

Technology Metrics Questionnaire

ITS is conducting its first annual benchmarking survey. The survey should take about 15-20 minutes to complete. Your input will help us shape the future of technology and supporting services at Case.

First - about you....

Job Status

1) How long in years and months have you worked at Case?

N/A

2) How long in years and months have you worked in your current position at Case?

N/A

3) To which management center or division of the university do you primarily report?

30.9%	<i>Medicine</i>
2.2%	<i>Dentistry</i>
6.0%	<i>Engineering</i>
13.9%	<i>Arts and Sciences</i>
3.5%	<i>Law</i>
1.9%	<i>MSASS</i>
5.0%	<i>Weatherhead</i>
3.8%	<i>Nursing</i>
4.4%	<i>Academic Affairs/Provost</i>
6.6%	<i>Finance and Administration</i>
1.9%	<i>Human Resources</i>
4.4%	<i>Student Services</i>
0.0%	<i>Facilities</i>
3.5%	<i>University Relations</i>
10.7%	<i>Other</i>
	<i>If other, please specify:</i>
13.9%	

Now about us ...

We would like to ask you a series of questions about your perceptions and attitudes about the computing and network information technology resources available to you.

4) How important would you say computing and information technology resources are to you in completing your work?

- 0.3% *Not at all important*
- 0.6% *Not very important*
- 2.8% *Somewhat important*
- 22.4% *Very important*
- 72.6% *Extremely important*

5) How would you rate your satisfaction with the computing and information technology resources available to you on campus?

- 1.6% *Not at all satisfied*
- 14.2% *Not very satisfied*
- 26.8% *Neither unsatisfied nor satisfied*
- 47.6% *Very satisfied*
- 8.5% *Extremely satisfied*

6) Are you aware of any efforts to improve computing and network information technology resources at Case in the last two years?

- 10.4% *No*
- 88.0% *Yes*

7) How much would you say these efforts to improve computing and networking information technology resources on campus have improved your work conditions?

- 13.2% *Not at all improved*
- 16.4% *Slightly improved*
- 39.1% *Somewhat improved*
- 21.5% *Very much improved*
- 3.2% *Extremely improved*

8) How would you rate your knowledge in the use of computer hardware and software you believe are important to your own work?

- 0.3% *Not at all knowledgeable*
- 6.0% *Slightly knowledgeable*
- 35.3% *Somewhat knowledgeable*
- 37.2% *Very knowledgeable*
- 19.9% *Extremely knowledgeable*

General Computer Use

Now we would like to ask you a series of questions about your experiences with computers.

9) How often do you use a computer, for any kind of purpose?

- 97.2% *More than once per day*
- 0.9% *Once per day*
- 0.0% *Weekly*
- 0.0% *Monthly*
- 0.0% *At least once a semester or quarter*
- 0.0% *Almost never*
- 0.0% *Never*

Workstation/Laptops

The rest of the questions in this section are about your experiences with university-provided computer hardware and software on campus.

10) Do you have access to a university-provided computer to complete your work?

- 12.9% *No*
- 84.9% *Yes*

11) How would you rate your satisfaction with the university-provided computers available to you?

- 1.9% *Not at all satisfied*
- 6.0% *Not very satisfied*
- 16.4% *Neither unsatisfied nor satisfied*
- 43.2% *Very satisfied*
- 21.5% *Extremely satisfied*

12) Do you have access to the university-provided computer software center to download the software that you need to complete your work?

- 7.3% *No*
- 89.6% *Yes*

13) How would you rate your satisfaction with the university-provided software available to you?

- 0.6% *Not at all satisfied*
- 6.3% *Not very satisfied*
- 26.2% *Neither unsatisfied nor satisfied*
- 45.4% *Very satisfied*
- 14.8% *Extremely satisfied*

14) Do you use the University' virus protection software?

11.4% *No*
86.8% *Yes*

15) How would you rate your satisfaction with the virus software?

0.7% *Not at all satisfied*
4.3% *Not very satisfied*
16.7% *Neither unsatisfied nor satisfied*
53.0% *Very satisfied*
23.8% *Extremely satisfied*

16) Do you use electronic the University's SPAM protection services?

37.2% *No*
59.9% *Yes*

17) How would you rate your satisfaction with the quality of the SPAM protection services?

10.6% *Not at all satisfied*
19.6% *Not very satisfied*
25.1% *Neither unsatisfied nor satisfied*
34.2% *Very satisfied*
8.5% *Extremely satisfied*

18) Do you have access to help on campus to set up, upgrade, maintain, or repair a university provided computer or computer equipment?

12.9% *No*
84.2% *Yes*

19) Have you received assistance from the University with installation, upgrading, or maintenance of a university-provided computer and/or computing equipment?

27.1% *No*
71.0% *Yes*

20) How would you rate your satisfaction with how often your computer is upgraded or replaced?

2.8% *Not at all satisfied*
11.4% *Not very satisfied*
30.9% *Neither unsatisfied nor satisfied*

36.9% *Very satisfied*
11.4% *Extremely satisfied*

Connectivity

This next set of questions is about your use of, and satisfaction with, online information

21) Have you used campus e-mail services?

1.3% *No*
98.1% *Yes*

22) How would you rate your satisfaction with campus e-mail services?

1.9% *Not at all satisfied*
10.9% *Not very satisfied*
20.8% *Neither unsatisfied nor satisfied*
52.1% *Very satisfied*
13.7% *Extremely satisfied*

23) Have you used campus access to the Internet, including the World Wide Web?

2.5% *No*
96.8% *Yes*

24) How would you rate your satisfaction with campus access to the Internet, including the World Wide Web?

3.2% *Not at all satisfied*
10.0% *Not very satisfied*
14.6% *Neither unsatisfied nor satisfied*
53.1% *Very satisfied*
17.5% *Extremely satisfied*

25) Have you accessed campus information technology from off-campus?

25.9% *No*
72.6% *Yes*

26) When you access campus information technology from off-campus do you typically connect:

31.9% *by dialing directly to a campus number with a modem*
10.2% *by dialing a non-campus number (private Internet service provider) with a modem*
26.8% *by DSL*

2.6% *by ISDN*
24.7% *by cable modem*

27) How would you rate your satisfaction with access to your campus information technology from off-campus?

6.4% *Not at all satisfied*
18.3% *Not very satisfied*
24.3% *Neither unsatisfied nor satisfied*
42.1% *Very satisfied*
5.5% *Extremely satisfied*

28) Have you used wireless technology on campus?

56.5% *No*
42.3% *Yes*

29) How would you rate your satisfaction with the wireless technology while on campus?

2.9% *Not at all satisfied*
13.0% *Not very satisfied*
31.2% *Neither unsatisfied nor satisfied*
43.5% *Very satisfied*
5.1% *Extremely satisfied*

30) Have you used campus calendaring services -- CorporateTime?

61.8% *No*
36.9% *Yes*

31) How would you rate your satisfaction with the campus calendaring system?

8.3% *Not at all satisfied*
12.4% *Not very satisfied*
36.4% *Neither unsatisfied nor satisfied*
33.1% *Very satisfied*
8.3% *Extremely satisfied*

32) Have you used the campus web-mail services?

33.1% *No*
64.7% *Yes*

33) How would you rate your satisfaction with campus web-mail services?

2.8% *Not at all satisfied*
11.3% *Not very satisfied*

25.5% *Neither unsatisfied nor satisfied*
51.4% *Very satisfied*
6.6% *Extremely satisfied*

Equipment

Now we would like to ask you about your satisfaction with various forms of equipment.

34) How would you rate your satisfaction with the working order and capabilities of the computer equipment you use at the university?

2.2% *Not at all satisfied*
7.3% *Not very satisfied*
24.9% *Neither unsatisfied nor satisfied*
48.3% *Very satisfied*
14.2% *Extremely satisfied*

35) How would you rate your satisfaction with the working order and capabilities of the telephone equipment you use at the university?

6.6% *Not at all satisfied*
17.4% *Not very satisfied*
33.1% *Neither unsatisfied nor satisfied*
35.3% *Very satisfied*
3.5% *Extremely satisfied*

36) How would you rate your satisfaction with the working order and capabilities of the video conferencing equipment you use at the university?

3.2% *Not at all satisfied*
4.7% *Not very satisfied*
61.5% *Neither unsatisfied nor satisfied*
7.9% *Very satisfied*
1.9% *Extremely satisfied*

Administrative Information Systems

Now we are going to ask you a series of questions related to your use of and satisfaction with the university's administration information systems.

37) Do you use the university's financial information system for completing your job tasks?

83.0% No
16.4% Yes

38) Is the system you are using the PeopleSoft financial information system?

37.0% No
53.7% Yes

39) How would you rate your satisfaction with the university's financial information system for performing your job tasks in terms of how easy it is to use?

1.9% *Not at all satisfied*
14.8% *Not very satisfied*
44.4% *Neither unsatisfied nor satisfied*
24.1% *Very satisfied*
1.9% *Extremely satisfied*

40) How would you rate your satisfaction with the university's financial information system for performing your job tasks in terms of the quality of information that it provides?

1.9% *Not at all satisfied*
14.8% *Not very satisfied*
38.9% *Neither unsatisfied nor satisfied*
31.5% *Very satisfied*
1.9% *Extremely satisfied*

41) How would you rate your satisfaction with the speed or response time of the university's financial information system?

7.4% *Not at all satisfied*
13.0% *Not very satisfied*
42.6% *Neither unsatisfied nor satisfied*
24.1% *Very satisfied*
1.9% *Extremely satisfied*

42) Are you aware of any efforts to improve the university's financial information system in the last year?

25.9% No
61.1% Yes

43) Do you use the university's student administration information system (ISIS) for completing your job tasks?

89.3% *No*
9.8% *Yes*

44) How would you rate your satisfaction with the university's student administration information system for performing your job tasks in terms of how easy it is to use?

2.9% *Not at all satisfied*
17.6% *Not very satisfied*
44.1% *Neither unsatisfied nor satisfied*
20.6% *Very satisfied*
5.9% *Extremely satisfied*

45) How would you rate your satisfaction with the university's student administration information system for performing your job tasks in terms of the quality of information that it provides?

5.9% *Not at all satisfied*
8.8% *Not very satisfied*
41.2% *Neither unsatisfied nor satisfied*
29.4% *Very satisfied*
5.9% *Extremely satisfied*

46) Are you aware of any efforts to improve the university's student information systems in the last year?

38.2% *No*
52.9% *Yes*

47) Do you use the university's human resource information system for completing your job tasks?

87.4% *No*
10.7% *Yes*

48) How would you rate your satisfaction with the university's human resource information systems?

2.5% *Not at all satisfied*
17.5% *Not very satisfied*
40.0% *Neither unsatisfied nor satisfied*
30.0% *Very satisfied*
2.5% *Extremely satisfied*

49) Are you aware of any efforts to improve the university's human resources systems in the last year?

27.5% *No*
62.5% *Yes*

Technical Support (General)

This series of questions deals with your experiences when you have problems or need assistance with your computer workstation, information technology, or software.

50) Is technical help available to you if you have trouble with your university-provided computer after it has been installed?

7.6% *No*
87.4% *Yes*

51) In the last two years, have you received technical help to solve a problem with your university-provided computer?

18.6% *No*
77.3% *Yes*

52) In the last two years, how often have you needed to receive technical help to solve a problem with your university-provided computer?

30.2% *One to two times*
32.9% *Three to five times*
14.7% *Six to ten times*
17.1% *More than ten times*

53) How often were the problems with your university-provided computer resolved to your satisfaction

45.0% *All of the time*
36.4% *Most of the time*
12.0% *Some of the time*
0.8% *None of the time*

54) How satisfied were you with the time it took to resolve the problem(s)?

2.3% *Not at all satisfied*
11.2% *Not very satisfied*
22.1% *Neither unsatisfied nor satisfied*
42.6% *Very satisfied*
15.9% *Extremely satisfied*

55) Was help provided by someone (employee or colleague) in your own unit or department?

34.9% *No*
60.1% *Yes*

56) How reliant are you on technical support people to solve computer problems?

11.0% *Not at all reliant*
17.7% *Slightly reliant*
30.0% *Somewhat reliant*
24.3% *Very reliant*
13.2% *Extremely reliant*

Demographics

For categorization purposes, can you tell me the year in which you were born?

93.1%

What is your gender?

51.7% *Female*
44.5% *Male*

Thank you for your time and participation in this research. Do you have any comments you would like to add about the subjects we have covered today?

39.4%