

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.

2016 Survey Respondents

The survey was sent in May 2016 to every SOU faculty and staff member with an active institutional email account. The survey was open for two weeks. There were 116 respondents, a 9.8% response rate, with the following characteristics:

Primary Location	N	Percent
Ashland Campus	112	96.6%
Medford Campus (Higher Education Center)	3	2.6%
Other	1	0%

Employment Status	N	Percent
Full time staff	66	59.6%
Part time staff	7	6%
Full time tenure or tenure-track faculty	26	22.4%
Full time non-tenure faculty	12	10%
Part time adjunct faculty	5	4.3%

Computing Platform Used	N	Percent
Macintosh Desktop	11	9.5%
Macintosh Laptop	10	8.6%
Windows Desktop	78	67.2%
Windows Laptop	14	12%
Other	3	%

Use Other SOU-owned Devices for Work	N	Percent
Yes	51	44%
No	65	56%

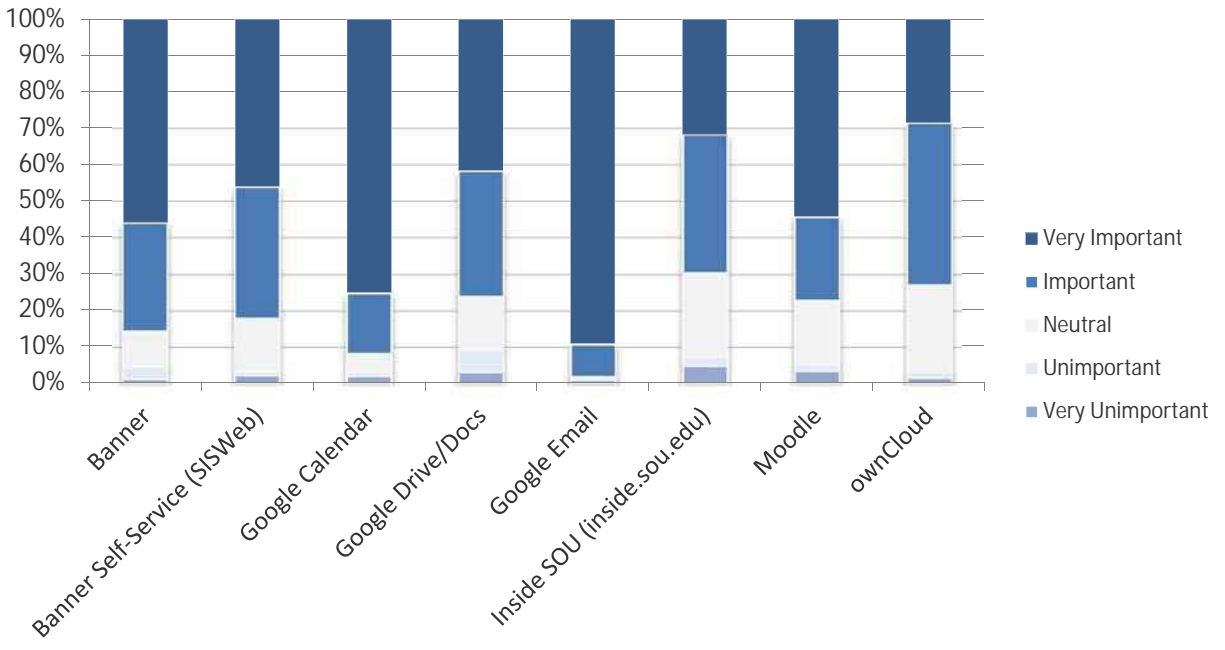
Other SOU-owned Devices Used for Work	N	Percent
Cell phone	0	0%
Laptop	31	63.2%
Smart phone	2	4%
Tablet	27	55.1%
Other (various devices)	8	16.33%

Use Personal Devices for Work	N	Percent
Yes	71	61.2%
No	45	38.8%

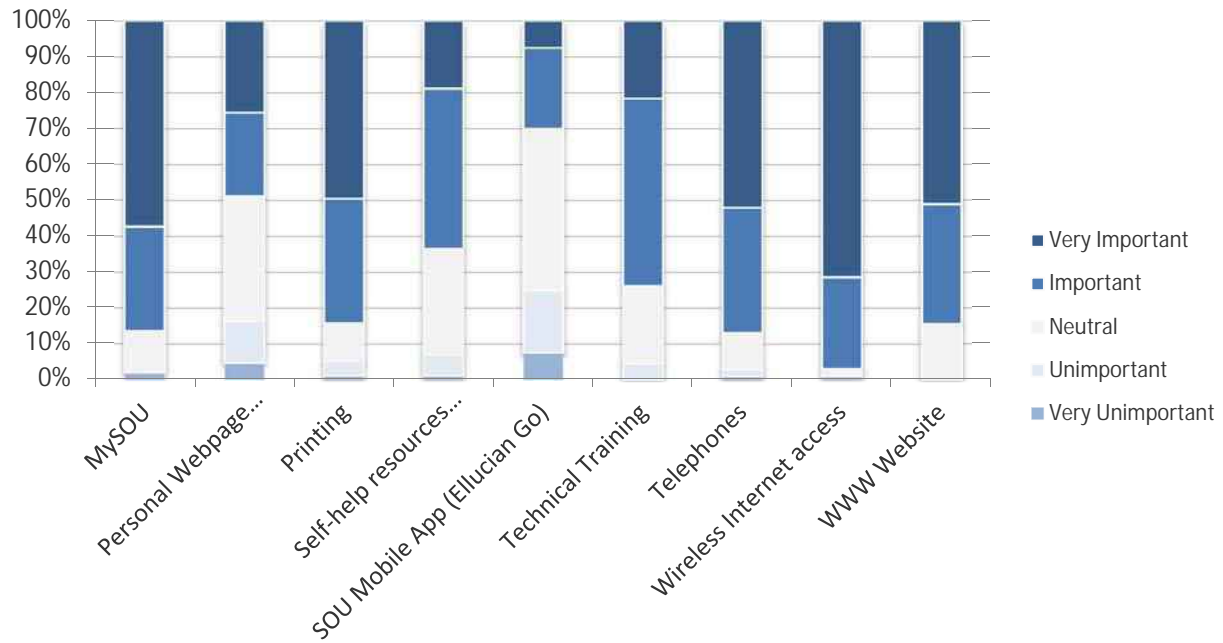
Personal Devices Used for Work	N	Percent
Cell phone	6	8.5%
Laptop	34	47.9%
Smart phone	52	73.2%
Tablet	27	38%
Other (home desktop)	15	21%

2016 Survey Results

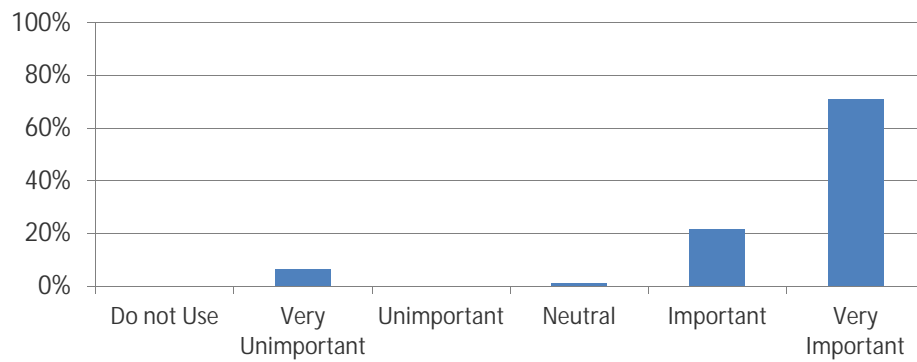
Importance of Information Technology Services



Importance of Information Technology Services (continued)

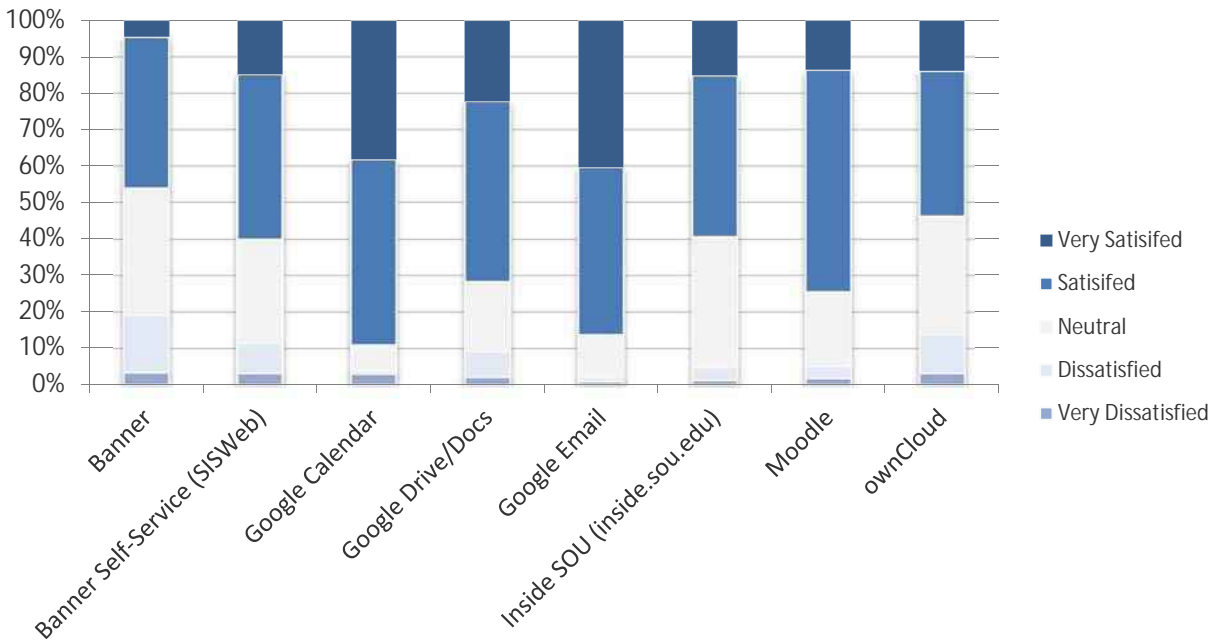


Overall Importance of Information Technology Services

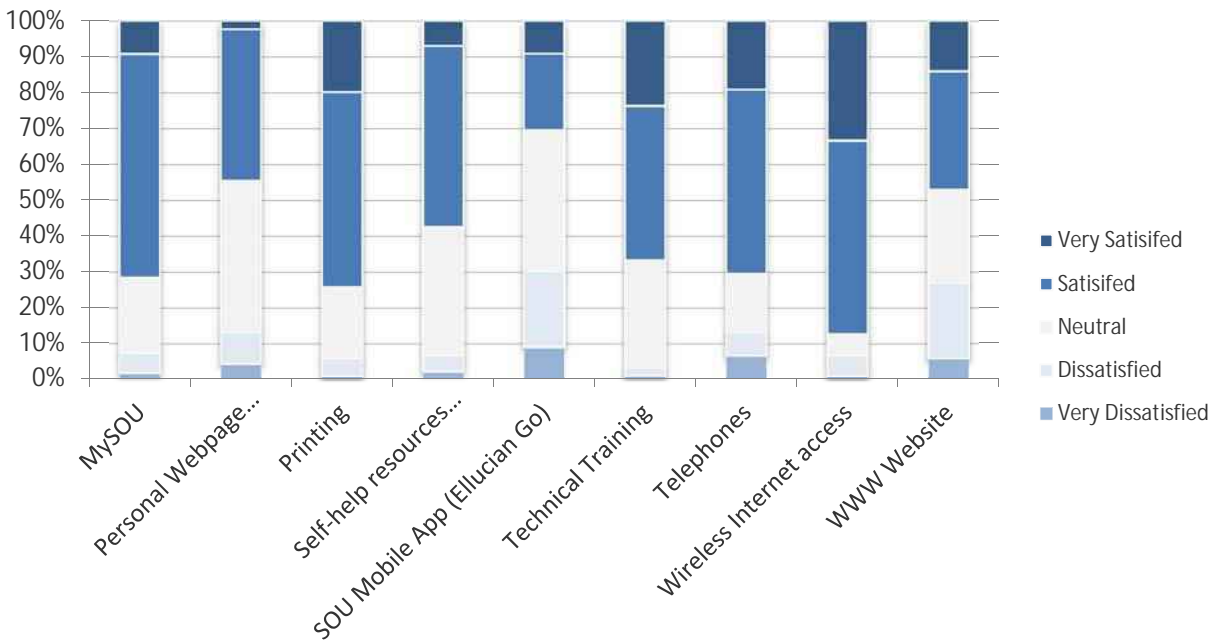


Faculty and staff respondents, on average, rated the overall importance of Information Technology Services at 4.52, on a rating scale of 1 to 5, where 1 is very unimportant and 5 is very important. Last year's rating was 4.44.

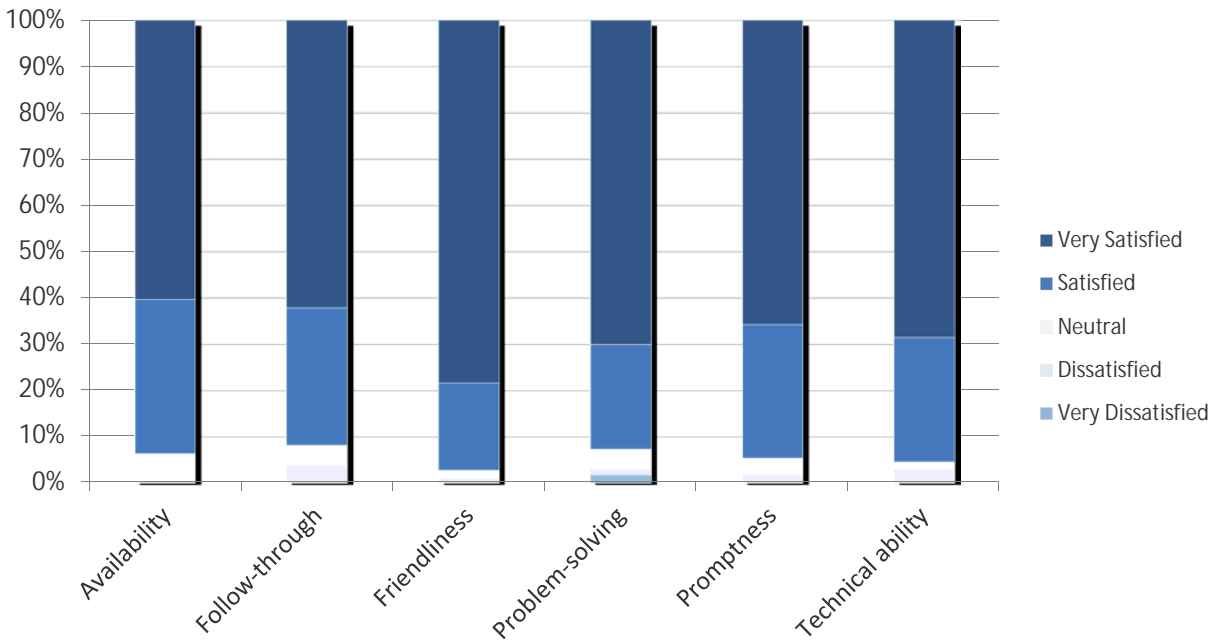
Satisfaction with Information Technology Services



Satisfaction with Information Technology Services (continued)

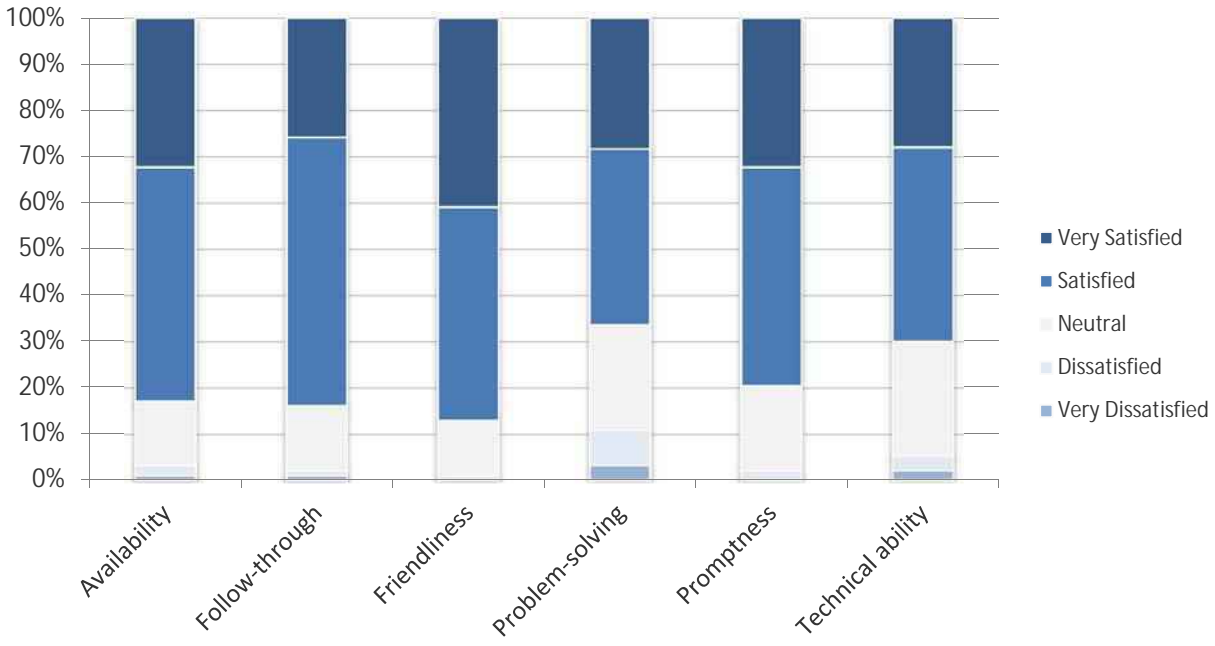


Satisfaction with the IT Coordinators



Still Use the Services of the Help Desk	N	Percent
Yes	54	48.2%
No	18	16%
Only if necessary	40	35.7%

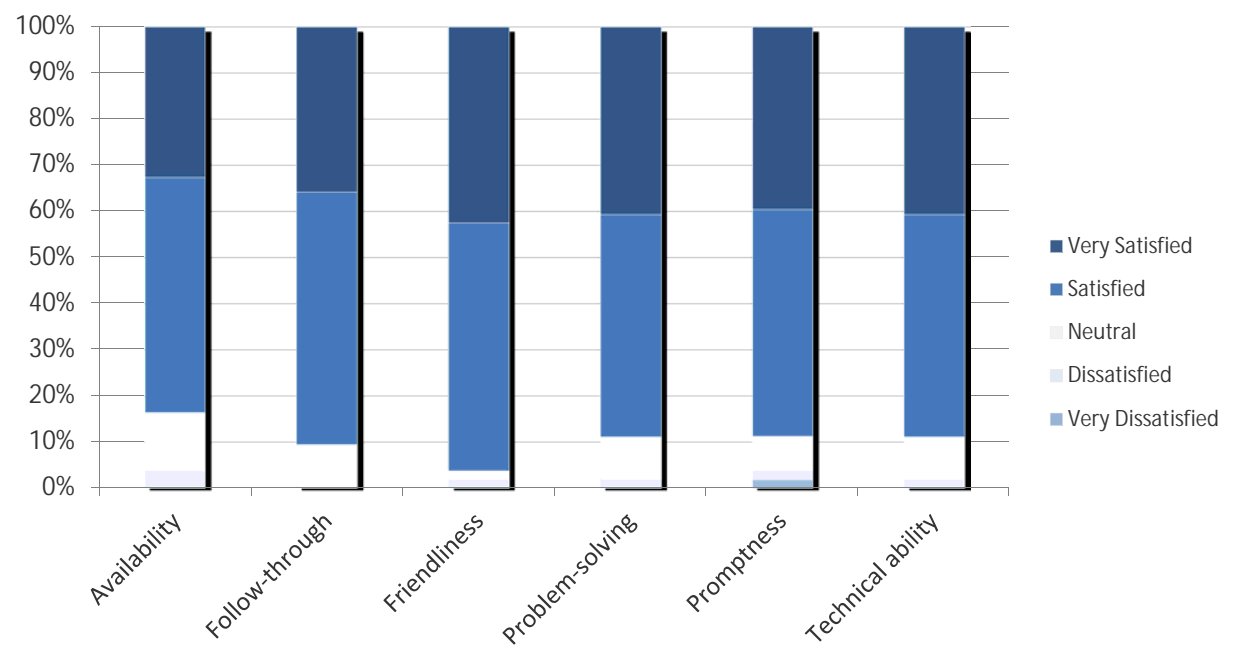
Satisfaction with the Information Technology Help Desk



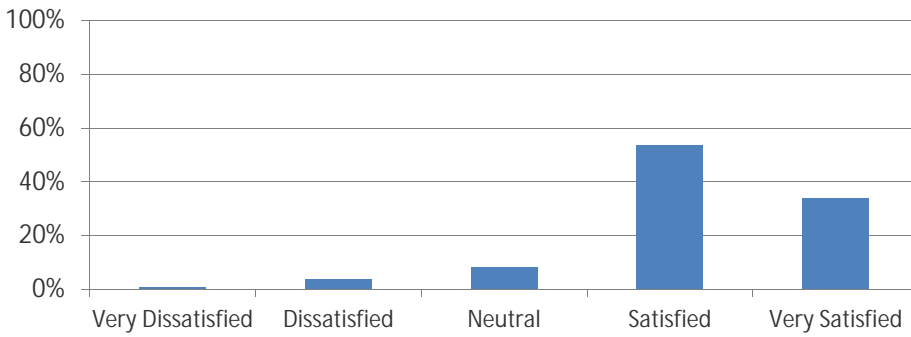
Frequency of Smart Classroom Usage	N	Percent
Never	53	47.8%
Less than Once a Month	12	10.8%
Once a month	4	3.6%
2-2 Times a Month	4	3.6%
Once a week	5	4.5%
2-3 Times a Week	17	15.3%
Daily	16	14.4%

Purpose of Smart Classroom Use	N	Percent
Display a website	51	87.9%
Show a presentation	56	96.6%
Show paper documents (document camera)	23	39.7%
Show Internet videos	39	67.2%
Watch a DVD	16	27.59%
Other (laptop connection, conferencing)	6	10.3%

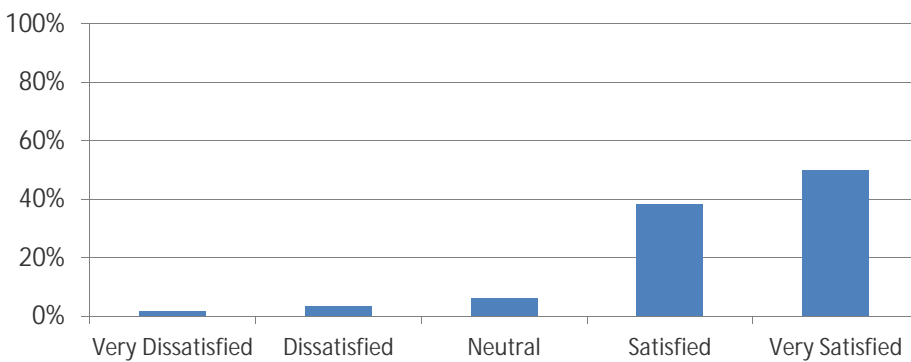
Satisfaction with the Smart Classroom Technology and Support Services



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 4.31, on a rating scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied. Last year's rating was 4.28.