

# 2013 OSU IT Satisfaction Poll for Staff

## 1. The University IT services that enrich Teaching, Learning & Research:

	I have not used this service or it is unfamiliar to me	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Carmen (Learning Management Solution)	<input type="radio"/> I have not used this service or it is unfamiliar to me	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied
Digital Union (Teaching and Learning Support)	<input type="radio"/> I have not used this service or it is unfamiliar to me	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied
University Licensed Software	<input type="radio"/> I have not used this service or it is unfamiliar to me	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied

Please use the space below to provide any additional feedback about services mentioned above:

## 2. The University IT services that enable Business Processes:

	I have not used this service or it is unfamiliar to me	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
University Email Service (UES)	<input type="radio"/> I have not used this service or it is unfamiliar to me	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied
Human Resource Applications (eBenefits, Employee Self Service, eLeave, eTime, HR Action Request, Employee Recruitment, payroll, etc.)	<input type="radio"/> I have not used this service or it is unfamiliar to me	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied
Financial Applications (eRequest, eStores, eTravel, General Ledger, Grants, Purchasing, etc.)	<input type="radio"/> I have not used this service or it is unfamiliar to me	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied
Student Information System (Faculty Center, SIS)	<input type="radio"/> I have not used this service or it is unfamiliar to me	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied
BuckeyeLink (Ohio State's	<input type="radio"/> I have not used this service or	<input type="radio"/> Very	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> Very

Online Academic Center)

service or  
it is  
unfamiliar  
to me

Dissatisfied

Dissatisfied

Neutral

Satisfied

Satisfied

**Please use the space below to provide any additional feedback about services mentioned above:**

### 3. The University IT services that enhance Core IT Capabilities:

	I have not used this service or it is unfamiliar to me	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
OSU Wired Network	<input type="radio"/> I have not used this service or it is unfamiliar to me	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied
OSU Wireless Network	<input type="radio"/> I have not used this service or it is unfamiliar to me	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied
Telephone Services	<input type="radio"/> I have not used this service or it is unfamiliar to me	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied
Account and Identity Management (my.osu.edu)	<input type="radio"/> I have not used this service or it is unfamiliar to me	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied

Please use the space below to provide any additional feedback about services mentioned above:

#### 4. The University IT services that deliver Operational Excellence

	I have not used this service or it is unfamiliar to me	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
8-Help, IT Service Desk	<input type="radio"/> I have not used this service or it is unfamiliar to me	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied
Buckeye Bar - Walk-in Technical Consultation	<input type="radio"/> I have not used this service or it is unfamiliar to me	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied

Please use the space below to provide any comments about about your experiences with the services mentioned above:

#### 5. Overall Experience with University IT services.

	I have not used any University IT services	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Based on your experiences with the services listed above, rate your overall satisfaction.	<input type="radio"/> I have not used any University IT services	<input type="radio"/> Very Dissatisfied	<input type="radio"/> Dissatisfied	<input type="radio"/> Neutral	<input type="radio"/> Satisfied	<input type="radio"/> Very Satisfied

**6. Please indicate your level of agreement with the following statement: The University is proactively providing IT support and services to meet the technology needs of faculty, staff and students.**

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

**If you answered with "Disagree" or "Strongly Disagree" in the previous question, please explain.**