2016 Office of the CIO Technology Poll

Voice of the Campus Community

Report

May 2016

Office of the Chief Information Officer

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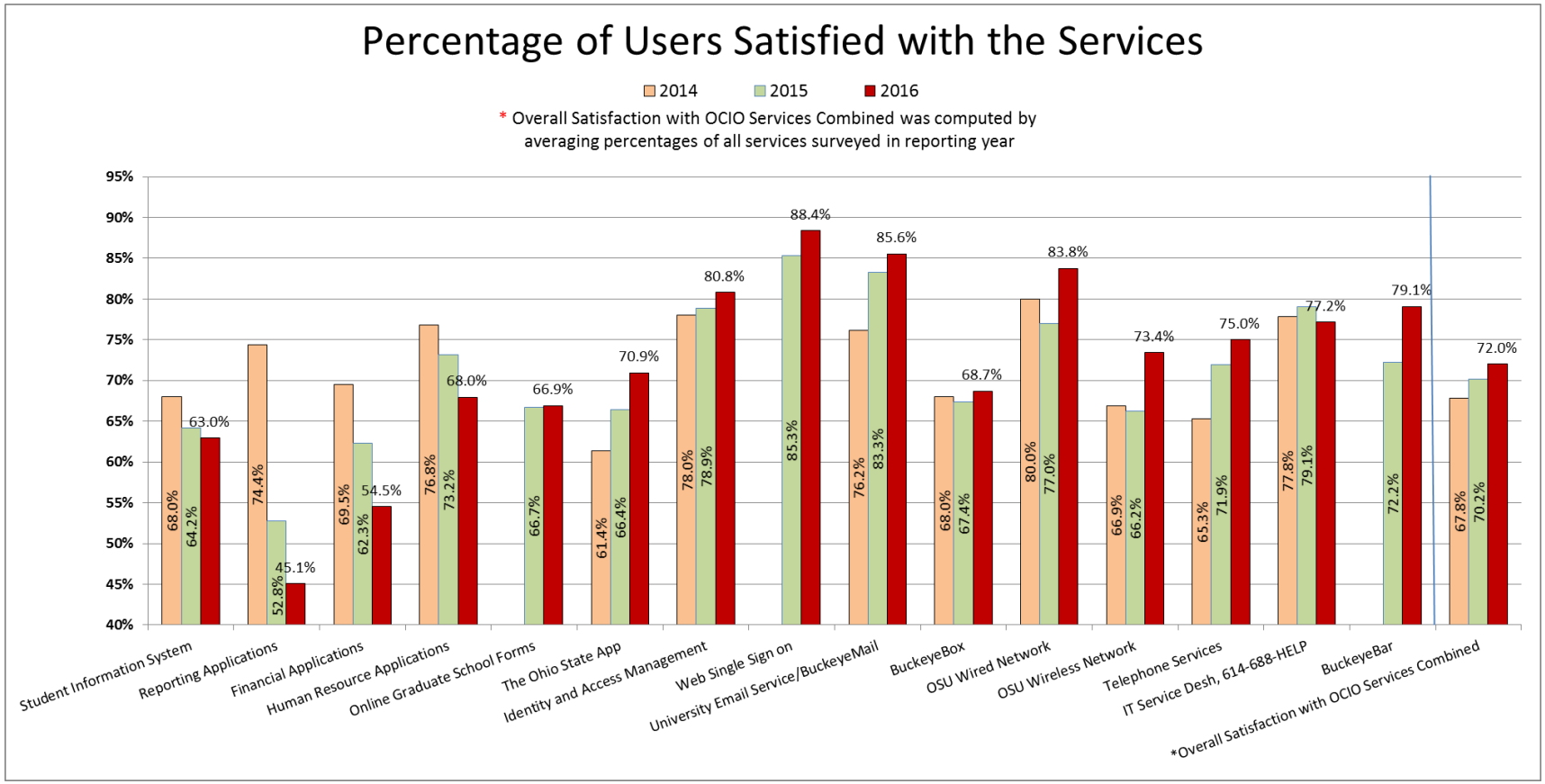
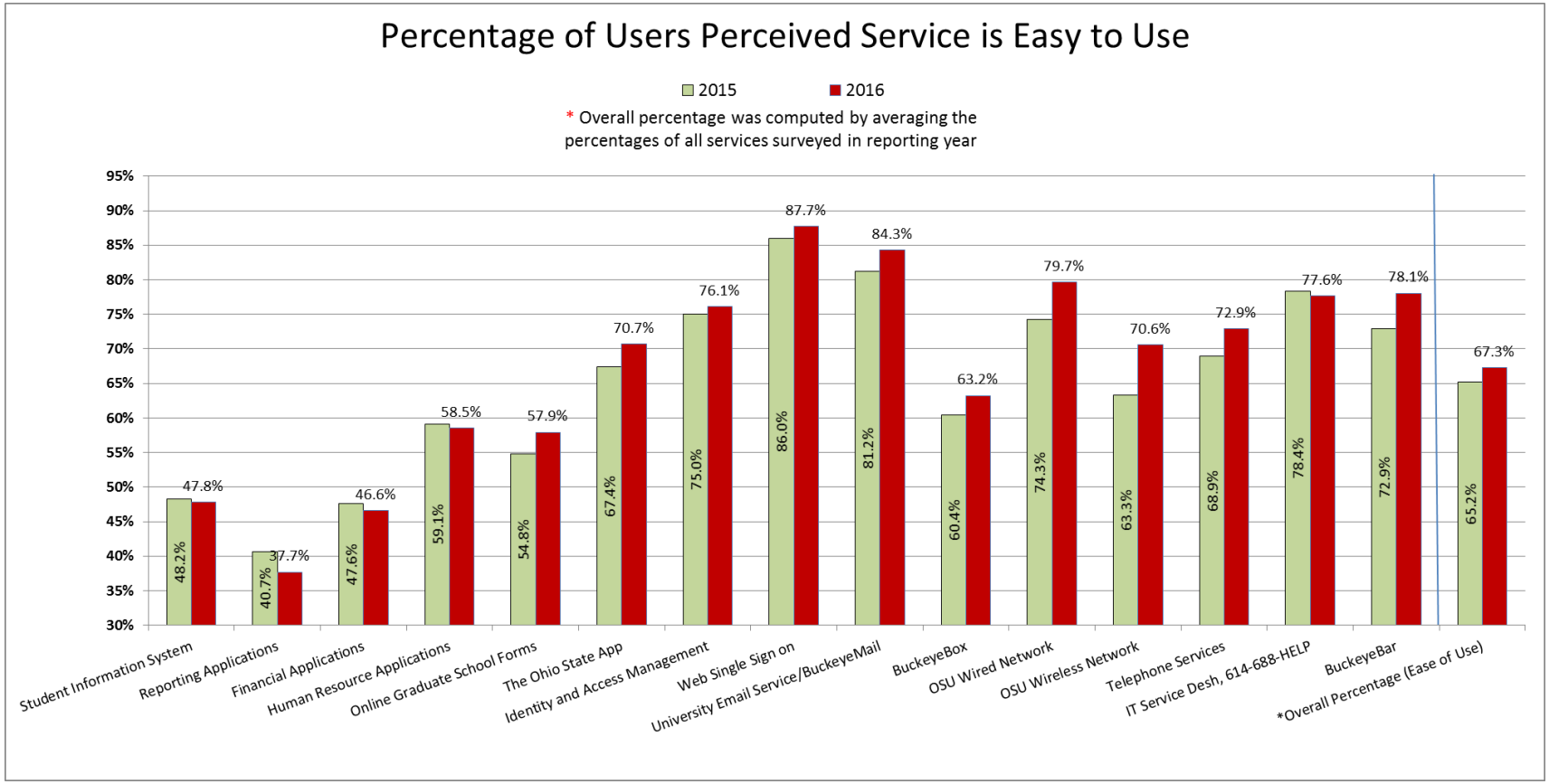
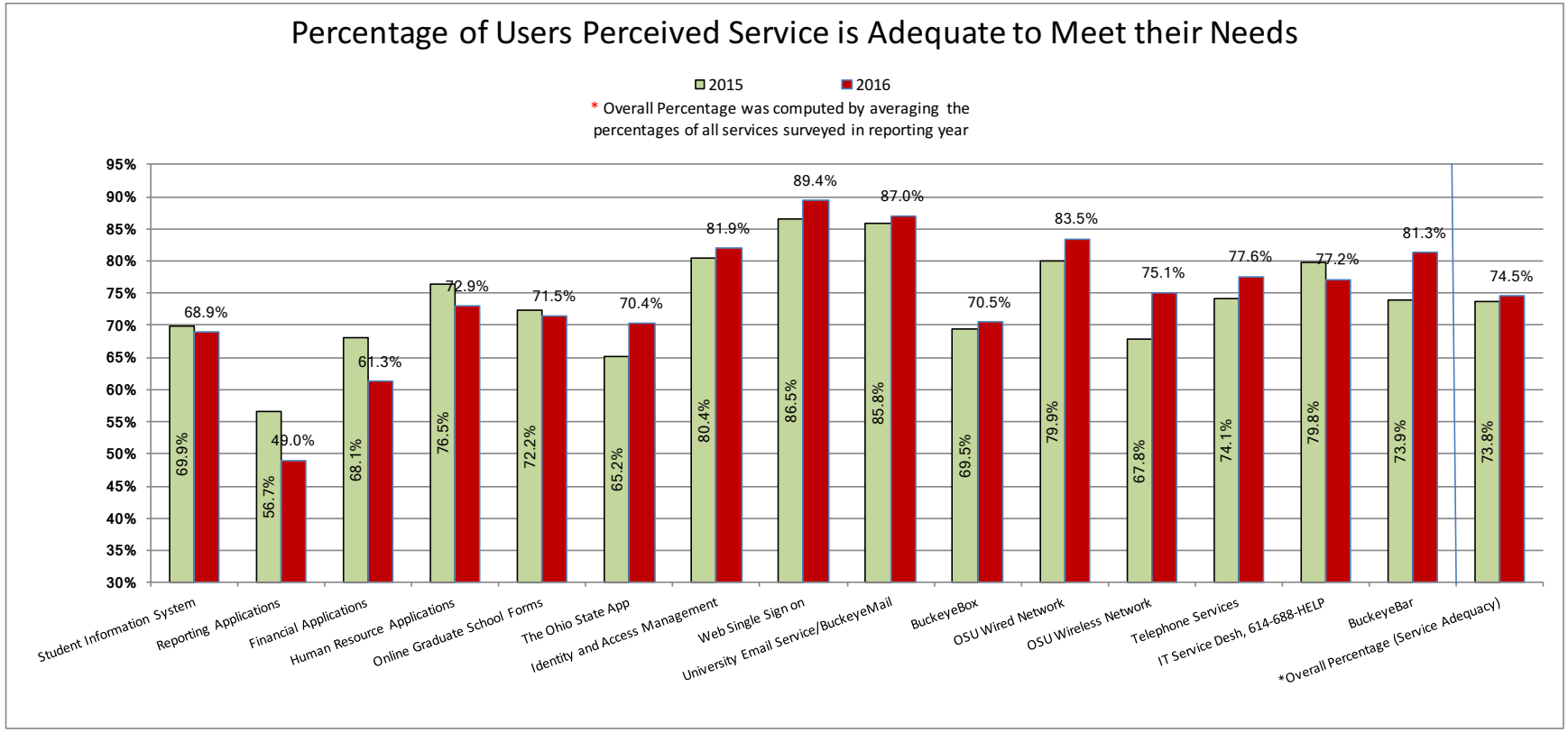
Trend: Satisfaction with OCIO Services



Trend: Ease of Using Services

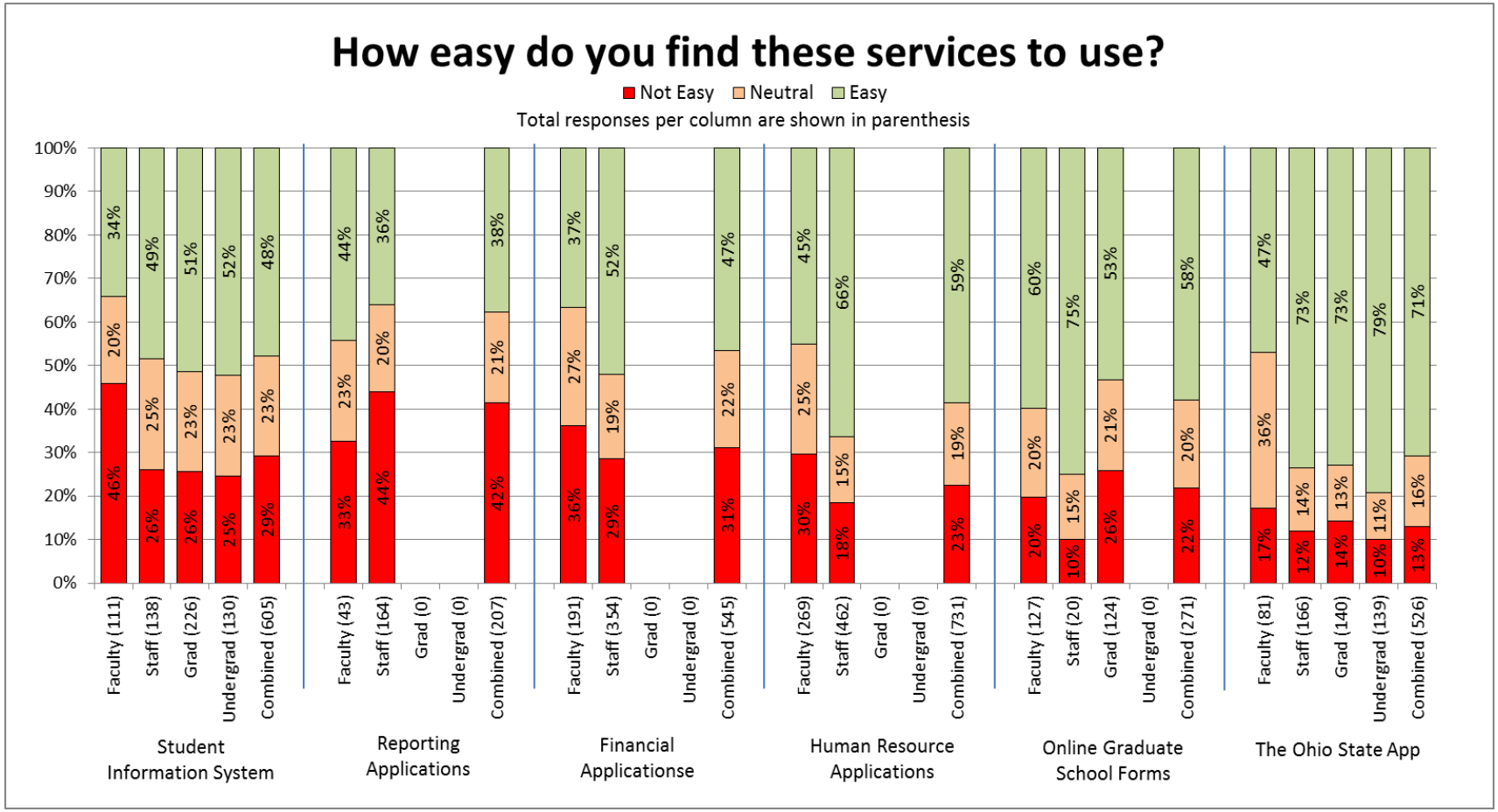


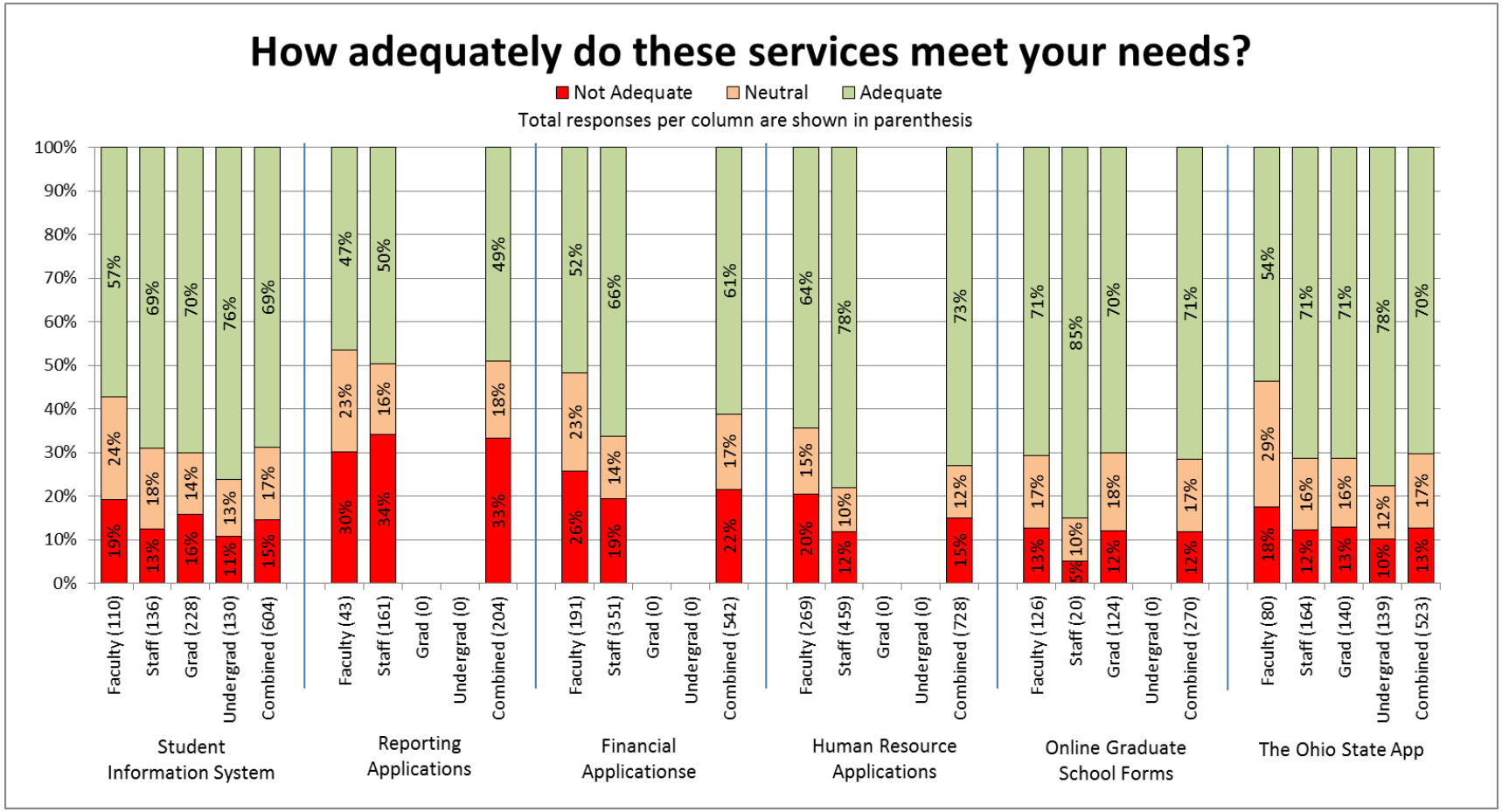
Trend: Service Adequacy to Meet Needs

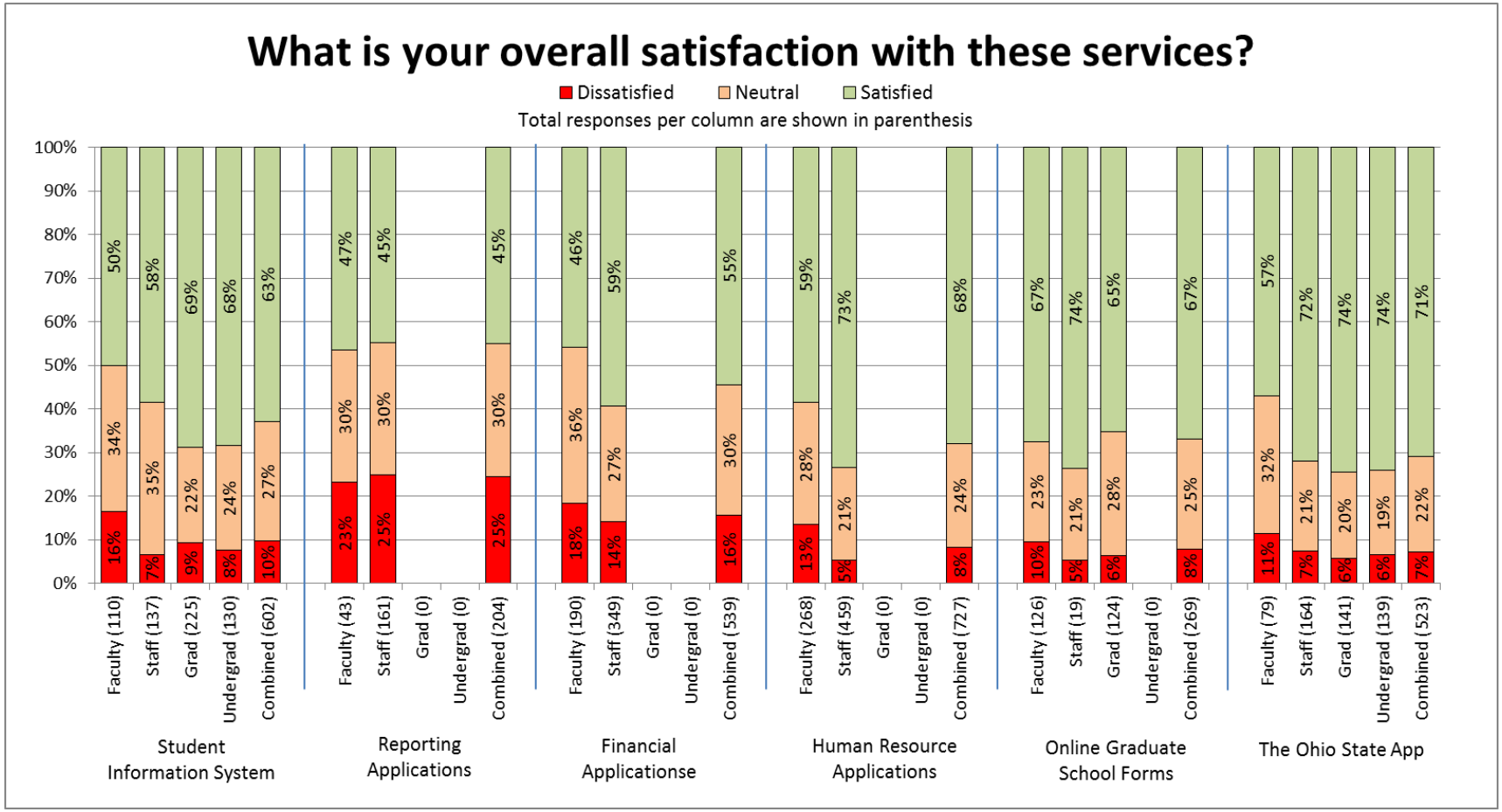


Detailed Results

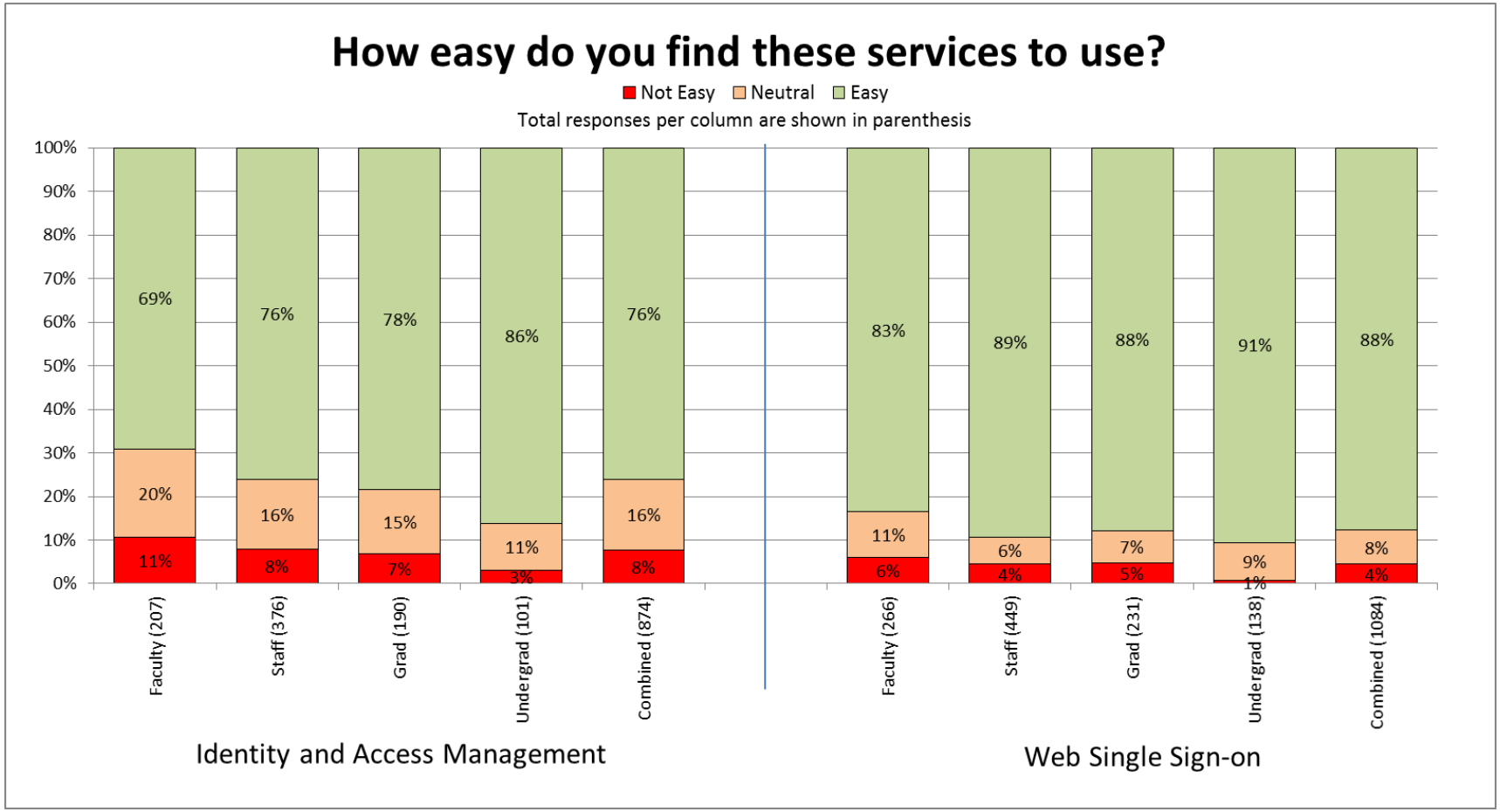
Application Services

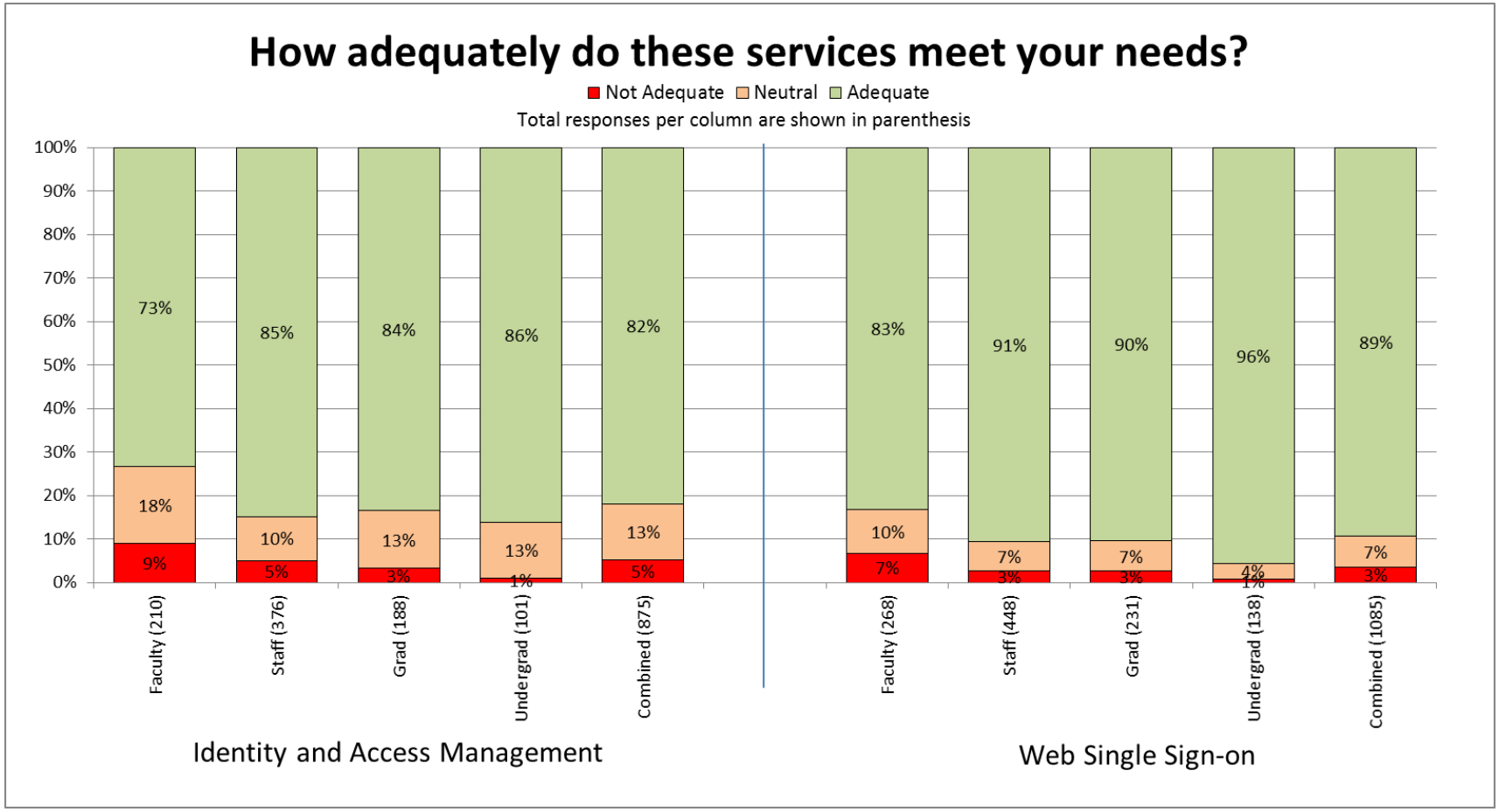


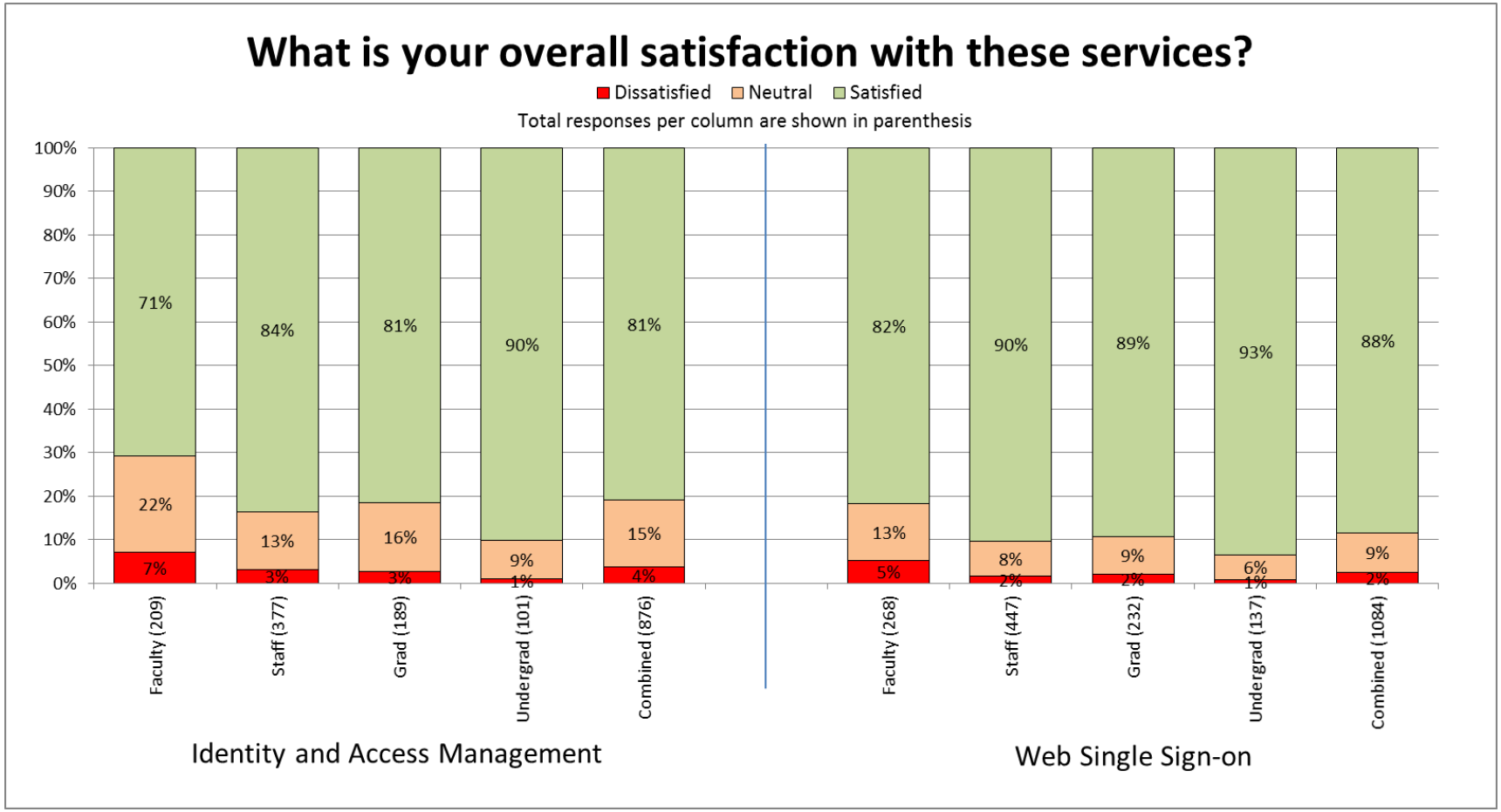

How adequately do these services meet your needs?
Not Adequate
Neutral
Adequate
Total responses per column are shown in parenthesis
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
Faculty (110)
Staff (136)
Grad (228)
Undergrad (130)
Combined (604)
Faculty (43)
Staff (161)
Grad (0)
Undergrad (0)
Combined (204)
Faculty (191)
Staff (351)
Grad (0)
Undergrad (0)
Combined (542)
Faculty (269)
Staff (459)
Grad (0)
Undergrad (0)
Combined (728)
Faculty (126)
Staff (20)
Grad (124)
Undergrad (0)
Combined (270)
Faculty (80)
Staff (164)
Grad (140)
Undergrad (139)
Combined (523)
Student Information System
Reporting Applications
Financial Applicationse
Human Resource Applications
Online Graduate School Forms
The Ohio State App


What is your overall satisfaction with these services?
Dissatisfied
Neutral
Satisfied
Total responses per column are shown in parenthesis
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
Faculty (110) 16% 34% 50%
Staff (137) 7% 35% 58%
Grad (225) 9% 22% 69%
Undergrad (130) 8% 24% 68%
Combined (602) 10% 27% 63%
Student Information System
Faculty (43) 23% 30% 47%
Staff (161) 25% 30% 45%
Grad (0)
Undergrad (0)
Combined (204) 25% 30% 45%
Reporting Applications
Faculty (190) 18% 36% 46%
Staff (349) 14% 27% 59%
Grad (0)
Undergrad (0)
Combined (539) 16% 30% 55%
Financial Applicationse
Faculty (268) 13% 28% 59%
Staff (459) 5% 21% 73%
Grad (0)
Undergrad (0)
Combined (727) 8% 24% 68%
Human Resource Applications
Faculty (126) 10% 23% 67%
Staff (19) 5% 21% 74%
Grad (124) 6% 28% 65%
Undergrad (0)
Combined (269) 8% 25% 67%
Online Graduate School Forms
Faculty (79) 11% 32% 57%
Staff (164) 7% 21% 72%
Grad (141) 6% 20% 74%
Undergrad (139) 6% 19% 74%
Combined (523) 7% 22% 71%
The Ohio State App

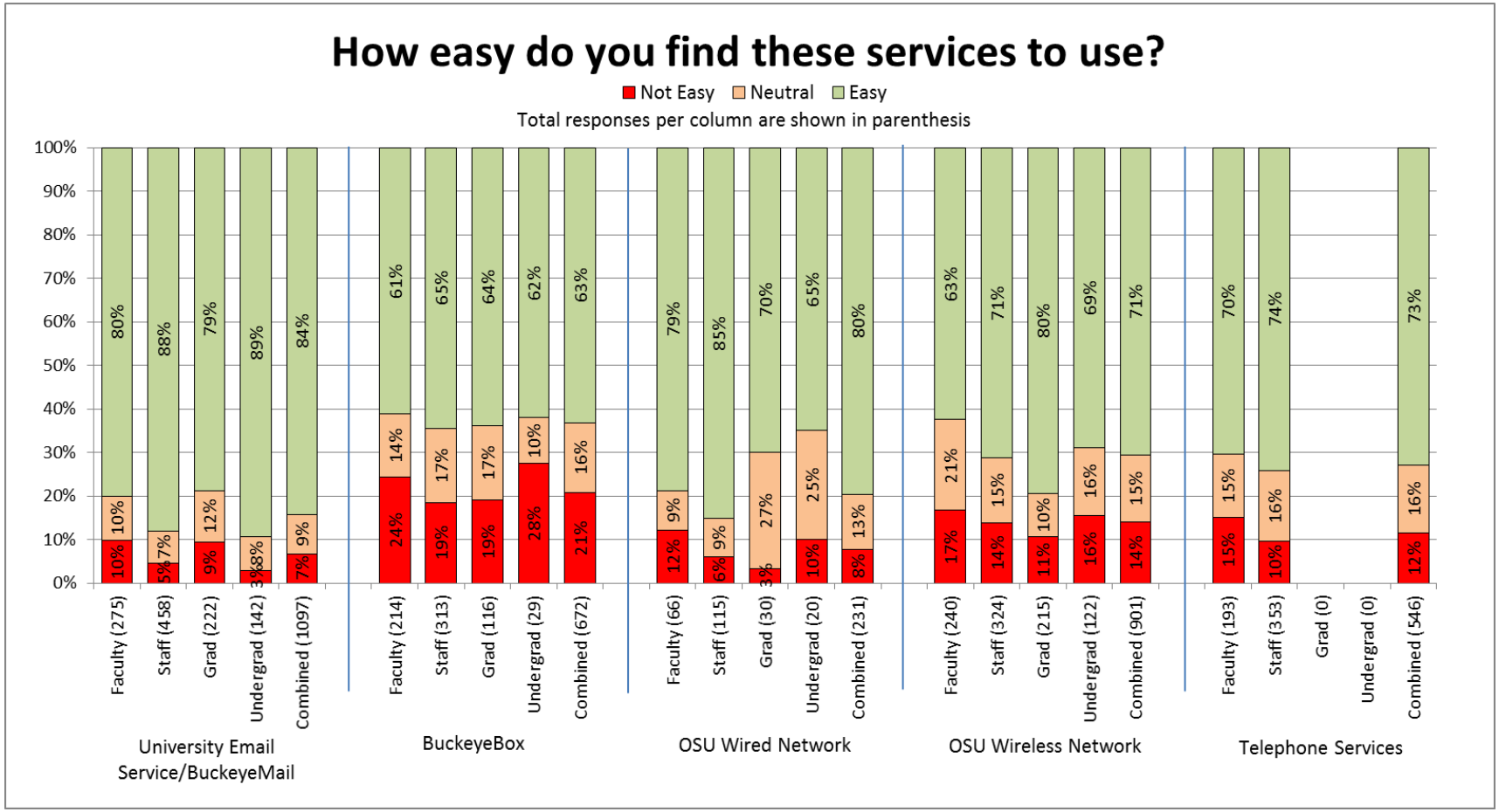
Information Security Services

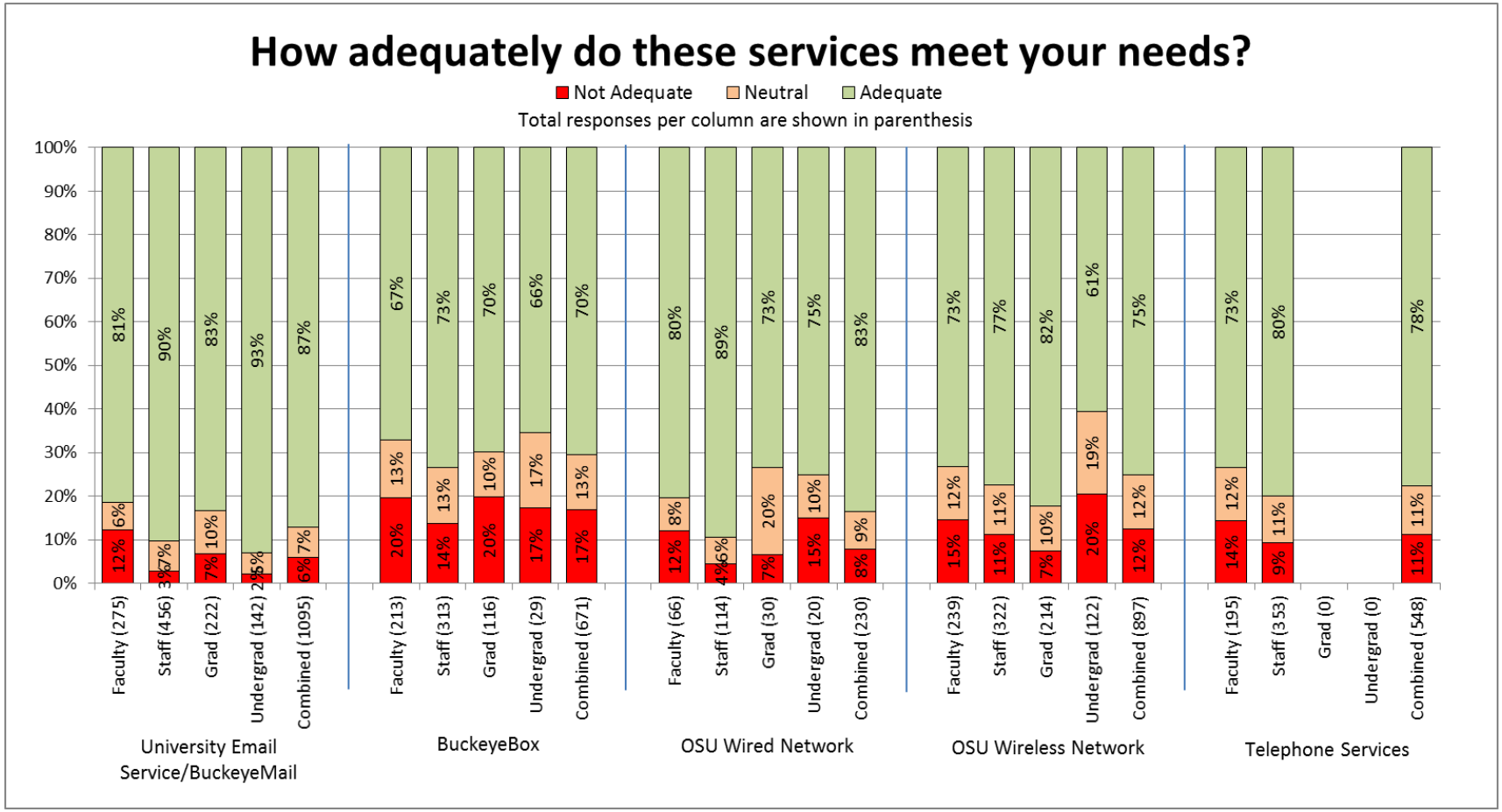


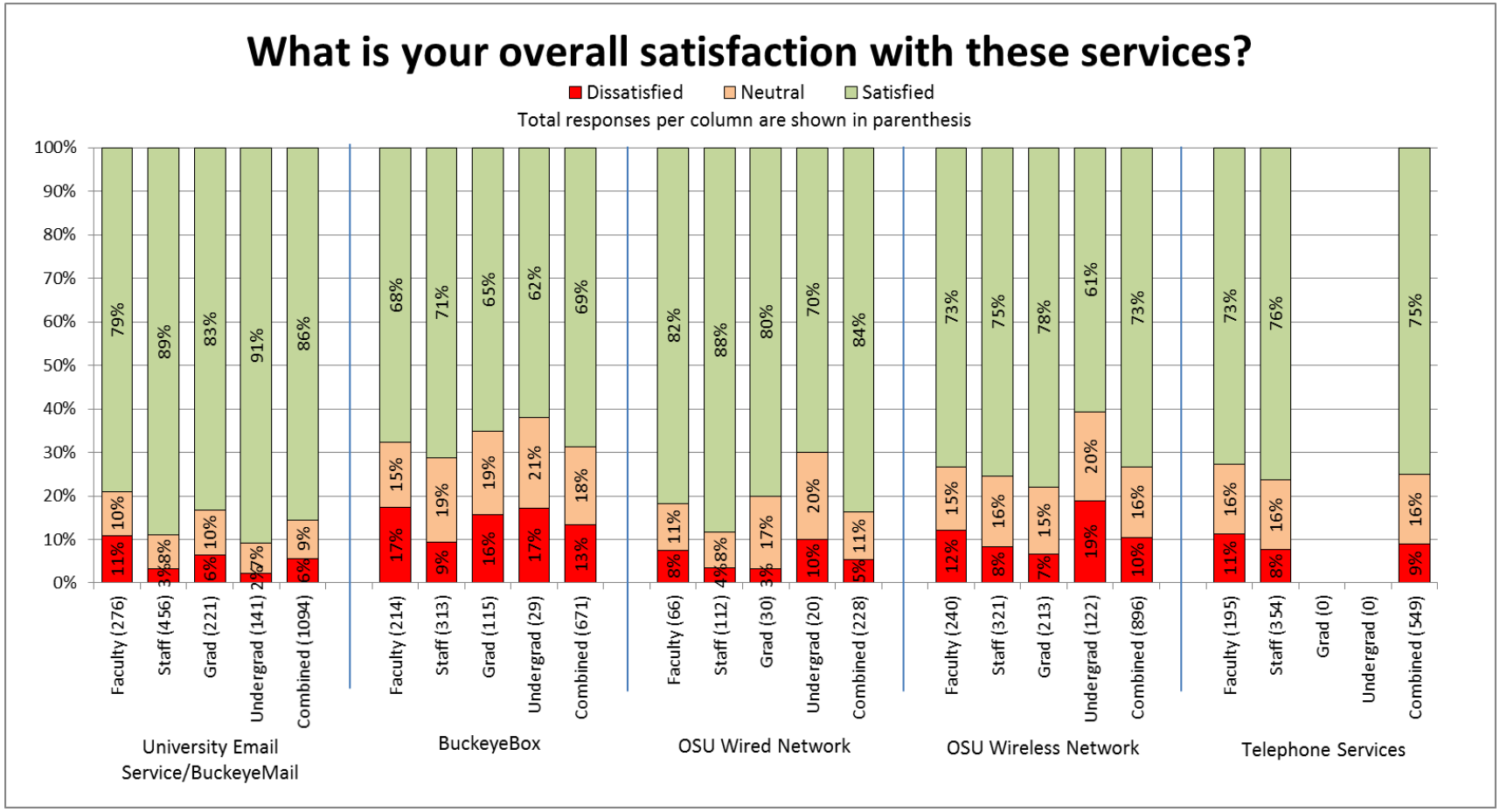

How adequately do these services meet your needs?
Not Adequate
Neutral
Adequate
Total responses per column are shown in parenthesis
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
73%
18%
9%
85%
10%
5%
84%
13%
3%
86%
13%
1%
82%
13%
5%
83%
10%
7%
91%
7%
3%
90%
7%
3%
96%
4%
1%
89%
7%
3%
Faculty (210)
Staff (376)
Grad (188)
Undergrad (101)
Combined (875)
Faculty (268)
Staff (448)
Grad (231)
Undergrad (138)
Combined (1085)
Identity and Access Management
Web Single Sign-on


What is your overall satisfaction with these services?
Dissatisfied
Neutral
Satisfied
Total responses per column are shown in parenthesis
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
71%
22%
7%
84%
13%
3%
81%
16%
3%
90%
9%
1%
81%
15%
4%
82%
13%
5%
90%
8%
2%
89%
9%
2%
93%
6%
1%
88%
9%
2%
Faculty (209)
Staff (377)
Grad (189)
Undergrad (101)
Combined (876)
Faculty (268)
Staff (447)
Grad (232)
Undergrad (137)
Combined (1084)
Identity and Access Management
Web Single Sign-on

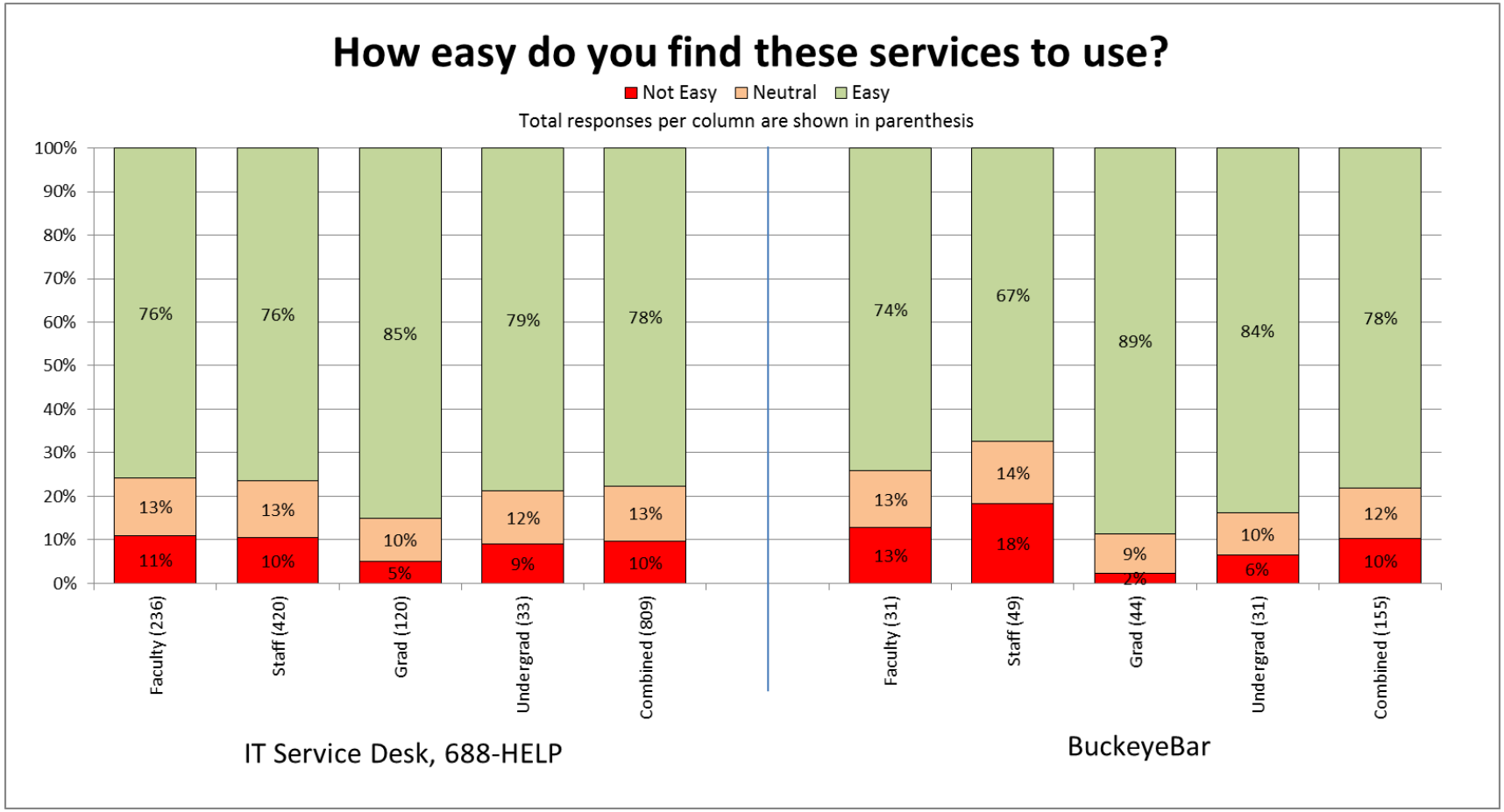
Messaging, Collaboration, Network and Telephone Services

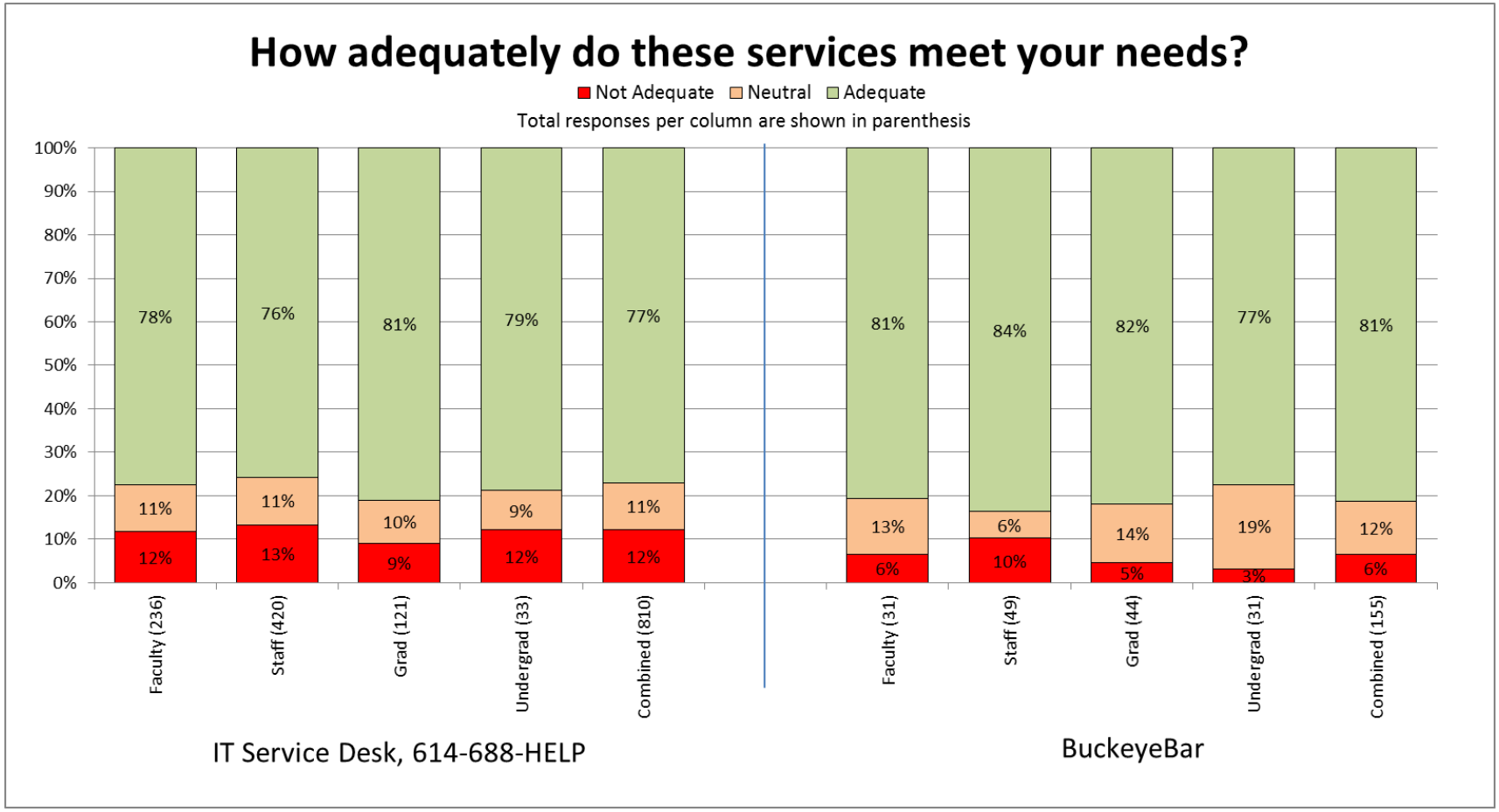



How adequately do these services meet your needs?
Not Adequate
Neutral
Adequate
Total responses per column are shown in parenthesis
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
Faculty (275)
Staff (456)
Grad (222)
Undergrad (142)
Combined (1095)
University Email Service/BuckeyeMail
Faculty (213)
Staff (313)
Grad (116)
Undergrad (29)
Combined (671)
BuckeyeBox
Faculty (66)
Staff (114)
Grad (30)
Undergrad (20)
Combined (230)
OSU Wired Network
Faculty (239)
Staff (322)
Grad (214)
Undergrad (122)
Combined (897)
OSU Wireless Network
Faculty (195)
Staff (353)
Grad (0)
Undergrad (0)
Combined (548)
Telephone Services


What is your overall satisfaction with these services?
Dissatisfied
Neutral
Satisfied
Total responses per column are shown in parenthesis
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
Faculty (276) 11% 10% 79%
Staff (456) 3% 8% 89%
Grad (221) 6% 10% 83%
Undergrad (141) 2% 7% 91%
Combined (1094) 6% 9% 86%
University Email Service/BuckeyeMail
Faculty (214) 17% 15% 68%
Staff (313) 9% 19% 71%
Grad (115) 16% 19% 65%
Undergrad (29) 17% 21% 62%
Combined (671) 13% 18% 69%
BuckeyeBox
Faculty (66) 8% 11% 82%
Staff (112) 4% 8% 88%
Grad (30) 3% 17% 80%
Undergrad (20) 10% 20% 70%
Combined (228) 5% 11% 84%
OSU Wired Network
Faculty (240) 12% 15% 73%
Staff (321) 8% 16% 75%
Grad (213) 7% 15% 78%
Undergrad (122) 19% 20% 61%
Combined (896) 10% 16% 73%
OSU Wireless Network
Faculty (195) 11% 16% 73%
Staff (354) 8% 16% 76%
Grad (0)
Undergrad (0)
Combined (549) 9% 16% 75%
Telephone Services

Technology Resource Services

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50%
40%
30%
20%
10%
0%
78%
76%
81%
79%
77%
81%
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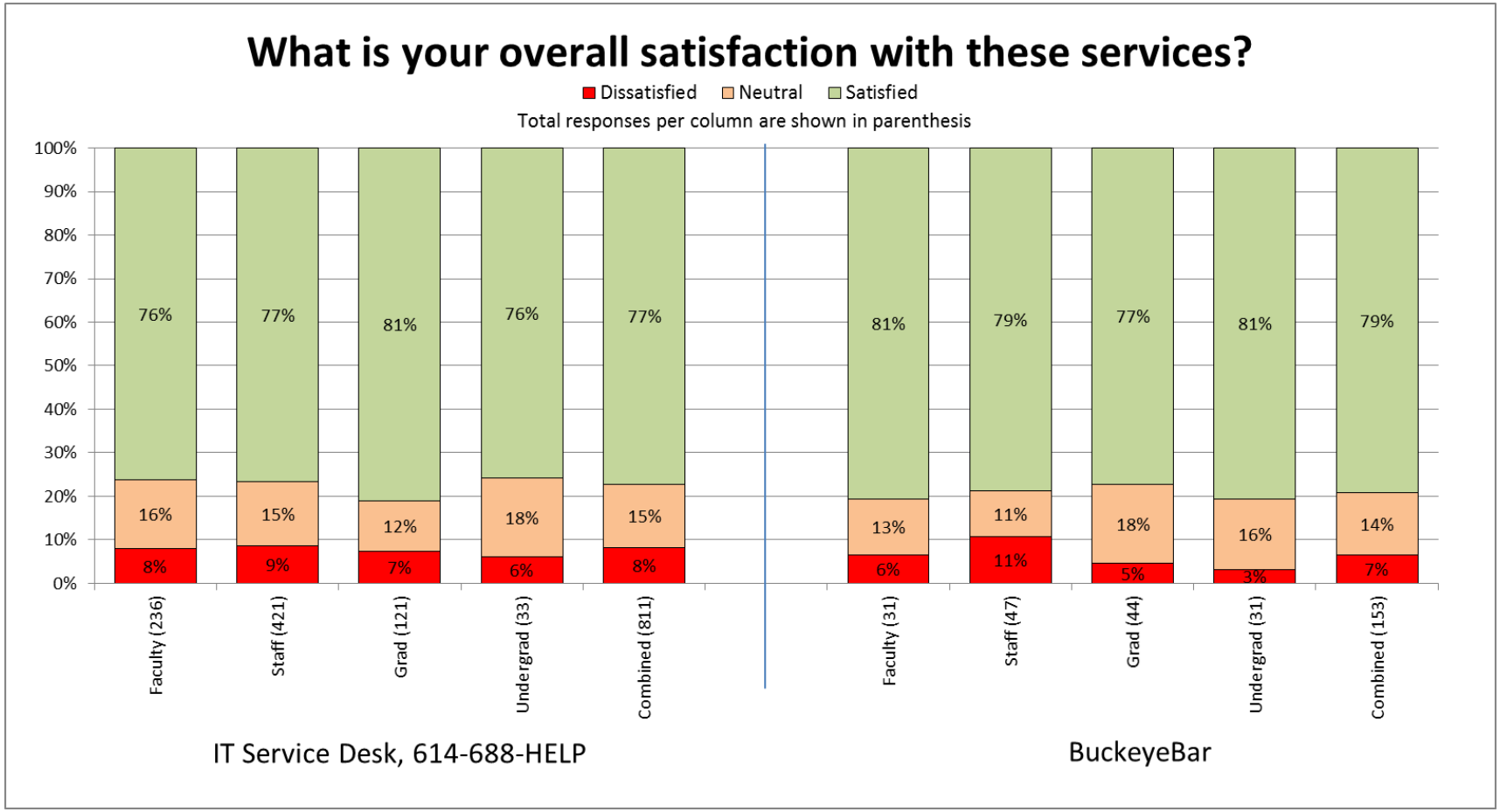
11%
11%
10%
9%
11%
13%
6%
14%
19%
12%
12%
13%
9%
12%
12%
6%
10%
5%
3%
6%
Faculty (236)
Staff (420)
Grad (121)
Undergrad (33)
Combined (810)
Faculty (31)
Staff (49)
Grad (44)
Undergrad (31)
Combined (155)
IT Service Desk, 614-688-HELP
BuckeyeBar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Dissatisfied
Neutral
Satisfied
Total responses per column are shown in parenthesis
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
76%
77%
81%
76%
77%
81%
79%
77%
81%
79%
16%
15%
12%
18%
15%
13%
11%
18%
16%
14%
8%
9%
7%
6%
8%
6%
11%
5%
3%
7%
Faculty (236)
Staff (421)
Grad (121)
Undergrad (33)
Combined (811)
Faculty (31)
Staff (47)
Grad (44)
Undergrad (31)
Combined (153)
IT Service Desk, 614-688-HELP
BuckeyeBar

Next Steps

The satisfaction levels were improved for 10 of 15 services compared to previous years. Improvements were also observed across most of the services for “Ease of using services” and “Service adequacy to meet needs”. Although we had positive results overall, there is still 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.