

2021 UITs User Survey Summary

IU-Purdue University Indianapolis (IUPUI)

BRIEF GUIDE TO UNDERSTANDING THE DATA

The UITs User Survey is administered by the Center for Survey Research. Surveys were sent to 8,089 randomly selected people at Indiana University-Purdue University Indianapolis (897 Faculty, 1,147 Staff, 4,095 Undergraduate students, 1,950 Graduate students). Please note that respondents who reported that they did not use UITs systems or services (see Question 1) were not asked any additional questions and were removed from the results presented here.

The questions on the survey are primarily Likert opinion scales (1-5 rating scales with 5 being the most favorable rating). Responses to open-ended questions are not presented here. The results include:

- the **average opinion score** (generally labeled “Average (mean)”)
- the **percentage of people who were satisfied** with the service, or **who rated it as important** (rated as a 3 or higher, labeled “Satisfaction Rate” or “Importance Rate”)
- the **percentage of people who used** the service (the percentage of people who expressed an opinion about it by selecting one of the rating categories, labeled “Usage Rate”)
- the **percentage of people who agreed** with a statement (rated as a 3 or higher, labeled “Agreement Rate”)

For the **average opinion** and the **satisfaction/importance/agreement scores**, **confidence intervals** are provided. The confidence intervals indicate the sampling error for each estimate at the 95% confidence level. Average opinion and satisfaction/importance/agreement scores and their associated confidence intervals are not reported if they are based on fewer than 25 respondents. For categorical response questions that do not involve ratings such as whether the student lives in University housing or preferred method(s) of communications from UITs, data are not reported for the full question if they are based on fewer than 25 respondents and data are not reported for a particular category if at least one (1) but fewer than five (5) respondents selected the category. Data that are not reported are indicated by “N/A”. “Not Applicable/Do Not Use” responses were removed prior to the calculation of estimates, except for usage rates. Missing data were excluded from estimates as well.

This summary includes data from 1,035 people who participated in the survey (167 Faculty, 371 Staff, 289 Undergraduate students, 208 Graduate students). Results were weighted to reflect the total counts of faculty, staff, undergraduate students, and graduate students at IUPUI in the fall of 2020. This helps to correct for

overrepresentation of some subpopulations (for example, staff) and underrepresentation of others (for example, students) among those who chose to respond to the survey by bringing their representation in line with the total counts in the overall IUPUI population. Sampling error estimates account for weighting of the data.

It is important to note that some services are only used by specific subpopulations, so questions were only asked to those groups. Subpopulations of users are indicated by FAC for faculty, STF for staff, GRD for graduate students, and UND for undergraduate students. Additionally, there were questions specific to campus subpopulations. These are indicated by IUB for the Indiana University Bloomington campus and IUPUI for the Indiana University-Purdue University Indianapolis campus.

General Services

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

| Average (mean) | Importance Rate (%) |
|-----------------------|----------------------------|
| 4.31 +/- 0.07 | 96.0 +/- 1.5 |

2. Overall, how satisfied are you with the services and support offered by UITS (uits.iu.edu) during the past year? [ALL]

| Average (mean) | Satisfaction Rate (%) | Usage Rate (%) |
|-----------------------|------------------------------|-----------------------|
| 4.28 +/- 0.06 | 96.1 +/- 1.3 | 96.29 |

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

| | Yes | No |
|---------------|------------|-----------|
| Undergraduate | 18.3% | 81.7% |
| Graduate | N/A | N/A |

4. Which of the following personally-owned devices do you use to access UITS resources? (Select all that apply.) [ALL]

| Response | Percent selected |
|-------------------------------|-------------------------|
| Desktop computer | 28.87% |
| Laptop computer | 85.80% |
| Smart phone | 71.90% |
| Tablet | 21.62% |
| I do not own any of the above | 1.62% |
| Other | 1.39% |

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

| Response | Percent selected |
|---------------------------|-------------------------|
| Microsoft Windows | 68.89% |
| MacOS | 37.99% |
| Linux (all distributions) | 2.74% |
| iOS/iPadOS | 46.14% |
| Android | 18.31% |
| Other | 1.47% |

6. What forms of support have you ever used when dealing with technology problems at IU? (Select all that apply.) [ALL]

| Response | Percent selected |
|-------------------------------------------------------------------------|-------------------------|
| A local IT professional within your school or department | 34.12% |
| UITS Support Center (telephone, email, chat, walk-in) | 64.37% |
| UITS computing lab consultants (known on some campuses as “red shirts”) | 8.39% |
| Self-service resources (e.g., UITS Webpage, UITS Knowledge Base) | 43.44% |
| Other IU resources | 2.06% |
| Unsure | 5.77% |
| None of the above | 8.22% |

7. How do you prefer to receive communications from UITS? (Select all that apply.) [ALL]

| Response | Percent checked |
|-----------------|------------------------|
| Email | 94.29% |
| Text | 20.74% |
| Postal mail | 0.80% |
| Social media | 3.33% |
| Other | 1.88% |

8. How satisfied are you with communications you receive from UITS? [ALL]

| Average (mean) | Satisfaction Rate (%) | Usage Rate (%) |
|-----------------------|------------------------------|-----------------------|
| 4.16 +/- 0.06 | 95.9 +/- 1.4 | 95.34 |

General Services

9. Please indicate your overall satisfaction with the following general services UITS offers to all students, faculty, and staff. *If you have no basis for rating your satisfaction, please select “Not applicable/Do not use.”*

| | Average (mean) | Satisfaction Rate (%) | Usage Rate (%) |
|------------------------------------------------------------------------------------------------------------------------------------------|-------------------|--------------------------|-------------------|
| Google Drive at IU [ALL] | 4.30 +/- 0.07 | 95.5 +/- 1.6 | 74.75 |
| Office 365/OneDrive [ALL] | 4.18 +/- 0.07 | 92.5 +/- 1.8 | 83.34 |
| Zoom for videoconferencing [ALL] | 4.46 +/- 0.06 | 96.2 +/- 1.5 | 97.34 |
| IUanyWare usability (the virtual system enabling access to most IU-supported software from your personal computing device.) [ALL] | 4.21 +/- 0.08 | 92.6 +/- 2.1 | 83.52 |
| Gmail at IU [ALL] | 4.49 +/- 0.08 | 95.5 +/- 1.9 | 69.82 |
| Microsoft Exchange/Outlook/Outlook Web Application [FAC, STF, GRD] | 4.18 +/- 0.08 | 92.0 +/- 2.3 | 92.40 |
| Qualtrics survey administration platform [ALL] | 4.21 +/- 0.08 | 98.4 +/- 1.2 | 60.87 |
| Adobe Creative Cloud [ALL] | 4.15 +/- 0.09 | 96.2 +/- 1.9 | 56.36 |

Support Services

10. UITS provides a wide range of IT support resources and services for IU faculty, staff, and students. If you have used or received support from any of the following sources in the past year, please indicate your satisfaction by selecting the appropriate response. *If you have no basis for rating your satisfaction, please select "Not applicable/Do not use."* [ALL]

| | Average (mean) | Satisfaction Rate (%) | Usage Rate (%) |
|----------------------------------------------------------------------------------------------------------------------------|---------------------------|----------------------------------|---------------------------|
| Telephone consulting | 4.28 +/- 0.09 | 94.9 +/- 2.2 | 56.80 |
| Walk-in consulting (at your campus UITS Support Center) | 4.28 +/- 0.11 | 97.8 +/- 1.9 | 36.69 |
| UITS chat consulting (http://ithelplive.iu.edu) | 4.21 +/- 0.10 | 95.7 +/- 2.1 | 50.26 |
| Email consulting | 4.23 +/- 0.09 | 94.9 +/- 2.0 | 61.54 |
| Self-service support resources [e.g., Web pages, Knowledge Base (http://kb.iu.edu)] | 4.19 +/- 0.07 | 95.6 +/- 1.6 | 75.60 |
| Computing lab consultants (If labs on your campus are not staffed, please select Not Applicable) | 4.20 +/- 0.13 | 98.1 +/- 1.9 | 29.54 |

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

| Average (mean) | Satisfaction Rate (%) | Usage Rate (%) |
|-----------------------|------------------------------|-----------------------|
| 4.41 +/- 0.06 | 97.0 +/- 1.2 | 93.70 |

Instructional and Student Computing Services

12. 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. *If you have no basis for rating your satisfaction, please select “Not applicable/Do not use.”*

Reliability of resources and services in the Student Technology Centers (open and instructional labs):

| | Average (mean) | Satisfaction Rate (%) | Usage Rate (%) |
|-----------------------------------------------------------------------------------------------|---------------------------|----------------------------------|---------------------------|
| Student desktop machines [UND, GRD] | 4.27 +/- 0.11 | 94.6 +/- 2.8 | 65.95 |
| Printing [UND, GRD] | 4.11 +/- 0.12 | 87.9 +/- 3.8 | 72.62 |
| Specialty resources (e.g., 3D printing, virtual reality, etc.) [UND, GRD – IUB & IUPUI] | 4.01 +/- 0.16 | 95.9 +/- 3.5 | 31.89 |

Availability of resources and services in the Student Technology Centers (open and instructional labs):

| | Average (mean) | Satisfaction Rate (%) | Usage Rate (%) |
|-----------------------------------------------------------------------------------------------|---------------------------|----------------------------------|---------------------------|
| Student desktop machines [UND, GRD] | 4.26 +/- 0.11 | 95.6 +/- 2.4 | 64.83 |
| Printing [UND, GRD] | 4.25 +/- 0.11 | 92.2 +/- 3.1 | 71.43 |
| Specialty resources (e.g., 3D printing, virtual reality, etc.) [UND, GRD – IUB & IUPUI] | 3.97 +/- 0.18 | 91.0 +/- 4.8 | 34.04 |

Classroom Technology Services

13. UITS provides Classroom Technology Services (e.g., permanently installed classroom 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? *If you have no basis for rating your satisfaction, please select "Not applicable/Do not use."* [FAC]

| Average (mean) | Satisfaction Rate (%) | Usage Rate (%) |
|----------------|-----------------------|----------------|
| 4.17 +/- 0.18 | 94.4 +/- 4.9 | 57.79 |

14. UITS provides several services for video communications and Web collaboration. If you use these services and facilities, please indicate your overall satisfaction by selecting the appropriate response. *If you have no basis for rating your satisfaction, please select "Not applicable/Do not use."*

| | Average (mean) | Satisfaction Rate (%) | Usage Rate (%) |
|--------------------------------------------------|----------------|-----------------------|----------------|
| Kaltura Lecture Capture or class recording [FAC] | 4.00 +/- 0.23 | 88.3 +/- 7.3 | 48.43 |
| Kaltura Mediaspace for media management [ALL] | 3.91 +/- 0.10 | 86.6 +/- 3.2 | 70.43 |

15. Overall, how satisfied are you with the space design of the open study spaces and/or technology lounges in the Student Technology Centers? *If you have no basis for rating your satisfaction, please select "Not applicable/Do not use."* [UND, GRD]

| Average (mean) | Satisfaction Rate (%) | Usage Rate (%) |
|----------------|-----------------------|----------------|
| 4.30 +/- 0.10 | 97.3 +/- 2.0 | 57.11 |

16. Overall how satisfied are you with the design of classroom learning spaces? *If you have no basis for rating your satisfaction, please select "Not applicable/Do not use."* [FAC, UND, GRD]

| Average (mean) | Satisfaction Rate (%) | Usage Rate (%) |
|-----------------------|------------------------------|-----------------------|
| 4.15 +/- 0.10 | 94.4 +/- 2.5 | 61.32 |

Digital Learning

17. UITS provides digital learning resources and services in support of student learning. If you use such resources and services, please indicate your satisfaction by selecting the appropriate response. *If you have no basis for rating your satisfaction, please select “Not applicable/Do not use.”*

| | Average (mean) | Satisfaction Rate (%) | Usage Rate (%) |
|------------------------------------------------------------------------------------------------------------|---------------------------|----------------------------------|---------------------------|
| eTexts and digital course materials [FAC, UND, GRD] | 4.27 +/- 0.09 | 93.0 +/- 2.5 | 78.19 |
| IT Training (e.g., classroom training, online courses, certificate series, online training material) [ALL] | 4.14 +/- 0.10 | 94.9 +/- 2.2 | 55.27 |
| Canvas [ALL] | 4.39 +/- 0.07 | 94.5 +/- 1.8 | 89.07 |
| Instructional design support for online courses [FAC, STF] | 4.17 +/- 0.18 | 94.9 +/- 4.3 | 26.41 |
| Faculty production studios [FAC] | 4.28 +/- 0.40 | 96.0 +/- 8.3 | 15.63 |
| Centers for Teaching and Learning [FAC] | 4.51 +/- 0.17 | 98.7 +/- 2.6 | 47.50 |
| Teaching.IU and KeepTeaching.IU (online portals for university-wide teaching resources) [FAC] | 4.33 +/- 0.27 | 94.4 +/- 6.3 | 33.75 |
| KeepLearning.IU (online portals for university-wide learning resources) [UND, GRD] | 4.12 +/- 0.14 | 96.1 +/- 2.7 | 44.11 |
| Top Hat Student Response System [ALL] | 4.10 +/- 0.13 | 91.1 +/- 3.6 | 42.28 |

Research Technologies

18. 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. *If you have no basis for rating your satisfaction, please select "Not applicable/Do not use."* [ALL]

| | Average (mean) | Satisfaction Rate (%) | Usage Rate (%) |
|--------------------------------------------------------------------------------------------------------------------------|---------------------------|----------------------------------|---------------------------|
| Supercomputers and high performance computers (e.g., Big Red 3, Big Red 200, Karst, Carbonate) | 4.00 +/- 0.18 | 95.4 +/- 3.6 | 19.27 |
| Interactive research computing (e.g., Research Desktop, Jetstream) | 4.10 +/- 0.18 | 95.8 +/- 3.5 | 19.74 |
| High-speed disk storage (e.g., Data Capacitor, Slate, Geode/Research Home Directories) | 4.16 +/- 0.16 | 97.7 +/- 2.5 | 19.48 |
| Scholarly Data Archive (formerly HPSS) | 4.12 +/- 0.15 | 97.4 +/- 2.6 | 23.25 |
| Research Data Services (e.g., Research Database Complex, RADaRS enclave, consulting for data workflows) | 4.13 +/- 0.16 | 95.7 +/- 3.5 | 23.75 |
| Advanced Visualization Lab (e.g., Visualization consulting, IQ-Walls, IQ-Tables, VR/AR, 3D digitization, advanced media) | 4.08 +/- 0.17 | 99.1 +/- 1.5 | 17.07 |
| Support for statistical and mathematical software distribution and licensing (Research Analytics/Stat Math) | 4.16 +/- 0.14 | 96.9 +/- 2.2 | 23.99 |
| Support for life sciences (e.g., RedCap, genomics analysis support, etc.) | 4.21 +/- 0.13 | 98.3 +/- 1.5 | 23.66 |

Enterprise Systems

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. *If you have no basis for rating your satisfaction, please select “Not applicable/Do not use.”*

| Enterprise Student Systems | Average (mean) | Satisfaction Rate (%) | Usage Rate (%) |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|------------------------------|-----------------------|
| General SIS functionality (Admissions, Advising, Bursar, Records, Financial Aid) [FAC, STF] | 4.06 +/- 0.14 | 94.5 +/- 3.6 | 35.68 |
| Academic Advising Services (Degree Map, AdRx) [FAC, STF] | 3.88 +/- 0.20 | 91.0 +/- 6.5 | 18.63 |
| Student Self-Service (Student Center, Register for Classes, My Unofficial Transcript, My Bursar Account, Make a Payment, My Financial Aid Account Summary, etc.) [UND, GRD] | 4.20 +/- 0.10 | 89.9 +/- 3.0 | 92.99 |
| iGPS (Plan, Degree Maps, Course Search) [UND] | 4.29 +/- 0.12 | 92.1 +/- 3.4 | 94.90 |

| Enterprise Business Systems | Average (mean) | Satisfaction Rate (%) | Usage Rate (%) |
|------------------------------------------------------|-----------------------|------------------------------|-----------------------|
| Chrome River [FAC, STF] | 3.50 +/- 0.16 | 80.1 +/- 5.5 | 47.44 |
| BUY.IU by Jaggaer [FAC, STF] | 3.40 +/- 0.19 | 71.5 +/- 6.6 | 36.79 |
| FireForm (EBPS) [FAC, STF] | 3.84 +/- 0.28 | 94.7 +/- 6.0 | 8.36 |
| OnBase (EBPS) [STF] | 3.96 +/- 0.23 | 92.5 +/- 6.5 | 19.53 |
| Employee Center (HRMS) [ALL] | 4.15 +/- 0.10 | 94.7 +/- 2.6 | 45.41 |
| Talent Acquisition Manager (Staff Jobs.IU) [STF] | 3.84 +/- 0.16 | 87.3 +/- 5.2 | 45.01 |
| Timekeeping (aka Quali Time) (HRMS) [FAC, STF] | 4.05 +/- 0.12 | 91.1 +/- 3.6 | 56.06 |
| eDossier (HRMS) [FAC] | 3.40 +/- 0.36 | 75.0 +/- 12.2 | 33.77 |
| IUCAT (ELS) [ALL] | 4.07 +/- 0.12 | 95.9 +/- 2.6 | 33.74 |
| Conflict of Interest and Commitment (RAS) [FAC, STF] | 4.04 +/- 0.13 | 96.4 +/- 3.1 | 44.11 |

| Enterprise Applications | Average (mean) | Satisfaction Rate (%) | Usage Rate (%) |
|---------------------------------------------------|---------------------------|----------------------------------|---------------------------|
| CrimsonCard Management [ALL] | 4.19 +/- 0.09 | 93.8 +/- 2.3 | 65.09 |
| IU Parking Portal [ALL] | 4.03 +/- 0.09 | 91.0 +/- 2.6 | 64.92 |
| Meal Plan Enrollment [UND - IUB & IUPUI] | 3.88 +/- 0.21 | 88.3 +/- 6.3 | 40.23 |
| Mitigation Testing and Scheduling [ALL] | 4.13 +/- 0.09 | 88.8 +/- 2.7 | 86.80 |
| IU Login: Two-step Duo [ALL] | 4.15 +/- 0.09 | 87.5 +/- 2.6 | 98.80 |
| IU Login: Guest Accounts [ALL] | 4.10 +/- 0.13 | 92.2 +/- 3.3 | 40.35 |
| Security Center (securitycenter.iu.edu/) [ALL] | 4.26 +/- 0.11 | 96.6 +/- 2.3 | 43.29 |
| Group Accounts [FAC, STF] | 4.03 +/- 0.16 | 89.4 +/- 5.0 | 34.33 |
| Affiliate Accounts [FAC, STF] | 4.05 +/- 0.20 | 94.3 +/- 5.2 | 21.74 |
| Create My First IU Account [ALL] | 4.26 +/- 0.10 | 96.3 +/- 2.0 | 59.53 |

Information Security

20. 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?
[FAC, STF]

| Average (mean) | Satisfaction Rate (%) | Usage Rate (%) |
|----------------|-----------------------|----------------|
| 4.42 +/- 0.07 | 98.2 +/- 1.3 | 99.85 |

21. To what extent do you agree with the following statements?

| | Average (mean) | Agreement Rate (%) |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|--------------------|
| The tools and information related to identifying and reporting phishing messages are helpful. (e.g., the “Report Phishing” plug-in for Outlook, tips at protect.iu.edu, etc.) [FAC, STF] | 4.20 +/- 0.08 | 95.7 +/- 2.0 |
| The tools and information related to storing, accessing and using institutional data are helpful. (e.g., Data Handling & Sharing DSH tool, Data Classification Matrix, IDS Checklist, Critical Data Guide, KB, etc.) [FAC, STF] | 3.72 +/- 0.08 | 95.7 +/- 2.0 |
| I know where to go for help with IT security, reporting an incident and/or IT policy. [ALL] | 3.73 +/- 0.08 | 82.9 +/- 2.9 |
| The tools and information related to identifying and reporting/mitigating IT incidents are helpful. [ALL] | 3.77 +/- 0.07 | 93.2 +/- 1.9 |

Web Services

22. UITS supports access to and the use of various web services and tools. If you use these services, please indicate your overall satisfaction by selecting the appropriate response. *If you have no basis for rating your satisfaction, please select “Not applicable/Do not use.”*

| | Average (mean) | Satisfaction Rate (%) | Usage Rate (%) |
|--------------------------------------------------------------------------------------------------|---------------------------|----------------------------------|---------------------------|
| Departmental publishing on IU Web servers (IU Sitehosting for Linux, CHE for Windows) [FAC, STF] | 3.78 +/- 0.28 | 84.1 +/- 9.0 | 18.73 |
| Individual publishing on IU Web servers (pages.iu.edu) [ALL] | 4.02 +/- 0.14 | 96.0 +/- 2.4 | 31.39 |
| Web Content Management (Cascade Server/WCMS) [FAC, STF] | 3.53 +/- 0.33 | 75.4 +/- 10.9 | 15.77 |

Network Services

23. 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. *If you have no basis for rating your satisfaction, please select “Not applicable/Do not use.”*

| | Average (mean) | Satisfaction Rate (%) | Usage Rate (%) |
|-----------------------------------------------------|---------------------------|----------------------------------|---------------------------|
| Wireless network access available on campus [ALL] | 4.25 +/- 0.08 | 91.5 +/- 2.2 | 83.93 |
| Wired network access available on campus [FAC, STF] | 4.53 +/- 0.09 | 96.4 +/- 2.2 | 79.33 |

Campus Voice Services

24. UITS provides voice and telephone services to the university. If you use such facilities and services, please indicate your overall satisfaction by selecting the appropriate response. *If you have no basis for rating your satisfaction, please select "Not applicable/Do not use."* [FAC, STF]

| | Average (mean) | Satisfaction Rate (%) | Usage Rate (%) |
|-----------------------------------|---------------------------|----------------------------------|---------------------------|
| Unicom/Lync/Skype for Business | 4.08 +/- 0.11 | 91.9 +/- 3.2 | 66.02 |
| Customer Interaction Center (CIC) | 4.01 +/- 0.32 | 92.2 +/- 9.1 | 10.09 |
| IU Fax Service | 3.89 +/- 0.21 | 87.9 +/- 6.1 | 25.21 |