2017 TechQual+ Survey Results
TechQual+ Survey

- **18 Questions** on minimum, desired, and perceived levels of technology services

- **366 Faculty/Staff Respondents**
  - Down from 503 in 2015
  - Due mainly to the way notifications were sent
    - Via All Announce email vs. personalized email
  - 197 students also took the survey, but were not included in the analysis

Takeaway: Has risen moderately across the board.

See Appendix for explanation of question categories

Overall Change: +0.15

Takeaway: Has risen moderately across the board.

Overall Change: +0.13
Minimum and Desired Service Levels - 2017
Perceived Service Levels - 2017

Takeaway: We continue to strive to meet minimum expectations.
Perceived Service Levels (Students) - 2017

Takeaway: Students have lower expectations that are easier to meet.

Based on the 197 student employees who took the survey. They are otherwise not included in the survey results.
Service Adequacy Gap

• The difference between the minimum level of service and the perceived level of service

<table>
<thead>
<tr>
<th>Area</th>
<th>Gap</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fast Internet</td>
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What Has Changed Over Time

Takeaway: Overall, it is nearly unchanged, but specific areas have changed.

Overall Change: 0.01
Service Adequacy Gap

*Takeaway: It continues to widen.*

2013 - 2017

- **Perceived**
  - 2013: 6.5
  - 2015: 7
  - 2017: 7.5

- **Minimum**
  - 2013: 0.19
  - 2015: 0.52
  - 2017: 0.63

- **Desired**
  - 2013: 6
  - 2015: 7
  - 2017: 8
User Comments
Comments – Change from 2015

*Takeaway: Comments were much more negative overall than in 2015.*
Comments – Trends & Themes

• Knowledgeable Support
  1. Varying levels of knowledge
  2. ITSS students

• Mobile Support
  1. Coverage inside buildings
     • Particularly Holt and Physical Science

• Training
  1. More trainings
  2. Lynda.com

• Data Reporting
  1. Outdated reports, incompatible and conflicting data sources
  2. Lack of progress to better systems

• Easy to Use Websites
  1. Poor search and navigation
  2. Designs
Knowledgeable Support – Common Themes

Takeaway: Perception of lack of service desk knowledge has increased.

1. Varying levels of knowledge
   - “Calling ITSS to get help with a problem is a bit of a crap shoot. Sometimes you get someone who can actually help you, but often you get someone who doesn’t have a clue.”
   - “No one seems to have the correct information. the answer depends on the person you talk to that day.”
   - “Sometimes it takes awhile to get to the individual who actually has the authority or knowledge to make decisions and be helpful.”

2. ITSS students
   - “At times the young people/students in ITSS are not competent. I tend to go to the people I know are good.”
   - “Support staff who answer phones are not trained to answer my questions.”
   - “If I have a technology problem, and I have to go through the students first, it can be very frustrating. At times it has taken me hours on the phone with students who don’t know how to solve my problems.”
Mobile Support – Common Themes

Takeaway: There isn’t much we can do about cell service.

1. Coverage inside buildings (in general)
   • “Mobile coverage within a number of buildings is very spotty or non-existent. Primary in buildings on west side of campus.”
   • “Coverage is fairly good, however within some buildings not so much.”

2. Holt Hall and Physical Science (specifically)
   • “Interior rooms in Holt Hall get little to no signal.”
   • “I have had 6 or 7 different offices on campus - most in PHSC. I got terrible cell service in PHSC (essentially none) in any of my 6 offices there.”
   • “I think I should be able to use my cell phone in my office (Holt 148), but often I read ‘No Service.’”
Training – Common Themes

Takeaway: Technology training is an emerging theme here and in the ECAR survey.

1. More trainings
   • “Wish you would put on classes again or give us recommendations as to where we could go to get information on computers for those of us that did not grow up with computers.”
   • “You need more basic trainings, especially to navigate through the results of all of the recent changes you've made.”
   • “I've given up on staff training and just google anything I need help with. The classes and resources available to staff are very poor quality.”

2. Lynda.com
   • “Love that we have Lynda.com on campus to help with applications we may be unfamiliar or are looking for some clarity with.”
   • “Thanks for supporting Lynda.com.”
   • “Promote Lynda.com more please.”
Data Reporting – Common Themes

Takeaway: Increased dissatisfaction with data reporting, including both tools and the data itself.

1. Outdated reports, incompatible and confusing data sources
   • “Most report formats are outdated and not the best tool for the people who are the end-users.”
   • “We have data we just do not have a streamlined, centralized way of requesting reports... therefore people have reports that contradict.”
   • “Provide a robust, flexible tool for reporting and not 7 different report systems that create 7 different answers to the same question.”
   • “When it comes to financial reporting tools it's virtually impossible for me to track what a charge is or where it came from.”

2. Lack of progress to better systems
   • “Data reporting is still lacking and progress has been painfully slow. Old reports are commonly broken.”
   • “The minimal progress made on this front for the campus is crippling our progress.”
Easy Websites – Common Themes

Takeaway: Many negative comments regarding Google site search results.

1. Search and navigation
   - “Using the search function on the university website is often useless.”
   - “The website is hard to navigate and the search feature often returns many, many hits that are not useful.”
   - “Searching for sites and documents on campus is worthless about half the time. Searches return outdated documents more often than not.”

2. Design
   - “We have way too many templates in use on our website... and our branding is not good. Most pages look pretty outdated, but individual programs don't have the funding to pay for new design work.”
   - “Some campus websites are poorly designed and difficult to navigate through.”
   - “Our websites are awful and having them all the identical is boring. Mostly though, things are not easy to find.”
“What Other Services Should We Offer?”

Open response question. Many used it to reiterate previous comments.

1. Classroom Technology
   • “Old classrooms brought up to date with technology. Not, bring what you have and hope it works with what may be available in the room.”
   • “More smart classrooms and smart boards. A fairer and more transparent system for allocation technology resources.”

2. Technology Training
   • “I would like to see IT provide lower-level user educations sessions on business management tools, content management, etc. As well as on other software tools.”
   • “More rudimentary classes on computer hierarchical organization and storage of documents, transfer of written, audio, and video documents/files.”

3. Digital Signatures
   • “I want to see a digital signature feature rolled out. We are still to dependent on traditional signatures. How boring is that??”
   • “Allow electronic signatures across campus. Eliminate the paper and delays.”
Conclusions

Takeaway: A few areas have improved, but most have gotten worse.

- Combination of change in perceived level of service and change in comments*

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<th>Delta Score</th>
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*Change in perceived service + change in comments score/5
Main Takeaways

1. Minimum and *desired levels of service* continue to *increase*.
2. Overall *service levels are static*, increasing the service adequacy gap.
   1. Largest adequacy gap is for *Document Management*, but it is little changed from 2015.
   2. Largest change is in *Knowledgeable Support*, which has declined each year of the survey.
3. The desire/need for *Technology Training* is an emerging theme.
What Next?

• Plan for continually higher expectations of technology services.
• Identify low-cost improvements that can be made, particularly in the areas of support and training.
• Conduct a deeper analysis of organizational strengths, weaknesses, opportunities, and threats & strategies for meeting campus needs.
Appendix – Question Categories

- Reliable Internet
  - Internet reliability
- Fast Internet
  - Internet capacity and speed
- Wifi
  - Adequate wifi coverage
- Mobile Support
  - Cellular coverage
- Easy Websites
  - Website ease of use
- Collaboration Tools
  - Technology for collaborating
- Email/Calendars
  - Email and calendar tools
- Tech Classrooms
  - Classroom and meeting space technology
- Document Management
  - Document management tools
- Effective Computer
  - Desktop computer
- Timely Resolution
  - Timely resolution of technology problems
- Knowledgeable Support
  - Knowledgeable IT staff
- Training
  - Technology training and self-help information
- Curriculum Redesign
  - Support and tools for curriculum redesign
- Data Reporting
  - Data and reporting
- Data for Decisions
  - Timely access to data for decision-making
- Online Teaching Tools
  - Online services for teaching and learning
- Good Communications
  - Understandable technology communications