ITS SATISFACTION SURVEY
FALL, 2011

R.B. Sherick
Survey methodology

- Random sample of 1845 faculty, staff and students
- 535 respondents (114 partial, 421 complete)
- Used Survey Monkey to send email to each on 11/30 with an access token attached.
- Followed up with reminder message on 12/5.
- Survey closed on 12/7.
Demographics – What is your Primary Role at the University?

- Undergrad, 57.4%
- Grad Student, 15.1%
- Adj Faculty, 2.4%
- Faculty, 11.8%
- Staff, 13.1%
- None of above, 0.2%
What computer operating system do you primarily use for University-related work?

Windows, 70%
Mac, 28%
Linux, 1%
Unix, 0%
Other (please specify), 1%

Do you also work on a SECOND, DIFFERENT operating system? What kind?

No, just one kind of system 56%
Yes, SEVERAL (>2) different systems 4%
Windows 17%
Mac 18%
Linux 4%
Unix 1%
Important Services
(Undergraduates, n=274)
Overall Satisfaction (Undergraduate)

Rate Satisfaction?

Improved or worsened?

Average = 3.54 (3.67)

Average = 2.94 (3.24)
Important Services
(Graduate Students, n=81)

- Blackboard (65)
- Email (63)
- BUBrain (60)
- AV Tech (55)
- Wireless (51)
- Pods & IC (30)
- Pharos (21)
- Phone (16)
- BingView (13)
- HelpDesk (13)
- ResCons (10)
- Wired (10)
- H Drive (8)
Overall Satisfaction (Graduate Student)

Rate Satisfaction?

Ave = 3.66 (3.80)

Improved?

Ave. = 3.16 (3.26)
Important Services (Faculty incl. Adjunct, n=76)

- Email (69)
- Blackboard (59)
- Wireless (44)
- AV Tech (40)
- HelpDesk (36)
- Wired (27)
- Sl Software (17)
- Phone (17)
- Roadrunner (12)
- PC Repair (11)
- H Drive (10)
- BingView (5)
- Business Apps (2)
Overall Satisfaction (Faculty, incl. Adjunct n=73)

Rate Satisfaction?

Average = 3.59 (3.88)

Improved?

Average = 3.17 (3.29)
Important Services (Staff, n=70)

- Email (55)
- HelpDesk (35)
- Phone (35)
- Wired (27)
- Wireless (20)
- H Drive (16)
- Blackboard (13)
- Roadrunner (13)
- PC Repair (12)
- Business Apps (11)
- AV Tech (9)
- BingView (7)
- sl Software (6)
Overall Satisfaction (Staff n=62)

**Rate Satisfaction?**
- Very unsatisfied: 1
- Unsatisfied: 1
- Neutral: 5
- Satisfied: 42
- Very satisfied: 13

Average = 4.05 (4.00)

**Improved?**
- Much worse: 0
- Worse: 2
- Stayed the same: 43
- Improved: 16
- Greatly improved: 2

Average = 3.29 (3.34)
Comparison with Previous Semesters

- Wireless Network
- Blackboard
- E-mail
Wireless Network

**Students**

- Spring 2010 (n=151)
- Fall 2010 (n=219)
- Spring 2011 (n=250)
- Fall 2011 (n=236)

**Faculty/staff**

- Spring 2010 (n=39)
- Fall 2010 (n=75)
- Spring 2011 (n=51)
- Fall 2011 (n=68)
Blackboard

Students

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<th>Term</th>
<th>Poor</th>
<th>Below Average</th>
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Faculty/staff

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Quality Comparisons for Recently Surveyed Items

BU Brain, Pods and Information Commons, Pharos Printing
BU Brain -- Students

Ave=3.6  Ave=3.6  Ave=3.3  Ave=3.55
Pods and Information Commons
-- Students

Ave=3.4  Ave=3.2  Ave=3.3  Ave=3.6
What do we do well?

Students (133 responses)

- All ITS: 13
- Email: 10
- Wireless: 12
- Printing: 6
- PODs: 5
- Problem response: 4
- BU_Alert: 1
- BUBrain: 1
- Uncategorized: 32

![Pie chart showing the distribution of responses.](chart.png)
What do we need to improve?
Students (133 responses)

- Wireless: 36
- Internet: 25
- Printing: 26
- Bb: 41
- BUBrain: 20
- All ITS: 3
- PODs: 8
- Bmail: 2
- Uncategorized: 116
What should we be doing?
Students (78 responses)
Student “Wish List”

Institute a "NO FACEBOOK" rule in the library.

University needs to spend more on aesthetics. The appeal factor makes such a huge difference.

Clean the keyboard well.

Get the OCC bus transportation system more efficient.

Bubrain and blackboard is a little composite. They should be more easier.

Try to get more Wifi outdoors.

Use your common sense. Appeal to the student body as a whole. Also, don't be such asses if I have to call ITS for computer help, its your job.
Help Desk -- Faculty and Staff

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

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

Spring 2010 (n=49)  Ave=3.2
Fall 2010 (n=61)  Ave=3.3
Spring 2011 (n=38) Ave=3.3
Fall 2011 (n=59) Ave=3.6
E-mail – Faculty Only

- Spring 2010 (n=53): Ave=3.5
- Fall 2010 (n=41): Ave=3.3
- Spring 2011 (n=40): Ave=3.8
- Fall 2011 (n=69): Ave=3.7

Percentage distributions:
- Poor
- Below Average
- Average
- Above Average
- Excellent
Help Desk – Faculty Only

Ave= 3.0  Ave= 3.3  Ave = 3.3  Ave= 3.4
Classroom AV/Technology – Faculty Only

Ave = 3.4  Ave = 2.9  Ave = 3.6  Ave = 3.4
What do we do well?
Faculty (40 responses)
What do we need to improve?
Faculty (40 responses)

- Bb, 13
- DK, 1
- More Space, 1
- Faster Response Time, 4
- HelpDesk, 5
- ITS, 1
- No improvement needed, 7
- Upgrade classrooms, 4
- Site licenses, 3
- Add Staff, 1
- BingView, 1
- BUBrain, 1
- Campus Manager, 1
- Printing, 1
- System Status Page, 1
- Uncategorized, 14
What should we be doing?
Faculty (29 responses)

- Improve Service: 34%
- Dept Analysts: 21%
- Software: 7%
- Bb: 21%
- n/a: 17%
Faculty “Wish List”

Need to add staff-- you are stretched too thin, especially with the retirement of key knowledgeable people a couple of years ago.

We need instructional designers and a more direct designation of ITS members to specific departments / faculty members.

Blackboard is a mess. Classroom AV tech needs massive upgrades in the small LH rooms - huge, constant problems there. Please stop constantly changing things that already work fine (like email interfaces and blackboard) - less, and less changes, are better for busy faculty.

Please update your classroom/AV systems so they are universal, up-to-date and working properly. Please provide written directions for how to use so we aren't left having to figure it out on our own. Smart Board technology would be ideal to incorporate as well. If the University can build a new Engineering building, it can afford to update the classroom technology. Wireless networking in all classrooms would be another suggestion.