What does Mont Alto IT helpdesk support do well? This includes phone, email, and in-person support.

- Quick response (30)

- Friendly (16)

- Figuring out hard problems (2)

- Phone support (5)

- Classroom support (4)

What could Mont Alto IT helpdesk support change to do better?

- Better status updates (5)

- More responsive (5)

- More hours (3)

- Instructional design support (3)

- Fewer automated emails (1)

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What works well about the current system of classroom technology? This includes classroom podiums, student computers, and other teaching technology.

- Podiums are great (12)
- Everything! (10)

What changes would make classroom technology work better?
- Podiums need work (18)
  - Controls are confusing/need better instructions (11)
  - Audio specifically is a problem (5)
  - Need better maintenance (2)

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What about the current set of IT security measures works well?

- It works (13)
- I don't notice it (2)

What changes to the current security measures would you like to see?

- Get rid of 2FA (8)
- Give me back my admin rights (3)
- Stop making me change my password so often (2)

If you use university-issued hardware, what about it and the system used to manage it do you like?

- IT takes care of it so I don't have to (6)
- It works (5)
- Automatic updates are awesome (2)

What about university-issued hardware would you like done differently?

- Nothing (16)
- Automatic updates suck (2)

Comments

- "...our IT folks do a pretty damn good job."
- "We have good people working IT."
- "They are always helpful."

- "We do not get much communication from the IT department except when we have to change something or follow a rule."
- "...working with us on curriculum-related needs would be nice."
- "I wish there was an after-hours 800 helpdesk # available.
        (I know I am dreaming)."

- "IT may lead to the demise of humanity, but it is far too gone for any remediation there now."