



Results

Survey 29219

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





Field summary for 1

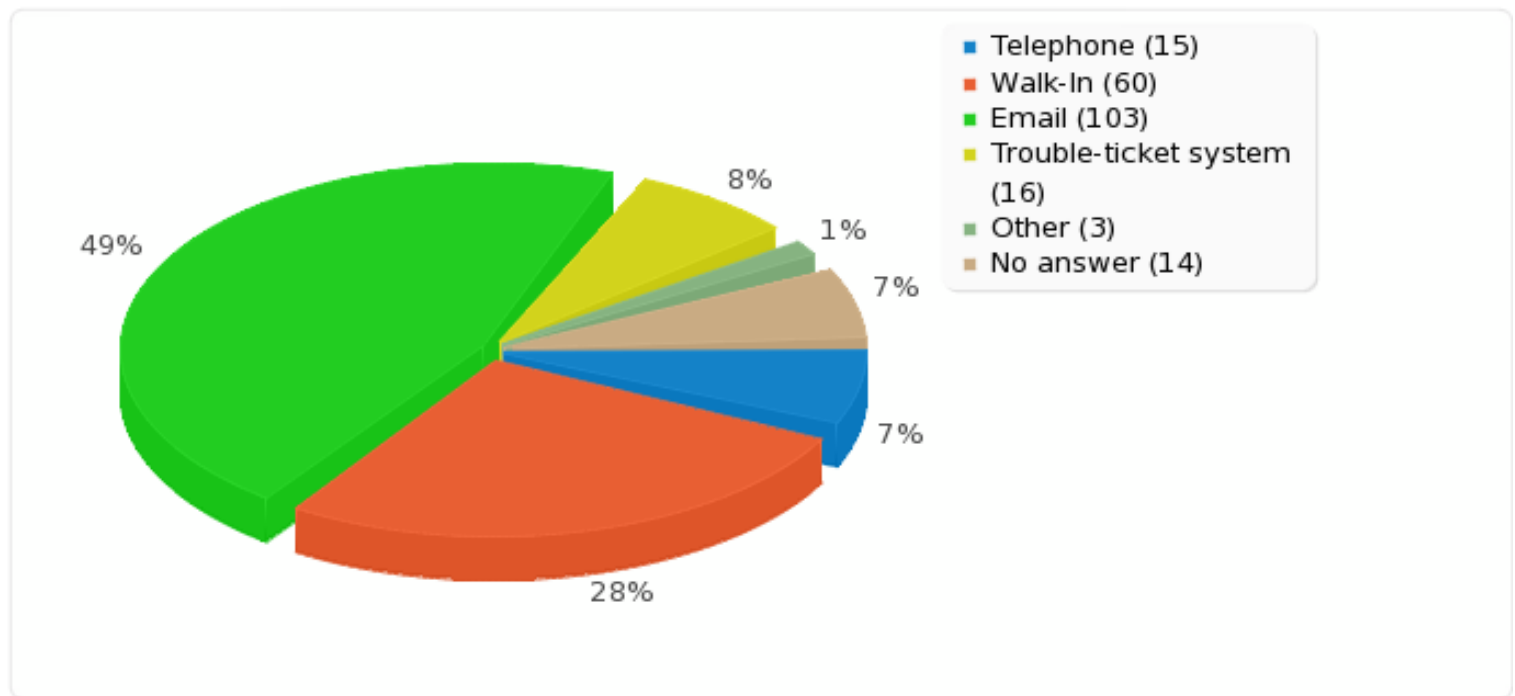
How do you prefer to contact the PHAS IT staff?

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 1

How do you prefer to contact the PHAS IT staff?





Field summary for 2(aware)

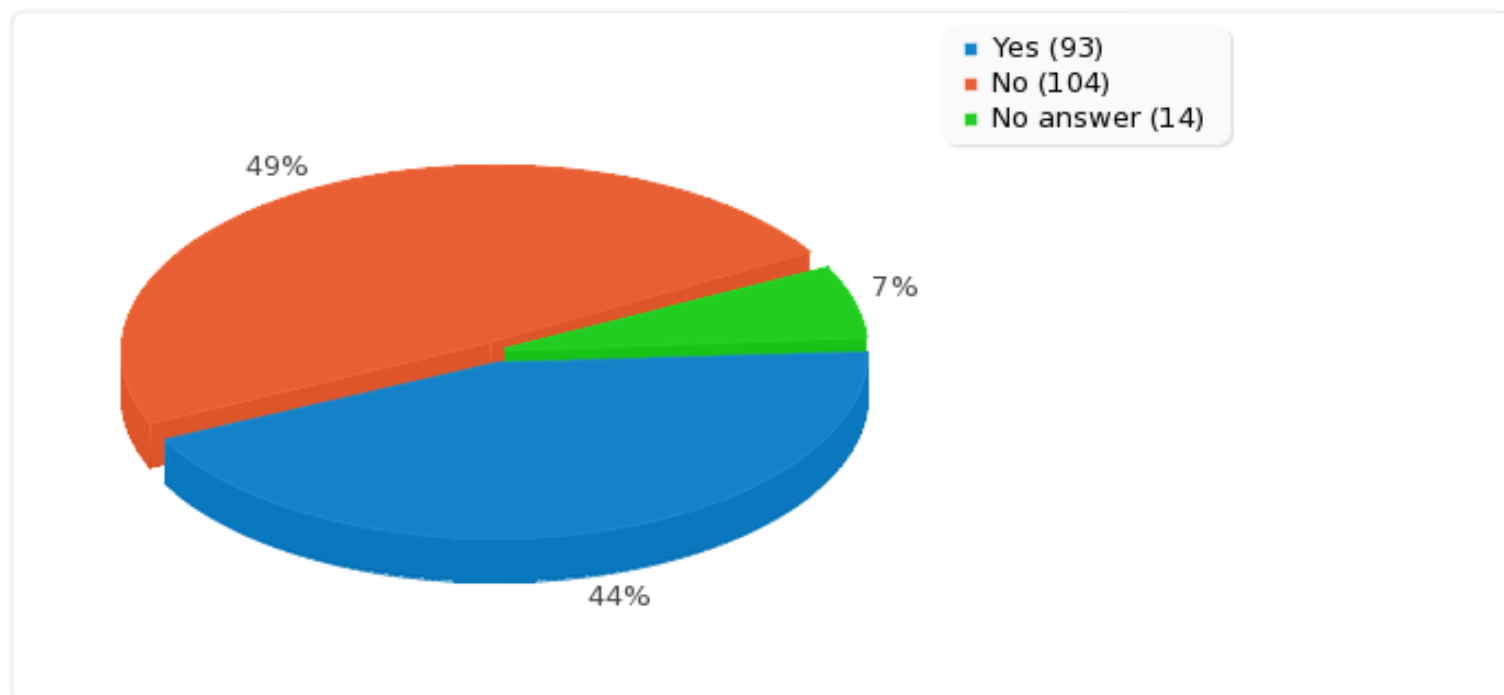
The PHAS IT staff use a Trouble Ticket system called OTRS.
[Are you aware of the Trouble Ticket (TT) system?]

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



Field summary for 2(aware)

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





Field summary for 2(used)

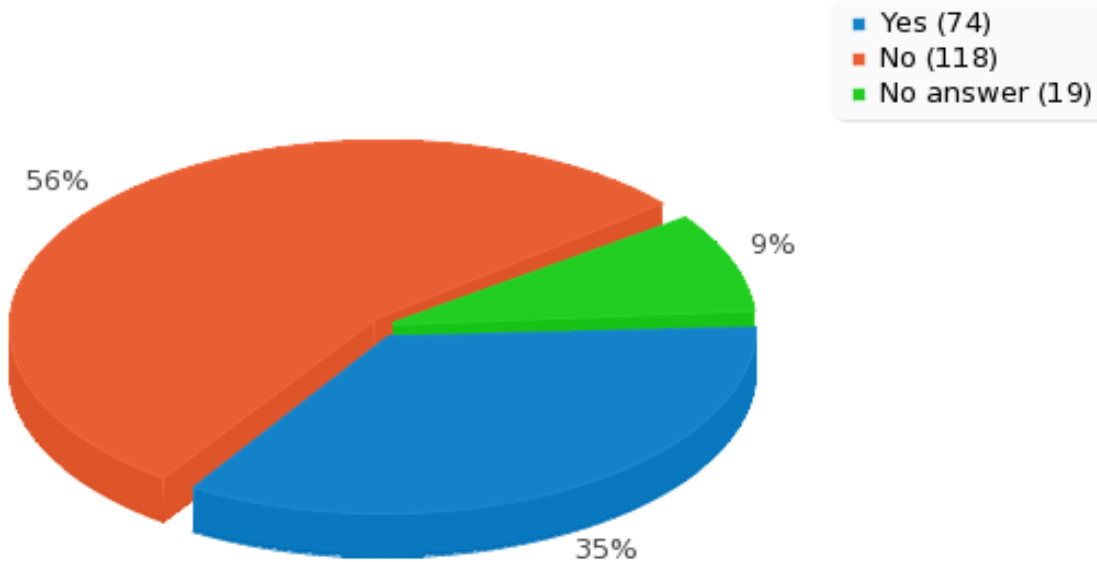
The PHAS IT staff use a Trouble Ticket system called OTRS.
[Have you ever used the TT system?]

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



Field summary for 2(used)

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





Field summary for 2(web)

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

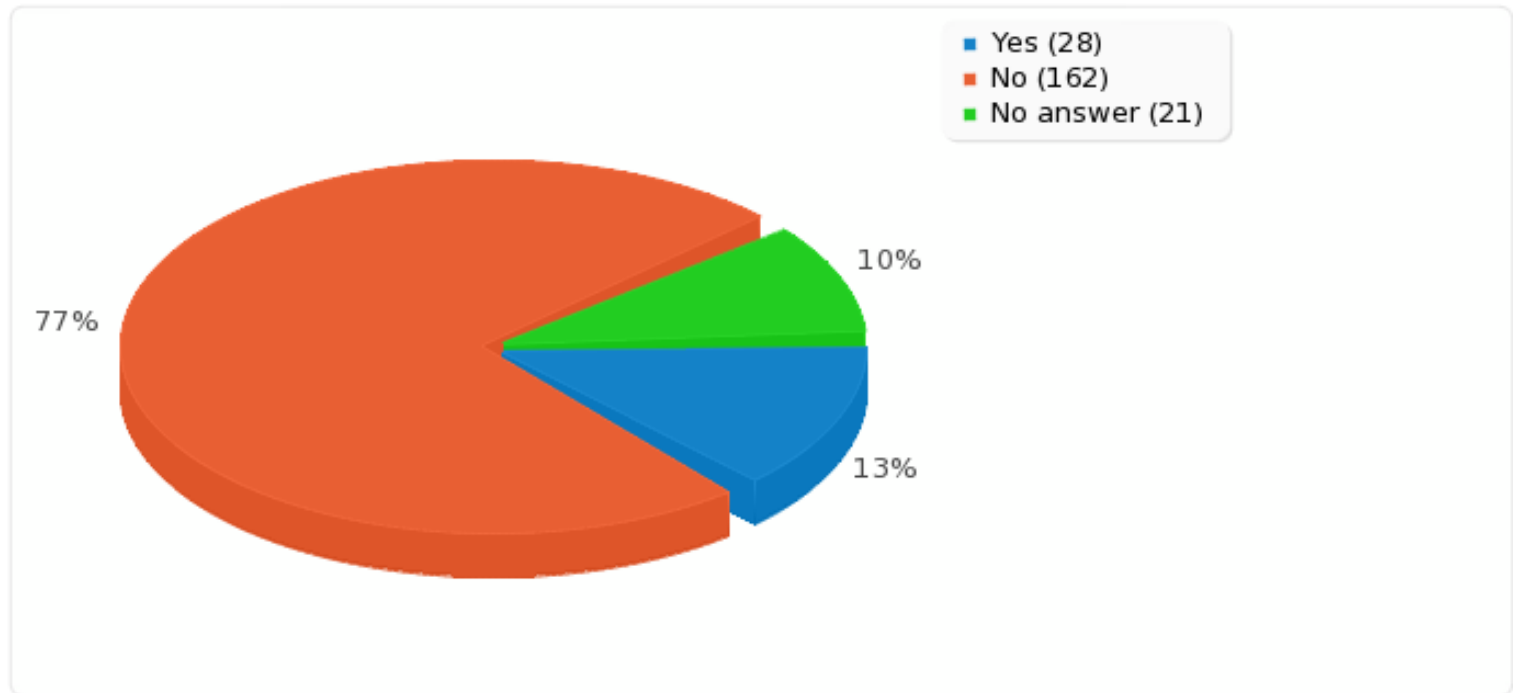
[Are you aware that you can access the TT system via your web browser?]

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



Field summary for 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?]





Field summary for 2a(satis)

Please indicate your level of agreement with the following statements:

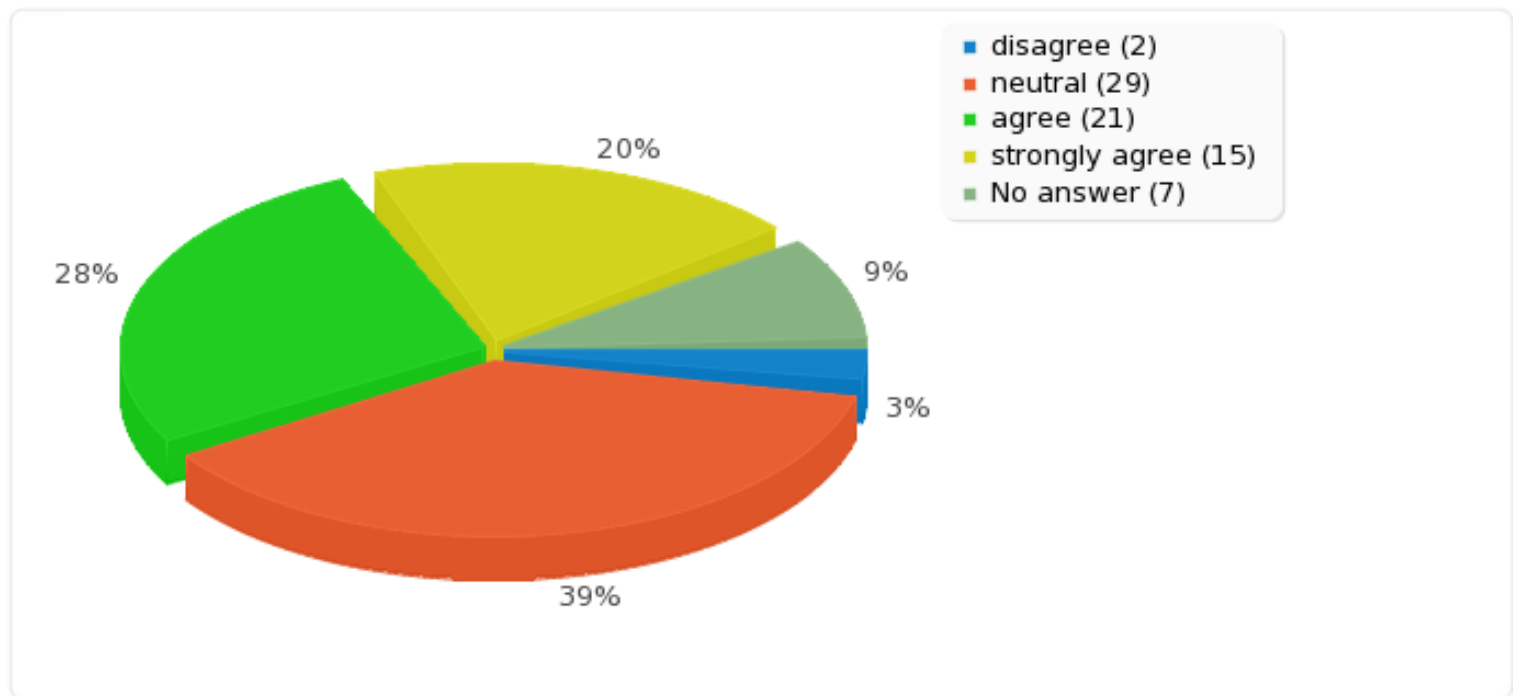
[I find the TT system makes it easier to get my problem resolved.]

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(satis)

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





Field summary for 2a(prompt)

Please indicate your level of agreement with the following statements:

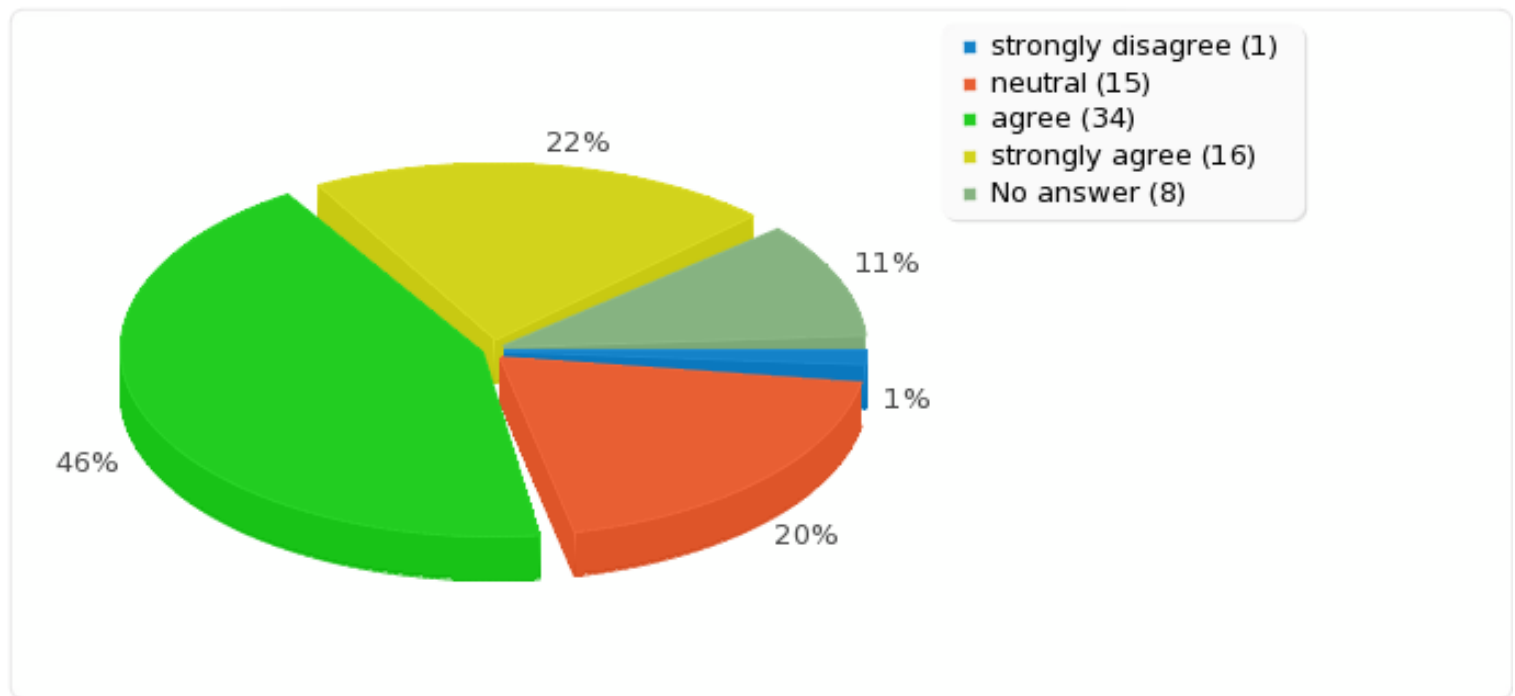
[I find my requests are handled promptly when I use the TT system.]

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(prompt)

Please indicate your level of agreement with the following statements:
[I find my requests are handled promptly when I use the TT system.]





Field summary for 2a(nolik)

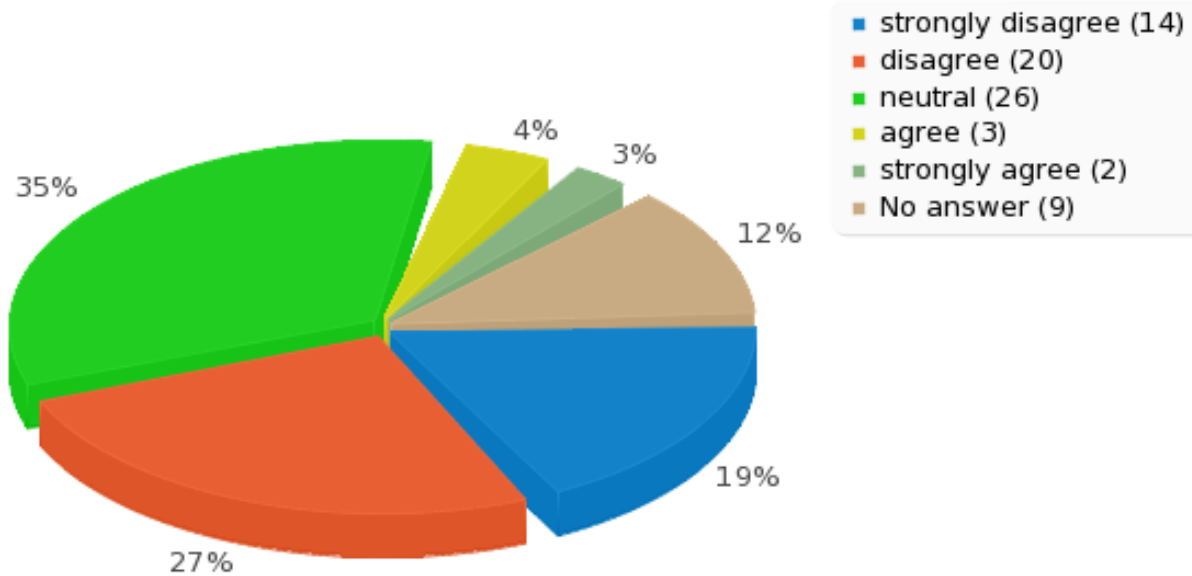
Please indicate your level of agreement with the following statements:
[I would rather not use the TT system.]

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 2a(nolik)

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





Field summary for 2b

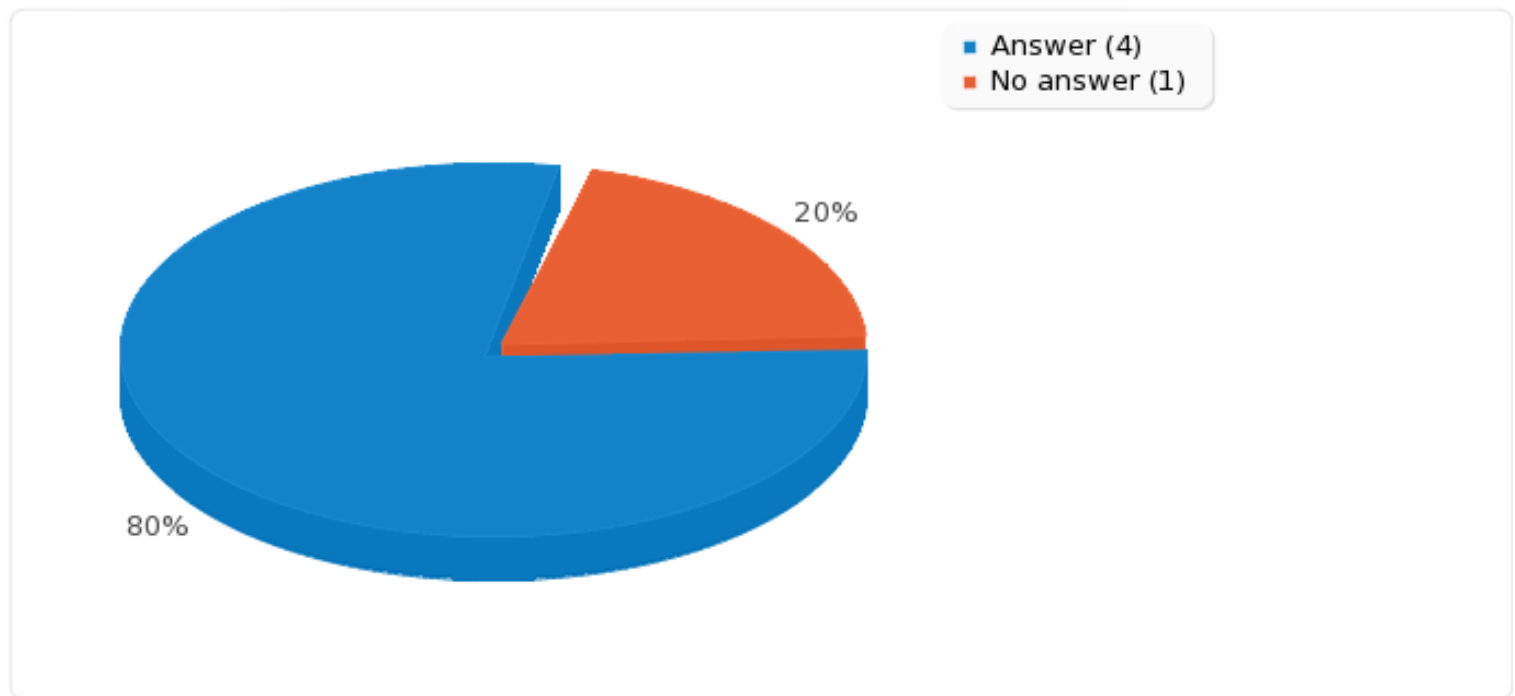
What don't you like about using the Trouble Ticket system?

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



Field summary for 2b

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





Field summary for 2c

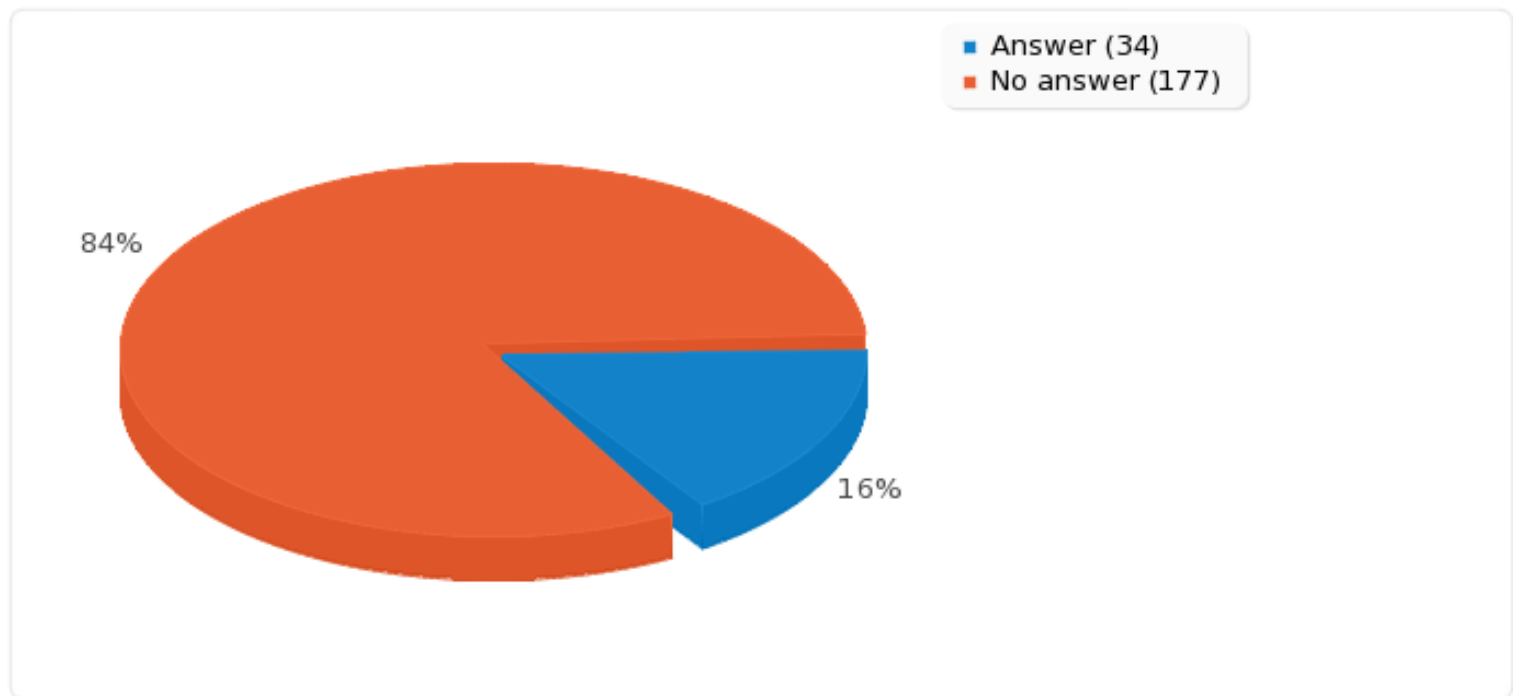
Comments on the trouble ticket system:

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



Field summary for 2c

Comments on the trouble ticket system:





Field summary for 3(aware)

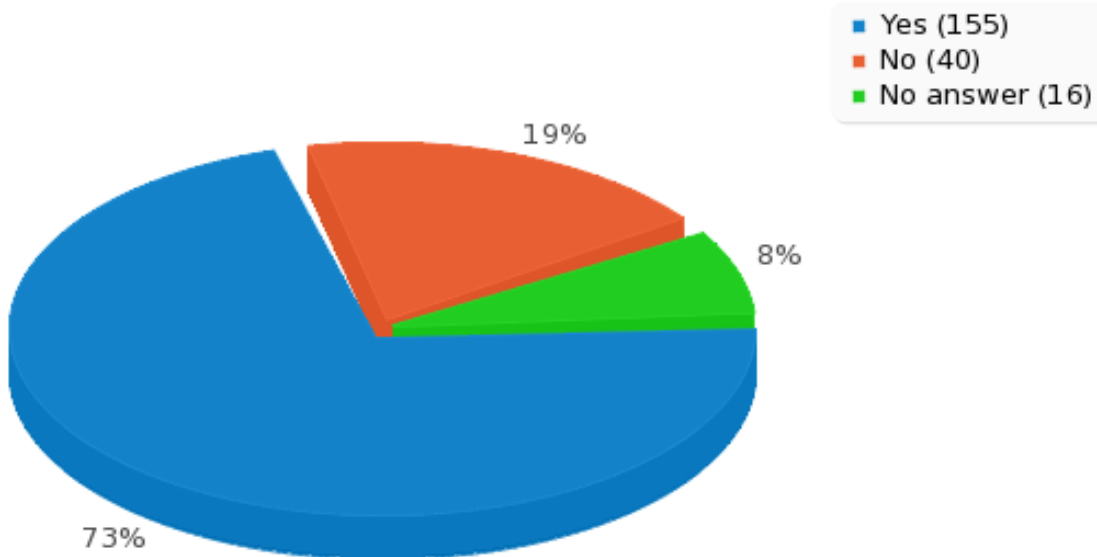
The PHAS IT staff provide computer support web pages on the public web site at
www.phas.ubc.ca/computer/
[Are you aware of the PHAS computer support web pages?]

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



Field summary for 3(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?]





Field summary for 3(used)

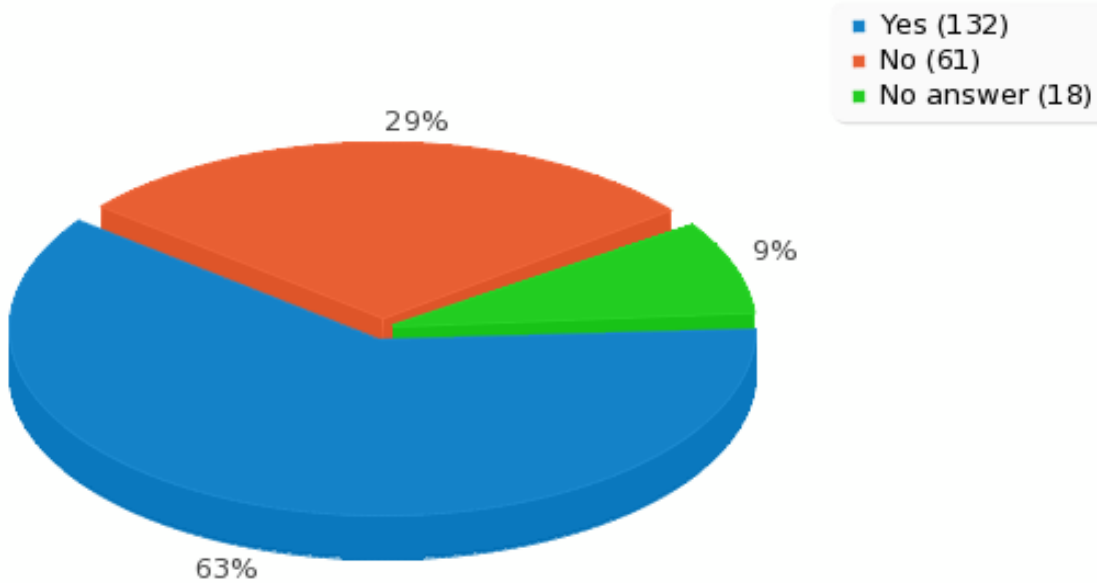
The PHAS IT staff provide computer support web pages on the public web site at
www.phas.ubc.ca/computer/
[Have you ever consulted the computer support web pages for information?]

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



Field summary for 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?]





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.]

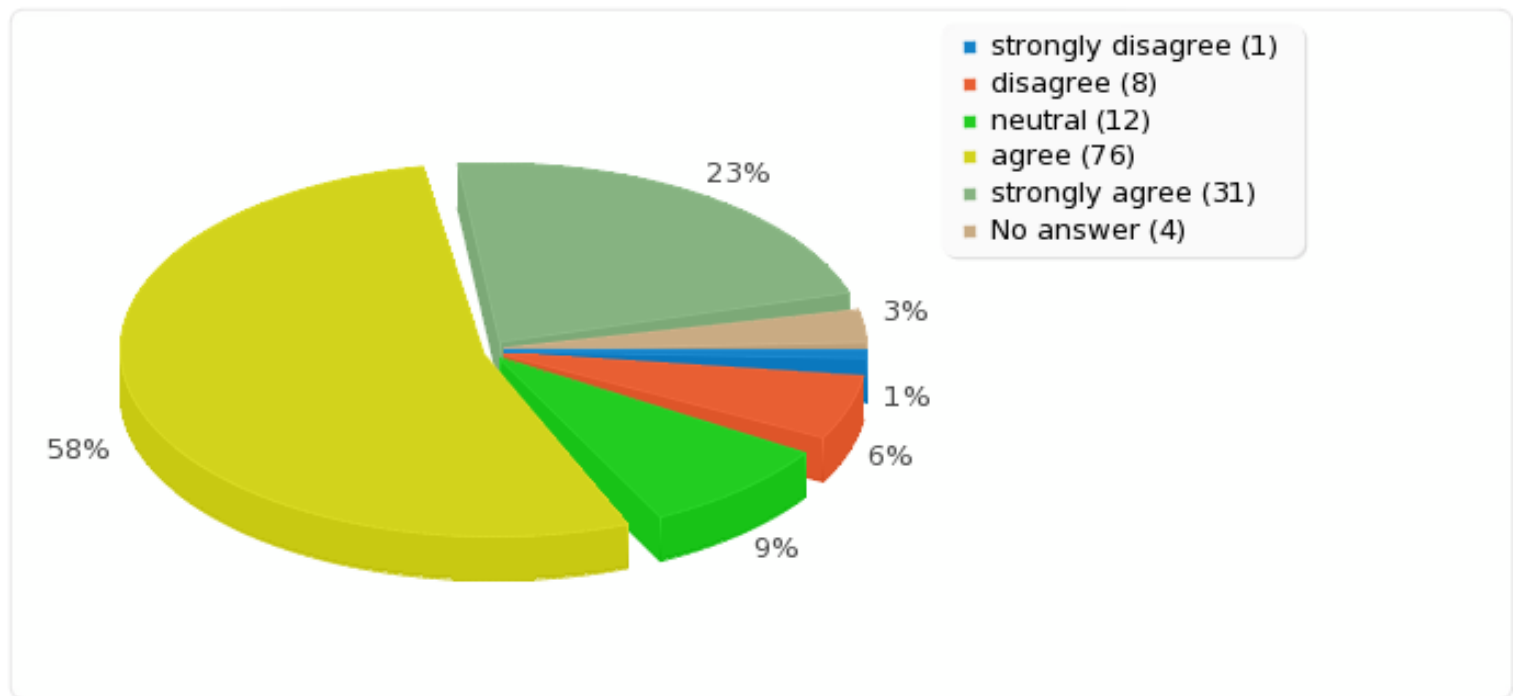
Answer	Count	Percentage
strongly disagree (stdis)	1	0.76%
disagree (dis)	8	6.06%
neutral (neut)	12	9.09%
agree (agree)	76	57.58%
strongly agree (sagre)	31	23.48%
No answer	4	3.03%



Field summary for 3a(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.]





Field summary for 3a(easy)

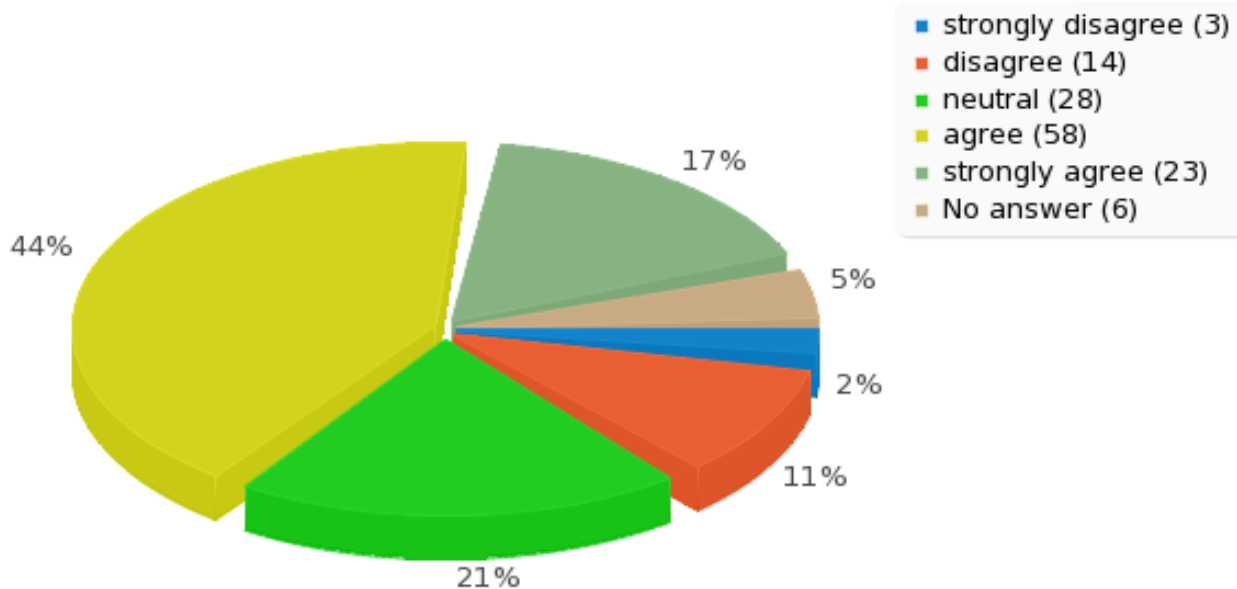
Please indicate your level of agreement with the following statements regarding the PHAS computer support web pages:
[It was easy to locate the information I sought.]

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 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.]





Field summary for 3b

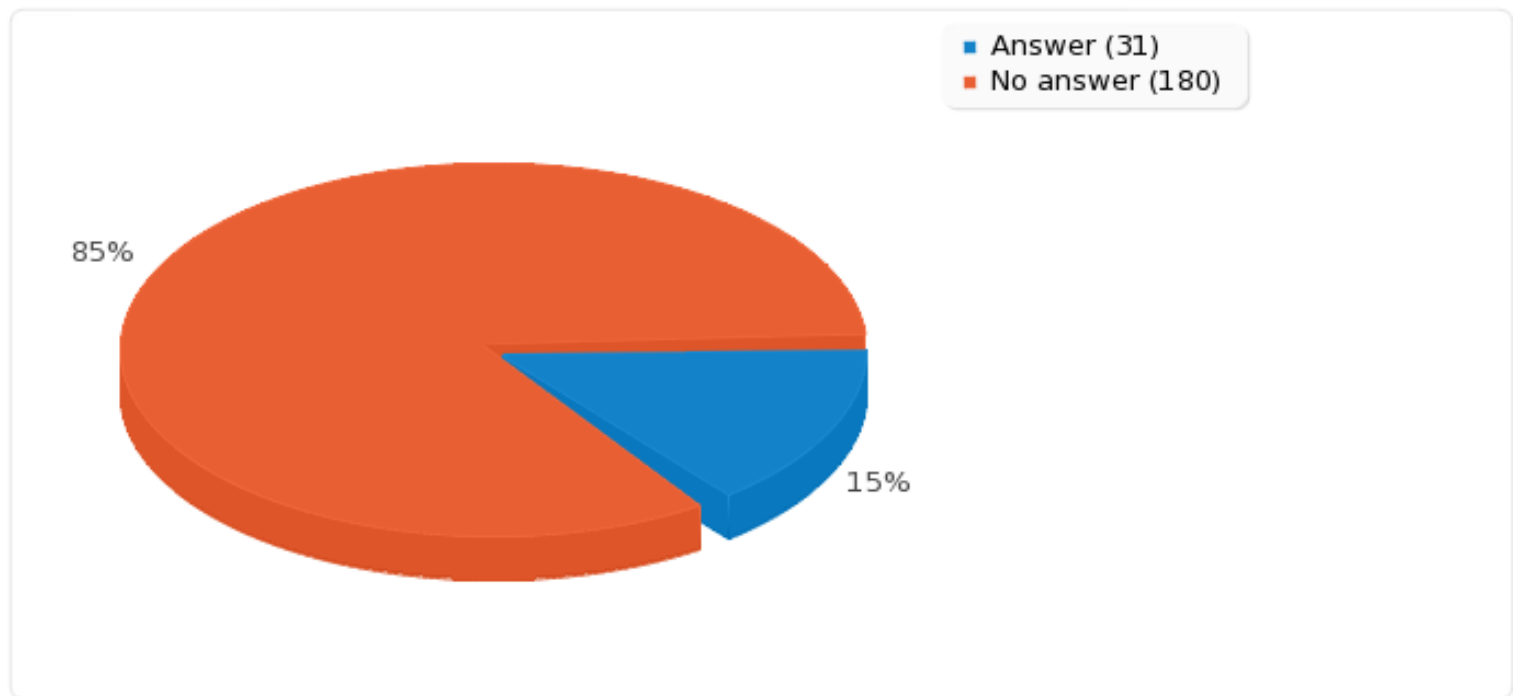
Comments on the computer support web site:

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



Field summary for 3b

Comments on the computer support web site:





Field summary for 4

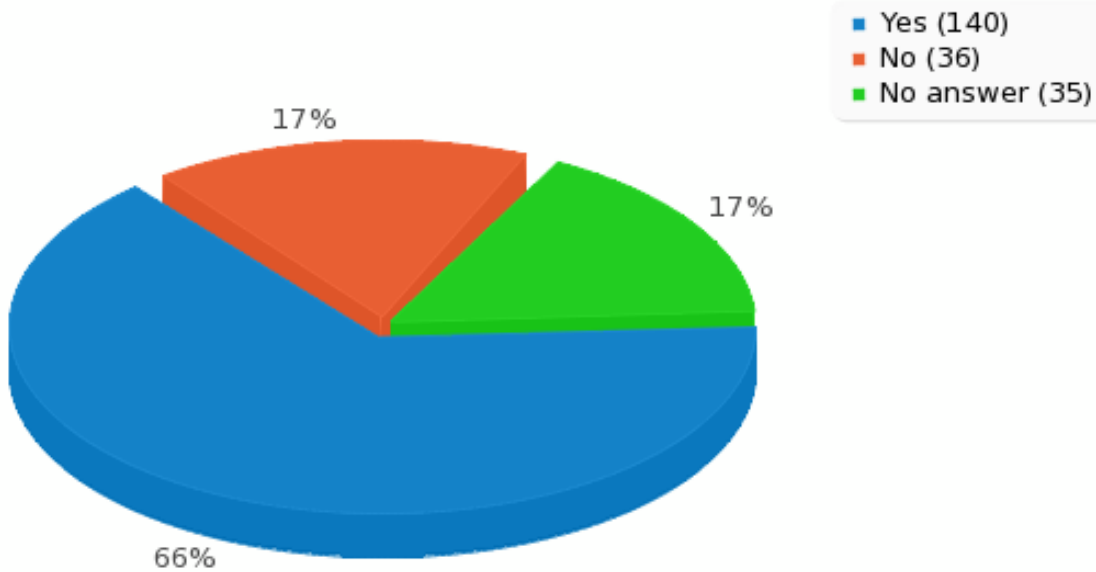
We are considering generating a short PHAS IT newsletter (email) that updates department members on the latest IT issues in the department. (for example, updates on latest security threats, helpful hints we have come across, planned service outages, etc.) Would you like to receive an occasional short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





Field summary for 4a

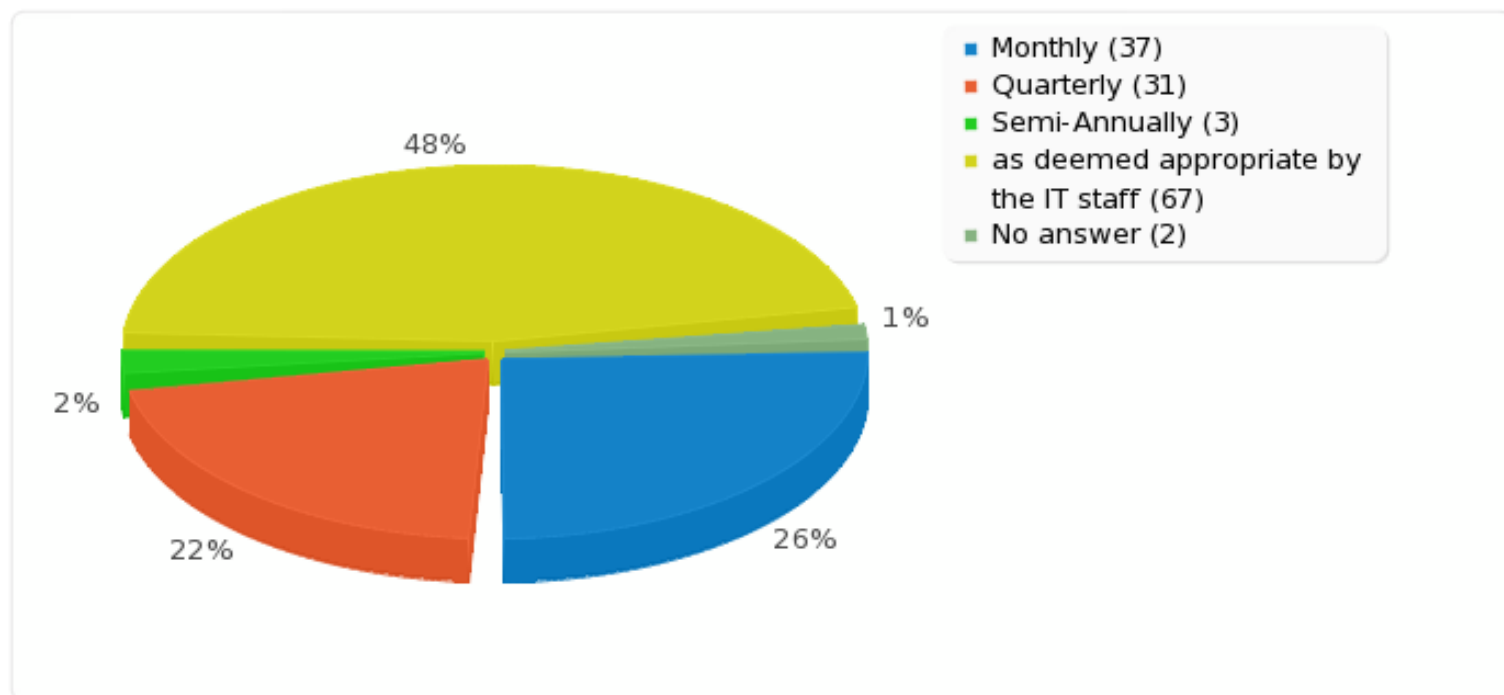
How often should such an email be sent?

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 4a

How often should such an email be sent?





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 5

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

