



## Stonehill College

### Executive Summary 2011 Information Technology Survey Higher Education TechQual+ October 2011

*The Higher Education TechQual+ Core Instrument is a web-based survey that assesses the quality of services delivered by technology organizations in higher education. The survey asks respondents to provide evaluations regarding minimum expectation levels, desired service levels, and perceived service levels for 18 items designed to measure the performance of the following three core commitments: 1) Connectivity and Access, 2) Technology and Technology Services, and 3) The End User Experience. On average, the survey takes 20 minutes for respondents to complete.*

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## METHODOLOGY

The Information Technology Survey was administered to all employees (faculty, staff, and administrators) April 26 – May 13, 2011. Approximately 3-in-10 (29%) employees responded to the survey. Administrators had the highest response rate at 40%, followed by Faculty and Staff at 24% and 20%, respectively.

Group	Total Sample	Total Respondents	Response Rate
Overall	681	195	29%
Administrators	253	101	40%
Faculty	225	54	24%
Staff	203	40	20%

## OVERALL PERFORMANCE

Overall, Stonehill performed high in the area of end-user experience and low in the area of connectivity and access. End-user experience measures the service quality of training, technology support, and end-user experience. Connectivity and access measures the service quality of network access and the ability to access online services. Technology and Technology Services measures the service quality of technology services such as software applications or classroom technology. Peer data from Baccalaureate Colleges is included for comparison. Stonehill's perceived service level often exceeds that of its peers and minimum service level exceeds peer data for all questions.

### Strengths

Stonehill College has many areas of strength surrounding information technology services. These strengths are listed below by highest adequacy gap score and include the speed/bandwidth of its wired network, courteous and responsive staff members, and effective training/self-help resources for employees.

Service	Stonehill			Peers		
	Min	Per	Gap	Min	Per	Gap
Adequate capacity (speed/bandwidth) using wired network	6.65	7.17	0.52	6.16	6.43	0.27
Staff who are courteous and respond to requests for assistance	7.58	7.97	0.38	6.75	7.36	0.61
Getting training/self-help resources that help me be more effective	6.33	6.70	0.37	5.50	6.24	0.74
Participating in a community of end users seeking to make best use of technology resources	6.03	6.27	0.24	5.48	6.29	0.81
Opportunities to provide feedback regarding technology services	6.28	6.49	0.21	5.59	6.67	1.08
Timely resolution to problems with technology services	7.46	7.59	0.13	6.83	6.91	0.08
Staff who are knowledgeable and can assist me with problems	7.35	7.48	0.13	6.59	7.08	0.49

\* **Note:** Min = Minimum Level of Service; Per = Perceived Service Quality; Adequacy Gap = (Perceived – Minimum)

## Weaknesses

Stonehill's areas of weaknesses regarding information technology services are listed below by lowest adequacy gap score. They include providing timely/relevant information on the web site, wireless network coverage, and easy to use/helpful information systems.

Service	Stonehill			Peers		
	Min	Per	Gap	Min	Per	Gap
Web site provides timely and relevant information	7.11	6.53	-0.58	6.37	6.85	0.48
Wireless network coverage in important areas	6.45	6.05	-0.40	6.17	5.78	-0.39
Information systems that are easy to use and helpful	7.14	6.78	-0.35	6.47	6.89	0.42
Network that is reliable, available, and performs in acceptable manner	7.52	7.27	-0.25	6.93	6.42	-0.51
Access to technology services from off-campus	7.06	6.88	-0.18	6.08	6.62	0.54
Access to timely and relevant information from information systems necessary to be successful in role	7.15	7.05	-0.11	6.58	6.92	0.34
Access to technology services from mobile device	6.06	5.96	-0.10	4.82	5.40	0.58
Adequate capacity when using wireless network	6.29	6.22	-0.07	5.79	5.57	-0.22

\* **Note:** Min = Minimum Level of Service; Per = Perceived Service Quality; Adequacy Gap = (Perceived – Minimum)

## EMPLOYEE COMMENTS

The survey included one open-ended question asking respondents to share any additional thoughts or recommendations related to technology services on campus. Respondents were also asked to make suggestions to improve the quality of a service if they indicated that the perceived quality was less than their minimum expectation. An outside organization coded and grouped the responses into a number of themes. Both groups of responses appear in the tables below.

Additional thoughts or recommendations	n= 69
Tech services department functions very well.	29
Tech services are not effective and could be improved.	15
More training should be given to users.	8
Banner is not an effective system.	7
Website design should be improved.	6
Improve email programs	6
Network is too slow.	5
Incorporate more feedback from users.	4
Other	35
Suggestion to improve the quality of a service	n = 275
The network should be improved.	31
Tech services are not effective and need improvement.	30
Having wireless access is very important.	29
The Banner system is not effective.	25
Website design and functionality should be improved.	22
Tech services department functions very well.	20
Extend the coverage.	20
Incorporate more feedback and input from users.	18
Need more end-user training.	16
Need better IT staff and leadership.	13
Need more smart classrooms and conference rooms	10
Other	41