



CASE WESTERN RESERVE  
UNIVERSITY EST. 1826

Information Technology Services  
Fifth Annual Measures of Success Survey  
2008

## Participation in 2008 Survey

Group	2008	2007	2006	2005
Faculty	254	256	248	391
Staff	591	770	694	955
Student	1535	1755	1182	1829

## Of Those Responding

### •Students:

- Undergraduate Students 48 %
- Graduate Students 52%

### •Faculty:

- 46% with 10 years (or more) service at Case
- 31% School of Medicine
- 29% College of Arts and Sciences

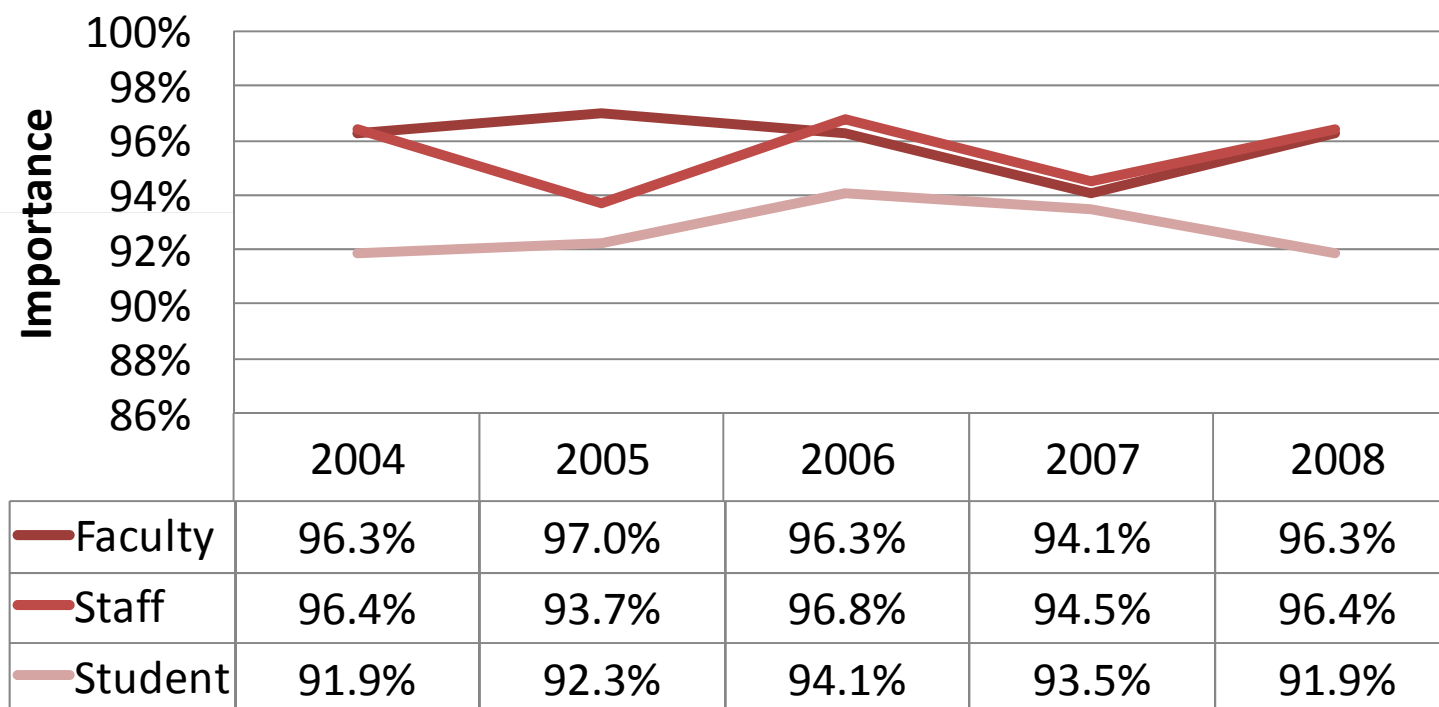
### •Staff:

- 26% with 10 years (or more) service at Case
- 34% School of Medicine
- 23% University Administration

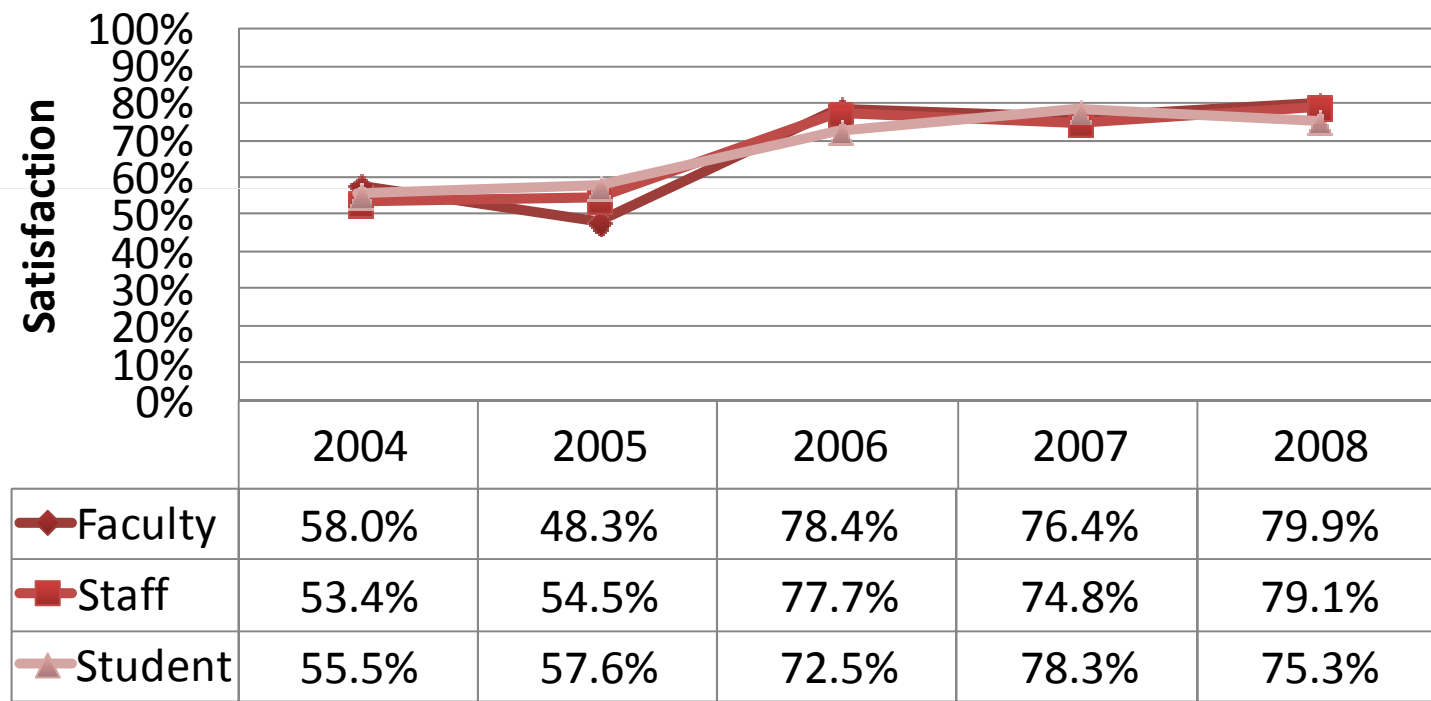
## Measures of Success: Summary Findings

- Importance of IT
- Satisfaction with ITS
- Dissatisfaction with ITS
- Trend lines 1 year/5 years
- How are we doing on communication?

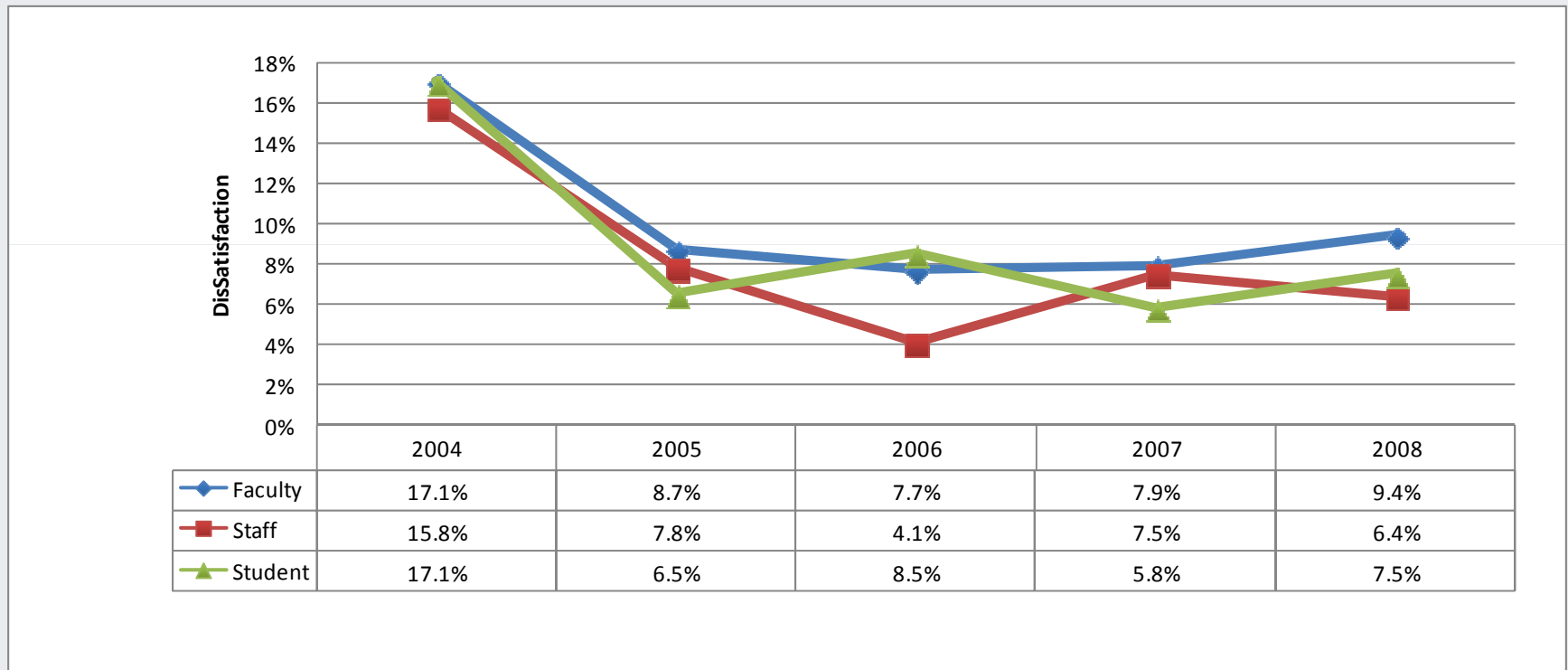
# Comparison Importance of Technology



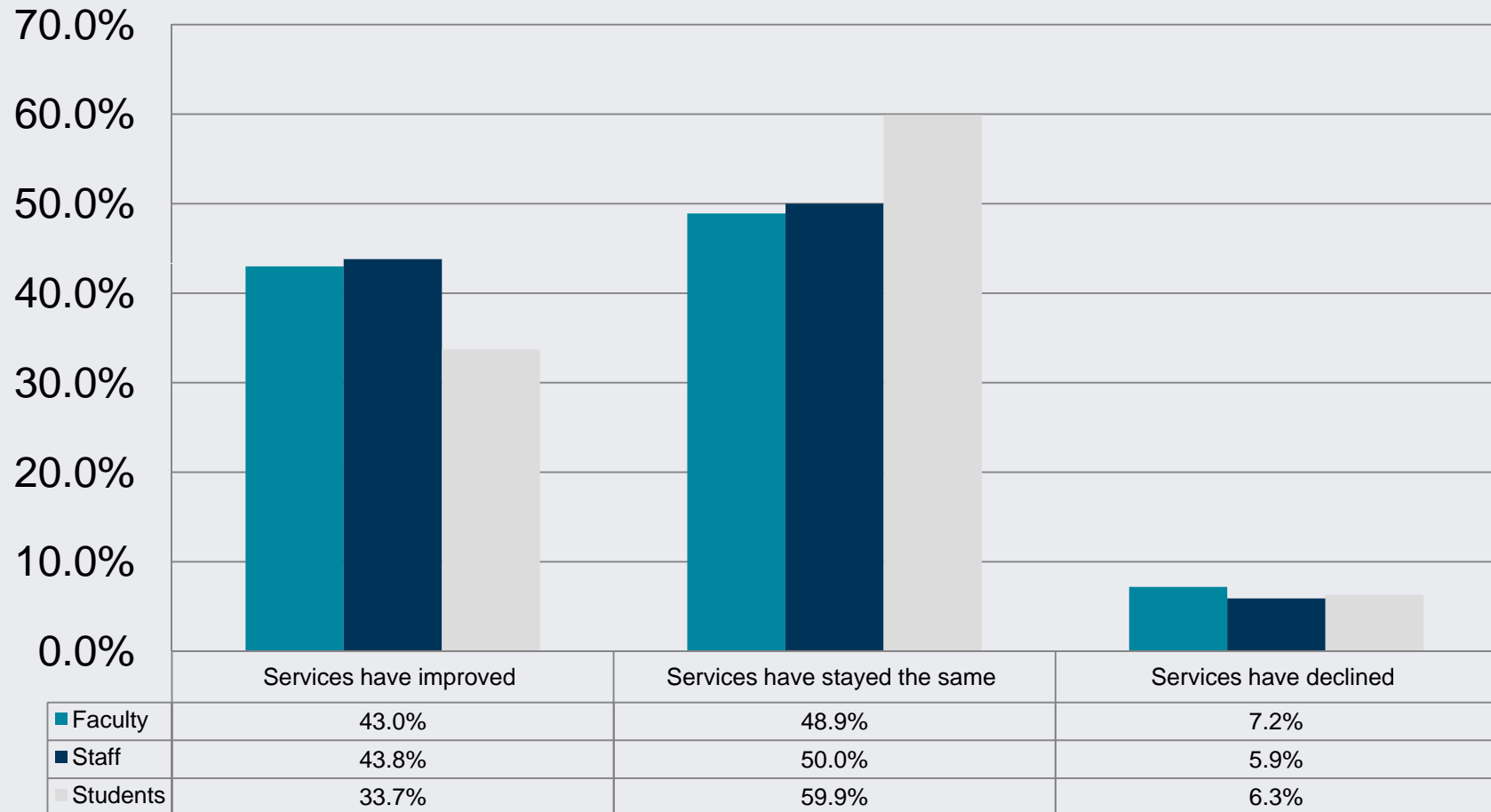
# Comparison Overall Satisfaction with Technology Resources



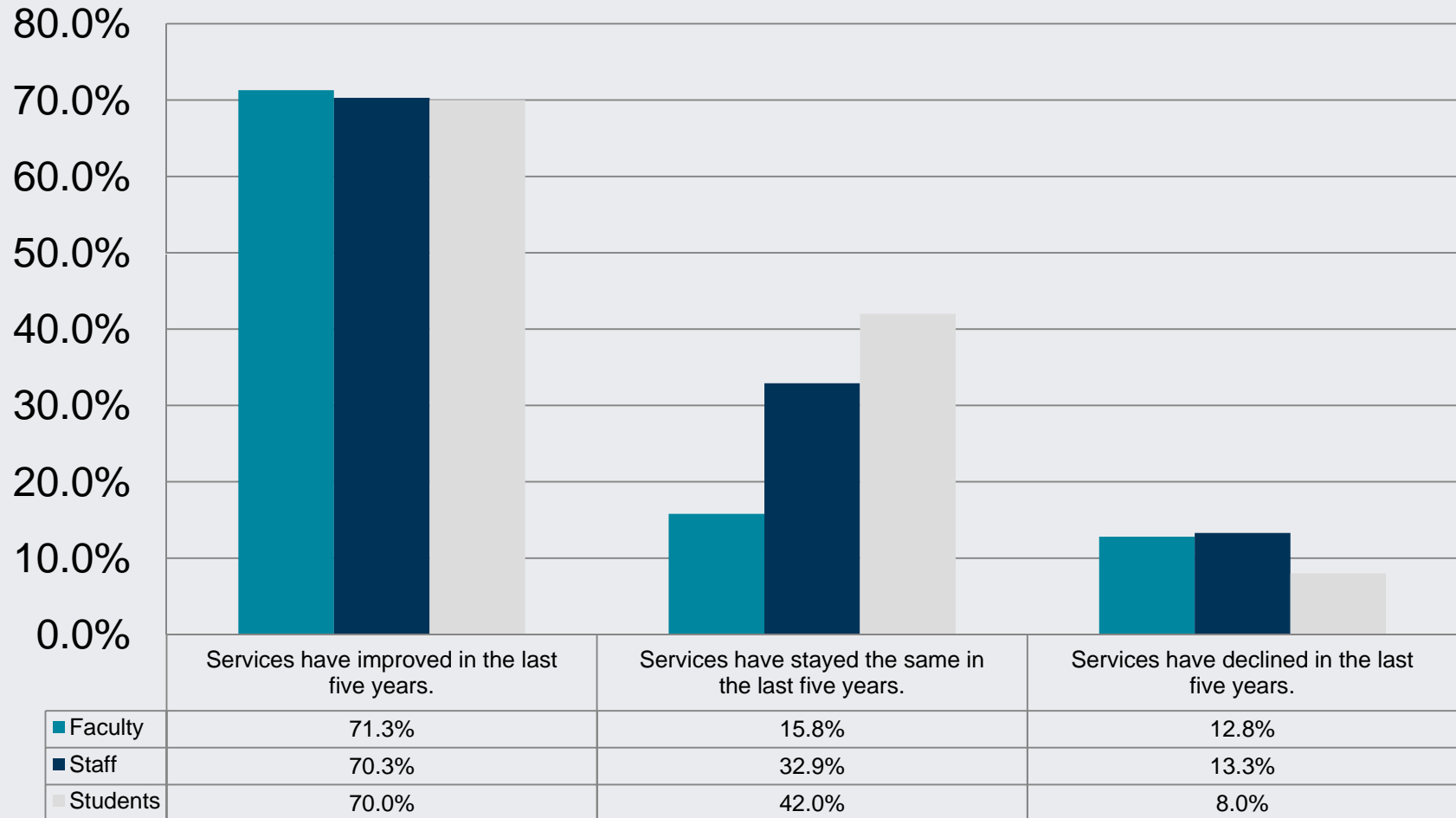
# Comparison Overall Dissatisfaction with Technology Resources



**One Year Comparison:**  
**Compared to the way things were last year, please assess your overall satisfaction with IT services at Case Western Reserve University.**

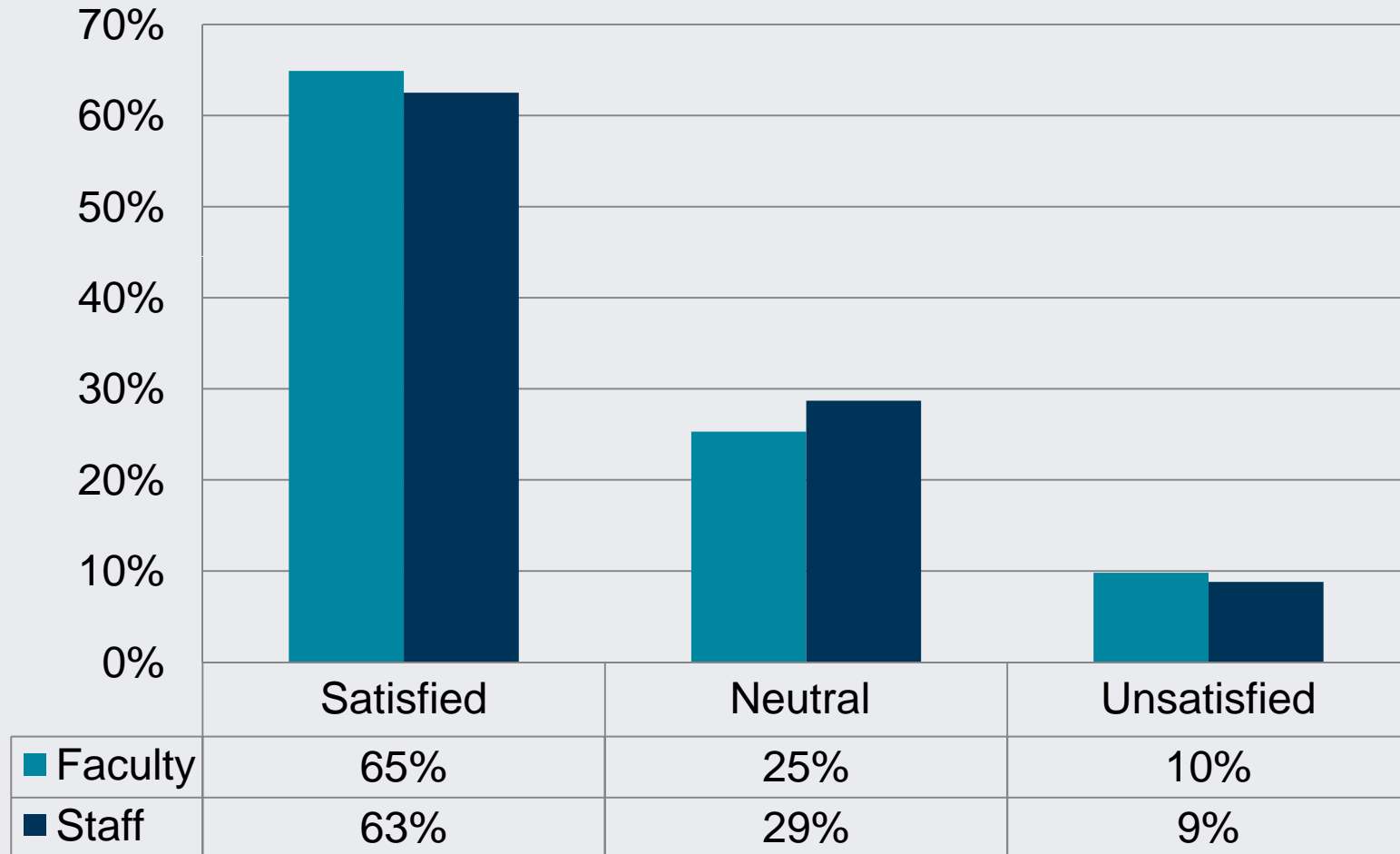


## Five Year Comparison: Compared to the way things were 5 years ago, please assess your overall satisfaction with IT services at Case Western Reserve University.



# Communications –

Satisfaction with communications from ITS as they relate to Faculty and Staff

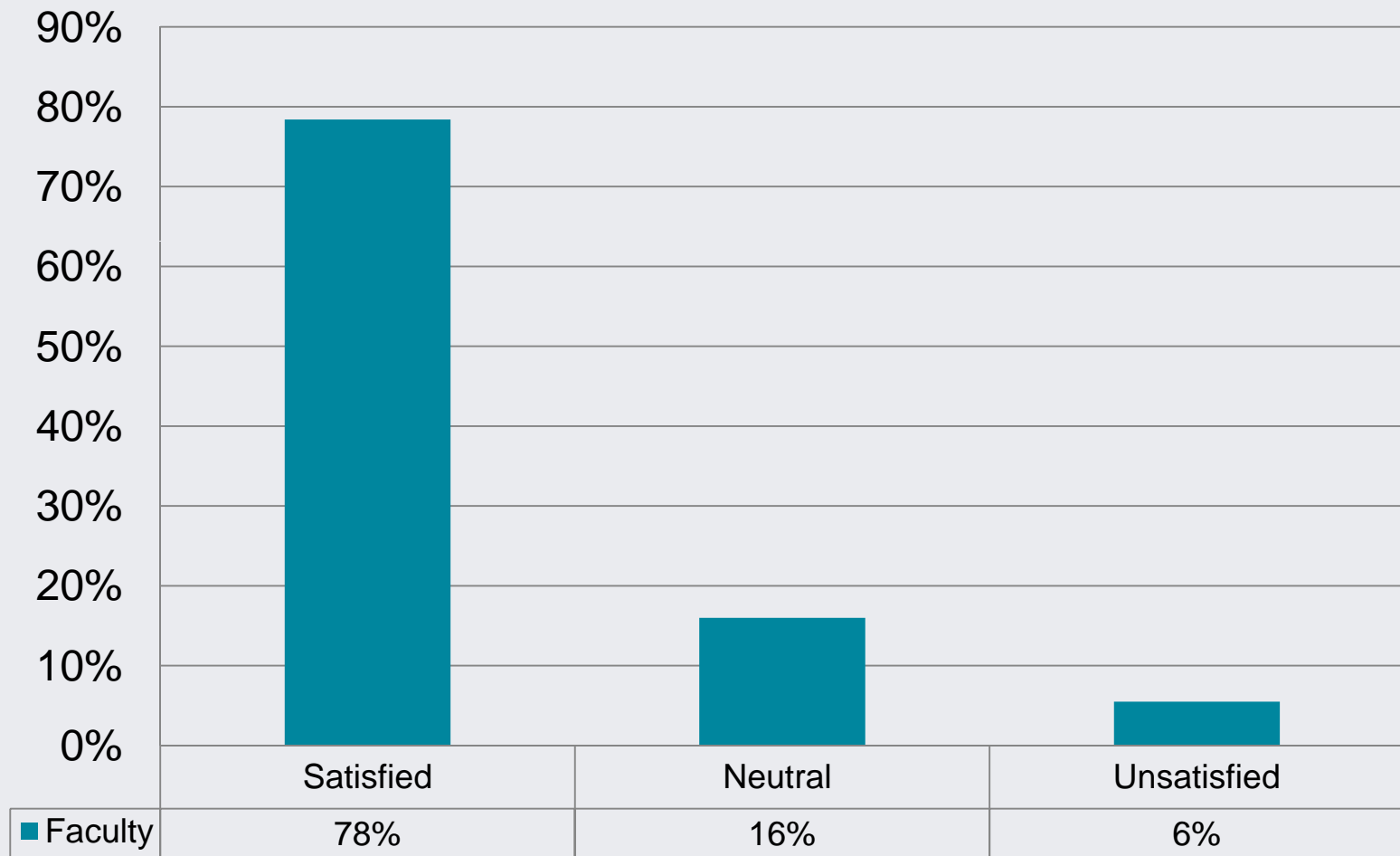


# Measures of Success: Academic Computing

- Blackboard (Faculty/Students)
- Interest in New Course Management System
- Technology Enhanced Classrooms
- MediaVision
  - Faculty View and Recommendation
  - Student View and Recommendation

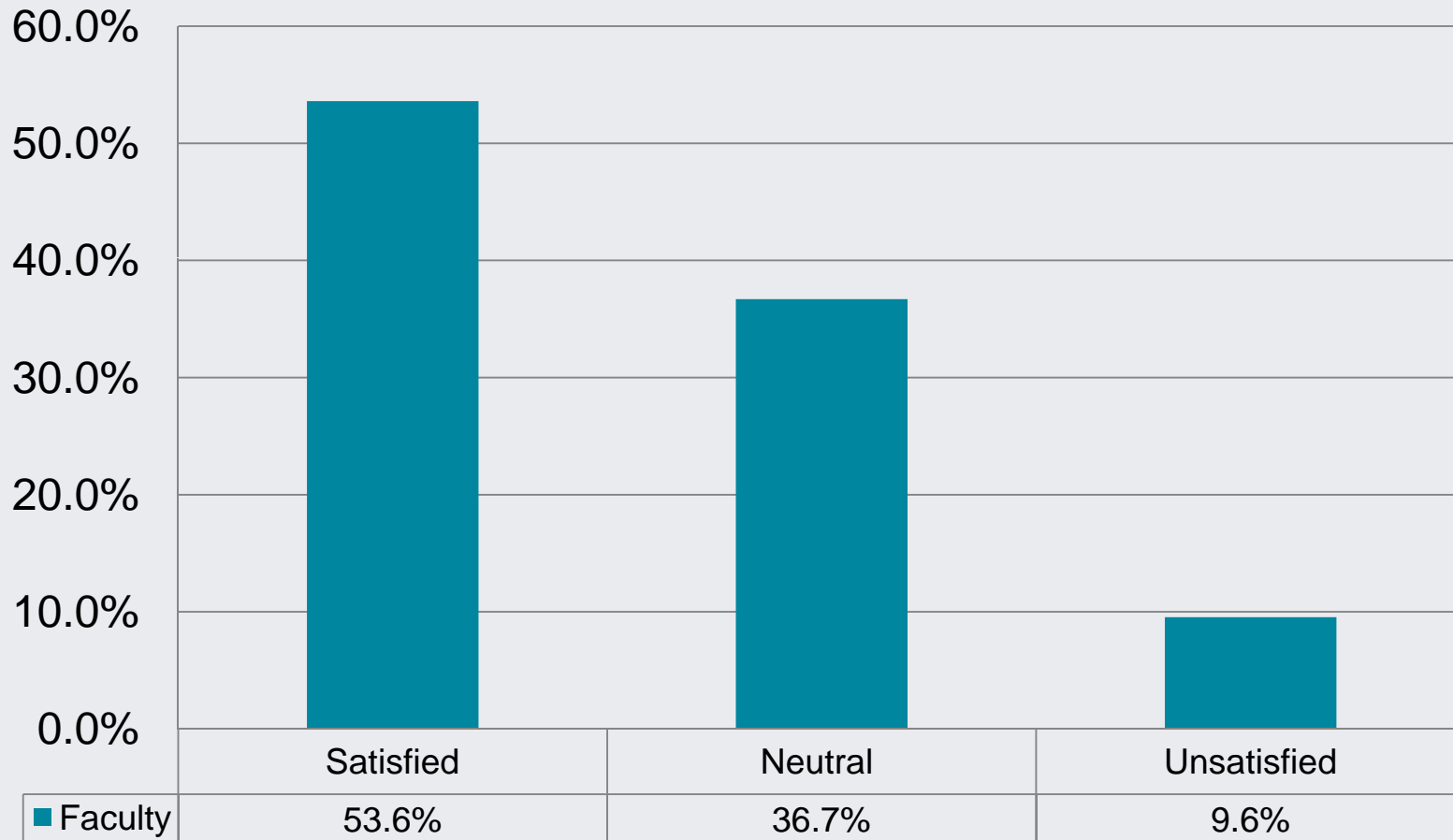
# Blackboard - Faculty

Satisfaction with Blackboard as a course management tool for current users.



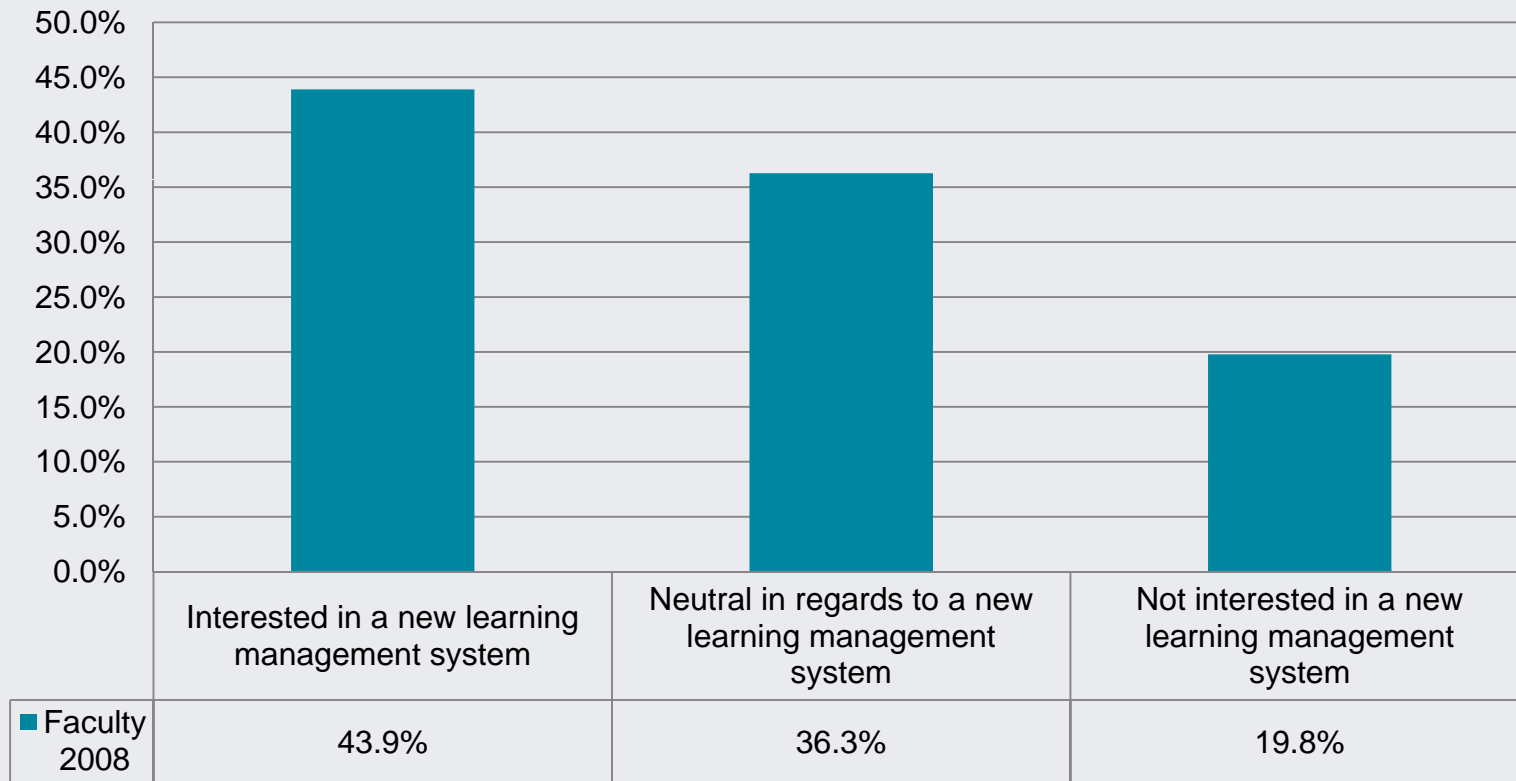
# Blackboard- Faculty

Satisfaction with the help and support provided for the Blackboard Learning Management System by current users.



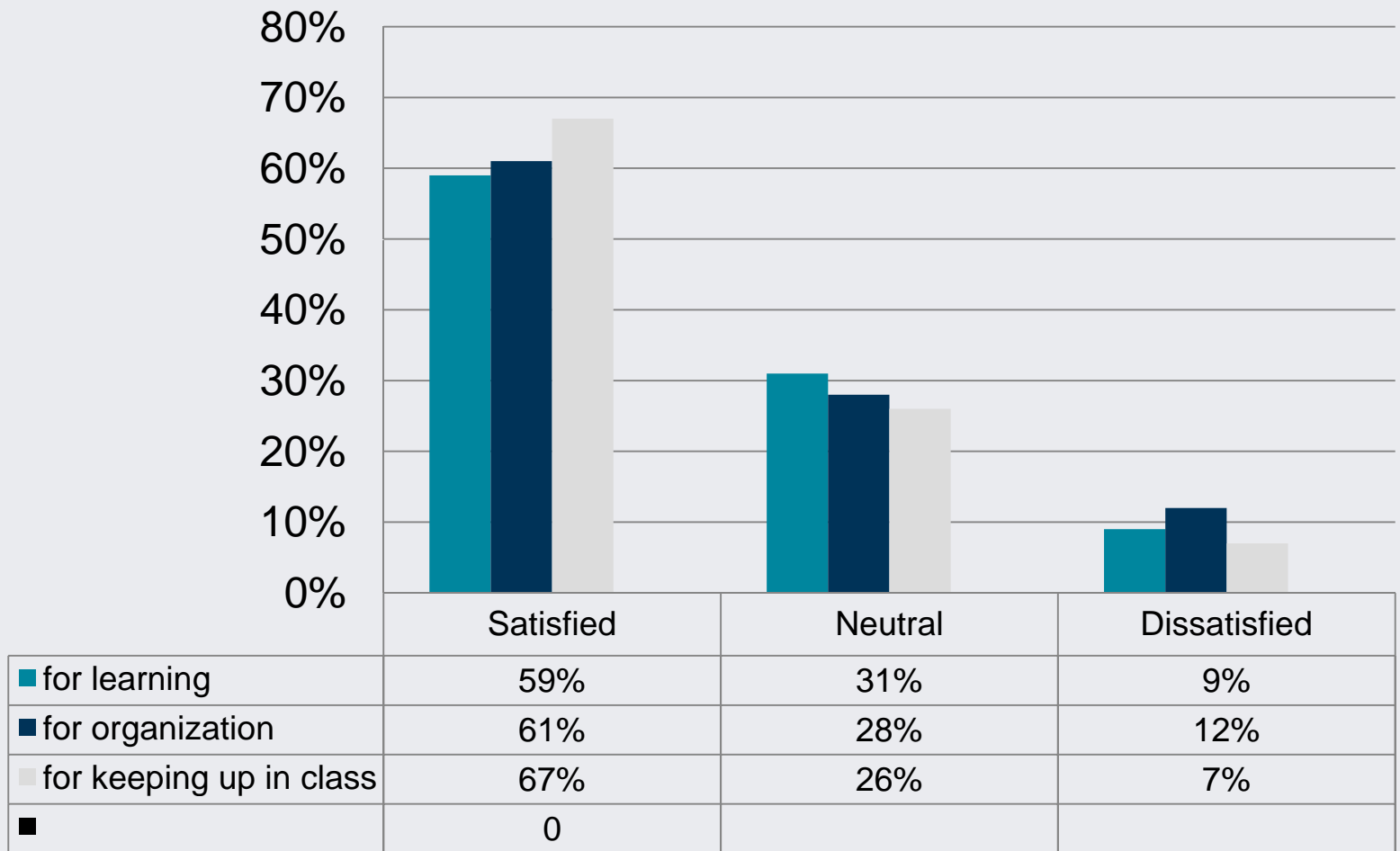
# Blackboard- Faculty

Users' level of interest in a "new" learning management system



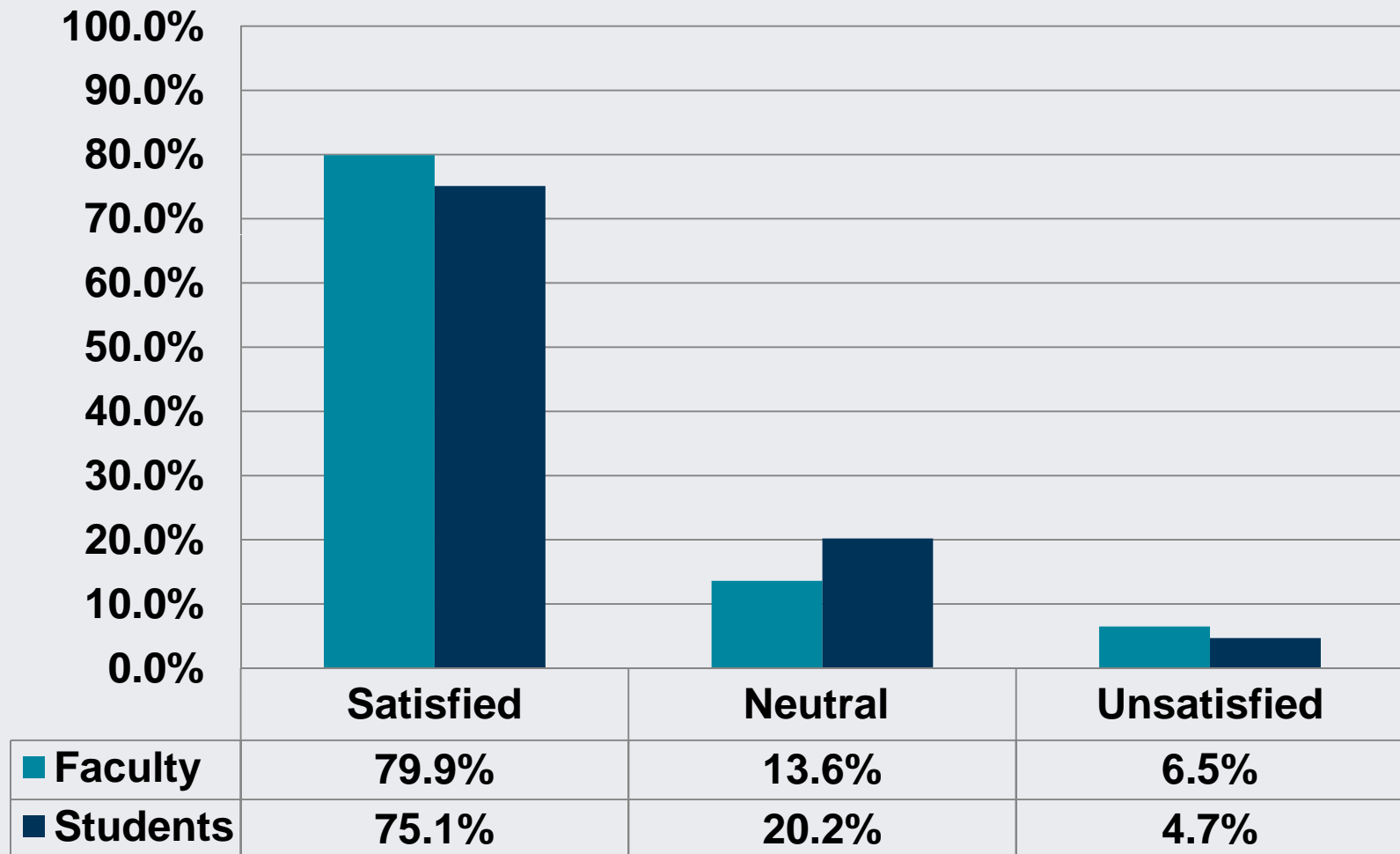
# Blackboard- Students

How would you rate your satisfaction with Blackboard as a course management tool? (Users were asked to choose all that apply)

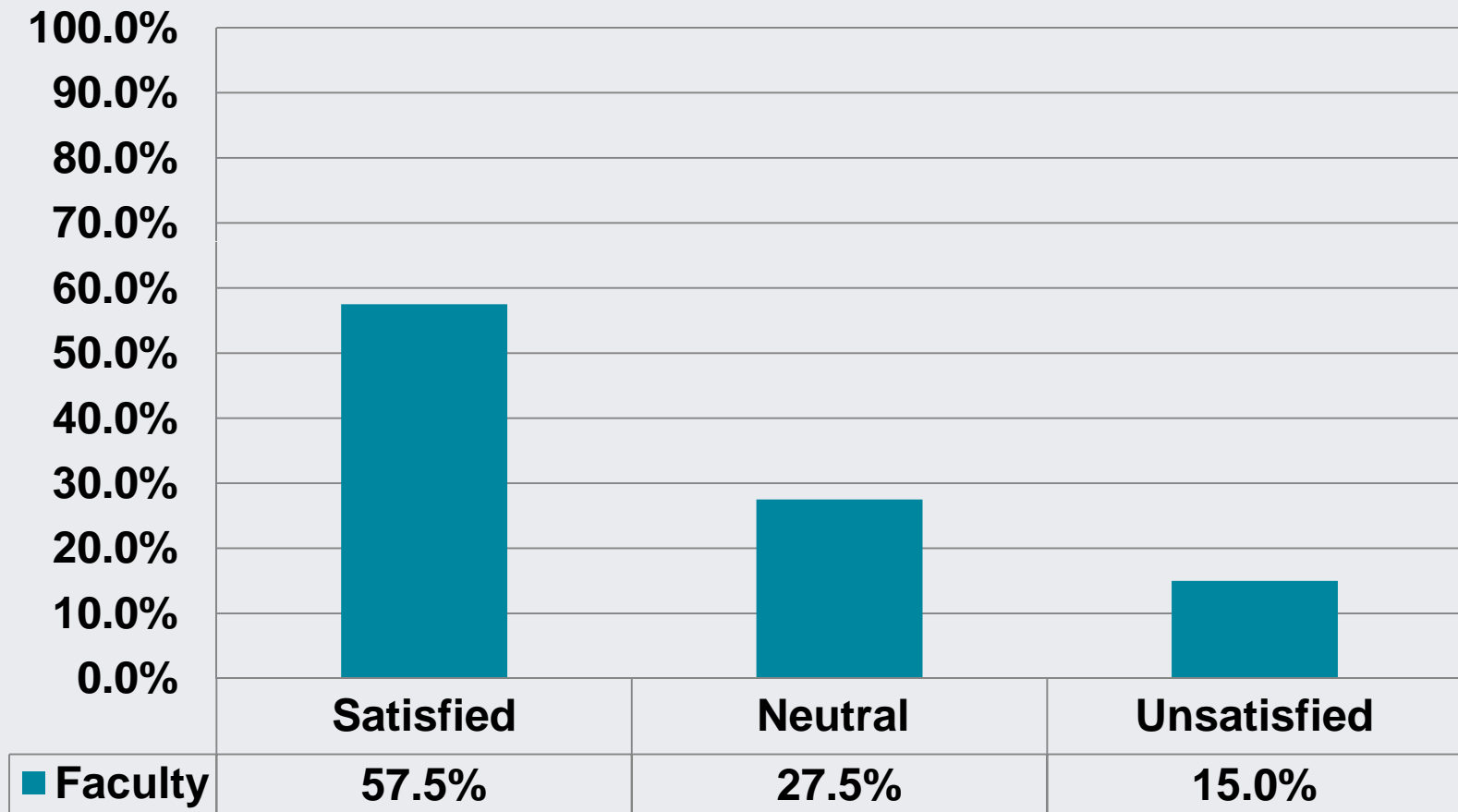


# TEC – Satisfaction

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



# MediaVision Courseware - User Satisfaction

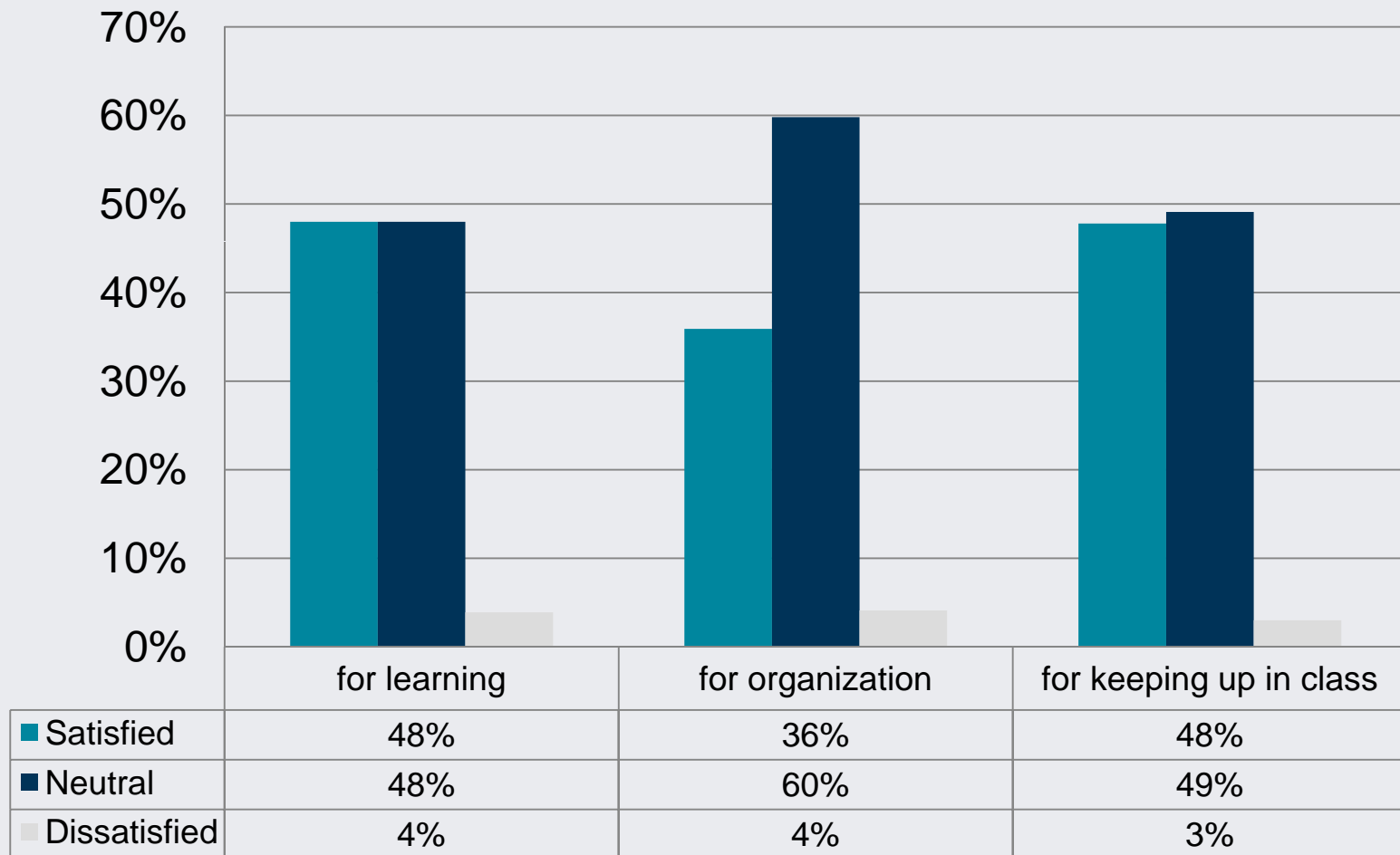


# MediaVision – Faculty New Feature Recommendations

- More robust gradebook
- Easier incorporation of video and audio files
- Better production quality for powerpoint slides recorded in non-electronic classrooms.
- Ability to collect homework through assessments / tests.
- Resources should be spent making a single recording which concisely covers the key topics in the course; then editing and adding searchable metadata to increase the information density of this online material.

## MediaVision - Students

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?



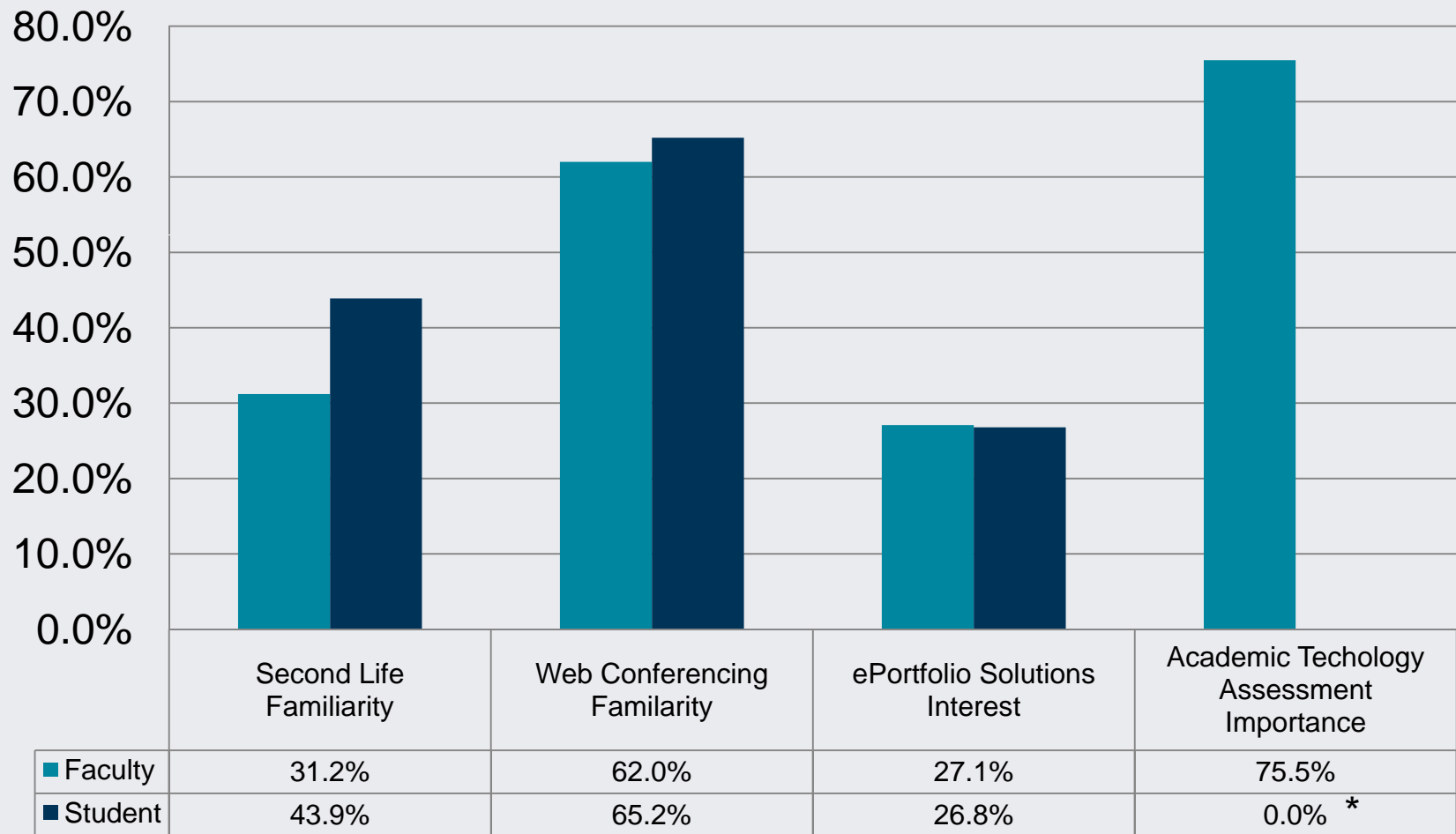
# MediaVision – Student New Feature Recommendations

- iTunes U
- Add MediaVision to more Classes
- Ability to take audio and video on the go.
- All courses should be open to all students.
- Better quality playback.
- Support for more web browsers.
- Closed captioning
- Downloadable videos.

# Measures of Success: Collaboration Technologies

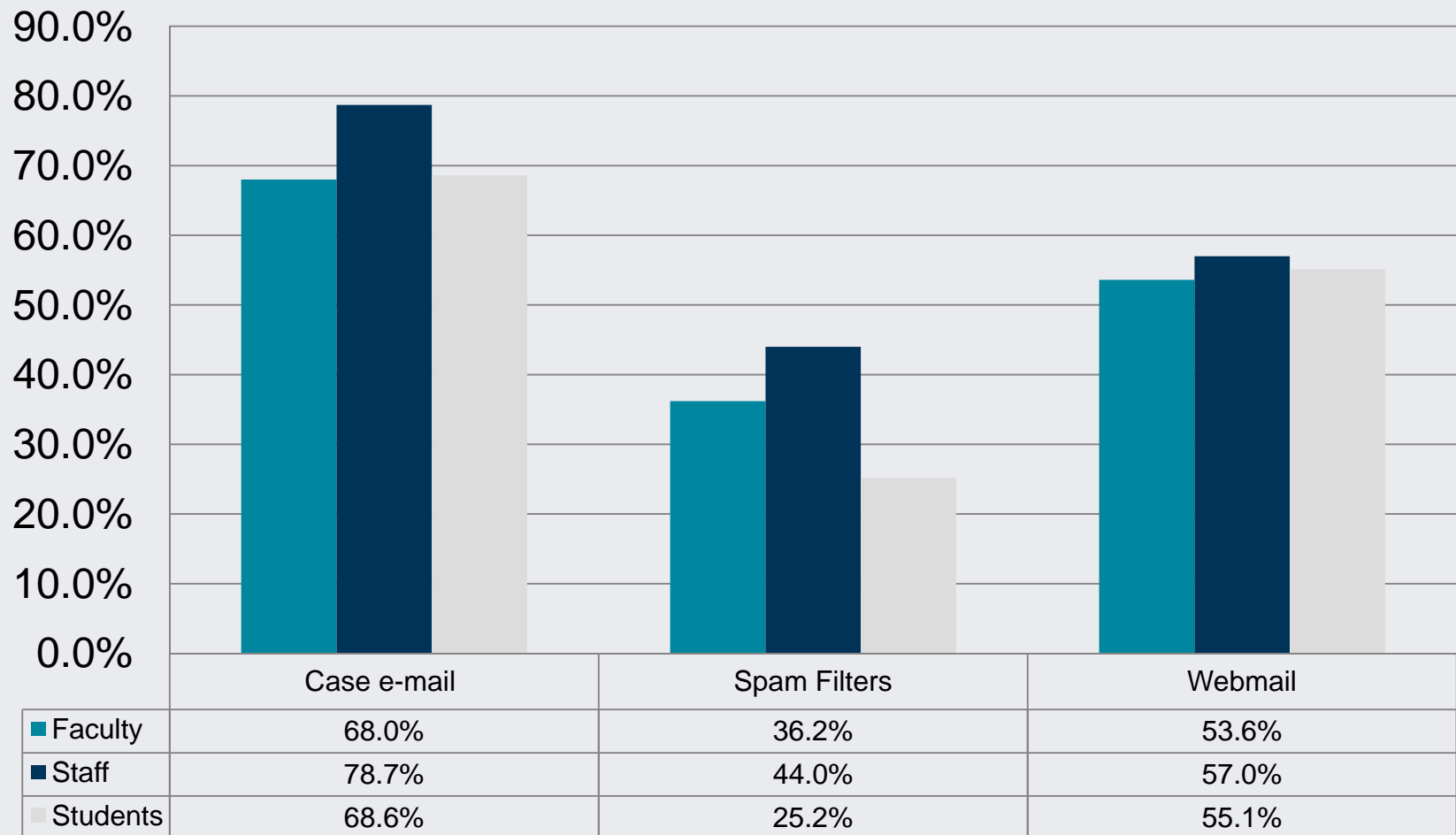
- Web 2.0
- Email
- Instant Messaging
- Google Apps
- Blogs
- Wikis
- Calendaring
- Portal

# Web 2.0 Tools: Familiarity, Interest and Importance

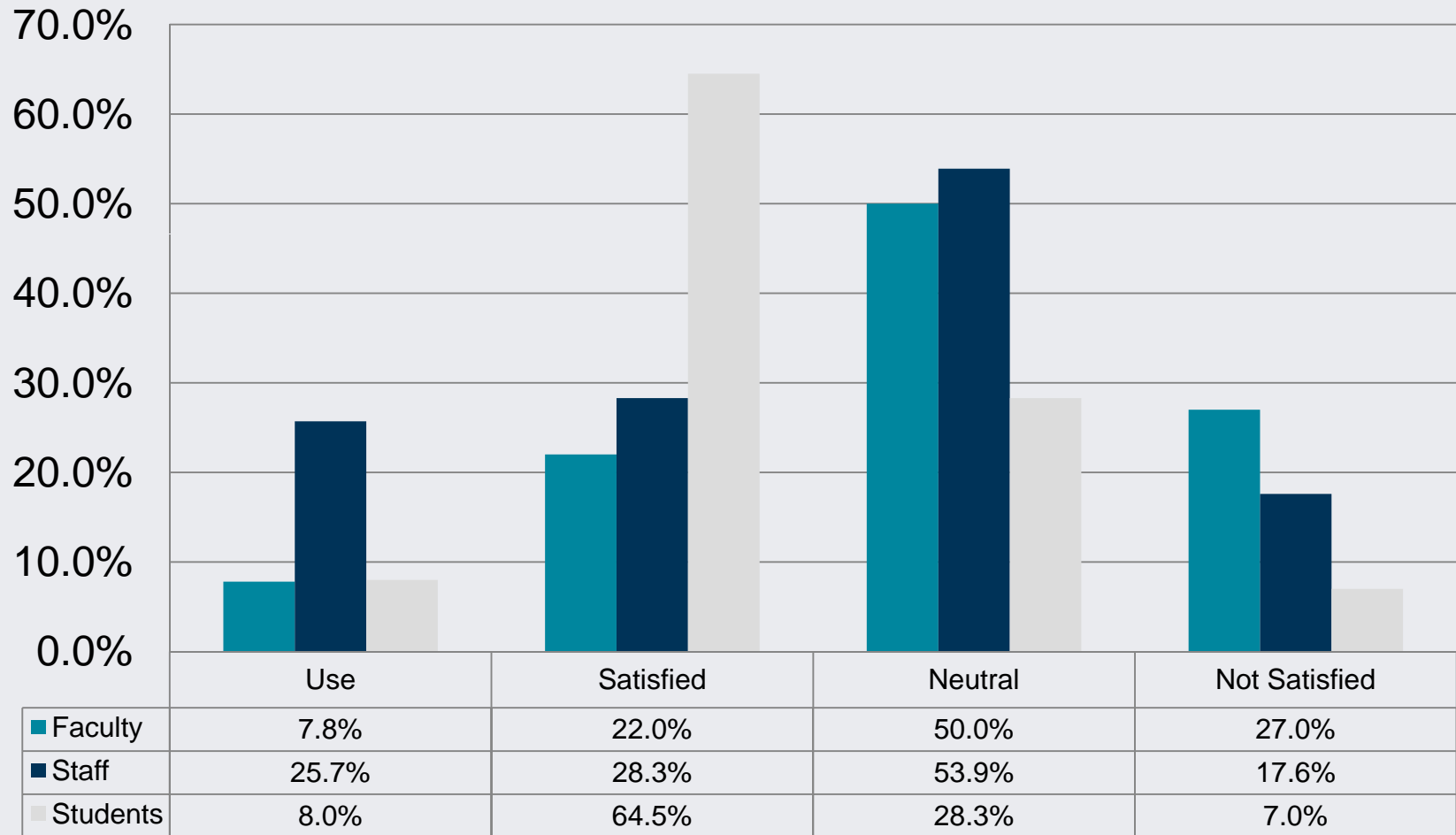


\*Question not posed to students

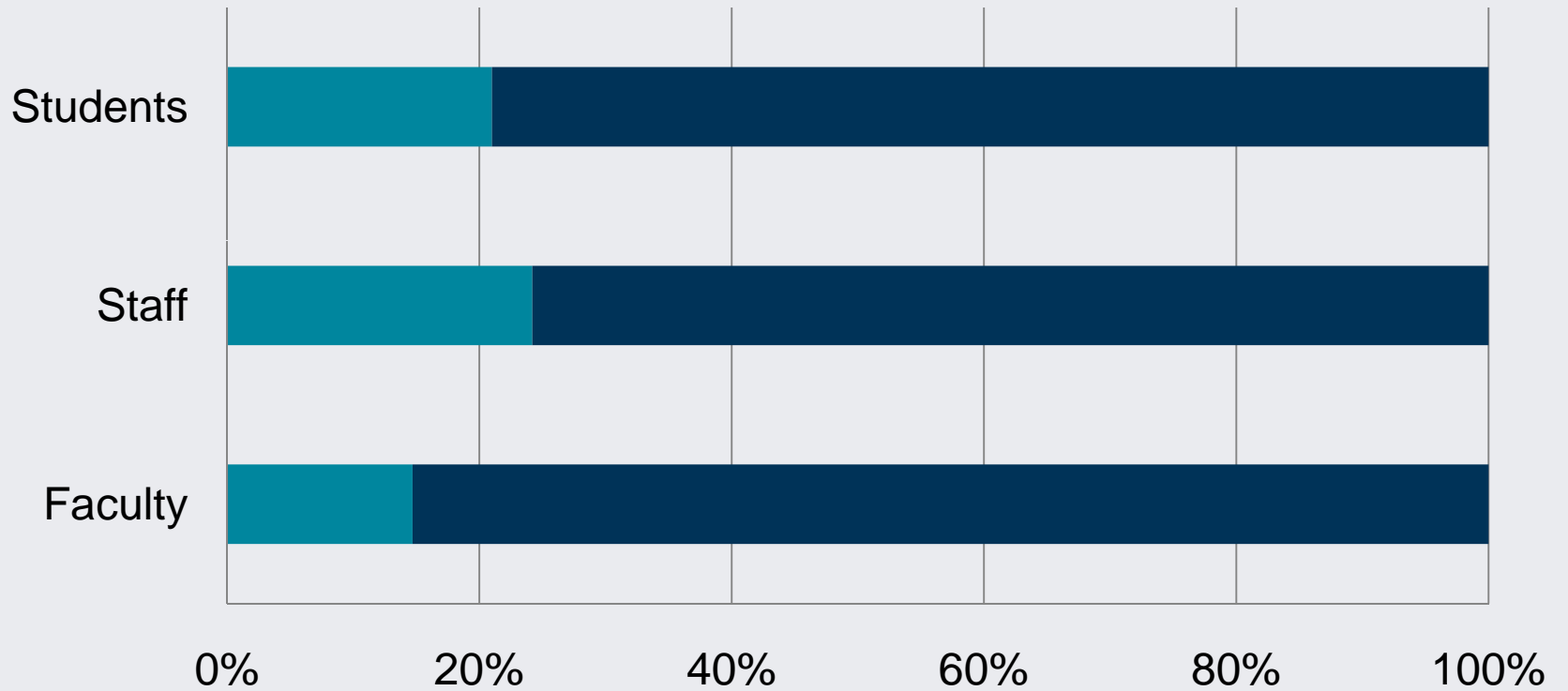
# Email Services: Satisfaction



# Instant Messaging- Use/Satisfaction of Users

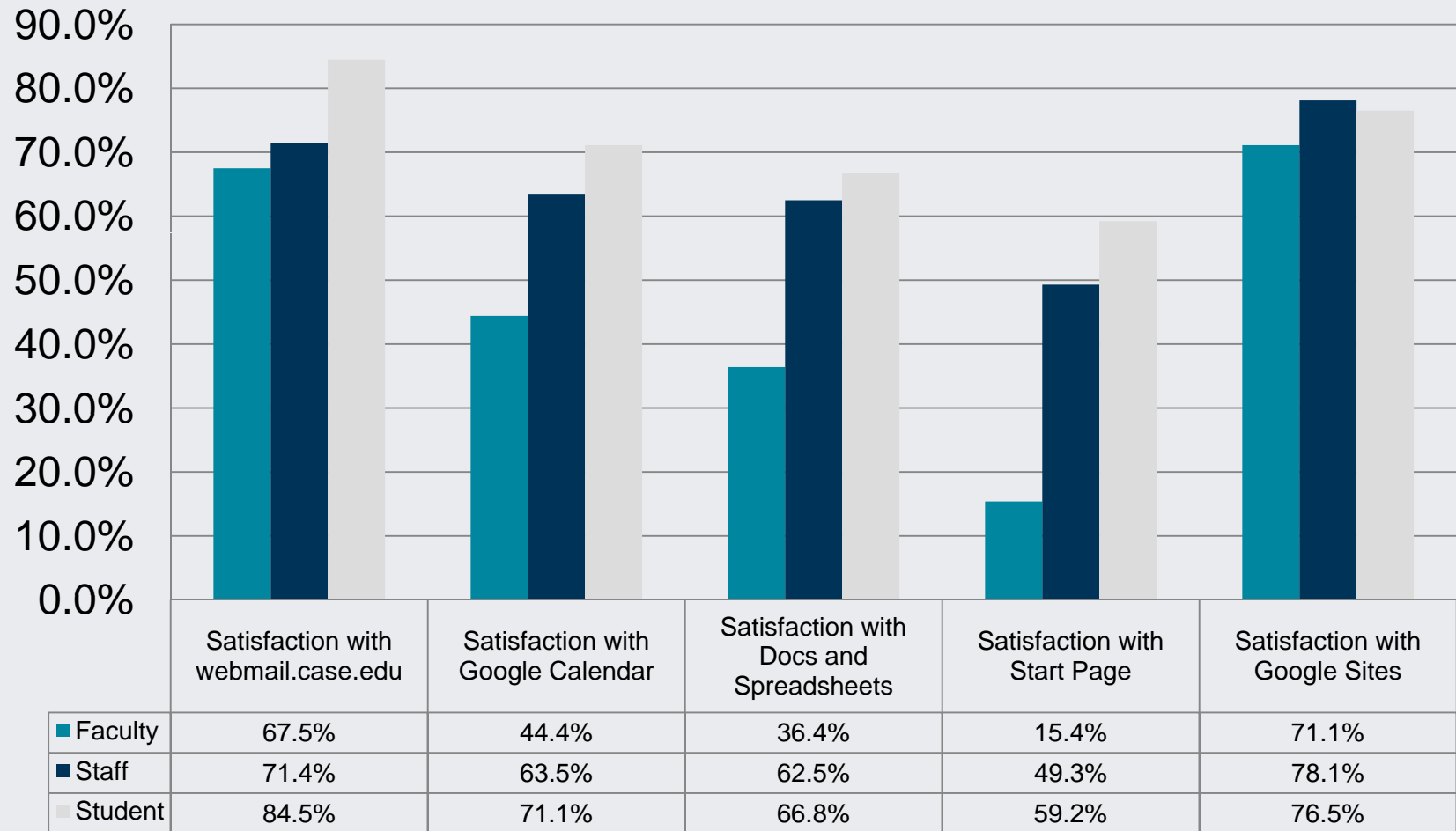


# Case Google Apps – Use

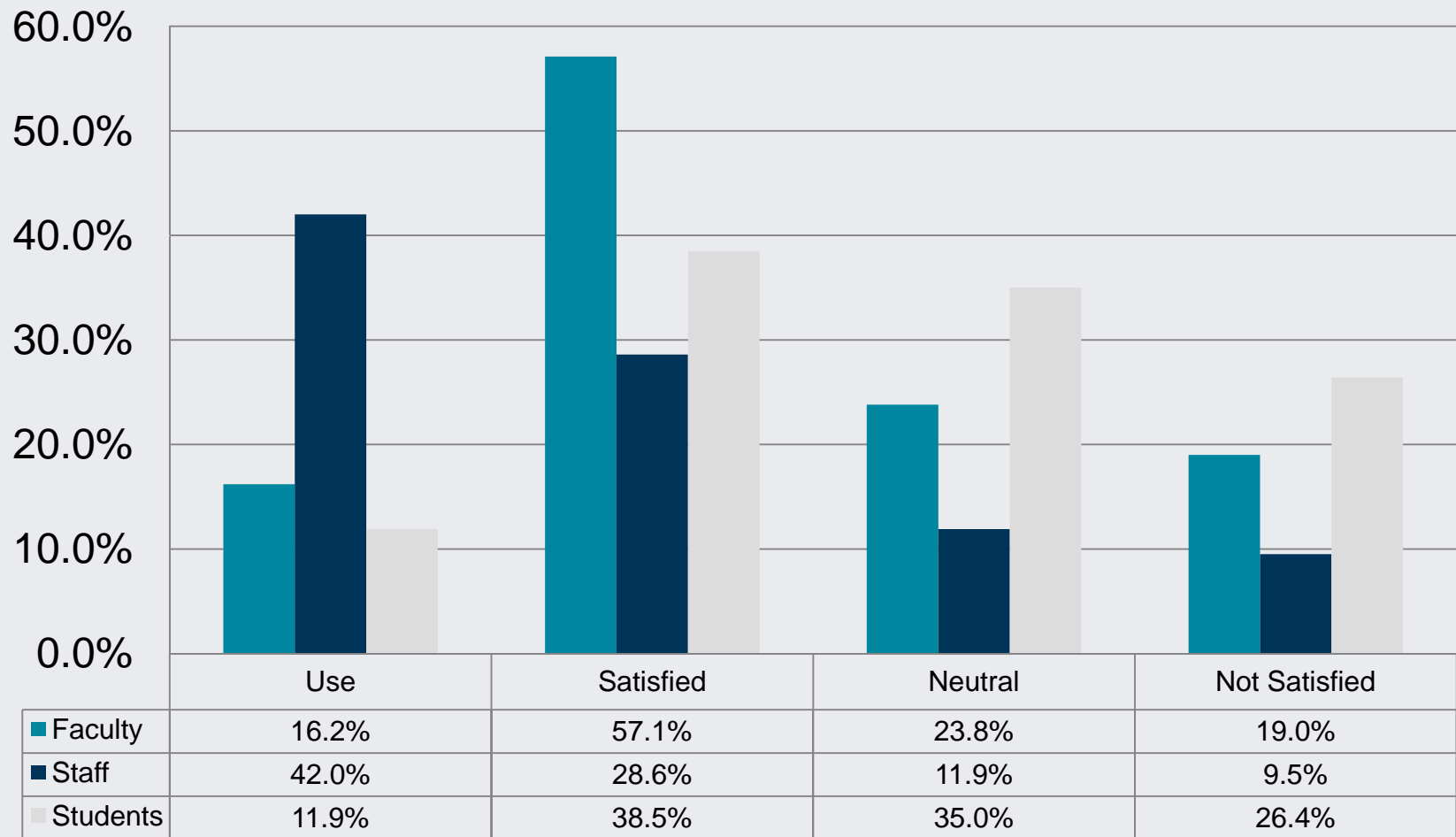


	Faculty	Staff	Students
■ Yes	14.7%	24.2%	21.0%
■ No	85.3%	75.8%	79.0%

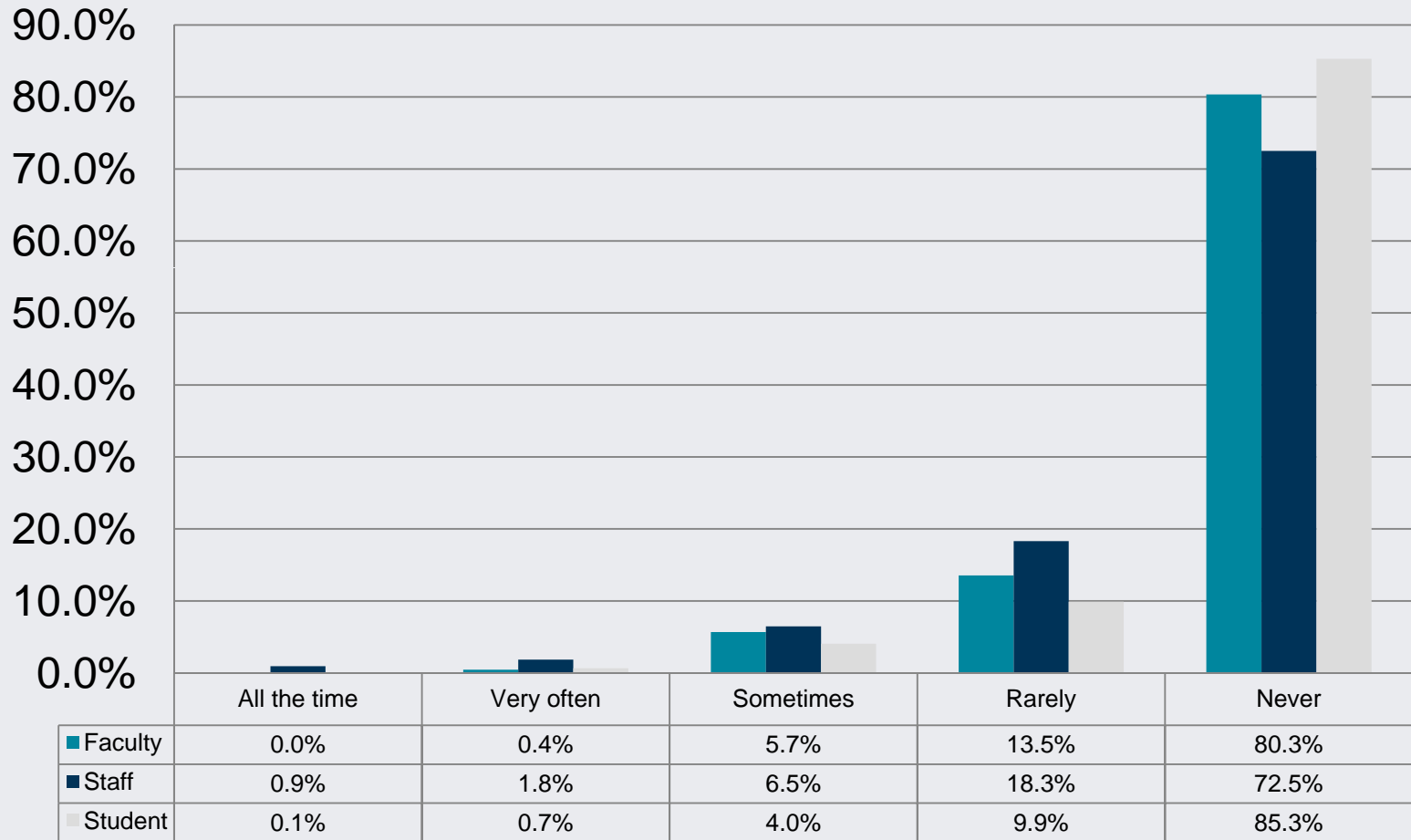
# Case Google Apps – Satisfaction of Users



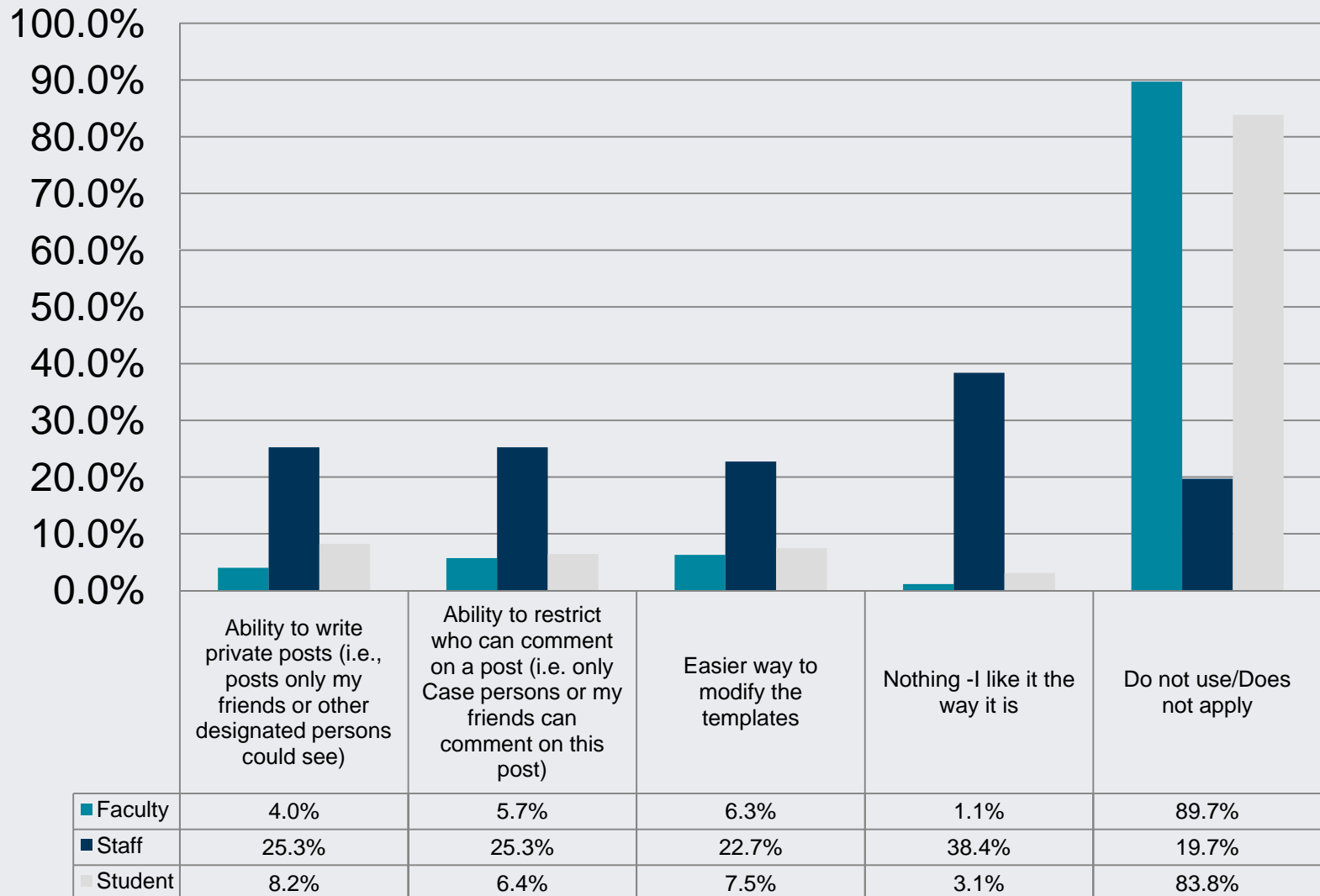
# Campus Calendaring - Use/Satisfaction of Users



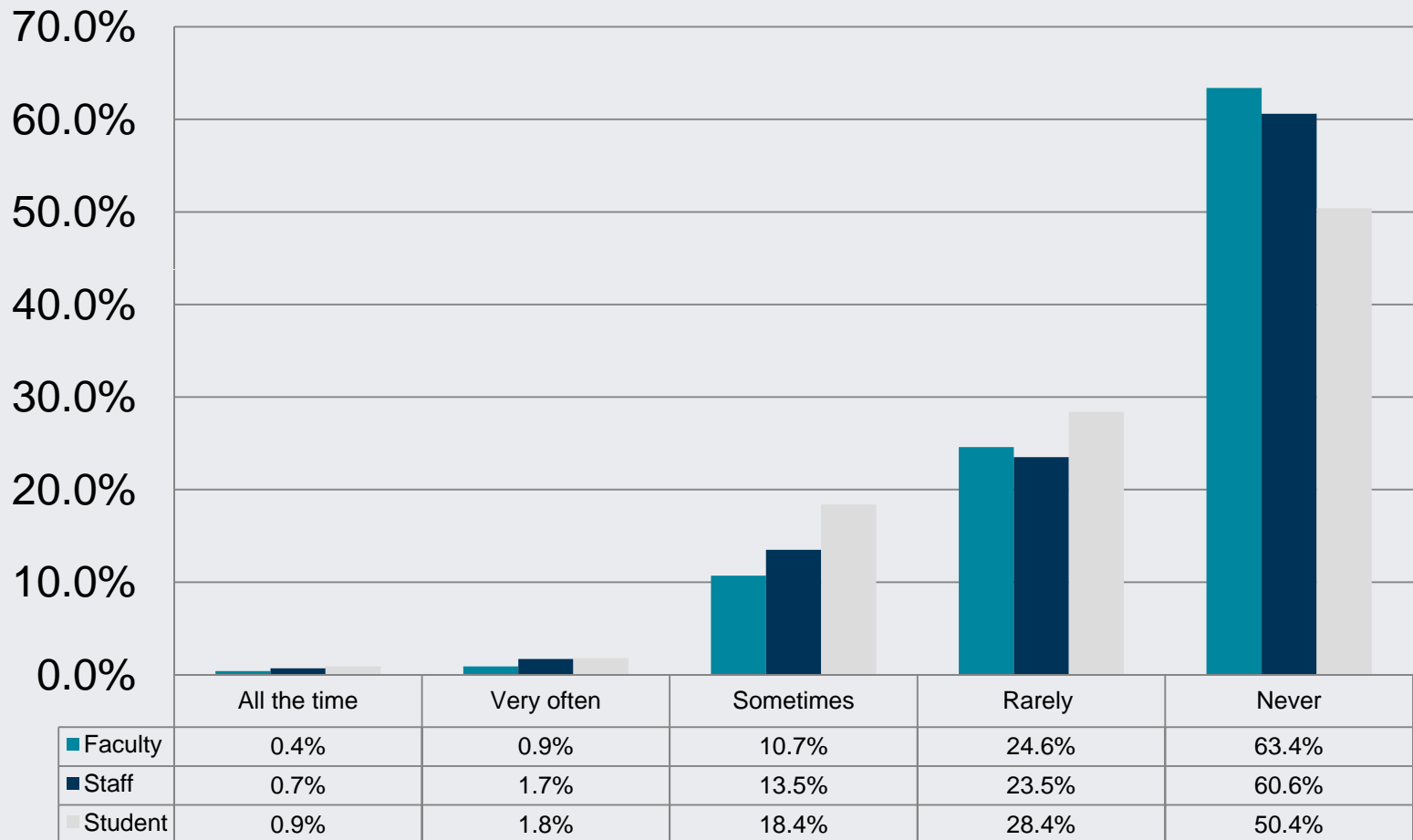
# Use of the Case Blog



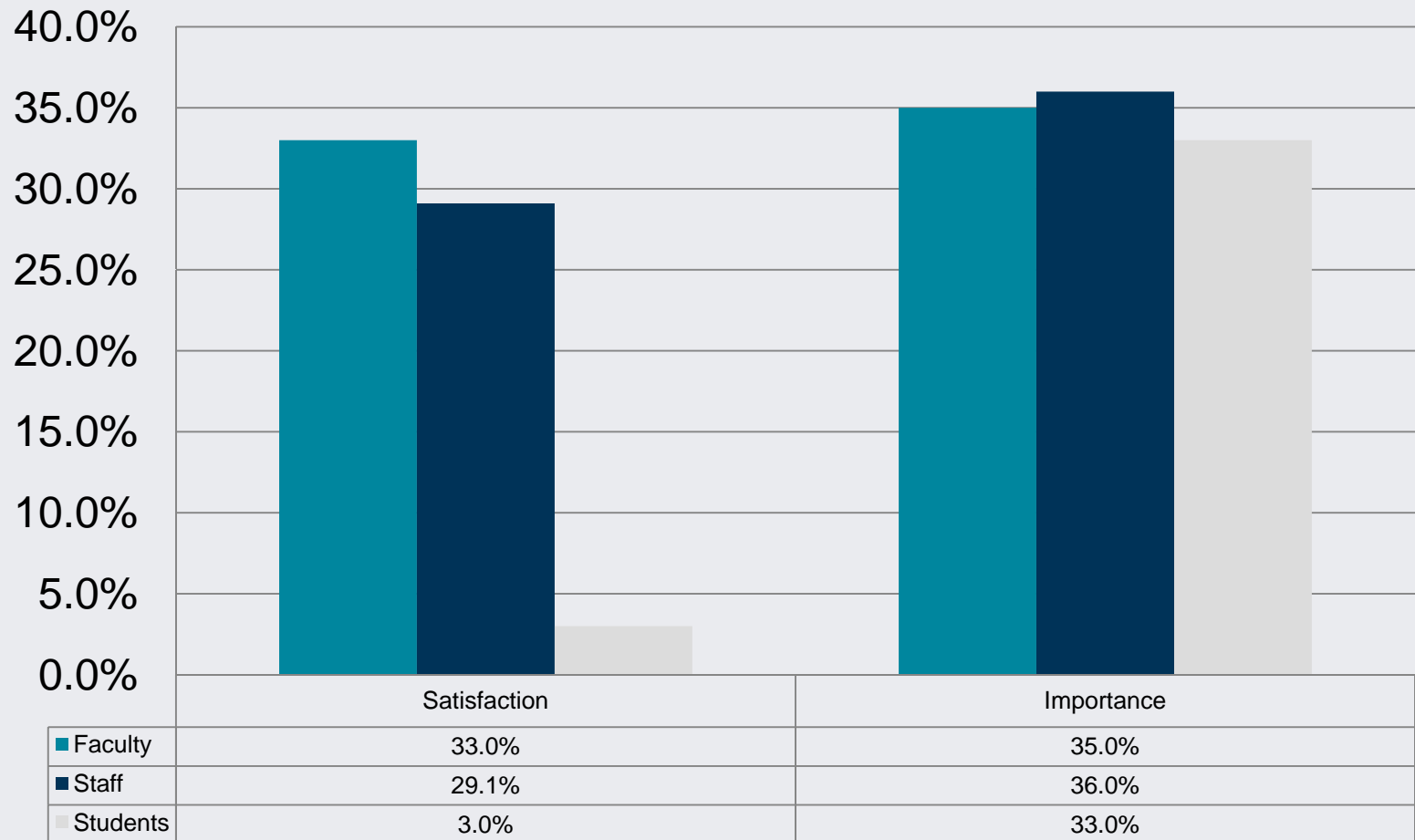
# Use of the Case Blog - Suggested Enhancements



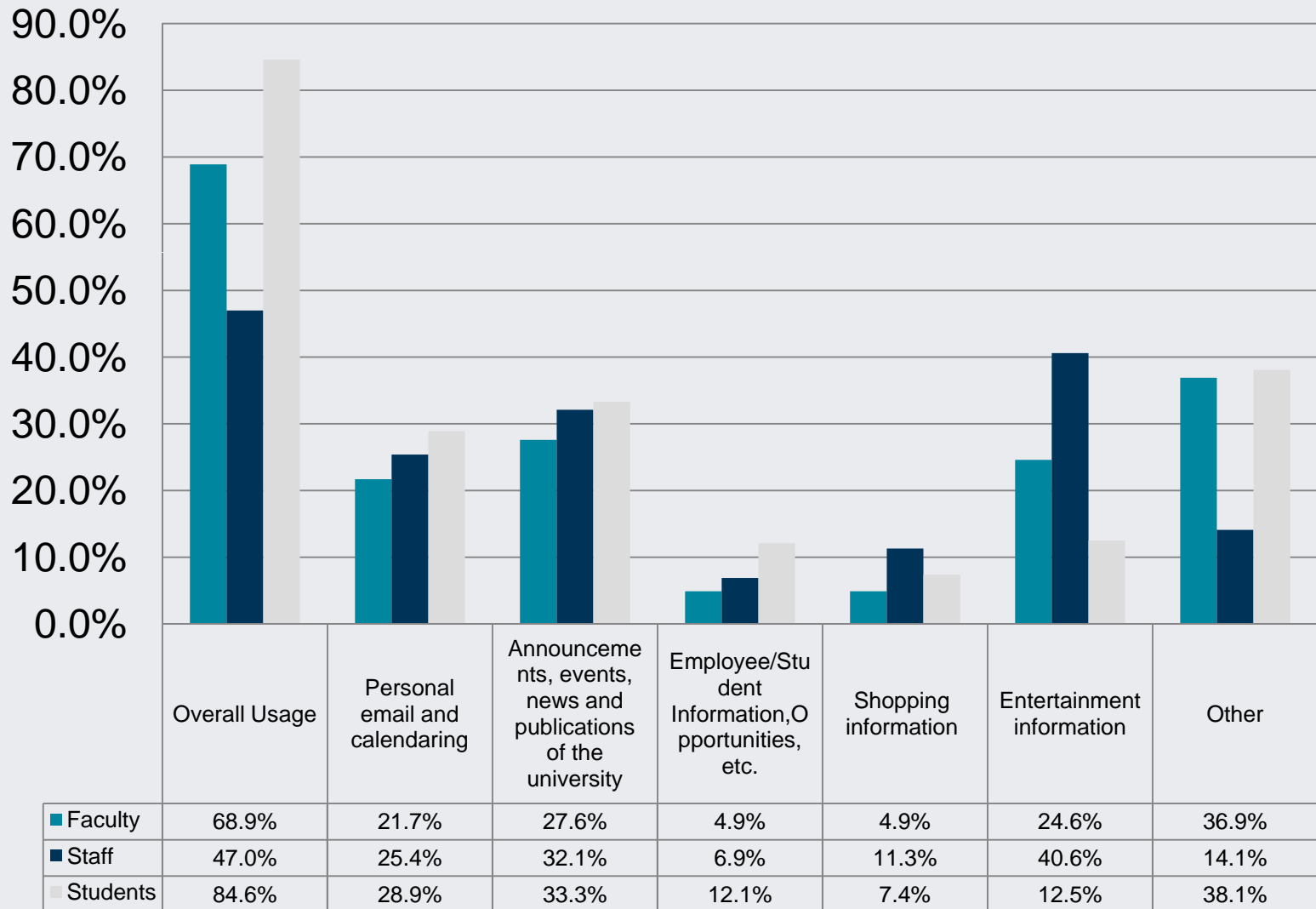
# Use of the Case Wiki



# Use of the Case Wiki – Satisfaction and Importance



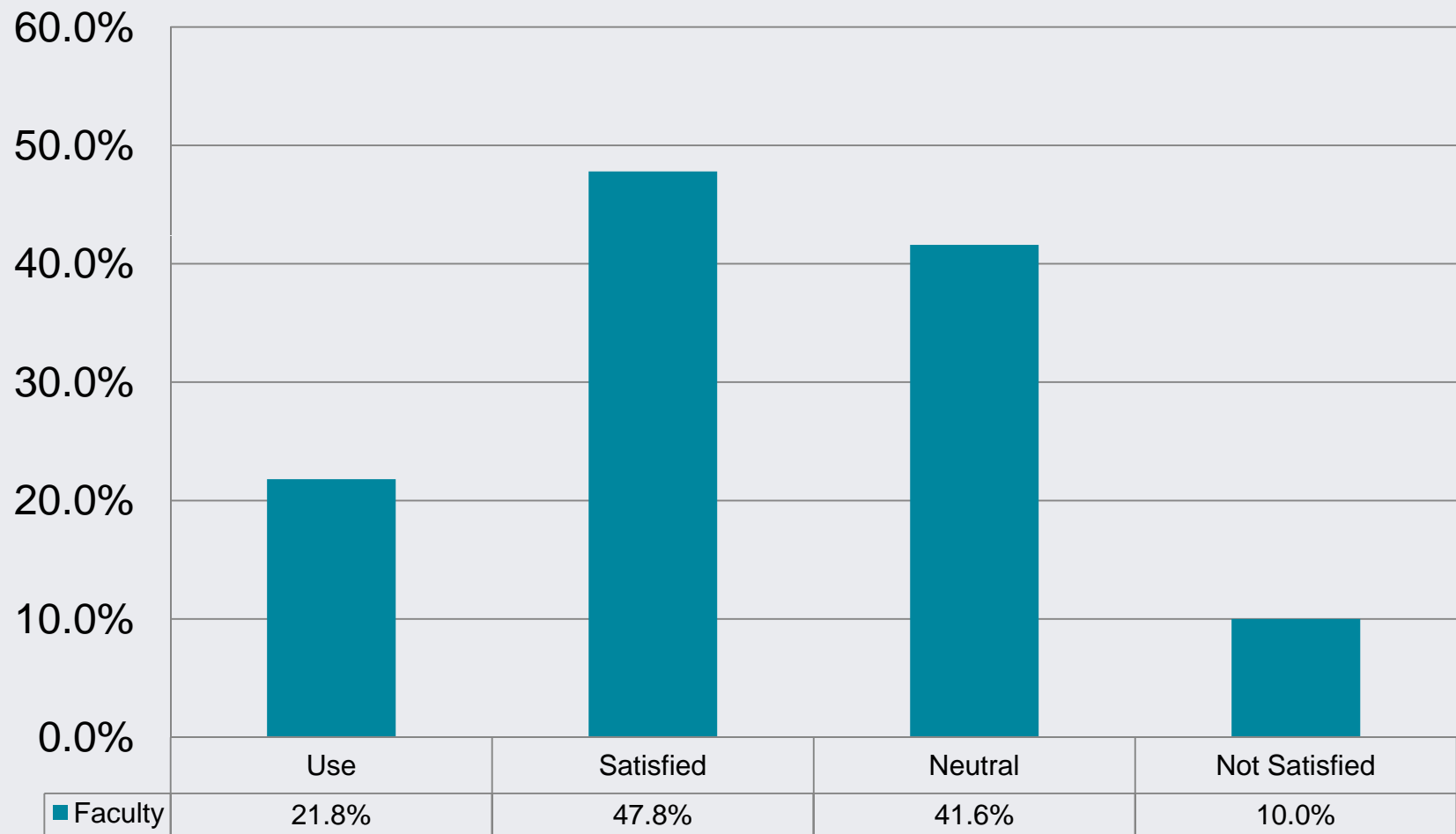
# Use of the Case Portal



# Measures of Success: Computational Research

- Research Computing - Satisfaction

# Research Computing - Use/Satisfaction

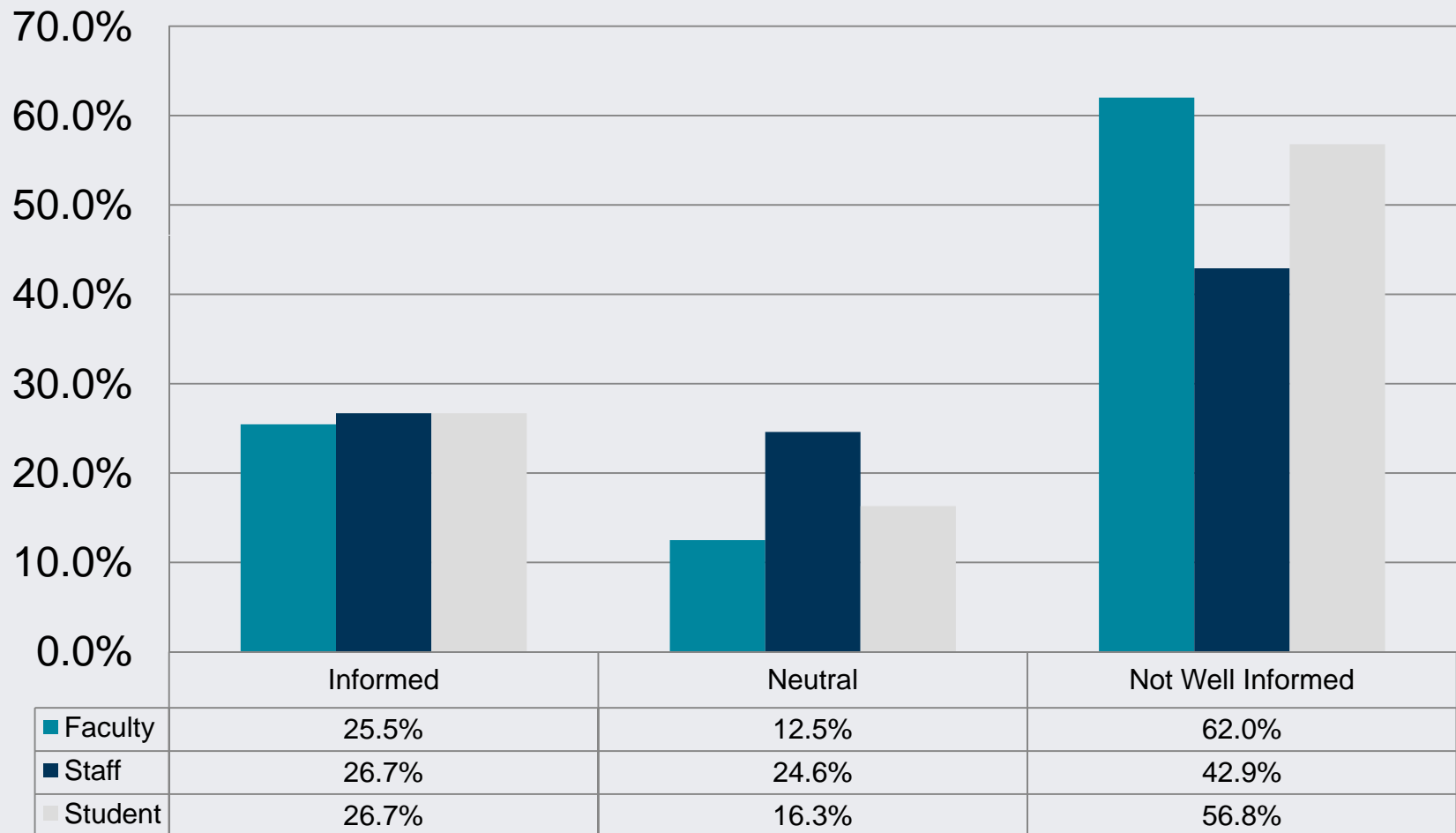


## Measures of Success: ERP

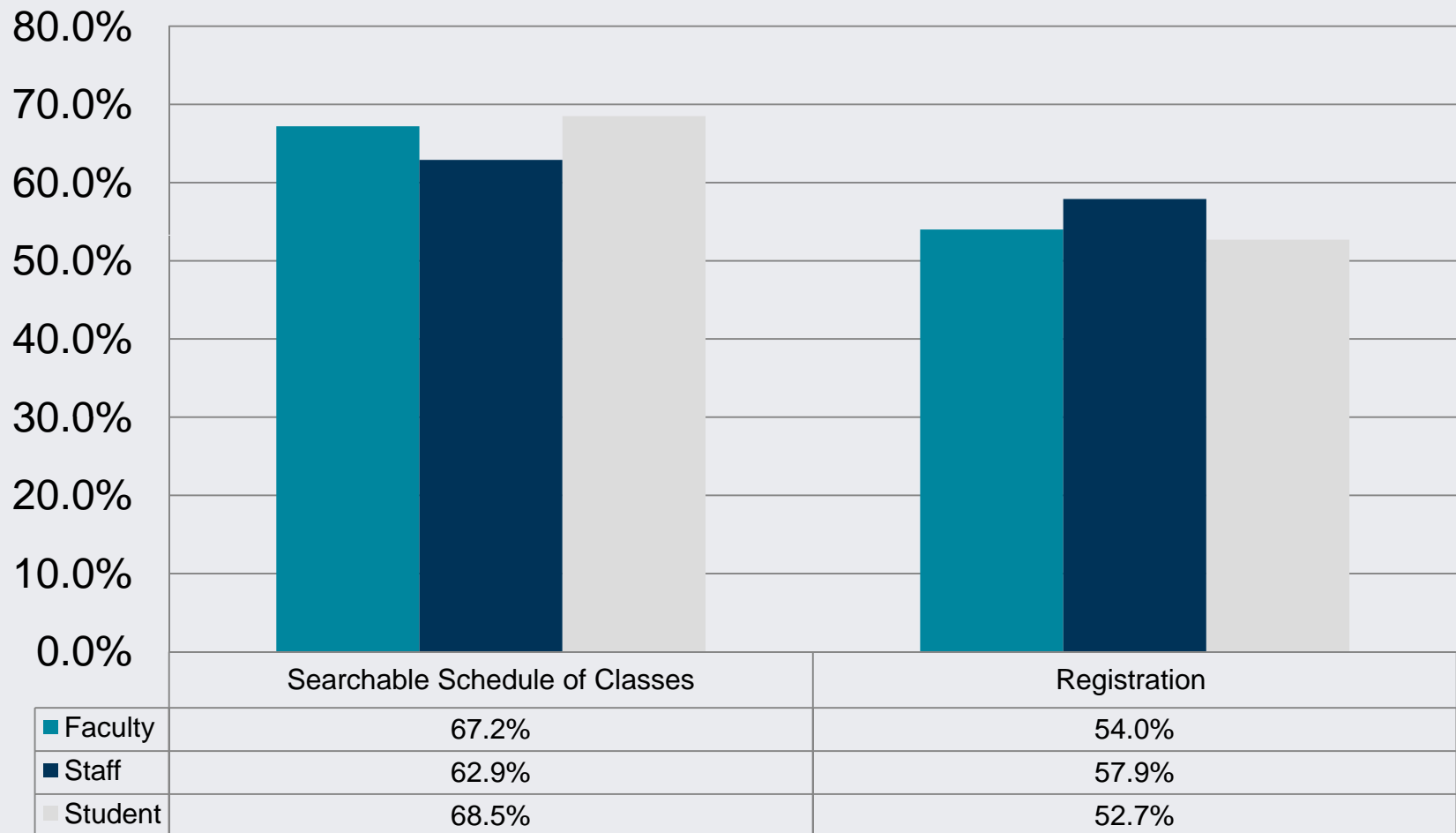
- Student Information System
- HCM and Financial Systems

# Student Information System –

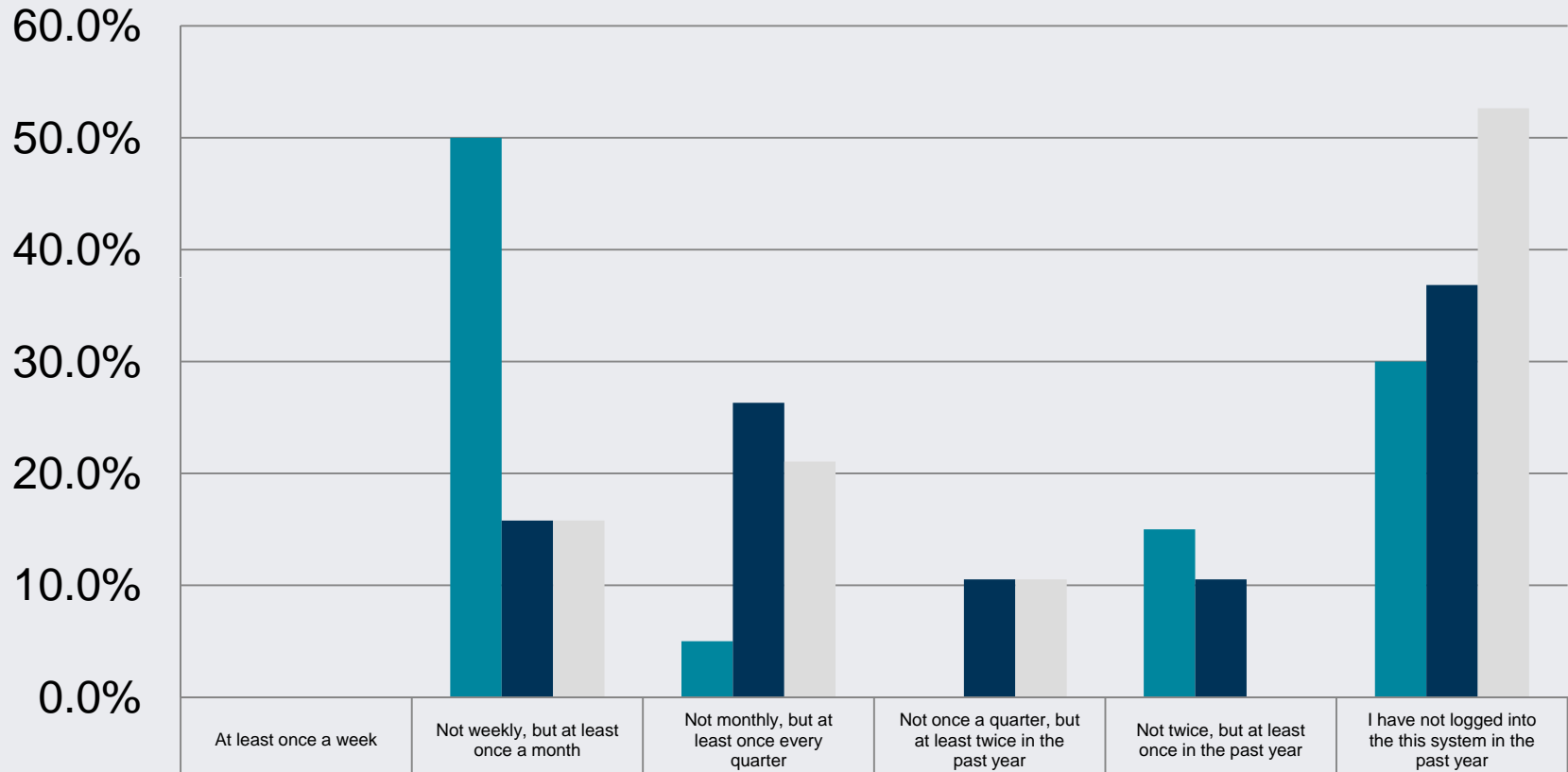
How well informed do you feel you are on the new platform and its services?



# Student Information System – Satisfaction to date of those who have used the system

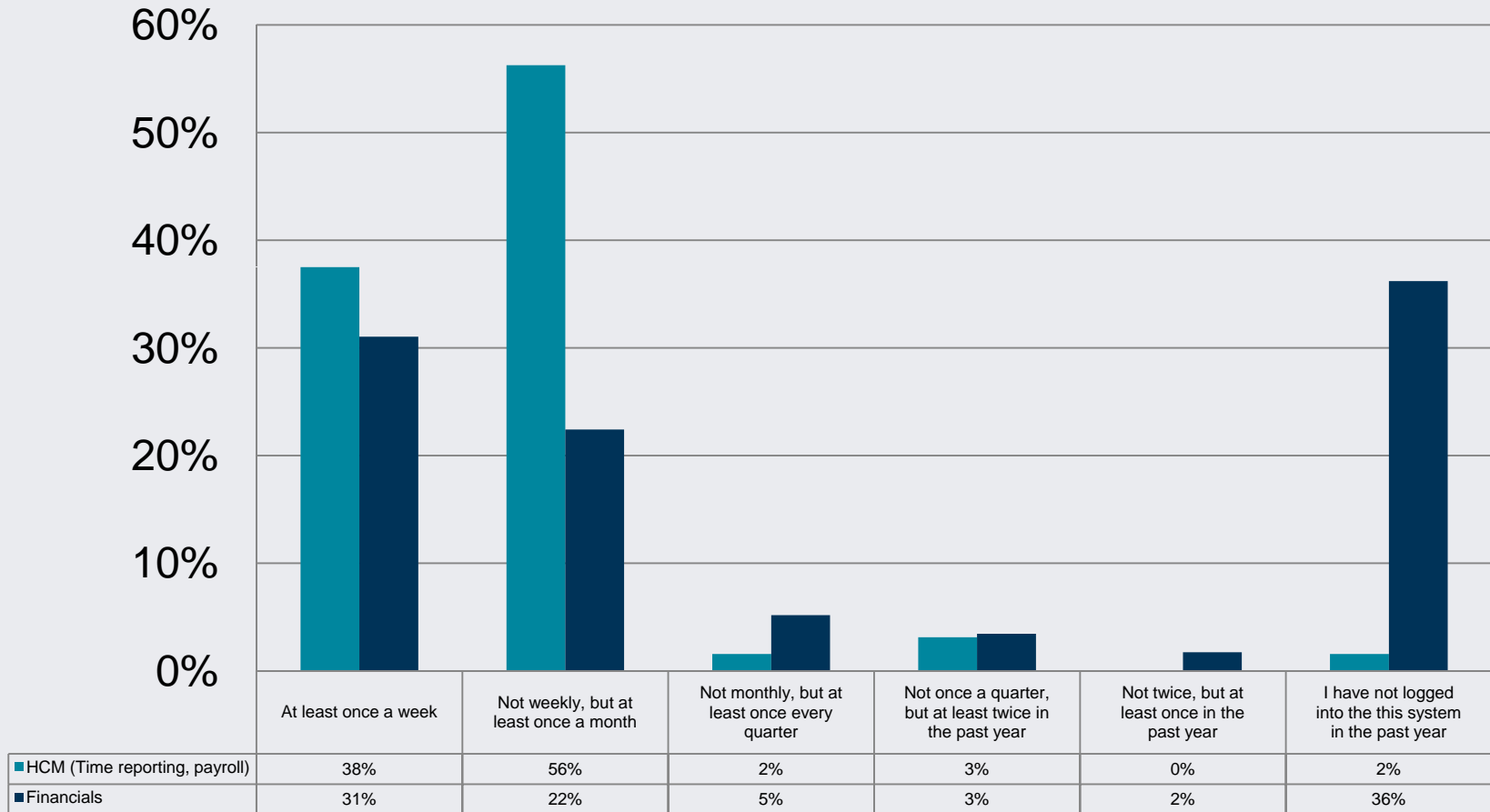


# How often have you used the following ERP Applications in the past year? FACULTY



■ HCM (Time reporting, payroll)	0.0%	50.0%	5.0%	0.0%	15.0%	30.0%
■ Financials	0.0%	15.8%	26.3%	10.5%	10.5%	36.8%
■ Research and Grants	0.0%	15.8%	21.1%	10.5%	0.0%	52.6%

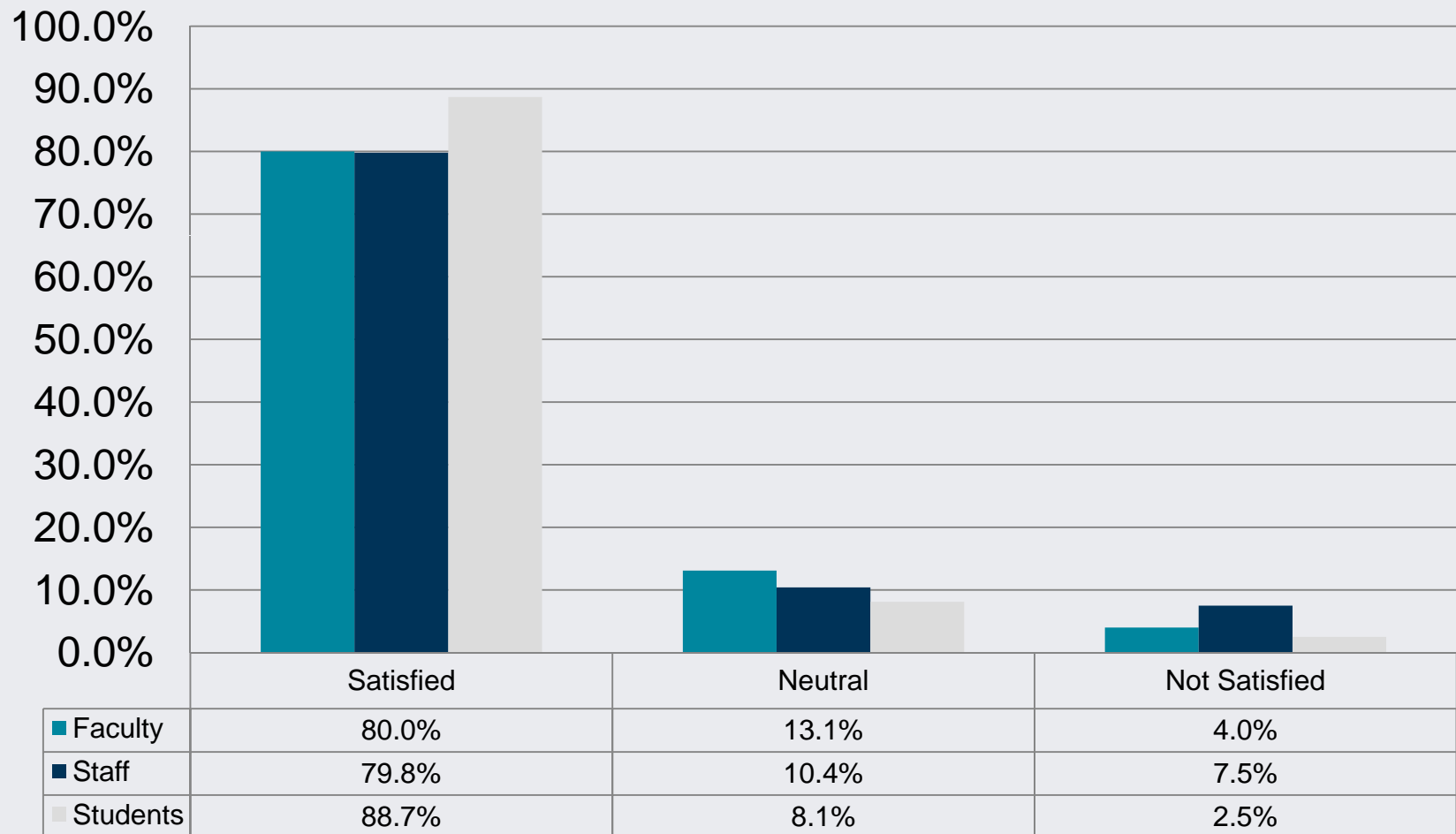
# How often have you used the following ERP Applications in the past year? STAFF



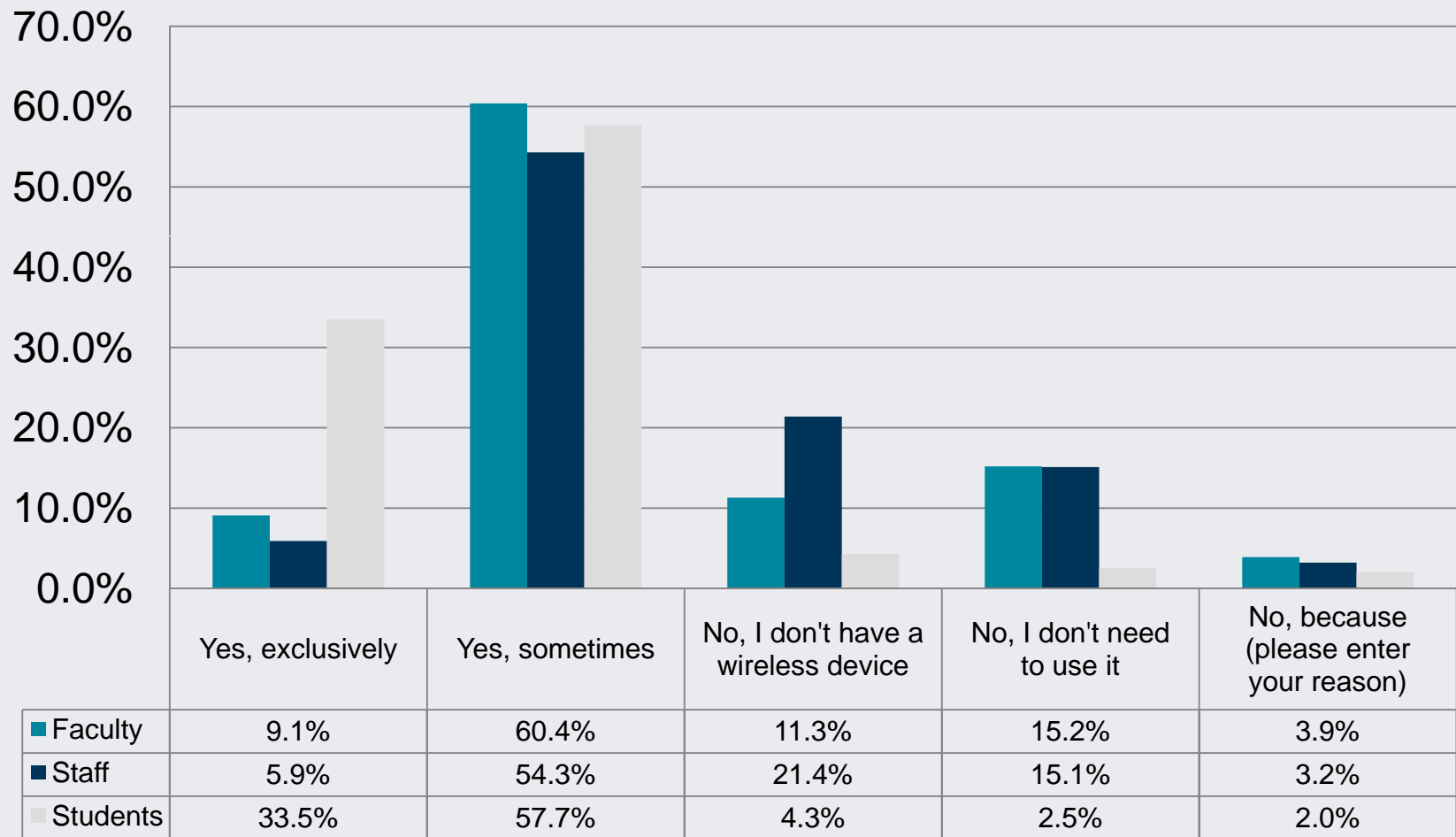
## Measures of Success: Core Technology

- Internet Access
- Wireless Use
- Spam Filtering
- Personal Computing
- Age of Hardware
- Telephony Services
- Software Center
- E-Store

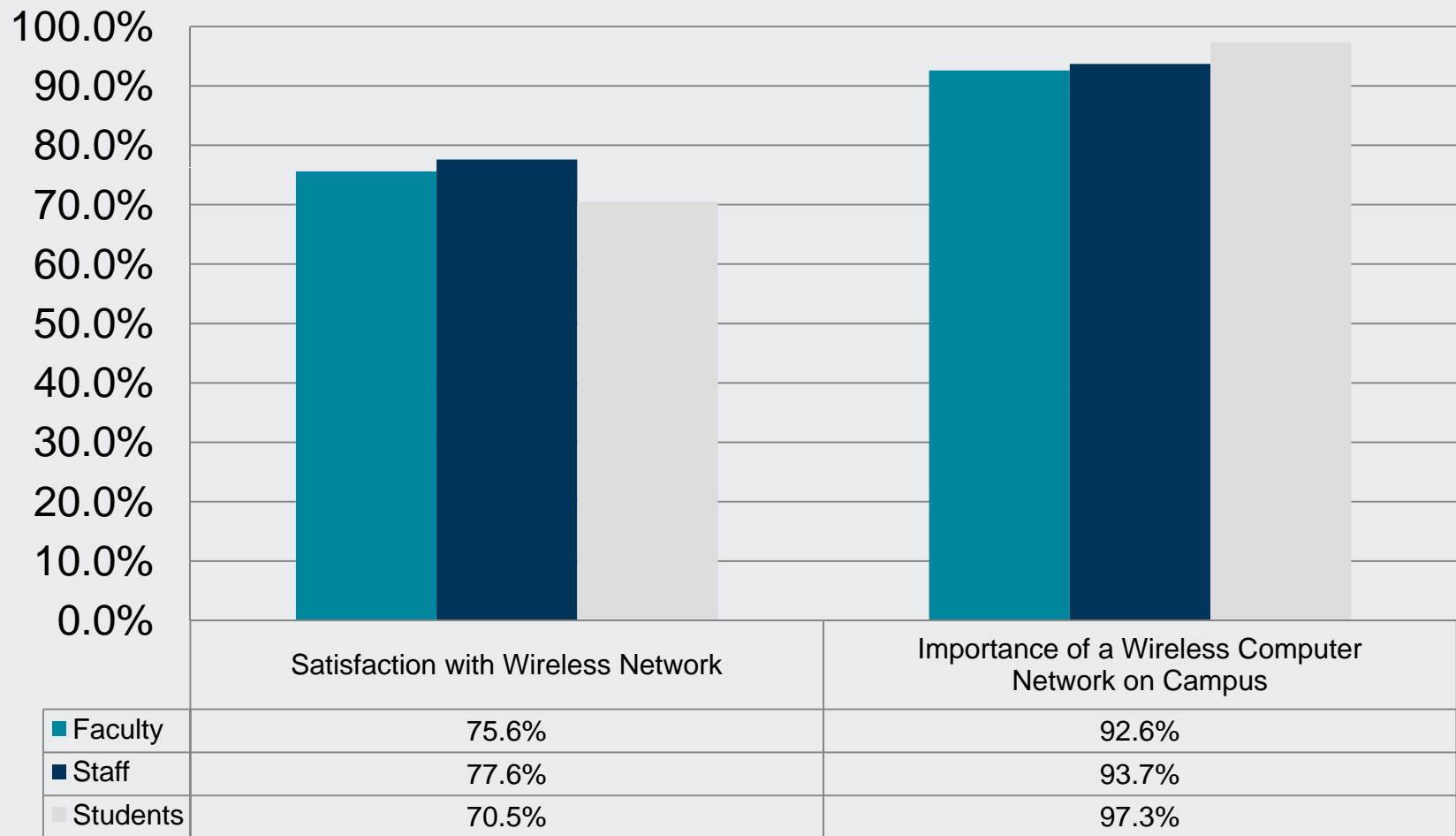
# Internet Service on Campus - Satisfaction/Use



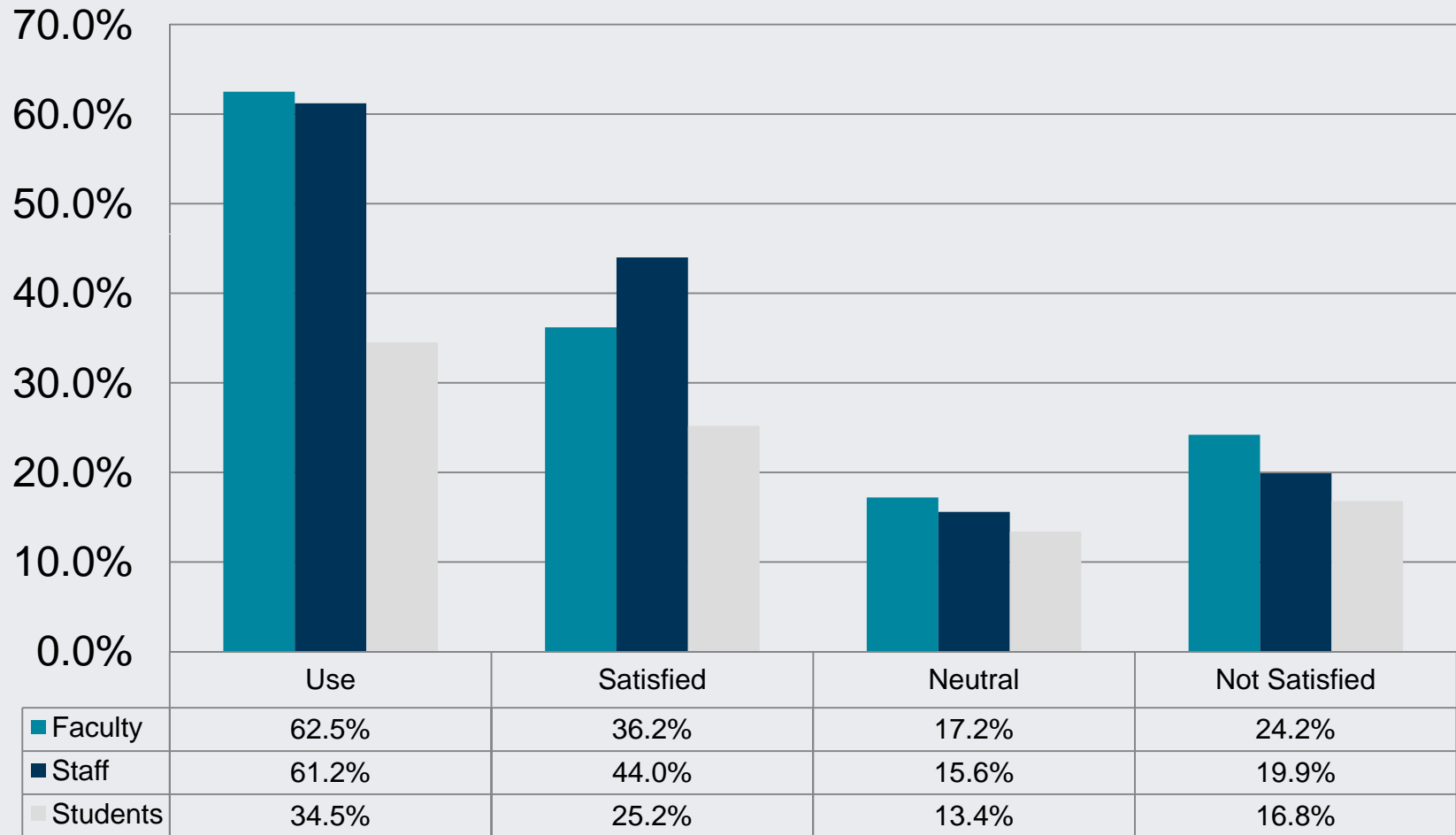
# Wireless Use on Campus – Do you use it?



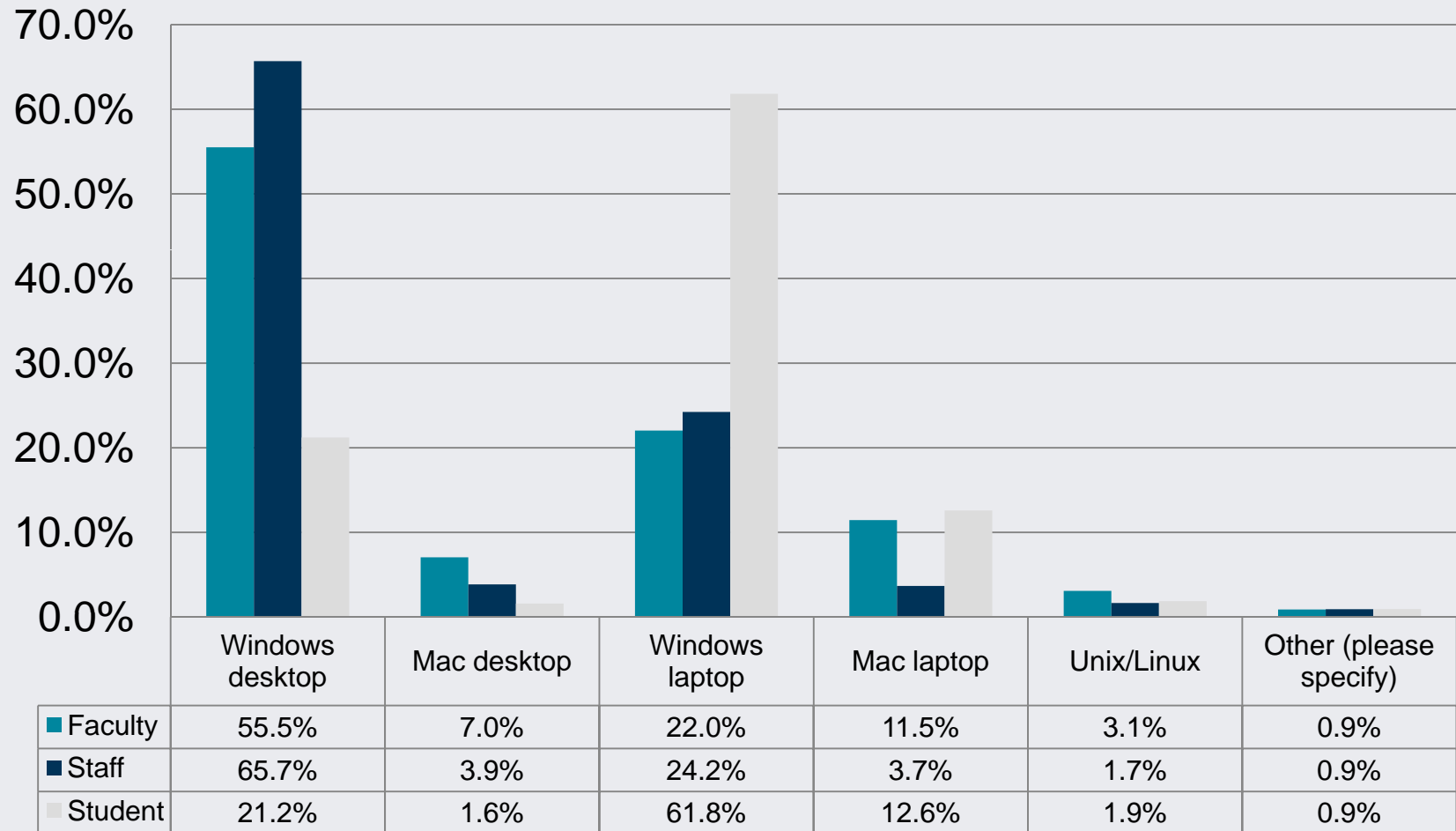
# Wireless Use on Campus – Satisfaction and Importance



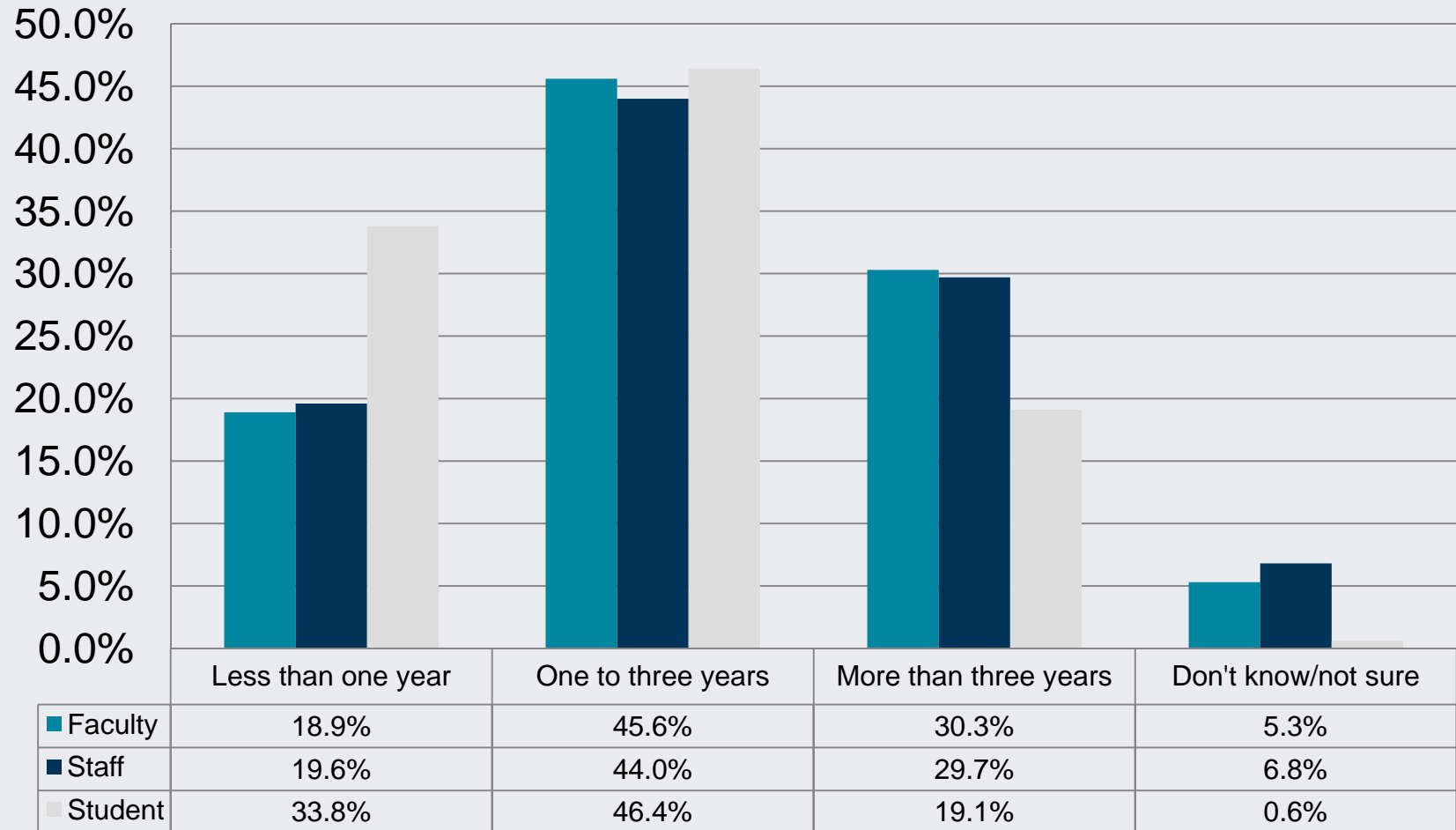
# Spam Filters – Use and Satisfaction of Users



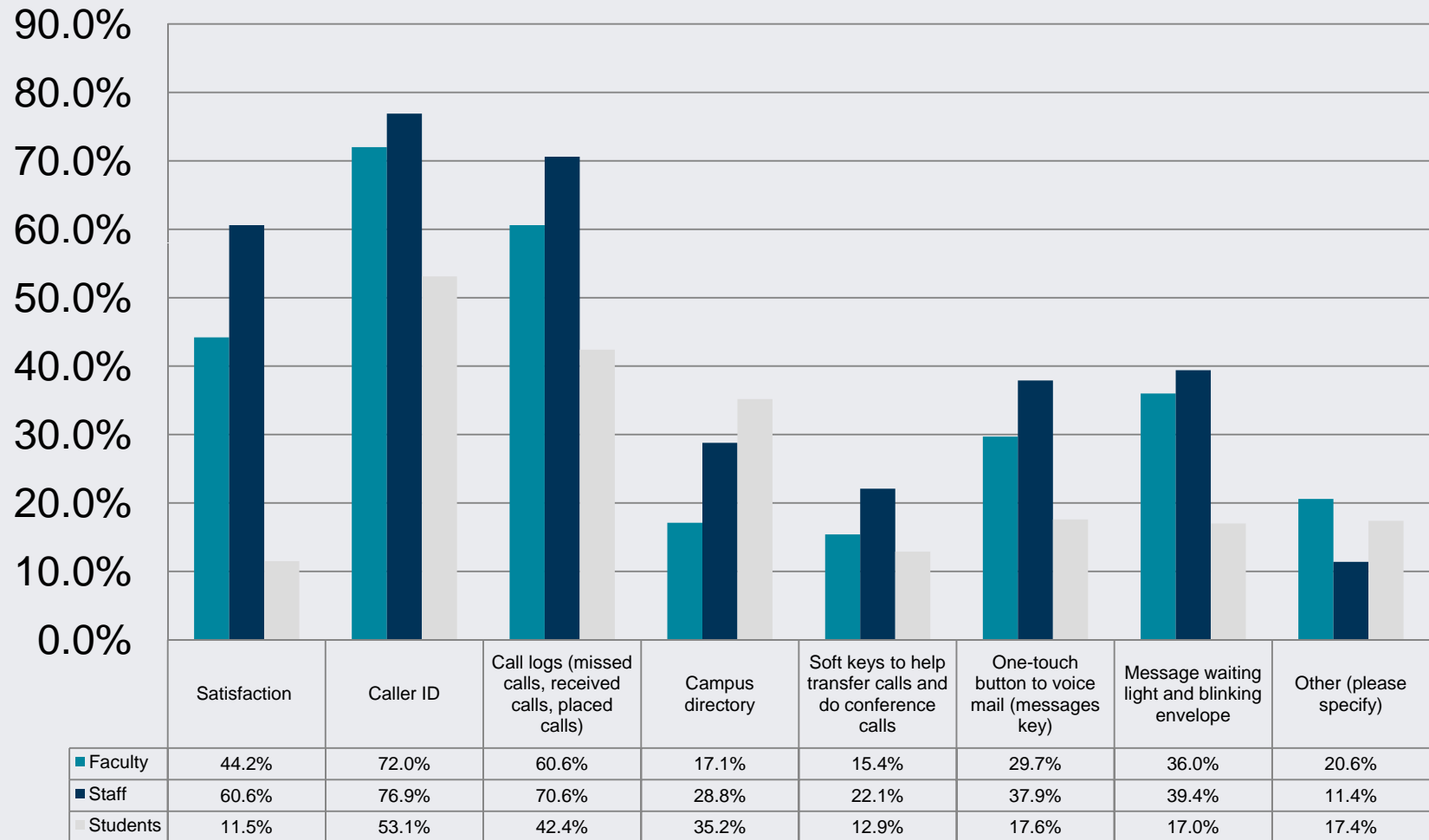
# Hardware – Type of computer used



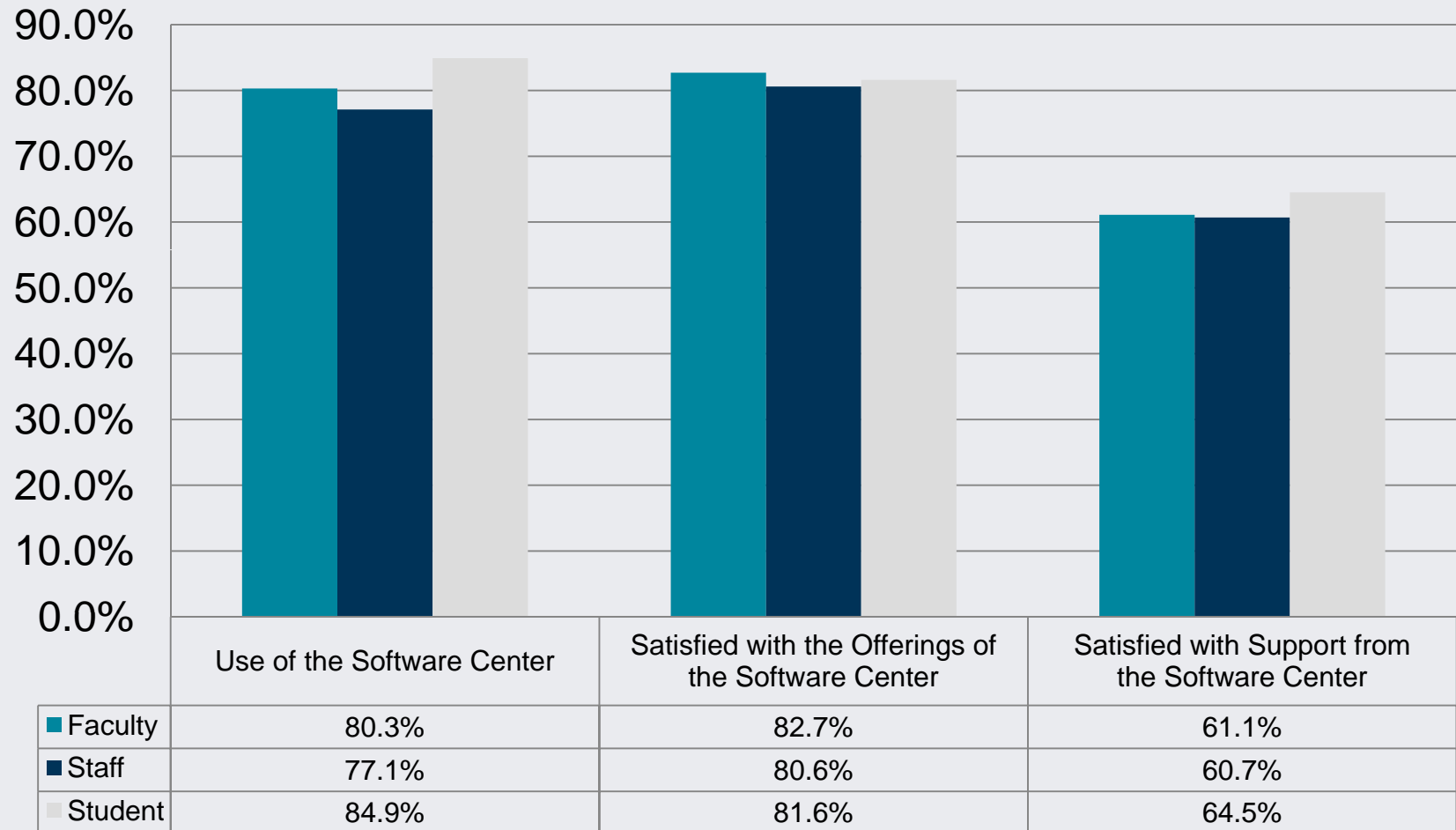
# Hardware – Age of Primary Computer



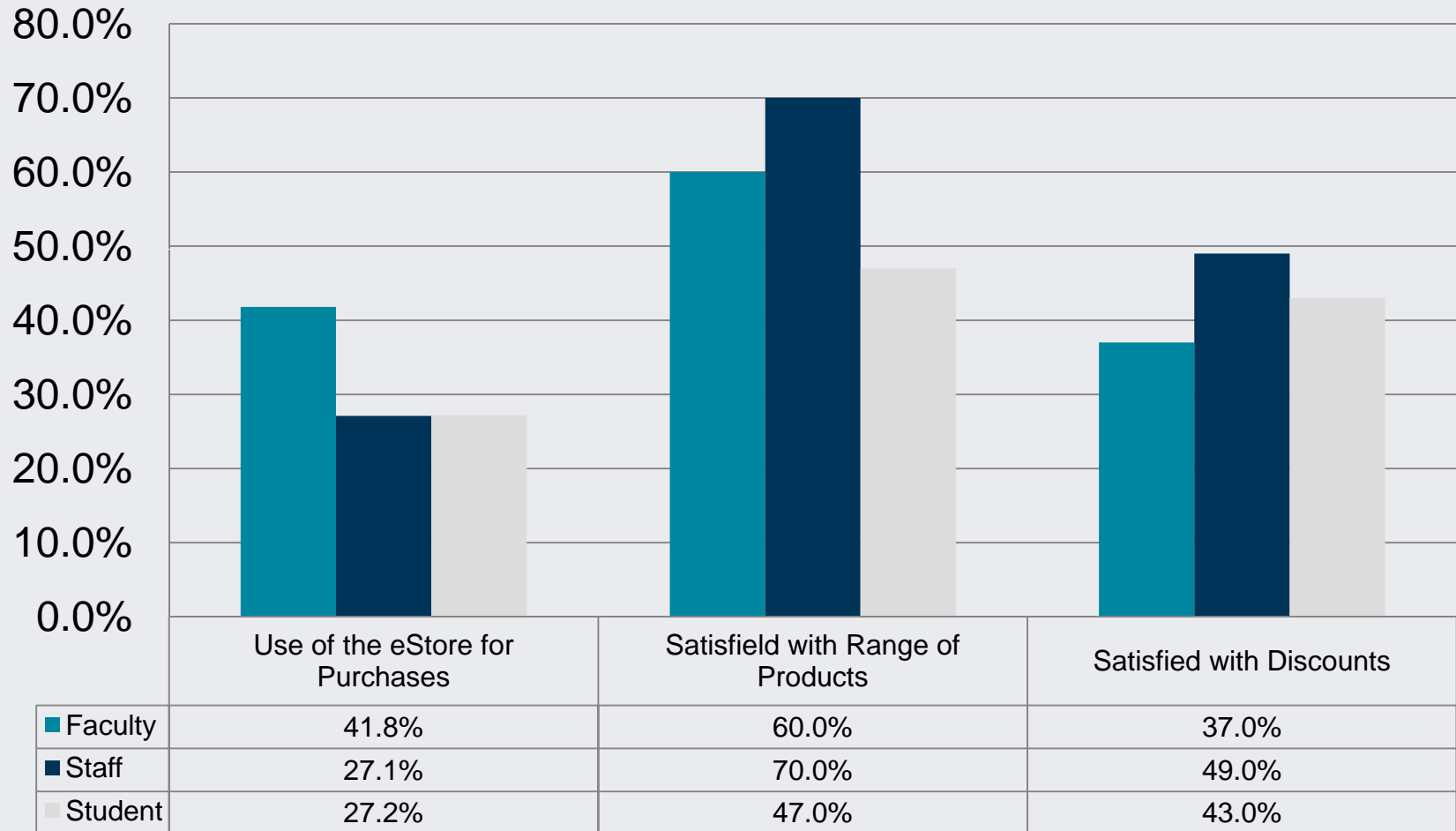
# Unified Messaging /VoIP Satisfaction and Features



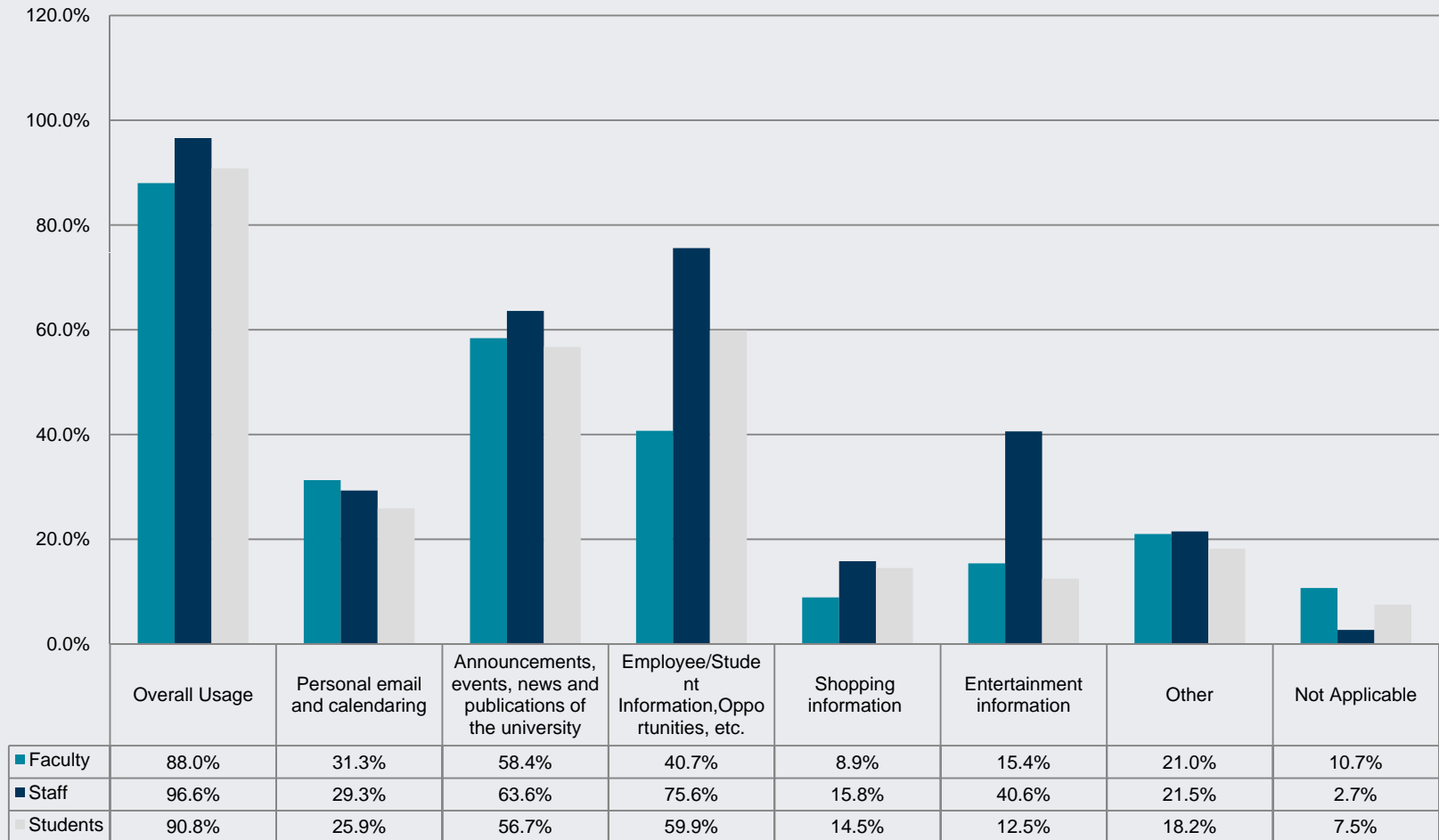
# Software Center – Use and Satisfaction



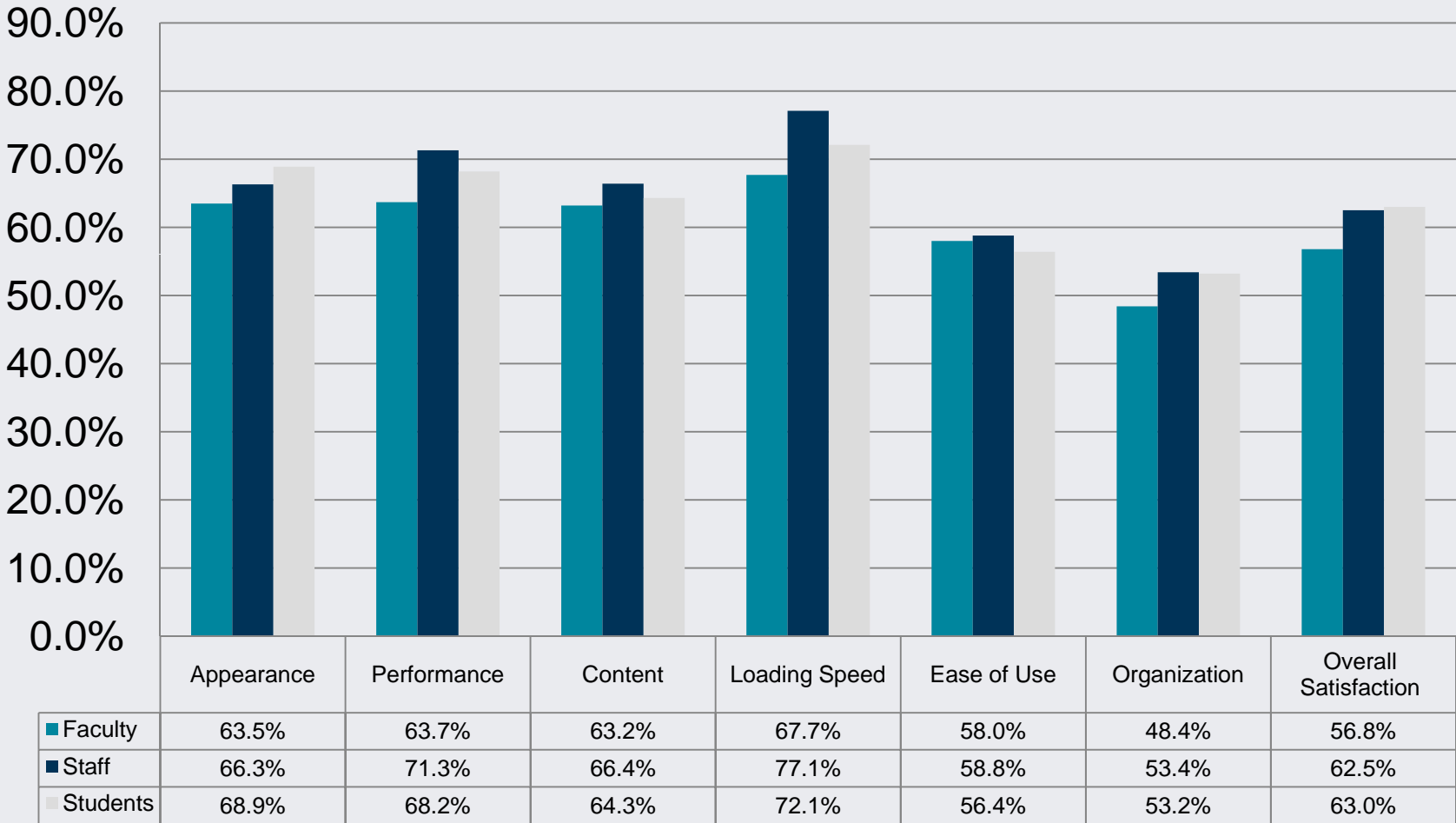
# eStore – Use and Satisfaction



# Do you use www.case.edu?



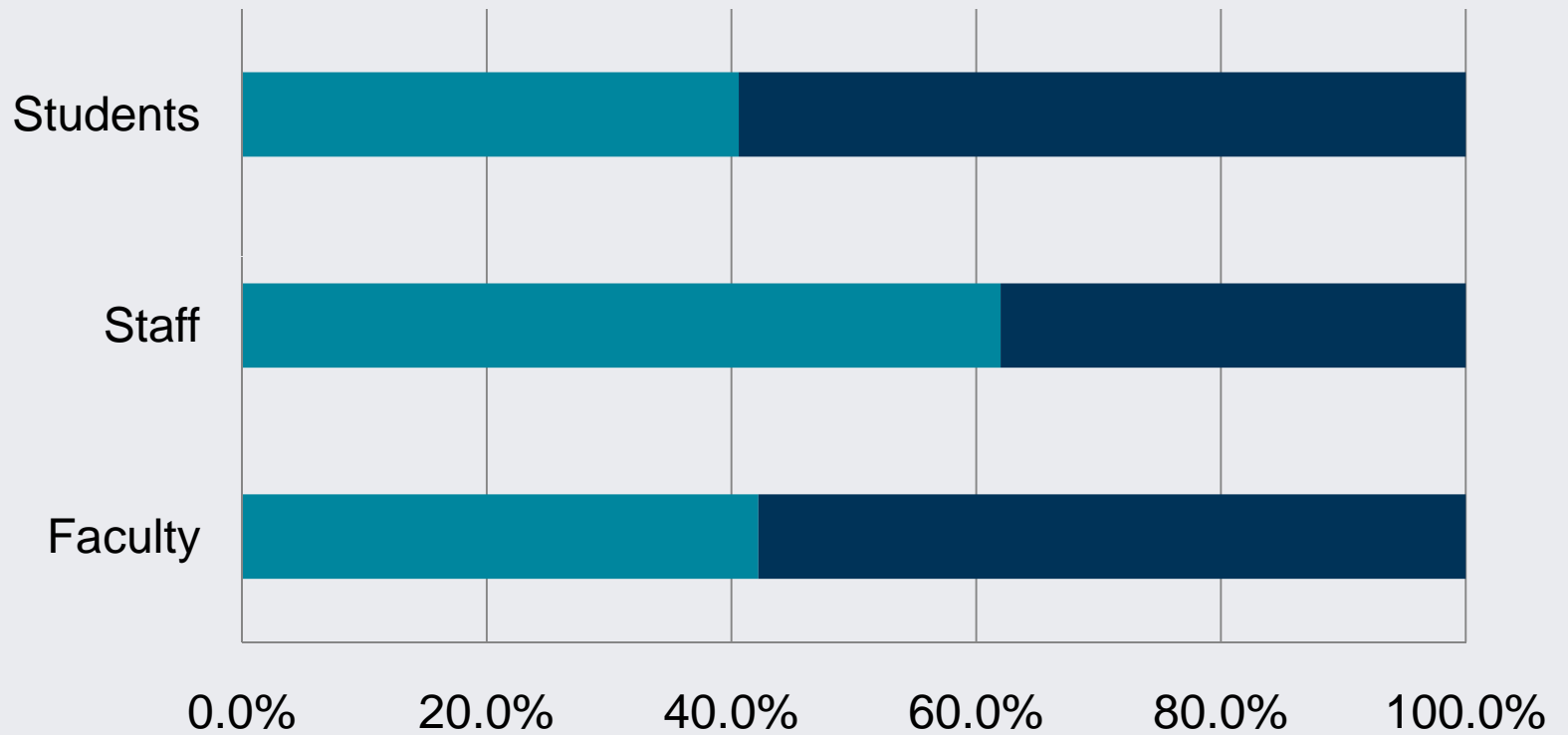
# www.case.edu - Satisfaction with:



## Measures of Success: Security

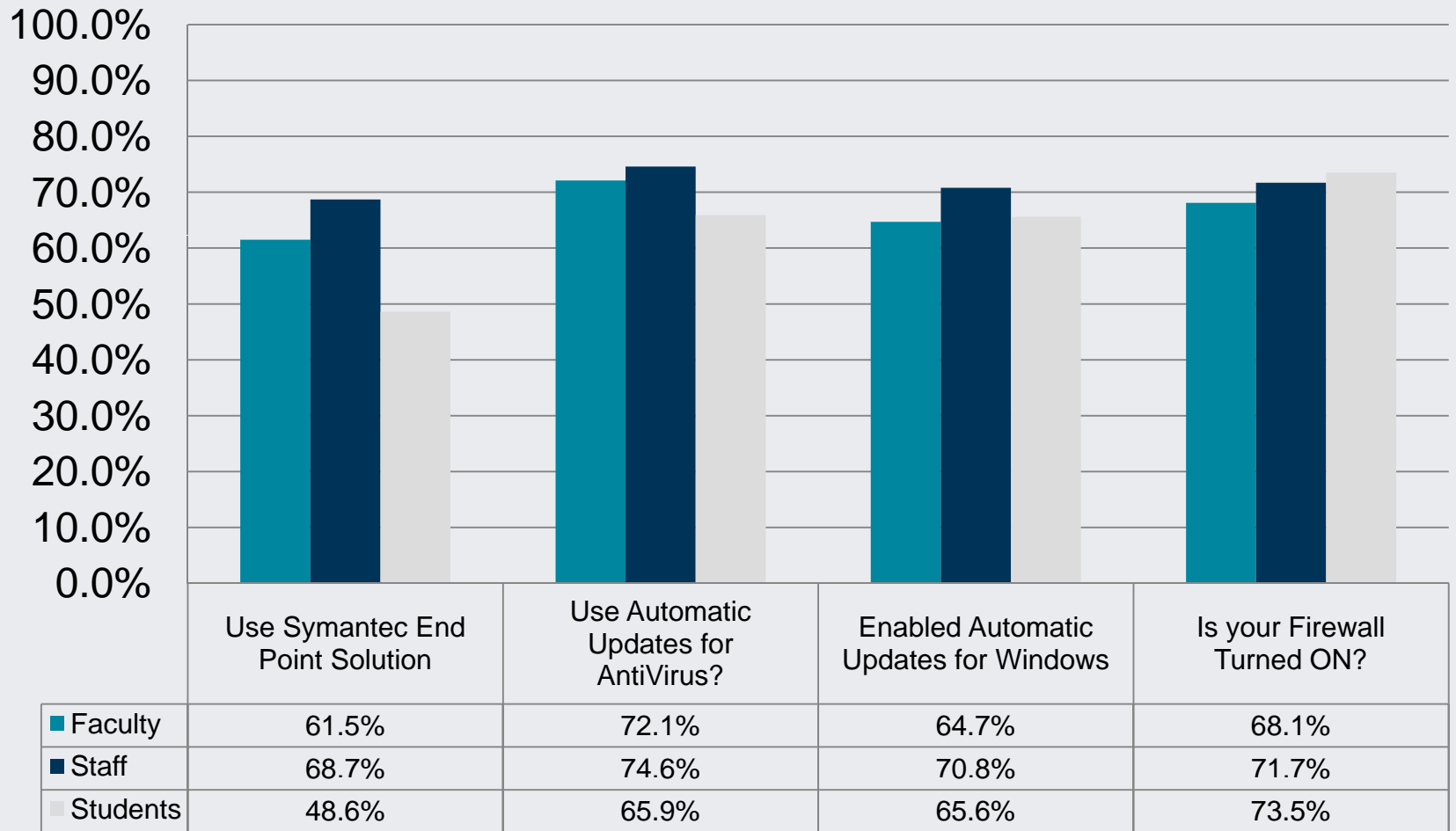
- WARN
- Personal Computer Security
- VPN
- Tier I
- SSN
- Password Change

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

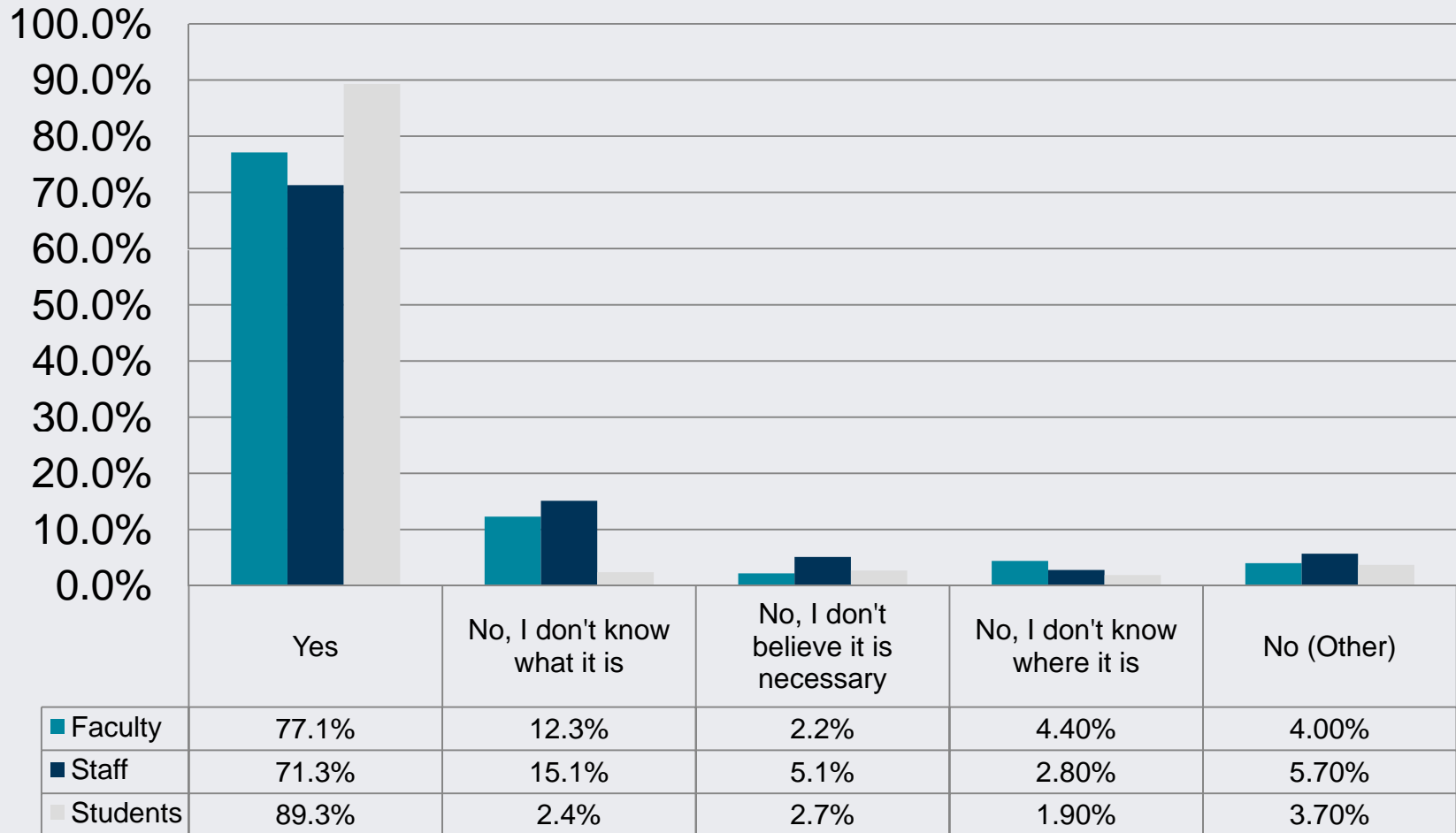


	Faculty	Staff	Students
■ Have Signed Up	42.2%	62.0%	40.6%
■ Have not Signed Up	57.8%	38.0%	59.4%

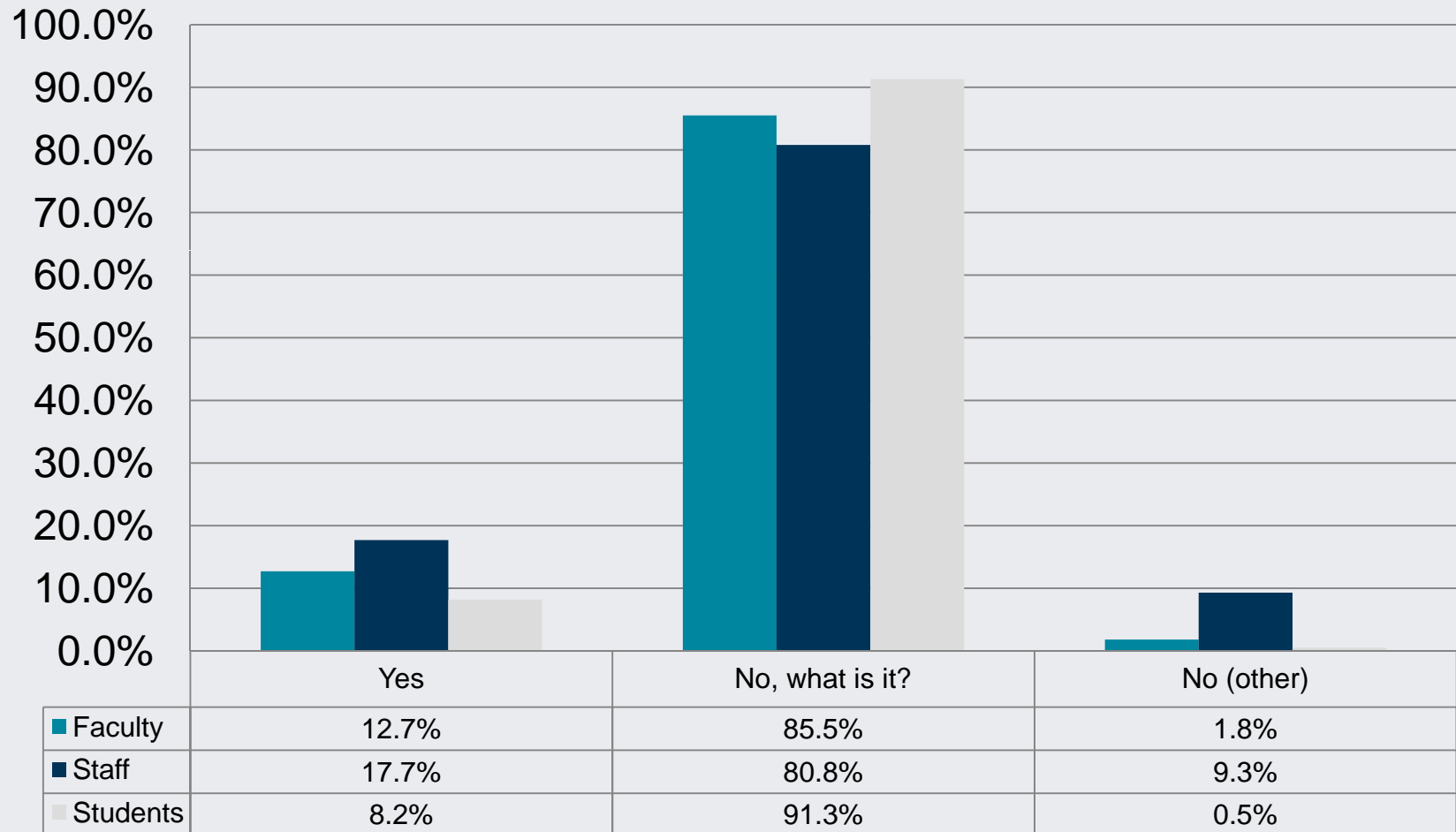
# Security



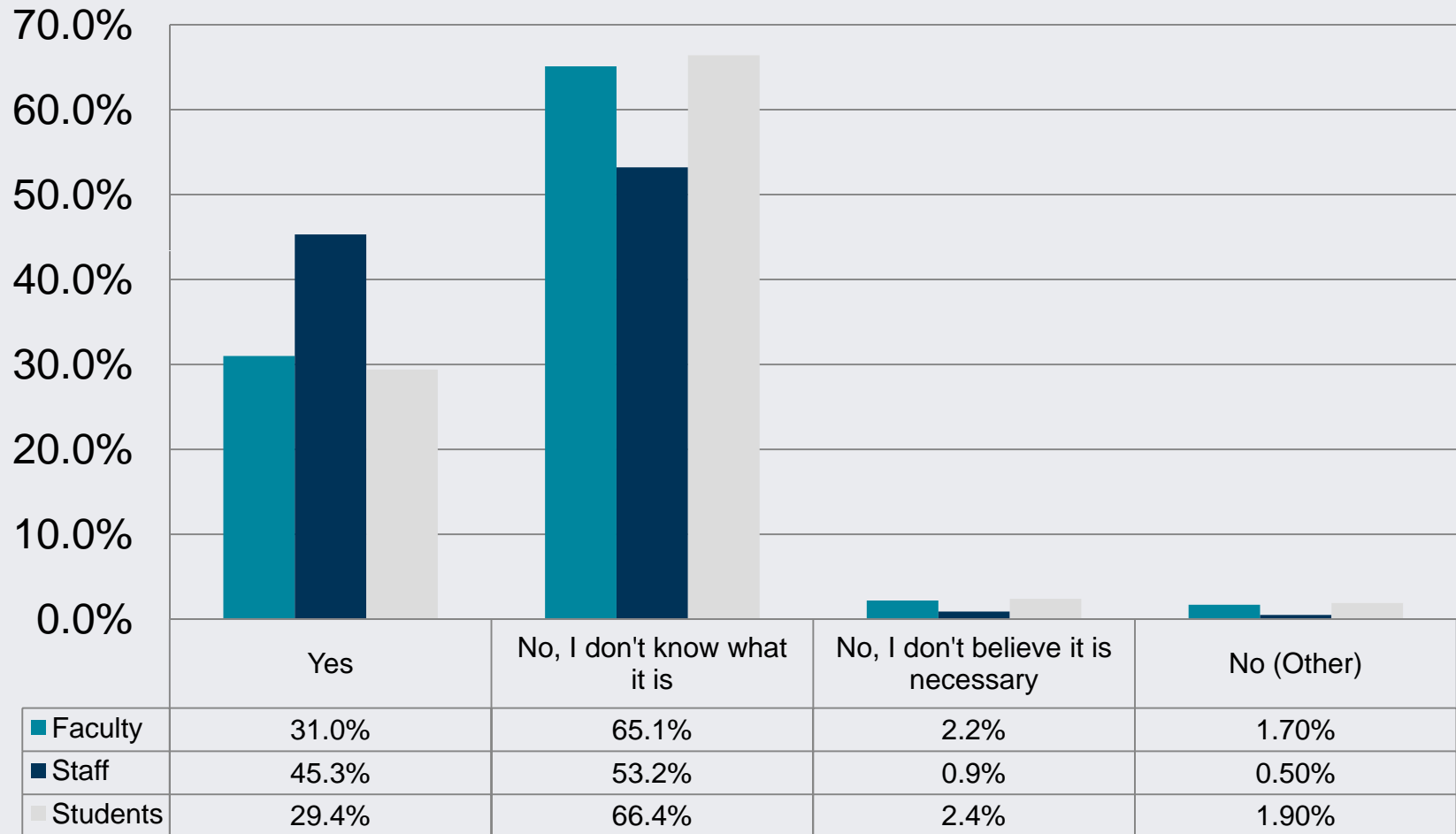
# VPN – Virtual Private Networking. Do you use it?



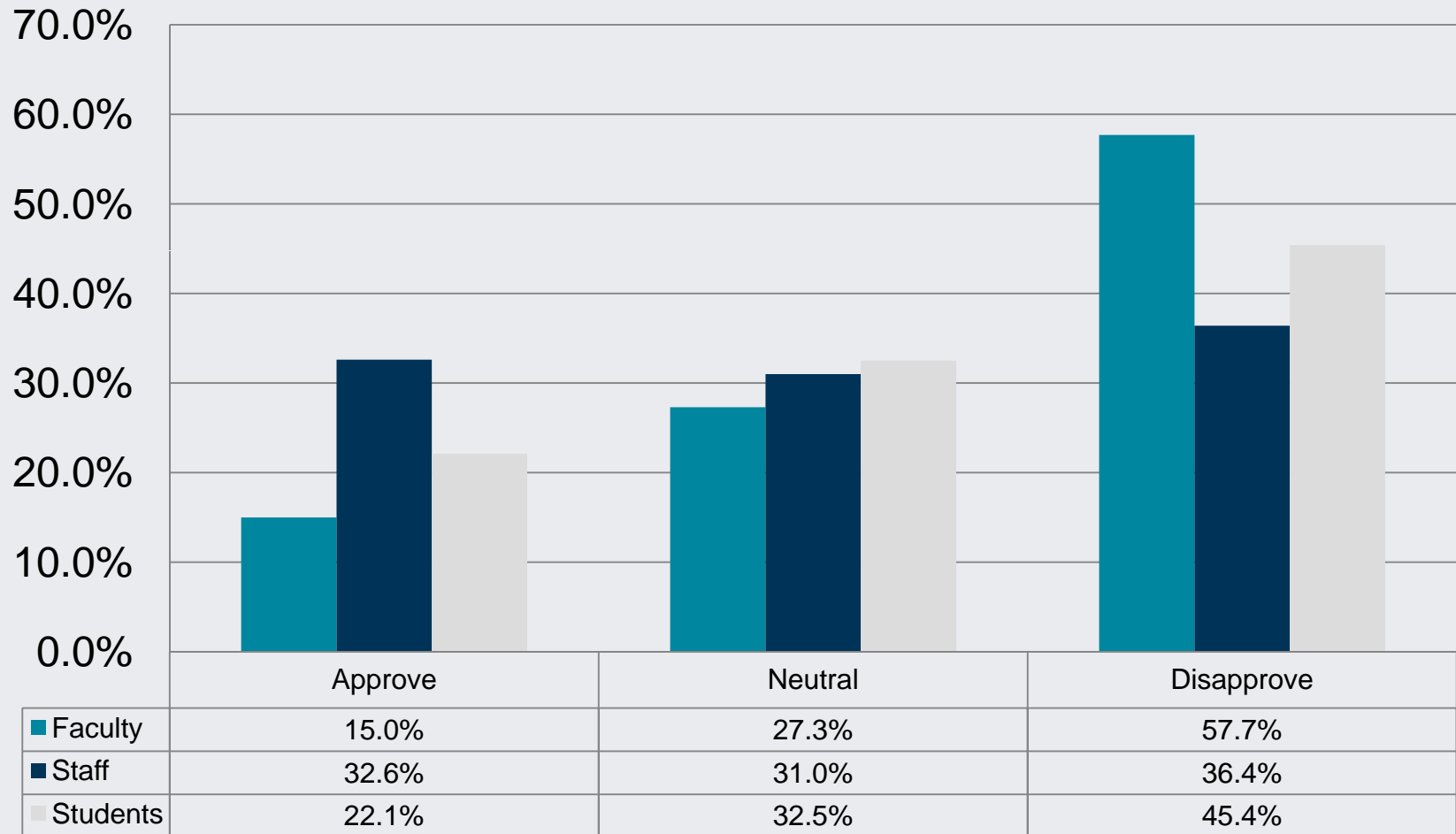
# Do you know what the Tier I Controls are for Information Security?



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



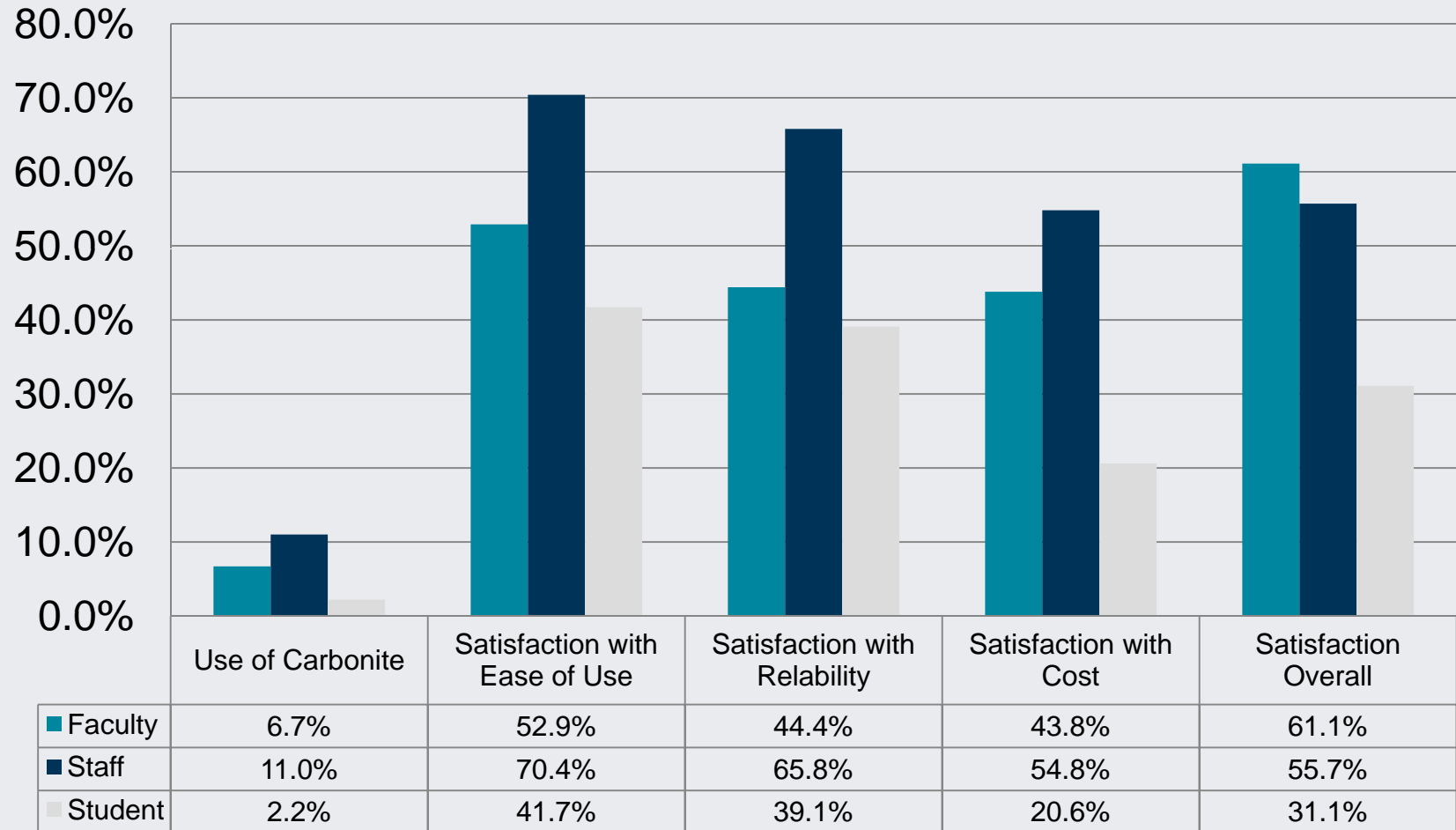
# Feedback on 180 day password change proposal



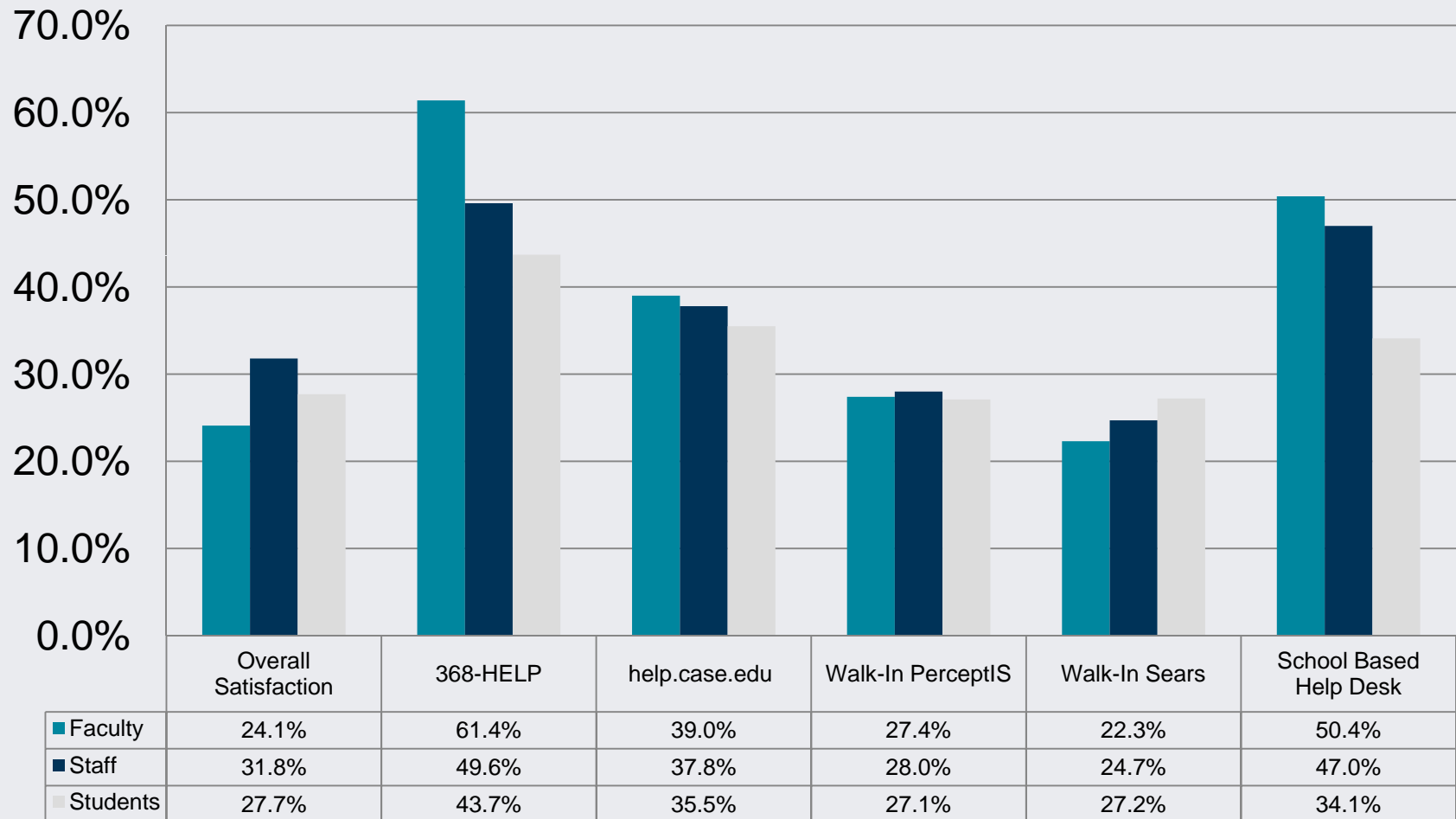
## Measures of Success: Other

- Carbonite
- PerceptIS

# Carbonite – Use and Satisfaction



# PerceptIS - Satisfaction with:



# PerceptIS – After receiving service from PerceptIS, did you respond to their survey?

