

K-State Information Technology Satisfaction Survey

Executive Summary

June, 2002

The Vice Provost for Academic Services and Technology (VPAST) asked the Computing and Information Technology Advisory Council (CITAC) to survey K-State information technology. The purpose was to determine the satisfaction level, current needs, and future needs of K-State information technology (IT) users.

Surveys were sent to a total of 1,467 people on the Manhattan and Salina campuses with responses from 275 students, 80 faculty, and 154 support staff (a **34.7% return rate**).

The survey was written to find the importance and satisfaction of users with the following categories:

- Help Desk
- Equipment
- Infrastructure
- Student Information System
- Software
- Communication
- Online Course Management System
- Technology Classrooms

FINDINGS:

- Overall satisfaction for K-State Information Technology Services high: **78.9%**.
- Usage Rate: Most Daily Users: **60.5%**
- Software Availability:
 - 38% - Easy to Locate
 - 27% - Didn't Use/No Response
- Access:
 - Students - Majority InfoCommons, residence halls, and university labs
 - Faculty - Majority at their desk
 - Support Staff - Majority at their desk
 - For all groups - 34% off campus use
- Use of On-Campus Labs – Evenly Distributed
- SPAMing – Limit SPAMing, minimal expense - without undue restrictions to the users

- Changing Domain Name: k-state.edu:
 - Agree (and Disagree) – 30%
 - Don't understand impact – 20%

- Importance given to information technology - 80 to 90% in All Categories and Groups

- Not Applicable responses - Generally 30% or less
 - High categories: SIS, Online Course Manager. and Tech Classrooms
 - Groups did differ:
 - Students - 10% or less responded Not Applicable:
 - exceptions higher rates Help Desk, Comm. & Tech Classrooms
 - Faculty - Not Applicable Rates Higher
 - especially high in SIS, Online Course Management & Technology Classrooms
 - Support staff - Not Applicable Rates less than 10% (most below 3%)

- Satisfaction
 - Overall Rates Varied by Group and Category
 - Groups:
 - Students - Rates Between 70-80% for Most Items
 - Satisfaction lower for three items in communications & access capacity from Off-Campus
 - Faculty - Rates varied over and within categories
 - Most were Moderate to High
 - Lower Satisfaction with; up-to-date equipment, on-line grade submission, availability of online course management system, and enhancing presentation of course material
 - Support staff - Varied
 - Higher - Help Desk
 - Moderate - Equipment, Infrastructure, Student Information System, Software, & Communication
 - Lower - K-State Online and Technology Classrooms

CONCLUSIONS:

- **People Using Information Technology Were:**
 - Fairly satisfied
 - Used it frequently
 - Work space was spread, across campus: own work space or university labs, or home
 - Undecided about software, for many it was not an issue
 - If they used software, they approve of availability and accessibility
 - Want something done about SPAMing
 - Either not clear about changing domain name, or evenly divided for/against it
 - Want more training/education for online course materials

- **Importance, Applicability, and Satisfaction**
 - People place a high level of importance on information technology services
 - Faculty had the highest Not Applicable and Support Staff had the lowest Not Applicable
 - Satisfaction
 - Students were unsatisfied with communications & off-campus access
 - Faculty were unsatisfied with:
 - Old equipment
 - online submission of grades
 - availability of online course management system for their own use
 - using the course management system to enhance presentation of course material
 - Support staff satisfaction was:
 - high for Help Desk
 - low for K-State Online and Technology Classrooms

- **Open Ended Comments - Current and Future Needs**
 - Increased bandwidth
 - Better maintenance in university labs
 - Better off-campus access
 - Consistent upgrades of software and hardware campus-wide
 - More online journals and better accessibility
 - More wireless access, especially students

RECOMMENDATIONS:

- Increase campus bandwidth.
- Increase wireless access, especially for students.
- Improve off-campus access to university resources to include KSU Libraries.
- Write a proposal for minimum configuration of hardware and software for faculty and support staff.
- Write a proposal for campus wide replacement of hardware and software, being sure to give special attention to software, as it is often overlooked.
- Limit SPAM, minimal expense, give some user latitude when implementing.
- Address domain name change, educate university community on issues.
- Develop a strategy to improve awareness of the online course management system, to include educating faculty. Implement with cooperation and integrations of DCE, ECC, iTAC, etc.