

NU ITS Biennial User Survey

Every other spring semester, ITS conducts a user survey to gain valuable feedback from students, faculty, and staff about their experience and satisfaction with ITS services and support. Through partnership with campus leadership, Faculty Senate, and Student Government, the survey was administered in April 2021. We received hundreds of comments, as well as these key data points:

Populations Surveyed and Response Rate:

960

Faculty Respondents
(all 4205 UNK, UNL & UNO
faculty surveyed)

1892

Staff Respondents
(5515 UNK, UNL, UNO & NU
System staff surveyed)

113

Student Respondents
(2400 random UNK, UNL & UNO
students surveyed)

86% of respondents are extremely satisfied/satisfied with ITS services and support

Remote Support and Customer Service:

35%

of respondents utilized
remote support offered by ITS
during the pandemic in 2020-21

52%

of respondents were
aware of laptop/MiFi
device checkout programs

89%

of respondents were
extremely satisfied/satisfied
with Help Desk assistance

Teaching and Learning:

78%

of respondents expressed
satisfaction with Canvas

92%

of respondents expressed
satisfaction with Zoom

Wireless, Network, and Security:

70%

of respondents expressed
satisfaction with wireless
(eduroam) coverage

74%

of respondents expressed
satisfaction with wired
network speed

94%

of respondents indicated
that they authenticate into
DUO via smartphone app