ITS SATISFACTION SURVEY
FALL, 2010
Survey methodology

- Random sample of 1978 faculty, staff and students
- 444 respondents
- Used Survey Monkey to send email to each on 11/19 with an access token attached.
- Followed up with reminder message on 12/1.
- Survey closed on 12/8.
Demographics

- Undergraduate Student: 222, 50%
- Graduate Student: 76, 17%
- Faculty: 64, 15%
- Adjunct Faculty: 68, 15%
- Staff: 12, 3%
Operating System

- **Windows**: 340 (77%)
- **Mac**: 85 (19%)
- **Linux**: 13 (3%)
- **Unix**: 3 (1%)
- **Other**: 2 (0%)

Yes, SEVERAL (>2) different systems
Important Services (Undergraduates, n=203)

- Blackboard
- Wireless Network
- Email
- BUbrain Portal
- Pods and Info Commons
- Pharos printing
- Classroom/AV Technology
- Campus Wired Network
- Network File Storage
- Help Desk
- Virtual Desktop (bingview)
- ResCons

Scale:
0 50 100 150 200 250

Legend:
- Most important
- Second
- Third
- Fourth
- Fifth
- Sixth
Overall Satisfaction (Undergraduate)

Quality

- Very unsatisfied
- Unsatisfied
- Neutral
- Satisfied
- Very satisfied

Average = 3.51

Improved or worsened?

- Much worse
- Worse
- Stayed the same
- Improved
- Greatly improved

Average = 3.13
Overall Satisfaction (Graduate Student)

**Quality**

Average = 3.73

**Improved?**

Average = 3.36
Important Services
(Faculty incl. Adjunct, n=76)

- Email
- Blackboard
- Classroom/AV Technology
- Wireless Network
- Campus Wired Network
- Campus Phone System
- Site Licensed Software
- Network File Storage
- RoadRunner Discounts
- PC Repair
- Virtual Desktop (bingview)
- Major Business Applications

Most Important
Second
Third
Fourth
Fifth
Sixth
Overall Satisfaction (Faculty, incl. Adjunct)

Quality

Average = 3.74

Improved?

Average = 3.40
Important Services (Staff, n=76)

- Email
- Campus Wired Network
- Wireless Network
- Network File Storage
- Site Licensed Software
- RoadRunner Discounts
- Blackboard
- PC Repair
- Classroom/AV Technology
- Major Business Applications
- Virtual Desktop (bingview)

Most important
Second
Third
Fourth
Fifth
Sixth
Overall Satisfaction (Staff)

**Quality**

- Very unsatisfied: 0
- Unsatisfied: 0
- Neutral: 5
- Satisfied: 35
- Very satisfied: 10

Average = 4.03

**Improved?**

- Much worse: 0
- Worse: 5
- Stayed the same: 45
- Improved: 10
- Greatly improved: 0

Average = 3.15
Comparison with Previous Semesters

- Wireless Network
- Blackboard
- E-mail
Wireless Network

Students

<table>
<thead>
<tr>
<th>Year</th>
<th>Semester</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>Spring</td>
<td>126</td>
<td>0%</td>
</tr>
<tr>
<td></td>
<td>Fall</td>
<td>172</td>
<td>10%</td>
</tr>
<tr>
<td>2010</td>
<td>Spring</td>
<td>151</td>
<td>20%</td>
</tr>
<tr>
<td></td>
<td>Fall</td>
<td>219</td>
<td>30%</td>
</tr>
</tbody>
</table>

Faculty/staff

<table>
<thead>
<tr>
<th>Year</th>
<th>Semester</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>Spring</td>
<td>43</td>
<td>0%</td>
</tr>
<tr>
<td></td>
<td>Fall</td>
<td>52</td>
<td>10%</td>
</tr>
<tr>
<td>2010</td>
<td>Spring</td>
<td>39</td>
<td>20%</td>
</tr>
<tr>
<td></td>
<td>Fall</td>
<td>75</td>
<td>30%</td>
</tr>
</tbody>
</table>
E-mail

Student

Spring 2009 (n=129)  Fall 2009 (n=171)  Spring 2010 (n=225)  Fall 2010 (n=225)

Faculty/staff

Spring 2009 (n=120)  Fall 2009 (n=124)  Spring 2010 (n=128)  Fall 2010 (n=131)
You should know that there is major buzz around campus that there is a crime ring running out of the Help Desk: I know more than one person who has had equipment stolen when bringing it in for servicing.

Desktop support, you need more desktop level support personnel. I walk by ITS ground level windows and I see 2-3 kids playing games. What's up with that? Not enough work for these student workers?
Quality Comparisons for Recently Surveyed Items

Bubrain, Pods and Information Commons, Pharos Printing
Bubrain -- Students

Ave=3.0  Ave=3.2  Ave=3.6  Ave=3.6
Pods and Information Commons
-- Students

Ave=3.3  Ave=3.4  Ave=3.4  Ave=3.2
Pharos Printing -- Students

Spring 2009 (n=85) Ave=3.5
Fall 2009 (n=88) Ave=3.1
Spring 2010 (n=129) Ave=3.2
Fall 2010 (n=128) Ave=3.0

Poor Below Average Average Above Average Excellent
Help Desk --
Faculty and Staff

Ave=3.8   Ave=4.0   Ave=3.7   Ave=3.9
Faculty Only

Quality indicators for Blackboard, E-mail, HelpDesk and Classroom AV/Technology
Blackboard – Faculty Only

Ave = 3.7  Ave = 3.8  Ave = 3.2
E-mail – Faculty Only

Ave = 3.8   Ave = 3.5   Ave = 3.6
Help Desk – Faculty Only

Ave = 3.9    Ave = 3.6    Ave = 3.7
Classroom AV/Technology – Faculty Only

Ave = 3.4    Ave = 3.3    Ave = 3.0
Strategic Objectives

All Respondents
Importance of Objectives

Use practices that foster more productivity in ITS.

Strengthen the University’s business systems.

Scalable, modern, high-speed and secure infrastructure.

Support research IT infrastructure.

Support teaching and learning.

Stable, dependable environment.

- Extremely important
- Important
- Neutral
- Unimportant
- Of no interest
Objective Success Rating

- Use practices that foster more productivity in ITS.
- Strengthen the University's business systems.
- Scalable, modern, high-speed and secure infrastructure.
- Support research IT infrastructure.
- Support teaching and learning.
- Stable, dependable environment.

- Outstanding
- Doing well
- OK
- Not so hot
- Abominable
Strategic Objectives

Faculty Only
Strategic Objectives Importance
Faculty only (n=76)

- Use practices that foster more productivity in ITS.  
  - Extremely important: 0%
  - Important: 10%
  - Neutral: 20%
  - Unimportant: 30%
  - Of no interest: 40%

- Strengthen the University’s business systems.  
  - Extremely important: 0%
  - Important: 10%
  - Neutral: 20%
  - Unimportant: 30%
  - Of no interest: 40%

- Scalable, modern, high-speed and secure infrastructure.  
  - Extremely important: 0%
  - Important: 10%
  - Neutral: 20%
  - Unimportant: 30%
  - Of no interest: 40%

- Support research IT infrastructure.  
  - Extremely important: 0%
  - Important: 10%
  - Neutral: 20%
  - Unimportant: 30%
  - Of no interest: 40%

- Support teaching and learning.  
  - Extremely important: 0%
  - Important: 10%
  - Neutral: 20%
  - Unimportant: 30%
  - Of no interest: 40%

- Stable, dependable environment.  
  - Extremely important: 0%
  - Important: 10%
  - Neutral: 20%
  - Unimportant: 30%
  - Of no interest: 40%
Strategic Objectives Success
Faculty only (n=76)

- Use practices that foster more productivity in ITS.
- Strengthen the University’s business systems.
- Scalable, modern, high-speed and secure infrastructure.
- Support research IT infrastructure.
- Support teaching and learning.
- Stable, dependable environment.

Graph showing success levels for each objective.