

FY23 IT Technology Survey

Quantitative Data Summary

1

Collect Data

2

Analyze Data

Data Collection

In March 2023 surveys were distributed to over 4300 Pepperdine faculty, staff, and students via Qualtrics. Individuals received 1 of 7 surveys spanning 17 IT topics including:

Timely Resolution, Knowledgeable Staff, Communications, Self-Help Information, Training, Professors, Online Tools, Systems, Collaboration Technology, Event Space Technology, Classroom Technology, Conference Room Technology, Security, Internet Reliability, Internet Speed/Capacity, Campus Wi-Fi, and Cellular Coverage.

FY23 IT Technology Survey

Quantitative Data Summary

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2

Analyze Data

Data Analysis

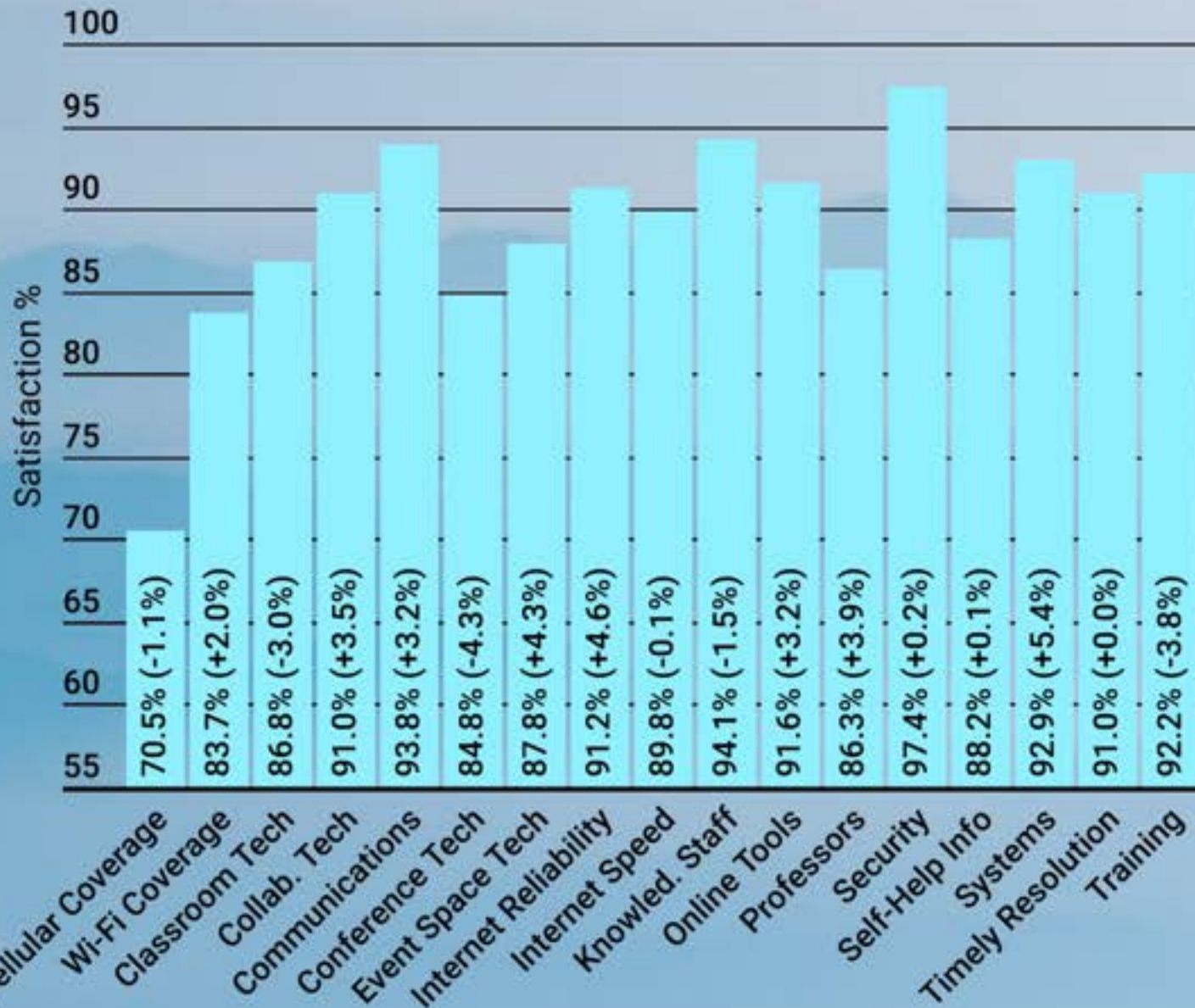
Over 1000 survey responses were collected during the survey window including 4,600 quantitative and 2,200 qualitative data points.

The quantitative data proved a high satisfaction rate for all 17 surveyed topics ranging between 70% and 97%.



**Survey
Results**

Technology Survey Results



Campus Cell Coverage

Campus Wi-Fi

Classroom Technology

Collaboration Technology

Communications

Conference Room Technology

Event Space Technology

Internet Reliability

Internet Speed/
Capacity

Online Tools

Knowledgeable Staff

Professors

Security

Self-Help Information

Systems

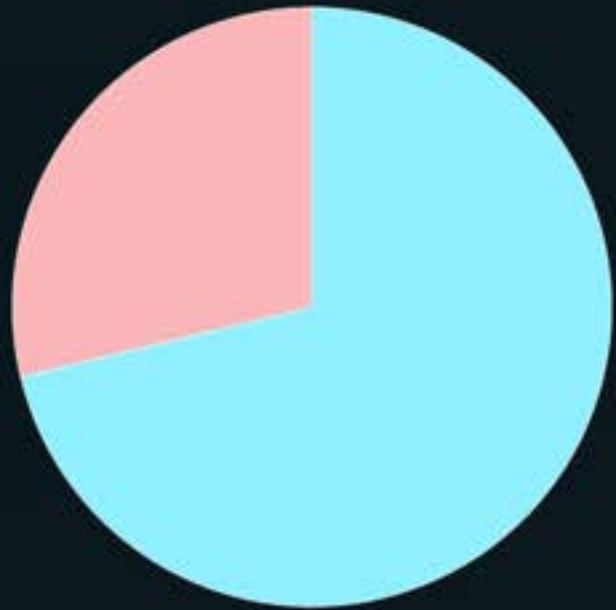
Timely Resolution

Training

Campus Cell Coverage

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Campus cellular coverage



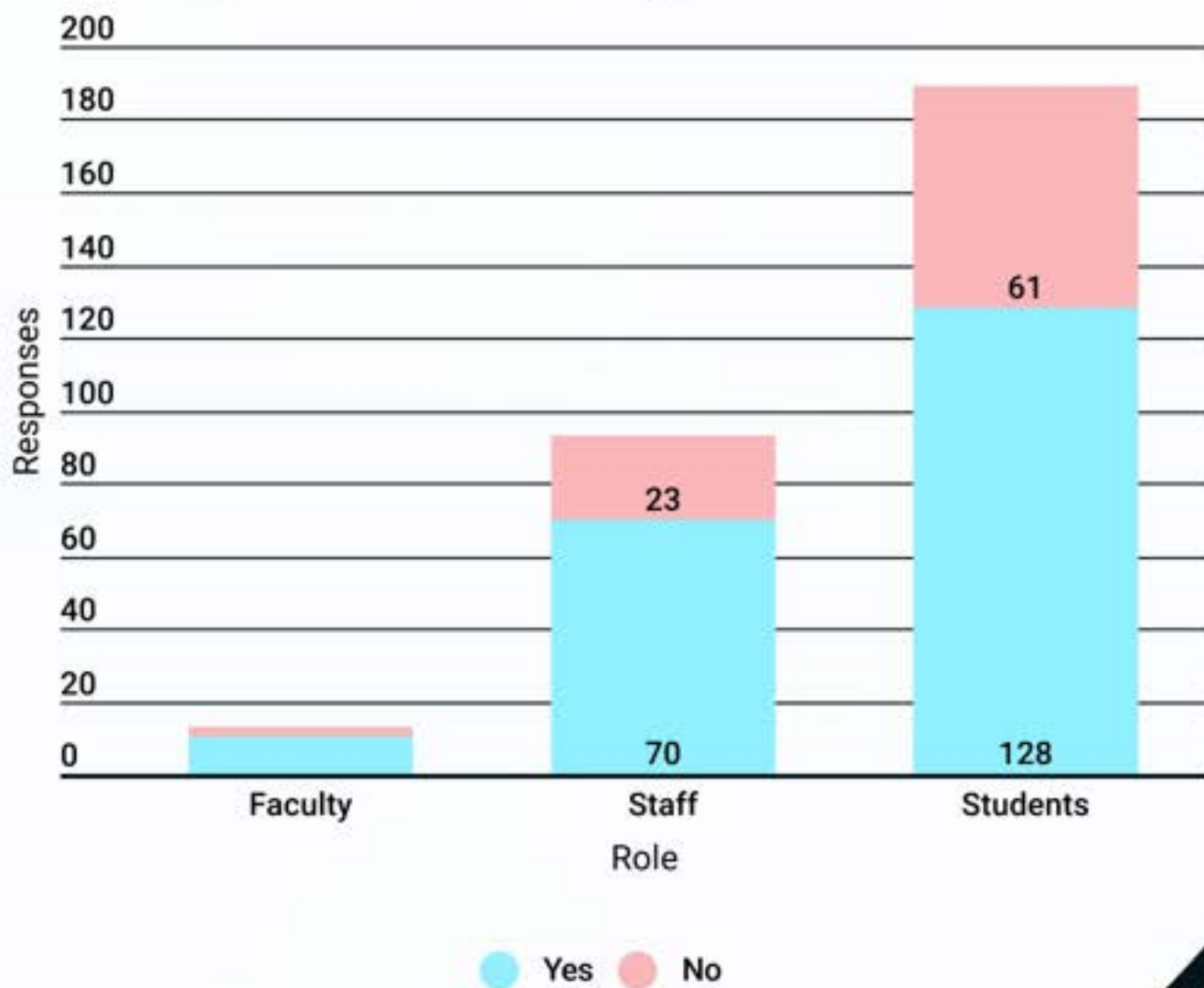
Yes 70.5% (208)
No 29.5% (87)

By Role

By School

By Campus

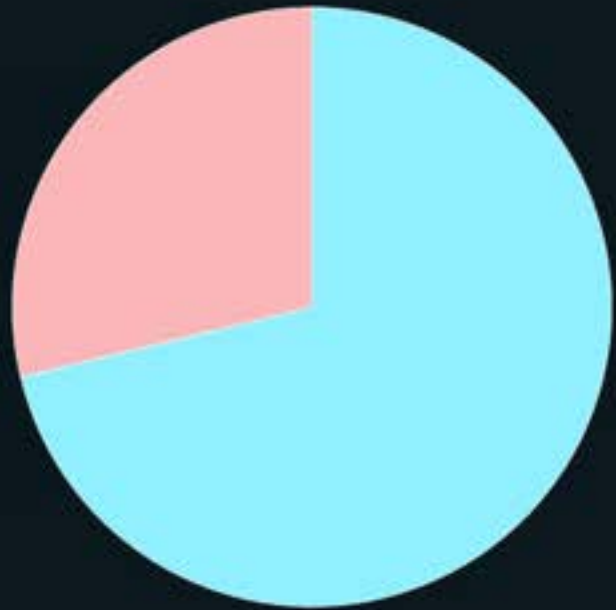
Responses by Role: Campus Cell Coverage



Campus Cell Coverage

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Campus cellular coverage



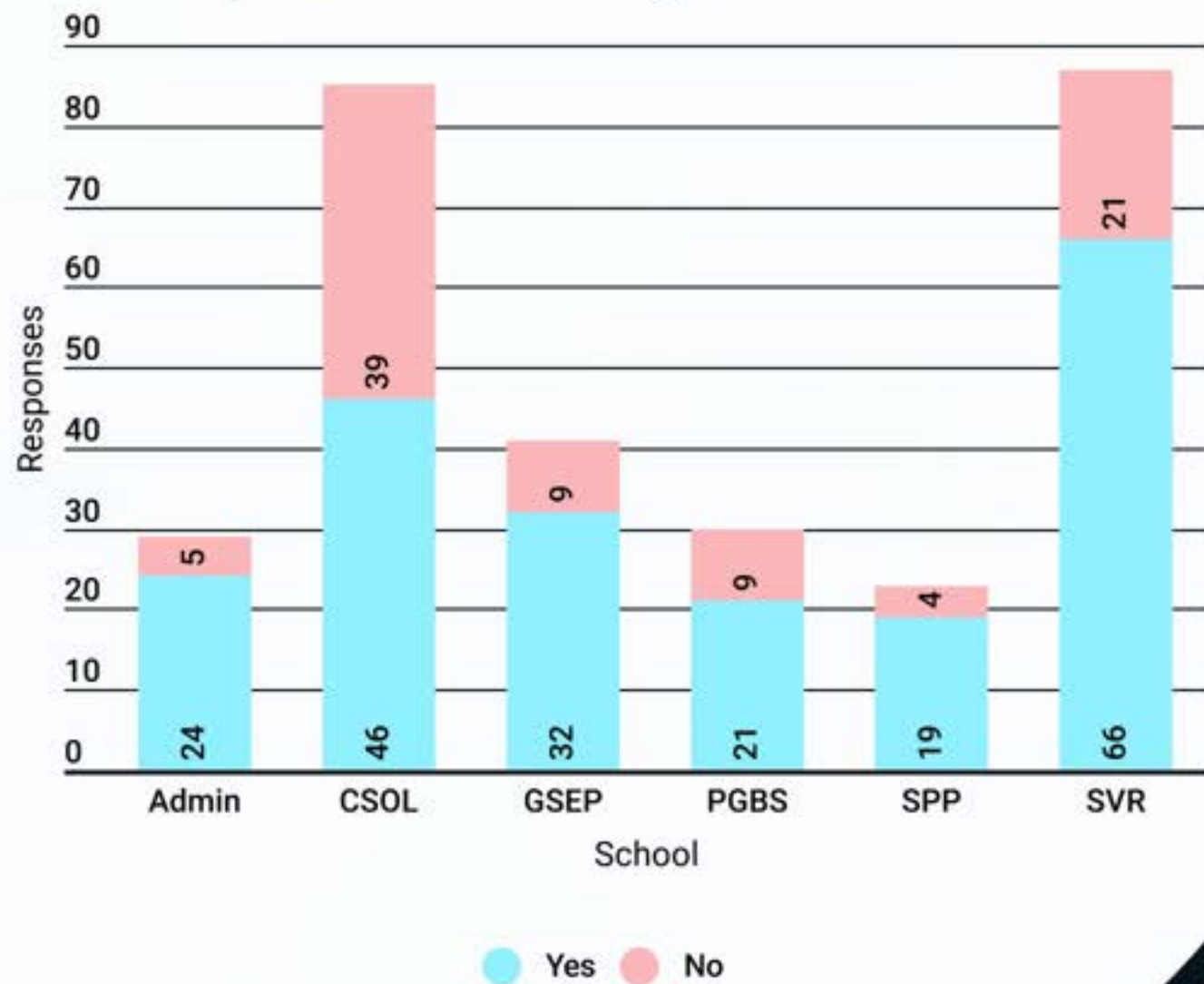
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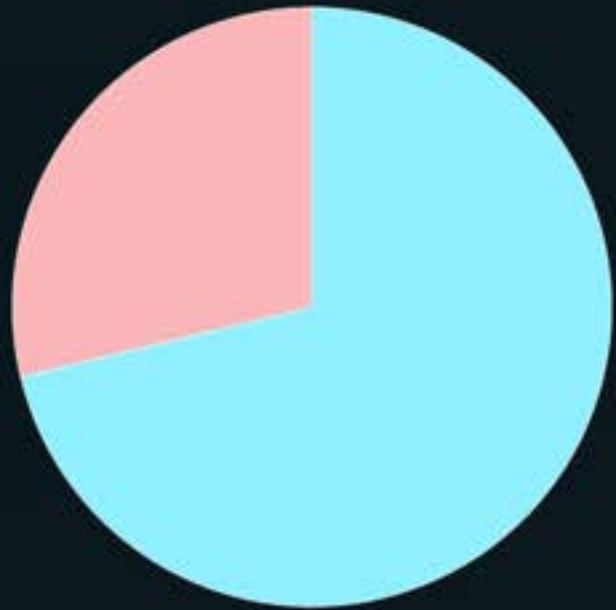
Responses by School: Campus Cell Coverage



Campus Cell Coverage

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Campus cellular coverage



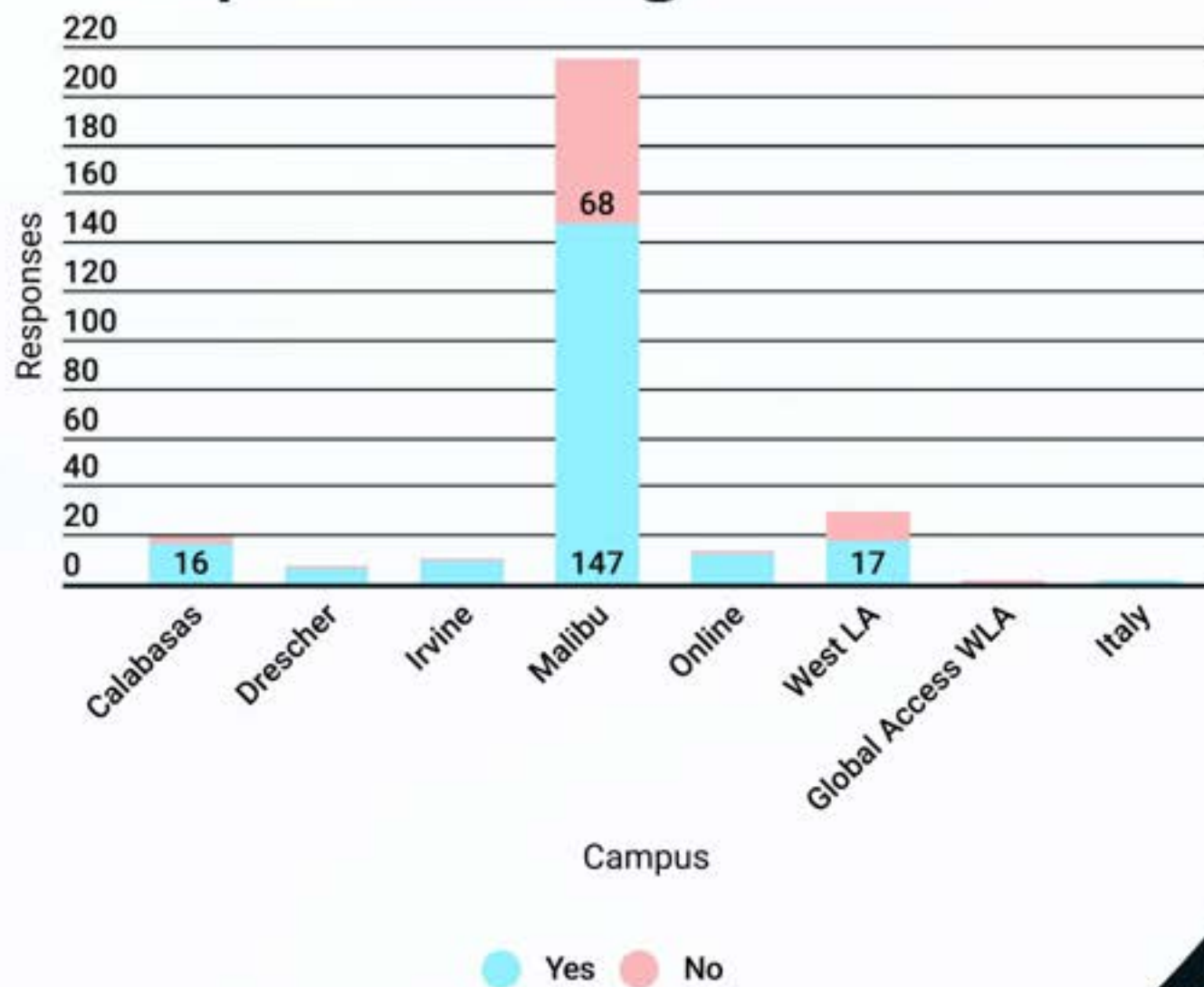
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By Role

By School

By Campus

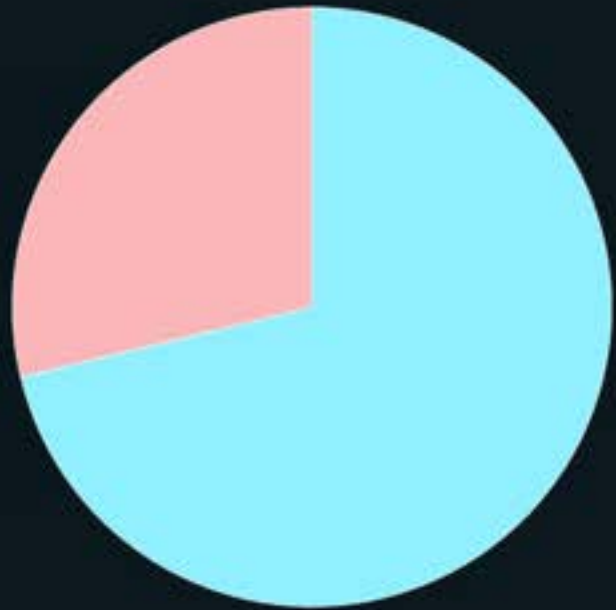
Responses by Campus: Campus Cell Coverage



Campus Cell Coverage

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Campus cellular coverage



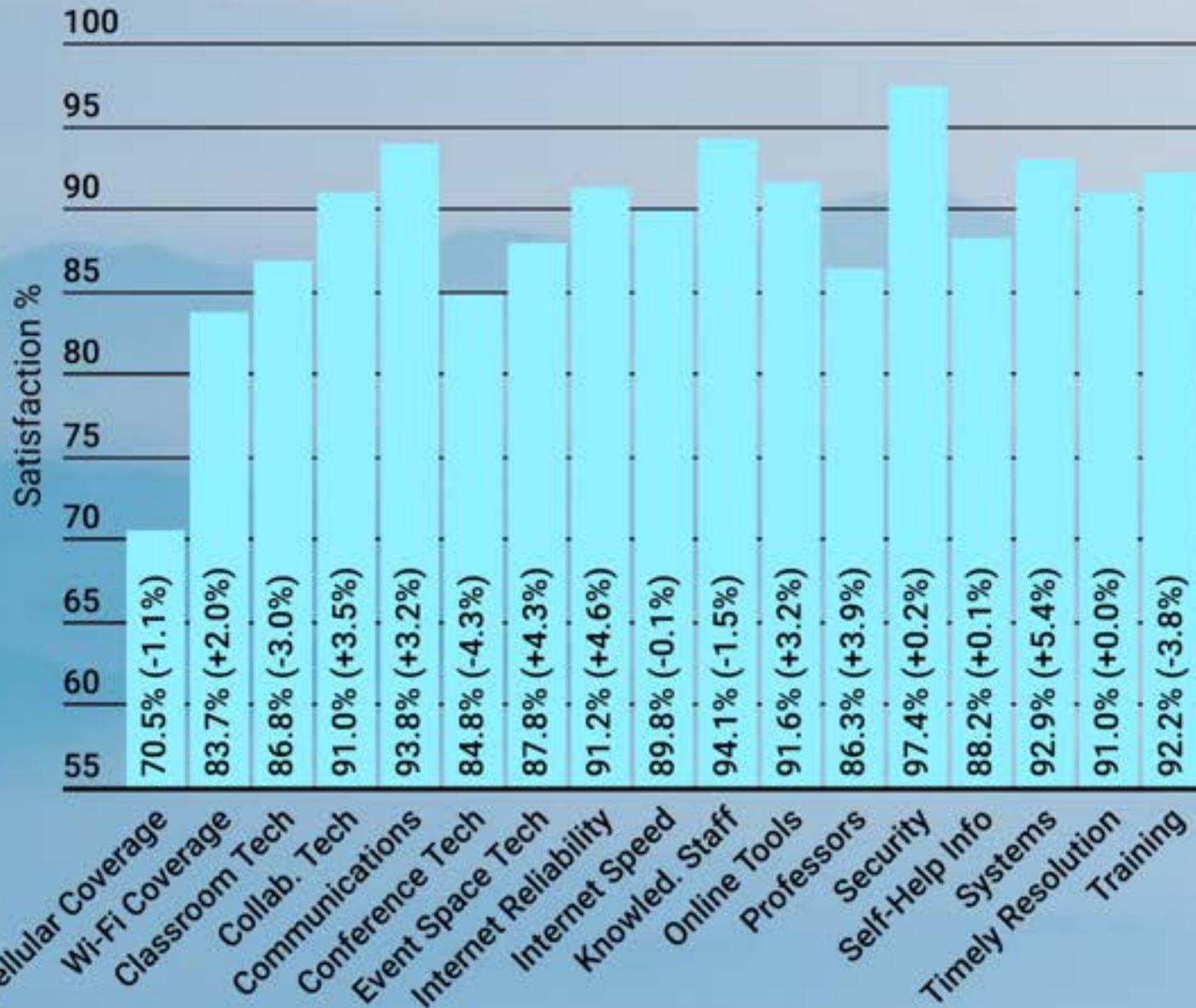
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By Role

By School

By Campus

Technology Survey Results



Campus Cell Coverage

Campus Wi-Fi

Classroom Technology

Collaboration Technology

Communications

Conference Room Technology

Event Space Technology

Internet Reliability

Internet Speed/
Capacity

Online Tools

Knowledgeable Staff

Professors

Security

Self-Help Information

Systems

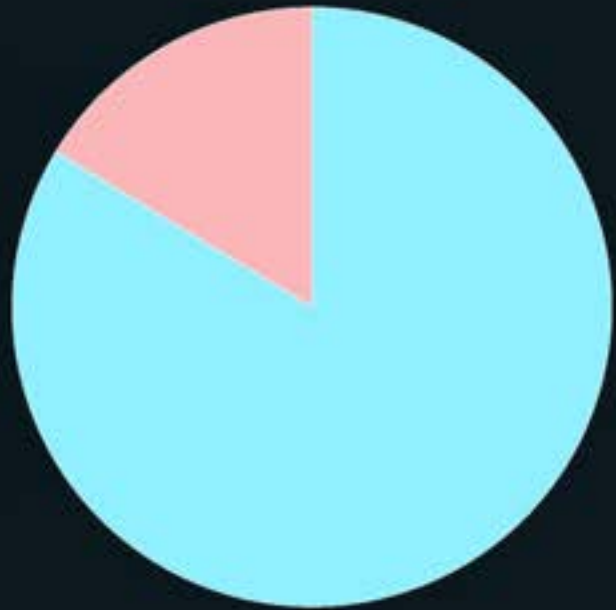
Timely Resolution

Training

Campus Wi-Fi

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Campus Wi-Fi coverage



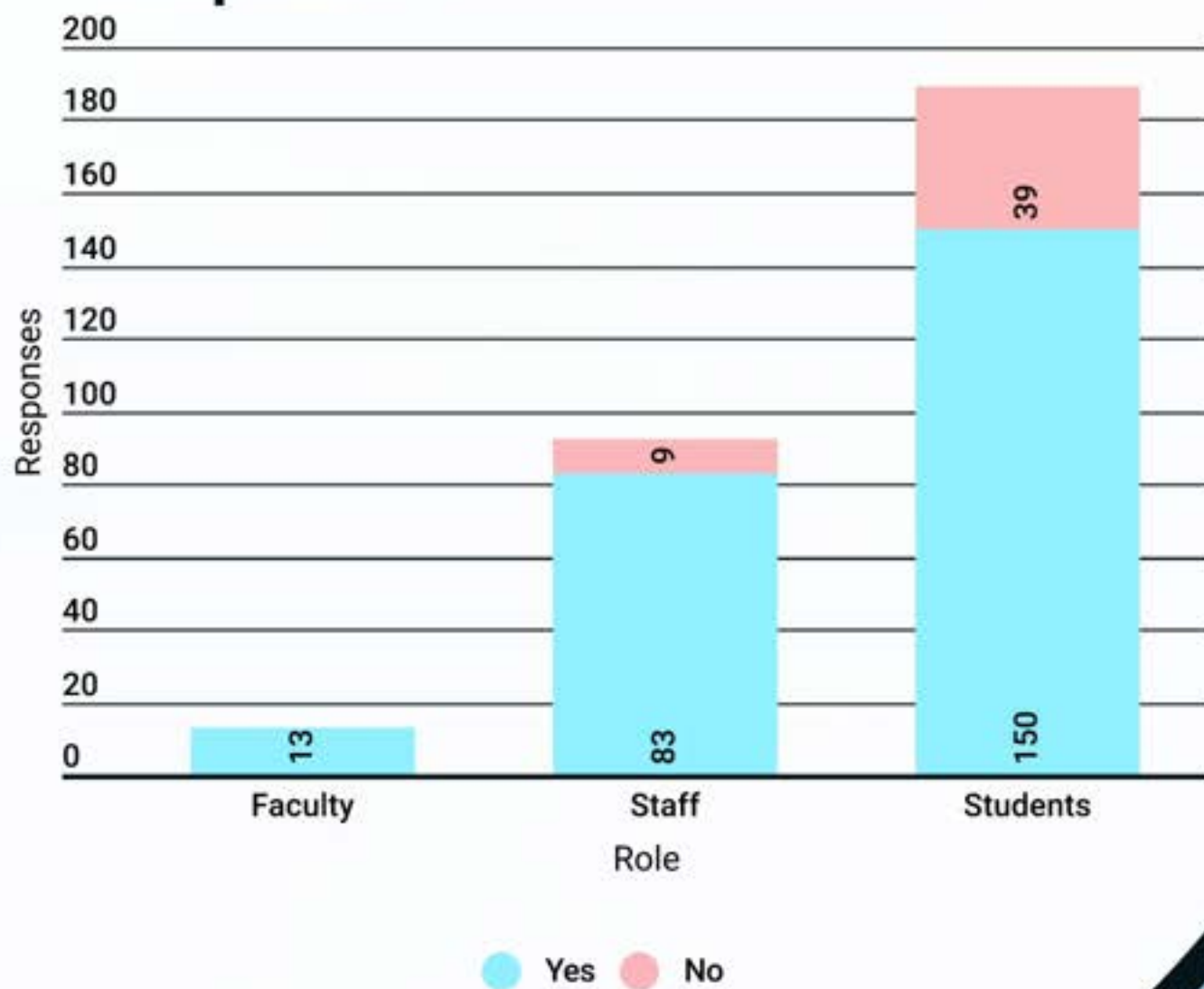
Yes 83.7% (246)
No 16.3% (48)

By Role

By School

By Campus

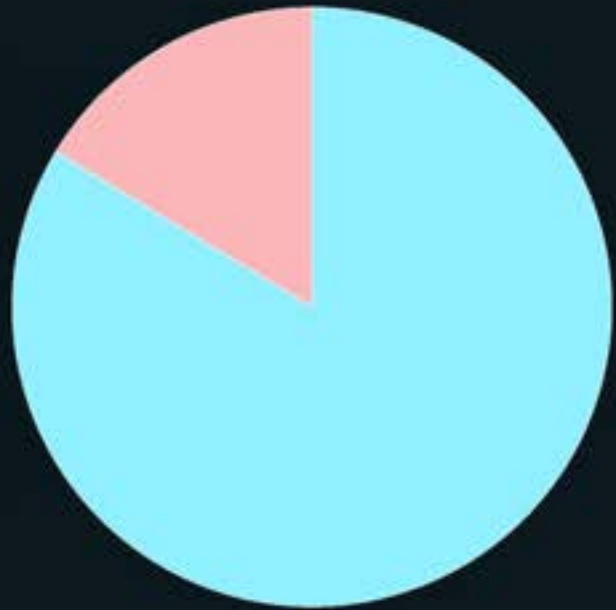
Responses by Role: Campus Wi-Fi



Campus Wi-Fi

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Campus Wi-Fi coverage



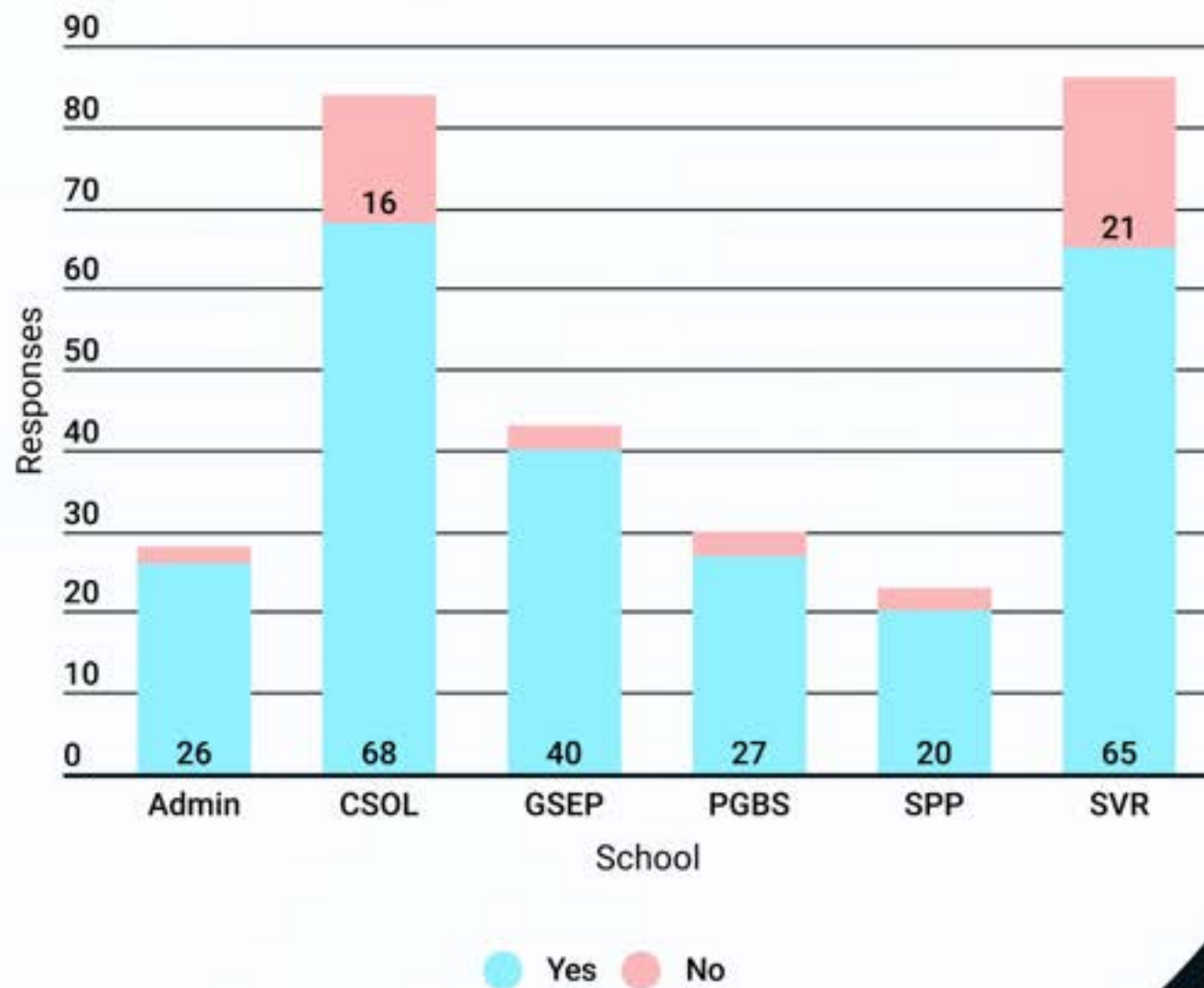
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By Role

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By Campus

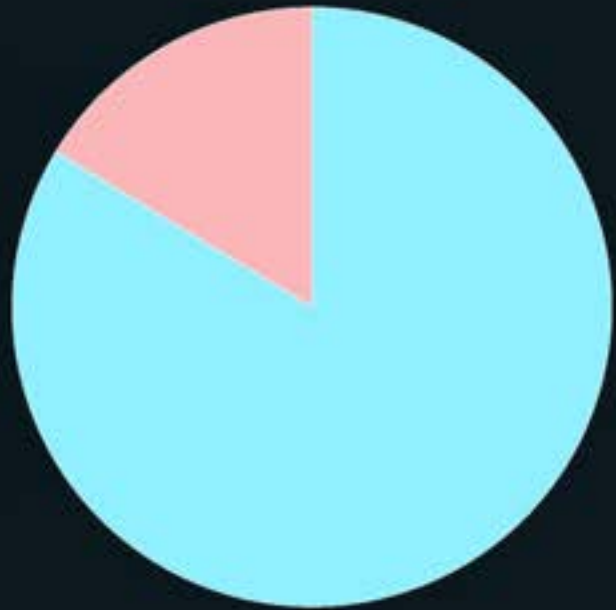
Responses by School: Campus Wi-Fi



Campus Wi-Fi

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Campus Wi-Fi coverage



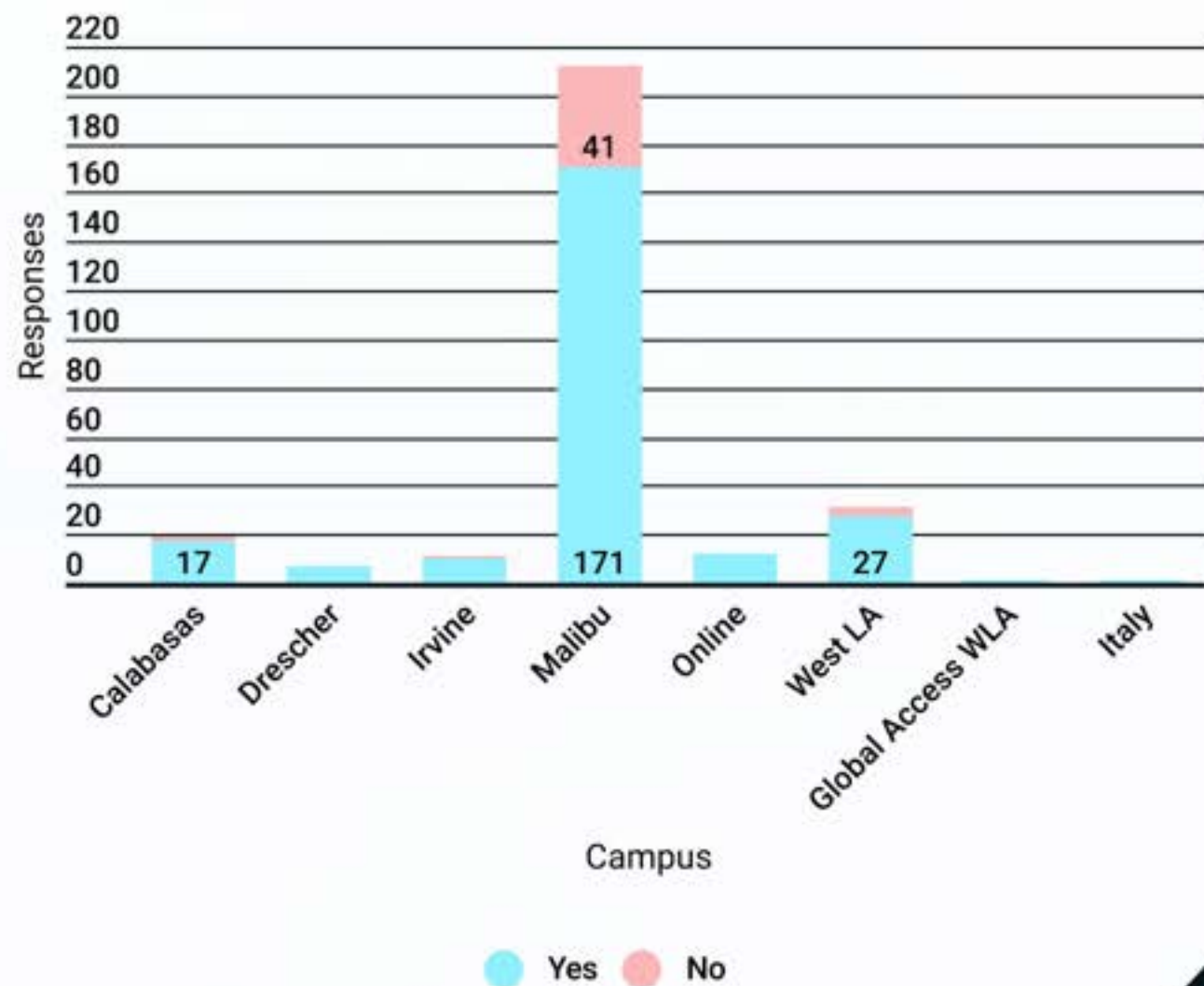
Yes	83.7%	(246)
No	16.3%	(48)

By Role

By School

By Campus

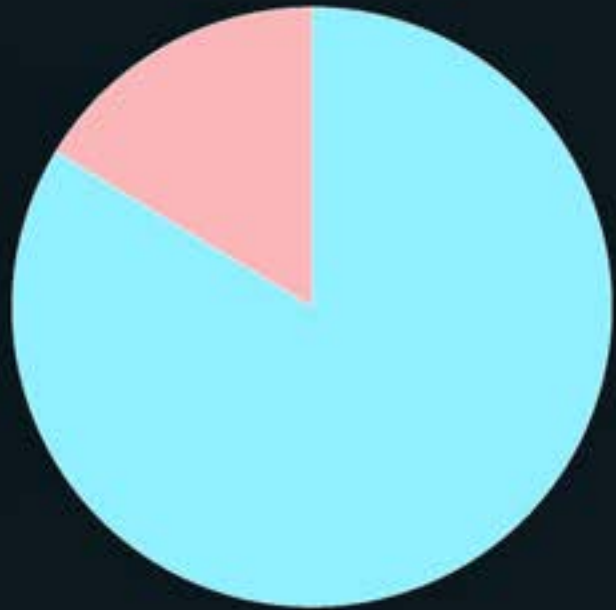
Responses by Campus: Campus Wi-Fi



Campus Wi-Fi

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Campus Wi-Fi coverage



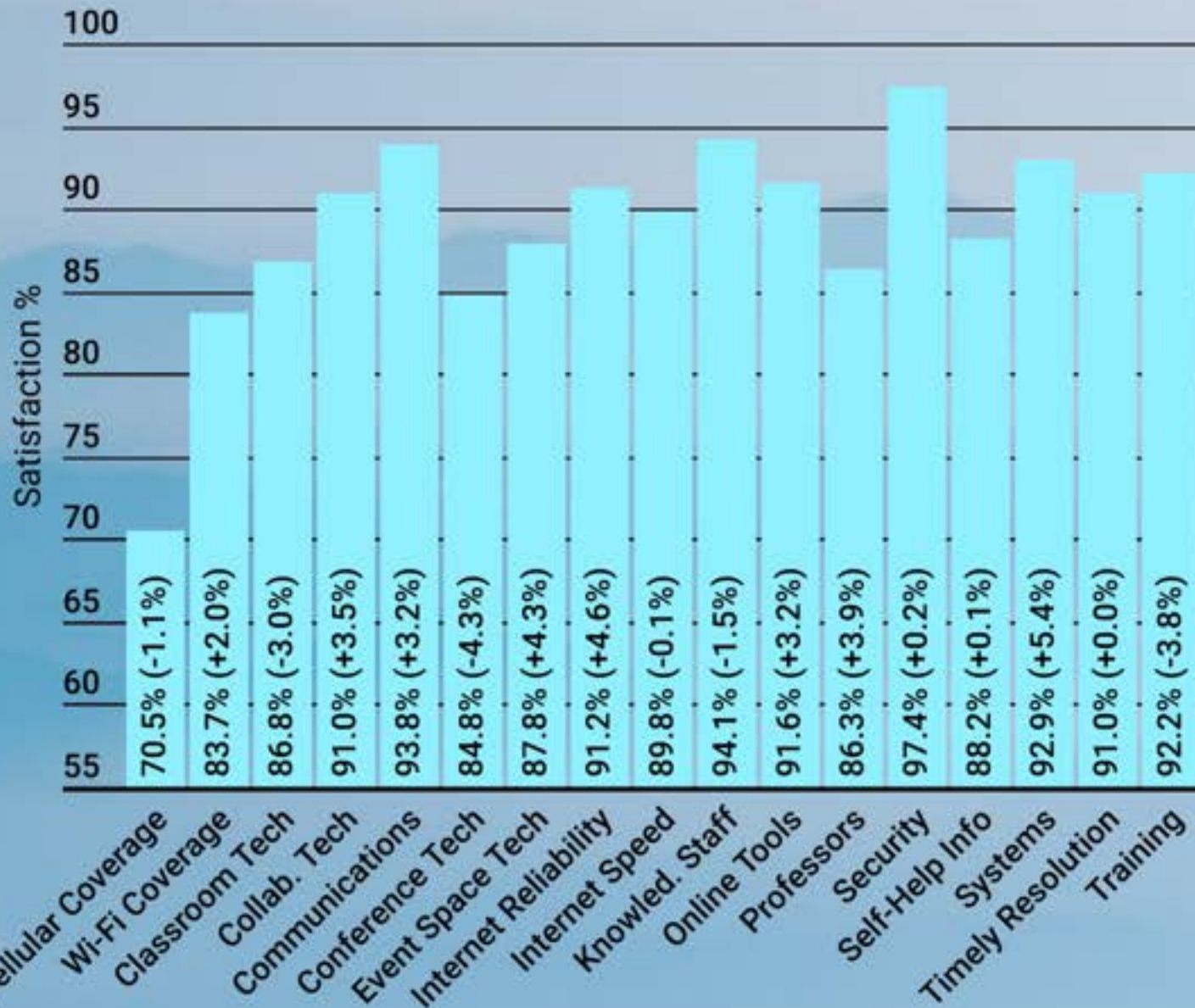
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No 16.3% (48)

By Role

By School

By Campus

Technology Survey Results



Campus Cell Coverage

Campus Wi-Fi

Classroom Technology

Collaboration Technology

Communications

Conference Room Technology

Event Space Technology

Internet Reliability

Internet Speed/
Capacity

Online Tools

Knowledgeable Staff

Professors

Security

Self-Help Information

Systems

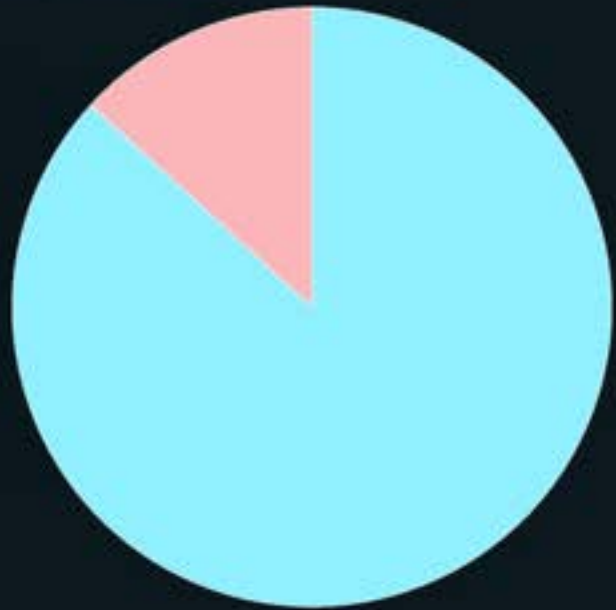
Timely Resolution

Training

Classroom Technology

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Classroom technology enhancing the teaching/learning experience



Yes	86.8%	(210)
No	13.2%	(32)

By Role

By School

By Campus

Responses by Role: Classroom Technology



Classroom Technology

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Classroom technology enhancing the teaching/learning experience



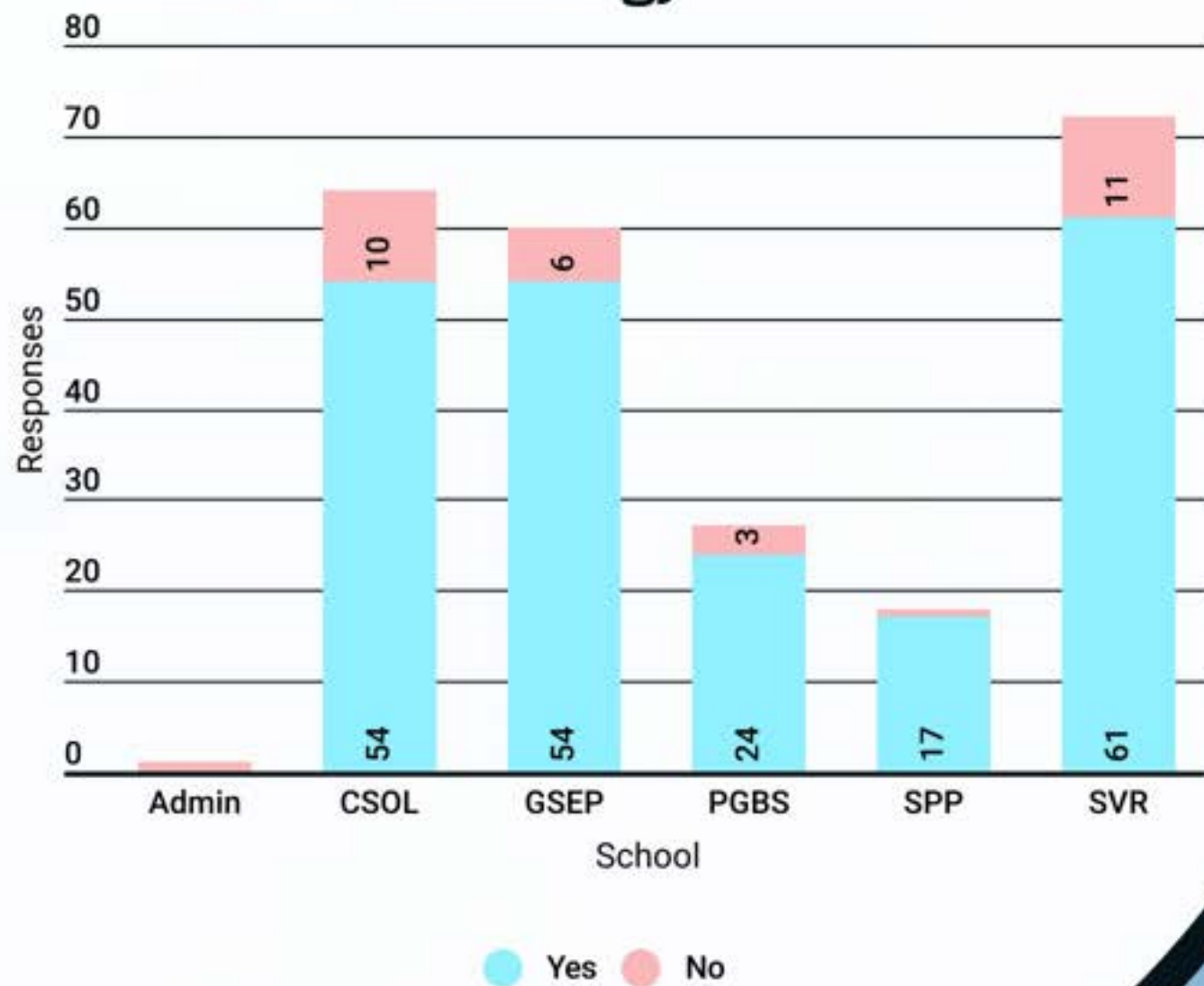
Yes	86.8%	(210)
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By Role

By School

By Campus

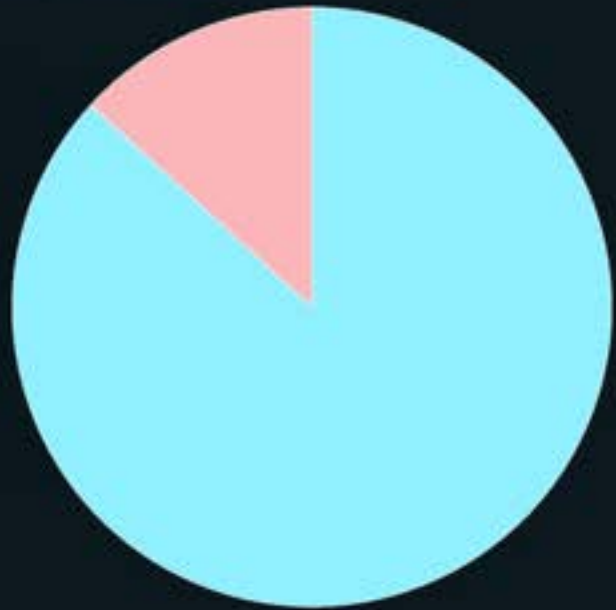
Responses by School: Classroom Technology



Classroom Technology

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Classroom technology enhancing the teaching/ learning experience



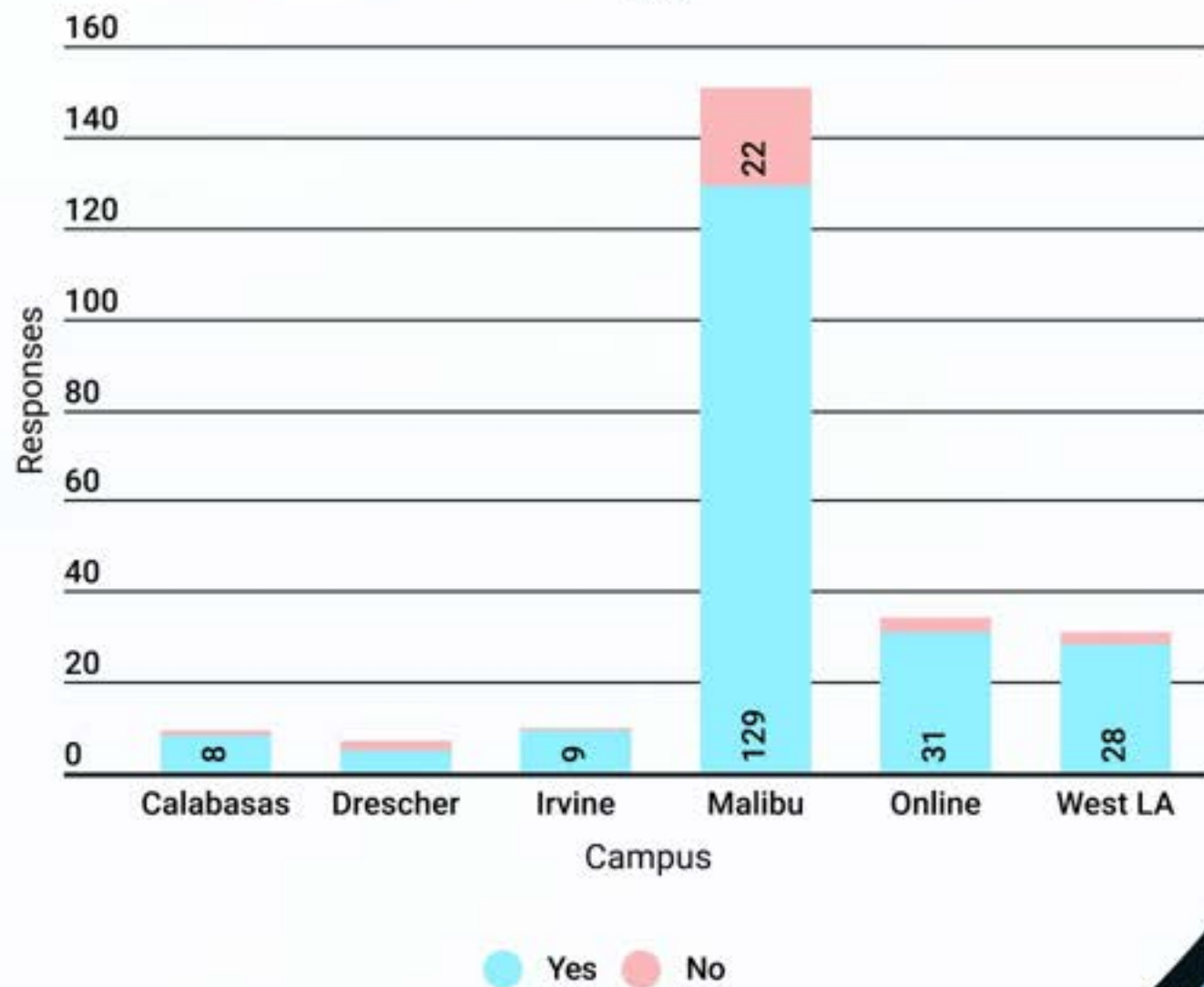
Yes	86.8%	(210)
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By Role

By School

By Campus

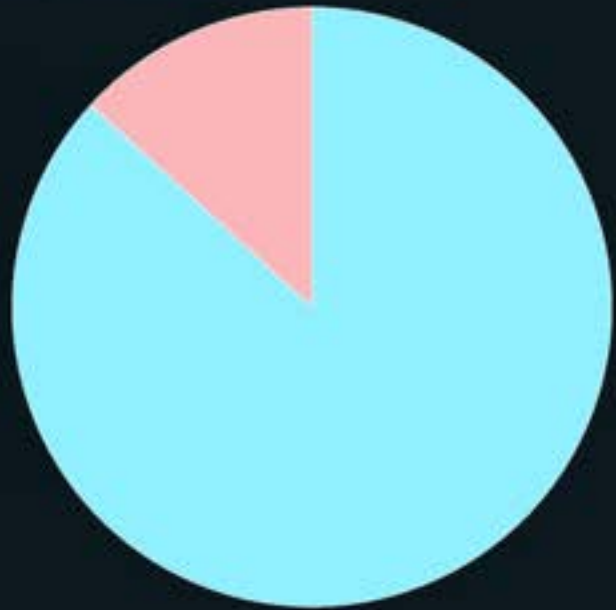
Responses by Campus: Classroom Technology



Classroom Technology

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Classroom technology enhancing the teaching/ learning experience



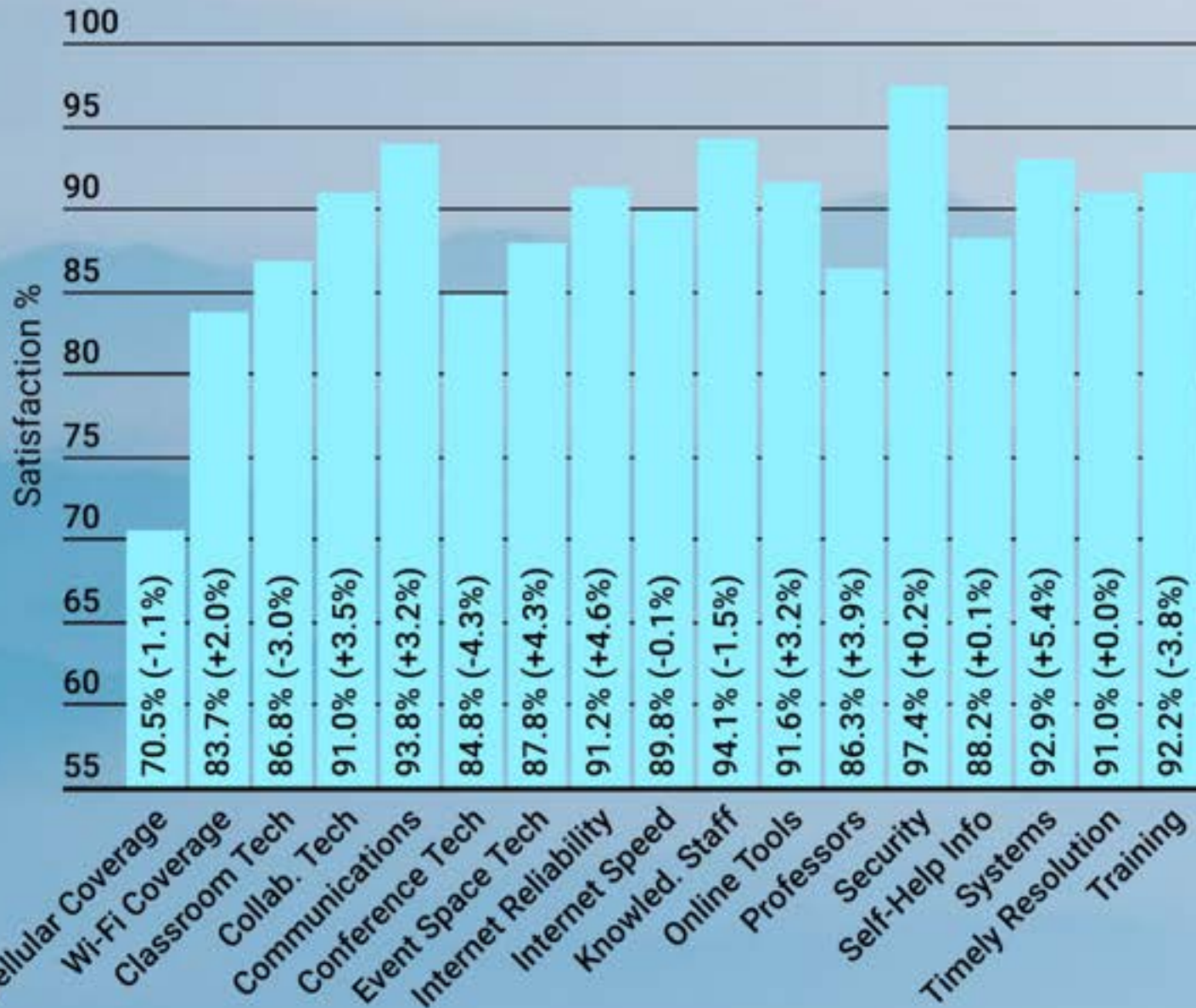
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By Role

By School

By Campus

Technology Survey Results



Campus Cell Coverage

Campus Wi-Fi

Classroom Technology

Collaboration Technology

Communications

Conference Room Technology

Event Space Technology

Internet Reliability

Internet Speed/
Capacity

Online Tools

Knowledgeable Staff

Professors

Security

Self-Help Information

Systems

Timely Resolution

Training

Collaboration Technology

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Collaboration technology enhancing the teaching and learning experience and business operations



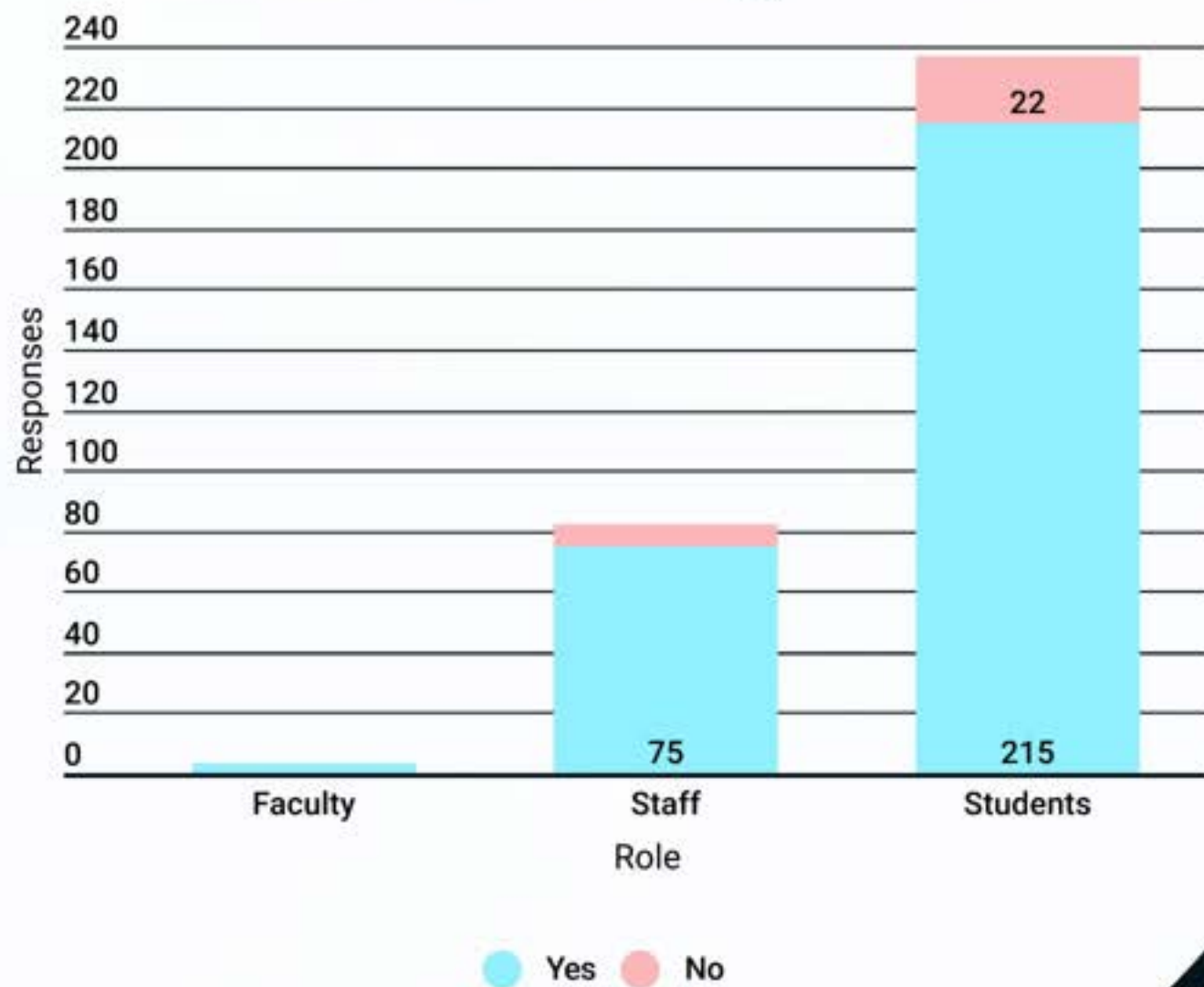
Yes 91.0% (293)
No 9.0% (29)

By Role

By School

By Campus

Responses by Role: Collaboration Technology



Collaboration Technology

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Collaboration technology enhancing the teaching and learning experience and business operations



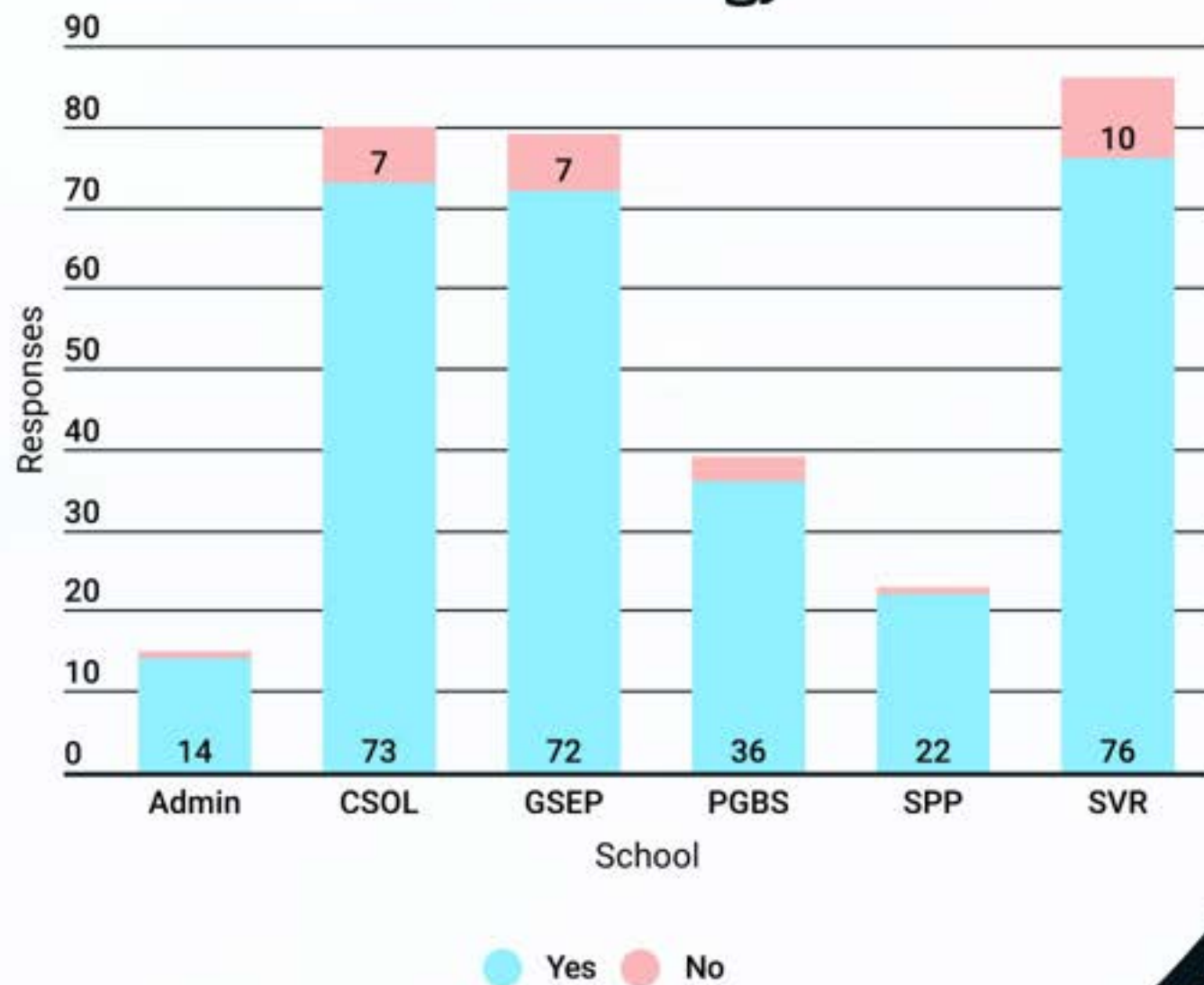
Yes	91.0%	(293)
No	9.0%	(29)

By Role

By School

By Campus

Responses by School: Collaboration Technology



Collaboration Technology

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Collaboration technology enhancing the teaching and learning experience and business operations



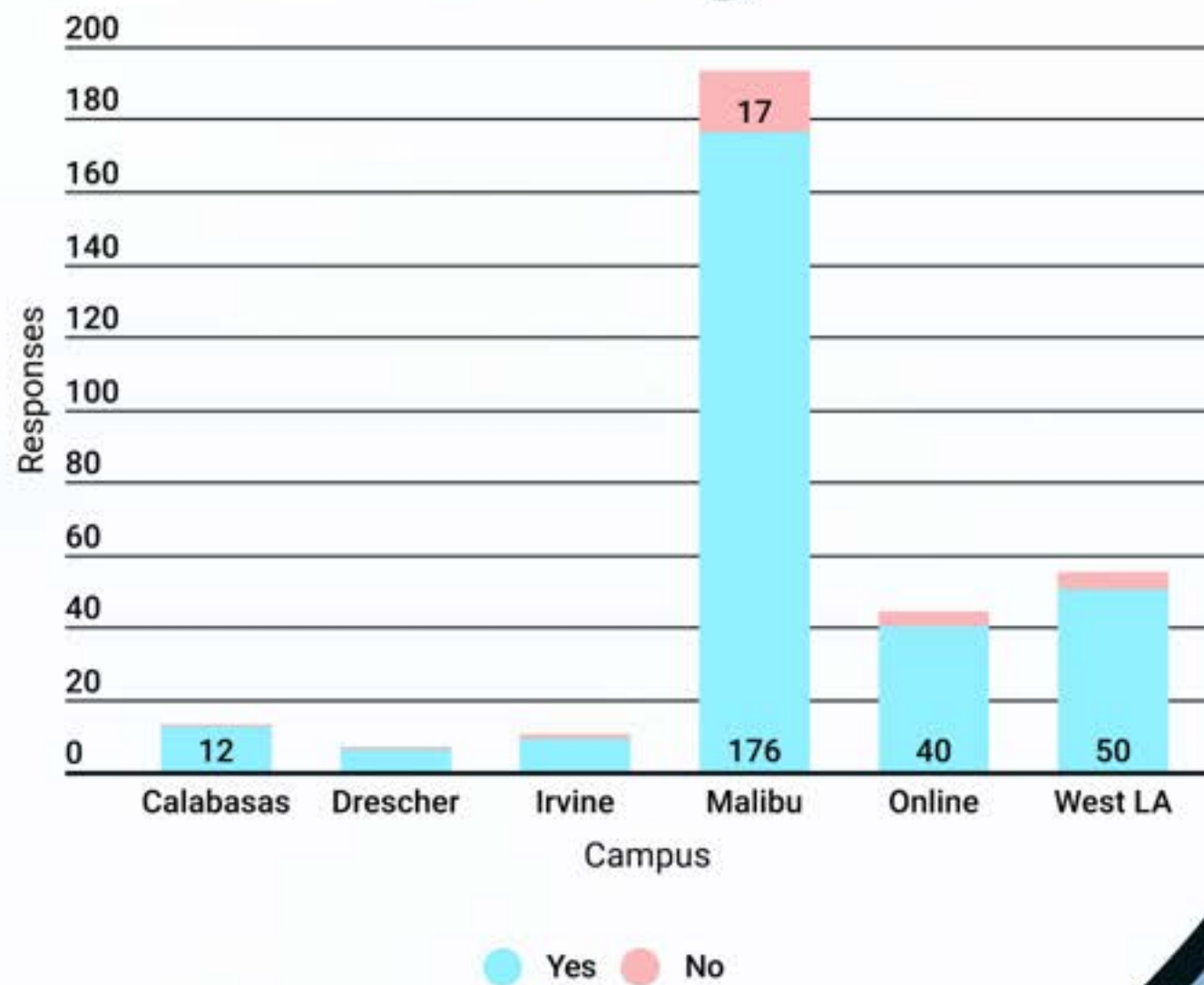
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By Role

By School

By Campus

Responses by Campus: Collaboration Technology



Collaboration Technology

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Collaboration technology enhancing the teaching and learning experience and business operations



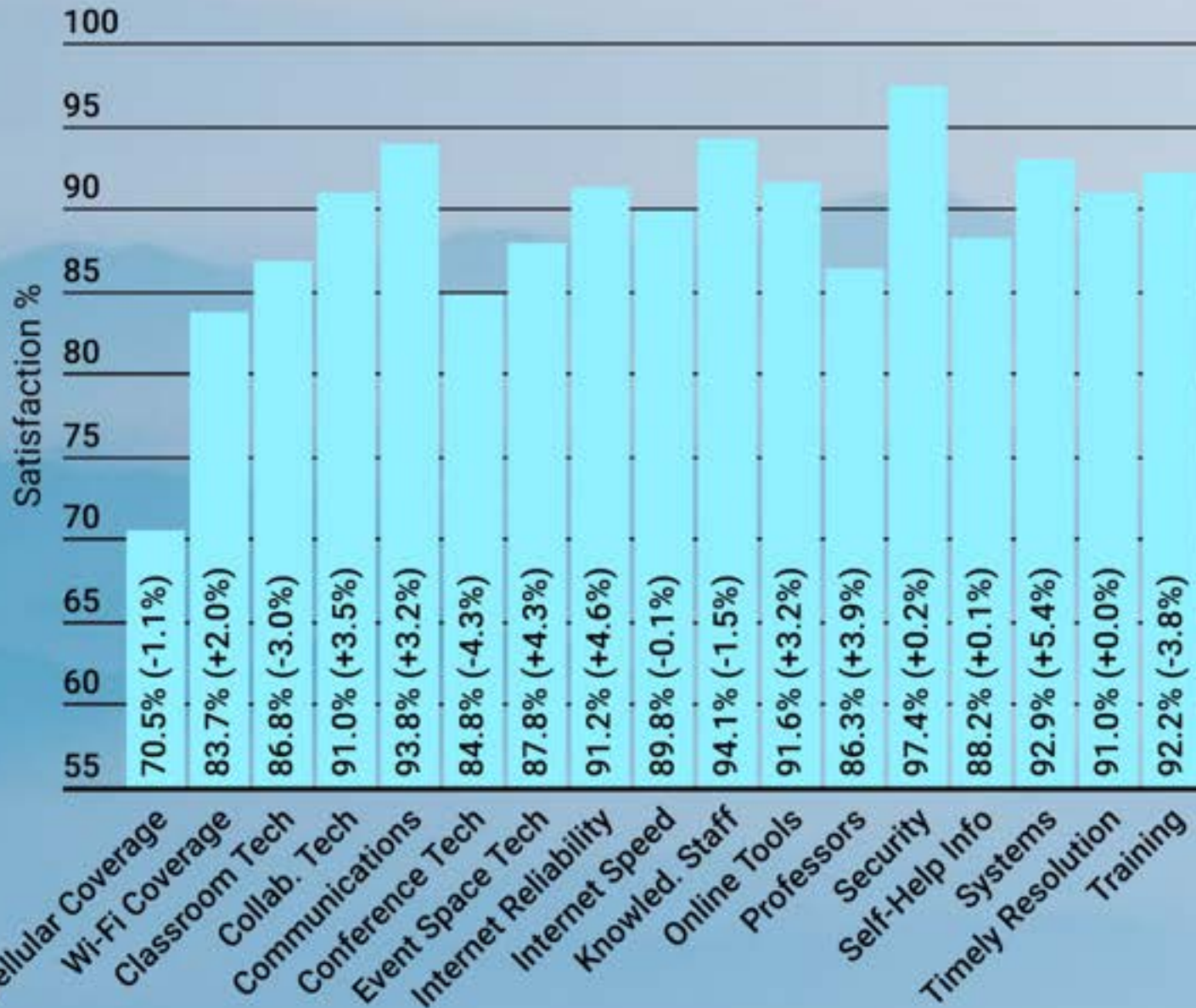
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Technology Survey Results



Campus Cell Coverage

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Capacity

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Professors

Security

Self-Help Information

Systems

Timely Resolution

Training

Communications

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Easy-to-understand communications regarding technology services



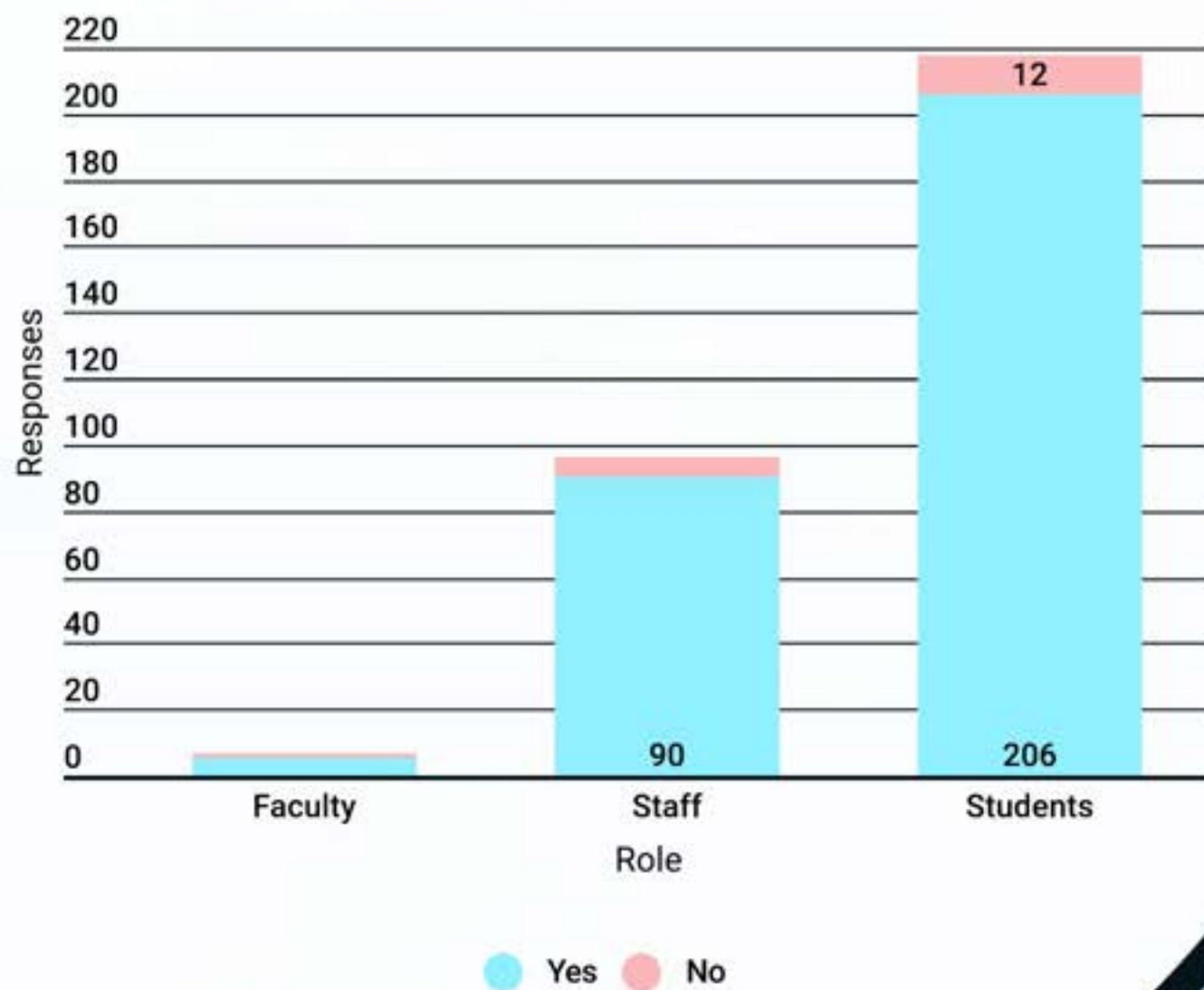
Yes	93.8%	(301)
No	6.2%	(20)

By Role

By School

By Campus

Responses by Role: Communications



Communications

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Easy-to-understand communications regarding technology services



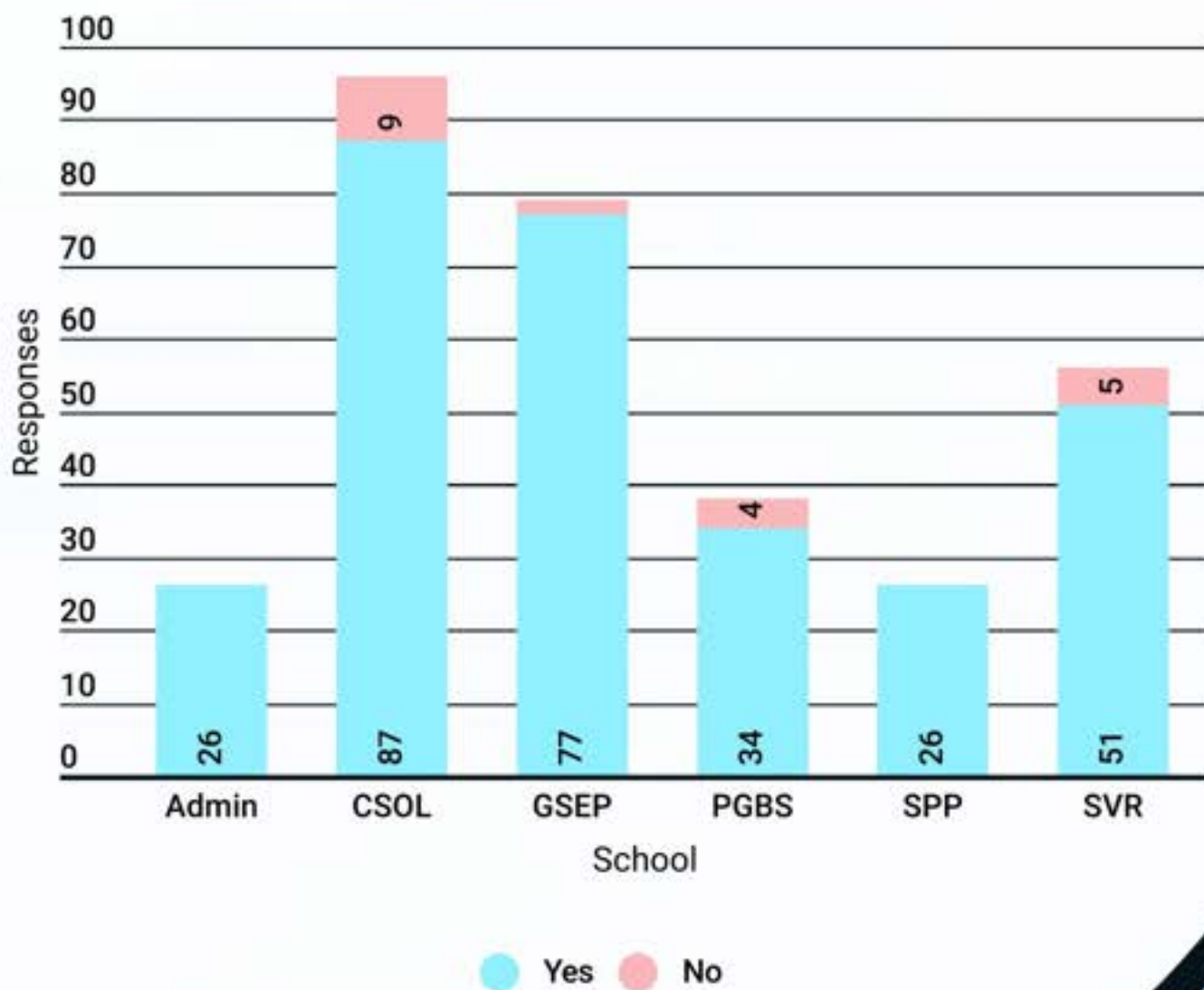
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By Role

By School

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Responses by School: Communications



Communications

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Easy-to-understand communications regarding technology services



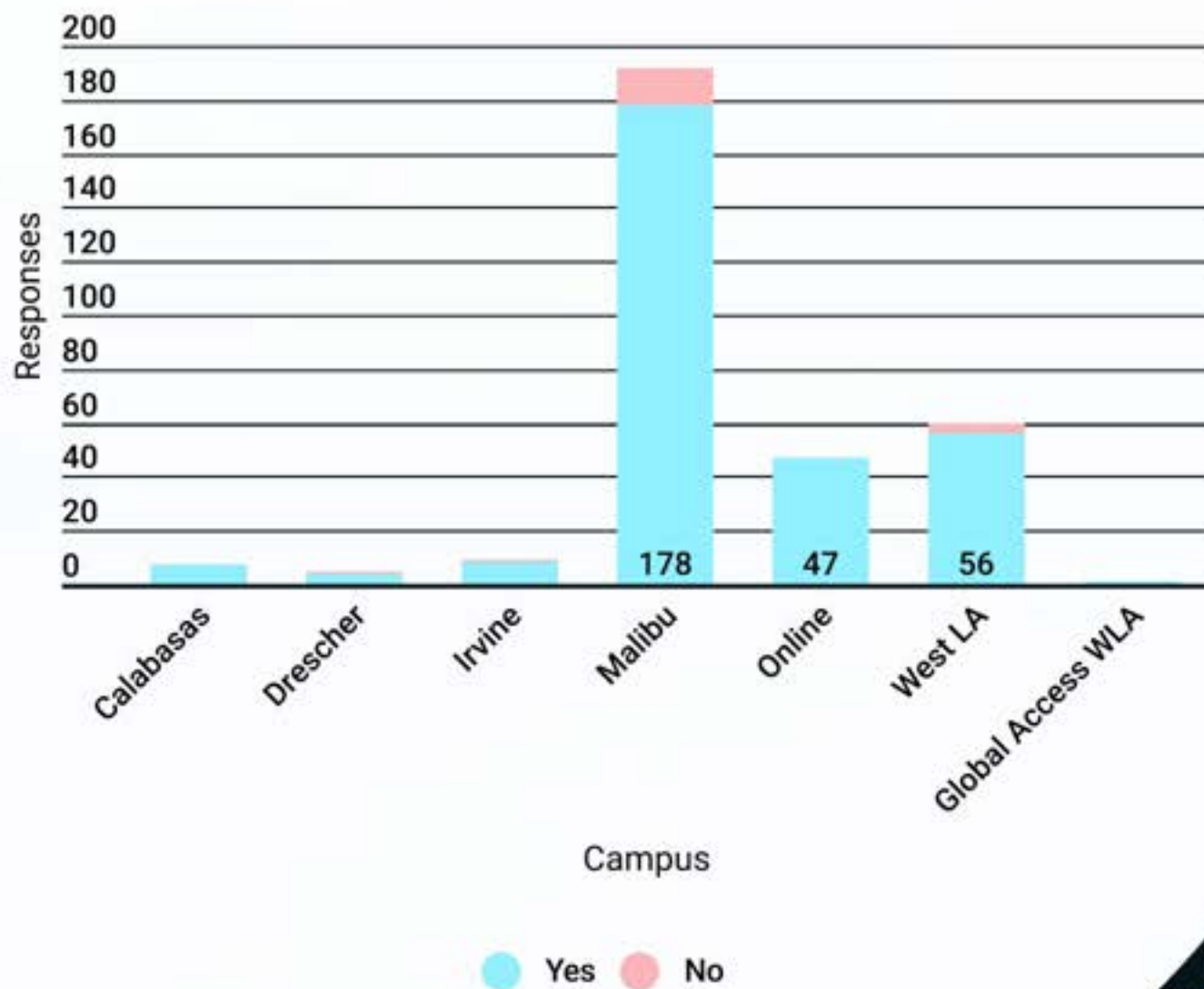
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By Role

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By Campus

Responses by Campus: Communications



Communications

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Easy-to-understand communications regarding technology services



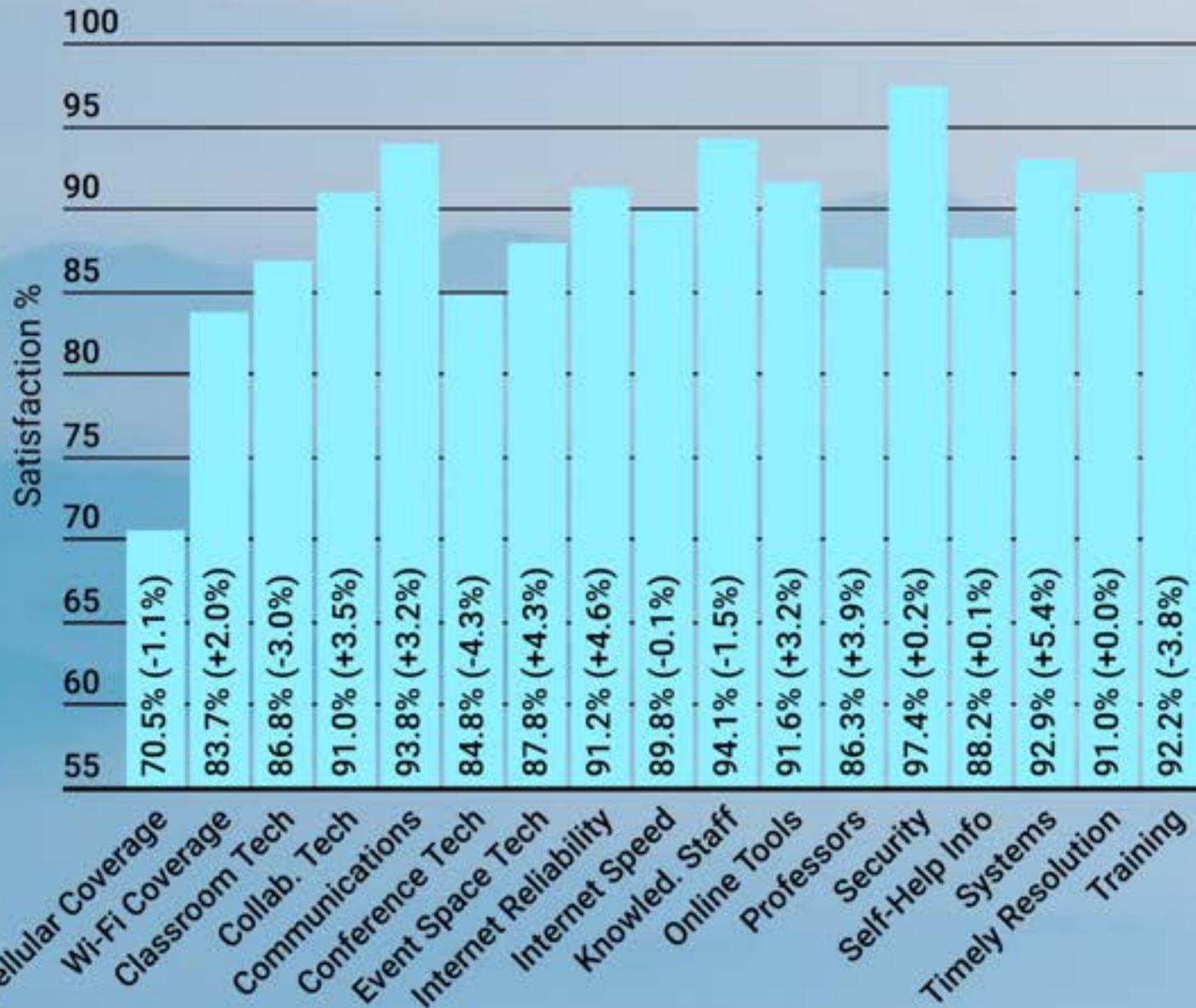
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By Role

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Conference Room Technology

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Conference room technology enhancing business operations



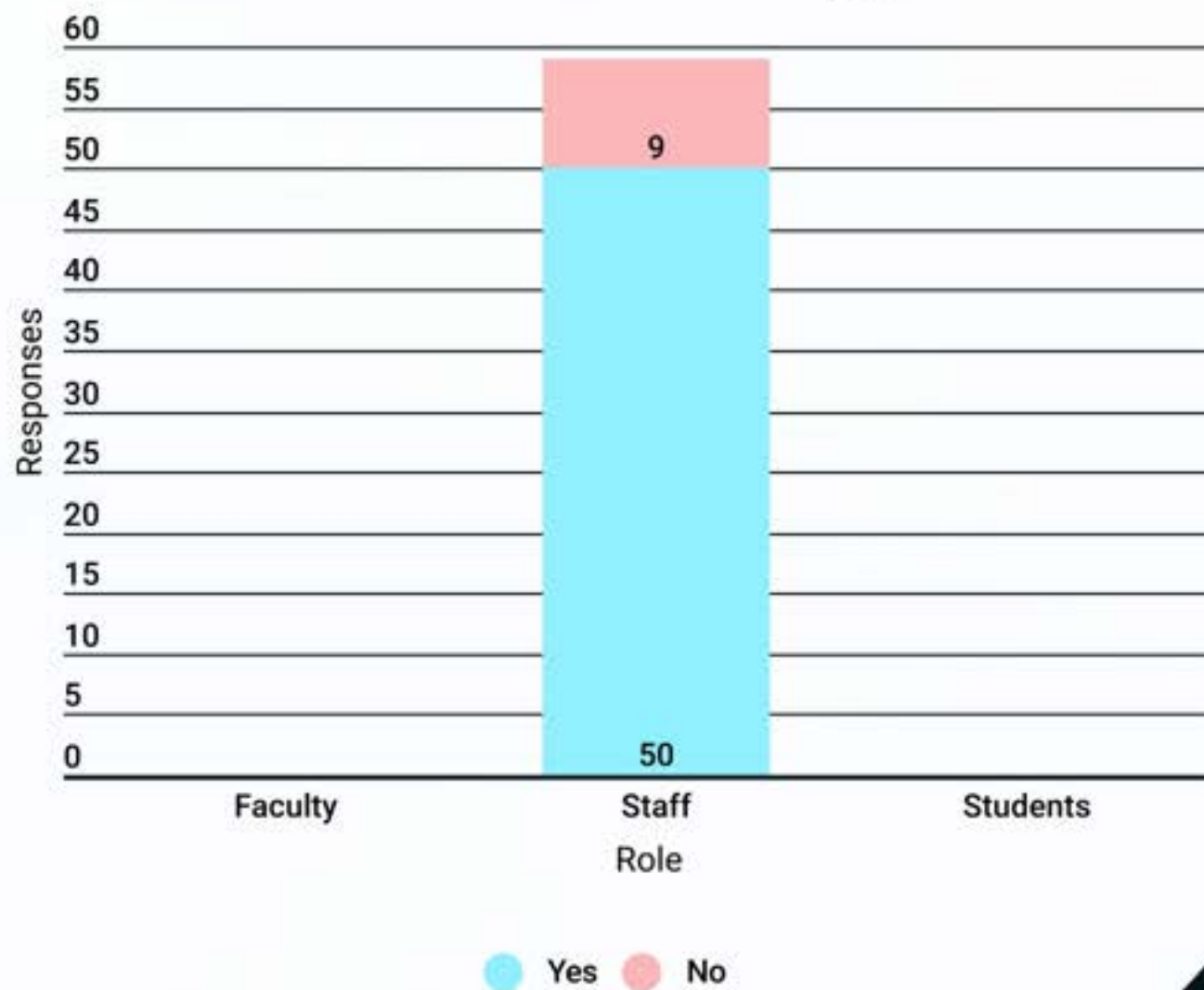
Yes 84.8% (50)
No 15.2% (9)

By Role

By School

By Campus

Responses by Role: Conference Room Technology



Conference Room Technology

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Conference room technology enhancing business operations



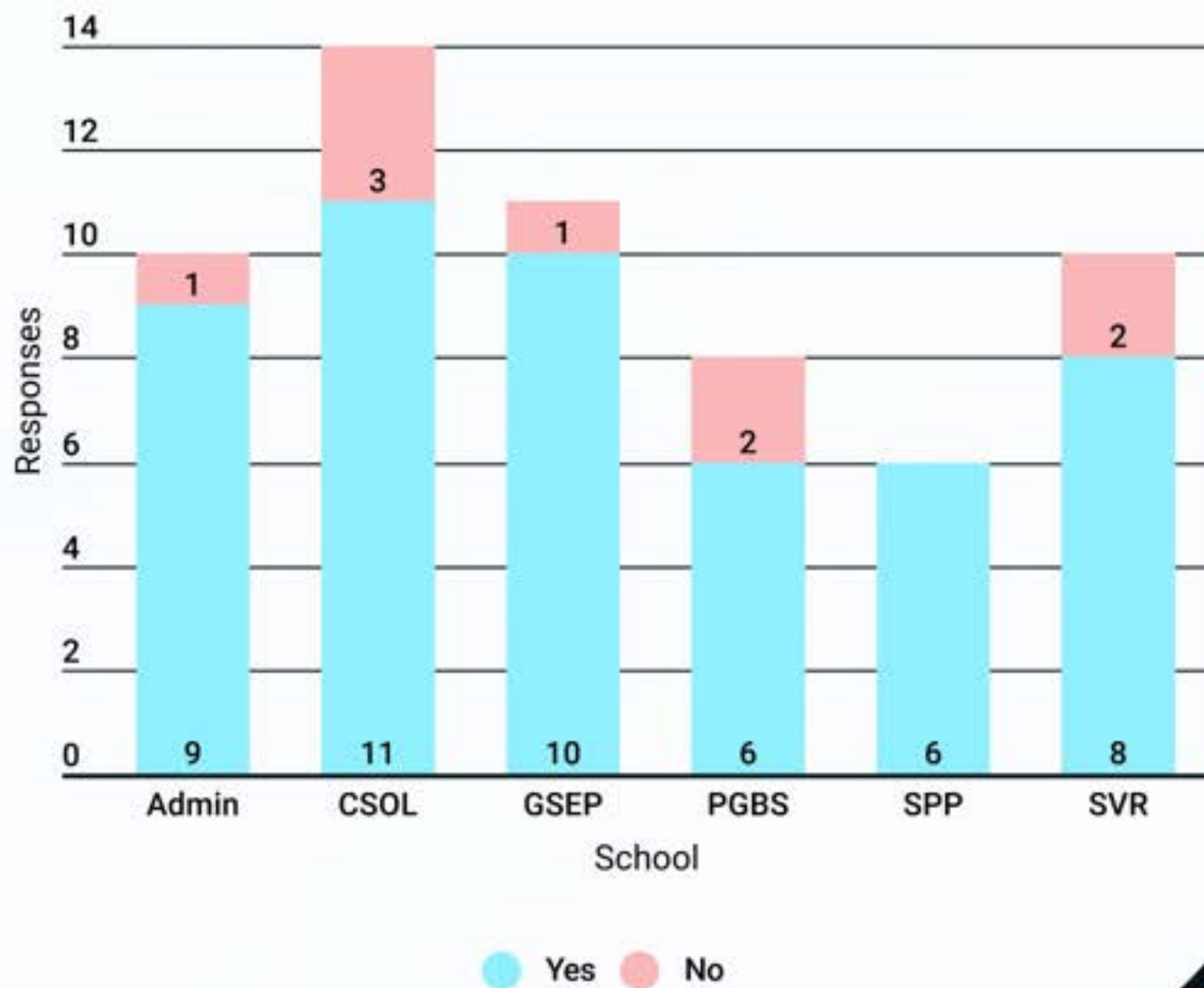
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No 15.2% (9)

By Role

By School

By Campus

Responses by School: Conference Room Technology



Conference Room Technology

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Conference room technology enhancing business operations



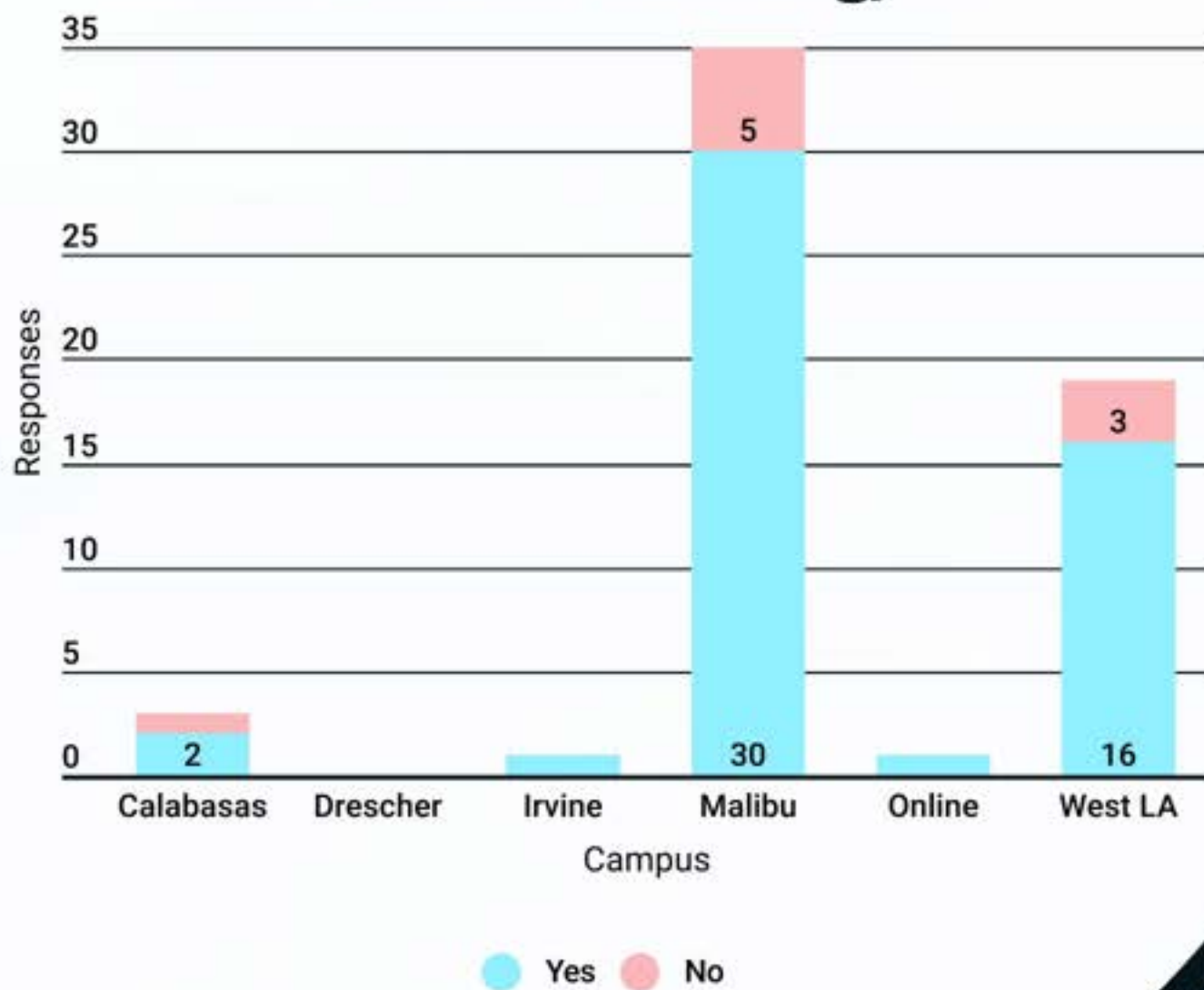
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By Campus

Responses by Campus: Conference Room Technology



Conference Room Technology

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Conference room technology enhancing business operations



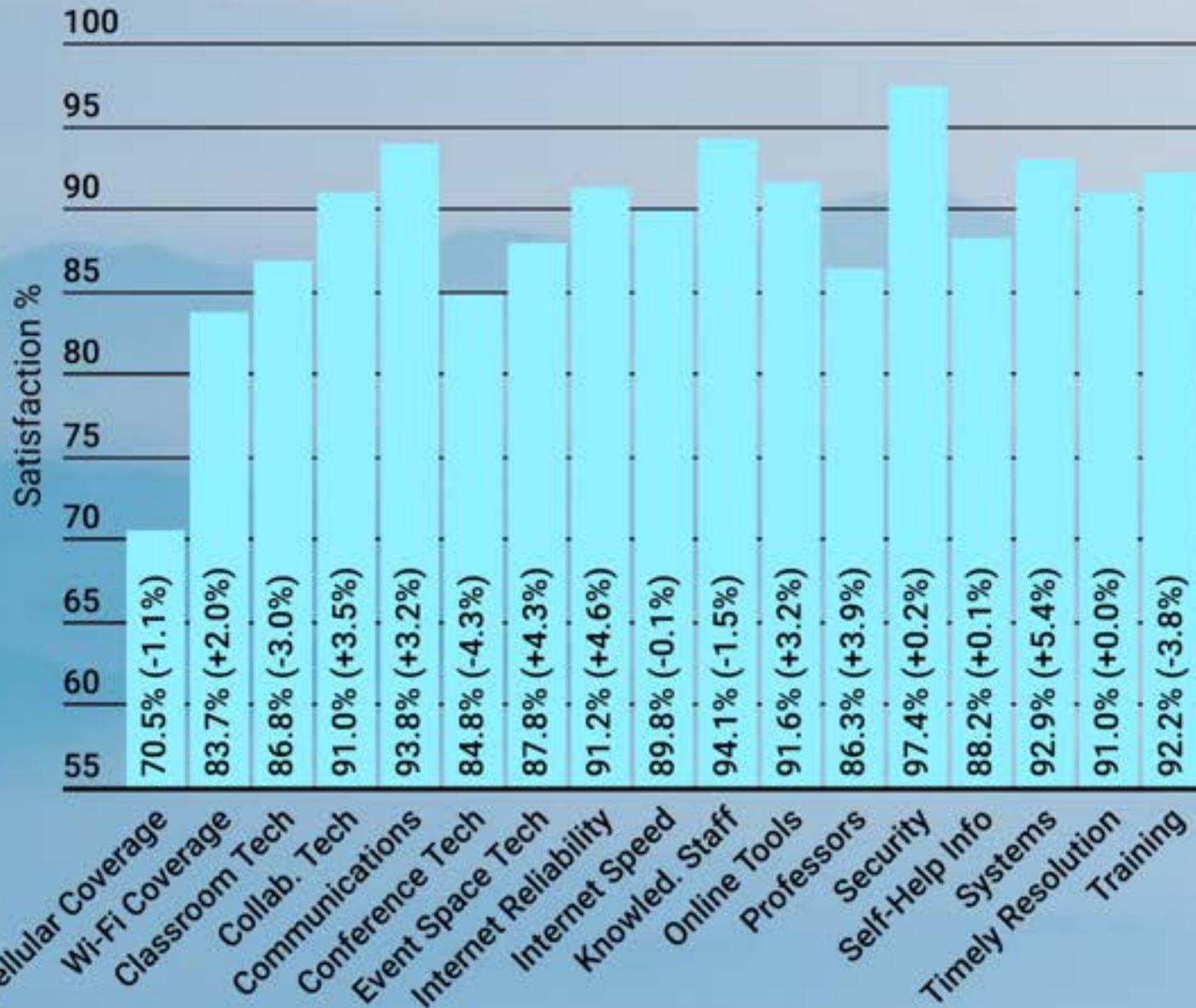
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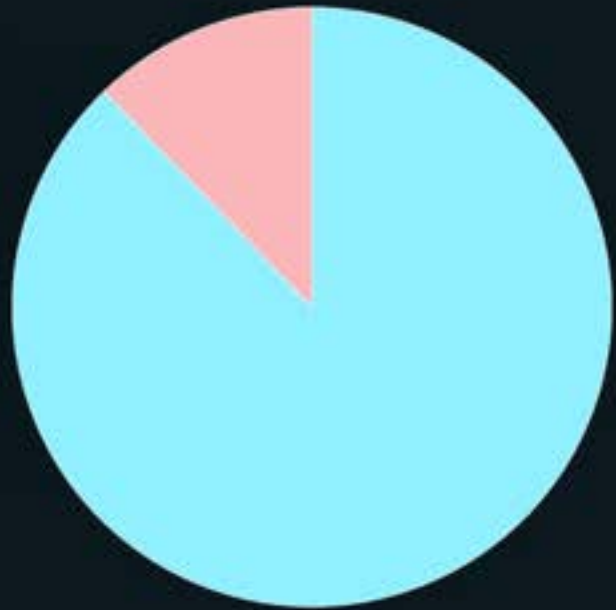
Timely Resolution

Training

Event Space Technology

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Event space technology enhancing presentations



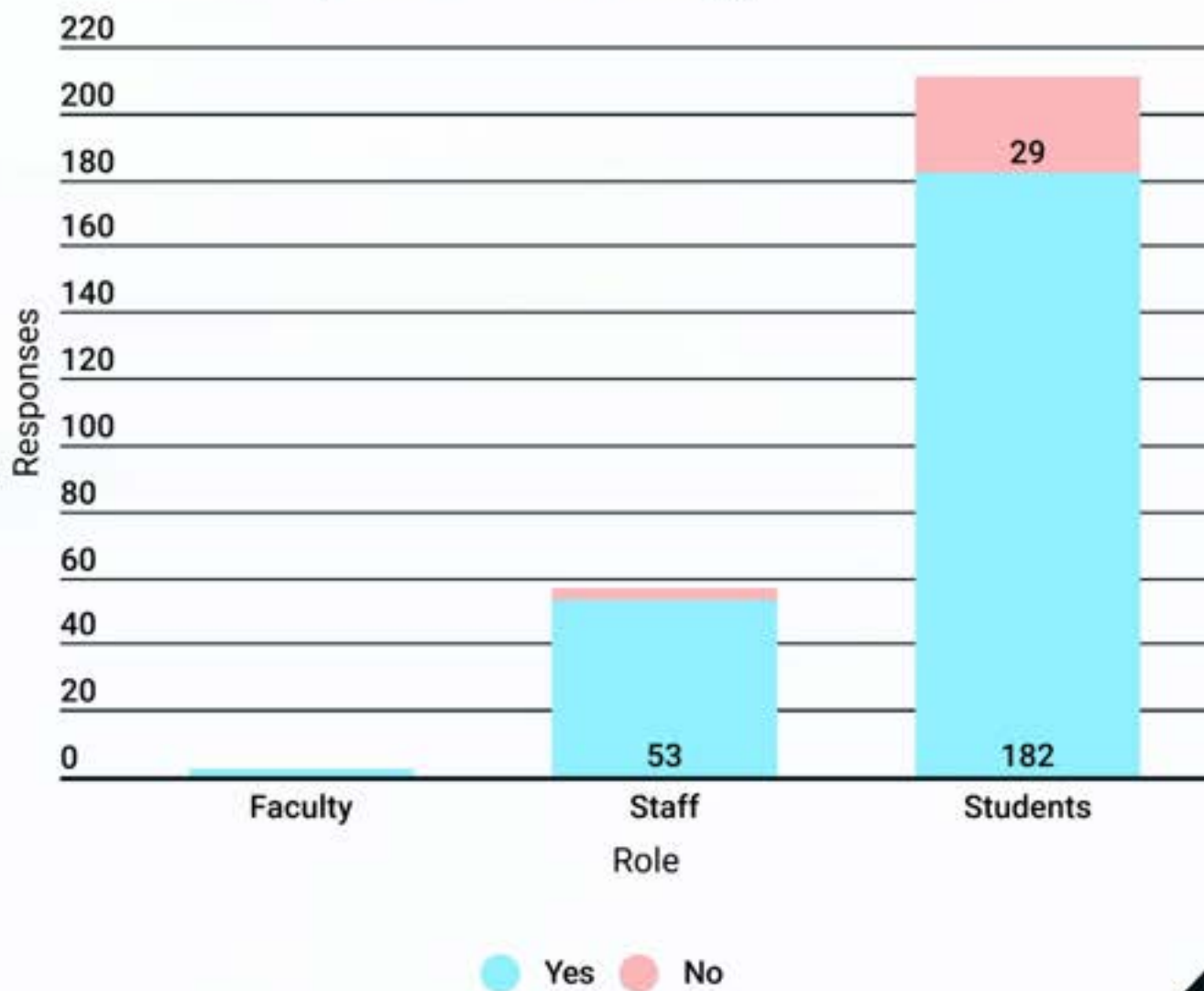
Yes 87.8% (237)
No 12.2% (33)

By Role

By School

By Campus

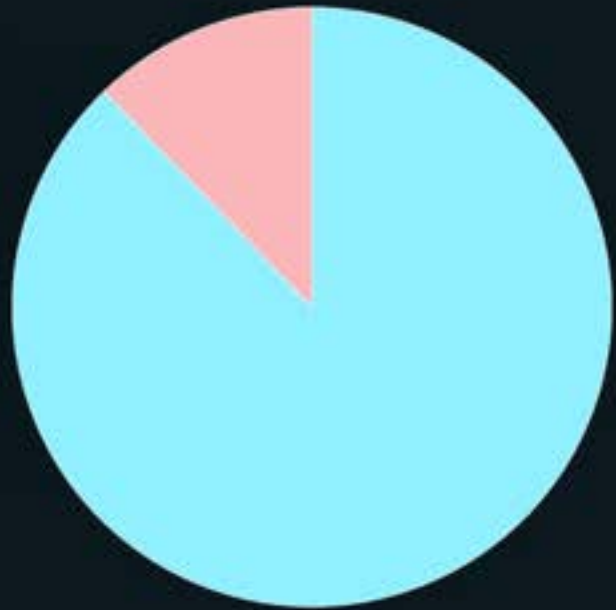
Responses by Role: Event Space Technology



Event Space Technology

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Event space technology enhancing presentations



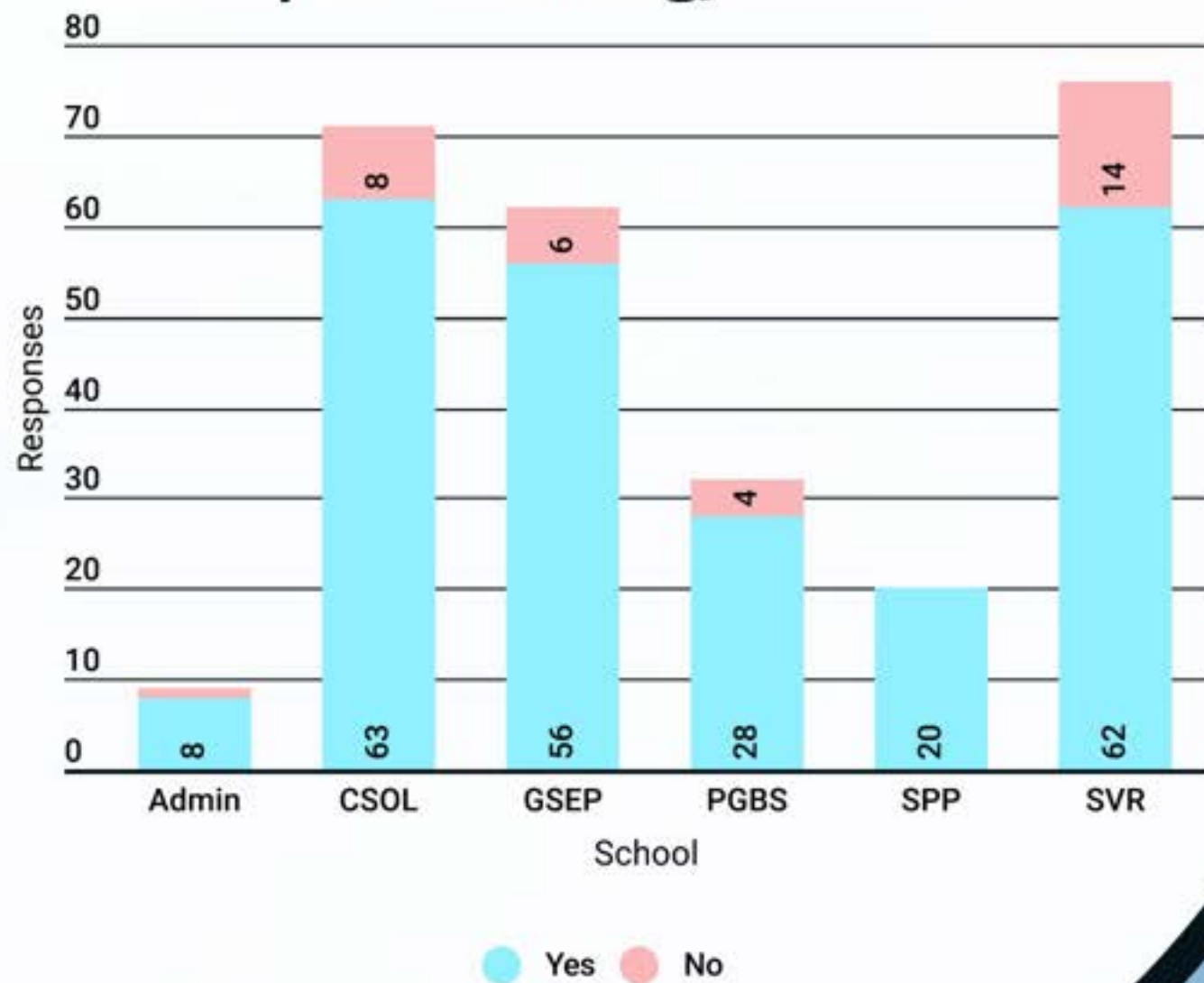
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By Role

By School

By Campus

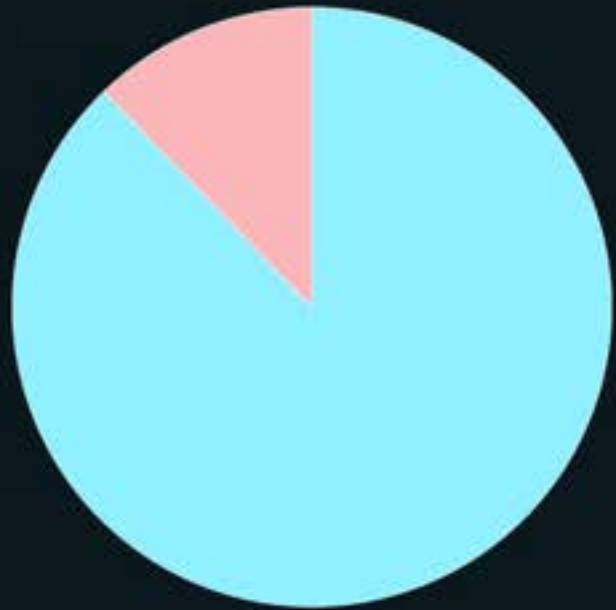
Responses by School: Event Space Technology



Event Space Technology

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Event space technology enhancing presentations



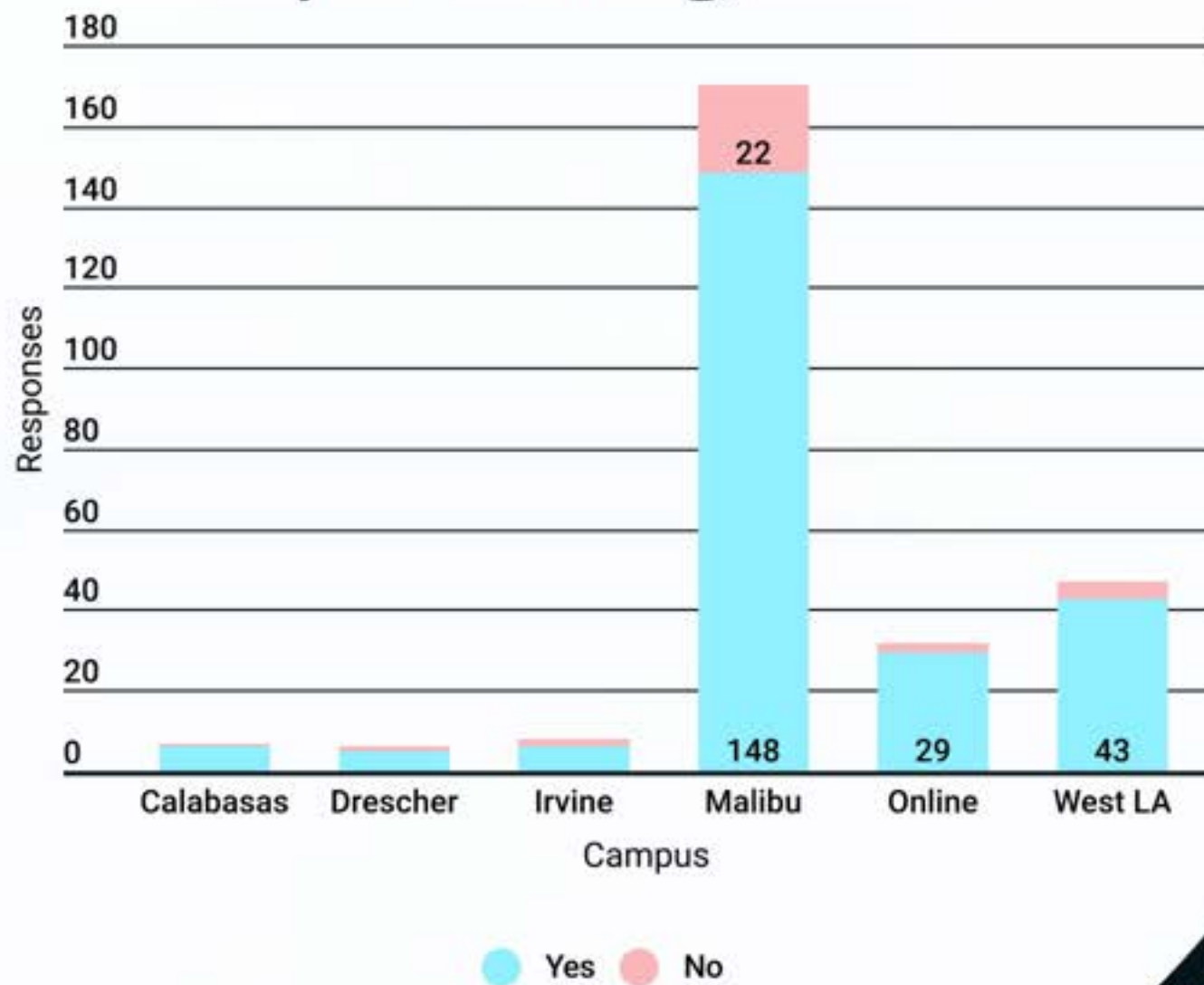
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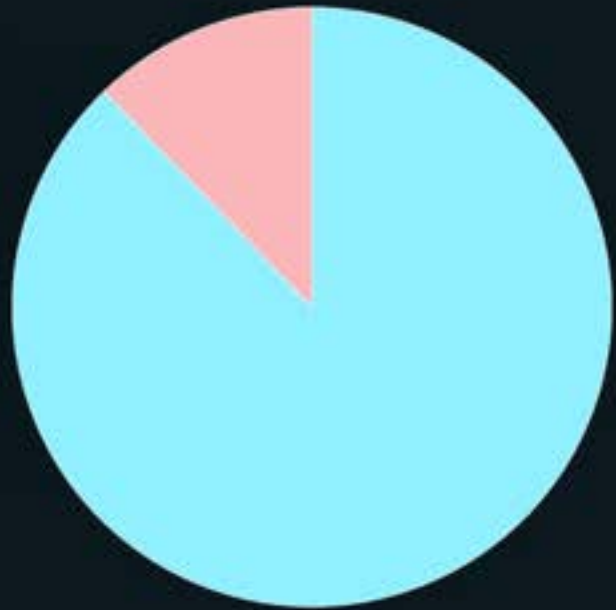
Responses by Campus: Event Space Technology



Event Space Technology

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Event space technology enhancing presentations



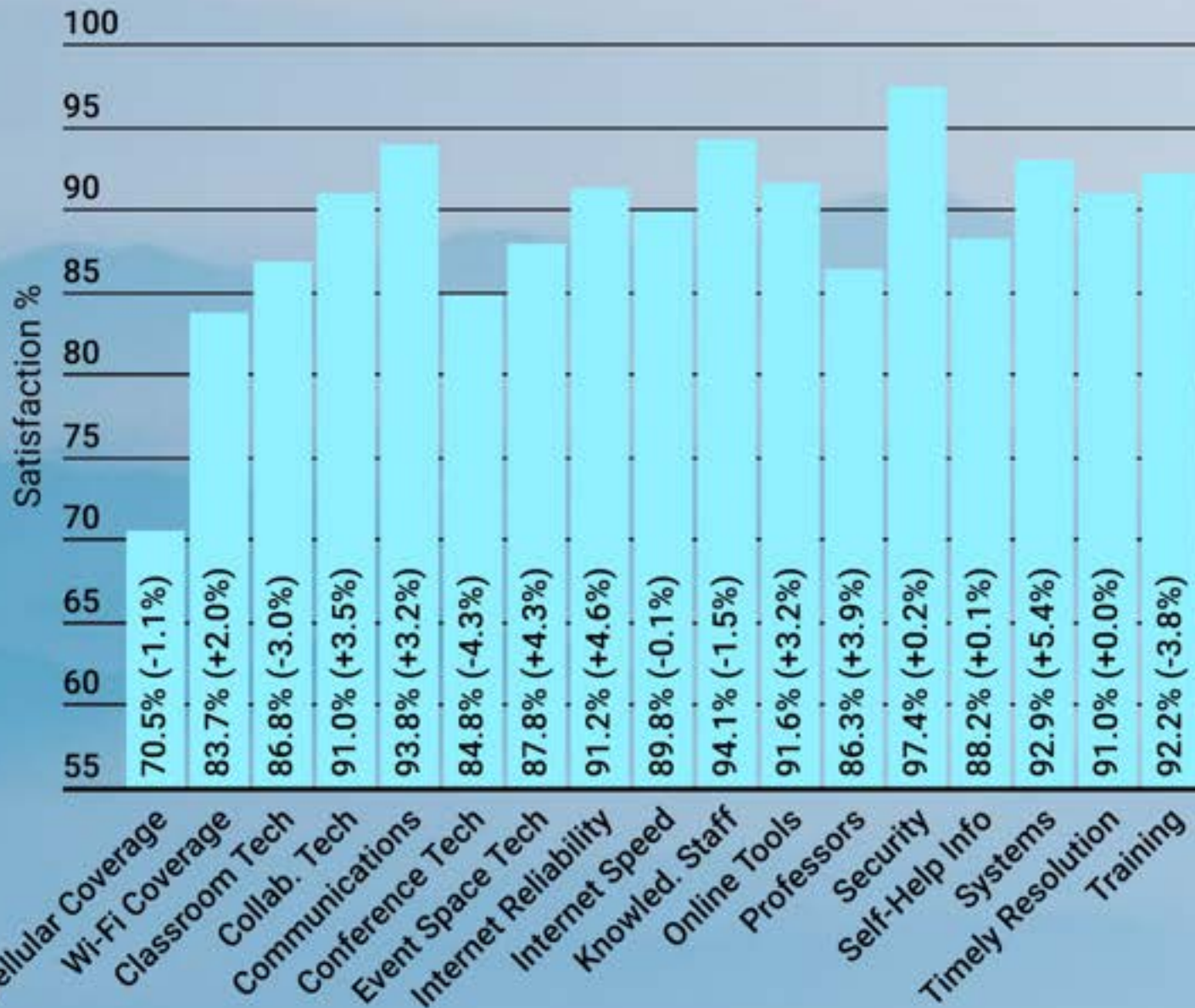
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By Role

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Technology Survey Results



Campus Cell Coverage

Campus Wi-Fi

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Internet Reliability

Internet Speed/
Capacity

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Knowledgeable Staff

Professors

Security

Self-Help Information

Systems

Timely Resolution

Training

Internet Reliability

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Internet reliability



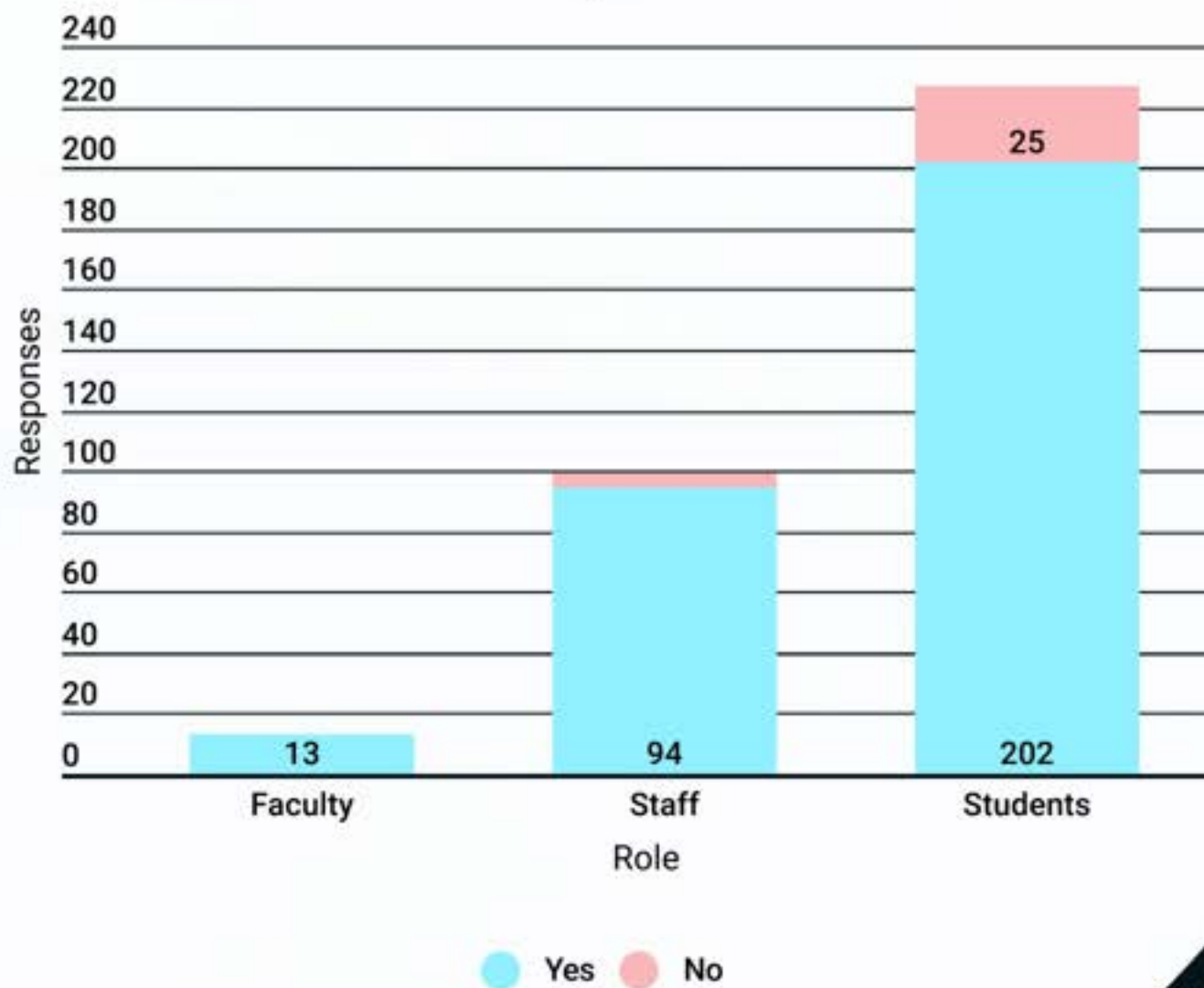
Yes	91.2%	(309)
No	8.8%	(30)

By Role

By School

By Campus

Responses by Role: Internet Reliability



Internet Reliability

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Internet reliability



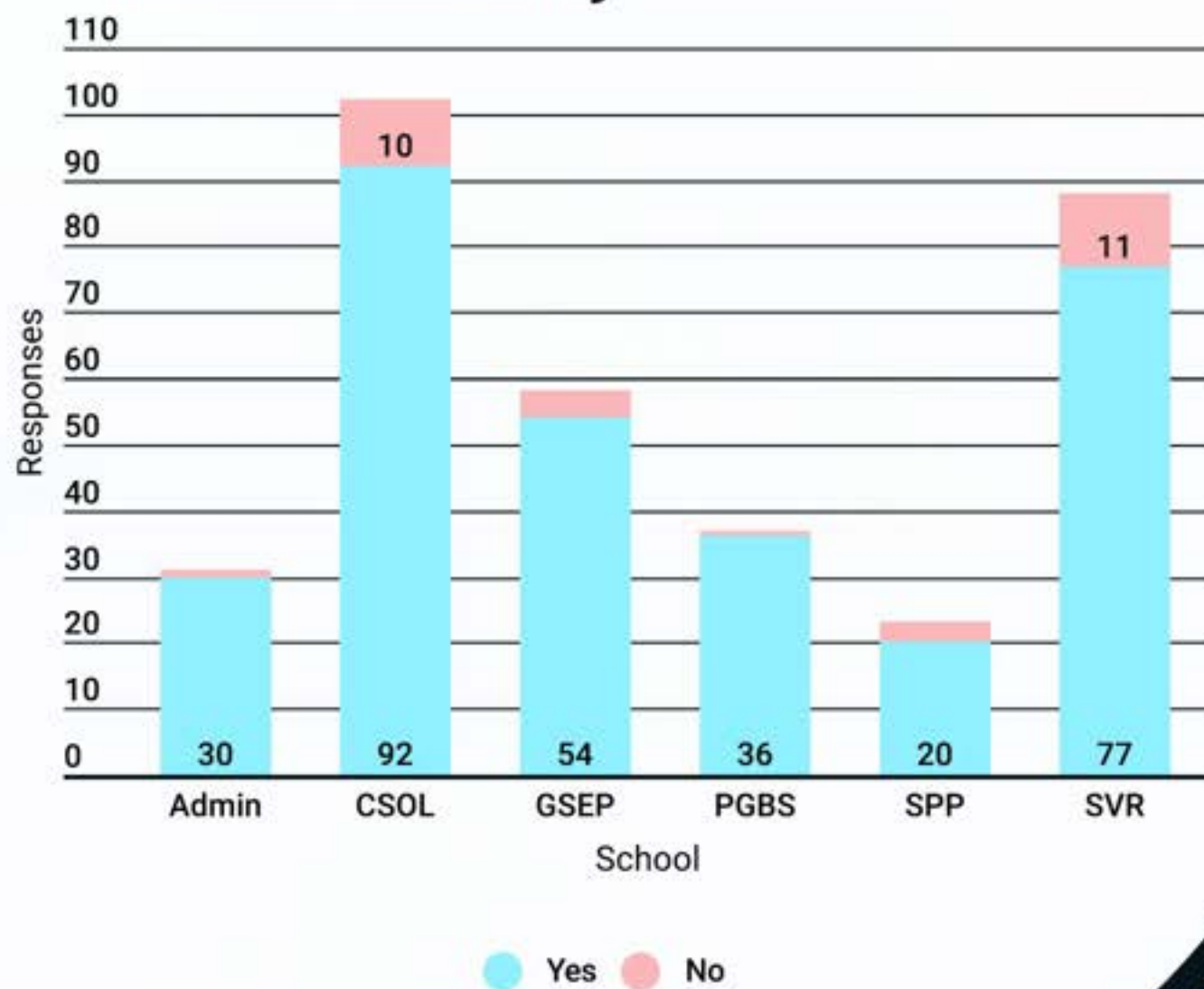
Yes	91.2%	(309)
No	8.8%	(30)

By Role

By School

By Campus

Responses by School: Internet Reliability



Internet Reliability

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Internet reliability



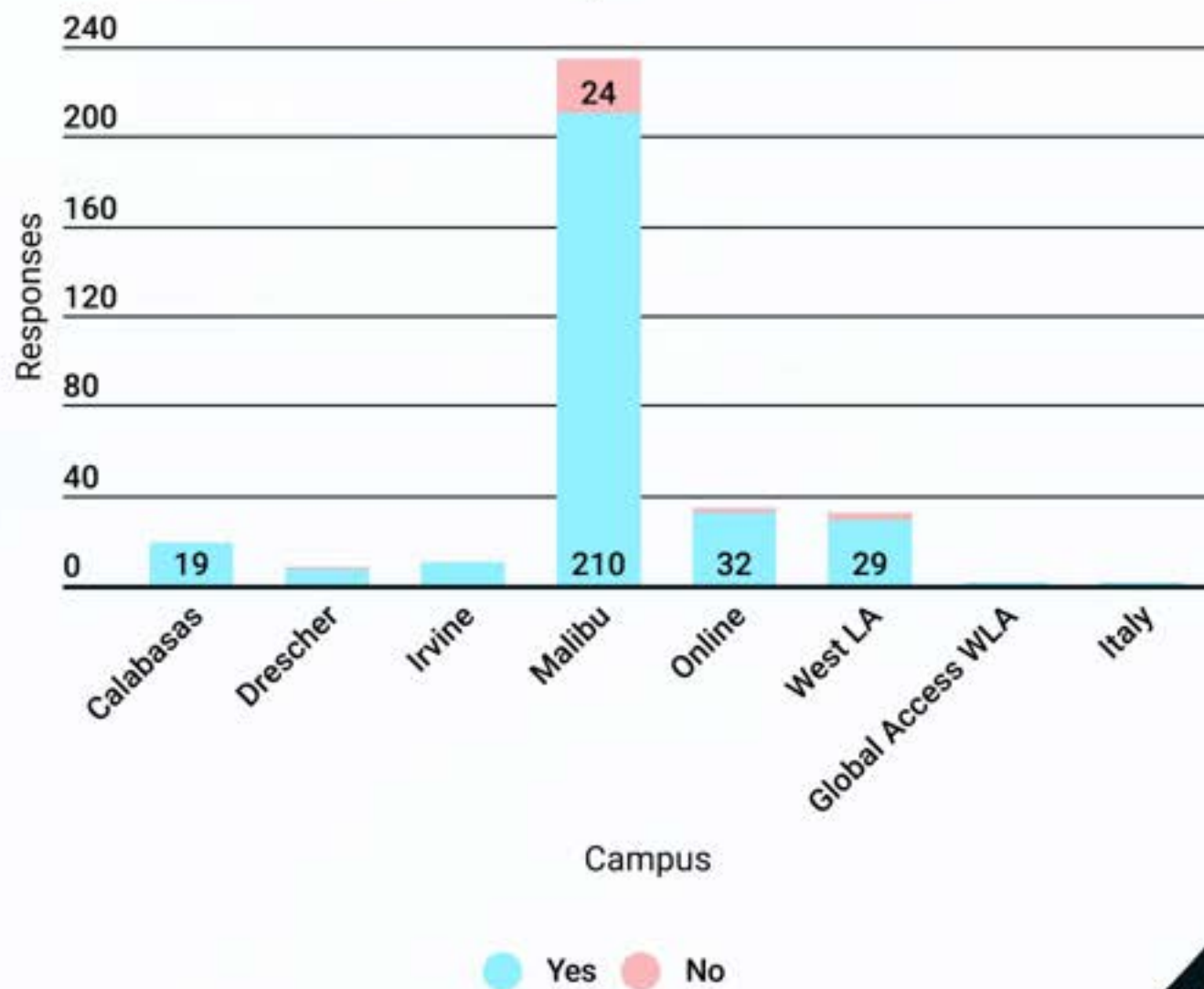
Yes	91.2%	(309)
No	8.8%	(30)

By Role

By School

By Campus

Responses by Campus: Internet Reliability



Internet Reliability

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Internet reliability



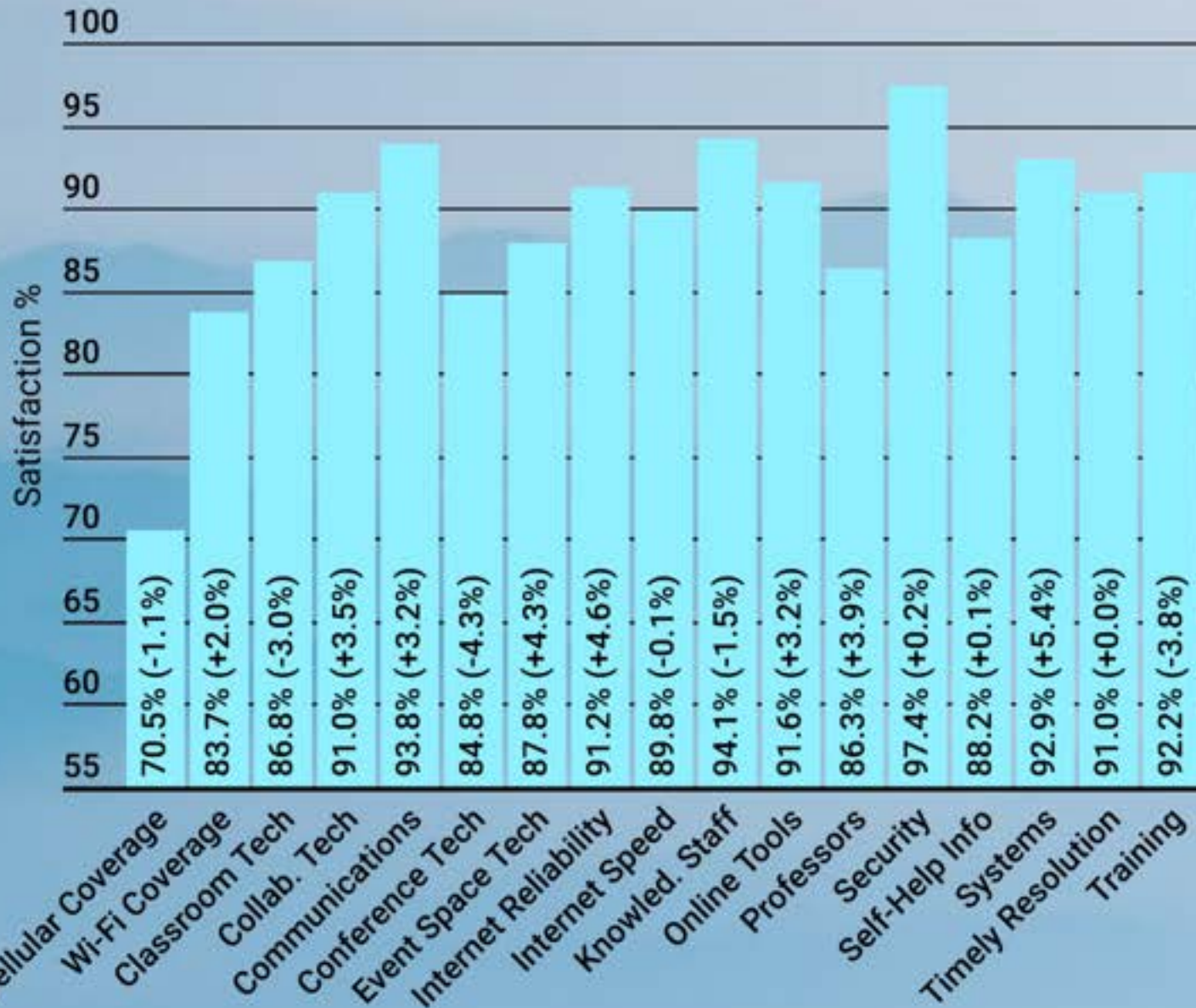
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Internet Speed/Capacity

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Internet speed/capacity



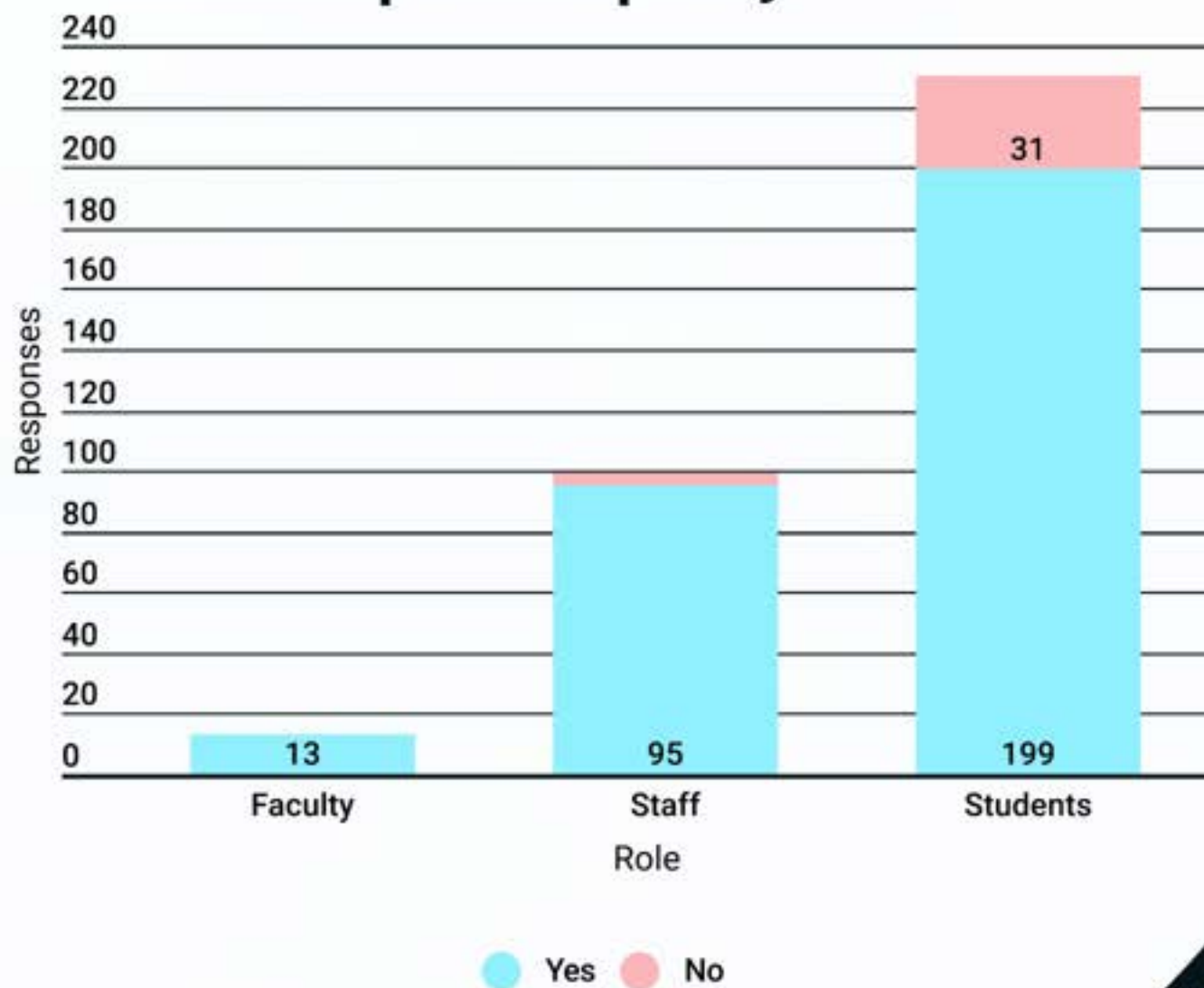
Yes	89.8%	(307)
No	10.2%	(35)

By Role

By School

By Campus

Responses by Role: Internet Speed/Capacity



Internet Speed/Capacity

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Internet speed/capacity



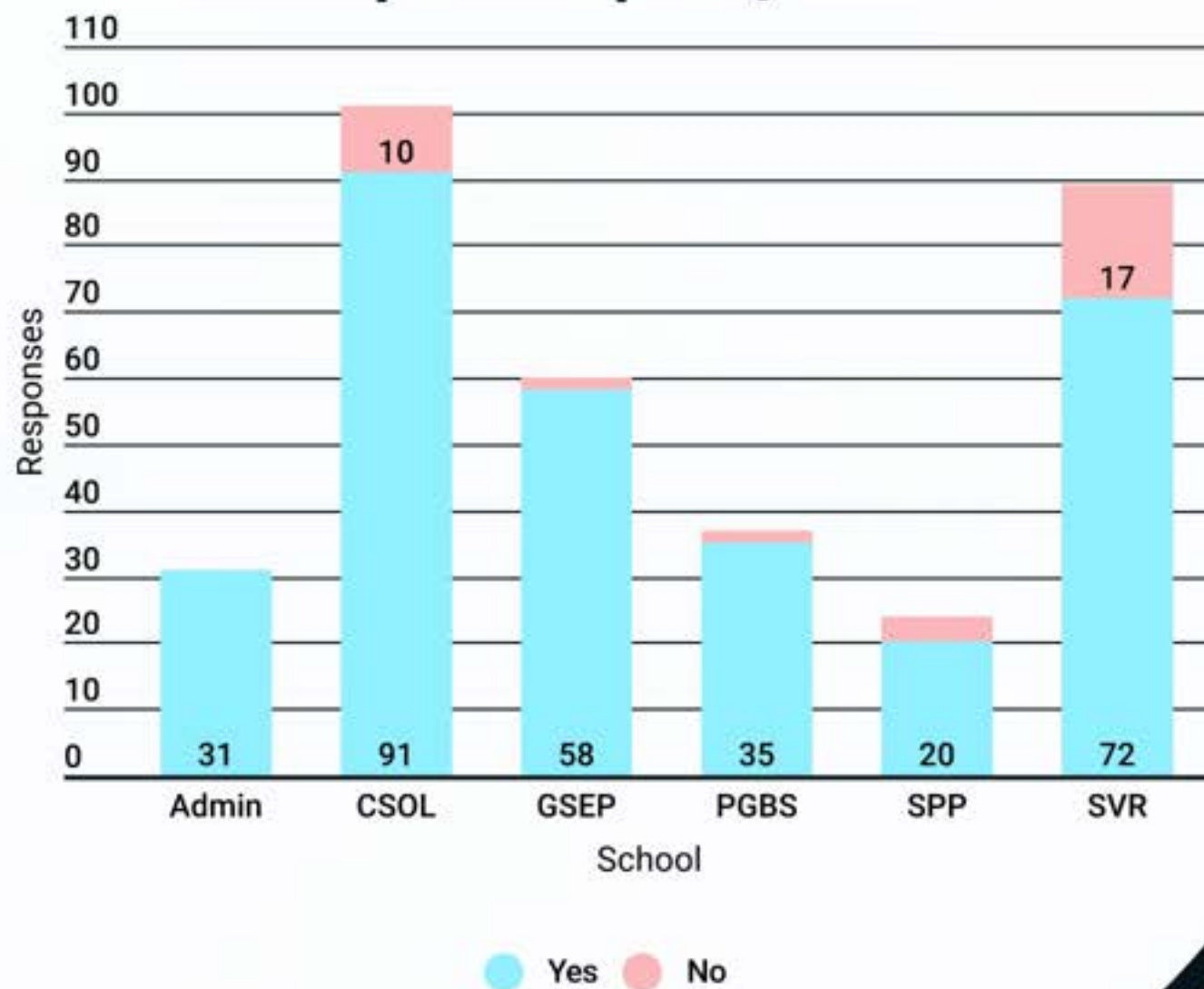
Yes	89.8%	(307)
No	10.2%	(35)

By Role

By School

By Campus

Responses by School: Internet Speed/Capacity



Internet Speed/Capacity

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Internet speed/capacity



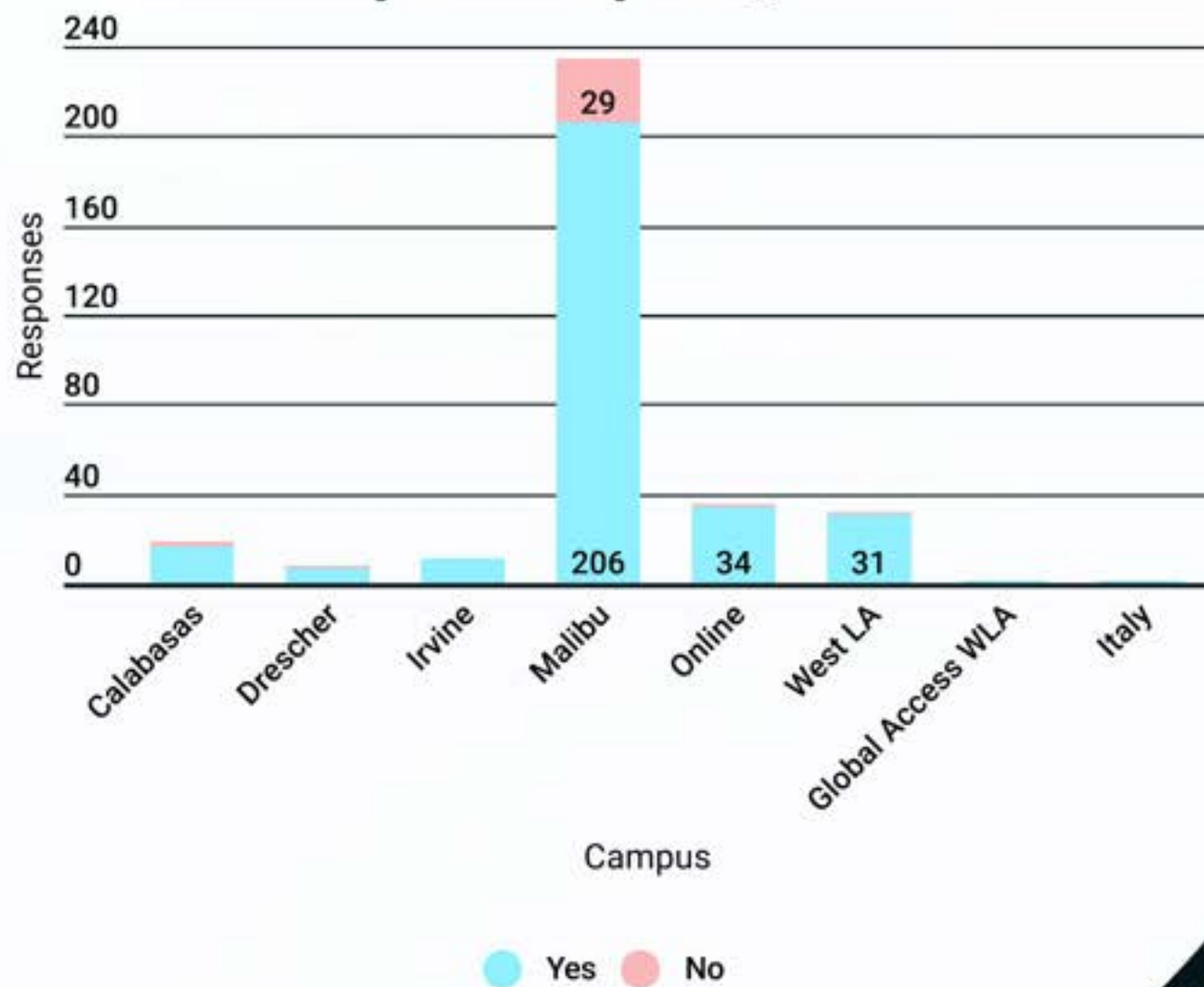
Yes 89.8% (307)
No 10.2% (35)

By Role

By School

By Campus

Responses by Campus: Internet Speed/Capacity



Internet Speed/Capacity

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Internet speed/capacity



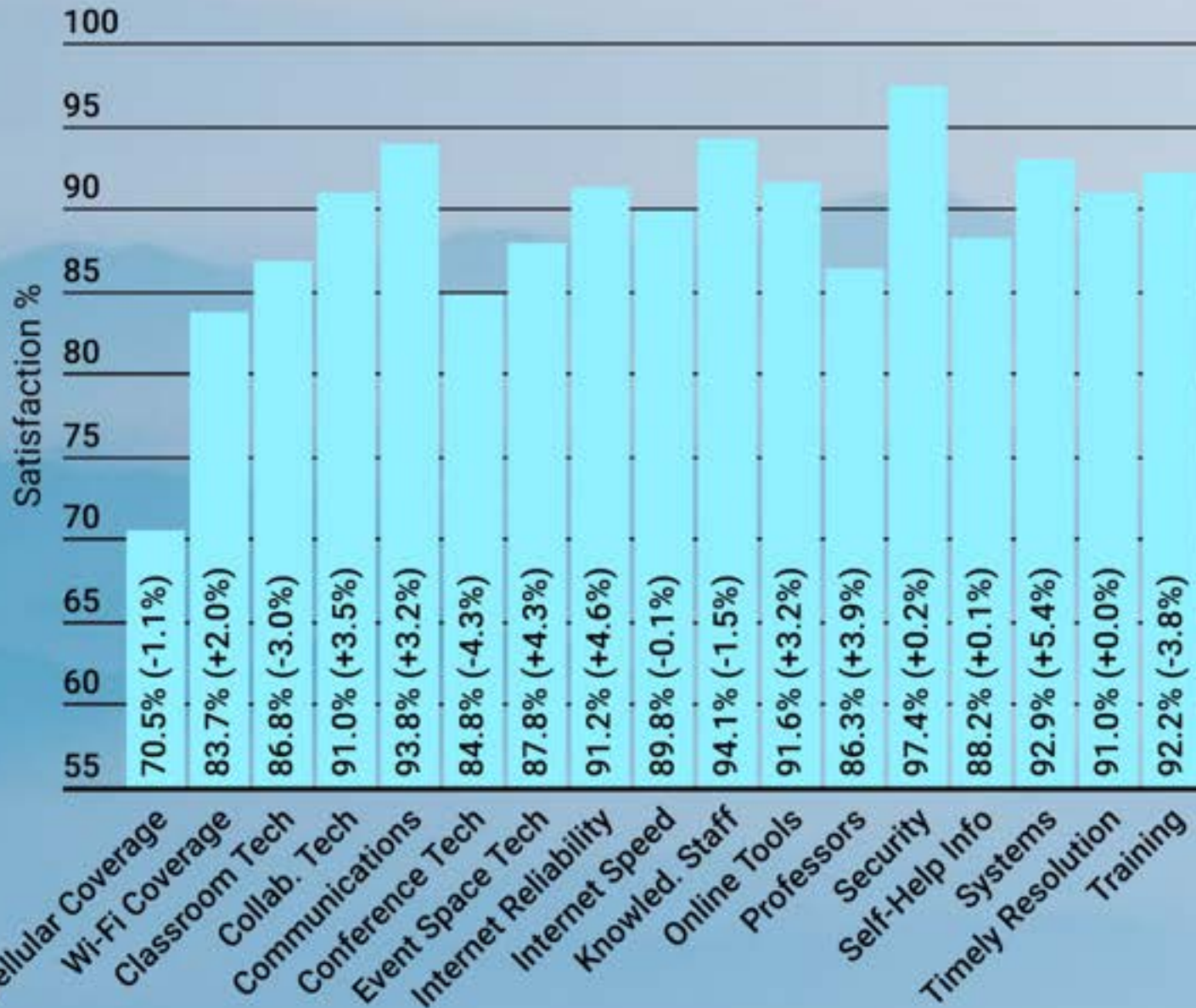
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Professors

Security

Self-Help Information

Systems

Timely Resolution

Training

Knowledgeable Staff

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Knowledgeable technology support staff



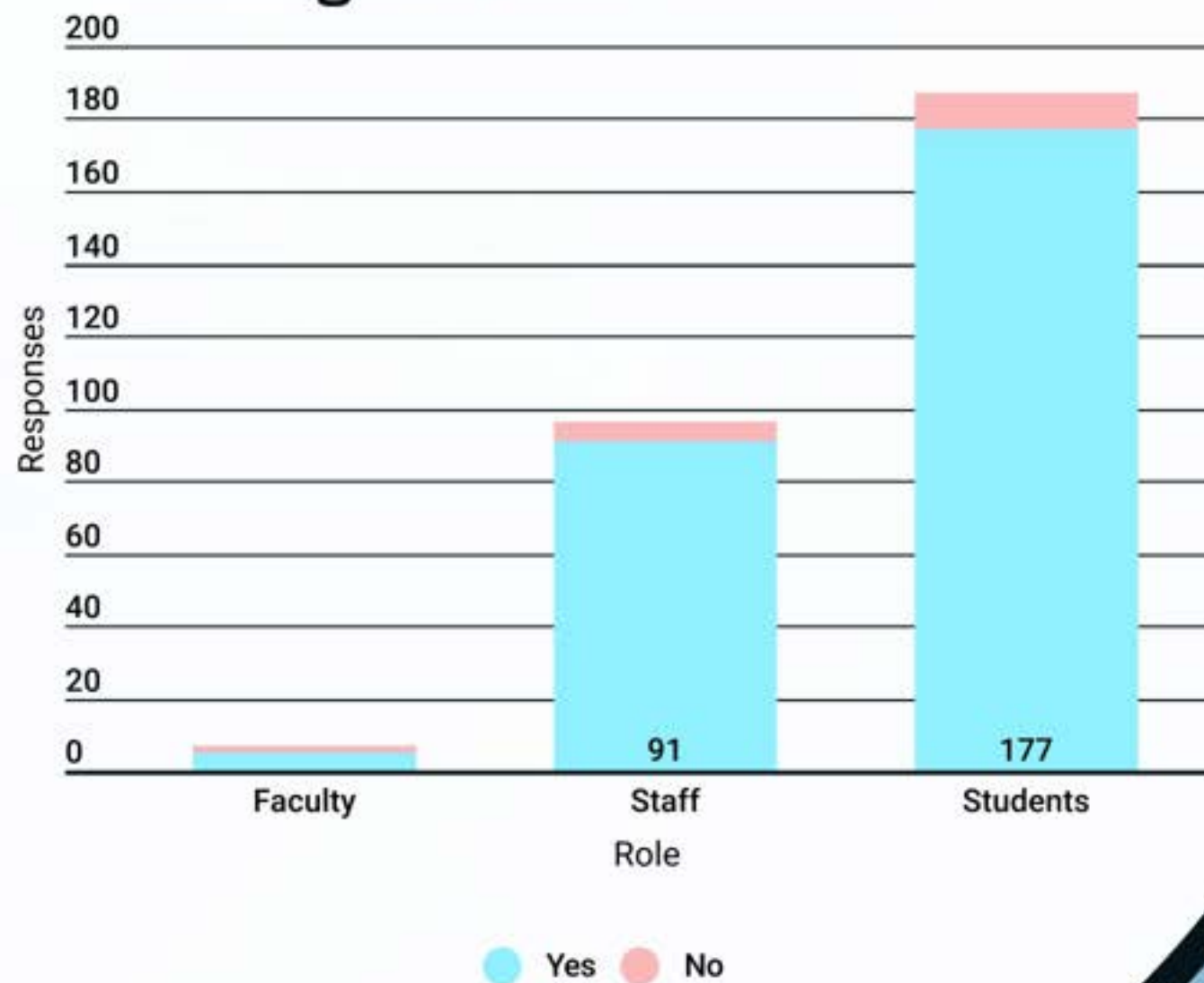
Yes	94.1%	(273)
No	5.9%	(17)

By Role

By School

By Campus

Responses by Role: Knowledgeable Staff



Knowledgeable Staff

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Knowledgeable technology support staff



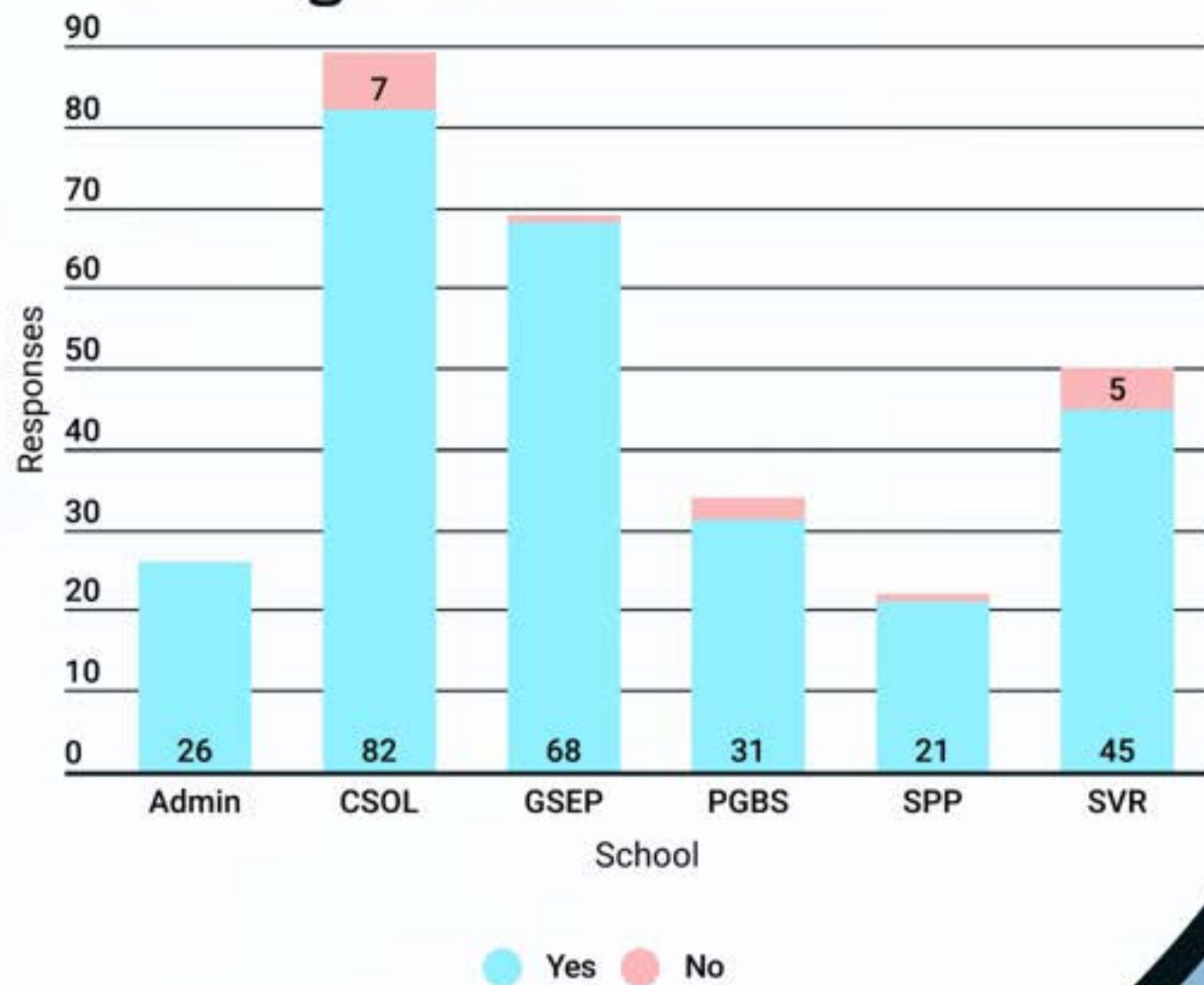
Yes	94.1%	(273)
No	5.9%	(17)

By Role

By School

By Campus

Responses by School: Knowledgeable Staff



Knowledgeable Staff

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Knowledgeable technology support staff



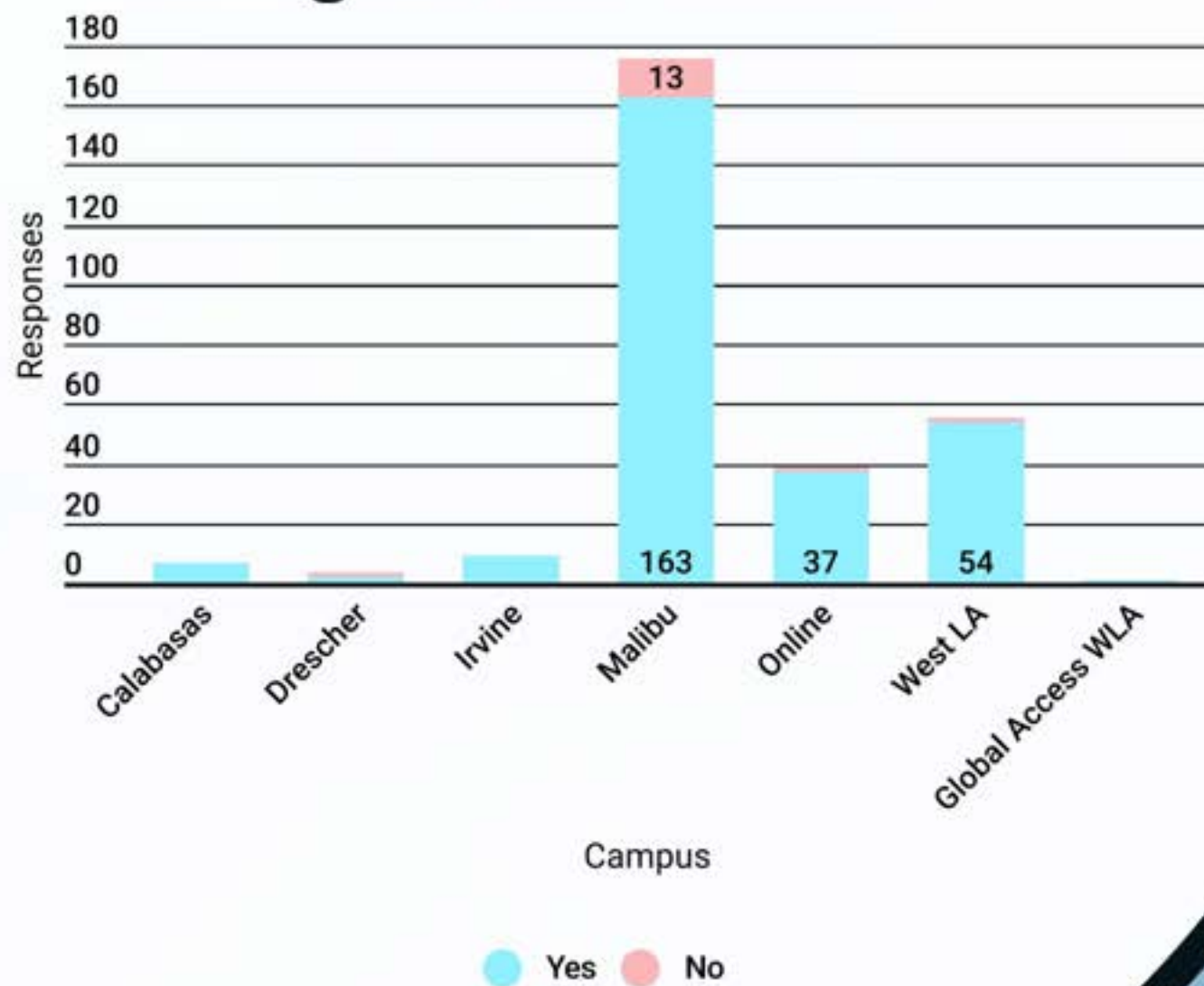
Yes	94.1%	(273)
No	5.9%	(17)

By Role

By School

By Campus

Responses by Campus: Knowledgeable Staff



Knowledgeable Staff

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Knowledgeable technology support staff



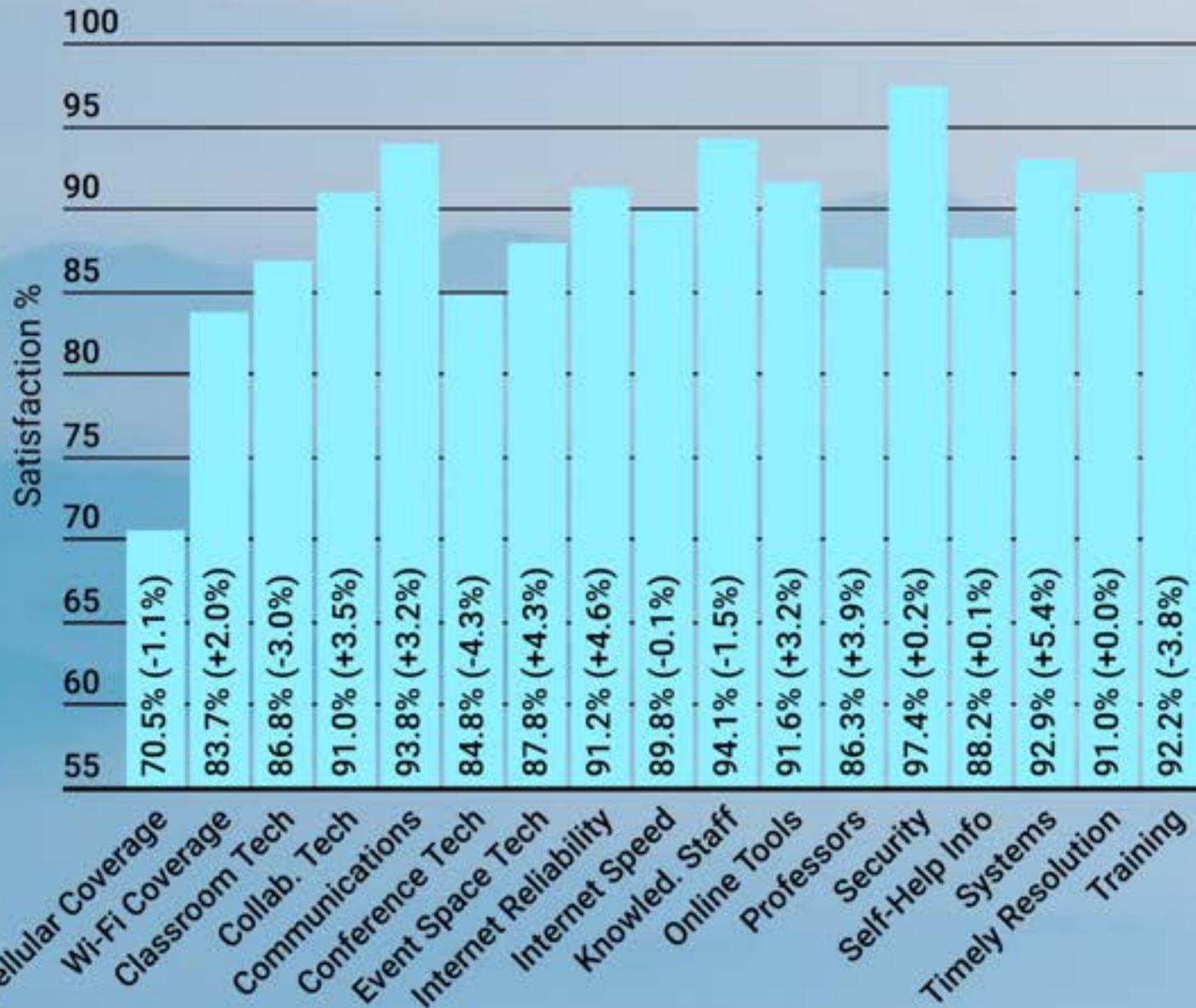
Yes	94.1%	(273)
No	5.9%	(17)

By Role

By School

By Campus

Technology Survey Results



Campus Cell Coverage

Campus Wi-Fi

Classroom Technology

Collaboration Technology

Communications

Conference Room Technology

Event Space Technology

Internet Reliability

Internet Speed/
Capacity

Online Tools

Knowledgeable Staff

Professors

Security

Self-Help Information

Systems

Timely Resolution

Training

Online Tools

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Online tools enhancing the teaching and learning experience or business workflows



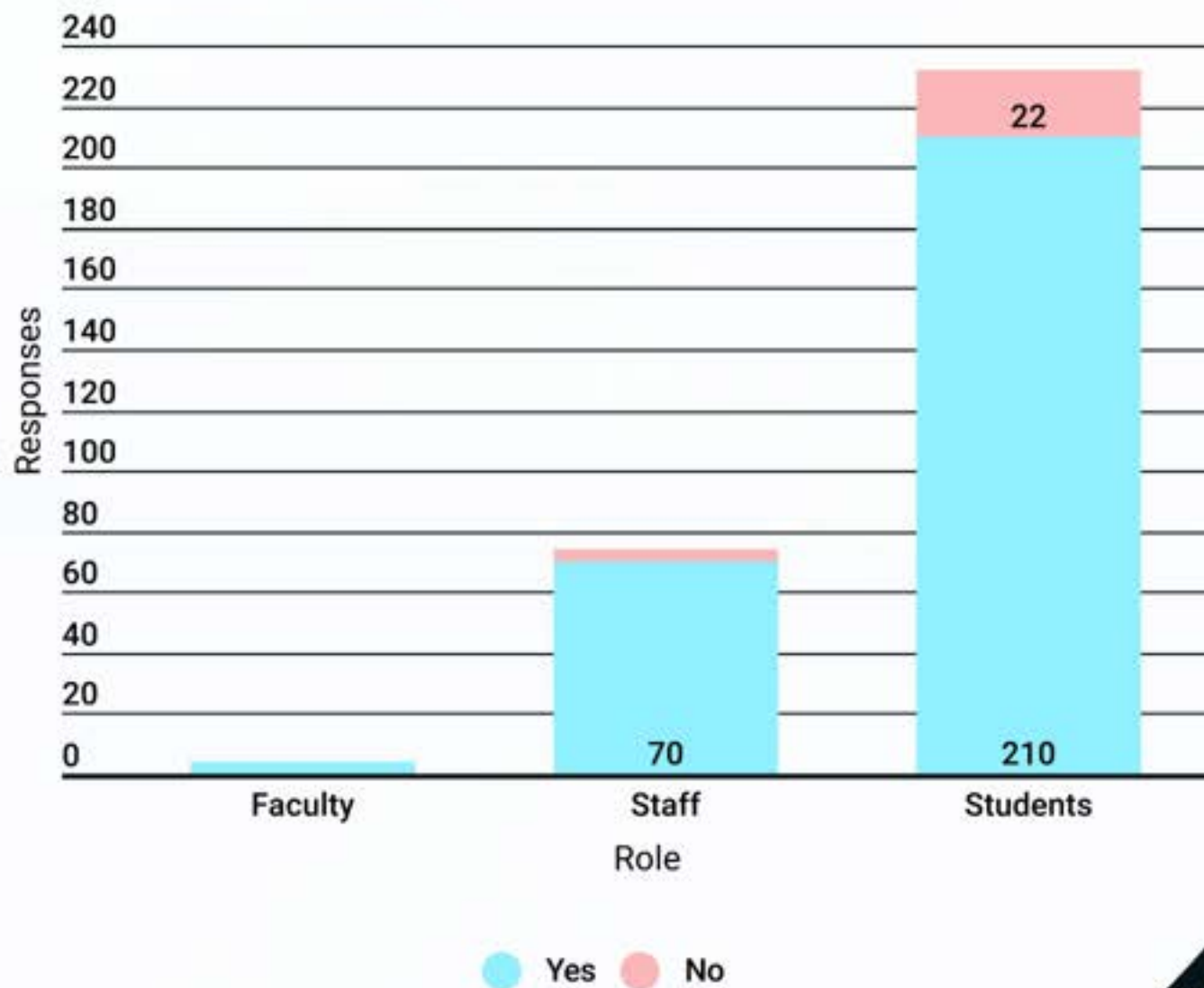
Yes 91.6% (284)
No 8.4% (26)

By Role

By School

By Campus

Responses by Role: Online Tools



Online Tools

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Online tools enhancing the teaching and learning experience or business workflows



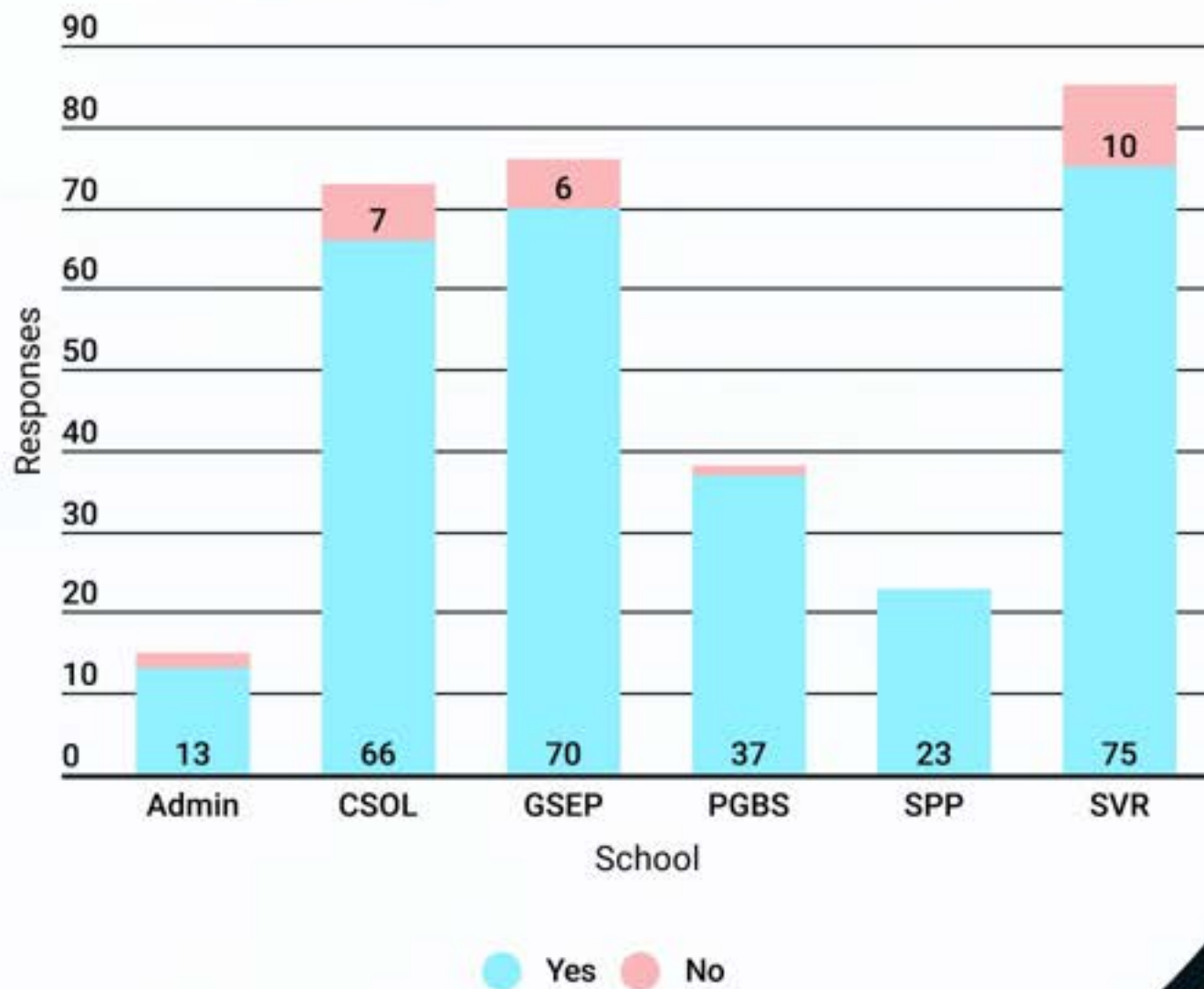
Yes 91.6% (284)
No 8.4% (26)

By Role

By School

By Campus

Responses by School: Online Tools



Online Tools

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Online tools enhancing the teaching and learning experience or business workflows



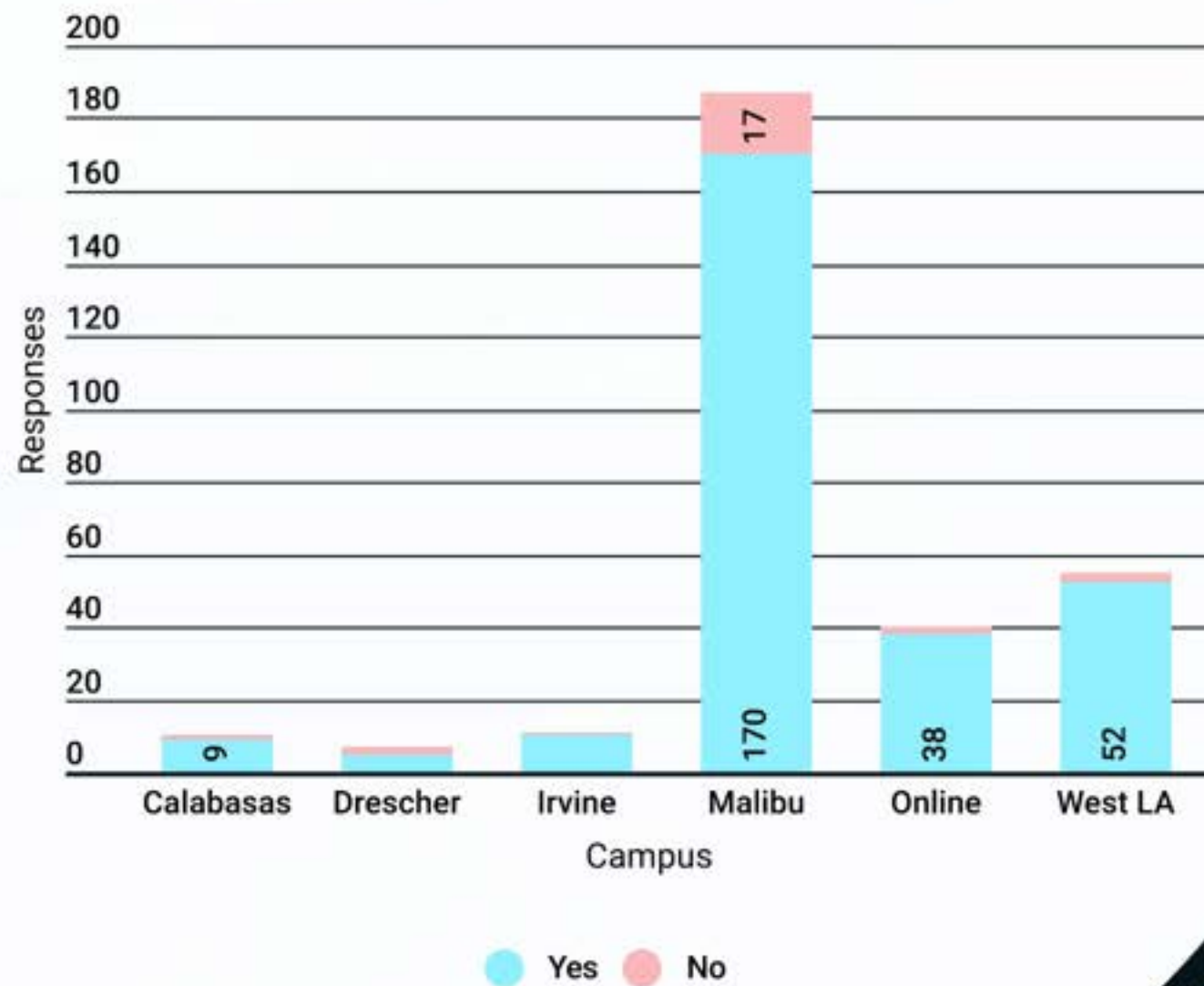
Yes	91.6%	(284)
No	8.4%	(26)

By Role

By School

By Campus

Responses by Campus: Online Tools



Online Tools

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Online tools enhancing the teaching and learning experience or business workflows



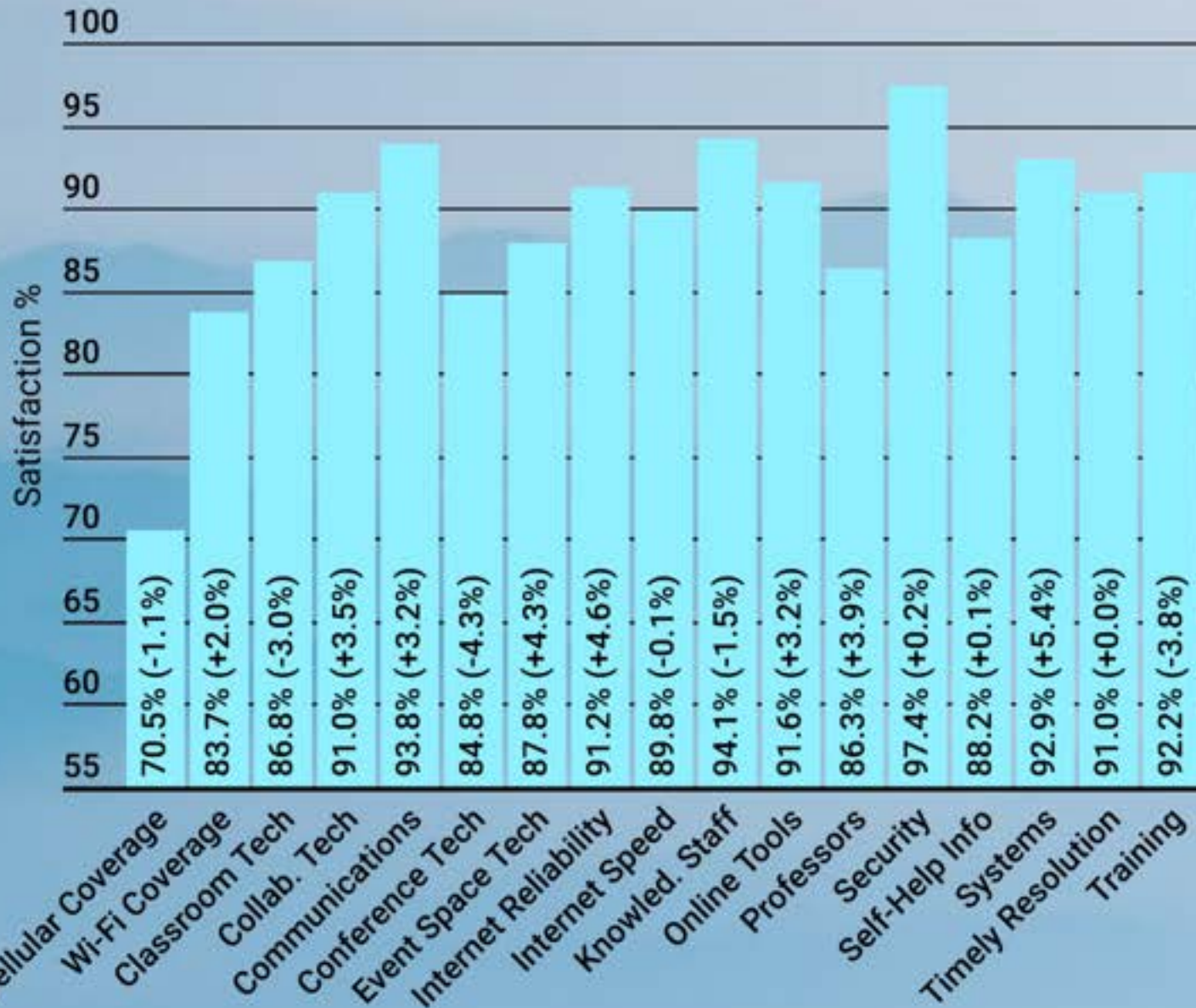
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No 8.4% (26)

By Role

By School

By Campus

Technology Survey Results



Campus Cell Coverage

Campus Wi-Fi

Classroom Technology

Collaboration Technology

Communications

Conference Room Technology

Event Space Technology

Internet Reliability

Internet Speed/
Capacity

Online Tools

Knowledgeable Staff

Professors

Security

Self-Help Information

Systems

Timely Resolution

Training

Professors

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Professors that effectively use technology to facilitate learning



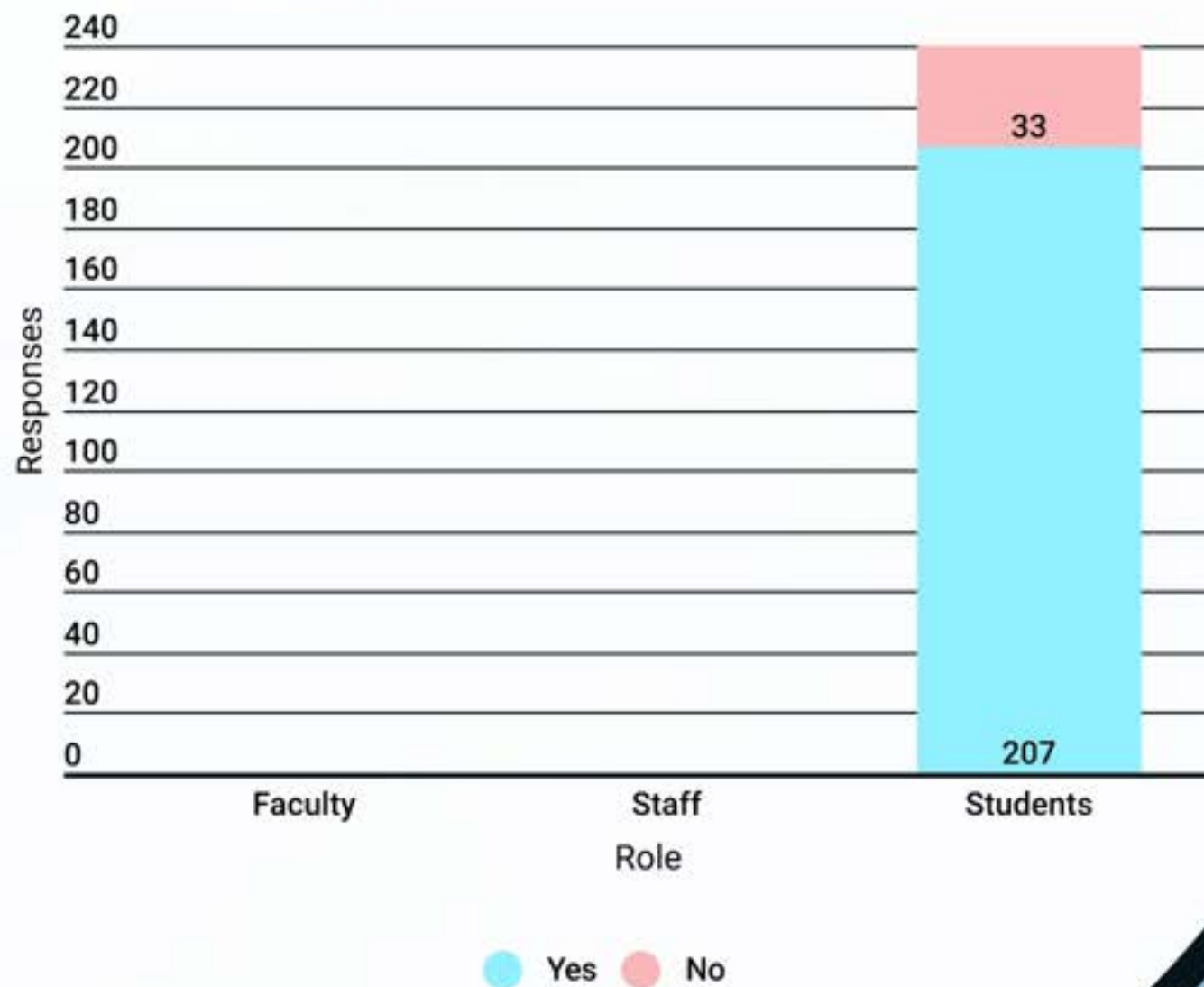
Yes 86.3% (207)
No 13.7% (33)

By Role

By School

By Campus

Responses by Role: Professors



Professors

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Professors that effectively use technology to facilitate learning



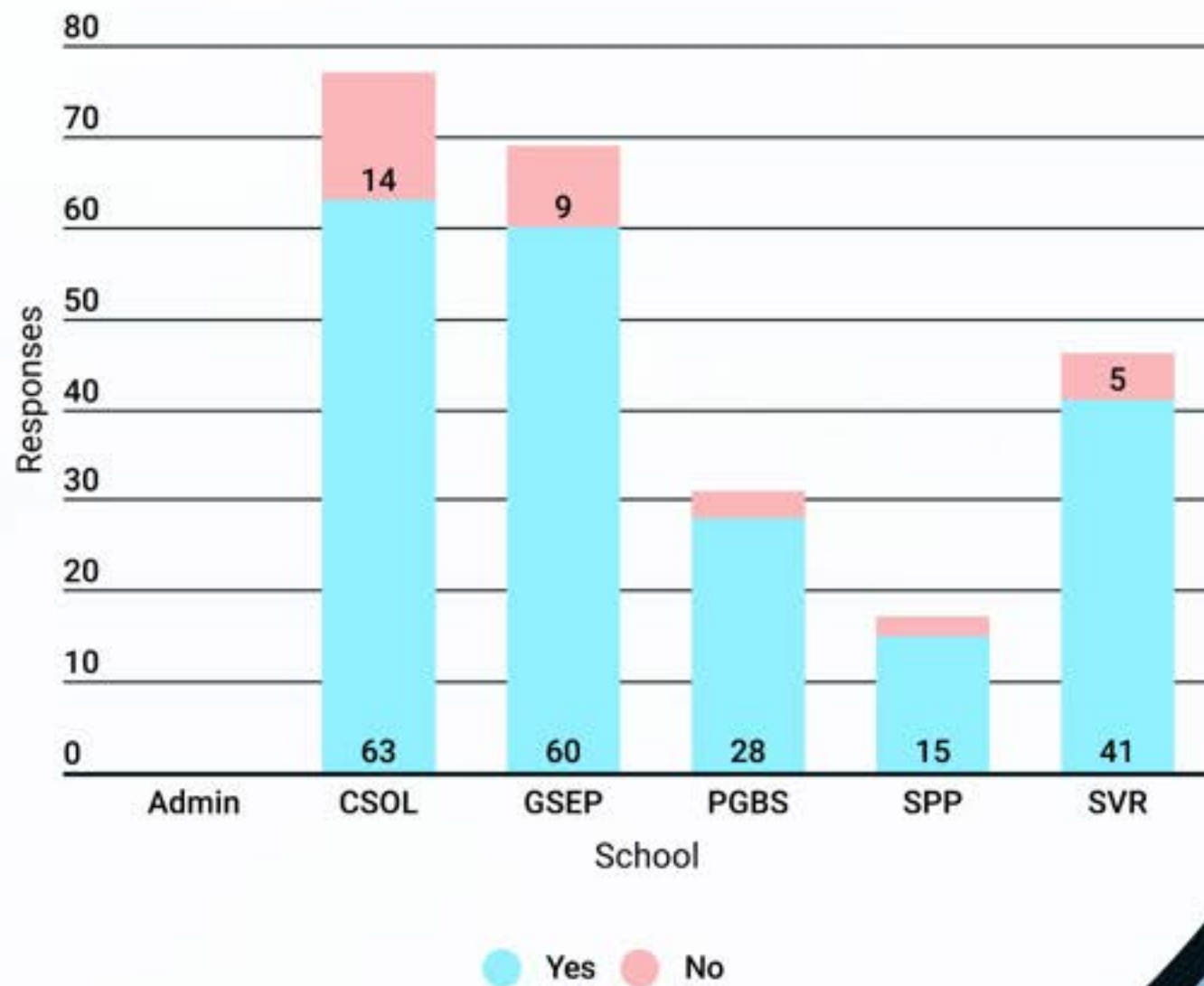
Yes 86.3% (207)
No 13.7% (33)

By Role

By School

By Campus

Responses by School: Professors



Professors

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Professors that effectively use technology to facilitate learning



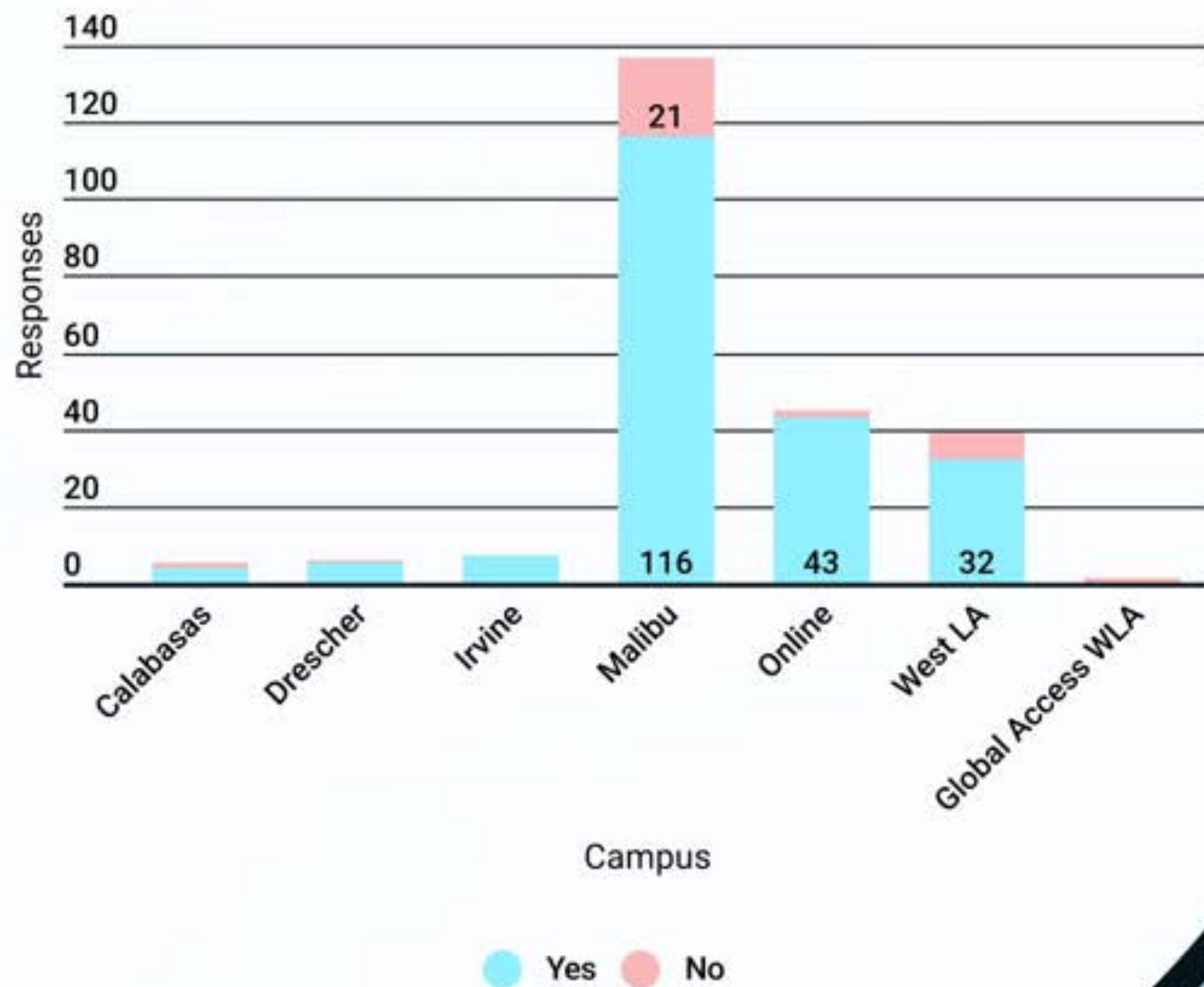
Yes 86.3% (207)
No 13.7% (33)

By Role

By School

By Campus

Responses by Campus: Professors



Professors

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Professors that effectively use technology to facilitate learning



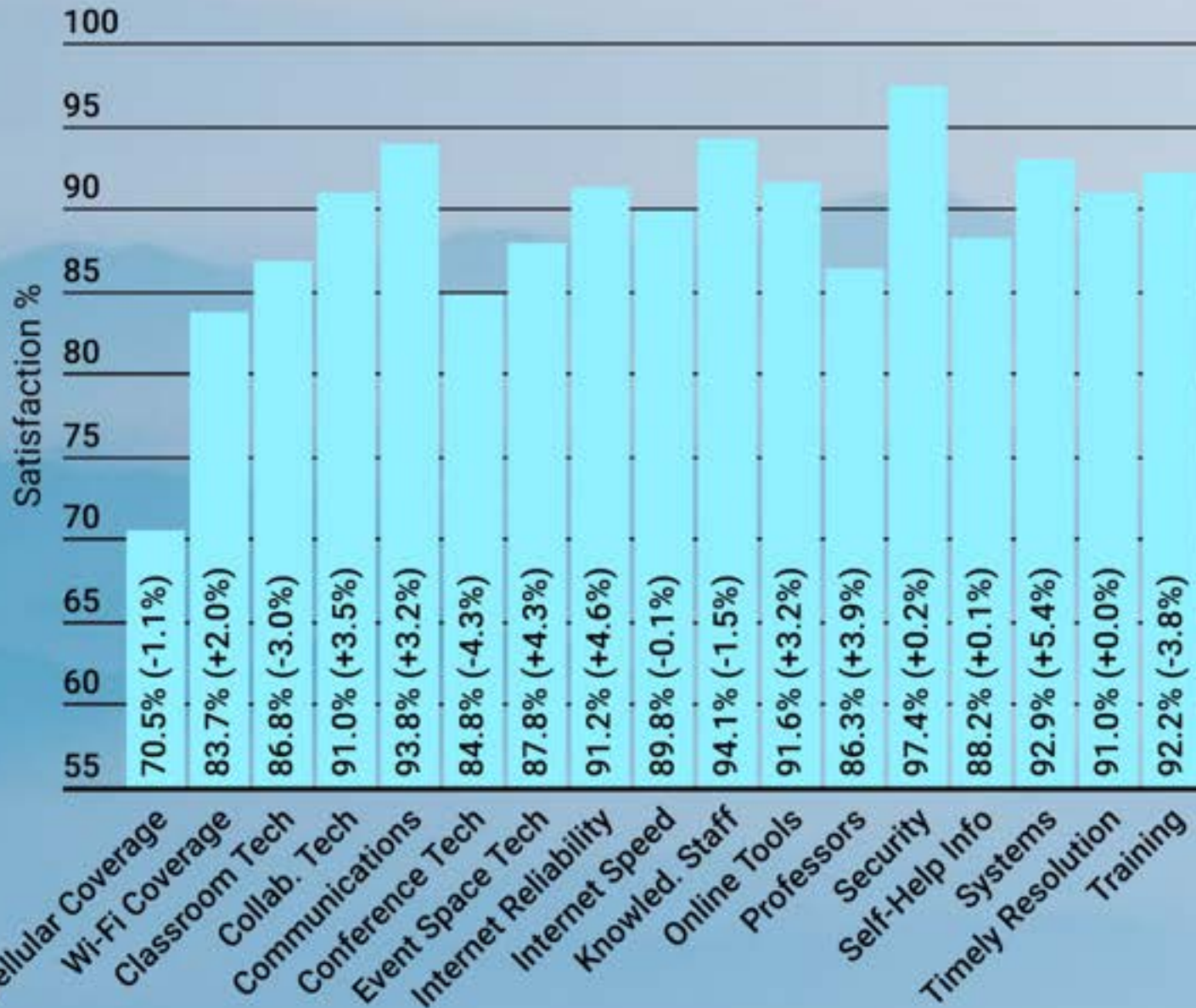
Yes 86.3% (207)
No 13.7% (33)

By Role

By School

By Campus

Technology Survey Results



Campus Cell Coverage

Campus Wi-Fi

Classroom Technology

Collaboration Technology

Communications

Conference Room Technology

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Internet Reliability

Internet Speed/
Capacity

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Knowledgeable Staff

Professors

Security

Self-Help Information

Systems

Timely Resolution

Training

Security

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Safeguarding University and personal data and educational records



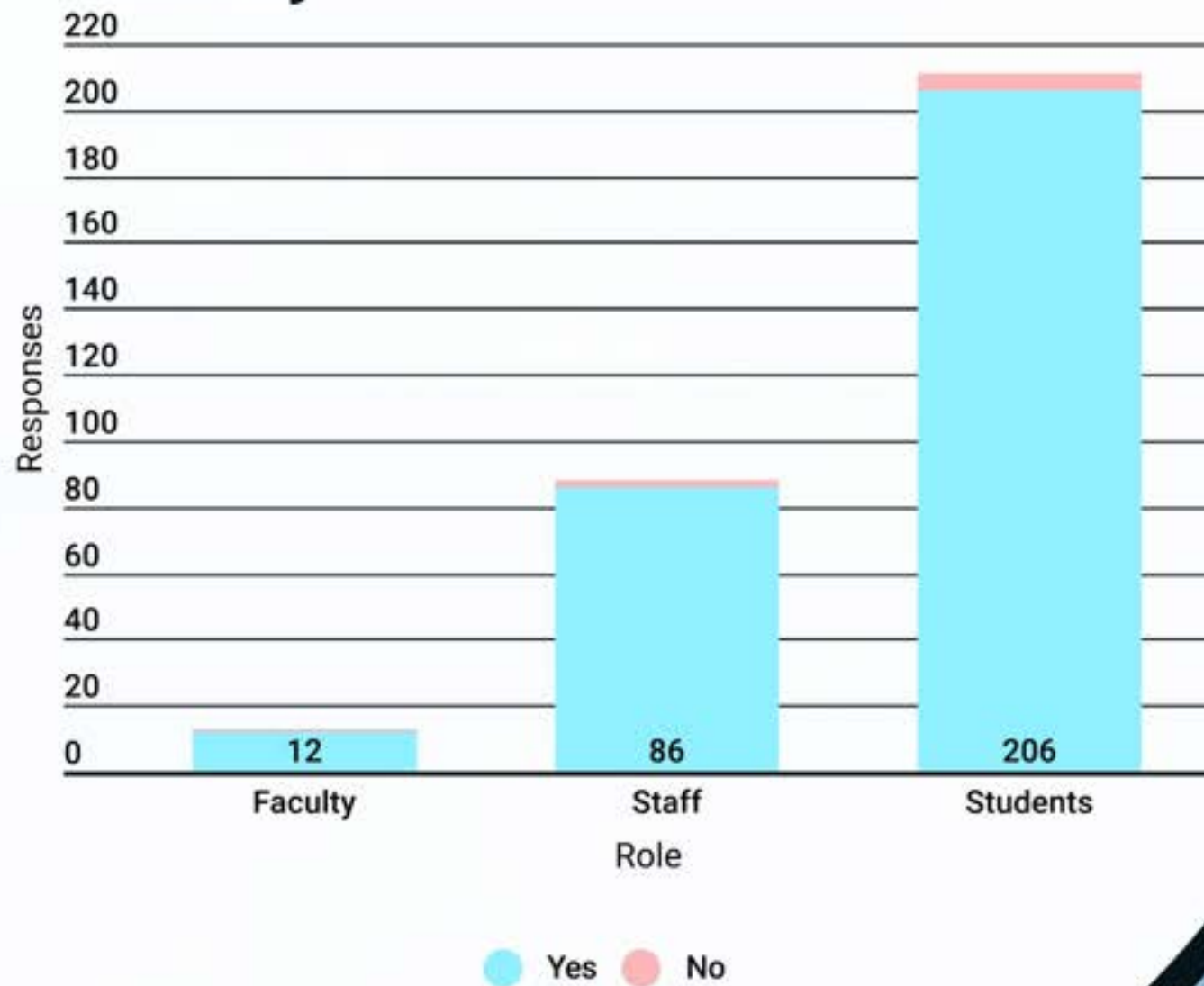
Yes	97.4%	(304)
No	2.6%	(8)

By Role

By School

By Campus

Responses by Role: Security



Security

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Safeguarding University and personal data and educational records



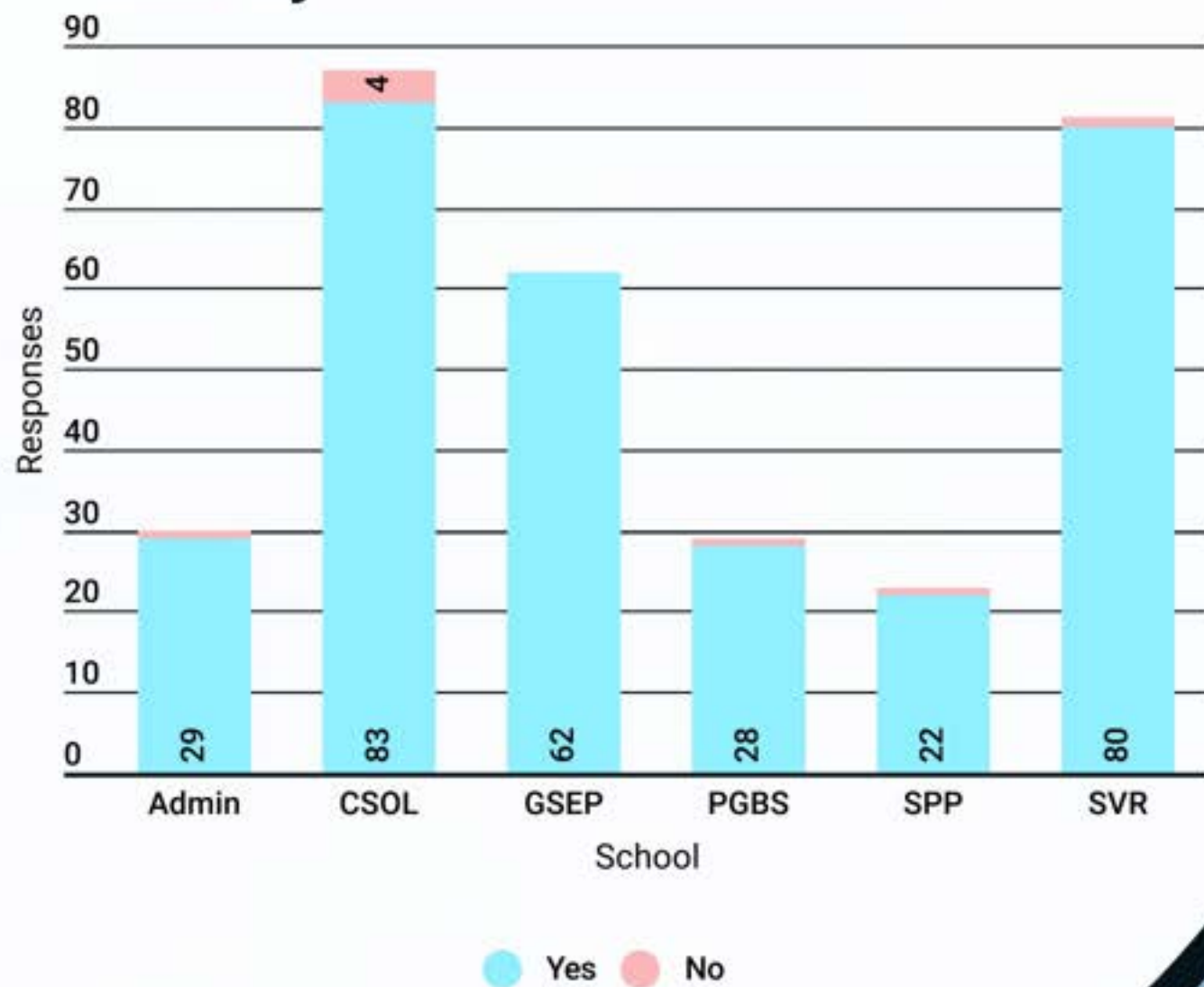
Yes	97.4%	(304)
No	2.6%	(8)

By Role

By School

By Campus

Responses by School: Security



Security

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Safeguarding University and personal data and educational records



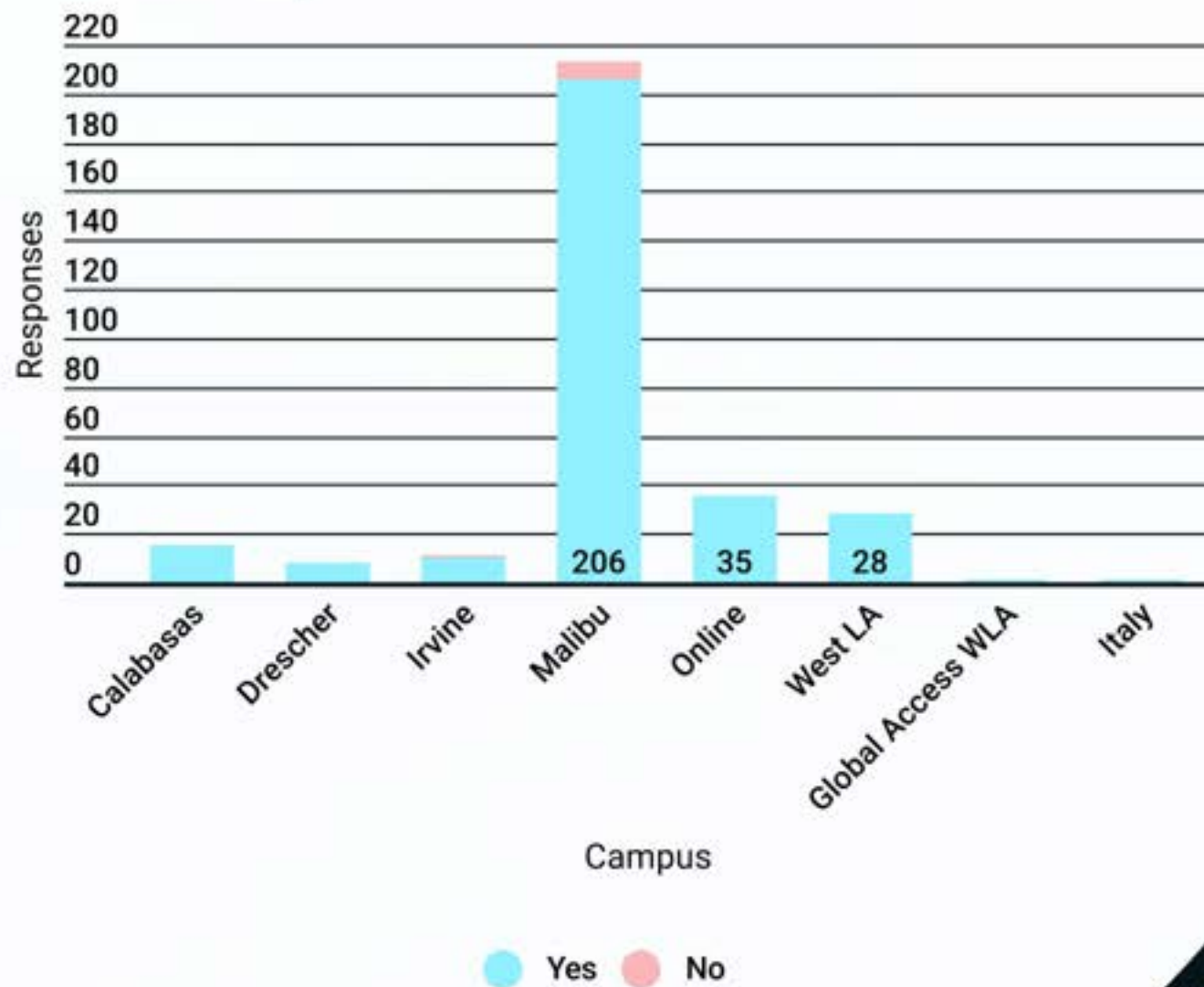
Yes	97.4%	(304)
No	2.6%	(8)

By Role

By School

By Campus

Responses by Campus: Security



Security

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Safeguarding University and personal data and educational records



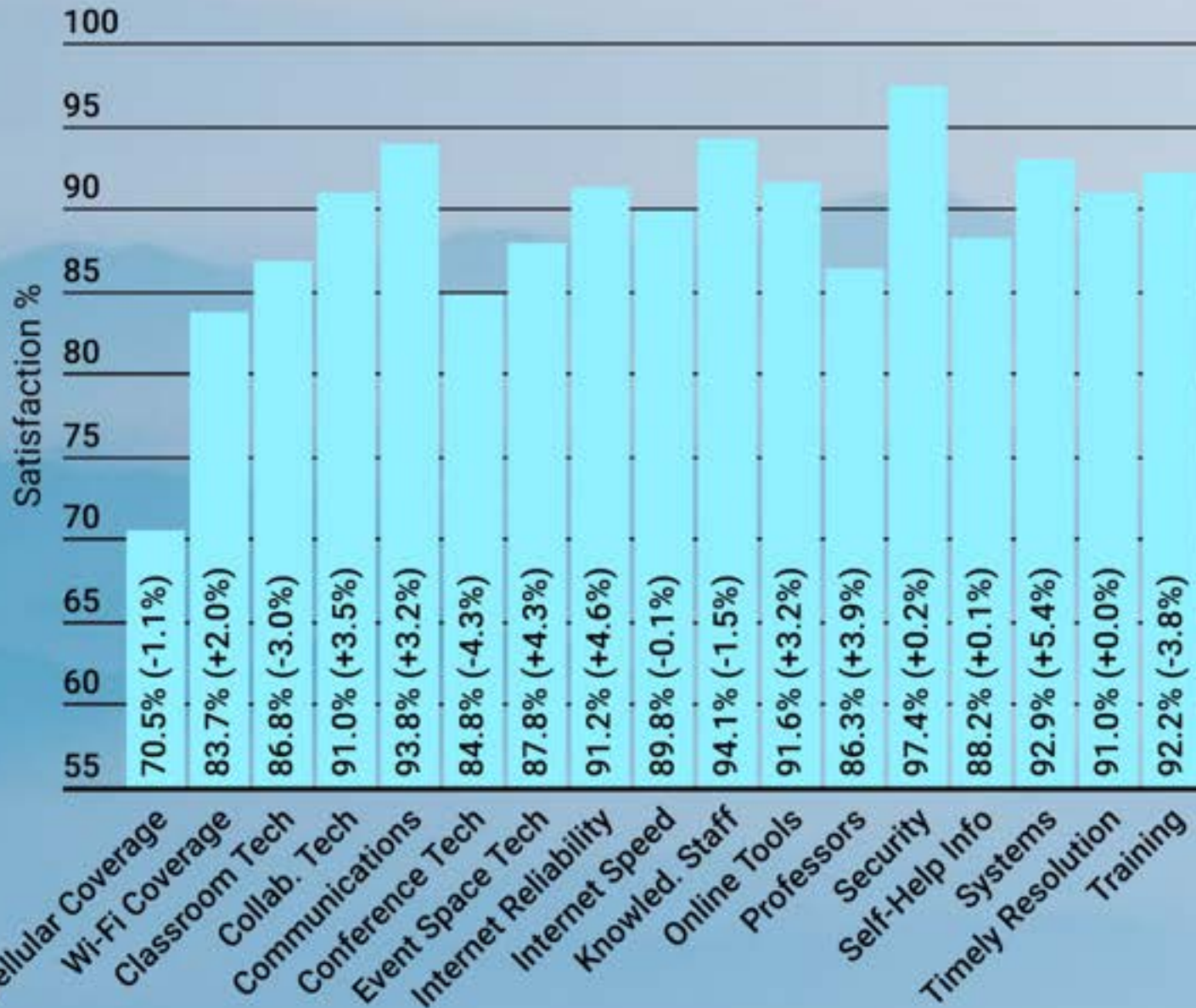
Yes 97.4% (304)
No 2.6% (8)

By Role

By School

By Campus

Technology Survey Results



Campus Cell Coverage

Campus Wi-Fi

Classroom Technology

Collaboration Technology

Communications

Conference Room Technology

Event Space Technology

Internet Reliability

Internet Speed/
Capacity

Online Tools

Knowledgeable Staff

Professors

Security

Self-Help Information

Systems

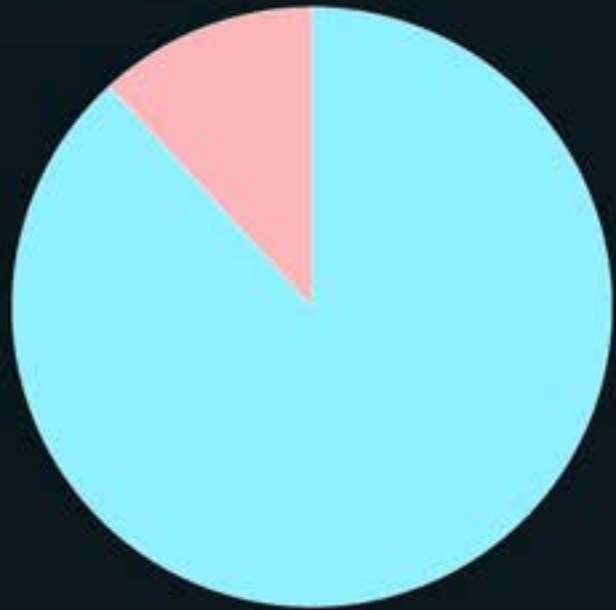
Timely Resolution

Training

Self-Help Information

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Self-help information increasing my effectiveness with technology



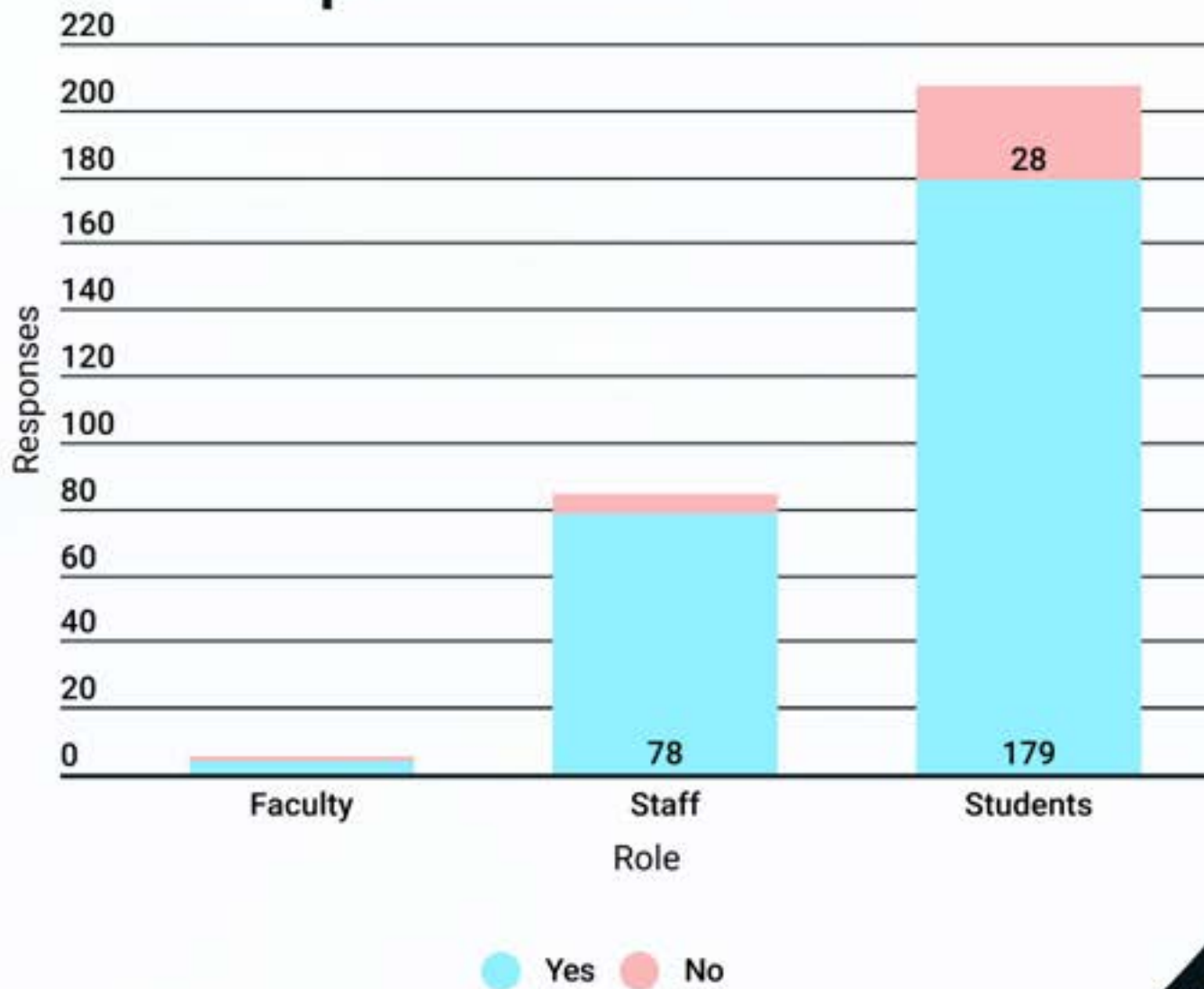
Yes	88.2%	(261)
No	11.8%	(35)

By Role

By School

By Campus

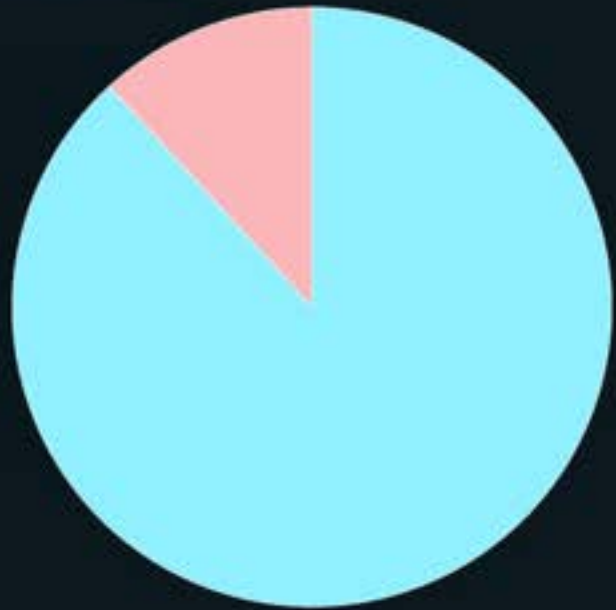
Responses by Role: Self-Help Information



Self-Help Information

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Self-help information increasing my effectiveness with technology



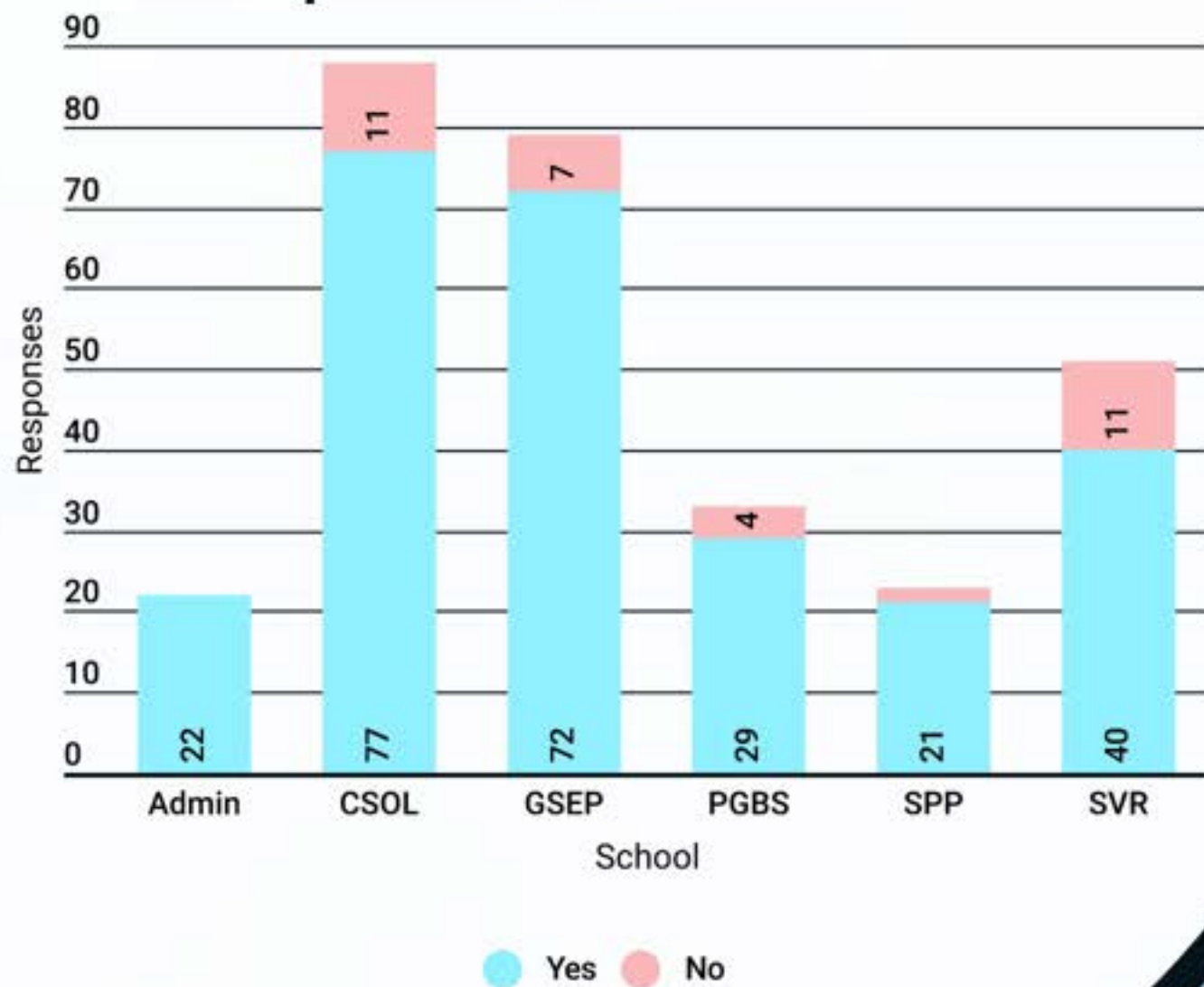
Yes	88.2%	(261)
No	11.8%	(35)

By Role

By School

By Campus

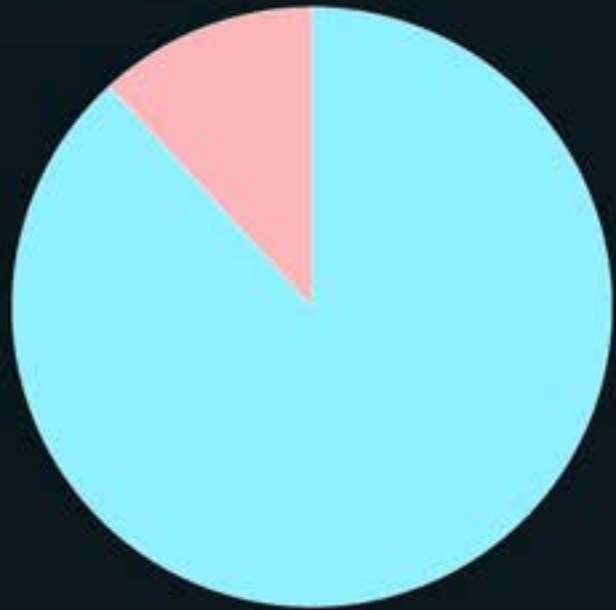
Responses by School: Self-Help Information



Self-Help Information

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Self-help information increasing my effectiveness with technology



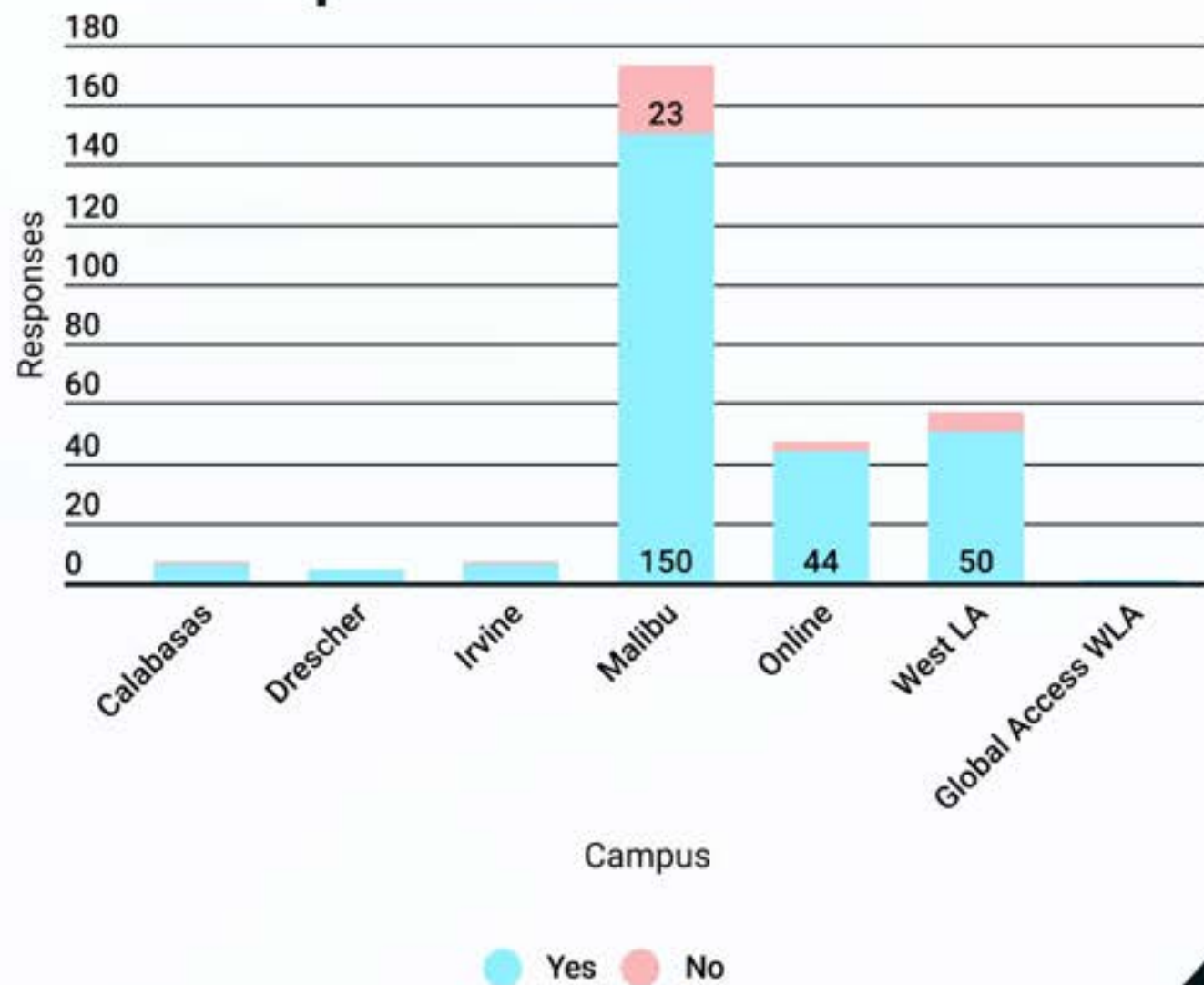
Yes	88.2%	(261)
No	11.8%	(35)

By Role

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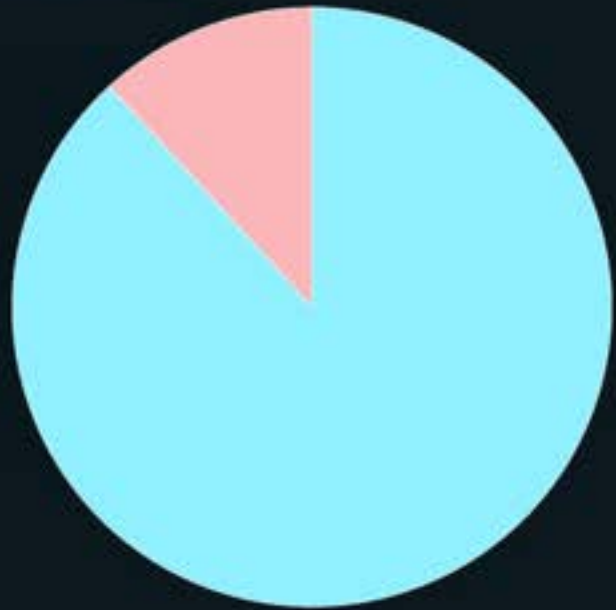
Responses by Campus: Self-Help Information



Self-Help Information

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Self-help information increasing my effectiveness with technology



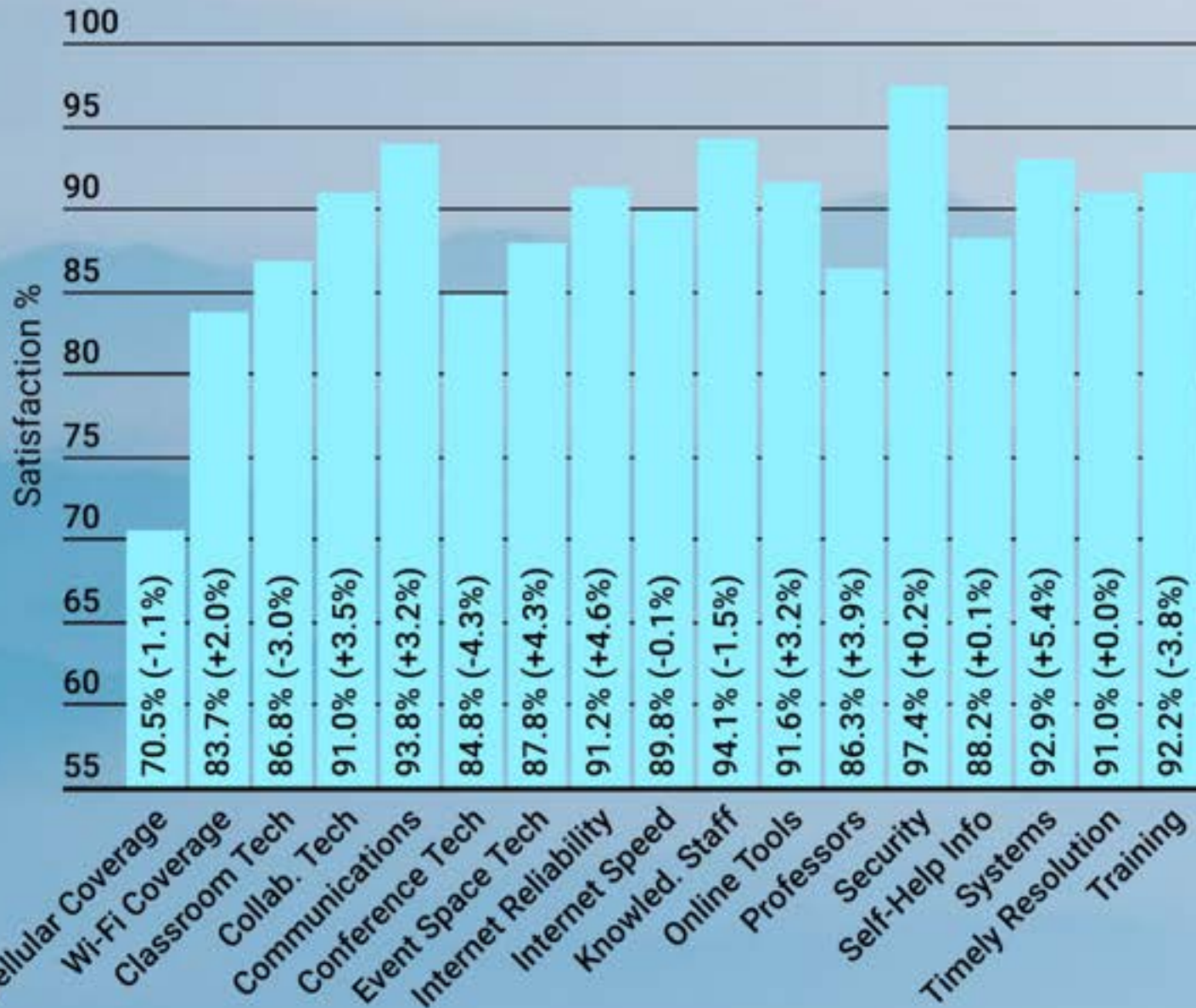
Yes	88.2%	(261)
No	11.8%	(35)

By Role

By School

By Campus

Technology Survey Results



Campus Cell Coverage

Campus Wi-Fi

Classroom Technology

Collaboration Technology

Communications

Conference Room Technology

Event Space Technology

Internet Reliability

Internet Speed/
Capacity

Online Tools

Knowledgeable Staff

Professors

Security

Self-Help Information

Systems

Timely Resolution

Training

Systems

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Systems providing access to faculty information, decision-making data, and student information



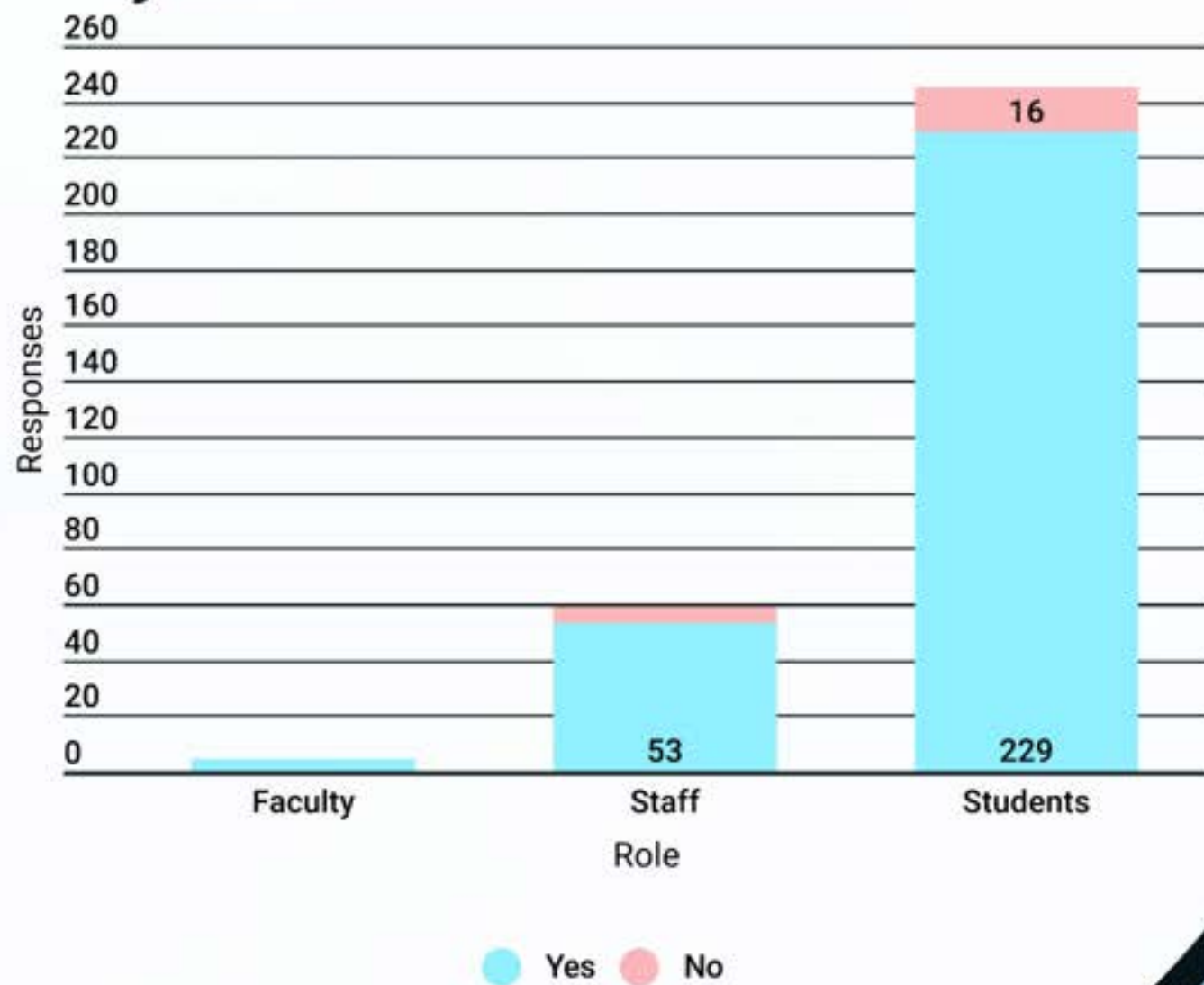
Yes 92.9% (286)
No 7.1% (22)

By Role

By School

By Campus

Responses by Role: Systems



Systems

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Systems providing access to faculty information, decision-making data, and student information



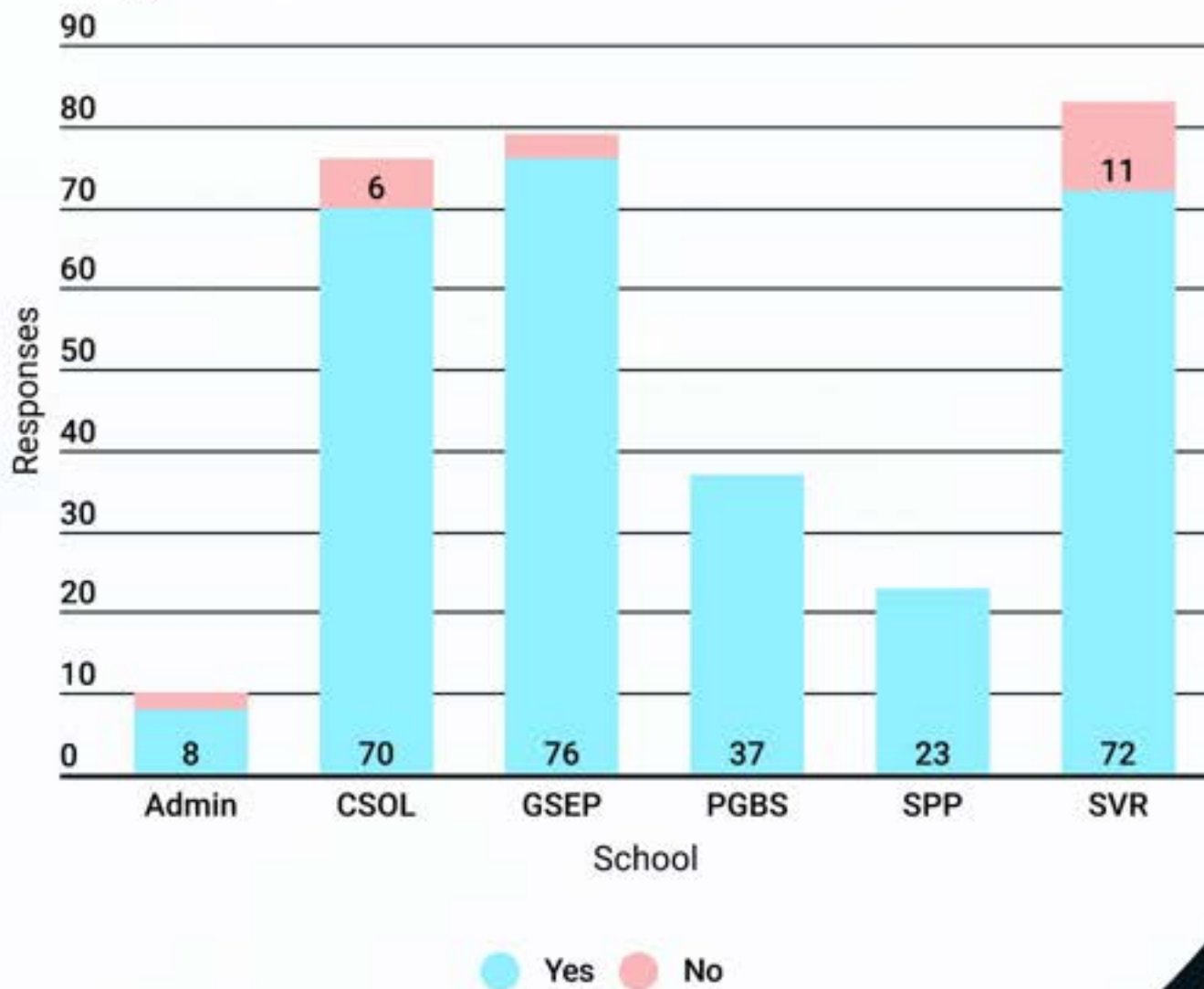
Yes 92.9% (286)
No 7.1% (22)

By Role

By School

By Campus

Responses by School: Systems



Systems

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Systems providing access to faculty information, decision-making data, and student information



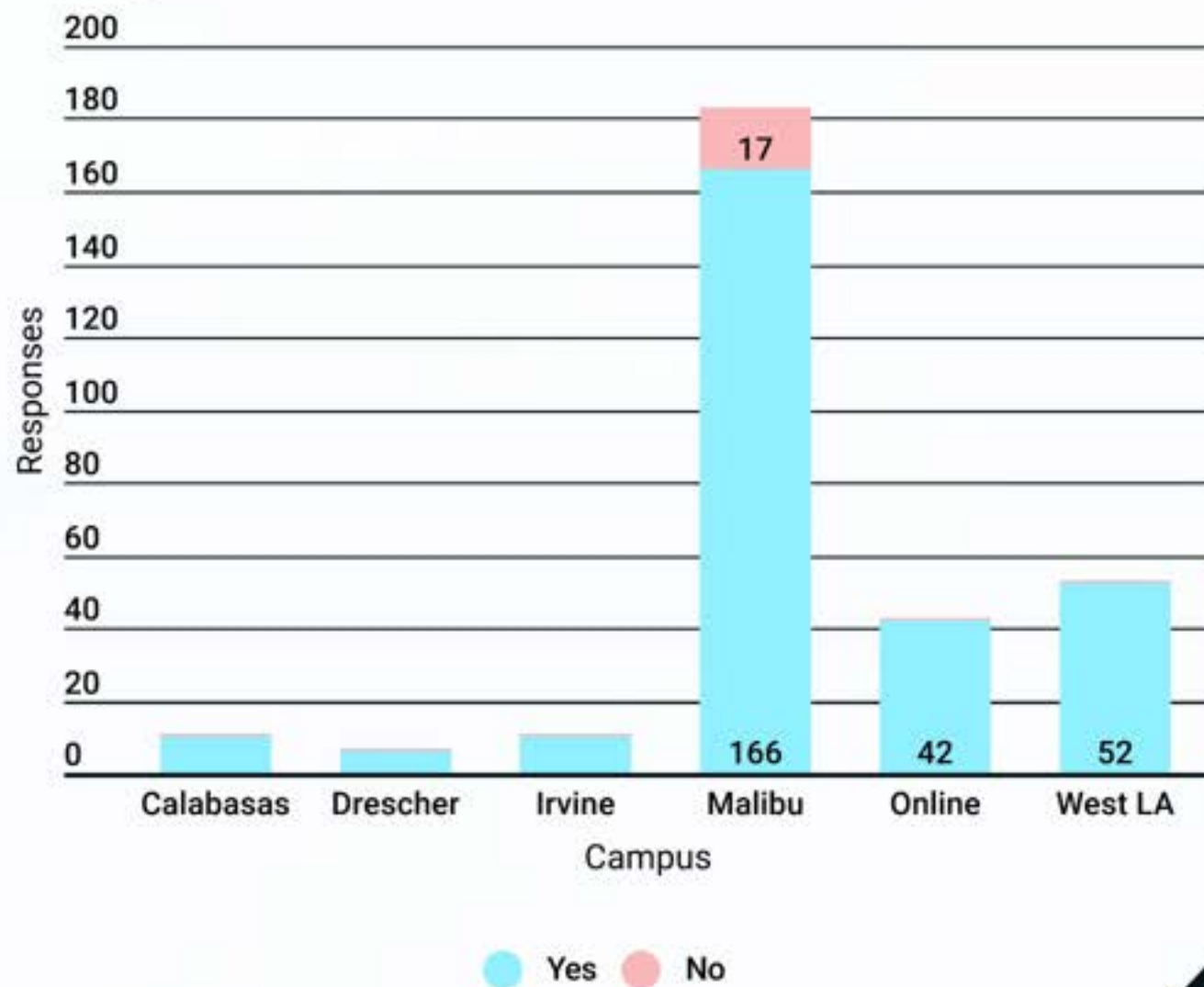
Yes 92.9% (286)
No 7.1% (22)

By Role

By School

By Campus

Responses by Campus: Systems



Systems

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Systems providing access to faculty information, decision-making data, and student information



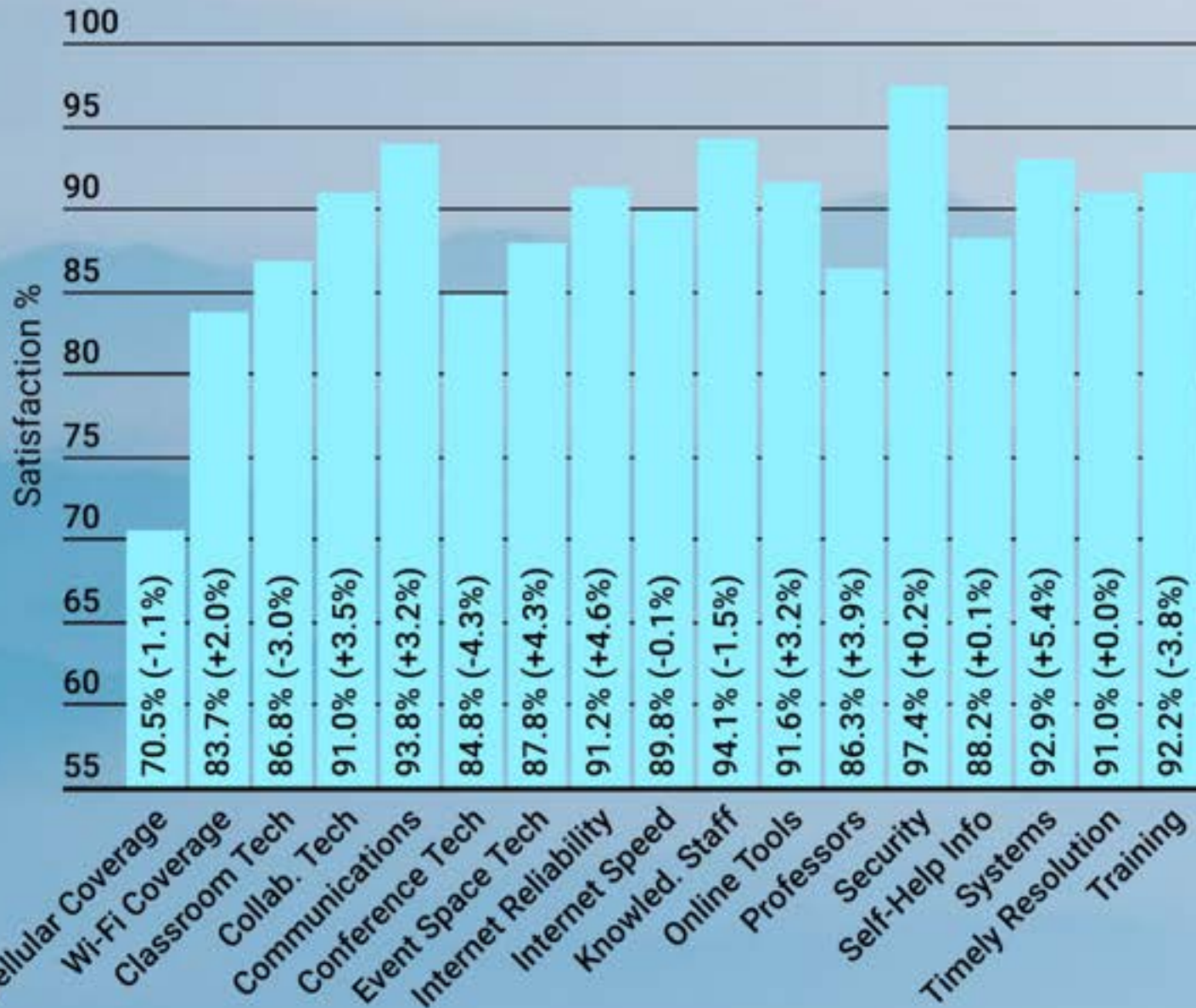
Yes 92.9% (286)
No 7.1% (22)

By Role

By School

By Campus

Technology Survey Results



Campus Cell Coverage

Campus Wi-Fi

Classroom Technology

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Communications

Conference Room Technology

Event Space Technology

Internet Reliability

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Capacity

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Knowledgeable Staff

Professors

Security

Self-Help Information

Systems

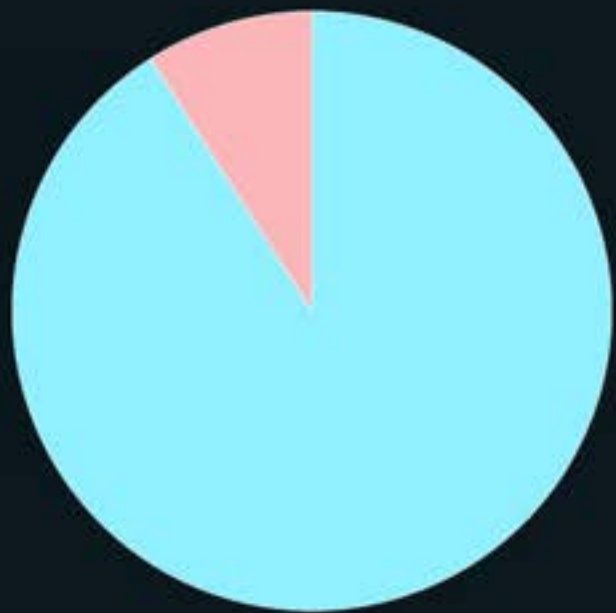
Timely Resolution

Training

Timely Resolution

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Timely resolution of reported technology issues



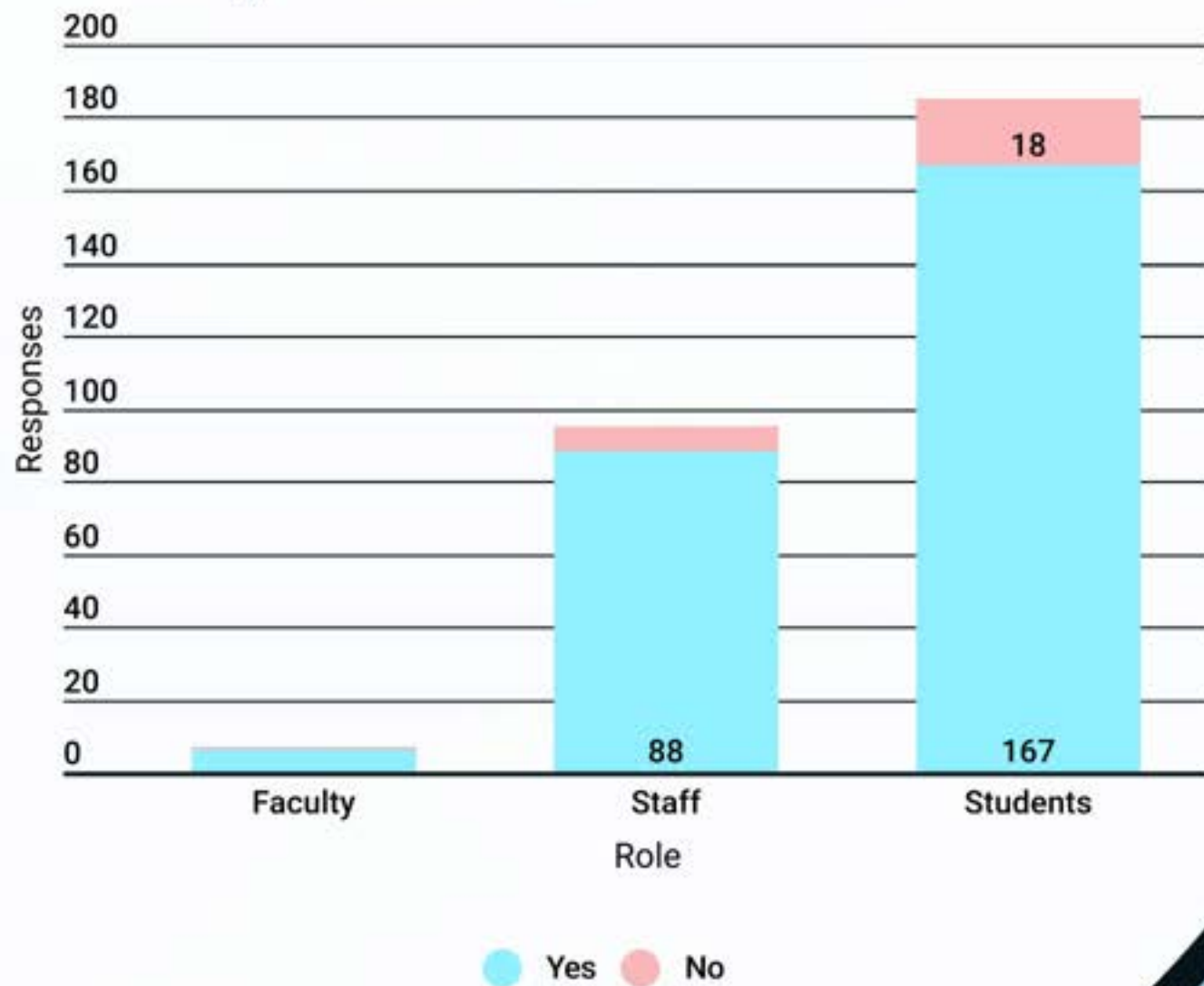
Yes	90.9%	(261)
No	9.1%	(26)

By Role

By School

By Campus

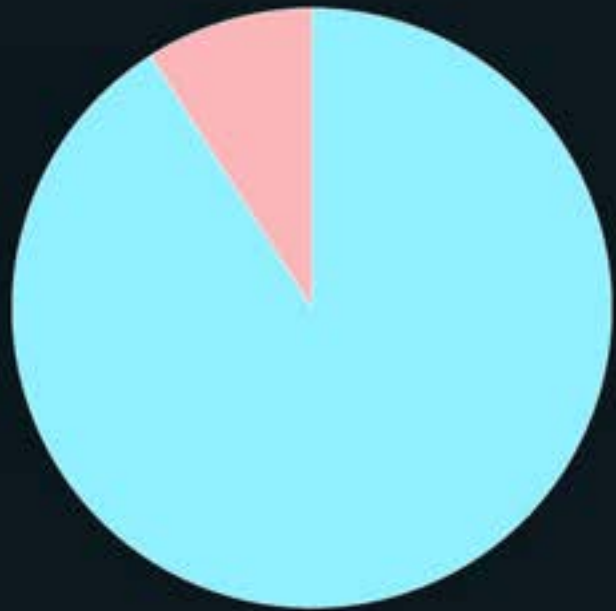
Responses by Role: Timely Resolution



Timely Resolution

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Timely resolution of reported technology issues



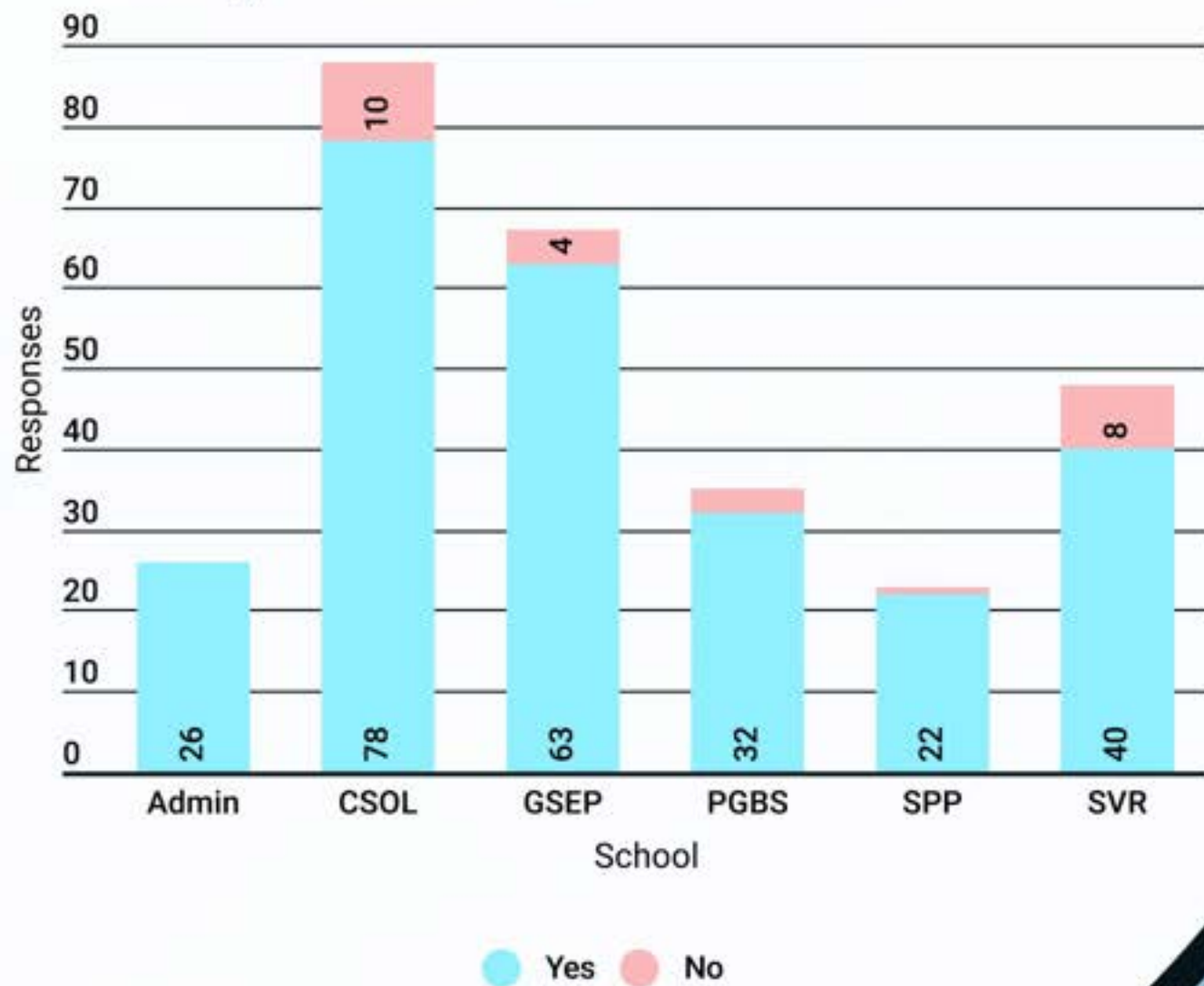
Yes	90.9%	(261)
No	9.1%	(26)

By Role

By School

By Campus

Responses by School: Timely Resolution



Timely Resolution

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Timely resolution of reported technology issues



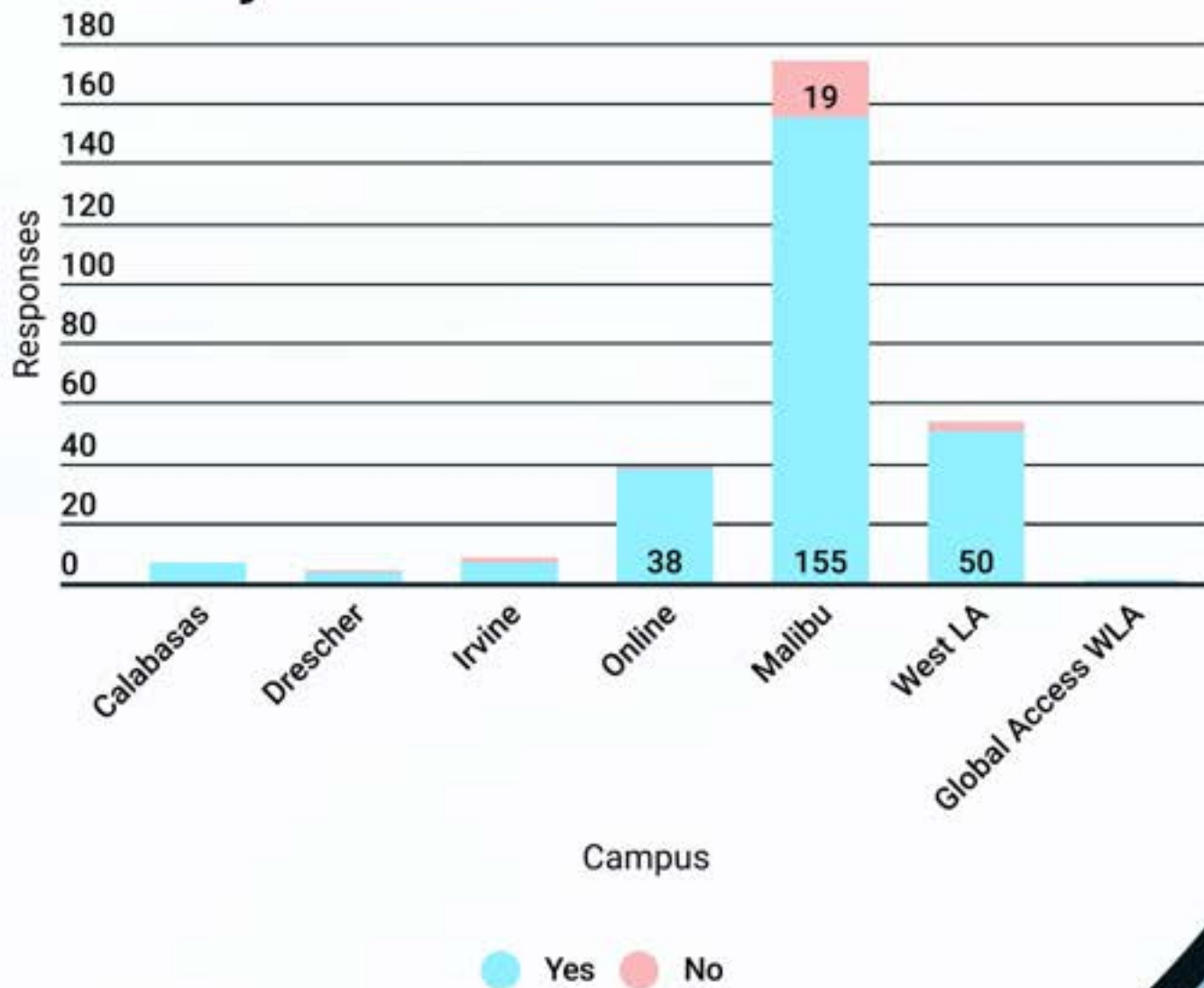
Yes 90.9% (261)
No 9.1% (26)

By Role

By School

By Campus

Responses by Campus: Timely Resolution



Timely Resolution

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Timely resolution of reported technology issues



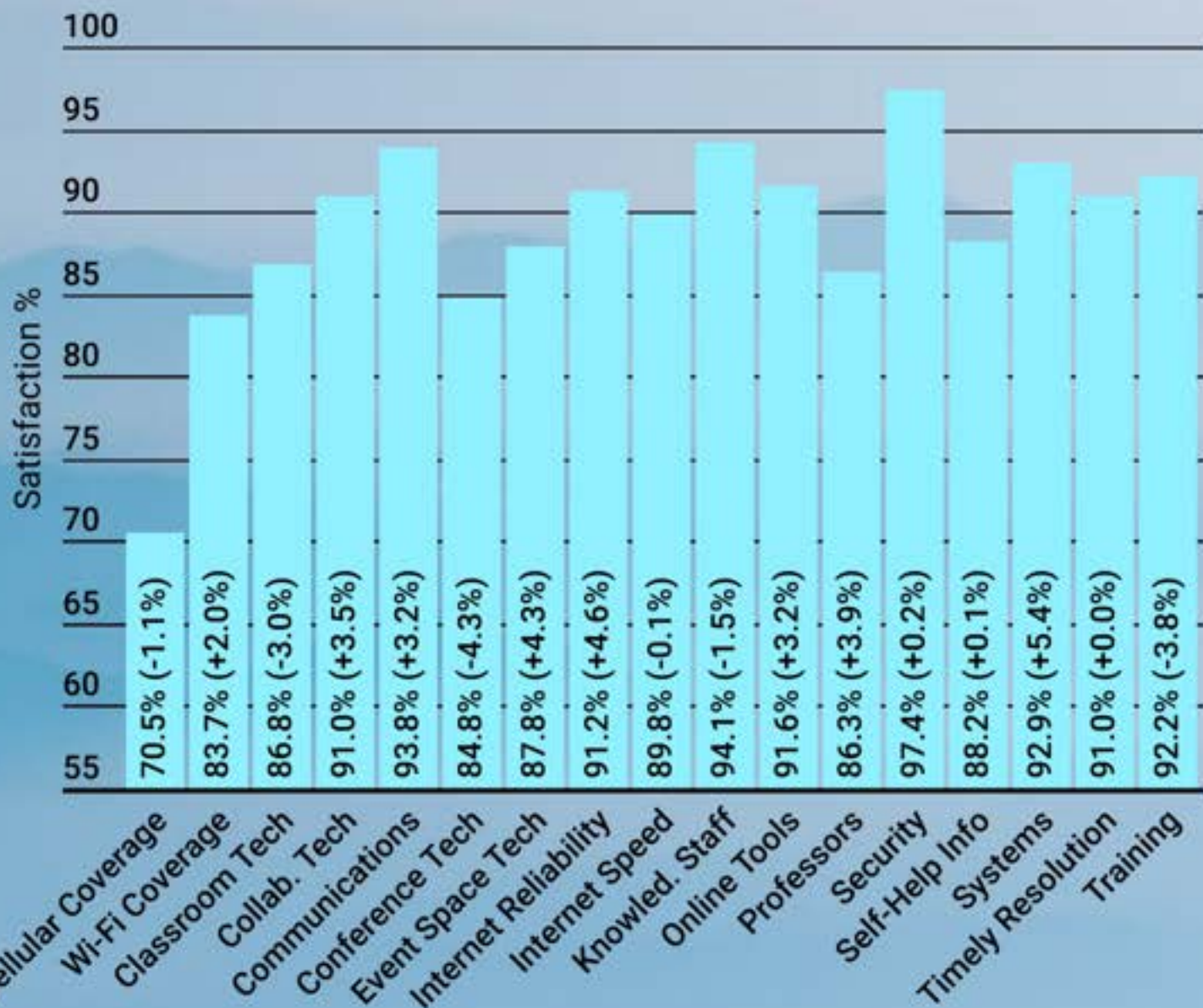
Yes	90.9%	(261)
No	9.1%	(26)

By Role

By School

By Campus

Technology Survey Results



Campus Cell Coverage

Campus Wi-Fi

Classroom Technology

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Professors

Security

Self-Help Information

Systems

Timely Resolution

Training

Training

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Online and in-person training to effectively use technology



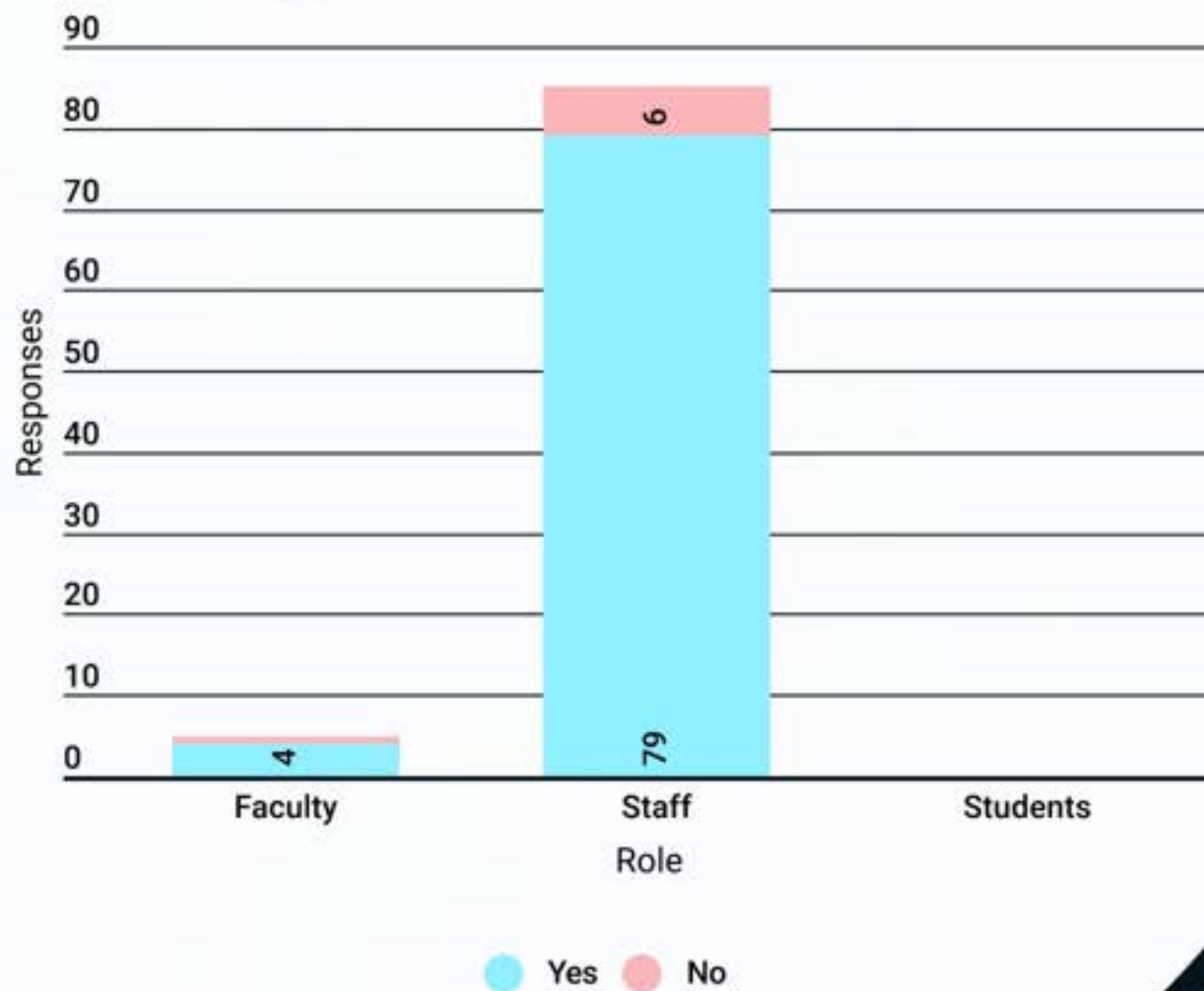
Yes	92.2%	(83)
No	7.8%	(7)

By Role

By School

By Campus

Responses by Role: Training



Training

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Online and in-person training to effectively use technology



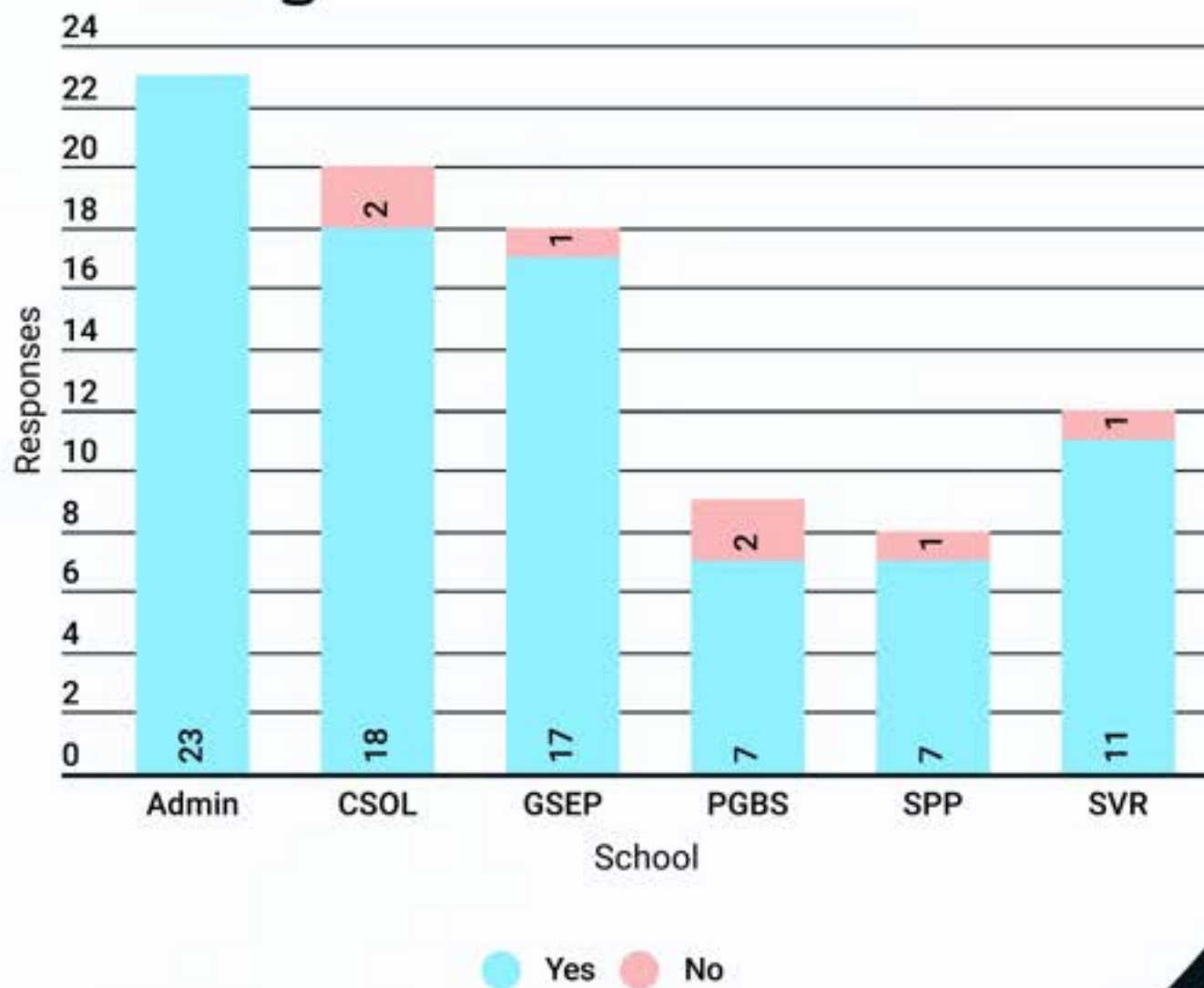
Yes	92.2%	(83)
No	7.8%	(7)

By Role

By School

By Campus

Responses by School: Training



Training

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Online and in-person training to effectively use technology



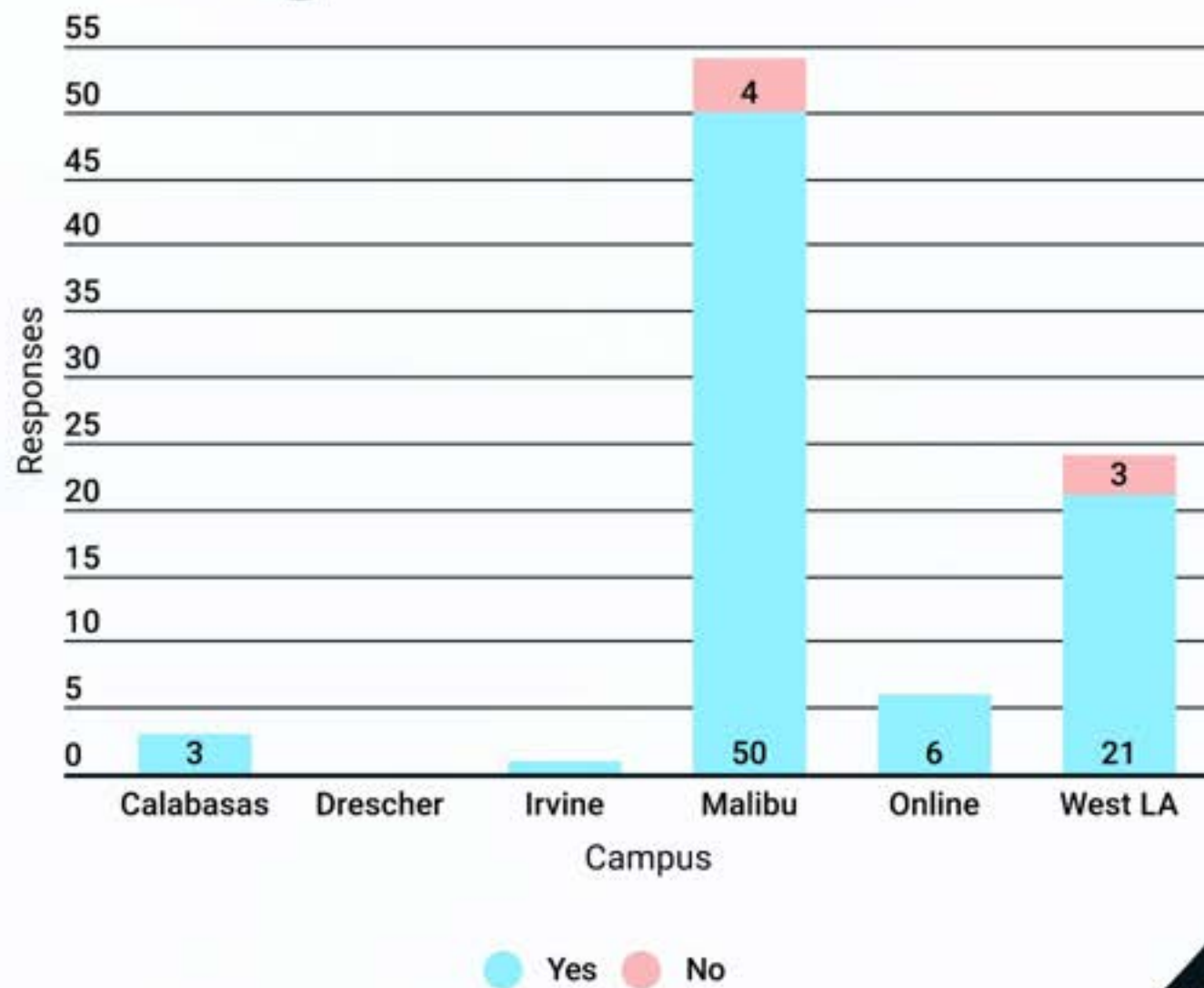
Yes	92.2%	(83)
No	7.8%	(7)

By Role

By School

By Campus

Responses by Campus: Training



Training

Your experience with Pepperdine IT services meets or exceeds your minimum expectations for:

Online and in-person training to effectively use technology



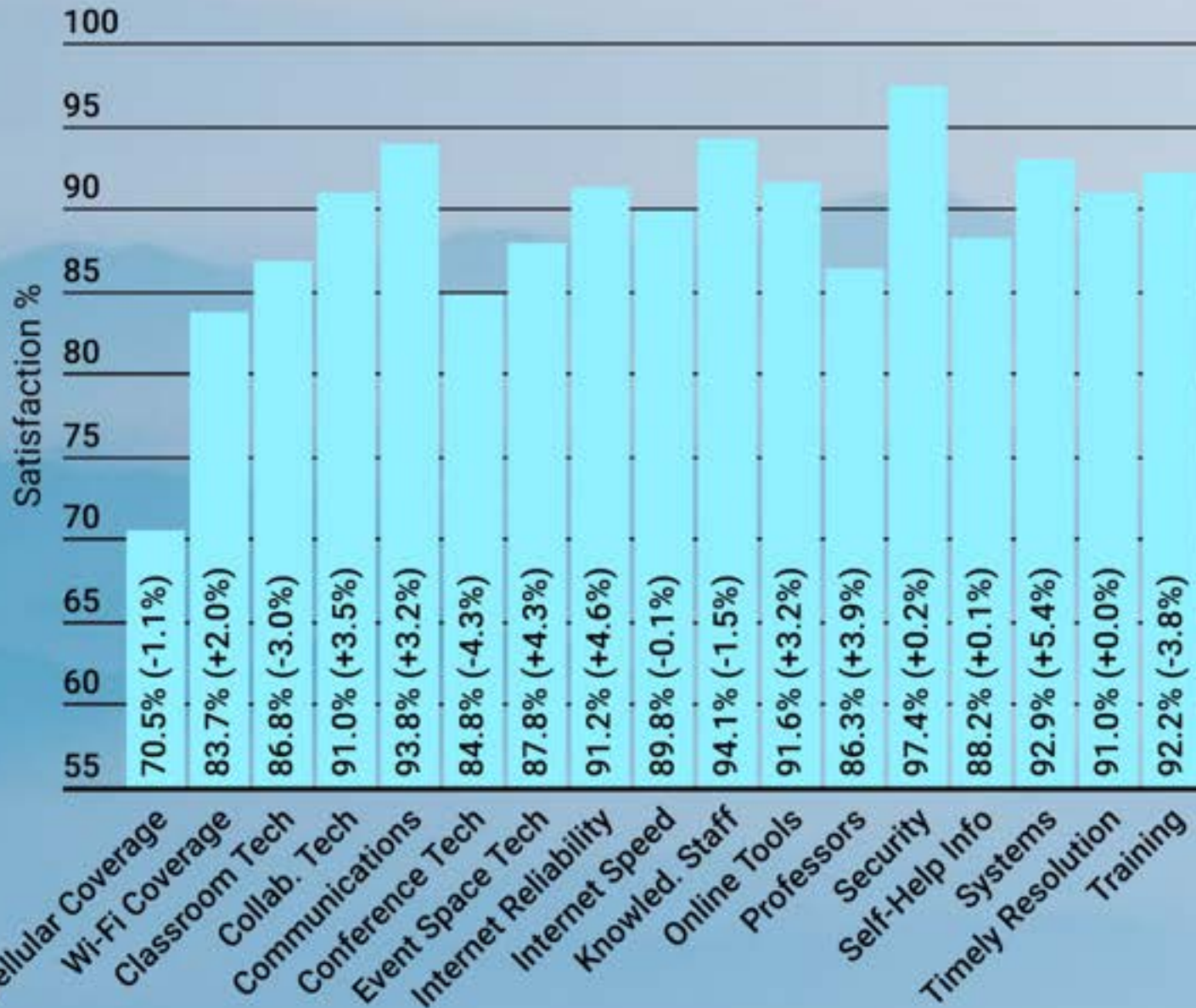
Yes	92.2%	(83)
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By Role

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Technology Survey Results



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Systems

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Training

Data Analysis

Over 1000 survey responses were collected during the survey window including 4,600 quantitative and 2,200 qualitative data points.

The quantitative data proved a high satisfaction rate for all 17 surveyed topics ranging between 70% and 97%.



**Survey
Results**

FY23 IT Technology Survey

Quantitative Data Summary

1

Collect Data

2

Analyze Data