



# **Academic Year 2011-12 Faculty/Staff Information Technology Survey**

## **Executive Summary July 1, 2012**

### **Background**

The Academic Year 2011-12 Faculty/Staff Information Technology (IT) Survey was administered as a web survey in the Spring 2012 semester. Information Technology Services (ITS) worked with CASE (the Center for Applied Statistics and Evaluation) to prepare, distribute, and analyze the survey data. This survey provides benchmark data to evaluate changes in satisfaction with IT services and technology and to identify new trends and gather suggestions for changes. The survey was completed using the Checkbox Survey software by Prezza Technologies, Inc. The full results of the survey can be found at the following link: <http://its.truman.edu/surveys.asp>.

### Survey Response Rate

There were 119 responses out of approximately 750 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 individuals and were not associated in any way with the survey, making it confidential. Of the respondents 41.18% were faculty and 58.82% were staff.

### Computer Types 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:	Operating Systems:
<ul style="list-style-type: none"> <li>• Desktop – 83.19%</li> </ul>	<ul style="list-style-type: none"> <li>• Microsoft Windows – 92.44%</li> </ul>
<ul style="list-style-type: none"> <li>• Laptops – 61.34%</li> </ul>	<ul style="list-style-type: none"> <li>• Macintosh OS – 23.53%</li> </ul>
<ul style="list-style-type: none"> <li>• University-provided tablets, Smartphones, Netbooks – 23.52%</li> </ul>	<ul style="list-style-type: none"> <li>• GNU Linux/Unix – 4.20%</li> </ul>
<ul style="list-style-type: none"> <li>• Personally-owned tablets, Smartphones, Netbooks – 39.49%</li> </ul>	<ul style="list-style-type: none"> <li>• Other - .84%</li> </ul>

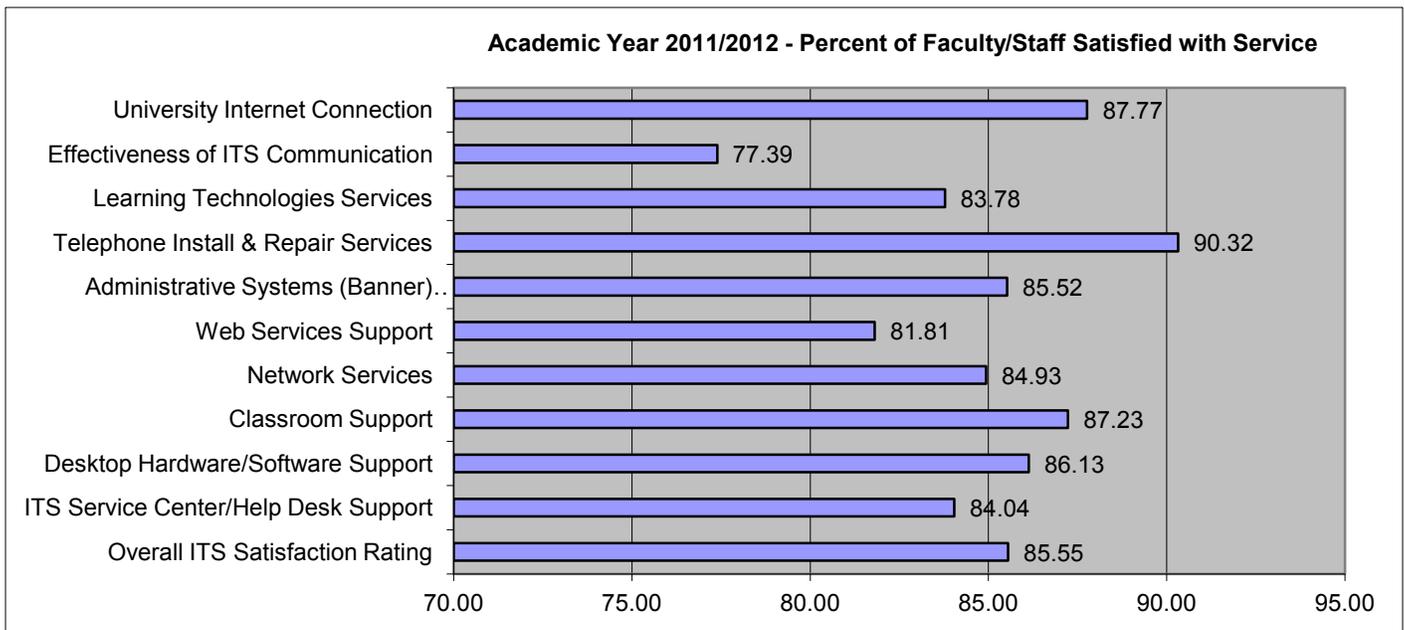
### Internet Access from Home

Respondents were asked about the type of Internet access they used at home. It appears that broadband connections are continuing to be the most popular as the top two responses were DSL (42.74%) and Cable Modem (34.19%), with 5.98% of respondents indicating that they have no Internet access at home, 11.11% indicating they use some other type and 5.98% 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, Neutral, Dissatisfied, Very Dissatisfied, and N/A. ***It is important to note that this year the rating scale was changed to this five-point scale, which should provide more balanced feedback.***

ITS has a general goal of attaining combined ratings for Very Satisfied and Satisfied of 90% or better. Any rating less than 80% is also flagged for further follow-up and analysis.



The ITS website is where most people go to find answers regarding technology information issues. Nearly 80% of individuals noted they use this site, mostly for documentation, service notes, software downloads, forms, and purchasing information.

Blackboard Usage Survey – A separate survey regarding faculty Blackboard usage and satisfaction was done this year, and this information has been compiled in a separate report.

## Trends, Needs, and Concerns

In addition to the rating scale, there was also an opportunity for respondents to provide open-ended comments on services. 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.

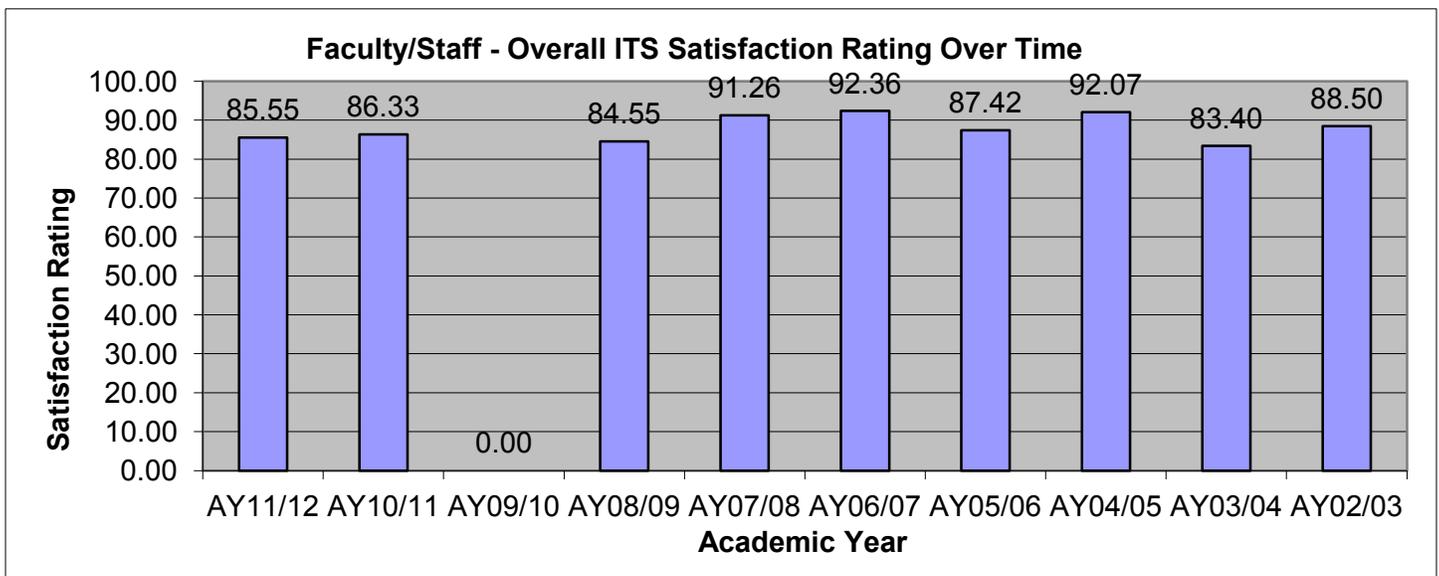
### Needs and Concerns

While there were 119 total faculty/staff respondents to the survey, not every faculty/staff member responded to every open-ended question. The open-ended questions in the faculty and staff survey focused mainly on internet connection, IT assistance resources, and classroom support.

Overall, students and faculty felt that the internet speed was slow during the afternoon and night time. They both also said they had trouble loading videos on YouTube; many instructors complained that it takes too long to load making it hard to show videos during class. The faculty and staff think that finding forms on the IT website is difficult and unclear. For the most part the faculty and staff agreed that most of the IT staff around campus were very helpful.

### Trends:

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. The following chart shows the overall ITS satisfaction rating over time from faculty and staff.



*\*\* In academic year 2009/2010, ITS worked with one of our high-level statistics classes on several specialized technology surveys. Because of this, a general campus survey request was not distributed.*

*\*\* In academic year 2011/2012 the rating scale was changed to a five-point scale, allowing more choice.*

## Survey Action Items and Follow-Up

The annual IT survey is a valuable tool that helps ITS evaluate its strengths and weaknesses. 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/surveys.asp>.

## 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](mailto:dliss@truman.edu) or call at x4163.