IT Services Satisfaction Survey 2023

Welcome to ITSC's **IT Services Satisfaction Survey 2023**. Your feedback is important to us in how we can improve our service. This survey typically takes 5 minutes to complete and it will close on 3 May 2023 (Wednesday).

If you have any questions about the survey, please contact us at 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

Are you a local student?

○ Yes

○ No

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, 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 (iPRS), 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
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, 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 (iPRS), 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
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]*	
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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 (iPRS), 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 study. (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 (iPRS)]*

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

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

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

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

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

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

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

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 18 winners will be conducted in mid May 2023. The winners of the lucky draw will be notified individually. 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