

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.

2013 Survey Respondents

The survey was sent in early May 2013 to every SOU faculty and staff member with an active institutional email account. The survey was open for a month. There were 257 respondents, a 24.5% response rate, with the following characteristics:

Primary Location	N	Percent
Ashland Campus	238	95%
Medford Campus (Higher Education Center)	6	2%
Other (online, retired, both)	7	3%

Employment Status	N	Percent
Full time staff	130	52%
Part time staff	18	7%
Full time tenure or tenure-track faculty	69	27%
Full time non-tenure faculty	14	6%
Part time adjunct faculty	20	8%

Computing Platform Used	N	Percent
Macintosh Desktop	33	13%
Macintosh Laptop	12	5%
Windows Desktop	185	74%
Windows Laptop	16	6%
Other (iPad, both platforms)	5	2%

Use Other SOU-owned Devices for Work	N	Percent
Yes	100	40%
No	148	60%

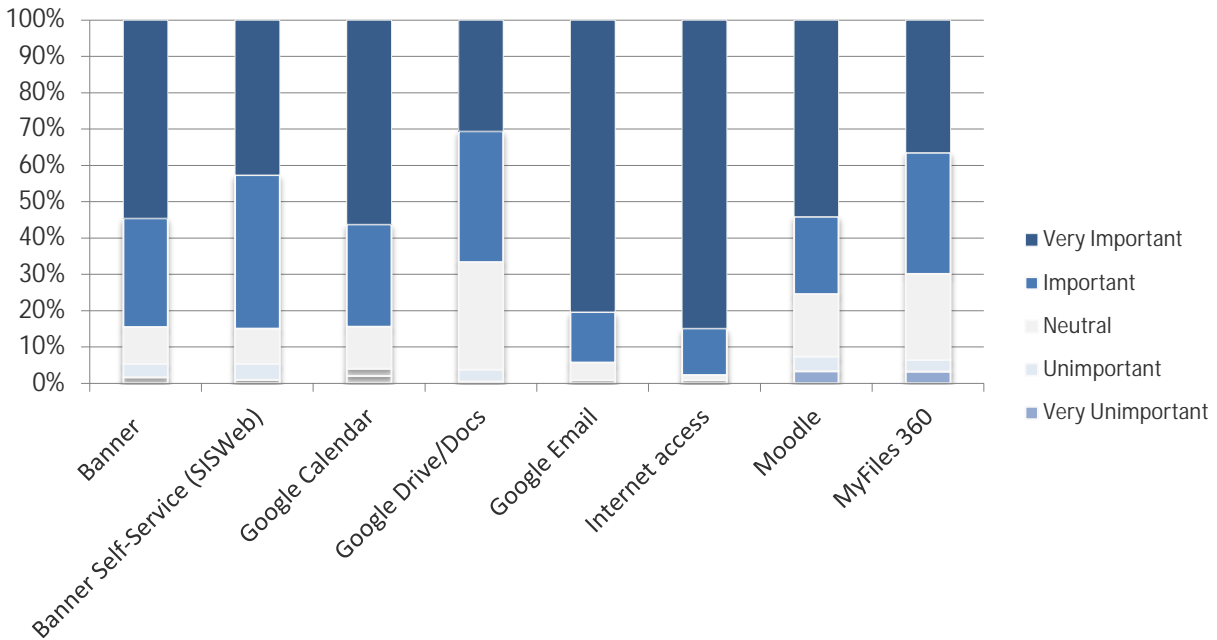
Other SOU-owned Devices Used for Work	N	Percent
Cell phone	4	4%
eReader	0	0%
iPad	46	48%
iPod	2	2%
Laptop	60	63%
Smart phone	5	5%
Tablet	1	1%
Other (netbook, multiple computers)	17	18%

Use Personal Devices for Work	N	Percent
Yes	148	60%
No	100	40%

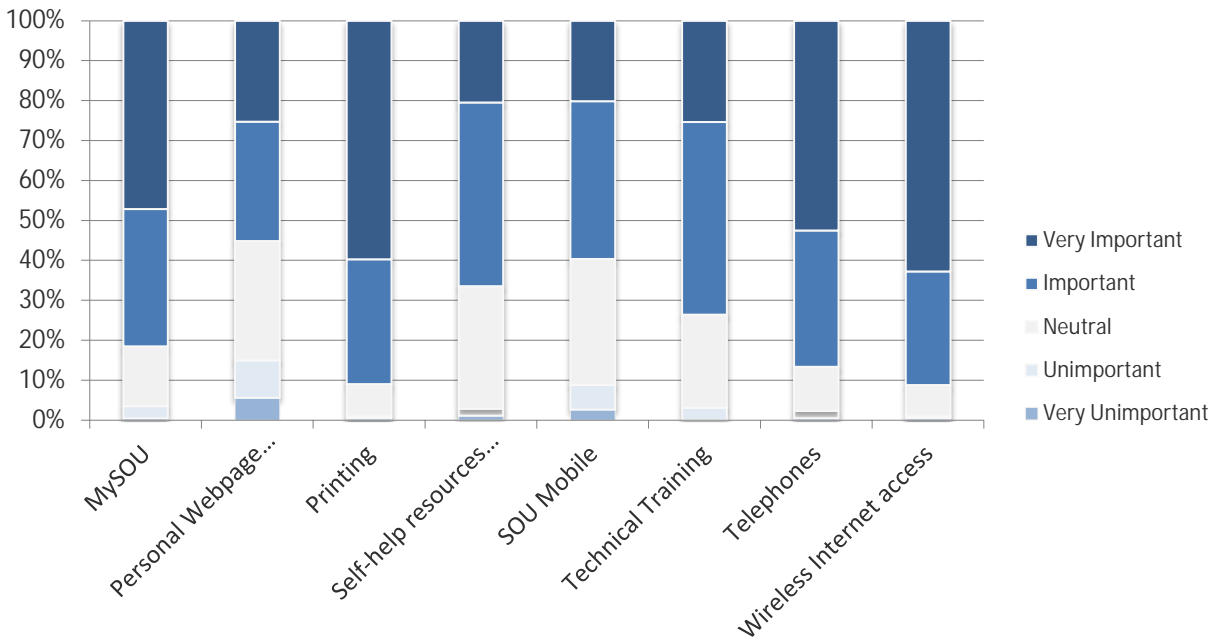
Personal Devices Used for Work	N	Percent
Cell phone	35	24%
eReader	2	1%
iPad	36	24%
iPod	0	0%
Laptop	66	45%
Smart phone	91	61%
Tablet	8	5%
Other (home desktop)	25	17%

2013 Survey Results

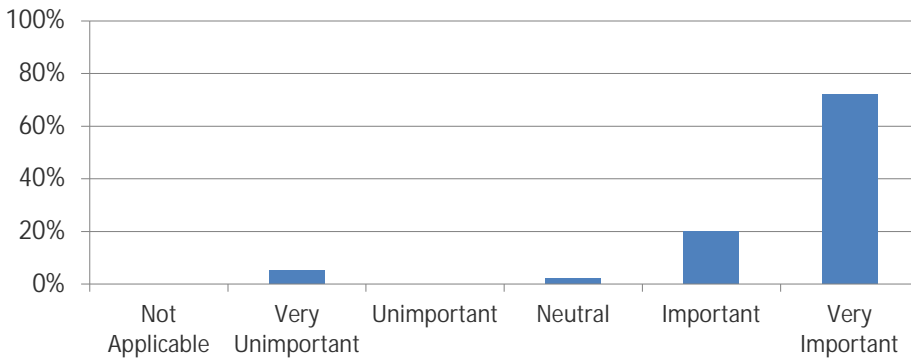
Importance of Information Technology Services



Importance of Information Technology Services (continued)

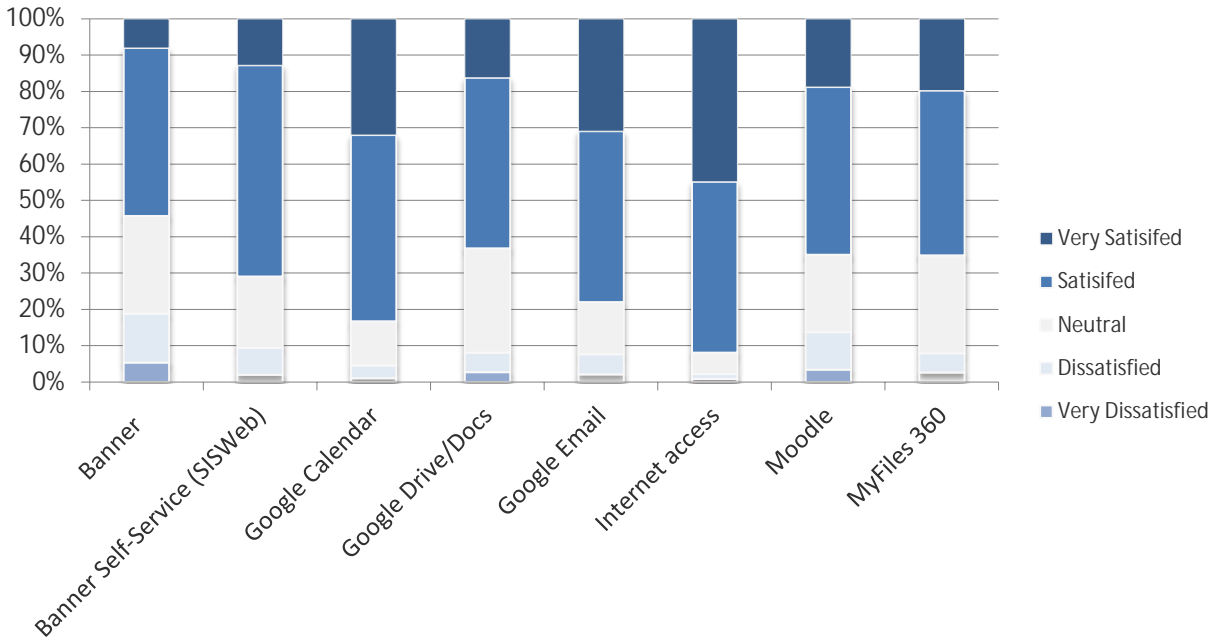


Overall Importance of Information Technology Services

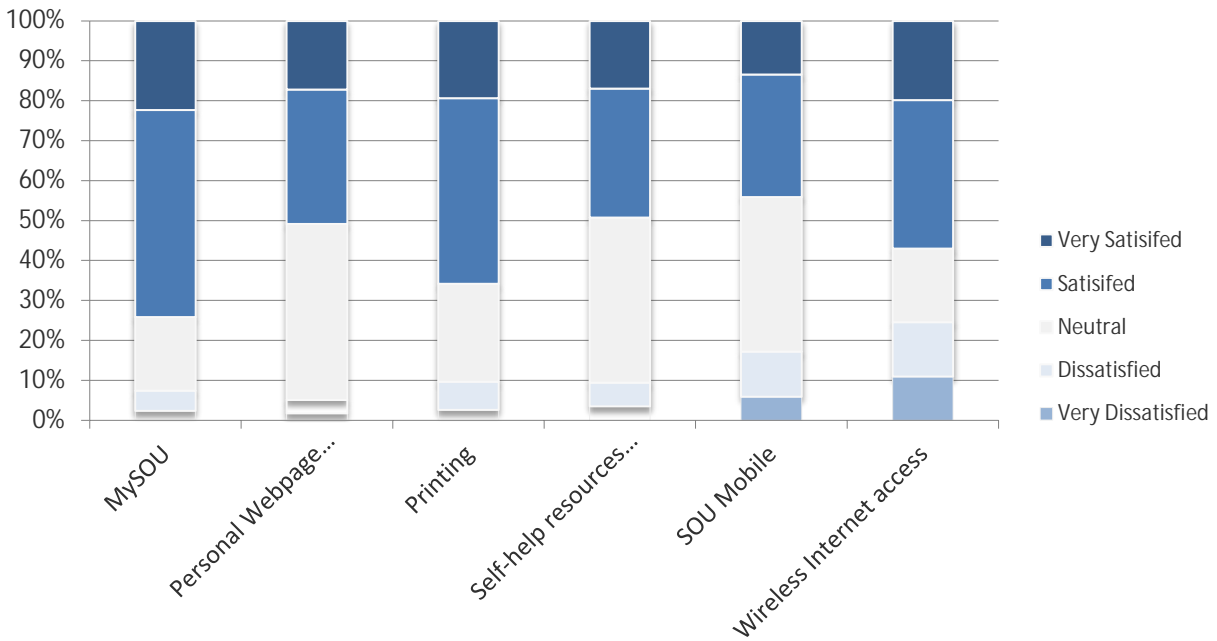


Faculty and staff respondents, on average, rated the overall importance of Information Technology Services at 4.51, on a rating scale of 1 to 5, where 1 is very unimportant and 5 is very important. Last year's rating was 4.40 while the rating in 2011 was 4.42 and the rating in 2010 was 4.10.

Satisfaction with Information Technology Services

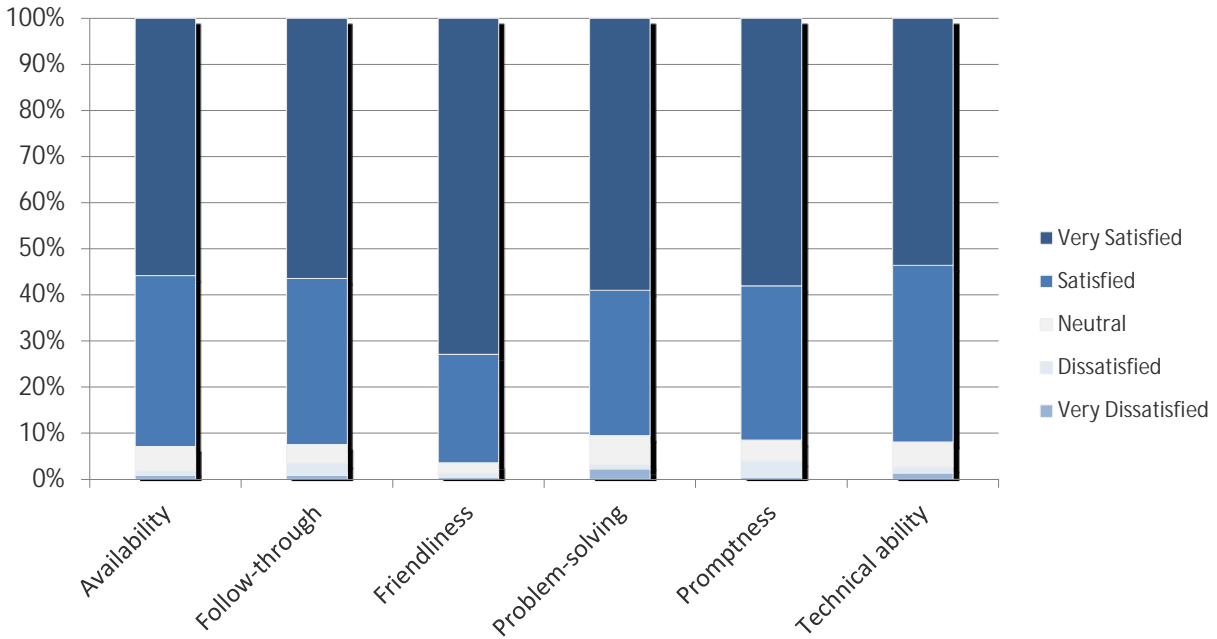


Satisfaction with Information Technology Services (continued)



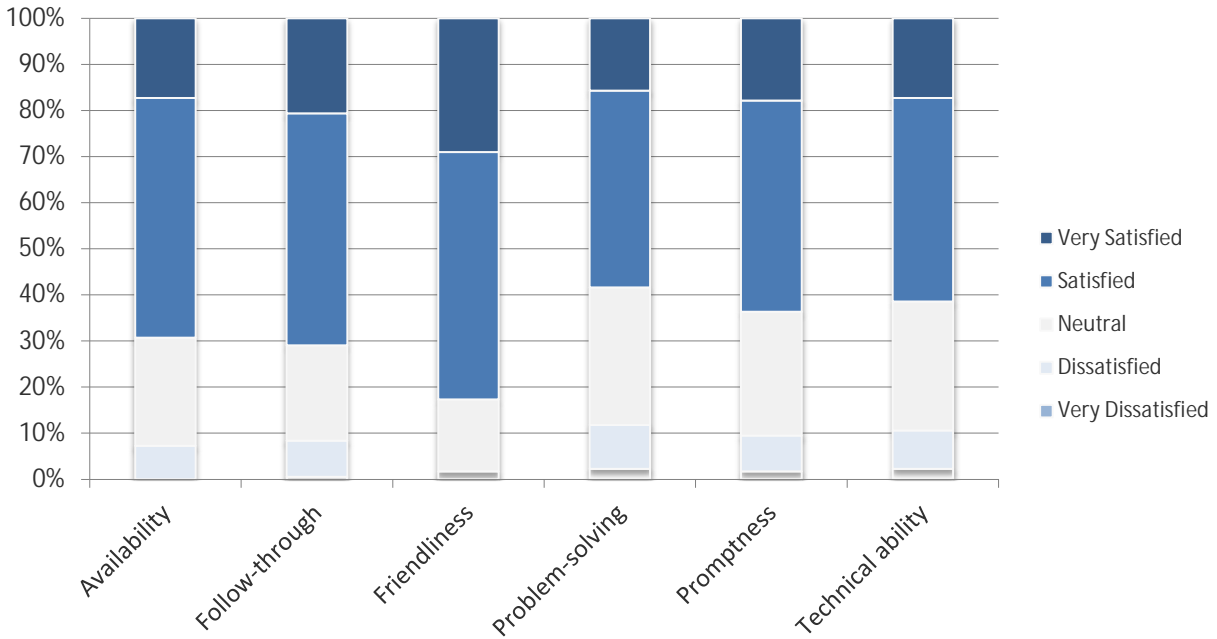
Like the IT Coordinator Model of Support	N	Percent
Yes	202	85%
No	9	4%
Have not used	28	12%

Satisfaction with the IT Coordinators



Still Use the Services of the Help Desk	N	Percent
Yes	88	37%
No	65	23%
Only if necessary	96	40%

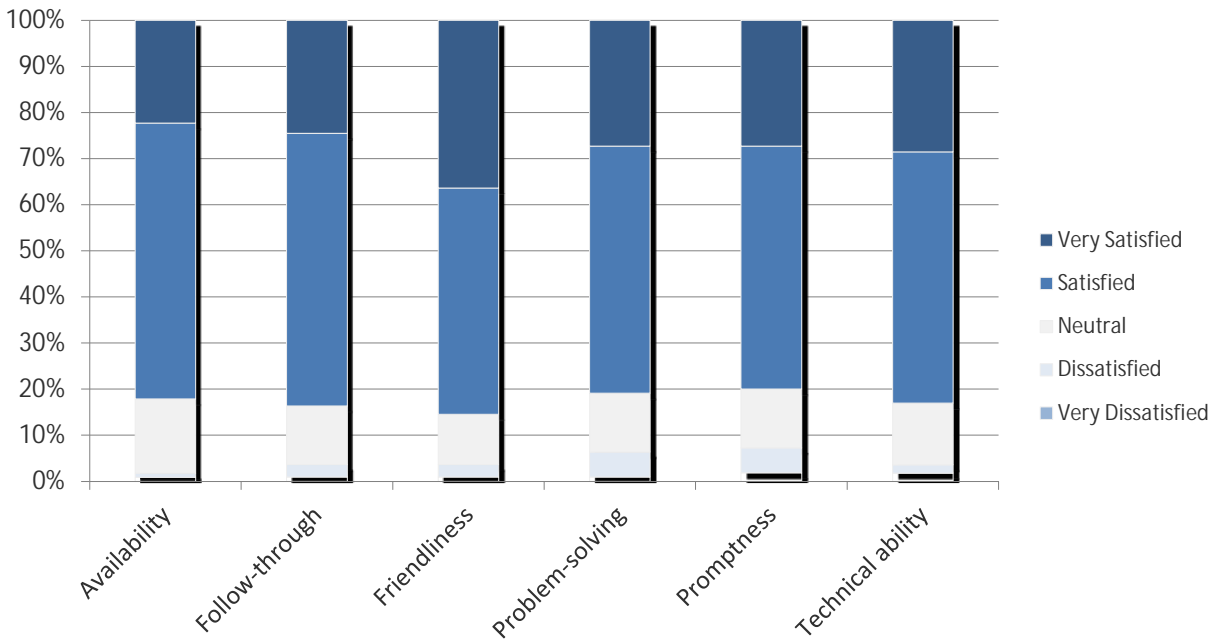
Satisfaction with the Information Technology Help Desk



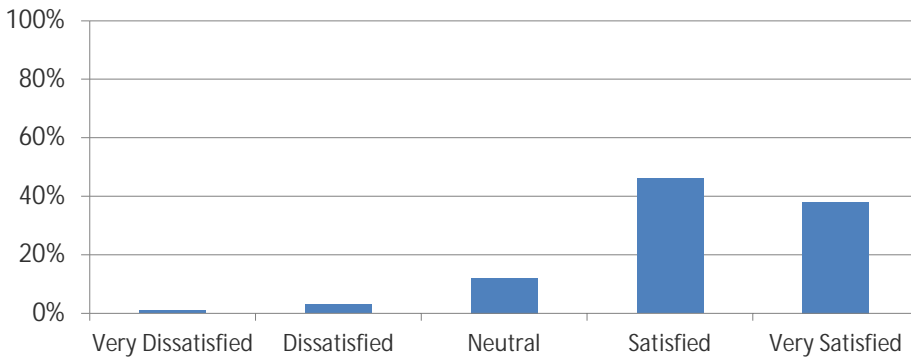
Frequency of Smart Classroom Usage	N	Percent
Never	106	44%
Less than Once a Month	27	11%
Once a month	13	5%
2-2 Times a Month	11	5%
Once a week	12	5%
2-3 Times a Week	36	15%
Daily	34	14%

Purpose of Smart Classroom Use	N	Percent
Display a website	118	89%
Show a presentation	125	94%
Show paper documents (document camera)	53	40%
Show Internet videos	102	77%
Watch a DVD	58	44%
Other (laptop connection, conferencing)	21	16%

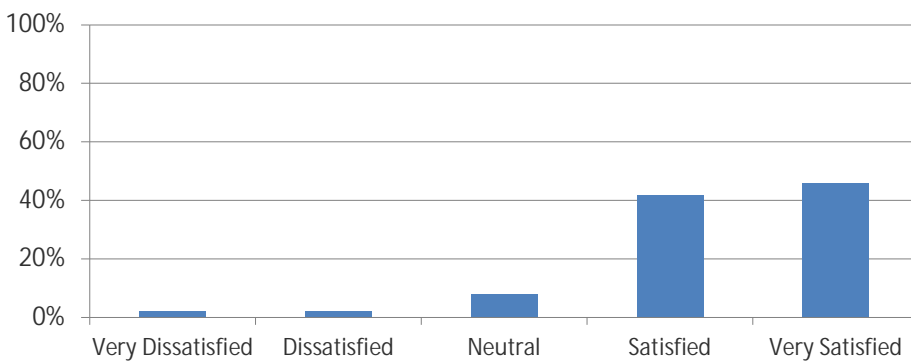
Satisfaction with the Smart Classroom Technology and Support Services



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 4.3, on a rating scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied. Last year's rating was 4.16 while the rating in 2011 was 3.71 and the rating in 2010 was 3.85.