**UNIT IT Service Satisfaction Survey**

A key deliverable of UNIT’s initiative was to conduct a web-based survey to be used as a baseline to measure UNIT’s current service satisfaction levels. UNIT’s project team along with OPIR put together a UNIT IT Service Satisfaction Survey focused on UNIT services and satisfaction levels as a departmental whole.

UNIT’s IT Service Satisfaction Survey background information includes:

- Survey in the field from May 4th to June 13th, 2011
- Survey sent to random sample of 744 Villanova employees
- 305 Completed Surveys
- Survey response rate of 41%

The survey results were informative, revealing and providing UNIT with constructive feedback about our department and services provided. After a survey results assessment, UNIT began working on a number of improvements based on the Villanova community survey.

1. Have you contacted UNIT for technical support during this academic year for any of the following services?

<table>
<thead>
<tr>
<th>Service</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer/Hardware Support</td>
<td>60%</td>
</tr>
<tr>
<td>Systems Support: MyNova...</td>
<td>21%</td>
</tr>
<tr>
<td>Web-Related Support</td>
<td>19%</td>
</tr>
<tr>
<td>Wildcard Service</td>
<td>18%</td>
</tr>
<tr>
<td>Classroom Services/Support</td>
<td>16%</td>
</tr>
<tr>
<td>Training</td>
<td>12%</td>
</tr>
<tr>
<td>Other</td>
<td>8%</td>
</tr>
</tbody>
</table>

(Bar chart showing the distribution of services contacted by users)
2. Have you contacted UNIT for technical support during this academic year for any of the following services?

![Staff knowledge](chart)
- Very Satisfied: 58%
- Satisfied: 33%
- Somewhat Satisfied: 4%
- Neutral: 3%

![Courtesy of staff](chart)
- Very Satisfied: 69%
- Satisfied: 26%
- Somewhat Satisfied: 3%
- Neutral: 3%

![Timeliness of initial response](chart)
- Very Satisfied: 54%
- Satisfied: 31%
- Somewhat Satisfied: 9%
- Neutral: 4%

![Timeliness of service delivery or resolution of the issue](chart)
- Very Satisfied: 51%
- Satisfied: 32%
- Somewhat Satisfied: 8%
- Neutral: 4%

![Overall quality of the services/support provided](chart)
- Very Satisfied: 54%
- Satisfied: 33%
- Somewhat Satisfied: 5%
- Neutral: 4%

3. To what extent do you agree or disagree with the following statements about IT services and supports UNIT provides?

![UNIT provides reliable services.](chart)
- Strongly Agree: 42%
- Agree: 48%
- Neutral: 6%

![UNIT helps me use technology effectively.](chart)
- Strongly Agree: 37%
- Agree: 44%
- Neutral: 14%

![UNIT effectively communicates when services will be unavailable.](chart)
- Strongly Agree: 50%
- Agree: 44%
- Neutral: 2%

![UNIT effectively communicates when new products and services.](chart)
- Strongly Agree: 40%
- Agree: 40%
- Neutral: 14%

![UNIT systems allow me to fulfill my job duties with little service.](chart)
- Strongly Agree: 39%
- Agree: 49%
- Neutral: 7%
4. To what extent do you agree or disagree with the following statements about IT services and supports UNIT provides?

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neither Agree nor Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>UNIT systems allow me to stay connected with services necessary for me to complete my job when...</td>
<td>35%</td>
<td>44%</td>
<td>15%</td>
</tr>
<tr>
<td>When looking for IT or software solutions for my office/department, I first consult with a UNIT staff...</td>
<td>25%</td>
<td>29%</td>
<td>28%</td>
</tr>
<tr>
<td>I consider UNIT a partner in fulfilling my job responsibilities.</td>
<td>32%</td>
<td>38%</td>
<td>21%</td>
</tr>
<tr>
<td>UNIT provides a &quot;client-oriented&quot; approach to service delivery.</td>
<td>30%</td>
<td>39%</td>
<td>22%</td>
</tr>
<tr>
<td>UNIT keeps Villanova University on the cutting edge of higher education information technologies.</td>
<td>31%</td>
<td>37%</td>
<td>24%</td>
</tr>
</tbody>
</table>

5. Please rate UNIT’s performance overall as an information technology provider.