ITS Survey 2009 Report

Overview
Information Technology Services (ITS) has been in existence at Northern Arizona University (NAU) since 1998. Ever since its creation, ITS had never taken a comprehensive survey of its users satisfaction with our services and support. During 2009, the ITS Directors and the Chief Information Technology Officer, crafted a survey to collect user perceptions of the full range of ITS functions. The ITS leadership decided the survey would only go to university employees since students have a much different set of service and support needs (we intend to survey students next fall). The goals of this survey were to understand from the user’s perspective where the strengths and weaknesses were in ITS services; ask users to write-in information about their responses to more clearly understand their ratings; obtain data for certain software and hardware products and benchmark current usage; and to attain an overall rating of the major departments and functions within ITS as well as the organization as a whole.

Methodology
The ITS Survey 2009 was a compilation of questions gathered from industry and university IT customer satisfaction surveys. They were modified to fit the organizational structure of ITS and the services we provide to NAU users. The survey was sent out to all university staff and faculty on October 19, 2009 with a deadline for completion of October 30, 2009. 540 staff and faculty out of a possible approximately 3,695 employees completed all or a substantial part of the survey for a return rate of 14.6%. 29% of respondents were faculty and the rest staff. The total number of submitted surveys was felt to be of sufficient to meet the goals of the survey.

Key Findings
1. Overall: For the question, “Overall, how satisfied are you with ITS support for NAU’s mission and goals?” 82% of respondents answered they were very satisfied or satisfied with ITS support. This shows a strong acknowledgement of the high quality of ITS services and support to the university community. Seventeen people answered they were dissatisfied or very dissatisfied but it was not possible to tell exactly why they answered this way.

   There were 108 comments given under, “Please provide any last comments you have about IT services at NAU.” The large majority of those comments were positive. Many remarks were made about the friendly, patient and professional support users obtained through the Solution Center and other end-user support units of ITS. The few negative responses were oriented toward ITS not being perceived as Apple/Mac friendly or lacking support for Mac users (based on survey responses only 11% of employees use Apple computing products). Additionally, some respondents felt the survey was too long. However, in order to get a good evaluation of all ITS areas, a long survey was necessary.

   One anomaly seen throughout the survey was respondents’ confusion between ITS staff and departmental IT staff. Respondents answered some questions as they pertained to departmental IT staff and not pertaining to ITS staff. Departmental IT staff are not part of ITS and they work directly for the Dean, Chair or Department head. Apparently, some staff and faculty are not aware of this separation of duties and responsibilities and, based on written comments, their answers appear to have been directed towards their departmental IT support
rather than ITS.

2. **Academic Computing:** There were strong indications faculty perceived ITS support and services as being very good. Several areas were noted as needing improvement. One was communications with the faculty about what and when major IT changes were coming to campus users and when major system outages are about to happen. Faculty, as well as staff, wanted to see our ITS Info Newsletter online rather than paper (which ITS had already planned to do and is now doing) and they would like more information sent to them via email. Some comments related to difficulty with finding out about all services available to faculty and where they needed to go to get support for certain systems.
3. Administrative Computing: The questions in the Administrative Computing area focused on the three big systems operated by ITS: LOUIE, Advantage, and Data Warehouse (Business Objects as the reporting tool).

LOUIE: 75% of users were satisfied or very satisfied with LOUIE (our Oracle/PeopleSoft Student Admin and Human Resources/Payroll system). Negative comments were made about slow response times during certain periods of the year; poor look and feel of the graphical interface; and difficult navigation throughout the system.

Advantage: Only 1/3 of the respondents use the Advantage Financial system and, for those that do, 54% were satisfied or very satisfied, certainly not an overwhelming show of support. The main comments were about the system being outdated and old. Users complained about how tedious it was to do simple functions in the system. Others felt they needed more training on Advantage.

Business Objects (data warehouse): About half of the respondents use Business Objects and for those that do, 56% of them felt satisfied or very satisfied with this reporting tool. Again, this is not an overwhelming show of support. The main comments were about slow system performance at times. Also, users wanted more training and information about the data available in the warehouse as well as the already available reports on the system. A professional development training series on these data issues was just getting started at the time the survey went out and attendance at these sessions has been very high and the training well received.

4. Network and Telecom & Communications: These ITS service areas were also rated very high by our end users. The areas rated were overall network support and functions; IRIS email; spam filtering; calendaring; telephone features and support; overall Telecom support; and the
University’s MyNAU portal. 79% of respondents rated network support as satisfactory or very satisfactory. The campus wired network scored very high for capacity and availability but the wireless network did not score as high, perhaps due to lack of coverage in some administrative buildings. 78% were satisfied or very satisfied with IRIS email, while only 53% were satisfied or very satisfied with Outlook calendar. Users are frustrated with how to share their calendars and generally have difficulty using the other calendar features. Overall telecom support was rated very high (89% were satisfied or very satisfied), while other phone features and functions were also rated high. 54% of users felt the MyNAU portal was useful or very useful with 38% answering neutral to the portal’s value. This rating is somewhat understandable since past portal development was directed toward student needs.

![Overall Technical Support and Overall Network Support](image)

5. **End-user Support and Training:** The Solution Center’s overall service experience rating was scored as extremely high (94% satisfied or very satisfied). Other questions concerning specific Solution Center support features were also rated very high. 86% of respondents felt ITS provided them with sufficient technical support. In the technical training area, 57% indicated they were satisfied or very satisfied with the training support for computing resources. Some users want to see more online training while others want more face-to-face training with the ability to get away from office distractions.

![Solution Center Overall Satisfaction](image)
6. Information Security: Overall security awareness on campus is improving but more communication is needed regarding the existence of the ITS Information Security group and how security incidents are reported on campus. It was great to see the response to the question, “Will NAU technical support personnel ever ask you for your password via email?” 100% of responders correctly indicated “No.”

7. Usage Data: As a way to benchmark the use of certain technologies on campus, several questions were asked about equipment and online resource usage. Some of the more interesting results were:
   a. Primary computing device: 72% desktop, 17% laptop, 8% both equally, 1% tablet
   b. Primary operating system: 87% Windows, 11% Apple
   c. Mobile Phones: 61% have basic cell phone, 18% smart phone
   d. Most used features on smart phone: email and text messaging
   e. Most used social networking site for work: Facebook
   f. Most used social networking site for personal use: Facebook

Conclusion
ITS was rated high or very high in all major areas of responsibility, with the Solution Center and Telecomm areas getting extremely high satisfaction ratings. However, the survey indicates the need for improvement in some areas. Some answers point towards our vendor products and their embedded features as the underlying cause of user dissatisfaction. Improved training would help in some of these cases. Communications are always difficult with the wide variety and far flung nature of our university community. Nonetheless, ITS needs to continue to try to communicate better using new methods, as we have done with our newly developed online newsletter. Additionally, ITS needs to work to make Apple/Mac users feel they are not a forgotten part of ITS support and services. Many respondents wrote helpful comments which will assist ITS leadership in making their services better. ITS intends to do a shorter survey on some aspect of their business every year in order to see if changes are working and to study IT usage trends over time. The complete results of the ITS Survey 2009 can be found at: http://www.nau.edu/its/surveys.