

2012 UW-Madison Faculty and Staff Computing Survey Report

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I. Introduction and Methodology

The 2012 UW-Madison Faculty and Staff Computing Survey was developed and implemented by the Division of Information Technology. The main goal of the survey was to determine usage and satisfaction with the information technology products and services available to faculty and staff on the UW-Madison campus. Results will be used to help guide future decisions regarding technology products and services.

A random sample of 1200 UW-Madison Faculty, Academic Staff and Classified Staff were invited to participate in the 2012 survey, starting February 23. These faculty and staff were sent an email invitation with a Web link to the survey via Qualtrics. After the initial email invitation, non-respondents were sent four follow-up email reminders (March 5, March 12, March 19 and March 27). No incentive was offered. Of the 1200 faculty and staff who received the email invitation, 351 responded resulting in a response rate of about 29%.

II. Summary of Results

- Eighty-eight percent of respondents report using a desktop computer.
- Thirty-four percent of respondents report using a simple cell phone (down from 44% in 2011), while 53% report using a mobile device, such as a smart phone, iPhone, Blackberry, Palm, Android, iPod touch, etc. (up from 45% in 2011).
- Eighty-one percent of respondents say they use a laptop/portable computer (up from 75% in 2011) and 34% report using a tablet computer, such as an iPad, Kindle, NOOK, etc. (up from 23% in 2011).
- Sixty-four percent report using a portable storage device, such as a flash drive, external drive, etc.

- Faculty and staff use these technologies the most: web-based commercial email (79%), social networking (69%), location-based services (65%), and YouTube (64%).
- Forty-two percent of faculty and staff use WiscVPN to connect to the Internet from home or off-campus. And 68% of respondents are either satisfied or very satisfied with the campus wireless network.
- Sixty-one percent of respondents reported updating or patching their computer software (operating system, Web browser or applications) with released patches or new versions within the previous month. Seven percent never updated or patched their computer software.
- Seventy-nine percent of faculty and staff are aware that special security controls are required to be in place when handling sensitive University data such as Social Security numbers, Driver's License or State ID numbers, financial account numbers, and DNA Profiles. Ninety-six percent do not use personally-owned devices for storage or handling of sensitive University data.
- Eighty-five percent of respondents indicate that they are aware that phishing attempts are prevalent, and 90% are aware that they often come through email, phone and/or text messages. Ninety-two percent know that there are malicious Web sites, and 63% know how to identify secure sites (down from 77% in 2011).

III. Detailed Results

1. Please tell us which of the following information technology products you use:
[Check all that apply]

Answer	Response	%
Tablet Computer (iPad, Kindle, NOOK, etc.)	118	34%
Laptop/Portable or Netbook Computer	284	81%
Simple Cell Phone (without Internet access)	119	34%
Mobile Device (smart phone, iPhone, Blackberry, Palm, Android, iPod touch, etc.)	186	53%
Portable Storage Device (flash drive, external drive, etc.)	223	64%
Desktop Computer	310	88%
Internet-enabled gaming console (Xbox 360, Wii, PlayStation3, etc.)	71	20%
Digital Video Recorder (TiVo, etc.)	78	22%
Other, please specify	15	4%
Total Respondents	351	100%

The 4% who reported “Other” responded: Roku (3), Wifi (3), and others.

2. When you connect to the Internet from home or off-campus, do you use WiscVPN to securely access campus resources?

Answer	Response	%
Yes	147	42%
No	199	58%
Total Responses	346	100%

3. Why don't you use WiscVPN? [Check all that apply]

Answer	Response	%
I don't know what WiscVPN is	122	64%
It's too complicated to use or set up	25	13%
I'm not concerned about a secure connection	18	9%
I don't need to access campus resources when I'm off campus	52	27%
Total Respondents	191	100%

4. How satisfied are you with the campus wireless network? Please indicate which statement is most often true for you:

Answer	Response	%
Very Satisfied	80	23%
Satisfied	156	45%
Neutral	95	28%
Dissatisfied	10	3%
Very Dissatisfied	2	1%
Total Responses	343	100%

5. Please indicate why you are dissatisfied with the campus wireless network.

Of those who reported dissatisfaction with the campus wireless network, eleven responded: I don't like to have to log in each time I'm travelling around campus (2) and Wireless connection is not available in all areas and/or it's slow where it does work (7).

6. Please indicate which of the following technologies you use — whether for work or personal use. [Check all that apply] ORDER DESCENDING

Answer	Response	%
Blogging platforms (WordPress, Blogger, Tumblr, etc.)	50	15%
File-sharing software (to download music or other types of files)	102	31%
Location-based services (Facebook Places, Google Maps, Foursquare, GoWalla, Yelp, etc.)	216	65%
Music-hosting services (Pandora, Imeem)	144	43%
Online calendar	211	63%
Social bookmarking and/or Social news (Delicious, Digg, reddit, etc.)	28	8%
Social networking (Facebook, Twitter, LinkedIn, etc.)	230	69%
Video calling or Internet long distance services (Skype, iChat, Google Voice and Video Chat, etc.)	173	52%
Web-based apps/docs (Google apps/docs, MS Office docs/SkyDrive, etc.)	177	53%
Web-based commercial email (Gmail, Hotmail, Yahoo! Mail, etc.)	262	79%
Web conferencing tool (Adobe Connect, Blackboard Collaborate, etc.)	67	20%
Wikis	92	28%
YouTube	213	64%
Other, please specify	12	4%

The 4% who reported “Other” responded: Dropbox (2), None (2), and others.

7. What typically motivates you to try new and/or emerging technologies? [Check all that apply]

Answer	Response	%
Information I receive from DoIT (online news, email, print publications, etc.)	80	24%
I hear about it from trusted friends/colleagues	264	79%
It's a policy/I'm required to use it	79	24%
I see a demo of new product/technology	109	32%
I have to have the latest and greatest	27	8%

I'm usually the last to try new products	89	26%
Other, please specify	26	8%

The 8% who reported "Other" responded: To meet a specific need (9), I read about it online (9), and others.

8. Using the scale provided, please rate your satisfaction with these tools.

Answer	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Responses
My UW-Madison	1	17	54	164	91	327
WiscMail (University email ending in @wisc.edu)	9	25	59	118	84	295
My WebSpace (Web-based storage for files and Web pages)	4	18	64	68	29	183
Anti-virus software (free download or CD from the DoIT Tech Store)	2	6	55	81	77	281
Campus wireless network	1	11	49	136	80	186
WiscCal (online calendar)	12	28	58	73	18	57
Bucky Backup	0	5	32	12	7	180
Learn@UW	3	8	59	80	31	57
Moodle (including eCOW2 and Courses)	0	2	30	18	3	53
Qualtrics (survey tool)	0	2	45	27	26	100
Administrative computing (student records, Shared Financial System, payroll benefits, etc.)	5	40	63	83	26	217
WISC software (discounted Microsoft, Adobe, etc.)	1	4	50	90	67	212
Campus computer kiosks	0	0	35	82	34	151
TechNews (DoIT's email newsletter)	0	1	89	132	40	262
Mobile UW website or app	1	10	44	53	22	130
UW Google (Apps, Docs, etc.)	0	4	39	54	14	111
iTunes U	0	0	36	24	8	68

9. Using the scale provided, please rate your satisfaction with these services.

Answer	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Responses
DoIT Help Desk (Tech Support	1	4	37	119	111	272

via phone, email, in person or Web)						
DoIT Repair and Departmental Support (fee-based installation and repair)	0	7	30	54	69	160
DoIT Tech Store	0	1	27	128	96	252
DoIT Professional Technical Education (IT training)	0	5	33	51	32	121
Custom classes for your students (faculty requests Software Training for Students services)	0	2	24	13	3	42
Digital Media Center	0	2	21	34	18	75
DoIT Academic Technology Consultants	0	1	22	18	19	60
Engage Award Program (awards to leverage new and emerging technologies in learning and teaching)	0	0	19	9	6	34

10. When was the last time you updated or patched your computer software (operating system, Web browser or applications) with released patches or new versions?

Answer	Response	%
This week	125	38%
This month	75	23%
This year	28	8%
Two or more years ago	4	1%
Never	22	7%
I don't know	77	23%
Total Responses	331	100%

11. Which of the following statements apply to you? [Check all that apply]

Answer	Response	%
I know what phishing is	283	86%
I know that phishing scams are prevalent	280	85%
I know that phishing scams often come through email, phone and/or text messages	297	90%

I know that there are malicious Web sites	302	92%
I know how to identify a secure Web site (https, lock icon, etc.)	209	63%
I know not to respond to unsolicited requests for personal information	303	92%
I have received phishing attempts	265	80%
I have responded to a phishing scam	14	4%
Total Respondents	329	100%

12. Are you familiar with UW-Madison's Responsible Use Policy, which describes the types of activities that are prohibited when using campus technologies?

Answer	Response	%
Yes	245	74%
No	86	26%
Total Responses	331	100%

13. Please indicate which of the following security products are installed on your computer. [Check all that apply]

Answer	Response	%
Anti-virus/anti-spyware software product (Symantec anti-virus, etc.)	259	79%
Firewall software	187	57%
I don't know	57	17%
Other, please specify	12	4%
Total Respondents	329	

The 4% who reported "Other" responded: Mac user (3), My IT dept set it up (4), and others.

14. As a normal part of your work, do you regularly (at least once per year) handle electronic versions of sensitive University data including:

University Data			Personal Data	
1000+ records	Less than 1000 records	I don't handle any of this	Yes	No

			data		
Social Security Numbers	5%	15%	79%	26%	74%
Driver's License or State ID Numbers	3%	12%	85%	20%	80%
Financial Account Numbers (debit/credit cards, bank account, or any access/security codes)	3%	19%	78%	33%	67%
Protected Health Information	6%	13%	81%	23%	77%
DNA Profiles	0%	1%	99%	1%	99%
Unique Biometric Data	0%	0%	100%	2%	98%
Student FERPA-protected Data	5%	13%	82%	8%	92%

15. Are you aware that the University classifies these data elements as sensitive and requires special security controls to be in place when handling this data?

Answer	Response	%
Yes	260	79%
No	71	21%
Total Responses	331	100%

16. Do you use personally owned devices for storage or handling of University sensitive data?

Answer	Response	%
Yes	13	4%
No	316	96%
Total Responses	329	100%

17. What is your primary role at the University?

Answer	Response	%
Teaching	44	13%
Administration	116	35%
Research	79	24%
Other, please specify	92	28%
Total Responses	331	100%

The 28% who reported “Other” responded: Clerical/support staff (11), IT/Tech Support (11), Outreach (6), Librarian (6), Clinical (5), and others.

18. What is your department or unit? [Check all that apply]

Answer	Response	%
Administrative Offices	23	7%
College of Ag and Life Sciences	30	9%
College of Engineering	16	5%
College of Letters and Science	54	16%
Division of Continuing Studies	3	1%
Division of Information Technology	16	5%
Division of International Studies	2	1%
Graduate School	19	6%
LaFollette School of Public Affairs	0	0%
Law School	4	1%
Military	0	0%
Nelson Institute for Environmental Studies	0	0%
School of Business	4	1%
School of Education	13	4%
School of Human Ecology	5	2%
School of Journalism and Mass Communications	0	0%
School of Library and Information Studies	0	0%
School of Medicine and Public Health	76	23%
School of Music	1	0%
School of Natural Resources	0	0%
School of Nursing	5	2%
School of Pharmacy	3	1%

School of Social Work	1	0%
School of Veterinary Medicine	9	3%
UW Libraries	15	5%
Other	59	18%
Total Respondents	329	100%

The 18% who reported “Other” responded: Facilities Planning & Management (6), State Lab of Hygiene (4), and others.

19. Please give us your suggestions for ways we can improve the technology products and services that are available to you.

The 97 respondents offered these suggestions: Improve WiscMail and WiscCal (consider using cloud services) – 11, offer more IT classes for beginners and developers (including free courses, online courses) – 9, standardize IT across campus (WiscMail, WiscCal, etc.) – 5, and improve/create a universal wireless system for campus – 4.

21. Would you be interested in providing additional information at a future time? If so, please indicate your name and email address. NOTE: This is optional and your answers to the survey will remain confidential.

29 individuals supplied their email addresses.