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# IT Services Review – Community Survey

## Overview

In May 2016 a university-wide quality assurance survey was launched as part of the information gathering activities of the IT Services Review. The Review's mandate is to take a deep look at all IT Services delivered across McMaster University. The purpose of the survey was to collect input on all facets of IT at McMaster. It was an opportunity for McMaster faculty, staff and students to provide the Committee with their feedback.

## Methodology

The survey was sent out across email distribution lists to reach faculty, staff and graduate students at McMaster University. It was also posted on the Mosaic Student portal and the Daily News to reach Undergraduate students (an email distribution list for students was not available at the time of the survey launch). Survey questions assessed satisfaction with various IT services with the option for additional written feedback from participants. The survey targeted four main areas: Administration, Research, Teaching and Learning, and Students. A total of 1625 respondents accessed the survey, of which 1270 were used for analysis due to lack of completion and/or accuracy from 355 respondents. Each participant had the option of entering a raffle to win a \$75 Campus Store gift card. The following presents an overview of Faculty, Staff and Students' satisfaction with IT services. Each graph contains the total number of respondents to the question (N), average satisfaction (M) and standard deviation (SD).

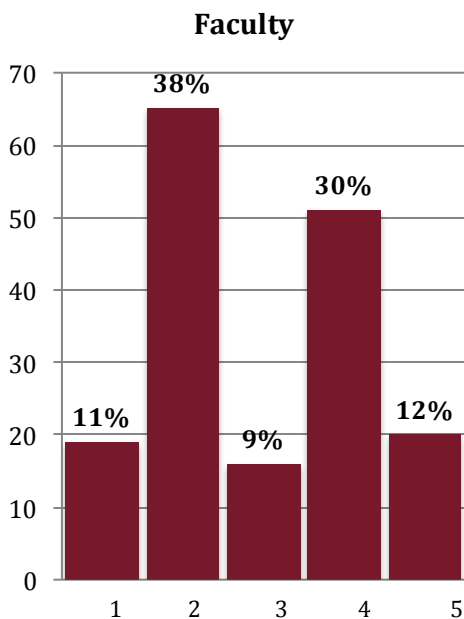
Please note, the scale that was utilized for the four faculty/staff Mosaic questions differed from that used for all other questions. Respondents were inadvertently provided with only one option for dissatisfaction ("Not at all Satisfied") rather than the two options used elsewhere ("Completely Dissatisfied" and "Somewhat Dissatisfied"). The results to these questions can be found on pages 17-20.

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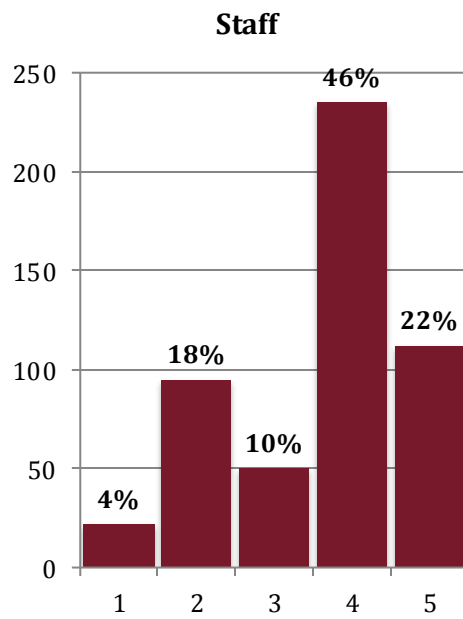
# Overall IT Service Satisfaction Results

The following pages present the Community's satisfaction with IT services from an overall, teaching and learning, research and student perspective.

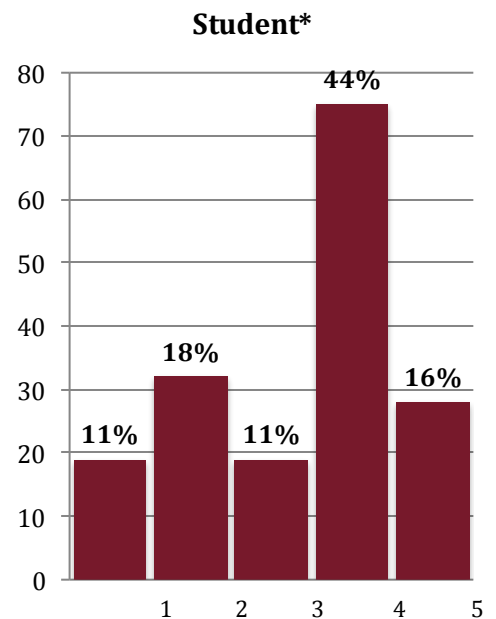
## How Satisfied or Dissatisfied are you with McMaster's ability to meet your IT Service needs?



**Figure 1.1.** N=171, M=2.9, SD=1.26



**Figure 1.2.** N=514, M=3.6, SD=1.14



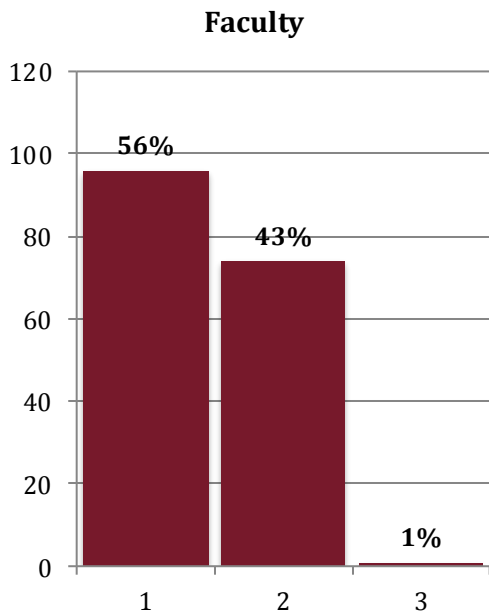
**Figure 1.3.** N=173, M=3.4, SD=1.26

- |    |                                    |
|----|------------------------------------|
| 1- | Completely Dissatisfied            |
| 2- | Somewhat Dissatisfied              |
| 3- | Neither Satisfied nor Dissatisfied |
| 4- | Somewhat Satisfied                 |
| 5- | Completely Satisfied               |

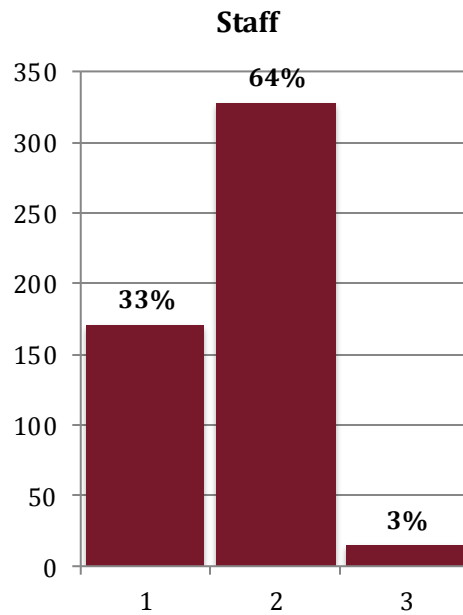
\*Graduate students only

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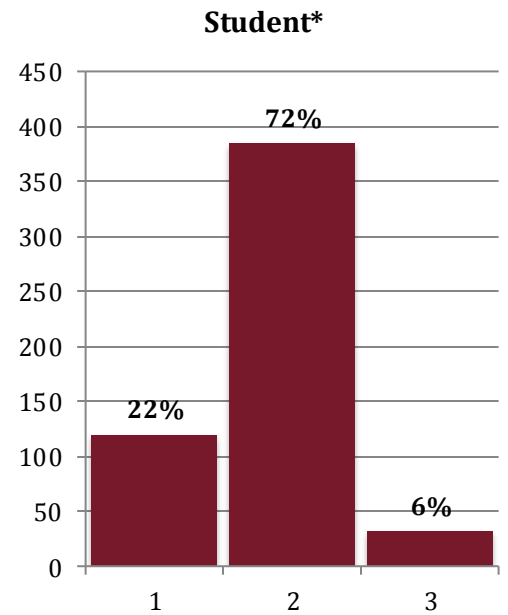
How well placed do you feel McMaster is to deliver high quality IT services in the mobile, bring-your-own-device (BYOD), online education and cloud environment?



**Figure 2.1.** N=171, M=1.4, SD=0.51



**Figure 2.2.** N=514, M=1.7, SD=0.52



**Figure 2.3.** N=536, M=1.8, SD=0.51

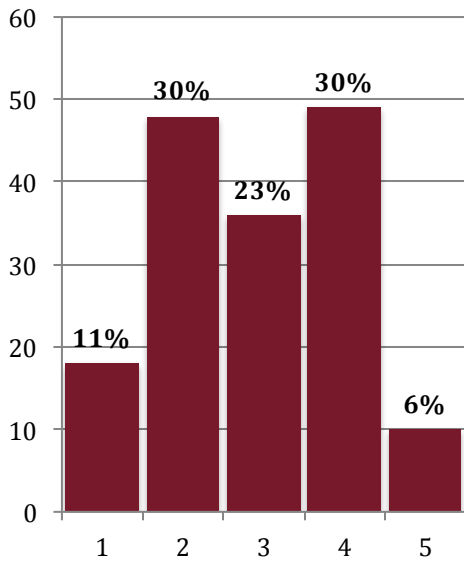
- |                                |
|--------------------------------|
| 1 - Fails To Meet Expectations |
| 2 - Meets Expectations         |
| 3 - Exceeds Expectations       |

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\*Graduate and undergraduate students

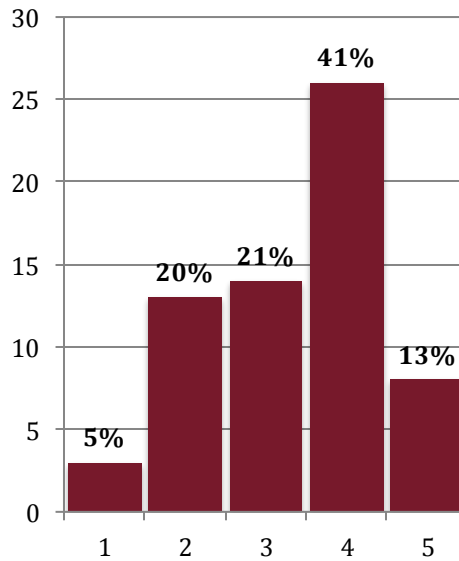
How well do the IT services offered by McMaster enable you to perform your teaching [and learning] activities?

**Faculty**



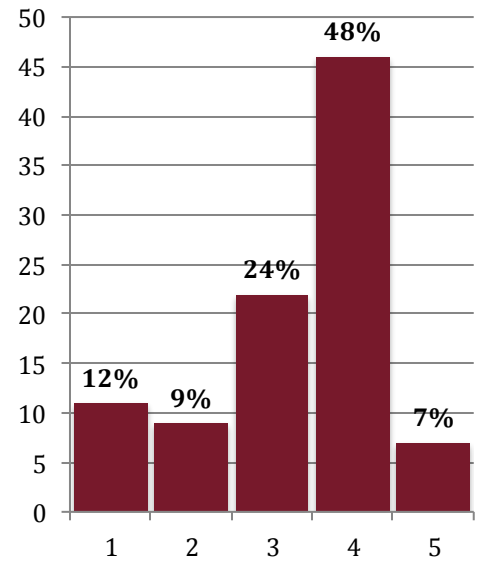
**Figure 3.1.** N=161, M=2.9, SD=1.14

**Staff**



**Figure 3.2.** N=64, M=3.4, SD=1.09

**Student\***



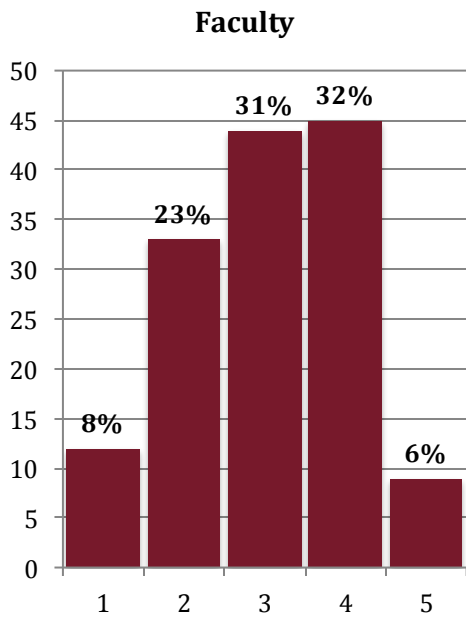
**Figure 3.3.** N=95, M=3.3, SD=1.12

- |    |                                    |
|----|------------------------------------|
| 1- | Completely Dissatisfied            |
| 2- | Somewhat Dissatisfied              |
| 3- | Neither Satisfied nor Dissatisfied |
| 4- | Somewhat Satisfied                 |
| 5- | Completely Satisfied               |

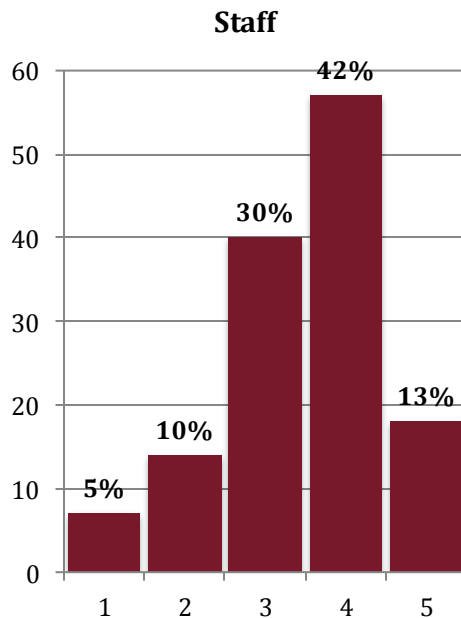
\*Graduate students only

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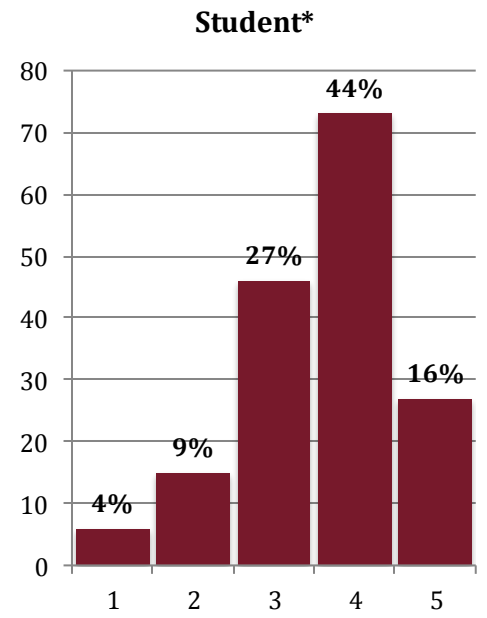
How well do the IT services offered by McMaster enable you to complete your research activities?



*Figure 4.1. N=143, M=3.0, SD=1.07*



*Figure 4.2. N=136, M=3.4, SD=1.09*



*Figure 4.3. N=167, M=3.6, SD=0.98*

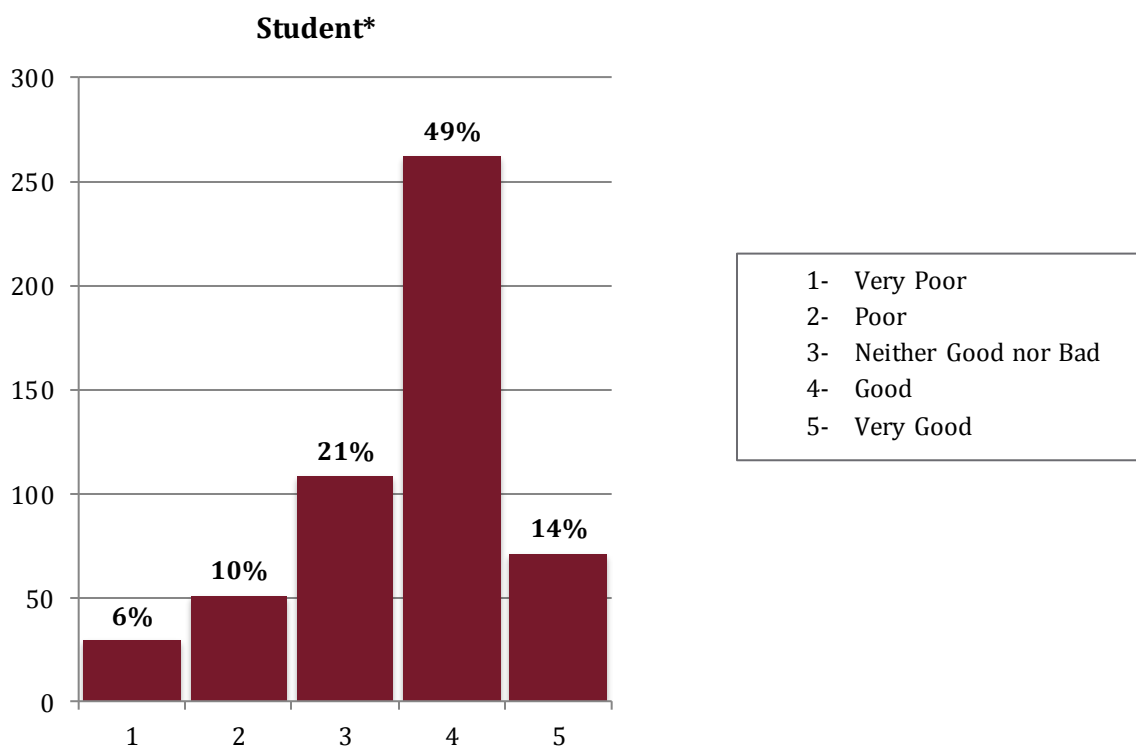
- |                         |
|-------------------------|
| 1- Very Poor            |
| 2- Poor                 |
| 3- Neither Good nor Bad |
| 4- Good                 |
| 5- Very Good            |

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\*Graduate students only

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How well do the IT services offered by McMaster meet your needs as a student?



*Figure 5.1. N=521, M=3.6, SD=1.02*

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\*Graduate and undergraduate students

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## Selected IT Services Results

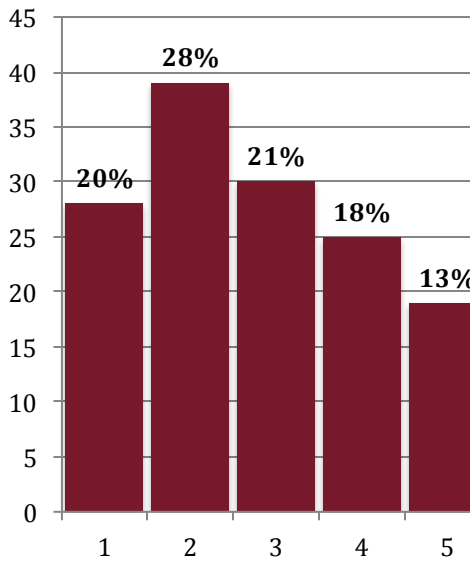
The following includes satisfaction with a selection of specific IT services questions for each of the Administration, Teaching and Learning, Research and Student areas. A complete set of results are available if desired – please contact the project team at [cr\\_itrev@mcmaster.ca](mailto:cr_itrev@mcmaster.ca).

Results were calculated based on those who provided a satisfaction rating of the service. “Don’t Know” responses are included for information.



# Software Services

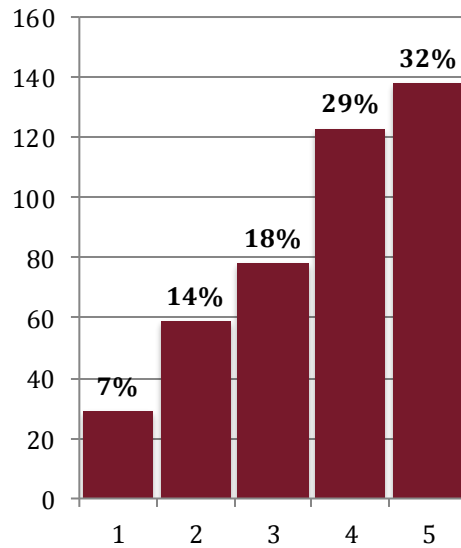
**Faculty - Software**



**Figure 6.1.** N=141, M=2.8, SD=1.32

[Don't Know: 30/171, 18%]

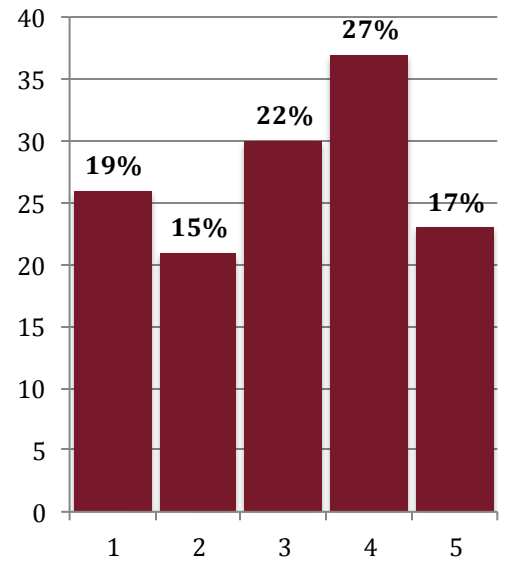
**Staff - Software**



**Figure 6.2.** N=427, M=3.7, SD=1.25

[Don't Know: 87/514, 17%]

**Student\* - Software**



**Figure 6.3.** N=137, M=3.1, SD=1.36

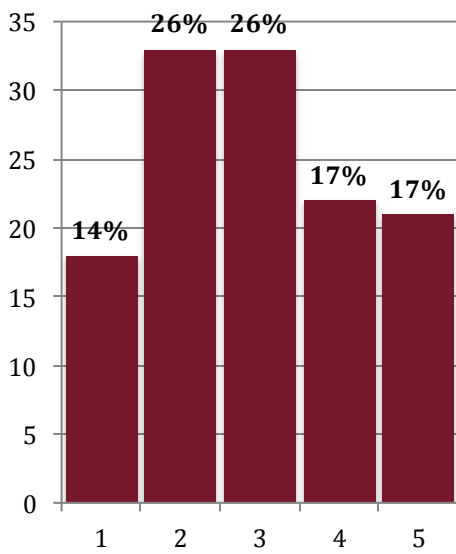
[Don't Know: 36/173, 21%]

- |   |
|---|
| <ul style="list-style-type: none"> <li>1- Completely Dissatisfied</li> <li>2- Somewhat Dissatisfied</li> <li>3- Neither Satisfied nor Dissatisfied</li> <li>4- Somewhat Satisfied</li> <li>5- Completely Satisfied</li> </ul> |
|---|

\*Graduate students only

# Data Storage

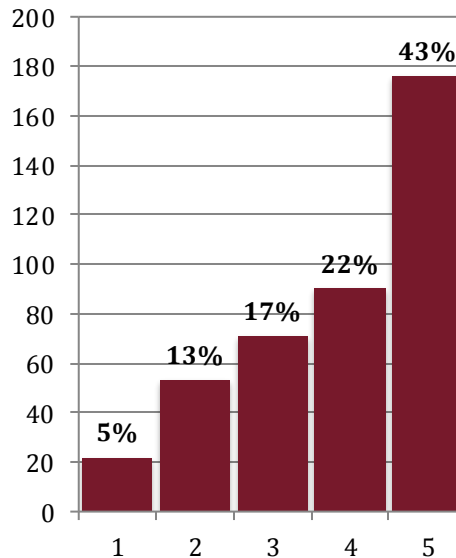
**Faculty - Data Storage**



**Figure 6.4.** N=127, M=2.9, SD=1.29

[Don't Know: 44/171, 26%]

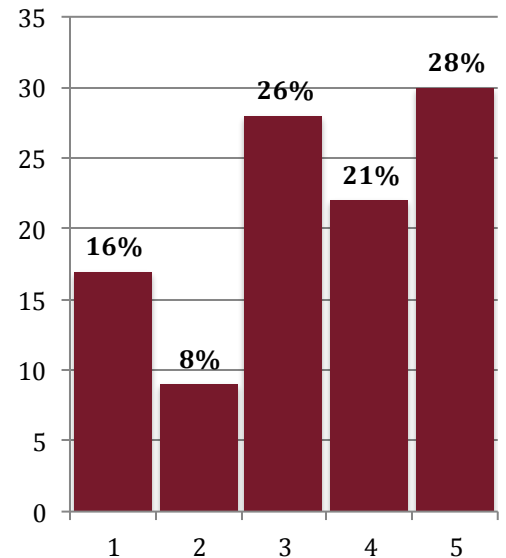
**Staff - Data Storage**



**Figure 6.5.** N=412, M=3.8, SD=1.25

[Don't Know: 102/514, 20%]

**Student\* - Data Storage**



**Figure 6.6.** N=106, M=3.4, SD=1.39

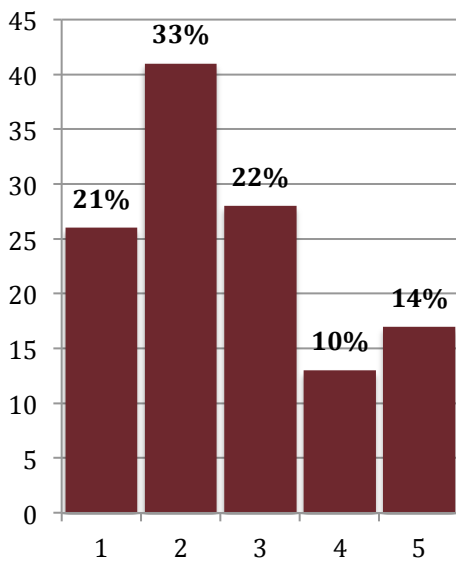
[Don't Know: 67/173, 39%]

- |   |
|---|
| <ul style="list-style-type: none"> <li>1- Completely Dissatisfied</li> <li>2- Somewhat Dissatisfied</li> <li>3- Neither Satisfied nor Dissatisfied</li> <li>4- Somewhat Satisfied</li> <li>5- Completely Satisfied</li> </ul> |
|---|

\*Graduate students only

## Web Content Management Systems Satisfaction

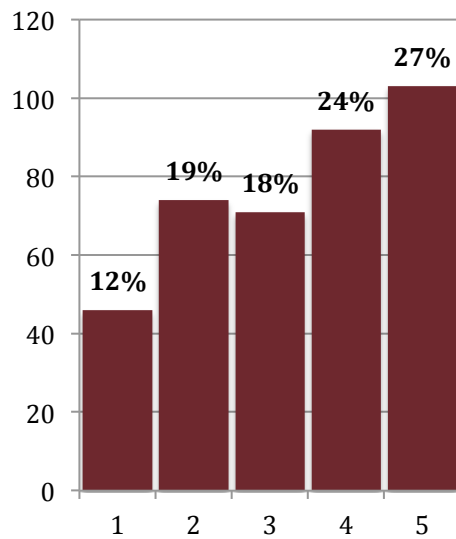
**Faculty - Web CMS**



**Figure 2.13.** N=125, M=2.6, SD=1.30

[Don't Know: 46/171, 27%]

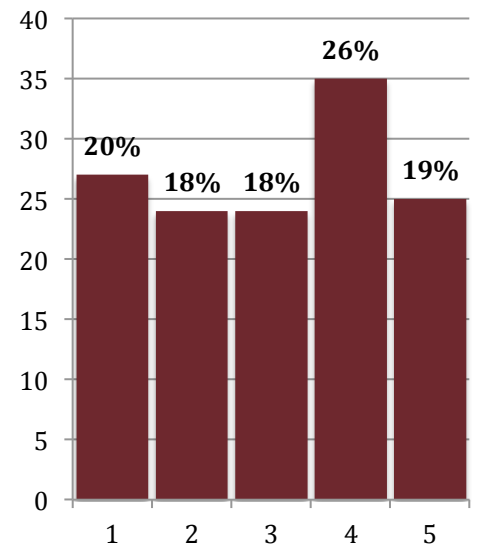
**Staff - Web CMS**



**Figure 2.14.** N=386, M=3.3, SD=1.36

[Don't Know: 128/514, 25%]

**Student\*- Web CMS**



**Figure 2.15.** N=135, M=3.1, SD=1.41

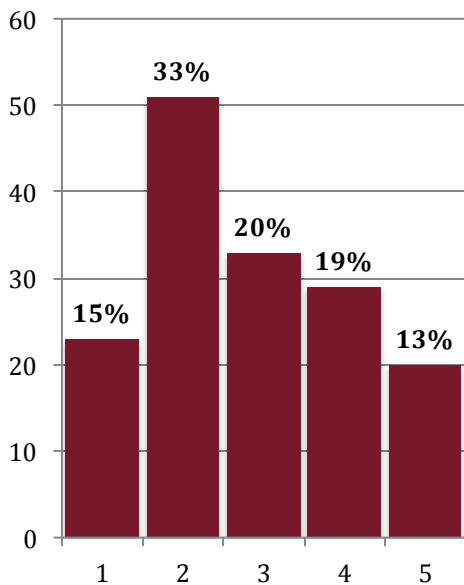
[Don't Know: 38/173, 22%]

- |                                       |
|---------------------------------------|
| 1- Completely Dissatisfied            |
| 2- Somewhat Dissatisfied              |
| 3- Neither Satisfied nor Dissatisfied |
| 4- Somewhat Satisfied                 |
| 5- Completely Satisfied               |

\*Graduate students only

# Email and Calendar

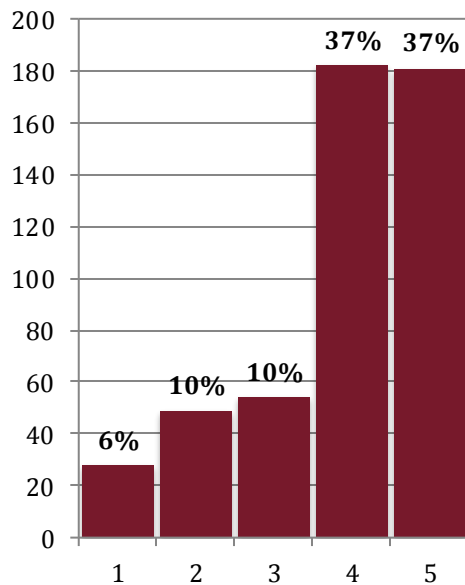
**Faculty - Email**



**Figure 8.2.** N=517, M=4.2, SD=1.04

[Don't Know: 4/521, 1%]

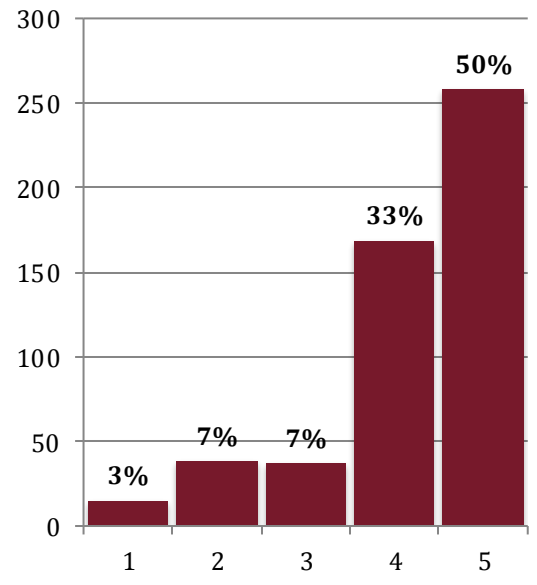
**Staff - Email**



**Figure 6.10.** N=156, M=2.8, SD=1.26

[Don't Know: 15/171, 9%]

**Student - Student Email**



**Figure 6.11.** N=494, M=3.9, SD=1.17

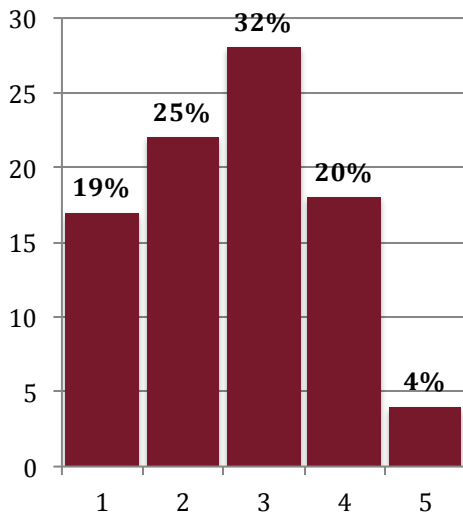
[Don't Know: 20/514, 4%]

- |    |                                    |
|----|------------------------------------|
| 1- | Completely Dissatisfied            |
| 2- | Somewhat Dissatisfied              |
| 3- | Neither Satisfied nor Dissatisfied |
| 4- | Somewhat Satisfied                 |
| 5- | Completely Satisfied               |

\*Graduate and undergraduate students

## Online Course and Module Development

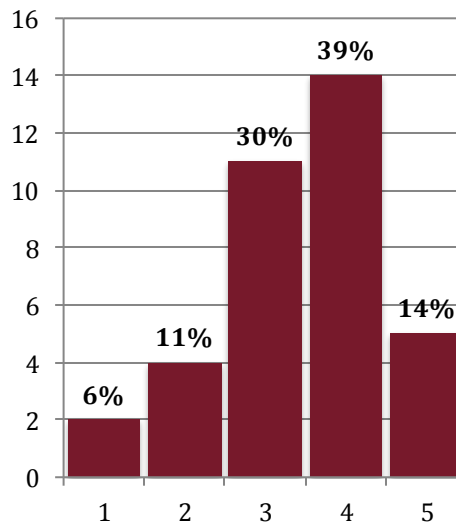
**Faculty - Online Course and MD**



**Figure 6.13.** N=89, M=2.7, SD=1.14

[Don't Know: 72/161, 45%]

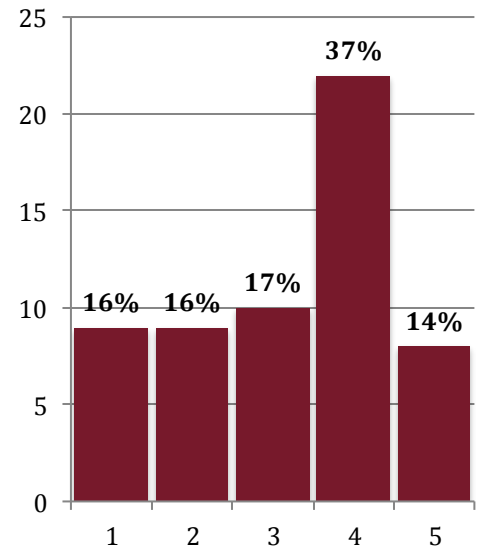
**Staff - Online Course and MD**



**Figure 6.14.** N=36, M=3.4, SD=1.05

[Don't Know: 28/64, 44%]

**Student\* - Online Course and MD**



**Figure 6.15.** N=58, M=4.8, SD=2.16

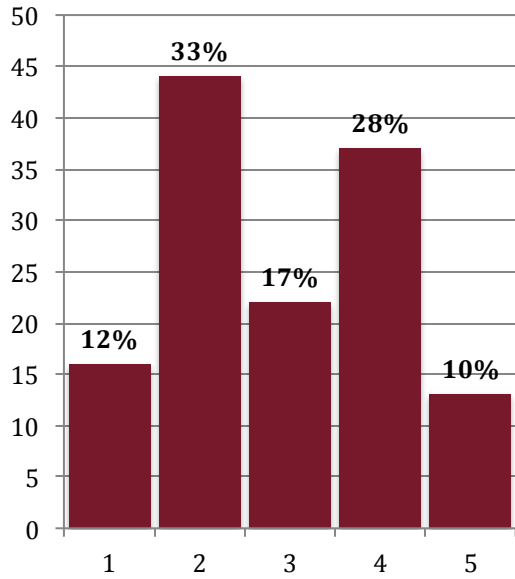
[Don't Know: 37/95, 39%]

- |                                       |
|---------------------------------------|
| 1- Completely Dissatisfied            |
| 2- Somewhat Dissatisfied              |
| 3- Neither Satisfied nor Dissatisfied |
| 4- Somewhat Satisfied                 |
| 5- Completely Satisfied               |

\*Graduate students only

# Avenue to Learn LMS

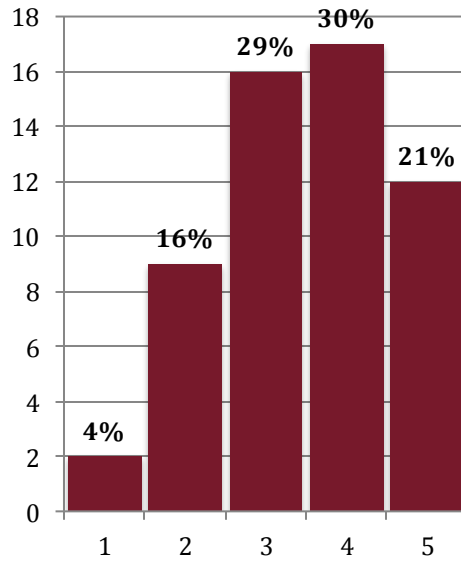
**Faculty - Avenue 2 Learn LMS**



**Figure 6.16.** N=132, M=2.9, SD=1.22

[Don't Know: 29/161, 18%]

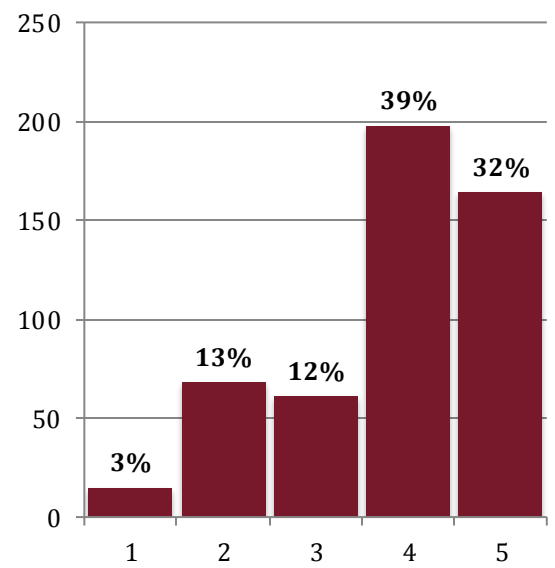
**Staff - Avenue 2 Learn LMS**



**Figure 6.17.** N=56, M=3.5, SD=1.11

[Don't Know: 8/64, 13%]

**Student - Avenue To Learn LMS\***



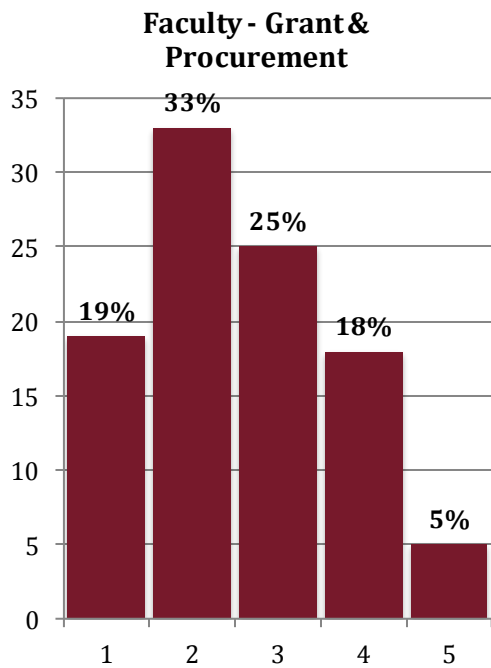
**Figure 5.3.** N=506, M=3.9, SD=1.11

[Don't Know: 15/521, 3%]

- |   |
|---|
| <ul style="list-style-type: none"> <li>1- Completely Dissatisfied</li> <li>2- Somewhat Dissatisfied</li> <li>3- Neither Satisfied nor Dissatisfied</li> <li>4- Somewhat Satisfied</li> <li>5- Completely Satisfied</li> </ul> |
|---|

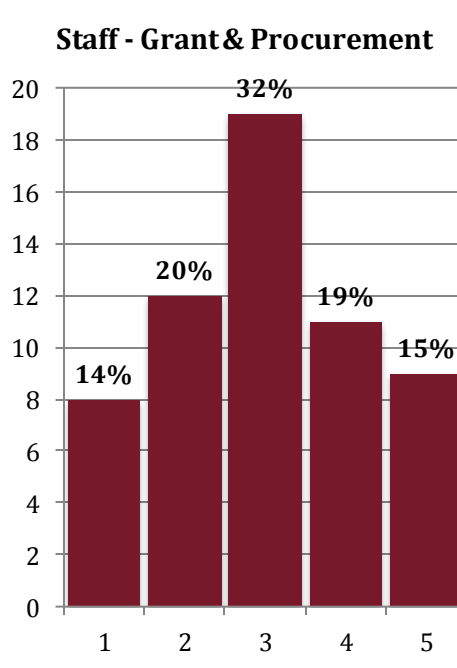
\*Graduate and undergraduate students

## Support for Research Grant Applications [Including Procurement Support]



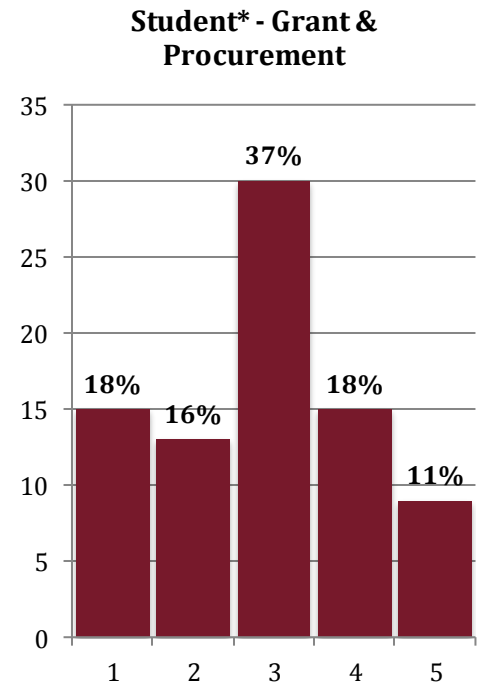
**Figure 6.19.** N=100, M=2.6, SD=1.19

[Don't Know: 43/143, 30%]



**Figure 6.20.** N=59, M=3.0, SD=1.25

[Don't Know: 77/136, 57%]



**Figure 6.21.** N=82, M=4.5, SD=1.79

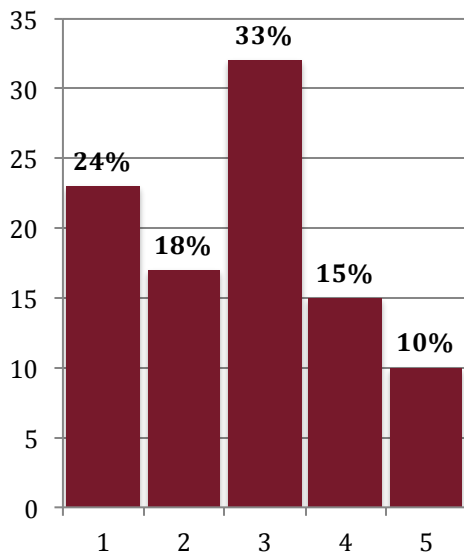
[Don't Know: 85/167, 51%]

- |    |                                    |
|----|------------------------------------|
| 1- | Completely Dissatisfied            |
| 2- | Somewhat Satisfied                 |
| 3- | Neither Satisfied nor Dissatisfied |
| 4- | Somewhat Satisfied                 |
| 5- | Completely Satisfied               |

\*Graduate students only

## Backups of Research Data and/or Systems

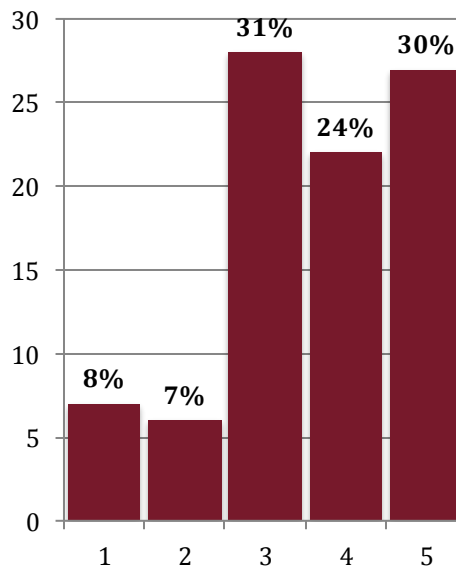
**Faculty - Data Backups**



**Figure 6.22.** N=97, M=2.7, SD=1.27

[Don't Know: 46/143, 32%]

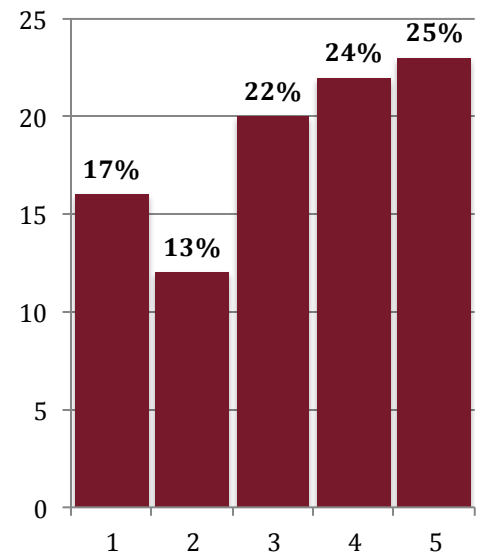
**Staff - Data Backups**



**Figure 6.23.** N=90, M=3.6, SD=1.20

[Don't Know: 46/136, 34%]

**Student\* - Data Backups**



**Figure 6.24.** N=93, M=4.5, SD=1.72

[Don't Know: 74/167, 44%]

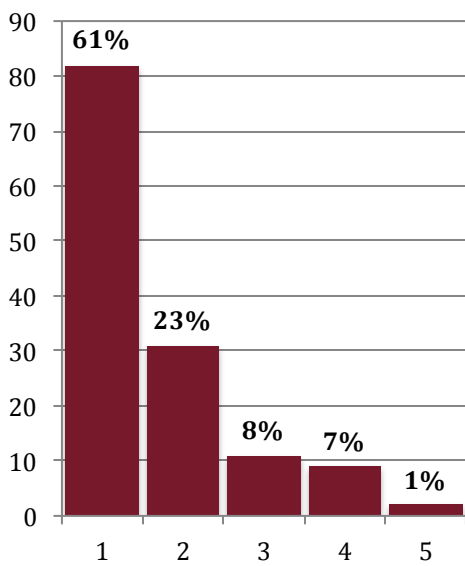
- |                                       |
|---------------------------------------|
| 1- Completely Dissatisfied            |
| 2- Somewhat Dissatisfied              |
| 3- Neither Satisfied nor Dissatisfied |
| 4- Somewhat Satisfied                 |
| 5- Completely Satisfied               |

\*Graduate students only



# MOSAIC Finance

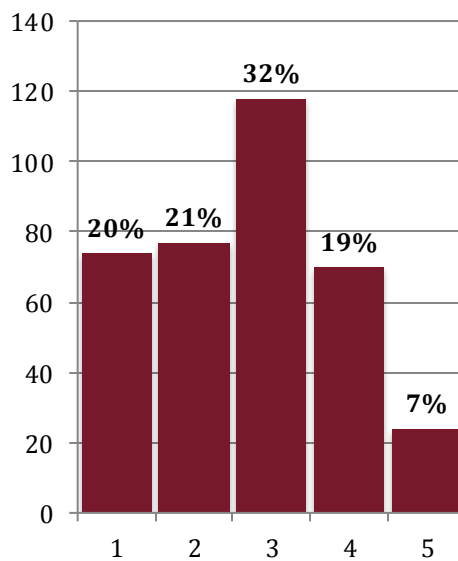
**Faculty - MOSAIC Finance**



**Figure 7.1. N=135, M=1.6, SD=0.99**

[Don't Know: 36/171, 21%]

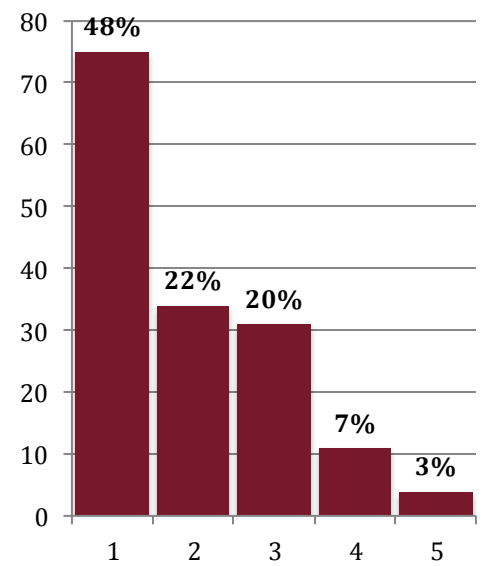
**Staff - MOSAIC Finance**



**Figure 7.2. N=363, M=2.7, SD=1.18**

[Don't Know: 151/514, 29%]

**Student\* - MOSAIC Finance**



**Figure 7.3. N=155, M=1.9, SD=1.09**

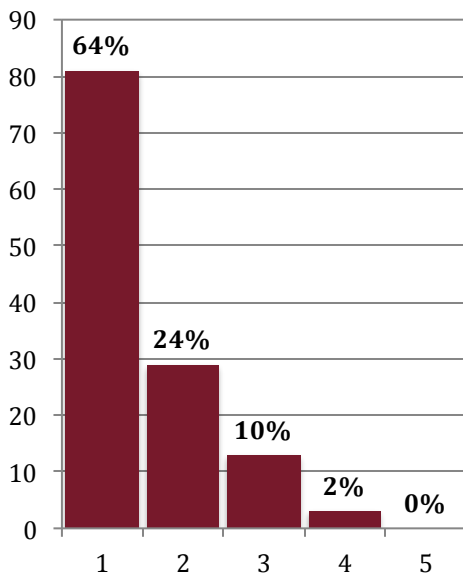
[Don't Know: 18/173, 10%]

- |   |
|---|
| <ul style="list-style-type: none"> <li>1- Not At All Satisfied</li> <li>2- Slightly Satisfied</li> <li>3- Moderately Satisfied</li> <li>4- Very Satisfied</li> <li>5- Completely Satisfied</li> </ul> |
|---|

\*Graduate students only

# MOSAIC Research Finance

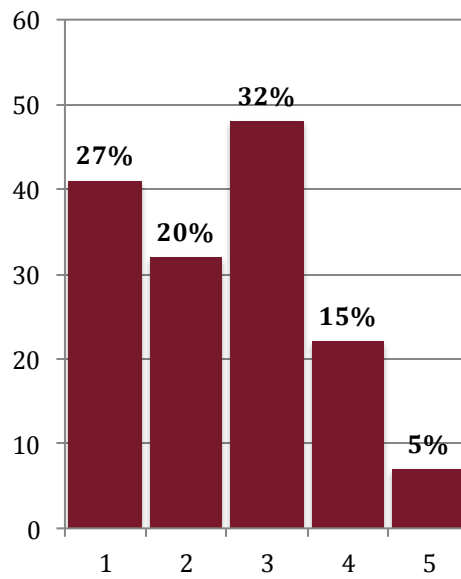
**Faculty - MOSAIC Research Finance**



**Figure 7.4.** N=126, M=1.5, SD=0.78

[Don't Know: 45/171, 26%]

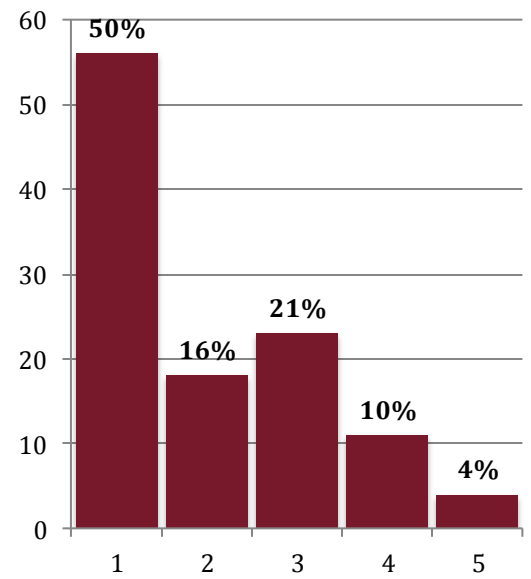
**Staff - MOSAIC Research Finance**



**Figure 7.5.** N=150, M=2.5, SD=1.17

[Don't Know: 364/514, 71%]

**Student\* - MOSAIC Research Finance**



**Figure 7.6.** N= 155, M=2, SD=1.19

[Don't Know: 61/173, 35%]

- |   |
|---|
| <ul style="list-style-type: none"> <li>1- Not At All Satisfied</li> <li>2- Slightly Satisfied</li> <li>3- Moderately Satisfied</li> <li>4- Very Satisfied</li> <li>5- Completely Satisfied</li> </ul> |
|---|

\*Graduate students only

# MOSAIC Human Resources

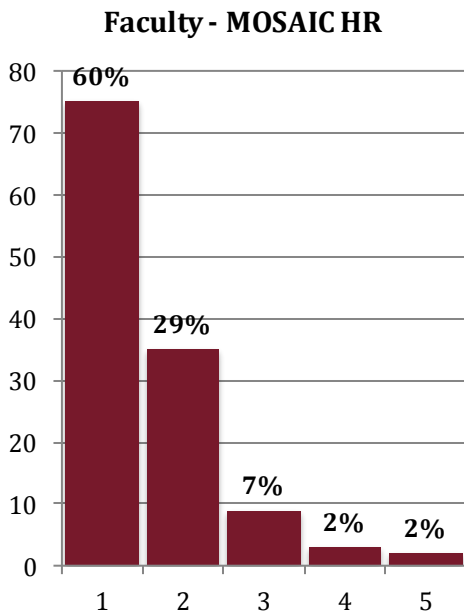


Figure 7.7. N= 124, M=1.6, SD=0.88

[Don't Know: 47/171, 27%]

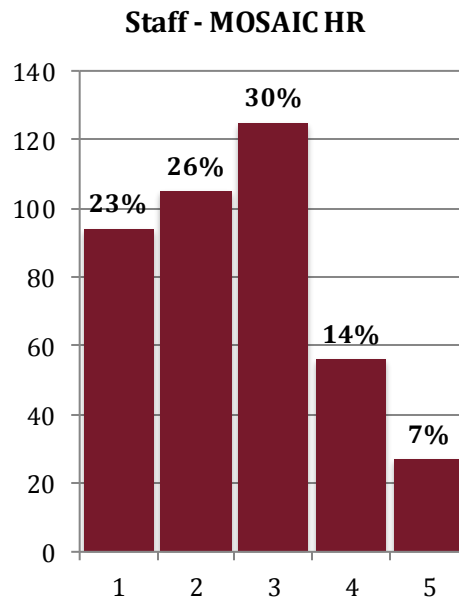


Figure 7.8. N= 407, M=2.5, SD=1.18

[Don't Know: 107/514, 21%]

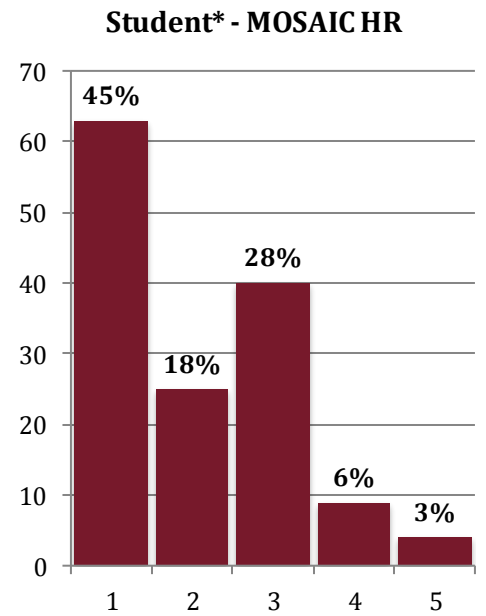


Figure 7.9. N= 141, M=2 SD=1.84

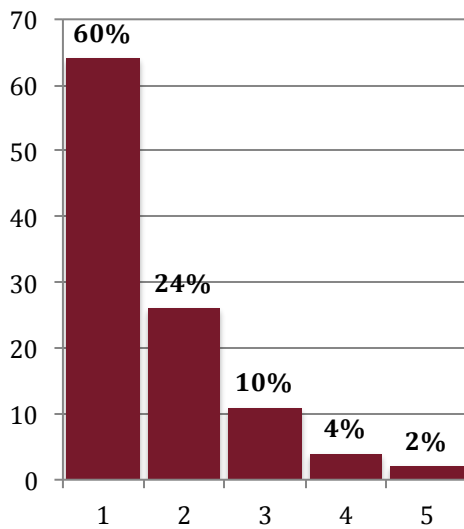
[Don't Know: 32/173, 18%]

- |    |                      |
|----|----------------------|
| 1- | Not At All Satisfied |
| 2- | Slightly Satisfied   |
| 3- | Moderately Satisfied |
| 4- | Very Satisfied       |
| 5- | Completely Satisfied |

\*Graduate students only

# MOSAIC Student Administration

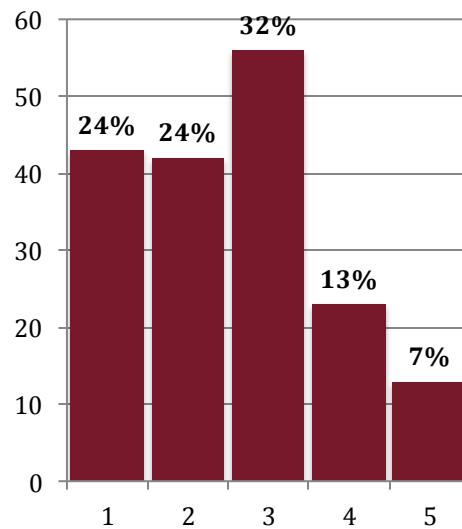
**Faculty - MOSAIC Student Administration**



**Figure 7.10.** N=107, M=1.6, SD=0.95

[Don't Know: 64/171, 37%]

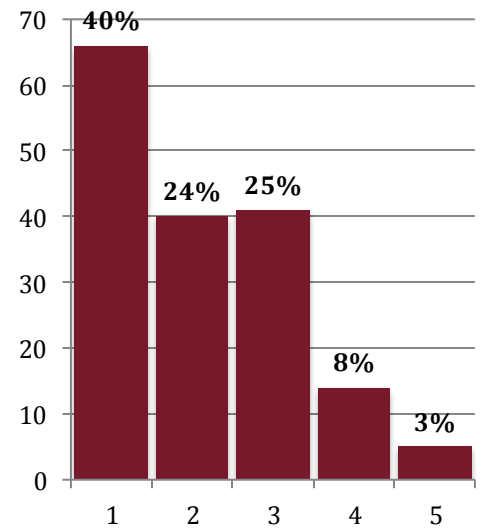
**Staff - MOSAIC Student Administration**



**Figure 7.11.** N=177, M=2.6, SD=1.20

[Don't Know: 337/514, 66%]

**Student\* - MOSAIC Student Administration**



**Figure 7.12.** N=166, M=2.1, SD=1.12

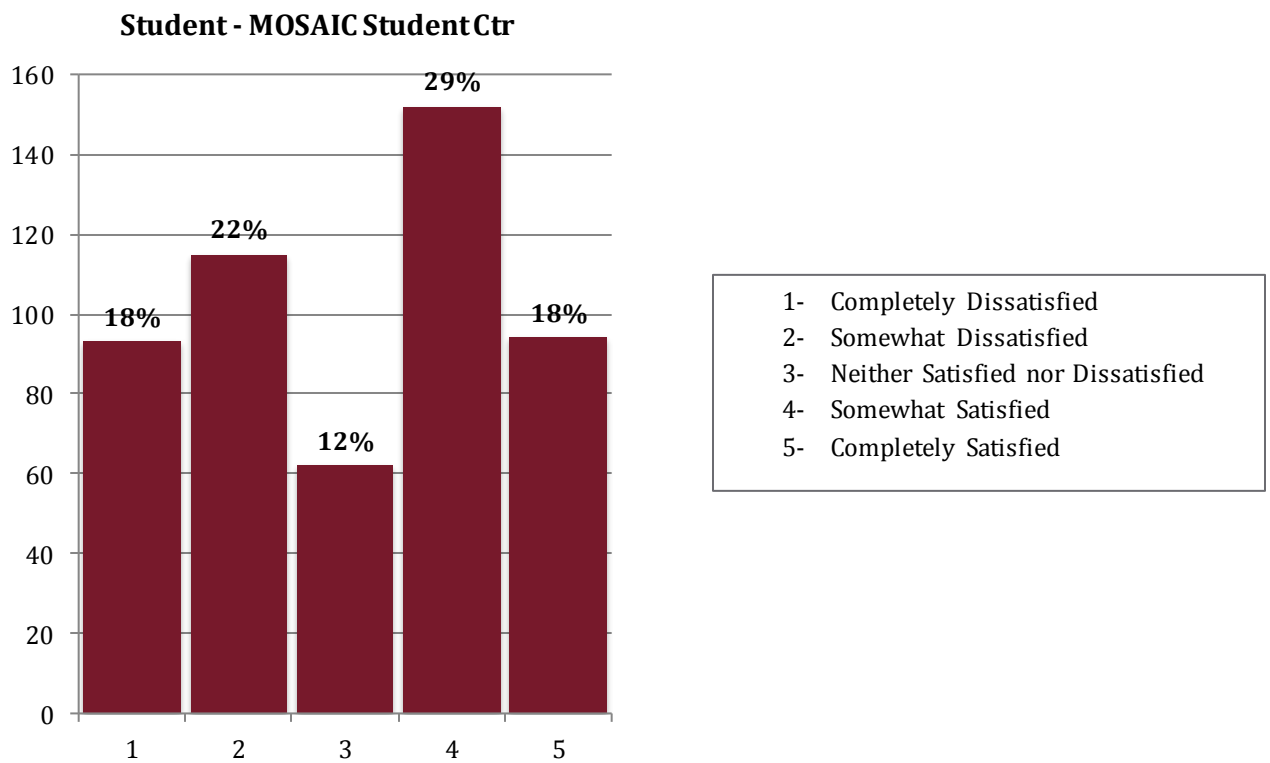
[Don't Know: 7/173, 4%]

- |                         |
|-------------------------|
| 1- Not At All Satisfied |
| 2- Slightly Satisfied   |
| 3- Moderately Satisfied |
| 4- Very Satisfied       |
| 5- Completely Satisfied |

\*Graduate students only

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## Student - MOSAIC Student Centre



**Figure 8.1.**  $N=516$ ,  $M=3.1$ ,  $SD=1.42$

[Don't Know: 5/521, 1%]