

## I RUTGERS UNIVERSITY COMPUTING SERVICES (RUCS) USER SERVICES

We are asking you to evaluate the wide range of services and resources offered by RUCS.

1. Please indicate your usage and level of satisfaction based on a typical experience over the past twelve months.

**Please check the box if you used the service.**  
**Circle your level of satisfaction only if you used the service.**

	Used Service	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied
a. Email by logging into a Rutgers Computer (rci or eden, using pine, zmlite, or similar program or Netscape, Internet Explorer/Outlook Express, Pegasus, Endora, etc.)	<input type="checkbox"/>	1	2	3	4
b. The campus computer store	<input type="checkbox"/>	1	2	3	4
c. Telephone consulting (information center or help desk)	<input type="checkbox"/>	1	2	3	4
d. Email consulting (help@rci, help@eden, etc.)	<input type="checkbox"/>	1	2	3	4
e. RUCS publications on paper	<input type="checkbox"/>	1	2	3	4
f. RUCS information on the Web	<input type="checkbox"/>	1	2	3	4
g. RUCS Education Series Classes or Workshops given since September 1999	<input type="checkbox"/>	1	2	3	4
h. Microcomputer Support Services Group (site licenses, software distribution)	<input type="checkbox"/>	1	2	3	4
i. Walk-in consultation	<input type="checkbox"/>	1	2	3	4

2. How important are these services to your work? **Circle One.**

- 1 Very Important
- 2 Important
- 3 Not very important
- 4 Not at all important

3. How important are these services from RUCS overall? **Circle One.**

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

## II TELECOMMUNICATIONS AND NETWORK SERVICES

RUCS supports access to and use of various network information services and tools. If you used such tools in the last year from computers on campus, please indicate your overall satisfaction with them.

**Check the box if you used this service or tool on campus.**  
**Circle your level of satisfaction only if you check the box.**

	Used Service	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied
a. Hosting your web pages on a Rutgers system (e.g., rci, eden, caab, clam, andromeda, pegasas)	<input type="checkbox"/>	1	2	3	4
b. Access to pages elsewhere on the World Wide Web	<input type="checkbox"/>	1	2	3	4
c. Mailing list services (e.g., ListServ, Majordomo)	<input type="checkbox"/>	1	2	3	4
d. Usenet news groups	<input type="checkbox"/>	1	2	3	4
e. Dialup modem services	<input type="checkbox"/>	1	2	3	4
f. Access to Rutgers from ISP, cable modem, etc.	<input type="checkbox"/>	1	2	3	4
g. Office or lab direct network connection	<input type="checkbox"/>	1	2	3	4
h. Residence hall direct network connection	<input type="checkbox"/>	1	2	3	4

### III INSTRUCTIONAL FACILITIES AND SERVICES

Alone, or in partnership with other campus units, RUCS provides Public Computing Facilities and Services such as those listed below.

**Please evaluate these facilities and services based on the support you have received to develop instructional materials or to deliver course materials.**

**Please indicate your usage and level of satisfaction based on a typical experience over the past twelve months.**

*Please check the box if you used the service.  
Circle your level of satisfaction only if you used the service.*

	Used Service	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied
a. Public computing labs	<input type="checkbox"/>	1	2	3	4
b. Course Web pages (e.g., using WebCT or other software for online course materials)	<input type="checkbox"/>	1	2	3	4
c. Listserv or discussion lists	<input type="checkbox"/>	1	2	3	4

### IV ADMINISTRATIVE DATA SERVICES

RUCS provides numerous central systems and web services that support the various Rutgers communities and the operation of the University. These include, for example, Admissions, Registration, Financial Aid, Scheduling, Financial Accounting, student web registration, online class rosters and others.

**Please indicate your usage and level of satisfaction based on a typical experience over the past twelve months.**

**Note that with the exception of the first web service, the following systems generally require special authorization.**

*Please check the box if you used this service.  
Circle your level of satisfaction only if you check the box.*

	Used Service	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied
a. Rutgers Online Directory (Find People)	<input type="checkbox"/>	1	2	3	4
b. University Schedule of Classes (Web)	<input type="checkbox"/>	1	2	3	4
c. Calendar of Events (Web)	<input type="checkbox"/>	1	2	3	4
d. Address Update for Faculty/Staff (Web)	<input type="checkbox"/>	1	2	3	4
e. Class Rosters (Web)	<input type="checkbox"/>	1	2	3	4
f. Course Analysis (Web)	<input type="checkbox"/>	1	2	3	4
g. Student Grades and Transcripts (Web)	<input type="checkbox"/>	1	2	3	4
h. Student Mail Services (Web)	<input type="checkbox"/>	1	2	3	4
i. Pay for Performance (Web)	<input type="checkbox"/>	1	2	3	4
j. Faculty Survey (Web)	<input type="checkbox"/>	1	2	3	4
k. HR Information (Client Server application)	<input type="checkbox"/>	1	2	3	4
l. First Year Sectioning System (Client Server application)	<input type="checkbox"/>	1	2	3	4
m. FASIP (Client Server application)	<input type="checkbox"/>	1	2	3	4
n. Undergraduate Admissions System (NJAS)	<input type="checkbox"/>	1	2	3	4
o. Graduate Admissions System	<input type="checkbox"/>	1	2	3	4
p. Student Information Management System	<input type="checkbox"/>	1	2	3	4
q. Financial Aid System (FAMS)	<input type="checkbox"/>	1	2	3	4
r. PBP (Payroll) System	<input type="checkbox"/>	1	2	3	4
s. Financial Accounting System	<input type="checkbox"/>	1	2	3	4
t. Online Financial Information System (OFIS)	<input type="checkbox"/>	1	2	3	4
u. Online working Budget System (OWBS)	<input type="checkbox"/>	1	2	3	4

## V IMPROVEMENTS

Please check what you think would be the **THREE** most important improvements to the Rutgers computing environment.

*Please mark only three boxes.*

- Computing support staff in your department
- Support for departments providing information on RUCS World Wide Web servers
- Tools for backing up your personal computer or workstation over the network
- PC computers in public computing facilities
- Mac computers in public computing facilities
- Unix computers in public computing facilities
- Computing support in public facilities
- A phone help line for basic questions or problem that come up during regular business hours
- Consistent telephone consulting
- Telephone consulting during evening hours
- Computer labs completely devoted to class instruction
- Assistance with office PC's, courses on how to maintain, fix, add/delete software
- Dial-in modem services and access
- Unix/Linux computers for research and instruction
- Different software on Unix/Linux computers for research and instruction  
Please specify what software: \_\_\_\_\_
- Different software in public computing facilities  
Please specify what software: \_\_\_\_\_
- New or improved web applications and services for students, faculty, and staff  
Please specify suggestions: \_\_\_\_\_

What other improvements do you suggest?

**VI BACKGROUND AND COMPUTER USE**

a. Please indicate your primary position at Rutgers University. *Circle one answer only.*

- 1 Faculty
- 2 Staff or Administration

b. From which campus do you primarily use Rutgers computing services or support? *Circle one answer only.*

- 1 Camden
- 2 Newark
- 3 New Brunswick

c. How would you rate your level of computer competency. *Circle one answer only.*

- 1 Novice
- 2 Intermediate
- 3 Expert
- 4 Don't use/Don't Know

d. How many hours in a typical week do you use any Rutgers computing service . . .

from on-campus?

from off-campus?

e. For your residence usage, do you primarily connect by means of. . .

*Please circle one answer only.*

- 1 Rutgers modem
- 2 Non-Rutgers modem
- 3 DSL services
- 4 Cable modem service
- 5 Other

f. If you have access to a computer at your residence, what operating system(s) do you use?

*Circle all that apply.*

- 1 Windows 95/98/2000/NT
- 2 PC/DOS/Windows 3.1
- 3 Macintosh OS 7 or earlier
- 4 Mac OS 7.5 or later
- 5 UNIX/Linux
- 6 Don't Know / Other

g. If you dial-in directly to the RUCS university modem pool, when do you usually do so?

*Please circle one answer only for each question.*

**On weekends and holidays?**

- 1 8 am - 12 noon
- 2 12 pm - 4pm
- 3 4 pm - 8 pm
- 4 8 pm - midnight
- 5 12 midnight - 8 am

**On weekdays?**

- 1 8 am - 12 noon
- 2 12 pm - 4pm
- 3 4 pm - 8 pm
- 4 8 pm - midnight
- 5 12 midnight - 8 am

h. If you have access to a computer where you primarily work, what operating system(s) do you use?

*Circle all that apply.*

- 1 Windows 95/98/2000/NT
- 2 PC/DOS/Windows 3.1
- 3 Macintosh OS 7 or earlier
- 4 Mac OS 7.5 or later
- 5 UNIX/Linux
- 6 Don't Know / Other

i. How frequently do you use email of any kind at Rutgers - that is, have separate sessions where you send and receive email, using a Rutgers university email account? *Please circle one answer only.*

- 1 Several times a day
- 2 Once a day
- 3 Several times a week
- 4 Once a week or less
- 5 Never

## VII DETAILED COMMENTS ABOUT SERVICES

There are several dimensions you may think of when you are determining your level of satisfaction with a service. Below is a list of a few we have thought of, you may have others. Thinking of the two RUCS services that are of most importance to you, please tell us why you are either "very satisfied" or "very dissatisfied" with these particular services you have used within the last six months.

Service did what you wanted  
The service works  
Staff courtesy  
Used understandable terms

Understood my problem  
Referred to a better source  
Accuracy of information  
Response time

Ease of use  
Accessibility/availability  
Reliability (uptime)  
Up-to-date  
Relevance of information

**Service 1:** \_\_\_\_\_  
**Please indicate the service**

**Satisfaction:**  
1 Very Satisfied  
2 Very Dissatisfied

**Service 2:** \_\_\_\_\_  
**Please indicate the service**

**Satisfaction:**  
1 Very Satisfied  
2 Very Dissatisfied

## **VIII ADDITIONAL COMMENTS ABOUT RUTGERS UNIVERSITY COMPUTING SERVICES**

Please write any additional comments you may have.

**THANK YOU SO MUCH FOR YOUR PARTICIPATION!**