

2017 OIT Services Survey Report

Survey Background

In January 2017, our services survey was distributed to 9,254 CU Boulder faculty and staff. It was available for one month, and 2,751 people completed the survey, which is approximately a 30% response rate. The survey asked recipients their satisfaction with OIT generally, to select the best and worst category of OIT services, and then to select the best and worst service within that category. Recipients also provided 1,515 written comments about how OIT could improve, and remain competitive and cutting edge. What follows is a summary of the results, a sample of the comments we received about a particular service area in each category, and additional general comments.

Key Takeaways

The survey is the first part of our inquiry. With the initial results, we will investigate the following:

- ways to continue improving in the areas where we are doing well;
- ways to address the areas we need to improve upon;
- ways to respond to requests.

Kudos

In our survey, our IT Service Center, Dedicated Desktop Support, Microsoft Exchange, and IdentiKey services received **strong positive ratings** from respondents.

Opportunities for Improvement

Respondents pointed out areas where we could improve. They asked for a **better user experience** with our services. They surfaced **dissatisfaction** with the interface design of the **MyCUInfo portal** and the associated tools they access from the portal. Respondents also told us they **struggle with bandwidth and capacity issues on the campus network, particularly the wireless network.**

Requests

As we reviewed the written comments respondents provided, we noticed patterns emerging, which included requests for improved **security, reliability, and backups**. Respondents asked us to **expand cloud computing services**. They suggested they would like to see a **single calendaring system for the campus**. They asked that we provide more **training for faculty and staff** to help them learn technologies. Also, they would like us to **respond to and resolve problems more quickly.**

Next Steps

We are grateful for the feedback we received from our faculty and staff. We are examining the results and planning a second round of more focused inquiries into specific questions the results have raised. These follow-up efforts will take the form of focused interviews, mini-surveys, and focus groups. Once we have an action plan in place, an update communication will be issued.

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Summary of Results

Satisfaction with OIT

Our goal is a 90% or above customer satisfaction rate with the services we provide. In this survey, we fell short of that goal (receiving an 84.4% satisfaction rate), so we know we have more work to do. However, we are pleased to see that most customers were extremely satisfied (49.6%) with us. This is an increase from the previous two surveys. In 2013, 13.0% of customers were extremely satisfied. In 2014, 20.5% were extremely satisfied. Figure 1 below shows the respondents' satisfaction level with OIT.

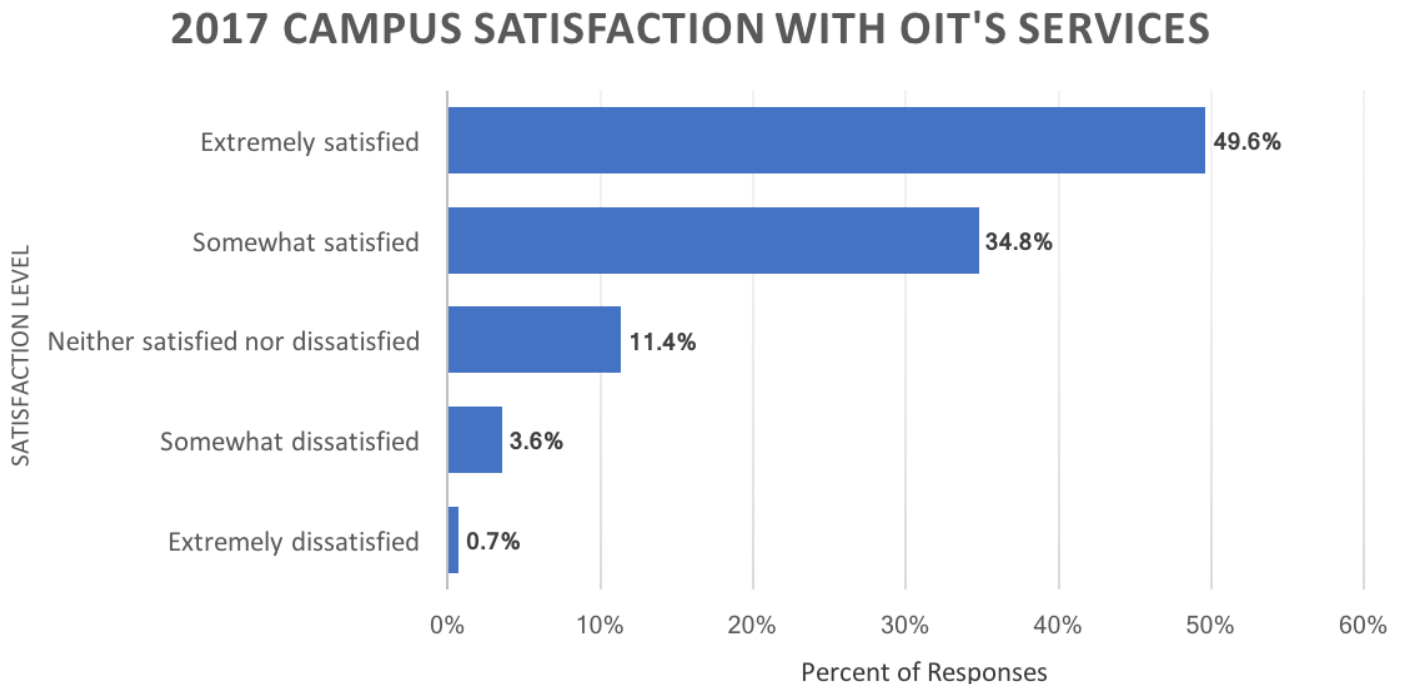


Figure 1: Percent of Respondents Who Chose a Level of Satisfaction with OIT's Services.

Ratings of OIT's Best and Worst Services

Respondents rated what they consider to be the best and worst services OIT provides. The top five services received over 80% of the ratings. For those services, we include pie charts showing the percent of best and worst responses attributed to all the services in that category. Later in Appendix A, we show a comprehensive summary of all the ratings of best and worst services OIT provides.

Support and Consulting Services

Figure 2 below shows the percentage of responses within our Support and Consulting services category that received ratings of the best and worst services OIT provides.

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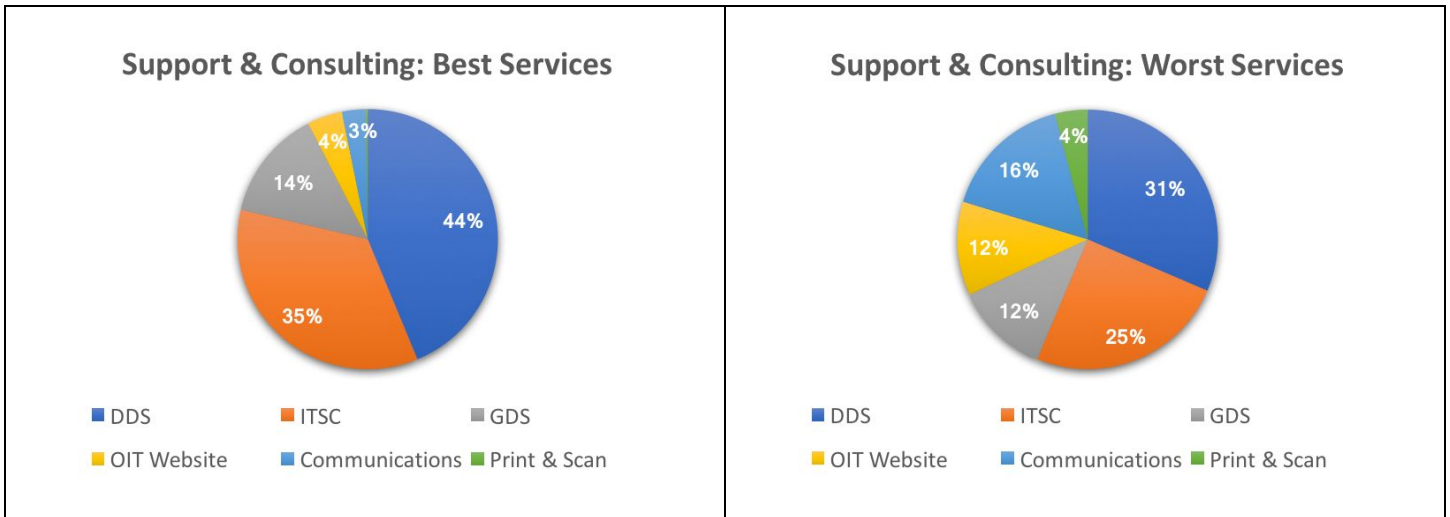


Figure 2. Percent of Responses Rating Support and Consulting Services as Best and Worst that OIT Provides.

Comments about Dedicated Desktop Support

We love our Dedicated support team! Our office does feel the need to have some sort of guidance on how to use software. We need some resources on how to use Office Suite programs on our computers.

DDS tech turnover is disruptive to customers

Most important in my opinion is streamlining the desktop system imaging process and then patch management.

Communication and Collaboration Services

Figure 3 below shows the percentage of responses within our Communication and Collaboration services category that received ratings of the best and worst services OIT provides.

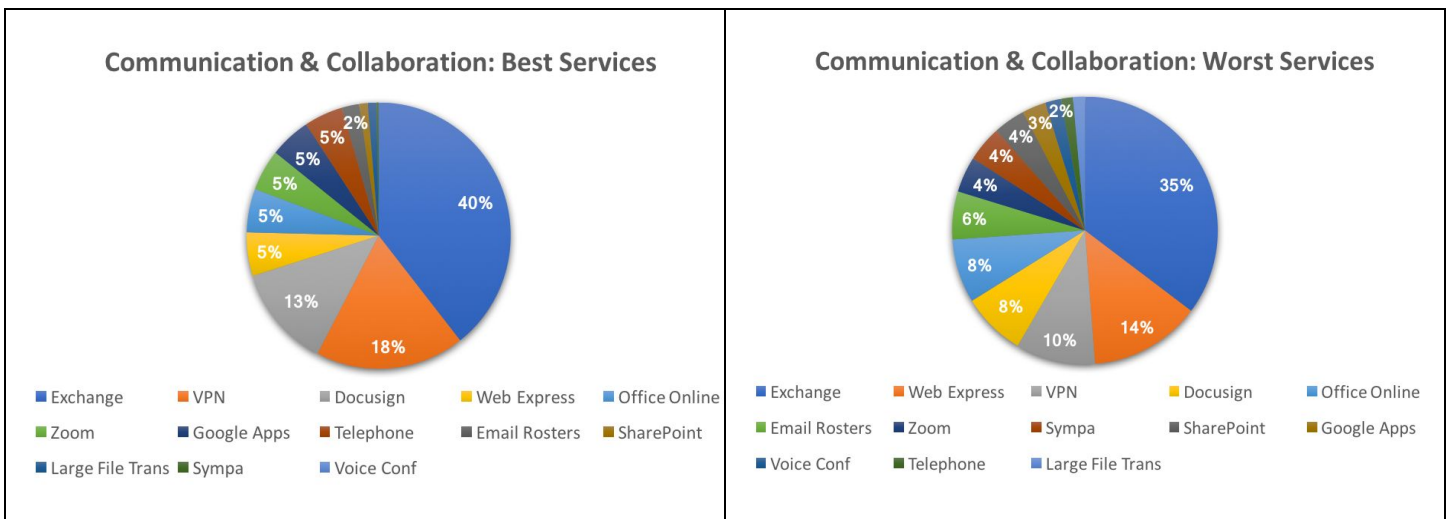


Figure 3. Percent of Responses Rating Communication and Collaboration Services as Best and Worst that OIT Provides.

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Comments about Exchange Services

Staying on top to business class platforms such as Office365 has been one of OIT's best strengths in the recent past in my opinion and it would be great to see resources continued to be directed in that direction.

The email split between gmail for students and exchange for everyone else is ridiculous. How about ONE solution for everyone?

Have an easier to use webmail interface that doesn't involve clicking three different times to get to the mail.

I would like to see calendaring improved. Other organizations use calendaring to schedule resources (conference rooms, laptops, projectors, etc.) and this seems to be a problem for CU. I would like to see department admins given the authority for setting up resources within their respective departments. We want faculty, staff, and students to be able to schedule a meeting through a calendar invite, see everyone's availability, and reserve the resources needed for that meeting all in one invitation (which is what Microsoft intended for Outlook).

Administration and Business Services

Figure 4 below shows the percentage of responses within our Administration and Business services category that received ratings of the best and worst services OIT provides.

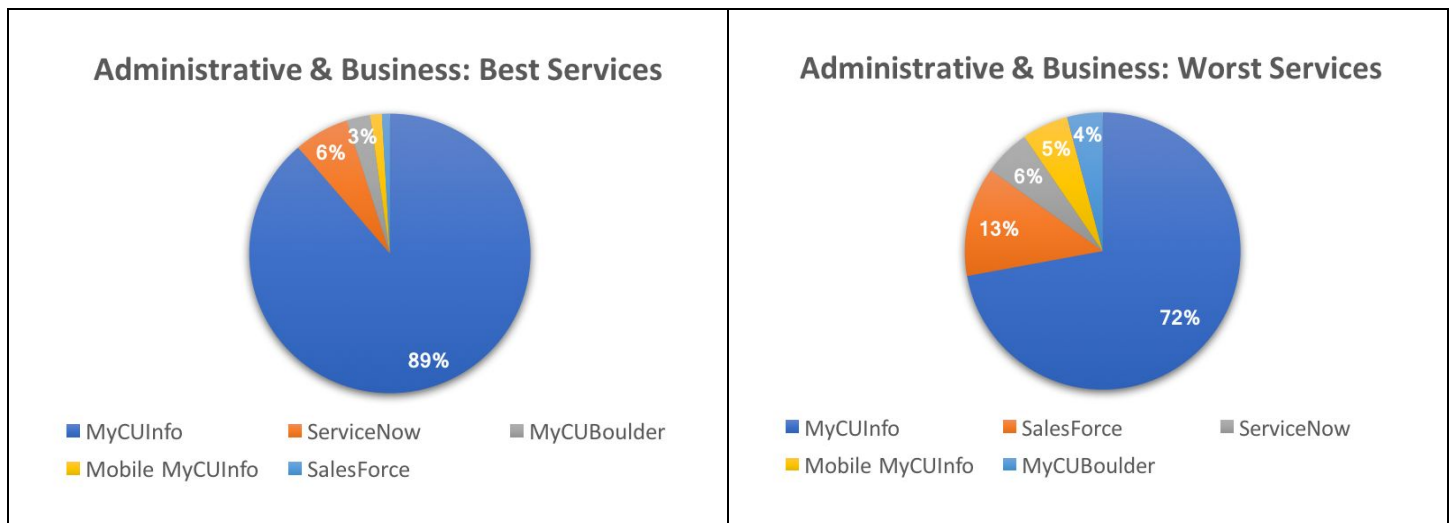


Figure 4. Percent of Responses Rating Administration and Business Services as Best and Worst that OIT Provides.

Comments about MyCU Portals

There are just too many MyCuXXX. We need one single point of entry to everything we need. It is confusing and overly complex to navigate.

More resources should be provided to make this portal the best resource for a student since every student and staff/faculty member depends on its usability and availability. With more resources, I believe the portal could be improved with the following:

- Faster loading times

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- More interactive tools to help students plan their courses, financial needs and payment plans
- More intuitive interfaces

The time out pop-ups come up separately for MyCUInfo and for a service linked through it, such as HCM or SIS. I have to re-login to MyCUInfo multiple times in the day even though I've hit OK on the "need more time" popups.

Teaching and Learning Services

Figure 5 below shows the percentage of responses within our Teaching and Learning services category that received ratings of the best and worst services OIT provides.

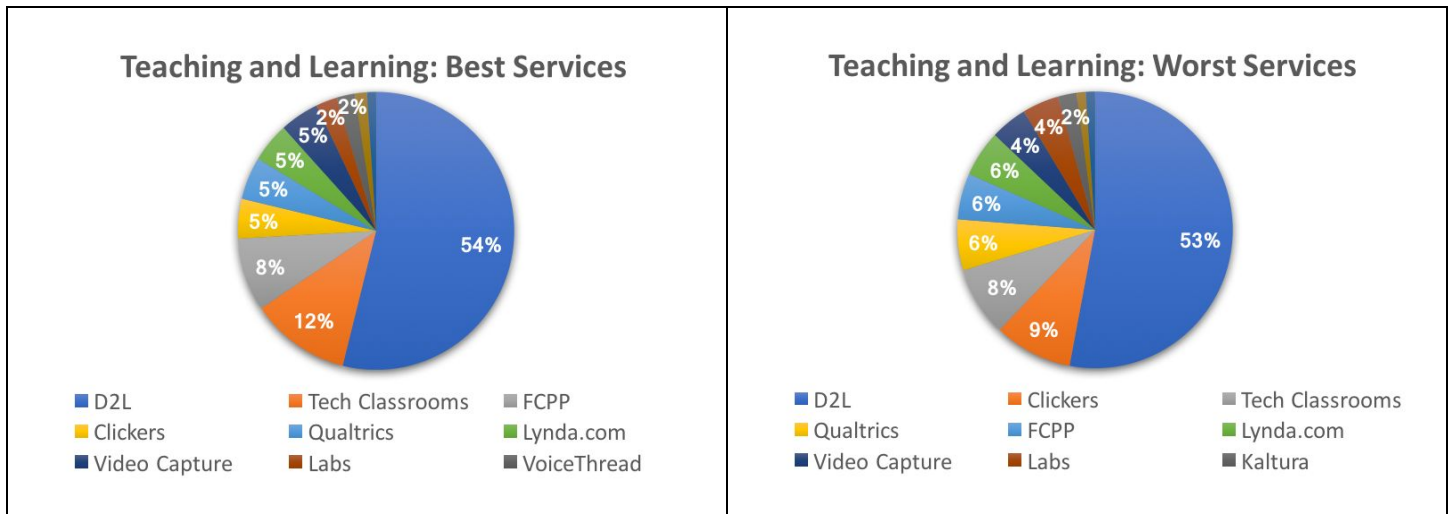


Figure 5. Percent of Responses Rating Teaching and Learning Services as Best and Worst that OIT Provides.

Comments about Desire2Learn

I know that you are looking to replace Desire2Learn, which is an excellent idea. It is really terrible, and not a reflection of the rather wonderful service and assistance I have received from OIT.

Please fix the gradebook issues on D2L.

In general, I hope that you can keep changes to the various interfaces we use (e.g. MyCUInfo, D2L, etc.) to the absolutely necessary minimum. I understand that typically such changes come with improvements for the users (and conversely, improvements do require changes), but it is important to calculate carefully how great the improvements are measured against the cost of attention and time that users need to devote to learning to navigate the new interfaces.

Infrastructure Services

Figure 6 below shows the percentage of responses within our Infrastructure services category that received ratings of the best and worst services OIT provides.

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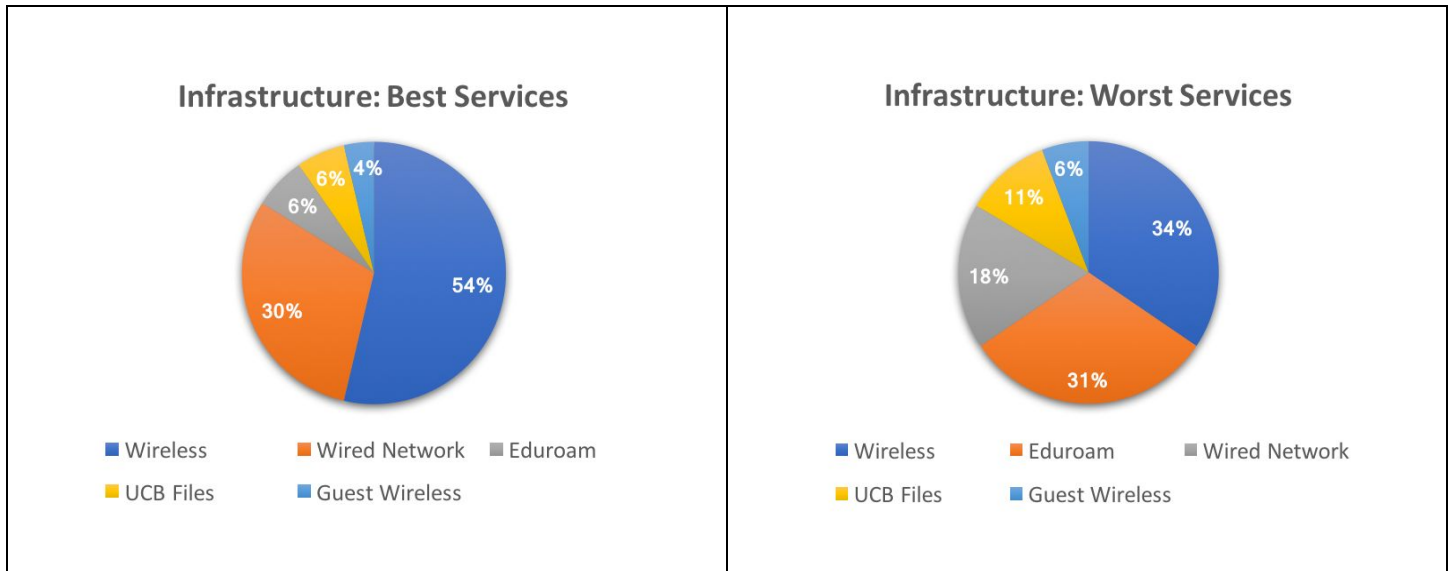


Figure 6. Percent of Responses Rating Infrastructure Services as Best and Worst that OIT Provides.

Comments about Networking

We're forced to rely on the UCB wireless a lot, especially on east campus... It would be beneficial to improve the bandwidth of the UCB wireless, and the reliability. The alternative would be to build out an open academic wired network on east campus in the research facilities (SPSC). I recognize that this is a highly specific complaint and request, but it makes major impacts on myself, my research group, and especially on academic visitors. Improved reliability and bandwidth of the wireless would let us use it more reliably for videoconferencing and other essential research activities.

As a staff member within the Residence Hall (Cheyenne-Arapaho) the wireless functionality is spotty at best. Many spots of the building get little to no WiFi and many of the spots that do, are very slow. This is a complaint I get regularly from Residents and Staff alike.

I am a big data user. Bandwidth on campus is always a concern. I have trouble throwing very large files around.

Other Representative Comments

We received a variety of requests for changes to services, and for new services. The following is a brief sample.

Importance of Training and Helping Staff Learn to Use Technologies.

Staying current is important. As faculty, I find my biggest challenge is figuring out which new technology is most important for me to learn, and finding the time to do that. It is sometimes very overwhelming to me the different products we now have access to and are being asked to figure out how to use. I am pro technology, but my time commitments elsewhere are not being reduced while the need to figure out things like a new phone system, new email system, educational products, etc is requiring more and more of my time. Help us disseminate this information and more readily separate the "need to know" from the "this could be cool or helpful."

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Support for Flexible and Distance Education.

Online/distance classes for undergraduates! This would help address other issues such as lack of classroom space, time conflicts in students' schedules, and would give both students and faculty more flexibility. We have many classes with enormous waitlists, and if distance sections were an option for undergrads it would be an enormous help.

We have NO support on campus for programs who want to explore online programs. The distance technology is great, and much appreciated. We should also have resources for offering asynchronous, pre-canned online offerings and the ability to flexibly and easily experiment (flipped classrooms all the way to fully online courses). It feels like CU is very behind in this thinking.

Desire for Better Unit Coordination

Partnering with the libraries to facilitate access to licensed electronic content.

Better communication concerning work with UIS and who has responsibility when issues arise. There has been too much pointing fingers at each other than just fixing the situation. I will say one of your strengths is the people you have working on the local level as tech support.

Focus on Emerging Technologies

I think it's always important as a university to constantly be looking at what technology is available now and in the future. What is also important is that we are not constantly ignoring the technology that other institutions are implementing at their campuses and we choose to wait until we "have to" make those changes. It's really important to keep in mind that some of the best institutions around the country don't react to what other schools are doing because they are behind the curve. They are on the forefront of those changes and choose to be leaders and the benchmark.

Cloud Computing

I think having some tools and services that make use of commercial cloud data storage and computing easier to access and use in research and classroom would help move the university toward embracing these new capabilities.

Help us connect to cloud computing resources from Amazon, Google, etc., to run large simulation by negotiating low price CLOUD SERVICES. As a staff member that uses horrible, outdated software for day-to-day use due to the fact that we can't upgrade the software as it is now cloud-based, I think OIT should reconsider its position on the cloud.

Data Infrastructure

I think that OIT does an excellent job as a whole. One area that they may want to develop further in is data infrastructure. Right now it seems like different offices and entities on campus use completely different databases to store student information and it ends up being disjointed and leads to conflicting reports on students numbers. If data storage and infrastructure could be further centralized I think that could be beneficial to having greater consistency in reporting.

I think the data storage is a great direction and we should continue to support this service for the future of the campus.

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Appendix A: All OIT Services Rated Best and Worst

Figure 7 below shows the number of ratings of best service we received.

OIT Services Rated Best

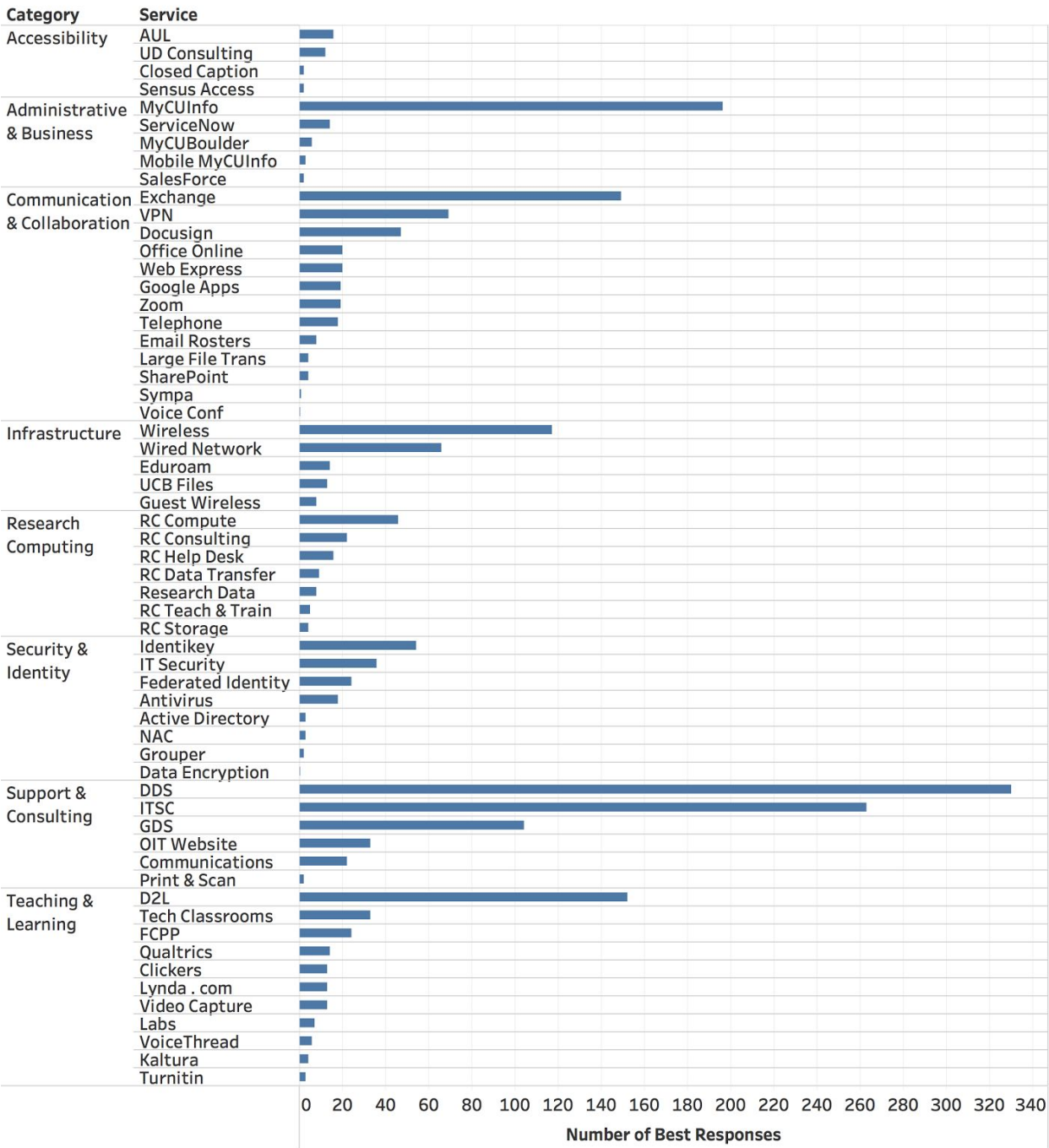


Figure 7: All Responses Rating OIT Services as Best, Organized by Category of Service.

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Figure 8 below shows the number of ratings of worst service we received.

OIT Services Rated Worst

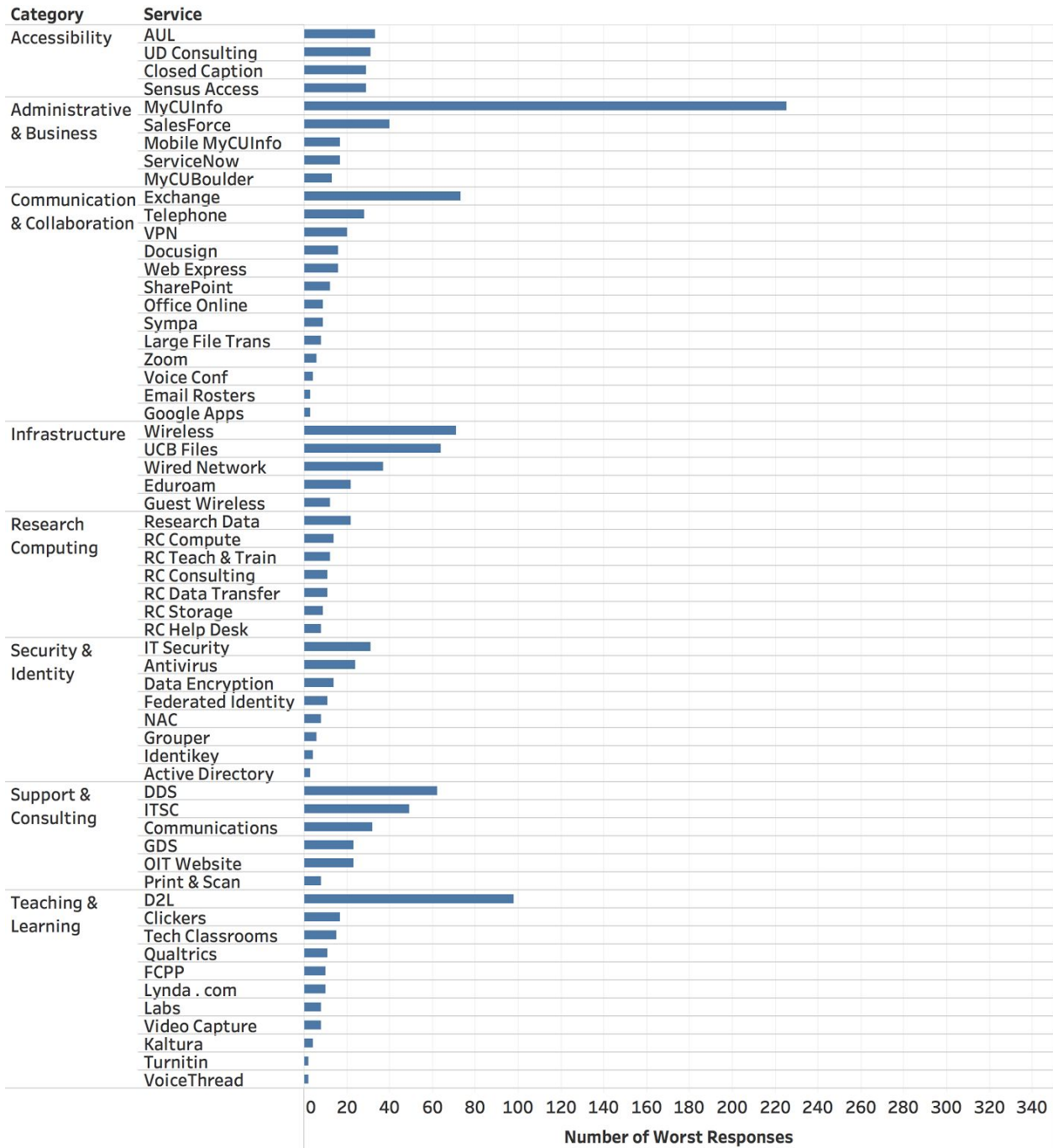


Figure 8. All Responses Rating OIT Services as Worst, Organized by Category of Service.

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Appendix B: List of Abbreviations

Some abbreviations are used in the figures in this report. To aid in the interpretation of those terms, please review the following list:

AUL — Accessibility and Usability Lab

DDS — Distributed Desktop Support

D2L — Desire to Learn

FCPP — Faculty Computer Purchase Program

GDS — General Desktop Support (aka Buff Techs)

IT — Information Technology

ITSC — Information Technology Service Center (aka 5-HELP & help@colorado.edu).

NAC — Network Access Control

OIT — Office of Information Technology

RC — Research Computing

UD Consulting — Universal Design Consulting

VPN — Virtual Private Network