

**Faculty IT Committee**  
**23 May 2019**  
**Report on the 2019 Faculty IT Survey**

In the spring of 2019, the Faculty IT Committee distributed a brief survey regarding satisfaction with the state of technology at the University of South Carolina to faculty. The project had two goals:

- to begin to collect longitudinal data on technology
- to identify topics for investigation by the IT Committee during the 2019-2020 academic year

The survey was erroneously sent not only to faculty but to all faculty *and* staff. 483 responses were received; however, more than half of all respondents selected “Other” or did not reply to the demographic question about their rank. Null (n=140) and “Other” (n=115) responses to this question were removed. 228 responses remained.

Satisfaction ratings were collected in the interest of future longitudinal comparisons. However, we note:

- in the aggregate, satisfaction with IT services and support offered by *units* appears to exceed satisfaction with those provided *centrally* by the Division of IT (see Appendix 1)
- satisfaction appears to be lower, and confusion appears to be greater, in the College of Arts and Sciences relative to other academic units (See Appendix 2)

From the comments submitted, the Committee selected the following issues for further exploration:

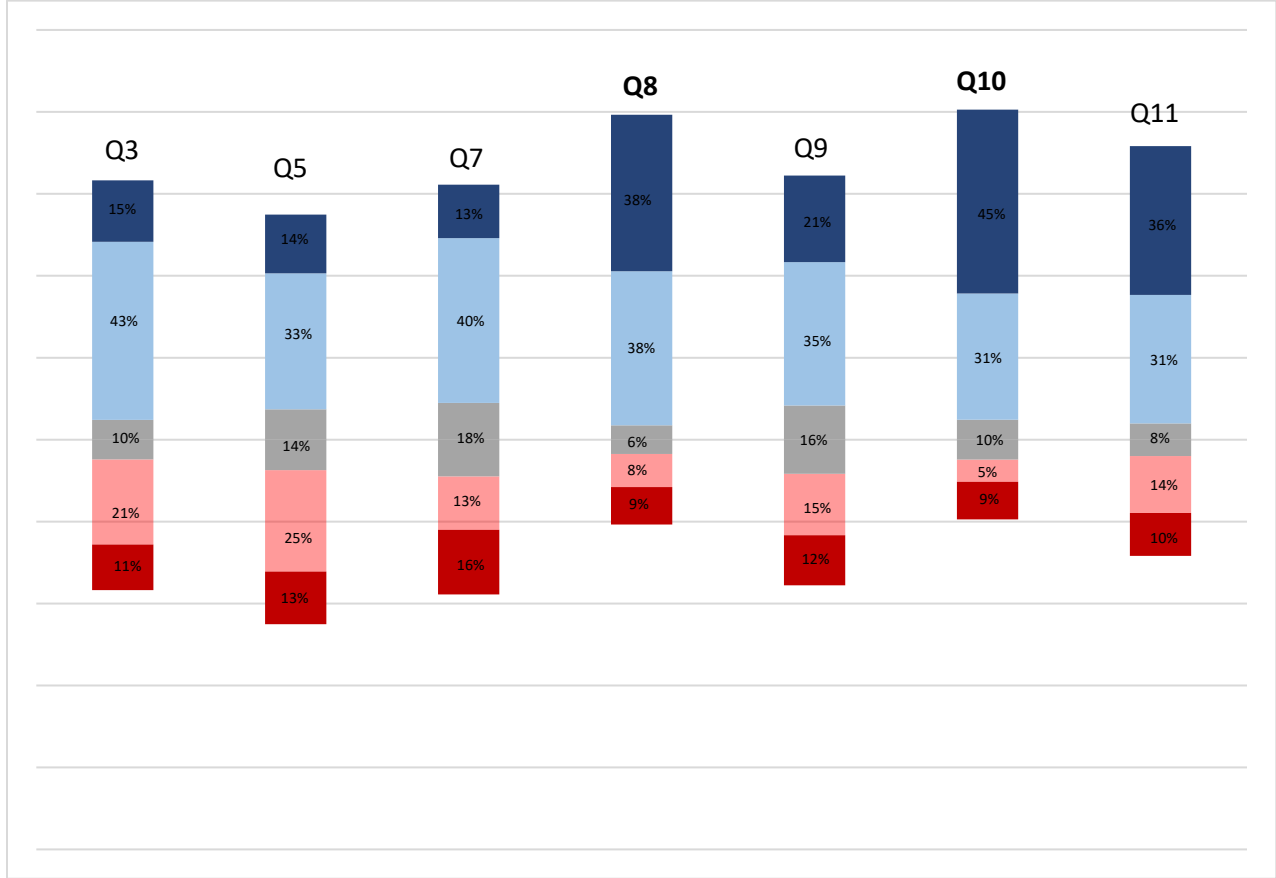
- classroom support: at least 23 respondents expressed concerns about response time and/or voiced support for greater centralization of classroom support
- governance: at least 19 respondents weighed in on issues that might broadly be understood as related to governance of IT infrastructure
- email: at least 12 respondents voiced concerns about the migration and/or spam filtration
- Service Desk: at least 12 respondents requested expanded service hours (an area DoIT is already working to address), and at least 6 expressed dissatisfaction with the experience level of staff answering phones
- sitewide Software Licensing: at least 12 respondents requested more sitewide software licenses and/or more faculty input into sitewide software licenses
- Learning Management Systems: at least 10 respondents signaled a desire to explore other Blackboard offerings and/or competing software options
- PeopleSoft: at least 4 respondents expressed dissatisfaction; 1 specifically cited grant management as an ongoing problem
- University Counsel rejecting software contracts: only 1 respondent raised this issue; however, Committee members felt it was grave enough to merit consideration

The Committee also notes:

- an upcoming update to Banner will include the option to upload grade spreadsheets exported from Blackboard, a feature requested by at least 2 respondents
- several respondents raised critical facilities and communications issues (e.g., HVAC, website); these concerns arguably fall outside the scope of the IT committee, but might nonetheless merit further exploration by the Faculty Senate or other governance bodies

See Appendix 3 for aggregated responses. Raw data (including comments & staff responses) may be shared upon request.

## Appendix 1: Comparison of satisfaction ratings

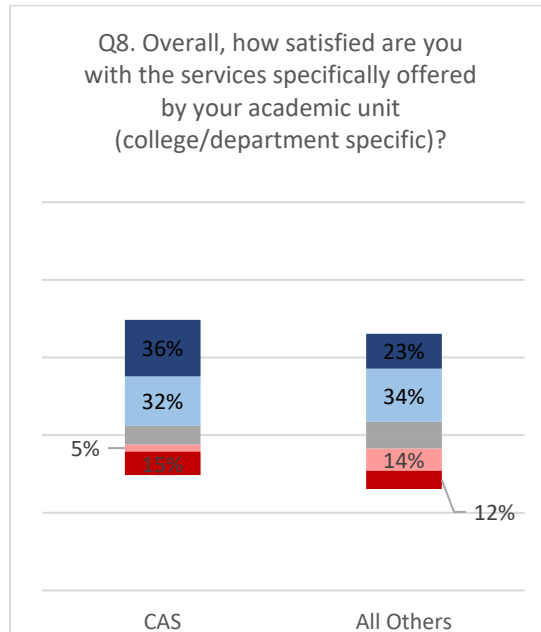
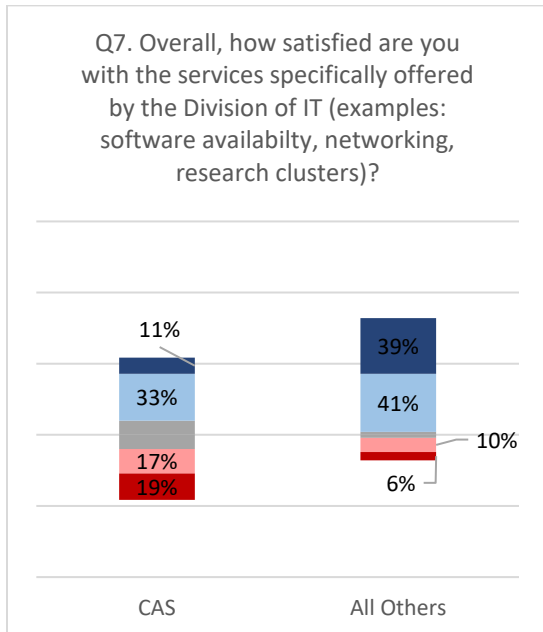
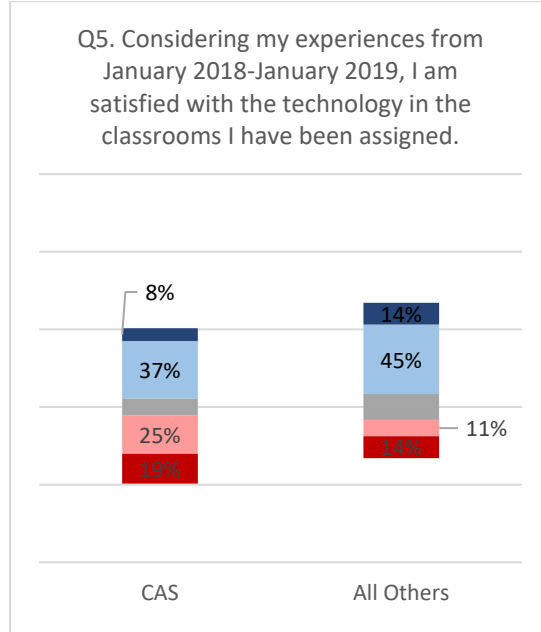
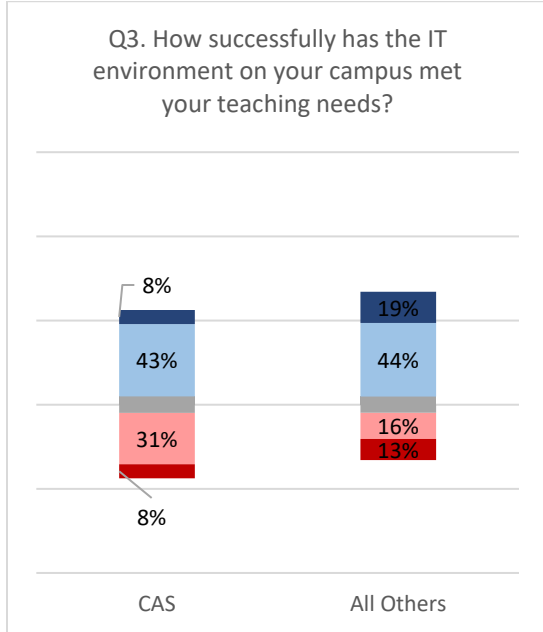


Questions in **bold** in the chart above and listed below pertain to units, rather than to the Division of IT.

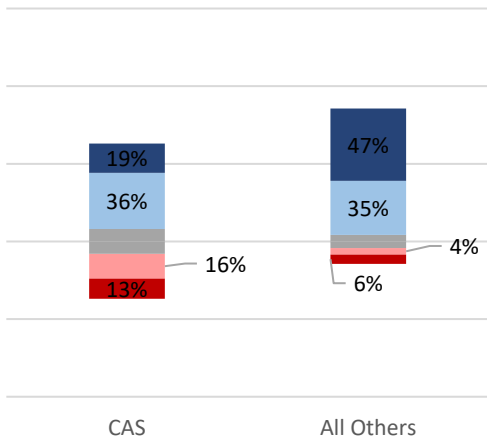
- Q3. How successfully has the IT environment on your campus met your teaching needs? (Very unsuccessful—dark red; Somewhat unsuccessful; Neither successful nor unsuccessful; Somewhat successful; Very successful—dark blue)
- Q5. Considering my experiences from January 2018-January 2019, I am satisfied with the technology in the classroom(s) I have been assigned. (Strongly disagree; Somewhat disagree; Neither agree nor disagree; Somewhat agree; Strongly agree)
- Q7. Overall, how satisfied are you with the services specifically offered by the Division of IT (examples: software availability, networking, research clusters)? (Very dissatisfied; Somewhat dissatisfied; Neither satisfied nor dissatisfied; Somewhat satisfied; Very satisfied)
- Q8. Overall, how satisfied are you with the services specifically offered by your academic unit (college/department specific)?** (Very dissatisfied; Somewhat dissatisfied; Neither satisfied nor dissatisfied; Somewhat satisfied; Very satisfied)
- Q9. Overall, how satisfied are you with the support offered by the Division of IT (examples: Service Desk, Service Desk Now portal)? (Very dissatisfied; Somewhat dissatisfied; Neither satisfied nor dissatisfied; Somewhat satisfied; Very satisfied)
- Q10. Overall, how satisfied are you with the services and support offered by your academic unit (college/department specific)?** (Very dissatisfied; Somewhat dissatisfied; Neither satisfied nor dissatisfied; Somewhat satisfied; Very satisfied)
- Q11. Please rate your level of agreement with the following statement: “When I have an IT problem or need, I know where to go for a solution” (Strongly disagree; Somewhat disagree; Neither agree nor disagree; Somewhat agree; Strongly agree)

## Appendix 2: College of Arts and Sciences (CAS) comparison

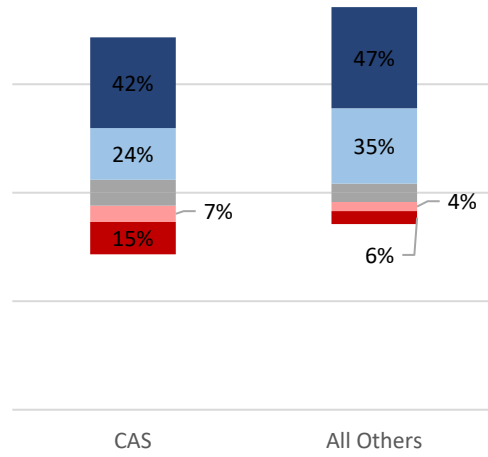
With the exception of unit-level services, satisfaction ratings are relatively lower in the College of Arts and Sciences.



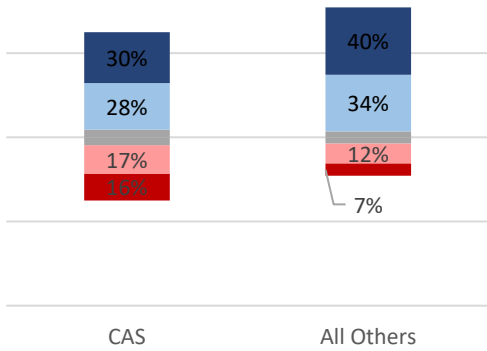
Q9. Overall, how satisfied are you with the support offered by the Division of IT (examples: Service Desk, Service Desk Now portal)?



Q10. Overall, how satisfied are you with the services and support offered by your academic unit (college/department specific)?



Q11. "When I have an IT problem or need, I know where to go for a solution."



### Appendix 3: Results

**Q1. Please select your current rank:** (n=228)

<b>RANK</b>	<b>COUNT</b>
Adjunct/TFAC	15
Assistant Professor	39
Associate Professor	33
Clinical Faculty	17
Emeritus	1
Instructor	26
Librarian	15
Professor	74
Research Faculty	8

**Q2. Please select your department or school:** (n=228)

<b>UNIT</b>	<b>COUNT</b>
Accounting	3
Aerospace Engineering	1
Anthropology	1
Biological Sciences	4
Chemistry & Biochemistry	7
Civil and Environmental Engineering	3
Communication Sciences and Disorders	1
Computer Science and Engineering	5
Earth, Ocean & Environment	2
Economics	3
Education Leadership and Policies	4
Educational Studies	8
Electrical Engineering	1
English Language & Literature	7
Environmental Health Sciences	1
Epidemiology/Biostatistics	4
Exercise Science	3
Finance	1
Geography	11
Health Services Policy and Management	4
History	5
Honors College	1
Hotel, Restaurant, and Tourism Management	3
Instructor and Teacher Education	7
Integrated Information Technology	3

Languages, Literature & Cultures	5
Management	7
Management Science	2
Marketing	8
Mathematics	4
Mechanical Engineering	5
Music	2
Nuclear Engineering	1
Nursing	7
Other	16
Palmetto College	2
Pharmacy	3
Philosophy	8
Physical Education	2
Physics and Astronomy	5
Political Science	1
Psychology	7
Religious Studies	1
Retailing	1
School of the Earth, Ocean, and Environment	2
School of Journalism & Mass Communications	7
School of Law	6
School of Library & Information Science	2
School of Visual Art & Design	4
Social Work	2
Sociology	1
Sport & Entertainment Management	2
Statistics	1
Theatre & Dance	4
University Libraries	13

**Q3. How successfully has the IT environment on your campus met your teaching needs? (n=220)**

Very unsuccessful	23
Somewhat unsuccessful	43
Neither successful nor unsuccessful	20
Somewhat successful	90
Very successful	31
I don't know	2
I don't teach	11

**Q4. Please explain why you selected this answer. (n=63)**

Responses may be made available upon request.

**Q5. Considering my experiences from January 2018-January 2019, I am satisfied with the technology in the classroom(s) I have been assigned. (n=202)**

Strongly disagree	26
Somewhat disagree	50
Neither agree nor disagree	30
Somewhat agree	67
Strongly agree	29

**Q6. Please explain your answer. If you are comfortable identifying specific classrooms, please do. (n=140)**

Responses may be made available upon request.

**Q7. Overall, how satisfied are you with the services specifically offered by the Division of IT (examples: software availability, networking, research clusters)? (n=200)**

Very dissatisfied	29
Somewhat dissatisfied	24
Neither satisfied nor dissatisfied	33
Somewhat satisfied	74
Very satisfied	24
I don't know	16

**Q8. Overall, how satisfied are you with the services specifically offered by your academic unit (college/department specific)? (n=200)**

Very dissatisfied	17
Somewhat dissatisfied	15
Neither satisfied nor dissatisfied	13
Somewhat satisfied	70
Very satisfied	71
I don't know	4
My unit does not provide IT services	10

**Q9. Overall, how satisfied are you with the support offered by the Division of IT (examples: Service Desk, Service Desk Now portal)? (n=200)**

Very dissatisfied	22
Somewhat dissatisfied	27
Neither satisfied nor dissatisfied	30
Somewhat satisfied	63
Very satisfied	38
I don't know	20

**Q10. Overall, how satisfied are you with the services and support offered by your academic unit (college/department specific)? (n=200)**

Very dissatisfied	17
Somewhat dissatisfied	10
Neither satisfied nor dissatisfied	18
Somewhat satisfied	57
Very satisfied	83
I don't know	4
My unit does not provide IT support	12

**Q11. Please rate your level of agreement with the following statement: “When I have an IT problem or need, I know where to go for a solution” (n=201)**

Strongly disagree	21
Somewhat disagree	28
Neither agree nor disagree	16
Somewhat agree	63
Strongly agree	73

**Q12. Where do you go for IT solutions? Check all that apply. (n=135)**

College/department/academic unit IT staff	124
Division of IT	67
Other	12

Descriptions of “Other” may be made available upon request.

**Q12. How can the information technology environment on your campus be improved to better serve faculty, staff, and students? (n=156)**

Responses may be made available upon request.

**Q12. Please offer any additional comments or suggestions. (n=51)**

Responses may be made available upon request.