

# Appendix A: 2012 Office of the CIO Technology Poll Questionnaire

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 and production)	_____	_____	_____	_____	_____	_____

## 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 (OSUWireless)	_____	_____	_____	_____	_____	_____
Campus Wired Network (OSUNet)	_____	_____	_____	_____	_____	_____
*Telephone and Voicemail Services	_____	_____	_____	_____	_____	_____
Account and Identity Management	_____	_____	_____	_____	_____	_____
University E-mail Services 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	_____	_____	_____	_____	_____	_____
Site License Software	_____	_____	_____	_____	_____	_____

## 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 B: Crosstabs by Respondent Groups

### Buckeye Link - Ohio State's online academic center

		Status				Total
		Faculty	Staff	Graduate	Undergrad	
Dissatisfied	Count	26	10	32	29	97
	% within Status	9.2%	4.1%	8.2%	8.1%	7.6%
Neutral	Count	81	75	91	43	290
	% within Status	28.6%	30.5%	23.3%	11.9%	22.7%
Satisfied	Count	176	161	268	288	893
	% within Status	62.2%	65.4%	68.5%	80.0%	69.8%
Count		283	246	391	360	1280
% within Status		100.0%	100.0%	100.0%	100.0%	100.0%

Not Applicable or Missing: 405 (24.0%) out of 1685

### Student Information System (SIS)

		Status				Total
		Faculty	Staff	Graduate	Undergrad	
Dissatisfied	Count	49	33	25	21	128
	% within Status	21.0%	13.8%	7.4%	6.7%	11.4%
Neutral	Count	72	73	118	101	364
	% within Status	30.9%	30.5%	34.7%	32.3%	32.4%
Satisfied	Count	112	133	197	191	633
	% within Status	48.1%	55.6%	57.9%	61.0%	56.3%
Count		233	239	340	313	1125
% within Status		100.0%	100.0%	100.0%	100.0%	100.0%

Not Applicable or Missing: 560 (33.2%) out of 1685

### Carmen (course and learning management)

		Status				Total
		Faculty	Staff	Graduate	Undergrad	
Dissatisfied	Count	50	27	37	16	130
	% within Status	15.3%	9.0%	9.5%	4.4%	9.4%
Neutral	Count	69	88	61	37	255
	% within Status	21.1%	29.2%	15.6%	10.2%	18.5%
Satisfied	Count	208	186	292	309	995
	% within Status	63.6%	61.8%	74.9%	85.4%	72.1%
Count		327	301	390	362	1380
% within Status		100.0%	100.0%	100.0%	100.0%	100.0%

Not Applicable or Missing: 305 (18.1%) out of 1685

**The Digital Union**

		Status				Total
		Faculty	Staff	Graduate	Undergrad	
Dissatisfied	Count	9	11	4	15	39
	% within Status	6.6%	6.5%	2.9%	8.3%	6.3%
Neutral	Count	52	50	66	87	255
	% within Status	38.2%	29.6%	47.5%	48.3%	40.9%
Satisfied	Count	75	108	69	78	330
	% within Status	55.1%	63.9%	49.6%	43.3%	52.9%
Count		136	169	139	180	624
% within Status		100.0%	100.0%	100.0%	100.0%	100.0%

Not Applicable or Missing: 1061 (63.0%) out of 1685

**Student Computing Centers**

		Status				Total
		Faculty	Staff	Graduate	Undergrad	
Dissatisfied	Count	8	10	26	21	65
	% within Status	8.2%	10.0%	11.2%	7.9%	9.3%
Neutral	Count	47	40	72	100	259
	% within Status	48.0%	40.0%	30.9%	37.6%	37.2%
Satisfied	Count	43	50	135	145	373
	% within Status	43.9%	50.0%	57.9%	54.5%	53.5%
Count		98	100	233	266	697
% within Status		100.0%	100.0%	100.0%	100.0%	100.0%

Not Applicable or Missing: 988 (58.6%) out of 1685

**Media Services (streaming and production)**

		Status		Total
		Faculty	Staff	
Dissatisfied	Count	23	17	40
	% within Status	16.2%	9.7%	12.6%
Neutral	Count	56	62	118
	% within Status	39.4%	35.4%	37.2%
Satisfied	Count	63	96	159
	% within Status	44.4%	54.9%	50.2%
Count		142	175	317
% within Status		100.0%	100.0%	100.0%

Not Applicable or Missing: 589 (65.0%) out of 906

**Campus Wireless Network (OSUWireless)**

		Status				Total
		Faculty	Staff	Graduate	Undergrad	
Dissatisfied	Count	62	64	62	101	289
	% within Status	20.2%	15.6%	16.6%	28.8%	20.1%
Neutral	Count	64	83	71	81	299
	% within Status	20.8%	20.2%	19.0%	23.1%	20.7%
Satisfied	Count	181	263	240	169	853
	% within Status	59.0%	64.1%	64.3%	48.1%	59.2%
Count		307	410	373	351	1441
% within Status		100.0%	100.0%	100.0%	100.0%	100.0%

Not Applicable or Missing: 244 (14.5%) out of 1685

**Campus Wired Network (OSUNet)**

		Status				Total
		Faculty	Staff	Graduate	Undergrad	
Dissatisfied	Count	23	21	10	36	90
	% within Status	9.0%	5.8%	4.9%	15.3%	8.5%
Neutral	Count	50	82	53	75	260
	% within Status	19.6%	22.8%	25.9%	31.9%	24.6%
Satisfied	Count	182	257	142	124	705
	% within Status	71.4%	71.4%	69.3%	52.8%	66.8%
Count		255	360	205	235	1055
% within Status		100.0%	100.0%	100.0%	100.0%	100.0%

Not Applicable or Missing: 630 (37.4%) out of 1685

**Telephone and Voicemail Services**

		Status		Total
		Faculty	Staff	
Dissatisfied	Count	38	49	87
	% within Status	13.2%	9.8%	11.1%
Neutral	Count	89	109	198
	% within Status	30.9%	21.8%	25.2%
Satisfied	Count	161	341	502
	% within Status	55.9%	68.3%	63.8%
Count		288	499	787
% within Status		100.0%	100.0%	100.0%

Not Applicable or Missing: 119 (13.1%) out of 906

**Account and Identity Management  
(my.osu.edu)**

		Status				Total
		Faculty	Staff	Graduate	Undergrad	
Dissatisfied	Count	82	73	68	52	275
	% within Status	23.5%	14.2%	17.1%	14.6%	17.0%
Neutral	Count	97	118	107	83	405
	% within Status	27.8%	23.0%	27.0%	23.4%	25.1%
Satisfied	Count	170	323	222	220	935
	% within Status	48.7%	62.8%	55.9%	62.0%	57.9%
Count		349	514	397	355	1615
% within Status		100.0%	100.0%	100.0%	100.0%	100.0%

Not Applicable or Missing: 70 (4.2%) out of 1685

**University E-mail services or Buckeye Mail**

		Status				Total
		Faculty	Staff	Graduate	Undergrad	
Dissatisfied	Count	76	65	66	32	239
	% within Status	23.5%	13.1%	18.3%	9.0%	15.5%
Neutral	Count	55	72	84	49	260
	% within Status	17.0%	14.5%	23.3%	13.7%	16.9%
Satisfied	Count	193	359	210	276	1038
	% within Status	59.6%	72.4%	58.3%	77.3%	67.5%
Count		324	496	360	357	1537
% within Status		100.0%	100.0%	100.0%	100.0%	100.0%

Not Applicable or Missing: 148 (8.8%) out of 1685

**Security of your electronic data and communications**

		Status				Total
		Faculty	Staff	Graduate	Undergrad	
Dissatisfied	Count	31	63	27	26	147
	% within Status	8.9%	12.3%	6.9%	7.3%	9.2%
Neutral	Count	110	116	101	75	402
	% within Status	31.7%	22.7%	25.8%	21.1%	25.0%
Satisfied	Count	206	333	263	254	1056
	% within Status	59.4%	65.0%	67.3%	71.5%	65.8%
Count		347	512	391	355	1605
% within Status		100.0%	100.0%	100.0%	100.0%	100.0%

Not Applicable or Missing: 80 (4.7%) out of 1685

**8-Help, IT Support Service**

		Status				Total
		Faculty	Staff	Graduate	Undergrad	
Dissatisfied	Count	23	43	21	15	102
	% within Status	7.2%	8.9%	7.3%	6.3%	7.7%
Neutral	Count	48	94	61	65	268
	% within Status	15.0%	19.4%	21.2%	27.1%	20.1%
Satisfied	Count	249	347	206	160	962
	% within Status	77.8%	71.7%	71.5%	66.7%	72.2%
Count		320	484	288	240	1332
% within Status		100.0%	100.0%	100.0%	100.0%	100.0%

Not Applicable or Missing: 353 (20.9%) out of 1685

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

		Status				Total
		Faculty	Staff	Graduate	Undergrad	
Dissatisfied	Count	8	5	4	11	28
	% within Status	7.5%	4.7%	2.9%	5.1%	4.9%
Neutral	Count	24	36	41	61	162
	% within Status	22.6%	33.6%	29.3%	28.4%	28.5%
Satisfied	Count	74	66	95	143	378
	% within Status	69.8%	61.7%	67.9%	66.5%	66.5%
Count		106	107	140	215	568
% within Status		100.0%	100.0%	100.0%	100.0%	100.0%

Not Applicable or Missing: 1117 (66.3%) out of 1685

**Site License Software**

		Status				Total
		Faculty	Staff	Graduate	Undergrad	
Dissatisfied	Count	33	20	14	7	74
	% within Status	14.4%	6.8%	7.0%	3.8%	8.1%
Neutral	Count	74	96	63	71	304
	% within Status	32.3%	32.5%	31.3%	38.8%	33.5%
Satisfied	Count	122	179	124	105	530
	% within Status	53.3%	60.7%	61.7%	57.4%	58.4%
Count		229	295	201	183	908
% within Status		100.0%	100.0%	100.0%	100.0%	100.0%

Not Applicable or Missing: 777 (46.1%) out of 1685

**Overall service experience with services provided by the Offices of the CIO**

		Status				Total
		Faculty	Staff	Graduate	Undergrad	
Dissatisfied	Count	38	42	14	16	110
	% within Status	10.9%	8.0%	3.7%	4.8%	6.9%
Neutral	Count	97	123	98	78	396
	% within Status	27.7%	23.6%	26.1%	23.2%	25.0%
Satisfied	Count	215	357	264	242	1078
	% within Status	61.4%	68.4%	70.2%	72.0%	68.1%
	Count	350	522	376	336	1584
	% within Status	100.0%	100.0%	100.0%	100.0%	100.0%

Not Applicable or Missing: 101 (6.0%) out of 1685

**Office of the CIO as information technology leaders**

		Status				Total
		Faculty	Staff	Graduate	Undergrad	
Disagreed	Count	81	99	49	44	273
	% within Status	23.4%	19.2%	13.0%	13.5%	17.4%
Neutral	Count	136	184	155	110	585
	% within Status	39.3%	35.7%	41.0%	33.8%	37.4%
Agreed	Count	129	233	174	171	707
	% within Status	37.3%	45.2%	46.0%	52.6%	45.2%
	Count	346	516	378	325	1565
	% within Status	100.0%	100.0%	100.0%	100.0%	100.0%

Not Applicable or Missing: 120 (7.1%) out of 1685