

**Office of the CIO Technology Poll  
2012  
Voice of the Community**

**Prelude and Detailed Results**

**April 25, 2012**

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## Table of Contents

Prelude .....	1
Report of Results.....	4
Overall Experience with Office of the CIO Services .....	4
Services Relating to Academics.....	5
Resources Relating to Network and Infrastructure .....	8
Services Relating to Support and Consultation .....	11
Office of the CIO as IT Leader .....	14
Methodology of Conducting the Survey.....	15
Response Rate and Margin of Error.....	16
Data Analysis.....	17
Survey Rationale .....	17
Appendix A: 2012 Office of the CIO Technology Poll Questionnaire .....	18
Appendix B: Crosstabs by Respondent Groups .....	19
Appendix C: Customer Comments.....	25
Buckeye Link.....	25
Student Information System.....	27
Carmen.....	29
The Digital Union.....	33
Student Computing Centers .....	34
Media Services .....	35
OSU Wireless Network.....	36
OSU Wired Network.....	41
Email Services.....	42
Security of Electronic Data.....	46
Account and Identity Management.....	47
Telephone and Voice Services .....	51
8-help, IT Service Desk .....	52
Buckeye Bar.....	56
Site License Software .....	57
OCIO as Technology Leader .....	58
General Comments .....	63

# Prelude

The OCIO annual voice of the community poll was conducted during the first quarter of calendar 2012. The initial email notification was sent to all sampled individuals on February 17, 2012, the poll was opened on February 21, 2012, and the poll was closed on March 9, 2012. The survey was administered by the statistical team in the Office of the CIO. For faculty and staff, subjects were randomly selected from databases provided by the Office of Human Resources. Office of the Registrar provided the random samples for students.

Three new questions were added to the 2012 poll. The questionnaire was comprised of 15 questions associated with 16 different services on a 5 point scale ranging from very dissatisfied to very satisfied. Neutral was considered valid. Not applicable (N/A) and no response to a question were not considered valid.

The random sampling included 2000 Faculty, 2000 Staff, 2500 Graduate Student, and 2500 Undergraduate students. The margin of error at 95% confidence level ranging from 4.1 for staff to 5.1 for undergrad was calculated based upon the number of returned surveys per group.

Two additional questions were asked to gauge overall satisfaction. The first was “how satisfied are you with the overall service experience with services provided by the Offices of the CIO?” The positive satisfaction from respondents in 2012 was 68.1% compared to the same in 2011 and 64.9% in 2010. The second question asked “When I think about information technology on campus I perceive the Office of the CIO as information technology leaders.” 45.2% of the respondents to this question either agreed or strongly agreed representing a decrease from 48.1% in 2011, but still a slight increase from 44.5% in 2010.

To gain the most value when reading this report, one should pay attention to the trends in negative responses, positive responses, neutrals, and even the percentage of N/A responses. Positive ratings ranged from a low of 50.2% for *Media Services* to a high of 72.2% for *8-help, IT Service Desk*. Dissatisfied ratings ranged from a low of 4.9% *Buckeye Bar* to a high of 20.1% for *OSU Wireless Network*. Neutrals ranged from 16.9% for *Email Services* to 40.9% for *Digital Union* and N/A ranged from a low 3.8% for *Account and Identity Management* to a high of 65.9% for *Buckeye Bar*.

Overall, the combined percentage of satisfaction for services improved or remained equal for only 5 of the services and declined on seven services compared to 2011. The data from last three years suggests a positive trend for *Email, SIS, Buckeye Bar and Buckeye Link*. *Security* represented the largest change in positive satisfaction over 2011, with an increase of 10.2 points, but still 2.2 points down from 2010. This year, *Security* is the only area that showed noticeable change in positive ratings. Improvements in other four areas were within the margin of error. Services with the greatest declines in satisfaction included *OSU Wireless Network* and *Media Services* with both showing more than 5 point decrease over 2011.

## Trend: Positive Satisfaction Ratings

	2012	2011	2010	Change Over 2011	Change Over 2010
Security of Electronic Data	65.8%	55.6%	68.0%	<b>10.2%</b>	-2.2%
Email Service	67.5%	65.7%	57.2%	<b>1.8%</b>	10.3%
Student Information System	56.3%	54.6%	45.5%	<b>1.7%</b>	10.8%
Buckeye Bar	66.5%	64.9%	58.0%	<b>1.6%</b>	8.5%
Buckeye Link	69.8%	68.8%	60.2%	<b>1.0%</b>	9.6%
8-help, IT Service Desk	72.2%	73.4%	72.5%	<b>-1.2%</b>	-0.3%
The Digital Union	52.9%	55.3%	49.0%	<b>-2.4%</b>	3.9%
Carmen	72.1%	75.7%	71.1%	<b>-3.6%</b>	1.0%
OSU Wired Network	66.8%	70.7%	69.0%	<b>-3.9%</b>	-2.2%
Student Computing Centers	53.5%	57.7%	54.1%	<b>-4.2%</b>	-0.6%
Media Services	50.2%	55.4%	51.9%	<b>-5.2%</b>	-1.7%
OSU Wireless Network	59.2%	64.9%	63.2%	<b>-5.7%</b>	-4.0%

In 2012, neutrals increased in all areas with the exception of *Buckeye Bar*. Changes over 2011 show as much as 4.3% variance. The data suggests that respondents were more opinionated toward dissatisfied this year than in 2011 and were more likely to select neutral over satisfied for all questions with the exception of Security, SIS, Buckeye Link and Email Service.

## Ratings for Newly Added Questions

	Positive	Neutral	Negative	N/A
Telephone and Voice Services	63.8%	25.2%	11.1%	6.9%
Site License Software	58.4%	33.5%	8.1%	45.9%
Account and Identity Management	57.9%	25.1%	17.0%	3.8%

## Highest Positive Satisfaction Ratings

	Positive	Neutral	Negative	N/A
8-help, IT Service Desk	<b>72.2%</b>	20.1%	7.7%	20.6%
Carmen	<b>72.1%</b>	18.5%	9.4%	17.9%
Buckeye Link	<b>69.8%</b>	22.7%	7.6%	24.0%

## Lowest Positive Satisfaction Ratings

	Positive	Neutral	Negative	N/A
Media Services	<b>50.2%</b>	37.2%	12.6%	34.8%
The Digital Union	<b>52.9%</b>	40.9%	6.3%	62.7%
Student Computing Centers	<b>53.5%</b>	37.2%	9.3%	58.5%

## Highest % of N/A

	Positive	Neutral	Negative	N/A
Buckeye Bar	66.5%	28.5%	4.9%	<b>65.9%</b>
The Digital Union	52.9%	40.9%	6.3%	<b>62.7%</b>
Student Computing Centers	53.5%	37.2%	9.3%	<b>58.5%</b>

## Highest % of Dissatisfaction

	Positive	Neutral	Negative	N/A
OSU Wireless Network	59.2%	20.7%	<b>20.1%</b>	14.4%
Email Service	67.5%	16.9%	<b>15.5%</b>	8.5%
Account and Identity Management	57.9%	25.1%	<b>17.0%</b>	3.8%

### How did Security compare?

- 6 services rated higher on the positive satisfaction scale (Email, Buckeye Bar, Buckeye Link, 8-help, Carmen and OSUNet)
- 6 services had a lower % of neutral responses (Buckeye Link, Carmen, OSU Wireless, OSUNet, Email and 8-help )
- 6 services had a Lower negative satisfaction rating (Buckeye link, DU, Buckeye Bar, SLS, OSUNet and 8-help)
- 5 services had a lower N/A (Carmen, Email, Voice Service, OSU Wireless and IdM)

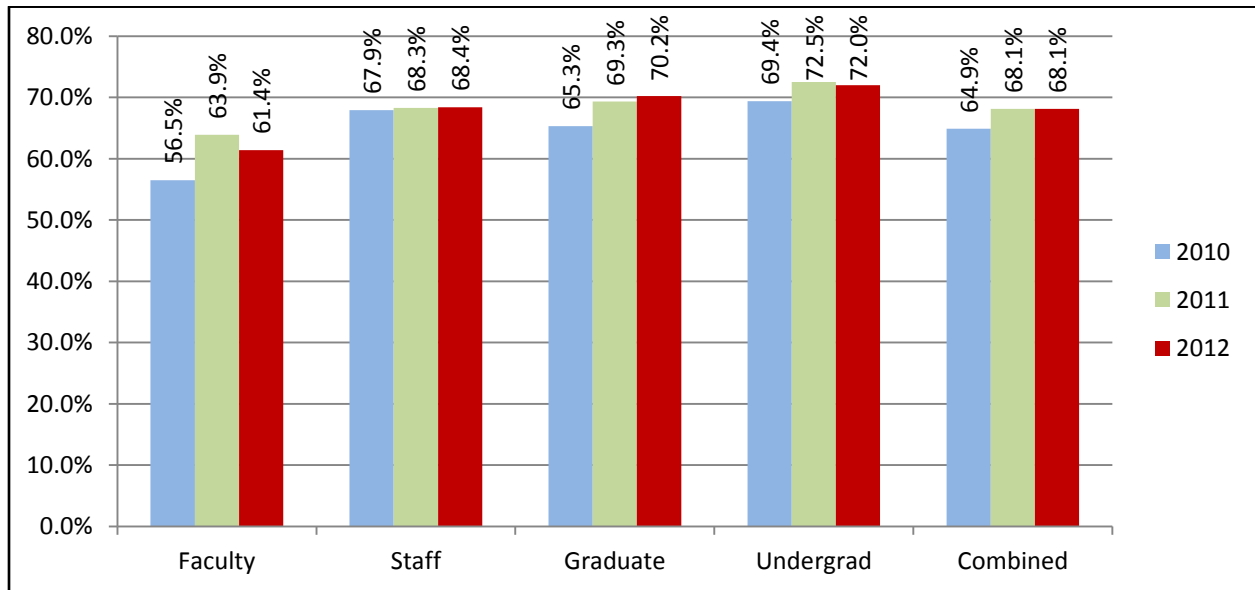
### How did OSU Wireless compare?

- 6 services rated lower on the positive satisfaction scale (SIS, DU, SLS, IdM, Student Computing Centers and Media)
- All but 3 services (8-help, Carmen and Email) had a greater % of neutral responses
- No services had a higher negative satisfaction rating
- All but 3 services (Email, Voice Service and IdM) had higher N/A

# Report of Results

## Overall Experience with OCIO Services

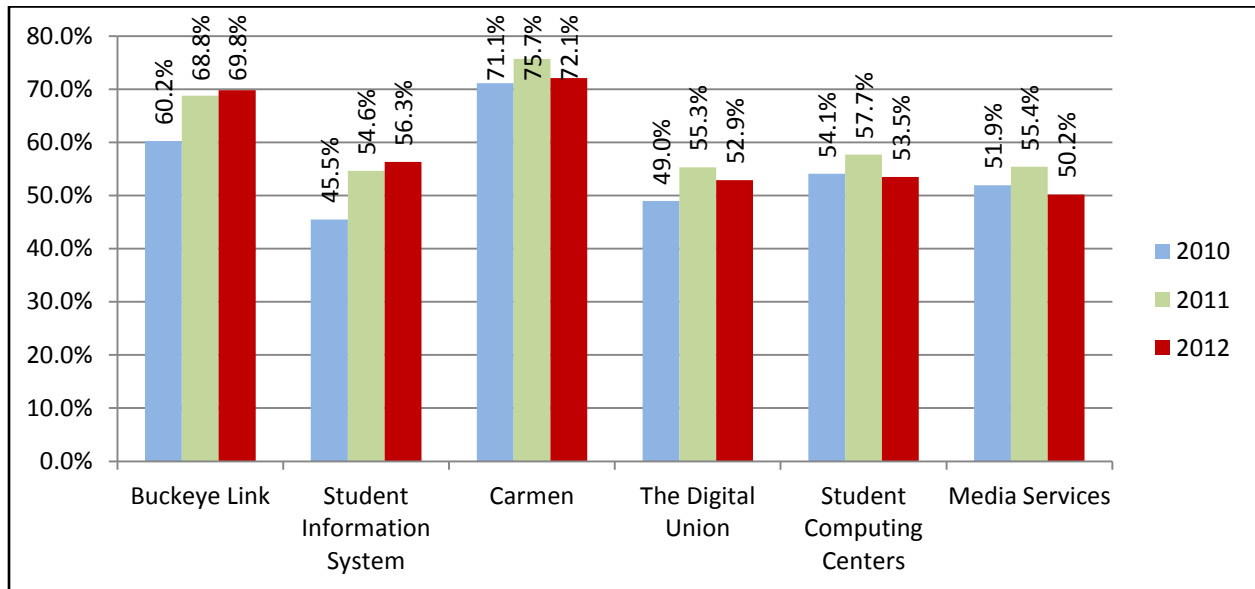
According to 2012 CIO Poll, over two-third (68.1% same as last year, but up from 64.9% in 2010) of the university community are satisfied with the overall IT services provided by the Office of the CIO. Among our faculty members, only 61.4% (down from 63.9% last year, but up from 56.5% in 2010) are satisfied, and slightly over two-third (68.4%, virtually no change from last two years) of staff are satisfied. A positive trend was observed in the ratings from graduate students. Over 70% (up from 69.3% last year and 65.3% in 2010) of graduate students are satisfied with the overall IT services provided by the Office of the CIO. In our undergrad population, 72% (slightly down from 72.5%, but up from 69% in 2010) of undergraduate students are satisfied with the overall IT services provided by the Office of the CIO.



Detailed results for different service-wise categories are described below:

## Services Relating to Academics

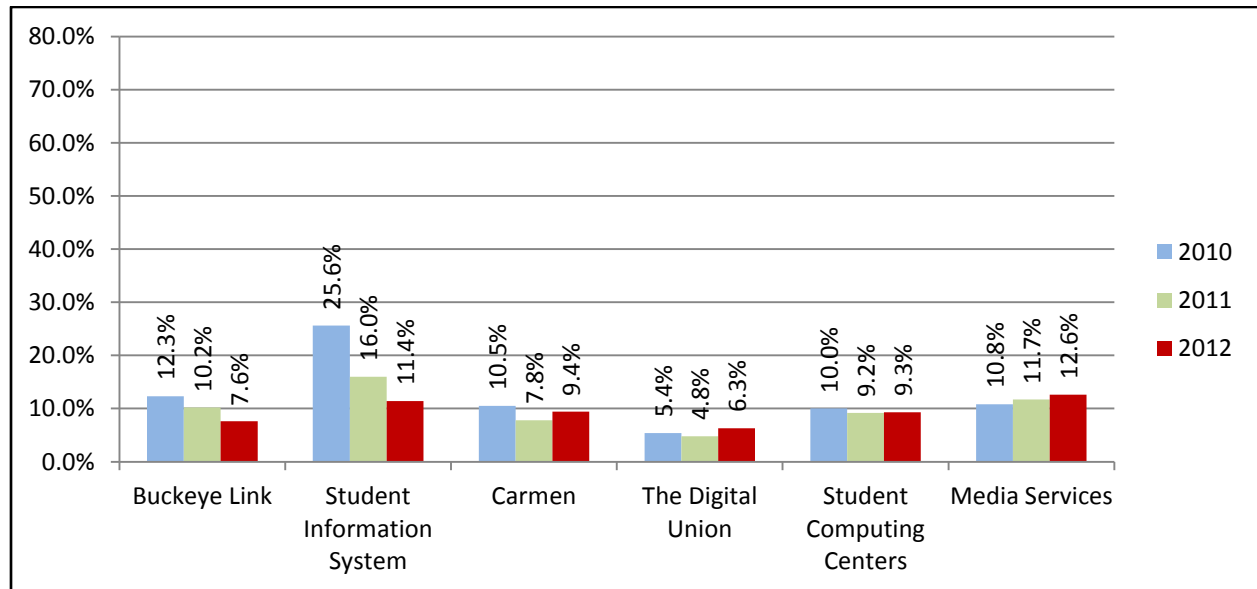
### Positive Ratings



Only 2 out of 5 services in this category received slight increase in the positive ratings this year compared to positive ratings in 2010 and 2011.

- 69.8% (a slight increase from 68.8% in 2011 and 60.2% in 2010) of the campus community are satisfied with Buckeye Link, and
- 56.3% were satisfied with Student Information Service (compared to 54.6% last year and 45.5% in 2010).
- 52.9% (down from 55.3% last year, but up from 49% in 2010) satisfied with the Digital Union.
- Positive ratings were declined for Student Computing Centers and Media Services compared to positive ratings in 2010 and 2011.

## Negative Ratings

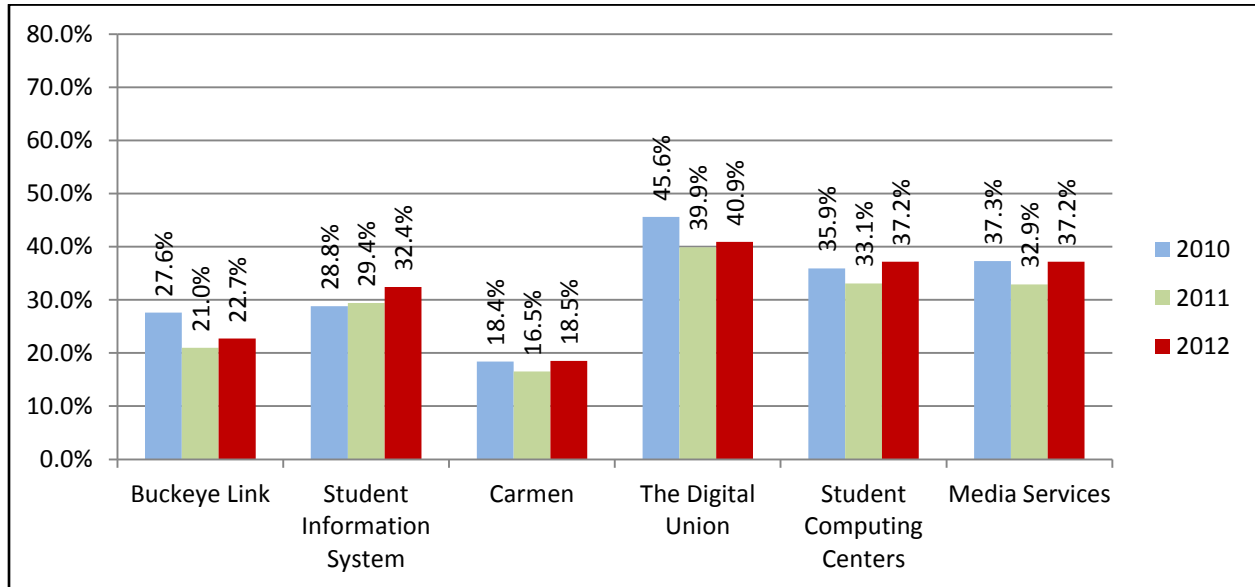


Two out of the 5 services received lower negative ratings this year.

- Only 7.6% (compared to 10.2% in 2011 and 12.3% in 2010) are dissatisfied with Buckeye Link,
- 11.4% (down from 16% in 2011 and 25.6% in 2010) are not satisfied with Student Information System and
- Slight increases in negative ratings were observed for Carmen, the Digital Union and Media Services.
- Virtually, no changes were observed for Student Computing Centers.



## Neutral Ratings

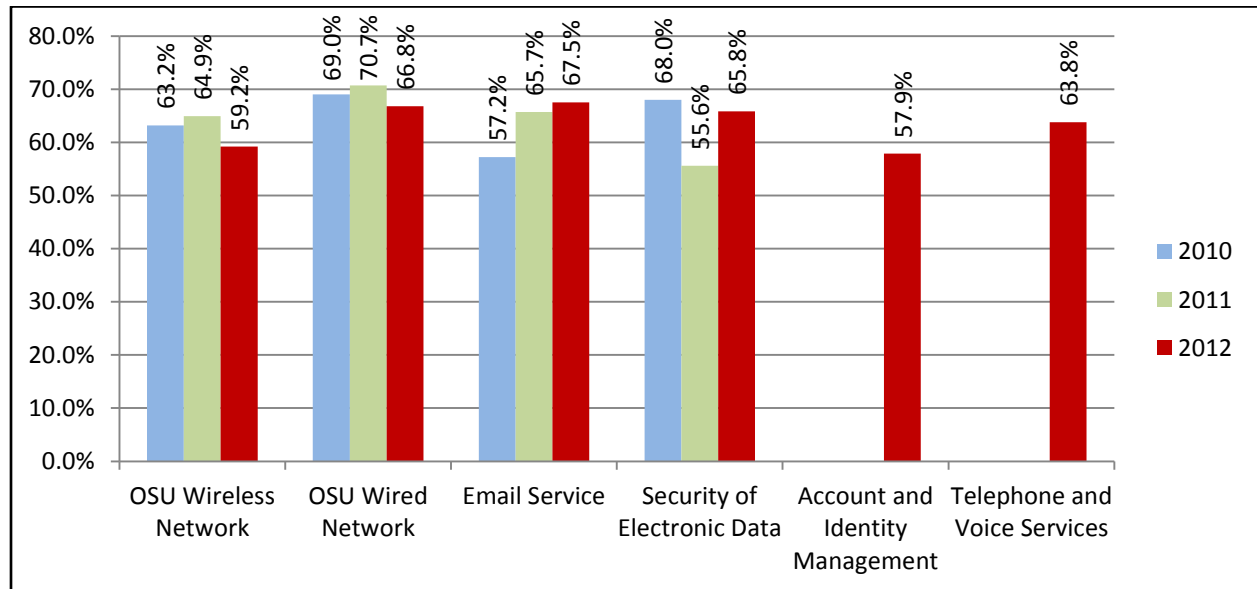


Neutral responses increased for all services in this category this year compared to last year.

- Notable increases (still down from 2010) were observed for Media Services, Student Computing Centers and Student Information System compared to 2011.
- Neutral responses increased two years in a row for Student Information System.

## Resources Relating to Network and Infrastructure

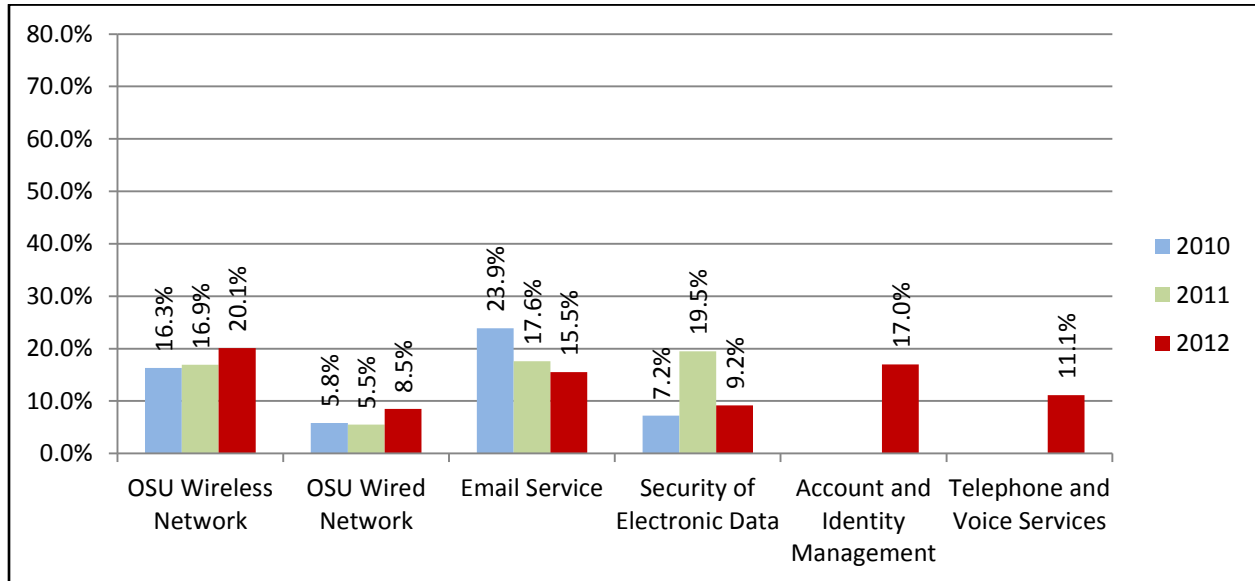
### Positive Ratings



Account and Identity Management, and Telephone and Voice Services received 57.9% and 63.8% positive ratings respectively. Respondents were asked to rate these two services in this category for the first time. Two out of remaining 4 services in this category received higher positive ratings this year compared to last year.

- About two-third (65.8%, significantly higher than 55.6% in 2011, but still down from 68% in 2010) of the campus community are satisfied with the Security of the Electronic Data service.
- Notable increase in positive ratings is observed two years in a row for Email Service.
- Both OSU Wireless and Wired Network received lower positive ratings this year compared to 2010 and 2011.

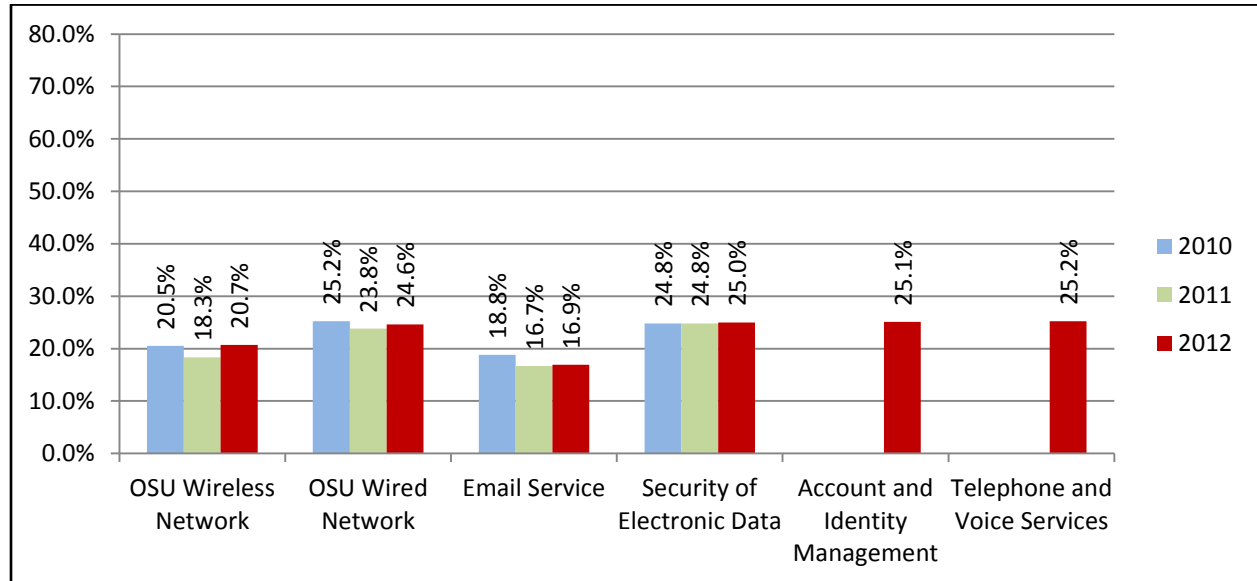
## Negative Ratings



Account and Identity Management, and Telephone and Voice Services received 17% and 11.1% negative ratings respectively.

- About one-tenth (9.2%, significantly down from 19.5% in 2011) of the respondent are dissatisfied with service that ensures the security of their electronic data.
- Two years in a row, negative ratings declined for Email Service.
- Both OSU Wireless and Wired Network received higher negative ratings this year compared to 2010 and 2011.

## Neutral Ratings

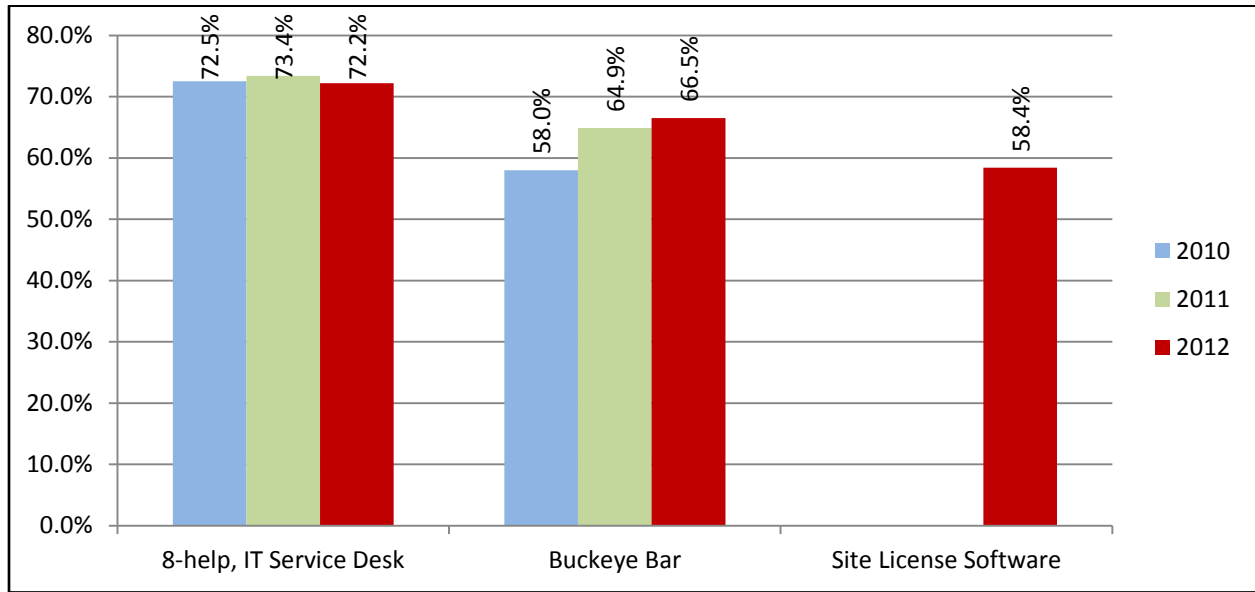


About one-quarter of the campus community were neutral for both Account and Identity Management, and Telephone and Voice Services.

- Notable increase in neutral ratings was observed only for OSU Wireless Network compared to 2011.
- Virtually, no changes were observed for remaining services compared to last year.

## Services Relating to Support and Consultation

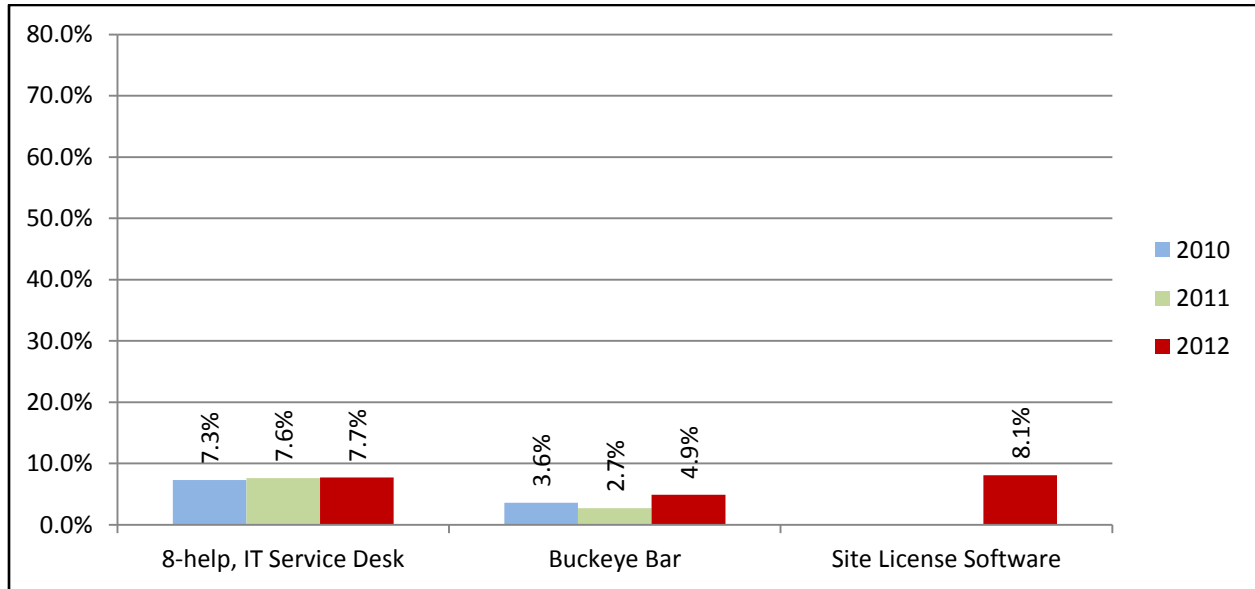
### Positive Ratings



Respondents were asked to rate Site License Software in this category for the first time, and it received 58.4% positive ratings.

- 72.2% (a slight decrease from 73.4% in 2011 and 72.5% in 2010) of the campus community are satisfied with the services provided by 8-help, IT Service Desk.
- Increased positive ratings were observed two years in a row for Buckeye Bar.

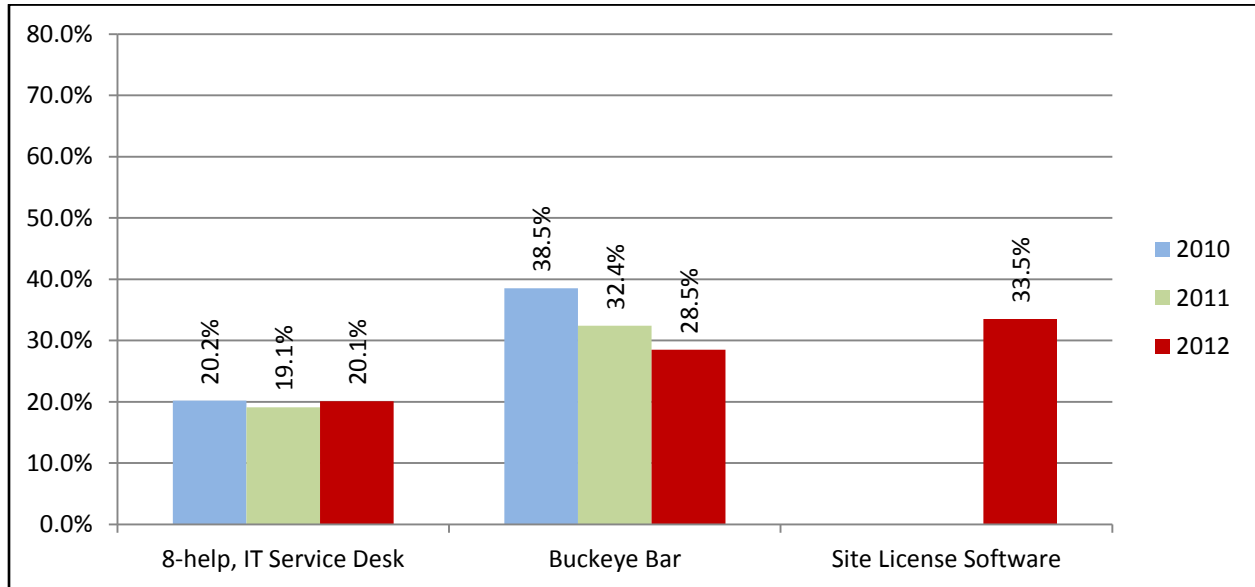
## Negative Ratings



Site License Software received the highest (8.1%) negative ratings this year among the three services in this category.

- Less than 5% (up from 2.7% in 2011 and 3.6% in 2010) of the community are dissatisfied with Buckeye Bar,
- Virtually, no change in negative ratings was observed for 8-help, IT Service Desk.

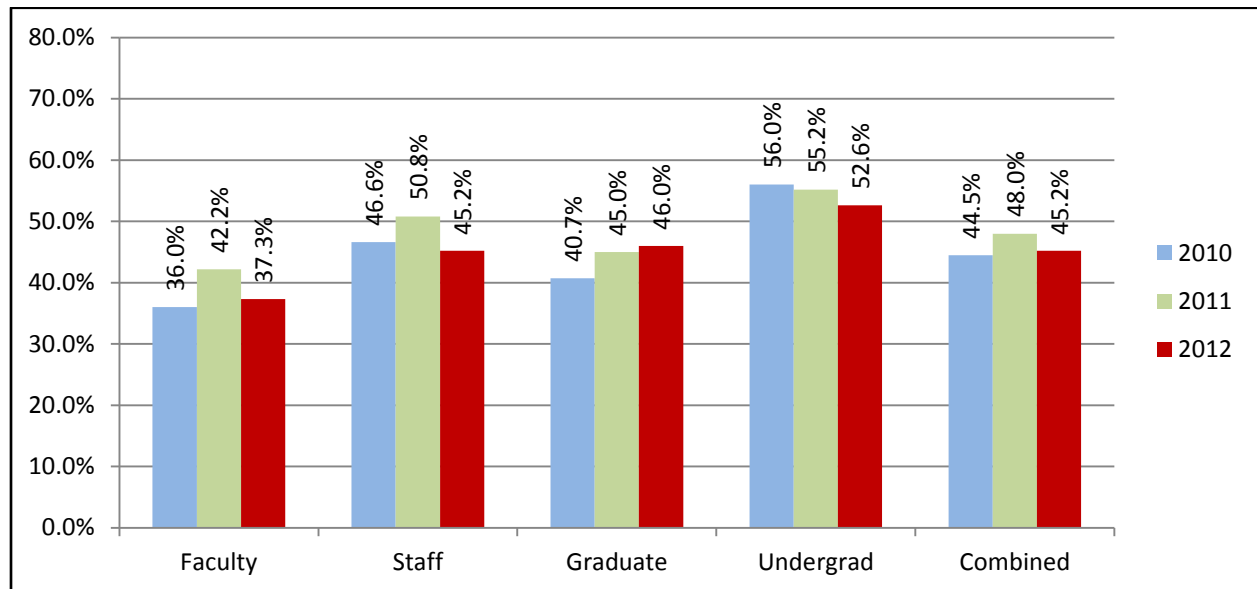
## Neutral Ratings



Site License Software received the highest (33.5%) neutral ratings this year among the three services in this category.

- Decreased neutral responses were observed two years in a row for Buckeye Bar.
- For last three years, neutral responses remained steady at about 20% for 8-help, IT Service Desk.

## OCIO as IT Leader



In addition to fifteen services, respondents were also asked to rate the leadership provided by the Office of the Chief Information Officer on a 5-point scale (1-5) from *strongly agree* to *strongly disagree*.

- Less than half (45.2%, down from 48% last year and slightly up from 44.5% in 2010) of all university community on Columbus campus either agreed or strongly agreed that they perceive the Office of the CIO as the IT leader on campus.
- The perception is trending positive only for graduate students (42%, up from 36% in 2010), but trending down for faculty (37.3%, down from 42.2 last year), staff (45.2%, down from 50.8% last year) and undergrad students (52.6%, down from 55.2% last year).

Also provided in the poll, was room for our users to provide comments and constructive feedback. The comments have been collated and sorted by service category (see Appendix C). The results reported above indicate that there are plenty of rooms for improvement in the services, resources and support provided by the organization. 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 2011. Completed questionnaires were collected from 411 faculty, 487 staff, 375 graduate students, and 312 undergraduate students. Faculty and staff were randomly selected from a Human Resources database, but excluded clinical house faculty and staff, 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 by the Office of the Registrar from the enrollment database.

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), two reminder e-mails were 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	2/17/2012
Date survey launched	2/21/2012
Date 1 <sup>st</sup> reminder sent	2/28/2012
Date 2 <sup>nd</sup> reminder sent	3/06/2012
Date survey closed	3/09/2012

## Response Rate and Margin of Error

The response rates and margins of sampling error 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
Faculty	368/2000 = 18.4%	4.9
Staff	538/2000 = 26.9%	4.1
Graduate	413/2488 = 16.6%	4.7
Undergraduate	366/2495 = 14.7%	5.1

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 and staff e-mail addresses are over quota on their allotted storage space on the OSU mail server.

## **Data Analysis:**

Respondents were asked to rate their satisfaction for 15 different services and overall satisfaction on a 5-point scale (1-5) from very dissatisfied to very satisfied. After retrieving the data, the scale was grouped in to three categories (Dissatisfied, Neutral and Satisfied). Respondents were also asked to rate their agreement for “OCIO as IT Leader” on a 5-point scale (1-5) from strongly disagree to strongly agree. This scale was grouped in to three categories (Disagree, Neutral and Agree). Bar charts were generated using the percentages for each of the questions, and crosstabs (see Appendix B) were generated for each of the questions by respondent groups.

In this study, neutral responses were considered as valid opinion and used in the computation of percentages. “Not Applicable” and missing responses were 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: 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

## Appendix C: Customer Comments

### Buckeye Link

- As an instructor, I would like to register my relative unease with Buckeye Link and the Student Information System. The user interface is dreadful and navigation is cumbersome to a fault. As a rule, I think CIO does an excellent job providing services to faculty (Carmen, for instance, is generally wonderful and I can't dream of running a course without it), but every interaction I have with Buckeye Link seems to end in some sort of frustration.
- Buckeye Link Faculty Center grading: There should be some verification online and/or an e-mail sent to the professor to indicate that grades have been successfully submitted. Also, the ""help"" documentation is not clearly written. I always have to ask one of my students if they have received their grades--that is the only way I know I have successfully submitted the grades.
- Buckeye link could be MUCH easier to use. Clunky and hard to work with.
- It is a very large university community and the job to provide services on this scale is difficult, however I do not think you consider end users all the time , for example for down times, I understand choosing Sunday mornings is less use, however, some of us work Saturdays and Sundays and the inconvenience of down time is noticeable. I assume the service paid for is a 24 hour operation, and there can be less used downtimes overnight.
- I've never understood why some services (i.e. view grades) are unavailable from 130-630AM...Do the servers need to sleep?
- It seems to me that the University has done a rotten job on data security -- getting the job done requires more than a PR campaign. The Buckeye Link system is incredibly cumbersome. Overall, if you were really interested in improving 'service' you should spend some time with 'best of class' retailers!!
- The Buckeyelink and Carmen sites are the nicest formats for those kinds of services I've encountered at any institution. However, I still think they're a bit clunky. I'm also confused about why Buckeyelink, Carmen, and myOSU are separate. I'm annoyed every few months when I have to go to myOSU to change my password, because it's just another site. Having all of my information merged onto one website would be handy, because it would make it easier for me to understand where my password is going.
- very much dislike buckeye link/student center. UI is not user friendly and hard to navigate.
- I really like Buckeyelink.

- although there is a lot to buckeyelink.. I feel it appears a little outdated and could use some tweaking. also, the random Internet crapouts can be an issue. it seems like every weekend it will go out for a bit.
- The BuckeyeLink system should have a feature when registering classes that allows you to select your classes and 'hold' them in a folder prior to the registration date. When the date does come, it should be easy to just select register and these classes are added, without having to search and find them all again. This would speed up the process and allow easier changes when classes fill up right before a given registration date.
- Do college students go to sleep by 1:30am? No. Not in the slightest. My bedtime, and I'm not alone, is after 2 am. To not have BuckeyeLink available from 1:30am-6:30am is obnoxious, and unnecessary. I'd like to see a change there.
- Although significant improvements have been made to Student Center. It is still not very user friendly. -As a graduate student, the add class search feature defaults to ""Graduate"" but NONE of my classes are listed as such. The default should be blank, and allow the user to narrow their search when they want to. - The search feature should include wildcards "" \* "" . Allowing students to search Nuclear Engineering 7\*\* which would display all 700 level NE classes. -Once a quarter is selected, there should be an option to keep searching without having to reselect a quarter. It's bad enough that the quarter selection is given it's own page.... Why can't the quarter selection be a single drop down menu on the class search page? -Student center NEEDS to allow multiple windows/tabs to be open. As it stands, it is impossible to view your class schedule while adding new classes. -There should be a button on the top bar that will direct the user to their ""student center"" page. Currently navigation is confusing. -There should not be a window every night where the services are unavailable... unless modifications are actually being made.
- I hate having to change my password every other month. Also I think the scheduling on buckeyelink could be improved. I don't like have to go through 4 steps to add a class.
- Buckeye Link has an issue in re-log-in. I logged out and closed the browser. I tried to log in again, but it was not possible until I restart my computer.
- I'm very unhappy about having to change my password every 90 days. I also think that Buckeyelink needs to work better. It's very slow and clunky. When trying to navigate around in particular class schedules (for the next quarter, for example) it constantly takes me back to my current class schedule, even though I'm working on the one for next quarter. This type of stuff is unnecessary, and highly annoying.
- Buckeyelink has terrible interface. It is impossible to move back or forward without having to entirely restart what you were doing (scheduling). Seems like some support ""experts"" just google your problem and then tell you what to do.

- Buckeyelink needs to be more user-friendly, accessible, and cleaner in the way presents information. To navigate buckeyelink is an absolute nightmare and the way the pages are organized is very confusing and misleading in many cases. There are also many dead ends to the website as well and for such an important system to the university, this is more than unacceptable.
- This past quarter my buckeyelink has been running extremely slow as well as other services on the buckeyelink page such as degree audits.
- Why does buckeye link have to close at night?! I don't get off work until 3 and I can never get on until the next day.
- It would be useful if Buckeyelink was available past 1:30am
- While I understand it is probably unavoidable, the daily downtime for buckeyelink from 1:30 to 6:30 am is extremely inconvenient.
- I also frustrated with BuckeyeLink, whenever I try to run my Degree Audit Report it won't do anything. I have a Mac and I use Safari so just a heads up, I have been unable to access my Audit Report through multiple tries at different times of the day. Thanks!
- Also, the Student center is incredibly poorly organized, and it should say (on the Buckeyelink page) which list is the catalog (all the classes available) and which is the classlist (the classes being offered next term).
- The new faculty center in the Buckeye Link no longer provides the same services.

## **Student Information System**

- I am extremely satisfied with our IT staff here at my College. I find the university-wide IT services somewhat cumbersome and antiquated. As a parent of a current student, the SIS system is at times difficult and complex to navigate
- I think the academic portion could be more user friendly. I feel like I have to go back to the beginning each time to get somewhere.
- I dislike SIS. I will be working in the system and it drops my connection and I have to reenter the system. Also you have to keep going to different windows to complete any step. The help I have needed from the help desk has been good. The system is what is the pain. I am tired of having to consently reenter the system.
- The reason I was dis satisfied with the SIS is that when I was given permission to access this field there was no training to go with it, I have figured it out on my own. I think once someone is given permission to access there should be a mandatory training with it
- Use of SIS is at times counter intuitive. Otherwise, I have no major complaint.

- We desperately need the functionality of course analytics and student analytics restored. The data available from SIS does not replace that of these resources.
- The functionality of the SIS is horribly out of date. It feels like I'm using a page from 1995. It's counter-intuitive and if you make a mistake you can't figure out how to get out of the situation.
- The SIS is not very well organized and the user interface does not seem to be customized for its functions.
- SIS system has an ongoing problem with the function to create a printable class list for faculty. This is incredibly annoying, since we no longer receive class lists in any other form. The "printable version" button appears to not work. This must be fixed.
- Carmen and the "new" SIS system are so sub-par as to be a source of shame for the university. Their interfaces are 1990s in look and feel and usability, they make us look like we don't know what a GUI is and they are very hard to use even for me and I teach technology subjects. Why can't we do better. I lecture frequently at other large universities and have been impressed with other online teaching platforms and electronic file management. As we move (HOPEFULLY!) to ePortfolios as well could we please do something about whomever you contract currently for these services and make a real improvement.
- The user interface to SIS is frustrating to extremely frustrating. The online services are good, but I wish it didn't take so darned long to figure out how to use it.
- I'd like to see them to more to reach out and work with other areas on a solution for getting web access to routine student and course data. The SIS came online in Summer 2009 and we still do not have the Course and Student Analytics reports available. I've been told it will be two more years!!! Many departments need this information now.
- SIS is often too slow. Also the # one problem with Oracle is finances and getting it to "work" in the system - why would we have gone with that? hmmm. We need updated phone systems tremendously, for an institution this size phone systems from the early 90's or late 80's isn't cutting it.
- There needs to be a better way for the systems (Carmen, SIS, eSEI's) to work together. It doesn't seem like they talk to each other very well which causes issues with courses and evaluations.
- Not sure why we need 2 email ID. One specific for Fisher and other for Just OSU. Can Carmen and BuckeyeLink be one and the same. I need a unified portal for Carmen, Fisher and BuckeyeLink. This will be very useful and time saving.
- This little box isn't enough. Carmen and buckeyelink are the most poorly designed user interfaces on the web today. Also they glitch all the time, making your infuriating interface even worse when I have to navigate back through it. When I call 8 help they are generally anything but. Taking forever to return calls, and they generally are little to

no help when I do get a hold of them. The whole separation of arts and sciences tech and the CIO is inconvenient and inefficient. I do love the digital Union though, they are all very helpful there. You seriously need to overhaul Carmen and Buckeyelink though. Try allowing students to take a crack at it, they could do better than what you have now, for sure. I'm sure the Design and the CSE department would do really well on a redesign.

- I don't really like the "shopping cart"-esque function of SIS when adding/dropping classes. I've been put on the wait list for important classes because I didn't "checkout" fast enough.
- I also think it would be nice for students to have ONE portal to go through to access all student-related info. It has never been clear to me why Carmen is not linked to Buckeye Link. I also don't really know what SIS is...I guess I should.
- Overall better UI design and consolidating related links under one website would be good to find information. Feel like we have a lot of good information but spread across different websites and always run into hard time when looking for information.
- Buckeye link and carmen both seem to be very outdated websites that are structured in a way that is counterintuitive.
- We need to have a more streamlined approach. Too many different programs. Should be able to be on one program, coming from a bank we had two programs, a newer one and the dars system for backup. Seems like that would be easier than all of these different programs.
- SIS - no buck ID numbers, no name.number both of these should be in SIS. These were supposed to be fixed years ago

## Carmen

- I use the drm streaming site for most of my classes. The quality is terrible on a lot of films (this may have to do with the prints that were digitized -- but this needs to be fixed) and the students have endless problems with getting the system to work (It isn't very Mac friendly). I have had to spend a lot of my own money providing films for the drm site. The search function is also terrible. The staff, however, is fantastic and helpful. Carmen needs a course blog. I want to be able to have online collaborative class discussions. Please add a blog function.
- I recently requested the creation of sponsored guest accounts for access to Carmen by three users external to OSU. The information that I need to provide to my dept rep is not clear from reading the web site related to that topic (<http://cio.osu.edu/services/getBusinessService.php?id=176530150a0a3c050043b268a2d1fbd9>). When one of the three accounts was created, the email address was incorrect (provided correctly, but became incorrect at some point in the account

creation process), and the guest user did not get the email to activate the account. I believe this process could be made simpler and more efficient.

- We are way behind in terms of adequate online course management and our ability to deliver courses online. What is available is not intuitive, and no attention has been paid to overall design and information architecture. Information is buried in strange places throughout OSU's sites, and Carmen is severely lacking. I have used Streaming Services in the past and the media files did not work. I have found that as regards course content, it is much easier to (possibly) violate copyright and post information directly to Carmen or another password protected website than to work with the systems that have been established at OSU. This results in violating university policy when we try to distribute resources and information for classes, or, alternatively, not providing access to those resources and thereby limiting our ability to educate. Technologically, we are NOT leaders, and we are barely followers. Very dissatisfied.
- Probably one of the reasons that I have been chosen for this survey is my dissatisfaction with a sudden change in Carmen that overnight removed a useful function. Who makes these changes and how do they [get to] decide? Overall, I would say that the technology at OSU is less than stellar and more something whose limitations we all try to cope with.
- Carmen has been insufferable recently. Sometimes it takes up to 30 seconds to load a page. This makes routine instructor tasks tedious and time consuming. This program is already not very intuitive or user friendly and the slowness just makes it that much worse.
- A lot of computing-related things do work well, and that is good. I see four major problems. 1. BuckeyeLink, Carmen, etc., are unacceptably slow. Always, not just at peak times. 2. Many applications like those are Windows-centric, and don't work well on Macs. This includes pages that don't display right or print right. Also unacceptable. 3. The policy of requiring password changes every 90 days is an anti-security measure, as it leads people to write down their passwords and leave them around. Once a year would be enough. 4. Overall, I see too much of a corporate mindset about computing being applied to an academic setting, where \*everything is different\*, and the imposed solutions are contrary to the progress of the institution.
- The courses on Carmen should be sorted alphabetically to make them easier to find. I think ocio does a great job providing services externally.
- Carmen - text and email notification does not seem to be working properly. I received text notifications 1 month after the info was posted to Carmen.
- Carmen and Buckeyelink are complicated and not easy to use
- (1) Classroom computers need profiles for individual faculty. (2) Carmen is improvement over previous software, but it so slow that I cannot use it in the classroom.



- Carmen should fix the transfer of files from one quarter to the next. The files in the content transfer seemingly but the links do not work when the students or I click on them. Also, I find it difficult sometimes when I try to submit grades without transferring from Carmen. But that is manageable. Still, overall the job is good. Thank you.
- Most of my negative feelings come from programs like Faculty Center and Carmen. Like why does Carmen alphabetize by first name? It adds an extra sorting step when I export data to a spreadsheet. Or the way Faculty Center is so clumsily laid out. Hardware and networking are pretty good.
- I find Carmen far too complicated for its own good. Each term I have to go on a new learning curve -- it never seems easy and intuitive. The emphasis on account and identity management is admirable, but seems very over the top. Passwords are changed so often, and are so complicated, I'm afraid I have no choice but to write them down -- defeating the object of the exercise. PLEASE find an easier way to deal with passwords -- or perhaps a secure place within the system for genuinely sensitive information, like grades and references. I really don't care if someone hacks my system, and looks at my old syllabi and assignment prompts .....
- Carmen is the MOST important feature that I use and value. The support for it is great although sometimes messages don't seem to reach THEM correctly.
- Areas where I would like to see improvement: dropped students still appear on Carmen in class lists; a constant source of confusion during the semester. My graduate student TAs cannot access grade sheets during the semester to post grades; we have been unable to resolve this problem. They only have access at the end of the quarter. I really, really, dislike the new email system. It is very cumbersome and difficult. I do not consider it an upgrade.
- Many of the systems like Carmen are too prone to errors and not flexible enough to properly conduct courses electronically.
- As adjunct faculty at a distant site (Reynoldsburg, Ohio), I would like to know how to access the Carmen network.
- CARMEN needs a clearer front end. It should include clearer instructions on how to enroll students, activate courses, etc.
- I like Carmen a lot (tons of great features and possibilities), but do think the gradebook feature could be streamlined and made a little more intuitive (it could be I don't fully understand it, but the process of connecting a dropbox to a grade item seems cumbersome and confusing and makes it easy to accidentally create extras...).
- Over the past few years IT services at OSU have degraded below the most basic levels of functionality. Carmen is complicated and cumbersome, it does not allow me to play video content in various formats, some content can be played in Firefox (which is never installed in classrooms) but not on IE. This year I had to call OIT Help personnel at least

five times due to malfunctions in classroom equipments. Buckeyelink NEVER provides me with grade rosters unless I put specific pressures on my department's admin staff. The new webmail service is also way more complicated and less functional than the old one. And I am sure I am forgetting something.

- understaffed and terribly overworked is how i describe IT staff. too many bugs when upgrading carmen indicates a need to test more or begin testing before you apply a patch(es) and inconvenience users just before classes begin, when we need the system most. the disappearance of webmail is a big disappointment. for the ""best university in the world"" i cant believe how far behind the curve osu is. ive seen better service from teen organizations in church basements.
- I have never had any issues with the student technology services until this year. Buckeyelink has been glitchy and Carmen has been super slow for some reason. I think it's starting to get a little better but osu students are kept very busy with coursework and academics so it's vital that we have our technology services working properly 24/7. Overall satisfied, just minorly irritated at the glitches and occasional slowness. Very exceptional technology tho.
- Carmen would be more powerful tool if my Professors utilized all of it's capabilities.
- The Carmen website must be revamped. It is not user friendly, irritating, and downright unhelpful. Especially when trying to schedule classes. There is no easy back button you or user friendly!
- Please hire some usability experts and listen to them. Here's what they should try first: - buckeye link: searching for, adding, and dropping courses - carmen: from a student and instructor perspective. jesus christ, it has so much to offer, but nobody knows how to f93king use it PS: Nobody wants to change their password once a quarter. Maybe consider people's productivity next time you make a security policy that affects 50,000+ people?
- Carmen would be better if all instructors used it rather than only some...why is it cse instructors do not use it??? It would be better if carmen calendar could be downloaded to my smart phone google calendar. It would also be better if the calendar from sis could also be downloaded. These sites need to integrate better with the techonology that students are using today...That would help.
- Please include a feature in Carmen where discussions are easy. We used Piazza for one of our classes and liked it a lot.
- It could be more convinient if every professor used CARMEN instead of his/her own website.
- Carmen is not intuitive. I have heard that it was based on a British system and it is difficult for faculty to use without a lot of practice. Wireless is also not dependably accessible across campus.

- As an instructor, I am very unhappy with Carmen. Sending an email to all the students in my class involves selecting 20 of them at a time until all of them are selected. The format I see on the outgoing mail on Carmen is not the same as the format of the email we receive in our inbox. Creating content involves multiple steps, none of which are self-evident. I have used Blackboard elsewhere and find that to be a much better and easily navigable system. Carmen needs a lot of improvement.
- I have taken three quizzes on Carmen. Apparently, only one quiz went through, even though I did hit the "submit" button. Am currently awaiting response from my instructor, but I won't be happy if I have to retake the darn things- I'm taking an on-line course because my time is limited and I can access on-line at any time. Re-taking things because of computer glitches kind of defeats the purpose of going on-line.
- The Office of the CIO does a great job, but there are little things that can be tweaked to make some of the stuff offered to us as students to make the online experience here at OSU a better one. Ex: When posting on a discussion board, maybe the student can get an e-mail notifying them of a response to their post.
- CIO apparently tries hard but the execution of many services is faulty. I'd like online programs like Carmen to actually be reliable.
- Sometimes my student center and Carmen page run extremely slow, and it is not because of my internet connection.
- Carmen regularly does not work for both instructors and students.
- Carmen is very slow on mobile and sometimes on computer connections.
- Some stuff is just slow, Carmen works well but could just be organized better.
- The timely posting of captured lectures to Carmen have improved significantly towards the end of the quarter. At the beginning of the quarter with the transition to the new recording program it was inconvenient to not have the captured lectures available although it is understandable that it was a new program with problems to work through. The only other comment is to strive toward successful captures of recorded lectures because they are very helpful in studying and reviewing lectures. Thanks!

## **The Digital Union**

- I was disappointed by the lack of a response concerning a class offered at the digital union. My message was never returned, even though I left at least two- thus my dissatisfaction with the digital union.
- I love the digital union as a place to try out new things and try out things on different platforms. Our College (nursing) supports our email very well and other platforms very well and we have a very helpful and knowledgeable IT staff! Although I have been here

for 2 years, I still often have trouble remembering how to make a call to an 800-number and it is not easy to find that information on the UNITS site. Can't there be multiple dialing options 1-800 and 9-1-800 and 9-800 and 1-access code-800, etc? That way, no matter which way I tried, it would work.

- I have only used the Digital Union for a few video interviews, so my experience is very small. I was pleased with the experience overall. My only recommendation would be to train the people who are in the area everyday on the video interview equipment, or move Nicholas's office to the Digital Union. We ran into a few problems and with Nicholas not in the building no one knew how to fix the situation. All was well that ended well, but I think it would be nice moving forward to have tech support on hand.
- The Digital Union (and Joni Tornwall in particular) is fabulous!
- Although I do not teach classes, I have attended two workshops held by the Digital Union and found them very helpful.
- Recently I was trying to use DreamWeaver at Digital Union. But since I can't run a local server for testing, it was a waste of time for me. I am part of a student organization and maintaining websites is an important task for any organization. There must be some place on OSU where I should be able to do these things.

## **Student Computing Centers**

- In the few times I've had to use the student computing center in the SEL, the printers were continually going off-line, the computers were slow and the student employee on duty was very rude.
- I just think the computers are a pain to print from (I use Atwell computers) they never work.
- Some portion of the technology is kept up very well, but some portions are not. Certain labs are always full and never have enough room for students. Also, for Math 607, my class room computers were freezing all the time and it was a difficulty to participate in activities in class.
- For once I'd like to walk into a computer lab where all the computers were working properly, something which has never happened in my 7 years here.
- Internet and equipment in the classrooms regularly has issues, and rarely is able to be fixed before or during class time. When reporting issues with on-campus computers, resolutions can take weeks.
- you need more visibility - where are the computer labs recently a pain that the SEL computers didn't have data desk software needed for my stats 135 class
- Computer lab proctors in Scott lab never do their jobs they just do homework

- The log-in at the College of Dentistry Student lab needs to change. Sometimes, it makes you log-in before leaving the dentistry homepage and sometimes it doesn't. When it doesn't ask right away, it asks after a few web pages, and this is quite frustrating to disrupt a search. Why can't this be set up like at the library where the first thing to pop up is the log-in? It would make it a cookbook type process, very easy to follow, and not disruptive.

## Media Services

- I teach here and I find the state of technology here to be, in general, good, but I am annoyed at how often things go wrong in the classroom or that some rooms have computers, while others don't. I realize that it is a slow process (equipping rooms) but the university sees fit to take care of other issues which, at heart, are less important. I also think that if you are going to have classrooms in the basement of a building, internet access should be a given (which it is not - try teaching in the basement of University Hall). The tech people, I will say, are very helpful, friendly and polite!
- offer FREE full-semester courses to faculty and staff on multi-media course and presentation design. These resources exist, but are too segmented among various groups on campus for successful, structured learning experiences.
- Who will take a leadership role in transforming the textbook model into an e-book model? Why not OSU? Textbooks are an obscene cost to students but I don't see anyone leading the way with this. Tremendous opportunity but apparently not at OSU.
- Having worked at other universities, I think OSU is grossly behind in our tech offerings and computing. I cannot tell if this is my department or the university as a whole but I tend to lean toward whole. Ten years ago I worked at a school that had more than we do today. Sad.
- My frustrations are many. For starters (and this I find incredibly ironic), the OCIO website is difficult to use (truth is, osu.edu is, too). As an example, start with the OCIO (not that most would even think to start there) homepage and then try finding Online Media Services. Logic suggests one should start with the Services menu, but nope, it is not there. Which brings me to my next frustration: much as I want to use the media in the library it seems that there is always some issue or another, either with the equipment in the classroom or the library itself. As an example, when planning my syllabus for this quarter, I went to great lengths to select and include media available through the online library. The first film I picked, based on the description, linked to something completely different. I sent an email but never heard back. So I checked out the DVD from Thompson instead, but then the DVD player in the classroom didn't work. The second movie I wanted to show the class had a dead link. Despite assurances the link would be

repaired, it still doesn't work. I venture to guess that Media Services is grossly understaffed, because the staff are always as helpful as possible. The one area where OCIO doesn't disappoint is 8help, but ONLY by phone and only during certain hours. On more than one occasion I have tried emailing, but never received a reply. I could go on, but suffice to say, you have your work cut out. I'd start by changing the name from OCIO to something that lowered our expectations.

- Mobile services and access could use a bit of improvement, but generally I am content and well served for my limited needs/uses.
- Many of our services are provided in house. (Business and Finance)
- The main service that I care is the classroom technologies and unfortunately classrooms lack lots of key technological components that are essential in teaching. To count one: Tablet screens such as those in EA are very useful in relating to the students.
- Had major problems with online media streaming services from start to finish (uploading class videos). Finally gave up. Learned later that it might have been due to just one person in that office. But have heard horror stories from other units, and everyone says stay away from them; upload your videos to YouTube yourself. Also still wary about personal data breaches and don't yet trust that this data is now secure. 8-Help is very good and reliable. Site-licensed software is very helpful.
- Not enough video conferencing we need a room at least in each building in my case KSA with multiple screen and possibilities of connections and several digital and portable microphones
- Help with the classroom technology is hit and miss, and always slow. The time-out on the instructors' computers in classrooms should be longer so that you can leave the system on the entire class even if you don't use it constantly.
- Streaming services and Video production services (Kevin Jones) are superb!
- I like the availability of using the Lynda online training sessions. I find them very helpful and easy to use.
- Buckeye Link vs SIS? What's the difference? Media services: interface for course online film viewing really needs to be updated.
- I like having a computer already in the classroom so I can use the projector as a smartboard, and do image searches for ESL vocabulary.
- Those that work at the Equipment Loan center are incredibly nice and helpful; I really appreciate their kindness and advice (not to mention the actual equipment- everything always works great)!
- I would like to see Adobe Illustrator back on the system. It would be useful to have a version of LaTeX on the system as well.

- I recently borrowed a video camera, tripod, and Macbook for a school project. It was so convenient, and I greatly appreciate all of the help I had. I am very satisfied with my experience.

## OSU Wireless Network

- The network is slow, especially the wireless connection and when using Outlook.
- There is an issue that needs to be addressed in regards to changing password through IDM that affects wireless logon and the utilities native to Windows XP on OSU supplied laptops. I have had this issue both times I have had to change my password since the initial switch to IDM. Wireless won't authenticate 8-Help is aware the issue, as they were able to help our IT rep, but they haven't add the ""bug"" info to the wireless set up instructions. When it happened a second time, I was able to finally track down the utility via my browser history and install it, but it should be noted on the page that gives instructions for wireless setup.
- Our building does not have wireless, which would be a nice addition.
- the firewalls are important, but having to keep re signing on is a pain.
- I get better internet service at other institutions that I visit (a a guest) than I get at OSU - that's really sad. OSU's system is all rules and bureaucracy rather than top-of-the-line service. Also, many of the institutions I visit (e.g., in DC) actually have far better security than OSU AND significantly better service. However, at OSU, security measures are frequently cited as reasons why the system operates so poorly -- as if good security necessitates poor service.
- There have been server issues more recently and has cause inconvenience to perform daily task.
- Wireless service can be problematic for MAC users. And the security password/change requirements seem overly burdensome. The OIT staff, however, are terrific.
- OSUWireless is very unstable on Macintosh & sporadically stops working in a way that they connection must be removed and reconfigured from scratch. Media Services should not use RealPlayer. It is clunky and not well supported or cross-platform compatible, and can stop working completely sometimes
- For wireless service, it's tricky to set up the system on my computer. I often needed to log on to AT&T system and unsure if that's the university-authorized service. For Carmen, as an instructor I would like to see that I can upload multiple lectures at the same time for my class. For now, it seems I can only do it one by one.
- It is not possible to configure WPA enterprise in some phones.

- Still too many gaps in campus wireless as I move around campus for meetings I am becoming increasingly dependent on this. 8-HELP tries hard but usually after an extended effort to solve on the call end up passing the work on to someone else.
- I believe one of the main problems is communication, both to the customer how to set up service and of some changes that are made particularly to the wireless service. I have had problems with certain aspects of OSU wireless for years.
- I wanted to have happier answers, but there are a lot of challenges. I can never get connectivity through OSU wireless. Changing my password every 3 months is a real drag. The printers in the building where I work (Journalism) don't work and the computers are so antiquated they should be museum bound. The fact I am still using an answering machine is a bit embarrassing. Why do we not all have voicemail?
- I wish the wireless was easier to access (no sign in, password, etc.).
- To be more competitive with other universities, we should have faster internet, and more consistently available wireless. Also, it would be advantageous to have licenses to more software.
- To improve wireless network coverage
- Good recent changes to OSU wireless.
- The wireless is especially slow in some buildings. Otherwise, I'm pretty happy with everything.
- Inquiries about wireless printing go ignored, or I might be more satisfied.
- OSU wireless could be better. I have been having trouble connecting at times.
- Since I have started school here as a professional student, I have been alarmingly disappointed in the quality of the OSU wireless system. I constantly have problems connecting at Prior and the College of Pharmacy where I am mostly located. (p.s. my computer was checked by mobile tech at Prior too). Recently however, as in the last 2 weeks my internet has been good (is it due to changes in the system?). The College of Pharmacy has poor signal, often in the classrooms and lounge areas that need to be addressed. Furthermore, in Prior the printers are constantly broken and services are poor. I feel overall for such a good university as this, a serious upgrade is due. Carmen is not exactly the most amazing system when I compare it to other 3 schools online course management I have used. I think you should merge Carmen and Buckeye Link (my student center) together to have one site where you can manage everything. Florida State University has this system and it's very effective. Also, you should allow for email checking in Carmen as well. In this manner you have tabs where you can access all the information you need instead of 3 different websites. This case is an example of how your IT department or whoever manages this sucks (excuse my language). I pay a lot for tuition and good internet connection and well thought online class user interfaces



(i.e. carmen) should be included in that. Good luck making things better and thanks for allowing me to participate in the survey.

- osuwireless sometimes takes much too long to authenticate. Carmen needs to lose the Log In button page. (just a useless extra click) The Student financial account history is incomprehensible. It would be great to have a campus-wide printing solution (print from the internet from any computer, pay at the printer with BuckID to release print job).
- my OSU wireless connection sometimes cuts out for no reason
- It would be nice to have easier access to OSUwireless with handheld devices.
- At least once a week Kaspersky picks up an attempted attack on my computer when I'm using OSU wireless. I don't know who is doing this (or why) but it does make me a bit hesitant to do anything truly sensitive while connected to OSU wireless.
- The ResNet has alot of flaws and often stops working.
- I often have difficulty getting WiFi in buildings (Macquig and Watts especially). I am able to get Wifi easier if I go to McDonalds or if I use the AT&T Wifi. I can't adequately express in words how dissatisfied I am with the school's wireless network. Also I feel it is necessary to state that I am able to get Wifi in the dorms.
- Wireless does not work throughout the campus. The building I work in as well as the building I attend classes in both have poor, unreliable connectivity to the internet in some locations. I think the software website is challenging to navigate through and is overwhelming. I wound up purchasing software elsewhere because I couldn't determine if Ohio State offered certain software for off-campus computers.
- Wireless and wired networks are inconsistent in bandwidth. Naturally, traffic varies from time of day, but these services seem to be unable to handle high loads as download rates drop from 6mbps to 250kbps... A very substantial range. The use of ethernet does not remedy this like it normally does...
- OSU wireless is very unpredictable in the residence halls; sometimes it works great and other times it is terribly slow or not working at all.
- I am using MAC, sometimes I can't get into the campus wireless automatically. I have to choose WPA...
- The wireless network, osuwireless, is probably the worst I have ever used. Hardly a day goes by were I don't feel like my connection has been reduced to dial up speeds or I am completely unable to access the internet. I know I speak for everyone when I say that it is extremely frustrating to not have a reliable internet connection at a time where the internet is so important to everyones schoolwork and everyday lives.
- sometimes our laptop and cellphone can not connect the osuwireless. not only me ,but also a lot of my friends have this problem.

- Sometimes the OSU Wireless is not that good, at least in MacQuigg building! This should be improved! The account and identity management is excellent, but the change of passwords should be minimized.
- The speed of internet needs to be improved.
- I have had A LOT of problems with the compatibility between the OSU Wireless network and my MacBook. I had to take my computer in to IT and have them set it up for me freshman year, and now that we must change our password every 90 days I have been entirely unable to log into the network. Luckily, the IT people are always helpful, but I think that the compatibility issues really need to be addressed on a wider scale.
- Strongly dislike how often I have to resign in for ResNet. It was also extremely problematic to have such terrible internet connection for the first half of the quarter.
- WiFi in the Mathematics Tower is no good - access points on different floors interfere with each other, making it very difficult to get a good, consistent connection.
- They do a nice job overall. One suggestion I have is to be able to print wirelessly in the library from our personal laptops.
- I have issues receiving osu wireless in the health sciences library.
- the coverage of wireless internet is not broad enough, it will break when i change from one wireless section to another.
- The inability to use a number of devices for connecting to WiFi through the campus signal, such as, but not limited to blu-ray players/playstation 3/xbox360/wii and theoretical future devices fails to recognize their use in everyday media consumption.
- In the last year I have noticed improvements to OSU Wireless...so glad it works in the Psychology Building now! I don't know what OSUNet is.
- Why do you allow xboxes to register with resnet but not ps3s? Could resnet give a warning when your session is about to end and maybe give the option to sign back in before it kicks you?
- Auditing of wireless coverage would be nice. My macbook doesn't receive wireless signal in numbers cafe well...
- 1] Wireless network is not easy to connect on Windows 7 PCs, you need several steps to perform rather than auto connecting first time. 2] System for Reserving a room is down 90% of the time and never works right the first time.
- It's frustrating to have to constantly sign in to resnet if I switch from wireless to local connection or if I just switch academic buildings.
- Please work on the wireless in the dorms. It breaks all the time.
- Make the wifi better, faster, and more reliable. When you move from one site to another on campus, I end up having to reset my certificates to the wifi which is a huge pain to do because I usually have to do it during class.

- Internet is hard to connect to if one has a MacBook. There are not nearly enough services related to support and consultation for the number of students that utilize them.
- Overall, good quality. Would be nice if the server was consistent with speed, though.
- The wireless internet is especially sub-par for such a large university. I get a better connection from the Starbucks.
- OSU wireless is very temperamental and I can usually never get it to stay connected. Other than that I think all the services provided are fine.
- I can never get on osu wireless, I always end up using the ATT wifi and that still sucks.
- Generally had a good experience with the Office of the CIO. My only criticism is the transition into the new osu wireless password and username has not been ideal.
- I get frustrated with connection of the osuwireless network. I'm not always able to get on to it when I'm at the Union or the Library. I have updated all my information and it hasn't given me as much trouble in the past but it still happens.
- I have a Macbook, and even when I followed the instructions for how to arrange my wireless network, it didn't work. I brought it into the Bar, who got it working within a matter of 10 minutes. I feel they should say (on the website) a better way of communicating to people who have macs (which is a large percentage) how to get it to work with the wireless.
- And osuwireless often would not work for me, especially around Hughes Hall. I never was able to receive internet anywhere around there.
- wireless: while over all I think the wireless access is ok in most building, there is a high problem in the dorms. Many of my students experience problems due to bandwidth limitation of the wireless networks in the dorms.

## **OSU Wired Network**

- Absolutely not happy with department-level support, and likewise wired access. This may not be OCIO's direct responsibility but I sure wish the OCIO would exercise more oversight of departmental practices. This could align local practices with campus-wide practices.

## Email Service

- The reason I rated dissatisfied for e-mail services is I believe all email services for the university should be provided oCIO not each area individual IT group causing redunancy, inefficiency and differnt group policies for different areas
- So far, the University E-mail services seems quite slow when using Exchange, which was one of the main selling points. I hope performance can improve.
- ASC Tech is unresponsive. Outlook Web very limited in functions, prefer old webmail. University tech people helpful but refuse to interfere with ASC territory, ASC faculty not getting needed help.
- It would be helpful if faculty had control over our e-mail address and search information. I was recently married, and still publish under my maiden name but can no longer be found on the osu.edu search under this name. This is very bad for my national and international reputation.
- My concerns related to the University mail system is the last of features not available to the online Outlook Web App (particularly the lack of Quick Parts feature).
- OSU should have 1 system for scheduling meetings both inter and intra departments. One system for processes - Univ. should not be different from OSURF. New procedures should be communicated to all staff
- I am off campus (adjunct) and only use the e-mail service but find that the switch to the new system went fairly well and stress-free for me. Thanks to the wonderful phone staff who walked me through the conversion.
- More storage space for email is needed. Many faculty have started using gmail to address storage needs. Much of our work with students and colleagues relies on email usage, and more space is needed. Please consider provided more email storage space.
- The new e-mail system is a joke. It's a money-maker for CIO and that is a disgrace.
- The quota for e-mail is on the Arts and Sciences server that we were forced to move from our departmental server is very inadequate. Also, it seems to filter out e-mails that contain maple codes that my research collaborators and I wish to share. This is a rather crummy system relative to what we had in our math server. This obsession with centralizing everything is not serving the needs of individual departments.
- web-page of services is not very well ordered. It is rather difficult to locate on your directories. Log-in is rather un-easy, registration is not as easy as it could be. The mail folders should be larger.
- OSU lags several comparable BigTen peers in high quality infrastructure support for faculty e-mail, web servers for data storage and sharing, ease of establishing communication, and web-tools for teaching and instruction. In addition, charges for phone and internet services are at the higher end of the spectrum in comparison to other

BigTen universities like Michigan, Illinois, and Purdue. Infrastructure and services need improvement at lower cost.

- It strikes me as odd that a university of this size does not provide basic resources for faculty (and student) networked computing. I consider these to be: 1. Email with a sufficient amount of on-server storage (GB of the order of what Google provides). I hear too many excuses why, and not enough response. My department does a good job with this, but the University can't handle it. 2. Web hosting. Why is this not provided? It seems like this is a basic academic function. At former institutions, I was set up with free web server space as early as 1994. I guess OSU is nearly 20 years behind. 3. Cloud storage. There is none? These are the reasons why I can't say that the Office of the CIO are leaders in IT.
- I absolutely hate that the medical center archives our email after 90 days. It is retrievable, but takes a huge amount of time and effort. If archiving is necessary it should be 180 days minimum, but better to be 365 days. When we write grant proposals, it is often more than 3 months before they are even reviewed. If a revision is needed, it is a huge waste of time and energy to try to go back to the body of emails supporting the project and one-by-one retrieve them from the archive. I think this is a medical center technology mandate rather than an OSU-wide one, but it stinks!
- Any office that decides to give control of confidential student communications to Microsoft, the most prominent failure in the war against spam, clearly needs to reevaluate their role. Students don't check Buckeyemail because they see it as a service for ads about penis enlargement. Other than that, I don't really think one way or the other about the office of the CIO, and I am not even really sure why it is needed.
- Wireless access is incredibly unreliable (I'm in Denney Hall.) The wired network is also spotty, especially at key times of day. I've asked ASCTech on behalf of our whole building and either been ignored (repeatedly) or been told nothing could be done. Additionally, support via the ticket system with the OCIO is often spotty. Direct support I receive from Terry Reeves and Tim Timberman is FANTASTIC -- however, on lower level items that can be handled through the helpdesk, I often have to go back and forth several times to get the information I need to solve the problem. The latest example is the email migration, which was not communicated to us at all, and which we are currently attempting to solve, after not having gotten emails for a week (that's how we were informed it was happening.) I've also had much trouble with my.osu.edu passwords, as they don't propagate through the systems immediately, often leaving me without wireless access for days at a time (and draining the batteries of my wireless devices as they attempt to connect.) In general, I find the lack of communication frustrating. I have a feeling that OCIO feels they are constantly communicating these messages, and have no doubt they are, but I fear they are not reaching the correct parties. If the messages reached me, I could help support our entire department and disseminate the information in an end-user understandable way. But often faculty get messages that

staff don't, and I find out when I'm asked about issues. A clearer understanding of where I am to look for information would make my life (and those of the people I serve) immensely easier.

- I don't know what you offer other than email and that has been a disaster. I have forwarded all of my mail to a gmail account because of the lack of storage. Additionally, when storage was increased, most people were given no warning of the switch and lost a few days of emails because of it.
- One of my biggest headaches/complaints is with email. 500M is nothing in today's world trying to share files without a shared space to which both parties have access. While I do try to compress files to send them and try to clean up emails that I truly no longer need, I cannot just delete all emails relevant to a project. To archive, I need to save to my own PC and then the files and emails are no longer being backed up as part of the larger system backup on a regular basis. I much prefer to keep the info in electronic format but the university email does not provide enough space for this. In my former company, I had well over 5 years of emails, included attached documents, stored without approaching limits.
- My biggest complaint is our email service - which is one of the most important part of the IT infrastructure. The old faculty/staff email was a nightmare - the storage quota and message size limitations were too small. I'm now on the Exchange-based system, which is better, but is still inadequate for the types of things that I need to do. Just this weekend I was working with a student group and we were constantly emailing a large project report back and forth as we made revisions. I had to purge my inbox and sent folder twice to keep from bouncing. I don't keep messages permanently on the server, but I shouldn't have to clean out my folders every few days. I quite frankly know many people who are using Google for there email service - I have resisting doing this but it is a temptation for anybody who his tech savvy to switch. On a positive note, I do love the new Exchange server for everything else (push email, calendar, contacts) - particularly with mobile devices.
- I have had strong customer service when necessary. On the technology front, however, we often seem behind for a University of our size. The move from Webmail is a plus, but even that seems to have happened very late. In addition, even with that move we seem to have the low end of storage space
- I am not a high tech person, so I am sure my reservations are due to my weaknesses rather than the university. However, I have now received an email about my ""web based email"" and I have absolutely no idea what I am supposed to do. I think I am OK with my osu.edu account, but I have no idea. Such emails need to be written in non tech language so those of us who are off campus and not high tech can know what to do. I cannot afford to have my account go down when I am in the middle of an on line class.
- The move away from the old email services was a positive move, but the net effect of the migration was negated by going to inadequate Microsoft Exchange services.

- This questionnaire is difficult to read. It requires that I scroll left to read the question, then to scroll right to answer. I have never had that problem on my computer. My complaints are entirely regarding passwords, especially email. I have recently decided to stop using my OSU email for outgoing and to change as much incoming email as possible to my OSU account because OSU blocks some of my mail and the system changed the server stopping my email all-together for a month before I figured out what was going on. The HELP people seem powerless. They seem clueless when it comes to Apple products.
- The email service Outlook is really not the best, especially the the version loaded on campus pc's. The wireless service in my building isn't optimal, and I have had problems with classroom equipment, especially for multimedia uses.
- buckeyemail sends too many things to spam that aren't spam.
- My.OSU.edu is annoying, not timed very well, frustrating and difficult to navigate and use.
- Apparently our email addresses were sold to some companies because I have been receiving publicity, I think that is annoying and inappropriate for a University account.
- With regards to Buckeyemail: Outlook Webaccess is simply an incredibly poor tool for email. Many features that are necessary for managing email effectively are not available in Webaccess. I personally have my Gmail account access Buckeyemail using POP, and using my Buckeyemail address as an alias. Gmail offers much better services than Outlook Webaccess. This is why Kaplan University (where I teach) switched from Outlook to GoogleApps.
- Buckeyemail is not intuitive or user-friendly and basic options are hidden deep in menus that are difficult to find--Kent State's student email service is powered by Gmail, why can't ours be? Also my name and SSN were among those compromised in the data breach a year ago so I'm obviously not satisfied with electronic security.
- I have had problems in compatibility with buckeyemail and another email service from the University of Cincinnati (uc2).
- I forward my email due to problems with size capacity of Buckeyemail and, on two separate occasions I had problems where email was not being forwarded correctly, which is why I gave a ""dissatisfied"" rating to Buckeyemail.
- Buckeyemail is inadequate for the needs of graduate students with teaching responsibilities. Our IT needs, especially those related to communication with students, are more comparable to those of the faculty than to the undergraduates we teach. Buckeyemail is too unwieldy for the amount of email we receive and cannot handle the large attachments we sometimes need to send. It took me over an hour last week to find a way to send a message with 30 MB of PDF files to a potential employer. Furthermore, many colleges and universities began moving to innovative Google platforms while we migrated to a retrograde enterprise version of Hotmail, which I abandoned for personal communications a decade ago.
- I signed up for myosu but nothing happened. It changed nothing

- why do we have to type @buckmail for our emails?! It's twice as long and when anyone emails us the only have to put @osu.edu!
- I have my buckeyemail account forwarded to a gmail account and some of the emails never get forwarded. It's very annoying.

## **Security of Electronic Data**

- Way too many breaches in security
- Wireless security being fairly easily broken, it was an unfortunate decision to force us to use our OSU accounts with full access to resources for wireless access now.
- The trust level with the OCIO office is not there. It is going to take a lot of rebuilding. For example this survey was sent with a link in it from a email address that is unfamiliar. I should not be responding to this survey because we are told to NEVER click on a link in an email from an account we do not know.
- I've had my identity stolen four times in the last five years while attending this university. It happens every spring when I've applied for financial aid, so needless to say, I'm not thrilled with the security of my information here.
- Given the OCIO role of protecting the security of data, a breach of the magnitude of the one that affected all staff, faculty and employees is completely unacceptable.
- University-wide MCSS document has been a basis for COE's extreme security enforcement policy that hinders productivity for many COE users. My perception of CIO, just like all other administrative OSU units, it is a top-to-down organization, with little feedback from the faculty/researchers/staff. Most OSU members use the IT infrastructure for mundane tasks like email/word processing. However, extreme university or college-wide IT policies impact productivity of users that depend on powerful computing and IT methodologies on a daily basis. We cannot compete outside due to blanket policies within that get in the way of fast-paced research. I wish the individual units and even users were given more freedom to determine policies to access to IT infrastructure.
- I've had multiple reports of my confidential information getting stolen, and SIS was HORRIBLE with my account payments. Also, the wireless strength is terrible in the Physics Research Building and Smith Hall.
- Maybe your office shouldn't lose students and alumni information to hackers. You guys are amateurs.
- The new requirement that passwords must be changed every 90 days overall leads to less security. Because the passwords must be remembered and cycled, the incentive for bad passwords is high--inclining users either to easy passwords (bad) or writing them down (a major no-no). It provides the illusion of security without the actuality.
- Also, making sure all west campus network deployments are of equal security/dependability should be done better.



- I wish that there were some secure central data archiving server that can be accessed both by OSU and external co-investigators / key personnel on collaborative data-intensive research that involves multiple sites. The University of Minnesota has such a facility, so it doesn't seem that there are scale issues preventing this.

## **Account and Identity Management**

- Changing password so often is a major step back.
- The new over-the-top password policy is unhelpful to all normal people. Only a true geek could deal with changing from one complex password to another every 60 days.
- It would be nice to have one password for everything OSU. Having one for email and another for everything else seems bad. Also, the new password protocol works against itself. Having people change passwords so often with such character requirements only forces people to write these down in physical form rather than remember them. I don't think this is taken into account.
- The new password policy means I must write passwords down. Were faculty experts even consulted?
- Password expiration makes us all less secure and more annoyed. Increased centralization of services has led to significant decrease in quality.
- Do not feel that we should be required to change password on a university schedule. If we are worried about security of our information we can change passwords on our own.
- The rush to centralize IT across campus is ill-advised. It results in slow and inconsistent service. The continual ""updating"" of passwords wastes a great deal of time. Requiring a stronger password that one can keep for longer (at least for full academic terms) makes a lot more sense.
- Please decrease the frequency of required password changes per year!! (Perhaps to twice/year).
- The password situation is a big problem. Soon I will have to start writing down my passwords because I can't keep track of them due to the rapid changing. I haven't been able to use OSU wireless because I apparently can't remember the procedure and the new password policy forces me to deal with it every three months. Please see: <http://www.mcsweeneys.net/articles/important-follow-up-re-the-new-password-complexity-policy>
- The frequent password changes are especially daunting. I know this is for my own safety, but I can't remember my password after having to change it so often. So that means I have to write it down, which defeats the purpose of changing the password for extra safety.
- I really dislike having to change my password so frequently. I also dislike the fact that I can't keep more of my e-mail available to me when I use webmail from home. Finally, I

hate the wireless network -- I can't access the wireless network at all -- I was told I have to dramatically change my password to accomplish that goal and I am afraid to do that since I can barely remember it anyway (and have to change it all the time).

- The new requirement for a new password every 90 days is too frequent. It may actually end up hurting security as users may be recording their many passwords elsewhere to keep track of them.
- Password changes too frequently
- The new password policy is just ridiculous. There is plenty of research that shows that changing passwords frequently requires people to write them down rather than memorize (as I have to do now) and thus reduces security. It is also amazing that UNITS has not been able to update my home address for over a year now in spite of many attempts to do so and then started complaining that my bills got bounced.
- Would prefer centralized rather than departmental email for faculty. Changing my password so often without repeating etc. means that I can't remember my passwords and therefore have to write them down which isn't safe. Not the best system. Also, real pain in the rear to change all my saved passwords in all my mobile devices (3 in all) each time a password change is needed.
- The 90-day password expiration policy is much too short and will have the opposite of the intended effect. Users will use a number of bad practices because of this. 8-HELP (known colloquially as 8-HELL) would benefit greatly from an "expert" path, where the IT people on campus who know exactly what their problem is could bypass the kid at the desk reading from a script and get escalated immediately to the person who can actually fix the problem or answer their question. Even better would be if we could direct our queries at specific people if we know who that person is. It's frustrating to send an email to someone only to be told "go through 8-HELP because we need to have tracking", go back and forth with help desk trying to explain the problem, only to be finally escalated back to the person you originally emailed. While competency has improved slightly recently, communication has not. OCIO is still a mysterious black box to most of the rest of the IT community on campus. We discover things that you are doing or policies that have been put in place only when we notice odd behavior and ask about it on the distcons list. Lastly, to be frank, OCIO seems to be more concerned with appearance than performance or usefulness. The security standards are overly paranoid to the point that they interfere with legitimate productivity, yet don't stop most common data breaches since those are usually caused by not following ANY sort of "best practices" much less "security standards": like trivial root passwords, physical theft, social engineering, connecting personal devices, etc.
- Changing passwords every 90 days is an annoyance and makes me feel my data are less secure than they used to be (before this change went into effect).
- my.osu.edu still has bugs. Password changes still alert me that my password will expire later that same day even though it really expires in 90 days.

- A new system was implemented to change your password every 90 days. Got the email reminder - great - but no link to go change it. I have to hunt now on where to find that link. This is something I rarely use - I don't have a clue where to find it. These are simple things that would make life easier.
- It would be useful to have a centralized system to deal with the various accounts. So far there are: 1. my.osu.edu 2. Faculty center 3. the tax site - where we see the pay stubs, etc 4. Carmen ... They are too many!
- passwords change too often i dislike all the password i have to keep track of.
- clearer directions about adjusting your password for your wireless access when you have to change it every 90 days. I had to go to BuckeyeBar because the Mac directions were out of date.
- Password changed too frequently. Often receive some email about donating money.
- The new password process is a bit much and probably makes things less secure. I know many people who now write down their password because they can't remember it. The gigantic list of questions and process for retrieving a forgotten password is tedious when it doesn't have to be. There are some recent studies about how super restrictive password rules make things less secure all around.
- Having to change my password every three months creates security problems, in that I now have to keep a postit with my password on my desk since it changes too often for me to actually remember it.
- I don't want to change my password too frequently because it is hard to find a suitable password, which is easy to memorize, different from used ones, and complicated and long enough.
- The new password procedure is horrible! It's really hard to come up with a password and frequently changing it is a problem.
- this changing your password every 90 days thing is ridiculous pain. I now have so many passwords I have to write them down to remember- that makes my account less secure than it has ever been.
- I gave most of my bad ratings because we have to change our password every 90 days now. I went three years without changing my password and suddenly you want us to change it every 90 Days. It simply pissed me off. I get tired of changing passwords for everything. Next time, do a better job at security so we don't have to change our passwords. Plain and simply, I don't like the CIO.
- I hate changing my password so often... just as soon as I remember the new one, I have to change it again. It's also killer to not be able to access buckeyelink early in the morning. I honestly haven't used many of these services, which is why there is an awful lot of neutral answers.
- Changing my password every couple months is EXTREMELY annoying. Is there any way to get around this?

- Get rid of the password change system that works every three months. This does nothing to prevent hackers - they don't use passwords, they BREAK your SYSTEM. More secure programming keeps information safe, not changing passwords confusingly often. In short: this practice hurts the users without any gain in security. Ditch it.
- Passwords shouldn't have to be reset so often.
- Realistically I am fine with everything as it is, but I hate having to change my password, if I want to have the same password for 4 years that should be my choice.
- Change password for my account every three months is painful.
- I do not like changing my password as frequently as the system requires
- Reminders to change passwords are a little excessive. If we have to change every 60 days we don't need reminders 2 weeks out or whatever it is.
- I do not understand the compulsory requirement for changing the password every three months.
- The password reset policy is completely ridiculous.
- We need too many usernames and passwords. It gets ridiculous.
- The requirement of multiple log-ins for varied IT services (email, carmen, Ohio Link, Humanities accounts, etc...) is ridiculous
- Do we really have to change our password every 90 days? This seems excessive to me.
- I find the required password change annoying and unneeded
- University password policy appears strange. For strong passwords, words like 'OSU' need not be filtered.
- I find it a bit annoying that I have to change my password every 3 months or so, and that I can't recycle old passwords. It makes it really difficult to remember all the passwords I have for all my different online accounts when I have to change them so often and can't reuse the same passwords every so often.
- The new policy that requires us to change password every quarter is pretty annoying, especially that we have to create a brand new password. Although it is for security purposes, it brings up so many troubles, i.e. create password we are unfamiliar with, inconsistent with our other common used password, remember password in personal laptop but forget it when using a university compute...
- Password change once in 90 days is too frequent I think.
- More warning about deadlines for password changes please!
- I don't like having to constantly change my password every 90 days it gets to be a hassle.
- The only thing I hate is changing my password all the time.
- First off, changing my password for my account every 3 months?? im sorry but thats a better way to lose information and i am in school i dont have time to worry about remembering a new password . if people get hacked they need help for its not the system its them, and when the system is hacked through the school and not a student, the school needs help... stop making it harder for us students , we have enough worry like trying to

pay for school with a job and worry about getting good grades... you people just keep pushing things on the students... why are we paying so much to do everything for you? college is not for us to help the college we are here for the college to teach us and so far i feel like the school is making it impossible for me to focus of whats most important, school , health , and a future!

## Telephone and Voice Services

- My building (33 W 11th Ave) is still not on the wireless network, which is why I rated that lower. We have had numerous problems with voicemail and email over the past 18 months, including not being able to access voicemail, callers not being connected to voicemail when the party they're trying to call does not pick up, and many many email delays and problems, including an entire week during 2011 where OSU email was unreliable. That is unacceptable, and that is the reason I am ""dissatisfied"" with those services.
- I think CIO did a good job compared to those vendors for home internet/telephone service. Way to go!
- most services are reliable. Problems with e-mail, internet, or phone services are relatively infrequent.
- We should not be charged to set up voice mail. We bring in indirect costs from our grants, and that money should be used to support us as NIH and NSF intended.
- Coming recently from the private sector, most of the technologies seem fairly antiquated and overly restrictive - especially the decentralized email and calendaring systems and the old fashioned tele system - we need better cellular/land-line integration options, we should have caller-id pop ups on our computers, we should have integrated email/voicemails, etc.
- We have had problems with billing for landlines and cell phones.
- More site licensed software needed, especially for Apple products. Campus wireless is poor -- requires extra effort to connect EVERY TIME with a laptop. My wife works in the private sector and they simply give her a payment every month of \$60 to use her own wireless phone. Something like that would save money and improve service. Most people use wireless phones -- why can't we just use a google phone number to connect to our wireless phones for business purposes?
- Support personnel for the Telephone Services area are excellent. Kudos to Dinah Hoover!
- it would be far better if the system was farmed out to the private sector, which can do this at lower cost and with greater efficiency. as it stands we have a low quality (particularly telephone and email) service at high cost.

- My work phone number is listed for multiple people as there phone number. This is very frustrating for me and our customers. Not sure if this is the department responsible for that or not.
- Campus should cancel all regular telephone service and use VOIP instead. It is basically free compared with the wired telephone service Campus should cancel email servers and just pay google for gmail account services. These two things would save the university millions.
- The phone prices are high for the services, especially installation service.
- Fix the Mobile application for carmen and OSU.

## **8Help, IT Service Desk**

- I had never heard of the Office of the CIO--and I still don't know what it means; my main contact is with the tech staff from ARTs and Humanities/Sciences, and they are excellent
- Central IT lags behind units across campus. There are many units that have deployed services that OCIO has struggled to get started or maintain properly. A big issue is ignoring those deployed services and not learning from their experiences.
- The eReports help website remains one of the weakest parts of the 8-HELP information documents. It is poorly laid out, out of date, needlessly complicated, and still contains no information about installing the next patch despite the emails that have been sent out.
- I find both the online information and the assistance available to be unsatisfactory
- our IT in our college is dreadful. When I need help from the university it is excellent regarding 8-help.
- If I have an IT problem I tend to go to our onsite IT staff first unless directed otherwise (phone number on windows screen/printer)
- The Student Life help desk has not been very helpful when I have had problems. However, David Brown and his staff at the Ohio Union have been wonderful -- quick and knowledgeable -- when I have had issues.
- There is still a large span of time between when a problem is reported and when it is finally resolved. Most of the time wasting is due to micro manangement and a strictly enforced lock-step process that slows down progress.
- ya'll do a good job, thanks
- Never had a problem! Everyone that I have spoke to has been great, kind and very helpful. Thanks!!
- As my college (EHE) has OTEL for tech support and services, I have relied more on that group than Office of the CIO. This is why so many of my responses were N/A or neutral. Generally, when I have called 8-HELP people have been responsive.
- For faculty who are knowledgeable, 8-help is as likely to provide roadblocks as answers. I have had serious problems with the support staff talking down to me when I actually

have a fairly technical question that they don't know the answer to. Carmen is clunky and requires lots of steps to do some simple tasks. Faculty email quotas should be higher (or you should get all departments to stop sending poster images in every announcement).

- No complaints. Service has been excellent.
- Mostly now I use the Office for help with e-mail and network problems. Very helpful on simple problems, varies for more complicated ones. I don't get software advice to speak of.
- My dissatisfaction stems from: 1) too often I am unable to connect to OSU Wireless. I assume because of the strain of other users. This should be fixed. 2) I've called 8Help before and when the person couldn't help me, his recommendation was ""to keep trying and if it doesn't work call back"". Needless to say, that was not helpful. 3) Changing my password every three months and having a different password for Student Life system and then only having a laptop to work from means hooking up to ethernet to makes these changes seamless is cumbersome, confusing, and a pain. 4) I don't understand how something with ""penis"" or ""fake watches"" in the subject line cannot be caught in a spam filter. My inbox is full of this stuff. However, my Spam folder is always empty while my Junk email does capture some junk. Caveat: I am not a technology person so I realize it's possible there's perfectly good explanations for these irritating events. But this is my two cents worth. (And on a positive, the Web is up much more often than it's down; I do appreciate your attempts to keep my info safe (although it's been inadvertently exposed twice in the 7 years I've been here).
- The classrooms I teach in do not have computers and I have to use my own laptop. The laptop I have isn't working well with a projector and I asked for help twice. First time an IT specialist refused to help me!!! He said my computer is too complicated. So, for a very long time I didn't use my laptop because I thought it wouldn't work at all. But recently I decided to try again and this time an IT specialist (his name was Alex) helped me even though, he had difficulties with my computer, too. Overall, I would have given you better score but since some of your employees simply refuse to help with unknown problem I don't think that they all are well qualified.
- My experience is that the people I call for help either know less than I do (which is very little) to treat me like an idiot. Wait times at 8 Help are long. The classes I have taken at the digital union are way over my head. Getting anything repaired takes way too long.
- I have worked with Andrew McCabe the most and appreciate his customer service and follow-up. In regards to the help desk, I would like to see them refer you to specific contacts when you have issues in other areas of the CIO, for example telephones. Don't say, "That's not our area, it is a UNITS issue, have a nice day." Not consistent with a one department philosophy, let alone ""One University""
- Here are a list of words that come to mind when i think about technology at the Ohio State University and specifically where i work (the Wexner Center for the Arts): antiquated, archaic, clunky, . The technology solutions provided for us do not take into

account the needs of the end-user and productivity associated with those needs. instead assessments about our technology needs are dictated to us by our IT department. not sure if this is University-wide problem. PCI compliance and Indemnification clauses immediately rule out the best solutions and saddle us with burdensome tech which grinds productivity to a halt.

- Our ASC-TECH help desk (located on the 4th floor of Hagerty) is a GREAT resource. We are constantly turning to them for many different needs, and they are reliable and patient and always very professional. Our Department would not be able to function without them.
- My overall feeling are very mixed. That doesn't come across clearly because this questionnaire asks a series of partially relevant, off-target questions. On the positive side, I had a very good experience when i called the helpline (although I had to work hard to find the tel number). I needed help on how to use a ppt/projector system in a given classroom, and they helped my out in a very friendly and effective way. On the other hand, I perceive a top-down command and control model coming for hardware and software purchases, as well as a lack of directly helpful IT support, and I see unreasonable and counterproductive ""security"" measures on the rise. The most relevant question in my mind is: Does the office of the CIO work to support me, as a teaching and research faculty member, or do I work to support them. Increasingly, I have the feeling it is the latter.
- The quality of the services provided by OCIO vary from area to area. My biggest complaint has to do with what it takes to get hold of someone on the tech side....which is my area outside of OCIO. Going through the Helpdesk requires a translation of whatever problem we're dealing with. That takes time. I've bypassed them for years and went straight to the necessary parties when there's an emergency.
- I hope IT does NOT become overly centralized at OSU. Local resources can be more easily tailored to meet research needs. On another subject, I am very, very happy with media services and classroom services-- always extremely helpful and timely responses.
- Help desk is improving. THE last six months they have definitely been more responsive, and this has been appreciated. The requirement to change pword every 90 days is unnecessary. I consider my work account in need of less security than every other email account I have. It is most private of all given the public records act, but OSU is paranoid about security. SIS is a terrible app.
- everyone has always been helpful and courteous
- I believe we had better service when IT staff was in each department, not centralized
- We have fabulous in-house IT folks who interface with the CIO, and I have nothing but praise for our in house team.
- Usually I get immediate, very satisfactory service. However, when I recently had to update/change my second osu outlook email account (dept email account) I called for help and was told they would have to get back to me which took 2-3 days. I needed it



updated immediately so I figured it out myself although I really needed more instructional help in the set up of the new account.

- I use the help desk frequently at Fisher and they provide exceptional service every time
- 8HELP assistance is not working well for CARMEN related questions.
- My IT services are largely provided by department staff. They are excellent. IT centralization should address routine services, thus allowing individual departments greater flexibility and mobility (rather than less, as is feared).
- Andrea in IT at College of Social Work was sooo helpful!
- I received the help I needed quickly and politely.
- I've had a really great experience working with staff - particularly Steve Lieb - when we have our annual teaching orientation in Central Classroom Building. I appreciate that. Generally, the support techs at 8-HELP are friendly and can get me the help I need.
- I'm never sure if I should call the main 8-help line or the Arts specific help line.
- The building IT staff does not do ANYTHING! Need a department printer? FORGET IT. The departmental computer labs randomly do not print, and the problem has persisted for months.
- my attempts to do online research from home have been very frustrating. the help desk is not open when I have issues. it is very hard to find ebsco host to do research in nursing/medicine...why is this so hard to so??????????????
- Wonderful so far. Students from ""difficult backgrounds"" may have had very insufficient computer knowledge prior to coming to OSU. When they show up for assistance, talk them through with some patience, just an opinion. Thanks
- I did call them once and they were very helpful!... (also, I am older so I don't use as many of the services as the younger campus residents)
- 8 help support has been very professional and helpful.
- I was not happy with 8-HELP recently. I called and spoke with someone about a problem I was having registering my SPSS software license. I was told someone would call be back the following week. Instead I got an automatic email that my issue had been resolved with no details about what had been done (if anything) to address my problem. I am still waiting to see if the license I finally got to work on my own is only temporary or if it will expire in 30 days.
- They were so nice and extremely helpful!
- I've really only used the Medcenter IT and 100% of the time they have been fast, ready to help, knowledgeable and nice.
- I am at Fisher and tend to use their IT services more - but I am very satisfied with their response times and the help they've given me.
- Technical support has been very cordial.
- I have not had to call the IT department, so I have little input in that category, but I have confidence in them.

- fix the problem with Xbox live profiles not being able to be download since after winter break. I know myself and several of my friends have been able to download are profiles and have called the IT support several times and they have told us essentially its our problem and they won't help us. We have contacted Xbox as well and know it is not a problem on their end but on Ohio States and as such are very dissappointed that we cannot use a service that we pay for.
- 8-help: while they provide a useful service for Carmen email etc. all they do is pass the problem along to someone else for SIS etc. Why not provide direct access to these help people?

## **Buckeye Bar**

- I am very happy with the university technology services. I am looking forward to using the walk-in Buckeye Bar to help set up my new computer that I purchased at Wired Out.
- There are long lines for the Buckeye Bar services, consider expanding hours to early evening and some weekend hours.
- I love the people at the Buckeye Bar! They are so knowledgeable and patient!
- Expand the Buckeye Bar. 8-Help used to be fast and timely on e-mail and phones. E-mail response has REALLY dropped off.
- It would be good to set up more Buckeye Bars around campus. The one at Thompson library usually has a huge line. Thanks!
- Love the buckeye bar and the free anti-virus security.
- The Buckeye bar at Thompson library is very helpful! Everyone working there has a helpful attitude and is willing to work with you until your problem is fixed! They have been a huge help!
- As well Buckeyebar is AMAZING but there is always a 40 minute long wait line.
- I have had very good experiences with Buckeye Bar when I have had problems with my laptop. They are very knowledgeable and helpful.
- BuckeyeBar was very helpful on 3 occasions that stressed me out with my computer and they solved the issues. The lines get long there sometimes and more helpers could be beneficial during busy times. Overall very good.
- Also, the Buckeye Bar always has a very long wait.
- Buckeye Bar should be bigger and should be able to handle more complicated computer issues. (They were very helpful for me when I had computer issues last year. I feel that they are truthful when addressing computer problems, and that is very much appreciated!)
- I cannot say enough about the Buckeye Bar and the help I was provided when I brought in a computer ravaged by malware. They took the time to take care of the problem, and even though it took a long time, they served me and others without rushing anyone out

the door. I just wish I had known about their services (and all the work they are willing to do) back when my problems began. I wouldn't have waited this long.

- If by the Office of CIO you mean the buckeye bar where i received help, the guys were nice and fixed the problem but they didn't show me how to do it if i needed help again, i had to figure it out on my own.
- My wireless often did not work but the people att Buckeye bar were very helpful. I was often not allowed onto Buckeye link or any website connected to Buckeye link and the people at the Buckeye bar could not fix that.
- The services provided by CIO are useful but not when I have to wait in line for 2 hours at Buckeyebar to just get my osuwireless fixed.

## **Site License Software**

- On at least one occasion when our software vendor could not provide a solution to an interface, staff from the OCIO provided the solution. They saved us from a major headache.
- On Site Licensed software there used to be an anti-virus program - however that doesn't seem to be the case anymore. Very disappointing
- Site Licensing Software needs to be more streamlined (if that's even possible). I would like to see more DIY support for work-from-home users and smartphone users.
- Please change the way to renew site licensed software. I shouldn't have to go to a physical location to sign, that is very inconvenient.
- Our reporting software is years behind current technology and costing us a fortune, imaging is non existent which also costing us a fortune in lost productivity, we need EDI for procurement, we are 15 years behind corporate America. We have a lot of work to do to catch up.
- Year in and year out there is a problem with SAS License renewals and obtaining new releases. Unsatisfactory. Also, as much personally identifiable information kept in systems, why isn't Advanced Security Option included in Oracle site license (at huge campus level discount)?
- The software site should have Microsoft Office available, since it's required for nearly all university courses.
- I know you are limited by the bureaucracy, but I think much could be done to improve--especially in the OSU custom software arena.

## OCIO as Technology Leader

- The College of Engineering is trying to centralize IT within the college - I think this is a terrible idea with unqualified leadership involved.
- You do not enhance your image by circulating an online survey in which the questions and range of answers cannot be read without scrolling left and right.
- In my 30 years here on Campus, I saw the birth of IT and the OIT (CIO). I have never seen this office in such disarray, out of touch, and unknowledgeable about IT services. This current office is also responsible for the biggest security breach the University has ever had. This current office cant even integrate an email service on their own. Why is it they need to rely on the small IT folks at Student Affairs to get anything done? This current office also ""ran off"", RIFed, or outright fired dedicated employees...some serving 20 and 25+ years of service. You don't treat people that way...a change is definitely needed.
- Sometimes I think the OCIO leaders change things just to change things. I understand that IT best practices and One University initiatives are important, however, if something works best for OSU, maybe we don't need to change that. Let's not fix what is not broken.
- OCIO seems to be a bureaucratic unit that too many things need to go through before they get approved or completed - many of which never seem to come out of the black hole.
- Comment on question 5: I recently became a staff member after three years as a graduate student. I can say that I now perceive OCIO as a crucial support service that works very hard to manage an unthinkable amount of IT infrastructure, but for your information, I was not at all aware of the OCIO as a graduate student. Thanks.
- I post video of my lectures with Media Services; I get so many complaints from my students about the long delay between when I give the lecture and when it is available. 90 day password expiration is too frequent. I don't understand why Carmen isn't replaced with Moodle. OCIO has made it more difficult to provide innovative technology (like web-based classroom clickers) to my students.
- The IT department in the College of Nursing are technology leaders
- The Office of the CIO is not leading technology on campus, especially in the classroom. Too much time is being spent harassing faculty with obstructive security procedures, and too little getting out front and offering advanced classroom and research technology.
- There is a feeling that the CIO office is playing catch-up rather than being innovative. We should be pioneering ventures involving stream casting and interactive education via technology. I see us plodding along with the same processes (clickers and Carmen)
- I appreciate how quickly the folks in the CIO get back to you when you have a question or concern. They also seem to be on top of any issue when the system seems to malfunction.

- Why is the office of the CIO spending its time and mine worrying about whether I perceive the office of the CIO as leaders? Surely what matters is not how much we associate the good things in technology here with this office. What matters is how good the services are. Pretty good, on the whole. But spend less time worrying about how to advertise your importance and focus on providing the information services, not being known for it.
- Listen to your customers, they can be helpful
- The office of the CIO spends more time arguing over using oCIO vs OCIO than it does communicating real issues and policies. Also They pass policy that affects the whole university with very little feedback from the greater university. Things like spam filtering policies. It incentivizes people to use departmental email addresses instead of name.#@osu.edu because they utilize stupid policies that result in an unacceptable number of false positives that just never even get a chance to get seen. This leads to the opposite of the one university policy that they are supposed to be the leaders in.
- OCIO employees are not seen as cutting edge innovators, but rather as process focused, and a little dated in their use of technology. I have encountered a few instances where the ""way we do things"" becomes more important than getting great things done for Ohio State and its constituents. Culture shift is needed, but not in at an emergency level. Just something that should be on everyone's radar. Arts and Sciences would be a great example of technology leaders.
- The office of the CIO continues to operate like OSU is the Limited, unable to grasp the differences created by a research university. Two of my colleagues have had colleagues at institutions whose domains were blocked by the OSU email system. OCIO's response was basically to have their collaborators send email from a different account. That is totally unacceptable.
- I think it is very unclear as to what the Office of the CIO handles. Often, when I contact them I'm told I need to go to someone in our Department.
- I think the Office of the CIO is moving ahead well to plan for and meet Ohio State's IT needs.
- The CIO's office is living in fantasy land. Totally out of touch with what is needed on campus. Without a doubt, the single worst performing IT group on campus
- Since arrival I have been impressed with the customer service and support of the entire OCIO.
- My perceptions of CIO are improving.
- Processes are often cumbersome and more complicated than it seems they need to be. The identity management page is a total headache. I ended up losing my e-mail for days then I figured out what happened on my own and fixed it. My wireless cut out two weeks before the date in the e-mail I received. The link for smart phones in the message I received led to ""not found."" It took 10-15 minutes on the phone, when I didn't really have the time available, to get it working again. If you call 8-HELP, they make a big deal

out of assigning a number and telling you to be sure to give it to the person who helps you, then they don't even want the number. I think of OCIO as info tech support, not leaders. Sorry.

- The OCIO is constantly about a decade behind the times in terms of the services offered to the campus community and the distributed IT units. They have wasted millions of dollars and years of manpower on an undersized, unreliable campus email server. It's so woefully inadequate that every IT unit on campus is forced to run their own email server just to provide a basic service to their faculty and staff. It's time to admit defeat and outsource campus email to a capable provider, thus freeing the burden from the hundred-plus IT units on campus. No unit on campus does less with more than the OCIO. Very few projects make it to a production stage, and the ones that do usually come up short on usability and reliability.
- OCIO must provide info and share a knowledge-base / resource pool with the OSU community such that it sets them apart as industry leaders at the cutting-edge of all things tech/geek beyond the higher education discourse.
- So many other universities are forging ahead of us in this area....
- My most recent experience is the support from OCIO (On site, 6:00am) in ensuring our Web Clock system operated correctly for our employees. Much Appreciated!!!
- I have worked at other Big Ten institutions. In my experience, the info tech office was very visible--keeping technology innovations at the forefront, and providing workshops, online tutorials, and creating buzz that introduced new tools for improving our work. It seems that technology for supporting the work of staff is not a very high priority, OIT does not seem to very proactive in encouraging exploration/adoption of new and better tools for improving our day-to-day work, compared to the experiences I had at other institutions.
- OCIO should not drive technology decisions, but provide informed and institutionally-responsible input into technological support solutions adopted by the University's functional areas.
- Stop trying to standardize every service. This is not a corporation but a community of innovators. Change is messy.
- I think many people associate the office with terms like ""barrier,"" and ""inflexibility"" more than ""technology leaders"" or other terms you'd likely prefer.
- I believe that the oCIO has become too slow to respond, and once momentum starts to occur, it is usually headed in the wrong direction. I do like that the university email is now Exchange, but the mailboxes are too small and without 100% participation, the groupware part is of no use. Also, the oCIO project management team seems inept at getting projects done on time and on budget and things like getting feedback on passwords went in one ear and out the other, making our data less secure. This is but a few of the things that need changing at oCIO.

- Annual site licensing is a pain -- probably an unavoidable pain, but a pain. I think our technology is equal to anywhere else, but I'm not aware of being out front in any particular area to qualify to be a "leader".
- Honestly I think of my college when I think about technology support - I don't think about the Office of the CIO (not sure I even would recognize the name). But compared to other Universities where I have been, OSU has very good online information services and for the most part these are streamlined and intuitive.
- Most services are functional most of the time. At the scale of OSU, that is a generally amazing achievement, and I try to keep that in mind. That said, there are enough disruptions, slow times, and other annoyances that I believe things could be better. The people from the CIO's office that I have met have been consistently (but not quite uniformly) hard-working, courteous, and smart, suggesting that the problems are resources and coordination as much as anything. Bottom line: I'm glad it all works as well as it does and hope it continues to do so. Improvement would be noticed.
- I don't think it's going to be a far stretch of a prediction to anticipate negative results from this study. OIT's services are enough to survive as an institution, but we are by no means ahead of the curve from a technological standpoint. That being said, asking for more money at the University is an inevitability commensurate with a negative opinion poll. But I want OIT to take a hard look at itself and ask do we need this money? OIT is an interesting aspect of Ohio State, and in many ways I find the department to be very analogous of the University as a whole. If a problem arises we throw money at it, and while that's certainly a part of the answer I think we need to look at where/how we're spending money -- I'm guessing you guys want to hire more people. But if our current personnel isn't getting the job done than why are we hiring more people? Shouldn't we train our existing workforce to meet our strategic operational demand? Or if we have a workforce that simply isn't getting the job done why are we keeping those people on board and THEN hiring more? I agree that we need to invest more in OIT, it's imperative to our mission, but doing this while remaining fiscally responsible to the university as a whole is also imperative. There are many other high priority needs that must be met at this University and if all we do is keep hiring people we're not fixing the root of the problem.
- The OSU is the largest university in the nation; as such, we should be leading the way in technology services. At this point, I feel that OSU is very far from this goal, although I have noted progress over the 6 years I have been a student here.
- The web services which are provided by a university should be as robust and secure as something like a Google account or a bank account. What OSU currently has is a prime example of a non-unified user interface, coupled with being on the trailing edge of security systems. Look at Google for a moment. Most people are very satisfied with the functionality, stability, and security of a Google account. A user needs a single, strong credential to have access to all of their services (and take note that Google has not

required passwords to be changed regularly, despite holding more important information in my case than my OSU account). Google follows web standards, and produces websites that are clean, easily accessible on any browser, either on a desktop OS or mobile device. Every time I've signed on to Carmen I've been disappointed by how many steps are required to access something which I access regularly, and it has been common for my professors to simply create their own course websites instead of using Carmen. In fact, I'm annoyed now when a course requires the use of Carmen, because it's so poorly setup. An example of what Carmen should become is more like Google Groups, with the addition of secure grade viewing and editing. Google Groups is very clean, allows everything to be easily found with as few steps as necessary to get to the material. Also, please take note that the use of frames in websites is considered outdated, and honestly has no place in the web 2.0. It's ugly, cluttering, and in some cases (such as site time-out) confusing to the user. I would continue with comments on Buckeyelink and the osuwireless network, but I have run out of time. In short, OSU needs to hire talent akin to those working for the many startups of today. There's no reason this software can't be developed in-house, but that would require leadership who understood web technology. Since the current staff have so far been unable to make/implement something which compares to that which the modern leaders of technology use, either the leadership must wake up and look at alternatives to be implemented, or the leadership should step down and let those who actually understand web technology take over.

- That last question's a bit egotistical, isn't it? I mean, you guys are great at what you do, but ""information technology leaders""? I think of Steve Jobs and Larry Page when I hear that term. It's a bit awkward, to say the least.
- So far I've only had one negative experience with a page failing to load fully but dozens of positive experiences with all of the technology here over the past 3 years. I assume the people working on this stuff are up-to-date on available tech info but my laptop is so old it tends to confuse people as to why I even use it, which can be tough for troubleshooting.
- First, I am a graduate student. I am sure you're going to dismiss everything I have to say as ""angry grad student,"" but I hope you at least read it before dismissing me. I don't use the majority of the programs that you've listed above (the Buckeye Bar, Student computer centers, etc), and so I cannot comment on those. I appreciate the discounted access to microsoft programs, but that seems to be part and parcel to major universities now. From my perspective, it seems like the focus of CIO is on making undergraduates happy and not improving the research capacities and notoriety of the university. For example, You have forced all graduate students to use an email service that is developed for undergraduates and has poor support (I am sorry, but there is NO WAY that the support is going to be better when you have more people to cover). I am about to go onto the academic job market, and I would be embarrassed to have ""buckeyemail"" as a part of my email address. As a result, I am stuck using a relic of our department email service. If that goes away, I will be transferring my services to my gmail account. Another



example, you redesigned all of the liberal arts websites (which took a year). The redesign is frustrating. Yes, it absolutely looks nicer, but it's a significantly less functional space than the old website for academics and professionals. I used our website as an access point for email, VPN services, internal documents, and graduate student activities. All of this is gone. Further, I am constantly looking at other university websites in order to read colleague's CVs, look for data (because they often use their pages as data access points), and learn information about other candidates on the job market. I know that journals use the pages to learn information about potential paper reviewers. The redesign has effectively scrubbed all of that information away. It may be helpful for undergrads and prospective students, but it is certainly not helpful for making OSU a better and stronger research facility. That bothers me, and I wish that it bothered you too. From my perspective CIO has simply centralized IT creating a more bureaucratic system with less face to face interaction and a diminished understanding of the needs of the departments while offering slightly larger inbox capacity and a shiny (yet dysfunctional) website in return. I am happy that I am leaving because the past seven years have taught me that it is probably not going to change. Thanks for your time.

- CIO can communicate to the University Community on services being offered periodically and level of advancement it has attained in the world of Technology.
- My over all impression of the CIO and OIT is not good because of the long delays in getting any changes implemented and their unwillingness to listen to the users about issues and actually make changes based on those concerns.
- As someone who works in FOD it is my impression that the Office of the CIO seems to work outside the structure of the university's infrastructure planning. And that the placement and location of data/communication lines are not in sync with the rest of the university framework
- Developers and programmers need to significantly improve their skills as it relates to their overall services that are provided. These staff members impede our ability to have a high functioning delivery model for our customers. Much time is spent on programming errors that continue to occur, which also creates us to go back to the drawing board several times.

## **General**

- Keep up the good work.
- CIO has made it more difficult to be productive.
- I have always received excellent help from the OCIO when needed.
- Good
- Of course any department could make improvements but I think you are doing a good job.
- Always friendly and helpful!

- everything is fine
- I get frustrated at times. Just when I learn a system and begin using it, the whole system gets changed and the learning begins all over. At times I feel this is unproductive.
- Don't know where this survey is going. Services are basically OK (except SIS and BuckeyeLink) but some policies are ridiculous.
- Services continue to expand but in a negative way that is misguided, inappropriate, and damage previous reputable services.
- Takes 2 long at times to get to the right area when a problem exist.
- All is well for me
- IBM's SPSS is giving me trouble as the license expired message comes often. Intead of yealy issues, long term solution would make the work smooth. Thanks for consideration.
- I work outside of Columbus most of the time, run my own e-mail and web page, so I'm not a typical user.
- I am not sure what your office does and how it relates to our office. Are there services available? I only think to talk to our IT department when I have a need or problem...and I do not think we know all the answers. Centralized experts would be a big help..
- I am new to The OSU. There is room to grow with technology (e.g. secured systems, monitoring, etc.). Most everyone wants the best for OSU and that is what makes the difference. Thank you for asking for feedback.
- I have had limited experience with the Office of the CIO as my issues are typically resolved by the college IT department.
- this survey was challenging. Something happened with the format and I had to keep scrolling over to get any choices past neutral.
- It might be goo to engage with technologists a little more.
- I really have no clue about what most of these things are used for. I am be using them and not realize it.
- they have taken our computer rights awy from us cannot complete survey
- I really appreciate the help of our building IS Team at the College of Public Health.
- having to scroll to mark answers in this survey was very annoying!
- It is time to move into the 21st century and get in the cloud.
- Some of these questions were difficult to answer because I don't know what some of these features/entities are or I am unsure what their role is in the computer service I get (SIS, Office of the CIO). Perhaps it is a good thing for these entities to be transparent to me, but it makes it difficult to complete a survey!
- Not sure what to put here.
- neutral is not a slam but more a reflection of where the office as fit, so far, in my student experience
- I haven't really had much interaction with the Office of the CIO.
- It is simply difficult to provide responsive service to so many students.

- Good Job!
- I don't know what half of the things on this survey are. Sorry. I wish you had used less acronyms and explained the services. Maybe I have used them without knowing what they are.
- Whilst there are times when things work really well, it seems like changes in system settings are constantly being adjusted which then throws off the way our personal computers interact with the network, this is annoying and wastes a lot of time.
- You did a good job!
- I have never heard of the office of CIO before this survey.
- I don't know what the office of the CIO does or what resources it offers. I do not even know where computer labs are located on campus.
- I'm not completely sure what the OCIO does.
- the services that CIO provide are hard to actually know about students like me I would say have a hard time knowing what resources they actually have at their disposal
- very timely and professional interaction
- After answering the survey, I am not sure I am aware of all of the resources available to me through the Office of the CIO. I know this information is available online, I just haven't had a need for it as I am only in my first year of studies at the university.
- As someone that has spent the better part of his professional life working in IT, I have been impressed. From the moment I matriculated as a grad student in 2009 I was impressed with the ease with which I was able to connect to the OSU networks, would receive timely email responses to questions, and even the thoroughness of the mailing I received prior to my first quarter outlining what was available and how to access it. I have no complaints.
- I barely know what CIO is -- maybe make yourselves better known and offer your services in an obvious way.
- I am unfamiliar with the Office of the CIO but it sounds like it would be helpful!
- I have not directly gone to the Office of the CIO/contacted it for help, but overall I am satisfied with available on-campus technology services.
- thanks for your services!
- you are doing great!!
- I have not utilized the CIO too much, so I do not have any comments.
- I have had great experiences with the CIO. Especially having the year long subscription to Experian when information was leaked last year.
- Don't really use the Office of CIO at all. Sorry Charlie
- Keep up the good work
- I don't really have a lot of experience with the Office of the CIO so I couldn't really answer many of the questions.
- I don't use most of the services above but the few I use have worked very well for me

- look forward to the calendar each year
- Please treat my answers with caution: I've only been at OSU for six weeks, so haven't had full exposure.
- In my college, two of the most helpful people to me were let go. Not sure what's going on, but wish they were both back.
- Public web space hosted by the university and accessible to faculty/staff and students would be a great tool to help market and distribute information to constituents and potential students.
- Greater emphasis on teaching and learning and collaborating on external grant applications would be a useful development.
- There are folks on campus that do not use PC's. Support for MAC's are lousy. The software required for my job should have great universal access from one and all!
- Most of our day to day office utility is not under the auspices of OSU, so we have minimal engagement with OSU services.

**THE END**