INFO~TECH
RESEARCH GROUP

# 2023 IT Customer Feedback Report

PREPARED FOR

**Western University of Health Services**

55000 USERS SUPPORTED
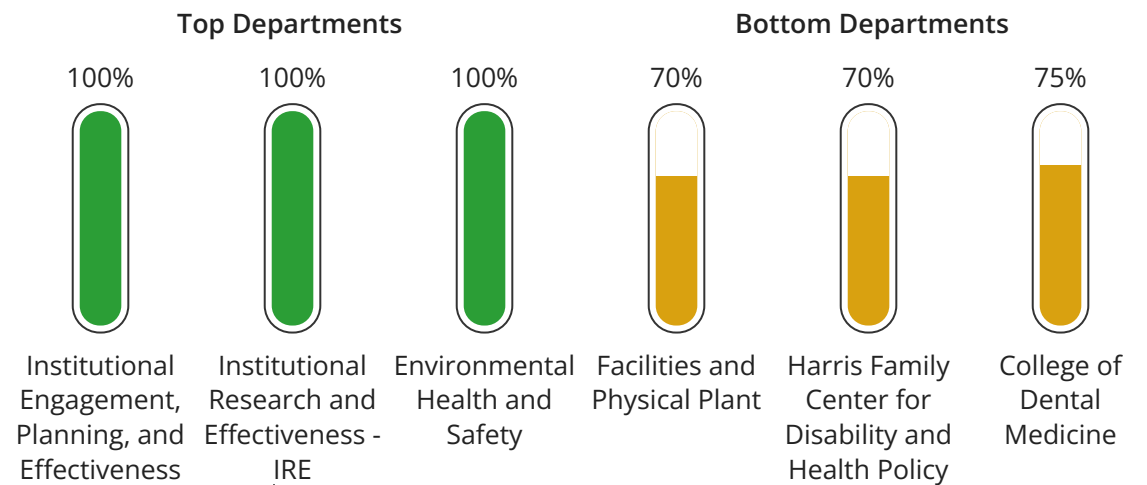
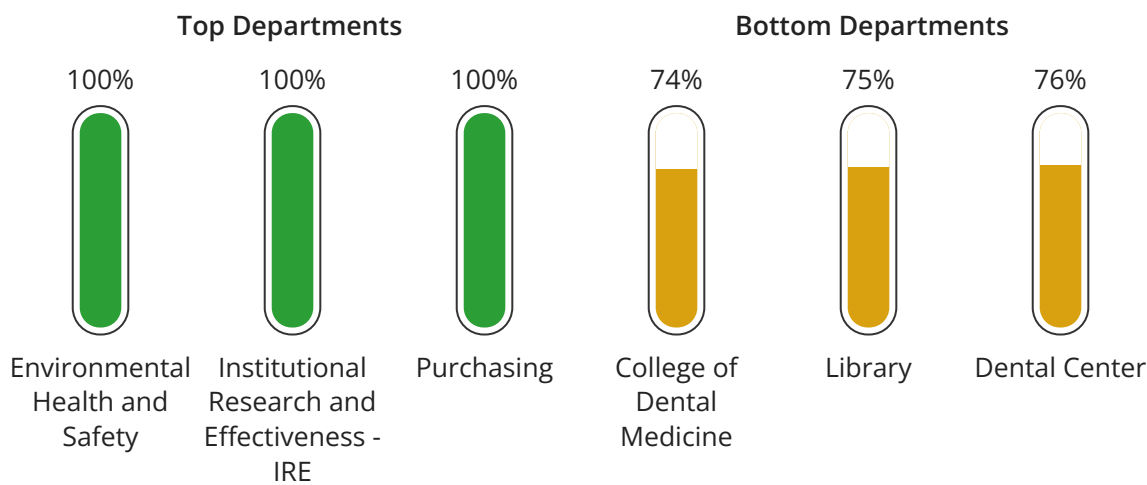55000 USERS INVITED

14% COMPLETION RATE

# General Overview
## 2023 Western University of Health Services
### 761 Respondents

End User Diagnostic

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**Business Enablement** | "How satisfied are you with IT's ability to enable the University to meet its overarching goals?"

### Top Departments

| 100% | 100% | 100% |
|---|---|---|
| Institutional Engagement, Planning, and Effectiveness | Institutional Research and Effectiveness - IRE | Environmental Health and Safety |

### Bottom Departments

| 70% | 70% | 75% |
|---|---|---|
| Facilities and Physical Plant | Harris Family Center for Disability and Health Policy | College of Dental Medicine |

**IT Services** | "How satisfied are you that the services provided by IT enable you to perform academically or your job effectively?"

### Top Departments

| 100% | 100% | 100% |
|---|---|---|
| Environmental Health and Safety | Institutional Research and Effectiveness - IRE | Purchasing |

### Bottom Departments

| 74% | 75% | 76% |
|---|---|---|
| College of Dental Medicine | Library | Dental Center |

## Overall Satisfaction with IT

**BUSINESS ENABLEMENT**
85%
-3.0% ↓ vs Last yr.

**IT COMMUNICATIONS**
86%
↓ -3.0% vs Last yr.

-4.0% ↓ vs Last yr.
85%
**IT SERVICES**

↓ -3.0% vs Last yr.
85%
**APPLICATIONS SUITE**

Different departments have varying demands from and reliance on IT. Overall satisfaction and satisfaction by department shows what areas of IT need to be addressed most.
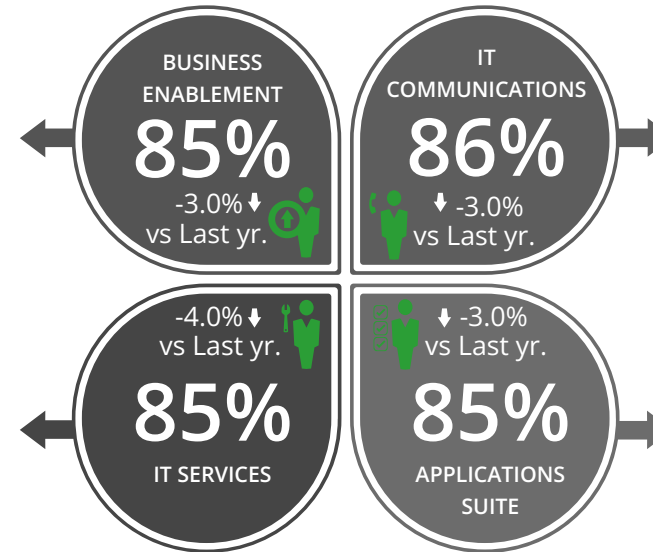
**IT Communications** | "How satisfied are you with IT's ability to communicate with you regarding the information you need to perform academically or your job effectively?"
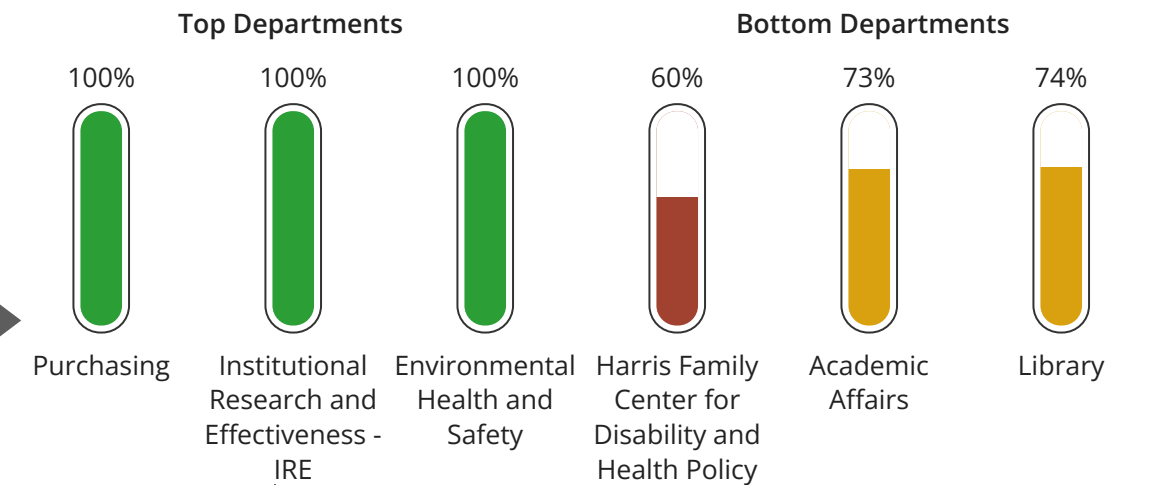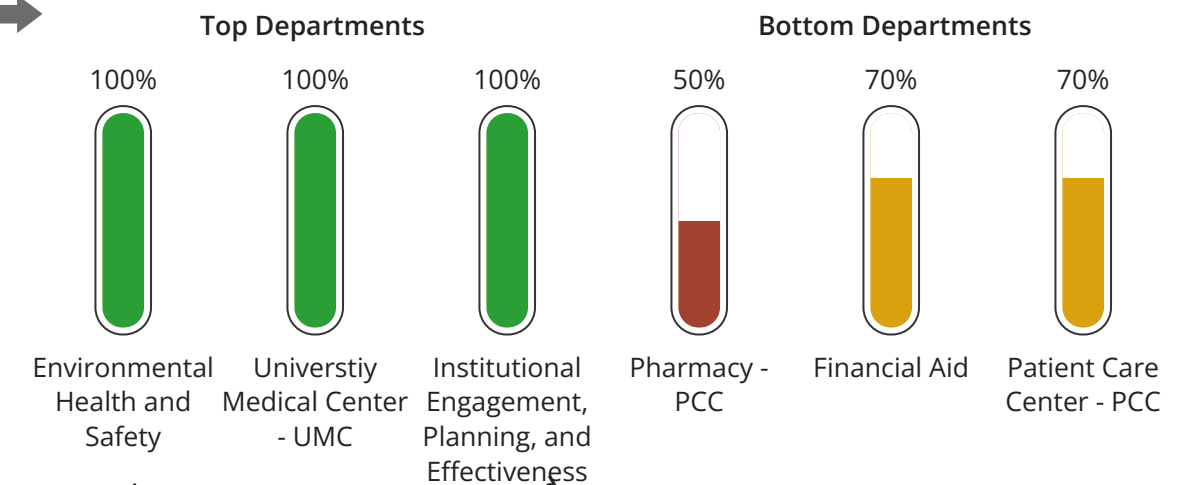
### Top Departments

| 100% | 100% | 100% |
|---|---|---|
| Purchasing | Institutional Research and Effectiveness - IRE | Environmental Health and Safety |

### Bottom Departments

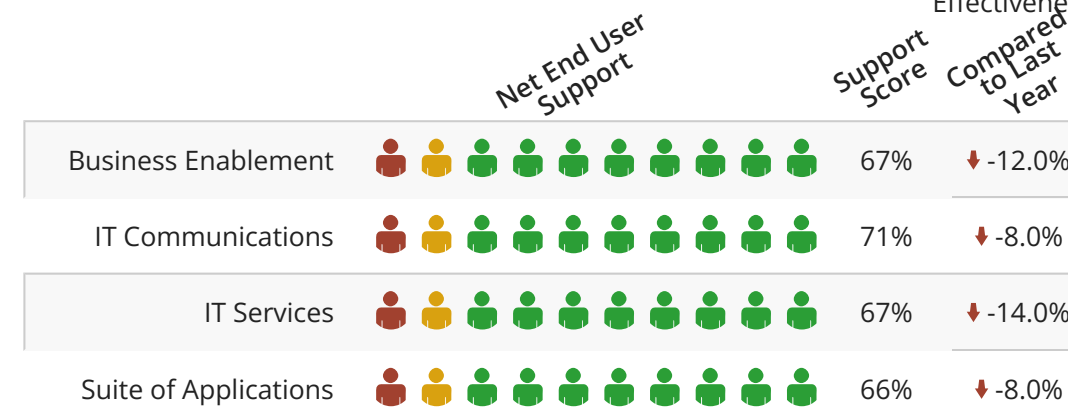| 60% | 73% | 74% |
|---|---|---|
| Harris Family Center for Disability and Health Policy | Academic Affairs | Library |

**Suite of Applications** | "How satisfied are you that the suite of applications you have is the appropriate set for enabling you to perform academically or do your job effectively?"

### Top Departments

| 100% | 100% | 100% |
|---|---|---|
| Environmental Health and Safety | University Medical Center - UMC | Institutional Engagement, Planning, and Effectiveness |

### Bottom Departments

| 50% | 70% | 70% |
|---|---|---|
| Pharmacy - PCC | Financial Aid | Patient Care Center - PCC |

## Overall Support for IT

IT Support Breakdown provides an at a glance view of end user sentiment in four key areas of IT, based on the percent of users that fall into three important categories:

| Promoters | Loyal enthusiasts of IT. |
|---|---|
| Neutral | Satisfied Stakeholders that are unenthusiastic about IT. |
| Detractors | Unhappy stakeholders who can damage your reputation. |

| | Net End User Support | Support Score | Compared to Last Year |
|---|---|---|---|
| Business Enablement | | 67% | ↓ -12.0% |
| IT Communications | | 71% | ↓ -8.0% |
| IT Services | | 67% | ↓ -14.0% |
| Suite of Applications | | 66% | ↓ -8.0% |

**IT Support Breakdown**

🟢 Supporters (Scored 8 - 10)

🟡 Neutral (Scored 7)

🔴 Detractors (Scored 1 - 6)

%Supporters - %Detractors

# Business & IT Communications Overview
## 2023 Western University of Health Services
## 761 Respondents

## Business Enablement Support

There are many facets of IT-Business alignment that may lower opinion of IT. This begins with listening to end users and should enable a culture of continuous evolution and innovation.

**BUSINESS ENABLEMENT**

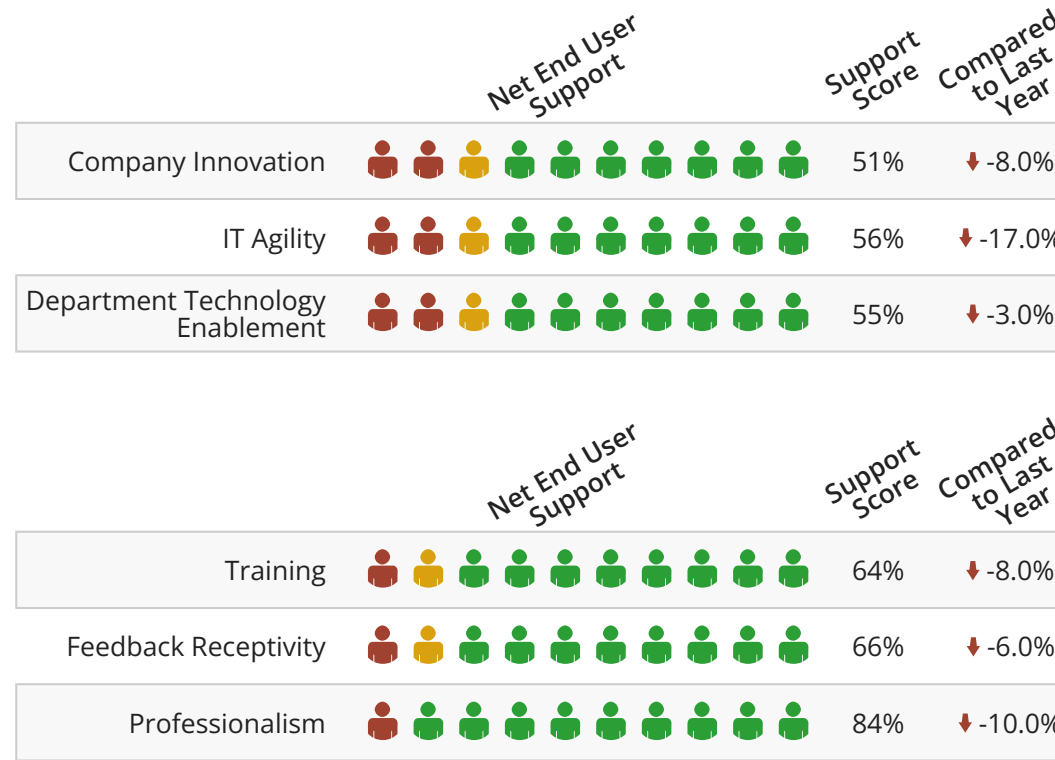**85%**
↓3%
vs Last Year

| | Net End User Support | Support Score | Compared to Last Year |
|---|---|---|---|
| Company Innovation | | 51% | ↓ -8.0% |
| IT Agility | | 56% | ↓ -17.0% |
| Department Technology Enablement | | 55% | ↓ -3.0% |

**IT Support Breakdown**

- 🟢 Supporters (Scored 8 - 10)
- 🟡 Neutral (Scored 7)
- 🔴 Detractors (Scored 1 - 6)

%Supporters - %Detractors

## IT Communications Support

Communications can involve various levels of information. Many communicate low levels issues well but should focus on evangelizing IT's vision.

**IT COMMUNICATIONS**

**86%**
↓3%
vs Last Year

| | Net End User Support | Support Score | Compared to Last Year |
|---|---|---|---|
| Training | | 64% | ↓ -8.0% |
| Feedback Receptivity | | 66% | ↓ -6.0% |
| Professionalism | | 84% | ↓ -10.0% |

## Enablement & Comms. by Seniority

Ensure that end users at all levels agree on what works and what doesn't. Groups that differ from the norm should be targeted for improvement or evangelism.

| | Satisfaction | Executive Satisfaction | Director Satisfaction | Manager Satisfaction | Front Line Satisfaction |
|---|---|---|---|---|---|
| Company Innovation | 81% (83%) | 70% ↓ 11% | 78% ↓ 3% | 80% ↓ 1% | 81% --% |
| IT Agility | 82% (87%) | 83% ↑ 1% | 77% ↓ 5% | 79% ↓ 3% | 82% --% |
| Department Technology Enablement | 81% (83%) | 90% ↑ 9% | 76% ↓ 5% | 83% ↑ 2% | 81% --% |

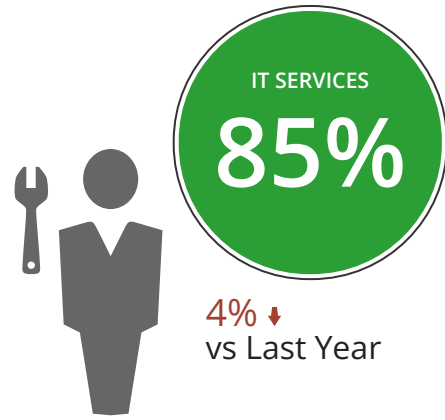| | Satisfaction | Executive Satisfaction | Director Satisfaction | Manager Satisfaction | Front Line Satisfaction |
|---|---|---|---|---|---|
| Training | 84% (88%) | 87% ↑ 3% | 79% ↓ 5% | 81% ↓ 3% | 84% --% |
| Feedback Receptivity | 85% (87%) | 90% ↑ 5% | 81% ↓ 4% | 81% ↓ 4% | 84% ↓ 1% |
| Professionalism | 92% (95%) | 100% ↑ 8% | 92% --% | 93% ↑ 1% | 93% ↑ 1% |

↓ Last Year          ↑ / ↓ vs company avg.

## Enablement & Comms. by Department

Look beyond the averages to see the range of satisfaction rates and address key problem areas. Talk to the most disgruntled departments first to hone in key issues.

### Most Satisfied Departments

| Name | Sat. Score |
|---|---|
| Institutional Research and Effectiveness - IRE | 100% |
| Institutional Research and Effectiveness - IRE | 100% |
| Environmental Health and Safety | 100% |

### Least Satisfied Departments

| Name | Sat. Score | Name | Sat. Score |
|---|---|---|---|
| Office of the Provost | 67% | Academic Affairs | 60% |
| Office of the Provost | 67% | Academic Affairs | 58% |
| Library | 64% | Office of the Provost | 60% |

### Most Satisfied Departments

| Name | Sat. Score |
|---|---|
| Institutional Research and Effectiveness - IRE | 100% |
| Institutional Research and Effectiveness - IRE | 100% |
| Institutional Research and Effectiveness - IRE | 100% |

### Least Satisfied Departments

| Name | Sat. Score | Name | Sat. Score |
|---|---|---|---|
| Library | 68% | Academic Affairs | 40% |
| Harris Family Center for Disability and Health Policy | 70% | Academic Affairs | 50% |
| Pharmacy - PCC | 80% | Eye Care Institute | 80% |

## 2023 Western University of Health Services
## 761 Respondents

End User Diagnostic

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↓ / ↑ vs company avg.

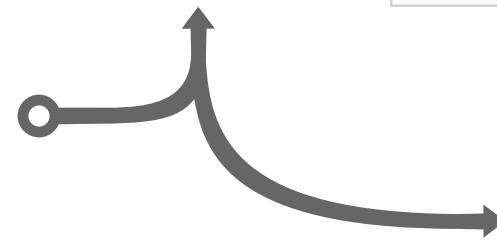**IT SERVICES**

**85%**

**4% ↓**
vs Last Year

### Core Services by Seniority

End users functioning in different roles within the organization place importance on different core services. Improvement should address both the right services and the right users.

| Core Services | Executive Satisfaction | Executive Importance Rank | Director Satisfaction | Director Importance Rank | Manager Satisfaction | Manager Importance Rank | Front Line Satisfaction | Front Line Importance Rank |
|---|---|---|---|---|---|---|---|---|
| Service Desk Effectiveness | 90% ↑3% | 6th ↓3 | 85% ↓2% | 2nd ↑1 | 86% ↓1% | 2nd ↑1 | 88% ↑1% | 3rd -- |
| Service Desk Timeliness | 90% ↑4% | 4th -- | 84% ↓2% | 4th -- | 83% ↓3% | 4th -- | 87% ↑1% | 4th -- |
| Policies | 90% ↑4% | 7th ↑1 | 77% ↓9% | 7th ↓1 | 80% ↓6% | 7th ↓1 | 85% ↓1% | 6th -- |
| Application Suite | 93% ↑8% | 2nd ↑3 | 86% ↑1% | 5th -- | 88% ↑3% | 5th -- | 86% ↑1% | 5th -- |
| Analytics & Reports | 80% ↓4% | 5th ↑2 | 73% ↓11% | 6th ↑1 | 82% ↓2% | 6th ↑1 | 82% ↓2% | 7th -- |
| Devices | 78% ↓5% | 3rd ↑1 | 81% ↓2% | 3rd ↓1 | 84% ↑1% | 3rd ↓1 | 82% ↓1% | 1st ↑1 |
| Network | 85% ↑6% | 1st -- | 85% ↑6% | 1st -- | 83% ↑4% | 1st -- | 82% ↑3% | 2nd ↓1 |

### IT Services Satisfaction Support

The core services of IT are important when determining what IT should focus on. The most important services with the lowest satisfaction offer the largest area of improvement for IT to drive business value.

### Core Services by Departments

Look beyond the averages to see the range of satisfaction rates and address key problem areas.

| Core Services | Importance Rating | Versus Last Year | Satisfaction | |
|---|---|---|---|---|
| Service Desk Effectiveness | 3rd | 2nd ↓1 | 87% | (90%) |
| Service Desk Timeliness | 4th | 4th -- | 86% | (89%) |
| Policies | 6th | 6th -- | 86% | (84%) |
| Application Suite | 5th | 5th -- | 85% | (88%) |
| Analytics & Reports | 7th | 7th -- | 84% | (81%) |
| Devices | 2nd | 3rd ↑1 | 83% | (84%) |
| Network | 1st | 1st -- | 79% | (86%) |

↓ Last Year

**Most Satisfied Departments**

| Name | Sat. Score |
|---|---|
| Institutional Engagement, Planning, and Effectiveness | 100% |
| Institutional Research and Effectiveness - IRE | 100% |
| WesternU Pet Health Center | 100% |
| Harris Family Center for Disability and Health Policy | 100% |
| WesternU Pet Health Center | 100% |
| Institutional Research and Effectiveness - IRE | 100% |
| Institutional Engagement, Planning, and Effectiveness | 100% |

**Least Satisfied Departments**

| Name | Sat. Score | Name | Sat. Score |
|---|---|---|---|
| Pharmacy - PCC | 70% | Office of the Provost | 70% |
| Pharmacy - PCC | 70% | Office of the Provost | 70% |
| Library | 64% | Institutional Engagement, Planning, and Effectiveness | --% |
| Financial Aid | 70% | Pharmacy - PCC | 50% |
| Human Resources | --% | Institutional Research and Effectiveness - IRE | --% |
| Dental Center | 70% | Office of the Provost | 70% |
| Facilities and Physical Plant | 65% | Library | 57% |

# End User Satisfaction Survey Benchmark Report

**The below peers come from Colleges, Universities, and Professional Schools. In total there are 17 organizations in your peer group.**

**DEFINITIONS**
**Min: The minimum observed value from your set of peers.**
**Peers: The average value from your set of peers.**
**Median: The value where 50% of the peers fall above and 50% of the peers fall below the value.**
**Max: The maximum observed value from your set of peers.**
**Sector/Subsector/Industry Group: These classification structures are based on the North American Industry Classification System (NAICS) 2012.**

| | |
|---|---|
| Sector | Educational Services - (37) |
| Subsector | Educational Services - (37) |
| Industry Group | Colleges, Universities, and Professional Schools - (17) |

## End User Satisfaction and Support Scores

| Core Services | Satisfaction Summary | | | | | | | Support Summary | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | Your Score | Peers | ±Peers | | Min | Med an | Max | Your Score | Peers | ±Peers |
| Business Enablement | 85% | 75% | 10% | | 57% | 74% | 90% | 67% | 31% | 36% |
| IT Communications | 86% | 76% | 10% | | 53% | 76% | 91% | 71% | 36% | 35% |
| IT Services | 85% | 76% | 9% | | 55% | 75% | 92% | 67% | 37% | 30% |
| Applications Suite | 85% | 78% | 7% | | 68% | 78% | 91% | 66% | 43% | 23% |
| Company Innovation | 81% | 71% | 10% | | 57% | 69% | 87% | 51% | 19% | 32% |
| IT Agility | 82% | 72% | 10% | | 51% | 69% | 91% | 56% | 19% | 37% |
| Department Technology Enablement | 81% | 72% | 9% | | 52% | 73% | 86% | 55% | 23% | 32% |
| Training | 84% | 72% | 12% | | 55% | 72% | 87% | 64% | 20% | 44% |
| Feedback Receptivity | 85% | 72% | 13% | | 48% | 71% | 86% | 66% | 20% | 46% |
| Professionalism | 92% | 86% | 6% | | 72% | 85% | 96% | 84% | 70% | 14% |

| Core Services | Satisfaction Summary | | | | | | | Importance Summary | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | Your Score | Peers | ±Peers | | Min | Med an | Max | Your Rank | Peers | ±Peers |
| Service Desk Effectiveness | 87% | 77% | 10% | | 57% | 77% | 92% | 3 | 4 | -1 |
| Service Desk Timeliness | 86% | 74% | 12% | | 48% | 75% | 94% | 4 | 3 | 1 |
| Network | 79% | 75% | 4% | | 48% | 78% | 87% | 1 | 1 | 0 |
| Devices | 83% | 75% | 8% | | 60% | 74% | 88% | 2 | 2 | 0 |
| Analytics & Reporting | 84% | 71% | 13% | | 57% | 69% | 83% | 7 | 7 | 0 |
| Policies | 86% | 72% | 14% | | 53% | 74% | 83% | 6 | 6 | 0 |
| Applications Suite | 85% | 78% | 7% | | 68% | 78% | 91% | 5 | 5 | 0 |

*Note: Only an organization's first year results are included in this benchmarking report.

# WesternU IT Survey Response

;F dW[Wa` U.gefa_ WdXW.TSU] to advise us [` agdefdSfW][Ub/S`e XidfZW.gbUa_ [`YkW.Sdand to [WWf[Xk ways fa enhance fZWUgefa_ WdWyb.WWUWV` [fZ.G`[hWd.ek.f WL` a^aYk.S`V;F egbbad.eWh[UWS.I`Z[^WUgefa_ Wd eSf[eXU][a`i SeYaaVX^ha`_S`[`fWdS^bW.bWf[h.Wand great [`Ua_bSd[ea`fa afZWd[YZWdWdWgUSf[a` IT survey responses i WgeWfZWXWUTSU]fa WS^gSfW.abbadfg`[f[We.Xid]_bdahW.Wdfa.WWfhW.WWT.SdSSf[h.W [``ahSf[h.WXWU[Wf]UaefUae^^.WdfhWS`VeWdgdWdfW.Z`a^aYkeWh[UWf[`egbbadf`aXG`[hWd.ekfkUWUWU.WWV_a`efdSfZg`_S`e]efUfUefa_WdXdaUWd_`[`VeW.d

Overall IT student & employee customer satisfaction rates ranged from 85% to 86%. These ratings were down between 2 - 3% from the last year's student satisfaction survey and down between 3 - 4% from the 2021 combined student and employee survey. The survey results contain responses from a cross-section of students including, representation from all colleges including responses from students from both campuses and hybrid education as well as Faculty and staff from across the University. The survey was administered by an external third party, InfoTech Research Group, which ensures anonymity for survey respondents and the standardized survey allows WesternU IT to compare our customer responses to other institutions (pg. 5 benchmark report). These satisfaction ratings are also similar to the individual customer satisfaction feedback survey responses which averaged 96% for the 2022 calendar year.
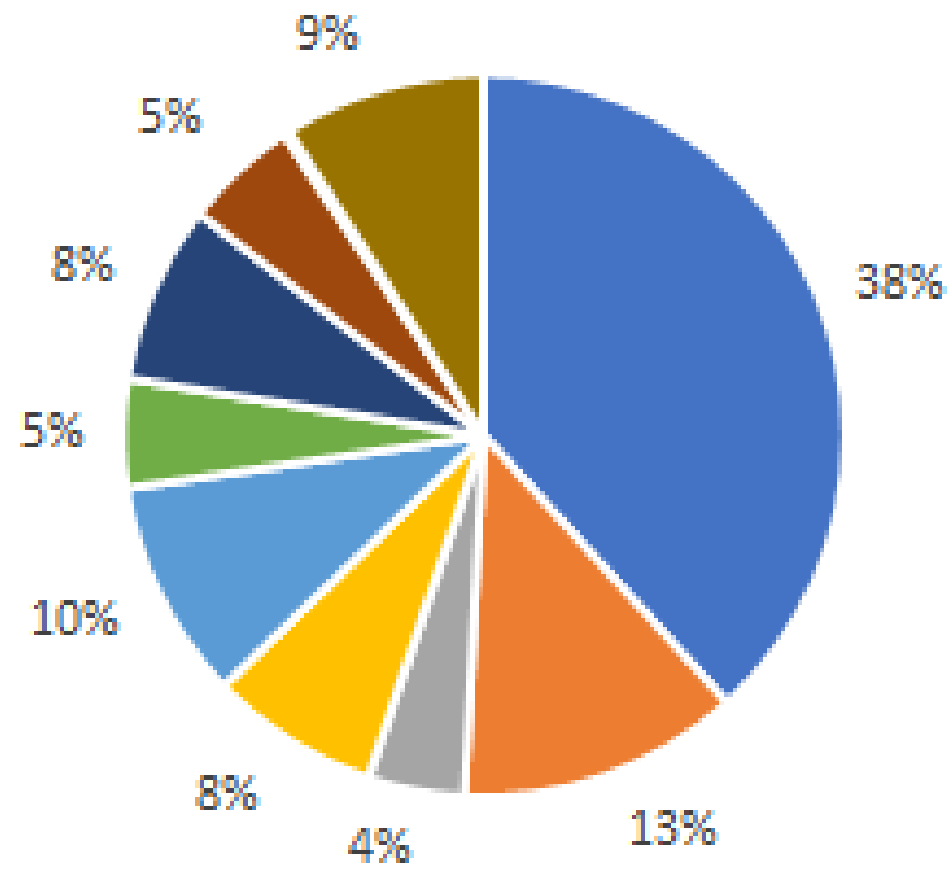
During the 2022 calendar year, IT answered 8,176 HelpDesk support phone calls and resolved 17,177 technology service tickets in support of education, research and patient care at WesternU. While the overall ratings were all at least 85% satisfied, IT reviewed the feedback for both positive things to maintain and opportunities for improvement. The top items `afW.Tk the customer e.gdhW.d.WbS.a`WWfe identified through this survey were:

- WesternU Network, including wireless network (Wi-Fi) received a score of 79% satisfaction rating, the lowest overall rating but it was ranked of highest importance.
  - As part of our continuous efforts to improve the IT infrastructure (network, phone, collaboration, and server infrastructure) at WesternU. The IT team is nearing the completion of a transition from legacy network systems to a new unified infrastructure. The team has already migrated 200+ servers to a brand-new virtualized environment, upgraded all on-premises network equipment, including the implementation of a new data center, core network, and network switches across our university. The team has replaced/upgraded the entire wireless network with new equipment across both campuses. Once the wireless system was replaced, a third-party vendor was brought in to help fine tune and tweak the system to provide the best wireless experience possible to our Faculty, Staff, and Students. The only remaining part of this project is the replacement of the phone system which is currently more than halfway completed. We anticipate being completely done with this in the first quarter of 2024.
- In response to prior concerns the University was able to fund an external HelpDesk solution for evening and weekend support that was fully implemented in the Fall of 2022. We have been able to leverage this new contract to help reduce call wait times (increases in call durations due to variability in technical environments and staffing availability) even during some standard University Business Hours.
  - Call resolution for the external HelpDesk is about 50%. We continue to monitor the types of support requests received and the permissions they need to be able to provide the requested support.
  - Calls are typically answered in under 1 minute.
  - 85% of completed customer surveys for the external HelpDesk calls have been satisfied.
- The top four themes in the free text comments with the most mentions were WiFi, Student printing, IT does a great job, & study room display needs.
  - Wireless/WiFi addressed above.
  - The study rooms have been reviewed on both campuses.  All Pomona campus break out rooms in HEC, HPC had video display cabling installed and updates were applied for wireless display functionality. The majority of study rooms on the COMP NW have been reviewed, firmware for wireless display was updated and one display has been identified as needing replacement this summer.
  - Student printing had a median of 7.5 out of 10 last year, and 7.9 this year. The entire fleet of student printers on the Pomona campus was replaced with new units in the summer of 2022. Lebanon campus printers are newer and not yet scheduled for replacement. There are no plans at this time to add printers in additional locations. Printers can be relocated if needed. For additional information on student printing see support.westernu.edu and search for student printing.

Information Technology, a division of Institutional Shared Services, supports classroom technology, University-wide software (except Learning Management Systems supported by Online Learning & CETL), application development, HelpDesk/TechSupport, network infrastructure and software/technology training. (Note the University website is maintained and supported by Web and Branding in University Communications.) IT strives to deliver customer-focused value that supports the student academic needs and University purposes. We work with the Colleges, Student Representatives and individual customers to provide the necessary service  and support for the aforementioned technology.  Please contact TechSupport at https://support.westernu.edu or 909-469-5432, if you have any IT support needs or questions regarding our support services. There are also many articles available at https://support.westernu.edu that can provide quick resolution to many questions.
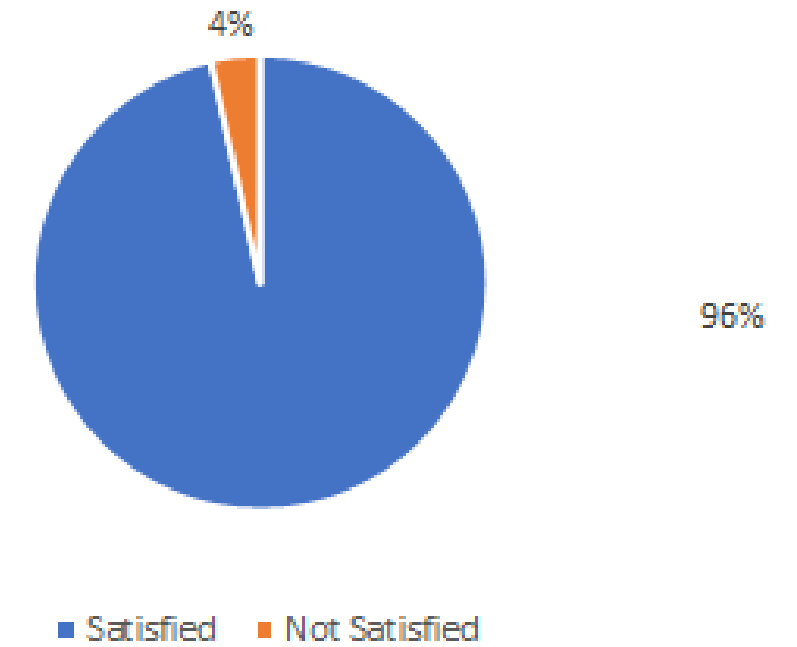
All College/Department-specific anonymous survey responses are being shared with the College during IT Liaison meetings t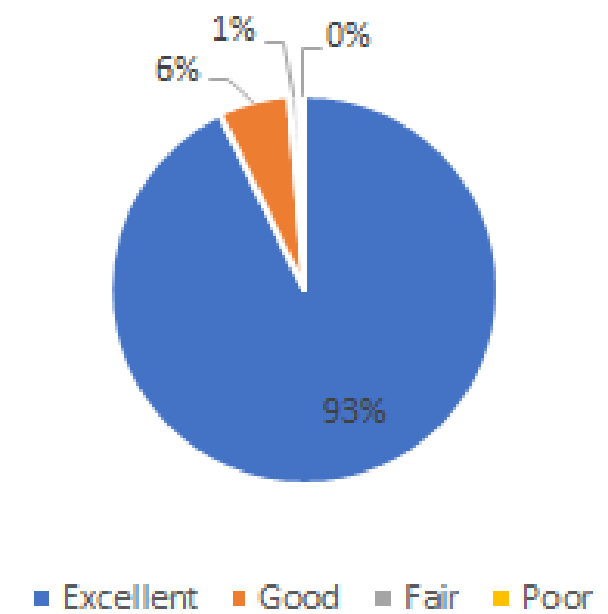o address any specific areas of need.