

2003 ISIS Satisfaction Survey Report

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Table of Contents

	<u>Page</u>
Executive Summary	3
Background and Objectives	5
Methodology	6
Notes on Data Analysis	7
Frequency Distributions and Analysis	8
General Use and Satisfaction	8
Support	14
Communications	15
Training	17
Reports	20
Data Warehouse and Query Library	22
Your Computer	25
About Yourself	26
Additional Analysis	29
Appendix A - Full Scale Ratings	33
Appendix B - ISIS Instrument	39

Executive Summary

- Of the 1,564 email addresses sent an invitation to take this survey, only 29 were undeliverable (compared to 188 undeliverables in 2001). However, about 75 respondents indicated that they did not use ISIS, a similar number as in the original ISIS survey in 2001.
- 556 individuals completed the questionnaire, corresponding to a cooperation rate of 36.3%, about the same as in 2001. These data have a margin-of-error of +/- 3.1%.
- The survey took an average 17 minutes to complete. This is almost half as long a completion time as the original survey.
- Respondents reported using ISIS an average of 10.5 hours per week, a drop from 12.4 hours per week in 2001 (see Page 8).
- Student records is by far the most popular module used. Respondents reported spending about 37% of their time with ISIS working within this module (see Page 9). As with 2001's findings, the vast majority of work-time is spent among student records, enrollment, timetable and admissions.
- Compared to 2001's baseline levels, substantial increases in satisfaction ratings were found both overall and for individual components across the board. (see Page 10).
- The number of pages needed to complete a task had the lowest satisfaction ratings of all areas, followed closely by the organization/layout of individual pages. Respondents gave the two highest satisfaction ratings to the accuracy of the data and reliability of the ISIS system (see Page 10).
- In a dramatic change from 2001, far fewer respondents described ISIS's overall influence as negative; Almost 40% indicated ISIS positively affected how they performed their job versus 8% who felt ISIS had a negative impact (see Page 13).
- The chief positive impact was the ability to find accurate information easily on a web-based system; The primary negative impact was that ISIS is time consuming (see Page 13).
- Effectiveness ratings for communication sources largely remained steady, with exceptions for Registrar's website and the UW-Madison ISIS website which both showed improvement (see Page 15). Overall, email and peers were considered the most effective communication sources, yet individuals overwhelmingly use peers to convey concerns about ISIS (see Page 16).
- Overall, about 80% of survey respondents had attended some type of ISIS training, most of which attending demonstrations (see Page 17). As with ISIS overall, satisfaction ratings for training generally improved this year over 2001 (see Page 18).
- Around 27% of ISIS users do not generate or obtain reports. Among those that do, campus copy transcript (54%) and Data Warehouse (53%) were the top resources (see Page 20). Satisfaction ratings of campus copy transcripts were much better than in 2001 (see Page 20).

- 38% of ISIS users use the Data Warehouse. Query Library (57%) and BrioQuery (47%) were by far the most preferred means of using the Data Warehouse (see Page 22).
- On average, ISIS users report using the Query Library twice per week (see Page 23).
- Most ISIS users use Windows Operating Systems and have the latest versions of IE and Netscape installed on their work machines (see Page 25).
- Respondents' primary unit broke down as follows: department (48%), administrative offices, (25%), Dean's office (15%) and Other (12%).
- When asked what one thing could be done to improve ISIS, the top area volunteered was the need for quicker pages (see Page 28).

Background and Objectives

There are approximately 1,500 users of UW-Madison's Integrated Student Information System (ISIS). The 2003 ISIS Satisfaction Survey was developed to address a variety of issues the approximately 1,500 ISIS users on campus face.

Primary objectives of the survey were to:

- ▶ determine satisfaction with, use, and importance of ISIS v.8, specifically:
- ▶ identify end-user issues (concerns/complaints) regarding pages
- ▶ prioritize issues according to magnitude of satisfaction and frequency of use
- ▶ segment users by function, frequency of use, and familiarity with system
- ▶ determine the usefulness, effectiveness and responsiveness of in-house training and its impact on ISIS
- ▶ determine the accessibility and effectiveness of technical and functional assistance, with special attention to the DoIT Help Desk
- ▶ gather direction on improving efficiency of different communication protocols, mechanisms or vehicles, both for receiving and sending information
- ▶ increase the efficiency of data collection while reducing the time it takes to complete the online questionnaire

Secondary objectives included:

- ▶ establish second data point so that any trends in satisfaction can be measured
- ▶ provide actionable feedback to committee for prioritization of issue resolution
- ▶ continue communication between users and administrators

Methodology

The 2003 ISIS Satisfaction Survey was designed as a web-administered questionnaire. Besides the advantages in cost and time of using a web survey over a traditional mail survey, the web was particularly appropriate for the following reasons: (1.) Of the 1,564 users identified in ISIS's database, all but 31 had an email address on record, making this an appropriate population for a web survey; (2.) There were several skip directions in the instrument. Automating these directions in a web instrument lessens the burden on the respondent, and other characteristics in web surveys ensure better data quality.

A cover letter explaining the purpose of the research was sent to all ISIS users. The cover letter took the form of an email with directions on how to connect to the online questionnaire. The web site's URL was listed in the email. While all web respondents were referred to the same questionnaire, each individual was sent a unique URL address. This ensured that only those respondents with the correct "password" could access the site. This also operated as a check against respondents filling out the survey more than once since they were only given one case that corresponded with their random number "password."

One initial emailing was sent to all respondents in both groups on March 7. Follow-up email contacts, which included replacement URLs, were sent to non-respondents on March 11, March 14 and March 27. Questionnaires were collected until April 3, 2003.

The online survey garnered 556 completed questionnaires out of a non-redundant, cleaned (1,564 original sample -29 undeliverables) sample of 1,531. Eighty-seven individuals accessed the survey site, but did not complete the questionnaire. Of these, 31 individuals provided at least some data to the questionnaire and have been included in the analysis, but not in the computation of response rate or margin of error.

The final cooperation rate was 36.3%, about the same response rate as in 2001. An approximation of the margin of error for this survey is +/-3.1%.

On average, it took about 17 minutes to complete the survey, a large improvement over 32 minutes in 2001. Yet, about 4% of respondents spent over one hour with the survey.

Notes on Data Analysis

The number of respondents upon which percentages are calculated can change from question to question. Some respondents simply skip a question, while others are instructed to skip a question. Because of this, the number of respondents is usually included in each table in the Frequency Distributions and Analysis section. Generally, the figures reported here take into account only those individuals who answered the question.

Respondents were often encouraged to respond to all relevant response options *within* a question. In these cases column percentages within a table will sometimes sum to more than 100. These cases can be identified by instructions at the end of the question, [**CHECK ALL THAT APPLY**].

In most of the following tables, items are presented in some sequential or rank order. This means that the most frequently cited response, greatest average, etc. is presented at the top of the table and other items follow.

A text analysis program was used to summarize verbatim responses to open-ended questions. This process essentially transforms qualitative data into quantitative data. The reader should realize that even with this software, there is a degree of subjectivity in the process of coding open-end responses. A separate report of verbatim responses to each open-end question is available online (www.doit.wisc.edu/about/research).

In general, care should always be taken in interpreting data, keeping in mind the context and wording of the question, its response options, etc. Where a specific response scale was used—such as a Likert-type scale—this information is highlighted in or at the end of the question.

Frequency Distributions and Analysis

General Use and Satisfaction

1. On average, about how many **hours per week** do you use ISIS?

Those respondents who indicated that they did not use ISIS were routed to Question 33 and asked to provide certain descriptive and demographic information about themselves.

	2001 (n=557)	2003 (n=582)
Do not use ISIS	12.7%	12.9%
1- 10 hours	55.3%	58.2%
11 - 20 hours	10.2%	11.3%
21 - 30 hours	8.6%	7.0%
31 + hours	11.3%	6.7%
<i>Mean (SD)</i>	<i>12.4 (13.0)</i>	<i>10.5 (11.7)</i>

2. What type of ISIS user are you? [**CHECK ALL THAT APPLY**]

	2001 (n=432)	2003 (n=463)
Inquiry user	54.4%	69.4%
Update user	49.8%	44.7%
I don't know	15.0%	3.8%

3. Thinking about amount of time you spend working with ISIS in an average week, what percentage of that time is spent using each of the following modules? For instance, if half of your time in ISIS is spent using “Timetable,” you would enter “50.”
If you do not spend any time with a particular module, just type “0.”

	2001 (n=477)	2003 (n=483)
Student records	41.6%	36.8%
Enrollment	16.0%	20.0%
Timetable	12.2%	15.7%
Admissions	10.7%	11.6%
PeopleTools	5.8%	4.9%
Financial aid	4.7%	4.1%
Student financials	2.7%	3.7%
Alumni records	3.7%	3.3%

4. Below is a list of various aspects of ISIS under areas such as Panels, Menus, etc. Using the scale provided, please rate your satisfaction with the following aspects of each area. If you do not have experience with or an opinion about a particular aspect, please check **N = No opinion**.

Higher mean values indicate greater satisfaction.

1=Very unsatisfied

2=Somewhat unsatisfied

3=Somewhat satisfied

4=Very satisfied

N=No opinion

	2001	2003
Panels		
Accuracy of data displayed	3.0	3.3
Completeness of information	2.6	3.1
Printing a page	2.1	3.0
Response time of pages opening	2.6	3.0
Terminology used on pages	2.4	2.8
Organization/layout of individual pages	2.3	2.7
Number of pages needed to complete a task	1.9	2.4
Login and Search		
Login response time	2.6	3.1
Use of names as search criteria	2.5	2.9
Search pages	2.4	2.9
Search/Match	2.4	2.9
General		
Reliability of ISIS system (up and running)	2.7	3.2
General response time of ISIS	2.5	3.0
Overall ease of use	2.3	2.8
Overall satisfaction with upgrade to ISIS version 8	-	3.0
Overall satisfaction with ISIS	2.4	2.9

5. Please describe why you are dissatisfied with the following areas of ISIS.

Respondents who were somewhat or very dissatisfied with an aspect of “Pages” were asked to explain their dissatisfaction. The seven tables below summarize their coded responses. If there were more than five categories to a question, only the top five most frequent responses are reported.

The reader should keep in mind that *sub-groups* are represented in these tables and that the percentages reported are derived separately for each sub-group answering each question.

a. Why are you dissatisfied with the response time of pages opening?

	2003 (n=87)
Too slow/waiting	38%
Too long	29%
Other	57%

b. Why are you dissatisfied with printing a page?

	2003 (n=67)
Layout hard to work with	20%
Have to copy and paste	16%
Rosters are slow	14%
Other	48%

c. Why are you dissatisfied with the accuracy of data displayed?

	2003 (n=29)
Incorrect information	23%
Address information often wrong	13%
Other	73%

d. Why are you dissatisfied with the completeness of information?

	2003 (n=64)
Too many pages	45%
Hard to find student information	31%
Other	48%

e. Why are you dissatisfied with the number of pages needed to complete a task?

	2003 (n=207)
Hard to find necessary information	37%
Need to search several pages	14%
Change student names	11%
ISIS feels different	11%
Data entry hard to do	10%

f. Why are you dissatisfied with the organization/layout of individual pages?

	2003 (n=128)
Hard to find information I need	47%
Need to scroll to the bottom or top to save	22%
Layout not intuitive	17%
Less information on each page	14%
Terminology not clear	14%

6. What kind of influence, if any, has ISIS version 8 had on how you perform your job?

	2001 (n=446)	2003 (n=477)
Positive influence	23.5%	39.6%
Both a positive and negative influence	48.7%	31.4%
No influence	6.1%	21.4%
Negative influence	21.7%	7.5%

7. How has ISIS version 8 had a positive influence on how your perform your job?

	2003 (n=280)
Web-based system easy access	63%
Can find information; fast and accurate	44%
ISIS version 8 an improvement	24%
Makes job easier; can access from home	23%
Other	49%

8. How has ISIS version 8 had a negative influence on how your perform your job?

	2001 (n=160)
Hard to find needed information	36%
Time consuming	25%
Takes too long	22%
Version 8 - negative	11%
Data entry difficult	11%

Support

9. In general, how effective are each of the following in solving your problem with or answering your question about ISIS?

Higher mean values indicate greater effectiveness.

1=Very ineffective

2=Somewhat ineffective

3=Somewhat effective

4=Very effective

N=No opinion

	2001	2003
Co-worker/peer	3.3	3.4
Department/resident expert	3.4	3.3
Coaches	3.3	3.3
Administrative offices	3.3	3.3
ISIS manual	2.8	3.0
Registrar's website	2.6	3.0
ISIS website	2.5	3.0
DoIT Help Desk	2.8	2.8
Local LAN/Network administrator	2.9	2.7
PeopleBooks	2.4	2.6
PeopleSoft website	2.5	2.3

Communications

10. How effective are each of the following sources for receiving ISIS-related information?
 If you do not have an opinion about a particular source, check N = **No opinion**.

Higher mean values indicate greater effectiveness.

- 1=Very ineffective**
2=Somewhat ineffective
3=Somewhat effective
4=Very effective
N=No opinion

	2001	2003
Email	3.3	3.4
Co-worker/peer	3.4	3.3
Departmental staff/Resident expert	3.4	3.2
ISIS training staff/coaches	3.2	3.2
ISIS information sessions	3.0	3.1
ISIS email newsletter	2.8	3.1
UW-Madison ISIS website	2.7	3.0
Committee representatives	3.2	2.9
Departmental newsletter	2.9	2.8
DoIT Help Desk	2.7	2.8
Campus publications	2.7	2.8
PeopleSoft corporate website	2.5	2.4

11. Which of the following have you used to convey comments, concerns, and questions? [**CHECK ALL THAT APPLY**]

	2001 (n=388)	2003 (n=375)
Co-worker/peer	50.3%	62.4%
DoIT Help Desk	39.9%	44.8%
Departmental staff/Resident expert	36.1%	42.9%
Email	45.4%	40.0%
ISIS training staff/coaches	36.3%	36.3%
ISIS information sessions	25.8%	30.7%
Committee representatives	24.5%	19.5%
UW-Madison ISIS website	5.2%	11.7%
Other	7.5%	4.8%

12. What one thing could we do to improve the communication of ISIS-related information on campus?

	2003 (n=186)
Send information via email	24%
Good job as is	15%
Training sessions - general	11%
Too long	8%
Improve Help Desk	6%

Training

13. Which of the following did you attend? [CHECK ALL THAT APPLY]

	2003 (n=582)
ISIS version 8 demonstration/information sessions	52.2%
Hands-on training for ISIS version 8 (204 Animal Science building)	28.9%

14. How supportive was your supervisor in allowing you to attend the ISIS version 8 demonstration/information sessions?

	2003 (n=303)
Very supportive	94.4%
Somewhat supportive	4.6%
Not very supportive	0.7%
Not at all supportive	0.3%

15. Overall, how satisfied were you with the ISIS version 8 demonstration/information sessions you attended?

	2003 (n=302)
Very satisfied	45.0%
Somewhat satisfied	47.0%
Somewhat dissatisfied	6.3%
Very dissatisfied	1.7%

16. Do you have any suggestions for improving future upgrade demonstrations?

The statistical tool used to analyze verbatim responses was unable to generate a meaningful model for this question. A separate report of verbatim responses to each open-end question is available online (www.doit.wisc.edu/about/research).

17. Below is a list of various aspects of ISIS Training. Using the scale provided, please rate your satisfaction with the following aspects of each area.

- 1=Very dissatisfied**
- 2=Somewhat dissatisfied**
- 3=Somewhat satisfied**
- 4=Very satisfied**

	2001	2003
Registration		
Supportiveness of your supervisor in attending training	3.7	3.9
Ease of finding appropriate training course	3.2	3.5
Timeliness of necessary training courses	2.9	3.4
Trainers and Coaches		
Trainer knowledge of ISIS	3.4	3.7
Helpfulness of trainers	3.4	3.7
Trainer ability to answer questions	3.2	3.6
Trainer knowledge of general campus practices	3.0	3.5
General		
Relevance of training to my job	3.2	3.4
Accuracy of training materials/manuals	2.9	3.4
Usefulness of training materials/manuals	-	3.3
Amount of time spent in training	2.7	3.2
Overall satisfaction with training	3.0	3.4

18. Was the amount of time spent at your ISIS version 8 hands-on training...

	2003 (n=162)
Too much	13.0%
Just right	71.6%
Not enough	15.4%

19. Please rank the following training methods according to how useful they would be if offered. Put a 1 next to the most useful method, a 2 next to the second most-useful method, and so on.

Lower average rank indicates greater perceived usefulness.

	2003 (n=164)
Instructor-led group demonstration	2.0
Paper reference manual	3.2
Web-based training courses	3.4
Instructor-led "hands on" training	3.5
Online searchable help	4.0
Online step-by-step demonstrations/tutorials	4.2

Reports

20. Through which of the following do you generate or obtain reports? [**CHECK ALL THAT APPLY**]

	2001 (n=102)	2003 (n=290)
ISIS - UW student record	-	54.1%
Data Warehouse (InfoAccess)	42.2%	53.1%
Query Library	39.2%	39.3%
DARS	-	30.3%
Administrative offices	42.2%	29.7%
PSQuery/Crystal	45.1%	14.5%
Other	13.7%	12.8%
DoIT	17.6%	6.9%
Do not generate or obtain reports	-	27.3%

21. Below is a list of various aspects of **campus copy transcripts**. Using the scale provided, please rate your satisfaction with the following aspects of each

Higher mean values indicate greater satisfaction.

- 1=Very unsatisfied**
- 2=Somewhat unsatisfied**
- 3=Somewhat satisfied**
- 4=Very satisfied**
- N=No opinion**

	2001	2003
Accuracy of campus copy transcripts	2.8	3.5
Data completeness of campus copy transcripts	2.8	3.4
Printing of campus copy transcripts	2.5	3.2

22. Is there any data that you need to perform your job, but which you cannot access?

	2003 (n=377)
No	78%
Course query	3%
Finding ISIS terms	2%
Printing transcripts	2%
Weekly drop data	2%

Data Warehouse (Info Access) and Query Library

23. Do you use the Data Warehouse (InfoAccess)?

	2001 (n=436)	2003 (n=451)
Yes	34.4%	37.5%
No	51.8%	62.5%
I don't know	13.8%	-

24. How do you prefer to use the Data Warehouse (InfoAccess)? [CHECK ALL THAT APPLY]

	2003 (n=161)
Query Library (Brio)	57.1%
BrioQuery directly against the Warehouse	46.6%
MS Access directly against the Warehouse	18.6%
Query Library (MS Access)	13.7%
Other	8.7%

25. On average, about how many times per week do you get data by writing your own queries with the Data Warehouse (InfoAccess)?

	2003 (n=139)
0	29.5%
1 - 10	61.9%
11 - 20	9.3%
21 or more	1.4%
Mean	3.3 times

26. On average, about how many times per week do you get data by using the Query Library?

	2003 (n=138)
0	40.6%
1 - 10	56.3%
11 - 20	1.4%
21 or more	0.7%
Mean	2.0 times

27. Please rate your satisfaction with the following aspects of the Data Warehouse (InfoAccess).

- 1=Very dissatisfied**
- 2=Somewhat dissatisfied**
- 3=Somewhat satisfied**
- 4=Very satisfied**
- N=No opinion**

Higher mean values indicate greater satisfaction.

	2003 (n=151)
Installing Microsoft Access	3.3
Understanding the data	3.2
Getting accurate data	3.1
Establishing a service account (InfoAccess)	3.0
Understanding how to use the Query Library	3.0
Running a query to get the data you want	3.0
Installing Brio Insight plugin	2.8
Selecting the correct data views	2.8
Getting authorized for data views	2.7

28. What one thing could we do to improve the Data Warehouse (InfoAccess)?

	2003 (n=60)
Data views	20%
Queries - general	11%
Tables - general	10%
Fields - general	10%
Authorizations	8%

29. What one thing could we do to improve the Query Library?

	2003 (n=42)
Easier access	14%
Keep adding queries	7%
Library - general	7%
Reports - general	7%
Free training	7%

30. What queries-if any-- you would like to see added to the Query Library?

	2003 (n=28)
Email lists	28%
Enrollment	10%
Reports by semester	10%
Graduate students	10%
Other	57%

Your Computer

31. What operating system is on the computer you use to access ISIS?

	2003 (n=452)
Windows NT/2000/XP	68.6%
Windows 95/98/ME	21.0%
Macintosh version 9 or later	4.2%
Macintosh version 8 or earlier	0.9%
Other	0.2%
Don't know	5.1%

32. Which of the following browsers do you use to access ISIS? [CHECK ALL THAT APPLY]

	2003 (n=415)
Internet Explorer version 5 and later	85.5%
Netscape Navigator version 5 and later	21.2%
Netscape Navigator version 4 and earlier	6.3%
Internet Explorer version 4 and earlier	1.9%
Other	1.2%
Don't know	5.7%

About Yourself

33. What is your classification or appointment type?

	2001 (n=515)	2003 (n=540)
Classified staff	58.1%	55.2%
Academic staff	34.4%	35.7%
Student employee	-	3.3%
Faculty	2.3%	2.4%
LTE	1.7%	1.1%
Other	3.5%	2.2%

34. Are you primarily affiliated with an academic department, a dean's office or an administrative office?

	2001 (n=512)	2003 (n=532)
Department	45.1%	47.7%
Administrative office	28.3%	25.2%
Dean's office	18.8%	14.8%
Other	7.8%	12.2%

35. What is your unit? [CHECK ALL THAT APPLY]

	2001 (n=496)	2003 (n=511)
Non-academic (Administrative Offices)	28.6%	31.7%
College of Letters & Science	29.8%	28.0%
College of Ag/Life Sciences	7.1%	9.2%
School of Education	7.5%	6.7%
Medical School	6.3%	6.7%
College of Engineering	6.3%	6.3%
Graduate School	6.9%	5.3%
School of Business	4.4%	3.9%
School of Nursing	1.6%	2.3%
International studies	1.4%	2.2%
School of Human Ecology	0.8%	1.8%
Division of Continuing Studies	2.6%	1.6%
School of Pharmacy	1.2%	1.6%
School of Veterinary Medicine	1.0%	1.4%
Law School	1.0%	1.0%
Military	0.4%	0.6%
School of Library and Information Sciences	0.2%	0.6%

36. What one thing could we do to improve ISIS?

	2003 (n=163)
Need quicker pages	19%
Improve terminology used	17%
Change data layout	14%
Allow printing rosters and email lists	13%
Make more efficient; less pages	12%

	2001 (n=283)
More info on one page/page; too many steps	14%
Easier to understand; simplify; make user-friendly	13%
Faster/speed of performance/response time	11%
Functional/operational improvements; mentioned specific keystrokes	10%
Negative - general; get rid of ISIS	9%

Additional Analysis

The following tables present analysis performed to give a clearer picture of the data. This analysis involves examining different layers of responses within particular questions, and is accomplished by “breaking down” the responses by using another variable. In this case, the other variable is Question 34, which determines the respondent’s primary unit.

Notice that there are a different number of respondents in each group; departments have the greatest number while “other” only has 56. This is not uncommon in such an analysis and occurs when a group of data is split or categorized into smaller units. The reader should keep this in mind when looking at these tables.

Q1 (On average, about how many **hours per week** do you use ISIS?)

by

Q34 (Are you primarily affiliated with an academic department, a dean’s office or an administrative office?)

Q34	Q1	
	Mean hours	SD
Department (n=232)	5.9	6.6
Administrative office (n=119)	16.9	13.6
Dean’s office (n=70)	9.1	11.0
Other (n=56)	6.1	8.7

Q34 (Are you primarily affiliated with an academic department, a dean's office or an administrative office?)

by

Q3 (What percentage of that time is spent using each of the following modules?)

Q3	Q34			
	Department	Admin. office	Dean's office	Other
Student records	33.0	29.2	57.4	45.9
Enrollment	29.6	7.7	17.2	15.2
Timetable	24.7	6.9	8.8	7.1
Admissions	5.0	26.8	7.7	9.2
PeopleTools	1.4	8.8	2.2	9.9
Financial aid	1.0	11.0	0.2	3.6
Alumni records	3.7	2.3	3.3	4.6
Student financials	0.9	8.8	3.3	4.6

Q34 (Are you primarily affiliated with an academic department, a dean's office or an administrative office?)

by

Q20 (Do you use reports in ISIS?)

Q20	Q34			
	Department	Admin. office	Dean's office	Other
Use reports in ISIS	33.8%	30.4%	29.7%	60.4%

Q34 (Are you primarily affiliated with an academic department, a dean's office or an administrative office?)

by

Q20 (Through which of the following do you generate or obtain reports?)

Q20	Q34			
	Department	Admin. office	Dean's office	Other
ISIS (campus copy transcript)	38.5%	24.1%	54.7%	20.8%
DARS	38.3%	7.7%	48.9%	21.1%
PSQuery/Crystal	3.5%	37.2%	2.2%	21.1%
Administrative offices	28.4%	35.9%	28.9%	21.1%
Data Warehouse (InfoAccess)	56.7%	44.9%	57.8%	47.4%
Query library	56.0%	11.5%	44.4%	26.3%
DoIT	4.3%	11.5%	2.2%	10.5%
Other	14.2%	15.4%	8.9%	5.3%

Q34 (Are you primarily affiliated with an academic department, a dean’s office or an administrative office?)

by

Q6 (Would you say ISIS has had a positive influence, negative influence, both positive and negative influence or no influence at all on how you perform your job?)

Q6	Q34			
	Department	Admin. office	Dean’s office	Other
Positive influence	45.3%	35.7%	36.4%	36.7%
Both a positive and negative influence	27.6%	36.6%	30.3%	24.5%
Negative influence	7.9%	8.9%	4.5%	8.2%
No influence	19.2%	18.8%	28.8%	30.6%

Appendix A - Full Scale Ratings

The following tables present the full scale ratings for all questions containing four-point Likert-type scales.

Q4. Below is a list of various aspects of ISIS under areas such as Panels, Menus, etc. Using the scale provided, please rate your satisfaction with the following aspects of each area.

Pages	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Very unsatisfied
Accuracy of data displayed	43.6%	39.7%	8.2%	1.5%
Completeness of information	28.8%	47.4%	14.2%	4.2%
Printing a page	27.5%	33.0%	12.5%	6.3%
Response time of pages opening	25.6%	50.3%	16.9%	4.4%
Terminology used on pages	18.6%	45.7%	22.2%	8.9%
Organization/layout of individual pages	17.8%	44.4%	23.5%	10.4%
Number of pages needed to complete a task	11.0%	33.6%	31.9%	17.8%
Login and Search				
Login response time	35.6%	46.9%	13.1%	3.0%
Use of names as search criteria	22.4%	41.6%	18.2%	8.2%
Search pages	17.5%	40.6%	18.2%	4.7%
Search/Match	17.8%	39.3%	16.7%	5.5%
General				
Reliability of ISIS system (up and running)	31.9%	54.8%	8.9%	2.1%
General response time of ISIS	24.9%	55.4%	15.2%	3.2%
Overall ease of use	18.6%	47.8%	25.2%	7.2%
Overall satisfaction with upgrade to ISIS version 8	23.9%	51.8%	14.0%	4.4%
Overall satisfaction with ISIS	19.0%	53.7%	19.0%	2.3%

Q9. In general, how effective are each of the following in solving your problem with or answering your question about ISIS?

	Very effective	Somewhat effective	Somewhat ineffective	Very ineffective
Co-worker/peer	40.6%	29.7%	5.4%	1.8%
Department/resident expert	48.8%	40.5%	4.5%	6.2%
Coaches	22.3%	18.8%	4.0%	2.0%
Administrative offices	24.3%	26.1%	4.9%	0.9%
ISIS manual	15.6%	40.8%	9.2%	4.2%
Registrar's website	8.7%	17.9%	4.9%	1.3%
ISIS website	15.8%	36.2%	9.4%	3.6%
DoIT Help Desk	16.5%	29.5%	11.8%	7.1%
Local LAN/Network administrator	20.7%	48.2%	15.9%	15.2%
PeopleBooks	4.7%	10.7%	5.1%	4.5%
PeopleSoft website	1.1%	6.5%	2.5%	4.2%

Q10. How effective are each of the following sources for receiving ISIS-related information?

	Very effective	Somewhat effective	Somewhat ineffective	Very ineffective
Email	38.8%	38.6%	6.1%	1.6%
Co-worker/peer	30.5%	30.3%	5.6%	2.7%
Departmental staff/Resident expert	23.3%	19.1%	5.6%	2.9%
ISIS training staff/coaches	22.2%	24.7%	6.1%	2.7%
ISIS information sessions	21.7%	33.6%	9.6%	1.8%
ISIS email newsletter	24.4%	41.3%	9.0%	2.2%
UW-Madison ISIS website	14.6%	36.5%	8.3%	2.9%
Committee representatives	8.3%	10.3%	4.5%	3.4%
Departmental newsletter	5.6%	7.8%	3.8%	3.1%
DoIT Help Desk	11.7%	23.8%	8.3%	7.8%
Campus publications	9.6%	27.1%	8.3%	4.5%
PeopleSoft corporate website	2.2%	4.9%	3.1%	4.3%

Q17. Below is a list of various aspects of ISIS Training. Using the scale provided, please rate your satisfaction with the following aspects of each area.

Registration	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
Supportiveness of your supervisor in attending training	90.1%	7.5%	1.2%	1.2%
Ease of finding appropriate training course	60.4%	32.7%	5.0%	1.9%
Timeliness of necessary training courses	51.3%	39.9%	6.3%	2.5%
Trainers and Coaches				
Trainer knowledge of ISIS	72.7%	26.7%	0.0%	0.6%
Helpfulness of trainers	75.0%	21.9%	1.9%	1.3%
Trainer ability to answer questions	66.9%	30.0%	1.9%	1.3%
Trainer knowledge of general campus practices	56.9%	34.4%	6.3%	2.5%
General				
Relevance of training to my job	55.6%	30.0%	11.3%	3.1%
Accuracy of training materials/manuals	51.9%	39.2%	6.3%	2.5%
Usefulness of training materials/manuals	46.9%	40.6%	8.1%	4.4%
Overall satisfaction with training	50.3%	43.9%	4.5%	1.3%

Q21. Below is a list of various aspects of **campus copy transcripts**. Using the scale provided, please rate your satisfaction with the following aspects of each

	Very satisfied	Somewhat satisfied	Somewhat unsatisfied	Very unsatisfied
Accuracy of campus copy transcripts	59.3%	31.7%	7.6%	1.4%
Data completeness of campus copy transcripts	53.1%	37.8%	5.6%	3.5%
Printing of campus copy transcripts	45.1%	35.4%	14.6%	4.9%

Q27. Please rate your satisfaction with the following aspects of the Data Warehouse (InfoAccess).

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
Installing Microsoft Access	16.6%	11.3%	0.0%	4.0%
Understanding the data	35.8%	41.7%	13.2%	2.0%
Getting accurate data	27.8%	49.0%	11.9%	4.0%
Establishing a service account (InfoAccess)	27.2%	29.8%	11.3%	6.0%
Understanding how to use the Query Library	21.9%	35.1%	19.2%	3.3%
Running a query to get the data you want	25.2%	41.7%	19.2%	4.6%
Installing Brio Insight plugin	17.9%	17.2%	11.9%	8.6%
Selecting the correct data views	18.5%	42.4%	28.5%	4.6%
Getting authorized for data views	23.2%	29.8%	26.5%	9.9%

Appendix B - ISIS Instrument

Welcome to the 2003 ISIS Satisfaction Survey

The following questions are designed to help us evaluate how effective ISIS has been in integrating the flow of student information at UW-Madison. There are 36 questions and depending on how broadly you use ISIS, you may or may not be asked all of them.

Currently, it is taking XX minutes for the average respondent to complete this survey.

If you start the survey and do not complete it, you can access your questionnaire at a later point by clicking on the URL provided in your email message.

[Click Here to Begin the Survey](#)

General Use and Satisfaction

1. On average, about how many **hours per week** do you use ISIS?

[if Q1 is not answered, code 99 and go to Q33]

_____ hours per week

I do not use ISIS *[if checked code Q1 88 and go to Q33]*

- NEXT -

2. What type of ISIS user are you? **[CHECK ALL THAT APPLY]**

[if q2 is not answered, code 9]

[if q2c is checked make sure 2a & b are not checked]

a. Inquiry user

b. Update user

c. I don't know

3. Thinking about the amount of time you spend working with ISIS in an average week, what percentage of that time is spent using each of the following modules? For instance, if half of your time in ISIS is spent using "Timetable," you would enter "50." If you do not spend any time with a particular module, just type "0."

[if none of Q3a thru Q3i are not answered, code each 999]

- a. Timetable (e.g., schedule of classes, course catalog, class associations, etc.) _____%
- b. Enrollment (e.g., class roster, class permissions, view class sections, etc.) .. _____%
- c. Admissions (e.g., application, residency, transfer credit, etc.) _____%
- d. Financial aid _____%
- e. Student records (e.g., bio/demo data, advisor, service indicators, etc.) _____%
- f. Student financials (e.g., inquire customer accounts, administer payment plans, etc.) _____%
- g. Alumni records _____%
- h. PeopleTools (maintain security, change password, query manager) _____%

TOTAL = 100%

[Checksum=100. If not, ask Q3 one more time and let R continue]

- NEXT -

4. Below is a list of various aspects of ISIS under areas such as Pages, Menu, etc. Using the scale provided, please rate your satisfaction with the following aspects of each area. If you do

- e. Why are you dissatisfied with the number of pages needed to complete a task? _____
- f. Why are you dissatisfied with the organization/layout of individual pages? _____

- *NEXT* -

6. What kind of influence, if any, has **ISIS version 8** had on how you perform your job?

[if Q6 is not answered, code 9]

[if Q6=1 go to Q7 only]

[if Q6=2 go to Q8 only]

[if Q6=3 go to Q7 and Q8]

[if Q6=4 or 9 go to Q9]

1. Positive influence
2. Negative influence
3. Both a positive and negative influence
4. No influence

- *NEXT* -

7. How has **ISIS version 8** had a positive influence on how you perform your job?

- *NEXT* -

8. How has **ISIS version 8** had a negative influence on how you perform your job?

- *NEXT* -

Support

9. In general, how effective are each of the following in solving your problem with or answering your question about ISIS? If you have not had experience with a particular source, please select N.

[if Q9a thru Q9k are not answered, code 9]

1=Very effective

2=Somewhat effective

3=Somewhat ineffective

4=Very ineffective

N=No opinion [code 7]

a. Department/resident expert	1	2	3	4	N
b. Local LAN/Network administrator	1	2	3	4	N
c. DoIT Help Desk (264-HELP, Help Online, etc.)	1	2	3	4	N
d. PeopleSoft corporate website	1	2	3	4	N
e. UW-Madison ISIS website	1	2	3	4	N
f. Registrar's website	1	2	3	4	N
g. Administrative offices (e.g., Registrar, admissions, etc.) .	1	2	3	4	N
h. ISIS training manuals and support materials	1	2	3	4	N
I. ISIS Coaches	1	2	3	4	N
j. Co-worker/peer	1	2	3	4	N
k. ISIS Help link (PeopleBooks)	1	2	3	4	N

[RANDOMIZE A-K]

- NEXT -

Communications

10. How effective are each of the following sources for receiving news and information about ISIS? If you have not had experience with a particular source, please select N.

- 1=Very effective**
- 2=Somewhat effective**
- 3=Somewhat ineffective**
- 4=Very ineffective**
- N=No opinion [code=7]**

[if Q10a thru Q10l are not answered, code 7]

[if NONE of Q10a thru Q10l are answered, code each 9]

a. UW-Madison ISIS website	1	2	3	4	N
b. Email	1	2	3	4	N
c. PeopleSoft corporate website	1	2	3	4	N
d. DoIT Help Desk (264-HELP, Help Online, etc.)	1	2	3	4	N
e. ISIS email newsletter	1	2	3	4	N
f. Departmental newsletter	1	2	3	4	N
g. ISIS training staff/coaches	1	2	3	4	N
h. Departmental staff/Resident expert	1	2	3	4	N
i. ISIS information sessions	1	2	3	4	N
j. Campus publications (e.g., IT, Wisconsin Week, etc.) ...	1	2	3	4	N
k. Committee representatives (e.g., ICCC, MMT, etc.)	1	2	3	4	N
l. Co-worker/peer	1	2	3	4	N

[RANDOMIZE a-l]

11. Which of the following have you used to convey comments, concerns, and questions?

[CHECK ALL THAT APPLY]

[if NONE of Q11a thru Q11i are answered, code each 9]

- a. ISIS website
- b. Email
- c. DoIT Help Desk (264-HELP, Help Online, etc.)
- d. ISIS training staff/coaches
- e. Departmental staff/Resident expert
- f. ISIS information sessions
- g. Committee representatives (e.g., ICCC, MMT, etc.)
- h. Co-worker/peer

i. Other

[RANDOMIZE a-h]

12. What one thing could we do to improve the communication of ISIS-related information on campus? _____

- NEXT -

Training

The following questions refer to the ISIS version 8 training offered by the UW.

13. Which of the following did you attend? [CHECK ALL THAT APPLY]

[if Q13 is not answered, code 9 and go to Q23]

- a. ISIS version 8 demonstration/information sessions
- b. Hands-on training for ISIS version 8 (204 Animal Science building)

- NEXT -

14. How supportive was your supervisor in allowing you to attend the ISIS version 8 demonstration/information sessions?

[ask if q13a=1]

[if q14 is not answered, code 9]

- 1. Very supportive
- 2. Somewhat supportive
- 3. Not very supportive
- 4. Not at all supportive

15. Overall, how satisfied were you with the ISIS version 8 demonstration/information sessions you attended?

[ask if q13a=1]

[if q15 is not answered, code 9]

- 1. Very satisfied
- 2. Somewhat satisfied
- 3. Somewhat dissatisfied
- 4. Very dissatisfied

16. Do you have any suggestions for improving future upgrade demonstrations?

[ask if q13a=1]

- NEXT -

17. Below is a list of various aspects of ISIS Training. Using the scale provided, please rate your satisfaction with the following aspects of each area.

1=Very satisfied

2=Somewhat satisfied

3=Somewhat dissatisfied
4=Very dissatisfied

[ask if q13b=1]

[if q17 is not answered, code 9]

Registration

- a. Ease of finding appropriate training course 1 2 3 4
- b. Timeliness of necessary training courses 1 2 3 4
- c. Supportiveness of your supervisor in attending training 1 2 3 4

Trainers

- d. Trainer knowledge of ISIS 1 2 3 4
- e. Trainer knowledge of general campus practices 1 2 3 4
- f. Helpfulness of trainer(s) 1 2 3 4
- g. Trainer ability to answer questions 1 2 3 4

General

- h. Relevance of training to my job 1 2 3 4
- I. Amount of time spent in training 1 2 3 4
- j. Accuracy of training materials/manuals 1 2 3 4
- k. Usefulness of training materials/manuals 1 2 3 4

l. Overall satisfaction with training 1 2 3 4

[RANDOMIZE a-k]

18. Was the amount of time spent at your ISIS version 8 hands-on training...

[ask if q13b=1]

[if Q18 is not answered, code 9]

- 1. Too much
- 2. Just right
- 3. Not enough

19. Please rank the following training methods according to how useful they would be if offered. Put a 1 next to the most useful method, a 2 next to the second most-useful method, and so on.

[ask if q13b=1]

[if Q18 is not answered, code 9]

- ___ Paper reference manual
- ___ Instructor-led "hands on" training
- ___ Online searchable help
- ___ Instructor-led group demonstration
- ___ Web-based training courses
- ___ Online step-by-step demonstrations/tutorials

- NEXT -

Reports

20. Through which of the following do you generate or obtain reports? [CHECK ALL THAT APPLY]

I do not generate or obtain reports. *[if checked, go to Q22]*

[if Q20a thru Q20f are not answered, code 9]

- a. ISIS - UW Student Record (campus copy transcript)
- b. DARS
- c. Administrative offices (e.g., Registrar, admissions, etc.)
- d. DoIT
- e. Query Library
- f. Data Warehouse (InfoAccess)
- g. PSQuery/Crystal

- h. Other (please specify) _____

[RANDOMIZE a-g]

21. Below is a list of various aspects of **campus copy transcripts**. Using the scale provided, please rate your satisfaction with the following aspects of each
[missing=9]

- 1=Very satisfied**
- 2=Somewhat satisfied**
- 3=Somewhat unsatisfied**
- 4=Very unsatisfied**

- a. Data completeness of campus copy transcripts 1 2 3 4
- b. Accuracy of campus copy transcripts 1 2 3 4
- c. Printing of campus copy transcripts 1 2 3 4

[RANDOMIZE]

22. Is there any data that you need to perform your job, but which you cannot access?

Data Warehouse (InfoAccess) and Query Library

As you may or may not know, some of the data in the Data Warehouse (InfoAccess) is derived from ISIS. The following questions attempt to determine the relationship between these two systems.

23. Do you use Data Warehouse (InfoAccess)?

[if Q23 is not answered, go to Q33]

[if Q23=2, go to Q33]

1. Yes 2. No

- NEXT -

24. How do you prefer to use the Data Warehouse (InfoAccess)? **[CHECK ALL THAT APPLY]**

[if Q24 is not answered, code 9]

1. Query Library (Brio)
 2. Query Library (MS Access)
 3. BrioQuery directly against the Warehouse
 4. MS Access directly against the Warehouse
 5. Other

25. On average, about how many times per week do you get data by writing your own queries with the Data Warehouse (InfoAccess)?

[if q25 is not answered code 999]

[2 character limit]

26. On average, about how many times per week do you get data by using the Query Library?

[if q26 is not answered code 999]

[2 character limit]

27. Please rate your satisfaction with the following aspects of the Data Warehouse (InfoAccess).

1=Very satisfied

2=Somewhat satisfied

3=Somewhat dissatisfied

4=Very dissatisfied

N=No opinion [code=7]

[if Q27a thru Q27i are not answered, code 7]

[if NONE of Q27a thru Q27i are answered, code each 9]

- a. Establishing a service account (InfoAccess) 1 2 3 4 N

b. Selecting the correct data views	1	2	3	4	N
c. Getting authorized for data views	1	2	3	4	N
d. Installing Brio Insight plugin	1	2	3	4	N
e. Installing Microsoft Access	1	2	3	4	N
f. Understanding the data	1	2	3	4	N
g. Understanding how to use the Query Library	1	2	3	4	N
h. Running a query to get the data you want	1	2	3	4	N
i. Getting accurate data	1	2	3	4	N

28. What one thing could we do to improve the Data Warehouse?

If none, check here ->

29. What one thing could we do to improve the Query Library?

If none, check here ->

30. What queries-if any-- you would like to see added to the Query Library?

If none, check here ->

- NEXT -

Your Computer

The following questions refer to the computer you use while working with ISIS. While you may use more than one computer in your duties, we would like to know about the machine you use most often with ISIS.

31. What operating system is on the computer you use to access ISIS?

If you do not know what operating system you use, check here . *[if checked, code Q31 8]*
[if Q31 is not answered, code 9]

- 1. Macintosh version 8 or earlier
- 2. Macintosh version 9 or later
- 3. Windows 95/98/ME
- 4. Windows NT/2000/XP
- 5. Other

32. Which of the following browsers do you use to access ISIS? [CHECK ALL THAT APPLY]

If you do not know what browser you use, check here . *[if checked, code Q32 8]*
[if Q32 is not answered, code 9]

- a. Netscape Navigator version 5 and later
- b. Netscape Navigator version 4 and earlier
- c. Internet Explorer version 5 and later
- d. Internet Explorer version 4 and earlier
- e. Other

- NEXT -

About Yourself

The following questions will help us interpret the results of this survey.

33. What is your classification or appointment type?

[if Q33 is not answered, code 9]

- 1. Academic staff
- 2. Classified staff
- 3. Faculty
- 4. LTE
- 5. Student employee
- 6. Other (please specify) _____

34. Are you primarily affiliated with an academic department, a dean's office or an administrative office?

[if Q34 is not answered, code 9]

- 1. Academic department
- 2. Administrative office (e.g., Registrar, admissions, etc.)
- 3. Dean's office
- 4. Other (please specify) _____

35. What is your unit? [CHECK ALL THAT APPLY]

[if Q35 is not answered, code 9]

- a. Non-academic (Administrative Offices)
- b. Division of Continuing Studies
- c. Graduate School
- d. Medical School
- e. College of Letters & Science
- f. College of Ag/Life Sciences
- g. School of Education
- h. College of Engineering
- i. School of Veterinary Medicine
- j. School of Pharmacy
- k. School of Business
- l. Law School
- m. School of Nursing
- n. School of Human Ecology
- o. School of Library and Information Sciences
- p. Military
- q. International Studies

36. What one thing could we do to improve ISIS? _____

COMMENTS: _____

- SUBMIT -

Thank you for completing the survey! Your responses will help prioritize which areas are in need of attention.

For news and information about ISIS please visit the ISIS homepage:

<http://www.isis.wisc.edu/>