CaTS 2024 Annual Service Survey
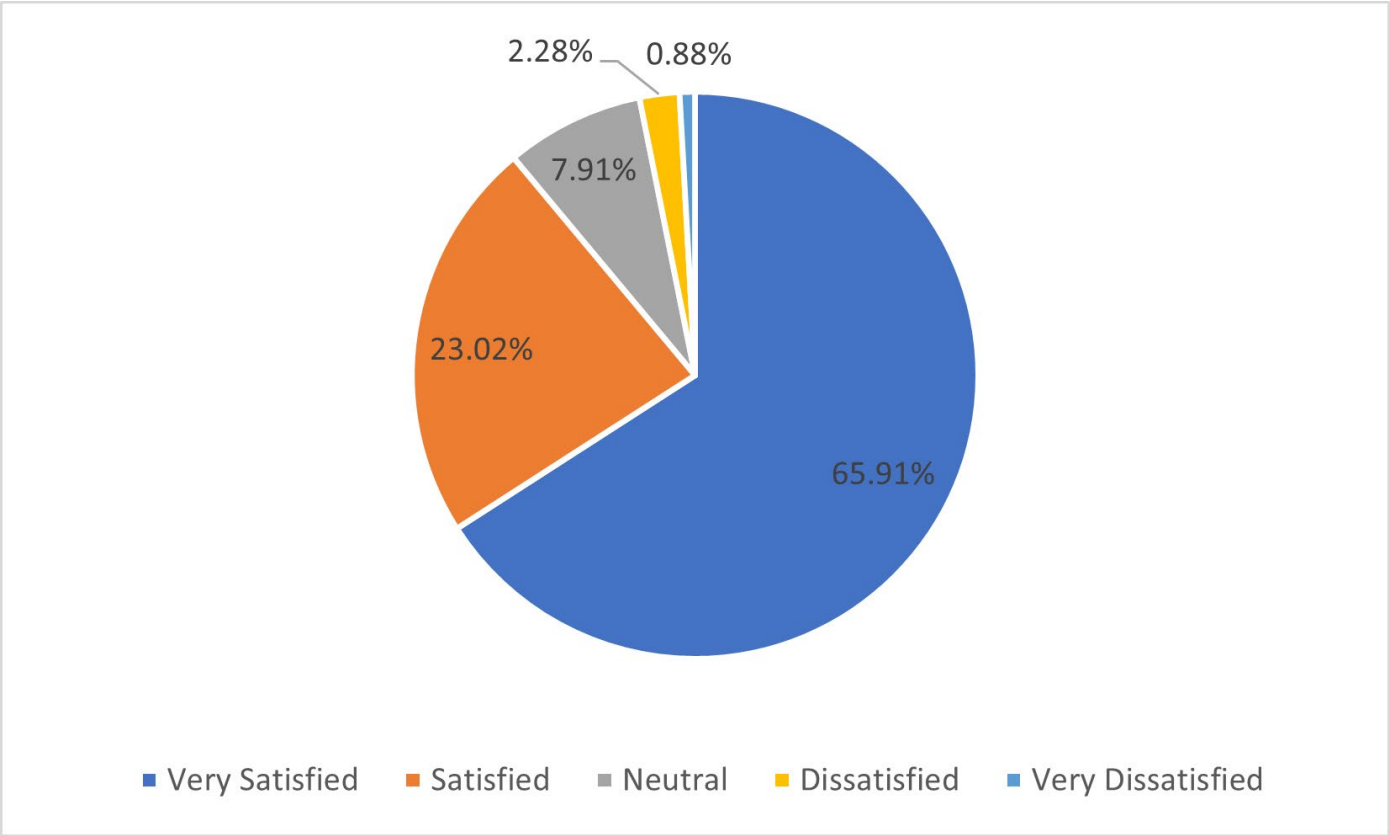
CaTS 2024 Annual Service Survey

Please select your primary role:
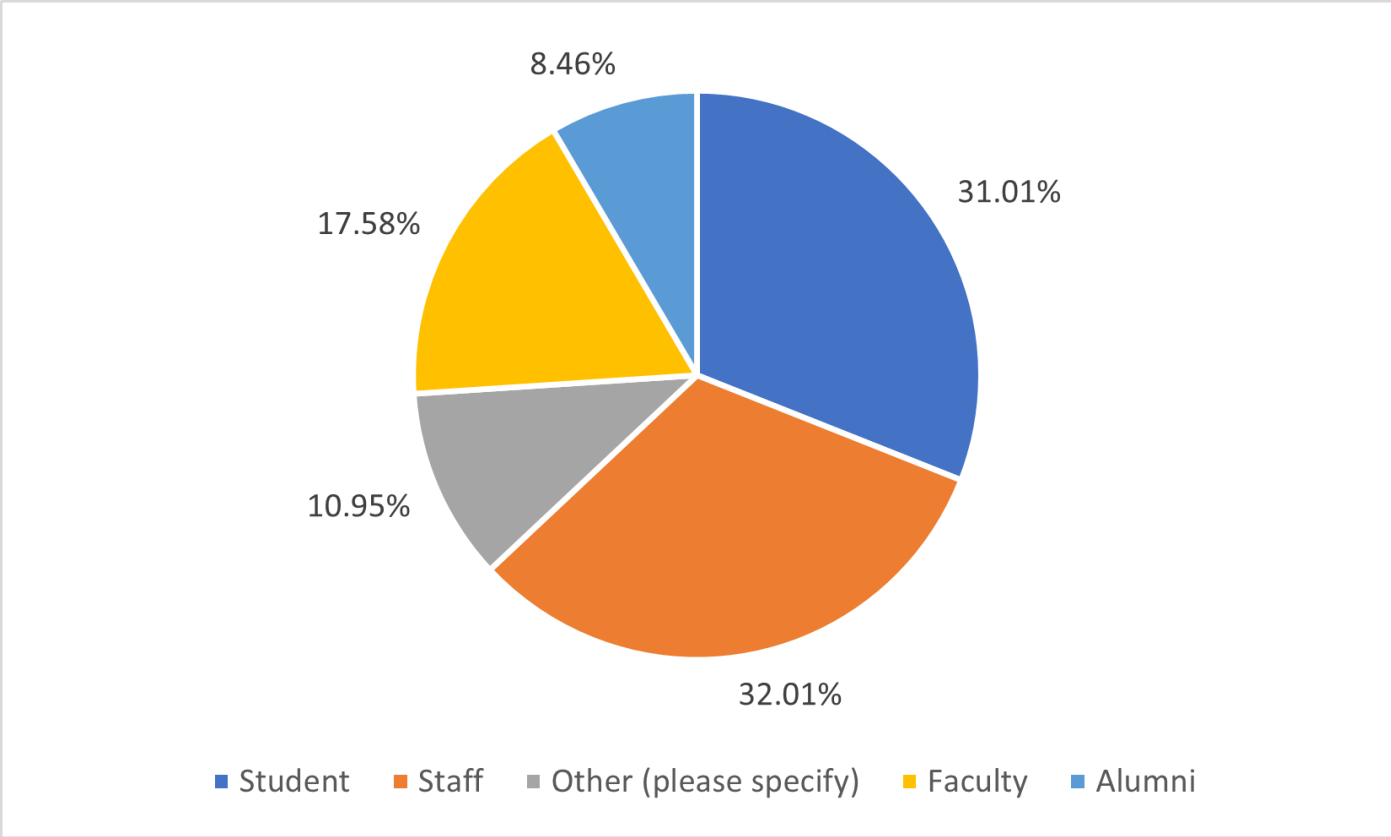
#	Answer	%	Count
1	Faculty	17.58%	106
2	Staff	32.01%	193
3	Student	31.01%	187
4	Alumni	8.46%	51
5	Other (please specify)	10.95%	66
	Total	100%	603

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

#	Answer	%	Count
1	Very Dissatisfied	0.88%	5
2	Dissatisfied	2.28%	13
3	Neutral	7.91%	45
4	Satisfied	23.02%	131
5	Very Satisfied	65.91%	375
	Total	100%	569

Please specify why you are dissatisfied with the quality of services:

Please specify why you are dissatisfied with the quality of services:

Some staff/students are apathetic and unhelpful.

Only useful if you physically go to them. There is really no point at all in calling them.

can't unsubscribe from reminders to take this survey

can't unsubscribe from reminders to take this survey

I've only contacted them about 4 times, but they were only able to help once. Which is alright because they weren't standard questions (still relevant to school-related tech issues, but not 'standard'), but it would have been appreciated if they could have tried to help on those issues instead of saying 'sorry, no' and closing the ticket. The one time they were able to help, they didn't immediately know the answer, but kept the ticket open and researched the issue--still weren't able to help outright, but came back with enough help for me to know what was going on, know there wasn't more they could do for me in this case, and go off of their research to do my own. If they had done that for the other tickets, too, my rating would be very satisfied, even if the answer was still ultimately they couldn't *answer* my question/*solve* my issue--if you don't know/can't do it, let the students know what you do know, that you did try; give them the information so they can understand and maybe know where to look for somewhere that can help them. Just brushing them off without any explanation or at least trying to help leaves the student stranded.

Recently when I need a query run, our usual contact is not as helpful as before. I am usually referred to someone else or have to figure it out myself.   The help desk and Jerry Hensley are always helpful and no issues with them.

While I am pleased with classroom support, the purchasing/repair experiences of CSE Dept. colleagues have been dismal.

Vague directions for specific services and long wait times for time sensitive issues. In the case of the later, a classmate could not sign into WebEx for an online class, was referred by the professor to CATS, and could not get assistance in time to join without getting an absence.

The WIFI is questionable throughout the day and there are complete dead zones that aren't in the tunnels and still very much on campus perimeter.

very rude staff

Better service at other university.

The overall level of service has decreased over the past few years. Cutbacks in knowledgeable staff, old, outdated tech infrastructure, instability of connectivity, reductions in computer hardware for faculty, lack of consistency of tech functionality across classrooms, etc. have contributed to the decline of CaTS service.

I live on campus and when the wifi is out, I can't do my homework. I pay $200 a semester for wifi that goes out often and it's impossible to get anything done for the hours it is down. It isn't acceptable for a university's wifi to be down so often, as students are already limited by time and this makes it so much worse

I wish faculty could have a place we could contact and stop by to get help and support.

Overall, please rate your level of satisfaction with the timeliness of service you receive from CaTS.
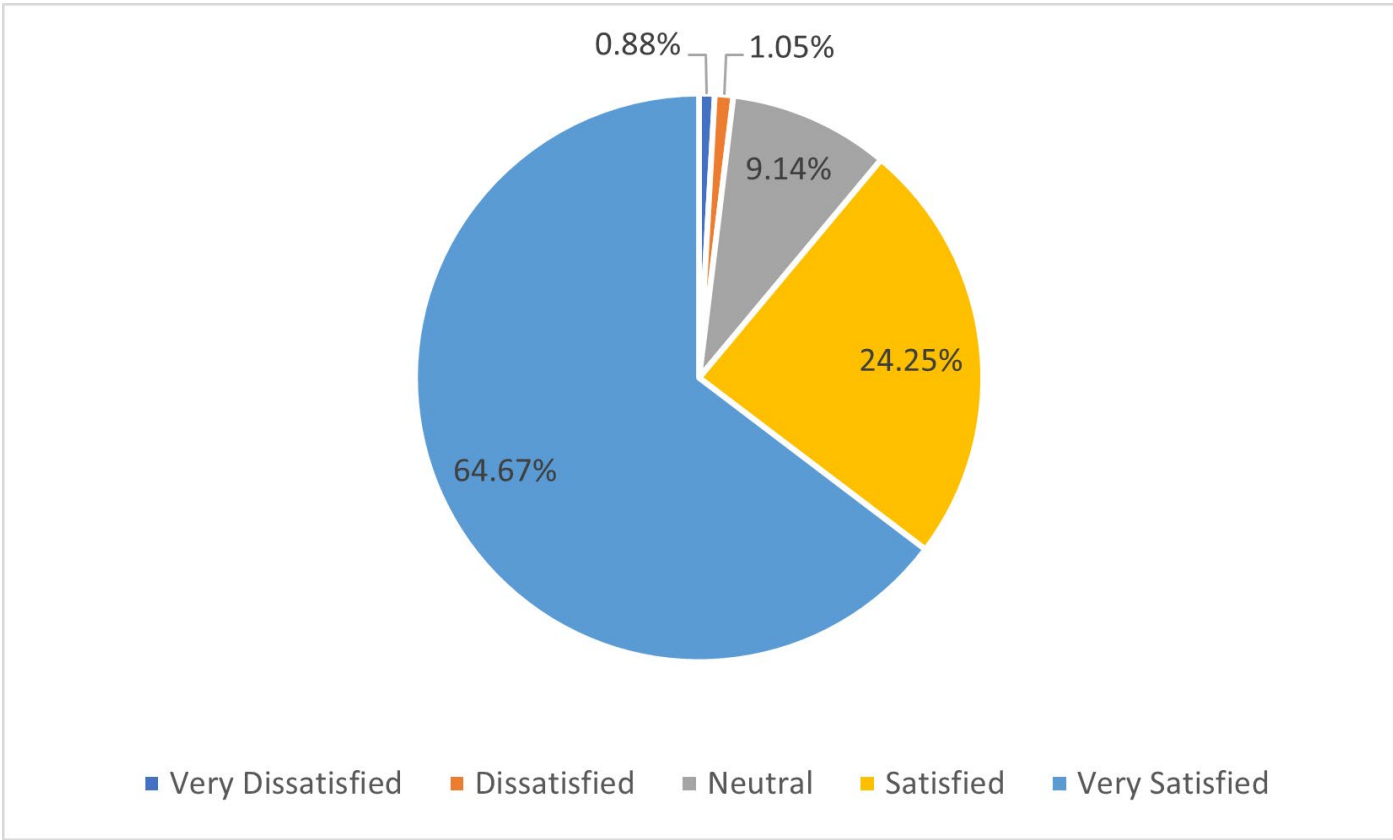
#	Answer	%	Count
1	Very Dissatisfied	0.88%	5
2	Dissatisfied	1.05%	6
3	Neutral	9.14%	52
4	Satisfied	24.25%	138
5	Very Satisfied	64.67%	368
	Total	100%	569

Please specify why you are dissatisfied with the timeliness of services:

Please specify why you are dissatisfied with the timeliness of services:

Same as last comment. Cats is only useful in person, useless over the phone

Slow, no closed-loop communication and leaves you hanging and waiting while hearing nothing

While I am pleased with responsiveness regarding classroom support, the purchasing/repair experiences of CSE Dept. colleagues have been unaceptable.

very, slow

After placing info with help desk, it takes time to get info

How satisfied are you with the timeliness and quality of communications coming from CaTS for scheduled and unexpected service disruptions?
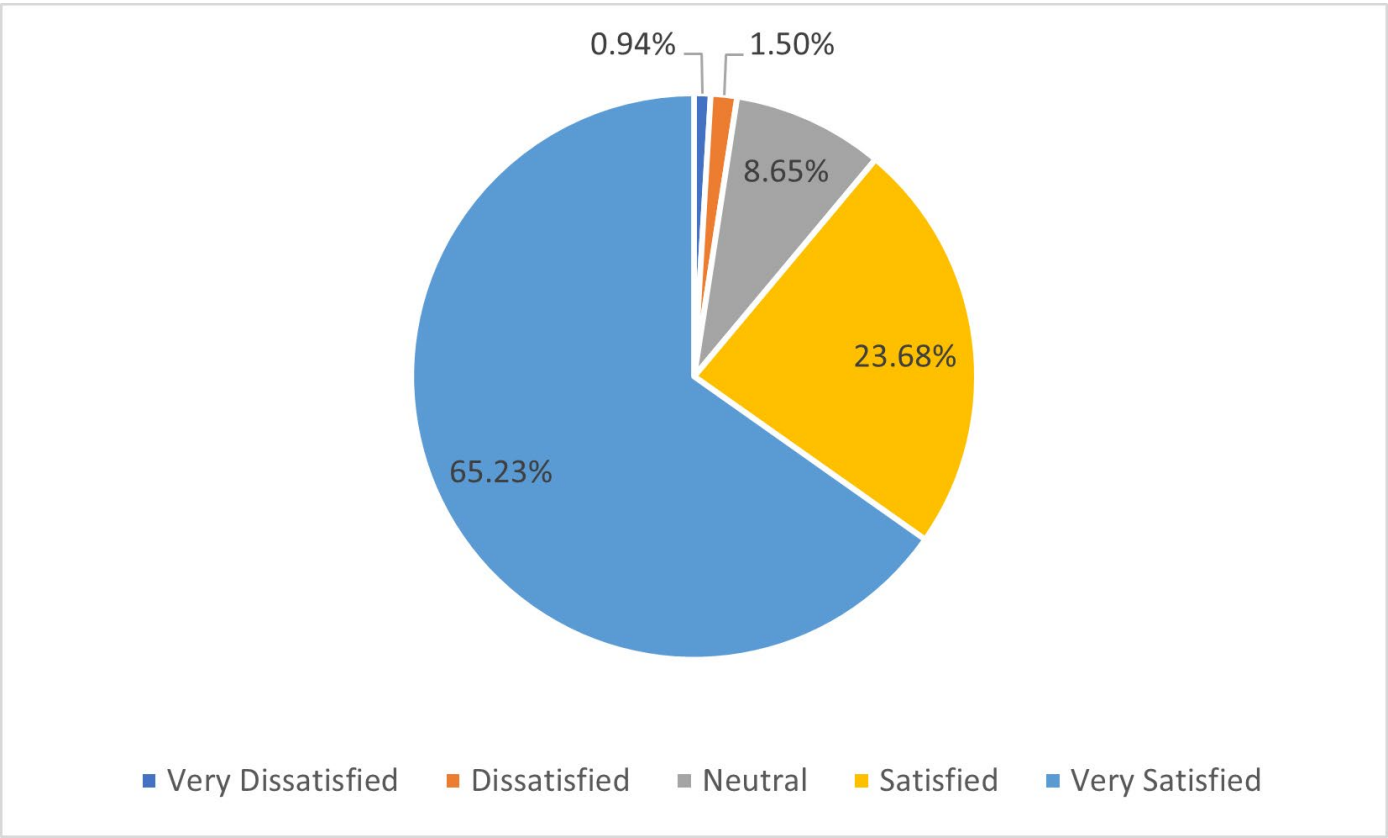
#	Answer	%	Count
1	Very Dissatisfied	0.94%	5
2	Dissatisfied	1.50%	8
3	Neutral	8.65%	46
4	Satisfied	23.68%	126
5	Very Satisfied	65.23%	347
	Total	100%	532

Please specify why you are dissatisfied with the timeliness and quality of communications coming from CaTS:

I've experienced much unnecessary panic due to errors with technical responsibilities of WSU that they did not send out alerts or warnings for especially on days with important tests in online classes.

Purchases and repairs are taking weeks

I work in the Writing Center part time and find the communications are less informative and more expected regarding the internet being spotty at times as it is very clear for several hours before the e-mail that there is a disruption.

Frustrated when there are key changes that are not announced. For example, default OneDrive sharing policy changed at some point, which meant my students could no longer view the shared slide deck. But the default setting is still to allow editing? Annoying that after the change, it still didn't make a better default rule.

they aren't too good with that.

1. my office is off campus, may take days to get help. 2. CATS appears to be overwhelmed recently, as much of the help they used to give is no longer given, and they simply do not respond to many requests (esp help with computer set up/upgrade/etc) in a timely fashion--they used to, but no longer. Many requests are ignored for "a while," then more roadblocks are put up than i've ever seen in my 15 years here--passing on work to secretaries to do (ie: please fill out yet another form, please place this order for your faculty member (no, CATS no longer places the orders, you, secretary, must know or learn how, AND must have the skills to know what to order, etc.) and so on. .....and the outages!! How are we supposed to teach on-line classes when the internet is out so long and so often?

The wifi will be down for hours at a time and I only have so many hours in a week to do homework

Overall, please rate your level of satisfaction with the variety of services currently offered by CaTS.
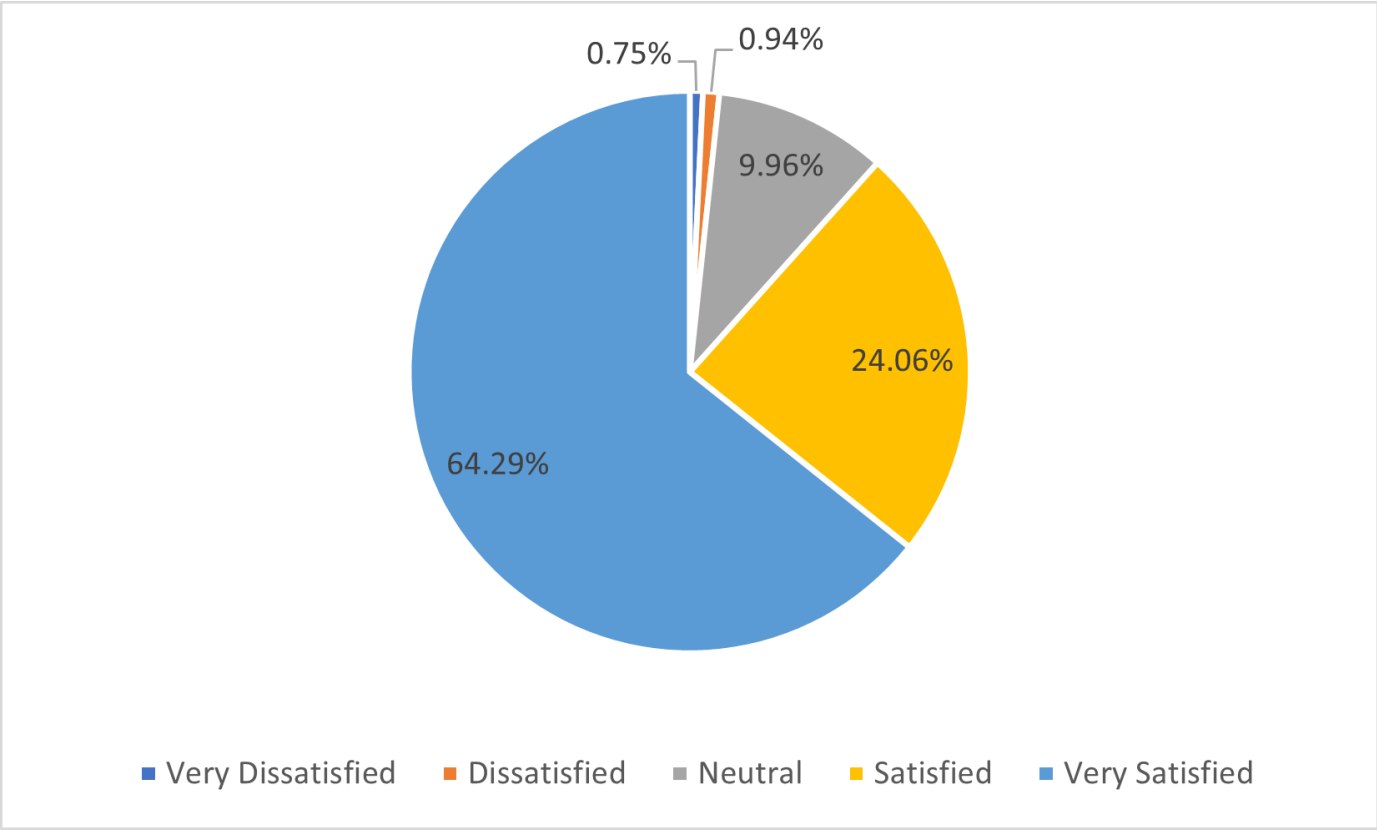
#	Answer	%	Count
1	Very Dissatisfied	0.75%	4
2	Dissatisfied	0.94%	5
3	Neutral	9.96%	53
4	Satisfied	24.06%	128
5	Very Satisfied	64.29%	342
	Total	100%	532

# Please specify why you are dissatisfied with the variety of services offered by CaTS:

Already described

not too satisfied

Cutbacks across the board have diminished CaTS service. Responses to Pilot issues are slow and inefficient.

I wish there were more workshops that provided innovative ways to use web conferencing and LMS. I wish there were more updates on new additions to LMS and web conference.

What is your primary piece of technology used while on campus?
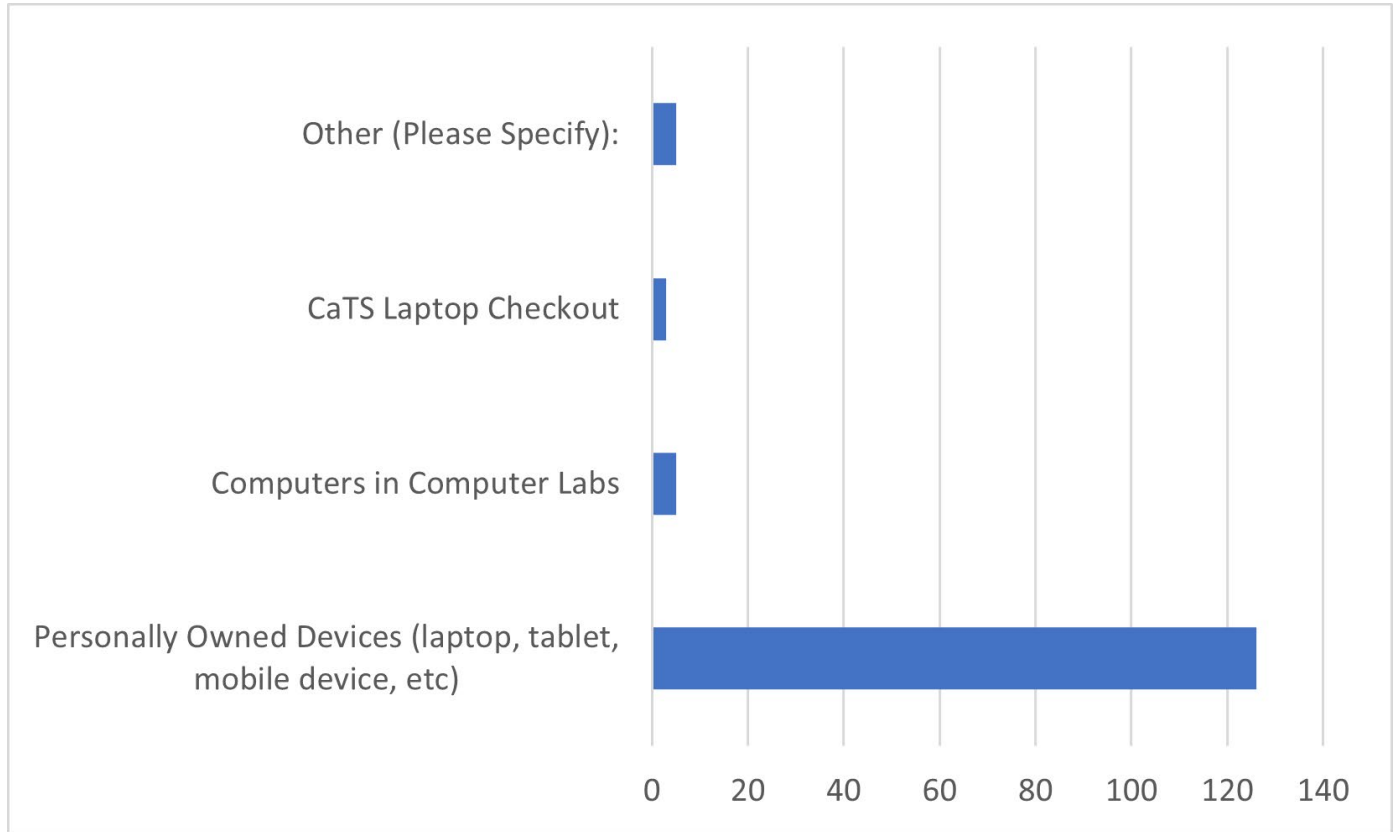
#	Answer	%	Count
1	Personally Owned Devices (laptop, tablet, mobile device, etc)	90.65%	126
2	Computers in Computer Labs	3.60%	5
3	CaTS Laptop Checkout	2.16%	3
4	Other (Please Specify):	3.60%	5
	Total	100%	139

Other (Please Specify):

Other (Please Specify): - Text
My office Desktop
Login
Office computer
I am not on campus

Please provide feedback on activities and services that you feel CaTS performs well (maximum of 500 characters)

They were able to reset my internet connection in a reasonable time.

In my view, CaTS activities and services are well organized and efficient.

na

Your Help Desk members are great. Well versed, trained and typically solve problem in a few minutes. The remote in feature is so helpful when system changes are needed. Have never had an interaction with any staff that has not been friendly, professional and accurate in their solution the first time. Great job.

I actually only use the email services. Have been using them since I retired in 2011. If I ever have any questions, I don't hesitate to contact CaTS. The few times I've made contact, I've gotten quick service, which I really appreciate(not a computer expert here!!). Thank you!!

Network standard for Wifi.

Thank you for the quick and effective responses as well as the positive, problem-solving culture.

I'm a big fan. CaTS personnel are always helpful and customer friendly.

IT support is outstanding.

I've reached on at least two occasions regarding Pilot help and Teams help. Both times I felt like my issue was addressed and clear communication on next steps was handled quickly and professionally.

CaTS does well delivering emails with critical information in a timely manner. I also very much enjoy their offering of support when you need it, and their supply of computers for those who need it.

Not Familiar this is my very first semester with WSU

Prompt, efficient and professional service

They know their stuff.

Maintaining consistency of the website. Interfacing with most other email software

The help desk is always helpful and kind They make sure they assist as efficiently as they can

I'm only using the email account at this time. The new log in system is very easy. The help desk staff are very helpful and courteous when assisting me in changing passwords to keep my account in active status. I don't like the Clutter feature, but I cannot figure out how to disable it.

Best

Excellent network reliability and functionality

Techs are knowledgeable and helpful. They often solved my problems whenever I am in need of help. They are necessary to have in times of technical difficulties.

Whenever I call, I get excellent help in a timely fashion.

I only use your email, I'm retired.

CaTS performs well: security, email filtering, speed. Others, I'm sure!

Basic services

The Help Desk is outstanding! Very quick and helpful.

Correcting problems -- QUICKLY.

Outstanding support of Pilot. Very responsive to help line. Good selection of software available for faculty use. Classroom tech support is good.

When I needed help to change my password for my email account, the CaTS staff were very helpful.

Classroom support, office computer support.

I have not used yet.

CaTS does an excellent job of managing our unexpected issues quickly. It is evident that they prioritize projects to the best of their ability and take quick action on those important issues.

I always have a good experience when I need to contact CaTS. Everyone I have spoken to has been very helpful and friendly.

Had a unique and difficult problem that CaTS came back to and work on for several sessions. Mike came back a couple of times to make sure problem was well documented if later troubles arose.

Very good

Quick responses to help requests, and accommodating of unusual glitches that require one on one support!

They do good when I have trouble getting into my account if I forget my password they help me to regain my password so I can get into my email

In the past if I had an issue, someone would respond with hours and no more than a day.

CaTS has been instrumental to keeping our Box Office up and running. If there is a problem, they have gone above and beyond to make sure it is resolved.

Only contact them when updating my passwords/account so little contact but they've been efficient and professional.

satisfied

Thanks for making it possible for former employees to follow WSU activities.

N/A

exemplary knowledge about computer problems

always quick to respond

Responding to questions about spam, relicensing apps, fixing glitches with email service is timely and always ends up with a satisfactory results.

CaTS was very helpful and useful during this transition from high school to college

CATS is always very helpful and quick to respond. I appreciate their kind attitude and willingness to find solutions no matter the issue.

My only experience with CaTS is calling the help desk if I have an issue that I can't resolve. They have ALWAYS solved the problem, and are very professional and friendly when doing so. I appreciate them very much!

Good

Continuing email with some support for retirees has been a nice benefit and I hope it can continue.

I appreciate the ability to continue to use my email account.

I have always had excellent technical support from the CATS team whether by telephone or (occasionally) in person on campus. I feel that the direct human to human contact is crucial and very well done.

As a retired faculty I am using CATS services mainly in connection with my WSU email. Although it seems like I have to change my password a lot (twice this year?) my interaction with the help desk has been excellent. For

some reason I invariably screw up my password when trying to change to a new one. All the students at the Help Desk have been very knowledgeable and patient in helping me get a new password up and running.Thanks

CaTS is speedy and does a good job with the requests I have had over the semester. My main issue has been with password expiration; I stopped by CaTS on my way to work and they got the issue solved in just a few minutes.

Thank you for email service to retired faculty.

Great training opportunities, fantastic support, and clear instructions

great customer service

What is CaTS? I am a distance learner

Good job communicating when outages will happen and scheduled maintenance. If you call the help desk, they can usually fix problem fairly quickly (SPSS licensing issues for me most recently).

Responded quickly to any questions I sent them. Offered to communicate via phone call when their email responses were not offering me the results I needed.

CaTS has some amazing personnel. They will work until the project is complete and if it can not be done instantly they usually have a solution in a day or two. Very good with set up for new employees. Troubleshooting the Dedicated VDI issues. fixing the systems when everything just stops working. Great job!!

Cats technicians are very efficient and effective at resolving computer issues!

I had a very complex problem to solve that broke many other things that required multiple steps to fix. CaTS made many visits sometimes with two people to resolve.

The students who work the help desk are very well informed. I always have a resolution to my issue at hand. Great job folks!!

Excellent service provided from the help line. They are always able to assist in a very timely manner!

I use Cats for my old email address and it works great!!! I really appreciate being able to maintain my college email address as I've had it for a very long time :)

No matter when I have contacted CaTS, I have always been treated well and no matter the issue, they have been able to resolve it.

The professionalism and knowledge this team possesses is so appreciated. The reported issues are solved in a timely manner.

Very prompt in working out issues and responding to emails

I have not been at Wright State very long so I do not have much interaction with CaTS to form an opinion on the activities and services CaTS provides. I am very satisfied, however, with the speed and ease the initial computer set up in my office.

N/A

Problem solving is great.

CaTS does a great job correcting duplicate PIDM's - always communicating the status and providing a quick turnaround. The Help Desk is always courteous and helps me with my issues.

I asked them a question one time, and they offered a verbal solution.

they are helpful.

Great job

When passwords need updated the communications are timely.

Cats is friendly, helpful unit that does everything possible to bring solutions to their internal customer's.

Responding to faculty and student questions or computing issues,

Every question is handled with professionalism and understanding--no question is treated as if it is stupid or unimportant. Quality support from everyone.

AppWorks edits and submissions are seamless and the Lowell works so hard to make sure things are accurately updated. He wants to know the 'whys' behind each job we request so he knows what it is and what to do if something errors out which helps us immensely. He also informs me of certain things in AppWorks so I can better understand and know what is happening behind the scenes.

There must be a million of you over there at CaTS - everything is always so fast - thank you!

As a retired staff member, I rarely require services from CaTS but the times I have sought help I was assisted promptly, politely and professionally.

I have always had GREAT service from CATS. They are very knowledgeable and efficient.

I am grateful that you can always get someone on the phone. They are good communicators and they know who to contact about the questions.

The workers at CATS are very helpful and engaged, and almost always solve the problem quickly.

CatS is always super responsive and helpful if I ever run into any tech issues.

Prompt attention to service needs

CaTS responds to issues quickly and typically fixes the problem with the first call.

N/a

CATS is the best dept on campus. Whenever, I have a problem the dpts is very respective andtimely. I really appreciate when I am at home and have a computer problem, they cn remote into my computer-as I am not very tech savvy, The student workers and regular staff is always helpful......we are lucky to have such a great IT team. Thanks for all you do

Turn around time on re-imaging of laptop computers done in record time. Truly appreciate the fast and excellent work done.

Excellent and quick service

Any issue you have they are more often than not extremely fast in responding. They are also very patient and even though they use laymen's terms, they don't talk down to you like an ignorant simpleton.

CaTS is always friendly, and they can be relied upon to show up

CaTS is always helpful and always gets the problem solved. They are polite and by far the best IT service I have ever worked with.

Excellent customer service. Always helpful and a great resource for staff.

Jake is fantastic, always pleasant and informative. Reception, timely, and effective answers and solutions provided. Keep up the great work! Thanks,

Technicians are very knowledgeable, friendly and helpful.

I work with Terry in CATS regularly. He does a great job working with me to get me the reports I need for my job. I've also worked with Myke a few times to work on the graduation application approval and she was really helpful and quickly got things updated!

N/A

My experiences with CaTS this academic year have been excellent. CaTS either solve over the phone or sent a technician immediately when I can an issue with classroom computer at the beginning of the year.

Response to help is quick and complete, and professional, yet warm.

CaTS does a good job in letting members of the community know about scheduled maintenance ahead of time, as well as sending out communication when a service has gone down unexpectedly, and when the service is back up and running again.

Information is clear and timely and it provides contact information if further help is needed. Staff is very friendly, patient and helpful.

I am a participant in the 60+ program and have little interaction with CaTS, but any that I have had as been completely satisfactory.

Overall response time and solutions are very good.

The network and security teams are very responsive and knowledgable.

everything

They are responsive and professional. If the initial person cannot answer the question, they are good about escalating, when needed. Also thorough in answering questions and explaining things.

Responds quickly and follows up

Our IT team at the Lake Campus are fabulous! They are outstanding with customer service! Thanks Jim and Sam for being there for us when we need you most! Always quick to respond!

Everything

They are very patient and knowledgeable! I have graduated from WSU, but I still use the emails and they are always happy to help me solve any issues I have ever had.

Keeping our systems up and running. I really only use email.

Personal help and notifications.

Fantastically knowledgeable and friendly people :) CaTS is an excellent example of remote work done well.

I really appreciate all the "how to" videos! Great job!

Getting access to IEEE, ACM and other search sites are a little difficult to get and documentation on narrowing the selection. I figured it out after a while

CaTS has an amazing team! They are very helpful, knowledgeable, and kind. They not only help me resolve the issue, they teach me so I can troubleshoot similar issues next time.

Very helpful with all my tech issues.

They are very helpful and resolve the problems quickly

Very fast and consistent with response time. Much appreciated.

The use of Bomgar is helpful.

CaTS does a great job - currently, I use email, WINGS, and web sites (with occasional updates on service requests submitted when I was working). Thank you!

Customer Service! Your employees/helpers (I'm not sure if they are paid staff but I want to make sure you realize I'm talking about those who answer the phone when I call with questions) are very patient and very helpful.

there awesome.......

I think the service is good. But students doesn't know all the services available.

Always quick to combine Pilot classes and to help with tech questions when calling from classrooms.

Grading and Final Grades ease

Maintaining Outlook

I use CaTS for my email. That's pretty much all. THANK YOU!

The folks answering when I call in with a question are extremely helpful!! Many thanks!!

Remote Desktop management; software adjustments; internet connectivity

The representatives are always friendly and helpful. All of my issues are always resolved in one phone call.

The CATS Team are very responsive and have assisted Counseling and Wellness Services on many occasions. We have had system change overs, seeking software system upgrades, equipment upgrades, etc. As a new Director the team has been so helpful and problem solving the day-to-day system issues, even with the electronic health record. Thanks to all the CATS staff for the exceptional customer service.

Whenever I call the Help Desk, I get help from a knowledgable staff member. Virginia is amazing. I also get great help and support from the IT staff - Lynn Kercher, Chuck Platt and Bryan Beverly. Thanks for all you do!

Easy and convenient to communicate

Individual people

All computing services are top shelf.

There has been a change in the service, not sure what has happened in the past year, but it seems to have impacted delivery of service.

Network security, disseminating information and updates about events and happenings around the campus, Software updates etc

Classroom support

I have been very happy with all the activities and services

The folks at CaTS are top notch! They truly understand how frustrating it is when technology doesn't work. They are ALWAYS very helpful and speedy!

Great service

I feel like CaTS does pretty great with their time and always does their best to make sure quality services arrive on time.

They were prompt to respond to request and provided clear instructions to fix the problem.

Need ink, we get. They have help a lot with computer issues. Quickly and painless.

Nick was great. He logged onto my computer remotely and confirmed that my system did not have malware installed. He did this very quickly and efficiently. And he installed a advertisement blocker on my web browser so this problem does not happen again.

CaTS is very quick to send out alerts about emergency situations.

Helpdesk assistance is always great and has never not be able to assist me with my issue. I work directly with Mike Duncan and Catherine Wheeler and they are both fantastic, thorough and prompt with whatever it is I am asking.

Everyone is super friendly, patient, and helpful.

I have always been pleased with the level of Customer Service on the phone and with the quick response to service calls.

The CaTS employees are very personable and friendly. They are also very quick to respond to my questions.

All of the services I need when student contact me with questions and when I have questions myself.

The service I've received is always courteous and prompt.

CaTS has an excellent staff who knowledgeable and hard working. They are equipped to cover a large number of issues and tech related problems.

Very friendly employees who try to answer all the questions.

CaTS is amazing and one of the best groups on campus. Charles Platt and Scott Kremer are my favorite people to interact with on campus. They're both true assets to this campus.   Michael O'Neal and Bryan Beverly have been very helpful, too, as well as the folks who work at the helpdesk.   Also, thank you for being patient when I call at the beginning of a class when the internet is out.

When I call the people at the help desk they are responsive and listen to my problems. They helped fix every problem I brought.

Your dept is always helpful!!!

exceptional helpdesk support.

They are very helpful when computers crash in getting the computer back up and running or getting a new computer to replace it.

quick responses to requests

CaTS performed well with helping me get rid of the spam emails that were coming in on my Outlook email.

The people at the Help Desk, particularly Nathan, Virginia, and Jake are wonderful. Catherine Wheeler turns around computer account requests at warp speed. Frank Wolz is great on copier issues. I can't think of a time when CaTS has not been able to help me.

Classroom computer set up for exams; very smooth process for me. Thank you.

Everything you do. Best department on campus! Thank you.

Services and staff are exceptional. Always a joy to work with your team.

CaTS is very timely on their responses to issues and their willingness to explain what they are doing and why is great.

Help desk personnel are very friendly and usually very helpful. They do address your problems, or try to find someone who can.

Great group to work with. They are knowledgeable and will seek out appropriate information.

Customer service

Being ready for wifi crashes and fixing it.

Questions are always answered. I have never felt foolish when I asked a question and I have always been treated with respect.

Primarily the school email and computer data services are proformed well.

I feel like the only thing that I can say CaTS did extremely well in was the communication. The amount of times the WIFI has gone down throughout the day is too many to count but I will give credit where it's due and say that the communication is very sharp regarding the problems that arise.

everything is wonderful

Extremely expedient and thorough assistance.

CaTS is always great. They always fix whatever my problem is. I have worked with them off and on since 1986, they were great back then and still continue to be. I have worked at other universities out of the State of Ohio and those IT departments didn't come close to the service that WSU has.

Any time I have experienced difficulties with equipment, they have responded quickly and fixed the issue non-judgmentally.

nice kids, very prompt and helpful

Technical problem with my account

CATS provides excellent and helpful services.

When I call they are usually available immediately. Any computer issues I have whether it is the VDI, or hard lined in they are quick to help and resolve.

Hard to say. Being remote, I value the service outage notifications a lot.

Availability of training has been improving.

not goood

Cats support workers are always kind and patient. This is much appreciated because by the time I reach out for assistance, I have already tried everything I know how to do.

Overall CaTS limited resources (budget) seems to significantly impact the benefit CaTS brings to my day to day faculty responsibilities. Although the needs of faculty with the BSOM are no more important than others. It is usually less work and frustration to turn toward commercial sources (Dell, Best Buy) for hardware and resources than the Univ. Functional network assistance will more timely come from hospital systems and B2B. Case in point, ACADEMIC offices for clinical departmts of BSOM at PH

Everything they do, you call and they will help you with in minutes. If they have to order a part they will make sure you are still able to do your work and not get behind

Overall, they have been very understanding and accommodating in terms of assisting with technological issues.

It was early days at Campus, i had to attend classes and i had password and webex issue but CaTS people were very helpful and they were able to resolve the issue and which helped me to attend my classes on time. The Customer service is very good.

Customer service experiences have always been exceptional. Partnering with CaTS to implement new systems has also been great this academic year.

Supplying hardware for staff Responding to problems in labs Special projects involving sso and server migrations Responding to special requests/consulting on new projects/technology

THANK YOU FOR ACCESS TO EMAIL FOR RETIRED FACULTY.

Very knowledgeable, quick to be able to contact someone when needed, and quick to resolve problems.

they attempt to respond to "emergency" (ie: i'm teaching a class and i need help) rapidly. They do get the internet up and running...eventually

I appreciate the scam removal and the protection from dangerous emails.

Customer service is exceptional from the Help Desk. Every interaction with CaTS staff has been helpful and friendly.

None come to mind

They are great about resolving class room issues on the priority hotline. They are not so great at coming to offices and fixing issues.

Notifying us of the upcoming service or maintenance and providing timely completion of those tasks.

Overall, excellent service!

I am satisfied with CaTS activities and services. They provide excellent service and save my important information all time.

I feel like the notifications of events are good and there is plenty of time to plan.

Professional, knowledgable, personable, problem-solving staff. The BEST!

Great customer service and response times

I like how fast the CaTS team is to send a note the whole campus about a problem and quickly send a note about when it is fixed.

I have had a few problems this year and you guys have always been fast and super helpful.

Giving emails that are up to date.

Every time I need help, I can call CaTS and get help with whatever I need.

Overall the folks I have spoken with are knowledgeable and friendly.

CaTS helped me with my email spams. Pretty good.

Everything!

for the most part the network remains up

Our department moved locations and they did a great job getting us reconnected. The staff are professional and very helpful.

Appreciate how quickly they answer the phone and how happy they are to help.

N/A

The staff in CaTS are extremely knowledgeable, friendly, and quick to respond. The best IT group I have encountered in a work environment.

I have contacted CaTS to help me print from building printers, to figure out how to access virtual computer labs from home for specific software, and to set up a sharepoint account. In all cases I called them and received immediate help that helped me gain access to what I needed in a timely manner. All the CaTS representatives I've worked with are courteous and knowledgeable.

Love being able to call the Help Desk and knowing that someone will answer, someone will be able to help, or find the help and get back to me. I've been at other places that you would have to leave an email for service. Well, when the computer is down, and you don't have things set up on your phone to email a help desk, a phone call would be nice to be able to make! Being able to speak with someone just by picking up the phone is A-1 service and alleviates a lot of stress! Thank you for that!

Excellent staff to handle any issue

The virtual lab is useful for the software I can't download for my classes

Whenever I call in, I get excellent help. Always willing to help and almost always able to fix the problem immediately.

Very quick to combine courses in Pilot and help with adjunct support.

they are very responsive and keep us informed if it's not a ticket they can complete immediately. Usually they respond and complete the ticket within a matter of minutes!

kindness prompt service immediate or when must be passed to another resource very fast problem resolution

When I call with a computer issue CATS always resolves the issue.

CATS is exceptional. One of the best features of WSU, frankly. Help desk staff (and beyond) are really prompt and efficient. I've had an unusually high number of problems this year--including the accidental removal (by the Registrar) of one of my course from PILOT this week--and CATS has stepped in quickly and efficiently on every one. One CATS Help Desk worker (Jake) has even helped me find CIS courses that I might audit in the future--something I had expressed an interest in doing.

I have had a number of relatively small IT issues which CaTS has helped me with over the past year. I think we are very lucky that CaTS is so available and knowledgeable to help everyone on campus.

Great Support when required and clear instructions when any change is needed, such as a password

The individuals who work at the Help Desk are wonderful. They are attentive, helpful, and very efficient. I have always had great experiences when calling for a variety of issues.

Overall, great communication

Someone ALWAYS answers the phone. If they can't help, they know who to contact.

Sending alerts when there are issues that we should know about

Always friendly, helpful, committed to resolving issues

They are great with problem solving.

Help Desk

Everything!

Good over the phone assistance from the CATS Help Desk.

CaTS always provides quick, quality support.

CaTs at Lake is always very helpful. We can contact them via phone or email but I also love that they walk around campus and check in on staff (and probably faculty too) to make sure all is well and see if we need anything. Jim & Sam are great at the Lake!

Access to software as well as equipment.

Everything! Minimal delays. Accuracy of work. Few, if any, repeat problems!

Helping get computers running in classroom when there are technical issues with logging in, starting up, etc. Each time I have called, my issue has been resolved within minutes. I was helped to set up Outlook on my iPhone so that my University emails would come to my phone.

Provides help to staff and students in and out of the classroom.

This team is always so helpful. I feel like they go above and beyond to help resolve issues. They take the time necessary, they are kind, and they are knowledgeable. If they don't know the answer, they reach out for help. What more can we ask for??? :)

Almost everything.

Everything. I have completed every survey that has been sent to me as I have always had great customer service from every member of the CATS team

Always get a quick resolution when the help desk is called.

Video & sound for Abilities Club at Dicke Hall

Your Department does a great job overall.

Try to resolve computer issues quickly if possible

Please provide feedback on activities and services you feel CaTS could improve (maximum of 500 characters)

Request processing time.

I've been a student here for a few years and have never had any issues with CaTS services.

na

Nothing.

Nothing at this time

I'm not sure if this is a CaTS problem, but having pilot down a decent amount at the start of the fall 2023 semester was quite annoying to say the least.

Not Familiar this is my first semester with WSU

I think they are doing great. and really appreciate all their support.

Better response time needed.

Better integration with Apple mail on the iPhone.

The ordering and issuing of supplies have a way to use the stored up items if possible so units don't have to buy them

Timely response

No more

Can't think of anything.

I do not currently have any suggestions.

Nonep

They might want to improve their in person interactions with students. Techy people Live in a real world as well.

Please add a new, distinct column to Pilot grades for midterm grades (separate from the final grade columns)! Greater variety of computing hardware available for faculty purchase would be helpful.

Nothing I can think of at the moment.

What happened about the DoS attacks and who was propagating them.

Understanding that not everyone works in the IT business and our lingo is not the same. This is meant with good intentions. It's just that sometimes it takes us extra time to get the full picture and terminology is sometimes a barrier.

Not much. Possibly if things weren't set up so complexly to start with the problems wouldn't have arose in the first place.

Very good

I don't think they need to improve just keep up the good work.

N/A

Having more technicians on hand to answer immediate user questions. The workload for the amount of people is too much.

N/A

satisfied

N/A

n/a

I would love to receive a notification by email when licensing of apps like SPSS are about to expire so I can renew the license before it expires.

Could not think of any feedback!

I don't know of any.

Good

I have no complaints.

I would love more onboarding opportunities for new hires, more frequent refreshers for faculty and staff (i.e., banner, pilot, wingsexpress, etc.), and more overviews about what technology is available to us and how we can use it to enhance student experience

Feel we are moving backwards with our technology advancement especially with this banner 9 implementation and lack of extra needed items cats would create.

NA

There have been several large security vulnerabilities announced in the past few months and there hasn't been any communication to the community about them. One affected all Macs (iPhones, watches included) and users should have run updates immediately. But there was no communication about that. Most recent one that I'm aware of was specific to Linux, so likely few affected, but still.

Timeliness of responses; they sometimes take multiple days to reply to an open request. I understand they have a large pool of people relying on their services, so I tried to be as patient as possible. Although, when your computer is messed up as a student, this can extremely anxiety inducing.

None to report at this time.

Nothing I can think of other than understaffing

nothing your team does a great job!

No major concerns to report.

No opinion at this time.

N/A

Improve communication

Sometimes I don't get system outage notifications until after the outage has been fixed. I know when something goes down you are working on getting it back up but it would be nice to know you are aware it is down. It would be great if we had a "Dashboard" of sorts, we could look at to see system statuses.

maybe a online chat service?

provide more help to the older student at tutoring and writing center.

NA

Nothing that stands out

None

There seems to be a gap in knowledge when it comes to my department and certain teams in CaTS. That knowledge was present but is no longer due to staff leaving the university. This makes certain projects difficult to request and for them to be accomplished because of the lack of knowledge.

Include details about the answer or solution in the ticket record/email.

The more general issue is the variable outages of pilot and internet that have affected my ability to administer quizzes in a class in the afternoon. The assistance with Pilot itself is not as good as it was when there was a dedicated expert.

N/A

In person visits when the issue is not resolved virtually or by sharing computer

I've noticed an increase in the amount of time project requests take. I understand some things, like equipment back orders, are beyond your control but I have noticed that there seem to be less team members to get the work done. The stress of staffing levels in visible on the remaining team members even though their quality of work has remained the same.

N/a

Nothing

Right now, the new Wings needs much improvement. Many are used to Wings Express. But now there are MANY links in Wings Express, that cannot be found in the new Wings links (sites / shared). Please work to ensure that ALL Wings Express links (find classes, transcripts, etc.) have identical links created in the new Wings site.

I have not had any activities that were negative enough to require feedback. Even the most difficult issue I had where I was very frustrated, even swearing at one point, they stayed past their shift to make sure I got my problem resolved.

When there is a recurring problem, CaTS continues to apply short-term solutions instead of trying to figure out the root cause so that the problem stops happening

N/A. CaTS is awesome.

CATS *REALLY* needs to work on the Wings Page. The Faculty and Advisor page is unusable in my work in advising. I have to click the link to take me back to Wings Express to access anything I need. It would also be nice if things like Banner 9 Admin, Cognos, and Slate could also go into the Faculty and Advisor tab (along with HR section), as these are things we use in advising often.

Sometimes the person who answers then phone cannot troubleshoot so I need to wait for a call-back. sometimes the person wants to mirror my computer when troubleshooting might've been quicker.

Hours of borrow-a-laptop opportunities

I know that there were several cyber attacks at the beginning of this school year, and I know CaTS has no control over that, but perhaps there are preventative measures that could be taken to help so it's less likely that the entire network would go down if another attack were to occur? Also, I feel that the WiFi is often spotty and kicks out often, perhaps the signal could be strengthened going forward :)

None

Occasionally the response takes a long time depending on the issue. I suspect it has more to do with workload than anything else.

The desktop support group seem to lack understanding of how any given system works, especially as it relates to the network and even how Windows works.

nothing

Would be helpful to have additional resources in helping to spec options for how to initiate new items (forms, surveys, etc). Also more indepth assistance with Teams would be very helpful.

We need help in identifying student use in using AI to complete assignments. It's a real problem for me.

Not applicable

None

NA

Continuous services

A.) Please continue centralizing IT and telco operation in CaTS; away from the business units.   B.) It would be splendid to have human led training services available again for our core software.

I don't believe there is a mechanism for a student to check out or borrow a laptop long term if needed. It's quite rare, but occasionally it pops up. Would be nice to have that as a resource.

Our printer/copier is in an almost constant need of attention.

Should give students all the services provided by cats. Most of the time I ll late when I come to services provided by CTS. It's good if you take a class on every services and activities available

Teacher evaluations seem a bit complicated. Can we issue them in class.

Nothing comes to mind currently.

Hire more students and staff!

It would be helpful to have an updated computer. My computer needs to be plugged in all the time to work. It would be nice if the charge lasted a little longer.

NA

Lack of staffing--upper admin needs to acknowledge the many needs that are unmet. My evals are high because the people are excellent, but there are things that remain unaddressed

No need to improve.

Knowledge and commitment of the students responding to request for assistance

Software updates and operating system updates regularly, checking the systems for efficiency and other issues.

Purchasing/repair support

CaTS could improve on responding to student requests a bit quicker. It is at a reasonable time currently, but could potentially be a bit faster.

Managed print is very encumbered and slow and apparently different FSM have differing abilities within the system. For instance, I had to add delegated accounts for another FMS so that they could go in and make the accounts active as they were unable to add records themselves. Also, it really needs a refresh so that old records are purged; the sheer volume of records bog down the system, making it incredibly slow and frustrating to use. Docusign and Marketplace need a systems administrator that

None at this time.

None! They do a very good job.

Please have more staff able to answer phone calls, especially during midterms and finals week.

Tickets. Some tickets have sat for months to be taken care of. (Classroom tickets).

More people familiar with Apple computers and their programs. Not everyone has or likes Microsoft.

one experience where I spoke to 2 different people about same issue - first person was not helpful but second person was awesome and went above and beyond. With the 2nd person's help, my issues was resolved. It would be nice to get similar treatment no matter who you happen to get when you call the help desk

I cannot think of any at this time.

I can't think of any. Even the hacking issues in the fall were dealt with well. It was very annoying, but I believe CaTS was doing its best to deal with the situation and restore service as fast as possible.

N/A

I have not experienced any issues with CaTS thus far.

The fascination with Microsoft products can be problematic for offices that use primarily Macs.   The answers are too often the default "restart your browser or laptop and clean your cache" (although my most recent problem, cleaning my cache actually DID solve it).

There needs to be more support for the learning management system and their LTIs.

Letting the wifi crash.

I think CaTS could improve with the time it takes to get the WIFI running again. I know the task is nowhere near easy but many classes are dependent on the internet to stay fully functioning.

Perhaps explaining why an issue arose so it can be prevented in the future

the screen that wants to "verify that [i] am human" often requires multiple clicks. Don't know if problem is at my end or yours

Can extend the duration of email account

Honestly not sure - even if they are unsure of what they are looking for (e.g. paper with the MICR for the check printer) they work so hard at finding what is needed and I greatly appreciate them.

Protecting against unwanted traffic and otherwise boosting the reliability of connections. Peak registration times with no internet access = nightmare.

Communication while a request is being serviced still needs improvement. Sometimes its silence for long enough that I find work arounds - at least an acknowledgement that this ticket is in the correct person's queue. HDMI only, HDMI everywhere. SSC should move to a BYOD model, with a laptop cart available for students who need a device.

not good

better WIFI

My issue lies with the fact that for a department as crucial for the success and integrity of the University, they are seemingly chronically understaffed. The University's near fetishistic obsession with "fiscal responsibility" or whatever vacuous buzzword they chose to employ is harmful to the staff and does a disservice to the students.

I like that technology is up to date and issues are resolved quickly. Sometimes, I would like quicker access to current versions, but I realize CaTS is cautious and assuring the updates are safe before deploying them.

Documentation--sometimes the information on the CaTS website seems to be outdated

become as responsive as you have been in the past. Fulfill the services that used to be supplied by the departments that you have absorbed. Figure out what to do for classes that students can not access, etc., when internet and servers are down, etc.

None come to mind

None

Improve stability of wifi network

I think you guys have a good system going as you are

Having secluded areas for work around the Lake Campus that have computers.

Calling them for service is pretty fast.

WSU administration needs to reinvest in CaTS as a whole so that services and infrastructure can be improved.

N/A

network uptime. Improving the spam filters for email as I get 400 spam e-mails a day

N/A

Keep doing what you're doing. Make sure the university keeps you properly staffed. It's not an area to skimp on personnel and technology.

Nothing at this time.

I know everything is available online, but in-person workshops would be wonderful! It's fun to learn new things! It's helpful when a live person is in front of you to answer questions or clarify things if you are stuck on something! If there are issues with Banner or Wings or something, could there be a separate line we could call, or a link/button on your website that we can send a question to so that we don't bombard 4827 with calls asking if there is an issue?

The school pcs are really slow. If you use them in coding classes you will fall behind and it is beyond your power. This may be the reason everyone brings laptops. I'm pretty confident a 10+ year old pc would run faster, but the current pcs may be 10+ years old for all I know

Managed print difficulties...the process does not always work for the Fiscal Manager to input new records. Also it's a cumbersome process to get student workers printing access. There are SO MANY delegated accounts out there. It would help if, when a department asks for new delegated accounts, if you would check with the Fiscal Manager first to see if there are some inactivated accounts that we can just activate instead of creating new accounts since it's so difficult to input new MP records

No changes needed.

I like Pilot overall but it is sometimes a little slow and unresponsive.

The number of issues I have experienced at Wright State since I joined in 2023 are disappointing and concerning. The number of system outages, number of times my machine freezes, crashes, or disconnects from the network (not on wifi) are just bizarre.   The lack of planning for staff changes is also of great concern. Knowing that individuals are retiring and seeing no communication about plans to continue support leaves our team feeling that leadership does not understand the problem.

I haven't needed to use CaTS services very often this year surprisingly, so I can't truly answer this.

n/a

Managed print seems to be a dilemma for everyone

I can't think of anything at this time.

This year has been struggling with internet connections for some reason when it was fine last year. It would be very much appreciated if we could have a stable connection and not have pilot crashing every once in a while.

N/A

Help students set up email receiving on phones (this may already be happening).

N/A

I have not experienced anything that was not above par.

one time I talked to a helper and she said the problem was over her head and recommended that I call next day when more knowledgeable person would be available. Apparently the help office was a little short staffed.I called the next day and the problem was solved immediately. I don't feel this was a problem and the first helper didn't want to waste my time. This is the way it should be.

None that I can think of

Not sure why we cannot add department contact information in Banner notes, since the information is public and on our website anyway? Not sure how the new Wings tabs were assigned? As an example; as an academic advisor I use the Banner 9 Admin all the time, but now I have to get out of the Faculty and Advisor screen and go into the Employee screen and back and forth over and over throught the day to get my job done. These are small things that effect my work every day.

Please provide any additional comments (maximum of 500 characters)

They are doing a good job.

Staff are always responsive to inquiries.

na

A hallmark of a great service unit is being attuned to their client. From course offerings to installation, you listen and strive for continuous improvement which keeps your service and focus top notch. Well done.

Every encounter I have had is a positive experience. The technicians are responsive, knowledgeable, friendly and kind. thanks you.

I look forward to engaging with the CATS program or learning more about it.

None.

Thank for all the support and great service. It is much appreciated

Continue to make sure everyone's contact info is on the sites for when they need assistance make sure at the bottom of the wright state web pages there is a link for the cats help desk

Nope

Thank you!

p

I realize that budget constraints might make it prohibitive, but I'd love to have more wireless keyboards and mice available.

None

Nice work.

Have a great day whoever reads this you are cherished

CaTS is doing a great job!

Thank you for your support with the system.

N/A

Your staff is always helpful and friendly

CaTS help desk people are fantastic!!!!!!!!

Good

I feel that the CATS team does an excellent job both in terms of providing technical support and in terms of training the student workers who often are the first line of support between CATS and the many students they support. I say this as a mature graduate student who had a lengthy career in the high tech industry where I often worked with technical support engineers, so this is a particular compliment to the CATS team.

CaTS has always been able to answer my questions and solve any problems I have quicky and efficiently.

thank you for all that you have done and continue to do!

CATS does a good job. Being in BSOM, we had John Needles to help with our issues. There hasn't been an announcement about what the plan is for his replacement (or not) and how we are managing in the meantime. More communication to the faculty and staff would be appreciated.

n/a

Thank you!

None at this time.

O'Neal made a couple of return trips to make sure incident was well documented should it happen again

Overall, great friendly and helpful service.

I've never liked the Service Now website. It isn't intuitive to me, and, although I'm not trained for everything CaTS, I don't understand everything offered on the site.

Kudos to the team!!!

Very happy with CATS services.

Cats is great!

Overall, I think CaTS does a great job!

No comments.

Great job as always!

CaTS is great!

You folks are awesome! But don't forget about us in your list of offices at the beginning of these surveys lol.

CATS does an amazing job with the number of staff they have. I have absolutely no complaints. I only think that if an issue cannot be resolved virtually an in-person visit to the faculty office will expedite the resolution.

n/a

Many thanks- please continue with your great service

Thank you for your hard work!

Thank you for all you do and all of your help!

In general, CaTS is an excellent department, great customer service and mostly knowledgeable staff.

Y'all are awesome and we appreciate you!

Thanks for all you do, I think we don't realize the magnitude of your work until something goes down!

Always very helpful and courteous with any questions or issues I have.

great!

They are all wonderful!!

NA

They are doing well

Thank you for the work you do!

Keep up the good work!

Every interaction I have had with CaTS has been positive!

CaTS needs more staff members to accommodate the needs of the entire university.

As far as evaluations are concerned students rarely take initiative when they have to make the effort to find and fill out the evaluations. If they are done in the classroom, the students have it at their fingertips and are more willing to use them. Maybe I am of the minority when it comes to having low responses to evaluations.

Thanks.

Thanks so much for all the good work you do!

Who was behind to DoS attacks that hit WSU?

Thanks for great service

More instructional designers are needed--faculty need help with online aspects such as PIlot whether in-person or online to offer best experience for students

We have had CaTS to our office numerous times regarding the RAPS sign in computer, which seems to endlessly malfunction. They are patient about it, but it seems there should be more there to address the core issue (either with the vendor or with the hardware). It has now been non-functional for over a month.

Will see what changes on the pending tasks ....

It is nice to have an alumni account

Thank you for allowing me to keep service since my retirement.

I always feel like I have to figure out how to submit a question/problem. It would be nice for us to have a quicklink to help.

Y'all are great

Would like to see more apple computers on campus. Microsoft computers are cheap and crash a lot more often than the apple products.

N/A

I wish more could have been done to keep John Needles here. Huge loss.

I'm consistently impressed with the solid help I receive from CaTS

Thank you for all that you do!

The only thing I would like to see change is when an email is sent to a party outside WSU you cannot recall it; however, I am pretty sure CaTS cannot control this feature.

Overall, very happy with the level of services CaTS provides.

I don't know everything that goes into make the bandwidth stronger. If possible, could we please get an amplifier in the parking lots. (pit specifically).

Doing a great job!

Can extend the duration of email account

Since retiring, I only use email... but if I have any issues, CaTS is always very reponsive to my needs. When I was working at WSU SoM, CaTS service was the best!!! I hope that hasn't changed since leaving WSU in 2016.

On weekends and in evenings the support is much more limited.

not good

N/A

Free parking and donuts for Alumni (Just joking)

I appreciate all the hard work CaTS does to keep technology current and functioning on campus. We rely on the expertise of your staff to ensure we're meeting students' technology needs--and you deliver. Thank you!

Thank you for great service!

None

CaTS is the best!

CaTS is the best!

I am very happy with there service.

Thank you for your hard work and dedication to WSU

I have no additional comments, sorry

The staff are friendly and extremely helpful.

I've only been employed by WSU for a week and a half but EVERY TIME I call (and it can be A LOT) I always feel heard and staff are happy to help me. Thanks so very much!!

My interaction has been very minimal (since the pandemic), but I've received quick service and answers when needed.

N/A

A year ago I taught on campus for the first time since before Covid. I was so impressed that I was able to access information about the technology in the classroom I would be teaching, so I knew ahead of time what to expect as I prepared my class. In addition, a CaTS representative met me in the classroom and walked me through how to use the technology. It was an all around great experience that helped me get ahead of any tech issues ahead of the term.

Again, thank you for being available to take live questions! Being able to call CaTS is the best thing ever! Please don't ever stop this service, even if you have to resort to triaging calls. At least I'll know if I need immediate help, I can get it, or if it can wait, then I'm on the list to call back. :)

I don't think the computer labs are very necessary. I've never been in a class where more than 25% of people are using the school pcs. I don't know how the security is on loaner laptops but I think that would be a much better option (if it's feasible on the IT side).

John Needles and Jason Bickford are absolutely FABULOUS!

The only issue I want to comment on is the new updated website for Wings. It is not user friendly at all and whoever designed it was thinking as a designer and not as someone who interacts with the website as a user. Very disappointed.

As a Daytonian and alum, I want Wright State and Boonshoft to be successful. This success will need to be built on a strong IT foundation that does not appear to exist today. I hope that leadership will consider ways to communicate plans for maintaining service and increasing capacity for growth.

With the expectation of employees/faculty to work from home AND in the office, it has been a challenge to only have one computer/laptop allowed to be serviced. Bringing a laptop home and to the office all the time has got to contribute to its wear and tear. It would be quite helpful to have a dedicated desktop at work and laptop at home.

n/a

Thanks for consistently excellent customer service!

Cats is great!

CaTS has always been helpful during my 18 years at WSU as a staff member and when I was an undergraduate and graduate student. CaTS staff is always polite and helpful, and patient when I or a student may be frustrated. So thankful to have a team like CaTS at WSU!

Every time I contacted the Help Desk, they have been great.

Wrightbuy for example: it is down very often. Faculty have to wait for hours to try ordering something. Also the first days of every semester the email system slows down or stops.

N/A

Keep up the good work!

I have been in higher education for over 40 years and it is definitely the best I have ever worked.

Thank you for your continued hard work and dedication.

Otherwise, your department does a great job when I have a problem all the time.