

Information Technology Services Seventh Annual Measures of Success Survey 2010

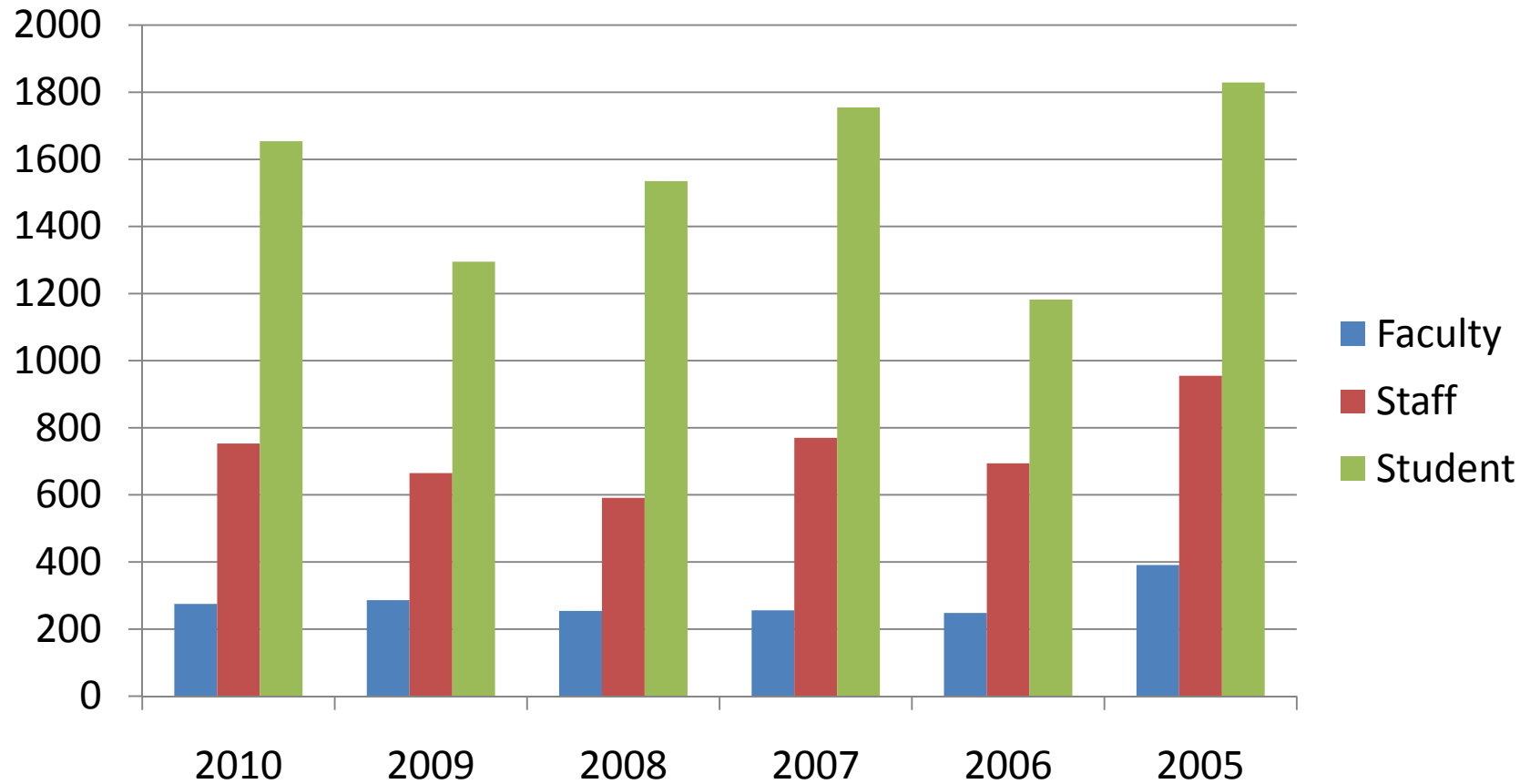


Survey Participation

Group	2010	2009	2008	2007	2006	2005
Faculty	275	286	254	256	248	391
Staff	753	665	591	770	694	955
Student	1654	1295	1535	1755	1182	1829
Total	2682	2246	2380	2801	2124	3175

Data not available for 2004

Survey Participation



Data not available for 2004

Of Those Responding to the 2010 Survey:

- Faculty:

- 50% with 10 years (or more) service at Case
- 30% School of Medicine
- 32% College of Arts and Sciences

- Staff:

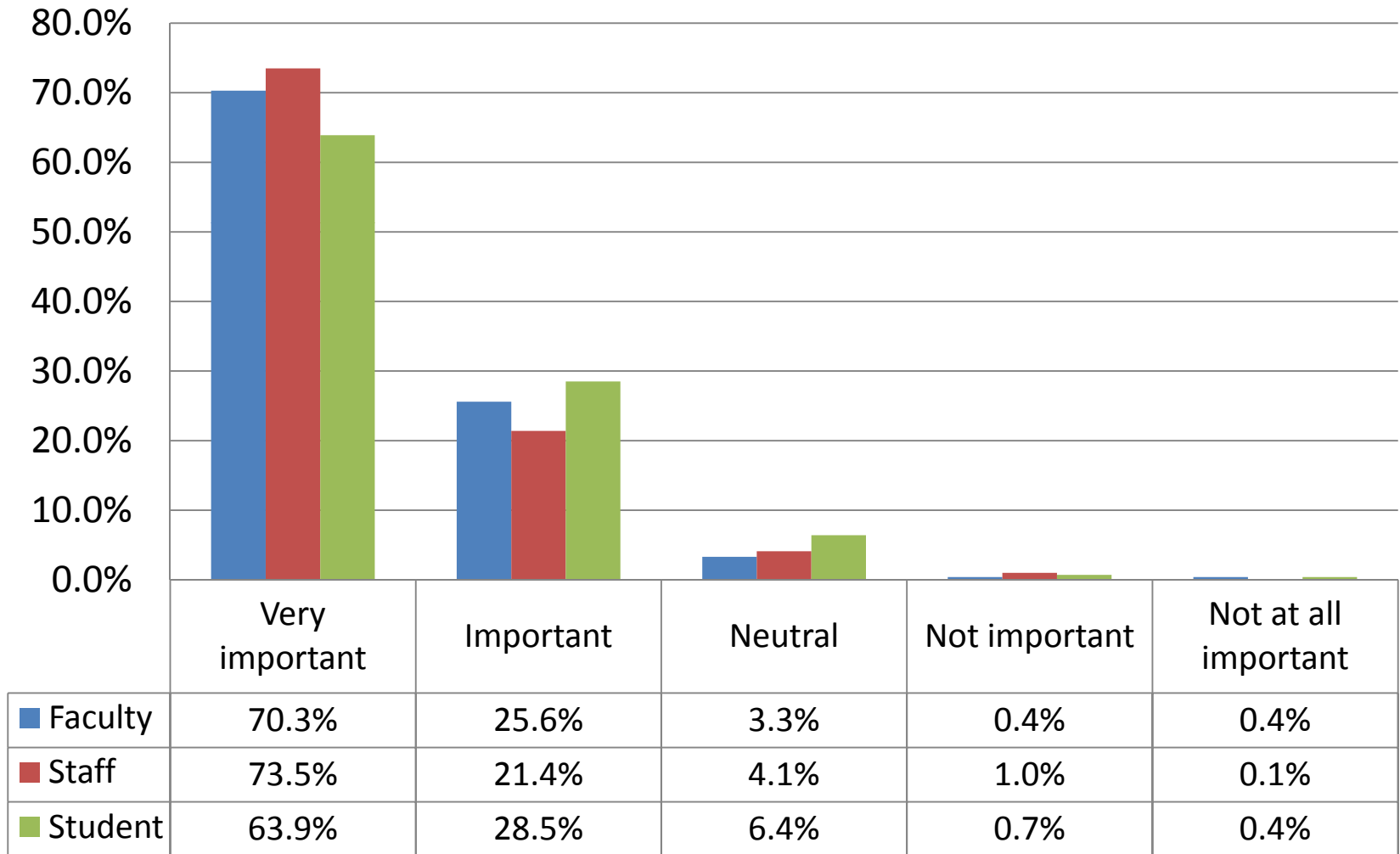
- 30% with 10 years (or more) service at Case
- 35% School of Medicine
- 9% College of Arts and Sciences
- 21% University Administration

- Students:

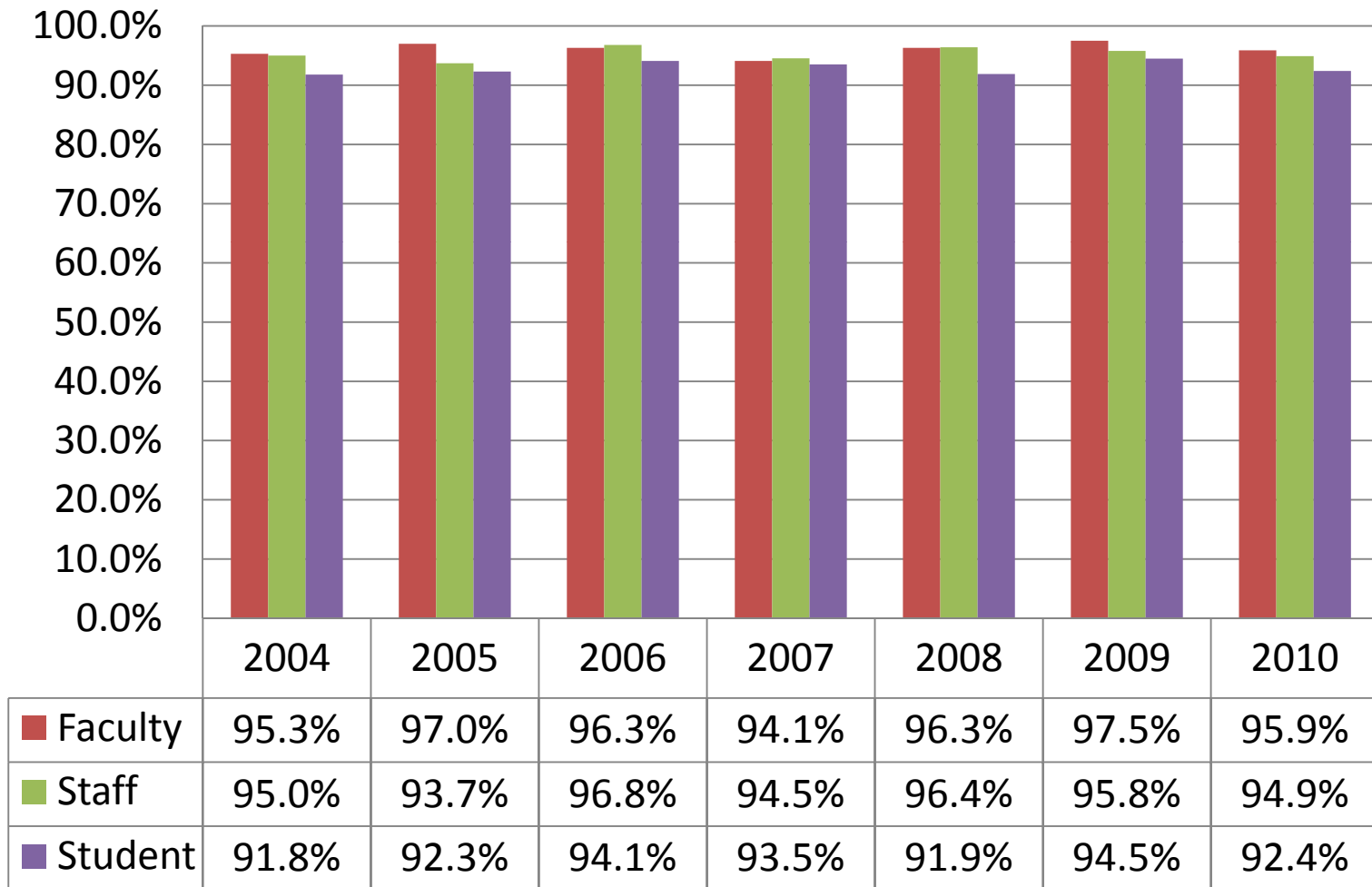
- 51% Undergraduate Students
- 45% Graduate Students
- 43% Live on Campus

In general, satisfaction scores in the survey are the combined totals of responses answered as “Satisfied” or “Very Satisfied” on a 5 point scale.

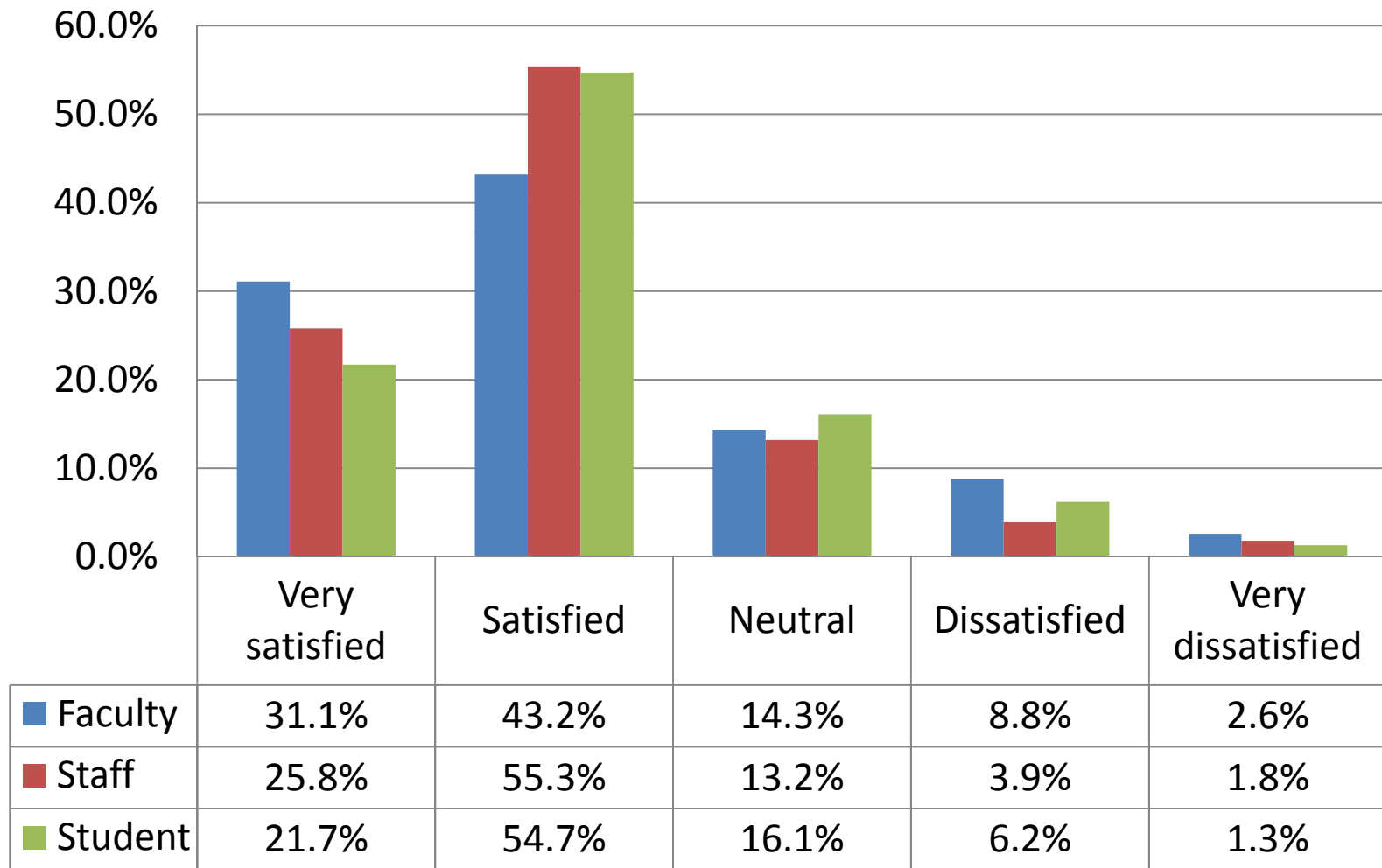
2010 – Importance of Technology



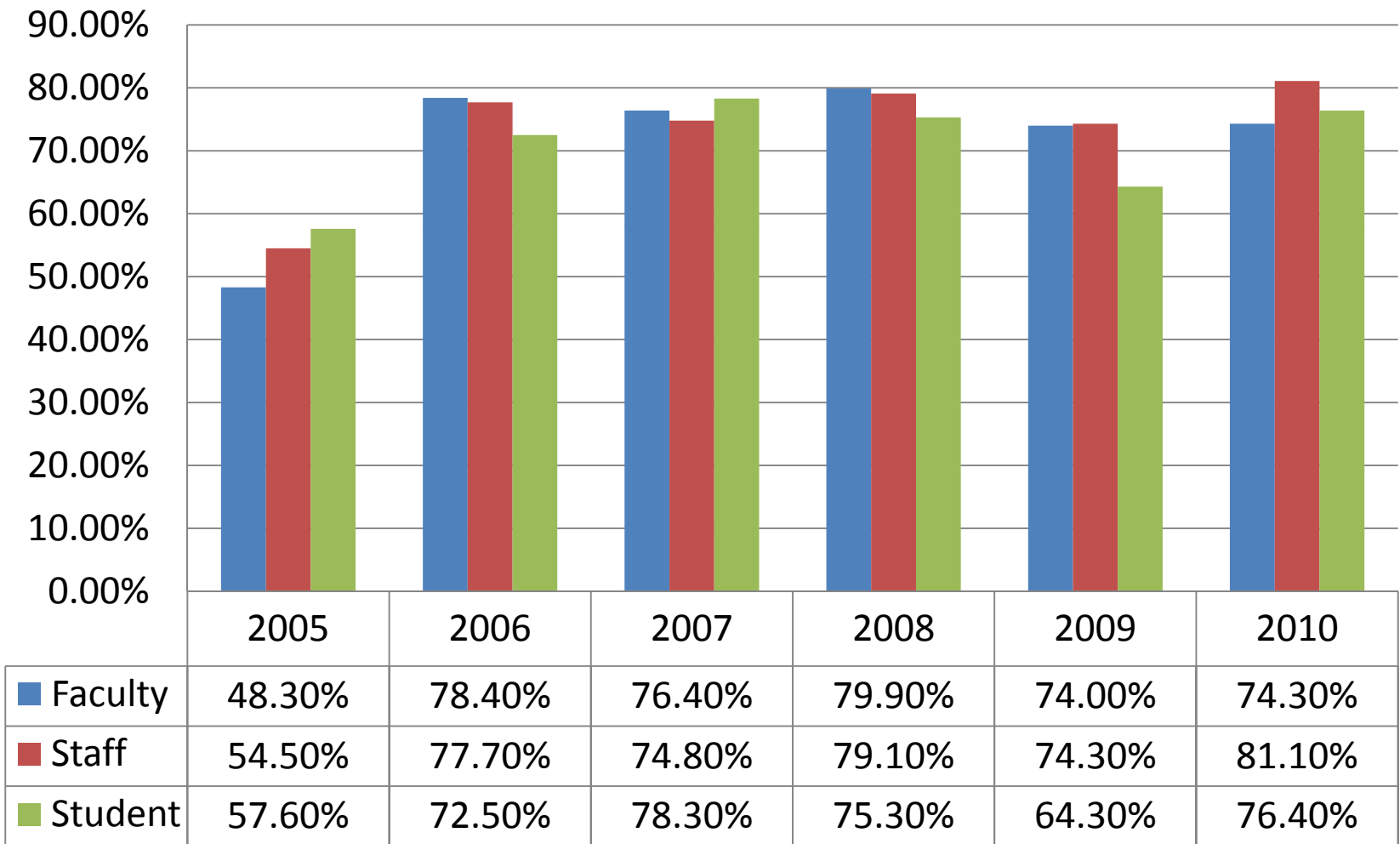
Comparison: Importance of Technology



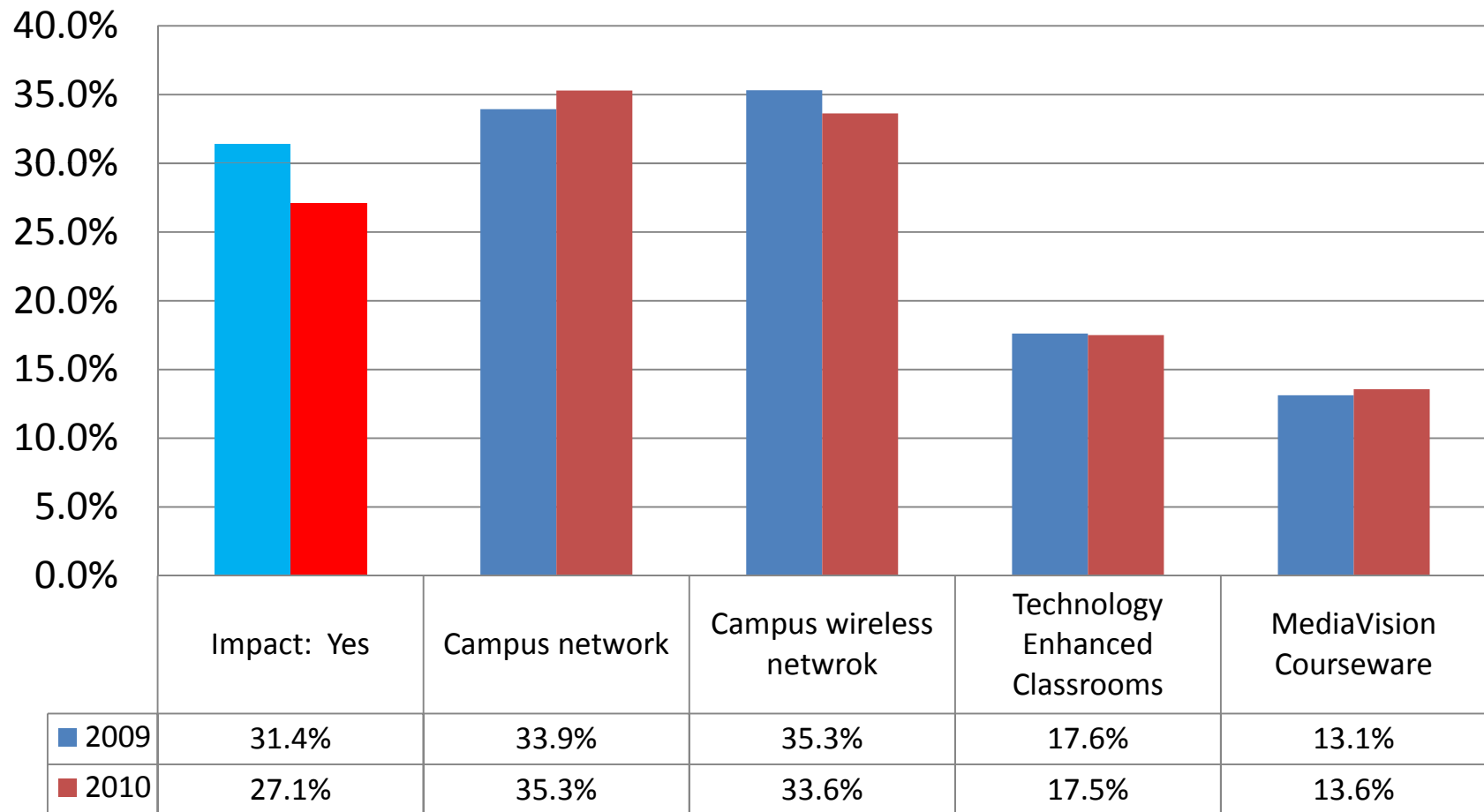
2010 - Overall Satisfaction with IT Resources



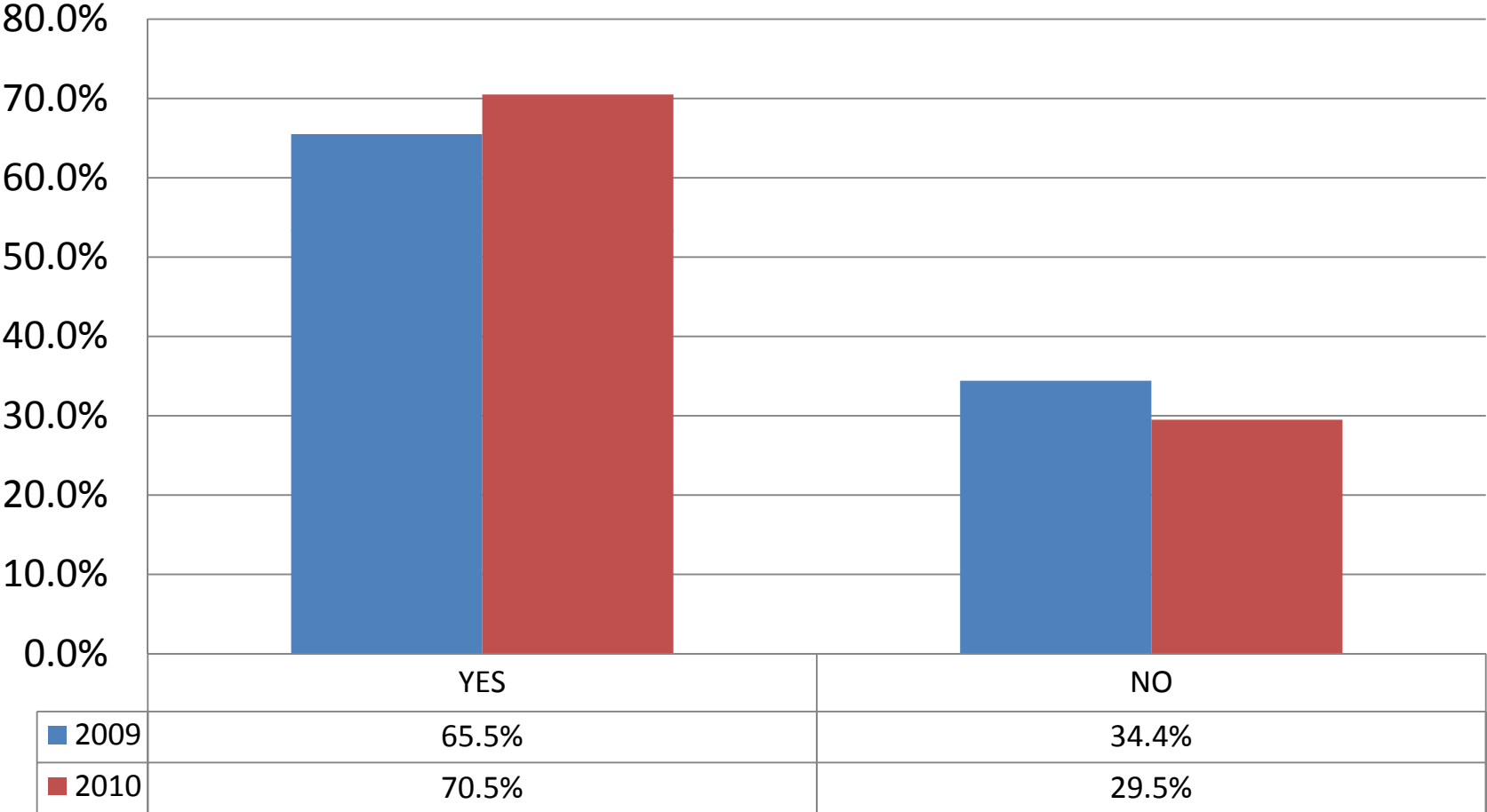
Comparison: Overall Satisfaction with IT Resources (Satisfied and Very Satisfied Response)



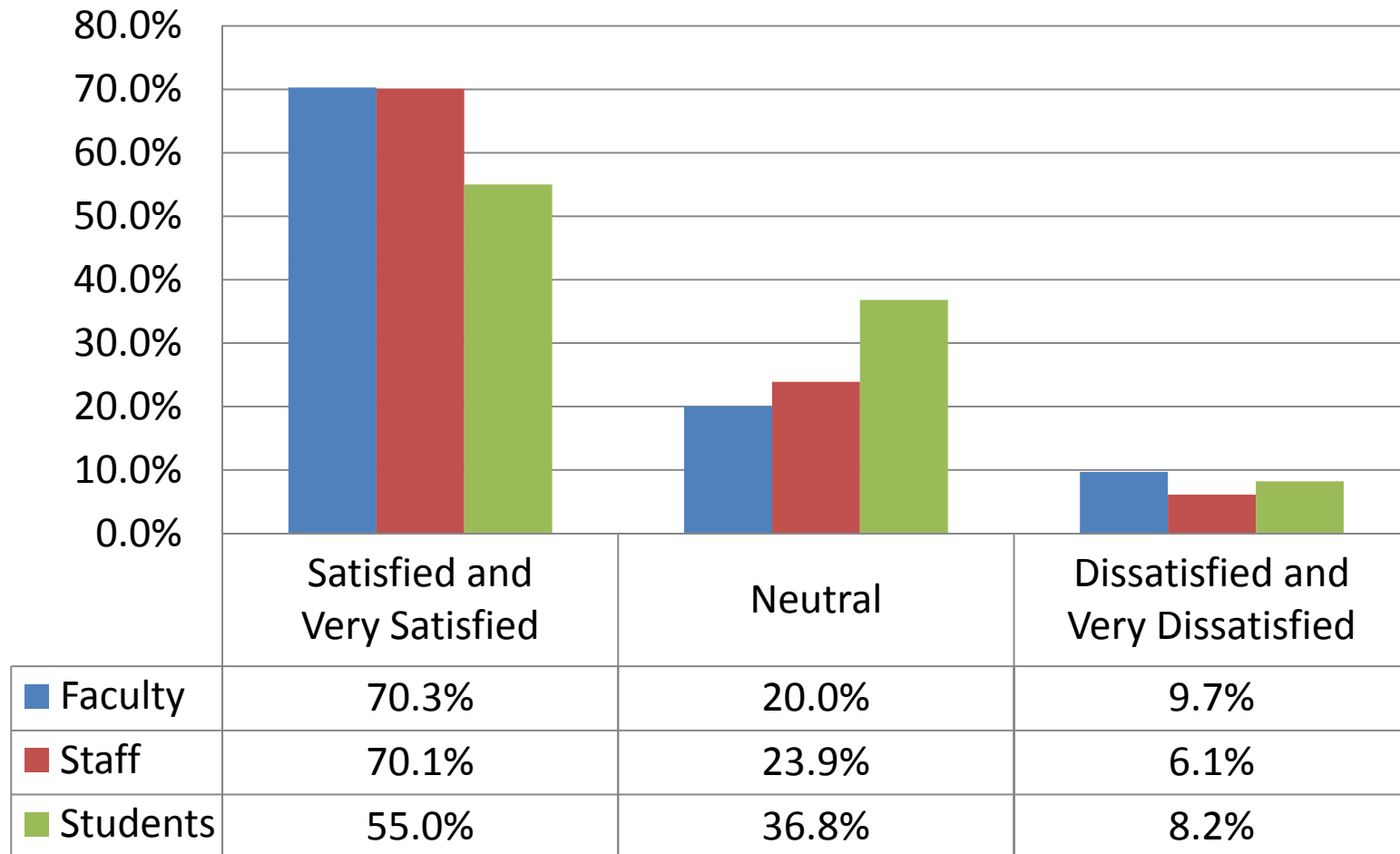
Students: Did Information Technology available at CWRU have an impact on decision to attend? If so, which technologies?



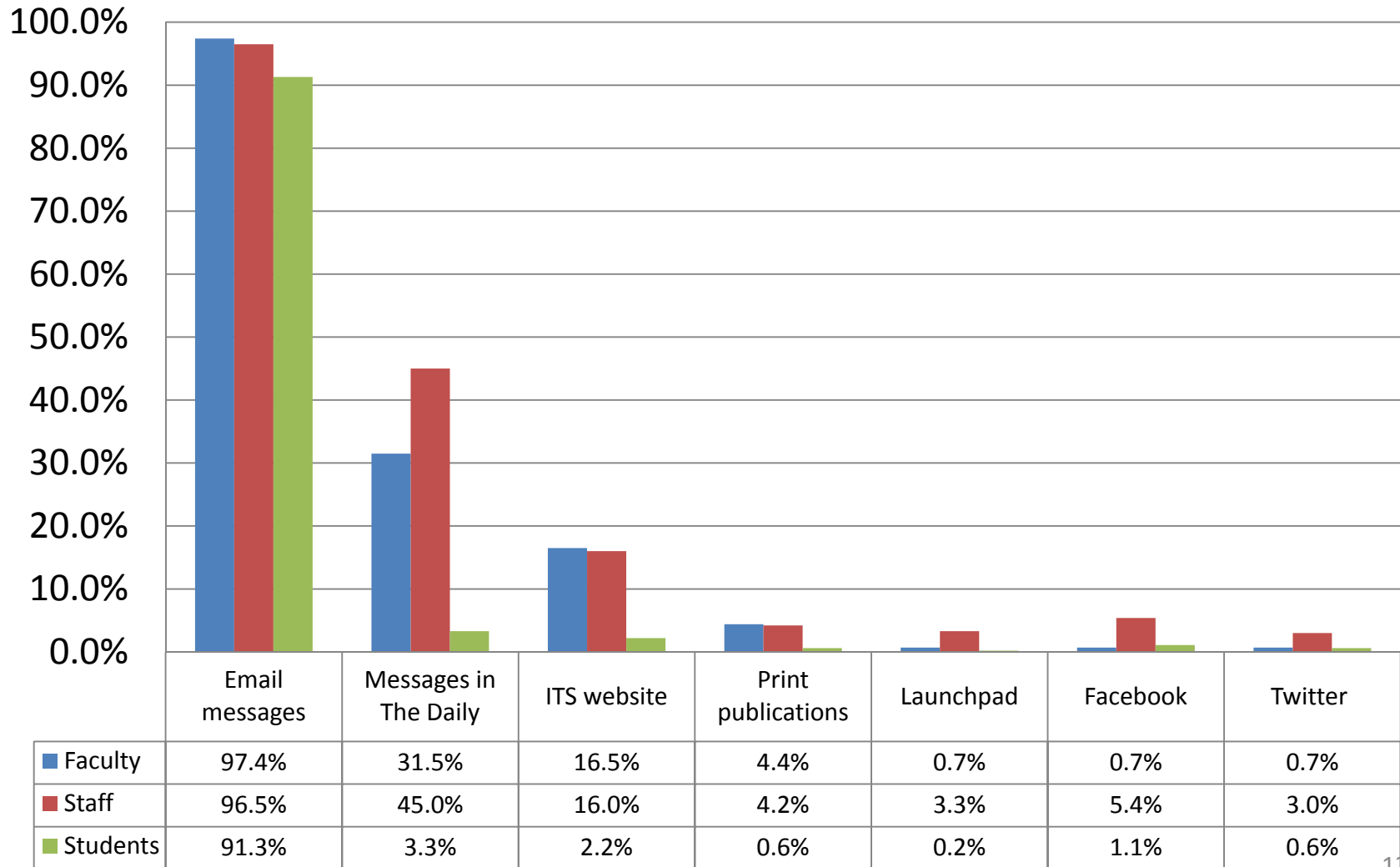
Students: Of those responding that the technologies impacted their decision to attend CWRU, did those technologies live up to their expectations?



Communications – Satisfaction with communications from ITS as they relate to Faculty, Staff and Students



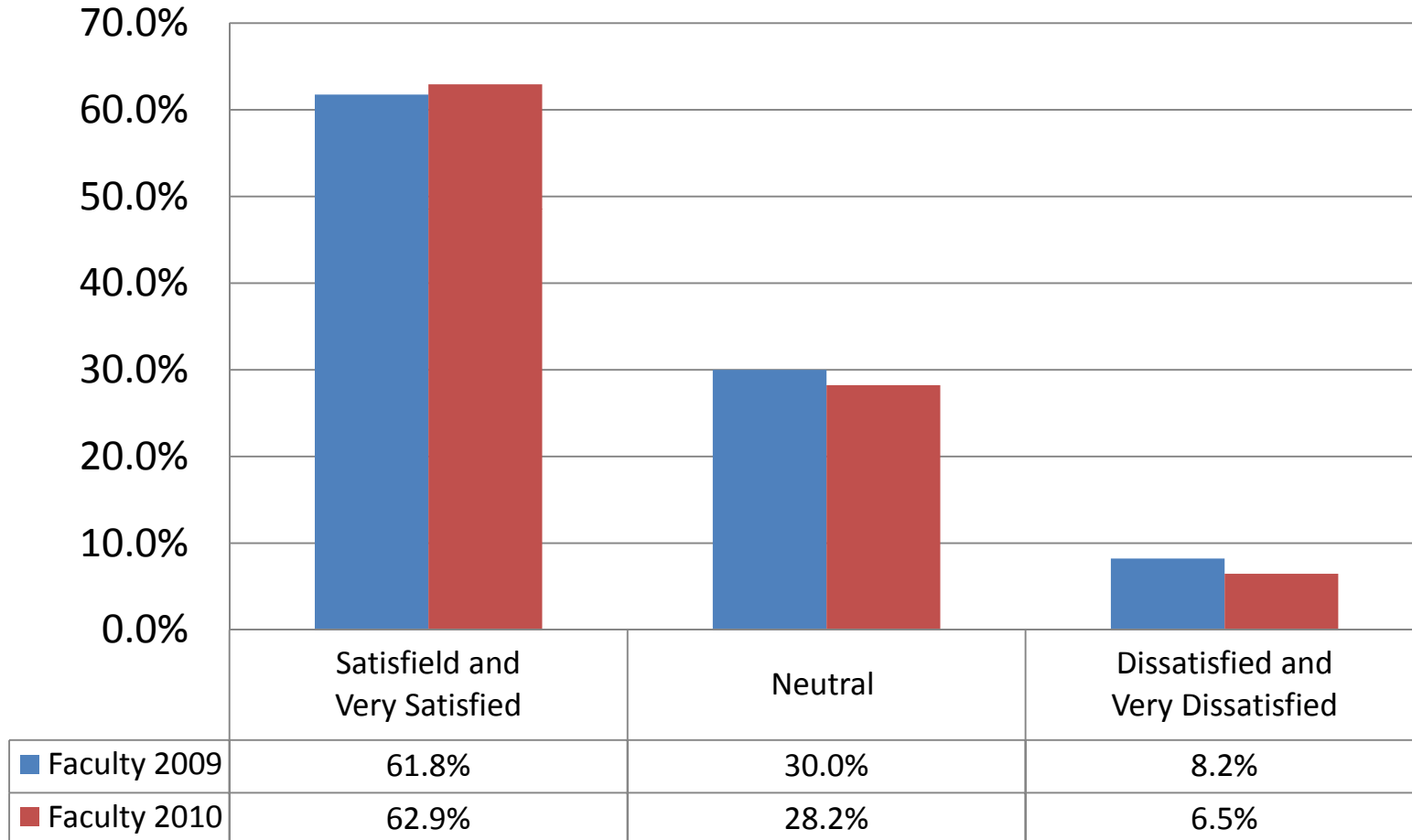
Communications – What are the most effective ways for ITS to communicate with you?



Faculty

Satisfaction using Blackboard

How would you rate your satisfaction with the help and support provided for the Blackboard Learning Management System? The 62% who use this service responded:

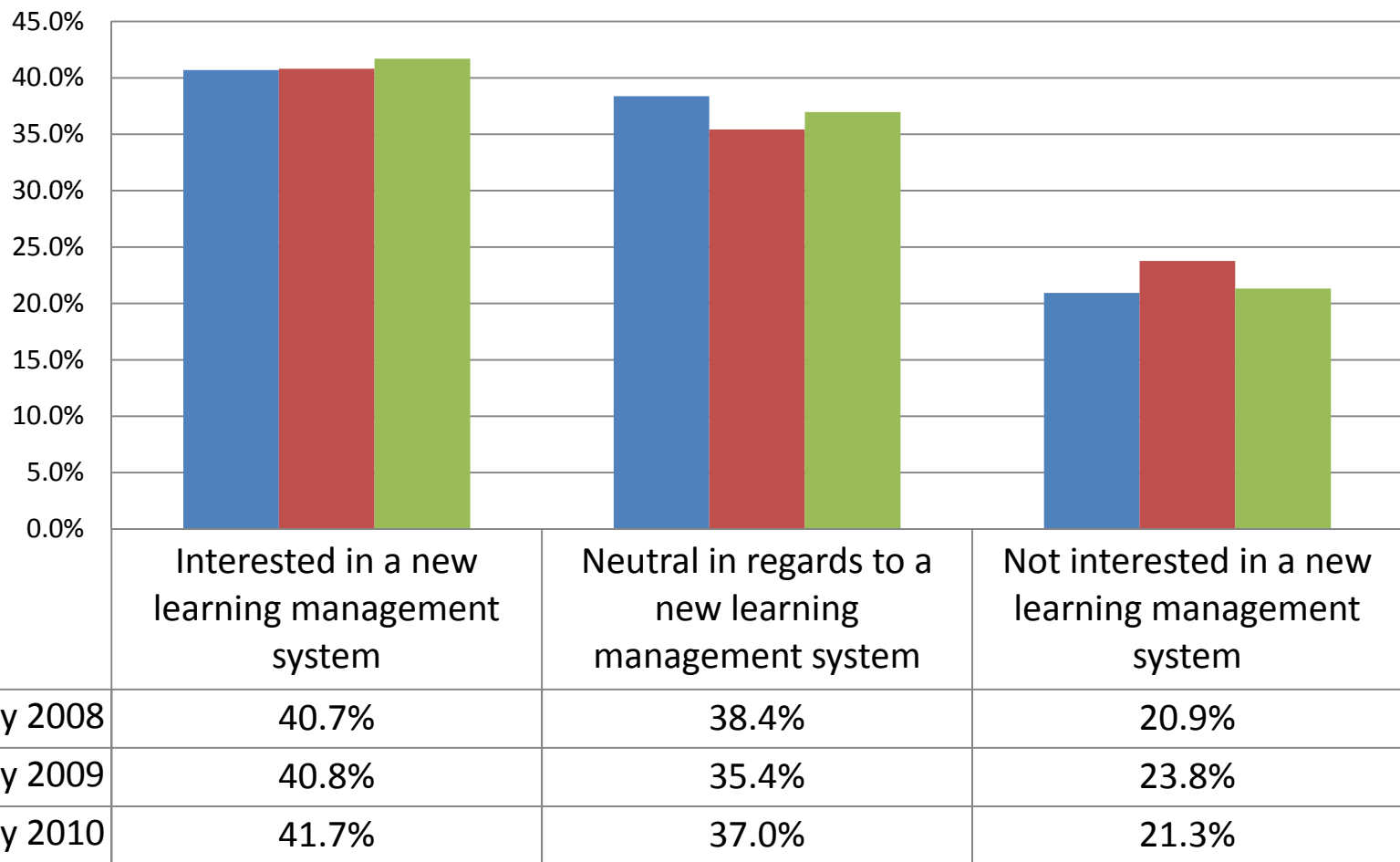


Faculty: Alternatives to Blackboard

Instructional Technology and Academic Computing is exploring a Learning 2.0 platform to either move away from or use Blackboard in a hybrid fashion.

What is your level of interest in a "new" learning management system?

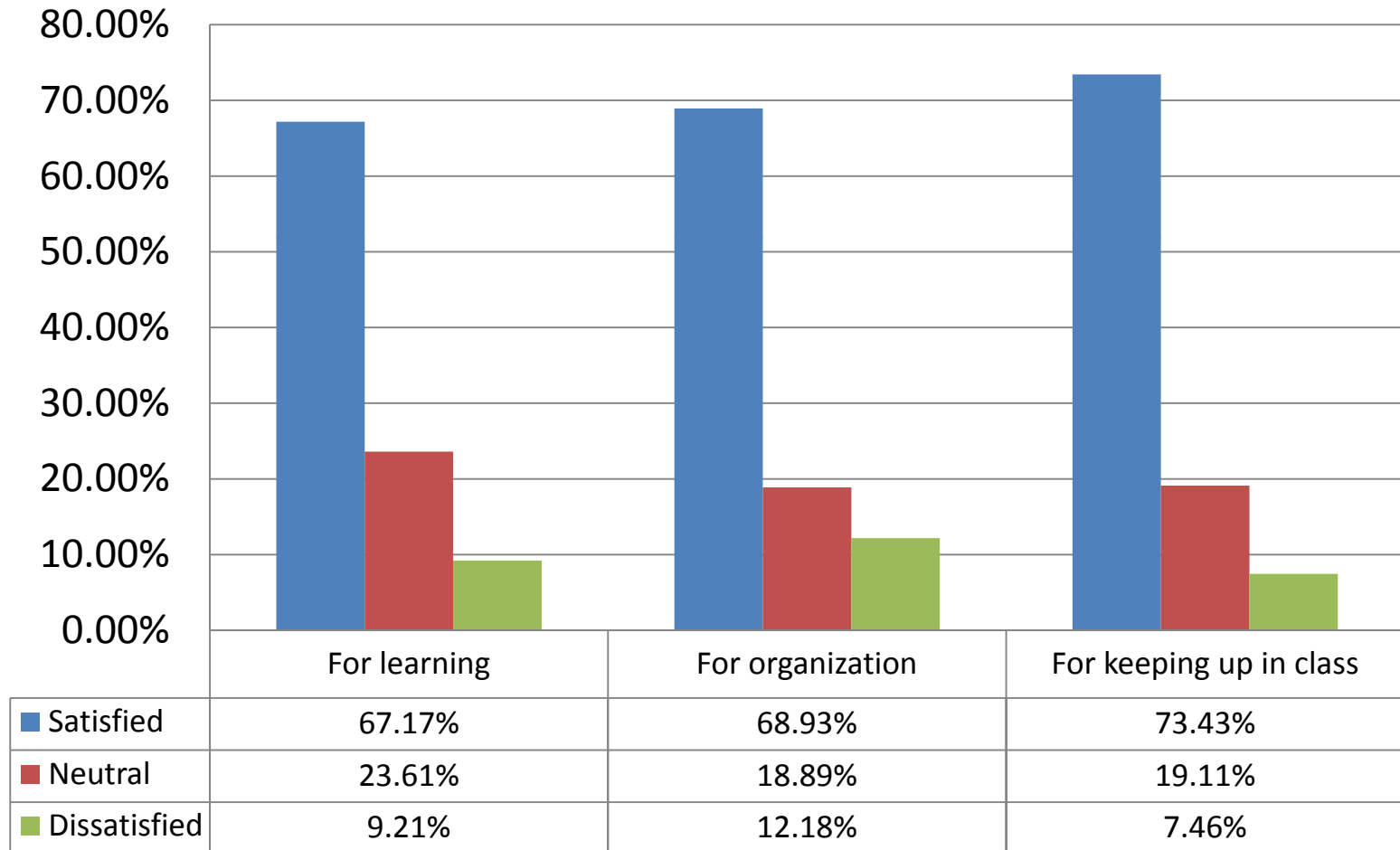
Of the 80% of Faculty responding:



Students: Satisfaction using Blackboard

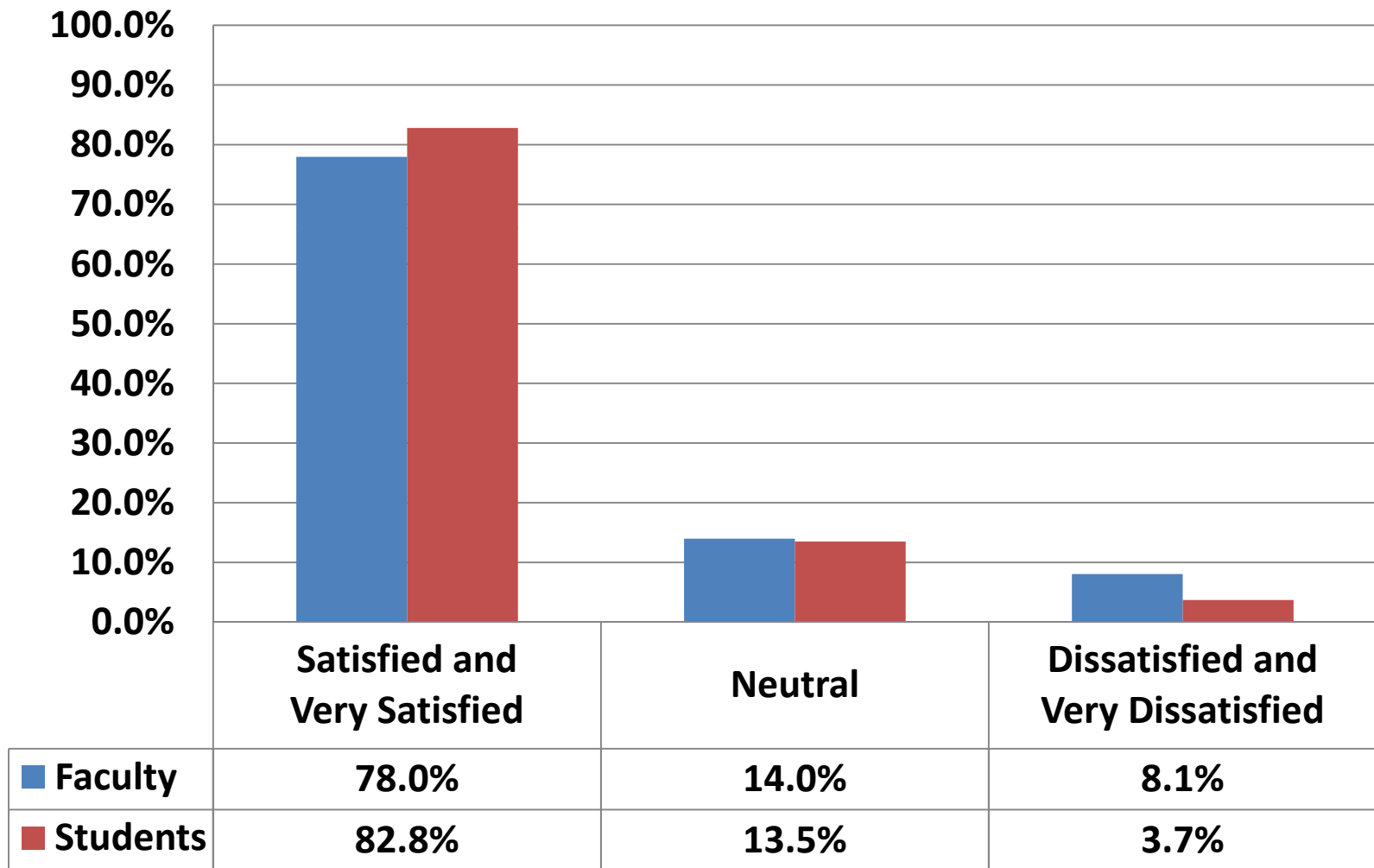
How would you rate your satisfaction with Blackboard as a course management tool?

Those who use this service responded:



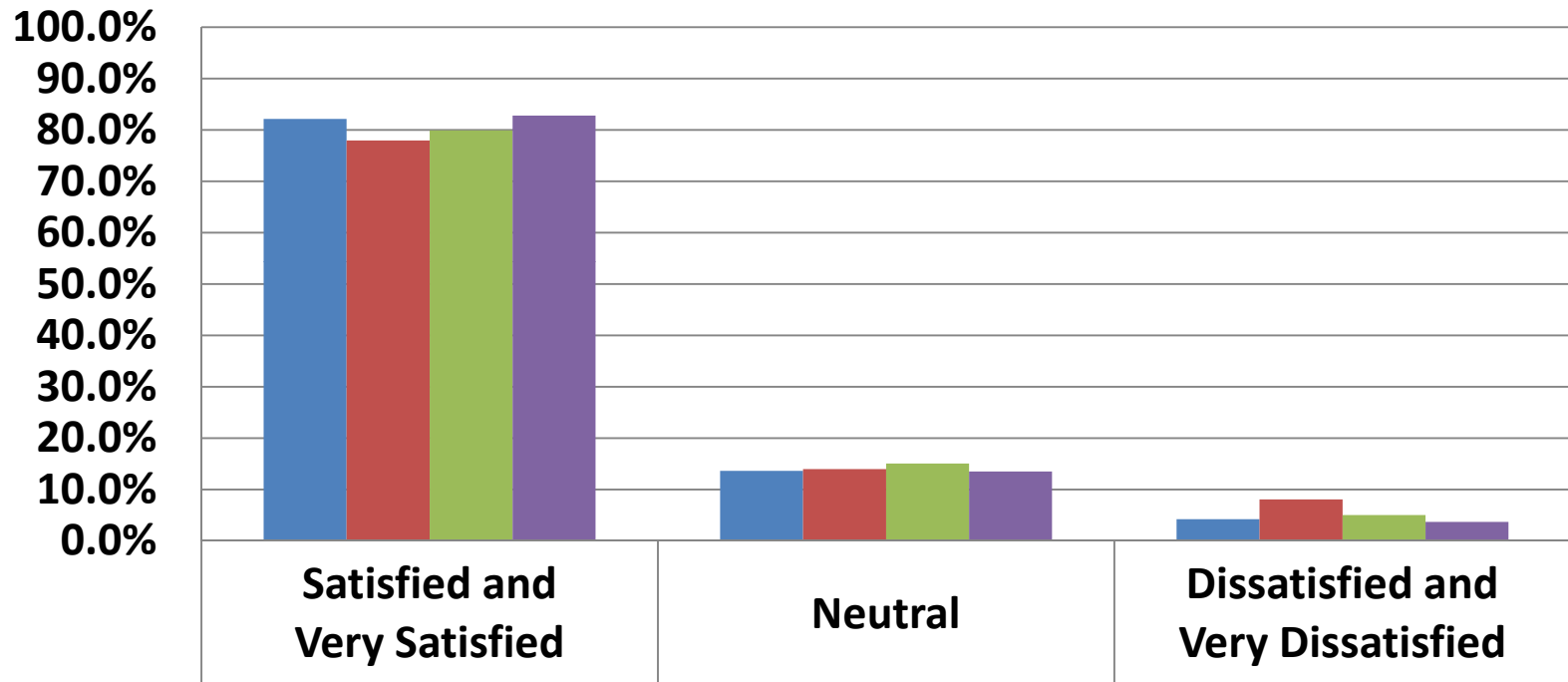
TEC – Satisfaction 2010

How would you rate your satisfaction with the Technology Enhanced Classrooms? Of those using TEC's:



TEC – Satisfaction Comparison

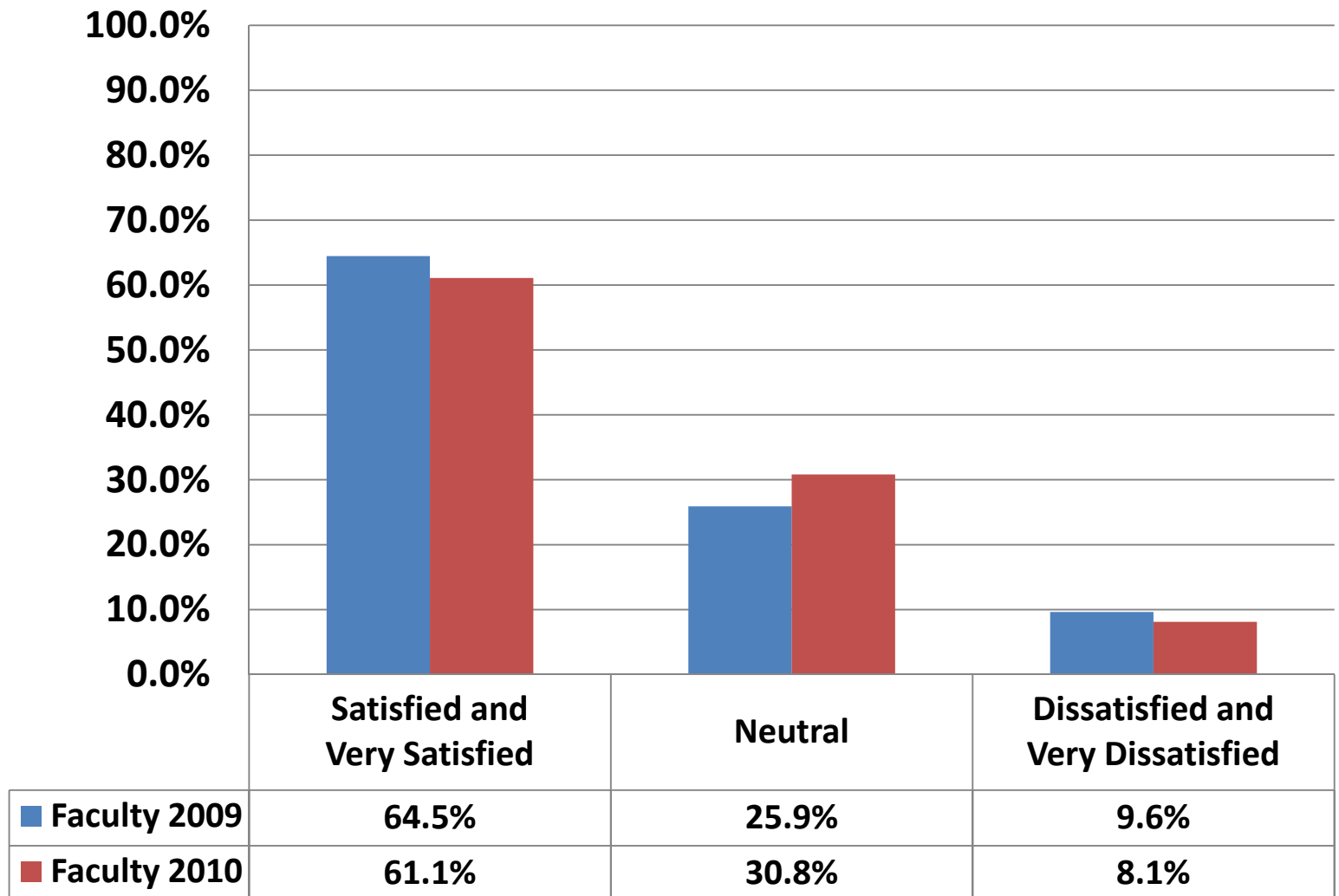
How would you rate your satisfaction with the Technology Enhanced Classrooms?



■ Faculty 2009	82.2%	13.6%	4.2%
■ Faculty 2010	78.0%	14.0%	8.1%
■ Student 2009	79.9%	15.1%	5.0%
■ Student 2010	82.8%	13.5%	3.7%

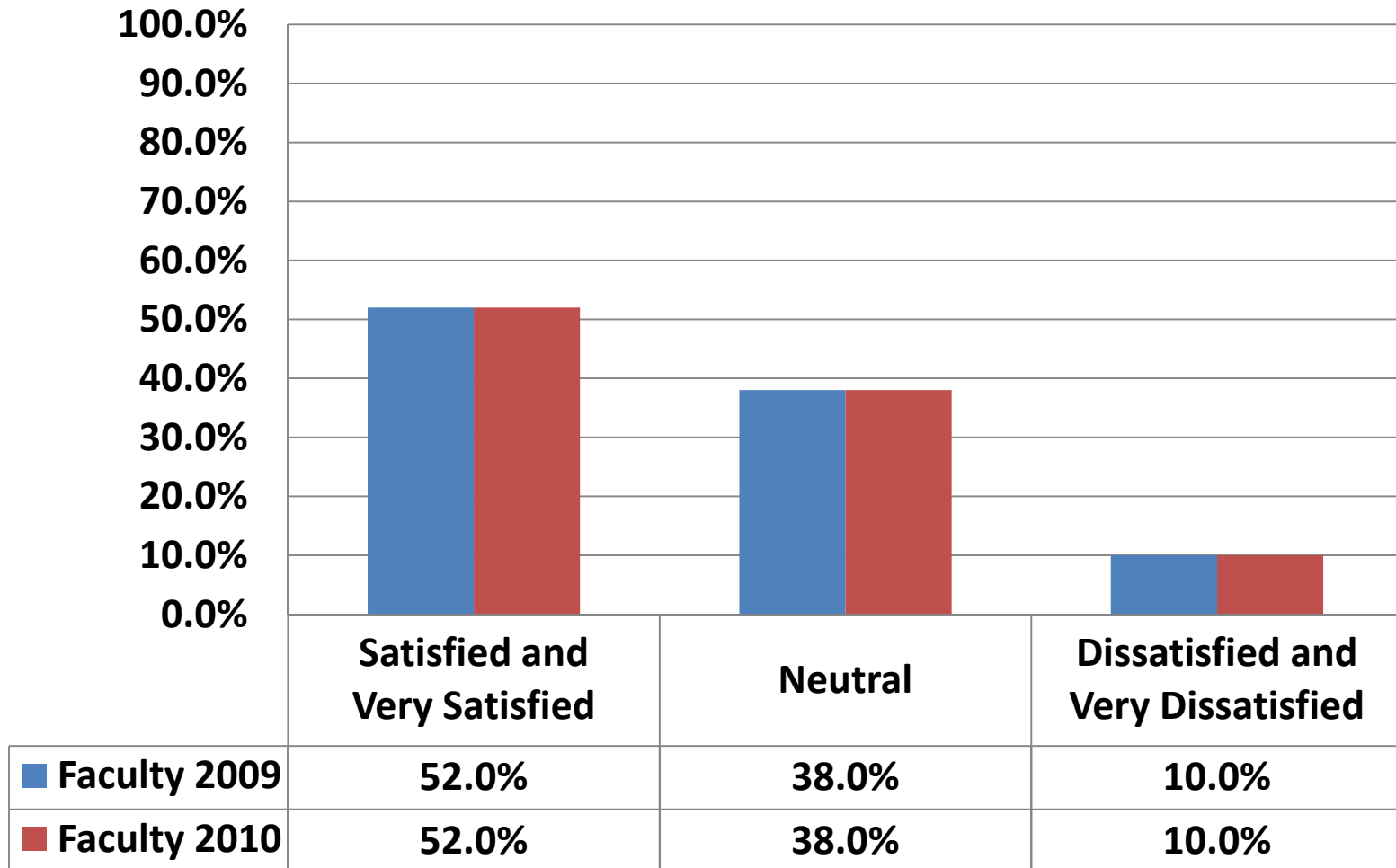
Faculty Satisfaction with Support for TEC's

How would you rate your satisfaction with the help and support you receive in using the technology tools in Technology Enhanced Classrooms? Faculty who use TEC's responded:



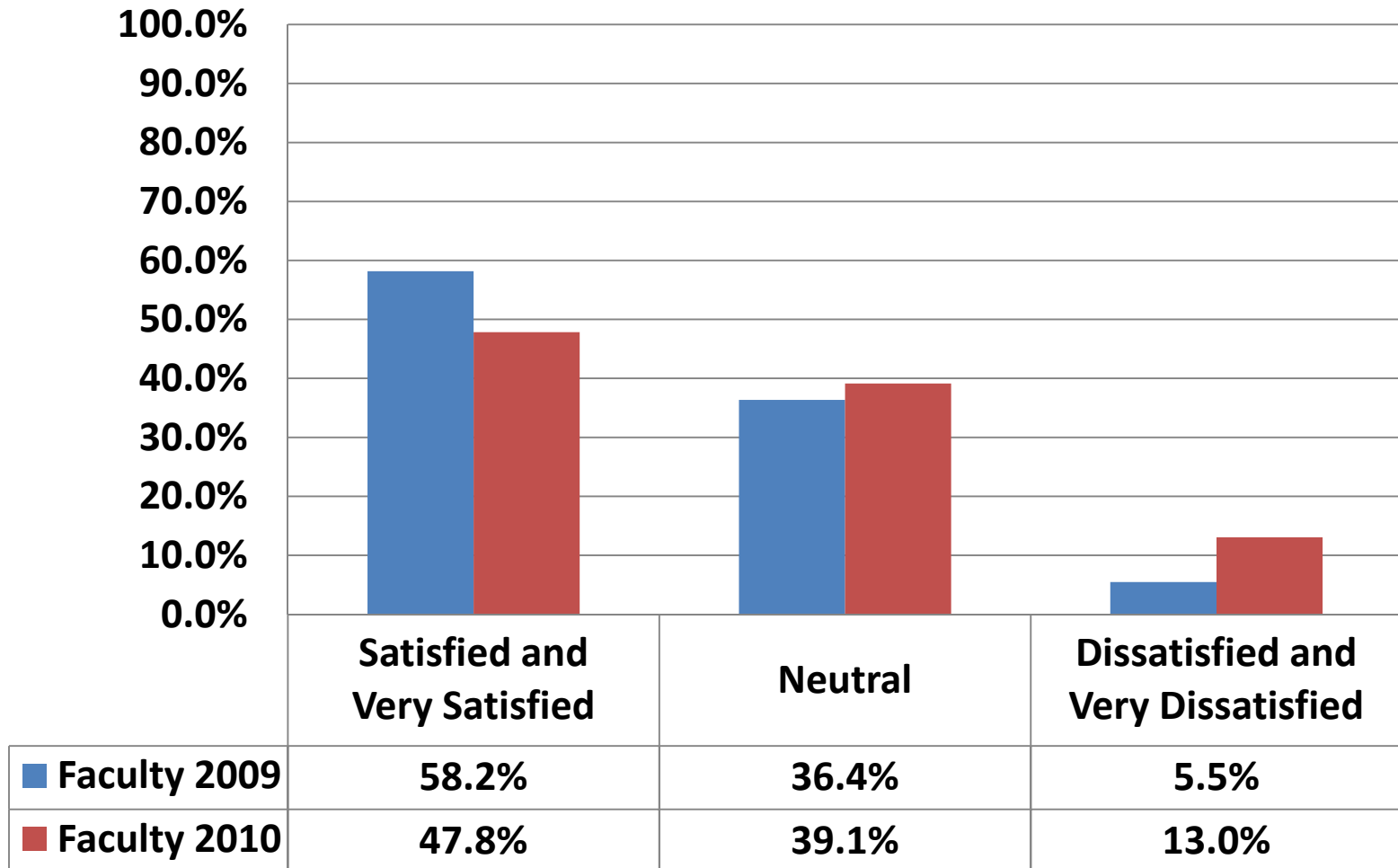
Faculty: MediaVision Courseware - Satisfaction

MediaVision Courseware is a Case Western Reserve University original learning platform using video search and video playback focused on large undergraduate classes. How would you rate your satisfaction with MediaVision Courseware? The 19% who use Mediavision Courseware responded:



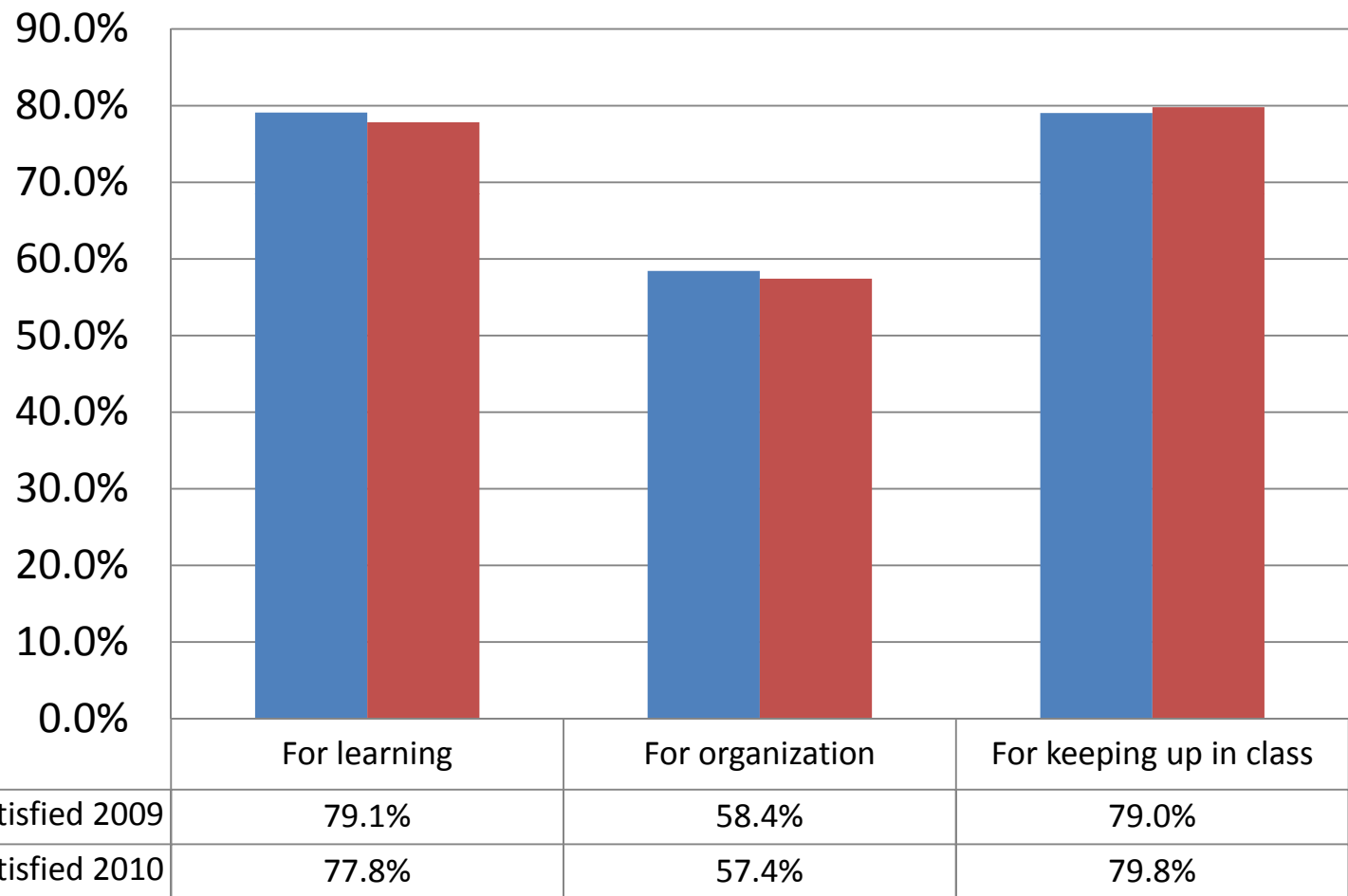
Faculty: MediaVision Courseware - Satisfaction with Support

How would you rate your satisfaction with the help and support provided for MediaVision Courseware? Of the 18% who responded:

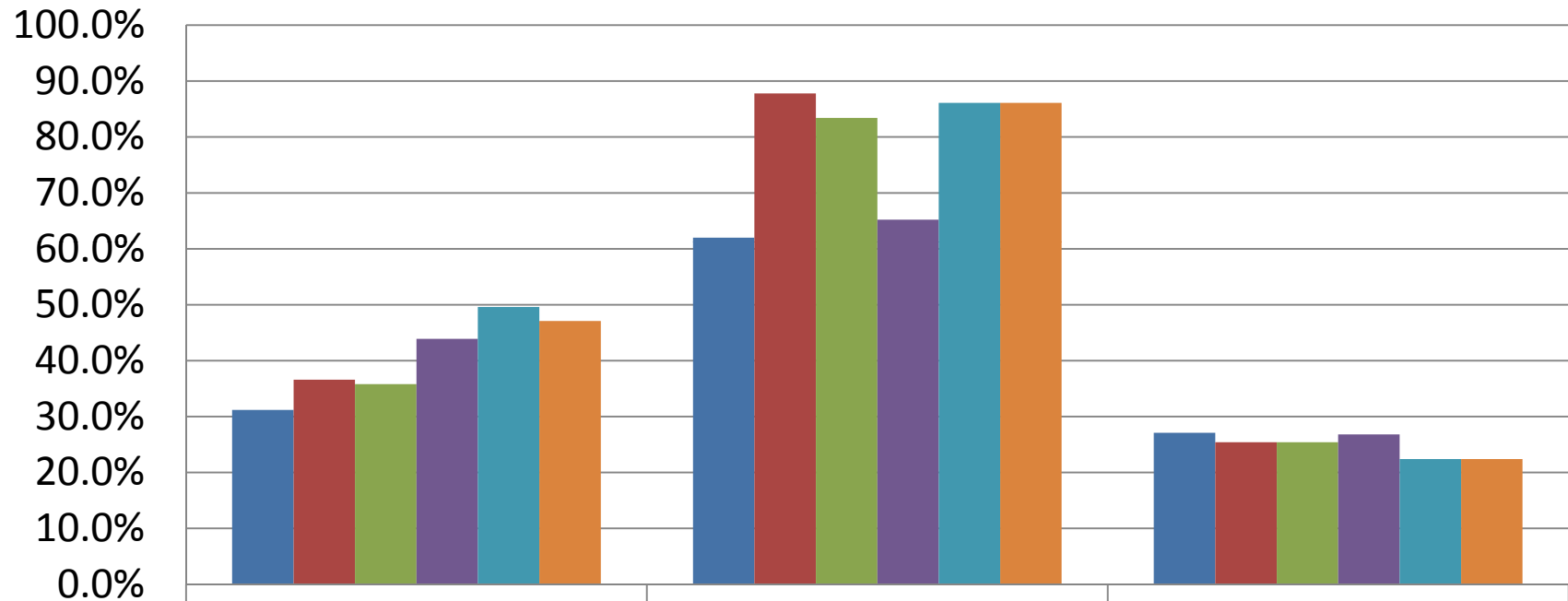


Students: MediaVision

MediaVision Courseware is a Case Western Reserve University original learning platform using video search and video playback focused on large undergraduate classes. How would you rate your satisfaction with MediaVision Courseware? Users responded:



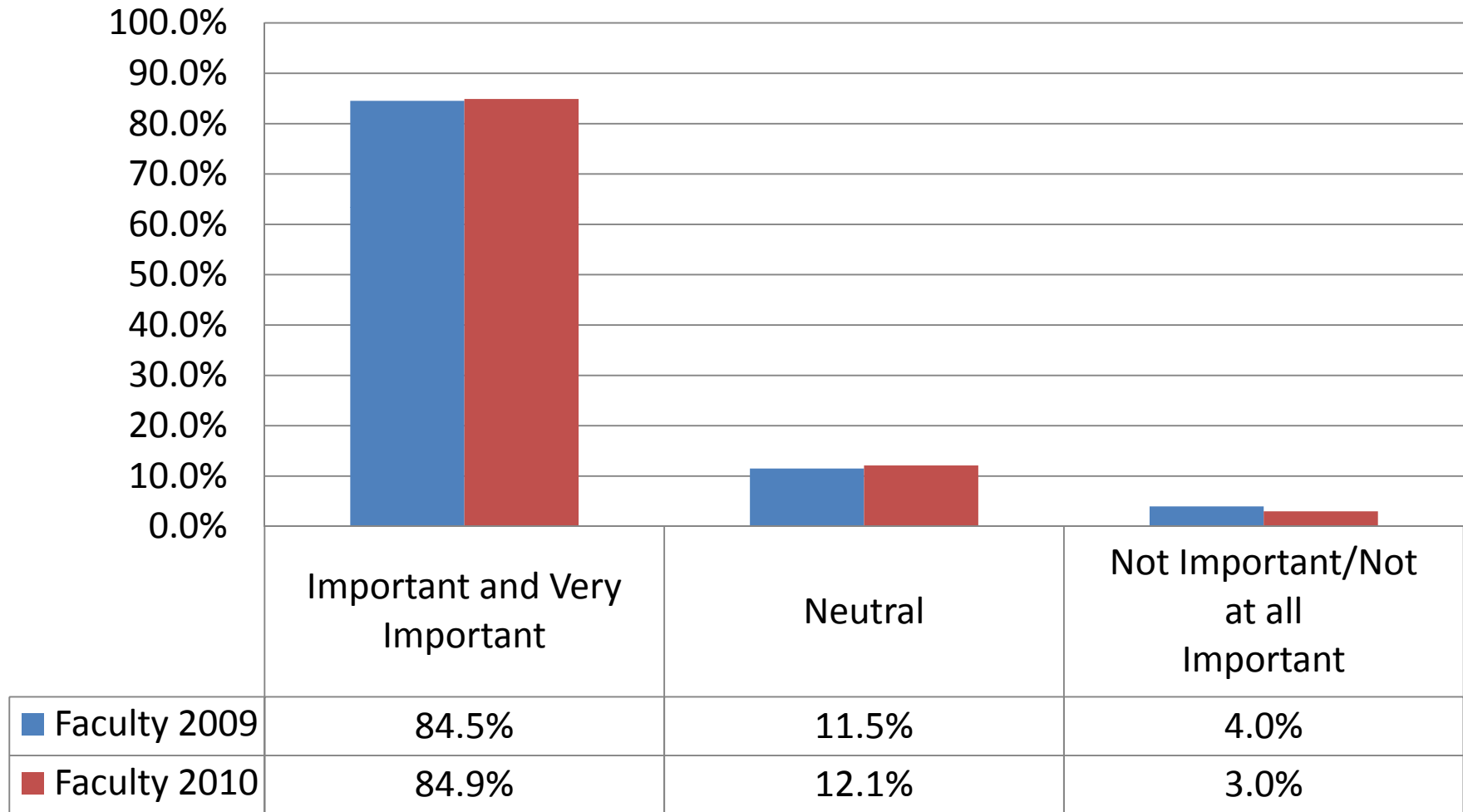
Web 2.0 Tools:



	Second Life Familiarity	Web Conferencing Familiarity	ePortfolio Solutions Interest
Faculty 2008	31.2%	62.0%	27.1%
Faculty 2009	36.6%	87.8%	25.4%
Faculty 2010	35.8%	83.4%	25.4%
Student 2008	43.9%	65.2%	26.8%
Student 2009	49.6%	86.1%	22.4%
Student 2010	47.1%	86.1%	22.4%

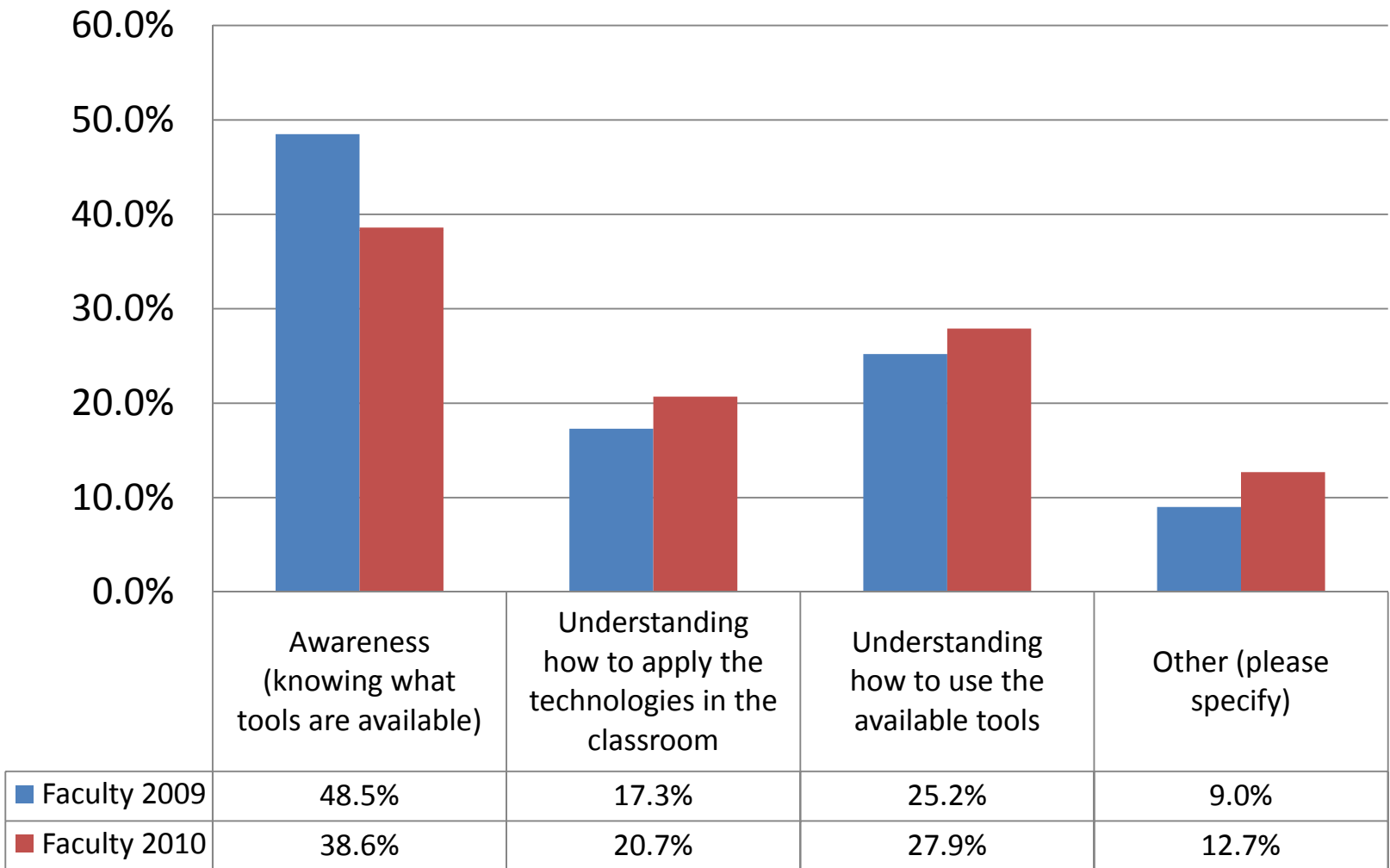
Faculty: Academic Technology Assessment

How would you rate the importance of assessing academic technologies? Of the 91% responding:



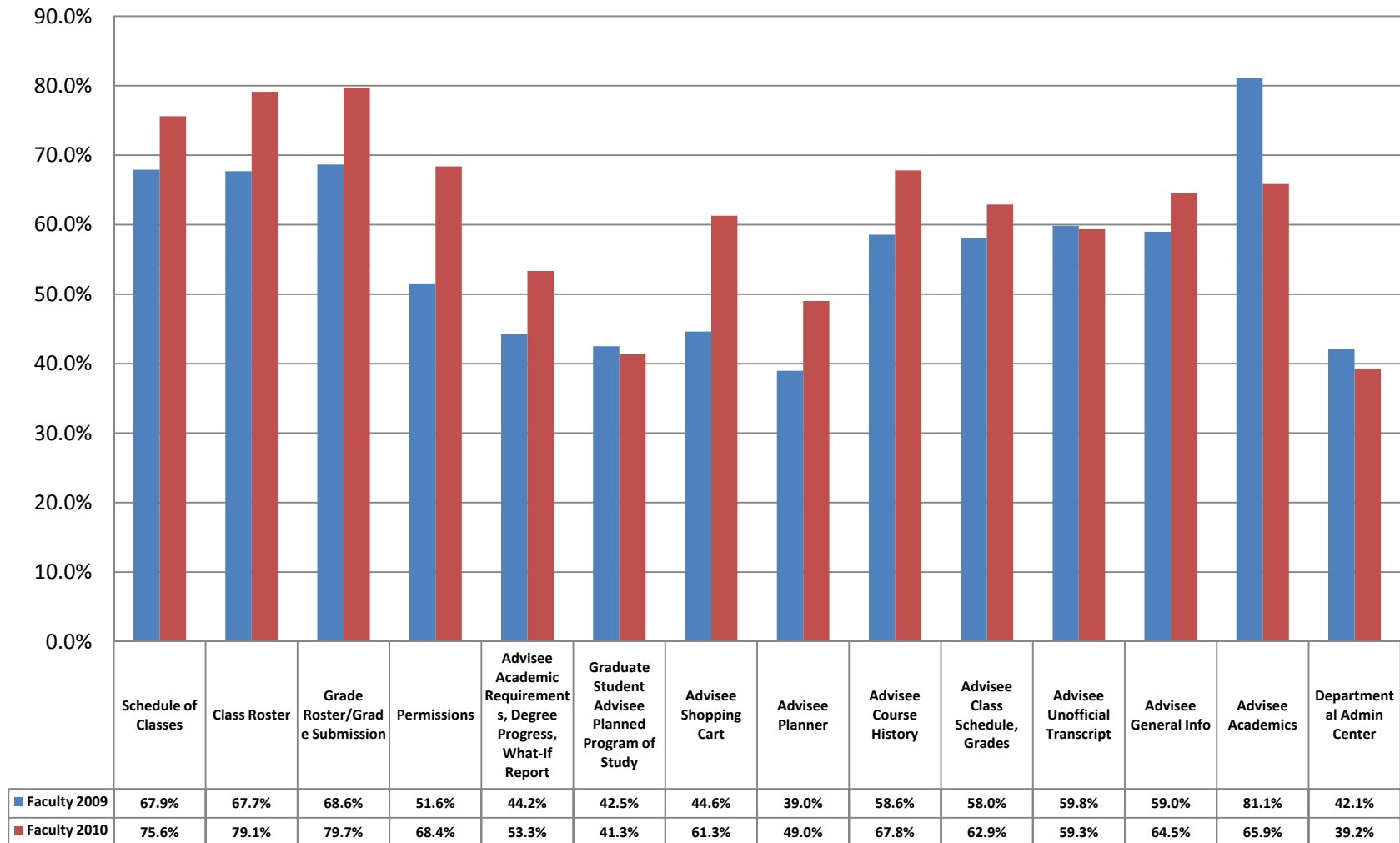
Faculty:

What are your greatest needs as they relate to Academic Technology?



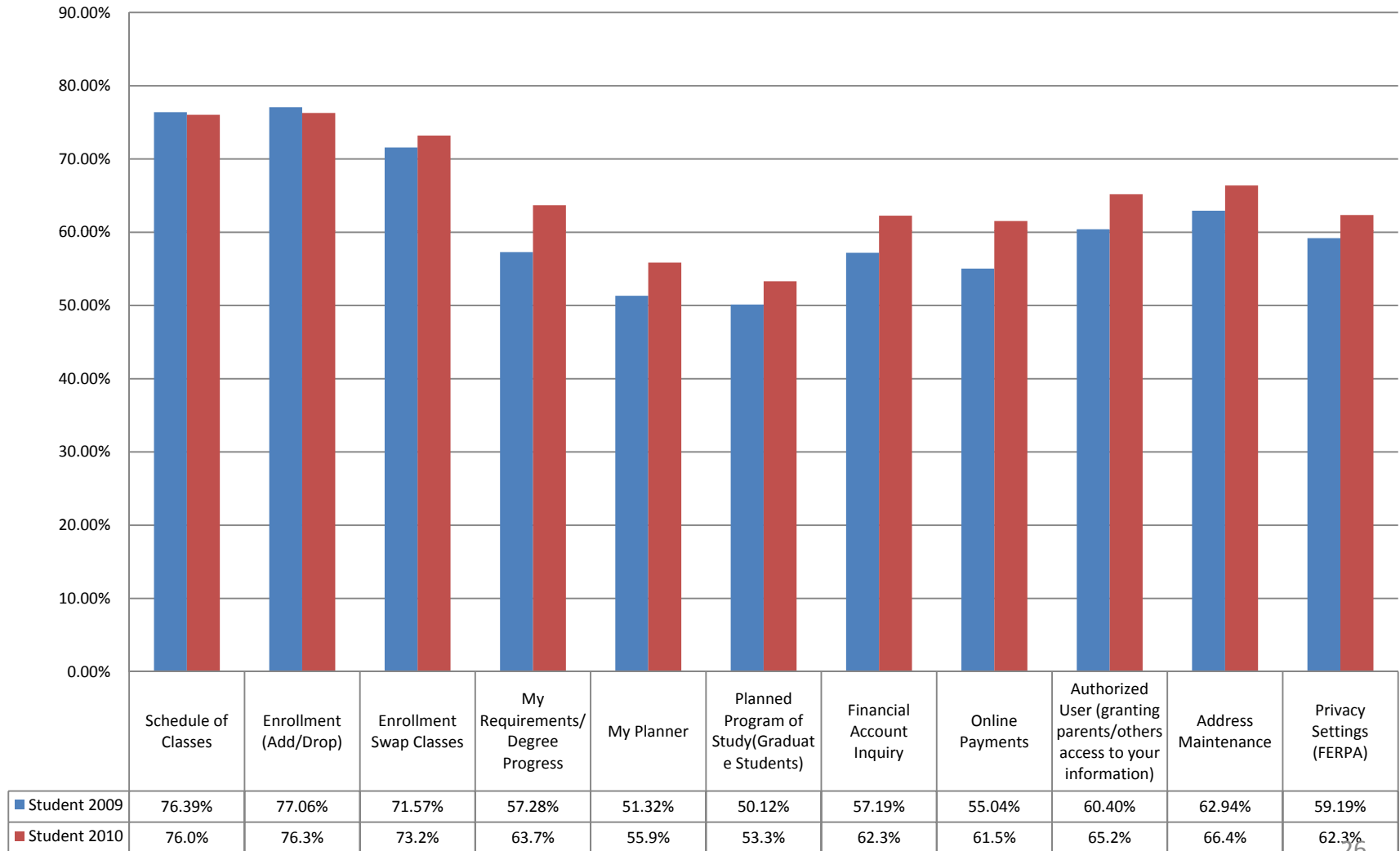
Faculty: Student Information System

Satisfied and Very Satisfied Comparison



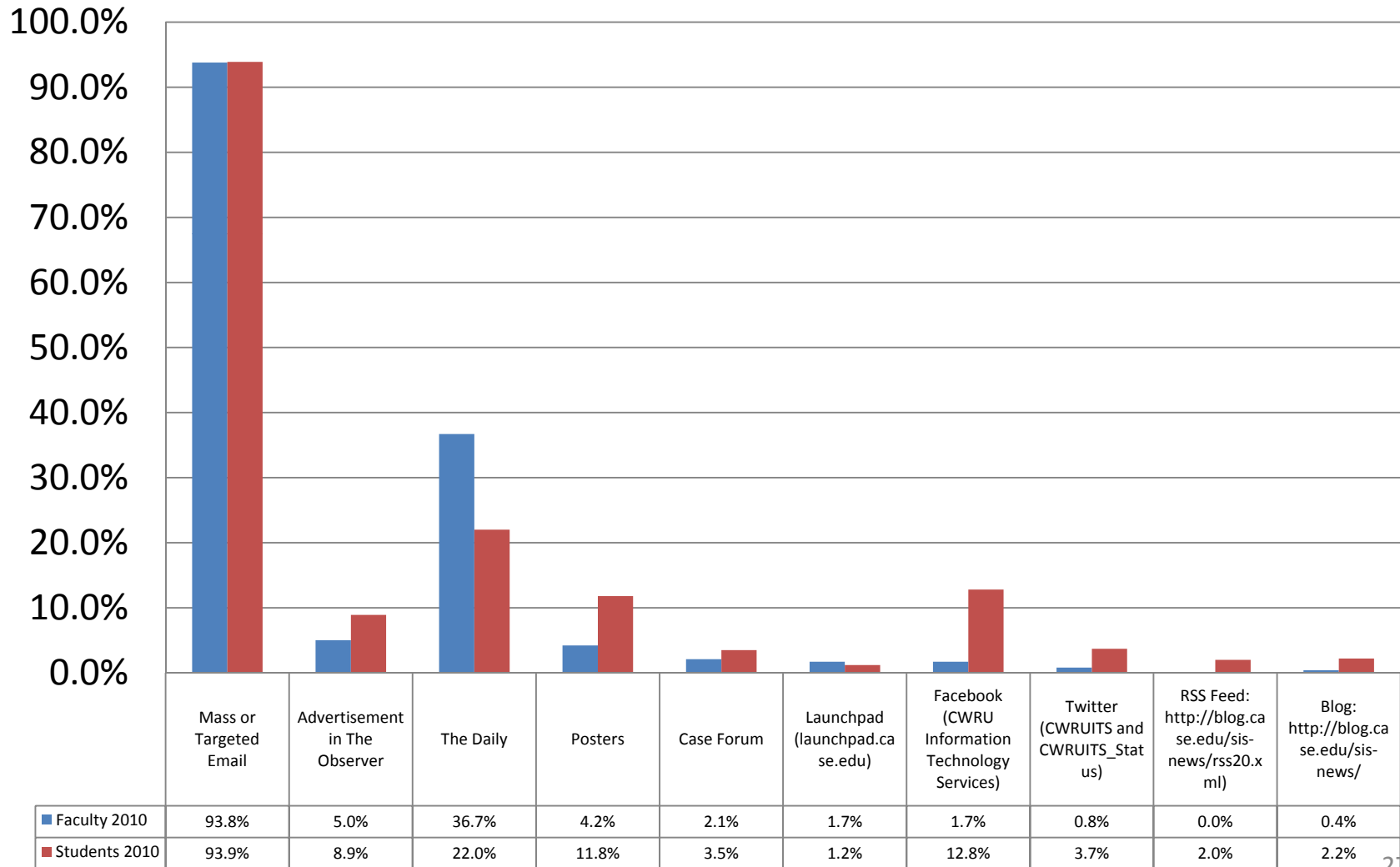
Students: Student Information System

Satisfied and Very Satisfied Comparison



Student Information Systems – Communications

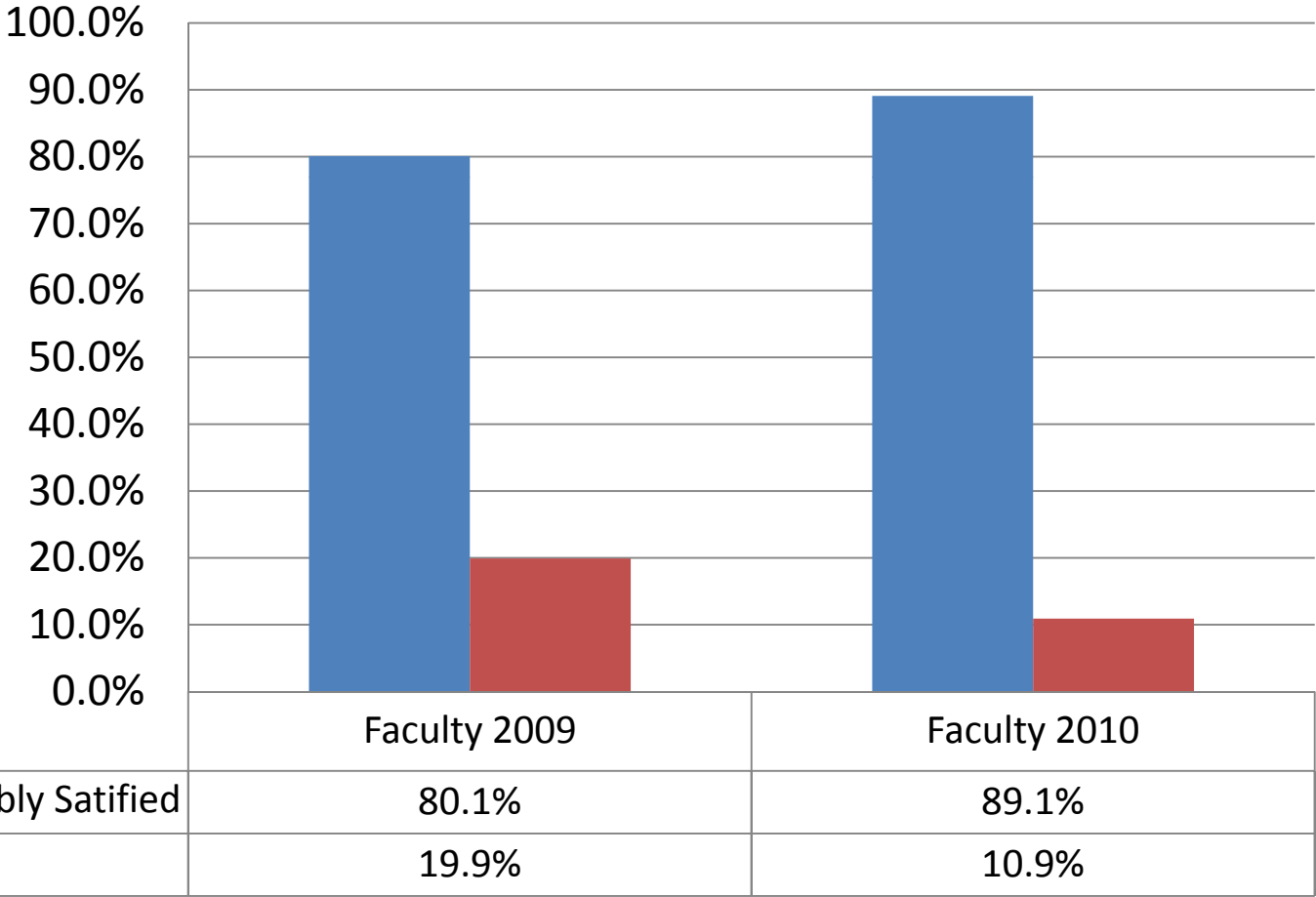
New services or maintenance (Please choose all that apply)



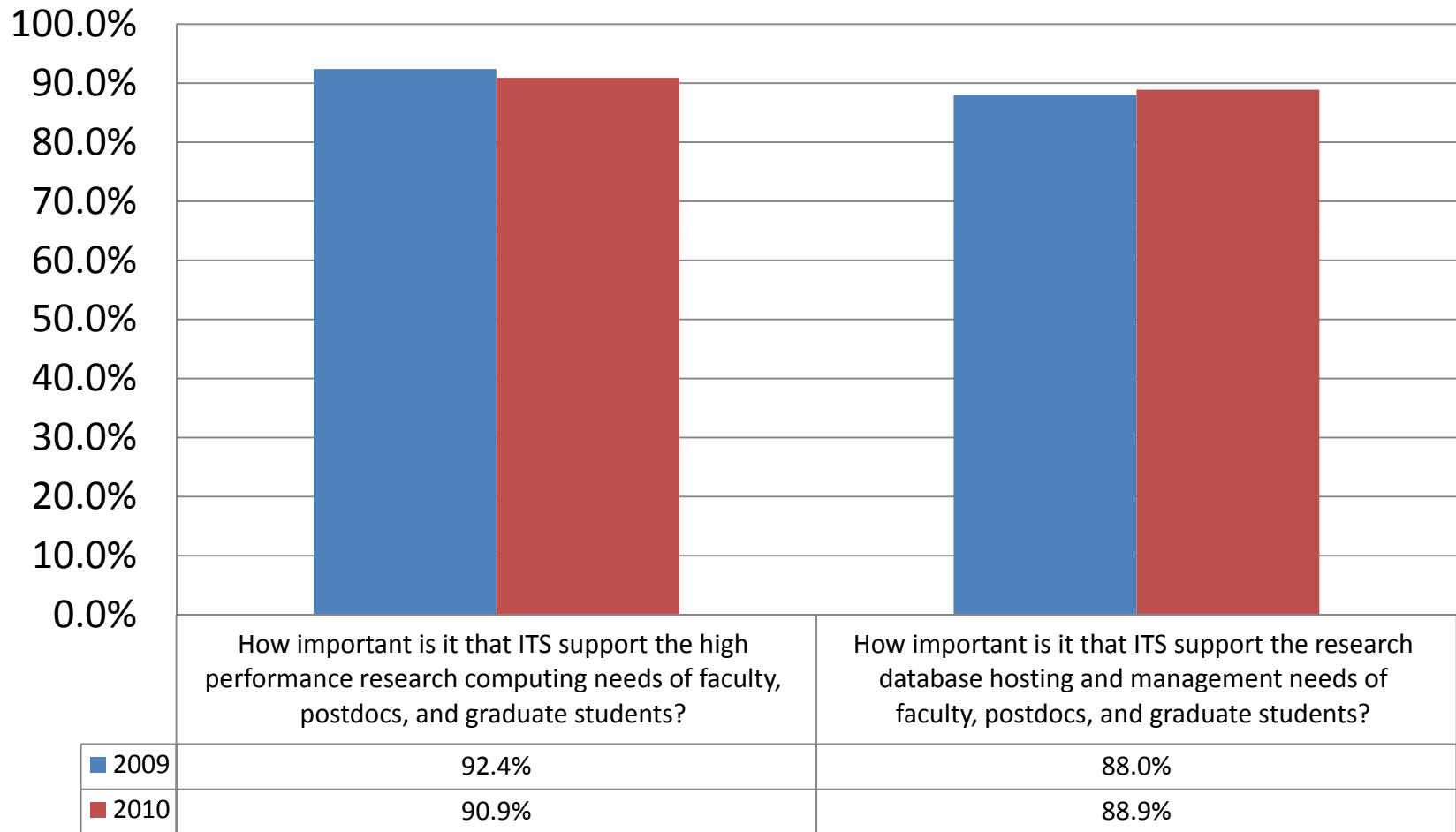
Faculty: Student Information Systems

Satisfaction with SIS team responsiveness –

Of those who use the systems:

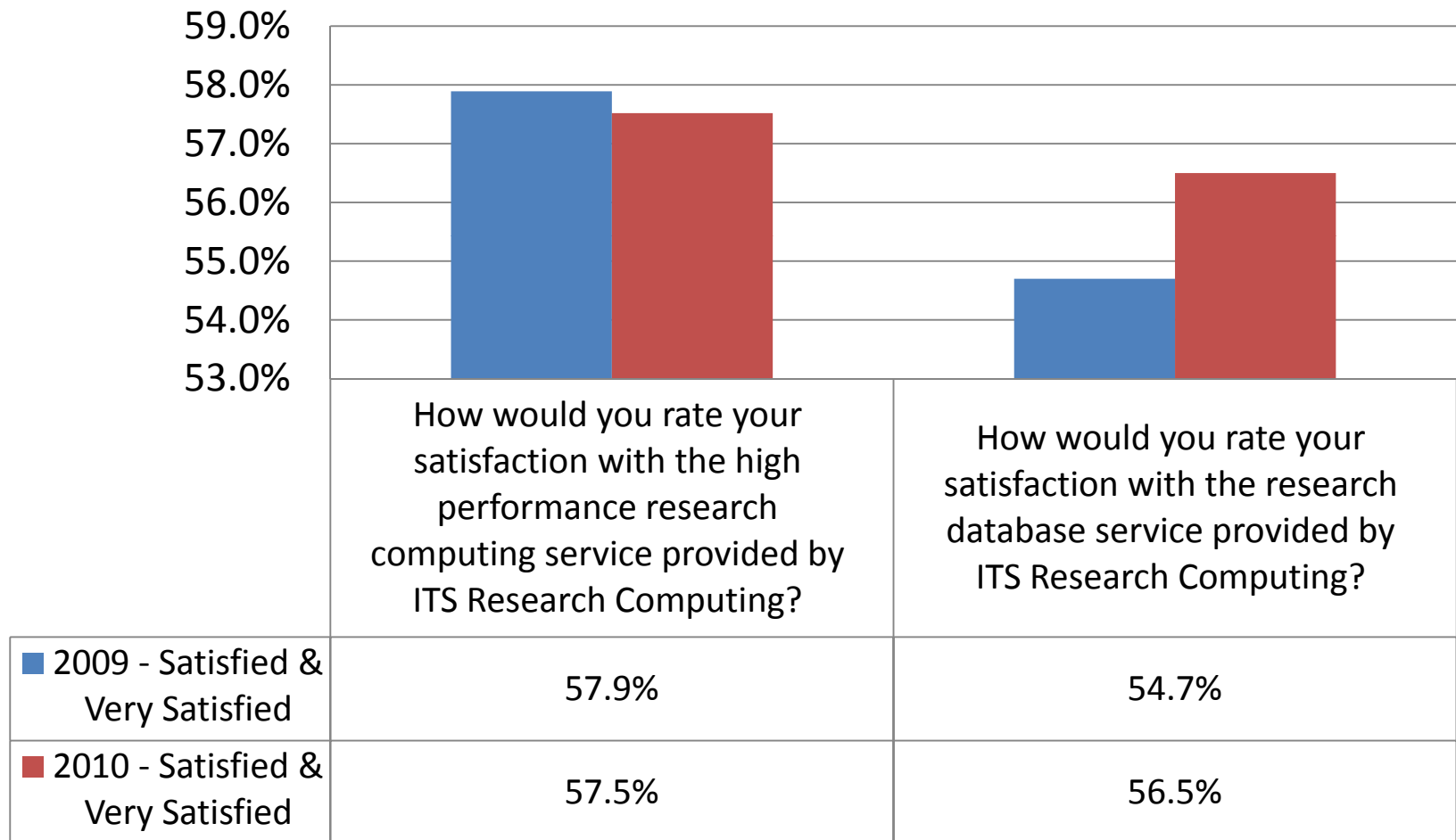


Faculty: Research Computing Importance (Important and Very Important)



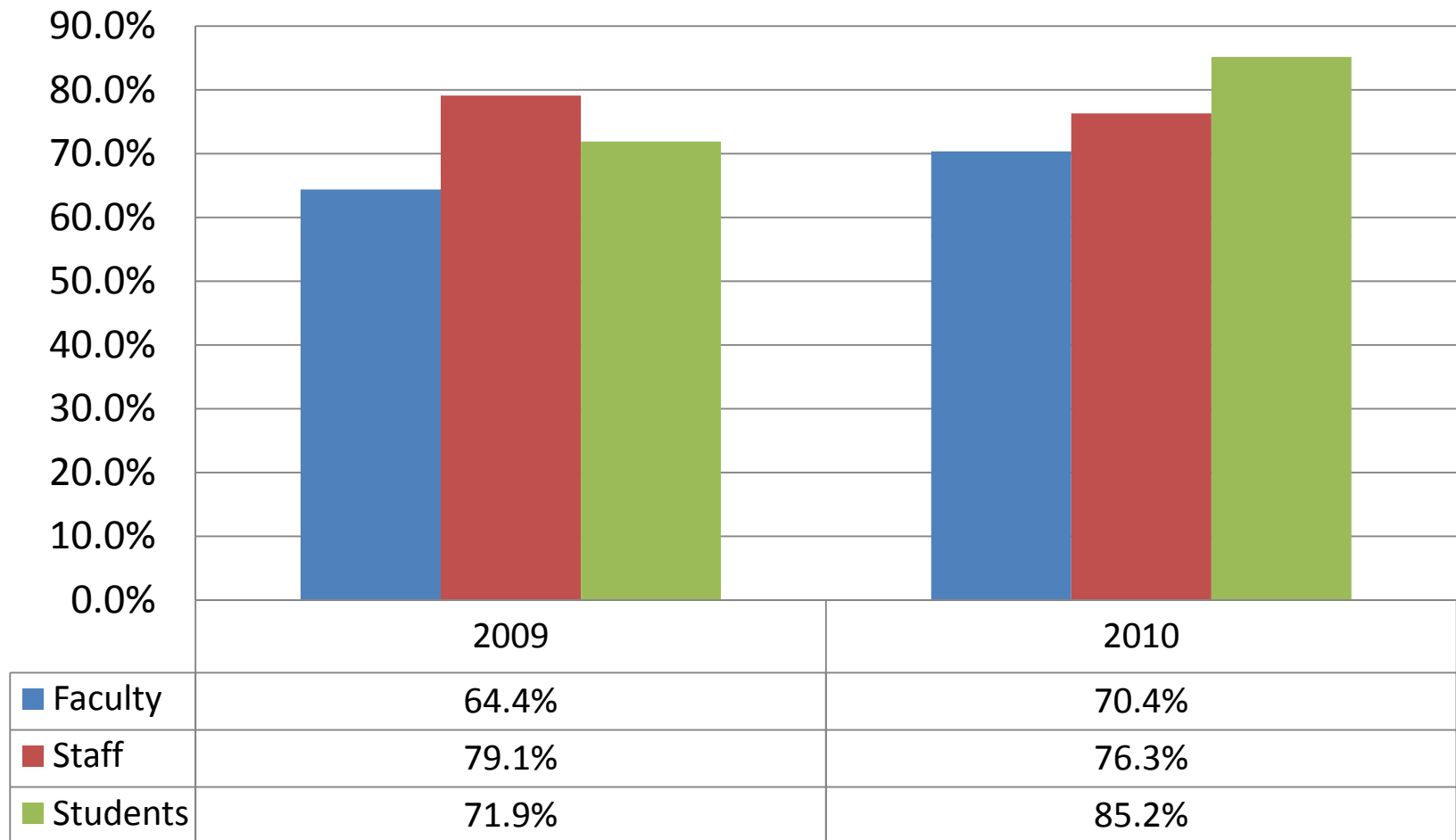
Faculty: Research Computing

Satisfaction of faculty members familiar with HPC and database hosting (47% of respondents)



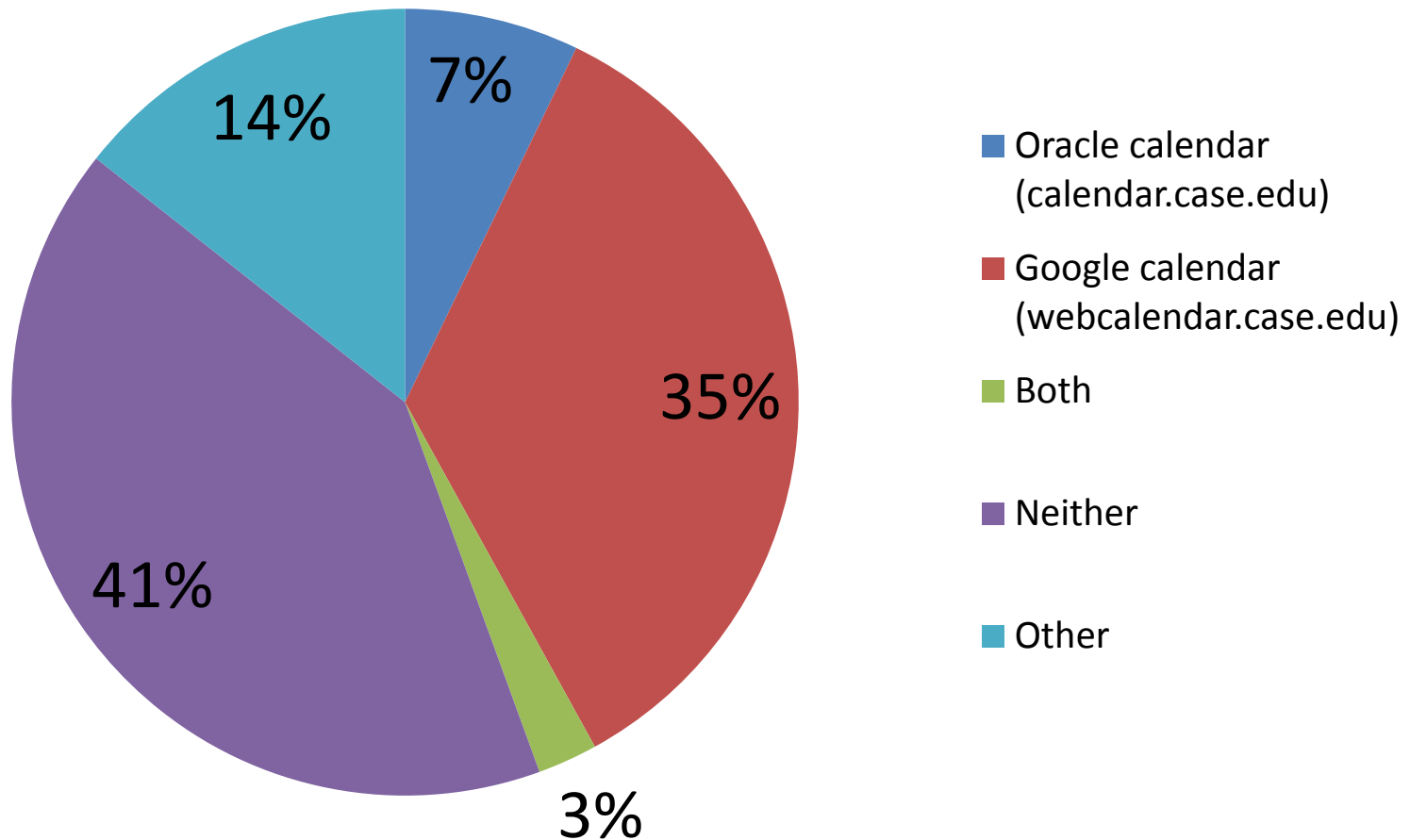
Email Services:

How would you rate your satisfaction with Case e-mail services?
(Satisfied & Very Satisfied)



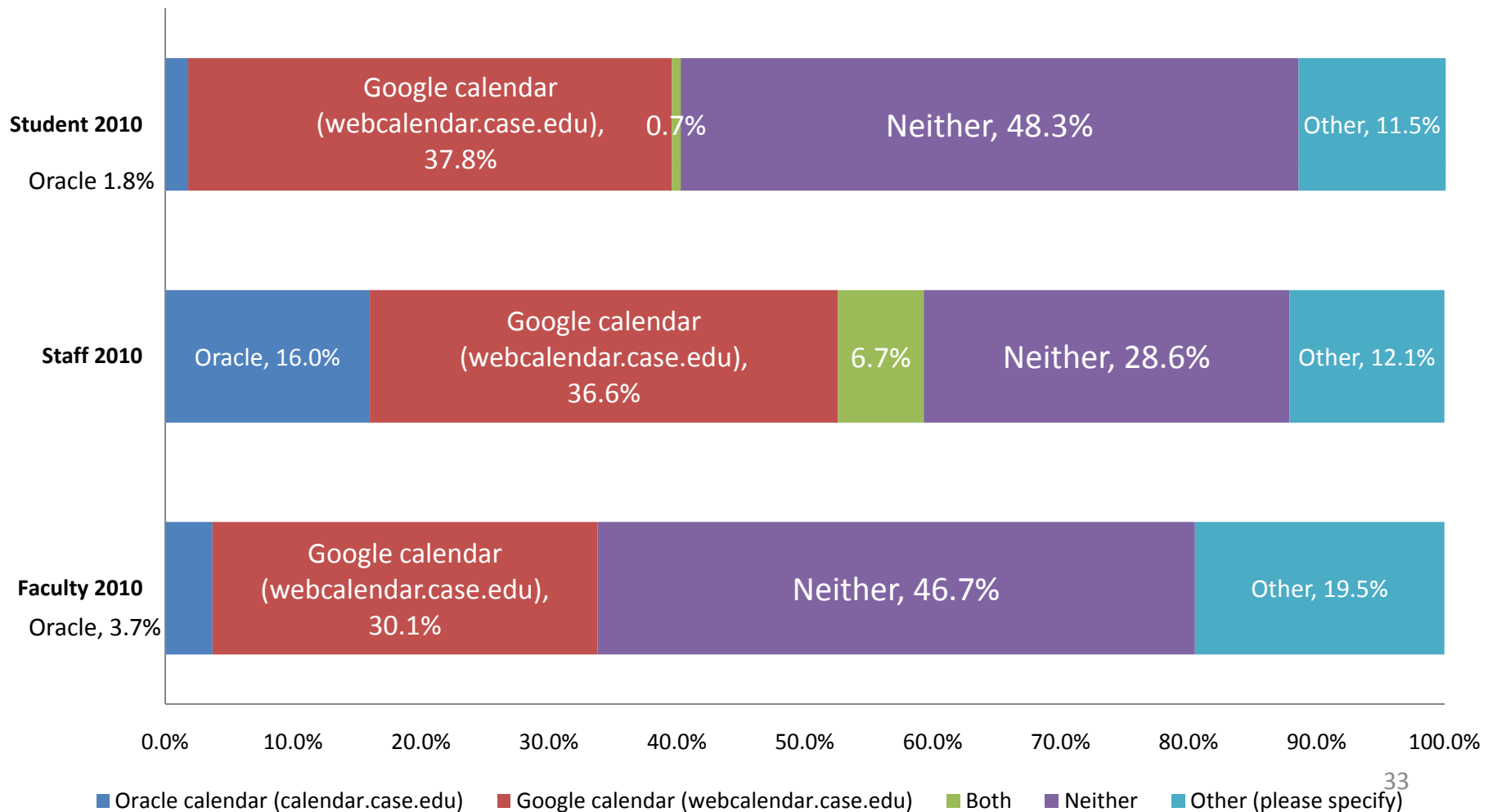
Campus Calendaring Usage: Which calendar do you use?

All Users



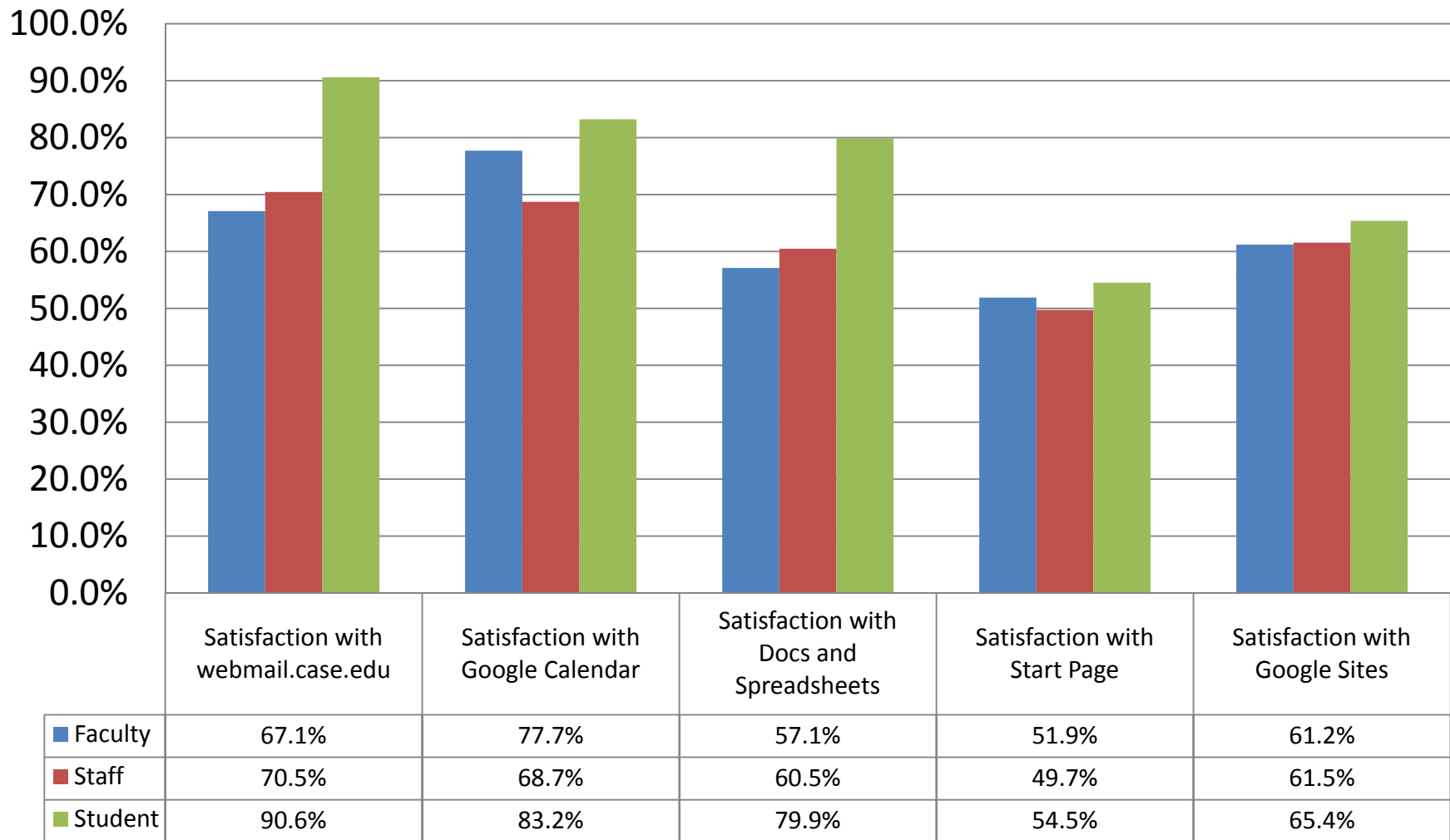
Campus Calendaring Usage: Which calendar do you use?

Interesting fact: of those responding “other,” 32% use Outlook calendar, 24% use “non-case” google calendars, and 21% use iCal.



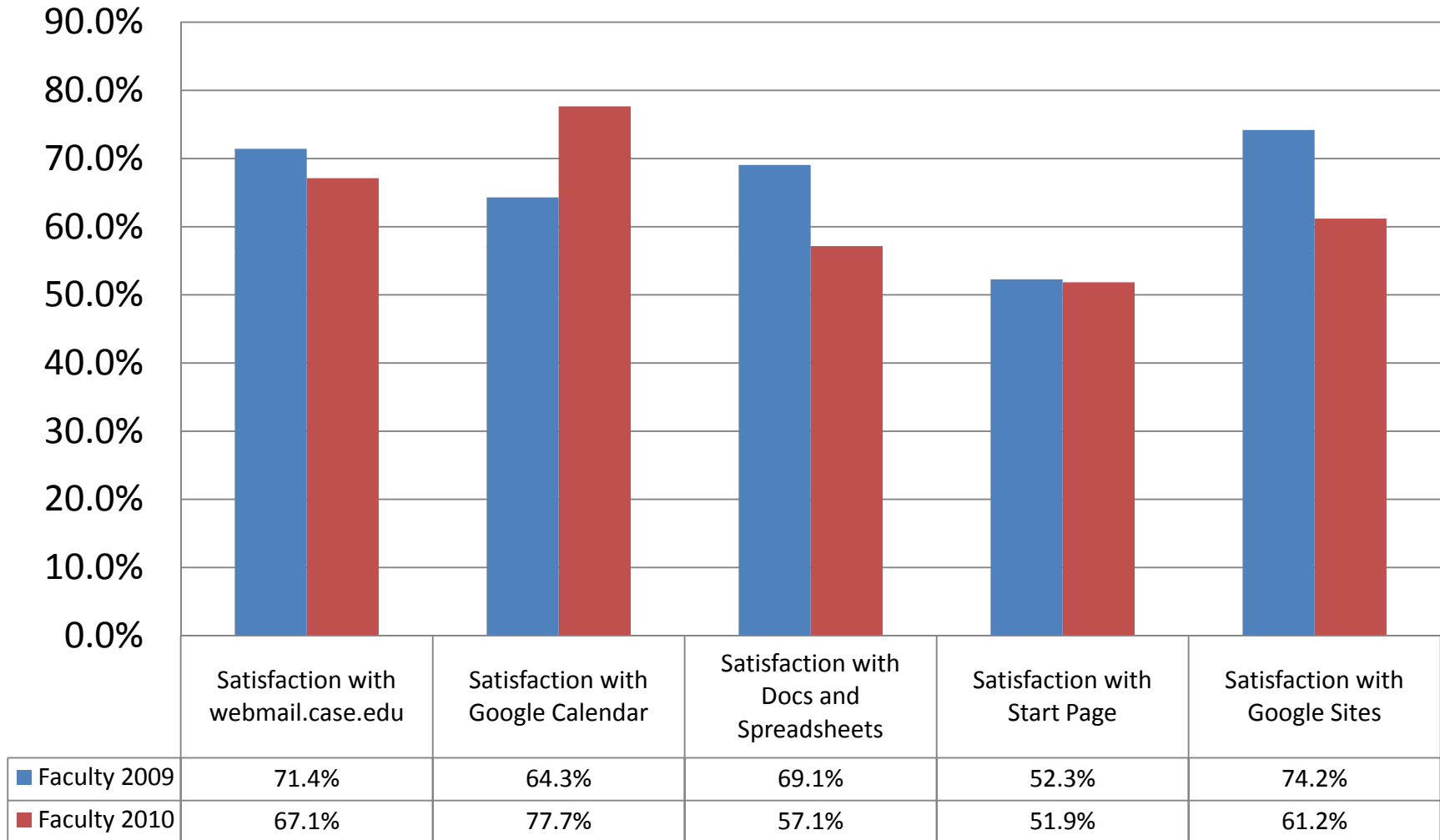
Case Google Apps – Satisfaction

Of those who use them: (Satisfied and Very Satisfied)



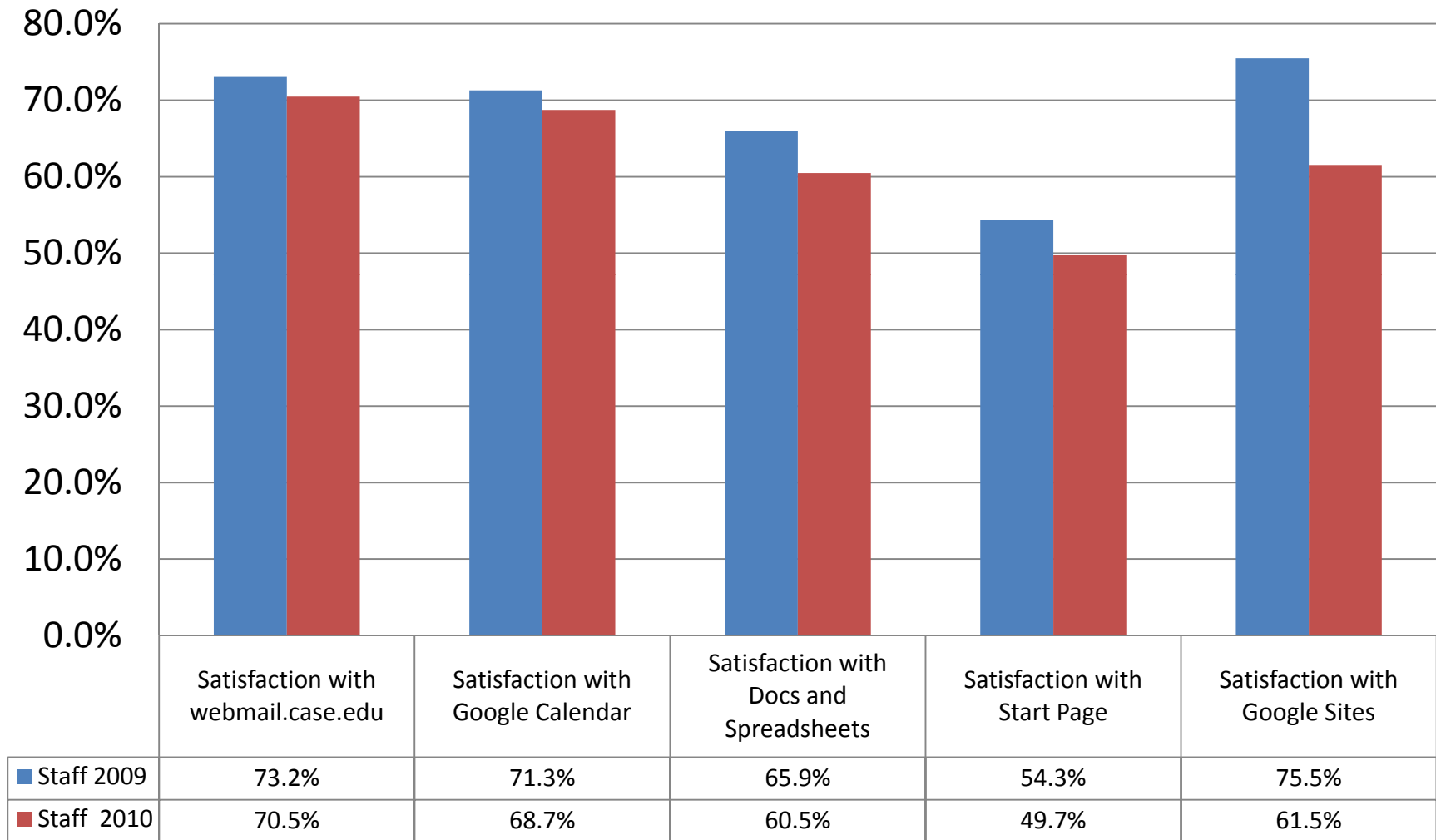
Faculty: Case Google Apps

Of those who use them: (Satisfied and Very Satisfied)



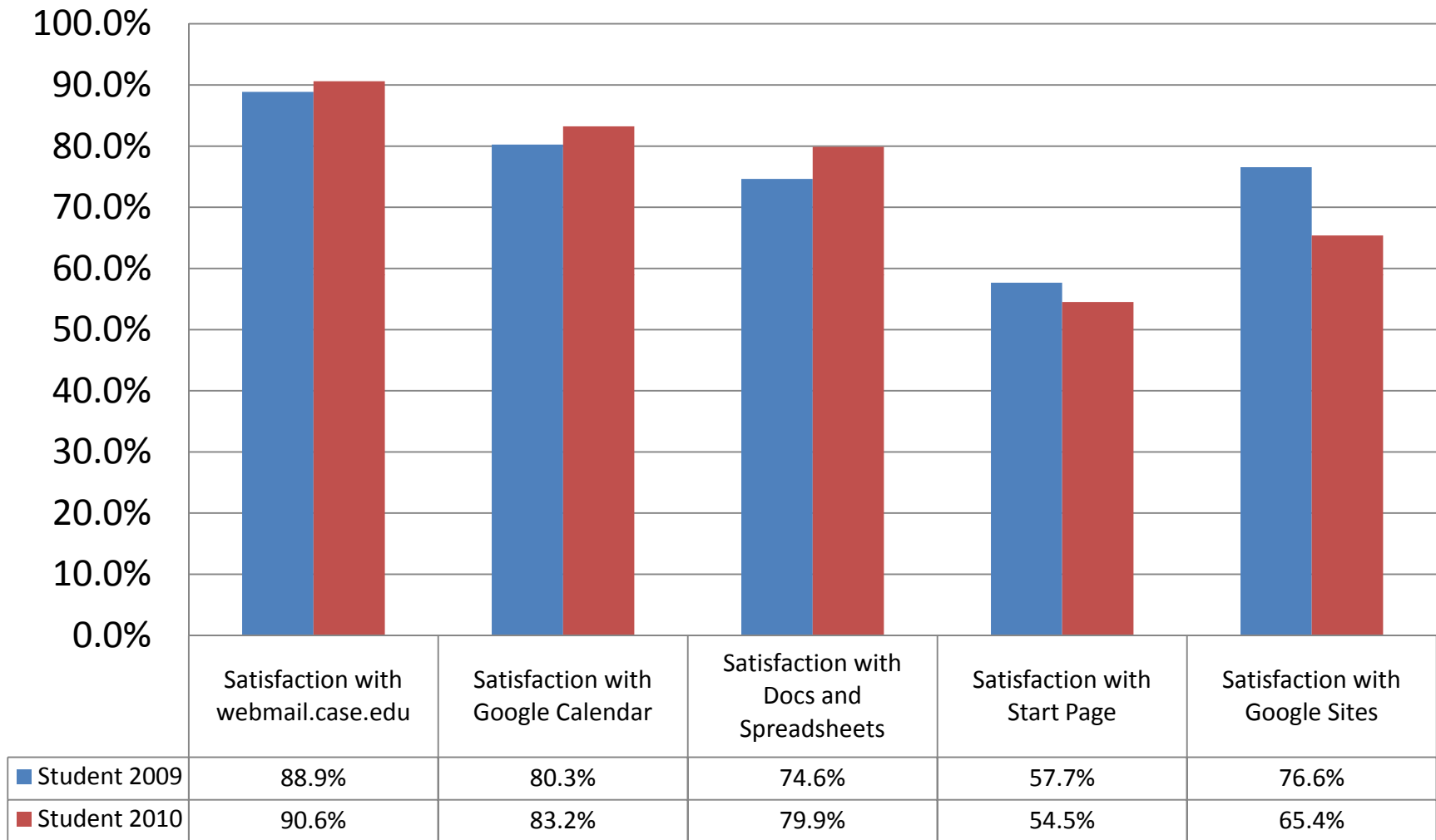
Staff: Case Google Apps

Of those who use them: (Satisfied and Very Satisfied)

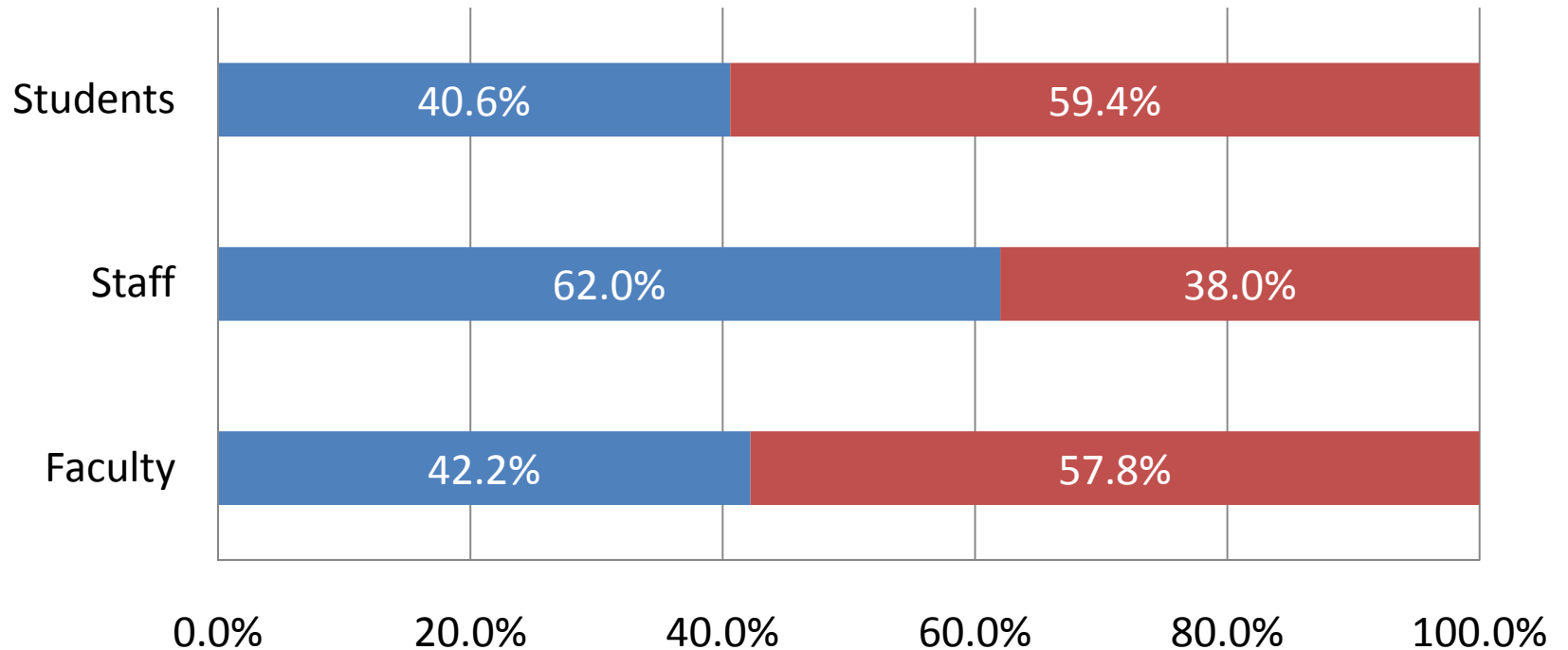


Students: Case Google Apps – STUDENTS

Of those who use them: (Satisfied and Very Satisfied)

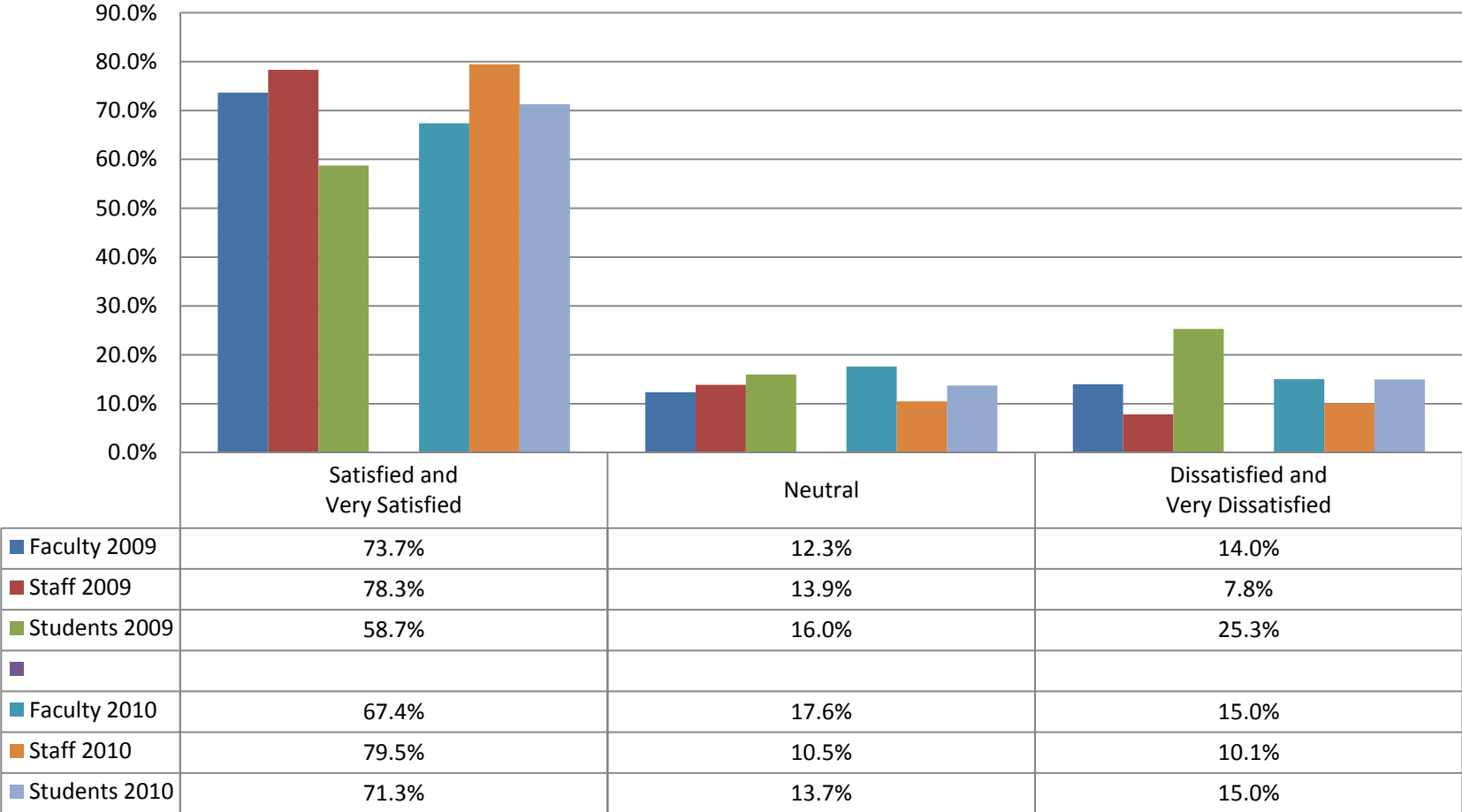


Case W.A.R.N. System Adoption to Date

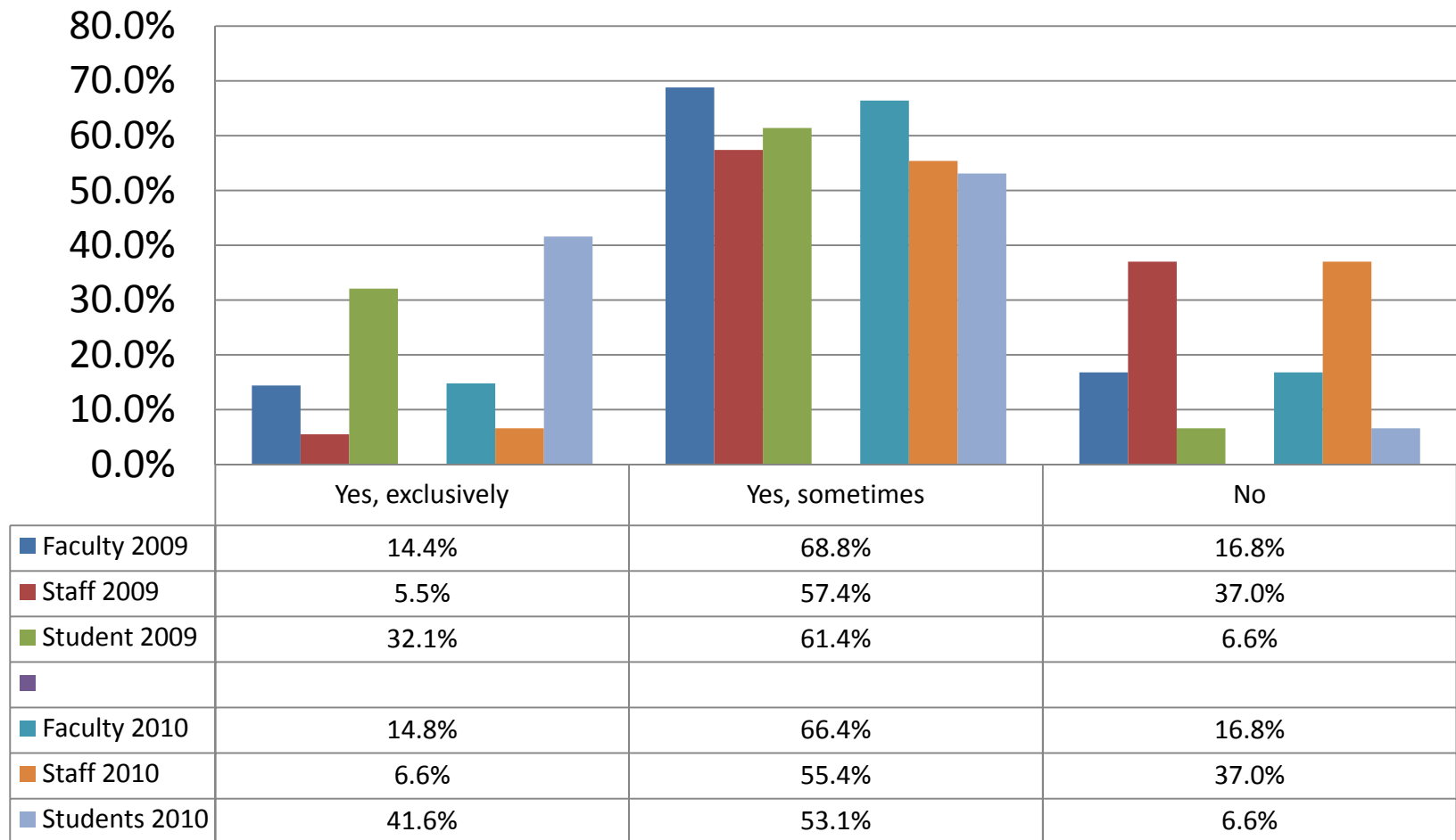


	Faculty	Staff	Students
■ Have Signed Up	42.2%	62.0%	40.6%
■ Have not Signed Up	57.8%	38.0%	59.4%

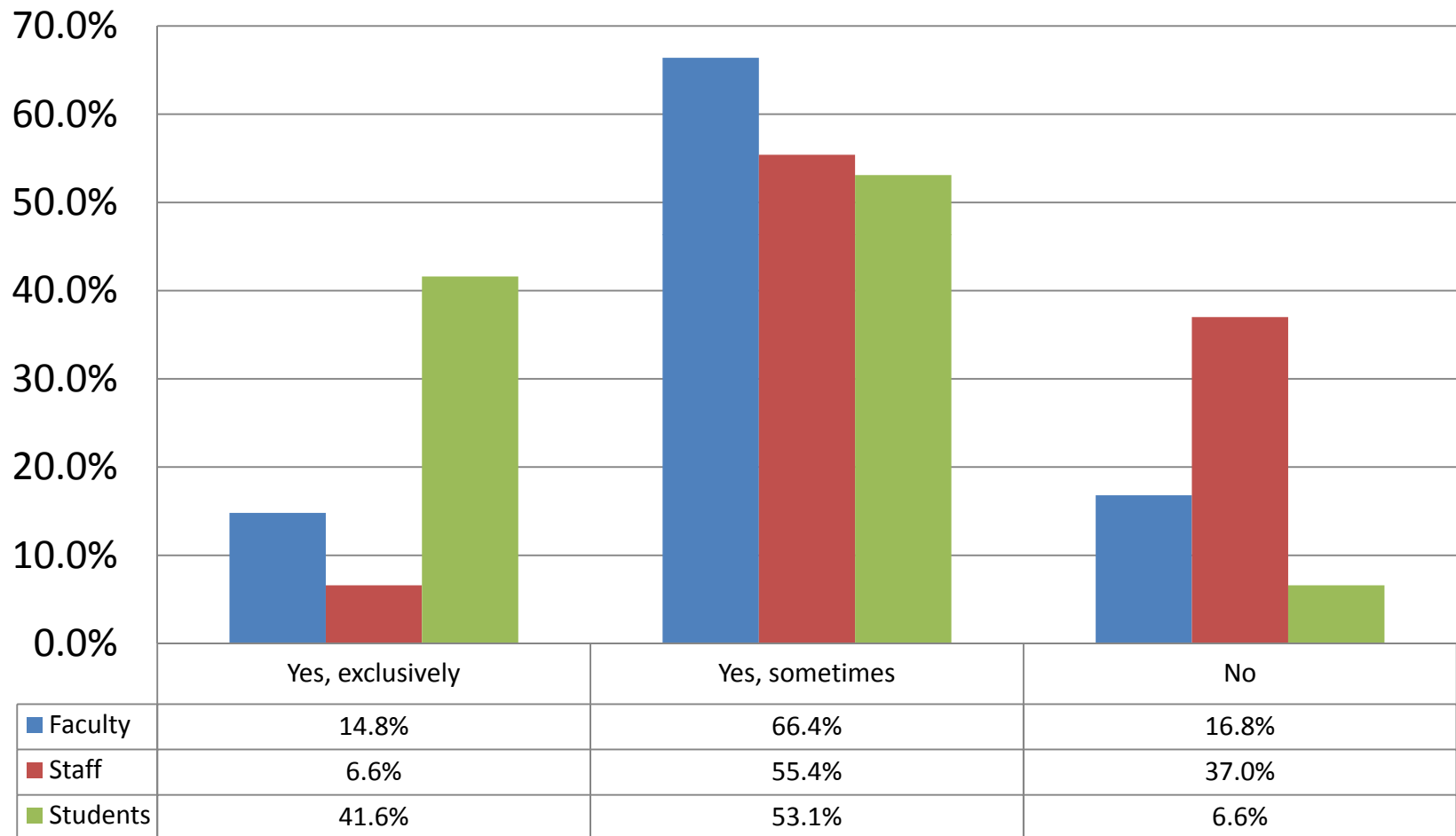
Internet Service on Campus - Of those who use it:



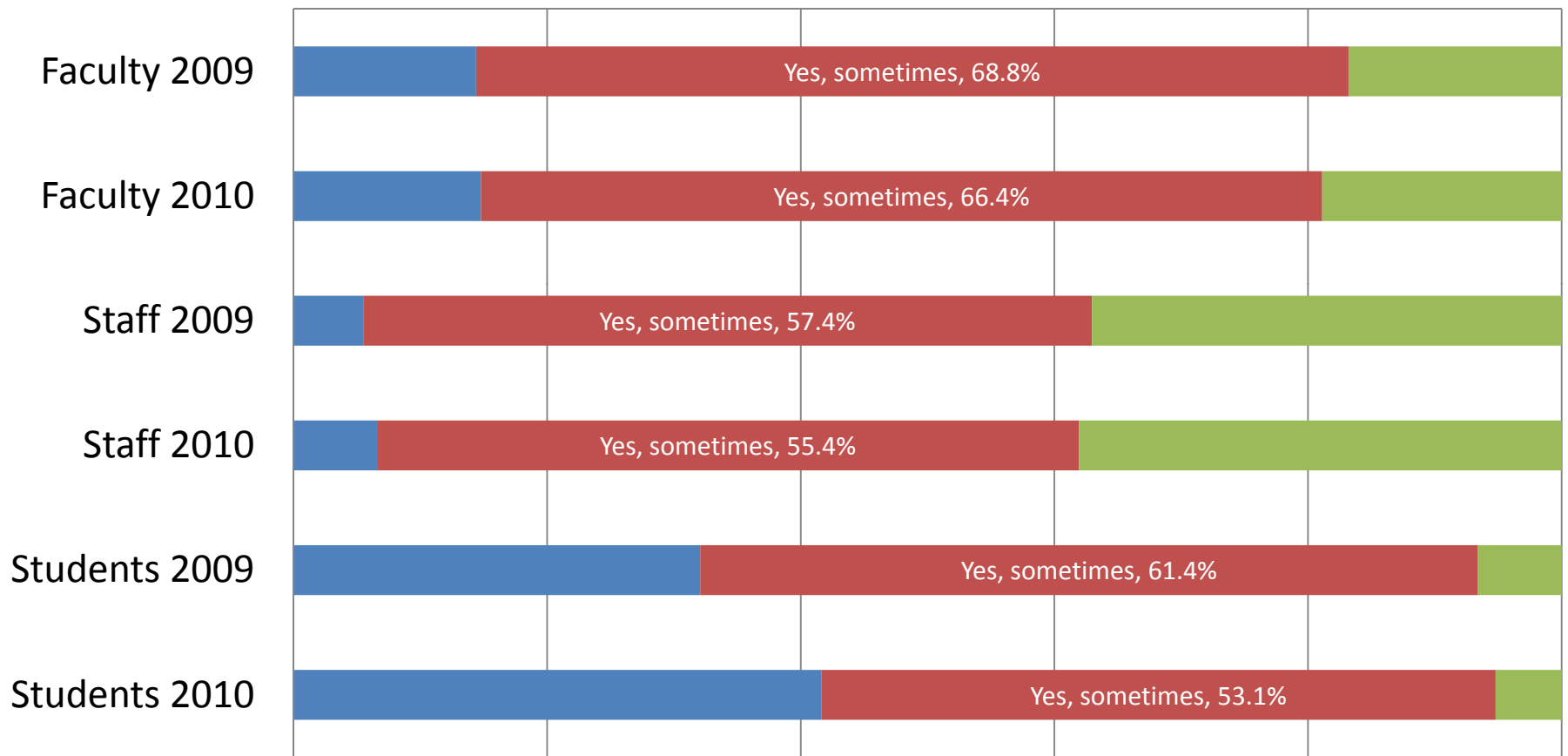
Wireless Use on Campus – Do you use it?



Wireless Use on Campus – Do you use it?

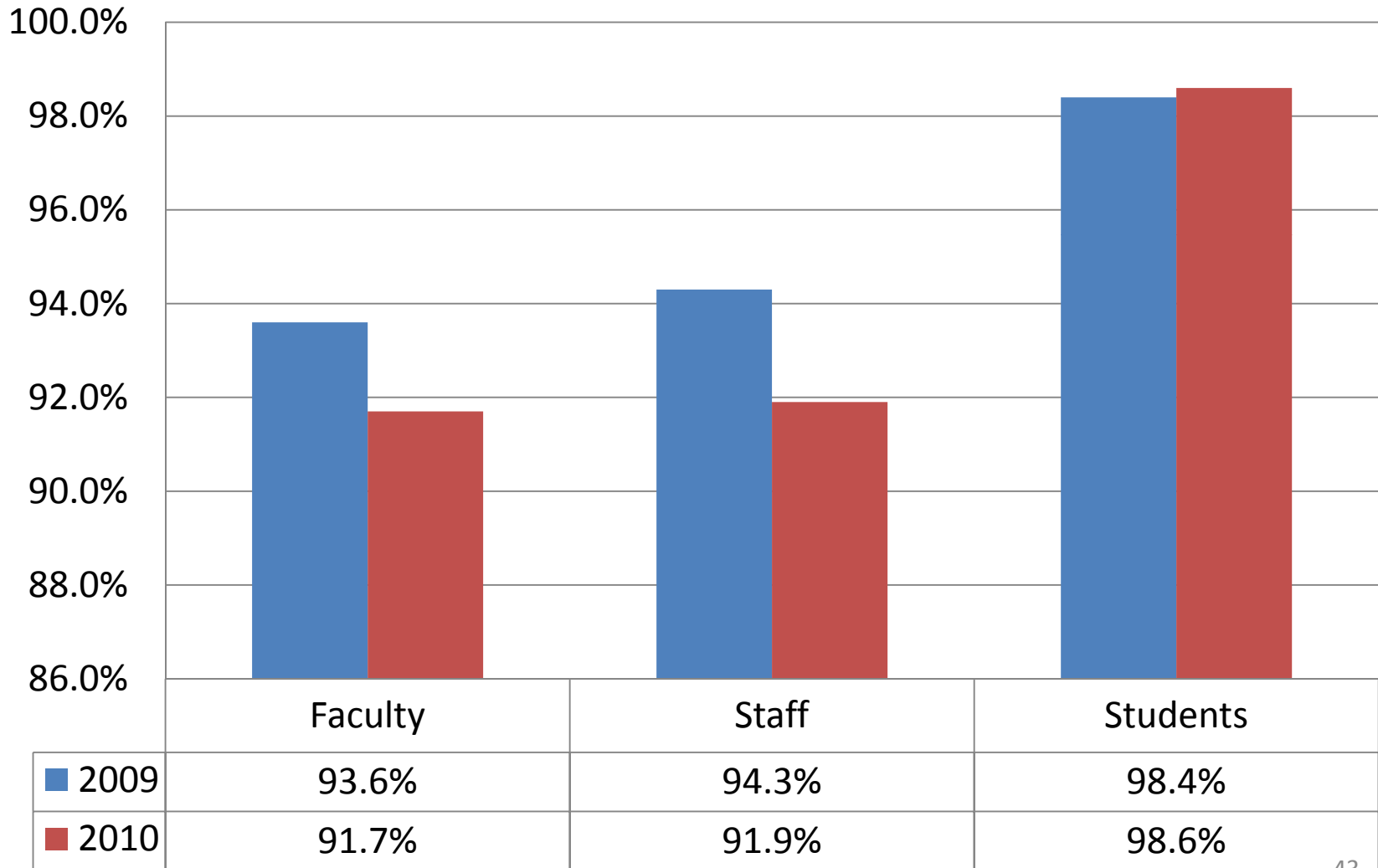


Wireless Use on Campus – Usage Comparison

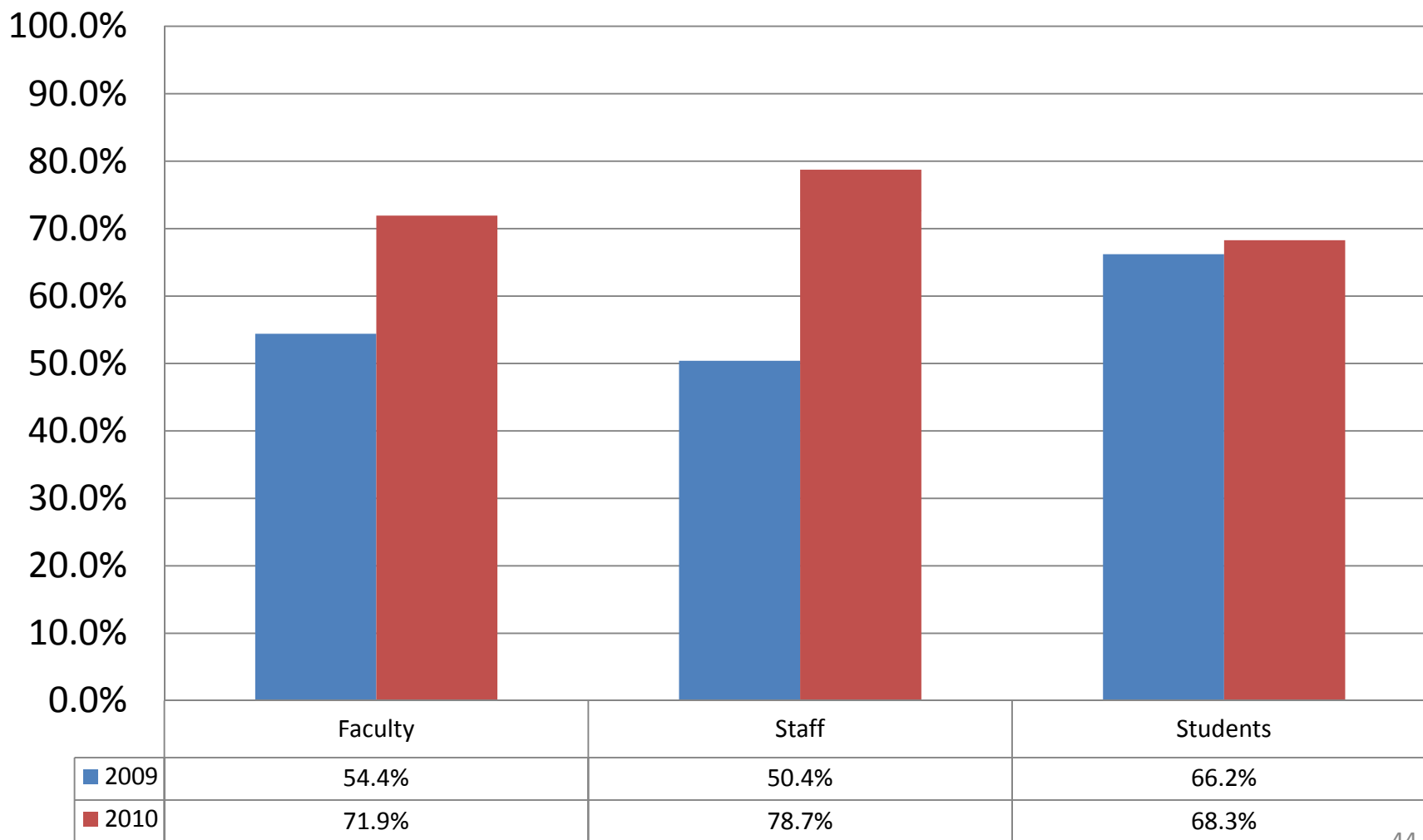


	Students 2010	Students 2009	Staff 2010	Staff 2009	Faculty 2010	Faculty 2009
■ Yes, exclusively	41.6%	32.1%	6.6%	5.5%	14.8%	14.4%
■ Yes, sometimes	53.1%	61.4%	55.4%	57.4%	66.4%	68.8%
■ No	5.2%	6.6%	38.1%	37.0%	18.9%	16.8% ⁴²

Wireless Use on Campus – Importance

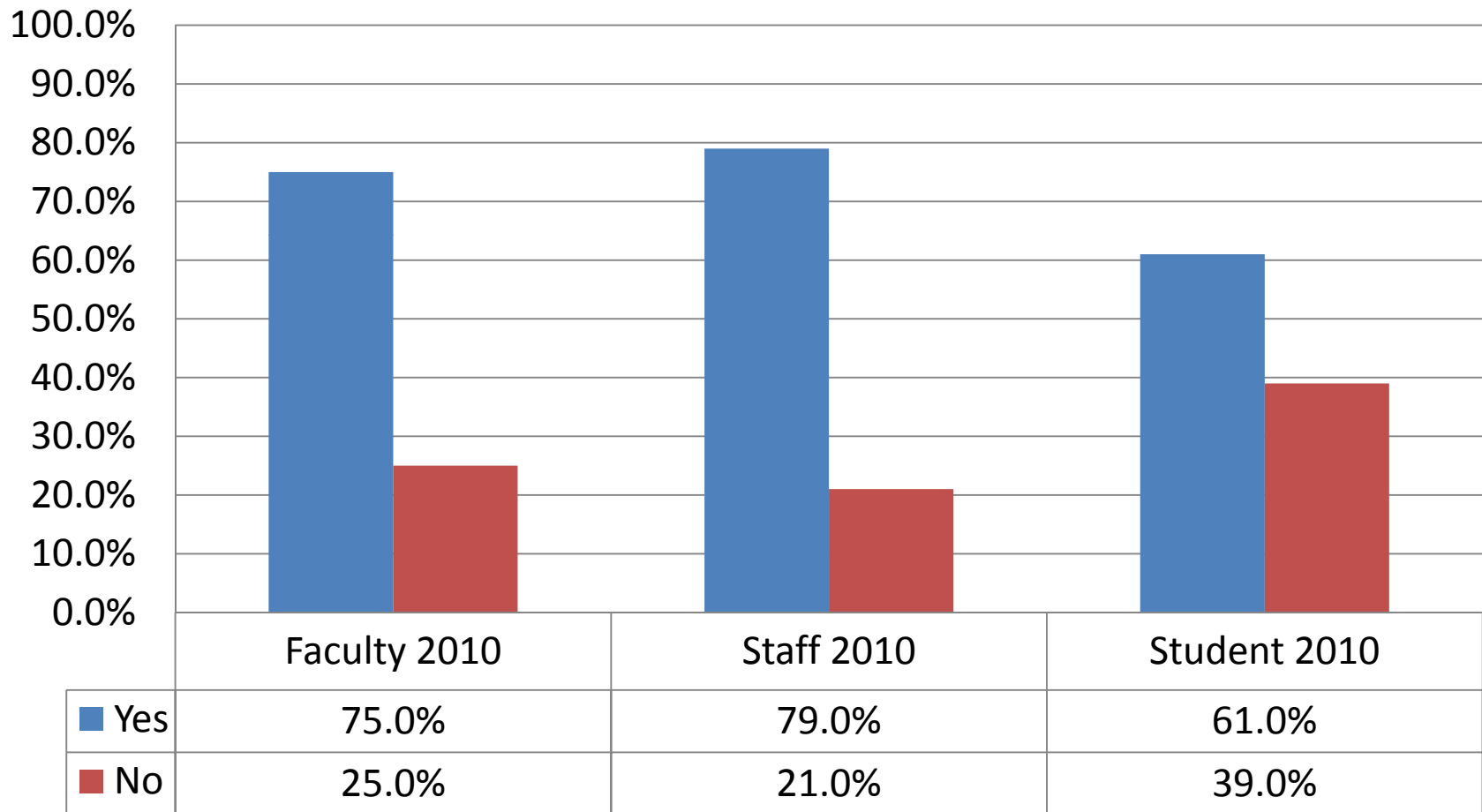


Wireless Use on Campus – Of those who use it: (Satisfied and Very Satisfied)

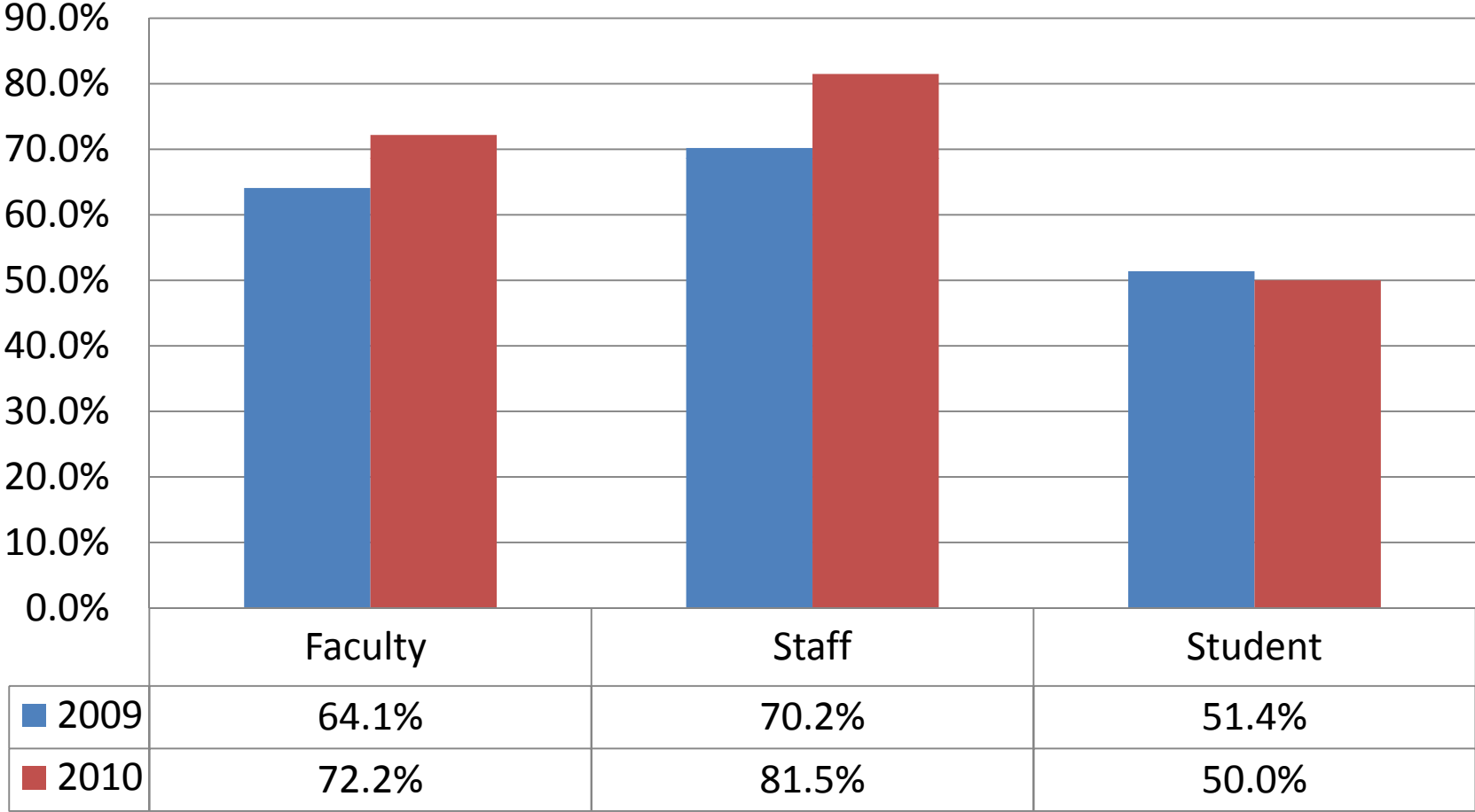


Security –

Are you aware that the use of antivirus software is mandatory?

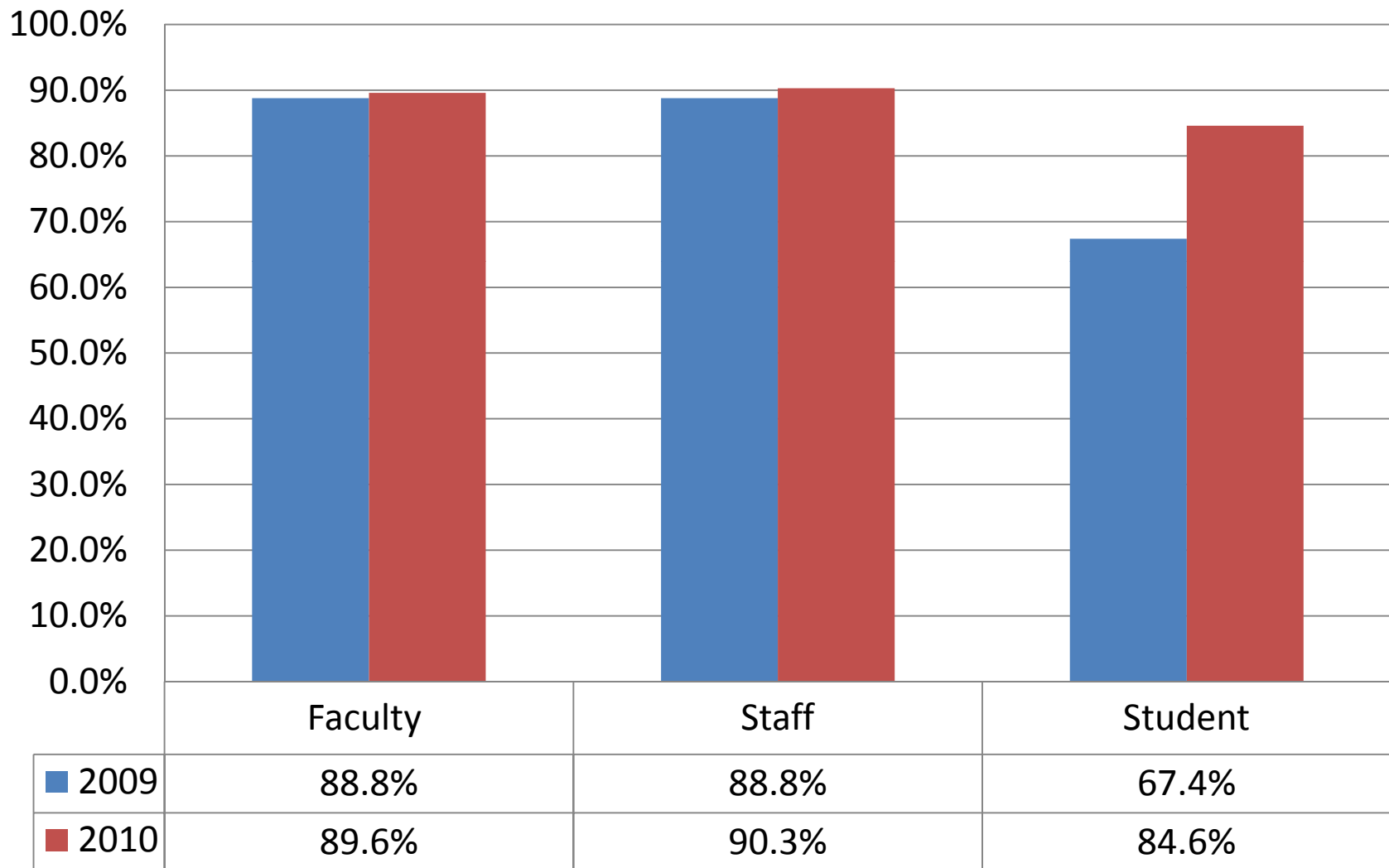


Security – Use of Symantec Antivirus Software available from the Software Center



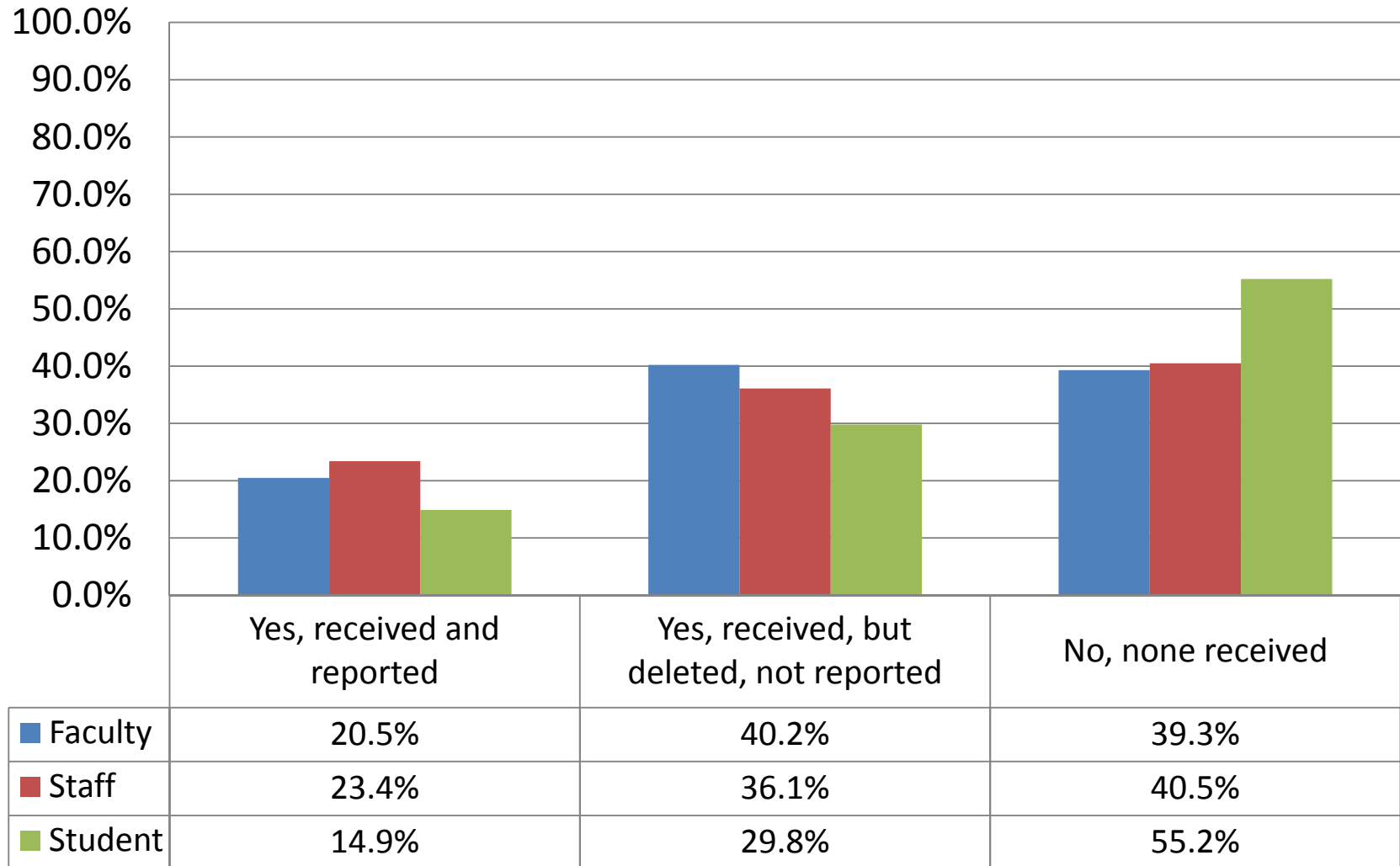
Security –

Of those using antivirus software, those who have enabled automatic updates of antivirus software



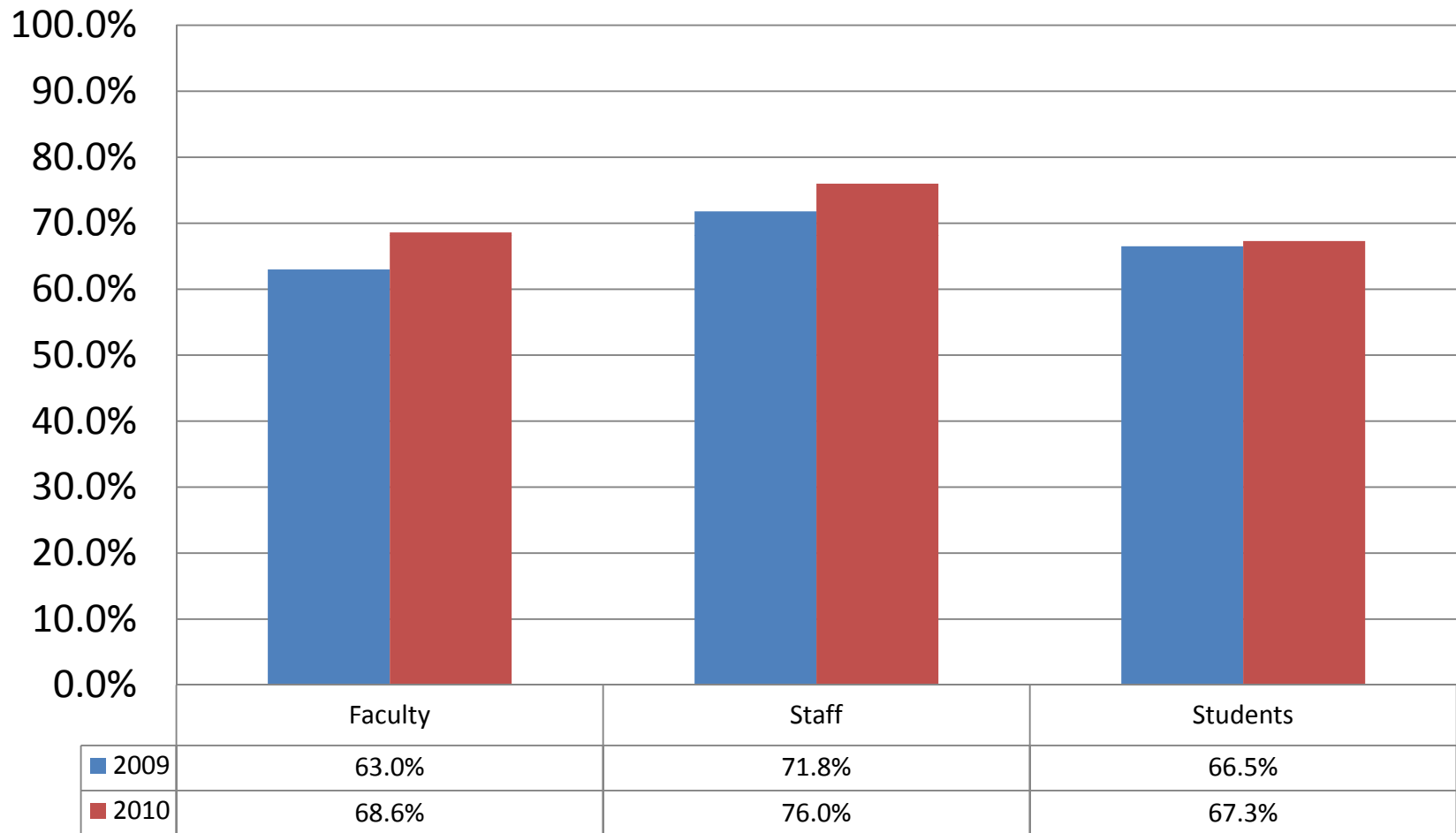
Security –

Have you identified and/or reported any phishing messages received in the past year? (e.g. Attention Webmail user...")



Security –

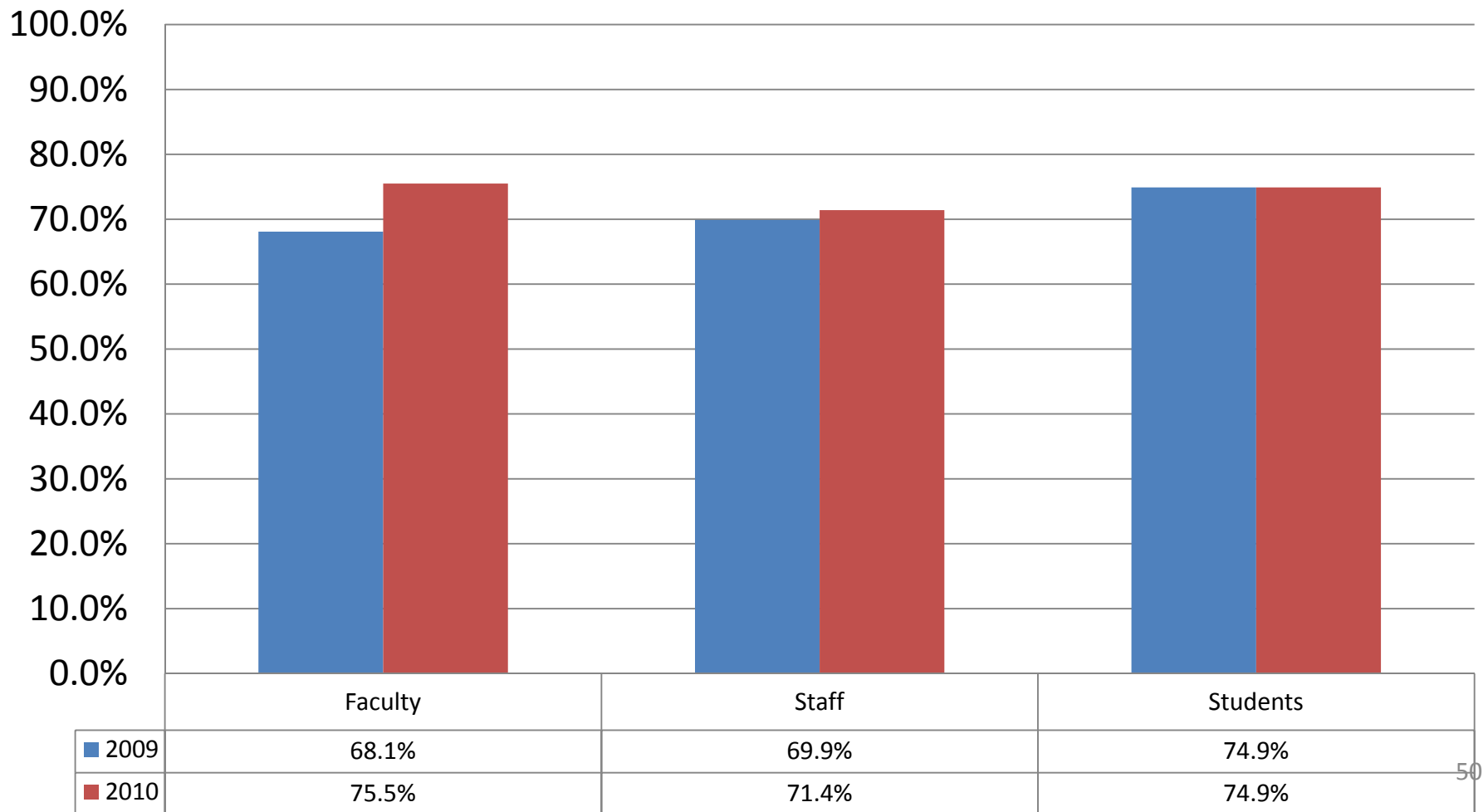
Have you enabled automatic updates for your Windows Operating System? Yes, for those to whom this applies:



Security –

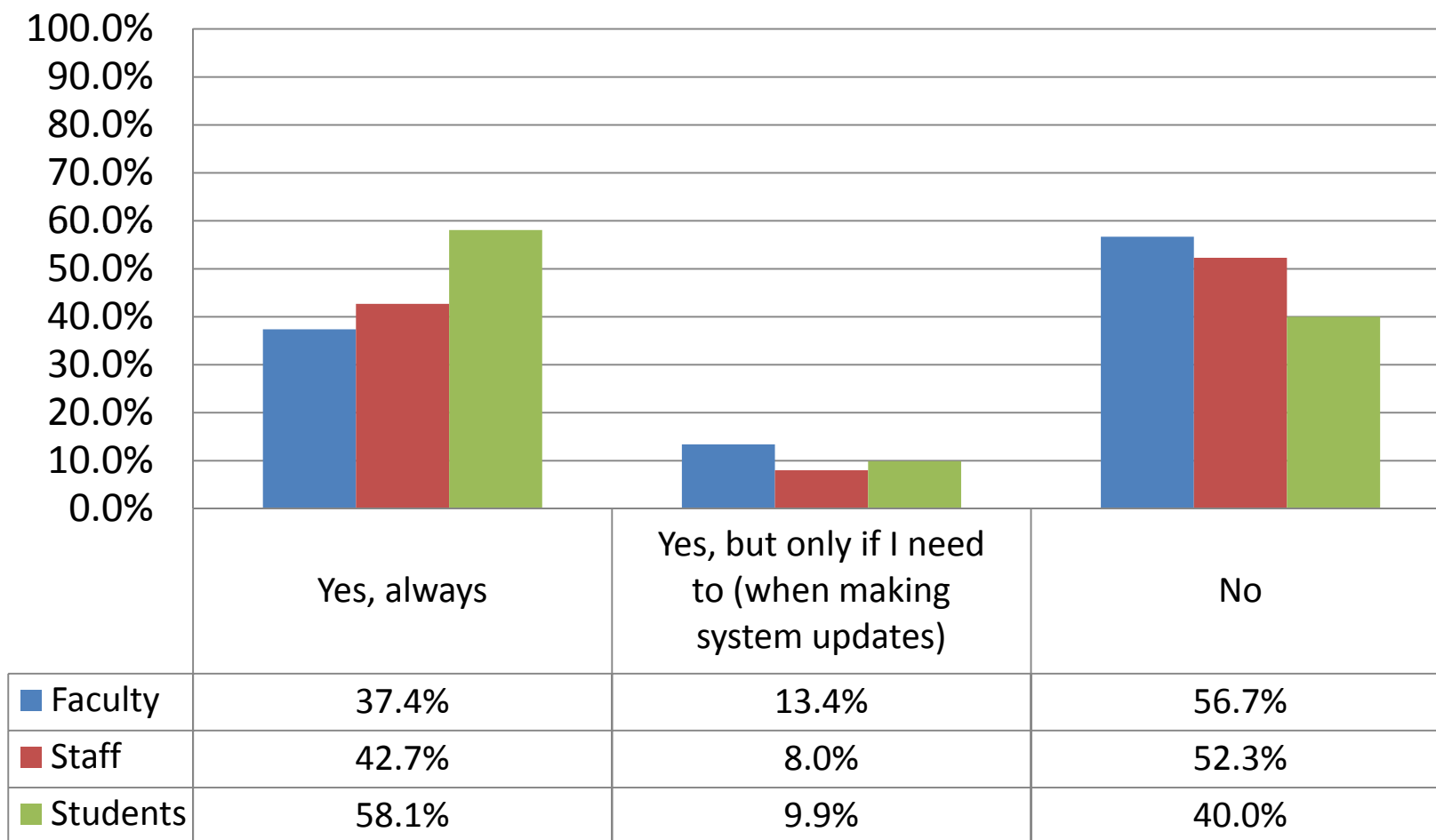
Is your computer's firewall turned on?

Yes, for whom this applies:

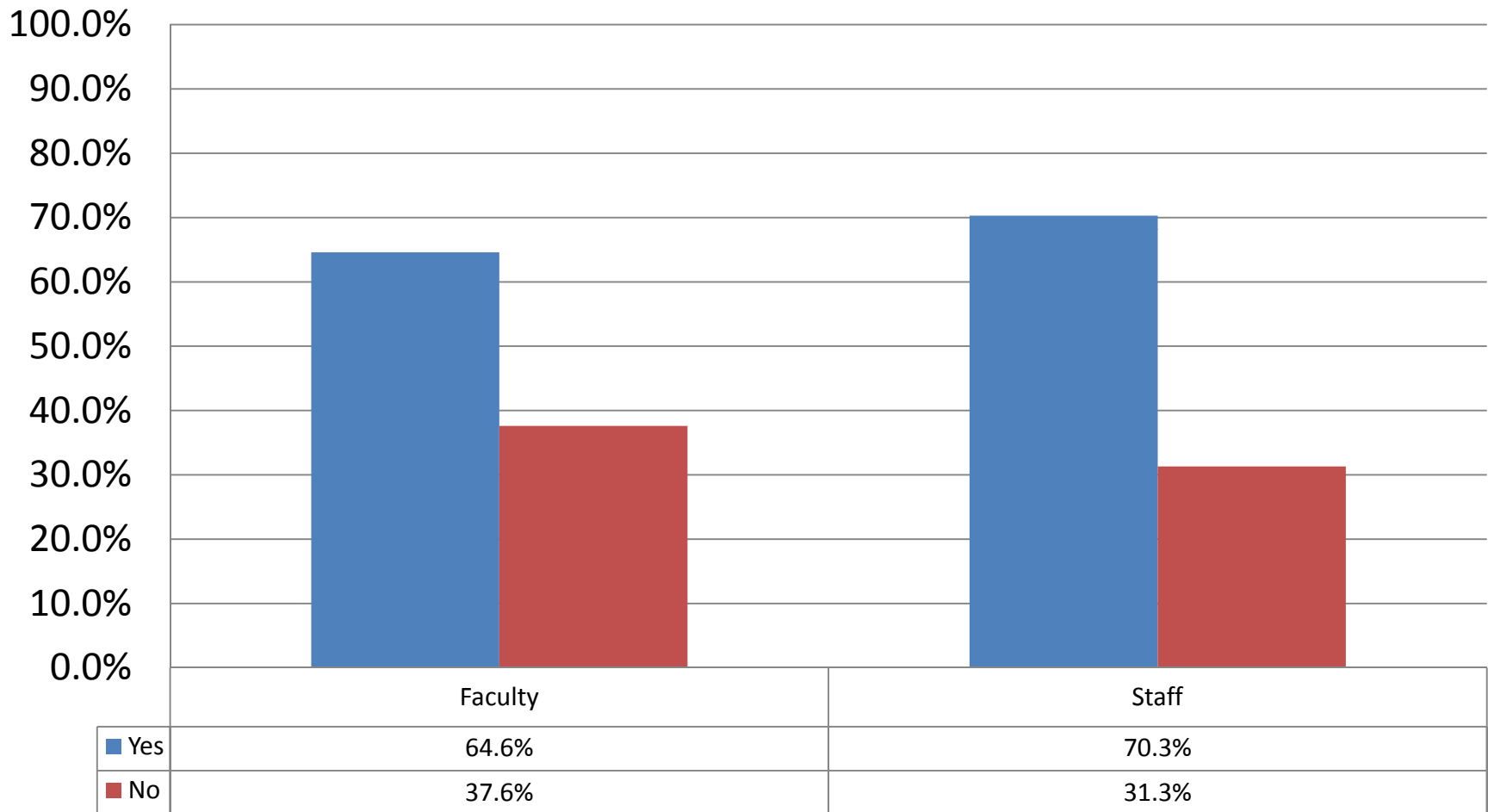


Security –

Do you login with an "Administrator" account on your primary workstation? Yes, for those to whom this applies:



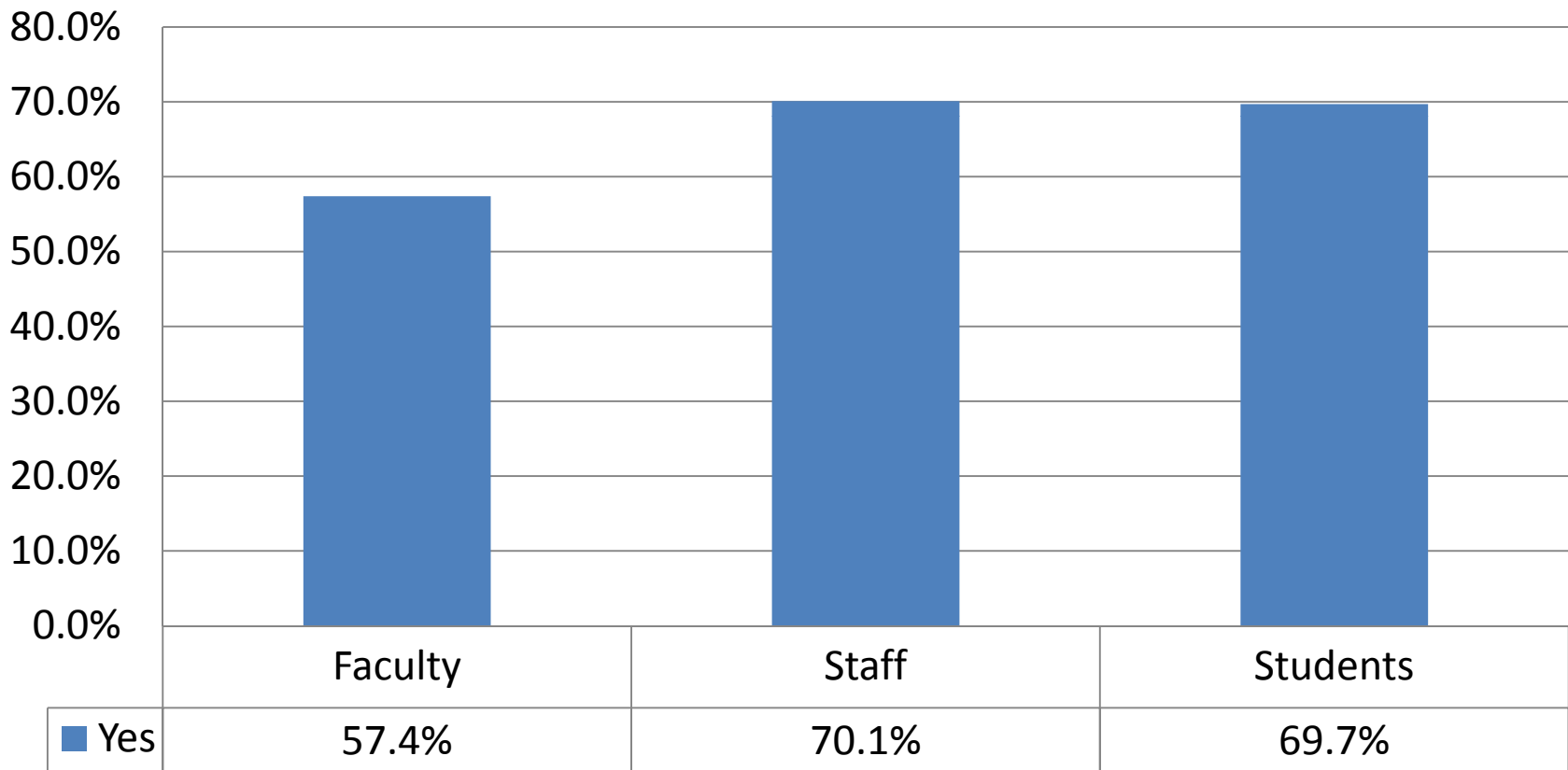
Security – Do you know what the University's SSN Use Policy is?



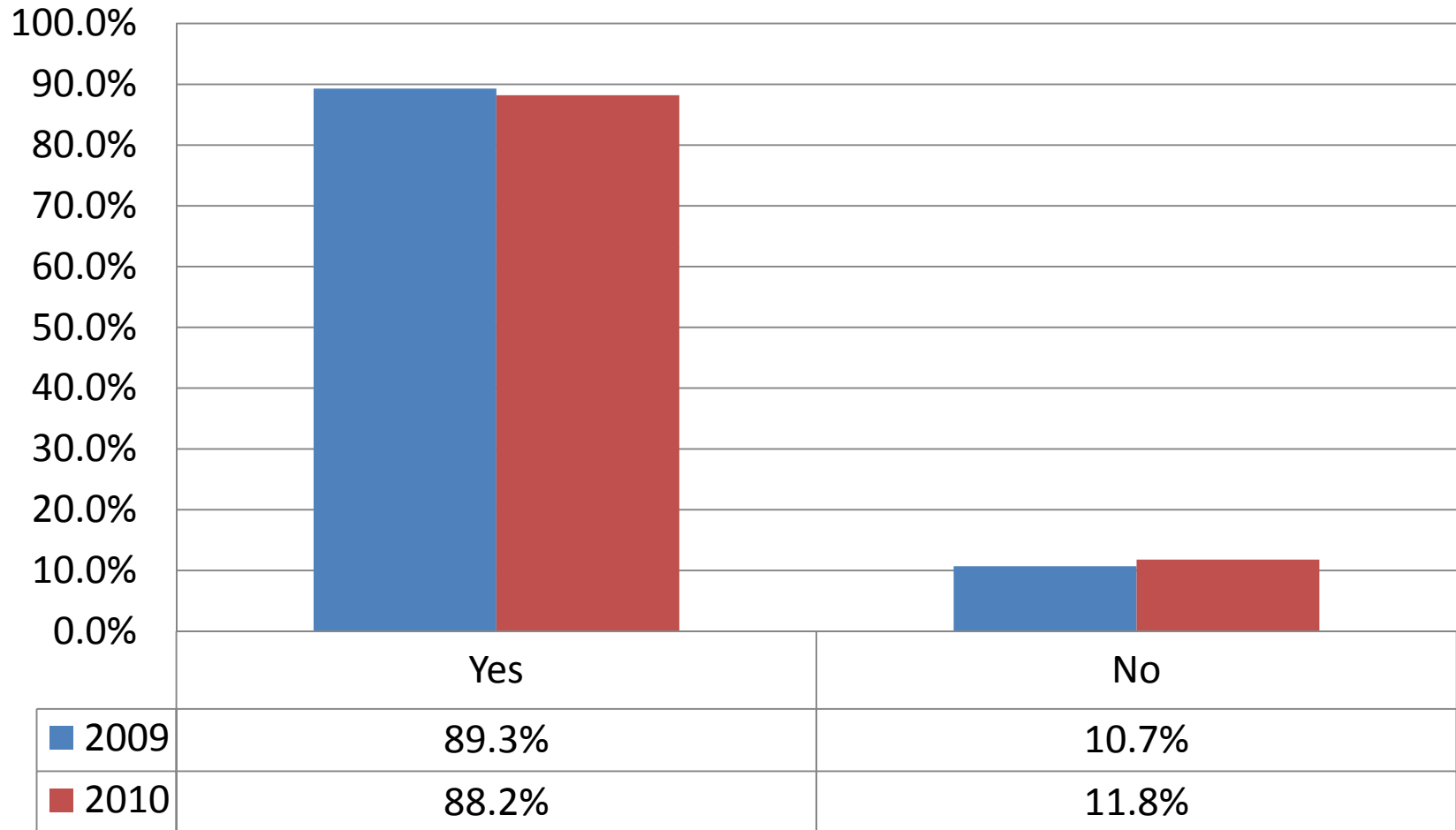
Security –

Do you feel the university community is savvy enough to properly secure systems and data?

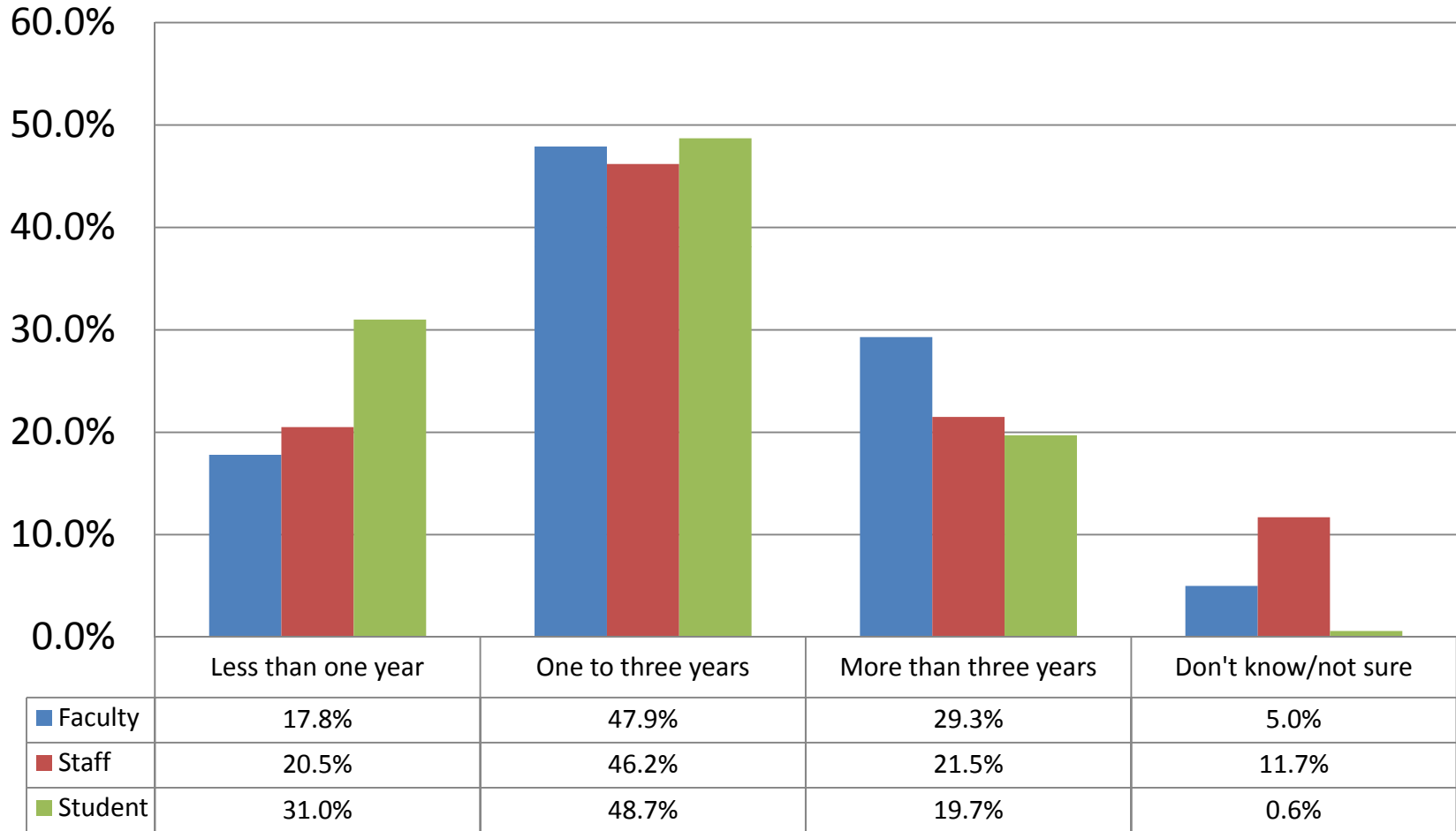
Yes



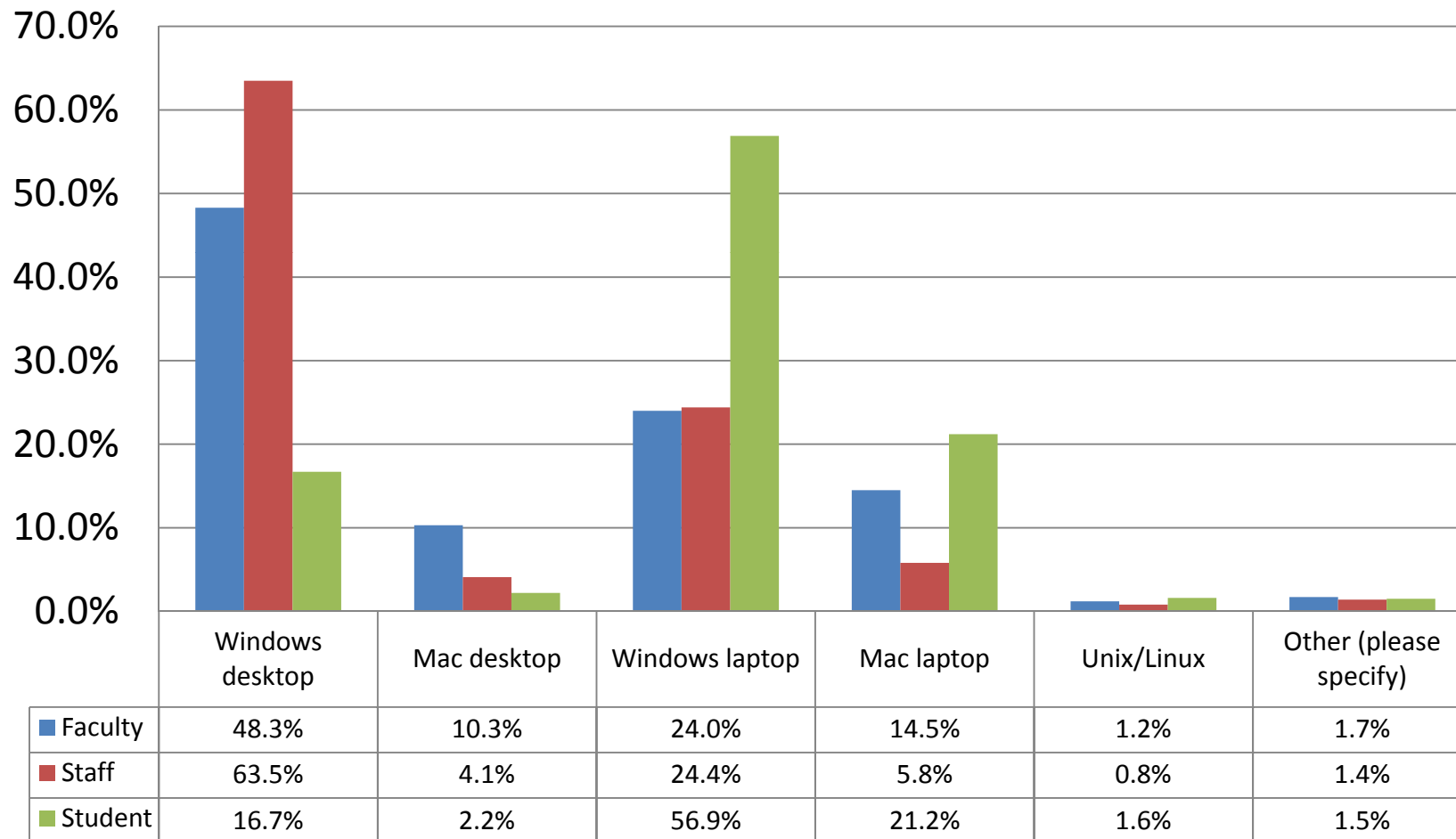
VPN – Virtual Private Networking. Do you use it? Students



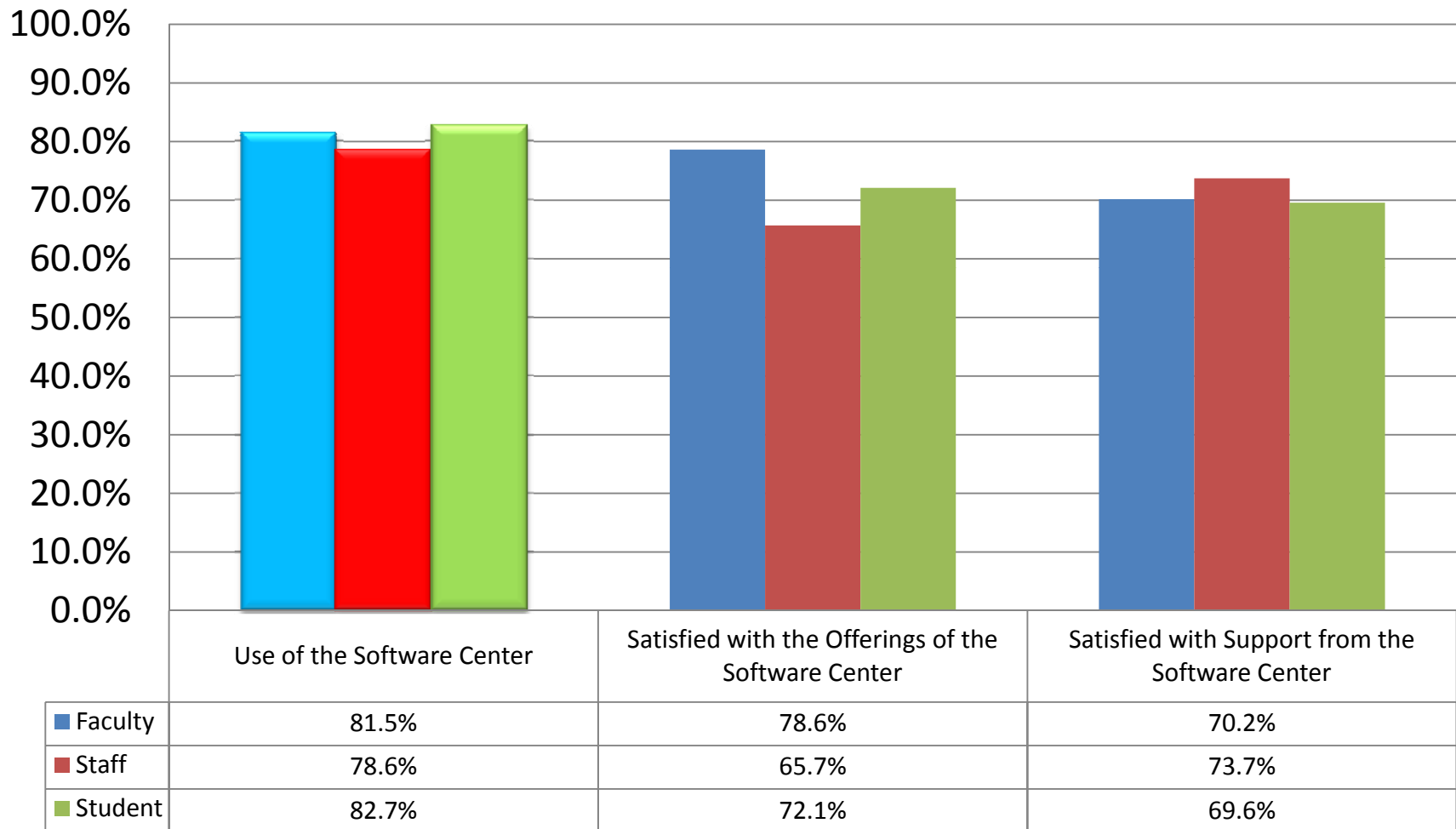
Hardware – Age of Primary Computer



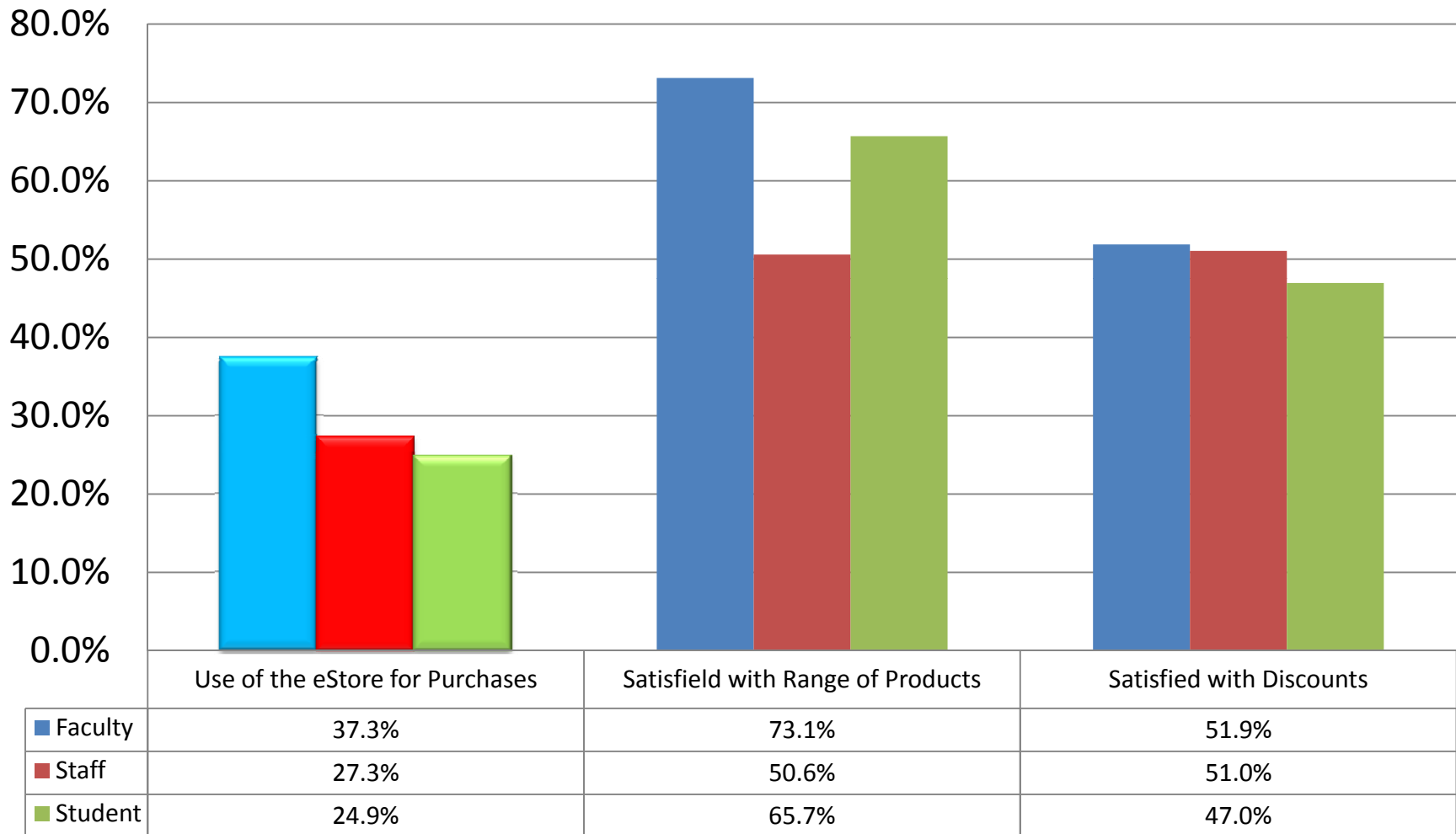
Hardware – Type of computer used



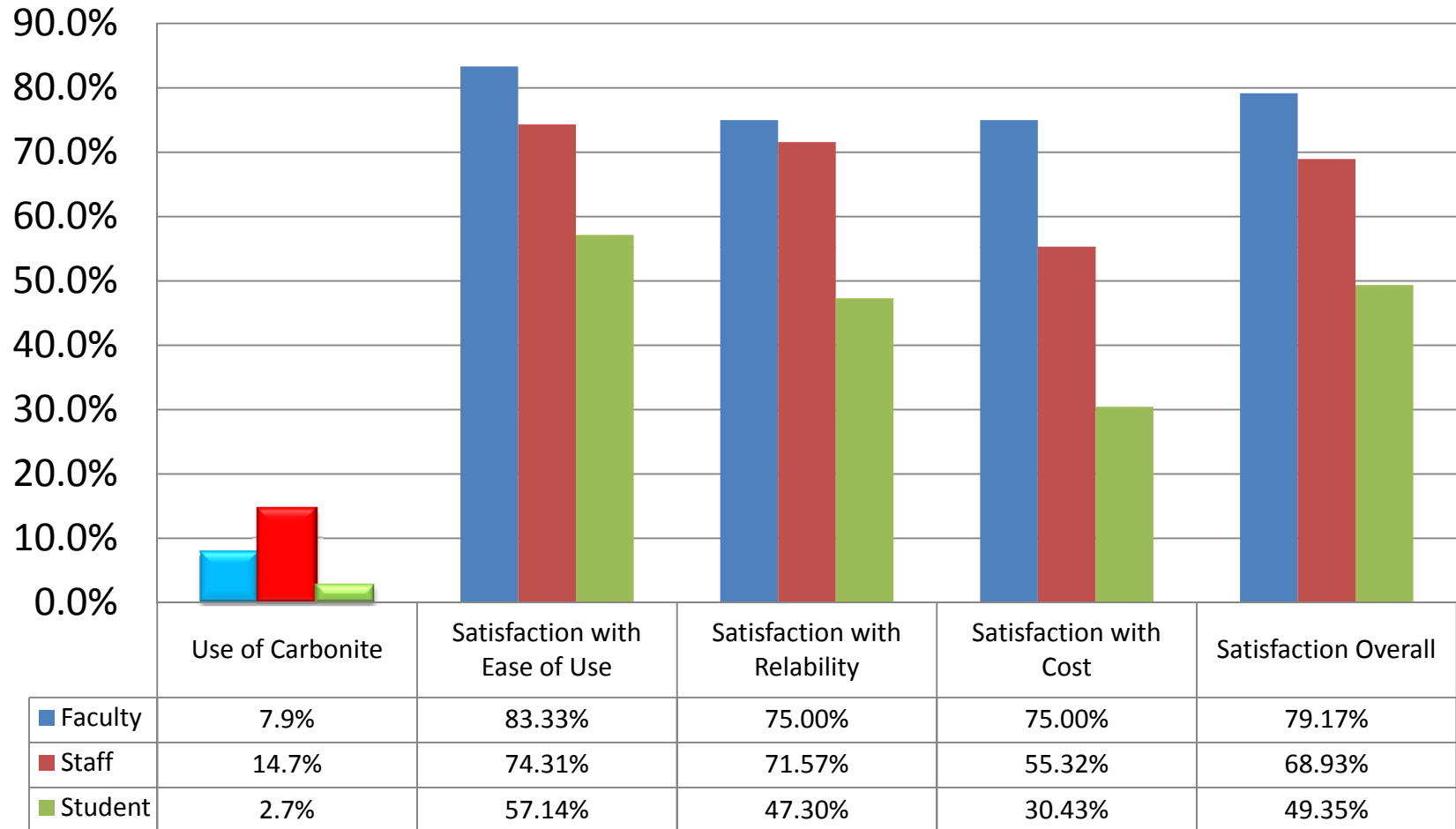
Software Center – Use and Satisfaction of Users (Satisfied and Very Satisfied)



eStore – Use and Satisfaction of Users (Satisfied and Very Satisfied)



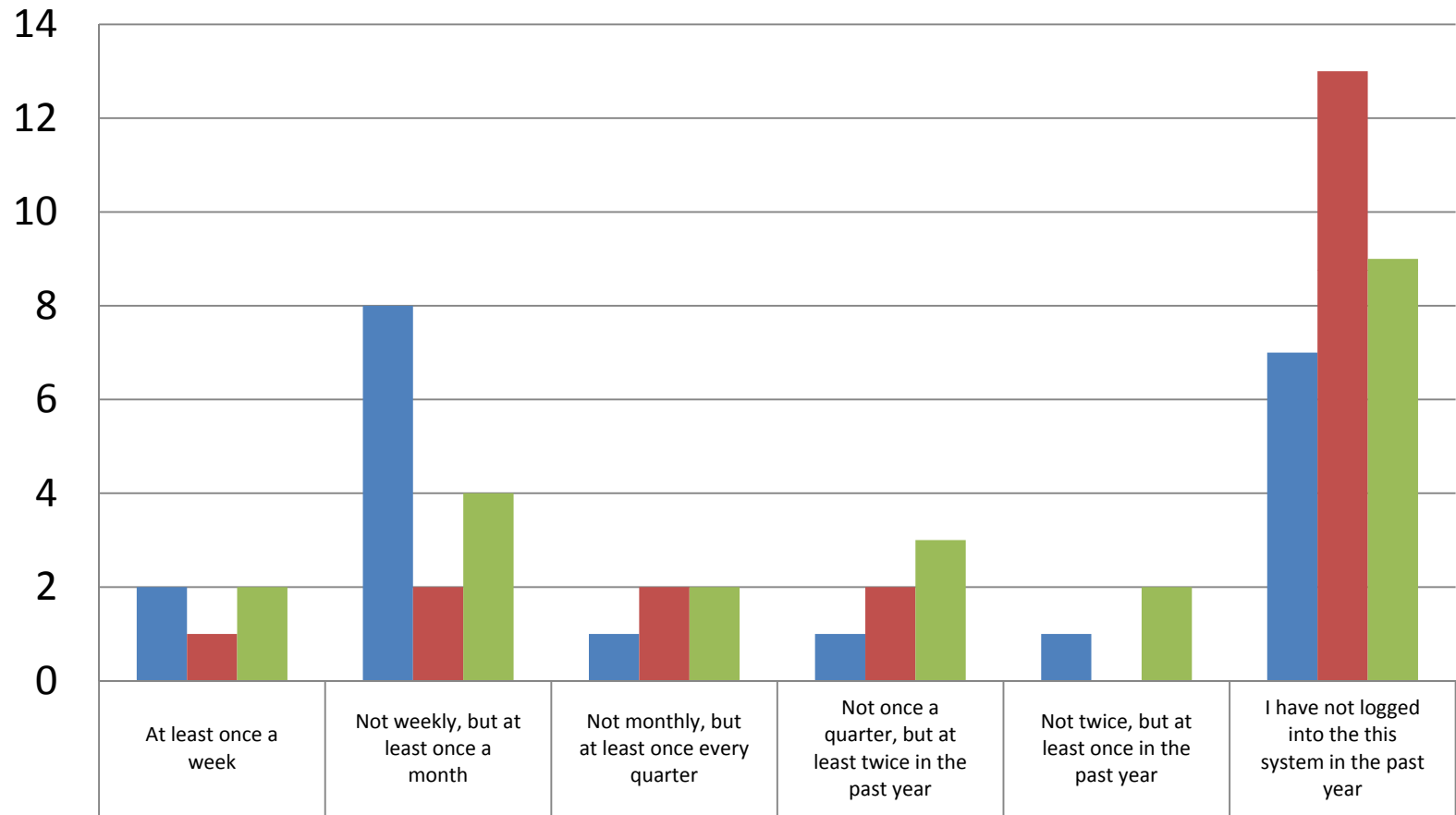
Carbonite – Use and Satisfaction of Users (Satisfied and Very Satisfied)



ERP Usage: HCM and Financials

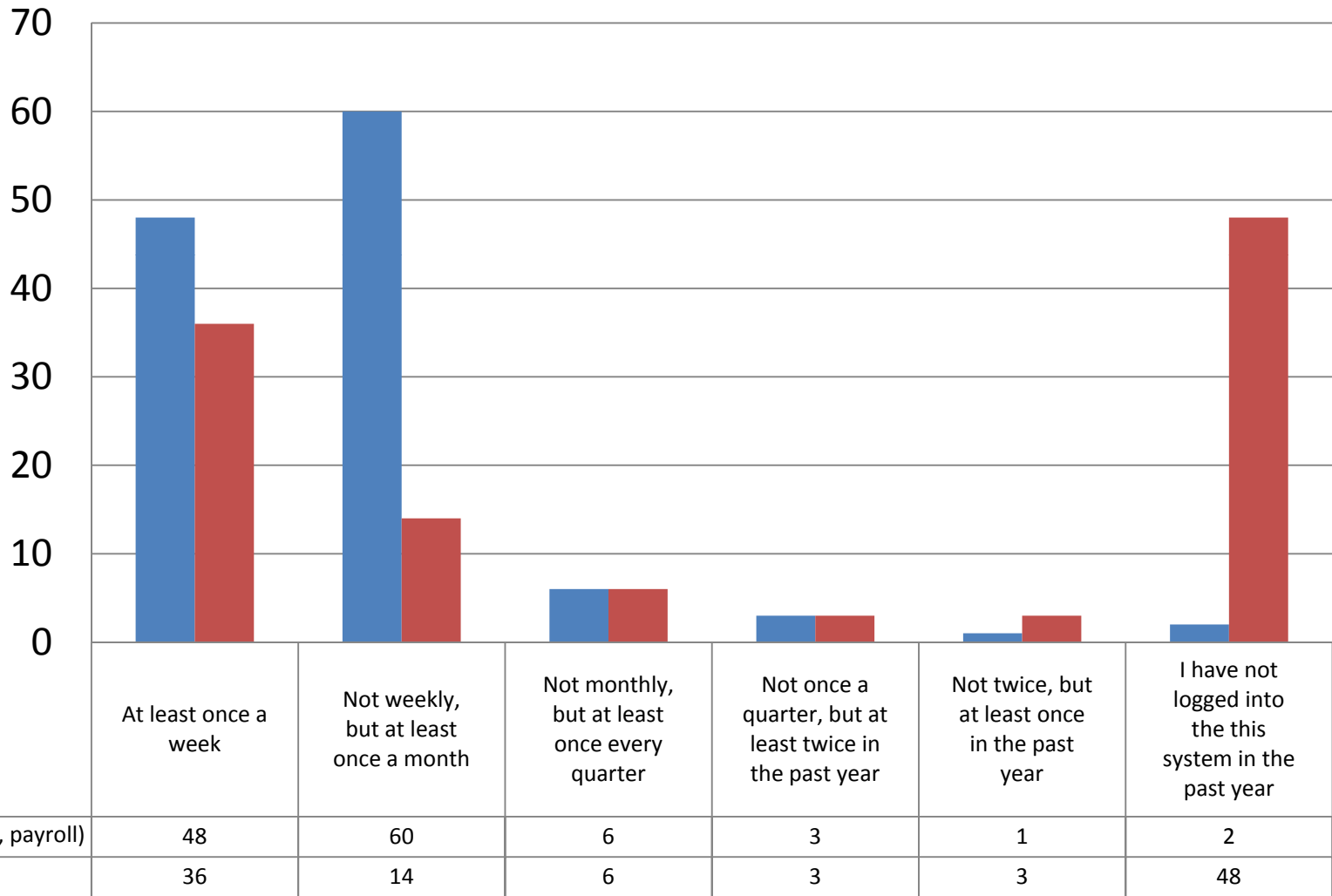
Answer Options		At least once a week	Not weekly, but at least once a month	Not monthly, but at least once every quarter	Not once a quarter, but at least twice in the past year	Not twice, but at least once in the past year	I have not logged into the this system in the past year	Response Count
Faculty	HCM (Time reporting, payroll)	10.0%	40.0%	5.0%	5.0%	5.0%	35.0%	20
Faculty	Financials	5.0%	10.0%	10.0%	10.0%	0.0%	65.0%	20
Faculty	Research and Grants	1.0%	2.0%	1.0%	1.5%	1.0%	4.5%	22
Staff	HCM (Time reporting, payroll)	40.0%	50.0%	5.0%	2.5%	0.8%	1.7%	120
Staff	Financials	32.7%	12.7%	5.5%	2.7%	2.7%	43.6%	110

How often have you used the following ERP Applications in the past year? FACULTY

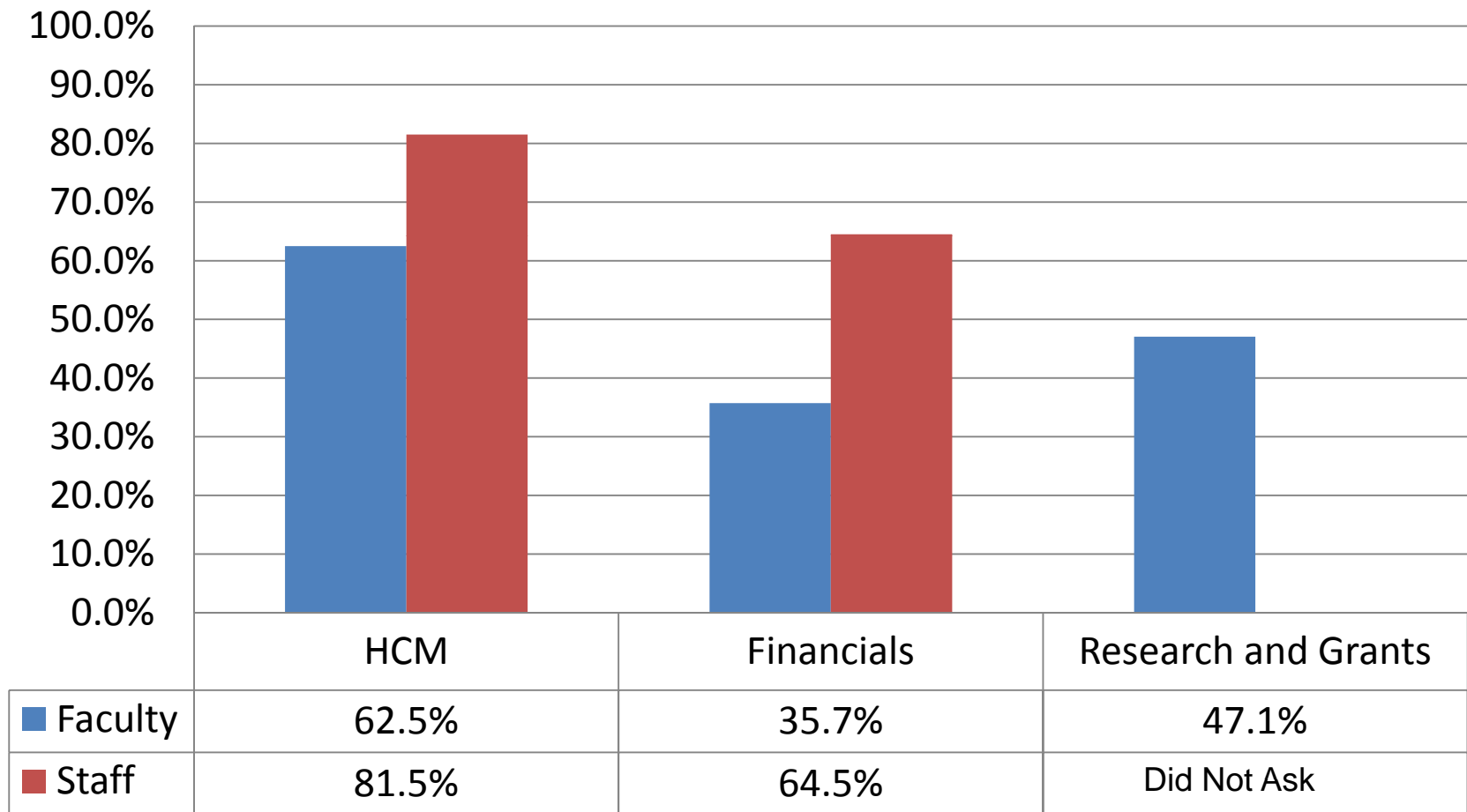


■ HCM (Time reporting, payroll)	2	8	1	1	1	7
■ Financials	1	2	2	2	0	13
■ Research and Grants	2	4	2	3	2	9

How often have you used the following ERP Applications in the past year? STAFF



ERP Satisfaction of Users (Satisfied and Very Satisfied)



ERP Usage: Financial Reports

FACULTY	Yes	No	Do not use/Not applicable	Response Count
Data Warehouse	1	2	16	19
Report Distribution	1	2	16	19
Reports from PeopleSoft Reports Database	5	0	14	19
Queries from PeopleSoft Reports Database	1	2	16	19

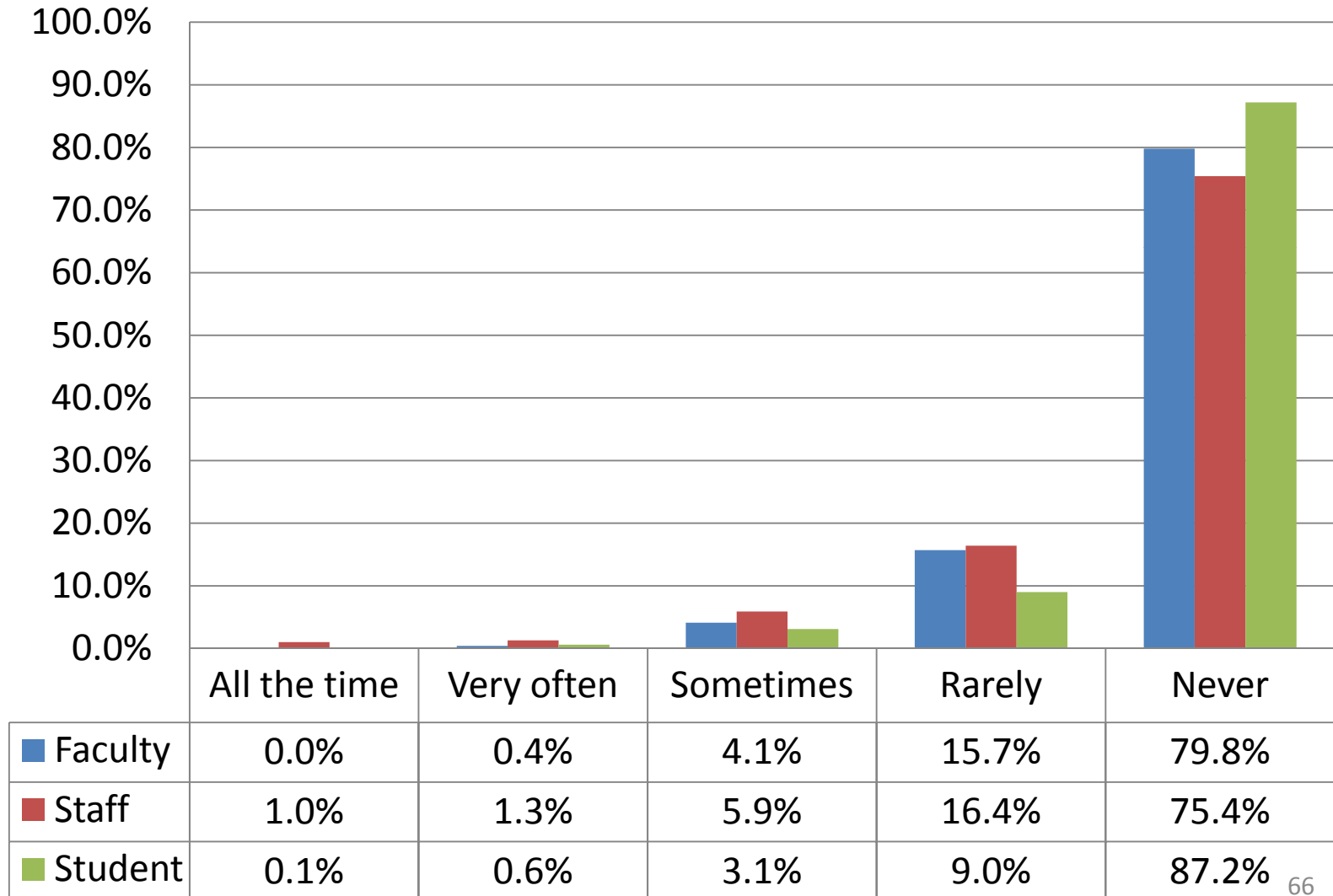
STAFF	Yes	No	Do not use/Not applicable	Response Count
Data Warehouse	12	25	71	108
Report Distribution	26	15	68	109
Reports from PeopleSoft Reports Database	27	15	68	110
Queries from PeopleSoft Reports Database	1	2	16	19

ERP Satisfaction: Financial Reports

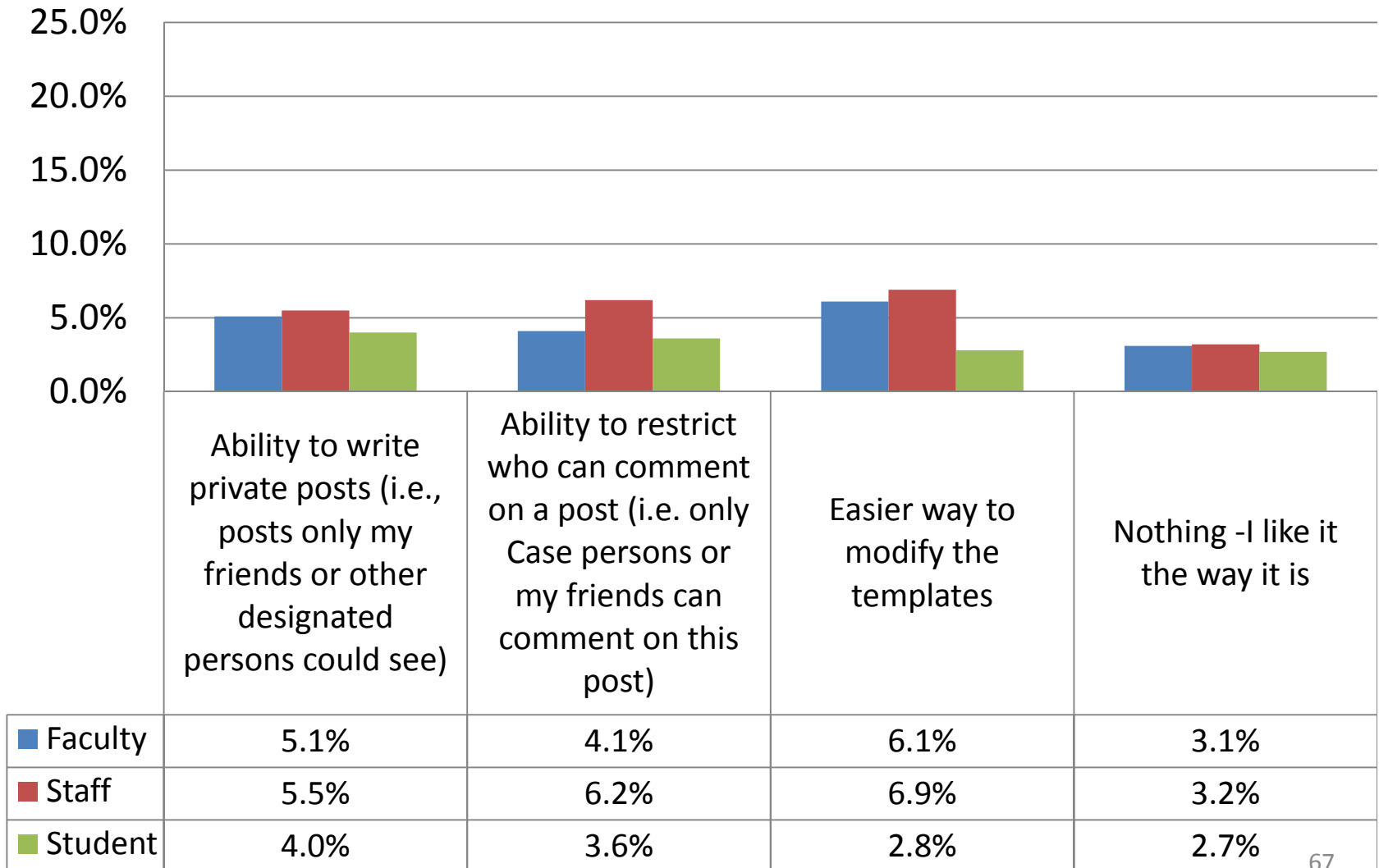
FACULTY	Satisfied	Neutral	Dissatisfied	Not Applicable	Response Count
Data Warehouse	0	2	0	16	18
Report Distribution	2	0	0	17	18
Reports from PeopleSoft Reports Database	0	3	0	13	18
Queries from PeopleSoft Reports Database	3	0	0	17	18

STAFF	Satisfied	Neutral	Dissatisfied	Not Applicable	Response Count
Data Warehouse	0	8	3	78	100
Report Distribution	16	12	2	71	101
Reports from PeopleSoft Reports Database	17	17	1	67	98
Queries from PeopleSoft Reports Database	21	12	1	72	98

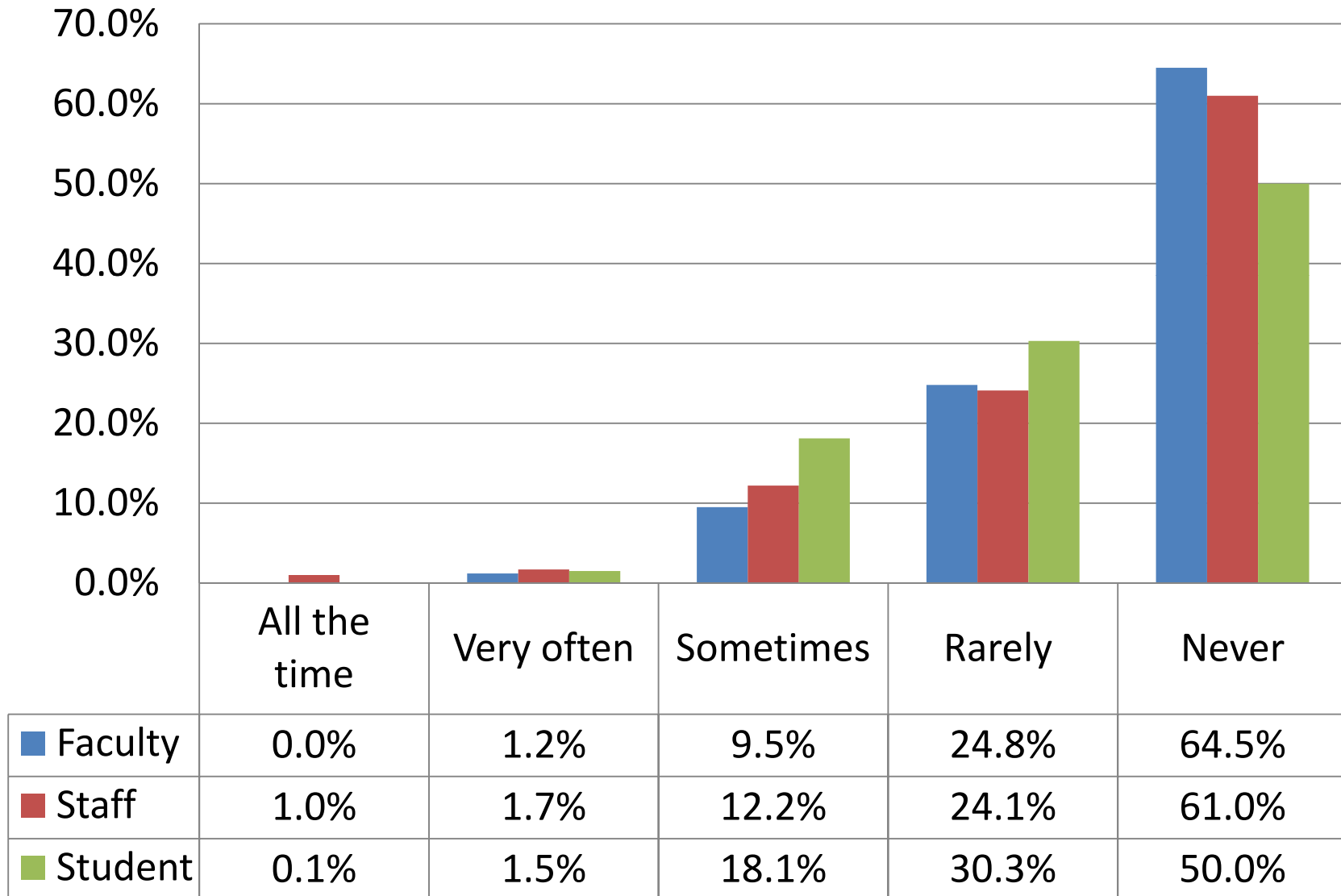
Use of the Case Blog



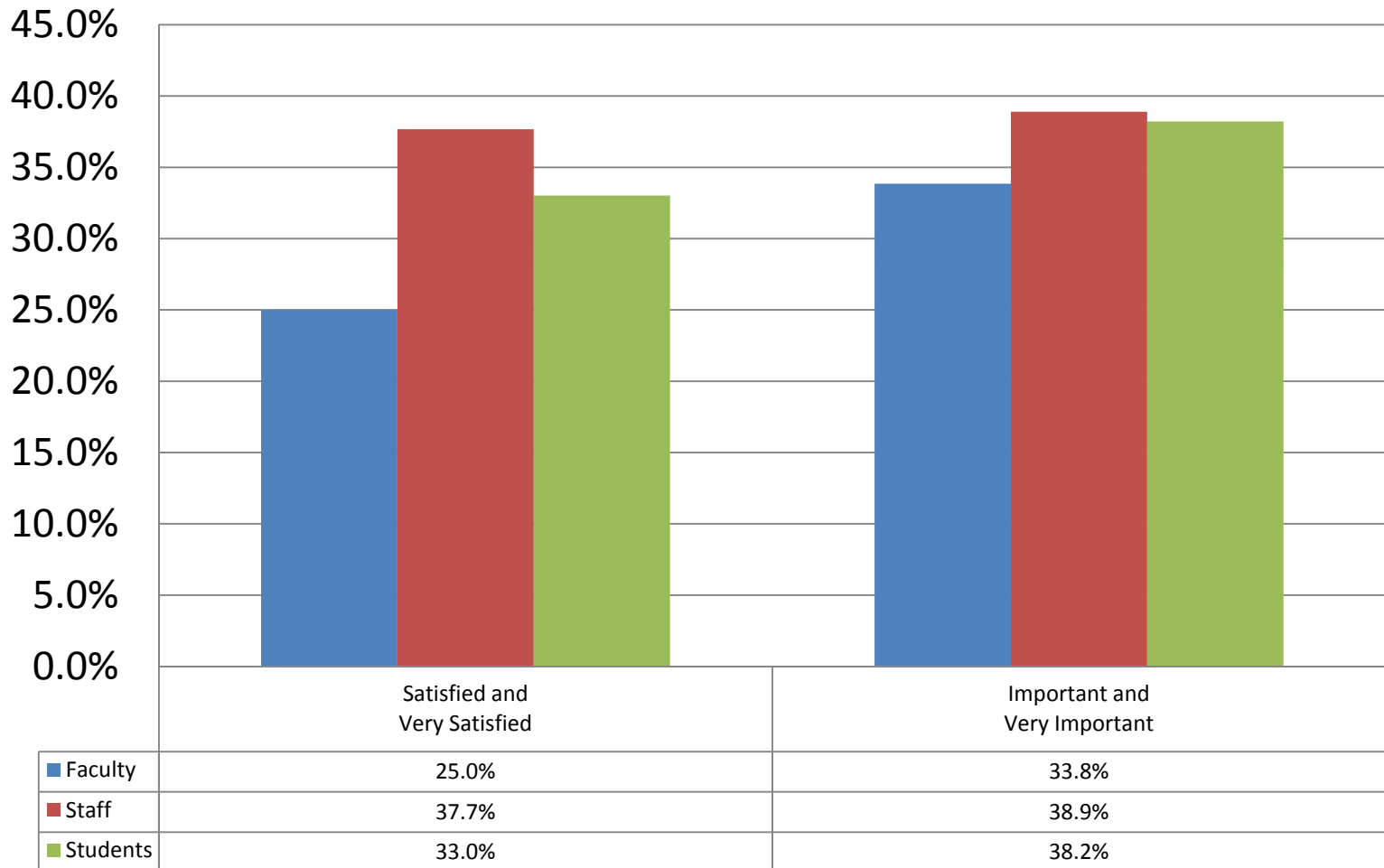
Use of the Case Blog - Suggested Enhancements by those who use it



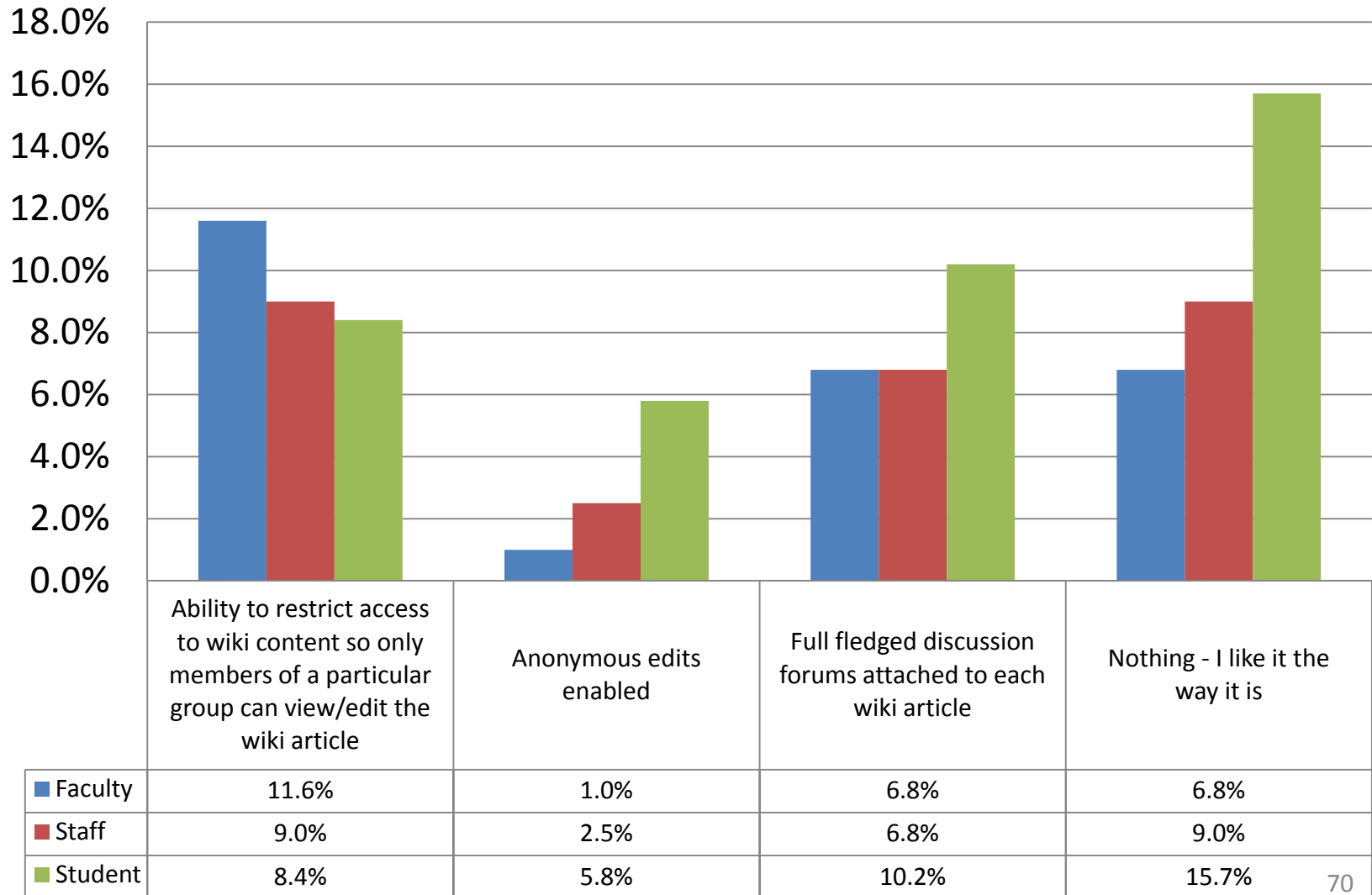
Use of the Case Wiki



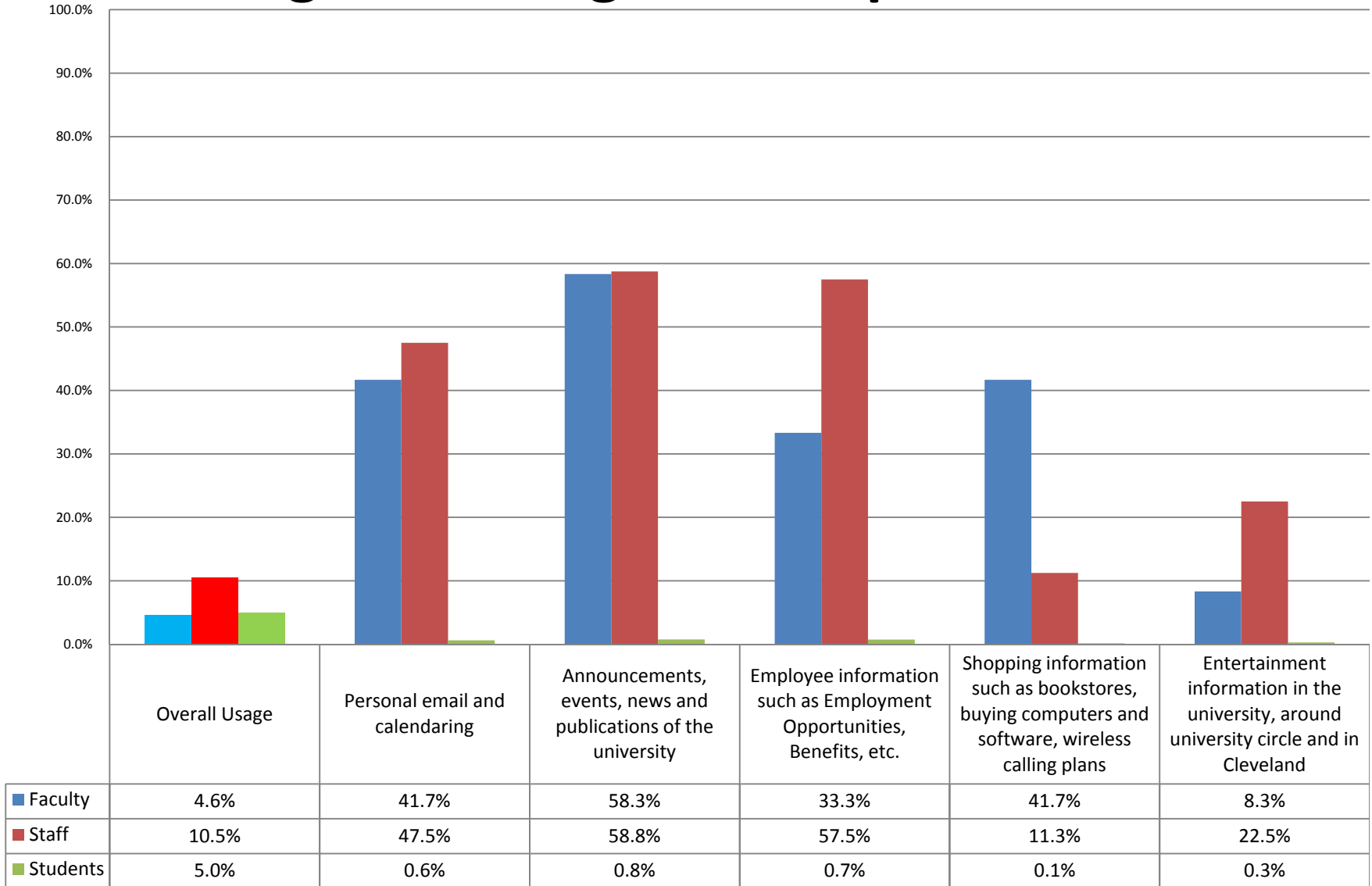
Use of the Case Wiki – Satisfaction and Importance of users



Use of the Case Wiki - Suggested Enhancements by users

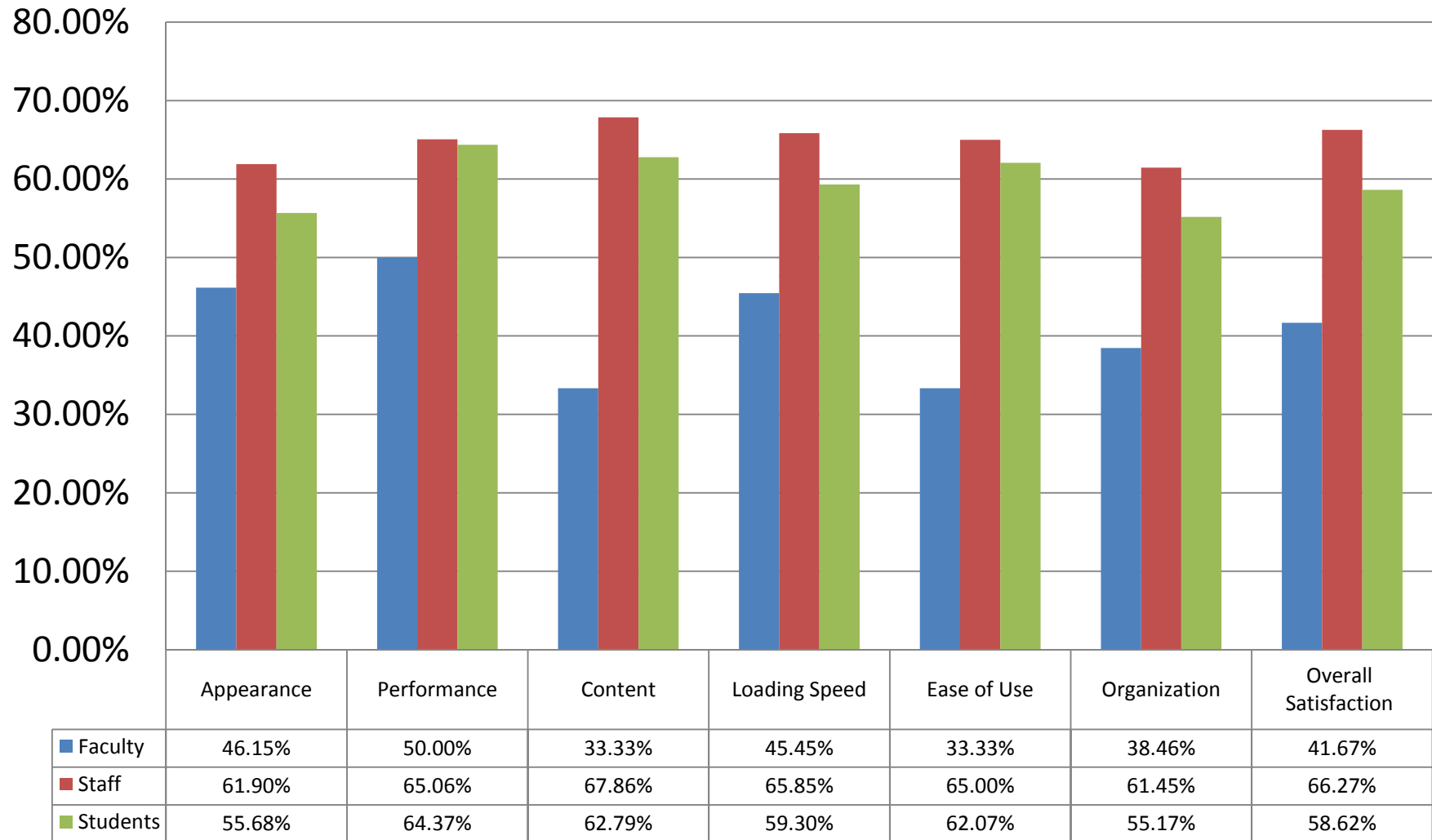


Use of Launchpad – Overall Usage and Usage of Components

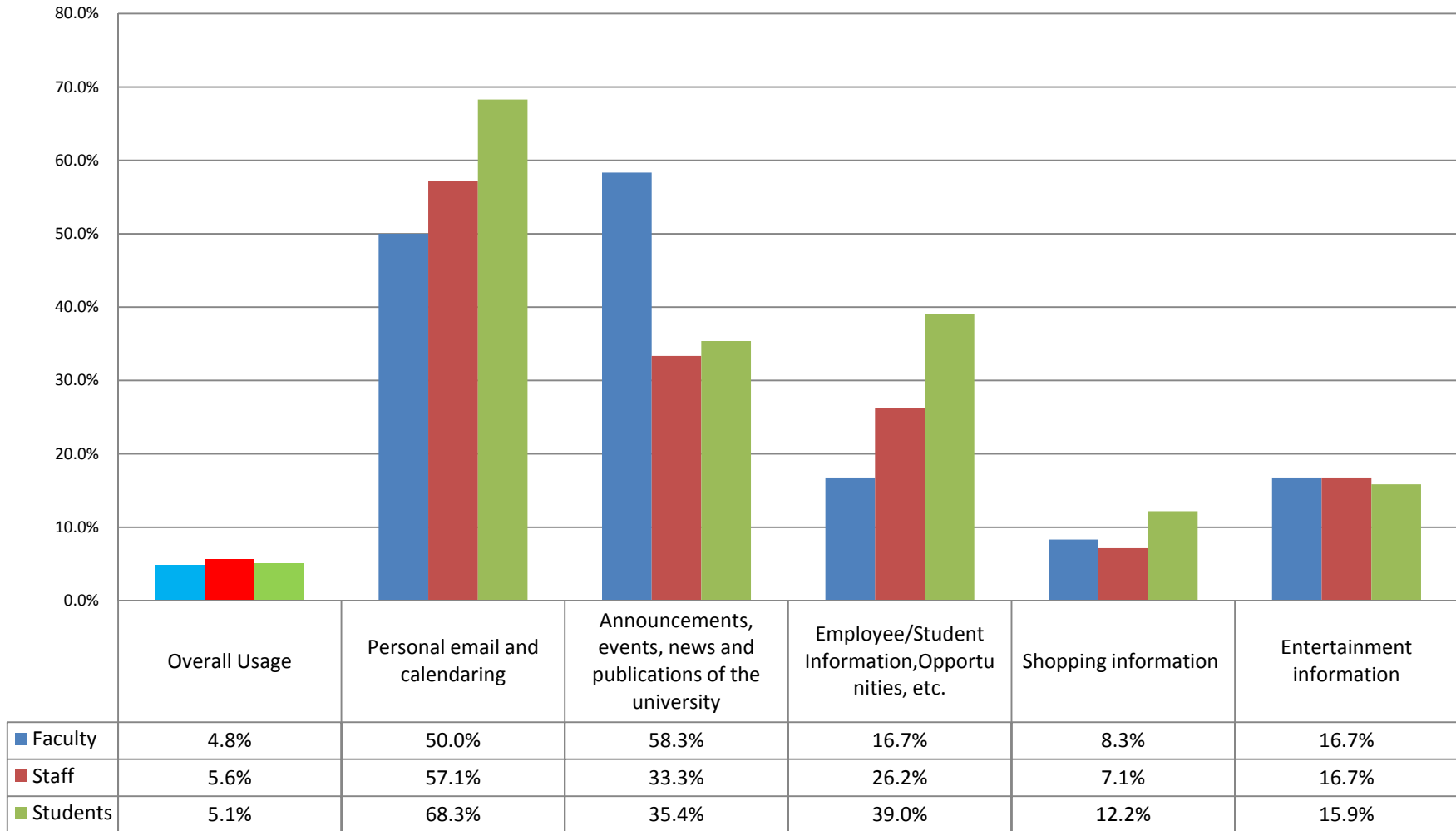


Launchpad -

Of those who use it: (Satisfied and Very Satisfied)

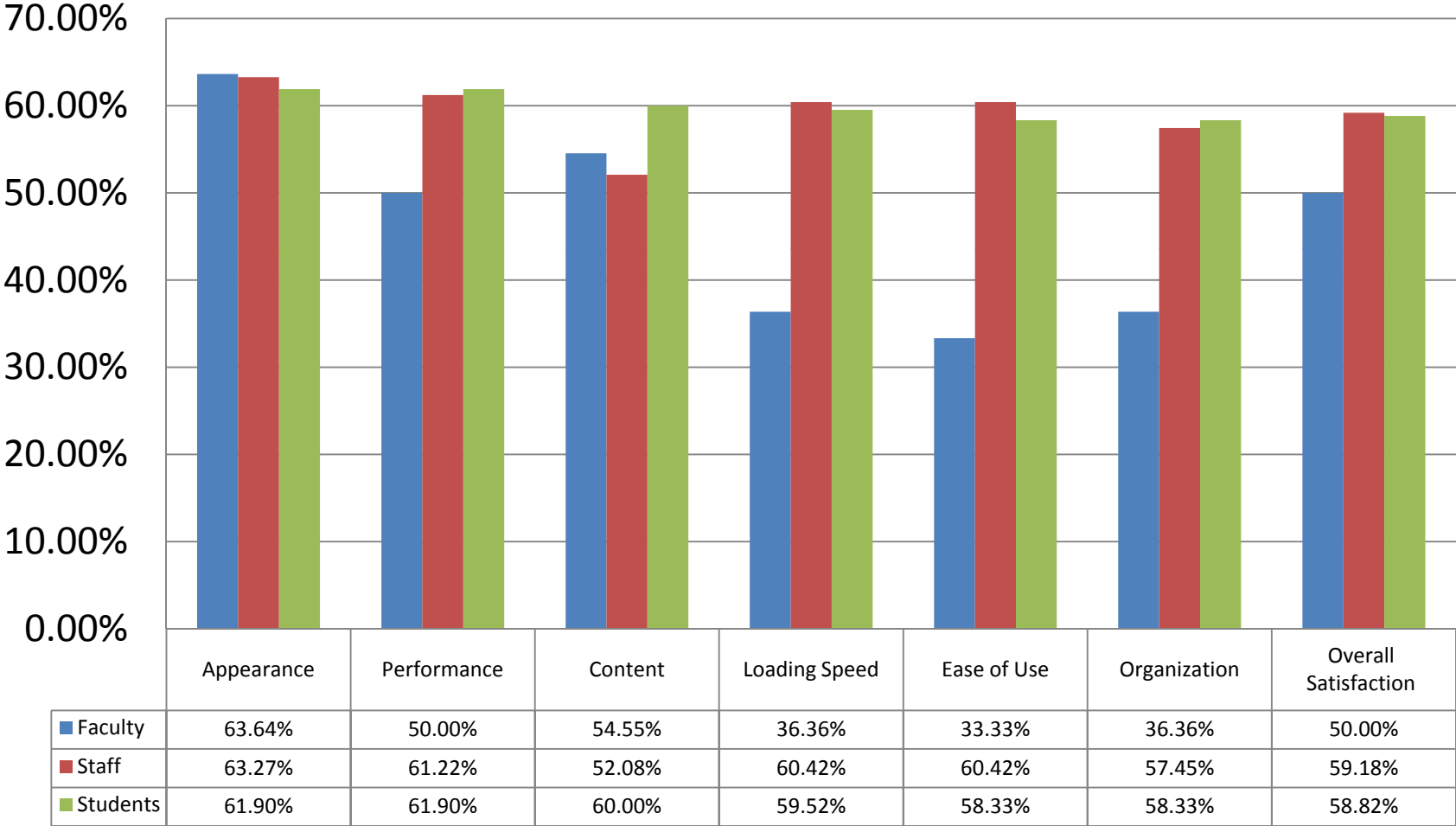


Use of Case Mobile – Overall Usage and Usage of Components

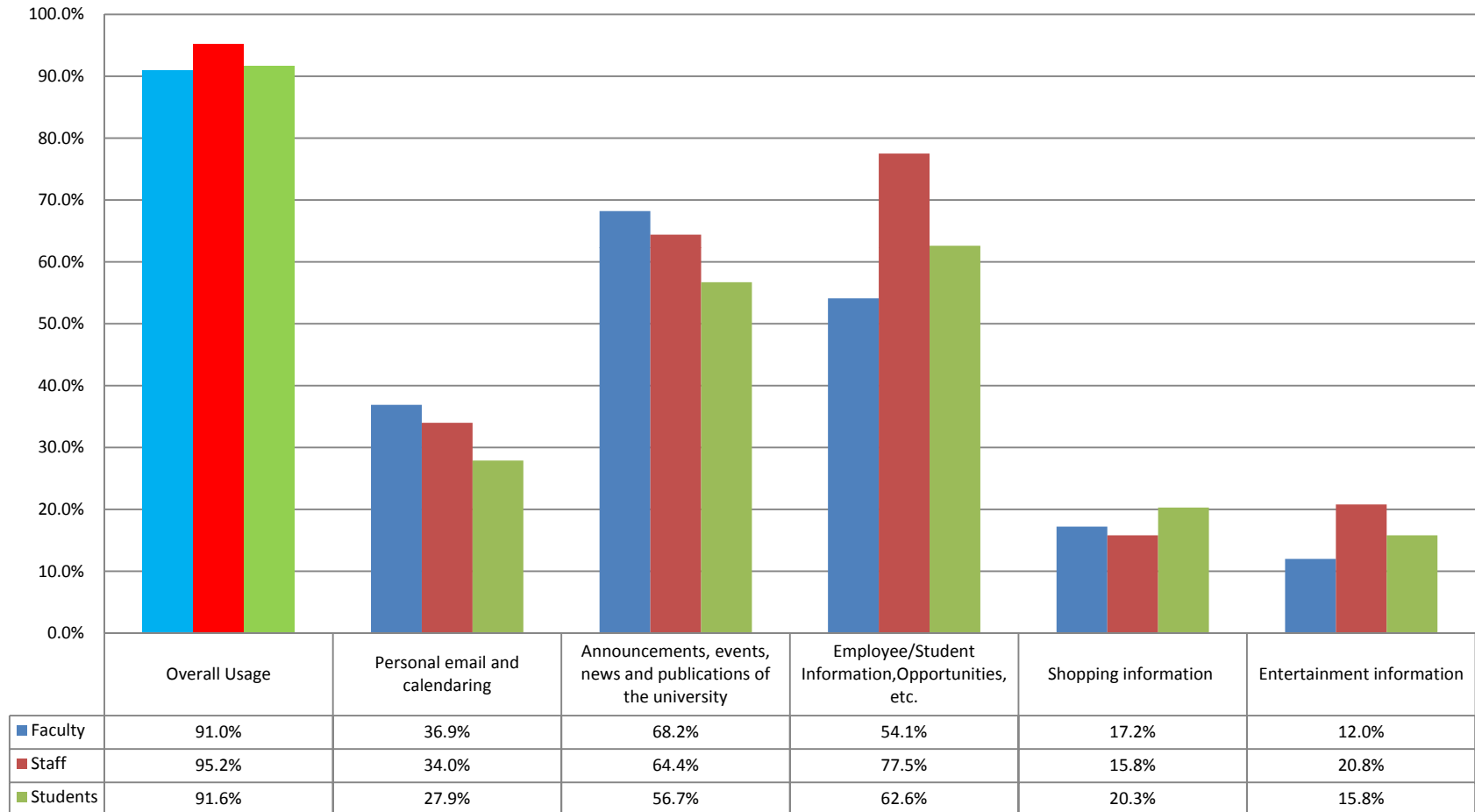


Case Mobile –

Of those who use it: (Satisfied and Very Satisfied)

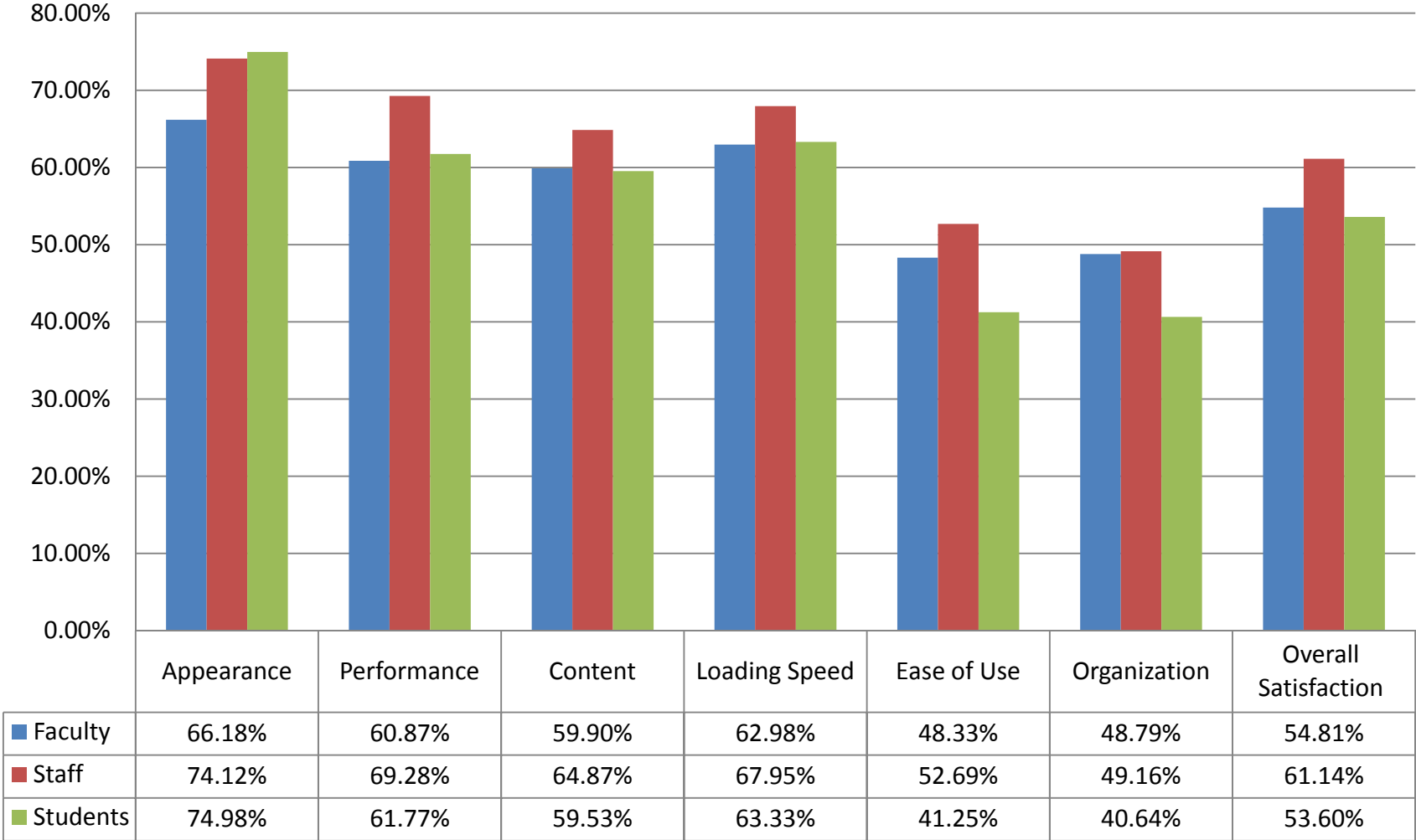


Use of www.case.edu – Overall Usage and Usage of Components



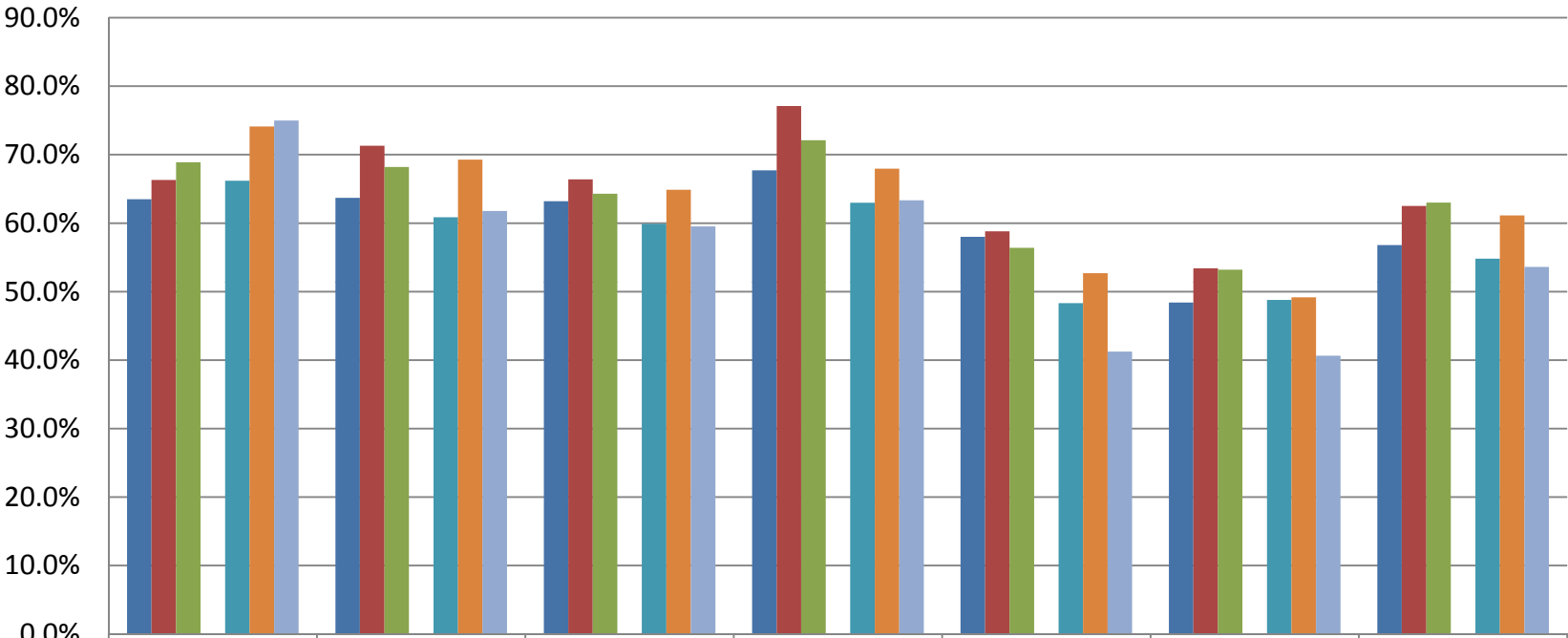
Satisfaction with www.case.edu

Of those who use it: (Satisfied and Very Satisfied)



Satisfaction with www.case.edu

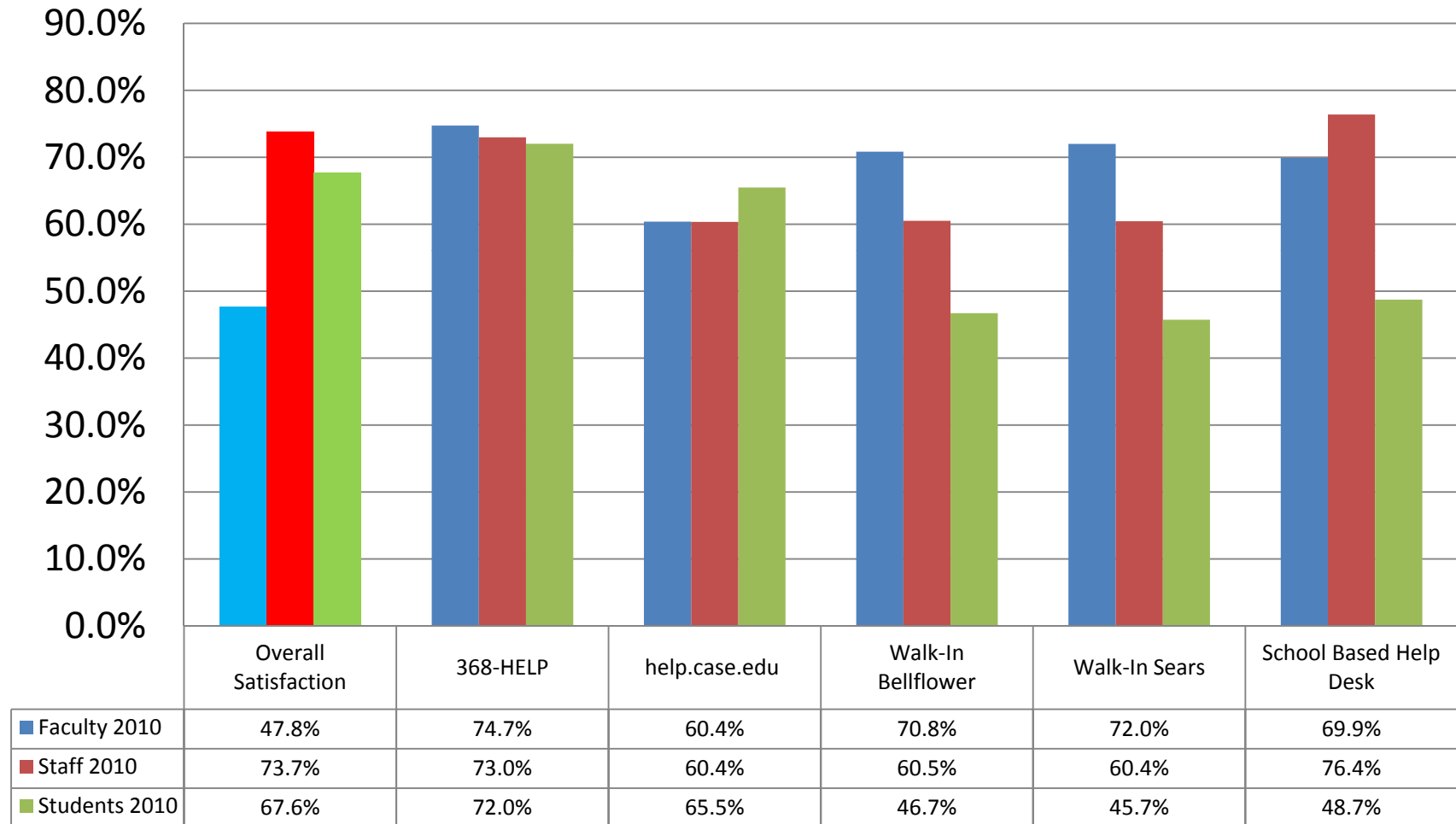
Of those who use it: (Satisfied and Very Satisfied)



	Appearance	Performance	Content	Loading Speed	Ease of Use	Organization	Overall Satisfaction
■ Faculty 2009	63.5%	63.7%	63.2%	67.7%	58.0%	48.4%	56.8%
■ Staff 2009	66.3%	71.3%	66.4%	77.1%	58.8%	53.4%	62.5%
■ Students 2009	68.9%	68.2%	64.3%	72.1%	56.4%	53.2%	63.0%
■							
■ Faculty 2010	66.2%	60.9%	59.9%	63.0%	48.3%	48.8%	54.8%
■ Staff 2010	74.1%	69.3%	64.9%	68.0%	52.7%	49.2%	61.1%
■ Students 2010	75.0%	61.8%	59.5%	63.3%	41.3%	40.6%	53.6%

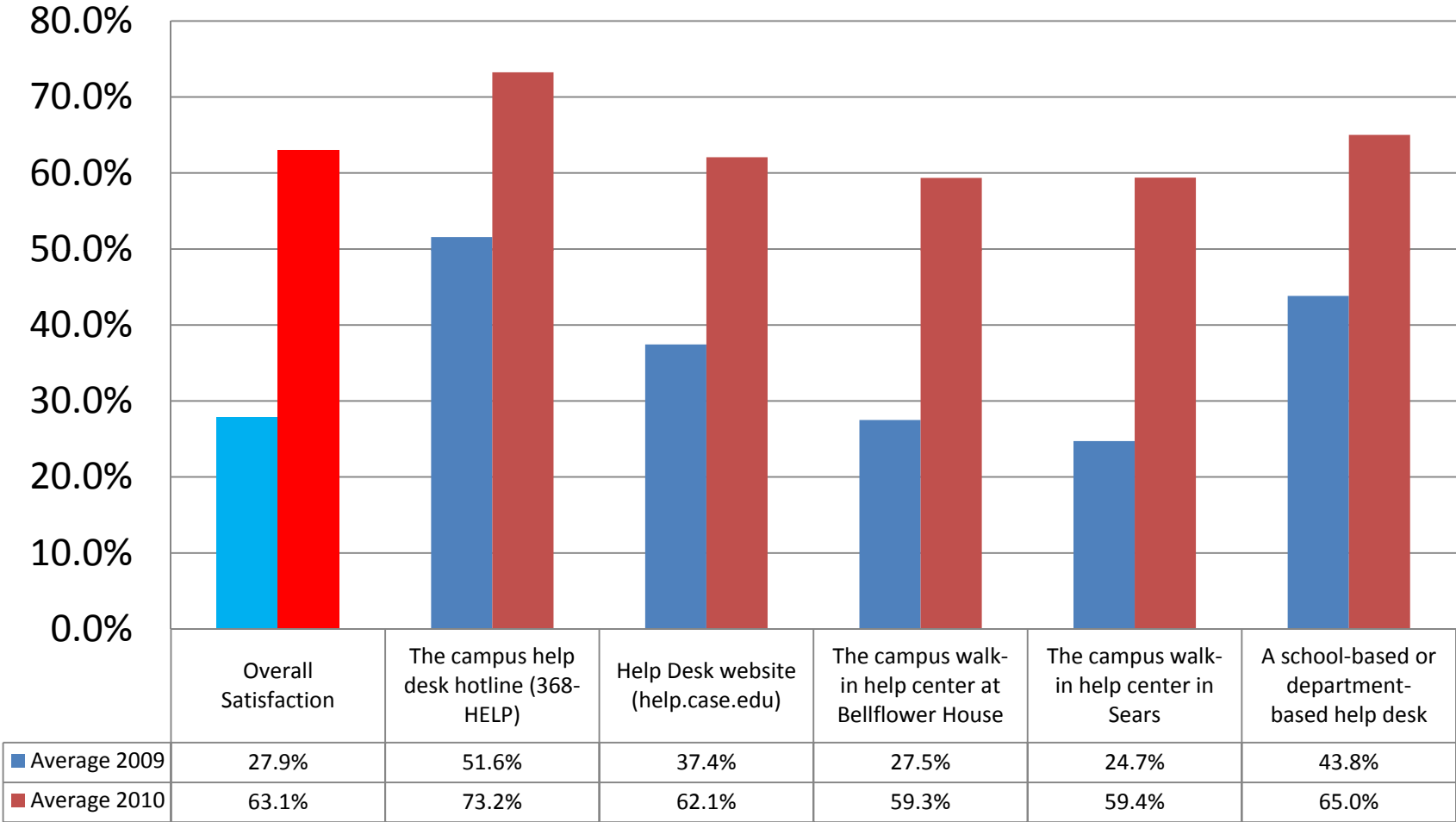
Customer Service & Support:

Of those who use it: (Satisfied and Very Satisfied)



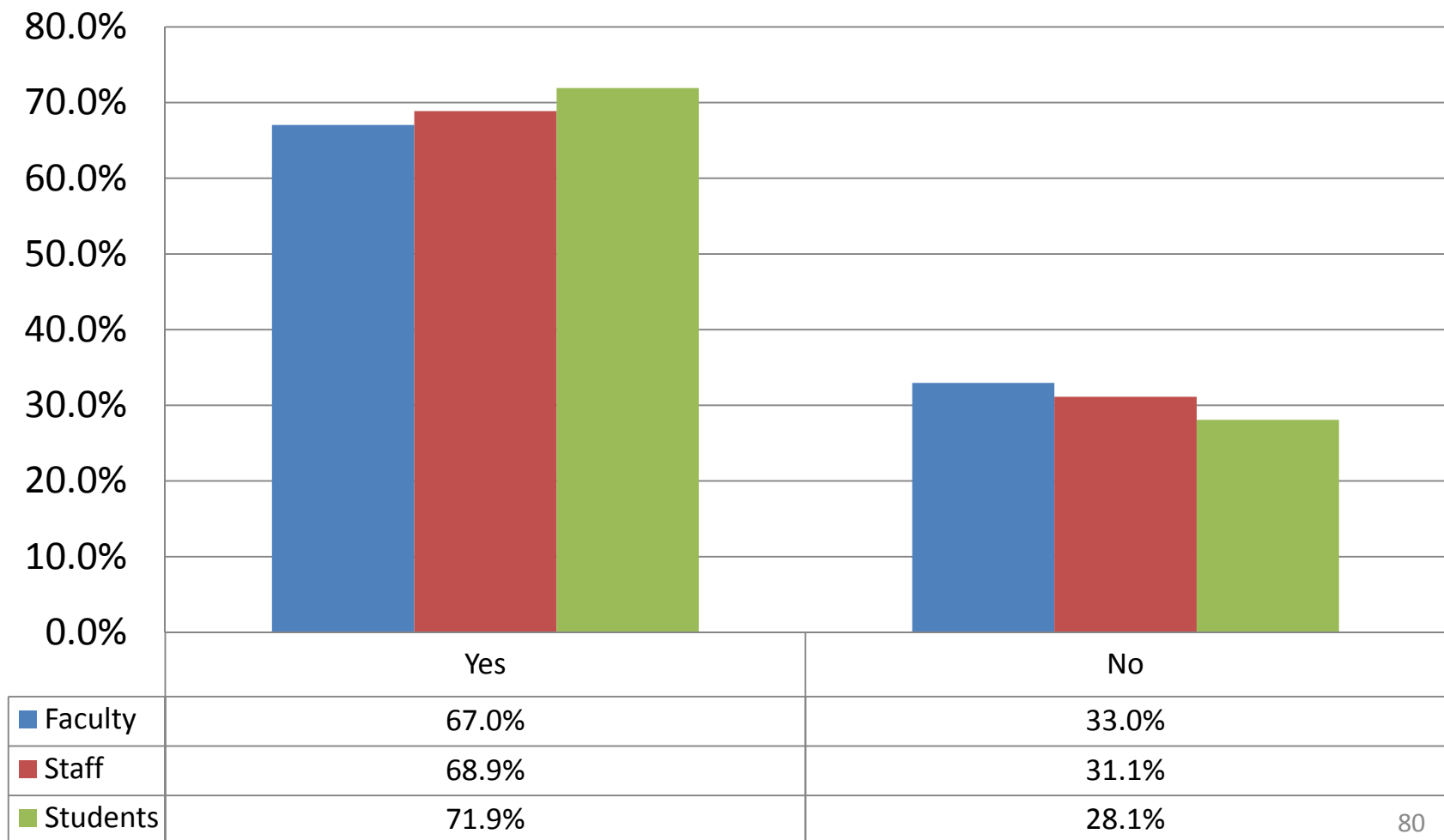
Customer Support Comparison

Of those who use it: (Satisfied and Very Satisfied)



Customer Support –

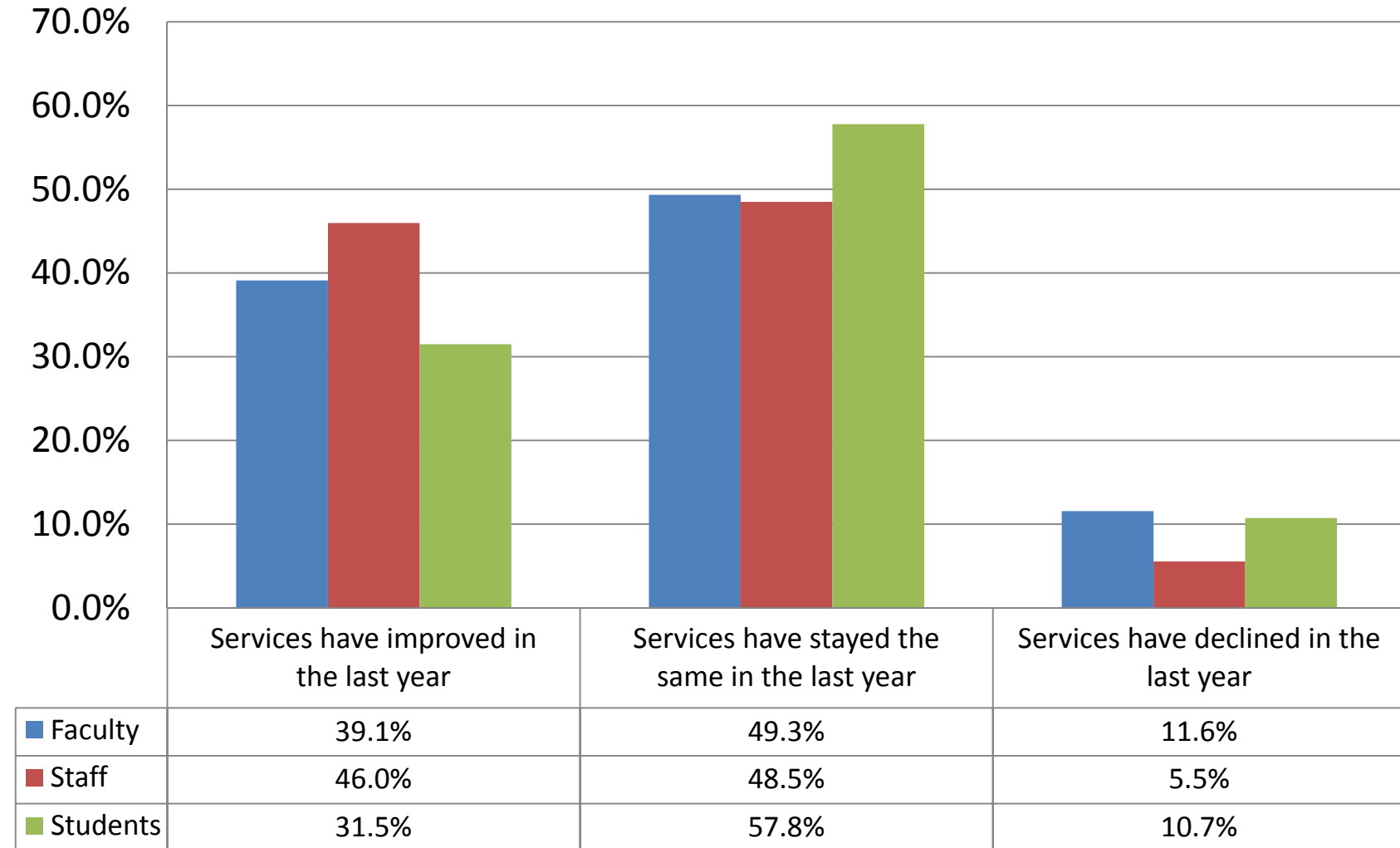
If you received an email from the Help Desk stating that your problem is resolved, did you complete the linked satisfaction survey? Of those to whom this is applicable:



One Year Comparison:

Compared to the way things were 1 year ago, please assess your overall satisfaction with IT services at Case Western Reserve University.

Satisfaction of respondents who were at CWRU in 2009:



Five Year Comparison:

Compared to the way things were 5 years ago, please assess your overall satisfaction with IT services at Case Western Reserve University.

Satisfaction of respondents who were at CWRU in 2005:

