

Attachment A: Summary of Survey of Strengths, Weaknesses and Values of IT at Sacramento State

15-Apr-08

Rank	Perceived Strengths	Campus	Administrators	Faculty	Staff	Students	IRT
1	...students have a strong desire for improvements in their IT support, including support for their use of technology for learning	4.1	4.4	3.9	4.1	4.2	4.0
2	...we have a skilled and patient information technology staff	3.8	3.6	3.9	3.8	3.6	4.1
3	...there is increased use of information technology to communicate a campus identity (e.g. websites, email)	3.8	3.6	3.7	3.9	4.5	3.9
4	...many areas of campus have localized support for information technology	3.7	3.7	3.5	3.7	4.2	3.6
5	...the campus has recognized the pivotal role IT plays in University functions	3.6	4.0	3.5	3.5	2.8	3.7
6	...there is recognition of the need to use information technology for unique and diverse needs	3.5	3.4	3.4	3.7	3.6	3.7
7	...making technology accessible to all has become a solid campus commitment	3.5	3.6	3.4	3.5	3.2	3.8
8	...many faculty members are open to adopting technology in their teaching	3.5	3.7	3.8	3.2	3.4	3.4
9	...the University has a growing appreciation of the need for information technology for both program assessment and the measurement of program outcomes	3.4	3.5	3.1	3.5	3	3.5
10	...resources have been provided to protect and enhance information privacy	3.5	3.4	3.4	3.5	3.6	4.1
11	...there is openness to the use of information technology to improve business processes and make more efficient use of scarce University resources	3.3	3.7	3.2	3.3	3.2	3.6
12	...the campus has lots of good technology available and it works well most of the time	3.3	3.5	3.1	3.4	3.4	4.0
	Strengths Not Sufficiently Supported By the Data						
	...strategic planning for information technology is based on campus-wide strategic planning	3.2	3.6	2.9	3.2	3.2	3.5
	...the focus of IT has shifted to academic support from technical infrastructure	3.2	3.4	2.8	3.3	3	3.3
	...stakeholders from across campus are being brought into the planning process for information technology	2.8	3.0	2.5	3.0	3.4	3.3
	...the University has a renewed focus on the use of information technology data for planning and decision-making	3.2	3.6	3.0	3.3	3.4	3.6
	...we are able to do so much with information technology with so few resources	3.2	3.2	3.1	3.3	3.6	3.8
	...there is a new collaborative spirit between different university divisions in solving IT problems	3.0	3.1	2.8	3.0	3	3.4
	...there is a willingness of IT staff members from different areas to collaborate together on projects	3.2	3.1	3.1	3.3	3.2	3.6
	...we are part of a strong CSU system that has good central resources for information technology	2.9	3.3	2.6	3.0	3.2	3.5
	...we are in a position to serve as a model for the use of information technology best practices	2.9	3.4	2.5	3.1	2.8	3.6
	Perceived Weaknesses						
		Campus	Administrators	Faculty	Staff	Students	IRT
1	...there has been little planning for replacement of information technology equipment	3.8	4.2	3.9	3.5	4.3	3.1
2	...there has been a lack of alignment of campus information technology resources with constituent needs	3.7	4.0	3.8	3.5	3.8	3.5
3	...not enough attention has been paid to meeting diverse local needs for information technology (e.g. department needs)	3.7	3.8	3.8	3.7	4.0	3.3
4	...auxiliary units on campus have not been included in planning for information technology	3.6	4.0	3.5	3.6	3.0	3.5
5	...there has been a lack of coordination and collaboration in previous planning for information technology	3.6	3.9	3.7	3.3	4.0	3.4
6	...there has been a lack of communication to the campus about information technology issues	3.7	3.8	3.6	3.6	4.3	3.6

7	...student computing facilities are undersized for student needs on campus	3.6	3.5	3.7	3.4	4.0	3.1
8	...there has been a lack of IT resource planning and a resulting lack of alignment of IT resources with campus goals	3.5	3.8	3.6	3.3	4.0	3.5
9	...there has been little campus-wide planning for information technology in the past	3.5	3.7	3.6	3.3	4.0	3.4
10	...the integration of technology with pedagogy on campus has been inconsistent	3.5	3.7	3.6	3.4	3.0	3.6
11	...there has been a lack of services available for the gathering, reporting, and analysis of data for decision-making	3.5	3.6	3.5	3.4	3.0	3.6
12	...classroom technology and classroom support have been inadequate	3.5	3.3	3.7	3.4	4.0	3.3
13	...the previous use of chargebacks for many IT services has created 'bad blood'	3.4	3.6	3.5	3.4	3.0	3.5
14	...there has not been a clear focus on the definition of outcomes for IT projects	3.4	3.6	3.3	3.4	3.8	3.6
15	...there is a lack of student awareness of what information technology is available for their use	3.4	3.5	3.5	3.3	3.0	3.4
16	...the campus processes for purchase of IT equipment and software have been inefficient	3.3	3.4	3.5	3.1	3.5	3.1
17	...there has been little or no planning for purchase of software used for instruction or software used campus-wide	3.3	3.4	3.6	3.1	3.5	3.2
18	...support for web services and web development have been weak	3.2	3.7	3.1	3.1	2.8	3.1
19	...the availability of localized IT support is spotty and inequitable across campus	3.3	3.7	3.3	3.2	3.5	3.6
20	...many vulnerabilities affecting the privacy of information have been found across campus	3.1	3.4	3.0	3.1	2.8	3.4
21	...many people don't know where to go to get help with information technology	3.3	3.5	3.2	3.3	3.8	3.7
22	...campus business processes are largely not automated and not available through self-service	3.2	3.4	3.2	3.2	2.8	3.5
	Weaknesses Not Supported Sufficiently By Data						
	...there is duplication and waste in campus support for email, web, and other IT services	3.0	3.4	2.9	2.9	2.8	3.9
	Suggested Values	Campus	Administrators	Faculty	Staff	Students	IRT
1	...we will be strategic in our planning and will strive to be fully supportive of institutional strategic goals	3.9	4.1	3.8	3.9	3.8	4.3
2	...we will respect the confidentiality, security, and privacy of information entrusted to us	4.4	4.5	4.4	4.4	3.8	4.3
3	...we will be mindful that we are using technology to solve educational problems, not using technology for its own sake	4.2	4.2	4.3	4.1	4.3	4.3
4	...we will focus our resources on the primary mission of the university, by consistently supporting excellence in teaching, learning and research	4.3	4.4	4.4	4.2	4.0	4.3
5	...we will promote effective customer service by making it easy for our clients to understand and use our services	4.2	4.3	4.2	4.3	3.5	4.4
6	...we will keep the big picture in mind by considering campus-wide strategic needs, while at the same time carefully considering diverse and unique needs for local technology support	4.1	4.3	4.1	4.1	4.3	4.2
7	...we will strive to develop, implement, and integrate communication tools that will serve to enhance communications campus-wide	4.1	4.4	4.1	4.1	4.0	4.4
8	...we will promote inclusiveness for faculty, students, staff, and auxiliaries in IT planning, through effective collaboration, consultation, and communication	4.2	4.3	4.2	4.1	4.0	4.4
9	...we will build trust and respect by striving to solve problems through a planned, coordinated team approach	4.1	4.4	4.1	4.0	3.5	4.4
10	...we value careful listening to feedback about our services and self-assessment for continuous improvement	4.1	4.2	4.2	4.0	4.0	4.3
11	...we will promote the accessibility of IT services in all aspects	4.1	4.2	4.1	4.1	4.3	4.2
12	...we are supportive of reasonable and equitable minimum standards of access to technology for all	4.0	4.2	4.0	4.0	4.3	4.3

13	...we will work collaboratively to promote increased efficiency and effectiveness in the use of information technology, avoiding unnecessary duplication and cost of services	4.0	4.2	4.0	4.0	4.3	4.3
14	...we will be aware at all times that we are working together with others across campus to achieve shared institutional goals	4.1	4.3	4.0	4.1	3.8	4.3
15	...we will be responsible stewards of scarce campus resources through careful and coordinated resource planning that will sustain our existing IT infrastructure and also allow innovation and adaptive uses of IT	4.0	4.0	3.9	4.0	4.0	4.3
16	...we will support innovative and adaptive uses of information technology, seamlessly integrating that technology across all university functions	4.0	4.1	3.9	4.0	4.0	4.1