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56 | P a g e
| Internet Speed | Evaluate and implement Internet speed measuring tools/services that provide user friendly feedback that can be publicly published. | Networking | TBD- Pending Funding | Provide IT staff and the campus community a way to see what real-time Internet speed tests are showing. |
| Internet Availability | Implement 2nd Internet connection | Networking and external vendor (MCNC) | TBD Pending Funding (Anticipated 2012—2013 Academic Year) | Add 2nd Internet connection to campus infrastructure that allows automatic fail-over of full Internet connection in the event of the failure of the primary connection |
### Instructional and Student Computing

<table>
<thead>
<tr>
<th>Issue</th>
<th>Action to be Taken</th>
<th>By Whom?</th>
<th>When?</th>
<th>Measure of Success?/Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Blackboard (BB) Training</td>
<td>Student BB Training Self-Help</td>
<td>LMS Team/Class Tips</td>
<td>Summer 2012</td>
<td>Creation of minimum of 10 on-line self-help modules</td>
</tr>
<tr>
<td>Software installed in classrooms</td>
<td>We have implemented an online request system for software installation in classrooms and better communicate this option.</td>
<td>Instructional and Student Computing</td>
<td>Ongoing</td>
<td>Increase of online request usage by faculty</td>
</tr>
<tr>
<td>IP Intercom found not working</td>
<td>More frequent, random checks of the IP Intercom stations. Increase staff coverage of control station</td>
<td>Instructional and Student Computing</td>
<td>Spring 2012</td>
<td>Positive feedback on the IP Intercoms working</td>
</tr>
<tr>
<td>Departmental Owned Lab Equipment</td>
<td>Seek funding for replacement and refresh cycle for equipment</td>
<td>Instructional and Student Computing</td>
<td>TBD</td>
<td>Feedback from faculty and staff on the usefulness of equipment</td>
</tr>
<tr>
<td>Need for a centrally managed computer refresh</td>
<td>Seek budget allocation for refresh cycle</td>
<td>Instructional and Student Computing</td>
<td>TBD</td>
<td>Feedback from clients on usefulness of computers being refreshed</td>
</tr>
<tr>
<td>Better communication with students about services, especially to distance education students</td>
<td>Improve communications to students about services provided to all students. Expand other communications methods</td>
<td>Instructional and Student Computing</td>
<td>Spring, Summer, Fall 2012</td>
<td>Feedback from students shows more positive communication</td>
</tr>
</tbody>
</table>
## Systems and Operations

<table>
<thead>
<tr>
<th>Issue</th>
<th>Action to be Taken</th>
<th>By Whom?</th>
<th>When?</th>
<th>Measure of Success?/Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>IT Training</td>
<td>Renew the Dell Learning System (DLS) or procure another “Training/Learning System” – hosted in the “cloud”.</td>
<td>Division of IT (or CIO’s Office)</td>
<td>Spring 2012</td>
<td>Online Learning Team has recommended renewing the DLS for now and creating a project that consists of representatives from each college and several Administrative units to perform a thorough review of training needs and possible opportunities.</td>
</tr>
<tr>
<td>Email Space/Quota</td>
<td>Research and propose potential options</td>
<td>Systems and Operations</td>
<td>Summer 2012</td>
<td>Implementation Pending Funding</td>
</tr>
<tr>
<td>Network Storage</td>
<td>Research and propose potential options</td>
<td>Systems and Operations</td>
<td>Spring, Summer, Fall 2012</td>
<td>Pending Funding needed</td>
</tr>
<tr>
<td></td>
<td>Evaluate storage needs</td>
<td></td>
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</tr>
<tr>
<td>Extend IT Help Desk Hours</td>
<td>Extend Help Desk coverage from 7:30am-5:30pm</td>
<td>IT Help Desk/Division of IT</td>
<td>Requires additional funding</td>
<td></td>
</tr>
</tbody>
</table>
| Enhance and improve the prevention of system downtime | Continue Root Cause Process  
Use tools to actively monitor our systems  
- Spotlight for Exchange  
- Spotlight for SQL Server  
- Spotlight for Active Directory | Systems Support and Engineering         | TBD – funding for the purchase of monitoring software |                                                                                                                                                          |
<table>
<thead>
<tr>
<th>Issue</th>
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<th>Measure of Success?/Notes</th>
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<tbody>
<tr>
<td>- What’s Up Gold</td>
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</tr>
<tr>
<td>Need for less technical terms in Communication and more explanation of outages</td>
<td>Screen IT weekly updates for technical language Review outages emails for explanations</td>
<td>CIO's office IT Help Desk</td>
<td>Early spring semester</td>
<td>Comments on follow up surveys</td>
</tr>
<tr>
<td>Address misconceptions</td>
<td>Work with other IT units to list the misconceptions made throughout the survey and determine the best possible way to communicate correct information. This could be through an article titled “Common Myths”.</td>
<td>Division of IT</td>
<td>Early spring semester</td>
<td>Comments on follow up surveys</td>
</tr>
</tbody>
</table>
### Data Management and Applications

<table>
<thead>
<tr>
<th>Issue</th>
<th>Action to be Taken</th>
<th>By Whom?</th>
<th>When?</th>
<th>Measure of Success?/Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training Awareness for RedDot</td>
<td>Communicate training offerings and FAQs for RedDot.</td>
<td>Web Services</td>
<td>Spring 2012</td>
<td>Schedule a training class per semester and communicate via IT Training Calendar.</td>
</tr>
<tr>
<td>MyCat Modernization</td>
<td>Student Portal Replacement</td>
<td>PMO</td>
<td>TBD pending IT Governance Process and Funding</td>
<td></td>
</tr>
</tbody>
</table>

Note: A few comments pertained to UI ugliness of MyCat which were regarding the Personal Services tab in MyCat. This tab is Banner Self Service. The modernized GUI provided last year by SunGard was tested by WCU and found to have several performance and reliability issues. Based on surveys and discussion forums, no other schools have implemented the solution into production. We will pay attention to this solution and review it again once SunGard has released a new version.

| Registration Performance          | Review performance metrics with Systems and Operations                           | Data Management and Systems and Operations | Spring 2012 | |

Note: Performance for previous registrations have been reviewed for signs of performance problems in the past. However, new performance monitoring was implemented as part of the Banner Hardware Refresh that can be reviewed for performance issues. Most reported performance issues are individual machine or access issues and are non-Banner performance issues such as wireless connectivity, local ISP performance, or infected machine.
<table>
<thead>
<tr>
<th>Issue</th>
<th>Action to be Taken</th>
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</thead>
<tbody>
<tr>
<td>Student Blackboard (BB) Training</td>
<td>Student BB Training Self-Help</td>
<td>LMS Team/Class Tips</td>
<td>Spring 2012</td>
<td>Creation of minimum of 10 online self-help modules</td>
</tr>
<tr>
<td>Student BB Training</td>
<td>Student BB Training On-Line Readiness</td>
<td>LMS Team/Educational Outreach</td>
<td>Spring 2012</td>
<td>Participation data</td>
</tr>
<tr>
<td>BB Functionality</td>
<td>Service Pack Upgrades</td>
<td>LMS Team</td>
<td>On-going</td>
<td>Scheduled for remainder of academic year</td>
</tr>
<tr>
<td>BB Functionality (new position)</td>
<td>Server Administrator</td>
<td>Division of IT</td>
<td>TBD Pending</td>
<td>Funding</td>
</tr>
<tr>
<td>BB Functionality</td>
<td>New Building Blocks</td>
<td>LMS Team/LMS Advisory Board</td>
<td>Spring 2012</td>
<td>Creation of prioritized list for building block implementation</td>
</tr>
<tr>
<td>BB Mobile</td>
<td>Implementation of BB Mobile</td>
<td>LMS Team</td>
<td>TBD Pending</td>
<td>Prioritization and funding</td>
</tr>
<tr>
<td>Digital Media Storage Space</td>
<td>Customized solution for CEAP/secure video upload</td>
<td>Digital Media Specialist/IT Systems and Operations</td>
<td>Spring 2012</td>
<td>Testing, implementation, and communication plan for customized solution</td>
</tr>
<tr>
<td>Digital Media Storage Space</td>
<td>Digital Media Needs Assessment</td>
<td>Coulter Faculty Commons</td>
<td>Spring 2012</td>
<td>Delivery of final report, metrics, and recommendations based on input from faculty, staff, and students</td>
</tr>
<tr>
<td>Digital Media Storage Space</td>
<td>Research into hosted/off site solutions</td>
<td>Coulter Faculty Commons/IT Systems and Operations</td>
<td>Fall 2012</td>
<td>Delivery of recommendations regarding feasibility of hosted/off-site solutions</td>
</tr>
<tr>
<td>Issue</td>
<td>Action to be Taken</td>
<td>By Whom?</td>
<td>When?</td>
<td>Measure of Success?/Notes</td>
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</tr>
<tr>
<td>Speed of the process</td>
<td>Continue to explain that this new process is a change in the way IT works. This way the work gets on the project list and is prioritized.</td>
<td>IT Governance Staff</td>
<td>Spring 2012</td>
<td>Follow up survey results</td>
</tr>
</tbody>
</table>

| Lack of faculty and staff experience with and knowledge of the governance process | 1. As committee members rotate, more will become aware  
2. IT Weekly Update reminders about the SharePoint site and open committee meetings | 1. Anna McFadden, with Provost and Dean rotating appointments.  
2. Anna McFadden | 2012-2013  
Spring semester 2012 | Follow up survey results |
<table>
<thead>
<tr>
<th>Issue</th>
<th>Action to be Taken</th>
<th>By Whom?</th>
<th>When?</th>
<th>Measure of Success?/Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Misperception that IT charges yearly for MCDs:</td>
<td>Communicate through the IT Weekly Update and meetings with deans that since June 2011, the only MCD charge is a one-time $35 setup fee which helps offset activities associated with the initial registration, account maintenance, setup support, etc. There are no recurring charges.</td>
<td>Craig Fowler, Debbie Justice, Anna McFadden</td>
<td>Spring 2012</td>
<td>This comment will no longer appear on client surveys. There is a monthly cell phone allowance that departments may pay eligible users (per university policy 68). This is administered by the Telecommunications Office in Administration &amp; Finance. Department budgets are charged to cover this payroll related expense.</td>
</tr>
<tr>
<td>The need to better communicate with students</td>
<td>The CIO’s office will work with Student Affairs to see that the IT Weekly Update is sent to students.</td>
<td>Debbie Justice, Jenny Owen</td>
<td>Spring 2012</td>
<td>Follow up survey results from students</td>
</tr>
<tr>
<td>Issue</td>
<td>Action to be Taken</td>
<td>By Whom?</td>
<td>When?</td>
<td>Measure of Success?/Notes</td>
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</tbody>
</table>
| Correct perception that the charge per machine is a funding model for IT. | Work with Deans and Advisory Committees to explain the PC Asset Fee collected annually. The money is used 1) to pay for a position and student workers who help with intake, delivery, repair and disposal of computers and 2) related supplies for operating the repair center. | Craig Fowler, Anna McFadden              | Spring 2012 | The absence of this comment on follow up surveys.  
The money collected in FY2010-2011 was $73,296; 74% was used for personnel expenses and the balance for repair center operations. The number of computers is the basis used since the services supported are computer related. The PC asset fee revenue is used to provide services that support the entire campus.                                                                                                                 |
| Correct the misperception that the IT Organizational Chart is not public. | Communicate in the IT Weekly Update and with committees that The IT organization chart has been published on the WCU web site for many years. It is located at http://www.wcu.edu/WebFiles/PDFs/IT_Div_10-18-11_for_web.pdf and is linked from the “About Us” page at http://www.wcu.edu/10589.asp. | Craig Fowler, Debbie Justice             | Spring 2012 | The lack of this comment on follow up surveys.                                                                                                                                                                                                                                                                                                              |