Spring 2008 Faculty/Staff Information Technology Survey

Executive Summary
October 1, 2008

Background

The Spring 2008 Faculty / Staff Information Technology (IT) Survey was administered as a web survey in May, 2008. The survey was prepared by Information Technology Services (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.**

Survey Response Rate

There were 134 responses out of approximately 800 emailed invitations sent to current faculty and staff. Users were required to login using their Truman 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 42.5% were faculty and 57.5% were staff.

Computer Type and Operating System

Those taking the survey were asked to click checkboxes indicating the type of computer and operating system that they use. These responses were not mutually exclusive as any respondent may use multiple computer types.

Computers:	Desktop – 88.1%	Operating Systems:	Microsoft Windows – 88.1%
	Laptops – 53.7%		Macintosh OS – 20.1%
	University-provided handhelds – 2%		GNU Linux/Unix – 6.7%
	Privately owned handhelds – 11%		Other - 0.7%

Internet Access from Home

Respondents were asked about the type of Internet access they used at home. It appears that broadband connections are continuing to become more popular as the top two responses were DSL (36.1%) and Cable Modem (26.3%). Even so, many indicated that they are still using dialup connections as 12.8% indicated that they use Truman Dialup and 3% use some other form of dialup access. 16.5% of respondents indicated that they have no Internet access at home while 3.8% indicated they use some other type and 1.5% were not sure.

Satisfaction Ratings

Most questions asked respondents to rank services on three key areas – friendliness of staff, timeliness of resolutions, and overall satisfaction. The choices available were Very Satisfied, Satisfied, Minimally Satisfied, Dissatisfied, and N/A.

ITS has a general goal of attaining combined ratings for Very Satisfied and Satisfied of 90% or better. Overall, four of the key ratings showed satisfaction results above 90%: Telephone Services, Hardware and Software Support, In-house Technical Support, and the Overall ITS Satisfaction rating.
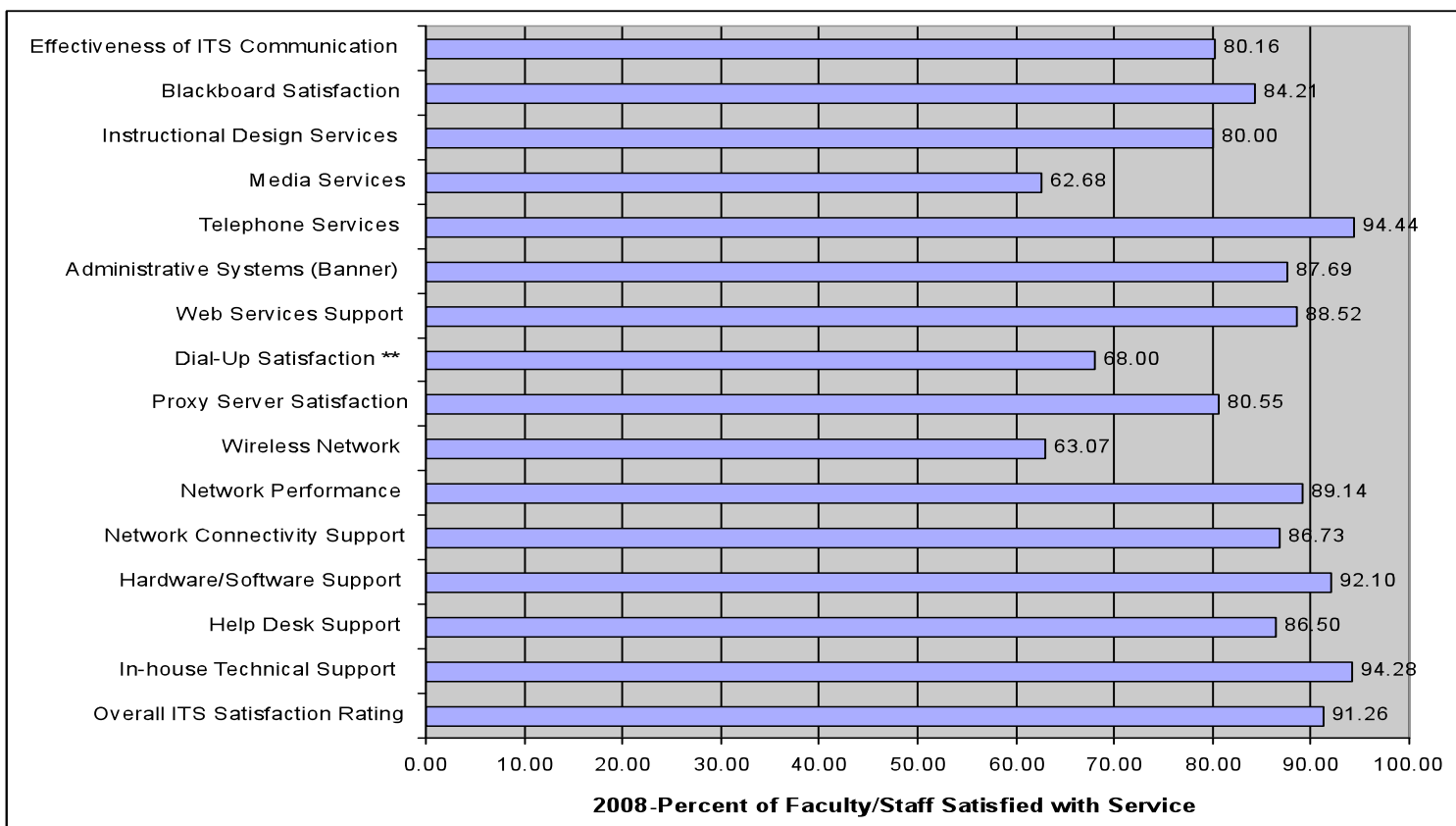
Nine key ratings were in the 80-89.99% range: Wireless Network, Proxy Server, Web Services, Instructional Design Services, Blackboard Satisfaction, Administrative Systems (Banner), Network Performance, Network Connectivity Support, and Help Desk Support. Of these nine key services, four of them dropped from the at least 90% satisfaction ratings they received last year.

Three areas received less than 80% satisfactory ratings: Media Services, Wireless Network, and Dialup Satisfaction (dial-up satisfaction actually increased from last year, however, based on cost, ITS will not be enhancing this service). Media Services and Wireless Network both had lower satisfaction ratings than last year.

See the following summary chart for comparisons from year to year.

Service / Technology Rating	# of Responses	% Change	% Satisfied with Current Service *Combined 'Very Satisfied' and 'Satisfied' to get the Satisfaction Rating*					
			2008 Results	2007 Results	2006 Results	2005 Results	2004 Results	2003 Results
Total number of surveys returned	**134**		134	149	166	n/a	n/a	n/a
Overall ITS Satisfaction Rating	126	-1.10	91.26	92.36	87.42	92.07	83.40	88.50
In-house Technical Support	70	-0.96	94.28	95.24	100.00	91.36	94.40	93.70
Help Desk Support	126	-7.07	86.50	93.57	89.40	87.18	86.10	87.40
Hardware/Software Support	114	-1.55	92.10	93.65	86.43	92.36	90.20	89.90
Network Connectivity Support	98	-7.91	86.73	94.64	91.34	92.80	79.50	79.40
Network Performance	129	-7.39	89.14	96.53	91.61	90.85	72.30	78.50
Wireless Network	65	-21.55	63.07	84.62	52.83	67.86	70.40	n/a
Proxy Server Satisfaction	36	-7.91	80.55	88.46	85.00	88.46	80.00	76.50
Dial-Up Satisfaction **	25	1.33	68.00	66.67	63.27	52.83	43.40	63.40
Web Services Support	61	4.94	88.52	83.58	79.45	85.51	75.00	79.40
Administrative Systems (Banner)	65	-3.98	87.69	91.67	87.34	89.61	85.10	80.00
Telephone Services	90	-1.68	94.44	96.12	96.19	90.74	91.70	89.50
Media Services	67	-18.33	62.68	81.01	87.34	90.28	78.30	81.20
Instructional Design Services	40	-3.33	80.00	83.33	69.23	73.91	77.30	n/a
Blackboard Satisfaction	57	1.60	84.21	82.61	77.27	75.47	65.90	80.70
Effectiveness of ITS Communication	121	-2.45	80.16	82.61	83.33	83.97	80.20	n/a

		Results Color Legend		
Increase				
>4% decrease	> 90% satisfaction	90-80% satisfaction		< 80% satisfaction

*** ITS will not be enhancing this service*

2008-Percent of Faculty/Staff Satisfied with Service

Service	2008
Effectiveness of ITS Communication	80.16
Blackboard Satisfaction	84.21
Instructional Design Services	80.00
Media Services	62.68
Telephone Services	94.44
Administrative Systems (Banner)	87.69
Web Services Support	88.52
Dial-Up Satisfaction **	68.00
Proxy Server Satisfaction	80.55
Wireless Network	63.07
Network Performance	89.14
Network Connectivity Support	86.73
Hardware/Software Support	92.10
Help Desk Support	86.50
In-house Technical Support	94.28
Overall ITS Satisfaction Rating	91.26

In addition to the calculated results, there were several comments provided for the service areas in the survey. These will be useful to ITS and other University IT service providers for use in planning new services and for making changes to improve existing services. General comments for improvements included the following:

In-House Technical Support Improvements	More support for Macintosh
Blackboard Improvements	Better test/survey instruments
	Gradebook improvements
	Better integration of audio/video
	Add portfolio options
	Add real-time collaboration tools
Help Desk Improvements	Ensure consistent knowledge in staff
	Increase hours of operation
	Reduce the calls going to voicemail
	Reduce resolution time
	Ensure knowledgeable Mac support
Classroom Technology Improvements	Need to update classroom equipment and provide consistency
Media Services Improvements	Review check-out and return policies
Hardware/Software Support Improvements	Need to ensure all staff have basic competency levels
	Provide additional Mac support
Network Performance Improvements	Improve network speed during peak times
	Clean Access should be reviewed
Wireless Network Improvements	Work on consistency of connections across campus
TruView Improvements	Enhanced degree audit capabilities
Admin. Systems Improvements	Use systems to improve business processes
Telephone Service Improvements	Operators should respond as if this is the first experience with Truman
Instructional Design Serv. Improvements	How can we scale this service to include assistance to more faculty

Trends, Needs, and Concerns

The survey also asked faculty and staff to note any needs/concerns they might have, as well as to bring trends in their academic disciplines to our attention.
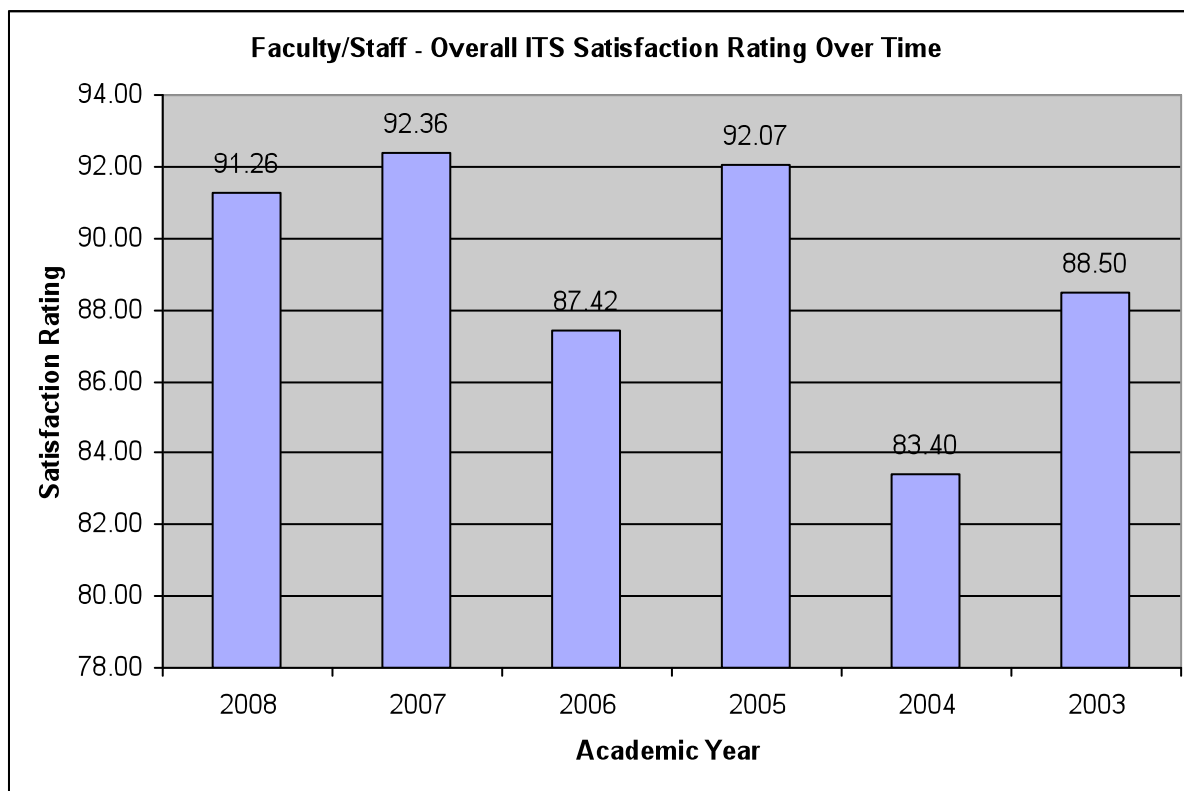
Concerns from faculty and staff included:
- Classroom technology must be consistent across all classrooms
- Internal ITS communications need to improve
- Administration is not funding IT appropriately
- Keeping qualified staff in IT seems to be an issue
- ITS staff need to become more customer service oriented
- It is important to show how these survey results will influence change in the future

Trends:

Upcoming trends to watch include:
- Changing needs in classroom technology
- Ever increasing security issues
- Increased need for additional Macintosh support
- Move to Windows Vista
- Increased need for instructional design support
- Business process changes will affect change
- PDA and cell support for campus applications
- Using web 2.0 technologies for Truman processes
- Better use of text messaging
- Effectively working from home
- Keeping technology current is critical
- Enhanced use of video for classes and services
- Network bandwidth needs are ever growing

Over the past several years, the overall satisfaction with ITS services has fluctuated up and down slightly (which is to be expected) but our ITS goal is to keep the overall satisfaction rate above 90% as much as possible. For the past two years, ITS has maintained an overall rating of over 90% and strives to continue to provide quality campus services.

Faculty/Staff - Overall ITS Satisfaction Rating Over Time

Academic Year	Satisfaction Rating
2008	91.26
2007	92.36
2006	87.42
2005	92.07
2004	83.40
2003	88.50

Survey Action Items and Follow-Up

The annual IT survey is a valuable tool that helps ITS evaluate its strengths and weaknesses. Overall, the 2007-2008 academic year was still a good one based on the faculty/staff customer satisfaction levels, however, there is still much work to be done and improvements to be made.

We will continue to make enhancements and improvements to the services we offer, and the plans for these improvements and survey action items can be found at http://its.truman.edu/news/survey.

Conclusion

If you have any questions about this survey, please feel free to contact Donna Liss, Chief Information Officer, via email at dliss@truman.edu or call at x4163. As always, if you have any comments for ITS, feel free to email all of our managers by addressing your message to itsfeedback@truman.edu.