

2002 UITS IUK User Survey Summary

prepared by

Center for Statistical and Mathematical Computing

METHODOLOGY

The UITS User Survey is administered by the Center for Survey Research. Surveys were sent to 981 randomly selected people at Indiana University Kokomo (150 faculty, 131 staff, 700 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"), and 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").

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, 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 IUK) 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
3.93± .08	93.8± 2.1%	85.5%

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

Average	Satisfaction	Usage
3.87± .10	83.1± 3.3%	90.2%

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

14.45± 1.16	hours
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4. How would you rate your computer expertise?

Average Expertise (1=novice, 5=expert):	3.15± .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:	94.5%
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a. If you have a computer at your residence, what type of computer is it?

	Percentage checked	Responses
Intel-compatible computer running Windows 95 or 98/ME	53.9%	254
Intel-compatible computer running Windows NT or Windows 2000	23.1%	135
Apple Macintosh or compatible	2.0%	14
Unix workstation (including microcomputers running LINUX)	0.6%	3
Other:	11.0%	46

ELECTRONIC MAIL

6. IT at IUK provides an electronic mail system to send messages (e-mail) to others at IUK 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	3.94± .09	90.3± 2.8%	35.4%
Outlook Web Access	3.80± .09	90.2± 2.9%	36.4%

7. Which e-mail system do you use most often? Please circle only one.

	Students	Staff	Faculty
Microsoft Exchange/Outlook	36.7%	89.5%	82.5%
Outlook Web Access	8.7%	9.3%	10.0%
Other (please specify)	54.5%	1.2%	7.5%

8. If you use an external e-mail service (e.g., Hotmail, Yahoo! Mail, AOL, etc.), indicate your usage frequency by circling the appropriate response.

	Students	Staff	Faculty
Always	51.1	1.8	22.4
Frequently	28.8	33.9	42.9
Occasionally	20.1	64.3	34.7

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

Average	Satisfaction	Usage
3.56± .09	83.5± 3.2%	59.6%

USER SUPPORT SERVICES

10. IT at IUK 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.

	Average	Satisfaction	Usage

Telephone consulting through the Help Desk (455-9315)	3.78± .11	80.8± 3.5%	21.4%
Walk-in consulting at the Help Desk (KO-057)	3.76± .10	84.2± 3.2%	44.8%
Online consulting resources (IU's Knowledge Base, IU's Computing Help Online)	3.64± .11	79.5± 3.5%	17.3%
Replacement of obsolete computers through the Desktop Replacement Fund	3.80± .07	94.1± 2.0%	18.6%
IUWare CD-ROM	4.10± .07	95.5± 1.8%	30.3%
Getting software via IUWare Online	3.66± .08	92.5± 2.3%	14.0%
Computer Services technical support staff	3.78± .08	88.9± 2.8%	46.7%
Knowledge and ability of Computer Services technical support staff	3.71± .09	86.9± 2.9%	50.4%
Courtesy and helpfulness of Computer Services technical support staff	3.70± .09	84.6± 3.1%	52.4%

11. Over the past year, approximately how many times have you contacted the IT Help Desk?

	Frequency	Percentage	Cumulative Percentage
Never	173	35.3	35.3
1-10 Times	245	50.0	85.3
11-20 Times	30	6.1	91.4
21-30 Times	9	1.9	93.3
31-50 Times	7	1.4	94.7
51 or more Times	3	0.6	95.3
Not Answered	23	4.7	100.0

Total	490	100.0	
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12. Overall, how satisfied are you with the IT desktop support services available at IUK?

Average	Satisfaction	Usage
3.80± .07	91.6± 2.4%	52.0%

STUDENT COMPUTING SERVICES

13. IT at IUK maintains a number of computer facilities and services designated specifically for student use and instruction. These include the computer lab in KO-048 and the computer classrooms in KO-054, KO-080, and KO-082, all funded by the Student Technology Fee. If you have used such facilities and services during the past year, either as a faculty member or student, please indicate your level of satisfaction by circling the appropriate response.

	Average	Satisfaction	Usage
Computer lab/computer classroom hardware (computer, scanners, etc.)	4.01± .09	94.5± 2.3%	70.8% [F,S]
Computer lab/computer classroom software	4.02± .08	95.2± 2.1%	68.5% [F,S]
Computer lab/computer classroom consulting overall	3.85± .09	93.4± 2.5%	65.2% [F,S]
Knowledge and ability of computer lab/computer classroom consultants	3.72± .09	90.7± 2.9%	63.5% [F,S]
Courtesy and helpfulness of computer lab/computer classroom consultants	3.80± .10	89.7± 3.0%	63.5% [F,S]
Computer lab/computer classroom overall	3.95± .09	93.1± 2.5%	71.2% [F,S]
Oncourse (Internet-based distributed learning environment)	4.08± .10	91.7± 2.7%	69.9% [F,S]

14. Overall, how satisfied are you with the IT student computing services available at IUK?

Average	Satisfaction	Usage
3.87± .08	94.0± 2.3%	75.8% [F,S]

CLASSROOM TECHNOLOGY SERVICES

15. IT at IUK provides a number of services designed to facilitate the use of instructional technologies in the classroom. For the following questions, please focus on the Instructional Technology Department, which includes Julie Meyers, Chris Rivers, Steve Holaday, and the AudioVisual Center. If you use these services, please indicate your overall satisfaction by circling the appropriate response.

	Average	Satisfaction	Usage
Instructional Technology staff	4.06± .20	92.0± 6.7%	64.9% [F]
Instructional Technology classroom equipment	3.70± .23	84.0± 8.8%	64.9% [F]
Advanced Technology Classrooms	3.89± .23	89.5± 7.5%	50.0% [F]

16. IT at IUK provides support for six technology classrooms. These include KO-100, KO-211, KO-276, KO-281, KO-287, and KO-289. If you have taught in one of these technology classrooms, and used support services for those rooms, please indicate your level of satisfaction by circling the appropriate response.

a. Your experience over the past year with the equipment in technology classrooms

Average	Satisfaction	Usage
4.05± .22	87.5± 8.2%	54.8% [F]

b. Your experience over the past year with IT support services for the technology classrooms

Average	Satisfaction	Usage
4.11± .25	88.9± 7.9%	49.3% [F]

c. Over the past year, how many times have you taught in one of the technology classrooms? [F]

	Frequency	Percentage	Cumulative Percentage
Never	26	5.3	5.3
1-5 Times	16	3.3	8.6
6-10 Times	8	1.6	10.2

11-25 Times	4	0.8	11.0
26-50 Times	5	1.0	12.0
51-95 Times	2	0.4	12.4
96 or more Times	5	1.1	13.5
Not Answered	424	86.5	100.0
Total	490	100.0	

17. IT at IUK provides technology support for distributed education via the Virtual Indiana Classrooms (VIC). These include KO-111, KO-177, and KO-214. If you use this technology, and support services, please indicate your overall satisfaction by circling the appropriate response.

a. Your experience over the past year with the VIC technology

Average	Satisfaction	Usage
3.70± .18	90.0± 7.7%	14.3%[F]

b. Your experience over the past year with the support services for VIC

Average	Satisfaction	Usage
3.80± .20	90.0± 7.7%	14.3%[F]

c. Over the past year, how many times have you taught in one of the VIC classrooms?[F]

	Frequency	Percentage	Cumulative Percentage
Never	54	11.0	11.0
1 Time	1	0.2	11.2
2-5 Times	6	1.2	12.4

6-12 Times	1	0.3	12.7
Not Answered	428	87.3	100.0
Total	490	100.0	

18. Classroom facilities vary from building to building and room to room at IUK. Overall, how satisfied are you with classroom facilities on campus (e.g., in terms of lighting, acoustics, projector screens, and aesthetics)?

Average	Satisfaction	Usage
3.34± .25	79.2± 9.4%	96.3% [F]

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

Average	Satisfaction	Usage
3.59± .25	84.3± 8.5%	86.4% [F]

UNIVERSITY INFORMATION SERVICES

20. IT at IUK helps a number of information systems to support administrative services on campus. If you use such facilities and services, please indicate your overall satisfaction by circling the appropriate response.

	Average	Satisfaction	Usage
Library online catalog (INDYCAT/IUCAT)	3.85± .08	90.6± 2.5%	67.9%
Financial Information System (FIS)	4.05± .13	94.9± 3.6%	36.1% [F,Staff]
The Online Purchasing System (TOPS)	4.08± .13	93.0± 4.1%	35.0% [F,Staff]
Web-based purchasing	3.79± .13	93.2± 4.1%	18.6% [F,Staff]
Information Access Services: IU Information Environment	4.04± .13	95.0± 3.6%	37.7% [F,Staff]
Information Access Services: Financial Data Retrieval System (FDRS)	3.81± .13	93.6± 4.0%	20.4% [F,Staff]

Information Access Services: Information Center (FOCUS)	3.94± .12	93.8± 4.0%	10.8% [F,Staff]
SafeWord cards	3.66± .15	88.4± 5.1%	53.0% [F,Staff]
INSITE (Web-based course listings, bursar information, student advising, etc.)	4.19± .07	94.9± 1.9%	80.4%
Online student advising (IUCARE)	3.60± .10	79.4± 3.5%	22.0%

21. . Overall, how satisfied are you with student support systems made available by University Information Services at IUK (e.g., INDYCAT/IUCAT, INSITE, etc.)?

Average	Satisfaction	Usage
4.03± .09	95.7± 2.3%	81.5% [S]

22. Overall, how satisfied are you with the administrative support systems available at IUK?

Average	Satisfaction	Usage
3.69± .14	90.6± 4.6%	69.8% [F,Staff]

NETWORK-BASED INFORMATION SERVICES

23. IT at IUK supports access to and use of various network-based information services and tools. If you use such facilities and services, please indicate your overall satisfaction by circling the appropriate response.

	Average	Satisfaction	Usage
Publishing on the IUK Web server (www.iuk.edu)	3.85± .08	90.5± 2.5%	30.5%
Browsing on the IUK Web server (www.iuk.edu)	3.99± .07	95.2± 1.9%	66.5%
NETg online training	3.47± .09	80.5± 3.4%	11.5%
IUK Campus Calendar	3.96± .08	90.9± 2.5%	39.1%
IU Search (www.indiana.edu/resources/search.html)	4.01± .08	94.3± 2.0%	44.6%

24. Overall, how satisfied are you with network-based information services and tools?

Average	Satisfaction	Usage
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3.87± .07	95.2± 2.0%	69.3%
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DATA NETWORK SERVICES

25. IT at IUK provides campus networking, data jack activation, and network repair services. If you use such facilities and services, please indicate your overall satisfaction by circling the appropriate response.

	Average	Satisfaction	Usage
Reliability of office, laboratory, or classroom direct network connection (Ethernet data jack)	4.10± .14	95.4± 3.6%	44.7% [F,Staff]
Speed of office, laboratory, or classroom direct network connection (Ethernet data jack)	4.17± .14	94.3± 3.9%	47.5% [F,Staff]
Data jack activations	3.42± .10	82.0± 3.5%	6.4%
Data jack repair services	3.49± .09	93.3± 2.4%	5.9%
Internet and World Wide Web access	4.21± .07	99.1± 1.0%	40.5%

26. Overall, how satisfied are you with the data network services available at IUK?

Average	Satisfaction	Usage
4.02± .07	97.0± 1.6%	50.0%

TELEPHONE SERVICES

27. The Telephone Services Department provides a wide range of telephone services at IUK. If you use such facilities and services, please indicate your overall satisfaction by circling the appropriate response.

	Average	Satisfaction	Usage
Campus Switchboard	4.11± .08	93.9± 2.2%	59.7%
Telephone repair service	3.36± .10	79.1± 3.7%	8.8%
Campus office telephone service	3.97± .10	86.8± 3.1%	27.7%
Telephone equipment	3.76± .09	86.4± 3.1%	25.3%
Printed telephone directories	3.77± .16	88.4± 5.2%	86.6% [F,Staff]

On-line telephone directory	3.82± .16	88.0± 5.4%	43.7% [F,Staff]
Installation of campus office voice jacks and telephones	4.07± .13	94.4± 3.9%	34.7% [F,Staff]
Campus office long distance service	3.99± .15	92.2± 4.4%	73.8% [F,Staff]
Campus office voice mail service	3.91± .16	88.4± 5.2%	81.6% [F,Staff]

28. Overall, how satisfied are you with the services offered by The Telephone Services at IUK during the past year (e.g., long distance calling service, telephone service, telephone features, voice mail, Campus Switchboard, and telephone equipment)?

Average	Satisfaction	Usage
3.92± .08	94.8± 2.0%	50.5%

GENERAL ASSESSMENT

29. How helpful has the information technology environment at IUK been in your teaching activities?

Average	Satisfaction	Usage
3.38± .26	74.6±10.1%	88.8% [F]

30. How helpful has the information technology environment at IUK been in your research activities?

Average	Satisfaction	Usage
3.84± .09	91.8± 2.8%	76.5% [F,S]

31. How helpful has the information technology environment been in your learning experience at IUK?

Average	Satisfaction	Usage
3.76± .12	88.9± 3.7%	82.1% [S]

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

Average	Satisfaction	Usage
2.07± .13	31.7± 5.5%	100%[S]

33. Overall, how satisfied are you with the Information Technology services (including telecommunications, computing, and computer networking) offered by IT at IUK during the past year?

Average	Satisfaction	Usage
3.66± .08	88.3± 2.9%	84.6%

NON-IT SERVICES

34. Departments other than Information Technology offer services that are important to the functioning of the IUK computing environment. If you use such facilities and services, please indicate your satisfaction by circling the appropriate response.

	Average	Satisfaction	Usage
Training provided by Center for Teaching Excellence (CTE)	4.10± .20	91.8± 6.7%	63.6% [F]
Scheduling of computer classrooms provided by Academic Affairs	3.68± .27	80.0± 9.6%	52.6% [F]
Scheduling of technology classrooms provided by Academic Affairs	3.82± .27	84.2± 8.9%	50.7% [F]
Printing services provided by IUK's Mail Room	3.23± .12	69.8± 4.1%	26.5%