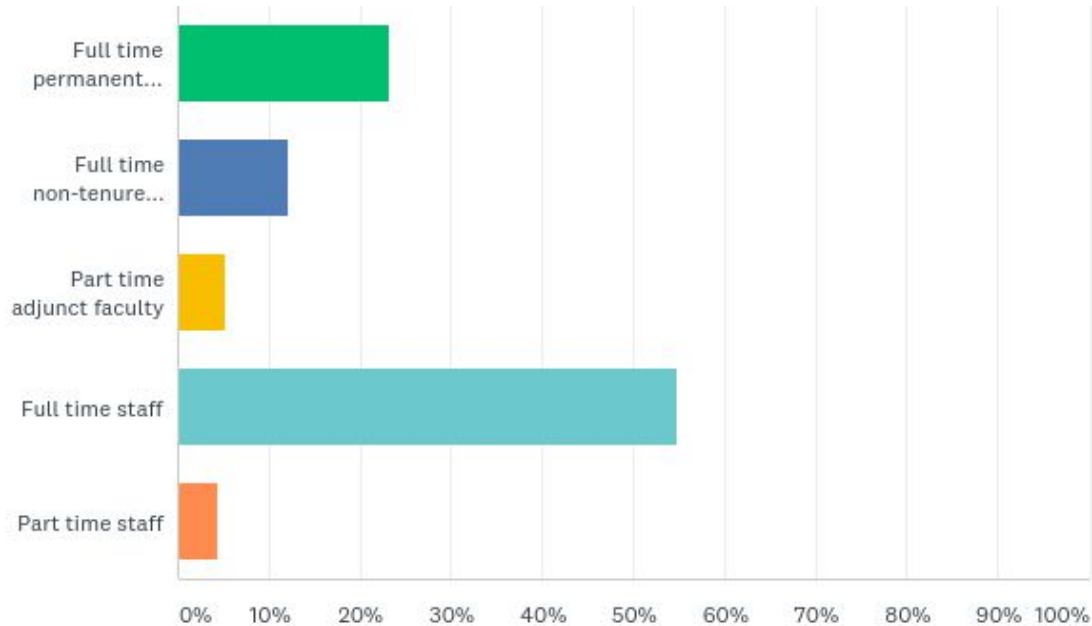


Faculty and Staff IT Satisfaction Survey 2020



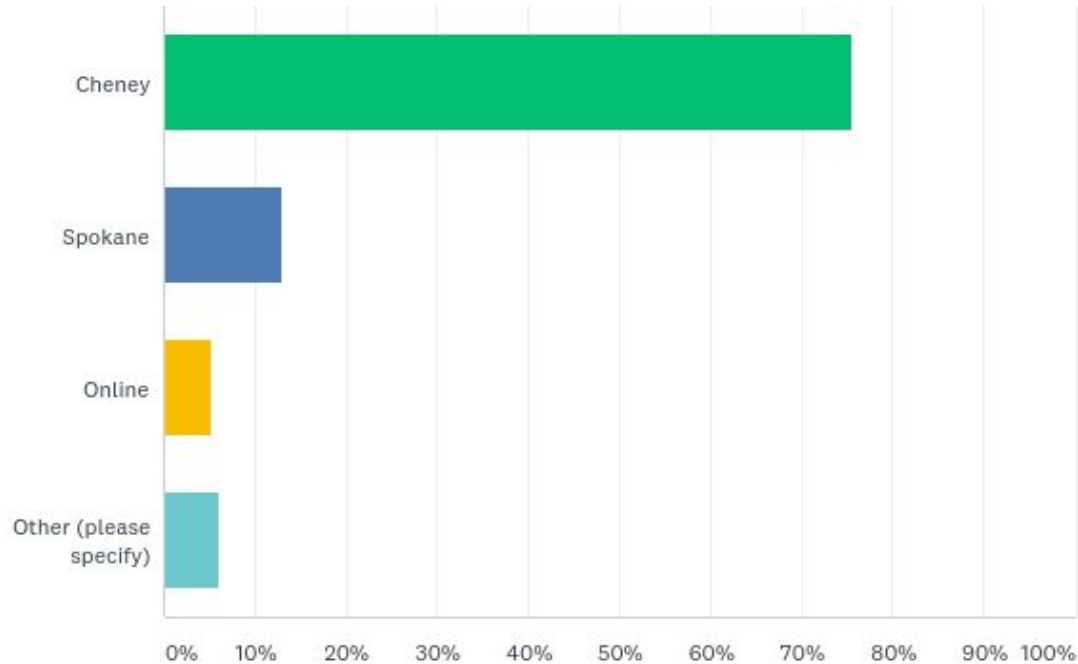
Q1: I am primarily (your primary employee category)

Answered: 246 Skipped: 0



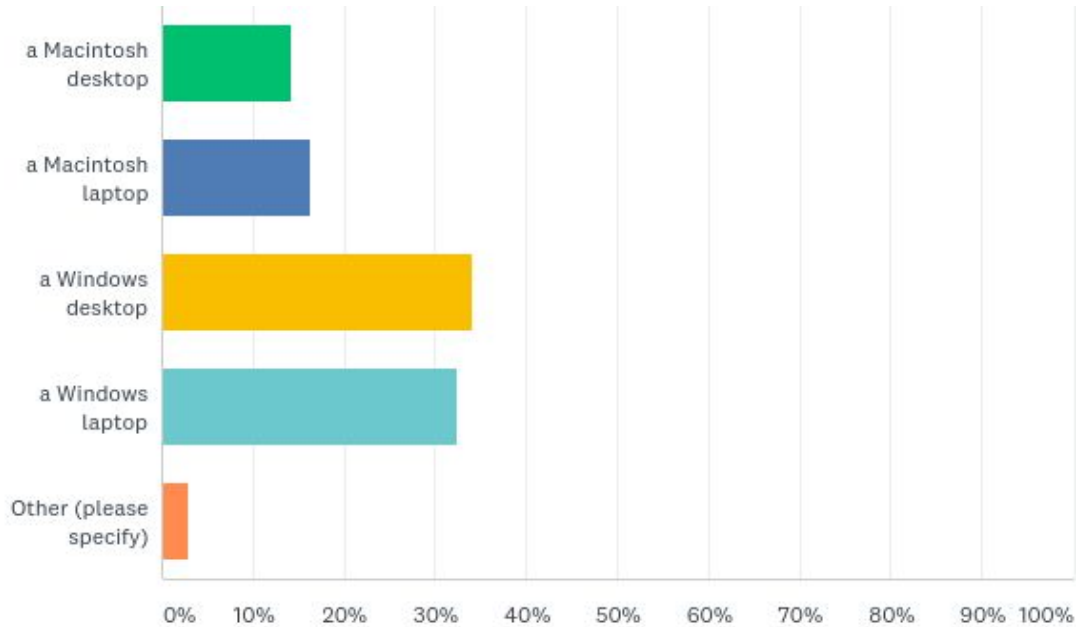
Q2: Under normal circumstances, my primary campus is

Answered: 245 Skipped: 1



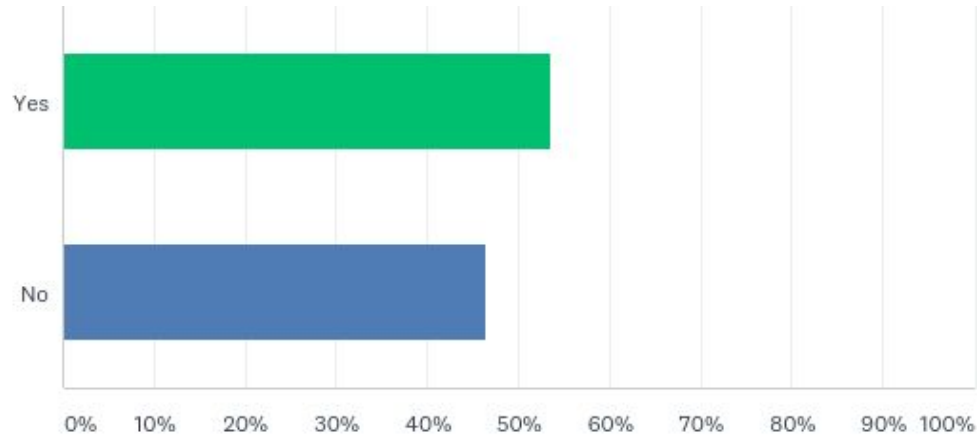
Q3: My primary work computer is

Answered: 246 Skipped: 0



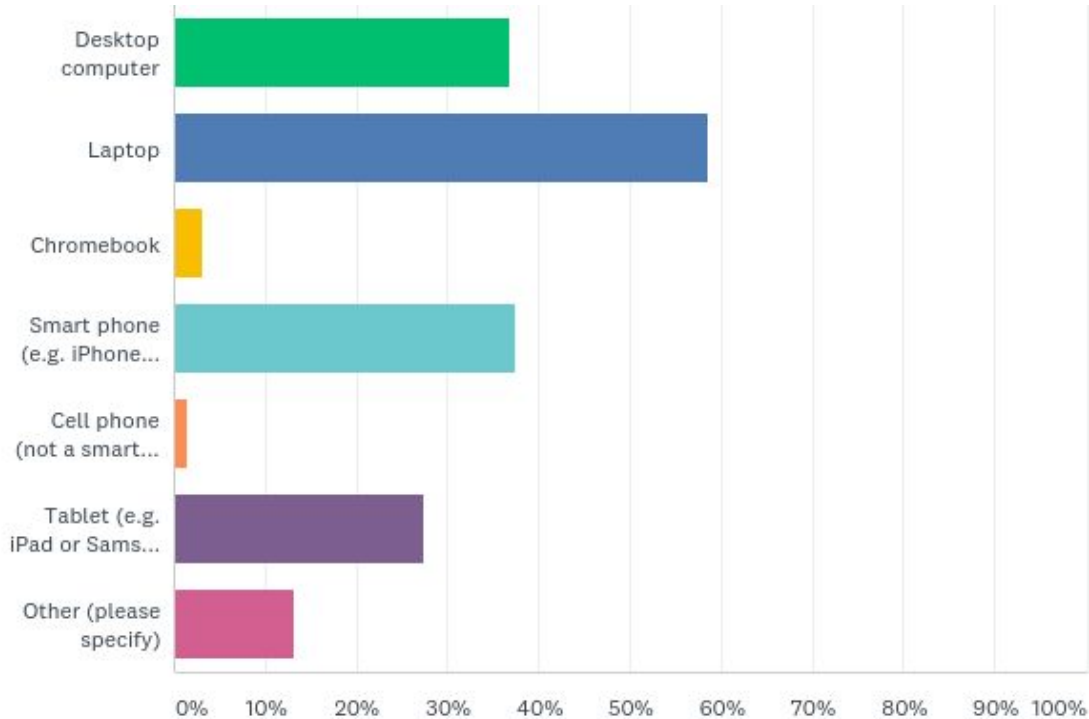
Q4: I use other institutionally owned devices for work

Answered: 246 Skipped: 0



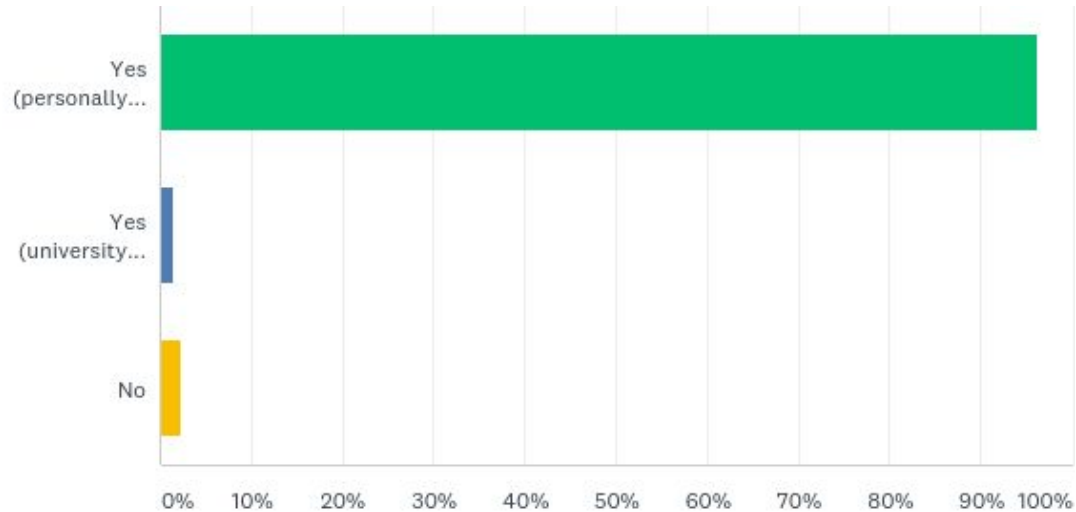
Q5: I use the following other institutionally owned device(s) for work (select all that apply)

Answered: 128 Skipped: 118



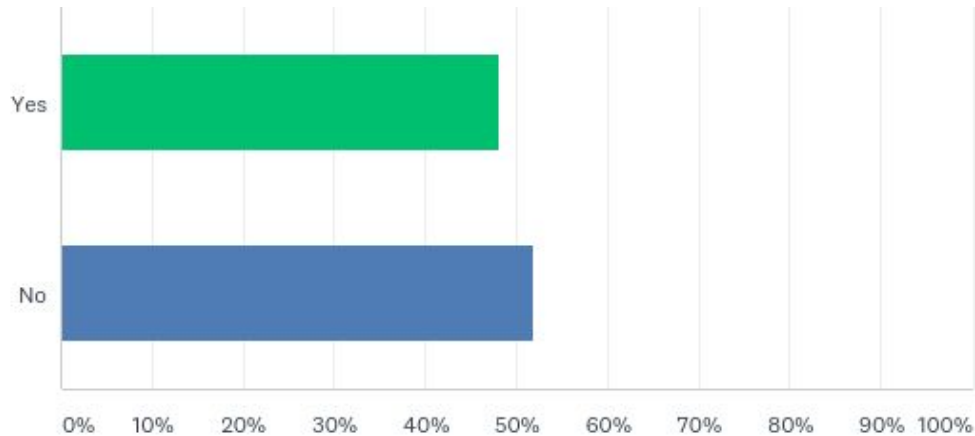
Q6: I have Internet access at home

Answered: 132 Skipped: 114



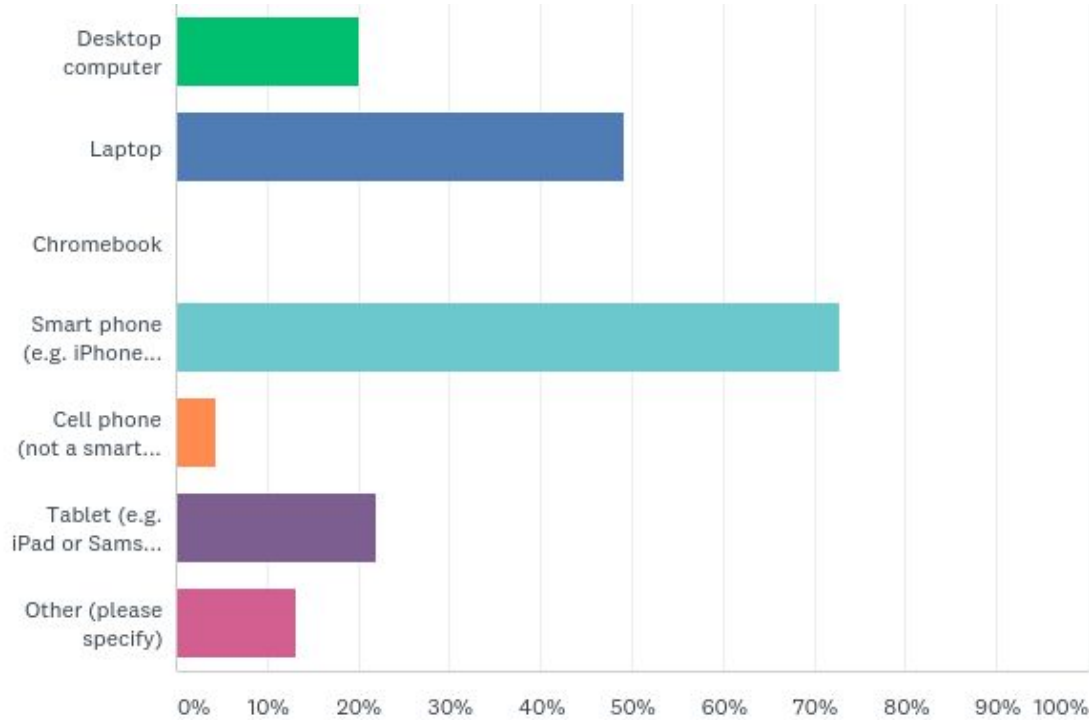
Q7: I use a personally owned device for work

Answered: 245 Skipped: 1



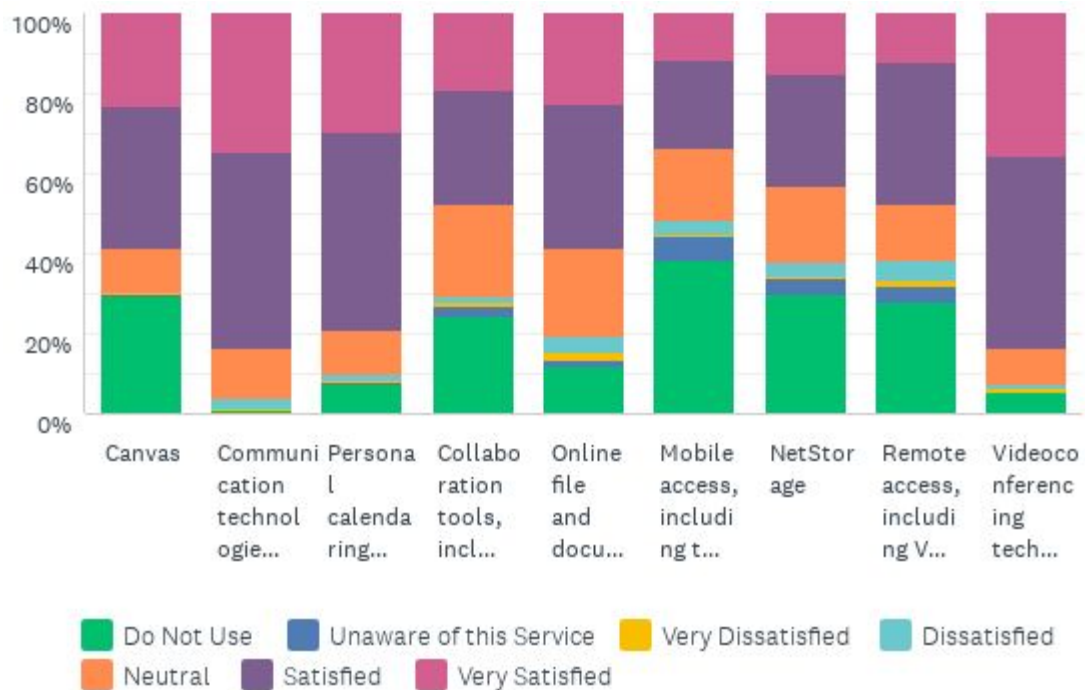
Q8: I use the following other personally owned device(s) for work (select all that apply)

Answered: 114 Skipped: 132



Q9: Thinking about this past year, rate your experience with the following technologies and services

Answered: 239 Skipped: 7



Q9: Thinking about this past year, rate your experience with the following technologies and services

Answered: 239 Skipped: 7

Key:

Canvas

Communication technologies, including Outlook

Personal calendaring and scheduling tools (e.g. Outlook Calendar)

Collaboration tools, including Office 365 and Google G Suite

Online file and document sharing services, including OneDrive, Google Drive, and SharePoint

Mobile access, including the EWU mobile app

NetStorage

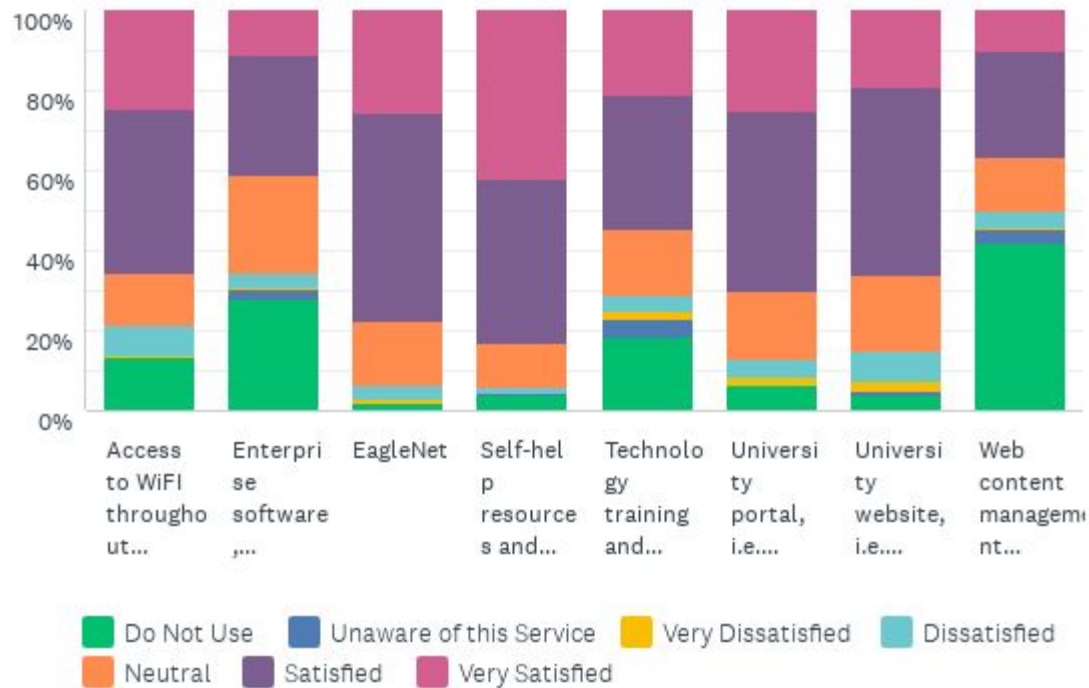
Remote access, including VPN and Virtual Labs

Videoconferencing technologies (e.g. Zoom)



Q10: Thinking about this past year, rate your experience with the following technologies and services

Answered: 240 Skipped: 6



Q10: Thinking about this past year, rate your experience with the following technologies and services

Answered: 240 Skipped: 6

Key:

Access to WiFi throughout campus

Enterprise software, including Banner

EagleNet

Self-help resources and IT help desk system

Technology training and classes

University portal, i.e. InsideEWU

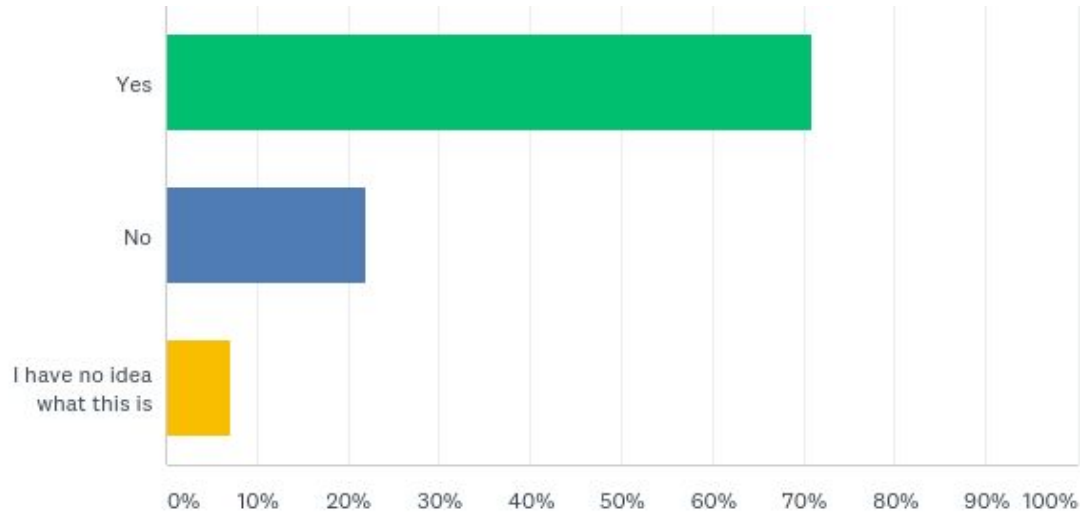
University website, i.e. www.ewu.edu

Web content management systems (WordPress)



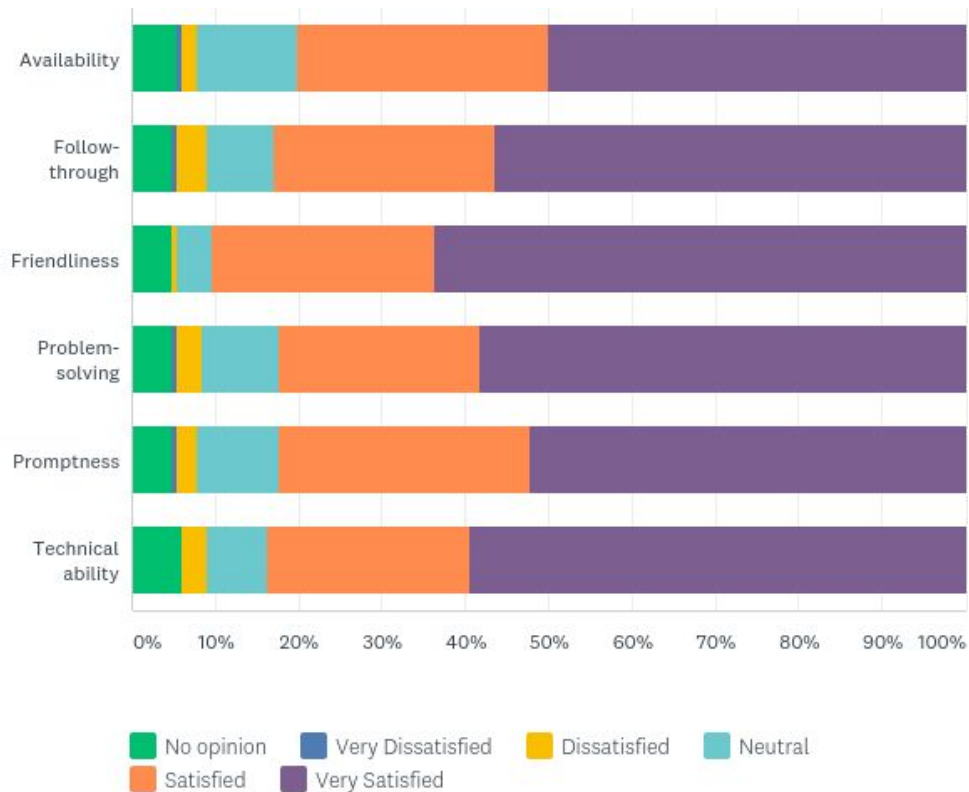
Q16: Do you know your assigned IT Coordinator? (click here for a list of IT Coordinators)

Answered: 237 Skipped: 9



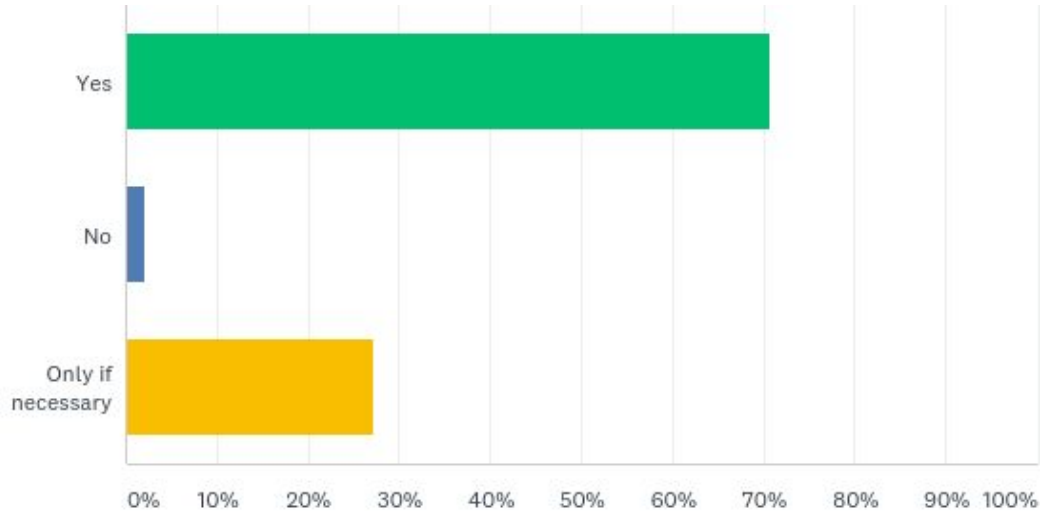
Q17: Please evaluate each of these characteristics of service provided by your IT Coordinator

Answered: 166 Skipped: 80



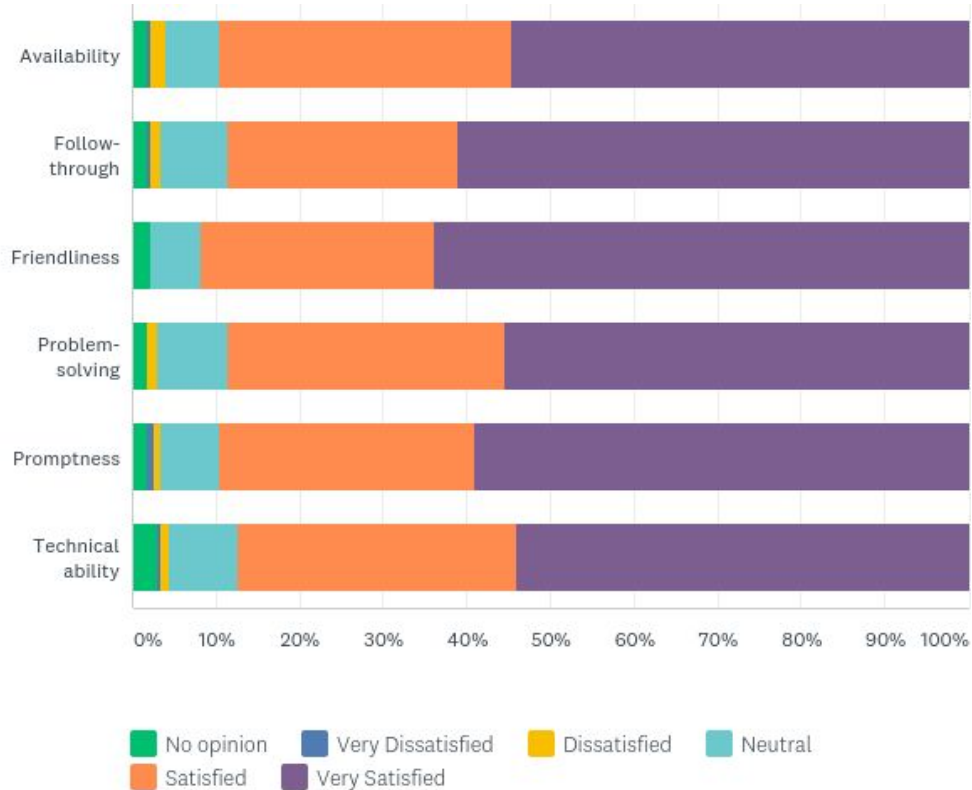
Q19: I use the services of the IT Help Desk

Answered: 236 Skipped: 10



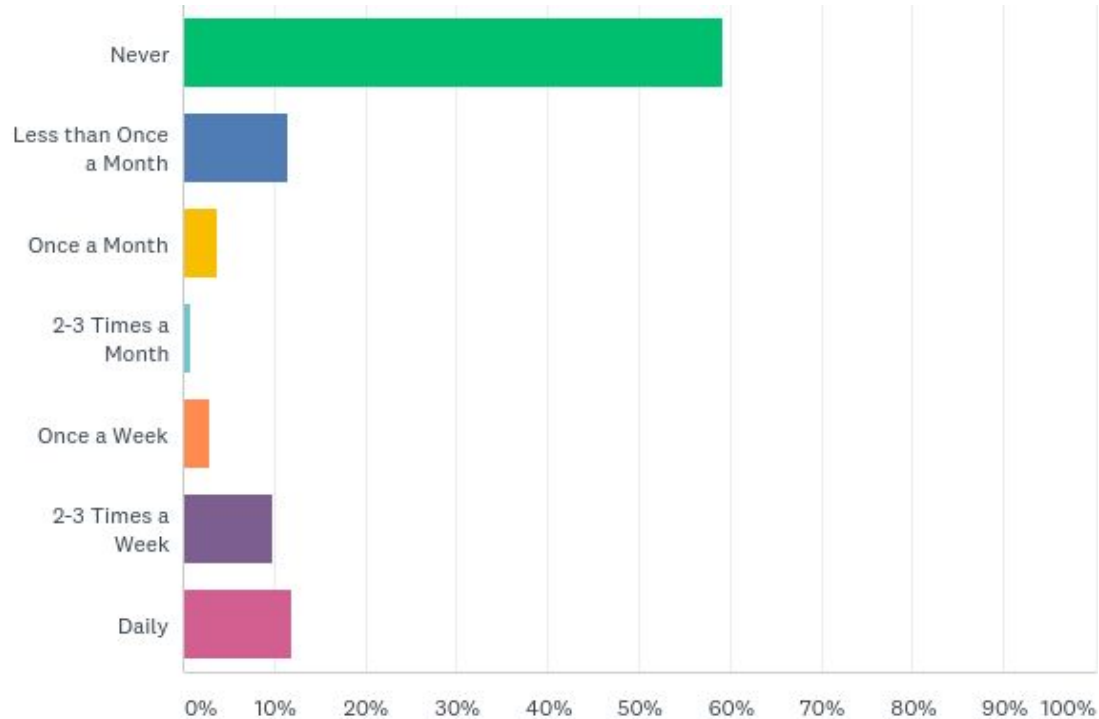
Q20: Please evaluate each of these characteristics of service provided by the IT Help Desk

Answered: 229 Skipped: 17



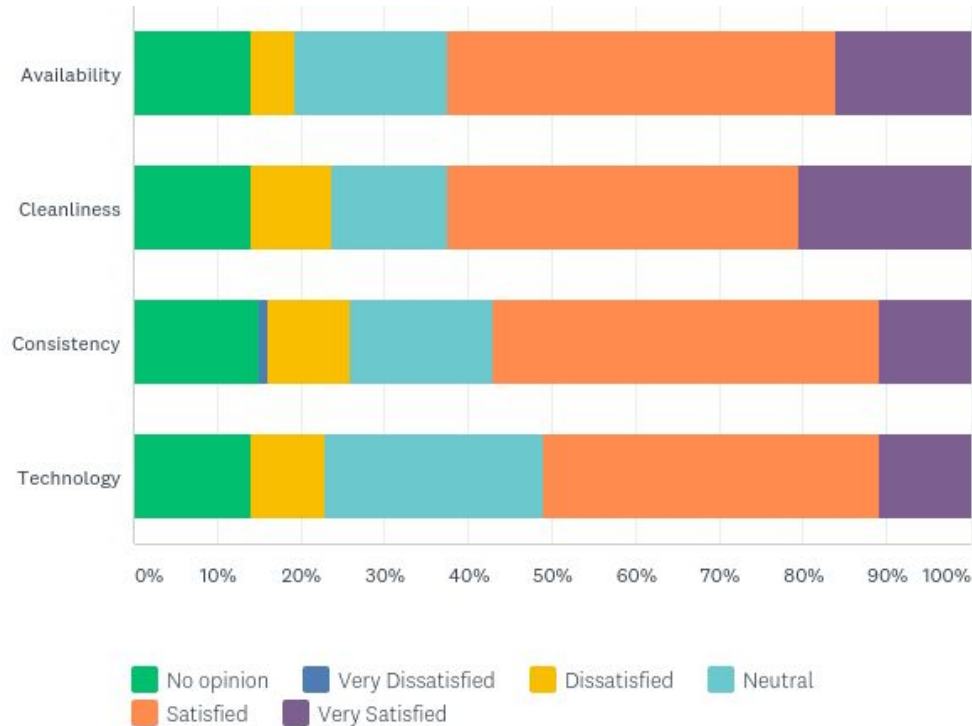
Q22: How often did/do you present or teach in an enhanced classroom?

Answered: 235 Skipped: 11



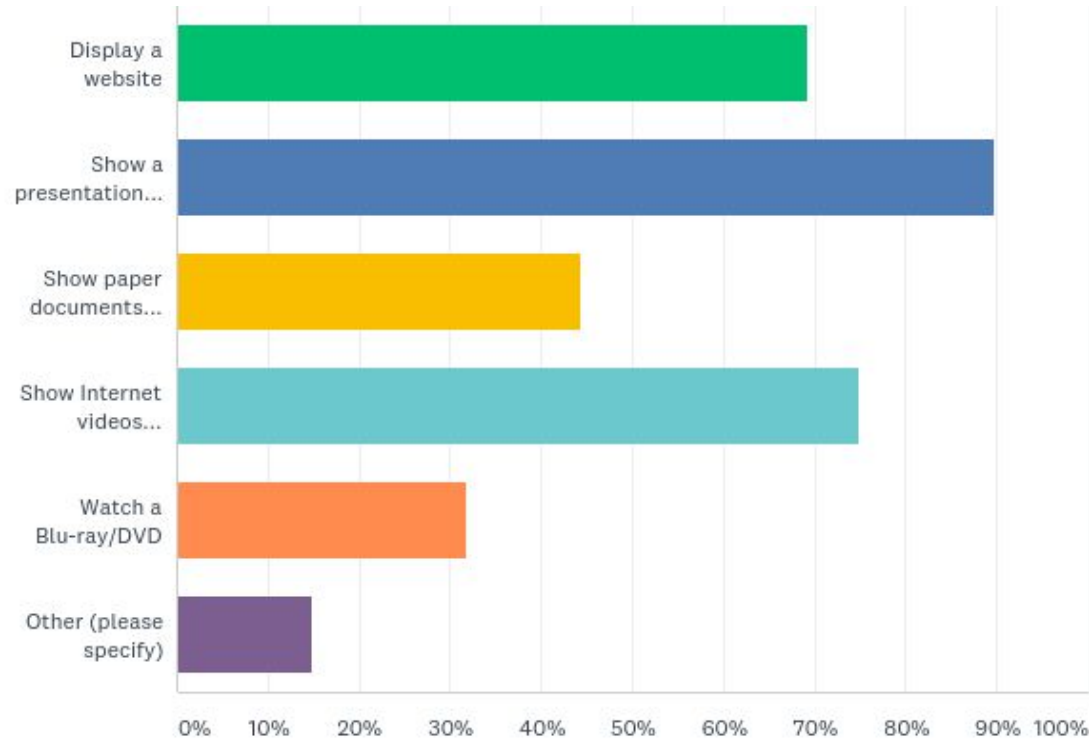
Q23: Please rate EWU's enhanced classrooms on the following characteristics

Answered: 93 Skipped: 153



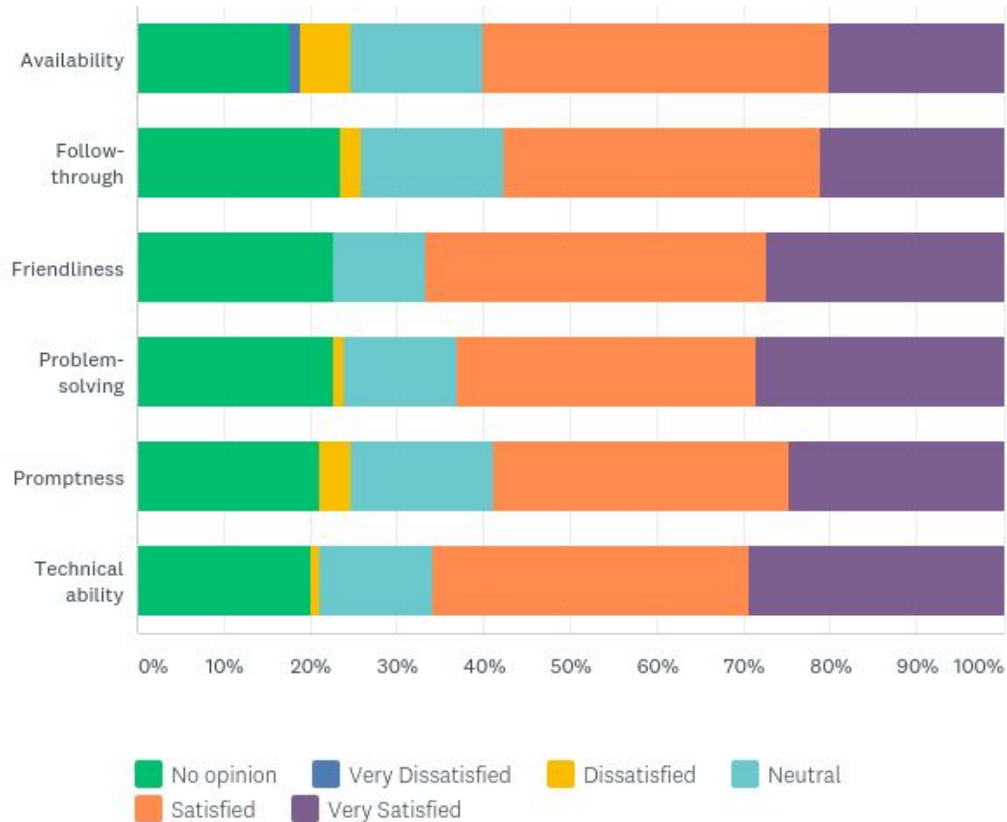
Q24: What do you use the enhanced classroom equipment for? (select all that apply)

Answered: 88 Skipped: 158



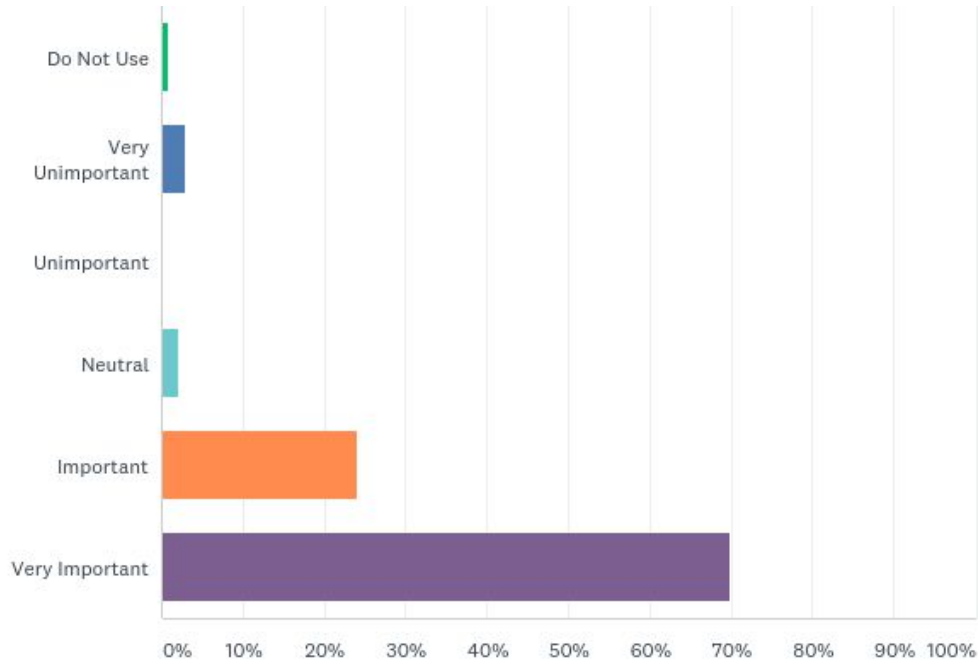
Q25: Please evaluate each of these characteristics of service for classrooms and labs

Answered: 86 Skipped: 160



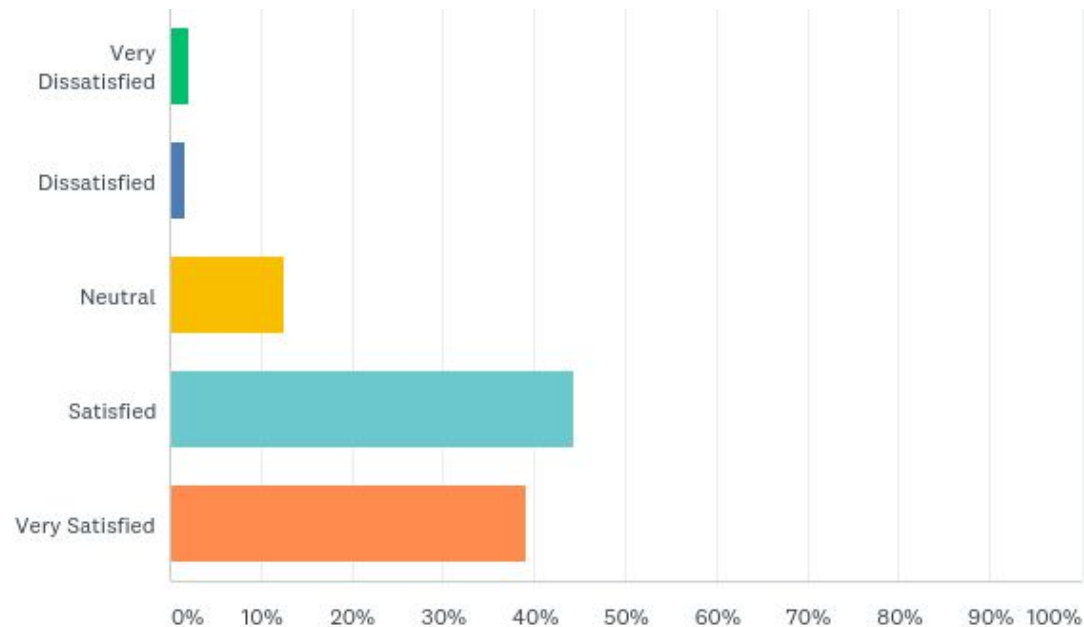
Q27: Overall, how important are EWU's IT services to you?

Answered: 232 Skipped: 14



Q28: How satisfied are you overall with the communication about technology issues and projects from EWU's IT during the past year?

Answered: 232 Skipped: 14



Q29: How satisfied are you overall with the technology and support services offered by EWU's IT division during the past year?

Answered: 232 Skipped: 14

