

Research In Brief

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Information Services Study for Institutional Review

Introduction: Institutional Research and Planning (IR&P) was contacted by Information Services (IS) to assist in their Institutional Review efforts. IS was interested in gathering feedback from faculty and staff concerning perceptions of the quality of services provided in six areas: General Services, Helpdesk, District Telephone Services, Systems and Programming Services, Technical Support, and Network Services. Specifically, IS requested IR&P's assistance administering a survey.

The purpose of the study was to assess the current level of IS services. Findings from the study were to be incorporated into Information Service's Institutional Review document.

Methodology:

Survey Development.

IS prepared a list of questions pertaining to the six areas mentioned previously (i.e. General Services, Helpdesk, District Telephone Services, Systems and Programming Services, Technical Support, and Network Services). Topics covered on the survey included frequency of use of IS services, evaluation of staff, and evaluation of services. Working in conjunction with IS, IR&P developed these questions into survey items.

IR&P converted the final survey into web-format and coded each item for use with an ACCESS database such that responses could be submitted directly into the database, eliminating data entry errors. The survey was password protected to ensure that no duplicate responses occurred in the final analysis.

Survey Administration and Analysis.

Initially, an email message was sent to 1,945 faculty and staff members, requesting their participation in the study.

A small set of employees were unable to access the web page either due to user-error or because their information was not available in the server group used to verify access to password protected pages. Due to these factors, hard copies were made available to those individuals.

Four hundred web surveys and 28 hard copy surveys (total = 428 completed surveys) were submitted to the Office of Institutional Research and Planning (response rate = 22.0%).

There were two open-ended questions at the end of the survey. Responses to these two questions were formatted, alphabetized, and reported in individual tables.

Quantitative data were cleaned to ensure proper coding. Then, frequencies, means, and standard deviations were run for each of the questions. (Please contact IR&P for complete tables).

Results:

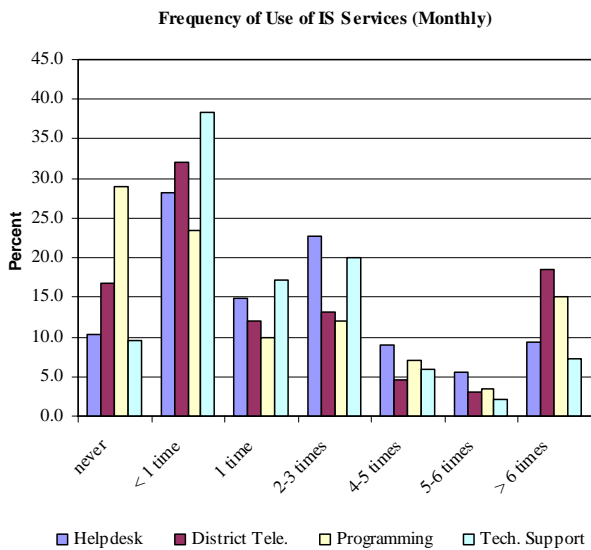
General.

- 82.5% of respondents agreed that the level of service provided by IS had improved over the last 3 years.

- The percentage of faculty and staff that rated IS response to technology as good, very good, or excellent was 84.5%.

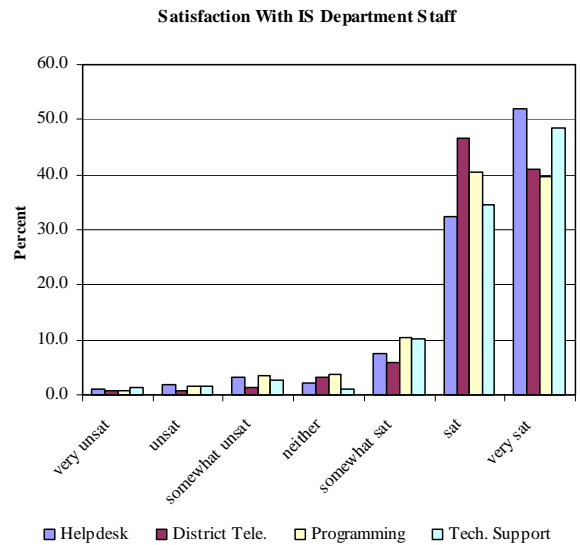
Frequency of Use, IS Services.

- The histogram below shows the percentage frequency of use for Helpdesk, District Telephone, Programming, and Technical Support Services. Helpdesk and Technical Support appear to be the most frequently utilized services.



Satisfaction.

- Overall, ratings of IS performance were good for all departments (Range: Ms = 5.12 to 6.23 on a 7-pt. scale).
- The following histogram represents respondents satisfaction with IS department staff. Generally across departments, respondents appear to be very satisfied with IS staff. Though respondents reported high levels of satisfaction with all four staffing areas (i.e. $\geq 80\%$ satisfied, or very satisfied), they were most satisfied with Helpdesk and District Telephone personnel (84.3% and 87.6% satisfied, or very satisfied respectively).



- In addition, respondents indicated a high level of satisfaction with Faculty eServices As Compared to Former Processes (M = 6.23, SD = 1.27), despite dissatisfaction with eServices Ease of Use (M = 3.06, SD = 1.22) (7-pt. scale; 1 = very unsatisfied, 7 = very satisfied).

Summary and Conclusions: In summary, 428 faculty and staff members completed a survey of IS performance. Of this group 82.5% felt that IS had improved over the last three years and 84.5% approved of IS response to technology. Helpdesk and technical support were the most frequently used services, and all departments were rated very favorably. Faculty eServices Ease of Use was identified as an area for improvement, however, respondents agreed that eServices is an improvement over former processes.

Complete quantitative and qualitative results of the study can be obtained from the Office of Institutional Research and Planning.

More information? Please contact the Office of Institutional Research and Planning if you have any questions about this or other research and planning issues (760-744-1150 Ext. 2360).