

UNIVERSITY INFORMATION TECHNOLOGY SERVICES

USER SATISFACTION SURVEY 2017

General Services

1. Overall, how satisfied are you with the services and support offered by UITS (uits.iu.edu) *during the past year* (e.g., Support Center consulting, Student Technology Centers/campus computer labs, email, wired and wireless network access via IU Secure, telephones, research computers, library online catalog, and administrative systems)? [ALL]

Not at all Satisfied					Very Satisfied	<i>Not Applicable</i>
1	2	3	4	5	9	

2. Overall, how *important* are UITS systems and services to your work or study? [ALL]

Not at all Important					Very Important	<i>Not Applicable</i>
1	2	3	4	5	9	

3. How would you rate your computer expertise? [ALL]

Novice					Expert
1	2	3	4	5	

4. Do you live in University housing? [UND, GRD]

- a) Yes
- b) No
- c) Not Applicable

UNIVERSITY INFORMATION TECHNOLOGY SERVICES

USER SATISFACTION SURVEY 2017

5. Please indicate which of the following devices you use regularly to access UITS services. (Select all that apply.) [ALL]

- a) Desktop computer
- b) Laptop
- c) Tablet
- d) Smartphone

Email

6. Please indicate your overall satisfaction with the email systems UITS supports by selecting the appropriate response.

	Not at all Satisfied	1	2	3	4	Very Satisfied	5	Not Applicable	9
Umail [UND, GRD]		1	2	3	4	5		9	
Microsoft Exchange/Outlook/Outlook Web Application [FAC, STF, GRD]		1	2	3	4	5		9	

Support Services

7. UITS provides a wide range of IT assistance for IU faculty, staff, and students. If you have received help from any of the following sources in the past year, please indicate your satisfaction by selecting the appropriate response. [ALL]

	Not at all satisfied	1	2	3	4	Very satisfied	5	Not Applicable	9
UITS Support Center:									
Telephone consulting		1	2	3	4	5		9	
Walk-in consulting		1	2	3	4	5		9	
Chat consulting (http://ithelplive.iu.edu)		1	2	3	4	5		9	
Email consulting		1	2	3	4	5		9	
Knowledge Base (http://kb.iu.edu)		1	2	3	4	5		9	
One-on-One/Personal Consulting (at your campus location)		1	2	3	4	5		9	

UNIVERSITY INFORMATION TECHNOLOGY SERVICES

USER SATISFACTION SURVEY 2017

	Not at all satisfied				Very satisfied	Not Applicable
	1	2	3	4	5	9
IT Training - self-study services (e.g., downloadable workshop-materials, Pluralsight, Skillsoft and Microsoft eLearning courses, IT Training Tips blog, webinar recordings, Oncourse/Canvas Feature Demos)	1	2	3	4	5	9
IUanyWare usability (the virtual system enabling access to most IU-supported software from your personal computing device.)	1	2	3	4	5	9
IT Training - instructor-led training (e.g., classroom and online workshops, webinars, EdCerts, and certificate series)	1	2	3	4	5	9
IUware (iuware.iu.edu, free downloadable software at IU; e.g., Microsoft Office, Windows OS)	1	2	3	4	5	9
Cloud Storage at IU (e.g., cloudstorage.iu.edu, IU Box)	1	2	3	4	5	9

8. Overall, how satisfied are you with the UITS support services available at your campus? [ALL]

Not at all satisfied					Very satisfied	Not Applicable
1	2	3	4	5	9	

Communication Services

9. UITS communicates with students, faculty, staff, and external audiences through a variety of media and activities. If you have seen information from any of the following sources in the past year, please indicate your satisfaction by selecting the appropriate response. [ALL]

	Not at all satisfied				Very satisfied	Not Applicable
	1	2	3	4	5	9
Electronic news (e.g. Monitor or Newsbit email newsletter, IT Alerts, IT Pro)	1	2	3	4	5	9
Social media (e.g. Twitter, Facebook, podcasts, YouTube)	1	2	3	4	5	9
UITS websites (itnews.iu.edu, uits.iu.edu, newtoit.iu.edu)	1	2	3	4	5	9

UNIVERSITY INFORMATION TECHNOLOGY SERVICES

USER SATISFACTION SURVEY 2017

10. Overall, how satisfied are you with UITs communications? [ALL]

Not at all satisfied					Very satisfied	Not Applicable
1	2	3	4		5	9

Instructional and Student Computing Services

11. UITs maintains a large number of computer facilities and services designated to facilitate student learning and enhance instruction. If you use such facilities and services, please indicate your overall satisfaction by selecting the appropriate response.

	Not at all satisfied				Very satisfied	Not Applicable
Student Technology Centers:						
Hardware (computers, scanners, etc.) [ALL]	1	2	3	4	5	9
Software [ALL]	1	2	3	4	5	9
Black & white and color printing services [ALL]	1	2	3	4	5	9
Plotters [ALL]						
Infostations (stand-up workstations/kiosks located in various buildings on campus) [ALL]	1	2	3	4	5	9

12. Overall, how satisfied are you with UITs instructional and student computing services available on your campus? [ALL]

Not at all satisfied					Very satisfied	Not Applicable
1	2	3	4		5	9

UNIVERSITY INFORMATION TECHNOLOGY SERVICES

USER SATISFACTION SURVEY 2017

13. UITS provides Classroom Technology Services (e.g., permanently installed classroom equipment, delivery of equipment, classroom technology support staff) designed to facilitate the use of information technologies in the classroom. Overall, how satisfied are you with the quality of these services? [FAC]

Not at all satisfied					Very satisfied	Not Applicable
1	2	3	4		5	9

14. UITS provides several services for video communications and collaboration. If you use these services and facilities, please indicate your overall satisfaction by selecting the appropriate response.

	Not at all satisfied				Very satisfied	Not Applicable
Videoconferencing (Tandberg, Polycom, video bridges) [FAC, STF]	1	2	3	4	5	9
Class Recording (Echo360 Lecture Capture, iStream) [ALL]	1	2	3	4	5	9
Kaltura Mediaspace (video storage and retrieval system) [ALL]	1	2	3	4	5	9

15. Overall, how satisfied are you with the physical learning space design in the Student Technology Centers?" [Students]

Not at all satisfied					Very satisfied	Not Applicable
1	2	3	4		5	9

16. Overall how satisfied are you with the design of classroom learning spaces? [Students, Faculty]

Not at all satisfied					Very satisfied	Not Applicable
1	2	3	4		5	9

UNIVERSITY INFORMATION TECHNOLOGY SERVICES

USER SATISFACTION SURVEY 2017

Research Technologies

17. UITS provides facilities and services in support of research. If you use such facilities and services, please indicate your overall satisfaction by selecting the appropriate response.

	Not at all satisfied				Very satisfied	Not Applicable
	1	2	3	4	5	9
Supercomputers and high performance computers (Big Red II, Karst, Quarry, Mason, research database complex) [FAC, STF, GRD]	1	2	3	4	5	9
High speed disk Storage (Data Capacitor, Research File System) [FAC, STF, GRD]	1	2	3	4	5	9
Scholarly Data Archive (formerly referred to as MDSS /HPSS) [FAC, STF, GRD]						
Advanced Visualization Lab (including IQ-Walls, IQ-Tables, and Virtual Reality) [FAC, STF, GRD]	1	2	3	4	5	9
Research Analytics (formerly Stat/Math Center) [FAC, STF, GRD]						
Support for Life Sciences - including the Advanced Biomedical IT Core, the Indiana CTSIhub and CTSI web pages, and National Center for Genome Analysis Support	1	2	3	4	5	9

UNIVERSITY INFORMATION TECHNOLOGY SERVICES

USER SATISFACTION SURVEY 2017

[FAC, STF, GRD]

18. Overall, how satisfied are you with the UITS research technology services available at IU? [FAC, STF, GRD]

Not at all satisfied					Very satisfied	Not Applicable
1	2	3	4		5	9

Enterprise Software

19. UITS supports a number of information systems in support of administrative and academic services on campus. If you use such facilities and services, please indicate your overall satisfaction by selecting the appropriate response.

Academic Systems: Student Information Systems (SIS)

	Not at all satisfied				Very satisfied	Not Applicable
	1	2	3	4	5	9
General SIS functionality (Admissions, Advising, Bursar, Records, Financial Aid) [FAC, STF]	1	2	3	4	5	9
Academic Advising Services (Degree Map, AdRx) [FAC, STF]	1	2	3	4	5	9
Student Self Service (Register for Classes, My Unofficial Transcript, My Bursar Account, Make a Payment, My Financial Aid Account Summary, etc.) [UND, GRD]	1	2	3	4	5	9
Canvas (Online learning environment) [FAC, GRD, UND]	1	2	3	4	5	9

Business and Integration Systems

	Not at all satisfied				Very satisfied	Not Applicable
	1	2	3	4	5	9
General Functionality and Employee Self Service (Payroll Direct Deposit, View Paycheck, Electronic W-2, etc.) [FAC, STF]	1	2	3	4	5	9

UNIVERSITY INFORMATION TECHNOLOGY SERVICES

USER SATISFACTION SURVEY 2017

	1	2	3	4	5	9
Kuali Financial Information System (KFS) [FAC, STF]	Not at all Satisfied				Very satisfied	Not Applicable

	1	2	3	4	5	9
One.iu.edu (IU service portal): Navigation/Usability [ALL]	Not at all satisfied				Very satisfied	Not Applicable

20. Overall, how satisfied are you with the academic and business systems made available by UITS (e.g., Canvas, student self-service, One, etc.) [ALL]

	1	2	3	4	5	9
Not at all satisfied					Very satisfied	Not Applicable

21. After 11 years of service, Oncourse, Indiana University's course management system, will be officially retired this year. (It will remain in read-only mode until August 2017.) If you use(d) Oncourse, please rate your satisfaction with its decommissioning process. [ALL]

	1	2	3	4	5	9
Not at all Satisfied					Very Satisfied	Not Applicable

22. OneStart, Indiana University's enterprise web portal, will retire in early 2017. If you used OneStart, please rate your satisfaction with its decommissioning process. [ALL]

	1	2	3	4	5	9
Not at all Satisfied					Very Satisfied	Not Applicable

UNIVERSITY INFORMATION TECHNOLOGY SERVICES

USER SATISFACTION SURVEY 2017

Cyber Security

23. In general, how satisfied are you with the information provided by UITS about security threats that might affect your use of technology on the IU network? [All]

Not at all Satisfied					Very Satisfied	Not Applicable
1	2	3	4	5	9	

24. Recently, Indiana University implemented a two-step Duo authentication process for accessing sensitive data and systems aimed at protecting its faculty, staff, students, institutional data, and cyberinfrastructure in the wake of increasingly malicious and sophisticated phishing attacks. In the past year, do you recall having received a phishing message?

You
No
Unsure

25. To what extent do you agree with following statements?

	Strongly disagree	Somewhat disagree	Neither agree or disagree	Somewhat agree	Strongly agree
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Phishing is a serious problem.

The Duo registration process was simple and straightforward.

I know how to report a phishing attempt.

I would like UITS to proactively inform me of known phishing attempts that affect the IU community.

I would find useful a web page listing known phishing attempts against which I could check suspicious messages.

Web Services

26. UITS supports access to and the use of various web services and tools. If you use such facilities and services, please indicate your overall satisfaction by selecting the appropriate response.

Not at all satisfied	Very satisfied	Not Applicable
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UNIVERSITY INFORMATION TECHNOLOGY SERVICES

USER SATISFACTION SURVEY 2017

	Not at all satisfied				Very satisfied	Not Applicable
Departmental publishing on IU Web servers (Webserve for Linux, CHE for Windows) [FAC, STF]	1	2	3	4	5	9
Individual publishing on IU Web servers (Mercury, pages.iu.edu) [ALL]	1	2	3	4	5	9
Web Content Management (Cascade Server, WCMS) [FAC, STF]	1	2	3	4	5	

Network Services

27. UITS provides wired and wireless network access via IU Secure. If you use such facilities and services, please indicate your overall satisfaction by selecting the appropriate response. [ALL]

	Not at all satisfied				Very satisfied	Not Applicable
Wireless network access available on campus	1	2	3	4	5	9
Wired network access available on campus [FAC, STF]	1	2	3	4	5	9

28. Overall, how satisfied are you with the network services at IU? [ALL]

Not at all satisfied					Very satisfied	Not Applicable
1	2	3	4	5	9	

Campus Voice Services

29. UITS provides telephone services to the university. If you use such facilities and services, please indicate your overall satisfaction by selecting the appropriate response.

	Not at all satisfied				Very satisfied	Not Applicable
Telephone System (Unicom) [FAC, STF]						
Lync/Skype for Business) [FAC, STF]						
IU Fax (IU's central faxing service) [FAC STF]	1	2	3	4	5	9

General Assessment

30. How helpful has the information technology environment on your campus been in your *teaching activities*? [FAC]

UNIVERSITY INFORMATION TECHNOLOGY SERVICES

USER SATISFACTION SURVEY 2017

Not at all helpful				Very helpful	Not Applicable
1	2	3	4	5	9

31. How helpful has the information technology environment on your campus been in your *research activities*? [FAC, GRD]

Not at all helpful				Very helpful	Not Applicable
1	2	3	4	5	9

32. How helpful has the information technology environment on your campus been in your *learning experience*? [UND, GRD]

Not at all helpful				Very helpful	Not Applicable
1	2	3	4	5	9

Improvements and Suggestions

33. If you entered comments at the beginning of the survey, they are displayed below. If you would like to edit your comments, share recommendations for additional services and support resources, or add additional comments or suggestions please enter them below.-[ALL]

Would you be willing to participate in a UITs focus group to help evaluate new services, improvements or service needs?

Yes (if yes, go to 34 and 35)
 No (if no, go to 34)

34. Would you like a representative of UITs to contact you to discuss IT services on your campus or to address any IT issues you may have? (Your survey responses will remain confidential and will not be associated with you or your contact information if you choose to speak with someone from UITs.) [ALL]

a) Yes
 b) No (if No, please go to END)

35. What is the best way for a UITs representative to reach you? [ALL]

a) Email me at: _____
 b) Call me at: _____

UNIVERSITY INFORMATION TECHNOLOGY SERVICES

USER SATISFACTION SURVEY 2017

36. Would you like the UITS representative to receive a copy of the additional comments you typed into the box above? The UITS representative will not see any other survey responses. [ALL]

- a) Yes
- b) No