UNIVERSITY of HOUSTON | SUGAR LAND
Information Technology

Faculty IT Services Survey

On behalf of the UH Sugar Land Information Technology Department, I want to thank all the faculty who responded to the *Faculty IT Services Survey* in April 2018.

The results of the survey provided the department a great deal of information on faculty satisfaction with the current IT resources and services, as well as changes that faculty wanted to see.

We are currently assessing the data provided. The final assessment of that data will be used in the Strategic Planning Process that is currently underway for UH Sugar Land. In addition, the final assessment will help the IT Department during its review of the Department's Mission, as well as target resources to better meet faculty needs that the survey identified.

Again, thank you for taking time to respond to the survey. Please contact me if you have questions about the survey results or any issues you would like to further discuss. In addition, if you would like to see the final assessment when it is completed, please let me know and I will send a copy to you.
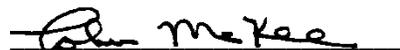
John McKee
Technical Services Manager
IT Department
UH Sugar Land

CONTACT INFORMATION
John McKee
jkmckee@uh.edu
(832) 842-2999

University of HOUSTON | SUGAR LAND
Information Technology

Faculty IT Services Survey Results

PROCESS SUMMARY

The Information Technology Department conducted a survey of faculty at UH Sugar Land from April 17-27, 2018. A general announcement about the survey was sent out to 108 subscribers on the faculty listserv. There were 30 responses for a **27.7%** response rate.

The survey measured faculty satisfaction with the current IT resources and services, as well as identified new services, or changes to current services, that faculty wanted to see made.

The survey gathered data in 4 broad response areas:

❖ General information, including UH college and academic program affiliation, number of semesters completed at UH Sugar Land, type of classes taught, and delivery method used.

❖ Current IT resources and services, including awareness and use of the technology, comfort level with the technology, use of computing devices, the wireless network, IT staff accessibility, types of assistance provided and the staff's professional demeanor.

❖ Changes to IT resources and services, including the types of change, room design in the general classrooms, computer labs, and video conference rooms, and the fulfillment of the IT Department's Mission.

❖ Communication and social media resources, including digital signage, the UH Sugar Land presence on Facebook and Twitter, the social media platforms faculty participate in, and faculty interest in participating in a Faculty Advisory Group on IT resources and services at UH Sugar Land.

The survey data will be used to:

➢ provide input into the UH Sugar Land strategic planning process,
➢ assist the IT Department in reviewing the Department's Mission, and,
➢ guide strategic decisions in allocating resources to current and new IT services that faculty feel is most important.

UNIVERSITY of **HOUSTON** | SUGAR LAND
Information Technology

Faculty IT Services Survey Results

GENERAL INFORMATION

This section of the survey asked general questions on the demographics of the faculty at UH Sugar Land. It also asked general questions on the length of time they had been at UH Sugar Land, the types of classes they taught, and the types of delivery methods they used.

Question – What College are you affiliated with?

College Affiliation	Respondents
College of Technology	63.33%
College of Nursing	13.33%
College of Education	13.33%
College of Liberal Arts and Social Sciences	3.33%
Graduate College of Social Work	3.33%
College of the Arts	3.33%

Question – In what academic programs do you teach or have responsibilities for? (Check all that apply)

Academic Program	Respondents
Administration & Supervision	6.67%
Biotechnology	6.67%
Computer Information Systems	3.33%
Construction Management	6.67%
Counseling	6.67%
Digital Media	20.00%
Elementary Education EC-6	6.67%
Human Resource Development	3.33%
Nursing – RN to BSN	10.00%
Nursing – Second Degree Nursing	13.33%
Nursing – Nurse Administration	6.67%
Nursing – Nursing Education	10.00%
Nursing – Family Nurse Practitioner	10.00%
Organizational Leadership & Supervision	6.67%
Professional Leadership (Ed.D)	3.33%
Retailing & Consumer Science	
Social Work	3.33%
Speech Language Pathology Assistant	
Supply Chain and Logistics Technology	16.67%
Technology Project Management	6.67%
Other **	

** Technical Communications

Question – How many semesters have you taught at UH Sugar Land?

Semesters Taught	Respondents
None (First Time)	10.00%
1	3.33%
2	6.67%
3	3.33%
4	23.33%
5	6.67%
6	3.33%
More than 6	43.33%

Question – Are the MAJORITY of classes you teach undergraduate, graduate, or post-baccalaureate?

Majority of Classes	Respondents
Undergraduate	73.33%
Graduate	26.67%
Post-Baccalaureate	

Question – What is the delivery method for the MAJORITY of your classes?

Majority of Delivery Method	Respondents
Face to face	56.67%
Online	
Video conference	
Hybrid	43.33%

Faculty IT Services Survey Results

CURRENT IT RESOURCES AND SERVICES

This section of the survey asked questions on the current IT resources and services at UH Sugar Land. The areas covered were their awareness and use of the resources and services, comfort level when using the technology, orientation on the technology and the quality of the orientation, use of a university or personal mobile computing device (i.e., laptop, tablet), satisfaction with the wireless network, accessibility of the IT staff, the types of issues that required assistance from the staff, satisfaction with the IT staff's demeanor, and their overall satisfaction with the current IT resources and services.

Question – Which best describes your level of awareness of what technology resources or services are available at UH Sugar Land?

Level of Awareness	Respondents
Very aware	23.33%
Aware	50.00%
Somewhat aware	26.67%
Not at all aware	

Question – What technology resources or services have you used at UH Sugar Land?

Resources or Services Used	Respondents
I have not used the technology resource or services	
Computers in faculty lounge (AMG 107)	36.67%
Open computer lab	10.00%
Multimedia computer lab (AMG 305)	20.00%
Instructional computer lab (AMG 302)	23.33%
Instructional computer lab (AMG 306)	20.00%
Video conference enabled classroom (AMG 309 | 319)	20.00%
Video conference enabled conference room (BH 301A | 301B)	13.33%
General classroom – instructor computer	70.00%
General classroom – audiovisual system	80.00%
General classroom – collaboration system (i.e., ShareLink)	13.33%
BH 180 (Auditorium) – instructor computer	20.00%
BH 180 (Auditorium) – audiovisual system	30.00%

Resources or Services Used	Respondents
BH 103A (Multipurpose Room) – audiovisual system	23.33%
BH 103A (Multipurpose Room) – collaboration system (i.e., ShareLink)	3.33%
BH 103B (Multipurpose Room) – audiovisual system	10.00%
BH 103B (Multipurpose Room) – collaboration system (i.e., ShareLink)	3.33%
UH wireless network	46.67%
Other **	

** Extra speakers that hook up to my Nano to play music
** Office computer with Skype to hold sessions with students

Question – Which best describes your comfort level when using the technology resources or services at UH Sugar Land?

Level of Comfort	Respondents
Very comfortable	50.00%
Comfortable	36.67%
Somewhat comfortable	13.33%
Not comfortable	

Question – Were you offered orientation or training by the IT staff at UH Sugar Land on the technology resources or services before you used them?

Orientation Offered	Respondents
Yes	50.00%
No	50.00%

The following question answered only by those who selected "No".

Question – Did you request orientation or training by the IT staff at UH Sugar Land on the technology resources or services before you used them?

Orientation Requested	Respondents
Yes	6.67%
No	93.33%

The following question answered only by those who selected "Yes" to orientation being offered or requested in the previous two questions.

Question – Which best describes the quality of orientation or training you received from the IT staff at UH Sugar Land prior to your use of the technology resources or services?

Quality of Orientation	Respondents
Excellent	36.36%
Good	36.36%
Fair	27.27%
Poor	

Question – If you have a university laptop, personal laptop, or other mobile computing device (i.e., tablet), how often do you use it at UH Sugar Land?

Frequency of Use	Respondents
Always	43.33%
Usually	6.67%
Sometimes	30.00%
Never	6.67%
I do not have a university laptop, personal laptop, or other mobile computing device	13.33%

The following question answered only by those who selected "Always", "Usually", or "Sometime".

Question – Which best describes your satisfaction with the speed, stability, ease of connection, and ease of use, of the UH wireless network at UH Sugar Land?

	Very satisfied	Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very dissatisfied	Never used
Speed	38.46%	50.00%	11.54%			
Stability	46.15%	34.62%	11.54%	7.69%		
Easy to connect	46.15%	42.31%	7.69%	3.85%		
Easy to use	53.85%	34.62%	11.54%			

Question – Which best describes how easily you can contact the IT staff when you need assistance at UH Sugar Land?

Ease of Contact	Respondents
Very easily	53.33%
Easily	33.33%
Neither easily or difficult	3.33%
Difficult	3.33%
Very difficult	
I have not needed to contact the IT staff	6.67%

The following 3 questions answered only by those who selected "Very easily", "Easily", "Neither easily or difficult", or "Difficult".

Question – What types of issue(s) have you requested assistance for from the IT staff at UH Sugar Land? (Check all that apply)

Type of Issue	Respondents
Problem with a room's technology (i.e., room computer, projector, audio system, etc.)	88.89%
Computer not working correctly	40.74%

Type of Issue	Respondents
How to use a specific computer program or application	29.63%
Could not log on to the computer	25.93%
Printer not working correctly	18.52%
Connecting my mobile phone to the wireless network	11.11%
Account locked out	11.11%
Connecting to UH VPN (Virtual Private Network)	7.41%
Problem with my portable device (e.g., USB flash drive, DVD, CD, etc.)	3.70%
Connecting my laptop to a room's projection / display / audio system	3.70%
Forgot or did not know my user name	3.70%
Forgot / did not know / needed to reset my password	3.70%
Connecting my mobile device (e.g., tablet) to a room's projection / display / audio system	
Connecting my laptop to the wireless network	
Connecting my mobile device (e.g., tablet) to the wireless network	
Other **	

** In Room 102, where I teach a music class, sometimes I need to play a specific audio file (not available on the Internet) from my phone or Nano. The current system will not play through the ceiling speakers and show the PowerPoint computer screen on the large screen at the same time. It is either one or the other. I wish it would accommodate this situation. I was given extra external speakers to hook up to play. It would be more convenient if the system could accommodate all presentations.

** Missing software

** Computers need to have AccessUH icon on the desktop

Question – When an IT staff member assisted you at UH Sugar Land, what best describes your level of satisfaction with their professional demeanor?

	Very satisfied	Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very dissatisfied
They listened carefully	75.00%	25.00%			
They were knowledgeable	78.57%	21.43%			
They were responsive	71.43%	28.57%			
They were patient	78.57%	21.43%			
They were courteous	82.14%	17.86%			

	Very satisfied	Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very dissatisfied
They were friendly	78.57%	21.73%			

Question – Which best describes your OVERALL satisfaction with the assistance you have received from the IT staff at UH Sugar Land?

Satisfaction Level	Respondents
Very satisfied	64.29%
Satisfied	35.71%
Neither satisfied or dissatisfied	
Dissatisfied	
Very dissatisfied	

Question – Which best describes your satisfaction with how well the current IT resources and services meet your academic needs at UH Sugar Land?

Satisfaction Level	Respondents
Very satisfied	37.93%
Satisfied	51.72%
Neither satisfied or dissatisfied	10.34%
Dissatisfied	
Very dissatisfied	

Faculty IT Services Survey Results

CHANGES TO IT RESOURCES OR SERVICES

This section of the survey asked questions on changes to the IT resources and services at UH Sugar Land. The areas covered were what type of general changes faculty wanted to see, changes to the classroom design in the general classrooms, computer labs, and the video conference classrooms. The IT Department's Mission Statement was also listed, and faculty were asked whether the department was fulfilling its Mission and what parts of the Mission it was not fulfilling.

Question – Would you like to see any changes to the IT resources and services at UH Sugar Land?

See Changes	Respondents
Yes	26.67%
No	30.00%
Do not know	43.33%

🖥 The following question answered only by those who selected "Yes".

Question – What changes to the IT resources or services would you like to see? (Check all that apply)

Changes Made	Respondents
Resources or services that create or enhance more faculty collaboration	71.43%
Resources or services that create or enhance more student collaboration	71.43%
Resources or services that provide "anytime, anywhere" access	71.43%
Resources or services that provide blended learning environments (i.e., multiple delivery methods)	71.43%
Resources or services that use mobile personal devices (e.g., laptops, tablets, phones) with the computing and audiovisual network	57.14%
Other **	

** Speed up login times in Brazos 361 and 363

** The projector screens cover the whole whiteboards in the classrooms. I need a way to use the projector screens and the whiteboard at the same time. I have discussed the option of having the Elmo system in classrooms other than the labs, so I can use the projector for the content slides and as a whiteboard.

** I would appreciate it if all computers and AV equipment in every classroom would allow faculty notes on the computer without displaying on screens.

** Please communicate and facilitate regularly scheduled IT "on-boarding" activities or introductory workshops with open registration throughout the semester. I have no idea where to gain access to tech updates and services that would be useful for instruction on campus.

** See previous comment – (In Room 102, where I teach a music class, sometimes I need to play a specific audio file [not available on the Internet] from my phone or Nano. The current system will not play through the ceiling speakers and show the PowerPoint computer screen on the large screen at the same time. It is either one or the other. I wish it would accommodate this situation. I was given extra external speakers to hook up to play. It would be more convenient if the system could accommodate all presentations.)

** I have no tools to develop gasified learning; we lack online group abilities (Blackboard sucks and I do not want to rely on Facebook, LinkedIn, other third-party software); Blackboard is so backwards; there is no online documentation for faculty or part-timers; I want a tool like Eventbase for the students and the staff.

** More software

Question – Would you like to see any changes to the classroom design in the general classrooms?

Changes to Room Design	Respondents
Yes	50.00%
No	30.00%
Do not know	16.67%
Do not use the general classrooms	3.33%

The following question answered only by those who selected "Yes".

Question – What changes to the classroom design in the general classrooms would you like to see?

- More power outlets in the rooms for students
- Larger
- Mentioned this in the previous question – need a way to use the projector screens and the whiteboards at the same time
- Circular set up in some classrooms to allow for discussion among students and faculty
- More functional for today's learner. Moveable desks. Less old school table and chairs. Stand up computer stands in some classes. Interactive grease boards for faculty computers (drawing out concept, work math problems)
- Desk / PC stations that can be moved into small groups or pods
- Whiteboard to overlap with projector screen so one can write on whiteboard on projected slides. Computers on lecterns instead of on low tables. Those tables are designed for instructors who sit down while teaching. Or at least make the mouse cord longer so it will reach the mini-lecterns that go on top of the tables. There should be more flexibility in arranging the monitors, keyboard, mouse.
- Better lighting
- I would like to have additional white boards mounted on the walls that are not obscured by the projector screen. On some of my presentations, I draw illustrations on the white board and it is difficult to do if the board is obscured by the screen
- HDMI connections and HD projectors / monitors
- The screens cover the whiteboards. I would like more whiteboards towards the front of the class

- More flexibility – collaborative, interactive like the Interactive Learning classrooms on the Main campus
- Better console / chair

Question – Would you like to see any changes to the classroom design in the computer labs?

Changes to Room Design	Respondents
Yes	13.33%
No	36.67%
Do not know	23.33%
Do not use the computer labs	26.67%

The following question answered only by those who selected "Yes".

Question – What changes to the classroom design in the computer labs would you like to see?

- I have few students in my class. A small class will be good enough. Appropriate software needed to be installed in the computers
- Seating / PC alignment to encourage small group activities (Pods). It would help to have greater mobility as I walk through the lab to review student work. If the stations are set as pods, I can walk around and vie the monitors freely instead of having to squeeze through seats
- Better lighting; the monitors are cheap and the color sucks; the projector is never calibrated to match color either
- Better or longer console / chair

Question – Would you like to see any changes to the classroom design in the video conference classrooms?

Changes to Room Design	Respondents
Yes	6.67%
No	23.33%
Do not know	23.33%
Do not use the video conference rooms	46.67%

The following question answered only by those who selected "Yes".

Question – What changes to the classroom design in the video conference classrooms would you like to see?

- See previous comment – (More functional for today's learner. Moveable desks. Less old school table and chairs. Stand up computer stands in some classes. Interactive grease boards for faculty computers [drawing out concept, work math problems])
- Again, the screens cover the white boards, so I cannot walk through ideas and brainstorm easily

Question – The stated mission of the IT Department at UH Sugar Land is *"To support the development of a world class academic program by delivering value to our students, faculty, and staff in an environment that is consistent, responsive to solving problems, and adaptive to change. We believe that our customers deserve a knowledgeable staff that puts them at ease when using technology."*

Do you feel the IT Department at UH Sugar Land is fulfilling that mission?

Fulfilling Mission	Respondents
Yes	83.33%
No	6.67%
Do not know	10.00%

🖥 The following question answered only by those who selected "Yes".

Question – What part(s) of the IT Department's Mission at UH Sugar Land do you think it is NOT fulfilling? (Check all that apply)

Not Fulfilling	Respondents
Supporting the development of a world class academic program	
Delivering value to the students	
Delivering value to the faculty	
Delivering value to the staff	
Having a technology environment that is consistent	
Having a technology environment that is responsive to solving problems	100.00%
Having a technology environment that is adaptive to change	100.00%
Having a knowledgeable staff	
Having a staff that puts customers at ease when using technology	
Other **	

** I am guessing purchasing, along with lawyers, is affecting the ability to change fast enough with the times. But I am not impressed with the lack of software options for teaching (which is most important); followed by communication (second most important)

Faculty IT Services Survey Results

COMMUNICATION AND SOCIAL MEDIA RESOURCES

This section of the survey asked questions on the digital signage at UH Sugar Land, as well as its social media presence. The areas covered were awareness of the digital signs and satisfaction with their content, changes to the type or quality of the sign content, awareness of the faculty with the UH Sugar Land presence on Facebook and Twitter, their satisfaction with that presence, and what social media platforms they used.

Question – Have you seen the digital signs at the various locations at UH Sugar Land?

Have Seen Digital Signs	Respondents
Yes	43.33%
No	40.00%
Do not know	16.67%

The following two questions answered only by those who selected "Yes".

Question – Which best describes your satisfaction with the type and quality of information that is displayed on the digital signs?

Satisfaction Level	Respondents
Very satisfied	23.08%
Satisfied	46.15%
Neither satisfied or dissatisfied	23.08%
Dissatisfied	
Very dissatisfied	
I do not read the digital signs	7.69%

Question – Would you like to see any changes made to the type or quality of information on the digital signs?

Changes to Digital Signs	Respondents
Yes	7.69%
No	46.15%
Do not know	46.15%

Question – What changes would you like to see made to the type or quality of information on the digital signs?

- Less info; larger fonts; consistency in format between screens

Question – Have you seen the UH Sugar Land page on Facebook?

Have Seen Facebook Page	Respondents
Yes	30.00%
No	53.33%
I did not know there was a UH Sugar Land Facebook page	16.67%

🖥 The following question answered only by those who selected "Yes".

Question – Which best describes your satisfaction with the UH Sugar Land Facebook page?

Satisfaction Level	Respondents
Very satisfied	22.22%
Satisfied	44.44%
Neither satisfied or dissatisfied	11.11%
Dissatisfied	■■■■■
Very dissatisfied	■■■■■
I do not read the UH Sugar Land Facebook page	22.22%

Question – Have you seen the UH Sugar Land Twitter feed?

Have Seen Twitter Feed	Respondents
Yes	6.90%
No	68.97%
I did not know there was a UH Sugar Land Twitter feed	24.14%

🖥 The following question answered only by those who selected "Yes".

Question – Which best describes your satisfaction with the UH Sugar Land Twitter feed?

Satisfaction Level	Respondents
Very satisfied	33.33%
Satisfied	■■■■■
Neither satisfied or dissatisfied	33.33%
Dissatisfied	■■■■■
Very dissatisfied	■■■■■
I do not read the UH Sugar Land Twitter feed	33.33%

Question – What social media platforms do you use? (Check all that apply)

Social Media Used	Respondents
Facebook	71.43%
Twitter	42.86%
Snapchat	7.14%
Instagram	25.00%
YouTube	64.29%
I do not use any social media platforms	10.71%
Other **	███████████████████

** 6 responses - LinkedIn
** 1 response - LinkedIn (I have gotten rid of the rest due to privacy & free speech concerns)
** 1 response - LinkedIn.com

Faculty IT Services Survey Results

OVERALL SATISFACTION

The final section of the survey asked faculty about their overall satisfaction with the IT resources and services at UH Sugar Land and any final comments they wanted to make. It also asked faculty if they would be interested in participating in a Faculty Advisory Group about the IT resources and services.

Question – Which best describes your OVERALL satisfaction with the IT resources and services at UH Sugar Land?

Satisfaction Level	Respondents
Very satisfied	50.00%
Satisfied	43.33%
Neither satisfied or dissatisfied	6.67%
Dissatisfied	
Very dissatisfied	

Question – Would you be interested in participating twice a year in a Faculty Advisory Group about the IT resources and services at UH Sugar Land?

Interested in Participating	Respondents
Yes	46.67%
No	53.33%

COMMENTS

- The best IT support group I ever had. Great job, team!
- Thank you for the opportunity to provide qualitative and quantitative feedback. We all benefit from shared vision, strategy and alignment of roles/ tactics.
- When it comes to general issues, the IT staff has never disappointed. When it comes to innovation and future vision, I am less than impressed. No one seems to be fighting for new tools and the next wave of technology. Example: Where are the corporate sponsors that work with our team to do researched based trial runs of new software or hardware? We should be proactive, not just bashing our heads in on the same issue of some idiot who forgot his password for the millionth time.
- I have never been able to print out any documents from my Blackboard files in the faculty lab. I sure wish there were some kind of instructions for that printer.
- The only difficulty I have had with IT since 2013 has been this year. A software program I needed for my class (Visio) disappeared between semesters and wasn't available for my first class of the week. I went to IT and requested it before my next class. It was not there for the next class. I went online and filled out a formal request. The next week, it was still not present, and this was when I needed the program the most to show the students how to do some complex graphs. When I went to IT they said "Oh, we didn't have time to get to it." It is now at the end of the semester and the software is still not on the computer.