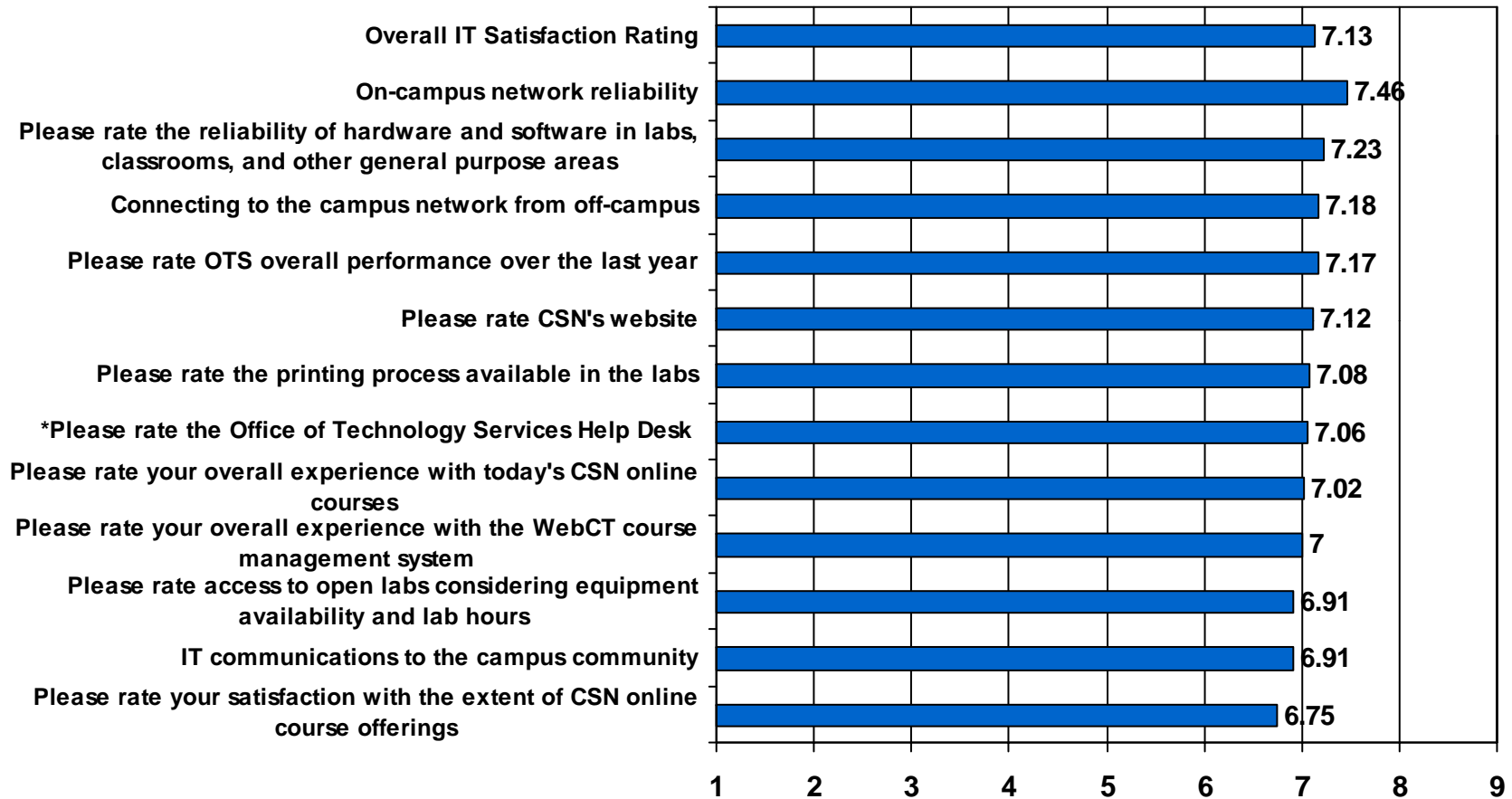


# College of Southern Nevada

Prepared by SunGard Higher Education Managed Services  
Quality Assurance

# College of Southern Nevada Student IT Satisfaction Survey – 2007

## Questions on the Student Survey:

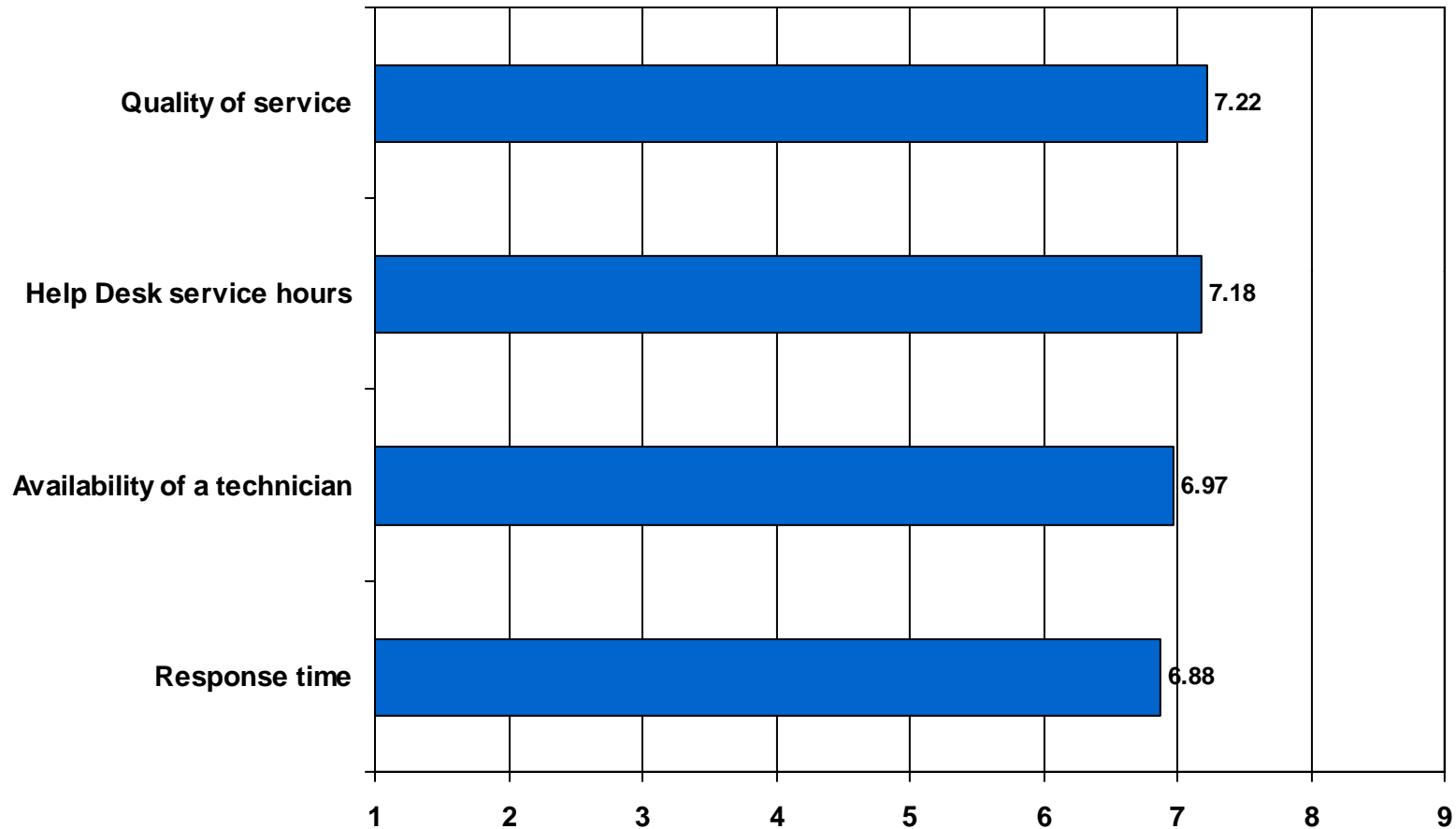


Average satisfaction ratings calculated based on a 9 point scale with 9 = Excellent, 5 = Good, 3 = Fair & 1 = Poor.

\* This question is a compilation of four categories displayed on the next slide

# College of Southern Nevada Student IT Satisfaction Survey – 2007

Please rate the Office of Technology Services Help Desk in the following areas:



Average satisfaction ratings calculated based on a 9 point scale with 9 = Excellent, 5 = Good, 3 = Fair & 1 = Poor.

# College of Southern Nevada Student IT Satisfaction Survey – 2007

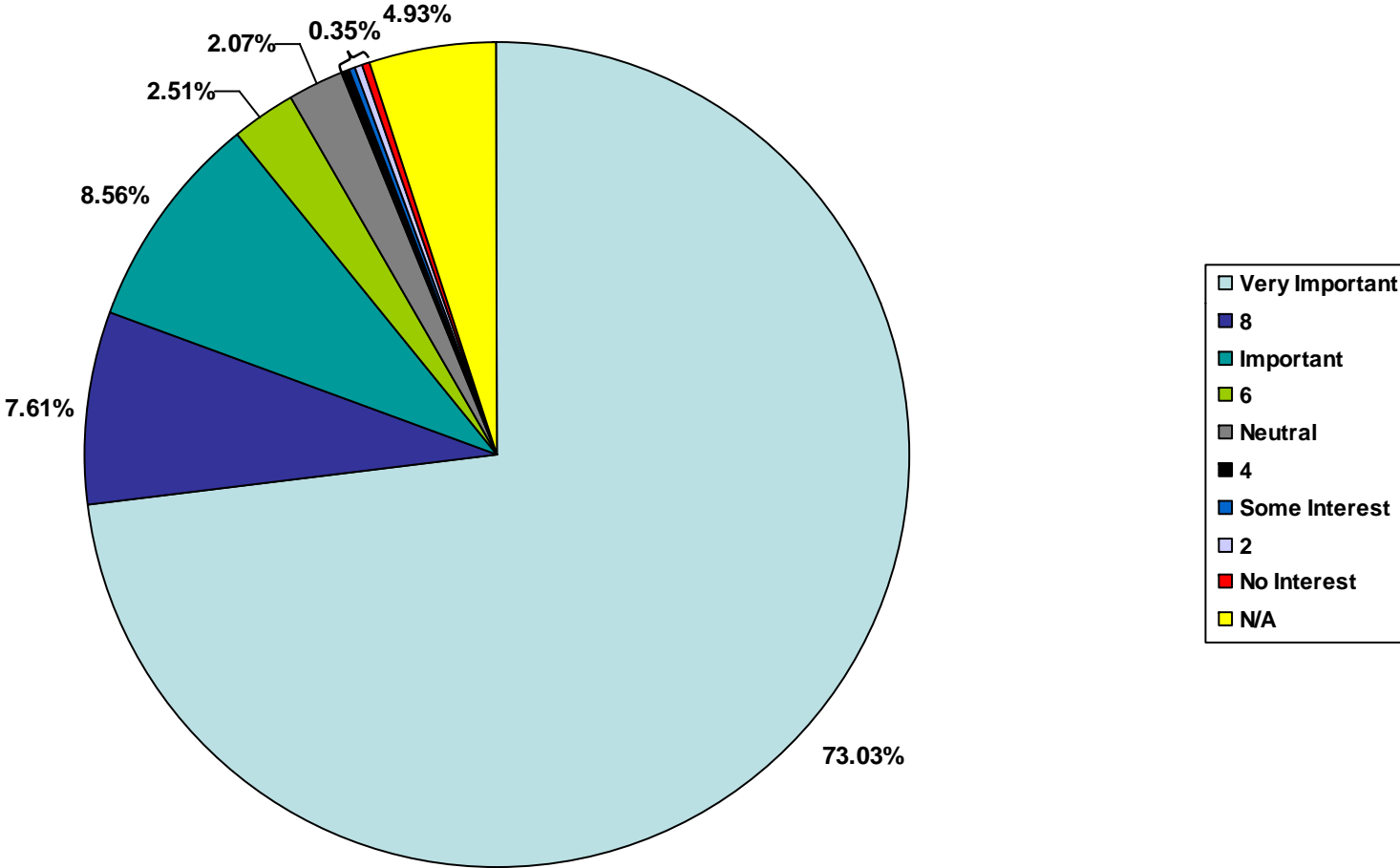
The Order of Importance to Students are:

- Online Registration
- Online Tuition Payments
- Campus Wireless Access
- Improved Open Lab Availability\*
- Library Access Via The Web\*
- Expanded Online Courses
- New Online Program Offerings
- Student–Accessible Network Drive Space
- Student Email

\* both rated same in importance

# College of Southern Nevada Student IT Satisfaction Survey – 2007

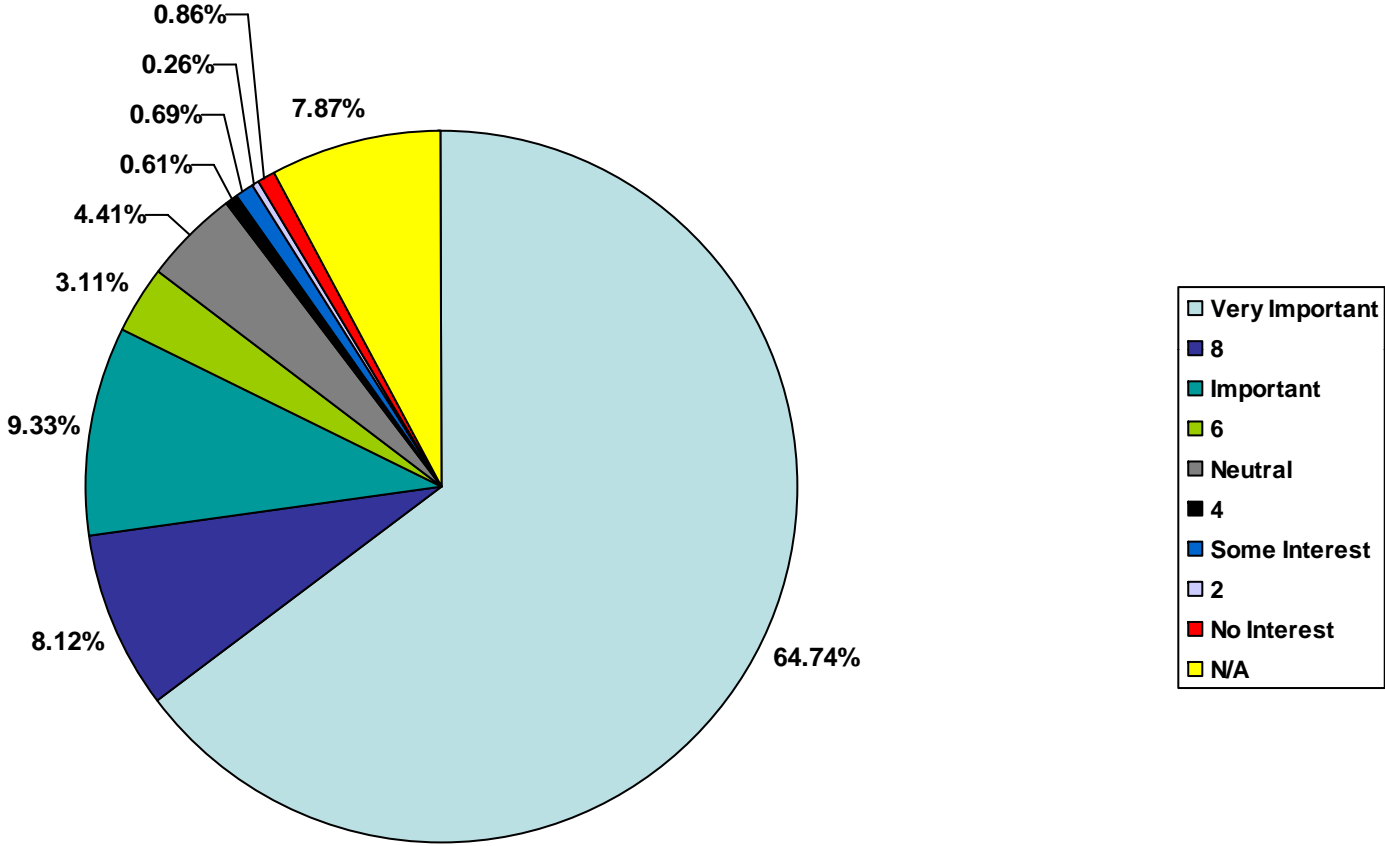
Please rate the importance of Online Registration:



Average satisfaction ratings calculated based on a 9 point scale with 9 = Very Important, 7 = Important, 5 = Neutral, 3 = Some Interest & 1 = No Interest.

# College of Southern Nevada Student IT Satisfaction Survey – 2007

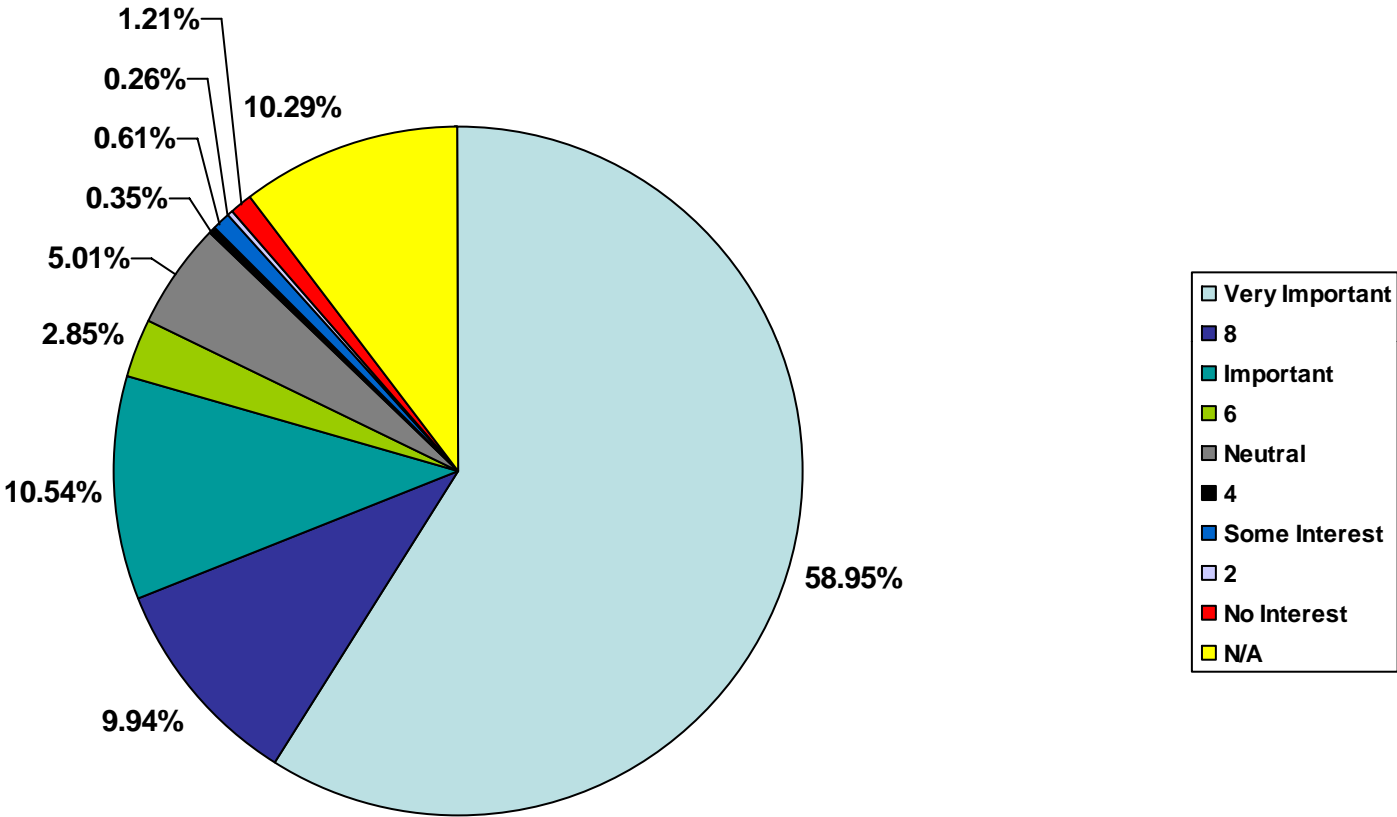
Please rate the importance of Online Tuition Payments:



Average satisfaction ratings calculated based on a 9 point scale with 9 = Very Important, 7 = Important, 5 = Neutral, 3 = Some Interest & 1 = No Interest.

# College of Southern Nevada Student IT Satisfaction Survey – 2007

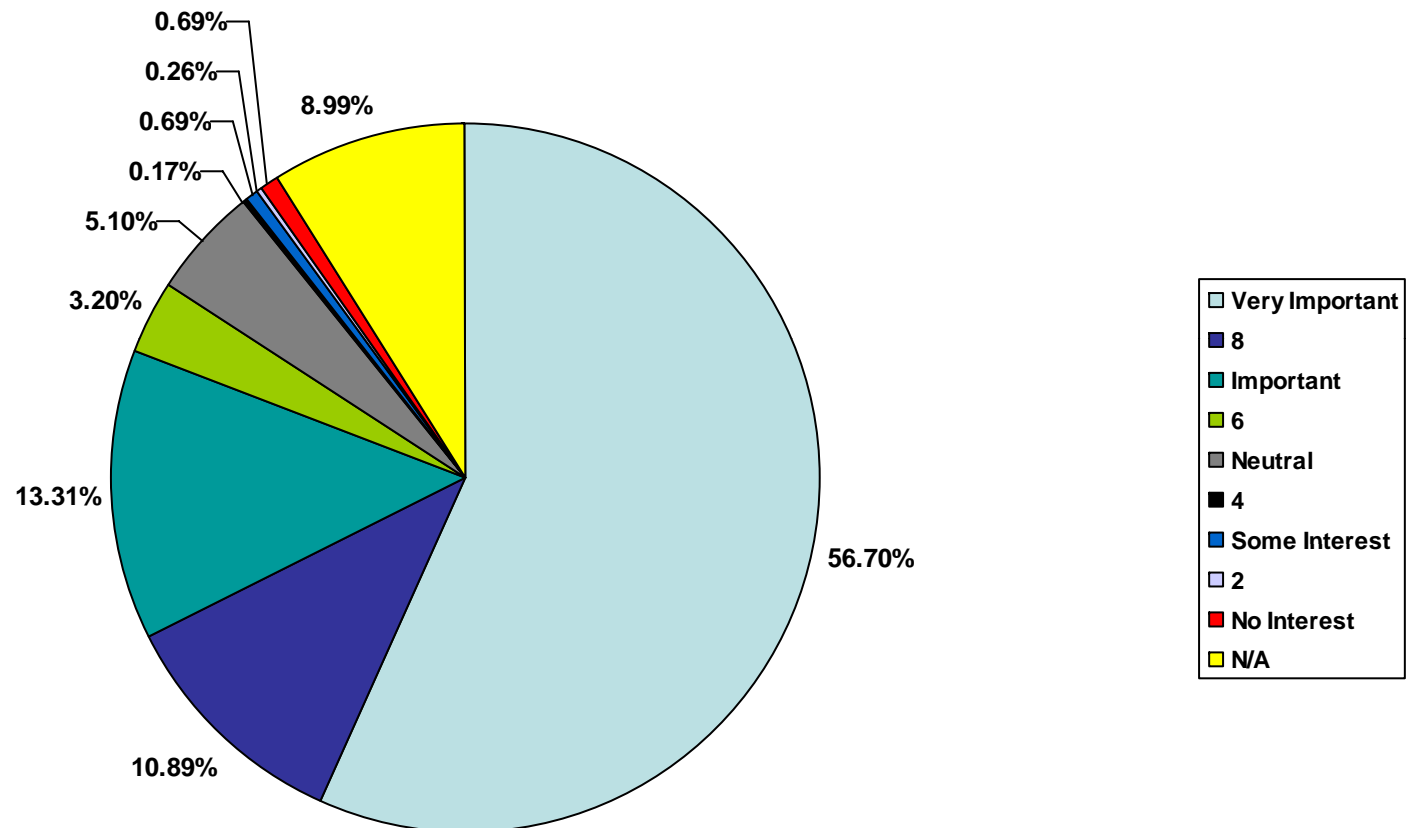
Please rate the importance of Campus Wireless Access:



Average satisfaction ratings calculated based on a 9 point scale with 9 = Very Important, 7 = Important, 5 = Neutral, 3 = Some Interest & 1 = No Interest.

# College of Southern Nevada Student IT Satisfaction Survey – 2007

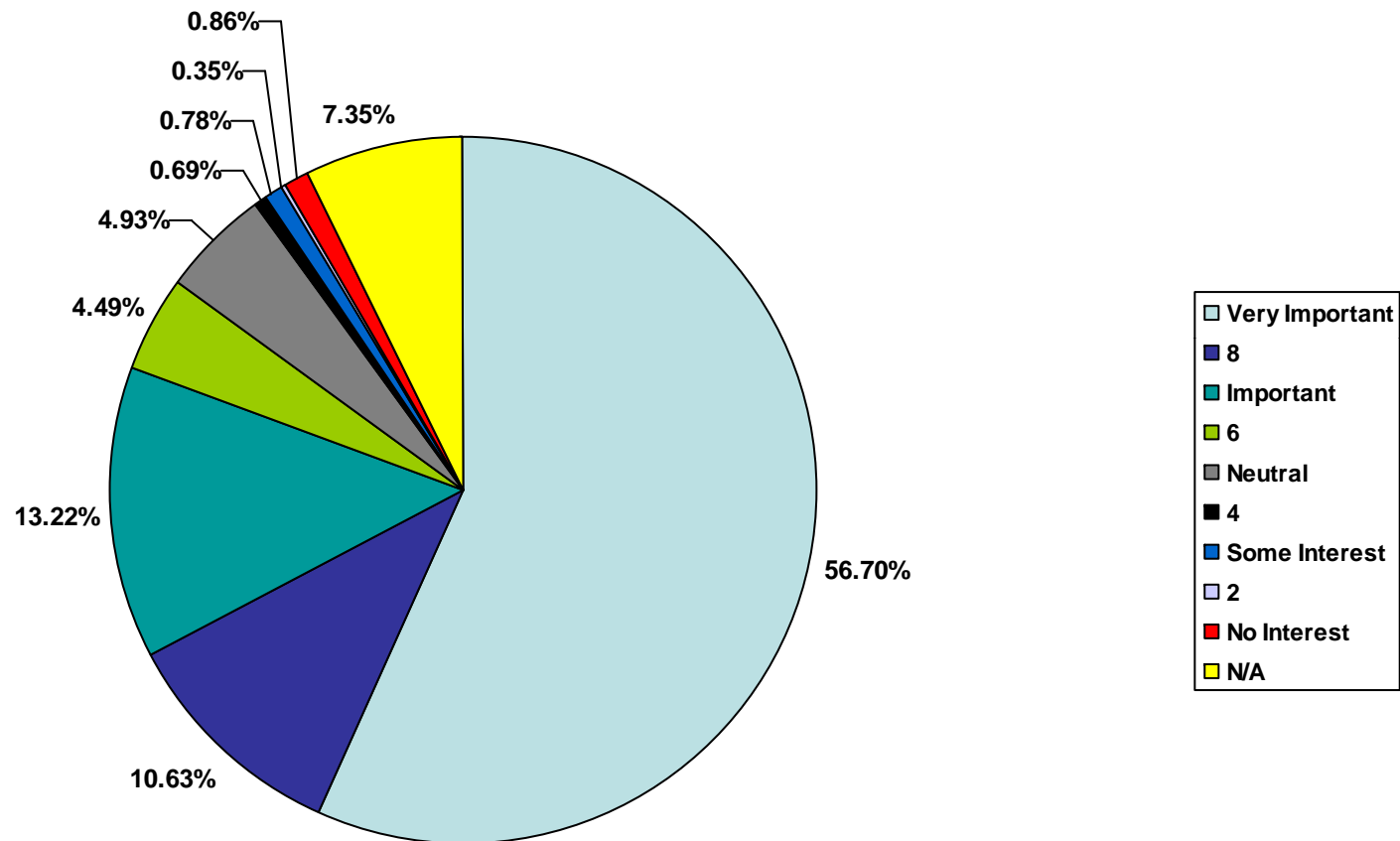
Please rate the importance of Improved Open Lab Availability:



Average satisfaction ratings calculated based on a 9 point scale with 9 = Very Important, 7 = Important, 5 = Neutral, 3 = Some Interest & 1 = No Interest.

# College of Southern Nevada Student IT Satisfaction Survey – 2007

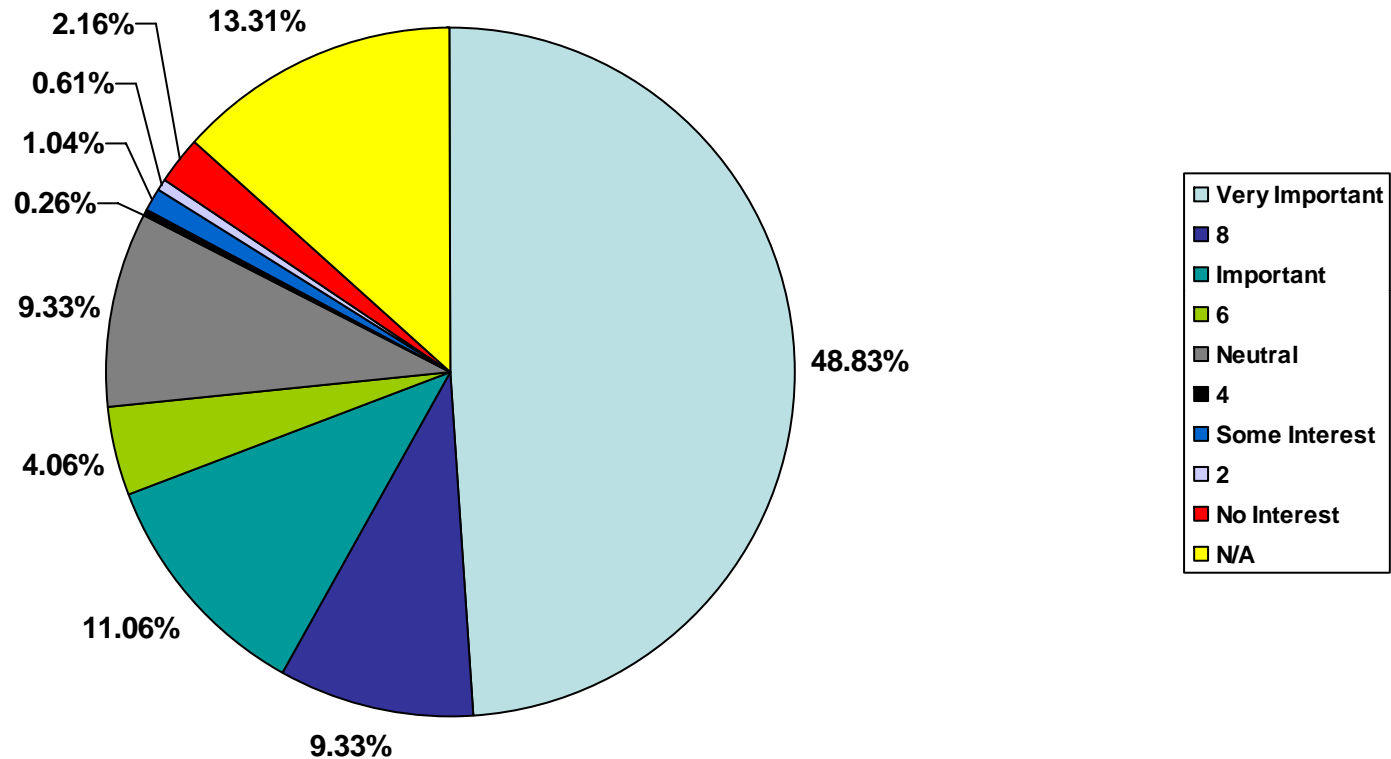
Please rate the importance of Library Access Via The Web:



Average satisfaction ratings calculated based on a 9 point scale with 9 = Very Important, 7 = Important, 5 = Neutral, 3 = Some Interest & 1 = No Interest.

# College of Southern Nevada Student IT Satisfaction Survey – 2007

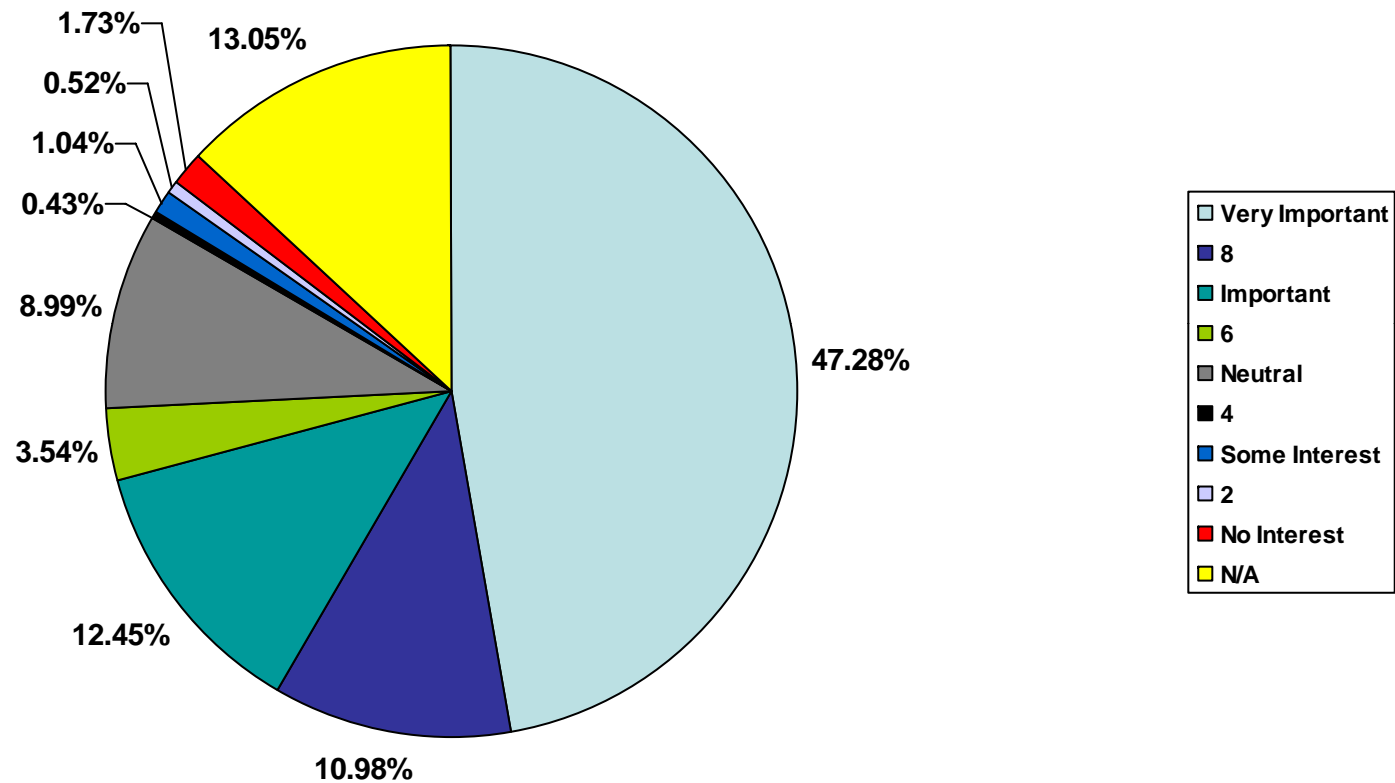
Please rate the importance of Expanded Online Courses:



Average satisfaction ratings calculated based on a 9 point scale with 9 = Very Important, 7 = Important, 5 = Neutral, 3 = Some Interest & 1 = No Interest.

# College of Southern Nevada Student IT Satisfaction Survey – 2007

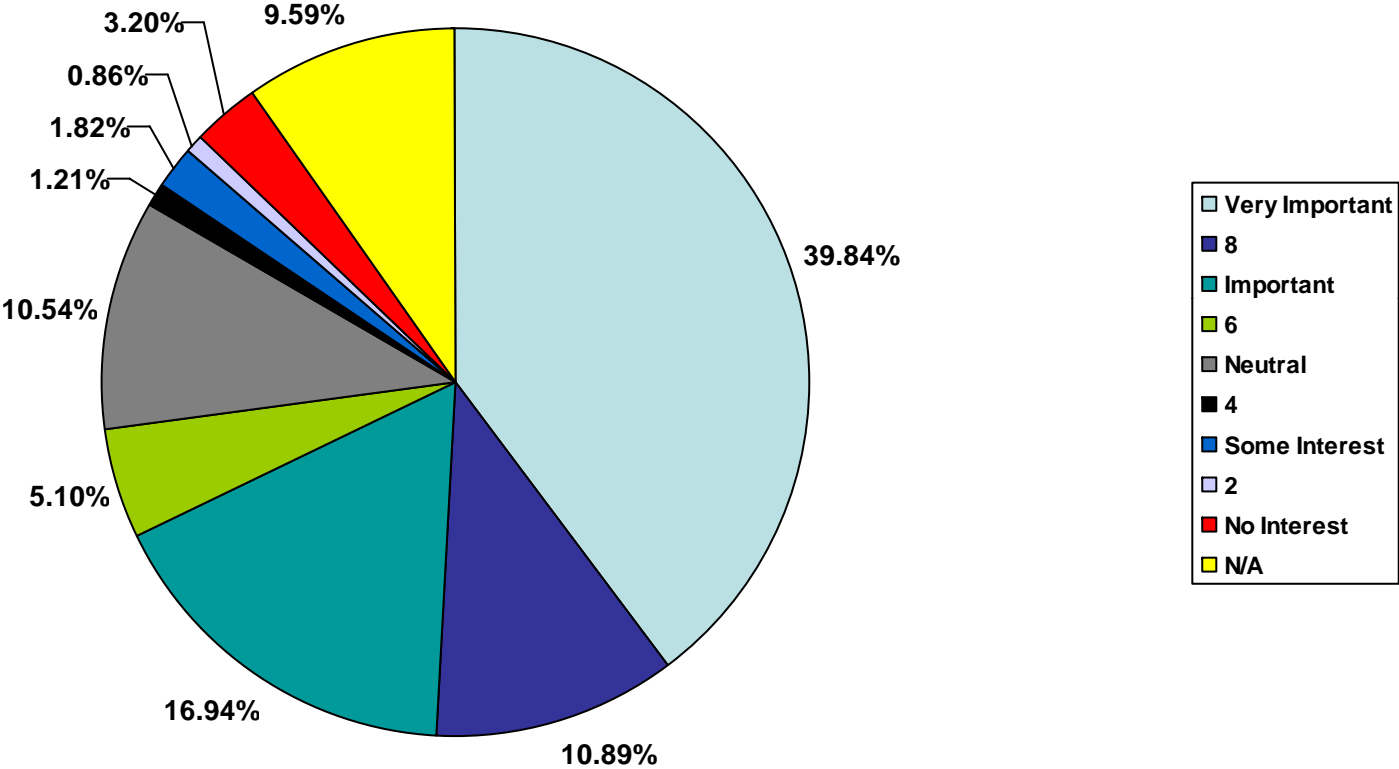
Please rate the importance of New Online Program Offerings:



Average satisfaction ratings calculated based on a 9 point scale with 9 = Very Important, 8= Important, 5 = Neutral, 3 = Some Interest & 1 = No Interest.

# College of Southern Nevada Student IT Satisfaction Survey – 2007

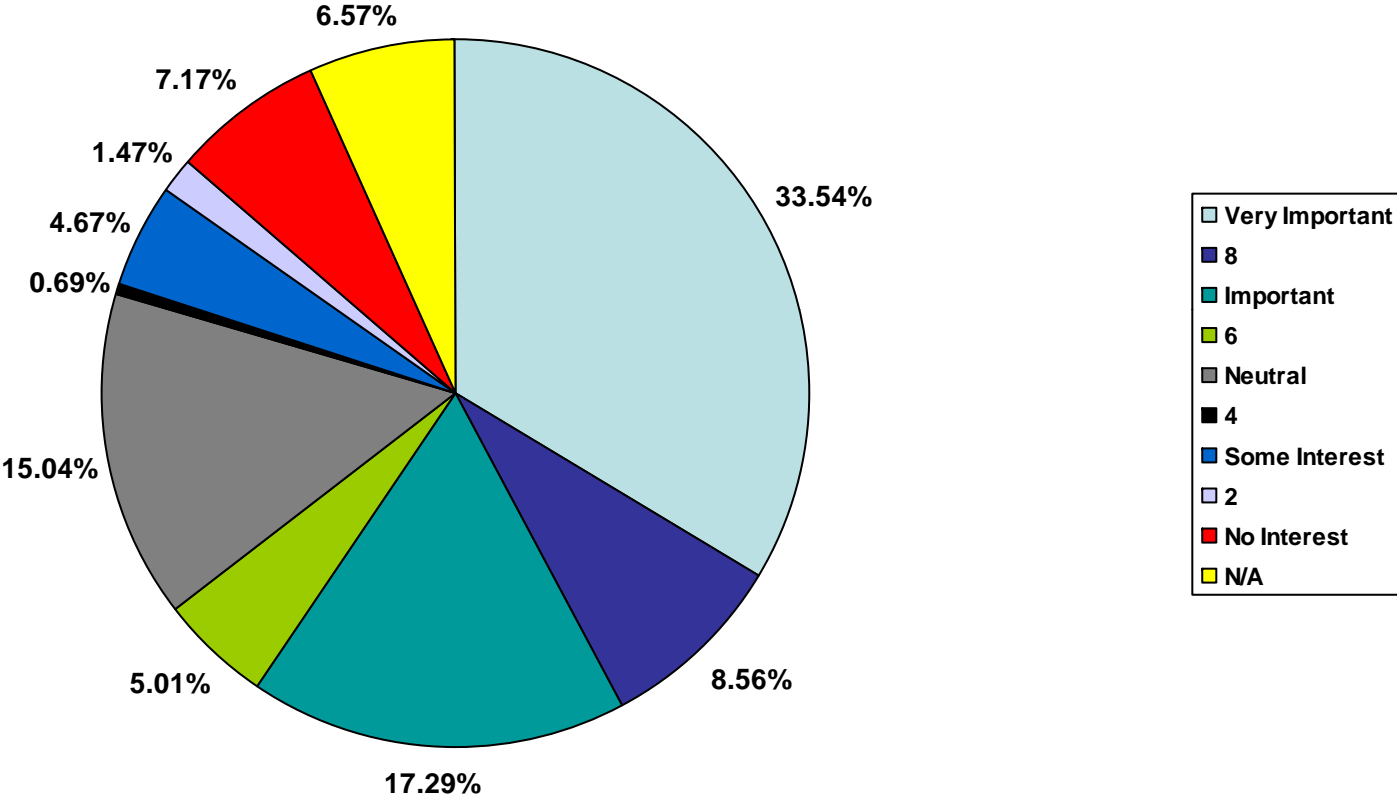
Please rate the importance of Student–Accessible Network Drive Space:



Average satisfaction ratings calculated based on a 9 point scale with 9 = Very Important, 7 = Important, 5 = Neutral, 3 = Some Interest & 1 = No Interest.

# College of Southern Nevada Student IT Satisfaction Survey – 2007

Please rate the importance of Student Email:



Average satisfaction ratings calculated based on a 9 point scale with 9 = Very Important, 7 = Important, 5 = Neutral, 3 = Some Interest & 1 = No Interest.

# College of Southern Nevada Student IT Satisfaction Survey – 2007

## **Conclusions and Next Steps:**

- **Student satisfaction increased from last year**
- **CSN ranks among SGHE's top 3 in student satisfaction**
- **Looking at the comments, many students blame OTS for issues totally out of our control (Parking, Faculty preparedness, Registration timeline, etc.)**
- **There is room for improvement**
  
- **Every comment will be carefully analyzed by OTS management**
  - **Some will be implemented immediately**
  - **Some will be passed on to the appropriate VP**
  - **Some will be included in our long-term plans**
  - **Some will be considered not applicable**
  
- **Survey results and actions will be communicated to CSN**
  - **Short version with all**
  - **Details and action plans with VPs and President of Student Government**