

FSIT Student Survey – Results
March 2009

Three Best

Staff & Customer Service

- quick service / help available 10
- helpdesk staff friendly / respectful 7
- competent/knowledgeable 3

Services

- easy access (PC labs, wireless) 13
- myspace/webdrive 5
- website 4
- remote access 4
- library services 3
- speed 3
- reliability 3
- new technology 3
- WebCT 3
- classroom technology 2
- free/low-cost services 2
- email 2

Three worst

Staff & Customer Service:

- response time 6
- attitude, knowledgeability 4

Services

- printers and printing 6
- slow PCs 6
- email 6
- number of PCs 3
- cleanliness and appearance of labs 3

lack of after-hours services 3
availability 3
webpages (old, slow, not functional) 3
reliability 2
classroom technology 2
no one around to ask 2
WebCT 2

To Improve right away

Staff & Customer Service

response time 3

Services

speed (mostly of PCs, especially at login) 6
security / passwords 5
wireless (faster, better signal, login-free) 4
rooms (appearance, cleaning ..) 4
printing 3
training 3
WebCT
email timestamps 2
web sites 2
training for IT staff 2

Improve over the next few years

Services

availability (more PCs, more wireless) 7
newer hardware 7
provide training 5
faster PCs etc. 3
offer more courses each semester 2