

2011 UW-Madison Faculty and Staff Computing Survey Report

Report Completed: May 2011
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I. Introduction and Methodology

The 2011 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 1600 UW-Madison Faculty, Academic Staff and Classified Staff were invited to participate in the 2011 survey, starting January 20. 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 three follow-up email reminders (Feb. 1, Feb. 9 and Feb. 14). No incentive was offered. Of the 1600 faculty and staff who received the email invitation, 386 responded resulting in a response rate of about 24%.

II. Summary of Results

- Eighty-seven percent of respondents report using a desktop computer, down from 90% in 2010.
- Forty-four percent of respondents report using a simple cell phone, while 45% report using a mobile device, such as a smart phone, iPhone, Blackberry, Palm, Android, iPod touch, etc.
- Seventy-five percent of respondents say they use a laptop/portable computer and 23% report using a mini laptop, such as a Netbook, MacBook Air, iPad, etc.
- Sixty-two percent report using a portable storage device, such as a flash drive, external drive, etc., up from 48% in 2010.
- Thirty-three percent of respondents use a Macintosh Snow Leopard or earlier version, up from 27% last year, and 78% report using Windows 7 or earlier version OS, down from 86% last year.
- The most often cited functions or activities that faculty and staff perform with desktops, laptops/portable computers, mini laptops, and mobile devices include email, calendaring/scheduling, data storage, and social networking (Facebook, Twitter, LinkedIn, MySpace, etc.).

- When off-campus, 64% of respondents most often connect to the Internet via Charter, Verizon, etc., 7% use 3G (cellular wireless) or other commercial wireless, and 1% uses 4G (cellular wireless) or other commercial wireless. The 18% who reported “Other” responded: DSL (17 respondents), AT&T (14), None (8), TDS Metrocom (7), and Wireless (7).
- Twenty-one percent of respondents use WiscVPN to access campus resources.
- Eighty-one percent of respondents who use the campus wireless network report that it works well for them.
- Eighty-seven percent of respondents who have a direct campus network connection at their campus office are either satisfied or very satisfied with it, up from 79% last year.
- Ninety-four percent of respondents report using the My UW-Madison portal; 84% report using WiscMail; 82% use the DoIT Help Desk via phone, email or Web; 53% use administrative computing; 38% use Learn@UW; and 72% use the DoIT Tech Store.
- Technology use for work purposes among faculty and staff includes online calendar (64%), Web-based apps/docs (Google apps/docs, MS Office docs/SkyDrive) (30%), mobile device (smart phone, iPhone, Blackberry, Palm, Droid, iPod touch, etc.) (29%), and location-based services (Facebook Places, Google Maps, Foursquare, GoWalla, Yelp, etc.) (25%).
- Fifty-six percent of respondents reported updating or patching their computer software (operating system, Web browser or applications) with released patches or new versions within the last month. Eight 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, up from 67% in 2010. Ninety-six percent do not use personally-owned devices for storage or handling of sensitive University data, up from 69% last year.
- Thirty-seven percent of respondents use Google services for their University work.
- Ninety-two percent of respondents indicate that they are aware that phishing attempts are prevalent, and 93% are aware that they often come through email, phone and/or text messages. Ninety-seven percent know that there are malicious Web sites, and 77% know how to identify secure sites.

III. Detailed Results

1. Before we get to the question about additional tech services you want, we need some more specific information on the information technology resources you use. Please tell us which of the following information technology products you use: [Check all that apply]

Answer	Response	%
Desktop Computer	334	87%
Laptop/Portable Computer	287	75%
Portable Storage Device (flash drive, external drive, etc.)	238	62%
Mobile Device (smart phone, iPhone, Blackberry, Palm, Android, iPod touch, etc.)	171	45%
Simple Cell Phone (without Internet access)	169	44%
Global Positioning System (GPS)	134	35%
Internet-enabled gaming console (Xbox 360, Wii, PlayStation3, etc.)	94	24%
Mini Laptop (Netbook, MacBook Air, iPad, etc.)	90	23%
Digital Video Recorder (TiVo, etc.)	89	23%
eBook Reader (Kindle, Sony Reader, nook, eReader, Cool-er, etc.)	54	14%
Other, please specify	21	5%
Total responses	384	

2. What cell carrier do you use?

Answer	Response	%
AT&T	116	38%
Verizon	79	26%
U.S. Cellular	60	20%
Other, please specify	27	9%
Sprint	25	8%
Total responses	307	100%

Please note, only respondents who selected “Mobile Device (smart phone, iPhone, Blackberry, Palm, Android, iPod touch, etc.)” or “Simple Cell Phone (without Internet access)” in Question 1 responded to this question.

Other, please specify
(11) Tracphone
(4) Virgin
(2) Credo

**3. On which area(s) of campus do you experience cellular coverage problems?
[Check all that apply]**

Answer	Response	%
I don't experience issues.	148	49%
In buildings	143	48%
West Campus	27	9%
East Campus	15	5%
Total responses	300	

Please note, only respondents who selected “Mobile Device (smart phone, iPhone, Blackberry, Palm, Android, iPod touch, etc.)” or “Simple Cell Phone (without Internet access)” in Question 1 responded to this question.

**4. Which operating system(s) do you use on the device(s) you own or use?
[Check all that apply]**

Answer	Response	%
Windows 7 or earlier version	286	78%
Macintosh Snow Leopard or earlier version	119	33%
Android	42	12%
Linux	38	10%
I don't know	29	8%
Other, please specify	25	7%
Blackberry	21	6%
Windows OS for mobile devices	17	5%
Unix	8	2%
Total responses	365	

5. Please indicate the functions or activities that you perform with the information technology products you use: [Check all that apply]

Answer	Desktop Computer	Laptop/Portable Computer	Mini Laptop	Mobile Device
Calendaring/Scheduling	71%	60%	41%	35%
Email	92%	89%	70%	42%
Wikis/Blogging	19%	24%	16%	3%
VoIP (Skype)	15%	36%	12%	6%
Phone Calls	5%	7%	4%	67%
Music (listening, downloading)	43%	56%	38%	31%
Data Storage	77%	70%	28%	10%
Streaming Audio or Video	53%	62%	40%	21%
Instant Messaging	25%	31%	17%	23%
Collaboration (document sharing, group writing)	53%	52%	26%	5%
Social Networking (Facebook, Twitter, LinkedIn, MySpace, etc.)	40%	59%	39%	26%
Administrative Computing	53%	42%	19%	4%
Research Applications	42%	40%	17%	3%
Location-based Services (Facebook Places, Google Maps, Foursquare, GoWalla, Yelp, etc.)	39%	46%	28%	31%
Total users of the device from Q1.	333	287	90	340*

Desktop computer, laptop/portable computer, mini laptop and mobile device users most often use these information technology products for email, data storage, calendaring/scheduling, and streaming audio or video.

* Includes mobile devices and simple cell phone users

6. Which do you use the most often to connect to the Internet on campus?

Answer	%
Campus wired network	75%
Campus wireless network	17%
I do not know . . . whatever works	3%
Other, please specify	2%
Charter, Verizon, etc.	1%
3G (cellular wireless)	1%
4G (cellular wireless)	0%
Commercial Wireless (Mad City Broadband)	0%
Total	100%

7. Which do you use the most often to connect to the Internet off campus?

Answer	%
Charter, Verizon, etc.	64%
Other, please specify	18%
I do not know . . . whatever works	8%
3G (cellular wireless) or other commercial wireless	7%
Madison wireless	2%
4G (cellular wireless) or other commercial wireless	1%
Total	100%

The 18% who reported “Other” responded: DSL (17 respondents), AT&T (14), None (8), TDS Metrocom (7), Wireless (7), and others.

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

Answer	Response	%
Yes	72	21%
No	119	33%
Sometimes	86	24%
I don't know what WiscVPN is	79	22%
Total responses	359	100%

9. Regarding the campus wireless network, please indicate which statement is most often true for you:

Answer	%
The campus wireless network works well	81%
I get a weak signal when I use the wireless network	11%
I can't get wireless access where I need it	3%
I have problems getting a wireless connection	5%
Total	100%

Of those who use the campus wireless network, 81% report that the campus wireless network works well. (Reporting only for those who use wireless.)

10. Please indicate how satisfied you are with the performance of your direct campus network connection at your campus office:

Answer	Response	%
Very Dissatisfied	12	4%
Dissatisfied	5	1%
Neutral	25	7%
Satisfied	121	35%
Very Satisfied	178	52%
Total responses	341	100%

Of those who use the direct campus network connection, 87% are either satisfied or very satisfied. 5% are dissatisfied or very dissatisfied. (Reporting only for those who have a direct connection).

11. Please indicate which of the following technologies you use. [Check all that apply]

Answer	Personal	Work
Online calendar	44%	64%
Web-based apps/docs (Google apps/docs, MS Office docs/SkyDrive)	29%	30%
Mobile device (smart phone, iPhone, Blackberry, Palm, Droid, iPod touch, etc.)	46%	29%
Location-based Services (Facebook Places, Google Maps, Foursquare, GoWalla, Yelp, etc.)	56%	25%
YouTube	58%	22%
Wikis	19%	22%
Web-based commercial email (Gmail, Hotmail, Yahoo! Mail)	62%	21%
Video calling or Internet long distance services (Skype, iChat, Google Voice and Video Chat, etc.)	33%	18%
Music hosting services (Pandora, Imeem)	36%	17%
Web Conferencing Tool (Adobe Connect, etc.)	5%	17%
RSS feeds	15%	14%
Podcasts	27%	13%
File-sharing software (to download music or other types of files)	26%	12%
Blogs	19%	12%
Personal Internet Portals (NetVibes, iGoogle, MyYahoo, My MSN)	24%	9%
Photo sharing service (Flickr, Picassa)	35%	8%
Twitter	11%	6%
Digital video devices (iFlip)	9%	5%
Global Positioning System (GPS)	43%	4%
Social bookmarking and/or Social News (Delicious, Digg, reddit, etc.)	9%	4%
Electronic Response System (classroom clickers)	0%	4%
e-Portfolio	2%	2%
Portable gaming system (Nintendo DS, PSP, iPod touch, etc.)	12%	1%
Virtual worlds (Second Life, Action Worlds, etc.)	1%	1%
Internet-enabled gaming consoles (Xbox 360, Wii, PlayStation3, etc.)	26%	0%
Massively Multiplayer Online Games (Everquest, World of Warcraft, Rune Scape, etc.)	4%	0%
Total responses	359	359

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

Answer	Response	%
I hear about it from trusted friends/colleagues	252	73%
I see a demo of new product/technology	126	36%
It's a policy/I'm required to use it	81	23%
Information I receive from DoIT (online news, email, print publications, etc.)	79	23%
I'm usually the last to try new products	56	16%
Other, please specify	42	12%
I have to have the latest and greatest	35	10%
I don't know	23	7%
Total responses	347	

The 12% who reported “Other” responded: Read or hear about it on blogs, online tech news sources, reviews, periodicals, industry publications, and/or RSS feeds (14 respondents), When need arises for work or personal (10), and others.

13. Please tell us which of the following campus technology tools you are AWARE of and which services you have USED.

Answer	Aware	Used
My UW-Madison	70%	94%
WiscMail (University email ending in @wisc.edu)	72%	84%
Campus wireless network (in public locations)	67%	59%
Anti-virus software (free download or CD from the DoIT Tech Store)	56%	57%
Administrative computing (student records, Shared Financial System, payroll benefits, etc.)	54%	53%
WISC software (discounted Microsoft, Adobe, etc.)	54%	50%
TechNews (DoIT's email newsletter)	55%	49%
WiscCal (online calendar)	69%	45%
My WebSpace (Web-based storage for files and Web pages)	56%	43%
Campus computer kiosks	50%	38%
Learn@UW	54%	38%
Doodle	29%	30%
Qualtrics (survey tool)	25%	18%
UW Mobile	19%	16%
Digital Academic TV Network (DATN)	19%	14%
Bucky Backup	29%	9%
Moodle	22%	8%
Total responses	346	346

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

(only includes those who have used the tool)

Answer	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Responses
My UW-Madison	2%	3%	19%	52%	25%	317
WiscMail (University email ending in @wisc.edu)	3%	10%	17%	43%	27%	286
My WebSpace (Web-based storage for files and Web pages)	1%	12%	27%	45%	15%	164
Anti-virus software (free download or CD from the DoIT Tech Store)	2%	5%	16%	44%	33%	206
Campus wireless network	1%	4%	15%	47%	33%	218
WiscCal (online calendar)	8%	17%	18%	43%	14%	181
Bucky Backup	5%	14%	41%	25%	16%	44
Learn@UW	1%	6%	29%	47%	17%	149
Moodle	3%	6%	56%	26%	9%	34
Qualtrics (survey tool)	0%	2%	25%	55%	18%	85
Digital Academic TV Network (DATN)	2%	5%	30%	54%	9%	57
Doodle	1%	1%	21%	50%	27%	103
Administrative computing (student records, Shared Financial System, payroll benefits, etc.)	2%	5%	28%	50%	14%	204
WISC software (discounted Microsoft, Adobe, etc.)	2%	0%	16%	56%	26%	177
Campus computer kiosks	1%	0%	20%	57%	23%	151
TechNews (DoIT's email newsletter)	0%	0%	37%	47%	15%	213
UW Mobile	0%	5%	36%	43%	17%	42

15. Please tell us which of the following campus technology services you are AWARE of and which services you have USED.

Answer	Aware	Used
DoIT Help Desk (Tech Support via phone, email, in person or Web)	76%	82%
DoIT Tech Store	76%	72%
DoIT Repair and Desktop Support (fee-based installation and repair)	73%	38%
Professional Technical Education (IT training)	67%	33%
Digital Media Center	43%	16%
DoIT Academic Technology Consultants	38%	12%
Engage Award Program (awards to leverage new and emerging technologies in learning and teaching)	17%	4%
Total responses	317	317

16. Using the scale provided, please rate your satisfaction with these tools.
(only includes those who have used the tool)

Answer	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Responses
DoIT Help Desk (Tech Support via phone, email, in person or Web)	2%	3%	11%	50%	33%	281
DoIT Repair and Desktop Support (fee-based installation and repair)	3%	3%	13%	47%	34%	145
DoIT Tech Store	1%	2%	12%	48%	38%	249
Professional Technical Education (IT training)	3%	3%	24%	47%	22%	125
Digital Media Center	1%	4%	19%	37%	38%	68
DoIT Academic Technology Consultants	2%	11%	20%	36%	31%	45
Engage Award Program (awards to leverage new and emerging technologies in learning and teaching)	0%	11%	42%	16%	32%	19

17. If you could have one more tech service or tool to improve your work on campus, what would it be? (Reporting top four responses)

Text Response
(8) Better email client (Microsoft Exchange, Outlook, etc.)
(6) A better calendar system to replace WiscCal (that integrates with mobile devices)
(4) More/cheaper software training options/times
(4) iPad/tablet

18. What do you use to back up your university data? [Check all that apply]

Answer	Response	%
External drive	102	32%
University cloud computing backup (IP Storage, department or local storage)	89	28%
Flash (thumb) drive	83	26%
Other, please specify	77	24%
I don't back up my data	51	16%
My WebSpace	32	10%
Bucky Backup	28	9%
Commercial cloud computing backup (Google, Yahoo, Amazon, Jungle Disk)	13	4%
Mozy	1	0%
Carbonite	1	0%

19. Why don't you use Bucky Backup?

Answer	Response	%
I didn't know it existed	170	57%
My department uses another backup tool	69	23%
Other, please specify	34	12%
It's expensive	18	6%
It's difficult to use	4	1%
Total responses	296	100%

The 12% who reported “Other” responded: Dept/School provides my backup (8 respondents), I don't have the need (7), Haven't tried it yet (5), Not sure what my school/dept uses (4), and others.

20. 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	123	38%
I don't know	84	26%
This month	59	18%
Never	25	8%
This year	24	7%
Two or more years ago	6	2%
Total responses	321	100%

21. Regarding online scams or phishing, which of the following statements apply to you?

Answer	Yes
I know what phishing is	93%
I know that phishing scams are prevalent	92%
I know that phishing scams often come through email, phone and/or text messages	93%
I know that there are malicious Web sites	97%
I know how to identify a secure Web site (https, lock icon, etc.)	77%
I know not to respond to unsolicited requests for personal information	98%
I have been a victim of phishing	13%
Total responses	318

22. As a normal part of your work, do you regularly (at least once per year) handle electronic versions of sensitive University data including: [Check all that apply]

Answer	My personal information	1000 records or less	More than 1000 records	I do not handle any of this data
Social Security Numbers	17%	16%	5%	62%
Driver's License or State ID Numbers	14%	11%	2%	73%
Financial Account Numbers (debit/credit cards, bank account, or any access/security codes)	20%	13%	2%	64%
Protected Health Information	7%	14%	8%	72%
DNA Profiles	1%	2%	0%	97%
Unique Biometric Data	1%	2%	1%	96%
Student FERPA-protected Data	1%	18%	5%	76%

23. 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	249	79%
No	68	21%
Total	317	100%

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

Answer	Response	%
Yes	10	3%
No/NA	308	97%
Total	318	100%

25. Please check the following that are true for you: [Check all that apply]

Answer	Response	%
I'm aware that campus IT policies exist.	287	90%
I know what the policies are.	140	44%
I know where to find the policies online.	156	49%
I attempt to follow IT policies as they relate to my work.	205	64%
None of the above	24	8%

26. Many cloud-based tools are commercially available — many have been licensed for University use. Which of the following are you AWARE of and/or have USED for your University work or in your courses? [Check all that apply]

Question	Aware	Use
Google (Gmail, Apps, Docs, etc.)	51%	37%
Facebook	50%	24%
YouTube	46%	24%
I don't use a cloud/Web service for university work or in my courses	25%	12%
Flickr	34%	8%
iTunes U	32%	5%
UW Facebook	21%	5%
UW iTunes U	18%	3%
UW YouTube	15%	3%
UW Flickr	13%	1%
Other, please specify	1%	1%
Total responses	318	318

27. Do you plan to improve your computing skills in the coming year?

Answer	Response	%
Yes	193	60%
No	32	10%
I'm not sure	95	30%
Total responses	320	100%

**28. What computing topics and methods would you prefer to have training?
[Check all that apply]**

Answer	Response	%
Web design (Dreamweaver, CSS, HTML, JavaScript)	73	26%
Databases (Access, Final Maker Pro, SQL)	94	34%
Presentations (PowerPoint)	71	26%
Spreadsheets (Excel)	89	32%
Word Processing (Word)	40	14%
Windows 7	45	16%
Desktop Publishing (InDesign)	36	13%
Graphics, Photo Editing & Animation (Illustrator, Photoshop or Flash)	75	27%
Video capturing & editing (Vegas Video, iMovie or Final Cut Pro)	43	16%
UW-provided tools (My WebSpace or WiscCal)	39	14%
Wikis & Blogs	25	9%
Learn@UW (Course Management System)	30	11%
Web Forms (creating Web forms for collecting information that is sent to a database)	34	23%
Adobe Connect	24	9%
Security topics (data security, anti-virus software, phishing, Identity Finder, safe computing)	29	10%
WiscWeb CMS (campus approved Content Management System)	16	6%
Social Media (Facebook, Twitter, Flickr, YouTube, Google Docs/Gmail/etc.)	31	11%
Take a face-to-face course of any of the above	71	26%
Take an online, self-paced course of any of the above	131	47%
I am not interested in computing skills courses at this time	35	13%
Other, please specify	30	11%

29. What is your primary role at the University? [Check one]

Answer	Response	%
Administration	114	36%
Research	88	28%
Other, please specify	78	25%
Teaching	36	11%
Total	316	100%

30. Regarding the technology products and services that are available to you, please list any suggestions for improvement.

Of the 77 respondents who answered this question, 13 want a better WiscCal product (e.g., Exchange, something with CalDAV access, more storage, ability to sync with mobile phones/Google calendars, etc.); 8 want a better WiscMail product (e.g., Exchange, better iPhone client, a solution that works with Chrome, ability to sync with mobile phones); 5 want a seamless transition between wireless access points across campus; 5 want more/cheaper training opportunities; and 29 added other non-related answers.

31. 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.