

# IT Services Satisfaction Survey 2020

Welcome to ITSC's **IT Services Satisfaction Survey 2020**. Your feedback is important to us in how we can improve our service. This survey typically takes 5 minutes to complete.

If you have any questions about the survey, please contact us at [cchelp@ust.hk](mailto:cchelp@ust.hk).

In compliance with the Personal Data (Privacy) Ordinance, information you have provided will be used primarily for improving ITSC services.

## Please let us know more about yourself:

Are you a full time staff?

Yes

No

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Which is your Office in HKUST? (choose any that applies)

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Are you an undergraduate (UG) or postgraduate (PG) student?

UG

PG

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Are you a local student?

Yes

No

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Which is your School in HKUST? (choose any that applies)

- Science
  - Engineering
  - Business & Management
  - Humanities & Social Science
  - Interdisciplinary Programs Office
-

## Questions for Staff

Following is a list of services provided by ITSC. Please check the services below that you have utilized at work. (You may choose more than one)

**General Support and IT Training** - Professional advice, assistance and trainings provided on the use of IT services. *[Services include: Service Desk, IT Training programs]*

**Productivity and Collaboration** – Tools that support your daily computing and collaborative needs in study, research and office work. *[Services include: Email and calendar, Personal file storage, MS Teams, Survey tool, Personal homepage]*

**Communications** – Central telephone and fax service, mailing lists as well as to search for a person's contact or where a place is. *[Services include: Telephone and fax, Video Conferencing, Campus communications directory, Mass Communication, Path Advisor]*

**Network and Connectivity** – Provisioning of wired and wireless network connectivity to the internet. *[Services include: Wired connection, Wi-Fi, Remote Access (VPN)]*

**Software and Applications** – Availability, distribution and licenses of software / applications needs for research, teaching and office work. *[Services include: Software Download Area, Loan Software Media, Coordinated purchases]*

**Infrastructure Services** – Provide connectivity to central servers for services catering departmental or workplace needs. *[Services include: Departmental File Storage, Endpoint Backup, Virtual Server, Web Hosting, API Gateway & API Portal, Smart Campus Infrastructure]*

**Cybersecurity** – Defined policies, standards, awareness and tools available for the campus community to safeguard University's computing resources and data. *[Services include: Reporting of Security incident, Two Factor Authentication, Anti-virus Software, Trainings for Cybersecurity Coordinators and staff, Professional Consultation]*

**Support for Teaching & Learning** – Enterprise applications and services for teaching and learning. *[Services include: Canvas, Remote Teaching, Virtual Desktops Infrastructure for Teaching, Personal Response System (PRS), Multiple Choice Marking System]*

**Support for Academic Research** – Provide powerful tool for academic research. *[Services include: High Performance Computing, Research & Education Network]*

**Classroom Support Facilities** - Development in digital audio/visual technologies to provide opportunities for innovative in-class teaching and learning experiences. *[Services include: Classroom A/V and computing support, Mic4Me]*

For each of the following services, rate your **SATISFACTION** with each on a scale of 1 to 5 with 1 being the lowest and 5 being the highest.

	Satisfaction
<p><b>General Support and IT Training</b> – Professional advice, assistance and trainings provided on the use of IT services.  <i>[Services include: Service Desk, IT Training programs]</i></p>	<input type="button" value="v"/>
<p><b>Productivity and Collaboration</b> – Tools that support your daily computing and collaborative needs in study, research and office work.  <i>[Services include: Email and calendar, Personal file storage, MS Teams, Survey tool, Personal homepage]</i></p>	<input type="button" value="v"/>
<p><b>Communications</b> – Central telephone and fax service, mailing lists as well as to search for a person’s contact or where a place is.  <i>[Services include: Telephone and fax, Video Conferencing, Campus communications directory, Mass Communication, Path Advisor]</i></p>	<input type="button" value="v"/>
<p><b>Network and Connectivity</b> – Provisioning of wired and wireless network connectivity to the internet.  <i>[Services include: Wired connection, Wi-Fi, Remote Access (VPN)]</i></p>	<input type="button" value="v"/>
<p><b>Software and Applications</b> – Availability, distribution and licenses of software / applications needs for research, teaching and office work.  <i>[Services include: Software Download Area, Loan Software Media, Coordinated purchases]</i></p>	<input type="button" value="v"/>
<p><b>Infrastructure Services</b> – Provide connectivity to central servers for services catering departmental or workplace needs.  <i>[Services include: Departmental File Storage, Endpoint Backup, Virtual Server, Web Hosting, API Gateway &amp; API Portal, Smart Campus Infrastructure]</i></p>	<input type="button" value="v"/>

**Cybersecurity** – Defined policies, standards, awareness and tools available for the campus community to safeguard University’s computing resources and data.

*[Services include: Reporting of Security incident, Two Factor Authentication, Anti-virus Software, Trainings for Cybersecurity Coordinators and staff, Professional Consultation]*



**Support for Teaching & Learning** – Enterprise applications and services for teaching and learning.

*[Services include: Canvas, Remote Teaching, Virtual Desktops Infrastructure for Teaching, Personal Response System (PRS), Multiple Choice Marking System]*



**Support for Academic Research** – Provide powerful tool for academic research.

*[Services include: High Performance Computing, Research & Education Network]*



**Classroom Support Facilities** – Development in digital audio/visual technologies to provide opportunities for innovative in-class teaching and learning experiences.

*[Services include: Classroom A/V and computing support, Mic4Me]*



Please provide a reason for your **SATISFACTION** rating and/or a recommendation for improvement. (optional)

	Reason/Suggestions
<p><b>General Support and IT Training</b> – Professional advice, assistance and trainings provided on the use of IT services.  <i>[Services include: Service Desk, IT Training programs]</i></p>	<input data-bbox="821 474 1394 573" type="text"/>
<p><b>Productivity and Collaboration</b> – Tools that support your daily computing and collaborative needs in study, research and office work.  <i>[Services include: Email and calendar, Personal file storage, MS Teams, Survey tool, Personal homepage]</i></p>	<input data-bbox="821 672 1394 770" type="text"/>
<p><b>Communications</b> – Central telephone and fax service, mailing lists as well as to search for a person’s contact or where a place is.  <i>[Services include: Telephone and fax, Video Conferencing, Campus communications directory, Mass Communication, Path Advisor]</i></p>	<input data-bbox="821 902 1394 1001" type="text"/>
<p><b>Network and Connectivity</b> – Provisioning of wired and wireless network connectivity to the internet.  <i>[Services include: Wired connection, Wi-Fi, Remote Access (VPN)]</i></p>	<input data-bbox="821 1133 1394 1232" type="text"/>
<p><b>Software and Applications</b> – Availability, distribution and licenses of software / applications needs for research, teaching and office work.  <i>[Services include: Software Download Area, Loan Software Media, Coordinated purchases]</i></p>	<input data-bbox="821 1330 1394 1429" type="text"/>
<p><b>Infrastructure Services</b> – Provide connectivity to central servers for services catering departmental or workplace needs.  <i>[Services include: Departmental File Storage, Endpoint Backup, Virtual Server, Web Hosting, API Gateway &amp; API Portal, Smart Campus Infrastructure]</i></p>	<input data-bbox="821 1561 1394 1659" type="text"/>

**Cybersecurity** – Defined policies, standards, awareness and tools available for the campus community to safeguard University’s computing resources and data.

*[Services include: Reporting of Security incident, Two Factor Authentication, Anti-virus Software, Trainings for Cybersecurity Coordinators and staff, Professional Consultation]*

**Support for Teaching & Learning** – Enterprise applications and services for teaching and learning.

*[Services include: Canvas, Remote Teaching, Virtual Desktops Infrastructure for Teaching, Personal Response System (PRS), Multiple Choice Marking System]*

**Support for Academic Research** – Provide powerful tool for academic research.

*[Services include: High Performance Computing, Research & Education Network]*

**Classroom Support Facilities** – Development in digital audio/visual technologies to provide opportunities for innovative in-class teaching and learning experiences.

*[Services include: Classroom A/V and computing support, Mic4Me]*

## Questions for Students

Following is a list of services provided by ITSC. Please check the services below that you have utilized at work. (You may choose more than one)

**General Support and IT Training** - Professional advice, assistance and trainings provided on the use of IT services. *[Services include: Service Desk, IT Training programs]*

**Productivity and Collaboration** – Tools that support your daily computing and collaborative needs in study and research. *[Services include: Email and calendar, Personal file storage, MS Teams, Survey tool, Software Download Area, Personal homepage]*

**Communications** – Search for a person's contact or where a place is. *[Services include: Campus communications directory, Path Advisor]*

**Network and Connectivity** – Provisioning of wired and wireless network connectivity to the internet. *[Services include: Wired connection, Wi-Fi, Remote Access (VPN)]*

**Cybersecurity** - Defined policies, standards, awareness and tools available for the campus community to safeguard University's computing resources and data. *[Services include: Reporting of Security incident, Two Factor Authentication, Anti-virus Software]*

**Support for Teaching & Learning** – Enterprise applications and services for teaching and learning. *[Services include: Canvas, Remote Teaching, Computer Barns, Virtual Barns, Satellite Printers, Personal Response System (PRS)]*

**Support for Academic Research** – Provide powerful tool for academic research. *[Services include: High Performance Computing, Research & Education Network]*

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For each of the following services, rate your **SATISFACTION** with each on a scale of 1 to 5 with 1 being the lowest and 5 being the highest.

	Satisfaction
<p><b>General Support and IT Training</b> – Professional advice, assistance and trainings provided on the use of IT services.  <i>[Services include: Service Desk, IT Training programs]</i></p>	<input type="button" value="v"/>
<p><b>Productivity and Collaboration</b> – Tools that support your daily computing and collaborative needs in study and research.  <i>[Services include: Email and calendar, Personal file storage, MS Teams, Survey tool, Software Download Area, Personal homepage]</i></p>	<input type="button" value="v"/>
<p><b>Communications</b> – Search for a person's contact or where a place is.  <i>[Services include: Campus communications directory, Path Advisor]</i></p>	<input type="button" value="v"/>
<p><b>Network and Connectivity</b> – Provisioning of wired and wireless network connectivity to the internet.  <i>[Services include: Wired connection, Wi-Fi, Remote Access (VPN)]</i></p>	<input type="button" value="v"/>
<p><b>Cybersecurity</b> – Defined policies, standards, awareness and tools available for the campus community to safeguard University's computing resources and data.  <i>[Services include: Reporting of Security incident, Two Factor Authentication, Anti-virus Software]</i></p>	<input type="button" value="v"/>
<p><b>Support for Teaching &amp; Learning</b> – Enterprise applications and services for teaching and learning.  <i>[Services include: Canvas, Remote Teaching, Computer Barns, Virtual Barns, Satellite Printers, Personal Response System (PRS)]</i></p>	<input type="button" value="v"/>
<p><b>Support for Academic Research</b> – Provide powerful tool for academic research.  <i>[Services include: High Performance Computing, Research &amp; Education Network]</i></p>	<input type="button" value="v"/>

Please provide a reason for your **SATISFACTION** rating and/or a recommendation for improvement. (optional)

	Reason/Suggestions
<p><b>General Support and IT Training</b> – Professional advice, assistance and trainings provided on the use of IT services.  <i>[Services include: Service Desk, IT Training programs]</i></p>	<div style="border: 1px solid black; height: 60px;"></div>
<p><b>Productivity and Collaboration</b> – Tools that support your daily computing and collaborative needs in study and research.  <i>[Services include: Email and calendar, Personal file storage, MS Teams, Survey tool, Software Download Area, Personal homepage]</i></p>	<div style="border: 1px solid black; height: 60px;"></div>
<p><b>Communications</b> – Search for a person’s contact or where a place is.  <i>[Services include: Campus communications directory, Path Advisor]</i></p>	<div style="border: 1px solid black; height: 60px;"></div>
<p><b>Network and Connectivity</b> – Provisioning of wired and wireless network connectivity to the internet.  <i>[Services include: Wired connection, Wi-Fi, Remote Access (VPN)]</i></p>	<div style="border: 1px solid black; height: 60px;"></div>
<p><b>Cybersecurity</b> – Defined policies, standards, awareness and tools available for the campus community to safeguard University’s computing resources and data.  <i>[Services include: Reporting of Security incident, Two Factor Authentication, Anti-virus Software]</i></p>	<div style="border: 1px solid black; height: 60px;"></div>
<p><b>Support for Teaching &amp; Learning</b> – Enterprise applications and services for teaching and learning  <i>[Services include: Canvas, Remote Teaching, Computer Barns, Virtual Barns, Satellite Printers, Personal Response System (PRS)]</i></p>	<div style="border: 1px solid black; height: 60px;"></div>
<p><b>Support for Academic Research</b> – Provide powerful tool for academic research.  <i>[Services include: High Performance Computing, Research &amp; Education Network]</i></p>	<div style="border: 1px solid black; height: 60px;"></div>

**Questions for All**

Previously you were asked to rate the satisfaction of specific ITSC services. Now we would like you to evaluate the **OVERALL DELIVERY** of ITSC services. Please rate your **SATISFACTION** with each on a scale of 1 to 5 with 1 being the lowest and 5 being the highest. N/A - Not Applicable.

	Satisfaction
<b>Support Availability</b> – includes resources, coverage, ease in contacting and reliability.	<input type="button" value="v"/>
<b>Support Responsiveness</b> – includes communication skills, courtesy, attitude, timeliness, and follow-up.	<input type="button" value="v"/>
<b>Support Expertise</b> – includes business knowledge, competence, innovativeness, problem resolution, and knowledge of all services and contacts.	<input type="button" value="v"/>
<b>Impact on Your Work</b> – the ability to assist you in meeting your mission.	<input type="button" value="v"/>
<b>System Quality</b> – includes the reliability, dependability, uptime and overall quality.	<input type="button" value="v"/>
<b>System Performance</b> – includes speed, responsiveness, and turnaround time.	<input type="button" value="v"/>
<b>System Functionality</b> – includes business alignment, ease of use, look and feel, and information security of the service.	<input type="button" value="v"/>

Please provide a reason for your **SATISFACTION** rating and/or a recommendation for improvement on overall delivery of ITSC services. (optional)

	Reason/Suggestions
<b>Support Availability</b> – includes resources, coverage, ease in contacting and reliability.	<input type="text"/>
<b>Support Responsiveness</b> – includes communication skills, courtesy, attitude, timeliness, and follow-up.	<input type="text"/>
<b>Support Expertise</b> – includes business knowledge, competence, innovativeness, problem resolution, and knowledge of all services and contacts.	<input type="text"/>
<b>Impact on Your Work</b> – the ability to assist you in meeting your mission.	<input type="text"/>
<b>System Quality</b> – includes the reliability, dependability, uptime and overall quality.	<input type="text"/>
<b>System Performance</b> – includes speed, responsiveness, and turnaround time.	<input type="text"/>
<b>System Functionality</b> – includes business alignment, ease of use, look and feel, and information security of the service.	<input type="text"/>

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Overall, I am satisfied with the computing environment at HKUST

- Strongly Agree
  - Agree
  - Slightly Agree
  - Neutral
  - Slightly Disagree
  - Disagree
  - Strongly Disagree
-

**Question for Staff**

Where do you normally get help on IT-related matters? (You may choose more than one)

- ITSC
  - Other Colleagues
  - Friends
  - Internet (e.g. Google)
  - Others, please specify:
- 

**Question for Students**

Where do you normally get help on IT-related matters? (You may choose more than one)

- ITSC
  - Department/School
  - Other Students
  - Friends
  - Internet (e.g. Google)
  - Others, please specify:
-

You are welcome to let us know any other suggestions about the IT services on campus.  
(optional)

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Thank you for your time to complete the survey. A lucky draw for three winners will be conducted in late May 2020. Each winner will be awarded with a Fitbit charge 4 - a health & fitness tracker with built-in GPS, heart rate tracking.

To participate in the draw, please choose "I Agree" below and agree for ITSC to publish your name and prize award photo if you become the lucky winner. By choosing "I Disagree", your name will not be entered into the lucky draw.

- I Agree
- I Disagree