**Administrative Survey Report Form**

**Date of Report:** 2/29/2016  
**Title:** Tech Qual+ Project – Information Technology Survey

**Purpose:** The Higher Education TechQual+ Project was created to help IT leaders close this gap between their organizations and those they serve. The project produces a standardized questionnaire that measures three core commitments expected of IT organizations in higher education: 1) faculty, students, and staff want great technology services, particularly online services; 2) they want to be able to access those services from anywhere, at any time, in a reliable and effective manner; and 3) they want consistent and timely support whenever necessary so that they can use technology as effectively as possible. The core TechQual+ survey is informed by focus groups from the participating institutions and is revised as necessary to reflect new trends and shifting expectations. More info on the TechQual+ Project can be found here: [www.techqual.org](http://www.techqual.org)

**Semester conducted:**  ☒ Spring  |  **Year:** 2016

**Brief description of sample** *(include information about how the survey was distributed; to whom it was sent; how many were included in the final sample and how many responded):*

The survey was distributed to all faculty, staff, and students. On February 8, 2016, an e-mail from VPIT (vpit@txstate.edu) was sent to these groups which included this link to the TechQual+ survey (now closed): [https://www.techqual.org/survey/dl.aspx?q=227bee40-1e25-4654-bfc8-810860e41f3b](https://www.techqual.org/survey/dl.aspx?q=227bee40-1e25-4654-bfc8-810860e41f3b)

On February 15, 2016, a reminder e-mail was also sent from VPIT containing the same link.

2,438 surveys were completed

**Overall response rate achieved (report percentage):** Click here to enter text.

**Key findings:** *Positive Perceptions.* Having an Internet service that operates reliably. Having an Internet service that provides adequate capacity or speed. Having adequate cellular (or mobile) coverage throughout campus. Having Web sites and online services that are easy to use. Having online services that enhance the teaching and learning experience. Having technology services that allow me to collaborate effectively with others. Having systems that provide timely access to data that informs decision-making. The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience. Getting timely resolution of technology problems that I am experiencing. Technology support staff who have the knowledge to answer my questions. Receiving communications regarding technology services that I can understand. Getting access to training or other self-help information that increases my effectiveness with technology. *Negative Perceptions.* Having an Internet service that provides adequate Wi-Fi coverage.

**Actions planned or taken as a result of findings:** One of VPIT’s top ten initiatives for 2016 is to work to create more robust wireless services across campus.
Person to contact for more information or to respond to requests for data:

<table>
<thead>
<tr>
<th>Name</th>
<th>Jen LaGrange</th>
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</thead>
<tbody>
<tr>
<td>Email</td>
<td><a href="mailto:JL19@txstate.edu">JL19@txstate.edu</a></td>
</tr>
<tr>
<td>Telephone</td>
<td>5-1949</td>
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Please return this completed form to Susan Thompson, Office of Institutional Research, susan@txstate.edu.