Data from ITS Assessment FY11

1. Demographics

Faculty and Staff: Background: What is your affiliation with UCSC? (check all that apply)

- Academic Administrator - faculty member in an ...
- Senate faculty -
- Non-senate faculty -
- Researcher -
- Librarian -
- TA (Teaching Assistant) -
- RA (Resident Advisor) -
- Staff -
- Undergraduate Student -
- Graduate Student -

Faculty and Staff: If you are an employee at UCSC, in which division do you work? (Check all that apply)

- Division of Arts -
- Division of Humanities -
- Division of Physical & Biological Sciences -
- School of Engineering -
- Division of Social Sciences -
- Graduate Studies Division -
- Business and Administration Services (BAS) -
- Chancellor's Office / Campus Planning and Office of Research -
- Information Technology Services -
- Division of Student Affairs -
- Silicon Valley Innovation Network (SVIN) -
- University Library -
2. **Desktop Support**

Faculty and Staff: How satisfied are you with the following aspects of Desktop Support for university-owned equipment?

- Configuring your new or upgraded desktop, laptop, or other device
- Help with printing
- Installing/troubleshooting software
- Installing/troubleshooting hardware
- Keeping your software up to date
- Ability to save files to a back-up server
- Storing files on network drives
- Troubleshooting access to networks or applications
- Other (specify below)

![Graph showing satisfaction levels for Desktop Support aspects](image)

3. **Email & Calendar**

Faculty and Staff: If you use the CruzMail web interface to access your campus email, how satisfied are you with your ability to perform the following email functions?

- Read and send email
- Manage my inbox
- Archive my email
- Search for and retrieve email
- Manage my contacts and listservs
- Open, save, and send attachments
- Integrate with my calendar
- Synchronize my email on all of my devices
- Other (specify below)

![Graph showing satisfaction levels for email functions](image)

Faculty and Staff: How satisfied are you with each of the following aspects of the network services offered by UCSC?

- Speed / performance
- Reliability
- Availability of wireless around campus
- Strength of wireless signal around campus
- CruzNet Secure service
- Other (specify below)

Student Survey: Please rate your satisfaction with each of the following aspects of the network services offered by UCSC:

- Speed / performance
- Reliability
- Availability of wireless around campus
- Other (specify below)
5. Cell Phones, Mobile Devices, and Campus Telephones

Faculty and Staff: If you use a cell phone or smart phone on campus, how satisfied are you with each of the following?

- Areas with signal coverage
- Strength of signal
- Reliability signal
- Speed of network / data
- Other (specify below)

Faculty and Staff: If you use campus telephones (land lines), how satisfied are you with each of the following?

- Making and receiving telephone calls
- Using the campus voice mail system
- Conference calling
- Digital telephone features (caller ID, multiple lines, transferring)
- Other (specify below)
6. Technology for Teaching & Learning

Student Survey: If you use a cell phone or smart phone on campus, how satisfied are you with each of the following?

- Areas with signal coverage
- Strength of signal
- Reliability signal
- Speed of network / data
- Other (specify below)

Faculty: If you use eCommons, please rate your satisfaction with your ability to perform each of the following functions:

- Post course materials such as the syllabus, assignments, notes, etc.
- Manage a discussion group (e.g., threaded discussions, etc.)
- Working with interactive multimedia
- Administer quizzes and exams
- Maintain a gradebook
- Other (specify below)
7. Web Services

Faculty and Staff: ITS supports a variety of different services related to web sites. For any of the following services that you have used in the past three years, please rate your overall satisfaction.
8. Data Center & Servers
9. Research Computing

10. Support and Security
Student Survey: How satisfied are you with each of the following support services?

- Account management (creating accounts, changing passwords, etc.)
- ITS Support Center (calling 459-HELP, emailing help@arcso.de, visiting...)
- ITS Support Center support with network connections
- ITS Support Center help during major weekends
- Self-help resources on the ITS website
- Other (specify below)

Faculty and Staff: One responsibility of ITS is to keep the campus informed about threats and best practices for computer security. Please rate your agreement/disagreement with the following statements:

- I receive regular information from ITS about security threats and tips
- ITS security communications are informative and helpful
- I know where to get information/whom to contact about computer security
- I am aware of my responsibilities in protecting sensitive information
- My work computer is secure and up to date
- I know how to recognize email scams and potential viruses

Chart showing levels of satisfaction for various support services and statements about computer security.