

UIS Information Technology Services Survey February 2005

In February 2005, a subcommittee of the Academic Technology Committee administered an Information Technology Services survey to UIS students, faculty, and staff. Survey respondents were asked to rate the importance of each of 14 different UIS information technology services on a scale from 1 to 5, with 1 being "very low importance" and 5 being "very high importance." They also were asked to rate their level of satisfaction for each service on a scale from 1 to 5, with 1 being "very low satisfaction" and 5 being "very high satisfaction."

A total of 363 people responded to the survey, including 223 students, 42 faculty members, 35 academic professionals, and 63 staff members.

Importance

The services that were rated the highest in importance included internet connectivity, the e-mail system, UIS' response to threats such as viruses and spam, and Blackboard.

Among the different types of respondents (students, faculty, academic professionals, and staff), there was some variation in the services that were rated the highest in importance. The three services that received the highest importance ratings are noted below:

Students: internet connectivity, e-mail systems, Blackboard

Faculty: e-mail systems, hardware installation and repair, internet connectivity

Academic Professionals: e-mail systems, response to threats such as viruses and spam, internet connectivity

Staff: response to threats such as viruses and spam, internet connectivity and e-mail systems

Satisfaction

The services that received the highest satisfaction level ratings included the computer labs, Blackboard, UIS' response to threats such as viruses and spam, and classroom technology. The services that received the lowest satisfaction level ratings included the e-mail systems, e-mail/online technical support, and online technology training.

There were some variations among the services that received the highest satisfaction level ratings among the different types of respondents. The three services that received the highest satisfaction level ratings by type of respondent are noted below:

Students: Blackboard, computer labs, classroom technology

Faculty: on-campus training, Blackboard, library computers and printers

Academic Professionals: Blackboard, computer labs, classroom technology

Staff: UIS' response to threats such as viruses and spam, computer labs, library computers and printers

There also was variation among the different types of respondents as to which services received the lowest satisfaction level ratings. The three services that received the lowest satisfaction level ratings by type of respondent are noted below:

Students: e-mail systems, hardware installation and repairs, e-mail/online technical support

Faculty: phone-based technical support, adaptive computer resources for individuals with disabilities, e-mail systems

Academic Professionals: hardware installation and repairs, library computers and printers, online technology training

Staff: telephones (voice services), e-mail/online technical support, online technology training

Although the e-mail systems received among the highest ratings in importance, the satisfaction levels for the e-mail systems among faculty and students were low relative to the ratings for most other services. For students, the e-mail systems received the third lowest satisfaction level rating, and for faculty, the e-mail systems received the lowest satisfaction level rating.

Survey Rating - Importance of UIS IT Services

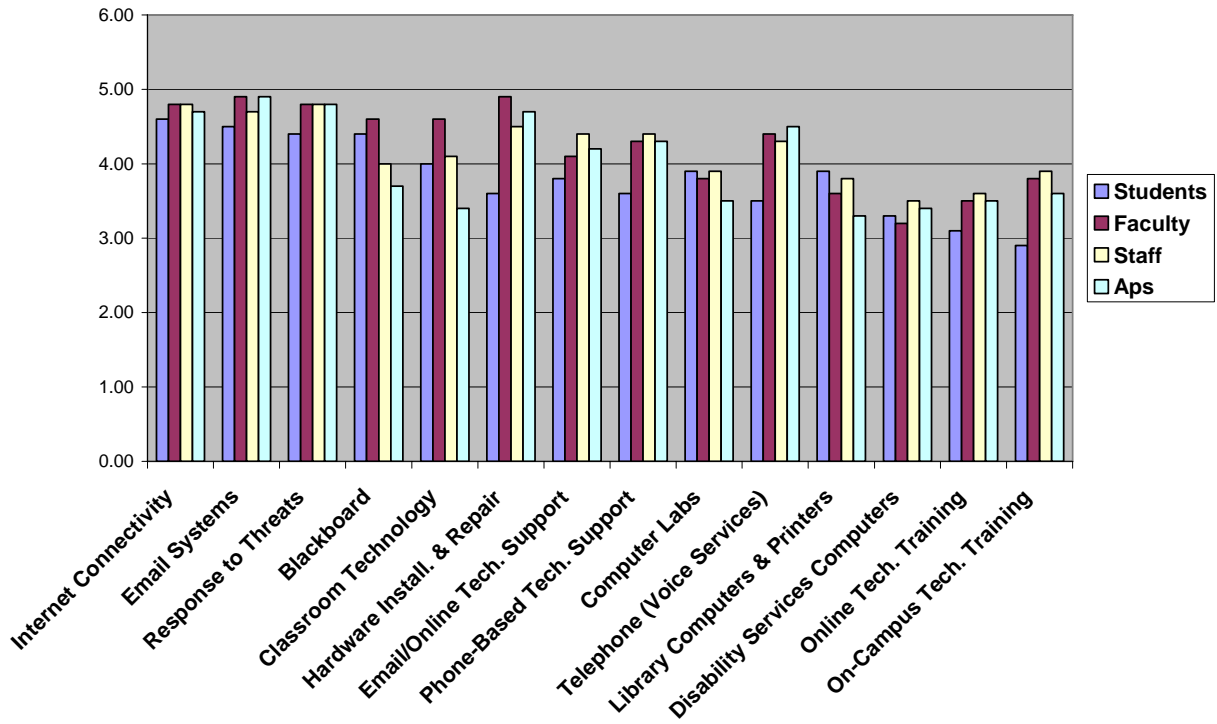


Figure 1: Importance - All Respondents

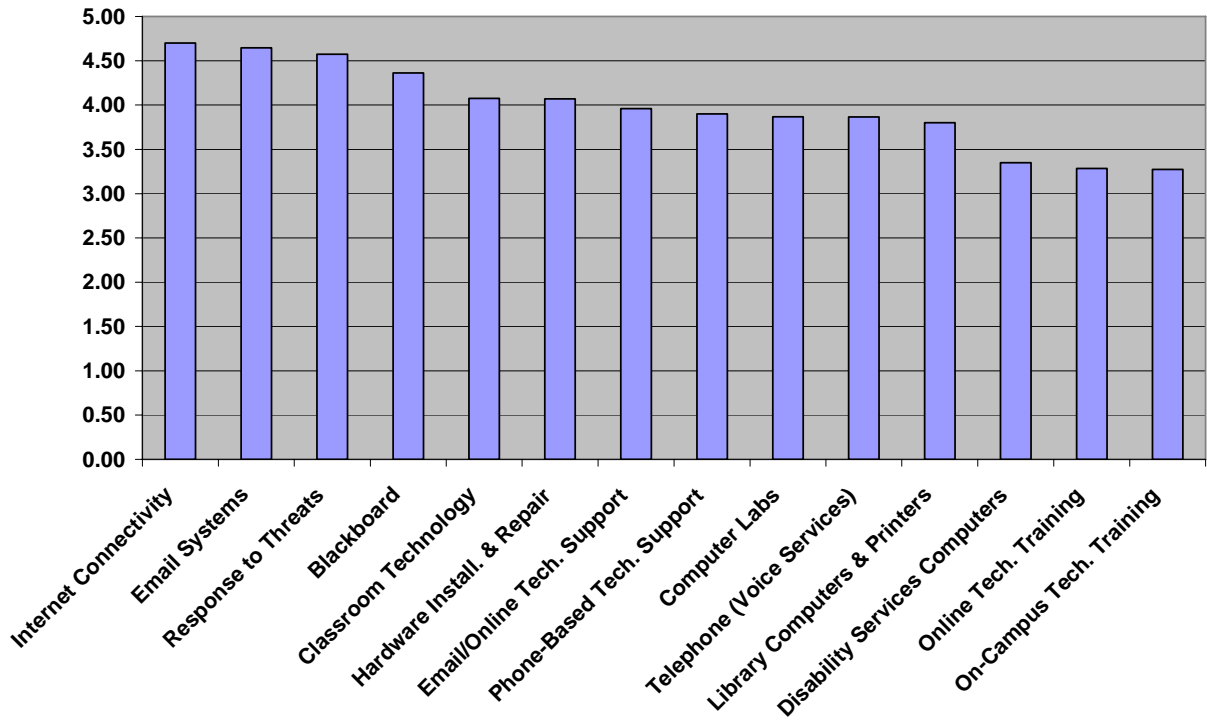
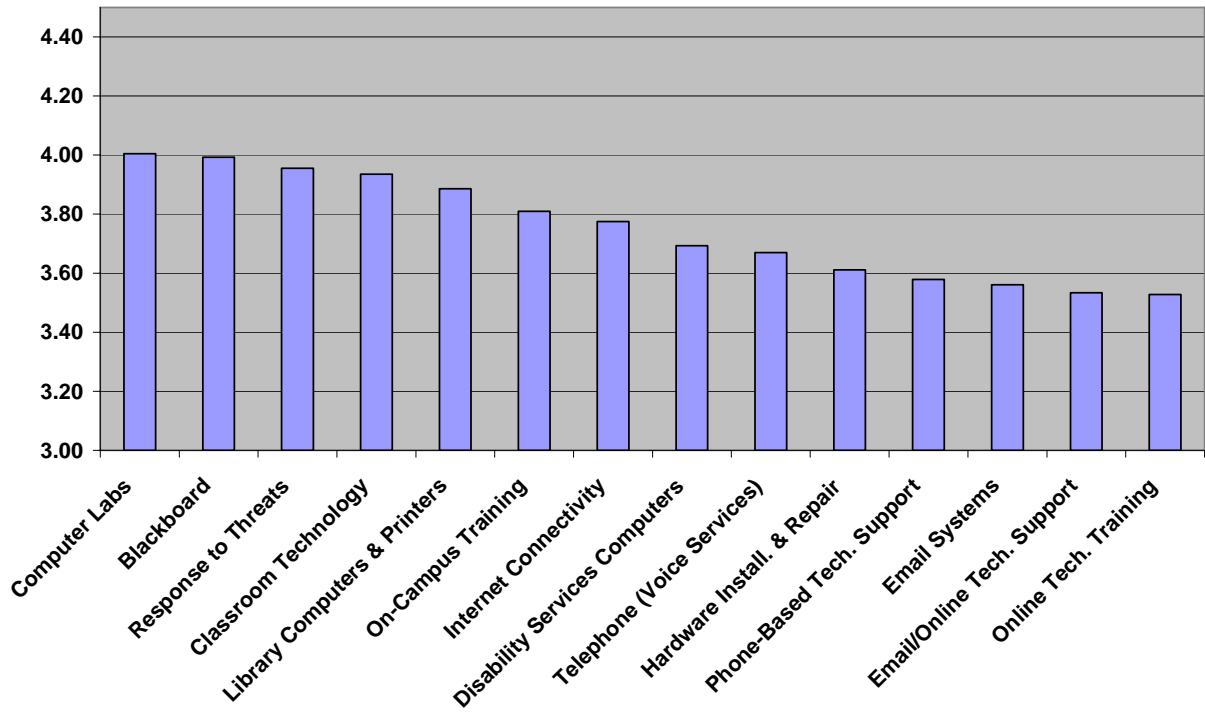


Figure 2: Satisfaction - All Respondents



Importance

	<u>Total</u>	<u>Students</u>	<u>Faculty</u>	<u>Staff</u>	<u>Aps</u>
Internet Connectivity	4.70	4.60	4.80	4.80	4.70
Email Systems	4.64	4.50	4.90	4.70	4.90
Response to Threats	4.57	4.40	4.80	4.80	4.80
Blackboard	4.36	4.40	4.60	4.00	3.70
Classroom Technology	4.07	4.00	4.60	4.10	3.40
Hardware Install. & Repair	4.07	3.60	4.90	4.50	4.70
Email/Online Tech. Support Phone-Based Tech. Support	3.96	3.80	4.10	4.40	4.20
Computer Labs	3.90	3.60	4.30	4.40	4.30
Telephone (Voice Services)	3.87	3.90	3.80	3.90	3.50
Library Computers & Printers	3.87	3.50	4.40	4.30	4.50
Disability Services Computers	3.80	3.90	3.60	3.80	3.30
Online Tech. Training	3.35	3.30	3.20	3.50	3.40
On-Campus Tech. Training	3.28	3.10	3.50	3.60	3.50
	3.27	2.90	3.80	3.90	3.60

Satisfaction

	<u>All Respondents</u>	<u>Students</u>	<u>Faculty</u>	<u>Staff</u>	<u>Academic Professionals</u>
Computer Labs	4.00	3.90	3.90	4.30	4.10
Blackboard	3.99	4.00	4.10	4.10	4.10
Response to Threats	3.96	3.90	3.80	4.40	4.00
Classroom Technology	3.94	3.90	4.00	4.10	4.00
Library Computers & Printers	3.89	3.80	4.00	4.10	3.60
On-Campus Training	3.81	3.70	4.10	3.70	3.80
Internet Connectivity	3.77	3.70	3.80	4.00	3.80
Disability Services Computers	3.69	3.70	3.50	3.80	3.70
Telephone (Voice Services)	3.67	3.60	3.70	3.70	4.00
Hardware Install. & Repair	3.61	3.40	3.60	4.00	3.60
Phone-Based Tech. Support	3.58	3.50	3.50	3.80	3.60
Email Systems	3.56	3.50	3.50	3.80	3.90
Email/Online Tech. Support	3.53	3.40	3.50	3.70	3.90
Online Tech. Training	3.53	3.60	3.70	3.10	3.60

Difference Between Importance and Satisfaction

	<u>All</u>	<u>Students</u>	<u>Faculty</u>	<u>Staff</u>	<u>Academic Professionals</u>
	<u>Respondents</u>				
Email	1.1	1	1.4	0.9	1
Internet Connectivity	0.9	0.9	1	0.8	0.9
Virus, Spam, Ads	0.6	0.5	1	0.4	0.8
Installation & Repair	0.5	0.2	1.3	0.5	1.1
Email Assistance	0.4	0.4	0.6	0.7	0.3
Blackboard	0.4	0.4	0.5	-0.1	0.4
Phone Assistance	0.3	0.1	0.8	0.6	0.7
Telephone Installation & Repair	0.2	-0.1	0.7	0.6	0.5
Classroom Technology	0.1	0.1	0.6	0	-0.6
Library computers	-0.1	0.1	-0.4	-0.3	-0.3
Computer Labs	-0.1	0	-0.1	-0.4	-0.6
Online Training	-0.2	-0.5	-0.2	0.5	-0.1
Disabled Tech. Services	-0.3	-0.4	-0.3	-0.3	-0.3
On-Campus Training	-0.5	-0.8	-0.3	0.2	-0.2

Respondents

<u>position</u>	<u>#</u>	<u>%</u>
academic professional	35	10%
faculty	42	12%
student	223	61%
staff	63	17%
total	363	100%

of Years

	<u>#</u>	<u>%</u>
<1	93	26%
1-5	180	50%
5-10	27	7%
10-15	26	7%
>15	37	10%
total # respondents	363	100%

Students

full-time grad	33	14%
full-time undergrad	106	45%
GA	8	3%
other	4	2%
part-time grad	52	22%
part-time undergrad	35	15%
total # students	238	100%

Faculty

adjunct	5	12%
emeritus	1	2%
full-time	36	86%
	42	100%