

The College of Idaho's faculty, staff and students' interaction with computer applications and the IT Department



Introduction

The College of Idaho Information Technology (IT) department facilitates the use of hardware and software programs. Keith Bowers, department director, wanted more information regarding faculty, staff and students device, program usage, Wi-Fi accessibility, preferred methods of communication and their interactions with the IT department. Questions were developed related to technology/program usage to uncover perceived ease of use, customer service, and if there was a need for training. If we can better understand faculty, staff and student preferences and desires regarding technology this will provide the IT Department information to better serve the YoteFam community.

Background

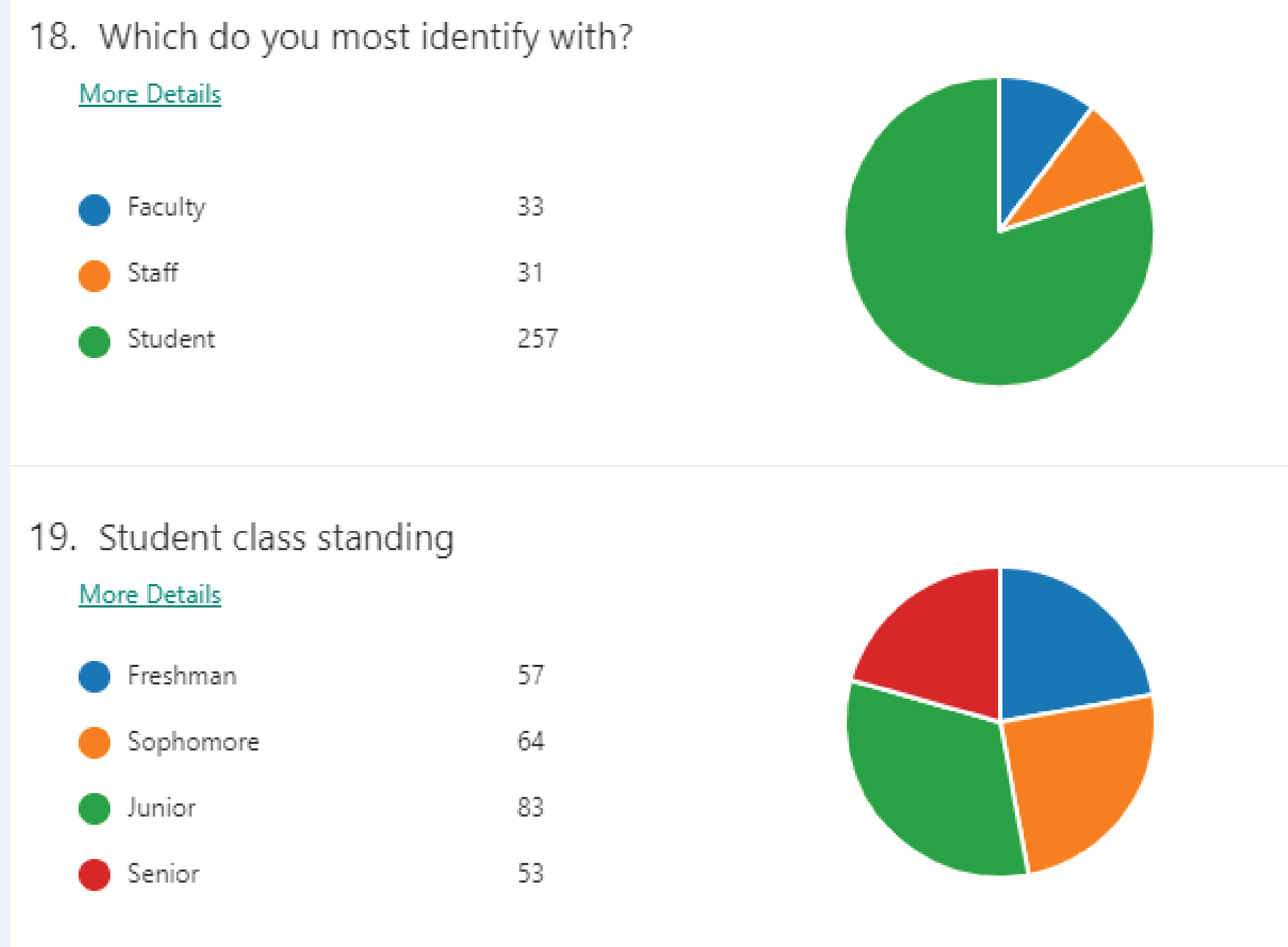
The 28 students in the BUS 466 Consumer Behavior class listened to Mr. Bower's insights on a desire to align IT strategy with College culture. The IT continuous improvement philosophy of, small ongoing positive changes can reap major improvements, would benefit from obtaining customer research data. The data could assist in future departmental strategic planning and achievement to maximize the utilization of technology on the C of I campus.

Objectives

Primary objective was to identify which applications C of I faculty, staff and students mainly used and the need for additional training. A secondary objective was to determine awareness and interaction with IT Services.

Methods

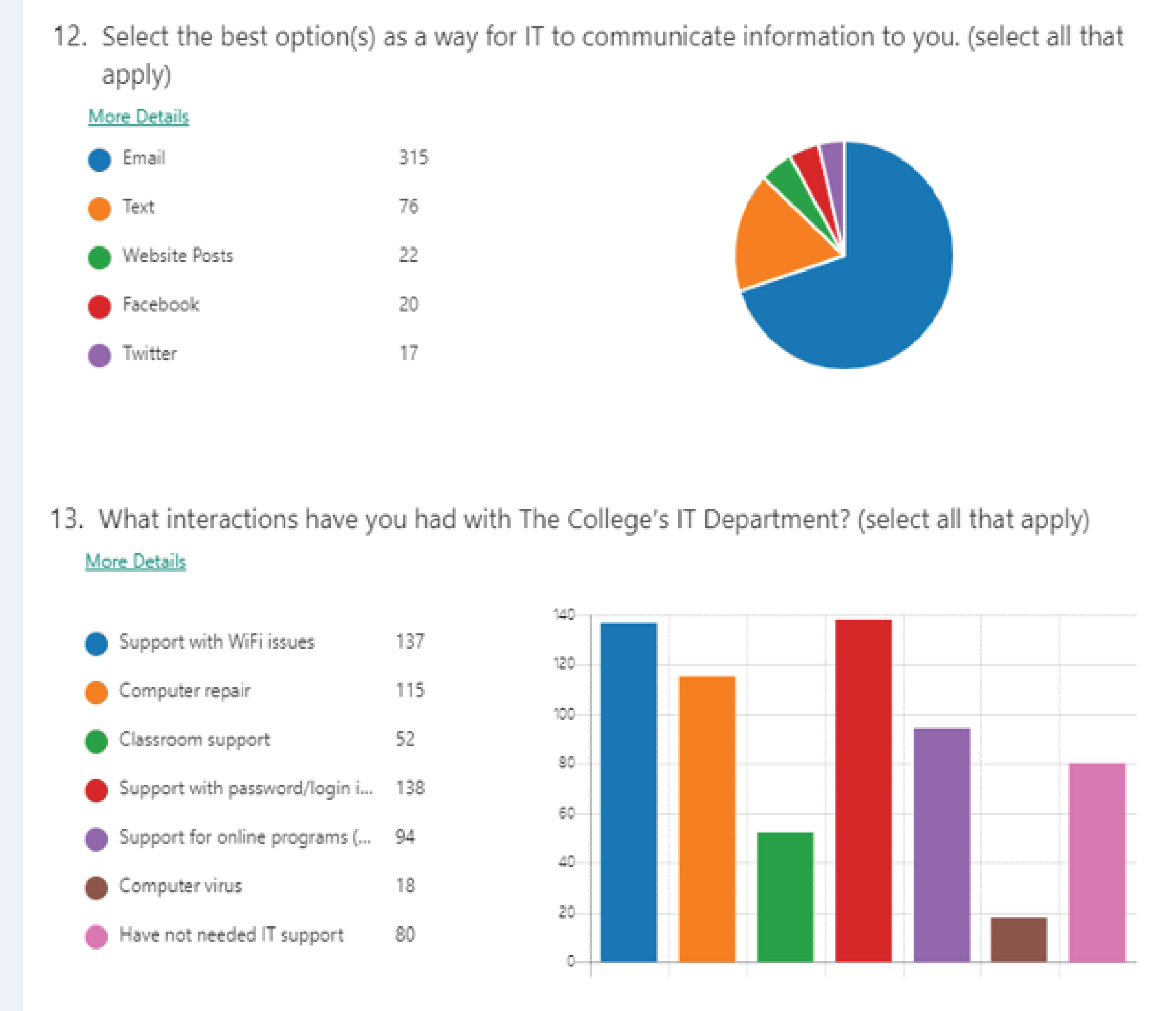
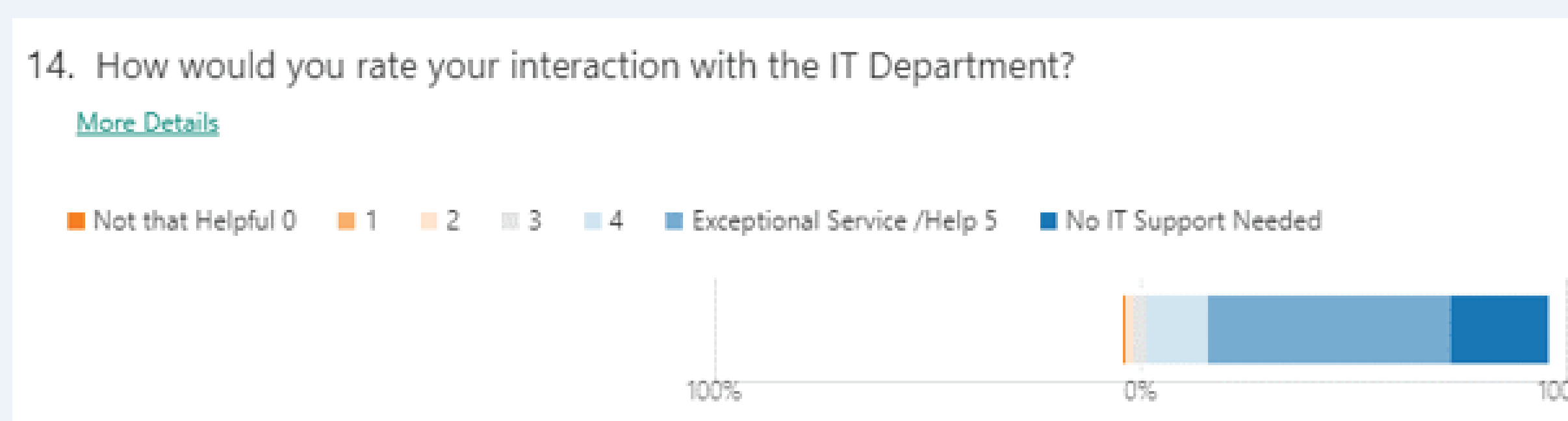
Data was collected by a random sampling of College of Idaho faculty, staff and students. Participants were asked to complete an online survey and reflect on application usage and interactions with the IT department. The 21-question survey also included demographic questions. In this study, 321 College of Idaho faculty, staff and students over the age of 18, completed the online survey.



Results and Discussion

Key findings include 97 participants interested in additional Excel training. Other applications receiving significant interest for training were Teams (79), OneDrive (71), OneNote (59) and Sway (53). Over 45 participants took the time to write in additional comments for the IT department. The predominate theme in the comments was that of appreciation for the IT staff and their work:

“LifeSavers”
 “Amazing”
 “Fantastic job”



Conclusion

The general consensus of findings shows a strong appreciation and satisfaction from students, faculty and staff regarding the crucial IT department support and customer service. Key findings show Canvas and Self Service are the top programs used, along with applications Outlook, Word and Teams. The results showed an interest in training for Excel, Teams, OneDrive, OneNote, and Sway. Additional findings reflect the predominant use of iPhones, followed by Windows and Mac laptops. Participants know how to contact IT, however tend to turn to an internet search for information. For IT, our team recommends looking into unconventional forms of training that can play off the tendency for their consumers to turn to Google or online sources for help first, like an IT FAQs page that address common concerns. The random sample supports a representative and unbiased research result.