

An online survey was conducted of all full-time employees to determine their views on the most important types of technology and support services and to understand where there are opportunities to improve technology and services. This survey will be done each year and, based on the results, improvement strategies will be developed and goals will be set so that improvements are measured on an annual basis.

2010 Survey Results

481 people received the survey. 226 participated in the survey, which is 47% of the total population. The distribution of respondents was:

Ashland Campus	221
Higher Ed Center	5
Faculty	80
Classified Staff	62
Administrators	84

84% of the respondents indicated that they have adequate technology to do their job.

The overall average satisfaction score with the Information Technology Department was 3.85, on a rating scale of 1 to 5, where 1 is very unsatisfied and 5 is very satisfied.

The categories that were ranked as most important for all employee groups were:

- University Email
- Office computers, software, or printers
- Faculty and Staff Helpdesk service

In addition, administrative staff rated Telephone Services as very important, faculty rated Smart Classroom Technology as very important, and Classified Staff rated Banner as very important.

There were three categories where respondents felt that there was a large gap between the quality of the technology and services and how important it is. These categories that need improvement are:

- University Email
- Smart Classroom Technology
- Office computers, software, or printers

Improvement Strategies

Following are strategies for improving customer satisfaction in the key categories mentioned in the prior section.

Email

1. Migrate from Groupwise to Exchange/Outlook or Google/Outlook to provide better remote access and better support for smart phones.

Office Equipment

1. Improve the response rate for problem reports and for requests for moves/adds/changes and for software installation. This is tied to Helpdesk improvement strategies.
2. Complete migration from Novell to Microsoft Active Directory across the university and improve standards for desktop configurations.

Helpdesk Services

1. Improve time to resolve problems and complete service requests by:
 - Improving student employee hiring and training to increase tier 1 customer service.
 - Combining the faculty/staff and student helpdesks to leverage efficiency of the limited number of staff and provide extended support hours during evenings and weekends.
 - Shifting more staff to the Helpdesk during peak times, such as the beginning of Fall Term.
 - Improve overall Helpdesk logging and tracking procedures to optimize internal communication, ensure adequate coverage, and gain efficiencies to resolve problems more quickly.
2. Improve communication by:
 - Replacing the current Helpdesk Management System with one that allows users to submit requests and problems online and that provides automated status updates on their tickets.
 - Replace the current Helpdesk Management System with one that collects accurate data about volumes of tickets and resolution times by category.

Classrooms

1. Develop clear standards regarding classroom technology and control systems.
2. Try to acquire funding for more Smart Classrooms and/or upgrade current rooms to a new standard.
3. Using Service Level Agreements and remote assistance technology develop Tier 1 Helpdesk staff to handle high-priority problems in classrooms in order to improve response time and resolve technology problems while classes are in session.
4. Evaluate and improve the way classroom systems are updated/patched to minimize the impact on faculty and students.

The following categories were not deemed as important or as problematic as the ones above, but there were helpful comments on the survey about them and efforts are under way to improve them also.

Communication about technology issues and projects

1. Improve the way information is made available to faculty, staff, and students regarding all technology issues and projects. While not everyone wants detailed technical information, much of it should be published and available on the IT web site for those who are interested. The goal is transparency and improved trust in Information Technology policies, decisions, and practices.
2. Utilize the Technology Council to review and approve policy decisions.
3. Develop and publicize a set of metrics regarding types and volumes of various technology activities, as well as availability statistics for many technology components and services. Show trends and use the data to drive budget requests and strategic planning.

4. Develop and communicate a Service Level Agreement that addresses all key Information Technology services.

MySOU

1. Establish a new oversight committee, whose role it is to promote and support improvements to the Portal. MySOU has been popular among various groups of staff and students, but it has the potential to grow and become a vital resource for the university.

Next Year's Goals

By implementing the improvement strategies listed above, the goals for next year's survey are:

Lower the average Importance/Quality Gap for each of the following categories by at least 0.4 –

- University Email
- Smart Classrooms
- Office Equipment

Raise the average overall satisfaction score to 4.0 or better.