

OCIO Annual Technology Poll 2015 – for Faculty & Staff

Application Services include services and systems created and maintained to enable students, faculty and staff to perform core academic and business functions at Ohio State. Which of the following **Application Services** do you have experience using?

- eReports
 - Financial Applications (eRequest, eStores, eTravel, General Ledger, Grants, Purchasing, etc.)
 - Human Resource Applications (eBenefits, Employee Self Service, eLeave, eTime, HR Action Request, HR, payroll, etc.)
 - Student Information System (SIS, My Student Center, u.achieve (formerly DARS))
 - The Ohio State App (for mobile devices on iOS and Android)
 - Online Graduate School Forms (gradforms.osu.edu)
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How easy do you find these services to use?

	Not easy at all	Somewhat easy	Neutral	Easy	Very easy
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How adequately do these services meet your needs?

	Not at all adequate	Somewhat adequate	Neutral	Adequate	Better than adequate
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What is your overall satisfaction with these services?

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
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What suggestions (top 1 or 2) could OCIO implement to improve these services?

IT Security Services are services designed to keep university assets and intellectual property secure, yet accessible to the appropriate people. Which of the following **IT Security Services** do you have experience using?

- Account and Identity Management (my.osu.edu)
 - BuckeyePass (Two-Factor Authentication)
 - IT Security Awareness, Policy and Standards
 - Web Single Sign on (OSU lastname.# Sign on)
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How easy do you find these services to use?

	Not easy at all	Somewhat easy	Neutral	Easy	Very easy
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How adequately do these services meet your needs?

	Not at all adequate	Somewhat adequate	Neutral	Adequate	Better than adequate
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What is your overall satisfaction with these services?

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
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What suggestions (top 1 or 2) could OCIO implement to improve these services?

Messaging, Collaboration and Network Services are services that foster communication and collaboration. Which of the following **Messaging, Collaboration and Network Services** do you have experience using?

- University Email Service-UES (faculty/staff) or BuckeyeMail (student email)
 - BuckeyeBox (File Sharing & Collaboration)
 - Mailing Lists
 - OSU Wired Network (OSUNet and Resnet)
 - OSU Wireless Network
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How easy do you find the following services to use?

	Not easy at all	Somewhat easy	Neutral	Easy	Very easy
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How adequately do these services meet your needs?

	Not at all adequate	Somewhat adequate	Neutral	Adequate	Better than adequate
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What is your overall satisfaction with these services?

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
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What suggestions (top 1 or 2) could OCIO implement to improve these services?

Technology Assistance Resources includes Help Desk support services from the IT Service Desk. **Voice Services** includes our phone and audio conference offerings. Which of the following **Technology Assistance Resources** and **Voice Services** do you have experience using?

- IT Service Desk, 688-HELP (4357)
 - BuckeyeBar - Walk-in Technical Consultation
 - Telephone Services
 - Audio Conferencing
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How easy do you find the following services to use?

	Not easy at all	Somewhat easy	Neutral	Easy	Very easy
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How adequately do these services meet your needs?

	Not at all adequate	Somewhat adequate	Neutral	Adequate	Better than adequate
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What is your overall satisfaction with these services?

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
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What suggestions (top 1 or 2) could OCIO implement to improve these services?

What technology support services should OCIO offer that could make your daily activities at Ohio State easier or more efficient?

Thank You!
