Spring 2007 Faculty/Staff Information Technology Survey

Executive Summary

George Beshears
Executive Director

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Executive Overview

Background

The Spring 2007 Faculty / Staff Information Technology (IT) Survey was administered as a web survey from April 6th through April 20th, 2007. 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 149 responses out of approximately 800 emailed invitations to take the survey for a response rate of about 19%. The email distribution list contained 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, 49% were faculty and 51% were staff.

Computer Type and Operating System

Those taking the survey were asked to click checkboxes indicating the type of computer that they use. These responses were not mutually exclusive as any respondent may use multiple computer types. Desktop users were the majority at 87.9% of the respondents while 44.3% indicated that they used laptops. University-provided handhelds were used by 6.7% of the respondents and privately owned handhelds were used by 13.4%. We also asked respondents about the operating system(s) they used. Microsoft Windows was the most commonly-used operating system at 87.2% while other operating systems in use were as follows: Macintosh OS – 18.8% and GNU Linux/Unix – 9.4%.

Internet Access at 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 (39.6%) and Cable Modem (22.8%). Even so, more than 1 out of 5 indicated that they are still using dialup connections as 12.8% indicated that they use Truman Dialup and 9.4% use some other form of dialup access. 11.4% of respondents indicated that they have no Internet access at home while 2.0% indicated they use some other type and 2.0% 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.

The overall satisfaction of ITS was up significantly to its highest rating since we began these online surveys in 2003. Overall, most respondents were more satisfied with key ratings than in past years. When compared to last year's ratings, only 4 out of 16 key satisfaction ratings decreased, while the rest all saw significant increases. The areas that decreased included Media Services (down 6.33% to 81.01%), In-house Technical Support (down 4.76% to 95.24%), Effectiveness of ITS Communications (down 0.72% to 82.61%) and Telephone Services (down 0.07% to 96.12%). While the rest of the key ratings increased, four of these saw increases of over 5%: BlackBoard Satisfaction (up 5.34% to 82.61%) Hardware and Software Support (up 7.22% to 93.65%), Instructional Design Services (up 14.10% to 83.33%), and Wireless Network (up 31.79% to 84.62%). The increased satisfaction of the wireless network was apparently due to the dramatic increase in the availability of the wireless network as the campus-wide network was debuted in the Fall of 2006.

ITS has a general goal of attaining combined ratings for Very Satisfied and Satisfied of 90% or better. Overall, eight of the key ratings showed satisfaction results above 90%: Administrative Systems (Banner), Telephone Services, Network Performance, Network Connectivity Support, Hardware and Software Support, Help Desk Support, In-house Technical Support, and the Overall ITS Satisfaction rating. Seven key ratings were in the 80-89.99 % range: Wireless Network, Proxy Server, Web Services, Media Services, Instructional Design Services, Blackboard Satisfaction, and ITS Communications. Only one area, Dialup Satisfaction, received an overall low satisfaction rating (66.67%). However, this was an increase of 3.40% over last year's rating and represented the highest recorded result for this area since the online surveys began.

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

Combined Very Satisfied and Satisfied Ratings for Satisfaction

Service / Technology Rated	R#	% Increase	2007 Results	2006 Results	2005 Results	2004 Results	2003 Results
Overall ITS Satisfaction Rating	144	4.94	92.36%	87.42	92.07	83.4	88.5
In-house Technical Support	21	-4.76	95.24%	100.00	91.36	94.4	93.7
Help Desk Support	140	4.17	93.57%	89.40	87.18	86.1	87.4
Hardware and Software Support	126	7.22	93.65%	86.43	92.36	90.2	89.9
Network Connectivity Support	112	3.30	94.64%	91.34	92.8	79.5	79.4
Network Performance	144	4.92	96.53%	91.61	90.85	72.3	78.5
Wireless Network	65	31.79	84.62%	52.83	67.86	70.4	n/a
Proxy Server Satisfaction	52	3.46	88.46%	85.00	88.46	80	76.5
Dial-up Satisfaction	27	3.40	66.67%	63.27	52.83	43.4	63.4
Web Services Support	67	4.13	83.58%	79.45	85.51	75	79.4
Administrative Systems (Banner)	72	4.33	91.67%	87.34	89.61	85.1	80
Telephone Services	103	-0.07	96.12%	96.19	90.74	91.7	89.5
Media Services	79	-6.33	81.01%	87.34	90.28	78.3	81.2
Instructional Design Services	42	14.10	83.33%	69.23	73.91	77.3	n/a
BlackBoard Satisfaction	69	5.34	82.61%	77.27	75.47	65.9	80.7
Effectiveness of ITS Communications	138	-0.72	82.61%	83.33	83.97	80.2	n/a

Results Legend				
	🟩	🟨	🟥	
% Increase	Increase	Slight Decrease <1%	Decrease > 4%	
Results	> 90%	80% - 90%	< 80%	
	R# = Response Count			

Trends, Needs, and Concerns

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.

ITS will be reviewing these comments and the overall results in order to target specific areas for improvement. One area in particular is the effectiveness of ITS communications. We are planning to increase communication about technology issues through our reinstatement of the Tech Break series. In addition, we are looking at additional campaigns to educate the campus about issues such as computer and data security, copyright issues, identity theft and others.

We are also taking strides to improve the level of service we provide regarding classroom technology and issues that occur. We have already begun working toward better standardization and support of classroom technology and plan to focus on this area for improvement during the 2007-2008 academic year.

Progress

Since the last IT survey, we have implemented new technologies and additional service improvements that we believe led to some of our improved survey results. Some of these are mentioned below:

- Wireless Network – By far, the most improved rating was for the overall satisfaction of the wireless network. The work that ITS completed to expand the network campus-wide was seen as a very positive step by our customers. We still have some work to do and will continue to increase the security and reliability of the network in the upcoming year by moving to a WPA security protocol and by continuing to examine the saturation of the wireless network and adding access points where they are needed.

- TRUMAN Network - Overall Satisfaction with the TRUMAN network was up to its highest rating and we believe the work done over the last year to continue to increase the performance and reliability of the network have paid off.

- Instructional Design Services - Changes in the methods and communication used by our Instructional Design Services personnel have led to a significant improvement in this area. We plan to continue to increase the visibility of this service and hope to achieve even higher satisfaction results in 2008.

- Help Desk Support – We focused more on student training and consistent procedures this past year which have led to increased satisfaction with our ITS Help Desk. We also reassigned areas of responsibility to enable more focus to be placed on continuing to improve Help Desk operations.

Conclusion

The annual IT survey is a valuable tool that helps ITS evaluate its strengths and weaknesses. Overall, the 2006-2007 academic year was a great one for ITS and customer satisfaction levels. However, there is still work to be done and improvements to be made. We will continue to push forward to make enhancements and improvements to the services we offer. If you have any questions about this survey, please feel free to contact me via email at gbeshears@truman.edu or you may give me a call at x7690. 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.