

Campus Satisfaction Survey Results

Information Technology

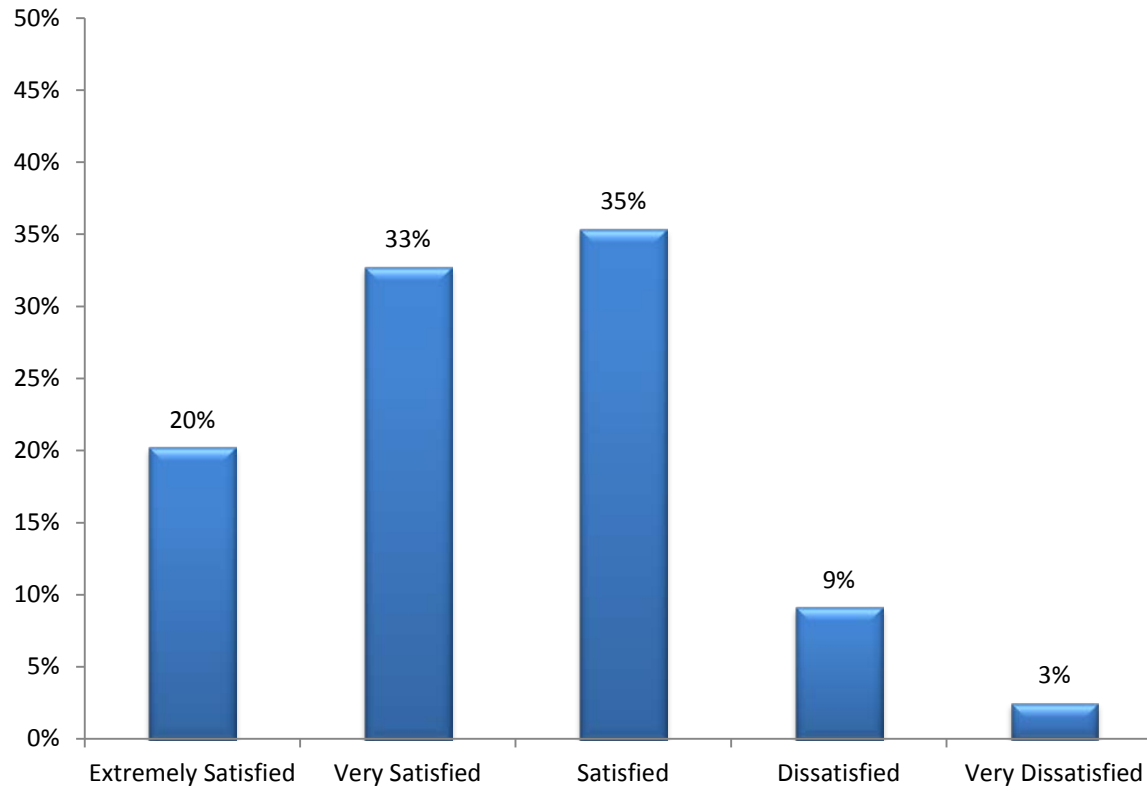


Survey Demographics

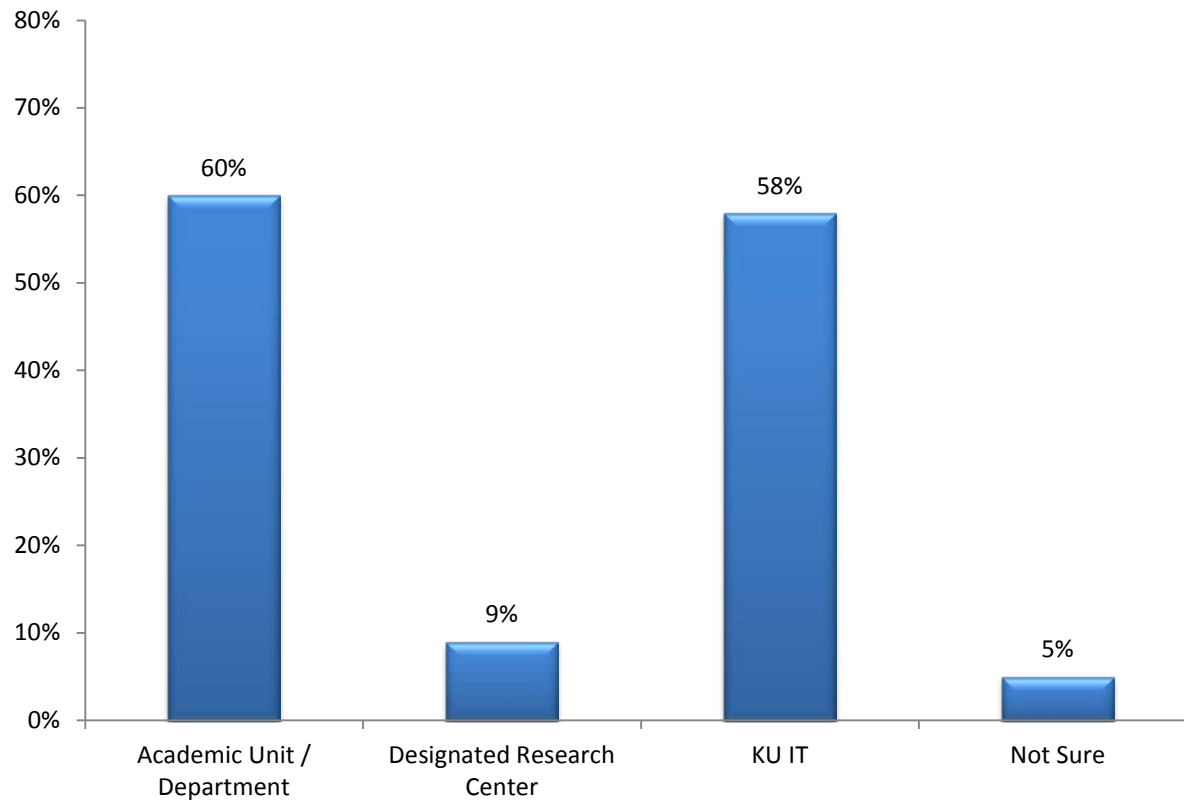
- Survey Response Rate: 1,271 responses / 5,543 = **23%**
- Number of Respondents who receive IT Support: **938**
- Respondents who receive IT Support by Associated Area:

Area	Response Count
School of Architecture, Design & Planning	11
School of Business	40
School of Education	44
School of Engineering	44
School of Journalism	12
School of Music	10
School of Law	11
College of Liberal Arts & Sciences	203
School of Pharmacy	20
School of Social Welfare	28
Office of Academic Affairs	55
Office of Administration & Finance	47
Office of the Chancellor	15
Office of Diversity & Equity	9
Office of Faculty Development	10
Office of the Provost	39
Information Technology	42
Office of Business & Financial Planning	9
Office of Public Affairs	5
Office of Research & Graduate Studies	73
Office of Student Affairs	28
Edwards Campus	33
Enrollment Management	29
Facilities Planning & Management, Operations	30
Libraries	28
Shared Service Centers	13

Average Satisfaction Overall



Distribution of Area Where Services Are Received



Average Satisfaction by Area Where Services Are Received

Area Where Services Are Received	Average Satisfaction
Academic Unit / Department	3.56
Designated Research Center	3.68
Central Office	3.56
Not Sure	3.14

Scale: 5 = Extremely Satisfied 4 = Very Satisfied
3 = Satisfied 2 = Dissatisfied 1 = Very Dissatisfied

Average Satisfaction by School/College or Administrative Office

Area	Average Satisfaction
School of Architecture, Design & Planning	3.55
School of Business	3.40
School of Education	3.66
School of Engineering	3.34
School of Journalism	3.58
School of Music	3.50
School of Law	2.73
College of Liberal Arts & Sciences	3.58
School of Pharmacy	3.20
School of Social Welfare	2.96
Office of Academic Affairs	3.75
Office of Administration & Finance	3.66
Office of the Chancellor	4.27
Office of Diversity & Equity	3.78
Office of Faculty Development	3.50
Office of the Provost	3.72
Information Technology	4.07
Office of Business & Financial Planning	3.89
Office of Public Affairs	4.40
Office of Research & Graduate Studies	3.37
Office of Student Affairs	3.54
Edwards Campus	4.06
Enrollment Management	3.28
Facilities Planning & Management, Operations	3.17
Libraries	3.29
Shared Service Centers	3.38

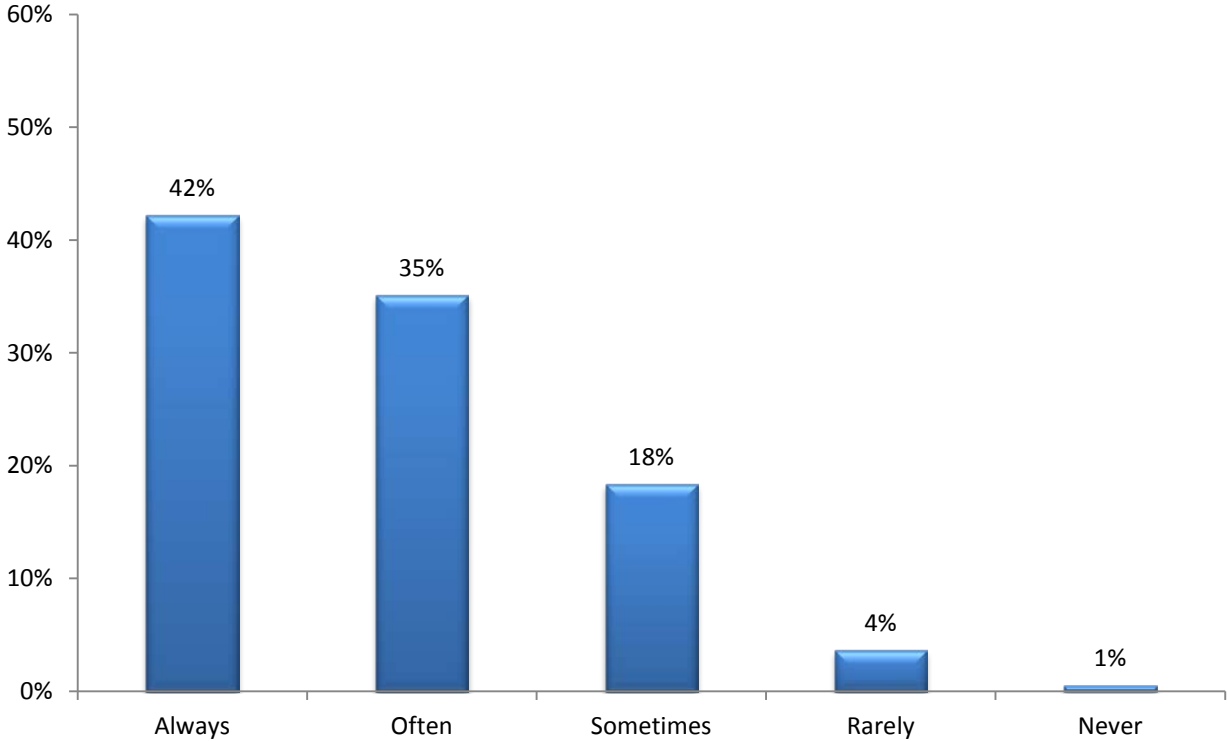
Scale: 5 = Extremely Satisfied 4 = Very Satisfied
 3 = Satisfied 2 = Dissatisfied 1 = Very Dissatisfied

Average Satisfaction by Research Center

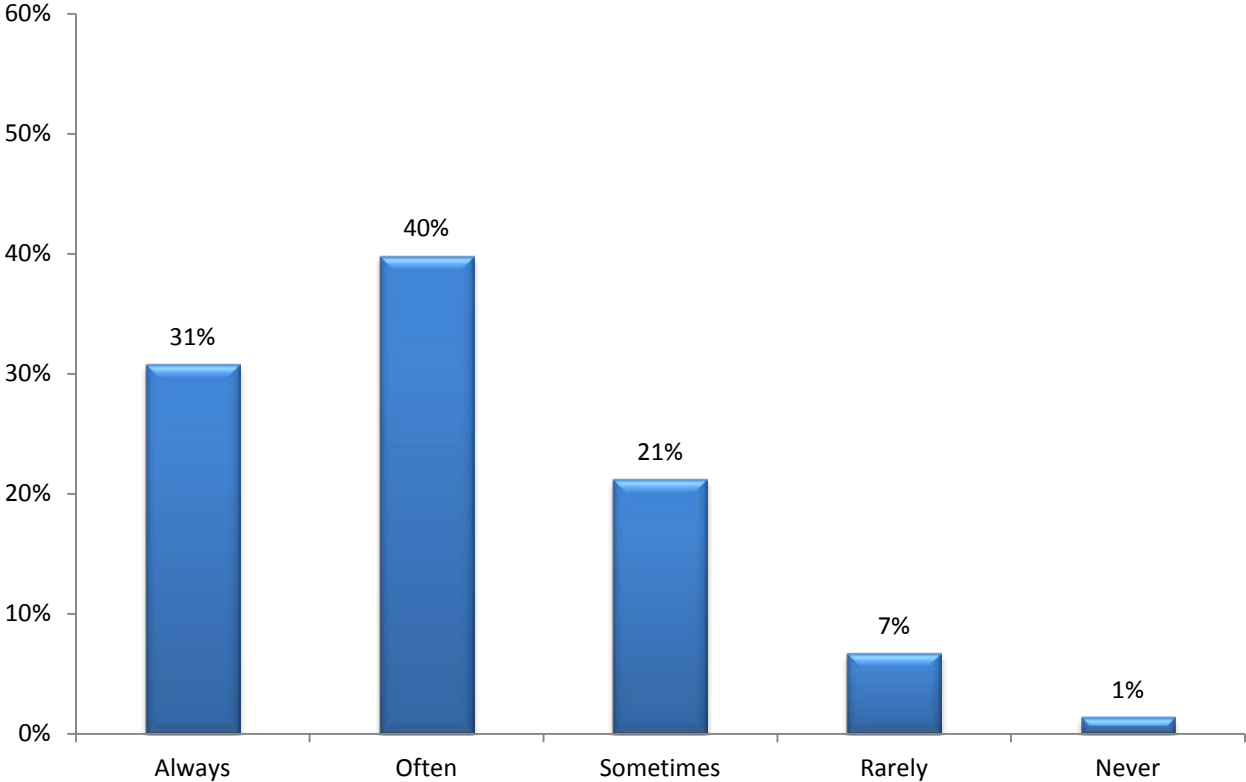
Research Center	Average Satisfaction
Biodiversity Institute	3.875
Bioengineering Research Center (BERC)	3.33333
Center for Environmentally Beneficial Catalysis (CEBC)	3
Center for Remote Sensing of Ice Sheets (CReSIS)	3.5
Center for Research on Learning (CRL)	3.66667
Hall Center for the Humanities	4
Higuchi Biosciences Center (HBC)	3.27778
Information and Telecommunication Center (ITTC)	3
Institute for Policy & Social Research (IPSR)	4.33333
Kansas Biological Survey (KBS)	4.25
Kansas Geological Survey (KGS)	4.14286
Life Span Institute (LSI)	3.28571
Transportation Research Institute (TRI)	4
Achievement & Assessment Institute (AAI)	3.214

Scale: 5 = Extremely Satisfied 4 = Very Satisfied
3 = Satisfied 2 = Dissatisfied 1 = Very Dissatisfied

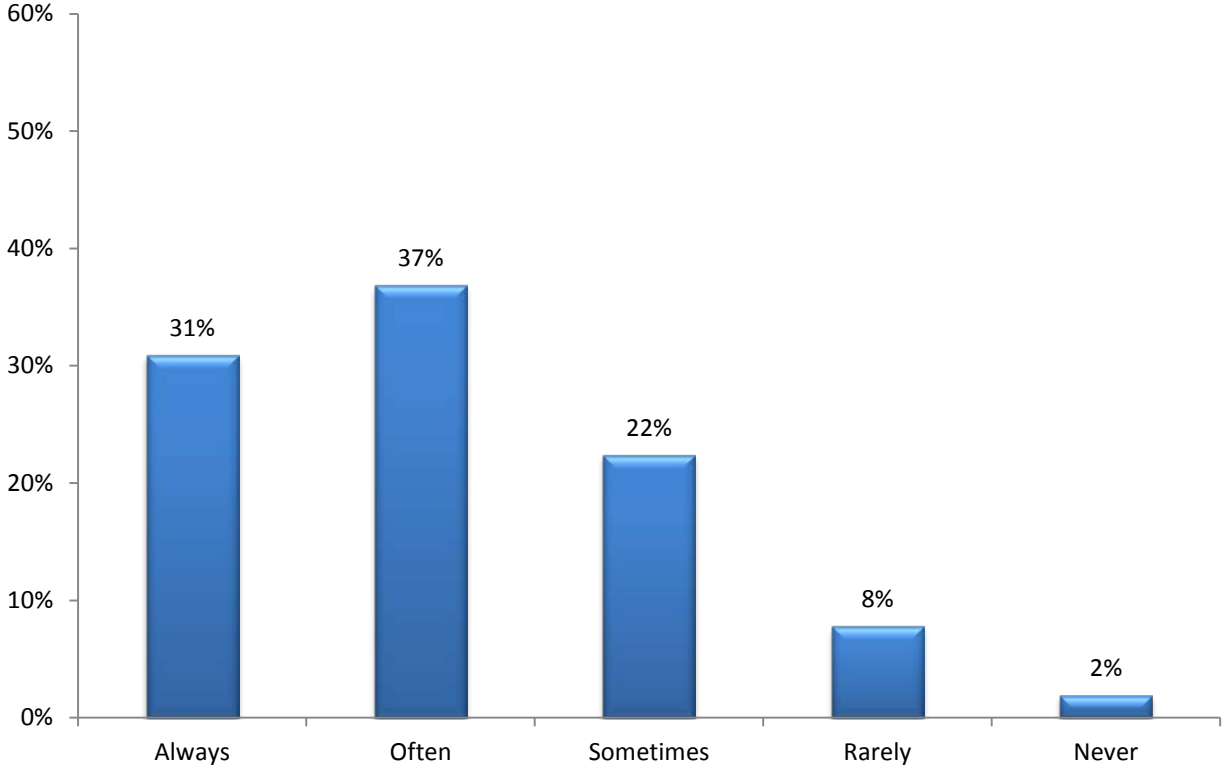
Question: When I think of services that I have received in the past year in IT - I know where to get help



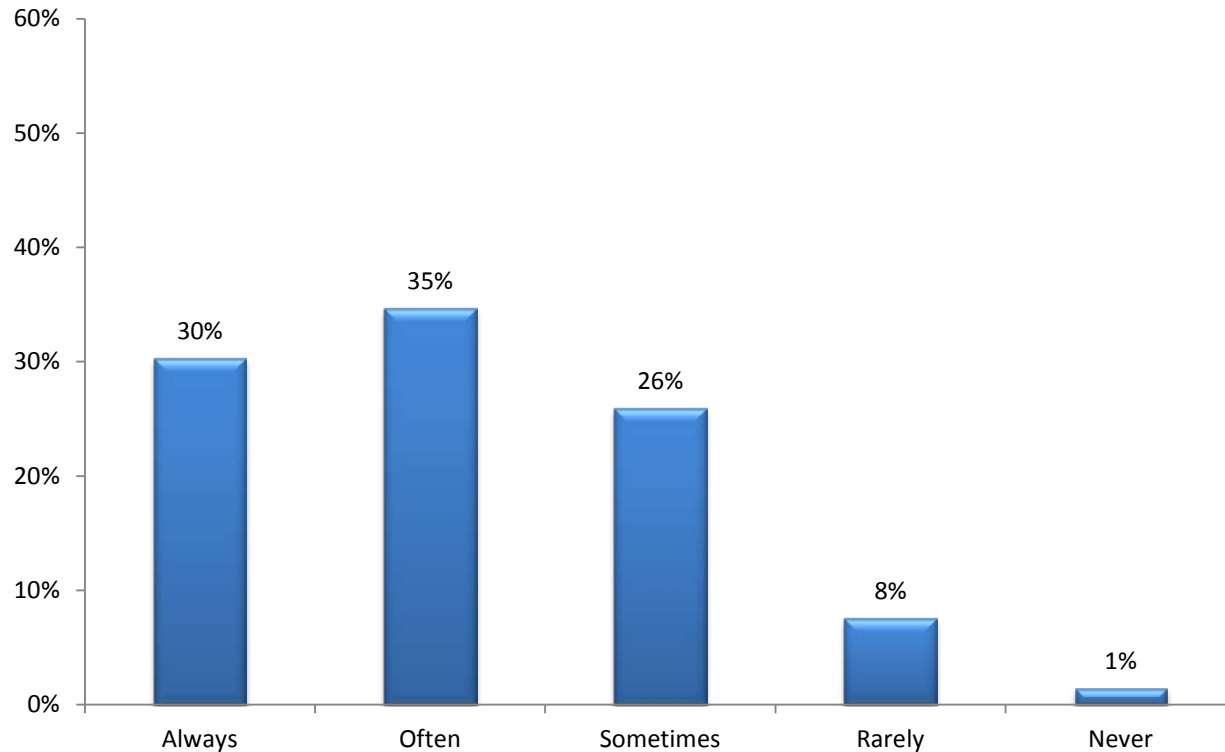
Question: When I think of services that I have received in the past year in IT – The process is timely



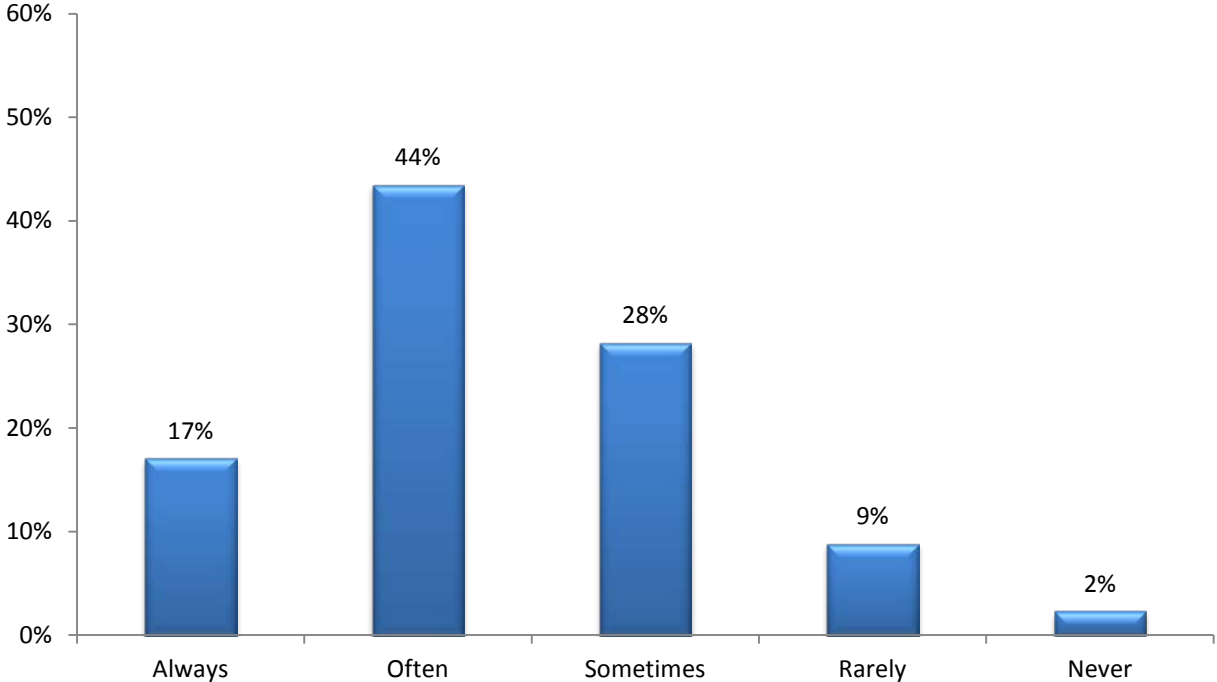
Question: When I think of services that I have received in the past year in IT – The process is consistent



Question: When I think of services that I have received in the past year in IT – I am able to easily get answers to my questions



Question: When I think of services that I have received in the past year in IT – My issues are resolved on the first attempt



Average Effectiveness of Services Received

I know where to go to get help	The process is timely	The process is consistent	I am able to easily get answers to my questions	My issues are resolved on the first attempt
4.15	3.92	3.84	3.84	3.63

Scale: 5 = Always 4 = Often 3 = Sometimes 2 = Rarely 1 = Never

Average Effectiveness by Area of Service Received

Where Services are Received	I know where to go to get help	The process is timely	The process is consistent	I am able to easily get answers to my questions	My issues are resolved on the first attempt
Academic Unit / Department	4.15341	3.90341	3.8419	3.80798	3.62857
Designated Research Center	4.125	4.0375	3.975	3.9125	3.74684
Central Office	4.08039	3.9098	3.82213	3.82318	3.5858
Not Sure	3.55814	3.55814	3.60976	3.42857	3.30233

Scale: 5 = Always 4 = Often 3 = Sometimes 2 = Rarely 1 = Never

