

To: The University Community

From: Jerry DeSanto, Associate Provost for Information Resources

Date: August 1, 2002

Subject: Results of 2002 Faculty/Staff Information Resources Survey

In April the IR Division conducted its first ever comprehensive services survey on the web. I am pleased to provide this report of the results of the survey. I want to thank AIRO and Bonnie Thomas-Sharksnas, in particular for all the fine work on helping us design the survey and compiling the results. 53 faculty members and 131 staff members provided a wealth of meaningful information to us. This feedback coupled with the feedback we expect to receive from students in a survey we are preparing for the fall will be very helpful in identifying applications we need to focus on, services we need to improve, and future initiatives we need to pursue. We hope you find the highlights of the results featured in this report useful.

### **Section I Applications**

Section I of the survey dealt with the usage of and evaluation of various University-provided software applications. Since many of the applications listed in the survey are used solely by one department or college the frequencies for usage and satisfaction are relatively low. The applications used most frequently were the **Academic Web Server** at 60%, **Oracle** at 30%, and **SPSS** at 18%. 85% of the respondents who indicated that they use the Academic web server reported that they were very satisfied or satisfied with the Academic Web Server. Oracle's satisfaction rates were about 80% and SPSS logged about a 75% satisfaction rate

**II. APPLICATIONS/SERVICES  
USAGE (% OF RESPONDENTS)**

	<b>DAILY</b>	<b>WEEKLY</b>	<b>MONTHLY</b>	<b>NOT USED IN LAST 6 MONTHS</b>	<b>NEVER</b>
BBoard	41.9	20.1	15.1	11.2	11.7
Royal-News	8.4	70.2	11.2	3.9	6.2
Campus Pipeline	11.3	19.8	22.6	16.9	29.4
Campus Web Site (www.scranton.edu)	41.4	35.9	15.2	4.8	2.8
Blackboard	4.6	9.8	13.3	15.6	56.6
Microsoft Office	77.7	9.5	1.7	1.7	9.5
UIS	25.7	38.3	18.9	7.4	9.7
Banner Administrative System	26.6	16.4	20.3	13	23.7

**II. APPLICATIONS/SERVICES  
USAGE (% OF RESPONDENTS)**

	<b>DAILY</b>	<b>WEEKLY</b>	<b>MONTHLY</b>	<b>NOT USED IN LAST 6 MONTHS</b>	<b>NEVER</b>
UNOS (campus Netscape Messenger e-mail)	64.1	19.3	8.8	3.3	4.4
UNOS (campus CS&T calendar)	25.9	10.0	5.3	4.1	54.7
McAfee Antivirus Software	38.2	19.7	27.5	3.4	11.2
Netscape Navigator (Browser)	77.9	10.5	3.3	2.2	6.1
Internet Explorer (Browser)	43.0	17.9	10.1	3.4	25.7
Usenet News	3.0	2.4	5.4	6.5	82.7
On-line Public Catalog (DRA)	6.9	17.1	22.3	9.7	44.0

**II. APPLICATIONS/SERVICES  
USAGE (% OF RESPONDENTS)**

	<b>DAILY</b>	<b>WEEKLY</b>	<b>MONTHLY</b>	<b>NOT USED IN LAST 6 MONTHS</b>	<b>NEVER</b>
Electronic Reserves (ERes)	4.0	11.4	16.0	11.4	57.1
Full-text Library Journals	5.2	12.1	20.7	13.2	48.9
Internet Access to Library Indexes and Abstracts	4.6	15.0	23.1	12.1	45.1
Remote Access to Library Indexes and Abstracts	1.7	12.8	18.6	9.9	57.0

**II. APPLICATIONS/SERVICES  
QUALITY (% OF RESPONDENTS)**

	<b>VERY SATISFIED</b>	<b>SATISFIED</b>	<b>DISSATISFIED</b>	<b>VERY DISSATISFIED</b>
BBoard	30.0	62.3	5.8	1.9
Royal-News	24.4	70.3	4.9	0.6
Campus Pipeline	12.2	59.4	23.6	4.9
Campus Web Site (www.scranton.edu)	24.8	53.2	17.7	4.3
Blackboard	18.4	67.1	10.5	4.0
Microsoft Office	42.2	52.8	4.4	0.6
UIS	25.1	64.5	8.4	1.9
Banner Administrative System	17.0	26.7	21.5	34.8

**II. APPLIICATIONS/SERVICES  
QUALITY (% OF RESPONDENTS)**

	<b>VERY SATISFIED</b>	<b>SATISFIED</b>	<b>DISSATISFIED</b>	<b>VERY DISSATISFIED</b>
UNOS (campus Netscape Messenger e-mail)	32.4	55.8	8.8	2.9
UNOS (campus CS&T calendar)	29.2	61.1	5.6	4.2
McAfee Antivirus Software	37.6	52.2	7.0	3.2
Netscape Navigator (Browser)	38.8	44.7	11.8	4.7
Internet Explorer (Browser)	34.1	57.3	7.8	0.8
Usenet News	4.8	71.4	9.5	14.2
On-line Public Catalog (DRA)	26.3	64.2	7.4	2.1

**II. APPLICATIONS/SERVICES  
QUALITY (% OF RESPONDENTS)**

	<b>VERY SATISFIED</b>	<b>SATISFIED</b>	<b>DISSATISFIED</b>	<b>VERY DISSATISFIED</b>
Electronic Reserves (ERes)	24.6	58.0	11.6	5.8
Full-text Library Journals	30.5	58.5	9.8	1.2
Internet Access to Library Indexes and Abstracts	35.2	53.9	9.9	1.1
Remote Access to Library Indexes and Abstracts	33.8	52.1	9.9	4.2

**III. SERVICES  
USAGE (% OF RESPONDENTS)**

	<b>DAILY</b>	<b>WEEKLY</b>	<b>MONTHLY</b>	<b>NOT USED IN LAST 6 MONTHS</b>	<b>NEVER</b>
Telephone Services	88.2	3.4	1.7	3.9	2.8
Voice Mail	76.3	7.9	2.8	1.7	11.3
Royal Card System	36.8	19.5	17.8	9.8	16.1
Campus Data Network	25.0	4.2	4.2	2.4	64.3
Internet Connectivity	67.3	5.8	0.6	1.8	24.6
Help Desk	4.5	17.4	52.2	20.8	5.1
Microcomputer Hardware Set up	3.5	1.2	19.3	44.4	31.6
Microcomputer Hardware Repair	3.5	2.3	18.7	40.9	34.5

**III. SERVICES  
USAGE (% OF RESPONDENTS)**

	<b>DAILY</b>	<b>WEEKLY</b>	<b>MONTHLY</b>	<b>NOT USED IN LAST 6 MONTHS</b>	<b>NEVER</b>
On-site Support of Office PC's	4.1	3.5	40.4	39.8	12.3
On-site Support of Lab PC's	5.4	3.0	9.6	13.2	68.9
Desktop Consultation	3.6	1.2	14.3	21.4	59.5
OIT Set-up/Delivery Services	3.0	3.0	25.0	35.7	33.3
IR Training Seminars	1.2	1.2	14.6	39.8	43.3
IR Monthly Forums	0.0	0.6	25.4	24.3	49.7
Weinberg Library Instruction	1.2	3.0	7.7	22.6	65.6

**III. SERVICES  
USAGE (% OF RESPONDENTS)**

	<b>DAILY</b>	<b>WEEKLY</b>	<b>MONTHLY</b>	<b>NOT USED IN LAST 6 MONTHS</b>	<b>NEVER</b>
Web Development	2.4	2.4	7.6	21.8	65.9
Application Development	1.2	1.8	4.8	13.2	79.0

**III. SERVICES  
QUALITY (% OF RESPONDENTS)**

	<b>VERY SATISFIED</b>	<b>SATISFIED</b>	<b>DISSATISFIED</b>	<b>VERY DISSATISFIED</b>
Telephone Services	41.3	53.9	3.6	1.2
Voice Mail	38.8	48.7	7.9	4.6
Royal Card System	31.0	62.8	5.5	0.7
Campus Data Network	27.1	61.0	8.5	3.4
Internet Connectivity	32.6	50.4	14.0	3.1
Help Desk	21.4	57.2	13.1	8.3
Microcomputer Hardware Set up	55.6	41.7	0.9	1.9
Microcomputer Hardware Repair	52.3	39.3	5.6	2.8

**III. SERVICES  
QUALITY (% OF RESPONDENTS)**

	<b>VERY SATISFIED</b>	<b>SATISFIED</b>	<b>DISSATISFIED</b>	<b>VERY DISSATISFIED</b>
On-site Support of Office PC's	49.3	39.1	7.5	4.1
On-site Support of Lab PC's	43.8	47.9	6.3	2.1
Desktop Consultation	36.7	53.3	6.7	3.3
OIT Set-up/Delivery Services	28.4	56.9	10.1	4.6
IR Training Seminars	22.3	52.1	14.9	10.6
IR Monthly Forums	15.6	75.3	6.5	2.6
Weinberg Library Instruction	46.4	48.8	3.6	1.8

**III. SERVICES  
QUALITY (% OF RESPONDENTS)**

	<b>VERY SATISFIED</b>	<b>SATISFIED</b>	<b>DISSATISFIED</b>	<b>VERY DISSATISFIED</b>
Web Development	15.8	50.9	21.1	12.3
Application Development	15.2	57.6	9.1	18.2

#### IV. NEW INITIATIVES

	<b>VERY STRONGLY SUPPORT THIS INVESTMENT</b>	<b>STRONGLY SUPPORT THIS INVESTMENT</b>	<b>STRONG OPPOSITION TO THIS INVESTMENT</b>	<b>VERY STRONG OPPOSITION TO THIS THIS INVESTMENT</b>	<b>NO OPINION</b>
Wireless Network Access	30.5	31.7	4.9	1.8	31.1
Expanded E-Commerce Services	13.4	18.3	9.1	3.0	56.1
PDA's	8.6	24.1	11.1	3.7	52.5
Internet II Participation	13.3	21.8	4.2	0.6	60.0
Single University Web Portal	27.3	18.2	5.5	1.2	47.9
Single Log-on/Authentication	42.4	19.4	3.6	1.8	32.7
On-Line Degree Audit Reports	15.9	16.5	5.5	2.4	59.8

**IV. NEW INITIATIVES**

	<b>VERY STRONGLY SUPPORT THIS INVESTMENT</b>	<b>STRONGLY SUPPORT THIS INVESTMENT</b>	<b>STRONG OPPOSITION TO THIS INVESTMENT</b>	<b>VERY STRONG OPPOSITION TO THIS THIS INVESTMENT</b>	<b>NO OPINION</b>
On-Line Course Evaluation and Reports	14.7	23.3	8.6	2.5	50.9
Royal Card Purchases in Private Businesses	15.2	12.1	7.9	10.9	53.9
IP Telephony	9.6	8.0	3.7	3.1	76.5
Additional Mediated Classrooms	31.1	21.1	2.5	1.2	44.1

## Section V Other Questions

Section V addressed a series of additional questions.

The first question asked, **“When I have a computer problem, I call.....”**

The responses were as follows:

45% call the Help Desk

21% call someone else in the IR Division

17% call a computer specialist in their own department

10% call a friend or colleague

1% calls the IR Training Coordinator

6% said none of the above

The second question dealt with the PC replacement cycle.

70% indicated that they were satisfied with the PC replacement program, while 30% indicated they were not satisfied. When asked how frequently PC's should be replaced on campus, 47% indicated 3 years, 35% indicated 2 years, while 10% indicated 4 years.

The next question focused on the optimal timing for faculty training on new technologies.

37% said that the summer was the best time, 22% opted for Intersession, 20% indicated mid-semester, and 19% voted for beginning of the semester.

The next question asked, “How do you learn about what we've been doing”.

E-mail received the highest percentage at 97%, followed by print mailings at 95%, Royal News at 92%, The Weinberg Library Newsletter at 66%, IR Forums and Training Seminars at 55%, and IR Web Pages at 45%.