IT Strategic Alignment Survey
Survey Results and Analysis

Office of Information Technology
The University of Texas at Arlington
connolly@uta.edu

Dec 3, 2013
# Table of contents

1. **Overview**

2. **Technology Use and Assessment**
   - Usage and Preferences
   - Issues and Assistance
   - Overall Assessment
   - Open-ended Responses

3. **Subjective IT Experience**
   - Students
   - Staff
   - Faculty

4. **Appendix - Response Demographics**
Data collected via SurveyMonkey email invitations starting Nov 6 (approx 5 pm) and ending Nov 13 (8 am).

Sample size computed based on a 3% margin of error and an expected response rate of 10%.

Target response rate met in all categories:
- Students: 11% response rate
- Staff: 45% response rate
- Faculty: 15% response rate.

Overall completion rate: 85.8%

Overall, 51 opted out and 70 invitations bounced.
What is your University classification?

- Faculty: 169
- Staff: 233
- Undergraduate: 612
- Graduate: 354
Which of the following do you use on campus?

- Desktop
- Laptop
- Smartphone
- Tablet
- Lab desktop
- Projector
- Document camera
- Gaming station
How valuable are each of the following technologies?

- Desktop
- Laptop
- Smartphone
- Tablet

- Faculty
- Staff
- Undergraduate
- Graduate
How valuable are each of the following technologies?

- Lab desktop
- Projector
- Document camera
- Gaming station

![Bar chart showing the valuation of technologies by different groups: faculty, staff, undergraduate, and graduate.](chart.png)
Personal computing devices used in the classroom:

- Laptop
- Smartphone
- iPad
- Android tablet
- Windows tablet
- Other device

(device is used at least monthly)
What are your most common technology issues?
How do you request technology assistance?

- Contact Helpdesk
- Within department
- Dean's Office
- Outside department
- Never requested help

The graph shows the distribution of how different groups of individuals request technology assistance:

- Faculty: 60% Contact Helpdesk, 30% Within department, 10% Never requested help
- Staff: 50% Contact Helpdesk, 40% Within department, 10% Never requested help
- Undergraduate: 30% Contact Helpdesk, 40% Within department, 30% Never requested help
- Graduate: 70% Contact Helpdesk, 20% Within department, 10% Never requested help
To what extent does current technology meet your needs?

![Bar chart showing responses to the question about the extent to which current technology meets needs, broken down by faculty, staff, undergraduate, and graduate, with options from 'Completely' to 'Not at all'.]
How satisfied are you with IT services?

- Very satisfied
- Moderately satisfied
- Neither satisfied nor dissatisfied
- Moderately dissatisfied
- Very dissatisfied
Classrooms are set up to use desktop or laptops. They are not set up to use iPads. There should be connecting ports provided in the classroom or Bluetooth technology to link iPad to the projector. Internet explorer freezes EVERY time that i use it.
Blackboard needs to work with tablets, specifically with an iPad. I’ve downloaded the app, which is not helpful AT ALL to faculty. I cannot fulfill my responsibilities effectively unless I’m at a desktop or have a laptop (and then I had to research keyboard shortcuts related to resizing the screen in order for it to work well for grading). The folks are very nice, but the systems are problematic.
Support

After years of fighting the system and wasting tons of time trying to get tech support at UTA I finally gave up, bought my own computer, and hire Geek Squad at Best Buy to fix it when I need it. It is ridiculous that we are striving to be a Tier I school and we are not even provided the most basic tools like computers that work to do our jobs.
When I speak with anyone at the Helpdesk, they are always courteous. I can’t say that I always get what I want, but someone does try to help me.
I know OIT at UTA is very important and I know that they want to connect to the students, but I don’t feel like they try much. I feel like they just stay in their department excluded from the university.
Campus Technologies (UNDERGRADUATE)

Association between "importance" and "satisfaction" ($\gamma$)
Campus Technologies (GRADUATE)

Association between "importance" and "satisfaction" (γ)
Technology Assistance (UNDERGRADUATE)

Association between "importance" and "satisfaction" (γ)
Technology Assistance (GRADUATE)

Association between "importance" and "satisfaction" ($\gamma$)
Alignment of IT to Student Needs

Association between "importance" and "satisfaction" (γ)
Campus Technologies

Association between "importance" and "satisfaction" ($\gamma$)
Technology Assistance

Association between "importance" and "satisfaction" (γ)

- Friendliness
- Timeliness
- Quality
- Clear directions
- Availability
- Communication

IT Strategic Alignment Survey
Alignment of IT to Staff Needs

Association between "importance" and "satisfaction" ($\gamma$)
Campus Technologies

Association between "importance" and "satisfaction" ($\gamma$)
Technology Assistance

Association between "importance" and "satisfaction" ($\gamma$)
Alignment of IT to Faculty Needs

Association between "importance" and "satisfaction" (γ)
In which college/school is your primary major?
How many of your courses are on campus versus online?

- All on campus: 0.0%
- Most on campus: 10.0%
- About same on campus and online: 30.0%
- Most online: 60.0%
- All online: 70.0%
- Not sure: 0.0%
Are you associated with a college/school?

- Yes: 70.0%
- No: 30.0%
- Not sure: 0.0%
In which division do you work?
What is your college/school?

- Business: 18.0%
- Honors College: 14.0%
- Engineering: 14.0%
- Liberal Arts: 12.0%
- Science: 11.0%
- University College: 9.0%
- Urban and Public Affairs: 6.0%
- Social Work: 4.0%
- Education and Health: 4.0%
- Architecture: 2.0%
- Nursing: 2.0%
- Others: 0.0%
What is your college/school?

- Architecture: 0.0%
- Business: 5.0%
- Education and Health...: 10.0%
- Engineering: 15.0%
- Liberal Arts: 20.0%
- Nursing: 25.0%
- Science: 30.0%
- Social Work: 35.0%
- Urban and Public Affairs: 0.0%
- University College: 0.0%
How many of your courses are on campus versus online?

- All on campus: 60.0%
- Most on campus: 10.0%
- About same on campus and online: 20.0%
- Most online: 5.0%
- All online: 0.0%
- Not sure: 5.0%