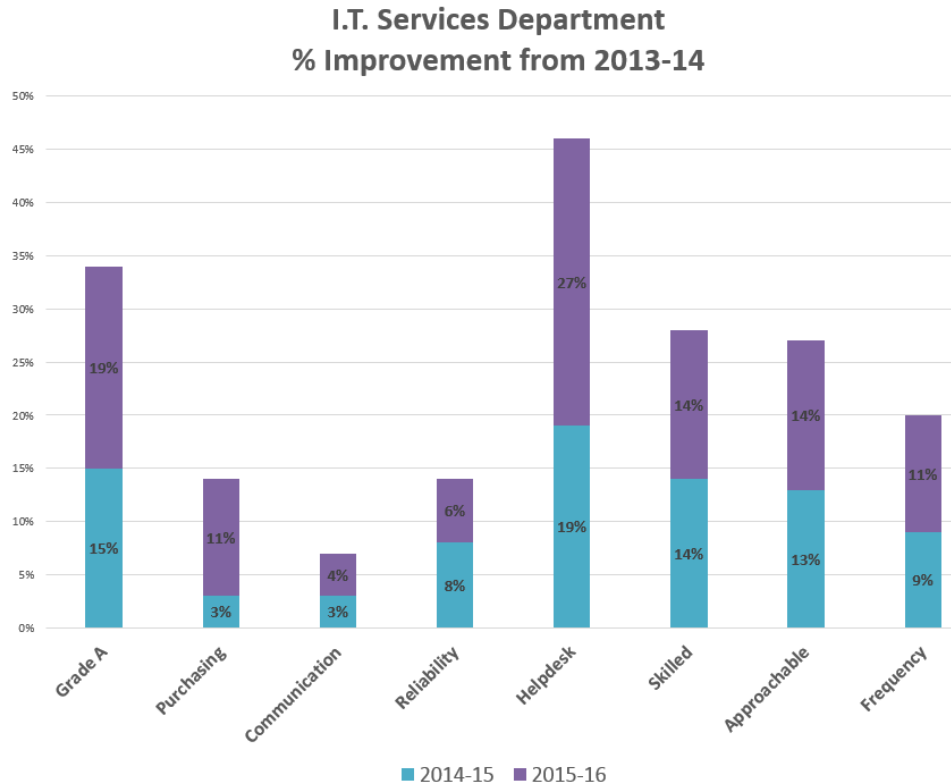


I.T. Services

2015-2016 Customer Satisfaction Survey Results with Comments

Thank you for participating in our annual customer satisfaction survey.



Positives!

- Will reduce login times from 2.5 minutes to 15 seconds
- Will manage BYOD Wifi bandwidth more effectively by implementing Captive Portal
- Will continue communicating via ITB's
- Will work on moving from instructional sheets to instructional videos – have you seen the [I.T. Vidbits YouTube Channel](#)? We'll be adding to this in the future 😊

I.T. Services Links:

- [Website](#)
- [Tweets](#)
- [Roadmap](#)
- [Purchasing Guidelines](#)
- [Policies, Forms, and Staff Goodies](#)
- [District Owned Device Policy & 1:1 Implementation Plan](#) (NEW!)

DID YOU KNOW?

Barracuda blocks ~350 SPAM email messages per hour

IT resolves 80% of helpdesk tickets in 24 hours or less

69% of MASD's 5,719 devices are wireless?

Customer Survey Results

FAQ Response

Q – Why is wireless so slow?

A – Some of the speed issues are a result of the devices being used and most of what’s being interpreted as slow comes from the BYOD network. Although BYOD bandwidth was increased from 40 Mbps to 100Mbps the last year, the fact that the network has been “open” with no captive portal (a page forcing users to click “I Accept”), results in inefficient management of that bandwidth. *Effective June 1, 2016, we will implement a Captive Portal on the BYOD Wifi network which will mitigate non-essential BYOD traffic (phones in pockets connecting in the background and downloading apps/updating programs). Users will need to click “I Accept” before a connection to the BYOD Wifi network is allowed. A reasonable timeout will be set.*

Q – Why is the network so slow?

A – Speed issues on the “network” seem to be directly related to login times. *Effective May, 2016, we’ve upgraded our minimum specifications for hard drives and memory. 250GB solid state hard drives and 8GB memory will now be standard. Solid state drives are much faster than traditional drives and have reduced login times on a standard Windows device from 2.5 minutes, down to 15 seconds. All Dell all-in-one PC’s and laptops will be upgraded with solid state drives and 8GB of memory over the summer. Further upgrades to other SmartBoard devices will be considered in phase II.*

Q – Why does it take so long to get newer equipment?

A – We have been in the acquisition phase of a district owned 1:1 initiative in grades 5-8. As we finish up Chromebook deployments in those grade levels (expected 2017/18), we will move back to a shorter PC/Laptop device refresh cycle. *As always, please enter a tech ticket if you find your existing device performing at unacceptable levels.*