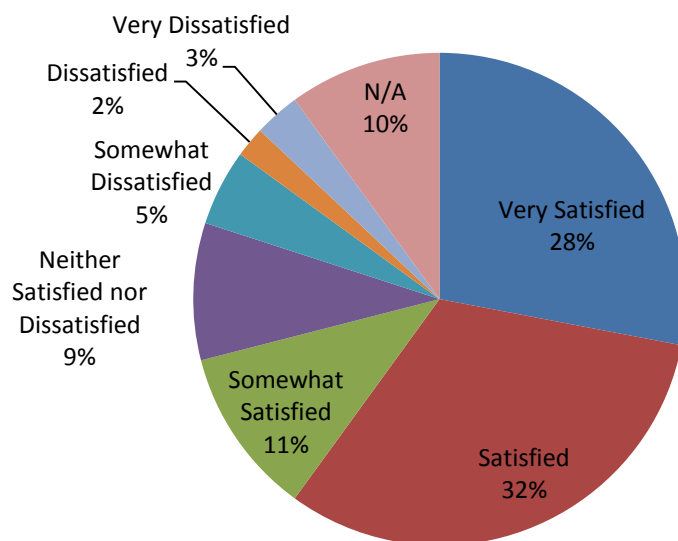


New Summary Report - 29 February 2016

Survey: Staff IT Satisfaction Survey

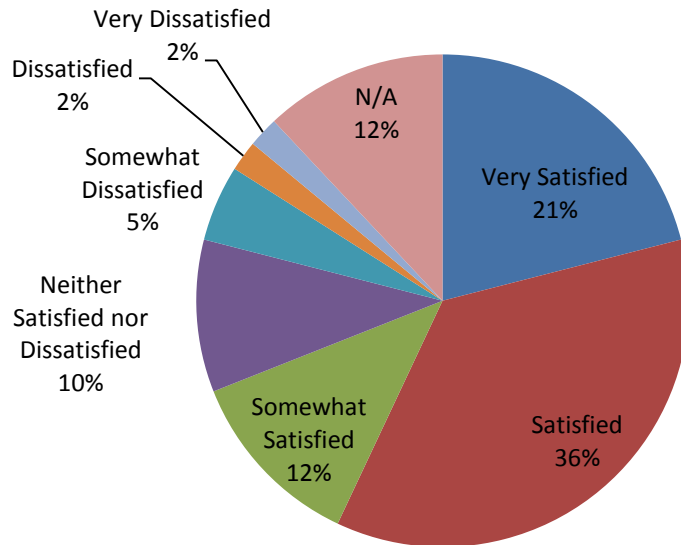
1. How satisfied are you with the phone support of the University Tech Desk?



Value	Percent	Count
Very Satisfied	28.2%	73
Satisfied	32.1%	83
Somewhat Satisfied	11.2%	29
Neither Satisfied nor Dissatisfied	9.3%	24
Somewhat Dissatisfied	4.6%	12
Dissatisfied	1.9%	5

Value	Percent	Count
Very Dissatisfied	3.1%	8
N/A	9.7%	25
Total		259

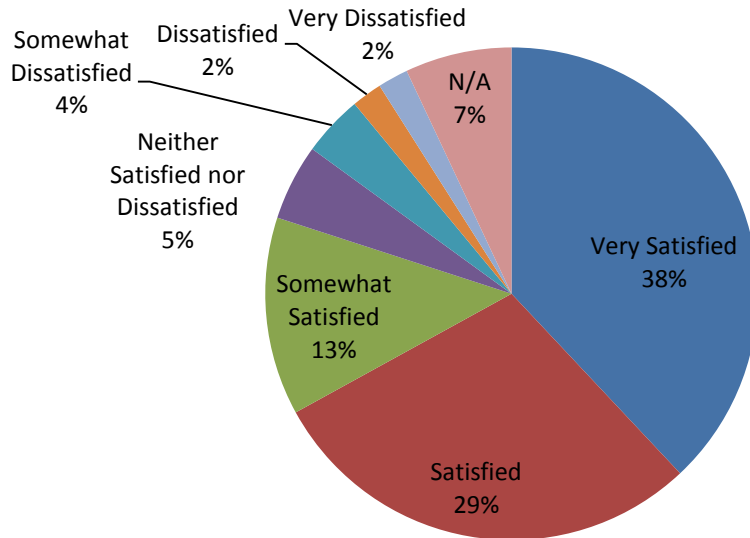
2. How satisfied are you with the Hardware/ Software Trouble Shooting of the University Tech Desk?



Value	Percent	Count
Very Satisfied	21.2%	55
Satisfied	35.5%	92
Somewhat Satisfied	12.4%	32
Neither Satisfied nor Dissatisfied	9.7%	25
Somewhat Dissatisfied	5.4%	14
Dissatisfied	2.3%	6
Very Dissatisfied	1.5%	4
N/A	12.0%	31

Value	Percent	Count
Total		259

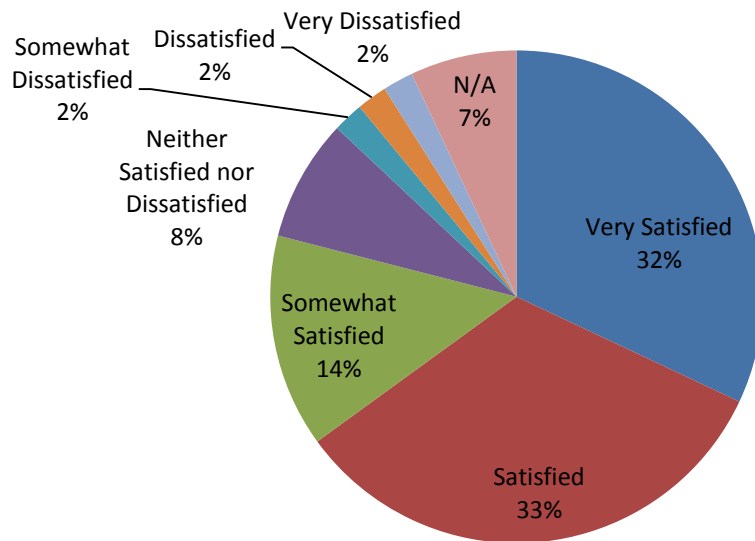
3. How satisfied are you with the courteousness of the staff of the University Tech Desk?



Value	Percent	Count
Very Satisfied	38.1%	99
Satisfied	29.2%	76
Somewhat Satisfied	13.1%	34
Neither Satisfied nor Dissatisfied	5.0%	13
Somewhat Dissatisfied	3.9%	10
Dissatisfied	1.5%	4
Very Dissatisfied	2.3%	6
N/A	6.9%	18

Value	Percent	Count
Total		260

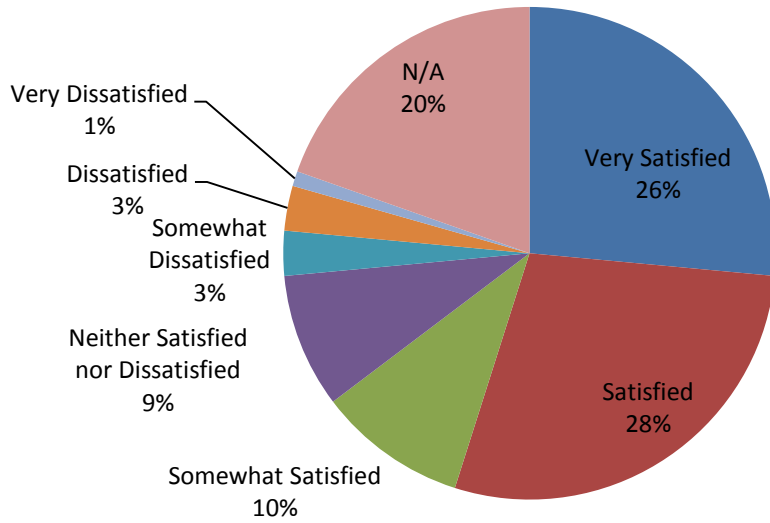
4. How satisfied are you with the technical skill/competence of the staff of the University Tech Desk?



Value	Percent	Count
Very Satisfied	31.5%	82
Satisfied	33.1%	86
Somewhat Satisfied	13.9%	36
Neither Satisfied nor Dissatisfied	7.7%	20
Somewhat Dissatisfied	2.3%	6
Dissatisfied	2.3%	6
Very Dissatisfied	2.3%	6
N/A	6.9%	18

Value	Percent	Count
Total		260

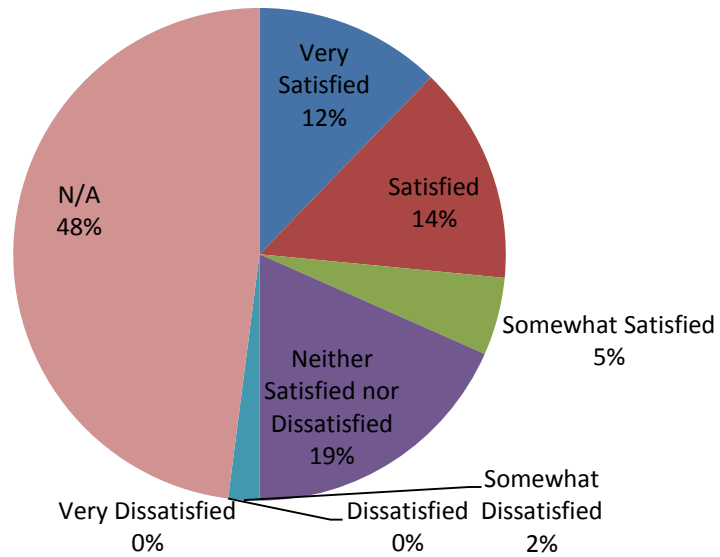
5. How satisfied are you with in-office Tech Desk support?



Value	Percent	Count
Very Satisfied	26.7%	69
Satisfied	29.1%	75
Somewhat Satisfied	9.7%	25
Neither Satisfied nor Dissatisfied	8.5%	22
Somewhat Dissatisfied	2.7%	7
Dissatisfied	2.7%	7
Very Dissatisfied	0.8%	2
N/A	19.8%	51

Value	Percent	Count
Total		258

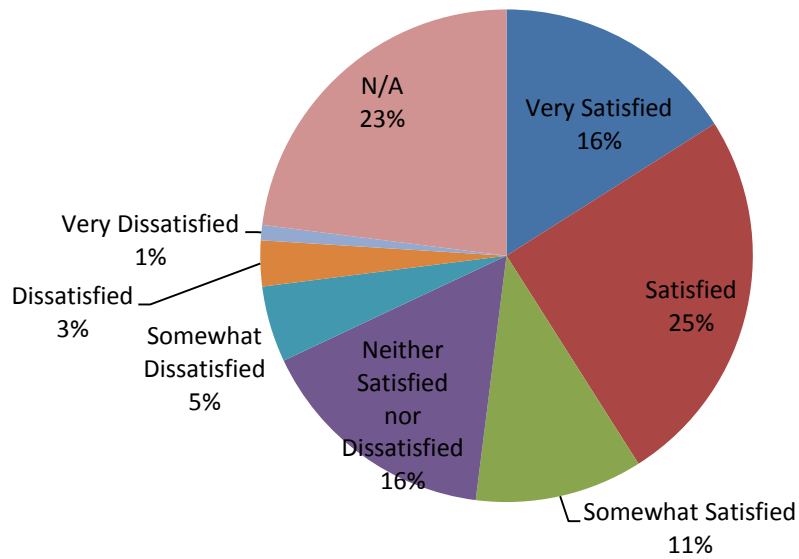
6. How satisfied are you with the communications about electronic technology accessibility to individuals with disabilities of the University Tech Desk?



Value	Percent	Count
Very Satisfied	12.4%	32
Satisfied	13.9%	36
Somewhat Satisfied	5.0%	13
Neither Satisfied nor Dissatisfied	18.2%	47
Somewhat Dissatisfied	2.3%	6
Dissatisfied	0.4%	1
Very Dissatisfied	0.4%	1

Value	Percent	Count
N/A	47.5%	123
Total		259

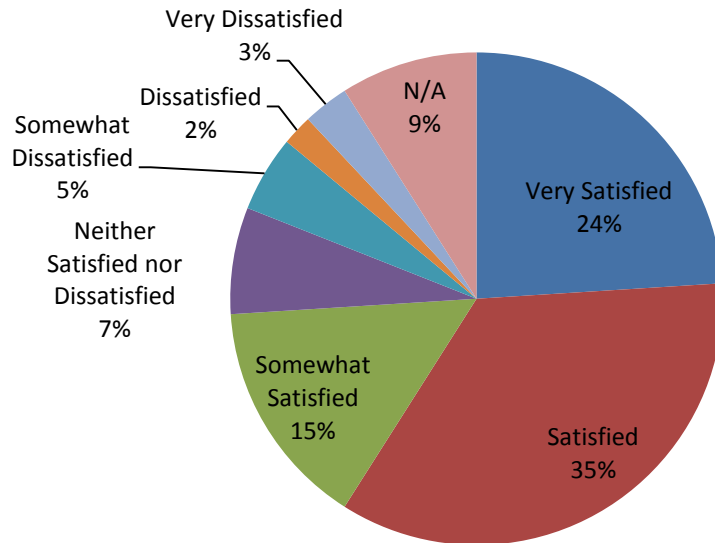
7. How satisfied are you with the Service Request Portal for the University Tech Desk?



Value	Percent	Count
Very Satisfied	15.6%	40
Satisfied	25.4%	65
Somewhat Satisfied	10.9%	28
Neither Satisfied nor Dissatisfied	15.6%	40
Somewhat Dissatisfied	4.7%	12
Dissatisfied	3.1%	8
Very Dissatisfied	1.2%	3
N/A	23.4%	60

Value	Percent	Count
Total		256

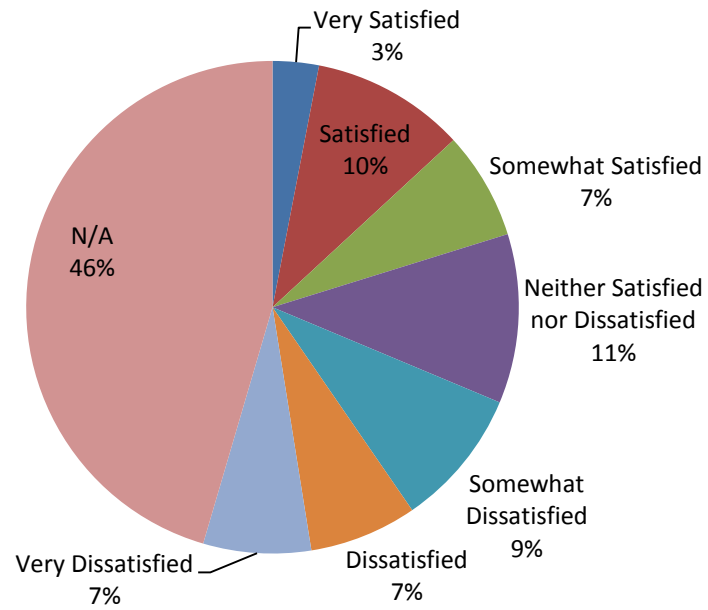
8. How satisfied are you with the problem resolution of the University Tech Desk?



Value	Percent	Count
Very Satisfied	23.7%	61
Satisfied	35.0%	90
Somewhat Satisfied	14.8%	38
Neither Satisfied nor Dissatisfied	7.4%	19
Somewhat Dissatisfied	4.7%	12
Dissatisfied	2.3%	6
Very Dissatisfied	3.1%	8
N/A	9.0%	23

Value	Percent	Count
Total		257

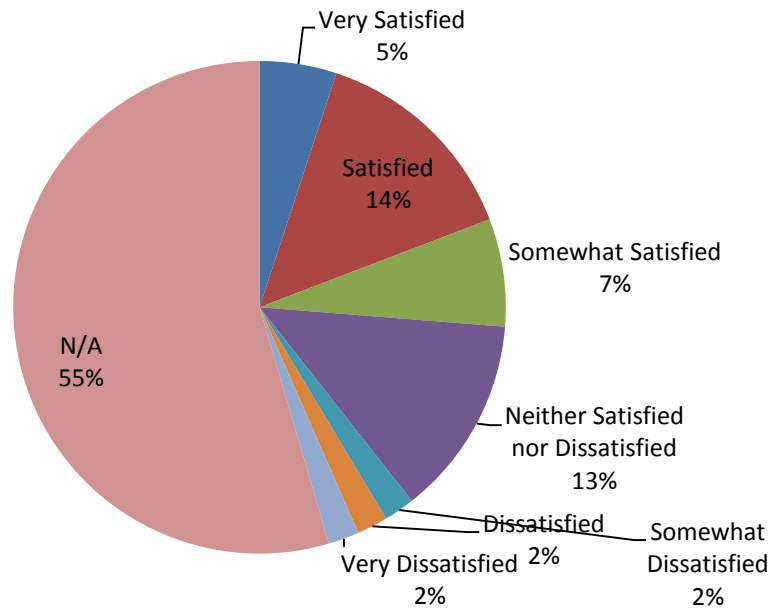
9. How satisfied are you with the Concur Travel site?



Value	Percent	Count
Very Satisfied	3.5%	9
Satisfied	10.0%	26
Somewhat Satisfied	6.6%	17
Neither Satisfied nor Dissatisfied	11.2%	29
Somewhat Dissatisfied	9.3%	24
Dissatisfied	7.3%	19
Very Dissatisfied	7.3%	19
N/A	44.8%	116

Value	Percent	Count
Total		259

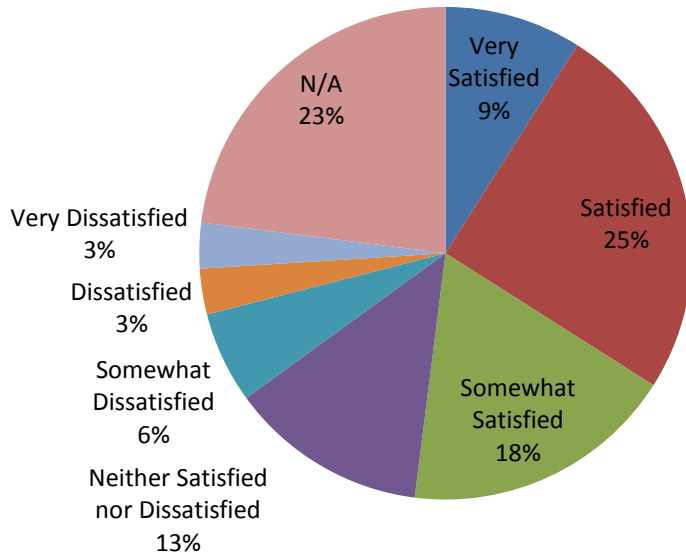
10. How satisfied are you with the eCube site?



Value	Percent	Count
Very Satisfied	5.5%	14
Satisfied	14.5%	37
Somewhat Satisfied	7.4%	19
Neither Satisfied nor Dissatisfied	13.3%	34
Somewhat Dissatisfied	2.3%	6
Dissatisfied	2.0%	5
Very Dissatisfied	1.6%	4
N/A	53.5%	137

Value	Percent	Count
Total		256

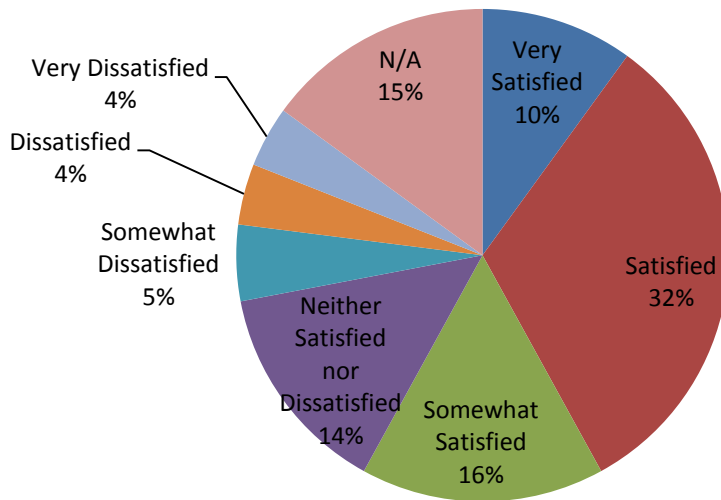
11. How satisfied are you with Banner ERP?



Value	Percent	Count
Very Satisfied	9.0%	23
Satisfied	25.0%	64
Somewhat Satisfied	18.4%	47
Neither Satisfied nor Dissatisfied	12.9%	33
Somewhat Dissatisfied	5.9%	15
Dissatisfied	3.1%	8
Very Dissatisfied	3.1%	8
N/A	22.7%	58

Value	Percent	Count
Total		256

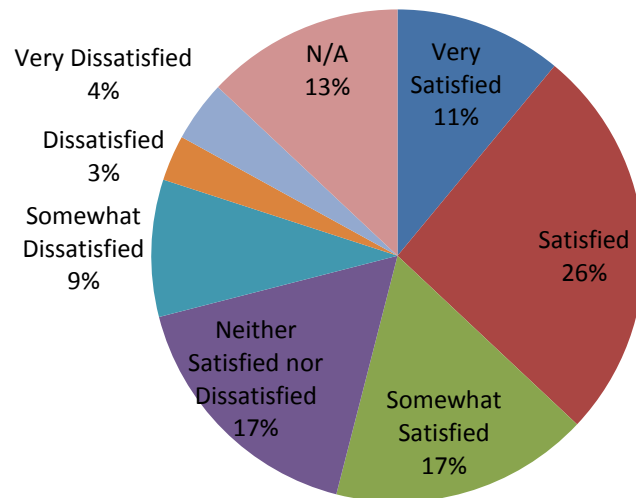
12. How satisfied are you with O365?



Value	Percent	Count
Very Satisfied	9.7%	25
Satisfied	32.1%	83
Somewhat Satisfied	16.2%	42
Neither Satisfied nor Dissatisfied	13.5%	35
Somewhat Dissatisfied	5.0%	13
Dissatisfied	4.3%	11
Very Dissatisfied	3.9%	10
N/A	15.4%	40

Value	Percent	Count
Total		259

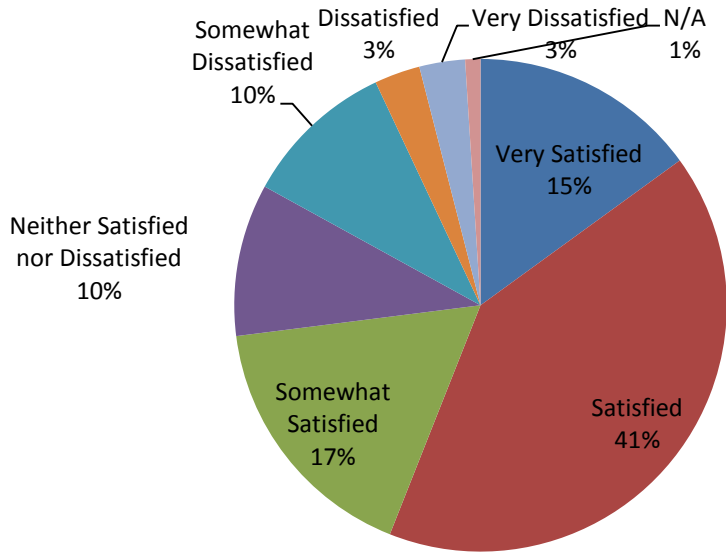
15. How Satisfied are you with the training available for using technology at YSU?



Value	Percent	Count
Very Satisfied	10.6%	27
Satisfied	26.3%	67
Somewhat Satisfied	16.9%	43
Neither Satisfied nor Dissatisfied	16.9%	43
Somewhat Dissatisfied	9.0%	23
Dissatisfied	2.8%	7
Very Dissatisfied	4.3%	11
N/A	13.3%	34

Value	Percent	Count
Total		255

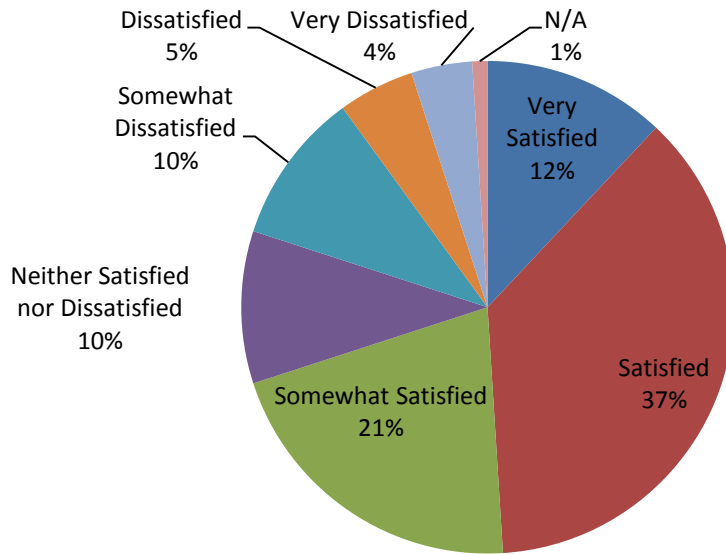
16. How Satisfied are you with the YSU portal?



Value	Percent	Count
Very Satisfied	14.7%	38
Satisfied	40.9%	106
Somewhat Satisfied	17.0%	44
Neither Satisfied nor Dissatisfied	10.4%	27
Somewhat Dissatisfied	9.7%	25
Dissatisfied	3.5%	9
Very Dissatisfied	3.1%	8
N/A	0.8%	2

Value	Percent	Count
Total		259

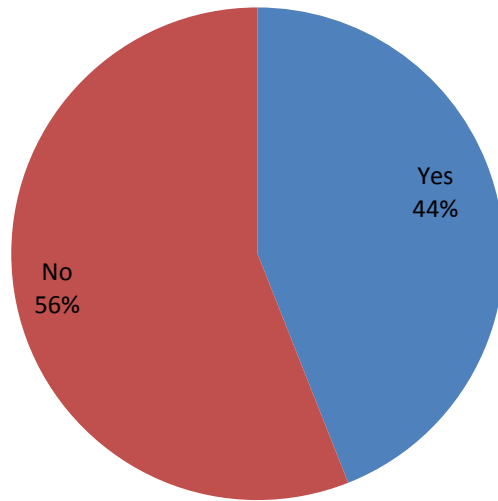
18. How satisfied are you with the university website?



Value	Percent	Count
Very Satisfied	12.3%	32
Satisfied	37.3%	97
Somewhat Satisfied	21.2%	55
Neither Satisfied nor Dissatisfied	10.0%	26
Somewhat Dissatisfied	9.6%	25
Dissatisfied	5.0%	13
Very Dissatisfied	3.9%	10
N/A	0.8%	2

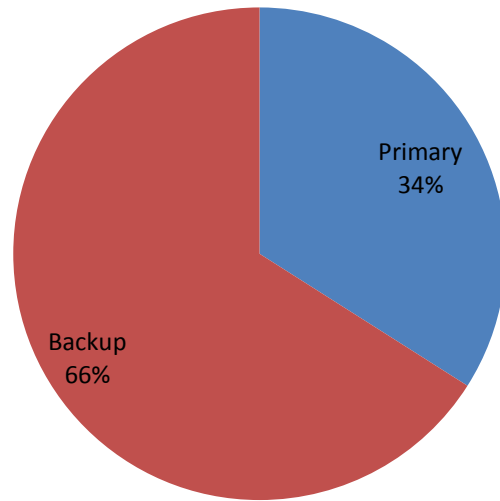
Value	Percent	Count
Total		260

19. Did you know that you have 5GB (or more if needed), commonly called the "Y:" drive, for file storage on the network?



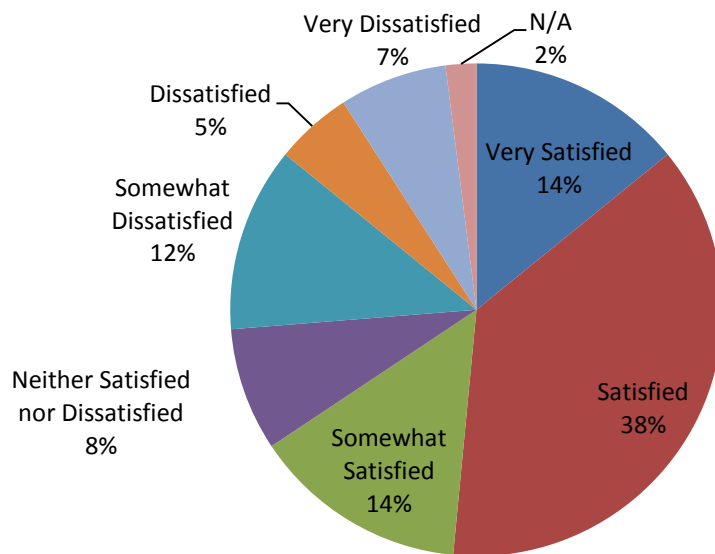
Value	Percent	Count
Yes	43.6%	112
No	56.4%	145
Total		257

20. Do you use your Y: drive space either for primary or backup file storage?



Value	Percent	Count
Primary	34.3%	34
Backup	65.7%	65
Total		99

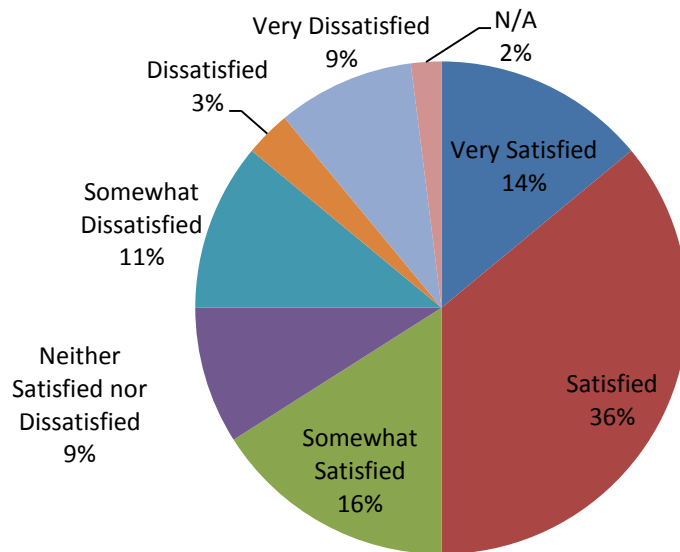
21. Based on last semester, how satisfied are you with the speed of the campus network?



Value	Percent	Count
Very Satisfied	13.5%	35
Satisfied	37.5%	97
Somewhat Satisfied	14.3%	37
Neither Satisfied nor Dissatisfied	8.1%	21
Somewhat Dissatisfied	12.4%	32
Dissatisfied	5.4%	14
Very Dissatisfied	6.6%	17
N/A	2.3%	6

Value	Percent	Count
Total		259

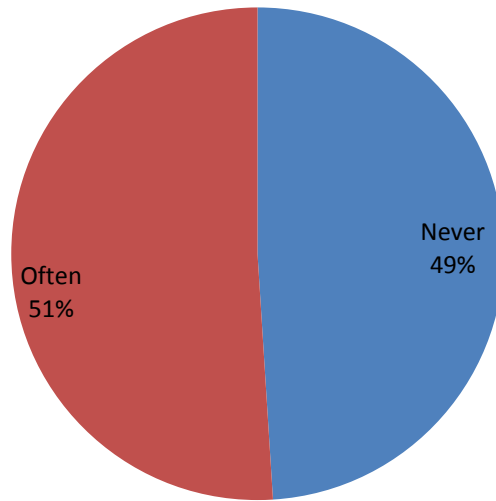
22. Based on last semester, how satisfied are you with the reliability of the campus network?



Value	Percent	Count
Very Satisfied	14.3%	37
Satisfied	35.9%	93
Somewhat Satisfied	16.2%	42
Neither Satisfied nor Dissatisfied	8.9%	23
Somewhat Dissatisfied	10.8%	28
Dissatisfied	2.7%	7
Very Dissatisfied	9.3%	24
N/A	1.9%	5

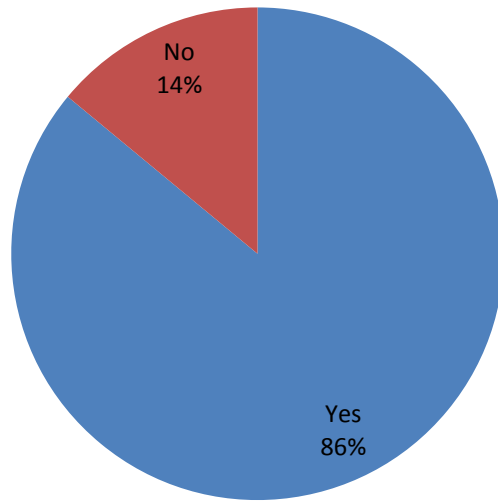
Value	Percent	Count
Total		259

26. How often do you use a share drive space either for primary or backup file storage?



Value	Percent	Count
Never	49.0%	123
Often	51.0%	128
Total		251

27. PenguinAlert is YSU's new emergency notification system.
Have you signed up for alert?



Value	Percent	Count
Yes	86.4%	223
No	13.6%	35
Total		258

