**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