R.B. Sherick

ITS SATISFACTION SURVEY
LITE 2.0G
FALL, 2012
Survey methodology

- Random sample of 1946 faculty, staff and students
- 652 respondents (563 complete, 89 partial, 22 opted out.)
- Used Survey Monkey to send email to each on 12/5 with an access token attached.
- Followed up with reminder message on 12/10.
- Survey closed on 12/15/2012.
Demographics – What is your Primary Role at the University? (n=652)

- UnderGrad: 56%
- Grad: 13%
- AdjFaculty: 3%
- Faculty: 15%
- Staff: 13%
- N/A: 0%
Operating System (n=651,621)

What Computer operating system do you primarily use for University-related work?

- Windows: 68%
- Mac: 29%
- Linux/Unix: 3%
- Other: 0%

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

- Windows: 18%
- Mac: 16%
- Linux/Unix: 6%
- Yes, Several (>2) different systems: 3%
- No, just one kind of system: 57%
- Yes, Several (>2) different systems: 3%
Important Services & Satisfaction

- UnderGraduates
- Graduates
- Faculty
- Staff
Important Services (Undergraduates, n=303)

- Bb (289)
- Email (272)
- BUBrain (256)
- Pods & IC (202)
- Campus Network (157)
- Pharos (118)
- AV Tech (67)
- H Drive (35)
- My.Binghamton (33)
- BingView (27)
- ResCons (21)
- HelpDesk (19)
- Phone (12)

Legend:
- Green: most important
- Pink: second
- Yellow: third
- Cyan: fourth
- Blue: fifth
Overall Satisfaction (Undergraduate n=301,229)

Rate Satisfaction?

Improved or worsened?

Average = 3.67 (3.52)

Average = 3.17 (3.08)
Important Services
(Graduate Students n=85)
Overall Satisfaction
(Graduate Student n=78)

Rate Satisfaction?

Ave. = 3.73 (3.74)

Improved?

Ave. = 3.27 (3.17)
Important Services
(Faculty incl. Adjunct, n=114)
Overall Satisfaction (Faculty, incl. Adjunct n=114)

Rate Satisfaction?

- Very satisfied: 20
- Satisfied: 56
- Neutral: 25
- Unsatisfied: 8
- Very unsatisfied: 5

Average = 3.21 (3.17)

Improved?

- Greatly improved: 2
- Improved: 23
- Stayed the same: 71
- Worse: 6
- Much worse: 0

Average = 3.68 (3.76)
Important Services
(Staff, n=69)

- Bmail (64)
- HelpDesk (38)
- Phone (35)
- Wired (30)
- Wireless (32)
- H Drive (20)
- Blackboard (14)
- Roadrunner (10)
- PC Repair (8)
- Business Apps (16)
- Classroom/Av Tech
- BingView (5)
- Site Licensed SW (12)

Legend:
- Green: most important
- Pink: second
- Yellow: third
- Blue: fourth
- Purple: fifth
Overall Satisfaction (Staff n=69)

Rate Satisfaction?

- Very satisfied: 18
- Satisfied: 32
- Neutral: 15
- Unsatisfied: 0
- Very unsatisfied: 4

Average = 3.87 (3.94)

Improved?

- Greatly improved: 1
- Improved: 20
- Stayed the same: 42
- Worse: 6
- Much worse: 0

Average = 3.23 (3.29)
Important Services Ratings

- UnderGraduates
- Graduates
- Faculty
- Staff
What do we do well?
Students (128 responses)
What do we need to improve? Students (128 responses)
What should we be doing?
Students (75 responses)
The computer system works, the technology works, what needs to get done gets done, the internet doesn't crash that much, it's pretty fast, everything is fairly reliable. That being said sometimes we operate on older tech, but if it works then I think that's okay. I think we could be using more innovative technologies to enhance learning experiences, but I'm not an expert so I wouldn't know where to start that kind of process.

- Have services
- Make more parking lots

What should be improved is the fluidity of the websites. For example, while it is convenient to have all our classes on blackboard, please have a way for it to be more organized. I find it stressful to have to search through multiple tabs to find what I am looking for.

- The campus network likes to give students problems from time to time. From shotty internet service to not being able to connect at all, but overall it is not as bad as it could be it is difficult after all to manage an entire campus to make sure everyone has access to internet everywhere.

- Gmail is great. Campus wireless is mostly seamless. Bubrain isn't pretty but it works if you know what you're doing. Update Bubrain to be able to view possible schedules and revamp Week at a Glance option. Advertise and pay rescons better. Nobody uses myBinghamton. What is Bingview? It should probably be explained somewhere for someone who doesn't now what a virtual desktop is.

- Bmail is good, blackboard is good, bubrain is good.

- The e-mail system is where I spend a lot of my time, and it is superb. The speed of the wireless services is less than idea, but it comes with the territory of managing a massive network. Overall, the services are on par with my expectations and do not hinder my ability to complete my work, which is priority 1.

- Maybe update the format of BU Brain, because it can be confusing at times, but everything is mainly well put together.

- You are very useful and refuse to give up on an issue a student is having even if it presents a new problem. You are very dedicated and truly have great customer service.

- BU Brain has issue, probably due to its architecture. For example, the registration/classes list is difficult to use. I think the GUI of it could be better. Blackboard sometimes work very slow, and sometimes does not work at all. However, I had no issue with it lately. But those are details, overall everything is great.

- There is always a line at the pods printers, it would be nice for there to be more printing. We also need more places to eat on campus and more parking for off-campus students!

- Stop doing all the construction all at one time. The students don't want everything closed at the same time.

- Keep calm and carry on.
What do we do well?
Grad Students (30 responses, 55 skipped)
What do we need to improve?
Grad students n=30
What should we be doing that we aren’t doing already?
Grad Students n=15 (70 skipped)
Grad Student Comments

- I love them email, it works really well and is great for communication. Blackboard can be a pain, I just think it's hard to navigate around, but that's blackboard, not BU. When it goes down, I feel like your team gets it up pretty quickly. BUbrain is hard to navigate, and not very intuitive. The Virtual Desktop is a pain because it is difficult to use from home, and difficult to use on MACs. These are definitely things that should be improved upon. I use VD for SPSS, to run stats on my data. I cannot always log on, which is really annoying. The campus network is fine, when it's working. I find it incredibly annoying when I am working on the secure network and it closes me out. If I do not use the wireless for a bit, I get kicked off and need to log back on. If my computer goes to sleep, the same things happens. This has definitely been annoying from the previous network (prior to this summer)!

- I love having the opportunity to find basically any journal article I want through the network. If there is a way to get rid of students who are sleeping or taking up space in the pods that would be awesome. The aids would have to get comfortable with confrontation though.

- Having email as Gmail. We need more computers on campus!! The pods in the library doesn't have nearly enough computers for the demand.

- Any issues with the IT services are resolved quickly and without significant interruption, which is convenient to students.

- You need to improve the navigation capabilities on BuBrain. It is not an easy to use website. There have been multiple times that I have wanted to find something and it has taken me 10-15 minutes to find what I needed. This essentially included clicking on every tab/option that seemed relevant. It would especially be convenient to have a link for the current semester's classes (not available classes but my own personal schedule). If this is already available, I have not been able to find it and it has been inconvenient.-The transition to the busecure network has caused problems. At least 4 to 5 times a week for several hours, the wireless speed in my office in the engineering building slows so much that I cannot use my virtual machines or anything else that requires network access. I have been in this office since January and did not have this problem until busecure was introduced. It is unacceptable.

- There is a good range for the wireless, but the consistency of the connection is not optimal. Sometimes my connection gets interrupted for no reason and then my connection has to get re-established even though I have a good signal.

- Virtual desktop has so many possibles, it seems like a missed opportunity right now.

- I guess we need more entertainment in the University
What do we do well? Faculty (53 responses, 65 skipped)
What do we need to improve? Faculty (53 responses, 65 skipped)
What should we be doing?

Faculty (42 responses, 76 skipped)
- Remind faculty periodically about archiving their the course material they have on Blackboard so that they don't lose it. Avoid making major changes to Blackboard right before the beginning of the semester.
- The fire exit lights (which can't be shut off as currently wired) are directly over the AV screen in all classrooms at the University Downtown Center (because the screens are up front near the room exit doors) thus washing out the screens. In addition to daytime glare from the windows this makes for poor visual quality for anything but the boldest black and white print. The equipment and technology works well the majority of the time but viewing is compromised for anything in color. I use projection from the Internet or films for every class I teach in addition to requiring student powerpoint assignments for presentation.
- Help Desk is great. Friendly and competent people.
- Turnaround is usually pretty quick; helpdesk staff should not do more than they are asked without checking first. Office was upgraded on my machine, causing problems with other software.
- Nothing is done well.
- There is very little support for classroom AV for evening classes. The attitude of the students working are less than stellar. We should not feel like we are imposing when we need assistance so we can teach. Instructions for the technology should be available in each lecture hall.
- Personal attention from certain technology specialists is excellent; the HelpDesk, however, is considerably less useful. Blackboard is a disaster.
- Easy to use services. The network is great for laptop, phone, etc.
- The staff is doing all it can. The funds need to be available to update the equipment. At present, the university should be embarrassed by the quality of the equipment and the quality of classes is dependent on the equipment.
- Integrate university software systems, so that faculty do not have to access a dozen different sites for different functions (all with different passwords). - BuBrain - Blackboard - Pinnacle (for telecom bills) - Time & Attendance - Grant functions - Grad school applications.
- Offer more site licenses on Virtual desktop if you have to but for faculty doing their own statistical analysis it is best to have individual license. We are dealing with a lot of research data and it is devastating if you lose that data because someone comes onto Virtual desktop and takes the site license or it gets lost in computer never never land. Your list says you offer network file storage. That is something required by NIH for grant data now but Sponsored Programs does not do. Security needs to be very high for that function and researchers need to be able to trust that the data is there and accessible to them and who ever is supposed to share the data but not accessible to those who should not have access.
- The fact that you're using Survey Monkey, when Google Forms is the exact same thing and is part of your email account and free, pretty much sums up everything. This schools tech is so far below average I don't even know where to start. This is supposed to be a major university and we don't even have computers in our classrooms, I'm bringing my personal computer to teach. The internet goes down constantly. Blackboard is blackboard and everyone knows it's both useless and that there are programs out there that are free and better. I can't even use the wired internet, it's that slow. The one time I used helpdesk, it took them 3 days to fix the problem, and I have student emails that are never reaching me.
What do we do well?
Staff (22 responses, 62 skipped)
What do we need to improve?
Staff (22 responses)
What should we be doing?
Staff (15 responses)

- More Helpdesk: 17%
- More Office Calls: 17%
- More Tech Staff: 17%
- More SL SW: 4%
- NaDa: 4%
- Training: 4%
- Adv Srvs: 4%
- Campus Wide Back Up: 4%
- Uncategorized: 29%
Staff Comments

- It is almost impossible to get someone to come over to set up a new computer or trouble shoot a problem in the customers office. It can also take much longer to reach someone at the help desk by phone. PC repair should cover more than Dell and Lenovo computers.
- I noticed some changers over the past few years. It is nice that you can log on to computer without coming over to expediate the assistance, but do come when necessary.
- Getting a response from the HelpDesk that is curteous and prompt is often an issue.
- Wi-fi cuts out at least once a day. Often have static on my office phone. Need improved wireless capabilities.
- More student's to visit offices to help troubleshoot or set up computers like Res Con's do in the dorms. That would also be pretty cost effective. Hire more people at the help desk too.
- It would be helpful to hook-up, set-up and disable computers that need fixing. Although it is the day of technology, staff on campus need this type of support (i am a secretary, not a computer specialist); it would allow us less error and time. 2.) additional training/new letter announcements about web safety and/or capatability, etc. would be nice (something like the mandatory trainings that we do on safety, etc)
- Provide updated new cutting edge desktop machines to all tech staff required to build and work on them. Provide much larger physical working spaces for staff working with computers, where then can have several machines set up and move freely, and also meet privately with faculty who need help with their machines. Fund AV tech and a much much higher rate, and hire more support staff in all of these areas.
- More tech service to office personnel - one on one. Elimiating staff unplugging equipment and carrying it to the Help Desk.
- Spend more money on AV personnel in EdComm, and expand their facilities, their support staff, their support equipment. Add staff to provide more people to help advanced computer users on campus with their faculty machines & labs. Provide existing staff with most current new desktops for their own use and training, and larger office spaces to accomodate their work needs. Have been shocked at how old outdated the computers are that sit on tech staff desks, and how small their work spaces are, and how undervalued their work is.
- Actively providing information about your services. (Signs, b-line/dateline announcements, tabling)
- Make helpdesk more helpful
Mobile Apps

Asked of entire Campus population

What Mobile App would make your life easier?
What mobile apps could ITS provide to make campus life easier? (225 responses)
Fall Sat Ratings over Time

- Fall Satisfaction Ratings by
  Undergrads
  Faculty
  Grads
  Staff
- Data from Fall 2007 to Fall 2012
Satisfaction Ratings over Time
Fall 2007 – Fall 2012

- Student
- Fac
- Grad
- Staff