



**MNSCU**

## **Systemwide Staff Technology Survey Results**

**(Survey Conducted in December 2005)**

Prepared by the MSU - Organizational Effectiveness Research Group











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







The following pages contain summaries of data collected from the MNSCU 2005 MNSCU IT STAFF. The results were compiled by the MSU - Organizational Effectiveness Research Group (507-389-5829). Participants' anonymity has been held in the strictest confidence by aggregating their ratings.

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**MNSCU 2005 - MNSCU IT STAFF**










**Staff Overall Summary Report no comments**

























I primarily work at:		Response Percent	Response Total
	Please Choose One 	5.36%	92
	Alexandria Technical College 	2.10%	36
	Anoka-Ramsey Community College, Cambridge Campus 	1.22%	21
	Anoka-Ramsey Community College, Coon Rapids Campus 	3.09%	53
	Anoka Technical College	0.12%	2
	Bemidji State University 	3.32%	57
	Central Lakes College, Brainerd Campus 	2.10%	36
	Central Lakes College, Staples Campus 	0.70%	12
	Century College 	3.09%	53
	Dakota County Technical College 	3.79%	65
	Fond du Lac Tribal and Community 	0.64%	11

College			
Hennepin Technical College, Brooklyn Park Campus		1.34%	23
Hennepin Technical College, Eden Prairie Campus		1.57%	27
Hibbing Community College		0.06%	1
Inver Hills Community College		2.92%	50
Itasca Community College		1.17%	20
Lake Superior College		0.00%	0
Mesabi Range Community and Technical College, Eveleth Campus		0.23%	4
Mesabi Range Community and Technical College, Virginia Campus		1.05%	18
Metropolitan State University		2.74%	47
Minneapolis Community and Technical College		2.45%	42
Minnesota State College-Southeast Technical, Red Wing Campus		0.06%	1

Minnesota State College-Southeast Technical, Winona Campus	0.06%	1
Minnesota State Community and Technical College, Detroit Lakes Campus	0.00%	0
Minnesota State Community and Technical College, Fergus Falls Campus	0.00%	0
Minnesota State Community and Technical College, Moorhead Campus	0.35%	6
Minnesota State Community and Technical College, Wadena Campus	0.00%	0
<b>Minnesota State University, Mankato</b>	<b>11.31%</b>	<b>194</b>
Minnesota State University Moorhead	5.19%	89
Minnesota West Community and Technical College, Canby Campus	0.47%	8

Minnesota West Community and Technical College, Granite Falls Campus	0.41%	7
Minnesota West Community and Technical College, Jackson Campus	0.41%	7
Minnesota West Community and Technical College, Pipestone Campus	0.47%	8
Minnesota West Community and Technical College, Worthington Campus	0.93%	16
Normandale Community College	4.26%	73
North Hennepin Community College	0.00%	0
Northland Community and Technical College, East Grand Forks Campus	1.05%	18
Northland Community and Technical College, Thief River Falls Campus	1.22%	21
Northwest Technical	0.47%	8

College			
Pine Technical College		0.93%	16
Rainy River Community College		0.00%	0
Ridgewater College, Hutchinson Campus		0.00%	0
Ridgewater College, Willmar Campus		0.12%	2
Riverland Community College, Albert Lea Campus		0.52%	9
Riverland Community College, Austin Campus		1.63%	28
Rochester Community and Technical College		3.62%	62
St. Cloud State University		10.79%	185
St. Cloud Technical College		0.12%	2
Saint Paul College		4.37%	75
South Central College, Faribault Campus		0.35%	6
South Central College, Mankato Campus		2.33%	40
Southwest Minnesota State		2.74%	47

	<table> <tbody> <tr> <td>University Vermilion Community College</td> <td></td> <td>0.35%</td> <td>6</td> </tr> <tr> <td>Winona State University</td> <td></td> <td>6.41%</td> <td>110</td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Total Respondants</b></td> <td></td> <td><b>1715</b></td> </tr> </tbody> </table>	University Vermilion Community College		0.35%	6	Winona State University		6.41%	110	<b>Total Respondants</b>			<b>1715</b>																				
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<p>Check here if your job is located in the Office of the Chancellor:</p>	<table> <thead> <tr> <th></th> <th></th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td></td> <td>100.00%</td> <td>87</td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Total Respondants</b></td> <td></td> <td><b>87</b></td> </tr> </tbody> </table>			Response Percent	Response Total	Yes		100.00%	87	<b>Total Respondants</b>			<b>87</b>																				
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

































Lakes College, Brainerd Campus	0.41%	7
Central Lakes College, Staples Campus	0.64%	11
Century College	0.17%	3
Dakota County Technical College	0.12%	2
Fond du Lac Tribal and Community College	0.06%	1
Hennepin Technical College, Brooklyn Park Campus	0.41%	7
Hennepin Technical College, Eden Prairie Campus	0.52%	9
Hibbing Community College	0.12%	2
Inver Hills Community College	0.00%	0
Itasca Community College	0.00%	0
Lake Superior College	0.06%	1
Mesabi Range Community and		

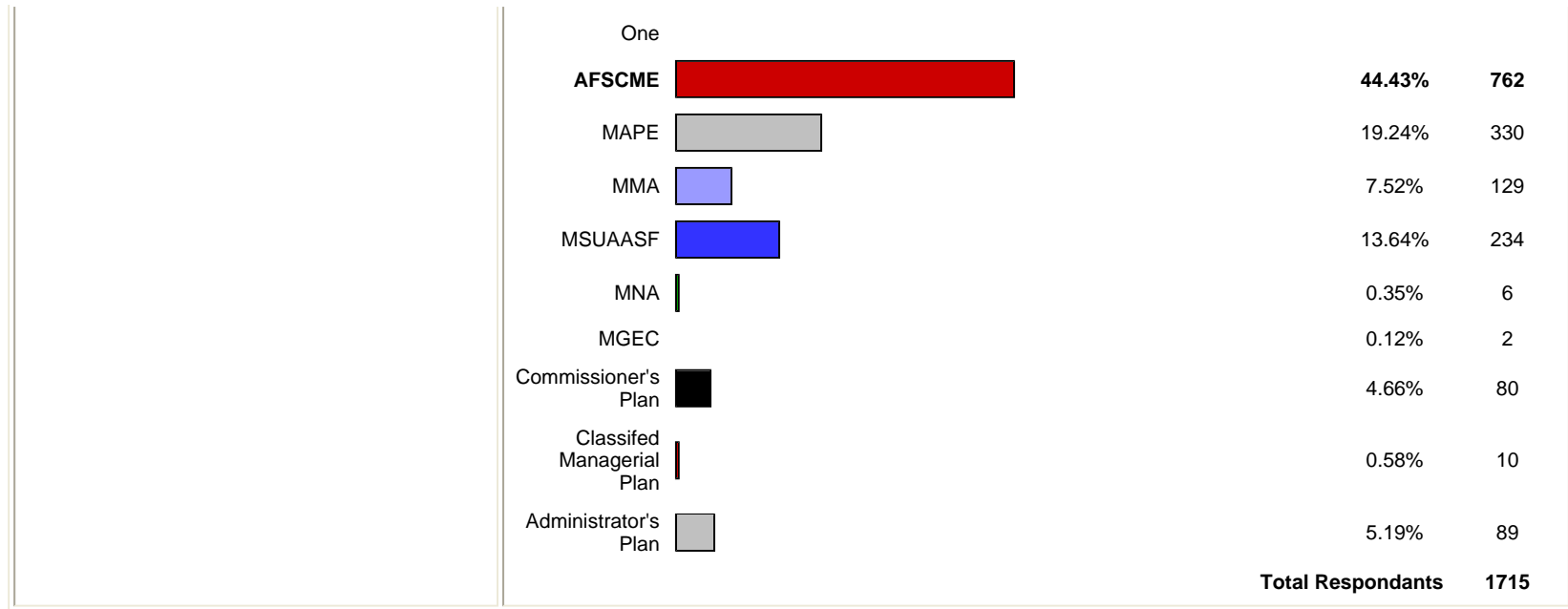
Technical College, Eveleth Campus	0.06%	1
Mesabi Range Community and Technical College, Virginia Campus	0.00%	0
Metropolitan State University	0.17%	3
Minneapolis Community and Technical College	0.12%	2
Minnesota State College- Southeast Technical, Red Wing Campus	0.00%	0
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Minnesota State Community and Technical College, Detroit Lakes Campus	0.00%	0
Minnesota State Community and Technical College, Fergus Falls	0.00%	0

Campus Minnesota State Community and Technical College, Moorhead Campus	0.12%	2
Minnesota State Community and Technical College, Wadena Campus	0.00%	0
Minnesota State University, Mankato	0.76%	13
Minnesota State University Moorhead	0.12%	2
Minnesota West Community and Technical College, Canby Campus	0.06%	1
Minnesota West Community and Technical College, Granite Falls Campus	0.00%	0
Minnesota West Community and Technical College, Jackson Campus	0.00%	0

Minnesota West Community and Technical College, Pipestone Campus	0.06%	1
Minnesota West Community and Technical College, Worthington Campus	0.23%	4
Normandale Community College	0.00%	0
North Hennepin Community College	0.00%	0
Northland Community and Technical College, East Grand Forks Campus	0.35%	6
Northland Community and Technical College, Thief River Falls Campus	0.06%	1
Northwest Technical College	0.12%	2
Office of the Chancellor	0.12%	2
Pine Technical College	0.12%	2
Rainy River		




























Community College	0.00%	0
Ridgewater College, Hutchinson Campus	0.06%	1
Ridgewater College, Willmar Campus	0.00%	0
Riverland Community College, Albert Lea Campus	0.41%	7
Riverland Community College, Austin Campus	0.23%	4
Rochester Community and Technical College	0.12%	2
St. Cloud State University	0.52%	9
St. Cloud Technical College	0.00%	0
Saint Paul College	0.29%	5
South Central College, Faribault Campus	0.58%	10
South Central College, Mankato Campus	0.23%	4
Southwest Minnesota State University	0.23%	4



















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<p><b>What area do you work in?</b></p>	<table> <thead> <tr> <th></th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>Please Choose One </td> <td>5.60%</td> <td>96</td> </tr> <tr> <td>Academic Affairs </td> <td>12.01%</td> <td>206</td> </tr> <tr> <td>Customized Training/Continuing Education </td> <td>5.89%</td> <td>101</td> </tr> <tr> <td>Development/Advancement/Foundation </td> <td>1.81%</td> <td>31</td> </tr> <tr> <td>Facilities/Building Services </td> <td>6.76%</td> <td>116</td> </tr> <tr> <td>Finance/Business Office </td> <td>7.76%</td> <td>133</td> </tr> <tr> <td>General Administration Services </td> <td>3.32%</td> <td>57</td> </tr> <tr> <td>Human Resources </td> <td>3.38%</td> <td>58</td> </tr> <tr> <td>Information Technology </td> <td>3.91%</td> <td>67</td> </tr> <tr> <td>Marketing/Public Relations/Communications </td> <td>2.33%</td> <td>40</td> </tr> <tr> <td>President's Office/Chancellor's Office </td> <td>1.69%</td> <td>29</td> </tr> <tr> <td><b>Student Affairs/Student Services/Student Life</b> </td> <td><b>22.80%</b></td> <td><b>391</b></td> </tr> <tr> <td>Other </td> <td>22.74%</td> <td>390</td> </tr> <tr> <td><b>Total Respondants</b></td> <td></td> <td><b>1715</b></td> </tr> </tbody> </table>		Response Percent	Response Total	Please Choose One 	5.60%	96	Academic Affairs 	12.01%	206	Customized Training/Continuing Education 	5.89%	101	Development/Advancement/Foundation 	1.81%	31	Facilities/Building Services 	6.76%	116	Finance/Business Office 	7.76%	133	General Administration Services 	3.32%	57	Human Resources 	3.38%	58	Information Technology 	3.91%	67	Marketing/Public Relations/Communications 	2.33%	40	President's Office/Chancellor's Office 	1.69%	29	<b>Student Affairs/Student Services/Student Life</b> 	<b>22.80%</b>	<b>391</b>	Other 	22.74%	390	<b>Total Respondants</b>		<b>1715</b>
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<p><b>What bargaining agreement or plan are you covered by?</b></p>	<table> <thead> <tr> <th></th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>Please Choose </td> <td>4.26%</td> <td>73</td> </tr> </tbody> </table>		Response Percent	Response Total	Please Choose 	4.26%	73																																							
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**MNSCU 2005 - MNSCU IT STAFF**































**Staff Overall Summary Report no comments**
















<p>I have personal access to the computer and other information technology equipment I need to do my job.</p>	<table border="0"> <thead> <tr> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes </td> <td style="text-align: right;">97.96%</td> <td style="text-align: right;">1680</td> </tr> <tr> <td>No </td> <td style="text-align: right;">1.46%</td> <td style="text-align: right;">25</td> </tr> <tr> <td>I Don't Use </td> <td style="text-align: right;">0.58%</td> <td style="text-align: right;">10</td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Total Respondants</b></td> <td style="text-align: right;"><b>1715</b></td> </tr> </tbody> </table>		Response Percent	Response Total	Yes 	97.96%	1680	No 	1.46%	25	I Don't Use 	0.58%	10	<b>Total Respondants</b>		<b>1715</b>
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<p>I have access to the computer software I need to do my job.</p>	<table border="0"> <thead> <tr> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes </td> <td style="text-align: right;">93.94%</td> <td style="text-align: right;">1611</td> </tr> <tr> <td>No </td> <td style="text-align: right;">4.66%</td> <td style="text-align: right;">80</td> </tr> <tr> <td>I Don't Use </td> <td style="text-align: right;">1.40%</td> <td style="text-align: right;">24</td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Total Respondants</b></td> <td style="text-align: right;"><b>1715</b></td> </tr> </tbody> </table>		Response Percent	Response Total	Yes 	93.94%	1611	No 	4.66%	80	I Don't Use 	1.40%	24	<b>Total Respondants</b>		<b>1715</b>
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<p>I am satisfied with e-mail services.</p>	<table border="0"> <thead> <tr> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes </td> <td style="text-align: right;">94.40%</td> <td style="text-align: right;">1619</td> </tr> <tr> <td>No </td> <td style="text-align: right;">5.48%</td> <td style="text-align: right;">94</td> </tr> <tr> <td>I Don't Use </td> <td style="text-align: right;">0.12%</td> <td style="text-align: right;">2</td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Total Respondants</b></td> <td style="text-align: right;"><b>1715</b></td> </tr> </tbody> </table>		Response Percent	Response Total	Yes 	94.40%	1619	No 	5.48%	94	I Don't Use 	0.12%	2	<b>Total Respondants</b>		<b>1715</b>
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	<table> <tr> <td>Yes</td> <td></td> <td>84.66%</td> <td>1452</td> </tr> <tr> <td>No</td> <td></td> <td>8.22%</td> <td>141</td> </tr> <tr> <td>I Don't Use</td> <td></td> <td>7.11%</td> <td>122</td> </tr> <tr> <td colspan="3" style="text-align: right;"><b>Total Respondants</b></td> <td><b>1715</b></td> </tr> </table>	Yes		84.66%	1452	No		8.22%	141	I Don't Use		7.11%	122	<b>Total Respondants</b>			<b>1715</b>				
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<p><b>I am satisfied with network performance (e.g., uptime, speed, response time).</b></p>	<table> <thead> <tr> <th></th> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td></td> <td style="text-align: right;">84.84%</td> <td style="text-align: right;">1455</td> </tr> <tr> <td>No</td> <td></td> <td style="text-align: right;">14.64%</td> <td style="text-align: right;">251</td> </tr> <tr> <td>I Don't Use</td> <td></td> <td style="text-align: right;">0.52%</td> <td style="text-align: right;">9</td> </tr> <tr> <td colspan="3" style="text-align: right;"><b>Total Respondants</b></td> <td><b>1715</b></td> </tr> </tbody> </table>			Response Percent	Response Total	Yes		84.84%	1455	No		14.64%	251	I Don't Use		0.52%	9	<b>Total Respondants</b>			<b>1715</b>
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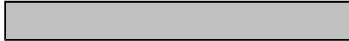


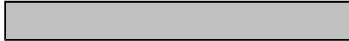


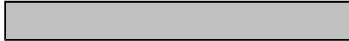















**Staff Overall Summary Report no comments**

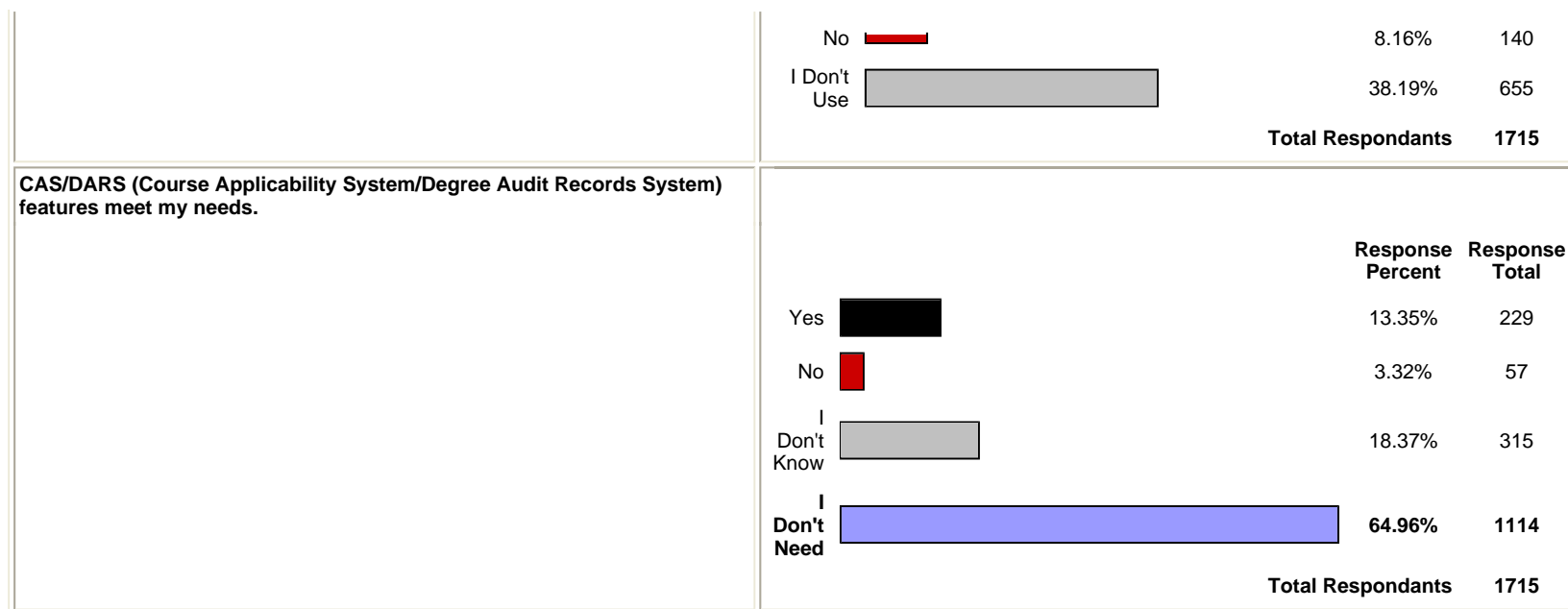
<p>I am satisfied with access to the computer network from remote locations.</p>	<table border="1"> <thead> <tr> <th></th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes </td> <td>60.58%</td> <td>1039</td> </tr> <tr> <td>No </td> <td>15.51%</td> <td>266</td> </tr> <tr> <td>I Don't Use </td> <td>23.91%</td> <td>410</td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Total Respondants</b></td> <td><b>1715</b></td> </tr> </tbody> </table>		Response Percent	Response Total	Yes 	60.58%	1039	No 	15.51%	266	I Don't Use 	23.91%	410	<b>Total Respondants</b>		<b>1715</b>
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Yes 	60.58%	1039														
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<p>I am satisfied with the availability of ISRS training.</p>	<table border="1"> <thead> <tr> <th></th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes </td> <td>31.84%</td> <td>546</td> </tr> <tr> <td>No </td> <td>24.31%</td> <td>417</td> </tr> <tr> <td>I Don't Use </td> <td>43.85%</td> <td>752</td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Total Respondants</b></td> <td><b>1715</b></td> </tr> </tbody> </table>		Response Percent	Response Total	Yes 	31.84%	546	No 	24.31%	417	I Don't Use 	43.85%	752	<b>Total Respondants</b>		<b>1715</b>
	Response Percent	Response Total														
Yes 	31.84%	546														
No 	24.31%	417														
I Don't Use 	43.85%	752														
<b>Total Respondants</b>		<b>1715</b>														
<p>I am satisfied with the timeliness of ISRS training.</p>	<table border="1"> <thead> <tr> <th></th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes </td> <td>30.79%</td> <td>528</td> </tr> <tr> <td>No </td> <td>23.91%</td> <td>410</td> </tr> <tr> <td>I Don't Use </td> <td>45.31%</td> <td>777</td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Total Respondants</b></td> <td><b>1715</b></td> </tr> </tbody> </table>		Response Percent	Response Total	Yes 	30.79%	528	No 	23.91%	410	I Don't Use 	45.31%	777	<b>Total Respondants</b>		<b>1715</b>
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<p>ISRS training delivery methods meet my needs.</p>	<table border="1"> <thead> <tr> <th></th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes </td> <td>32.01%</td> <td>549</td> </tr> </tbody> </table>		Response Percent	Response Total	Yes 	32.01%	549									
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	<table> <tr> <td>No</td> <td></td> <td>22.57%</td> <td>387</td> </tr> <tr> <td>I Don't Use</td> <td></td> <td>45.42%</td> <td>779</td> </tr> <tr> <td colspan="2"></td> <td><b>Total Respondants</b></td> <td><b>1715</b></td> </tr> </table>	No		22.57%	387	I Don't Use		45.42%	779			<b>Total Respondants</b>	<b>1715</b>								
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<p><b>I am satisfied with the quality of ISRS training content.</b></p>	<table> <thead> <tr> <th></th> <th></th> <th><b>Response Percent</b></th> <th><b>Response Total</b></th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td></td> <td>32.94%</td> <td>565</td> </tr> <tr> <td>No</td> <td></td> <td>20.23%</td> <td>347</td> </tr> <tr> <td>I Don't Use</td> <td></td> <td>46.82%</td> <td>803</td> </tr> <tr> <td colspan="2"></td> <td><b>Total Respondants</b></td> <td><b>1715</b></td> </tr> </tbody> </table>			<b>Response Percent</b>	<b>Response Total</b>	Yes		32.94%	565	No		20.23%	347	I Don't Use		46.82%	803			<b>Total Respondants</b>	<b>1715</b>
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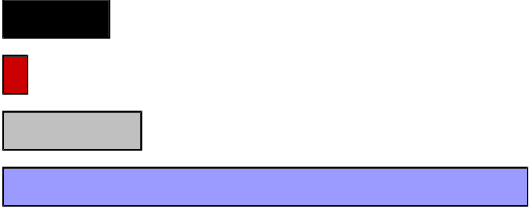
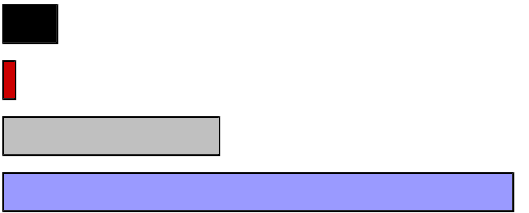
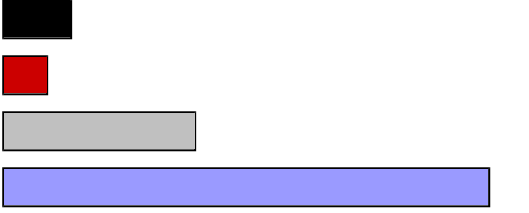
**Staff Overall Summary Report no comments**
















<p><b>ISRS user documentation meets my needs.</b></p>	<table border="0"> <thead> <tr> <th></th> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td></td> <td style="text-align: right;">35.86%</td> <td style="text-align: right;">615</td> </tr> <tr> <td>No</td> <td></td> <td style="text-align: right;">20.06%</td> <td style="text-align: right;">344</td> </tr> <tr> <td>I Don't Use</td> <td></td> <td style="text-align: right;">44.08%</td> <td style="text-align: right;">756</td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Total Respondants</b></td> <td></td> <td style="text-align: right;"><b>1715</b></td> </tr> </tbody> </table>			Response Percent	Response Total	Yes		35.86%	615	No		20.06%	344	I Don't Use		44.08%	756	<b>Total Respondants</b>			<b>1715</b>
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<p><b>ISRS software helps me do my job.</b></p>	<table border="0"> <thead> <tr> <th></th> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td></td> <td style="text-align: right;">53.64%</td> <td style="text-align: right;">920</td> </tr> <tr> <td>No</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>			Response Percent	Response Total	Yes		53.64%	920	No											
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<p><b>MnTransfer (Credit transfer and articulation information) features meet my needs.</b></p>	 <table border="1" data-bbox="1533 349 1837 657"> <thead> <tr> <th></th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>13.59%</td> <td>233</td> </tr> <tr> <td>No</td> <td>3.21%</td> <td>55</td> </tr> <tr> <td>I Don't Know</td> <td>17.55%</td> <td>301</td> </tr> <tr> <td><b>I Don't Need</b></td> <td><b>65.66%</b></td> <td><b>1126</b></td> </tr> <tr> <td><b>Total Respondants</b></td> <td></td> <td><b>1715</b></td> </tr> </tbody> </table>		Response Percent	Response Total	Yes	13.59%	233	No	3.21%	55	I Don't Know	17.55%	301	<b>I Don't Need</b>	<b>65.66%</b>	<b>1126</b>	<b>Total Respondants</b>		<b>1715</b>
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<p><b>E-folio features meet my needs.</b></p>	 <table border="1" data-bbox="1533 722 1837 1031"> <thead> <tr> <th></th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>7.06%</td> <td>121</td> </tr> <tr> <td>No</td> <td>1.81%</td> <td>31</td> </tr> <tr> <td>I Don't Know</td> <td>27.17%</td> <td>466</td> </tr> <tr> <td><b>I Don't Need</b></td> <td><b>63.97%</b></td> <td><b>1097</b></td> </tr> <tr> <td><b>Total Respondants</b></td> <td></td> <td><b>1715</b></td> </tr> </tbody> </table>		Response Percent	Response Total	Yes	7.06%	121	No	1.81%	31	I Don't Know	27.17%	466	<b>I Don't Need</b>	<b>63.97%</b>	<b>1097</b>	<b>Total Respondants</b>		<b>1715</b>
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<p><b>Reource25 (used for scheduling classes, events, rooms, equipment, etc.) features meets my needs.</b></p>	 <table border="1" data-bbox="1533 1128 1837 1437"> <thead> <tr> <th></th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>8.80%</td> <td>151</td> </tr> <tr> <td>No</td> <td>5.71%</td> <td>98</td> </tr> <tr> <td>I Don't Know</td> <td>24.37%</td> <td>418</td> </tr> <tr> <td><b>I Don't Need</b></td> <td><b>61.11%</b></td> <td><b>1048</b></td> </tr> <tr> <td><b>Total Respondants</b></td> <td></td> <td><b>1715</b></td> </tr> </tbody> </table>		Response Percent	Response Total	Yes	8.80%	151	No	5.71%	98	I Don't Know	24.37%	418	<b>I Don't Need</b>	<b>61.11%</b>	<b>1048</b>	<b>Total Respondants</b>		<b>1715</b>
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<b>Total Respondants</b>		<b>1715</b>																	

<p><b>I am aware of technology support and training services available to me as an employee.</b></p>	<table border="0"> <thead> <tr> <th></th> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td></td> <td style="text-align: right;">82.45%</td> <td style="text-align: right;">1414</td> </tr> <tr> <td>No</td> <td></td> <td style="text-align: right;">17.55%</td> <td style="text-align: right;">301</td> </tr> <tr> <td colspan="3" style="text-align: right;"><b>Total Respondants</b></td> <td style="text-align: right;"><b>1715</b></td> </tr> </tbody> </table>			Response Percent	Response Total	Yes		82.45%	1414	No		17.55%	301	<b>Total Respondants</b>			<b>1715</b>				
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





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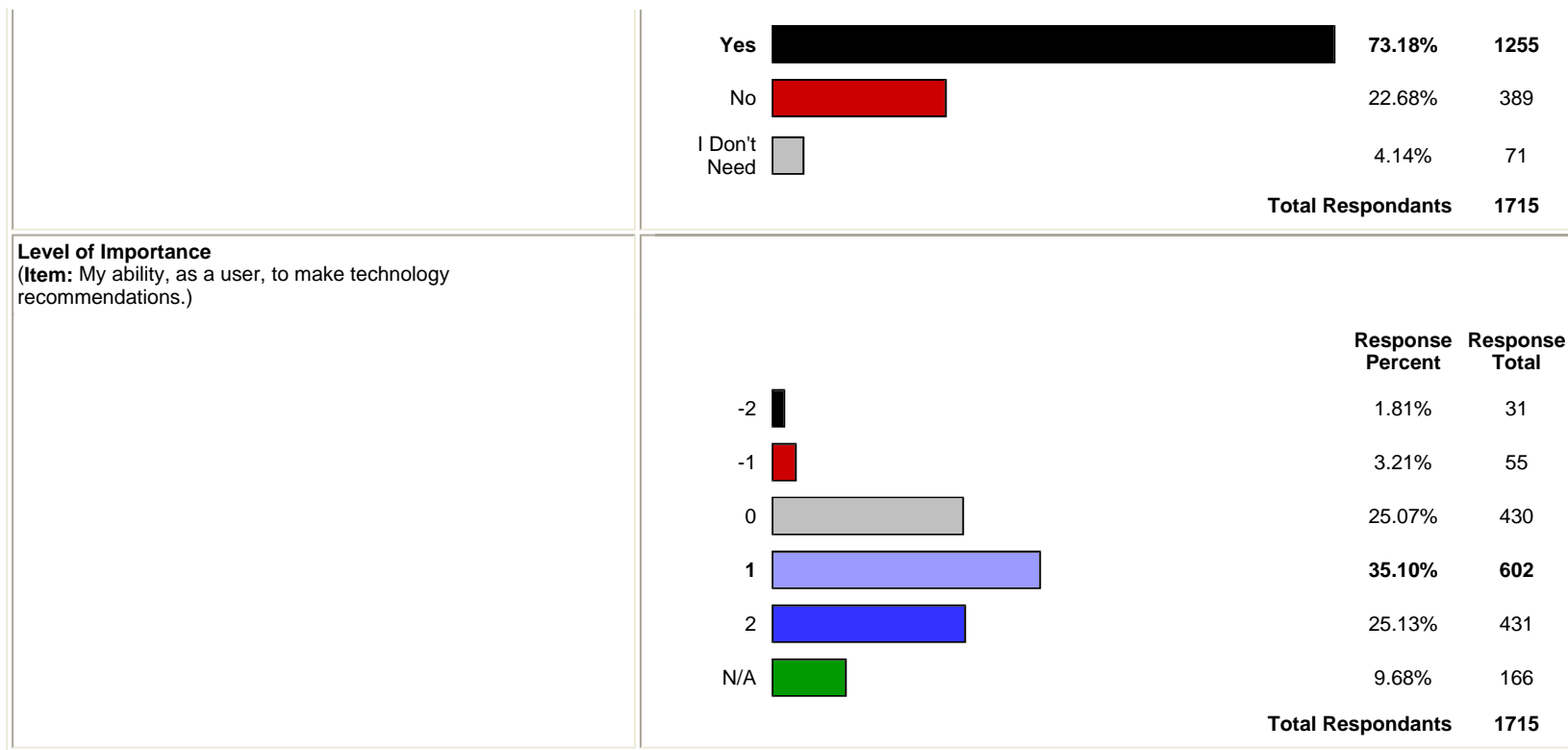
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<p><b>I receive training to effectively use new technology products or services.</b></p>	<table border="0"> <thead> <tr> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes </td> <td style="text-align: right;">61.22%</td> <td style="text-align: right;">1050</td> </tr> <tr> <td>No </td> <td style="text-align: right;">33.70%</td> <td style="text-align: right;">578</td> </tr> <tr> <td>I Don't Need </td> <td style="text-align: right;">5.07%</td> <td style="text-align: right;">87</td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Total Respondants</b></td> <td style="text-align: right;"><b>1715</b></td> </tr> </tbody> </table>		Response Percent	Response Total	Yes 	61.22%	1050	No 	33.70%	578	I Don't Need 	5.07%	87	<b>Total Respondants</b>		<b>1715</b>
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<p><b>I am satisfied with the resources (documentation, help desk, web sites, etc.) to help me resolve technology related questions or problems.</b></p>	<table border="0"> <thead> <tr> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes </td> <td style="text-align: right;">74.29%</td> <td style="text-align: right;">1274</td> </tr> <tr> <td>No </td> <td style="text-align: right;">22.45%</td> <td style="text-align: right;">385</td> </tr> <tr> <td>I Don't Need </td> <td style="text-align: right;">3.27%</td> <td style="text-align: right;">56</td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Total Respondants</b></td> <td style="text-align: right;"><b>1715</b></td> </tr> </tbody> </table>		Response Percent	Response Total	Yes 	74.29%	1274	No 	22.45%	385	I Don't Need 	3.27%	56	<b>Total Respondants</b>		<b>1715</b>
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<p><b>I am satisfied with the processes available to me to provide feedback regarding technology services.</b></p>																

		Response Percent	Response Total
	Yes	70.61%	1211
	No	23.44%	402
	I Don't Need	5.95%	102
	<b>Total Respondants</b>		<b>1715</b>
<b>Technology related information is timely.</b>			
	Yes	76.56%	1313
	No	19.24%	330
	I Don't Need	4.20%	72
	<b>Total Respondants</b>		<b>1715</b>

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<p>I have the technology tools (software/hardware) I need to communicate with potential students, employers, and other community stakeholders.</p>	<table border="0"> <thead> <tr> <th></th> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td></td> <td style="text-align: right;">80.87%</td> <td style="text-align: right;">1387</td> </tr> <tr> <td>No</td> <td></td> <td style="text-align: right;">10.55%</td> <td style="text-align: right;">181</td> </tr> <tr> <td>I Don't Need</td> <td></td> <td style="text-align: right;">8.57%</td> <td style="text-align: right;">147</td> </tr> <tr> <td colspan="3" style="text-align: right;"><b>Total Respondants</b></td> <td style="text-align: right;"><b>1715</b></td> </tr> </tbody> </table>			Response Percent	Response Total	Yes		80.87%	1387	No		10.55%	181	I Don't Need		8.57%	147	<b>Total Respondants</b>			<b>1715</b>
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<b>Total Respondants</b>			<b>1715</b>																		
<p>IT changes are appropriately communicated to users affected by the change.</p>	<table border="0"> <thead> <tr> <th></th> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td colspan="3"></td> <td></td> </tr> </tbody> </table>			Response Percent	Response Total																
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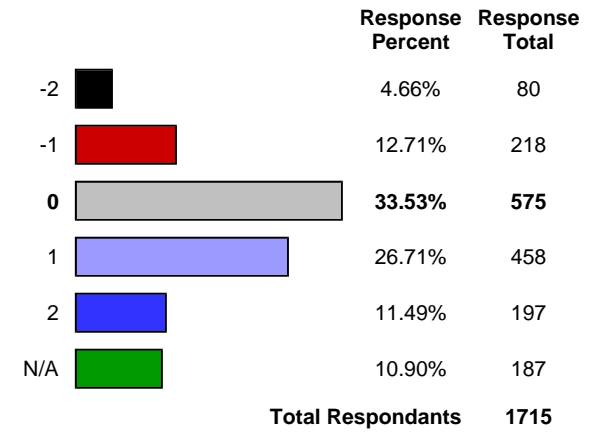


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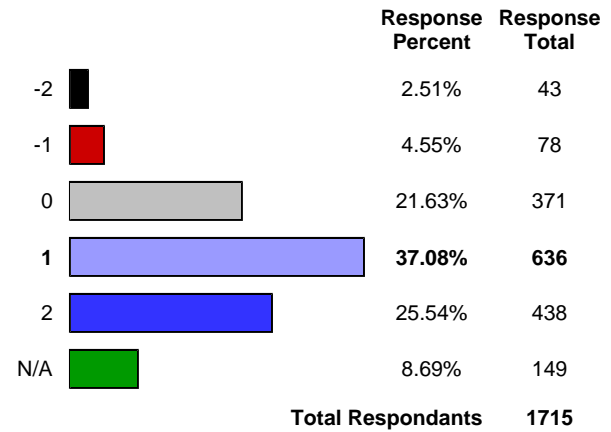
**Level of Satisfaction**

(Item: My ability, as a user, to make technology recommendations.)



**Level of Importance**

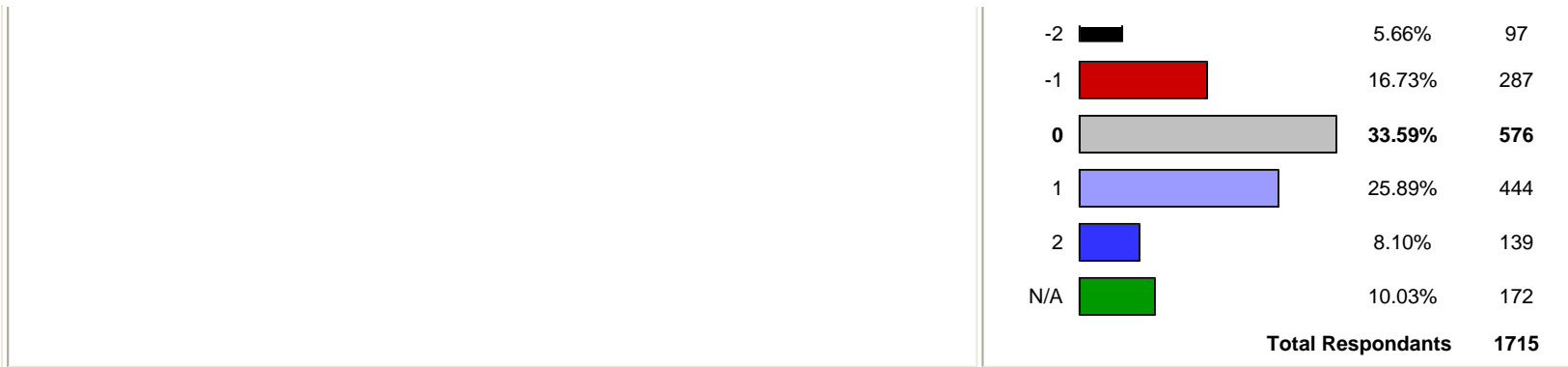
(Item: My understanding of future technology priorities and plans.)



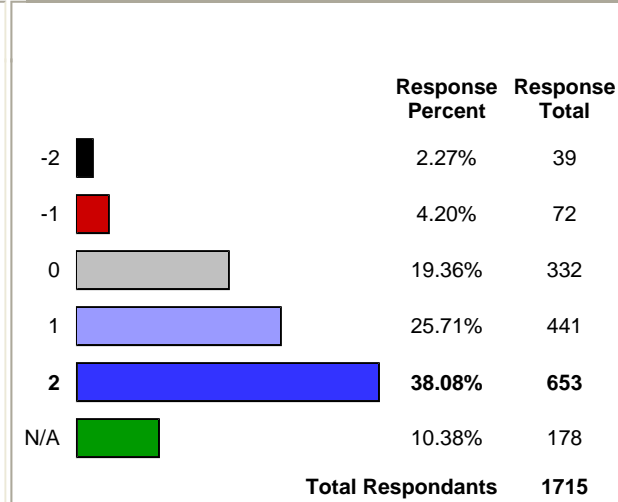
**Level of Satisfaction**

(Item: My understanding of future technology priorities and plans.)

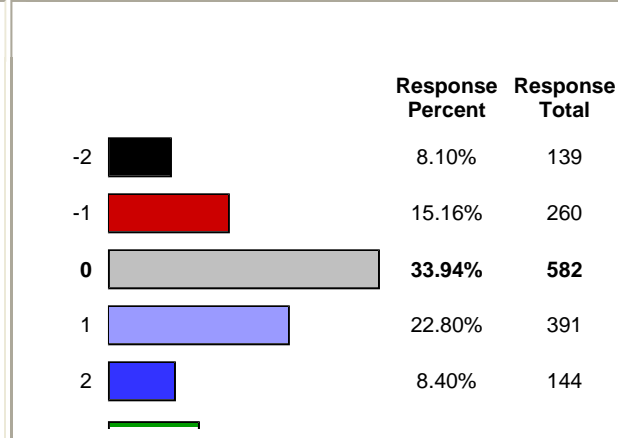





**Level of Importance**  
(Item: Involving users during the technology planning and implementation processes.)



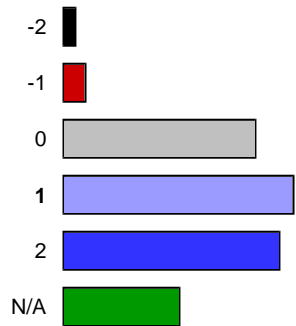
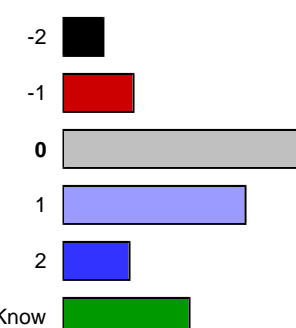

**Level of Satisfaction**  
(Item: Involving users during the technology planning and implementation processes.)



	I Don't Know 	11.60%	199
		<b>Total Respondants</b>	<b>1715</b>

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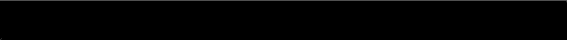


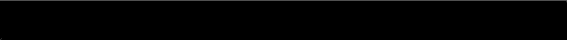


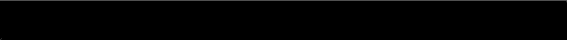


<p><b>Level of Importance</b> (Item: Meeting projected target dates.)</p>	 <table border="1" data-bbox="1533 341 1848 771"> <thead> <tr> <th></th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>-2</td> <td>1.87%</td> <td>32</td> </tr> <tr> <td>-1</td> <td>2.92%</td> <td>50</td> </tr> <tr> <td>0</td> <td>24.20%</td> <td>415</td> </tr> <tr> <td>1</td> <td><b>29.04%</b></td> <td><b>498</b></td> </tr> <tr> <td>2</td> <td>27.23%</td> <td>467</td> </tr> <tr> <td>N/A</td> <td>14.75%</td> <td>253</td> </tr> <tr> <td><b>Total Respondants</b></td> <td></td> <td><b>1715</b></td> </tr> </tbody> </table>		Response Percent	Response Total	-2	1.87%	32	-1	2.92%	50	0	24.20%	415	1	<b>29.04%</b>	<b>498</b>	2	27.23%	467	N/A	14.75%	253	<b>Total Respondants</b>		<b>1715</b>
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<p><b>I am aware of my technology responsibilities related to data privacy.</b></p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>88.98%</td> <td>1526</td> </tr> <tr> <td>No</td> <td>11.02%</td> <td>189</td> </tr> <tr> <td><b>Total Respondants</b></td> <td></td> <td><b>1715</b></td> </tr> </tbody> </table>	Response	Response Percent	Response Total	Yes	88.98%	1526	No	11.02%	189	<b>Total Respondants</b>		<b>1715</b>												
Response	Response Percent	Response Total																							
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No	11.02%	189																							
<b>Total Respondants</b>		<b>1715</b>																							



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<p>I am aware of my technology responsibilities related to data security.</p>	<table border="0"> <thead> <tr> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes </td> <td style="text-align: right;">87.11%</td> <td style="text-align: right;">1494</td> </tr> <tr> <td>No </td> <td style="text-align: right;">12.89%</td> <td style="text-align: right;">221</td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Total Respondants</b></td> <td style="text-align: right;"><b>1715</b></td> </tr> </tbody> </table>		Response Percent	Response Total	Yes 	87.11%	1494	No 	12.89%	221	<b>Total Respondants</b>		<b>1715</b>			
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Yes 	87.11%	1494														
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<p>I am aware of my technology responsibilities related to acceptable use.</p>	<table border="0"> <thead> <tr> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes </td> <td style="text-align: right;">93.24%</td> <td style="text-align: right;">1599</td> </tr> <tr> <td>No </td> <td style="text-align: right;">6.76%</td> <td style="text-align: right;">116</td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Total Respondants</b></td> <td style="text-align: right;"><b>1715</b></td> </tr> </tbody> </table>		Response Percent	Response Total	Yes 	93.24%	1599	No 	6.76%	116	<b>Total Respondants</b>		<b>1715</b>			
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Yes 	93.24%	1599														
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<b>Total Respondants</b>		<b>1715</b>														
<p>Staff technology expertise is sought out and used to improve technology services.</p>	<table border="0"> <thead> <tr> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes </td> <td style="text-align: right;">55.57%</td> <td style="text-align: right;">953</td> </tr> <tr> <td>No </td> <td style="text-align: right;">10.50%</td> <td style="text-align: right;">180</td> </tr> <tr> <td>I Don't Know </td> <td style="text-align: right;">33.94%</td> <td style="text-align: right;">582</td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Total Respondants</b></td> <td style="text-align: right;"><b>1715</b></td> </tr> </tbody> </table>		Response Percent	Response Total	Yes 	55.57%	953	No 	10.50%	180	I Don't Know 	33.94%	582	<b>Total Respondants</b>		<b>1715</b>
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<p>I have convenient access to the institutional data that I need to do my job.</p>	<table border="0"> <thead> <tr> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes </td> <td style="text-align: right;">71.02%</td> <td style="text-align: right;">1218</td> </tr> <tr> <td>No </td> <td style="text-align: right;">19.65%</td> <td style="text-align: right;">337</td> </tr> <tr> <td></td> <td></td> <td></td> </tr> </tbody> </table>		Response Percent	Response Total	Yes 	71.02%	1218	No 	19.65%	337						
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	<p>I Don't Need </p> <p style="text-align: right;">9.33%    160</p> <p style="text-align: right;"><b>Total Respondants    1715</b></p>															
<p><b>I have convenient access to the information I need to undertake technology related research and development activity.</b></p>	<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 40%;"></th> <th style="width: 30%; text-align: right;">Response Percent</th> <th style="width: 30%; text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes </td> <td style="text-align: right;">48.28%</td> <td style="text-align: right;">828</td> </tr> <tr> <td>No </td> <td style="text-align: right;">17.78%</td> <td style="text-align: right;">305</td> </tr> <tr> <td>I Don't Need </td> <td style="text-align: right;">33.94%</td> <td style="text-align: right;">582</td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Total Respondants</b></td> <td style="text-align: right;"><b>1715</b></td> </tr> </tbody> </table>		Response Percent	Response Total	Yes 	48.28%	828	No 	17.78%	305	I Don't Need 	33.94%	582	<b>Total Respondants</b>		<b>1715</b>
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**Staff Overall Summary Report no comments**

<p>I have convenient access to institutional data technical support and contact information that I need to do my job.</p>	<table border="0"> <thead> <tr> <th></th> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td></td> <td style="text-align: right;">71.60%</td> <td style="text-align: right;">1228</td> </tr> <tr> <td>No</td> <td></td> <td style="text-align: right;">15.39%</td> <td style="text-align: right;">264</td> </tr> <tr> <td>I Don't Need</td> <td></td> <td style="text-align: right;">13.00%</td> <td style="text-align: right;">223</td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Total Respondants</b></td> <td></td> <td style="text-align: right;"><b>1715</b></td> </tr> </tbody> </table>			Response Percent	Response Total	Yes		71.60%	1228	No		15.39%	264	I Don't Need		13.00%	223	<b>Total Respondants</b>			<b>1715</b>								
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<p>Overall, how would you rate your current satisfaction with technology equipment and services?</p>	<table border="0"> <thead> <tr> <th></th> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Completely Satisfied</td> <td></td> <td style="text-align: right;">14.75%</td> <td style="text-align: right;">253</td> </tr> <tr> <td>Satisfied</td> <td></td> <td style="text-align: right;">60.99%</td> <td style="text-align: right;">1046</td> </tr> <tr> <td>Neutral</td> <td></td> <td style="text-align: right;">16.50%</td> <td style="text-align: right;">283</td> </tr> <tr> <td>Dissatisfied</td> <td></td> <td style="text-align: right;">7.11%</td> <td style="text-align: right;">122</td> </tr> <tr> <td>Completely Dissatisfied</td> <td></td> <td style="text-align: right;">0.64%</td> <td style="text-align: right;">11</td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Total Respondants</b></td> <td></td> <td style="text-align: right;"><b>1715</b></td> </tr> </tbody> </table>			Response Percent	Response Total	Completely Satisfied		14.75%	253	Satisfied		60.99%	1046	Neutral		16.50%	283	Dissatisfied		7.11%	122	Completely Dissatisfied		0.64%	11	<b>Total Respondants</b>			<b>1715</b>
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<p>Has your satisfaction with technology services changed over the last twelve months?</p>	<table border="0"> <thead> <tr> <th></th> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>I am More Satisfied Now</td> <td></td> <td style="text-align: right;">13.76%</td> <td style="text-align: right;">236</td> </tr> <tr> <td>No Change</td> <td></td> <td style="text-align: right;">79.36%</td> <td style="text-align: right;">1361</td> </tr> <tr> <td>I am Less Satisfied Now</td> <td></td> <td style="text-align: right;">6.88%</td> <td style="text-align: right;">118</td> </tr> </tbody> </table>			Response Percent	Response Total	I am More Satisfied Now		13.76%	236	No Change		79.36%	1361	I am Less Satisfied Now		6.88%	118												
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		Total Respondants	1715
<b>Are you able to get the electronic data you need to do your job?</b>			
		<b>Response Percent</b>	<b>Response Total</b>
Yes		87.93%	1508
No		12.07%	207
		<b>Total Respondants</b>	<b>1715</b>