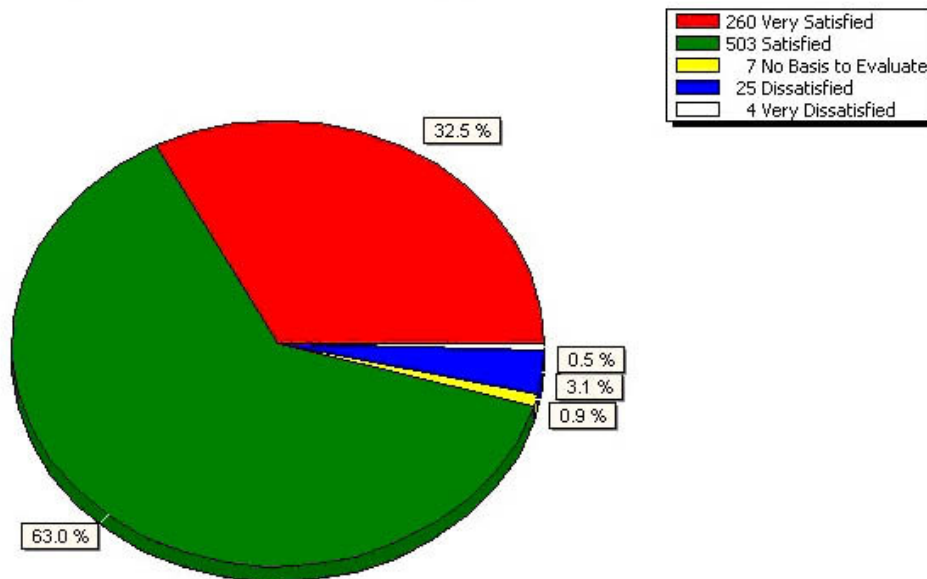


2007 Technology Satisfaction Survey Faculty/Staff Responses

The 2007 Technology Satisfaction Survey marks the fourth year that Information Technology (IT) and the JMU Libraries and Educational Technologies (L&ET) collaborated to study satisfaction with technology at James Madison University. A web-based survey was disseminated to all faculty and staff in March, 2007. Responses were spread evenly between faculty and staff with instructional and administrative faculty accounting for nearly fifty percent of responses and staff accounting for the other half. The response rate for the survey was nearly twenty percent.

Ninety-six percent of faculty and staff remain satisfied with technology

Faculty and staff overall satisfaction with technology at JMU remains high with ninety-six percent indicating that they are very satisfied/satisfied (Table 4). This high percentage reporting overall satisfaction with technology remained consistent for the four years that the survey has been conducted. Survey comments include: "IT does a great job; employees have great customer service skills, always helpful." "CIT and all Computer/Technology staff members are fantastic. I have never seen such a group of people dedicated to helping others do their well and the support is most certainly appreciated."



Faculty and staff maintain positive perception of Information Technology services

Nine out of ten faculty and staff report very satisfied/satisfied for overall satisfaction with J-ESS (Table 6), Telephone Services (Table 11), and Webmail (Table 14). The safety and security of the JMU network is another area where faculty and staff hold a positive perception with nine out of ten respondents expressing satisfaction (Table 15). The high percentage of faculty and staff expressing satisfaction with these services remained consistent for the four years that the survey has been conducted.

Many Information Technology services consistently show the same level of satisfaction year after year. These services include the central administrative applications. Sixty percent consistently report no basis to judge the Student Administration and Finance Systems with over thirty percent report very satisfied/satisfied (Table 7). For the Human Resource System, the survey consistently indicates nearly fifty percent are very satisfied/satisfied with the other half of respondents indicating no basis to judge (Table 7). Overall satisfaction with E-Campus has

consistently scored around seventy percent with twenty-five percent indicating no basis to judge (Table 5).

Other areas where satisfaction remains consistent include software downloads and computer repair with seventy percent reporting very satisfied/satisfied and software installation with fifty-five percent expressing satisfaction with over forty percent indicating no basis to judge (Table 17). Over eighty percent continue to report very satisfied/satisfied in overall satisfaction with the Computing HelpDesk with twelve percent indicating no basis to judge (Table 16). Comments include: "The courtesy and helpfulness of IT and HelpDesk personnel is much appreciated."

Campus network and e-mail spam control show drop in satisfaction

Some areas saw a decrease in satisfaction from previous years. Most notably is the campus network infrastructure and e-mail spam control. Satisfaction with spam control dropped to seventy percent in 2007 from eighty-five percent in 2006 (Table 14). The campus network infrastructure dropped to seventy-two percent in 2007 from eighty-eight percent in 2006 (Table 11). Comments include: "Due to bandwidth and/or related problems, can't use on-line and streaming video in class. That is a major problem." "I find internet speed from my home DSL connection substantially faster than my office connection." During the fall 2006 semester, Information Technology realized that we were reaching full capacity due to normal bandwidth growth and the popularity of streaming services such as Youtube. Due to the demand of the streaming applications, we had to limit the amount of bandwidth these applications were consuming in order to keep standard web browsing functional. In January, 2007, we requested and were authorized to upgrade our connections through Network Virginia. Two 155mb Internet connections were installed in August 2007.

Sixty percent report that they do not use Oracle calendar

For the first time, the survey asks about Oracle calendar. Thirty-six percent of respondents reported very satisfied/satisfied with Oracle calendar while sixty percent responded that they do not use Oracle calendar (Table 25). Respondents using Oracle calendar are fairly evenly split between the web version [sixteen percent] and the desktop client [twenty percent] with the remaining four percent using the Oracle connector for Outlook (Table 25).

Survey indicates growing awareness of wireless access

The survey shows that the percentage of faculty and staff reporting no basis to judge wireless access has been steadily dropping. Fifty percent of the faculty and staff indicated no basis to judge wireless access in the 2007 survey compared to sixty-seven percent in 2005. Comments include: "I look forward to campus-wide wireless access." "Wireless connection to handheld devices needs to be supported and encouraged."

Half of the survey respondents report using Blackboard

Half of the survey respondents report using Blackboard, which is up from forty-four percent in 2006 (Table 8). Eight out of ten of the respondents who teach indicate very satisfied/satisfied in overall satisfaction with Blackboard as a teaching and learning tool (Table 9). The survey continues to ask about satisfaction with specific Blackboard functionality. Two-thirds report very satisfied/satisfied with Blackboard for their syllabus with thirty percent indicating no basis to judge (Table 9). Seventy percent indicate satisfied/satisfied with Blackboard for online readings (Table 9). A large percentage continue to report "no basis to judge" for other Blackboard features including linking to video [forty-five percent], online discussion boards [forty percent], sharing materials among students [thirty-three percent], and keeping track of grades [forty percent] (Table 9). Respondents commented most frequently on the Blackboard grade book wanting to see added functionality. Comments include: "Blackboard grade book function: It would be extremely helpful for me to have the ability to excuse a given student from a given grade, and then to have that grade not count in the final grade calculation." "I don't like the way it forces you to average and weight grades its way, and the way you cannot choose what grade summaries to

publish (where is the median?), and (especially) the endless series of clicks you need to do anything....”

Eight out of ten of the respondents that teach report satisfaction with classroom technology

Over eighty percent reporting very satisfied/satisfied with the instructor computer and classroom projector (Table 23). Nearly seventy-five percent indicate very satisfied/satisfied with the level of technical support (Table 23). Of the thirty-five percent of respondents who teach, eighty percent report teaching in technology classrooms with permanently installed technology.

Forty percent and higher report no basis to judge for other Libraries and Educational Technologies (L&ET) services

A high percentage of respondents continue to report “no basis to judge” for L&ET services. For Blackboard support, over forty percent indicated no basis to judge for support found on the web and fifty percent for help via e-mail (Table 10). Other L&ET services where two-thirds of the respondents report no basis to judge include the Center for Instructional Technology (CIT) house calls (Table 18), CIT faculty development training (Table 18), streaming technology (Table 19), and software and equipment checkout (Table 19). While half of the respondents reported very satisfied/satisfied off-campus access to on-line library resources, the other half reported no basis to judge (Table 19).

Faculty and staff survey shows dramatic increase in use of laptop computers and mobile hand-held devices

Half report using a laptop computer compared to only six percent in 2004 (Table 24). Nearly forty percent of respondents report using a cell phone with text messaging (Table 24). Fifteen percent indicate that they use a cell phone with Internet capabilities compared to only six percent in 2006 (Table 24).

Over nine out of ten faculty and staff indicate satisfaction with the computer used most often at JMU

Ninety-two percent of the faculty and staff report very satisfied/satisfied with the computer used most often at JMU (Table 29). Eight out of ten of the respondents use a computer that is three years old or less running Windows as the operating system (Table 27 and 28). Sixty percent of the faculty and staff continue to report using their computers more than twenty hours per week (Table 30). Internet Explorer remains the most widely used browser with seventy-five percent using it (Table 31).

Surveys shows differences between faculty/staff and student uses of technology

While over ninety percent of the faculty and staff indicate very satisfied/satisfied with the JMU telephone service, the number of students report “no basis to judge” grew to fifty-one percent in 2007 from twenty-six percent in 2004. Students are using wireless access with less than one-third of the students compared with half of the faculty and staff reporting “no basis to judge” for wireless access.

The 2007 survey marks a dramatic drop in student use of JMU e-mail with seventy-six percent of the student reported using JMU e-mail compared with ninety-five percent in 2006. One-quarter of the students indicate that they forward JMU e-mail to another service such as Gmail and Yahoo! Ninety-six percent of the faculty and staff indicate that they use JMU e-mail.

Over seventy percent of student reported using laptop computers compared to half of the faculty and staff. Only half of the students report using Internet Explorer (IE), while seventy-five percent of the faculty and staff use IE.

The survey found a significant difference in use of hand-held mobile devices between students and faculty/staff. Nearly eighty percent of students report cell phone with text messaging compared with only forty percent of the faculty and staff. Twenty-two percent of students indicate

that they use cell phone with Internet capabilities, which is up from seven percent in 2006. Only fifteen percent of the faculty and staff report using cell phones with Internet capabilities.

Surveys Returned	802	(719 883)
Surveys Distributed	4223	(3152 2940)
Return Percentage	19%	(23% 30%)

2006 and 2005 results are shown in parenthesis.

Table 1 Classification

Instructional Faculty	28%	(24% 22%)
Administrative & Professional Faculty	20%	(23% 26%)
Staff (classified & wage)	48%	(53% 51%)
Affiliate	4%	(<1% <1%)

Table 2 Status

Full-time	86%	(86% 85%)
Part-time	14%	(15% 15%)

Table 3 College Affiliation

I do not teach	57%	(60%)
Arts & Letters	8%	(9% 28%)
Business	5%	(4% 14%)
Education	5%	(4% 7%)
Integrated Science & Technology	11%	(11% 27%)
Science & Mathematics	5%	(5% 9%)
Visual & Performing Arts	3%	(2%)
Graduate & Professional Studies	1%	(<1% 1%)
General Education	<1%	(<1% <1%)
Other	4%	(3% 13%)

Table 4 How would you rate your overall satisfaction with technology at JMU?

Very Satisfied/ Satisfied	96%	(97% 96%)
Very Dissatisfied/ Dissatisfied	4%	(3% 3%)

Table 5 E-Campus Satisfaction

Ease of understanding of information	70%	(73% 71%)	26%	(23% 26%)
Ease of access to information	65%	(69% 67%)	26%	(23% 26%)
E-Campus overall satisfaction	68%	(71% 69%)	26%	(23% 26%)

Table 6 J-ESS Satisfaction

Ease of access to information such as leave, payslips, and training	91%	(96% 94%)	7%	(2% 4%)
Confidence in security of personal data	85%	(87% 84%)	14%	(11% 13%)
J-ess overall satisfaction	92%	(96% 94%)	6%	(2% 4%)

Table 7 Central Administrative Applications

Student Administration Reporting	33%	(35% 34%)	64%	(62% 61%)
Student Administration-Overall	37%	(37% 34%)	61%	(60% 61%)
Finance System-Overall	36%	(37% 31%)	61%	(59% 64%)
Human Resource System-Overall	48%	(50%)	48%	(47%)
Overall Satisfaction with Central Administrative Applications	13%	()	85%	()

Table 8 Do you use Blackboard?

Yes	50%	(44%)
No	50%	(56%)

Table 9 Blackboard Satisfaction

Overall, as a teaching & learning tool	78%	(82% 41%)
Syllabus	66%	(71%)
Online readings &		

links to text-based materials	71%	(75%)	26%	(21%)
Links to video, audio & other media (e.g. Tegrity, PowerPoint)	50%	(51%)	45%	(42%)
Online discussion boards	56%	(56%)	39%	(39%)
Access to sample exams & quizzes	34%	(37%)	61%	(59%)
Taking exams & quizzes	29%	(31%)	61%	(61%)
Sharing material among students	63%	(64%)	33%	(32%)
Keeping track of grades	50%	(54%)	38%	(35%)

Table 10 Blackboard Satisfaction

Support found on web	51%	(52% 31%)	42%	(41% 63%)
Help via e-mail	49%	(48% 29%)	50%	(50% 69%)

Table 11 Infrastructure Services

Campus network infrastructure (bandwidth, reliability)	72%	(88% 82%)	12%	(7% 12%)
Telephone services	91%	(93% 93%)	4%	(3% 2%)
Access Technology-Off-campus dial-up Internet service	32%	(28% 30%)	64%	(68% 64%)
Wireless access	36%	(34% 25%)	50%	(57% 67%)

Table 12 E-mail System Used Most

JMU e-mail through Webmail	59%	(58% 61%)
JMU e-mail through client software (such as Outlook, OS X Mail, Outlook Express, Mozilla, Entourage)	31%	(35% 33%)
CISAT Exchange server e-mail	6%	(4% 4%)
Math & Science Exchange server e-mail	<1%	(<1% <1%)
JMU e-mail forwarded to another service provider such as AOL, Hotmail, Yahoo, Gmail	4%	(1% <1%)
Other	1%	(<1% <1%)

Table 13 E-mail System Used Most

If you forward your e-mail to another service, why?		
I do not forward my e-mail	71%	()
Want all e-mail consolidated into one account	4%	()
Use for personal mail	4%	()
Additional Quota	3%	()
Other	2%	()

Table 14 E-mail Anti-Virus, Spam, Speed, Reliability

Anti-virus protection on e-mail system	91%	(92% 92%)	6%	(6% 7%)
Spam control on e-mail system	69%	(84% 74%)	2%	(2% 2%)
Speed of message delivery	93%	(94% 94%)	1%	(<1% 1%)
Reliability of e-mail	96%	(97% 95%)	1%	(<1% 2%)
Overall Satisfaction with WebMail	95%	(95%)	4%	(1%)

2006 and 2005 results are shown in parenthesis.

Table 15 Computer Security

	Very Satisfied/ Satisfied	No Basis to Judge
Balance between security and ease of use	90% (92% 91%)	4% (4% 5%)
Confidentiality of information (SSN, grades)	86% (85% 81%)	13% (14% 17%)
Security of JMU network	88% (90% 86%)	11% (10% 12%)

Table 16 HelpDesk

	Very Satisfied/ Satisfied	No Basis to Judge
Promptness	83% (82% 81%)	12% (11% 12%)
Professionalism of Staff	85% (84%)	12% (10%)
Self-Help and FAQ found on Web	68% (65% 65%)	26% (26% 27%)
HelpDesk Overall Satisfaction	84% (84% 81%)	11% (8% 11%)

Table 17 Information Technology Services

	Very Satisfied/ Satisfied	No Basis to Judge
Software downloads found on the Computing web site	71% (73% 75%)	27% (23% 21%)
IT Training	71% (76% 69%)	27% (21% 29%)
IT Training Schedule	68% (73%)	29% (21%)
Repair and maintenance of JMU owned computers	70% (70% 75%)	25% (25% 20%)
Technical Advisory On-line		
Computing News	67% (73% 75%)	31% (24% 22%)
Software and operating system installations (requested through HelpDesk)	55% (58% 61%)	41% (39% 34%)
Information System forms (service request, analysis request, IS access, Cost Benefit Analysis/CBA)	41% (41% 31%)	56% (56% 66%)
System Alerts found on main Computing web page	71% ()	25% ()
File/Print Share through Netware	43% ()	54% ()

Table 18 Center for Instructional Technology

	Very Satisfied/ Satisfied	No Basis to Judge
Housecalls	32% (28% 27%)	68% (71% 73%)
Faculty development training on teaching tools (eg: Blackboard, MDID, Tegrity)	33% (35% 41%)	66% (64% 58%)
Faculty development training using technology in teaching	30% (31% 41%)	69% (68% 58%)

Table 19 Libraries and Educational Technologies Services

	Very Satisfied/ Satisfied	No Basis to Judge
Off-campus access to on-line library resources	49% (48% 47%)	48% (49% 50%)
Streaming technology-upload/download video, sound files	30% (27% 28%)	65% (70% 70%)
Software checkout (SPSS, SAS, MS Office)	27% (27% 24%)	72% (72% 74%)
Equipment checkout (camcorders, projectors, laptops)	29% (30% 30%)	69% (69% 68%)

Table 20 Web Publishing, Technology Services

	Very Satisfied/ Satisfied	No Basis to Judge
Web Manager	36% (38% 33%)	58% (58% 61%)
Overall satisfaction with technology services and support in teaching experience	37% (35% 36%)	62% (62% 61%)
Overall satisfaction with technology services and support for increasing productivity	50% (56% 54%)	46% (39% 41%)

Table 21 General Computer Lab Services

	Very Satisfied/ Satisfied	No Basis to Judge
Software installation requests	27% (25% 27%)	71% (72% 71%)
Reservation requests	25% (22% 25%)	74% (77% 74%)
Availability for hands-on		

instruction 25% (22%) 74% (76%)

Table 22 Where did you teach most of your classes this semester?

Do not teach classes	64%	(64% 62%)
Technology classroom east of I-81	11%	(13% 12%)
Technology classroom west of I-81	19%	(16% 19%)
Classroom with no permanently installed technology east of I-81	2%	(1%)
Classroom with no permanently installed technology west of I-81	4%	(6% 7%)

Table 23 Technology in the Classroom

	Very Satisfied/ Satisfied	No Basis to Judge
Instructor computer	81% (86% 71%)	10% (8% 20%)
Projector	86% (87% 72%)	10% (10% 18%)
Level of technical support	74% (73% 67%)	20% (20% 26%)

Table 24 Intent to use the following devices.

	Currently Using	Looking to Purchase	Not Interested in Using
Desktop	77% (80% 92%)	<1% (<1%)	10% (8%)
Laptop	50% (44% 8%)	9% (11%)	21% (19%)
Tablet PC	2% (2% 2%)	5% (5% 2%)	69% (66% 74%)
Palm OS Personal Digital Assistant	17% (18% 20%)	2% (3% 3%)	64% (59% 57%)
Pocket PC/Windows Mobile DigitalAssistant	5% (3% 3%)	3% (3% 2%)	73% (73% 79%)
Cell Phone with Internet Capability or other portable e-mail/cell phone	15% (6% 5%)	5% (4% 3%)	57% (64% 68%)
Cell Phone with Text Messaging	37% ()	2% ()	47% ()

Table 25 Oracle Calendar – What method do you use most often to access the Oracle Calendar System?

I do not use Oracle calendar	60%	()
Web	16%	()
Desktop Client	20%	()
Oracle Connector for Outlook	4%	()

Table 26 Oracle Calendar Satisfaction

	Very Satisfied/ Satisfied	No Basis to Judge
Ease of Use	37% ()	58% ()
Overall Satisfaction	36% ()	59% ()

Table 27 What operating system do you use most often at JMU?

Macintosh OS 9 or lower	<1%	(<1% 2%)
Macintosh OS X or higher	8%	(7% 6%)
Microsoft Windows 2000	15%	(17% 25%)
Microsoft Windows XP Pro	68%	(68% 60%)
Linux	<1%	(1% <1%)
Don't Know	7%	(5% 3%)
Other	1%	(1% <1%)

2006 and 2005 results are shown in parenthesis.

Table 28 How old is your computer?

Less than a year	18%	(18% 24%)
1-3 years	58%	(59% 55%)
More than 3 years	16%	(15% 12%)
Don't know	9%	(8% 9%)

Table 29 Overall satisfaction with computer used most often at JMU.

	Very Satisfied/ Satisfied	Very Dissatisfied/ Dissatisfied
	92% (94% 93%)	7% (5% 7%)

Table 30 How many hours a week do you spend on your computer?

0-5	5%	(5% 4%)
6-10	7%	(9% 8%)
11-15	12%	(9% 10%)
16-20	18%	(17% 18%)
more than 20	58%	(60% 60%)

Table 31 Internet Browser you use most often.

Internet Explorer	75%	(74% 79%)
Mozilla	9%	(8% 7%)
Safari	4%	(4% 3%)
Firefox	12%	(14% 8%)
Other	0%	(0% <1%)

Table 32 Using Web to Find Information

	Very Satisfied/ Satisfied	No Basis to Judge
Computing	85% (84% 81%)	11% (11% 14%)
Telecommunications	63% (59% 81%)	33% (36% 14%)
Instructional Technology	54% (53% 57%)	44% (44% 41%)
On-Line learning	44% (42% 28%)	53% (55% 69%)
JMU Libraries	63% (64% 64%)	35% (34% 34%)
Technology classrooms	34% (32% 37%)	63% (66% 60%)
Overall experience with JMU web	91% (93% 91%)	6% (4% 5%)

Table 33 How useful do you find the information on the JMU web?

	Very Useful/ Useful	Slightly Useful/ Not Useful
	92% (92% 91%)	8% (8% 9%)