

STRATEGIC PLANNING AND INSTITUTIONAL EFFECTIVENESS
2014 - 2015 Unit Action Plan – Year Five

Unit Name: Center for Teaching and Learning

Unit Mission

The mission of the Center is to promote, encourage and support a culture of excellence in teaching and learning and research. The Center for Teaching and Learning will serve as a primary resource for the exploration of new modes of teaching, strategies for assessing student learning, and the integration of technology into the classroom.

Goal 1.1.1: Identifying Training Opportunities
This *Unit Action Plan* Specifically Supports Commitments(s).

Plan for 2014-2015 This section due by June2, 2014.				Report for 2014-2015 This section due by June 2, 2015.	
Objective	Action or Activity	Evaluation Measure	Performance Standard	Data/Findings	Status*
1.1 Provide creative & innovative learning environments	<p>Identify training opportunities.</p> <ul style="list-style-type: none"> • Develop needs assessment for staff. • Develop needs assessment for faculty in conjunction with the Faculty Development committee. • Recognize, coordinate, and conduct LMS training opportunities as necessary. • Develop and administer a helpdesk satisfaction survey. See Appendix A. 	<p>Survey:</p> <p>Staff & Faculty needs assessment:</p> <p>The data will be analyzed using descriptive statistics (i.e. modes) to identify training opportunities. A rating and ranking system of faculty needs was used to analyze the data to identify training or workshop opportunities.</p> <p>Helpdesk data will be used to identify Learning Management System training needs and will be reviewed on a monthly</p>	<p>Data collected from the staff needs assessment (i.e. survey) will help to assess training opportunities for the staff of RSU. This will assist in scheduling workshops, webinars, or training sessions.</p> <p>The helpdesk system will identify areas of need, training workshops or sessions can be configured.</p>	<p>Develop needs assessment for staff: <i>Not completed.</i></p> <p>*In the fall of 2014 an institutional staff advisory committee was formed. Representatives from the CTL department were elected to serve as members. One of the CTL members of the committee, proposed the idea to begin discussing the need for a comprehensive training program for ALL employees of RSU (administration, staff, faculty). Two members who represent Human Resources and Writing Center met with the CTL director to discuss the training program and how the information would be disseminated to new hires. It was determined that the director propose the idea during a staff advisory meeting. The proposal to the Staff Advisory Committee was done on April 28th, 2015.</p>	

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Objective	Action or Activity	Evaluation Measure	Performance Standard	Data/Findings	Status*
		basis.		<p>Develop needs assessment for faculty: <u>See Appendix A:</u></p> <p>*In conjunction with the Faculty Development committee, a needs assessment was created and then sent to all full time faculty. Faculty were encouraged to participate and identify areas of need. The findings were tabulated according to frequency. A modified list based on the findings was sent to determine the ranking of importance. Several workshops and training opportunities in the form of brown bag lunches were recognized for the spring 2015 and fall of 2016.</p> <p>Recognize, coordinate and conduct LMS training opportunities: <u>See Appendix B.</u></p> <p>*The helpdesk tracking system was used to monitor daily helpdesk tickets. Individual and customized training opportunities were identified and acted upon in three forms, follow-up call and over the phone solution sessions, video snippets delivered via email communications, or face to face individualized training conducted in the faculty multimedia room HS #250.</p> <p>Develop and administer a helpdesk satisfaction survey. <u>See Appendix C.</u></p>	

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Objective	Action or Activity	Evaluation Measure	Performance Standard	Data/Findings	Status*
				*A helpdesk satisfaction survey was developed and administered through the e-campus LMS. Both faculty and student satisfaction data was collected. This information will assist the Center for Teaching and Learning in recognizing areas of need. This is an internal measure to help guide CTL decision making in the future. This will be used to identify department professional development opportunities and help us identify areas of need as it relates to the LMS helpdesk satisfaction.	

Goal 1.1.2: Technology Hardware and Software					
Plan for 2014-2015 This section due by June 2, 2014.				Report for 2014-2015 This section due by June 2, 2015.	
Objective	Action or Activity	Evaluation Measure	Performance Standard	Data/Findings	Status*
1.1 Provide creative and innovative learning environments	Technology Hardware and Software Re-examine the following facilities as it relates to hardware and software: <ul style="list-style-type: none"> • Faculty Multimedia lab • Lecture capture video 	Visual Inspection and Project Pilot Testing Procedures and Benchmark:	Acquisition software and resources.	Faculty Multimedia lab. *Camtasia, video/editing software was loaded on each computer located in the faculty multimedia room. Web cams were added for lecture recordings and small video snippets. Lecture Capture Pilot. Pilot was conducted at Bartlesville. The Center for Teaching and Learning provided a laptop with Camtasia video/editing software to record the Computer	

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	software integrated into the Multipoint video conference rooms, (includes control rooms			<p>Programming I course. This was a pilot study conducted in the Spring 2015 semester. The pilot was conducted to determine the feasibility of recording live lectures through a CV course (time as it applies to rendering and editing). According to the researcher, the video rendering took approximately 12 – 15 minutes for a 50 minute class.</p> <p>It was determined that recording lectures was feasible for the faculty member. Students would benefit greatly having the opportunity to reference archived lectures for future viewing.</p>
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Goal 1.1.3: Design, Develop and Conduct Workshops/Training Sessions					
Plan for 2014-2015 This section due by June2, 2014.				Report for 2014-2015 This section due by June 2, 2015.	
Objective	Action or Activity	Evaluation Measure	Performance Standard	Data/Findings	Status*
1.1 Provide creative and innovative learning environments	Distribute a needs assessment survey both faculty and staff.	<p>Specific to HLC standards; design, develop, and implement training practices that align with accreditation standards.</p> <p>Conference calls and scheduled meetings, develop the objectives and criterion specific to the accreditation.</p> <p>Develop a needs assessment for training with staff, faculty, and administration.</p>	<p>HLC Site Visit Align objectives & criteria with HLC standards.</p> <p>Specific to training faculty and staff (i.e. LMS, new teacher, hardware & software), incorporate best practices and processes in the design and dissemination of training materials based on feedback from the review.</p> <p>Use the self-study and Quality Matters Assurance program as a catalyst to define weak points of design and offerings specific to LMS, new faculty orientation, and various hardware & software.</p>	<p>Faculty Needs Assessment: In conjunction with the Faculty Development committee, a needs assessment was distributed to full time faculty.</p> <p>Results were ranked according to the number of requests for that specific topic area.</p> <p>Beginning in the spring of 2015, brown bag lunches and scheduled sessions were created to fulfill those needs.</p> <p><u>See Appendix A:</u></p> <p>Staff Needs Assessment: <u>No Action</u></p>	

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Goal 1.1.4: Disseminating Materials Via...					
Plan for 2014-2015 This section due by June2, 2014.				Report for 2014-2015 This section due by June 2, 2015.	
Objective	Action or Activity	Evaluation Measure	Performance Standard	Data/Findings	Status*
1.1 Provide creative and innovative learning environments	Disseminate materials via e-campus, emails, web links, webinars and CTL newsletter. Develop the following: <ul style="list-style-type: none"> • Training Materials • LMS Announcements • Tips & Tricks • Communication Tools <ul style="list-style-type: none"> ○ Newsletter ○ Training Opportunities 	Self-Completion Check: Measure successes and failures based on the new LMS Blackboard which includes administration set up, redesign, incorporating instructional design practices, web enhancement, graphic specialists, and the Quality Matters rubric. Implement the usage of the scheduling assistant to track invitees to training opportunities.	500 Attendees.	Training Materials: <u>Not completed</u> *The development of LMS training resources for both faculty and students was postponed in order to research a more viable LMS solution which is fully integrated with RSU's administrative/student accounting platform. LMS Announcements: <u>Ongoing</u> Tips & Tricks: <u>No Action</u> Newsletters: <u>No Action</u> Training Opportunities: <u>See Appendix B:</u>	

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Goal 2.4.1: Implement a Continuous Quality Improvement Program					
Plan for 2014-2015 This section due by June2, 2014.				Report for 2014-2015 This section due by June 2, 2015.	
Objective	Action or Activity	Evaluation Measure	Performance Standard	Data/Findings	Status*
2.4 Implement a continuous quality improvement program designed to provide academic and student services that are effective, efficient, and personable	Migrate from current Learning Management System to Blackboard by Summer 2015 Implement the Quality Matters Assurance Program	Through implementation, best practices (i.e. Blackboard hosting) run a pilot test, migrate, and implement new system fully by the summer of 2015.	Faculty, staff, and administration feedback and focus groups to work out any components that are not functioning. Also develop a competency based training program for Rogers State University. This will include all faculty and adjunct faculty as well.	Migration: <u>On hold</u> *The 2 nd week of December 2014, a new LMS, Jenzabar (elearning), was introduced to the Center for Teaching and Learning. Because this LMS was integrated into the student accounting software, review of this system seemed logical. Blackboard was put on hold at that time. However, the LMS (elearning – Jenazbar) has been recommended and approved by the distance education and senate faculty committees.	Implement the QM Assurance Program: <u>No Action:</u>

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Goal 5.4.1: Best Practices for Online Course Design and Development					
Plan for 2014-2015 This section due by June 2, 2014.				Report for 2014-2015 This section due by June 2, 2015.	
Objective	Action or Activity	Evaluation Measure	Performance Standard	Data/Findings	Status*
5.4 Advance the principles and practices of shared governance through active participation of all constituencies	<p>Best practices for online course design and development.</p> <ul style="list-style-type: none"> ✓ Develop a core group of delegates to overhaul the LMS system (Angel) in regard to overall appearance, best practices (instructional design, ADA compliancy & Section 508). Group members consist of the following persons: • Instructional Design Committee – continue to develop the Oklahoma Online Course Review Checklist 	<p>Published and implemented guide for faculty that describes best practices for the teaching and development of online classes.</p> <p>Student Focus Groups: Feedback in initializing a friendly, navigable, accessible, and eye-appealing LMS system.</p> <p>Distance Education Committee: Implement the Quality Matters Assurance program to further the best practices for distance education through quality measures and peer review of all online courses.</p>	<p>In conjunction with the Instructional Design Committee, collaboration with the Distance Education and Technology Committees to further develop best practices for online learning.</p>	<p>Develop a core group of delegates to overhaul the LMS: <i>No Action:</i></p> <p>Instructional Design Committee: <i>No Action:</i></p> <p>ADA Compliancy/Section 508: <i>See Appendix D:</i></p> <p>*The Web Accessibility for Higher Education Team met and formed a core group of staff and faculty to serve as team members. Each specific department, disability services, ACS, Procurement, web site, marketing, and other specific department representatives were asked to serve on this committee. In the late spring of 2015, the team put together a schedule of training opportunities that will be open for all employees of RSU to attend. Various workshops and sessions, such as; styles, bulleted lists, and tables in Microsoft Word, PDF accessibility, video editing adding closed caption, and becoming more accessibly conscious of all equipment, software, and web based services/tools for the academic year 2015-2016.</p>	

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Goal 5.4.2: Rework the IRB Submission Process					
Plan for 2014-2015 This section due by June 2, 2014.				Report for 2014-2015 This section due by June 2, 2015.	
Objective	Action or Activity	Evaluation Measure	Performance Standard	Data/Findings	Status*
5.4 Advance the principles and practices of shared governance through active participation of all constituencies	<ul style="list-style-type: none"> • Overhaul the IRB submission process. • Evaluate current practices and processes and streamline the application process. • Cutout unnecessary proceduralized steps that inhibit the research application process. 	<p>Survey Instrument: Measure satisfaction of IRB applications using current students/faculty who have recently submitted IRB applications.</p>	<p>The benchmark would be established based on earliest results of applicant satisfaction using day/hours as the dependent variable as categorized as time.</p> <p>Data would be collected across a 2-year (4 semester) span.</p> <p>Upon implementation use the same survey instruments to measure successes and</p>	<p>IRB Submission Reform: <i>Completed</i></p> <p>*Current IRB practices and processes were evaluated. As a result, the application and submission processes were modified to create a more streamlined process for IRB submission. This was accomplished by converting hardcopy IRB forms to a digitalized system that can be completed and submitted electronically.</p> <p>The new process has proven to be more convenient and less cumbersome for students, faculty and IRB administrators.</p> <p>Processing time was reduced.</p>	

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Budget Request Supplement for Academic Year 2014-2015
Year Five – Strategic Planning Cycle

This section due by June 2, 2015.							This section due by June 1, 2015
University Objective	Action for 2014-2015	Requested Resources				Estimated Cost	Was the Budget Request Approved?
		Human	Financial	(Enter Amount Approved)	Other (e.g., Technology)		(Enter Amount Approved)
1.1 Provide creative and innovative learning environments							

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- Appendix A – Faculty Needs Assessment**
- Appendix B – Helpdesk Tickets (data)**
- Appendix C – Helpdesk Satisfaction Survey**
- Appendix D – Web Accessibility for Higher Education Team Members Roster**



























Appendix A



















Item Frequency Report [Filter Results](#)

RSU Faculty Professional Development Questionnaire: Part 2

1. Please rate your interest in the following professional development topics.

		Response Percent	Response Total
Prezzi			
Very Interested		33%	12
Somewhat Interested		11%	4
Not Very Interested		36%	13
Not At All Interested		19%	7
		Total Responses	36
ADA, including Section 508 (accessibility)			
Very Interested		7%	3
Somewhat Interested		46%	19
Not Very Interested		39%	16
Not At All Interested		7%	3
		Total Responses	41
Bullying (faculty & students)			
Very Interested		22%	9
Somewhat Interested		32%	13
Not Very Interested		38%	15
Not At All Interested		8%	3
		Total Responses	40
Scholarship sharing : within RSU and including the public			
Very Interested		36%	15
Somewhat Interested		38%	16
Not Very Interested		21%	9
Not At All Interested		5%	2
		Total Responses	42
Information on how to find faculty research support and publishing			
Very Interested		38%	16
Somewhat Interested		45%	19
Not Very Interested		12%	5
Not At All Interested		5%	2
		Total Responses	42
Information on developing quality online & blended courses			
Very Interested		45%	19

Somewhat Interested		43%	18
Not Very Interested		10%	4
Not At All Interested		2%	1
		Total Responses	42
Teaching & assessment			
Very Interested		32%	13
Somewhat Interested		46%	19
Not Very Interested		20%	8
Not At All Interested		2%	1
		Total Responses	41
Working with student issues			
Very Interested		17%	7
Somewhat Interested		56%	23
Not Very Interested		24%	10
Not At All Interested		2%	1
		Total Responses	41
OK Teacher's Retirement System			
Very Interested		39%	16
Somewhat Interested		37%	15
Not Very Interested		10%	4
Not At All Interested		15%	6
		Total Responses	41
Health & Fitness			
Very Interested		22%	9
Somewhat Interested		29%	12
Not Very Interested		46%	19
Not At All Interested		2%	1
		Total Responses	41
Curriculum development			
Very Interested		37%	15
Somewhat Interested		41%	17
Not Very Interested		20%	8
Not At All Interested		2%	1
		Total Responses	41
Time management for faculty			
Very Interested		12%	5
Somewhat Interested		33%	14
Not Very Interested		40%	17

Not At All Interested		14%	6
		Total Responses	42
Integrating technology into the classroom			
Very Interested		44%	18
Somewhat Interested		39%	16
Not Very Interested		15%	6
Not At All Interested		2%	1
		Total Responses	41
2. What is your faculty status:		Response Percent	Response Total
Full-time		74%	31
Part-time/Adjunct		26%	11
		Total Responses	42
3. Please select the department for which you primarily teach.		Response Percent	Response Total
Applied Technology		2%	1
Biology		7%	3
Business		12%	5
Communications		5%	2
English and Humanities		27%	11
Fine Arts		2%	1
Health Sciences		17%	7
History and Political Science		7%	3
Mathematics and Physical Sciences		7%	3
Psychology, Sociology and Criminal Justice		12%	5
Sport Management		0%	0
		Total Responses	41
4. How many total years have you taught in higher education?		Average Number	Response Total
Text Box 1 View Responses		15	40
		Total Responses	40
5. Please provide additional comments that will be helpful in planning professional development opportunities for faculty.			
1.	Some of my low scores above don't mean that I don't care about the subject, just that faculty knowledge is already pretty sufficient.		
2.	Since we restructured the RSU internal grant programs in 2013 we have had an explosion of proposals for grants, most of which have been funded.		
3.	Thank you for allowing input - this is wonderful:)		

- It will be somewhat difficult to plan these activities to get maximum attendance; also, with a lot of full-time faculty teaching overloads and serving on committees and other service commitments, time constraints are at a maximum - so short of required attendance, getting folks there may be problematic. Good luck!
- 4.

- Although bullying and incivility are difficult subjects to discuss, RSU is not immune to this and it should be specifically addressed. Approaching this cancer will not only assist with faculty retention but in turn, will allow for a positive atmosphere to our students.
- 5.

6. What is Prezzi?

7. I think the elephant in the room needs to be addressed - collegiality should stop being used as way to prevent individuals from expressing individual ideas.

8. I do not know what Prezzi is, and neither does Google. Did you mean Prezi?

It's Prezi.com (prezzi is an Italian word) Really never seen this used other than on news weathercasts on television. The company apparently admits [?] the software can create nausea, due to visual overstimulation.

9. <http://en.wikipedia.org/wiki/Prezi> I would be interested in learning more about Moodle VLE (or course management system). The open source version of Blackboard/Angel. If RSU had Moodle as an option I'd use that instead of Blackboard/Angel.

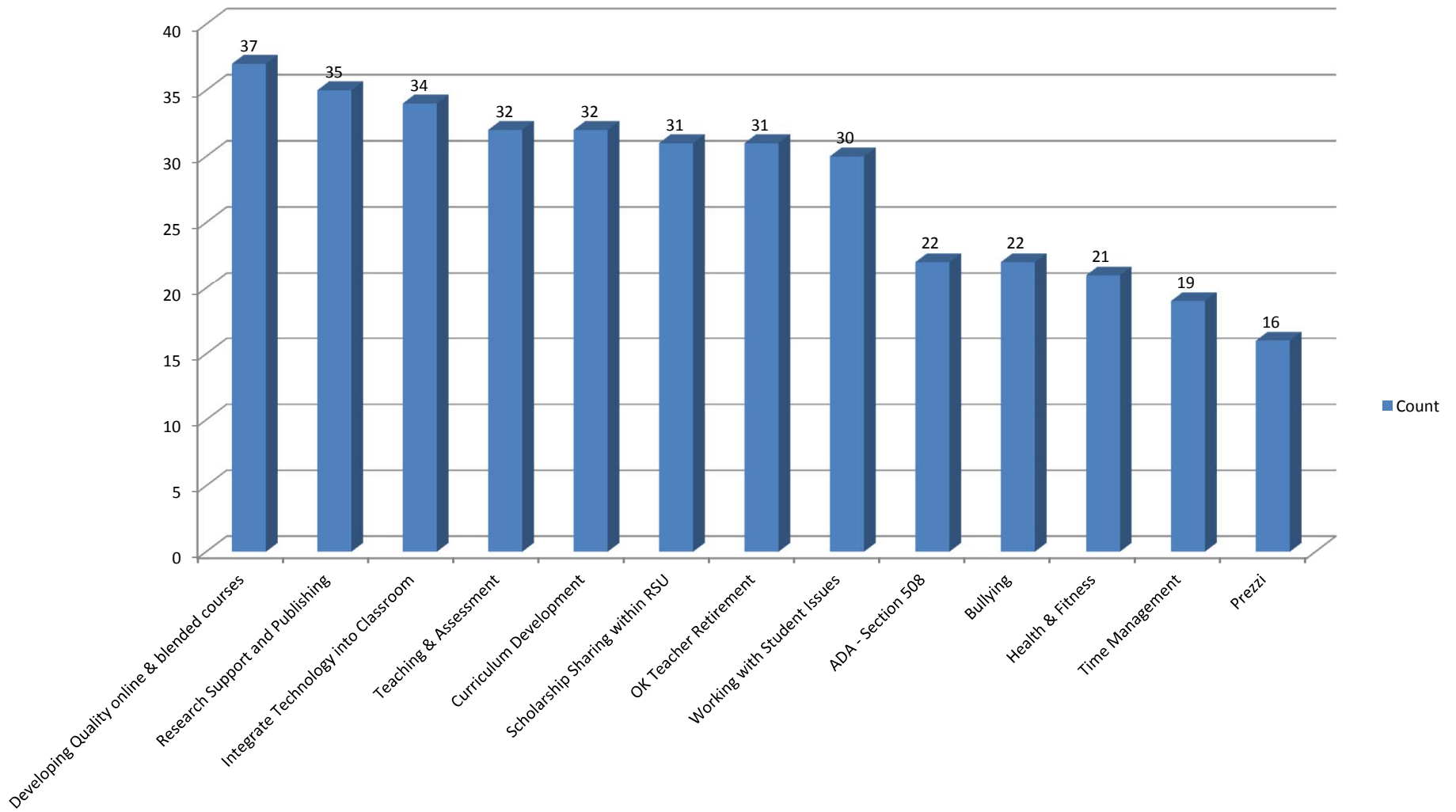
- Professional development works best when it is convenient, and readily accessible, also when it can be directly and immediately applied in the classroom. Not all PD can be online because not all PD curriculum works best when transmitted via online medium but some PD needs to be offered as instructor led in classroom type so that we can experience the PD right before a semester or even during a semester of teaching; Good ideas are great but they are even better when we actually get to implement them.
- 10.

- I would like to see a system in place that allows faculty to document any professional development they have undertaken of their own accord, including guidelines on what sort(s) of activities/studies constitute appropriate professional development for higher education. For example, what sort of book would qualify as professional development if a faculty member read it? Or journal article(s)? Or workshop not offered at RSU? If this sort of arrangement already exists at RSU, I as an adjunct am not aware of such a plan. I am interested in any resource that will help me keep current with best teaching practices, thereby helping my students as much as possible.
- 11.

- I moved from tenured position after 10 years at RSU to early, semi-retired, adjunct position (which affects my responses above). I would like to see addressed the issue of pay for adjuncts (it is embarrassingly low) and would like to see applications for development money opened up to adjuncts (or at least to those teaching regularly with significant loads).
- 12.



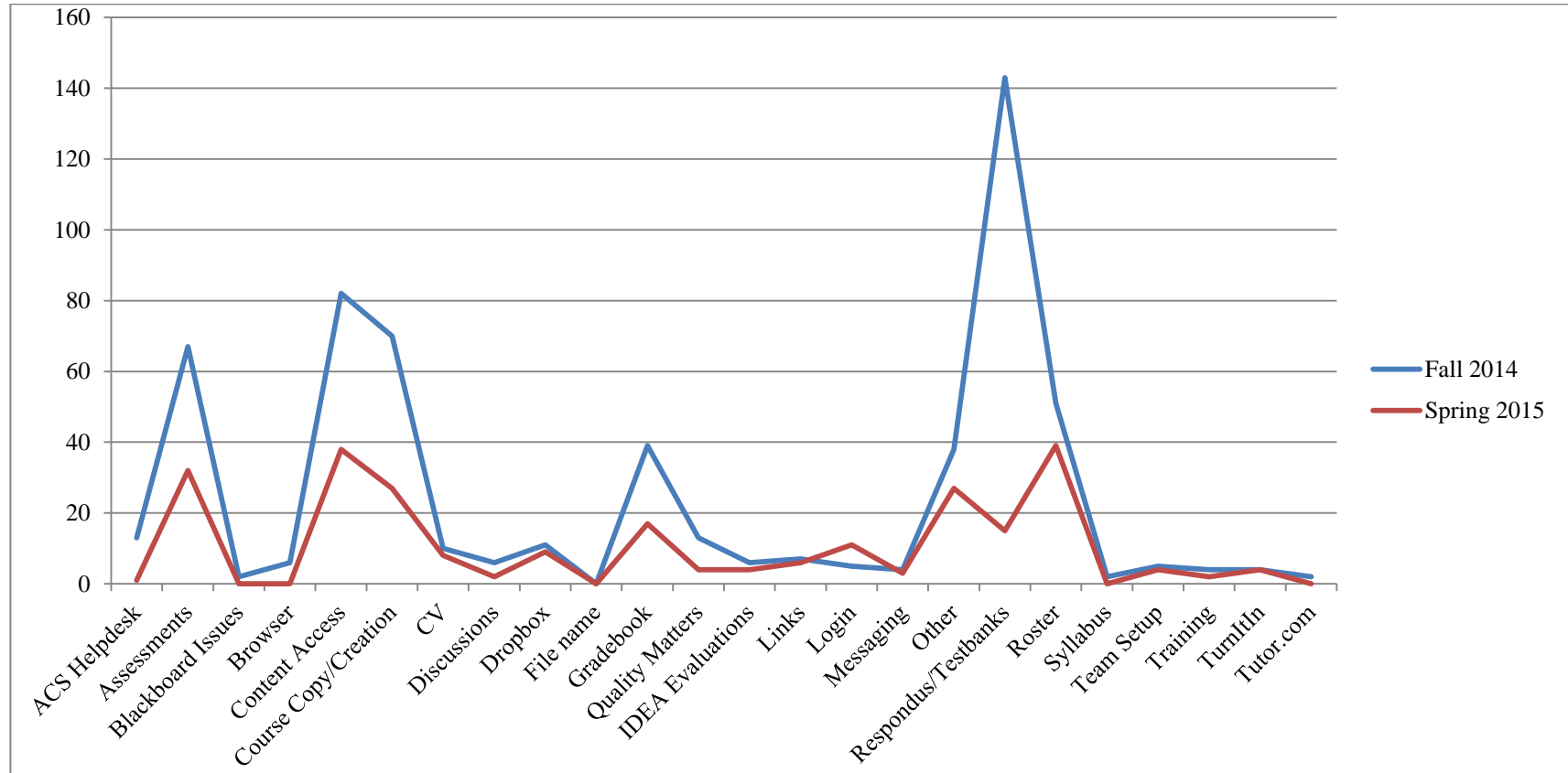
Faculty Needs Assessment



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Appendix B

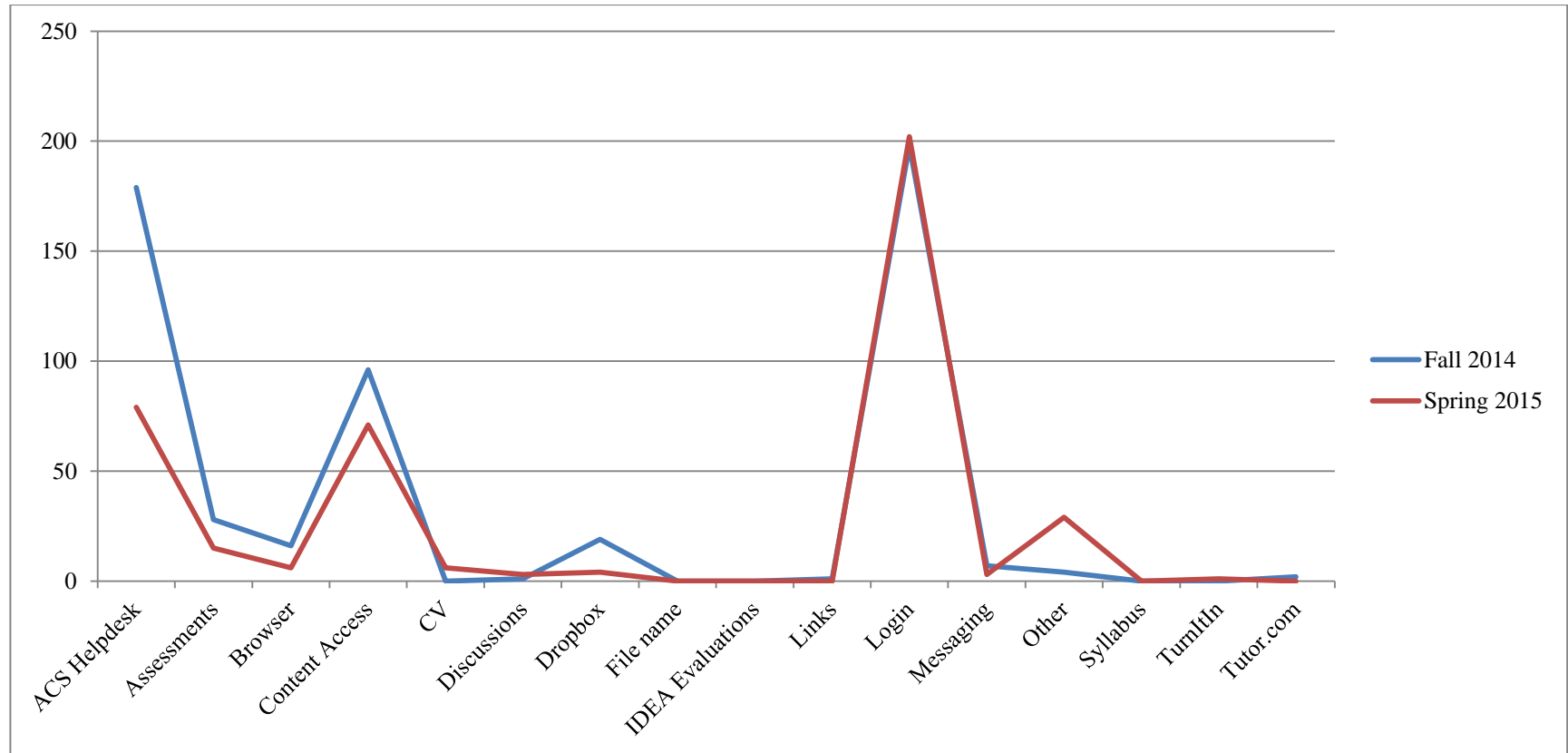
Table 1 Faculty - Helpdesk Tickets



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Appendix B cont.

Table 2 Student - Helpdesk Tickets



2013-2014 academic year the three top issues noted by helpdesk tickets:

- browser compatibility,
- ACS helpdesk, and
- logins.

Browser Compatibility

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By implementing new practices and strategies to help offset these issues, the 2014-2015 academic year counts of browser tickets have reduced from 135 to 22 tickets in the 2014-2015 academic year. By adding a link to the homepage of the LMS specific to the types of browsers that are compatible, the trend seems to be spiraling where this issue may be resolved. Further analysis will be conducted in the future to monitor the trends.

ACS Helpdesk

ACS helpdesk is notified when a student or faculty member mistakenly calls or emails the wrong helpdesk. These calls are documented as an issue with e-campus helpdesk. In 2014-2015 academic year an increase in the numbers of ACS helpdesk calls to 258 compared to only 68 in the 2013-2014 year. In the fall of 2014 the staff of CTL added the e-campus helpdesk contact information within the footer of the LMS. Publishing the phone number at the bottom of each page of the LMS could attribute to the adverse effect on the number of calls generated.

Login

Regarding login credential issues, the Center for Teaching and Learning implemented several remedies. First emphasizing the use of students RSU email to reset their password, documents and a set of proceduralized steps on the homepage to decrease the number of issues resulted in a small increase in the 2014-2015 academic year. In 2013-2014 the total number of login tickets generated through the helpdesk was 256. The number of tickets increased to 300 in the 2014-2015 year. One contributing factor that could have contributed to the increase in inaccurate data collected in the fall of 2013.

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Appendix B cont.

Total number of people trained, processed helpdesk tickets, and services provided: July 2014 to June 2015

Ecampus	160
PDF	0
Smartboard	0
Turnitin	3
Tutor.com	0
CV	14
Micellaneous	22
IRB Submission	27
New Fac Orient	13
Respondus	4
Quality Matters	113
Convocation	110
Camtasia	8
Powerpoint	0
Total Training	474

Helpdesk/faculty	3567
Helpdesk/student	1207
Total tickets	4774

Proctur U	25
CITI	162
Faculty Using Turnitin	27
TurnItIn Submission	3506
Tutor.com	2277
Total Services	5810

Appendix C Helpdesk Satisfaction Survey Summary

Assigned: 4612
 In Progress: 105 / 2.28%
 Completed: 612 / 13.27%
 Average completion time: 797 minutes

Question ▲	Sample Size	Frequency / Distribution
1: Are you a student, faculty or staff? (hide)	611	
Response	Value	# %
<i>Student</i>	1	552 90.3
<i>Faculty</i>	2	56 9.2
<i>Staff</i>	3	2 0.3
2: Have you contacted the ecampus helpdesk related to ecampus issues you experienced?(hide)	612	
Response	Value	# %
<i>Yes</i>	1	384 62.7
<i>No</i>	2	228 37.3
3: Did you contact us by phone, email, or walk-in? (hide)	611	
Response	Value	# %
<i>Phone</i>	1	300 49.1
<i>Email</i>	2	115 18.8
<i>Walk in</i>	3	51 8.3
4: If you contacted us by phone or walk-in was the staff knowledgeable? (hide)	611	
Response	Value	# %
<i>Yes</i>	1	378 61.9
<i>No</i>	2	36 5.9
5: Do you feel that your issue was resolved in a timely manner? (hide)	611	(hide)
Response	Value	#


Yes	1	415	67.9	
No	2	46	7.5	

6: If your answer to the above question was no, please tell us why. ([hide](#))

Essay ([details](#))

7: How would you rate your satisfaction related to timeliness in resolving your ecampus issue?([hide](#))

a: ([hide](#)) 612

Response	Value	#	%	
Satisfied	5	323	52.8	
Somewhat satisfied	4	73	11.9	
Indifferent	3	55	9	
Slightly satisfied	2	22	3.6	
Dissatisfied	1	16	2.6	

8: How would you rate your satisfaction in getting your ecampus issue resolved? ([hide](#))

a: ([hide](#)) 612

Response	Value	#	%	
Satisfied	5	333	54.4	
Somewhat satisfied	4	66	10.8	
Indifferent	3	56	9.2	
Slightly satisfied	2	17	2.8	
Dissatisfied	1	12	2	

9: If your answer to the above question was no, please tell us why. ([hide](#))

Essay ([details](#))

10: Select the appropriate category for the specific help desk issue ([hide](#)) 95

Response	Value	#	%	
Hillcat Hub	1	21	22.1	

<i>Student Email</i>	2	13	13.7	
<i>Campus Computer</i>	3	7	7.4	
<i>ecampus (Angel)</i>	4	33	34.7	

11: Other Comments: ([hide](#))

Essay ([details](#))

	A	B	C	D	E	F	G	H	K	M
1	DATE SUBMITTED	Are you a student, faculty or staff?	Have you contacted the campus helpdesk?	Did you contact us by phone, email, or walk-in?	If you contacted us by phone or walk-in was the staff knowledge	Do you feel that your issue was resolved in a timely manner?	If your answer to the above question was no, please tell us why.	How would you rate your satisfaction related to timeliness in resolving your campus issue?	How would you rate your satisfaction in getting your campus issue resolved?	Other Comments:
2	8/21/2014 18:09	Faculty	Yes	Email	Yes	Yes	n/a	row_0:Satisfied	n/a	n/a
3	8/23/2014 11:07	Faculty	Yes	Phone	Yes	Yes		row_0:Satisfied		Kay and Donna are excellent in how they handle my problems and get these resolved always in a timely fashion. I am extremely happy with both of them and also with Dr.Dotterer. Keep up the excellent work!!!
4	8/25/2014 11:29	Faculty	Yes	Email		Yes		row_0:Satisfied		The ticket system is working great. I had all my questions answered within 4 hours. Keep up the good work.
5	8/25/2014 15:16	Faculty	No				I only refer students to the help desk. If I have an issue with course design I go straight to Kay Brown.	row_0:Satisfied		
6	8/25/2014 15:17	Faculty	Yes	Email	Yes	Yes		row_0:Satisfied		The RSU e-campus helpdesk is highly responsive and resourceful. They are limited in number but are extremely dedicated and hard working. The only suggestion I have is to provide them with more staff and resources.
7	8/25/2014 15:21	Faculty	Yes	Phone	Yes	Yes		row_0:Satisfied		

	A	B	C	D	E	F	G	H	K	M
8	8/25/2014 15:29	Faculty	Yes	Phone	Yes	Yes		row_0:Satisfied	sometimes eCampus cannot perform the task I would like to complete/undertake.	I assume #3 only refers to a single (LAST?) issue since it only allows one choice of contact. I have used all three at various times.
9	8/25/2014 15:30	Faculty	Yes	Phone	Yes	Yes		row_0:Satisfied		
10	8/25/2014 15:34	Faculty	Yes	Phone	Yes	Yes		row_0:Satisfied		
11	8/25/2014 15:39	Faculty	Yes	Email	Yes	Yes		row_0:Satisfied		Your immediate help was very appreciated. Thank you!
12	8/25/2014 15:47	Faculty	Yes	Phone	Yes	Yes		row_0:Satisfied		
13	8/25/2014 15:52	Faculty	Yes	Phone	Yes	Yes		row_0:Satisfied		
14	8/25/2014 16:06	Faculty	Yes	Email		Yes		row_0:Satisfied		
15	8/25/2014 16:06	Faculty	Yes	Phone	Yes	Yes		row_0:Satisfied		REALLY GREAT staff!
16	8/25/2014 16:21	Faculty	Yes	Phone	Yes	Yes		row_0:Satisfied		
17	8/25/2014 16:23	Faculty	Yes	Email	Yes	No		row_0:Somewhat satisfied		
18	8/25/2014 16:25	Faculty	Yes	Phone	Yes	Yes		row_0:Satisfied		Instead of waiting until the week BEFORE school begins to allow non full" time employees access - it would be nice to have access well in advance - that way we are able to make sure we have 1)security codes that work 2)allowed enough time to properly fill our eCampus "shells" prior to class beginning - I am sorry but a week is NOT enough time especially if you are not a paid full time employee who has had access all summer or winter break to get ready for classes!"
19	8/25/2014 16:42	Faculty	Yes	Email		No	Email explanations ar	row_0:Slightly satisfied		
20	8/25/2014 18:20	Faculty	Yes	Phone	Yes	Yes		row_0:Satisfied		

	A	B	C	D	E	F	G	H	K	M
21	8/25/2014 18:25	Faculty	Yes	Phone	Yes	Yes		row_0:Satisfied		I have contacted Ecampus helpdesk by phone email and walk-in over several semesters. I have been very satisfied each time I have asked for help. I appreciate you all very much. Thank you!
22	8/25/2014 18:33	Faculty	Yes	Phone	Yes	Yes		row_0:Satisfied		The staff works very hard to meet my needs. Thank you.
23	8/25/2014 19:16	Faculty	Yes	Phone	Yes	Yes	Kay goes above and beyond!			
24	8/25/2014 20:23	Faculty	Yes	Email		Yes		row_0:Satisfied		
25	8/25/2014 20:43	Faculty	Yes	Phone	Yes	Yes		row_0:Satisfied		
26	8/25/2014 21:38	Faculty	Yes	Phone	Yes	Yes		row_0:Satisfied		In question #3: it would be nice to have checkboxes because I use all 3 ways to communicate e-Campus helpdesk. It is hard to answer. You will have more precise information. Good job! I mean support.
27	8/26/2014 0:14	Faculty	Yes	Email		Yes		row_0:Satisfied		Good job! Emails have been answered very quickly and are very helpful.
28	8/26/2014 9:58	Faculty	Yes	Email	Yes	Yes		row_0:Satisfied		I have always found the helpdesk to be fast efficient helpful and knowledgeable. I have no problems or complaints whatsoever
29	8/26/2014 10:19	Faculty	Yes	Email		Yes		row_0:Satisfied		

	A	B	C	D	E	F	G	H	K	M
										I have not contacted the e-campus help desk but in the past I have call the Center for Teaching and Learning. I miss not being able to call in anymore. I personally don't like the ticket system and even though I have had some things I would like help with I avoid creating a ticket because sometimes I need help in the moment and waiting puts me in a bind. So I just look for someone else who might know the answer and avoid the CTL altogether. I will try to become one with the ticket system and I understand that you're trying to better control the flow of work coming through your office. But I feel a bit alienated and would truly prefer not to deal with it. I wonder if there could be a few hours a week wherein someone could man the phones" so to speak and if we happen to have an issue during those hours we could call in?"
30	8/26/2014 10:45	Faculty	No							
31	8/26/2014 13:32	Faculty	Yes	Email		Yes		row_0:Satisfied		
32	8/26/2014 14:25	Faculty	Yes	Phone	Yes	Yes		row_0:Satisfied		

	A	B	C	D	E	F	G	H	K	M
33	8/26/2014 14:38	Faculty	Yes	Walk in	Yes	Yes		row_0:Satisfied		I have contacted the e-campus helpdesk by phone & walk-in. Each time the representative: 1) listens 2) acknowledges frustration 3) solves problem 4) provides the opportunity for the faculty member to replicate 5) asks if there is anything else that needed & encourages faculty to return:)
34	8/26/2014 14:40	Faculty	Yes	Email		Yes		row_0:Satisfied		
35	8/26/2014 14:46	Faculty	Yes	Phone	Yes	Yes		row_0:Satisfied		
36	8/26/2014 16:12	Faculty	Yes	Email		Yes		row_0:Satisfied		I have never had an issue with the helpdesk staff. Always helpful. No problems.
37	8/26/2014 16:49	Faculty	Yes	Email	Yes	Yes		row_0:Satisfied		
38	8/26/2014 18:11	Faculty	Yes	Phone	Yes	Yes		row_0:Satisfied		
39	8/27/2014 11:06	Faculty	Yes	Phone	Yes	Yes		row_0:Satisfied		
40	8/27/2014 11:27	Faculty	Yes	Phone	Yes	Yes		row_0:Satisfied		
41	8/27/2014 15:55	Faculty	Yes	Email	Yes	Yes		row_0:Satisfied		Everyone at the HelpDesk for eCampus is EXTREMELY Helpful!
42	9/2/2014 10:40	Faculty	Yes	Phone	Yes	Yes		row_0:Satisfied		
43	9/3/2014 18:58	Faculty	Yes	Phone	Yes	Yes		row_0:Satisfied		Kay and Donna are always helpful and courteous. You are all great to work with. Some even speak the my language!!
44	9/9/2014 12:37	Faculty	Yes	Phone	Yes	Yes		row_0:Satisfied		
45	9/10/2014 17:21	Faculty	Yes	Phone	Yes	Yes		row_0:Satisfied		
46	9/17/2014 18:19	Faculty	Yes	Phone	Yes	Yes		row_0:Satisfied		
47	9/18/2014 18:56	Faculty	Yes	Email	Yes	Yes		row_0:Satisfied		This is a wonderful service with a wonderful staff. Thank you for implementing this system.
48	9/25/2014 12:17	Faculty	Yes	Email		Yes		row_0:Somewhat satisfied		

	A	B	C	D	E	F	G	H	K	M
49	10/1/2014 9:38	Faculty	Yes	Email			I have called and emailed. Calling seems to be the best way to get an answer. I've emailed before and got no response.	row_0:Slightly satisfied		
50	10/7/2014 17:00	Faculty	Yes	Phone	Yes	Yes	eCampus is okay as a system. Training should be provided for adjunct faculty at a better time.	row_0:Somewhat satisfied		
51	10/28/2014 21:16	Faculty	No							
52	11/4/2014 15:48	Faculty	Yes	Email	Yes	Yes		row_0:Satisfied		I am completely satisfied by help provided by eCampus staff on my many requests.
53	11/6/2014 13:00	Faculty	Yes	Email		Yes		row_0:Satisfied		I found the helpdesk to be very efficient.
54	11/10/2014 11:57	Faculty	Yes	Phone	Yes	Yes		row_0:Somewhat satisfied		
55	12/8/2014 9:13	Faculty	Yes	Email		Yes		row_0:Satisfied	No" wasn't an option!"	
56	12/12/2014 14:26	Faculty	Yes	Phone	Yes	Yes		row_0:Satisfied		
57	3/25/2015 12:13	Faculty	Yes	Phone	Yes	Yes		row_0:Satisfied		
58	8/25/2014 15:44	Staff	Yes	Email	Yes	Yes		row_0:Satisfied		Very timely help!
59	9/2/2014 10:41	Staff	Yes	Phone	Yes	Yes		row_0:Satisfied		
60	8/22/2014 9:59	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
61	8/22/2014 10:00	Student	No							
62	8/22/2014 10:09	Student	No							

	A	B	C	D	E	F	G	H	K	M
63	8/22/2014 10:10	Student	Yes	Phone	Yes	No	After telling me my hill cat hub password was changed it was not it converted back to back birthdate not my student id.	row_0:Slightly satisfied		
64	8/22/2014 10:46	Student	No							
65	8/22/2014 10:55	Student	No							
66	8/22/2014 11:27	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		I had no problems relaying my problem and it was solved immediately (This was last year) Awesome job!
67	8/22/2014 11:30	Student	Yes	Email	Yes	Yes		row_0:Satisfied		
68	8/22/2014 12:02	Student	Yes	Email	Yes	Yes	NA	row_0:Somewhat satisfied	NA	No one answered the phone the first time I answered and the mailbox was full - No way I could contact anyone so I emailed my issue. The email response told me to call the Helpdesk so I called the next day with no problems and the issue was resolved quickly.

	A	B	C	D	E	F	G	H	K	M
							I Called to have my issue fixed and they told me to try something and call back. When it did not work they said they would fix it for me. Two days later i had to call back again because it had not been fixed. They then told me that they would have it fixed within an hour and call me to make sure it worked. finally it was resolved but I never was called to confirm it.			
69	8/22/2014 12:02	Student	Yes	Phone	No	No		row_0:Indifferent		
70	8/22/2014 12:03	Student	No	Walk in	No	Yes		row_0:Indifferent		
71	8/22/2014 12:04	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
72	8/22/2014 12:14	Student	No							
73	8/22/2014 12:25	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
74	8/22/2014 13:02	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
75	8/22/2014 13:09	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
76	8/22/2014 13:36	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
77	8/22/2014 13:56	Student	No	Email		Yes		row_0:Satisfied		

	A	B	C	D	E	F	G	H	K	M
78	8/22/2014 14:26	Student	No					row_0:Satisfied		I have never really had a problem with ecampus. The only issue that I can comment on is when courses are framed around MS machines and not Mac machines but I know this has nothing to do with ecampus' functionality.
79	8/22/2014 14:33	Student	No					row_0:Satisfied		
80	8/22/2014 14:40	Student	No				I have never had to contact the Ecampus Helpdesk with any issues.	row_0:Satisfied		I have not had any issues with Ecampus. It is a great user friendly program to work with.
81	8/22/2014 14:44	Student	Yes	Phone	Yes	Yes		row_0:Somewhat satisfied		
82	8/22/2014 15:03	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
83	8/22/2014 15:03	Student	No							
84	8/22/2014 15:11	Student	No	Email	No	No	i have yet to do so.	row_0:Indifferent		
85	8/22/2014 15:25	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
86	8/22/2014 16:05	Student	Yes	Phone	Yes	Yes		row_0:Indifferent		
87	8/22/2014 16:23	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		I had a problem logging in to the computers at the RSU Bartlesville campus about a year ago and it was because my username was wrong. The staff was very knowledgeable and helped me figure it all out. I was glad that when I called them they answered my questions quickly and professionally.
88	8/22/2014 16:44	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		

	A	B	C	D	E	F	G	H	K	M
							The problem I had was not understood and then when they told me what I needed they didn't have time to fix it or to show me how. So I had to come back another day that day no one there knew how to fix it. So it took awhile.			
89	8/22/2014 16:48	Student	Yes	Walk in		No		row_0:Dissatisfied		
90	8/22/2014 17:02	Student	No							
91	8/22/2014 17:11	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
92	8/22/2014 17:25	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
93	8/22/2014 17:39	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
94	8/22/2014 17:44	Student	No							
95	8/22/2014 17:57	Student	No							
96	8/22/2014 17:59	Student	No	Phone	Yes	Yes		row_0:Indifferent		
97	8/22/2014 18:05	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
98	8/22/2014 18:22	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
99	8/22/2014 18:53	Student	Yes	Email		Yes		row_0:Somewhat satisfied		
										The lady told me it would not be until tomorrow but I explained that i had a paper due and she was very helpful and got my password issue resolved immediately. I know in the future I will have to give myself more time but with this current time crunch I am very grateful that you were willing to help.
100	8/22/2014 18:55	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		

	A	B	C	D	E	F	G	H	K	M
101	8/22/2014 19:52	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
102	8/22/2014 20:55	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
103	8/22/2014 20:55	Student	Yes	Phone	Yes	Yes		row_0:Slightly satisfied		
104	8/22/2014 21:01	Student	Yes	Email	Yes	Yes		row_0:Satisfied		
105	8/22/2014 21:04	Student	No	Walk in	Yes	Yes		row_0:Satisfied		
106	8/22/2014 23:04	Student	No							
107	8/22/2014 23:14	Student	Yes	Phone	Yes	Yes	N/A	row_0:Satisfied	N/A	Thanks for making the E-Campus an option
108	8/22/2014 23:34	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
109	8/22/2014 23:42	Student	Yes	Phone	No	No	The person was not very helpful and basically told me to wait it out then gave me an alternate number to another department that was closed. I ended up figuring out the issue on my own.	row_0:Dissatisfied	See #6	See #6

	A	B	C	D	E	F	G	H	K	M
							it is a reoccurring issue. I keep having to adjust the settings so that I may type an email discussion post or any other thing that I have to type. It takes forever for emails to reach teacher teachers having trouble logging in so students having to do it for them. Passwords change to often and you can't have just your ID number for your password.			
110	8/23/2014 0:42	Student	Yes	Phone	Yes	No		row_0:Indifferent		I wish that ecampus was accessible to all students regardless of what computer browser they have. I have had to install 3 different browsers and they only seem to work for a little while then I have to switch to another one. It just is not very compatible or user friendly.
111	8/23/2014 2:25	Student	No							
112	8/23/2014 2:32	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
113	8/23/2014 10:49	Student	No					row_0:Satisfied		
114	8/23/2014 11:18	Student	No							

	A	B	C	D	E	F	G	H	K	M
							no one ever knows what they are talking about and when i tried to talk to a new person they said something completly different. my issue is still not solved and it was been a yr almost.		it should be an actual adult instead of a student assuming everything.	
115	8/23/2014 11:33	Student	Yes	Phone	Yes	No		row_0:Dissatisfied		
116	8/23/2014 12:15	Student	No	Phone	Yes	Yes	N/A	row_0:Satisfied	N/A	N/A
117	8/23/2014 12:38	Student	Yes	Email	Yes	Yes		row_0:Satisfied		
118	8/23/2014 14:11	Student	No	Walk in	Yes	Yes		row_0:Satisfied		
119	8/23/2014 15:08	Student	No	Phone	Yes	Yes		row_0:Satisfied		
120	8/23/2014 15:37	Student	Yes	Email		Yes		row_0:Satisfied		
121	8/23/2014 16:32	Student	No							
122	8/23/2014 16:39	Student	Yes	Email	Yes	Yes		row_0:Indifferent		
123	8/23/2014 16:55	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
124	8/23/2014 17:19	Student	Yes	Phone	Yes	Yes		row_0:Indifferent		
125	8/23/2014 17:41	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
126	8/23/2014 18:28	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		Very good Thank you.
127	8/23/2014 18:34	Student	No							
128	8/23/2014 19:21	Student	No							

	A	B	C	D	E	F	G	H	K	M
							had to call because last semester it took days to get responses to emails about tests not opening and when i told my professor he said tough shit"!"			
129	8/23/2014 19:44	Student	Yes	Phone	No	No		row_0:Dissatisfied		
130	8/23/2014 20:58	Student	Yes	Phone	Yes	Yes		row_0:Indifferent		
131	8/23/2014 21:01	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
132	8/23/2014 21:08	Student	Yes	Phone	Yes	Yes		row_0:Somewhat satisfied		
133	8/23/2014 21:08	Student	No							
134	8/23/2014 21:57	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
135	8/24/2014 2:07	Student	No							
136	8/24/2014 9:28	Student	Yes	Phone	Yes	Yes		row_0:Somewhat satisfied		
137	8/24/2014 11:19	Student	Yes	Phone	Yes	Yes		row_0:Slightly satisfied		
138	8/24/2014 11:27	Student	No							I have never had to contact the helpdesk.
139	8/24/2014 13:47	Student	No	Phone	Yes	No	I have never had to call.	row_0:Indifferent		
140	8/24/2014 14:55	Student	No							
141	8/24/2014 15:00	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
142	8/24/2014 15:09	Student	Yes	Phone		Yes		row_0:Satisfied		
143	8/24/2014 15:56	Student	No							I have yet to have a problem with Ecampus therefore I have not contacted anyone.
144	8/24/2014 16:08	Student	Yes	Email		Yes		row_0:Satisfied		
145	8/24/2014 16:31	Student	No							
146	8/24/2014 17:22	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
147	8/24/2014 17:33	Student	No	Email				row_0:Indifferent		
148	8/24/2014 18:28	Student	No	Email	Yes	Yes		row_0:Indifferent		

	A	B	C	D	E	F	G	H	K	M
149	8/24/2014 18:50	Student	Yes	Phone	Yes	Yes		row_0:Somewhat satisfied		
150	8/24/2014 19:31	Student	No	Phone	Yes	Yes		row_0:Indifferent		
151	8/24/2014 20:18	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		ecampus help desk did a great and fast job helping me with the problems I had.
152	8/24/2014 20:27	Student	Yes	Email	Yes	Yes		row_0:Satisfied		
153	8/24/2014 21:21	Student	Yes	Phone	Yes	Yes		row_0:Indifferent		
154	8/24/2014 21:27	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
155	8/24/2014 21:48	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
156	8/24/2014 22:26	Student	Yes	Walk in	Yes	Yes		row_0:Satisfied		
157	8/24/2014 22:33	Student	No							I've never had any issues with ecampus.
158	8/24/2014 22:42	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
159	8/24/2014 23:27	Student	No							I have not had to contact the help desk yet this semester. In the past I have had very satisfying experiences.
160	8/25/2014 0:20	Student	No	Walk in	Yes	Yes				
161	8/25/2014 0:34	Student	Yes	Email	Yes	Yes		row_0:Satisfied		
162	8/25/2014 0:55	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
163	8/25/2014 1:39	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
164	8/25/2014 9:09	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
165	8/25/2014 9:30	Student	No				Have not needed any assistance with eCampus so far.	row_0:Satisfied		
166	8/25/2014 9:44	Student	Yes	Phone	Yes	Yes		row_0:Indifferent		
167	8/25/2014 10:23	Student	No							
168	8/25/2014 12:09	Student	Yes	Phone	Yes	Yes				
169	8/25/2014 15:11	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
170	8/25/2014 15:16	Student	No	Email	Yes	Yes		row_0:Satisfied		
171	8/25/2014 15:21	Student	Yes	Phone	Yes	Yes		row_0:Somewhat satisfied		
172	8/25/2014 15:25	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
173	8/25/2014 15:28	Student	Yes	Walk in	Yes	Yes		row_0:Satisfied		
174	8/25/2014 15:28	Student	No							

	A	B	C	D	E	F	G	H	K	M
175	8/25/2014 15:30	Student	No							
176	8/25/2014 15:34	Student	Yes	Phone	Yes	Yes		row_0:Somewhat satisfied		
177	8/25/2014 15:34	Student	No	Phone	Yes	Yes		row_0:Satisfied		
178	8/25/2014 15:41	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		It Works.
179	8/25/2014 15:43	Student	Yes	Phone	Yes	No	There was a delay to resolution and some uncertainty about the completeness of the solution.	row_0:Slightly satisfied		
180	8/25/2014 15:45	Student	No							
181	8/25/2014 15:46	Student	No							
182	8/25/2014 15:47	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
183	8/25/2014 15:47	Student	No	Email	Yes	Yes		row_0:Somewhat satisfied		
184	8/25/2014 15:53	Student	No	Email	Yes	Yes		row_0:Satisfied		
185	8/25/2014 15:58	Student	No	Email	Yes	Yes		row_0:Satisfied		
186	8/25/2014 15:59	Student	Yes	Email		Yes		row_0:Satisfied		
187	8/25/2014 16:01	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
188	8/25/2014 16:02	Student	Yes	Walk in	Yes	Yes		row_0:Satisfied		
189	8/25/2014 16:09	Student	No							
190	8/25/2014 16:14	Student	No							
191	8/25/2014 16:14	Student	Yes	Email		Yes		row_0:Somewhat satisfied		
192	8/25/2014 16:18	Student	No			No	Because I haven't had to.	row_0:Indifferent		
193	8/25/2014 16:21	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
194	8/25/2014 16:25	Student	No							
195	8/25/2014 16:29	Student	No							I've never had an problems with e campus that I required help with!
196	8/25/2014 16:31	Student	Yes	Phone	Yes	Yes		row_0:Slightly satisfied		I was using the wrong web browser. Any possibility that E-campus can improve this and use multiple web pages? Thanks!
197	8/25/2014 16:39	Student	No							

	A	B	C	D	E	F	G	H	K	M
198	8/25/2014 16:40	Student	Yes	Phone	Yes	Yes		row_0:Somewhat satisfied		
199	8/25/2014 16:42	Student	Yes	Phone	Yes	Yes		row_0:Somewhat satisfied		
200	8/25/2014 16:44	Student	No							I have never had a technical issue with e-campus or any other issue. It is easy to use and very simple. Therefore I have never had to call the helpdesk.
201	8/25/2014 16:45	Student	Yes	Phone	Yes	Yes	N/A	row_0:Somewhat satisfied		
202	8/25/2014 16:49	Student	No							
203	8/25/2014 16:50	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
204	8/25/2014 16:53	Student	Yes	Email		Yes		row_0:Satisfied		
205	8/25/2014 16:56	Student	Yes	Email		No	I emailed them my problem at the first of last semester and it took till the beginning of the semester to get it fixed...a little frustrating	row_0:Dissatisfied		I think if you have a limited staff and if it takes two semester to fix one problem...higher more people...just a thought
206	8/25/2014 16:57	Student	No	Walk in	Yes	Yes	I have never experien	row_0:Satisfied	I have never experienced a technical difficulty before and have not needed to require assistance from the helpdesk. However I am sure the service/help would be quite satisfactory.	I have never experienced a technical difficulty before and have not needed to require assistance from the helpdesk. However I am sure the service/help would be quite satisfactory. I apologize for the repetition but I felt as though it was required of me to put something in the blanks.
207	8/25/2014 16:59	Student	Yes	Phone	Yes	Yes		row_0:Somewhat satisfied		
208	8/25/2014 17:05	Student	Yes	Email	No	No	did not contact by phone	row_0:Indifferent		

	A	B	C	D	E	F	G	H	K	M
209	8/25/2014 17:12	Student	No				Haven't had any issues	row_0:Somewhat satisfied		
210	8/25/2014 17:16	Student	Yes	Walk in	No	No	It took a while for the student worker to figure out the right person to help me. Once that person was called in they couldn't help at all with the situation.	row_0:Slightly satisfied		
211	8/25/2014 17:18	Student	No	Walk in	Yes	Yes		row_0:Somewhat satisfied		
212	8/25/2014 17:18	Student	Yes	Email		Yes		row_0:Satisfied		
213	8/25/2014 17:22	Student	No	Email		Yes				
214	8/25/2014 17:23	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
215	8/25/2014 17:24	Student	Yes	Phone	No	No	For two weeks I called often just to be transferred to a voicemail box etc.	row_0:Slightly satisfied	Need more people working in the office who care to help. One girl even hung up on me when trying to contact someone with help enrolling for fall 2014 semester.	
216	8/25/2014 17:28	Student	No				I have never had an issue with eCampus.			
217	8/25/2014 17:31	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
218	8/25/2014 17:32	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
219	8/25/2014 17:33	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
220	8/25/2014 17:42	Student	No							

	A	B	C	D	E	F	G	H	K	M
										The help desk was very helpful. I had my problem resolved in less than 10 minutes and not only was the lady friendly and knowledgeable she also was encouraging to the furthering of my post-secondary college career.
221	8/25/2014 17:48	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
222	8/25/2014 17:49	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
										You need to make it to where it works better on Google Chrome because no one uses Firefox or Internet Explorer anymore.
223	8/25/2014 17:52	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
224	8/25/2014 17:58	Student	Yes	Phone	Yes	Yes	I still have one unresc	row_0:Somewhat satisfied		
225	8/25/2014 18:07	Student	Yes	Email	Yes	Yes		row_0:Satisfied		
226	8/25/2014 18:13	Student	No				Have had NO problems		Have had NO problems	
227	8/25/2014 18:15	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
228	8/25/2014 18:15	Student	No							
229	8/25/2014 18:17	Student	Yes	Email		No	I still cannot log into library.	row_0:Somewhat satisfied		
230	8/25/2014 18:20	Student	Yes	Phone	Yes	Yes		row_0:Somewhat satisfied		
231	8/25/2014 18:25	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
232	8/25/2014 18:41	Student	No	Walk in	Yes	Yes		row_0:Satisfied		
233	8/25/2014 18:52	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		I have been taking online classes for 2 years. I have never had a problem I couldn't get resolved. Even if it was not the help desk I had to go to for help. The help desk always at least steers me in the right direction.
234	8/25/2014 19:06	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
235	8/25/2014 19:15	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		I was so thankful I could contact the Ecampus Helpdesk for assistance.
236	8/25/2014 19:21	Student	No							I don't believe I have had any ecampus issues.

	A	B	C	D	E	F	G	H	K	M
237	8/25/2014 19:22	Student	Yes	Phone	No	No	I called the help desk but there was no answer.	row_0:Dissatisfied	I could not log onto a computer to print off my homework and no one answered the phone to help me.	
238	8/25/2014 19:24	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
239	8/25/2014 19:33	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		The Help Desk has always been very knowledgeable and helpful with any issues I have had in the past.
240	8/25/2014 19:37	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
241	8/25/2014 19:37	Student	Yes	Email		Yes		row_0:Satisfied		
242	8/25/2014 19:46	Student	No							
243	8/25/2014 19:46	Student	No	Phone	Yes	Yes		row_0:Somewhat satisfied		
244	8/25/2014 20:02	Student	No	Phone	Yes	Yes		row_0:Indifferent		
245	8/25/2014 20:08	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
246	8/25/2014 20:11	Student	Yes	Phone	Yes	No	it appeared the lady I spoke with had no clue as to what I was talking about and put me on hold for a long time.	row_0:Indifferent		
247	8/25/2014 20:20	Student	Yes	Phone	No	Yes				
248	8/25/2014 20:28	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
249	8/25/2014 20:34	Student	No							
250	8/25/2014 20:48	Student	Yes	Walk in	Yes	Yes		row_0:Satisfied		
251	8/25/2014 20:49	Student	No	Walk in	Yes	Yes		row_0:Satisfied		
252	8/25/2014 20:52	Student	No							
253	8/25/2014 20:56	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		

	A	B	C	D	E	F	G	H	K	M
										My only complaint is my inability to access pencasts my professors place in ecampus. This is my second semester in which the professor specifically used pencasts to post lectures and I cannot hear the audio portion. Very useless!
254	8/25/2014 21:05	Student	Yes	Email		Yes		row_0:Indifferent		
255	8/25/2014 21:10	Student	Yes	Email		Yes		row_0:Indifferent		
256	8/25/2014 21:16	Student	No							
257	8/25/2014 21:18	Student	No	Email	Yes	Yes		row_0:Somewhat satisfied		
258	8/25/2014 21:19	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
259	8/25/2014 21:35	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
260	8/25/2014 21:50	Student	Yes	Email	Yes	Yes		row_0:Satisfied		
261	8/25/2014 21:52	Student	No				I have not recently had to call for help	row_0:Satisfied		
262	8/25/2014 21:54	Student	Yes	Phone	Yes	Yes	You really evening and weekend hours.	row_0:Somewhat satisfied		
263	8/25/2014 21:54	Student	Yes	Email		Yes		row_0:Satisfied		
264	8/25/2014 21:55	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
265	8/25/2014 22:04	Student	No							
266	8/25/2014 22:15	Student	No							
267	8/25/2014 22:18	Student	No							
268	8/25/2014 22:23	Student	Yes	Walk in	Yes	Yes		row_0:Somewhat satisfied		
269	8/25/2014 22:39	Student	Yes	Walk in	Yes	Yes		row_0:Satisfied		
270	8/25/2014 22:49	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
271	8/25/2014 22:57	Student	Yes	Phone	Yes	Yes		row_0:Somewhat satisfied	I had to call back several times before the problem was resolved	
272	8/25/2014 23:09	Student	No							
273	8/25/2014 23:21	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		

	A	B	C	D	E	F	G	H	K	M
274	8/25/2014 23:34	Student	No				Haven't had many issues with e-campus. The only problem I had with e-campus was that I could not type when turning in an assignment while using internet explorer. I use Google Chrome now and it works fine.	row_0:Indifferent		
275	8/25/2014 23:57	Student	No							
276	8/26/2014 0:04	Student	No	Phone	Yes	Yes	The e-campus has been helpful with all my questions so far and the ladies also have great customer service skills. Thanks e- campus	row_0:Satisfied		
277	8/26/2014 0:18	Student	No	Walk in	Yes	Yes		row_0:Satisfied		
278	8/26/2014 0:26	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		I don't like e-campus I wish all work was still pen and paper
279	8/26/2014 0:34	Student	Yes	Walk in	Yes	Yes	Staff was not as knowledgeable as I would of liked but it due to the program.	row_0:Somewhat satisfied		
280	8/26/2014 0:52	Student	No	Email			N/A	row_0:Indifferent	N/A	As of August 25 2014 I have not had to utilize the helpdesk.

	A	B	C	D	E	F	G	H	K	M
281	8/26/2014 0:53	Student	No	Email	Yes	Yes	My answer was yes.	row_0:Satisfied	My answer was yes.	No other comments at this time.
282	8/26/2014 1:00	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
283	8/26/2014 1:53	Student	Yes	Walk in	Yes	Yes		row_0:Satisfied		
284	8/26/2014 6:30	Student	Yes	Phone	Yes	Yes		row_0:Somewhat satisfied		
285	8/26/2014 8:59	Student	No				I have had no issues.		No reason to rate I have not contacted them.	
286	8/26/2014 9:13	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
287	8/26/2014 9:22	Student	Yes	Walk in	No	No	Nobody knew what to do at the time.	row_0:Somewhat satisfied		
288	8/26/2014 9:25	Student	Yes	Phone	Yes	Yes		row_0:Somewhat satisfied		
289	8/26/2014 9:27	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
290	8/26/2014 9:42	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
291	8/26/2014 10:21	Student	Yes	Phone	Yes			row_0:Satisfied		
292	8/26/2014 10:23	Student	Yes	Email	Yes	Yes		row_0:Satisfied		
293	8/26/2014 10:27	Student	No	Phone	Yes	Yes		row_0:Satisfied		
294	8/26/2014 10:32	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
295	8/26/2014 10:57	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		The help was awesome! they answered all my questions and made sure I had everything I need and I was no confused.
296	8/26/2014 11:31	Student	Yes	Phone	Yes	No	People at the front didn't want to deal with your problems so sent you to the Claremore roger state	row_0:Dissatisfied	The people at the front office of Bartlesville rogers state are rude especially one of the counselor.	ecampus is just for roger state people to be lazy and not have to deal with papers and all. What do you do if you don't have a computer. Also every class you take you have to turn things in online its pretty much an online class.

	A	B	C	D	E	F	G	H	K	M
297	8/26/2014 11:31	Student	Yes	Email		No	I received no reply the last two times I contacted Help Desk via email. I eventually solved the problem myself.	row_0:Dissatisfied		
298	8/26/2014 11:32	Student	Yes	Walk in	Yes	No		row_0:Satisfied		
299	8/26/2014 11:34	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
300	8/26/2014 11:39	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
301	8/26/2014 11:43	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		Great help!
302	8/26/2014 11:51	Student	Yes	Phone	Yes	Yes	none	row_0:Satisfied	none	none
303	8/26/2014 12:14	Student	No	Walk in	Yes	Yes	.	row_0:Indifferent	.	.
304	8/26/2014 12:20	Student	No		No	No	I marked no because I have not used the help desk up to this point.	row_0:Somewhat satisfied		
305	8/26/2014 12:29	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
306	8/26/2014 12:32	Student	Yes	Phone	Yes	Yes		row_0:Somewhat satisfied		
307	8/26/2014 12:41	Student	No	Phone	Yes	Yes		row_0:Somewhat satisfied		
308	8/26/2014 12:43	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		Staff was very kind and helpful.
309	8/26/2014 12:56	Student	Yes	Phone	Yes	Yes		row_0:Somewhat satisfied		
310	8/26/2014 12:56	Student	No							
311	8/26/2014 13:18	Student	Yes	Phone	No	Yes		row_0:Somewhat satisfied		
312	8/26/2014 13:19	Student	Yes	Phone	Yes	Yes		row_0:Indifferent		
313	8/26/2014 13:57	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
314	8/26/2014 13:58	Student	No					row_0:Satisfied		

	A	B	C	D	E	F	G	H	K	M
315	8/26/2014 14:10	Student	No				I just have not used the helpdesk so I can't help you with the previous three questions.	row_0:Indifferent		
316	8/26/2014 14:34	Student	Yes	Email		Yes		row_0:Satisfied		
317	8/26/2014 14:53	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
318	8/26/2014 15:16	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		very helpful and resolved my issue quickly.
319	8/26/2014 15:19	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
320	8/26/2014 15:27	Student	Yes	Phone	Yes	Yes		row_0:Somewhat satisfied		
321	8/26/2014 15:43	Student	No							
322	8/26/2014 15:57	Student	No				I haven't ever really experienced any issues with ecampus that needed to be resolved.	row_0:Indifferent		
323	8/26/2014 16:41	Student	No	Email		Yes		row_0:Somewhat satisfied		
324	8/26/2014 16:59	Student	No	Email	Yes	Yes		row_0:Indifferent		
325	8/26/2014 17:20	Student	Yes	Phone	Yes	Yes		row_0:Somewhat satisfied		
326	8/26/2014 17:29	Student	No							
327	8/26/2014 17:54	Student	No					row_0:Indifferent		I have never reported an issue so there is not any context for me in this evaluation.
328	8/26/2014 17:55	Student	No				I haven't experienced ecampus troubles yet.			
329	8/26/2014 18:00	Student	No	Walk in	Yes	Yes		row_0:Satisfied		
330	8/26/2014 18:13	Student	No					row_0:Dissatisfied		

	A	B	C	D	E	F	G	H	K	M
331	8/26/2014 18:34	Student	Yes	Email		Yes		row_0:Slightly satisfied		It would be nice if there was a uniform system for the instructors to use. It would also be nice it there was a calendar that the student could make notes on in ecampus.
332	8/26/2014 18:37	Student	No							
333	8/26/2014 18:43	Student	Yes	Email	Yes	Yes	They were extremely helpful	row_0:Satisfied		
334	8/26/2014 18:44	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
335	8/26/2014 18:48	Student	No	Phone	Yes	Yes		row_0:Somewhat satisfied		

	A	B	C	D	E	F	G	H	K	M
									there is no option for no might want to change this to If your answer to the above question was Dissatisfied or Slightly Dissatisfied please tell us why." also you have Satisfied; Somewhat satisfied; Indifferent; Slightly "satisfied"; Dissatisfied; Please note you have satisfied on there 3 times this seem like it going to skew the results a bit.... Also you should have the same descriptive word for both Satisfied and Dissatisfied not two different ones. Someone really should proofread this survey before it goes out. "	
336	8/26/2014 19:09	Student	No				you need to ad a N/A to 3 4 and 5.	row_0:Indifferent		It has been over 8 months since I had to contact the help desk. I don't even remember if I called or emails.
337	8/26/2014 19:39	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
338	8/26/2014 19:48	Student	Yes	Email	Yes	Yes		row_0:Satisfied		
339	8/26/2014 19:51	Student	No				I haven't had any issues.		I haven't had any issues.	
340	8/26/2014 20:13	Student	No							

	A	B	C	D	E	F	G	H	K	M
341	8/26/2014 20:21	Student	No		No		I have not had to contact the help desk yet.	row_0:Satisfied	Have not had to use the help desk.	I find e-campus easy to use so I have not had to contact anyone for help.
342	8/26/2014 21:23	Student	No				I did not have any issues with e-campus.		I did not have any issues with e-campus.	
343	8/26/2014 21:23	Student	No							I have not had any issues with e-campus. So far it has been very helpful and organized.
344	8/27/2014 0:22	Student	No	Walk in	Yes	Yes		row_0:Indifferent		
345	8/27/2014 0:25	Student	Yes	Phone		Yes		row_0:Satisfied		The help desk needs be available longer. I would like to know what percentage of RSU students are working adults who use e-campus after 5:00 p.m. The available hours for the help desk are very inconvenient and inconsiderate.
346	8/27/2014 0:25	Student	Yes	Walk in	Yes	Yes		row_0:Satisfied		
347	8/27/2014 0:51	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		The person who helps me is usually knowledgeable. But my issue keeps on coming back. I am not sure why.
348	8/27/2014 0:52	Student	No							
349	8/27/2014 3:06	Student	No	Email		Yes		row_0:Somewhat satisfied		
350	8/27/2014 8:53	Student	No	Phone	Yes	Yes		row_0:Satisfied		
351	8/27/2014 10:12	Student	Yes	Walk in	No	No	Incompetence in?com?pe?tence	row_0:Dissatisfied	What??	This survey is lame
352	8/27/2014 10:28	Student	No	Phone	Yes	Yes		row_0:Satisfied		
353	8/27/2014 10:31	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
354	8/27/2014 10:35	Student	Yes	Email	No	No		row_0:Indifferent		
355	8/27/2014 11:07	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
356	8/27/2014 11:11	Student	No							I have never had to contact the E-campus helpdesk.
357	8/27/2014 11:21	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		

	A	B	C	D	E	F	G	H	K	M
358	8/27/2014 11:38	Student	No							
359	8/27/2014 11:46	Student	No							
360	8/27/2014 11:51	Student	No					row_0:Indifferent		
361	8/27/2014 11:57	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
362	8/27/2014 12:28	Student	No							
363	8/27/2014 12:32	Student	No							
364	8/27/2014 13:07	Student	No				I haven't had any issues		I haven't had any issues	
365	8/27/2014 13:18	Student	No	Walk in	Yes	Yes		row_0:Indifferent		
366	8/27/2014 13:39	Student	Yes	Phone	Yes	Yes		row_0:Slightly satisfied		
367	8/27/2014 13:55	Student	Yes	Phone		Yes		row_0:Satisfied		I haven't had to contact them this semester but did have some issues last fall and they were quick to respond to my email.
368	8/27/2014 14:23	Student	Yes	Phone	Yes	Yes		row_0:Indifferent		
369	8/27/2014 14:26	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
370	8/27/2014 14:59	Student	Yes	Walk in	Yes	Yes		row_0:Somewhat satisfied		
371	8/27/2014 15:00	Student	No	Email	Yes	Yes		row_0:Satisfied		
372	8/27/2014 15:00	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
373	8/27/2014 15:01	Student	Yes	Phone	Yes	Yes		row_0:Somewhat satisfied		I had a class not show up on my exam pus that I was in and had homework due I called on a Friday morning and they didn't call back until Monday. Luckily my teacher was understanding and let me have a few more days to complete the assignment
374	8/27/2014 15:07	Student	No	Phone	Yes	Yes		row_0:Satisfied		
375	8/27/2014 15:13	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
376	8/27/2014 15:44	Student	Yes	Walk in	Yes	Yes	n/a	row_0:Indifferent	n/a	n/a
377	8/27/2014 16:06	Student	No	Walk in	Yes	Yes		row_0:Satisfied		
378	8/27/2014 16:31	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
379	8/27/2014 16:50	Student	No							
380	8/27/2014 17:05	Student	No							

	A	B	C	D	E	F	G	H	K	M
381	8/27/2014 18:51	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
382	8/27/2014 19:16	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
383	8/27/2014 19:37	Student	No	Email	Yes	Yes		row_0:Somewhat satisfied		
384	8/27/2014 19:56	Student	No				I never contacted the helpdesk I never needed to.	row_0:Satisfied		
385	8/27/2014 20:09	Student	Yes	Phone	Yes	Yes		row_0:Somewhat satisfied		
386	8/27/2014 21:38	Student	No	Email	Yes	Yes		row_0:Somewhat satisfied		I have never had any problems
387	8/27/2014 22:11	Student	Yes	Phone	Yes	Yes		row_0:Slightly satisfied		
388	8/27/2014 23:16	Student	No							
389	8/28/2014 10:39	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
390	8/28/2014 11:45	Student	No	Email	No	Yes		row_0:Satisfied		Overall the Helpdesk has been as helpful as they can. The ecampus issues happen all the time and they fix those issues as quickly as they can.
391	8/28/2014 12:08	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		

	A	B	C	D	E	F	G	H	K	M
392	8/28/2014 12:36	Student	Yes	Email	Yes	No	When I emailed with issues accessing Hillcat Hub I received an email the middle of the next day saying I had to call the help desk even though I had supplied all of my information in my email and just needed my password reset.	row_0:Indifferent	The Hillcat Hub web based password reset script is broken. Also I have noticed what appears to be an issue with the Hillcat Hub password system I have had my password reset in the past. Then once I logged in and changed my password from the reset default and logged out and came back later my new password did not work. I had to call the help desk again to reset my password. This happened at least twice over the summer months. Currently my hillcat hub password seems to be holding.	
393	8/28/2014 14:01	Student	Yes	Phone	No	No	i couldn't even get through to the help desk and the voicemail box was full. it was of no help to me whatsoever.	row_0:Dissatisfied	see question 6	
394	8/28/2014 14:20	Student	No					row_0:Indifferent		I have found no problems
395	8/28/2014 16:01	Student	No	Walk in	No	Yes		row_0:Somewhat satisfied		

	A	B	C	D	E	F	G	H	K	M
396	8/28/2014 16:48	Student	No							
397	8/28/2014 17:05	Student	Yes	Walk in	Yes	Yes		row_0:Slightly satisfied		
398	8/28/2014 17:06	Student	Yes	Phone	Yes	Yes		row_0:Somewhat satisfied		They wre very helpful and expedient.
399	8/28/2014 18:11	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
400	8/28/2014 18:48	Student	No							
401	8/28/2014 19:24	Student	No					row_0:Indifferent		
402	8/28/2014 21:52	Student	No	Email	Yes	Yes		row_0:Satisfied		
403	8/28/2014 22:17	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
404	8/29/2014 0:26	Student	No							
405	8/29/2014 7:26	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
406	8/29/2014 11:25	Student	Yes	Phone	No	No	Last semester I was t	row_0:Dissatisfied	Same as above.	The person answering the phone needs to know what is going on if RSU is having problems. The student should not have to pay for RSU's lack of communication. It's a university teaching communication skills!
407	8/29/2014 11:37	Student	Yes	Email		Yes		row_0:Somewhat satisfied		
408	8/29/2014 12:59	Student	Yes	Phone	No	No	I called the helpdesk a week ago and no one has called me back to date. I am having issues with my email that still aren't resolved.	row_0:Dissatisfied	Once again no one had called back so we can resolve the issue.	
409	8/29/2014 13:39	Student	No					row_0:Indifferent		
410	8/29/2014 13:40	Student	No							
411	8/29/2014 13:46	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		

	A	B	C	D	E	F	G	H	K	M
							called to get password reset because I had a test that day. I dont normally go to RSU sites because I use comp at home. Lady was very rude and stated we you should have thought this out before today""			
412	8/29/2014 19:16	Student	Yes	Phone	No	No		row_0:Slightly satisfied		
413	8/29/2014 21:53	Student	Yes	Email	Yes	Yes		row_0:Satisfied		I thought the help desk was very helpful.
414	8/29/2014 23:26	Student	No				I have had no need to call the help desk			
415	8/31/2014 1:41	Student	No							
416	8/31/2014 16:11	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		:)
417	8/31/2014 16:34	Student	Yes	Phone	Yes	Yes		row_0:Somewhat satisfied		
418	8/31/2014 16:45	Student	No							
419	8/31/2014 17:40	Student	No	Email	No			row_0:Indifferent		
420	8/31/2014 18:52	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
421	8/31/2014 19:17	Student	No							
422	8/31/2014 21:33	Student	No							

	A	B	C	D	E	F	G	H	K	M
423	8/31/2014 22:38	Student	Yes	Email	Yes	Yes	They responded quickly but after I sent them more information pertaining to my problem I never got another response.	row_0:Somewhat satisfied		
424	9/1/2014 11:02	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
425	9/1/2014 11:53	Student	No							
426	9/1/2014 12:34	Student	Yes	Email		No	A long time I had an issue with my user name and password for e campus but it took almost a week to fix. (Last name changed)	row_0:Slightly satisfied		
427	9/1/2014 14:13	Student	No	Email	Yes	Yes		row_0:Satisfied		
428	9/1/2014 18:46	Student	Yes	Email	Yes	Yes		row_0:Satisfied		
429	9/1/2014 21:18	Student	Yes	Email		Yes		row_0:Satisfied		
430	9/2/2014 0:12	Student	No	Walk in	Yes	Yes		row_0:Satisfied		
431	9/2/2014 8:54	Student	No							
432	9/2/2014 10:27	Student	No	Phone	Yes	Yes		row_0:Satisfied		
433	9/2/2014 10:46	Student	Yes	Phone	Yes	Yes		row_0:Slightly satisfied		The eCampus help desk has always been very straight forward and helpful when I have called them. The only issue I have ever come into contact with is that the hours are not longer.
434	9/2/2014 10:51	Student	Yes	Email		Yes		row_0:Slightly satisfied		
435	9/2/2014 11:49	Student	No							
436	9/2/2014 12:52	Student	No	Walk in	Yes	Yes		row_0:Satisfied		
437	9/2/2014 15:54	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		

	A	B	C	D	E	F	G	H	K	M
438	9/2/2014 18:21	Student	Yes	Phone	Yes	Yes		row_0:Somewhat satisfied		
439	9/2/2014 20:54	Student	No							
440	9/2/2014 23:16	Student	No							
441	9/3/2014 11:15	Student	No					row_0:Indifferent		
442	9/3/2014 14:30	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
443	9/3/2014 17:16	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
444	9/4/2014 10:22	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
445	9/4/2014 12:09	Student	No	Phone	Yes	Yes		row_0:Satisfied		
446	9/4/2014 12:11	Student	Yes	Email		Yes		row_0:Satisfied		I emailed the help desk about an issue and within the hour I had received an email with my answer and was able to get my issue resolved very quickly. Keep up the excellent work!
447	9/4/2014 18:06	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
448	9/4/2014 18:16	Student	No	Email	Yes	Yes		row_0:Somewhat satisfied		
449	9/4/2014 19:36	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
450	9/5/2014 9:24	Student	Yes	Email	Yes	Yes		row_0:Satisfied		
451	9/5/2014 11:43	Student	Yes	Phone	Yes	Yes		row_0:Somewhat satisfied		
452	9/5/2014 15:35	Student	Yes	Email	Yes	Yes		row_0:Satisfied		
453	9/5/2014 19:57	Student	Yes	Email	Yes	Yes		row_0:Satisfied		
454	9/5/2014 22:57	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
455	9/5/2014 23:10	Student	No							Don't have any issues yet.
456	9/6/2014 11:18	Student	Yes	Email	Yes	Yes	N/A	row_0:Satisfied	N/A	N/A
457	9/6/2014 15:46	Student	No							
458	9/7/2014 23:13	Student	No					row_0:Satisfied		
459	9/8/2014 9:50	Student	Yes	Phone	Yes	Yes		row_0:Indifferent		
460	9/8/2014 11:40	Student	No							
461	9/8/2014 12:29	Student	Yes	Walk in	Yes	No		row_0:Slightly satisfied		
462	9/8/2014 14:09	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
463	9/8/2014 15:23	Student	No	Walk in	Yes	Yes		row_0:Satisfied		
464	9/8/2014 17:38	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
465	9/8/2014 18:23	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
466	9/8/2014 21:17	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		

	A	B	C	D	E	F	G	H	K	M
467	9/9/2014 8:56	Student	No							
468	9/9/2014 10:03	Student	No							
469	9/9/2014 12:10	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		They did a great job on fixing the problem I was having with Ecampus. The staff was open minded and told me exactly what to do when they fix it. After that I was successful on logging on and was able to do my homework.
470	9/9/2014 19:01	Student	No							
471	9/9/2014 23:19	Student	Yes	Phone	Yes	Yes		row_0:Somewhat satisfied		
472	9/12/2014 0:37	Student	No							have not had any issues
473	9/12/2014 12:42	Student	No					row_0:Indifferent		
474	9/13/2014 11:15	Student	Yes	Email		Yes		row_0:Satisfied		Received the information I needed EXTREMELY quickly (not even hours until I had a response more of a matter of minutes!). Was a simple fix and I was up and going again! VERY impressive!!! Thank you!!!
475	9/13/2014 18:24	Student	Yes	Phone	Yes	Yes		row_0:Slightly satisfied		
476	9/14/2014 15:33	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
477	9/14/2014 19:55	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
478	9/14/2014 21:47	Student	No	Walk in	Yes	Yes		row_0:Indifferent		
479	9/15/2014 10:10	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
480	9/15/2014 17:56	Student	No							
481	9/16/2014 14:07	Student	No					row_0:Satisfied		
482	9/16/2014 15:04	Student	Yes	Email	No	No	I chose to email about my issue because that's what I'm most comfortable with but it took much to long to get a response.	row_0:Slightly satisfied	As I said before it took a long time to get a response from someone. Since then I have tried to avoid using it if I can and just have professors use my gmail instead.	I would like there to be some sort of seminar or class on how to use this site. It might make it a little easier.

	A	B	C	D	E	F	G	H	K	M
483	9/17/2014 7:45	Student	No				I have never had any significant issues with ecampus.	row_0:Satisfied		
484	9/17/2014 17:49	Student	No				I have never need assistance...			
485	9/18/2014 13:01	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
486	9/18/2014 14:43	Student	No				I have no problems so far			
487	9/21/2014 14:41	Student	Yes	Phone	Yes	Yes	The person I spoke with was very knowledgeable and resolved my issue quickly. They were also very pleasant to speak with.	row_0:Satisfied		
488	9/23/2014 11:35	Student	Yes	Phone	Yes	Yes		row_0:Somewhat satisfied		
489	9/23/2014 15:51	Student	Yes	Phone	Yes	No	needed answers that day with homework that was due. Had to wait until 5pm or the next business day.	row_0:Slightly satisfied		
490	9/23/2014 20:50	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		The help desk responded quickly and efficiently in regards to resolving my issue.
491	9/23/2014 22:10	Student	No							
492	9/24/2014 13:57	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		Resolved issue very quickly! Thank you.
493	9/26/2014 21:49	Student	Yes	Email	No	Yes		row_0:Somewhat satisfied		
494	9/28/2014 20:54	Student	No	Email	No	No		row_0:Indifferent		

	A	B	C	D	E	F	G	H	K	M
495	9/30/2014 12:08	Student	Yes	Email		Yes		row_0:Satisfied		
496	9/30/2014 12:23	Student	No							
497	10/1/2014 13:46	Student	No	Email	No	No	never have tried			
498	10/3/2014 22:00	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
499	10/8/2014 2:31	Student	No	Email						
500	10/8/2014 13:11	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
501	10/8/2014 20:49	Student	No	Phone	Yes	Yes		row_0:Indifferent		
502	10/9/2014 10:45	Student	Yes	Walk in	No	No		row_0:Dissatisfied		
503	10/9/2014 20:56	Student	No	Phone	No	Yes		row_0:Satisfied		
504	10/10/2014 8:52	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
505	10/12/2014 2:51	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
506	10/16/2014 1:21	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		Do not use Blackboard i have used it before and it is very hard and difficult to understand for freshman students allow the students to be familiar with the blackboard before you switch them to it
507	10/21/2014 15:18	Student	No	Walk in	No	Yes		row_0:Satisfied		
508	10/22/2014 17:54	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
509	10/30/2014 11:07	Student	No	Phone	Yes	Yes		row_0:Indifferent		
510	11/3/2014 16:51	Student	No	Phone	Yes	Yes		row_0:Satisfied		
511	11/4/2014 17:26	Student	Yes	Email	Yes	Yes		row_0:Somewhat satisfied		
512	11/9/2014 13:59	Student	No							
513	11/11/2014 12:29	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
514	11/11/2014 13:50	Student	No							
515	11/15/2014 23:17	Student	No	Phone	Yes	Yes		row_0:Satisfied		
516	11/19/2014 14:04	Student	Yes	Phone	Yes	Yes		row_0:Somewhat satisfied		
517	11/19/2014 17:07	Student	No							
518	12/1/2014 20:35	Student	Yes	Email		Yes		row_0:Indifferent		
519	12/3/2014 15:46	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
520	12/5/2014 13:58	Student	Yes	Phone	Yes	No	Because I had to call a	row_0:Indifferent		
521	12/5/2014 18:39	Student	No	Phone				row_0:Indifferent		
522	12/5/2014 20:10	Student	No							

	A	B	C	D	E	F	G	H	K	M
523	12/5/2014 20:47	Student	Yes	Walk in	Yes	Yes		row_0:Indifferent		The questions on the survey are inadequate (poor is a better word) and do not help identifying problems or possible solutions. first there must be the ability to select more than one category as in questions 3 and 10. The use of the likert scale in question 7 was repetitive and extraneous as the question should have been satisfactorily answer in question 5. The use of the likert scale in question would be acceptable if the question would mean something than what has already been asked two questions in a row that so closely represent the same thing on such a short survey are indicative of a lack of understanding how to create a survey. The campus site including hillcat hub is horrible and needs to be repaired or ditched many of the professors and most of the student so not use it anyway. I tried to submit the survey but it said I did not answer questions 6 and 9 thats because I answered yes on 5 and there was no question prior to question it was a Likert scale are you people really that stupid I guess so
524	12/6/2014 2:54	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
525	12/6/2014 11:12	Student	Yes	Email		No	no one emailed me back about my issue	row_0:Dissatisfied	i still have the problem and no one has emailed me back about how to fix it.	

	A	B	C	D	E	F	G	H	K	M
526	12/6/2014 12:41	Student	Yes	Phone	Yes	Yes	I had a Yes but wanted	row_0:Satisfied		I have been to about 5 different colleges due to being in the military and RSU has by far been the best experience!
527	12/6/2014 14:41	Student	No							
528	12/6/2014 20:24	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
529	12/7/2014 18:25	Student	Yes	Phone	Yes	Yes		row_0:Somewhat satisfied		
530	12/7/2014 22:14	Student	Yes	Phone	Yes	Yes	.	row_0:Satisfied	.	.
531	12/7/2014 22:28	Student	No							
532	12/7/2014 22:29	Student	Yes	Walk in	Yes	Yes		row_0:Satisfied		
533	12/8/2014 2:13	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
534	12/8/2014 9:07	Student	No							
535	12/8/2014 12:09	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
536	12/8/2014 14:43	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
537	12/8/2014 17:14	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
538	12/8/2014 19:08	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
539	12/8/2014 21:35	Student	No	Email	Yes	Yes		row_0:Somewhat satisfied		
540	12/8/2014 21:55	Student	No				Didn't need to.	row_0:Satisfied		
541	12/9/2014 11:31	Student	No							
542	12/10/2014 11:19	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
543	12/10/2014 12:39	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
544	12/10/2014 14:48	Student	No							
545	12/10/2014 16:44	Student	No	Walk in	Yes	Yes		row_0:Somewhat satisfied		
546	12/11/2014 10:16	Student	No	Walk in	Yes	Yes		row_0:Satisfied		
547	12/11/2014 15:32	Student	No							
548	12/15/2014 21:31	Student	No	Walk in	Yes	Yes	just getting started	row_0:Satisfied	none at this time	none at this time
549	12/15/2014 21:40	Student	No	Email	No			row_0:Satisfied		
550	12/22/2014 14:54	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
551	12/27/2014 16:03	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
552	12/28/2014 21:22	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
553	12/29/2014 20:09	Student	No	Walk in	Yes	Yes		row_0:Satisfied		
554	1/3/2015 0:07	Student	Yes	Phone	Yes	Yes		row_0:Somewhat satisfied		

	A	B	C	D	E	F	G	H	K	M
555	1/4/2015 15:12	Student	Yes	Phone	No	No	I believe that the helpdesk should have evening and weekend hours rather than 8am - 5pm M-F.	row_0:Dissatisfied	information upon enrolling as to the username/password for online classes or email. Therefore I searched and found the following instructions - http://www.faculty.rsu.edu/users/f/felwell/www/HomePage/RSUStudentEmail.html . Which I learned is outdated information. I tried calling the helpdesk and I work fulltime and take classes at night and online. Since the helpdesk is not open other than M-F 8-5 I was unable to speak with someone. Fortunately through multiple attempts I was able to figure out my username and password. Either having the helpdesk hours extended to include nights and	

	A	B	C	D	E	F	G	H	K	M
							I had an error message on a campus computer saying that the latest version of Adobe Flash needed to be downloaded before I could do my homework on that computer. When I called to inquire about it I was told that I would just have to try another computer. I tried every one in that lab then I went to the library computers and got the exact same thing.			
556	1/5/2015 9:19	Student	No	Phone	No	No		row_0:Indifferent	The issue I had was not with ecampus it was Cengage.	
557	1/5/2015 10:28	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
558	1/5/2015 15:38	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
559	1/5/2015 16:05	Student	No				Did not need any help.	row_0:Indifferent		
560	1/5/2015 18:40	Student	Yes	Email	Yes	Yes		row_0:Somewhat satisfied		
561	1/5/2015 18:44	Student	Yes	Phone	Yes	Yes				
562	1/6/2015 11:36	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
563	1/6/2015 13:28	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
564	1/7/2015 14:52	Student	Yes	Email	Yes	Yes		row_0:Somewhat satisfied		
565	1/7/2015 19:49	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		

	A	B	C	D	E	F	G	H	K	M
566	1/8/2015 15:44	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
567	1/8/2015 15:48	Student	No	Walk in	Yes	Yes		row_0:Satisfied		
568	1/8/2015 18:28	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
569	1/8/2015 22:42	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
570	1/10/2015 11:02	Student	No	Email	Yes	Yes		row_0:Satisfied		
571	1/11/2015 10:09	Student	Yes	Email		Yes		row_0:Satisfied		
572	1/11/2015 15:47	Student	Yes	Walk in	Yes	Yes		row_0:Satisfied		
573	1/11/2015 22:37	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		and logging into the e-campus.
574	1/11/2015 23:18	Student	Yes	Email	Yes	Yes	N/A	row_0:Somewhat satisfied	N/A	N/A
575	1/12/2015 12:10	Student	No							
576	1/12/2015 14:38	Student	Yes	Email	Yes	Yes		row_0:Satisfied		
577	1/12/2015 15:17	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
578	1/13/2015 12:33	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
579	1/13/2015 14:41	Student	No	Walk in	Yes	Yes		row_0:Satisfied		
580	1/13/2015 14:58	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		I had trouble with the link given to me to access my RSU email and was unable to log in to my Hillcat Hub. I called in and within five minutes was able to resolve both issues with ease. I am also learning easily how to navigate the e-campus and working with my fellow students.
581	1/14/2015 20:18	Student	Yes	Phone	Yes	Yes		row_0:Somewhat satisfied		
582	1/14/2015 21:14	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
583	1/15/2015 17:56	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
584	1/16/2015 9:32	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
585	1/16/2015 19:49	Student	No							
586	1/17/2015 4:18	Student	Yes	Phone	Yes	Yes		row_0:Somewhat satisfied		
587	1/17/2015 11:24	Student	No							
588	1/19/2015 14:54	Student	Yes	Email	Yes	Yes		row_0:Satisfied		
589	1/21/2015 17:31	Student	No							
590	1/22/2015 1:42	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
591	1/25/2015 11:27	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		

	A	B	C	D	E	F	G	H	K	M
592	1/26/2015 14:33	Student	No			Yes		row_0:Satisfied		
593	1/26/2015 19:51	Student	No	Phone	Yes	Yes		row_0:Satisfied		
594	1/29/2015 0:35	Student	Yes	Phone	Yes	Yes		row_0:Somewhat satisfied		
595	1/29/2015 10:08	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
596	1/29/2015 15:37	Student	No	Walk in	Yes	Yes		row_0:Satisfied		
597	1/29/2015 19:25	Student	No	Email	No	Yes	NA	row_0:Satisfied	NA	NA
598	2/4/2015 15:45	Student	No							
599	2/5/2015 11:12	Student	Yes	Email	Yes	Yes		row_0:Satisfied		
600	2/6/2015 13:10	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
601	2/8/2015 11:10	Student	Yes	Email	Yes	Yes		row_0:Somewhat satisfied		
602	2/12/2015 18:14	Student	No							
603	2/23/2015 12:17	Student	Yes	Email		Yes		row_0:Satisfied		

	A	B	C	D	E	F	G	H	K	M
							new student at RSU and I was needing to use the online library for a paper that said we could only use the online RSU Stafford library. I was having trouble logging in on Thursday night. I had to wait to call on the next business day which was Friday and they told me to try different ones and by doing so I was locked out. I called back to have them reset my password and was told to call back if I had problems. The help desk had business hours and I needed assistance after hours on a Friday. So I had to		I also did not know that they were sending my log ins to my student email address. I thought they were going to be sending it to my personal email which I had given them. I also did not have that log in password because the one they said it should be was also incorrect because it was tied to the one I was having problems with. I ended up having to go to one of the campuses to get assistance.	a better tutorial would be helpful and also explaining how many things are connected to that main log in.
604	3/11/2015 13:16	Student	Yes	Phone	Yes	No		row_0:Somewhat satisfied		
605	3/14/2015 21:00	Student	Yes	Phone	Yes	Yes		row_0:Satisfied		
606	4/5/2015 18:42	Student	Yes	Email		Yes		row_0:Satisfied		
607	4/9/2015 0:56	Student	No							
608	4/17/2015 23:48	Student	No	Email		Yes				

	A	B	C	D	E	F	G	H	K	M
609	4/20/2015 10:29	Student	Yes	Phone	Yes	No	It was the beginning of the semester and I was having login issues and made 3 phone calls over a week period before I got ahold of a person to help reset my info.	row_0:Slightly satisfied		
610	5/5/2015 22:36	Student	Yes	Walk in	Yes	Yes	exceed my expectations	row_0:Satisfied		again the staff exceeded my expectations
611	8/19/2014 13:55		Yes					row_0:Indifferent		slfkjskfsd f
612	9/5/2014 12:19		Yes	Email	No	Yes		row_0:Satisfied		

STRATEGIC PLANNING AND INSTITUTIONAL EFFECTIVENESS
2014 - 2015 Unit Action Plan – Year Five

Appendix D

- Leah Asbury – Coordinator of Disability Services
- Dr. Sara Beam – Writing Center Coordinator
- Dr. Richard Beck – Vice President for Academic Affairs
- Kay Brown – LMS Administrator/Technical Coordinator
- Dr. Emily Dial-Driver – Professor, English and Humanities
- Dr. Gary Dotterer – Director for the Center for Teaching and Learning
- Allison Embry - Access Services and Distance Learning Librarian
- Kelli Fields – Web Marketing Coordinator
- Christie Lamberson – Procurement Coordinator
- Kristi Mallet – Director of Human Resources
- Dr. Brent Marsh – Vice President for Student Affairs
- Dr. Mary Millikin – Assistant VP of Accountability and Academics
- Brian Reeves – Director of Information Technology