

## HSLIC Online IT Survey Results 2004

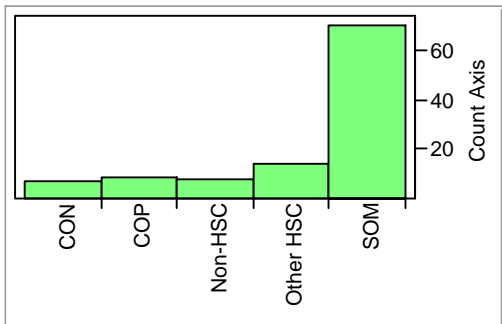
The 2004 HSLIC Online IT survey was a web-based survey accessible from the HSLIC home page April 26-May 23, 2004. Originally the survey was scheduled to be removed May 9 but was extended due to a low number of responses.

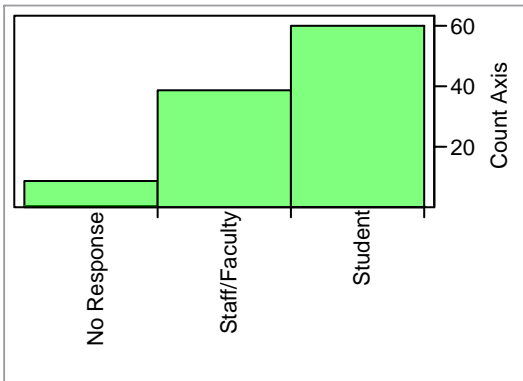
It was announced to the HSC by two notices on the Public Affairs web page, the first for the weeks of April 26 and May 3 and the second announcing the extended due date. The Public Affairs weekly notice reaches a population of about 9300 HSC students, faculty, and staff. No targeted emails were sent. Although the survey was linked from the library's home page, there was no pop-up to draw it to users' attention. The survey was on the open web, so that other users from the University or from the general community were able to submit their responses also.

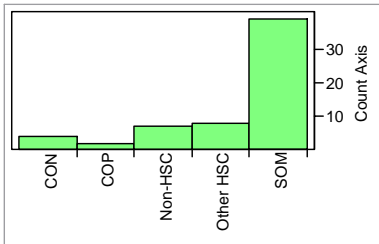
108 useable responses were received. Five responses from internal HSLIC employees were excluded.

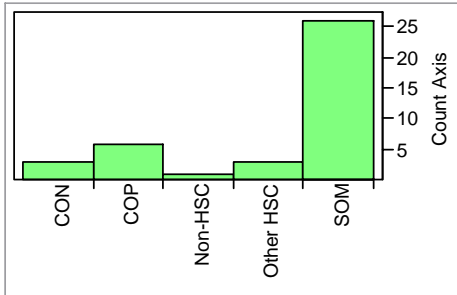
**The distribution of frequencies**

Demographic groups with fewer than 5 respondents were grouped with other, larger demographic groups. The University of New Mexico Hospital affiliated respondents (3) were grouped into Other HSC (11). Other UNM (4) and Public (4) were folded into a category called "Non-HSC (8)." HSLIC employees were not encouraged to complete the survey, but 5 responses indicated a HSLIC affiliation. These responses were subsequently excluded from the results.

<p><b>You are primarily affiliated with (Department or School):</b></p>	<p><b>Distribution of all Survey Respondents by Department</b></p> 	<p><b>Distribution of all Survey Respondents by Department Frequencies</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Level</th> <th style="text-align: right;">Count</th> <th style="text-align: right;">Percentage</th> </tr> </thead> <tbody> <tr> <td>CON</td> <td style="text-align: right;">7</td> <td style="text-align: right;">0.06</td> </tr> <tr> <td>COP</td> <td style="text-align: right;">9</td> <td style="text-align: right;">0.08</td> </tr> <tr> <td>Other HSC</td> <td style="text-align: right;">14</td> <td style="text-align: right;">0.13</td> </tr> <tr> <td>SOM</td> <td style="text-align: right;">70</td> <td style="text-align: right;">0.65</td> </tr> <tr> <td>Non-HSC</td> <td style="text-align: right;">8</td> <td style="text-align: right;">0.07</td> </tr> <tr> <td><b>Total</b></td> <td style="text-align: right;"><b>108</b></td> <td style="text-align: right;"><b>100</b></td> </tr> </tbody> </table>	Level	Count	Percentage	CON	7	0.06	COP	9	0.08	Other HSC	14	0.13	SOM	70	0.65	Non-HSC	8	0.07	<b>Total</b>	<b>108</b>	<b>100</b>	
Level	Count	Percentage																						
CON	7	0.06																						
COP	9	0.08																						
Other HSC	14	0.13																						
SOM	70	0.65																						
Non-HSC	8	0.07																						
<b>Total</b>	<b>108</b>	<b>100</b>																						

<p><b>You are:</b></p>	<p><b>Distribution by Affiliation</b></p> 	<p><b>Distribution by Affiliation Frequencies</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Level</th> <th style="text-align: right;">Count</th> <th style="text-align: right;">Percentage</th> </tr> </thead> <tbody> <tr> <td>No Response</td> <td style="text-align: right;">9</td> <td style="text-align: right;">0.08</td> </tr> <tr> <td>Staff/Faculty</td> <td style="text-align: right;">39</td> <td style="text-align: right;">0.36</td> </tr> <tr> <td>Student</td> <td style="text-align: right;">60</td> <td style="text-align: right;">0.56</td> </tr> <tr> <td><b>Total</b></td> <td style="text-align: right;"><b>108</b></td> <td style="text-align: right;"><b>100</b></td> </tr> </tbody> </table>	Level	Count	Percentage	No Response	9	0.08	Staff/Faculty	39	0.36	Student	60	0.56	<b>Total</b>	<b>108</b>	<b>100</b>	
Level	Count	Percentage																
No Response	9	0.08																
Staff/Faculty	39	0.36																
Student	60	0.56																
<b>Total</b>	<b>108</b>	<b>100</b>																

	<p><b>Staff/Faculty Distributions by Affiliation</b></p> 	<p><b>Staff/Faculty Distributions by Affiliation</b></p> <p><b>Frequencies</b></p> <table border="1"> <thead> <tr> <th>Level</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>CON</td> <td>3</td> <td>0.08</td> </tr> <tr> <td>COP</td> <td>6</td> <td>0.15</td> </tr> <tr> <td>Other HSC</td> <td>3</td> <td>0.08</td> </tr> <tr> <td>SOM</td> <td>26</td> <td>0.67</td> </tr> <tr> <td>Non-HSC</td> <td>1</td> <td>0.03</td> </tr> <tr> <td>Total</td> <td>39</td> <td>100</td> </tr> </tbody> </table> <p>5 Levels</p>	Level	Count	Percentage	CON	3	0.08	COP	6	0.15	Other HSC	3	0.08	SOM	26	0.67	Non-HSC	1	0.03	Total	39	100	
Level	Count	Percentage																						
CON	3	0.08																						
COP	6	0.15																						
Other HSC	3	0.08																						
SOM	26	0.67																						
Non-HSC	1	0.03																						
Total	39	100																						

	<p><b>Student Distributions by Affiliation</b></p> 	<p><b>Student Distributions by Affiliation</b></p> <p><b>Frequencies</b></p> <table border="1"> <thead> <tr> <th>Level</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>CON</td> <td>4</td> <td>0.07</td> </tr> <tr> <td>COP</td> <td>2</td> <td>0.03</td> </tr> <tr> <td>Other HSC</td> <td>8</td> <td>0.13</td> </tr> <tr> <td>SOM</td> <td>39</td> <td>0.65</td> </tr> <tr> <td>Non-HSC</td> <td>7</td> <td>0.12</td> </tr> <tr> <td>Total</td> <td>60</td> <td>100</td> </tr> </tbody> </table> <p>5 Levels</p>	Level	Count	Percentage	CON	4	0.07	COP	2	0.03	Other HSC	8	0.13	SOM	39	0.65	Non-HSC	7	0.12	Total	60	100	
Level	Count	Percentage																						
CON	4	0.07																						
COP	2	0.03																						
Other HSC	8	0.13																						
SOM	39	0.65																						
Non-HSC	7	0.12																						
Total	60	100																						

**Distributions**

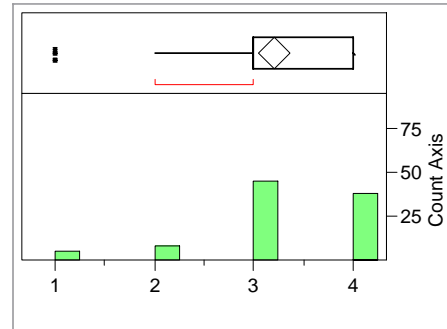
**All Responses**

1. Health Sciences Library and Informatics Center (HSLIC) employees answer my technology-related questions clearly.

**Answer Questions**

Mean: 3.21  
Total Responses:96  
Rank: 13

**1. Answer Questions**



**Moments**

Mean 3.21  
Std Dev 0.81  
Std Err Mean 0.08  
Upper 95% Mean 3.37  
Lower 95% Mean 3.04  
N 96

**Frequencies**

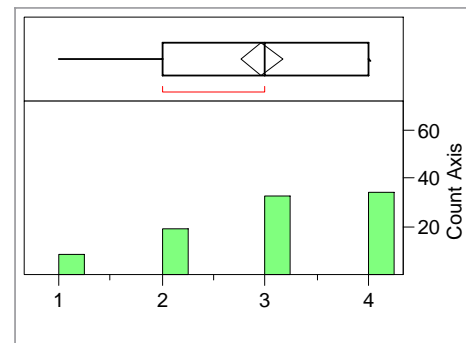
Level	Count	Percentage
1	5	0.05
2	8	0.08
3	45	0.47
4	38	0.4
Total	96	100

2. HSLIC employees respond to a technology question within the time frame I need.

**Answer Time**

Mean: 2.97  
Total Responses:95  
Rank: 10

**2. Answer Time**



**Moments**

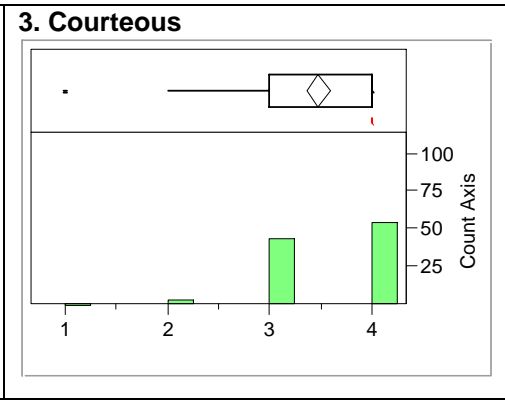
Mean 2.97  
Std Dev 0.97  
Std Err Mean 0.1  
Upper 95% Mean 3.17  
Lower 95% Mean 2.77  
N 95

**Frequencies**

Level	Count	Percentage
1	9	0.09
2	19	0.2
3	33	0.35
4	34	0.36
Total	95	100

**3. HSLIC employees with whom I've interacted have been courteous.**

**Workstation**  
 Mean:3.48  
 Total Responses:102  
 Rank: 14



**Moments**

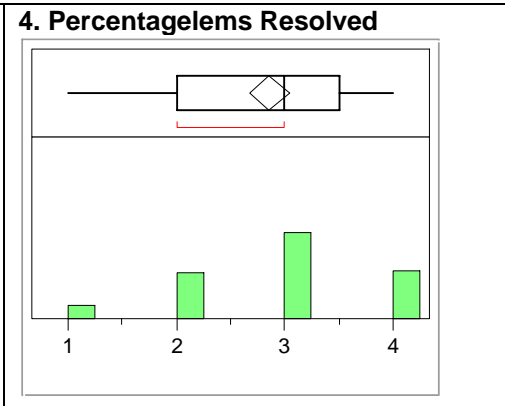
Mean	3.48
Std Dev	0.61
Std Err Mean	0.06
Upper 95% Mean	3.6
Lower 95% Mean	3.36
N	102

**Frequencies**

Level	Count	Percentage
1	1	0
2	3	0.03
3	44	0.43
4	54	0.53
Total	102	100

**4. My technology Percentagelems usually are resolved on my first interaction with staff.**

**Percentagelem Resolved**  
 Mean:2.86  
 Total Responses:93  
 Rank: 8



**Moments**

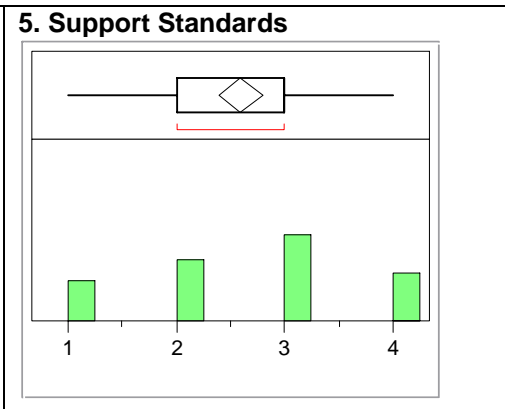
Mean	2.86
Std Dev	0.88
Std Err Mean	0.09
Upper 95% Mean	3.04
Lower 95% Mean	2.68
N	93

**Frequencies**

Level	Count	Percentage
1	7	0.08
2	22	0.24
3	41	0.44
4	23	0.25
Total	93	100

**5. I am aware of the technology support standards at the HSC.**

**Courteous**  
 Mean:2.6  
 Total Responses:99  
 Rank: 3



**Moments**

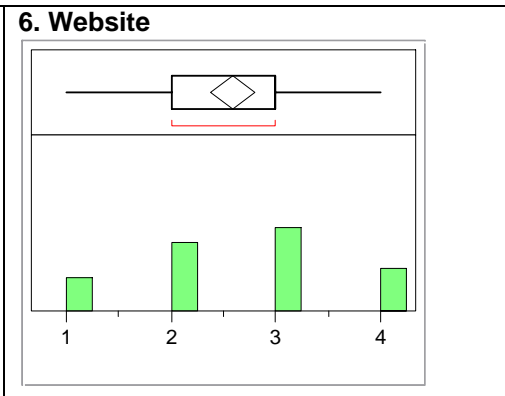
Mean	2.6
Std Dev	1
Std Err Mean	0.1
Upper 95% Mean	2.8
Lower 95% Mean	2.4
N	99

**Frequencies**

Level	Count	Percentage
1	17	0.17
2	26	0.26
3	36	0.36
4	20	0.2
Total	99	100

**6. I use the technology user support website for information and updates.**  
 (<http://hsc.unm.edu/library/usersupport/>)

**6. Website**  
 Mean:2.59  
 Total Responses:80  
 Rank: 2



**Moments**

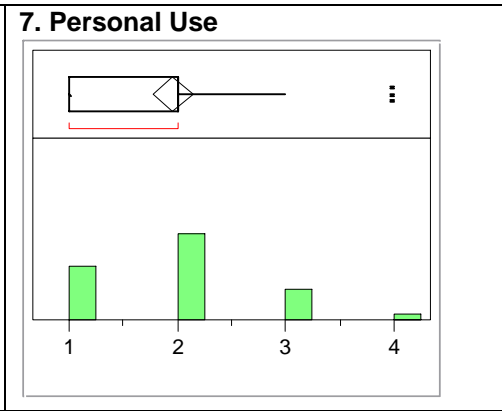
Mean	2.59
Std Dev	0.96
Std Err Mean	0.11
Upper 95% Mean	2.8
Lower 95% Mean	2.37
N	80

**Frequencies**

Level	Count	Percentage
1	12	0.15
2	24	0.3
3	29	0.36
4	15	0.19
Total	80	100

**7. Beyond the incidental personal use of computers allowed by University policy (UNM Business Policy 2510) there is too much personal use of the public computers in the public computing area of HSLIC.**

**Personal Use**  
 Mean:1.96  
 Total Responses:73  
 Rank: 1



**Moments**

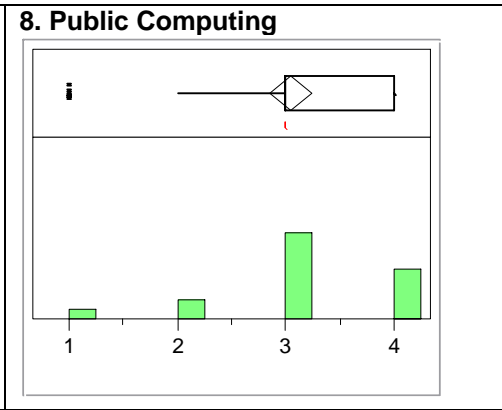
Mean	1.96
Std Dev	0.81
Std Err Mean	0.09
Upper 95% Mean	2.15
Lower 95% Mean	1.77
N	73

**Frequencies**

Level	Count	Percentage
1	22	0.3
2	35	0.48
3	13	0.18
4	3	0.04
Total	73	100

**8. A public computer is usually available in the public computing area of HSLIC when I need one.**

**Public Computing**  
 Mean:3.04  
 Total Responses:74  
 Rank: 11



**Moments**

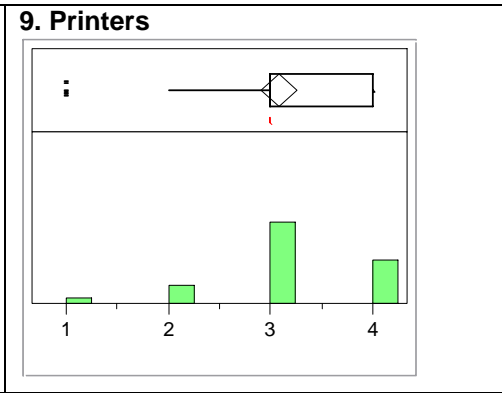
Mean	3.04
Std Dev	0.83
Std Err Mean	0.1
Upper 95% Mean	3.23
Lower 95% Mean	2.85
N	74

**Frequencies**

Level	Count	Percentage
1	5	0.07
2	9	0.12
3	38	0.51
4	22	0.3
Total	74	100

**9. There are sufficient public printers in the public computing area to accommodate my needs.**

**Printers**  
 Mean:3.08  
 Total Responses:71  
 Rank: 12



**Moments**

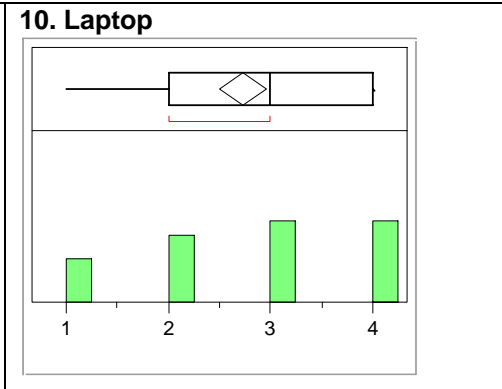
Mean	3.08
Std Dev	0.77
Std Err Mean	0.09
Upper 95% Mean	3.27
Lower 95% Mean	2.9
N	71

**Frequencies**

Level	Count	Percentage
1	3	0.04
2	9	0.13
3	38	0.54
4	21	0.3
Total	71	100

**10. I am aware of how to get access to the network in the HSLIC building for my own laptop.**

**Laptop**  
 Mean:2.73  
 Total Responses:81  
 Rank: 6



**Moments**

Mean	2.73
Std Dev	1.06
Std Err Mean	0.12
Upper 95% Mean	2.96
Lower 95% Mean	2.49
N	81

**Frequencies**

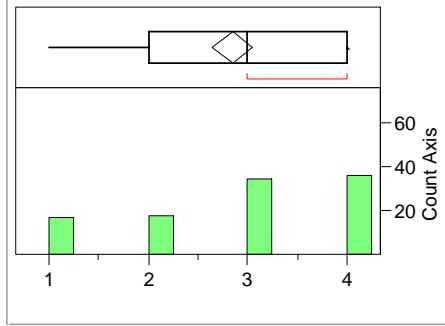
Level	Count	Percentage
1	13	0.16
2	20	0.25
3	24	0.3
4	24	0.3
Total	81	100

**11. I am satisfied with the speed of the Internet at the Health Sciences Center.**

**Network Speed**

Mean:2.85  
Total Responses:106  
Rank: 7

**11. Network Speed**



**Moments**

Mean 2.85  
Std Dev 1.07  
Std Err Mean 0.1  
Upper 95% Mean 3.05  
Lower 95% Mean 2.64  
N 106

**Frequencies**

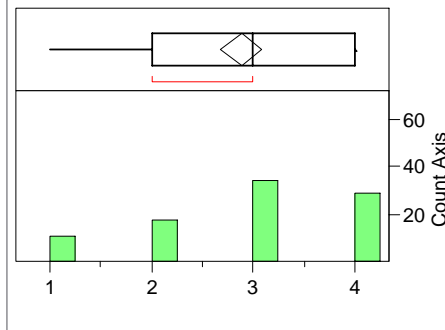
Level	Count	Percentage
1	17	0.16
2	18	0.17
3	35	0.33
4	36	0.34
Total	106	100

**12. The GroupWise email system helps me to be productive.**

**GroupWise**

Mean:2.88  
Total Responses:92  
Rank: 9

**12. GroupWise**



**Moments**

Mean 2.88  
Std Dev 0.99  
Std Err Mean 0.1  
Upper 95% Mean 3.09  
Lower 95% Mean 2.67  
N 92

**Frequencies**

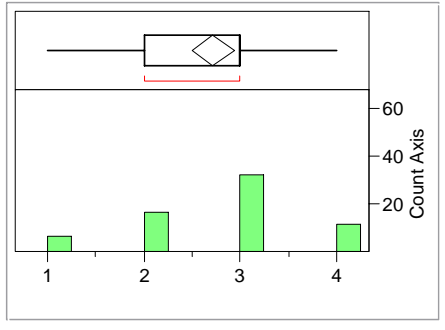
Level	Count	Percentage
1	11	0.12
2	18	0.2
3	34	0.37
4	29	0.32
Total	92	100

**13. When I have a Percentagelem with WebCT, I know where to go for help.**

**WebCT**

Mean:2.72  
Total Responses:68  
Rank:5

**13. WebCT**



**Moments**

Mean 2.72  
Std Dev 0.88  
Std Err Mean 0.11  
Upper 95% Mean 2.93  
Lower 95% Mean 2.51  
N 68

**Frequencies**

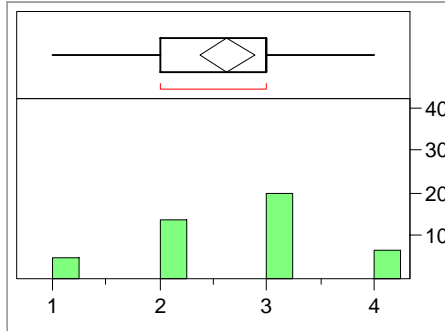
Level	Count	Percentage
1	7	0.1
2	17	0.25
3	32	0.47
4	12	0.18
Total	68	100

**14. The help text on my WebCT course site is useful.**

**WebCT Help**

Mean:2.63  
Total Responses:46  
Rank:4

**14. WebCT Help**



**Moments**

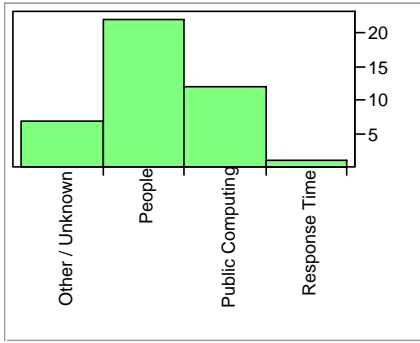
Mean 2.63  
Std Dev 0.88  
Std Err Mean 0.13  
Upper 95% Mean 2.89  
Lower 95% Mean 2.37  
N 46

**Frequencies**

Level	Count	Percentage
1	5	0.11
2	14	0.3
3	20	0.43
4	7	0.15
Total	46	1

15. What is the best thing about Technology Support?

**Best Thing**



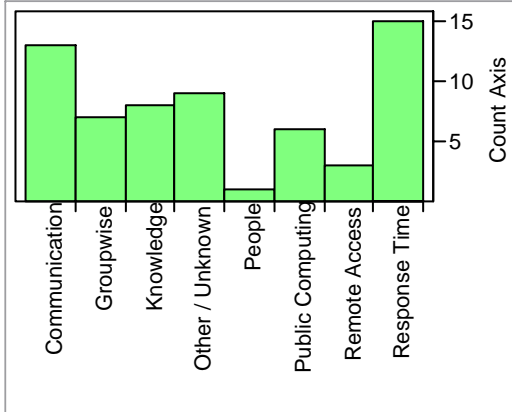
**Frequencies**

Level	Count	Percentage
Other / Unknown	7	0.167
People	21	0.524
Public Computing	12	0.286
Response Time	1	0.024
Total	41	1.000

4 Levels

16. If you could improve one thing about Technology Support, what would it be?

**Needs Improvement**



**Frequencies**

Level	Count	Percentage
Communication	13	0.210
Groupwise	7	0.113
Employee	8	0.129
Knowledge	9	0.145
Other / Unknown	1	0.016
People	6	0.097
Public Computing	3	0.048
Remote Access	14	0.242
Response Time	61	1.000

8 Levels