Introduction

Thank you very much for participating in our first annual Office of Information Technology (OIT) services survey! We are committed to continuously improving the IT services we provide to the CU-Boulder community.

The annual survey is designed to give us information about where we need to improve to increase your satisfaction with the services we provide so that you are better able to perform your work. OIT will be using this information to create our strategic plan in which we state as a first objective that we achieve at least 90% client satisfaction. The achievement of this objective must be based on real and accurate information and analysis.

This report is only an overview of the results. Over the next few weeks, we will be performing in-depth analysis to determine where we will allocate our resources in order to improve the services we provide to you. We will share final results from the analysis, and will continue to report our plans for what we are going to work on over the next year in response to your feedback. In an effort to create a dialogue that helps us gather data in a disciplined way, but to minimize sending you too many e-mails, we will regularly post this information on OIT’s website in the Initiatives section. If you would like, you may contact Larry Levine directly at 303-492-1799 or via e-mail at Larry.Levine@colorado.edu.

“But the survey only asked me about things that went well!”

We received some questions about the survey design. The survey is set up to answer two very important questions. First, we want to know what dissatisfies our clients. That is valuable to know as we determine areas that need to be improved. However, a common error in survey design is to ask only about those items that dissatisfy. Eliminating dissatisfaction does not create satisfaction, so we also asked what satisfies our clients.

If, as you were answering the survey, you found that you were being asked about what satisfies you, thank-you! You were also helping to answer that second, very important question, and your answers will help us understand how to better satisfy those we serve.

Results Overview

Response Rate

The higher the response rate, the better our data will represent our clients’ voices, and the more effective our strategic plan will be. We had an exceptional response rate to this survey, reaching very
nearly 50%. As we show you how we will use these data to drive the improvement activities that most affect you, we hope to see the response rate increase even further when we repeat the campus-wide survey next year.

Usage of OIT Services
The following graph shows which OIT service categories are used by the respondents. While reviewing this graph, keep in mind that respondents were able to select as many service categories as represent their actual use. So, for instance, 91.8% of all respondents indicated that they use at least one service in the ‘Logins, accounts, privileges’ category.

![Proactive Response OIT Use Areas Graph]
Overall Satisfaction

Our minimum target for client satisfaction is 90%. As you can see in the figure below, we are not quite there yet. About 84.4% of respondents said that they were satisfied (this percent satisfied is the total of those clients who indicated they were ‘Satisfied’, ‘Very Satisfied’, or ‘Extremely Satisfied’). Given our objective is not yet met, our strategic plan will target customer satisfaction for significant improvement.

This general satisfaction level can be stratified within services and groups in order to understand what areas are represented in the 16.62% of respondents that were not satisfied (by ‘not satisfied’ we mean those who responded ‘Neither Satisfied Nor Dissatisfied’, ‘Dissatisfied’, ‘Very Dissatisfied’ and ‘Extremely Dissatisfied’).
Overall Satisfaction - Faculty

The following graph shows the overall satisfaction levels for those respondents who self-identified as ‘faculty’.

What do you consider your primary role at CU Boulder? If you have more than one role, please choose... Faculty

80.33% Satisfied or More Than Satisfied

How satisfied would you say you are with Office of Information Technology (OIT) and its services?
Overall Satisfaction – Researcher

The following graph shows the overall satisfaction levels for those who self-identified as ‘researcher’.

What do you consider your primary role at CU Boulder? If you have more than one role, please choose... Researcher

88.5% Satisfied or More Than Satisfied

How satisfied would you say you are with Office of Information Technology (OIT) and its services?
Overall Satisfaction – Administrator

The following graph shows the overall satisfaction levels for those who self-identified as ‘administrator’.

What do you consider your primary role at CU Boulder? If you have more than one role, please choose…: Administrator

How satisfied would you say you are with Office of Information Technology (OIT) and its services?
Overall Satisfaction – Staff

The following graph shows the overall satisfaction levels for those who self-identified as ‘staff’.

What do you consider your primary role at CU Boulder? If you have more than one role, please choose... Staff

How satisfied would you say you are with Office of Information Technology (OIT) and its services?
Most Influential Services

After asking if respondents were Satisfied or Dissatisfied overall (or somewhere on the spectrum therein), we asked about the OIT service area that most influenced the specified level of satisfaction or dissatisfaction. By structuring the questions in this way, we begin to learn which areas lead to satisfaction and which lead to dissatisfaction.

It was clear from the data that the teaching and learning tools service category was most strongly associated with the deepest levels of dissatisfaction. If an individual answered that teaching and learning tools (including Desire2Learn [D2L]) most influenced their overall satisfaction answer, they were only 56.9% likely to have said they were satisfied overall; i.e., 43.1% of these respondents indicated some level of dissatisfaction with OIT services. This stands in stark contrast to any other service category selected. If a respondent selected any service category except teaching and learning tools, they were 86.7% likely to have been Satisfied, Very Satisfied, or Extremely Satisfied.
Now, we do understand that this was about a month after the D2L outage, and that might be influencing the responses, but it is still clear from the feedback we received that improving the reliability of D2L is very important to the community. For those respondents indicating that their primary source of satisfaction (or dissatisfaction) was the category of teaching and learning tools, the primary influencer of satisfaction with OIT was reliability, with those who were satisfied with its reliability equal to respondents who chose anything other than teaching and learning tools, while those who were neutral or dissatisfied with the reliability were increasingly likely to be dissatisfied with OIT as a whole. More information will be posted online over the summer about OIT’s ongoing efforts to improve D2L reliability.

**Next Steps**

We intend for this initial overview to reflect our intent to use your survey responses to make informed decisions about how to improve the services we deliver to you.

Once we complete full data analysis using all the data collected, OIT will generate a strategic plan. The data collected for writing the strategic plan is not only based on input from this survey, but also includes data from the just-in-time support surveys issued when you have an interaction with OIT personnel. We will communicate our plans as they develop and share how we intend to achieve defined objectives. We look forward to being able to determine and then share with you the next steps we will be taking in a disciplined and data-based effort to improve the services we deliver to you!