1. Upgrading computers promptly. I also think this is a weakness of ITS -- do people really need dual-processor G5s to type papers and surf the Internet? It's a complete waste of money. Lab computers in the library should be iMacs, except for scanner computers which should be G5s as they are now. The CMC should be all G5s except the first floor, which is used in the same way the library is.  
2. Upgrading software promptly. Adobe Photoshop, InDesign, and so on at CS 2 is awesome! The exception to this is Mulberry (see 27).  
3. I think ITS does show a genuine concern and desire to support students in their computing needs. I think expression of that effort and dedication is very well done by you guys. esp all the small things like filing the Lab computers with all the latest versions of software, and having really good hardware too 
4. phone help for computing problems, and the help desk in the computer labs 
5. answer questions about tech 
6. ITS knows its stuff and is generally very accessible to students. That's probably its greatest virtue. 
7. The SCIC is an awesome resource -- I'm a former SCICie myself (who left to work as an RA). 
8. free services pretty much whenever you need it. 
9. The 24 hour help desk is nice. 
11. Offer free computer fixing. 
12. Having an open phone line is a good thing 
13. I like that it is available so much of the day to help. 
14. Printers usually in shape, with paper Computers usually working in all the labs But in the LDC sometimes they seem to be in a perpetual state of shutdown or something 
15. scic service: sending people out to help, and talk to them over the phone. 
16. I appreciate that there is always someone at the SCIC who can answer my questions by phone. 
17. Does a good job at fixing things like virus', etc. 
18. I am generally satisfied with the support, but nothing stands out in particular. 
19. gets back to them quickly 
20. We have excellent online resources. 
21. I love that I can call or bring in my computer to get help 
22. ITS does very well at providing a stable network and a great webmail application. 
23. The SCIC is a great resource. 
24. Having a desk that is available to take computers and ask questions. 
25. you keep us updated, and you are available 24 hrs..if im correct, I can't remember the last time we had a problem with the system
26. Having students (SCICers) to support students using the lab machines in person is the most important thing. Students only feel a connection to ITS via the SCIC.
27. 24 hr line
28. answer questions and fix things
29. There are a lot of really effective resources in place, and many of the improvements I can think of I wouldn't have thought of before taking this survey; so far, as a first-year, I have had no problems, really.
30. SCIC
31. The SCIC phone people are very helpful.
32. Computers are really well equipped for all needs.
33. The availability of computers around campus is excellent.
34. trained SCICies who know stuff. good communication.
35. student computing help, help by phone calls EXTREMELY helpful
36. The labs are great. The phone or desk help is generally good.
37. ITS is very available and students know that when they need help, they can go there.
38. The email system works really well
39. I think that ITS provides wonderful file server support--it's incredibly helpful to be able to access my folders from anywhere on campus. I've also found the help desk in the SCIC to be a good resource for computing.
40. good public labs, some useful software
41. Most things are conducted well, file storage on the network, frequently updated machines and operating systems, and access to a wide variety of software stand out.
42. The SCIC is pretty good at what they do (support labs and the software in those labs, and the occasional student computer as far as getting that computer to work on the network).
43. help available from students and faculty experts
44. Support. Internet access.
45. Very available it seems.
46. usually respond to calls pretty quickly
47. ITS is a terrible organization as of right now. People from X to X to X to X et al should all be re-evaluated.
48. Pretty much all my computing needs are usually met.
49. They try.
50. they are available
51. The people who work at SCIC in the CMC are almost always incredibly helpful.
52. Lab computers are very good.
53. I guess so, though I haven’t had many issues so far.

54. Being available at all times to help and genuinely interested in trying to save a computer that got ruined at a party for some reason or another.

55. Great hours.

56. Help desk pertinent software (photoshop, indesign, etc) that is top of the line.

57. Behind the scenes work, making things relatively seamless to students.

58. SCIC phone support.

59. Help desk is good, people are nice and fairly knowledgeable.

60. I think the staff are well-trained, or at least quite knowledgeable, and find it most helpful when they can go through the problem with me so I can learn how to deal with it rather than just fixing it.

61. SCIC.

62. I like how anytime I have a problem I can take it to SCIC and be fairly certain I’ll get help there, even if the 'problem' is relatively simple. People at SCIC have always been incredibly helpful and nice and quick even when I make some absolutely ridiculous request, and I really appreciate that.

63. They do a good job of letting us now when maintenance is going to be done on the system, etc.

64. Helping with viruses.

65. It offers a good service for the cost, but overall, the quality of the SCIC help is not very high, because the workers don’t seem to be very helpful. I know it would cost a fortune to train all of them properly, so I’m happy with the service.

66. Phone support and email/internet blackout info.

67. The numerous labs with all their computers and printers are almost always working.

68. Puts lots of information on the website and has very informed people working for it.

69. I haven’t had much communication with ITS, I don’t really know what it does.

70. Wireless access is good.

71. It is trying to help and make newer and better things available.

72. The SCIC has helpful people.

73. I guess I haven’t really had any major issues to deal with so that’s good. Access to stuff is pretty easy.
76. scic phone line
77. Being able to call the SCIC often.
78. helps people with problems
79. there are lots of computers, but I wish there were more labs. Sometimes one or both printers in a lab will not be working for the whole day, which makes taking care of quick things like printing out a reading before class very difficult.
80. I've had some very helpful phone conversations with SCIC members
81. PEPS is an awesome department, and me and my friends love them.
82. The computers in the labs are fabulously maintained, plentiful, and pretty well-dispersed.
83. ITS provides students with a lot of top end hardware, and a fair amount of accessible software.
84. SCIC - students to help with questions/problems
85. Providing student-to-student help and being accessible.
86. I think, being 'on-call' per se 24 hours, by phone or in person is the best service available on-campus. One time, just prior to a final deadline, I had my computer crash (unable to hold more data due to a memory loss) and one of your students did everything he could to help me out. It was all solved in about a half an hour and he basically saved my entire computer that day--so I think your service is great!
87. are there a lot.
88. The fact that we know that they are there at all times just in case is very reassuring.
89. Drop-offs at the SCIC
90. The SCIC workers are amazing. They always help solve my problems, which is so great because working with computers is so frustrating. I want to hug them all!
91. Hmmm, I actually have been very satisfied with ITS as a whole while on campus, so this is rather difficult to answer. I guess my instinctive answer would be simply always being there. It's a nice feeling to know that is something goes wrong we can always come by to get it fixed, no matter what it is.
92. E-mail, course folders, home folder.
93. ITS tries to have lots of equipment available for students to use.
94. Being available in the SCIC and on the phone.
95. makes themselves well-known and visible on campus
96. n/a
97. having the CMC scic available
98. I love the improved internet connection speed.
99. The labs are quite satisfactory (except for the recent problem with logging off...) esp. the fact that most are open all day.

100. - I feel like there are a lot more places to compute in public labs since my freshman year (or maybe I've just found more places!) - Internet speed in high priority areas is great. - Printing services are great...I appreciate duplexing and free prin

101. Good wireless network at the libe and sayles.

102. being available, although understandably not always having solutions for the problem at hand

103. Notifying when things go wrong

104. Lab computers are kept very speedy and up-to-date, network folders can be accessed reliably

105. SCIC helpdesk.

106. The Carleton Student website is very nice.

107. The SCIC

108. 24 hr availability of labs

109. The labs are in really convienent locations.

110. Always there when I call in to ask for help with a comptuer problem.

111. Overall, the computing here is really good. ITS should Be at the phones, ready when I need help. Why not send one of the three people always playing computer games there to help people in their dorms when difficulties are encountered?

112. SCIC is great...very helpful.

113. It does a pretty good job making sure that you can figure out just about anything Carleton-related through the Carleton website.

114. No comments

115. I don't feel supported by ITS. Almost all of the student workers would not be able to help me if I had a problem. When I do have a problem - I go to someone with more expertise than I have myself. I don't find those people at ITS unless they happen to be working there at the time - meaning I'll call 4040 if I know one of my friends is working at the desk, in which case I am calling my friend - not ITS.

116. provides an easily accessible and friendly place to look to for computing help

117. Send emails saying the internet will not be working temporarily.

118. Very in touch with student needs and digital lifestyle

119. course folders and labs are both very useful

120. Consistent help when needed. Also, help is very reliable.

121. Keeps the network running, provides web hosting, keeps things working.

122. People are always willing to try to help on a computer problem, even if they're not quite sure how to fix it. There is usually a computer with a related printer around for me to use when I need it about campus.
123. Being readily available, and having someone in the dorms to help if a dorm-call needs to be done
124. the 24-hours helpdesk can save nearly anyone's life in times of despair
125. Whenever I call SCIC they are very helpful
126. The people who work at the SCIC are always very helpful on the phone and in-person.
127. e-mail systems are good, and so are collab and online storage. I use these a lot.
128. SCIC staff.
129. cables
130. The SCIC people are sweet. I call them all the time.
131. Sometimes can be really insightful when solving software problems.
132. My only help desk experience was great.
133. Providing reliable tech support for both college-owned computers and students' own computers.
134. Gives them jobs
135. A great resource in individual computer problem solving.
136. Students available at the SCIC desks and on the phone.
137. emails students who are having problems.
138. Provides file storage.
139. I like that there are a lot of hours at the student help desk. There are lots of good signs up in all of the labs refering us to SCIC should we need them.
140. The support window
141. up to date
142. The help desk at the CMC was extremely helpful.
143. Personal help, immediate assistance. Problems are solved quickly.
144. 24-hour on call desk
145. Keep the students and their needs in mind.
146. Answering phone calls to ITS.
147. I like that labs the best, and although I haven't had any reason to go to them, I've heard the SCIC is rather helpful too.
148. Helpful phone help service
149. Having so many services online and easily accessible.
150. The whole school web site i have found to be the best thing ITS does. So much information.
151. There is a lack of apathy. I'm not saying that they really care, just that they aren't annoyingly apathetic.
152. Has an extensive team, very hard working.
153. The SCIC is an excellent resource.
154. being available in many different ways
155. once I've gotten past the poorly trained student desk workers, the people
who know what they are talking about at the SCIC are SO, SO helpful. I
don't know what I would do without them. But please, ditch the workers who
know less than I do. It's a waste of their time and mine, and the college's
resources
156. Maintains a website.
157. SCIC workers know simple questions' answers
158. The 24 Hour support is very important.
159. The SCIC
160. The SCIC is great.
161. Being able to call the SCIC and getting help right away.
162. I don't really interact with them directly. They seem to have lots of stuff
available, though.
163. Wide range of hardware and software.
164. Directs the download and installation of the software at the beginning of the
year
165. fixes computers
166. alot of ways to interact
167. computer problems
168. Have SCIC
169. Provides infrastructure.
170. I have been impressed with the speed and efficiency to which ITS membeers
respond to professors who need help with various technology during class.
171. The online management of information (registration, transcripts, courses,
etc.) is very useful and great that it's online and easily acessible. Web storage
is also good.
172. The help desk is great. All of the students are really well meaning
173. We need more computers in the libe because there are many times that they
are all taken also there should be more conveniently located labs that are
open 24 hours a day, because right now the CMC is the only one and that is
not in a location that is all that close to any of the dorms
174. Tech support
175. Availability of printing. 24-hour lab in Sayles is fantastic. Caucus is nice too.
176. gives information
177. They try to keep the network secure and make it easy for students to
interact.
178. Communicates well about problems.
179. They help us out alot
seeing as we still don’t have campus INTERNET, I refuse to answer that question.

If problems are not resolved you can always get personal service from the SCIC bosses - X and X, as necessary.

Answer questions at the SCIC desk in the CMC.

Is able to answer questions by phone and walk students through a step by step.

provides many services

things run so smoothly most of the time, students don’t realize what ITS is doing for them.

Provides adequate computers in many areas of campus for basic computing needs. Very helpful with troubleshooting computing problems.

? 

Quick responses to questions/issues.

Helpdesk

Good locations, tech support and number of computers. Each computer I’ve used seems to work well.

Good computer support.

Can you think of any? ’coz i cannot at the moment. You guys have been doing good jobs. But none of them can be shown off.

better internet connection

the 24-hour help center

The SCIC is great.

The SCIC desk is the right idea.

online folders

phone support when it comes to connecting to the campus network

use of student resource to serve other students (SCIC) is a very good technique. Dropping the Netware interface was a good move. Off-campus library/database access is very nice service.

support students with software and hardware related problems.

Not sure

Provides cool places for students to get their type on.

SCIC

The fast, double-sided printing in the Libe is great. Also, wireless access on campus is for the most part pretty well-supported.

I work for ITS, so I’m not going to say. Whatever I say will either look bad for me, or increase my workload. :-P (Just joking, but I think I should stay out of this one for impartiality matters)

Promptly informs us of upcoming problems with the network, etc. basically, pretty good communication with teh students.
207. Helping with technical difficulties (SCIC helpline is a godsend!) and keeping the network secure.

208. SCIC can help you if you don't know anything about computers.

209. Providing a multitude of ways to get help.

210. The people try, and they are not perfect. I just think technology is quite efficient because we move so fast, but when there is a breakdown...YIKES!! Its tries hard to keep up, but they are only human and a few.

211. I don't know

212. Have lots of Macs--keeps things running. I'm studying abroad this term, and while the uni I'm at has lots of computers, most are windows and have frequent problems. Also, it's fantastic how active ITS is--keeping printers, computer labs, etc. running all the time.

213. I am really impressed with the huge number of computers and labs on this campus and how well they are all connected via the network folders. I brought a laptop with me to campus but I have hardly used it because it is just so easy to find a good computer and printer anywhere on campus. The new Courses server is a great idea. No more 'Collab is full' during the exam period! Connection to HOME is incredibly sluggish from some locations on the campus periphery but otherwise great connection speeds. I really like the specialized labs. PEPS labs and Media Studies labs for sound and video editing and also the Magic Lab for scanning, etc. But please get the OCR software working on the new lab image. I liked having access to that!

214. I really haven't used ITS at all, I'm not sure I can answer that question.

215. Provide ample computers, printers and supplies for student computing needs.

216. The wireless networks on campus are awesome. The Collab folders are nice...

217. Access to printing is very good. The computers we do have are good and the programs on them are useful.

218. the help desk, but it can be frustrating when nobody is available to fix things (like during the weekends)

219. Making help really available.

220. Server storage folders are adequate, though storage space is lacking. Course folders are useful. Impressive presence of Mac hardware and software, which generally seems to provide a less frustrating user experience.

221. When students make the effort, I think for the most part they can find help for the technology needs they have. The resources are there, and the software is there. The SCIC is the ubiquitous answer to computer problems and students are very aware of that, which I think is excellent and is a considerably better situation than on some campuses I've heard about (St. Olaf even).

222. Provides storage that you can access on any computer and you can download on your own computer

223. Has a lot of computers and keeps the network running smoothly

224. More bandwidth
225. Lets us know about major stuff
226. I'm not sure, I've never used ITS.
227. there are enough labs
228. Lab computers are generally well-equipped for most common purposes.
229. Thanks for all the internet cables, those are the best.
230. fixes computers
231. They are available to support students needs.
232. Publicity. I know where to go if I need help, but this is only very general. I could call with a question and have no idea if I'm bothering the right person, or if I'll be able to get help at all. You also do a great job of filtering email and virus protection so that it's seamless on my end.
233. scic with helpful people ready to assist
234. They are well-trained and are willing and able to help with almost anything.
235. Consistently has the network working properly
236. I like how we have access to our transcript, grades, online registration... these are good!!!
237. the 'you can come in to the office so we can take a look at it' part
238. The help desk.
239. I like being able to call and talk to someone any time, and if I keep calling someone has always managed to solve the problem.
240. Personal direction when I have a problem.
241. ITS provides a lot of services and a broad area of help.
242. lots of computers, fasr internet
243. Everything is fast and everyone is nice. I have no idea. Sorry
244. The help line is amazing 4040 is my friend.
245. People at the library are amazingly helpful, when they know about computers.
246. SCIC provides much help for students who need help fixing computers. A stable server system for Carleton is well maintained.
247. Providing computer help w/SCIC, etc. and providing excellent resources for students.
248. They are consistently available.
249. Computer labs probably
250. Person to person contact
251. Good phone service
252. Being able to call whenever.
253. constant access to computers and help
254. They have very knowledgeable students and faculty there to help students