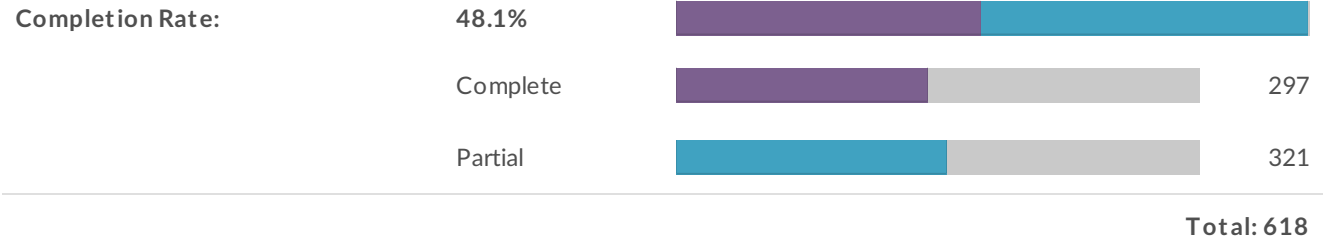
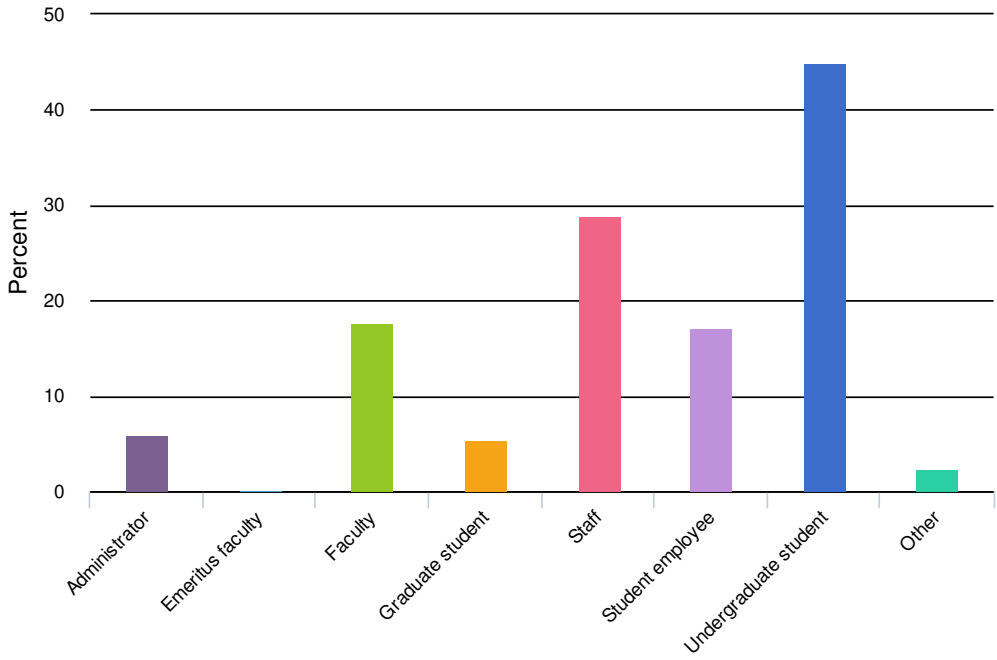


# Report for UCS Satisfaction Survey

## Response Counts

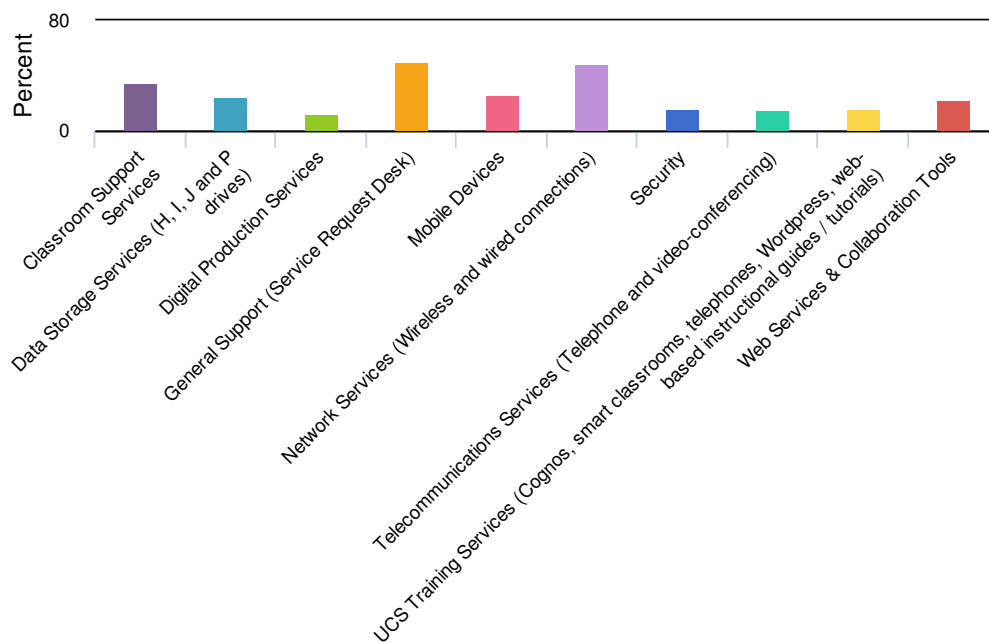












## 1. Your connection to campus Please select all that apply



Value	Percent	Responses
Administrator	5.9%	25
Emeritus faculty	0.2%	1
Faculty	17.6%	75
Graduate student	5.4%	23
Staff	28.8%	123
Student employee	17.1%	73
Undergraduate student	45.0%	192
Other	2.3%	10

## 2. I would like to evaluate the following UCS service areas



Value		Percent	Responses
Classroom Support Services		35.4%	140
Data Storage Services (H, I, J and P drives)		25.6%	101
Digital Production Services		11.9%	47
General Support (Service Request Desk)		50.6%	200
Mobile Devices		26.3%	104
Network Services (Wireless and wired connections)		48.6%	192
Security		16.2%	64
Telecommunications Services (Telephone and video-conferencing)		15.2%	60
UCS Training Services (Cognos, smart classrooms, telephones, Wordpress, web-based instructional guides / tutorials)		16.2%	64
Web Services & Collaboration Tools		23.0%	91

3. How satisfied are you with the following aspects of Service Request (phone) services:

	N/A -- Don't know	Very dissatisfied	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied	Very Satisfied
Answering the phone promptly Count	11	0	3	3	14	51	85
Ease of submitting service request Count	8	3	7	5	14	49	77
Response time from UCS technician Count	9	4	7	6	20	55	62
Helpfulness of the customer service representative Count	8	2	6	4	31	40	73

4. How satisfied are you with the following aspects of Service Request (walk-in) services:

	N/A -- Don't know	Very dissatisfied	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied	Very Satisfied
Ability to solve problem during visit Count	61	2	3	5	17	30	44
Ease of scheduling appointment with technician Count	74	1	4	3	7	28	46
Helpfulness of the customer service representative Count	56	3	2	3	14	25	60

5. How satisfied are you with the following aspects of Service Request support provided by e-mail:

	N/A -- Don't know	Very dissatisfied	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied	Very Satisfied
Timeliness of initial response to your inquiry Count	36	1	3	3	16	46	56
Ability to be routed to the correct service group Count	37	2	4	7	19	41	51

6. Service Request support overall:

	N/A -- Don't know	Very dissatisfied	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied	Very Satisfied
Ability to solve problem Count	3	4	5	11	24	45	71
Time to resolve your problem Count	3	5	7	18	18	47	65
How satisfied are you with problem resolution overall? Count	2	2	10	10	23	47	69

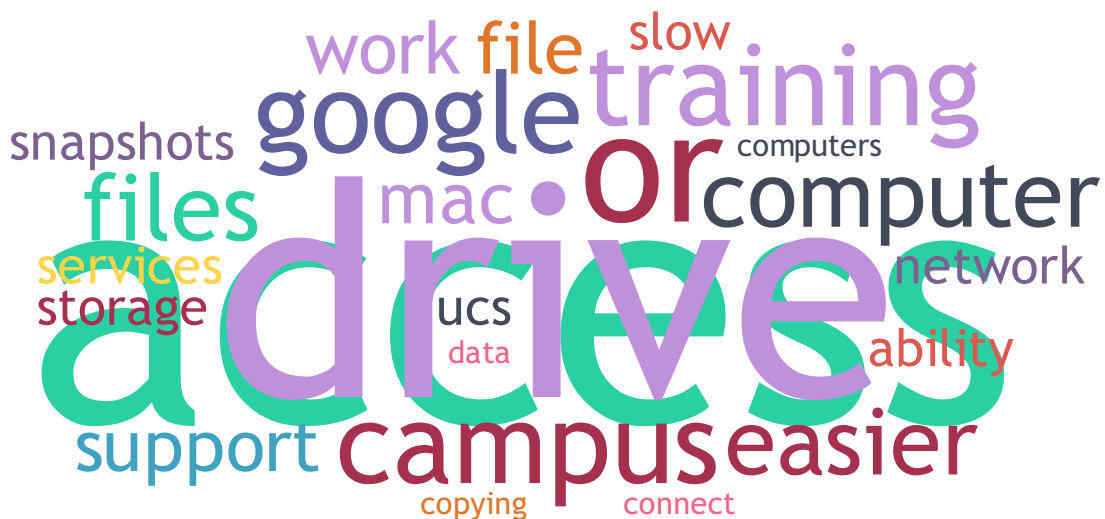
7. How often do you use the following campus based network drives or data storage services?

	Never heard of it	Never used it	Used it once	Once a year	Once a term	Once a month	Daily
Personal (H drive) Count	0	4	2	4	3	14	57
Departmental (I drive) Count	8	11	3	2	6	13	39
Inter-departmental (J drive) Count	13	15	10	2	11	10	20
Public HTML (P drive) Count	15	17	13	5	15	9	4
File restore snapshots Count	33	20	8	8	5	6	0
Google Drive Count	0	1	2	0	5	14	61

8. How satisfied are you with the following campus based network drives or data storage services?

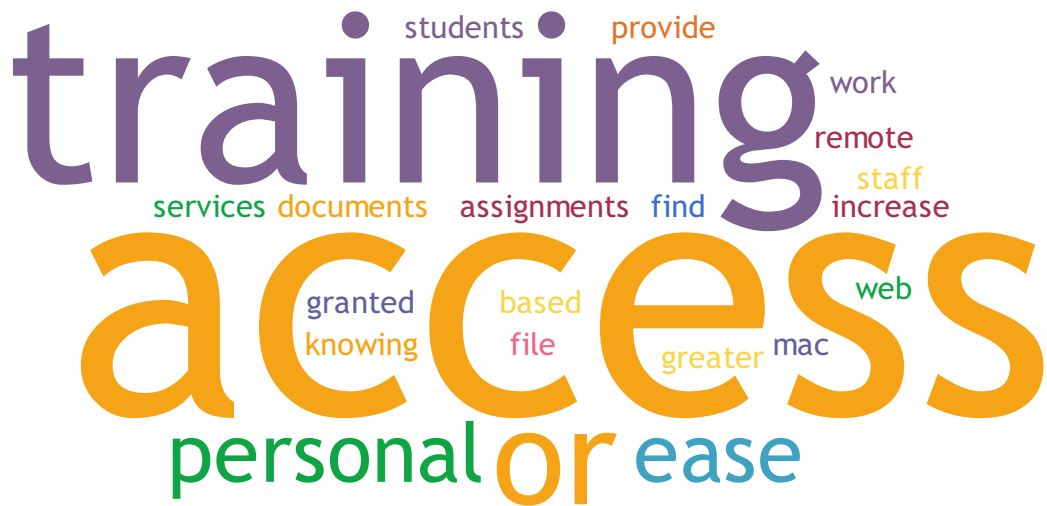
	N/A -- Don't know	Very dissatisfied	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied	Very satisfied
Personal (H drive) Count	7	1	3	4	7	32	28
Departmental (I drive) Count	21	1	1	0	6	26	26
Inter- departmental (J drive) Count	35	1	0	1	7	15	20
Public HTML (P drive) Count	44	1	0	1	7	15	10
File restore snapshots Count	54	1	0	1	2	11	10
Google Drive Count	3	0	1	4	12	27	34

9. What would increase your satisfaction with campus based network drives or data based storage services?





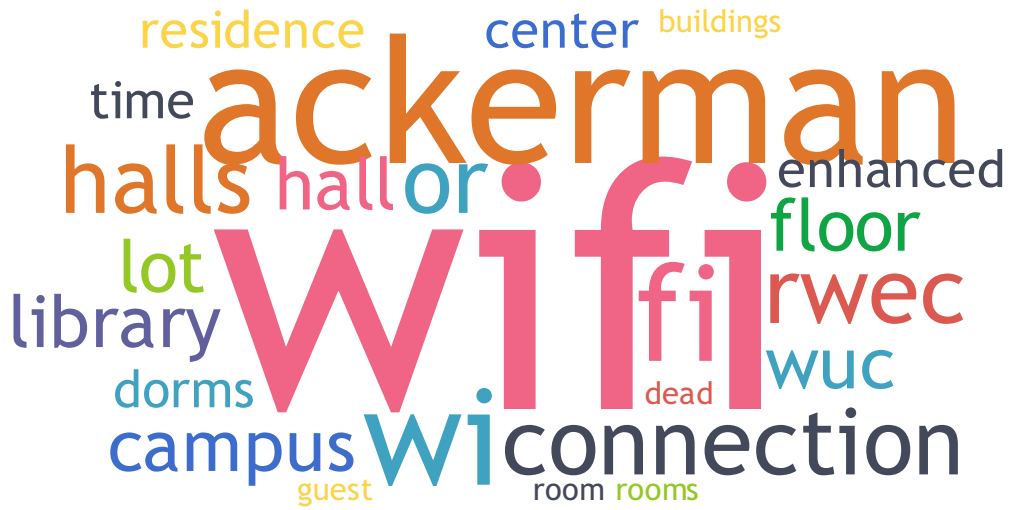
10. What would increase your use of campus based drives or services?



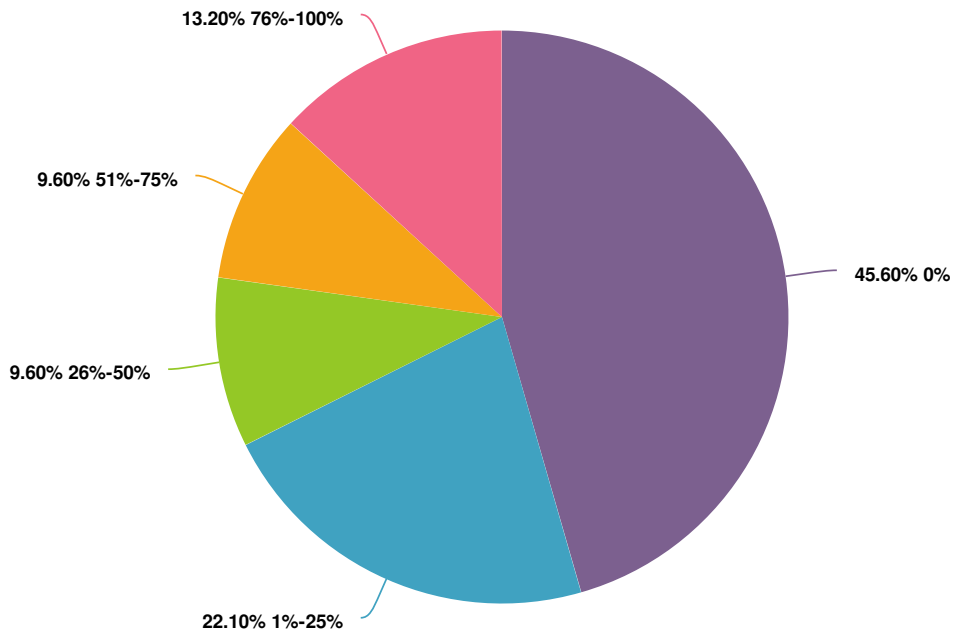
11. Rate your overall satisfaction with these aspects of the WOU WIRELESS (Wi-Fi) network


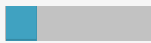



	N/A -- Don't know	Very dissatisfied	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied	Very Satisfied
Signal strength/quality of connection Count	3	10	19	18	29	53	26
Availability of network on campus Count	3	6	11	19	31	56	32
Guest Wi-Fi Count	83	12	8	17	17	15	6
Speed of Wi-Fi network Count	3	12	13	14	38	53	22

12. Where on campus would you like to see WIRELESS (Wi-Fi) access added or enhanced? (Please be as specific as possible)



13. If you use a laptop, what percentage of your network time is spent plugged into the WOU WIRED network?



Value		Percent	Responses
0%		45.6%	62
1%-25%		22.1%	30
26%-50%		9.6%	13
51%-75%		9.6%	13
76%-100%		13.2%	18
			<b>Total: 136</b>

14. What is your overall satisfaction with the WOU WIRED network? (where your computer is plugged into the wall jack)

	N/A -- Don't know	Very dissatisfied	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied	Very Satisfied
Reliability of network Count	53	1	5	5	15	30	49
Availability of network Count	51	1	3	6	16	36	45
Speed of network Count	49	2	3	9	17	33	44
How satisfied are you with WOU's network overall? Count	35	2	8	16	19	34	41

15. Ease of logging into WiFi?

	N/A - Don't know	Very Difficult	Difficult	Somewhat difficult	Somewhat easy	Easy	Very easy
For a new device you bring to campus Count	10	7	10	21	34	48	28
For a device you have logged into the network previously Count	8	2	3	8	18	42	76

16. How satisfied are you with the following aspects of WOU's telecommunications (phone) service:

	N/A - Don't know	Very dissatisfied	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied	Very Satisfied
Requesting or changing services Count	11	2	0	2	1	11	21
Order completion and delivery Count	11	0	1	2	1	13	20
Technical support and repair Count	9	1	1	0	3	13	21
Online documentation Count	17	2	1	1	5	8	13
Basic phone functionality Count	2	1	0	1	9	18	17

	N/A - Don't know	Very dissatisfied	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied	Very Satisfied
Advanced phone functionality (call center, menu tree, pickup groups, coverage paths, ad-hoc conferencing, phone-based contacts and call log, etc.) Count	16	0	3	0	2	15	12
Voicemail Count	5	1	1	3	5	14	19
Call forwarding:How satisfied are you with the following aspects of WOU's telecommunications (phone) service: Count	0	0	1	0	0	0	0
Employee interactions:How satisfied are you with the following aspects of WOU's telecommunications (phone) service: Count	0	1	0	0	0	0	0
Not all of our building phones have the new 'voice over IP' phones....were promised at least 2 years ago:How satisfied are you with the following aspects of WOU's telecommunications (phone) service: Count	0	1	0	0	0	0	0

	N/A - Don't know	Very dissatisfied	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied	Very Satisfied
Online directory needs upgrading: <b>How satisfied are you with the following aspects of WOU's telecommunications (phone) service:</b> Count	0	0	0	1	0	0	0
Thomas Groves: <b>How satisfied are you with the following aspects of WOU's telecommunications (phone) service:</b> Count	0	0	0	0	0	0	1
find a person like all PA : <b>How satisfied are you with the following aspects of WOU's telecommunications (phone) service:</b> Count	0	1	0	0	0	0	0
need access to videophone : <b>How satisfied are you with the following aspects of WOU's telecommunications (phone) service:</b> Count	0	1	0	0	0	0	0

17. As we develop and strengthen our telecommunications network, we aim to align with campus needs and preferences. Your responses will critically inform our decisions. How important will the following be to your work requirements within the next two years?

	N/A -- Don't know	Not important	Somewhat important	Important	Very important
Desk phone Count	1	1	5	7	33
Personal cell phone Count	4	10	3	6	24
Ability to link my WOU extension to a cell phone Count	7	13	9	11	7
Using my computer or tablet to place and receive calls Count	8	15	11	8	6
Send and receive text messages with my WOU phone number Count	9	8	12	7	12
Videoconferencing-equipped rooms and devices Count	4	5	3	22	13
Send and receive faxes Count	3	13	11	9	11
Ability to send urgent or critical messages to students' cell phones: <b>As we develop and strengthen our telecommunications network, we aim to align with campus needs and preferences. Your responses will critically inform our decisions.</b>  <b>How important will the following be to your work requirements within the next two years?</b>  Count	0	0	0	0	1

N/A --

Don't know   Not important   Somewhat important   Important   Very important

Faxes: A few companies still require fax:As we develop and strengthen our telecommunications network, we aim to align with campus needs and preferences. Your responses will critically inform our decisions.

0   0   0   0   1

How important will the following be to your work requirements within the next two years?

Count

Need phones to have long distance due to most students having long distance cell phones:As we develop and strengthen our telecommunications network, we aim to align with campus needs and preferences. Your responses will critically inform our decisions.

0   0   0   0   1

How important will the following be to your work requirements within the next two years?

Count

Text message via computer / tablet:As we develop and strengthen our telecommunications network, we aim to align with campus needs and preferences. Your responses will critically inform our decisions.

0   0   0   1   0

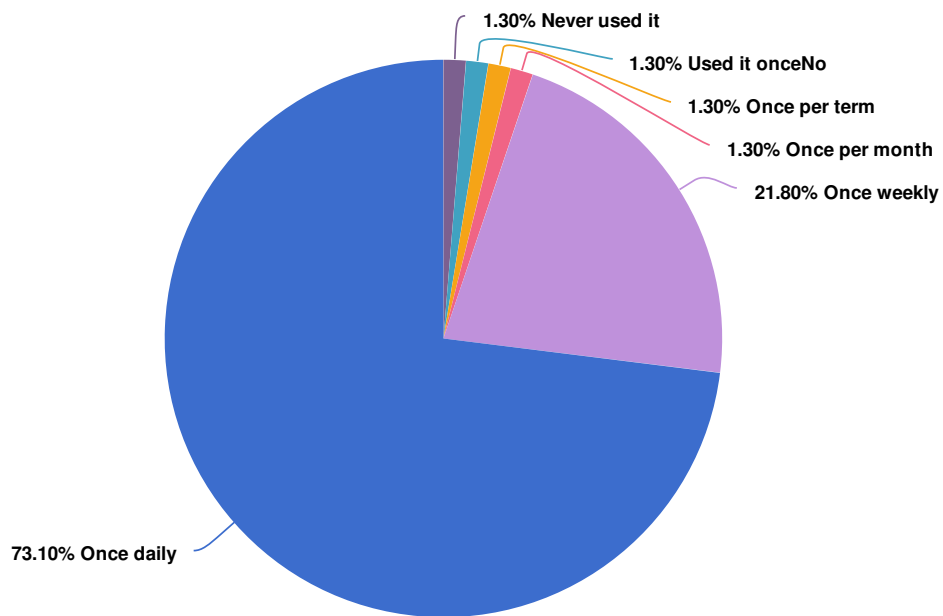
How important will the following be to your work requirements within the next two years?

Count



	N/A -- Don't know	Not important	Somewhat important	Important	Very important
videophone with vrs services:As we develop and strengthen our telecommunications network, we aim to align with campus needs and preferences. Your responses will critically inform our decisions.	0	0	0	0	1
How important will the following be to your work requirements within the next two years?					
Count					

18. Do you use your mobile device (smartphone, tablet, etc...) to access WOU pages, web sites or services?



Value	Percent	Responses
Never used it	1.3%	1
Used it onceNo	1.3%	1
Once per term	1.3%	1
Once per month	1.3%	1
Once weekly	21.8%	17
Once daily	73.1%	57

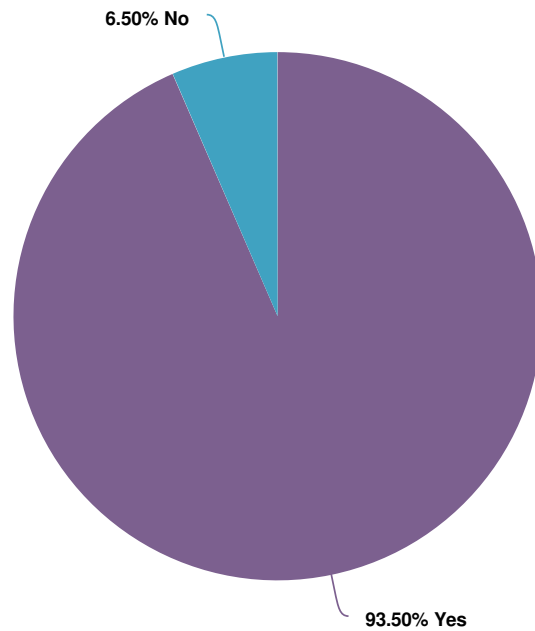
Total: 78

19. How satisfied are you in using WOU websites and applications from your mobile device (smartphone, tablet, etc.)

	N/A Don't know	Very dissatisfied	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied	Very satisfied
Main wou.edu website Count	1	2	4	12	16	27	17
Portal Count	2	2	3	7	23	23	19
Moodle Count	11	2	2	3	18	23	19
Wolfweb Count	8	1	6	7	18	21	18

	N/A Don't know	Very dissatisfied	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied	Very satisfied
Health Wellness Center: <b>How satisfied are you in using WOU websites and applications from your mobile device (smartphone, tablet, etc.)</b>	0	0	1	0	0	0	0
Count							
Wordpress: <b>How satisfied are you in using WOU websites and applications from your mobile device (smartphone, tablet, etc.)</b>	0	0	0	0	1	0	0
Count							
logging in: <b>How satisfied are you in using WOU websites and applications from your mobile device (smartphone, tablet, etc.)</b>	0	1	0	0	0	0	0
Count							

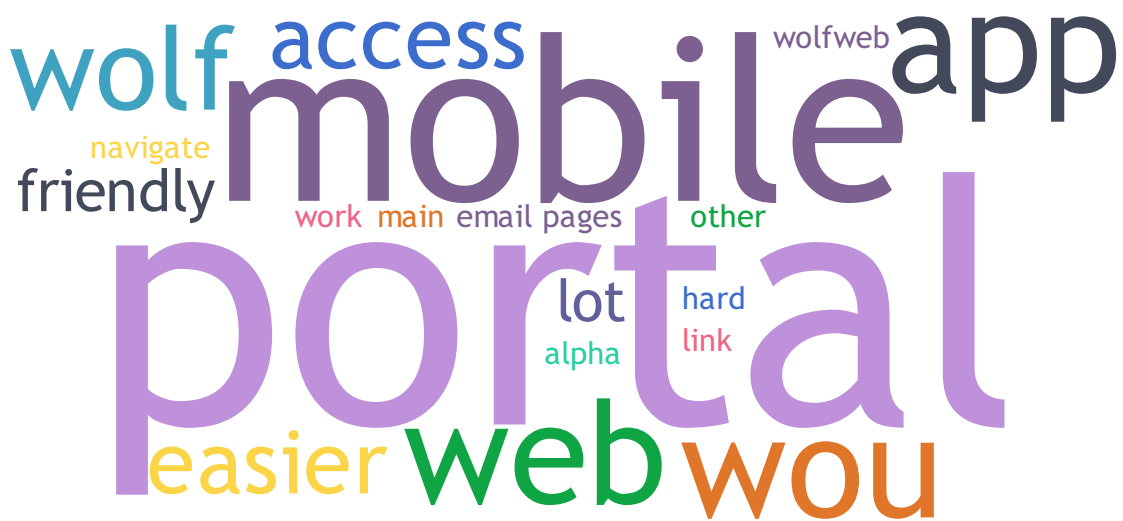
20. Would you like to see campus or class alerts on your mobile device (such as class cancellations or weather alerts)?



Value	Percent	Responses
Yes	93.5%	72
No	6.5%	5

Total: 77

21. What applications could be more mobile friendly at WOU?



22. If WOU were to develop a mobile app, what services would you like to see in the app?



23. How satisfied are you with the following training options?

	Have not used	Very dissatisfied	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied	Very Satisfied
Video tutorials Count	21	1	0	1	9	11	3
Classroom style in-person training Count	10	1	0	3	10	15	8
One-on-one in-person training Count	12	1	0	3	2	13	15

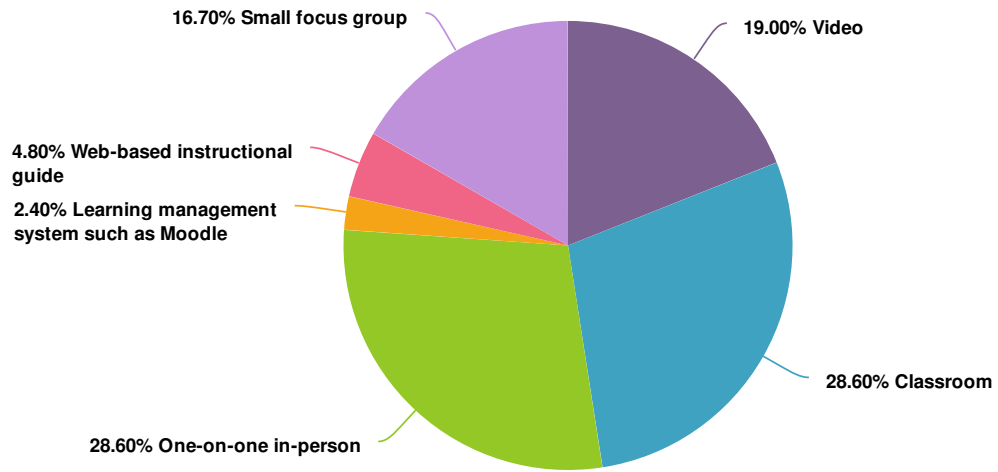
24. Which trainings have you been involved with?

	Classroom style in-person training	One-on-one in-person training	Video tutorials	Web-based guides
Cognos Count	21	9	3	4
SmartClassrooms Count	9	5	7	5
Telecommunications Count	1	9	3	10
Wordpress Count	14	17	7	14

25. What types of training would you like? (online, face-to-face, web-based guides)  
 What content would you like covered?



26. What training format do you prefer?



Value	Percent	Responses
Video	19.0%	8
Classroom	28.6%	12
One-on-one in-person	28.6%	12
Learning management system such as Moodle	2.4%	1
Web-based instructional guide	4.8%	2
Small focus group	16.7%	7

Total: 42

	I'm not sure	Far too little	Not quite enough	Adequate	A bit too much	Far too much
How much guidance on information security do you believe WOU provides? Count	10	8	15	14	1	1
How would you characterize the level of information security tools and services WOU provides? Count	14	4	9	18	2	1

28..

	Never heard of it before today	Sounds familiar but that's about it	I know it well enough to make use of it	I know it well	I'm not sure
How familiar are you with WOU's Information Security Manual? Count	31	9	7	1	1

29..

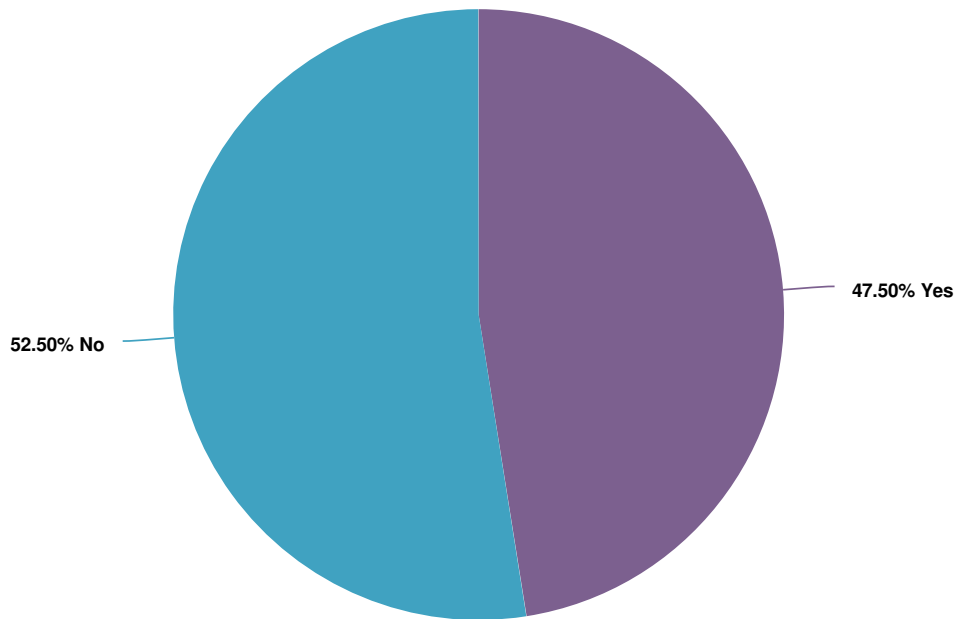
	I'm not sure	Daily	Weekly	Monthly	Rarely	Never
How often do you handle sensitive data or PII (Personally Identifiable Information)? Count	6	22	10	0	6	5

30..



	I'm not sure	Completely unprepared	Unprepared	Adequately prepared	Well prepared
How prepared are you from being a victim of security scams? Count	8	4	7	18	11

31. If you have been a victim of security scams (computer virus infection, online identity theft, stolen computing device, etc.) would you like additional prevention training?



Value	Percent	Responses
Yes	47.5%	19
No	52.5%	21
<b>Total: 40</b>		

32. What additional or expanded information security tools, services, or programs would you like to see offered at WOU?



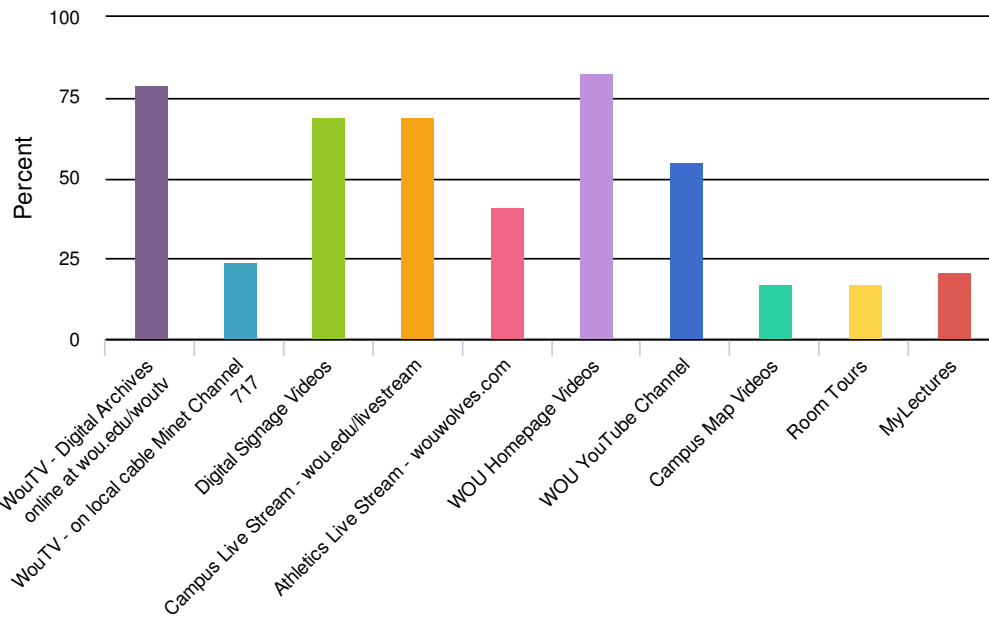
33. How often are you using web services and collaboration tools?

	Never heard of it	Never used it	Used it once	Once a year	Once a term	Once a month	Weekly	Daily
Appspace Count	44	12	1	1	0	0	1	1
Basecamp Count	32	12	2	3	0	1	1	10
Document Management Count	26	23	2	2	3	1	2	3
Google Analytics Count	15	23	4	9	1	7	1	0
Google Chat Count	5	21	3	2	2	4	12	13
Google Drive Count	1	0	0	0	9	4	14	35
Google Forms Count	3	9	1	4	13	11	12	8
Google Groups Count	8	24	7	5	3	6	4	5
Moodle Count	1	15	4	0	6	0	2	36
WebEx Count	24	18	3	5	5	6	1	0
Wordpress Count	5	22	6	1	4	8	7	9

34. How satisfied are you with the following web services and collaboration tools?

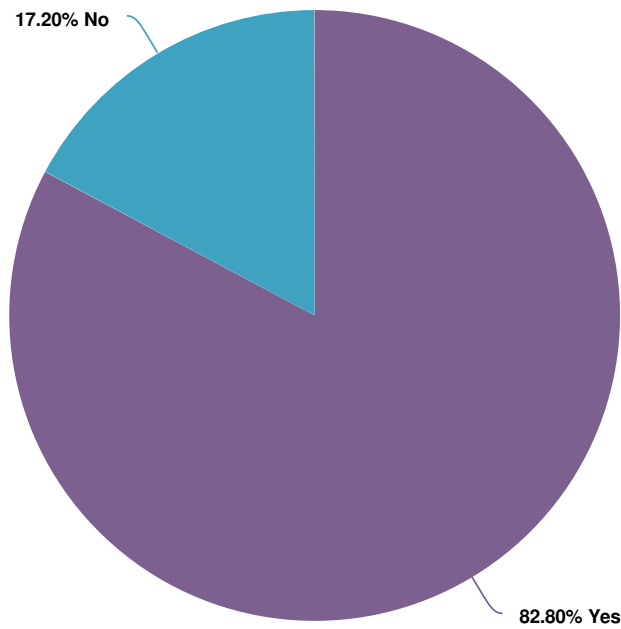
	N/A Don't know	Very dissatisfied	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied	Very satisfied
Appspace Count	56	0	0	0	3	1	2
Basecamp Count	44	0	0	1	6	10	1
Document Management Count	48	0	0	2	6	3	3
Google Analytics Count	44	0	0	4	5	7	1
Google Chat Count	28	0	0	4	6	17	7
Google Drive Count	2	0	0	3	8	28	22
Google Forms Count	15	0	0	2	9	21	14
Google Groups Count	31	2	0	1	8	15	5
Moodle Count	18	0	3	2	10	16	15
WebEx Count	43	0	1	0	3	10	5
Wordpress Count	31	2	1	7	11	7	3

35. Mark all of the following products you have seen produced by Digital Production Services?



Value	Percent	Responses
WouTV - Digital Archives online at wou.edu/woutv	79.3%	23
WouTV - on local cable Minet Channel 717	24.1%	7
Digital Signage Videos	69.0%	20
Campus Live Stream - wou.edu/livestream	69.0%	20
Athletics Live Stream - wouwolves.com	41.4%	12
WOU Homepage Videos	82.8%	24
WOU YouTube Channel	55.2%	16
Campus Map Videos	17.2%	5
Room Tours	17.2%	5
MyLectures	20.7%	6

36. Do you know where the DPS production studio is located?

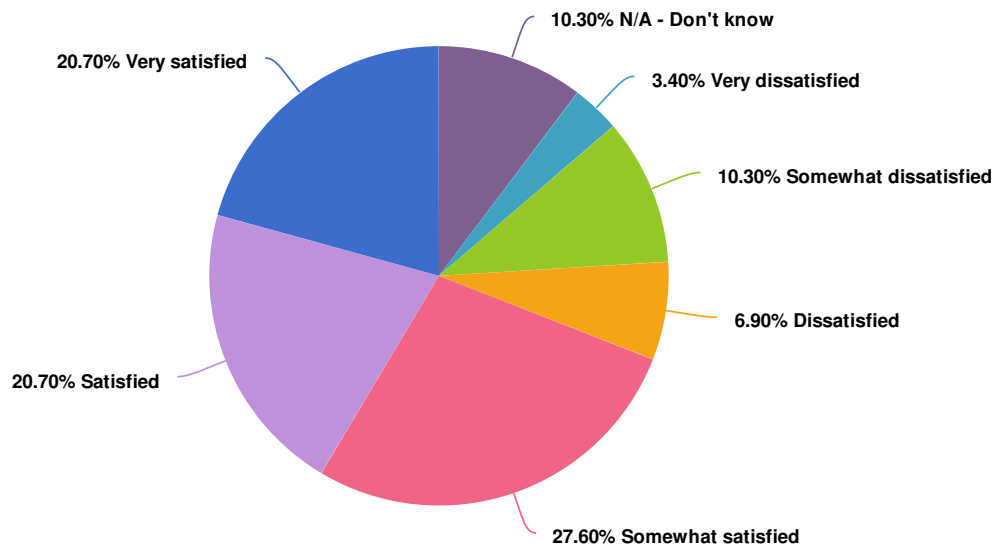


Value	Percent	Responses
Yes	82.8%	24
No	17.2%	5
		<b>Total: 29</b>

### 37. Have you used the following DPS resources?

	Yes	No
HD Production Studio Count	14	13
HD Field Production Count	11	14
Online Lecture Production Count	6	17
Campus Event recording & editing Count	13	12
Live Streaming Count	7	18

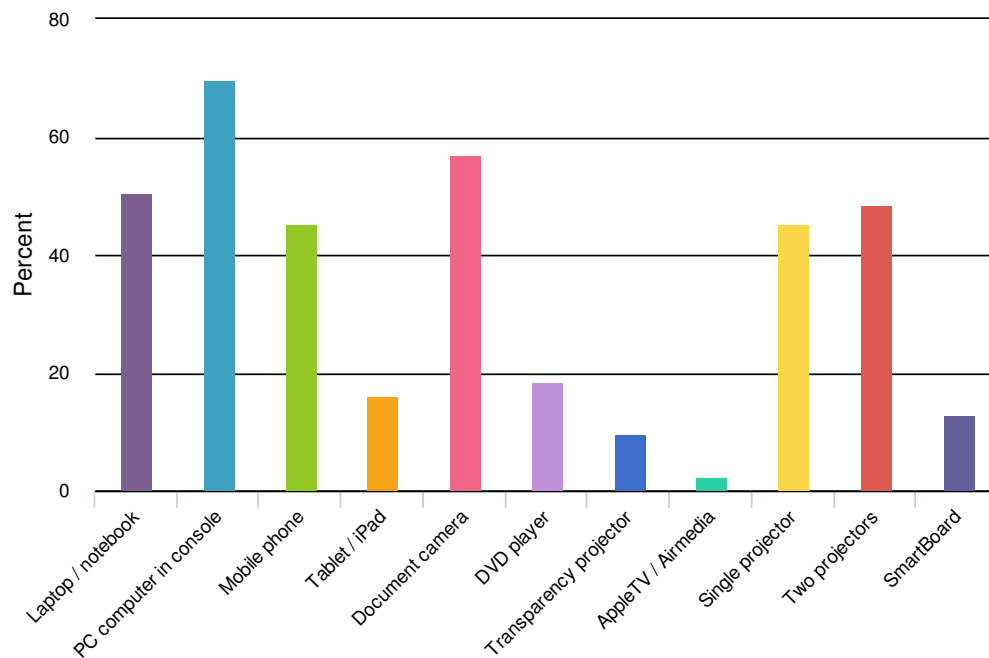
### 38. Rate the quality of DPS services and productions.



Value	Percent	Responses
N/A - Don't know	10.3%	3
Very dissatisfied	3.4%	1
Somewhat dissatisfied	10.3%	3
Dissatisfied	6.9%	2
Somewhat satisfied	27.6%	8
Satisfied	20.7%	6
Very satisfied	20.7%	6

Total: 29

### 39. On a typical day, what technology do you use in your classroom? (check all that apply)



Value	Percent	Responses
Laptop / notebook	50.5%	47
PC computer in console	69.9%	65
Mobile phone	45.2%	42
Tablet / iPad	16.1%	15
Document camera	57.0%	53
DVD player	18.3%	17
Transparency projector	9.7%	9
AppleTV / Airmedia	2.2%	2
Single projector	45.2%	42
Two projectors	48.4%	45
SmartBoard	12.9%	12

40. As a faculty member, how does your teaching benefit from the use of technology in the classroom?

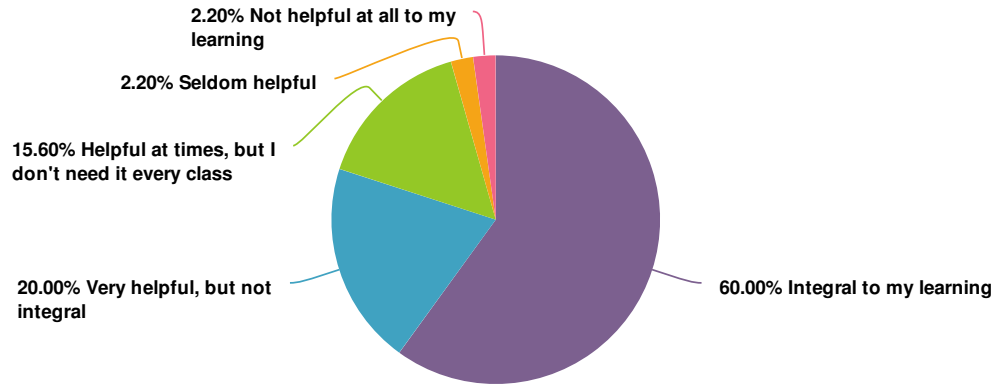




Value	Percent	Responses
Integral to my teaching	71.2%	42
Very useful, but not integral	20.3%	12
Useful at times, but I don't use it every class	3.4%	2
Not used in my classes at all	5.1%	3

Total: 59

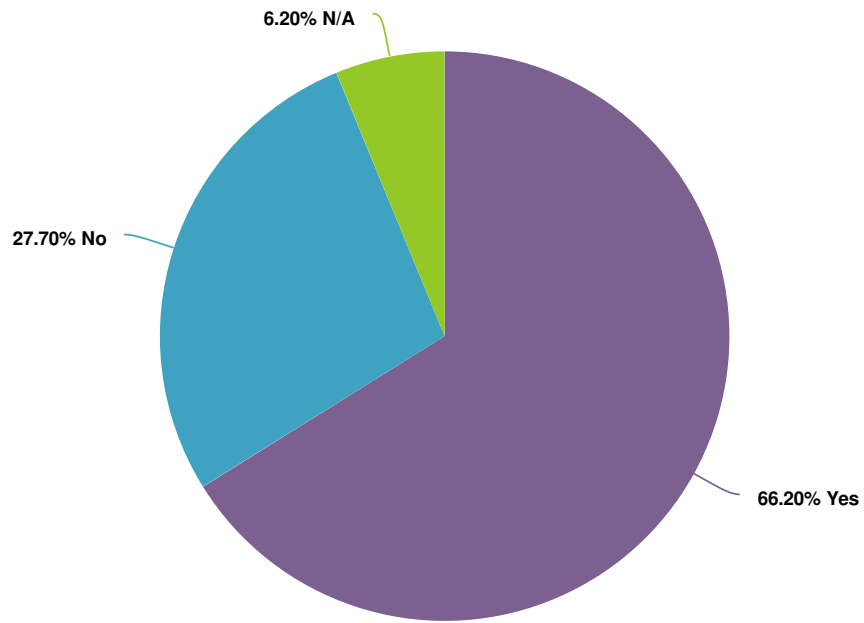
41. As a student, how does your learning benefit from the use of technology in the classroom?



Value	Percent	Responses
Integral to my learning	60.0%	27
Very helpful, but not integral	20.0%	9
Helpful at times, but I don't need it every class	15.6%	7
Seldom helpful	2.2%	1
Not helpful at all to my learning	2.2%	1

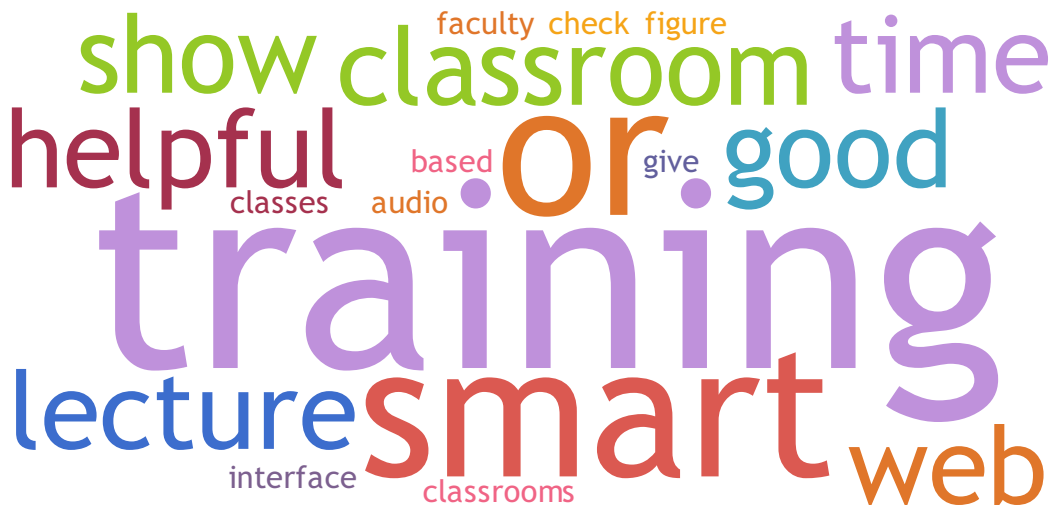
Total: 45

42. Do you feel that you have had adequate training on the technology you use in your assigned classroom?



Value	Percent	Responses
Yes	66.2%	43
No	27.7%	18
N/A	6.2%	4
		<b>Total: 65</b>

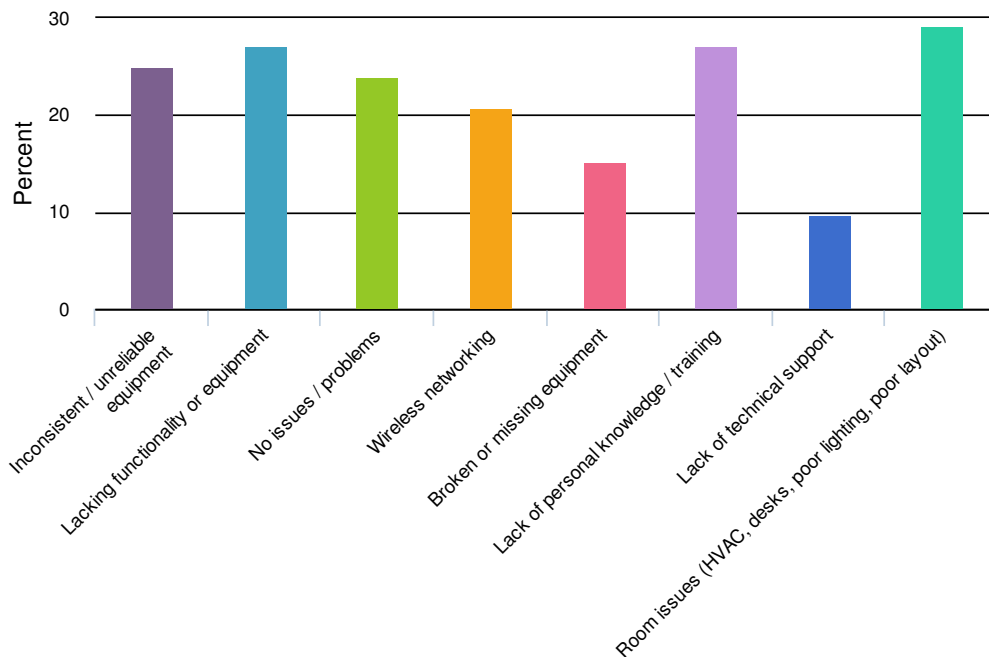
43. How could Classroom Services better assist you in providing training on the technology in the classrooms?



#### 44. How well did Classroom Services help you resolve issues?

	N/A - Don't know	Very dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Somewhat Satisfied	Satisfied	Very satisfied
Over the phone Count	20	3	4	7	7	25	26
In person Count	12	0	1	6	6	18	46
Speed of response Count	9	1	5	7	8	29	34
Overall level of support Count	8	1	3	7	8	23	43

#### 45. What challenges do you encounter when using classroom technology?



Value		Percent	Responses
Inconsistent / unreliable equipment		25.0%	23
Lacking functionality or equipment		27.2%	25
No issues / problems		23.9%	22
Wireless networking		20.7%	19
Broken or missing equipment		15.2%	14
Lack of personal knowledge / training		27.2%	25
Lack of technical support		9.8%	9
Room issues (HVAC, desks, poor lighting, poor layout)		29.3%	27

46. What types of technology, not currently available in your classroom, would further benefit your teaching as a faculty member?



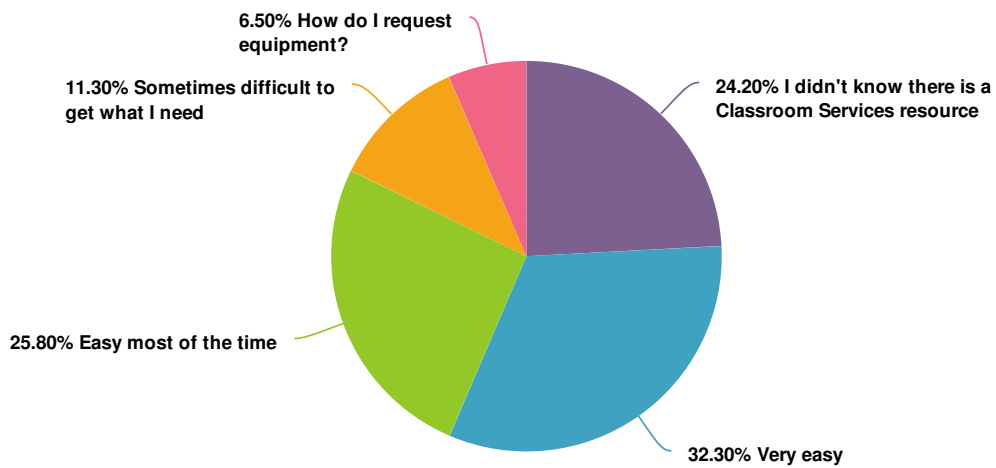
47. What types of technology, not currently available in your classroom, would further benefit your learning as a student?



# boardsor laptop

clearer audio apple access campus  
academic board  
chromecast computer

48. How easy is it for you to request equipment for your classrooms?



Value	Percent	Responses
I didn't know there is a Classroom Services resource	24.2%	15
Very easy	32.3%	20
Easy most of the time	25.8%	16
Sometimes difficult to get what I need	11.3%	7
How do I request equipment?	6.5%	4

Total: 62

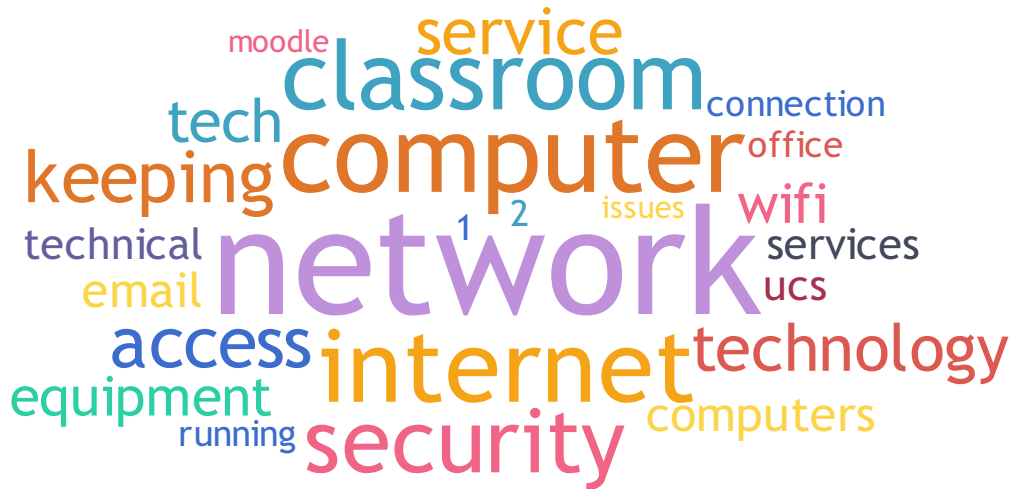
## 49. How satisfied are you with UCS?

	N/A Don't Know	Very dissatisfied	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied	Very Satisfied
Keeps the IT systems up and running Count	30	0	5	13	40	100	111
Delivers promised services in a timely basis Count	36	3	11	17	32	94	102
Helps you use technology effectively Count	47	6	5	25	38	93	83
Provides services that are valuable to you Count	37	2	3	13	37	105	99
Overall services Count	25	2	9	9	44	108	97

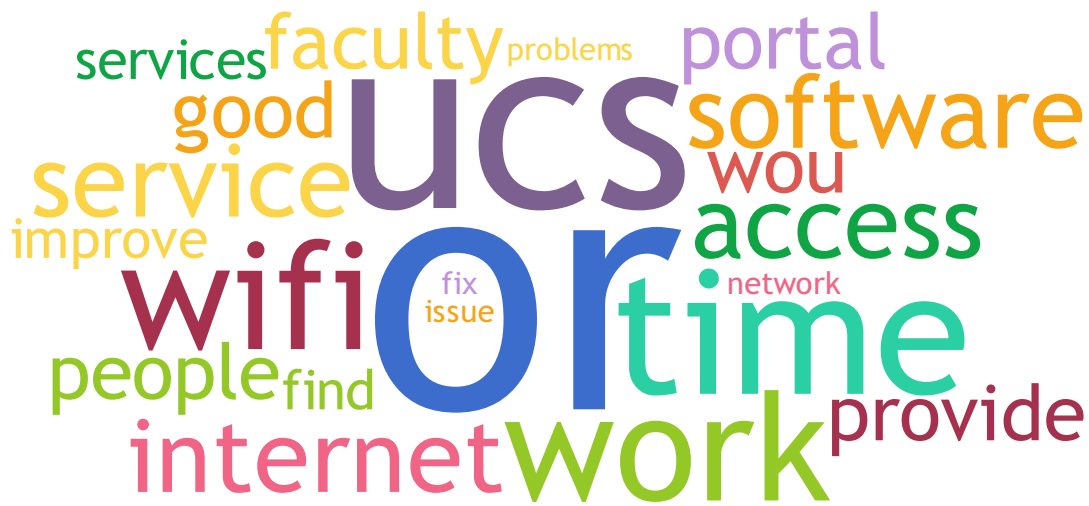
## 50. Customer Service

	Very dissatisfied	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied	Very Satisfied
How satisfied are you that UCS takes a "customer-oriented" approach to helping you? Count	9	11	15	46	100	112

51. What are the two most important services UCS provides?



52. What one thing could UCS do to make it easier for you to work or study?



53. Is there anything else you would like to comment on?





running  
time  
student  
support  
uics  
computer  
feel  
friendly  
services