Virginia Tech
College of Natural Resources and Environment

CNRE Information Technology
Customer Satisfaction Survey Report

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January 2012

Introduction

The College of Natural Resources and Environment Information Technology group was restructured fall 2009 to better serve the college faculty, staff and students. Goals of restructuring included: establishing reporting lines within the group and to the revised structure of the college leadership team; improving customer service through revision of responsibilities and duties; and to establish a proactive position for the college website. Ultimately, the restructuring of the IT group was done to improve efficiency and customer service. The organization chart of the IT group is shown in Figure 1.

To asses our progress in improving customer service and to seek feedback from the college faculty and staff on ways to improve, a survey was developed in November 2011 to assess the overall quality of service from the IT group. Results of this survey are presented herein.

College of Natural Resources and Environment
Information Technology Faculty and Staff

Organizational Chart
January 2012

VirginiaTech
Invent the Future

CNREHelpDesk@vt.edu

it.cnre.vt.edu

Lon A. Weber
Director
540-231-3277
laweber@vt.edu

- Supervision of the college's IT department and staff
- New and emerging technologies coordinator
- Computer policies, procedures, and security standard coordinator
- Hardware/software consultation, recommendation, and purchasing
- PC and Mac technical support
- CNRFileBox server administrator
- CNRMicrolab manager
- Latest threats and phishing attempts coordinator
- Internal training coordinator on various computer related topics
- Dashboard assistance and training coordinator

Will A. Pfeil
Web and Media Specialist
540-231-6639
wpfeil@vt.edu

- Webmaster
- Web, print, and digital media coordinator
- Database design and development
- Web project development consulting
- Digital audio and video consulting

Chad E. Dent
HelpDesk Technician
540-231-9599
chaded@vt.edu

- First point of contact for the college with all computer hardware and software issues
- PC and Mac technical support
- Networked printer manager

Les G. Fuller
Systems Administrator
540-231-7416
fuller@vt.edu

- CEARS and Geography lab manager
- PC and Mac technical support
- Hardware/software consultation, recommendation, and purchasing
- Freshman computer requirement coordinator
- Scholar assistance and training coordinator
- Website management
- Web project development consulting
- Digital audio and video consulting
- Large format printer manager
- Video conferencing system manager
- Classroom/conference room presentation systems manger
- Reservation contact for college laptops and projectors

Figure 1

2

Methodology

In the fall of 2011 a survey was developed to assess the quality of service of the CNRE IT group and to gather information on how the IT group could better serve the college.   The survey was distributed to all CNRE faculty, staff, graduate students and retired faculty. The total survey population was 432.

The survey contained questions under the following sections:

- communications
- technical support
- web presence
- server support
- computer lab resources
- AV equipment
- CNRE-IT website

In each of the above sections a Likert scale of 1 to 7 was used for the majority of question responses, with the rating 1 being poor, 4 being average, and 7 being good (Figure 2). Each section also contained an open-ended question allowing for any comments or suggestions. Note that a few of the comments have been modified for this report, denoted by an *, to remove any direct references to individual members of the IT group.

Overall on a scale of 1 to 7 how would you rate the performance of CNRE's IT department?
○ 1 (poor)   ○ 2   ○ 3   ○ 4 (average)   ○ 5   ○ 6   ○ 7 (good)

<div align="center">

Figure 2

</div>

The survey concluded with three open-ended questions addressing:

- services that could be added or changed
- ways we can improve
- anything else you want to tell us

The survey was open for three weeks, with several reminders sent out requesting participation in the survey. A copy of the original survey is included in the last section of this report.

Results

A total of 86 responses to the survey were received, a response rate of 20%. Respondents were not asked to identify their position status, and therefore results are not differentiated by respondent position (faculty, staff, graduate student, or retiree). Not all respondents answered all questions.
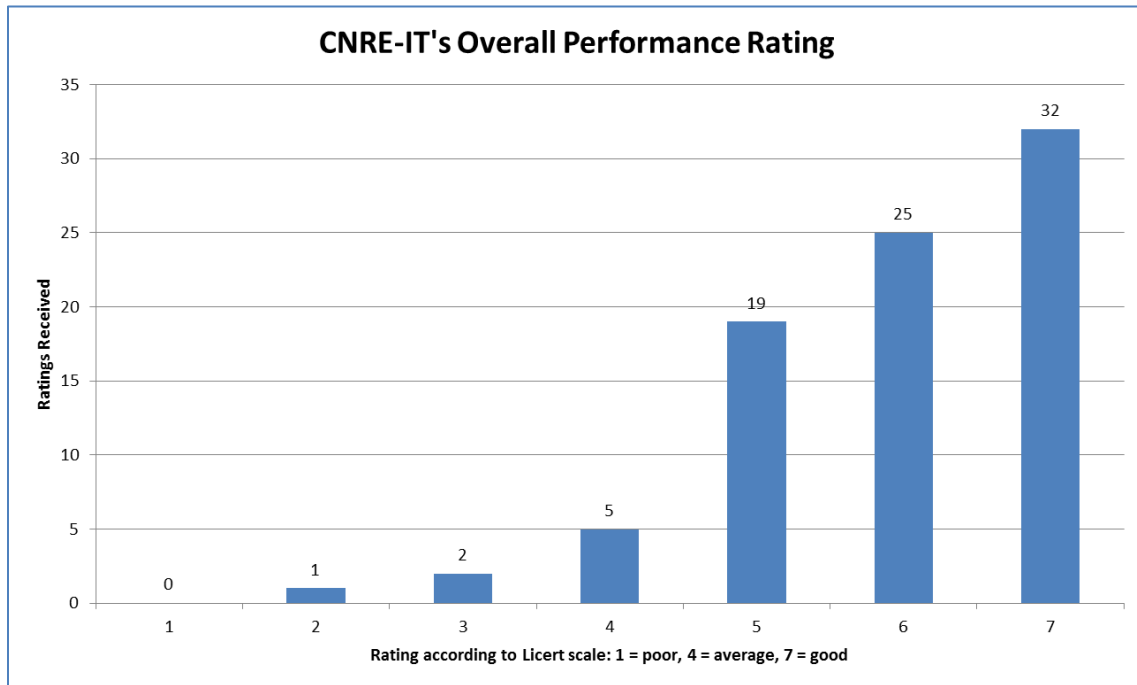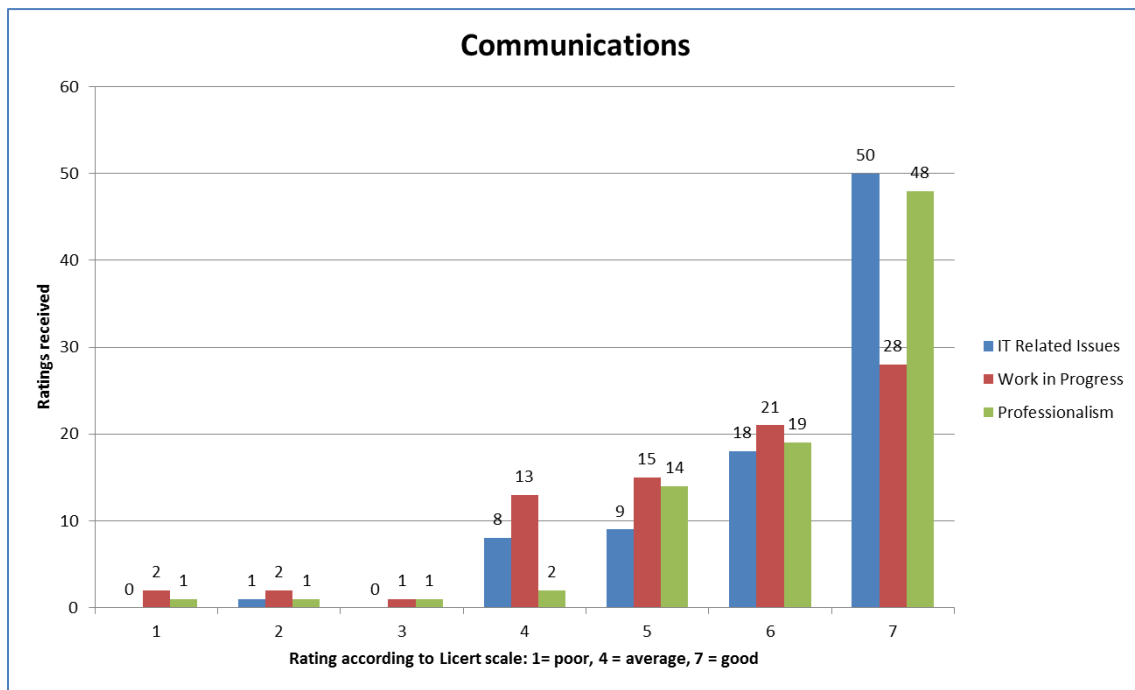
Overall Performance

Figure 3

Communications

Communications

Figure 4

Responses to communications open-ended questions:

- Many times emails and phone calls to the Help Desk go unanswered until you follow up with another. An acknowledgement would be nice.
- I appreciate the security alerts sent via email.
- You guys are doing a great job.
- notifications are timely and helpful
- They are not always as helpful as they should be. *
- Heavy reliance on e mail
- Should be a not applicable/no information response cat. Since we do not know the scope or IT issues, we only know the ones communicated, the first question is difficult to answer Poor/Average/good as compared to what? We have no other system to which we can make a comparison
- I question whether we need all of those warnings to upgrade. Many of these take place automatically in a day or two anyway.

Technical Support
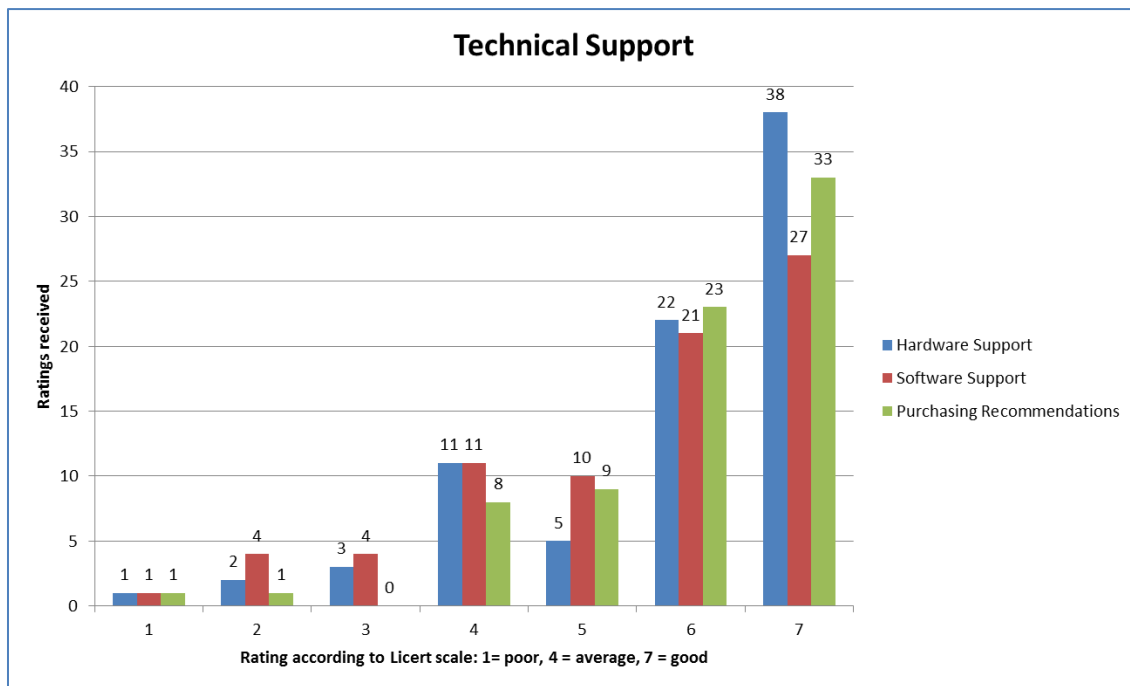
Technical Support

Figure 5

Responses to technical support open-ended questions:

- I would like to see an automated solution for updates that do not involve manual steps for me to follow as they are sometimes confusing and I'm never sure if I've done them correctly as I'm not an IT person. Not to mention that they're time-consuming. I would guess that at least 50% of the time, I just delete the emails. Too busy to deal with it even though I realize I'm leaving my computer vulnerable. And I would guess that a decent percentage of my colleagues do the same.
- Classroom projectors are not the fault of IT, but the poor classroom hardware constantly cause faculty grief. I try to get to class at least 20 minutes early just to get the projectors to work.
- Thanks for the recommendation for a laptop computer (Dell E6520)
- Some of them are quick to acknowledge when they don't know the answer to a question, but at the same time they don't offer any advice for seeking resolution. Their answer is often "I don't know" and then stare at you blankly. From competent customer service reps, I expect "I don't know, but I'll find out for you." If answering walk-ins, is not their job or doesn't follow the CNRE-IT protocol, then they should acknowledge that instead of sending you away with no lead on resolving your issue. *
- Some serious problems include extreme delay (8 months) for processing FDI computers. Also, filebox system is ok as a temporary solution, but not long term. Too slow. I have had software problems that staff have not been able to solve that kept me from working. I had to go elsewhere to solve. They are always helpful for information about equipment purchases.

- I wasn't aware CNRE-IT supported these devices. Just desktop and laptops.
- They often do not return phone calls and don't see things thru (when they update your operating system, for example, they don't worry about any software that's been displaced. "Real service" would look different...getting the client back to full operating condition. Sometimes they seem disinterested and unmotivated. *
- Don't really go to this group for software support.
- They could improve their interest in solving software problems. On one occasion one of the IT group disengaged himself from a problem with filebox software I was having leaving me to work it out for myself (which I did a few hours later). Maybe they don't know how to help with some kinds of problems, but it feels like they just don't have time or want to be bothered by it. *
- CNRE-IT help us out and I find them to be a huge assistance. They have taken on the labs and the new classroom with great capability. *

Web Presence
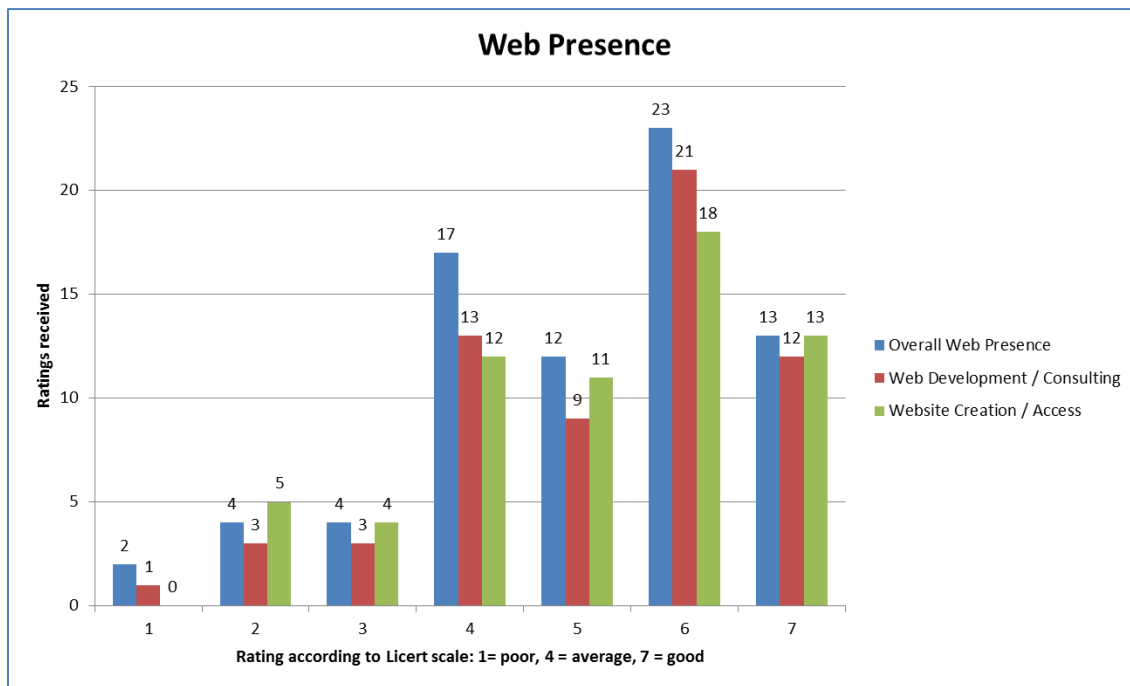
Web Presence

Figure 6

Responses to web presence open-ended questions:

- Don't feel well enough informed on first 2 questions.
- I use Hosting
- Sometimes it seems there is some communication lost when we use you as the middlemen to get answers from VT hosting. It's still early in the relationship though, maybe all we need is a new couples retreat.
- Access to hosting for websites has been up and down a bit as systems change. Our college web presence is very poor. Mainly this seems to be a university-wide issue.
- Department and program websites are not up to date with faculty and graduate student information, such as CVs, and lists of publications. I'd like to see these web pages updated more often.
- About CNRE.VT.EDU: The "video presence" should be better. A "video-slideshow" would be good, like this: http://www.stanford.edu/slideshow/. Or about 8-10 video selections should be shown, in a tiled format. This would greatly help student recruitment, I think.
- They are always helpful and responsive. *
- I did not know there was web developing support, so perhaps that is an area for improvement. Perhaps a workshop to let faculty know what resources are available to them would be helpful.
- Never been to the CNRE IT website.
- NA
- Guess I do no use this much

- Can we get the new website up and then work on it from there? When the revisions we submitted last year are still in the old format, it's difficult to get excited about submitting additional revisions.
- I am sure the college's overall web presence will improve dramatically once the new website is up and running.
- Really don't use the College web resources much.
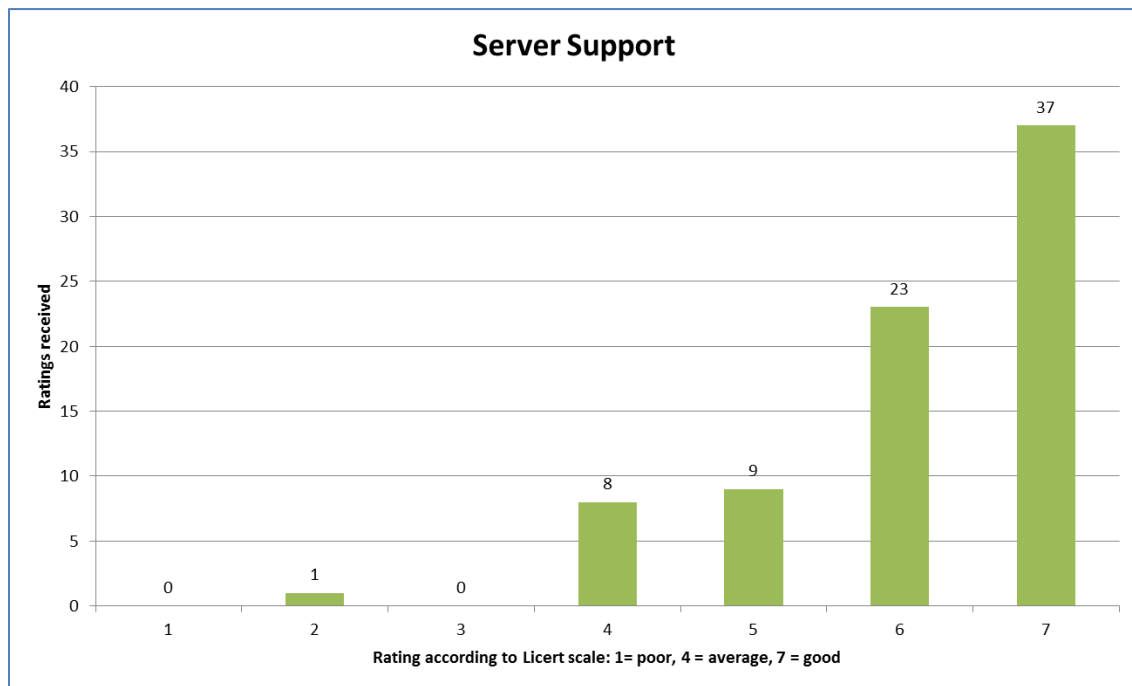- The big and remarkable tree websites are barely functioning.

Server Support

Server Support

Figure 7

Responses to server support open-ended questions:

-   Online surveys have occasionally caused challenges when security certificates are not kept up to date.
-   Very happy with CNRFileBox. When it crashed a few years ago, I appreciated the flexibility when the IT team allowed us to get urgent docs back onto our computers more quickly than the speed at which the back-up recovery was happening.
-   I'm not aware of any problems or outages occurring since I've been here, so I can't speak to any responses of abnormal situations.
-   Seems okay now. Over the past two years have lost many many updates to web pages because servers went down.
-   I am not sure if the CNRE servers have been accessible to me. I save all of my work on the desktop which I know to not be a good idea but not sure how/if can access servers.
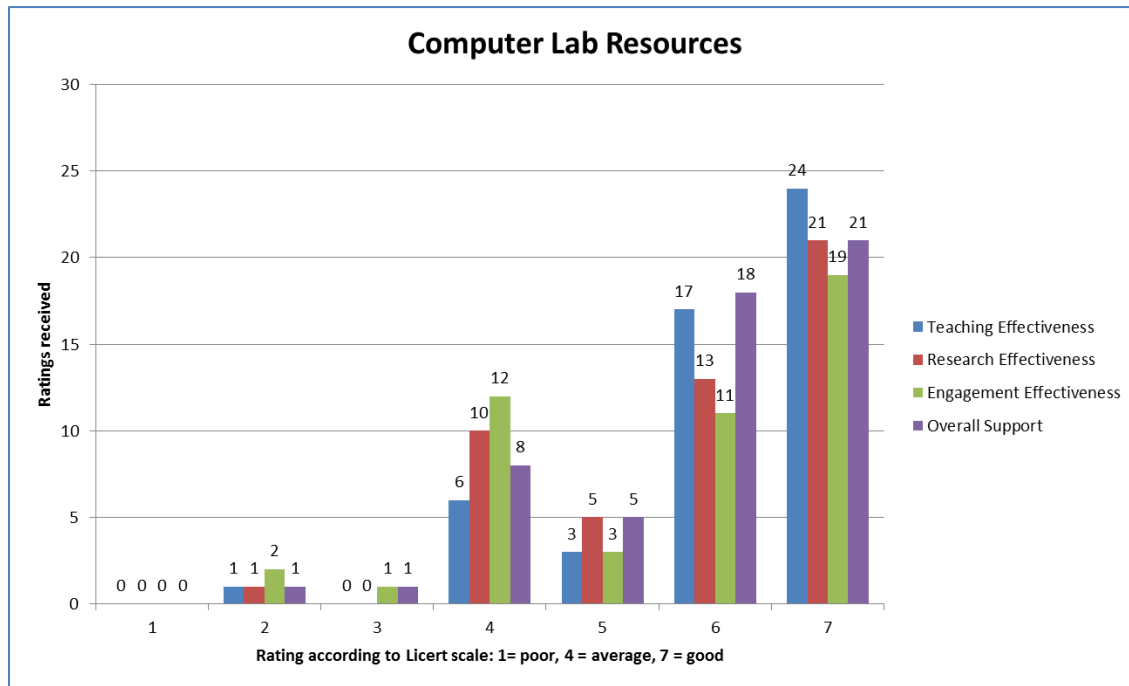
Computer Lab Resources

Figure 8

Responses to computer lab resources open-ended questions:

- N/A
- n/a to me
- NA
- I haven't had any experiences in this area to rate.
- Terrific response. Above the call of duty!
- I don't really know much about this.
- Brooks
- They do a great job in geography keeping us going and problem solving. Very hands on and responds to problems very promptly. *
- I'd like to see more variety in the standard program package (like alternative browsers) on the lab computers.
- do not use these facilities regularly
- Don't use these resources.
- Need more storage space on the computers in CEARS!
- I don't use these facilities much.
- regarding engagement, which I think means extension, I rarely see people from local communities using these facilities.
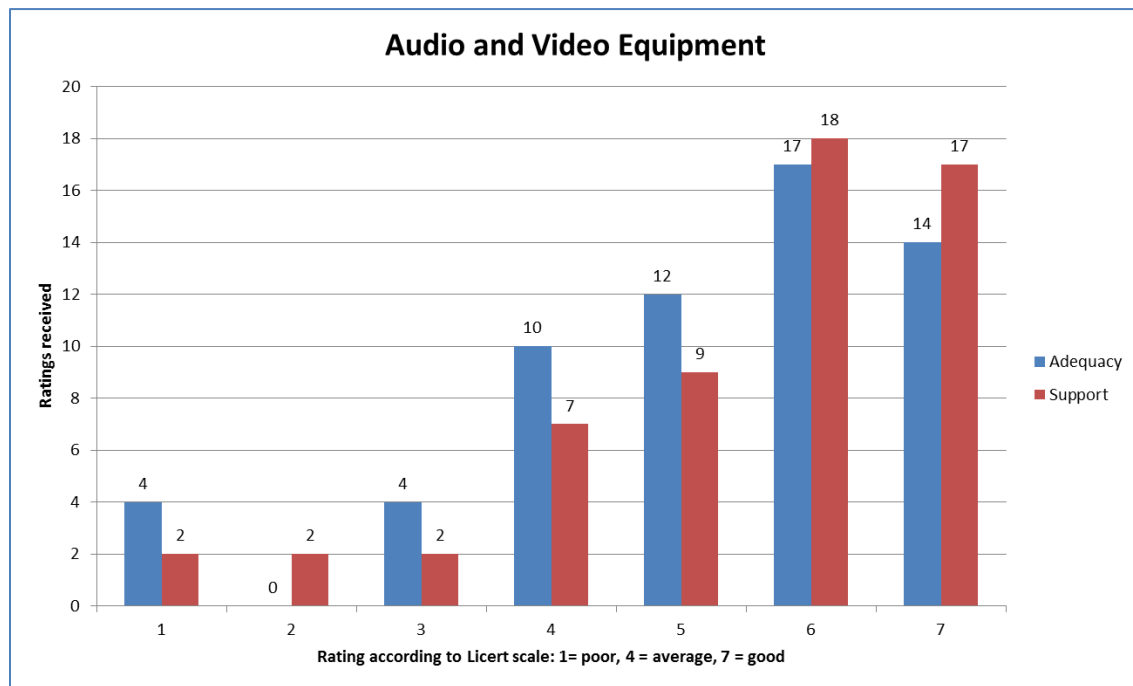
Audio and Video Equipment

Responses to audio and video equipment open-ended questions:

- Projectors in many classrooms simply do not display colors well nor are they particularly bright.
- Equipment in classrooms regularly malfunctions and tends to be of low quality, particularly with regard to the quality of projection and ease of hooking up sound.
- The IT personnel always respond when asked for help, but the classroom hardware is dysfunctional in several classrooms.
- I haven't had any experiences in this area to rate.
- Seems like classroom A/V goes unattended for long periods of time. Could use periodic checkups during the semester for needed software upgrades, and bad cables, bulbs, etc.
- All classroom projectors are of poor quality
- I cannot comment, as I do not use them (Brooks)
- When I borrowed the three CNRE projectors for a summer workshop, two of them had broken cords and the images would not work correctly. I meant to mention this when I returned them, but no one was in the office and I forgot to email anyone. Sorry.
- Some projectors seem to go for weeks needing repairs, with very poor contrast or dim bulbs. This impacts the learning environment in a negative way.
- Don't use these resources.
- Not aware we have ant
- I don't the AV resources.
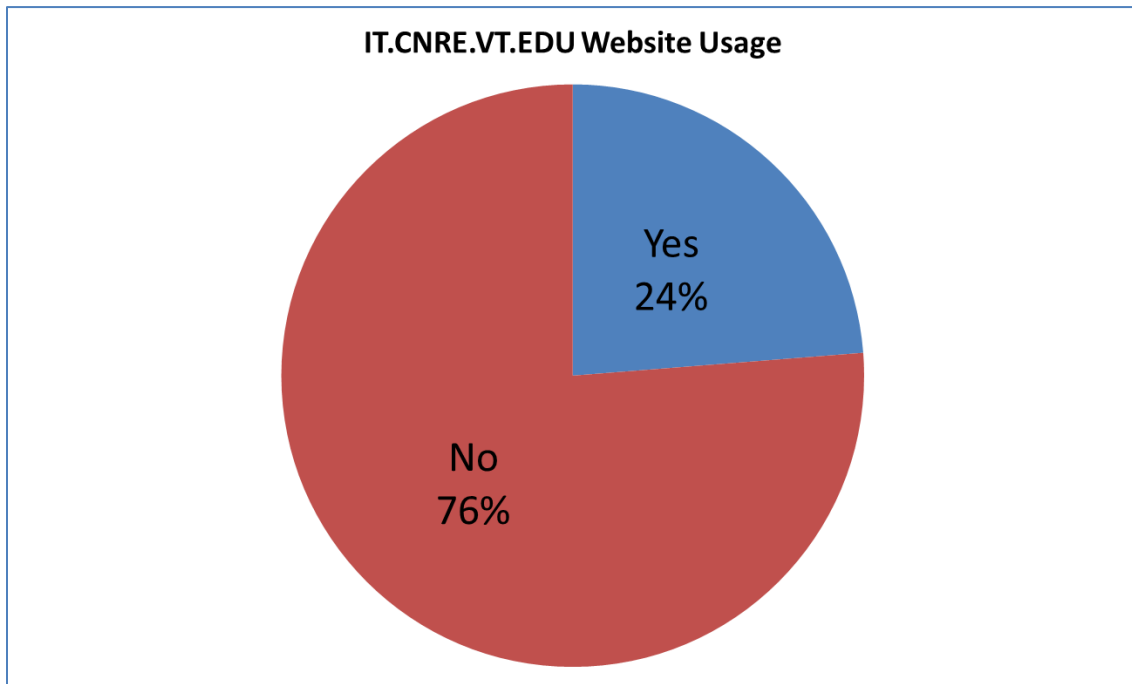- Classroom equipment needs attention (and upgrades?)

CNRE-IT Website

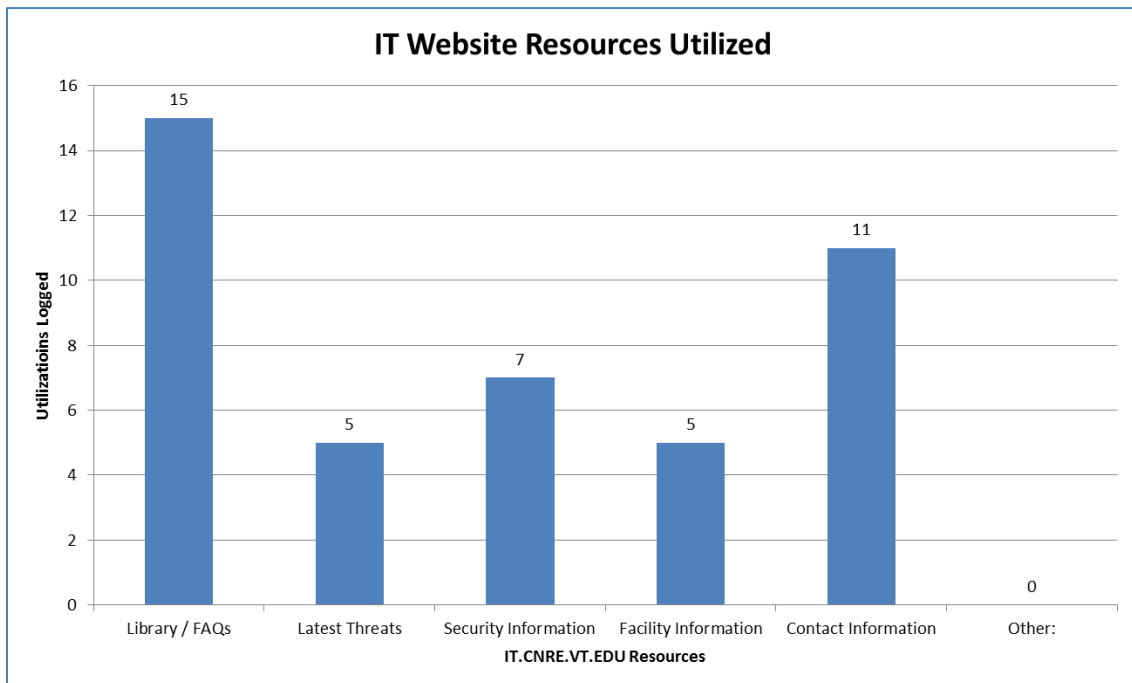**IT.CNRE.VT.EDU Website Usage**

Yes
24%

No
76%

Figure 10

IT Website Resources Utilized

Figure 11

IT Website Usefullness

Figure 12

Reasons For Not Using IT Website
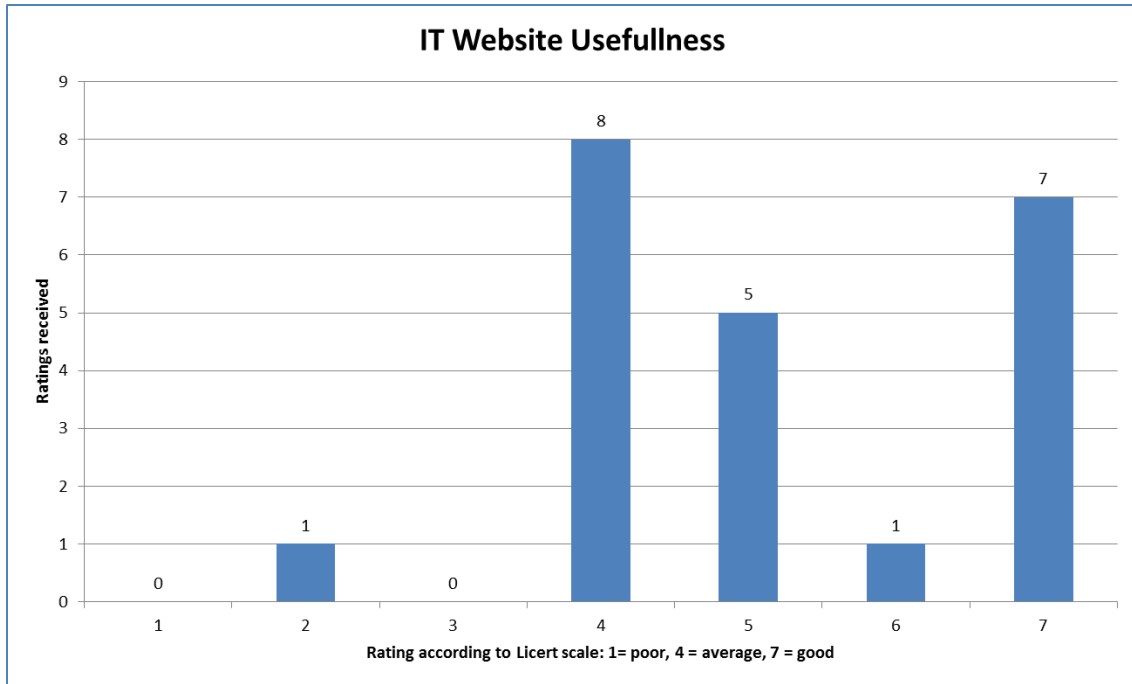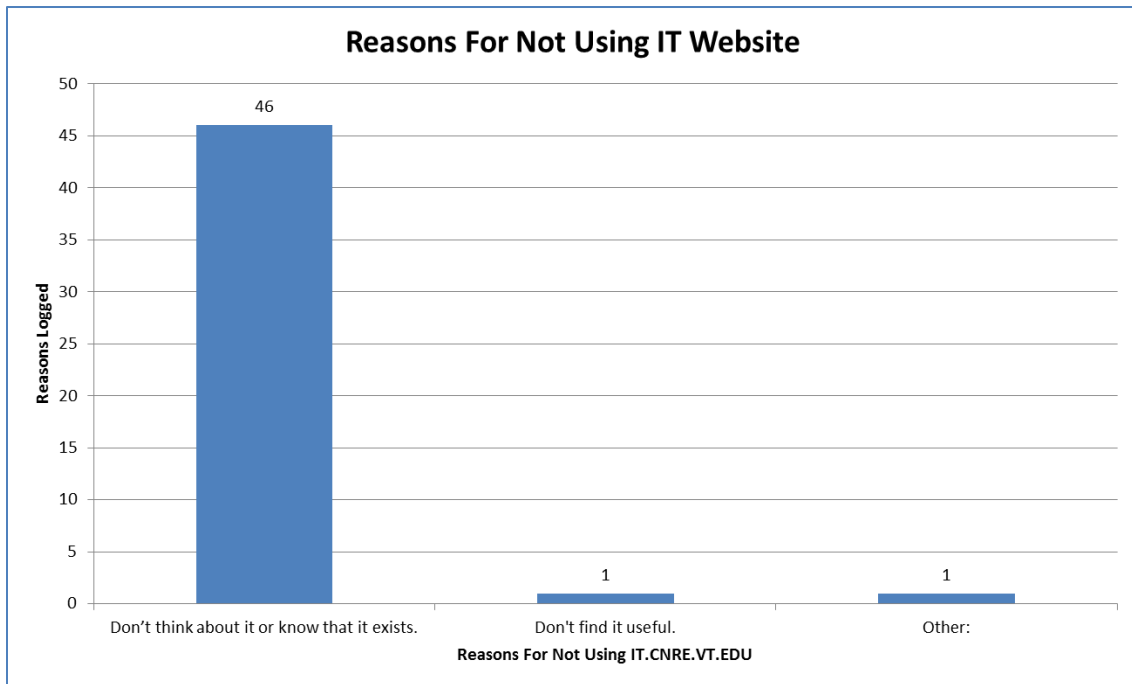

Figure 13

Responses to CNRE-IT open-ended questions:

- I only rarely use the Web site because you guys are so good about sending out the email alerts. I often forget that it is there, and tend to go first to the university IT site, computing.vt.edu.
- I appreciate documents like ones detailing how to set up a VPN. These are very helpful, especially when on the road and I often doubt if other colleges have such resources available.

Services That Could Be Added or Changed

- Would love to see better attention to classroom projection devices.
- I would like to see an automated solution for updates that do not involve manual steps for me to follow as they are sometimes confusing and I'm never sure if I've done them correctly as I'm not an IT person. Not to mention that they're time-consuming. I would guess that at least 50% of the time, I just delete the emails. Too busy to deal with it even though I realize I'm leaving my computer vulnerable. And I would guess that a decent percentage of my colleagues do the same.
- Buy/fix classroom projectors and computers.
- Not sure what the latest training there is available, but I think that training programs such as the smart board could be regular
- Excellent service to our faculty and our department . . .
- When computers have to be replaced or reformatted, the delay in assistance means there essentially is no assistance. So that is the main problem. I would like a better network solution that would provide backups and access to files remotely but in a way that does not slow activity down. I have switched to a commercial service for backup.
- More IT power in classrooms, e.g. document readers, electronic whiteboards, other electronic tools as technology improves.
- N/A
- I really don't know how to evaluate all the pieces of CNREs IT puzzle. I think the group is organized well and really appreciate their quick response times. They provide a great resource for general questions and specific assistance. The security updates by email are vital. I forward many of them to family and friends. The new equipment in 315 is nice as well. *
- Overall, IT support is very good. Sometimes I'm not convinced they have a "service provider" personality, and I think we need someone in that role who likes to work with folks and wants to do a good job by them. Maybe they need some motivation or clarification of their roles. Otherwise, great. *
- It is my impression that staff lacks the time to provide certain services. They may need more resources to solve this problem.
- Better integration on research grants and teaching grants
- When a threat comes out, I would love it if the IT people would come around and update things...maybe some rotation that they continually run. Not sure if that is a practical request but I seldom take the time to complete the updates that are suggested.
- Need help in getting software for associated equipment (scanner, printer, etc.) after computer is replaced (through FDI, etc.)
- we will need a lot more web work done in the near future

Ways We Can Improve

- Occasionally, it's difficult to get a prompt response from the helpdesk -- especially via email.
- I noted that I could not make the smart board training for faculty and instead of being customer friendly, I got a date that is was offered and nothing else. I think a couple of folks could put on their customer service hats a little better.
- Maybe you could make how to access/use the computer lab spaces more evident. I don't know how to do it. I know I could ask, but would be nice to be notified when you need to sign up your class.
- N/A
- Web presence, including support for mobile browsers, still needs improvement. Overall, though, nice job. We could not do our jobs without you. Being able to administer our own machines is also essential.
- 1) I have often seen messages on the common computers in 305 and 321 indicating that urgent software upgrades were required (like, the windows was not genuine etc.). A periodic check of these computers would be good. 2) Printer maintenance could be better.
- The disk back up system is so cumbersome as to be dangerous. It is so slow that it stalls my computer. I've gotten out of the habit of logging on to the file share device. That is, I don't use it as often as I should because it slows down my computer. It is dangerous because it discourages me from backing up my files.
- Instead of waiting for faculty or staff to ask for help, it would be great if the IT group would recommend upgrades or improvements to our computers.
- They could work on interpersonal skill improvement a bit. They sometimes display frustration or exasperation with those who have less IT skills, prefer to just fix something quickly without explaining what is being done or how we might learn from the experience and be positioned to fix a similar problem in the future. I know they're busy, but there's a missed education opportunity that could help relieve some of the burden down the road on "simple" things, perhaps. *
- Services and capabilities are well hidden.   No promotion
- It would be helpful to know what updates are being made to the CNRE web site. There is a lot of information on our web site that is outdated or incorrect and it is rather embarrassing to refer prospective students and parents to a web site that doesn't truly reflect who we are and what we do. And, it needs a whole new look. It appears that the web site for the Department of Wood Science and Forest Products has received a lot of attention. Their information is current and looks very nice.
- I would love a better way to update web stuff. Not sure if there is a request form or response on a timeframe to completion that might be implemented...more communication than anything.
- I find that responses to requests/questions emailed to the Help Desk can be inconsistent. Sometimes I get an answer right away, other times I wait a week or more, or don't hear back at all.
- Classroom equipment can be updated or improved.
- Services are great at present.

- Provide pro-actively a quarterly update with IT-news Re: software and recommended hardware changes, college and university-level developments, etc.
- Periodic lunch-time sessions to provide updates and educate staff/faculty

Anything Else You Want To Tell Us

- Overall, glad to have your help.   Keep up the good work.
- Thank you for your good service to us!
- I've been very happy with the services.
- Most of my experience has been with the helpdesk. I have generally found them to be most helpful although they are rather quick to assume that most of us immediately understand and relate to their jargon. A bit more plain English would be helpful in certain explanations. In some instances written directions would be helpful, especially for functions that are not done on a routine basis and there is time to forget the key steps between tasks or issues. Keep up the good work, overall a great job.*
- Not really sure what everyone does and you never hear much from a couple of folks. Maybe it would pay for them to be more visible.
- I am a relatively new hire and felt I could not objectively answer questions related to experiences I have not had, so several items are blank.
- Great job overall. Thanks.
- The college website is a major problem. It looks bad, has out of date information and millions of dead-end links. The only thing it is good for is finding forms.
- Micro lab and conference room IT renovations have been outstanding!
- The service-oriented approach of the IT staff is appreciated. It's great for faculty to know you are there and willing/able to help us find IT solutions.
- You helped me get my project-purchased computer up and running the way I need it and with the software I require. You made it easy to get access to the data I use for my research in the CNR Filebox. No complaints here.
- Keep up the good work!
- Great service to the faculty and staff, lucky to have such a great group
- Thank you.
- You guys are awesome.
- This is the best IT group I have ever encountered. All are excellent in knowledge and helpfulness, and one of them has saved my butt about 10 times. *
- No real complaints.   We have seen improvements in services over time
- They are VERY patient and helpful. *
- Of the many "critical" updates you tell us about each week, I have to admit that I seldom do the recommended update. Sometimes months go by and I never do even one. I understand the risk in this, but the other side of the coin is there are so many of them each week that if I did them all I'd spend hours downloading and installing updates. I'm not a big web surfer and I don't open questionable attachments, so I've never had a problem with worms or viruses. The automatic updates from Microsoft and Adobe along with the firewall and other security protection systems have been quite adequate so far. Thanks for the good security systems and I'll just keep ignoring the emergency update notices.
- The support for our computing environment is critical to the functioning of our department. I can appreciate greatly how much work this is and am glad the college picked it up.

Summary

Figure 14 displays the average rating for each of the Likert scale questions. Each bar represents one of the 18 Likert scale questions and is color matched with questions from the same section of the survey.
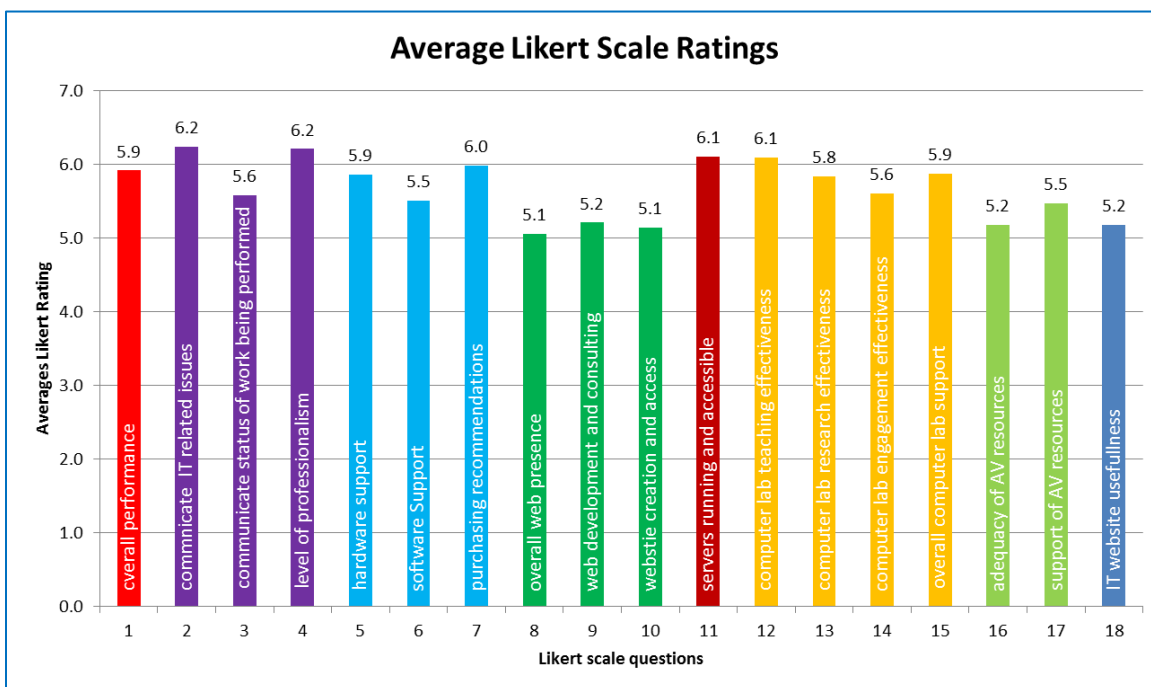

Figure 14

Survey results reflect broad agreement in overall satisfaction of the College of Natural Resources and Environment Information Technology group and the services provided to the college. The overall performance of the IT group was rated 5.9 out of 7 by survey respondents.

Looking forward, the Information Technology group will work to make improvements in the following areas:

1. Responding to each customer request, regardless of its scale, with equal enthusiasm and thoroughness.
2. Improving CNRE's web presence; the new college website is nearing completion.
3. Being more proactive with maintaining, replacing, and upgrading our existing AV resources.
4. Better promotion and utilization of our IT.CNRE.VT.EDU website for quick solutions to frequent IT related issues or questions.
5. Host more short training sessions on various IT related topics within CNRE.

CNRE IT Customer Satisfaction Survey

It has been almost two years since we restructured CNRE's IT group and we want to know how we're doing. Please take a few minutes and fill out the sections of this survey that apply to you being as specific as possible with your comments. We will use this feedback to help us improve our service and support to the college. Thank you.

Lon Weber, Director of IT

Overall on a scale of 1 to 7 how would you rate the performance of CNRE's IT department?

1 (poor)   2   3   4 (average)   5   6   7 (good)

We have divided the questions into eight categories with the last one being used for general comments and suggestions. Please go through all the questions and if any of them do not apply to you simply skip it.

Communications:

How well do we update/notify the college of IT related issues?

1 (poor)   2   3   4 (average)   5   6   7 (good)

How well do we communicate the status of work being performed for specific users?

1 (poor)   2   3   4 (average)   5   6   7 (good)

How would you rate the level of professionalism when interacting with us?

1 (poor)   2   3   4 (average)   5   6   7 (good)

Other communications comments?

Technical Support (desktops, laptops, printers, handhelds like phones and tablets, and all associated software):

How would you rate our hardware support of these devices?

1 (poor)   2   3   4 (average)   5   6   7 (good)

How would you rate our software support on these devices?

1 (poor)   2   3   4 (average)   5   6   7 (good)

How would you rate our recommendations when purchasing these types of devices?

1 (poor)   2   3   4 (average)   5   6   7 (good)

Other technical support comments?

Web Presence:

How do you rate our overall web presence?

1 (poor)   2   3   4 (average)   5   6   7 (good)

How would you rate your experience with our web development and consulting support?

1 (poor)   2   3   4 (average)   5   6   7 (good)

How would you rate your experience with website creation and access on our different web resources, ie: college web server, virtual web server, Hosting, or the CMS?

1 (poor)   2   3   4 (average)   5   6   7 (good)

Other web presence comments?

Server Support (CNRFileBox, CNRMicrolab, CNRE.VT.EDU, CEARS, and GISDemo):

What is your level of satisfaction with how well we keep the college servers running and accessible? Don't hold the mail servers or Scholar against us, we do not have any control over those...

1 (poor)   2   3   4 (average)   5   6   7 (good)

Other server support comments?

Computer Lab Resources (Microcomputer Teaching, CEARS, Geography, and Brooks):

How would you rate their teaching effectiveness?

1 (poor)   2   3   4 (average)   5   6   7 (good)

How would you rate their research effectiveness?

1 (poor)   2   3   4 (average)   5   6   7 (good)

How would you rate their engagement effectiveness?

1 (poor)   2   3   4 (average)   5   6   7 (good)

How would you rate our overall support of these facilities?

1 (poor)   2   3   4 (average)   5   6   7 (good)

Other computer lab resources comments?

Audio and Video Equipment (in room as well as resources available for checkout):

How would you rate the adequacy of our AV resources?

1 (poor)   2   3   4 (average)   5   6   7 (good)

How would you rate our support of our AV resources?

1 (poor)   2   3   4 (average)   5   6   7 (good)

Other audio and video equipment comments?

IT Website:

Do you use our it.cnre.vt.edu website to obtain IT information specific to our college?

o   Yes
o   No

If yes, which resources have you utilized (check all that apply)?

- o   Library / FAQs
- o   Latest Threats
- o   Security Information
- o   Facility Information
- o   Contact Information
- o   Other:

If yes, rate its usefulness?

1 (poor)   2   3   4 (average)   5   6   7 (good)

If you don't use it, why?

- o   Don't think about it or know that it exists.
- o   Don't find it useful.
- o   Other:

Other CNRE-IT website comments?

Overall Comments:

Are there any services that you would like to see added or changed (please be as specific as possible)?

How do you think we can improve?

Anything else you want to tell us?