Survey regarding Satisfaction with Technology at UTEP

Faculty Senate Information Technology Committee

Draft of November 11, 2008, Nigel Ward

Comment: can incentives be used such as giving a flash drive or iPOD for participation?

You have been selected at random …

The purpose of this survey is …

We are interested in all aspects of technology at UTEP, not only those handled by the Information Technology Department.

# Demographic Questions

1. What is your College or Unit?
2. What is your status? (List the student classes: freshman..Senior, graduate..lower division student , upper division student, graduate student, tenure-track faculty, instructional staff, support staff, manager/administrator, other, include lecturer, part-time lecturer, part-time staff)
3. How many years have you been at UTEP?
4. Contact information (if desired, so that we can contact with you for follow-up if needed)

# Quantitative Questions (on a scale from 1 to 7) Add 0 for N/A

Satisfaction with technology at UTEP in support of key activities

1. Support for teaching
2. Support for student learning
3. Support for other student and faculty services (registration, parking tickets-citations, financial aid …)
4. Support for communication with students webct, coursemine, e-mail, listserv, mpace, elluminate, wiki
5. Support for communication among faculty and staff
6. Support for communication with the outside (web, telephone, email, video and web conferencing)
7. Technology at UTEP for me to get my work done effectively and efficiently
8. General level of support for UTEP’s mission <http://www.utep.edu/aboututep/visionmissionandgoals.aspx>

Satisfaction with technology at UTEP regarding the major service categories

1. Networking (including wireless)
2. Email
3. Multimedia/AV classrooms
4. Telephones
5. Web (including the content)
6. Distance learning
7. Faculty and staff desktop and laptop machines (hardware)
8. ditto (software)
9. Computer labs for student use
10. Special needs (software licensing ADA hardware software)
11. Security (surveillance, access control swipe card, computer security)
12. Special projects (things requiring programming or custom installation UTEP Today, PC Replacement)
13. Shared filespace, backups mspace
14. Goldmine, Banner and other service applications
15. Other (please specify)

Satisfaction with aspects of technology services

1. I feel that information about IT services and policies at UTEP is easy to get.
2. I feel well informed about IT events such as downtime, upgrades, and new services
3. I know where to get help regarding IT needs
4. I feel that the training I need to effectively use IT services is available
5. I find it easy to get help to solve my problems.

# Open-Ended Questions The fewer the better

1. Good experiences with technology support at UTEP (within the past year)

(what you wanted, what you got, what you did, what technology support did, how it was resolved, lessons to learn, who provided that support)

1. Bad experiences with technology at UTEP

(as above. Also indicate if you’d like follow-up.)

1. Top priorities for new or improved technology services and support in the short term
2. Hopes for technology at UTEP in 5-10 years

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Who to survey

5% of the students

10% of the faculty

10% of the staff

100% of the division directors

100% of the developers / power users / technology staff

How to survey :

Email plus Survey Monkey Survey Monkey preferred method and get assistance from CIERP? or paper? or focus groups of 10 – one for faculty, students, and one for staff – do the focus groups before the survey?