

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.

2017 Survey Respondents

The survey was sent in May 2017 to every SOU faculty and staff member with an active institutional email account. The survey was open for two weeks. There were 152 respondents, a 13.5% response rate, with the following characteristics:

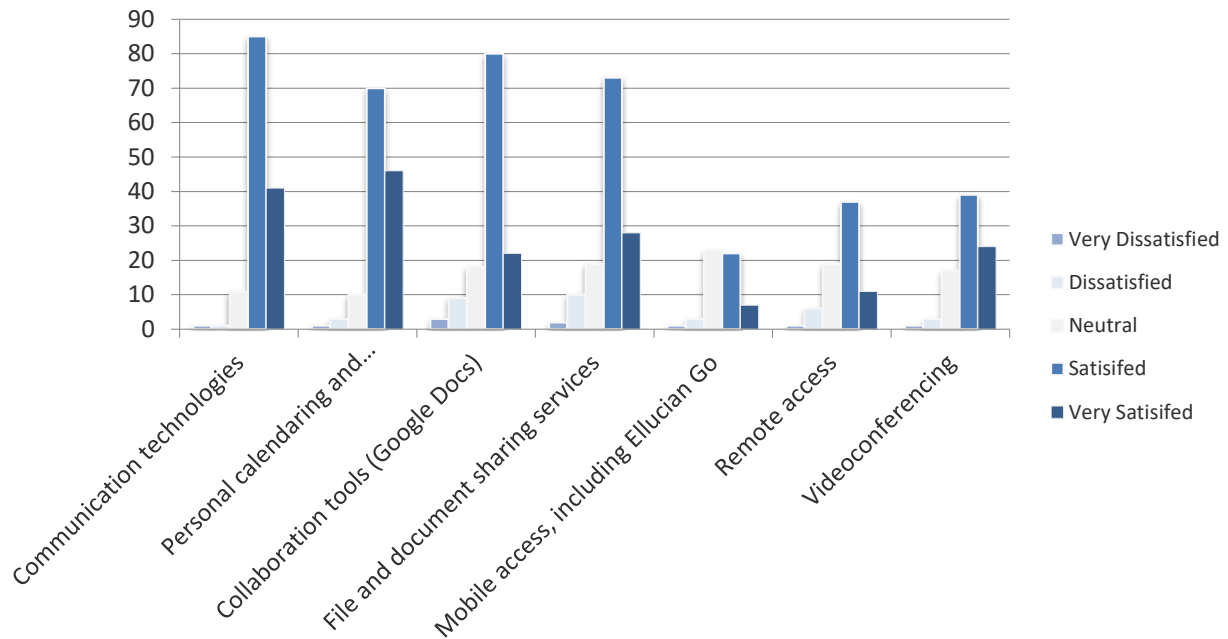
Primary Location	N	Percent
Ashland Campus	141	94.5%
Medford Campus (Higher Education Center)	4	2.6%
Other	4	2.6%
Employment Status	N	Percent
Full time staff	89	59.7%
Part time staff	9	6%
Full time tenure or tenure-track faculty	33	21.2%
Full time non-tenure faculty	9	6%
Part time adjunct faculty	9	6%
Computing Platform Used	N	Percent
Macintosh Desktop	19	12.8%
Macintosh Laptop	17	11.4%
Windows Desktop	91	61%
Windows Laptop	18	12.1%
Other	4	2.7%
Use Other SOU-owned Devices for Work	N	Percent
Yes	68	46%
No	80	54%
Other SOU-owned Devices Used for Work	N	Percent
Cell phone	2	2.9%
Desktop	18	26.5%
Laptop	42	61.8%
Smart phone	0	0%
Tablet	20	29.4%
Other (various devices)	8	11.8%

Use Personal Devices for Work	N	Percent
Yes	96	67.9%
No	52	35.1%

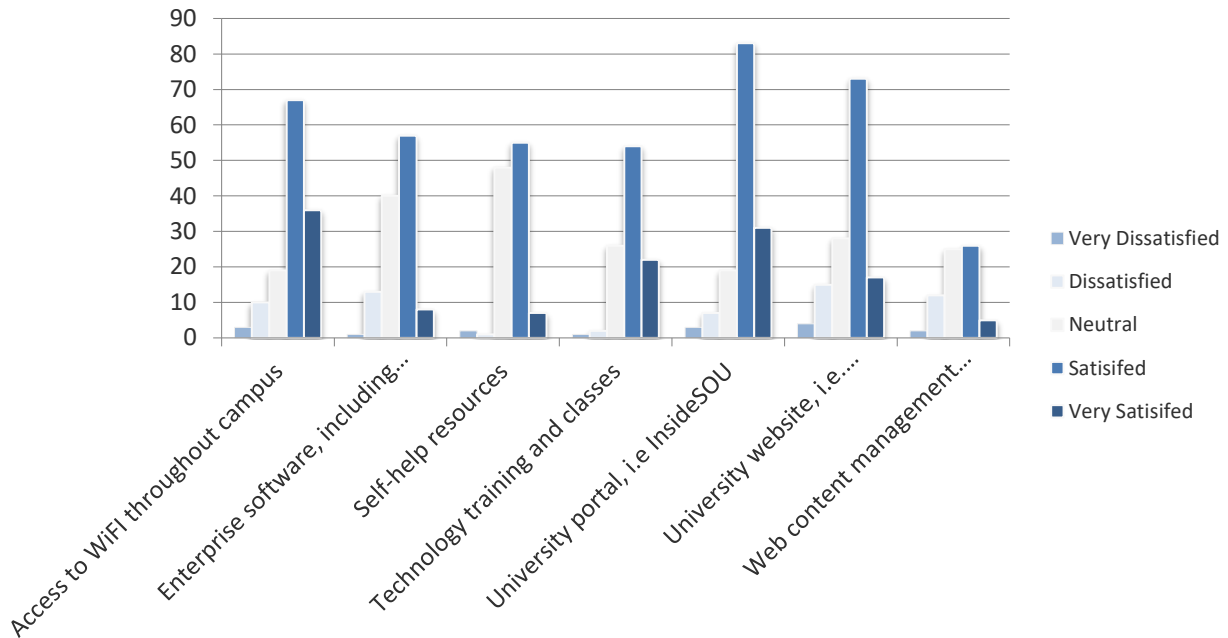
Personal Devices Used for Work	N	Percent
Cell phone	11	11.5%
Desktop	22	22.9%
Laptop	41	42.7%
Smart phone	72	75%
Tablet	31	31%
Other (home desktop)	3	3%

2017 Survey Results

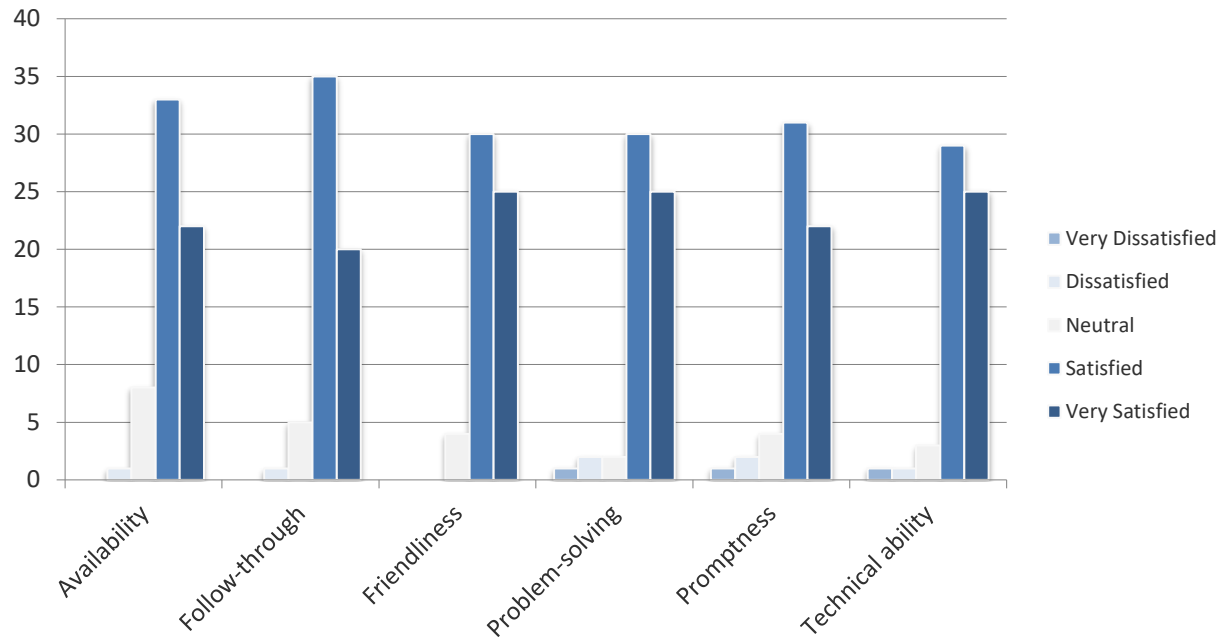
Satisfaction with Information Technology Services



Satisfaction with Information Technology Services (continued)

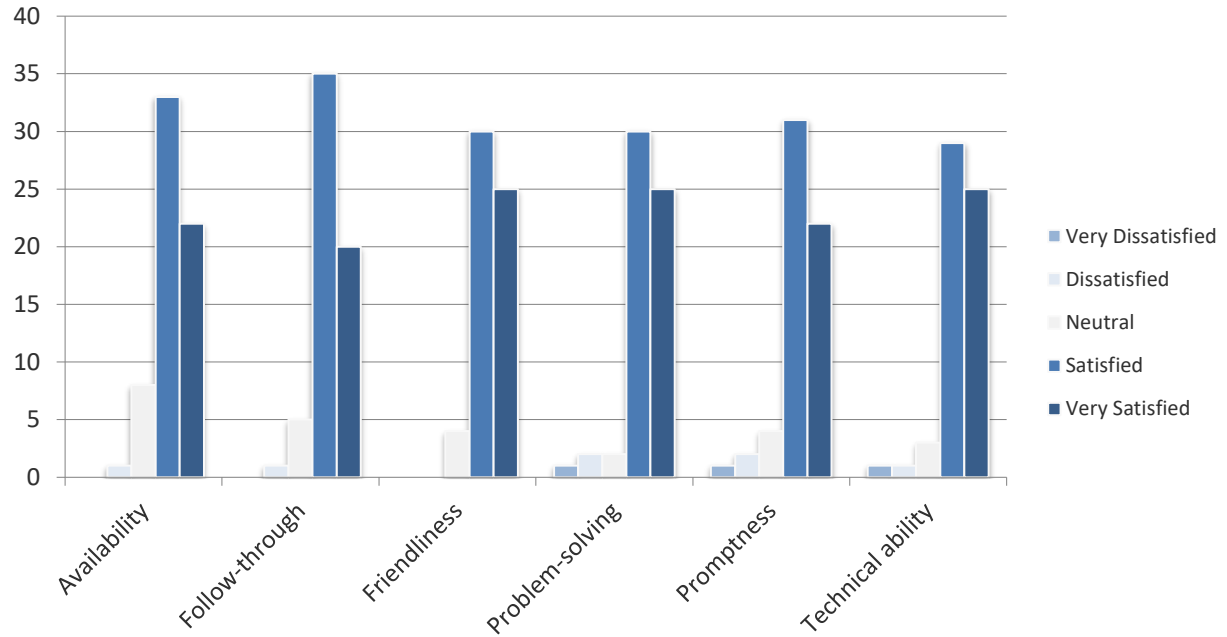


Satisfaction with the IT Coordinators



Still Use the Services of the Help Desk	N	Percent
Yes	64	47.8%
No	23	17.2%
Only if necessary	44	35.1%

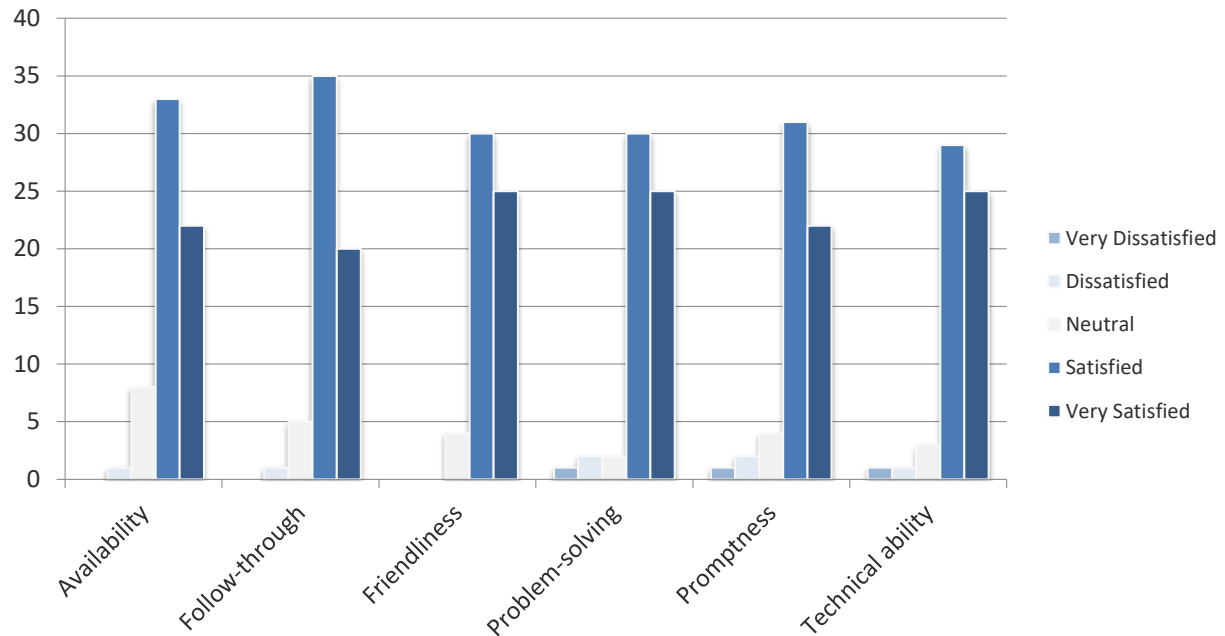
Satisfaction with the Information Technology Help Desk



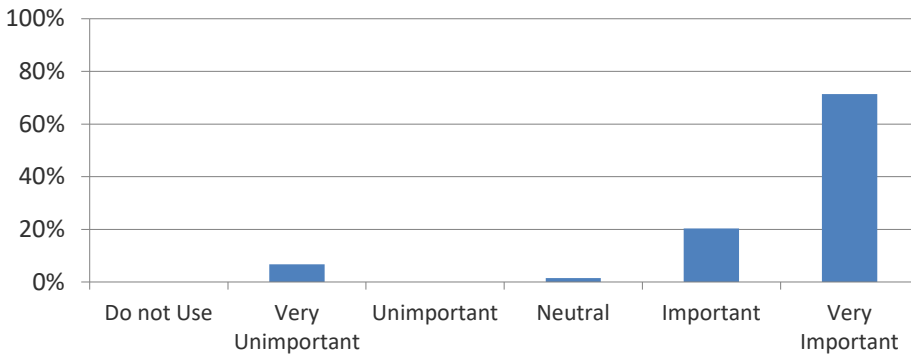
Frequency of Smart Classroom Usage	N	Percent
Never	63	47%
Less than Once a Month	12	9%
Once a month	15	11.2%
2-2 Times a Month	4	3%
Once a week	1	.8%
2-3 Times a Week	24	18%
Daily	15	11.2%

Purpose of Smart Classroom Use	N	Percent
Display a website	62	87.3%
Show a presentation	70	98.6%
Show paper documents (document camera)	33	46.5%
Show Internet videos	51	72%
Watch a DVD	13	18.3%
Other (laptop connection, conferencing)	12	16.9%

Satisfaction with the Smart Classroom Technology and Support Services

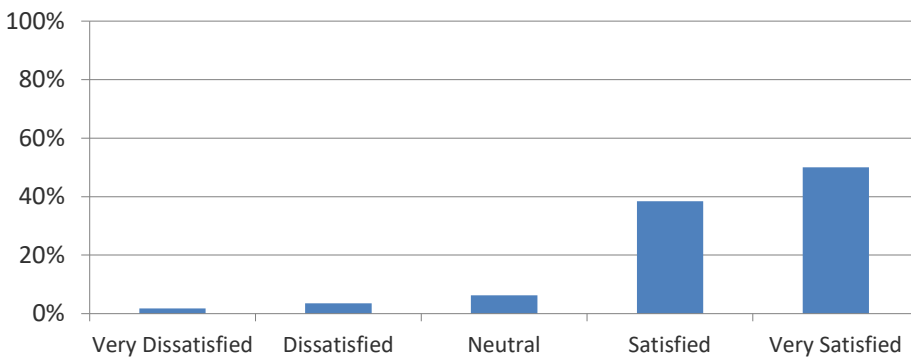


Overall Importance of Information Technology Services



Faculty and staff respondents, on average, rated the overall importance of Information Technology Services at 4.49, on a rating scale of 1 to 5, where 1 is very unimportant and 5 is very important. Last year's rating was 4.52.

Overall Satisfaction with the Technology and Services provided by Information Technology



The overall average satisfaction rating for Information Technology Services was 4.35, on a rating scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied. Last year's rating was 4.31.