University of Cambridge IT Satisfaction Survey 2016

University + College Staff
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Introduction

The UIS ran a collegiate University IT Satisfaction Survey for the first time in September 2016. The initial survey captured broad sentiment and specific comments. Success will be measured by the collection of actionable information on what needs to change. In the first instance we surveyed staff only. This report shows the headline results together with a first-cut analysis of comments. This will be updated with more detail in due course.

The survey was sent to 14,570 staff of the University and Colleges. Responses were received from 3,727 staff (25%)

The Unified Administrative Service (UAS) was excluded as they ran a similar survey in June. A future full analysis will include a merged set of data.

The survey sought to cover attitudes to IT Services across the whole University. This will necessarily result in ambiguity about whether a response relates to local (College or department) IT support or central (University Information Services, UIS) IT support. The question: "For Information Services I look to:" goes some way to give some provider colour to the picture, but it is not sufficient to enable clear attribution of comments across providers. However, the principal goal was a picture of how the staff of the University perceive the support they receive and provider ambiguity was tolerated in order to keep the survey simple and quick to complete (1-5 minutes for most respondents). This compromise affects the extent to which survey analysis can lead to action and will be revisited once the analysis is completed.

Q1: Equipment - I have the IT equipment (hardware such as PCs, printers, scanners, etc.) I need to work effectively.

Answer		%	Count
Agree		71%	2539
Partly agree		22%	795
Partly disagree		3%	105
Neither agree nor disagree		2%	83
Disagree		2%	75
Total			3597

Q1: Equipment Comments - Top Topics

3597 respondents answered this question and 508 respondents left additional comments. The comments were tagged with 'topics' and the more frequent topic tags are presented. Percentages in the comment topic table are the proportion of the 508 comments that were tagged with the corresponding topic. Since a comment can have more than one tag and there is a 'long tail' of low frequency topics that are not shown, the percentages shown in the table do not necessarily add up to 100%.

Answer	%	Count
The equipment is not provided by UIS	22%	110
Extra equipment is needed to facilitate remote working	7%	37
The equipment provided is good or at least sufficient	6%	29
Other or unrelated comment	4%	21
Support is delayed or unavailable	3%	14
More investment in equipment is needed	2%	9
Wifi related issues	1%	4
IT staff are helpful	1%	4
Total number of respondents		508

Q2: Systems - I have the IT systems (information sources and tools) I need to work effectively.

Answer	%	Count
Agree	61%	2175
Partly agree	28%	1000
Neither agree nor disagree	4%	141
Partly disagree	4%	157
Disagree	2%	75
Total		3548

Q2: Systems - Top Topics

3548 respondents answered this question and 378 respondents left additional comments. The comments were tagged with 'topics' and the more frequent topic tags are presented. Percentages in the comment topic table are the proportion of the 378 comments that were tagged with the corresponding topic. Since a comment can have more than one tag and there is a 'long tail' of low frequency topics that are not shown, the percentages shown in the table do not necessarily add up to 100%.

Answer	%	Count
The systems are slow inefficient too complicated or generally need updates and improvement	28%	104
New tools and improvements in existing tools are needed	25%	94
More support or information are needed	16%	62
The systems software and information sources are not provided by UIS	9%	34
The systems and information sources provided are useful and functional	6%	23
More storage is needed	4%	17
Comments directly referring to CamSis	4%	15
More system integration is needed	4%	14
Collaboration tools are needed	3%	13
A reliable calendar system is needed	3%	13
Extra systems and improve existing to facilitate remote working	3%	12
Comments directly referring to Hermes	3%	11
More admin rights are needed for software updates	2%	8
Comments referring to more training specifically	2%	6
Total number of respondents		378

Q3: Effectively Supported - I am effectively supported in making good use of the IT tools which I am provided.
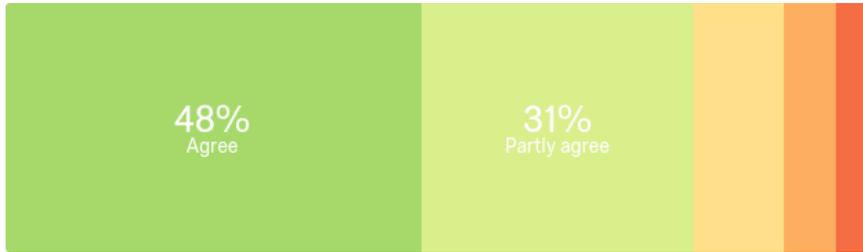

Answer	%	Count
Agree	50%	1759
Partly agree	29%	1026
Neither agree nor disagree	11%	390
Partly disagree	6%	213
Disagree	3%	103
Total		3491

Q3: Effectively Supported - Top Topics

3491 respondents answered this question and 365 respondents left additional comments. The comments were tagged with 'topics' and the more frequent topic tags are presented. Percentages in the comment topic table are the proportion of the 365 comments that were tagged with the corresponding topic. Since a comment can have more than one tag and there is a 'long tail' of low frequency topics that are not shown, the percentages shown in the table do not necessarily add up to 100%.

Answer	%	Count
The support is limited delayed or unavailable	23%	83
More training or information are needed	13%	47
It staff are helpful	12%	42
The available information is poor complicated and often incomplete	8%	31
More IT staff are needed	7%	25
Other or unrelated comment	6%	23
Training is good	4%	13
Help desk support is good	2%	9
Information is readily available	2%	9
Does not use support	2%	7
Good support from IT team	2%	6
Help desk support is poor	1%	3
Total number of respondents		365

Q4: Quick Resolution - IT issues are resolved quickly.

Answer		%	Count
Agree		48%	1664
Partly agree		31%	1088
Neither agree nor disagree		10%	362
Partly disagree		6%	212
Disagree		4%	138
Total			3464

Q4: Quick Resolution - Top Topics

3464 respondents answered this question and 354 respondents left additional comments. The comments were tagged with 'topics' and the more frequent topic tags are presented. Percentages in the comment topic table are the proportion of the 354 comments that were tagged with the corresponding topic. Since a comment can have more than one tag and there is a 'long tail' of low frequency topics that are not shown, the percentages shown in the table do not necessarily add up to 100%.

Answer	%	Count
Good department support	11%	38
Good staff	5%	18
Need out of hours support	3%	9
Good helpdesk	2%	6
Unknown	1%	4
Poor department support	1%	4
Improvements under way	1%	3
Better hardware support needed	1%	2
Hermes issue	1%	2
Systems need improvement	1%	2
Total number of respondents	100%	354

Q5: For Information Services I look to:

Answer	%	Count
My local Computer Officer	51%	1767
University Information Services	15%	520
Both	27%	938
Other	6%	223
Total		3448

Q6: Responsive - Information Services are responsive to my needs.
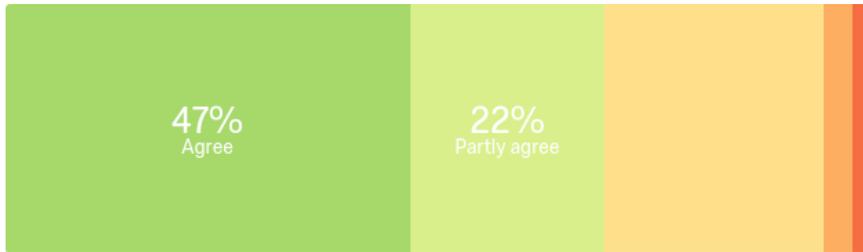
Answer	%	Count
Agree	47%	1562
Partly agree	22%	748
Neither agree nor disagree	25%	845
Partly disagree	3%	115
Disagree	2%	73
Total		3343

Q6: Responsive - Top Topics

3343 respondents answered this question and 317 respondents left additional comments. The comments were tagged with 'topics' and the more frequent topic tags are presented. Percentages in the comment topic table are the proportion of the 317 comments that were tagged with the corresponding topic. Since a comment can have more than one tag and there is a 'long tail' of low frequency topics that are not shown, the percentages shown in the table do not necessarily add up to 100%. Results shown as 0% are non-zero, but less than half of one percent.

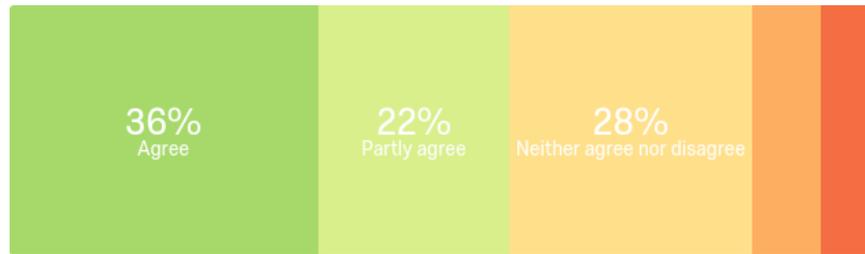| Answer	%	Count
Other or have not used UIS	45%	144
Local support	8%	26
Poor communication	4%	13
More staff needed	3%	11
Good staff	3%	8
Digital humanities projects	0%	1
Software support	0%	1
Email interruption	0%	1
Collaboration tools needed	0%	1
Total number of respondents		317

Q7: Easy - Information Services are easy to work with.
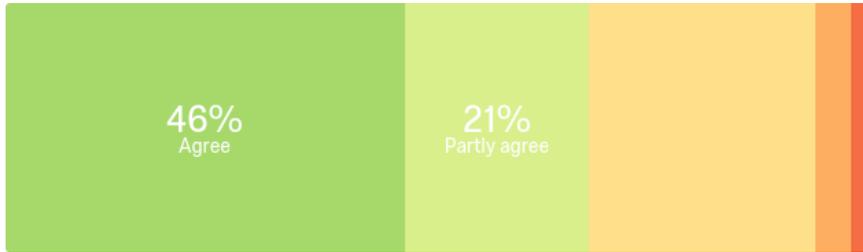
Answer	%	Count
Agree	46%	1532
Partly agree	21%	703
Neither agree nor disagree	26%	872
Partly disagree	4%	140
Disagree	2%	74
Total		3321

Q7: Easy to work with - Top Topics

3321 respondents answered this question and 307 respondents left additional comments. The comments were tagged with 'topics' and the more frequent topic tags are presented. Percentages in the comment topic table are the proportion of the 307 comments that were tagged with the corresponding topic. Since a comment can have more than one tag and there is a 'long tail' of low frequency topics that are not shown, the percentages shown in the table do not necessarily add up to 100%. Results shown as 0% are non-zero, but less than half of one percent.

Answer	%	Count
Did not use UIS	33%	102
Difficult communication or finding info	17%	52
Good support	12%	38
Depends on issue and staff dealing with it	8%	26
Good staff	5%	15
Good computer officers	1%	3
Good Eduroam	0%	1
Less helpful for complex issues	0%	1
Total number of respondents		307

Q8: Kept Informed - I am kept informed of Information Services activities that are relevant to me.

Answer		%	Count
Agree		36%	1182
Partly agree		22%	731
Neither agree nor disagree		28%	937
Partly disagree		8%	267
Disagree		6%	207
Total			3324

Q8: Kept Informed - Top Topics

3324 respondents answered this question and 230 respondents left additional comments. The comments were tagged with 'topics' and the more frequent topic tags are presented. Percentages in the comment topic table are the proportion of the 230 comments that were tagged with the corresponding topic. Since a comment can have more than one tag and there is a 'long tail' of low frequency topics that are not shown, the percentages shown the table do not necessarily add up to 100%. Results shown as 0% are non-zero, but less than half of one percent.

Answer	%	Count
Poor communication, needs improvement	25%	57
Staff is being kept informed	20%	47
It is improving	2%	4
Informed at departmental level	2%	4
Informed via email list	2%	4
Bad IT supporters email list	0%	1
Location	0%	1
Total number of respondents		230

Q15: One Thing that would make things better - Top Topics

1669 respondents suggested changes.   The suggestions were tagged with 'topics' and the more frequent topic tags are presented. Percentages in the topic table are the proportion of the 1669 comments that were tagged with the corresponding suggestion. Since a response can have more than one suggestion and there is a 'long tail' of low frequency suggestions that are not shown, the percentages shown in the table do not necessarily add up to 100%. Some topics are clear suggestions and others are categories of suggestion. Later versions of this report will seek to provide greater clarity of intent whilst classifying suggestions into a manageable number of categories.

Answer	%	Count
Communication - More proactive in providing information on whom to contact, training, support info, communicating with academics and departments, inform of changes plans and updates etc.	35%	580
Improve existing systems or introduce new systems	17%	279
It is good as it is	8%	127
Improve support response times	6%	102
More staff	4%	70
Hermes or other email	3%	57
Improve website	3%	51
Integration or unified services	3%	49
Improve equipment	3%	43
More or improved training	2%	41
Support	2%	32
Improve local support	2%	30
Cloud storage	2%	28
Wifi on site	2%	28
Software purchasing	2%	27
Total number of respondents		1669

Q16: Final Comments - Top Topics

493 respondents provided closing comments. The comments were tagged with 'topics' and the more frequent topic tags are presented. Percentages in the comment topic table are the proportion of the 493 comments that were tagged with the corresponding topic. Since a comment can have more than one tag and there is a 'long tail' of low frequency topics that are not shown, the percentages shown in the table do not necessarily add up to 100%. Results shown as 0% are non-zero, but less than half of one percent. Some topics are clear suggestions and others are more ambiguous categories. Later versions of this report will seek to provide greater clarity of intent whilst classifying suggestions into a manageable number of categories.

Answer	%	Count
Good service	17%	86
Communication	10%	50
Good staff	6%	31
Investing in more or better trained staff	4%	20
Did not use UIS	4%	19
More support	2%	12
Delayed or no response	2%	10
Improve equipment	2%	9
Remote working	1%	3
Poor local service	0%	1
Vet School Hospital software bad	0%	1
More engagement in university IT community	0%	1
Total number of respondents		493