

# CNSIT South Spring 2017 Survey Results

04-07-2017

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## Overview

CNSIT South (CNSIT hereafter) conducted an anonymous satisfaction survey during the spring of 2017. The survey ran from 2017-03-28 through 2017-04-06. CNSIT primarily targeted the departments of Biochemistry and Molecular Biology, Biology, and Chemistry.

CNSIT received a total of 100 submissions. A coincidentally nice number for displaying data in terms of percentages!

### Objective

The purpose of the survey was to gauge overall satisfaction with the services CNSIT provides. CNSIT will also use this data to guide overall and specific (topic based) strategic direction. As this is the first survey of this type for CNSIT, CNSIT will use the results to modify the survey for future solicitations.

### What We Have Learned About Surveys

CNSIT will most likely eliminate the ambiguous “Neutral” option. This selection can too easily be argued in either direction.

CNSIT will ask participants to voluntarily identify themselves in the general feedback question, if they would like to have a CNSIT staff member follow up with them specifically. There were a few specific questions submitted using this form, with no way for CNSIT to follow up.

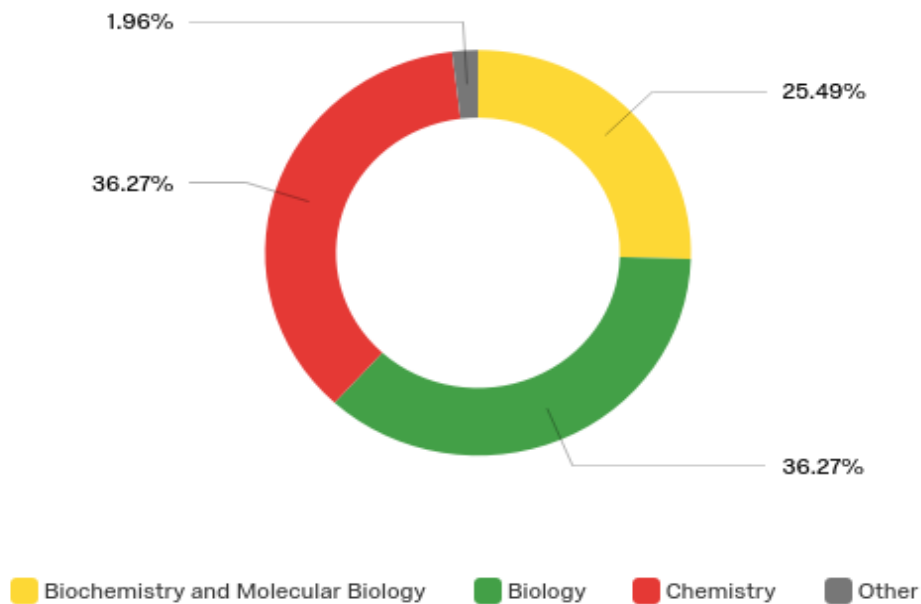
### Results

This report will provide overall results, as well as departmental specific results. Along with objective results, CNSIT will attempt to interpret and document actions (if any).

# Overall Results

Q1 - With what department are you affiliated? (Select all that apply)

#	Answer	%	Count
1	Biochemistry and Molecular Biology	26.00%	26
2	Biology	37.00%	37
3	Chemistry	37.00%	37
4	Other	2.00%	2
	Total	100%	100

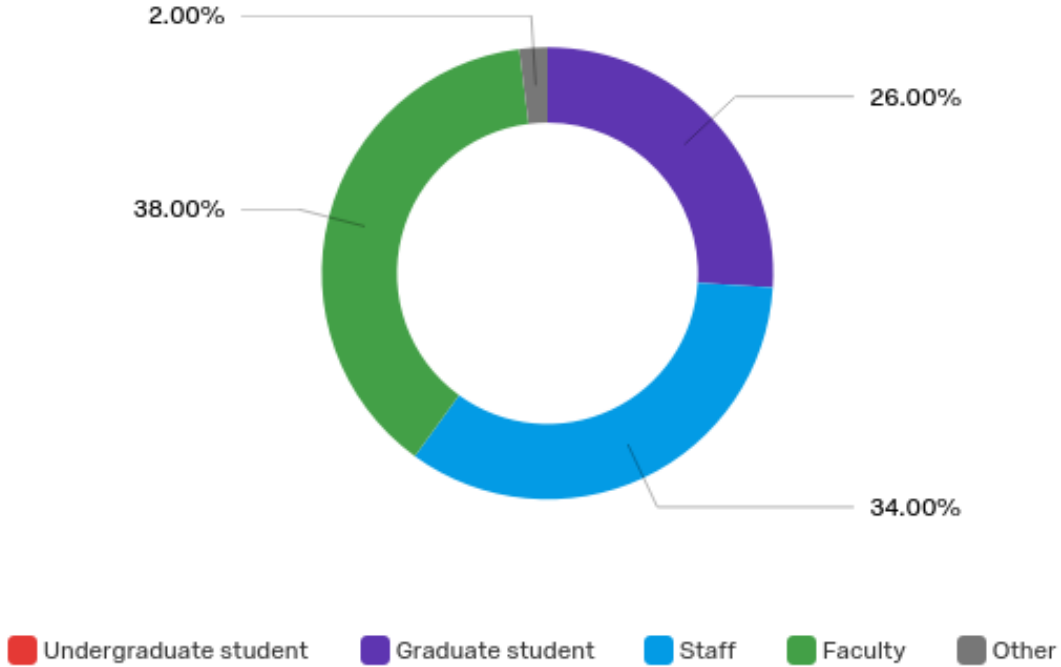


## Analysis

The overall distribution of affiliates matches the relative populations fairly well. We do not have any information of where the results from “Other” are coming from though. In those cases, they have also claimed affiliation with the department of Biology, so will be included in their specific results below.

Q2 - What is your personnel affiliation?

#	Answer	%	Count
1	Undergraduate student	0.00%	0
2	Graduate student	26.00%	26
3	Staff	34.00%	34
4	Faculty	38.00%	38
5	Other	2.00%	2
	Total	100%	100

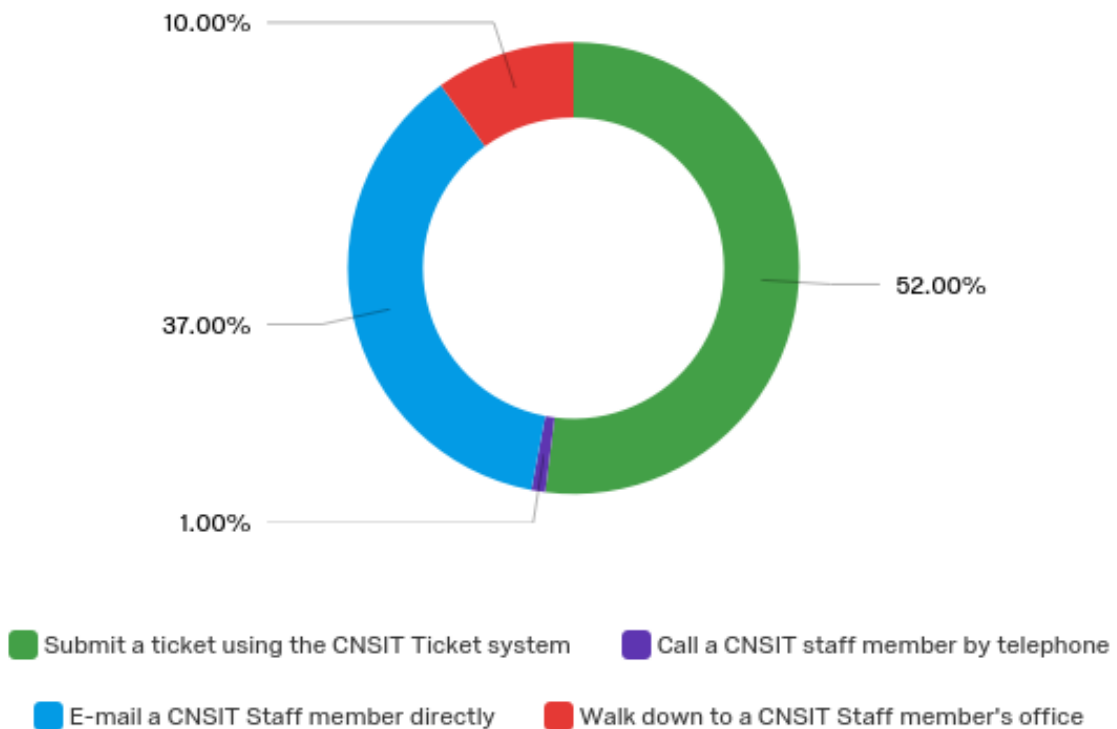


**Analysis**

The personnel types cover a nice split of the major groups.

### Q3 - How do you typically request assistance from CNSIT?

#	Answer	%	Count
1	Submit a ticket using the CNSIT Ticket system	52.00%	52
2	Call a CNSIT staff member by telephone	1.00%	1
3	E-mail a CNSIT Staff member directly	37.00%	37
4	Walk down to a CNSIT Staff member's office	10.00%	10
	Total	100%	100



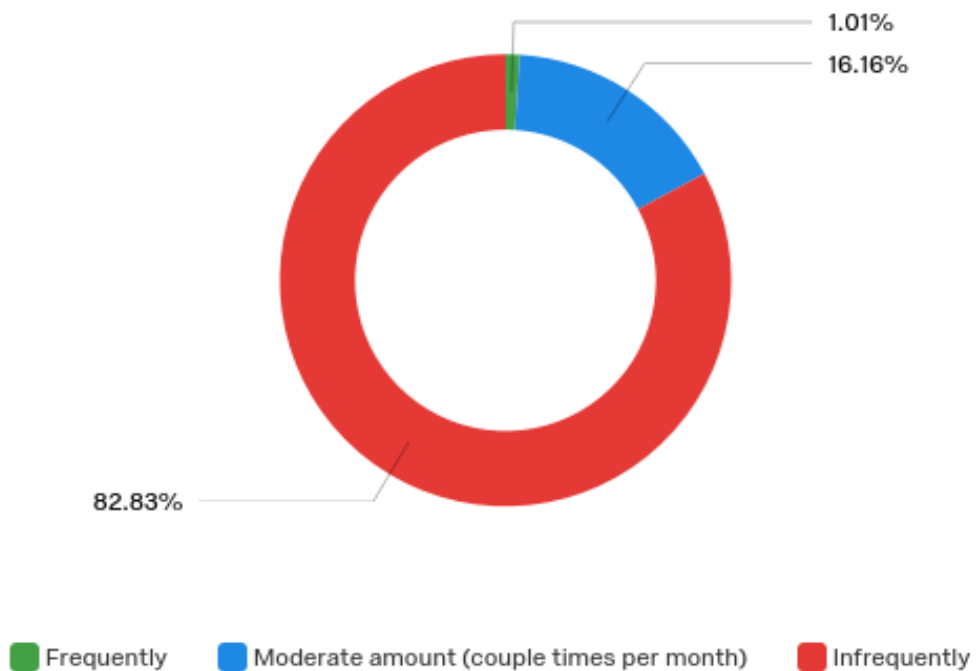
#### Analysis

Anecdotally, it seems our recent efforts to funnel requests into the CNSIT ticketing system have helped. It now seems that just over half are being routed optimally. We still have work with this, of course.



#### Q4 - How often do you use the CNSIT Ticket system?

#	Answer	%	Count
1	Frequently	1.01%	1
2	Moderate amount (couple times per month)	16.16%	16
3	Infrequently	82.83%	82
	Total	100%	99

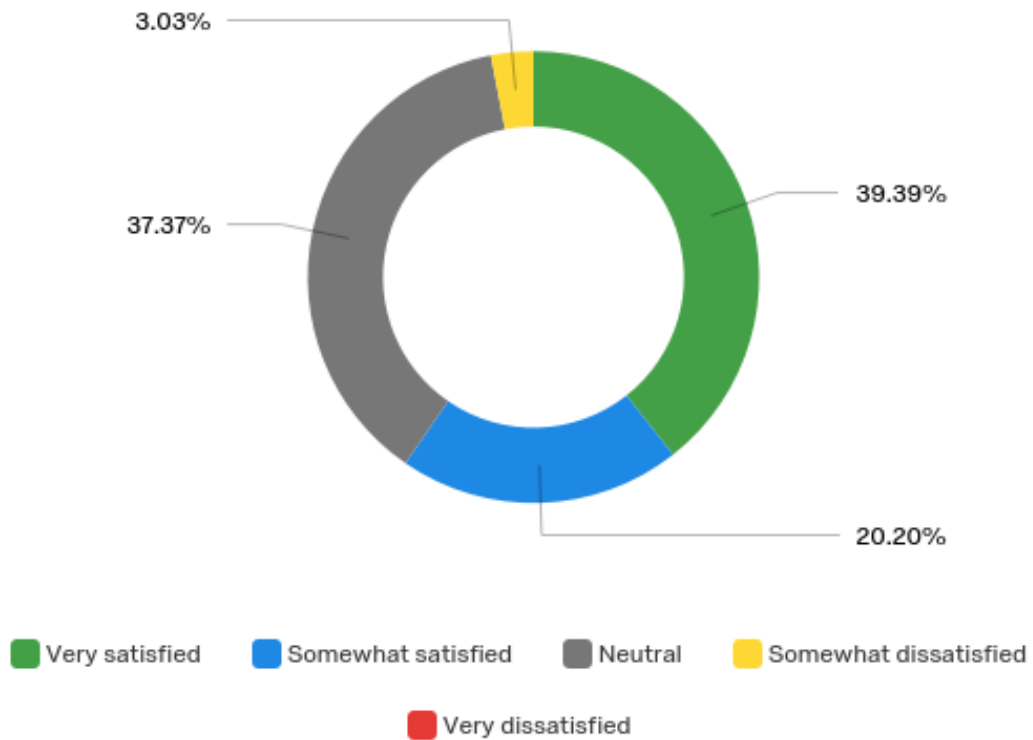


#### Analysis

This is a tricky one to interpret without more research. My take is that there is a relatively infrequent need for support among those that use the ticketing system, when compared with the participant's regular job duties. This could be an indication that the IT infrastructure is well maintained, and "just works" most of the time.

## Q5 - How do you like the CNSIT Ticket system?

#	Answer	%	Count
1	Very satisfied	39.39%	39
2	Somewhat satisfied	20.20%	20
3	Neutral	37.37%	37
4	Somewhat dissatisfied	3.03%	3
5	Very dissatisfied	0.00%	0
	Total	100%	99

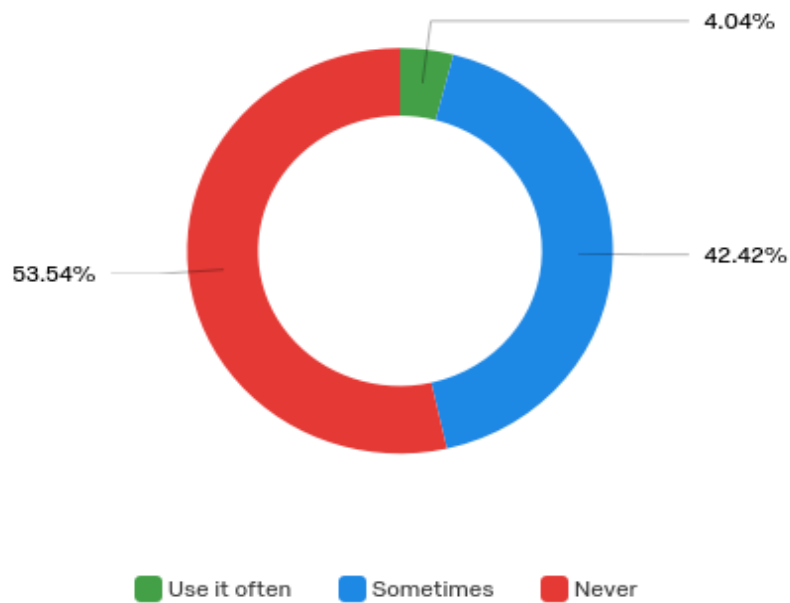


### Analysis

This is where the "Neutral" category is ambiguous and visually makes interpretation tricky. However, the consensus on the CNSIT ticketing system is very positive.

## Q6 - Do you use the CNSIT Knowledgebase website to help answer your questions?

#	Answer	%	Count
1	Use it often	4.04%	4
2	Sometimes	42.42%	42
3	Never	53.54%	53
	Total	100%	99

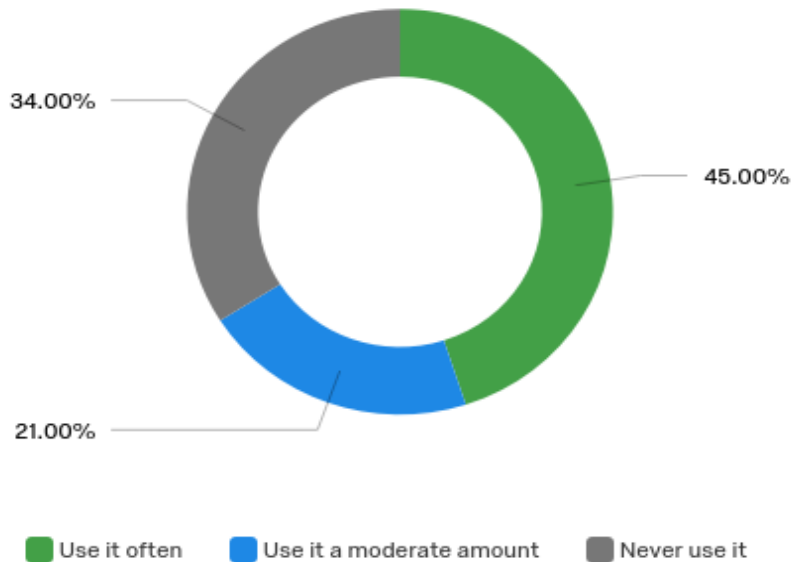


### Analysis

An obvious area where we need to market more. Many have no idea that the knowledgebase exists. Our intention is to prioritize this resource, specifically, in the menu structure of the new CNS websites, which will roll out later in 2017.

## Q7 - How often do you use Pangea?

#	Answer	%	Count
1	Use it often	45.00%	45
2	Use it a moderate amount	21.00%	21
3	Never use it	34.00%	34
	Total	100%	100

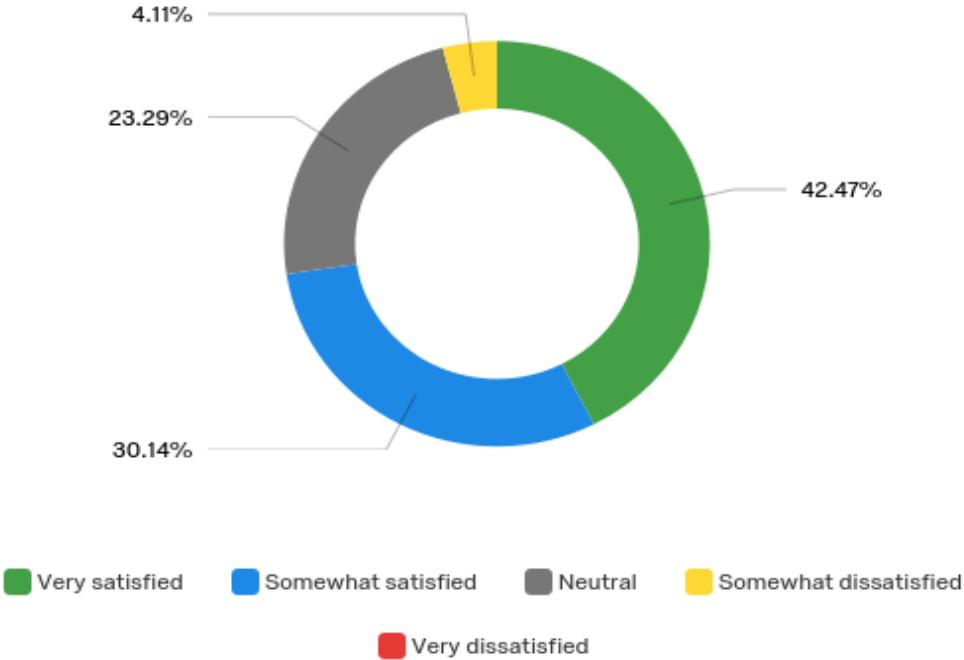


### Analysis

We have a decent adoption of the Pangea file serving service. This is being chipped away at by more recent, and resource heavy cloud services, such as OneDrive for Business. Our intention is to continue to work with Pangea, but gradually emphasize OneDrive for Business as an alternative, especially with its exceedingly large quota, and no additional cost to use. It would be foolish for us to attempt to compete with this. Documentation for OneDrive for Business must also mature, which may replace the operational overhead of Pangea in exchange for the other services.

Q8 - If you do use Pangea, how satisfied are you with the application/storage?

#	Answer	%	Count
1	Very satisfied	42.47%	31
2	Somewhat satisfied	30.14%	22
3	Neutral	23.29%	17
4	Somewhat dissatisfied	4.11%	3
5	Very dissatisfied	0.00%	0
	Total	100%	73

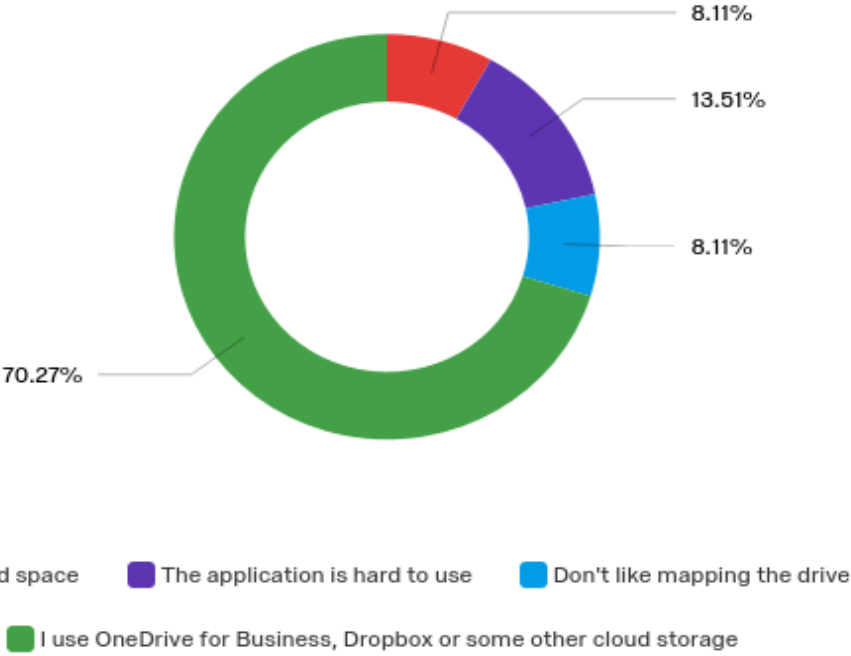


**Analysis**

Considering the disadvantages Pangea has in comparison with alternative cloud services, we were surprised at this overwhelmingly positive response. It shows that our management of this service over the years has been a success.

Q9 - If you don't use Pangea, please select the best answer as to why. (Select all that apply)

#	Answer	%	Count
1	Limited space	8.33%	3
2	The application is hard to use	13.89%	5
3	Don't like mapping the drive	8.33%	3
4	I use OneDrive for Business, Dropbox or some other cloud storage	72.22%	26
	Total	100%	36

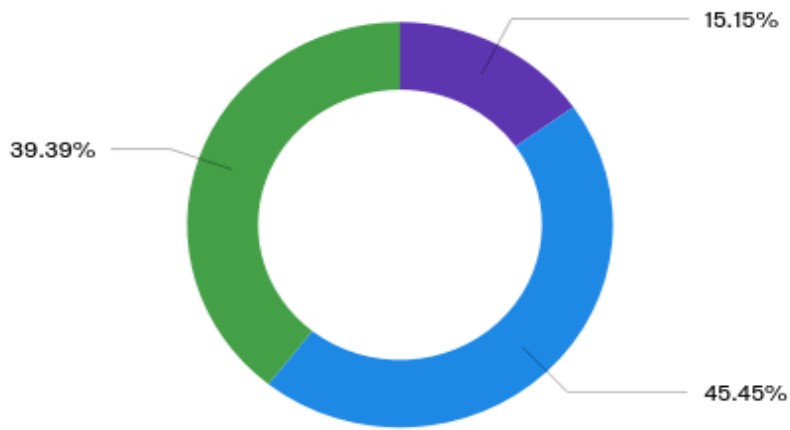


**Analysis**

No surprises here. We are on the precipice of a dramatic shift to larger pools of storage offered by cloud storage solutions such as OneDrive for Business.

Q10 - If you host a website at CSU, what services are you using? (Select all that apply)

#	Answer	%	Count
1	ACNS Hosted (LAMP or Other)	18.52%	5
2	CNSIT CNSWP (Our CNSIT Wordpress tool)	55.56%	15
3	CNSIT Pangea-Web Group	48.15%	13
	Total	100%	27

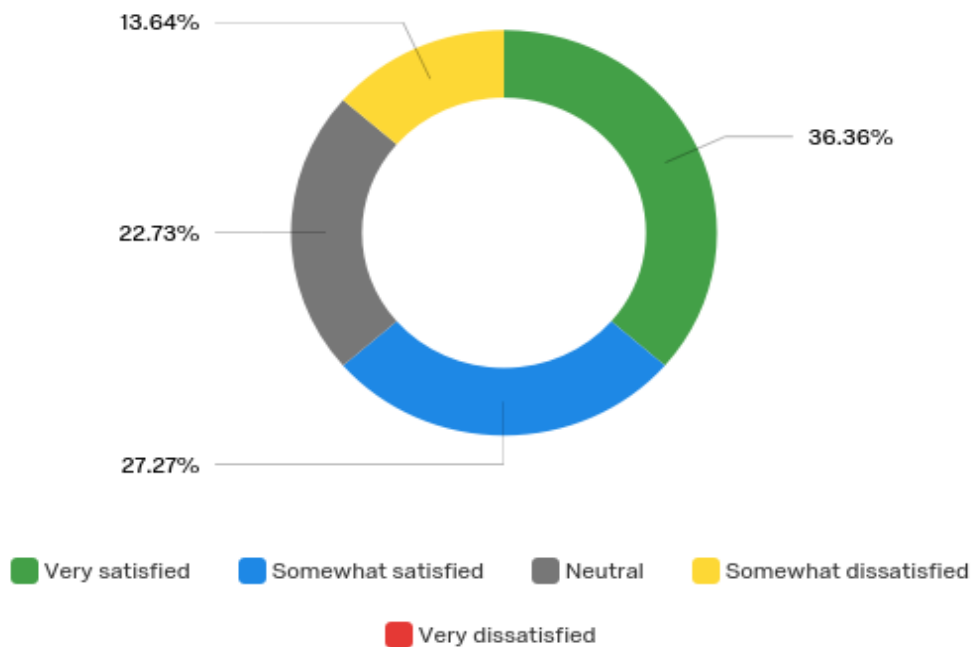


### Analysis

This is basically a demographic solicitation. Adoption of Wordpress as a CMS is taking over as its ease of use for non-developers becomes well known. CNSWP is a service we have been offering for many years now (close to 6), which is well ahead of the campus as a whole. Wordpress has only recently become a campus standard.

Q11 - If you host a website with CNSIT CNSWP (Wordpress), how would you rate the service?

#	Answer	%	Count
1	Very satisfied	36.36%	8
2	Somewhat satisfied	27.27%	6
3	Neutral	22.73%	5
4	Somewhat dissatisfied	13.64%	3
5	Very dissatisfied	0.00%	0
	Total	100%	22



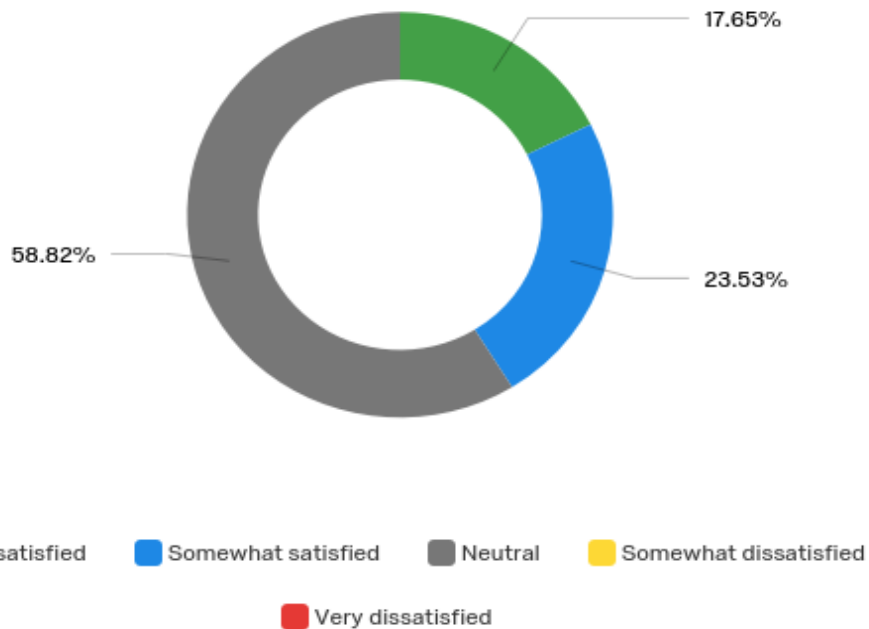
### Analysis

The results here speak for themselves. I imagine any dissatisfaction here relates to user's inability to accomplish certain administrative tasks (install plugins/themes without CNSIT intervention). This is a feature of the multisite install of course, and the alternative is to request a LAMP install through ACNS, which we are happy to assist. Updated documentation on this may help to illustrate the limitations of our CNSWP multisite instance.



Q12 - If you host a website with CNSIT Pangea-Web, how would you rate the service?

#	Answer	%	Count
1	Very satisfied	17.65%	3
2	Somewhat satisfied	23.53%	4
3	Neutral	58.82%	10
4	Somewhat dissatisfied	0.00%	0
5	Very dissatisfied	0.00%	0
	Total	100%	17

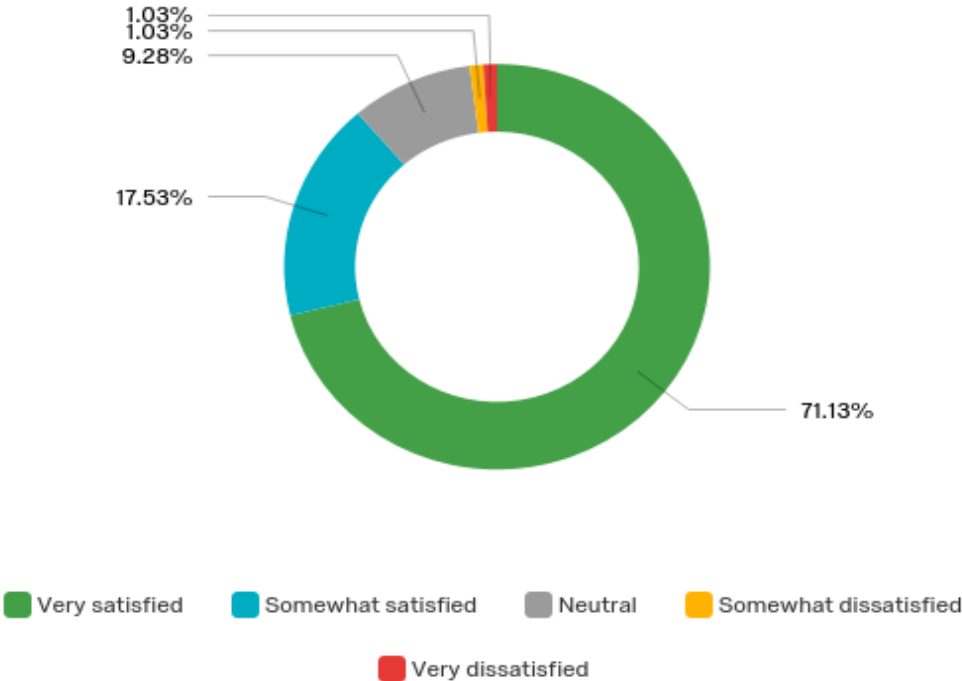


### Analysis

The nature of the Pangea-Web service in itself is “no fills”. Essentially allowing users to develop their site manually however they choose. So, these results are to be expected.

Q13 - Overall, how would you rate the customer service you have received from CNSIT?

#	Answer	%	Count
1	Very satisfied	71.13%	69
2	Somewhat satisfied	17.53%	17
3	Neutral	9.28%	9
4	Somewhat dissatisfied	1.03%	1
5	Very dissatisfied	1.03%	1
	Total	100%	97

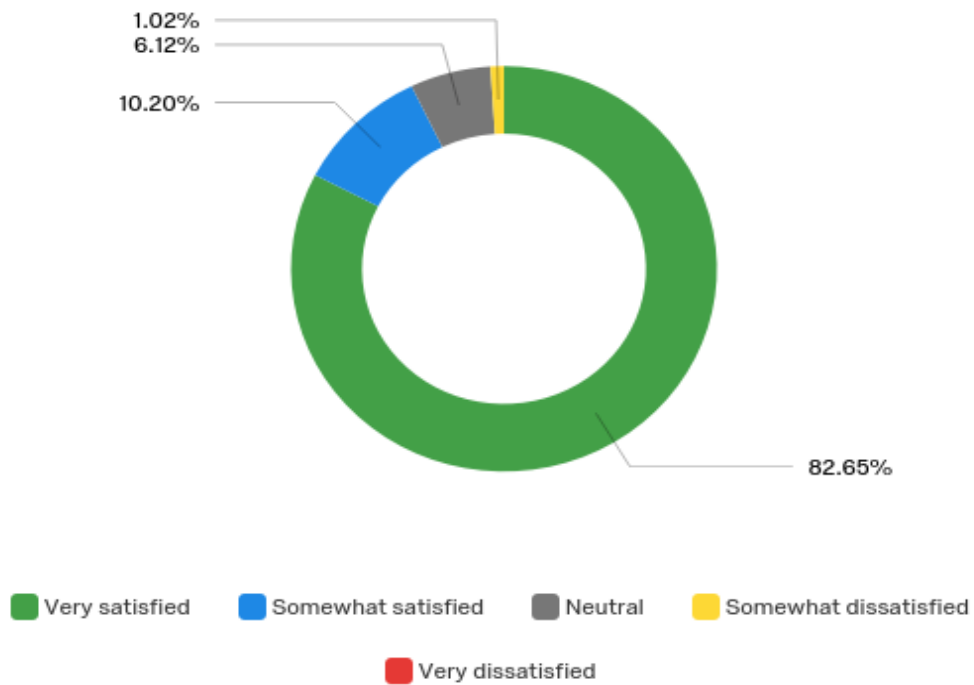


**Analysis**

Even including the obvious outliers, we could not be happier with these results!

Q14 - Overall, how would you rate the response time you have received from CNSIT?

#	Answer	%	Count
1	Very satisfied	82.65%	81
2	Somewhat satisfied	10.20%	10
3	Neutral	6.12%	6
4	Somewhat dissatisfied	1.02%	1
5	Very dissatisfied	0.00%	0
	Total	100%	98

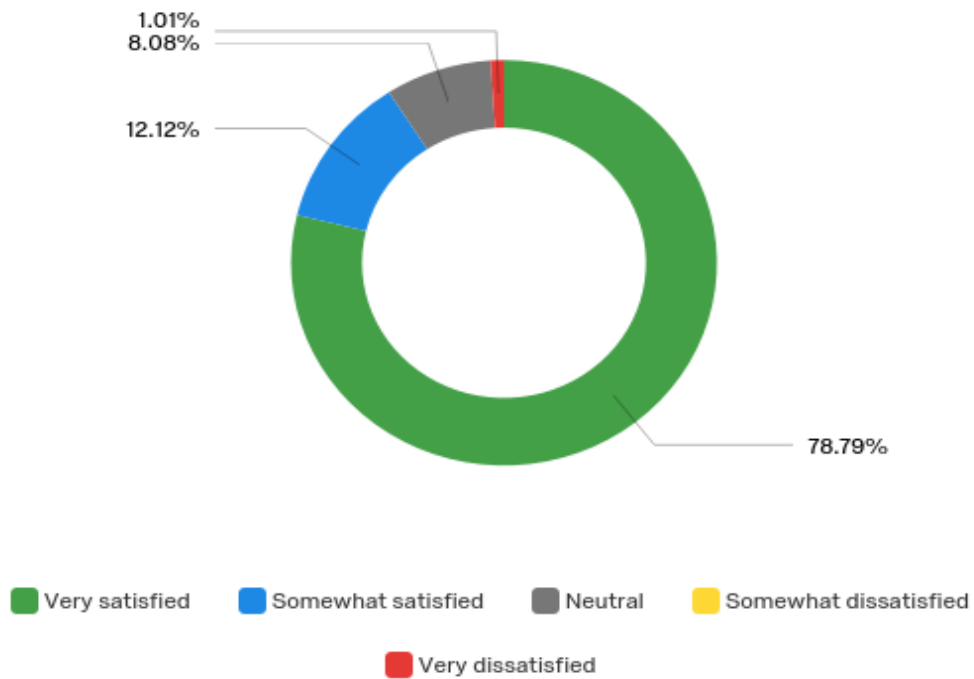


### Analysis

Again, we are very pleased with these results.

Q15 - Overall, how would you rate the technical expertise displayed by CNSIT?

#	Answer	%	Count
1	Very satisfied	78.79%	78
2	Somewhat satisfied	12.12%	12
3	Neutral	8.08%	8
4	Somewhat dissatisfied	0.00%	0
5	Very dissatisfied	1.01%	1
	Total	100%	99

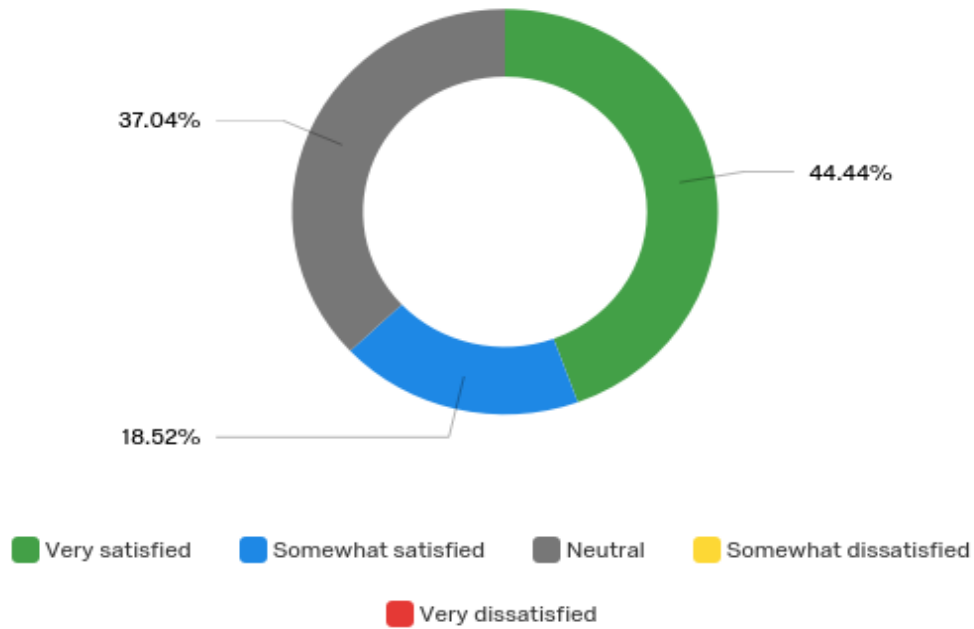


**Analysis**

Another set of very positive results.

Q16 - Have you ever requested and worked on a special project for your lab/group requiring specialized computer related assistance from a CNSIT Staff member? (A project outside of normal computing needs). If so, how would you rate that interaction?

#	Answer	%	Count
1	Very satisfied	44.44%	12
2	Somewhat satisfied	18.52%	5
3	Neutral	37.04%	10
4	Somewhat dissatisfied	0.00%	0
5	Very dissatisfied	0.00%	0
	Total	100%	27

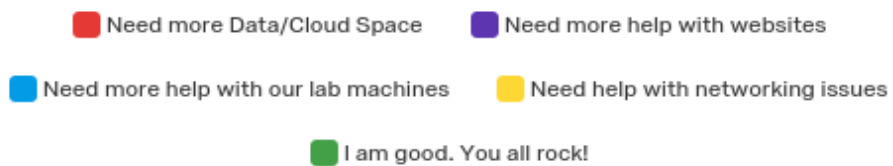
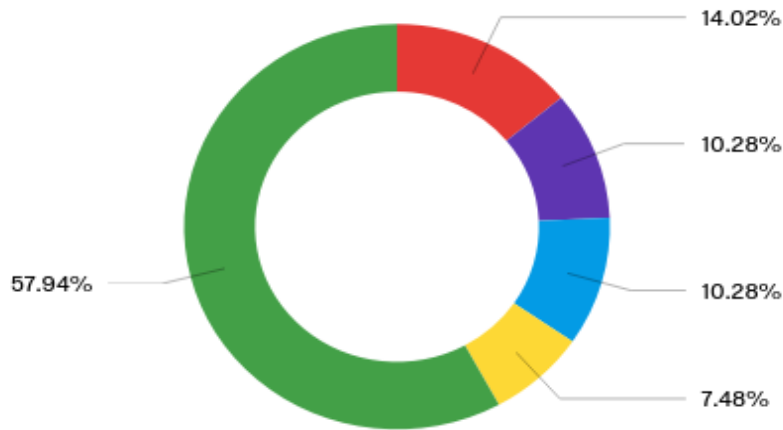


### Analysis

Overall positive. We are pleased!

Q17 - Overall, what are your biggest IT concerns? (Select all that apply)

#	Answer	%	Count
1	Need more Data/Cloud Space	16.13%	15
2	Need more help with websites	11.83%	11
3	Need more help with our lab machines	11.83%	11
4	Need help with networking issues	8.60%	8
5	I am good. You all rock!	66.67%	62
	Total	100%	93



**Analysis**

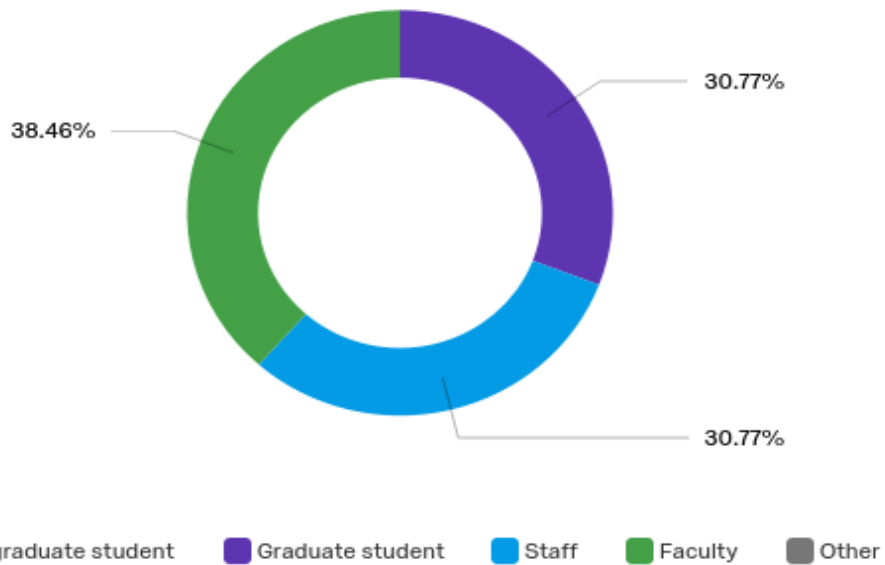
Of the concerns, cloud storage takes a small lead. These results help us to identify lapses in documentation.

# Biochemistry and Molecular Biology Results

We will skip Q1, as this is a filter on results from BMB only.

Q2 - What is your personnel affiliation?

#	Answer	%	Count
1	Undergraduate student	0.00%	0
2	Graduate student	30.77%	8
3	Staff	30.77%	8
4	Faculty	38.46%	10
5	Other	0.00%	0
	Total	100%	26

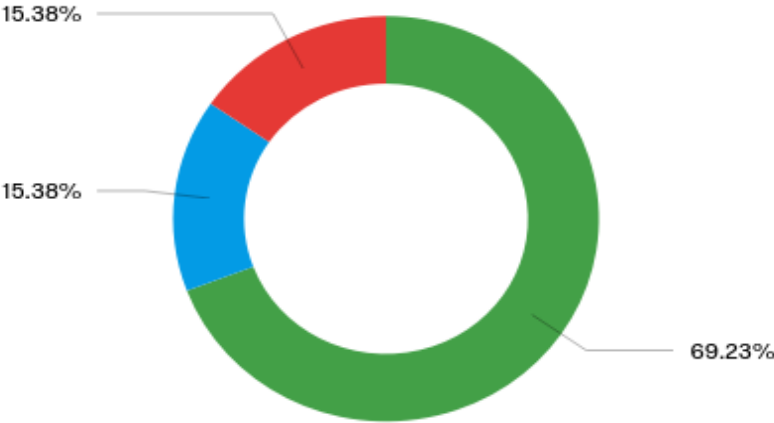


## Analysis

A decent split between the major customers.

Q3 - How do you typically request assistance from CNSIT?

#	Answer	%	Count
1	Submit a ticket using the CNSIT Ticket system	69.23%	18
2	Call a CNSIT staff member by telephone	0.00%	0
3	E-mail a CNSIT Staff member directly	15.38%	4
4	Walk down to a CNSIT Staff member's office	15.38%	4
	Total	100%	26



- Submit a ticket using the CNSIT Ticket system
- E-mail a CNSIT Staff member directly
- Call a CNSIT staff member by telephone
- Walk down to a CNSIT Staff member's office

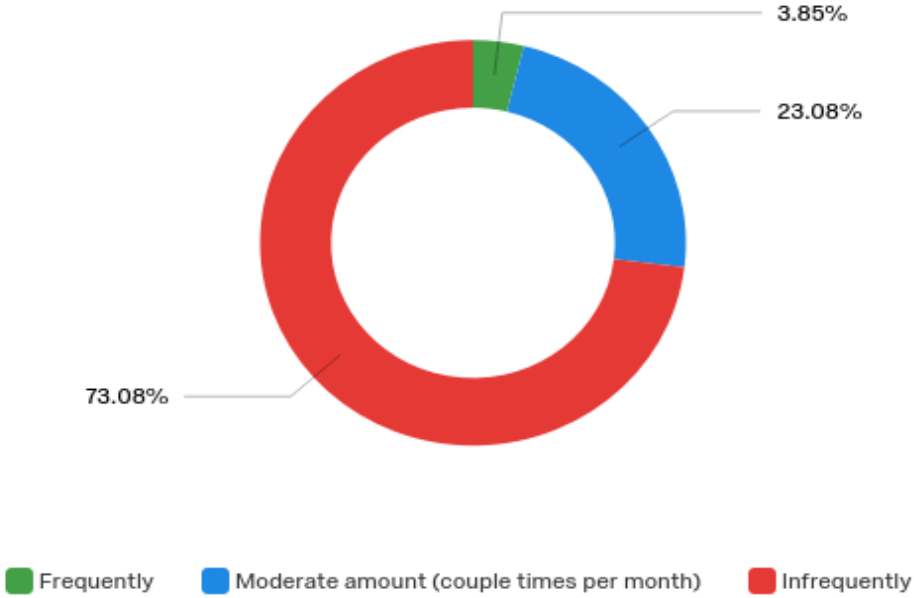
**Analysis**

We have a much better penetration of the CNSIT Ticketing system with BMB.



Q4 - How often do you use the CNSIT Ticket system?

#	Answer	%	Count
1	Frequently	3.85%	1
2	Moderate amount (couple times per month)	23.08%	6
3	Infrequently	73.08%	19
	Total	100%	26

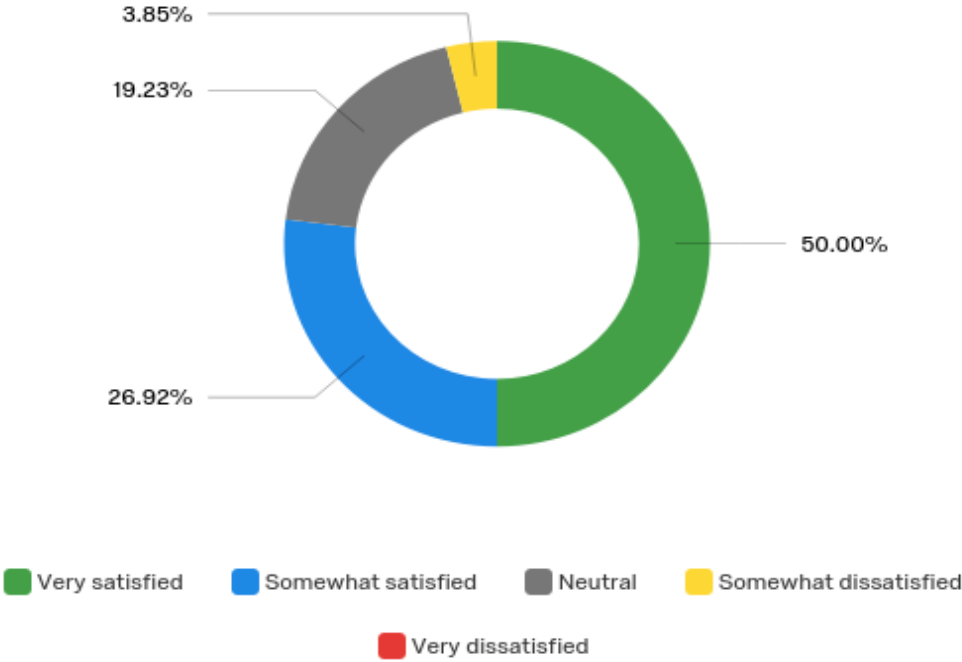


**Analysis**

In line with the overall results.

Q5 - How do you like the CNSIT Ticket system?

#	Answer	%	Count
1	Very satisfied	50.00%	13
2	Somewhat satisfied	26.92%	7
3	Neutral	19.23%	5
4	Somewhat dissatisfied	3.85%	1
5	Very dissatisfied	0.00%	0
	Total	100%	26

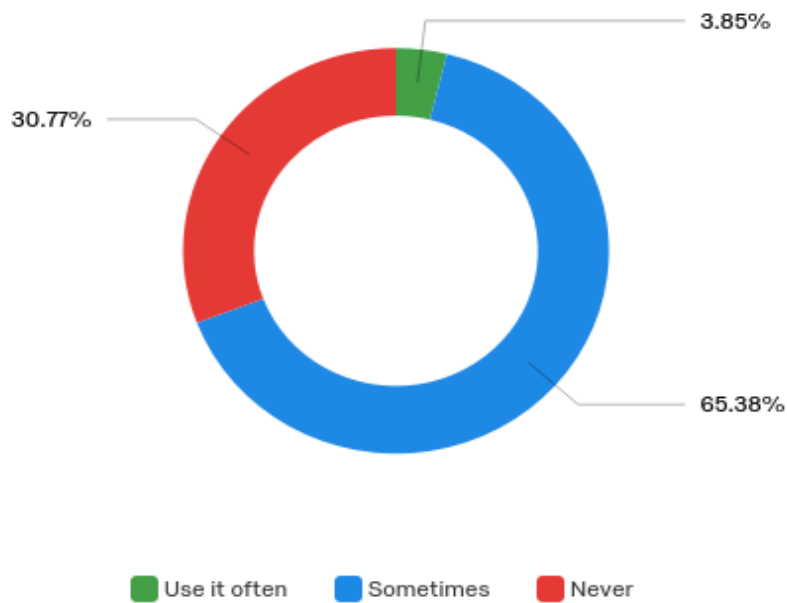


**Analysis**

In line with the overall results.

Q6 - Do you use the CNSIT Knowledgebase website to help answer your questions?

#	Answer	%	Count
1	Use it often	3.85%	1
2	Sometimes	65.38%	17
3	Never	30.77%	8
	Total	100%	26

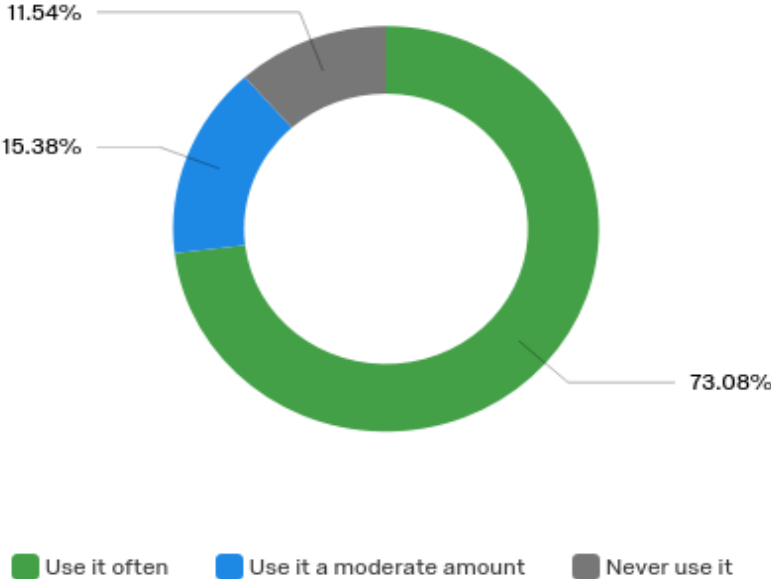


**Analysis**

Better than the overall result. We will have to investigate how BMB knows more about this resource than the others.

Q7 - How often do you use Pangea?

#	Answer	%	Count
1	Use it often	73.08%	19
2	Use it a moderate amount	15.38%	4
3	Never use it	11.54%	3
	Total	100%	26

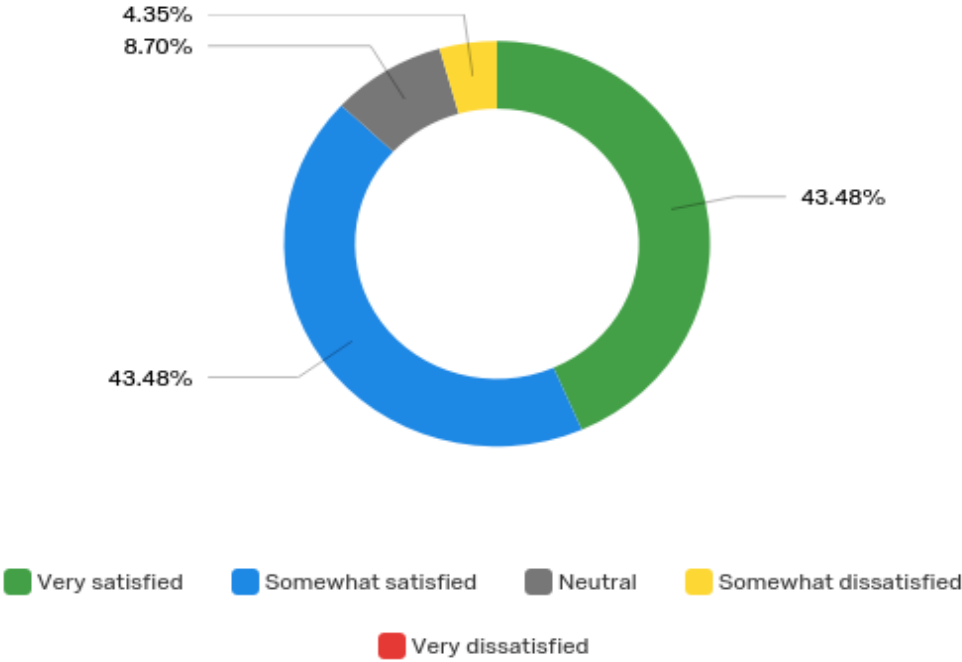


**Analysis**

Pangea has a decent foothold for BMB.

Q8 - If you do use Pangea, how satisfied are you with the application/storage?

#	Answer	%	Count
1	Very satisfied	43.48%	10
2	Somewhat satisfied	43.48%	10
3	Neutral	8.70%	2
4	Somewhat dissatisfied	4.35%	1
5	Very dissatisfied	0.00%	0
	Total	100%	23

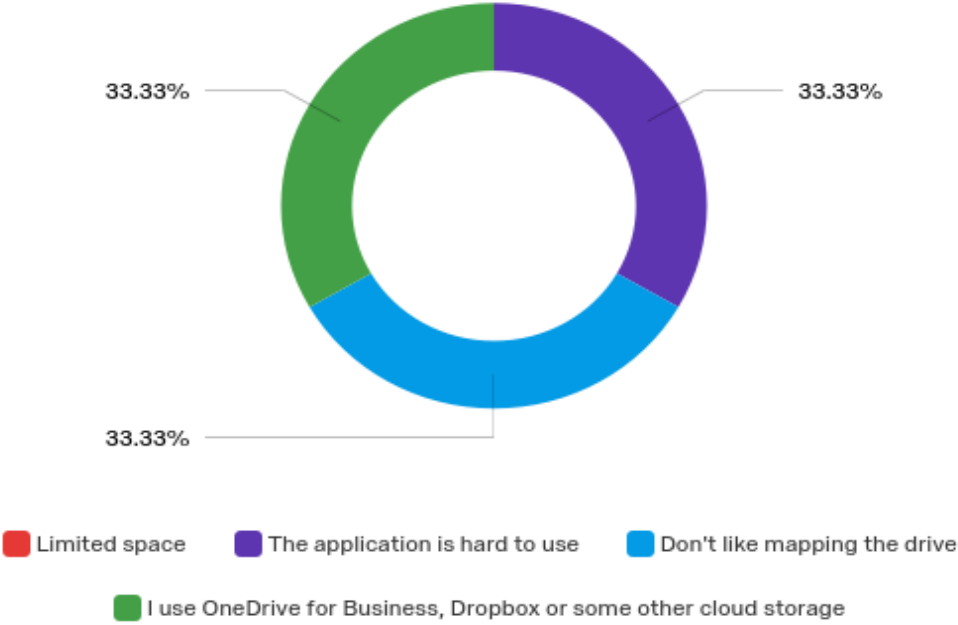


**Analysis**

In line with the overall results.

Q9 - If you don't use Pangea, please select the best answer as to why. (Select all that apply)

#	Answer	%	Count
1	Limited space	0.00%	0
2	The application is hard to use	40.00%	2
3	Don't like mapping the drive	40.00%	2
4	I use OneDrive for Business, Dropbox or some other cloud storage	40.00%	2
	Total	100%	5

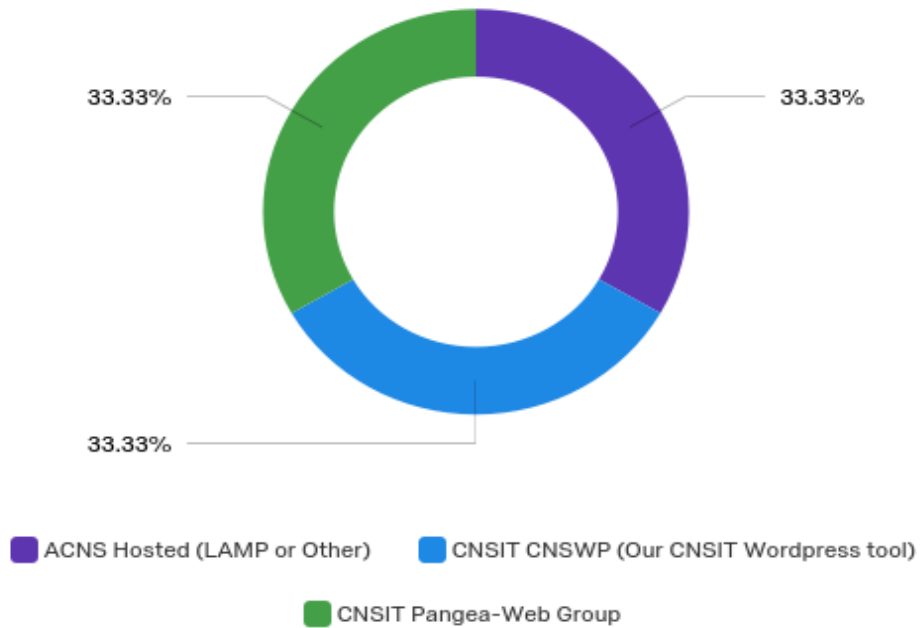


**Analysis**

In line with the overall results.

Q10 - If you host a website at CSU, what services are you using? (Select all that apply)

#	Answer	%	Count
1	ACNS Hosted (LAMP or Other)	40.00%	2
2	CNSIT CNSWP (Our CNSIT Wordpress tool)	40.00%	2
3	CNSIT Pangea-Web Group	40.00%	2
	Total	100%	5

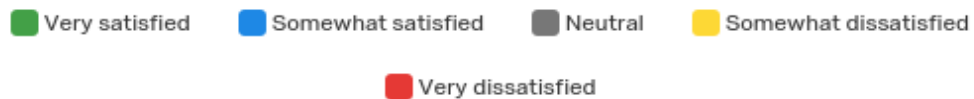


### Analysis

Please note that we only had a total of 5 results here, so the split is not surprising.

Q11 - If you host a website with CNSIT CNSWP (Wordpress), how would you rate the service?

#	Answer	%	Count
1	Very satisfied	50.00%	2
2	Somewhat satisfied	50.00%	2
3	Neutral	0.00%	0
4	Somewhat dissatisfied	0.00%	0
5	Very dissatisfied	0.00%	0
	Total	100%	4



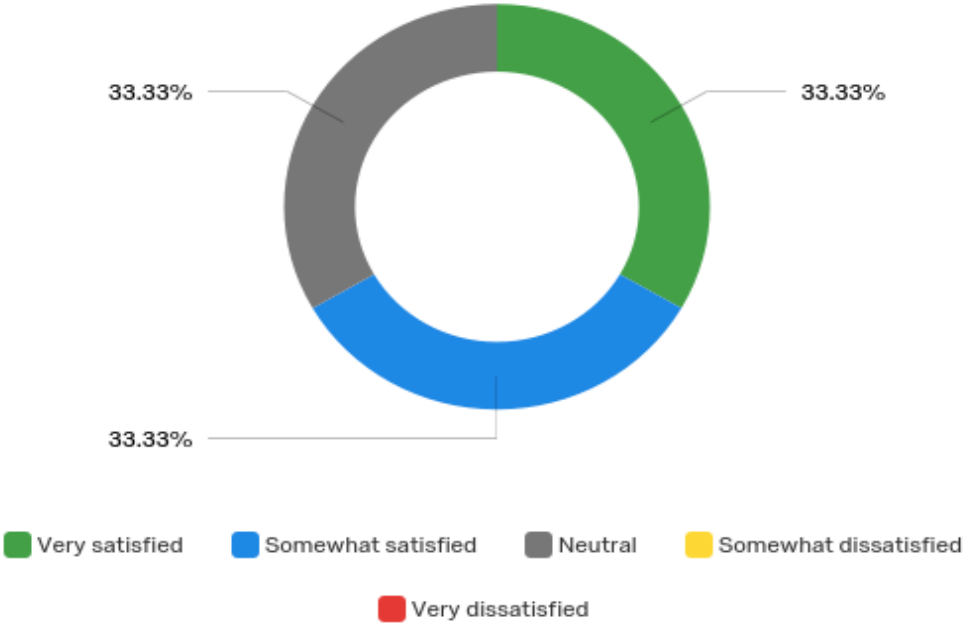
### Analysis

For the few results, total satisfaction!



Q12 - If you host a website with CNSIT Pangea-Web, how would you rate the service?

#	Answer	%	Count
1	Very satisfied	33.33%	1
2	Somewhat satisfied	33.33%	1
3	Neutral	33.33%	1
4	Somewhat dissatisfied	0.00%	0
5	Very dissatisfied	0.00%	0
	Total	100%	3

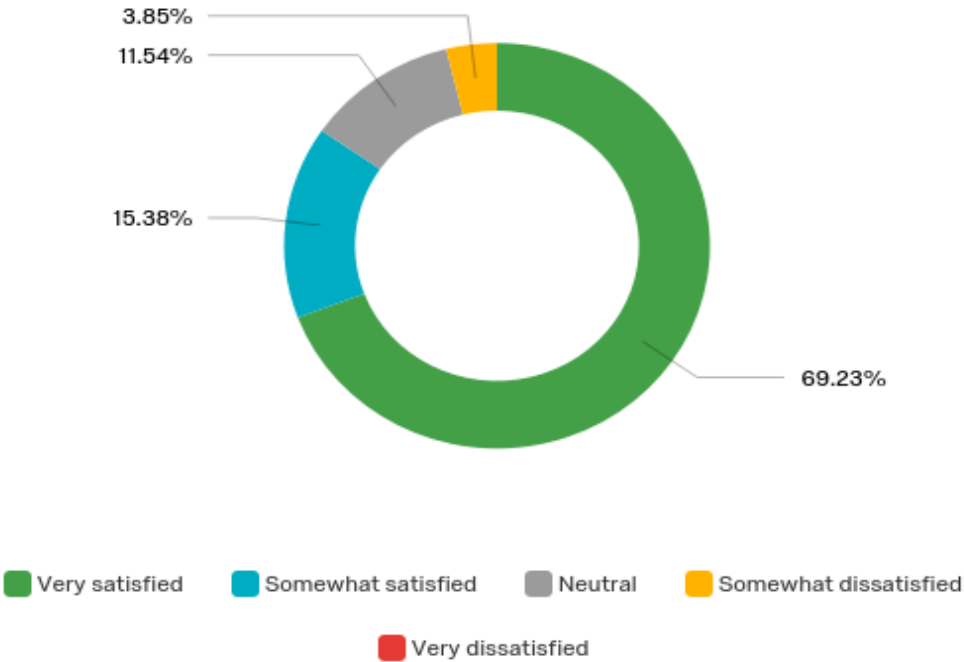


**Analysis**

In line with the overall results.

Q13 - Overall, how would you rate the customer service you have received from CNSIT?

#	Answer	%	Count
1	Very satisfied	69.23%	18
2	Somewhat satisfied	15.38%	4
3	Neutral	11.54%	3
4	Somewhat dissatisfied	3.85%	1
5	Very dissatisfied	0.00%	0
	Total	100%	26

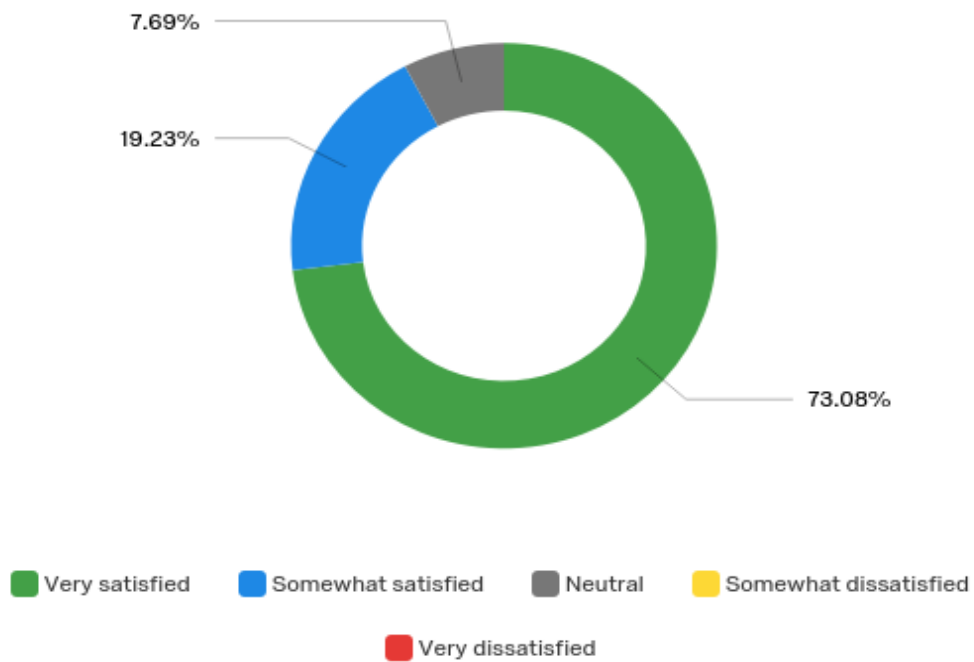


**Analysis**

In line with the overall results.

Q14 - Overall, how would you rate the response time you have received from CNSIT?

#	Answer	%	Count
1	Very satisfied	73.08%	19
2	Somewhat satisfied	19.23%	5
3	Neutral	7.69%	2
4	Somewhat dissatisfied	0.00%	0
5	Very dissatisfied	0.00%	0
	Total	100%	26

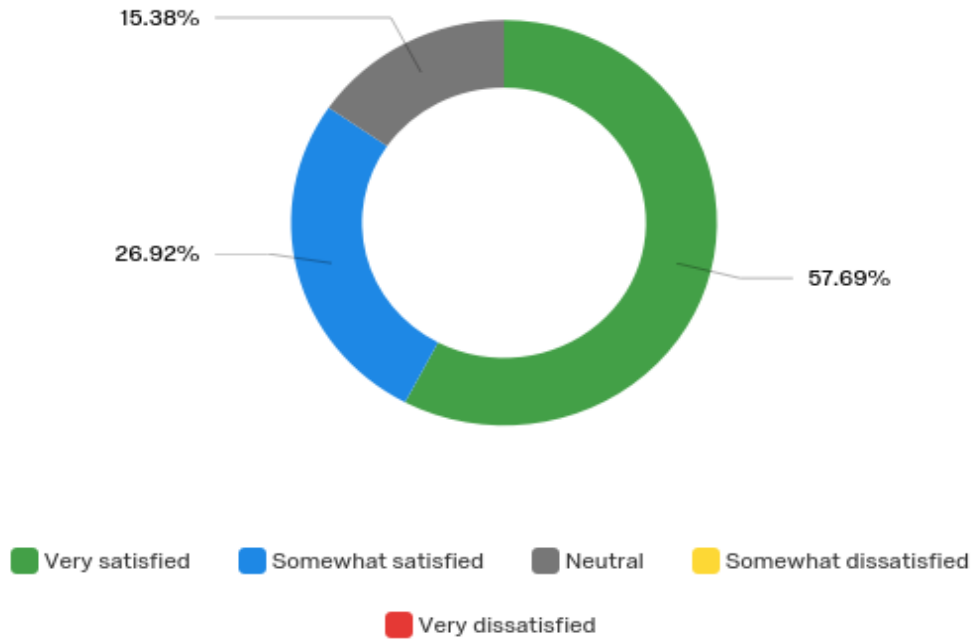


### Analysis

In line with the overall results.

Q15 - Overall, how would you rate the technical expertise displayed by CNSIT?

#	Answer	%	Count
1	Very satisfied	57.69%	15
2	Somewhat satisfied	26.92%	7
3	Neutral	15.38%	4
4	Somewhat dissatisfied	0.00%	0
5	Very dissatisfied	0.00%	0
	Total	100%	26

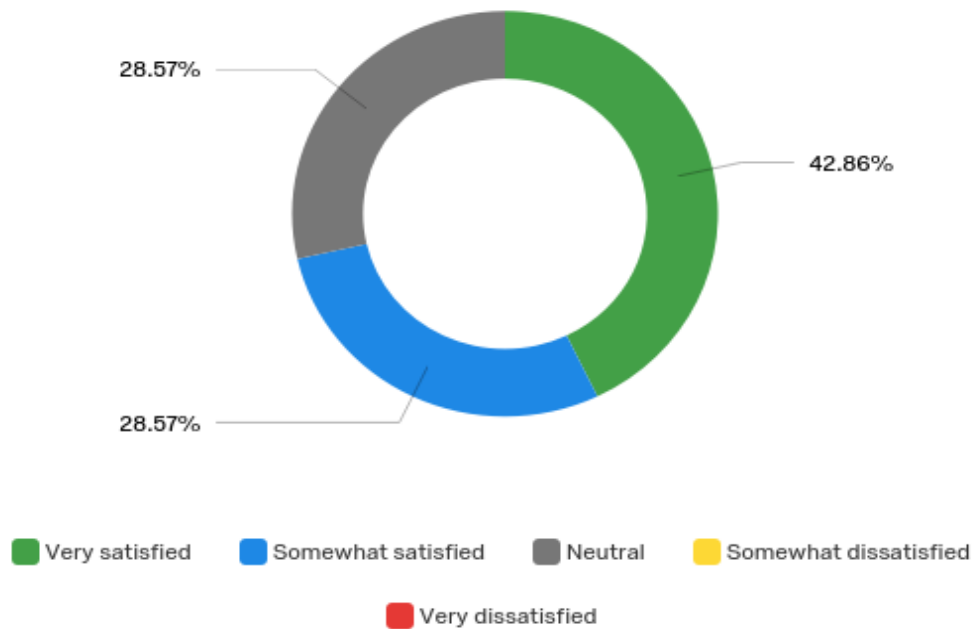


**Analysis**

In line with the overall results.

Q16 - Have you ever requested and worked on a special project for your lab/group requiring specialized computer related assistance from a CNSIT Staff member? (A project outside of normal computing needs). If so, how would you rate that interaction?

#	Answer	%	Count
1	Very satisfied	42.86%	3
2	Somewhat satisfied	28.57%	2
3	Neutral	28.57%	2
4	Somewhat dissatisfied	0.00%	0
5	Very dissatisfied	0.00%	0
	Total	100%	7

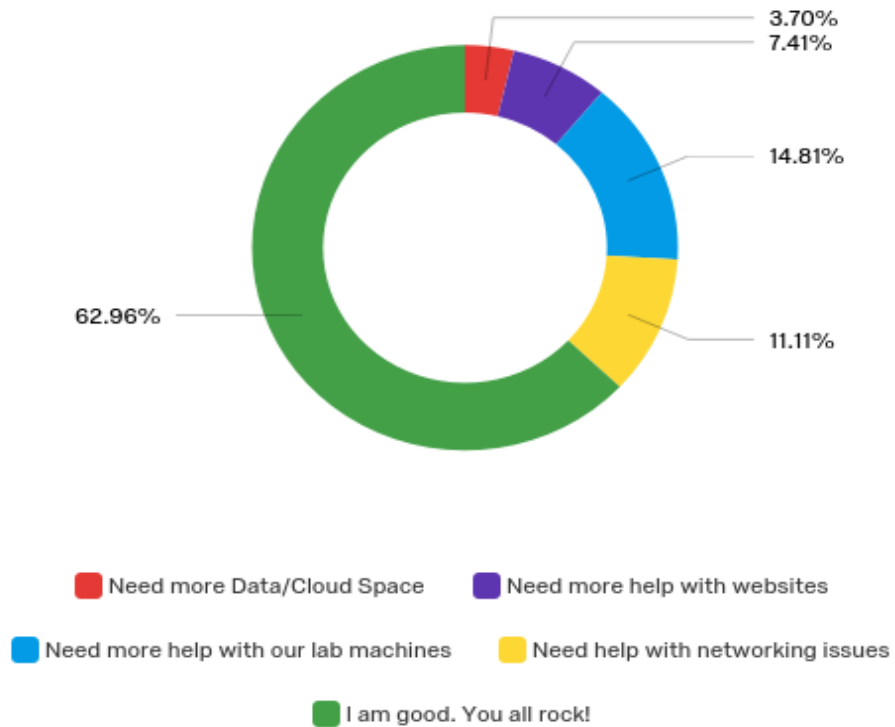


### Analysis

In line with the overall results.

Q17 - Overall, what are your biggest IT concerns? (Select all that apply)

#	Answer	%	Count
1	Need more Data/Cloud Space	4.35%	1
2	Need more help with websites	8.70%	2
3	Need more help with our lab machines	17.39%	4
4	Need help with networking issues	13.04%	3
5	I am good. You all rock!	73.91%	17
	Total	100%	23



**Analysis**

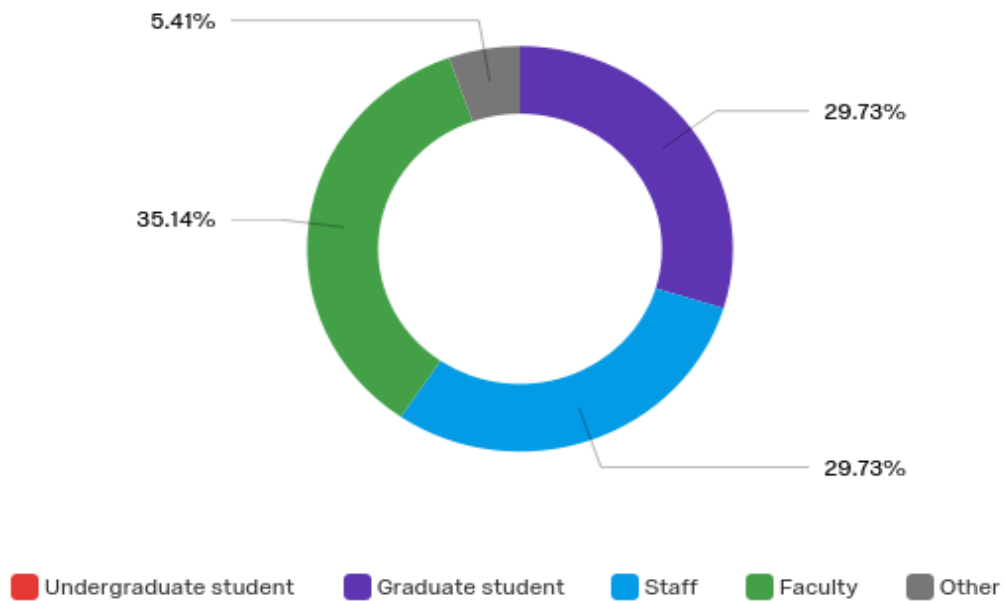
In line with the overall results.

# Biology Results

We will skip Q1, as this is a filter on results from Biology only.

Q2 - What is your personnel affiliation?

#	Answer	%	Count
1	Undergraduate student	0.00%	0
2	Graduate student	29.73%	11
3	Staff	29.73%	11
4	Faculty	35.14%	13
5	Other	5.41%	2
	Total	100%	37

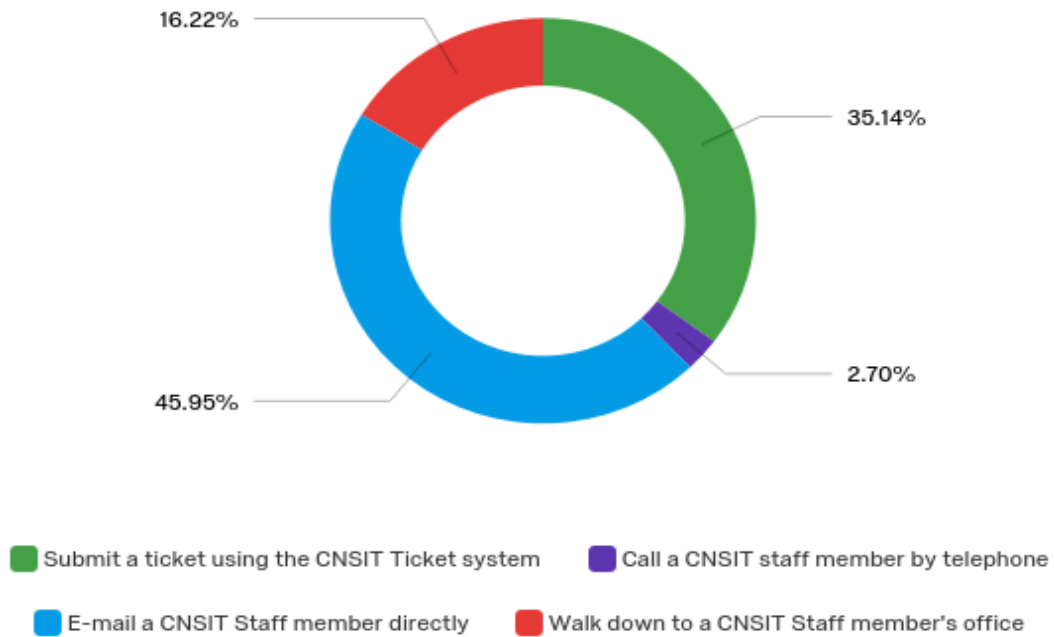


## Analysis

A good split.

### Q3 - How do you typically request assistance from CNSIT?

#	Answer	%	Count
1	Submit a ticket using the CNSIT Ticket system	35.14%	13
2	Call a CNSIT staff member by telephone	2.70%	1
3	E-mail a CNSIT Staff member directly	45.95%	17
4	Walk down to a CNSIT Staff member's office	16.22%	6
	Total	100%	37



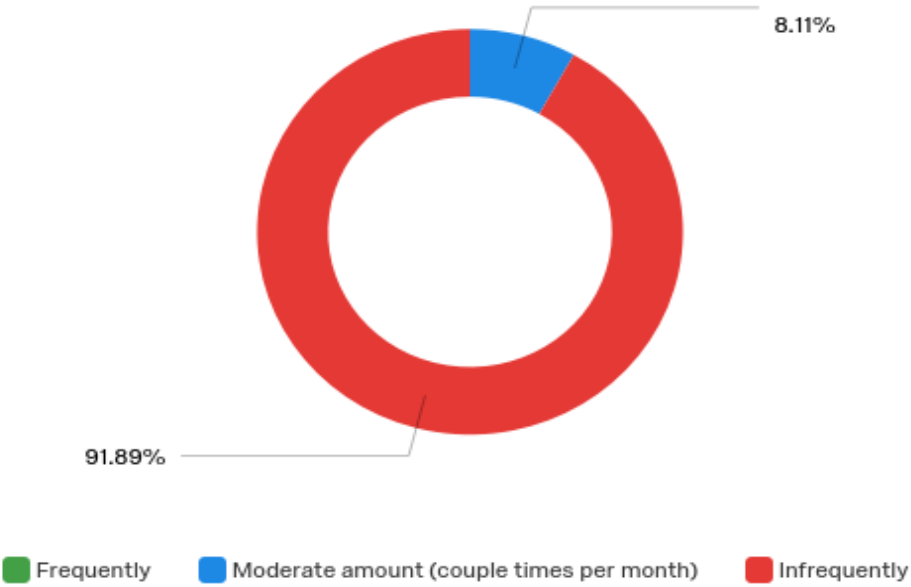
#### Analysis

A definite area where we can market the CNSIT Ticketing system more.



Q4 - How often do you use the CNSIT Ticket system?

#	Answer	%	Count
1	Frequently	0.00%	0
2	Moderate amount (couple times per month)	8.11%	3
3	Infrequently	91.89%	34
	Total	100%	37

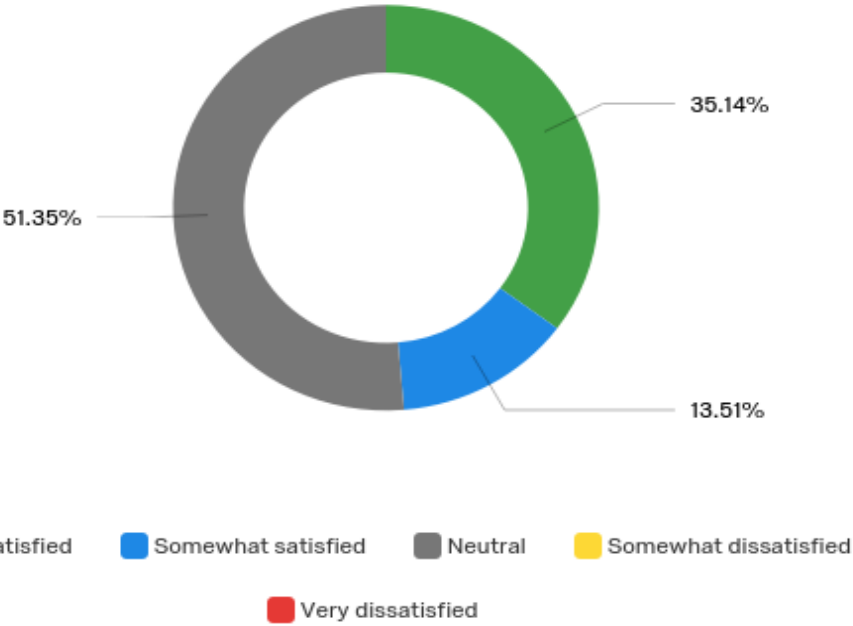


**Analysis**

In line with the overall results.

Q5 - How do you like the CNSIT Ticket system?

#	Answer	%	Count
1	Very satisfied	35.14%	13
2	Somewhat satisfied	13.51%	5
3	Neutral	51.35%	19
4	Somewhat dissatisfied	0.00%	0
5	Very dissatisfied	0.00%	0
	Total	100%	37

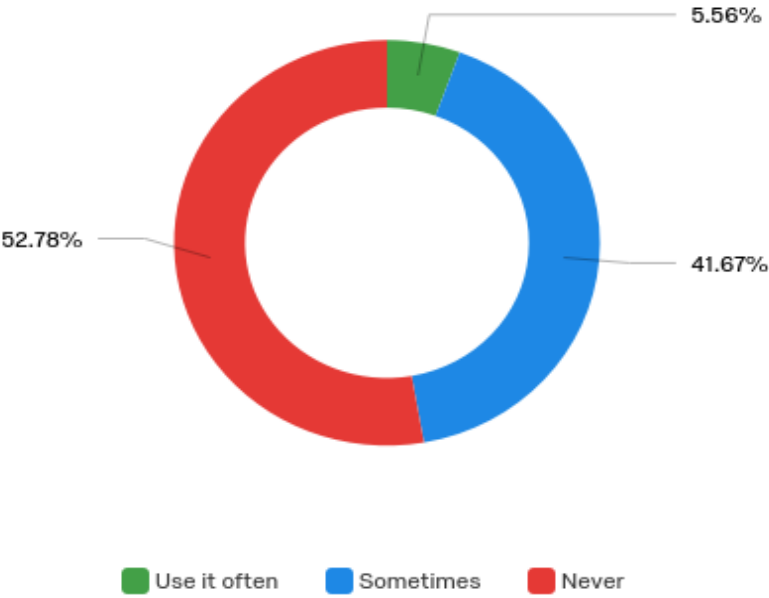


**Analysis**

In line with the overall results.

Q6 - Do you use the CNSIT Knowledgebase website to help answer your questions?

#	Answer	%	Count
1	Use it often	5.56%	2
2	Sometimes	41.67%	15
3	Never	52.78%	19
	Total	100%	36

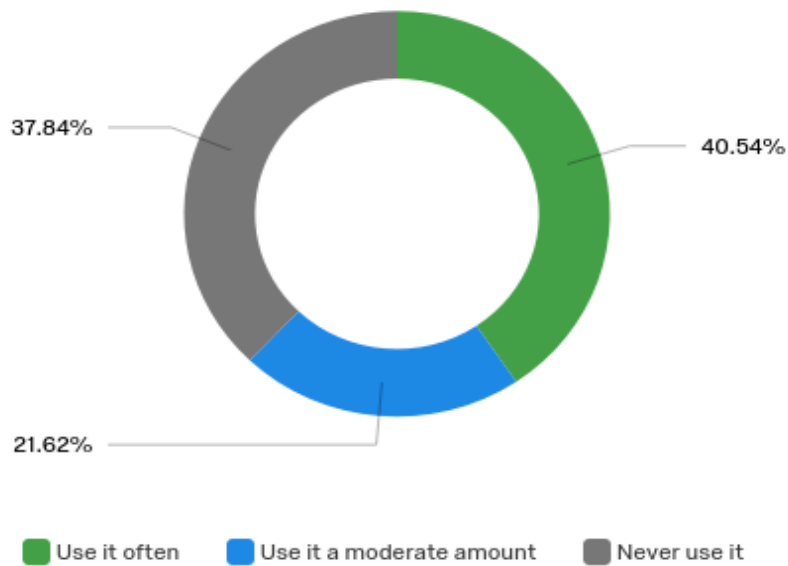


**Analysis**

In line with the overall results.

## Q7 - How often do you use Pangea?

#	Answer	%	Count
1	Use it often	40.54%	15
2	Use it a moderate amount	21.62%	8
3	Never use it	37.84%	14
	Total	100%	37

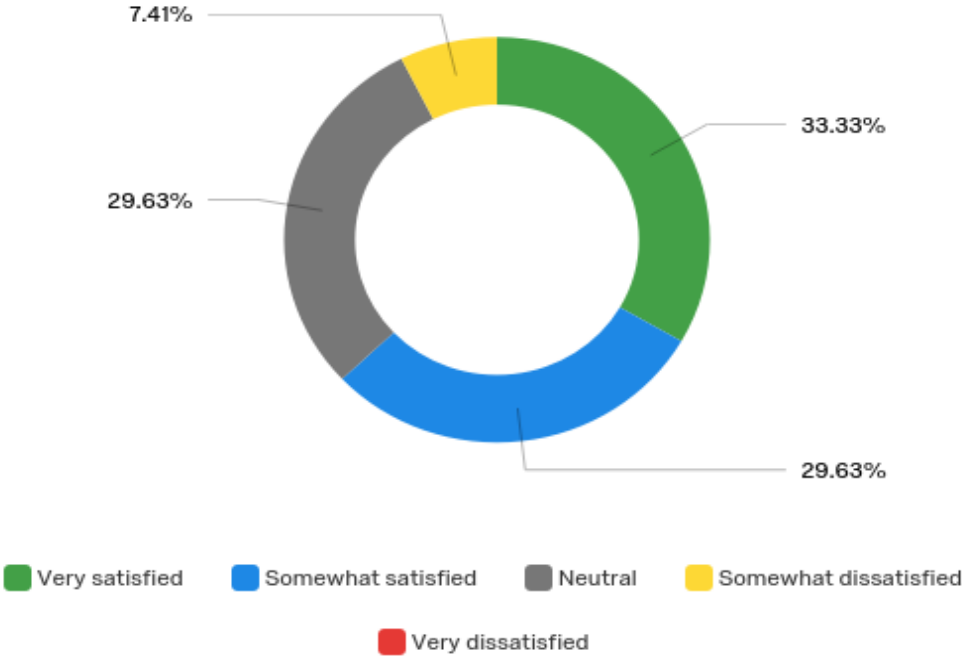


### Analysis

In line with the overall results.

Q8 - If you do use Pangea, how satisfied are you with the application/storage?

#	Answer	%	Count
1	Very satisfied	33.33%	9
2	Somewhat satisfied	29.63%	8
3	Neutral	29.63%	8
4	Somewhat dissatisfied	7.41%	2
5	Very dissatisfied	0.00%	0
	Total	100%	27

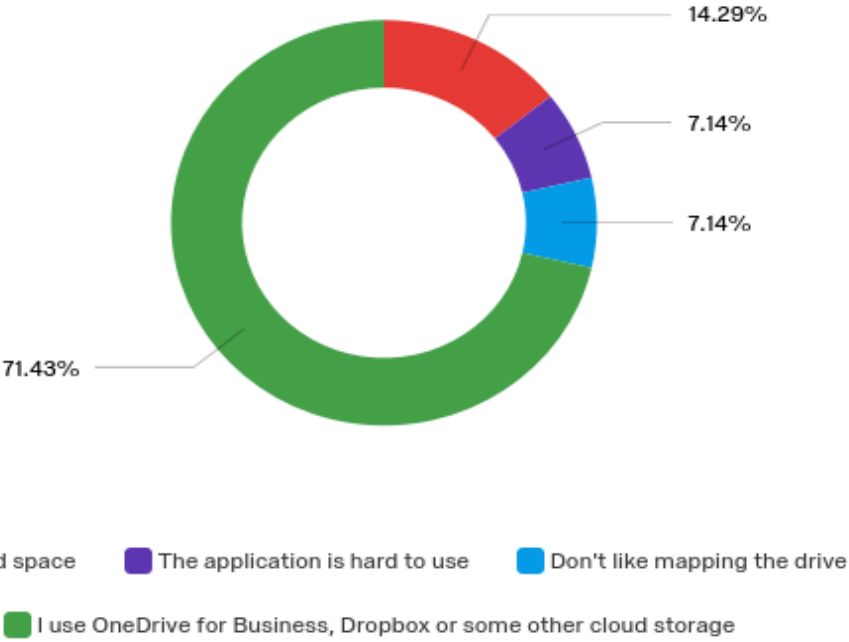


**Analysis**

In line with the overall results.

Q9 - If you don't use Pangea, please select the best answer as to why. (Select all that apply)

#	Answer	%	Count
1	Limited space	14.29%	2
2	The application is hard to use	7.14%	1
3	Don't like mapping the drive	7.14%	1
4	I use OneDrive for Business, Dropbox or some other cloud storage	71.43%	10
	Total	100%	14

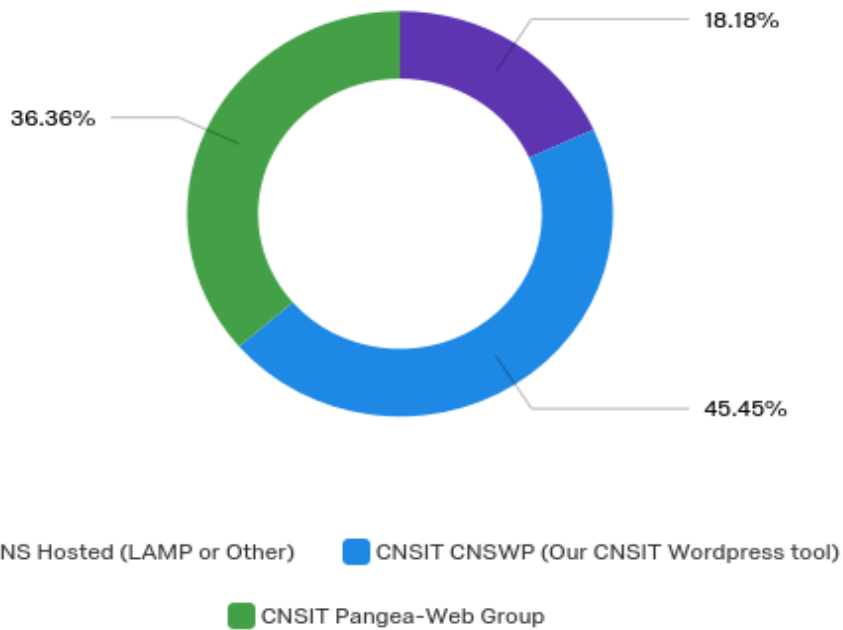


**Analysis**

In line with the overall results and trend.

Q10 - If you host a website at CSU, what services are you using? (Select all that apply)

#	Answer	%	Count
1	ACNS Hosted (LAMP or Other)	20.00%	2
2	CNSIT CNSWP (Our CNSIT Wordpress tool)	50.00%	5
3	CNSIT Pangea-Web Group	40.00%	4
	Total	100%	10

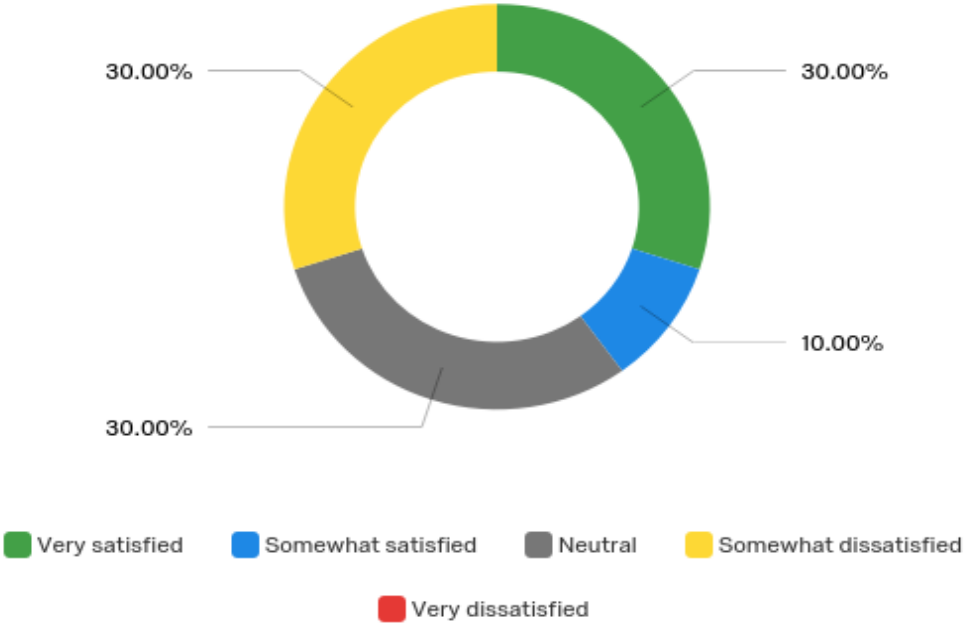


### Analysis

In line with the overall results.

Q11 - If you host a website with CNSIT CNSWP (Wordpress), how would you rate the service?

#	Answer	%	Count
1	Very satisfied	30.00%	3
2	Somewhat satisfied	10.00%	1
3	Neutral	30.00%	3
4	Somewhat dissatisfied	30.00%	3
5	Very dissatisfied	0.00%	0
	Total	100%	10



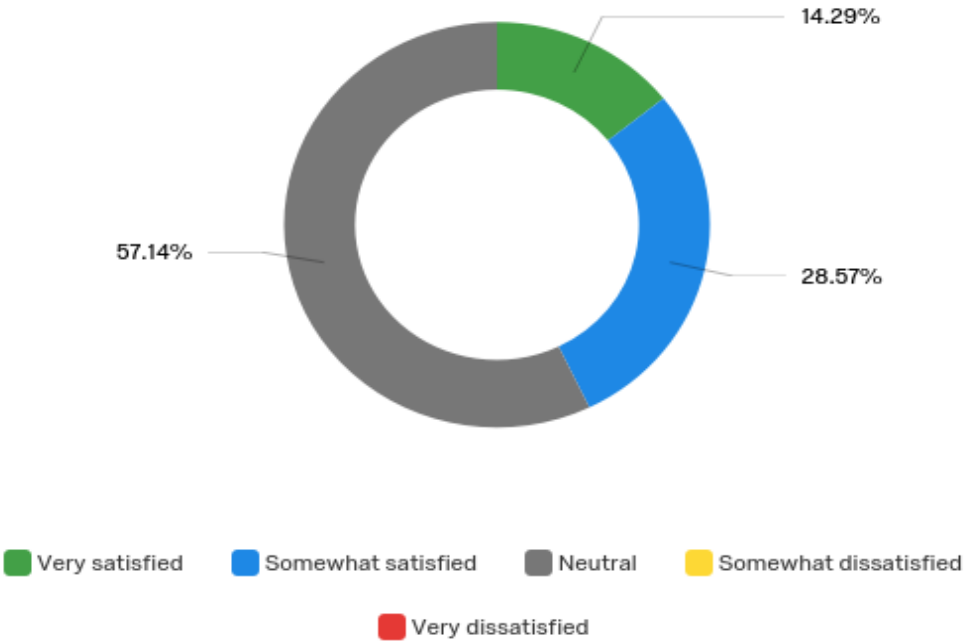
**Analysis**

In line with the overall results.



Q12 - If you host a website with CNSIT Pangea-Web, how would you rate the service?

#	Answer	%	Count
1	Very satisfied	14.29%	1
2	Somewhat satisfied	28.57%	2
3	Neutral	57.14%	4
4	Somewhat dissatisfied	0.00%	0
5	Very dissatisfied	0.00%	0
	Total	100%	7

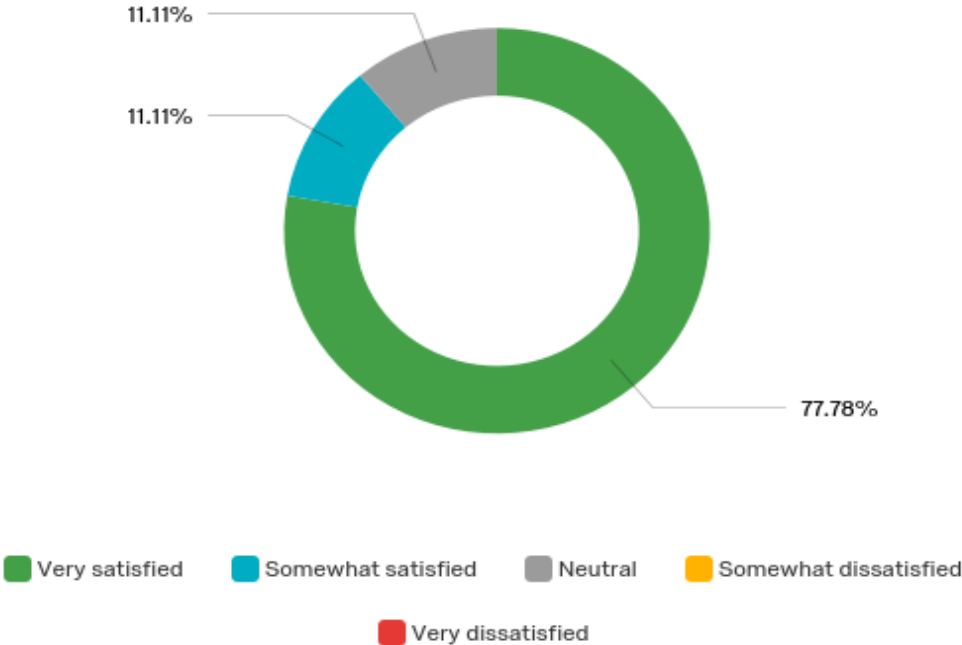


**Analysis**

In line with the overall results.

Q13 - Overall, how would you rate the customer service you have received from CNSIT?

#	Answer	%	Count
1	Very satisfied	77.78%	28
2	Somewhat satisfied	11.11%	4
3	Neutral	11.11%	4
4	Somewhat dissatisfied	0.00%	0
5	Very dissatisfied	0.00%	0
	Total	100%	36

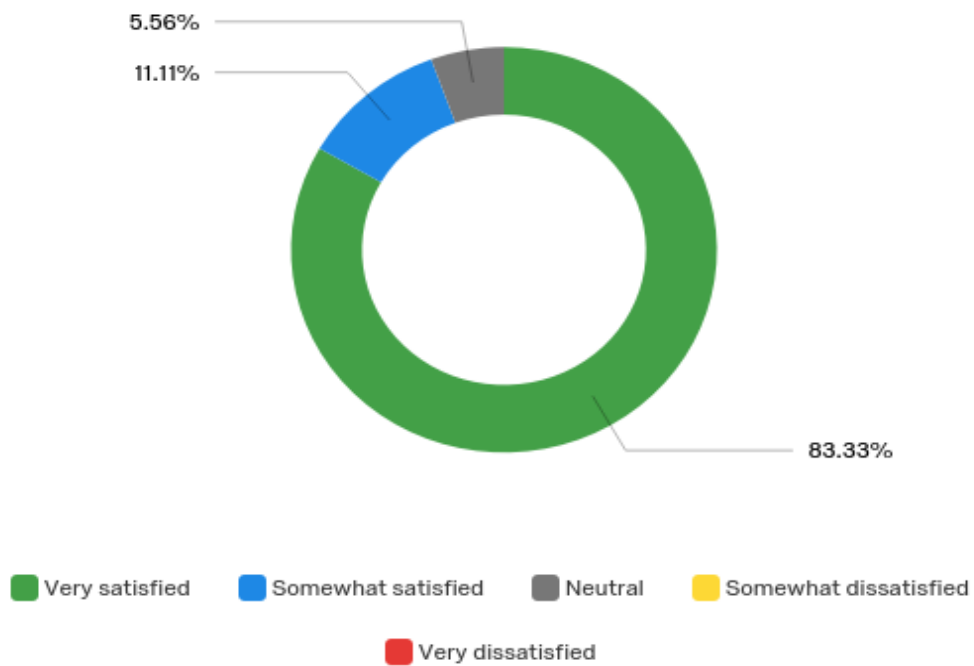


**Analysis**

In line with the overall results.

Q14 - Overall, how would you rate the response time you have received from CNSIT?

#	Answer	%	Count
1	Very satisfied	83.33%	30
2	Somewhat satisfied	11.11%	4
3	Neutral	5.56%	2
4	Somewhat dissatisfied	0.00%	0
5	Very dissatisfied	0.00%	0
	Total	100%	36

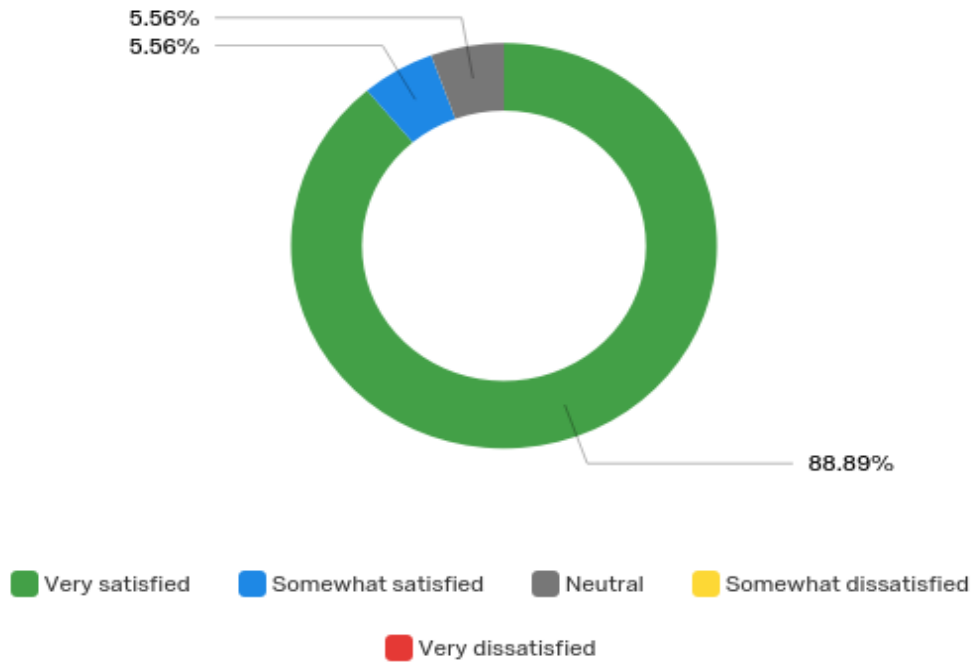


### Analysis

In line with the overall results.

Q15 - Overall, how would you rate the technical expertise displayed by CNSIT?

#	Answer	%	Count
1	Very satisfied	88.89%	32
2	Somewhat satisfied	5.56%	2
3	Neutral	5.56%	2
4	Somewhat dissatisfied	0.00%	0
5	Very dissatisfied	0.00%	0
	Total	100%	36

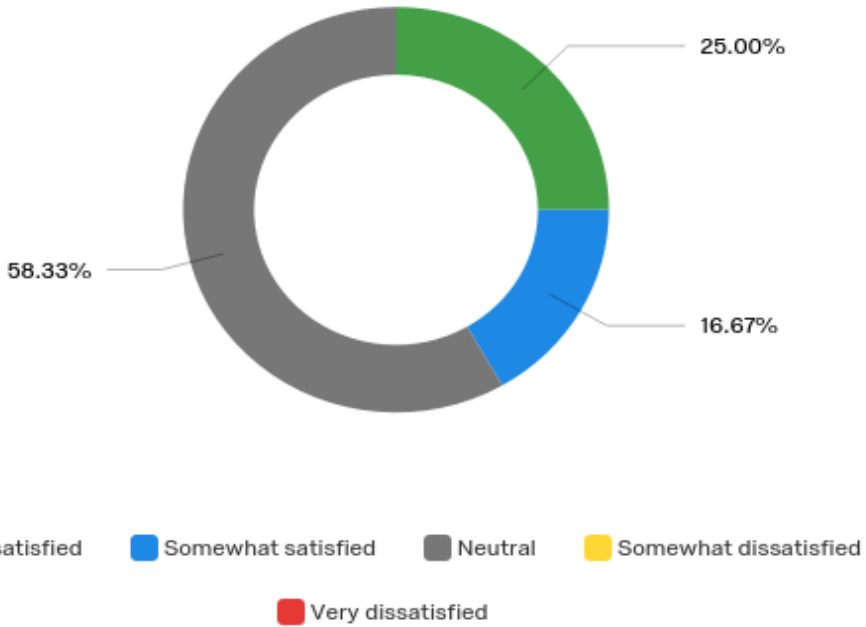


**Analysis**

In line with the overall results.

Q16 - Have you ever requested and worked on a special project for your lab/group requiring specialized computer related assistance from a CNSIT Staff member? (A project outside of normal computing needs). If so, how would you rate that interaction?

#	Answer	%	Count
1	Very satisfied	25.00%	3
2	Somewhat satisfied	16.67%	2
3	Neutral	58.33%	7
4	Somewhat dissatisfied	0.00%	0
5	Very dissatisfied	0.00%	0
	Total	100%	12

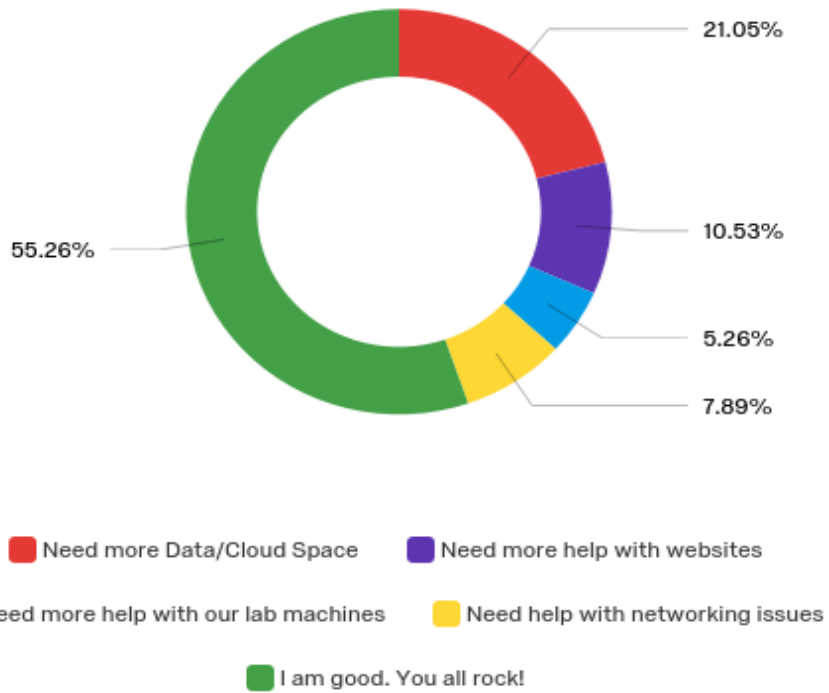


**Analysis**

In line with the overall results.

Q17 - Overall, what are your biggest IT concerns? (Select all that apply)

#	Answer	%	Count
1	Need more Data/Cloud Space	22.86%	8
2	Need more help with websites	11.43%	4
3	Need more help with our lab machines	5.71%	2
4	Need help with networking issues	8.57%	3
5	I am good. You all rock!	60.00%	21
	Total	100%	35



**Analysis**

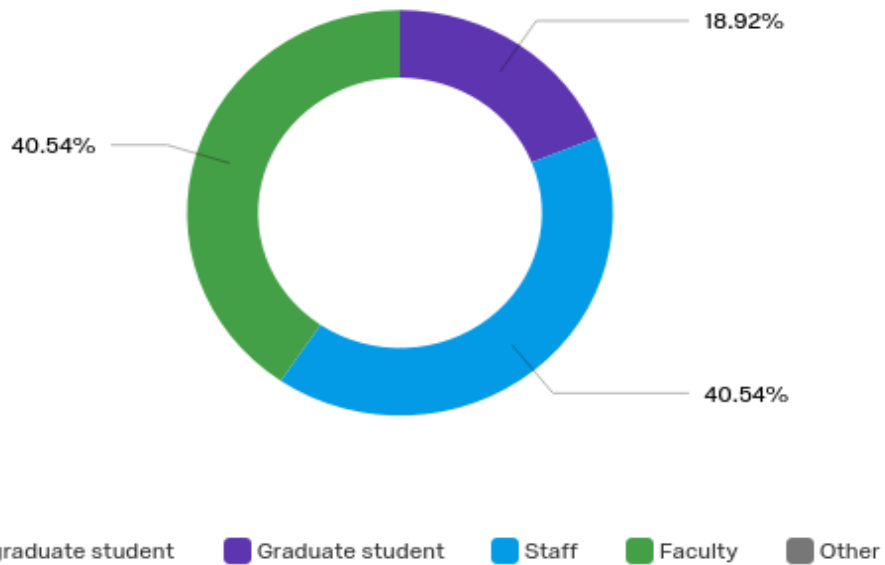
In line with the overall results.

# Chemistry Results

We will skip Q1, as this is a filter on results from Chemistry only.

Q2 - What is your personnel affiliation?

#	Answer	%	Count
1	Undergraduate student	0.00%	0
2	Graduate student	18.92%	7
3	Staff	40.54%	15
4	Faculty	40.54%	15
5	Other	0.00%	0
	Total	100%	37

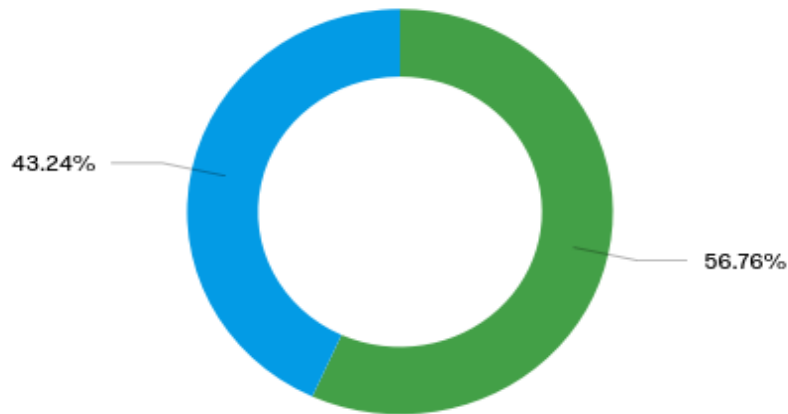


## Analysis

A good split.

### Q3 - How do you typically request assistance from CNSIT?

#	Answer	%	Count
1	Submit a ticket using the CNSIT Ticket system	56.76%	21
2	Call a CNSIT staff member by telephone	0.00%	0
3	E-mail a CNSIT Staff member directly	43.24%	16
4	Walk down to a CNSIT Staff member's office	0.00%	0
	Total	100%	37



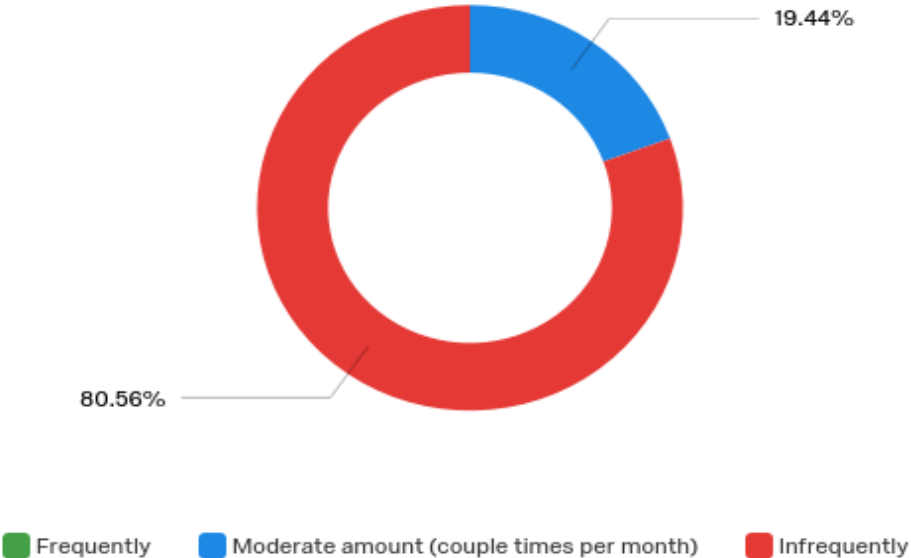
#### Analysis

In line with the overall results.



Q4 - How often do you use the CNSIT Ticket system?

#	Answer	%	Count
1	Frequently	0.00%	0
2	Moderate amount (couple times per month)	19.44%	7
3	Infrequently	80.56%	29
	Total	100%	36

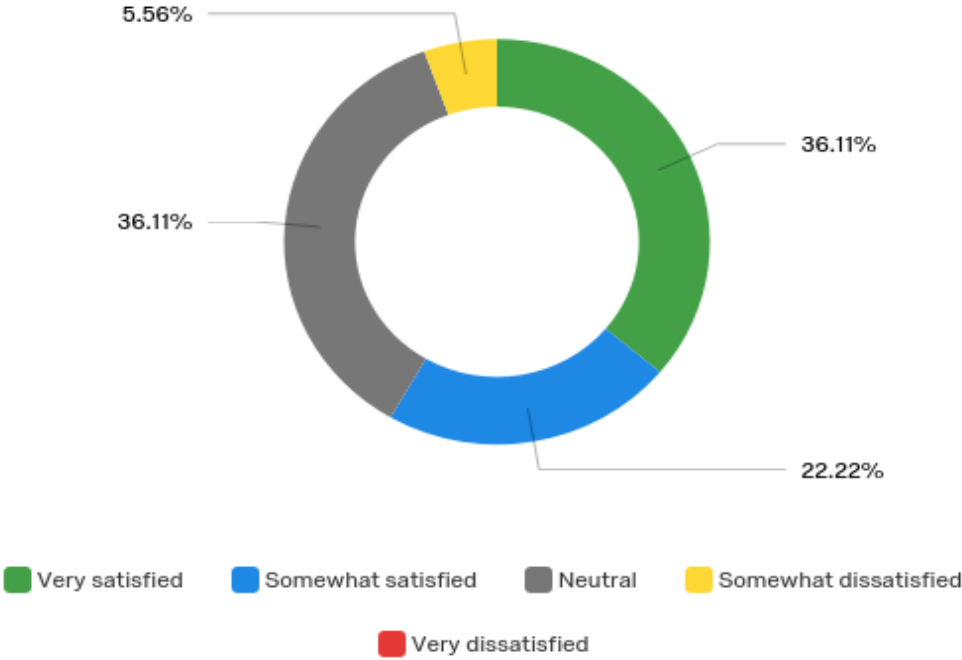


**Analysis**

In line with the overall results.

Q5 - How do you like the CNSIT Ticket system?

#	Answer	%	Count
1	Very satisfied	36.11%	13
2	Somewhat satisfied	22.22%	8
3	Neutral	36.11%	13
4	Somewhat dissatisfied	5.56%	2
5	Very dissatisfied	0.00%	0
	Total	100%	36

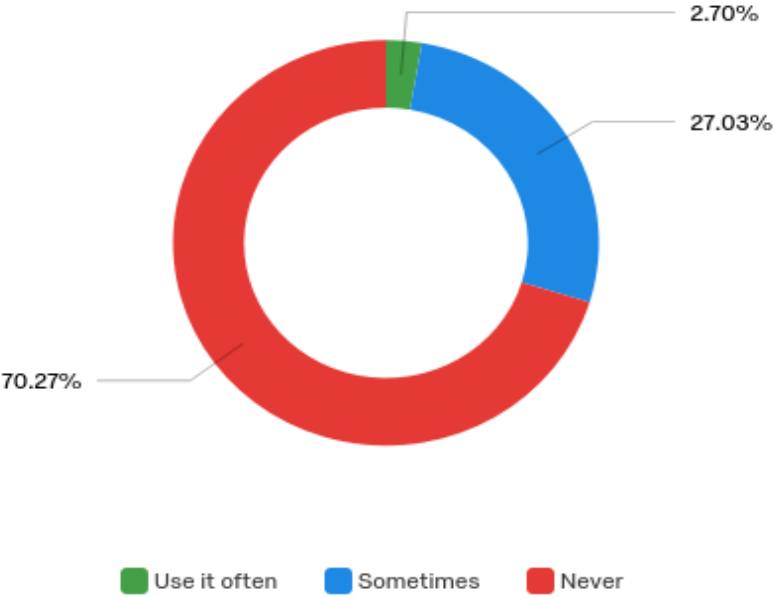


**Analysis**

In line with the overall results.

Q6 - Do you use the CNSIT Knowledgebase website to help answer your questions?

#	Answer	%	Count
1	Use it often	2.70%	1
2	Sometimes	27.03%	10
3	Never	70.27%	26
	Total	100%	37

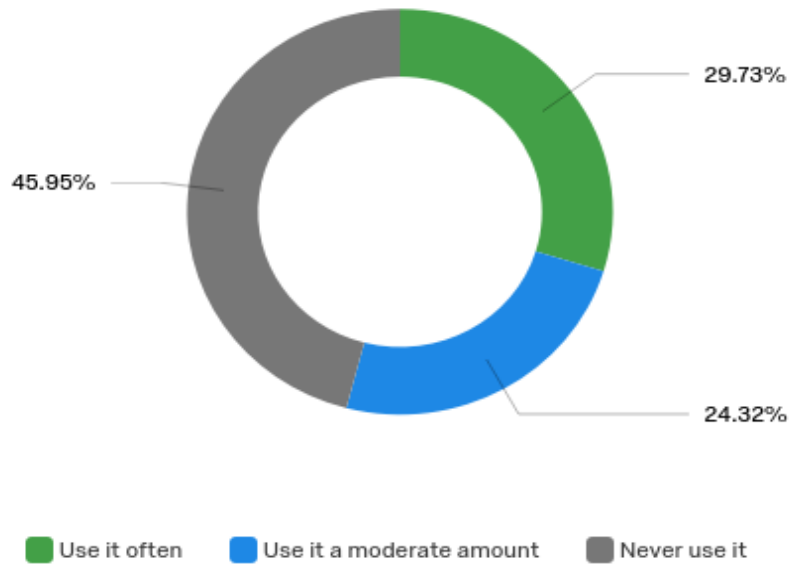


**Analysis**

In line with the overall results.

## Q7 - How often do you use Pangea?

#	Answer	%	Count
1	Use it often	29.73%	11
2	Use it a moderate amount	24.32%	9
3	Never use it	45.95%	17
	Total	100%	37

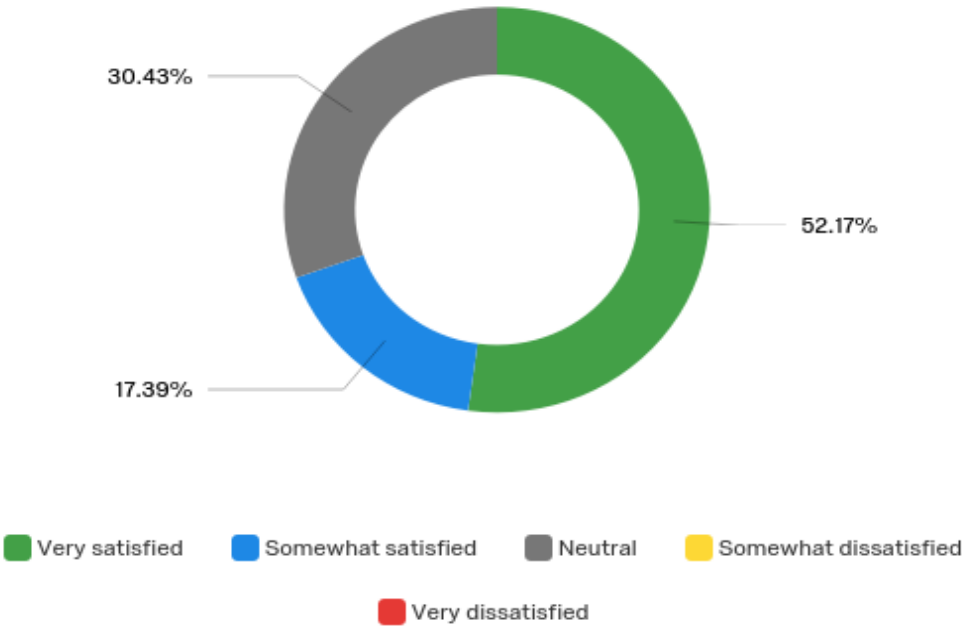


### Analysis

Less of a penetration here. This is most likely based on the lack of departmental storage available before Chemistry came under the CNSIT umbrella.

Q8 - If you do use Pangea, how satisfied are you with the application/storage?

#	Answer	%	Count
1	Very satisfied	52.17%	12
2	Somewhat satisfied	17.39%	4
3	Neutral	30.43%	7
4	Somewhat dissatisfied	0.00%	0
5	Very dissatisfied	0.00%	0
	Total	100%	23

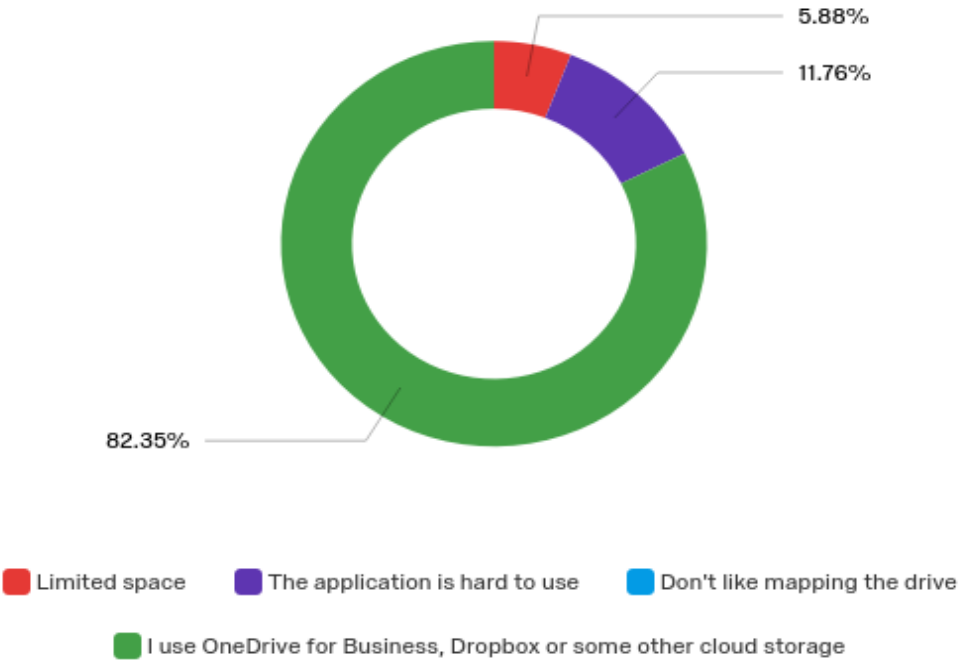


**Analysis**

In line with the overall results.

Q9 - If you don't use Pangea, please select the best answer as to why. (Select all that apply)

#	Answer	%	Count
1	Limited space	5.88%	1
2	The application is hard to use	11.76%	2
3	Don't like mapping the drive	0.00%	0
4	I use OneDrive for Business, Dropbox or some other cloud storage	82.35%	14
	Total	100%	17

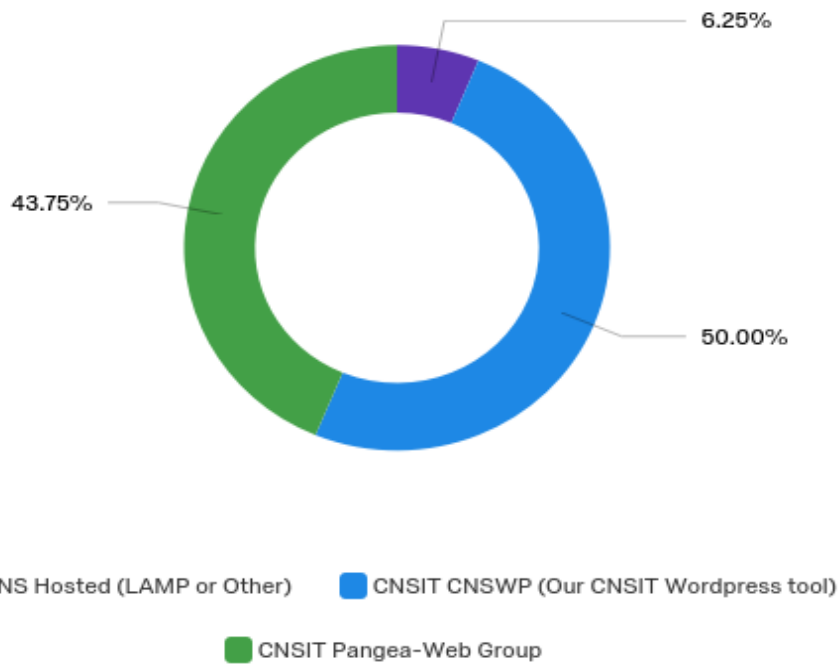


**Analysis**

In line with the overall results and trend.

Q10 - If you host a website at CSU, what services are you using? (Select all that apply)

#	Answer	%	Count
1	ACNS Hosted (LAMP or Other)	8.33%	1
2	CNSIT CNSWP (Our CNSIT Wordpress tool)	66.67%	8
3	CNSIT Pangea-Web Group	58.33%	7
	Total	100%	12

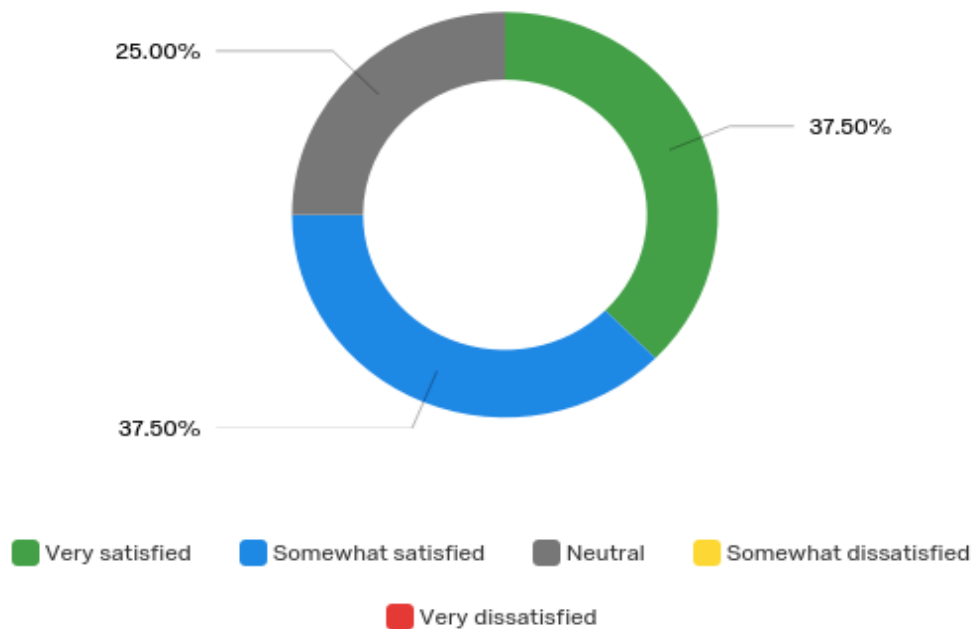


**Analysis**

In line with the overall results and trend.

Q11 - If you host a website with CNSIT CNSWP (Wordpress), how would you rate the service?

#	Answer	%	Count
1	Very satisfied	37.50%	3
2	Somewhat satisfied	37.50%	3
3	Neutral	25.00%	2
4	Somewhat dissatisfied	0.00%	0
5	Very dissatisfied	0.00%	0
	Total	100%	8



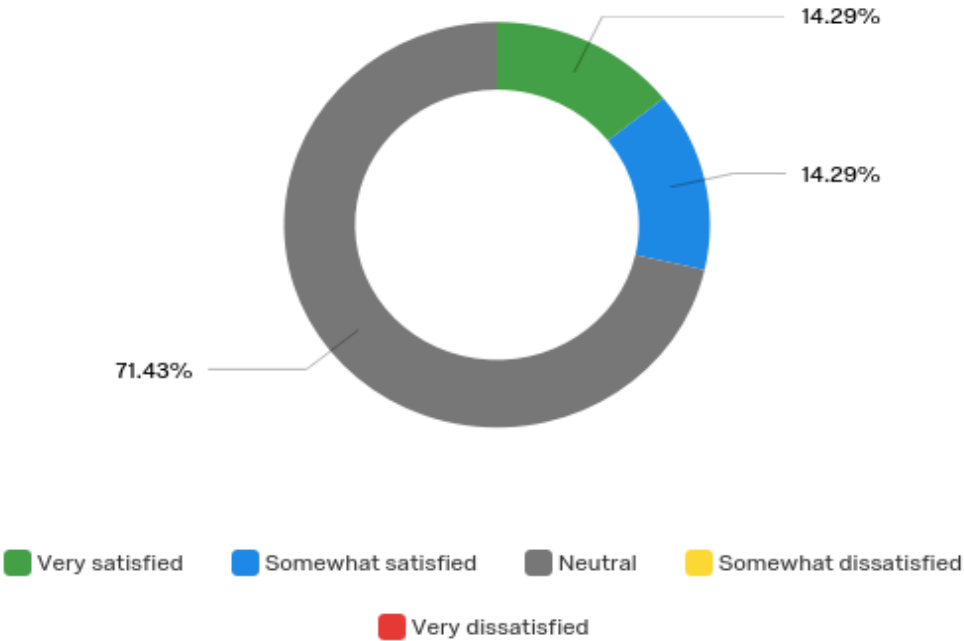
### Analysis

In line with the overall results.



Q12 - If you host a website with CNSIT Pangea-Web, how would you rate the service?

#	Answer	%	Count
1	Very satisfied	14.29%	1
2	Somewhat satisfied	14.29%	1
3	Neutral	71.43%	5
4	Somewhat dissatisfied	0.00%	0
5	Very dissatisfied	0.00%	0
	Total	100%	7

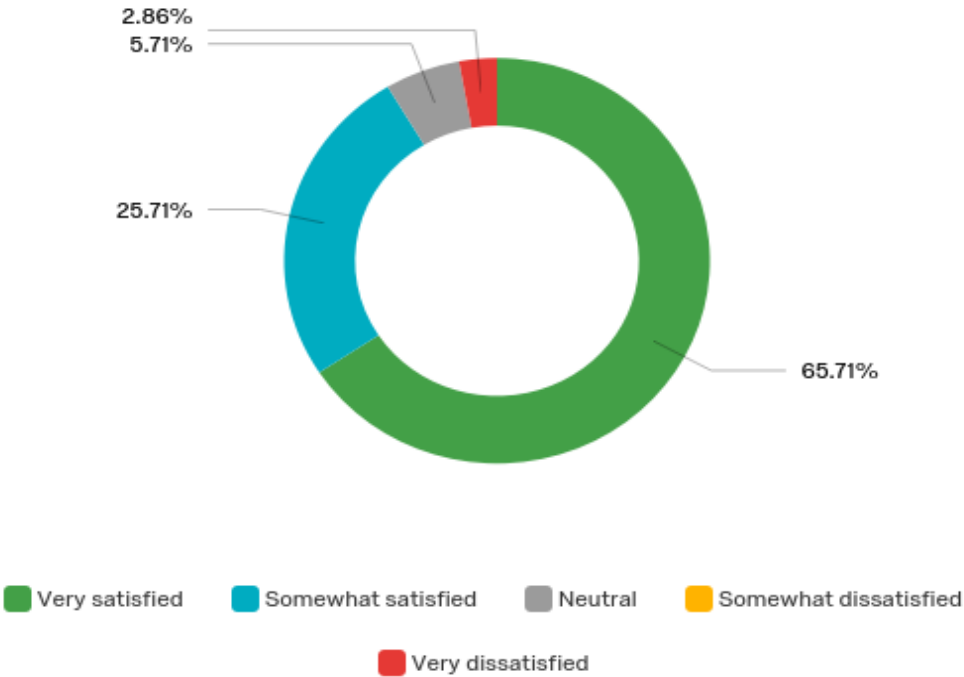


**Analysis**

In line with the overall results.

Q13 - Overall, how would you rate the customer service you have received from CNSIT?

#	Answer	%	Count
1	Very satisfied	65.71%	23
2	Somewhat satisfied	25.71%	9
3	Neutral	5.71%	2
4	Somewhat dissatisfied	0.00%	0
5	Very dissatisfied	2.86%	1
	Total	100%	35

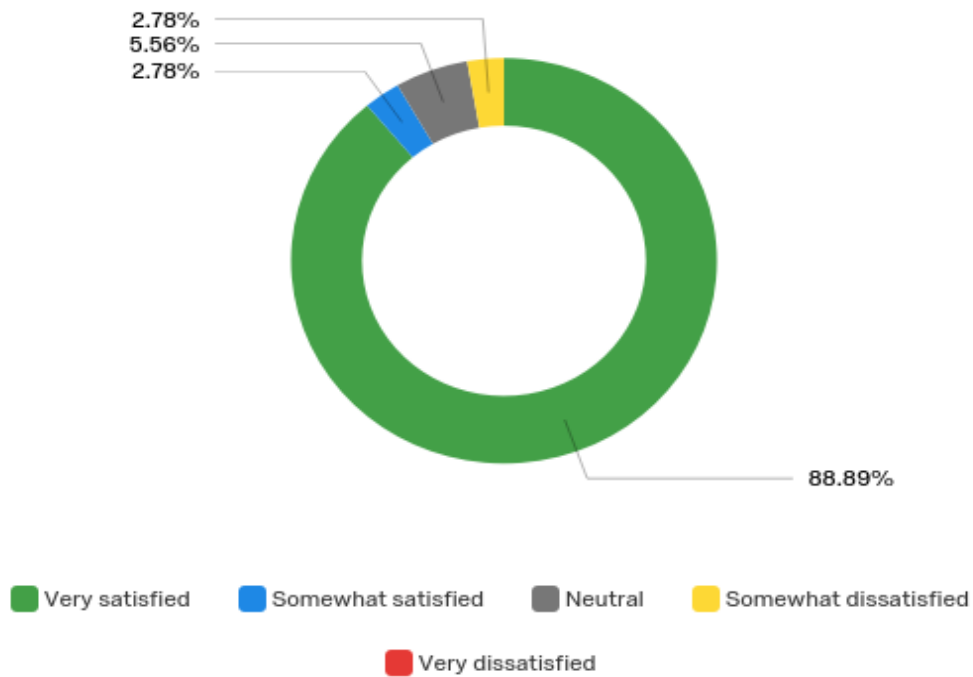


**Analysis**

Despite outlier, still in line with the overall results.

Q14 - Overall, how would you rate the response time you have received from CNSIT?

#	Answer	%	Count
1	Very satisfied	88.89%	32
2	Somewhat satisfied	2.78%	1
3	Neutral	5.56%	2
4	Somewhat dissatisfied	2.78%	1
5	Very dissatisfied	0.00%	0
	Total	100%	36

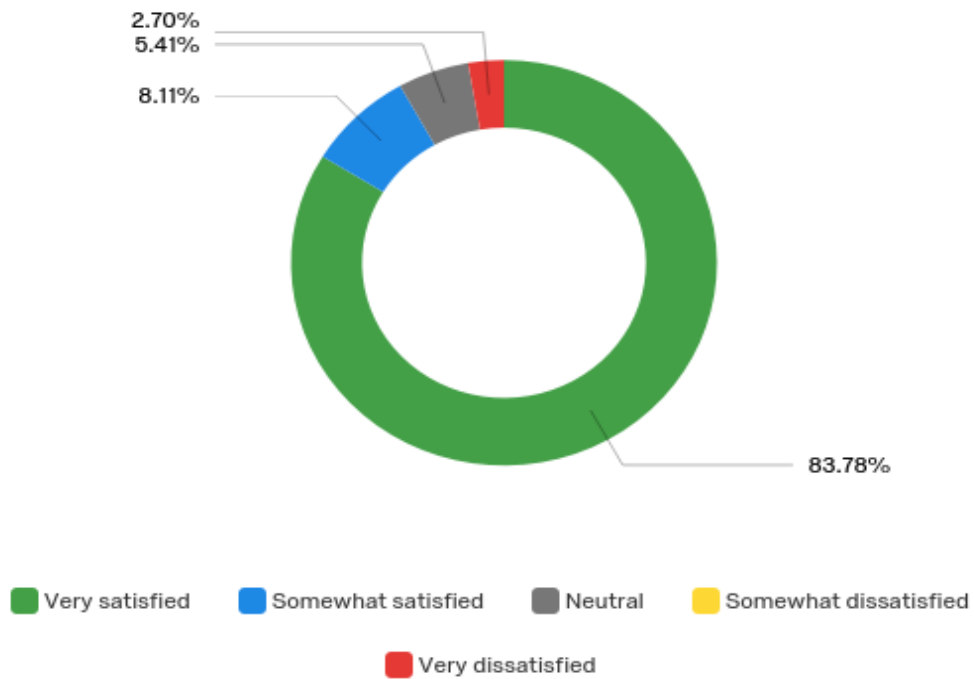


### Analysis

In line with the overall results.

Q15 - Overall, how would you rate the technical expertise displayed by CNSIT?

#	Answer	%	Count
1	Very satisfied	83.78%	31
2	Somewhat satisfied	8.11%	3
3	Neutral	5.41%	2
4	Somewhat dissatisfied	0.00%	0
5	Very dissatisfied	2.70%	1
	Total	100%	37

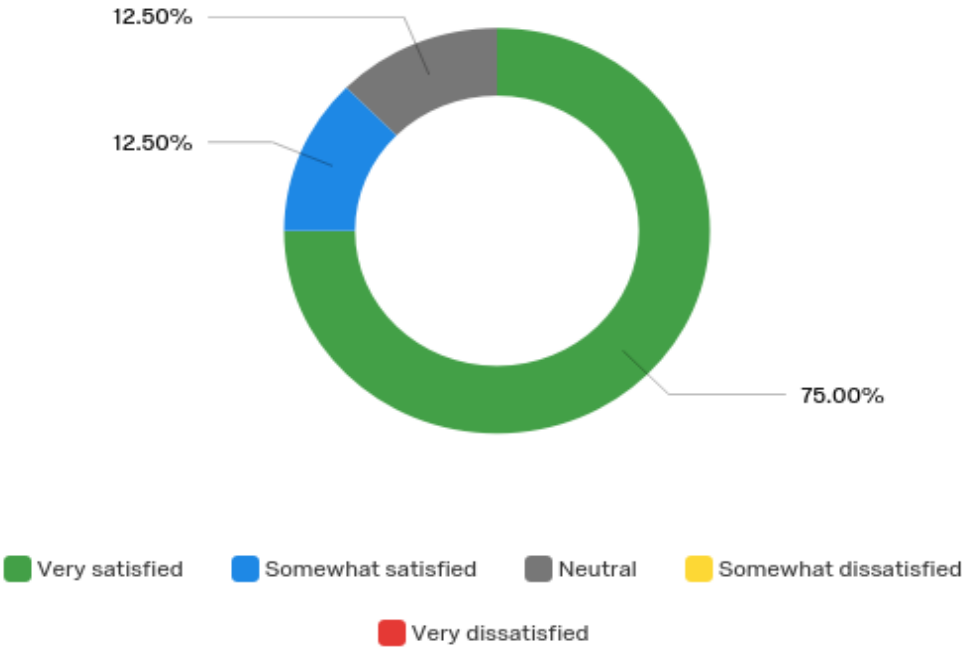


**Analysis**

Despite outlier, still in line with the overall results.

Q16 - Have you ever requested and worked on a special project for your lab/group requiring specialized computer related assistance from a CNSIT Staff member? (A project outside of normal computing needs). If so, how would you rate that interaction?

#	Answer	%	Count
1	Very satisfied	75.00%	6
2	Somewhat satisfied	12.50%	1
3	Neutral	12.50%	1
4	Somewhat dissatisfied	0.00%	0
5	Very dissatisfied	0.00%	0
	Total	100%	8

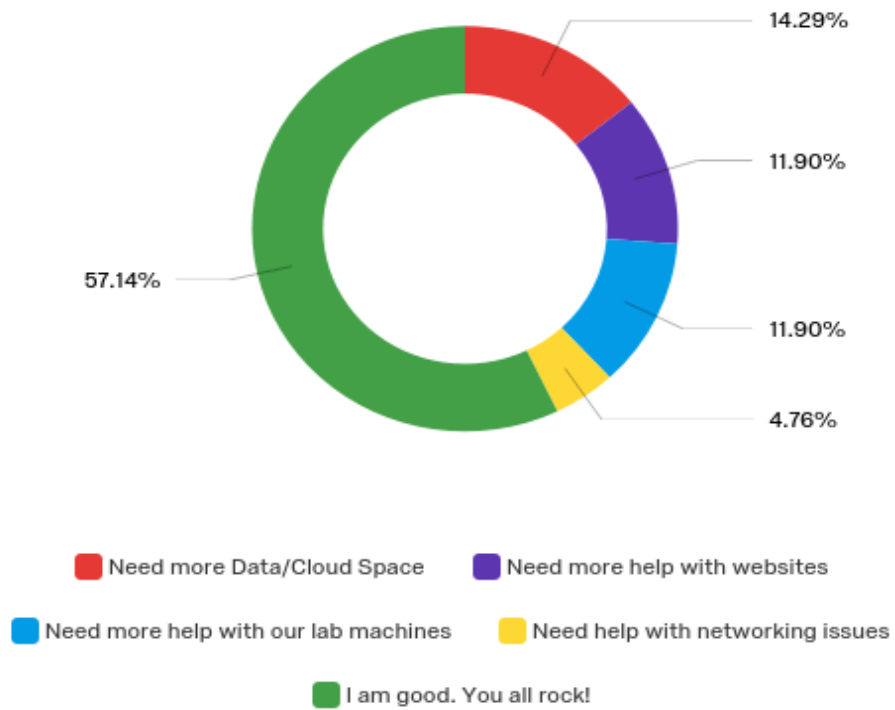


**Analysis**

In line with the overall results.

Q17 - Overall, what are your biggest IT concerns? (Select all that apply)

#	Answer	%	Count
1	Need more Data/Cloud Space	17.14%	6
2	Need more help with websites	14.29%	5
3	Need more help with our lab machines	14.29%	5
4	Need help with networking issues	5.71%	2
5	I am good. You all rock!	68.57%	24
	Total	100%	35



**Analysis**

In line with the overall results.