



Information & Communications Technology Satisfaction Surveys 2009

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1 Summary

Surveys of staff and students conducted in 2009 showed a marked increase in satisfaction with ICT services across many areas compared to 2008. Staff and postgraduates particularly appreciated the improvement in feedback received on incidents reported to the Helpdesk, while students were much more satisfied with their printing and internet quotas. Staff and postgraduates also reported needing to contact the Helpdesk less in 2009 than they did in 2008; and waiting less time for both urgent and non-urgent onsite service visits. The increased levels of satisfaction were exhibited across all Faculties and Divisions with the biggest improvement being exhibited by staff and postgraduates in ECMS. This trend was also reflected in the University of Adelaide's improved benchmark position against other Australasian universities.

2 Background

The University of Adelaide has a tradition of regularly assessing its staff and students' satisfaction with the ICT facilities it provides using on-line attitudinal surveys. In 2008 and 2009 the University of Adelaide participated in an Australia and New Zealand wide study of staff and postgraduate students' satisfaction with ICT initiated by CAUDIT and conducted by Systems Thinking.

In separate surveys, all students were invited to participate in a comprehensive survey covering many aspects of ICT facilities conducted by the Infrastructure Branch in 2008; and a general satisfaction survey in 2009 coordinated by Student Services.

In all instances respondents were invited to participate via email and a reasonable response rate was achieved (Table 1). The results reported here focus on the ICT facilities that were included in both the 2008 and 2009 surveys and highlight the changes that have occurred.¹

Table1: Number of people responding to each survey (*respondents did not necessarily answer all questions*)

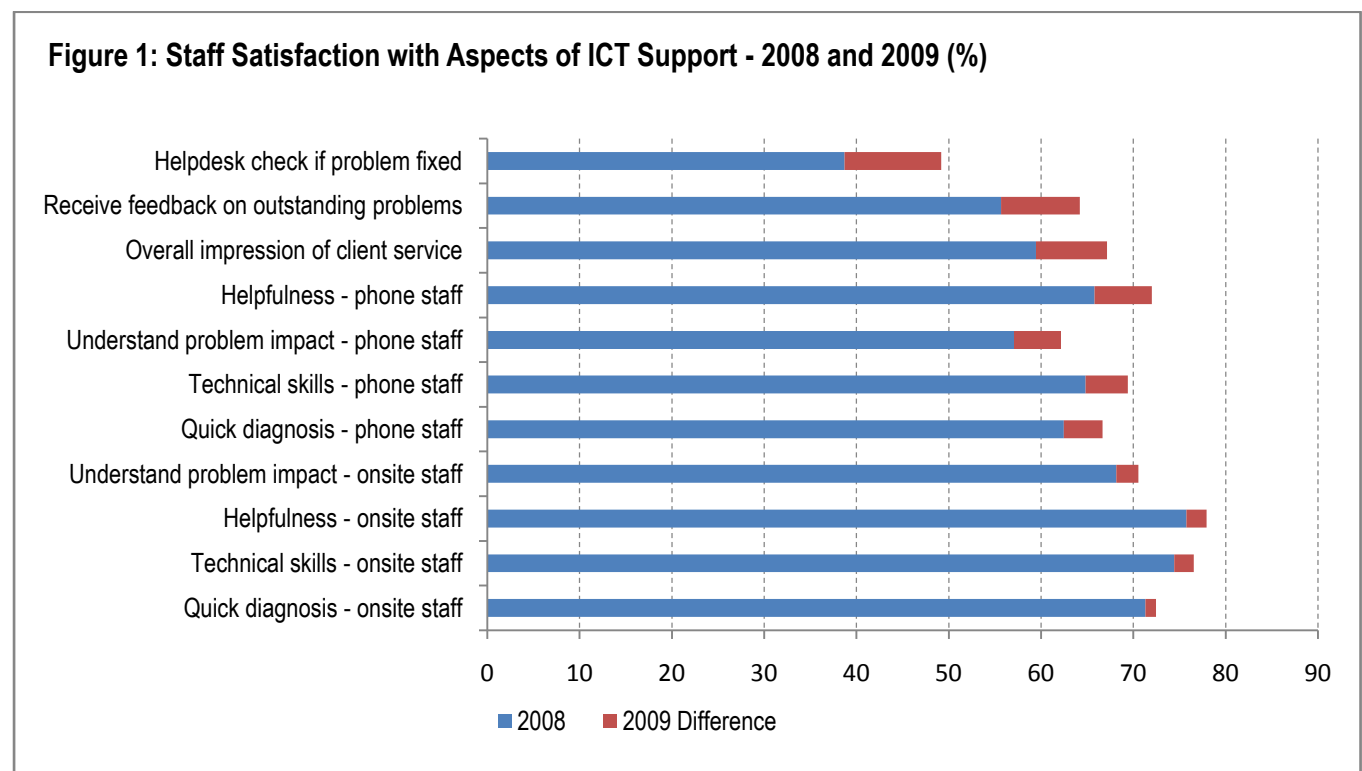
Survey (Coordinated by)	2008	2009
Staff and Postgraduate ICT Support Satisfaction (Systems Thinking)	1,348	1,395
Student Satisfaction with IT Facilities (Infrastructure Branch)	2,295	
Student Satisfaction (Student Services)		2,247

¹ Results are reported as bar charts with the 2008 values in blue, and the difference between the 2008 and 2009 results in red; sorted in order of most to least improved. Where red bars appear to the right of the blue an improvement in satisfaction is indicated. Red bars to the left of the blue indicate a reduction in satisfaction in 2009 compared to 2008.

3 Staff and Postgraduate Students

3.1 Satisfaction with ICT Support

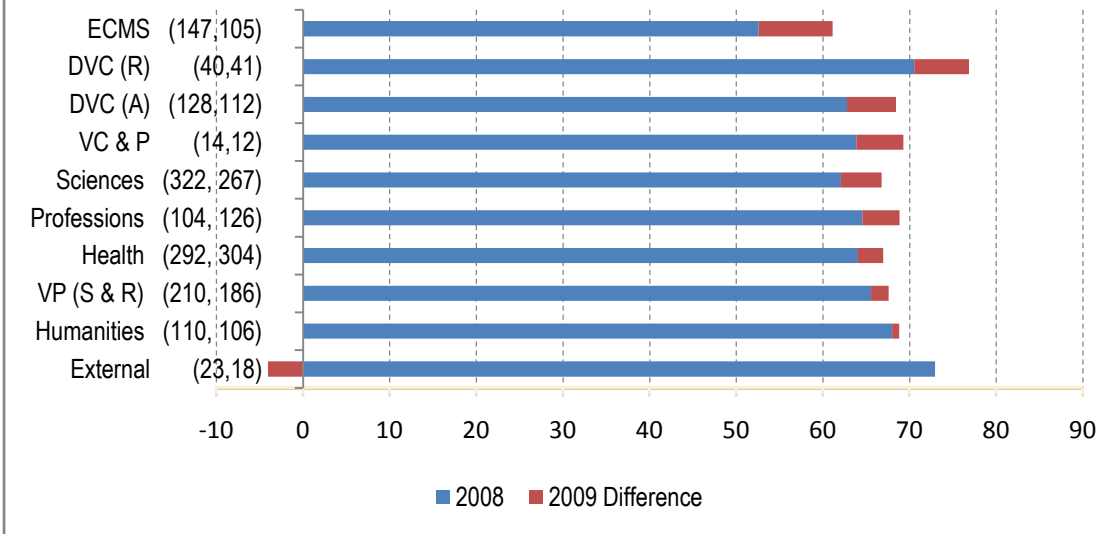
In 2008 and 2009, all staff and postgraduate students were invited to rate their satisfaction with ICT support at the University by responding to a series of attitudinal questions about telephone and on-site support (Figure 1). All aspects of satisfaction showed an improvement between 2008 and 2009, with aspects of feedback to staff and postgraduate students, and the overall impression of IT support, being the most improved elements. The phone staff were perceived to have improved by about 5% in all areas – helpfulness, understanding problem impact, technical skills and quick diagnosis. Some improvement was also noted in all areas for onsite staff as well. Although the magnitude of the increases for onsite staff were less, the overall level of satisfaction with onsite staff is greater than that with phone staff due to the 'personal contact' factor.



This increase in satisfaction with IT support was demonstrated across all Faculties and Divisions with the greatest improvement being reported by ECMS (Figure 2). The DVC(R) also showed a marked improvement which lead to its staff being the most satisfied of any Faculty or Division in 2009. The level of satisfaction across all Faculties and Divisions was very similar in 2009, with the exceptions of ECMS (still below average despite its improvement above 2008 levels) and the DVC(R). The only area to exhibit a reduction in their satisfaction level was externals such as SATAC and Adelaide to Outback who are provided with accounts but little other ICT support.

Figure 2: Staff and Postgraduate Satisfaction % by Area - 2009 & 2008

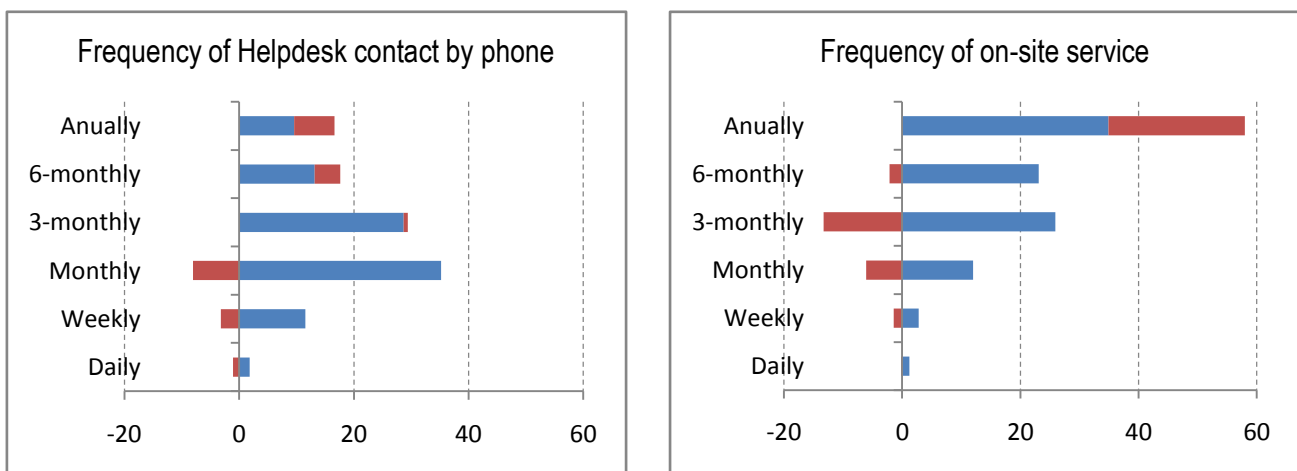
(including number of respondents - 2008, 2009)



3.2 Frequency of contact with Technology Services

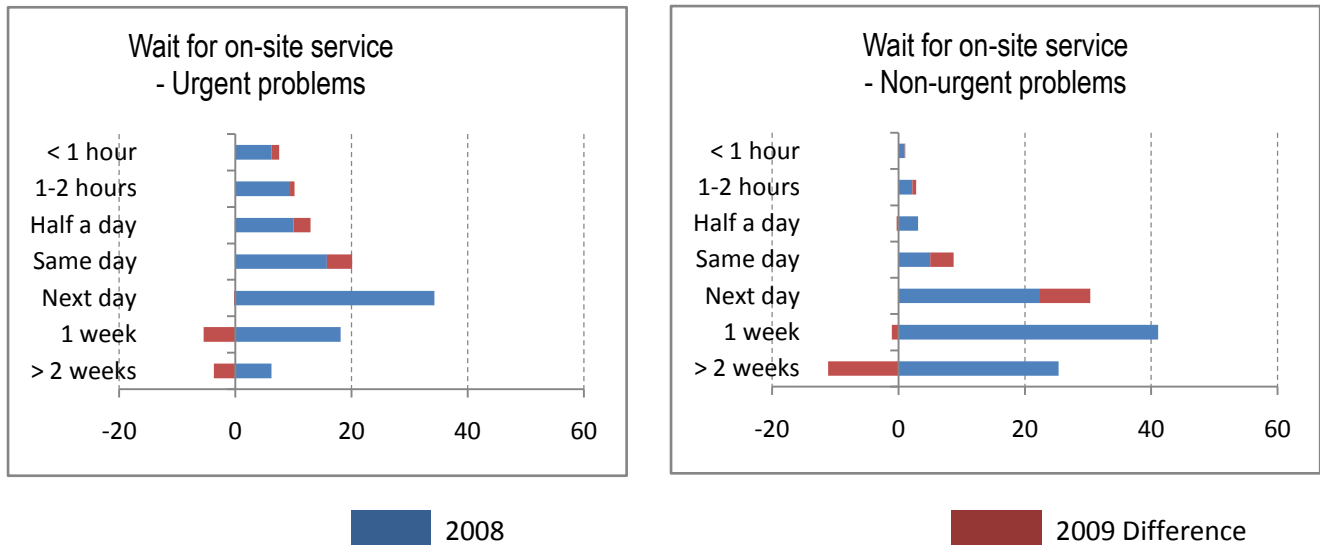
Staff and postgraduate students reported a reduction in both the frequency of phone calls to the Helpdesk and the need for onsite service visits in 2009 compared to 2008. There was a significant reduction in the number of staff and postgraduates who telephoned the Helpdesk weekly and monthly, matched by an increase in the number who telephoned 6 monthly and annually (Figure 3). A similar pattern was exhibited in the frequency of onsite service visits with a significant decrease in monthly and 3 monthly visits, and a large increase in annual visits. Coupled with the general increase in satisfaction, these trends suggest that fewer problems requiring assistance were experienced in 2009 compared to 2008.

Figure 3: Frequency of Helpdesk calls and onsite visits in 2008 & 2009



In addition, average waiting times for both urgent and non-urgent onsite visits fell between 2008 and 2009 (Figure 4). Most staff and postgraduates with an urgent problem requiring an onsite visit received this visit on either the day the incident was logged, or the next day. There was a reduction in the number of staff waiting a week or more for an urgent onsite visit, and an increase in staff receiving same day service. Most staff with non-urgent problems received a visit within a week. A significant increase in the number of next day visits for onsite service was reported together with a reduction in the number waiting more than 2 weeks.

Figure 4: Wait for urgent and non-urgent onsite visits in 2008 & 2009



3.3 Benchmarking against other Universities

In 2009 25 universities across Australia and New Zealand involving 15,472 staff and 3,638 students participated in the University Service Quality Benchmark survey. A similar number of universities and people participated in 2008. While a relatively complex statistical device was used to compare overall satisfaction rates, a relatively simple “Top 2 Box” rating system was used for the benchmark analysis of the individual questions. The “Top 2 Box” rating system (T2B) combines the good and very good responses into a single “satisfied” percentage.

The University of Adelaide was one of the few universities to experience a noticeable improvement in overall staff satisfaction with ICT support between 2008 and 2009, with several universities showing a decline in overall satisfaction levels (Figure 5).

Figure 5: Overall satisfaction levels for Universities participating in 2008 & 2009

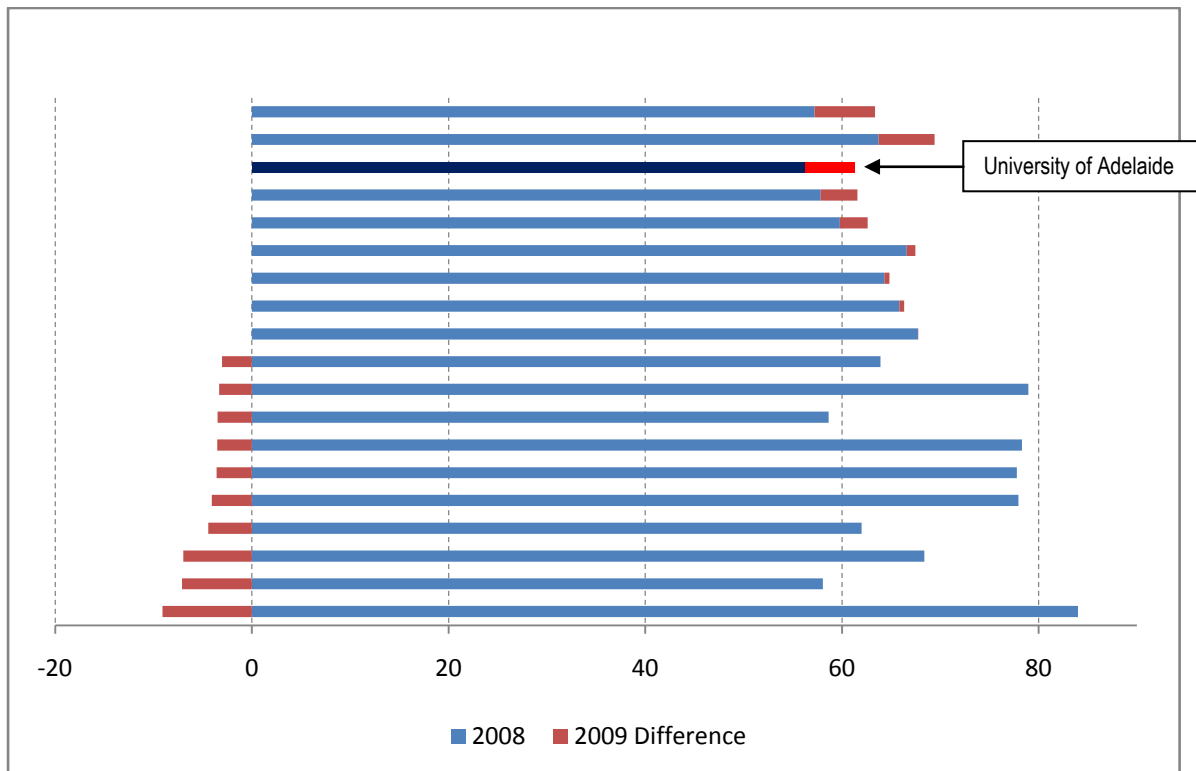


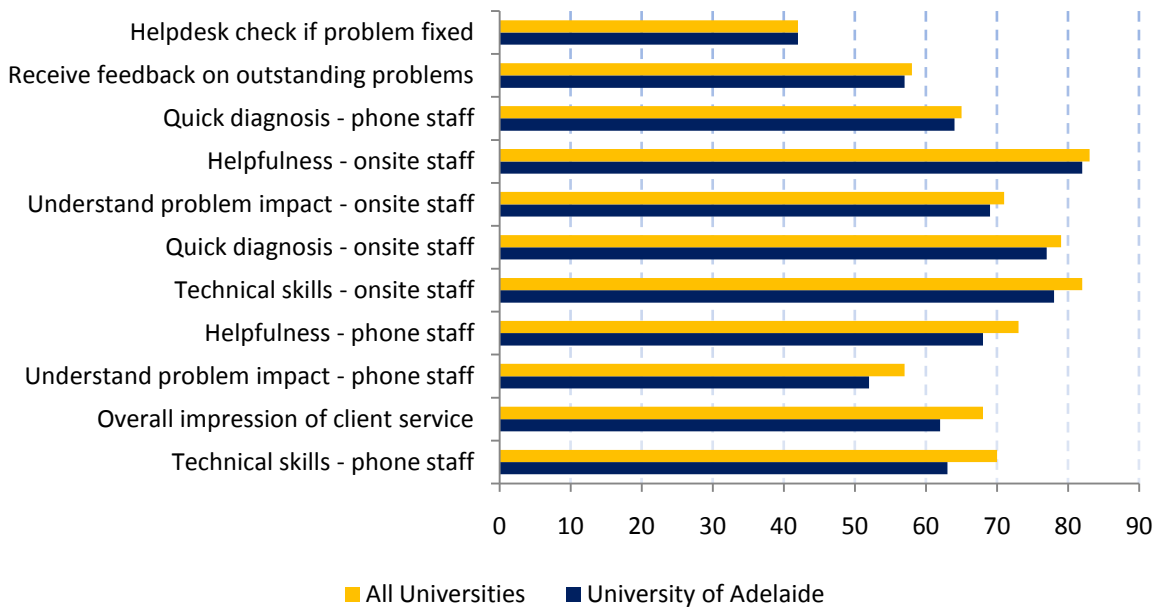
Figure 6 indicates the “Top 2 Box” (T2B - good and very good responses) for staff and postgraduate student satisfaction with ICT support for the University of Adelaide and “all Universities”. There was a negligible difference of 2 percent or less between the T2B satisfaction levels for University of Adelaide compared to all Universities for;

- Receiving regular feedback on a problem if it is not fixed on the first attempt,
- How often the Helpdesk follows up to ensure a problem was permanently fixed,
- Speed of problem diagnosis by both Helpdesk and on-site staff, and
- Helpfulness and understanding of impact of technology problems by on-site staff.

Differences of 4 to 7 percent between the University of Adelaide and all participating universities were exhibited for the following elements of staff satisfaction;

- Technical skills of both Helpdesk and on-site staff,
- Helpfulness and understanding of impact of technology problems by Helpdesk staff, and
- Overall impression of client services.

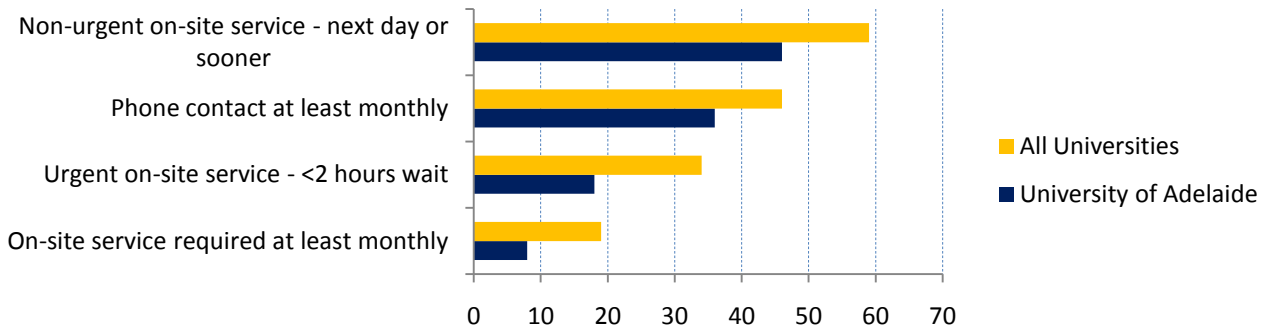
Figure 6: Staff and Postgraduate Satisfaction 2009 - Top 2 Boxes %



Larger differences were exhibited between the University of Adelaide and the other Universities for the questions relating to frequency of contact and timing of on-site support visits (Figure 7). Less than 20% of University of Adelaide staff and postgraduates who require an urgent on-site visit reported waiting 2 hours or less compared to the average of 34% for all Universities. For non-urgent jobs 46% of University of Adelaide staff reported waiting no more than the next day for on-site support compared to 59% across all Universities. When asked about how often they required on-site support 8% of University of Adelaide staff reported using this service at least monthly while the average was 19%. About one third of University of Adelaide staff contacted the Helpdesk by phone at least monthly compared to 46% across all Universities.

Without understanding the nature of the IT support provided at each University it is difficult to know how to interpret these latter differences. With the current University of Adelaide model where IT support is largely provided in response to a problem or service request, and support is provided by a relatively small number of centralised support staff; the relatively low frequencies of contact are likely to be an indicator of staff having relatively few problems. At other Universities with a decentralised model of IT support, a higher frequency of contact may indicate a different type of support including on-site consulting, training or advice.

Figure 7: Frequency of Helpdesk calls and on-site visits 2009

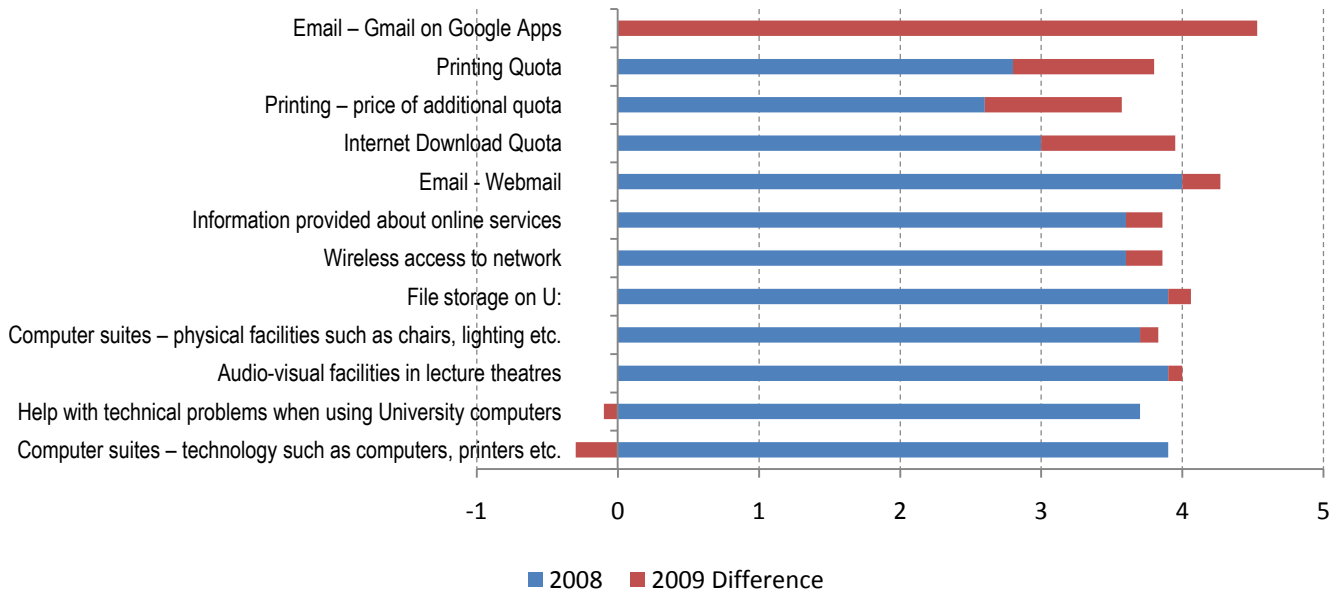


4 Student Satisfaction with IT Services

4.1 A Student View – The University of Adelaide Student Satisfaction October 2009

In 2009 students scored a range of IT resources/facilities on a 5 point scale from 1 (does not meet my needs at all) to 5 (meets all of my needs). Similar information was collected in 2008 on a 5 point satisfaction scale from 1 (very dissatisfied) to 5 (very satisfied). A range of questions was asked about each online service in 2008 compared to a single question about each service in 2009. Despite this difference in the nature of the data between 2008 and 2009, broad comparisons give an indication of the changes in satisfaction levels (Figure 8). In 2009 students were most satisfied with the new Gmail service for email. Three services showed a marked improvement in satisfaction levels between 2008 and 2009 – printing quota, printing - price of additional quota, and internet download quota. While satisfaction levels with almost all of the other services had improved, the improvements are not large. Student satisfaction with the technology facilities provided to them in computer suites declined somewhat between 2008 and 2009.

Figure 8: Student Satisfaction with IT - 2008 and 2009



4.2 Student Access to ICT Devices

In both 2008 and 2009 students were asked about their access to ICT devices (Figure 9). Virtually all students have access to a mobile phone, and most have access to a computer and broadband at home as well as a laptop. Although there was a very significant increase in the number of students with access to a mobile phone/PDA with wifi, and MP3 players/iPods both with and without video capability; they are still not ubiquitous.

Figure 9: Student access to ICT devices - 2008 and 2009

