2015 Office of the CIO Technology Poll
Voice of the Campus Community

Report

May 2015

Office of the Chief Information Officer
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Satisfaction with OCIO Services

Percentage of Users Satisfied with the Services

* Overall Satisfaction with OCIO Services Combined was computed by taking average satisfaction of all services surveyed in reporting year
Detailed Results

Application Services

How easy do you find these services to use?

- Not Easy
- Neutral
- Easy

Total responses per column are shown in parenthesis.
How adequately do these services meet your needs?

- Not Adequate
- Neutral
- Adequate

Total responses per column are shown in parenthesis.
What is your overall satisfaction with these services?

- Dissatisfied
- Neutral
- Satisfied

Total responses per column are shown in parenthesis.
Information Security Services

How easy do you find these services to use?

<table>
<thead>
<tr>
<th>Service</th>
<th>Not Easy</th>
<th>Neutral</th>
<th>Easy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account and Identity Management</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BuckeyePass</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>IT Security Awareness, Policy</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Web Single Sign on</td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

Total responses per column are shown in parenthesis.
Messaging, Collaboration and Network Services

How easy do you find these services to use?

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

- Not Easy
- Neutral
- Easy

Total responses per column are shown in parenthesis

University Email Service/BuckeyeMail
- Faculty (380)
- Staff (552)
- Grad (204)
- Undergrad (67)
- Combined (1238)

BuckeyeBox
- Faculty (277)
- Staff (312)
- Grad (88)
- Undergrad (98)
- Combined (713)

Mailing Lists
- Faculty (114)
- Staff (176)
- Grad (0)
- Undergrad (0)
- Combined (290)

OSU Wired Network
- Faculty (87)
- Staff (108)
- Grad (41)
- Undergrad (37)
- Combined (268)

OSU Wireless Network
- Faculty (324)
- Staff (382)
- Grad (204)
- Undergrad (41)
- Combined (1052)

14% 12%
888%
56%
14% 11%
81%
15% 7%
80%
10%

13% 14%
63%
69%
55%
60%

14% 14%
20%
21%
20%

11% 15%
22%
10%
11%

11% 14%
22%
10%
11%

13% 14%
15% 15% 15% 15% 15% 15% 15% 15% 15% 15%
How adequately do these services meet your needs?

- Not Adequate
- Neutral
- Adequate

Total responses per column are shown in parenthesis.
How easy do you find these services to use?

Total responses per column are shown in parenthesis.
Statistical Analyses

Relationship between satisfaction and “ease of use of service”:

In order to determine the relationship between satisfaction and “ease of use of service”, Chi-square tests of independence for each service were generated. At 5 percent level of significance, dependencies were observed for all services. It should be noted that due to the violation of an assumption, the Chi-square test may not be an appropriate test to determine the relationship for the following 7 services: BuckeyePass, Web Single Sign on, Mailing Lists, OSU Wired Network, BuckeyeBar, Audio Conferencing and Telephone Services. A consistent pattern of dependence was revealed across all services.

In general,

- User who perceives the service as “Not easy to use” is more likely to be either dissatisfied or neutral.
- User who responds “Neutral” is more likely to stay neutral.
- User who perceives the service as “Easy to use” is more likely to be satisfied.

Relationship between satisfaction and “service adequacy”:

Chi-square tests of independence for each service were also generated to determine the relationship between satisfaction and “service adequacy”. At 5 percent level of significance, dependencies were observed for all services. It should be noted that due to the violation of an assumption, the Chi-square test may not be an appropriate test to determine the relationship for the following 8 services: Online Graduate School Forms, BuckeyePass, Web Single Sign on, Mailing Lists, OSU Wired Network, BuckeyeBar, Audio Conferencing and Telephone Services. A consistent pattern of dependence was revealed across all services.

In general,

- User who perceives the service as “Not adequate” is more likely to be either dissatisfied or neutral.
- User who responds “Neutral” is more likely to stay neutral.
- User who perceives the service is “Adequate” is more likely to be satisfied.
Next Steps

Although we had good results overall, there is plenty of room for improvement. To prioritize an action plan and focus efforts on the areas of greatest need, a deeper analysis of comments and constructive feedback is essential.

- Each service owner will perform a deeper analysis of the complaints and suggestions pertinent to its respective services. Statistical & Reporting Management will provide a compiled version of all raw comments.
- Based on the deeper analysis and the analyses in this report, each service owner will prepare an improvement plan based on the findings and set a defined target for implementing the improvements. The CSI process owner will assist with the improvement plans.
- Each service owner will review its respective improvement plans with the Senior Leader.