Office of Information Technology
Customer Care Survey – Faculty
2023 OIT Report

Prepared by:

OFFICE OF INSTITUTIONAL RESEARCH & DATA ANALYTICS

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Executive Summary

The OIT report provides a summary of the purposes, the methodology and the results of the Office of Information Technology (OIT) Customer Satisfaction Survey administered by the Office of Institutional Research & Data Analytics in fall 2023. The survey instrument was primarily modeled to include the specific services and facilities that are offered and supported by OIT. The survey was conducted to assess the degree to which faculty and staff were satisfied with the array of services provided by electronic systems and staff operations. It is one means through which OIT can give a voice to those individuals who use university IT services. It is a systematic way to identify what is working well and what needs to be improved from the faculty and staff vantage point. The survey data help to establish the 'current perception' customers have on a range of services provided. The survey data also quantifies how the varied customers rate these services and their interactions with the many people who provide support to the SAU community. This feedback helps inform the follow-on actions OIT can take to improve the services offered and the customer service that is provided.

The survey was administered to meet the following objectives:

• To ascertain where faculty and staff are satisfied or dissatisfied.
• To collect and review comments, in addition to satisfaction ratings, to find out what contributes to satisfaction and any dissatisfaction.
• To assess the findings and as part of a continuous improvement process, make enhancements to systems and services to better meet faculty and staff needs.
• To implement a SAU Strategic Plan IT tactic to collect input and feedback from the University community in order to continuously evaluate and improve services.

Our survey covered areas of support within seven divisions including: Office of the President; Academic Affairs; Research, Assessment & Grants; Institutional Advancement; Athletics; Business & Finance and Student Experience. A Likert response scale of satisfaction was used, ranging from a high of "5" for very satisfied/ easy / comfortable, to "1" for very dissatisfied/easy/comfortable. The respondents also had the option of selecting "cannot evaluate" for services not used. Few items used 'Yes' and 'No' options. Several standard verbatim comment boxes enabled respondents to provide feedback and comments on the system being evaluated. The ultimate goal for OIT is to provide an excellent IT experience that supports the teaching, learning, research, and business needs of the SAU community. We want to improve the ability for faculty and staff to use technology and IT services to get their work done, and for students to use technology and IT services to complete their studies.

Survey Methodology

The invitation to participate in an online survey was sent to all academic personnel and staff via email with an individual access link by the divisional heads of the university. Respondents were given twelve days to complete the online survey. The survey was designed in a university subscribed cloud-based survey tool. A total of 123 faculty/staff responded. A complete breakdown of the number of individuals who responded from each division is presented in the summary report. Individual responses are confidential and stored in university secured laptops. The survey instrument consists of 22 items that are designed to measure the performance of six core commitments: (1) IT Services, (2) Technology and Collaboration Services, (3) Support and Training, (4) Demographics (5) General Assessment (6) Open ended questions.

SECTION I: IT Services
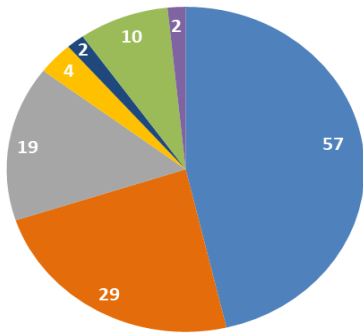
Division	Count of Respondents
Academic Affairs	57
Student Experience	29
Business & Finance	19
Research, Assessment & Grants	4
Athletics	2
Office of the President	10
Institutional Advancement	2

Figure 1.a1 – SAU

If you bring a laptop computer to campus, do you access the wireless network?

- Yes: 80%
- No(please specify why): 20%

Figure 1.a2 – By Division

If you bring a laptop computer to campus, do you access the wireless network?

	Business & Finance	Academic Affairs	Office of the President	Research, Assessment & Grants	Student Experience	Institutional Advancement	Athletics
Yes	78.95%	92.98%	100.00%	100.00%	89.66%	50.00%	50.00%
No(please specify why)	21.05%	7.02%	0.00%	0.00%	10.34%	50.00%	50.00%

4

Figure 1.b1 – SAU

Overall, are you satisfied with the computing environment offered by Information Technology during the past year (e.g., Student Technology Centers, computer equipped classrooms, electronic mail, computer network, help desk)?

- Yes   - No (please specify why)

Figure 1.b2 - By Division

	Business & Finance	Academic Affairs	Office of the President	Research, Assessment & Grants	Student Experience	Institutional Advancement	Athletics
Yes	84.21%	75.44%	90.00%	100.00%	82.76%	100.00%	50.00%
No (please specify why)	15.79%	24.56%	10.00%	0.00%	17.24%	0.00%	50.00%

Figure 1.c1 – SAU

Overall, are you satisfied with the computer facilities and services available at SAU?

21%

79%

■ Yes   ■ No (please specify why)

Figure 1.c2 – SAU

	Business & Finance	Academic Affairs	Office of the President	Research, Assessment & Grants	Student Experience	Institutional Advancement	Athletics
■ Yes	84.21%	82.46%	70.00%	100.00%	68.97%	100.00%	50.00%
■ No (please specify why)	15.79%	17.54%	30.00%	0.00%	31.03%	0.00%	50.00%

Figure 1.d1 – SAU

How would you rate the quality of the following Hardware services offered at SAU?

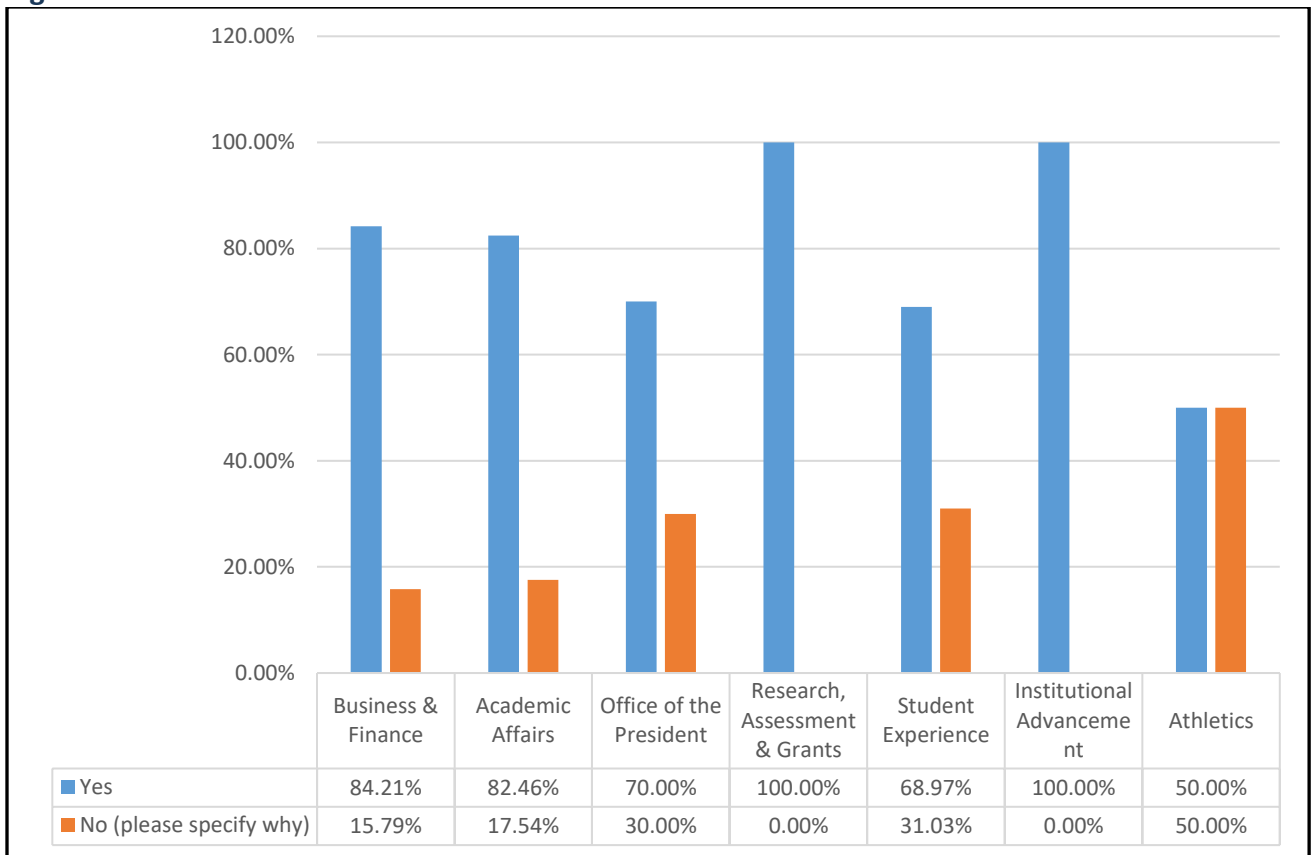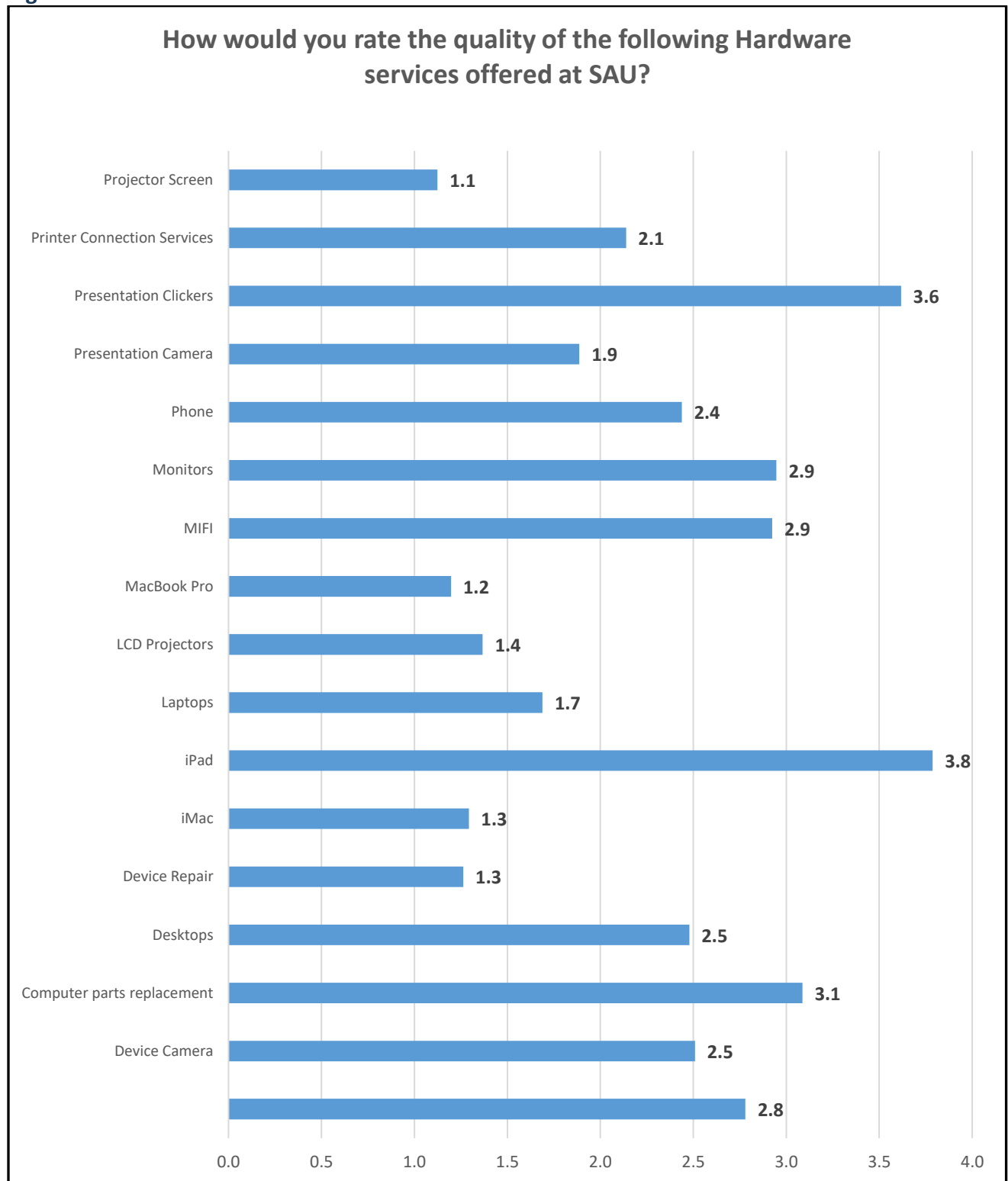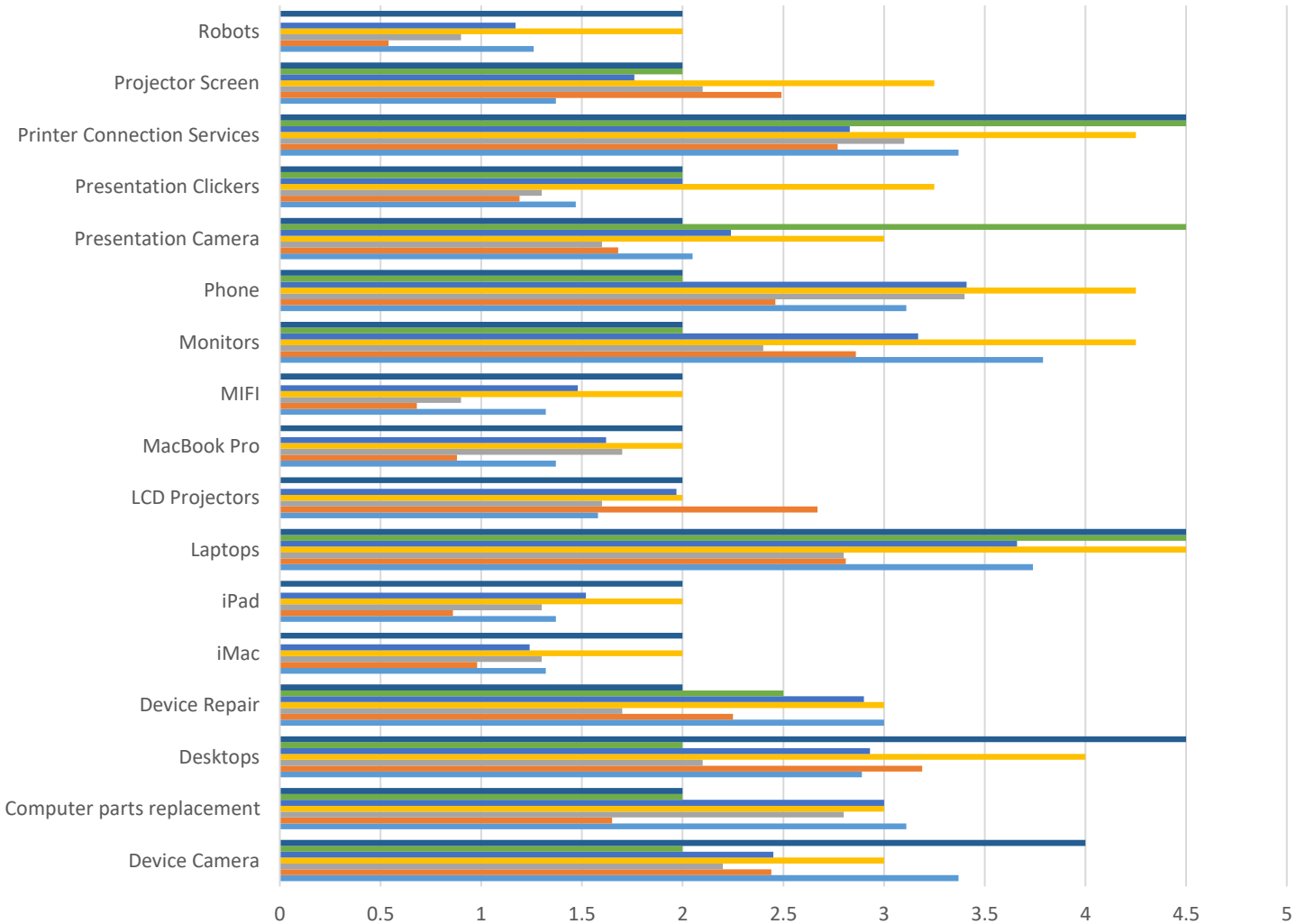| Service	Rating
Projector Screen	1.1
Printer Connection Services	2.1
Presentation Clickers	3.6
Presentation Camera	1.9
Phone	2.4
Monitors	2.9
MIFI	2.9
MacBook Pro	1.2
LCD Projectors	1.4
Laptops	1.7
iPad	3.8
iMac	1.3
Device Repair	1.3
Desktops	2.5
Computer parts replacement	3.1
Device Camera	2.5
	2.8

Figure 1.d2 -By Division

	Device Camera	Computer parts replacement	Desktops	Device Repair	iMac	iPad	Laptops	LCD Projectors	MacBook Pro	MIFI	Monitors	Phone	Presentation Camera	Presentation Clickers	Printer Connection Services	Projector Screen	Robots
Athletics	4	2	4.5	2	2	2	4.5	2	2	2	2	2	2	2	4.5	2	2
Institutional Advancement	2	2	2	2.5	0	0	4.5	0	0	0	2	2	4.5	2	4.5	2	0
Student Experience	2.45	3	2.93	2.9	1.24	1.52	3.66	1.97	1.62	1.48	3.17	3.41	2.24	2	2.83	1.76	1.17
Research, Assessment & Grants	3	3	4	3	2	2	4.5	2	2	2	4.25	4.25	3	3.25	4.25	3.25	2
Office of the President	2.2	2.8	2.1	1.7	1.3	1.3	2.8	1.6	1.7	0.9	2.4	3.4	1.6	1.3	3.1	2.1	0.9
Academic Affairs	2.44	1.65	3.19	2.25	0.98	0.86	2.81	2.67	0.88	0.68	2.86	2.46	1.68	1.19	2.77	2.49	0.54
Business & Finance	3.37	3.11	2.89	3	1.32	1.37	3.74	1.58	1.37	1.32	3.79	3.11	2.05	1.47	3.37	1.37	1.26

Figure 1.e1 – SAU

How would you rate the quality of the following software services provided by IT at SAU?

Figure 1.e2 – By Division

Legend:
- Athletics
- Institutional Advancement
- Student Experience
- Research, Assessment & Grants
- Office of the President
- Academic Affairs
- Business & Finance
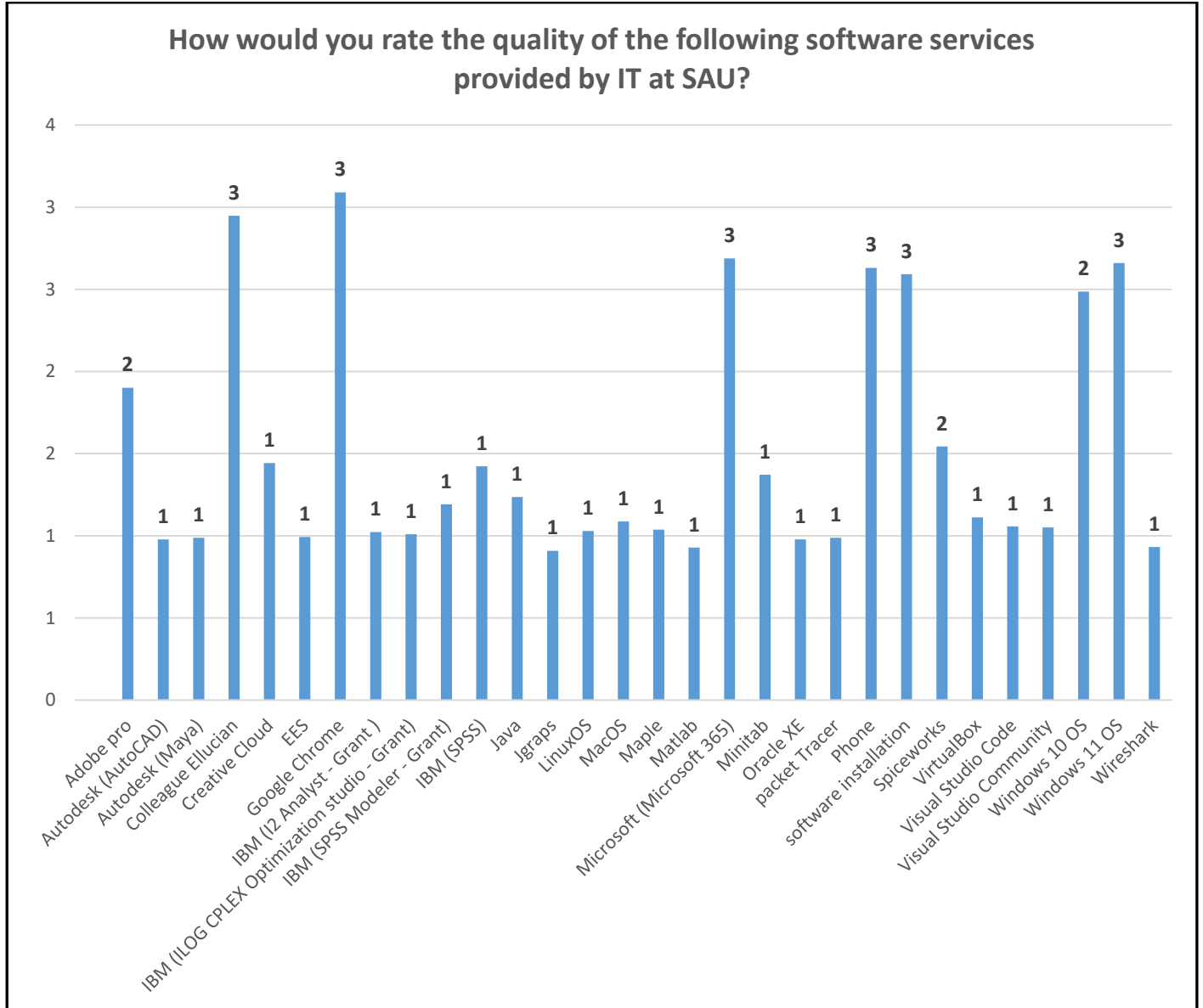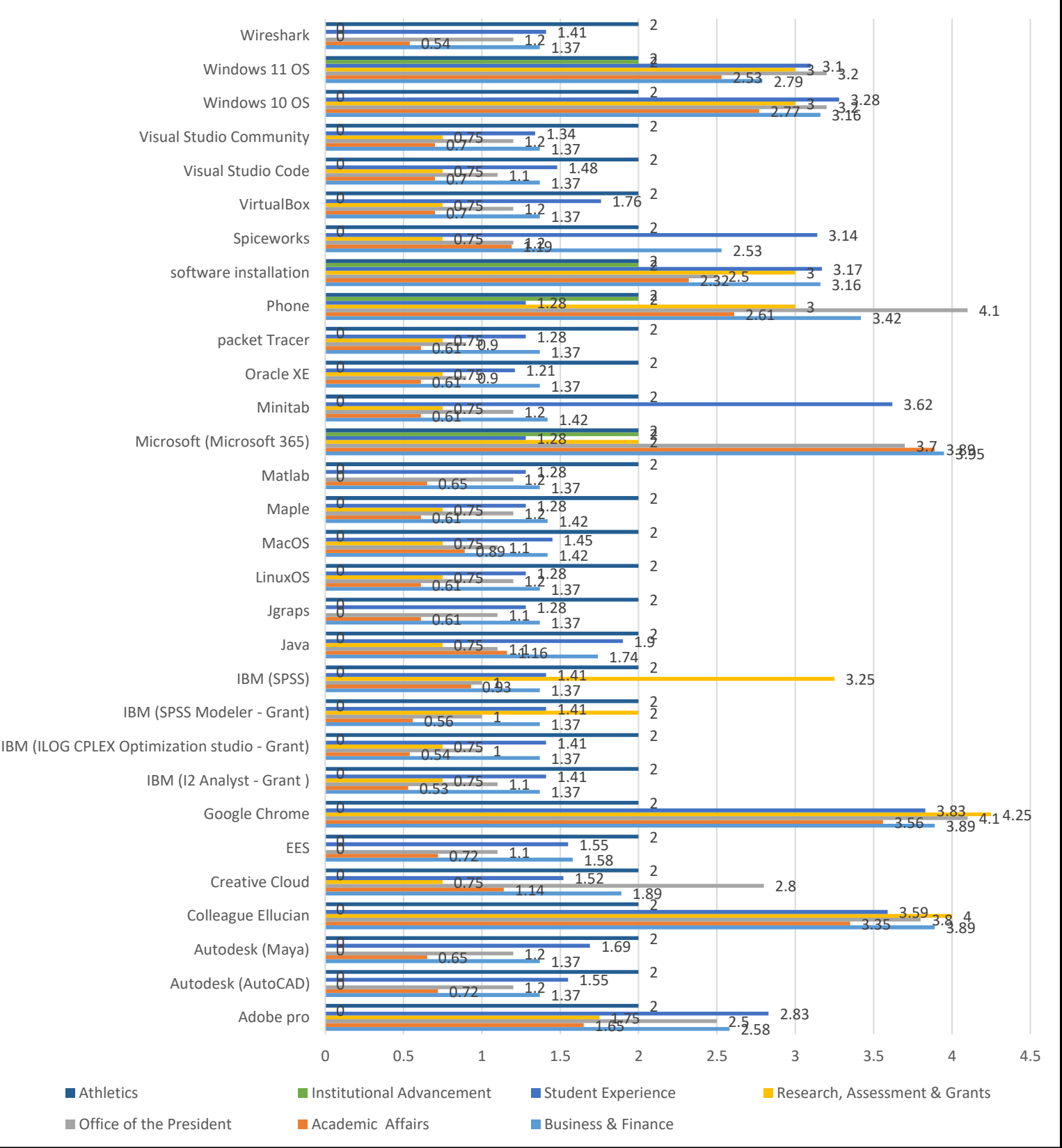
Summary

Around 82% of all respondents use wireless network when bringing their laptops on campus (Fig. 1.a1). Around half of respondents from both the Institutional Advancement and Athletics divisions don't connect to a wireless network when bringing their computers to campus, presumably due to them using a desktop or not requiring a computer in general (Fig. 1.a2). The majority of respondents are satisfied with the computing environment offered by Information technology during the past year (Fig 1.b1). One hundred percent of respondents from Research, Assessment & Grants, and Institutional Advancement are satisfied with the computing environment (Fig. 1.b2). Seventy-seven percent of respondents are overall satisfied with the computer facilities and services available at SAU (Fig 1.c1). Across all the departments, most respondents are satisfied with the computer facilities and services available at SAU, the data can be skewed due to some staff/faculty members not utilizing such spaces (Fig. 1.c2). From the Hardware services survey, it is observable that the staff is most satisfied with the following: iPad, Presentation Clickers, and Computer parts replacement; the analysis might be skewed due to the majority of the staff not utilizing many of these services provided (Fig 1.d1) Laptops, Printer Connection Services, and Desktops have on average higher rating among Most departments in comparison to others, the responses are skewed because most of this hardware is only being used by a small fraction of staff/faculty who require that hardware for their daily activities (Fig 1.d2). The most highly rated hardware service by the respondents from the Office of the President was the phone, and the respondents from Academic Affairs rated Desktops the highest (Fig 1.d2). The highest software services across all divisions were the following: Colleague, Google Chrome, Microsoft 365, Phone, Software Installation, Windows 10&11 software (1.e1). Most of the software is for students majoring in computer science or graphic design, so the rating for them would be skewed down due to the smaller volume of users of these products from Staff and Faculty.

SECTION II: Technology and Collaboration Services
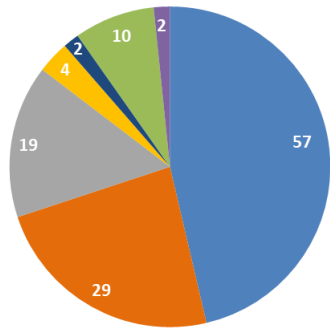
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Institutional Advancement	2

Figure 2.a1 – SAU

Which best describes your comfort level when using the technology resources or services at SAU?

Comfort Level	Percentage
Not at all comfortable	0%
Somewhat comfortable	5%
Comfortable	29%
Very Comfortable	33%
Extremely comfortable	33%

Figure 2.a2 – By Division

	Business & Finance	Academic Affairs	Office of the President	Research, Assessment & Grants	Student Experience	Institutional Advancement	Athletics
Extremely comfortable	52.63%	28.07%	30.00%	50.00%	20.69%	50.00%	0.00%
Very Comfortable	21.05%	38.60%	40.00%	50.00%	31.03%	0.00%	50.00%
Comfortable	21.05%	26.32%	20.00%	0.00%	34.48%	50.00%	50.00%
Somewhat comfortable	5.26%	7.02%	10.00%	0.00%	13.79%	0.00%	0.00%
Not at all comfortable	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

Figure 2.b1 – SAU

Do you use a laptop computer while on campus?

Figure 2.b2 – By Division

	Business & Finance	Academic Affairs	Office of the President	Research, Assessment & Grants	Student Experience	Institutional Advancement	Athletics
Yes	94.74%	82.46%	100.00%	100.00%	89.66%	100.00%	100.00%
No(please specify why)	5.26%	17.54%	0.00%	0.00%	10.34%	0.00%	0.00%

Figure 2.c1 – SAU

IT maintains computer facilities and services designated specifically for student use. If you use such facilities and services, are you satisfied with the services?

- Yes
- No (please specify why)

23%

77%

Figure 2.c2 – By Division

	Business & Finance	Academic Affairs	Office of the President	Research, Assessment & Grants	Student Experience	Institutional Advancement	Athletics
Yes	63.16%	84.21%	80.00%	50.00%	62.07%	100.00%	100.00%
No (please specify why)	36.84%	15.79%	20.00%	50.00%	37.93%	0.00%	0.00%

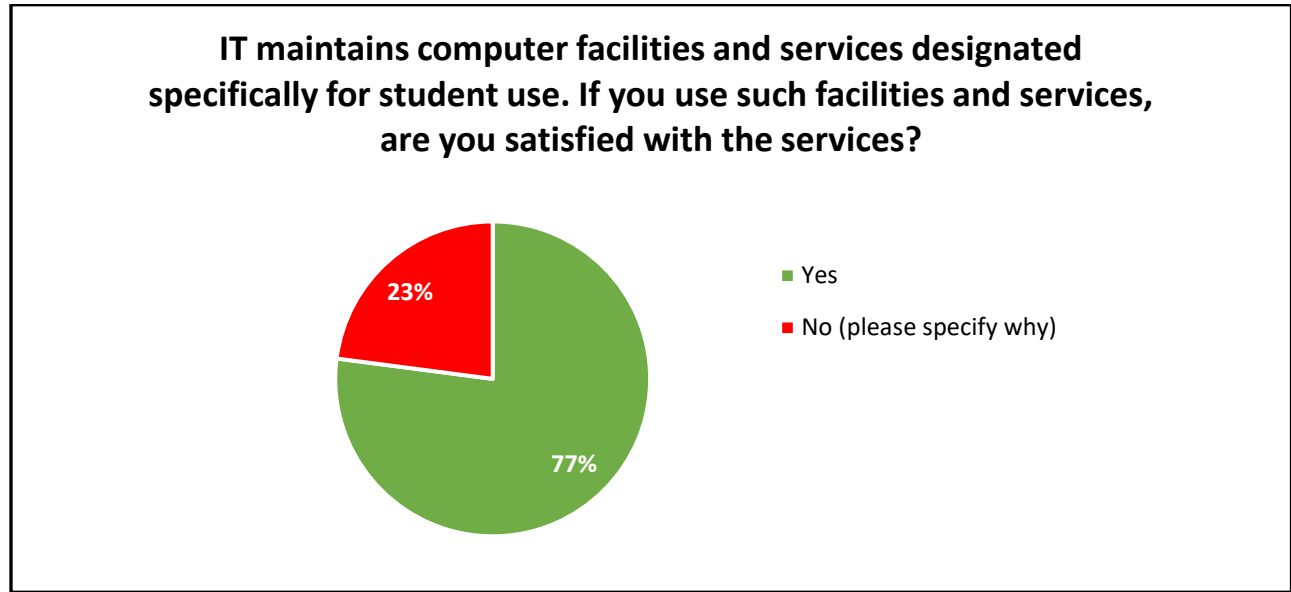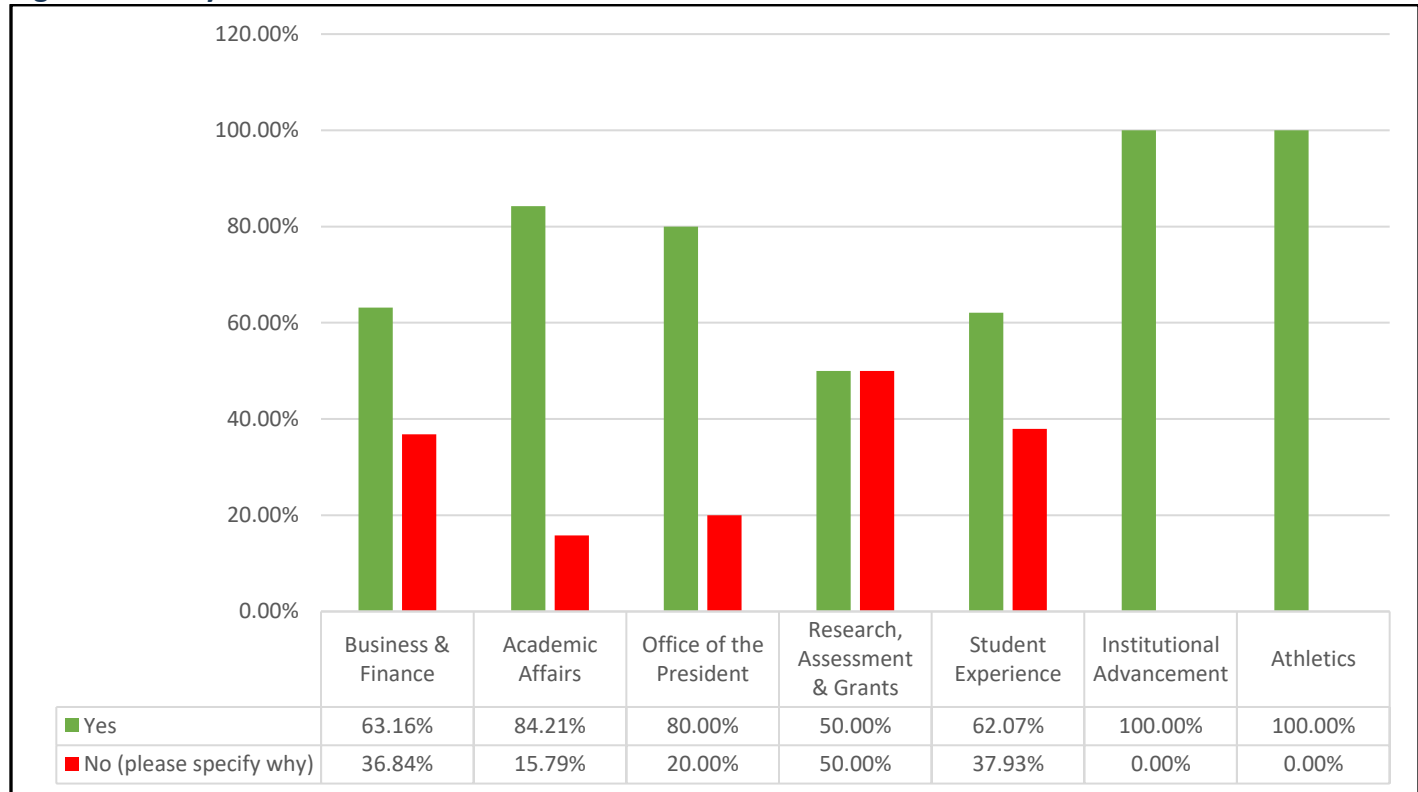**Figure 2.d1 – SAU**

IT provides a number of services designed to facilitate the use of information technologies in the classroom. If you use these facilities and services, are you satisfied with the services?
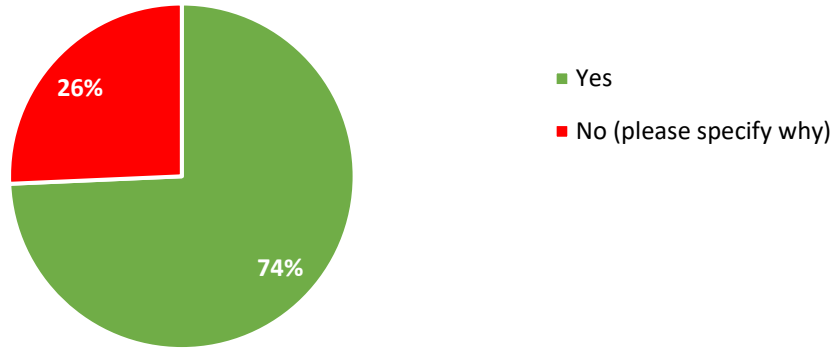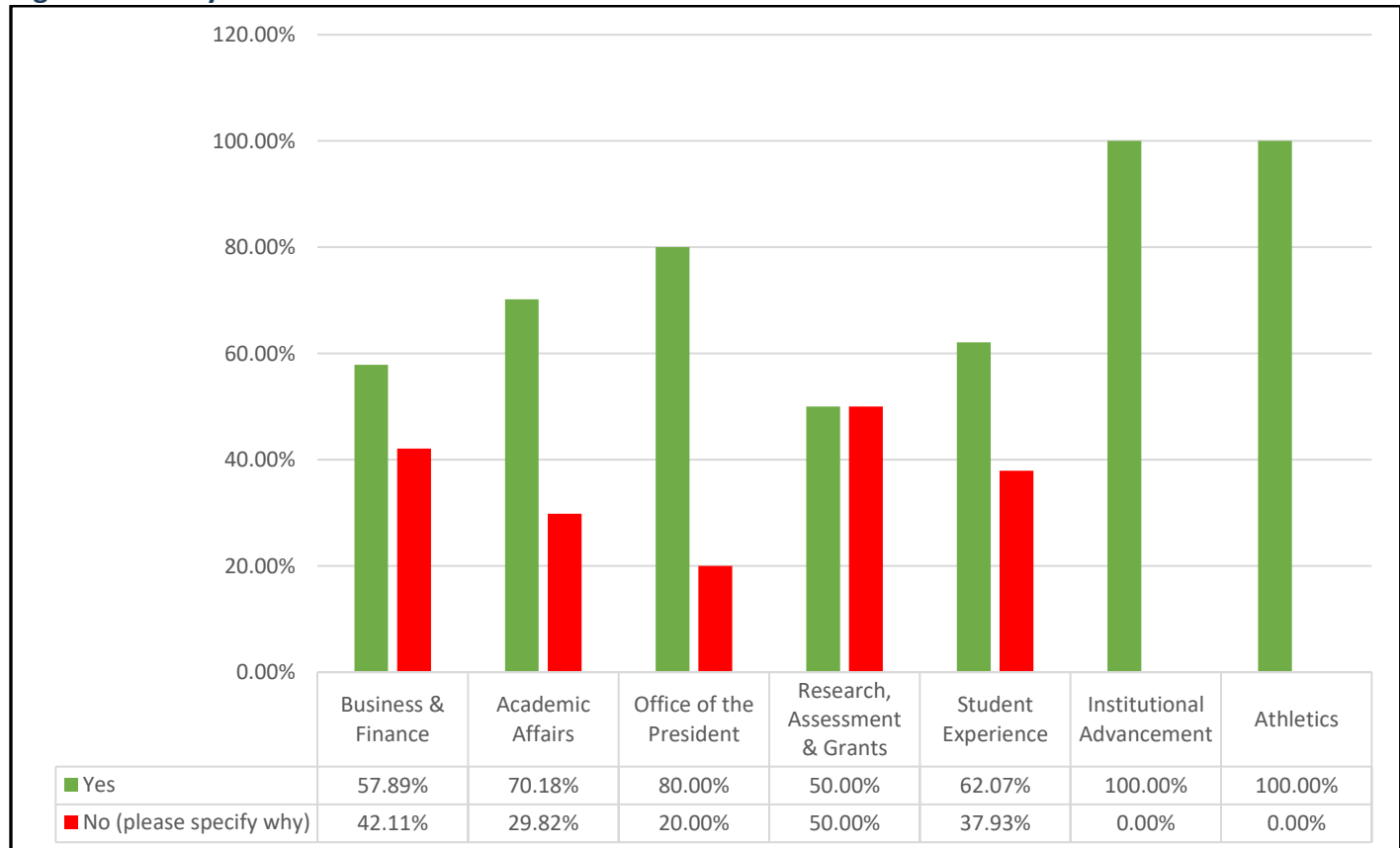
- Yes
- No (please specify why)

26%

74%

Figure 2.d2 – By Division

	Business & Finance	Academic Affairs	Office of the President	Research, Assessment & Grants	Student Experience	Institutional Advancement	Athletics
Yes	57.89%	70.18%	80.00%	50.00%	62.07%	100.00%	100.00%
No (please specify why)	42.11%	29.82%	20.00%	50.00%	37.93%	0.00%	0.00%

Figure 2.e1 – SAU

Overall, are you satisfied with the speed and reliability of data network services available at SAU?

- Yes
- No(please specify why)

19%
81%

Figure 2.e2 – By Division

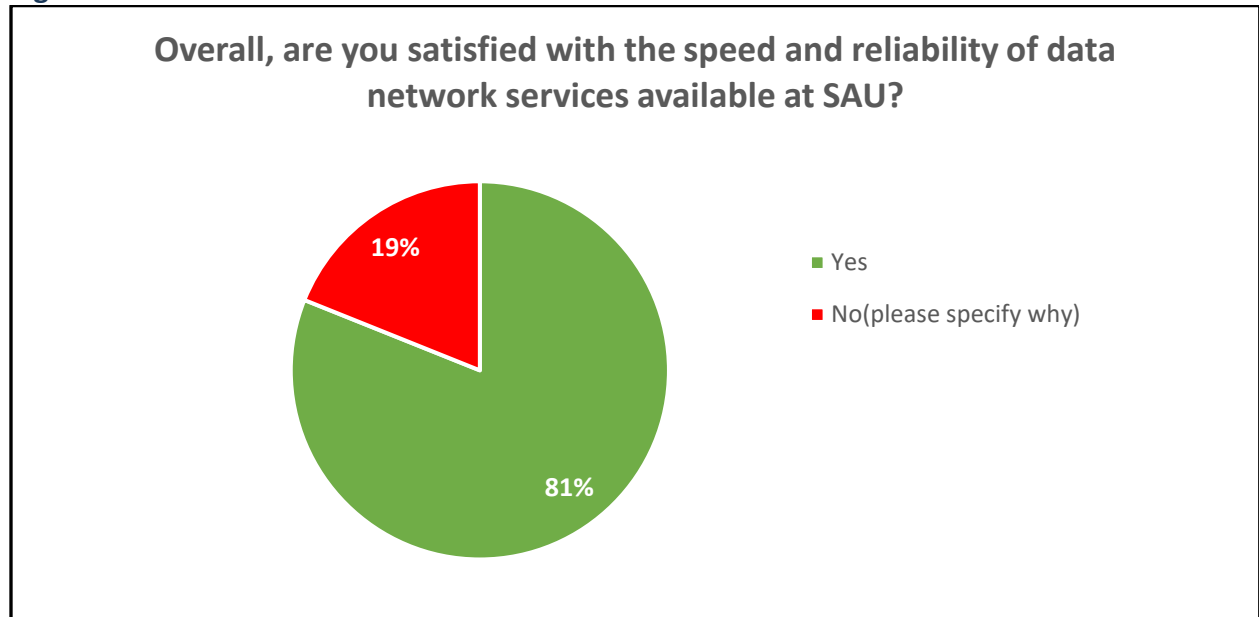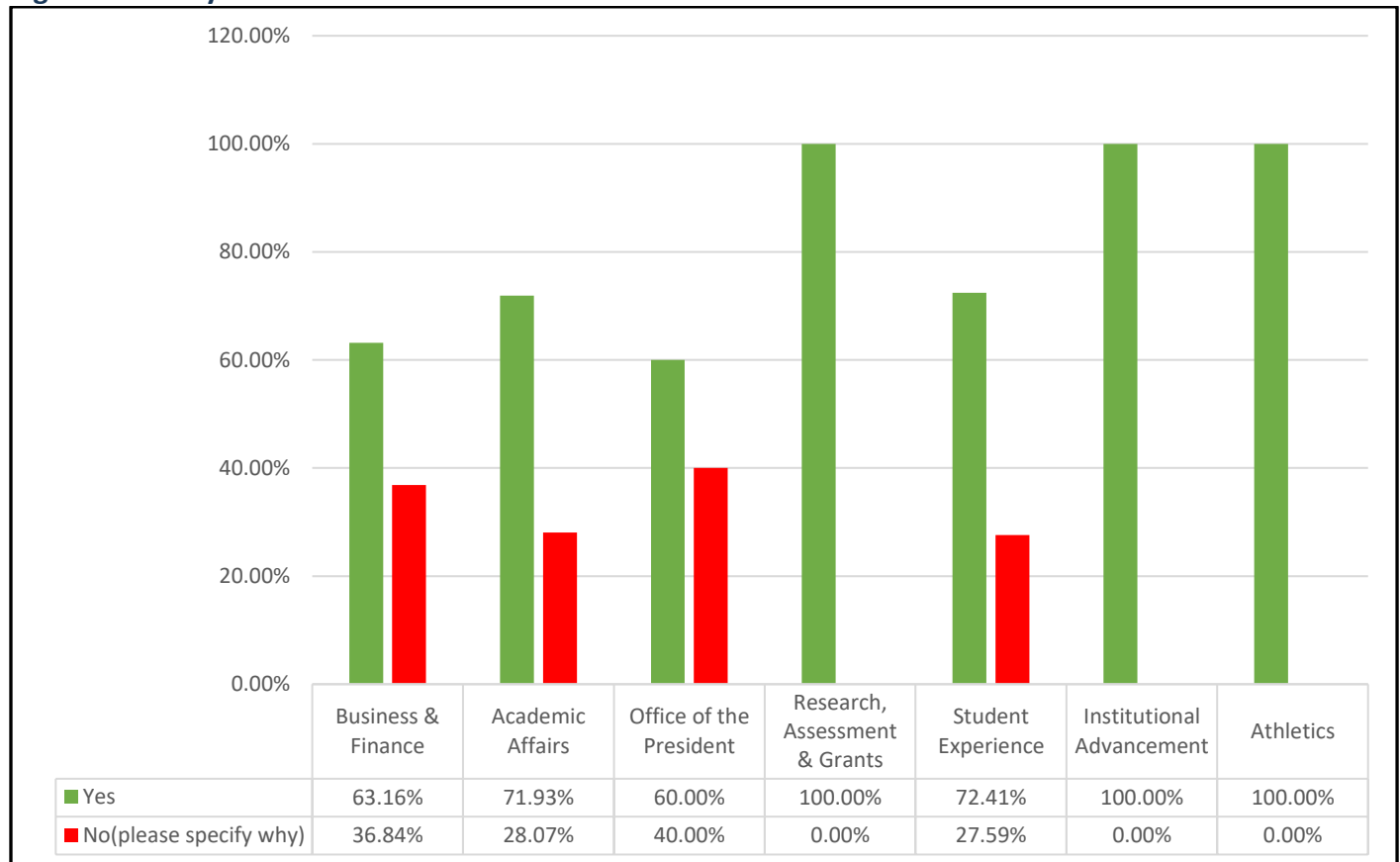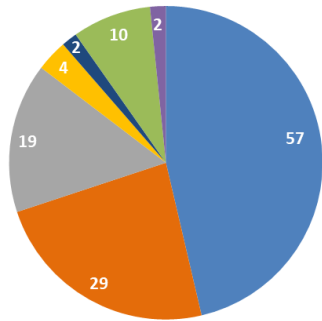|	Business & Finance	Academic Affairs	Office of the President	Research, Assessment & Grants	Student Experience	Institutional Advancement	Athletics
Yes	63.16%	71.93%	60.00%	100.00%	72.41%	100.00%	100.00%
No(please specify why)	36.84%	28.07%	40.00%	0.00%	27.59%	0.00%	0.00%

Most of the respondents are very comfortable with using the technology resources or services at SAU (Fig. 2.a1). Ten percent of respondents from Office of The President said that they are 'somewhat comfortable' with using the technology resources or services at SAU (Fig. 2.a2). Five percent of the respondents said that they do not use a computer while on campus (Fig. 2.b1). Of these five percents, the majority are from Academic Affairs and Student Experience (Fig. 2.b2). Seventy-nine percent of respondents are satisfied with the services of computer facilities (Fig 2.c1). The Divisions of Business & Finance, and Research, Assessment & Grants use these resources the least (Fig. 2.c2). Seventy-seven percent of respondents are satisfied with the services and facilities provided by IT (Fig. 2.d1). Eighty-two percent of the respondents are satisfied with the speed and reliability of data network services available at SAU (Fig. 2.e1). Around 40% of the respondents from Business & Finance and Office of the President expressed dissatisfaction about the quality of network provided, meanwhile 100% of respondents from Research, Assessment & Grants, Institutional Advancement, and Athletics were satisfied with network speed and reliability (Fig 2.e2).

SECTION III: Support and Training

Division	Count of Respondents
Academic Affairs	57
Student Experience	29
Business & Finance	19
Research, Assessment & Grants	4
Athletics	2
Office of the President	10
Institutional Advancement	2

Figure 3.a1 – SAU

Which best describes your level of awareness of what technology resources or services are available at?

	Very aware	Aware	Not so aware	Not at all aware
	23%	64%	13%	0%

Figure 3.a2 – By Division

	Business & Finance	Academic Affairs	Office of the President	Research, Assessment & Grants	Student Experience	Institutional Advancement	Athletics
Very aware	36.84%	26.32%	50.00%	25.00%	24.14%	0.00%	0.00%
Aware	52.63%	66.67%	40.00%	75.00%	62.07%	100.00%	50.00%
Not so aware	10.53%	7.02%	10.00%	0.00%	13.79%	0.00%	50.00%
Not at all aware	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

Figure 3.b1 – SAU

IT supports a variety of electronic mail systems to send messages (e-mail) to others in the SAU and worldwide. If you use such facilities and services, are you satisfied with the services?

Figure 3.b2 – By Division

	Business & Finance	Academic Affairs	Office of the President	Research, Assessment & Grants	Student Experience	Institutional Advancement	Athletics
Yes	94.74%	98.25%	100.00%	100.00%	94.10%	100.00%	100.00%
No (please specify why)	5.26%	1.75%	0.00%	0.00%	6.90%	0.00%	0.00%

Figure 3.c1 – SAU

Which best describes how easily you can contact the IT staff when you need assistance at SAU?

Figure 3.c2 – By Division

	Business & Finance	Academic Affairs	Office of the President	Research, Assessment & Grants	Student Experience	Institutional Advancement	Athletics
Very easy	84.21%	36.84%	60.00%	75.00%	44.83%	100.00%	50.00%
Easy	10.53%	43.86%	30.00%	25.00%	31.03%	0.00%	50.00%
Neither easy nor difficult	5.26%	14.04%	10.00%	0.00%	17.24%	0.00%	0.00%
Difficult	0.00%	1.75%	0.00%	0.00%	3.45%	0.00%	0.00%
Very difficult	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
I have not needed to contact the IT staff	0.00%	3.51%	0.00%	0.00%	3.45%	0.00%	0.00%

Figure 3.d1 – SAU

When an IT staff member assisted you at SAU, what best describes your level of satisfaction with their professional demeanor?

Category	Value
They were courteous	4.6
They could resolve the issue	4.5
They were patient	4.6
They were responsive	4.5
They were knowledgeable	4.6
They listened carefully	4.6

Figure 3.d2 – By Division

	Business & Finance	Academic Affairs	Office of the President	Research, Assessment & Grants	Student Experience	Institutional Advancement	Athletics
They listened carefully	4.89	4.47	4.7	5	4.45	5	4
They were knowledgeable	4.74	4.5	4.7	5	4.56	4.5	4
They were responsive	4.84	4.45	4.5	5	4.32	4.5	4
They were patient	4.89	4.44	4.8	5	4.41	4.5	4
They could resolve the issue	4.74	4.32	4.5	5	4.39	4.5	4
They were courteous	4.95	4.54	4.8	5	4.52	4.5	4

Figure 3.e1 – SAU

Were you offered orientation or training by the IT staff at SAU on the technology resources or services before you used them?

Figure 3.e2 – By Division

	Business & Finance	Academic Affairs	Office of the President	Research, Assessment & Grants	Student Experience	Institutional Advancement	Athletics
Yes	31.58%	57.89%	50.00%	100.00%	42.38%	100.00%	50.00%
No	68.42%	42.11%	50.00%	0.00%	58.62%	0.00%	50.00%

Figure 3.f1 – SAU

Did you request orientation or training by the IT staff at SAU on the technology resources or services before you used them.

31%

69%

■ Yes ■ No(please specify why)

Figure 3.f2 – By Division

	Business & Finance	Academic Affairs	Office of the President	Research, Assessment & Grants	Student Experience	Institutional Advancement	Athletics
■ Yes	31.58%	33.84%	50.00%	25.00%	27.59%	50.00%	0.00%
■ No(please specify why)	68.42%	66.16%	50.00%	75.00%	72.41%	50.00%	100.00%

Figure 3.g1 – SAU

If you answered 'yes' in previous question, which best describes the quality of orientation or training you received from the IT staff at SAU prior to your use of the technology resources or services?

	Outstanding	Very Good	Good	Fair	Poor
	27%	39%	11%	22%	1%

Figure 3.g2 – By Division

	Business & Finance	Academic Affairs	Office of the President	Research, Assessment & Grants	Student Experience	Institutional Advancement	Athletics
Outstanding	44.44%	23.08%	40.00%	50.00%	30.00%	0.00%	0.00%
Very Good	22.22%	53.85%	40.00%	50.00%	10.00%	100.00%	0.00%
Good	22.22%	23.08%	0.00%	0.00%	30.00%	0.00%	0.00%
Fair	11.11%	0.00%	20.00%	0.00%	20.00%	0.00%	100.00%
Poor	0.00%	0.00%	0.00%	0.00%	10.00%	0.00%	0.00%

SUMMARY

Over 85% are aware of what technology resources or services are available at SAU (Fig. 3.a1). Half of the respondents from the Athletic Division are not so aware of what technology resources or services are available at SAU, meanwhile all respondents from Research, Assessment & Grants, and Institutional Advancement are very aware (Fig. 3.a2). Almost unanimously the respondents stated that they are satisfied with electronic mail systems at SAU (Fig 3.b1). There were only 5.26% of the respondents from Business & Finance Division who are not satisfied with electronic mail services at SAU and one percent from Academic Affairs (Fig. 3.b2). Ninety percent of the respondents agree that it is quite easy to contact the IT staff when you need assistance at SAU (Fig 3.c1). While most of the respondents chose "Very easy", more than half of the Academic affairs stated "Easy" or "Neutral" (Fig 3.c2). Respondents from all divisions stated that they are highly satisfied with the professional demeanor of IT staff assisting them (Fig 3.d1). All respondents from the Division of Research, Assessment & Grants were extremely satisfied with the professional demeanor of the IT staff (Fig. 3.d2). More than half of the respondents were offered training or orientation by the IT staff on the technology resources or services before using them (Fig. 3.e1). The majority of the respondents from Business & Finance and Student Experience weren't offered any training or orientation on technology resources or services before using them, meanwhile all respondents from Institutional Advancement, and Research, Assessment & Grants were offered some orientation or training by IT (Fig. 3.e2). Seventy percent of the respondents didn't request any training or orientation from IT staff (Fig. 3.f1). Fifty percent of the respondents from Office of the President and Institutional Advancement have requested some training or orientation from IT (Fig. 3.f2). Majority of the respondents who took orientation from IT describe the quality of orientation as "Very Good" or Outstanding (Fig 3.g1). Athletics department has the lowest opinion on the quality of the orientation/training from IT staff, meanwhile Institutional Advancement, and Research, Assessment & Grants have the highest satisfaction rates (Fig 3.g2)

SECTION IV: Demographics
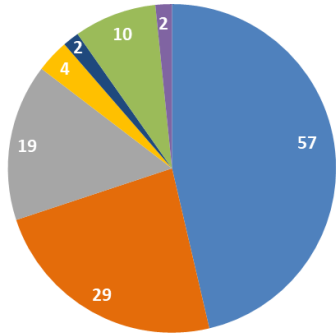
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Figure 4.a-SAU

Respondents' Employment Status
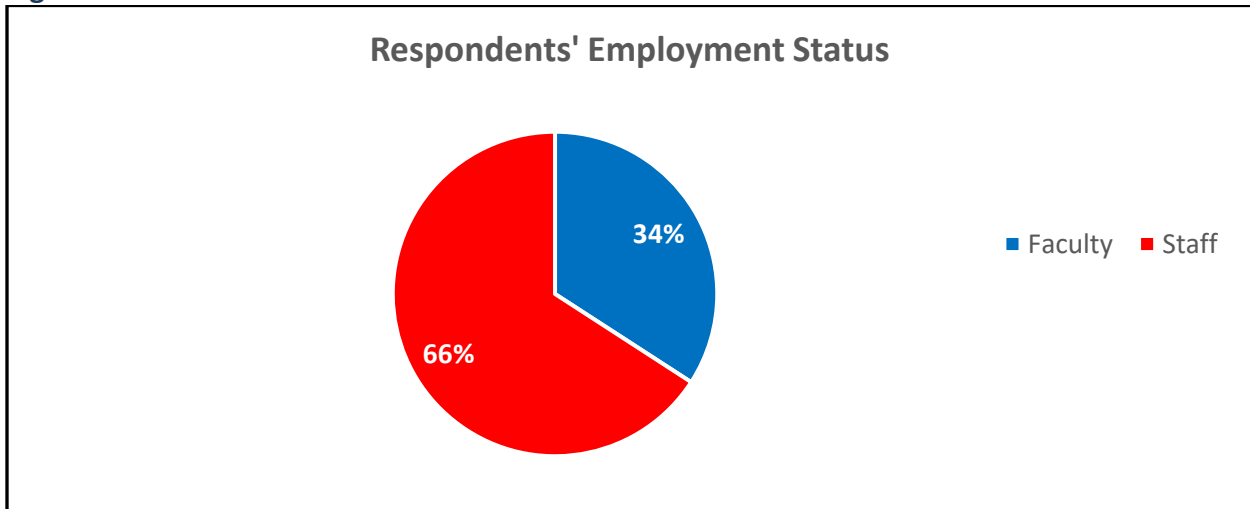
- Faculty: 34%
- Staff: 66%

Figure 4.b – SAU (Academic Affairs Division)

Academic Affairs respondents' School Affiliation

School	Percentage
N/A	22.81%
Professional Studies & Enterprise Services	3.51%
Division of Military Science	0.00%
School of Science, Mathematics & Allied Health	10.53%
School of Exercise Science & College Athletics	0.00%
School of Education & General Studies	21.05%
School of Business, Management & Technology	17.54%
School of Arts, Social Science & Communications	24.56%

Figure 4.c – SAU (Academic Affairs Division)

In what academic programs do you teach or have responsibilities for? (Check all that apply).

Program	Percentage
N/A	21.05%
Professional Studies & Enterprise Services	5.26%
Division of Military Science	0.00%
School of Science, Mathematics & Allied Health	12.28%
School of Exercise Science & College Athletics	1.75%
School of Education & General Studies	22.81%
School of Business, Management & Technology	15.79%
School of Arts, Social Science & Communications	24.56%

Figure 4.d – SAU (Academic Affairs Division)

Are the MAJORITY of classes you teach: undergraduate or graduate?

- Undergraduate: 78.95%
- Graduate: 1.75%
- N/A: 19.30%
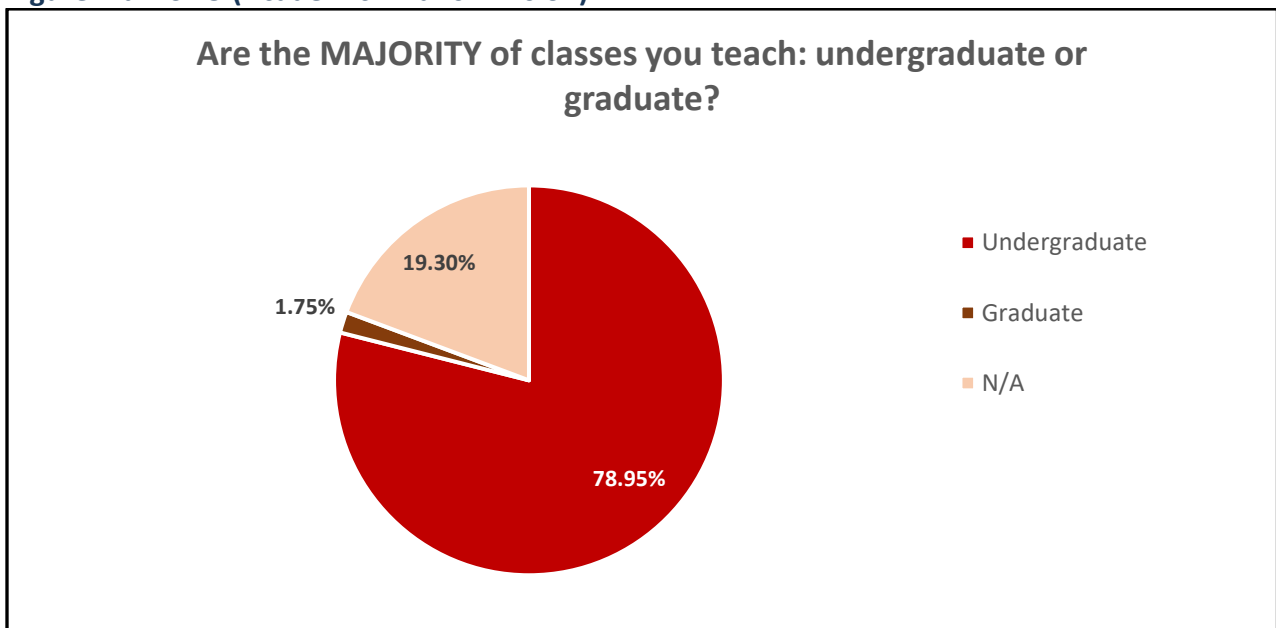
Figure 4.e – SAU (Academic Affairs Division)

What is the delivery method for the MAJORITY of your classes?

- Online(Synchronous)
- Online (Asynchronous)
- Hybrid
- Face-to-face
- N/A

5.26%
8.77%
12.28%
21.05%
52.63%
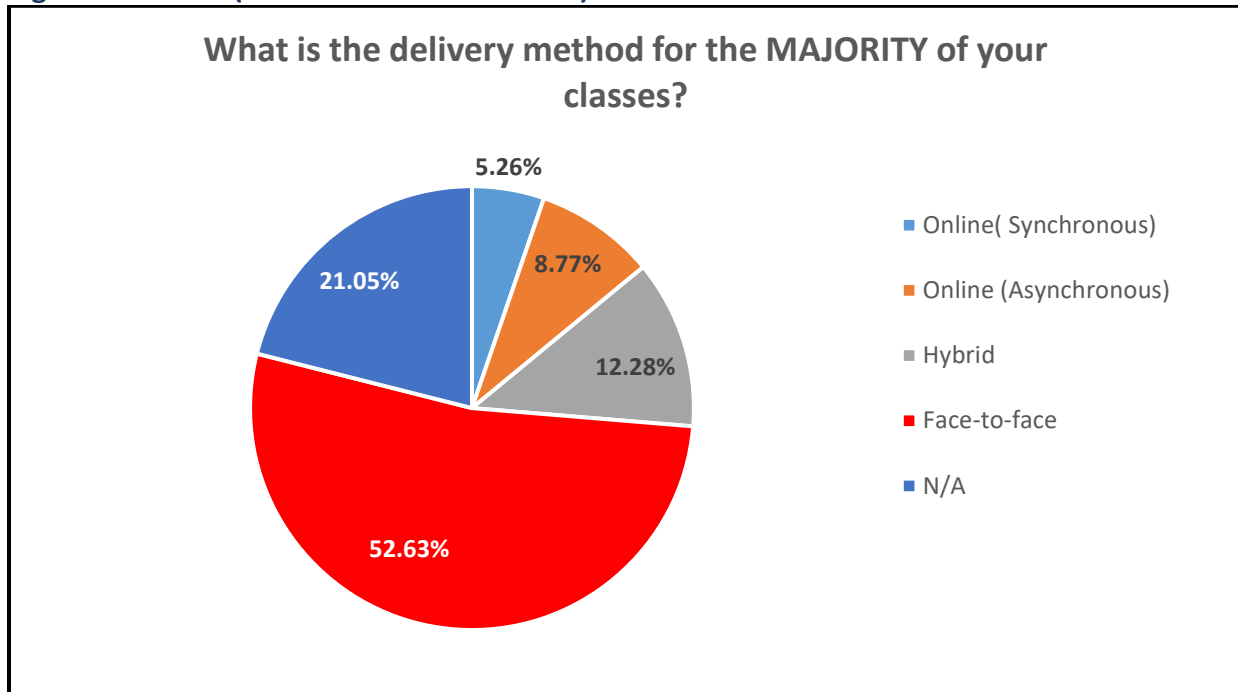
SUMMARY

The ratio of staff to faculty among the respondents is 6:4 (Fig. 4.a). Among the respondents in Academic Affairs, only 23% are non-teaching staff (Fig. 4.b). No one from the Division of Military Science had taken this survey (Fig. 4.c). Seventy-nine percent teach undergraduate students (Fig. 4.d). Most popular teaching method among the respondents is Face-To-Face, second most popular is Online (Synchronous) (Fig. 4.e). The staff not involved in teaching represents N/A.

SECTION V: General Assessment
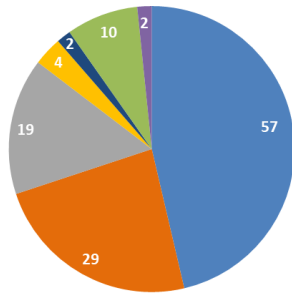
Division	Count of Respondents
Academic Affairs	57
Student Experience	29
Business & Finance	19
Research, Assessment & Grants	4
Athletics	2
Office of the President	10
Institutional Advancement	2

Figure 5.a1 – SAU

How long have you been using computers?

Less than one year	1-4 years	5-9 years	10-19 years	20 years or more
10%	9%	8%	12%	61%

Figure 5.a2 – By Division

	Business & Finance	Academic Affairs	Office of the President	Research, Assessment & Grants	Student Experience	Institutional Advancement	Athletics
Less than one year	0.00%	3.51%	10.00%	0.00%	3.45%	50.00%	0.00%
1-4 years	10.53%	1.75%	0.00%	0.00%	0.00%	0.00%	50.00%
5-9 years	5.26%	0.00%	0.00%	0.00%	3.45%	50.00%	0.00%
10-19 years	10.53%	12.28%	10.00%	25.00%	27.59%	0.00%	0.00%
20 years or more	73.68%	82.46%	80.00%	75.00%	65.52%	0.00%	50.00%

Figure 5.b – By Division

Please select the statements that indicate your level of agreement.
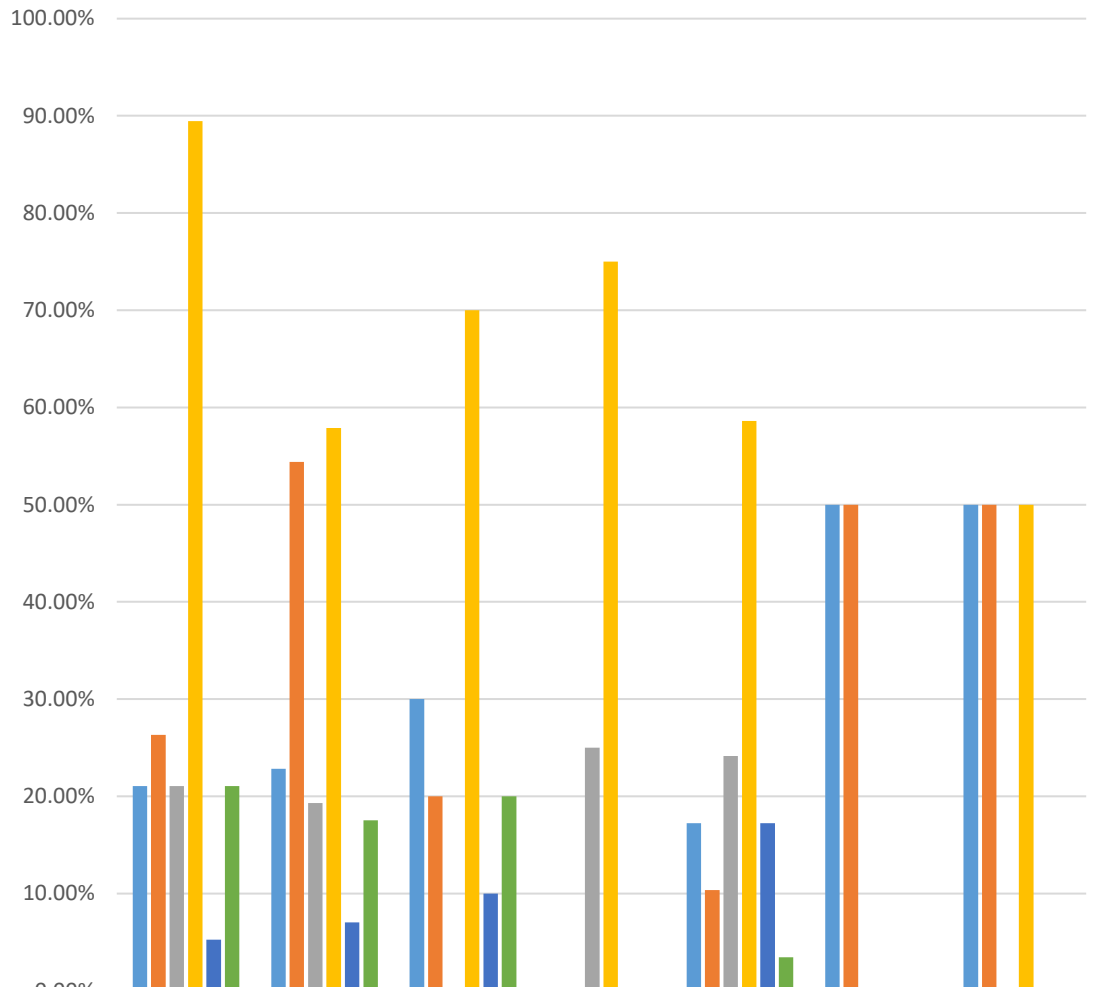
	Business & Finance	Academic Affairs	Office of the President	Research, Assessment & Grants	Student Experience	Institutional Advancement	Athletics
■ Enough training is available in the use of technological tools required for class.	21.05%	22.81%	30.00%	0.00%	17.24%	50.00%	50.00%
■ The information technology environment at SAU has been helpful in my teaching activities.	26.32%	54.39%	20.00%	0.00%	10.34%	50.00%	50.00%
■ The information technology environment at SAU has been helpful in my research activities.	21.05%	19.30%	0.00%	25.00%	24.14%	0.00%	0.00%
■ I have received assistance from IT for all kinds of trouble shooting.	89.47%	57.89%	70.00%	75.00%	58.62%	0.00%	50.00%
■ I do not require any assistance from IT staff.	5.26%	7.02%	10.00%	0.00%	17.24%	0.00%	0.00%
■ There are numerous software services available to faculty.	21.05%	17.54%	20.00%	0.00%	3.45%	0.00%	0.00%

SUMMARY

Most employees have been using computers for over 20 years (Fig. 5.a1). The least experienced users are from Institutional Advancement (Fig. 5.a2). Across all departments, the majority of respondents stated that they are satisfied with the assistance from IT for all kinds of trouble shooting (Fig 5.b). Almost 54% from the division of Academic Affairs claimed that the IT environment at SAU has been helpful in teaching activities and 25% of respondents from the division of Research, Assessment & Grants indicated that the IT environment helped in research activities. Only 17.5% of respondents from Academic Affairs were aware of the numerous software services available to the faculty, indicating that awareness programs by IT could enhance cognizance and the utility of IT software services.

SECTION VI: Open-Ended Questions

If you bring a laptop computer to campus, do you access the wireless network?

- I am on the school computer.
- SAU Network is slow and difficult to connect with
- No need. I use the classroom computers.
- I use my phone.

Overall, are you satisfied with the computing environment offered by Information Technology during the past year (e.g., Student Technology Centers, computer equipped classrooms, electronic mail, computer network, help desk)?

- The internet goes out a lot.
- Cannot get on SAU Network with my laptop.
- Outdated equipment still in use
- The computers and smartboards need to be updated.
- We provide baseline resources; however, I do not believe we provide our students and faculty with enough resources that will truly propel them to success, and definitely the university does not have the same resources and services that are offered at other IHEs.
- Phone system
- Mostly yes, but we still need a reliable laptop at the teaching station in Boyer 207. The IT Support staff are the greatest.
- I am happy with the IT staff as they do the best they can. Resources are lacking.
- My dissatisfaction is based on using the computer labs as my classroom and not being aware of the desktops that are not fully updated for the teaching content, I am accountable to teach my students.
- Updating is needed in classroom equipment. During my time at SAU, I have experienced a few campus-wide interruptions of internet connectivity.
- Oftentimes the hardware does not work adequately, or software applications are not fully available.
- A lot of the tech does not work.
- Network unreliability; frequent connection and equipment issues in the labs; labs need updating in general: furniture and cameras.

- In the past they have been slow to respond to faculty and students' requests
- Students should have better access to the library.
- Could have quicker support response time.
- I have referred a lot of students to submit support tickets. The IT team/personnel are great. It's the systems that they have no control over
- The IT staff is underfunded and needs more support to be provided for the community.

Overall, are you satisfied with the computer facilities and services available at SAU?

- They take too long to reply.
- Network is too difficult to get onto
- If the computer labs in Boyer were accessible, I would be more satisfied.
- More facilities need to encourage innovation.
- The computers need to be updated.
- We need more of an investment in this area.
- Would like more computer labs for students.
- Improvements in printing and in Wi-Fi access are needed.
- Could do better with more computers Availability.
- Stability and security of the Wi-Fi network.
- Outdated computers in classrooms
- printers that need servicing or replacing
- Staff are great and do their best; they need more help; facilities need a lot of investment.
- I wish Administration would make knowledgeable purchase instead of buying cheapest product that doesn't get job done. It's like using a Band-Aid when you need surgery.

Did you request orientation or training by the IT staff at SAU on the technology resources or services before you used them.

- Was not aware would ask for orientation.
- The IT staff is too busy.
- Did not consider training to be an option.
- Wasn't offered when I onboarded.

- I did not need additional assistance.
- It seems that "orientation" is usually reading an email.
- PDF or PowerPoint and is not interactive.
- Stakeholders have different learning modalities and not all are honored.
- I didn't know it was available.
- Could figure most things out.
- I did not know it was available.
- Would prefer instructions in each classroom.
- Tech is different.
- I learn by trial and error. But if I have specific questions, I contact IT.
- Services were provided.
- Adjunct Professor scheduling issues
- I figured it out. Orientation didn't seem necessary.
- I'm referring specifically to the new telephone system. I was expecting a manual of some sort as we have been given in the past when we got a new phone system.
- Did not need IT help w/ some systems. Training from outside vendors for others
- The IT resources I utilize per my many years of professional & educational IT&S background does not warrant much training since it was offered.
- There was no need to request.
- I am tech savvy/very knowledgeable and didn't need the support.
- They offered before I could ask.
- Training was not hands on, just written directions.
- This was former IT personnel not current.
- I'm not sure if Blackboard training is included here. I did receive training for that provided by Ms./Dr Valerie Evans

How would you rate the quality of the following Hardware services offered at SAU?

- Slow response
- SAU Network is too difficult to get onto
- The SAU issued laptop crashes during Teams meetings and is not fluid in response.
- The laptops that the school provides for faculty and staff are not of the best quality.

- Often faculty and staff utilize their personal laptops due to the poor quality of the work-issued devices.
- Office phone was never installed.
- Display text is low resolution and hard to read; IT staff said that it is because the laptop graphics card and processor are low quality.
- Good results
- Telephone in office as no service
- Projector bulb has been out for a while.
- Sometimes the printer in Boyer 202 acts up. The Smart Board and the computer in Boyer 209 are not synched. Often causes issues when trying to project ppt or other info for class.
- I have no printer in my office.
- I need to go to a computer lab to print.
- Awaiting printers and projections screens in PHEC
- The projector is old and unfocused.
- It appears that the LCD projectors & projectors in computer lab(s) zoom settings are difficult at times to set correctly from their position location(s)
- PEN 221 has been out of service for months. Having said this
- I have not submitted a support ticket. I will do this.
- Computers are slow and have limited software applications that are fully available.
- Was promised a laptop once but never received it. Didn't really need it.
- The current telephone system is terrible. Impossible to call campus and get specific phone extensions if you don't already know them. The individual answering systems are difficult to set up and not reliable. Just a poor choice overall
- We do not have those services like robotics.
- Staff don't always have access to the resources they need.
- New staff laptops are needed. Lenovos are out of date.

How would you rate the quality of the following software services provided by IT at SAU?

- Slow response time
- The phone was never installed in the office.
- Telephone has no service.
- I hesitate to mark this as "unsatisfied", but I think it deserves attention from someone (IT or otherwise). Many students, even juniors and seniors seem to struggle with using Microsoft Office at some basic level of proficiency including the basics of Word PowerPoint and Excel as well as just navigating OneDrive working with files in Blackboard etc.
- To be unable to update software already installed because of the administrative restriction access.
- The full version of Adobe, which allows editing of pdf files, is not available on all computers.
- Colleagues are more useful for the staff.
- CAMS was a better system for faculty use.
- Colleague isn't fully configured, and we need to invest in modules like early warning; Spiceworks had you much clutter in the messages.
- The phone installation was not coordinated. I came to work and had a new phone with a manual. There have been requests for training for the campus but to my knowledge, this has not occurred. I still do not know how to make long-distance calls; therefore, I use my cell phone. A quick tutorial would have been helpful for everyone instead of just supplying the manual.
- I already stated issues with phone. Cord entangles horribly.

Are there additional comments you would like to make about IT Services?

- takes them a long time to respond to request in Atkinson Hall
- The ART profs are supposed to be getting new computers soon. Ms. Dallas and Ms. Tyler (me) would like to get MacBook Pro Laptops and keep our old desktops so we can use them in lectures with small classes.
- Very cooperative
- I have had very good experience with our IT professionals. Thank you.

- Most IT people are very helpful and kind.
- Not all computers have monitors. I frequently use my own laptop. Classrooms might have instructions posted especially on how to use sound.
- I appreciate the quick support services. I wish we could have better Wi-Fi connection everywhere on campus. Students are the greatest people inconvenienced. I wish Colleague had greater features to assist with data collection within the department. AND as I swam through the sauna in PRRL yesterday I cried about the practically brand-new computers that were installed in there last year that must be submitted to those conditions. Can't they be moved temporarily? Thank you for working with my students when I send them to IT for assistance with their username and password to access computer lab desktops. Support is great. Computers boot faster in classrooms. Having the internet go out before class today derailed my plans but I pivoted. The IT staff is an awesome group that takes care of the entire university! Get a better phone system.IT staff are doing the best they can with what they have. The school needs to invest in more tech infrastructure.
- They are all great
- The staff are amazing and work very hard. Any issues they do their best to fix. However, the issues that need fixing are beyond their control; it's infrastructural. We need better IT infrastructure.
- The OIT is an excellent team. Thanks for the survey. We need dedicated personnel to assist with matters related to troubleshooting and integration of software. The staff is not capable and does not have the knowledge on how to fix these problems.
- Technology overall has its moments. Whenever I have IT issues
- The IT department has been very quick to help and is very knowledgeable and kind when addressing/resolving the issues. Thank you, IT Department.

- Regardless of some of the issues I personally have encountered, overall IT is doing a fantastic job with what they have to work with! Even though we are at the Rocky Mount location, IT has been very responsive and within reasonable time assisting with our issues. Please keep up the great work you do!

Do you use a laptop computer while on campus? (Specify is NO)

- Cannot get on SAU network.
- I use my personal laptop.
- I use my desktop.
- Have a desktop as well as laptop.
- Prefer a desktop at home for administrative tasks.
- Adjunct work online from home
- I use my phone.

IT supports a variety of electronic mail systems to send messages (e-mail) to others in the SAU and worldwide. If you use such facilities and services, are you satisfied with the services?

- I haven't used a computer lab in a while, but in the past the computers wouldn't turn on.
- Couldn't be logged into or we're missing the mouse/keyboard.
- Faculty
- The network access in Boyer 207 is highly unreliable. At least one or two of the lab computers need to be connected to the copier in Boyer 202.
- Wi-Fi & computer log one. Updates are needed.
- The staff are great - the facilities need repair and updating.
- Not enough computer labs across campus for student usage.

IT maintains computer facilities and services designated specifically for student use. If you use such facilities and services, are you satisfied with the services?

- The network is too slow.
- Sometimes it takes the computer 20 minutes to load it. I'm not sure if it's because they are old or if it's a Wi-Fi issue . The smart boards are outdated, and the sound rarely works.
- Would like to have more upgraded technology in the classrooms.
- I need to become more aware of what's offered.
- PHEC IT and Technology is substantially lacking. I am awaiting technology to provide the teaching experience our students deserve.

- some of these services are outdated or inoperable.
- The Smart boards often do not work or are missing equipment. Occasionally the computers do not work or so, especially in Boyer. I do not have the same problems when I teach in Cheshire.
- I am satisfied overall with the SAU's IT services and direct my students to utilize the IT help desk as much as possible to introduce/encourage them to build a collaborative relationship with the IT department.
- The projector/screen in Goold Hall room A has had some issue almost every day.
- Many computers are slow and take several minutes (sometimes >5 min) to be ready for use. Limited software or only basic applications that are not fully registered are available.
- The staff are great - the facilities need repair and updating.
- I do not use it but have heard issues of difficulty getting smart/white boards to operate. However
- Sometimes may have been lack of user knowledge.

IT provides a number of services designed to facilitate the use of information technologies in the classroom. If you use these facilities and services, are you satisfied with the services?

- Cannot get on SAU Network with my laptop.
- Super slow and unreliable
- It needs to be faster.
- It is unreliable and slow. Bandwidth is diminished at peak times during the day due to stakeholders using their cellphones, etc. We also seem to have outages at least once a month.
- Wi-Fi is squirrelling at times.
- The systems are always down or very, very slow.
- Recently received Internet in PHEC and in phase one we do experience outages.
- The Wi-Fi seems to go in and out.
- It's not consistent.
- Slow connections and spotty Wi-Fi
- Limited Wi-Fi coverage. Security is a major concern.

- not consistent
- Outages too frequent, goes down and have had to use cell phone hotspot to perform work functions.
- It goes out often which prevents work being continued.
- Constant outages and interruptions
- The network lags and is inconsistent.
- We always have technological glitches and need better infrastructure.
- Speed is too slow, there are too many dead spots on campus.
- Yes, but there are moments of no service or being able to connect to shared drive when working remote.

Conclusions

The survey findings indicate that SAU faculty and staff have a high level of satisfaction with services provided by OIT. The survey respondents across the SAU schools and departments gave almost every OIT-provided service a score of "Very Satisfied"/ "Very Easy" or "Very Comfortable" or "Satisfied". While the survey findings are very positive, there is always room for improvement in every area and for every service, even for those services that received high to moderate satisfaction ratings. While no service on the survey received a satisfaction mean rating below 3.25, the goal would be to have every survey item achieve a 4.00 or better mean score. There were a few items that didn't quite meet that rating and they will receive immediate attention. All the comments and suggestions made by the respondents regarding these services will be very helpful in making the needed service improvements.

The Office of Information Technology in collaboration with the office of Institutional Research & Data Analytics extends sincere gratitude to the SAU community of respondents for taking the time to complete the survey and for their candid responses. Their judgments about the quality of services provided by OIT are important because they help to identify the areas in which SAU is succeeding, services we need to improve, and highlight the areas in which we need to offer new services. We aim to use these findings to enhance the quality of the IT experience for faculty, staff and students at Saint Augustine's University, Raleigh.