



Office of the  
**Chief Information Officer**  
**Appendix B: Questionnaire**

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 2011 OCIO 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.

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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	Staff	Grad	Undergrad	
Very Dissatisfied	Count	11	3	6	7	27
	% within Status	3.9%	1.5%	1.7%	2.3%	2.4%
Dissatisfied	Count	22	6	35	27	90
	% within Status	7.7%	3.0%	9.7%	8.9%	7.9%
Neutral	Count	83	55	61	42	241
	% within Status	29.1%	27.9%	16.9%	13.8%	21.0%
Satisfied	Count	143	102	206	173	624
	% within Status	50.2%	51.8%	57.2%	56.9%	54.5%
Very Satisfied	Count	26	31	52	55	164
	% within Status	9.1%	15.7%	14.4%	18.1%	14.3%
	Count	285	197	360	304	1146
	% within Status	100.0%	100.0%	100.0%	100.0%	100.0%

Not applicable: 439 (27.7%) out of 1585

## *Student Information System (SIS)*

		Status				Total
		Faculty	Staff	Grad	Undergrad	
Very Dissatisfied	Count	25	6	10	13	54
	% within Status	8.7%	2.9%	3.1%	4.9%	5.0%
Dissatisfied	Count	51	26	30	12	119
	% within Status	17.8%	12.6%	9.4%	4.5%	11.0%
Neutral	Count	90	63	86	78	317
	% within Status	31.4%	30.4%	27.0%	29.2%	29.4%
Satisfied	Count	111	88	155	133	487
	% within Status	38.7%	42.5%	48.6%	49.8%	45.1%
Very Satisfied	Count	10	24	38	31	103
	% within Status	3.5%	11.6%	11.9%	11.6%	9.5%
	Count	287	207	319	267	1080
	% within Status	100.0%	100.0%	100.0%	100.0%	100.0%

Not applicable: 503 (31.7%) out of 1585

Did not respond: 2 (0.1%) out of 1585



***Carmen (Course Management System)***

		Status				Total
		Faculty	Staff	Grad	Undergrad	
Very Dissatisfied	Count	8	3	5	3	19
	% within Status	2.3%	1.1%	1.4%	1.0%	1.5%
Dissatisfied	Count	36	15	23	7	81
	% within Status	10.2%	5.7%	6.4%	2.3%	6.3%
Neutral	Count	62	74	45	30	211
	% within Status	17.6%	28.2%	12.6%	9.7%	16.5%
Satisfied	Count	190	135	187	178	690
	% within Status	53.8%	51.5%	52.2%	57.6%	53.8%
Very Satisfied	Count	57	35	98	91	281
	% within Status	16.1%	13.4%	27.4%	29.4%	21.9%
	Count	353	262	358	309	1282
	% within Status	100.0%	100.0%	100.0%	100.0%	100.0%

Not applicable: 302 (19.1%) out of 1585

Did not respond: 1 (< 0.1%) out of 1585

***The Digital Union***

		Status				Total
		Faculty	Staff	Grad	Undergrad	
Very Dissatisfied	Count	1	0	1	2	4
	% within Status	.7%	.0%	.8%	1.3%	.7%
Dissatisfied	Count	11	4	4	4	23
	% within Status	7.3%	3.1%	3.1%	2.6%	4.1%
Neutral	Count	52	44	52	76	224
	% within Status	34.4%	34.6%	39.7%	49.7%	39.9%
Satisfied	Count	55	56	59	49	219
	% within Status	36.4%	44.1%	45.0%	32.0%	39.0%
Very Satisfied	Count	32	23	15	22	92
	% within Status	21.2%	18.1%	11.5%	14.4%	16.4%
	Count	151	127	131	153	562
	% within Status	100.0%	100.0%	100.0%	100.0%	100.0%

Not applicable: 1021 (64.4%) out of 1585

Did not respond: 2 (0.1%) out of 1585

### *Student Computing Centers*

		Status				Total
		Faculty	Staff	Grad	Undergrad	
Very Dissatisfied	Count	2	2	7	6	17
	% within Status	2.0%	2.1%	2.9%	2.5%	2.5%
Dissatisfied	Count	10	3	21	11	45
	% within Status	9.9%	3.1%	8.8%	4.7%	6.7%
Neutral	Count	40	47	69	67	223
	% within Status	39.6%	48.5%	28.8%	28.4%	33.1%
Satisfied	Count	41	34	109	112	296
	% within Status	40.6%	35.1%	45.4%	47.5%	43.9%
Very Satisfied	Count	8	11	34	40	93
	% within Status	7.9%	11.3%	14.2%	16.9%	13.8%
	Count	101	97	240	236	674
	% within Status	100.0%	100.0%	100.0%	100.0%	100.0%

Not applicable: 909 (57.4%) out of 1585

Did not respond: 2 (0.1%) out of 1585

### *Media Services*

		Status		Total
		Faculty	Staff	
Very Dissatisfied	Count	9	2	11
	% within Status	4.2%	1.4%	3.1%
Dissatisfied	Count	18	13	31
	% within Status	8.4%	9.0%	8.6%
Neutral	Count	64	54	118
	% within Status	29.9%	37.2%	32.9%
Satisfied	Count	101	57	158
	% within Status	47.2%	39.3%	44.0%
Very Satisfied	Count	22	19	41
	% within Status	10.3%	13.1%	11.4%
	Count	214	145	359
	% within Status	100.0%	100.0%	100.0%

Not applicable: 537 (59.8%) out of 898

Did not respond: 2 (0.1%) out of 898

***Campus Wireless Network (OSU Wireless)***

		Status				Total
		Faculty	Staff	Grad	Undergrad	
Very Dissatisfied	Count	11	5	15	10	41
	% within Status	3.3%	1.5%	4.5%	3.5%	3.2%
Dissatisfied	Count	52	32	53	36	173
	% within Status	15.8%	9.8%	16.0%	12.7%	13.6%
Neutral	Count	56	66	56	54	232
	% within Status	17.0%	20.3%	16.9%	19.0%	18.3%
Satisfied	Count	163	170	147	122	602
	% within Status	49.5%	52.3%	44.4%	43.0%	47.4%
Very Satisfied	Count	47	52	60	62	221
	% within Status	14.3%	16.0%	18.1%	21.8%	17.4%
	Count	329	325	331	284	1269
	% within Status	100.0%	100.0%	100.0%	100.0%	100.0%

Not applicable: 305 (19.2%) out of 1585

Did not respond: 11 (0.7%) out of 1585

***Campus Wired Network (OSUNet)***

		Status				Total
		Faculty	Staff	Grad	Undergrad	
Very Dissatisfied	Count	4	4	4	1	13
	% within Status	1.4%	1.4%	2.0%	.5%	1.3%
Dissatisfied	Count	14	7	6	13	40
	% within Status	5.0%	2.4%	3.0%	6.6%	4.1%
Neutral	Count	56	63	50	60	229
	% within Status	20.1%	21.6%	25.4%	30.6%	23.8%
Satisfied	Count	136	158	103	85	482
	% within Status	48.7%	54.1%	52.3%	43.4%	50.0%
Very Satisfied	Count	69	60	34	37	200
	% within Status	24.7%	20.5%	17.3%	18.9%	20.7%
	Count	279	292	197	196	964
	% within Status	100.0%	100.0%	100.0%	100.0%	100.0%

Not applicable: 610 (38.5%) out of 1585

Did not respond: 11 (0.7%) out of 1585



### *E-mail Service*

		Status				Total
		Faculty	Staff	Grad	Undergrad	
Very Dissatisfied	Count	36	23	20	8	87
	% within Status	9.6%	5.1%	5.9%	2.7%	5.9%
Dissatisfied	Count	60	37	41	33	171
	% within Status	16.0%	8.2%	12.1%	11.0%	11.7%
Neutral	Count	63	74	72	36	245
	% within Status	16.8%	16.4%	21.2%	12.0%	16.7%
Satisfied	Count	158	239	151	141	689
	% within Status	42.0%	52.9%	44.5%	47.2%	47.0%
Very Satisfied	Count	59	79	55	81	274
	% within Status	15.7%	17.5%	16.2%	27.1%	18.7%
	Count	376	452	339	299	1466
	% within Status	100.0%	100.0%	100.0%	100.0%	100.0%

Not applicable: 112 (7.1%) out of 1585

Did not respond: 7 (0.4%) out of 1585

### *Security of Electronic Data and Communications*

		Status				Total
		Faculty	Staff	Grad	Undergrad	
Very Dissatisfied	Count	17	35	20	14	86
	% within Status	4.5%	7.6%	5.6%	4.7%	5.8%
Dissatisfied	Count	54	68	53	31	206
	% within Status	14.2%	14.7%	15.0%	10.4%	13.8%
Neutral	Count	101	106	83	81	371
	% within Status	26.6%	22.9%	23.4%	27.3%	24.8%
Satisfied	Count	160	206	167	124	657
	% within Status	42.1%	44.5%	47.2%	41.8%	44.0%
Very Satisfied	Count	48	48	31	47	174
	% within Status	12.6%	10.4%	8.8%	15.8%	11.6%
	Count	380	463	354	297	1494
	% within Status	100.0%	100.0%	100.0%	100.0%	100.0%

Not applicable: 81 (5.1%) out of 1585

Did not respond: 10 (0.6%) out of 1585

### ***8-Help, IT Support Service***

		Status				Total
		Faculty	Staff	Grad	Undergrad	
Very Dissatisfied	Count	6	10	4	2	22
	% within Status	1.7%	2.3%	1.5%	1.0%	1.8%
Dissatisfied	Count	24	25	13	10	72
	% within Status	6.8%	5.7%	5.0%	5.1%	5.8%
Neutral	Count	51	86	57	43	237
	% within Status	14.4%	19.8%	22.0%	22.1%	19.1%
Satisfied	Count	174	212	129	90	605
	% within Status	49.2%	48.7%	49.8%	46.2%	48.7%
Very Satisfied	Count	99	102	56	50	307
	% within Status	28.0%	23.4%	21.6%	25.6%	24.7%
	Count	354	435	259	195	1243
	% within Status	100.0%	100.0%	100.0%	100.0%	100.0%

Not applicable: 340 (21.5%) out of 1585

Did not respond: 2 (0.1%) out of 1585

### ***Buckeye Bar - Walk-in Technical Consultation***

		Status				Total
		Faculty	Staff	Grad	Undergrad	
Very Dissatisfied	Count	0	0	1	1	2
	% within Status	.0%	.0%	.7%	.7%	.4%
Dissatisfied	Count	2	1	6	2	11
	% within Status	1.9%	1.2%	4.4%	1.3%	2.3%
Neutral	Count	38	41	37	39	155
	% within Status	35.5%	48.2%	27.4%	25.7%	32.4%
Satisfied	Count	40	25	52	58	175
	% within Status	37.4%	29.4%	38.5%	38.2%	36.5%
Very Satisfied	Count	27	18	39	52	136
	% within Status	25.2%	21.2%	28.9%	34.2%	28.4%
	Count	107	85	135	152	479
	% within Status	100.0%	100.0%	100.0%	100.0%	100.0%

Not applicable: 1104 (69.7%) out of 1585

Did not respond: 2 (0.1%) out of 1585



### *Overall Service Experience*

		Status				Total
		Faculty	Staff	Grad	Undergrad	
Very Dissatisfied	Count	9	10	3	2	24
	% within Status	2.3%	2.2%	.9%	.7%	1.7%
Dissatisfied	Count	30	21	13	8	72
	% within Status	7.7%	4.6%	4.0%	3.0%	5.0%
Neutral	Count	101	113	83	64	361
	% within Status	26.0%	24.9%	25.8%	23.8%	25.2%
Satisfied	Count	214	258	188	160	820
	% within Status	55.2%	56.8%	58.4%	59.5%	57.2%
Very Satisfied	Count	34	52	35	35	156
	% within Status	8.8%	11.5%	10.9%	13.0%	10.9%
	Count	388	454	322	269	1433
	% within Status	100.0%	100.0%	100.0%	100.0%	100.0%

Not applicable: 141 (8.9%) out of 1585

Did not respond: 11 (0.7%) out of 1585

### *OCIO as Technology Leader*

		Status				Total
		Faculty	Staff	Grad	Undergrad	
Strongly Disagree	Count	22	18	11	1	52
	% within Status	5.6%	3.9%	3.3%	.4%	3.5%
Disagree	Count	50	40	36	19	145
	% within Status	12.8%	8.6%	10.8%	6.8%	9.9%
Neutral	Count	154	170	136	105	565
	% within Status	39.4%	36.7%	40.8%	37.6%	38.5%
Agree	Count	145	201	136	123	605
	% within Status	37.1%	43.4%	40.8%	44.1%	41.3%
Strongly Agree	Count	20	34	14	31	99
	% within Status	5.1%	7.3%	4.2%	11.1%	6.8%
	Count	391	463	333	279	1466
	% within Status	100.0%	100.0%	100.0%	100.0%	100.0%

Not applicable: 112 (7.1%) out of 1585

Did not respond: 7 (0.4%) out of 1585





