

UIS Campus-wide Student IT Survey 2015 Results

Annually, during each fall semester UIS surveys SSU students briefly during move-in and campus-wide during the first month of classes, to better understand the latest technologies students bring to campus, as well as their needs and expectations concerning use of technology. The goal of these surveys is to provide measureable feedback to UIS specific to:

- The student's first experience with IT and getting connected at SSU
- UIS level of service and performance
- Value and use of Technology Services offered
- An IT Profile of the technologies students bring to campus for use

This report serves to communicate the results of the Campus-wide Student IT Survey for 2015 and provide a summary of the findings from data collected. UIS has surveyed students since 2009, and has used this data each year to improve its level of Technology Service to all SSU students. Comparison data to 2014 is included in the "Survey Highlights and Comparisons" section, to record improvements from the previous survey period, and to identify areas where improvement is needed.

Based on data collected in 2014, UIS targeted two main areas for Technology Service improvement; wireless connectivity on campus and improving the ability to connect personal devices to the wireless network. The entire survey data and results for 2014 and 2015 can be viewed at <http://www.shawnee.edu/offices/information-technology-services/presentations-reports-surveys.aspx>.

Executive Summary and Notable Findings

Data collected from the 2015 survey afforded valuable feedback when compared to data collected in 2014:

1. More students (88% compared to 81% last year) were able to successfully connect (personal devices) to SSUnet without UIS assistance due to implemented technologies and process improvements.
2. Nearly all students (98%) successfully connected (without assistance) to their MS Office 365 email service in 2015.
3. The “Overall Service Rating” and “Wait Time for Assistance” measurements of the UIS Help Desk during move-in and the first month of fall semester, significantly improved from 2014. All measured performance criteria for 2015 averaged between “Good” and “Excellent” for each.
4. There has been a general decrease in the awareness/use of multiple Technology Services offered to students:
 - a. Student Notification Portlet for Official Communications is down by 5%, and only 33% of students check daily for notifications. 64% believe a text message reminder would be helpful.
 - b. SSU Alert for Emergency Notifications registration is down by 6%.
 - c. Student Self-Service Password Reset service awareness is down by 16%, and usage is down for each account as well.
 - d. Atomic Learning Online Tutorial Videos awareness is up by 9%, but the actual use is down 8%.
 - e. Student Purchase of Microsoft Software through our MS Campus Agreement is up 5%.

UIS IT Goals for 2015

UIS continuously strives to improve its Technology Services offered to students. Based on survey data collected in 2014, UIS targeted two main areas for improvement in 2015:

- Improve Wireless Connectivity for students in the classroom and on campus
- Connect students to the personal technology brought to campus, providing an immediate, reliable and secure quality of service when connected.

UIS responded to these challenges for improvement, re-engineering the SSU wireless network, and making available SSUnet for the beginning of fall semester. Also, we have made substantial improvements to “getting connected to IT”, offering each student step by step instructions for connecting their personal devices to SSUnet.

The results of this year’s survey indicate that 98% of students connected IT without UIS assistance. UIS wants to improve awareness of all Technology Services offered, and wants students to be confident in the ability of UIS to assist when needed.

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Survey Methodology

The first survey notification email to students was sent on 10/1/15 using Survey Monkey's hosted service. A list of current student email addresses was obtained from the CARS database. This list of students included 3,658 currently-active email addresses. Reminder emails were sent to the students that had not completed/started/opted-out of the survey on 10/7/15 and 10/9/15. The survey was closed at 5:00 p.m. on 10/9/15.

There were a total of 673 responses, up from 536 in 2014. Of the total responses 31 students partially completed the survey (these individuals were are not included in the drawing but responses are included in the results). Based on these figures we had approximately 18.4% of the surveyed population respond to the 2015 Campus-wide Survey.

Note: Students were asked to focus their answers to SSUnet when answering the questions and only address the residential network if specifically asked, to limit skewing of the data.

Winners of the Kindle Fires

As an incentive to complete the survey, UIS awarded two students a Kindle Fire tablet. A list of all respondents was downloaded and the data was sorted to only include those email addresses with a Responded status of "Complete." Utilizing the =RANDBETWEEN function in Excel two random numbers were selected. The process is completed by the User Support Manager and witnessed by another UIS staff member. Winners have been notified and received their new Kindles. UIS believes this offering directly correlates to surveys being completed and submitted.

This year's selected students are:

- John T Penn
- Katelyn B. Schrader

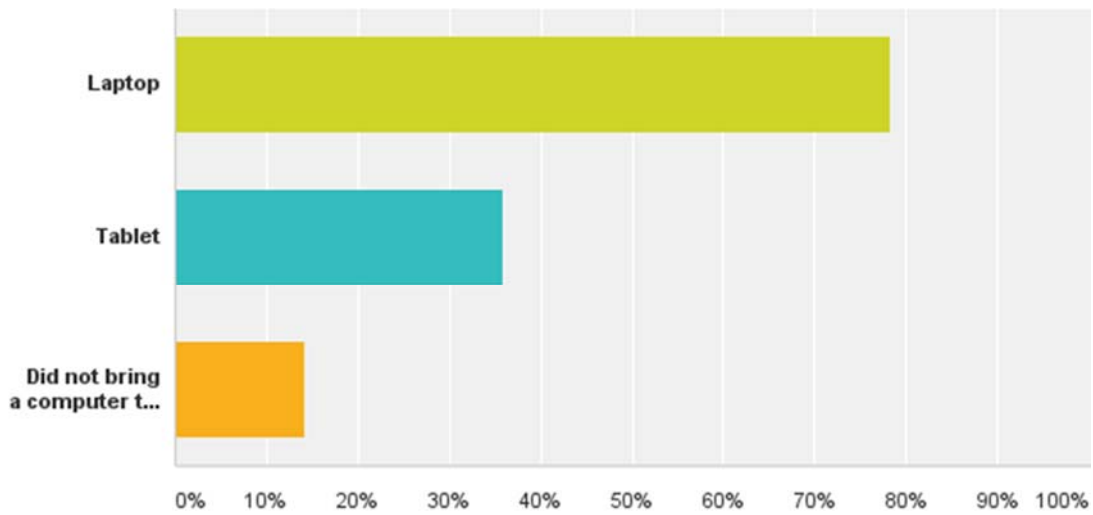
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Student IT Profile

The following graphs depict the student-use technology on campus for fall semester 2015, including feedback on the students' ability to immediately connect their personal devices to the SSU wireless network, without UIS assistance.

Please select the type of computer(s) you brought to campus. Select all that apply.

Answered: 671 Skipped: 2

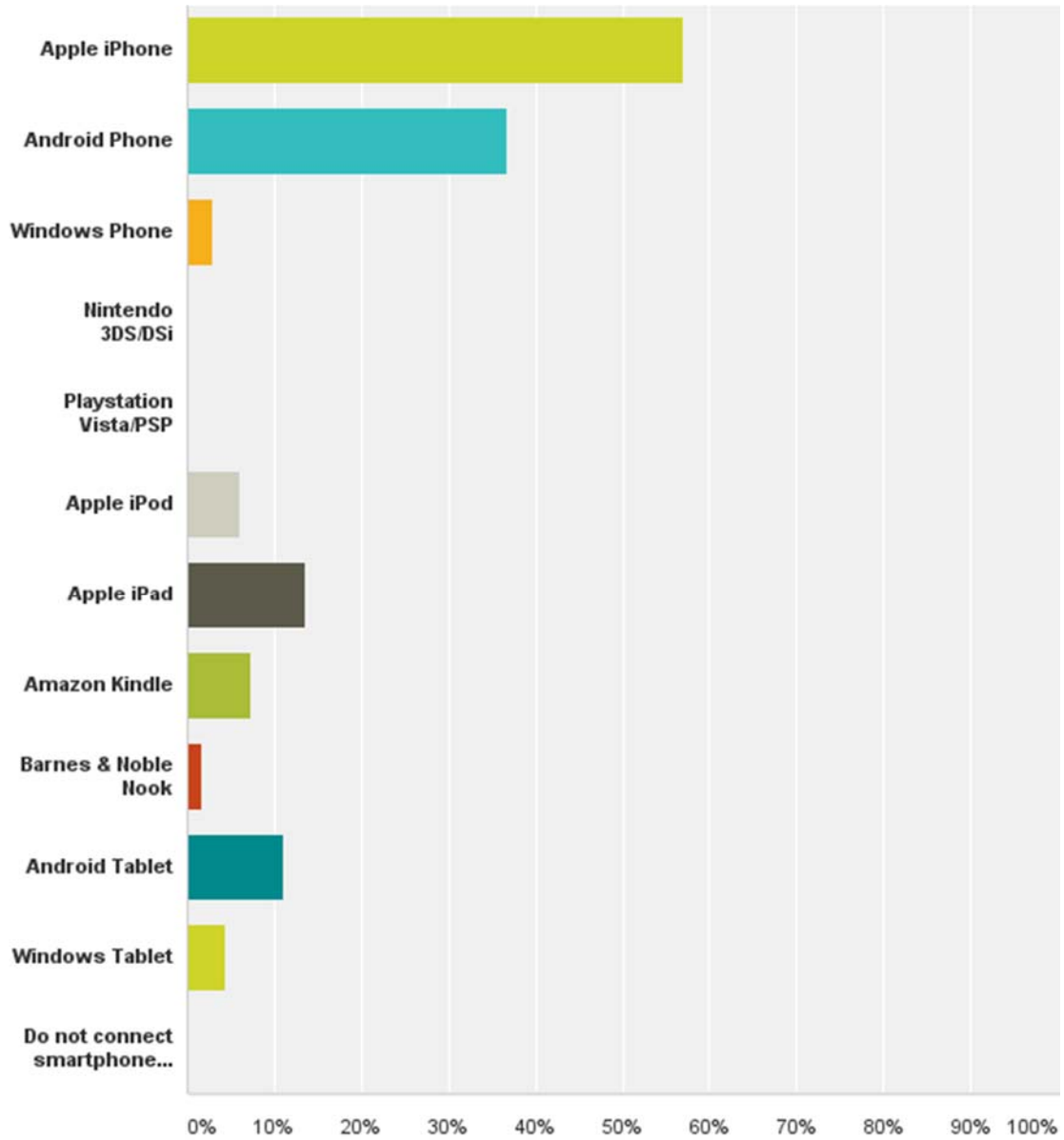


Answer Choices	Responses
Laptop	78.24% 525
Tablet	35.92% 241
Did not bring a computer to campus	14.16% 95
Total Respondents: 671	

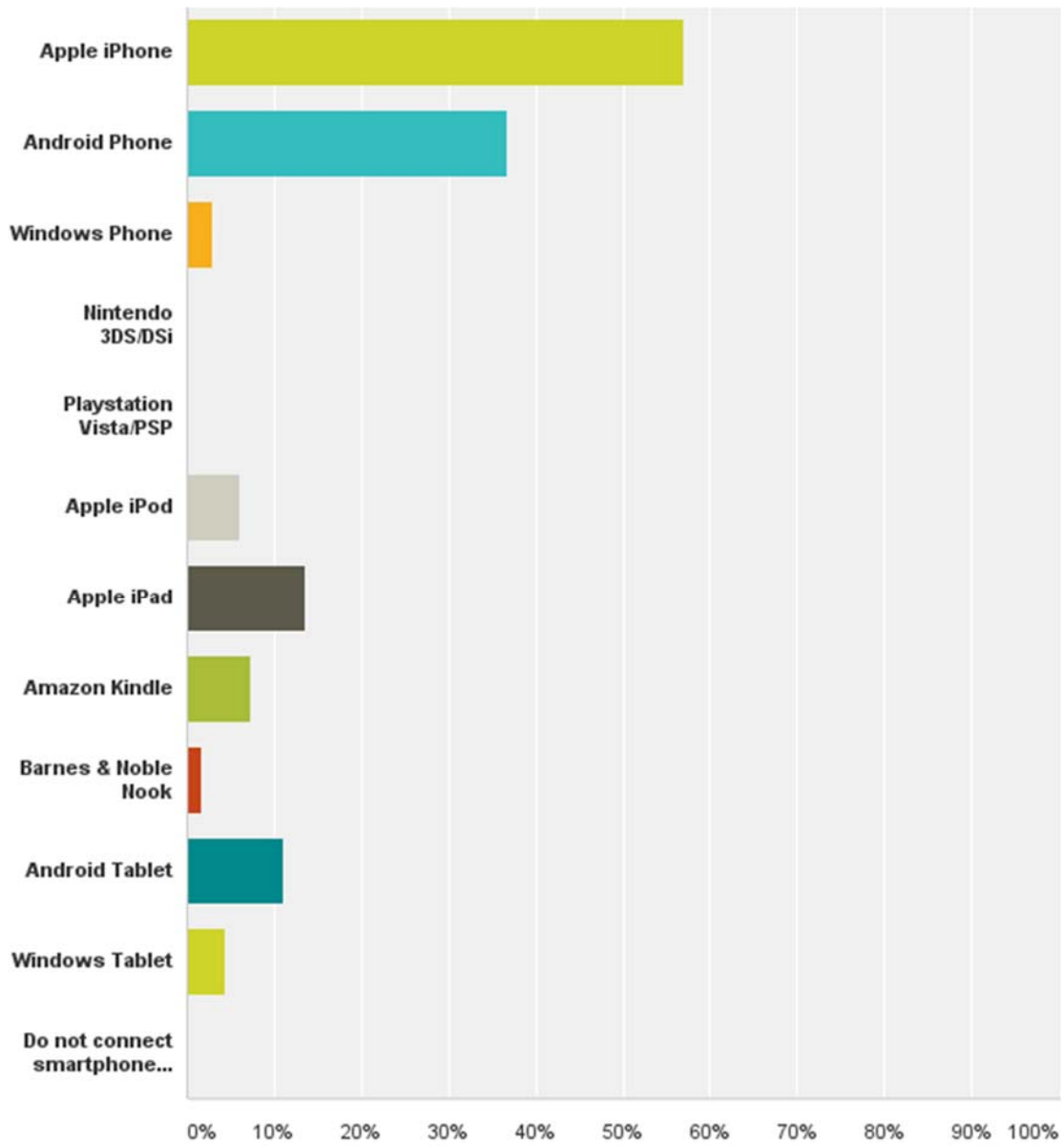
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Select all the smartphones and/or portable devices (excluding laptops) that you bring to campus.

Answered: 638 Skipped: 35



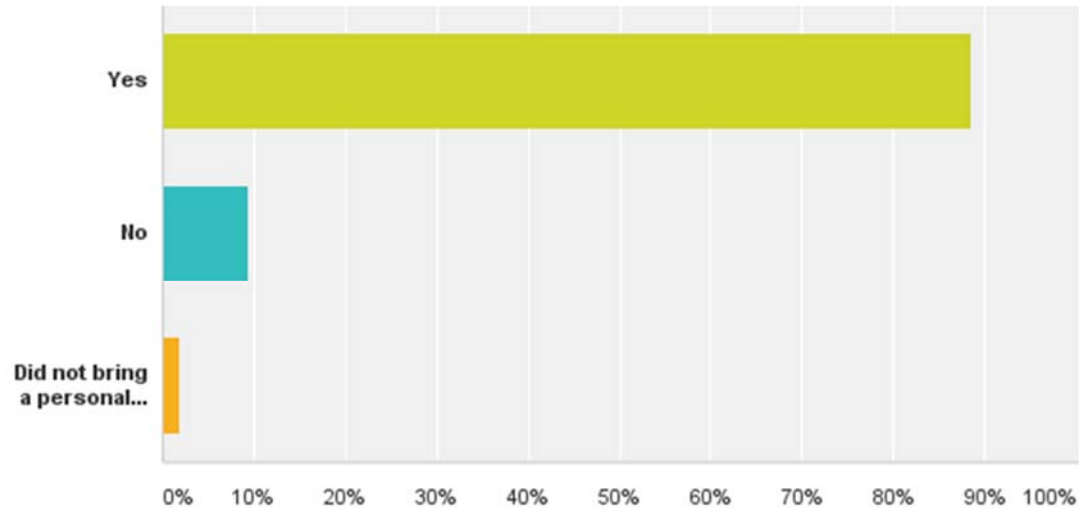
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Were you able to connect your personal laptop, smartphone, or portable device to SSUnet without assistance?

Answered: 665 Skipped: 8



Answer Choices	Responses	
Yes	88.57%	589
No	9.47%	63
Did not bring a personal device to connect to SSUnet	1.95%	13
Total		665

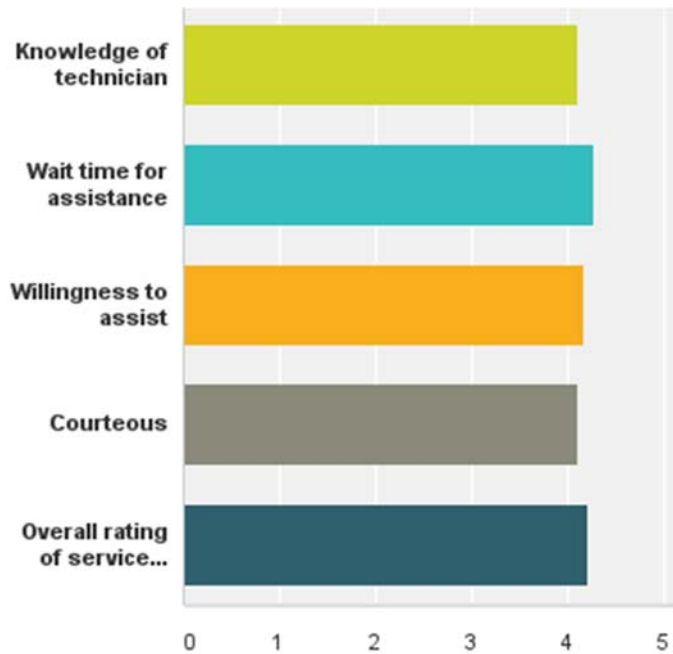
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UIS Performance Measurements

If you received assistance to connect a device to SSUnet from the Help Desk or the 'getting IT going' session, how would you rate the service provided.

Scale = 1-5 with 5=Excellent

Answered: 36 Skipped: 637



	Excellent	Good	Fair	Poor	No opinion	Total	Weighted Average
Knowledge of technician	50.00% 18	25.00% 9	13.89% 5	8.33% 3	2.78% 1	36	4.11
Wait time for assistance	52.78% 19	33.33% 12	5.56% 2	5.56% 2	2.78% 1	36	4.28
Willingness to assist	55.56% 20	22.22% 8	11.11% 4	5.56% 2	5.56% 2	36	4.17
Courteous	44.44% 16	36.11% 13	8.33% 3	8.33% 3	2.78% 1	36	4.11
Overall rating of service provided	50.00% 18	33.33% 12	8.33% 3	5.56% 2	2.78% 1	36	4.22

* This question was only asked of the students who needed assistance from question 6 and received help from UIS. As shown in question 6, only 9.47% of respondents needed assistance.

Survey Highlights and Comparisons to 2014 Survey Data

- The survey indicated that students bring an average of 2.3 devices that will be connected to SSUnet, up from 2 devices in 2014.
- Approximately 86% of respondents bring a laptop or tablet to campus, compared to 87.6% in 2014.
- Nearly 96% of respondents bring a smartphone or portable device (other than laptop or tablet) to campus, compared to 91% in 2014.
- Over 88% of respondents were able to connect their devices to SSUnet without UIS assistance. This number is up from 81% in 2014 and can be directly correlated to the improved technology and processes for our wireless network.
- Students were asked to rate the service they received from the Help Desk and/or a 'getting IT going' session.

Weighted Average

4 – Excellent, 3 – Good, 2 – Fair, 1 – Poor

	2014	2015
Knowledge of Technician	3.21	3.11
Wait Time for Assistance	3.08	3.28
Willingness to Assist	3.22	3.17
Courteous	3.23	3.11
Overall Rating of Service Provided	3.08	3.22

- 88% indicated that it is “Extremely Important” to “Important” for them to connect their devices to SSUnet the first day of class. This was a first-time question on this year’s survey.
- 97.6% of the students were able to successfully log into their @mymail.shawnee.edu accounts. This number includes both returning students and new students. This is up from 62% in 2014, which is a marked improvement.
 - Nearly three-quarters (72.5%) only use this email for school related purposes, up from 69% in 2014.
- Only 82% of the respondents knew that the Notification Center in MySSU contained important notices regarding the business of being a student at SSU. This is down from 87% in 2014.
 - Roughly the same percentage check the Notification Center on a Daily/Weekly basis
 - 2/3 of the students indicated that periodic text messages would help them check it more often
- Over 90% of the students were aware of the SSU Alert service but only 75% of these students have actually registered for SSU Alert, down from 81% in 2014.
- Only 45% of students indicated they were aware they could enroll for self-service password reset for their accounts at SSU. This amount is down from 60% in 2014.

- The students now aware of this service were asked if they planned on enrolling for the self-service password reset feature. These percentages were nearly identical from 2014 to 2015:

	2014	2015
Network Account	41%	47%
Student Email	58%	59%
MySSU	49%	49%
Plan to visit Help Desk	27%	28%

Getting IT Going (Move-in)

UIS combined survey efforts in 2015 for Move-in and Campus-wide data collection, utilizing appropriate logic questions. Respondents were narrowed down to only those that attended a ‘getting IT going’ session. UIS offered two sessions, the August 21st session was attended mainly by new students. All residential students could also have attend the August 23rd session.

- Approximately 75% of the students that attended a ‘getting IT going’ session were “Very Satisfied” to “Satisfied”, down from 90% in 2014 although 21% offered “No Opinion” in this year’s survey and only 3% were “Not Satisfied.”
- 91% of the students felt it was “Extremely Important” to “Important” that UIS continue providing assistance during move-in activities.

Transition to Time Warner Internet Services for Residential Housing (New)

Since this survey included residential students, UIS took the opportunity to gather information on the new Residential Network. This information can then be shared with the appropriate departments and UIS will continue to collect data in its surveys for comparison. Students were asked if they live in housing and then applied logic would only permit those answering yes to proceed to the rating of the residential network.

- Students were asked to rate the quality of service of the Time Warner/Wi-Fi Solutions managed residential network.

4 – Excellent, 3 – Good, 2 – Fair, 1 – Poor

	Excellent	Good	Fair	Poor	Weighted Average
Availability of the Network	25	73	42	31	2.54
Speed of the network	27	63	56	25	2.54
Overall quality of the network	11	64	65	29	2.31
Consistency of the network	4	38	65	64	1.89
Response time to issue resolution	6	40	64	60	1.94

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Recommendations for Improvement in 2016

UIS offers the following efforts to improve its level of Technology Service to all SSU students, to improve the capacity and capability for students to connect to SSU net immediately and without assistance, to utilize their mobile devices during their student engagement, and to improve awareness and use of Technology Self-Services that can add value to their campus experience:

1. Continue to improve survey data collection that will provide measurable feedback on all IT services and UIS performance. Next year this should include MySSU and registration events, and utility of the new "Lab Maps" service that allows students to find available computer lab space, visually and real-time.
2. Implement HEAT 2015 upgrade for process, work flow, and communication improvements within the Help Desk.
3. Improve the number of students who utilize the "Password Reset" self-service by using the move-in and orientation events to promote and train students to successfully set up the service for use. This is the "number one" task performed by the help desk, which is due to the password change network policy and "forgetting one's password."
4. Establish a friendly and useful service environment that focuses on customer satisfaction by using responsible service desk students, face-to-face Technicians and known best practices.
5. Sustain positive performance measurements throughout the academic year by working to receive an "Excellent" rating on a consistent basis from our students.