

ITS response to student survey

Information Technology Services

<http://its.wlu.edu>

November 28, 2011

Summary

In the survey completed in May 2011, Information Technology Services received 444 completed responses from first-years, sophomores and juniors, a response rate of about 35 percent. (See details, [appendix A](#))

- **Overall, 16 of the 19 services in the ratings section met the minimum expectations of students.**
- The three areas in which ITS services did not meet minimum expectations of students were: wireless network capacity; wireless network coverage; and reliable and available University network
- ITS exceeded students' optimum expectations in two areas – training and self-help resources, and opportunities to provide feedback on IT services.
- The highest rated service was classroom technology, with an average rating of 7.25 out of 9

ITS response

Here are some of the changes initiated by ITS in response to student suggestions and concerns:

Network performance

- **Wireless enhancements since spring 2011:**
 - Coverage has been added in the archaeology laboratory; Alpha Delta Pi, the new sorority completed during the summer; and Hill House (GLBTQ Resource Center)
 - Wireless service was enhanced for the International House and FIJI fraternity
 - An upgrade to the entire wireless system during Thanksgiving break resulted in improved continuity in service when students are moving between buildings
- **ITS outreach:** students encouraged to report wireless problems, seek help at table in Elrod Commons noon-3 p.m. Thursday, May 12. One student asked for help.
- **Wireless expectations:** ITS is committed to provide high-quality, secure wireless coverage for the University community. Students are strongly encouraged to contact the Information Desk with details about any problems experienced with wireless service. ITS will follow up on every problem report to the Information Desk. However, students should be aware that wireless has inherent limitations and may wish to choose more reliable wired connections, when available. See ITS statement on wireless service:
<https://managementtools.wlu.edu/Help/Resources/1/162.pdf>
- **Network bandwidth increased:** In September, 2011, ITS completed arrangements to expand the capacity of the campus connection to the Internet by 25 percent, from 200 megabits per second to 250 megabits per second.

The Stable, W&L's virtual desktop service:

- Local network printers are now automatically connected when accessing the Stable in these labs: Huntley Reading Room; Elrod Commons 116; Leyburn Library 101.
- Performance, reliability and capacity improved.
- New software is being added to virtual desktops on a continuing basis.
- Students have expressed a desire to: access local storage (for instance, thumb drive or local hard drive) from virtual desktops, and to access local printers, including personal printers, from virtual desktops. The Stable already offers these features. ITS is offering training at the Smart Zone in Leyburn Library on these features, and is increasing efforts to educate students in other ways, including a series of instructional videos on YouTube (see its.wlu.edu, YouTube channel at bottom left).

Labs and printing

- ITS has just added a printing station next to the Information Desk in Leyburn Library, one of the busiest locations for student printing. This is in addition to the printing station added by ITS last year next to the BizHub printer on the main floor of Leyburn.
- Student workers have been assigned to visit all the labs two or three times weekly to add paper to the printers and to report to ITS on any malfunctioning printers
- ITS made changes to provide easier printing from lab computers configured to use The Stable (see section above).

Classroom technology

- Students have responded very favorably to Tegrity, a tool for audio and video recording in the classroom. The tool is now available in about 25 percent of undergraduate classrooms, but many faculty members have not embraced the tool. ITS is encouraging testing and use of Tegrity by offering workshops and other forms of outreach to promote faculty familiarity with Tegrity. In addition, W&L has refined its intellectual property policy to address professor concerns as a step toward making them more confident about using Tegrity and aware of how the video recordings will be used and retained.
- Smart Boards and a related technology, the Symposium, received many favorable comments by students. ITS is installing these devices in additional classrooms, especially in conjunction with building renovations, and is providing training opportunities for faculty. A new Smart Board was installed for Biology in spring 2011, with another installation planned for East Asian Languages this fall.

Support for mobile devices

- ITS is testing tools that would provide improved access from smartphones to grades, course listings and other University data. See [Appendix B](#) (from survey of incoming first-year students in fall 2011) for data about student ownership of mobile devices.

Support for Macintosh

- As part of ITS reorganization, all Information Desk and Client Services staff are being asked to increase their expertise in supporting the Macintosh platform. We no longer have a single "Macintosh Support Specialist."

Web dashboard:

- The Communications office is working to improve the W&L Web page featuring information most relevant to students: <http://go.wlu.edu/current-students>

Web registration:

- ITS made infrastructure changes to boost performance during peak registration periods; no significant delays were observed during the most recent Web registration
- The Registrar is reviewing student survey comments on Web registration process

Technologies students identified as “particularly helpful”

- | | |
|--|-------------------|
| • The Stable (133) | • Wireless (45) |
| • Sakai (85) | • WebAdvisor (35) |
| • Library electronic resources (70-plus) | • Tegrity (23) |

Appendix A

All results, multiple choice questions, ITS spring 2011 survey of first-years, sophomores, juniors:

Connectivity & Access

Measures service quality of network access and the ability to access online services

#	Item		Min	Des	Per	Adeq	Supr	n*
1	Having adequate capacity (speed, bandwidth) when using the wired network	Mean	6.22	8.31	6.91	0.69	-1.40	375
		Dev	1.78	1.26	1.57	1.93	1.74	
2	Having adequate capacity (speed, bandwidth) when using the wireless network	Mean	6.06	8.42	5.92	-0.14	-2.50	433
		Dev	1.69	1.09	1.72	2.34	2.04	
3	Having wireless network coverage in all the areas that are important to me as a faculty, student, or staff member	Mean	6.68	8.38	6.60	-0.08	-1.78	436
		Dev	1.80	1.19	1.82	2.21	1.95	
4	Having a university network that is reliable, available, and performs in an acceptable manner	Mean	6.91	8.50	6.34	-0.57	-2.16	434
		Dev	1.72	1.00	1.82	2.26	1.98	
5	Having access to important university provided technology services from my mobile device	Mean	5.02	6.89	5.95	0.93	-0.94	332
		Dev	2.09	1.98	1.79	2.13	2.17	
6	Having access to important university provided technology services from off campus when at home or traveling	Mean	5.79	7.62	6.79	1.00	-0.83	419
		Dev	1.92	1.58	1.58	1.90	1.76	

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); n = Total Respondents Who Completed Item; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas*

Technology & Technology Services

Measures service quality of technology services such as software applications or classroom technology

#	Item		Min	Des	Per	Adeq	Supr	n*
7	Having a university web site that provides timely and relevant information	Mean	6.29	7.95	7.15	0.85	-0.80	435
		Dev	1.76	1.34	1.37	1.74	1.57	
8	Having a sufficient number of online (i.e. web based) services that are helpful to me	Mean	6.11	7.71	7.10	1.00	-0.60	421
		Dev	1.79	1.43	1.37	1.57	1.48	
9	Having university information systems (finance, HR, student, library, or portal) that are easy to use and are helpful to me	Mean	6.38	7.97	7.06	0.69	-0.91	429
		Dev	1.73	1.26	1.44	1.71	1.46	
10	Access to timely and relevant information from university information systems (finance, HR, student, library, or portal) necessary to be successful in my role as a faculty, student, or staff	Mean	6.39	7.86	7.05	0.65	-0.82	422
		Dev	1.75	1.38	1.37	1.59	1.50	
11	Having online (i.e. web based) services that perform (or respond) in an acceptable manner	Mean	6.62	8.13	6.97	0.34	-1.17	430
		Dev	1.69	1.19	1.41	1.78	1.58	
12	Having technology within classrooms or meeting areas that enhances the presentation of information	Mean	6.23	7.84	7.25	1.02	-0.60	425
		Dev	1.83	1.51	1.42	1.86	1.76	

The End User Experience

Measures service quality of training, technology support, and the end user experience

#	Item		Min	Des	Per	Adeq	Supr	n*
13	Getting training or self-help resources that help me become more effective with technology services at my university	Mean	4.85	6.48	6.58	1.73	0.10	384
		Dev	2.16	2.01	1.61	2.17	2.18	
14	Support staff who are knowledgeable and can assist me with resolving problems experienced with technology services at my university	Mean	6.54	8.01	7.16	0.62	-0.86	405
		Dev	1.76	1.40	1.58	1.77	1.74	
15	Support staff who are consistently courteous and ready to respond to my request for assistance with university provided technology services	Mean	6.80	8.12	7.57	0.77	-0.55	400
		Dev	1.74	1.22	1.50	1.78	1.53	
16	Getting timely resolution to problems I am experiencing with technology services at my university	Mean	6.90	8.32	7.03	0.12	-1.29	410
		Dev	1.69	1.06	1.65	2.01	1.77	
17	Opportunities to provide feedback regarding technology services at my university	Mean	5.12	6.80	6.88	1.76	0.07	414
		Dev	2.38	2.03	1.74	2.31	2.11	
18	Participating in a university wide community of end users seeking to make the best use of technology resources	Mean	5.26	6.66	6.48	1.21	-0.18	345
		Dev	2.16	2.03	1.83	1.71	1.66	

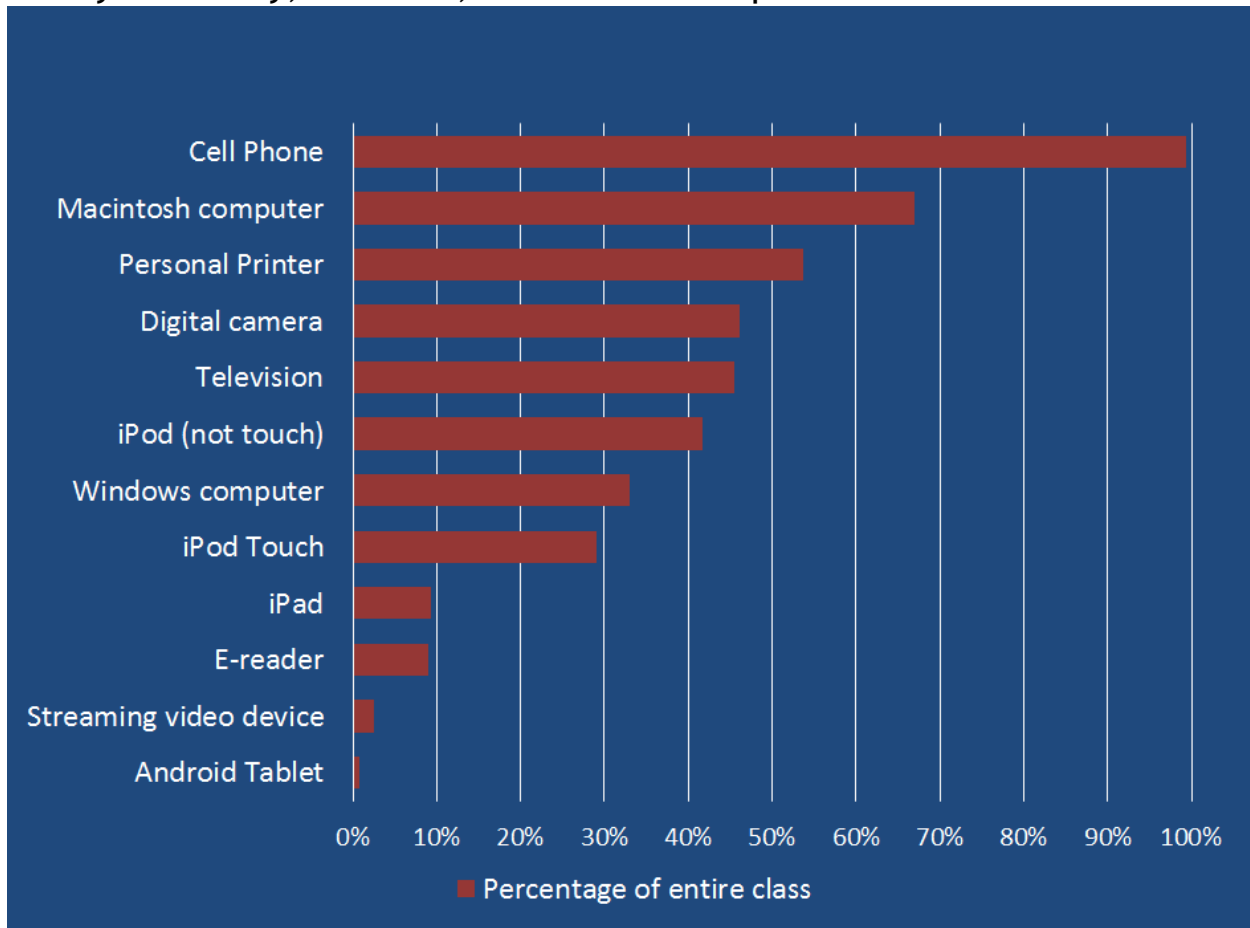
Other Technology Services

Measures service quality of technology services specific to respondents institution

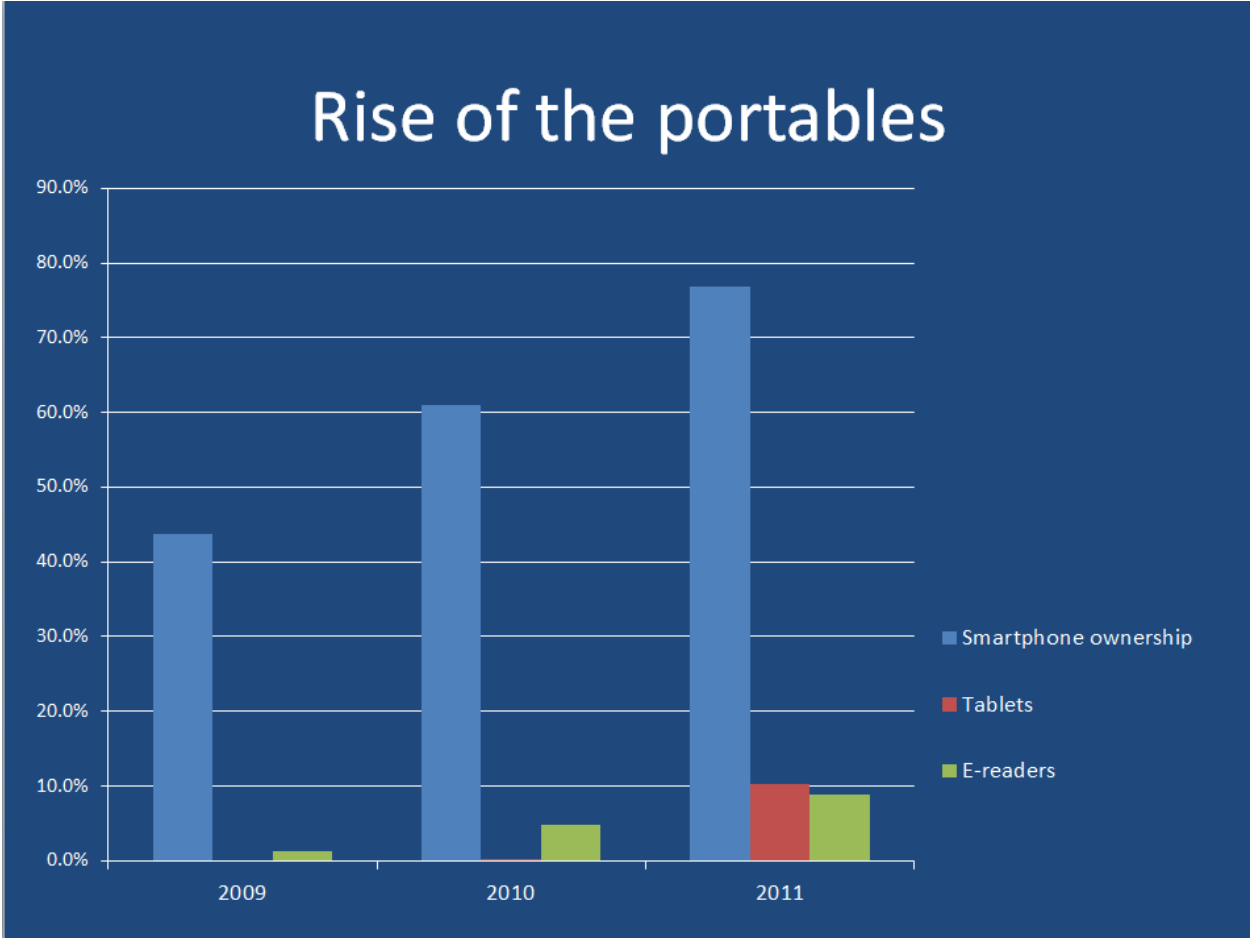
#	Item		Min	Des	Per	Adeq	Supr	n*
19	Virtual Desktop service offered through The Stable	Mean	5.64	7.76	6.76	1.12	-1.00	380
		Dev	1.93	1.62	1.84	2.27	2.05	

Appendix B

First-year survey, fall 2011; device ownership



Device ownership of first-year students, 2009-2011:



Services that students want to access on their cell phones

