

Document audience & purpose

This summary of the Office of Information Technology's (OIT) August 2007 campus employee survey is intended for the campus community. It condenses 150 pages of SPSS data reports and attempts to report the data, not interpret the meaning and impact of the results.

Background

The survey was originally designed by the IT communications manager, edited by OIT leadership, OIT staff, and then tested on the Teaching & Learning Center employees. Each group analyzed the questions, content and format. The Canon Survey Center prepared the final paper copy.

The one-sheet, anonymous survey was mailed to faculty and staff via interoffice mail, inside OIT's new faculty and staff brochure. Respondents sent completed surveys to the Canon Survey Center. Answers were electronically scanned and then given to OIT in an SPSS file format. The communications manager conducted analysis of that data. Open-ended answers were typed by hand into a spreadsheet by an OIT student employee, then categorized and coded by the communications manager.

Sample

The survey was sent to approximately 3,500 faculty and staff at UNLV. Approximately 5% (192/3,500) of the sample population responded:

74/192 (38%) Classified Staff

46/192 (24%) Professional Staff

42/192 (22%) Teaching faculty

30/192 (16%) Did not indicate a classification

In September 2007, UNLV Human Resources reported 3,461 employees on the following contract types: 1,270 (36%) classified staff, 1,128 (33%) administrative faculty, 1,031 (29%) academic faculty, and 32 (9%) post-doctoral scholars.

Limitations of the study

Responses yielded no significant variance, except for one question where OIT asks respondents whether or not "OIT supports research." Teaching faculty disagreed more than professional and classified staff.

- One individual coded, studied and reported the results of open-ended questions. More individuals should participate in data analysis and reporting. When more individuals analyze results, there is more confidence in the integrity of the report.
- A higher response rate might increase statistical confidence. However, the small degree of variance in responses from the sample population indicates that increasing the respondent rate will not likely yield new or different information.

Next year OIT will revise the survey and distribute it electronically to increase the response rate. Despite the limitations of the study, the data will help OIT focus its efforts for the next 18 months. Go to oit.unlv.edu and click on "About OIT" to view the initiatives that OIT developed as a result of the data.

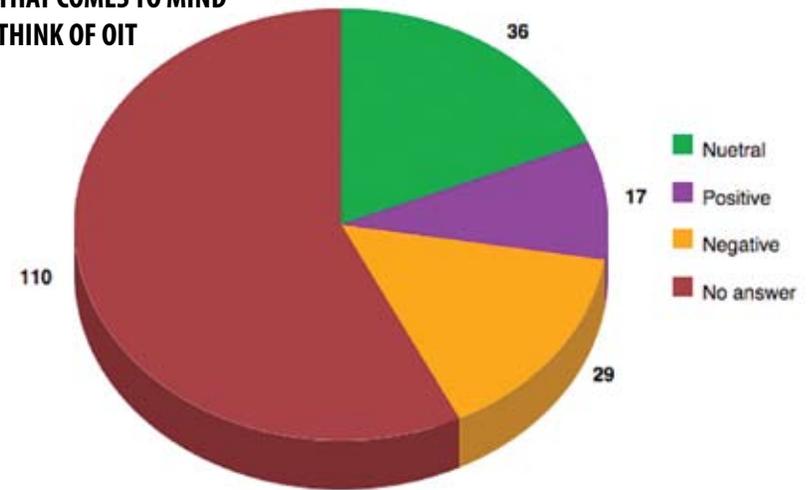
Following are the questions and results for each portion of the survey.

One word that comes to mind when you think of OIT.

82/192 (43%) respondents provide “one word” that comes to mind when they think of OIT. This was an open ended question.

- 36 (44%) think of neutral nouns such as “computers, help desk, help”
- 29 (35%) think of negative words, such as “bureaucracy, no, confusing, disconnected, incompetent”
- 17 (21%) think of positive adjectives, such as “helpful, available, fast, efficient.”

ONE WORD THAT COMES TO MIND WHEN YOU THINK OF OIT



Key phrases assessing mission and values.

The table to the right shows 11 statements that reflect OIT’s values and mission. Respondents use the 4-point Likert scale to rank the level to which they agree or disagree with the statements. They could “strongly disagree, disagree, agree or strongly agree.” The valid percent of “strongly disagree” and “disagree” responses were added together to make one disagree score. The valid percent of “strongly agree” and “agree” responses were added. The valid percents reflect the number of respondents who answered the question as it was asked. It is based on a total that does not include respondents who did not know the answer or did not wish to rank the statements.

KEY PHRASES	% AGREE	%DISAGREE	Respondents
OIT supports teaching	92	8	145
OIT staff are competent	91	9	167
OIT supports administration	90	10	123
OIT’s website is a valuable source of information	90	10	170
OIT’s technical staff are eager to help when contacted	90	10	174
The faculty & staff technology booklet is useful	89	11	165
OIT initiatives are based on campus needs	79	21	141
OIT supports research	78	22	114
OIT offers the breadth of services I expect	76	23	168
OIT’s administration works collaboratively with other depts.	74	26	131
OIT offers the training I need	73	27	153

One issue OIT should address.

117/192 (60%) respondents answer this open-ended question. Four respondents list more than one issue, bringing the issues total to 121. The communications manager coded answers in order to summarize the issues. Below are sample comments in the top five categories:

- **Services** *provide service with a smile, expand services to include, for example, Linux support*
- **E-mail** *replace Lotus Notes*
- **Management** *improve turnaround time, be more flexible, quicker access to solutions, collaborate with IT departments, open help desk on weekends*
- **Communication** *involve campus in IT decisions, add FAQs to OIT website, stop using acronyms, increase communications about technologies and projects*
- **SIS** *libraries login takes too long, automate processes, and institute identity management*

"ISSUE" CATEGORIES	NUMBER
Services	20
E-mail	15
Management	14
Communication	14
SIS/Identity Management	11
Training	9
N/A	7
Servers & Backups	7
TECs	7
WebCampus	6
Network	5
Security	4
Software	2
TOTAL # of comments	121

A service OIT provides that I like.

64/192 (33%) respondents answer this open-ended question. Two individuals listed more than one service. Comments totaled 67. The same codes were used to categorize these responses as well, with the addition of the help desk. Below are sample comments in the top five categories:

- **Help Desk** *usually included just that phrase "help desk" but sometimes included adjectives with it like "helpful, responsive"*
- **Services** *friendly people, always ready to help, computer service consulting, discounts, password retrieval, Hector*
- **Management** *schedule of computer replacement program, free software*
- **Training** *No comments accompanied this phrase*
- **Communication** *OIT website, on-line assistance*

"I LIKE" CATEGORIES	NUMBER
Help Desk	26
Services	18
Management	6
Training	5
Communication	3
Network	2
E-mail	2
Servers & Backups	1
Multimedia Deliveries	1
TECs	1
Software	0
Security	0
SIS/Identity Management	0
WebCampus	0
N/A	2
TOTAL # of comments	67

Interest

The table to the right shows how respondents rate their interest in the 12 topics provided on the survey. The “interested” and “very much interested” responses were added to create the percentages provided.

- **3 topics interest the campus the most:** the help desk, e-mail and security.
- **18 people** entered subjects as “other” items of interest like Lotus Notes training, net surfing, video capture, customer service...etc.

TOPIC	% INTERESTED OR VERY MUCH INTERESTED
Help Desk	85
E-mail	73
Computer Security	71
Networking	59
Training	57
TECs	51
Computer purchasing	50
Software purchasing	50
WebCampus	36
File storage & servers	31
Computer Labs	30
OIT projects	26

Informed

The table to the right shows how respondents rate being “informed” or “very much informed” about each of the 12 topics. For example, respondents rate being most informed about the help desk and least informed about OIT projects.

TOPIC	% INFORMED OR VERY MUCH INFORMED
Help Desk	60
E-mail	52
Computer purchasing	35
TECs	32
Computer security	30
WebCampus	27
Software Training	27
Networking	25
Computer Labs	23
Software purchasing	22
File storage & servers	15
OIT projects	12

Satisfied

The table below shows satisfaction rates for 12 topics provided on the survey. The chart below shows the percentages of respondents who mark “satisfied” or “very much satisfied.” For example, respondents are most satisfied with the Help Desk and least satisfied with file storage and servers.

TOPIC	% SATISFIED OR VERY MUCH SATISFIED
Help Desk	63
E-mail	45
Computer security	35
Computer purchasing	34
TECs	33
Networking	29
OIT projects	29
Software training	28
Software purchasing	27
Computer Labs	25
WebCampus	23
File storage & servers	21

Current & preferred sources of information

The table below summarizes respondents’ “current” and “preferred” sources of information about each topic. For example, in the top, left hand column, respondents report that their source for current information about software is “no source” and the preferred source is OIT’s website. The second place respondents find information about software is from “peers,” but they would prefer to get this news from OIT staff. Respondents report “no source” for information on software, projects, computer labs, computer security, TEC rooms, networking and file storage.

- Many respondents report “no current source” for 8/12 topics.
- The OIT website is the preferred source of information for all topics except e-mail and the IT Help Desk.

TOP SOURCES OF INFORMATION about TECHNOLOGY TOPICS					
	Current	Preferred		Current	Preferred
Software			WebCampus		
1	No source	OIT web	1	Tie b/n two	OIT web
2	Peers	OIT staff	2	OIT staff	OIT staff
3	Mass media	Peers	3	Info/official	
Computer Purchase			Computer Labs		
1	Peers	OIT web	1	No source	OIT web
2	Mass media	OIT staff	2	OIT web	Info/official
3	No source	Mass media	3	Peers	Fac/staff web
E-mail			Computer Security		
1	IT Help Desk	IT Help Desk	1	No source	OIT web
2	Peers	OIT web	2	Peers	OIT staff
3	Info/official	OIT staff	3	OIT web	Info/official
Projects			TEC Rooms		
1	No source	OIT web	1	No source	OIT web
2	OIT web	Info & official	2	OIT web	OIT staff
3	Peers	OIT staff	3	OIT staff	Fac/staff web
Software Training			Networking		
1	Info/official	OIT web	1	No source	OIT web
2	No current	OIT staff	2	OIT web	OIT staff
3	OIT web	Info/official	3	OIT staff	No current!
IT Help Desk			File Storage		
1	IT Help Desk	IT Help Desk	1	No source	OIT web
2	OIT staff	OIT web	2	OIT staff	OIT staff
3	OIT web	OIT Staff	3	OIT web	IT Help Desk

OIT Web is “OIT Website”; Info & official are short for university listservs called “UNLV Information & Official”; Fac/staff web is short for UNLV’s faculty and staff website at facultystaff.unlv.edu