2005-06 UW-Madison Faculty/Staff Computing Survey

Data Report & Analysis

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Backgrounds and Objectives

The 2005-06 UW-Madison Faculty/Staff Computing Survey was the latest in DoIT's annual efforts to gauge IT needs, concerns, and performance on the UW campus. Specific objectives of the survey were to:

- Continue to monitor faculty/staff awareness and use of computing services
- Obtain respondent perceptions of DoIT's performance in providing products/services in a competitive environment
- Record changing information technology behavior
- Determine relative importance of and preference for new product and service concepts
- Provide actionable research for training

Methodology

The 2006 Faculty/Staff Computing Survey used a single-mode strategy with the sample (1,200) receiving the survey via State of Wisconsin Inter-Departmental (campus) mail. The mail survey was mailed to 1,200 randomly selected UW-Madison faculty and staff on January 19, 2006. A postcard reminder and one final, full mailing (cover letter, postage-paid business reply return envelope and survey) were sent on January 26, and February 9, respectively.

Completed returns were accepted through March 8, 2006. A total of 557 respondents completed the survey, resulting in a 47.2% response rate. This response rate is down from a 53.8% response rate for the 2004-05 survey. We believe that the decrease in response rate is due to the fact that the number of mailings for the 2005-06 survey differed from the 2004-05 wave. The 2004-05 wave of the survey included three full mailings, while the 2005-06 wave included only two full mailings.

An Overview: Survey Highlights

Computer Use (questions 1-3)

- Information technology products
  - Desktop computers remain the most popular information technology product to own (76% of sample).
    - Desktop computers are used most for email and web access. Other popular uses include data storage, address/phone numbers, and data collection.
  - Laptop computer ownership has remained steady (around 42%) since 2005.
  - Portable music/video players (owned by 23% of the sample) are the most popular pieces of equipment for music use.
  - Cell phone ownership has continued to rise- going from 63% in 2005 to 74% in 2006.
  - Personal digital assistant ownership has decreased slightly 28% in 2005 to 23% in 2006.
  - Relatively minimal use of Tablet PC (0.4%) and wireless handheld email device use (2%) is reported in 2006.

- Desktop computers are the most regularly used information technology product at the UW (94% of sample).
- Wireless handheld email devices and portable music/video players are the least regularly used devices at the UW.
- There has been a decrease in the usage of laptop computers (36% in 2005 to 29% in 2006), cellular/mobile phones (24% in 2005 to 20% in 2006), and personal digital assistants at the UW (22% in 2005 to 17% in 2006).

- Operating systems
  - Windows-based operating systems continue to remain popular both away from and at the UW (79% of sample).
  - Macintosh usage away from the UW has decreased (22% in 2005 to 16% in 2006), while it has remained constant (around 20%) at the UW.
  - UNIX is used least both away from and at the UW.

Internet Use (questions 4-6)

- Internet Access
  - Using commercial broadband (DSL or cable modem) is the most popular way to access the Internet when respondents are at home or off campus (54%).
  - The WiscWorld dial-in modem pool (23%) and dial-in modem using commercial Internet service provider (22%) are the next most common ways to access the Internet when away from campus.
  - Satisfaction with the performance of direct network connections to campus has increased from 3.9 in 2005 to 4.3 in 2006, while satisfaction with other Internet access options has remained consistent with previous years' ratings. Satisfaction was measured on a five-point scale.
- Internet Applications
  - Usage of the various Internet applications remained similar to previous years' usage rates.
  - There has been a slight decline in instant messaging from 25.8% in 2005 to 22.4% in 2006.
  - Podcasting or video podcasting is reported to be used by 4.1% of the sample.

Computing Services and DoIT (questions 7 & 8)

- Purchasing technology goods and services, along with desktop support, are considered to be highly valued resources by respondents.
  - Product information, demos, and recommendations and web-based enhancements to My UW-Madison were the least valued resources.
- A department/resident expert is the top choice for any computing service (i.e product information and demos, purchasing technology goods and services, and training).
  - A UW school or college support unit was a secondary choice for training, instructional technology and support, and desktop support services.

Tech Store (question 9)

- At least two-thirds of the sample reports being aware of all of the DoIT-provided services (i.e. Tech Store Showroom, Help Desk, Training, etc.).

- Awareness of DoIT-provided desktop support and training has increased from 54% in 2005 to 76% in 2006.
- Respondents reported the most awareness of the Help Desk (87%).
- DoIT-provided desktop support and the Help Desk are the most frequently used services, while training is reported being used the least.

Satisfaction with Other Services (questions 10-13)
- Satisfaction with the Tech Store Showroom, desktop support, WiscCal, WiscMail, and My UW-Madison has increased very slightly since 2005.
- A slight decline in satisfaction between 2005 and 2006 is reported for Bucky Backup services (3.8 to 3.6 – on a five-point scale).
- Respondents are most familiar with the WiscMail application, which is primarily used on a daily basis.
- Respondents also reported being highly familiar with My UW-Madison and WiscCal.
- While 79% of respondents are aware of WiscCal, over 75% of respondents do not use this application.
- Respondents report the least amount of familiarity and use of the Digital Academic TV Network (DATN).
- Approximately one third of the sample has made a DoIT purchase within the last six months (28%).
- Satisfaction ratings across all categories during and after respondents' purchase experiences remain consistent with previous years' ratings.

Wireless (questions 14 & 15)
- Over half (52%) of the sample reports *not* using wireless computing.
- 30% of the sample reports using wireless computing while at home and 21% of the sample reports using wireless computing in department locations.
- Having a laptop or other portable device is the most popular choice for increasing the likelihood of using wireless hot spots (42%).
- Additional outlets at key locations are least likely to increase wireless hot spot usage (5%).

Training (questions 16 & 17)
- About 41% of respondents report that they do not plan on taking computing skills training in the next year, while 38% of respondents are undecided.
- Approximately 19% of the sample reports an intention to take computing skills training in the next year.

Research Channel
- Between 2005 and 2006, there has not been an increase in awareness or use of the Research Channel.
- Nearly 90% of the sample reports never hearing of the Research Channel in 2006.

New Product/Service for DoIT
- Approximately 22% of respondents volunteered a response for a new product or service they would like offered through the DoIT Tech Store.

- Although most responses were one-of-a-kind, topics referencing training, selection, and DSL were common.

Area of Improvement for DoIT

- Approximately 30% of respondents volunteered a response for an area of improvement for DoIT.
- Although most responses were one-of-a-kind, topics of Help Desk/support, pricing, email, advertising, and DSL/Internet speed were common.

2005-06 Faculty/Staff Computing Survey Data
Computer and Information Technology Products Ownership

1. Which of the following information technology products do you personally own?

While desktop computer ownership has begun to decrease, desktop computers are still the most popular information technology products to own. Cell phone ownership has continued to rise, while Tablet PC and personal digital assistant ownership has decreased.

Note: A small number of respondents (approximately 3-7%) did not check either Yes or No to indicate ownership of the listed products. We interpreted this as NOT owning the product.

	Web	**Web**	**Web**	**Mail**	**Mail**
	Nov 2001 (n=252)	**Nov 2002 (n=462)**	**Dec 2003 (n=527)**	**Jan 2005 (n=619)**	**Jan 2006 (n=557)**
Desktop computer	85%	84%	81%	83%	76%
Cellular/mobile phone	44%	57%	58%	63%	74%
Laptop computer	25%	40%	39%	43%	42%
Portable storage device	--	--	19%	37%	38%
Personal digital assistant	15%	22%	26%	28%	23%
Portable music/video player	--	--	--	--	23%
Wireless handheld email device	--	--	3%	1%	2%
Tablet PC	--	--	2%	2%	0.4%

2005-06 ONLY: **If you DO own the product, please indicate which activity/activities you use the product for.**

Most email and web access is performed on either desktop or laptop computers. Portable music/video players are the most popular pieces of equipment for music use. Personal digital assistants are primarily used for calendaring/scheduling, address/phone numbers, contact information, and to do lists.

Note: Percentages noted are a % of total sample, NOT just a % given by those who own the product.

	% Who Own	Calendar/ Scheduling	Address/ Phone Numbers	Quick Note-Taking	Contact Information	Email	Data Collection	Web Access	Phone Calls	To Do Lists	Music	Data Storage	Other*
Desktop computer	78%	24%	36%	12%	30%	71%	35%	70%	4%	17%	34%	55%	12%*
Laptop computer	44%	14%	18%	12%	17%	36%	22%	36%	3%	13%	17%	29%	8%*
Cellular/mobile phone	78%	6%	47%	2%	26%	3%	1%	3%	66%	3%	1%	1%	3%*
Personal digital assistant	25%	19%	20%	12%	17%	3%	2%	2%	2%	14%	1%	3%	1%*
Portable music/video player	25%	1%	1%	0.4%	1%	0.2%	1%	0%	0%	1%	22%	5%	1%
Portable storage device	41%	0.4%	1%	2%	1%	0.4%	10%	.4%	0.2%	1%	3%	34%	3%
Tablet PC	0.4%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%
Wireless handheld device	2%	1%	1%	1%	1%	1%	0.4%	1%	1%	1%	0.5%	0.5%	0.2%

***** *See Appendix I for open-ended responses given for the 'Other' category for items* q1a@12, q1b@12, q1c@12 *and* q1d@12.

2. Which operating systems do you use on the *computer(s) you own*?

Usage of Windows-based operating systems continues to remain popular. Macintosh usage has declined from previous years.

	Web Nov 2001 (n=244)	Web Nov 2002 (n=408)	Web Dec 2003 (n=470)	Mail Jan 2005 (n=619)	Mail Jan 2006 (n=557)
Windows NT/2000/XP	21%	59%	59%	59%	62%
Windows 98/ME	60%	54%	--	22%	19%
Mac	23%	26% v.9< = 11% v.8> = 15%	25% OS X = 14% v.9.x = 11%	22% OS X = 16% v.9.x = 6%	16% OS X = 11.3% V9.x = 4.7%
Linux	4%	6%	6%	3%	3%
Other	5%	3%	6%	2%*	2%*
UNIX	1%	4%	2%	1%	1%
I don't know	--	--	--	2%	1%

2a. Which operating systems do you use on the *computer(s) you use at the UW*?

Windows NT/2000/XP remains the most popular operating system on campus. Macintosh usage has remained consistent between 2005 and 2006, but is still lower compared to earlier years. UNIX usage appears to have decreased as well.

	Web Nov 2001 (n=244)	Web Nov 2002 (n=426)	Web Dec 2003 (n=524)	Mail Jan 2005 (n=619)	Mail Jan 2006 (n=557)
Windows NT/2000/XP	53%	70%	76%	75%	79%
Mac	26%	25% v.9< = 11% v.8> = 14%	27% OS X = 16% v.9.x = 12%	20% OS X = 13% v.9.x = 7%	21% OS X = 15.1% v.9.x = 5.9%
Windows 98/ME	--	37%	21%	10%	7%
Linux	7%	6%	9%	6%	4%
I don't know	--	--	--	4%	4%
UNIX	9%	8%	8%	6%	3%
Other	3.3%	2.6%	4%	3.1%*	2%*

**See Appendix I for open-ended responses given for the 'Other' category for items* q2MY@h *and* q2UW@h.

3. Which of the following information technology products do you *regularly use at the UW?*

Desktop computer usage has remained the most regularly used information technology product at the UW. There has been an increase in the usage of portable storage devices and a slight decrease in the usage of laptop computers, cellular/mobile phones, and personal digital assistants.

	Web	Web	Web	Mail	Mail
	Nov 2001 (n=252)	**Nov 2002 (n=462)**	**Dec 2003 (n=529)**	**Jan 2005 (n=619)**	**Jan 2006 (n=557)**
Desktop computer	85%	88%	92%	94%	94%
Laptop computer	25%	29%	35%	36%	29%
Portable storage device	--	--	13%	18%	22%
Cellular/mobile phone	44%	23%	26%	24%	20%
Personal digital assistant	15%	20%	21%	22%	17%
Portable music/video player	--	--	--	--	5%
None of these products	--	--	1%	1%	2%
Wireless handheld email device	--	--	3%	0.3%	1%

Internet Use

4. When you are *at home or off-campus*, how do you access the Internet?

Overall, commercial broadband (DSL or cable modem) is the most popular way to access the Internet at home or off-campus. The WiscWorld dial-in modem pool and dial-in modem using a commercial Internet service provider are the next most common ways to access the Internet when away from campus.

	Mail
	Jan 2006 (n=557)
Commercial Broadband (DSL or cable modem)	54%
WiscWorld dial-in modem pool	23%
Wireless	22%
Dial-in Modem using a commercial Internet service provider (e.g., AOL, TDS, etc.)	14%
Direct network connection to campus	10%
I do not connect to the Internet at home	9%
I don't know	0.5%
Other (specify)*	2%*

**See Appendix I for open-ended responses for the 'Other' category for item* q4@h.

5. Overall, how satisfied are you with the performance of [insert each applicable Internet mode from q4]? (1 = Very dissatisfied, 5 = Very satisfied)

Satisfaction has increased with the performance of direct network connections to campus since January 2005. Satisfaction ratings with the performance of other Internet modes have remained similar to previous years.

	Web	Web	Mail	Mail
	Nov 2002 5-point scale	**Dec 2003 5-point scale**	**Jan 2005 5-point scale**	**Jan 2006 5-point scale**
Direct network connection to campus	3.6	4.5 (n=25)	3.9 (n=93)	4.3 (n=293)
Commercial broadband (DSL or cable modem)	--	--	--	4.1 (n=312)
Dial-in modem using a commercial Internet Service Provider	3.3	3.4 (n=43)	3.0 (n=100)	3.1 (n=82)
Wireless on campus	--	4.3 (n=24)	3.9 (n=95)	3.8 (n=114)
WiscWorld dial-in modem pool	3.5	3.8 (n=213)	3.3 (n=242)	3.2 (n=149)
Other (please specify)*		--	3.4 (n=13)	3.4 (n=11)*

**See Appendix I for specified responses to the 'Other' category for item* q5@f.

6. Which of these Internet applications do you use?

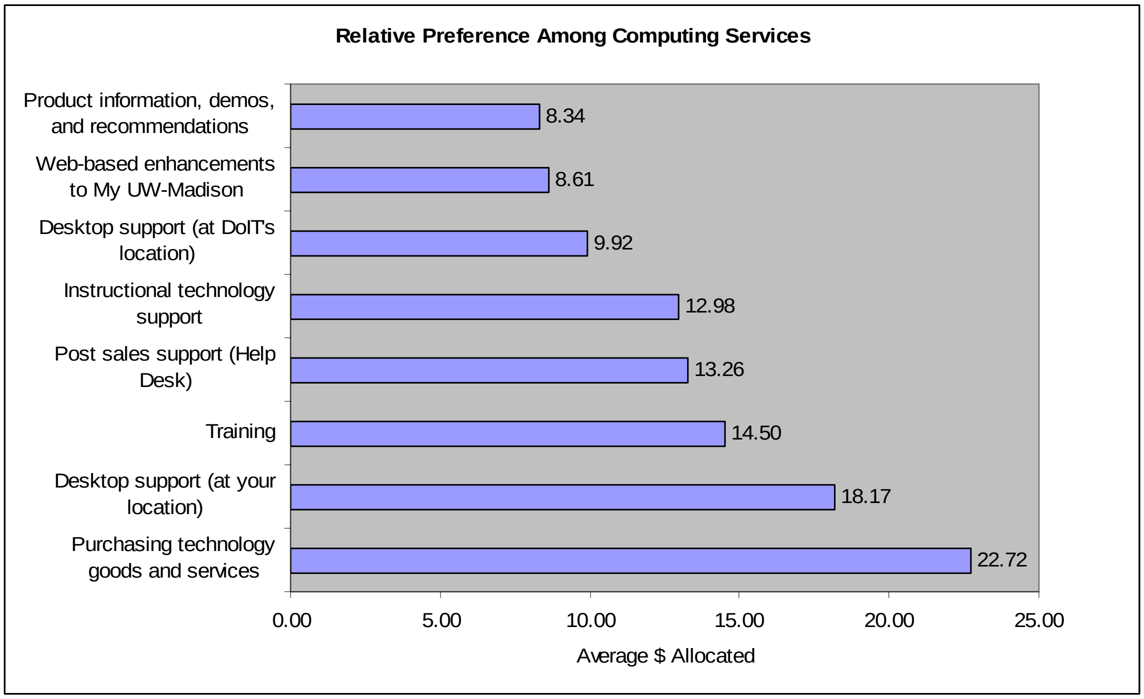
Usage of the various Internet applications has remained similar to previous years' usage rates. There has been a decline (13%) in usage of instant messaging (e.g. AOL, Yahoo, MSN, etc.) between 2005 and 2006. Nearly half of the sample reported not using any of the listed Internet applications.

	Web	Mail	Mail
	Dec. 2003	**Jan. 2005**	**Jan.2006**
I do not use any of these Internet applications	--	--	45%
Streaming music or video	25%	35%	36%
Instant messaging (e.g., AOL, Yahoo, MSN, etc.)	27%	26%	22%
Peer-to-peer file sharing	17%	18%	19%
Video conferencing (scheduled event, larger audience)	4%	9%	9%
Desktop video conferencing (one-to-one with workstation camera)	2%	4%	5%
Podcasting or video podcasting	--	--	4%

Computing services and DoIT

7. Below is a list of factors that can describe the experience of owning or operating computers and other information technology. Assuming you were in charge of allocating resources for the campus, how would you distribute 100 dollars ('points' for previous versions) among the following services? If you don't want to allocate any dollars to an area, just write "0."**

The greatest number of dollars was allocated toward purchasing technology goods and services. The secondary choices among respondents include desktop support and training. The services awarded the lowest dollar amounts were product information, demos, and recommendations and web-based enhancements to My UW-Madison.



Question 7, continued.

Preference Among Services

Computing Service	**Mail Jan 2006**	**n =**
Product information, demos, and recommendations	$8.34	415
Web-based enhancements to My UW-Madison	$8.61	403
Desktop Support (at DoIT's location)	$9.92	418
Instructional technology support	$12.98	428
Post sales support (Help Desk)	$13.26	432
Training	$14.50	444
Desktop support (at your location)	$18.17	454
Purchasing technology goods and services	$22.72	443

***In 24 cases where the respondent volunteered an allocation, the total did not equal $100.*

8. Thinking about your computing and information technology needs, circle the number that corresponds to the one provider you are most likely to choose for each service using the scale below.

1 = Myself
2 = Friend/relative
3 = DoIT Tech Store Showroom
4 = Department or resident expert
5 = Large chain store or retailer (e.g., Best Buy, CompUSA, American TV, etc.)
6 = Web/mail order sources (e.g., Dell, Apple, Newegg.com, etc.)
7 = UW school or college support units
8 = None of the providers listed

Respondents indicated that department or resident experts are the provider of choice for each service listed. The specific school or college support units are secondary choices for desktop support services (installation and repair), instructional technology and support, and training services. The DoIT Tech Store is the secondary choice for post sales support. Web or mail order services is the secondary choice for purchasing technology goods and services, and a friend/relative is the secondary choice for receiving product information, demos, and recommendations.

2006 Mail Respondents' Provider Preference

Computing Service	Top Choice	Second Choice
Product information, demos, and recommendations	Department or resident expert (26%)	Friend/Relative (18%)
Purchasing technology goods and services	Department or resident expert (22%)	Web/Mail order services (20%)
Post sales support (Help Desk)	Department or resident expert (32%)	DoIT Tech Store Showroom (15%)
Desktop support (installations and repair)	Department or resident expert (41%)	UW school or college support units (14%)
Instructional technology support	Department or resident expert (30%)	UW school or college support units (22%)
Training	Department or resident expert (25%)	UW school or college support units (20%)

Tech Store

9. Which of the following DoIT-provided services are you aware of ? [Check all that apply]

Awareness of DoIT-provided desktop support services and training has increased since 2005. Respondents reported the most awareness with the Help Desk (including help online, walk-in, or phone).

Note: The categories were altered for the Jan 2006 version of the questionnaire. See previous versions for longer list of categories.

Awareness of Service

	Web	**Web**	**Web**	**Mail**	**Mail**
	Nov 2001 (n=275)	**Nov 2002 (n=406)**	**Dec 2003 (n=521)**	**Jan 2005 (n=619)**	**Jan 2006 (n=557)**
Help Desk (Help Online, walk-in, or phone)	***	***	***	***	87%
Tech Store Sales	**	**	**	**	80%
Tech Store Showroom (Product info, demos, and recommendations)	*	*	40%	79%	77%
Training	--	--	--	53%	76%
Desktop Support (Installation and repair)	71%	65%	48%	54%	71%

**Tech Store Sales were separated into three categories in these surveys: online catalog, walk-in, and telephone)

***Help Desk was separated into three categories in these surveys: phone, web, and walk-in area at DoIT.

9a. How many times have you used the following DoIT-provided services *in the past six months*? [Check all that apply]

DoIT-provided desktop support is the most frequently used service, with the Help Desk being the second most frequently used service. Nearly half of the respondents reported using the Help Desk in the last six months.

	Mail	Mail	Mail	Mail
	Used Jan 2005	**Mean frequency Jan 2005**	**Used Jan 2006**	**Mean frequency Jan 2006**
Tech Store Showroom (Product info, demos, and recommendations)	28%	2.4	29%	1.7
Tech Store Sales	**	**	33%	2.5
Help Desk (Help Online, walk-in, or phone)	***	***	51%	3.0
Desktop Support (Installation and repair)	11%	4.4	16%	3.4
Training	7%	2.0	12%	1.6

The percentages listed for usage of the service in the past six months take into account respondents that wrote in an actual number.

**Tech Store Sales were separated into three categories in these surveys: online catalog, walk-in, and telephone)
***Help Desk was separated into three categories in these surveys: phone, web, and walk-in area at DoIT.

10. Using the scale provided, please check if you are aware of the following services and indicate how often you typically use them.   If you have not used a service, circle 4 = Not used.

Respondents are most familiar with WiscMail, My UW-Madison, and WiscCal, and are least familiar with the Digital Academic TV Network (DATN).

Note: There were a handful of cases where the respondent did not indicate whether or not he/she was aware of the service, and indicated "Not Used" for the usage items. We felt that we could not assume that the respondent was aware of the service. Thus, the awareness measures reported reflect only those respondents who indicated being aware of and/or using the service.

Awareness of Service

	Jan 2006 (n=557)
WiscMail (University email ending in @wisc.edu, etc.)	95%
My UW-Madison (Web portal)	89%
WiscCal (Calendar and scheduling)	79%
Learn@UW	47%
My WebSpace	43%
WebSurvey@UW	29%
Bucky Backup	26%
Digital Academic TV Network (DATN)	19%

Use of Service

WiscMail is primarily used on a daily basis. The Digital Academic TV Network (DATN), Bucky Backup, and WebSurvey@UW show rather minimal use among respondents.

Note: An assumption was made that non-response for use of service = Not Used.

	Daily	**Weekly**	**Monthly**	**Not Used**
WiscMail (University email ending in @wisc.edu, etc.)	74%	5%	6%	15%
My UW-Madison (Web portal)	20%	24%	28%	28%
WiscCal (Calendar and scheduling)	13%	5%	6%	76%
Learn@UW	5%	2%	8%	85%
My WebSpace	1%	2%	8%	89%
WebSurvey@UW	0.4%	0.2%	5%	93%
Bucky Backup	3%	3%	0.4%	94%
Digital Academic TV Network (DATN)	0.4%	1%	4%	95%

11. Using the scale provided, please rate your satisfaction with these DoIT services. If you have not had experience with a particular area, circle N = Not applicable.

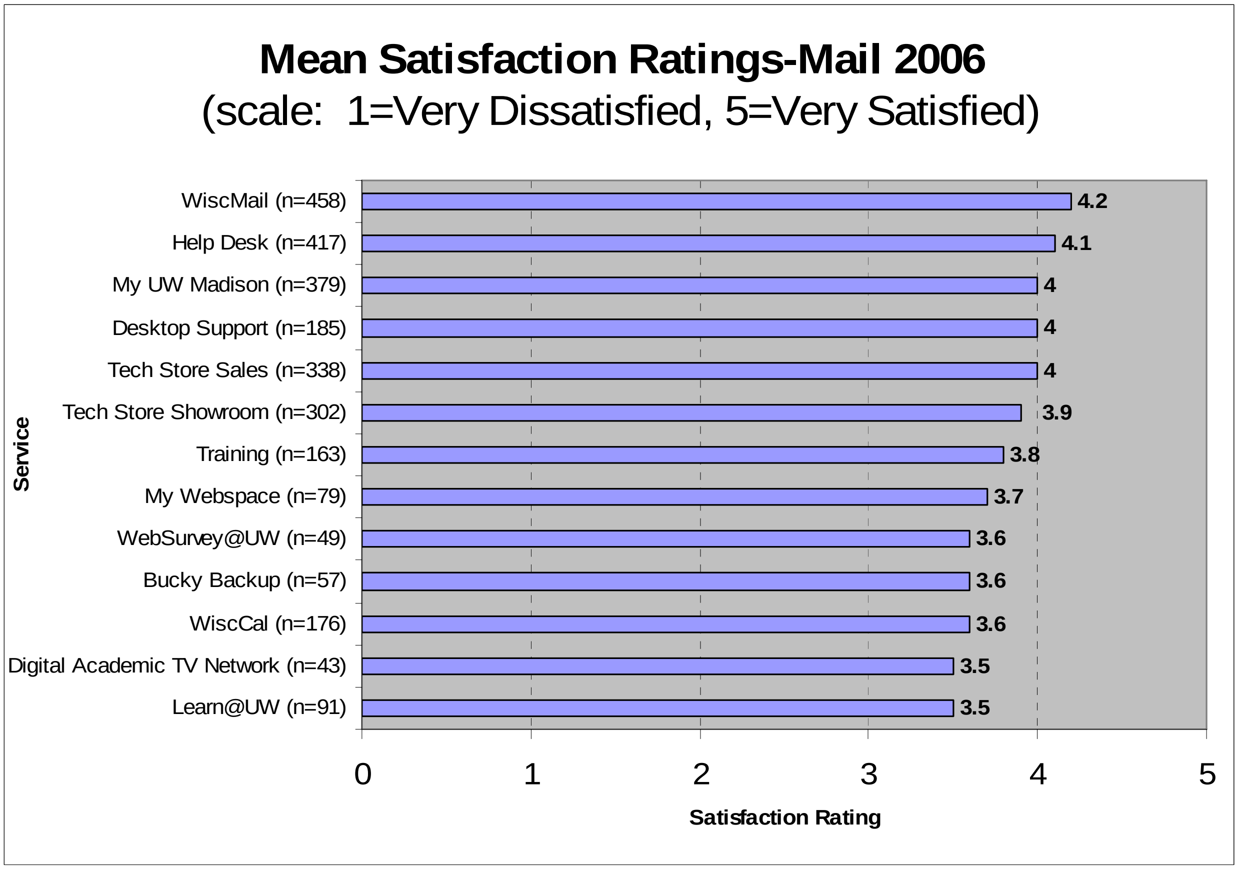
Review of changes in satisfaction between January of 2005 and January of 2005 seems to show a very small increase in satisfaction with the Tech Store Showroom, desktop support, WiscCal, WiscMail, and My UW-Madison. The only slight decrease in satisfaction was reported for Bucky Backup. Newer services listed (i.e. WebSurvey@UW, Learn@UW, training and My WebSpace) show a neutral to somewhat satisfied rating.

1 = Very dissatisfied
2 = Somewhat dissatisfied
3 = Neither satisfied nor dissatisfied
4 = Somewhat satisfied
5 = Very satisfied

Mean Satisfaction Ratings

	Web	**Web**	**Mail**	**Mail**
	Nov 2002 (5-point scale)	**Dec 2003 (5-point scale)**	**Jan 2005 (5-point scale)**	**Jan 2006 (5-point scale)**
Tech Store Showroom (Product info, demos, and recommendations)	3.8	4.0 (n=83)	3.8 (n=291)	3.9 (n=302)
Tech Store sales (Online catalog, walk-in, or phone)	*	*	*	4.0 (n=338)
Help Desk (Help Online, walk-in or phone)	**	**	**	4.1 (n=417)
Desktop Support (Installation and repair)	3.9	4.2 (n=64)	3.7 (n=151)	4.0 (n=185)
WiscCal (Calendar and scheduling)	--	3.5	3.5 (n=156)	3.6 (n=176)
WiscMail (University email ending in @wisc.edu, etc.)	--	4.2	4.1 (n=492)	4.2 (n=458)
My UW-Madison (Web Portal)	--	3.6	3.9 (n=361)	4.0 (n=379)
Bucky Backup (data backup service)	--	4.5	3.8 (n=51)	3.6 (n=57)
Learn@UW	--	--	--	3.5 (n=91)
WebSurvey@UW	--	--	--	3.6 (n=49)
My WebSpace	--	--	--	3.7 (n=79)
Training	--	--	--	3.8 (n=163)
Digital Academic TV Network (DATN)	--	--	--	3.5 (n=43)

*Tech Store Sales were separated into three categories in these surveys
**Help Desk was separated into three categories in these surveys



12. We are very interested in continuing to improve services offered by DoIT, and receiving feedback enables us to do so. Please feel free to use the space below to comment on your experiences with DoIT products or services.

See Appendix I for complete list of open-ended responses volunteered by respondents broken down by category.

13. Thinking about your most recent DoIT purchase, please rate your satisfaction with each of the areas listed below. If you have no experience with a particular area, circle N=Not Applicable.

Purchase Behavior

	Jan 2006 (n=557)
Never made a DoIT purchase	31% (n=174)
Have not made a DoIT purchase in last 6 months	36% (n=199)
Made DoIT purchase in last 6 months	28% (n=156)
No response at this item	5% (n=28)

Average satisfaction ratings among Tech Store customers *during their purchase*

Satisfaction ratings across all categories *during* purchasing experiences either remained consistent or increased slightly since 2005.

	Web Nov 2001 (5-point scale)	Web Nov 2002 (5-point scale)	Web Dec 2003 (5-point scale)	Mail Jan 2005 (5-point scale)	Mail Jan 2006 (5-point scale)
Professionalism of DoIT staff	4.2	3.9	4.2	4.1 (n=283)	4.2 (n=133)
Responsiveness of DoIT staff	4.1	3.8	4.1	4.0 (n=284)	4.1 (n=132)
Knowledge of DoIT staff	4.0	3.9	4.2	4.0 (n=276)	4.1 (n=128)
Accuracy of information obtained from DoIT staff	4.1	3.9	4.3	4.0 (n=275)	4.1 (n=129)
Ease of purchase	4.2	4.0	4.2	4.2 (n=296)	4.4 (n=143)
Helpfulness of online catalog	3.9	3.8	3.9	3.9 (n=198)	4.0 (n=116)
Pricing of product	3.9	3.7	3.9	3.9 (n=296)	3.9 (n=140)
Quality of product	4.3	4.1	4.4	4.3 (n=295)	4.3 (n=135)

13. (cont'd) Average satisfaction ratings among Tech Store customers *after their purchase*

Satisfaction ratings across all categories *after* the purchase either remained the same or increased slightly from the ratings given for experiences *during* the purchase.

	Mail
	Jan 2006 (5-point scale)
Professionalism of DoIT staff	4.3 (n=58)
Responsiveness of DoIT staff	4.1 (n=60)
Knowledge of DoIT staff	4.0 (n=60)
Accuracy of information obtained from DoIT staff	4.1 (n=60)
Ease of purchase	4.4 (n=53)
Helpfulness of online catalog	4.2 (n=48)
Pricing of product	4.0 (n=54)
Quality of product	4.4 (n=61)

Wireless

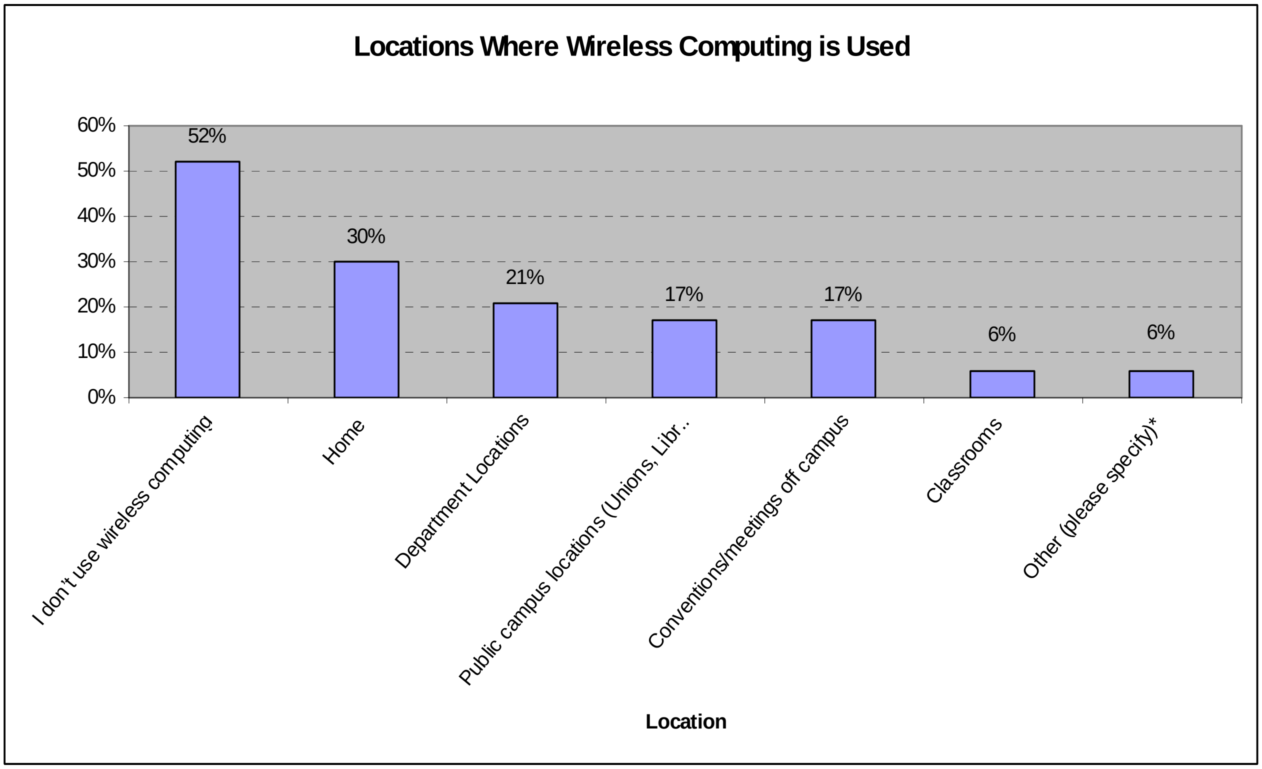
Wireless "hot spots," where Internet access is available to laptops and other devices, allow users to check email at speeds similar to a direct network connection.

While nearly half of the sample has reported *not* using wireless computing, about one-third of the sample reports using wireless computing at home. Wireless computing is used the least in classrooms.

14. Where have you used wireless computing?

	Jan 2006 (n=557)
I don't use wireless computing	52%
Home	30%
Department Locations	21%
Public campus locations (Unions, Libraries, Terrace, etc.)	17%
Conventions/meetings off campus	17%
Classrooms	6%
Other (please specify)*	6%*

**See Appendix I for specified responses to the item category at item 14@g.*


Locations Where Wireless Computing is Used
60%
50%
40%
30%
20%
10%
0%
52%
30%
21%
17%
17%
6%
6%
I don't use wireless computing
Home
Department Locations
Public campus locations (Unions, Libr...
Conventions/meetings off campus
Classrooms
Other (please specify)*
Location

15. What would increase your likelihood of using wireless hot spots?

It is evident that having a laptop or other portable device is the most popular choice for increasing the likelihood of using wireless hot spots. Having more hot spot locations on campus is also likely to increase wireless hot spot usage. Additional outlets at key locations are least likely to increase wireless hot spot usage.

	Web	**Mail**	**Mail**
	Dec 2003 (n=402)	**Jan 2005 (n=619)**	**Jan 2006 (n=557)**
A laptop or other portable device	53%	36%	42%
More locations on campus	20%	11%	21%
Longer battery life	--	--	17%
I already use wireless hot spots	--	--	13%
A wireless card	25%	15%	13%
A location in my building	26%	17%	13%
Lighter weight products	--	--	12%
Easier to use	17%	8%	11%
Better security	--	--	10%
Other (please specify)**	21%	12%	10%**
Additional electrical outlets at key locations (please specify locations)*	--	--	5%*

* *See Appendix I for list of specified responses for 'Additional electrical outlets at key locations' for item* q15@j.

***See Appendix I for list of specified responses for 'Other' for item* q15@k.

Training

16. Do you plan to take any computing skills training courses in the next year?

Most of the respondents either do not plan to take computing skills training courses in the next year or are undecided about taking classes.

	Mail Jan 2006 (n=557)
Yes	19%
No	41%
Undecided	38%
No response given	2%

17. In what computing areas would you like to have training? [open ended]

Some of the common referenced areas are listed in the table below.

	Mail Jan 2006 (n=557)
Microsoft programs	21.3%
Other	20.2%
Web design	12.9%
Statistical software/databases	6.8%
Adobe programs	6.1%

See Appendix I for full text of open ended-items for item q17.

Research Channel

18. Which of the following apply to you regarding the Research Channel?

The majority of respondents noted never hearing of the Research Channel. Only 2% of respondents report having viewed programming. The familiarity and use of the Research Channel has remained consistent between 2005 and 2006.

	Mail Jan 2005 (n=619)	Mail Jan 2006 (n=557)
I have viewed programming	1%	2%
I have submitted content to it	0.2%	0.2%
I am planning to submit content within the next 12 months	0.3%	0.2%
I have heard of the Research Channel, but I have not submitted content and do not plan to	5%	6%
I have never heard of the Research Channel	88%	89%
No response given	5%	4%

Demographics

19. What is your primary role at the University?

The 'Other' category typically included IT support, Outreach, maintenance, student services, and Extension.

	Web Dec 2003 (n=402)	Mail Jan 2005 (n=619)	Mail Jan 2006 (n=557)
Research	24%	20.2%	24%
Support for administration	24%	14.7%	20%
Administration	12%	13.9%	17%
Other (please specify)*	17%	21.3%	16%
Support for research	7%	7.8%	11%
Teaching or instruction	11%	14.5%	10%
Support for teaching or instruction	4%	6.1%	9%

**See Appendix I for specified responses for the 'Other' category for item* q19@g.

20. What is your classification?

	Mail Jan 2006 (n=557)
Tenured faculty	9%
Non-tenured faculty	3%
Instructional academic staff	2%
Non-instructional academic staff	39%
Classified staff	34%
Limited Term Employee (LTE)	3%
Limited (not to be confused with LTE)	1%
Multiple positions	0.7%
Other (please specify)*	4%
No response given	~4%

**See Appendix I for list of open ended responses to the 'Other' category for item* q20@i.

Campus Statistics**

	2005-2006 (n=16,321)
Faculty (tenured & non-tenured)	13%
Instructional academic staff	9%
Other limited & academic staff	28%
Classified staff	31%
Employees in training	4%
Graduate Assistants	15%

***Source: University of Wisconsin-Madison 2005-2006 Data Digest, Office of Budget, Planning & Analysis, http://www.bpa.wisc.edu/datadigest/DataDigest2005-2006.pdf.*

21. What is your department or unit?

	Web	Web	Mail	Mail
	Nov 2002 (n=462)	Dec 2003 (n=533)	Jan 2005 (n=619)	Jan 2006 (n=557)
Non-academic (Administrative Offices)	15%	14%	12%	9%
UW Library Staff	--	--	--	4%
School of Library & Information Sciences	--	--	0.2%	0.5%
DoIT	5%	6%	3%	5%
Division of Continuing Studies	1%	0.2%	0.5%	1%
Graduate School	5%	8%	6%	7%
Medical School	21%	22%	27%	23%
College of Letters & Sciences	15%	15%	16%	14%
College of Ag/Life Sciences	9%	12%	11%	11%
College of Engineering	5%	6%	5%	3%
School of Veterinary Medicine	3%	3%	2%	%
School of Pharmacy	1%	2%	0.8%	0.7%
School of Business	2%	2%	2%	1%
Law School	1%	0.9%	2%	1%
School of Nursing	1%	0.6%	1%	1%
School of Human Ecology	0.9%	0.6%	0.6%	0.7%
Military	1.0%	0%	0.2%	0.4%
School of Education**	--	--	--	2%**
Athletics**	--	--	--	1%**
Facilities Planning & Management**	--	--	--	1.3%**
State Lab of Hygene**	--	--	--	2%**
Other (please specify)*	--	--	--	14%
No response given	--	--	7.9%	<0.1%

**See Appendix I for open ended responses for the 'Other' category for item q21@r.*

***This was not a category in the survey, but more than one respondent volunteered this as a response and checked 'Other.' We did not include these responses in the 'Other' category.*

New Product/Service for DoIT

22. What new product or service would you like offered through the DoIT Tech Store?

Of the 557 mail respondents that completed the survey, 120 respondents offered suggestions for a new product or service they would like offered through the DoIT Tech Store. Many answers were one-of-a-kind but those listed by multiple respondents are included in the table below.

	Mail Faculty/Staff (n=557)
Don’t Know/Satisfied	18%
Training (some reference to)	14%
Selection (some reference to)	13%
DSL	8%
Support	8%

Area of Improvement for DoIT

23. What one area would you recommend DoIT improve?

Of 557 mail respondents that completed the survey, 163 respondents offered suggestions for an area of improvement. Many recommendations were one-of-a-kind but those listed by multiple respondents are included in the table below.

	Mail Faculty/Staff (n=557)
Don’t know	27%
Help Desk/Support	22%
Pricing	10%
Email	6%
Advertising	6%
DSL/Internet Speed	4%