

An online survey was conducted of SOU faculty and staff 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.

### 2011 Survey Respondents

The survey was sent in early May 2011 to every SOU faculty and staff member with an active institutional email account. There were 207 respondents with the following distribution:

Location	N	Percent
Ashland Campus	195	94.2%
Medford Campus (Higher Education Center)	7	3.4%
Other (online, retired, both)	5	2.4%

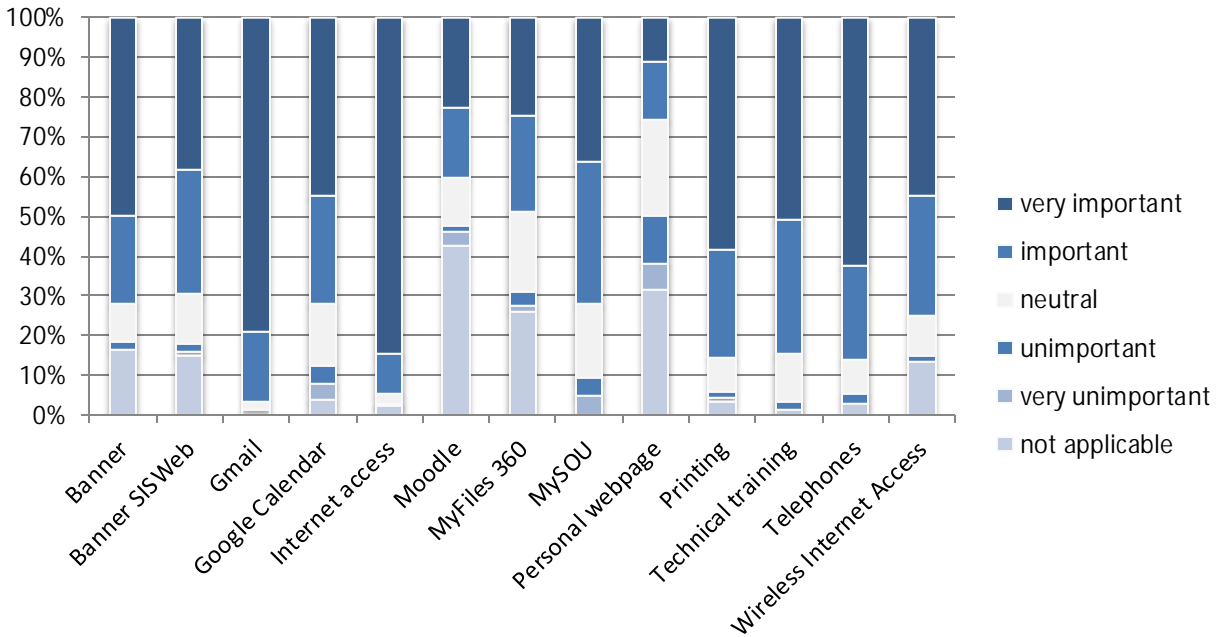
Employment Status	N	Percent
Full time staff	118	57.0%
Part time staff	18	8.7%
Full time tenure or tenure-track faculty	44	21.3%
Full time non-tenure faculty	17	8.2%
Part time adjunct faculty	10	4.8%

Computing Platform Used	N	Percent
Windows PC	185	89.4%
Macintosh	22	10.6%
Linux	0	0%

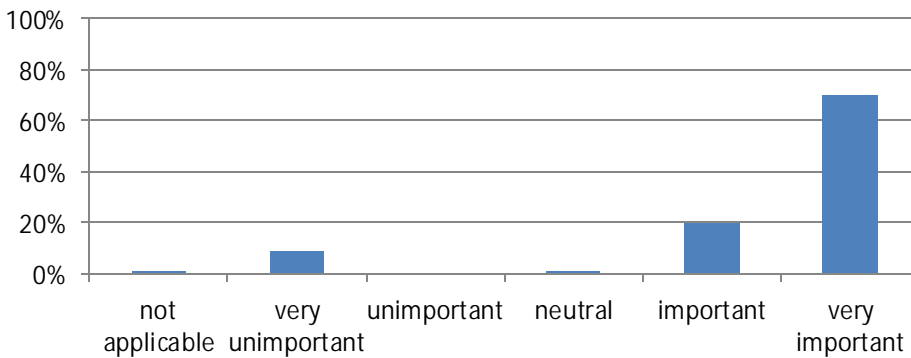
Mobile Devices Used for Work	N	Percent
Android Phone	26	12.6%
iPad	31	15.0%
iPhone	34	16.4%
iPod Touch	10	4.8%
None	87	42.0%
Other	58	27.9%

2011 Survey Results

Importance of Information Technology Services

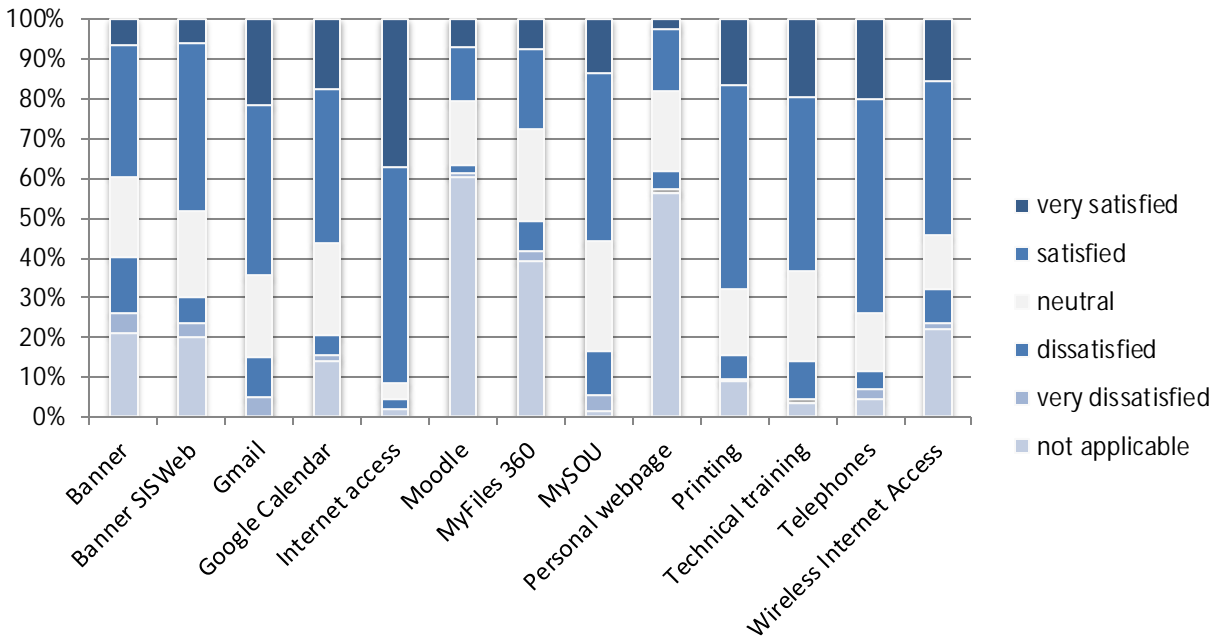


Overall Importance of Information Technology Services

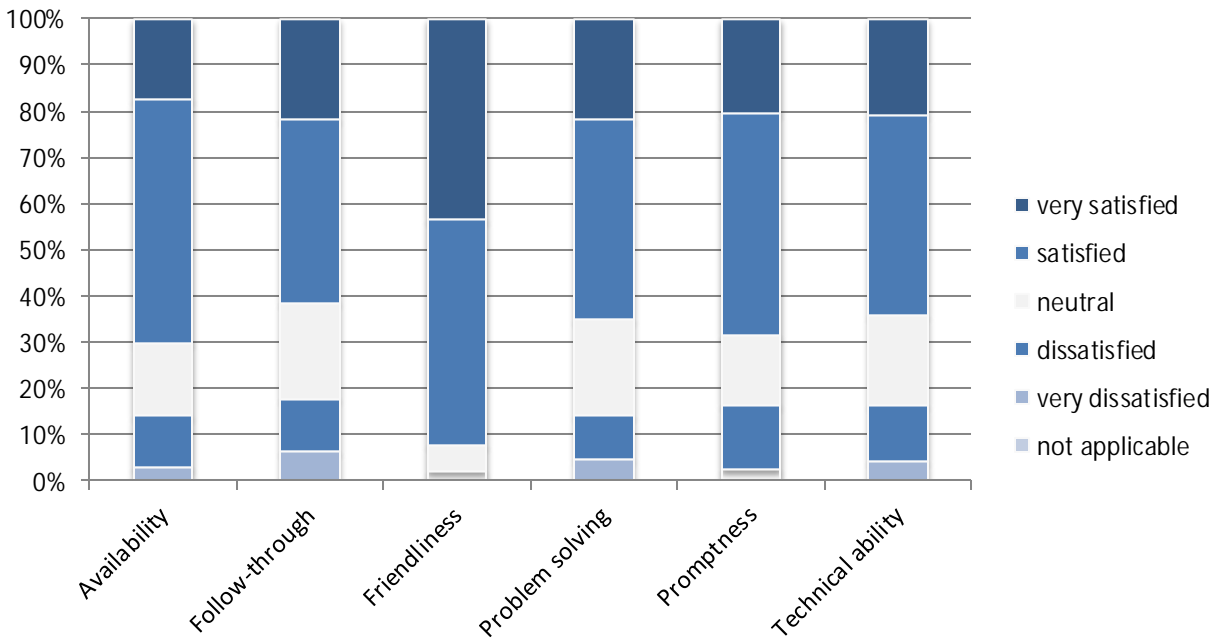


The overall average importance of Information Technology Services was 4.42, on a rating scale of 1 to 5, where 1 is very unimportant and 5 is very important.

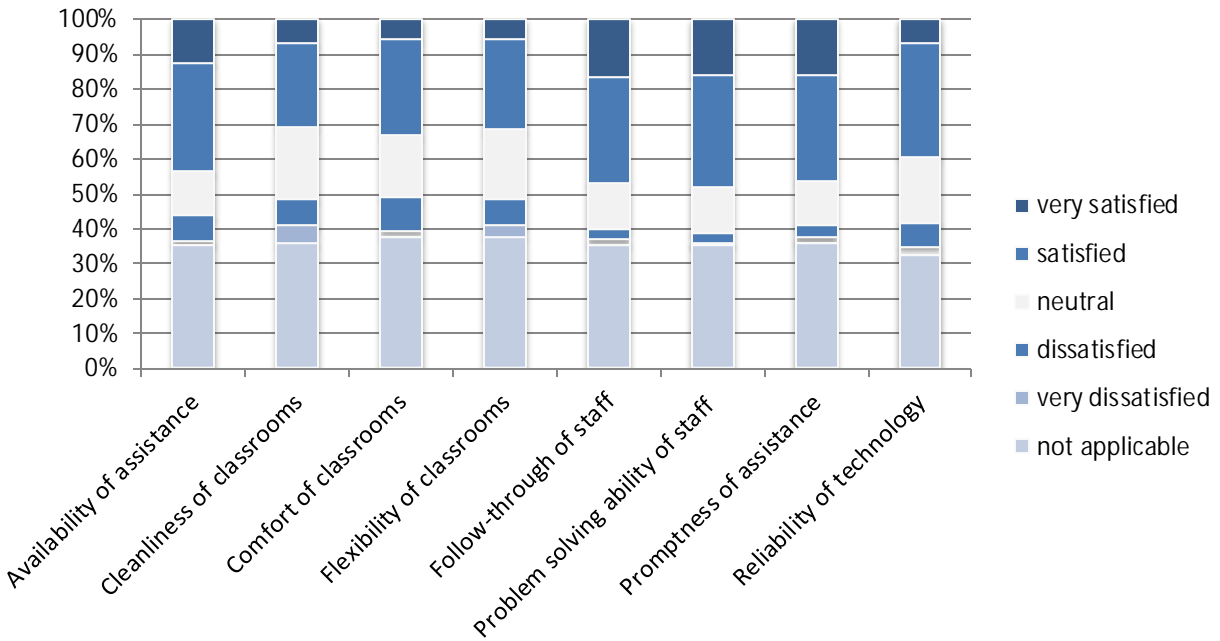
Satisfaction with Information Technology Services



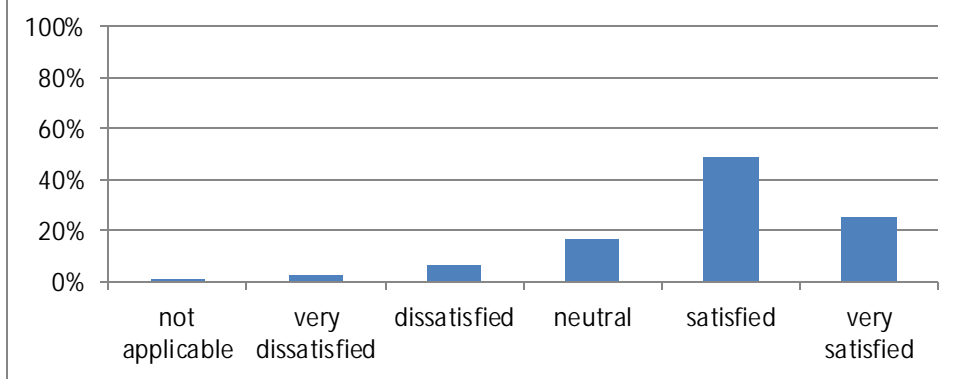
Satisfaction with the Information Technology Help Desk



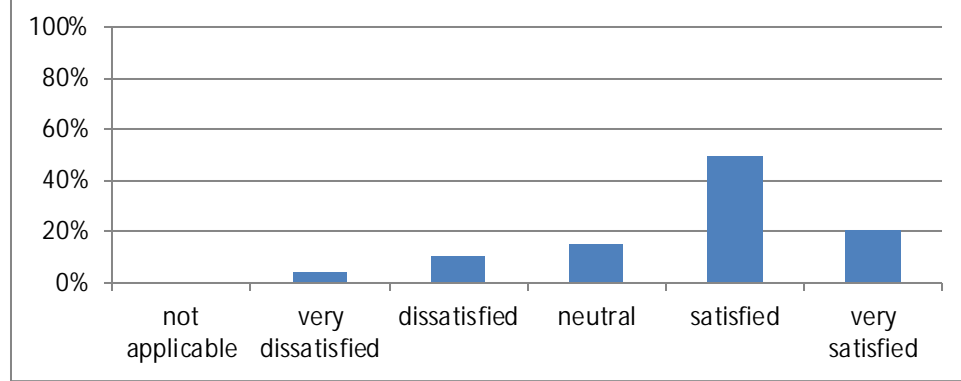
Satisfaction with the Smart Classroom Technology and Support Services



Satisfaction with Communication about Information Technology Issues and Projects



Overall Satisfaction with the Technology and Services provided by Information Technology



The overall average satisfaction with Information Technology Services was 3.71, on a rating scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied. Last year's average satisfaction rating was 3.85 on the same scale.