Survey regarding Satisfaction with Information Technology at UTEP

Faculty Senate Information Technology Committee

Draft of November 11, 2008, Nigel Ward

You have been selected at random …

The purpose of this survey is …

We are interested in all aspects of IT 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? (lower division student , upper division student, graduate student, tenure-track faculty, instructional staff, support staff, manager/administrator, other)
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)

Satisfaction with IT at UTEP in support of key activities

1. Support for teaching
2. Support for student learning
3. Support for other student services (registration, parking, financial aid …)
4. Support for communication with students
5. Support for communication among faculty and staff
6. Support for communication with the outside (web, telephone, email)
7. IT at UTEP is adequate for me to get my work done effectively and efficiently
8. General level of support for UTEP’s mission

Satisfaction with IT at UTEP regarding the major service categories

1. Networking (including wireless)
2. Email
3. Audiovisual 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)
11. Security (surveillance, access control, computer security)
12. Special projects (things requiring programming or custom installation)
13. Shared filespace, backups
14. Goldmine, Banner and other service applications
15. Other (please specify)

Satisfaction with aspects of IT 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

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

(what you wanted, what you got, what you did, what IT did, how it was resolved, lessons to learn)

1. Bad experiences with IT at UTEP

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

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

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Who to survey

2% of the students

10% of the faculty

10% of the staff

100% of the division directors

100% of the developers / power users / network managers

How to survey :

Email plus Survey Monkey ? or paper? or focus groups?