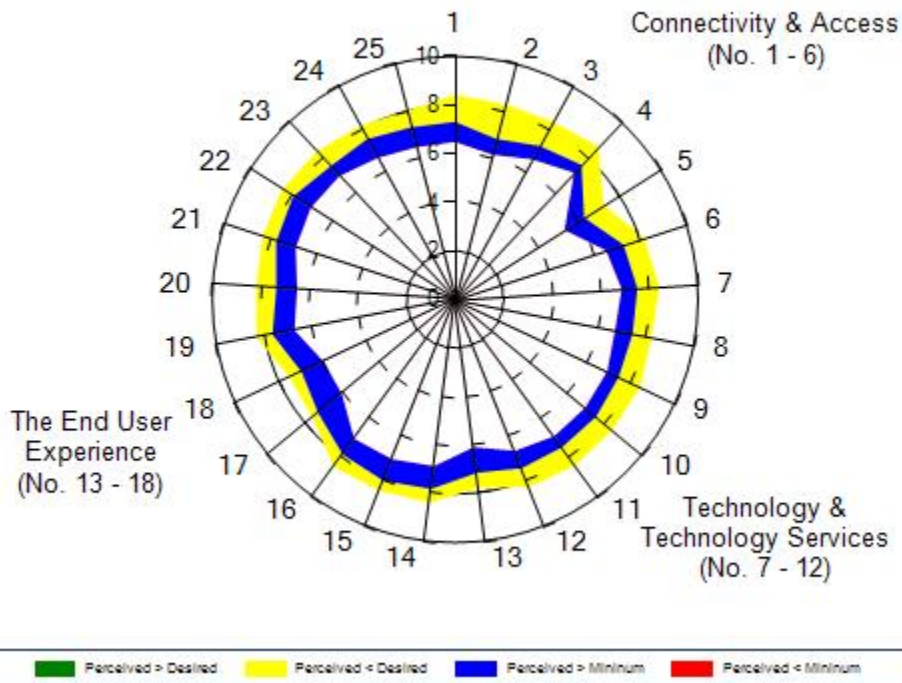
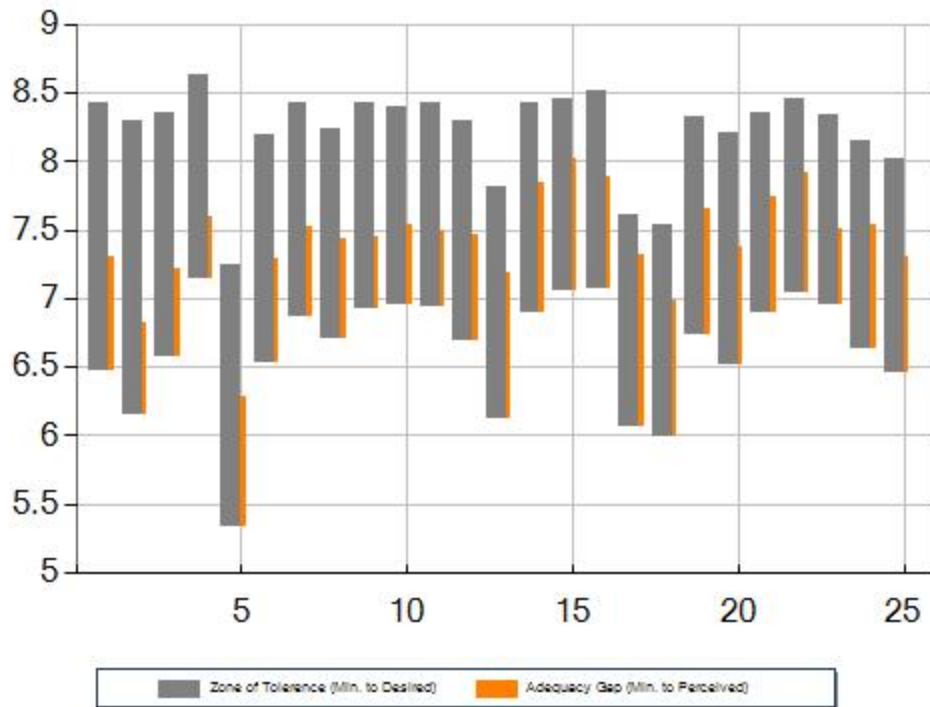


Survey Results (All Respondents)

Below are the summary data table and Zones of Tolerance and Radar Charts for this survey.



Understanding the Data Table

For each IT service outcome the statistical mean, standard deviation, and n^* , where n^* represents the number of respondents who provided a complete rating for this service dimension. Thus, there may be variation in n^* across all service dimensions. Rows shaded yellow may indicate potential problem areas, rows shaded red indicate a negative service adequacy gap score.

Connectivity & Access

Measures service quality of network access and the ability to access online services

#	When it comes to...		Min	Des	Per	Adeq	Supr	n^*
1	Having adequate capacity (speed, bandwidth) when using the wired network	Mean	6.48	8.43	7.31	0.83	-1.12	1303
		Dev	1.60	0.90	1.36	1.35	1.33	
2	Having adequate capacity (speed, bandwidth) when using the wireless network	Mean	6.15	8.29	6.82	0.67	-1.47	1301
		Dev	1.70	1.02	1.63	1.51	1.60	
3	Having wireless network coverage in all the areas that are important to me as a faculty, student, or staff member	Mean	6.58	8.35	7.21	0.62	-1.14	1267
		Dev	1.71	1.04	1.53	1.52	1.42	
4	Having a university network that is reliable, available, and performs in an acceptable manner	Mean	7.15	8.63	7.60	0.44	-1.03	1364
		Dev	1.49	0.76	1.31	1.17	1.19	
5	Having access to important university provided technology services from my mobile device	Mean	5.33	7.24	6.29	0.95	-0.96	971
		Dev	2.19	1.84	1.89	1.60	1.80	
6	Having access to important university provided technology services from off campus when at home or traveling	Mean	6.53	8.19	7.29	0.76	-0.90	1311
		Dev	1.76	1.17	1.48	1.33	1.31	

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); n^* = Total Respondents Who Completed Item; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas

Technology & Technology Services

Measures service quality of technology services such as software applications or classroom technology

#	When it comes to...		Min	Des	Per	Adeq	Supr	n^*
7	Having a university web site that provides timely and relevant information	Mean	6.87	8.42	7.52	0.65	-0.90	1363
		Dev	1.51	0.90	1.24	1.14	1.08	
8	Having a sufficient number of online (i.e. web based) services that are helpful to me	Mean	6.70	8.23	7.44	0.74	-0.79	1312
		Dev	1.50	1.03	1.25	1.13	1.08	
9	Having university information systems (finance, HR, student, library, or portal) that are easy to use and are helpful to me	Mean	6.92	8.43	7.45	0.53	-0.98	1326
		Dev	1.49	0.91	1.26	1.20	1.14	
10	Access to timely and relevant information from university information systems (finance, HR, student, library, or portal) necessary to be successful in my role as a faculty, student, or staff	Mean	6.96	8.40	7.54	0.58	-0.86	1353
		Dev	1.49	0.95	1.21	1.11	1.03	
11	Having online (i.e. web based) services that perform (or respond) in an acceptable manner	Mean	6.94	8.42	7.50	0.56	-0.92	1321
		Dev	1.47	0.92	1.21	1.07	1.04	
12	Having technology within classrooms or meeting areas that enhances the presentation of information	Mean	6.69	8.30	7.46	0.77	-0.84	1216
		Dev	1.69	1.07	1.33	1.35	1.24	

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); n^* = Total Respondents Who Completed Item; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas

The End User Experience

Measures service quality of training, technology support, and the end user experience

#	When it comes to...		Min	Des	Per	Adeq	Supr	n*
13	Getting training or self-help resources that help me become more effective with technology services at my university	Mean	6.12	7.81	7.18	1.05	-0.63	1229
		Dev	1.78	1.40	1.47	1.36	1.34	
14	Support staff who are knowledgeable and can assist me with resolving problems experienced with technology services at my university	Mean	6.90	8.42	7.85	0.95	-0.56	1298
		Dev	1.57	0.96	1.25	1.34	1.15	
15	Support staff who are consistently courteous and ready to respond to my request for assistance with university provided technology services	Mean	7.06	8.46	8.02	0.96	-0.44	1288
		Dev	1.54	0.92	1.22	1.32	1.12	
16	Getting timely resolution to problems I am experiencing with technology services at my university	Mean	7.07	8.51	7.88	0.81	-0.63	1269
		Dev	1.52	0.85	1.24	1.32	1.19	
17	Opportunities to provide feedback regarding technology services at my university	Mean	6.06	7.61	7.32	1.27	-0.29	1247
		Dev	1.98	1.51	1.60	1.57	1.40	
18	Participating in a university wide community of end users seeking to make the best use of technology resources	Mean	5.99	7.53	6.99	1.00	-0.54	1049
		Dev	1.96	1.61	1.69	1.35	1.30	

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); n* = Total Respondents Who Completed Item; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas

Other Technology Services

Measures service quality of technology services specific to respondents institution

#	When it comes to...		Min	Des	Per	Adeq	Supr	n*
19	Accessibility and responsiveness to my IT needs	Mean	6.73	8.32	7.66	0.93	-0.66	1242
		Dev	1.63	1.02	1.30	1.29	1.15	
20	Classroom technology that meets or exceeds my expectations	Mean	6.52	8.21	7.38	0.87	-0.83	1083
		Dev	1.68	1.11	1.44	1.40	1.36	
21	Email services that Information Technology Services provides	Mean	6.90	8.35	7.74	0.84	-0.61	1287
		Dev	1.70	1.06	1.33	1.31	1.11	
22	Having a Computer Support Center that resolves my computer support issues in a timely and professional manner	Mean	7.04	8.45	7.91	0.87	-0.53	1209
		Dev	1.59	0.96	1.22	1.33	1.07	
23	Enterprise Application Systems (such as Internet Native Banner, Banner Self Service, etc.) being available and critical to my academic career and/or job function	Mean	6.96	8.34	7.51	0.55	-0.83	1158
		Dev	1.67	1.09	1.42	1.19	1.21	
24	Having one portal that allows me access to University Information Systems, email, news and events that are important to me (such as Banner INB/Self Service, University announcements/news, email, online class materials, etc.)	Mean	6.64	8.15	7.53	0.89	-0.62	1305
		Dev	1.78	1.27	1.41	1.34	1.18	
25	An effective method of communicating my needs/requests for enterprise application services (ie. Application system changes, new system development, Security to application systems, etc.)	Mean	6.46	8.02	7.31	0.85	-0.71	1098
		Dev	1.72	1.24	1.45	1.30	1.19	

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); n* = Total Respondents Who Completed Item; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas