

# 2006 IT IUK User Survey Summary

prepared by

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## METHODOLOGY

The IT User Survey is administered by the IU Center for Survey Research. Surveys were sent to 980 randomly selected people at Indiana University Kokomo (168 faculty, 126 staff, 686 students). The questions on the survey are primarily Likert opinion scales (1-5 rating scales with 5 always being the most favorable rating). For questions asking opinions of services, the results shown include in order: the **average opinion score** (labeled "Average"), the **percentage of people who were satisfied** with the service (graded it as a 3 or better, labeled "Satisfaction"), the **percentage of people who use** the service (which we have taken to be the percentage of people who expressed an opinion about it, labeled "Usage"), and the **total number of respondents** to each question (raw number of respondents who did not leave a given item blank, labeled "Responses").

Unless indicated otherwise, the results shown are weighted to estimate the average response of the entire IUK community. Some services, however, are used only by certain subpopulations, so results are shown for the appropriate subpopulations. Subpopulations are indicated by F for Faculty, Staff for Staff, and S for Students. In some cases, the scores are for groups of subpopulations, indicated for example by [F&S] for services used by faculty and students. Results are shown separately for multiple subpopulations where appropriate. For the **average opinion** and the **satisfaction percentage scores**, **confidence intervals** are also provided. The confidence intervals indicate the sampling error for each estimate at the 95% confidence level (i.e. each mean and satisfaction score falls within the range indicated by the estimated value, plus or minus the interval score).

## COMPUTING AND COMPUTER NETWORKING

1. Overall, how satisfied are you with the computing environment offered by Information Technology at Indiana University Kokomo (IT at IU Kokomo) during the past year (e.g., computing resources, electronic mail, local area network, telephone consulting at 455-9315, World Wide Web, IUIS)?

Average	Satisfaction	Usage
4.12 ± .07	96.8 ± 1.7%	96.9%

2. Overall, how important are IT computing services at IU Kokomo to your work or study?

Average	Satisfaction	Usage
4.50 ± .07	96.0 ± 1.9%	97.4%

3. On a **weekly basis**, approximately how many hours do you use a computer?

	<u>Less than 1 hour</u>	<u>% 1-5 hours</u>	<u>% 6-10 hours</u>	<u>% 11-15 hours</u>	<u>% 16-20 hours</u>	<u>% Over 20 hours</u>
Students	0.0%	10.6%	20.8%	18.1%	15.5%	35.0%
Staff	1.1%	13.2%	14.3%	3.3%	11.0%	57.1%
Faculty	1.9%	5.8%	13.5%	13.5%	21.2%	44.2%

4. How would you rate your computer expertise?

Average Expertise (1=novice, 5=expert):	4.42 ± .07
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5. Do you have a computer at your residence (desktop computer or a laptop that you use at home)?

Yes:	96.0%
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a. How old is the computer you use at your residence?

	<u>% New less than one year old</u>	<u>% Two to four years old</u>	<u>% Over four years old</u>
Students	35.6%	53.2%	11.3%
Staff	22.8%	58.2%	19.0%
Faculty	37.6%	46.5%	15.8%

b. Do you use a wireless capable laptop?

Yes:	39.6%
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**ELECTRONIC MAIL**

6. IT at IU Kokomo provides an electronic mail system to send messages (e-mail) to others at IU Kokomo and worldwide. If you use such facilities and services, please indicate your overall satisfaction by circling the appropriate response

	Average	Satisfaction	Usage
Microsoft Exchange/Outlook	4.51 ± .10	98.2 ± 2.1%	90.3% [F,Staff]
Outlook Web Access	4.36 ± .11	98.4 ± 2.2%	75.2% [F,Staff]
E mail through OneStart	3.78 ± .11	86.4 ± 3.4%	82.5%
Cyrus Web Mail	3.90 ± .14	92.1 ± 4.0%	48.1% [S]

7. Which e-mail system do you use most often?

	<u>Students</u>	<u>Staff</u>	<u>Faculty</u>
Microsoft Exchange/Outlook	N/A	83.5%	67.0%
Outlook Web Access	N/A	9.9%	17.5%
E mail through OneStart	40.1%	5.5%	8.7%
Cyrus Web Mail	15.3%	N/A	N/A
Other	44.6%	1.1%	6.8%

8. If you use an external mail service (e.g., Hotmail, Yahoo mail, AOL, etc.), indicate the usage frequency.

	<u>Students</u>	<u>Staff</u>	<u>Faculty</u>
Daily	67.9%	20.7%	44.8%
Several times/week	15.4%	17.2%	14.6%
Once a week	6.3%	3.4%	6.3%
Less than once a week	4.1%	16.1%	6.3%
Never	6.3%	42.5%	28.1%

9. Overall, how satisfied are you with the electronic mail systems available at IUK?

Average	Satisfaction	Usage
3.89 ± .09	89.4 ± 2.9%	94.3%

### **USER SUPPORT SERVICES**

10. IT at IU Kokomo provides a wide range of assistance for computer users. If you have received help from any of the following sources in the past year, please indicate your satisfaction by circling the appropriate response UITS provides a wide range of assistance for computer users. If you have received help from any of the following sources in the past year, please indicate your satisfaction by selecting the appropriate response.

	Average	Satisfaction	Usage
IU Ware CD-ROM	4.36 ± .09	95.2 ± 2.1%	28.4%
Getting software via IU Ware Online	4.49 ± .08	95.1 ± 2.1%	37.8%
Network Digital Copies (IKON)	3.88 ± .10	86.7 ± 3.2%	10.5%
Network Printers (includes library and labs)	3.99 ± .09	88.7 ± 3.0%	71.5%

### **CENTER FOR TEACHING, LEARNING, AND ASSESSMENT (CTLA)**

11. Center for Teaching, Learning, and Assessment (CTLA) at IU Kokomo provides a number of services designed to facilitate the use of instructional technologies in the classroom.

a. Have you used any of these services?

Yes:	51.3% [F,Staff]
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b. If you have consulted with CTLA Staff, please indicate your overall satisfaction by circling the appropriate response.

Average	Satisfaction	Usage
4.51 ± .14	97.9 ± 3.3%	94.0% [F,Staff]

c. CTLA provides training in Oncourse, Microsoft Office, Dreamweaver, Contribute, AceHTML, Transform, Cmap, Secure FTP, and other software. If you have used any of the following CTLA services, please indicate your satisfaction.

	Average	Satisfaction	Usage
Microsoft Office Training	4.53 ± .15	96.1 ± 4.6%	27.8% [F,Staff]
Oncourse Training Courses (not part of Tech Camp)	4.51 ± .13	100 ± .5%	41.8% [F,Staff]
Special Technology Training (remote mouse, Vision, eInstruction clickers)	4.41 ± .17	93.7 ± 5.4%	34.7% [F,Staff]
Ease of access to Tech CTLA Computer Lab (KO 068)	4.16 ± .22	87.7 ± 7.3%	54.4% [F,Staff]
Tech Camp	4.56 ± .14	100 ± .5%	29.6% [F,Staff]
Individual (one-on-one) Training	4.64 ± .14	98.5 ± 3.0%	74.4% [F,Staff]
Equipment (Hardware) in Tech CTLA Computer Lab (KO 068)	4.37 ± .15	97.9 ± 3.4%	53.3% [F,Staff]
Software in CTLA Computer Lab (KO 068)	4.44 ± .14	100 ± .5%	53.1% [F,Staff]
CTLA Web Site (Technical Tips, Training Schedule, Assessment Resources, SoTL, Grant Opportunities, Teaching Resources, etc)	4.33 ± .14	100 ± .5%	48.9% [F,Staff]
Web page training (AceHTML, Transform, Dreamweaver, Contribute, and Secure FTP)	4.16 ± .22	89.2 ± 6.8%	39.8% [F,Staff]

d. Over the past year, approximately how many times have you contacted a CTLA staff member?

	Never	Once	Twice	3-5 times	More than 5 times
Staff	9.1%	6.1%	15.2%	51.5%	18.2%
Faculty	7.6%	7.6%	15.2%	39.4%	30.3%

e. Over the past year, approximately how many times have you used the CTLA Computer Lab (KO 068)?

	Never	Once	Twice	3-5	More than 5

				times	times
Staff	27.3%	12.1%	21.2%	27.3%	12.1%
Faculty	28.8%	18.2%	24.2%	16.7%	12.1%

f. Overall, how satisfied are you with the support services supplied by the CTLA?

Average	Satisfaction	Usage
4.45 ± .14	97.8 ± 3.3%	95.0% [F,Staff]

### **CLASSROOM TECHNOLOGY**

12. Classroom facilities vary from building to building and room to room at IU Kokomo. Overall, how satisfied are you with the upgraded classroom facilities on campus (e.g. in terms of lighting, acoustics, projector screens, and design)?

Average	Satisfaction	Usage
3.98 ± .10	92.3 ± 2.9%	98.5% [S,F]

13. Overall, how satisfied are you with the classroom technology support over the past year (e.g., delivery of equipment, permanent classroom equipment, equipment ordering procedures, support staff, selection of equipment)?

Average	Satisfaction	Usage
4.01 ± .15	94.4 ± 4.8%	85.7% [F]

### **UNIVERSITY INFORMATION SERVICES**

14. IT at IU Kokomo supports a number of information systems in support of administrative services on campus. If you use such facilities and services, please indicate your overall satisfaction by marking the appropriate response.

	Average	Satisfaction	Usage
Library online catalog (INDYCAT/IUCAT)	3.98 ± .07	94.9 ± 2.1%	78.1%

Financial Information System (FIS/KUALI)	4.04 ± .14	93.5 ± 3.7%	39.4% [F,Staff]
The Online Purchasing System (TOPS/EPIC	3.76 ± .17	84.2 ± 5.3%	29.4% [F,Staff]
Web Based Purchasing	3.70 ± .18	77.9 ± 6.0%	18.7% [F,Staff]
Information Access Services:			
IU Information Environment	3.81 ± .14	90.1 ± 4.4%	48.0% [F,Staff]
Financial Data Retrieval System (FDRS/ IUIE)	3.77 ± .15	87.7 ± 4.8%	34.0% [F,Staff]
Safeword cards	3.77 ± .19	79.9 ± 6.1%	51.1% [F,Staff]
OneStart (Web-based course listings, Bursar information, student advising, rosters, etc.)	4.14 ± .08	94.2 ± 2.2%	96.9%

15. Overall, how satisfied are you with student support systems made available by University Information Services at IU Kokomo (e.g., INDYCAT/IUCAT, OneStart, etc.)?

Average	Satisfaction	Usage
4.07 ± .10	96.3 ± 2.6%	96.9% [S]

16. Overall, how satisfied are you with the administrative support systems available at IU Kokomo?

Average	Satisfaction	Usage
4.08 ± .12	93.8 ± 3.5%	92.2% [F,Staff]

### **TELEPHON SERVICES**

17. Telephone Services provides a wide range of services at IU Kokomo. If you use such facilities and services, please indicate your overall satisfaction by circling the appropriate response.

	Average	Satisfaction	Usage
Campus Welcome Center (Switchboard)	3.89 ± .09	90.8 ± 2.7%	40.7%
Telephone repair service and installations	3.91 ± .09	93.2 ± 2.4%	8.0%
Campus office telephone service	3.93 ± .08	92.2 ± 2.6%	19.7%
Telephone equipment (e.g., telephone sets)	3.81 ± .09	92.2 ± 2.6%	15.8%
Printed telephone directory	4.22 ± .13	92.9 ± 3.8%	81.8% [F,Staff]
Automated Phone Directory	3.32 ± .11	75.8 ± 4.0%	36.8%
Campus office long distance service	3.37 ± .19	73.1 ± 6.4%	71.8% [F,Staff]
Campus office voice mail service	3.77 ± .10	88.9 ± 3.0%	35.0%

18. Overall, how satisfied are you with the services offered by Telephone Services at IU Kokomo during the past year (e.g., Long Distance Calling Service, Telephone Service, Telephone Features, Voice Mail, Campus Switchboard, and Telephone Equipment)?

Average	Satisfaction	Usage
3.73 ± .08	91.6 ± 2.6%	39.5%

**GENERAL ASSESSMENT**

19. How helpful has the information technology environment (classroom design etc.) at IU Kokomo been in your **teaching** activities?

Average	Satisfaction	Usage
3.81 ± .20	86.6 ± 6.9%	92.4% [F]

20. How helpful has the information technology environment at IU Kokomo been in your **research** activities?

Average	Satisfaction	Usage
4.10 ± .09	95.6 ± 2.3%	90.4% [S,F]

21. How helpful has the information technology environment (classroom design etc.) been in your **learning experience** at IU Kokomo?

Average	Satisfaction	Usage
3.98 ± .12	92.7 ± 3.5%	98.6% [S]

22. Please state your level of agreement with the following statement: The information technology environment was an important factor in my decision to attend IU Kokomo.

Average	Satisfaction	Usage
2.38 ± .15	45.6 ± 6.6%	93.6% [S]

23. Overall, how satisfied are you with the information technology services (including telecommunications, computing, and computer networking) offered by IT at IU Kokomo during the past year?

Average	Satisfaction	Usage
3.96 ± .07	95.8 ± 1.9%	96.0%