



Results

Survey 29219

Number of records in this query:	211
Total records in survey:	211
Percentage of total:	100.00%





Field summary for 1

Please indicate which of the following PHAS email groups you belong to:

Answer	Count	Percentage
Faculty (F)	58	27.49%
Staff (S)	33	15.64%
Postdocs (P)	28	13.27%
Grads (G)	73	34.60%
Adj-Assoc (A)	2	0.95%
Others (O)	13	6.16%
don't know (N)	4	1.90%
No answer	0	0.00%



Field summary for 2

Please indicate the building(s) you spend significant portions of your work time:

Answer	Count	Percentage
Hennings (hn)	139	65.88%
Hebb (hb)	26	12.32%
Chem/Physics (cp)	9	4.27%
Brimacombe (br)	28	13.27%
Other	40	18.96%



Field summary for 1

Do you currently make use of the services provided by the PHAS IT staff?

Answer	Count	Percentage
Yes (Yes)	173	81.99%
No (No)	38	18.01%
No answer	0	0.00%



Field summary for 1a

Why not?

Answer	Count	Percentage
I prefer to do my own computer management (pref)	20	9.48%
they don't have time (time)	1	0.47%
they don't have the expertise (exp)	0	0.00%
Other	21	9.95%



Field summary for 2(court)

Please indicate your level of agreement/disagreement with the following statements:

[The PHAS IT staff are courteous and pleasant to deal with.]

Answer	Count	Percentage
strongly disagree (stdis)	0	0.00%
disagree (dis)	1	0.47%
neutral (neut)	7	3.32%
agree (agree)	74	35.07%
strongly agree (sagre)	108	51.18%
No answer	21	9.95%



Field summary for 2(help)

Please indicate your level of agreement/disagreement with the following statements:

[The PHAS IT staff have gone out of their way to help me.]

Answer	Count	Percentage
strongly disagree (stdis)	0	0.00%
disagree (dis)	5	2.37%
neutral (neut)	27	12.80%
agree (agree)	61	28.91%
strongly agree (sagre)	81	38.39%
No answer	37	17.54%



Field summary for 2(intim)

Please indicate your level of agreement/disagreement with the following statements:

[I feel intimidated or uneasy about seeking help from the PHAS IT staff.]

Answer	Count	Percentage
strongly disagree (stdis)	84	39.81%
disagree (dis)	72	34.12%
neutral (neut)	22	10.43%
agree (agree)	10	4.74%
strongly agree (sagre)	4	1.90%
No answer	19	9.00%



Field summary for 2(prompt)

Please indicate your level of agreement/disagreement with the following statements:

[The PHAS IT staff are prompt in resolving problems and issues.]

Answer	Count	Percentage
strongly disagree (stdis)	4	1.90%
disagree (dis)	2	0.95%
neutral (neut)	33	15.64%
agree (agree)	78	36.97%
strongly agree (sagre)	67	31.75%
No answer	27	12.80%



Field summary for 2(satis)

Please indicate your level of agreement/disagreement with the following statements:

[I am in general satisfied with the level of support provided by the PHAS IT staff.]

Answer	Count	Percentage
strongly disagree (stdis)	1	0.47%
disagree (dis)	1	0.47%
neutral (neut)	20	9.48%
agree (agree)	80	37.91%
strongly agree (sagre)	88	41.71%
No answer	21	9.95%



Field summary for 3(win)

Please rate the PHAS IT staff on the following criteria?
[support for MS windows operating system]

Answer	Count	Percentage
very good (vgood)	41	19.43%
good (good)	35	16.59%
fair (fair)	12	5.69%
poor (poor)	2	0.95%
very poor (vpoor)	0	0.00%
No answer	121	57.35%



Field summary for 3(osx)

Please rate the PHAS IT staff on the following criteria?
[support for OS/X operating system (Macs)]

Answer	Count	Percentage
very good (vgood)	10	4.74%
good (good)	18	8.53%
fair (fair)	18	8.53%
poor (poor)	4	1.90%
very poor (vpoor)	0	0.00%
No answer	161	76.30%



Field summary for 3(linux)

Please rate the PHAS IT staff on the following criteria?
[support for Linux operating systems]

Answer	Count	Percentage
very good (vgood)	36	17.06%
good (good)	39	18.48%
fair (fair)	11	5.21%
poor (poor)	1	0.47%
very poor (vpoor)	1	0.47%
No answer	123	58.29%



Field summary for 4

What services would you like to see the PHAS IT staff expand their support for?

Answer	Count	Percentage
Answer	34	16.11%
No answer	177	83.89%



Field summary for 1

How do you prefer to contact the PHAS IT staff?

Answer	Count	Percentage
Telephone (tele)	15	7.11%
Walk-In (walk)	60	28.44%
Email (email)	103	48.82%
Trouble-ticket system (tt)	16	7.58%
Other	3	1.42%
No answer	14	6.64%



Field summary for 2(aware)

The PHAS IT staff use a Trouble Ticket system called OTRS.
[Are you aware of the Trouble Ticket (TT) system?]

Answer	Count	Percentage
Yes (Yes)	93	44.08%
No (No)	104	49.29%
No answer	14	6.64%



Field summary for 2(used)

The PHAS IT staff use a Trouble Ticket system called OTRS.
[Have you ever used the TT system?]

Answer	Count	Percentage
Yes (Yes)	74	35.07%
No (No)	118	55.92%
No answer	19	9.00%



Field summary for 2(web)

The PHAS IT staff use a Trouble Ticket system called OTRS.

[Are you aware that you can access the TT system via your web browser?]

Answer	Count	Percentage
Yes (Yes)	28	13.27%
No (No)	162	76.78%
No answer	21	9.95%



Field summary for 2a(satis)

Please indicate your level of agreement with the following statements:
[I find the TT system makes it easier to get my problem resolved.]

Answer	Count	Percentage
strongly disagree (stdis)	0	0.00%
disagree (dis)	2	2.70%
neutral (neut)	29	39.19%
agree (agree)	21	28.38%
strongly agree (sagre)	15	20.27%
No answer	7	9.46%



Field summary for 2a(prompt)

Please indicate your level of agreement with the following statements:

[I find my requests are handled promptly when I use the TT system.]

Answer	Count	Percentage
strongly disagree (stdis)	1	1.35%
disagree (dis)	0	0.00%
neutral (neut)	15	20.27%
agree (agree)	34	45.95%
strongly agree (sagre)	16	21.62%
No answer	8	10.81%



Field summary for 2a(nolik)

Please indicate your level of agreement with the following statements:
[I would rather not use the TT system.]

Answer	Count	Percentage
strongly disagree (stdis)	14	18.92%
disagree (dis)	20	27.03%
neutral (neut)	26	35.14%
agree (agree)	3	4.05%
strongly agree (sagre)	2	2.70%
No answer	9	12.16%



Field summary for 2b

What don't you like about using the Trouble Ticket system?

Answer	Count	Percentage
Answer	4	80.00%
No answer	1	20.00%



Field summary for 2c

Comments on the trouble ticket system:

Answer	Count	Percentage
Answer	34	16.11%
No answer	177	83.89%



Field summary for 3(aware)

The PHAS IT staff provide computer support web pages on the public web site at
www.phas.ubc.ca/computer/
[Are you aware of the PHAS computer support web pages?]

Answer	Count	Percentage
Yes (Yes)	155	73.46%
No (No)	40	18.96%
No answer	16	7.58%



Field summary for 3(used)

The PHAS IT staff provide computer support web pages on the public web site at
www.phas.ubc.ca/computer/
[Have you ever consulted the computer support web pages for information?]

Answer	Count	Percentage
Yes (Yes)	132	62.56%
No (No)	61	28.91%
No answer	18	8.53%



Field summary for 3a(found)

Please indicate your level of agreement with the following statements regarding the PHAS computer support web pages:

[I found the information I needed on the PHAS computer support web site.]

Answer	Count	Percentage
strongly disagree (stdis)	1	0.76%
disagree (dis)	8	6.06%
neutral (neut)	12	9.09%
agree (agree)	76	57.58%
strongly agree (sagre)	31	23.48%
No answer	4	3.03%



Field summary for 3a(easy)

Please indicate your level of agreement with the following statements regarding the PHAS computer support web pages:
[It was easy to locate the information I sought.]

Answer	Count	Percentage
strongly disagree (stdis)	3	2.27%
disagree (dis)	14	10.61%
neutral (neut)	28	21.21%
agree (agree)	58	43.94%
strongly agree (sagre)	23	17.42%
No answer	6	4.55%



Field summary for 3b

Comments on the computer support web site:

Answer	Count	Percentage
Answer	31	14.69%
No answer	180	85.31%



Field summary for 4

We are considering generating a short PHAS IT newsletter (email) that updates department members on the latest IT issues in the department. (for example, updates on latest security threats, helpful hints we have come across, planned service outages, etc.) Would you like to receive an occasional short IT newsletter via email?

Answer	Count	Percentage
Yes (Y)	140	66.35%
No (N)	36	17.06%
No answer	35	16.59%



Field summary for 4a

How often should such an email be sent?

Answer	Count	Percentage
Monthly (month)	37	26.43%
Quarterly (quart)	31	22.14%
Semi-Annually (semi)	3	2.14%
Annually (ann)	0	0.00%
as deemed appropriate by the IT staff (appro)	67	47.86%
No answer	2	1.43%



Field summary for 5

How do you think the PHAS IT staff could improve their service to the dept members?

Answer	Count	Percentage
Answer	37	17.54%
No answer	174	82.46%



Field summary for 1

Do you use the phas.ubc.ca email service?ie. use an email address such as
username@phas/physics/astro.ubc.ca?

Answer	Count	Percentage
Yes (Yes)	192	91.00%
No (No)	16	7.58%
No answer	3	1.42%



Field summary for 2(satis)

Please indicate you level of agreement with the following statements regarding
the PHAS email server.

[I am in general satisfied with the PHAS email service.]

Answer	Count	Percentage
strongly disagree (stdis)	2	1.04%
disagree (dis)	5	2.60%
neutral (neut)	9	4.69%
agree (agree)	98	51.04%
strongly agree (sagre)	77	40.10%
No answer	1	0.52%



Field summary for 2(rely)

Please indicate you level of agreement with the following statements regarding
the PHAS email server.

[I find the PHAS email service reliable.]

Answer	Count	Percentage
strongly disagree (stdis)	3	1.56%
disagree (dis)	2	1.04%
neutral (neut)	14	7.29%
agree (agree)	86	44.79%
strongly agree (sagre)	84	43.75%
No answer	3	1.56%



Field summary for 3

Which mail client(s) do you currently use?

Answer	Count	Percentage
Thunderbird (tbird)	69	32.70%
Evolution (evol)	10	4.74%
MacMail (mac)	31	14.69%
WebMail (web)	70	33.18%
Outlook (out)	11	5.21%
Outlook Express (outex)	5	2.37%
Alpine (pine) (alpin)	27	12.80%
Other	28	13.27%



Field summary for 4(obj)

We are considering having UBC IT host our email on their expanded Exchange service. Assuming that: There would be no charge for this service. The transition path was smooth. It did not drastically alter the way you read and send email. It would free up PHAS IT time.
[Would you have any objections in moving to the UBC servers?]

Answer	Count	Percentage
Yes (Yes)	41	19.43%
No (No)	127	60.19%
No answer	43	20.38%



Field summary for 4(wcal)

We are considering having UBC IT host our email on their expanded Exchange service. Assuming that: There would be no charge for this service. The transition path was smooth. It did not drastically alter the way you read and send email. It would free up PHAS IT time.
[Do you currently use our departmental webcalendar?]

Answer	Count	Percentage
Yes (Yes)	36	17.06%
No (No)	153	72.51%
No answer	22	10.43%



Field summary for 4(excal)

We are considering having UBC IT host our email on their expanded Exchange service. Assuming that: There would be no charge for this service. The transition path was smooth. It did not drastically alter the way you read and send email. It would free up PHAS IT time.

[Would you be interested in using the calendaring features of Exchange?]

Answer	Count	Percentage
Yes (Yes)	52	24.64%
No (No)	93	44.08%
No answer	66	31.28%



Field summary for 4a

Please provide details of problems you foresee or objections you have below.

Answer	Count	Percentage
Answer	27	65.85%
No answer	14	34.15%



Field summary for 5

Comments on the mail system:

Answer	Count	Percentage
Answer	52	24.64%
No answer	159	75.36%



Field summary for 1

The PHAS department has developed an in-house system for entering, sharing and archiving course information called "Carchive". Have you ever used Carchive?

Answer	Count	Percentage
Yes (Y)	26	12.32%
No (N)	170	80.57%
No answer	15	7.11%



Field summary for 1a

What features of the Carchive system are most important to you?

Answer	Count	Percentage
students find interface easy to use (stud)	7	3.32%
easy for instructors to create course content (entry)	11	5.21%
ability to archive course information (archi)	17	8.06%
Other	2	0.95%



Field summary for 2

UBC supports a commercial on-line "Virtual Learning Environment" system called WebCT Vista. Have you ever used WebCT Vista?

Answer	Count	Percentage
Yes (Y)	94	44.55%
No (N)	98	46.45%
No answer	19	9.00%



Field summary for 2a

What features of WebCT Vista are most important to you?

Answer	Count	Percentage
students find interface easy to use (stud)	43	20.38%
easy for instructors to create course content (entry)	37	17.54%
shared mark entry interface (mark)	58	27.49%
ability to set up on-line quizzes (quiz)	20	9.48%
ability for students to submit work (upld)	22	10.43%
discussion forums (forum)	15	7.11%
Other	9	4.27%



Field summary for 3

We are looking to replace Carchive and WebCT with a new open source product that would be common to most if not all departments in the Science faculty.
Please provide your comments and suggestions below.

Answer	Count	Percentage
Answer	49	23.22%
No answer	162	76.78%



Field summary for 1

Have you ever logged into the PHAS secure/internal web site?

Answer	Count	Percentage
Yes (Y)	160	75.83%
No (N)	41	19.43%
No answer	10	4.74%



Field summary for 1a(cntnt)

Please indicate your level of agreement with the following statements regarding
our secure web site (PHAS Intranet):
[I often use the PHAS Intranet web site.]

Answer	Count	Percentage
strongly disagree (stdis)	9	5.62%
disagree (dis)	35	21.88%
neutral (neut)	47	29.38%
agree (agree)	40	25.00%
strongly agree (sagre)	27	16.88%
No answer	2	1.25%



Field summary for 1a(ease)

Please indicate your level of agreement with the following statements regarding
our secure web site (PHAS Intranet):

[I can easily locate the information/forms I need on the site.]

Answer	Count	Percentage
strongly disagree (stdis)	3	1.88%
disagree (dis)	16	10.00%
neutral (neut)	48	30.00%
agree (agree)	63	39.38%
strongly agree (sagre)	24	15.00%
No answer	6	3.75%



Field summary for 1b

What areas of the Intranet site do you typically reference?

Answer	Count	Percentage
Services - information on staff groups (serv)	47	22.27%
Documents - eg. committee/lecture reports, minutes (docs)	63	29.86%
Directory - telephone, location, email lookup (dir)	113	53.55%
Forms - dept. administration, Carchive, Events posting, etc. (forms)	87	41.23%
WebCalendar - incl. room bookings, other users (cal)	38	18.01%
Other	7	3.32%



Field summary for 2

Comments on the PHAS Internal web site.

Answer	Count	Percentage
Answer	25	11.85%
No answer	186	88.15%



Field summary for 1

Thanks for completing our survey. If you want to be included in a draw for a \$25 UBC Food Services Gift Card (see locations), please enter your email address below:

Answer	Count	Percentage
Answer	120	56.87%
No answer	91	43.13%



Field summary for 2

Please use the box below to provide feedback on any topics not covered above or send us an email with Subject "Survey Feedback" to sysadmin@phas.ubc.ca.

Answer	Count	Percentage
Answer	20	9.48%
No answer	191	90.52%