

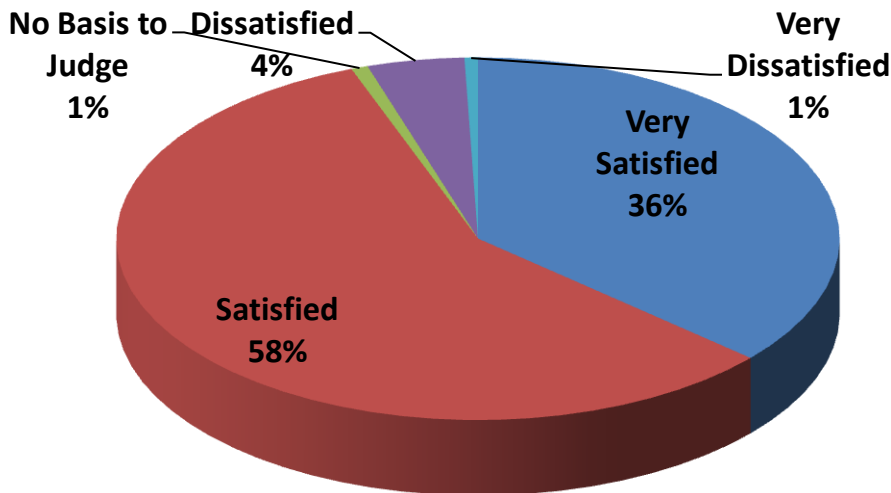
## 2009 Technology Satisfaction Survey Faculty/Staff Responses

This year's survey marks the sixth year that Information Technology (IT) and the JMU Libraries and Educational Technologies (L&ET) has surveyed faculty and staff on their satisfaction with technology at James Madison University. Qualtrics was used for the first time for this survey, which was sent to all faculty and staff in February, 2009.

The response rate for the survey has remained consistent over the past three years with twenty percent of the faculty and staff taking the survey. Instructional and administrative faculty account for fifty-three percent of survey respondents with staff including classified and wage employees making the remaining forty-seven percent. Sixty percent of the 2009 survey respondents stated that they did not teach (Table 3).

### **Ninety-four percent of faculty and staff express overall satisfaction with technology at JMU**

Faculty and staff overall satisfaction with technology at JMU remains high with ninety-four percent indicating that they are very satisfied/satisfied (Table 4). This high percentage reporting overall satisfaction with technology has remained consistent for the six years that the survey has been conducted. One-third of the respondents have rated their overall satisfaction with technology at JMU as "very satisfied" over the past three years. Survey comments include: "Overall, I believe we have a great staff of IT professionals as well as equipment to meet the needs of the university." "Overall, the technology and technology support at JMU are excellent."



### **Faculty and staff maintain positive perception of information technology services**

Ninety-five percent of faculty and staff report very satisfied/satisfied for overall satisfaction with J-ESS (Table 6). Nine out of ten indicate satisfaction with the security of the JMU network and the balance between computer security and ease of use (Table 17). Eighty-five percent indicate satisfaction with the Computing HelpDesk (Table 18), telephone services (Table 11), and e-mail (Table 16). Comments include: "Overall, I believe that the JMU technology services are excellent and I am very pleased with the capabilities that are available while maintaining the security needed."

The percentage of satisfaction for some IT services has remained consistent for the last three years. Seventy percent indicate satisfaction with e-Campus (Table 5), computer repair (Table 19), and the Technical Advisory on-line computing news (Table 19) with thirty percent of respondents stating they had no basis to judge.

Users of the central administrative applications, which are not used by a majority of the faculty and staff, also show consistent levels of satisfaction year after year. While two-thirds of the respondents consistently report no basis to judge for the Student Administration and Finance Systems, one-third consistently report very satisfied/satisfied (Table 7). For the Human Resource System, fifty percent continue to respond very satisfied/satisfied year after year with the other half of respondents indicating no basis to judge (Table 7).

General Computing Labs is another service where three-quarters or more of the faculty and staff respondents state no basis to judge (Table 25).

#### **Faculty and Staff rely on JMU e-Mail System**

Nearly eighty percent responded that they use JMU e-mail and do not forward their e-mail to another service (Table 14.) Nearly half used Webmail, thirty-five percent use JMU e-mail through a client such as Outlook, and five percent use the CISAT Exchange server (Table 13). Only twelve percent of the faculty and staff state that they forward their e-mail to another service provider (Table 13).

Most respondents forwarding their e-mail state that they use Gmail (Table 15). Reasons listed most frequently for forwarding e-mail include additional quota and consolidating all e-mail into one account (Table 14).

#### **Survey indicates continuing growth in use of wireless access among faculty and staff**

The survey continues to show a drop in the percentage of faculty and staff reporting no basis to judge JMU Official Wireless (VPN). This year forty percent state no basis to judge JMU Official Wireless (VPN) with half indicating very satisfied/satisfied with this service (Table 11). A smaller percentage of faculty and staff are aware of the JMU Pilot Wireless with seventy percent of faculty and staff reporting no basis to judge (Table 11).

#### **Faculty and staff remain positive on campus network infrastructure and spam control for e-mail**

Seventy-seven percent express satisfaction with the campus network infrastructure (Table 11) and eighty-one percent report satisfaction with spam control on e-mail (Table 16). From year to year, the percentage of satisfaction expressed by the faculty and staff for the network infrastructure and spam control on e-mail are among the most dynamic items on the survey. The level of satisfaction for the network infrastructure dipped to a low of seventy-two percent in 2007, rebounded to eighty-one percent reporting satisfaction after the installation of two 155mb Internet connections in August 2007, and went down to seventy-seven percent this year (Table 11). Satisfaction with spam control grew from a low of sixty-nine percent in 2007, to seventy-four percent in 2008, and to a high of eighty-one percent in this year's survey (Table 16).

#### **Half of the faculty and staff report using Oracle calendar**

For the third year, the survey included questions on Oracle calendar. Only half of respondents report using Oracle calendar (Table 30). For Oracle users, twenty-seven percent report using the desktop client most often, while nearly twenty percent use the web calendar (Table 30).

#### **Respondents using Blackboard continue to express satisfaction**

Fifty-five percent of the survey respondents state that they use Blackboard (Table 8). Over seventy percent of the respondents who use the system 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 online readings (Table 9). Nearly ninety percent express satisfaction with Blackboard for sharing materials among students, faculty and staff (Table 9). Nearly sixty percent indicate satisfaction in connection with the syllabus with nearly forty percent stating no-basis to judge (Table 9). A large percentage continue to report “no basis to judge” for other Blackboard features including linking to video [thirty-seven percent], online discussion boards [forty-four percent], exams and quizzes [fifty-nine percent], , and keeping track of grades [thirty-nine percent] (Table 9).

For Blackboard support, fifty-five percent express satisfaction with the self-help found on the web with over one-third indicating no basis to judge (Table 10). Nearly half are satisfied with help via e-mail with half indicating no basis to judge (Table 10). Comments include: “Fabulous staff in all areas - they are clearly out to help us research, teach, learn and meet the needs of our students and our own research. Keep up the good work - your efforts are valued and appreciated.”

### **Respondents who do not teach have no basis to judge Instructional Technology Services**

With sixty percent of the respondents not teaching classes, a high percentage of respondents state no basis to judge for L&ET services. Seventy percent or more report no basis to judge for housecalls, faculty development training, CIT walk-in services, and online course development (Table 20). Some L&ET services saw a significant drop in the percentage of respondents indicating no basis to judge over last year. Forty-three percent report no basis to judge with off-campus access to on-line library resources, down from fifty-two percent in 2008 (Table 21). Two-thirds express no basis to judge with Media Resources equipment checkout, down from seventy-six percent in 2008 (Table 21).

Again, with sixty percent of the respondents not teaching classes, a high percentage of respondents state no basis to judge for instructional technologies, five percent of the survey respondents currently report using Elluminate, Respondus, CPS Clickers, and the Madison Digital Image Database (MDID) (Table 23). Seventy percent or more express no interest in using Elluminate, Respondus, or clickers (Table 23). Sixty percent express no interest in using MDID (Table 23).

### **Eight out of ten of the respondents that teach remain satisfied with classroom technology**

Of the respondents teaching classes, eighty-five percent continue to report very satisfied/satisfied with the instructor computer and classroom projector (Table 28). Nearly eighty percent state satisfaction with the level of technical support (Table 28). Of the thirty-eight percent of the respondents who teach, eleven percent taught in a technology classroom on the east of I-81 and twenty-four percent in a technology classroom located west of I-81 (Table 27). Only three percent reported teaching in classrooms with no permanently installed technology.

This year’s survey looks at whether respondents taught most of their classes face-to-face in the classroom, a mixture of online and face-to-face, or predominantly online. Sixty-one percent indicate that they do not teach (Table 26). Twenty-seven percent teach face-to-face in the classroom; twelve percent do a mixture of face-to-face in the classroom with some online (Table 26).

### **Over sixty percent are using or expressed interest in YouTube and video sharing**

For the second year, the survey includes a question on freely available Web services including video sharing, collaborative webs including Google Docs and wikis, blogs, Second Life, and social networking sites. This year’s survey indicates a growing interest among faculty and staff in video sharing, Google Docs, and social networking. Thirty-eight percent report no interest in video sharing in this year’s survey compared to half of the respondents in last year (Table 22). Forty-two percent list no interest in Google Docs compared to half in last year’s survey (Table 22). In 2009, fifty-six percent indicate no interest in social networking compared to nearly seventy percent in 2008 (Table 22). Faculty and staff are using free web applications: twenty percent currently use YouTube and other video-sharing sites, sixteen percent use Google Docs, and sixteen percent use Facebook or other social networking services (Table 22).

**Half report currently using cell phones with text messaging and a growing percent report phones with Internet access**

Forty-nine percent of respondents indicate using a cell phone with text messaging up from forty-three percent in 2008 (Table 29). Twenty-one percent indicate using a cell phone with Internet capabilities up from seventeen percent in 2008 (Table 29). An additional nine percent state that they currently use an iPod Touch (Table 29).

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

Ninety-one percent of the faculty and staff report very satisfied/satisfied with the computer used most often at JMU (Table 34). Two-thirds of the respondents use a computer that is three years old or less running Windows as the operating system with eight-one percent running Microsoft XP or Vista and ten percent running Mac Leopard or Tiger OS (Table 32 and 33). Internet Explorer remains the most widely used browser with sixty-three percent using it and with thirty-two percent using Mozilla/Firefox (Table 36).

A growing number of faculty and staff report using laptops; fifty-seven percent indicate that they currently use laptops, up from forty-nine percent in 2008 (Table 29). Two-thirds of the faculty and staff report using their computers more than twenty hours per week (Table 35).

**Nine out of ten express overall satisfaction with JMU web**

Nine out of ten report overall satisfaction with the JMU web experience and the usefulness of the information (Table 37 & 38).

Surveys Returned	752	( 650 802)
Surveys Distributed	3,691	(3,403 4,223)
Return Percentage	20%	(19% 19%)

2008 and 2007 results are shown in parenthesis.

**Table 1 Classification**

Instructional Faculty	30%	(27% 28%)
Administrative & Professional Faculty	23%	(22% 20%)
Staff (classified & wage)	47%	(51% 48%)
Affiliate	0%	(<1% 4%)

**Table 2 Status**

Full-time	87%	(88% 86%)
Part-time	13%	(12% 14%)

**Table 3 College Affiliation**

I do not teach	59%	(59% 57%)
Arts & Letters	10%	( 8% 8%)
Business	4%	( 6% 5%)
Education	4%	( 4% 5%)
Integrated Science & Technology	11%	(10% 11%)
Science & Mathematics	5%	( 6% 5%)
Visual & Performing Arts	1%	( 2% 3%)
Graduate	1%	( 0% 1%)
General Education	0%	(<1% <1%)
Other	3%	(4% 4%)

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

Very Satisfied	36%	(36% 33%)
Satisfied	58%	(59% 63%)
No Basis to Evaluate	1%	( 2% <1%)
Dissatisfied	4%	( 3% 3%)
Very Dissatisfied	1%	(<1% <1%)

**Table 5 E-Campus Satisfaction**

	Very Satisfied/ Satisfied	No Basis to Judge
Ease of understanding of information	67% (68% 70%)	29% (31% 26%)
Ease of access to information	64% (61% 65%)	29% (31% 26%)
E-Campus overall satisfaction	66% (63% 68%)	29% (31% 26%)

**Table 6 J-ESS Satisfaction**

	Very Satisfied/ Satisfied	No Basis to Judge
Ease of access to information such as leave, payslips, and training	95% (94% 91%)	4% (3% 7%)
Confidence in security of personal data	89% (87% 85%)	10% (12% 14%)
J-ess overall satisfaction	95% (94% 92%)	4% (4% 6%)

**Table 7 Central Administrative Applications**

	Very Satisfied/ Satisfied	No Basis to Judge
Student Administration Reporting	31% (34% 33%)	66% (63% 64%)
Student Administration-Overall	33% (36% 37%)	64% (61% 61%)
Finance System-Overall	34% (38% 36%)	62% (57% 61%)
Human Resource System-Overall	48% (50% 48%)	48% (47% 48%)

**Table 8 Do you use Blackboard?**

Yes	55%	(50% 50%)	No	45%	(50% 50%)
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**Table 9 Blackboard Satisfaction**

	Very Satisfied/ Satisfied	No Basis to Judge
Overall, as a teaching & learning tool	73% (77% 78%)	19% (16% 17%)
Syllabus	58% (64% 66%)	37% (34% 31%)
Online readings & links to text-based materials	66% (71% 71%)	28% (25% 26%)
Links to video, audio & other media (e.g. Presenter, PowerPoint)	57% (52% 50%)	37% (43% 45%)
Online discussion boards	48% (53% 56%)	44% (36% 39%)
Exams and quizzes	31%	59%
Sharing material among students/faculty/staff	88% (63% 63%)	8% (32% 33%)
Keeping track of grades	50% (52% 50%)	39% (37% 38%)

**Table 10 Blackboard Support**

	Very Satisfied/ Satisfied	No Basis to Judge
Self-help and FAQ's found on the web	55% (51% 51%)	36% (40% 42%)
Help via e-mail	48% (47% 49%)	50% (50% 50%)

**Table 11 Infrastructure Services**

	Very Satisfied/ Satisfied	No Basis to Judge
Campus network infrastructure (bandwidth, reliability)	77% (81% 72%)	9% (11% 12%)
Telephone services	85% (89% 91%)	6% (5% 4%)
JMU Official Wireless (VPN)	47% (42% 36%)	42% (44% 50%)
JMU Pilot Wireless	28%	70%

**Table 12 Storage Space/Quota**

	Very Satisfied/ Satisfied	No Basis to Judge
Shared Drives	71% (75% )	14% (15% )
Video & Other Streaming Needs	43% (43% )	47% (48% )

**Table 13 E-mail System Used Most**

JMU e-mail through Webmail (webmail.jmu.edu)	48%	(51% 59%)
JMU e-mail through client software (such as Outlook, OS X Mail, Outlook Express, Mozilla, Entourage)	35%	(37% 31%)
CISAT Exchange server e-mail	5%	(5% 6%)
Math & Science Exchange server e-mail	0%	(<1% <1%)
JMU e-mail forwarded to another service provider such as AOL, Windows Live, Hotmail, Yahoo, Gmail	12%	(5% 4%)
Other	0%	(1% 1%)

**Table 14 E-mail System Used Most If you forward your e-mail to another service, why?**

I do not forward e-mail	78%	(72% 71%)
Want all e-mail consolidated into one account	9%	( 4% 4%)
Use for personal mail	4%	( 5% 4%)
Additional Quota	16%	( 7% 3%)
Other	6%	( 4% 2%)

**Table 15 If you forward your e-mail, which service provider do you use?**

I do not forward my e-mail	77%	(85%)	)
Gmail	16%	(9%)	)
AOL Mail	1%	(1%)	)
Yahoo Mail	2%	(1%)	)
Windows Live Hotmail	1%	(<1%)	)
Other	4%	(3%)	)

**Table 16 E-mail Anti-Virus, Spam, Speed, Reliability, Quota**

	Very Satisfied/ Satisfied	No Basis to Judge
Anti-virus protection on e-mail system	89% (90% 91%)	8% (8% 6%)
Spam control on e-mail system	81% (74% 69%)	4% (3% 2%)
Speed of message delivery	85% (91% 93%)	3% (1% 1%)
Reliability of e-mail	87% (92% 96%)	3% (2% 1%)
Quota	54% (58%)	2% (3%)
Overall Satisfaction	85% (91% 95%)	2% (2% 4%)

**Table 17 Computer Security**

	Very Satisfied/ Satisfied	No Basis to Judge
Balance between security and ease of use	89% (91% 90%)	4% (3% 4%)
Confidentiality of information (SSN, grades)	86% (85% 86%)	13% (12% 13%)
Security of JMU network	91% (89% 88%)	9% (10% 11%)

**Table 18 Computing HelpDesk**

	Very Satisfied/ Satisfied	No Basis to Judge
Promptness	82% (85% 83%)	14% (10% 12%)
Professionalism of Staff	83% (85% 85%)	14% (10% 12%)
Self-Help and FAQ found on Web	64% (70% 68%)	31% (25% 26%)
HelpDesk Overall Satisfaction	84% (85% 84%)	12% (10% 11%)

**Table 19 Information Technology Services**

	Very Satisfied/ Satisfied	No Basis to Judge
Software downloads found on the Computing web site	66% (67% 71%)	30% (30% 27%)
IT Training	72% (71% 71%)	26% (22% 27%)
IT Training Schedule	65% (72% 68%)	28% (24% 29%)
Repair and maintenance of JMU owned computers	72% (71% 70%)	24% (26% 25%)
Technical Advisory On-line Computing News	67% (67% 67%)	30% (31% 31%)
Software and operating system installations (requested through HelpDesk)	53% (55% 55%)	44% (42% 41%)
Project Initiation Questionnaire	22% (23%)	74% (75%)
System Alerts found on main Computing web page	66% (67% 71%)	30% (28% 25%)
File/Print Share through Network	55% (57% 43%)	39% (38% 54%)

**Table 20 Center for Instructional Technology**

	Very Satisfied/ Satisfied	No Basis to Judge
Housecalls	31% (28% 32%)	68% (72% 68%)
Faculty development training on teaching tools (eg: Blackboard, MDID, Presenter, Digital Video)	39% (35% 33%)	59% (64% 64%)
Faculty development training using technology in teaching	31% (29% 30%)	67% (69% 69%)
Walk-in Services	25%	75%
Online course development	15%	84%

**Table 21 Libraries and Educational Technologies Services**

	Very Satisfied/ Satisfied	No Basis to Judge
Off-campus access to on-line library resources	54% (45% 49%)	43% (52% 48%)
Streaming technology-upload/download video, sound files	30% (27% 30%)	66% (69% 65%)
Software checkout SPSS/SAS)	18% (19% 27%)	81% (80% 72%)
Media Resources equipment checkout (camcorders, projectors, laptops)	32% (22% 29%)	66% (76% 69%)

**Table 22 Interest in using freely available Web Applications and Services as Part of Teaching or Work**

	Currently Using	Interested	Looking to Use	Not Interested
Video sharing sites (YouTube)	20% (16%)	33% (29%)	8% (7%)	38% (49%)
Wikis	11% (13%)	29% (31%)	8% (8%)	51% (48%)
Google Docs	16% (13%)	36% (31%)	7% (8%)	42% (48%)
Blogs	10% (7%)	25% (25%)	7% (8%)	58% (60%)
Social Networking (Facebook, MySpace)	16% (13%)	20% (16%)	7% (3%)	56% (68%)
Second Life	2% (2%)	15% (12%)	3% (3%)	79% (83%)
Other	3% (4%)	5% (7%)	2% (4%)	90% (85%)

**Table 23 Interest in using the following Instructional Technologies**

	Currently Using	Interested	Looking to Use	Not Interested
Elluminate	5% ( )	20% ( )	4% ( )	71% ( )
Respondus	3% ( )	17% ( )	3% ( )	77% ( )
CPS Clickers	3% ( )	17% ( )	5% ( )	75% ( )
Madison Digital Image Database (MDID)	5% ( )	28% ( )	5% ( )	62% ( )

**Table 24 Satisfaction with the following services**

	Very Satisfied/ Satisfied	No Basis to Judge
Web Manager	40% (40% 36%)	54% (54% 58%)
Technology services/support in teaching experience	39% (41% 37%)	58% (57% 62%)
Technology services/support for increasing productivity and collaboration with colleagues	47% (50% 50%)	48% (46% 46%)

**Table 25 General Computer Lab Services**

	Very Satisfied/ Satisfied	No Basis to Judge
Software installation requests	25% (27% 27%)	73% (70% 71%)
Reservation requests	21% (21% 25%)	78% (78% 74%)
Availability for hands-on instruction	19% (21% 25%)	80% (78% 74%)

**Table 26 This academic year, how did you teach most of your classes?**

Do not teach classes	61% ( )
100% face-to-face in the classroom	27% ( )
Mixture with face-to-face in classroom and some online	12% ( )
Online (80% or more) with little or no face-to-face time in classroom	0% ( )

**Table 27 Where did you teach most of your classes this semester?**

Do not teach classes	62%	(63% 64%)
Technology classroom east of I-81	11%	(10% 11%)
Technology classroom west of I-81	24%	(23% 19%)
Classroom with no permanently installed technology east of I-81	1%	(1% 2%)
Classroom with no permanently installed technology west of I-81	2%	(2% 4%)

2008 and 2007 results are shown in parenthesis.

**Table 28 \*Technology in the Classroom**

	Very Satisfied/ Satisfied	No Basis to Judge
Instructor computer	85% (82% 81%)	2% (10% 10%)
Projector	90% (85% 86%)	2% (10% 10%)
Level of technical support	78% ( 76% 74%)	14% (21% 20%)

\*These percentages are Instructional Faculty only

**Table 29 Intent to Use the following Devices**

	Currently Using	Looking to Purchase	Not Interested in Using
Desktop	73% (75% 77%)	<1% (<1% <1%)	13% (12% 10%)
Laptop	57% (49% 50%)	5% ( 9% 9%)	17% (22% 21%)
Tablet PC	4% ( 3% 2%)	2% ( 3% 5%)	68% (67% 69%)
Palm OS Personal Digital Assistant	11% (17% 17%)	2% ( 2% 2%)	68% (64% 64%)
Windows Mobile Personal Digital Assistant	4% ( 3% 5%)	2% ( 2% 3%)	76% (74% 73%)
Cell Phone with Internet Capability	21% (17% 15%)	6% ( 6% 5%)	45% (51% 57%)
Cell Phone with Text Messaging	49% (43% 37%)	1% ( 2% 2%)	38% (40% 47%)
iPod Touch	9% ( )	5% ( )	57% ( )

**Table 30 Oracle Calendar – What method do you use most often to access the Oracle Calendar System?**

I do not use Oracle calendar	51%	(53% 60%)
Web	18%	(18% 16%)
Desktop Client	27%	(25% 20%)
Oracle Connector for Outlook	5%	( 4% 4%)

**Table 31 Oracle Calendar Satisfaction**

	Very Satisfied/ Satisfied	No Basis to Judge
Ease of Use	45% (43% 37%)	46% (49% 58%)
Overall Satisfaction	44% (43% 36%)	46% (50% 59%)

**Table 32 What operating system do you use most often at JMU?**

Macintosh OS 10.5 Leopard	7%	( 5% )
Macintosh OS 1.5 Leopard with Bootcamp	1%	( )
Macintosh OS 10.4 Tiger	2%	( 5% )
Microsoft Vista (Enterprise, Ultimate, or Business)	12%	( 5% )
Microsoft Windows XP Pro	69%	(68% 68%)
Linux	1%	(<1% <1%)
Don't Know	6%	( 7% 7%)
Other	2%	(<1% 1%)

**Table 33 How old is your computer?**

Less than a year	18%	(18% 18%)
1-3 years	49%	(55% 58%)
More than 3 years	22%	(17% 16%)
Don't know	11%	(10% 9%)

**Table 34 Overall satisfaction with computer used most often at JMU**

	Very Satisfied/ Satisfied	Very Dissatisfied/ Dissatisfied
	91% (93% 92%)	9% (6% 7%)

**Table 35 How many hours a week do you spend on your computer?**

0-5	3%	(4% 5%)
6-10	7%	(6% 7%)
11-15	9%	(8% 12%)
16-20	14%	(16% 18%)
more than 20	67%	(66% 58%)

**Table 36 Internet Browser you use most often**

Internet Explorer	63%	(70% 75%)
Mozilla/Firefox	32%	(29% 21%)
Safari	4%	(5% 4%)
Other	1%	(0% 0%)

**Table 37 Using Web to Find Information**

	Very Satisfied/ Satisfied	No Basis to Judge
Computing	84% (85% 85%)	11% (10% 11%)
Telecommunications	60% (61% 63%)	35% (35% 33%)
Instructional Technology	52% (54% 54%)	45% (43% 44%)
On-Line learning	39% (42% 44%)	57% (55% 53%)
JMU Libraries	66% (62% 63%)	31% (36% 35%)
Technology classrooms	38% (37% 34%)	59% (61% 63%)
Overall experience with JMU web	91% (91% 91%)	4% ( 5% 6%)

**Table 38 How useful do you find the information on the JMU web?**

	Very Useful/ Useful	Slightly Useful/ Not Useful
	89% (90% 92%)	12% (10% 8%)