2017 Office of the CIO Technology Poll

Voice of the Campus Community

Report

April 2017

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Office of the Chief Information Officer
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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
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

Percentage of Users Perceived Service is Adequate to Meet their Needs

* Overall Percentage was computed by averaging the percentages of all services surveyed in reporting year
Detailed Results
Application Services: Ease of Using Services

How easy do you find these services to use?

- Not Easy
- Neutral
- Easy

Total responses per column are shown in parenthesis

Student Information System
- Faculty (112)
- Staff (106)
- Combined (218)

Reporting Applications
- Faculty (132)
- Staff (110)
- Combined (242)

Financial Applications
- Faculty (135)
- Staff (296)
- Combined (431)

Human Resource Applications
- Faculty (252)
- Staff (405)
- Combined (657)

BuckeyeLearn
- Faculty (90)
- Staff (274)
- Combined (364)

eSignature
- Faculty (128)
- Staff (162)
- Combined (290)
How easy do you find these services to use?

Total responses per column are shown in parenthesis.
Application Services: Service Adequacy to Meet Needs

How adequately do these services meet your needs?

Total responses per column are shown in parenthesis.

- Not Easy
- Neutral
- Easy

Student Information System
- Faculty (111): 21%
- Staff (105): 14%
- Combined (216): 18%

Reporting Applications
- Faculty (32): 16%
- Staff (110): 38%
- Combined (142): 33%

Financial Applications
- Faculty (152): 22%
- Staff (295): 16%
- Combined (447): 18%

Human Resource Applications
- Faculty (252): 17%
- Staff (272): 11%
- Combined (524): 11%

BuckeyeLearn
- Faculty (90): 8%
- Staff (272): 10%
- Combined (362): 11%

eSignature
- Faculty (128): 11%
- Staff (162): 14%
- Combined (290): 11%
How adequately do these services meet your needs?

Total responses per column are shown in parenthesis.

The Ohio State App
- Faculty (93): 62% (Not Easy) 16% (Neutral) 22% (Easy)
- Staff (196): 78% (Not Easy) 15% (Neutral) 14% (Easy)
- Grad (121): 71% (Not Easy) 14% (Neutral) 15% (Easy)
- Undergrad (155): 83% (Not Easy) 9% (Neutral) 8% (Easy)
- Combined (565): 75% (Not Easy) 14% (Neutral) 10% (Easy)

My Buckeye Link
- Grad (138): 72% (Not Easy) 16% (Neutral) 8% (Easy)
- Undergrad (366): 85% (Not Easy) 12% (Neutral) 7% (Easy)
- Combined (504): 78% (Not Easy) 10% (Neutral) 11% (Easy)

buckeyelink.osu.edu
- Grad (134): 78% (Not Easy) 11% (Neutral) 11% (Easy)
- Undergrad (163): 80% (Not Easy) 10% (Neutral) 10% (Easy)
- Combined (397): 79% (Not Easy) 11% (Neutral) 11% (Easy)
Application Services: Satisfaction with Services

What is your overall satisfaction with these services?

- Not Easy
- Neutral
- Easy

Total responses per column are shown in parenthesis.

- Student Information System
- Reporting Applications
- Financial Applications
- Human Resource Applications
- BuckeyeLearn
- eSignature

- Faculty (110)
- Staff (105)
- Combined (215)
- Faculty (154)
- Staff (295)
- Combined (449)
- Faculty (250)
- Staff (401)
- Combined (651)
- Faculty (90)
- Staff (272)
- Combined (362)
- Faculty (127)
- Staff (161)
- Combined (288)
Information Security Services: Ease of Using Services

How easy do you find these services to use?

Identity and Access Management

- Faculty (229)
- Staff (365)
- Grad (122)
- Undergrad (84)
- Combined (800)

BuckeyePass

- Faculty (226)
- Staff (383)
- Combined (609)

Total responses per column are shown in parenthesis.
Information Security Services: Service Adequacy to Meet Needs

How adequately do these services meet your needs?

- Not Easy
- Neutral
- Easy

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

What is your overall satisfaction with these services?

Total responses per column are shown in parenthesis.
Messaging, Collaboration, Network and Telephone Services:
Ease of Using Services

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

- University Email Service/BuckeyeMail
- BuckeyeBox
- OSU Wired Network
- OSU Wireless Network
- Telephone Services
## Messaging, Collaboration, Network and Telephone Services:
Service Adequacy to Meet Needs

### How adequately do these services meet your needs?

<table>
<thead>
<tr>
<th>Service</th>
<th>Faculty (218)</th>
<th>Staff (290)</th>
<th>Grad (164)</th>
<th>Combined (655)</th>
<th>Faculty (82)</th>
<th>Staff (82)</th>
<th>Grad (16)</th>
<th>Combined (184)</th>
<th>Faculty (226)</th>
<th>Staff (338)</th>
<th>Grad (184)</th>
<th>Undergrad (153)</th>
<th>Combined (901)</th>
<th>Faculty (179)</th>
<th>Staff (303)</th>
<th>Combined (476)</th>
</tr>
</thead>
<tbody>
<tr>
<td>University Email Service</td>
<td>80%</td>
<td>74%</td>
<td>80%</td>
<td>76%</td>
<td>90%</td>
<td>88%</td>
<td>84%</td>
<td>79%</td>
<td>86%</td>
<td>87%</td>
<td>84%</td>
<td>82%</td>
<td>77%</td>
<td>83%</td>
<td>79%</td>
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</tr>
<tr>
<td>BuckeyeBox</td>
<td>6%</td>
<td>10%</td>
<td>14%</td>
<td>5%</td>
<td>10%</td>
<td>10%</td>
<td>14%</td>
<td>6%</td>
<td>10%</td>
<td>12%</td>
<td>12%</td>
<td>25%</td>
<td>15%</td>
<td>12%</td>
<td>13%</td>
<td>9%</td>
</tr>
<tr>
<td>OSU Wired Network</td>
<td>85%</td>
<td>79%</td>
<td>80%</td>
<td>84%</td>
<td>90%</td>
<td>88%</td>
<td>84%</td>
<td>79%</td>
<td>86%</td>
<td>87%</td>
<td>84%</td>
<td>82%</td>
<td>77%</td>
<td>83%</td>
<td>79%</td>
<td></td>
</tr>
<tr>
<td>OSU Wireless Network</td>
<td>90%</td>
<td>88%</td>
<td>90%</td>
<td>84%</td>
<td>95%</td>
<td>95%</td>
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<td>95%</td>
<td>95%</td>
<td>95%</td>
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</tr>
<tr>
<td>Telephone Services</td>
<td>81%</td>
<td>92%</td>
<td>94%</td>
<td>89%</td>
<td>92%</td>
<td>92%</td>
<td>94%</td>
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</tr>
</tbody>
</table>

Total responses per column are shown in parenthesis.
Messaging, Collaboration, Network and Telephone Services:
Satisfaction with Services

<table>
<thead>
<tr>
<th>Service/Email Service</th>
<th>Faculty (270)</th>
<th>Staff (179)</th>
<th>Grad (161)</th>
<th>Undergrad (161)</th>
<th>Combined (1019)</th>
</tr>
</thead>
<tbody>
<tr>
<td>University Email</td>
<td>100%</td>
<td>91%</td>
<td>94%</td>
<td>87%</td>
<td>94%</td>
</tr>
<tr>
<td>Service/BuckeyeMail</td>
<td>94%</td>
<td>85%</td>
<td>8%</td>
<td>6%</td>
<td>8%</td>
</tr>
<tr>
<td>BuckeyeBox</td>
<td>77%</td>
<td>78%</td>
<td>71%</td>
<td>71%</td>
<td>71%</td>
</tr>
<tr>
<td>OSU Wired Network</td>
<td>62%</td>
<td>6%</td>
<td>13%</td>
<td>14%</td>
<td>14%</td>
</tr>
<tr>
<td>OSU Wireless Network</td>
<td>77%</td>
<td>78%</td>
<td>71%</td>
<td>71%</td>
<td>71%</td>
</tr>
<tr>
<td>Telephone Services</td>
<td>77%</td>
<td>78%</td>
<td>71%</td>
<td>71%</td>
<td>71%</td>
</tr>
</tbody>
</table>

Total responses per column are shown in parenthesis.
Technology Resource Services: Ease of Using Services

How easy do you find these services to use?

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

Total responses per column are shown in parenthesis.
Technology Resource Services: Satisfaction with Services

What is your overall satisfaction with these services?

<table>
<thead>
<tr>
<th></th>
<th>Not Easy</th>
<th>Neutral</th>
<th>Easy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty</td>
<td>17%</td>
<td>72%</td>
<td>11%</td>
</tr>
<tr>
<td>Staff</td>
<td>19%</td>
<td>77%</td>
<td>4%</td>
</tr>
<tr>
<td>Grad</td>
<td>14%</td>
<td>81%</td>
<td>5%</td>
</tr>
<tr>
<td>Undergrad</td>
<td>23%</td>
<td>70%</td>
<td>8%</td>
</tr>
<tr>
<td>Combined</td>
<td>18%</td>
<td>76%</td>
<td>7%</td>
</tr>
<tr>
<td>Faculty</td>
<td>9%</td>
<td>84%</td>
<td>6%</td>
</tr>
<tr>
<td>Staff</td>
<td>10%</td>
<td>85%</td>
<td>5%</td>
</tr>
<tr>
<td>Grad</td>
<td>9%</td>
<td>84%</td>
<td>6%</td>
</tr>
<tr>
<td>Undergrad</td>
<td>6%</td>
<td>94%</td>
<td>6%</td>
</tr>
<tr>
<td>Combined</td>
<td>9%</td>
<td>87%</td>
<td>4%</td>
</tr>
</tbody>
</table>

Total responses per column are shown in parenthesis.
Next Steps

The satisfaction levels were improved for 7 of 13 services compared to last year. 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 analysis 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.

End of Report