



**Spring 2006 Faculty/Staff
Information Technology Survey**

Executive Summary

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Spring 2006 Faculty / Staff Information Technology Survey Executive Overview

5/26/2006

Background

The Spring 2006 Faculty / Staff Information Technology (IT) Survey was administered as a web survey from April 20th through May 5th, 2005. The survey was prepared by ITS as part of an IT service evaluation by the Information Technology Services Advisory Committee (ITAC). This survey provides benchmark data to evaluate changes in satisfaction with IT services and technology. The survey was completed using Ultimate Survey Enterprise .NET v3.0 - Web Survey Software by Prezza Technologies, Inc. The full results of the survey with comments can be seen at the following link:

<http://its.truman.edu/news/survey>.

Survey Response Rate

There were 166 responses out of approximately 800 emailed invitations to take the survey for a response rate of 20.75%. The email distribution list contained current faculty and staff. Users were required to login using their Active Directory account and were only allowed to take the survey once. The login names were only used to authenticate and were not associated in any way with the survey, making it confidential.

Of the respondents, 53.6% were faculty and 46.4% were staff.

Machine Type and OS

Desktop users were the majority at 61.9% of the respondents while 38.0% used laptops. University provided handhelds were used by 2.4% of the respondents and privately owned handhelds were used by 13.85%. Microsoft Windows was also the majority of use in operating systems at 89.8% while the remaining users fell into the following categories: Mac OS: 21.1%, Linux/Unix OS :7.2%, and 0.6% listed as other (numbers exceed 100% due to users having multiple operations systems).

Satisfaction Ratings

Most questions asked respondents to rank services on three areas - problem resolution, timeliness, and courtesy. The choices given were Very Satisfied, Satisfied, Minimally Satisfied, Dissatisfied, and N/A.

The overall satisfaction of ITS was down this year at 87.42% as was the satisfaction of hardware and software support, wireless network access, web services and Truman web site, and instructional design services. Strangely enough, dial-up satisfaction had the largest increase at 10.44%, but was one of the lowest satisfaction categories at 63.27%. Categories that increased include in-house tech support, help desk support, telephone services, computer labs, and Blackboard satisfaction. Instructional Design Services had 26 respondents and showed a decrease from last year.

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ITS has a general goal of attaining combined ratings for Very Satisfied and Satisfied of 90% or better. This year, ITS was shy of meeting that goal with a combined Very Satisfied and Satisfied rating of 87.42%. No ratings were dramatically low with the exception of wireless network access. The following table shows the combined Very Satisfied and Satisfied ratings for problem resolution for most questions. In most cases, ITS found that the satisfaction ratings for timeliness and courtesy were equal to or higher than for problem resolution. The lowest satisfaction rating again this year was for wireless network access.

Combined Very Satisfied and Satisfied Ratings for Problem Resolution

Service / Technology Rated	% VS + S	% Increase	2005 Results	2004 Results	R#
Overall ITS satisfaction rating	87.42	-4.65	92.07	83.4	159
In-house technical support	100.00	8.64	91.36	94.4	26
Help Desk Support – In person or via telephone	89.40	2.22	87.18	86.1	151
Hardware and Software Support	86.43	-5.93	92.36	90.2	140
Network Connectivity Support and Repair	91.34	-1.46	92.8	79.5	127
Network Performance	91.61	0.76	90.85	72.3	155
Wireless Network Access	52.83	-15.03	67.86	70.4	53
Proxy Server	85.00	-3.46	88.46	80	40
Dial-up	63.27	10.44	52.83	43.4	49
Web Services Support	79.45	-6.06	85.51	75	73
Truman Website	73.25	-16.08	89.33	88.7	157
Computer Lab Service (VH2000, PML308, PML312)	93.75	2.84	90.91	73.1	16
Administrative Systems (Banner)	87.34	-2.27	89.61	85.1	79
Telephone Services	96.19	5.45	90.74	91.7	105
Media Services (AV services and equipment)	87.34	-2.94	90.28	78.3	82
Classroom AV support (projectors, VCRs, etc)	75.61	-3.84	79.45	78.1	81
Instructional Design Services	69.23	-4.68	73.91	77.3	26
Blackboard	77.27	1.80	75.47	65.9	66
Effective of ITS Communications	83.33	-0.64	83.97	80.2	150

■ Increase ■ Slight Decrease □ No Change ■ Decrease > 4%

R# = Response Count

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Trends, Needs, and Concerns

There were many comments provided for all of the service areas in the survey. These will be useful to ITS and other service providers for use in planning and making changes required to improve services.

Many issues were raised but several common areas of interest emerged. These included the following:

- Office, Blackboard, and web design training
- Look, feel, and navigation of Web sites
- Wireless access expansion
- Need for additional instructional support resources
- Additional classroom technology and support

Progress

Since the last survey, many of the issues have been resolved or are being addressed in the coming year.

- Tech Break, a series of training sessions, was established to provide an overview of current software solutions and preventive techniques. Through the interest generated in the Tech Break sessions, additional comprehensive classes will be offered. For more information you can go to the Tech Break website at its.truman.edu/techbreak.
- The web site is due to be redesigned this year. A web redesign committee will be established to address web design, layout, and content issues. The ITS website is currently going through a complete redesign and will be ready before the start of school.
- A wireless assessment was conducted in last year. Based on this study, a proposal has been developed that calls for installation of greatly expanded wireless access by mid-August, 2006.
- Over 500 PCs and Macs were purchased this year to replace aging and out-of-date equipment. A comprehensive inventory of all classroom equipment will be performed this Summer and put on the capital technology plan.

Conclusion

The survey is a valuable tool to help ITS evaluate it's strengths and weaknesses and will allow ITS to develop plans to target those weaknesses. If you have any questions, please address them to my attention at twarren@truman.edu or you may give me a call at extension 4301.