

Progress report on survey activity

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Version 1

Summary

Survey work has slowed down following the departure of Danika Morris. However, some surveys are in preparation and some survey testing has been completed for a survey of 'user needs'.

1 User needs survey

A first test of an open-ended, simple survey was distributed by email to 20 known respondents on Feb 05, 2016. The email was from the Chair of User Needs Committee and contained the following question:

"Thinking about your interaction with the IT systems of the University - what change would you most like to see?

It may be a new service, a change to an existing service, or even a service closedown. It would be helpful if you can describe how the change will improve your life and tell us anything that helps quantify the benefits."

Of the 20 emails sent, 12 emails were opened, 7 respondents followed the link to the survey and 4 completed the survey (20%). Encouraged by this response rate the same question was distributed to a random sample of 200 entries from the 'Lookup' directory – including both staff and students – on 17 March, 2016. Only 171 entries included email addresses, of which 1 bounced. 37 respondents clicked on the link to the survey and 18 'completed' the survey. Of the 18, only 11 were valid responses. 6 were blank. This is a response rate of 6.5%.

The data collected is presented in Appendix 1, but further experimentation to get a higher response rate seems to be needed. One possible improvement would be to relay emails through the Hermes email service so they come from a cam.ac.uk email address. Another might be to put an 'Active Surveys' link on the UIS website to indicate which are 'official' surveys.

2 UAS IT Satisfaction survey

This is at an early stage of preparation. A staff list has been supplied with 1,254 entries of which 1,138 have email addresses. This has been loaded into Qualtrics and is awaiting final text for the questions.

3 University IT Satisfaction Survey

We have an intention to carry out a comprehensive IT satisfaction survey by the summer. Yale offer a comprehensive model¹ that has an impressive response rate. Oxford have expressed some interest in adopting/adapting the survey. Since that would offer real advantages in terms of benchmarking, we are awaiting further information on the timing of decisions from Oxford before considering next steps.

¹ <http://its.yale.edu/about/reports-and-surveys/yale-technology-survey/2015-yale-technology-survey>

Appendix 1: Responses collected in Survey testing (18)

I tried to take a course to learn a new programme but found no computer I had access to had the software. I would like to be able to use any of the software you offer courses for in a central 'computer lab' or at the UL.

I can't think of any problem with the IT systems of the university. I'm quite satisfied.

No doubt this is partly me, but I feel pretty remote from the University IT systems in my day to day work. My needs are catered for well locally. On the few occasions that I've visited in person with an issue I've been extremely impressed with the attention and time staff spent with me. I've heard this from other people too.

One thing that has been raised with me by staff is the need to have a PRINTED IT training calendar, as this seems rather wasteful.

I find the UIS website daunting - it can be difficult to find what you are looking for.

A more powerful version of Hermes Webmail and a greater e-mail quota

What a vague question!

Well, the new version of CamCORS is awful in many ways. I'd personally like to return to the previous version, which was nice and easy to use.

We could do with having new machines, our computers in the control room are out of date and run slow.

My experiences IT system have generally been painfree.

My major complaint is about the poor internet speed of eduroam.

The current webmail interface is now very outdated in many ways, and not terribly user friendly. It could be greatly improved. Even more pressing than that for me, however, is the quota of storage we are allowed in our webmail. As a person with several roles in the university, it is important for me to store a lot of email for record-keeping, and I am constantly having to deal with quota warnings.

A road map with delivery dates for the new services we've heard been told are coming. It would also be better if a delivery was delayed if it then means the instruction and information are clear i.e. one drive was rushed out.

A link between UIS and other offices, a key contact who can be contacted locally and who would then liaise with UIS on issues encountered whether hardware or software.

The change I would most like to see is that the university's Information Technology academics and staff should be left to get on with their work as they deem best, rather than continually pressed to think about how to 'change' what they provide. The premiss of the question is wrong, the premiss that each of us as academics at the University must wish for 'change'. What I wish is for the excellent service which I currently receive from the ISC -- a service conspicuous hitherto for its independence and its freedom from commercial and managerial interference -- to remain in place undamaged by surveys and initiatives and bright ideas for improvement.

No particular changes, happy with the interactions I have had.

UniOfCam wifi should not require Raven login all the time. Eduroam doesn't have to be renewed all the time, and sometimes I have to log in to UniOfCam multiple times a day.

Please switch fully to Google Apps: Gmail, Google Calendar, Google Drive. It would make everything so much easier!

To be able to get someone actually to come to my room for about 45 mins and help sort out my computer: check for infections, improve speed etc. No more than once per year.
The phone-up service is pretty good, and has been helpful on several occasions, but it would really help to have a person to talk to in the flesh - about once every 2 years

Larger inbox on Hermes! This would allow me to store useful documents instead of having to keep deleting emails with attachments...automatic archiving of labelled items would also be good.

One IT organisation to support the whole university - I work in two locations, one supported by MISD and one by UCS, and it is incredibly difficult to manage diaries and access.

It would save at least 30 minutes a week for me and 30 minutes a week for another member of my team as I would no longer have to keep two diaries, and also time for lots of other people. Sometimes staff from the two organisations have to talk to each other about specific problems I or the others in similar situations have, and paying IT support staff to talk to a separate group of IT support staff seems like a poor use of resources.