

## **2013 Higher Education TechQual+ Core Survey Instrument**

### **Connectivity and Access**

*Tell us about the quality of the Internet service on campus*

When it comes to...

1. Having a campus Internet service that is reliable and that operates consistently across campus.
2. Having a campus Internet service that is fast and that provides speedy access to Web sites and rapid downloads.
3. Having wireless Internet coverage in all of the places that are important to me on campus.
4. Support for accessing the campus Internet service using my tablet or other mobile device.

### **Technology and Collaboration Services**

*Tell us about the quality of Web sites, online services, and technologies for collaboration*

When it comes to...

5. Having campus Web sites and online services that are easy to use.
6. Accessing important campus Web sites and online services from my tablet or other mobile device.
7. Having campus technology services available that improve and enhance my collaboration with others.
8. Having technology within classrooms or other meeting areas that enhances the presentation and sharing of information.

### **Support and Training**

*Tell us about your experiences when obtaining assistance with technology on campus*

When it comes to...

9. Technology support staff who are consistently courteous and thoughtful.
10. Technology support staff who are knowledgeable and can help me resolve problems with campus technology services.
11. Getting timely resolution to problems that I am experiencing with campus technology services.
12. Receiving timely communications regarding campus technology services, explained in a relevant and easy-to-understand form.
13. Getting access to training or other self-help information that can enable me to become more effective in my use of campus technology services.

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### **Other Technology Services (Questions in this section can be customized)**

*Measures service quality of technology services specific to respondent's institution*

14. Professors that effectively use technology to facilitate learning.
15. Pepperdine safeguarding your sensitive personal information (social security number, financial information, etc.).

### **Open-ended Questions**

16. What do you like best about the University's technology services and programs?
17. What would you most like to see the University improve in its technology services and programs?
18. What technology resources are not offered that you would like to see offered?
19. What other comments do you have about technology at Pepperdine University?