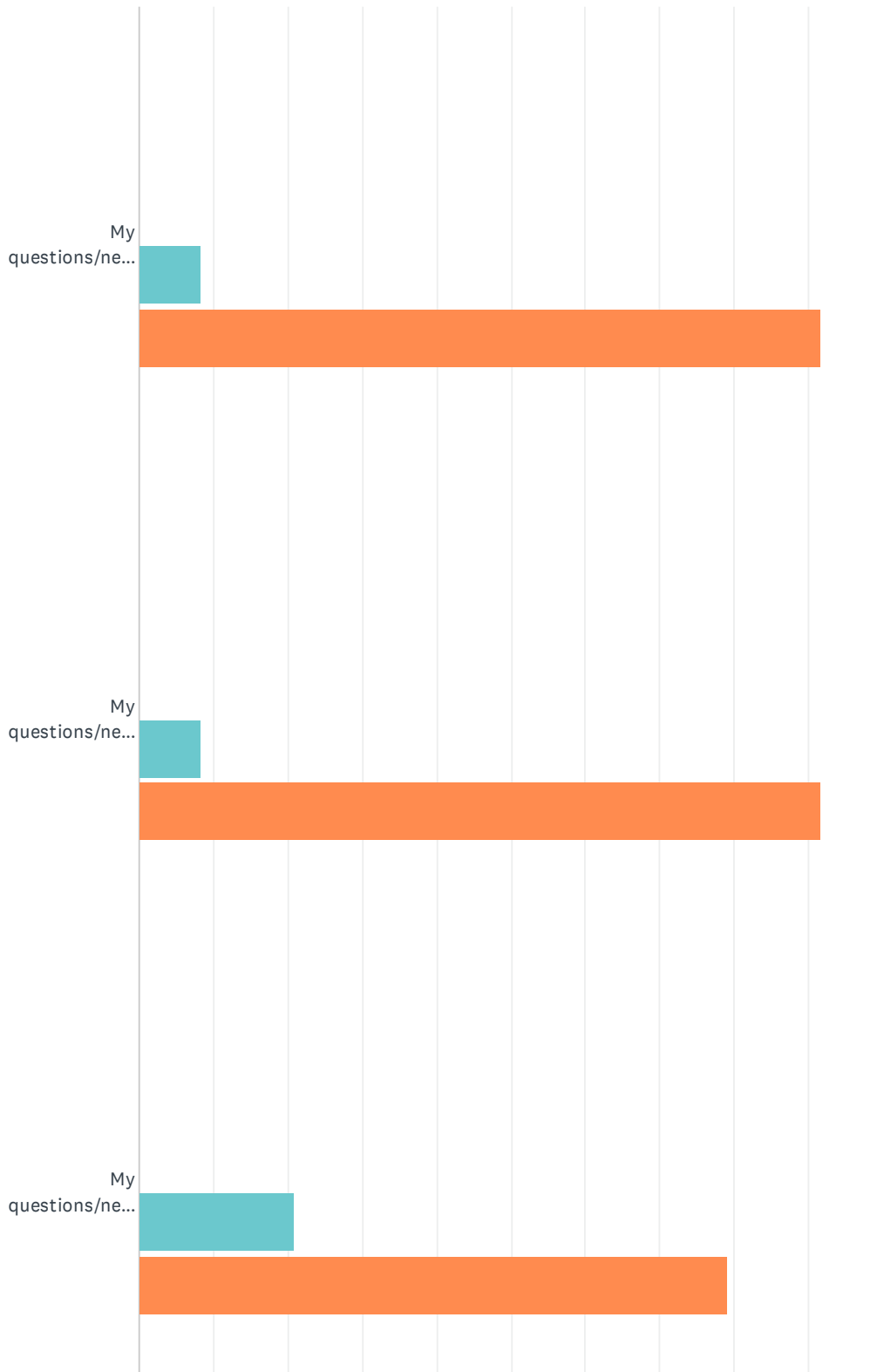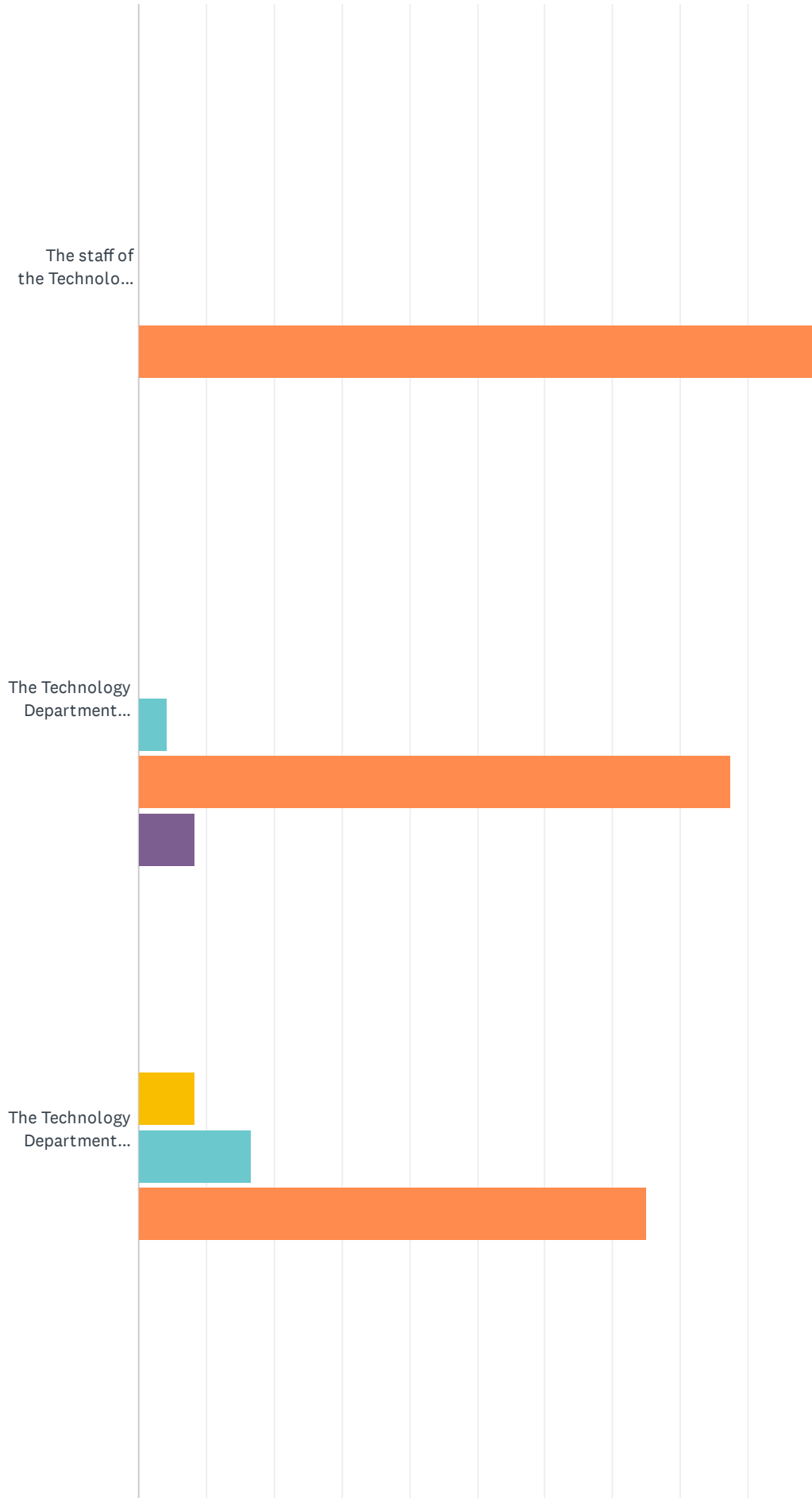# Q1 Thinking about your experience(s) with the LPC Technology Department over the past academic year, how much do you agree with the following statements? (1 = Strongly Disagree, 5 = Strongly Agree)
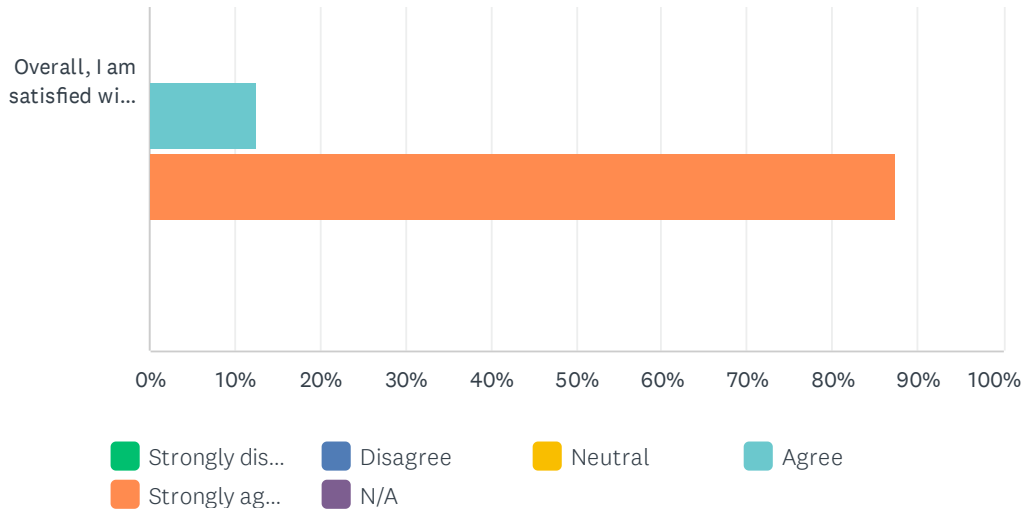
Answered: 24   Skipped: 0

Technology Satisfaction Survey 2022-23

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	N/A	TOTAL	WEIGHTED AVERAGE
My questions/needs were resolved to my satisfaction.	0.00% 0	0.00% 0	0.00% 0	8.33% 2	91.67% 22	0.00% 0	24	4.92
My questions/needs were handled in a professional manner.	0.00% 0	0.00% 0	0.00% 0	8.33% 2	91.67% 22	0.00% 0	24	4.92
My questions/needs were handled in a timely manner.	0.00% 0	0.00% 0	0.00% 0	20.83% 5	79.17% 19	0.00% 0	24	4.79
The staff of the Technology Department is knowledgeable and courteous.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 24	0.00% 0	24	5.00
The Technology Department provides resources and support that support student learning.	0.00% 0	0.00% 0	0.00% 0	4.17% 1	87.50% 21	8.33% 2	24	4.95
The Technology Department provides necessary technologies that allow me to perform my job effectively.	0.00% 0	0.00% 0	8.33% 2	16.67% 4	75.00% 18	0.00% 0	24	4.67
Overall, I am satisfied with the effectiveness of the Technology Department.	0.00% 0	0.00% 0	0.00% 0	12.50% 3	87.50% 21	0.00% 0	24	4.88

Q2 What improvements can be made to the Technology Department's services? Include any needs you have that you would like the department to address.

Answered: 10   Skipped: 14

#	RESPONSES	DATE

Technology Satisfaction Survey 2022-23

1	Questions about email are a bit slow to receive a response, but other questions are answered very quickly, and I'm grateful for that.	5/17/2023 9:55 AM
2	Keep up the great work.	5/2/2023 11:17 AM
3	It would be great if the number for the Technology Department was posted in all the conference rooms in case there is an issue during a meeting.	5/2/2023 9:48 AM
4	None - all good	5/2/2023 7:55 AM
5	the computers in building 2300 are not connected to the main printer. Also the printer in the adj office is out of printer ink.	5/1/2023 8:47 PM
6	The technology in some of the older buildings needs replacing, and I understand that will not happen because the buildings are being phased out. In the mean time, I'm teaching in a room that is either too dark for students to see their notes or too light for them to see the screen.	5/1/2023 8:33 PM
7	I cannot suggest the improvements I want because I do not know what they are. Said differently, I would the Tech Dept to continue to provide cutting edge support and ideas that make teaching through Canvas more effective.	5/1/2023 2:10 PM
8	None... The Technology Department does great work...period.	5/1/2023 12:31 PM
9	A second monitor for online only classes so we can play games and run programs more efficiently	5/1/2023 11:33 AM
10	I consistently find an amazing group of people to help with my IT emergencies. Keep up the great support, I appreciate you, I love you all!	5/1/2023 11:33 AM