ITS SATISFACTION SURVEY
SPRING, 2011

James L. Wolf
R.B. Sherick
Survey methodology

- Random sample of 1731 faculty, staff and students
- 524 respondents
- Used Survey Monkey to send email to each on 5/5 with an access token attached.
- Followed up with reminder message on 5/10.
- Survey closed on 5/13.
Demographics – What is your Primary Role at the University?

- Undergraduate: 53%
- Graduate Student: 15%
- Adjunct Faculty: 3%
- Faculty: 16%
- Staff: 13%
- None of above: 0%
Operating System

What Operating System do you primarily use for University-related work?

- Windows: 75%
- Mac: 23%
- Linux: 2%
- Unix: 0%
- Other: 0%

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

- No, just 1: 56%
- Yes, SEVERAL: 3%
- Windows: 16%
- Mac: 18%
- Linux: 7%
- Unix: 0%
Important Services
(Undergraduates, n=245)
Overall Satisfaction (Undergraduate)

Quality

How would you rate your overall satisfaction with our services?

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

Average = 3.67 (3.51)

Improved or worsened?

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

Average = 3.24 (3.16)
Overall Satisfaction Fall08-Spr11 - Undergraduates

Ave Quality
Ave I/W
Important Services (Graduate Students, n=70)
Overall Satisfaction (Graduate Student)

Quality

Ave = 3.8 (3.73)

Improved?

Ave. = 3.26 (3.36)
Overall Satisfaction – Fall08-Spr11 – Graduate Students
Important Services
(Faculty incl. Adjunct, n=70)
Overall Satisfaction
(Faculty, incl. Adjunct n=94)

Quality

Average = 3.88 (3.74)

Improved?

Average = 3.29 (3.40)
Overall Satisfaction-Fall08-Spr11 Faculty/Adjuncts
Overall Satisfaction (Staff n=59)

**Quality**

<table>
<thead>
<tr>
<th>Rating</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very unsatisfied</td>
<td>4</td>
</tr>
<tr>
<td>Unsatisfied</td>
<td>1</td>
</tr>
<tr>
<td>Neutral</td>
<td>4</td>
</tr>
<tr>
<td>Satisfied</td>
<td>32</td>
</tr>
<tr>
<td>Very satisfied</td>
<td>18</td>
</tr>
</tbody>
</table>

Average = 4.0 (4.03)

**Improved?**

<table>
<thead>
<tr>
<th>Improvement</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Much worse</td>
<td>0</td>
</tr>
<tr>
<td>Worse</td>
<td>0</td>
</tr>
<tr>
<td>Stayed the same</td>
<td>39</td>
</tr>
<tr>
<td>Improved</td>
<td>20</td>
</tr>
<tr>
<td>Greatly improved</td>
<td>0</td>
</tr>
</tbody>
</table>

Average = 3.34 (3.15)
Overall Satisfaction Fall08-Spr11 Staff
Overall Satisfaction Fall08-Spr11 - Campus
Comparison with Previous Semesters

- Wireless Network
- Blackboard
- E-mail
Blackboard

Student

Faculty/staff

Fall 2009 (n=205)
Spring 2010 (n=245)
Fall 2010 (n=251)
Spring 2011 (n=202)

Fall 2009 (n=63)
Spring 2010 (n=79)
Fall 2010 (n=73)
Spring 2011 (n=38)
E-mail

Student

<table>
<thead>
<tr>
<th></th>
<th>Fall 2009 (n=171)</th>
<th>Spring 2010 (n=225)</th>
<th>Fall 2010 (n=225)</th>
<th>Spring 2011 (n=219)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poor</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Below Average</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Above Average</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Excellent</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Faculty/staff

<table>
<thead>
<tr>
<th></th>
<th>Fall 2009 (n=124)</th>
<th>Spring 2010 (n=128)</th>
<th>Fall 2010 (n=131)</th>
<th>Spring 2011 (n=57)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poor</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Below Average</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Above Average</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Excellent</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
There should be one more wireless network added called "BU Gaming". Unlike "BU Wireless" and "BU Secure", "BU Gaming" could be for gaming devices only, such as PS3 and Xbox 360. In this way, online game play would not be interrupted by busy wireless servers connected to 20+ computers.

@student

Wireless in parking lots, please. While it sounds picky, it would increase my productivity that much moreso since I make that journey in from the parking lot only when it is absolutely necessary ... and some days, checking Bmail from my car would be great, letting me grade papers in peace.

@faculty

Computer center people are dismissive, sometimes rude, and poor at helping by phone.

@faculty
Quality Comparisons for Recently Surveyed Items

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

Ave=3.2  Ave=3.6  Ave=3.6  Ave=3.3
Pods and Information Commons

-- Students

<table>
<thead>
<tr>
<th>Year</th>
<th>Students</th>
<th>Ave</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall 2009</td>
<td>(n=126)</td>
<td>3.4</td>
</tr>
<tr>
<td>Spring 2010</td>
<td>(n=146)</td>
<td>3.4</td>
</tr>
<tr>
<td>Fall 2010</td>
<td>(n=189)</td>
<td>3.2</td>
</tr>
<tr>
<td>Spring 2011</td>
<td>(n=161)</td>
<td>3.3</td>
</tr>
</tbody>
</table>
Pharos Printing --
Students

- Fall 2009 (n=88): Ave=3.1
- Spring 2010 (n=129): Ave=3.2
- Fall 2010 (n=128): Ave=3.0
- Spring 2011 (n=116): Ave=3.2
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

<table>
<thead>
<tr>
<th>Semester</th>
<th>Average</th>
<th>n</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall 2009</td>
<td>3.4</td>
<td>26</td>
</tr>
<tr>
<td>Spring 2010</td>
<td>3.2</td>
<td>49</td>
</tr>
<tr>
<td>Fall 2010</td>
<td>3.3</td>
<td>61</td>
</tr>
<tr>
<td>Spring 2011</td>
<td>3.3</td>
<td>39</td>
</tr>
</tbody>
</table>

Ave=

- Poor
- Below Average
- Average
- Above Average
- Excellent
E-mail - Faculty Only

Ave= 3.5  Ave= 3.5  Ave= 3.3  Ave=3.8
Help Desk – Faculty Only

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

Ave = 3.3  Ave = 3.4  Ave = 2.9  Ave = 3.6
Strategic Objectives

All Respondents
Stable, dependable environment.

Support teaching and learning.

Support research IT infrastructure.

Scalable, modern, high-speed and secure infrastructure.

Strengthen the University’s business systems.

Use practices that foster more productivity in ITS.
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.

<table>
<thead>
<tr>
<th>Objective</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use practices that foster more productivity in ITS.</td>
<td>Outstanding: 30%</td>
</tr>
<tr>
<td>Strengthen the University's business systems.</td>
<td>Outstanding: 50%</td>
</tr>
<tr>
<td>Scalable, modern, high-speed and secure infrastructure.</td>
<td>Outstanding: 30%</td>
</tr>
<tr>
<td>Support research IT infrastructure.</td>
<td>Outstanding: 30%</td>
</tr>
<tr>
<td>Support teaching and learning.</td>
<td>Outstanding: 30%</td>
</tr>
<tr>
<td>Stable, dependable environment.</td>
<td>Outstanding: 30%</td>
</tr>
</tbody>
</table>
Strategic Objectives

Faculty & Adj Only
Strategic Objectives Importance
Faculty & Adj only (n=99)

- 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.

[Bar chart showing the importance levels for each objective.]

- Green: Extremely important
- Pink: Important
- Yellow: Neutral
- Blue: Unimportant
- Gray: Of no interest
Stable, dependable environment.

Support teaching and learning.

Support research IT infrastructure.

Scalable, modern, high-speed and secure infrastructure.

Strengthen the University’s business systems.

Use practices that foster more productivity in ITS.

Outstanding: 0%

Doing well: 10%

OK: 20%

Not so hot: 30%

Abominable: 40%

Faculty & Adj only (n=99)