

2013 OSU IT Satisfaction Survey for Students

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
The 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
Student Computing Centers	<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
Buckeye Mail Email Service	<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 (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 Online Academic Center)	<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 Mobile App	<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:

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
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.