

Faculty of Commerce IT Equipment and Support Student Satisfaction Survey 2002

This survey is to provide feedback regarding the provision of information technology equipment and service to students of the Faculty of Commerce for **Second** Semester, 2002. Please return it to your lecturer at the end of your lecture.

Year of Study	<input type="radio"/> 1 st Year	<input type="radio"/> 2 nd Year	<input type="radio"/> 3 rd Year	<input type="radio"/> Honours/Post Grad	
Are you	<input type="radio"/> Full-time	<input type="radio"/> Part-time			
Number of hours per week you use Commerce Faculty computer labs					
<input type="radio"/> Don't Use Labs	<input type="radio"/> 1-2	<input type="radio"/> 3-4	<input type="radio"/> 5-6	<input type="radio"/> 7-8	<input type="radio"/> 9+

1. How do you rate the *accessibility* to computing resources in the Faculty of Commerce?

Poor Below Avg Average Above Avg Excellent Don't Know/Not Applic

2. How do you rate the *accessibility* to printers in the Faculty of Commerce?

Poor Below Avg Average Above Avg Excellent Don't Know/Not Applic

3. How do you rate the *quality* of the software available to you

Poor Below Avg Average Above Avg Excellent Don't Know/Not Applic

4. How do you rate the overall *quality* of the IT equipment available to you?

Poor Below Avg Average Above Avg Excellent Don't Know/Not Applic

5. How do you rate the *reliability* of the equipment in the Commerce computer laboratories

Poor Below Avg Average Above Avg Excellent Don't Know/Not Applic

6. How do you rate the *response time* when contacting the Help Desk

Poor Below Avg Average Above Avg Excellent Don't Know/Not Applic

7. How do you rate the *response time* of Commerce Faculty IT Support Staff after a job has been logged by the Help Desk

Poor Below Avg Average Above Avg Excellent Don't Know/Not Applic

8. How do you rate the *level of service* provided by the Faculty Of Commerce IT Support Staff

Poor Below Avg Average Above Avg Excellent Don't Know/Not Applic

If you have any comments, or suggestions for additional services, please provide in the area below.

Contact Details (Optional)

Name _____ Email _____

If you would be interested in attending a focus group session, or being involved in future IT development in the Commerce Faculty, please fill in the Contact Details above and check this box: