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Trend: Satisfaction with OCIO Services

Percentage of Users Satisfied with the Services

* Overall Satisfaction with OCIO Services Combined was computed by averaging percentages of all services surveyed in reporting year

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*Student Information System: 68.2% (2014), 65.0% (2015), 73.2% (2016)
*Reporting Applications: 74.4% (2014), 70.9% (2015), 70.9% (2016)
*Financial Applications: 64.1% (2014), 66.9% (2015), 70.9% (2016)
*Human Resource Applications: 69.5% (2014), 66.9% (2015), 80.8% (2016)
*Online Graduate School Forms: 54.5% (2014), 76.8% (2015), 85.6% (2016)
*The Ohio State App: 68.2% (2014), 78.9% (2015), 82.2% (2016)
*Identity and Access Management: 66.4% (2014), 80.0% (2015), 85.6% (2016)
*Web Single Sign on: 72.2% (2014), 83.3% (2015), 83.8% (2016)
*University Email Service/BuckeyeMail: 70.9% (2014), 80.8% (2015), 88.4% (2016)
*BuckeyeBox: 68.7% (2014), 69.0% (2015), 79.1% (2016)
*OSU Wired Network: 66.7% (2014), 85.6% (2015), 79.1% (2016)
*OSU Wireless Network: 66.7% (2014), 73.2% (2015), 77.0% (2016)
*Telephone Services: 65.3% (2014), 77.0% (2015), 77.8% (2016)
*IT Service Desk, 614-688-HELP: 72.2% (2014), 79.1% (2015), 77.8% (2016)
*BuckeyeBar: 67.2% (2014), 77.0% (2015), 77.8% (2016)
Trend: Ease of Using Services

Percentage of Users Perceived Service is Easy to Use

*Overall percentage was computed by averaging the percentages of all services surveyed in reporting year*
**Trend: Service Adequacy to Meet Needs**

<table>
<thead>
<tr>
<th>Service</th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Information System</td>
<td>68.9%</td>
<td>64.3%</td>
</tr>
<tr>
<td>Reporting Applications</td>
<td>68.7%</td>
<td>65.3%</td>
</tr>
<tr>
<td>Financial Applications</td>
<td>60.1%</td>
<td>62.2%</td>
</tr>
<tr>
<td>Human Resource Applications</td>
<td>70.5%</td>
<td>70.9%</td>
</tr>
<tr>
<td>Online Graduate School Forms</td>
<td>72.2%</td>
<td>73.5%</td>
</tr>
<tr>
<td>The Ohio State App</td>
<td>71.5%</td>
<td>70.5%</td>
</tr>
<tr>
<td>Identity and Access Management</td>
<td>80.4%</td>
<td>83.5%</td>
</tr>
<tr>
<td>Web Single Sign on University Email Service (BuckeyesMail)</td>
<td>81.9%</td>
<td>75.1%</td>
</tr>
<tr>
<td>BuckeyeBox</td>
<td>87.0%</td>
<td>75.1%</td>
</tr>
<tr>
<td>OSU Wired Network</td>
<td>79.3%</td>
<td>74.1%</td>
</tr>
<tr>
<td>OSU Wireless Network</td>
<td>67.6%</td>
<td>73.8%</td>
</tr>
<tr>
<td>Telephone Services</td>
<td>68.6%</td>
<td>70.8%</td>
</tr>
<tr>
<td>11 Service Desk, 614-688-HELP</td>
<td>72.4%</td>
<td>75.4%</td>
</tr>
<tr>
<td>BuckeyeMail</td>
<td>81.3%</td>
<td>81.3%</td>
</tr>
</tbody>
</table>

*Overall Percentage was computed by averaging the percentages 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

- Faculty (114)
- Staff (138)
- Grad (226)
- Undergrad (130)
- Combined (605)
- Faculty (43)
- Staff (164)
- Grad (0)
- Undergrad (0)
- Combined (207)
- Faculty (191)
- Staff (354)
- Grad (0)
- Undergrad (0)
- Combined (545)
- Faculty (269)
- Staff (462)
- Grad (0)
- Undergrad (0)
- Combined (731)
- Faculty (127)
- Staff (20)
- Grad (124)
- Undergrad (0)
- Combined (271)
- Faculty (81)
- Staff (166)
- Grad (140)
- Undergrad (139)
- Combined (526)

Student Information System

Reporting Applications

Financial Applications

Human Resource Applications

Online Graduate School Forms

The Ohio State App
How adequately do these services meet your needs?

- Not Adequate
- Neutral
- Adequate

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

How easy do you find these services to use?

- Not Easy
- Neutral
- Easy

Total responses per column are shown in parenthesis.

Identity and Access Management

- Faculty (266): 69% Easy, 11% Neutral, 20% Not Easy
- Staff (449): 76% Easy, 8% Neutral, 16% Not Easy
- Grad (231): 78% Easy, 7% Neutral, 15% Not Easy
- Undergrad (101): 86% Easy, 3% Neutral, 11% Not Easy
- Combined (874): 76% Easy, 8% Neutral, 16% Not Easy

Web Single Sign-on

- Faculty (266): 83% Easy, 6% Neutral, 11% Not Easy
- Staff (449): 80% Easy, 4% Neutral, 6% Not Easy
- Grad (231): 88% Easy, 5% Neutral, 7% Not Easy
- Undergrad (138): 91% Easy, 9% Neutral, 1% Not Easy
- Combined (1084): 88% Easy, 8% Neutral, 4% Not Easy

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How adequately do these services meet your needs?

Total responses per column are shown in parenthesis

Identity and Access Management

- Faculty (210): 73% Adequate, 18% Neutral, 9% Not Adequate
- Staff (376): 85% Adequate, 10% Neutral, 5% Not Adequate
- Grad (188): 84% Adequate, 13% Neutral, 3% Not Adequate
- Undergrad (1011): 86% Adequate, 13% Neutral, 5% Not Adequate
- Combined (1875): 82% Adequate, 13% Neutral, 5% Not Adequate

Web Single Sign-on

- Faculty (268): 83% Adequate, 10% Neutral, 7% Not Adequate
- Staff (449): 91% Adequate, 7% Neutral, 3% Not Adequate
- Grad (211): 90% Adequate, 7% Neutral, 3% Not Adequate
- Undergrad (138): 96% Adequate, 4% Neutral, 3% Not Adequate
- Combined (1605): 89% Adequate, 7% Neutral, 3% Not Adequate
What is your overall satisfaction with these services?

- Dissatisfied
- Neutral
- Satisfied

Total responses per column are shown in parenthesis.

Identity and Access Management
- Faculty (209)
  - Dissatisfied: 7%
  - Neutral: 33%
  - Satisfied: 60%

- Staff (377)
  - Dissatisfied: 13%
  - Neutral: 33%
  - Satisfied: 54%

- Grad (189)
  - Dissatisfied: 16%
  - Neutral: 15%
  - Satisfied: 69%

- Undergrad (101)
  - Dissatisfied: 9%
  - Neutral: 12%
  - Satisfied: 79%

- Combined (876)
  - Dissatisfied: 15%
  - Neutral: 4%
  - Satisfied: 81%

Web Single Sign-on
- Faculty (268)
  - Dissatisfied: 13%
  - Neutral: 8%
  - Satisfied: 79%

- Staff (447)
  - Dissatisfied: 8%
  - Neutral: 2%
  - Satisfied: 89%

- Grad (232)
  - Dissatisfied: 9%
  - Neutral: 2%
  - Satisfied: 89%

- Undergrad (147)
  - Dissatisfied: 6%
  - Neutral: 3%
  - Satisfied: 91%

- Combined (1098)
  - Dissatisfied: 9%
  - Neutral: 2%
  - Satisfied: 90%
Messaging, Collaboration, Network and Telephone 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>University Email</td>
<td>10%</td>
<td>88%</td>
<td>8%</td>
</tr>
<tr>
<td>Service/BuckeyeMail</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BuckeyeBox</td>
<td>0%</td>
<td>100%</td>
<td>0%</td>
</tr>
<tr>
<td>OSU Wired Network</td>
<td>10%</td>
<td>85%</td>
<td>5%</td>
</tr>
<tr>
<td>OSU Wireless Network</td>
<td>10%</td>
<td>75%</td>
<td>5%</td>
</tr>
<tr>
<td>Telephone Services</td>
<td>10%</td>
<td>75%</td>
<td>5%</td>
</tr>
</tbody>
</table>

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.
Technology Resource Services

How easy do you find these services to use?

- Not Easy
- Neutral
- Easy

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

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.