

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 is conducted each year, so that our performance is measured on an annual basis. The results of the annual IT surveys are used to develop improvement strategies and set departmental goals.

2012 Survey Respondents

The survey was sent in early May 2012 to every SOU faculty and staff member with an active institutional email account. The survey was open for a month. There were 240 respondents, an increase of 32 from 2011, with the following characteristics:

Primary Location	N	Percent
Ashland Campus	229	95.4%
Medford Campus (Higher Education Center)	7	2.9%
Other (online, retired, both)	4	1.7%

Employment Status	N	Percent
Full time staff	139	57.9%
Part time staff	20	8.3%
Full time tenure or tenure-track faculty	52	21.7%
Full time non-tenure faculty	15	6.3%
Part time adjunct faculty	14	5.8%

Computing Platform Used	N	Percent
Macintosh Desktop	28	11.7%
Macintosh Laptop	8	3.3%
Windows Desktop	170	70.8%
Windows Laptop	24	10.0%
Other (iPad, both platforms)	10	4.2%

Use Other SOU-owned Devices for Work	N	Percent
Yes	108	45.0%
No	132	55.0%

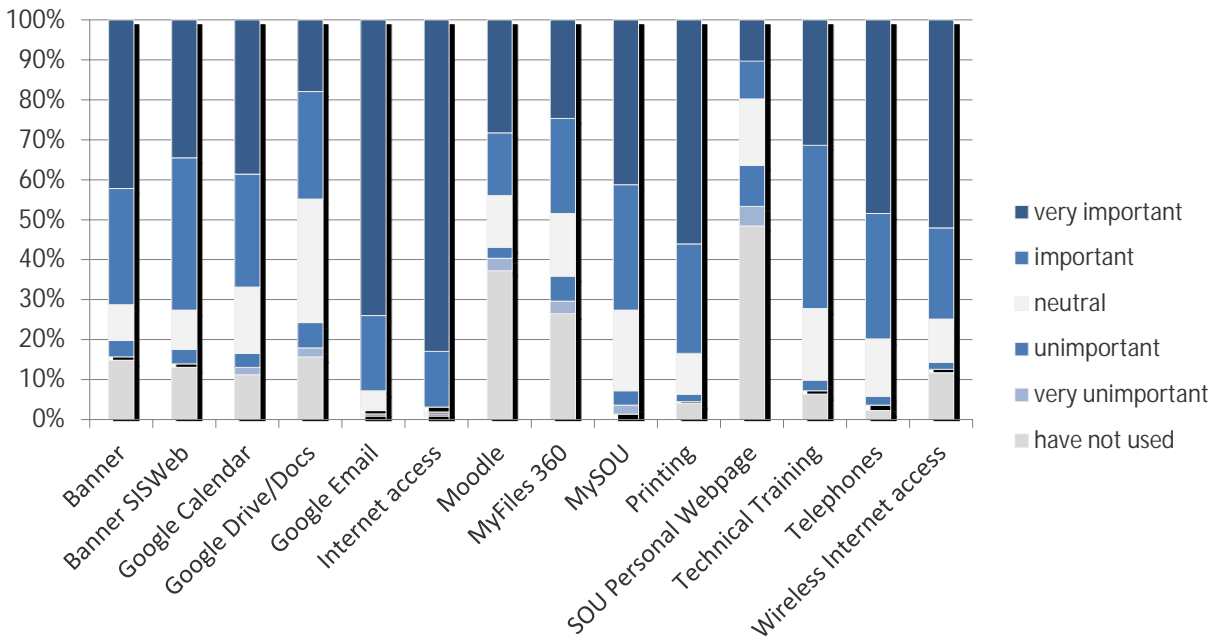
Other SOU-owned Devices Used for Work	N	Percent
Cell phone	5	4.8%
eReader	0	0.0%
iPad	36	34.6%
iPod	3	2.9%
Laptop	58	55.8%
Smart phone	6	5.8%
Tablet	1	1.0%
Other	34	32.7%

Use Personal Devices for Work	N	Percent
Yes	131	55.5%
No	105	44.5%

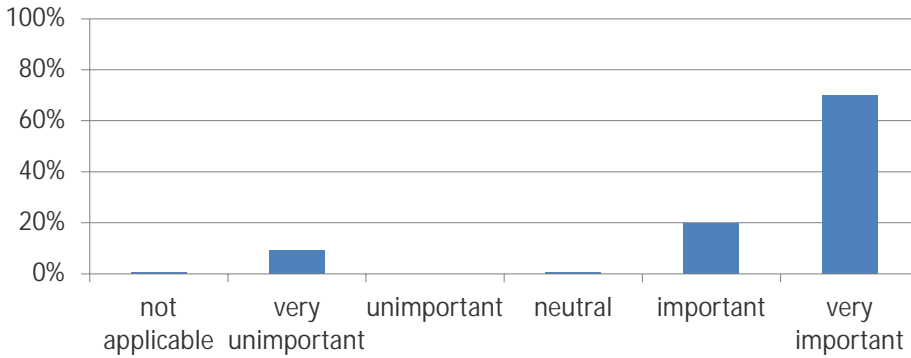
Personal Devices Used for Work	N	Percent
Cell phone	37	28.5%
Desktop (at home)	45	34.6%
eReader	3	2.3%
iPad	25	19.2%
iPod	7	5.4%
Laptop	60	46.2%
Smart phone	71	54.6%
Tablet	4	3.1%
Other	7	5.4%

2012 Survey Results

Importance of Information Technology Services

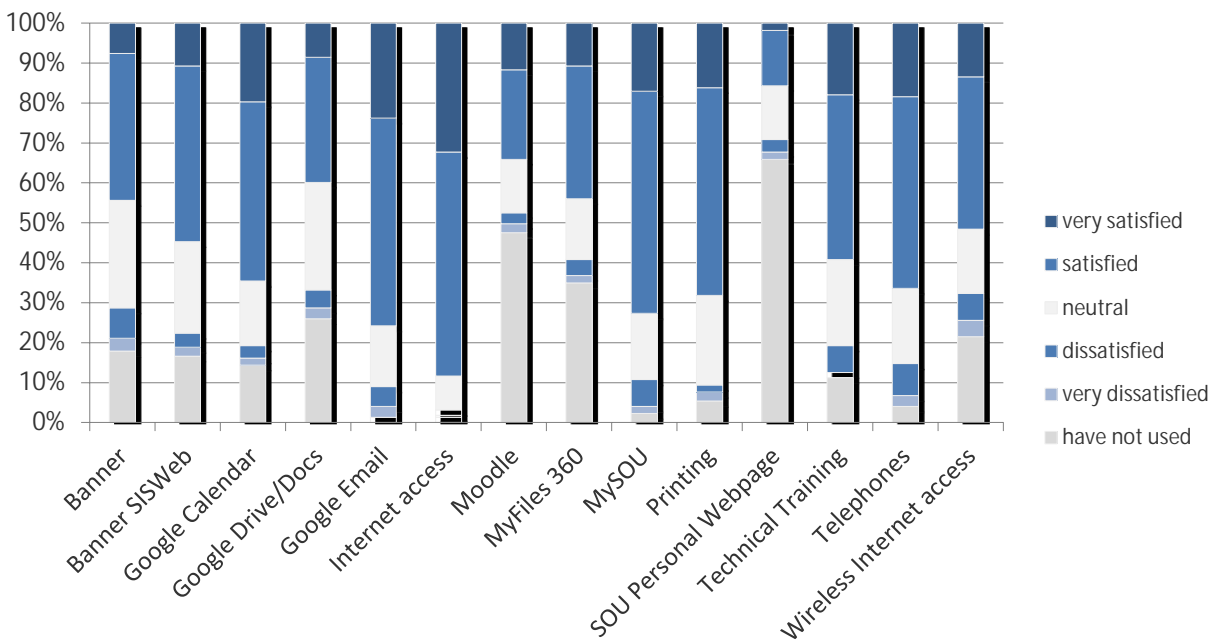


Overall Importance of Information Technology Services



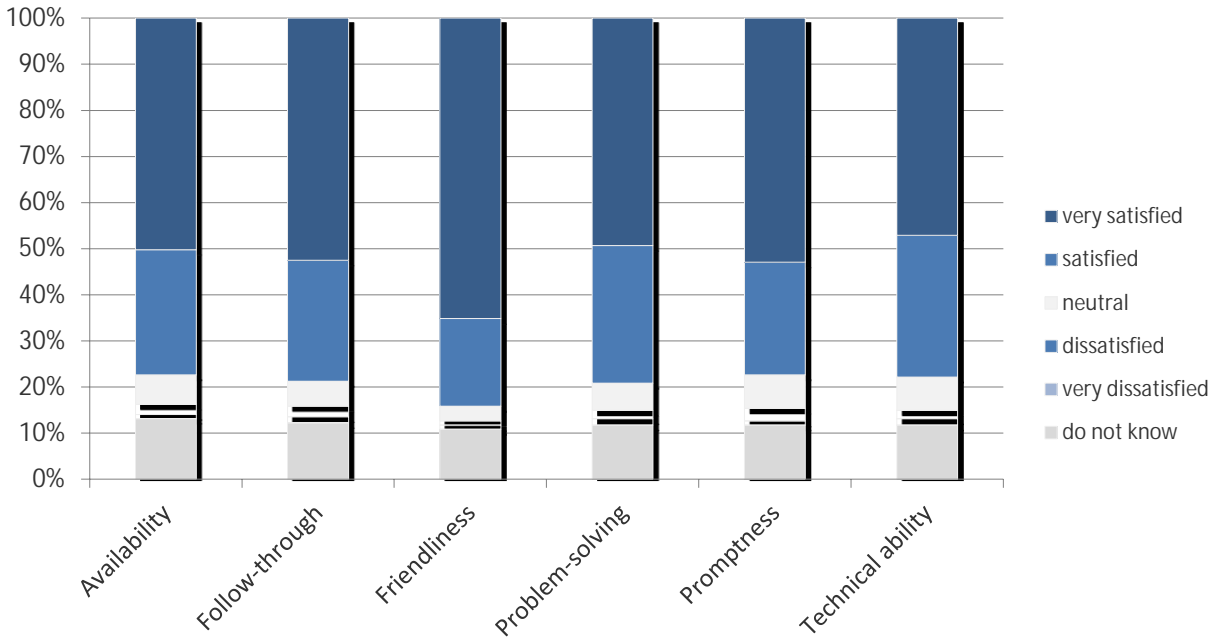
Faculty and staff respondents, on average, rated the overall importance of Information Technology Services at 4.40, on a rating scale of 1 to 5, where 1 is very unimportant and 5 is very important. Last year's rating was 4.42 while the rating in 2010 was 4.10.

Satisfaction with Information Technology Services



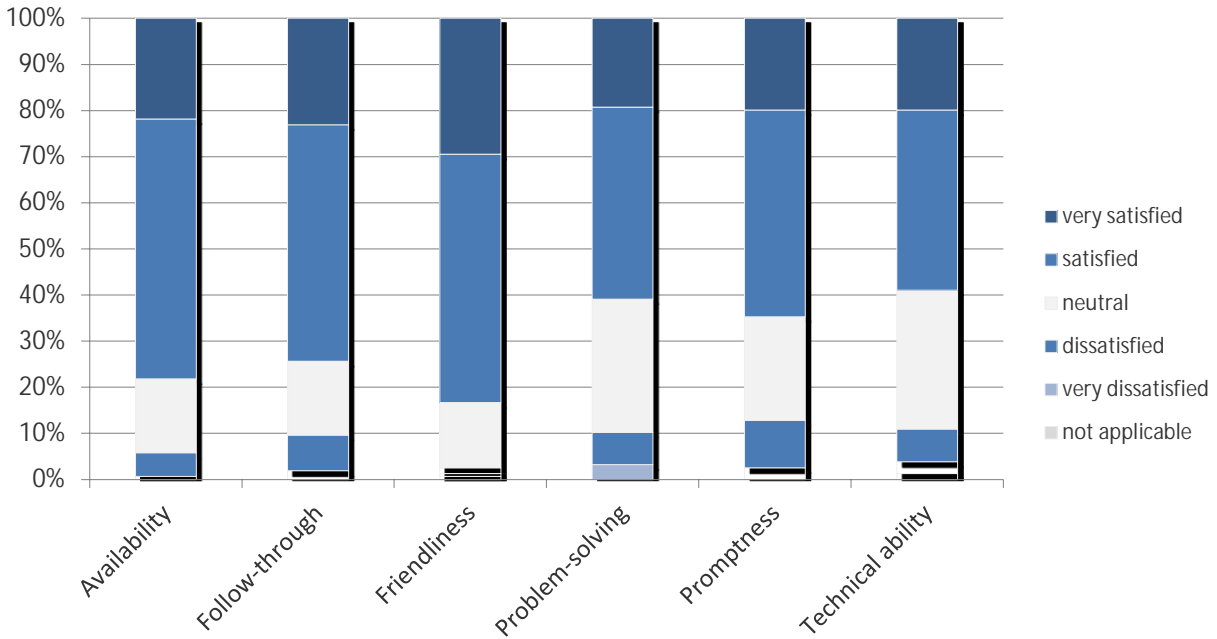
Like the IT Coordinator Model of Support	N	Percent
Yes	179	81.0%
No	7	3.2%
Have not used	35	15.8%

Satisfaction with the IT Coordinators



Still Use the Services of the Help Desk	N	Percent
Yes	156	70.6%
No	65	29.4%

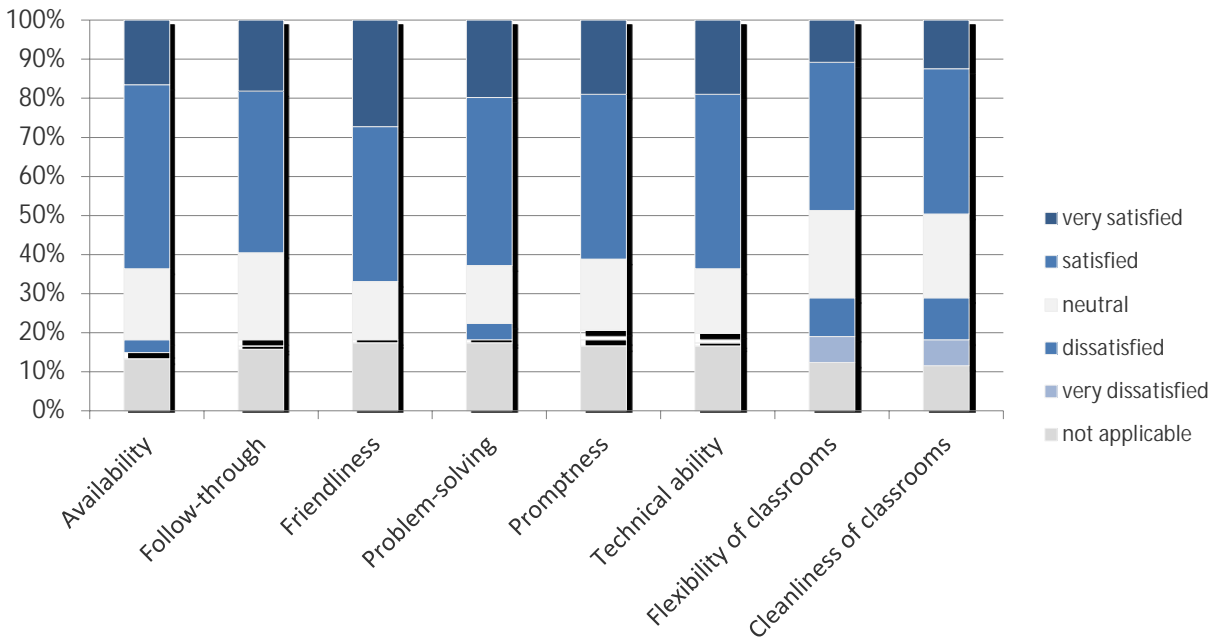
Satisfaction with the Information Technology Help Desk



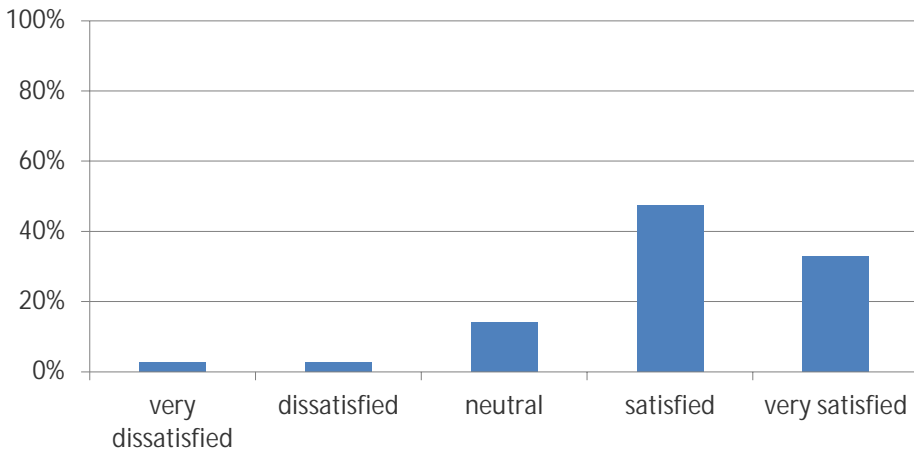
Frequency of Smart Classroom Usage	N	Percent
Never	98	44.3%
Multiple times a week	62	28.1%
Once a week	13	5.9%
A few times a month	15	6.8%
Once a month	10	4.5%
Once a term	11	5.0%
Other	12	5.4%

Purpose of Smart Classroom Use	N	Percent
Display a website	102	84.3%
Show a presentation	111	91.7%
Show paper documents (document camera)	52	43.0%
Show Internet videos	85	70.2%
Watch a DVD	65	53.7%
Other (VHS, music)	24	19.8%

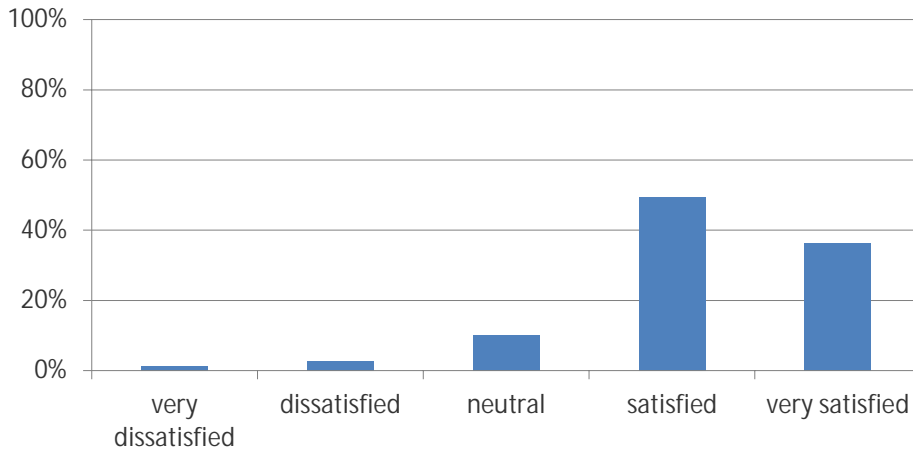
Satisfaction with the Smart Classroom Technology and Support Services



Satisfaction with Communication about Information Technology Issues and Projects



Overall Satisfaction with the Technology and Services provided by Information Technology



The overall average satisfaction rating for Information Technology Services was 4.16, 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 3.71, itself a drop from a rating of 3.85 in 2010.