**IT Faculty Survey – Results and Recommendations**

March 2009

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. CIERP’s team did not receive responses to items about the respondents themselves (Questions 6 through 8), including demographic information (College, Department), respondents’ desire to have copies of survey results, or interest in participating in a possible focus group.

The most common themes to the open-ended questions on the IT survey were identified and tallied (See the Methods and Results section below). Although some initial patterns emerged, the sample is too small to draw definitive conclusions. However, the responses to this survey will be valuable for constructing a more detailed, modified version of the customer service survey for faculty and staff that will further assist IT in identifying where to focus improvement efforts.

A more detailed and precise survey is needed for two major reasons. First, a reasonable response rate is necessary to make inferences about the larger population of staff and faculty; a focus group will not achieve this end. Second, to effectively act on the data, IT staff need to know the nature of the service issue(s) involved; an instrument that can help diagnose problem areas would assist IT to direct improvements where they are most needed.

**Recommendation for Another Survey Instrument**

A campus-wide committee is in the final stages of developing seven customer service surveys for administrative units across the campus, including IT, Student Affairs, VPBA, and Enrollment Services. The surveys are designed for students and will be launched in April during Survey Week. Together, these surveys will provide diagnostic information that will allow team members from each area to understand where improvements might be best directed. A copy of the current instrument is attached, and a similar one should be constructed for faculty and staff. If this approach is acceptable to the Faculty Senate Committee, CIERP can work with IT and other survey experts to develop similar instrument for faculty and staff.

**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.

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

|  |  |  |  |
| --- | --- | --- | --- |
| **Question 1: *Best Things about IT\**** | | |  |
| **Grouping Variable** | **Freq.** | **Component** | **Freq.** |
| Customer Service | 3[[1]](#footnote-2) | 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.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Question 2: *Worst Things about IT\**** | | |  |
| **Grouping Variable** | **Freq.** | **Component** | **Freq.** |
| Customer Service | 21 | 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?**

|  |  |  |  |
| --- | --- | --- | --- |
| **Question 3: *Top Priorities for Improvement\**** | | |  |
| **Grouping Variable** | **Freq.** | **Component** | **Freq.** |
| Customer Service |  | Customer service training[[2]](#footnote-3) | 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?**

|  |  |  |  |
| --- | --- | --- | --- |
| **Question 4: *Top Priorities for IT Over Next Few Years\**** | | |  |
| **Grouping Variable** |  | **Component** | **Freq.** |
| Customer Service |  | Customer service training1 | 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 |

**\*** First listed response: *n*=30; second listed response: *n*=16; third listed response: *n*=10

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

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

**\*** Total number of responses: 22

**Question 6: Anything about you that would help us better understand your comments (College, Department, Position, Years at UTEP, etc.)**

[data not provided]

**Question 7: If you would like to receive the survey results and committee recommendations, please enter your email address.**

[data not provided]

**Question 8: If we may invite you to participate in a focus group discussion on these issues, please enter your name.**

[data not provided]

**Appendix**

**Information Technology Customer Service Survey, 2008-2009**  
  
UTEP's Information Technology department is committed to services that enable students to be successful. Student feedback is an important part of assessing how services could be improved to meet the needs of the campus community. We welcome your feedback and encourage any comments or ideas on how to improve IT’s services to students.

**1) Have you contacted UTEP's IT Customer Support (the Help Desk) for technology support during the 2008-09 academic year?**  
  
  Yes [branch to Question 2]  
  No [branch to Question 3]  
  
**2) Please indicate whether you agree or disagree with the following statements:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Strongly Disagree | Disagree | Agree | Strongly Agree | Don’t Know |
| Staff members with IT Customer Support (Helpdesk) are able to assist with technology questions. |  |  |  |  |  |
| Instructions provided by IT Customer Support (Helpdesk) staff members are easy to understand. |  |  |  |  |  |
| Staff members from IT Customer Support (Helpdesk) respond to my requests in a reasonable amount of time. |  |  |  |  |  |
| Staff members from IT Customer Support (Helpdesk) return phone calls in a reasonable amount of time. |  |  |  |  |  |
| Staff members from IT Customer Support (Helpdesk) respond to e-mails in a reasonable amount of time. |  |  |  |  |  |
| Staff members from IT Customer Support (Helpdesk) are professional. |  |  |  |  |  |
| Staff members from IT Customer Support (Helpdesk) are courteous. |  |  |  |  |  |

**3) Do you use the IT web site for technology help?**  
  
  Yes [branch to Question 4]  
  No [branch to Question 5]  
  
**4) Please indicate whether you agree or disagree with the following statements:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Strongly Disagree | Disagree | Agree | Strongly Agree | Don’t Know |
| The IT web site is easy to navigate. |  |  |  |  |  |
| The IT web site has reliable information. |  |  |  |  |  |
| The IT web site has current information. |  |  |  |  |  |
| The links and technology information on the IT web site are helpful. |  |  |  |  |  |
| The IT Web site is easy to locate. |  |  |  |  |  |

**5) Does your student organization use technology services provided by UTEP's IT department (for example, web space, listserves, etc)?**  
  
  Yes [branch to Question 6]  
  No [branch to Question 7]  
  
**6) Please indicate whether you agree or disagree with the following statements:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Strongly Disagree | Disagree | Agree | Strongly Agree | Don’t Know |
| Your web space was set up correctly. |  |  |  |  |  |
| IT Customer Support (Helpdesk) is able to assist you with technology services to your organization. |  |  |  |  |  |

**7) Overall, Information Technology effectively anticipates the needs of UTEP students.**  
  
  Strongly Disagree  
  Disagree  
  Agree  
  Strongly Agree  
  Don’t Know  
  
**8) Please rate your overall level of satisfaction with Information Technology Customer Support in the areas where you have received assistance.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Very Dissatisfied | Dissatisfied | Satisfied | Very Satisfied | Don’t Know |
| Helpdesk |  |  |  |  |  |
| Computer Labs |  |  |  |  |  |
| Wireless |  |  |  |  |  |

**Across the UTEP campus, there are 30 open-access academic computer labs managed by the IT department. Each of these labs function under the same policy and rules for use and printing. Students can:  
  -log in to 1,500 PC and Mac computers with their UTEP username and password  
  -use a standard suite of software, including Adobe Creative Suite and SPSS, and  
  -utilize an allotment of free printing (based on registered credit hours).  
Please answer the following questions about the open labs managed by the IT Department.  
  
9) Do you use any of the campus’s open access academic computer labs and/or lab printing services?**  
  
  Yes [branch to Question 10]  
  No [skip logic to end of survey]  
  
**10) Please indicate which computer labs you use most frequently.  You may indicate up to three (3) computer labs that you use most often.**

 Library  
  ATLAS (UGLC)  
  LACIT (Liberal Arts)  
  CALC (Business)  
  Education  
  Health Sciences  
  ACES  
  MAAC  
  Cyber Cafe (Union East)  
  Other (please specify)

If you selected other, please specify \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**11) Please indicate whether you agree or disagree with the following statements about the IT-managed computer labs you use most often:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Strongly Disagree | Disagree | Agree | Strongly Agree | Don’t Know |
| The computer lab staff members in the labs are able to assist you. |  |  |  |  |  |
| The staff members at the computer labs are courteous. |  |  |  |  |  |
| The type of computer you prefer to use (PC or Mac) is available and working in the labs you use. |  |  |  |  |  |
| The software you need for educational purposes is available in the labs you use. |  |  |  |  |  |
| There are always working printers available in the labs. |  |  |  |  |  |
| The free page allotment is sufficient for your coursework printing needs. |  |  |  |  |  |
| It is easy to add more money to your account for printing at the labs. |  |  |  |  |  |

1. For Questions 1 and 2, the phrase, “customer service” was submitted as responses to these two questions, as indicated under the frequency column. [↑](#footnote-ref-2)
2. The exact phrase “Customer Service Trainings!!!” was listed three times in response to question 3 and three times in response to question 4. It seems possible that there is just one person who feels very strongly about the need for customer service training rather than 6 different people who find it important. [↑](#footnote-ref-3)