

UW Information Technology 2021 Customer Experience Survey Report

August 2021

UW Information Technology Survey Team

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EXECUTIVE SUMMARY



In April 2021, UW Information Technology (UW-IT) conducted a confidential survey to gather feedback about our customers' experience. Broader than a customer satisfaction survey, this effort enabled UW-IT to learn from our customers regarding their perceptions and related feelings caused by the one-off and cumulative effort of interactions with services, communications and support resources provided by UW-IT. Survey results will allow UW-IT to refine its services to better meet the needs of the UW community.

The survey invite was sent to all 72,368 University of Washington (UW) students, faculty, staff and researchers (defined as the "customers" for UW-IT services) on all three campuses to learn more about their experiences; 5,610 customers completed the survey, providing UW-IT with a statistically significant sample for each individual customer group (Students, Faculty, Staff and Researchers) as well as for the total population. The survey topics were high-level, addressing customers' awareness, usage and experience.

Key Findings

- **Positive Experience:** A substantial majority of customers (81%) reported overall positive experience with the services, communications and support resources provided by UW-IT in 2021.
 - In UW-IT's 2015 customer experience survey, 76% of customers stated that they would recommend UW-IT technologies and services to others.
- **Strengths:** Professional interactions with support staff (93%), prompt assistance from support staff (86%), response to unplanned interruptions to IT services (80%), UW-IT communications overall (76%), were the top areas where customers rated their experiences as positive.
- **Opportunities for Improvement:** Understanding UW-IT Service Catalog documentation (53%), keeping informed about available technologies and services (58%), understanding documentation on IT Connect website (60%), were areas that scored lower according to customer satisfaction, pointing to opportunities for improvement.
- **Service Usage and Awareness:** To accurately survey customer's usage and awareness for relevant UW-IT services, each survey respondent was given a customized list of services based on their selected primary UW affiliation (Staff, Faculty, Student, and Researcher). As shown in the table below, there are UW-IT services that the majority of customers, within relevant audience groups, do not use and do not know exist.

Services with highest percentage of respondents stating they “didn’t use and were unaware of service”			
Staff (N = 2,948)	Faculty (N = 824)	Student (N = 1,715)	Researcher (N = 155)
UW Autopilot (79%)	UW Autopilot (88%)	Azure Subscription (75%)	Data Viz Publishing (UW Tableau Server) (73%)
IT Vendor Risk Management (75%)	Term & Data Definitions (Knowledge Navigator) (83%)	Data Viz Software Licensing (Tableau Desktop) (69%)	Text Messaging Service (TMS) (72%)
Centralized Fax (70%)	Centralized Fax (82%)	UW Shared Web Hosting (66%)	Password Manager (LastPass) (68%)

- **Desire for More Information on Services and Tools:** When asked, “How can UW-IT improve its communications and/or documentation?” Customer’s top feedback theme was a desire for more information about IT tools and services offered by UW-IT. Specifically seeking information that distinguishes similar tools and services being offered.
- **Customer Support Challenges:** When asked, “What can UW-IT do to improve its customer support?” The top customer support issues mentioned by Staff, Faculty and Students, are related to lack of follow up on pending issues and ensuring problems are resolved before help tickets are closed.

Customer Response Examples:

Staff – “While customer service is usually excellent, I do often get the feeling that certain service lines are rushing to close tickets. However, I understand a balance needs to be had between leaving tickets open and never hearing back from end users.”

Faculty – “Too quick to close a ticket. Check to be sure the issue is actually resolved.”

Staff – “At times I feel like my tickets get closed prematurely. Like there is more interest in closing tickets instead of making sure the issue is resolved.”

- **Desire for Adobe Suite:** Adobe Suite was the top technology mentioned by Staff, Faculty and Student respondents who answered the write-in survey question: “what is the most important technology for your work or learning not provided by UW-IT?” (See table below)

Count of write-in answers for the question: “what is the most important technology for your work or learning not provided by UW-IT?”		
Staff (N = 276)	Faculty (N = 86)	Student (N = 115)
Adobe Suite (19%)	Adobe Suite (44%)	Adobe Suite (58%)
Slack (10%)	Dropbox (2%)	Office 365 (3%)
WiFi while remote (7%)	Mac Support (2%)	Slack (3%)

- **Mixed Feedback for UW Phones Service:** While many Staff and Faculty listed UW Phones as a top five most important technology to their work, UW Phones was also the most mentioned technology by both Staff and Faculty when asked “what UW-IT provided technologies are no longer needed for your work?” (See table below)

Survey Question	Staff	Faculty
Most important UW-IT services needed for work (Each respondent could select up to five services)	UW Phones (N = 333) 9th most of selections by Staff (out of 39 services)	UW Phones (N = 43) 12th most of selections by Faculty (out of 35 services)
UW-IT provided technologies no longer needed for work (Write-in answers)	UW Phones (N = 44) Top technology mentioned by Staff	UW Phones (N = 29) Top technology mentioned by Faculty

Recommendations

Based on these findings, the survey team encourages UW-IT senior leadership and governance boards to consider developing action plans to address the following recommendations, or a subset thereof, in the near future.

- As part of ITIL service design, UW-IT service teams identify current and potential new customer groups in order to better deliver targeted service communications.
 - Each UW-IT service team develop service communication plans designed to target identified customer groups, and as needed, collaborate with the UW-IT Communications team on timing, messaging and vehicles for service communications.
- Prioritize current and future initiatives that focus on clarifying documentation and content within UW-IT customer-facing platforms such as UW-IT Service Catalog, IT Connect website and UW Connect system.

- Explore customer experience improvement opportunities related to following up and closing pending help tickets.
 - Explore improvement opportunities from a systems/tools aspect, a metrics aspect, and a support team management aspect.
- Explore how Adobe Suite is currently being offered to Staff, Faculty and Students in order to identify opportunities to improve customer experience, accessibility and awareness.
- Examine how to improve awareness and understanding of UW Phones service's full scope of work to Faculty and Staff.
 - Consider a rebranding UW Phones service (name, communications, Service Catalog taxonomy etc.) to better highlight how the service is designed to meet the evolving needs of its customers.
 - Prioritize UW Phones service team initiatives to voice-enable communication applications such as Zoom and Microsoft Teams.

INTRODUCTION



The UW-IT 2021 Customer Experience Survey is one component of a larger, continuous data collection strategy for UW-IT; it supplements data collected by other efforts targeted more narrowly at active users of specific services or gathering feedback on specific support interactions. The survey seeks to gain information about the general population, including individuals who may not currently be using, or even be aware of, our services, to fill in our picture of how UW-IT is perceived across the UW. UW-IT's Senior Leadership Team decided against including a Remote Work and Learning section that would have surveyed customers about experiences and satisfaction levels with specific remote work/learning technologies and services provided by UW-IT.

UW-IT conducted similar surveys in 2011 and 2015 asking a representative sample of customers (2015 survey sample was 8,204 individuals; 1,016 responded) to rate their experience associated with a subset of key UW-IT services (2015 survey included 15 UW-IT services). The 2021 survey scope was expanded by surveying the entire UW population instead of surveying representative sample subset (2021 survey sample was 72,368 individuals; 5,643 responded). Also in 2021, the vast majority of UW-IT services were included in the survey which differed from previous surveys that focused on a smaller number of services (2021 survey included 42 UW-IT services). Expanding both the survey sample size as well as the number of UW-IT services included in the 2021 survey will maximize UW-IT ability to collect, analyze and act upon more holistic customer feedback.

The 2021 survey was developed by a UW-IT survey project team, consisting of division representatives from across the organization and individuals with survey design expertise. The UW-IT survey project team designed the survey; tested its flow and feel; performed data analysis; and produced this report. In order to ensure confidentiality and impartiality, the survey was administered by University of California San Diego's Tritonlytics team. The Tritonlytics team is a unit within the Office of Operational Strategic Initiatives at UC San Diego that specializes in higher education survey design, administration and analytics. Tritonlytics conducted initial survey data analysis and behalf of UW-IT.

Report Contents

This report describes the survey methods, summarizes key findings, discusses their implications for UW-IT, and makes specific recommendations for moving forward. Readers should come away with a clear awareness of UW-IT's ongoing commitment to improving the customer experience, and the next steps UW-IT will take to better meet the needs of its customers moving forward.

METHODS



Participants

In collaboration with UWHR Benefits Analytics and Information Systems team, the 2021 UW-IT survey sample size included all students, faculty, staff and researchers with an active UW NetID (2021 survey sample was 72,368 individuals; 5,643 responded). UW Medicine staff members were not included in the 2021 UW-IT survey due to UW Medicine having its own robust IT organization that independently serves its staff.

UW-IT survey participants were recruited via an email invitation to complete the survey, which was sent out to their UW email address by the University of California San Diego's Tritonlytics team. Three reminders were sent to non-responsive individuals. Survey email templates showed as being sent from Aaron Powell, Vice President for UW Information Technology and CIO and utilized UW-IT support email address help@uw.edu. Unlike the 20215 UW-IT survey, no incentive for participation was offered for the 2021 UW-IT survey.

Instrument Description

The 2021 survey focused on key UW-IT services, communications and support resources, which were selected by the survey team. Each UW-IT Division representative works with division colleagues to select which UW-IT services, communications and support resources to include in the survey. For services specifically, the following criteria was utilized to determine which UW-IT services to include in the survey:

1. Service is external customer facing and in broad use (e.g. at least 50% of campus community benefits)
2. Having the service significantly enhances user experience

The survey was personalized for each respondent, with answers to questions in early sections of the survey determining questions received later in the survey. Not all questions were asked of all populations. The survey was designed so it would take less than ten minutes to complete by giving each individual the most relevant questions to their experience. Each section included a combination of quantitative and qualitative (write-in) questions. Questions were distributed across five sections:

1. *Demographics*: Questions asked for participants to identify their primary affiliation with UW (faculty, staff, student or researcher), campus (Seattle, Bothell or Tacoma). Follow up questions asked students to identify class standing and asked staff to identify if IT support is a primary part of their formal job responsibilities.

2. *UW-IT Services*: Questions focused on respondent usage and awareness of particular UW-IT services or support resources, and asked how important the services used were to their daily work over the past 12 months. It also included questions about services used not provided by UW-IT.
3. *UW-IT Communications*: Questions asked about preferences, experiences, and satisfaction levels with UW-IT communications over the past 12 months. Respondents were asked to identify the ways, if any, they get information about UW-IT technologies and services.
4. *UW-IT Customer Support*: Questions focused on respondent experience with UW-IT customer support over the past 12 months. Respondents were asked to identify the ways, if any, they contacted UW-IT for customer support or technical help. Respondents were also asked about their satisfaction level with UW-IT when an unplanned interruption to an IT service (outage) occurs.
5. *Overall Experience with UW-IT*: This section asked respondents to rate their satisfaction level for their overall experience with UW-IT during the past 12 months. The survey concludes by asking respondents a write-in question, "What can we do to improve your experience with UW-IT?"

Timeline

The UW-IT project team began meeting in October 2020 to determine the contents and design of the survey. A pilot test survey was conducted in January 2021. University of California San Diego's Tritonlytics team programmed the full survey in February 2021, with testing taking place during the development process. The survey was deployed on April 13th and closed on May 7th. University of California San Diego's Tritonlytics team conducted preliminary analysis of results in May and June 2021; and the UW-IT project team completed data analysis and wrote this report in June and July 2021.

Procedures

The survey was written by the UW-IT project team with feedback from UW-IT senior leadership. The survey instrument was programmed by the University of California San Diego's Tritonlytics team according to specifications provided by UW-IT. The survey team tested the instrument during the development process for clarity and to ensure the correct application of skip logic to provide the desired personalized survey. University of California San Diego's Tritonlytics team conducted a preliminary analysis of survey data and shared a Tableau workbook containing quantitative survey results data. University of California San Diego's Tritonlytics also delivered a qualitative analysis report which provided respondent feedback themes for all write-in survey questions. These preliminary reports were shared with the UW-IT project team for additional analysis.

FINDINGS

The findings section provides a detailed summary of survey responses to both quantitative and qualitative questions. Since not all questions were asked of all respondents, we indicate the conditions determining receipt of each question. Our analysis focuses on patterns across all survey responses, and we discuss any variations of note among populations.

Demographics

Initial questions asked respondents to indicate their primary UW affiliation (student, faculty, staff or researcher) and campus (Seattle, Bothell or Tacoma). Responses to these questions determined whether or not respondents received survey questions targeted for each affiliation group. Table 1 shows the distribution of survey respondents and the response rate for each population.

*1,515 individuals with active UW email addresses were associated and did not have a documented Faculty, Student or Staff affiliation in the dataset provided by UWHR Benefits Analytics and Information Systems. These individuals show an “Unknown” role within the population sample as shown in Table 1 below.

**Researcher population was not a standalone list of contacts provided to the survey team. Instead, Researcher respondents were identified when Faculty, Staff, and Student populations identified Researcher as their primary UW affiliation.

TABLE 1: Survey Respondents by Population

	Population	Sample	Percent of Sample	Respondent Count	Response Rate	Percent of Survey Respondents
Role	Faculty	10,689	14.8%	824	7.7%	14.6%
	Staff	14,114	19.5%	2,948	20.9%	52.2%
	Student	46,050	63.6%	1,715	3.7%	30.3%
	Unknown*	1,515	2.1%	-	-	-
	Researcher**	-	-	155	-	2.7%
	Total	72,368	100%	5,642	7.8%	100%
Campus	Bothell	5,784	8.0%	314	5.4%	5.5%
	Seattle	61,594	85.1%	5,041	8.2%	89.3%
	Tacoma	4,990	6.9%	287	5.8%	5.0%
	Total	72,368	100%	5,642	7.8%	100%

Of the respondents who selected “Student” as their primary role, 66% (n=1,134) indicated they were “Undergraduate Student”, 33% (n=565) “Graduate/Professional Student”, and 0.6% (n=11) indicated “Other”. Respondents who selected “Staff” received a follow-up question asking them if IT support was “a primary part of their formal job responsibilities”; 18% (n=541) answered “Yes” to this question.

Overall Use of UW-IT Services & Support

In this section of the survey, questions identified how many respondents used or were aware of several customer-facing UW-IT services and support resources. Respondents were also asked to select the most important services they used for work and learning.

Figure 1 shows how many respondents used, during the past year, each of the UW-IT services and support resources included in the survey. For services they did not use, respondents could indicate if they were aware or unaware of the service.

FIGURE 1: Use of UW-IT Services & Support

All Respondents (N =5,642)		
Used Service	Didn't Use, but Aware of Service	Didn't Use, and Unaware of Service
UW NetID	IT Connect News and IT Conn...	Azure Subscription
Zoom Video Conferencing	Cyber Security Education Trai...	Data Viz Publishing (UW Tableu ..
MyUW	Help Desk/Technical support	Data Viz Software Licensing (Table...
UW Alert	Data Viz Software Licensing (...)	UW Autopilot
UW Office 365	Amazon Web Services	Amazon Web Services
UW Google G Suite	UW Shared Web Hosting	Cyber Security Education Training ...
Wi-Fi Wireless	UW Connect Portal	UW Shared Web Hosting
Help Desk/Technical suppo...	Panopto Lecture Capture	Text Messaging Service (TMS)
IT Connect News and IT Co...	Data Viz Publishing (UW Tabl...	Centralized Fax
UW Phones	Poll Everywhere Classroom R...	Mobile.UW.edu
Husky OnNet	Cloud Computing	Term & Data Definitions (Knowled...
Wired Network	Accessibility Consultation	Managed Windows VPN
Canvas Learning Managem...	Azure Subscription	IT Vendor Risk Management
Mailman Email List Manager	Managed Windows VPN	Mailman Email List Manager
Panopto Lecture Capture	Mobile.UW.edu	Password Manager (LastPass)
Poll Everywhere Classroom...	Mailman Email List Manager	Husky OnNet
UW Connect Portal	Wi-Fi Wireless	UW Connect Portal
Managed Windows VPN	Wired Network	Reporting and Analytics
Mobile.UW.edu	Reporting and Analytics	Accessibility Consultation
MyPlan Academic Planner	UW Administrative Home Pa...	Poll Everywhere Classroom Respo...
UW Administrative Home ...	Husky OnNet	Managed Workstation
Notify.UW	Managed Workstation	Panopto Lecture Capture
Managed Workstation	UW Phones	Enterprise Document Management
Cloud Computing	UW Google G Suite	UW Trumba Event Calendars
UW Shared Web Hosting	Enterprise Data Warehouse	UW Connect Service Management
Enterprise Data Warehouse	Password Manager (LastPass)	Cloud Computing
Password Manager (LastPa...	Enterprise Document Manag...	Enterprise Data Warehouse
Reporting and Analytics	UW Connect Service Manag...	UW Administrative Home Pages
Accessibility Consultation	UW Office 365	UW Google G Suite
Cyber Security Education T...	UW Alert	IT Connect News and IT Connect ..
UW Connect Service Mana...	UW Trumba Event Calendars	Wi-Fi Wireless
UW Trumba Event Calenda...	Text Messaging Service (TMS)	UW Phones
Amazon Web Services	Term & Data Definitions (Kno...	Wired Network
Term & Data Definitions (K...	Centralized Fax	Help Desk/Technical support
Data Viz Publishing (UW Ta...	IT Vendor Risk Management	UW Office 365
Data Viz Software Licensin...	MyUW	Notify.UW
Enterprise Document Man...	Notify.UW	UW Alert
Azure Subscription	UW Autopilot	Canvas Learning Management Sys...
Text Messaging Service (T...	Canvas Learning Managemen...	MyUW
Centralized Fax	MyPlan Academic Planner	MyPlan Academic Planner
IT Vendor Risk Management	Zoom Video Conferencing	Zoom Video Conferencing
UW Autopilot	UW NetID	UW NetID

The three most used services were UW NetID, Zoom Video Conferencing, and MyUW. The least used services that respondents also indicated they were not aware of was Azure Subscription, Data Visualization Publishing (UW Tableau Server), and Data Visualization Software Licensing (Tableau Desktop). Note: Use of UW-IT Services & Support by Population Group (Faculty, Staff, Student, and Researcher) can be found in the [Appendix](#)

Importance of Services

All Respondents were asked to identify the services that they consider to be most important for their work and learning. Each respondent could select up to five services from the list of services they identified as using shown in Figure 1. Figure 2 below shows the responses to this question for all respondents while Figure 3 shows responses by UW affiliation (student, staff, faculty and researcher). Note: UW NetID service was excluded from this question as the survey team deemed it was a given that all participants would rank this service as important.

FIGURE 2: Most Important UW-IT Services Used (sorted by total selections per service)

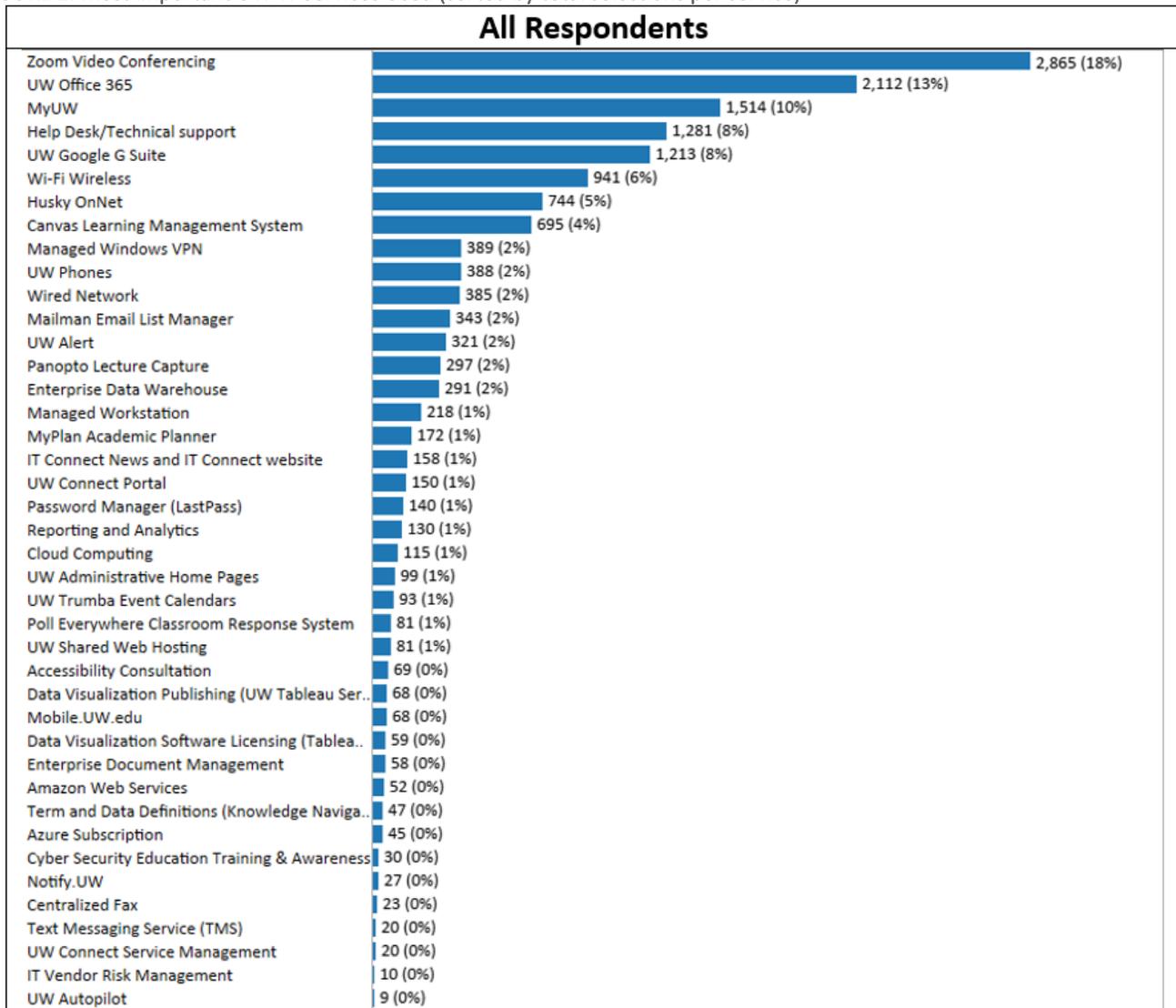


FIGURE 3: Most Important UW-IT Services Used By Population Group (sorted by total selections per service)

Staff		Faculty	
Zoom Video Conferencing	1,900 (18%)	Zoom Video Conferencing	542 (19%)
UW Office 365	1,546 (15%)	MyUW	379 (13%)
Help Desk/Technical support	958 (9%)	Canvas Learning Management Sy..	370 (13%)
MyUW	818 (8%)	UW Office 365	335 (11%)
UW Google G Suite	770 (7%)	Help Desk/Technical support	245 (8%)
Husky OnNet	625 (6%)	Wi-Fi Wireless	231 (8%)
Wi-Fi Wireless	593 (6%)	UW Google G Suite	221 (8%)
Managed Windows VPN	337 (3%)	Panopto Lecture Capture	121 (4%)
UW Phones	333 (3%)	Wired Network	67 (2%)
Wired Network	299 (3%)	Husky OnNet	56 (2%)
Enterprise Data Warehouse	291 (3%)	Mailman Email List Manager	56 (2%)
Mailman Email List Manager	272 (3%)	UW Phones	43 (1%)
UW Alert	260 (2%)	Poll Everywhere Classroom Resp..	37 (1%)
Managed Workstation	204 (2%)	UW Alert	34 (1%)
Password Manager (LastPass)	128 (1%)	Managed Windows VPN	28 (1%)
IT Connect News and IT Connect ..	126 (1%)	Cloud Computing	20 (1%)
Reporting and Analytics	125 (1%)	IT Connect News and IT Connect ..	20 (1%)
UW Connect Portal	121 (1%)	UW Shared Web Hosting	20 (1%)
UW Trumba Event Calendars	93 (1%)	Managed Workstation	14 (0%)
Cloud Computing	91 (1%)	UW Administrative Home Pages	14 (0%)
UW Administrative Home Pages	85 (1%)	UW Connect Portal	13 (0%)
Data Visualization Publishing (U..	63 (1%)	Accessibility Consultation	11 (0%)
Enterprise Document Managemen..	58 (1%)	Password Manager (LastPass)	11 (0%)
UW Shared Web Hosting	57 (1%)	Text Messaging Service (TMS)	7 (0%)
Accessibility Consultation	55 (1%)	Data Visualization Software Licen..	6 (0%)
Term and Data Definitions (Know..	47 (0%)	Reporting and Analytics	5 (0%)
Data Visualization Software Licen..	46 (0%)	Mobile.UW.edu	3 (0%)
Amazon Web Services	41 (0%)	Amazon Web Services	2 (0%)
Azure Subscription	38 (0%)	Azure Subscription	2 (0%)
Panopto Lecture Capture	36 (0%)	Cyber Security Education Trainin..	1 (0%)
Cyber Security Education Trainin..	27 (0%)	Data Visualization Publishing (U..	1 (0%)
Mobile.UW.edu	26 (0%)		
Poll Everywhere Classroom Resp..	25 (0%)		
Centralized Fax	23 (0%)		
UW Connect Service Management	20 (0%)		
Text Messaging Service (TMS)	12 (0%)		
IT Vendor Risk Management	10 (0%)		
UW Autopilot	9 (0%)		

Students		Researcher	
Zoom Video Conferencing	343 (18%)	Zoom Video Conferencing	80 (21%)
Canvas Learning Management Sy..	325 (17%)	UW Office 365	57 (15%)
MyUW	317 (16%)	Wi-Fi Wireless	41 (11%)
UW Google G Suite	182 (9%)	UW Google G Suite	40 (11%)
UW Office 365	174 (9%)	Help Desk/Technical support	39 (10%)
MyPlan Academic Planner	172 (9%)	Husky OnNet	26 (7%)
Panopto Lecture Capture	140 (7%)	Wired Network	19 (5%)
Wi-Fi Wireless	76 (4%)	Managed Windows VPN	15 (4%)
Help Desk/Technical support	39 (2%)	UW Phones	12 (3%)
Husky OnNet	37 (2%)	UW Alert	11 (3%)
Mobile.UW.edu	37 (2%)	Mailman Email List Manager	8 (2%)
Notify.UW	27 (1%)	UW Connect Portal	7 (2%)
Poll Everywhere Classroom Resp..	19 (1%)	Amazon Web Services	4 (1%)
UW Alert	16 (1%)	Cloud Computing	4 (1%)
IT Connect News and IT Connect ..	9 (0%)	Accessibility Consultation	3 (1%)
Managed Windows VPN	9 (0%)	IT Connect News and IT Connect ..	3 (1%)
UW Connect Portal	9 (0%)	Cyber Security Education Trainin..	2 (1%)
Data Visualization Software Licen..	7 (0%)	Mobile.UW.edu	2 (1%)
Mailman Email List Manager	7 (0%)	UW Shared Web Hosting	2 (1%)
Amazon Web Services	5 (0%)	Data Visualization Publishing (U..	1 (0%)
Azure Subscription	5 (0%)	Password Manager (LastPass)	1 (0%)
Data Visualization Publishing (U..	3 (0%)	Text Messaging Service (TMS)	1 (0%)
UW Shared Web Hosting	2 (0%)		

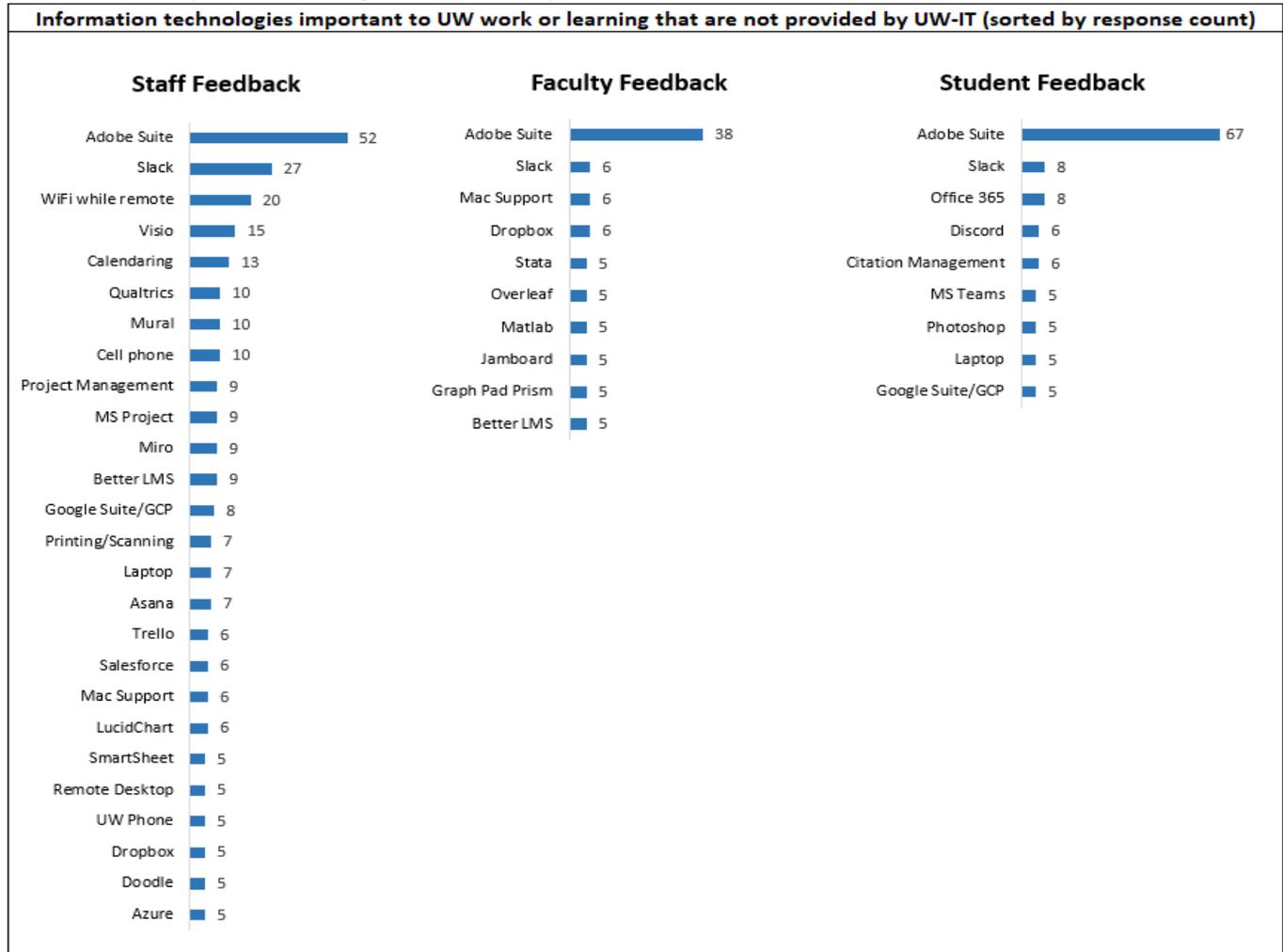
Information Technologies Not Provided by UW-IT

All Respondents were asked to identify, if any, information technologies important to their UW work or learning that are not provided by UW-IT. As a follow up, respondents were asked how they obtain those information technologies not provided by UW-IT. Results shown in Figure 4 and Figure 5 below. Note that not enough responses came in from Researcher respondents to populate Feedback themes shown in Figure 5.

FIGURE 4: Information Technologies Not Provided By UW-IT

Are there technologies or tools important to your UW work or learning that are not provided by UW-IT?	I don't know	2,784 (54%)
	No	1,215 (24%)
	Yes	1,119 (22%)
How do you currently obtain this technology?	I obtain it on my own	443 (42%)
	I use my local IT support	202 (19%)
	I don't have access to it	196 (18%)
	Other	142 (13%)
	I use an IT vendor external to UW	83 (8%)

FIGURE 5: Most important technologies not provided by UW-IT



UW-IT Provided Technologies No Longer Needed

All respondents were asked to list any UW-IT provided technologies no longer needed for work or learning. Results shown in Figure 6 below. The majority of respondents stated that they need all technologies currently being offered by UW-IT. UW Phones was identified as the top technology no longer needed by Staff and Faculty by a large margin. Students identified Poll Everywhere as the top technology no longer needed, but not by a significant margin. Note that not enough responses came in from Researcher respondents to populate Feedback themes shown in Figure 6.

UW-IT Communication Preferences

FIGURE 7: Obtaining Information about UW-IT technologies

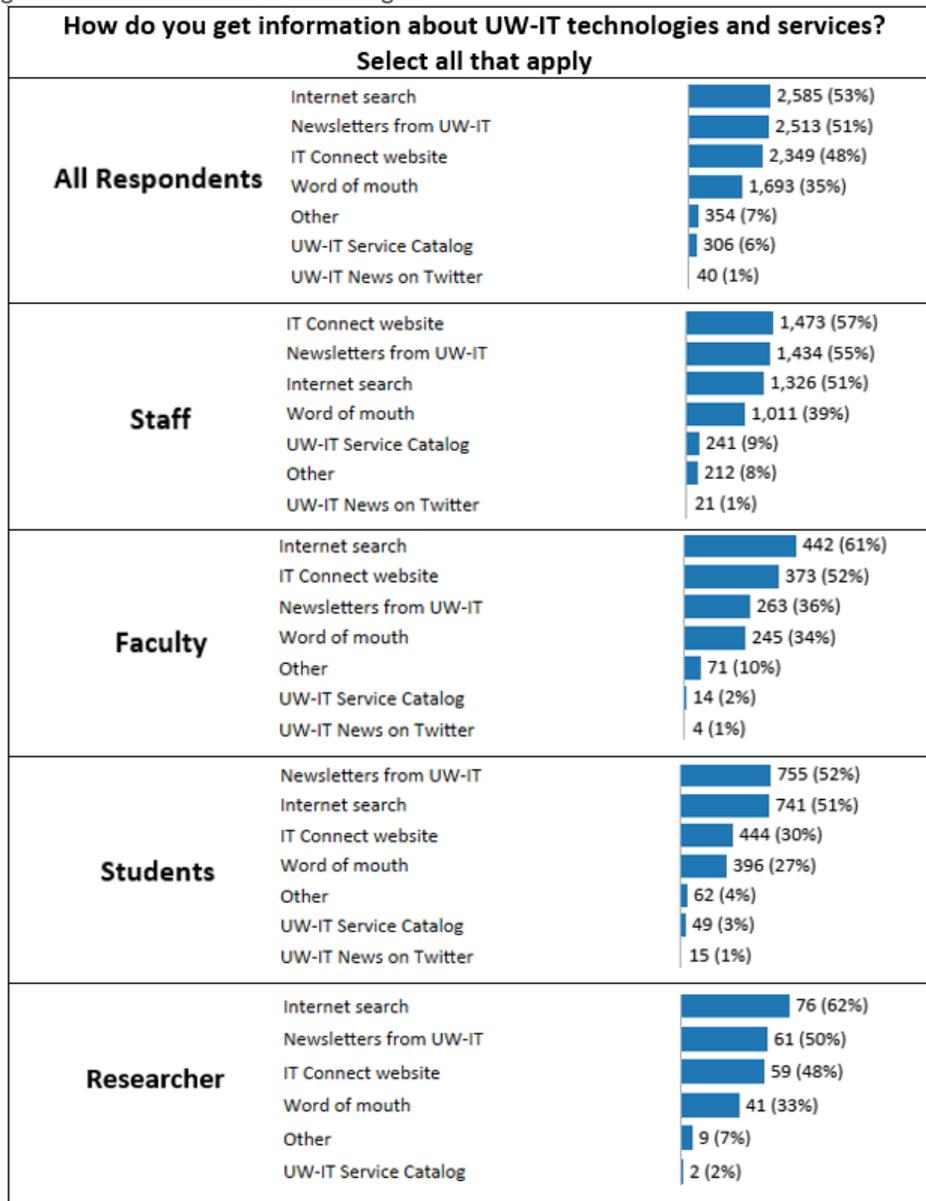
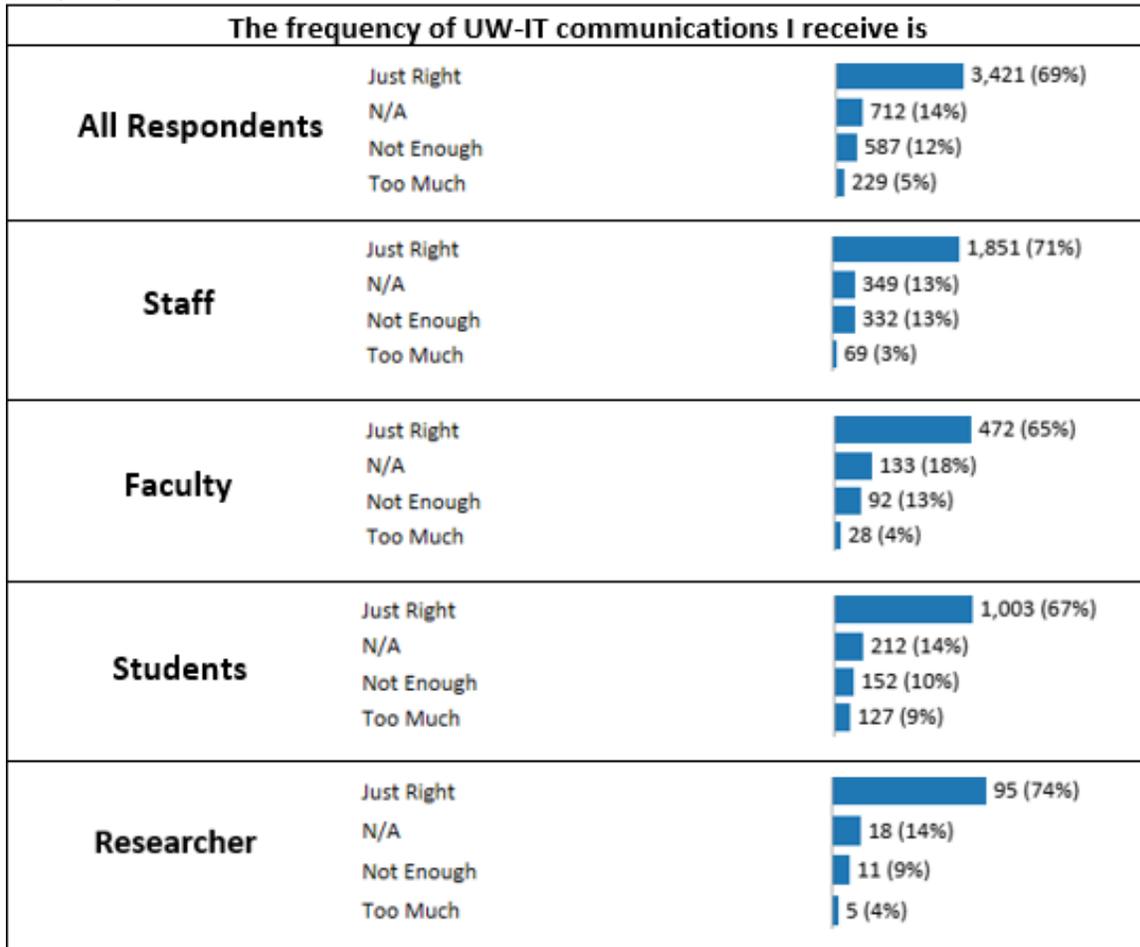


FIGURE 8: Frequency of UW-IT communications



How Well Does UW-IT Communication Keep Customers Informed

All Respondents were asked how much they agree or disagree with the following statements shown in Figure 9 related to UW-IT communications keeping them well informed. Respondents could select Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree, and N/A.

Results were compiled by combining Strongly Agree and Agree into a single grouping and combining Strongly Disagree and Disagree into a single grouping. A mean (average) score was populated for each question using a five point scale using the Agree/Disagree scale. A color scale has been applied to the mean scores to show which scores are low, marginal, good, and excellent.

A 2-Box Ratio was calculated for each question that shows a number of customers that are in agreement with the statement (Agree, Strongly Agree) for every one customer that is not in agreement with the statement (Disagree, Strongly Disagree).

FIGURE 9: How Well Does UW-IT Communication Keep Customers Informed

		Agree/Strongly Agree	Neutral	Disagree/Strongly Disagree		
<p>Mean Average Scores: Using 1-5 Scale</p> <p>Below 3.00 - Low 3.00 to 3.59 - Marginal 3.60 to 4.29 - Good 4.30 & above - Excellent</p> <p>2-Box Ratio: Satisfied + Very Satisfied / Unsatisfied + Very Unsatisfied. That is, for 1 who was not very or not all satisfied, how many were satisfied for very satisfied. Same applies to the Agree/Disagree scale</p>						
All Respondents						
					Mean	2-Box
UW-IT keeps me well informed about technologies and services available to me.	58% (2,883)	31% (1,523)	11% (535)		3.62	5
UW-IT keeps me well informed about changes and updates to technologies and services that I use.	68% (3,338)	25% (1,219)	8% (370)		3.80	9
Staff						
					Mean	2-Box
UW-IT keeps me well informed about technologies and services available to me.	59% (1,540)	31% (799)	10% (265)		3.64	6
UW-IT keeps me well informed about changes and updates to technologies and services that I use.	69% (1,799)	24% (617)	7% (180)		3.82	10
Faculty						
					Mean	2-Box
UW-IT keeps me well informed about technologies and services available to me.	57% (418)	29% (208)	14% (101)		3.58	4
UW-IT keeps me well informed about changes and updates to technologies and services that I use.	64% (464)	25% (181)	11% (80)		3.72	6
Students						
					Mean	2-Box
UW-IT keeps me well informed about technologies and services available to me.	58% (858)	32% (470)	11% (156)		3.62	6
UW-IT keeps me well informed about changes and updates to technologies and services that I use.	67% (994)	26% (386)	7% (100)		3.79	10
Researcher						
					Mean	2-Box
UW-IT keeps me well informed about technologies and services available to me.	53% (67)	37% (46)	10% (13)		3.55	5
UW-IT keeps me well informed about changes and updates to technologies and services that I use.	64% (81)	28% (35)	8% (10)		3.72	8

Service Catalog & IT Connect Documentation

All Respondents were asked how much they agree or disagree with the following statements shown in Figure 10 related to UW-IT documentation within UW-IT Service Catalog and UW-IT IT Connect website. Respondents could select Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree, and N/A.

Results were compiled by combining Strongly Agree and Agree into a single grouping and combining Strongly Disagree and Disagree into a single grouping. A mean (average) score was populated for each question using a five point scale using the Agree/Disagree scale. A color scale has been applied to the mean scores to show which scores are low, marginal, good, and excellent.

A 2-Box Ratio was calculated for each question that shows a number of customers that are in agreement with the statement (Agree, Strongly Agree) for every one customer that is not in agreement with the statement (Disagree, Strongly Disagree).

FIGURE 10: Service Catalog & IT Connect Documentation

■ Agree/Strongly Agree ■ Neutral ■ Disagree/Strongly Disagree					
Mean Average Scores: Using 1-5 Scale ■ Below 3.00 - Low ■ 3.00 to 3.59 - Marginal ■ 3.60 to 4.29 - Good ■ 4.30 & above - Excellent					
2-Box Ratio: Satisfied + Very Satisfied / Unsatisfied + Very Unsatisfied. That is, for 1 who was not very or not all satisfied, how many were satisfied for very satisfied. Same applies to the Agree/Disagree scale					
All Respondents					
				Mean	2-Box
UW-IT documentation on the IT Connect website is written in a way I understand and can use.	60% (2,617)	32% (1,399)	8% (327)	3.69	8
UW-IT documentation in the UW-IT Service Catalog is written in a way I understand and can use.	53% (2,016)	39% (1,490)	8% (323)	3.58	6
Staff					
				Mean	2-Box
UW-IT documentation on the IT Connect website is written in a way I understand and can use.	62% (1,440)	31% (723)	8% (177)	3.69	8
UW-IT documentation in the UW-IT Service Catalog is written in a way I understand and can use.	52% (1,053)	40% (801)	9% (173)	3.55	6
Faculty					
				Mean	2-Box
UW-IT documentation on the IT Connect website is written in a way I understand and can use.	58% (370)	31% (199)	11% (67)	3.65	6
UW-IT documentation in the UW-IT Service Catalog is written in a way I understand and can use.	47% (239)	39% (200)	14% (69)	3.47	3
Students					
				Mean	2-Box
UW-IT documentation on the IT Connect website is written in a way I understand and can use.	59% (743)	35% (438)	6% (76)	3.71	10
UW-IT documentation in the UW-IT Service Catalog is written in a way I understand and can use.	56% (674)	38% (450)	6% (74)	3.67	9
Researcher					
				Mean	2-Box
UW-IT documentation on the IT Connect website is written in a way I understand and can use.	58% (64)	35% (39)	6% (7)	3.67	9
UW-IT documentation in the UW-IT Service Catalog is written in a way I understand and can use.	52% (50)	41% (39)	7% (7)	3.59	7

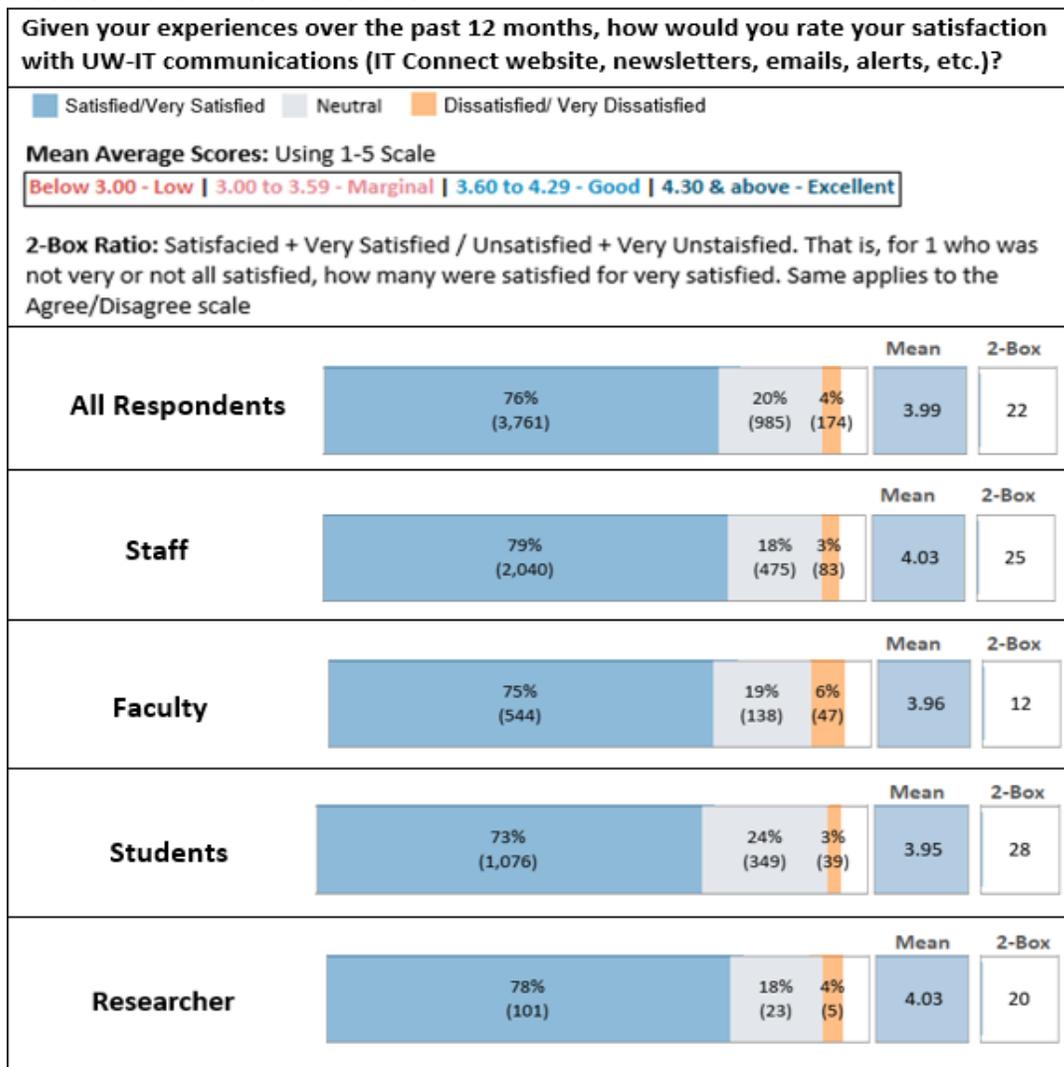
Satisfaction with UW-IT Communication

All Respondents were asked to rate their satisfaction level with UW-IT communications over the past 12 months. Results are shown in Figure 11. Respondents could select Very Satisfied, Satisfied, Neutral, Unsatisfied, Very Unsatisfied and N/A

Results were compiled by combining Very Satisfied and Satisfied into a single grouping and combining Unsatisfied and Very Unsatisfied into a single grouping. A mean (average) score was populated for each question using a five point scale using the Satisfied/Dissatisfied scale. A color scale has been applied to the mean scores to show which scores are low, marginal, good, and excellent.

A 2-Box Ratio was calculated for each question that shows a number of customers that are Very Satisfied or Satisfied for every one customer that is Dissatisfied or Very Dissatisfied.

FIGURE 11: Satisfaction with UW-IT communications



Improvement Feedback for UW-IT Communications and/or Documentation

All Respondents were asked to provide feedback for how UW-IT can improve its communications and/or documentation. Respondents were provided with a textbox to write in their answers.

Results were compiled by University of California San Diego's Tritonlytics team using verbatim analysis portal to identify top feedback themes.

Feedback themes shown in Figure 12 have been color coordinated to indicate if the same feedback theme appeared across multiple population groups. Note that not enough responses came in from Researcher respondents to populate Feedback themes shown in Figure 12.

FIGURE 12: Improvement Feedback for UW-IT Communications and/or Documentation

How can UW-IT improve its communications and/or documentation?	
Faculty: Top Feedback Themes	% of Question Respondents (N: 190)
Centralized, easy to locate summary of tools and services available	20%
Use clear, non-technical language in all communication and documentation	14%
More training on how to use tools and services, especially for new hires	11%
Have more communications targeted to specific audiences	9%
Focus communication on customer needs, not IT accomplishments	9%
Staff: Top Feedback Themes	% of Question Respondents (N: 613)
Use clear, non-technical language in all communication and documentation	22%
Centralized, easy to locate summary of tools and services available	20%
Notifications about changes, updates, outages	12%
Have more communications targeted to specific audiences	9%
More training on how to use tools and services, especially for new hires	8%
Students: Top Feedback Themes	% of Question Respondents (N: 239)
Centralized, easy to locate summary of tools and services available	23%
Use clear, non-technical language in all communication and documentation	18%
Reduce the number of emails sent	10%
Make email subjects clearer, emails more concise, include relevant links	10%
Use newsletters and social media for updates	7%

Experience with UW-IT Customer Support

In this section of the survey, respondents were asked to identify their usage, preferences and level of agreement to statements about their experience with UW-IT customer support services and resources. Respondents were also asked to provide feedback regarding how UW-IT could improve its customer support. Results have been broken out by respondent population groups.

Contacting UW-IT Customer Support

FIGURE 13: Contacting UW-IT

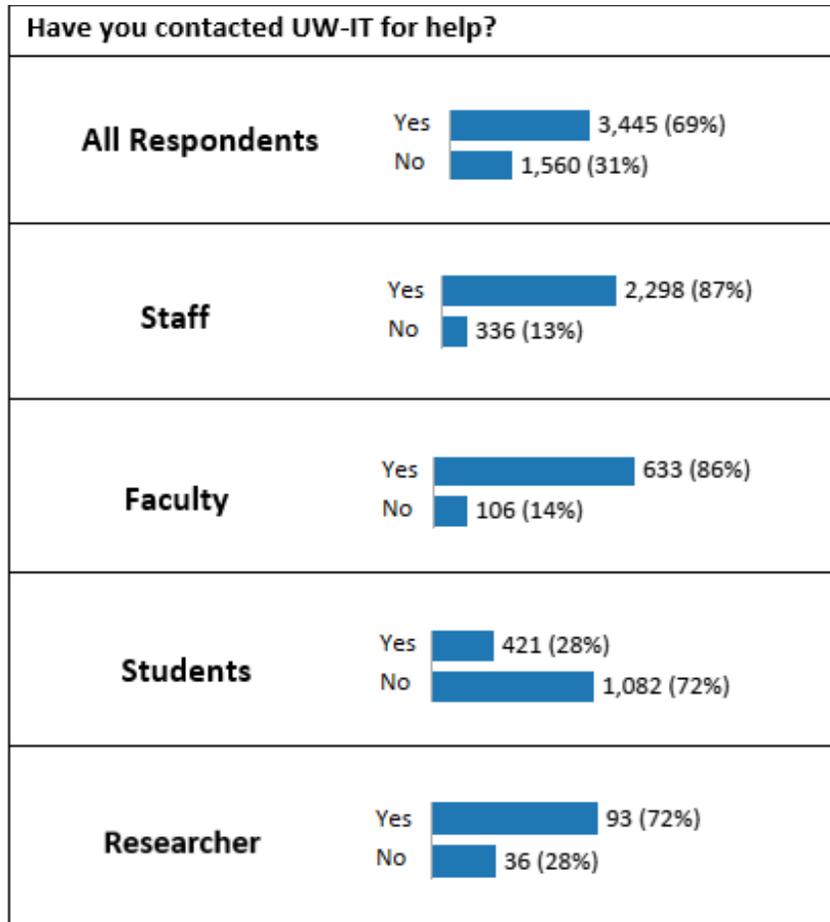
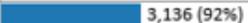
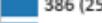
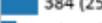
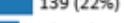
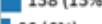


FIGURE 13: Methods for getting technical help

All Respondents	Which of the following ways, if any, have you used to contact UW-IT for customer support or technical help? Select all that apply.	<ul style="list-style-type: none"> Via email at help@uw.edu  3,136 (92%) Via phone at 206-221-5000  1,730 (51%) Via direct communication w/ a specific person ..  899 (26%) Via online UW-IT Service Catalog request  439 (13%) Via in-person support  355 (10%)
	For what reason(s) have you not contacted UW-IT for technical help? Select all that apply.	<ul style="list-style-type: none"> I have not needed technical help  1,089 (70%) I asked colleagues, friends, or family  386 (25%) I used my local IT support  384 (25%) I was unaware I could contact UW-IT for help  169 (11%) Other  34 (2%)
Staff	Which of the following ways, if any, have you used to contact UW-IT for customer support or technical help? Select all that apply.	<ul style="list-style-type: none"> Via email at help@uw.edu  2,146 (94%) Via phone at 206-221-5000  1,222 (54%) Via direct communication w/ a specific person ..  690 (30%) Via online UW-IT Service Catalog request  315 (14%) Via in-person support  204 (9%)
	For what reason(s) have you not contacted UW-IT for technical help? Select all that apply.	<ul style="list-style-type: none"> I used my local IT support  242 (72%) I have not needed technical help  131 (39%) I asked colleagues, friends, or family  68 (20%) I was unaware I could contact UW-IT for help  20 (6%) Other  11 (3%)
Faculty	Which of the following ways, if any, have you used to contact UW-IT for customer support or technical help? Select all that apply.	<ul style="list-style-type: none"> Via email at help@uw.edu  555 (88%) Via phone at 206-221-5000  336 (53%) Via direct communication w/ a specific person ..  139 (22%) Via in-person support  90 (14%) Via online UW-IT Service Catalog request  43 (7%)
	For what reason(s) have you not contacted UW-IT for technical help? Select all that apply.	<ul style="list-style-type: none"> I used my local IT support  61 (59%) I have not needed technical help  52 (50%) I asked colleagues, friends, or family  24 (23%) I was unaware I could contact UW-IT for help  7 (7%) Other  2 (2%)
Students	Which of the following ways, if any, have you used to contact UW-IT for customer support or technical help? Select all that apply.	<ul style="list-style-type: none"> Via email at help@uw.edu  346 (83%) Via phone at 206-221-5000  132 (32%) Via online UW-IT Service Catalog request  70 (17%) Via in-person support  46 (11%) Via direct communication w/ a specific person ..  44 (11%)
	For what reason(s) have you not contacted UW-IT for technical help? Select all that apply.	<ul style="list-style-type: none"> I have not needed technical help  890 (83%) I asked colleagues, friends, or family  286 (27%) I was unaware I could contact UW-IT for help  138 (13%) I used my local IT support  66 (6%) Other  21 (2%)
Researcher	Which of the following ways, if any, have you used to contact UW-IT for customer support or technical help? Select all that apply.	<ul style="list-style-type: none"> Via email at help@uw.edu  89 (96%) Via phone at 206-221-5000  40 (43%) Via direct communication w/ a specific person ..  26 (28%) Via in-person support  15 (16%) Via online UW-IT Service Catalog request  11 (12%)
	For what reason(s) have you not contacted UW-IT for technical help? Select all that apply.	<ul style="list-style-type: none"> I have not needed technical help  16 (47%) I used my local IT support  15 (44%) I asked colleagues, friends, or family  8 (24%) I was unaware I could contact UW-IT for help  4 (12%)

Interactions with UW-IT Customer Support

All Respondents were asked how much they agree or disagree with the following statements shown in Figure 14 and Figure 15 related to their experiences interacting with UW-IT support staff. Respondents could select Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree, and N/A.

Results were compiled by combining Strongly Agree and Agree into a single grouping and combining Strongly Disagree and Disagree into a single grouping. A mean (average) score was populated for each question using a five point scale using the Agree/Disagree scale. A color scale has been applied to the mean scores to show which scores are low, marginal, good, and excellent.

A 2-Box Ratio was calculated for each question that shows a number of customers that are in agreement with the statement (Agree, Strongly Agree) for every one customer that is not in agreement with the statement (Disagree, Strongly Disagree).

FIGURE 14: UW-IT Customer Support Interactions

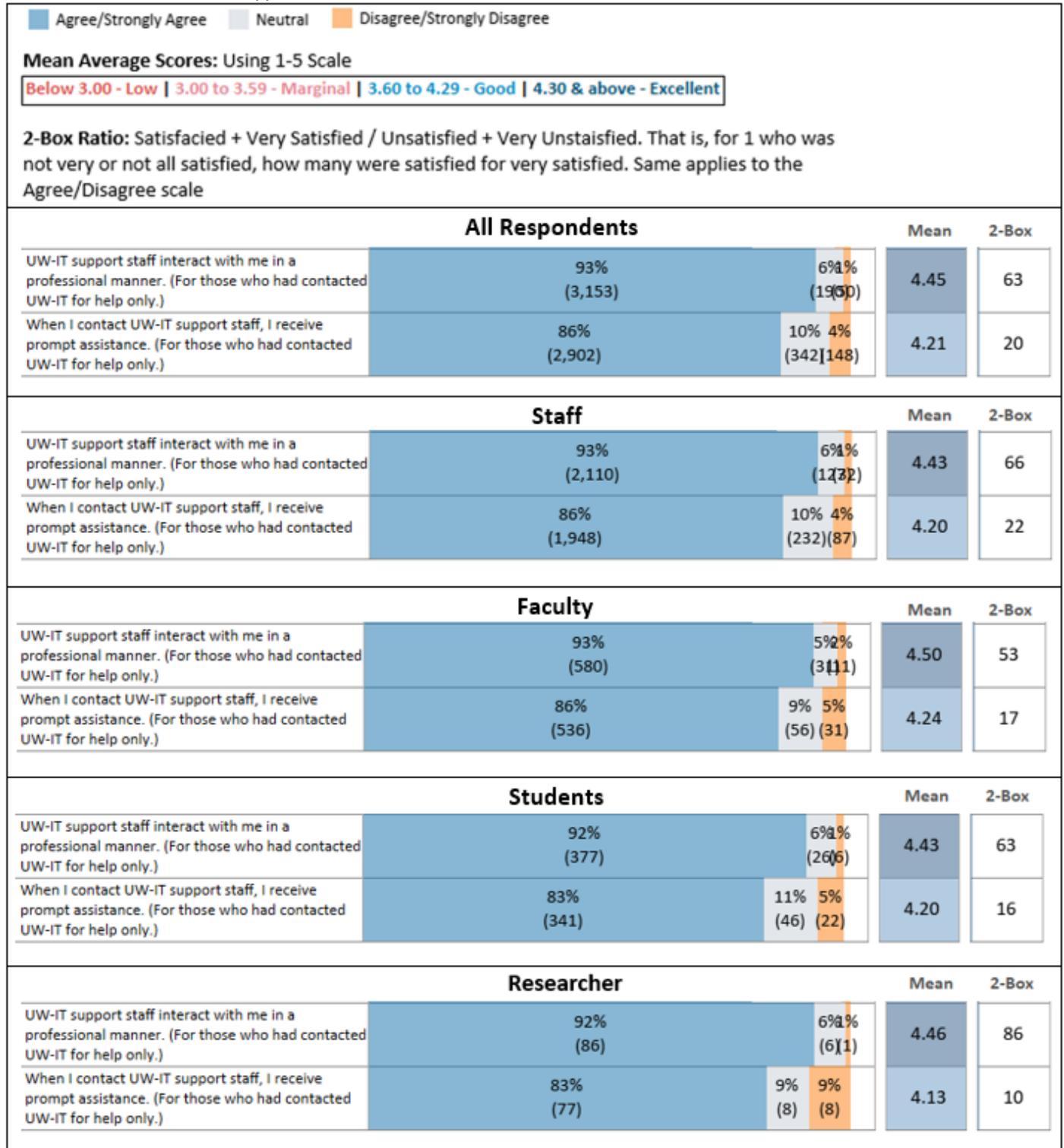
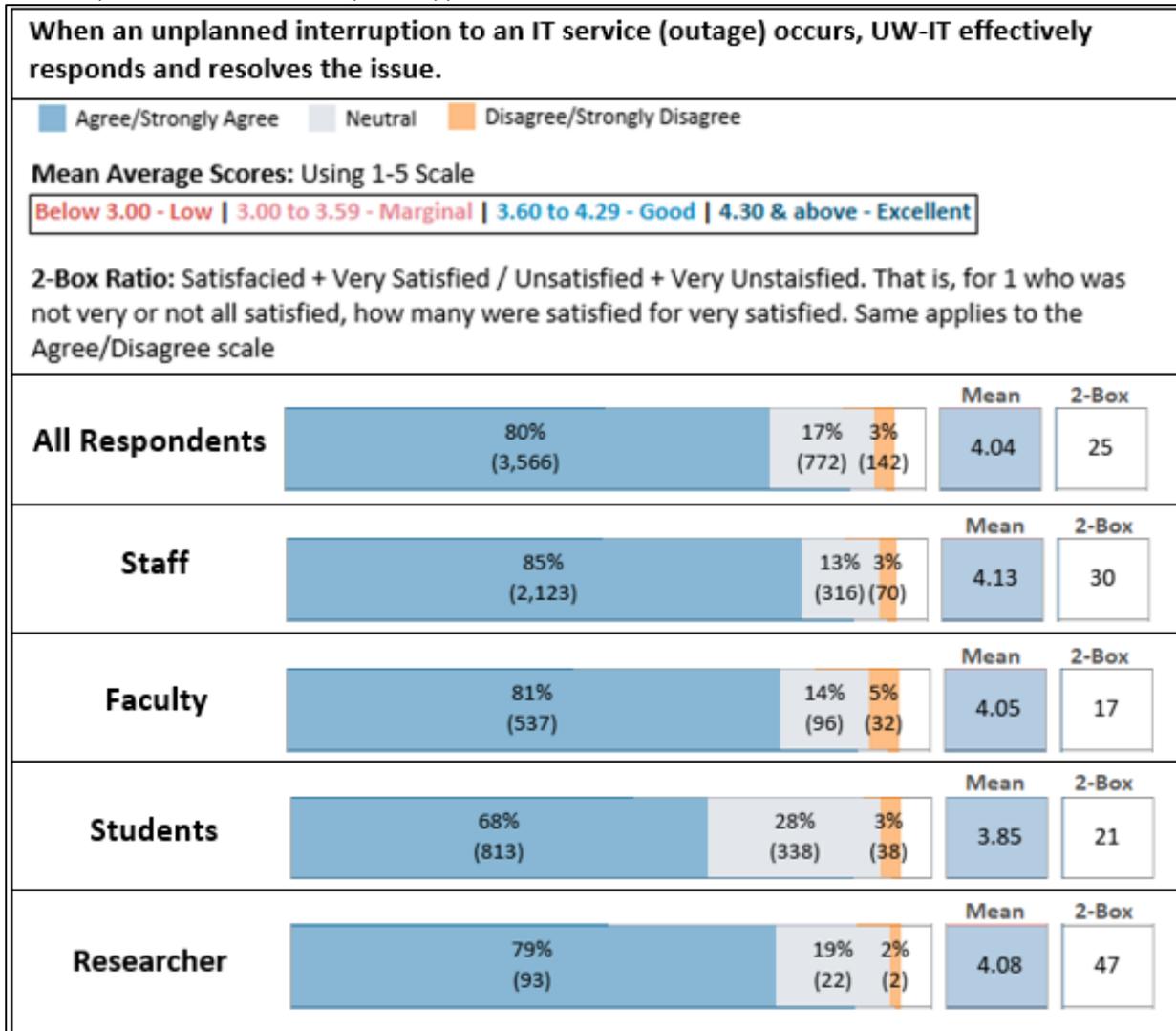


FIGURE 15: Unplanned IT service interruption support



Improvement Feedback for UW-IT Customer Support

All Respondents were asked to provide feedback for how UW-IT can improve its customer support. Respondents were provided with a textbox to write in their answers.

Results were compiled by University of California San Diego’s Tritonlytics team using verbatim analysis portal to identify top feedback themes. Feedback themes shown in Figure 16 have been color coordinated to indicate if the same feedback theme appeared across multiple population groups. Note that not enough responses came in from Researcher respondents to populate Feedback themes shown in Figure 16.

FIGURE 16: Improvement Feedback for UW-IT customer support

How can UW-IT improve its customer support?	
Faculty: Top Feedback Themes	% of Question Respondents (N: 231)
Follow up on issues, be sure problems are resolved before closing ticket	47%
Improve routing of requests to the correct service team	16%
Respond to inquiries in a timely manner	12%
Allow for more phone, live chat, or other real-time interaction	8%
Be sure that interactions are polite, professional, and not condescending	7%
Staff: Top Feedback Themes	% of Question Respondents (N: 765)
Follow up on issues, be sure problems are resolved before closing ticket	40%
Respond to inquiries in a timely manner	15%
Be sure that interactions are polite, professional, and not condescending	12%
Improve routing of requests to the correct service team	11%
Allow for more phone, live chat, or other real-time interaction	6%
Students: Top Feedback Themes	% of Question Respondents (N: 95)
Follow up on issues, be sure problems are resolved before closing ticket	42%
Respond to inquiries in a timely manner	10%
Improve routing of requests to the correct service team	8%
Simplify and improve structured intake forms in ticketing system	6%
Allow for more phone, live chat, or other real-time interaction	5%

Overall Experience with UW-IT

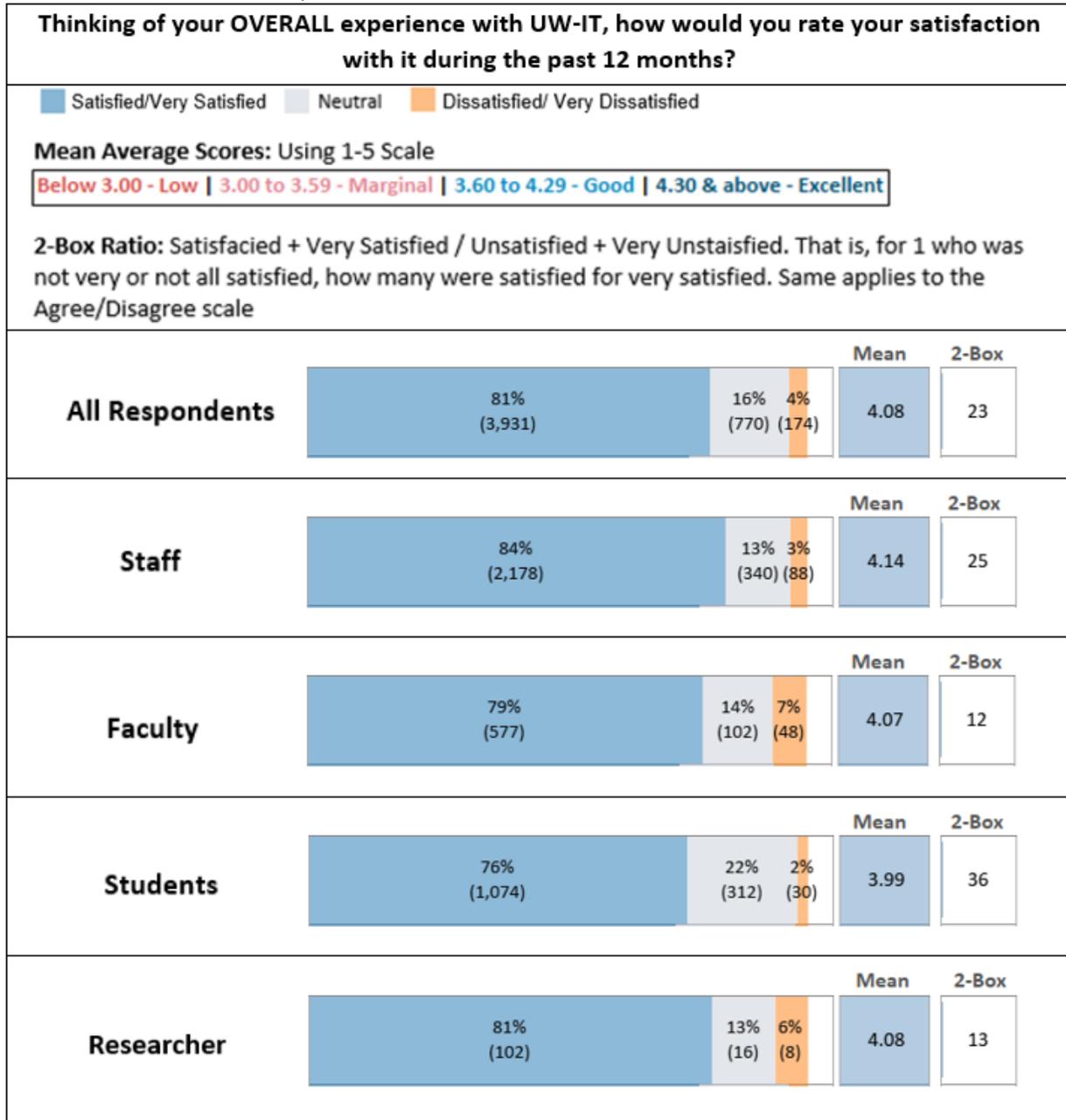
Satisfaction Level with UW-IT

All Respondents were asked to rate their satisfaction level with UW-IT based on their overall experiences over the past 12 months. Results are shown in Figure 17. Respondents could select Very Satisfied, Satisfied, Neutral, Unsatisfied, Very Unsatisfied and N/A

Results were compiled by combining Very Satisfied and Satisfied into a single grouping and combining Unsatisfied and Very Unsatisfied into a single grouping. A mean (average) score was populated for each question using a five point scale using the Satisfied/Dissatisfied scale. A color scale has been applied to the mean scores to show which scores are low, marginal, good, and excellent.

A 2-Box Ratio was calculated for each question that shows a number of customers that are Very Satisfied or Satisfied for every one customer that is Dissatisfied or Very Dissatisfied.

FIGURE 17: Satisfaction with UW-IT experience



Drivers of Positive Experiences

Respondents that selected Satisfied or Very Satisfied regarding their overall experiences with UW-IT as shown in Figure 17 above, were asked to provide feedback for what made their experience positive. Respondents were provided with a textbox to write in their answers.

Results were compiled by University of California San Diego’s Tritonlytics team using verbatim analysis portal to identify top feedback themes. Feedback themes shown in Figure 18 have been color coordinated

to indicate if the same feedback theme appeared across multiple population groups. Note that not enough responses came in from Researcher respondents to populate Feedback themes shown in Figure 18.

FIGURE 18: Drivers of positive experience with UW-IT

(If answered "Very Satisfied" or "Satisfied" to overall experience question) What made your experience positive?	
Faculty: Top Feedback Themes	% of Question Respondents (N: 571)
Responded to requests in a timely manner	49%
Staff is knowledgeable and helpful	28%
Staff is courteous and professional	25%
Issues were successfully resolved	24%
Tools and support for teaching and learning, especially while remote	12%
Staff: Top Feedback Themes	% of Question Respondents (N: 1,927)
Responded to requests in a timely manner	51%
Staff is courteous and professional	34%
Staff is knowledgeable and helpful	30%
Issues were successfully resolved	25%
Provided tools and support for remote work	6%
Students: Top Feedback Themes	% of Question Respondents (N: 524)
Provide access to reliable technology and tools	27%
Responded to requests in a timely manner	21%
Tools and support for teaching and learning, especially while remote	20%
Staff is knowledgeable and helpful	15%
Staff is courteous and professional	14%

Improvement Feedback for UW-IT Overall

All Respondents were asked to provide feedback for what UW-IT can do to improve its customer experience. Respondents were provided with a textbox to write in their answers.

Results were compiled by University of California San Diego's Tritonlytics team using verbatim analysis portal to identify top feedback themes. Feedback themes shown in Figure 19 have been color coordinated to indicate if the same feedback theme appeared across multiple population groups. Note that not enough responses came in from Researcher respondents to populate Feedback themes shown in Figure 19.

FIGURE 19: How can UW-IT improve its customer experience

What can we do to improve your experience with UW-IT?	
Faculty: Top Feedback Themes	% of Question Respondents (N: 571)
More information about IT tools and services offered; distinguish among similar ones	13%
More access to software at reduced prices or at institutional level (e.g. Adobe, Slack, LucidChart)	10%
Interactions with customers should be courteous and professional	8%
Opportunities to work with IT staff by phone, Zoom, or live chat to help with complicated issues	7%
Trainings, tutorials, webinars on how to use tools, especially for new hires	7%
Staff: Top Feedback Themes	% of Question Respondents (N: 1,927)
More information about IT tools and services offered; distinguish among similar ones	11%
Make sure issues are resolved before closing tickets	10%
Interactions with customers should be courteous and professional	9%
Communicate in terms that non-technical customers can understand	7%
Provide frequent updates on new and retiring technology, outages, and policy changes	7%
Students: Top Feedback Themes	% of Question Respondents (N: 524)
More information about IT tools and services offered; distinguish among similar ones	31%
More access to software at reduced prices or at institutional level (e.g. Adobe, Slack, LucidChart)	7%
Communicate in terms that non-technical customers can understand	6%
Improve reliability of WiFi and VPN	5%
Simplify website and make it more searchable	5%

APPENDIX

Use of UW-IT Services & Support by Population Group

Staff (N =2,948)					
Used Service		Didn't Use, but Aware of Service		Didn't Use, and Unaware of Service	
UW NetID	2,662	Data Viz Software Licensing (..	1,143	UW Autopilot	2,338
Zoom Video Conferencing	2,621	Cloud Computing	1,140	IT Vendor Risk Management	2,204
UW Office 365	2,420	Data Viz Publishing (UW Tabl..	1,077	Centralized Fax	2,077
UW Alert	2,400	Accessibility Consultation	1,076	Text Messaging Service (TMS)	2,029
Help Desk/Technical suppo..	2,215	Panopto Lecture Capture	1,070	Term & Data Definitions (Knowled..	1,864
MyUW	2,215	Amazon Web Services	1,054	Azure Subscription	1,705
Wi-Fi Wireless	1,925	Cyber Security Education Trai..	1,054	Enterprise Document Management	1,555
UW Phones	1,729	UW Shared Web Hosting	1,035	Mobile.UW.edu	1,528
UW Google G Suite	1,678	Poll Everywhere Classroom R..	967	UW Trumba Event Calendars	1,511
IT Connect News and IT Co..	1,661	Reporting and Analytics	866	UW Connect Service Management	1,502
Wired Network	1,532	Enterprise Data Warehouse	851	Password Manager (LastPass)	1,488
Husky OnNet	1,476	UW Administrative Home Pa..	832	Data Viz Publishing (UW Tableau ..	1,431
Mailman Email List Manager	1,245	Azure Subscription	825	Data Viz Software Licensing (Table..	1,417
Managed Windows VPN	1,204	Wired Network	821	Panopto Lecture Capture	1,362
UW Connect Portal	1,049	UW Connect Portal	809	Accessibility Consultation	1,361
UW Administrative Home ..	940	Enterprise Document Manag..	791	Amazon Web Services	1,339
Managed Workstation	787	Managed Workstation	762	Cyber Security Education Training ..	1,320
Enterprise Data Warehouse	656	IT Connect News and IT Conn..	739	Reporting and Analytics	1,314
Cloud Computing	652	Mobile.UW.edu	719	Poll Everywhere Classroom Respo..	1,310
UW Connect Service Mana..	596	UW Connect Service Manag..	710	Enterprise Data Warehouse	1,248
UW Trumba Event Calenda..	582	Password Manager (LastPass)	682	UW Shared Web Hosting	1,177
Reporting and Analytics	575	Managed Windows VPN	664	Managed Workstation	1,168
Password Manager (LastPa..	547	UW Phones	647	UW Connect Portal	950
UW Shared Web Hosting	481	UW Trumba Event Calendars	636	UW Administrative Home Pages	921
Accessibility Consultation	457	Mailman Email List Manager	633	Cloud Computing	907
Mobile.UW.edu	440	Wi-Fi Wireless	569	Mailman Email List Manager	851
Cyber Security Education T..	435	Help Desk/Technical support	555	Managed Windows VPN	838
Poll Everywhere Classroom..	410	Term & Data Definitions (Kno..	527	Husky OnNet	744
Term & Data Definitions (K..	364	Text Messaging Service (TMS)	507	UW Google G Suite	583
Enterprise Document Man..	345	Husky OnNet	486	IT Connect News and IT Connect ..	409
Amazon Web Services	300	Centralized Fax	484	Wired Network	353
Panopto Lecture Capture	255	UW Google G Suite	468	UW Phones	310
Data Viz Publishing (UW Ta..	248	IT Vendor Risk Management	413	Wi-Fi Wireless	212
Data Viz Software Licensin..	195	MyUW	357	MyUW	115
Text Messaging Service (T..	193	UW Autopilot	299	UW Office 365	97
Centralized Fax	168	UW Alert	260	UW Alert	68
Azure Subscription	163	UW Office 365	212	Help Desk/Technical support	41
IT Vendor Risk Management	97	Zoom Video Conferencing	46	Zoom Video Conferencing	19
UW Autopilot	80	UW NetID	45	UW NetID	6

Faculty (N =824)

Used Service		Didn't Use, but Aware of Service		Didn't Use, and Unaware of Service	
UW NetID	752	Poll Everywhere Classroom R..	308	UW Autopilot	727
Zoom Video Conferencing	748	Panopto Lecture Capture	288	Term & Data Definitions (Knowled..	681
MyUW	720	IT Connect News and IT Conn..	278	Centralized Fax	675
Help Desk/Technical suppo..	605	Cloud Computing	271	Text Messaging Service (TMS)	638
UW Office 365	602	Cyber Security Education Trai..	259	Azure Subscription	597
UW Alert	598	Accessibility Consultation	249	Reporting and Analytics	569
Wi-Fi Wireless	585	Wired Network	244	Data Viz Publishing (UW Tableau ..	552
Canvas Learning Managem..	563	UW Phones	230	Password Manager (LastPass)	546
UW Google G Suite	455	UW Connect Portal	212	Data Viz Software Licensing (Table..	540
Wired Network	394	Data Viz Software Licensing (..	209	Amazon Web Services	513
IT Connect News and IT Co..	387	UW Shared Web Hosting	200	Mobile.UW.edu	496
UW Phones	376	Amazon Web Services	195	Managed Workstation	486
Mailman Email List Manager	345	Data Viz Publishing (UW Tabl..	195	Cyber Security Education Training ..	443
Panopto Lecture Capture	304	Managed Windows VPN	190	Managed Windows VPN	423
UW Administrative Home ...	291	UW Administrative Home Pa..	189	Husky OnNet	422
Poll Everywhere Classroom..	245	Managed Workstation	182	Accessibility Consultation	416
Husky OnNet	224	Reporting and Analytics	160	UW Shared Web Hosting	409
UW Connect Portal	221	Help Desk/Technical support	159	UW Connect Portal	352
Cloud Computing	180	Mobile.UW.edu	158	Cloud Computing	309
UW Shared Web Hosting	149	Mailman Email List Manager	146	Mailman Email List Manager	279
Managed Windows VPN	148	Azure Subscription	142	UW Administrative Home Pages	278
Accessibility Consultation	146	Password Manager (LastPass)	136	Poll Everywhere Classroom Respo..	203
Mobile.UW.edu	102	UW Google G Suite	132	UW Google G Suite	183
Managed Workstation	98	UW Alert	118	Panopto Lecture Capture	164
Password Manager (LastPa..	84	Husky OnNet	115	UW Phones	150
Cyber Security Education T..	83	Wi-Fi Wireless	111	Wired Network	123
Amazon Web Services	50	UW Office 365	110	IT Connect News and IT Connect ..	120
Reporting and Analytics	47	Canvas Learning Managemen..	95	Canvas Learning Management Sys..	98
Text Messaging Service (T..	38	Text Messaging Service (TMS)	94	Wi-Fi Wireless	65
Data Viz Publishing (UW Ta..	29	Centralized Fax	84	UW Office 365	57
Data Viz Software Licensin..	27	Term & Data Definitions (Kno..	81	UW Alert	53
Azure Subscription	19	UW Autopilot	34	Help Desk/Technical support	24
Term & Data Definitions (K..	14	MyUW	26	MyUW	10
Centralized Fax	11	UW NetID	12	Zoom Video Conferencing	2
UW Autopilot	5	Zoom Video Conferencing	6		

Student (N =1,715)

Used Service		Didn't Use, but Aware of Service		Didn't Use, and Unaware of Service	
UW NetID	1,575	Help Desk/Technical support	1,009	Azure Subscription	1,281
MyUW	1,553	IT Connect News and IT Connect website	877	Data Viz Publishing (UW Tableau Server)	1,235
Zoom Video Conferencing	1,543	UW Connect Portal	562	Data Viz Software Licensing (Tableau Desktop)	1,181
Canvas Learning Management System	1,396	Cyber Security Education Training & Awareness	529	UW Shared Web Hosting	1,137
MyPlan Academic Planner	1,352	Wi-Fi Wireless	459	Managed Windows VPN	1,066
Panopto Lecture Capture	1,238	Mailman Email List Manager	373	Cyber Security Education Training & Awareness	1,033
UW Alert	1,206	UW Office 365	367	Amazon Web Services	1,029
UW Google G Suite	1,123	Amazon Web Services	353	Mailman Email List Manager	946
UW Office 365	1,046	Husky OnNet	352	Husky OnNet	890
Poll Everywhere Classroom Response System	1,044	UW Shared Web Hosting	352	UW Connect Portal	734
Notify.UW	949	Notify.UW	351	Wi-Fi Wireless	491
Mobile.UW.edu	839	Managed Windows VPN	329	Mobile.UW.edu	428
Wi-Fi Wireless	631	Mobile.UW.edu	301	IT Connect News and IT Connect website	402
IT Connect News and IT Connect website	346	Data Viz Software Licensing (Tableau Desktop)	299	Poll Everywhere Classroom Response System	290
Husky OnNet	339	Data Viz Publishing (UW Tableau Server)	296	Help Desk/Technical support	283
Help Desk/Technical support	333	UW Alert	276	Notify.UW	268
UW Connect Portal	328	Panopto Lecture Capture	246	UW Google G Suite	246
Mailman Email List Manager	273	Poll Everywhere Classroom Response System	234	UW Office 365	179
Amazon Web Services	196	Azure Subscription	229	UW Alert	110
Managed Windows VPN	186	UW Google G Suite	223	Canvas Learning Management System	86
Data Viz Software Licensing (Tableau Desktop)	123	MyPlan Academic Planner	142	Panopto Lecture Capture	84
UW Shared Web Hosting	89	Canvas Learning Management System	86	MyPlan Academic Planner	74
Data Viz Publishing (UW Tableau Server)	71	Zoom Video Conferencing	19	MyUW	5
Azure Subscription	68	MyUW	10	Zoom Video Conferencing	3
Cyber Security Education Training & Awareness	62	UW NetID	10		

Researcher (N =155)

Used Service		Didn't Use, but Aware of Service		Didn't Use, and Unaware of Service	
UW NetID	140	Cloud Computing	62	Data Viz Publishing (UW Tableau Server)	113
Zoom Video Conferencing	133	IT Connect News and IT Connect website	62	Text Messaging Service (TMS)	112
Wi-Fi Wireless	110	Cyber Security Education Training & Awareness	48	Password Manager (LastPass)	106
UW Office 365	109	UW Phones	45	Accessibility Consultation	105
UW Alert	106	UW Shared Web Hosting	45	Azure Subscription	104
Help Desk/Technical support	92	Amazon Web Services	44	Mobile.UW.edu	104
Wired Network	82	Help Desk/Technical support	42	Managed Windows VPN	80
UW Google G Suite	80	Wired Network	42	Amazon Web Services	79
IT Connect News and IT Connect website	58	UW Connect Portal	37	UW Shared Web Hosting	79
Husky OnNet	54	Mailman Email List Manager	35	Mailman Email List Manager	72
UW Phones	51	Azure Subscription	33	UW Connect Portal	72
Managed Windows VPN	38	UW Google G Suite	32	Cyber Security Education Training & Awareness	71
UW Connect Portal	36	Husky OnNet	31	Cloud Computing	57
Mailman Email List Manager	34	Data Viz Publishing (UW Tableau Server)	30	Husky OnNet	55
Cyber Security Education Training & Awareness	26	Accessibility Consultation	29	UW Phones	42
Cloud Computing	21	Password Manager (LastPass)	24	UW Google G Suite	29
Accessibility Consultation	16	Managed Windows VPN	22	IT Connect News and IT Connect website	25
Amazon Web Services	16	UW Office 365	21	UW Alert	18
Mobile.UW.edu	15	Mobile.UW.edu	20	Wired Network	16
UW Shared Web Hosting	15	Text Messaging Service (TMS)	20	Wi-Fi Wireless	13
Password Manager (LastPass)	11	UW Alert	17	Help Desk/Technical support	11
Text Messaging Service (TMS)	9	Wi-Fi Wireless	17	UW Office 365	11
Azure Subscription	2	Zoom Video Conferencing	4	UW NetID	1
Data Viz Publishing (UW Tableau Server)	2			Zoom Video Conferencing	1