

# "Spring 2015 Assessment of Technology Services"

*for Pepperdine University*

## **Connectivity and Access**

*Tell us about your ability to access technology services through the Internet*

- 1) Having an Internet service that operates reliably.
- 2) Having an Internet service that provides adequate capacity or speed.
- 3) Having an Internet service that provides adequate Wi-Fi coverage.
- 4) Having adequate cellular (or mobile) coverage throughout campus.

## **Technology and Collaboration Services**

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

- 5) Having Web sites and online services that are easy to use.
- 6) Having online services that enhance the teaching and learning experience.
- 7) Having technology services that allow me to collaborate effectively with others.
- 8) Having systems that provide timely access to data that informs decision-making.
- 9) The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.

## **Support and Training**

*Tell us about your experiences with those supporting your use of technology services*

- 10) Getting timely resolution of technology problems that I am experiencing.
- 11) Technology support staff who have the knowledge to answer my questions.
- 12) Receiving communications regarding technology services that I can understand.
- 13) Getting access to training or other self-help information that increases my effectiveness with technology.

## **Other Important Information Technology Services**

*Assesses other important IT service outcomes on campus*

- 14) Professors that effectively use technology to facilitate learning. *Self-reported faculty, students, staff, not declared only.*
- 15) Pepperdine safeguarding your sensitive personal information (social security number, financial information, etc.). *Self-reported faculty, students, staff, not declared only.*

## **Additional Questions**

*Below are the additional questions for this survey*

- 16) When it comes to technology, what is Information Technology doing well? (Open-ended Question) *Self-reported faculty, students, staff, not declared only.*
- 17) Where can Information Technology improve? (Open-ended Question) *Self-reported faculty, students, staff, not declared only.*
- 18) What technology resources or services would you like to at the University? (Open-ended Question) *Self-reported faculty, students, staff, not declared only.*