

Executive Summary

In Fiscal Year 1997, a survey was conducted to assess student, faculty, and staff satisfaction with the services provided by Rutgers University Computing Services (RUCS), to aid in the organization's focus on becoming a role model within the higher education community for customer satisfaction, service excellence, and efficiency. A comparable survey was conducted in Fiscal Year 2002. The current study indicated a significant improvement in the level of satisfaction with RUCS' services. The time between surveys coincided with a dramatic transformation in the delivery and accessibility of services through the RUNet project. This survey also predates the introduction of RIAS. A special report concerning satisfaction with RIAS will be released in the near future.

The most dramatic results of this study are the changes in user satisfaction over the five year period between the two surveys. In Fiscal Year 1997, percentages of those who were "Very Satisfied" (the top choice of a four point scale that included "Very Satisfied," "Somewhat Satisfied," "Somewhat Dissatisfied," and "Very Dissatisfied") with RUCS systems or services ranged from three percent among faculty at Douglass/Cook campuses to a high of 23% among faculty at Camden. The current survey indicates that, across campuses, 44% of staff, 36% of faculty, and 26% of students are "Very Satisfied." There are no instances where dissatisfaction is greater than satisfaction for any group on any campus. The following sections highlight the key findings of this report.

Email

Email is a service widely used by Rutgers students, staff, and faculty. Current satisfaction among students, faculty, and staff shows great improvement. Respondents indicating they

were "Very Satisfied" with any of the email services (Internet, Unix/ Mainframe, or Workstation) was limited to less than one-third of the respondents in the various campus settings in 1997. At that time, satisfaction was highest among those using Internet Mail; still, less than 30% of faculty, staff, and students reported that they were "Very Satisfied." Today, almost all respondents access email by logging into a Rutgers computer: 95% of students, 90% of staff, and 84% of faculty. Levels of usage and satisfaction do not vary across campus locations. Current satisfaction is highest among staff (60% are "Very Satisfied") followed by 53% of faculty and 40% of students expressing this high level of satisfaction.

Telecommunications and Network Services

Satisfaction with telecommunications and networking has markedly increased. This was an area of dissatisfaction found in the prior study. Access to the Internet has maintained a constant high level of use over the period between the two studies with three-fourths or more using the Internet. Satisfaction with access to the Internet has doubled since 1997, with more than half of the current respondents expressing the highest level of satisfaction. The proportion of those expressing the highest level of satisfaction has more than doubled over this five year time period with approximately half of faculty, staff, and students with access indicating they are "Very Satisfied" with their direct connection from their lab or office. This high degree of satisfaction is found for most groups on most campuses for a wide variety of other user services, administrative service, and instructional services as well. While the use of dial-up modem services has declined over time as other options have become available, more users are satisfied with this service than are not (which was not the case in the previous study) .

User Services

Computer Store

The Campus Computer Store is a newly evaluated service in the 2001 survey. Between 20% and 30% of faculty, staff, and students indicate they have used this service. Among

students, one-in-five report being "Very Satisfied" with the Computer Store and approximately one-third of faculty and staff are this satisfied. Overall satisfaction in New Brunswick is higher than in Camden and Newark.

Information and Training

There has been a slight increase in usage of RUCS telephone consulting service among students (approaching 50%) compared to the prior survey where four-in-ten sought help over the telephone. During this same period of time, faculty and staff's use of telephone consulting services has declined slightly. The proportion saying they are "Very Satisfied" has increased for all groups, ranging from 30% among students to 45% among staff members. The current survey focused on walk-in consultation exclusively compared to several services that were included as examples of services provided by the Information Center in the prior survey.

Four-in-ten students indicate they are "Very Satisfied" with walk-in consultation and six-in-ten faculty and staff express their satisfaction at this high level. Use of RUCS publications on paper has shown an even more dramatic decline in use of this service over this five year period. One-fourth or fewer report using this service. As with other services, satisfaction is higher.

As use of RUCS paper publications declines among all users and telephone consultation declines among faculty and staff, accessing RUCS information on the web has increased; approximately 60% now seek RUCS information on the web (up from levels of 25% to 35% in 1997). Currently, more than one-third say they are "Very Satisfied" with the information delivered on the RUCS website. Participation in RUCS Education Program classes and workshops also declined sharply from the previous period. Although the percentage of students indicating they are "Very Satisfied" with these classes/workshops has declined slightly (from 41% to 33%), the proportion of faculty and staff with this high level of satisfaction has tripled over the five year period (13% to 41% among faculty and 15% to 48% among staff).

Administrative Services

Almost all students use the web to access grades, transcripts, and class schedules (96%). Overall, seven-in-ten are "Very Satisfied" with this service. Half of all students are also "Very Satisfied" with the ability to check their financial aid award status and their statement of financial accounts online. Course registration on the web is currently used by almost all students (93%), with six-in-ten indicating they are "Very Satisfied" with this service. Students universally access the schedule of classes on the web and two-thirds are "Very Satisfied" with this service. Approximately one-third of students use online directory management to restrict display of directory data in some way. Six-in-ten are "Very Satisfied" with this service.

The Rutgers Online Directory (Find People) is another popular service among faculty, staff, and students. More than 80% of the respondents have used this service and report 60-70% levels of extreme satisfaction. In the prior survey, approximately one-in-ten faculty used the Financial Information System or the Accounts Receivable System. Those indicating they were "Very Satisfied" with either system was below 10%. Use among staff for these services was higher at the time (39% used the Financial Information System and 20% used the Accounts Receivable System) and their satisfaction was higher as well; although not exceeding 20% reporting they were "Very Satisfied." Fewer than 10% of faculty use student mail services, the first year sectioning system, NJAS, the graduate admissions system, the student information management system, the course analysis system, FASIP, HR information, pay for performance, the online financial information system, the online working budget system, the financial accounting system, PBP (payroll) system, or the financial aid system. Most of these services received a "Very Satisfied" rating between 25% and 38% from faculty.

The Online Financial Information System is used by 18% of staff and one-third report they are "Very Satisfied" with this service. Staff sometimes fill in the faculty survey for a

faculty member (18%) and half are "Very Satisfied" with this site. Faculty do use three services.

Four-in-ten use the web for class rosters and more than half are very satisfied with this service. Some 43% report using the web to complete the faculty survey and one-third are very satisfied with this service. Fewer reported (14%) using the web for student grades and transcripts and six-in-ten were "Very Satisfied."

Many of the services evaluated here are more likely to be used by Rutgers staff, however, a few are used by less than 10%: Student mail services, the first year sectioning system, the undergraduate and graduate admissions systems, the student information management system, the course analysis system, FASIP, the online working budget system, the financial accounting system, PBP (payroll) system, and the financial aid system. Even so, percentages of those reporting they are "Very Satisfied" fall between 30% and 60%. Currently the most popular sites used by Rutgers staff are "Pay for Performance" and "HR Information

(evaluated by 38% and 24%, respectively). More than 40% of the staff are "Very Satisfied" with these sites. Satisfaction is even greater for the approximately 20% of staff using the web for student grades and transcripts or class rosters where the highest level of satisfaction is assigned by 75% of the staff to the former and 69% to the latter.

Instructional Facilities and Services

Less than 20% of faculty, staff, and students were "Very Satisfied" with public computing facilities hardware, software, or consulting in 1997. Assessment of the public computing labs has improved markedly for each of these three groups. Among the 80% of students using the labs, one-third report they are "Very Satisfied" with the labs. Approximately 20% of staff and faculty use the labs and with almost half of staff and one-quarter of the faculty indicating this high level of satisfaction.

Requested Improvements

Several areas for improvement were cited by survey respondents. Approximately half of faculty and staff place "computing staff support in your department" at the top of their

choice of improvements to their computing environment. This is the fifth ranked choice among students as well with one-in-five including it among their three top improvements. Twenty to thirty-five percent of faculty and staff would like "support for departments providing information on RUCS World Wide Web servers" and "assistance with office PC's, courses in how to maintain, fix, add/delete software."

"A phone help line for basic questions or problems that come up during regular business hours" ranks in the top five for faculty and staff while "telephone consulting during evening hours" was chosen by one-fourth of the students. "Dial-in modem services and access" are cited by more than one-in-five students and staff and one-third of faculty. Nearly one-half of students indicate that "PC computers [as opposed to Apple computers or Unix workstations] in public computing facilities" should be a top priority.

Areas of Dissatisfaction

The summary ranges of dissatisfaction in this survey are considerably lower than reported for 1997 which included ranges of 40-54%, 55-69%, 70-84%, and 85% or greater. Current ranges use summary categories of 25-34%, 35-44%, 45-54%, and 55% or greater. Not one service fell in this final category. Both the number of services and the levels of dissatisfaction reported by respondents from Newark are higher than found at either New Brunswick or Camden. This is especially apparent among students. This is a pattern repeated from the prior study, although as mentioned above, the levels of dissatisfaction are greatly reduced. Faculty and staff in Camden are quite satisfied with all services and one-fourth to one-third of Camden students express dissatisfaction with their email service, the campus computer store and telephone and walk-in consultation services. Email consulting for all users in Newark and for students in New Brunswick could be improved for at least one-fourth of these respondents. As described earlier, this is an area where RUCS is continuing to examine ways for improving this service. Dial-up modem services have relatively high rates of dissatisfaction for students and faculty at Newark and New Brunswick and for staff in New Brunswick. Students on all campuses have levels of 30% or greater dissatisfaction with the residence hall direct network connection.