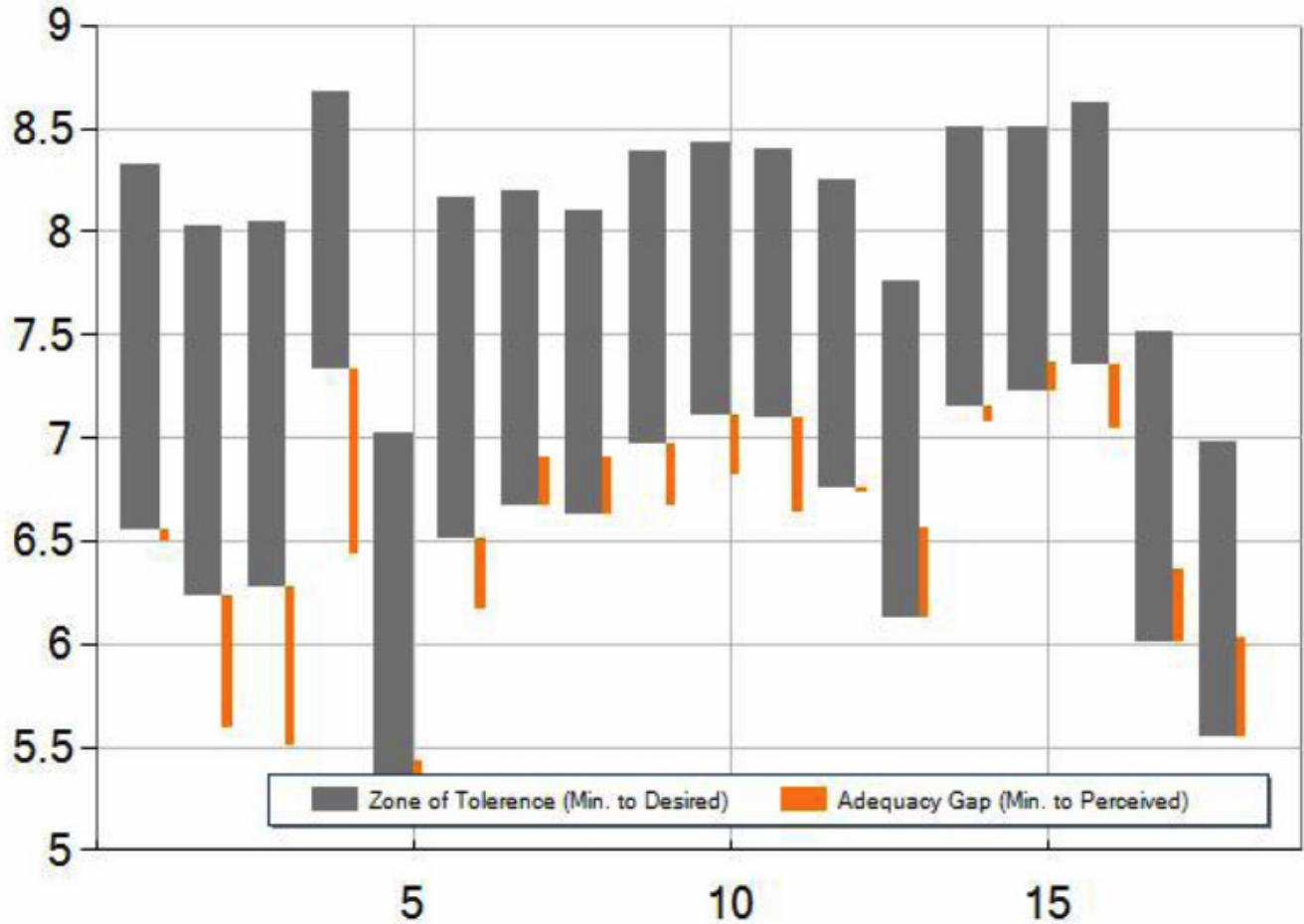


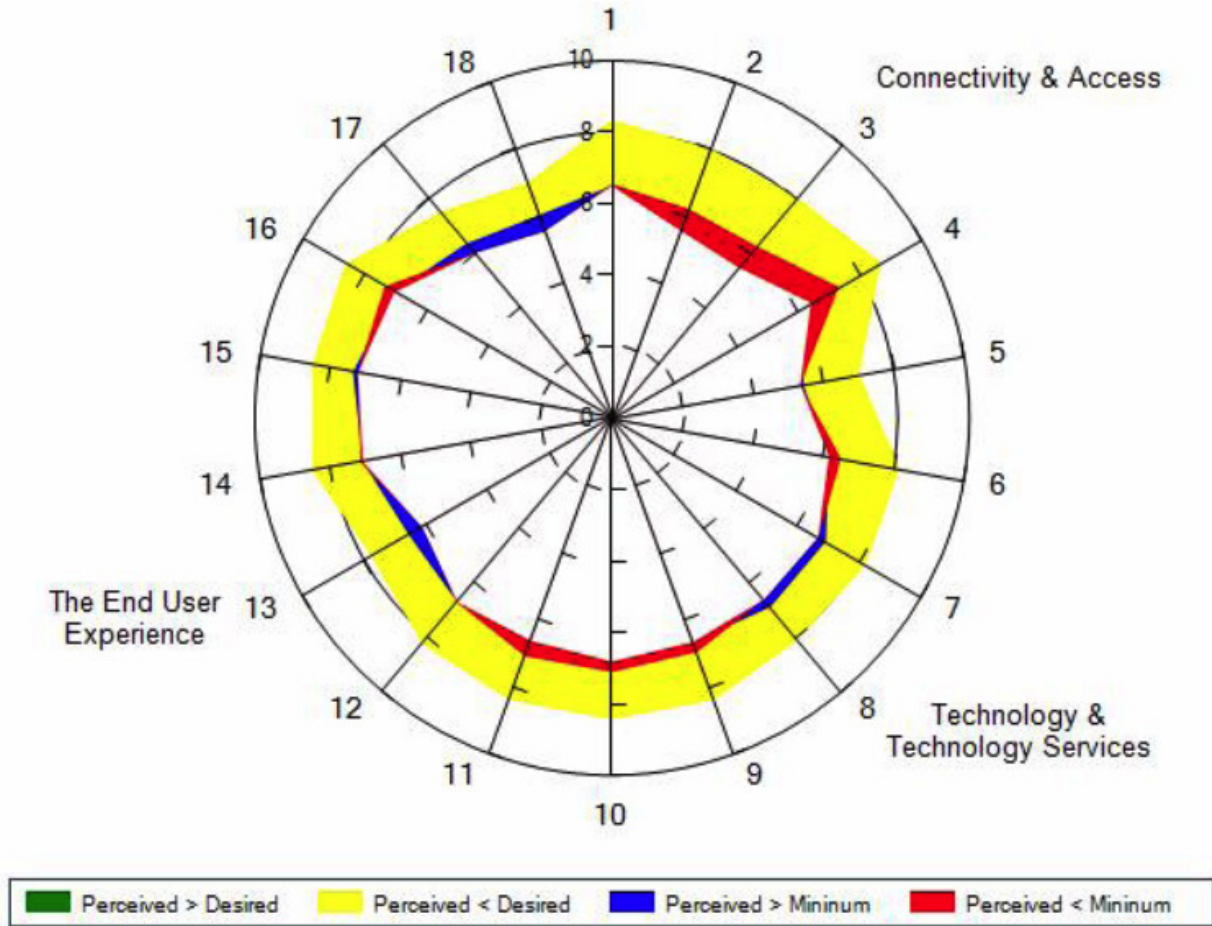
## Zones of Tolerance (All Respondents)

Below you will find the 'Zones of Tolerance' view for this assessment. The assessment summary data table below is included in order to make this chart easier to understand. For each service dimension the statistical mean, standard deviation, and  $n^*$ , where  $n^*$  represents the number of respondents who provided a complete rating for this service dimension. Thus, there may be variation in  $n^*$  across all service dimensions. Rows shaded yellow may indicate potential problem areas, rows shaded red indicate a negative service adequacy gap score.



## Radar Chart (All Respondents)

Below you will find the radar chart for this assessment. A copy of the assessment summary data table is also included in order to make this chart easier to understand. The data contained in this table is similar to information contained in the previous section of this report.



### Connectivity & Access

Measures service quality of network access and the ability to access online services

#	When it comes to...		Min	Des	Per	Adeq	Supr	n*
1	Having adequate capacity (speed, bandwidth) when using the wired network	Mean	6.55	8.33	6.50	-0.05	-1.84	364
		Dev	1.64	0.97	1.81	2.01	1.84	
2	Having adequate capacity (speed, bandwidth) when using the wireless network	Mean	6.23	8.03	5.59	-0.64	-2.44	263
		Dev	1.81	1.30	2.17	2.42	2.35	
3	Having wireless network coverage in all the areas that are important to me as a faculty, student, or staff member	Mean	6.28	8.05	5.51	-0.78	-2.55	278
		Dev	1.98	1.37	2.36	2.76	2.51	
4	Having a university network that is reliable, available, and performs in an acceptable manner	Mean	7.33	8.68	6.44	-0.89	-2.24	367
		Dev	1.59	0.76	2.04	2.36	2.03	
5	Having access to important university provided technology services from my mobile device	Mean	5.35	7.02	5.43	0.08	-1.59	206
		Dev	2.38	2.14	2.29	2.60	2.59	
6	Having access to important university provided technology services from off campus when at home or traveling	Mean	6.51	8.17	6.17	-0.35	-2.01	356
		Dev	1.80	1.19	2.07	2.39	2.21	

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); n\* = Total Respondents Who Completed Item; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas

### Technology & Technology Services

Measures service quality of technology services such as software applications or classroom technology

#	When it comes to...		Min	Des	Per	Adeq	Supr	n*
7	Having a university web site that provides timely and relevant information	Mean	6.67	8.20	6.91	0.24	-1.29	377
		Dev	1.65	1.15	1.52	1.79	1.50	
8	Having a sufficient number of online (i.e. web based) services that are helpful to me	Mean	6.63	8.10	6.90	0.28	-1.20	367
		Dev	1.58	1.16	1.51	1.76	1.50	
9	Having university information systems (finance, HR, student, library, or portal) that are easy to use and are helpful to me	Mean	6.97	8.39	6.67	-0.29	-1.71	375
		Dev	1.52	0.96	1.78	2.15	1.84	
10	Access to timely and relevant information from university information systems (finance, HR, student, library, or portal) necessary to be successful in my role as a faculty, student, or staff	Mean	7.11	8.43	6.82	-0.29	-1.60	376
		Dev	1.48	0.93	1.71	1.98	1.73	
11	Having online (i.e. web based) services that perform (or respond) in an acceptable manner	Mean	7.10	8.40	6.64	-0.46	-1.76	371
		Dev	1.52	1.01	1.81	2.07	1.83	
12	Having technology within classrooms or meeting areas that enhances the presentation of information	Mean	6.75	8.25	6.73	-0.02	-1.51	320
		Dev	1.70	1.21	1.66	2.07	1.81	

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); n\* = Total Respondents Who Completed Item; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas

### The End User Experience

Measures service quality of training, technology support, and the end user experience

#	When it comes to...		Min	Des	Per	Adeq	Supr	n*
13	Getting training or self-help resources that help me become more effective with technology services at my university	Mean	6.13	7.76	6.56	0.42	-1.20	366
		Dev	1.81	1.42	1.70	1.91	1.74	
14	Support staff who are knowledgeable and can assist me with resolving problems experienced with technology services at my university	Mean	7.15	8.51	7.08	-0.07	-1.43	378
		Dev	1.55	0.95	1.85	1.95	1.76	
15	Support staff who are consistently courteous and ready to respond to my request for assistance with university provided technology services	Mean	7.23	8.51	7.36	0.14	-1.14	374
		Dev	1.56	0.97	1.74	1.85	1.63	
16	Getting timely resolution to problems I am experiencing with technology services at my university	Mean	7.35	8.62	7.04	-0.31	-1.58	372
		Dev	1.49	0.85	1.96	2.06	1.90	
17	Opportunities to provide feedback regarding technology services at my university	Mean	6.01	7.51	6.36	0.35	-1.15	358
		Dev	2.02	1.65	2.00	2.30	2.09	
18	Participating in a university wide community of end users seeking to make the best use of technology resources	Mean	5.55	6.98	6.03	0.48	-0.96	316
		Dev	2.09	1.83	1.94	1.98	1.86	

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); n\* = Total Respondents Who Completed Item; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas