

## **FSIT Faculty Survey – Results**

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excepted from an analysis by Roy Matthew

In February, the Faculty Senate Information Technology Committee administered an electronic survey to 80 faculty and 40 staff members across the University about issues related to Information Technology (IT) here at UTEP. The survey included a total of eight questions and informational items that took an estimated 3 to 5 minutes for respondents to complete. The research team at the Center for Institutional Evaluation, Research and Planning (CIERP) received a copy of the results from the first five questions only. CIERP's team reviewed the data to identify major patterns.

The most common themes to the open-ended questions on the IT survey were identified and tallied. Although some initial patterns emerged, the sample is too small to draw definitive conclusions.

### **Method and Results**

All responses were reviewed several times, after which categories of responses were identified. Efforts were made to develop a category for any responses to a question that appeared at least twice. Responses that appeared only once but were closely related to another response were also included. Grouping variables were then identified. Grouping variables describe general categories that emerged as themes in the responses, such as "Services" (e.g., email, software, Internet speed etc.) that can be distinguished from other groups of responses related to "Customer Service" or "Staff". In some cases, a response from one individual might be categorized twice (for example, the respondent identifies staff *and* services on a question about the "best things about IT"). Below are the most common responses to the IT survey.

One incidental observation is that, of the 9 faculty members who indicated a willingness to be contacted for follow-up, 5 were from Nursing, suggesting that there may be more issues there.

**Question 1: Please list 2 or 3 of the best things about IT at UTEP.**

<b>Question 1: <i>Best Things about IT*</i></b>			
<b>Grouping Variable</b>	<b>Freq.</b>	<b>Component</b>	<b>Freq.</b>
Customer Service	3 <sup>1</sup>	Response Time	13
		Helpful	4
		Reliability	3
		Responsive	2
		Good availability	2
Staff		Knowledgeable/Technically Skilled	7
		Friendly	4
		Courteous	3
		Efficient	2
Services		Helpdesk	5
		FIT lab/Trainings	3
		Internet Speed	3
		Software	2
		IT person in building	2
		WebCT	2

\* First listed response: *n*=46; second listed response: *n*=38; third listed response: *n*=20

**Question 2: Please list 2 or 3 of the worst things about IT at UTEP.**

<b>Question 2: <i>Worst Things about IT*</i></b>			
<b>Grouping Variable</b>	<b>Freq.</b>	<b>Component</b>	<b>Freq.</b>
Customer Service	2 <sup>1</sup>	Slow response Time	8
		Communication (Notification of changes, face-to-face interactions, making sure the customer understands)	3
		Phone (hold, transfers, complicated menu)	3
		Scheduling	2
Staff		Understaffed	5
		Not Helpful (lack of knowledge or capability)	4
Services		Software (out-of-date, inconsistent, limited license, cumbersome, not easily downloaded)	5
		Classroom technology (limited, not always maintained)	3
		Down with problems too often	3
		Email (limited storage and search options)	3
		Fees (Ethernet installation, tech fees)	3
		Helpdesk (slow, unreliable, limited hours)	3
		Homepage not user friendly	3
		Other support (i.e., Mac, Linux, less focus on Microsoft)	3
		Training (low-quality, too limited)	3
		WebCT (instructions, support, outdated)	3
		Technology old and outdated	2

\* First listed response: *n*=45; second listed response: *n*=30; third listed response: *n*=19

### Question 3: What should be the top priorities for things to improve right away?

<b>Question 3: Top Priorities for Improvement*</b>			
<b>Grouping Variable</b>	<b>Freq.</b>	<b>Component</b>	<b>Freq.</b>
Customer Service		Customer service training <sup>2</sup>	3
Staff		More qualified/willing technicians/personnel	8
Services		More workshops/tutorials/training	9
		Update/Maintain technology/equipment (including computers and laptops)	8
		Better internet/wireless, more/better access	5
		On-site/one-on-one assistance	4
		Alternative or improvement to e-mail system	3
		Improved security/virus protection	3
		Replace/improve/update webCT	3
		Better website/easier access	2
		Input from departments on needs	2
		Reduce or eliminate fees	2

\* First listed response:  $n=43$ ; second listed response:  $n=30$ ; third listed response:  $n=18$

### Question 4: What should be the top priorities for IT at UTEP over the next few years?

<b>Question 4: Top Priorities for IT Over Next Few Years*</b>			
<b>Grouping Variable</b>		<b>Component</b>	<b>Freq.</b>
Customer Service		Customer service training <sup>1</sup>	3
Staff		Keep up-to-date/further develop expertise	5
Services		Improve/maintain equipment/software/computers	11
		Reduce paper/increase digital	2
		More on-line courses	2
		Support (for VPN, videoconferencing, on-line courses, and 24 hr. for WebCT)	2
		More user-friendly websites	2

### Question 5: Comments, suggestions, etc.

<b>Question 5: Comments, suggestions, etc.*</b>			
<b>Grouping Variable</b>		<b>Component</b>	<b>Freq.</b>
General		Limited experience with IT/ No Concerns/Overall positive experience	14