**Information Technology**

1. Have you contacted the Information Technology HelpDesk for Technology support during this academic year?
   1. No
   2. Yes
      1. IT Customer Support (Helpdesk) is able to assist you with your technology questions, requests, and issues.
      2. The instructions provided by IT Customer Support (Helpdesk) are easy to understand and follow.
      3. IT Customer Support (Helpdesk) responded to my call in a reasonable amount of time.
      4. IT Customer Support (Helpdesk) promptly return phone calls and emails.
      5. IT Customer Support (Helpdesk) is professional and courteous.
2. Do you use the IT web site for technology help?
   1. No
   2. Yes
      1. The IT web site is easy to navigate.
      2. The IT web site has reliable and current information.
      3. The links and technology information on the IT web site are helpful/useful.
      4. The IT Web site is easy to locate.
3. Does your student organization use technology services (web space, listservs, etc)??
   1. No
   2. Yes

* + 1. Your web space was set up correctly.
    2. IT Customer Support (Helpdesk) is able to assist you with these organization technology services.

1. Do you use the academic computer labs and/or lab printing services on campus?
   1. No
   2. Yes
      1. The computer lab staffs are able to assist you.
      2. The printers are always on and working when the labs are open.
      3. There are printers available in all the labs you use.
      4. The free printing allotment is reasonable.
      5. The per page charges are reasonable.
      6. You can easily add more money
      7. The computer lab staffs are professional and courteous.
2. Information Technology effectively anticipates the needs of UTEP students.
3. Rate your overall satisfaction with Information Technology Customer Support you have received on campus.(Helpdesk, computer labs, wireless, etc).