

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.

### 2014 Survey Respondents

The survey was sent in mid May 2014 to every SOU faculty and staff member with an active institutional email account. The survey was open for a month. There were 163 respondents, a 16.9% response rate, with the following characteristics:

Primary Location	N	Percent
Ashland Campus	158	97%
Medford Campus (Higher Education Center)	4	2%
Other (online, retired, both)	1	1%

Employment Status	N	Percent
Full time staff	92	56%
Part time staff	14	9%
Full time tenure or tenure-track faculty	42	26%
Full time non-tenure faculty	10	6%
Part time adjunct faculty	5	3%

Computing Platform Used	N	Percent
Macintosh Desktop	23	14%
Macintosh Laptop	4	2%
Windows Desktop	116	71%
Windows Laptop	14	9%
Other (iPad, both platforms)	5	3%

Use Other SOU-owned Devices for Work	N	Percent
Yes	73	45%
No	90	55%

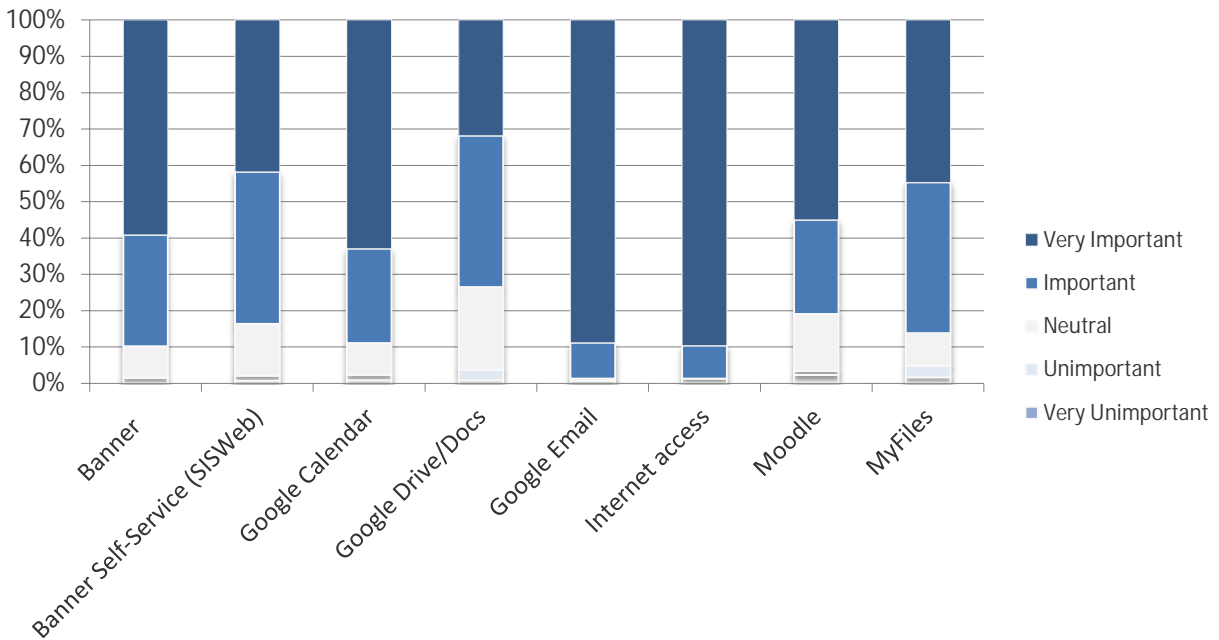
Other SOU-owned Devices Used for Work	N	Percent
Cell phone	1	1%
eReader	0	0%
iPad	30	44%
iPod	1	1%
Laptop	48	71%
Smart phone	1	1%
Tablet	3	4%
Other (multiple computers)	4	6%

Use Personal Devices for Work	N	Percent
Yes	95	58%
No	68	42%

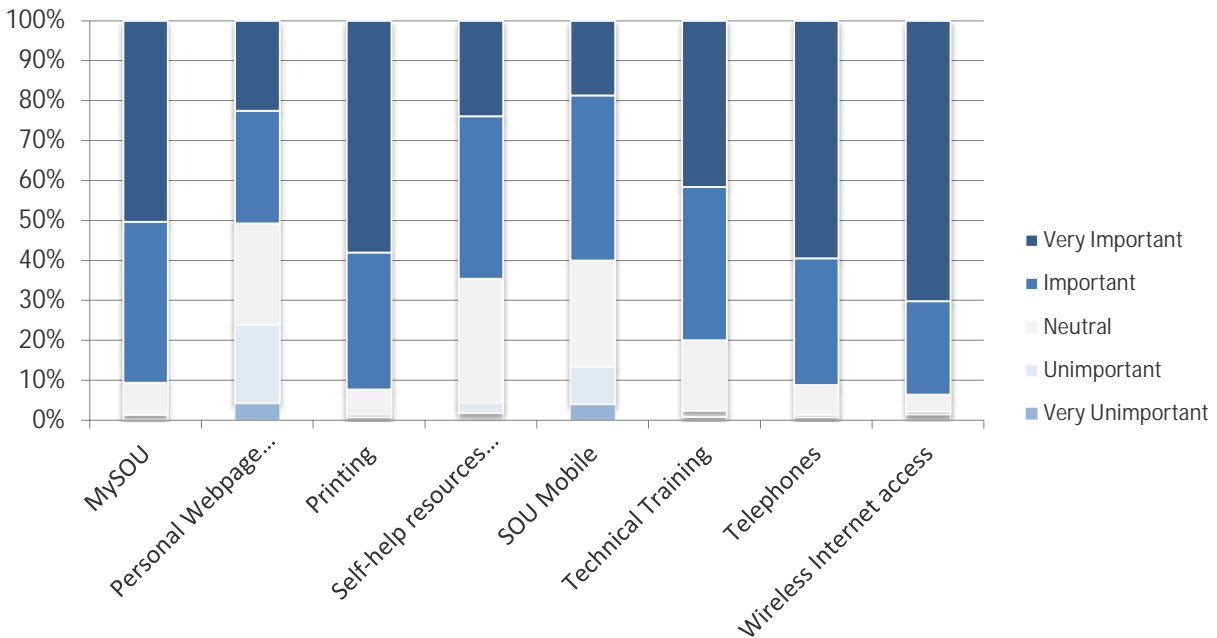
Personal Devices Used for Work	N	Percent
Cell phone	14	15%
eReader	2	2%
iPad	27	29%
iPod	1	1%
Laptop	41	44%
Smart phone	65	70%
Tablet	7	8%
Other (home desktop)	13	14%

## 2014 Survey Results

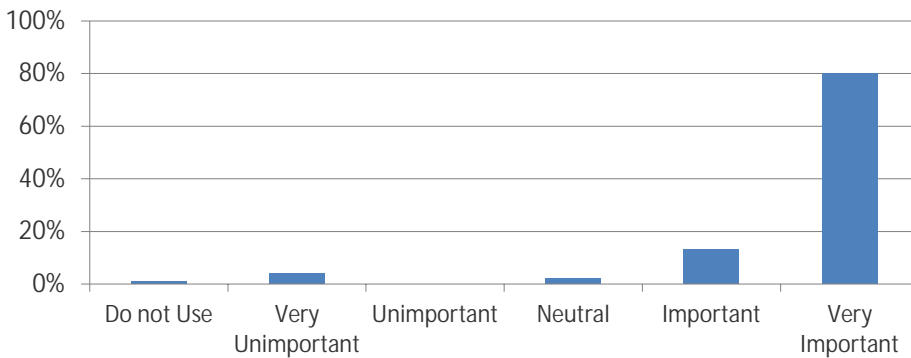
### Importance of Information Technology Services



Importance of Information Technology Services (continued)

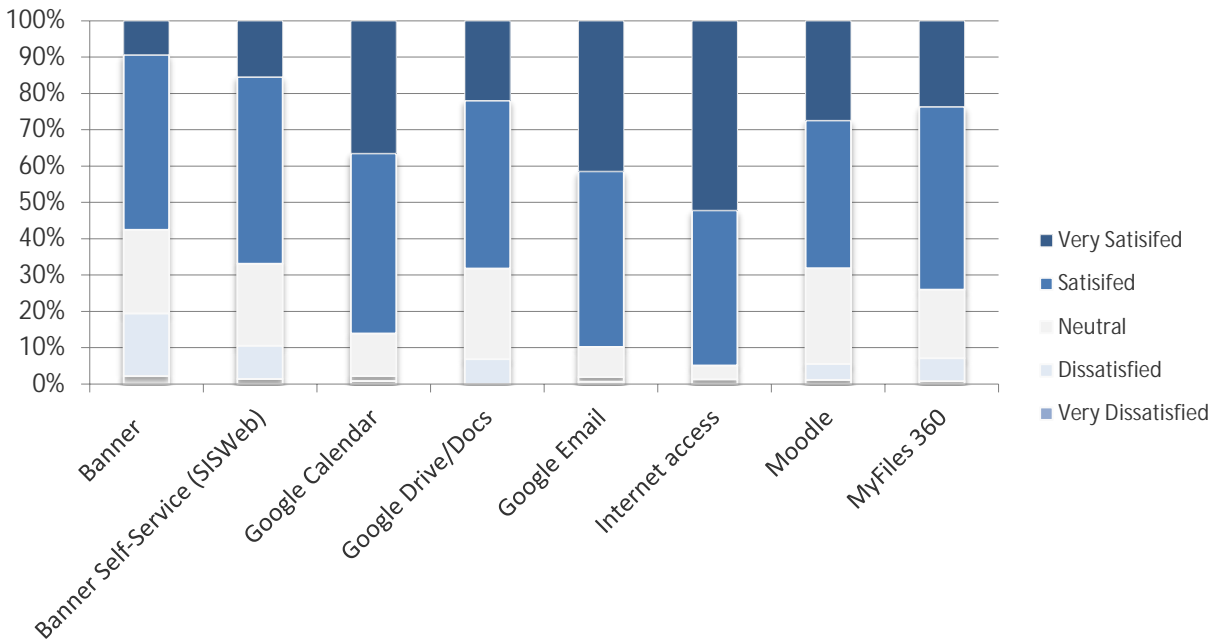


Overall Importance of Information Technology Services

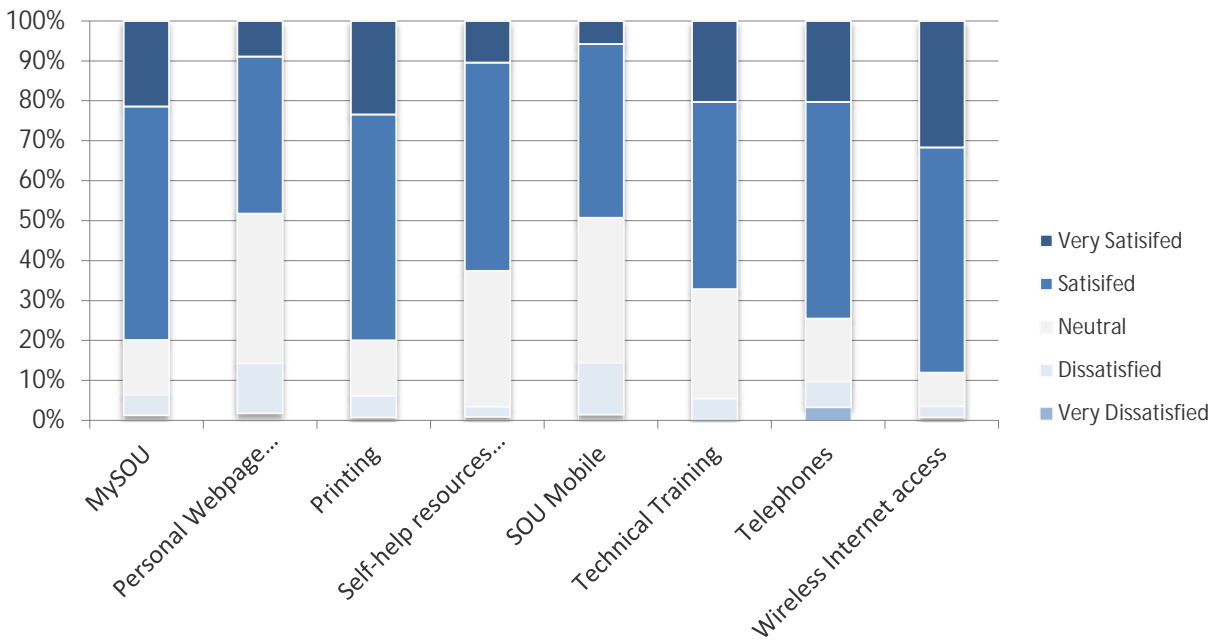


Faculty and staff respondents, on average, rated the overall importance of Information Technology Services at 4.62, on a rating scale of 1 to 5, where 1 is very unimportant and 5 is very important. Last year's rating was 4.51 while the rating in 2012 was 4.40 and the rating in 2011 was 4.42.

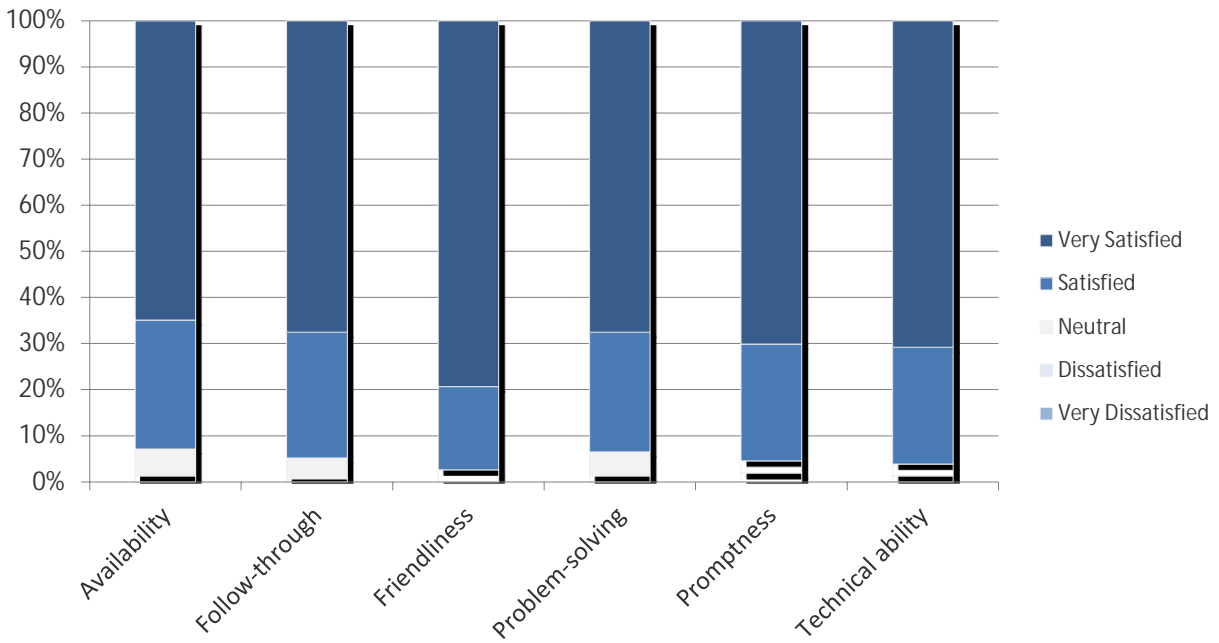
Satisfaction with Information Technology Services



Satisfaction with Information Technology Services (continued)

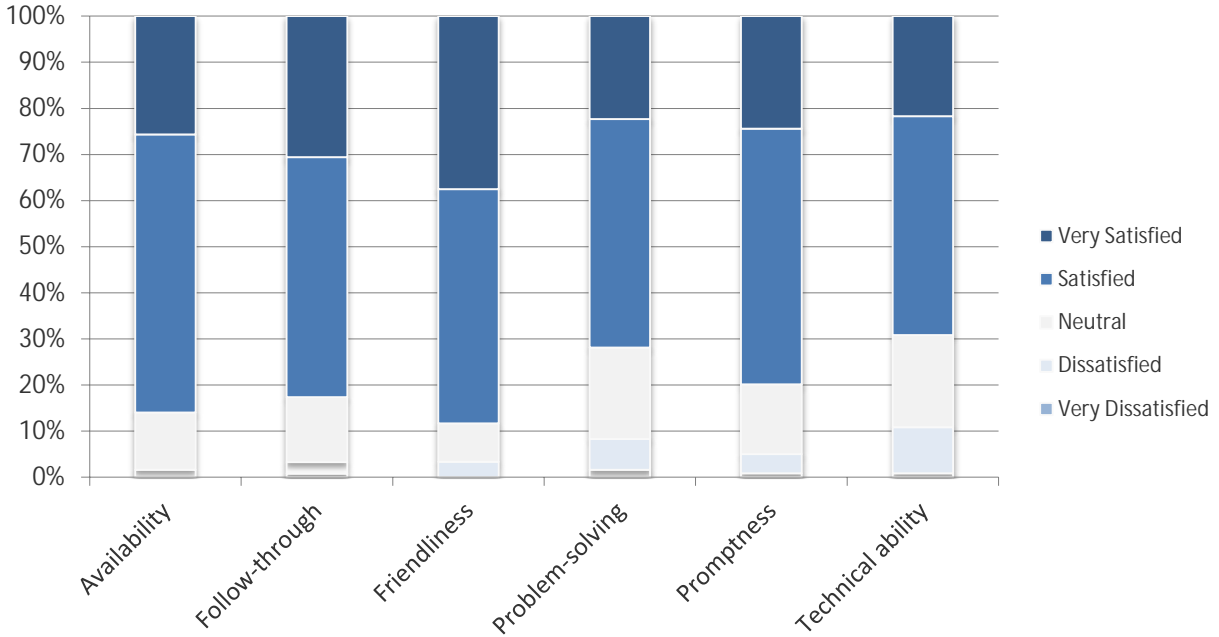


Satisfaction with the IT Coordinators



Still Use the Services of the Help Desk	N	Percent
Yes	65	41%
No	29	18%
Only if necessary	63	40%

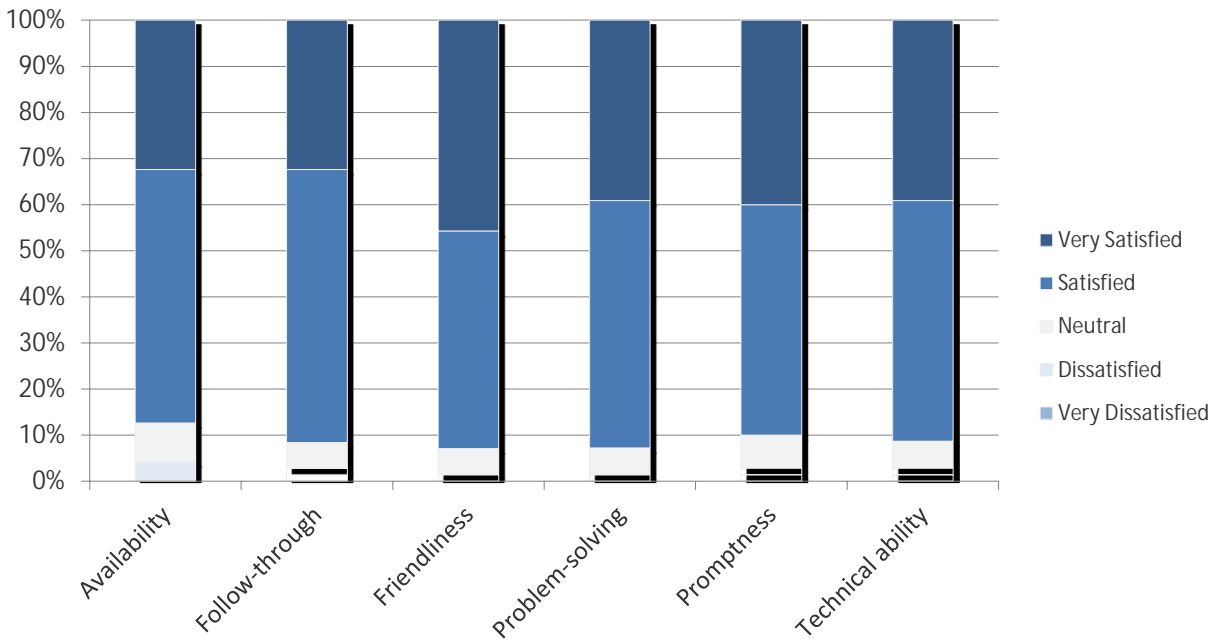
Satisfaction with the Information Technology Help Desk



Frequency of Smart Classroom Usage	N	Percent
Never	71	45%
Less than Once a Month	15	10%
Once a month	11	7%
2-2 Times a Month	12	8%
Once a week	4	3%
2-3 Times a Week	23	15%
Daily	21	13%

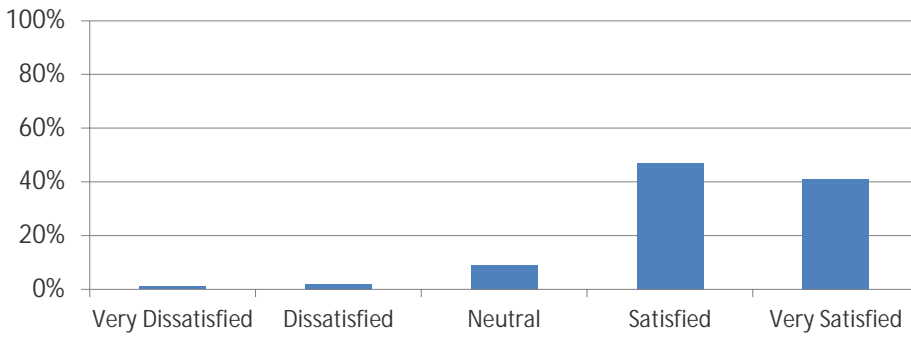
Purpose of Smart Classroom Use	N	Percent
Display a website	73	87%
Show a presentation	76	90%
Show paper documents (document camera)	28	33%
Show Internet videos	64	76%
Watch a DVD	36	43%
Other (laptop connection, conferencing)	8	10%

Satisfaction with the Smart Classroom Technology and Support Services



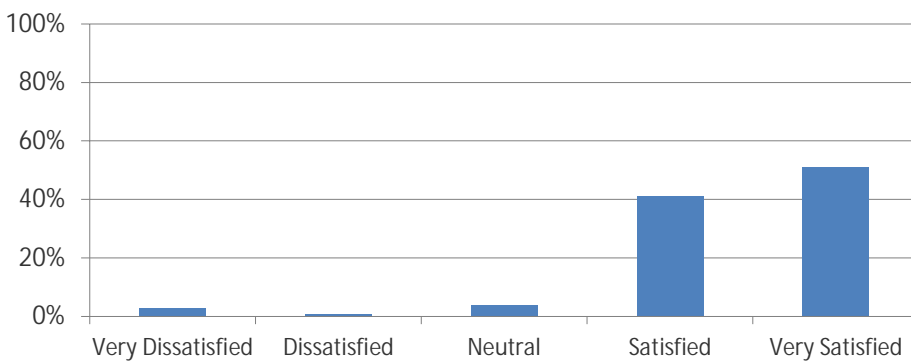
Satisfaction with Communication about Information Technology Issues and Projects

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Overall Satisfaction with the Technology and Services provided by Information Technology

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The overall average satisfaction rating for Information Technology Services was 4.27, on a rating scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied. Last year's rating was 4.3 while the rating in 2012 was 4.16 and the rating in 2011 was 3.71.