

2013-14 Faculty Senate Library and Information Technology Committee

Office of Information Technology

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OIT Customer Satisfaction Survey 2013

Overall Satisfaction

	2012		2013	
	Mean	Count	Mean	Count
Student	3.86	2387 *	3.97	1954 *
Faculty	3.97	555	3.97	428
Staff	4.14	1179	4.06	1008 *
Retired	-	-	4.25	63
Overall	3.96	4121 *	4.00	3453 *

* Differs significantly from previous year

Faculty Responses 2013 - Significant Usage

Services Used by Faculty	Year	Usage		Often	Importance	Satisfaction
		Count	Percent	Mean	Mean	Mean
Electronic mail (Tmail, Exchange)	2012	533	95.9%	4.85	4.91	4.31
	2013	404	94.4%	4.90	4.89	4.38
Wireless network environment on campus	2012	456	81.8%	4.32	4.79	4.21
	2013	386	90.2% *	4.51	4.87	4.41 *
OIT HelpDesk – one place to contact for questions regarding technology on campus	2012	452	81.4%	1.77	4.47	4.49
	2013	356	83.2%	1.73	4.51	4.44
Online@UT (Blackboard) (previously Online@UT (Blackboard) and/or LiveOnline@UT virtual classroom environment support)	2012	365	65.8%	3.63	4.46	3.86
	2013	302	70.6%	3.83	4.53	3.98
Banner/MyUTK	2012	-	-	-	-	-
	2013	269	62.9%	3.32	4.37	3.67
Help with troubleshooting and resolving computer issues	2012	331	59.6%	1.67	4.62	4.43
	2013	257	60.0%	1.66	4.51	4.49
Exchange calendars	2012	227	40.9%	4.65	4.71	4.40
	2013	197	46.0%	4.65	4.40	4.46

Faculty Responses 2013 - Significant Usage

- Blackboard – split survey question in 2013 between Online and LiveOnline
- Banner/MyUTK
 - More Content
 - Reliability
 - Navigation

Faculty Responses 2013 - Moderate Usage

Services Used by Faculty	Year	Usage		Often	Importance	Satisfaction		
		Count	Percent	Mean	Mean	Mean		
UT System Services (IRIS, ANDI, TERA) <i>(previously Enterprise systems and applications (SAP/IRIS, ANDI, Banner))</i>	2012	159	28.6%		3.56	4.49	3.47	
	2013	150	35.0%	*	3.09	4.31	3.78	*
Online and face-to-face workshops on different technologies and software	2012	172	31.0%		1.38	4.07	4.24	
	2013	125	29.2%		1.31	3.91	4.04	*
Web environments for sharing content and collaborating (SharePoint, Online@UT Blogs and Wikis)	2012	129	23.2%		3.05	4.06	3.71	
	2013	100	23.4%		2.80	3.95	3.84	
LiveOnline@UT (Blackboard Collaborate) virtual classroom environment support	2012	-	-		-	-	-	
	2013	91	21.3%		2.40	4.02	3.85	
On-site video or audio streaming services for live or archived viewing	2012	82	14.8%		2.06	4.04	4.05	
	2013	86	20.1%	*	1.95	3.77	4.14	
T-storage/online file storage	2012	-	-		-	-	-	
	2013	78	18.2%		3.21	4.16	3.99	
Help with conducting research/using research software	2012	99	17.8%		1.95	4.54	4.04	
	2013	76	17.8%		1.81	4.08	3.86	

Faculty Responses 2013 - Moderate Usage

- Web Environments – Blackboard, Sharepoint, other?
- LiveOnline
 - Considering alternatives – chargeback?
- Help conducting research/using research software

Faculty Responses 2013 - Low Usage

Services Used by Faculty	Year	Usage		Often	Importance	Satisfaction
		Count	Percent	Mean	Mean	Mean
Digitization of text, slide, audio and video content as well as CD and DVD duplication for academic use	2012	83	15.0%	1.54	4.09	4.25
	2013	63	14.7%	1.57	3.97	4.16
Apps@utk.edu	2012	-	-	-	-	-
	2013	60	14.0%	2.61	4.02	3.96
Individual assistance with creating online course materials, podcasts, etc.	2012	77	13.9%	1.44	4.22	4.43
	2013	49	11.4%	1.60	4.13	4.21
Scanning/scoring Scantron test forms	2012	52	9.4%	1.98	4.40	4.25
	2013	48	11.2%	2.08	4.48	4.40
Public computing labs for teaching (Commons, Presidential Court, HSS 201-202, A&A 345, Perkins 208-209)	2012	45	8.1%	2.24	4.00	3.84
	2013	31	7.2%	2.90	4.21	4.14

Faculty Responses 2013 - Low Usage

- Apps@UT
 - Stability
 - Classes that require student server management
- Assistance with online course material – low usage?