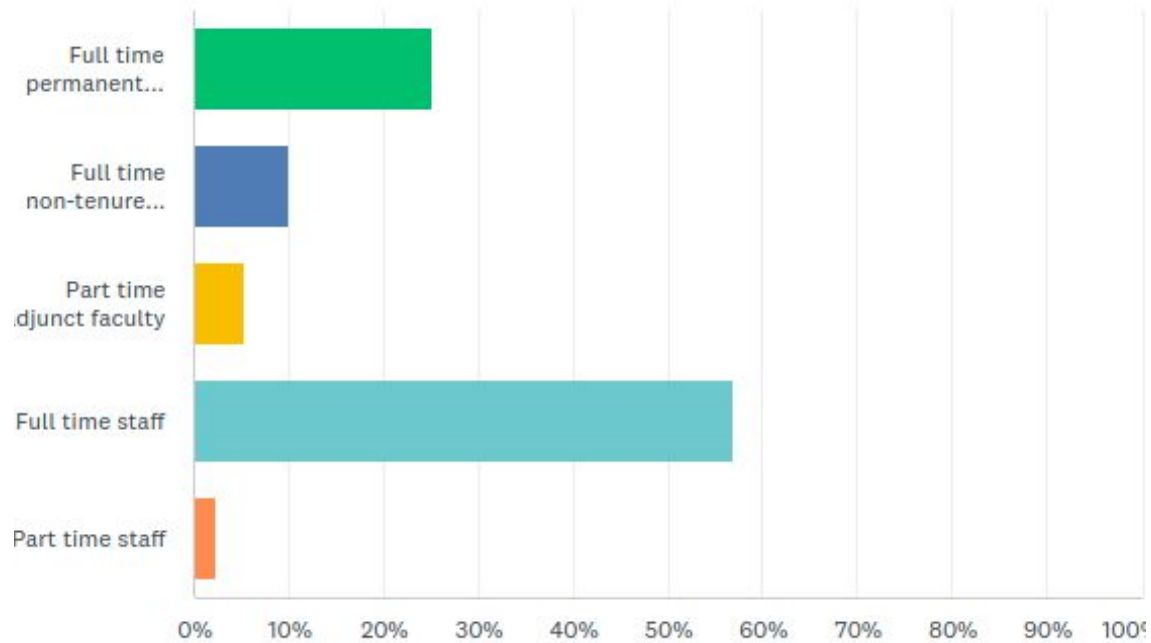


# Faculty and Staff IT Satisfaction Survey 2021



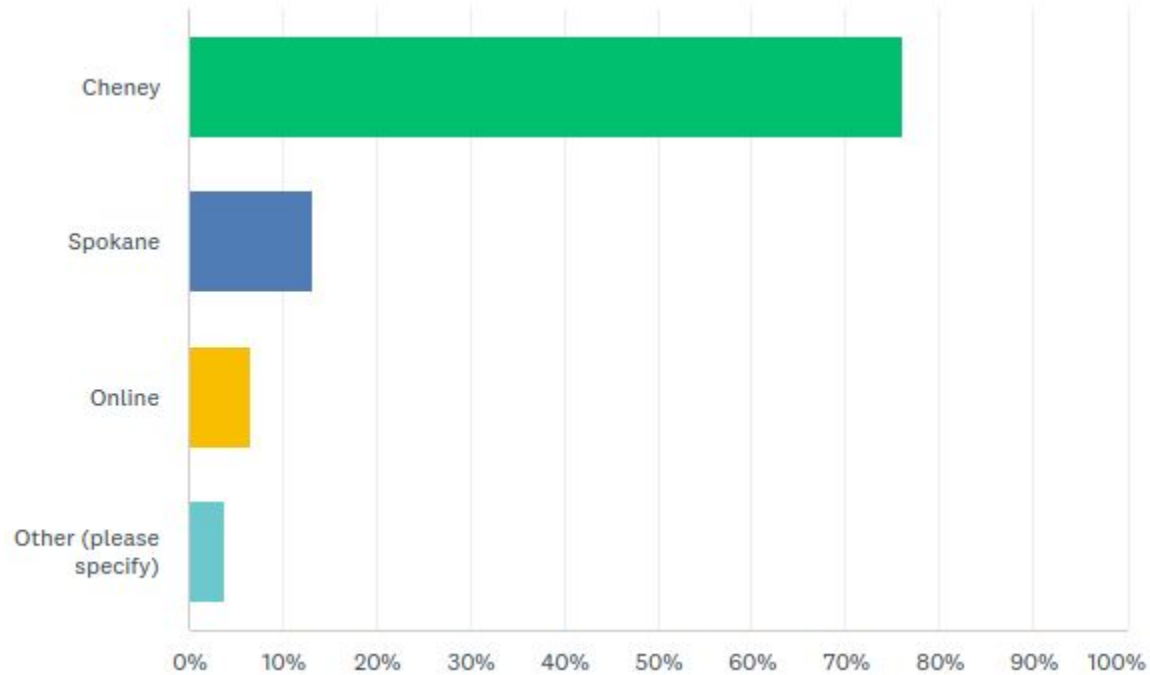
# Q1: I am primarily (your primary employee category)

Answered: 258 Skipped: 0



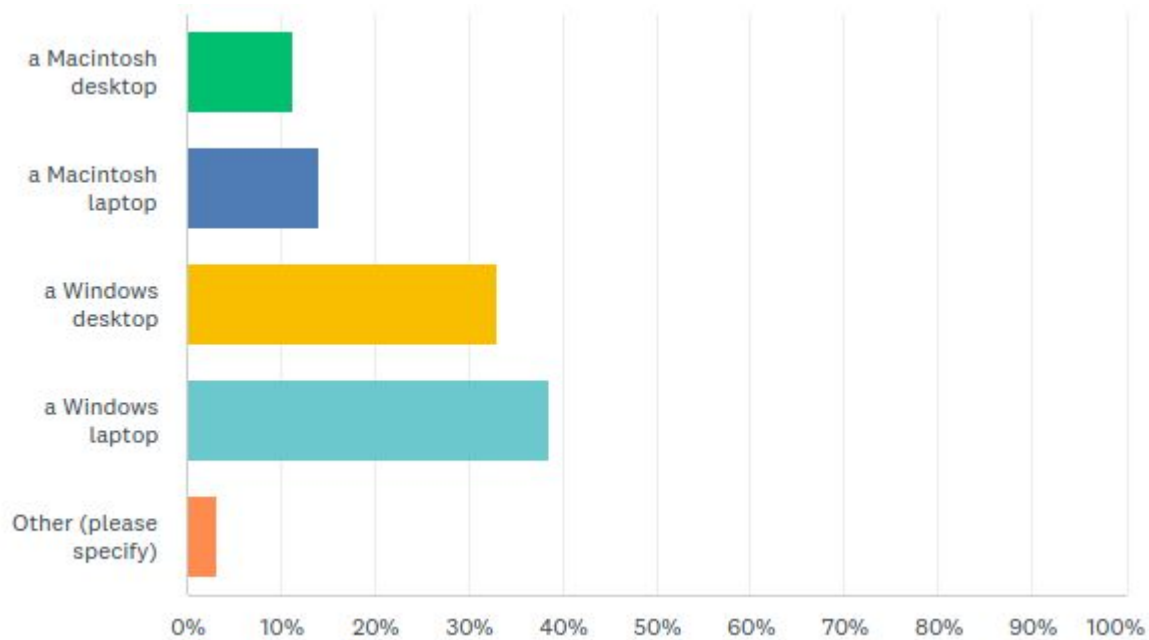
## Q2: Under normal circumstances, my primary campus is

Answered: 256 Skipped: 2



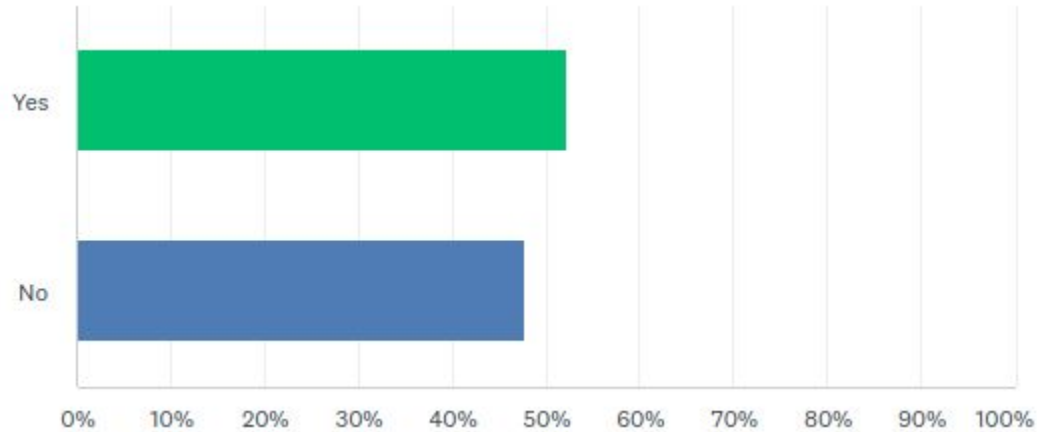
### Q3: My primary work computer is

Answered: 257 Skipped: 1



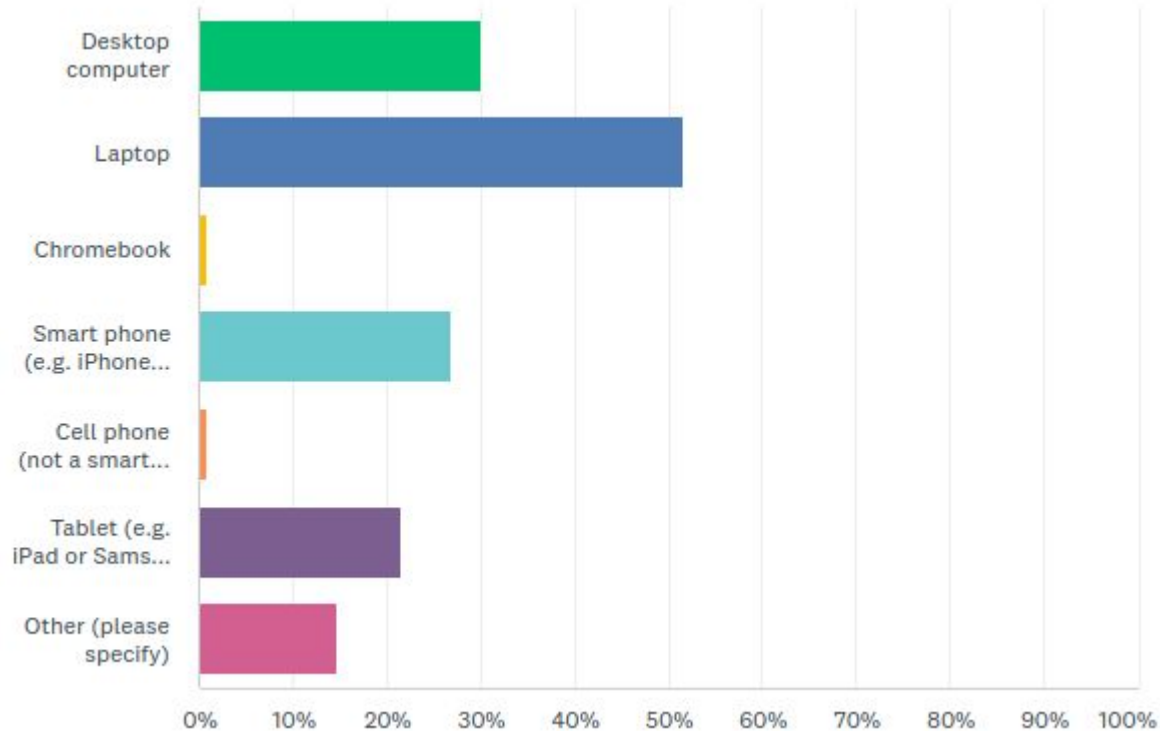
## Q4: I use other institutionally owned devices for work

Answered: 258 Skipped: 0



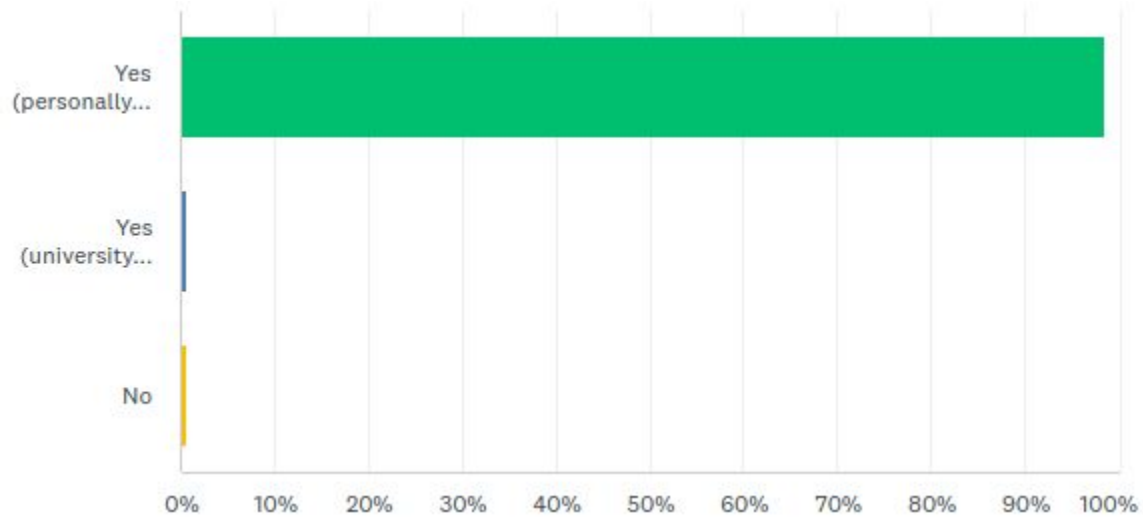
## Q5: I use the following other institutionally owned device(s) for work (select all that apply)

Answered: 130 Skipped: 128



## Q6: I have Internet access at home

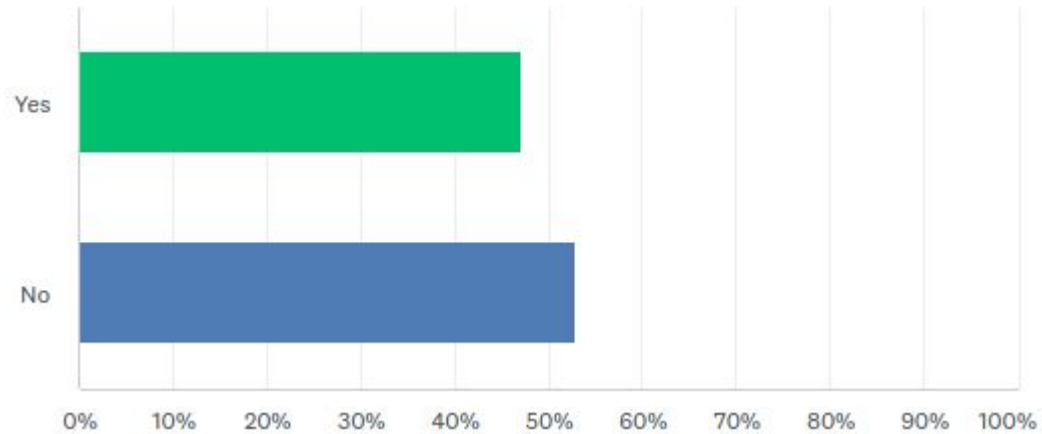
Answered: 134 Skipped: 124



## Q7: I use a personally owned device for work

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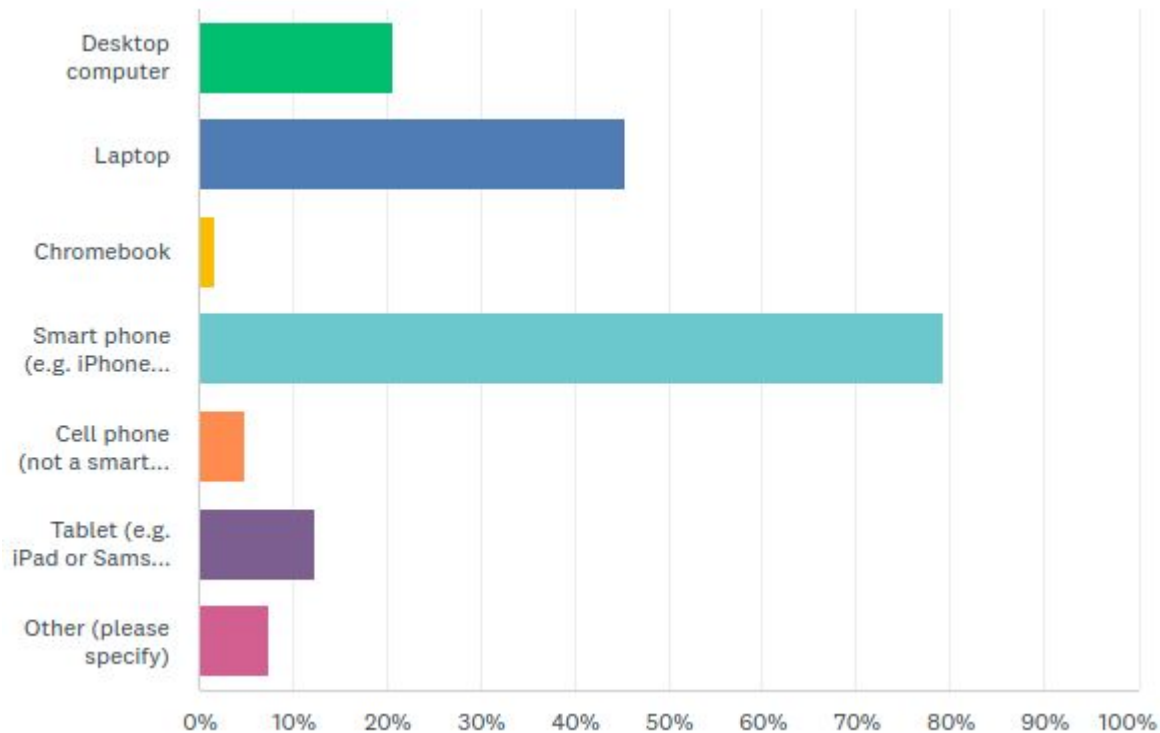
Answered: 257 Skipped: 1





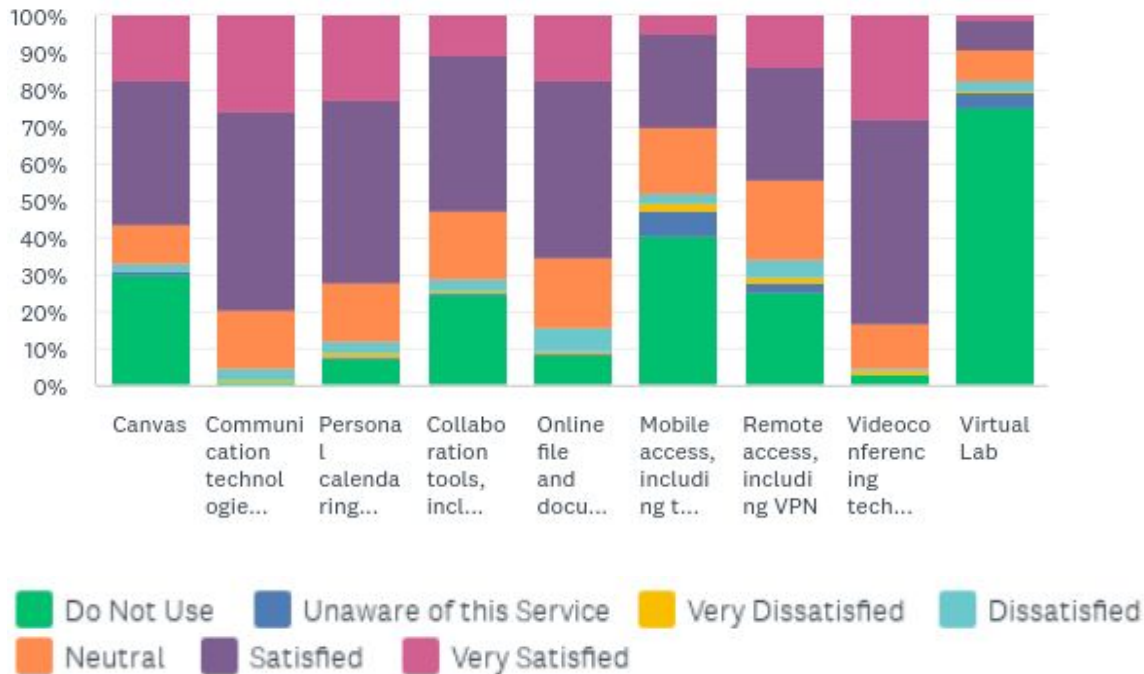
## Q8: I use the following other personally owned device(s) for work (select all that apply)

Answered: 121 Skipped: 137



# Q9: Thinking about this past year, rate your experience with the following technologies and services (see next page for key)

Answered: 245 Skipped: 13



## Q9: Thinking about this past year, rate your experience with the following technologies and services

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Answered: 245 Skipped: 13

### Key:

Canvas

Communication technologies, including Outlook

Personal calendaring and scheduling tools (e.g. Outlook Calendar)

Collaboration tools, including Office 365 and Google Workspace

Online file and document sharing services, including OneDrive, Google Drive, and SharePoint

Mobile access, including the EWU mobile app

Remote access, including VPN

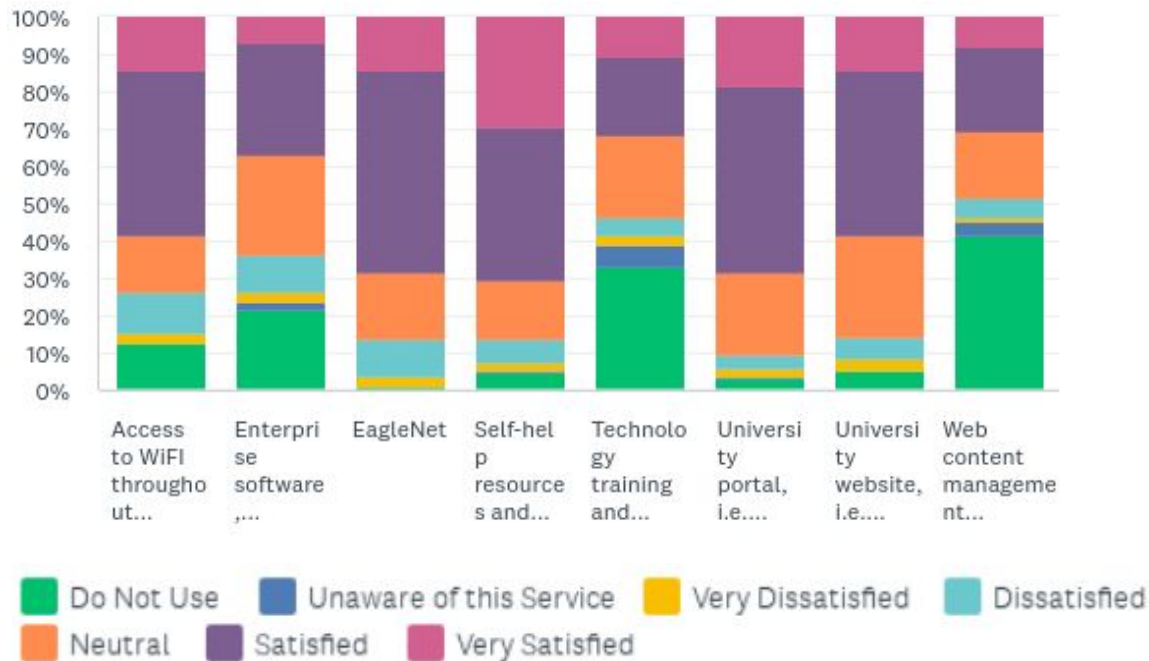
Videoconferencing technologies (e.g. Zoom)

Virtual Lab



# Q10: Thinking about this past year, rate your experience with the following technologies and services (see next page for key)

Answered: 245 Skipped: 13



## Q10: Thinking about this past year, rate your experience with the following technologies and services

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Answered: 245 Skipped: 13

### Key:

Access to WiFi throughout campus

Enterprise software, including Banner

EagleNet

Self-help resources and IT help desk system

Technology training and classes

University portal, i.e. InsideEWU

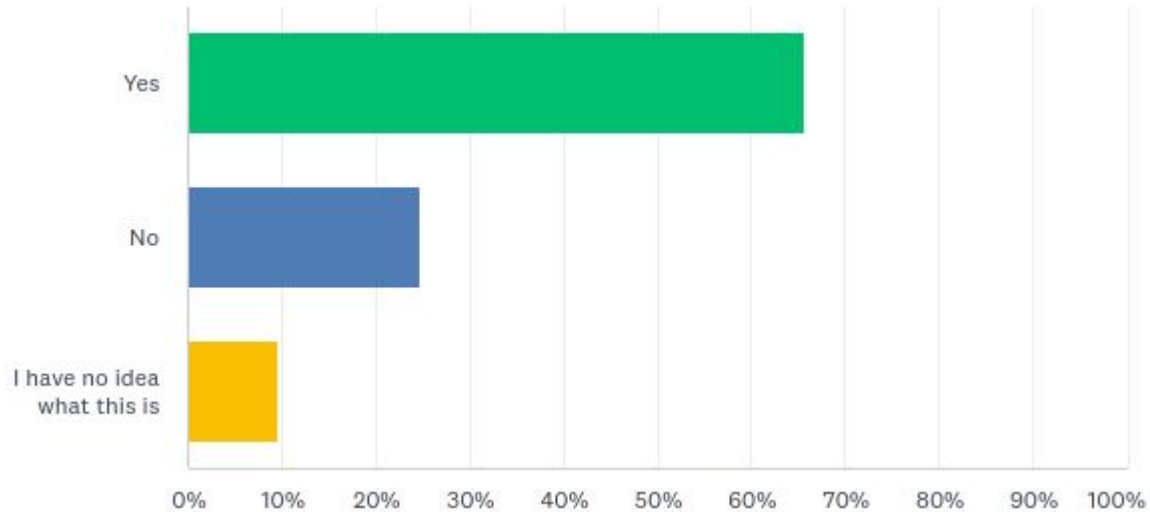
University website, i.e. [www.ewu.edu](http://www.ewu.edu)

Web content management systems (WordPress)



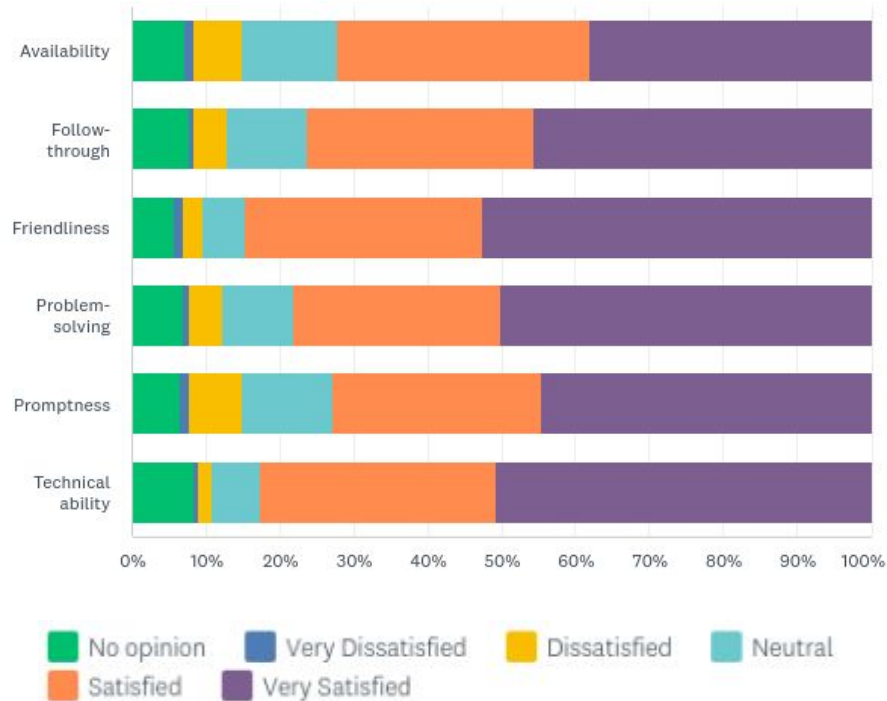
# Q14: Do you know your assigned IT Coordinator?

Answered: 242 Skipped: 16



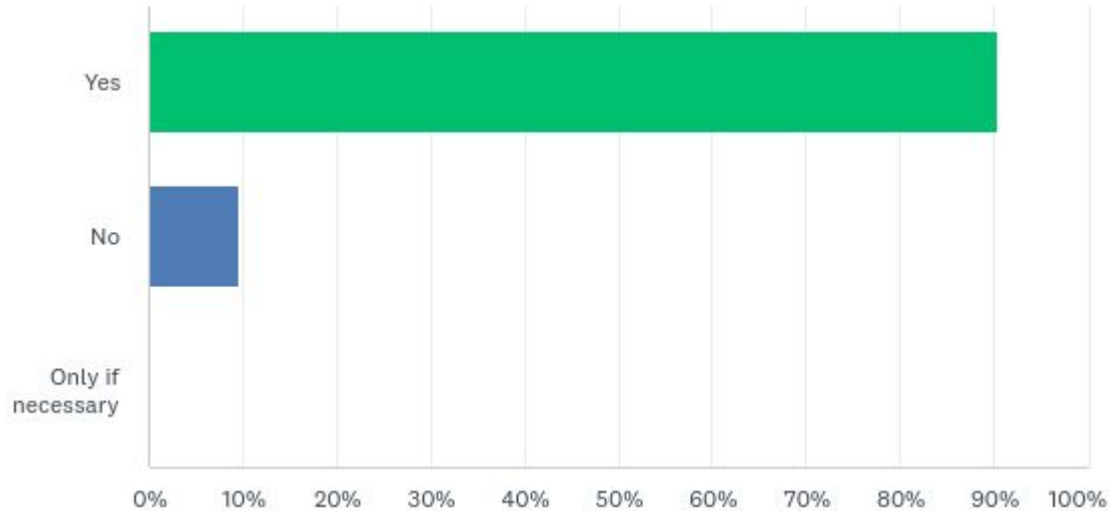
# Q15: Please evaluate each of these characteristics of service provided by your IT Coordinator

Answered: 156 Skipped: 102



## Q17: I use the services of the IT Help Desk

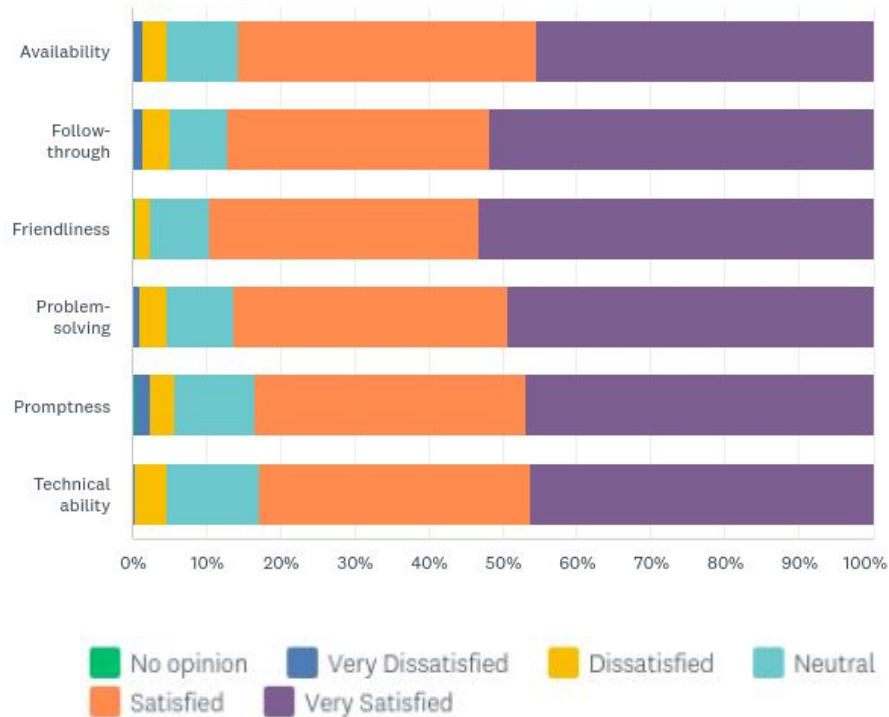
Answered: 240 Skipped: 18





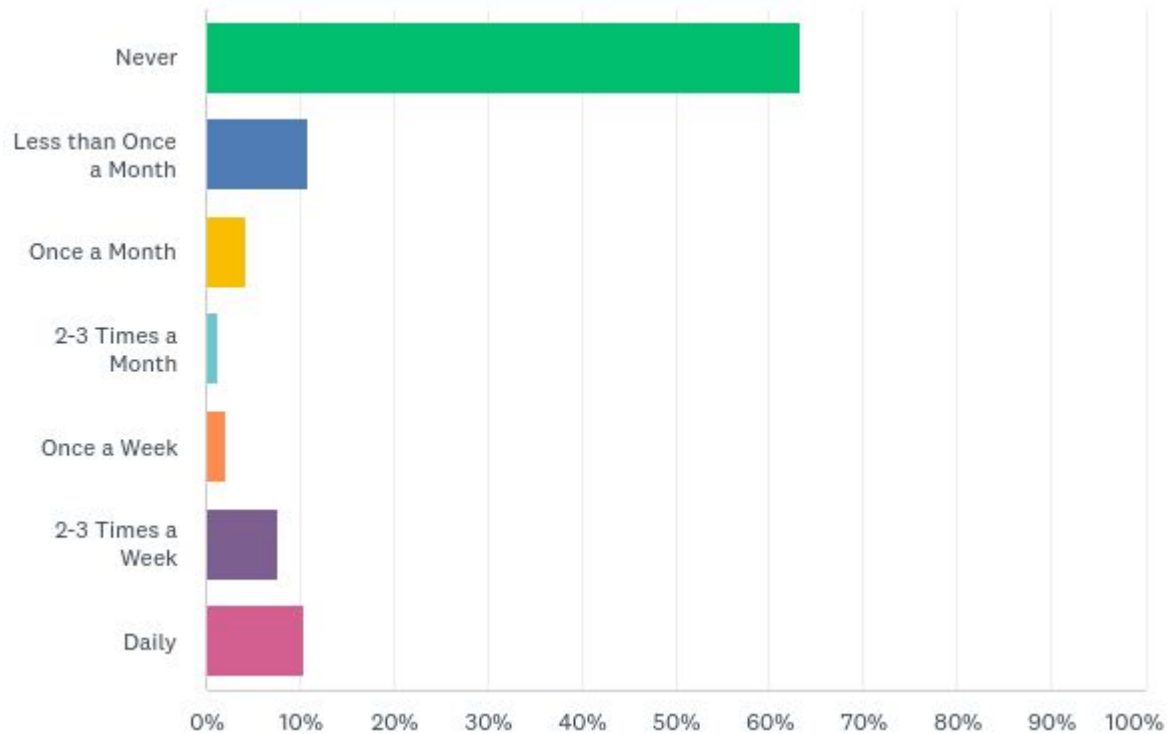
# Q18: Please evaluate each of these characteristics of service provided by the IT Help Desk

Answered: 221 Skipped: 47



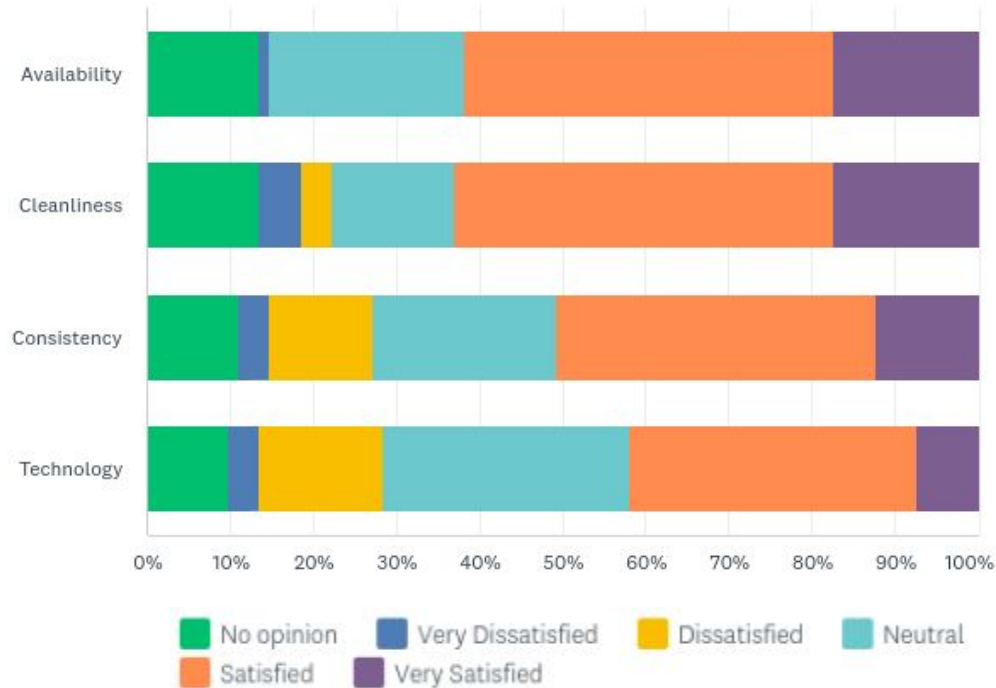
## Q20: How often did/do you present or teach in an enhanced classroom?

Answered: 237 Skipped: 21



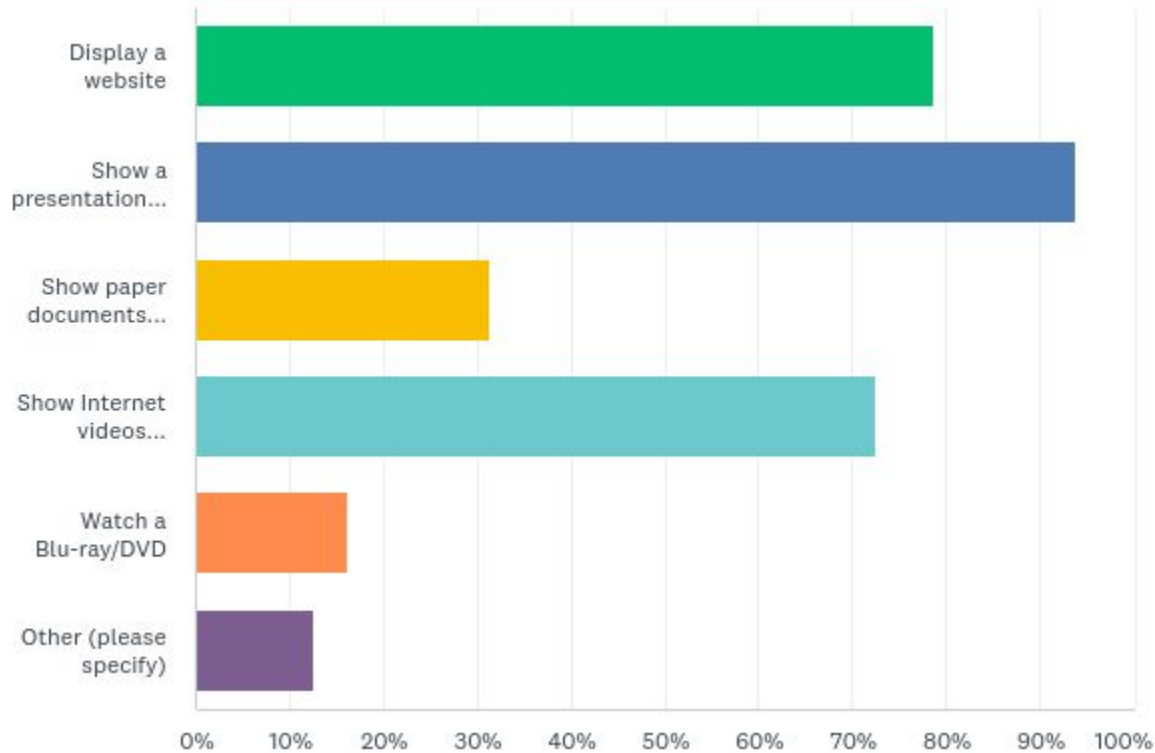
# Q21: Please rate EWU's enhanced classrooms on the following characteristics

Answered: 81 Skipped: 177



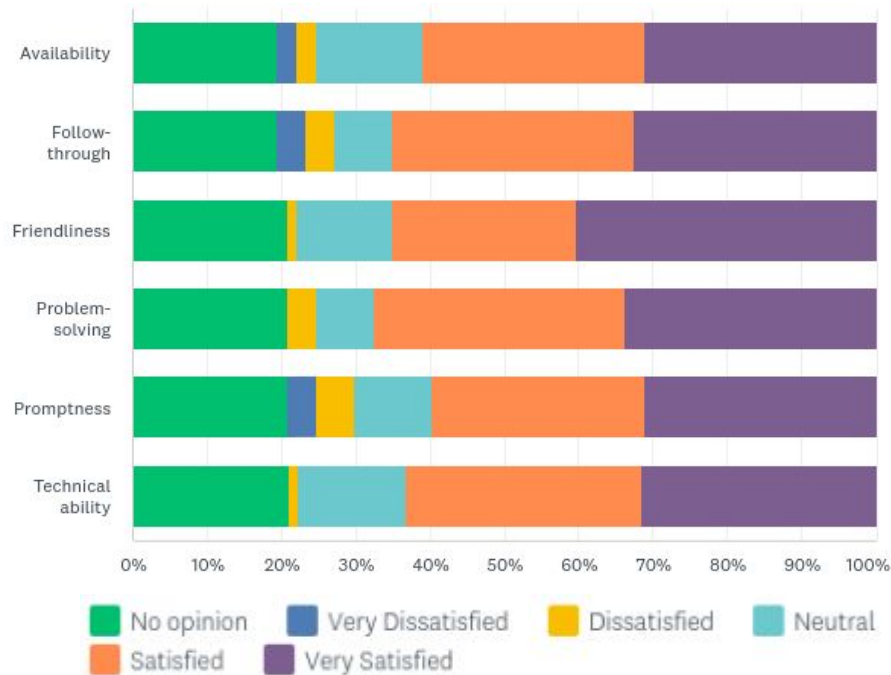
## Q22: What do you use the enhanced classroom equipment for? (select all that apply)

Answered: 80 Skipped: 178



## Q23: Please evaluate each of these characteristics of service for classrooms and labs

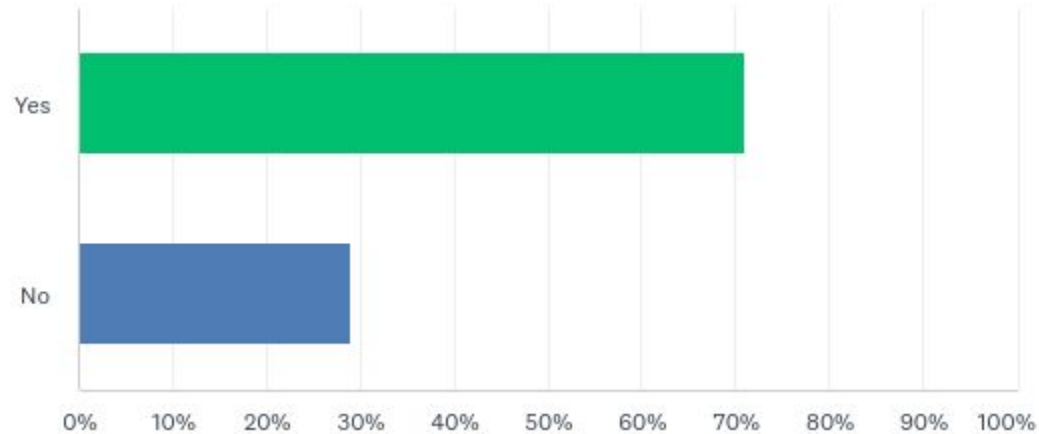
Answered: 77 Skipped: 181



## Q25: Do you regularly use Canvas to teach?

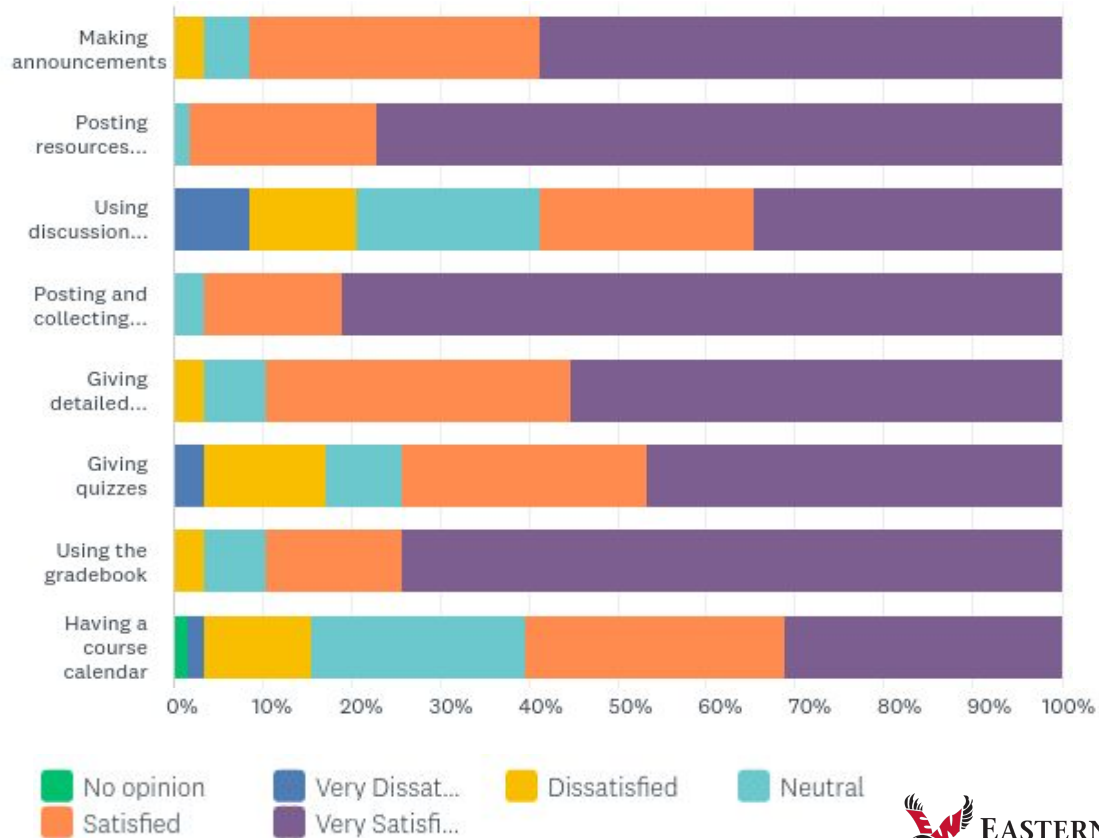
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Answered: 83 Skipped: 175



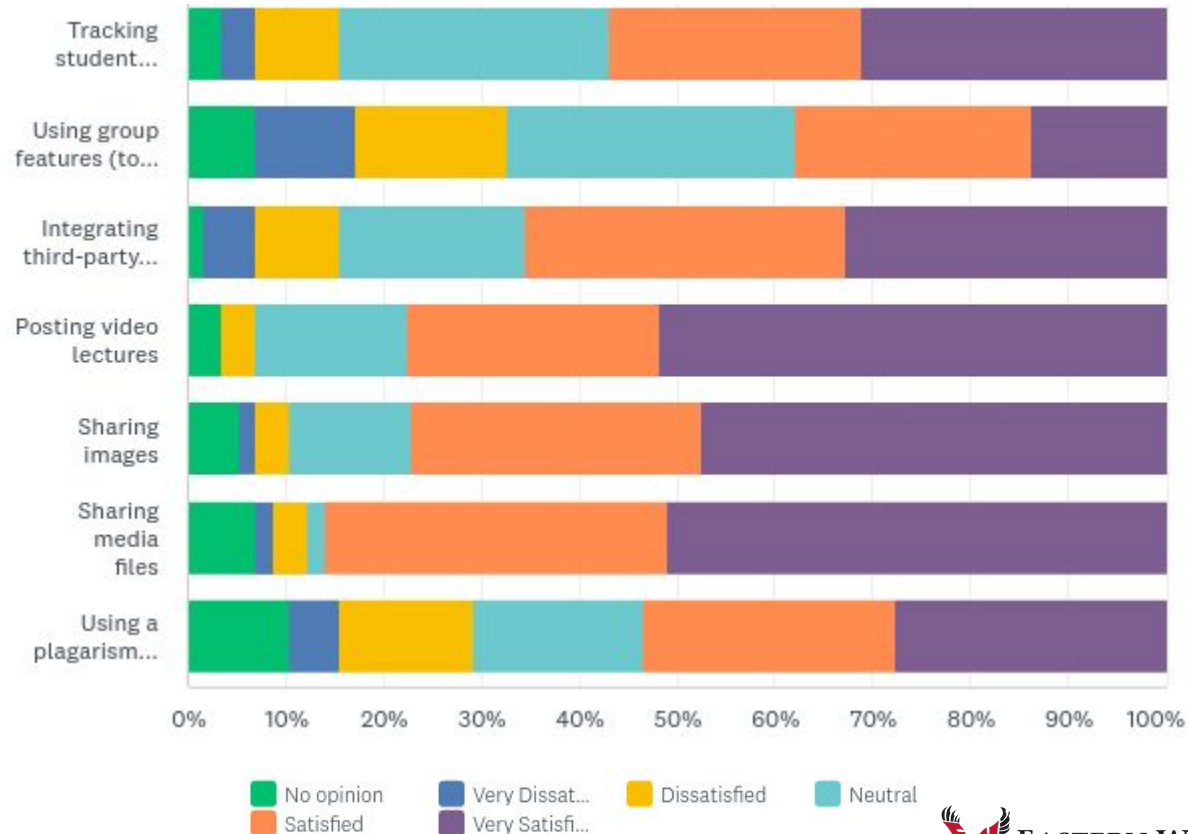
## Q26: How important are the following Canvas uses to you? (continued)

Answered: 58 Skipped: 200



## Q26: How important are the following Canvas uses to you? (see key on next page)

Answered: 58 Skipped: 200





## Q26: How important are the following Canvas uses to you?

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Answered: 58 Skipped: 200

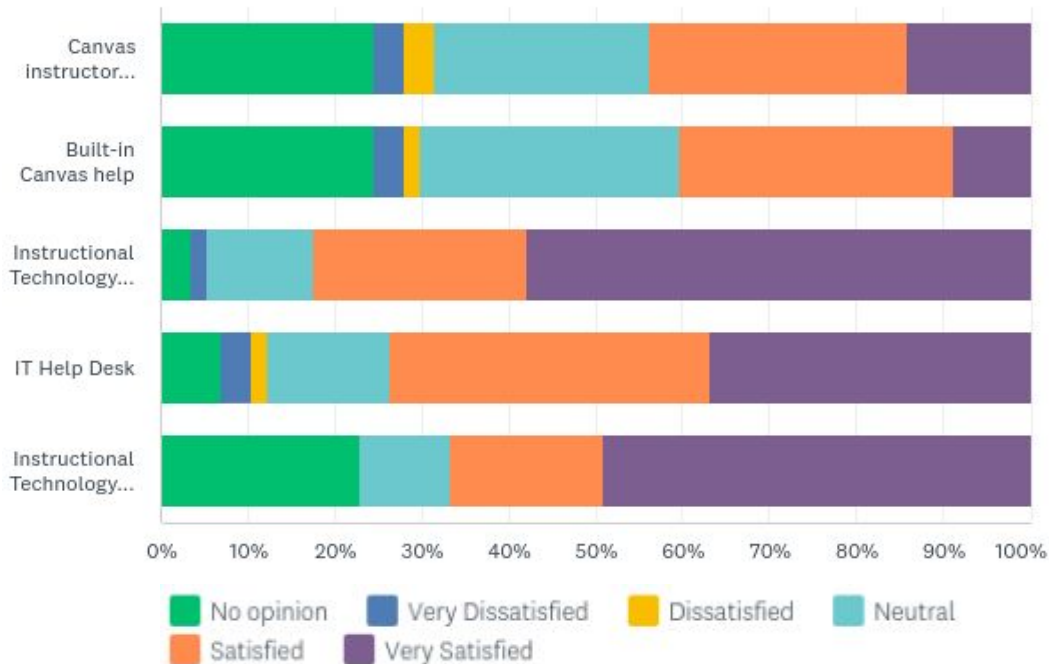
### Key:

- Making announcements
- Posting resources online
- Using discussion forums
- Posting and collecting assignments
- Giving detailed feedback on assignments
- Giving quizzes
- Using the gradebook
- Having a course calendar
- Tracking student activity
- Using group features (to support group projects)
- Integrating third-party materials (publisher content, etc.)
- Posting video lectures
- Sharing images
- Sharing media files
- Using a plagiarism checker (Turnitin)



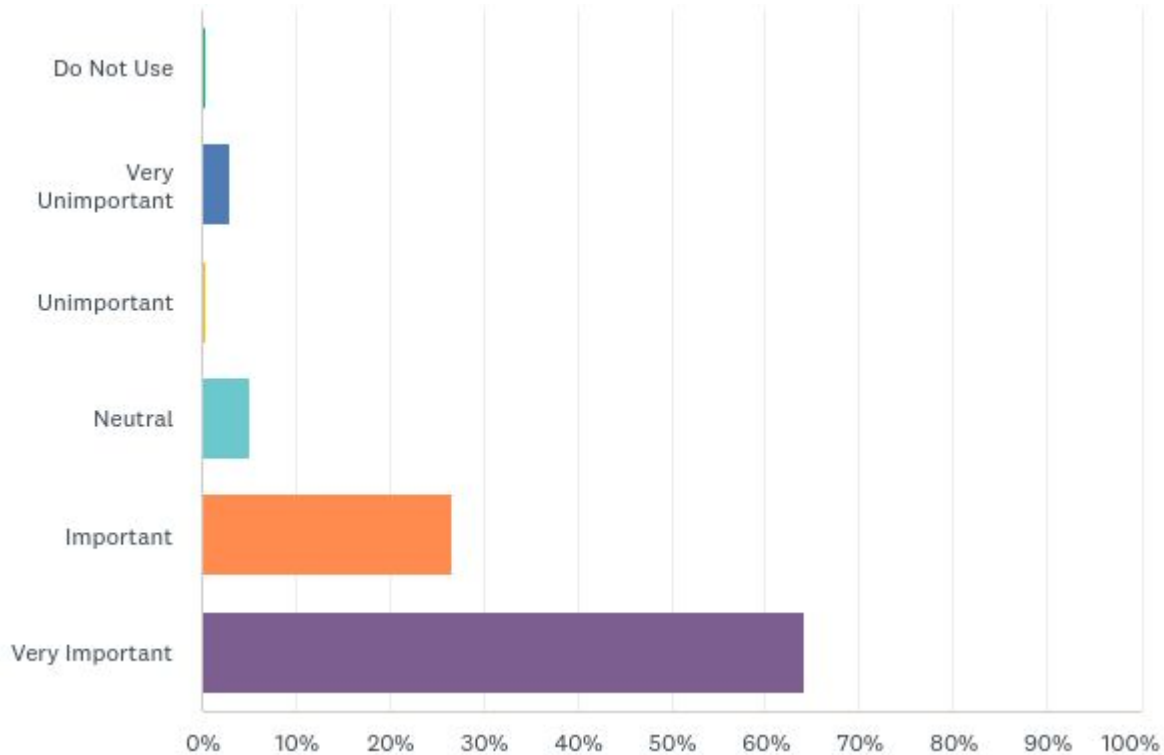
## Q27: How satisfied are you with the following Canvas support options available to you?

Answered: 57 Skipped: 201



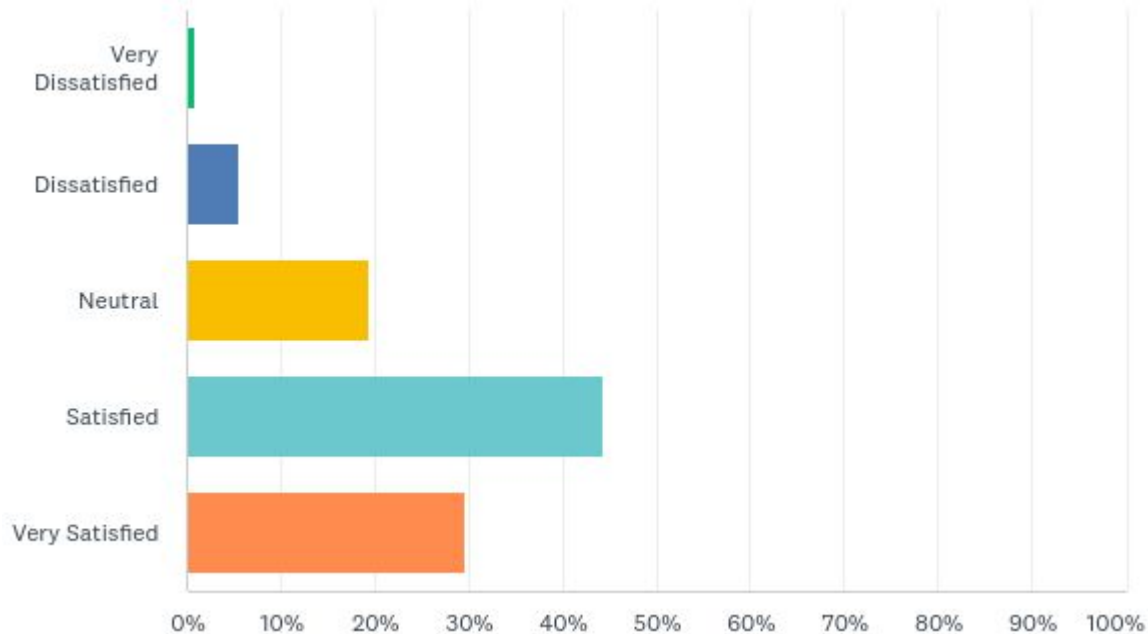
## Q29: Overall, how important are EWU's IT services to you?

Answered: 232 Skipped: 26



## Q30: How satisfied are you overall with the communication about technology issues and projects from EWU's IT during the past year?

Answered: 232 Skipped: 26



# Q31: How satisfied are you overall with the technology and support services offered by EWU's IT division during the past year?

Answered: 232 Skipped: 26

