

2021 UITS User Satisfaction Survey

As you get started, please take a moment to share with us any thoughts, concerns, issues, and/or ideas that you may have. What positive experiences with UITS staff or services have you had? Are there concerns or negative interactions that you want us to know about? Do you have recommendations for new services or improvements to existing ones? **You will have a chance to review, amend, and/or add to your comments before submitting your survey responses.** [ALL]

1. Overall, how important are UITS systems and services to your work and/or study? [ALL]

Not at all important	Low importance	Neutral	Important	Very important	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

Note: If “Not Applicable/Do Not Use” was selected, no additional questions were asked and the respondent was taken to the end of the survey.

2. Overall, how satisfied are you with the services and support offered by UITS (uits.iu.edu) during the past year? [ALL]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

3. Do you live in University housing? [UND, GRD]

- Yes
- No
- Not applicable

4. Which of the following personally-owned devices do you use to access UITS resources?
(Select all that apply.) [ALL]

Desktop computer

Laptop computer

Smart phone

Tablet

I do not own any of the above

Other: _____

5. Please indicate which of the following platforms you regularly use to access UITS services.
(Select all that apply.) [ALL]

Microsoft Windows

MacOS

Linux (all distributions)

iOS/iPadOS

Android

Other: _____

6. What forms of support have you ever used when dealing with technology problems at IU?
(Select all that apply.) [ALL]

A local IT professional within your school or department

UITS Support Center (telephone, email, chat, walk-in)

UITS computing lab consultants (known on some campuses as "red shirts")

Self-service resources (e.g., UITS Webpage, UITS Knowledge Base)

Other IU resources: _____

Unsure

None of the above

7. How do you prefer to receive communications from UITS? (Select all that apply.) [ALL]

Email

Text

Postal mail

Social media

Other: _____

8. How satisfied are you with communications you receive from UITs? [ALL]

		Neither			
Not at all	Somewhat	satisfied nor	Somewhat	Extremely	<i>Not applicable/</i>
satisfied	dissatisfied	dissatisfied	satisfied	satisfied	<i>do not use</i>
1	2	3	4	5	9

General Services

9. Please indicate your overall satisfaction with the following general services UITs offers to all students, faculty, and staff. *If you have no basis for rating your satisfaction, please select “Not applicable/Do not use.”*

Google Drive at IU [ALL]

		Neither			
Not at all	Somewhat	satisfied nor	Somewhat	Extremely	<i>Not applicable/</i>
satisfied	dissatisfied	dissatisfied	satisfied	satisfied	<i>do not use</i>
1	2	3	4	5	9

Office 365/OneDrive [ALL]

		Neither			
Not at all	Somewhat	satisfied nor	Somewhat	Extremely	<i>Not applicable/</i>
satisfied	dissatisfied	dissatisfied	satisfied	satisfied	<i>do not use</i>
1	2	3	4	5	9

Zoom for videoconferencing [ALL]

		Neither			
Not at all	Somewhat	satisfied nor	Somewhat	Extremely	<i>Not applicable/</i>
satisfied	dissatisfied	dissatisfied	satisfied	satisfied	<i>do not use</i>
1	2	3	4	5	9

IUanyWare **usability** (the virtual system enabling access to most IU-supported software from your personal computing device.) [ALL]

		Neither			
Not at all	Somewhat	satisfied nor	Somewhat	Extremely	<i>Not applicable/</i>
satisfied	dissatisfied	dissatisfied	satisfied	satisfied	<i>do not use</i>
1	2	3	4	5	9

Gmail at IU [ALL]

		Neither			
Not at all	Somewhat	satisfied nor	Somewhat	Extremely	<i>Not applicable/</i>
satisfied	dissatisfied	dissatisfied	satisfied	satisfied	<i>do not use</i>
1	2	3	4	5	9

Microsoft Exchange/Outlook/Outlook Web Application [FAC, STF, GRD]

		Neither			
Not at all	Somewhat	satisfied nor	Somewhat	Extremely	<i>Not applicable/</i>
satisfied	dissatisfied	dissatisfied	satisfied	satisfied	<i>do not use</i>
1	2	3	4	5	9

Qualtrics survey administration platform [ALL]

		Neither			
Not at all	Somewhat	satisfied nor	Somewhat	Extremely	<i>Not applicable/</i>
satisfied	dissatisfied	dissatisfied	satisfied	satisfied	<i>do not use</i>
1	2	3	4	5	9

Adobe Creative Cloud [ALL]

		Neither			
Not at all	Somewhat	satisfied nor	Somewhat	Extremely	<i>Not applicable/</i>
satisfied	dissatisfied	dissatisfied	satisfied	satisfied	<i>do not use</i>
1	2	3	4	5	9

Support Services

10. UITS provides a wide range of IT support resources and services for IU faculty, staff, and students. If you have used or received support from any of the following sources in the past year, please indicate your satisfaction by selecting the appropriate response. *If you have no basis for rating your satisfaction, please select “Not applicable/Do not use.”*

Telephone consulting [ALL]

		Neither			
Not at all	Somewhat	satisfied nor	Somewhat	Extremely	<i>Not applicable/</i>
satisfied	dissatisfied	dissatisfied	satisfied	satisfied	<i>do not use</i>
1	2	3	4	5	9

Walk-in consulting (at your campus UITS Support Center) [ALL]

		Neither			
Not at all	Somewhat	satisfied nor	Somewhat	Extremely	<i>Not applicable/</i>
satisfied	dissatisfied	dissatisfied	satisfied	satisfied	<i>do not use</i>
1	2	3	4	5	9

UIITS chat consulting (<http://ithelp.iu.edu>) [ALL]

		Neither			
Not at all	Somewhat	satisfied nor	Somewhat	Extremely	<i>Not applicable/</i>
satisfied	dissatisfied	dissatisfied	satisfied	satisfied	<i>do not use</i>
1	2	3	4	5	9

Email consulting [ALL]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

Self-service support resources [e.g., Web pages, Knowledge Base (<http://kb.iu.edu>)] [ALL]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

Computing lab consultants (If labs on your campus are not staffed, please select Not Applicable) [ALL]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

11. Overall, how satisfied are you with the UITS support services available at your campus? [ALL]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

Instructional and Student Computing Services

UITs maintains a large number of computer facilities and services designated to facilitate student learning and enhance instruction. If you use such facilities and services, please indicate your overall satisfaction by selecting the appropriate response. *If you have no basis for rating your satisfaction, please select "Not applicable/Do not use."*

12a. **Reliability** of resources and services in the Student Technology Centers (open and instructional labs):

Student desktop machines [UND, GRD]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

Printing [UND, GRD]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

Specialty resources (e.g., 3D printing, virtual reality, etc.) [UND, GRD IUB & IUPUI ONLY]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

12b. **Availability** of resources and services in the Student Technology Centers (open and instructional labs):

Student desktop machines [UND, GRD]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

Printing [UND, GRD]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

Specialty resources (e.g., 3D printing, virtual reality, etc.) [UND, GRD IUB & IUPUI ONLY]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

Classroom Technology Services

13. UITS provides classroom technology services (e.g., permanently installed classroom equipment, classroom technology support staff) designed to facilitate the use of information technologies in the classroom.

Overall, how satisfied are you with the quality of these services? *If you have no basis for rating your satisfaction, please select "Not applicable/Do not use."* [FAC]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

14. UITS provides several services for video communications and Web collaboration. If you use these services and facilities, please indicate your overall satisfaction by selecting the appropriate response. *If you have no basis for rating your satisfaction, please select "Not applicable/Do not use."*

Kaltura Lecture Capture or class recording [FAC]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

Kaltura Mediaspace for media management [ALL]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

15. Overall, how satisfied are you with the space design of the open study spaces and/or technology lounges in the Student Technology Centers? *If you have no basis for rating your satisfaction, please select "Not applicable/Do not use."* [UND, GRD]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

16. Overall how satisfied are you with the design of classroom learning spaces? *If you have no basis for rating your satisfaction, please select "Not applicable/Do not use."* [FAC, UND, GRD]

		Neither			
Not at all	Somewhat	satisfied nor	Somewhat	Extremely	<i>Not applicable/</i>
satisfied	dissatisfied	dissatisfied	satisfied	satisfied	<i>do not use</i>
1	2	3	4	5	9

Digital Learning

17. UITS provides digital learning resources and services in support of student learning. If you use such resources and services, please indicate your satisfaction by selecting the appropriate response. *If you have no basis for rating your satisfaction, please select "Not applicable/Do not use."*

eTexts and digital course materials [FAC, UND, GRD]

		Neither			
Not at all	Somewhat	satisfied nor	Somewhat	Extremely	<i>Not applicable/</i>
satisfied	dissatisfied	dissatisfied	satisfied	satisfied	<i>do not use</i>
1	2	3	4	5	9

IT Training (e.g., classroom training, online courses, certificate series, online training material) [ALL]

		Neither			
Not at all	Somewhat	satisfied nor	Somewhat	Extremely	<i>Not applicable/</i>
satisfied	dissatisfied	dissatisfied	satisfied	satisfied	<i>do not use</i>
1	2	3	4	5	9

Canvas [ALL]

		Neither			
Not at all	Somewhat	satisfied nor	Somewhat	Extremely	<i>Not applicable/</i>
satisfied	dissatisfied	dissatisfied	satisfied	satisfied	<i>do not use</i>
1	2	3	4	5	9

Instructional design support for online courses [FAC, STF]

		Neither			
Not at all	Somewhat	satisfied nor	Somewhat	Extremely	<i>Not applicable/</i>
satisfied	dissatisfied	dissatisfied	satisfied	satisfied	<i>do not use</i>
1	2	3	4	5	9

Faculty production studios [FAC]

		Neither			
Not at all	Somewhat	satisfied nor	Somewhat	Extremely	<i>Not applicable/</i>
satisfied	dissatisfied	dissatisfied	satisfied	satisfied	<i>do not use</i>
1	2	3	4	5	9

Centers for Teaching and Learning [FAC]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

Teaching.IU and KeepTeaching.IU (online portals for university-wide teaching resources) [FAC]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

KeepLearning.IU (online portals for university-wide learning resources) [UND, GRD]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

Top Hat Student Response System [ALL]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

Research Technologies

18. UITS provides facilities and services in support of research. If you use such facilities and services, please indicate your overall satisfaction by selecting the appropriate response. *If you have no basis for rating your satisfaction, please select "Not applicable/Do not use."*

Supercomputers and high performance computers (e.g., Big Red 3, Big Red 200, Karst, Carbonate) [ALL]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

Interactive research computing (e.g., Research Desktop, Jetstream) [ALL]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

High-speed disk storage (e.g., Data Capacitor, Slate, Geode/Research Home Directories) [ALL]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

Scholarly Data Archive (formerly HPSS) [ALL]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

Research Data Services (e.g., Research Database Complex, RADaRS enclave, consulting for data workflows) [ALL]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

Advanced Visualization Lab (e.g., Visualization consulting, IQ-Walls, IQ-Tables, VR/AR, 3D digitization, advanced media) [ALL]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

Support for statistical and mathematical software distribution and licensing (Research Analytics/Stat Math) [ALL]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

Support for life sciences (e.g., RedCap, genomics analysis support, etc.) [ALL]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

Enterprise Systems

UITs supports a number of information systems in support of administrative and academic services on campus. If you use such facilities and services, please indicate your overall satisfaction by selecting the appropriate response. *If you have no basis for rating your satisfaction, please select "Not applicable/Do not use."*

19a. Enterprise Student Systems

General SIS functionality (Admissions, Advising, Bursar, Records, Financial Aid) [FAC, STF]

		Neither			
Not at all	Somewhat	satisfied nor	Somewhat	Extremely	<i>Not applicable/</i>
satisfied	dissatisfied	dissatisfied	satisfied	satisfied	<i>do not use</i>
1	2	3	4	5	9

Academic Advising Services (Degree Map, AdRx) [FAC, STF]

		Neither			
Not at all	Somewhat	satisfied nor	Somewhat	Extremely	<i>Not applicable/</i>
satisfied	dissatisfied	dissatisfied	satisfied	satisfied	<i>do not use</i>
1	2	3	4	5	9

Student Self-Service (Student Center, Register for Classes, My Unofficial Transcript, My Bursar Account, Make a Payment, My Financial Aid Account Summary, etc.) [UND, GRD]

		Neither			
Not at all	Somewhat	satisfied nor	Somewhat	Extremely	<i>Not applicable/</i>
satisfied	dissatisfied	dissatisfied	satisfied	satisfied	<i>do not use</i>
1	2	3	4	5	9

iGPS (Plan, Degree Maps, Course Search) [UND]

		Neither			
Not at all	Somewhat	satisfied nor	Somewhat	Extremely	<i>Not applicable/</i>
satisfied	dissatisfied	dissatisfied	satisfied	satisfied	<i>do not use</i>
1	2	3	4	5	9

19b. Enterprise Business Systems

Chrome River [FAC, STF]

		Neither			
Not at all	Somewhat	satisfied nor	Somewhat	Extremely	<i>Not applicable/</i>
satisfied	dissatisfied	dissatisfied	satisfied	satisfied	<i>do not use</i>
1	2	3	4	5	9

BUY.IU by Jaggaer [FAC, STF]

		Neither			
Not at all	Somewhat	satisfied nor	Somewhat	Extremely	<i>Not applicable/</i>
satisfied	dissatisfied	dissatisfied	satisfied	satisfied	<i>do not use</i>
1	2	3	4	5	9

FireForm (EBPS) [FAC, STF]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

OnBase (EBPS) [STF]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

Employee Center (HRMS) [ALL]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

Talent Acquisition Manager (Staff Jobs.IU) [STF]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

Timekeeping (aka Quali Time) (HRMS) [FAC, STF]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

eDossier (HRMS) [FAC]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

IUCAT (ELS) [ALL]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

Conflict of Interest and Commitment (RAS) [FAC, STF]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

19c. Enterprise Applications

CrimsonCard Management [ALL]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

IU Parking Portal [ALL]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

Meal Plan Enrollment [UND IUB & IUPUI ONLY]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

Laundry Alert [IUB Lives in University Housing]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

Mitigation Testing and Scheduling [ALL]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

Mobile ID Door Access [IUB Lives in University Housing]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

IU Login: Two-step Duo [ALL]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

IU Login: Guest Accounts [ALL]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

Security Center (securitycenter.iu.edu/) [ALL]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

Group Accounts [FAC, STF]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

Affiliate Accounts [FAC, STF]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

Create My First IU Account [ALL]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

Information Security

20. In general, how satisfied are you with the information provided by UITS about security threats that might affect your use of technology on the IU network? [FAC, STF]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

To what extent do you agree with the following statements?

21a. The tools and information related to identifying and reporting phishing messages are helpful. (e.g., the “Report Phishing” plug-in for Outlook, tips at protect.iu.edu, etc.) [FAC, STF]

Strongly disagree	Somewhat disagree	Neither agree or disagree	Somewhat agree	Strongly agree
1	2	3	4	5

21b. The tools and information related to storing, accessing and using institutional data are helpful. (e.g., Data Handling & Sharing DSH tool, Data Classification Matrix, IDS Checklist, Critical Data Guide, KB, etc.) [FAC, STF]

Strongly disagree	Somewhat disagree	Neither agree or disagree	Somewhat agree	Strongly agree
1	2	3	4	5

21c. I know where to go for help with IT security, reporting an incident and/or IT policy. [ALL]

Strongly disagree	Somewhat disagree	Neither agree or disagree	Somewhat agree	Strongly agree
1	2	3	4	5

21d. The tools and information related to identifying and reporting/mitigating IT incidents are helpful. [ALL]

Strongly disagree	Somewhat disagree	Neither agree or disagree	Somewhat agree	Strongly agree
1	2	3	4	5

Web Services

22. UITS supports access to and the use of various web services and tools. If you use these services, please indicate your overall satisfaction by selecting the appropriate response. *If you have no basis for rating your satisfaction, please select “Not applicable/Do not use.”*

Departmental publishing on IU Web servers (IU Sitehosting for Linux, CHE for Windows) [FAC, STF]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

Individual publishing on IU Web servers (pages.iu.edu) [ALL]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

Web Content Management (Cascade Server/WCMS) [FAC, STF]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

Network Services

23. UITS provides wired and wireless network access via IU Secure. If you use such facilities and services, please indicate your overall satisfaction by selecting the appropriate response. *If you have no basis for rating your satisfaction, please select "Not applicable/Do not use."*

Wireless network access available on campus [ALL]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

Wired network access available on campus [FAC, STF]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

Campus Voice Services

24. UITS provides voice and telephone services to the university. If you use such facilities and services, please indicate your overall satisfaction by selecting the appropriate response. *If you have no basis for rating your satisfaction, please select "Not applicable/Do not use."*

Unicom/Lync/Skype for Business [FAC, STF]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

Customer Interaction Center (CIC) [FAC, STF]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

IU Fax Service [FAC, STF]

Not at all satisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied	<i>Not applicable/ do not use</i>
1	2	3	4	5	9

25. If you entered comments at the beginning of the survey, they are displayed below. If you would like to edit your comments, share recommendations for additional services and support resources, or add additional comments or suggestions, please enter them below. [ALL]

[Text piped here from earlier comment section]

26. Would you be willing to participate in a UITS focus group to help evaluate new services, proposed service improvements, and/or outstanding service needs? [ALL]

Yes

No