

Faculty / Staff Survey, Spring 2008

Summary

Survey was sent to faculty and staff in all parts of the campus other than UIHC and the College of Medicine. Approximately half of each ORG was included in the sample. There were 1075 usable responses, or 36% of the 2,953 raw sample. There were 885 completed surveys, or 80% of the usable responses.

The survey contained 83 questions; most were paired questions concerning the importance and user's satisfaction with particular services. To summarize the data, the two highest responses for importance (very important or important) and two highest for satisfaction (very satisfied or satisfied) were considered positive responses. The attached summary shows that most of the responses were positive. Importance and satisfaction scores were highly correlated: the higher the importance score, the higher the satisfaction score. For services that were used by smaller portions of the audience, both scores were consistently lower.

There were also questions which were techno-demographic in nature: which computers and other technologies are used, and the user's sense of proficiency with technology. These vary to some degree with ORG, but are consistent with similar data from Indiana University and the University of Wisconsin – Madison.

The questions were divided into eight sections. A short summary of results is given below. (The detailed results for each section are attached.) Most sections ended with a free-response question, e.g. What changes would improve your overall IT environment, including your computer, the services you receive, and the assistance available to you? Responses ranged widely, in both tone and length.

Section 1: overall IT environment

Four of these nine questions concerned the importance and satisfaction with computers and software used most often at work: both importance and satisfaction scores were positive in the 90's. IT services were regarded as important by 95%, and satisfactory by 89%. The importance of IT support staff, satisfaction with responsiveness, and knowledge level of IT staff were all given high positive scores.

Section 2: Usage of technology and networks

Since we were interested in the general technology contact of faculty and staff with technology, these questions asked about use of technology in work or personal activities. Most (93%) use Windows, although 22% using Macintoshes as well. Internet connection is important (98%), and campus connections are satisfactory (97%). Wireless is of less importance (40%), and satisfaction is correspondingly lower. About half connect to their office computer remotely; over half have a high speed connection at home.

Section 3: Technology services

Technology services include concern common campus technologies such as telephones, e-mail and calendaring, network file storage, and print services. Importance and satisfaction of universal services such as e-mail and telephony were high; for selective audience services (such as calendaring), levels were lower for both.

Section 4: Information about technology

The questions in this section concern sources of information about technology such as help desks and web pages about IT services. Local assistance is important (87%) and satisfactory (81%.) Walk-in, call-in, or e-mail central help desk are much lower-valued.

Web pages are important to about half the users, whether at the departmental or central level; satisfaction scores are also low.

Section 5: Campus web-based services

The questions in this section concern web-based services that nearly everyone uses, such as the main campus web site, the HR self-service pages, and the Library web site.

Self-service pages were the only highly important web-based services; the main campus website and library sites had significantly lower scores.

Section 6: Security

The questions in this section concern computer and data security practices. There are opportunities for improvement in both security awareness and practices.

Importance and Satisfaction Scores

Scroll down for sorted versions

Adjusted Sat is computed from raw satisfaction by discarding the people who don't use the service.

In Question order

Topic	Importance	Adj Satisfaction	don't' use
Your computer Q1, Q2	97	90	0
Software you use for work you do Q3, Q4		91	0
IT Services (comprehensive) Q5, Q6	95	90	1
Responsive staff, Q7, Q8	95	89	1
Internet connection Q15, Q16	98	97	0
Wireless on campus Q17, Q18	40	53	41
Campus telephone Q20, Q21	93	86	1
Campus e-mail Q22, Q23	99	91	0
Campus calendar (Outlook) Q24, Q25	70	76	15
Networked file storage Q26, Q27	84	85	7
Off-campus access to office files Q28, Q29	55	64	30
Networked print services Q30, Q31	75	78	7
Assistance from departmental or college-based IT personnel Q33, Q34	87	84	4
Assistance from walk-in ITS help desks in UCC or library Q35, Q36	12	41	66
Assistance from call-in ITS help desk Q37, Q38	52	69	26
Information about technology in departmental or college web pages Q39, Q40	54	55	20
Information about technology in ITS web pages Q41, Q42	51	53	20
Main campus home page and other top level pages Q44, Q49	79	80	4
Employee Self Services web pages Q45, Q46	96	91	0
UI Libraries web site Q47, Q48	42	67	37
Computer or media technology in classrooms supported by dept or college Q58, Q59	81	71	11
Computer or media technology in General Assignment Classrooms	48	57	33
Instructional computer labs provided by dept or college Q62, Q63	56	65	31
ITCs provided by ITS Q64, Q65	32	58	45
ICON Q66, Q67	74	66	15
OSIRIS Q68, Q69	73	82	18
Instructional support provided by your department or college Q70, Q71	58	68	28
Instructional support provided by ITS or other central providers Q72, Q73	50	62	34
Access to student administrative data Q76, Q77	59	79	29
Access to financial data Q78, Q79	48	69	39
Access to Human Resources data Q80, Q81	59	74	26

In Descending Importance order

Topic	Importance	Adj Sat	don't use
Campus e-mail Q22, Q23	99	91	0
Internet connection Q15, Q16	98	97	0
Your computer Q1, Q2	97	90	0
Employee Self Services web pages Q45, Q46	96	91	0
IT Services (comprehensive) Q5, Q6	95	90	1
Responsive staff, Q7, Q8	95	89	1
Campus telephone Q20, Q21	93	86	1
Assistance from departmental or college-based IT personnel Q33, Q34	87	84	4
Networked file storage Q26, Q27	84	85	7
Computer or media technology in classrooms supported by dept or college Q58, Q59	81	71	11
Main campus home page and other top level pages Q44, Q49	79	80	4
Networked print services Q30, Q31	75	78	7
ICON Q66, Q67	74	66	15
OSIRIS Q68, Q69	73	82	18
Campus calendar (Outlook) Q24, Q25	70	76	15
Access to student administrative data Q76, Q77	59	79	29
Access to Human Resources data Q80, Q81	59	74	26
Instructional support provided by your department or college Q70, Q71	58	68	28
Instructional computer labs provided by dept or college Q62, Q63	56	65	31
Off-campus access to office files Q28, Q29	55	64	30
Information about technology in departmental or college web pages Q39, Q40	54	55	20
Assistance from call-in ITS help desk Q37, Q38	52	69	26
Information about technology in ITS web pages Q41, Q42	51	53	20
Instructional support provided by ITS or other central providers Q72, Q73	50	62	34
Computer or media technology in General Assignment Classrooms	48	57	33
Access to financial data Q78, Q79	48	69	39
UI Libraries web site Q47, Q48	42	67	37
Wireless on campus Q17, Q18	40	53	41
ITCs provided by ITS Q64, Q65	32	58	45
Assistance from walk-in ITS help desks in UCC or library Q35, Q36	12	41	66
Software you use for work you do Q3, Q4		91	0

Section 1: Overall IT environment

The first section concerns the users' satisfaction with their personal computing environment and the Information Technology (IT) services and support they receive.

In the table below, the first two responses to each question were scored as positive.

Question	% positive
Q1. How much does your work depend on having a computer?	97
Q2. How satisfied are you with the computer you use most often at work?	90
Q3. Are the software programs you use adequate for the work you do?	94
Q4. How satisfied are you with the software you use most often for your work?	91
For the next two questions, consider "IT services" to include all the computer and communication technologies you might use, including your computer and software programs, the network, your telephone service, file and print servers, and all the programs you use over the web	
Q5. How important to your work are IT services as described above?	95
Q6. How satisfied are you overall with the IT services which support your work?	89
In the next three questions, "IT support staff" refers to all the people who help deliver IT services to you, both those in your department and college, or those working in central organizations such as Information Technology Services.	
Q7. How important to your work is it to have responsive IT support staff providing your IT services and support?	95
Q8. How satisfied are you with the overall responsiveness of the IT support staff that provide your IT services and support?	88
Q9. How would you rate the overall knowledge level of the IT support staff that provide IT services and support to you?	86

Detailed statistics for each question

Q1. How much does your work depend on having a computer?

q1	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1 Couldn't do my work without it	925	86.13	925	86.13
2 Very Important to my work	122	11.36	1047	97.49
3 Somewhat important	18	1.68	1065	99.16
4 Not very important	8	0.74	1073	99.91
5 Not important at all	1	0.09	1074	100.00

Q2. How satisfied are you with the computer you use most often at work?

q2	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1 Very satisfied	602	56.00	602	56.00
2 Somewhat satisfied	365	33.95	967	89.95
3 Neither satisfied nor dissatisfied	48	4.47	1015	94.42
4 Somewhat dissatisfied	45	4.19	1060	98.60
5 Very dissatisfied	13	1.21	1073	99.81
6 I don't use a computer in my work	2	0.19	1075	100.00

Q3. Are the software programs you use adequate for the work you do?

q3	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1 Very adequate	416	39.17	416	39.17
2 Adequate	583	54.90	999	94.07
3 Marginal	46	4.33	1045	98.40
4 Inadequate	9	0.85	1054	99.25
5 Very inadequate	3	0.28	1057	99.53
6 I don't use a computer in my work.	5	0.47	1062	100.00

Q4. How satisfied are you with the software you use most often for your work?

q4	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1 Very satisfied	519	48.87	519	48.87
2 Somewhat satisfied	452	42.56	971	91.43
3 Neither satisfied nor dissatisfied	50	4.71	1021	96.14
4 Somewhat dissatisfied	33	3.11	1054	99.25
5 Very dissatisfied	4	0.38	1058	99.62
6 I don't use a computer for my work	4	0.38	1062	100.00

For the next two questions, consider "IT services" to include all the computer and communication technologies you might use, including your computer and software programs, the network, your telephone service, file and print servers, and all the programs you use over the web.

Q5. How important to your work are IT services as described above?

q5	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1 Very Important	854	82.35	854	82.35
2 Important	136	13.11	990	95.47
3 Neutral	30	2.89	1020	98.36
4 Not very important	9	0.87	1029	99.23
5 Not important at all	1	0.10	1030	99.32
6 I don't use IT services in my work	7	0.68	1037	100.00

Section 2: Usage of technology and networks

The questions in this section concern user experience with computers, operating systems, and common tasks performed, and internet connectivity.

There were 975 respondents to this section.

11. Which of the following devices do you use for either work or personal activities?
(Check all that apply)

Desktop computer	97%
Cell phone	76%
Scanner	65%
Laptop computer	64%
Portable storage device (flash drive)	62%
Digital audio player	39%
Portable e-mail or internet device	17%
GPS	16%
Electronic book reader	1%

12. Which computer operating systems do you use for either work or personal activities?
(Check all that apply)

Windows	93%
Mac OS X or earlier	22%
Linux	9%
Unix	4%
Don't know	1%

13. Which of these functions do you use for either your work or personal activities?
(Check all that apply)

Watch streaming video	57%
Use my office computer from off campus by remote connection	54%
Downloading music or other audio files	50%
Texting on a cell phone	37%
Teleconferencing (with audio, video or shared screen images)	33%
Instant messaging (IM)	30%
Social networking	26%

14. How do you access the Internet when you are off campus? (Check all that apply)

Computer with cable modem from cable TV provider	42%
Computer with wireless service in my home	40%
Computer with DSL modem from telephone company	31%
Computer with wireless in public places	29%
Computers in public places such as libraries, coffee shops,	22%
Computer with dial-up modem on telephone connection	11%
Smart phone or PDA with cellular service	11%
I don't access the Internet except when on campus	4%
I don't use the Internet on or off campus.	1%

15. How important to your work is it to have a connection to the Internet?

q15	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1 Very Important	875	89.74	875	89.74
2 Important	77	7.90	952	97.64
3 Neutral	18	1.85	970	99.49
4 Not very important	3	0.31	973	99.79
5 Not important at all	1	0.10	974	99.90
6 I can't judge	1	0.10	975	100.00

16. How satisfied are you with the Internet connection for the computer you use most often on campus?

q16	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1 Very satisfied	776	79.75	776	79.75
2 Somewhat satisfied	166	17.06	942	96.81
3 Neither satisfied nor dissatisfied	11	1.13	953	97.94
4 Somewhat dissatisfied	15	1.54	968	99.49
5 Very dissatisfied	4	0.41	972	99.90
6 I don't use an Internet connection	1	0.10	973	100.00

17. How important for your work is wireless networking on campus?

q17	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1 Very Important	178	18.43	178	18.43
2 Important	207	21.43	385	39.86
3 Neutral	268	27.74	653	67.60
4 Not very important	112	11.59	765	79.19
5 Not important at all	117	12.11	882	91.30
6 I can't judge	84	8.70	966	100.00

18. How satisfied are you with wireless networking on campus for your work?

q18	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1 Very satisfied	120	12.53	120	12.53
2 Somewhat satisfied	172	17.95	292	30.48
3 Neither satisfied nor dissatisfied	174	18.16	466	48.64
4 Somewhat dissatisfied	64	6.68	530	55.32
5 Very dissatisfied	35	3.65	565	58.98
6 I don't use wireless networking on campus for my work	393	41.02	958	100.00

Section 6: Security

The questions in this section concern computer and data security practices.

Detailed statistics for each question

Q51. How often are your files and important data backed up?

q51	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1 Someone else backs up my data for me	276	30.70	276	30.70
2 Daily	211	23.47	487	54.17
3 Weekly	68	7.56	555	61.74
4 Monthly	47	5.23	602	66.96
5 Every six months or so	47	5.23	649	72.19
6 Never	27	3.00	676	75.19
7 I don't know the answer	223	24.81	899	100.00

Q52. Are software updates for the operating system and antivirus software performed regularly on your computer?

q52	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1 Updates are performed automatically	575	64.17	575	64.17
2 Someone else takes care of the updates on my computer	142	15.85	717	80.02
3 I perform updates on my computer manually	68	7.59	785	87.61
4 I don't know	111	12.39	896	100.00

Q53. Do you run a software firewall program on your computer?

q53	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1 Yes	426	47.65	426	47.65
2 No	85	9.51	511	57.16
3 I don't know	383	42.84	894	100.00

Q54. Which of these types of institutional data do you work with off campus? (Check all that apply)

I don't work with institutional data off campus	49%
Human Resources data	23%
Research data	22%
Student data	21%
Instructional data	20%
Financial data	16%
Health-related data	7%

Q55. How often do you work with institutional data on a laptop, home computer, or portable storage when off campus?

q55	Frequency	Percent	Cumulative Frequency	Cumulative Percent
1 Never	433	48.54	433	48.54
2 Rarely	136	15.25	569	63.79
3 Occasionally	182	20.40	751	84.19
4 Frequently	141	15.81	892	100.00

Q56. Are you aware of these institutional IT policies? (Check all that are known to you)

Social Security Numbers Policy	82%
Acceptable Use of Information Technology Resources	62%
Institutional Data Access Policy	44%
Network Citizenship Policy	26%