Hello!
First of all I want to thank those of you who took the time to complete our survey, this truly does help us to determine what we are doing well and what we need to get better at! You can see the full results of the survey here: http://www.neosho.edu/Departments/TechnologyServices/SurveyResults.aspx. There was a lot of great feedback on the survey this year so I wanted to reach back out and respond to some of it, we will begin sending out feedback with all of our survey’s in the future. Though the information below is a bit lengthy, there is a lot of great information here so I hope you will take the time to read through it. If you see something in the survey that I didn’t comment on and you’d like to know more about it, please feel free to contact me!

**Survey Feedback:**
There were several responses about faculty/staff having issues with their computers.

**Tech Services Feedback:**
Rather than address each one individually here, we will follow up on the ones we see specifically but please contact the helpdesk (help@neosho.edu) with your issue and we will be happy to assist, if you have contacted the helpdesk and were not satisfied with the response or service you received please feel free to contact me directly at jseibert@neosho.edu or by phone at 620.431.2820 Ext 590.

**Survey Feedback:**
Recent changes have made wi-fi more accessible. I would like consideration for what kind of connection issues will arise if educators decide to use ebooks and require IPADs of students.

**Tech Services Feedback:**
We have recently added more wi-fi nodes in Ottawa based on feedback we had previously and are going to be adding more in Ottawa and Chanute soon to accommodate nursing moving to ebooks this summer. We are also going to begin doing annual wi-fi checks for in the dorms to make sure we are still giving adequate service there.

**Survey Feedback:**
Need to give the backup website for times when it’s down like all day yesterday and today. Very frustrating to find out this was available after calling today.

**Tech Services Feedback:**
We typically try to put up a message on our site or redirect traffic to one of our other websites if it’s down for maintenance or down unexpectedly, however, more often than not when it’s down for maintenance or unexpectedly, the services on the server that run the website are down or not working so we aren’t able to redirect traffic to another server very easily. That being said, a lot of folks don’t know this but you can get directly to InsideNC by going to http://web.neosho.edu/ics so if the www.neosho.edu website is
down you may still be able to access InsideNC by going directly to its address so I would recommend bookmarking it just in case!

Survey Feedback:
Meeting the needs of students is paramount to NCCC. I suspect we are behind in the area of technology. If students really come first, our instructors would have iPads (or other technology) to support student learning rather than administration having a second iteration of the iPad. (And are we asking students about what to use?) It would be nice to have a known plan regarding equipment and how we support students with technology in the classroom. It seems that things are purchased rather piece meal instead of within the context of a plan. We have expensive equipment that isn't compatible and doesn't work for our faculty. We use PCs and administration has iPads, just one example. Instructors could use iPads very effectively in the classroom but things don’t seem to be coordinated in a way that supports that. When someone new comes on, it would be good to have a conversation about their perceived needs and provide them with the equipment to help them best serve their needs in their position. Desktop or laptop? PC or Apple? Our staff should work with the standard for their industry and our technology staff should learn to support that. It is frustrating to do one’s work when the tools used to talk to your industry aren’t present. A big part of what tech support could be doing is looking ahead for the new devices and also considering how our technology supports students to help them learn and faculty to facilitate that. We should not be constrained by ITs lack of knowledge or discomfort with equipment. Anna seems extremely knowledgeable about the use of technology in the classroom (both purchased and free) and I hope she becomes a huge factor in determining how we support our students and faculty.

Tech Services Feedback:
There are a lot of good questions and comments here that I’d like to provide feedback on:

1). We couldn’t agree more about meeting student’s needs, that’s why we prioritize all of our tickets as students (or technology that directly impacts them) first, then faculty, then staff. That being said, if you are a faculty member (or anyone on campus really) and don’t have an iPad or other piece of equipment and you are wanting it/need ing it, please speak with your supervisor about this. They are in charge of your budget so that’s how you are going to get something like that. Keep in mind you should go to them with some facts about how it’s going to help your students or help you to help students, as “I want one” is probably not going to get you very far.

2). We actually do have the Strategic Technology Plan that is revised, drafted, and approved every year by the technology planning committee. The plan can be reviewed on T:\Common\Master Plans\ along with the other master plans we have and can also be viewed on the website here: http://www.neosho.edu/ProspectiveStudents/WelcomeToNCCC/PresidentsWelcome/MasterPlans.aspx We don’t post these on the website until they have been approved by the board each year so the STP isn’t updated for 2013 yet as it hasn’t been approved by the board yet. Every person on campus should have a representative on the
technology planning committee so if you have ideas or suggestions for the plan or anything else technology related you are always welcome to pass those along to your representative or to Jon Seibert or Kerry Ranabargar, Co-Chairs for the committee.

3). Regarding instructors using iPads in classrooms, we are getting more and more iPads (and other mobile devices) on campus every year, there are a lot of neat things you can do with them in and out of the classroom, Online services and Tech Services have some ideas for new things to try such as using an iPad app to push images from your iPad to your students and their devices (phones/tablets/computers/etc) and allow them to answer questions the instructor has pushed out to them as well as allow them to follow along from their device. That’s just one example but there are tons more, if you have questions about getting something like this started in your classroom contact Anna Catterson (acatterson@neosho.edu) our Instructional Design Specialist, she is a great resource and is here for you to use!

4). Each department is responsible for budgeting for PC replacement. If you are in need of something new or different you must run the request through your supervisor. We work with you and/or your supervisors to obtain quotes for the desired equipment and configure it for you. If they feel like there is a need to replace a piece of equipment based on changes in positions or staff they will need to budget accordingly and work with us to get it implemented.

5). Regarding IT staff and what we support/researching new technologies, as much as folks think we do it to be mean or “in control” when have constraints on what folks buy and/or we support for several reasons, here are the big ones:

A). Security. We don’t want any devices on campus we can’t protect or we can’t protect our other devices from. If we think it’s going to pose a security risk we aren’t going to allow it because in the end if you bring a device on campus, connect it to our network, then that device spreads a virus/etc across campus, we are ultimately responsible for that.

B). Support. We don’t allow faculty/staff to have Mac PCs generally. The reason for that is we have limited resources (specifically staff and time). If we have even one Mac PC on campus it instantly doubles the amount of time it takes to test and/or evaluate software because now not only do we have to test it/evaluate it on every windows version we have on campus but now we have to test it for every Mac version we have on campus as well. Same thing goes with other software, we typically don’t “force” you to buy a certain type of software, however, we will strongly recommend that you buy some products over others simply because we are familiar with it/have it used already on campus/have had good luck with it. We want to provide you with the best service we can with the resources we have so that’s why we recommend you buy certain products over others at times.
C). Resources. We do our best to keep up on technology trends and evaluate new technology as budget allows. We do this by attending conferences and webinars and purchasing or demoing new pieces of technology and software. Recent reductions in budgets have forced us to cut back on these types of expenditures. We too feel like it is imperative to continue to look for emerging technology and incorporate it so we will do our best within the constraints we have to evaluate and recommend new technology to faculty and staff.

Survey Feedback:
I don't like the blocks you have on the Internet. I can't watch Netflix or videos on my Facebook pages.

Tech Services Feedback:
We put in a new proxy device at the beginning of the year, by default it was set to only block Pornography, Nudity, and anything with viruses/malware content. We found that it was blocking a lot of stuff that really didn’t need to be blocked so we have changed it so it now only blocks Pornography and content with viruses/malware. We have chosen to block these for security and bandwidth reasons. We don't feel like we should be using up our bandwidth in that manner, we also believe that lots viruses/malware come from that type of content and we don’t want that on our network nor do we want it on your PC (which is on our network). That being said, if you come across something that the device is blocking and it’s a legitimate site, shoot us an email to help@neosho.edu and we’d be happy to investigate it for you. If it’s not being blocked because it’s pornography or has viruses/malware, we will gladly unblock it for you.

Survey Feedback:
They did resolve it today but no one answers on Sunday, as an adjunct this is mainly when I work and need assistance. (Referring to technical support after hours)

Tech Services Feedback:
Based on feedback we had received and statistics we had showing when busy times were for InsideNC we have made some adjustments to our after-hours support beginning near the first of 2013. If you have an issue with InsideNC, that helpdesk is available 24/7/365. We also have a technician that is on campus for Ottawa from 5:00PM-8:00PM after hours in the TLC available for help since Ottawa has a lot of evening classes. We also have an emergency on call number where three of us rotate being on call a week at a time, so if you have an emergency issue after hours you can call that number to get assistance. We do not monitor help@neosho.edu after hours usually so anything sent to the helpdesk after hours probably won’t get a response until the next business day. All of the methods of contact/numbers/etc for everything I spoke about above can be found on our webpage here:
http://www.neosho.edu/Departments/TechnologyServices.aspx

Survey Feedback:
Having to send an email to HELP instead of just contacting the IT person you know would be the one to help you isn't ideal. Low ranking on customer service process, however, the problem almost always gets resolved.

Tech Services Feedback:
We ask folks to email help instead of a technician directly because of a few reasons:

1). If a technician is gone and you email them/leave a voicemail, there’s a chance you won’t get help until they return. Help is always monitored during normal business hours so even if someone is gone you will still get help.

2). We don’t want to punish people for taking vacation, what I mean by that is if 50 people email someone who is gone, then when that person comes back to work they have a huge pile of work to do right off the bat with 50 people who probably aren’t happy because they didn’t get a response while the tech was gone. Not a fun way to come back to work!

3). Another thing that causes issues is if someone emails a tech directly, get’s an out of office reply that they are gone, then they go ahead and email someone else. Now when that tech gets back to work, it’s wasting their time following up on all of these issues that actually have already been taken care of by someone else that was contacted.

4). Tickets are created for us for anything sent to help@neosho.edu, anything sent to us directly we have to make a ticket for ourselves. It’s not really a lot of work, however, that’s time wasted we could be helping someone.

Survey Feedback:
The cost of the ipad is too much. Others have told me they do not use the ipad/tablet because they use their phone for mobile use and laptop for home use. Tablet/ipad is just an additional electronic device. I have absolutely no desire to use one in place of a physical textbook.

Tech Services Feedback:
The nursing program is going to begin using e-books this summer. Their e-books are about 60% cheaper than a physical textbook and students will be able to purchase the iPad using their financial aid from the bookstore if they choose to. Since the ebooks are so much cheaper it should be about the same cost to them if they buy physical books versus ebooks and an ipad. The nursing program is not requiring students have an ipad, however, just an electronic device, so if they already have a tablet, laptop, or even their phone that they want to use they can. Nursing students will still have the option to purchase a physical textbook if they absolutely must have it as well. This is going to be a nice “pilot” program for ebooks, if it works out well I’m sure we will look at expanding it for more students.

Survey Feedback:
Nursing needed some input so that nursing pictures could be used in the website. (Simulation lab only) No one asked our dept. whether they would like to put pictures on the web.

Tech Services Feedback:
Each department is in charge of the content on their pages. The webmaster is in charge of updating it but it is the departments responsibility to ensure the pages are
accurate and up to date. We do check pages/content periodically for old and out of date information and ask those departments to provide us with updated content but sometimes we don’t know what’s current and what’s not as it’s not something we are involved in. That being said, Dr. Inbody loves pictures, so we love pictures! If you have some that you want on your departments page, please send them to help@neosho.edu and we’d be happy to upload them.

**Survey Feedback:**
I have had difficulty finding things on the new website. But, truthfully, I haven't had a lot of free time to investigate.

**Tech Services Feedback:**
With every change there is always a learning curve, just because we are used to getting things in a certain way and it’s different! If you have difficulty finding something on the website, feel free to give us a call or email help@neosho.edu and we can tell you where it is or find out for you. If we get a lot of feedback on something we will (and have) make changes to make things easier to find/etc.

**Survey Feedback:**
InsideNC button needs to be bigger/more noticeable.

**Tech Services Feedback:**
We have discussed this with the executive committee and are currently working with our graphics designer to come up with some ideas to improve this/make it more noticeable on the new site.

Thanks again to those of you that participated in our survey, we really do appreciate your input and hope we can continue to work together to improve service and support for our faculty, staff and students! If there is something you’d like us to discuss on the Technology Planning Committee, please feel free to contact myself or any of the other members on the committee, our 2012-2013 members are:

Jon Seibert  
Kerry Ranabargar  
Jessica Schomaker  
Kim Vanatta  
Laura Mallett  
Marie Gardner  
Michael Campbell  
Mike Saddler  
Paul Walcher  
Student Senate President (Currently Minh Mac)  
Susan Weisenberger  
Susan Rhodes