

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.

2015 Survey Respondents

The survey was sent in May 2015 to every SOU faculty and staff member with an active institutional email account. The survey was open for three weeks. There were 139 respondents, a 14.2% response rate, with the following characteristics:

Primary Location	N	Percent
Ashland Campus	133	96%
Medford Campus (Higher Education Center)	5	4%
Other	0	0%

Employment Status	N	Percent
Full time staff	84	61%
Part time staff	10	7%
Full time tenure or tenure-track faculty	32	23%
Full time non-tenure faculty	6	4%
Part time adjunct faculty	6	4%

Computing Platform Used	N	Percent
Macintosh Desktop	16	12%
Macintosh Laptop	4	3%
Windows Desktop	107	78%
Windows Laptop	11	8%
Other	0	0%

Use Other SOU-owned Devices for Work	N	Percent
Yes	61	44%
No	77	56%

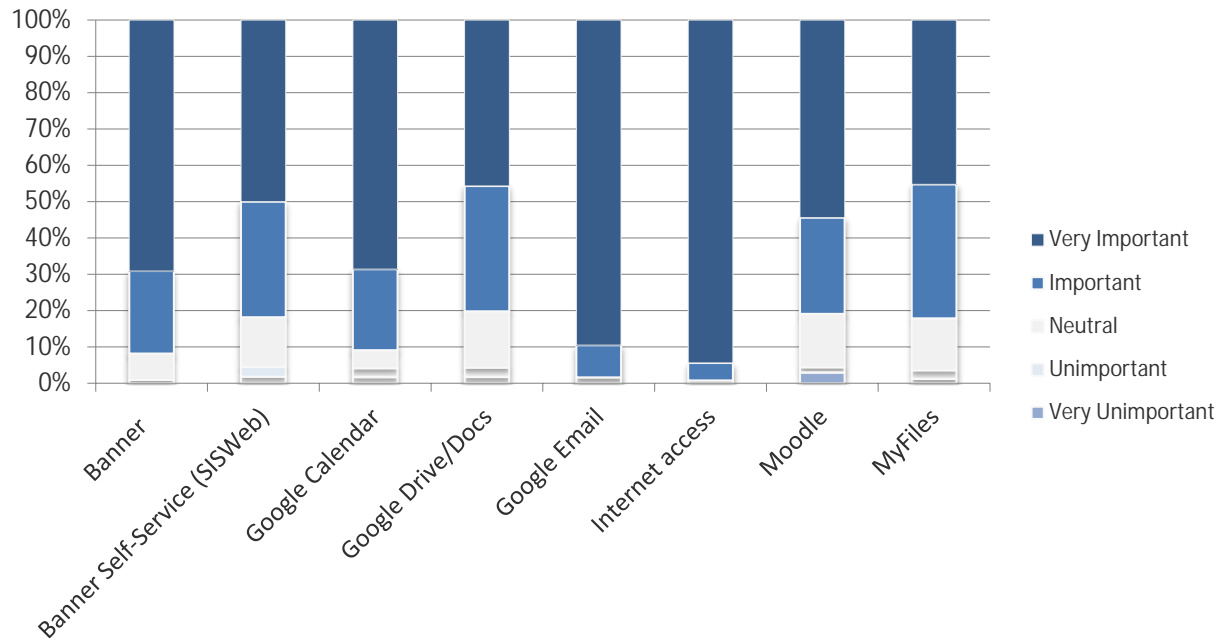
Other SOU-owned Devices Used for Work	N	Percent
Cell phone	0	0%
eReader	0	0%
iPad	25	42%
iPod	0	0%
Laptop	36	61%
Smart phone	1	2%
Tablet	3	5%
Other (various devices)	10	17%

Use Personal Devices for Work	N	Percent
Yes	83	60%
No	55	40%

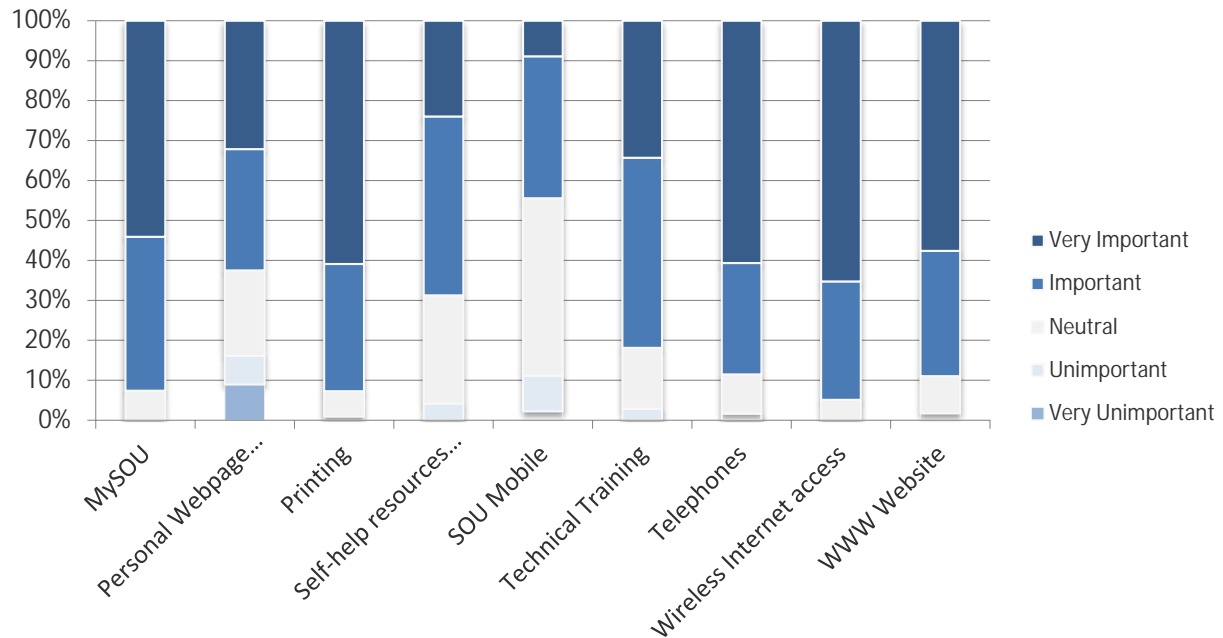
Personal Devices Used for Work	N	Percent
Cell phone	10	15%
eReader	4	5%
iPad	18	22%
iPod	0	0%
Laptop	35	42%
Smart phone	62	75%
Tablet	8	10%
Other (home desktop)	12	14%

2015 Survey Results

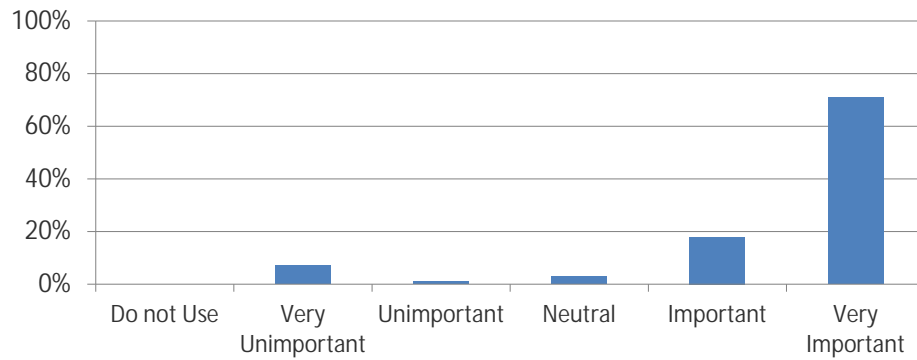
Importance of Information Technology Services



Importance of Information Technology Services (continued)

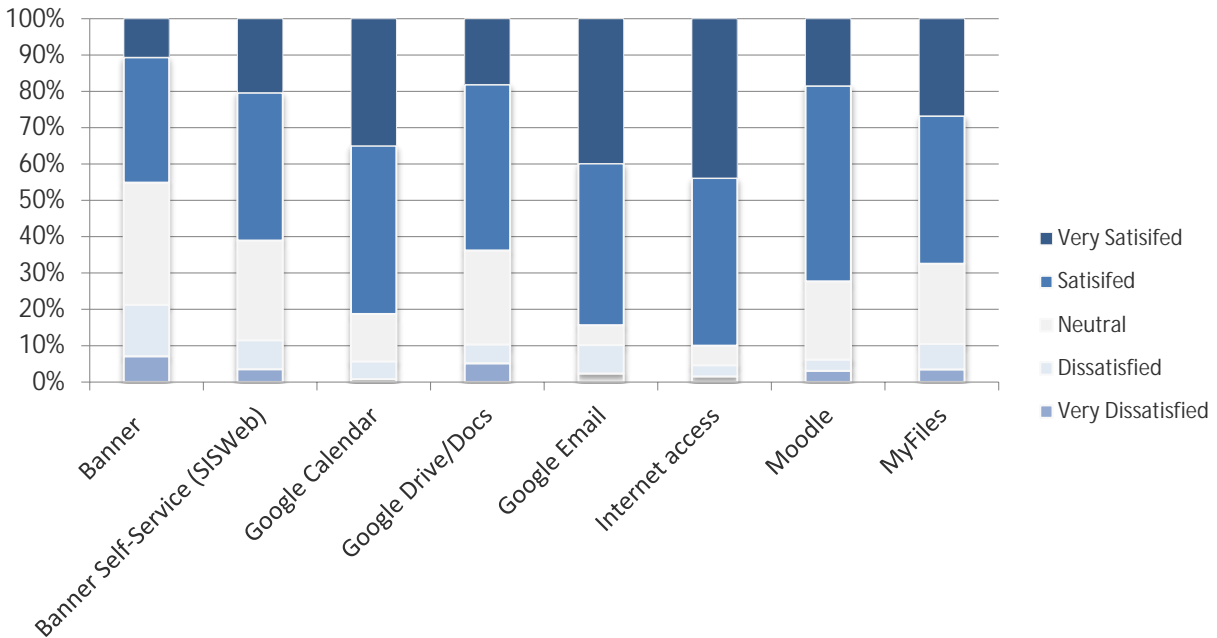


Overall Importance of Information Technology Services

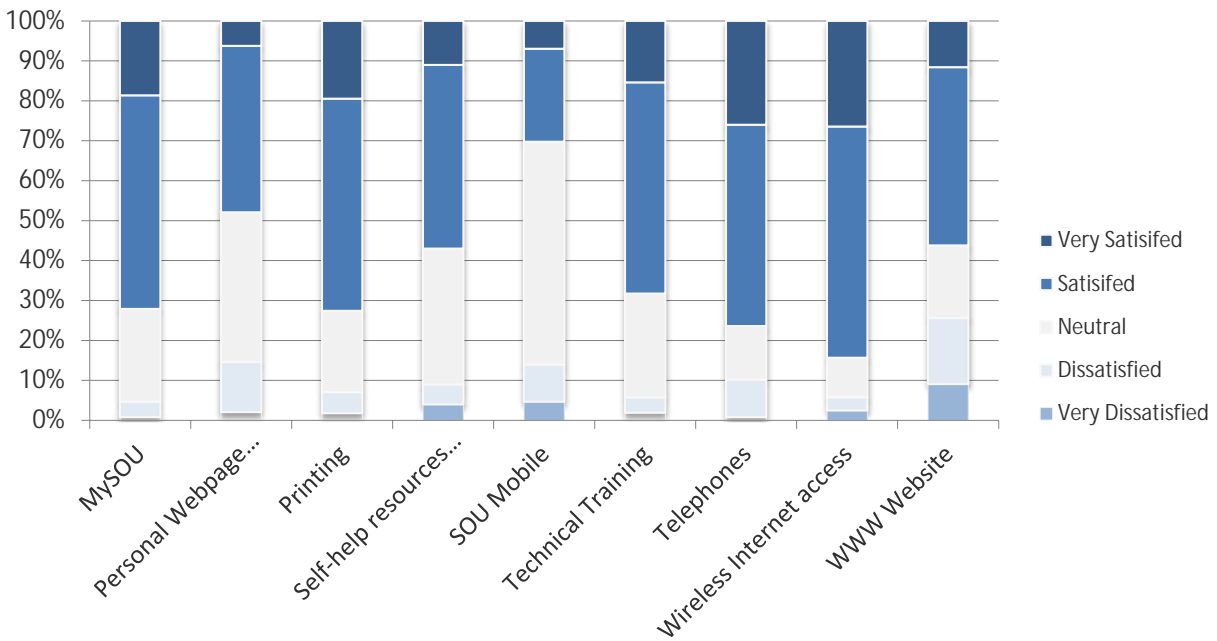


Faculty and staff respondents, on average, rated the overall importance of Information Technology Services at 4.44, on a rating scale of 1 to 5, where 1 is very unimportant and 5 is very important. Last year's rating was 4.62 while the rating in 2013 was 4.51 and the rating in 2012 was 4.40.

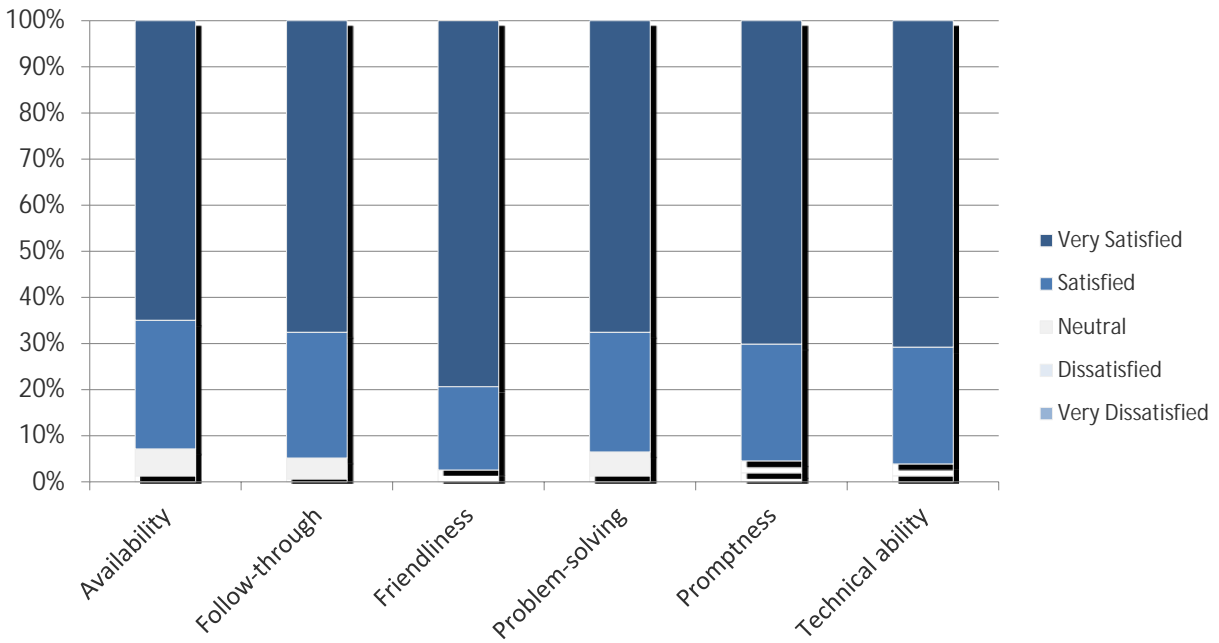
Satisfaction with Information Technology Services



Satisfaction with Information Technology Services (continued)

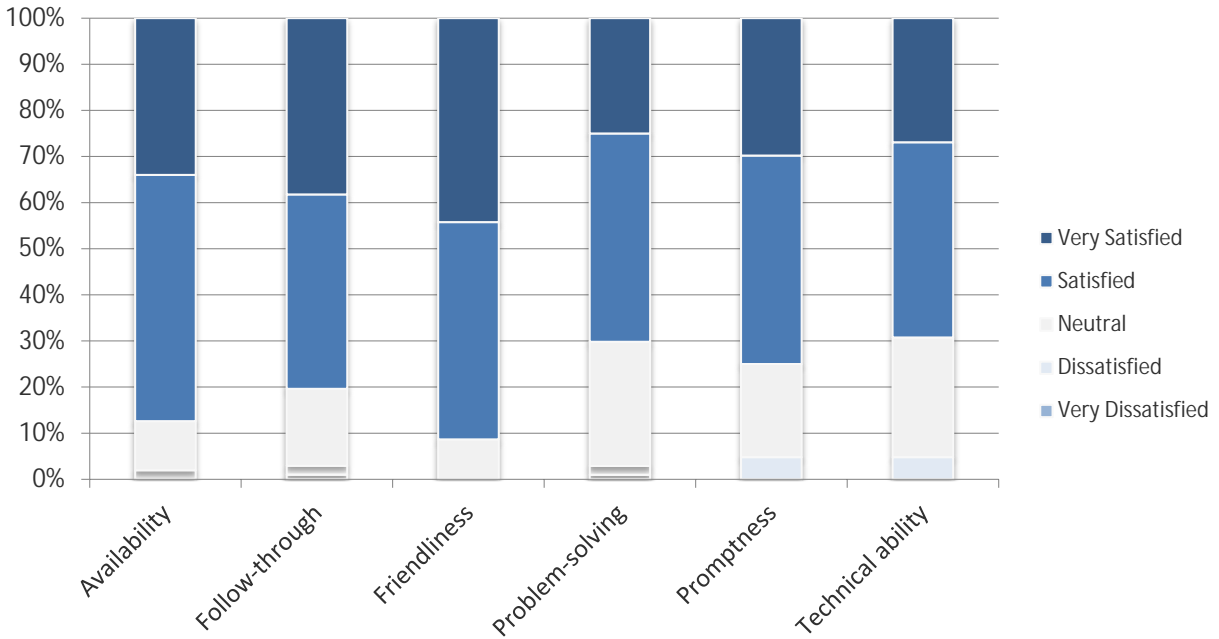


Satisfaction with the IT Coordinators



Still Use the Services of the Help Desk	N	Percent
Yes	50	39%
No	21	16%
Only if necessary	57	45%

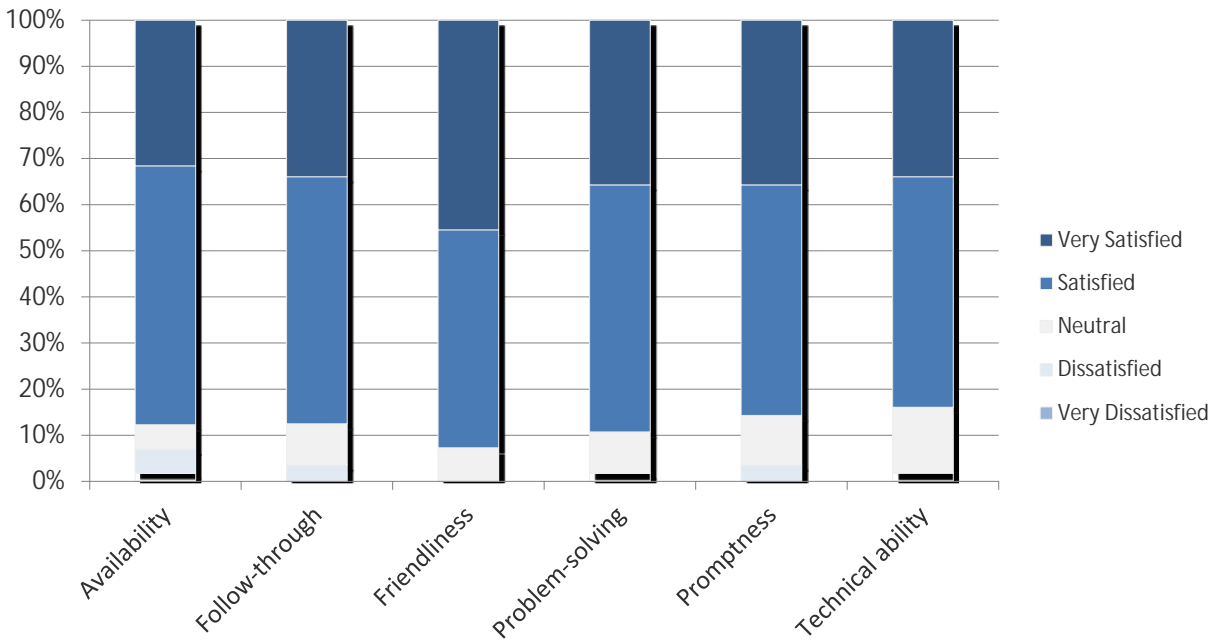
Satisfaction with the Information Technology Help Desk



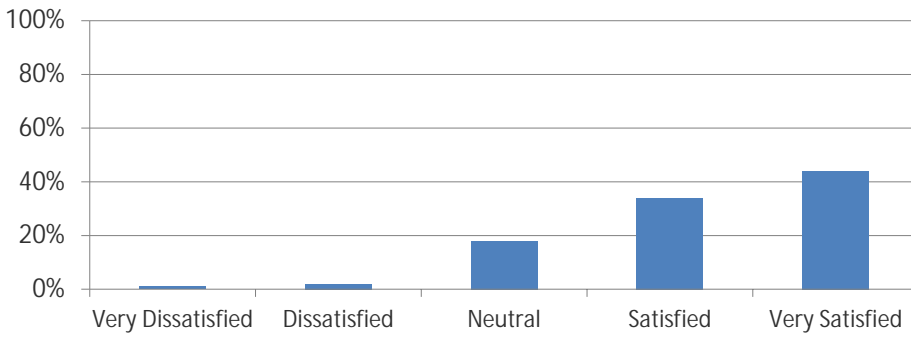
Frequency of Smart Classroom Usage	N	Percent
Never	63	49%
Less than Once a Month	17	13%
Once a month	5	4%
2-2 Times a Month	72	5%
Once a week	3	2%
2-3 Times a Week	14	11%
Daily	19	15%

Purpose of Smart Classroom Use	N	Percent
Display a website	58	91%
Show a presentation	60	94%
Show paper documents (document camera)	24	38%
Show Internet videos	42	66%
Watch a DVD	24	38%
Other (laptop connection, conferencing)	10	16%

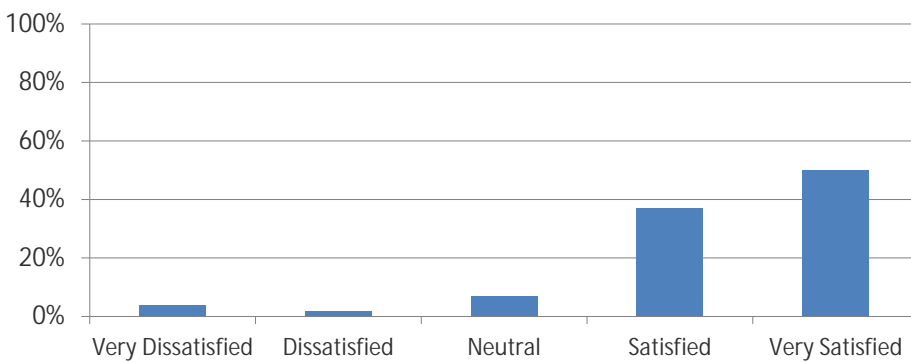
Satisfaction with the Smart Classroom Technology and Support Services



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 4.28, on a rating scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied. Last year's rating was 4.27 while the rating in 2013 was 4.3 and the rating in 2012 was 4.16.