



IT SERVICES SATISFACTION

SPRING 2019 | Final Report

The Office of Strategy Management and
Institutional Effectiveness



STUDY OVERVIEW

INTRODUCTION

The purpose of this survey is to assess the AUC community's experiences with current IT services on campus in order to ensure that the University's technology services provide effective support to all members, allowing all constituents to perform their duties with maximum efficiency. The survey targeted all students, graduate and undergraduate, all faculty (full-time and part-time), and all staff levels 8 and above.

METHODOLOGY

This survey was designed and conducted by the Office of Strategy Management and Institutional Effectiveness (SMIE) in cooperation with the Office of the VP for Management and Transformation. SMIE emailed 7,739 members of the target community on March 21, 2019, followed by a reminder on the 27th to those who had not yet responded to the survey. The survey was closed on the 28th, yielding a total response rate of 7%. Findings from this achieved sample size can be applicable to the total intended population with a $\pm 4\%$ margin of error at a 95% confidence level.

REPORT STRUCTURE

This report is divided into the following sections:

01 – Executive Summary

A brief summary of the main take-away messages and evaluations in this report as a quick preview of the data.

02 – Analysis of Findings

Divided into the following sub-sections:

2.1 Administrative Data and Classification

An overview of total invitations, completions, and response rates by student group, as well as a breakdown of completions per group.

01 – Executive Summary

The AUC community has an overall above average satisfaction rate with IT services (3.65 / 5.00), driven mostly by staff, whereas students have the lowest average rating (3.55/5.00). The main pain point across constituents is reportedly **wireless network connectivity**, which garners the lowest average rating among all services (3.22/5.00) and the highest dissatisfaction score (29% compared to an average rate of 14%).

Classroom technology services are also among the lowest rated (avg 3.41/5.00), specifically among faculty who complain from long boot up times and dysfunctional hardware.

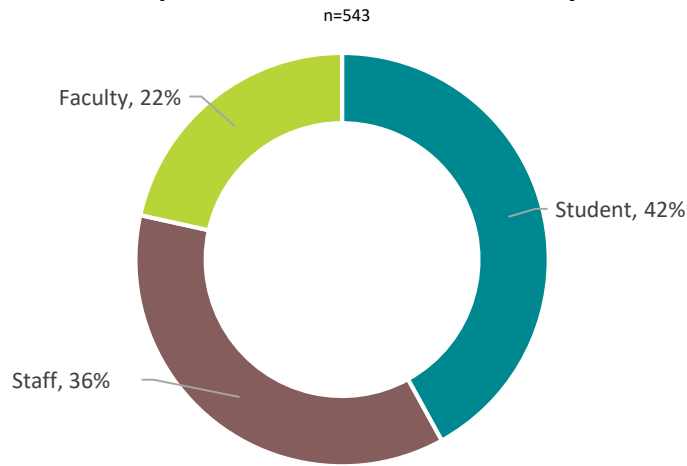
Recommendations

- **Improve internet services / infrastructure**
 - Wireless service is top priority, particularly with regards to speed and stability (no intermittent service or dark spots).
 - Improve coverage across campus, particularly in outdoor areas
- **Boost team efficiency by:**
 - **Streamlining the process of contacting IT**
 - While most of the AUC community access IT services through the Help Desk, response rate is quite slow unless users know someone in the team to speed things along
 - Simplifying the process also standardizes the route by which users request access
 - **Increasing workforce to accommodate workload**
 - Some responses maintain that the Help Desk is usually responsive in acknowledging tickets/requests, but are a small team and are mostly overwhelmed with the tasks given by the community at large.
 - Adding personnel can reduce such bottlenecks
 - **Training IT personnel on differing software**
 - Given that AUC hosts both Windows and iOS systems, IT personnel should be able to operate both as effectively as possible.
- **Consider eliminating Moodle**
 - Moodle is the least used service and is also the lowest rated (3.40/5.00) after wireless network service. Given that there are several other applications that offers similar services, consider eliminating it.
- **Revamp classroom technology services**
 - Hardware maintenance is top priority, including functioning keyboard, better podiums, etc. In addition, booting up takes too much time and wastes a lot of class time.
 - Several responses also mention projectors shut down in the middle of a lecture and causes major interruption in class
- **Banner & Blackboard Interface**
 - The main pain point with Banner is that it slows down significantly during high traffic, namely registration. Other issues include functionality and interface need some improvement.
 - Similarly, Blackboard appears to crash given it is quite heavy.
- There seem to be some speculation that AUC's security system/software is slowing down internet and overall productivity

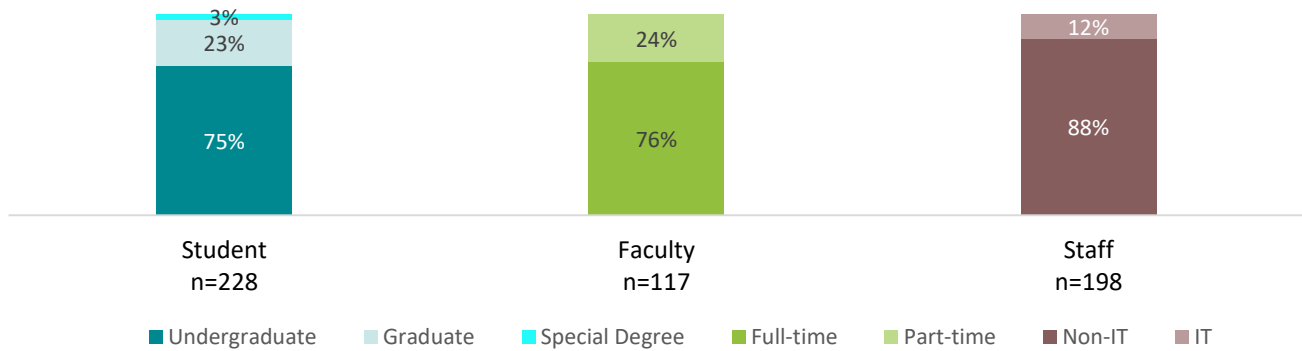
02 – Analysis of Findings

2.1 Administrative Data and Classification

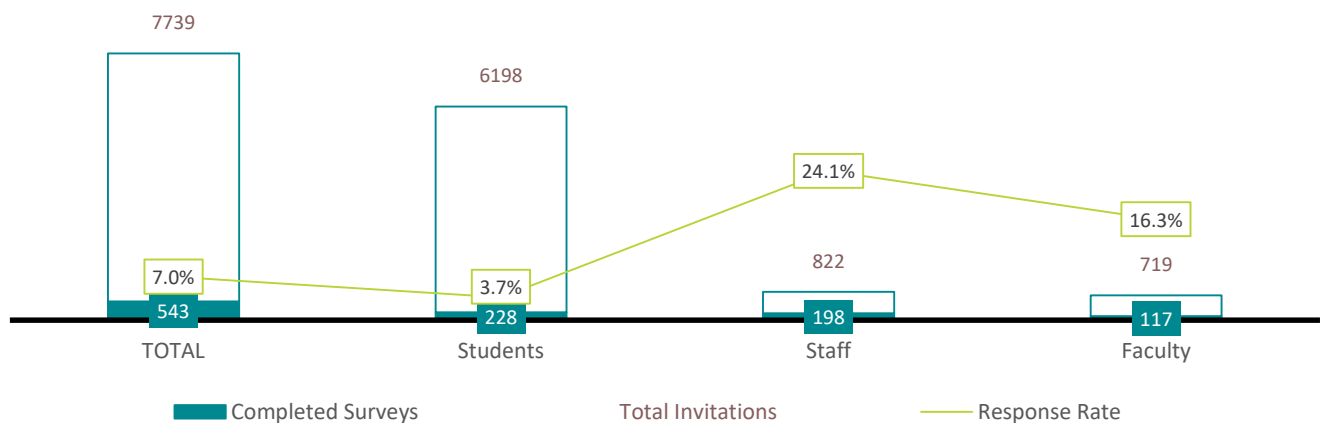
Respondents from AUC Community



Respondent Classifications



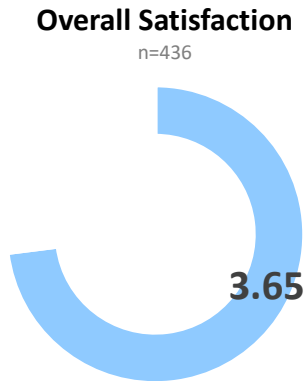
Response Rate



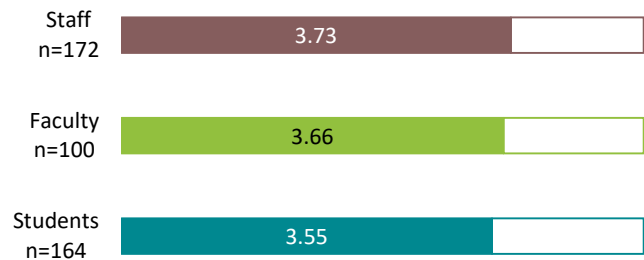
2.2 Satisfaction with IT Services

Overall Satisfaction

Members of the AUC community reported an average satisfaction¹ with IT services on campus, driven mostly by staff, who have a more positive experience with effectiveness of IT support.

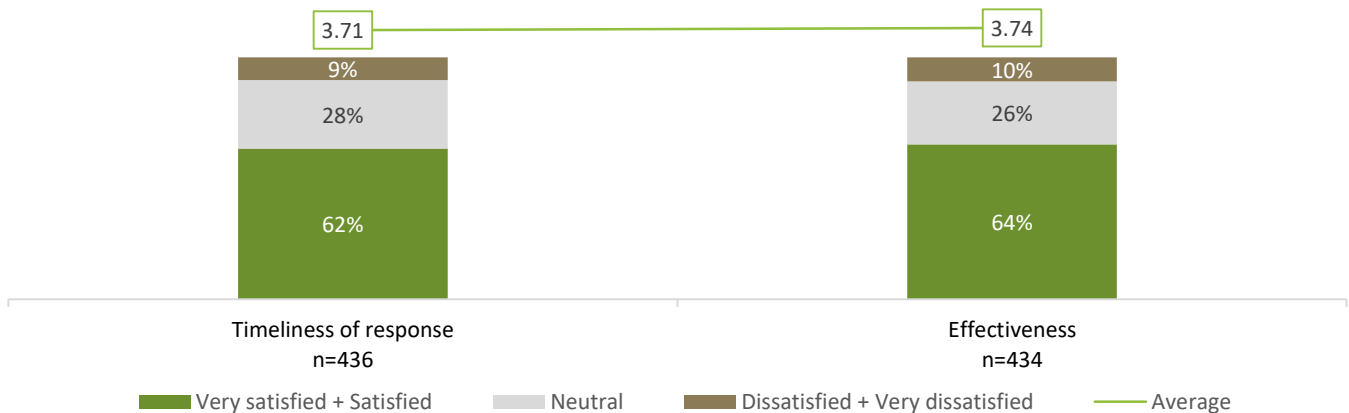


by Constituent



Satisfaction with IT Support Received

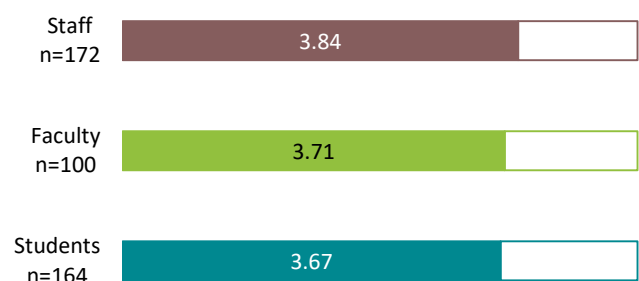
Satisfaction with IT Support Received



Timeliness of response Average Rating by Constituent



Effectiveness Average Rating by Constituent



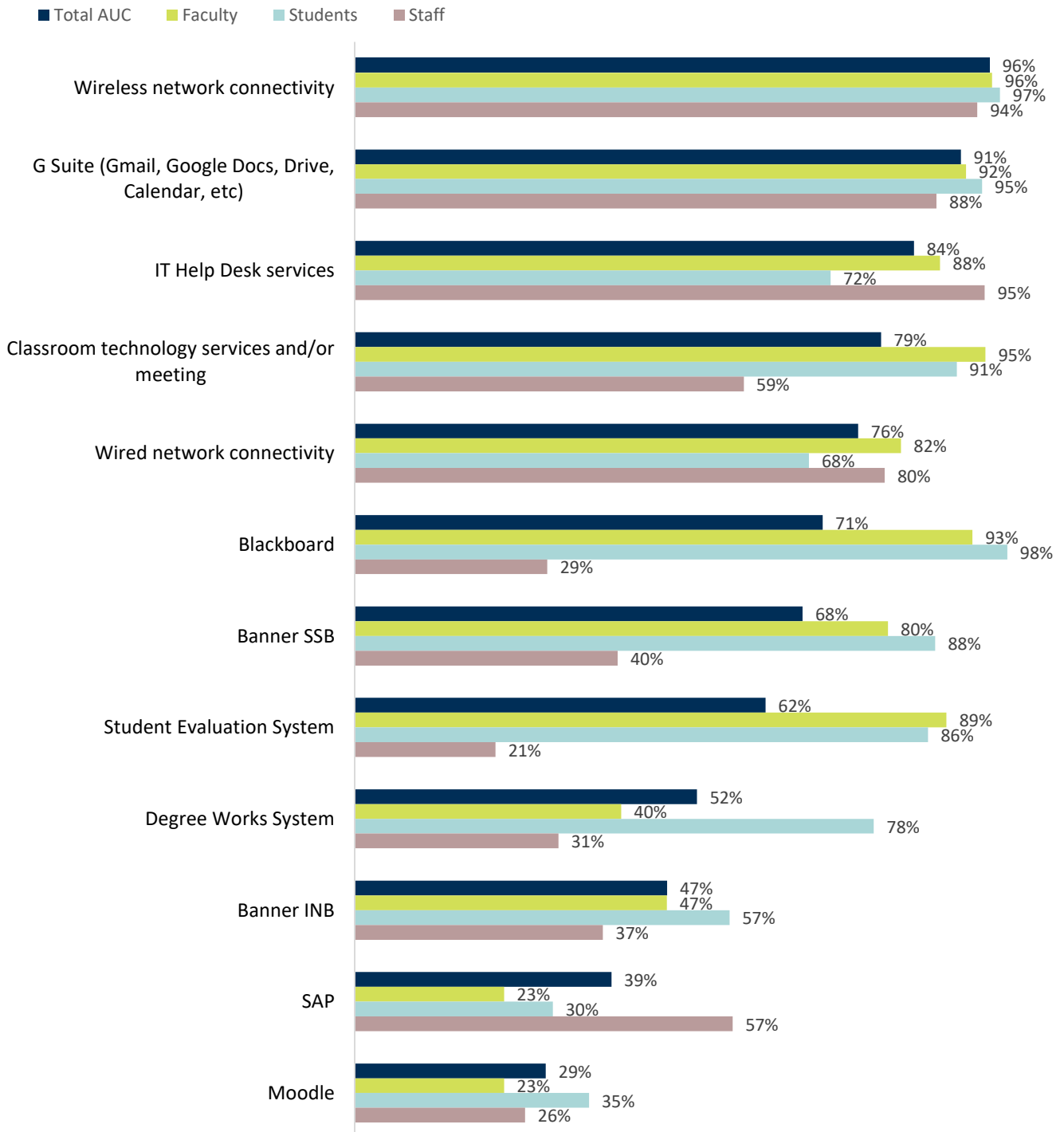
¹ Questions rated on a scale from 1 – 5: 5-Very satisfied, 4-Satisfied, 3-Neutral, 2-Dissatisfied, 1-Very dissatisfied.

Efficiency of IT Services

Incidence of IT Service Usage

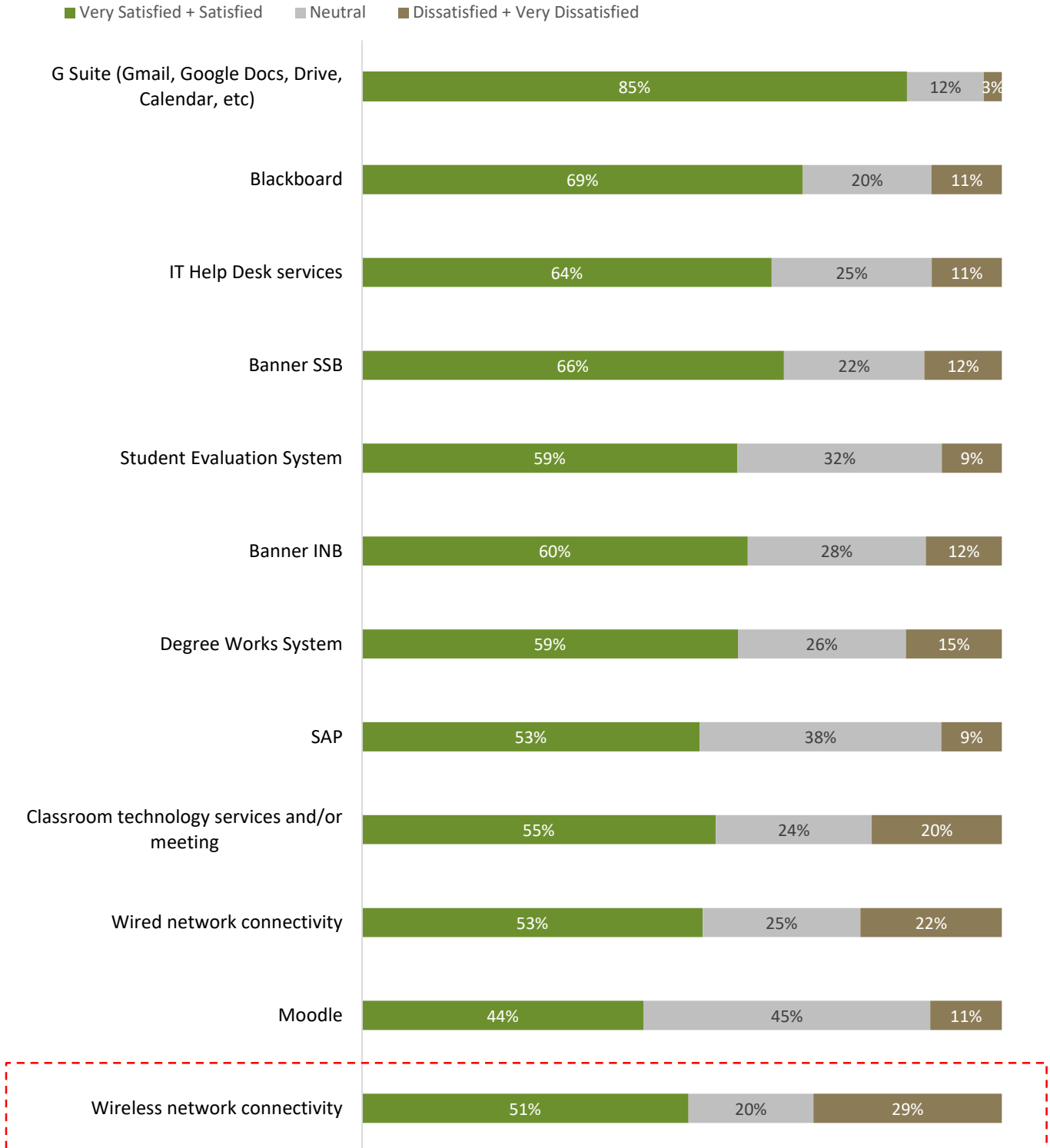
Wireless network is expectedly the mostly used service within the AUC community, followed by other widely used services such as G Suite (for email and storage), the IT Help Desk, and classroom technology services.

Moodle is the least used service across constituents, where only 29% of sampled members of the community use it.



Satisfaction with Services

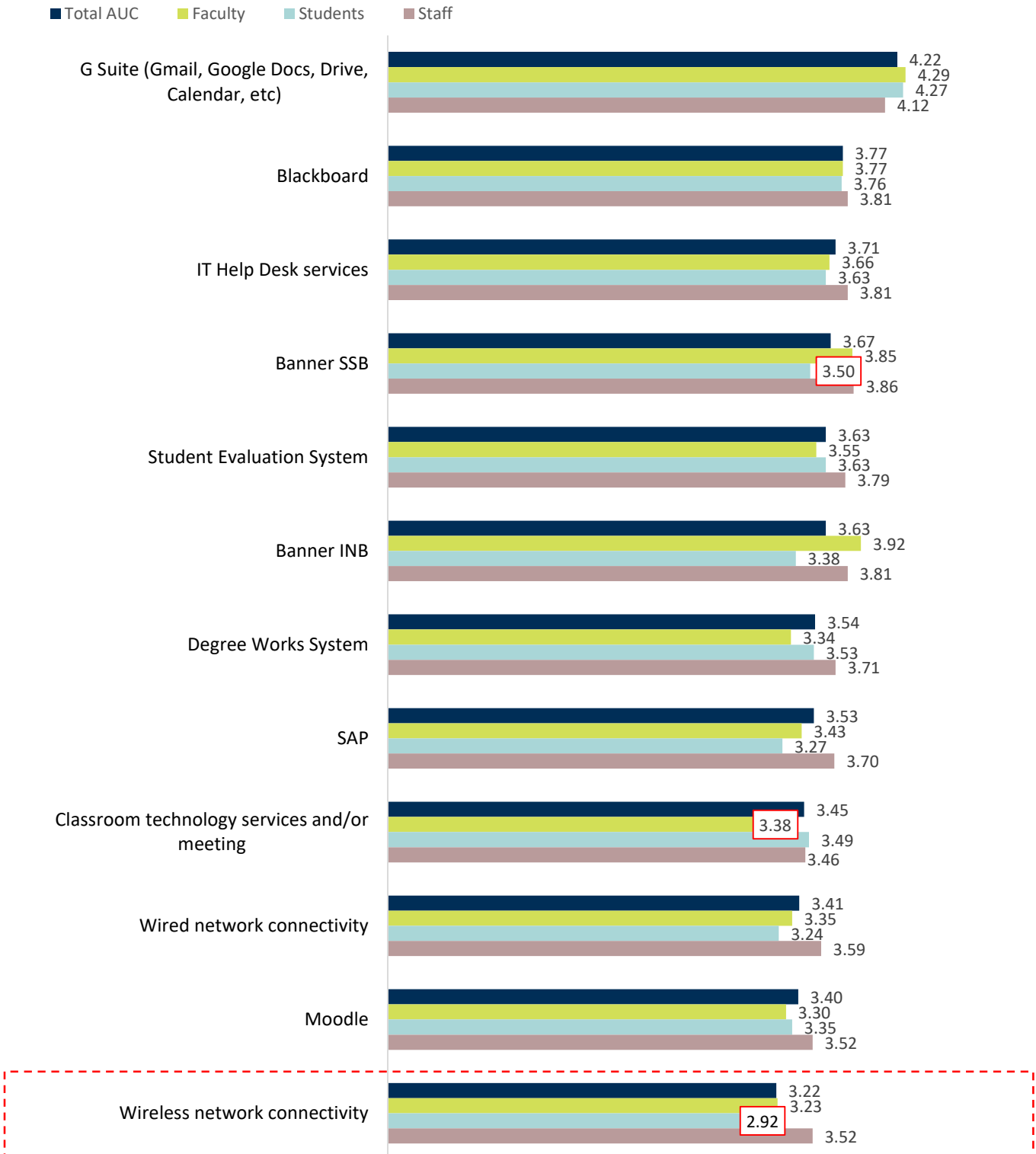
AUC community members are reportedly the most satisfied with G Suite, followed by Blackboard and IT Help Desk. However, **wireless network connectivity is a top priority for improvement**, given its widespread use as it is the lowest rated (29% dissatisfied or very dissatisfied).



BY CONSTITUENT

Despite wireless connectivity rating the lowest overall and among students and faculty, staff are even less satisfied with classroom technology services. Students are also dissatisfied with Banner.

Average Rating - Satisfaction with IT Services

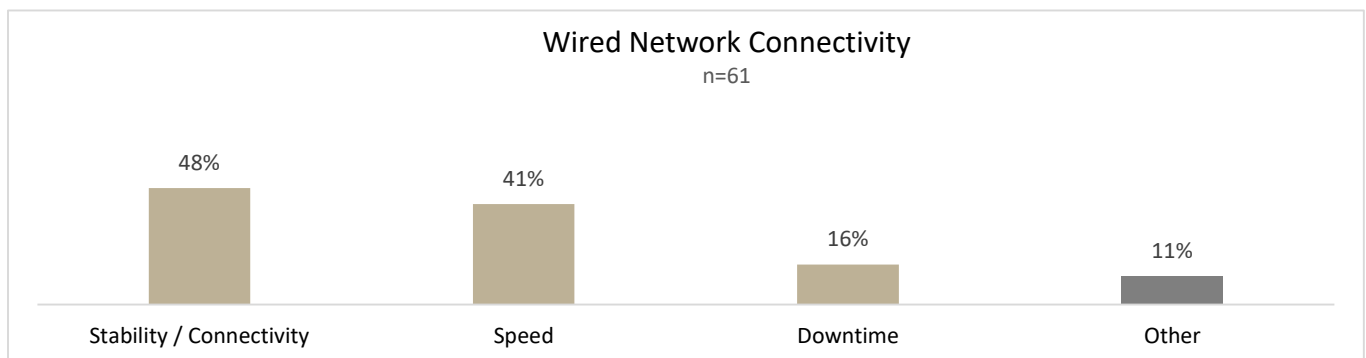
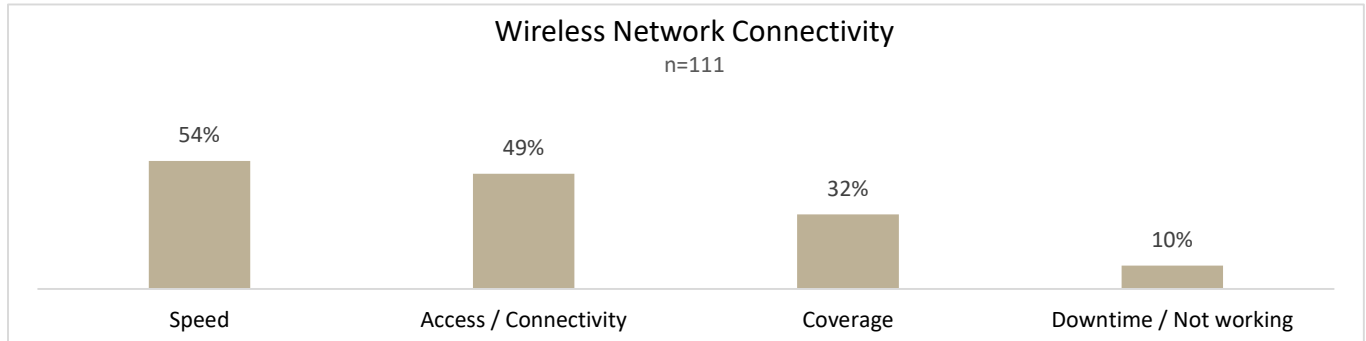


Reasons for Dissatisfaction

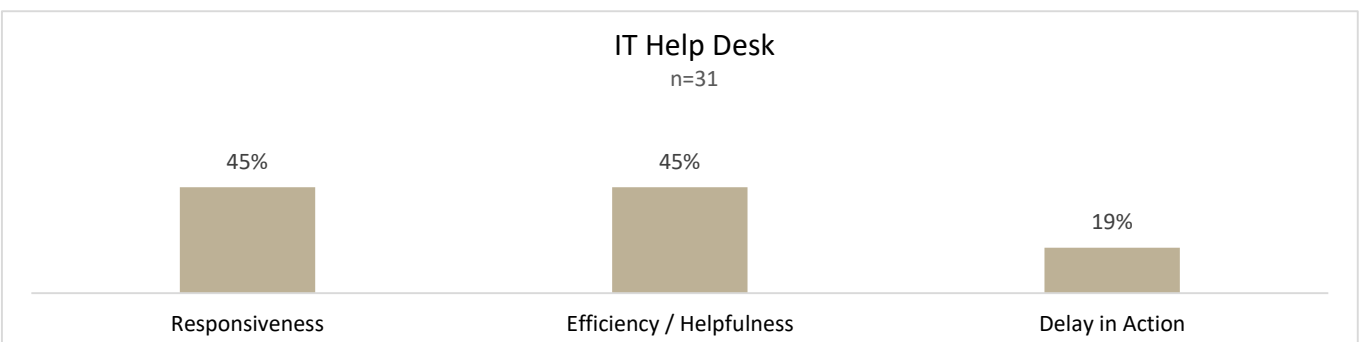
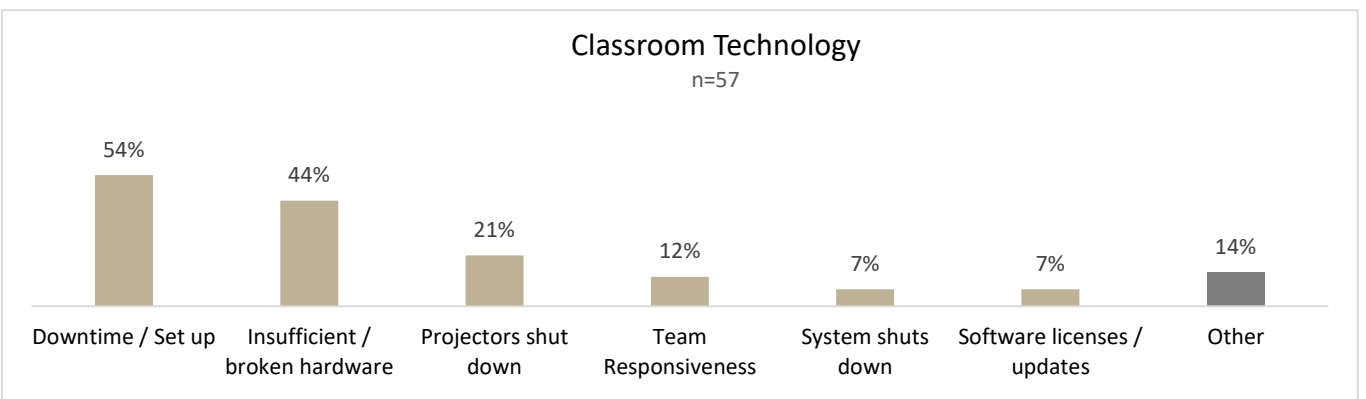
Network issues revolve mainly around speed and stability of connection, while classroom technology services face old and run-down hardware with software that is not updated.

MAIN ISSUES WITH MOST PROBLEMATIC SERVICES

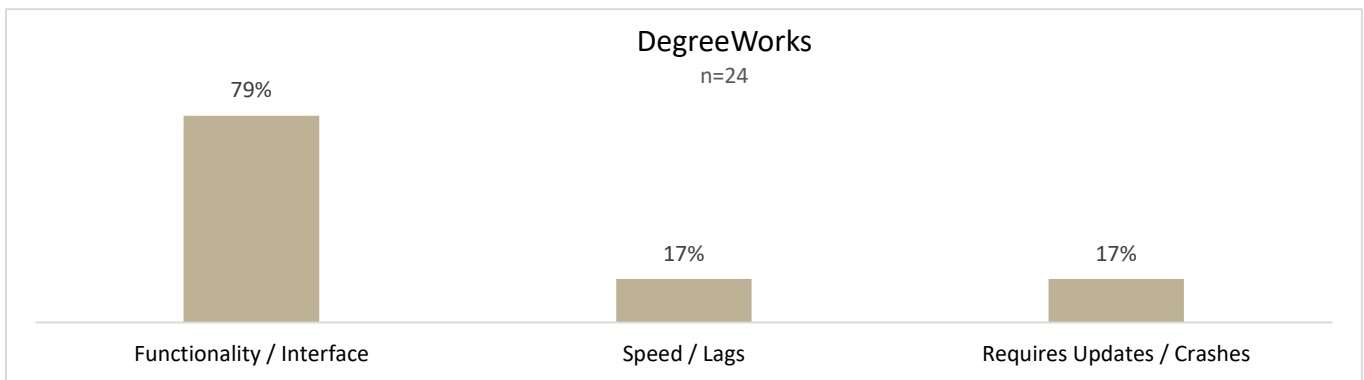
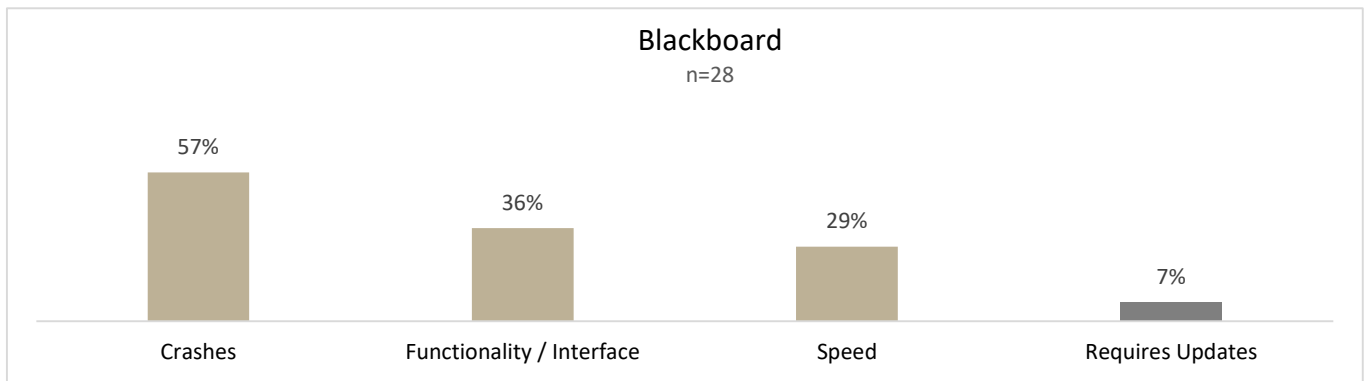
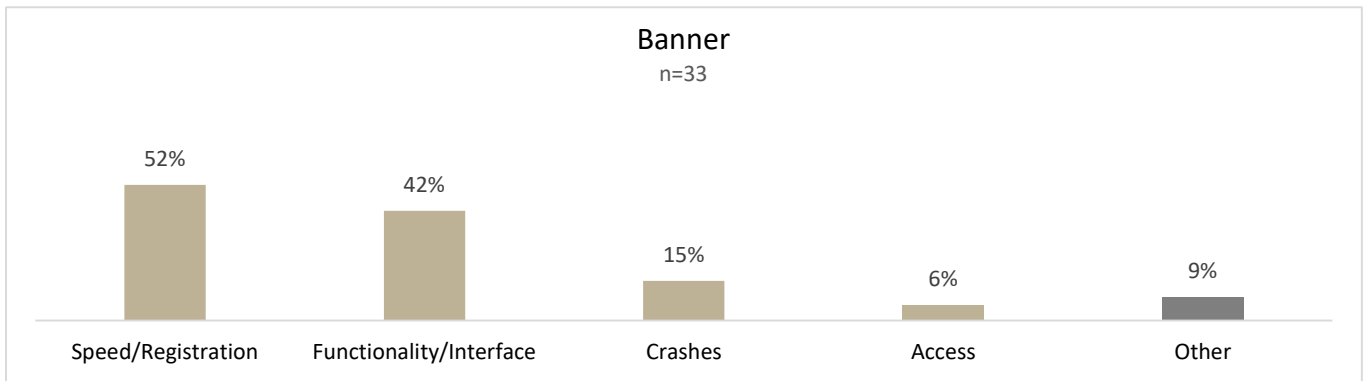
NETWORK



TECHNOLOGY SERVICES

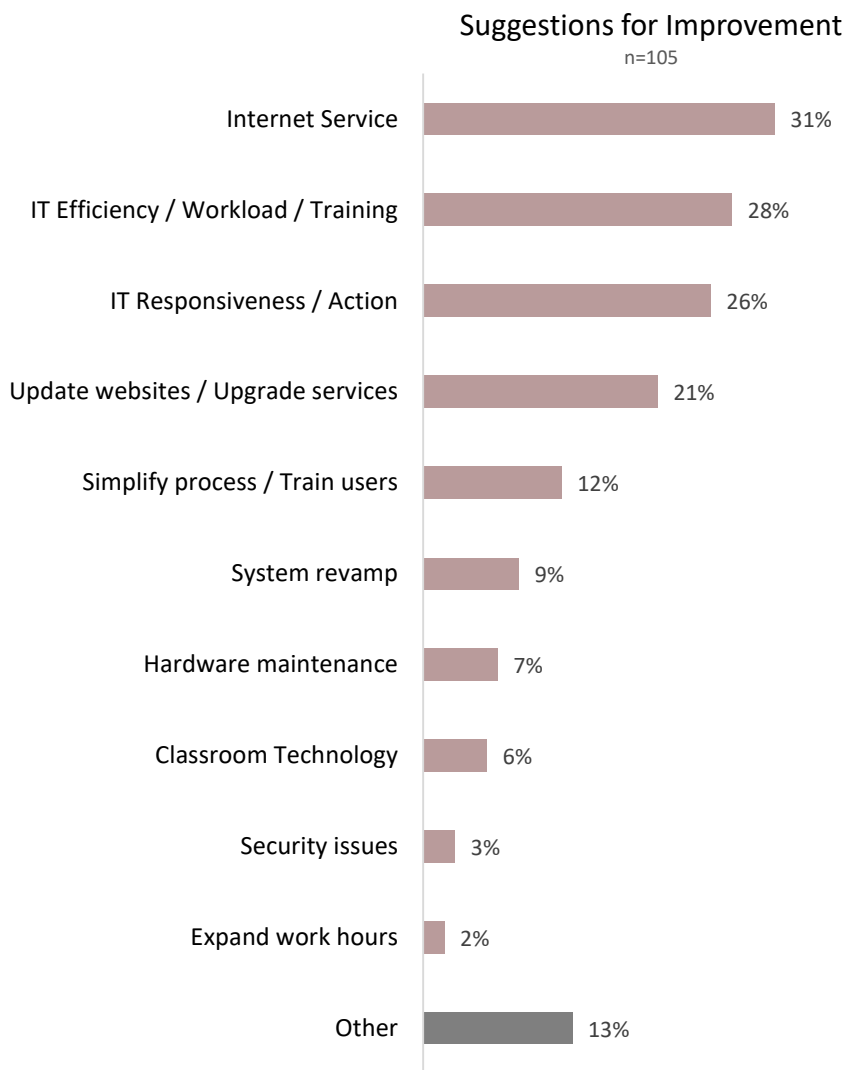
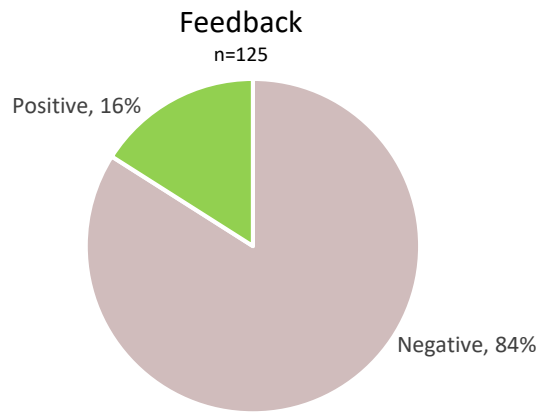


ONLINE PLATFORMS



Suggestions for Improvement

Expectedly, most suggestions call for an improvement in internet services as well as team efficiency and responsiveness, which some maintain is a function of workload and knowledge.²



² For the full list of open-ended feedback, please refer to the Appendix.

Communication with IT Department

Most communication with IT goes through the Help Desk, followed by direct phone calls to personnel among faculty and staff.

