2005-2006 IT Services – Support Services and Campus Partnerships Survey

Your opinion matters to us and may win you
a 30GB Video iPod or one of two $50 Bookstore gift certificates!

This survey is designed to measure the level of satisfaction with the following support services provided by IT Services:

- Technology Assistance Provided by Support Analysts via:
  - Phone (513-529-7900)
  - E-mail (supportdesk@muohio.edu)
  - Walk-in (324 Gaskill)
  - Carry-in (103 Robertson Hall)
  - On-site (by appointment through 513-529-7900)
- Online Support (Miami Knowledge Base, http://kb.muohio.edu)
- Web-based Training (WBT) Courses (SkillPort and VTC, available through myMiami)
- TechTalk (Miami’s Information Technology Newsletter, http://www.muohio.edu/techtalk)

1. Are you currently: (Please select one response for your primary university affiliation.)
   - Undergraduate Student
   - Graduate Student
   - Faculty
   - Staff

2. Please indicate your primary campus:
   - Hamilton
   - Middletown
   - Oxford

   Oxford campus undergraduates: Do you live  
   - on-campus
   - off-campus

   Hamilton campus undergraduates:  
   - on-campus
   - off-campus

   Middletown campus undergraduates:  
   - on-campus
   - off-campus

   Oxford campus undergraduates:  
   - on-campus
   - off-campus

   Miami University Regionals:  
   - on-campus
   - off-campus
Technology Assistance Provided by Support Analysts

Support is available 88 hours a week via telephone and e-mail and 45 hours a week for walk-in, carry-in and on-site assistance.

3. Did you use any of the technology assistance methods identified above in the past year?

☐ Yes ☐ No ☐ Didn’t know this assistance was available

Please answer the questions below.

4. How did you obtain support? (Please select all that apply.)

☐ Phone (513-529-7900)
☐ E-mail (supportdesk@muohio.edu)
☐ Walk-in (324 Gaskill Hall)
☐ Carry-in (103 Robertson Hall)
☐ On-site (by appointment through 513-529-7900)

5. For what service(s) did you obtain support? (Please select all that apply.)

☐ Administrative Systems: Banner, FormScape, Kronos, etc.
☐ Network Connectivity: on-campus wired or wireless network, Road Runner, dial-up
☐ Web Services: BannerWeb, Blackboard, myMiami, netDisk
☐ Desktop: operating system, software applications, printing, virus or spyware removal, hardware repair
☐ E-mail: desktop (Eudora, Outlook, etc.), myMiami e-mail, LISTSERV
☐ Login/Password issues
☐ Other, please specify:

6. How many times do you estimate that you used these support services in the past year?

☐ Frequently (11 times or more) ☐ Occasionally (6-10 times) ☐ Infrequently (5 times or fewer)

7. Please indicate your overall evaluation of the service you received from the analyst(s) who assisted you. (Please circle one response for each item.)

<table>
<thead>
<tr>
<th>About the Analyst:</th>
<th>Agree Completely</th>
<th>Agree Somewhat</th>
<th>Neutral</th>
<th>Disagree Somewhat</th>
<th>Disagree Completely</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Was polite</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>b. Was knowledgeable</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>c. Communicated well</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>d. Provided accurate answers</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>e. Solved issue in reasonable time</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>
Technology Assistance Provided by Support Analysts (continued)

8. In your opinion, what is a reasonable response time?

9. How would you rate your overall satisfaction with the support you received? (Please circle your response.)

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Totally Satisfied</td>
<td>Somewhat Satisfied</td>
<td>Neutral</td>
<td>Somewhat Dissatisfied</td>
<td>Totally Dissatisfied</td>
</tr>
</tbody>
</table>

10. Will you use technology assistance provided by a support analyst in the future if you need assistance?

☐ Yes  ☐ No  ☐ Not sure

11. Comments (please include anything you particularly like or dislike about the service you received and any suggestions for improvements):
Online Support through the Miami Knowledge Base

The Miami Knowledge Base is an online 24/7 help resource available at http://kb.muohio.edu

12. Did you use the Miami Knowledge Base in the past year?

☐ Yes  ☐ No  ☐ Didn’t know this service was available

Please answer the questions below.

13. Approximately how many times have you used the Knowledge Base in the past year?

☐ Frequently (11 times or more)  ☐ Occasionally (6-10 times)  ☐ Infrequently (5 times or fewer)

14. Is your ability to answer questions using the Knowledge Base . . .

☐ increasing?
☐ staying the same?
☐ decreasing?

15. Please indicate your overall level of satisfaction with the following Knowledge Base elements:
(Please circle one response for each item.)

<table>
<thead>
<tr>
<th>Element</th>
<th>Totally Satisfied</th>
<th>Somewhat Satisfied</th>
<th>Neutral</th>
<th>Somewhat Dissatisfied</th>
<th>Totally Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Search</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>b. Navigation</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>c. Amount of content</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>c. Accuracy of articles</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>d. Readability of articles</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

16. Overall, how satisfied are you with using the Knowledge Base to resolve your problems or questions? (Please circle your response.)

1 2 3 4 5
Totally Satisfied Somewhat Satisfied Neutral Somewhat Dissatisfied Totally Dissatisfied

17. Will you use the Knowledge Base in the future if you need assistance?

☐ Yes  ☐ No  ☐ Not sure

18. Comments (please include anything you particularly like or dislike about the Knowledge Base and any suggestions for improvements):
Web-based Training (WBT) Courses

IT Services offers 500+ (WBT) courses on computer, technical, business and personal skills accessible at http://www.muohio.edu/training.

19. Did you use any of the Web-based (WBT) training courses in the past year?

- Yes
- No
- Didn’t know this service was available

Please answer the questions below. Please skip to page 6.

20. Approximately how many WBT courses have you used in the past year? (Please select one response for each item.)

<table>
<thead>
<tr>
<th>Service</th>
<th>Number of Courses Used</th>
</tr>
</thead>
<tbody>
<tr>
<td>SkillPort</td>
<td>More than 6 courses</td>
</tr>
<tr>
<td>VTC</td>
<td>More than 6 courses</td>
</tr>
</tbody>
</table>

21. What type of computer do you use most often?  
- Windows  
- Macintosh

22. Are there specific topics you would like to see in WBT courses that are not currently available on SkillPort or VTC?

23. Please rate your overall satisfaction with each WBT service that you used in the past year: (Please circle one response for each item.)

<table>
<thead>
<tr>
<th>Service</th>
<th>Totally Satisfied</th>
<th>Somewhat Satisfied</th>
<th>Neutral</th>
<th>Somewhat Dissatisfied</th>
<th>Totally Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>SkillPort</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>VTC</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

24. Do you plan to use the WBT services in the future if you need training?

- Yes
- No
- Not sure

25. Comments (please include anything you particularly like or dislike about the WBT services and any suggestions for improvements):
TechTalk, Information Technology Newsletter

TechTalk is Miami's campus information technology newsletter. It is published four times a year in both online and print formats. The online edition is available at http://www.muohio.edu/techtalk; new issues are announced via e-mail to the TechTalk subscriber list. You can become a subscriber by choosing the “Subscribe” option on the TechTalk web site.

There are two print editions:

- A faculty/staff print edition is distributed via campus mail to all faculty, unclassified staff, and SATSS classified staff.
- The student newsprint edition is distributed via campus mail to all students living in residence halls and is also available in King Library, Shriver Center, the Gaskill Computer Lab (200 Gaskill) and the Support Desk (324 Gaskill).

26. Have you read TechTalk in the past year?

☐ Yes, I read it online  ☐ No, I wasn’t aware of this publication
☐ Yes, I read a print edition  ☐ No, I receive a print edition but don’t read it
☐ Yes, I read both online and print editions

27. Do you believe the information TechTalk provides is...

(Please circle a response for each item.)

<table>
<thead>
<tr>
<th></th>
<th>Agree Completely</th>
<th>Agree Somewhat</th>
<th>Neutral</th>
<th>Disagree Somewhat</th>
<th>Disagree Completely</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Timely</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>b. Readable</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>c. Relevant</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>d. Helpful</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

28. Do you have any suggestions on ways TechTalk could be improved?
General Technology Support Feedback

29. Please indicate any additional support services that you feel would be valuable for IT Services – Support Services and Campus Partnerships to provide.

30. Did you use support resources NOT provided by Support Services & Campus Partnerships in the past year? (Please rank by frequency of use; use ‘1’ to indicate your most frequent method of obtaining other support; ‘2’ to indicate your second most frequent method of obtaining other support, etc.)

<table>
<thead>
<tr>
<th>Ranking</th>
<th>Departmental technology support (applies to faculty &amp; staff only)</th>
<th>Colleague(s), family or friends</th>
<th>Software or hardware vendor</th>
<th>Other non-Miami web-based services, please specify</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>__</td>
</tr>
</tbody>
</table>

31. In general, how satisfied are you with the support you selected above? (Please circle your response.)

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Totally Satisfied</td>
<td>Somewhat Satisfied</td>
<td>Neutral</td>
<td>Somewhat Dissatisfied</td>
<td>Totally Dissatisfied</td>
</tr>
</tbody>
</table>

Thank you for answering the preceding questions regarding technology support. In addition, we would appreciate your feedback on the following final three questions related to information technology at Miami in general (see next page).
General Information Technology Comments/Suggestions

32. Overall, how would you rate your satisfaction with information technology at Miami? (Please circle your response.)

<table>
<thead>
<tr>
<th></th>
<th>1 Totally Satisfied</th>
<th>2 Somewhat Satisfied</th>
<th>3 Neutral</th>
<th>4 Somewhat Dissatisfied</th>
<th>5 Totally Dissatisfied</th>
</tr>
</thead>
</table>

33. Please indicate your level of agreement with the following statement:

“Information technology at Miami has improved over the past year.”

<table>
<thead>
<tr>
<th></th>
<th>1 Agree Completely</th>
<th>2 Agree Somewhat</th>
<th>3 Neutral</th>
<th>4 Disagree Somewhat</th>
<th>5 Disagree Completely</th>
</tr>
</thead>
</table>

34. What one thing about information technology at Miami most needs improvement?
Optional (This is NOT for the prize entry; please see separate entry card)

If you would like to talk to someone in IT Services – Support Services & Campus Partnerships about your comments, please provide your phone number or e-mail address:

Name: __________________________________________________________________________

Phone number or e-mail address: __________________________________________________________________________

Alternatively, you may contact:

Robert Howard  Kathleen Brinkman  Micah Cooper
Senior Director, Support Director, Support Services Assistant Director, Campus
Services & Campus Partnerships E-mail: brinkmkb@muohio.edu Partnerships
E-mail: rhoward@muohio.edu

Please complete and return this survey by March 10.

Thank You

Return Instructions:

- If you received this survey via campus mail, please fold your completed survey with the return address facing outward, include the card for the prize drawing, staple or tape it closed, and drop it in Campus Mail.
- If we sent your survey to an off-campus address, a postage-paid reply envelope is enclosed for you to return your completed survey and prize entry card via U.S. Mail.
- If you respond via the web, you may discard this paper copy and the prize entry card. When you complete the online survey, you will be given the opportunity to enter the prize drawing via an online prize entry form.

In order to preserve the anonymity of your responses, we will not retain your name with your survey responses.

Thank you for your time.
Support Services & Campus Partnerships
Information Technology Services
302 Hoyt Hall
CAMPUS MAIL