

# **Pride Connection Surveys**

# Pride Connection

## Public Relations Agency

### Staff Survey

This survey is for the staff of PNW. Pride Connection is performing a communication audit for Information Services at PNW. The answers that you provide are recorded anonymously. Please answer honestly.

1. Have you utilized Information Services and/or its departments (Enterprise Application Systems, Customer Service Center, Office Information Technology, Library)?

- Yes
- No

[IF ANSWERED "No." TO QUESTION #1, SKIP TO QUESTION #4]

Description (optional)

2. How helpful are the departments of Information Services?

	Helpful	Somewhat helpful	Not helpful	Have never used s...
Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enterprise Applicati...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Office Information ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Service ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. I feel that the OIT department is knowledgeable in all tech applications. Example: can issues on a Macintosh application be solved as affectively as a Windows application?

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- I have not used services from OIT

4. Which office locations of the different departments of IS are you aware of?

- OIT
- Library
- Customer Service Center
- Not aware of the office locations of any IS department

5. I feel that IS and its departments hours of operation are sufficient.

- Yes
- No
- I am unaware of Information Services hours of operation.

6. What is your preferred method of contact for services from each IS department?

	In-person	By phone	Online virtual meet...	Email
Enterprise Applicati...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Office Information ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Service ...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Do you feel that you are kept well-informed and updated on changes occurring on BrightSpace, MyPNW, etc.?

- Strongly agree
- Agree
- Disagree
- Strongly disagree

8. Are you aware of social media, flyers, emails, or campus newspaper notifications regarding IS and its departments?

- Yes
- No
- Somewhat

9. Are you aware of events hosted by IS?

- Yes
- No

10. Would you attend an event hosted by IS?

- Yes
- No

11. Have you attended any training done by IS?

- Yes
- No

12. Did you find these trainings to be helpful?

- Yes
- No

13. Do you wish that there would be more trainings regarding MyPNW, BrightSpace, etc.?

- Yes
- No

14. How easy is it to navigate these systems?

	Easy	Fairly easy	Somewhat diffi...	Difficult	Have never use...
MyPNW	<input type="radio"/>				
Brightspace	<input type="radio"/>				
DUO Mobile	<input type="radio"/>				
Banner	<input type="radio"/>				
Oracle	<input type="radio"/>				
PNW app	<input type="radio"/>				

15. Have you ever received a survey after a service that has been conducted by IS?

Yes

No

16. Did you complete the survey?

Yes

No

Not applicable

17. Have you ever received a courtesy call from a department of IS?

Yes

No

18. Do you feel that there was an smooth transition from in-person to online during the pandemic?

- Strongly agree
- Agree
- Disagree
- Strongly disagree

19. What age group do you fall under?

- 18 - 24
- 25 - 29
- 30 -39
- 40 - 49
- 50 - 64

20. How long have you been employed at PNW?

- 5 years or less
- 6 - 10 years
- 10 - 20 years
- More than 20 years

2. Does the Library do a good job of showing students how to navigate the databases? \*

- Strongly Agree
- Agree
- Disagree
- Strongly disagree

3. What is the quality of information resources in the library? \*

- Very Positive
- Positive
- Negative
- Very Negative

4. How often do you check your emails from PNW? \*

- Daily
- Weekly
- Monthly
- Less than Monthly
- Never

5. Have you ever received an email from IS or a department of IS? \*

- Yes
- No

6. Have you ever seen any marketing materials or advertisements about Information Services? \*

- Yes
- No
- Don't know

7. Have you ever received an external survey given by an IS department? \*

- Yes
- No
- Don't know

8. If you have received a survey, did you complete it? \*

- Yes
- No
- Not Applicable

9. Have you ever contacted the IT department? \*

- Yes
- No

10. How do you agree with this statement: "I am satisfied that the IT department handled my issues in a timely manner,"? \*

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Not Applicable

11. Was your issue resolved? \*

- Yes
- No
- Not applicable

12. How would you rate your experience with IT? \*

- Very Positive
- Positive
- Negative
- Very Negative
- Not applicable

13. Do you feel that IS and its departments are easily accessible? \*

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

14. What is your experience like at the help desk? \*

- Very Positive
- Positive
- Negative
- Very Negative
- Not applicable

15. How is the quality of the response times? \*

- Very Fast
- Fast
- Slow
- Very Slow

16. Do you run into issues with using any of the applications? (banner, bursar.. etc) \*

- Yes
- No

17. What is your overall satisfaction with these applications? \*

- Very Satisfied
- Satisfied
- Unsatisfied
- Very unsatisfied

18. Have you ever attended an event hosted by IS? \*

- Yes
- No

19. How likely are you to attend an event hosted by Information Services? \*

- Very Likely
- Somewhat Likely
- Unlikely
- Never

20. Have you ever received a courtesy call from an IS department? \*

- Yes
- No

21. Do you feel that courtesy calls are necessary and beneficial? \*

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree