

# Report on Drew Employee Technology Survey

## Executive Summary

The survey feedback demonstrates that University Technology is providing acceptable to good services in most areas. Highlighted areas of concern were largely unsurprising. There is a high degree of satisfaction with personalized services, and a disdain for bureaucratic process. UT needs to more widely communicate to the community, through email, Drew Today, as well as expanding use of social media; but most importantly by engaging with faculty and staff offices directly.

While staff are generally satisfied with the Service Center performance, employees asked for immediate access to full time staff when calling for help. The first and most important improvement of the User Services Revitalization is the switch to full time UT staff answering phones in the Service Center. This began on January 26, 2015. University Technology should strive for scores between “Satisfied” and “Very Satisfied” on any customer service or service satisfaction metrics. Average scores of 4 should be reached after completion of the current revitalization efforts. Scores in the 4 to 4.5 range on these metrics will move UT from “acceptable” to “excellent” in terms of overall service quality.

While most users are happy with the computing solution centrally provided to them, there is room for improvement in the upgrade process, and identifying equipment needs for employees, that should be addressed in the revitalization efforts. The funding model for faculty/staff computer upgrades should include laptops as standard for positions that require them.

Employees and managers would like more training and professional development opportunities to increase technology proficiency for new and existing Drew employees. UT will offer three specific methods for supporting employees in technology skill development:

1. Continue to provide hands-on, learner-centered work sessions. These sessions cover general topics with broad use on campus
2. Because technology is one aspect of being current with one’s profession, UT can provide constituency-based consultations, ideally as technology components based in HR, Deans’ offices, etc.--not stand alone “technology training”--for groups of employees who need to develop similar skills
3. Provide individual consultations to identify needs, work together to coordinate their professional expertise with the technology tools and skills they need to be successful in their work, and pursue the goal of self-sufficiency.

University Technology will work with Human Resources and managers to properly address and value technology skills training across the organization.

People who identified as administrative users showed higher overall participation in the use of our services and slightly lower satisfaction overall. Administrative satisfaction should be at least equal to if not higher than overall employee satisfaction. Notably for all populations there was not an appearance of a widespread avoidance of the Service Center, as was feared when the survey was issued.

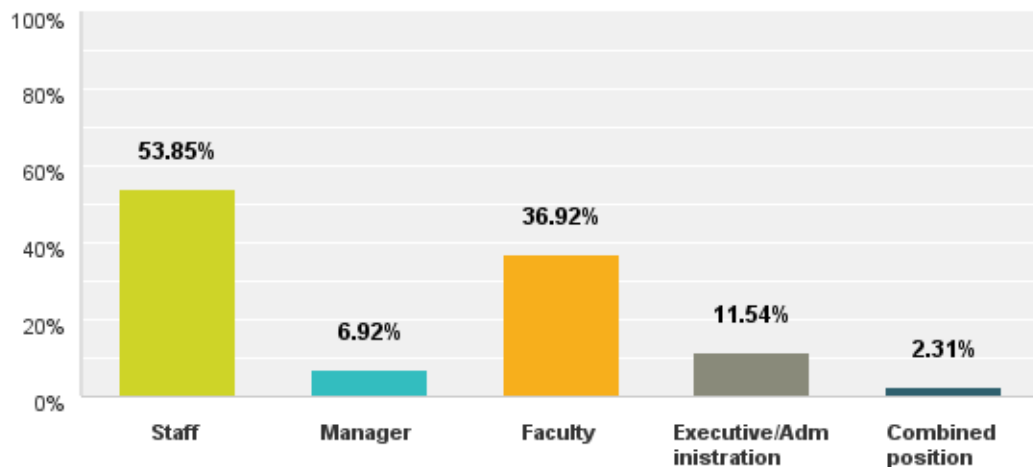
## Overview

University Technology conducted a survey of faculty and staff satisfaction with Drew technology services and general attitudes toward technology in the Fall semester of 2014. The initial survey request was sent on November 6th, 2014 to approximately 65 faculty and staff selected randomly as a sample, with a completion deadline of November 14th. By the deadline 14 people from that pool had filled out the survey, with 3 additional responses after the official deadline as the survey was held open. While the hope was to get near complete participation from the random pool, it was agreed that more responses were needed, and all faculty and staff were invited to complete the survey on December 8th, with a deadline for completion of December 19th. By the survey deadline 130 survey responses had been at least partially completed, which represents about 20% of current faculty and staff.

## Respondent Demographics

### Q1 Which category (or categories) describes your position at Drew (check all that apply):

Answered: 130 Skipped: 0



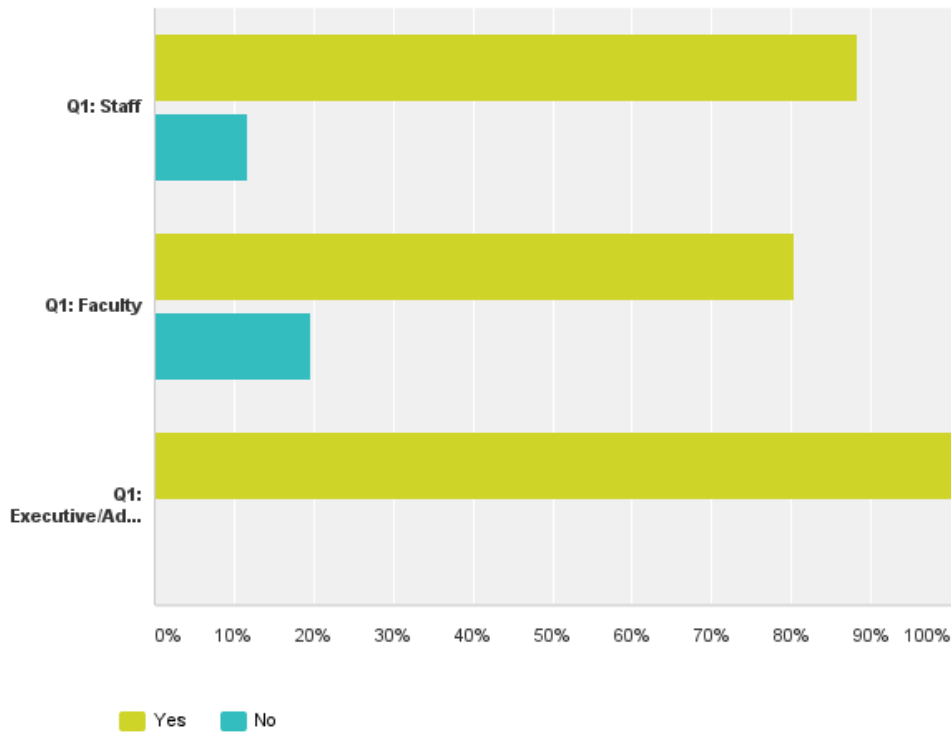
Of the 130 people who filled out the survey, there were 70 people who identified as staff, 9 as managers, 48 as faculty, 15 as executive/administration, and 3 who reported being in a combined position. Of the 70 who reported as staff, 3 also reported as manager, 2 as faculty, 1 as administrative, and one as combined. Of the 48 faculty, 2 also reported as staff, 3 as manager, 2 as administrative, and 2 as having multiple roles.

In most cases the differences in scores for those who identified as “manager” as opposed to other groupings were not significant, and with the relatively small number of reports, in addition to the vagaries of the self-identification, this category is not used in subsequent categorizations. There are some statistically significant differences for “executive/administration” and they will be noted where applicable.

## General Service Center Questions

### Q2 Have you called the University Technology Service Center for help?

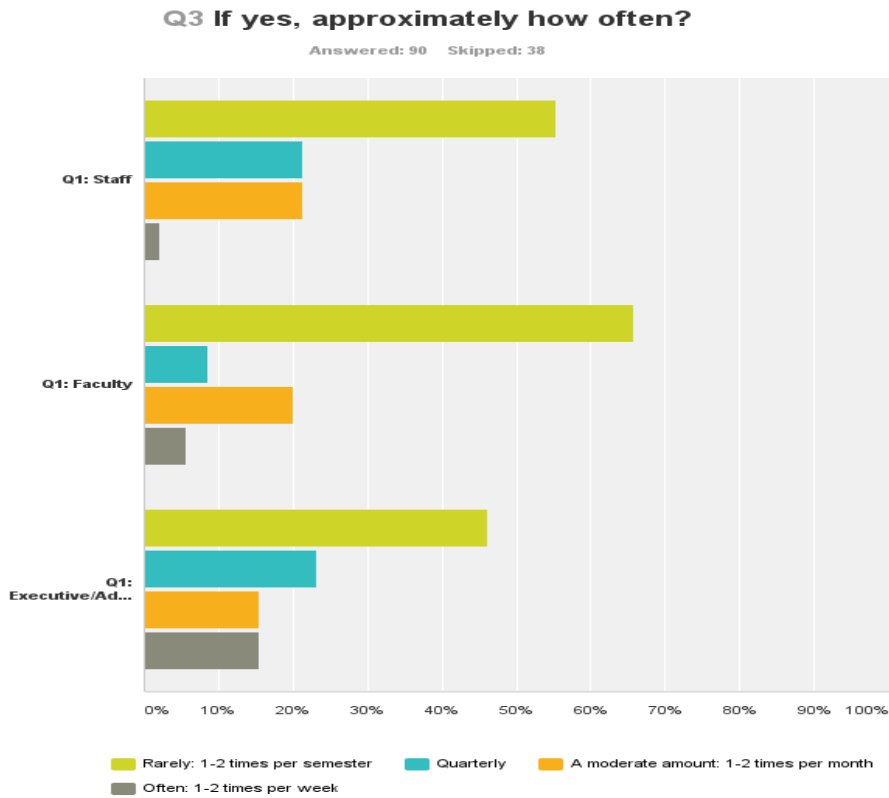
Answered: 125 Skipped: 3



A significant majority of faculty and staff have called the Service Center. This question did not ask for frequency or last time called, but we can likely assume that these people have called at least once in the two years we've been running the Service Center as a dedicated phone answering service. It is notable that 12% of staff and 20% of faculty report never having called the Service Center.

This result is unsurprising. We do not need to set targets for Service Center call percentages--it is reasonable to assume there will always be a percentage of faculty and staff who are self-sufficient, utilize other UT support options, or self-support with UT and online resources. We did ask why people did not call the service center, and received a handful of freeform responses. These responses can be characterized as expressions of concern that requests will be handled well, or that it's easier to contact a UT staff member directly for help.

# Service Center Satisfaction

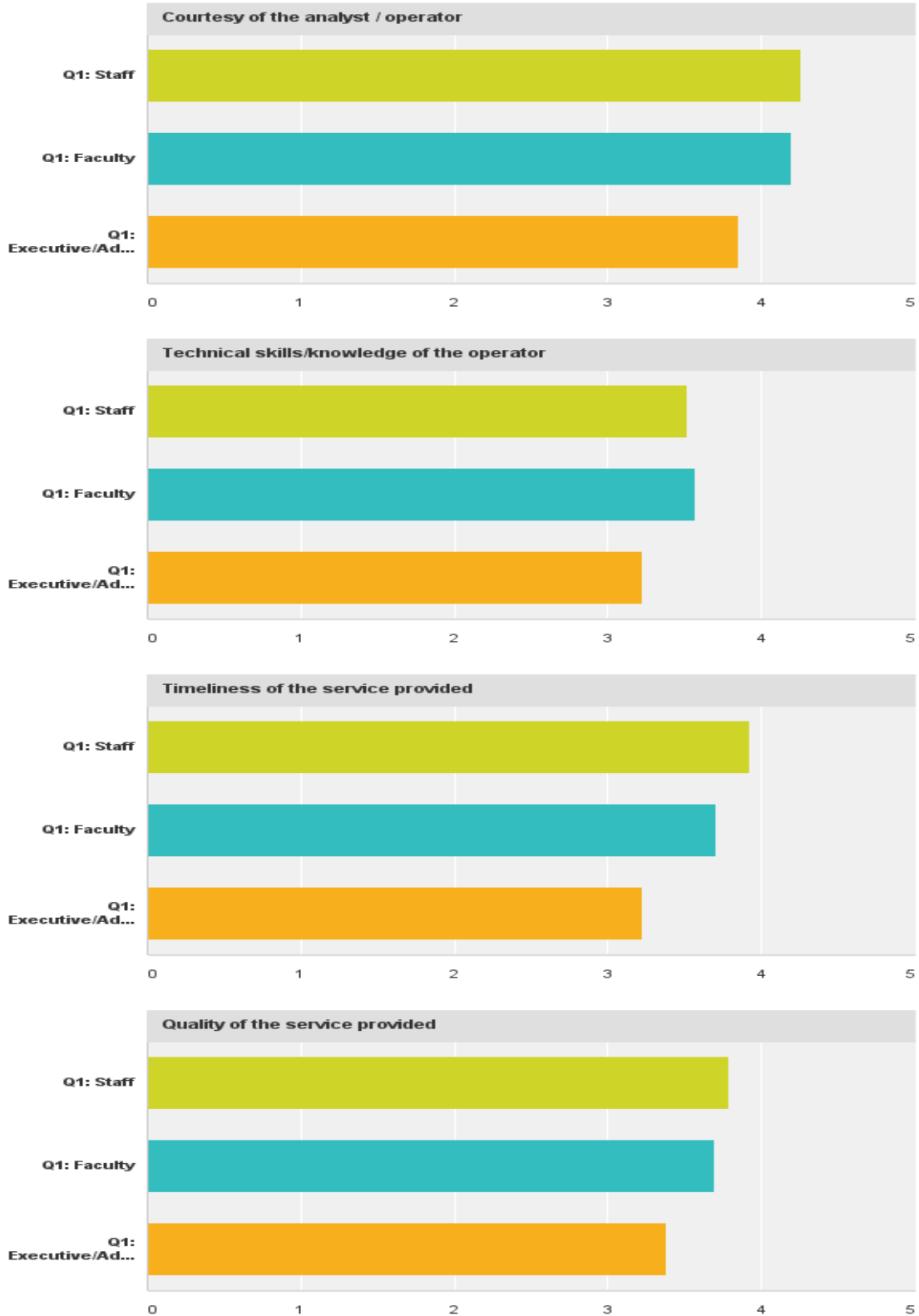


The majority of respondents who used the Service Center said they used it one or two times a semester. Again, administration uses it more frequently, with 15% of respondents saying they call 1-2 times per week.

While we do not intend to set targets for service center call volume, a material change in the frequency of calls may be notable. For example, an increase in call frequency from employees would need to be investigated for a root cause (problems with services, burden of new service, changes in policy, etc.)

**Q4 With respect to your initial phone call to the Service Center, please rate your satisfaction with the following:**

Answered: 91 Skipped: 37



## Satisfaction Ratings

These questions indicated overall satisfaction with Service Center calls. The scores are between a 3-4 on a 1 to 5 scale. Again, there was a significant difference amongst users who identified as administration.

This is one area where we should be able to demonstrate significant improvement for satisfaction with services. Although the averages are interesting, it's also important to note the breakdowns. 83% of respondents rated their satisfaction with the courtesy of the operator as "Satisfied" or "Very Satisfied", while only 50% were satisfied or better with the operator's technical skills; 64% were satisfied or better with the timeliness of service provided, and 60% were satisfied with the quality of service provided. Fewer than 2% were "very dissatisfied" with any of the above categories, none were "very dissatisfied" with technical skills of the operator.

With the transition to having more full-time staff answer Service Center calls, we are expecting improvement in all of these metrics. **Setting goals of 90% satisfaction for courtesy, and 80% satisfaction for the other metrics is a reasonable goal for the next survey milestone. Average scores on each of these metrics should be over 4, with a long term goal of 4.5.**

## Understanding

79% of respondents said the Service Center gained a clear understanding of their question and captured it correctly in the service ticket. This score indicates a target for improvement. **Customers should feel that ticket information is accurate and complete in 100% of all calls taken, and a goal of 95% is a minimum for acceptable performance in this area.**

## Other Comments

Comments regarding the Service Center in general included suggestions and a variety of opinions on performance. Most comments expressed support for transitioning to full-time staff answering Service Center calls. Users are positive about this change, as the new model puts them in direct conversation with UT staff, thereby providing for more efficient solutions to questions and issues. As we transition our model, we should be looking to improve the tenor of these comments.

## Self-Service Support Requests and Live Chat

66 respondents said they have filled out a support request online. Of those, 70% were satisfied or very satisfied with the process of filling out the form.

University Technology is also considering an online chat service for customer support as is done by many other service providers. When asked how likely employees were to use it, 58% said they'd be "Likely" or "Very Likely" to use such a service, and 26% would be "Unlikely" or "Very Unlikely" to. Providing another option to access UT services, especially one that appeals to a majority of survey respondents, makes it clear that we should plan to implement an online support chat. As a corollary to the online chat question, 81% of employees said they are comfortable with support staff using screen sharing to assist them with questions or problems. UT has been increasing our use of support via screen sharing. Rather than trying to explain complex processes over the phone, this service allows staff to provide remote support with the ability to see what the users see, and to show users how to accomplish the task or solve the problem in real time, on their own screen.

Users were asked about their awareness and use of various self-service tools and services provided by UT:

|  | Not aware of this service | Aware of this service and have not used it | Aware of this service and have used it | Plan to use now that I know it is offered | Total |
|--|---------------------------|--|--|---|-------|
| Request support by creating your own ticket  | 15.38%<br>16              | 21.15%<br>22                               | 62.50%<br>65                           | 0.96%<br>1                                | 104   |
| University Technology Portal (help.drew.edu) for checking status of tickets  | 11.54%<br>12              | 27.88%<br>29                               | 59.62%<br>62                           | 0.96%<br>1                                | 104   |
| Duo Security self-service (drew.edu/duo) to manage your device password and/or add a new authentication device to your account | 9.62%<br>10               | 8.65%<br>9                                 | 79.81%<br>83                           | 1.92%<br>2                                | 104   |
| Password self-service (password.drew.edu)  | 14.56%<br>15              | 7.77%<br>8                                 | 77.67%<br>80                           | 0.00%<br>0                                | 103   |



|   |                     |                     |                     |                   |     |
|---|---------------------|---------------------|---------------------|-------------------|-----|
| –<br>Technology Help and<br>Information on U-KNOW | <b>13.59%</b><br>14 | <b>21.36%</b><br>22 | <b>65.05%</b><br>67 | <b>0.00%</b><br>0 | 103 |
| –<br>TreeHouse                                    | <b>2.88%</b><br>3   | <b>7.69%</b><br>8   | <b>88.46%</b><br>92 | <b>0.96%</b><br>1 | 104 |

A majority of users were aware of and had used the self-service tools we have available to them. The most popular and well-known service was TreeHouse, not surprising since nearly every employee needs to use it frequently, and it is set as the default home page on most new computer installs.

Finally, we asked an open question on why or why not people find these services useful. Some found the online services extremely helpful, but there were many concerns mentioned about the quality and accuracy of information online as well as its organization and ease of finding things. There were also complaints about the inconvenience of Duo Security and two-factor authentication in general. We should seek to ensure information in UT websites is accurate, and that people understand both the need for two-factor authentication in today’s world, and techniques for making it as easy to use as possible.

## Awareness of UT Services

We asked employees about their awareness of UT Services, and the answers are summarized below:

| <b>Service</b>                              | <b>Percentage who “know” or “know and use”</b> | <b>Satisfaction score (by users)</b> |
|---|--|--------------------------------------|
| uLogin/Duo Security                         | 100%   | 4.00                                 |
| Support for Drew phone                      | 95%  | 3.74                                 |
| Support for Drew computer                   | 93.5%  | 3.71                                 |
| Google Apps                                 | 91.5%  | 3.94                                 |
| A/V equipment rental/setup                  | 90.5%  | 4.00                                 |
| Mobile calendar and email setup             | 89%  | 3.92                                 |
| Loaner Laptops                              | 88%  | 3.56                                 |
| Instructional support (Moodle, Google Apps) | 87%  | 4.06                                 |
| 1-ITS                                       | 80%  | 3.98                                 |
| Enterprise Application access requests      | 78%  | 3.43                                 |
| Web conferencing setup                      | 73%  | 3.41                                 |
| EMS A/V equipment reservations              | 70%  | 3.53                                 |
| Video recording/editing service             | 69.5%  | 3.76                                 |
| Setting up CloudPC                          | 69%  | 3.65                                 |
| Video streaming                             | 64%  | 3.85                                 |

A majority of users are familiar with all our services. While we cannot ensure 100% awareness of all services and not all services are relevant for all constituents, we want people to be aware of the services we provide as much as possible, so we should publicize the services for which there is less than 90% awareness and target improvements in satisfaction scores to an average of 4 for all services with a long term target of an average of 4.5.

There were 32 comments about services, with some acknowledging individual people in UT who have provided excellent service, and some expressing anecdotal concerns about Duo Security. There were also a few comments about loaner laptops, specifically about making sure that customers know what is available to them, and requesting a better quality loaner pool for faculty and staff.

We also asked an open-ended question about what services we should be offering in the future. Specific responses included support for managing and configuring various devices with different operating systems, providing laptops to employees as standard computers, improved/revitalized support for a teaching lab with PCs installed, IT staff embedded in or assigned to campus buildings, and a vote of confidence for having full-time staff answer Service Center calls.

## **Training and education**

When asked how to best inform new employees about UT services and support, 57% supported including information in new employee orientation, and 83% recommended dedicated UT workshops for new faculty and staff. UT should explore dedicated workshops for all new faculty and staff, outlining services available, giving an overview of what technology skills employees should develop to be successful in their work, and explaining where to go for help. Ideally, such an orientation session would be done in concert with Human Resources and be a required part of new employee onboarding.

When asked what specific technology skills and knowledge employees need, the most common responses were Microsoft Office (particularly Word and Excel), Google (Mail and Apps), and Banner. Requests for support of specific academic and administrative applications were made as well, but the first three were overwhelmingly considered most important. UT should make sure training offerings reflect these needs directly.

In terms of how people like to develop their skills, 55% like workshops, 54% like departmental consultation and training, and 72% said they prefer individual consultation and training. While the latter may be most desirable, our ability to provide it is necessarily limited, and we will continue to rely on all three training and development vectors for maximum effectiveness.

79% of employees said that their manager encourages them to take advantage of UT training and support opportunities. We will work with administration, Human Resources, and senior staff to ensure that technology training and support is considered an important part of employee development and training and work to raise this percentage.

Just under 50% of employees who took the survey reported attending one or more UT workshops. Satisfaction scores for workshops averaged 4.07 on the 1-5 scale. 61% of staff have had an individual training or consulting session with a UT staff person. Satisfaction for these sessions averaged 4.29, with over 50% being "Very Satisfied".

30 people responded to the question asking managers if they agreed with the following statements:

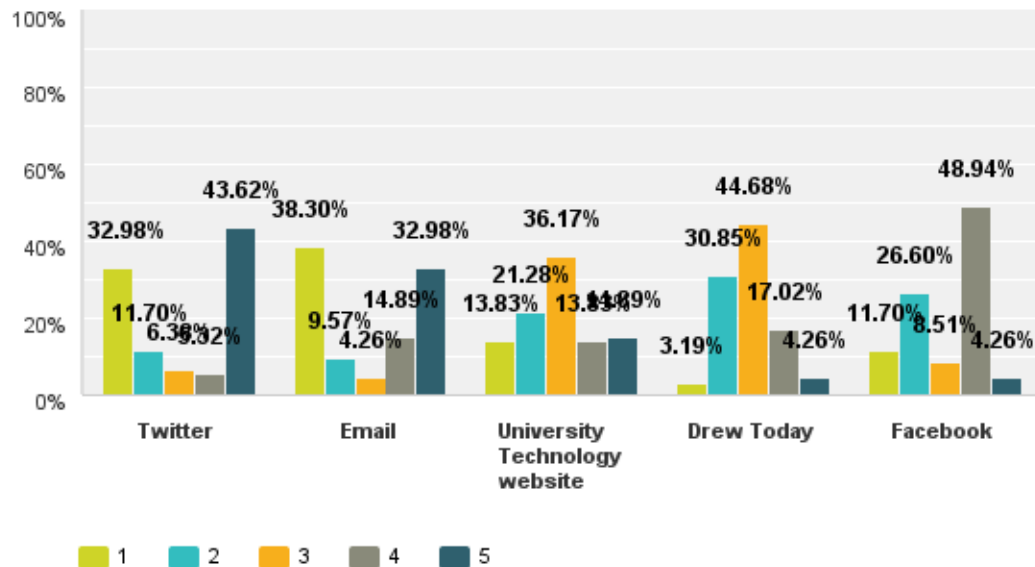
| Statement  | Average score (1-5) |
|--|---------------------|
| Appropriate technology skills are included in job descriptions   | 3.13                |
| New hires have the technology skills and knowledge they need to do their jobs  | 3.17                |
| Existing staff members have the technology skills and knowledge they need to do their jobs   | 3.27                |
| My staff members are able to acquire needed technology skills on their own   | 3.17                |
| My staff members take advantage of University Technology support and training offerings  | 3.48                |
| I encourage staff to take advantage of training and consultations offered by UT by allowing time for attendance at workshops and consultations | 3.97                |

There's a clear need to improve, especially on the first 5 items on this list. UT will need to work with Human Resources and hiring managers to develop and evaluate how to hire for technology skills, as well as in building a culture of developing technology skills once hired.

We then asked the question about how people would like to hear about our services:

**Q29 How can we best communicate our services and other information to the Drew Community? Please rank in order of preference (5 is your highest-ranking preference, 1 is lowest):**

Answered: 94 Skipped: 36



The wide spread of responses indicates to us that we must communicate to the community using any and all of these methods.

Some respondents suggested other ways for UT to publicize services and communicate to the Drew community: Suggestions included working through US/A, by UT staff attending division or departmental meetings, or by printed brochures or a printed manual. UT will work with US/A to improve communication, and is already meeting with departments and divisions to foster two-way communication. **While University Technology will continue to participate in paper reduction initiatives in collaboration with the Sustainability Office, we will explore use of online newsletters, contributions to faculty meeting packets, and increased participation in departmental/division meetings to better communicate issues and interact with the community.**

Another important aspect of communication for UT is that of keeping in touch with users throughout service requests and other issues:

| Question   | Percentage agreement |
|--|----------------------|
| Did you receive acknowledgement of your service request in a timely manner?  | 95%                  |
| After your initial request was submitted, did you receive timely and accurate updates on the status of your request? | 87%                  |
| Did you receive a timely and accurate update on the final resolution of the problem?                                 | 91%                  |

**University Technology will strive towards 100% agreement with these statements about service requests moving forward.**

## Computing environment

85% of respondents who answered are using their Drew-issued computer as their primary computer. This broke down as 94% of staff, 69% of faculty, and 100% of administration<sup>1</sup>. Some faculty responses suggested their Drew-issued computer did not have capabilities they needed or desired for their work.

On the platform preference issue:

|               | Faculty | Staff | Administration |
|---------------|---------|-------|----------------|
| PC            | 49%     | 57%   | 67%            |
| Mac           | 43%     | 27%   | 17%            |
| No Preference | 9%      | 16%   | 17%            |

More faculty prefer Macs than do staff. We will continue to monitor these percentages over time, to see if changes reflect general market forces or changing demographics. Respondents were asked if their assigned computer met their needs, or if they wanted something different. Out of the 63 responses, 39 could be characterized as “Yes” (their

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<sup>1</sup> However, some of the comments seemed to indicate that some had another home computer that they considered their “primary” computer, and that their Drew computer was only used for work, which was the sense in which we intended the question.

computer meets their needs), 19 as “No”(they want something different), with the other 15 as “Maybe” (their answers were ambiguous) . Some respondents want a microphone or webcam for conferencing. Others want specific software that is no longer available.

Employees were then asked about the computer upgrade/replacement process if they have received an upgrade in the past 2-3 years:

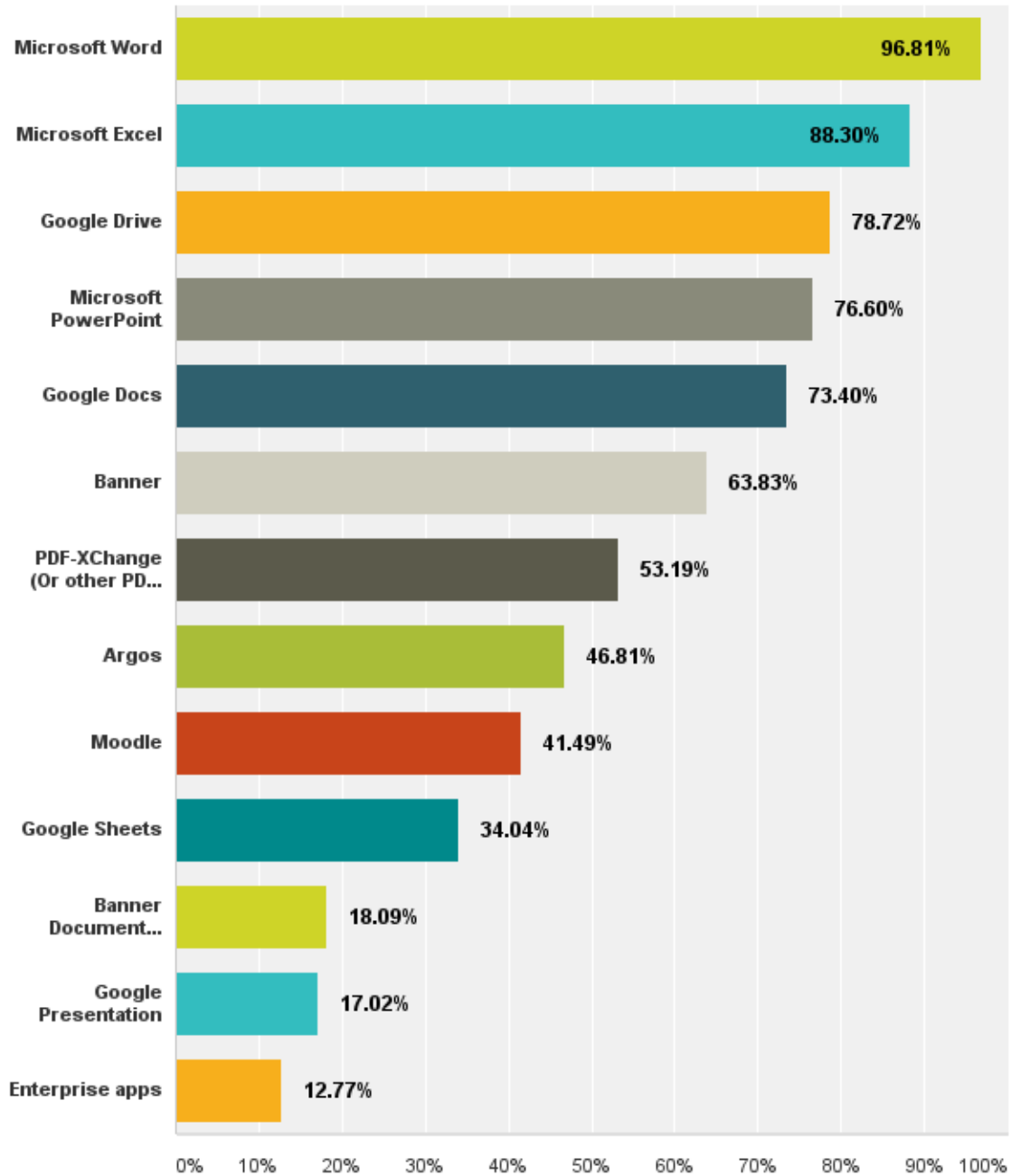
| Question                | Satisfaction score (1-5) |
|-------------------------|--------------------------|
| Transparency of Process | 3.67                     |
| Timeliness of Response  | 3.76                     |
| Overall timeline        | 3.77                     |
| Computer once received  | 3.95                     |

As in other scores, UT should be striving for scores in the 4 to 4.5 range on these items. As we conduct the Computing Experience Revitalization project and move to a model where users are better educated about their equipment lifecycles, are better able to specify their equipment needs, and will have more automated replacement notifications, we expect these numbers to improve.

87% of respondents thought their computers have the software they need to do their jobs. Of those who left comments, many lamented the loss of the Adobe site license allowing use of Acrobat Pro for document creation, and not having the most up to date versions of Microsoft Office. **In 2014 recognizing this continued need and in response to Adobe’s elimination of the academic site license program, UT introduced PDF-Xchange as the replacement for Acrobat Pro for pdf creation. Based upon this feedback, we will publicize and support this product more widely. We will also make timely announcements about the availability of the latest versions of Microsoft Office, along with providing clear instructions on how to upgrade.**

### Q37 Which applications do you use for your work (check all that apply):

Answered: 94 Skipped: 36



These results are as expected, and reflective of the needs of the user community.



## CloudPC:

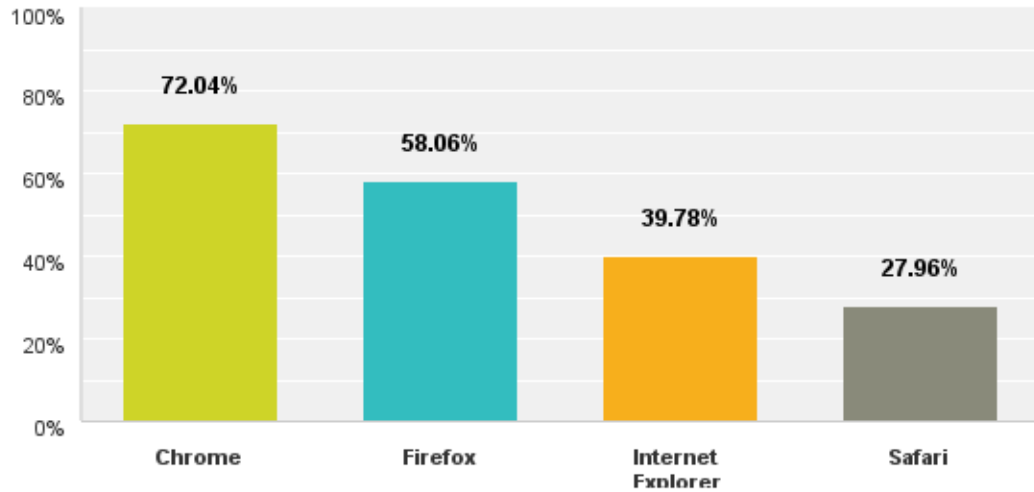
Approximately 39% of respondents said they used CloudPC to access applications. The majority of respondents who specified used it to access administrative applications, with six users also using it to access SPSS. 35% of respondents who answered the question used CloudPC daily, 24% a few times a week, and the rest only occasionally. 73% primarily used CloudPC on campus, 5% primarily off-campus, and 22% a mix of both.

University Technology plans to increase the usability of and variety of applications that can be accessed via CloudPC, and will be facilitating that by shifting to the Citrix platform for CloudPC as opposed to the current vWorkspace software. An easier to use and more robust CloudPC solution will allow us more flexibility in supporting bring your own device (BYOD) initiatives, as well as more flexibility in hardware choices for employees.

## Browser preferences:

### Q42 Which browser or browsers do you use? (check all that apply)

Answered: 93 Skipped: 37



Since Safari is currently only available for Mac, this indicates that 28% of our users use a Mac at least occasionally.

We asked what people use as their primary browser (58 answers):

|                   |     |
|-------------------|-----|
| Chrome            | 48% |
| Firefox           | 38% |
| Safari            | 10% |
| Internet Explorer | 3%  |

While UT is no longer recommending a specific browser for general use, we do recommended Chrome for Google Apps, and it is currently the most popular browser. UT will continue to track browser preferences and functionalities as new versions come out over time.

We asked what types of mobile devices people use (35 answers):

|                  |     |
|------------------|-----|
| iPad             | 46% |
| iPhone           | 40% |
| (Android) Tablet | 6%  |
| Laptop           | 32% |

UT will track and analyze “Bring Your Own Device” (BYOD) equipment to better understand the support requirements of our community. UT has and will continue testing compatibility of our services with various devices and will continue tracking smartphone models (iPhone versus Android, for instance) and percentage of tablet usage (with only 35 respondents to this question it is hard to determine the overall percentage of iPads being used by employees) to determine priorities for service availability.