



## Minnesota State Colleges and Universities

### CIO/OOC-ITS Manager Information Technology Survey

Please take approximately 10 minutes to complete this information technology survey. This survey is part of a comprehensive look at information technology systems and services provided by both Minnesota State Colleges and Universities institutions and the Office of the Chancellor. A survey of students was conducted last spring. This fall faculty and all other college, university, and Office of the Chancellor staff will be surveyed.

The systemwide survey is sponsored by the System Technology Strategy Council which includes student and faculty representatives. The survey results will be used to formulate and recommend technology strategies and identify opportunities for improvement.

The survey is organized as follows:

**Part I** - Includes **demographic items**.

**Part II** - Includes items related to your satisfaction, knowledge or interest in technology related planning, hardware/software/network access, support and training services, financing, employee satisfaction and research and development.

**Part III** - Includes items specifically related to services provided by the **Information Technology division of the Office of the Chancellor**.

Please do not forward the survey email to other employees. If an employee would like to participate in the survey and has not received an email please have that person contact the survey administrator, Crystal Newman, she can be reached at [crystal.newman@mnsu.edu](mailto:crystal.newman@mnsu.edu).

Your answers will be kept confidential and will only be reported as summary data. We will not use your name in any reports of our results. Without your participation, however, your opinions will not be included and the results of the survey will not be as comprehensive or useful in planning information technology services.

Thank you for your participation.

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### Part I - Demographics

Please provide the following information about yourself:

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\*I am located at:

- [A 2 Year Community and/or Technical College](#) [edit](#)
- A 4 Year University
- [The Office of the Chancellor, Information Technology Services Division](#) [edit](#)

\*How many years have you held an information technology management position?

- [2 Years or less](#) [edit](#)
- 3-5 Years
- [Over 5 Years](#) [edit](#)

\*How would you describe your technical knowledge and experience: (check all that apply)

- [On the job training and experience](#) [edit](#)
- Managed design and implementation of IT projects
- [Hold a Masters or PhD in information technology specialty](#) [edit](#)
- Expert (extensive experience in programming, network, information security, etc.)
- [Other](#) [edit](#)

If 'other' please specify:

[Back](#) [Next](#) [Save & Complete Later](#)

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**Part II - Technology Planning**

From your leadership perspective, please rate the following items in terms of your local satisfaction (campus or area within the Office of the Chancellor) and then rate your satisfaction from a systemwide viewpoint.

**Local Satisfaction:** -2=Completely Unsatisfied, -1=Unsatisfied, 0=Neutral, +1=Satisfied, +2=Completely Satisfied, N/A= Not Applicable

**Systemwide Satisfaction:** -2=Completely Unsatisfied, -1=Unsatisfied, 0=Neutral, +1=Satisfied, +2=Completely Satisfied, N/A= Not Applicable

\*User involvement during technology planning and implementation processes.

	- <a href="#">2</a> <a href="#">edit</a>	- <a href="#">1</a> <a href="#">edit</a>	0 <a href="#">0</a> <a href="#">edit</a>	1 <a href="#">1</a> <a href="#">edit</a>	2 <a href="#">2</a> <a href="#">edit</a>	N/A <a href="#">N/A</a> <a href="#">edit</a>
Satisfaction Locally <a href="#">edit</a>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction Systemwide <a href="#">edit</a>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*Meeting projected target dates.

	- <a href="#">2</a> <a href="#">edit</a>	- <a href="#">1</a> <a href="#">edit</a>	0 <a href="#">0</a> <a href="#">edit</a>	1 <a href="#">1</a> <a href="#">edit</a>	2 <a href="#">2</a> <a href="#">edit</a>	N/A <a href="#">N/A</a> <a href="#">edit</a>
Satisfaction Locally <a href="#">edit</a>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction Systemwide <a href="#">edit</a>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*Meeting projected budget estimates.

	-	-	0 <a href="#">0</a> <a href="#">edit</a>	1 <a href="#">1</a> <a href="#">edit</a>	2 <a href="#">2</a> <a href="#">edit</a>	N/A <a href="#">N/A</a> <a href="#">edit</a>
			<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	2	1				
Satisfaction Locally						
Satisfaction Systemwide						

\*Achieving project/initiative planned outcomes.

	-	-				
Satisfaction Locally	2	1	0	1	2	N/A
Satisfaction Systemwide						

\*Addressing implementation problems.

	-	-				
Satisfaction Locally	2	1	0	1	2	N/A
Satisfaction Systemwide						

\*Tracking user problems and complaints.

	-	-				
Satisfaction Locally	2	1	0	1	2	N/A
Satisfaction Systemwide						

\*Basing service improvements on user problems and complaints.

	-	-				
Satisfaction Locally	2	1	0	1	2	N/A
Satisfaction Systemwide						

\*Incorporating a documented communication plan as part of every technology initiative.

	-	-				
Satisfaction Locally	2	1	0	1	2	N/A
Satisfaction Systemwide						

\*Incorporating consideration of infrastructure needs and the technology impact of academic and administrative plans.

	-	-				
	2	1	0	1	2	N/A

Satisfaction Locally [edit](#)



Satisfaction Systemwide [edit](#)



Are there any comments or recommendations you would like to make relative to technology planning?

A large empty rectangular text input field with a vertical scrollbar on the right side.

[Back](#) [Next](#) [Save & Complete Later](#)

*\* Denotes a Required Field*



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**Part II - Hardware/Software/Network Access**

From your perspective, please rate the following items in terms of your local satisfaction (campus or area within the Office of the Chancellor) and then rate your satisfaction from a systemwide viewpoint.

**Local Satisfaction:** -2=Completely Unsatisfied, -1=Unsatisfied, 0=Neutral, +1=Satisfied, +2=Completely Satisfied, N/A= Not Applicable

**Systemwide Satisfaction:** -2=Completely Unsatisfied, -1=Unsatisfied, 0=Neutral, +1=Satisfied, +2=Completely Satisfied, N/A= Not Applicable

\*Server capacity is adequate for peak usage, particularly during periods of heavy student use.

	-	-	0	1	2	N/A
	<a href="#">2edit</a>	<a href="#">1edit</a>	<a href="#">0edit</a>	<a href="#">1edit</a>	<a href="#">2edit</a>	<a href="#">N/Aedit</a>
Satisfaction Locally <a href="#">edit</a>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction Systemwide <a href="#">edit</a>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*Software applications are designed to prevent unauthorized access and exposure of protected data.

	-	-	0	1	2	N/A
	<a href="#">2edit</a>	<a href="#">1edit</a>	<a href="#">0edit</a>	<a href="#">1edit</a>	<a href="#">2edit</a>	<a href="#">N/Aedit</a>
Satisfaction Locally <a href="#">edit</a>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction Systemwide <a href="#">edit</a>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*Hardware/network applications are designed to prevent unauthorized access.

	- 2edit	- 1edit	0edit	1edit	2edit	N/Aedit
Satisfaction Locallyedit	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Satisfaction Systemwideedit	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

\*Hardware/network applications are designed to prevent exposure of protected data.

	- 2edit	- 1edit	0edit	1edit	2edit	N/Aedit
Satisfaction Locallyedit	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Satisfaction Systemwideedit	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

\*The number of data exposure incidents and trends are acceptable.

	- 2edit	- 1edit	0edit	1edit	2edit	N/Aedit
Satisfaction Locallyedit	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Satisfaction Systemwideedit	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

\*Information security policies, procedures, and tools are readily accessible to users.

	- 2edit	- 1edit	0edit	1edit	2edit	N/Aedit
Satisfaction Locallyedit	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Satisfaction Systemwideedit	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

\*Current process to track the number of data exposure incidents.

	- 2edit	- 1edit	0edit	1edit	2edit	N/Aedit
Satisfaction Locallyedit	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Satisfaction Systemwideedit	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

\*Current ability to track the number of exposure incidents.

	- 2edit	- 1edit	0edit	1edit	2edit	N/Aedit
Satisfaction Locallyedit	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Satisfaction Systemwideedit	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

\*Current ability to coordinate virus incident response.

	- 2edit	- 1edit	0edit	1edit	2edit	N/Aedit
Satisfaction	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Locally	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Systemwide	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*Current ability to detect and reduce "use of bandwidth" violations.

	- 2edit	- 1edit	0edit	1edit	2edit	N/Aedit
Satisfaction	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Locally	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Systemwide	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*A decision to purchase commercial software considers integration with ISRS modules.

	- 2edit	- 1edit	0edit	1edit	2edit	N/Aedit
Satisfaction	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Locally	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Systemwide	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*Commercial product selection is timely, open, and includes user representatives.

	- 2edit	- 1edit	0edit	1edit	2edit	N/Aedit
Satisfaction	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Locally	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Systemwide	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*Purchased software is reliable and easy-to-use.

	- 2edit	- 1edit	0edit	1edit	2edit	N/Aedit
Satisfaction	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Locally	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Systemwide	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*We have been able to reduce the number of locally purchased software products due to functions/features available in ISRS applications.

	- 2edit	- 1edit	0edit	1edit	2edit	N/Aedit
Satisfaction	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Systemwide	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*We have been able to reduce the number of locally purchased software products due to functions/features available in systemwide purchased commercial products.

	- 2edit	- 1edit	0edit	1edit	2edit	N/Aedit
	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Satisfaction Systemwide

\*I am satisfied with the availability, timeliness, delivery method, and quality of commercial product training.

	-	-	0	1	2	N/A
	2edit	1edit	0edit	1edit	2edit	N/Aedit
Satisfaction Locally	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction Systemwide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*I am satisfied with the availability, timeliness, delivery and quality of commercial product user support.

	-	-	0	1	2	N/A
	2edit	1edit	0edit	1edit	2edit	N/Aedit
Satisfaction Locally	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction Systemwide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*I am satisfied with the availability and comprehensiveness of commercial product user documentation.

	-	-	0	1	2	N/A
	2edit	1edit	0edit	1edit	2edit	N/Aedit
Satisfaction Locally	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction Systemwide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are there any comments or recommendations you would like to make relative to technology hardware, software, or network access?

[Back](#) [Next](#) [Save & Complete Later](#)

\* Denotes a Required Field





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## Part II - Technology Training & Support

Please respond to the following items by selecting **Yes**, **No** or **I Don't Know**.

---

\*Our training is developed with involvement of users.

Yes <a href="#">edit</a>	No <a href="#">edit</a>	I Don't Know <a href="#">edit</a>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*Our support services are developed with involvement of users.

Yes <a href="#">edit</a>	No <a href="#">edit</a>	I Don't Know <a href="#">edit</a>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*Our communication methods vary to meet the needs of specific audiences (e.g. students, faculty, administrative staff, etc.).

Yes <a href="#">edit</a>	No <a href="#">edit</a>	I Don't Know <a href="#">edit</a>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*Our technology communication with students, faculty, and staff is periodically evaluated for effectiveness.

Yes <a href="#">edit</a>	No <a href="#">edit</a>	I Don't Know <a href="#">edit</a>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*We have an effective process available to users to make technology recommendations.

Yes <a href="#">edit</a>	No <a href="#">edit</a>	I Don't
--------------------------	-------------------------	---------

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*\* Denotes a Required Field*



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### Part II - Technology Training & Support

From your perspective, please rate the following items in terms of your local satisfaction (campus or area within the Office of the Chancellor) and then rate your satisfaction from a systemwide viewpoint.

**Local Satisfaction:** -2=Completely Unsatisfied, -1=Unsatisfied, 0=Neutral, +1=Satisfied, +2=Completely Satisfied, N/A= Not Applicable

**Systemwide Satisfaction:** -2=Completely Unsatisfied, -1=Unsatisfied, 0=Neutral, +1=Satisfied, +2=Completely Satisfied, N/A= Not Applicable

\*Timeliness of technology related communication.

	- <a href="#">2</a> <a href="#">edit</a>	- <a href="#">1</a> <a href="#">edit</a>	0 <a href="#">0</a> <a href="#">edit</a>	1 <a href="#">1</a> <a href="#">edit</a>	2 <a href="#">2</a> <a href="#">edit</a>	N/A <a href="#">N/A</a> <a href="#">edit</a>
Satisfaction Locally <a href="#">edit</a>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction Systemwide <a href="#">edit</a>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*Clarity and completeness of technology related communication.

	- <a href="#">2</a> <a href="#">edit</a>	- <a href="#">1</a> <a href="#">edit</a>	0 <a href="#">0</a> <a href="#">edit</a>	1 <a href="#">1</a> <a href="#">edit</a>	2 <a href="#">2</a> <a href="#">edit</a>	N/A <a href="#">N/A</a> <a href="#">edit</a>
Satisfaction Locally <a href="#">edit</a>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction Systemwide <a href="#">edit</a>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*Availability of training prior to implementing a technology product or service.

	-	-	0 <a href="#">0</a> <a href="#">edit</a>	1 <a href="#">1</a> <a href="#">edit</a>	2 <a href="#">2</a> <a href="#">edit</a>	N/A <a href="#">N/A</a> <a href="#">edit</a>

\*Availability of training following implementation of a new technology product or service.

Are there any comments or recommendations you would like to make relative to technology support and training services?

	2edit	1edit				
Satisfaction Locallyedit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction Systemwideedit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	-	-	0edit	1edit	2edit	N/Aedit
Satisfaction Locallyedit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction Systemwideedit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[Back](#) [Next](#) [Save & Complete Later](#)

\* Denotes a Required Field





**Part II - Financing**

From your leadership perspective, please rate the following items in terms of your local satisfaction (campus or area within the Office of the Chancellor) and then rate your satisfaction from a systemwide viewpoint.

**Local Satisfaction:** -2=Completely Unsatisfied, -1=Unsatisfied, 0=Neutral, +1=Satisfied, +2=Completely Satisfied, N/A= Not Applicable

**Systemwide Satisfaction:** -2=Completely Unsatisfied, -1=Unsatisfied, 0=Neutral, +1=Satisfied, +2=Completely Satisfied, N/A= Not Applicable

\*Availability of sufficient financial resources to maintain the current services.

	- <a href="#">2</a> <a href="#">edit</a>	- <a href="#">1</a> <a href="#">edit</a>	0 <a href="#">0</a> <a href="#">edit</a>	1 <a href="#">1</a> <a href="#">edit</a>	2 <a href="#">2</a> <a href="#">edit</a>	N/A <a href="#">N/A</a> <a href="#">edit</a>
Satisfaction Locally <a href="#">edit</a>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction Systemwide <a href="#">edit</a>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*Availability of sufficient financial resources to meet future technology needs.

	- <a href="#">2</a> <a href="#">edit</a>	- <a href="#">1</a> <a href="#">edit</a>	0 <a href="#">0</a> <a href="#">edit</a>	1 <a href="#">1</a> <a href="#">edit</a>	2 <a href="#">2</a> <a href="#">edit</a>	N/A <a href="#">N/A</a> <a href="#">edit</a>
Satisfaction Locally <a href="#">edit</a>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction Systemwide <a href="#">edit</a>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*Availability of sufficient resources to support adequate staffing.

	- 2edit	- 1edit	0 edit	1 edit	2 edit	N/A edit
Satisfaction Locally	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction Systemwide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*Including "return on investment" (ROI) and/or long term "total cost of operation" (TCO) as part of technology planning and decision processes.

	- 2edit	- 1edit	0 edit	1 edit	2 edit	N/A edit
Satisfaction Locally	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction Systemwide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are there any comments or recommendations you would like to make relative to technology financing?

[Back](#) [Next](#) [Save & Complete Later](#)

\* Denotes a Required Field





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## Part II - Employee Satisfaction

Please respond to the following items by selecting **Yes**, **No** or **I Don't Know**.

---

\*We have a current IT staffing plan.

<a href="#">Yes</a> <a href="#">edit</a>	<a href="#">No</a> <a href="#">edit</a>	<a href="#">I Don't Know</a> <a href="#">edit</a>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*The staffing plan addresses new skill sets and experience needed in the future.

<a href="#">Yes</a> <a href="#">edit</a>	<a href="#">No</a> <a href="#">edit</a>	<a href="#">I Don't Know</a> <a href="#">edit</a>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*I am able to retain qualified IT employees.

<a href="#">Yes</a> <a href="#">edit</a>	<a href="#">No</a> <a href="#">edit</a>	<a href="#">I Don't Know</a> <a href="#">edit</a>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\*I am able to recruit qualified IT employees.

<a href="#">Yes</a> <a href="#">edit</a>	<a href="#">No</a> <a href="#">edit</a>	<a href="#">I Don't Know</a> <a href="#">edit</a>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are there any comments or recommendations you would like to make relative to employee satisfaction>

[Back](#) [Next](#) [Save & Complete Later](#)

*\* Denotes a Required Field*



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Level of Importance	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Level of Satisfaction	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	-	-	0	1	2	N/A
	2	1	0	1	2	N/A
Level of Importance	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Level of Satisfaction	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[Back](#)
[Next](#)
[Save & Complete Later](#)

\*Leveraging cost savings and service improvements through collaborative technology projects.

Are there any comments or recommendations you would like to make relative to research and development?

\* Denotes a Required Field





---

### Part II - Overall Satisfaction

Please answer the following questions according to your **overall satisfaction** with technology services and equipment.

---

\*Overall, how would you rate your current satisfaction with technology equipment and services?

- Completely Satisfied [edit](#)
- Satisfied
- Neutral [edit](#)
- Dissatisfied
- Completely Dissatisfied [edit](#)

\*Has your satisfaction with technology services changed over the last twelve months?

- I am More Satisfied Now [edit](#)
- No Change
- I am Less Satisfied Now [edit](#)

If changed please briefly explain:

What one technology related improvement would help you improve your ability to do your work?

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*\* Denotes a Required Field*



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**Part III - Office of the Chancellor Information Technology Services Customer Satisfaction Items**

Please answer the following questions according to your **overall satisfaction** with the Office of the Chancellor Information Technology Services.

\*Overall, how would you rate the quality of information technology products and services provided by the Office of the Chancellor?

Completely Satisfied [edit](#)

Satisfied

Neutral [edit](#)

Dissatisfied

Completely Dissatisfied [edit](#)

\*How would you rate the responsiveness to your information technology problems/concerns by the Office of the Chancellor?

Completely Satisfied [edit](#)

Satisfied

Neutral [edit](#)

Dissatisfied

Completely Dissatisfied [edit](#)

\*Are you able to get the electronic data you need from the Office of the Chancellor?

Yes [edit](#)

No

If no, please describe the problem you are having or the data you are unable to retrieve:

\*Has your satisfaction with the Office of the Chancellor Information Technology services changed over the last 12 months?

I am More Satisfied Now [edit](#)

No Change

I am Less Satisfied Now [edit](#)

If changed, please briefly explain:

What information technology products and/or services should the Office of the Chancellor provide that are not currently available? (Please specify.)

What is one thing the ITS division could do to improve your level of satisfaction with information technology products and/or services provided by the Office of the Chancellor?

[Back](#) [Next](#) [Save & Complete Later](#)

\* Denotes a Required Field



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**YOUR RESPONSES HAVE BEEN SAVED/SUBMITTED!**

If you clicked the **SAVE & COMPLETE LATER** button, your survey will read ***SURVEY INCOMPLETE*** below and you must come back to the survey to complete and officially submit your responses.

---

**Important Note:** If you would like to change an answer, hit the Backspace button on your keyboard to return to the last page of the survey.

You may print this page if you would like to have a copy for your records. To do this, click PRINT Page button. **To EXIT this survey, simply close your Internet browser.** Thank You!

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MNSCU IT MANAGER (Survey Complete)

[Title Page](#) (Page Complete)

Minnesota State Colleges and Universities CIO/OOC-ITS Manager Information Technology Survey Please take approximately 10 minutes to complete this information technology survey. This survey is part of a comprehensive look at information technology systems and services provided by both Minnesota State Colleges and Universities institutions and the Office of the Chancellor. A survey of students was conducted last spring. This fall faculty and all other college, university, and Office of the Chancellor staff will be surveyed. The systemwide survey is sponsored by the System Technology Strategy Council which includes student and faculty representatives. The survey results will be used to formulate and recommend technology strategies and identify opportunities for improvement. The survey is organized as follows: Part I - Includes demographic items. Part II - Includes items related to your satisfaction, knowledge or interest in technology related planning, hardware/software/network access, support and training services, financing, employee satisfaction and research and development. Part III - Includes items specifically related to services provided by the Information Technology division of the Office of the Chancellor. Please do not forward the survey email to other employees. If an employee would like to participate in the survey and has not received an email please have that person contact the survey administrator, Crystal Newman, she can be reached at [crystal.newman@mnsu.edu](mailto:crystal.newman@mnsu.edu). Your answers will be kept confidential and will only be reported as summary data. We will not use your name in any reports of our results. Without your participation, however, your opinions will not be included and the results of the survey will not be as comprehensive or useful in planning information technology services. Thank you for your participation.

[Demographics](#) (Page Complete)

Part I - Demographics

Please provide the following information about yourself:

\*I am located at:

The Office of the Chancellor, Information Technology Services Division

\*How many years have you held an information technology management position?

3-5 Years

\*How would you describe your technical knowledge and experience: (check all that apply)

On the job training and experience

If 'other' please specify:

Technology Planning (Page Complete)

Part II - Technology Planning

From your leadership perspective, please rate the following items in terms of your local satisfaction (campus or area within the Office of the Chancellor) and then rate your satisfaction from a systemwide viewpoint. Local Satisfaction: -2=Completely Unsatisfied, -1=Unsatisfied, 0=Neutral, +1=Satisfied, +2=Completely Satisfied, N/A= Not Applicable Systemwide Satisfaction: -2=Completely Unsatisfied, -1=Unsatisfied, 0=Neutral, +1=Satisfied, +2=Completely Satisfied, N/A= Not Applicable

\*User involvement during technology planning and implementation processes.

<b>Satisfaction Locally</b>	0
<b>Satisfaction Systemwide</b>	0

\*Meeting projected target dates.

<b>Satisfaction Locally</b>	0
<b>Satisfaction Systemwide</b>	0

\*Meeting projected budget estimates.

<b>Satisfaction Locally</b>	0
<b>Satisfaction Systemwide</b>	0

\*Achieving project/initiative planned outcomes.

<b>Satisfaction Locally</b>	0
<b>Satisfaction Systemwide</b>	0

\*Addressing implementation problems.

<b>Satisfaction Locally</b>	0
<b>Satisfaction Systemwide</b>	0

\*Tracking user problems and complaints.

<b>Satisfaction Locally</b>	0
<b>Satisfaction Systemwide</b>	0

\*Basing service improvements on user problems and complaints.

<b>Satisfaction Locally</b>	0
<b>Satisfaction Systemwide</b>	0

\*Incorporating a documented communication plan as part of every technology initiative.

<b>Satisfaction Locally</b>	0
<b>Satisfaction Systemwide</b>	0

\*Incorporating consideration of infrastructure needs and the technology impact of academic and administrative plans.

<b>Satisfaction Locally</b>	0
<b>Satisfaction Systemwide</b>	0

Are there any comments or recommendations you would like to make relative to technology planning?

[Hardware/Software/Network](#) (Page Complete)

Part II - Hardware/Software/Network Access

From your perspective, please rate the following items in terms of your local satisfaction (campus or area within the Office of the Chancellor) and then rate your satisfaction from a systemwide viewpoint. Local Satisfaction: -2=Completely Unsatisfied, -1=Unsatisfied, 0=Neutral, +1=Satisfied, +2=Completely Satisfied, N/A= Not Applicable Systemwide Satisfaction: -2=Completely Unsatisfied, -1=Unsatisfied, 0=Neutral, +1=Satisfied, +2=Completely Satisfied, N/A= Not Applicable

\*Server capacity is adequate for peak usage, particularly during periods of heavy student use.

<b>Satisfaction Locally</b>	N/A
<b>Satisfaction Systemwide</b>	N/A

\*Software applications are designed to prevent unauthorized access and exposure of protected data.

<b>Satisfaction Locally</b>	N/A
<b>Satisfaction Systemwide</b>	N/A

\*Hardware/network applications are designed to prevent unauthorized access.

<b>Satisfaction Locally</b>	N/A
<b>Satisfaction Systemwide</b>	N/A

\*Hardware/network applications are designed to prevent exposure of protected data.

<b>Satisfaction Locally</b>	N/A
<b>Satisfaction Systemwide</b>	N/A

\*The number of data exposure incidents and trends are acceptable.

<b>Satisfaction Locally</b>	N/A
<b>Satisfaction Systemwide</b>	N/A

\*Information security policies, procedures, and tools are readily accessible to users.

<b>Satisfaction Locally</b>	N/A
<b>Satisfaction Systemwide</b>	N/A

\*Current process to track the number of data exposure incidents.

<b>Satisfaction Locally</b>	N/A
<b>Satisfaction Systemwide</b>	N/A

\*Current ability to track the number of exposure incidents.

<b>Satisfaction Locally</b>	N/A
<b>Satisfaction Systemwide</b>	N/A

\*Current ability to coordinate virus incident response.

<b>Satisfaction Locally</b>	N/A
<b>Satisfaction Systemwide</b>	N/A

\*Current ability to detect and reduce "use of bandwidth" violations.

<b>Satisfaction Locally</b>	N/A
<b>Satisfaction Systemwide</b>	N/A

\*A decision to purchase commercial software considers integration with ISRS modules.

<b>Satisfaction Locally</b>	N/A
<b>Satisfaction Systemwide</b>	N/A

\*Commercial product selection is timely, open, and includes user representatives.

<b>Satisfaction Locally</b>	N/A
<b>Satisfaction Systemwide</b>	N/A

\*Purchased software is reliable and easy-to-use.

<b>Satisfaction Locally</b>	N/A
<b>Satisfaction Systemwide</b>	N/A

\*We have been able to reduce the number of locally purchased software products due to functions/features available in ISRS applications.

<b>Satisfaction Systemwide</b>	-2

\*We have been able to reduce the number of locally purchased software products due to functions/features available in systemwide purchased commercial products.

<b>Satisfaction Systemwide</b>	-2

\*I am satisfied with the availability, timeliness, delivery method, and quality of commercial product training.

<b>Satisfaction Locally</b>	N/A
<b>Satisfaction Systemwide</b>	N/A

\*I am satisfied with the availability, timeliness, delivery and quality of commercial product user support.

<b>Satisfaction Locally</b>	N/A
<b>Satisfaction Systemwide</b>	N/A

\*I am satisfied with the availability and comprehensiveness of commercial product user documentation.

<b>Satisfaction Locally</b>	N/A
<b>Satisfaction Systemwide</b>	N/A

Are there any comments or recommendations you would like to make relative to technology hardware, software, or network access?

[Technology Training and Support](#) (Page Complete)

Part II - Technology Training & Support

Please respond to the following items by selecting Yes, No or I Don't Know.

\*Our training is developed with involvement of users.

Yes

\*Our support services are developed with involvement of users.

Yes

\*Our communication methods vary to meet the needs of specific audiences (e.g. students, faculty, administrative staff, etc.).

Yes

\*Our technology communication with students, faculty, and staff is periodically evaluated for effectiveness.

Yes

\*We have an effective process available to users to make technology recommendations.

Yes

[Technology Training and Support 2](#) (Page Complete)

Part II - Technology Training & Support

From your perspective, please rate the following items in terms of your local satisfaction (campus or area within the Office of the Chancellor) and then rate your satisfaction from a systemwide viewpoint. Local Satisfaction: -2=Completely Unsatisfied, -1=Unsatisfied, 0=Neutral, +1=Satisfied, +2=Completely Satisfied, N/A= Not Applicable Systemwide Satisfaction: -2=Completely Unsatisfied, -1=Unsatisfied, 0=Neutral, +1=Satisfied, +2=Completely Satisfied, N/A= Not Applicable

\*Timeliness of technology related communication.

--	--

\*Clarity and completeness of technology related communication.

Satisfaction Systemwide	0
Satisfaction Locally	0
Satisfaction Systemwide	0
Satisfaction Locally	0
Satisfaction Systemwide	0
Satisfaction Locally	0
Satisfaction Systemwide	0

\*Availability of training prior to implementing a technology product or service.

\*Availability of training following implementation of a new technology product or service.

Are there any comments or recommendations you would like to make relative to technology support and training services?

[Financial Resources 2](#) (Page Complete)

Part II - Financing

From your leadership perspective, please rate the following items in terms of your local satisfaction (campus or area within the Office of the Chancellor) and then rate your satisfaction from a systemwide viewpoint. Local Satisfaction: -2=Completely Unsatisfied, -1=Unsatisfied, 0=Neutral, +1=Satisfied, +2=Completely Satisfied, N/A= Not Applicable Systemwide Satisfaction: -2=Completely Unsatisfied, -1=Unsatisfied, 0=Neutral, +1=Satisfied, +2=Completely Satisfied, N/A= Not Applicable

\*Availability of sufficient financial resources to maintain the current services.

Satisfaction Locally	0
Satisfaction Systemwide	0
Satisfaction Locally	0
Satisfaction Systemwide	0
Satisfaction Locally	0
Satisfaction Systemwide	0
Satisfaction Locally	0
Satisfaction Systemwide	0

\*Availability of sufficient financial resources to meet future technology needs.

\*Availability of sufficient resources to support adequate staffing.

\*Including "return on investment" (ROI) and/or long term "total cost of operation" (TCO) as part of technology planning and decision processes.

Are there any comments or recommendations you would like to make relative to technology financing?

[IT Employee Satisfaction](#) (Page Complete)

Part II - Employee Satisfaction

Please respond to the following items by selecting Yes, No or I Don't Know.

\*We have a current IT staffing plan.

Yes

\*The staffing plan addresses new skill sets and experience needed in the future.

Yes

\*I am able to retain qualified IT employees.

Yes

\*I am able to recruit qualified IT employees.

Yes

Are there any comments or recommendations you would like to make relative to employee satisfaction>

[Research and Development 2](#) (Page Complete)

Part II - Research & Development

Please indicate how satisfied you are with each of the following items on your campus. Also indicate how important this service is to you on your campus.

Importance: -2=Very Unimportant, -1=Unimportant, 0=Neither Important nor Unimportant, +1=Important, +2=Very Important, or N/A= Not Applicable

Satisfaction: -2=Completely Unsatisfied, -1=Unsatisfied, 0=Neutral, +1=Satisfied, +2=Completely Satisfied, N/A= Not Applicable

\*Having access to IT research resources I need such as Gartner, ECAR, and/or META.

<b>Level of Importance</b>	0
<b>Level of Satisfaction</b>	0

\*Encouraging IT staff to conduct research and development.

<b>Level of Importance</b>	0
<b>Level of Satisfaction</b>	0

\*Encouraging IT staff attendance at systemwide IT training, conferences, and other technology learning events.

<b>Level of Importance</b>	0
<b>Level of Satisfaction</b>	0

\*Leveraging cost savings and service improvements through collaborative technology projects.

<b>Level of Importance</b>	0
<b>Level of Satisfaction</b>	0

Are there any comments or recommendations you would like to make relative to research and development?

[Closing Questions](#) (Page Complete)

Part II - Overall Satisfaction

Please answer the following questions according to your overall satisfaction with technology services and equipment.

\*Overall, how would you rate your current satisfaction with technology equipment and services?

Neutral

\*Has your satisfaction with technology services changed over the last twelve months?

No Change

If changed please briefly explain:

What one technology related improvement would help you improve your ability to do your work?

[OOC ITS Customer Satisfaction Items1](#) (Page Complete)

Part III - Office of the Chancellor Information Technology Services Customer Satisfaction Items

Please answer the following questions according to your overall satisfaction with the Office of the Chancellor Information Technology Services.

\*Overall, how would you rate the quality of information technology products and services provided by the Office of the Chancellor?

Satisfied

\*How would you rate the responsiveness to your information technology problems/concerns by the Office of the Chancellor?

Satisfied

\*Are you able to get the electronic data you need from the Office of the Chancellor?

Yes

If no, please describe the problem you are having or the data you are unable to retrieve:

\*Has your satisfaction with the Office of the Chancellor Information Technology services changed over the last 12 months?

No Change

If changed, please briefly explain:

What information technology products and/or services should the Office of the Chancellor provide that are not currently available? (Please specify.)

What is one thing the ITS division could do to improve your level of satisfaction with information technology products and/or services provided by the Office of the Chancellor?



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