



**Office of the CIO
Poll 2010
Voice of the Campus Community**

**Executive Summary and
Detailed Results**

April 21, 2010

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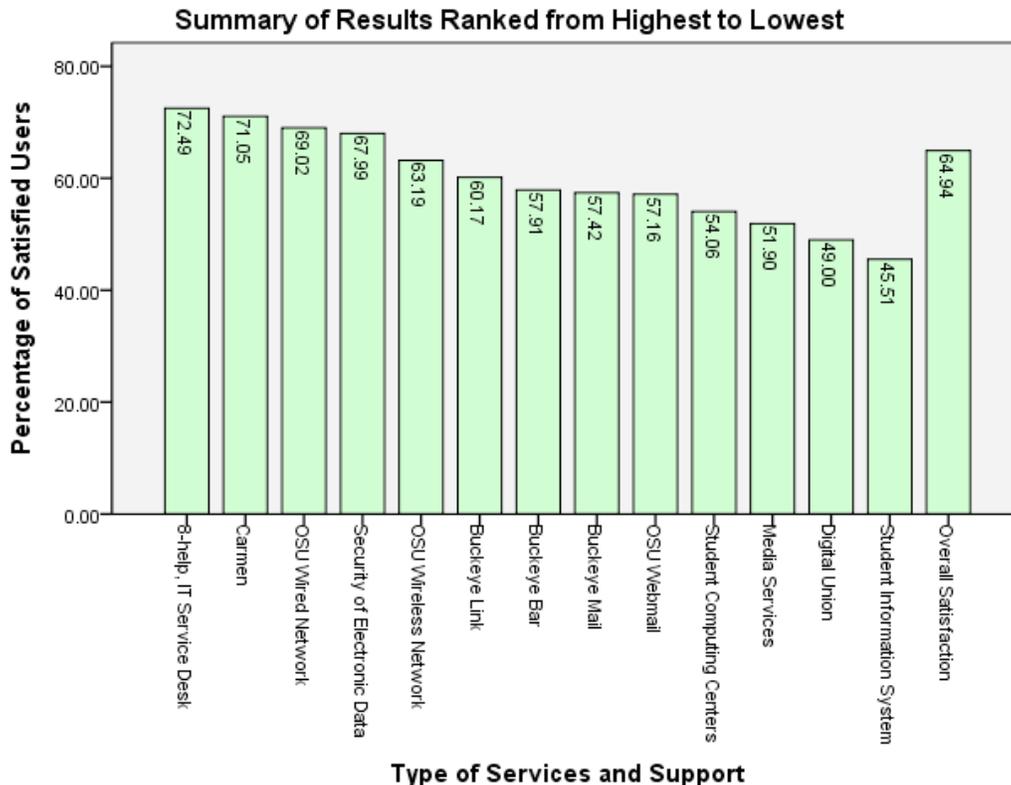
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Executive Summary

During February and March, 2010, the Site License Software Consultation (Statistical) Team in the Office of the CIO conducted the web-based CIO Technology Poll, which contained a series of 15 questions (see Appendix B). This survey was commissioned by the Office of the Chief Information Officer (OCIO) at The Ohio State University. This annual omnibus satisfaction survey provides data for OCIO groups to use for assessing programs and services.

Summary of Results

Respondents were asked to rate their satisfaction with thirteen different services, overall satisfaction, and leadership provided by the Office of the Chief Information Officer on a 5-point scale (1-5) from *very dissatisfied* to *very satisfied*. According to the 2010 CIO Survey, percentages of satisfied users ranged from a low of 46% to a high of 72% for these services and support. IT Support Service (8-HELP), Course Management System (Carmen) and Campus Wired Network (OSUNet) were identified as the top three services and support areas within the OCIO with greater degree of satisfaction. Student Computing Centers, Media Services (streaming, videotaping, equipment loan), Digital Union, and Student Information System were found to be the areas with low satisfaction ratings (see Appendix A & B for detail).



Also provided in the poll, was room for our customers to provide comments and constructive feedback. The comments (see Appendix D) have been collated and aligned by service category. Common themes include the distaste for Buckeye Mail, the frustration associated with only 30Mb of space in WebMail, and numerous suggestions for both Carmen and SIS. The Office of the CIO has an opportunity to conduct deeper analysis of these findings, prioritize an action plan, and focus its efforts on the areas of greatest need.

Methodology of Conducting the Survey

This survey of OSU faculty, staff, graduate students, and undergraduate students on the Columbus campus is based on web questionnaires completed during Winter Quarter 2010. Completed questionnaires were collected from 366 faculty, 529 staff, 367 graduate students, and 301 undergraduate students. Faculty and staff were randomly selected from a Human Resources database, but excluded clinical house faculty, for a total sample of 2,000 faculty and 2,000 staff. In addition, 2,500 graduate students and 2,500 undergraduate students from the Columbus campus were randomly selected from a database provided by the Office of the Registrar.

A notification email was sent to all sampled individuals. This email briefly informed the recipients of the survey, advised them that a subsequent e-mail would direct them to the survey web site, and specified the e-mail address and subject line of the message. Invitations were sent to each individual at his/her published OSU e-mail address explaining the survey and including a uniquely coded URL link to the web survey. This code made it possible to track responses and reduced the chance of un-sampled individuals completing a questionnaire. To increase the response rate across all groups (faculty, staff, graduate students, undergraduate students), a reminder e-mail was sent to all individuals who had not yet completed the questionnaire by the deadline. A summary of the questionnaire timeline is shown in the table below:

Table 1: Summary of the Survey Timeline

Date email notification sent	2/19/2010
Date survey launched	2/23/2010
Date reminder sent	3/02/2010
Date survey closed	3/10/2010

Response Rate and Margin of Error

The response rates and margins of sampling error at 95% confidence level are presented in the table below. The margins of error in the table show the +/- margins of difference between percentages estimated from the sample and those that would be obtained by interviewing all individuals in the population.

Table 2: Margins of Error for the Survey.

Grouping	Response Rate	Margin of Sampling Error at 95% Confidence Level
Faculty	366/1985 = 18.44%	5.0
Staff	529/1993 = 26.54%	4.1
Graduate	367/2482 = 14.79%	5.0
Undergraduate	301/2497 = 12.05%	5.6

Note: The respondents who opted-out from taking the survey were removed from the denominator.

In addition to sampling error, the survey is subject to other potential sources of imprecision and bias. These sources may include question wording, question ordering, and low response rate. The low response rate can be attributed to biasing factors such as timing of the survey, failure to recognize OCIO and over-surveying by previous requests. Non-participation in surveys is a growing concern. The goal of the notification email sent to all sampled individuals was to increase participation by making the recipients aware that they would receive the e-mail survey invitation.

A major obstacle to increasing participation rates for web surveys may be associated with the mode itself. Many individuals have more than one e-mail address and may prefer an e-mail address that is not in the Human Resources database. Less preferred e-mail addresses may not be forwarded to preferred addresses and may be checked only occasionally or not at all. Software filters may identify e-mail survey invitations as spam, and individuals may be reluctant to open e-mails from sources unknown to them. Also, many faculty e-mail addresses are over quota on their allotted storage space on the OSU mail server.

Data Analysis

After retrieving the data and performing basic exploratory analyses, bar charts (see Appendix B) and crosstabs (see Appendix C) were generated for each of the questions by respondent groups. A significant number of respondents preferred Neutral and Not Applicable as their response when answering the survey questions.

A “**Neutral**” response can reflect any of these scenarios:

1. respondents feel ambivalent about the issue and do not feel strongly about either direction,
2. respondents do not want to express strong opinion if it is not considered socially desirable,
3. or they do not remember a particular experience related to the issue that is being rated.

In this study, Neutral responses were considered as valid opinion and used in the computation of percentages on the crosstabs and bar charts.

A “**Not Applicable**” or missing response can reflect either of the following two scenarios:

1. respondents do not have an opinion about the issue due to lack of knowledge or experience,
2. or they never developed an opinion about the issue because they find it irrelevant.

“Not Applicable” and missing responses were, therefore, not considered in the computation of percentages on the crosstabs and bar charts. Within the crosstabs, actual counts and percentages of the population answering “Not Applicable” or not answering the question were noted.

Survey Rationale

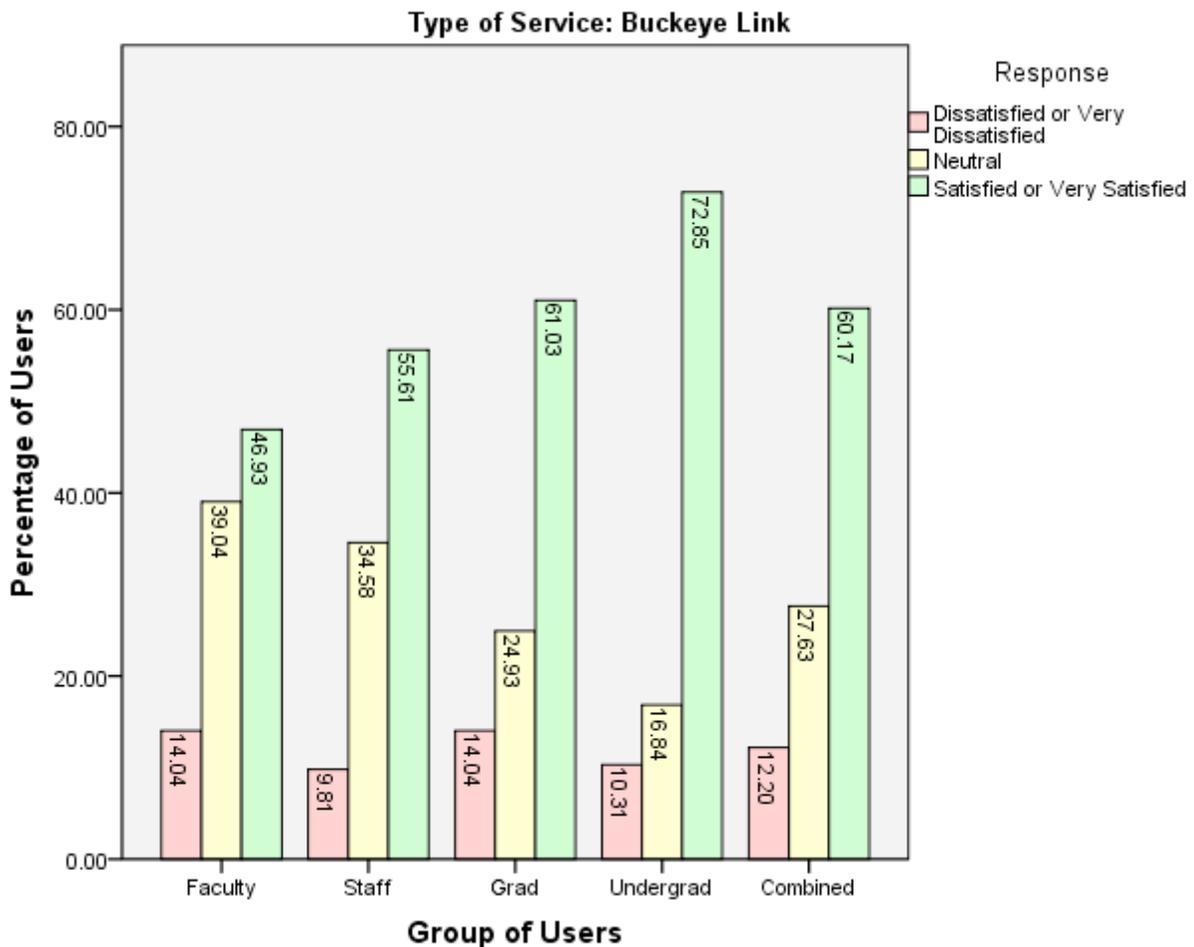
The CIO Technology Poll data are used for operational metrics to help achieve OCIO strategic goals. The data are also used for assessing customer satisfaction in order to improve services and support provided by the Office of the CIO.

Appendix A: Results in Detail

Services Related to Academics

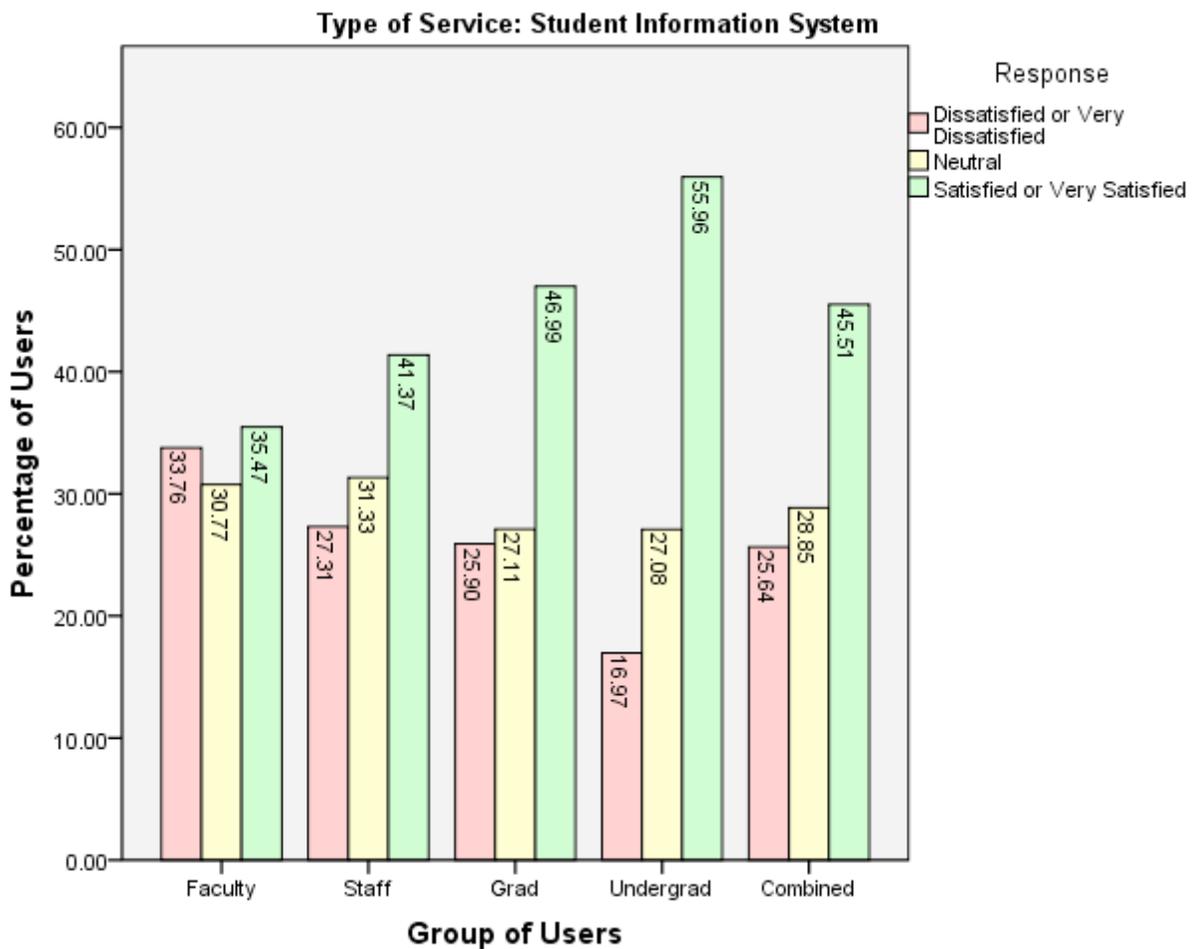
Buckeye Link

Six in ten (60%) of the university community reported that they are either satisfied or very satisfied with the Buckeye Link services. More than a quarter (28%) were neutral and only 12% were dissatisfied. Looking at group level, we found undergraduate students expressed greater satisfaction (73%) followed by 61% of the graduate students, 56% of the staff, and only 47% of the faculty.



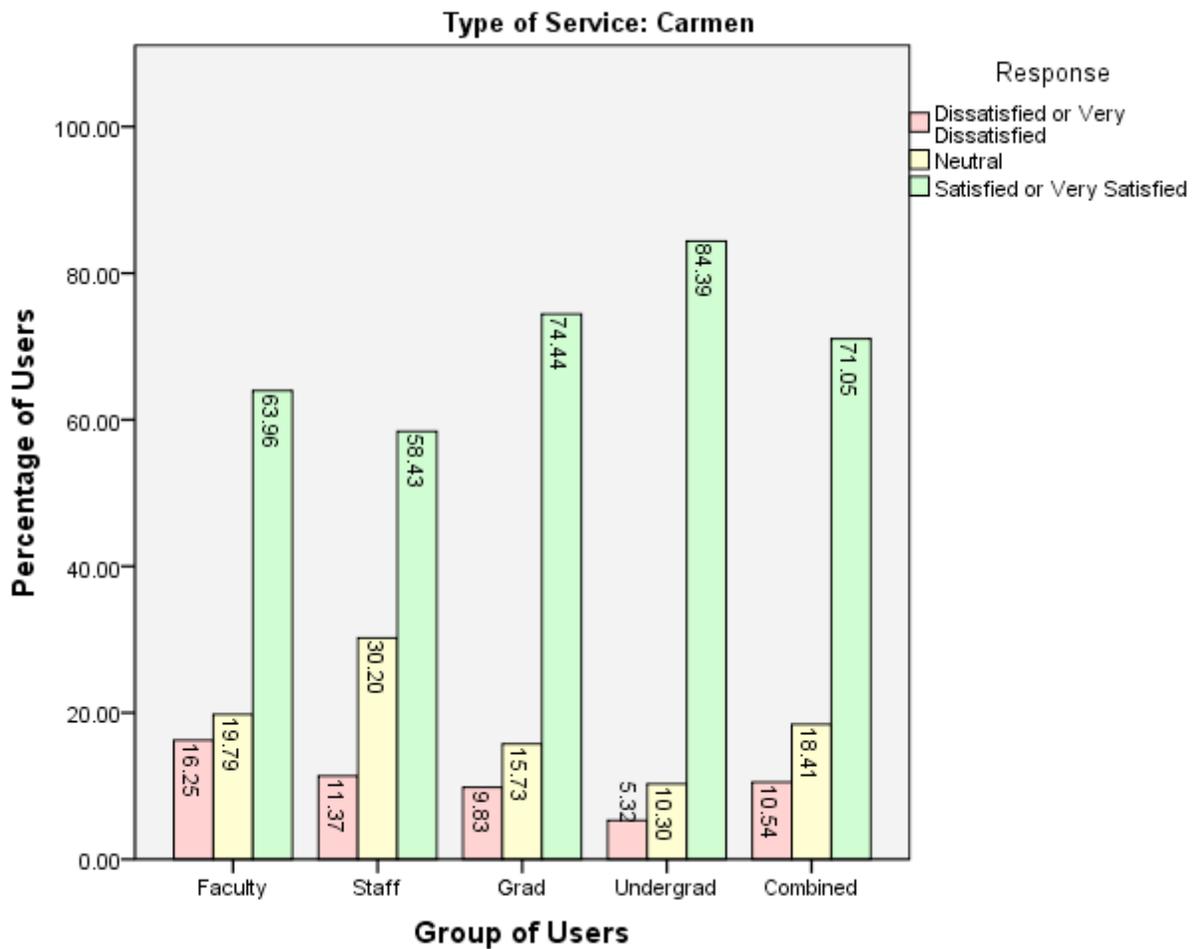
SIS

Less than one-half (46%) of the university community showed satisfaction with Student Information System. A quarter (26%) reported dissatisfaction with this service and about 29% remained neutral. Among the four groups, undergraduate students again showed greater satisfaction (56%) followed by 47% of the graduate students, 41% of the staff, and only 35% of the faculty.



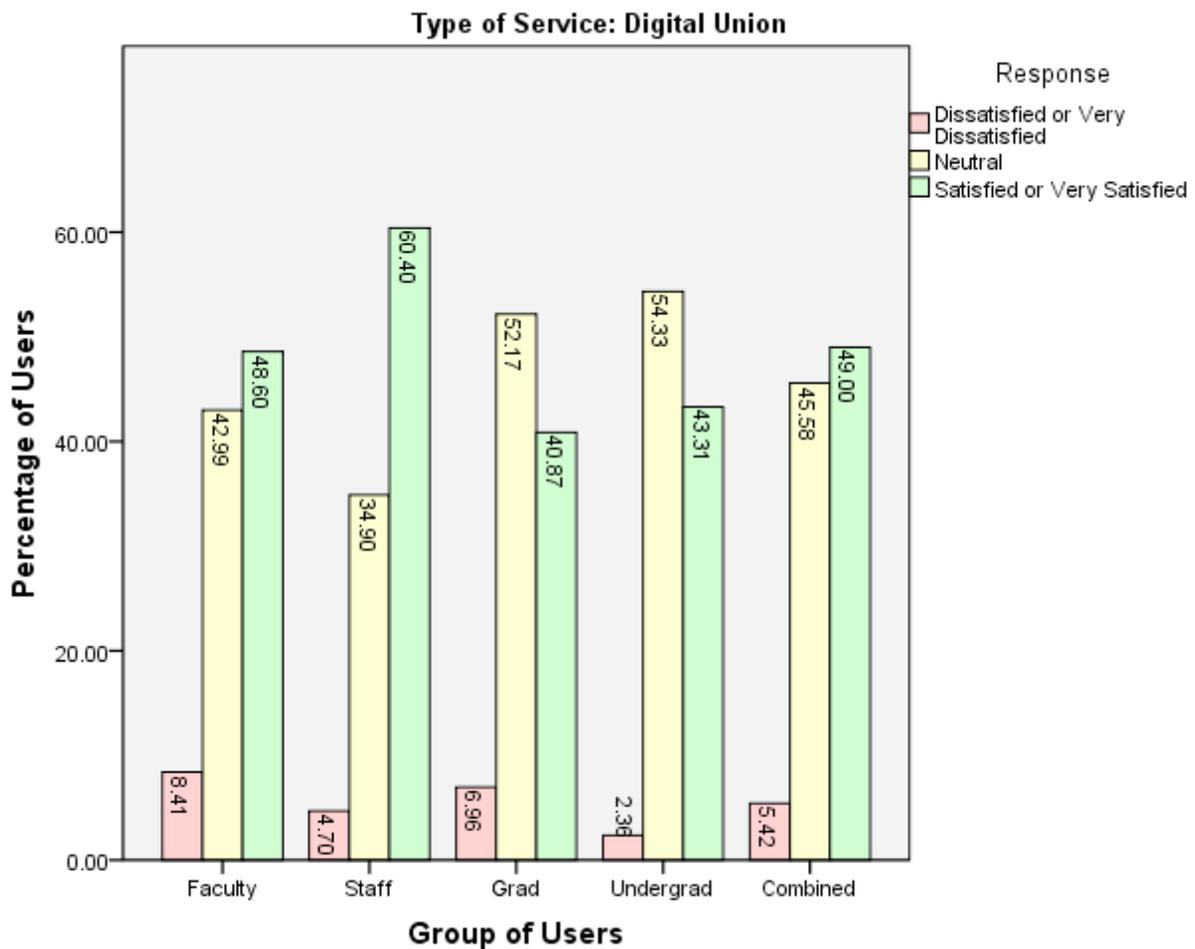
Carmen

When asked to express their satisfaction with Course Management System (Carmen), seven in ten (71%) agreed that they are satisfied. Eighty-four percent of the undergraduates, three-quarter of graduates (74%), about two-third (64%) of faculty, and only 58% of the staff reported satisfaction with this service.



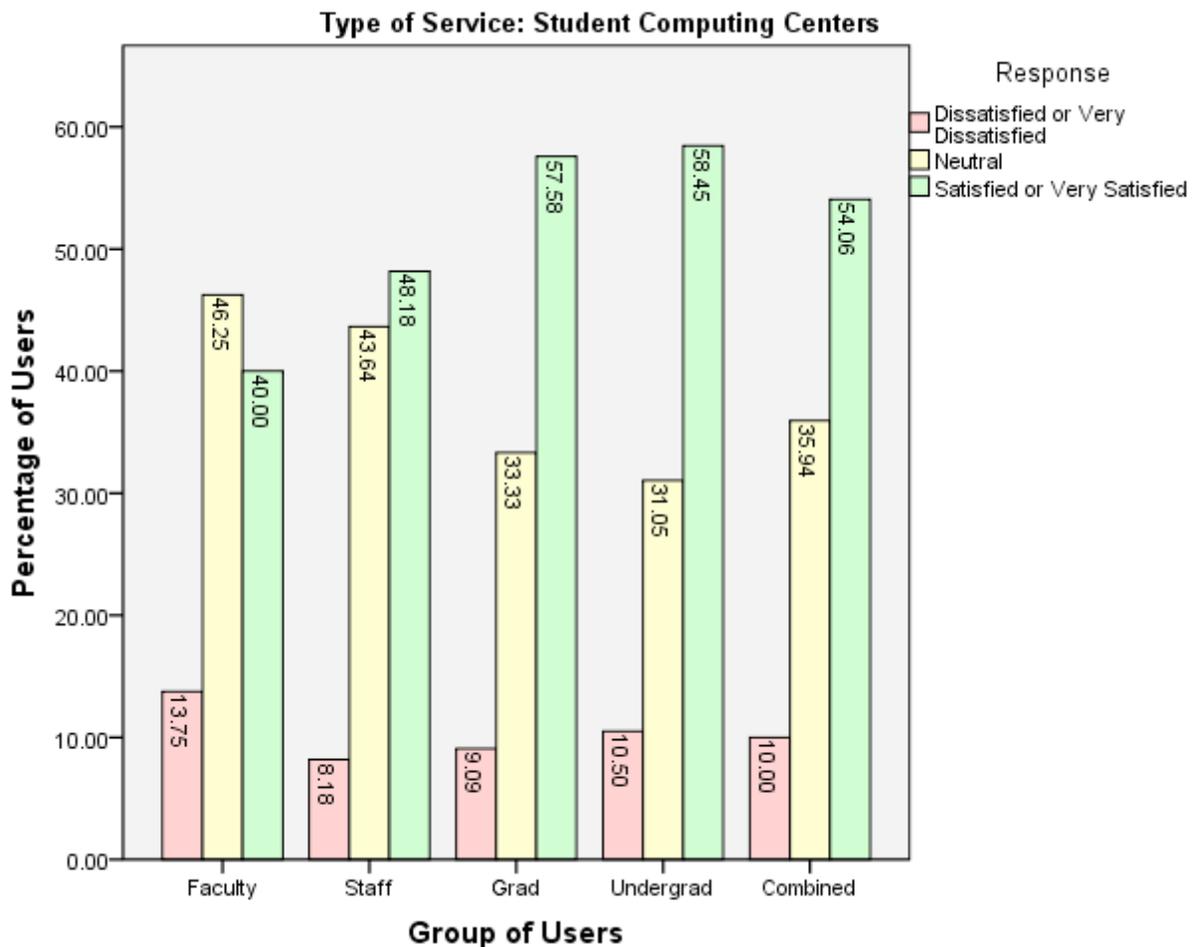
Digital Union

Only about one-half (49%) of the campus community were satisfied with the Digital Union service. A huge 46% of the respondents were neutral and only 5% were dissatisfied. Staff members and graduate students indicated greater satisfaction (58%) for this service than the other three groups (below 50%).



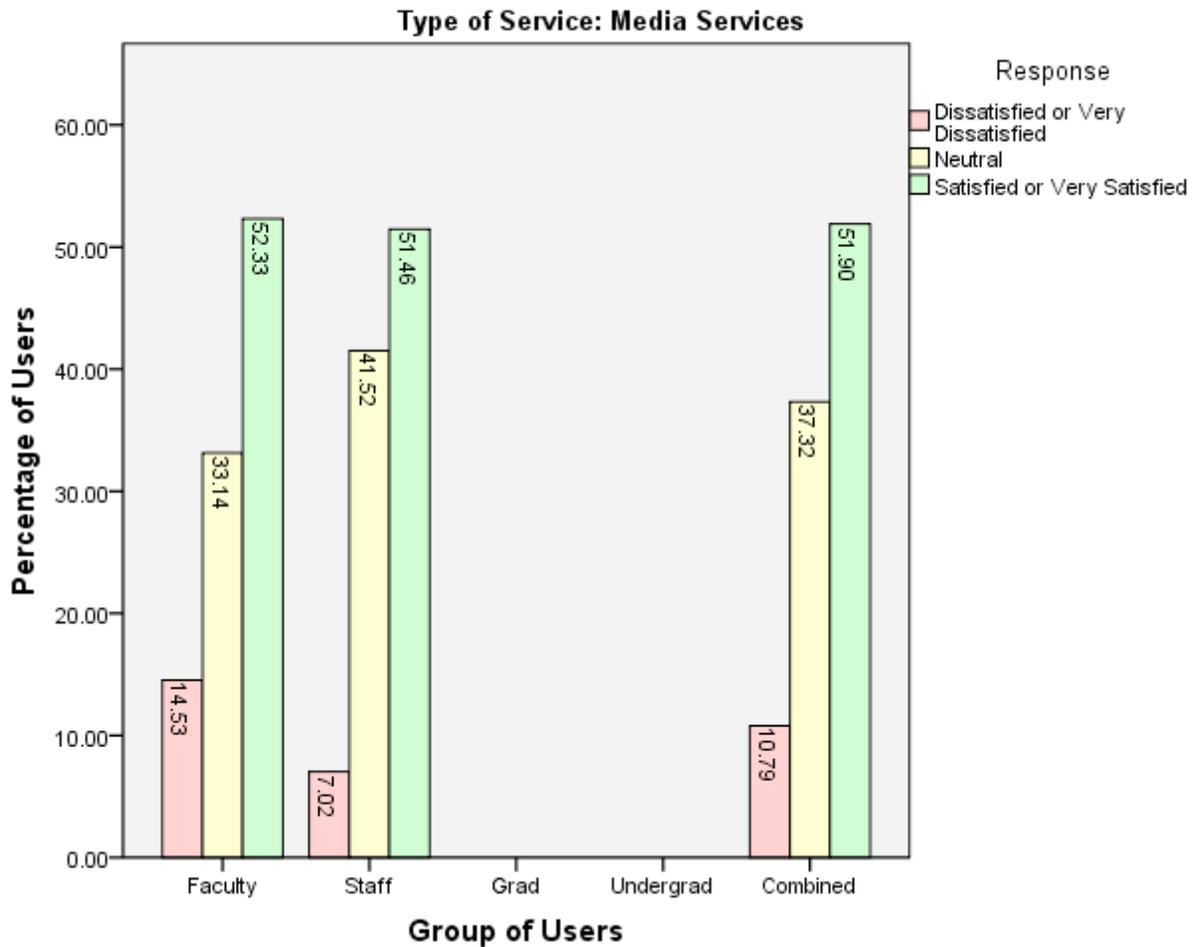
Student Computing Centers

Among all groups surveyed, more than a one-half (54%) reported that they were either satisfied or very satisfied with the Student Computing Centers. More than one-third (36%) were neutral and one in ten (10%) was dissatisfied in expressing their opinions. A similar response pattern was observed across all groups.



Media Services

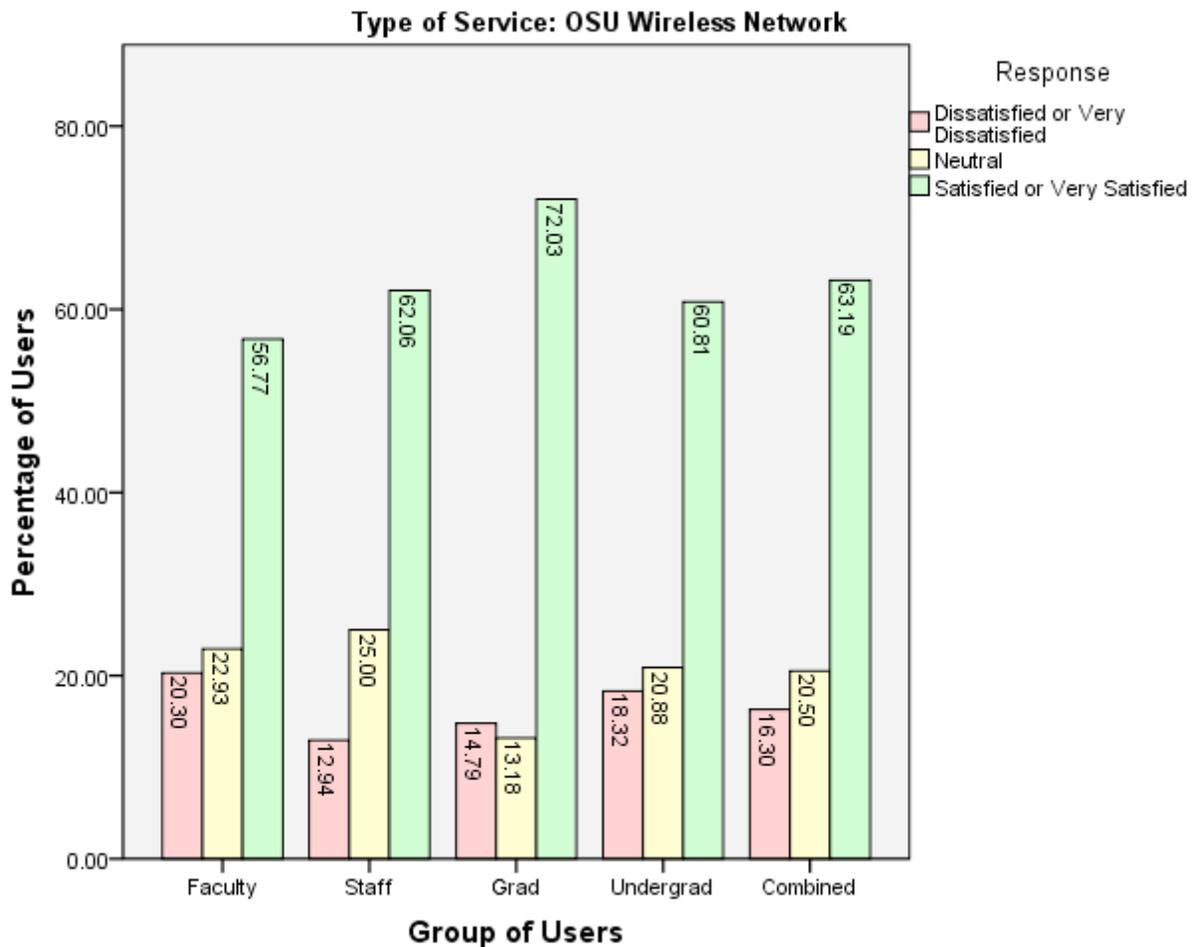
In the staff and faculty community, only one-half (52%) of them agreed that they are satisfied with the Media Services (streaming, videotaping, equipment loan) compared to over one-third (37%) were neutral and only 11% were dissatisfied in voicing their opinions.



Resources Related to Network and Infrastructure

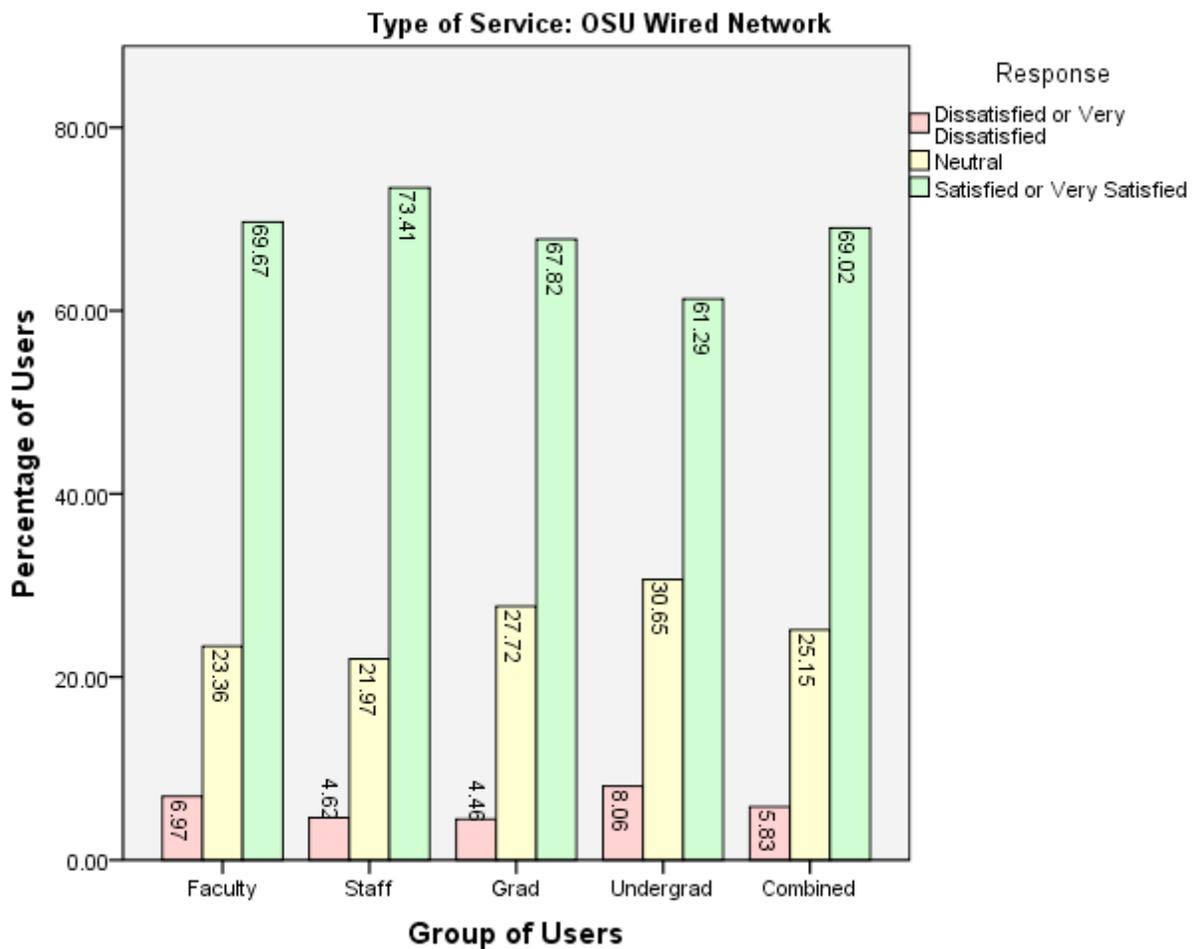
OSU Wireless

With the OSU Wireless Network services, sixty-three percent of the respondents reported that they are either satisfied or very satisfied; one in five (21%) were neutral and 16% were dissatisfied. At group level, we found that graduate students voiced greater satisfaction (72%) followed by 62% of the staff, 61% of the undergraduate students, and only 57% of the faculty.



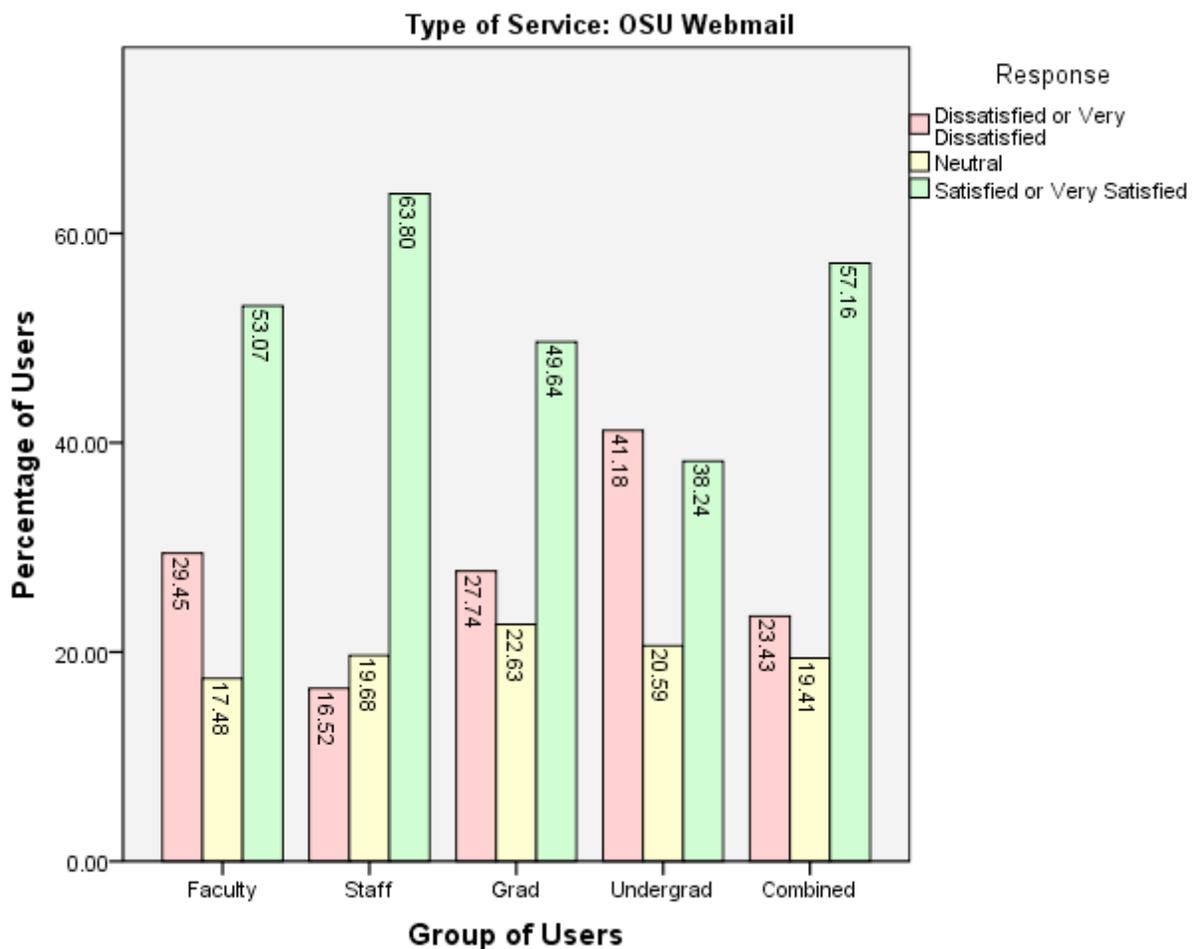
OSUNet

More than a two-third (69%) of the campus community showed satisfaction with OSU Wired Network. A quarter (25%) remained neutral and only 6% reported dissatisfaction. Among the four groups, the staff members reported greater satisfaction (73%) followed by 70% of the faculty, 68% of the graduate students, and 61% of the undergraduate students.



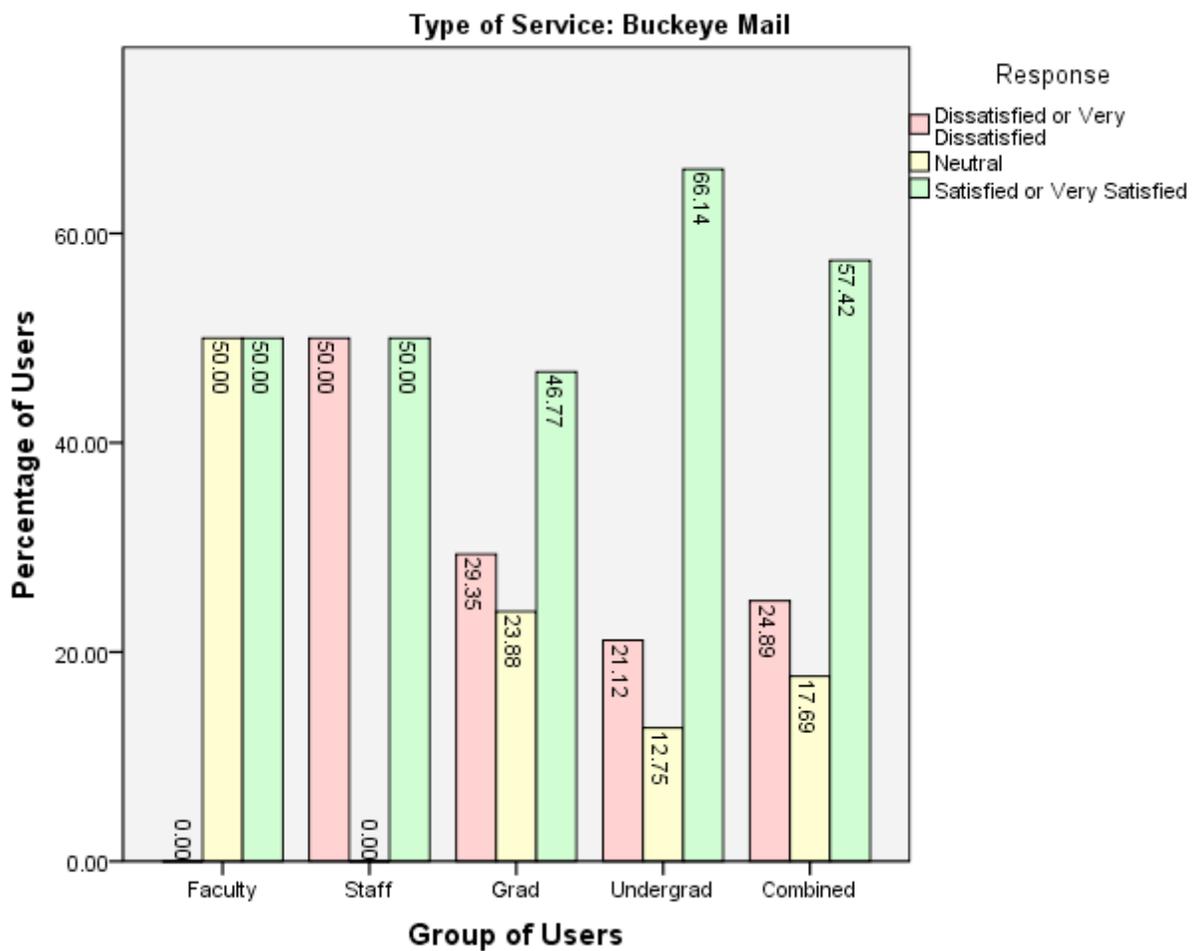
OSU Webmail

In the university community, fifty-seven percent of them agreed that they are either satisfied or very satisfied with OSU Webmail services. About a quarter (23%) was dissatisfied. The staff was the most satisfied group (64%) followed by 53% of the faculty, 50% of the graduate students, and only 38% of the undergraduate students.



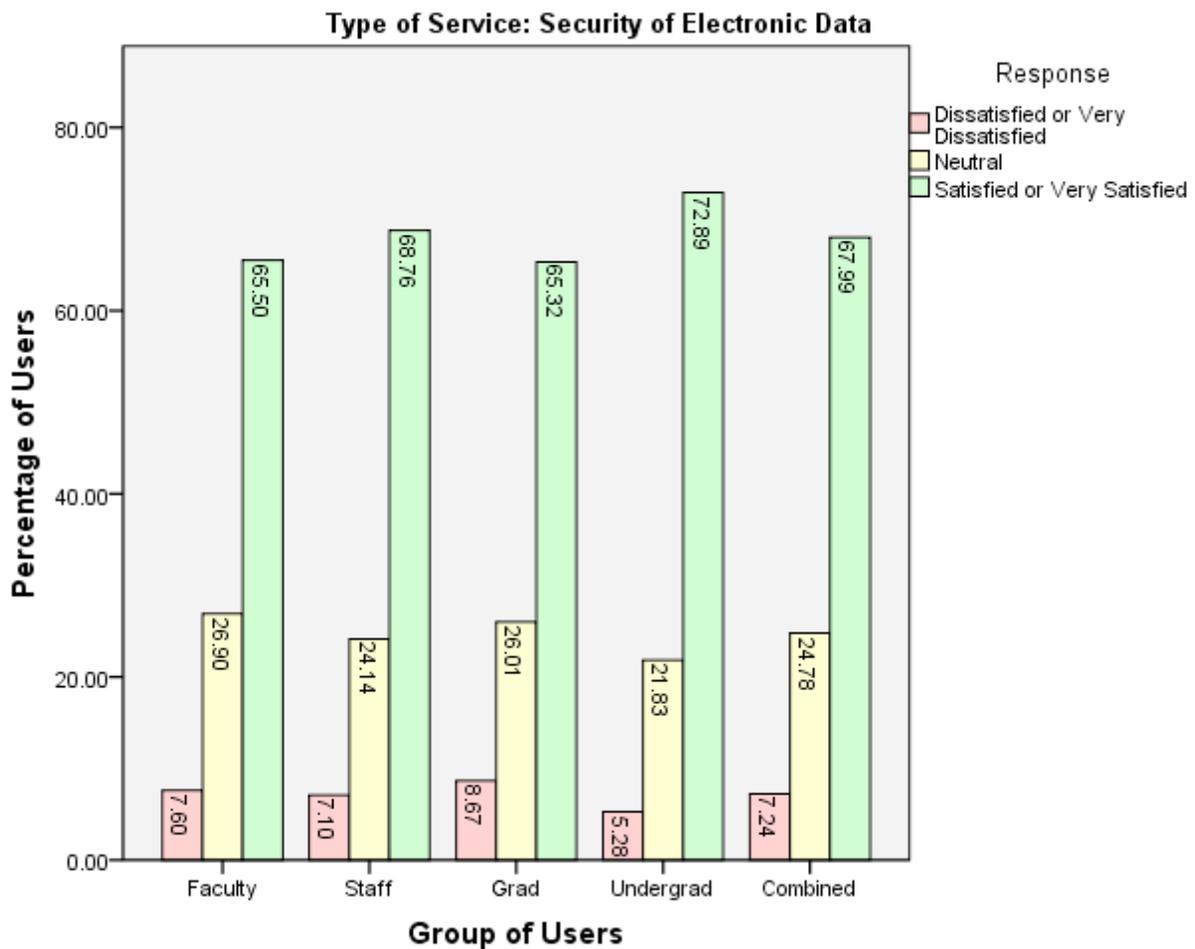
Buckeye Mail

For Buckeye Mail services, fifty-seven percent of all respondents reported that they were either satisfied or very satisfied. A quarter (25%) was dissatisfied. It was observed that undergraduate students showed significantly higher satisfaction (66%) than the graduate students (47%).



Security of Electronic Data

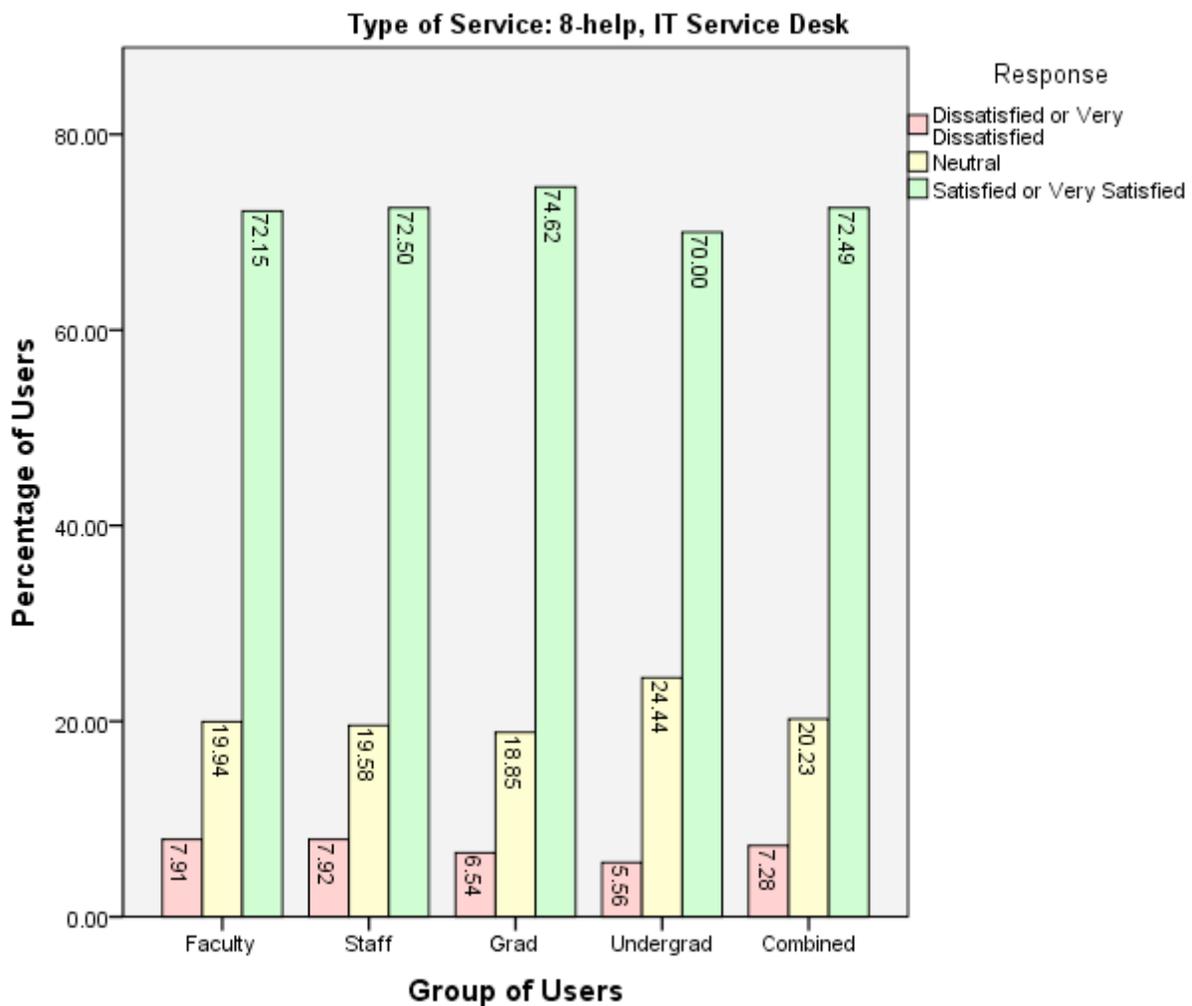
Among all groups surveyed, more than a two-third (68%) reported that they were either satisfied or very satisfied with the security of their electronic data and communication. Only 7% were dissatisfied and a quarter (25%) was neutral in revealing their opinions. A similar response pattern was observed across all groups.



Services Related to Support and Consultation

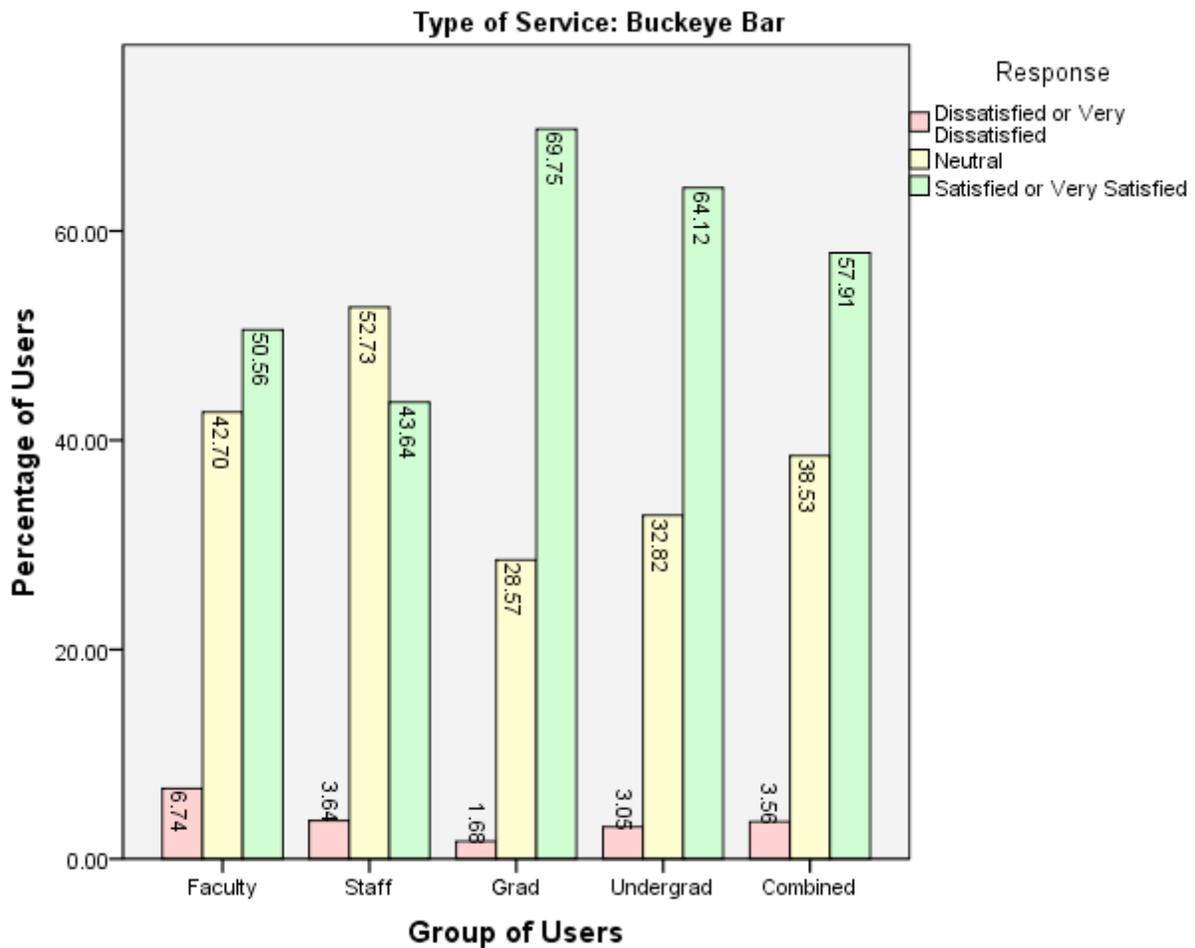
8-HELP

Among all respondents, seven in ten (72%) were satisfied or very satisfied with the assistance and service they received from IT Service Desk (8-HELP) compared to one-fifth (20%) who were neutral and only 7% were dissatisfied. A similar response pattern was observed across four groups.



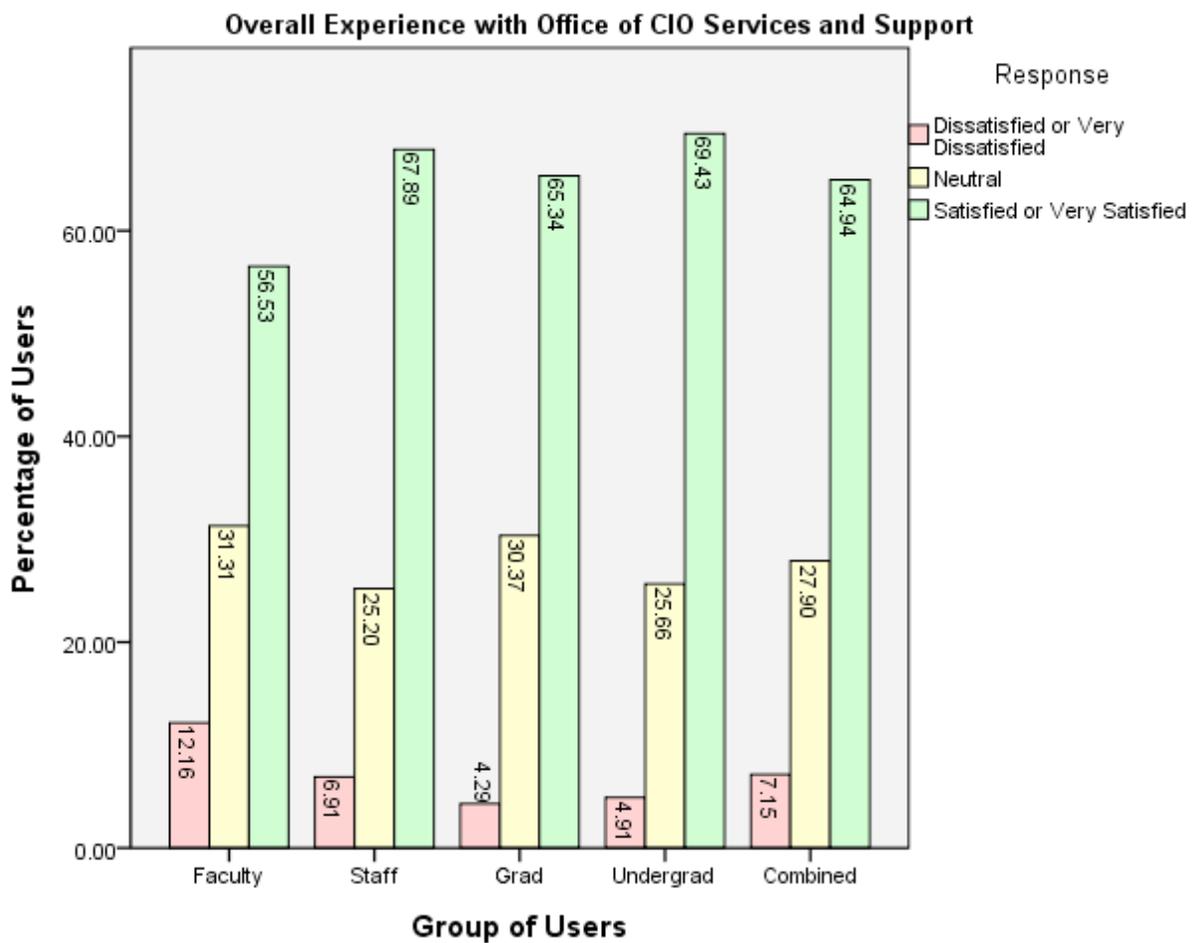
Buckeye Bar

Only 58% of the campus community reported that they are either satisfied or very satisfied with services provided by Walk-in Technical Consultation (Buckeye Bar). Four in ten (39%) were neutral in expressing their opinions. Seventy percent of graduate students and 65% percent of the undergraduate students showed a significantly higher degree of satisfaction than the staff (53%) and faculty members (51%).



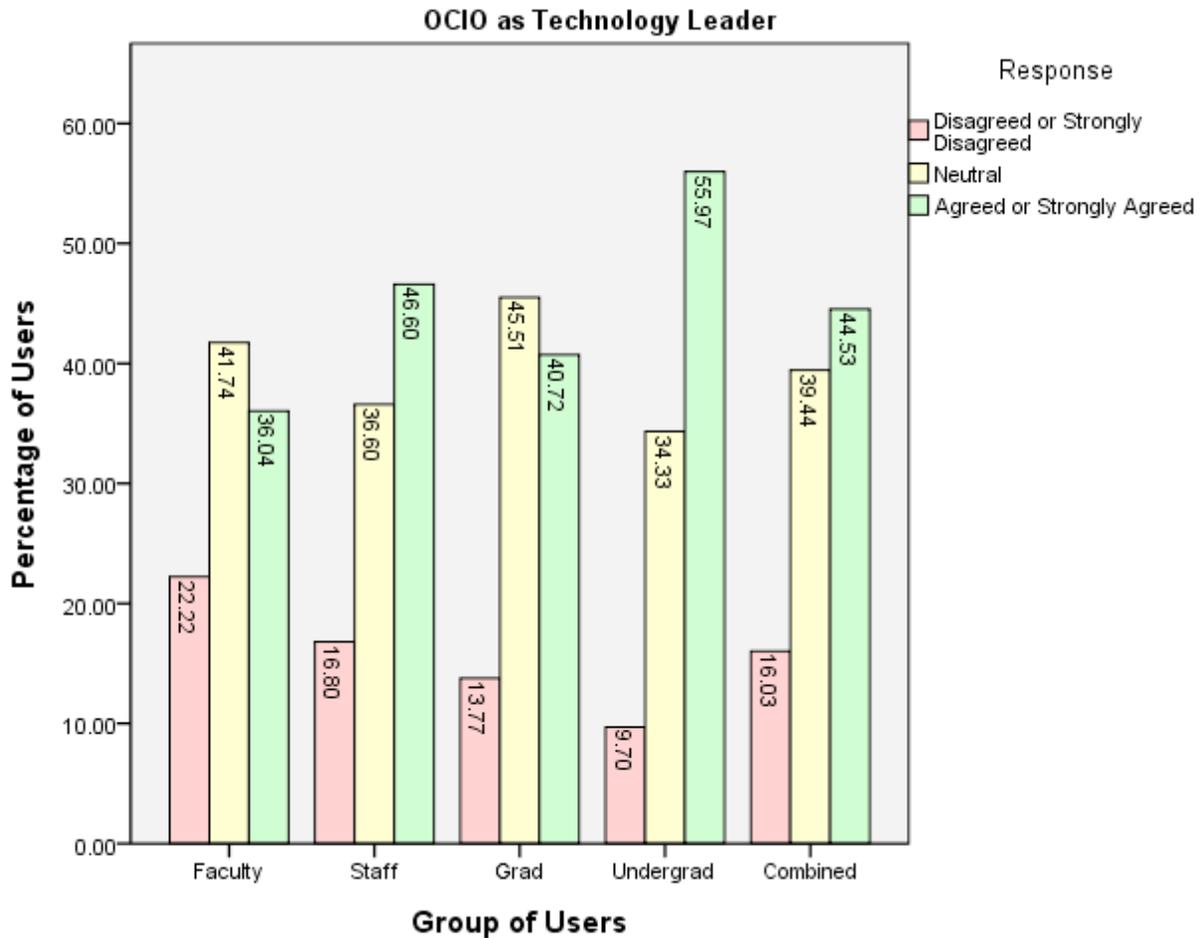
Overall experience with OCIO services

When the university community was asked to rate their overall experience with OCIO services, two-thirds (65%) of the community reported satisfaction. More than a quarter (28%) were neutral and only 7% were dissatisfied. At group level, undergraduate students reported greater satisfaction (69%) followed by 68% the staff, 65% of the graduate students, and only 57% of the faculty.



Office of the CIO perceived as IT Leaders

Less than one-half of all the community respondents (45%) either agreed or strongly agreed that they perceive the Office of the CIO as the IT leader on campus. Fifty-six percent of undergraduate students indicated a higher degree of agreement on this than staff with 47%, graduate students with 41%, and faculty with only 36%. About 39% of the respondents were neutral in expressing their perception.



Appendix B: Questionnaire

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2010 CIO Poll Questionnaire

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How satisfied are you with the following services and supports provided by the Office of the CIO?

1. Services Relating to Academics

(Note: the first response on the scale at the far left is N/A for "Not Applicable".)

	N/A	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Buckeye Link - Ohio State's online academic center.	_____	_____	_____	_____	_____	_____
Student Information System (SIS)	_____	_____	_____	_____	_____	_____
Carmen (course management system)	_____	_____	_____	_____	_____	_____
The Digital Union	_____	_____	_____	_____	_____	_____
Student Computing Centers	_____	_____	_____	_____	_____	_____
*Media Services (streaming, videotaping, equipment loan)	_____	_____	_____	_____	_____	_____

2. Resources Relating to Network and Infrastructure

(Note: the first response on the scale at the far left is N/A for "Not Applicable".)

	N/A	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Campus Wireless Network (OSU Wireless)	_____	_____	_____	_____	_____	_____
Campus Wired Network (OSUNet)	_____	_____	_____	_____	_____	_____
OSU Webmail or Buckeye Mail	_____	_____	_____	_____	_____	_____
Security of your electronic data and communications	_____	_____	_____	_____	_____	_____

3. Services Relating to Support and Consultation

(Note: the first response on the scale at the far left is N/A for "Not Applicable".)

	N/A	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
8-Help, IT Support Service	_____	_____	_____	_____	_____	_____
Buckeye Bar - Walk-in Technical Consultation	_____	_____	_____	_____	_____	_____

4. Overall Experience with Office of the CIO Services

(Note: the first response on the scale at the far left is N/A for "Not Applicable".)

	N/A	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
How satisfied are you with the overall service experience with services provided by the Offices of the CIO?	_____	_____	_____	_____	_____	_____

5. When I think about information technology on campus I perceive the Office of the CIO as information technology leaders.

- () N/A - Not Applicable
- () Strongly Disagree
- () Disagree
- () Neutral
- () Agree
- () Strongly Agree

6. Please use the space below to provide any additional feedback about services provided by the Office of the CIO.

Thank You!

*This question was not available for students.

Appendix C: Crosstabs by Respondent Groups

Buckeye Link - Ohio State's online academic center

			Status				Total
			Faculty	Grad	Staff	Undergrad	
Buckeye Link - Ohio State's online academic center.	Very Dissatisfied	Count	5	14	4	5	28
		% within Status	2.2%	4.0%	1.9%	1.7%	2.6%
	Dissatisfied	Count	27	35	17	25	104
		% within Status	11.8%	10.0%	7.9%	8.6%	9.6%
	Neutral	Count	89	87	74	49	299
		% within Status	39.0%	24.9%	34.6%	16.8%	27.6%
	Satisfied	Count	90	174	90	164	518
		% within Status	39.5%	49.9%	42.1%	56.4%	47.9%
	Very Satisfied	Count	17	39	29	48	133
		% within Status	7.5%	11.2%	13.6%	16.5%	12.3%
Total	Count	228	349	214	291	1082	
	% within Status	100.0%	100.0%	100.0%	100.0%	100.0%	

Not applicable: 481 (30.8%) out of 1563

*Student Information System (SIS) * Status Cross tabulation*

			Status				Total
			Faculty	Grad	Staff	Undergrad	
Student Information System (SIS)	Very Dissatisfied	Count	25	36	26	13	100
		% within Status	10.7%	10.8%	10.4%	4.7%	9.2%
	Dissatisfied	Count	54	50	42	34	180
		% within Status	23.1%	15.1%	16.9%	12.3%	16.5%
	Neutral	Count	72	90	78	75	315
		% within Status	30.8%	27.1%	31.3%	27.1%	28.8%
	Satisfied	Count	69	126	84	118	397
		% within Status	29.5%	38.0%	33.7%	42.6%	36.4%
	Very Satisfied	Count	14	30	19	37	100
		% within Status	6.0%	9.0%	7.6%	13.4%	9.2%
Total	Count	234	332	249	277	1092	
	% within Status	100.0%	100.0%	100.0%	100.0%	100.0%	

Not applicable: 471 (30.1%) out of 1563

Carmen (course management system)

			Status				Total
			Faculty	Grad	Staff	Undergrad	
Carmen (course management system)	Very Dissatisfied	Count	7	5	6	5	23
		% within Status	2.5%	1.4%	2.4%	1.7%	1.9%
	Dissatisfied	Count	39	30	23	11	103
		% within Status	13.8%	8.4%	9.0%	3.7%	8.6%
	Neutral	Count	56	56	77	31	220
		% within Status	19.8%	15.7%	30.2%	10.3%	18.4%
	Satisfied	Count	136	176	110	152	574
		% within Status	48.1%	49.4%	43.1%	50.5%	48.0%
	Very Satisfied	Count	45	89	39	102	275
		% within Status	15.9%	25.0%	15.3%	33.9%	23.0%
Total	Count	283	356	255	301	1195	
	% within Status	100.0%	100.0%	100.0%	100.0%	100.0%	

Not applicable: 368 (23.5%) out of 1563

The Digital Union

			Status				Total
			Faculty	Grad	Staff	Undergrad	
The Digital Union	Very Dissatisfied	Count	0	3	2	0	5
		% within Status	.0%	2.6%	1.3%	.0%	1.0%
	Dissatisfied	Count	9	5	5	3	22
		% within Status	8.4%	4.3%	3.4%	2.4%	4.4%
	Neutral	Count	46	60	52	69	227
		% within Status	43.0%	52.2%	34.9%	54.3%	45.6%
	Satisfied	Count	38	29	62	35	164
		% within Status	35.5%	25.2%	41.6%	27.6%	32.9%
	Very Satisfied	Count	14	18	28	20	80
		% within Status	13.1%	15.7%	18.8%	15.7%	16.1%
Total	Count	107	115	149	127	498	
	% within Status	100.0%	100.0%	100.0%	100.0%	100.0%	

Not applicable: 1065 (68.1%) out of 1563

Student Computing Centers

			Status				Total
			Faculty	Grad	Staff	Undergrad	
Student Computing Centers	Very Dissatisfied	Count	2	6	4	3	15
		% within Status	2.5%	2.6%	3.6%	1.4%	2.3%
	Dissatisfied	Count	9	15	5	20	49
		% within Status	11.3%	6.5%	4.5%	9.1%	7.7%
	Neutral	Count	37	77	48	68	230
		% within Status	46.3%	33.3%	43.6%	31.1%	35.9%
	Satisfied	Count	27	103	42	99	271
		% within Status	33.8%	44.6%	38.2%	45.2%	42.3%
	Very Satisfied	Count	5	30	11	29	75
		% within Status	6.3%	13.0%	10.0%	13.2%	11.7%
Total	Count	80	231	110	219	640	
	% within Status	100.0%	100.0%	100.0%	100.0%	100.0%	

Not applicable: 923 (59.1%) out of 1563

Media Services (streaming, videotaping, equipment loan)

			Status		Total
			Faculty	Staff	
Media Services (streaming, videotaping, equipment loan)	Very Dissatisfied	Count	7	4	11
		% within Status	4.1%	2.3%	3.2%
	Dissatisfied	Count	18	8	26
		% within Status	10.5%	4.7%	7.6%
	Neutral	Count	57	71	128
		% within Status	33.1%	41.5%	37.3%
	Satisfied	Count	70	64	134
		% within Status	40.7%	37.4%	39.1%
	Very Satisfied	Count	20	24	44
		% within Status	11.6%	14.0%	12.8%
Total	Count	172	171	343	
	% within Status	100.0%	100.0%	100.0%	

Not applicable: 552 (35.3%) out of 895

Campus Wireless Network (OSUWireless)

			Status				Total
			Faculty	Grad	Staff	Undergrad	
Campus Wireless Network (OSUWireless)	Very Dissatisfied	Count	17	13	10	12	52
		% within Status	6.4%	4.2%	2.9%	4.4%	4.4%
	Dissatisfied	Count	37	33	34	38	142
		% within Status	13.9%	10.6%	10.0%	13.9%	11.9%
	Neutral	Count	61	41	85	57	244
		% within Status	22.9%	13.2%	25.0%	20.9%	20.5%
	Satisfied	Count	114	144	158	111	527
		% within Status	42.9%	46.3%	46.5%	40.7%	44.3%
	Very Satisfied	Count	37	80	53	55	225
		% within Status	13.9%	25.7%	15.6%	20.1%	18.9%
Total	Count	266	311	340	273	1190	
	% within Status	100.0%	100.0%	100.0%	100.0%	100.0%	

Not applicable: 368 (23.5%) out of 1563

Did not respond: 5 (0.3%) out of 1563

Campus Wired Network (OSUNet)

			Status				Total
			Faculty	Grad	Staff	Undergrad	
Campus Wired Network (OSUNet)	Very Dissatisfied	Count	6	2	7	3	18
		% within Status	2.5%	1.0%	2.0%	1.6%	1.8%
	Dissatisfied	Count	11	7	9	12	39
		% within Status	4.5%	3.5%	2.6%	6.5%	4.0%
	Neutral	Count	57	56	76	57	246
		% within Status	23.4%	27.7%	22.0%	30.6%	25.2%
	Satisfied	Count	112	98	181	90	481
		% within Status	45.9%	48.5%	52.3%	48.4%	49.2%
	Very Satisfied	Count	58	39	73	24	194
		% within Status	23.8%	19.3%	21.1%	12.9%	19.8%
Total	Count	244	202	346	186	978	
	% within Status	100.0%	100.0%	100.0%	100.0%	100.0%	

Not applicable: 575 (36.8%) out of 1563

Did not respond: 10 (0.6%) out of 1563

Buckeye Mail

			Status				Total
			Faculty	Grad	Staff	Undergrad	
Buckeye Mail	Very Dissatisfied	Count	0	17	0	20	37
		% within Status	.0%	8.5%	.0%	8.0%	8.1%
	Dissatisfied	Count	0	42	2	33	77
		% within Status	.0%	20.9%	50.0%	13.1%	16.8%
	Neutral	Count	1	48	0	32	81
		% within Status	50.0%	23.9%	.0%	12.7%	17.7%
	Satisfied	Count	0	69	1	111	181
		% within Status	.0%	34.3%	25.0%	44.2%	39.5%
	Very Satisfied	Count	1	25	1	55	82
		% within Status	50.0%	12.4%	25.0%	21.9%	17.9%
Total	Count	2	201	4	251	458	
	% within Status	100.0%	100.0%	100.0%	100.0%	100.0%	

Not applicable: 1 (0.2%) out of 460
 Did not respond: 1 (0.2%) out of 460

OSU Webmail

			Status				Total
			Faculty	Grad	Staff	Undergrad	
OSU Webmail	Very Dissatisfied	Count	34	18	30	11	93
		% within Status	11.0%	13.1%	6.8%	32.4%	10.1%
	Dissatisfied	Count	57	20	43	3	123
		% within Status	18.4%	14.6%	9.7%	8.8%	13.3%
	Neutral	Count	54	31	87	7	179
		% within Status	17.5%	22.6%	19.7%	20.6%	19.4%
	Satisfied	Count	118	49	208	7	382
		% within Status	38.2%	35.8%	47.1%	20.6%	41.4%
	Very Satisfied	Count	46	19	74	6	145
		% within Status	14.9%	13.9%	16.7%	17.6%	15.7%
Total	Count	309	137	442	34	922	
	% within Status	100.0%	100.0%	100.0%	100.0%	100.0%	

Not applicable: 176 (16.0%) out of 1103
 Did not respond: 5 (0.5%) out of 1103

Security of your electronic data and communications

			Status				Total
			Faculty	Grad	Staff	Undergrad	
Security of your electronic data and communications	Very Dissatisfied	Count	9	14	14	5	42
		% within Status	2.6%	4.0%	2.8%	1.8%	2.9%
	Dissatisfied	Count	17	16	21	10	64
		% within Status	5.0%	4.6%	4.3%	3.5%	4.4%
	Neutral	Count	92	90	119	62	363
		% within Status	26.9%	26.0%	24.1%	21.8%	24.8%
	Satisfied	Count	159	183	262	141	745
		% within Status	46.5%	52.9%	53.1%	49.6%	50.9%
	Very Satisfied	Count	65	43	77	66	251
		% within Status	19.0%	12.4%	15.6%	23.2%	17.1%
Total	Count	342	346	493	284	1465	
	% within Status	100.0%	100.0%	100.0%	100.0%	100.0%	

Not applicable: 80 (5.1%) out of 1563
 Did not respond: 18 (1.2%) out of 1563

8-Help, IT Support Service

			Status				Total
			Faculty	Grad	Staff	Undergrad	
8-Help, IT Support Service	Very Dissatisfied	Count	6	2	15	3	26
		% within Status	1.9%	.8%	3.1%	1.7%	2.1%
	Dissatisfied	Count	19	15	23	7	64
		% within Status	6.0%	5.8%	4.8%	3.9%	5.2%
	Neutral	Count	63	49	94	44	250
		% within Status	19.9%	18.8%	19.6%	24.4%	20.2%
	Satisfied	Count	147	129	224	80	580
		% within Status	46.5%	49.6%	46.7%	44.4%	46.9%
	Very Satisfied	Count	81	65	124	46	316
		% within Status	25.6%	25.0%	25.8%	25.6%	25.6%
Total	Count	316	260	480	180	1236	
	% within Status	100.0%	100.0%	100.0%	100.0%	100.0%	

Not applicable: 327 (20.9%) out of 1563

Buckeye Bar - Walk-in Technical Consultation

			Status				Total
			Faculty	Grad	Staff	Undergrad	
Buckeye Bar - Walk-in Technical Consultation	Very Dissatisfied	Count	0	1	1	3	5
		% within Status	.0%	.8%	.9%	2.3%	1.1%
	Dissatisfied	Count	6	1	3	1	11
		% within Status	6.7%	.8%	2.7%	.8%	2.4%
	Neutral	Count	38	34	58	43	173
		% within Status	42.7%	28.6%	52.7%	32.8%	38.5%
	Satisfied	Count	23	53	30	43	149
		% within Status	25.8%	44.5%	27.3%	32.8%	33.2%
	Very Satisfied	Count	22	30	18	41	111
		% within Status	24.7%	25.2%	16.4%	31.3%	24.7%
Total	Count	89	119	110	131	449	
	% within Status	100.0%	100.0%	100.0%	100.0%	100.0%	

Not applicable: 1114 (71.3%) out of 1563

Overall service experience with services provided by the OCIO

			Status				Total
			Faculty	Grad	Staff	Undergrad	
How satisfied are you with the overall service experience with services provided by the Offices of the CIO?	Very Dissatisfied	Count	7	5	10	3	25
		% within Status	2.1%	1.5%	2.0%	1.1%	1.8%
	Dissatisfied	Count	33	9	24	10	76
		% within Status	10.0%	2.8%	4.9%	3.8%	5.4%
	Neutral	Count	103	99	124	68	394
		% within Status	31.3%	30.4%	25.2%	25.7%	27.9%
	Satisfied	Count	151	179	277	139	746
		% within Status	45.9%	54.9%	56.3%	52.5%	52.8%
	Very Satisfied	Count	35	34	57	45	171
		% within Status	10.6%	10.4%	11.6%	17.0%	12.1%
Total	Count	329	326	492	265	1412	
	% within Status	100.0%	100.0%	100.0%	100.0%	100.0%	

Not applicable: 139 (8.9%) out of 1563

Did not respond: 12 (0.8%) out of 1563



Office of the CIO as information technology leaders

			Status				Total
			Faculty	Grad	Staff	Undergrad	
When I think about information technology on campus I perceive the Office of the CIO as information technology leaders.	Strongly Disagree	Count	17	9	22	3	51
		% within Status	5.1%	2.7%	4.4%	1.1%	3.6%
	Disagree	Count	57	37	62	23	179
		% within Status	17.1%	11.1%	12.4%	8.6%	12.5%
	Neutral	Count	139	152	183	92	566
		% within Status	41.7%	45.5%	36.6%	34.3%	39.4%
	Agree	Count	99	125	186	124	534
		% within Status	29.7%	37.4%	37.2%	46.3%	37.2%
	Strongly Agree	Count	21	11	47	26	105
		% within Status	6.3%	3.3%	9.4%	9.7%	7.3%
	Total	Count	333	334	500	268	1435
		% within Status	100.0%	100.0%	100.0%	100.0%	100.0%

Not applicable: 126 (8.1%) out of 1563

Did not respond: 2 (0.1%) out of 1563

Appendix D: Customer Comments

Buckeye Link

Buckeyelink ought to be much more user-friendly. The default settings are so counterintuitive that everything ends up taking much longer than it should. It takes infinitely longer now to look up a class than it did before rolling out Buckeyelink.

I have repeatedly had to get instructor approval to apply for classes where I meet the prerequisites. This started after the rollout of the new buckeye link. It is frustrating and very inconvenient; especially, since I am a part time student working full time.

I don't like that Buckeye Link is unavailable during certain hours; the Sunday hours are especially frustrating- I can never access Buckeye Link in the morning! Overall, though, I've been quite satisfied with your services and haven't encountered any major problems yet. Thanks!

I've noticed changes in usability with OIT's services... the precursor to buckeyelink was difficult to use, but buckeyelink has still more room for improvement in terms of usability. Even something such as adding/dropping classes take too many clicks.

The BuckeyeLink system has caused lots of extra work and its limitations have made life much more complicated for us. It is usable, but it is certainly not as friendly as what we did before. CARMEN is wonderful.

the new buckeye link only made things harder to negotiate, and harder to read, very frustrating. Open up the format, make the print easier to read. What is: "the digital union, OSU net, and buckeye bar?" And thanks to buckeyemail I now have two microsoft IDs. I already had one....arrrrrg!

The new "BuckeyeLink" is terrible--the search is broken, the interface difficult to use and unintuitive. The way Fees and Deposits works, where I can never quite tell how much I've paid and how much I owe, is frankly absurd. I can't believe this passes for a technology office in an institution this large.

The old version of Buckeyelink was alot more user-friendly. The new version is difficult to navigate.

Buckeyelink is very convoluted, and many times after clicking something I must close and restart Buckeyelink to get back to the main page.

I think the class registration system is very difficult to use. It is far more worse than the system I used when I was an undergraduate back in China.

I hate Buckeyelink. And where are the advising reports now?

I have multiple roles on campus from teaching to a full time job in Student Life as well as a Ph.D. student, therefore, I use a number of the IT services on a daily basis. In addition, Buckeye Link is very confusing on the student end as well as an instructors end... over 90% of my students complain about Buckeye Link and buckeyemail each quarter, and my class isn't small...

I do not like the new interface to look up and schedule courses. The old way was much more straightforward and clean.

when you log on to the class schedule screen and it asks for which quarter you want you click on the proper quarter as you're searching thru and ask for something specific for some reason it will revert back to the current

quarter and not the quarter coming?? Its annoying as hell.....if you want specifics let me know I'll be happy to try and make it happen again!

buckeyelink could be more streamlined and a bit more obvious about where to click for certain things. scheduling is somewhat confusing, but I have figured it out after 2 quarters with it.

It seems it was easier to look for courses to take and register for course with older system. Things got more complicated after the introduction of new system.

Everyone I know uses Schedulizer to help schedule. Once I was forced to use the buckeyelink scheduling system by itself, it was a nightmare. The system is clunky and it is difficult to find classes I am looking for. Once the necessary class is found, it is difficult to read the sections and lectures because of layout and nigh impossible to find a good way to map out several classes and how they will fit together. Please remedy this failure in organization and layout.

what's up with the buckeyelink systems being down at night

Buckeye Link is great. Carmen needs to have a real-time class area for online classes or hybrid classes. It works too much like an email system/file upload-storage system and not an online system. On one hand, based on the size of OSU, it is pretty good. But on the other hand, based on the size of OSU, I would expect cutting edge technology and revisions all the time. Change is good.

Buckeye-LInk (Faculty Center): There needs to be a select all button for students so that a "mass" email can be sent, without having to check each student. Also, it would be nice to restructure course listings so that all sections of a course (e.g., a lecture with four recitation sections) can be viewed and accessed simultaneously.

buckeyelink is much more organized than the random chaos the ureg site used to be... still things are buried, difficulty to find even when you KNOW they exist, and have been here for 15 years as a heavy duty user, much less what it must be like for 18 year old first years or technophob returning students.

... As far as buckeyelink, most if it is ok, I liked the older version better, as it was easier to navigate. The new scheduling system stinks. Every quarter when our window opens students in pharmacy have not been able to register. The new scheduling is also a lot harder then before the change; more steps to register and sometimes more confusing. As a dual degree graduate student, I have two windows and two options for registering, but I don't know if there is a particular reason I need to register under one versus the other (I have a Professional option and a Graduate option) I also liked the schedule view under the old system, it was easily printable which is not the case under the current system. I really have no way of stating if OSU's office are leaders in the field, I don't have anything to compare it to.

SIS

... The new SIS system is also completely counter-intuitive-- the icons, for example, bear no resemblance to the concept they are supposed to represent.

... The SIS does not appear to be able to keep up with changing class enrollments, e.g., when a student drops a course during the quarter. ...

SIS is terrible.

We were recently integrated into the SIS and I do not find it to be user-friendly. Things need to be labeled in a more obvious way so that it is easier to find information.

Carmen and the SIS are certainly functional, but do not seem particularly user-friendly. Submitting grades now seems to have gotten harder, instead of easier. ...

I've seen OSU roll out too many systems with inadequate user testing. The SIS roll-out has been a major fiasco, and is severely impacting (negatively) my ability to do what I need to be done. A more thorough investigation of user needs would have alerted you to this ahead of time. The extent of what I am no longer able to do at all ... and/or no longer able to do easily ... and/or no longer able to do well ... is shameful.

There are still issues with SIS and Carmen coordination. Students who drop classes still stay on rosters in Carmen, for example. I could not load grades from Carmen to SIS last quarter.

OSU is so big that navigating the electronic options is often bewildering. I don't have the time to figure out the options of SIS, Carmen, buckeye-link, etc. It's often difficult to find out how to do basic operations of a faculty member. I've been to several workshops and should not have to go to more.

Part of the problem is that so many things fall under the CIO that it is difficult to rate the one office relative to many things. For example, I find the faculty center and SIS difficult to use, unfriendly and frustrating. Carmen is ok but clunky. I have the impression that the digital union is great but haven't used it myself. The security people seem to do a very good job and the network itself seems to work well.

SIS and Master Schedule designs are very user unfriendly.

It's not that I am dissatisfied so much with the services relating to academics as much as I so strongly dislike the delivery system/interface. I find both Carmen and SIS terribly clumsy, tedious, confusing, and hard to navigate, and I'm quite comfortable and experienced with technology. As a primarily Mac user, I am accustomed to a certain level of intuitiveness and ease when it comes to using programs. Neither of these services are intuitive or easy. My guess is that from some programmers' perspectives, they seem really logical, clear, and well-organized as well as easy-to-use, but from a general user standpoint, they are very unfriendly and cumbersome (as well as lacking any aesthetic appeal). Think about how easy it is to move files on a Mac - drag and drop. To upload a file to Carmen you have to practically code in the upload pathway yourself. Thanks

As both a parent of 2 students here and a faculty member, I find SIS very cumbersome. Entering grades is very time consuming. My husband says every quarter that he wishes we still had the old system - it was much more user friendly

SIS is an abomination; it's hard to imagine a less user-friendly system. ECA is an embarrassment; it's not usable at all by maybe half the faculty on campus, who are not using IE as a browser. I certainly hope that, before additional responsibilities like central e-mail are assumed by the Office of the CIO, these absolutely horrible existing systems are improved significantly! ...

SIS is very poor. Good case study to train students how not to design and and how not to introduce IT.

Most of the classrooms that I use are a maintained by our college technology office. The change over to SIS system is much more complicated for regular faculty and not really as easy to use.

to get an entirely new student info center and still have a terrible interface was a horrible disappointment, are there no existing vendors who can do this well?

SIS is not useful. Nobody likes it.

The SIS is one of the worst systems I have encountered for managing academic scheduling and finances.

The SIS system is very hard to navigate and is poorly linked with the rest of buckeyelink.

The new SIS system has created a debacle integrating with financial aid. It staggers the mind to think that you could have made the experience of paying tuition/accepting loans/scholarships any WORSE, but you did. Congratulations.

The SIS is very cumbersome, especially when trying to browse the course catalog and registering for courses. I much preferred the old system of browsing/searching the catalog and registering. My main complaints are the fact that you cannot look at all courses in a department (~300 result search limit) and that you cannot look for courses without first selecting a quarter and year. If nothing else, the course search/look-up and registration system needs to be streamlined. Also, when searching for grad level course, the search defaults at 800-level. A more appropriate default would be 700-level. Also, I am having many issues registering when it comes to course prerequisites. As a grad student, I often do not have undergrad level course prerequisites. Again, I never had issues with the previous registering system when choosing courses outside my department, but now I have issues registering even in my own department and have had to fill out multiple add-slips each quarter. Pre-req based class blocking should be less stringent for grad students.

The course search for finding or adding classes in the Student Center is Extremely poor. Test case: I am considering adding CSE 760. I navigate to the class search page. I enter "760" in the course number field and click search. This is a graduate course, and the default "course career" field value is "Graduate," but this search returns no results. Interestingly, selecting "Undergraduate" also returns nothing. Selecting the mysterious empty option first in the list will get results. This is all wrong. The default search should be as broad as possible.

the new way to sign up for courses is incredibly frustrating. i miss being able to just search for everything a single department offers, and i can't figure out how to view course schedules or grades from prior to one quarter ago, and i consider myself fairly computer literate.

I have not even heard of some of the support and consultation services offered. The SIS has been a nightmare. I understand it is a new system, but it feels as though the same errors are being repeated over and over.

Buckeye Link and SIS are not user friendly at all. It takes too much time searching for the information I need. SIS problems during the transition caused me to lose financial aid and have classes dropped half way through summer quarter after I spent weeks just trying to actually get the scheduled in the first place. I have not seen enough improvement in the system to be satisfied and it has NOT made my life easier. As a graduate student, it is extremely frustrating to waste time trying to schedule classes on a subpar system when I have NO free time to spare. It's unfortunate that OSU spent so much money to upgrade to a poor system. Other technology aspects on campus are great.

I do not like the new student center and every function o there. It's hard to manage and navigate and not straightforward in the least. ...

My neutrality toward SIS is very influenced by the professional aspect of using the system as a campus employee. I am also a graduate student and find the system to very user friendly as a student. From an employee aspect, I interact all day with SIS and I am understanding of the need to trouble shoot a new system, however it is combersome for many features used by advising and other student service departments. One of the most combersome issues is the timeout process. I feel supported by CIO, my frustration exists with the programming of some of the features, not the support service.

For each class registration period, I have either not been able to register for classes or have not been able to drop classes because of a hold on my account that has been deemed by buckeyelink or SIS employees to be unwarranted, which is why I scored those two services so lowly. I am very satisfied with the email service.

Windows live accounts are top of the line in my opinion. I would like to see more support for students with desktop computers, since bringing a tower in to the buckeye bar is not usually feasible.

Until my SIS can show an accurate balance for more than 1 quarter in a row and my stipend deducts start reflecting that, I will express dissatisfaction with the ridiculous incompetencies.

As a user interface/interaction design practitioner, I am appalled by the SIS and Carmen.

These applications are embarrassing. They fail at the most basic requirements of HCI and good interaction design. I am not sure how either of these systems survived even basic usability testing. Something should be done about these applications immediately. If the Office of the CIO can't handle the task, they should look to collaborate with departments within the University that specialize in these areas.

SIS is a nightmare from both the perspective of a teacher and a student.

... Buckeye Link IS NOT user friendly and most options useless. difficult to navigate, registration and class search more difficult than ever. I had all kinds of problems when they switched over affecting my financial account, fees, and fee waivers....big mess. Had problems with Carmen as an instructor (that were affecting many instructors) and nobody in the CIO took ownership - poor PR job on that one (Spring 2009).

Overall I think the technology access and resources are good. SIS is confusing, especially for students. I think more needs to be done to educate students on a broad scale about SIS as many seem to still have issues (waitlists, obtaining scheduling windows, etc). This definitely needs to be done in a format other than email. I find email here to be user friendly. Servicing broken equipment has been somewhat unreliable at times (ex. called, said they were going to send someone, when no one came after 45 minutes, called again, and they didn't have me in the system; broken equipment in classrooms that was stated was fixed still does not work properly).

I think SIS still has so many things wrong with it. The navigation of it is so convoluted and you don't always find the information you are looking for. Also, webmail for faculty and employees needs to have more mail space (15 MB is just too small). Also, find people is very finicky to use and sometimes (even when the directions for a partial search are followed) it doesn't work.

Un - USER FRIENDLY. ..Too difficult to maneuver sites,,too much drill down to get to needed info,,too many servers..... Positive Note: Very responsive...

Why did SIS team move off campus? Why is Buckeye link not student oriented? I most often have to go search for what I really need.

in someways it's much better than it has been, but in other ways (SIS) it has been quite disorganized, ineffective, and counter-productive. ...

The new SIS system is too complicated to work with. In regards to looking up courses and registering I see zero user improvements from the previous system, and I have been at OSU since 2003.

... I think the SIS project was an improvement over the way we collected and stored data in the past. ...

This new SIS system absolutely sucks. I have had nothing but problems with it, it has made reading statements of account nearly impossible to decipher, ...

I severely dislike the new student center. It is extremely hard to use. It was much better when everything was located in BuckeyeLink. ...

The change to SIS was a huge disappointment. I hate using this resource for scheduling. It is difficult to use.

I do not like the Student Information Center. There is a lot of potential there but I do not think it meets it. I hate having to look up my enrollment appointment when it used to just be e-mailed to me. The student center made scheduling for classes more complicated however I do like the search option when enrolling instead of having to know the course number.

I really don't know anything about the Office of the CIO, but I hate Buckeyemail (I use google mail instead) and I HATE the new BuckeyeLink/ SIS. The new set up for SIS is absolutely horrible, the old one was just fine.

SIS is a pain, won't let you schedule classes cause it says pre-recs aren't met when they are. Old system was much easier to use. Also won't work in Safari.

... Other than the SIS and related software I am satisfied with the Office of the CIO.

Please make pictures of students enrolled in classes available to the instructor (say, on SIS). Makes teaching more effective.

... On the Student Center Page there is no progress when you need the signature of the professor to add the class, we should be able to have like an electronic signature.

SIS is not set up to allow for concise or efficient navigation. The side bar needs some reworking, and sometimes features that should have their own button are hidden deep within a page with a vague title (select/waive student health insurance, for example).

Computer training can and should be online and free, so it is a lot more accessible to ANY staff member who needs it. This was proven by the online training for SIS. Why should ANY training for Excell, Word, Access etc etc be any different?

I think the use of the SIS system is good due to all of your information being accessible in one spot, however, the layout of the SIS system is not very good as you cannot always see everything on one page (e.g. your statement of account).

... SIS has been a great step backward, according to the faculty and staff I've spoken with. My experiences with it have been unimpressive, but not terrible.

... The SIS is clumsy. ...

Carmen

... Carmen is very helpful in some respects, a dismal failure in others. The program does NOT handle letter-grade schemes at all.

The new course management system is terrible! Finding and registering for classes is more of a pain than ever.

I dislike having to have a password to get online on campus, is it necessary? And have had trouble putting powerpoints on Carmen for my students. I couldn't tell if it was possible.

... Carmen is very helpful in some respects, a dismal failure in others. The program does NOT handle letter-grade schemes at all.

You can stop sending hard copies of your newsletters to all faculty and staff immediately. Online help for Carmen and/or telephone help is totally inadequate.

When I call with problems, support staff are always great. That said, I have a big, big complaint: There seems to be some limit (2MB?) on the size of files that can be uploaded (downloaded?) to my Humanities account. This means that if I build, say, a Powerpoint or take a scan at home and try to upload it remotely, I cannot. Nor can I email it to myself and download it from email once at work. I can at least put it on a flash drive and take it in that way. Even more disruptive: If I scan a too-large document down the hall from my office and have it sent to my OSU mail, I cannot download it my office. (Too-large seems to be less than 20 BW pages at 300 BPI.) Nor can I save it from the scanner to a flash drive or directly to my Humanities account, as the machine is not set up for that. I CAN go home, download it there, save it to a flash drive, and bring it back, but obviously this is not acceptable. Can this be addressed?

The basic set-up of Carmen (user interface, etc) is good, but it is **extremely** slow. This needs to be addressed.

Carmen has too many moving parts it is more distracting than useful for course management and informing students. I feel much better about turning point technology by comparison. ...

I write quizzes through Carmen and my busy schedule typically has me writing these quizzes around 1-2 am and the service is very bad during those hours. Also, college students these days tend to take the quizzes later at night. Is there anyway the maintenance can be done from 4-7 rather than 1-4? I think that would be a better option. Carmen is awful in terms of usability-- and I've even taken a course on how to use it. The only aspect I find useful is the ability to upload course reading material (and to be honest, if my department just gave me a password protected webpage I could do the same myself). ...

Carmen gradebook needs to be backed up. I lost two assignments and with no back-up I had to ask students to bring the assignments back to be entered again. Also, for some reason our fiscal officer (ENG) appears to have more say on how computer security is implemented than OIT and the CIO's office. His restrictions are more cumbersome than those recommended by the CIO and frankly I have spent 5-10% of my time dealing with them instead of working.

The office of CIO does a great job, however I find Carmen to be very unintuitive and difficult to use. It seems like a weak application. Thanks. Steven Young.

Here are suggestions for improvements. Carmen: I had a lot of issues with it during Autumn 2009. It constantly (sometimes daily, sometimes weekly) kicked off my co-instructors, forcing me to add them. This consumed my time and made grading difficult at times.

Both Carmen and Buckeyemail are constantly crashing and/or having major problems - last quarter I was thrown off Carmen pretty much every week for the class I TA'ed

I am a GTA Coordinator for a very large introductory undergraduate course at OSU. Carmen is simply not currently able to provide the services that we need it to (at least, not according to the Carmen support/IT people that we have contacted countless times about our needs/concerns). This lack of support of the needs of a large course like ours is very dissatisfying to me - and to our course administration staff in general.

I don't know if this is the office or not, but dental students have some of their lectures recorded. whoever puts them up on Carmen from Camtasia is doing an awful job. it is so bad that many people in the class have brought their own video cameras to record lectures because 1. it takes too long to put the lecture videos up, 2. the quality is often horrible because the microphone always cuts in and out.

Carmen has stability issues and a tendency to lock or freeze; In the past 3 to 6 months, ...

... My biggest challenge is that technology changes so fast, systems like Carmen seem to become outdated before we as faculty and staff can fully adapt to using them. Students, on the other hand, adapt to changes much more quickly than I can--and expect things to change, evolve and improve all the time. I am just trying to keep up!

- I would like a more robust learning management system than Carmen. Online learning is not able to be very interactive. - ...

... Carmen is a good project, but the designers fail to consistently honor changes needed by OSU instructors. For example, we have had to repeatedly request support for file types used by our instructors, only to see our requested changes lost at the end of a quarter or with a Carmen upgrade. Worse yet, Carmen violates what many of us regard as an important function of course web sites: to provide the public with some access to basic course materials for free. MIT's Open Courseware is an exemplar of this kind of system, and helps affirm MIT's place as a university in the public service. Why doesn't OSU, a Land Grant university, follow suit? ...

CARMEN help is very slow to respond

I Even now, there is still a major issue with Carmen for the class I teach and I just don't use Carmen this quarter and do everything via email as I never heard back as to if the problem was fixed. Carmen doesn't look any different on my end (I still see multiple sections on my discussion boards AND in my grade book) and I've emailed numerous times with no response. The ticket was closed once, but the problem wasn't fixed... absolutely horrible experience and support!

Carmen needs to be updated. It's so old-fashioned, and modernizing it would increase educational opportunities. Also, training professors to utilize it fully would be of great help. ...

Carmen is great but it could be a little better. I had a hard time transferring files between sections and uploading.

I have one suggestion for Carmen. When I send emails to my students it would be nice if I had a record of that email on my Carmen site. The email that I receive to my osu.edu account is not all that helpful since everyone of them is from me so I have no way to know which emails they are unless I specifically open each one. Also it would be useful if I could add alternate email addresses for some of my students so they cannot use the excuse that their webmail account is not working. Thanks

Carmen is not an intuitive web-based interface; there needs to be a single web service, calendaring to help schedule meetings, document management system, and a more comprehensive warehouse and knowledge management initiative

I think work could be done to make Carmen and class scheduling more user friendly, but they seem to function fine. There has been a persistent problem with OSU not paying itself and giving me problems because they think I owe money while I am on fellowship and am being paid. But this is probably not your department.

Carmen - if you could change it so that when a document from the content section is opened, it opens the first time instead of being blocked by the pop up blocker, then needing to click back and find it again to open it. That would be amazing. Thanks

I think Carmen sometimes acts wierd!!

Carmen needs to lose the Log In button!! When I go to carmen.osu.edu, just give me a form for logging in. Even a redirect to authentication would be better than having to click a 'cute' seasonal button for no reason. It feels like a time warp back to 1994's internet. Second, please provide internet printing servers. There have been many times when I have needed to wait for a computer lab computer to come available, when I could easily print from my

laptop and be done, without making the next people wait for me to log in and print. There are lots of FREE software solutions to this problem. Thanks!

... I also wish the interfaces for Carmen and SIS were better designed. It doesn't seem like interface designers were involved, rather that database programmers provided functional access.

Digital Union

My experiences with CIO have been largely positive, save for going to the Digital Union. In the process of finishing a project for class I had to spend 8 hours there with very reluctant help from the DU employees.

The Digital Union is a valuable resource for faculty who want help with using technology for teaching. They provide creative ideas and useful resources in a friendly, non-threatening manner. I would like to see more programs geared toward using innovative technology and support for faculty and staff using the technology.

In addition, the staff at the DU are very helpful, but the DU need to be larger and with more equipment. I realize this costs money but it should be important to OSU.

Would like to know more about the Digital Union and what services it can provide to faculty and staff. The SIS is clumsy. Some type of quick reference guide would be helpful. Most services are only accessed once a quarter and the steps are difficult to remember. More confusing than ineffective.

I would like to see consultation/collaboration support from places like the Digital Union grow.

Student Computing Centers

... There needs to be more Student computer labs, and the more centralized they are, the better. For instance, Thompson's new computers are spread out over several floors, so students don't know that there's a free computer on the fourth floor by the bookstacks.

Moving SEL's third-floor computers to the other half of the first floor (making the whole first floor computers) would be helpful because students wouldn't have to float between the two floors deciding which would have a shorter wait, and advertising places like Baker Systems Engineering 580 and Campbell 100-something which are spacious but virtually unknown would help the fact that SEL always, always has a line of at least seven people waiting for a computer. Also, it might be cool to have a system like Easton's parking lots, so that at SEL it alerts people that Baker System has ~10 free computers, and SEL 3rd floor has ~3 computers, Humanities has ~10, Engineering has ~5 (even though these are college-specific, getting one of these students to go to their computer lab would shrink the computer wait by a person). Overall, the "Parking Lot" system would help cut down the often half-hour wait to use a computer for people that are only aware about SEL.

Student computer labs being used as classrooms is wrong. OIT should work with Scheduling to correct the problem and realize that many, many students need access. Walk the talk and put students first.

It's disappointing to so frequently see broken down or problematic computers. I know there are plenty of computers to maintain, but at the same time, if CIO is supposed to be a technology leader, there should be a staff large enough to handle the problem. This year especially (my last year at the university), I have had too many problems dealing with slip-ups through the university's end of financial aid software. I did not appreciate hearing that FinAid bought a "out of the box" software package, and is solving problems as they arise (many problems deal with the fact that few software systems can deal with the load of Ohio State)

Sometimes I just need to print shit but the Fisher computer lab is packed full. Maybe setup a printer somewhere where students can use their Fisher print points

I am especially pleased with wireless printing in the libraries--I only wish it were available in the Ramseyer lab!

I believe there should be more labs on campus that accept the \$5 of free printing on our BuckID's (all labs should have this ability)

Double-sided printing should be available. Even if it is the same cost/side as single-sided printing, some people would like to save paper and space.

There needs to be computer at the door to help people find there way to free computer lab space that is open. There needs to be maps on the wall showing people where the computer labs are. They need to get new people in CIO who really want to be at work, when it come to the front desk. The people that work in the labs are so far good folks and willing to help. There needs to be new computer labs.

big campus and not enough computer access. The new Thompson Library being the case and point. Too much money spent on the look and the prestige it brings OSU, but not on practicality.

Please help out the student computing centers in Hopkins Hall!

I would like on campus printing to be more widely available and in places like Thompson.

The computer labs are nice, but it often seems that the appearance of the space is taken into account over the most functional use of the space. Particularly in the new Thompson Library labs: There is many unused corners or entire sections of existing labs that could have an entire row of computers or at the very least a few more computers. In addition, the newly purchased small copiers are not adequate for the size of many books, there are not enough copiers, and there are not enough printers. The observations are manly for the campus libraries, including Thompson and to a degree SEL. Because Ohio State is such a large school there needs to be extensive though put into using all of the existing computers, printers, and resources in the most efficient way that will maximize the supply of computers, printers, and copiers. An example are the many computers that were in the Sullivant Library. I believe the setup in Sullivant was more efficient for students and there were many computers and printers and copiers that were in Sullivant that are not in Thompson. I hope these are being used somewhere on campus, if not these are wasted resources.

Please keep the printer networks at the thompson library working more often.

Media Services

... The Media Services people who provide support for equipment is the only group I'd give very high ratings to. They are terrific.

... Instructors in my department have given up on equipment loan and delivery, and we've spent thousands of dollars just to have reliable equipment that's available, with support that's compassionate to end-users, because classroom services and equipment loan have been so deficient.

basic services from the data center, such as virtual machines, are unsatisfactory
Certain types of equipment, such as DVD players or computers equipped for multi-zoned DVDs, seem much too difficult to procure in 2010.

Licensing/installation of MATLAB for students is a nightmare. I don't see why this cannot be simplified, especially since as an instructor I cannot even go through the same steps that students go through in order to help them. It would be helpful if the process were the same for both faculty and students.

Overall, my experience with these and other items under this umbrella has been largely positive. My only major frustration is the lack of available technologies in all classrooms I have been in/will be in. While there are work-arounds nearly always available, it can create unanticipated problems at times.

Streaming video for film classes doesn't work. It is inconsistent and dysfunctional. It is necessary, but right now it cause more problems than it solves.

Up to now i have not been able to install Mcfree in my laptop and i was told it is free for students.

I don't know if this is related to the equipment rental at the central classroom building but that group needs to be revamped - they charge outrageous rates for equipment that students are trying to use for things such as extracurricular research. Camera rentals should be free to student groups with a signed agreement that any damage must be paid for by that student group.

OSU should be making more site licensed software available, e.g., STATA, and additional modules of SPSS. More support for Apple products (e.g., AMOS not available for MacOS). Carmenwiki is a great resource to make available to the community -- this is a good direction.

Oracle needs eReports and EStores to support IE 8 and Windows 7. The newest version of Firefox on Windows 7 does not work. We can get them to work by using an earlier (3.5.7) version.

OSU Wireless

I've been at OSU, in one capacity or other, since 1985. The provision of high-quality services like osuwireless has been impressive, and the cost recovery model employed has been okay. I'm discouraged by the attitude toward 'rogue' access points. The initial attempts to employ shoddy authentication methods was unimpressive, and it took an embarrassing demonstration by a department staff person to show that it was fundamentally unsound.

I do not think you should have to put in a password for OSU Wireless. I always have problems getting on from locations other than my office and have the need to work remotely. Plus, some OSU buildings like FCOB require seperate passwords. Not user friendly. - Changes to those things would definitely change my overall perception of the Office of the CIO. Thanks for asking for feedback!

the wireless thing is a mess. having different log ins/passwords than normal log in is hard to remember, but mostly it's totally spotty and erratic as to getting a connection even inside buildings!

Overall everything is fine. I mostly use the wireless network.

... OSU Wireless (service not Fisher wireless!) to the Fisher campus has developed a signal drop issue. This happens several times an hour, both to myself and to my team members. There is really not sufficient space here for me to provide all my thoughts/comments about these services.

I dislike having to have a password to get online on campus, is it necessary? And have had trouble putting powerpoints on Carmen fox my students. I couldn't tell if it was possible.

I find the OSU wireless network to be spotty and I wish the Buckeyemail storage was bigger.

The people at CIO are always very nice and helpful, but I still have no wifi on the 4th floor of Hughes Hall.

Bummer.... Thanks

OSU wireless: Why is it not everywhere on campus? This needs to be changed.

I'm frustrated with OSU Wireless, I'm unsure if there a switch to a new internet provider service, but I've been unable to log on to the network. I spent 3 years of undergrad here at OSU and never had a problem with logging into the network and now this year, when I'm in graduate school, I've been completely unable to log on. The directions available at the IT website are unhelpful for the problem. Most everyone of my peers has had the same problem. The old system had much easier procedures to establish and first log onto an account ...

Wireless will not connect from prior health sciences library to college of public health FTP (file transfer protocol) site. Even with repeated requests to help fix this problem, there seems to be no solution but buck passing! I hope you will find resolution soon. Thank you.

As a mac user, the times when I actually manage to connect my laptop to OSU wireless, it periodically cuts my internet connect (every 20 minutes or so). Enormously frustrating as you can imagine. I'm not the only mac user this happens to.

I am a one-year Graduate student and has yet to get wireless on my computer for use on campus. Therefore, much of the services I have not used.

The process for obtaining a wireless account for campus is not straightforward. Sometimes have trouble with OSU Wireless, so it would be great if the signal was stronger. Other than that, I have no complaints.

I wish it were easier to access the wireless network and possibly use personal computers to access the architecture drives and printers.

I am still unable to get a wireless connection. When I emailed to reset my password, I was routed to a page that resets my network password - not the same thing. I emailed that I was unable to do what I wanted on that page, and I got an answer of well, of course not - you went to a page that resets the wrong password. With 20 credit hours this quarter, I don't have time to deal with this so I just dropped it. I would have preferred a more direct answer.

Have issues with wireless internet on iTouch.

We still do not have wireless access in Oxley Hall and it is a problem. We were promised that all campus buildings would be wireless by now. What is the hold-up?

To be honest, my concept of technology on campus consists of "OIT" and my college's IT department. I do not know for sure how the "Office of the CIO" is different from OIT (or if it is). On another note, I have had problems accessing OSU wireless on my personal laptop that I sometimes need to use on campus. The steps to set wireless up initially were onerous (and internet access is required to do so, which doesn't help if you're trying to GET internet access!). After finally being successful, my laptop was not able to access OSU wireless the next time I tried, and I didn't have the patience to set it up again. About a year later, I tried again and found that the steps on OIT's website did not match the options on my computer. The HELP desk recommended that I disinstall a wireless card that came with my computer, but that left me with no wireless software at all. My IT department since recommended downloading the Microsoft card from the internet, but I have not had time to do that yet. I realize that these issues are primarily related to the limitations of my computer and technology expertise, but I expect I am close to a "typical" staff person who needs wireless access periodically. It would be fabulous if there were a simpler way to set it up on new computers. Thanks!

Wireless service is still not available to students throughout OSU. Classes are taught at the OSU Airport, yet wireless is not available there.

OSU Wireless is overly complicated to use, especially the initial configuration. I also find 8-help to be very unhelpful. When I've called they have often been unable to answer my question and revert to literally reading me canned answer off of a sheet.

I wish the OSU wireless could be accessed by any one on campus, without a password/username. This would be a great asset to the community, visiting scholars/students and alumni and show our dedication to technology and learning that is offered through the internet.

The wireless connection in some places on campus is absolutely wretched. Even in my room the difference between wired connection and wireless is astronomical. The wireless will become so slow that it is immensely frustrating. Also, the seemingly random re-verifications are annoying. Once I'm connected to a network, I shouldn't have to re-verify, especially when sometimes it screws up whatever I am in (having it pop up, for instance, while switching pages during a scholarship application and having to start all over again).

The wireless internet access in dorms (at least morrill tower) is terrible. It runs very slow most of the time and can be difficult to connect to.

The wireless network on campus is dreadful; there are many places where I can not get a signal on my laptop even though I am away from possible sources of interference. For this reason I always bring an ethernet cable along with me, and I shouldn't have to on a technological minded campus.

I called to activate my wireless account to use my computer at the library...all the tech helped me with was changing my password which had nothing to do with what I really needed. After a long phone call that accomplished nothing I eventually ended the call. I still don't have access to wireless internet service at the libraries for my computer.

Why wouldn't you be able to tell someone their password if they forgot it, and they can prove that it is them. Therefore, making them have to buy an internet cable to hook up to their computer just so that they can change their password. Not helpful at all.

Wireless internet is very slow sometimes, please try to keep it fast.

The wireless internet has been very unreliable lately, often being slow or disconnecting randomly. I live in the dorms and I feel that the wireless connection is often frustrating.

Wireless needs to be better.

Wireless internet in Lincoln Tower is very slow

It seems that Campus wired networks are the following, 1. slow 2. unable to connect at random times and at times of high usage and 3. unable to load. I have also noticed a great deal of old course websites listed in Ohio State's web database when searching. As classes conclude, shouldn't these be removed?

It is too hard to sign into OSU wireless on campus. It is incredibly difficult to print article posted on Carmen, with images being nearly impossible.

The most useful service for me would be campus-wide wireless. While I can usually find it, the security and authentication challenges frequently stop me from using it with my devices, i.e. OSX and iPhone. I wish its usage was more transparent without having to always worry about all the security barriers. ...

Need Stronger Wireless signal.

OSUNet

I find that the speed of the Resnet in my room in my residence hall is sometimes so slow it won't load a youtube video faster than it plays.

While there appears to be strides in the right direction, there is still a significant amount of work ahead. There needs to be greater transparency and more effective communication and collaboration within OCIO and the also between the campus community. Cisco Clean Access/NAC is intrusive and unreliable. OSU needs a single directory service and authentication system.

WebMail

Webmail is a clunky, archaic program. The storage limit for email is absurd, forcing people to go to free outside services to do their jobs. This is a disgrace for a Research I institution.

I think the technology on campus is poor compared to comparable universities. My email maxes out storage in 2 days, my college of pharm email doesn't have a security certificate and the system was hacked by someone running a scam at the wooster campus, I don't have control of my own webspace, and I can't use outlook without gerrigging it by myself because I am supposed to use eudora, which isn't supported by the university. ...

Webmail is tremendously limited due to the small storage space. A single large attachment can be a huge problem. The SIS does not appear to be able to keep up with changing class enrollments, e.g., when a student drops a course during the quarter. Certain types of equipment, such as DVD players or computers equipped for multi-zoned DVDs, seem much too difficult to procure in 2010.

I have had better luck with Gmail than any CIO service.

As a faculty member who travels at times extensively, I would appreciate more storage space on the webmail server.

it would be nice to have the OSU email server set up so mail could be sent through it's servers directly from other clients like gmail (so it wouldn't appear "on behalf of" every time you sent an OSU email from gmail)

Webmail is a clunky, archaic program. The storage limit for email is absurd, forcing people to go to free outside services to do their jobs. This is a disgrace for a Research I institution. ...

Many problems with OSU e-mails being identified as SPAM by other providers. Sending e-mails to outside users is not a reliable way to communicate and has significantly disrupted my work.

There are constantly problems with faculty webmail. The system freezes, does not send out messages for up to 2 minutes or longer. The screen freezes and does not let me return to the inbox. This is not a problem with my computer because it happens on multiple computers I use and it happens ONLY with webmail, not other websites. It would be great if this issue could be addressed. Thank you!

The 30 mb limit on webmail is a problem because I often get large files related to work. Can it be increased?

Despite using pop mail and automatically clearing out messages 1 week after receipt, I frequently get emails that my quota is about to be exceeded (especially when collaborating on grants and manuscripts). After requesting an increased quota it was doubled, but still insufficient. When traveling and unable to clear received mail, new emails have been bounced, and never to be recovered. The strict quota on message size is also inadequate when sharing medical images embedded in manuscripts. As a result, my department has its own mailserver, which is stupid.

When I travel and not able to read email, I often reach my limit. It would be helpful if we had the ability to raise the limit within a specified time period, instead of having to bother local technicians. This would be like temporarily suspending newspaper delivery and have it resumed after a certain date.

We need to have a more flexible, robust email backbone; more up-to-date systems like VOIP phones; and a system that has greater than a 75% reliability.

The space limit on the mail servers is unacceptably slow. Mail gets bounced with attachments as small as a few MB. The network is on the slow side.

I use e-mail and web access under CIO which I am very satisfied with. All of my technical support comes from our dept personnel who are extremely competent and best able to deal with my particular problems which mostly have to do with running my exp lab.

It would be nice if one of the largest universities in the world were willing/able to provide authenticated SMTP to allow outgoing email to be sent from outside the OSU domain. I provided such a service on an email server I ran under in my desk in my spare time. Why can't OSU do it?

Webmail mailbox limit is too small. One or two big attachments can send it over the edge.

Most services are great with two exceptions (the second may not be under CIO auspices). Webmail is very "cumbersome" to use. The mailbox reaches capacity if unable to check mail for even a couple of days. Electronic SEI's are awful. Low response rates with high standard deviations make them meaningless.

The space limit on OSU Webmail is very low. A quota of at least 1 GB would be very useful and highly desirable. 2. The limit on the size of e-mail messages with attachments that could be sent is very low. It is now common to have files that are 50 MB or larger in size (especially if they include intensive graphics and video) that need to be easily shared (for example when a group of individuals are collaborating on a presentation or a document).

As a faculty member, the extremely small capacity of storage of our webmail service is a big problem - I can't use my osu email account for a lot of professional venues, as I need to be able to receive and send large files without having my email overflow in one day! I've been at many universities, which all offer plenty of email storage space, and I find the restrictions at OSU really difficult to work with.

Throwing away e-mail, as happened once, was not a good idea.

The size of the mailbox (30MB) does not allow for the use of the email for professional reasons. The problems is worse for the students. Upgrade the system to reflect the needs of the faculty and students.

in general, we need more space/memory for email.

I would like more than 30MB of space in OSU Webmail. I receive large files occasionally and a lot of smaller work-related messages, which aren't as compact as they used to be. I have had problems with not getting them because there wasn't enough space.

We can do better than Webmail. While the service is mostly reliable, on a functional level it is very limited. Given the wide number of available email services it is in the best interest of this University to work more vigorously to improve this situation. Thanks.

I wish Webmail were more user friendly, in terms of capacity and software.

I don't like that OSU Webmail has a 30MB capacity limit, even though I understand that there must be some kind of limit. If that could be doubled it would make things easier. But maybe I simply don't know how to request more space in case that such a service is already implemented.

OSU student email has been acting very strange. I have received a lot of emails back from students email saying they did not go through. Not sure what can be done, but it is really important that they get this fixed.

with the decentralized process here I rely most heavily on my college IT services. This is what I have been told I am supposed to do. I work collaboratively with folks in several colleges and see that IT support is vastly unequal. perhaps centralizing makes sense but only as long as it means greater access to IT resources not fewer

When the mps.ohio-state.edu filters spam e-mail it sends me an e-mail asking me what I want to do with the junk. But to deal with it you click on buttons which open up a webpage, once for every letter. If I'm going to have to process junk mail I may as well just get the junk mail and delete it myself. It would be nice to NOT leave the e-mail client and be able to check off all actions in one step.

Webmail: The storage limits for faculty are far, far too small. I have a 60MB limit, and run at 80% capacity all of the time. I also go over quota frequently when big emails are sent my way (this happens when I am seeking applications from students, post-docs, etc.). I feel a limit of 500 MB is more appropriate, and have been at other institutions with unlimited access. Also, Webmail times out too quickly and is archaic relative to other software programs.

Helpful IT info was some of the first (and only) materials I received as a new grad student; thank you. I'm not enjoying the MS Outlook email interface or functions, though all the space is nice. The mail program also seems to run very slowly and clunkily on my computer, even when plugged into the internet and when other programs on the computer are zipping along fine.

The only problem I had when first setting up my email and student account was a lack of instructions made available to me. I ended up calling the help desk and they were very helpful, but I would have preferred to have received an email with in-depth instructions. I believe I remember there being such an email, but I was not able to completely access email and my student account from those instructions. Other than that, my experience has been quite satisfying.

I have gotten more phishing emails here than ever before, and I have only been a student for two months. I don't feel that student email addresses are properly protected. I recently began receiving emails from someone who asked me to send my username and password because my OSU account had been compromised. I immediately notified Ramseyer Hall, Policy and Leadership and of course did not respond to the email asking for my personal information.

Although I appreciate the added storage space provided by to Buckeye Mail, the negative factors associated with the transition (a longer, more unwieldy email address; performance issues with mail forwarding, etc.) outweigh the positives.

OsU webmail/buckeye mail is terrible. I refuse to use it.

I find it very frustrating to be traveling and need to have to check my webmail so frequently because it may be "overloaded". When I am traveling, checking daily is difficult.

I still am having issues receiving email, I've been a university employee for almost 9 years and haven't had a problem until I moved to Student Life. I've talked with multiple people from different departments but to no avail. I have to email specifics to Max Treboni as they occur and I haven't taken the time to do this. Max was very nice and helpful, so was Dion in Student Life.

I am frequently annoyed by the 15MB quota for my webmail account.

USE EXCHANGE SERVERS FOR OSU WEBMAIL - it is IMPOSSIBLE to use MS Outlook effectively without exchange servers

The one area I am most dissatisfied with is webmail. I hate it. There is no space and I get at least 10 junk emails per day!

As a researcher one of the most important tools for collaboration is email. Sending and receiving data and various documents is critical. OSU woefully dated and substandard compared with most research institutions. Not only is the storage limit exceeded by receiving moderately large figures, but pop3 is inefficient with mobile devices. It is a point of constant frustration and really unacceptable for a competitive institution when we cannot receive critical attachments or send emails properly over ubiquitous mobile devices.

After working on both the medical side and academic side of OSU I think the academic side is far behind and outdated in their technology. The amount of space for emails and the limitations are so inadequate, the time lack in getting the newest programs is too slow, and it is an aggravation to keep having your emails blocked.

The biggest problem I've encountered so far is the inability to put up an Outlook away message up that will reach the students I serve.

I don't like getting e-mail that I can't opt-out of, like the computer store on campus's e-mail (I can't remember the name of it...Wired something? I set up a filter to automatically delete those e-mails).

the e-mail space is too small

Seriously need a good email program for faculty/staff soon and across the university.
To much SPAM!

The new email system has caused me countless headaches. More importantly the biggest focus needs to be making the internet easy and accessable for mobil phones. Smart phones are becoming more and more common but there is no easy user friendly way to connect to the Internet via your mobile phone on campus.

Can anything be done about the insane amount of spam that we receive through the OSU webmail service? I spend more time deleting junk emails than I would care to. Additionally, I frequently receive phishing attempts in my inbox. It's unacceptable.

Buckeyemail is sometimes very... difficult. Sometimes it works properly sometimes it doesn't. I dislike how I am unable to select multiple messages for deletion simply on my home computer. but i can do it at the schools computers.

strongly dissatisfied with the fact your office sent me multiple emails for this survey. I'm pretty sure the above questions aren't specific enough to help you improve anyway.

i really have never liked webmail or buckeyemail. the features aren't that user friendly or are not the ones i want. otherwise, good job guys!

I prefer the previous Email server to the new one (by a lot).

email address is too long, to download posts on carmen you often override pop-ups and the start over

Had problems a couple of quarters ago with getting my OSU email account set up on a Mac computer. 8help was unable to help, although they were quite polite, and referred me to Microsoft, who, in turn was absolutely useless in solving my problem. Apparently, denial of a problem is as good as a solution, in their eyes. I would like to see a more Mac-sessible campus, i.e. not using a Microsoft-distributed email system as OSU's default email server.

As emeritus faculty, I do not use many of these services. I am greatly appreciative, however, of the email and 8 - HELP support services.

I wonder why students can have Gbs of space for their e-mails, while faculty and staff are limited to 30Mb.

Buckeye Mail

Buckeyemail is terrible.

There needs to be a place where all the services are listed. Things should be better linked and explained, and better integrated. And buckeyemail sucks.

I dislike the recent change to Windows Live for our campus email account. It's slow and disorganized, and anytime I try to use websites that are associated with my other Windows Live accounts, I constantly have problems with security and logging in. In my opinion, the switch was a waste of my time and waste of your resources.

I'm not sure if you control this, but we get a lot of spam to buckeyemail. Also, the scams that ask for our passwords or else our account will get canceled. Hoping everyone is smart enough to ignore these types of scams is not good enough. Something needs to be done to stop them.

Buckeyemail is very slow and was not an upgrade by any means

Switch Buckeyemail to Gmail.

Ever since we switched to buckeyemail, i have received a lot of spam email that i did not receive under webmail. The security is not strong enough. Furthermore, me and all my teammates had a foreign man calling us telling us to check our email which was a spam about winning an international lottery. Please exercise more security.

Switch from outlook to g-mail please

constantly hear that students don't like Buckeyemail. Services seem focused on faculty / staff rather than students. Decisions made without feedback from end users.

Overall, my experience with the CIOs services has been positive. The only exception being BuckeyeMail, which doesn't hold up well under the pressure of competition from Google and others. Uptime is frustratingly low, the webmail interface (which IS email for most people) doesn't compare well to Gmail, and the @buckeyemail.osu.edu domain (the length, in particular) has been a common complaint among classmates. Considering how many people already use Google's services, their edu offering would've been the better choice.

Buckeyemail really stinks. It hardly ever works correctly and I find it incredibly frustrating to use.

Buckeyemail is often down, and is very slow and inefficient compared to colleagues of mine who attend other schools whom use Gmail. thanks for your efforts.

I rated Buckeye Mail as only neutral because sometimes it takes a long time to respond or just quits responding.

Buckeye Mail is a disaster, and was a horrible choice. I and many I know have lost a lot of email through the system and the Buckeye Mail people won't admit that can happen. The site is also slow to load and run. Wireless access has many problems in that the access points often cut off connections and prevent reconnection. I don't like the buckeyemail.osu.edu domain name for OSU student e-mail. It does not sound professional. As a result, I use only my department email address.

Gmail is still better than buckeyemail

I'd have to say that Buckeyemail fails on me a minimum of 3x/day. I don't receive some emails, or receive them late. I couldn't access Carmen for a class in which I was added as an instructor on and off all last quarter. SIS is confusing and continually screws up my finances. All in all, an abysmal system.

I use gmail. I hear buckeyemail is terrible. I appreciate the free printing in engineer region 1, but the labs are too small. The only reason I am happy with my IT services is because I have been proactive in securing department resources.

Generally services and functionality are very good. Buckeyemail, however, leaves a lot to be desired. It is not dependable, and frequent service disruptions are unacceptable. The new OSU Webmail/Buckeye Mail (via Hotmail) interface is cumbersome, even in comparison to the previous one.

I found the switch to Buckeyemail and the Buckeyemail service in general very inconvenient. I find it annoying that I have to log out of my hotmail account to check my buckeyemail and I don't always receive all of my emails. I have continued to forward my email to gmail, however the university's servers occasionally blacklist gmail, so I still don't get all of my messages. Email is the primary interaction I have with this office, so from my standpoint I'm frustrated with the quality of service provided, but I'm sure other areas are strong. Whenever I have a question about anything, my responses are always responded to promptly :)

I don't really know what all the office of the CIO does or even what it is. The new buckeyemail is a bit cumbersome, it took me 4 to 5 tries to get it to forward all my mail to my usual e-mail, and it still doesn't delete it when it forwards I have to go in and do that manually. ...

Buckeyemail is incredibly unreliable. As a GA, I use it to communicate with my classes a great deal, and yet I cannot be sure whether my e-mails will arrive at their destination. It's put me in a number of embarrassing situations, where I've cancelled appointments over e-mail, the students have not received them and then have asked me why I wasn't there. You HAVE TO fix it. Carmen is slightly more reliable, but my students occasionally have issues uploading assignments to it. They will do everything right, get confirmations, and . . . the assignment just won't be there.

Buckeyemail and Carmen have sincere issues that should be fixed. Buckeyemail seems to work only when it wants to. I have more space to store emails and data now, but at least once a day I have a problem with Buckeyemail. Either it isn't available, or I spent too long typing an email and it says I need to log into another session, or heaven forbid I leave Buckeyemail open to utilize the instant messenger and it refuses to let me read the new emails I have. It is slow and could use much improvement. The majority of people in my department don't use Buckeyemail, just to forward to another mail account that works better.

... I like the new buckeyemail service better than the old webmail, its much more in line and up-to-date with what is needed from an internet service provider. I think though that OSU needs to do a better job of blocking out Phishing scams and spam. I've been disappointed with webmail and buckeyemail that I get inappropriate emails (i.e. sexual) in spam through a service that I feel should have more protections on it as it is a school email.

BuckeyeMail isn't terrible, but the selling of the program to students was a horrible program of misinformation. Also, why the hell are my university credentials, used to authenticate to everything from the Libraries to Fees & Deposits, being used to authenticate to a Microsoft site? This is a project that should have followed a sound identity management strategy, not preceded it. Also, when some graduate students received invitations and took them, their computing lives have been measurably worse. BuckeyeMail has junked messages from their students (in the case of TAs), from their advisers (in the case of most affected in my department), and has generally been clunkier than the department mail system that served our students well.

I really don't know anything about the Office of the CIO, but I hate Buckeyemail (I use google mail instead) ...

The new webmail system is a disaster. I get phishing scams constantly and it is just horrible to use. The old email system was incredibly better. Why does the university seem to be fixing what was already working good?

and I get more Spam sent to my inbox with Buckeye Mail than I ever got with webmail. It is as if nobody actually tried any of the systems, and merely bought them from the smoothest talking salesman. Disgusting.

I like the new Buckeye Mail but it seems more unreliable.

I never switched to Buckeyemail mbecause I heard nothing but bad about it and I still have yet to hear a single positive comment about it. Layout, access, navigation, etc.

Buckeyemail has been very slow and constantly giving me errors lately.

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You HAVE TO fix it. ...

... I'm not enjoying the MS Outlook email interface or functions, though all the space is nice. The mail program also seems to run very slowly and clunkily on my computer, even when plugged into the internet and when other programs on the computer are zipping along fine.

The only problem I had when first setting up my email and student account was a lack of instructions made available to me. I ended up calling the help desk and they were very helpful, but I would have preferred to have received an email with in-depth instructions. I believe I remember there being such an email, but I was not able to completely access email and my student account from those instructions. Other than that, my experience has been quite satisfying.

... The new buckeyemail is a bit cumbersome, it took me 4 to 5 tries to get it to forward all my mail to my usual e-mail, and it still doesn't delete it when it forwards I have to go in and do that manually. ...

I found the switch to Buckeyemail and the Buckeyemail service in general very inconvenient. I find it annoying that I have to log out of my hotmail account to check my buckeyemail and I don't always receive all of my emails. I have

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I have gotten more phishing emails here than ever before, and I have only been a student for two months. I don't feel that student email addresses are properly protected. I recently began receiving emails from someone who asked me to send my username and password because my OSU account had been compromised. I immediately notified Ramseyer Hall, Policy and Leadership and of course did not respond to the email asking for my personal information.

Although I appreciate the added storage space provided by to Buckeye Mail, the negative factors associated with the transition (a longer, more unwieldy email address; performance issues with mail forwarding, etc.) outweigh the positives. Buckeyemail really stinks. It hardly ever works correctly and I find it incredibly frustrating to use.

Buckeyemail is often down, and is very slow and inefficient compared to colleagues of mine who attend other schools whom use Gmail. thanks for your efforts. I rated Buckeye Mail as only neutral because sometimes it takes a long time to respond or just quits responding. Buckeye Mail is a disaster, and was a horrible choice. I and many I know have lost a lot of email through the system and the Buckeye Mail people won't admit that can happen. The site is also slow to load and run. ...

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Osu webmail/buckeye mail is terrible. I refuse to use it.

Overall, my experience with the CIOs services has been positive. The only exception being BuckeyeMail, which doesn't hold up well under the pressure of competition from Google and others. Uptime is frustratingly low, the webmail interface (which IS email for most people) doesn't compare well to Gmail, and the @buckeyemail.osu.edu domain (the length, in particular) has been a common complaint among classmates. Considering how many people already use Google's services, their edu offering would've been the better choice.

constantly hear that students don't like Buckeyemail. ...

Buckeyemail is terrible.

Buckeyemail is sometimes very... difficult. Sometimes it works properly sometimes it doesn't. I dislike how I am unable to select multiple messages for deletion simply on my home computer. but i can do it at the schools computers.

I'm not sure if you control this, but we get a lot of spam to buckeyemail. Also, the scams that ask for our passwords or else our account will get canceled. Hoping everyone is smart enough to ignore these types of scams is not good enough. Something needs to be done to stop them.

Ever since we switched to buckeyemail, i have received a lot of spam email that i did not receive under webmail. The security is not strong enough. Furthermore, me and all my teammates had a foreign man calling us telling us to check our email which was a spam about winning an international lottery. Please exercise more security. Switch from outlook to g-mail please

i really have never liked webmail or buckeyemail. the features aren't that user friendly or are not the ones i want. otherwise, good job guys!

I prefer the previous Email server to the new one (by a lot).

There needs to be a place where all the services are listed. Things should be better linked and explained, and better integrated. And buckeyemail sucks. email address is too long, to download posts on carmen you often override pop-ups and the start over

Buckeyemail is very slow and was not an upgrade by any means
Switch Buckeyemail to Gmail.

Had problems a couple of quarters ago with getting my OSU email account set up on a Mac computer. 8help was unable to help, although they were quite polite, and referred me to Microsoft, who, in turn was absolutely useless in solving my problem. Apparently, denial of a problem is as good as a solution, in their eyes. I would like to see a more Mac-sessible campus, i.e. not using a Microsoft-distributed email system as OSU's default email server.

I dislike the recent change to Windows Live for our campus email account. It's slow and disorganized, and anytime I try to use websites that are associated with my other Windows Live accounts, I constantly have problems with security and logging in. In my opinion, the switch was a waste of my time and waste of your resources.

Security

Too many controls, service is slow and doesn't take care of problems. When a new computer was installed all sorts of problems came up that I am still dealing with. Not having administrative privileges is ridiculous for a faculty member of 25 years, a full professor.

90 days password setting is overdone and has forced me to write password pasted on front of computer to keep up.

I only have one nagging grievance -- and I'm not honestly sure whether this is a college matter, or CIO, but, like other faculty in my department, I have no administrator level access to my computer. This is a continual source of frustration and wasted time, especially when attending conferences and doing research abroad. Thanks

Taking away administrative control over faculty computers is absurd and tremendously inconvenient.

virus intrusion to computers. Avira does better than VirusScan. Webmail is useless for limited space. SIS is complicated to use. The previous version of roster and grade input is a lot easier.

My perception is that there is an excessive focus on security. Also, that there is not a good relationship with the Arts Humanities IT services that my department uses.

I dont want to have to change my password to log into campus computers.

My office falls under Student Life which has an expansive IT area which is my first contact with IT needs. When I have contacted CIO it has been due to the need to reset password. I would like to suggest that often the need occurs after 5:00 p.m. which often causes the reset not to occur until the next day and therefore the delay in performing the task

Too much time is spent re-setting passwods on the FOD system. Three times in a 3 month period is too much. One password for all accounts should suffice.

System speed currently seems to be degraded by background security processing. I hear that plans are underway to improve this situation. Fine.

I have mild concern about the security of personal finance and medical records since the university outsourced pay and is moving more to electronic medical records. I trust the Office of Information is closely monitoring security risks.

8-HELP

Streaming services are a complete joke. Calling 8-HELP often results in further frustration. I once waited 4 days for a serial number only to find out the software didn't actually need a serial number. I also had to call back each day to get an update versus being pushed information. This in turn caused a ripple effect for my end users.

I have had intermittant success with having an issue solved through 8-Help. I usually do get an answer, but sometimes it is within a day or 2. The last time I reported a problem, it took a few weeks before I was contacted, and the person who contacted me just wanted to know if my problem had been solved. They weren't calling to give me a solution or discuss the problem. I think it ended up taking about 2 months before I actually got someone to work with me on the issue. And after all that time, I was told that they couldn't solve the problem. They gave me a work around, which I was already doing, and said that they would close the ticket as being completed.

Why do IT personnel hide behind 8-help? Every time I try to respond to questions asked by IT personnel in an attempt to solve a problem (i.e. cannot download rosters from SIS), my e-mail responses are sent back through 8-help slowing the solution process (I cannot communicate directly to the analyst). In addition, I have had situations closed by IT without having me "sign off" that the customer has been satisfied. Very poor customer service.

I am faculty in the Arts & Sciences/humanties college. I have found the tech support to be utterly inadequate. My office computer was never installed properly (or was defective from the start); I have colleagues who have been without office computers for weeks at a time while Tim Smith and staff have dithered. I fully understand that things go wrong and that these people try their best, but compared to faculty at other institutions the support we get from the Office of the CIO is laughable (were I not crying in frustration). And when faculty attempt to sort out problems - with our office machines, with webamil (speaking of laughable disasters) with the over-wrought security crap, with Carmen etc we get passed from one office to the next. The buck never seems to stop anywhere. And the Office of CIO strikes me as yet another example of the magnificent admistrative bloat that defines this university. Honestly, I have no idea what this office does (though I have some sense of what it doesn't do - see above) other than suck salary dollars from the rest of us.

I find the website to be very unfriendly, and the response to calls has sometimes been rude. The persons at the software desk were also less than polite and helpful

I'm a faculty member whose computer needed servicing. What a nightmare!

8-help has frequently had incompetent folks giving feedback or just down right saying, "we can't help you" which is ridiculous.

The reason I am dissatisfied with 8-Help is that I have called several times, and most often the technician has no idea where I am and no way to help (I work for OSU Extension in Hamilton County). Instead of taking me through how to fix my tech problem, they usually tell me to bring my computer to their campus location (2 hours away), or to contact my regional tech person, but they don't know who that might be.

Services are not integrated with operations in each college, department, and VP unit. I believe help desk personnel need additional training in customer service. Many times emails are exchanged many times before anyone understands what is being asked. Maybe develop online chat as another option.

When I have called the Help Desk for OIT, I have not gotten my calls returned.

When I have issues with certain technical issues my screen tells me to call the help desk. They always refer me back to my IT staff. I'm ok with that if they're here - but don't tell me on the screen to call help and then have them turn me away.

I still have problems getting into some of my files even with 8-help and have to call them two or three times to get the appropriate answer I need to get where I want to go.

The 8-help guys are trained to answer only those questions that relate to very standard programs. They also seem to be on a time limit and can't spend more than a few minutes on each call. I've come to the conclusion that, by and large, they are of no help to me. We do sometimes have an IT person come on site to help us with various issues like upgrading to new PCs, installing new memory cards, etc. He is very helpful, but he is not always available and we have to pay extra for his help. We operate as a business within OSU but OSU seems to be content to let us flounder along without much help.

Customer service is horrible through 8-help. When there is an issue, they will "fix" it, but not respond to you. The ticket will be closed, but the customer has to keep following up to see what has been done, if anything.

Too many of the students working for 8-Help and the Buckeye Bar are inexperienced and offer low quality, half-assed advice. One of the girls who works for 8-Help, (*removed*) has - in my opinion - inappropriate conversations (sexually explicit) with her co-workers and boss. You should look at her facebook. She has (... *removed*) and really should not be having conversations about (... *removed*). Not a hard worker, but definitely an experienced manipulator. When I went to Buckeye Bar, the guy deleted ThinkPad software installed on my computer without my permission. Specific functions my computer once had no longer work because of this. Because so many students are on the front end representing the Office of the CIO, they MUST be trained better. They can't just be thrown into the shark tank. And I think (*name removed*) should be fired.

As emeritus faculty, I do not use many of these services. I am greatly appreciative, however, of the email and 8-HELP support services.

Excellent, quick service for an OIT question I've had as a student or faculty.

I have always had excellent service from the equipment loan office. 8-HELP and other distant services are not as valuable as departmental IT personnel. I get much better service within the political science dept, where we have our own IT personnel, than I do at the Mershon Center, where there is no assigned IT person.

In class assistants technicians are extremely helpful and polite. The answering line puts you on hold or waiting for too long when you need in-class assistance. Please, keep in mind that for a 48 minute class, any second counts. Thank you.

Since I am retired, I don't use any services now but e-mail. The staff has always been VERY helpful if I have called them - even when my questions are "basic" (also known as stupid).

Help is very effective. Technology is appreciated.

ppl that helped ove the phone from IT were very patient and friendly and took the time to hear my problem and solve it

I'm always pleased at the responsiveness I receive when using 8-Help.

8Help-less is common nomenclature between everyone I know for 8Help

The help center is very responsive when I contact them for mostly minor issues that I have somehow caused. Thank you for your help!

Help Desk is very knowledgable and friendly, I appreciate that, as well as the promptness of the data security staff.

I haven't directly had dealings with CIO for since I was a student, except with 8-help occasionally, but it's been generally good.

Whenever I have had to call the IT dept for help; they have always been nice,friendly and helpful.

Whenever I finally talk to someone, the person is usually great--very helpful. When I have a specific issue, once I find whom to talk to, that person is usually very helpful as well. I think the training for new systems has been problematic. And the training manuals would really, really be helped by having an index. It does seem ironic that in the current mania for consolidating "business processes" for the sake of efficiency, a good bit of data gathering, public relations work, and so on seems to be increasingly decentralized.

This morning, I received excellent customer service when I telephoned for assistance since I could not remember my OSU Internet password needed to set up the OSU Wireless account. Thanks to the customer service representative for a job well done!

I use out look and don't check OSU Web Mail. I use Help deck and not mush else for support they have always been responsive to my needs.

Very helpful whenever I have problems. Everyone is very kind, patient and helps me figure out my computer/technical problems.

My contact with info technology is almost entirely with my local departmental info technology staff.

The help desk used to be excellent but this quarter has really let my students down. Gave out misinformation and created real problems for me as the instructor in an online course.

my interactions with the actual people at the IT center have been mixed. i have gone there before and talked with employees were very friendly, helpful, and efficient, and quickly got me moving on my way. however, i also had an experience where the person working at the IT desk tried to convince me that software i needed was part of another program (which it was not), leading me to have to go there twice in a day. not a big deal, but can be a hassle when you are always trying to squeeze as much out of a day as is possible. i had another experience where i was teaching in a classroom where the computer wasn't working, and ended up waiting 45 minutes for someone to bring me a laptop, at which point i called the IT desk again and found that they had forgotten about me. i also had another experience where i needed to get a license renewal for a software program and called to make sure that OIT would be open, and was assured that they would be until 6PM that evening, but when i went over a little after 5PM no one was there. again, not a big deal, but when you call ahead to see if someplace will be open and then go there to find no one around, it is a bit irritating. so i guess overall i have had a couple of positive experiences, but perhaps more negative. in terms of the actual technology, carmen is one of the most frustrating systems i've ever used. while some of it is intuitive and easy to use, it seems to have very limited capacities, and it always seems to not be working for one reason or another.

maybe have an online chat system to help with 8-help. The CIO web page could also do with some reorganization

Expanded hours for 'HelpLine'....

Though I am satisfied with 8-help I find the the tracking page confusing and it easy to cancel my ticket when I go to close the page. Problems are slow to be corrected and many times it is done after I have left for the day so I am not aware that anyone has even worked on my computer until I see the ticket has been closed

Buckeye Bar

Very pleased with the buckeye bar walk in. The Technitions were friendly and efficient. However, I'm extremely dissappointed with buckeyemail. Important emails constanly end up in junk even from other university.edu addresses. I also don't like the thread system and have had numerous problems associatted with it. I'm currently considering opening a gmail account because I feel the OSU webmail is unreliable.

Most of my IT issues have been resolved by Fisher College ITS with the exception of the Buckeye Bar - great experiance with them, very helpful.

The guys were all really nice and funny.

The buckeye bar in Thompson Library is very helpful!

The Buckeye Bar is good if you have a simple question, however, they are vastly understaffed and sometimes do not know what they are doing. I have had the same virus "wiped" from my computer 3x within the last year. The students working there do not know as much as the professionals did that ran it a few years ago. They need better training.

Like most things on campus, the Office of the CIO has been very impressive with their help. My favorite resource so far has to be the buckeye bar. I walked right in, the service was great and I didn't have to do anything. (Any neutral answers reflect that I haven't used the service or didn't know of it prior to this survey.

I didn't know about the BUckeye Bar walk-in service until this survey

Overall Experience

the find people function has degraded to only work if you know everything about a person and type it exactly correctly.

The printer in my office suite has been serviced several times but is still not working appropriately. This is quite frustrating for all of us.

The office seems to always be 2-3 behind the industry. As a result, departments and colleges have to build their own solutions to meet the changing needs of their students and faculty. Where are the e-Portfolios? Where are the cloud computing-like services? groups other than the CIO are developing these.

The Learning Technologies side of the Office of the CIO could improve with a more professional project management approach. Some initiatives are carried off well while on some profects timelines are not kept. I don't get the sense that their is a cohesive plan. Stream Server services and the carmen wiki, seem to be separate from Carmen.

While the streaming server doesn't give the ability to password protect video or apply a class roster to something that might need that for copy right purposes.

My answers to these questions are a result of the poor IT service I perceive we receive in the College of Dentistry.

I think of CIO as good intentioned. But clear communication and real help when it is needed is still difficult to come by.

The student information system is still not very user-friendly, but I have seen improvements since it was first introduced.

Responses to IT issues that have occurred have been sluggish.

I think the E-system of OSU is perfect, however I find a common phenomena that in student center, the personal info is not updated in time, at least my advisor is still 'Not Assigned' till now. I know we have built a powerful and wonderful network, if we can make some small aspect better, we will be 100 percent PERFECT.

It might just be in Starling-Loving, but I think that communication is good thing to work on.

To generalize, the overall technology status of OSU is below expectations.

There seems to be a large disconnect between what the OCIO sees as necessary and what is really needed. Policies and directives that come from the office seem well intended but follow-thru and effectiveness are severely lacking. For instance, a directive will be made with absolutely no suggestions as to how to follow it. Or the monthly security scans which identify problems but offer no solution other than "fix it"; Completely worthless - why even waste the precious time to read them? Better yet, why waste the people resources in producing the scans? While the open nature of a solution is vital, having no direction as an example leads to little chance for success. Encrypting everything is not the solution. Forcing closed minded solutions through for problems is not the solution. Not listening to or not injecting feedback from DNAs is ridiculous. I'm sure it will be said that the OCIO does listen to DNAs, but, take the MCSS for example.

What was suggested by DNAs and what actually came out of the OCIO as a final document were about as polar opposites as you can get. And then to hand down a draconian policy...

What does the OCIO do anyway? All I see them doing is driving the IT infrastructure into the dirt by putting undo burdens on a very thinly stretched IT staff while providing very little direction. Why is it more cost effective for a department to look externally for solutions to technical issues versus using an internal OSU organization? It is cheaper to use an external company versus UNITS to have network or optical cable ran. It is cheaper to house your own SAN than to use the SAN offering from the university.

When I receive email from the CIO, there is nothing on the screen that indicates someone from OSU is trying to communicate with me. I don't know the CIO from Adam, and many companies have CIOs. There should be some identifier that says OSU CIO, so I don't inadvertently delete meaningful communication.

single biggest issue is a lack of communication and coordination across the university with regards to oCIO led initiatives

From a dept's perspective, the ROI from OIT is not very good. They cost too much, especially monthly network charges. Why are we giving money back to OSU that we receive from OSU to pay for something we need to do our jobs anyways?? Their staff are also spread too thin. Their support staff are nice to work with, but they need more workers, and less generals.

Ever since the Libraries were forced to switch from Novelle to Elan it has become very frustrating to get basic computer tasks completed because of the slowness of this system. Scanning articles for document delivery

service is the biggest complaint my staff and I have although other programs are painfully slow as well. It seems inexcusable that we once had a system that worked well and now we are forced to take ten steps backward. I don't feel that management of OIT understands what the university community needs from OIT's employees. There seems to be the perception from management that OIT exists for OIT's sake and not as a part of the university. The move away from central campus will further entrench this attitude.

The new Operational Data Store lacks a clearinghouse or contact list, which is sorely needed. Right now, if I send a question to various contacts concerning where (which table or tables) to find specific information or even whether the information is available, I don't get a response. I have searched the CIO's site and others for such resource, to no avail.

I am slightly perplexed by how the Student Life IT department works with the Office of the CIO. As a customer, I would rather there be a streamlined department (one contact) that I could contact for all IT needs (as opposed to deciphering between two to determine which to call). Overall, I am very pleased with the Office of the CIO's office. It takes a while to receive a response on critical issues.

Too many accounts....

IT at OSU is a mass of confusion and duplicated efforts. Department IT staff need to be much more integrated with CIO's office, and CIO's office needs to be much more in tune with concerns at the individual user level.

The Office of CIO should be the leader/gold standard for the rest of the University IS/IT teams and groups within each individual College, but unfortunately that is not so. Within the College of Dentistry, our IS/IT people treat us worse than irresponsible 3 year olds. They "control" everything and ALWAYS blame any problem on the individual reporting it or requesting help. This comes from the top down in this particular college.

There does not appear to be any consistency throughout the university. Information regarding best practices and standardization of data are not dispersed and enforced at the college and department level. Enterprise systems appear cumbersome and bulky and are not as efficient as they could be.

Please reorganize your web site. Condense it to one site. It's difficult to find Window's downloads, Web Mail or Wireless help etc...it is disjointed. Also, OSU Wireless availability is now spotty. You all started off great and now there are holes. Fawcett Center upper floors and SASB floors. The SASB has limited OSU Wireless access. Thanks.

I work primarily at a remote work station with constant freeze ups and administrator restrictions that kill productivity.

While there is a wide range of capabilities in departmental IT, the good departments are consistently providing services at a level that is much higher than central IT. Central IT has a track record of promising services that are never delivered. If they are delivered, they are unreliable or missing key features.

Great job!

You do a fine enough job with given the size of the university and the resources you have. One of the larger issues is the relationship between the central IT admin and the IT admin at the college level. Sometimes nobody wants to take ownership of a problem; often such a problem is one that both teams need to work on resolving, but they don't talk to each other.

In general, very good. (You left out the -e above (us instead of use - that type of thing always jumps out at me. Has nothing to do with the quality of your service.)
Overall - great group and I appreciate your service

I rely on departmental services almost entirely and am very pleased with them.

We have our own IT staff who are wonderful - I rarely use the services provided by CIO.

Everyone has been very patient and very helpful.

good job

Very good! I got useful help when I need.

keep up the great work!

Service is very efficient.

While I'm pretty satisfied overall, my sense is that many departments feel frustrated by lack of any personal control over their IT needs. I certainly understand why individual control is problematic, but I think steps could be taken to ease that feeling of powerlessness. Responsiveness and communication are vital.

I have always experienced prompt service from OIT and I am a heavy systems/data user and a senior fiscal officer. I especially applaud Mike Belair who has gone out of his way to come over to my college and assist me. I especially appreciate his kindness with dealing with those of us who are not technology experts. Your office is a good example of the team spirit that President Gee wants us to embrace.

From a customer service perspective I and our organization have always gotten great service and responsiveness to our requests for IT needs when requested from OIT. From a global perspective across campus I question why our organization has to pay for our own IT services versus working primarily through OIT and its services. It appears to be a redundancy and I know the cost of IT associated for my organization and we have created our own mini-OIT which isn't being cost effective for global standpoint.

My challenges are more department-based. When I utilize campus-wide services my experiences are positive.

Thank you for what you provide to me as an employee as well as a student!

Seems to be moving in a better direction for support and services - jury is still out on the actual benefit.

Greatly appreciate that, whenever there is a problem with the server, information technology has it up and running very quickly. I can't do my job without the server so your great service means a lot. Thanks

I like that any request is acknowledged right away and depending on the problems that I've had the response time has been very good.

Frankly, I never realized that your office was involved in all these things, that's why I chose "neutral" as to whether I perceived you as info technology leaders. I am happy with my e-mail, and with technical support, which is about all I use.

Have always met my needs.

Perhaps the hardest thing to understand is who supplies technology services. I'm aware of CIO, and my College also supplies somewhat overlapping services. Can we get more unified and simple?

For faculty, it's all about local support

I think the office is caught in the tension of being a service provider, on the one hand, and a promotional leader on the other. There are all sorts of things that technology doesn't do better, but there seems to be no space to ask that question.

our faculty likely work more closely with our college IT folks, who then work with campus CIO as needed.

It seems that, as a large high-tech university, we are not as far ahead as we should be on technology issues. Why do we have so few online courses, for example? That may not be this office's responsibility, but my sense overall is that OSU is not as much of a leader as we should be.

I rely entirely on the IT group in my College. I have no idea what role the office of the CIO plays in their support, if any.

You are OK

Where are the questions about 1. satisfaction with the support of research 2. satisfaction with the quality and quantity of software for download. It appears that OIT is focused on business operations 100% and 0% on research to bad. This campus used to fund both. they they fund only one.

This is an area with room for improvements. Efforts in this direction are greatly appreciated!

I wish there was a CArmen link on the book,ark bars when I log in at a lab..(baker systems) I wish there were "large print" monitors. I wish there was a "quiet" zone or that they were enforced (SEL 3rd f., Baker 5th) the monitors at both SEL & baker are generally friendly enough but don't seem to know much about my problems. there does not appear to be any clear responsibility for the different computers in Thompson - each person I ask just says it isn't theirs....

Ideally, in my relatively uneducated opinion about this matter, it would be great for this office to empower my "local provider" to offer the best service possible as well as access to answers to larger campus-related issues. Great for the CIO's office to be the leader, but not sure I need to know that the services are ultimately directed from that office. I do appreciate that you are making the effort to inquire. Thank you!

IT resources on campus could be made more accessible and consistent across depts/colleges/units/... and for the students academic enrichment in general.

It is difficult to rate services if you are unaware of the services currently offered.

Office of the CIO? I thought it was OIT. This new branding attempt has tainted even the core areas that were acceptable. The areas I rated as high are a majority where OIT was actually IT leaders, lower ratings are based off recently made OCIO decisions. I do not consider farming out services i.e. Service-Now being a leader but more a pay the bill and add an automatic gratuity with it. This is ever more obvious with the lack of security awareness these decisions are being made. To know my name.# with password is stored together on a Canada server by service-now willfully is fundamentally wrong. I brought this up to the security team and was told that was not sensitive data by policy. However they agreed and were basically shut out of the decision because OCIO needed to align efforts to ITIL. FERPA states that pairing my name with my education record is sensitive data, while service-now may not have direct access they have the key to access my carmen violating FERPA. In the security world it is clear that not the security team, but that the OCIO is turning a blind eye to actual best practices in favor of cutting costs and making management look good. To further conclude, did this survey just get submitted to Colorado? Yes it did. Anonymous? Maybe, but now multiple people outside the university can access it while it is up in cloud. Oh wait, isn't the security team writing cloud computing standards that require contracts for third party services. From what I can tell I doubt the legal team was involved with this one. Just read on there website "No contracts", "Cancel any time!", "Data never deleted." The current "improvements" by the OCIO are eroding the IT development that has been made over the pass 6 years while I have been at the university.

its ok

Being in Campbell Hall, the IT people have been good about resolving issues, but it would also be nice to have an IT person permanently on sight.

I'm not really familiar with many of the services noted in this survey. Though I try to read the CIO newsletters and other publication pieces when they are distributed, I feel like I don't really understand what some of these services even are - like the Digital Union.

It would do the oCIO well to build upon its strengths instead of trying to repair its weaknesses. Tasks like coordinating existing technology amongst colleges and business units, negotiating technology purchasing contracts and leveraging economies of scale at the university have all been gaps which the oCIO has recently helped to bridge.

Attempting to centralize services already provided at the departmental level is not only a duplication of existing resource investments, but takes away from the diverse and flexible technology landscape that makes Ohio State great. 'One University' doesn't necessarily require everything under one roof, but it does require us all to work together. The oCIO is positioned well to take a leadership role in moving us forward.

I wish you worked on tower computers not just laptops

For the students I work with (distance education students off-campus), CIO essentially means "the Carmen Help Desk" and username and password activation. From my perspective as an OSU staff member, CIO provides essential services for the online-only and videoconferencing courses we offer in our program.

I feel that we are The Ohio State University and we should be the leaders in technology. Compared to other universities we are very behind. Our website up until just recently had the worst search engine I have ever seen. Carmen is not very user friendly I have seen other systems that work much better. SIS is a joke because the proper equipment has not been purchased to make it user friendly for students. Everytime I call 8-HELP they are rude! Overall I am dissatisfied.

Things should be simpler and safer.

OCIO as IT Leaders

I believe that Kathy Starkoff has enacted far-reaching and important changes in a very short time. Though I have not yet rated services at the very top of the scale, I have every confidence that when changes are fully implemented, I will need to create a new category for "very, very satisfied." Thank you for asking.

Mike Kaylor, William Strucke, Ian Anderson and Adam Gerardi are excellent --- they are the best. They are my computer guys and I appreciate all they do for me. Don't know where I would be without them.

Valerie Rake has been very helpful in introducing our team to available technology. She assisted us with problem-solving for some issues related to building training courses in Carmen.

Not only "technology leaders" but more important "technology facilitators."

... The only thing I'm really somewhat comfortable with above is "Security of your electronic data and communications" -- but that's only because I don't know whether they're all being intercepted and stored somewhere and we just don't know about it. I used to think, "I can imagine e-mail eavesdropping or clandestine interception happening at a business, but not at a university, especially OSU." Now that the university is being treated and run more and more like a business enterprise every day, my natural skepticism borders on paranoia. It would really be helpful if the CIO would issue a clear public policy statement about all of the above matters and

about plans for the future, so the faculty have some idea of the CIO's vision for OSU. It seems we hear about everything through the grapevine (if we hear anything at all before it's a fait accompli).

I'm an IT professional working in another area of campus. My main complaint is that information sharing amongst all the IT groups around campus is difficult and full of hoops to jump through. I know there are many factors to this, but I would love to see these processes made easier. If I'm honest with myself, I really feel that the entire university would benefit greatly from [gasp] a much more centralized approach to IT services as a whole. The email consolidation project that's underway is a step in the right direction, in my opinion. I'd like to see more of this type of thing. ... However, we have so many IT groups on campus that need access to this data that it's difficult to manage the method of re-distributing the data back out to them. Again, I think this situation could be improved upon by [gasp again] consolidation. I hope that if some move to consolidate does begin to take shape, there will be an honest, thorough look at the business practices that other IT teams perform well that OIT might be able to adopt. Coming from the banking industry five years ago, I was pretty frustrated with how information was shared across campus. I guess I was used to a more centralized, yet specialized approach to providing IT services. I would say that I have seen improvement in the past couple of years from OIT. Sorry this is so long, but I don't get the opportunity to share my opinion like this very often. Thank you.

The anecdote that best describes my interaction with the CIO is as follows: approximately one year after starting at OSU all of my login prompts to university services (Carmen, PI-Portal, etc.) stopped working without notice. When I contacted CIO to discover the cause I found that my username had been unilaterally changed from "johnston-halperin.1" (my full last name) to "johnston-halperi.1". When I asked why I was told that "all those people with their really long names (said with disdain) were clogging up the mail servers." I find it laughable that in a world in which Google exists that this is a problem at a major university, and found the roll out of this plan to be extremely offensive. In general this approach to both policy and implementation is indicative of my interactions with CIO, which have been thankfully few due to buffering by my department IT shop.

... My Buber one concern for OSU in terms of technology is regarding the PRODUCTIVITY of investment -- rather than investment. As a professor at an R1 institution I am really disappointed in data archive service on this campus. Departments here seem to follow a silo model and are remarkably rent seeking -- I note in particular the department of finance at the business school. Where just this week the endowed dice center attempted to charge me 2000 dollars for access to data created by the University of Chicago and Wherehuse by the University fo Pennsylvania. Data on finacial time series that I accssed for free as a student at UC Berkeley and as a faculty member at the University of Georgia. This would be funny if, no wait this would never be funny, it is unprofessional. We need to distirbute data to reserchers from a multitude of disciplines and it is notable to me that the office of the CIO housed within the library is in a position to help inform data collection and archiving for the campus in a way that would empower not only professors but also students in terms of data with which to perform secondary data analysis. Too often I encouter graduate students that see secondary data analysis as beyond their imagined capacity and I have to believe that a good data archive and more expeiences with tools like turning point would improve facitity with survey methods, data collection and data analysis. Our students and faculty have the desire and the need to be among the best information producers in the world and the office of the CIO is in a unique position to improve our competitiveness. This note is not meant to criticises so much as to inspire. Go for something bigger than instant messaging and tools meant to psuedo-take attendance in class.

... Clearly the university is set up for low-tech users. then on top of that if i need to use a mic for my classes i am suppose to go to cc before and after class. how does that make sense? I waste 1 hr of my time to use a mic? I have to bring a laptop port cable every lecture instead of having one in the class. No other university i have ever worked at requires such basic things of their faculty, useally these thing are provided in each room. Any computer program i buy belongs to the college, off grant money. So to have it on my laptop and lab computers i have to buy two copies? If i buy my own computers the can't be placed on the network. I have no control over my webspace, work or lab computers, thanks for treating me like an educated adult.

I rely on ESUE IT for everything. I know that my unit is very lucky to have them assisting us because I don't think we would receive the same service from OSU IT. At a previous institution, we had centralized email and calendaring which would be nice. ...

The help I get with the team at fisher is excellent

In future surveys it would be helpful to have a Don't Know option. In many cases I selected N/A or neutral because I didn't know if the question applied to me or not
I have not used many of the services provided by the Office of the CIO.

#1 this part right here #6 has a typo not "us" but "use" should follow the word "please"... :-) I have not used many of the above features personally so I had to say N/A for those as I did not have enough information to evaluate them to any level. For the same reason in some overall rating I had to also use the option "neutral".

Would be nice to have alternate programs available, such as wordperfect, Corel presentations, etc.

I am a retired professor, so many of the responses are NA. I very much appreciate the Buckeye Bar service because it has served me effectively twice.

As an Emeritus Professor, I use only my OSU e-mail account and HELP services, when needed.

Retired, live in Sylvania Ohio.

I don't know who you are or what you do. This is the first I've heard your office even exists and I read the Lantern every day and the OSU Today. I have lived in Columbus 40 years [was born at OSU Hospital back when it was OSU Hospital] and taught at OSU since 1993. What is a CIO's function? I am not sure you are helping me in my instructional capacity but I would guess you earn a six-figure salary. Wonderful.

My experience has been very limited so far, so I don't feel educated enough to elaborate.
I rated #5 NA because I don't usually think about the Office of the CIO in totality. Rather, I think of some of its separate components. In fact, CIO was a new acronym to me. Is CIO the new name for OIT?

As a retiree I only get OSU e-mail.

I have had tow problems. One never got solved and the other took two months
I have virtually no interaction with CIO.

I am an emeritus faculty person living out of state.

As an emeritus professor, I am not in a position to use most of these services.

I don't remember the help that this is asking about.

I would have been of more help had the poll at some point defined what "CIO" was.... would have marked lower if possible regarding SIS, a real disaster...

I work part time now and I'm not familiar with most of the services that the CIO provides. I do know that some services I do use, such as getting enrollment data, no longer work.

I haven't used the services of this office in more than 11 years.

In my Emeritus status I use mainly the e-mail, library access and occasionally person search capabilities. I have been quite satisfied with how those functions perform. Thank you

I am emeritus faculty living far from Ohio, so most of this questionnaire has little relevance for me. I am happy with my OSU e-mail service, which is my only regular use of the campus's technology services.

I am a retired emerita. However, I rely on the osu.edu email. I also surf the OSU information net often.

I entered N/A for services I'm not familiar with (e.g., I don't know what Buckeye Link is). They may be "applicable" and, indeed, it may be a bad sign that I'm not familiar with them!

I am not really certain about who you are and what you do.

Emeratus faculty

Nothing to provide at this time.

I am an emeritus faculty member and have limited need for most student oriented or directed services. When I have had problems and the CIO was available my results were satisfactory

I really do not know that this service provides. It would be helpful for graduate students to become more familiar with this service

I'm not sure I have a clear definition of the CIO or what services fall under it.

I am a distance learning student only- a lot of these questions were N/A. I really do not have any complaints.

I am not on campus very often, and as the physics department has their own computing group I don't interact with OSU computing services very much.

i'm a graduate student and resident at the childrens hospital and do not have many classes on campus, so i have limited exposure to CIO...only carmen and email.

I don't have much interaction with the Office of the CIO. I have not complaints or concerns at this time.

I'm not really on campus much. Sorry, my survey isn't really helpful...

I couldn't have told anyone before this survey that there was an Office of the CIO, or that all of the items listed in this survey reflect on the Office of the CIO. In that sense, I think your final overall questions (#4 & #5) are pretty worthless - they're only linked to "Office of the CIO" by virtue of the question, not in real understanding.

I have never heard of the Office of CIO. That's not a bad thing, from this survey I gathered that you do the website and all the tech stuff, and you're doing a good job. Keep it up!

I'm not even sure what the CIO is.

In the units outside of the Office of the CIO we don't see much, if any, of our technical direction coming from the Office of the CIO. I work in one of these departments and I can't say I have had much interaction with the Office of the CIO and am not sure what role they would play in my department otherwise.

Additional chair and water filter not available at ADC

I maintain a 0 FTE position with OSU due to a working relationship between my organization and the John Glenn School. My experience with the Office of the CIO is limited to the few emails I receive that are forwarded from an old OSU email account and my access to OSU's library databases. Sorry I couldn't be of more help.

I have not had a reason to use the services so that may be a good sign.

I am not really sure about the IT hierarchy here at OSU and I've been here 5 years. Is this published somewhere?

I work in the Chicago area, so a lot of these questions were answered na.

This survey is not applicable to me. I work in maintenance.

I simply haven't interacted with the Office of the CIO.

I have had limited interaction and exposure to the Office of the CIO. With that said, I am a voice for consolidation and centralization of the IT function on campus.

What services are provided by CIO? I am confused. Who is the CIO?

I used the N/A mark when I had not personally used such services; I hope to investigate the Digital Union and Media Services and make use of them in the future. What is OSUNet? I couldn't find anything readily on the OIT website. Whenever I need assistance, I usually go to the department OIT rep and then the website for information (because it's a bit cumbersome). SIS is a "I live with it and like some things and really dislike other things." I trust various improvements are in the works and the system will continue to decrease in glitches. Good luck!

Need more clarity about what exactly the Office of the CIO does -- i.e., I'm not familiar with SIS, the Digital Union, etc.

In comparing department level IT services, physics and psychology are far superior to that provided by ECR6 in my home department, Materials Science.

I am not sure where this office is or how to get in touch with it.

I do not know what CIO stands for.

I haven't had much awareness or knowledge of the Office of the CIO.