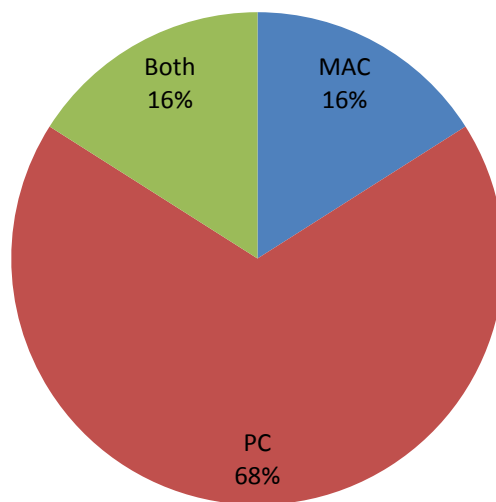


New Summary Report - 29 February 2016

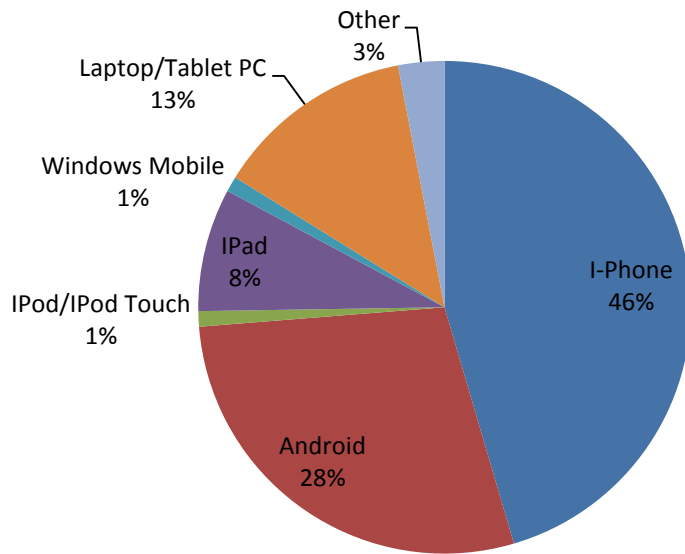
Survey: IT Test

1. Do you primarily use a MAC, a PC, or both?



Value	Percent	Count
MAC	16.3%	33
PC	67.8%	137
Both	15.8%	32
Total		202

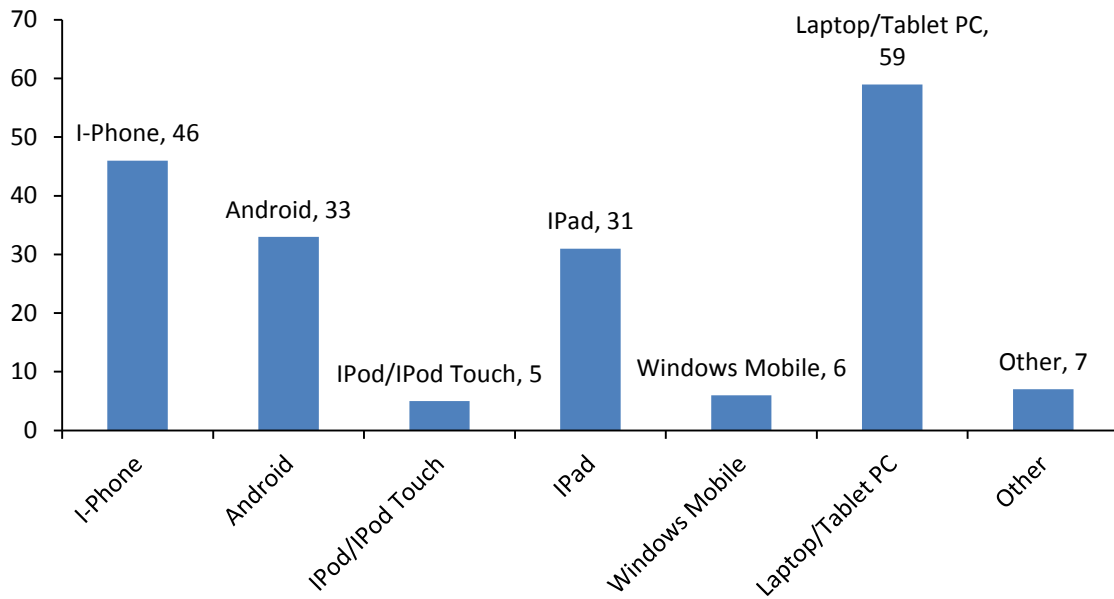
[OLD VERSION] What mobile device(s) do you use:



Value	Percent	Count
I-Phone	45.3%	34
Android	28.0%	21
G1 Phone	0.0%	0
iPod/iPod Touch	1.3%	1
iPad	8.0%	6
Windows Mobile	1.3%	1
Laptop/Tablet PC	13.3%	10
Other	2.7%	2

Value	Percent	Count
Total		75

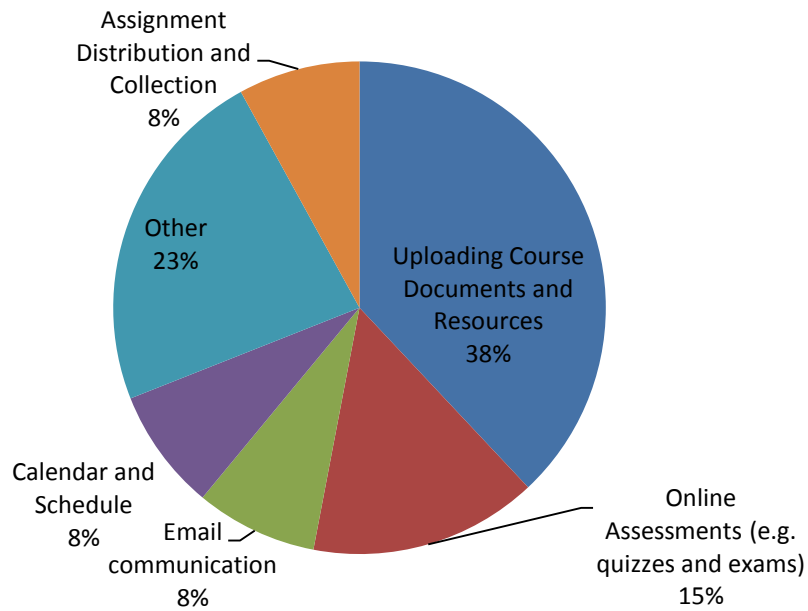
2. What mobile device(s) do you use:



Value	Percent	Count
I-Phone	45.7%	58
Android	33.1%	42
G1 Phone	0.0%	0
iPod/iPod Touch	4.7%	6
iPad	30.7%	39
Windows Mobile	6.3%	8
Laptop/Tablet PC	59.1%	75
Other	7.1%	9

Value	Percent	Count
Total		127

[OLD VERSION] If you use Blackboard (BB) what have you used it for? Check all that apply

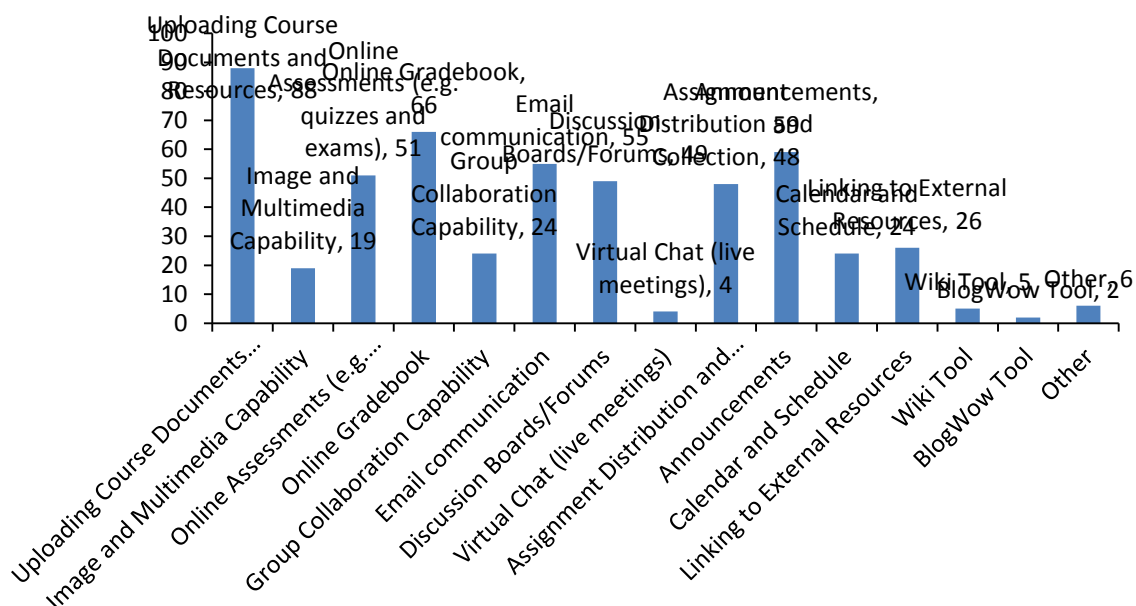


Value	Percent	Count
Uploading Course Documents and Resources	38.5%	5
Image and Multimedia Capability	0.0%	0
Online Assessments (e.g. quizzes and exams)	15.4%	2
Online Gradebook	0.0%	0
Group Collaboration Capability	0.0%	0
Email communication	7.7%	1
Discussion Boards/Forums	0.0%	0
Virtual Chat (live meetings)	0.0%	0

Value	Percent	Count
Assignment Distribution and Collection	0.0%	0
Announcements	0.0%	0
Calendar and Schedule	7.7%	1
Linking to External Resources	0.0%	0
Wiki Tool	0.0%	0
BlogWow Tool	0.0%	0
RSS News Feeds	0.0%	0
Other	23.1%	3
Assignment Distribution and Collection	7.7%	1
Total		13

3. If you use Blackboard (BB) what have you used it for?

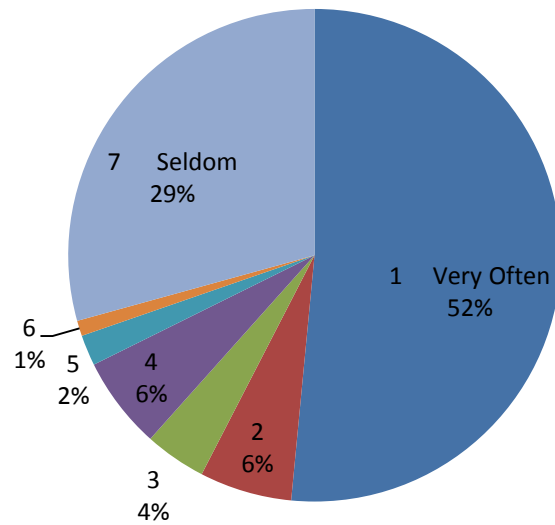
Check all that apply



Value	Percent	Count
Uploading Course Documents and Resources	87.8%	122
Image and Multimedia Capability	19.4%	27
Online Assessments (e.g. quizzes and exams)	51.1%	71
Online Gradebook	66.2%	92
Group Collaboration Capability	23.7%	33
Email communication	55.4%	77
Discussion Boards/Forums	48.9%	68
Virtual Chat (live meetings)	3.6%	5

Value	Percent	Count
Assignment Distribution and Collection	48.2%	67
Announcements	59.0%	82
Calendar and Schedule	24.5%	34
Linking to External Resources	25.9%	36
Wiki Tool	5.0%	7
BlogWow Tool	2.2%	3
RSS News Feeds	0.0%	0
Other	6.5%	9
Total		139

4. How often do you use Black Board?

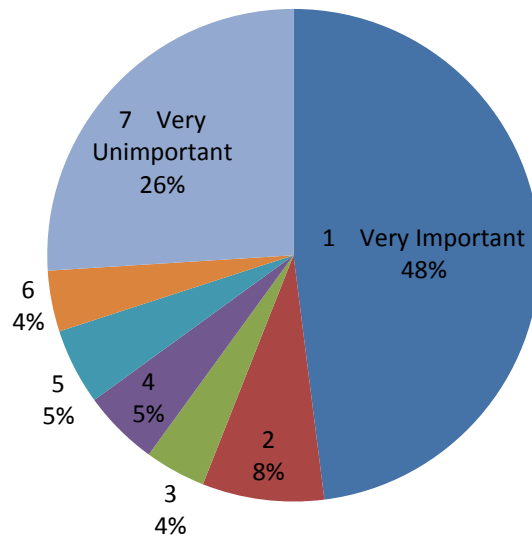


Value	Percent	Count
1. Very Often	51.3%	96
2	5.9%	11
3	4.3%	8
4	5.9%	11
5	2.1%	4
6	1.1%	2
7. Seldom	29.4%	55
Total		187

Statistics

Sum	603.0
Average	3.2
StdDev	2.6
Max	7.0

5. Blackboard is very important to me

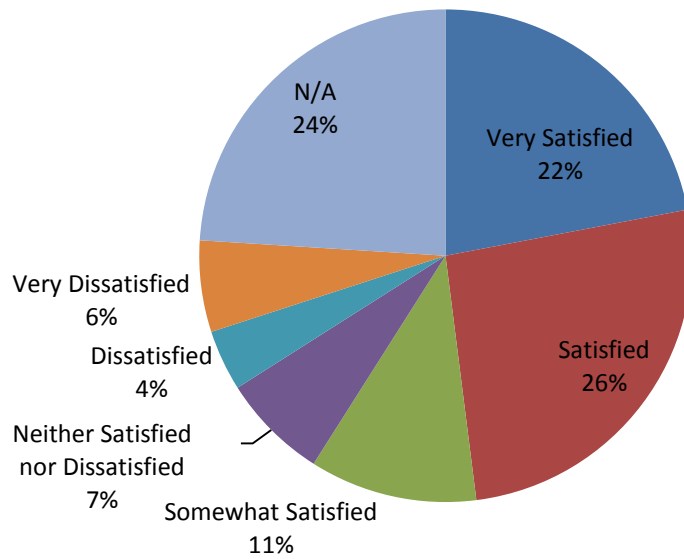


Value	Percent	Count
1. Very Important	47.9%	93
2	8.3%	16
3	4.1%	8
4	4.6%	9
5	4.6%	9
6	4.1%	8
7 Very Unimportant	26.3%	51
Total		194

Statistics

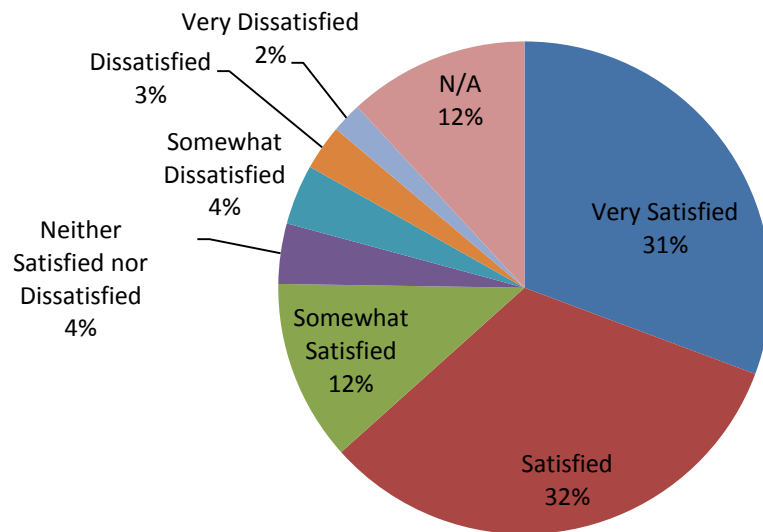
Sum	635.0
Average	3.3
StdDev	2.6
Max	7.0

6. How satisfied are you with using Blackboard for your classes?



Value	Percent	Count
Very Satisfied	21.8%	42
Satisfied	25.9%	50
Somewhat Satisfied	11.4%	22
Neither Satisfied nor Dissatisfied	6.7%	13
Dissatisfied	3.6%	7
Very Dissatisfied	6.2%	12
N/A	24.4%	47
Total		193

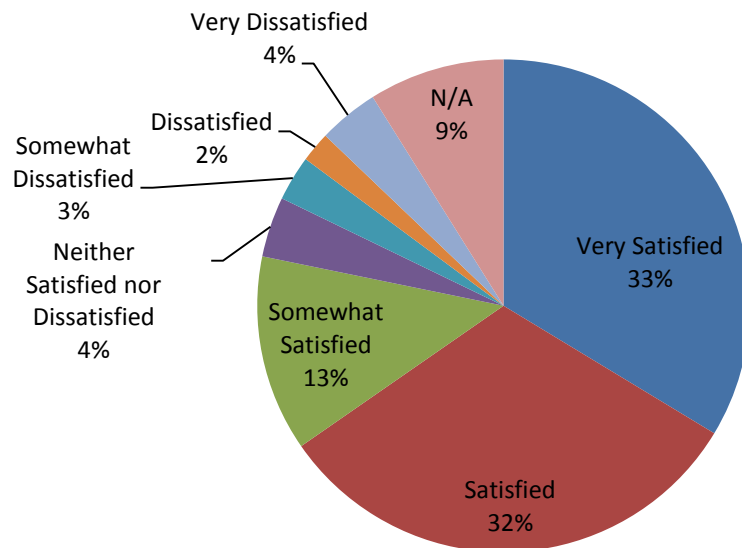
9. How satisfied are you with the quality of the phone support of the University Tech Desk?



Value	Percent	Count
Very Satisfied	31.2%	62
Satisfied	33.2%	66
Somewhat Satisfied	12.1%	24
Neither Satisfied nor Dissatisfied	4.0%	8
Somewhat Dissatisfied	3.5%	7
Dissatisfied	3.0%	6
Very Dissatisfied	1.5%	3
N/A	11.6%	23

Value	Percent	Count
Total		199

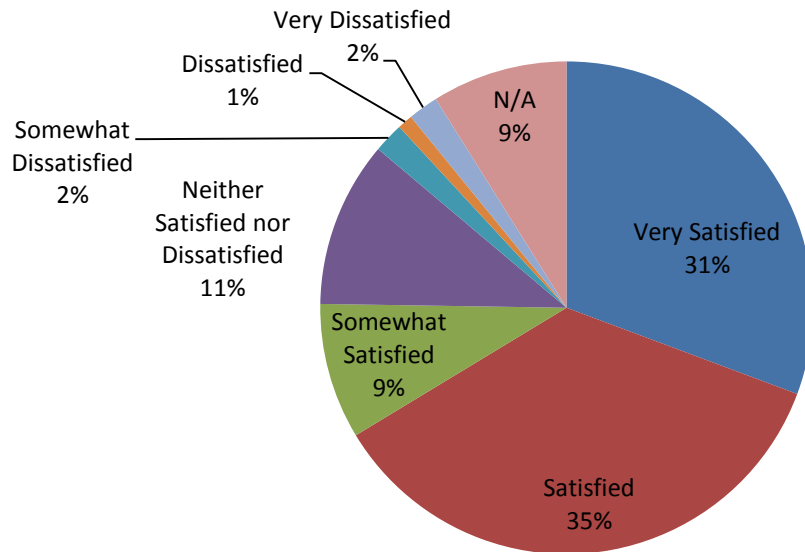
10. How satisfied are you with the timeliness of the University Tech Desk?



Value	Percent	Count
Very Satisfied	33.8%	67
Satisfied	31.8%	63
Somewhat Satisfied	13.1%	26
Neither Satisfied nor Dissatisfied	4.0%	8
Somewhat Dissatisfied	2.5%	5
Dissatisfied	1.5%	3
Very Dissatisfied	4.0%	8
N/A	9.1%	18

Value	Percent	Count
Total		198

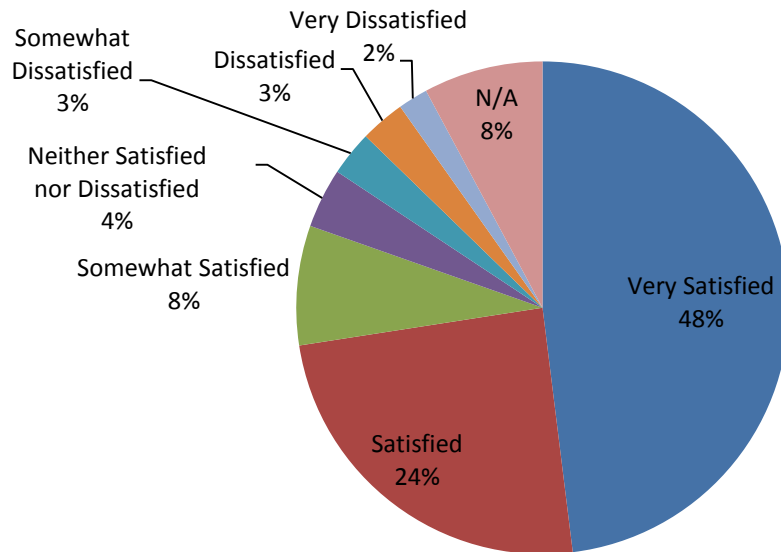
11. How satisfied are you with the accuracy of the University Tech Desk?



Value	Percent	Count
Very Satisfied	31.2%	62
Satisfied	36.2%	72
Somewhat Satisfied	8.5%	17
Neither Satisfied nor Dissatisfied	10.6%	21
Somewhat Dissatisfied	2.0%	4
Dissatisfied	1.0%	2
Very Dissatisfied	2.0%	4
N/A	8.5%	17

Value	Percent	Count
Total		199

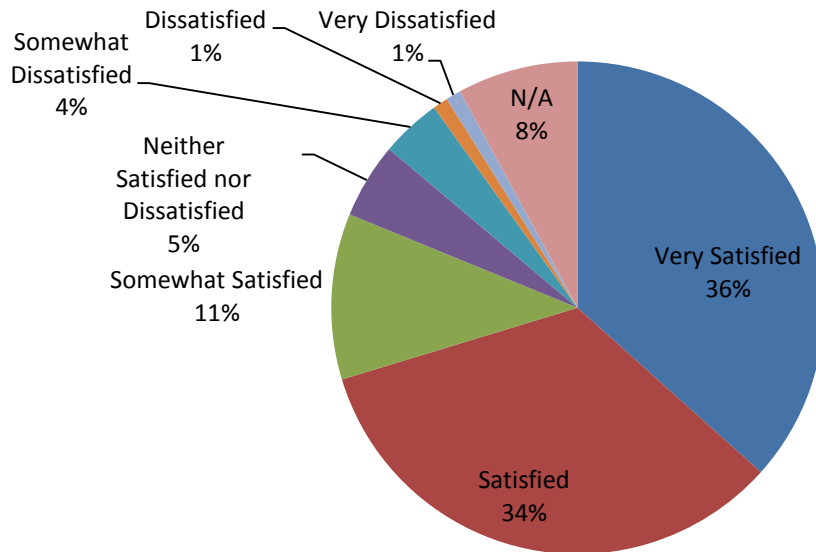
12. How satisfied are you with the courteousness of the Staff at the University Tech Desk?



Value	Percent	Count
Very Satisfied	49.3%	98
Satisfied	24.6%	49
Somewhat Satisfied	8.0%	16
Neither Satisfied nor Dissatisfied	3.5%	7
Somewhat Dissatisfied	2.5%	5
Dissatisfied	2.5%	5
Very Dissatisfied	1.5%	3
N/A	8.0%	16

Value	Percent	Count
Total		199

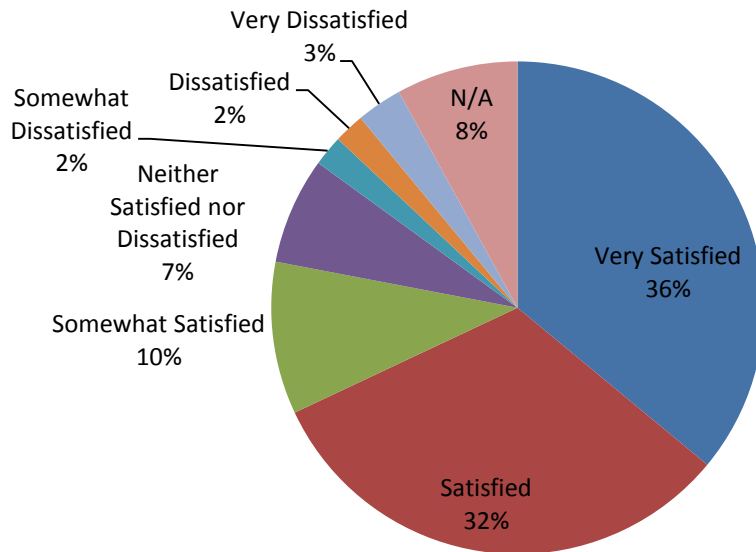
13. How satisfied are you with the technical skill/ competence of the staff at the University Tech Desk?



Value	Percent	Count
Very Satisfied	36.9%	73
Satisfied	34.3%	68
Somewhat Satisfied	11.1%	22
Neither Satisfied nor Dissatisfied	5.1%	10
Somewhat Dissatisfied	4.0%	8
Dissatisfied	0.5%	1
Very Dissatisfied	0.5%	1
N/A	7.6%	15

Value	Percent	Count
Total		198

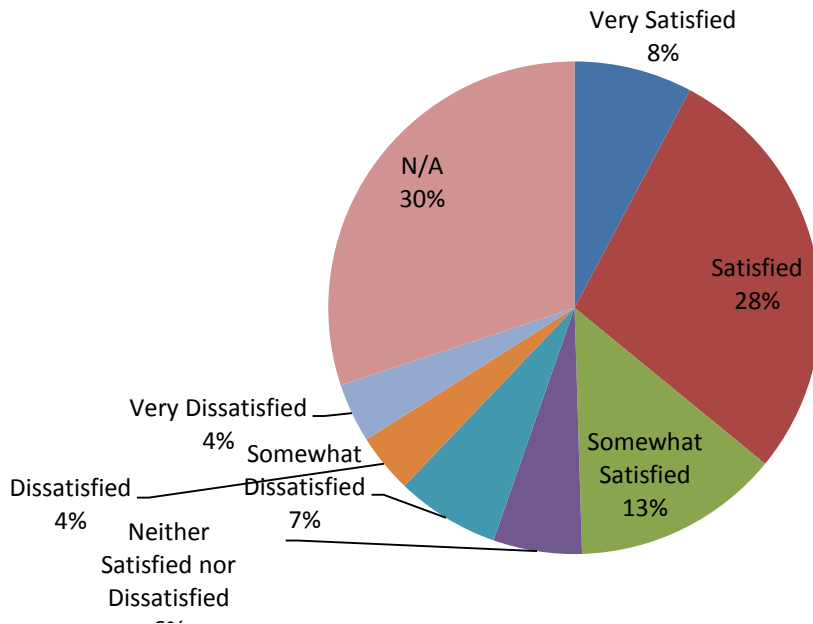
14. How satisfied are you with the problem resolution of the staff at the University Tech Desk?



Value	Percent	Count
Very Satisfied	36.4%	72
Satisfied	32.3%	64
Somewhat Satisfied	10.1%	20
Neither Satisfied nor Dissatisfied	6.6%	13
Somewhat Dissatisfied	2.0%	4
Dissatisfied	2.0%	4
Very Dissatisfied	2.5%	5
N/A	8.1%	16

Value	Percent	Count
Total		198

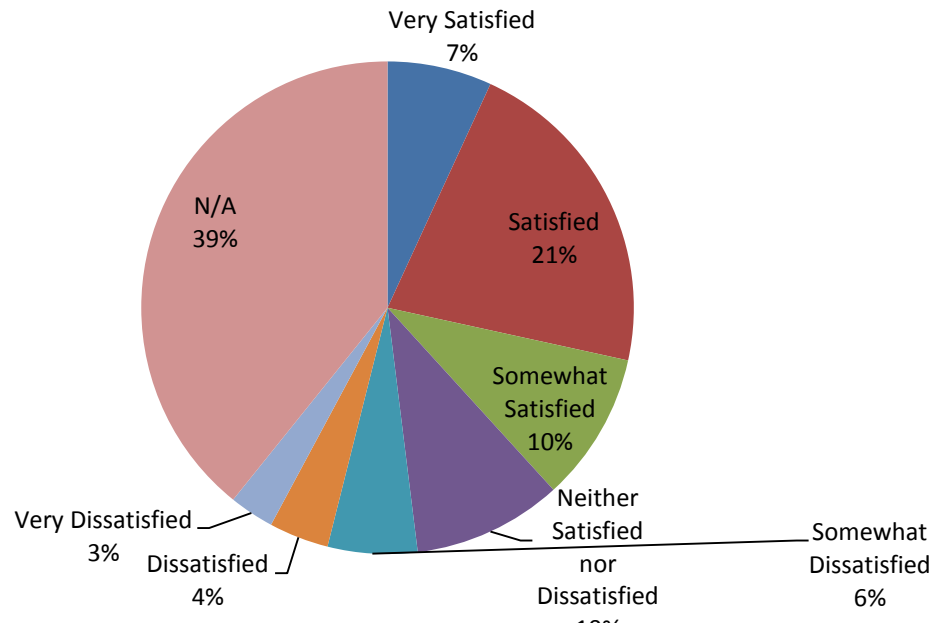
17. How satisfied are you with the hardware and software in the teaching computer labs?



Value	Percent	Count
Very Satisfied	8.0%	16
Satisfied	28.5%	57
Somewhat Satisfied	13.5%	27
Neither Satisfied nor Dissatisfied	6.0%	12
Somewhat Dissatisfied	6.5%	13
Dissatisfied	3.5%	7
Very Dissatisfied	3.5%	7
N/A	30.5%	61

Value	Percent	Count
Total		200

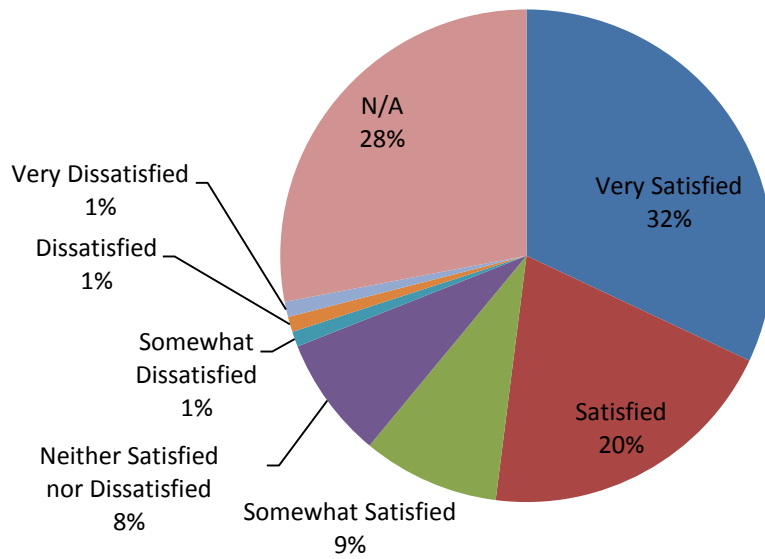
18. How satisfied are you with the software request/installation process in the teaching computer labs?



Value	Percent	Count
Very Satisfied	7.0%	14
Satisfied	22.1%	44
Somewhat Satisfied	9.6%	19
Neither Satisfied nor Dissatisfied	9.6%	19
Somewhat Dissatisfied	6.0%	12
Dissatisfied	3.5%	7
Very Dissatisfied	2.5%	5
N/A	39.7%	79

Value	Percent	Count
Total		199

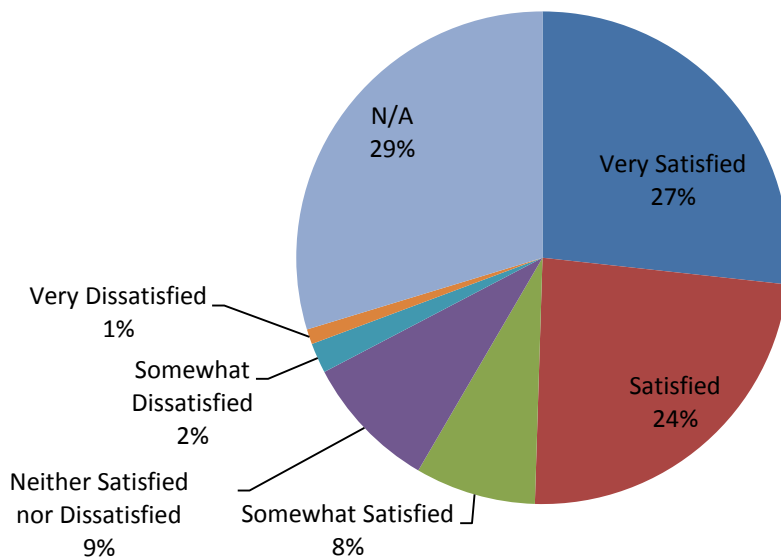
21. How satisfied are you with courteousness of Media and Academic Computing?



Value	Percent	Count
Very Satisfied	32.5%	64
Satisfied	19.8%	39
Somewhat Satisfied	8.6%	17
Neither Satisfied nor Dissatisfied	8.1%	16
Somewhat Dissatisfied	1.0%	2
Dissatisfied	0.5%	1
Very Dissatisfied	1.0%	2
N/A	28.4%	56

Value	Percent	Count
Total		197

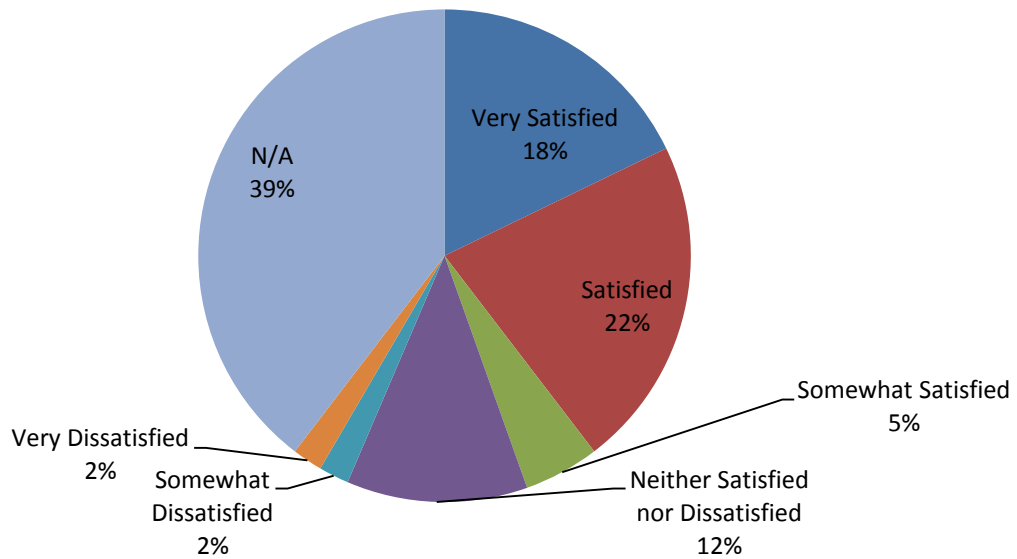
22. How satisfied are you with the technical skill/competence of Media and Academic Computing?



Value	Percent	Count
Very Satisfied	27.3%	54
Satisfied	24.2%	48
Somewhat Satisfied	7.6%	15
Neither Satisfied nor Dissatisfied	8.6%	17
Somewhat Dissatisfied	1.5%	3
Dissatisfied	0.0%	0
Very Dissatisfied	1.0%	2
N/A	29.8%	59

Value	Percent	Count
Total		198

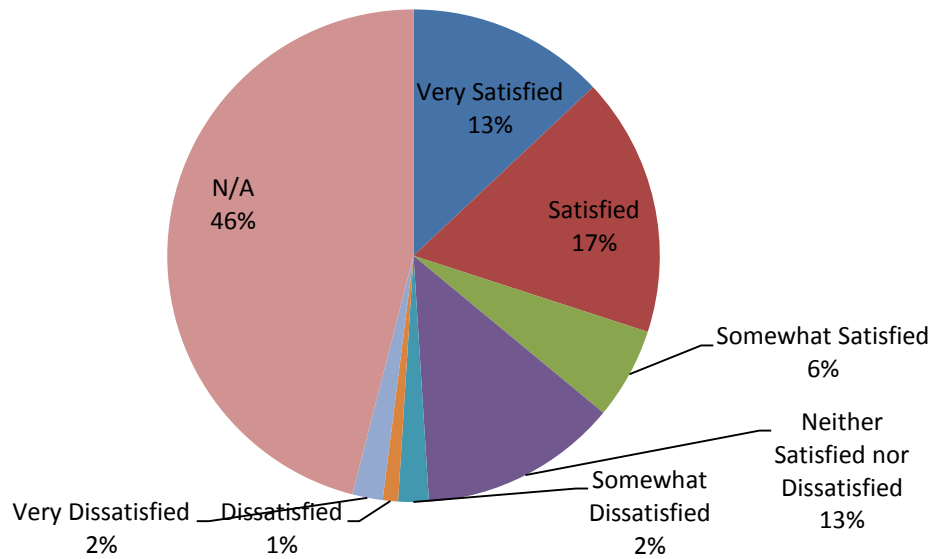
23. How satisfied are you with the training delivery of Media and Academic Computing?



Value	Percent	Count
Very Satisfied	18.4%	36
Satisfied	21.9%	43
Somewhat Satisfied	4.6%	9
Neither Satisfied nor Dissatisfied	11.7%	23
Somewhat Dissatisfied	2.0%	4
Dissatisfied	0.0%	0
Very Dissatisfied	1.5%	3
N/A	39.8%	78

Value	Percent	Count
Total		196

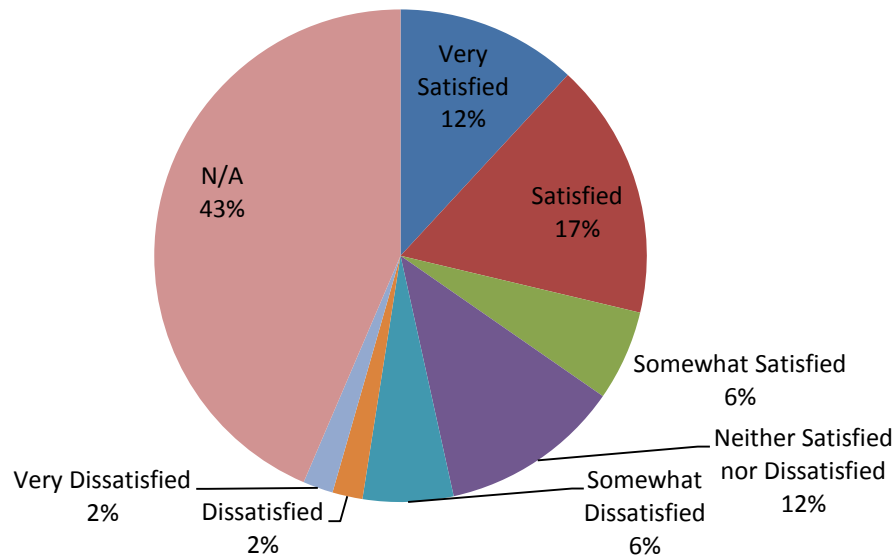
24. How satisfied are you with the training materials provided by Media and Academic Computing?



Value	Percent	Count
Very Satisfied	13.2%	26
Satisfied	17.3%	34
Somewhat Satisfied	6.1%	12
Neither Satisfied nor Dissatisfied	13.2%	26
Somewhat Dissatisfied	1.5%	3
Dissatisfied	0.5%	1
Very Dissatisfied	2.0%	4
N/A	46.2%	91

Value	Percent	Count
Total		197

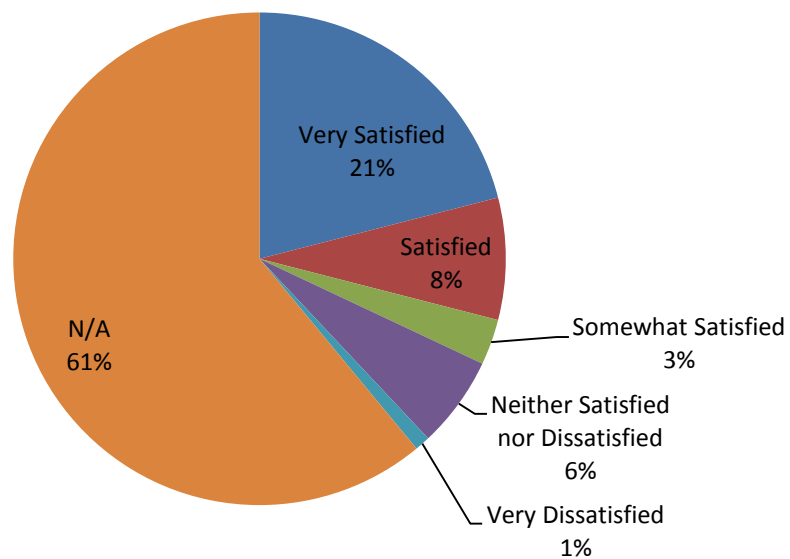
25. How satisfied are you with the training opportunities for faculty provided by Media and Academic Computing?



Value	Percent	Count
Very Satisfied	11.8%	23
Satisfied	16.9%	33
Somewhat Satisfied	5.6%	11
Neither Satisfied nor Dissatisfied	12.3%	24
Somewhat Dissatisfied	5.6%	11
Dissatisfied	1.5%	3
Very Dissatisfied	2.1%	4
N/A	44.1%	86

Value	Percent	Count
Total		195

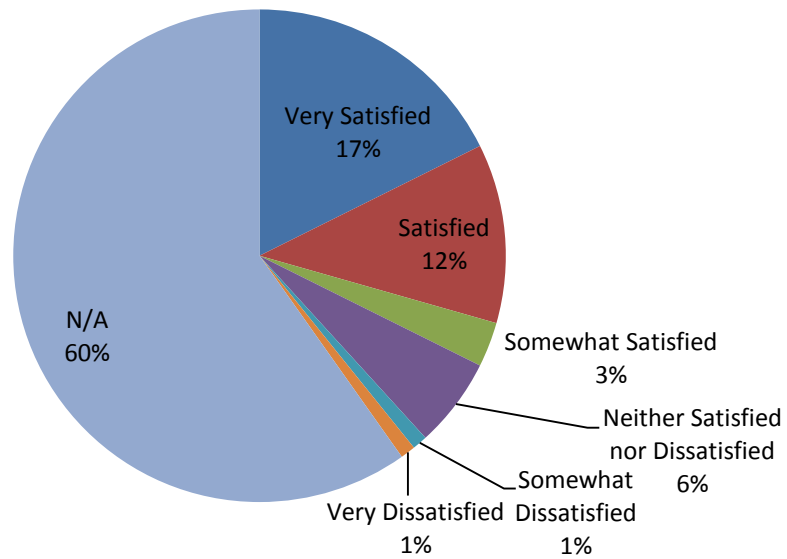
26. The Instructional Design and Development Center (IDDC), is a part of YSU's Office of Distance Education. The IDDC provides faculty in the university community with training and support in the design of courses and application of instructional technologies. The IDDC strives to meet the varying needs and technological comfort levels of all individuals. We are available to work with faculty one-on-one and in small groups. How satisfied are you with the courteousness of the IDDC?



Value	Percent	Count
Very Satisfied	21.4%	41
Satisfied	8.3%	16
Somewhat Satisfied	2.6%	5

Value	Percent	Count
Neither Satisfied nor Dissatisfied	5.7%	11
Somewhat Dissatisfied	0.0%	0
Dissatisfied	0.0%	0
Very Dissatisfied	1.0%	2
N/A	60.9%	117
Total		192

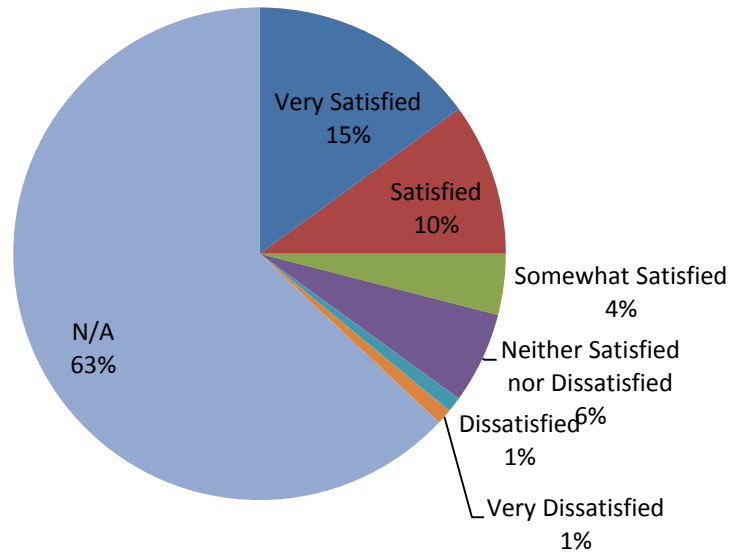
27. How satisfied are you with the technical skill/competence of the IDDC?



Value	Percent	Count
Very Satisfied	17.6%	34
Satisfied	11.9%	23
Somewhat Satisfied	2.6%	5
Neither Satisfied nor Dissatisfied	6.2%	12
Somewhat Dissatisfied	0.5%	1
Dissatisfied	0.0%	0
Very Dissatisfied	0.5%	1
N/A	60.6%	117

Value	Percent	Count
Total		193

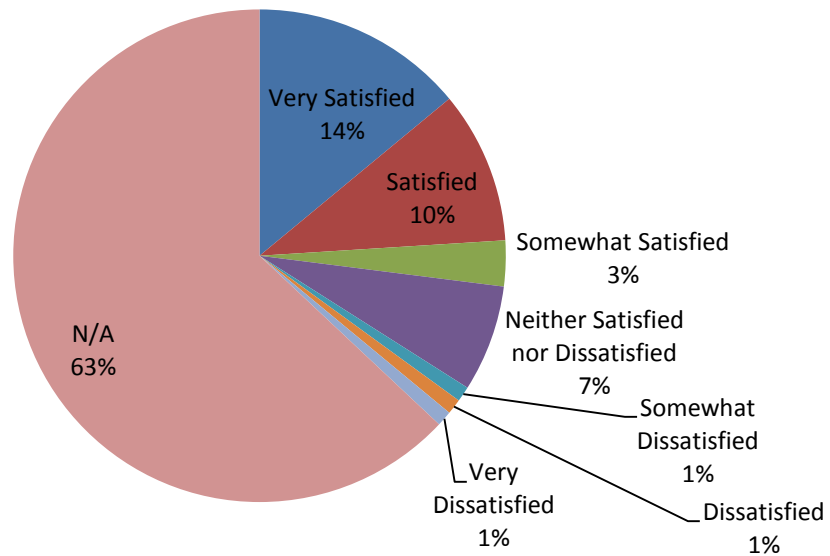
28. How satisfied are you with the training delivery of the IDDC?



Value	Percent	Count
Very Satisfied	15.1%	29
Satisfied	9.9%	19
Somewhat Satisfied	4.2%	8
Neither Satisfied nor Dissatisfied	6.3%	12
Somewhat Dissatisfied	0.0%	0
Dissatisfied	0.5%	1
Very Dissatisfied	1.0%	2
N/A	63.0%	121

Value	Percent	Count
Total		192

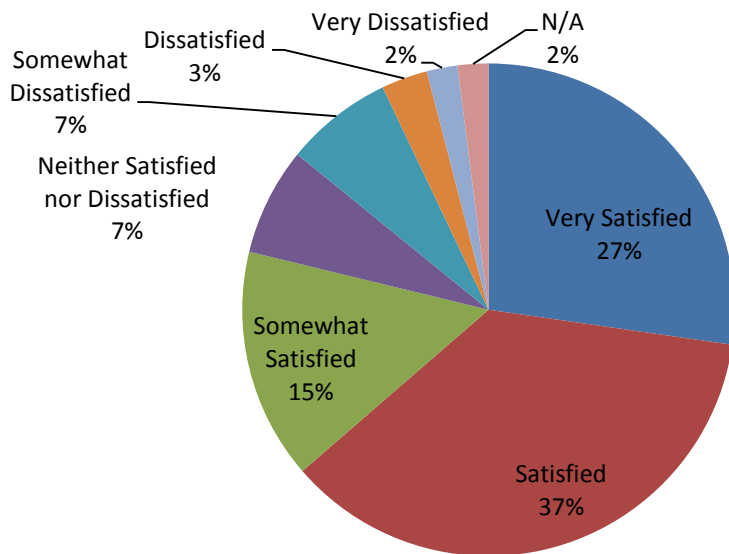
29. How satisfied are you with the training materials provided by the IDDC?



Value	Percent	Count
Very Satisfied	14.1%	27
Satisfied	10.0%	19
Somewhat Satisfied	3.1%	6
Neither Satisfied nor Dissatisfied	7.3%	14
Somewhat Dissatisfied	0.5%	1
Dissatisfied	0.5%	1
Very Dissatisfied	1.1%	2
N/A	63.4%	121

Value	Percent	Count
Total		191

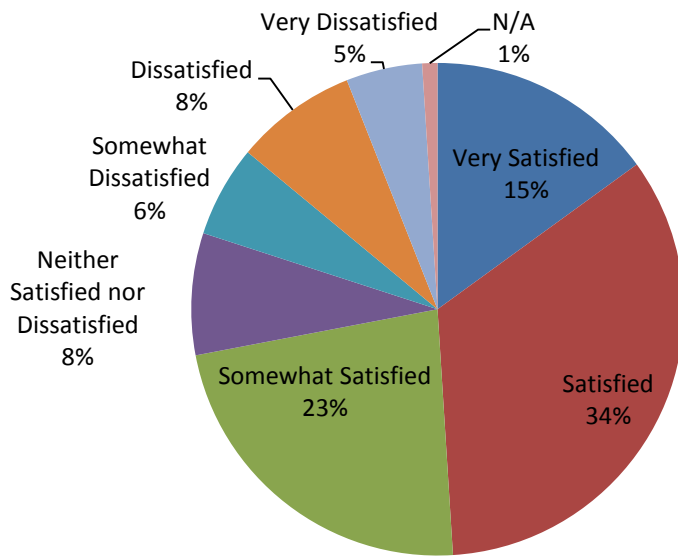
31. How satisfied are you with the functionality of Self Service Banner?



Value	Percent	Count
Very Satisfied	27.4%	52
Satisfied	36.3%	69
Somewhat Satisfied	15.3%	29
Neither Satisfied nor Dissatisfied	7.4%	14
Somewhat Dissatisfied	7.4%	14
Dissatisfied	2.6%	5
Very Dissatisfied	1.6%	3
N/A	2.1%	4

Value	Percent	Count
Total		190

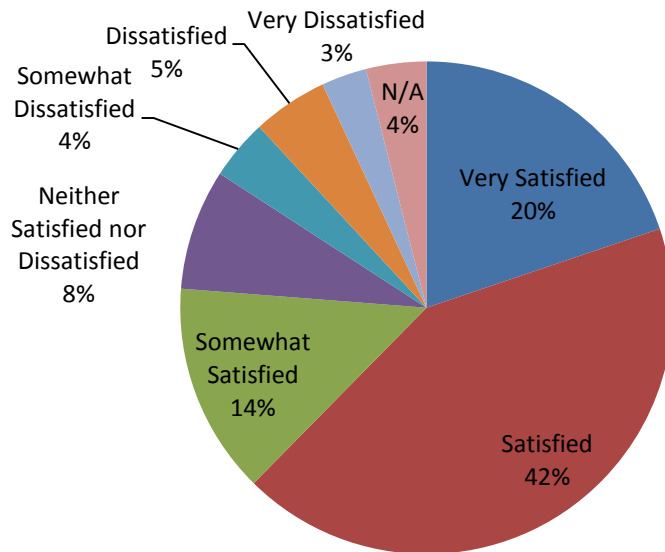
33. How satisfied are you with the YSU Website?



Value	Percent	Count
Very Satisfied	14.9%	29
Satisfied	34.4%	67
Somewhat Satisfied	23.1%	45
Neither Satisfied nor Dissatisfied	8.2%	16
Somewhat Dissatisfied	6.2%	12
Dissatisfied	7.7%	15
Very Dissatisfied	4.6%	9
N/A	1.0%	2

Value	Percent	Count
Total		195

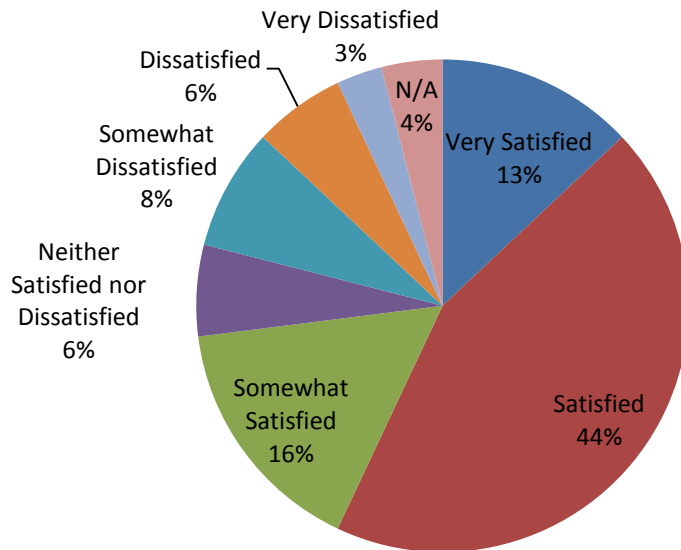
34. How satisfied are you with the reliability of the campus wired network?



Value	Percent	Count
Very Satisfied	20.0%	39
Satisfied	43.1%	84
Somewhat Satisfied	14.4%	28
Neither Satisfied nor Dissatisfied	7.7%	15
Somewhat Dissatisfied	3.6%	7
Dissatisfied	4.6%	9
Very Dissatisfied	2.6%	5
N/A	4.1%	8

Value	Percent	Count
Total		195

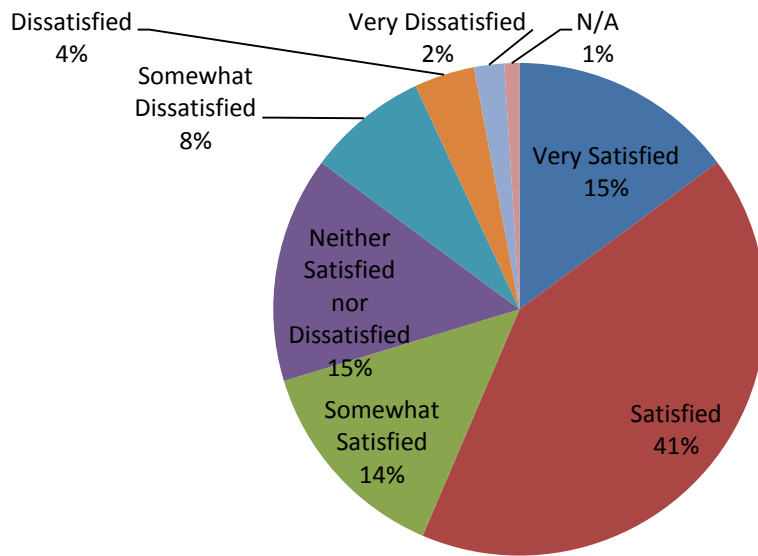
35. How satisfied are you with the speed of the campus wired network?



Value	Percent	Count
Very Satisfied	13.4%	26
Satisfied	44.3%	86
Somewhat Satisfied	16.5%	32
Neither Satisfied nor Dissatisfied	6.2%	12
Somewhat Dissatisfied	7.7%	15
Dissatisfied	5.7%	11
Very Dissatisfied	2.6%	5
N/A	3.6%	7

Value	Percent	Count
Total		194

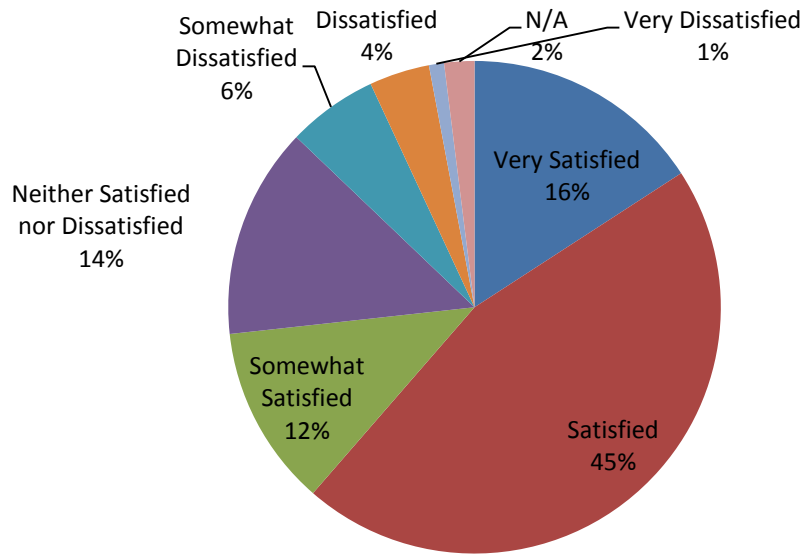
36. How satisfied are you with the reliability of O365 email?



Value	Percent	Count
Very Satisfied	14.9%	29
Satisfied	42.1%	82
Somewhat Satisfied	14.4%	28
Neither Satisfied nor Dissatisfied	14.9%	29
Somewhat Dissatisfied	7.7%	15
Dissatisfied	3.6%	7
Very Dissatisfied	1.5%	3
N/A	1.0%	2

Value	Percent	Count
Total		195

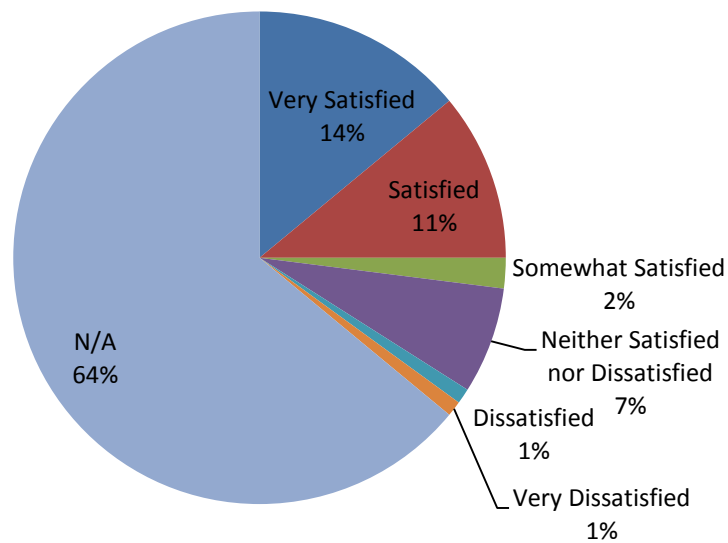
37. How satisfied are you with the speed of O365 Email?



Value	Percent	Count
Very Satisfied	15.8%	31
Satisfied	45.9%	90
Somewhat Satisfied	11.7%	23
Neither Satisfied nor Dissatisfied	14.3%	28
Somewhat Dissatisfied	6.1%	12
Dissatisfied	4.1%	8
Very Dissatisfied	0.5%	1
N/A	1.5%	3

Value	Percent	Count
Total		196

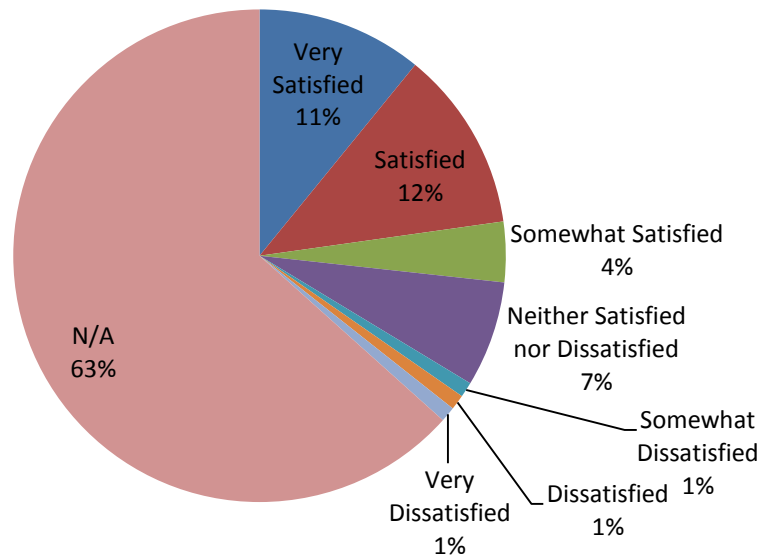
38. The EIT Lab is part of YSU's Office of Distance Education. It provides faculty and the university community with the training and support in meeting the federal ADA Compliance standards for their online course materials. the EIT staff is available to work with the faculty one-on-one How satisfied are you with the courteousness of the EIT Lab staff?



Value	Percent	Count
Very Satisfied	14.0%	27
Satisfied	11.4%	22
Somewhat Satisfied	2.1%	4
Neither Satisfied nor Dissatisfied	7.3%	14

Value	Percent	Count
Somewhat Dissatisfied	0.0%	0
Dissatisfied	0.5%	1
Very Dissatisfied	0.5%	1
N/A	64.3%	124
Total		193

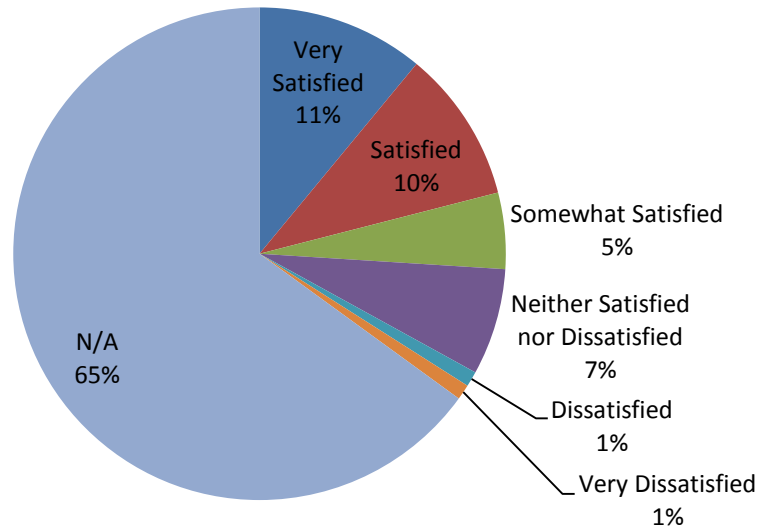
39. How satisfied are you with the technical skill/competence of the EIT Lab staff?



Value	Percent	Count
Very Satisfied	11.4%	22
Satisfied	11.9%	23
Somewhat Satisfied	3.6%	7
Neither Satisfied nor Dissatisfied	7.3%	14
Somewhat Dissatisfied	0.5%	1
Dissatisfied	0.5%	1
Very Dissatisfied	1.0%	2
N/A	63.7%	123

Value	Percent	Count
Total		193

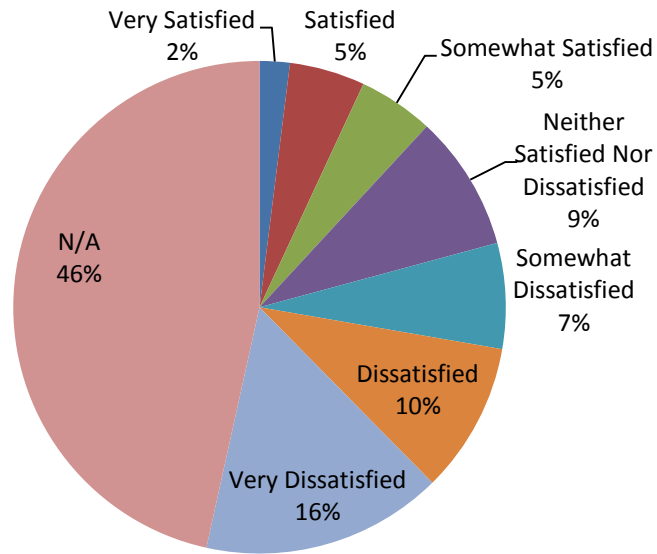
40. How satisfied are you with the training delivery of the EIT Lab staff?



Value	Percent	Count
Very Satisfied	11.5%	22
Satisfied	9.9%	19
Somewhat Satisfied	4.7%	9
Neither Satisfied nor Dissatisfied	6.8%	13
Somewhat Dissatisfied	0.0%	0
Dissatisfied	1.0%	2
Very Dissatisfied	1.0%	2
N/A	65.1%	125

Value	Percent	Count
Total		192

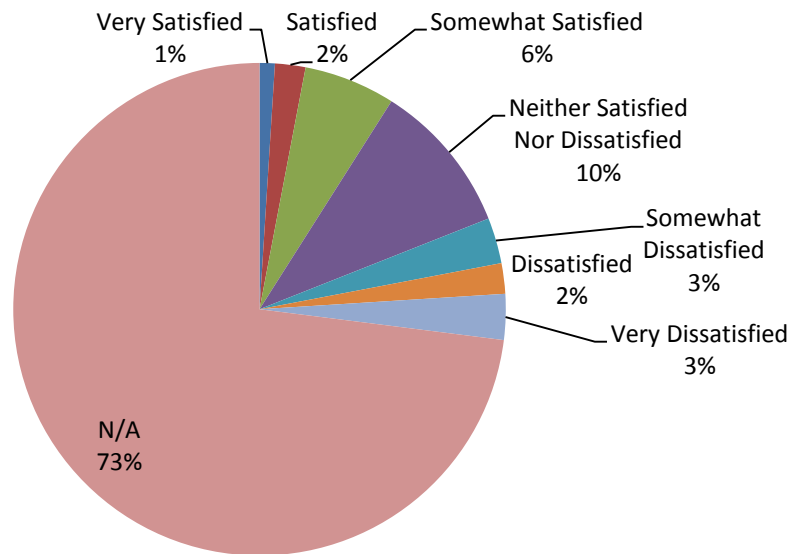
41. How satisfied are you with the Concur Travel site?



Value	Percent	Count
Very Satisfied	2.1%	4
Satisfied	4.6%	9
Somewhat Satisfied	5.1%	10
Neither Satisfied Nor Dissatisfied	8.7%	17
Somewhat Dissatisfied	7.2%	14
Dissatisfied	9.7%	19
Very Dissatisfied	15.9%	31
N/A	46.7%	91

Value	Percent	Count
Total		195

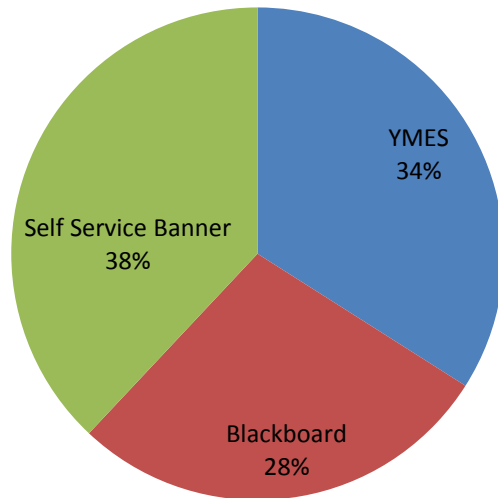
42. How satisfied are you with the eCube site?



Value	Percent	Count
Very Satisfied	1.1%	2
Satisfied	2.1%	4
Somewhat Satisfied	5.8%	11
Neither Satisfied Nor Dissatisfied	10.0%	19
Somewhat Dissatisfied	2.6%	5
Dissatisfied	2.1%	4
Very Dissatisfied	3.1%	6
N/A	73.3%	140

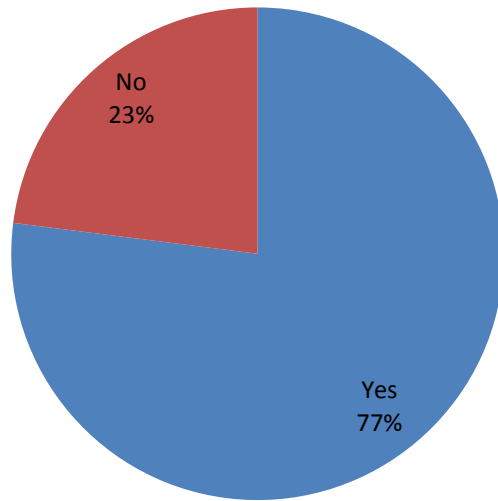
Value	Percent	Count
Total		191

43. When you send emails to your course rosters, which do you primarily use?



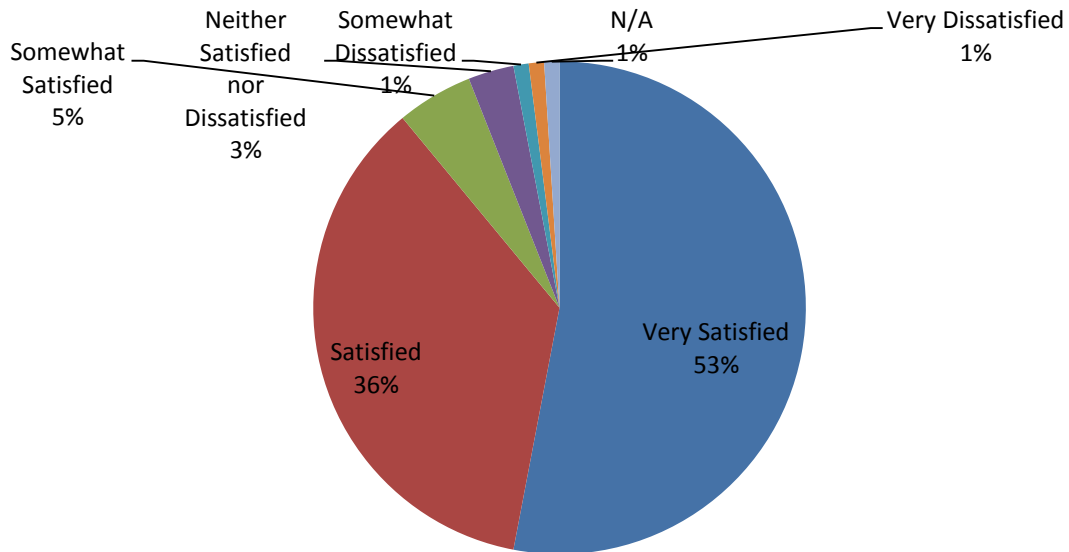
Value	Percent	Count
YMES	34.0%	64
Blackboard	27.7%	52
Self Service Banner	38.3%	72
Total		188

44. Penguin Alert is YSU's new Emergency Notification System. Have you signed up for text messaging?



Value	Percent	Count
Yes	77.3%	150
No	22.7%	44
Total		194

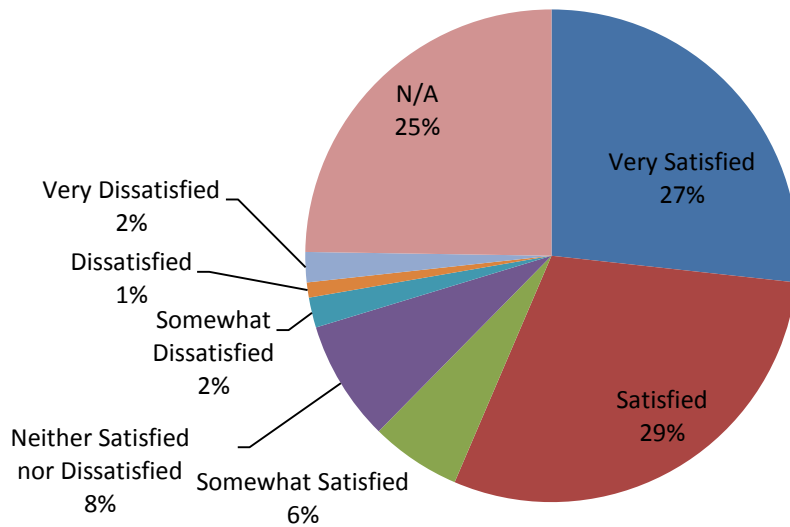
45. If so, how satisfied were you with the ease of signing up for text messaging?



Value	Percent	Count
Very Satisfied	53.0%	79
Satisfied	35.6%	53
Somewhat Satisfied	5.4%	8
Neither Satisfied nor Dissatisfied	2.7%	4
Somewhat Dissatisfied	0.7%	1
Dissatisfied	0.0%	0
Very Dissatisfied	1.3%	2
N/A	1.3%	2

Value	Percent	Count
Total		149

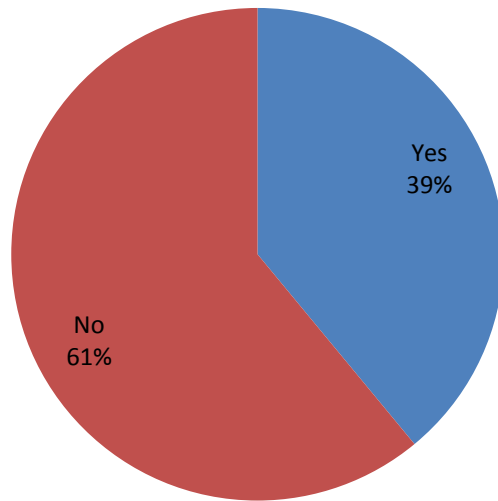
46. How satisfied are you with the ease of use of the YMES system?



Value	Percent	Count
Very Satisfied	26.9%	52
Satisfied	29.5%	57
Somewhat Satisfied	6.2%	12
Neither Satisfied nor Dissatisfied	7.8%	15
Somewhat Dissatisfied	1.6%	3
Dissatisfied	1.0%	2
Very Dissatisfied	1.6%	3
N/A	25.4%	49

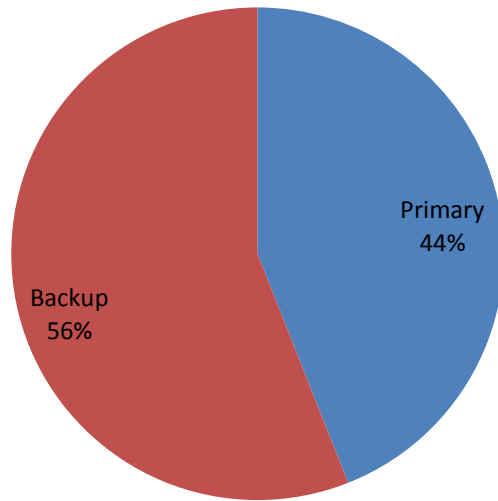
Value	Percent	Count
Total		193

52. Did you know that you have 5GB of space (or more if needed), commonly called the "Y:" drive, for file storage on the network?



Value	Percent	Count
Yes	38.7%	75
No	61.3%	119
Total		194

53. Do you use your Y: drive space either for primary or backup file storage?



Value	Percent	Count
Primary	43.5%	37
Backup	56.5%	48
Total		85

