Faculty/Staff – I.T. Department Satisfaction Survey

BA 6303 - Research Methods
Dr. Rex Moody, Ph.D.
2014 Spring Semester

Presented by:

Alexandrea Kenney
Dara Jones
Heather Lovett
James "Butch" Baker

Table of Contents

Executive Summary

A comprehensive survey was conducted in April 2014 by Angelo State University (ASU) Masters in Business Administration (MBA) students on behalf of the ASU Information Technology (IT) department. This survey was presented to members of the ASU faculty and staff to evaluate the overall satisfaction of the available products and services currently being offered by the IT department at the university. The survey allowed respondents to record their level of satisfaction in multiple categories including software products, hardware and network connectivity, IT service support, IT Project Office, IT Training Services, as well as multiple other focuses. The survey was presented to the entire faculty and staff which included a total of 836 people with responses from 315. From the accumulated response rate of 37.7%, results and recommendations have been organized.

When presented with the survey, the respondents were asked to complete a set of questions that indicated their satisfaction levels with general functionality, reliability, ease of use, and interoperability for software, hardware, and network connectivity. This included user satisfaction with the numerous services indicated above. These questions allowed for changes in satisfaction levels with the ASU IT department to be examined from the last survey that was conducted. Allowing for further thoughts and concerns, open ended questions were included to give respondents the ability to share their ideas with the IT department about current and desired services. This survey took into account the changes that have occurred in technology and in personal use of technology by the ASU faculty and staff. This will help the IT department identify and improve the availability and delivery of services and products for the future.

Collectively, respondent satisfaction levels were positive in regard to the current IT products and services, but showed room for improvement in terms of advanced technology and services currently being utilized. The weaknesses that were uncovered as a result of the study have driven the recommendations for the IT department for future products and services. The open responses solicited in the survey included positive feedback for the overall IT department services as well as a demand for new services and different devices.

Based on the accumulated results of this study, courses of action are suggested in the "Conclusions and Recommendations" section of this report.

Introduction

The Angelo State University Information Technology Department is a vital provider of services that is continuously growing and evolving to meet the constantly developing technology demands of faculty, staff, and students. The IT department is responsible for providing and maintaining the vast amount of computing hardware and equipment located throughout campus, including technology in classrooms and offices that is vital to the mission of the university. With increases in capacity and server applications, the ASU IT department provides computing services on par with many top universities.

The IT department monitors trends in the areas of information technology that are increasing in usefulness and those that are becoming obsolete. This practice allows the IT department to create and launch new services and products, compare ASU practices to those at competing universities and similar organizations, and improve efficiency to continue the elite level of service it currently provides. A major asset to ensure effective feedback is conducting an evaluation completed by end users. Through yearly research conducted by graduate business students, the IT department measures satisfaction with the department's services for faculty, staff, and students. With the results from these surveys, and the results collected from them, the IT department is able to provide leading services and technology. The purpose of this survey is to measure the satisfaction of the ASU faculty and staff in a number of service areas as well as allow for consideration of what future services and products are needed.

Survey Design

A replica of the survey used to collect data is included in Appendix I. In consultation with the IT department, the survey was designed to measure the following areas:

Demographics

Respondents were asked categorical questions such as their position at Angelo State University, current device ownership and service utilization, and operating systems used. The answers received from the end users allowed the researchers to categorize the respondents into groups for data analysis.

Software Products

Respondents were asked about selected software programs to measure satisfaction with the products in terms of the ability of the software to operate on multiple devices (interoperability), the user responsiveness of the software (ease of use), the software's absence of operation failure (reliability), and their ability to meet end user needs (functionality).

Hardware & Network Connectivity

This section includes metrics for measuring satisfaction with hardware and network connectivity through constructs such as ease of use, reliability, functionality, and degrees of service. This includes the wireless and wired ASU IT network as well as equipment used.

IT Support Service Center, IT Project Office, IT Training

This survey employed questions to determine the faculty and staff's satisfaction with several of the departments' major service programs including the IT Support Service Center, IT Project Office, and the IT Training Service.

Change in Satisfaction

Information regarding changes in level of satisfaction faculty and staff have with IT services was gathered though multiple questions which required the respondents to rate the level of product and service satisfaction improvement in addition to general satisfaction.

Survey Distribution

The survey was created and hosted via a survey application called Survey Monkey. A request for survey participation was sent via email to the entire body of the current faculty and staff (n= 836) at Angelo State University on April 21, 2014 (copies of email sent including follow up emails are included in Appendix II). A reminder email was sent on April 22, 2014, and a final request for participation was emailed on April 25, 2014. The survey closed the same day.

Demographics Analysis

From the 836 requests for participation, 315 faculty and staff members completed the survey, which represents a 37.7% response rate. According to the graph, which represents the distribution between faculty and staff, 37.5% (n=118) of the respondents identified themselves as faculty while 62.5% (n=197) identified themselves as staff.
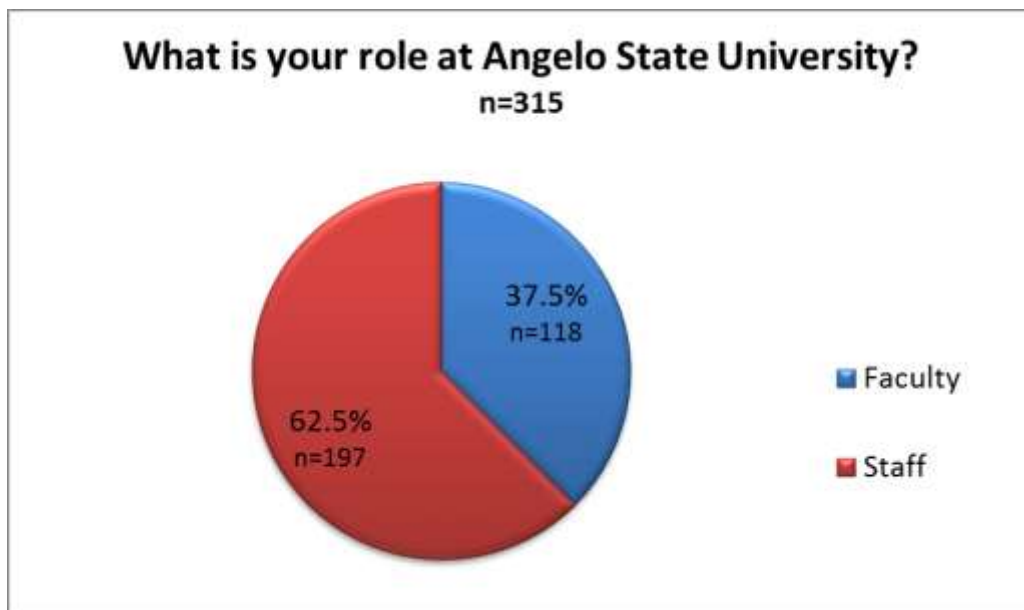
The 118 respondents who identified themselves as faculty were asked to reveal how many years they have taught at ASU. Of those respondents, 36.4% (n=43) have taught at the university for less than three years, 22.0% (n=26) have taught between four to seven years, 11.9% (n=14) have taught eight to eleven years, while 29.7% (n=35) of the respondents have taught for twelve years or more. The findings are presented in the chart below.
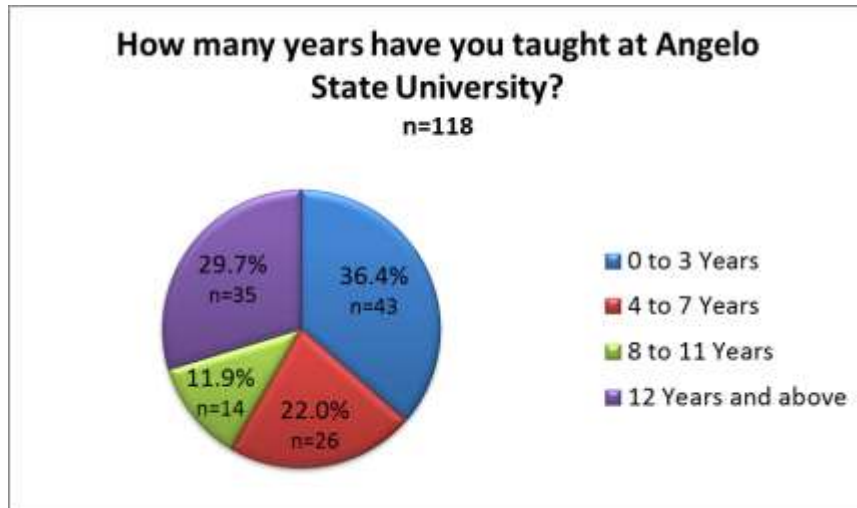
Each respondent was asked to provide their length of employment with ASU. The results were similar to those found in the years taught at Angelo State University with 26.6% (n=53) having less than three years of employment, 29.6% (n=59) having four to seven years of employment, 14.6% (n=29) having eight to eleven years of employment, and lastly 29.1% (n=58) having twelve years or more. The findings are presented in the chart below.
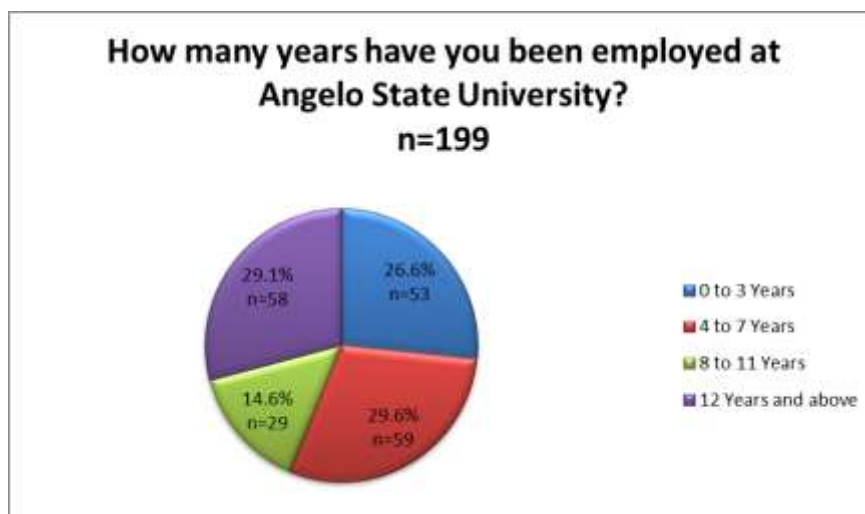
Additional demographic questions were asked of respondents to obtain an overall picture of the clients the department serves. This allowed each respondent to communicate their ideas and suggestions to the ASU IT department. Several comments and recommendations are listed below. All inclusive results were varied and are available in the raw data included in Appendix III.

- Our IT support services staff does an outstanding job. I have worked at several different schools and this is the best by far. Keep doing what you are doing.

- They set the benchmark for other support offices across campus. Fantastic!

- …I want IT to make Financial Aid a priority because we are an important part of the university's recruitment and retention rates.

- I have not been able to attend many of the training courses because of conflicts with my teaching schedule. It would be beneficial to have virtual training modules so that I can do them at a time that is convenient to me.

- I worry about students having access to my tests. The training is fine, however it is the application of that training which causes problems. I need help using the technology in my setting the first time.

- The request to complete a survey everytine you need some help or just have a questions becasue of this I tend to ignore survey requests--too many requested.

- Please send your technicians to receive MAC training. They are wonderful folks, but need the training.

- IT has not been able to resolve my Outlook, Word, or Excel stalling out issue. They have looked at it several times, however issue still exists. It has been on going since they refreshed computers a couple years ago.

Software Analysis: Overview

Angelo State University utilizes various software programs in order to enhance the overall student learning experience and efficiently run the business operations of the university. These software programs include, but are not limited to, Blackboard, email, Ramport, and Banner. With the intention of determining satisfaction levels with the aforementioned software, this survey focused on the specific concepts of interoperability, ease of use, reliability, and functionality. Interoperability was measured through the assessment of the respondents' satisfaction with the software's ability to exchange and interpret shared data on multiple platforms. Ease of use was evaluated based on the end users' ability to successfully perform a task without the need for an advanced explanation. Reliability was gauged based on respondents' satisfaction with the software's ability to consistently and precisely perform its required functions. Functionality was determined by asking respondents to rate their satisfaction with the software's ability to meet their needs. Respondents were asked to rate their satisfaction on a scale of one (low) to five (high) in order to measure and analyze satisfaction levels with each concept within the four software programs. When necessary, due to type of service, prior to asking respondents to rate their satisfaction with each service, a screening question was included so that only users of each particular service answered the related questions.

Software Analysis: Blackboard

Blackboard is a learning management system that ASU has utilized for several years. It is a powerful instruction, communication, and assessment tool that allows faculty to connect with students in various locations in order to facilitate student participation, interaction, and collaboration. This is accomplished through features such as the discussion board, which provides a forum for posting and responding to messages. Coursework is also outlined, assigned, and received through this customizable system. In addition, examinations are administered, grades are recorded, and feedback is provided as well. Therefore, Blackboard is a critical component to the university's operation.

Respondents were asked whether or not they used Blackboard. Those that indicated they had not utilized this software were additionally asked to identify their reason for not doing so. Of the 308 respondents who answered this question, 56.5% (n=174) indicated they indeed use this software, while 43.5% (n=134) indicated they did not. The findings are presented in the chart below.
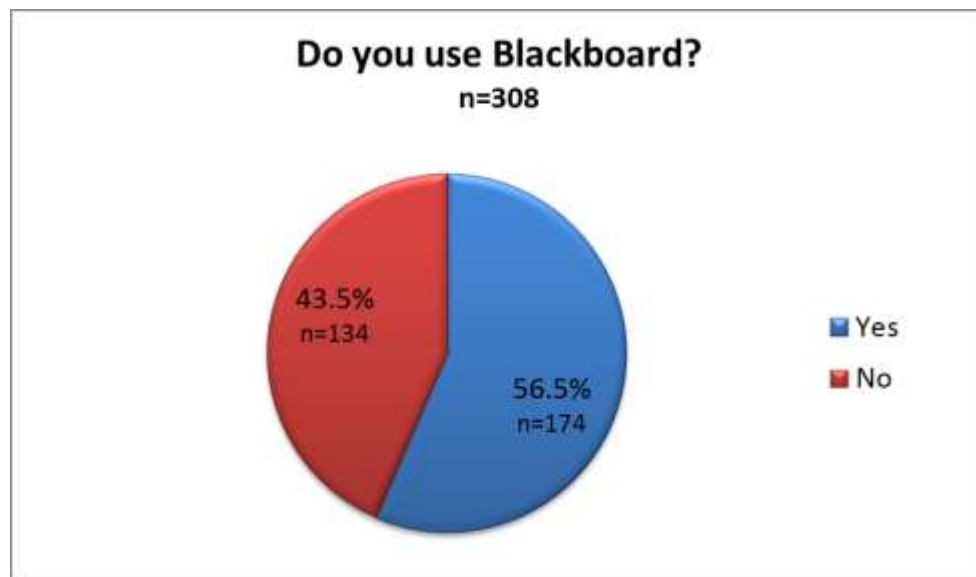
Of the 136 respondents that indicated they did not use Blackboard, 80.1% (n=109) cited "no need to use the service" as the cause, 2.9% (n=4) indicated they were not aware of this service at all, and 16.9% (n=23) cited "other" as their reason. The findings are presented in the chart below.
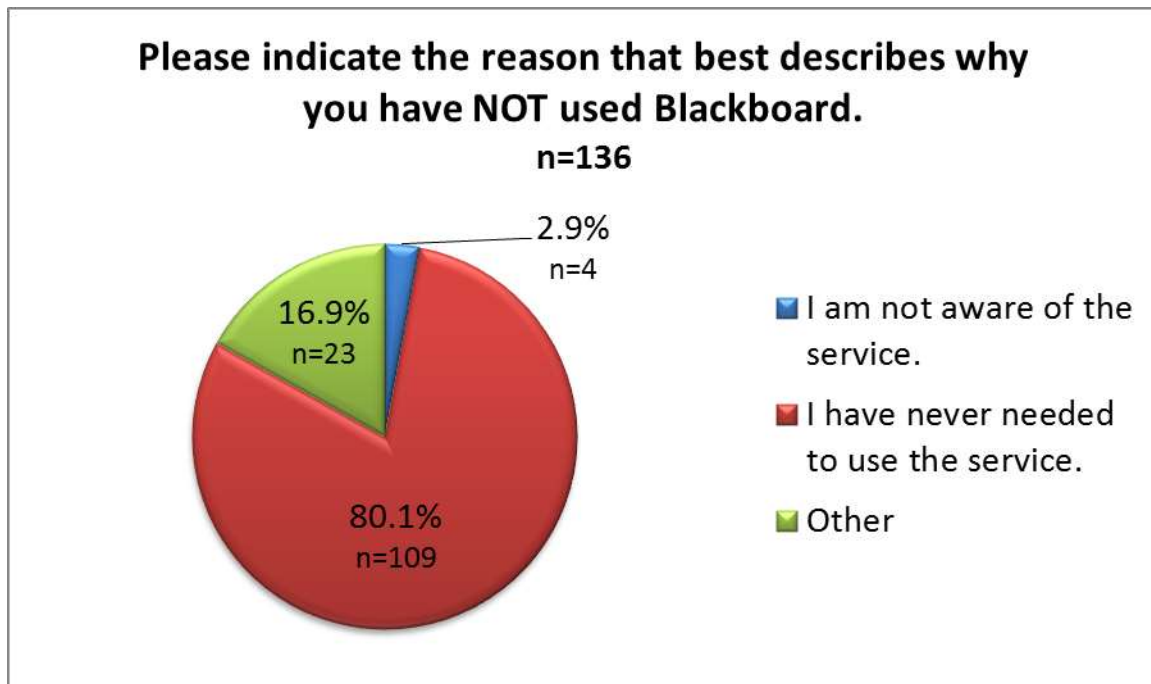
Those that indicated they had used the software were additionally asked to rate their satisfaction with Blackboard in terms of functionality, reliability, ease of use, and interoperability. An average was then calculated based upon these responses in order to assign an overall satisfaction score for each category. Responses were filtered to include only those respondents that provided scores for each of the four categories. Functionality and reliability ranked higher than ease of use and interoperability. Still, end user satisfaction ranked above the neutral rating of three in all four categories. The findings are summarized in the table below.

Software Analysis: Email

To facilitate communication with students and colleagues, Angelo State University's faculty and staff members have access to email through Microsoft Outlook. This system allows employees to manage and search through emails, contacts, and calendars and provides an avenue through which social networks can be maintained. The communication exchanged through this system is a contributing factor to the university's success.

Use of this service is mandatory for university staff and faculty. Similarly to the statistics obtained regarding Blackboard, an average was calculated based upon end users' responses in order to assign an overall satisfaction score for each category in association with the university's email system. Responses were filtered to include only those respondents that provided scores for each of the four categories. Functionality and reliability received the highest satisfaction scores, while ease of use and interoperability ranked slightly lower. End user satisfaction ranked above a rating of four in each category. The findings are summarized in the following table.

Please indicate your level of satisfaction with the following items regarding Microsoft Outlook Email and Calendaring.

Average Rating=3.00
n=307

	Rating
Interoperability	4.26
Ease of use	4.51
Reliability	4.57
Functionality	4.60

Software Analysis: Ramport

Ramport is Angelo State University's web portal that provides a single point of entry for students, staff, and faculty to access web-based services, such as Blackboard, email, financial aid, student and advising information, along with some business services. Each Ramport account is tailored specifically for and by its user, allowing for content to be displayed in a customized format. Respondents were asked whether or not they used Ramport. Those that indicated they had not utilized this software were additionally asked to identify their reason for not doing so. Of the 310 respondents who answered this question, 308 indicated they indeed use this software. Of the two respondents that indicated they did not use Blackboard, one cited "no need to use the service" as the cause and one indicated they were not aware of this service.
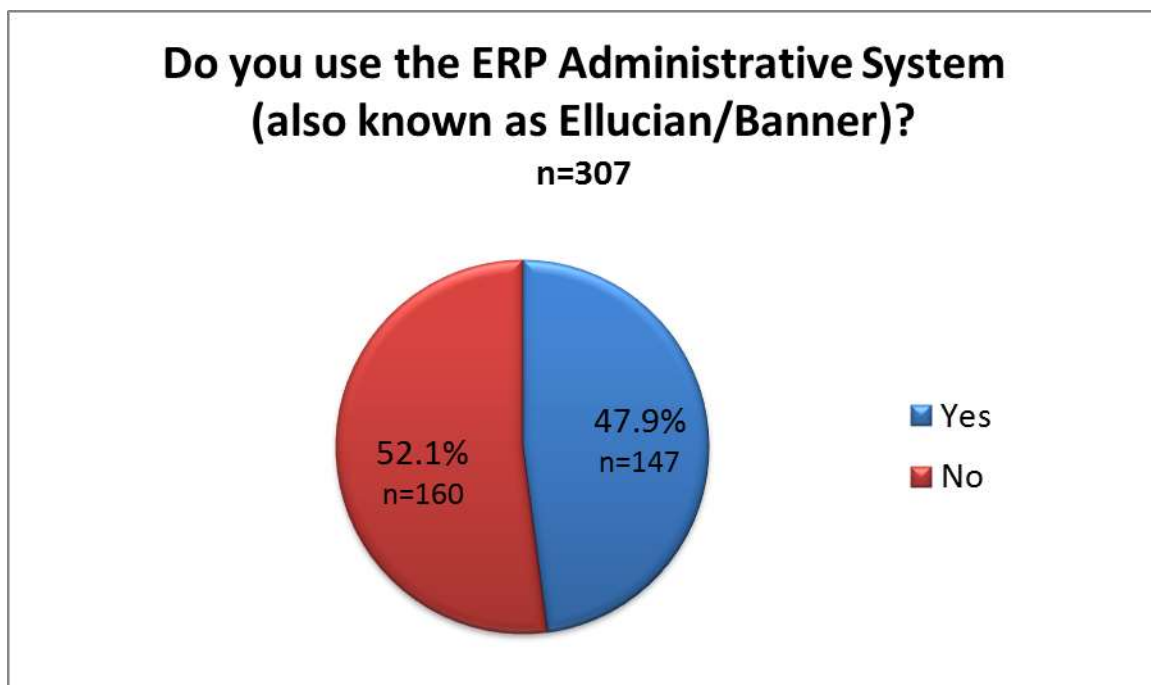
Those that indicated they had used the software were additionally asked to rate their satisfaction with Ramport in terms of functionality, reliability, ease of use, and interoperability. An average was then calculated based upon these responses in order to assign an overall satisfaction score for each category. Responses were filtered to include only those respondents that provided scores for each of the four categories. Reliability and functionality ranked higher than ease of use and interoperability. Again, the end user satisfaction level ranked above the neutral rating of three in all four categories. The findings are summarized in the table below.

Please indicate your level of satisfaction for the following items regarding Ramport.

Average Rating=3.00
n=306

Category	Rating
Interoperability	3.87
Ease of use	4.12
Reliability	4.59
Functionality	4.50

15

**Software Analysis: Ellucian/Banner**

Banner is Angelo State University's information system that contains material regarding courses, students, faculty, staff, and alumni. Financial aid, finance, and human resources are a few of its various components. Administrative personnel and department heads typically utilize this system in order to conduct daily business operations.

Respondents were asked whether or not they used Banner. Those that indicated they had not utilized this software were additionally asked to identify their reason for not doing so. Of the 307 respondents who answered this question, 47.9% (n=147) indicated they indeed use this software, while 52.1% (n=160) indicated they did not. The findings are presented in the chart below.

Do you use the ERP Administrative System
(also known as Ellucian/Banner)?
n=307

52.1%
n=160

47.9%
n=147

■ Yes
■ No

Of the 163 respondents that indicated they did not use Banner, 79.8% (n=130) cited "no need to use the service" as the cause, 8.5% (n=14) indicated they were not aware of this service at all, and 11.7% (n=19) cited "other" as their reason. The findings are presented in the chart below.
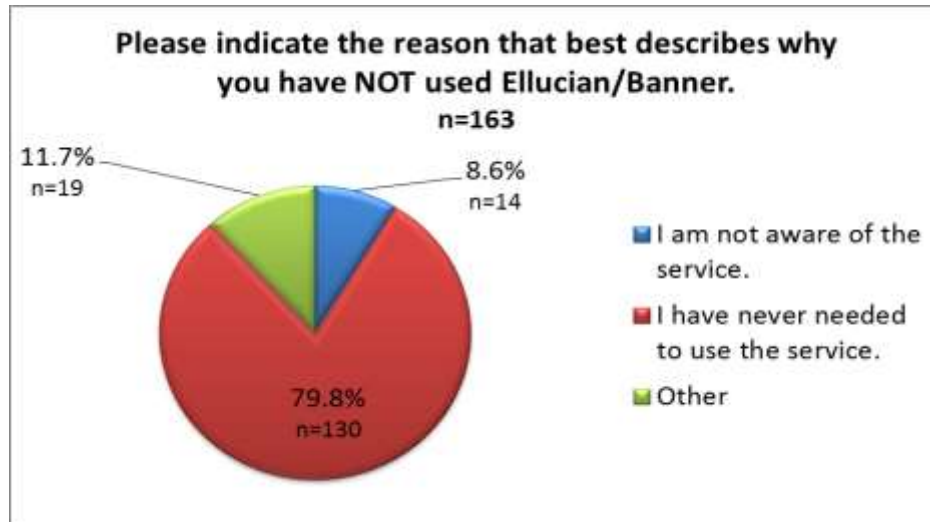
Those that indicated they had used the software were additionally asked to rate their satisfaction with Banner in terms of functionality, reliability, ease of use, and interoperability. An average was then calculated based upon these responses in order to assign an overall satisfaction score for each category. Responses were filtered to include only those respondents that provided scores for each of the four categories. Functionality and reliability ranked higher than ease of use and interoperability. End user satisfaction ranked above the neutral rating of three in every area except interoperability. The findings are summarized in the table below.

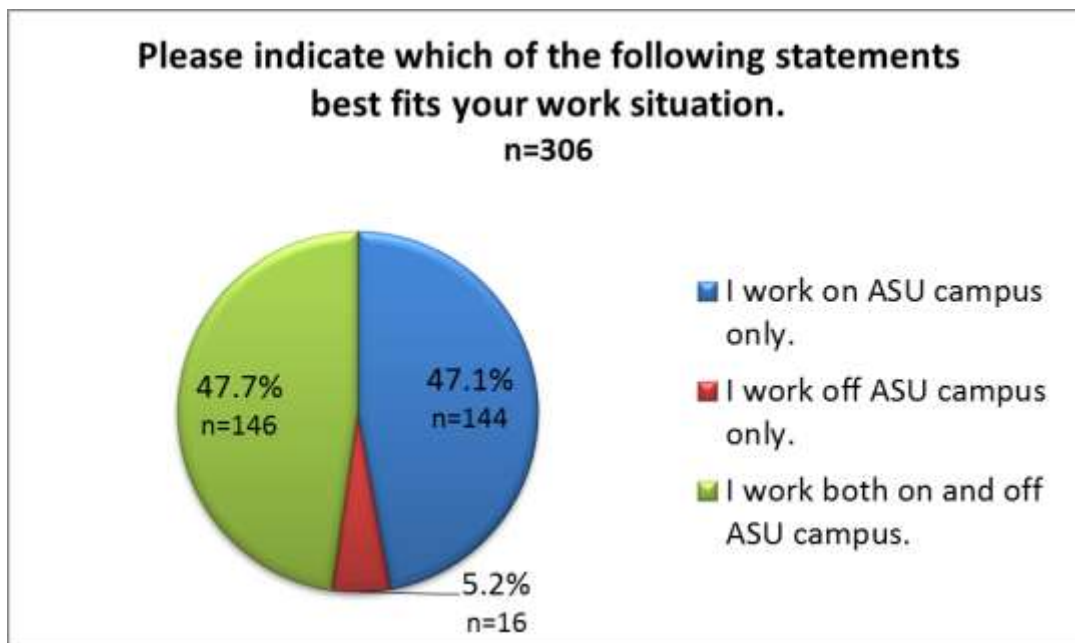## Network and Hardware Analysis: Overview

The ASU computer network infrastructure is an integral part of the day to day working environment for all ASU faculty and staff. This includes internet access (both wired and wireless). Therefore, it is essential to understand how the faculty and staff use the ASU network and equipment, and their satisfaction at it pertains to the use of the network. The ASU IT department is also in charge of meeting rooms and classrooms where hardware and technology is present for faculty and staff use. This survey explored the satisfaction in a number of areas including reliability, condition, and availability.

Finding out and understanding how faculty and staff utilize the ASU network is essential to the ASU IT department so they can provide facilities, equipment, and a computer network that meets and/or exceeds the needs of the faculty and staff. This section of the survey will assist in that goal.

Staying consistent with the metrics used throughout this survey, the measurements of satisfaction questions were given to the respondents on a scale of one (low) to five (high), with three being a neutral response. The same four concepts were explored in terms of interoperability, reliability, ease of use, and functionality.

Network Analysis

Those respondents that only worked remotely, off campus, were not asked questions about the local area network (LAN), since they only connected the ASU network remotely. The first question in this portion of the survey provides a breakdown of where respondents spend most of their labor hours. As indicated in the chart below, out of 306 respondents, 47.1% (n=144) work only "on ASU campus." Nearly an equal number work "both on and off ASU campus." Only 5.2% (n= 16) work only "off ASU campus" and do not have the capability to connect to the ASU wireless network. Therefore, 94.8% of those responding to the survey have access to connect to the ASU wireless network.


Please indicate which of the following statements best fits your work situation.
n=306

- I work on ASU campus only.
- I work off ASU campus only.
- I work both on and off ASU campus.

47.7% n=146
47.1% n=144
5.2% n=16

Of the 290 respondents that work on campus and have the option of connecting to the ASU network wirelessly, 81.0% connect and utilize the wireless network as seen in the chart below.
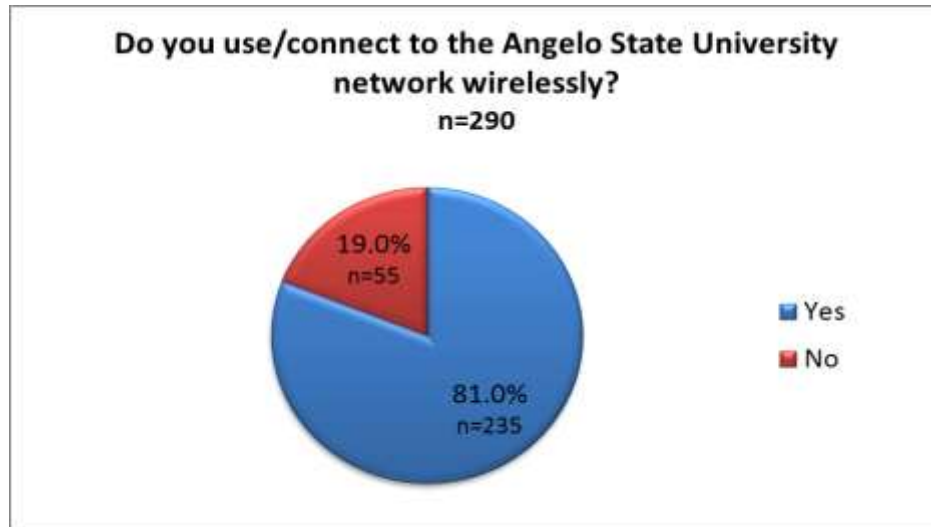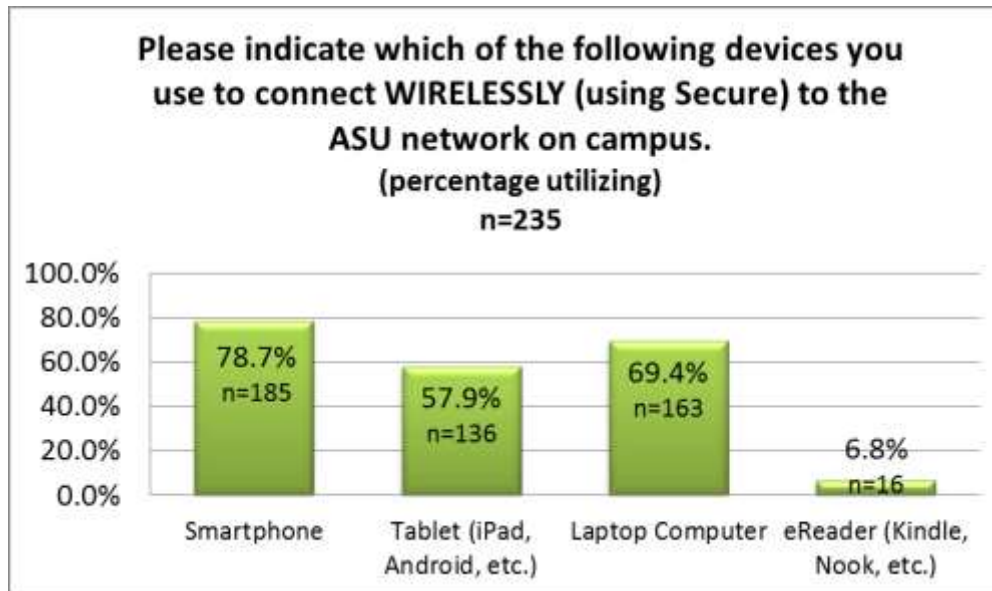

The 235 respondents that utilize the ASU wireless network ranked their satisfaction with the network in four categories of interoperability ease of use, reliability, and functionality. All of these items had an average ranking of between four and five, indicating a high satisfaction in all categories.
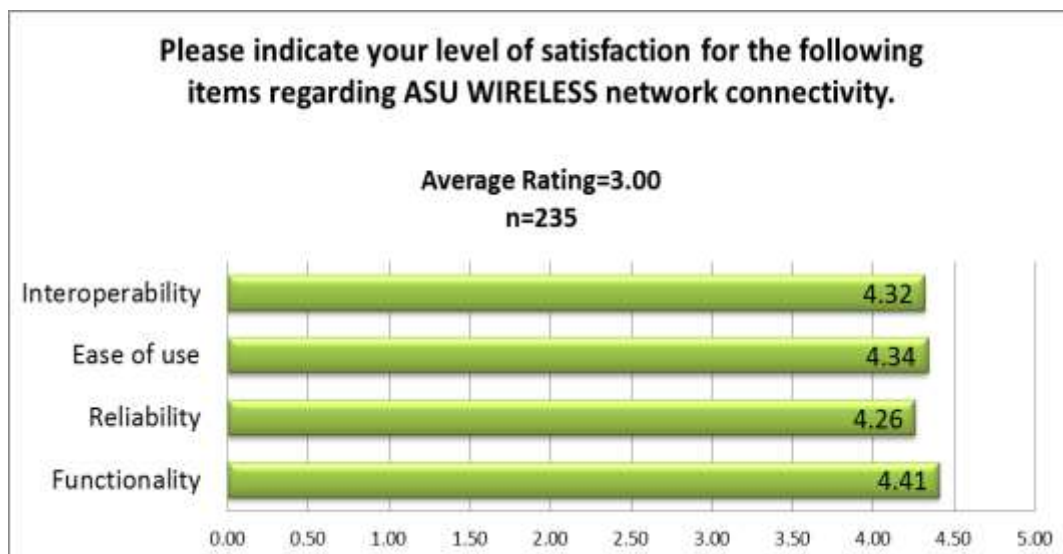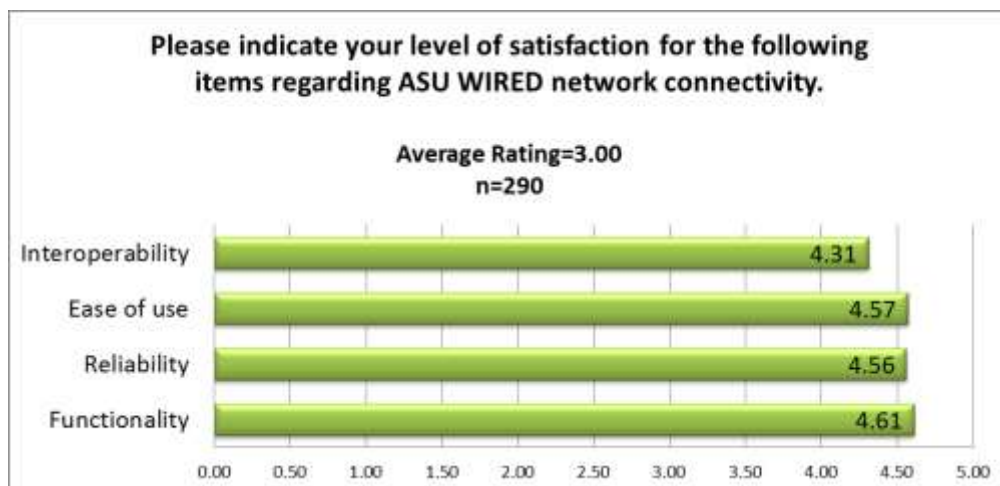
When asked what types of equipment they use to connect to the ASU wireless network, 78.7% of the 235 respondents indicated that they use a smartphone, 69.4% use a laptop computer, 57.9% connect with a tablet, and 6.8% utilize an eReader of some type.


The 290 respondents that utilize the ASU network via a wired Ethernet connection were asked to rate their satisfaction in the now familiar four categories. All of these items had an average ranking of between four and five, indicating a high satisfaction in all categories.

When asked to indicate what type of equipment they use to connect to the ASU network via a wired Ethernet connection, 85.2% (n=247) of the 290 respondents connect with a desktop computer, 30.7% (n=89) connect with a laptop computer, and 2.1% (n=6) used neither of these options.
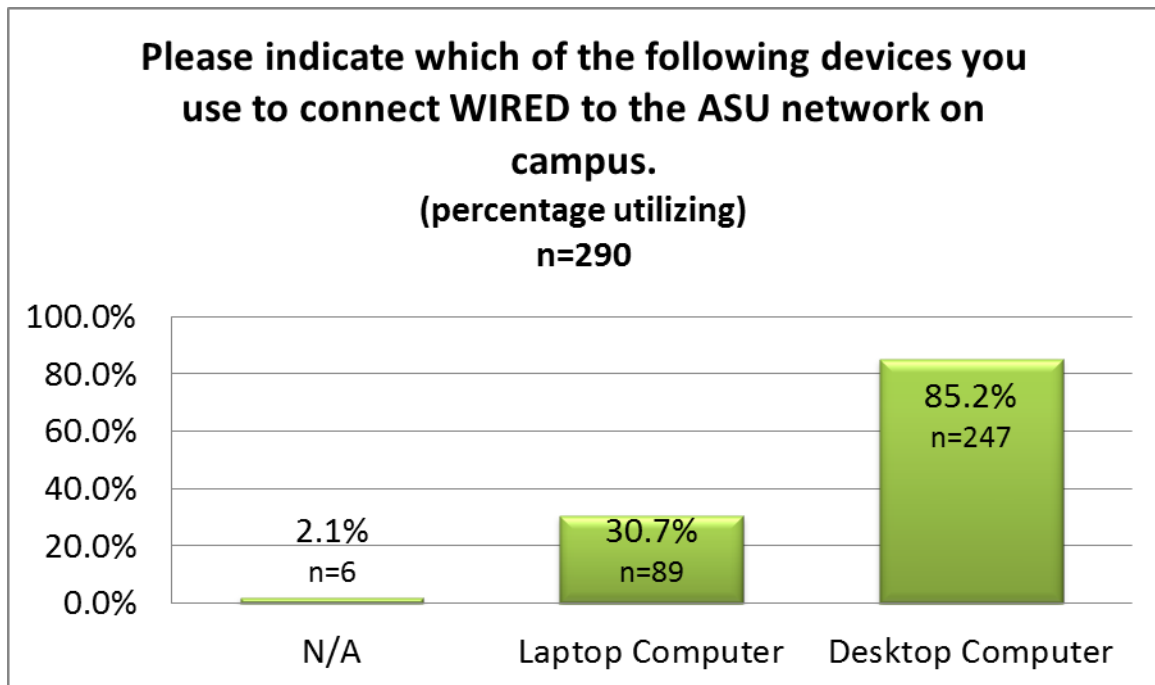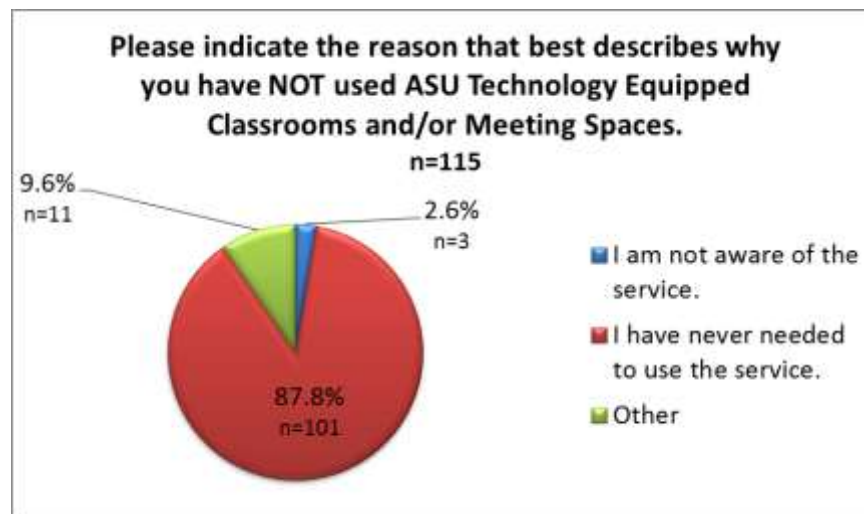
Technology Equipped Classrooms and Meeting Spaces Analysis

Next respondents were questioned concerning their use of and satisfaction with the ASU IT department's technology equipped classrooms and meeting spaces. Two-hundred and eighty nine respondents indicated whether or not they utilized these available services; 60.2% (n=174) answered in the affirmative, while 39.8% (n=115) stated that they did not make use of these services.
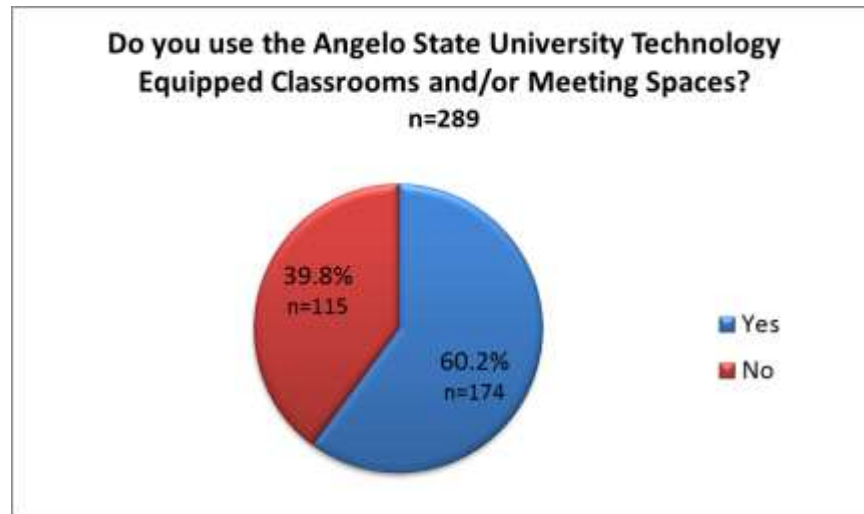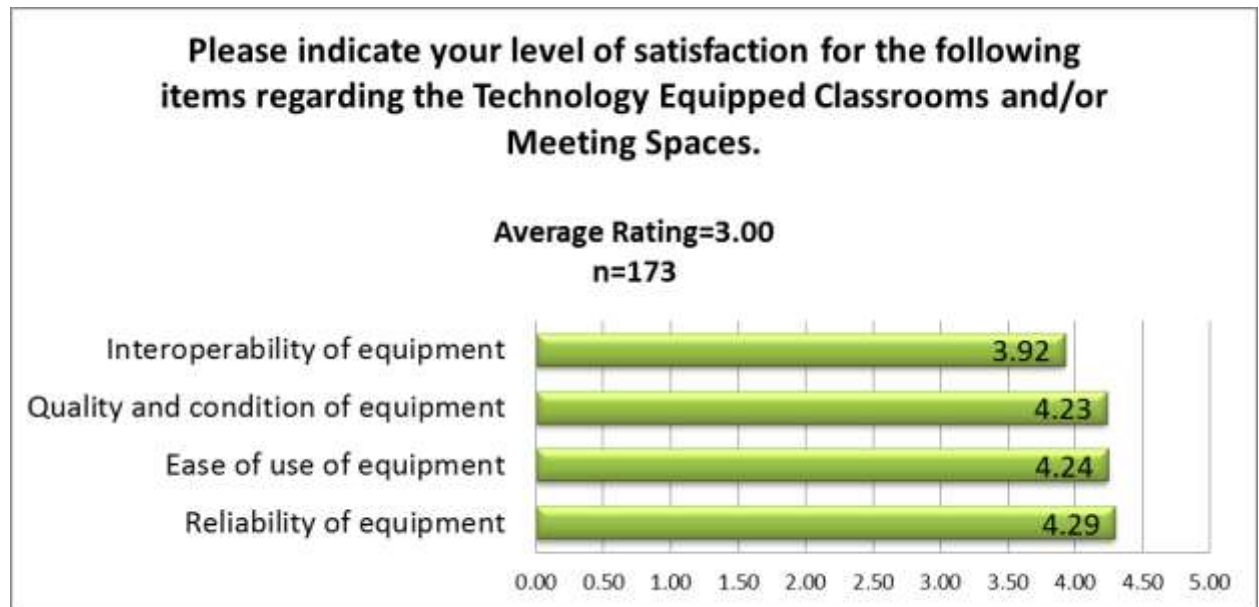

Of the 115 respondents who indicated that they did not use these services, workspaces, and equipment, 87.8% indicated they never actually needed to utilize them, 9.6% stated that they were unaware of these services and spaces, and 2.6% answered that there were other reasons.

Of the 174 respondents that indicated they utilized the technology equipped classrooms and/or meeting spaces, 173 ranked their satisfaction in four categories relating to these services. The average rankings for all criteria were between 3.92 and 4.29 indicating a good to high ranking on all items.

Please indicate your level of satisfaction for the following items regarding the Technology Equipped Classrooms and/or Meeting Spaces.

Average Rating=3.00
n=173

Category	Rating
Interoperability of equipment	3.92
Quality and condition of equipment	4.23
Ease of use of equipment	4.24
Reliability of equipment	4.29

**IT Support Services Center, IT Project Office, IT Training Services:**

Overview

The IT department at Angelo State University provides support services to faculty and students in all areas regarding information technology. These support services include technical support via phone, e-mail, web and face-to-face interaction. In addition to support services, the department also has an IT Project office that coordinates and supervises major projects involving IT and infrastructure. The department also provides training services to staff, faculty, and students in applications, software usage, and equipment operation. The survey measured end user satisfaction in regard to these areas utilizing a series of customer satisfaction measurements.

IT Support Services Center Analysis

The Information Technology Service Support Center (ITSSC) is the avenue through which IT directly interacts with the students, faculty, and staff (or end users). The IT department provides assistive services to end users. This includes support with university desktops and laptops, personal smartphones, and various software. The survey asked respondents to rate their level of satisfaction with the services provided by the ITSSC.
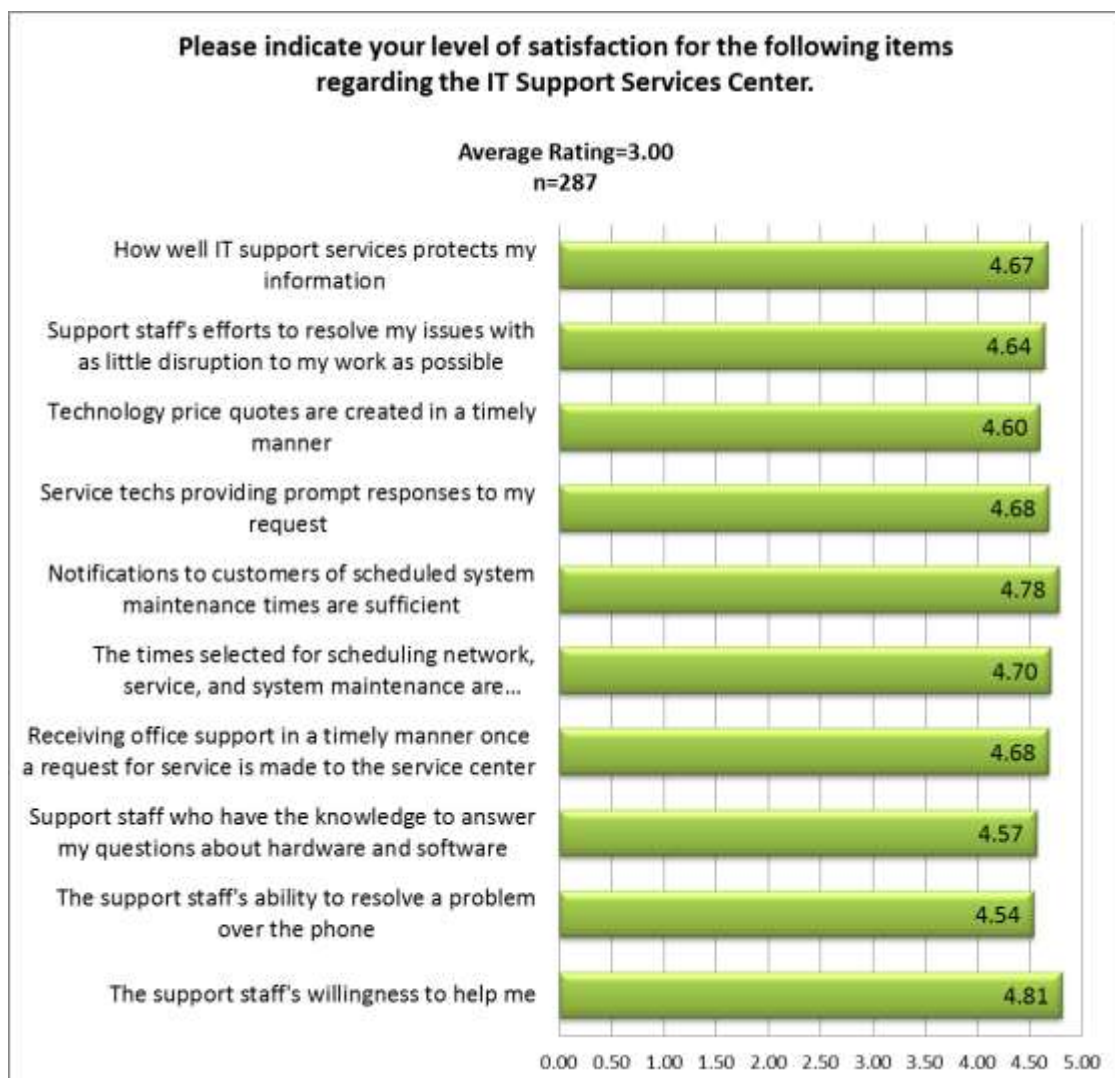
Survey respondents were first asked if they utilize the ASU IT department's service support center. 95.4% (n=288) answered "yes," while 4.6% (n=14) answered "no."
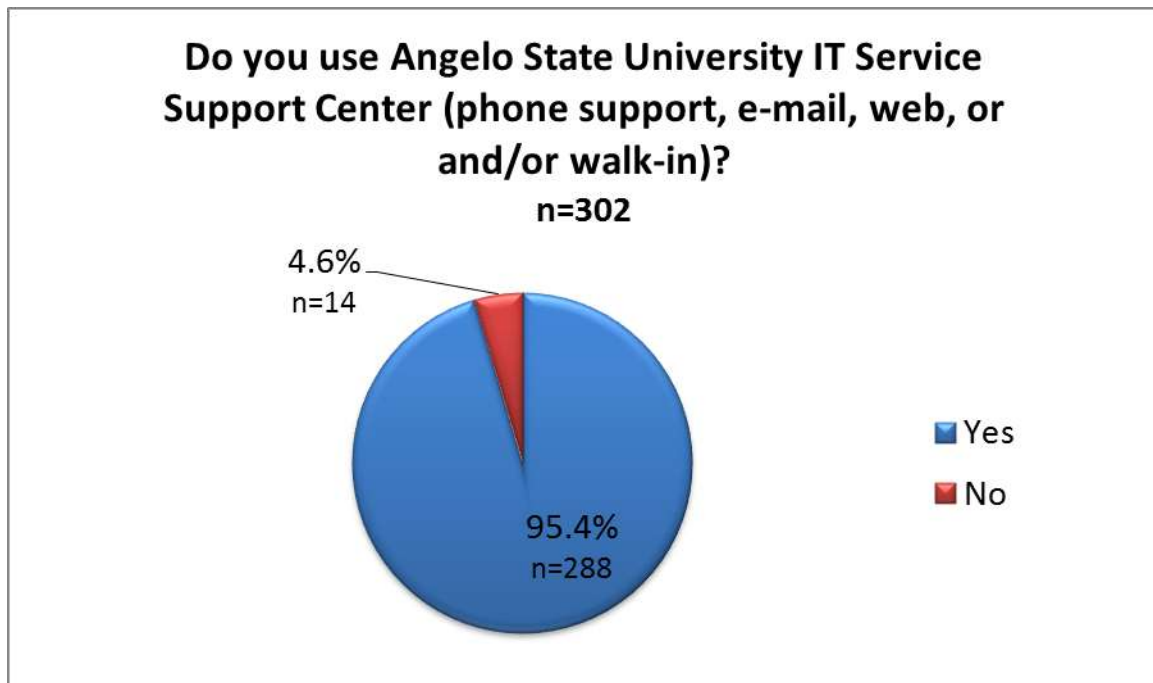
Of the 14 respondents that indicated they did not use the IT service support center, 71.4% (n=10) stated that they never needed these services, while 28.6% (n=4) had other reasons. All fourteen were aware of the services.

The 287 respondents that indicated they utilized the IT support services center were asked to rank their satisfaction in ten important categories relating to the services, staff, pricing, and scheduling. Again, the metrics were measured on a scale of 1 (low) to 5 (high), 3 being neutral satisfaction. All items averaged between 4.54 and 4.81, indicating a high satisfaction for all criteria used.

Please indicate your level of satisfaction for the following items regarding the IT Support Services Center.

Average Rating=3.00
n=287

| Item	Rating
How well IT support services protects my information	4.67
Support staff's efforts to resolve my issues with as little disruption to my work as possible	4.64
Technology price quotes are created in a timely manner	4.60
Service techs providing prompt responses to my request	4.68
Notifications to customers of scheduled system maintenance times are sufficient	4.78
The times selected for scheduling network, service, and system maintenance are...	4.70
Receiving office support in a timely manner once a request for service is made to the service center	4.68
Support staff who have the knowledge to answer my questions about hardware and software	4.57
The support staff's ability to resolve a problem over the phone	4.54
The support staff's willingness to help me	4.81

According to the survey's open ended responses, the IT staff is "exceptional," "high quality," "outstanding," and "professional." In addition, one end user stated that the IT staff was the "best by far" in comparison to other schools where the user has worked, while a second user stated that the IT department at ASU was one of the best. Another claimed that this staff "set the benchmark for other support offices across campus." One user commended a student employee named Simba for ensuring that the user was "fully functional before he left," leaving the end user viewing the IT staff positively.

However, there were also negative issues addressed within the open ended responses. One end user indicated the need to have training for Macintosh computers. Several end users admitted that the IT service was unsatisfactory due to tardiness with scheduled appointments when a technician was needed, the inability to fix issues associated with Outlook, stalling out of other software, unsatisfactory after hours assistance as compared to daytime staff, and the IT Help Desk's inability to solve end users problems via the phone service.

Two respondents admitted difficulties with IT equipment. One of the respondents replied that equipment in the Texan Hall Theater that is in need of service is not properly reported to the ASU Housing office when reserving the theater. The second responder stated that the wait time for IT equipment was unsatisfactory.

IT Project Office Analysis

      The Information Technology Project Office is where technology-related projects are initiated, coordinated, and fulfilled throughout the project lifecycle, ensuring communication with stakeholders during the process. Respondents were asked if they use the ASU IT project office for assistance in planning or delivering technology related initiatives. 74.4% (n=224) indicated that they have not used the project office, while 25.6 % (n=77) said that they have.
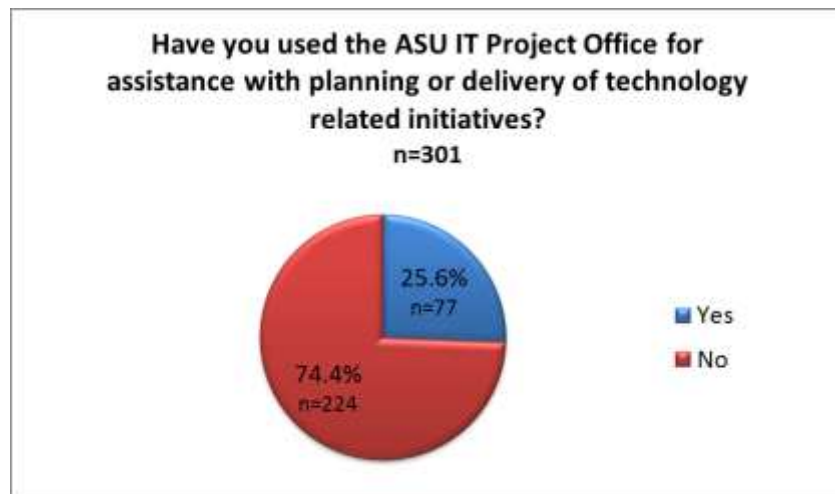
      Of the 226 respondents that stated they had not utilized the Project Office, 74.3% (n=168) stated they had never needed to use the service, 20.8% (n=47) indicated that they were unaware of this service, and 4.9% (n=11) indicated there were other reasons.
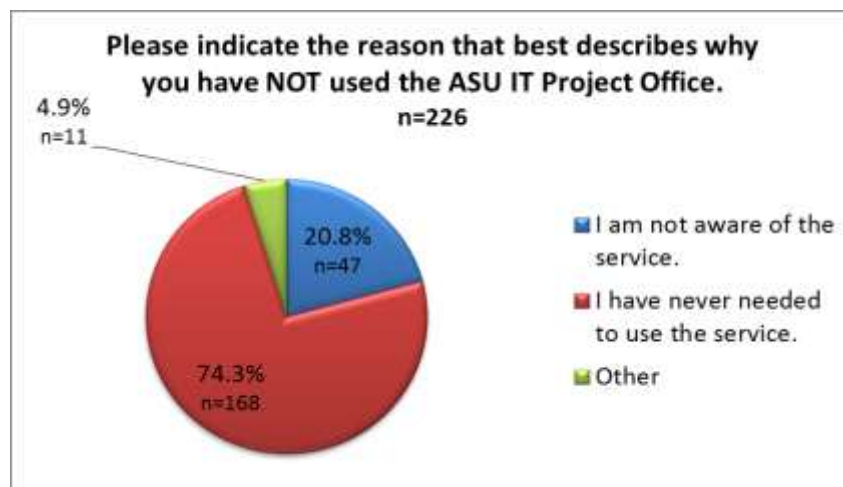
The 77 respondents that indicated they utilized the IT project office were asked to rank their satisfaction with the Project proposal submission, prioritization, planning, and implementation processes on a scale of one (low) to five (high), with a score of three being neutral. Satisfaction levels in all four categories averaged between 4.16 and 4.32, indicating high satisfaction.

Please indicate your level of satisfaction for the following items regarding the ASU Project Office.

Average Rating=3.00
n=77

Category	Rating
Project implementation process	4.28
Project planning process	4.33
Project prioritization process	4.16
Project proposal submission process	4.32

IT Training Services Analysis

      The ASU IT Training Services are provided for Blackboard and LiveWhale. LiveWhale provides the faculty and staff with access to edit the Angelo State University website for their personal web pages, such as images, events, and photo galleries. The LiveWhale Web Content Management System is simplified to ensure that the faculty and staff do not need extensive skills or expertise with technology. Respondents were asked if they use the ASU IT Training Services, 67.4% (n=203) said that did not utilize the IT Training Services, while 32.6% (n=98) indicated they did.
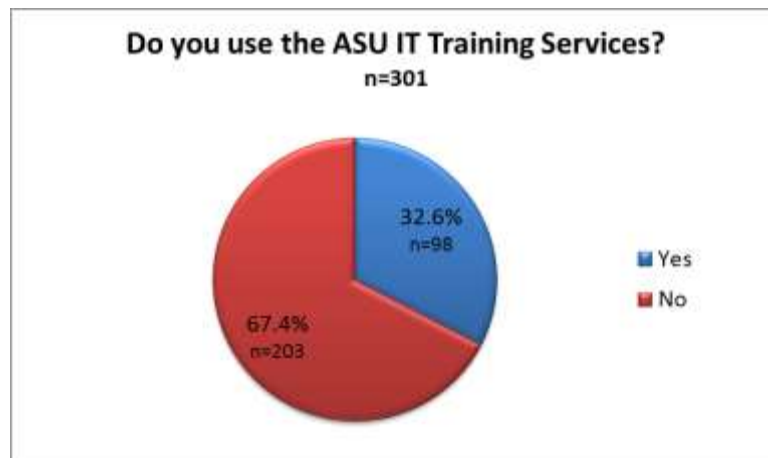
      Of the 207 respondents that indicated that they had not used the ASU IT training services, 68.1% (n=141) specified that they had never needed to use the service, 18.4% (n=38) said that they were unaware of the service, and 13.5% (n=28) indicated other reasons for not utilizing the service.
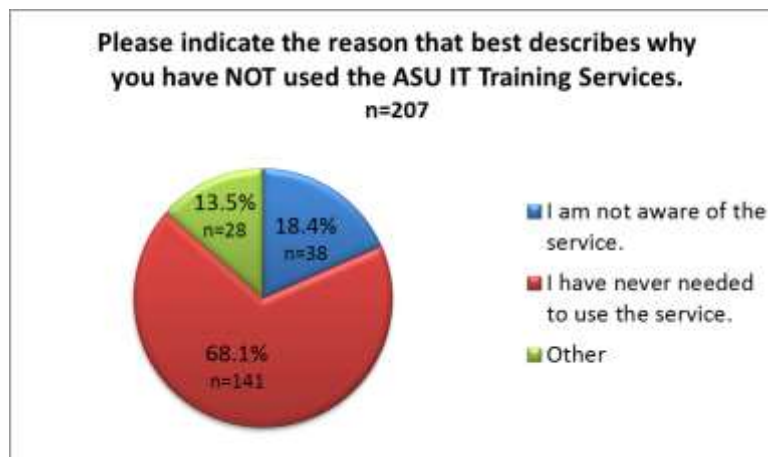
Questions 34 and 35 focused on the satisfaction level of the 100 respondents that indicated utilization of the IT training services. Question 34 concentrated on satisfaction with BlackBoard training services, while Question 35 focused on satisfaction with the LiveWhale Web Content Management System training services. Again, the metrics were measured on a scale of one (low) to five (high), with three being neutral satisfaction.

All items concerning BlackBoard averaged between 4.14 and 4.16, indicating a high satisfaction level. The same items of satisfaction for the LiveWhale Web Content Management System specified an average of 4.37 in both categories. Both systems show to have a very good satisfaction average rating.

Please indicate your level of satisfaction for the following Training Services Item: Livewhale - Web Content Management System.
n=100

Please indicate your level of satisfaction for the following Training Services Item: BlackBoard.
n=100

IT General Satisfaction Analysis

     Survey respondents were asked what operating software they used the most often. Of the 301 respondents who answered this question, 85.7% (n=258) indicated they use Windows/PC operating software, 12.6% (n=38) indicated they use Apple/Mac operating software, and 1.7% (n=5) specified other operating systems.
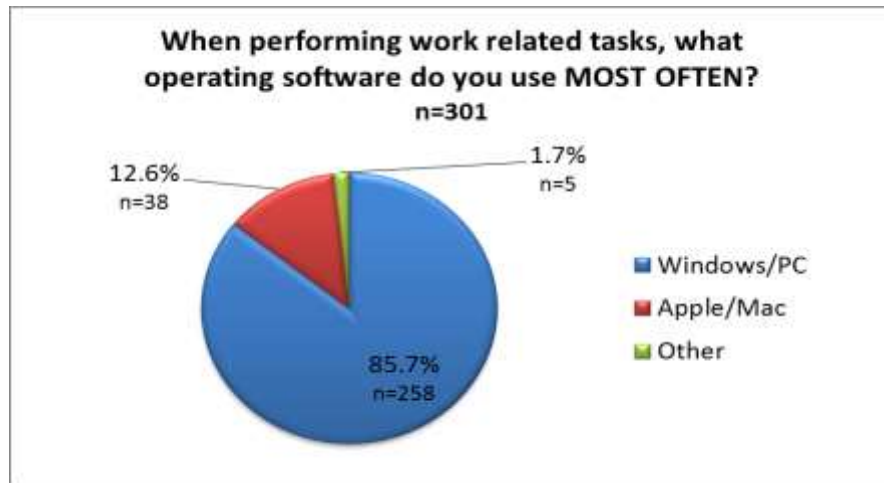
     The use of ASU provided devices was broken down further among respondents. In fact, 85.4% (n=257) specified that a desktop computer was used the most often, while 42.5% (n=128) stated that they used a laptop more often for working. Tablets such as iPad and Android were reported as being most frequently used by 31.9% (n=96) of respondents. 0.7% (n=2) reported most frequent use of eReaders, Kindles, and Nooks. 2.7% (n=8) said that ASU does not provide these devices.

33
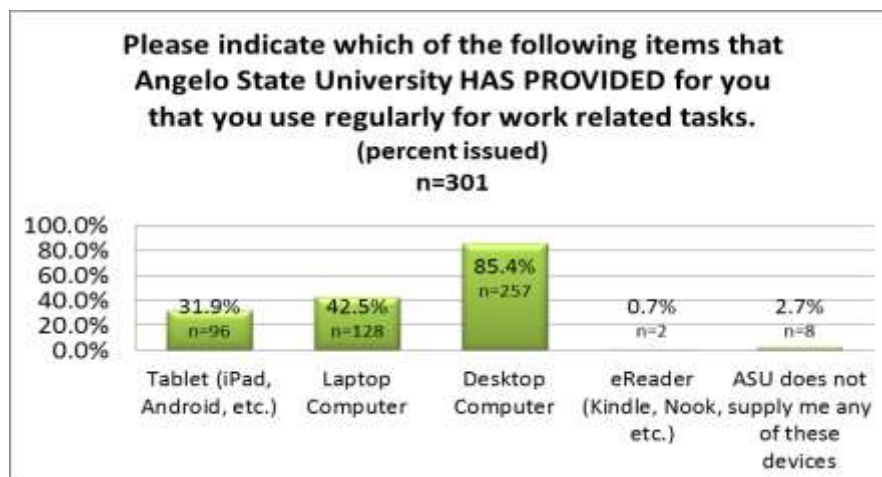
Respondents were asked to indicate which personally owned devices they use for work related tasks on a daily basis. 70.8% (n=213) indicated that they use smartphones. 39.5% (n=119) use a personal laptop. 29.6% (n=89) use their personal tablet devices. 27.6% (n=83) use their personal desktop computer 7.0% (n=21) use their eReader. 9.3% (n=28) do not own any of these devices.
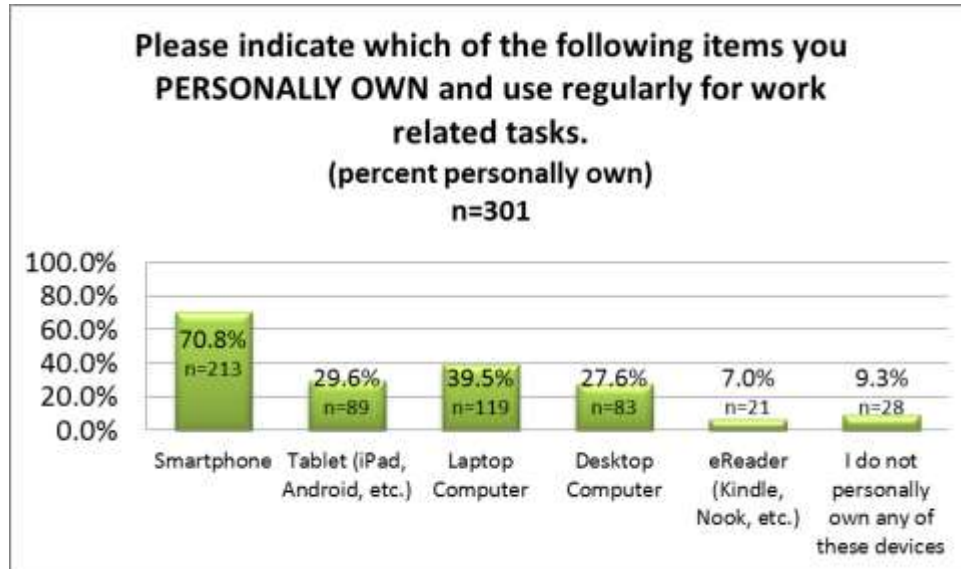
Respondents were then asked what single device they used the most often for work related tasks. 71.8% (n=216) indicated a desktop computer. 22.3% (n=67) stated that they use a laptop most often. 4.0% (n=12) primarily use a smartphone for work related tasks. 2.0% (n=6) use a tablet. Zero respondents indicated the use of an eReader.

34
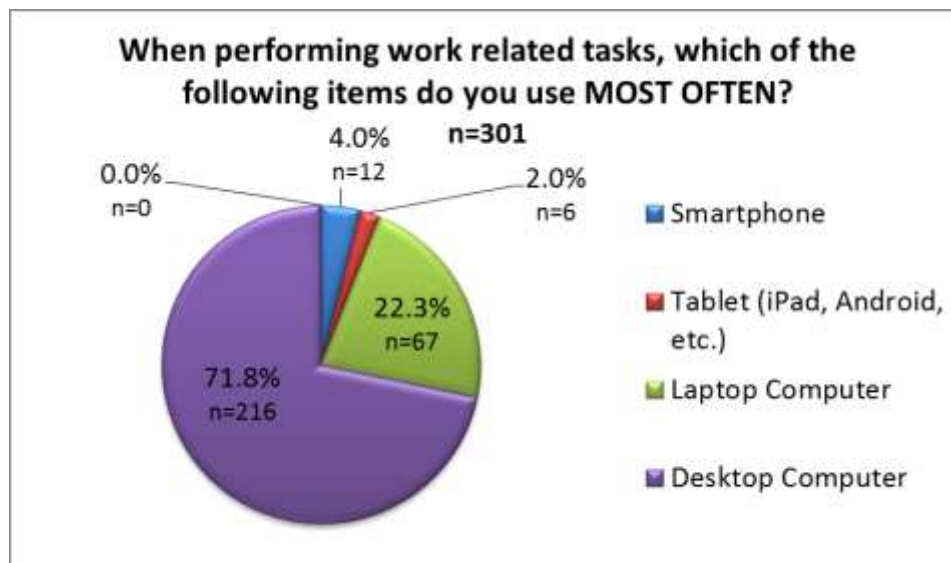
With the increase of smartphone usage as a primary tool for work related tasks, respondents that previously indicated personal smartphone use were asked what type of smartphone they utilize. Of the 202 respondents, 69.3% (n=140) indicated the use of an iPhone, 27.2% (n=55) use an Android smartphone, 2.0% (n=4) use a Windows smartphone, and 1.5% (n=3) use a Blackberry. The use of other smartphones was not indicated.
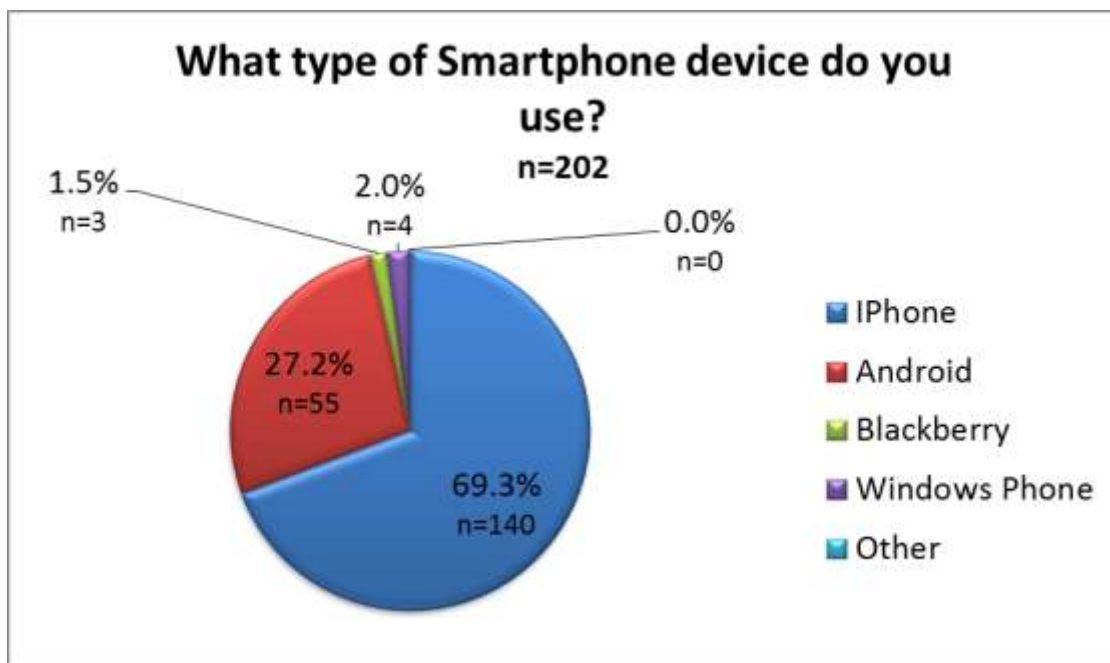
In order to determine what the IT department should focus on in developing and securing applications for future smartphone usage, respondents who indicated personal smartphone use were also asked to choose their top three favorites from seven possible future smartphone applications. The top spot went to "Accessing my Apps @ ASU" with 73.8%. Second place with 71.3% was "Enter/Approve Leave Reporting, Time Sheets." Coming in third with 48.0% was "Viewing Registration Holds, Class Schedules, and Final Grades."

When using your Smartphone, which of the following services would you MOST LIKELY USE IF THEY WERE AVAILABLE in a mobile friendly interface?   CHOOSE YOUR TOP 3.
n=202

Service	Value
Listen to ASU RamRadio	n=35 17.3%
Purchase Tickets for ASU Events	n=49 24.3%
Access my Apps@ASU, ASU Google Drive, Calendar, and Google+	n=149 73.8%
Purchase Parking Permit/View Citations	n=56 27.7%
Approve Finance and Administrative Documents (purchase requisitions, ePAFS, budge documents)	n=76 37.6%
View Registration Holds, Class Schedules, and Final Grades	n=97 48.0%
Enter / Approve Leave Reporting, Time Sheets	n=144 71.3%

0.0%   20.0%   40.0%   60.0%   80.0%

Open Ended Questions: Summary & Trends

The survey included multiple choice questions and open-ended questions for the respondents. Five major open ended questions were included in the survey to ensure the respondents could voice any thoughts or concerns regarding IT services.

The first open-ended question for the respondents provided the opportunity for respondents to provide additional comments with regard to using computer software utilized by Angelo State University, 62 of 315 surveyed responded in their own words. Two major trends were identified. The first trend relates to the difficulties in operating and utilizing Ramport and Banner. The respondents indicated that the main problem with these programs was they were not user-friendly. Respondents indicated having trouble finding specific items such as contact lists for students in courses. The second trend relates to the inability to access ASU software from personal devices for work related tasks that could be completed without having to return to campus.

The second open-ended question for the respondents asked for additional comments regarding the ASU network or ASU IT equipment, which generated thirty-three responses. Three major trends were identified. The first trend relates to difficulty in connecting with the network in various buildings around campus, specifically the Junell Center and University Center. Respondents indicated it was difficult to connect through personal devices as well. The second trend related to the slow loading of computers due to non-updated software. The third trend relates to the lack of visual equipment available for conferencing and coursework.

The third open-ended question for the respondents offered respondents the opportunity to comment on the IT Support Services, which generated thirty-five responses. The major trend for

this question relates to the service provided to end users by the IT staff. The majority of responses stated how professional, friendly, and knowledgeable the staff was when responding to issues encountered by end users. The respondents commented that the staff gave outstanding and excellent service. There were several respondents who claimed that the wait time for service was unsatisfactory, while others said that the wait time was sufficient (see more detailed summary on in Appendix III).

The fourth open-ended question for the respondents asked respondents what they thought the IT department does well. This question generated 276 responses. The four major trends were the rapid response to issues, great customer service, knowledgeable staff, and "everything." The main trend was the rapid response to issues and immediate help for the end user. Along with great customer service, the respondents claimed that the staff was professional, friendly, and helped the end user to understand by speaking in layman's terms. The knowledgeable staff was mentioned often, which included the Macintosh staff members. Multiple respondents stated that the IT department simply did everything well.

The final open-ended response question asked what respondents would change about the IT department. This question generated 276 responses. The five major trends were to change nothing, provide more training for employees (including Mac training), increase pay or budget for the staff, improve communication between the staff when troubleshooting problems, and offer more software training for end users in programs such as Blackboard and Microsoft Office at more convenient times.

Survey Limitations

There are, of course, limitations to this study that must be considered when reading the data. The limitations have been identified as follows:

- The survey did not allow for specific explanations related to the exact problems encountered in terms of ease of use of certain programs.

- The fact that the survey was emailed to faculty and staff late in the semester may have affected the response rate in a negative manner. An earlier release date may have increased the response rate.

- A clear and concise separation of the staff's responses from the faculty's responses would have improved the ability to pinpoint and fine tune the results.

Conclusions and Recommendations

The intention of this survey was to provide an outlet ASU faculty and staff to voice and rate their satisfaction of various services and products provided by the ASU IT department. It is apparent, by the results, that the faculty and staff's perception of these services and products is better than satisfactory. The majority of the respondents are happy with the technical services and products provided. With that being said, the survey results did show opportunities for enhancements that could further improve the faculty and staff's experience when utilizing such services and products.

Taking the aforementioned limitations into consider, the recommendations are as follows:

1) Periodic review of the current programs frequently used by faculty and staff at Angelo State University to ensure they are updated and practical for their needs.

2) Improve interoperability based on the reported increase in use of smartphones, tablets, and other personal devices by the university's staff and faculty.

3) Develop or procure relevant applications that are user friendly for personal devices such as smartphones and tablets. Take into consideration the respondents' cited desires for specific applications including access to software currently utilized via an ASU desktop, the ability to submit and approve time sheets and leave reporting, and the ability to view registration holds, class schedules, and final grades.

4)   Educate faculty and staff on ASU IT Project Office and ASU IT Training services, as 20% of respondents were unaware of these services. This may raise awareness and increase use.

APPENDIX I

Actual Survey

ASU Faculty/Staff - IT Dept.Satisfaction Survey

1. Demographics

* What is your role at Angelo State University?

○ Faculty

○ Staff

2. Demographics

* How many years have you taught at Angelo State University?

○ 0 to 3 Years

○ 4 to 7 Years

○ 8 to 11 Years

○ 12 Years and above

3. Demographics

* How many years have you been employed at Angelo State University?

○ 0 to 3 Years

○ 4 to 7 Years

○ 8 to 11 Years

○ 12 Years and above

4. Demographics

* What department(s) are you associated with at Angelo State University?

[   ]

5. Software Satisfaction - Ramport

* Do you use Ramport?

○ Yes

○ No

6. Ramport

Page 1

ASU Faculty/Staff - IT Dept.Satisfaction Survey

＊Please indicate the reason that best describes why you have NOT used Ramport.

○ I am not aware of the service.

○ I have never needed to use the service.

○ Other

7. Ramport

＊Please indicate your level of satisfaction for the following items regarding Ramport.

	Low		Neutral		High	N/A
Ability to meet my requirements	○	○	○	○	○	○
Reliability	○	○	○	○	○	○
Ease of use	○	○	○	○	○	○
Ability to operate on multiple platforms (PC, MAC, Smartphone, Tablet, Etc.)	○	○	○	○	○	○

8. Software Satisfaction - Blackboard

＊Do you use Blackboard?

○ Yes

○ No

9. Blackboard

＊Please indicate your level of satisfaction for the following items regarding Blackboard.

	Low		Neutral		High	N/A
Ability to meet my requirements	○	○	○	○	○	○
Reliability	○	○	○	○	○	○
Ease of use	○	○	○	○	○	○
Ability to operate on multiple platforms (PC, MAC, Smartphone, Tablet, Etc.)	○	○	○	○	○	○

10. Blackboard

ASU Faculty/Staff - IT Dept.Satisfaction Survey

* Please indicate the reason that best describes why you have NOT used Blackboard.

○ I am not aware of the service.

○ I have never needed to use the service.

○ Other

11. Outlook Email and Calendaring

* Please indicate your level of satisfaction for the following items regarding Microsoft Outlook Email and Calendaring.

	Low		Neutral		High	N/A
Ability to meet my requirements	○	○	○	○	○	○
Reliability	○	○	○	○	○	○
Ease of use	○	○	○	○	○	○
Ability to operate on multiple platforms (PC, MAC, Smartphone, Tablet, Etc.)	○	○	○	○	○	○

12. Software Satisfaction - Ellucian/Banner

* Do you use the ERP Administrative System (also known as Ellucian/Banner)?

○ Yes

○ No

13. Ellucian/Banner

* Please indicate the reason that best describes why you have NOT used Ellucian/Banner.

○ I am not aware of the service.

○ I have never needed to use the service.

○ Other

14. Ellucian/Banner

ASU Faculty/Staff - IT Dept.Satisfaction Survey

*Please indicate your level of satisfaction for the following items regarding Ellucian/Banner.

	Low		Neutral		High	N/A
Ability to meet my requirements	○	○	○	○	○	○
Reliability	○	○	○	○	○	○
Ease of use	○	○	○	○	○	○
Ability to operate on multiple platforms (PC, MAC, Smartphone, Tablet, Etc.)	○	○	○	○	○	○

15. Software Satisfaction Comments

OPTIONAL: Please include any additional comments you wish to share with us regarding computer software used by Angelo State University. (Open response Field)

16. Facilities Resources Satisfaction

*Please indicate which of the following statements best fits your work situation.

○ I work on ASU campus only.

○ I work off ASU campus only.

○ I work both on and off ASU campus.

17. Wireless

*Do you use/connect to the Angelo State University network wirelessly?

○ Yes

○ No

18. Wireless

ASU Faculty/Staff - IT Dept.Satisfaction Survey

✱ Please indicate your level of satisfaction for the following items regarding ASU WIRELESS network connectivity.

	Low		Neutral		High	N/A
Ability to meet my requirements	○	○	○	○	○	○
Reliability	○	○	○	○	○	○
Ease of use	○	○	○	○	○	○
Ability to operate on multiple platforms (PC, MAC, Smartphone, Tablet, Etc.)	○	○	○	○	○	○

✱ Please indicate which of the following devices you use to connect WIRELESSLY (using Secure) to the ASU network on campus?

☐ Smartphone

☐ Tablet (iPad, Android, etc.)

☐ Laptop Computer

☐ eReader (Kindle, Nook, etc.)

19. Wired

✱ Please indicate your level of satisfaction for the following items regarding ASU WIRED network connectivity.

	Low		Neutral		High	N/A
Ability to meet my requirements	○	○	○	○	○	○
Reliability	○	○	○	○	○	○
Ease of use	○	○	○	○	○	○
Ability to operate on multiple platforms (PC, MAC, Smartphone, Tablet, Etc.)	○	○	○	○	○	○

✱ Please indicate which of the following devices you use to connect WIRED to the ASU network on campus.

☐ Laptop Computer

☐ Desktop Computer

20. ASU Classrooms/Meeting Spaces

ASU Faculty/Staff - IT Dept.Satisfaction Survey

*Do you use the Angelo State University Technology Equipped Classrooms and/or Meeting Spaces?

○ Yes
○ No

21. Classrooms/Meeting Spaces

*Please indicate the reason that best describes why you have NOT used ASU Technology Equipped Classrooms and/or Meeting Spaces.

○ I am not aware of the service.
○ I have never needed to use the service.
○ Other

22. Classrooms/Meeting Spaces

*Please indicate your level of satisfaction for the following items regarding the Technology Equipped Classrooms and/or Meeting Spaces.

	Low		Neutral		High	N/A
Reliability of equipment in classrooms and/or meeting spaces	○	○	○	○	○	○
Ease of use of equipment in classrooms and/or meeting spaces	○	○	○	○	○	○
Quality and condition of equipment in classrooms and/or meeting spaces	○	○	○	○	○	○
Ability to connect ASU Equipment to multiple platforms (PC, MAC, Smartphone, Tablet, etc.)	○	○	○	○	○	○

23. Classrooms/Meeting Spaces

OPTIONAL: Please include any additional comments you wish to share with us regarding the ASU network or ASU IT equipment. (Open response Field)

24. Support Services Satisfaction

ASU Faculty/Staff - IT Dept.Satisfaction Survey

*Do you use Angelo State University IT Service Support Center (phone support, e-mail, web, or and/or walk-in)?

○ Yes

○ No

25. IT Service Support Center

*Please indicate the reason that best describes why you have NOT used the ASU IT Service Support Center.

○ I am not aware of the service.

○ I have never needed to use the service.

○ Other

26. IT Service Support Center

ASU Faculty/Staff - IT Dept.Satisfaction Survey

＊ **Please indicate your level of satisfaction for the following items regarding the IT Support Services Center.**

	Low		Neutral		High	N/A
The support staff's willingness to help me	○	○	○	○	○	○
The support staff's ability to resolve a problem over the phone	○	○	○	○	○	○
Support staff who have the knowledge to answer my questions about hardware and software	○	○	○	○	○	○
Receiving office support in a timely manner once a request for service is made to the service center	○	○	○	○	○	○
The times selected for scheduling network, service, and system maintenance are accommodating to my schedule	○	○	○	○	○	○
Notifications to customers of scheduled system maintenance times are sufficient	○	○	○	○	○	○
Service techs providing prompt responses to my request	○	○	○	○	○	○
Technology price quotes are created in a timely manner	○	○	○	○	○	○
Support staff's efforts to resolve my issues with as little disruption to my work as possible	○	○	○	○	○	○
How well IT support services protects my information	○	○	○	○	○	○

27. Project Office

＊ **Have you used the ASU IT Project Office for assistance with planning or delivery of technology related initiatives?**

○ Yes

○ No

28. Project Office

Page 8

ASU Faculty/Staff - IT Dept.Satisfaction Survey

✳ **Please indicate the reason that best describes why you have NOT used the ASU IT Project Office.**

◯ I am not aware of the service.

◯ I have never needed to use the service.

◯ Other

29. Project Office

✳ **Please indicate your level of satisfaction for the following items regarding the ASU Project Office.**

	Low		Neutral		High	N/A
Project proposal submission process	◯	◯	◯	◯	◯	◯
Project prioritization process	◯	◯	◯	◯	◯	◯
Project planning process	◯	◯	◯	◯	◯	◯
Project implementation process	◯	◯	◯	◯	◯	◯

30. IT Training Services

✳ **Do you use the ASU IT Training Services?**

◯ Yes

◯ No

31. IT Training Services

✳ **Please indicate the reason that best describes why you have NOT used the ASU IT Training Services.**

◯ I am not aware of the service.

◯ I have never needed to use the service.

◯ Other

32. IT Training Services

ASU Faculty/Staff - IT Dept.Satisfaction Survey

*Please indicate your level of satisfaction for the following Training Services Item: BlackBoard.

	Low		Neutral		High	N/A
Overall BlackBoard training course curriculum meeting my needs	○	○	○	○	○	○
Quality of the information provided during BlackBoard training courses	○	○	○	○	○	○

*Please indicate your level of satisfaction for the following Training Services Item: Livewhale - Web Content Management System.

	Low		Neutral		High	N/A
Overall Livewhale training course curriculum meeting my needs	○	○	○	○	○	○
Quality of the information provided during Livewhale training courses	○	○	○	○	○	○

33. IT Service Support Center

OPTIONAL: Please include any additional comments you wish to share with us regarding IT Support Services. (Open response Field)

34. IT General Satisfaction

*When performing work related tasks, what operating software do you use MOST OFTEN?

○ Windows/PC
○ Apple/Mac
○ Other

35. IT General Satisfaction

ASU Faculty/Staff - IT Dept.Satisfaction Survey

* **Please indicate which of the following items that Angelo State University HAS PROVIDED for you that you use regularly for work related tasks.**

- ☐ Tablet (iPad, Android, etc.)
- ☐ Laptop Computer
- ☐ Desktop Computer
- ☐ eReader (Kindle, Nook, etc.)
- ☐ ASU does not supply me any of these devices

* **Please indicate which of the following items you PERSONALLY OWN and use regularly for work related tasks.**

- ☐ Smartphone
- ☐ Tablet (iPad, Android, etc.)
- ☐ Laptop Computer
- ☐ Desktop Computer
- ☐ eReader (Kindle, Nook, etc.)
- ☐ I do not personally own any of these devices

* **When performing work related tasks, which of the following items do you use MOST OFTEN?**

- ○ Smartphone
- ○ Tablet (iPad, Android, etc.)
- ○ Laptop Computer
- ○ Desktop Computer
- ○ eReader (Kindle, Nook, etc.)

36. IT General Satisfaction - Smartphone

* **What type of Smartphone device do you use?**

- ○ IPhone
- ○ Android
- ○ Blackberry
- ○ Windows Phone
- ○ Other

ASU Faculty/Staff - IT Dept.Satisfaction Survey

✳ When using your Smartphone, which of the following services would you most likely use if they were available in a mobile friendly interface?

CHOOSE YOUR TOP 3.

☐ Enter / Approve Leave Reporting, Time Sheets

☐ View Registration Holds, Class Schedules, and Final Grades

☐ Approve Finance and Administrative Documents (purchase requisitions, ePAFS, budge documents)

☐ Purchase Parking Permit/View Citations

☐ Access my Apps@ASU, ASU Google Drive, Calendar, and Google+

☐ Purchase Tickets for ASU Events

☐ Listen to ASU RamRadio

37. IT General Satisfaction - Employment

✳ Have you been employed at Angelo State University for at least a year?

○ Yes

○ No

38. IT General Satisfaction - Employment

ASU Faculty/Staff - IT Dept.Satisfaction Survey

＊Please indicate your level of satisfaction in the following areas for the last twelve months.

	Greatly Decreased		About the Same		Greatly Increased	N/A
Overall Satisfaction with Blackboard	○	○	○	○	○	○
Overall Satisfaction with Outlook Email and Calendaring Services	○	○	○	○	○	○
Overall Satisfaction with Ramport	○	○	○	○	○	○
Overall Satisfaction with Ellucian/Banner	○	○	○	○	○	○
Overall Satisfaction with IT equipment	○	○	○	○	○	○
Overall Satisfaction with Network Connectivity	○	○	○	○	○	○
Overall Satisfaction with Support Services	○	○	○	○	○	○
Overall Satisfaction with IT Project Office	○	○	○	○	○	○
Overall Satisfaction with Training Services	○	○	○	○	○	○

39. IT General Satisfaction - Protection

＊Please indicate your level of confidence in the following area.

	Low		Neutral		High	N/A
ASU protects my personal information from unauthorized access.	○	○	○	○	○	○

40. IT General Satisfaction - Comments

＊Please tell us what the IT Department does well (open response field).

＊Please tell us what you change about the IT department (open response field).

Page 13

APPENDIX II

Email Solicitations

For the execution of this survey, Elaine Beach of the University IT Department generated a list

of 836 email addresses from the University Faculty/Staff Directory List. A questionnaire was

provided in email to the population using SurveyMonkey. Our initial email to the population was

sent out on April 21. 2014, with subsequent reminders being sent on April 23. 2014 and April 25.

2014. The emails are provided below.

Initial email sent on April 21st:

Dear (person's name)

I know it's the end of the semester and the pressure is on.

The last thing you need is to spend time filling out another survey. Well guess what…here's another survey. But this one is different. This survey will only take a few minutes to complete and could help all of us in the way the Faculty and Staff use the IT services at ASU.

Your response is valuable to the ASU I.T. Department as well as for current and future ASU Faculty and Staff.

This survey takes less than 4 minutes on the average. Just click the link below to begin. When it's over…you will have the satisfaction of knowing that your voice has been heard.

[Survey Monkey Link Here]

Thank you for your support,

Alexandrea, Butch, Dara, and Heather

First follow up email sent on April 23rd:

Dear *(person's name)*,

The response for this survey has been great…but we still want and need your contribution.

Your feedback is very valuable to the ASU I.T. Department in order to serve the ASU Faculty and Staff better.

Just click the link below and take 5 minutes to give us your input.

[Survey Monkey Link Here]

Thanks again for your time.

Alexandrea, Butch, Dara, and Heather

Second follow up email sent on April 25th:

Dear *(person's name)*,

LAST CHANCE…LAST CALL…TIME'S NEARLY UP

Your feedback is still needed for the ASU I.T. Department to improve how they serve the ASU Faculty and Staff.

Just click the link below and take 5 minutes to give us your input.

[Survey Monkey Link Here]

We appreciate your time.

Alexandrea, Butch, Dara, and Heather

APPENDIX III

Raw Excel SurveyMonkey Data

(This Appendix will be sent electronically via email in Microsoft Excel Workbook Format.)