**ST LAWRENCE UNIVERSITRY INFORMATION TECHNOLOGY USER SATISFACTION QUESTIONNAIRE**

**WELCOME TO ST LAWRENCE UNIVERSITRY INFORMATION TECHNOLOGY USER SATISFACTION QUESTIONNAIRE**

**STUDY INFORMATION**

This survey of st.lawrence university faculty, staff and students was conducted to assess and improve the services that IT at St.lawrence University offers. Your judgments about the quality of our services are important because they help us identify the areas in which we are succeeding, point to the services we need to improve, and highlight the areas in which we need to offer new services. Your considered evaluation of our services is even more important because of the continuing reduction in funding for IT at St.lawrence University. Please be assured that your answers are confidential and no individual’s answers will ever be identified in any report. Your participation is voluntary. Your decision to participate will, in no way, affect your standing in your program.

Please answer each question as completely as possible by selecting your answers in the circle or box for each question. Most of the questions ask for your level of satisfaction for a given service based on a five-point scale. The scale represents a spectrum: 1 signifies that you are not at all satisfied with a service, and 5 means you are very satisfied. There are no neutral options. If you are not familiar enough with a particular service to make an evaluation, please select 7 for "cannot evaluate" this service. If you have no knowledge of the service in question, please select 8 for "never heard of service" rather than not answering the question.

**COMPUTING AND COMPUTER NETWORKING**

1. Overall, how satisfied are you with the computing environment offered by Information Technology during the past year (e.g., Student Technology Centers, computer equipped classrooms, electronic mail, computer network, help desk)?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Not at all satisfied |  |  |  | Very satisfied | Cannot evaluate | Never heard of service |
| 1 | 2 | 3 | 4 | 5 | 7 | 8 |

2. Overall, how important are Information Technology systems and services to your work or study?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Not at all important |  |  |  | Very important | Cannot evaluate | Never heard of service |
| 1 | 2 | 3 | 4 | 5 | 7 | 8 |

3. How would you rate your computer expertise?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Novice |  |  |  | Expert |
| 1 | 2 | 3 | 4 | 5 |

4. How long have you been using computers?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Less than one year | 1-4 years | 5-9 years | 10-19 years | 20 years or more |
| 1 | 2 | 3 | 4 | 5 |

5. On a weekly basis, approximately how many hours do you use a computer?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Less than 1 hour | 1-5 hours | 6-10 hours | 11-15 hours | 16-20 hours | Over 20 hours |
| 1 | 2 | 3 | 4 | 5 | 6 |

6. Do you have a computer at your residence (desktop computer or a laptop that you use at home)?

a) Yes  
b) No (GO TO Question 8)

a. What type of computer do you have at your residence? (Please select all that apply.)

1. PC running Windows Vista  
2. PC running Windows XP  
3. PC running other Windows operating systems (e.g., NT, 98/ME, 2000)  
4. Apple Macintosh  
5. Unix workstation (including microcomputers running LINUX)  
6. Other (Please specify)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

7. Do you use a laptop computer while on campus?

a) Yes  
b) No (GO TO Question 8)  
c) I don't own a laptop computer

a. If you bring a laptop computer to campus, do you access the wireless network?

a) Yes  
b) No

**ELECTRONIC MAIL**

8. IT supports a variety of electronic mail systems to send messages (e-mail) to others at st.lawrence university and worldwide. If you use such facilities and services, please indicate your overall satisfaction by selecting the appropriate response.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Not at all satisfied |  |  |  | Very satisfied | Cannot evaluate | Never heard of service |
| 1 | 2 | 3 | 4 | 5 | 7 | 8 |

**USER SUPPORT SERVICES**

9. IT provides a wide range of assistance for computer users. If you have received help from any of the following sources in the past year, please indicate your satisfaction by selecting the appropriate response.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Not at all satisfied | |  | Very satisfied | | Cannot evaluate | Never heard of service |
| Telephone consulting | 1 | 2 | 3 | 4 | 5 | 7 | 8 |
| Walk-in consulting at the help desk (M-F, 8-5) | 1 | 2 | 3 | 4 | 5 | 7 | 8 |
| Walk-in consulting at the help desk (evenings and weekends) | 1 | 2 | 3 | 4 | 5 | 7 | 8 |
| Online consulting resources (e.g., knowledgebase) | 1 | 2 | 3 | 4 | 5 | 7 | 8 |
| Online account creation process | 1 | 2 | 3 | 4 | 5 | 7 | 8 |
| IT Awareness events (e.g., Making IT Happen) | 1 | 2 | 3 | 4 | 5 | 7 | 8 |
| Getting software downloads via SLAU Ware Online | 1 | 2 | 3 | 4 | 5 | 7 | 8 |
| Purchasing software at a discounted rate through the Barnes &Noble Bookstore at st.lawrence university | 1 | 2 | 3 | 4 | 5 | 7 | 8 |

10. Overall, how satisfied are you with the user support services available at St.lawrence University?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Not at all satisfied |  |  |  | Very satisfied | Cannot evaluate | Never heard of service |
| 1 | 2 | 3 | 4 | 5 | 7 | 8 |

**STUDENT TECHNOLOGY CENTERS**

11. IT maintains computer facilities and services designated specifically for student use. If you use such facilities and services, please indicate your overall satisfaction by selecting the appropriate response.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Not at all satisfied | |  | Very satisfied | | Cannot evaluate | Never heard of service |
| Hardware (computers, scanners, etc.) | 1 | 2 | 3 | 4 | 5 | 7 | 8 |
| Software | 1 | 2 | 3 | 4 | 5 | 7 | 8 |
| Availability of student facilities and services where and when you need them | 1 | 2 | 3 | 4 | 5 | 7 | 8 |

12. Overall, how satisfied are you with the computer facilities and services available at St.lawrence University?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Not at all satisfied |  |  |  | Very satisfied | Cannot evaluate | Never heard of service |
| 1 | 2 | 3 | 4 | 5 | 7 | 8 |

**AUDIO/VISUAL (A/V) SERVICES**

13. IT provides a number of services designed to facilitate the use of information technologies in the classroom. If you use these facilities and services, please indicate your overall satisfaction by selecting the appropriate response.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Not at all satisfied | |  | Very satisfied | | Cannot evaluate | Never heard of service |
| Classroom A/V equipment | 1 | 2 | 3 | 4 | 5 | 7 | 8 |
| Video Teleconferencing for meetings | 1 | 2 | 3 | 4 | 5 | 7 | 8 |
| Video Teleconferencing for distance education courses | 1 | 2 | 3 | 4 | 5 | 7 | 8 |
| Support services for video teleconferencing | 1 | 2 | 3 | 4 | 5 | 7 | 8 |

**DATA NETWORK SERVICES**

19. Overall, how satisfied are you with the speed and reliability of data network services available at St.lawrence University?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Not at all satisfied |  |  |  | Very satisfied | Cannot evaluate | Never heard of service |
| 1 | 2 | 3 | 4 | 5 | 7 | 8 |

**GENERAL ASSESSMENT**

22. Please state your level of agreement with the following statements concerning your experience at St.lawrence University:

a. I am given class assignments that require the use of computers.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Not at all satisfied |  |  |  | Very satisfied | Cannot evaluate | Never heard of service |
| 1 | 2 | 3 | 4 | 5 | 7 | 8 |

b. Enough training is available in the use of technological tools required for class.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Not at all satisfied |  |  |  | Very satisfied | Cannot evaluate | Never heard of service |
| 1 | 2 | 3 | 4 | 5 | 7 | 8 |

c. Instructors make adequate use of technology in the courses they teach

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Not at all satisfied |  |  |  | Very satisfied | Cannot evaluate | Never heard of service |
| 1 | 2 | 3 | 4 | 5 | 7 | 8 |

23. How helpful has the information technology environment at St.lawrence University been in your teaching activities?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Not at all satisfied |  |  |  | Very satisfied | Cannot evaluate | Never heard of service |
| 1 | 2 | 3 | 4 | 5 | 7 | 8 |

24. How helpful has the information technology environment at St.lawrence University been in your research activities?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Not at all satisfied |  |  |  | Very satisfied | Cannot evaluate | Never heard of service |
| 1 | 2 | 3 | 4 | 5 | 7 | 8 |

25. How helpful has the information technology environment at St.lawrence University been in your learning experience?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Not at all satisfied |  |  |  | Very satisfied | Cannot evaluate | Never heard of service |
| 1 | 2 | 3 | 4 | 5 | 7 | 8 |

26. Please state your level of agreement with the following statement: The information technology environment was an important factor in my decision to attend St.lawrence University

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Not at all satisfied |  |  |  | Very satisfied | Cannot evaluate | Never heard of service |
| 1 | 2 | 3 | 4 | 5 | 7 | 8 |

27. Overall, how satisfied are you with the information technology services (including telecommunications, A/V, computing, and computer networking) offered by IT during the past year?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Not at all satisfied |  |  |  | Very satisfied | Cannot evaluate | Never heard of service |
| 1 | 2 | 3 | 4 | 5 | 7 | 8 |

***Improvements and Suggestions***

28. Are there additional comments you would like to make about IT Services?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

29. If you would like an IT staff member to contact you to discuss any aspect of Information Technology services and support at St.lawrence University please provide the information requested below. This information will be passed on to the IT office, but your survey responses will remain confidential.

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_         Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
E-mail: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_       Question/problem related to: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

THANK YOU FOR SHARING YOUR VIEWS!

**INTERVIEW GUIDE QUESTIONS**

**Below are the interview questions guides for various job positions in IT department**

* **General HR Questions**

1. Tell us a little bit about yourself.
2. Why do you think you should get this position?
3. Do you think you are the best person for this job? If so, why?
4. What are your greatest strengths and weaknesses?
5. Why should we hire you?
6. Where do you see yourself five years from now?
7. Tell us about your short and long term goals?
8. What are your salary expectations?
9. Give us an example of how you handled a conflict with another employee?

* **Entry-Level and Help Desk Positions**

**1.** What is the difference between a hub and a switch?

**2.** What is a network?

**3.** What is Active Directory?

**4.** What is TCP/IP and what does it stand for?

**5.** What is a default gateway?

**6.** What does DHCP stand for?

**7.** What is an IP Address?

**8.** What is the significance of the IP address 255.255.255.255?

**9.** What are the 3 major classes of an IP network?

**10.** What is a Class D IP address?

* **Network Administrator Positions**

1. What is the difference between layer 2 and layer 3 in the OSI model?
2. What is the difference between a hub, switch, and router?
3. What is a VLAN?
4. What is the difference between TCP and UDP?
5. How do you distinguish a DNS problem from a network problem?
6. What are a runt, Giant, and collision?
7. What is a broadcast storm?
8. What is the purpose of VRRP?
9. What is a VPN?

* **System Administration Position**

1. What is the difference between layer 2 and layer 3 devices?
2. What is the subnet for a class C network?
3. Have you configured a NIS server/client before? If so, describe what you did.
4. Have your configured a NFS server?
5. What are RAID 1 and RAID 5?
6. What are the required components of Windows Server 2003 for installing Exchange 2003?
7. What must be done to an AD forest before Exchange can be deployed?
8. What Exchange process is responsible for communication with AD?
9. What connector type would you use to connect to the Internet, and what are the two methods of sending mail over that connector?
10. How would you optimize Exchange 2003 memory usage on Windows Server 2003 with more than 1Gb of memory?

* **Programming**

1. What has been your experience in developing applications?

2. You have been asked to develop an application for the public to obtain general information about the state government. The application will run in kiosks in state buildings. To facilitate public use, what features might you include in your application?

3. Tell us about a difficult or complex programming assignment. What steps did you take and how successful were you?

4. What is the system development life cycle?

5. What is rapid application development?

6. Tell us about your experience in migrating from one application to another. What steps did you take to maintain user satisfaction during the migration?

7. What techniques and tools can you use to insure that a new application is as user friendly as possible?