

Technology Help Desk Survey

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1. For how many years have you worked in the Department of Education at SDSU?

- 1-3 years
- 4-7 years
- 8-10 years
- 11 or over

2. Which department in the College of Education do you work for?

3. How would you rate your ability to work with computers?

Expert (e.g., *In general, I am completely confident working with all aspects of computers.*)

Intermediate (e.g., *I use computers often and can usually take care of my own problems.*)

Basic (e.g., *I am just learning to use computers and often need assistance.*)

I rarely use computers.

- expert
- intermediate
- basic
- I never use the computer

Comments:

4. For what type of work do you regularly use a computer? (Check all that apply.)

Word Processing,, Spreadsheets, Etc...(general computer programs)

Email

Presentation of Class Material (e.g., Online syllabus, Blackboard, PowerPoint)

Research on the Internet

None of the Above

- Word Processing
- Email
- Presentation of Class Material
- Research on the Internet
- None of the above

Comments:

5. Are you aware of the different services that are provided by the Technology Help Desk?

yes no I'm not sure

Comments

6. Have you ever received computer / technical assistance from a Technology Coach or Help Desk Technician?

Yes No I'm Not Sure

Comments

***** If you have never received assistance from a Technology Help Desk Coach or Technician then you do not need to proceed any further. Please click on the submit button at the bottom of the page. Thank you for helping with our survey.*****

Otherwise please proceed....

7. How would you describe your satisfaction with the assistance you receive from the Technology Help desk?

Very Satisfied Somewhat Satisfied Neutral Somewhat Dissatisfied Not Satisfied I never use the Help Desk

Comments

8. Was the Technology Coach polite while assisting you?

yes no

9. How satisfied were you with the resolution of your problem?

Very Satisfied Somewhat Satisfied Neutral Somewhat Dissatisfied Not Satisfied

Comments

10. Rate the overall time it took to resolve your problem:

My problem was solved quickly My problem was solved in a timely manner. It took a long time to solve my problem. My problem was never really resolved.

Comments

11. In what area do the majority of your computer / technology difficulties arise? (Please choose one.):

Hardware (e.g., your computer equipment does not work properly.)

Software (e.g., the programs on your computer are outdated.)

Personal Skill (e.g., you are not very comfortable with a computer.)

Other technology problems

Hardware Software Personal Skill Other

Comments

12. Describe a time when you have experienced an especially positive or negative experience with the Technology Help Desk.

13. What types of services could the Technology Help Desk provide that would better serve your needs?

14. Please provide us with any other comments regarding the Technology Help Desk.

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