R.B. Sherick

ITS SATISFACTION SURVEY
SPRING, 2012
Survey methodology

- Random sample of 2151 faculty, staff and students
- 575 respondents (526 complete, 49 partial, 31 opted out.)
- 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 5/12/2012.
Demographics – What is your Primary Role at the University? (n=575)

- Undergrad: 52.5%
- Grad Student: 14.3%
- Adj Faculty: 2.1%
- Faculty: 16.9%
- Staff: 13.7%
- None of above: 0.5%
What Computer operating system do you primarily use for University-related work?

- Windows, 74%
- Mac, 23%
- Linux, 3%
- Unix, 0%
- Other (please specify), 0%

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

- Windows 17%
- Mac 18%
- Linux 5%
- Unix 1%
- Other (please specify) 0%

Yes, SEVERAL (>2) different systems 2%
No, just one kind of system 57%
Important Services (Undergraduates, n=302)

- Bb (258)
- BUBrain (233)
- Email (227)
- Wireless (219)
- Pods & IC (170)
- Pharos (113)
- AV Tech (53)
- Wired (55)
- HelpDesk (30)
- H Drive (22)
- ResCons (19)
- BingView (29)
- Phone (6)
Overall Satisfaction
(Undergraduate n=302)

Rate Satisfaction?

Average = 3.52 (3.54)

Improved or worsened?

Average = 3.08 (2.94)
Important Services
(Graduate Students n=82)
Overall Satisfaction (Graduate Student n=82)

Rate Satisfaction?

Ave = 3.74 (3.66)

Improved?

Ave. = 3.17 (3.16)
Overall Satisfaction (Faculty, incl. Adjunct n=109)

Average = 3.76 (3.59)

Average = 3.17 (3.17)
Important Services (Staff, n=79)

- Email (64)
- HelpDesk (38)
- Phone (35)
- Wired (35)
- Wireless (33)
- H Drive (18)
- Blackboard (17)
- Roadrunner (10)
- PC Repair (17)
- Business Apps (19)
- AV Tech (10)
- BingView (5)
- sl Software (13)
Overall Satisfaction (Staff n=79)

Rate Satisfaction?

- Very unsatisfied: 1
- Unsatisfied: 1
- Neutral: 5
- Satisfied: 42
- Very satisfied: 13

Average = 3.94 (4.05)

Improved?

- Much Worse: 1
- Worse: 5
- Stayed the Same: 50
- Improved: 16
- Greatly Improved: 0

Average = 3.13 (3.29)
Comparison with Previous Semesters

- Wireless Network
- Blackboard
- E-mail
Blackboard

### Students

Fall 2010 (n=251)  
Spring 2011 (n=202)  
Fall 2011 (n=261)  
Spring 2012 (n=258)

### Faculty/staff

Fall 2010 (n=73)  
Spring 2011 (n=38)  
Fall 2011 (n=72)  
Spring 2012 (n=98)
E-mail

Students

<table>
<thead>
<tr>
<th>Year</th>
<th>Poor</th>
<th>Below Average</th>
<th>Average</th>
<th>Above Average</th>
<th>Excellent</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall 2010</td>
<td>25%</td>
<td>10%</td>
<td>30%</td>
<td>15%</td>
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</table>

Faculty/staff

<table>
<thead>
<tr>
<th>Year</th>
<th>Poor</th>
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<th>Above Average</th>
<th>Excellent</th>
<th>Total</th>
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<td>15%</td>
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<td>40%</td>
<td>25%</td>
<td>10%</td>
<td>100%</td>
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<tr>
<td>Spring 2011</td>
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<tr>
<td>Fall 2011</td>
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<td>Spring 2012</td>
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<td>20%</td>
<td>40%</td>
<td>30%</td>
<td>10%</td>
<td>100%</td>
</tr>
</tbody>
</table>
Quality Comparisons for Recently Surveyed Items

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

- Fall 2010 (n=225): Ave=3.6
- Spring 2011 (n=196): Ave=3.3
- Fall 2011 (n=235): Ave=3.55
- Spring 2012 (n=233): Ave=3.49

The graph shows the distribution of grades across different semesters. The categories are Poor, Below Average, Average, Above Average, and Excellent.
Pods and Information Commons
-- Students

- Fall 2010 (n=189)
- Spring 2011 (n=161)
- Fall 2011 (n=176)
- Spring 2012 (n=170)

Ave=3.2  Ave=3.3  Ave=3.6  Ave=3.5
Pharos Printing -- Students

Fall 2010 (n=128) Ave=3.0
Spring 2011 (n=116) Ave=3.2
Fall 2011 (n=114) Ave=3.4
Spring 2012 (n=113) Ave=3.5
What do we do well?
Students (118 responses)
What do we need to improve?
Students (118 responses)

- Wireless Network, 53
- More Computers/Printers, 16
- Bb, 28
- Binghamton.edu, 2
- BINGVIEW, 3
- BUBRAIN, 10
- DARS, 1
- Help Desk, 1
- Improve Services, 2
- Improve Student Staff, 2
- More Scanners, 2
- PODs, 2
- Printing, 15
- Uncategorized, 8

- Wired Network, 9
- Wireless Network,
What should we be doing?

Students (75 responses)

- Fix Bb: 14
- Fix BUBrain: 8
- Improve wireless: 18
- Improve!: 4
- Advertise ITS: 2
- Better support: 1
- More computers/printers: 8
- Pharos: 7
- Staffing: 3
- PODs: 5
- no Google: 1
- Nada: 10
- Uncategorized: 5
When the wireless system is done, don't email us and tell us the system is down, we won't get the email.

all of the derps.

The situation regarding printing needs to be addressed. I've heard countless members of the ITS staff say that the amount of paper used for printing is extremely high and needs to be reduced (which I completely agree with). The obvious solution is to reduce the amount of money that is charged to students for weekly printing allowance. The majority of students simply do not need the paper; however, since the money is already taken from them and will not roll over between years, many students refuse to use their own printers and will use the PODS printers just to recoup the loss. My solution would be to reduce the amount paid in by each student to a flat $5, so that students still have some ability to print without adding more money to their account. Unfortunately, I don't think that this change will be implemented, as it is most likely a significant source of revenue for the ITS department. I do think that it is unfair to place such a high financial burden on the students though, especially when we don't have the choice to opt out.

Make the internet faster somehow. Many people, including myself, like to stream movies, TV shows, music, etc. and find it very difficult to do so when they constantly are in a state of stop and go because they have to buffer from slow internet speeds, including both wireless and wired connections.

Also, I don't know who else to tell this to, but the staplers in the Pods areas really suck..

I think students should be encouraged to run servers on the campus network. Obviously, you want to make sure nothing illicit is going on, but running a server is a very good learning experience. Additionally, if someone develops some type of internet technology, they can display it to the world without having to pay for hosting, which can be expensive as a student.

BU is an ideal place for students who want to succeed. The campus is great and culture even better. Printing papers would be my only complaint, having to stand in line then sign in to print is often a hassle.
What mobile apps could ITS provide to make campus life easier? (77 responses)

- No_N/A: 55
- Bb: 40
- BUBrain: 12
- Update bMobi: 9
- Bus Schedules: 7
- PODs Computers: 5
- Printer Status: 4
- Class Schedulizer: 7
- Register: 3
- Reminder Calendar: 3
- Dining Hall: 2
- B-Line: 2
- Raves: 2

No_N/A is the most requested app, followed by Bb.
Help Desk -- Faculty and Staff

<table>
<thead>
<tr>
<th>Year</th>
<th>Ave</th>
<th>Fall 2010 (n=44)</th>
<th>Spring 2011 (n=46)</th>
<th>Fall 2011 (n=71)</th>
<th>Spring 2012 (n=84)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Ave</td>
<td>3.7</td>
<td>3.9</td>
<td>3.7</td>
<td>4.0</td>
</tr>
</tbody>
</table>

Legend:
- Poor
- Below Average
- Average
- Above Average
- Excellent
Faculty Only

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

- Fall 2010 (n=61): Ave=3.3
- Spring 2011 (n=38): Ave=3.3
- Fall 2011 (n=59): Ave=3.6
- Spring 2012 (n=81): Ave=3.8
E-mail – Faculty Only

Ave = 3.3  Ave = 3.8  Ave = 3.7  Ave = 3.9
Help Desk – Faculty Only

<table>
<thead>
<tr>
<th>Term</th>
<th>Poor</th>
<th>Below Average</th>
<th>Average</th>
<th>Above Average</th>
<th>Excellent</th>
<th>Average</th>
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<td>3.3</td>
</tr>
<tr>
<td>Fall11 (n=36)</td>
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<td>30%</td>
<td>30%</td>
<td>20%</td>
<td>10%</td>
<td>3.4</td>
</tr>
<tr>
<td>Spr12 (n=46)</td>
<td>10%</td>
<td>25%</td>
<td>45%</td>
<td>20%</td>
<td>10%</td>
<td>3.8</td>
</tr>
</tbody>
</table>

Ave= 3.3   Ave= 3.3   Ave = 3.4   Ave= 3.8
Classroom AV/Technology – Faculty Only

Ave= 2.9    Ave= 3.6    Ave= 3.4    Ave=3.9
What do we do well?
Faculty (53 responses, 56 skipped)
What do we need to improve?
Faculty (53 responses)
What should we be doing?
Faculty (34 responses)
Faculty “Wish List”

Sometimes email does not reach destiny. Wireless is sometimes intermittent. Campus phone system is hard to use (no training was provided). Classroom/AV technology is of poor quality in some rooms or non-existent.

Get rid of blackboard, it's an expensive piece of crap. Do we really need all the different upgrades? My user experience has not improved after all the iterations. Those multimedia ready classroom without desktops should have desktops.

I'm happy that I can almost always connect to a fairly strong wireless signal, no matter where I am on campus.

Please make blackboard more intuitive to use and fix its glitches and idiosyncrasies. Please make it talk to Banner so that we don't have to enter grades twice.

I would like to see the campus switch to Linux / Libre Office / Moodle.

I have no idea. Technology is always ahead of me, so I wouldn't know.

Not much. There will always be upgrade/maintenance to be done. Users' demands will change through time, but you're anticipating these pretty well.
What do we do well?
Staff (28 responses, 51 skipped)
What do we need to improve?
Staff (28 responses)

- Help Desk Staffing, 8
- Bradford, 1
- WeekEnd Support, 1
- Dept Lab support, 1
- Oracle customization, 1
- More Drive/File Space, 1
- Spam in Bmail, 1
- Help desk Responsiveness, 8
- Slow Upgrades, 1
- Timing of Upgrades, 1
- Dump Bb, 1
- Computer Repair, 2
- Slow Internet, 1

- Help Desk Staffing
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- Dump Bb
- Computer Repair
- Slow Internet
What should we be doing?
Staff (19 responses)
Staff “Wish List”

help with internet service available on weekend. I host presentation to prospective students on the weekends and have faced times when the internet & access to the shared drive are not available.

Blackboard needs to go. It is not user friendly and is really just a horrible software program. This needs to happen soon, not years from now. Help Desk staff are helpful, but it could be better staffed with more people to be really effective. Seems understaffed compared with the past.

Have an online appointment function - setting up times to have someone come to our offices to fix things, rather than just showing up when we may have appointments.

The move to Gmail must have saved a great deal of money. Many of us now use Gmail pushed through Outlook because of calendaring and smart phone needs. If this change did save the campus money, it would be wise to share that information.

Our entire work day is on the Oracle website, the response time can get to be very, very slow, I do not know if you have the ability to isolate what we need to do our job from the rest of the University website use.

A more obvious commitment to customer service. I hear too often "I don't know what ITS does."

Pursue higher standards - bmail, helpdesk service, desktop support, blackboard, banner, are all mediocre at best and there doesn't seem to be any interest in improvement.

Support is really pretty good, give limited resources.