

IT Services Satisfaction Survey 2024



Welcome to the **IT Services Satisfaction Survey 2024** by ITSC. Your feedback is crucial to help us improve our services. This survey typically takes approximately 5 minutes to complete and will remain open until the end of Monday, May 6, 2024.

As a token of appreciation, a lucky draw will be conducted in mid-May 2024 with the following prizes:

Grand Prize (1 winner): HoverAir Camera X1 Combo

Second Prize (1 winner): Wanbo Mini Pro Projector

Third Prize (3 winners): SMARTECH "Ion Air" Mini HEPA Air Purifier

Personal Information Collection Statement

The collection of personal data through this survey is subject to the HKUST's [Personal Information Collection Statements \(PICS\)](#).

As part of this survey, ITSC will collect your name, email address, department/center, and school (for students) from the university records, so you don't need to enter them again in the survey. Your information being collected is for the purposes of improving ITSC services and of joining the lucky draw. We want to assure you that your personal information will be treated with utmost confidentiality. ITSC will not disclose or transfer your personal data to any other HKUST internal departments/units or external parties for any purpose beyond the scope of this survey.

- I **agree** with the Personal Information Collection Statement and would like to continue with the survey.
- I **disagree** with the Personal Information Collection Statement and would like to quit the survey.

Welcome.

Thanks for your participation.

Please check your information:

Account Username:

If it is correct, please press the **Next** button to continue.

If not, it might be due to your browser is logged in with a different account. Please close the browser and access the survey with a new browser.

Please be aware that if a **project account** is used to participate the survey, the project account would not be allowed to join the lucky draw.

If you have any problem in accessing the survey, please feel free to contact us at cchelp@ust.hk.

Please let us know more about you:

What is your role?

- Staff
- Student

Are you a full time staff?

- Yes
- No

Are you a local student?

- Yes
- No

Questions for Staff

Following is a list of services provided by ITSC. Please check the services below that you have utilized at work. (You may choose more than one, up to all)

- General Support and IT Training** – Professional advice, assistance and trainings provided on the use of IT services. *[Services include: Chatbot, Service Desk, IT Training programs]*
- Productivity and Collaboration** – Tools that support your daily computing and collaborative needs in study, research and office work. *[Services include: Email and Calendar, Personal File Storage, MS Teams, Survey Tool, Personal Homepage, Generative AI (ChatGPT)]*
- Communications** – Central telephone and fax service, mailing lists as well as to search for a person's contact or where a place is. *[Services include: Telephone and Fax, Video Conferencing, Campus Communications Directory, Mass Communication, Path Advisor]*
- Network and Connectivity** – Provisioning of wired and wireless network connectivity to the internet. *[Services include: Wired Connection, Wi-Fi, Remote Access (VPN)]*
- Software and Applications** – Availability, distribution and licenses of software / applications needs for research, teaching and office work. *[Services include: Software Download Area, Loan Software Media, Coordinated Purchases]*
- Infrastructure Services** – Provide connectivity to central servers for services catering departmental or workplace needs. *[Services include: Departmental File Storage, Virtual Server, Web Hosting, API Gateway & API Portal]*
- Cybersecurity** – Defined policies, standards, awareness and tools available for the campus community to safeguard University's computing resources and data. *[Services include: 2FA (DUO/Microsoft Authenticator), Single Sign-On, AIP (Azure Information Protection), Anti-virus Software, VPN, Training]*
- Support for Teaching & Learning** – Enterprise applications and services for teaching and learning. *[Services include: Canvas, Remote Teaching, Virtual Desktops Infrastructure for Teaching, Personal Response System (iPRS), Multiple Choice Marking System]*
- Support for Academic Research** – Provide powerful tool for academic research. *[Services include: High Performance Computing, Research & Education Network]*
- Classroom Support Facilities** - Development in digital audio/visual technologies to provide opportunities for innovative in-class teaching and learning experiences. *[Services include: Classroom A/V and Computing Support, Mic4Me]*
- Smart Campus** - Development of e-identity to facilitate accessing CWB campus facilities and proof of identity. *[Services include: Smart Door, HKUST QR Code]*

For each of the following services, rate your **SATISFACTION** with each on a scale of 1 to 5 with 1 being the lowest and 5 being the highest.

Please also provide a reason for your SATISFACTION rating and/or a recommendation for improvement.

	Satisfaction	Reason/Suggestions (Please provide your input)
<p>General Support and IT Training – Professional advice, assistance and trainings provided on the use of IT services. <i>[Services include: Chatbot, Service Desk, IT Training programs]</i></p>	<input type="button" value="v"/>	<input type="text"/>
<p>Productivity and Collaboration – Tools that support your daily computing and collaborative needs in study, research and office work. <i>[Services include: Email and Calendar, Personal File Storage, MS Teams, Survey Tool, Personal Homepage, Generative AI (ChatGPT)]</i></p>	<input type="button" value="v"/>	<input type="text"/>
<p>Communications – Central telephone and fax service, mailing lists as well as to search for a person’s contact or where a place is. <i>[Services include: Telephone and Fax, Video Conferencing, Campus Communications Directory, Mass Communication, Path Advisor]</i></p>	<input type="button" value="v"/>	<input type="text"/>
<p>Network and Connectivity – Provisioning of wired and wireless network connectivity to the internet. <i>[Services include: Wired Connection, Wi-Fi, Remote Access (VPN)]</i></p>	<input type="button" value="v"/>	<input type="text"/>
<p>Software and Applications – Availability, distribution and licenses of software / applications needs for research, teaching and office work. <i>[Services include: Software Download Area, Loan Software Media, Coordinated Purchases]</i></p>	<input type="button" value="v"/>	<input type="text"/>
<p>Infrastructure Services – Provide connectivity to central servers for services catering departmental or workplace needs. <i>[Services include: Departmental File Storage, Virtual Server, Web Hosting, API Gateway & API Portal]</i></p>	<input type="button" value="v"/>	<input type="text"/>

	Satisfaction	Reason/Suggestions (Please provide your input)
<p>Cybersecurity – Defined policies, standards, awareness and tools available for the campus community to safeguard University’s computing resources and data. <i>[Services include: 2FA (DUO/Microsoft Authenticator), Single Sign-On, AIP (Azure Information Protection), Anti-virus Software, VPN, Training]</i></p>	<input type="button" value="v"/>	<input type="text"/>
<p>Support for Teaching & Learning – Enterprise applications and services for teaching and learning. <i>[Services include: Canvas, Remote Teaching, Virtual Desktops Infrastructure for Teaching, Personal Response System (iPRS), Multiple Choice Marking System]</i></p>	<input type="button" value="v"/>	<input type="text"/>
<p>Support for Academic Research – Provide powerful tool for academic research. <i>[Services include: High Performance Computing, Research & Education Network]</i></p>	<input type="button" value="v"/>	<input type="text"/>
<p>Classroom Support Facilities – Development in digital audio/visual technologies to provide opportunities for innovative in-class teaching and learning experiences. <i>[Services include: Classroom A/V and Computing Support, Mic4Me]</i></p>	<input type="button" value="v"/>	<input type="text"/>
<p>Smart Campus – Development of e-identity to facilitate accessing CWB campus facilities and proof of identity. <i>[Services include: Smart Door, HKUST QR Code]</i></p>	<input type="button" value="v"/>	<input type="text"/>

Questions for Students

Following is a list of services provided by ITSC. Please check the services below that you have utilized at study. (You may choose more than one, up to all)

- General Support and IT Training** – Professional advice, assistance and trainings provided on the use of IT services. *[Services include: Chatbot, Service Desk, IT Training programs]*
- Productivity and Collaboration** – Tools that support your daily computing and collaborative needs in study and research. *[Services include: Email and Calendar, Personal File Storage, MS Teams, Survey Tool, Software Download Area, Personal Homepage, Generative AI (ChatGPT)]*
- Communications** – Search for a person's contact or where a place is. *[Services include: Campus Communications Directory, Path Advisor]*
- Network and Connectivity** – Provisioning of wired and wireless network connectivity to the internet. *[Services include: Wired Connection, Wi-Fi, Remote Access (VPN)]*
- Cybersecurity** – Defined policies, standards, awareness and tools available for the campus community to safeguard University's computing resources and data. *[Services include: 2FA (DUO/Microsoft Authenticator), Single Sign-On, Anti-virus Software, VPN, Reporting of Security Incident]*
- Support for Teaching & Learning** – Enterprise applications and services for teaching and learning. *[Services include: Canvas, Remote Teaching, Computer Barns, Virtual Barns, Satellite Printers, Personal Response System (iPRS)]*
- Support for Academic Research** – Provide powerful tool for academic research. *[Services include: High Performance Computing, Research & Education Network]*
- Smart Campus** – Development of e-identity to facilitate accessing CWB campus facilities and proof of identity. *[Services include: Smart Door, HKUST QR Code]*

For each of the following services, rate your **SATISFACTION** with each on a scale of 1 to 5 with 1 being the lowest and 5 being the highest.

Please also provide a reason for your SATISFACTION rating and/or a recommendation for improvement.

	Satisfaction	Reason/Suggestions (Please provide your input)
General Support and IT Training – Professional advice, assistance and trainings provided on the use of IT services. <i>[Services include: Chatbot, Service Desk, IT Training programs]</i>	<input type="button" value="v"/>	<input type="text"/>
Productivity and Collaboration – Tools that support your daily computing and collaborative needs in study and research. <i>[Services include: Email and Calendar, Personal File Storage, MS Teams, Survey Tool, Software Download Area, Personal Homepage, Generative AI (ChatGPT)]</i>	<input type="button" value="v"/>	<input type="text"/>
Communications – Search for a person’s contact or where a place is. <i>[Services include: Campus Communications Directory, Path Advisor]</i>	<input type="button" value="v"/>	<input type="text"/>
Network and Connectivity – Provisioning of wired and wireless network connectivity to the internet. <i>[Services include: Wired Connection, Wi-Fi, Remote Access (VPN)]</i>	<input type="button" value="v"/>	<input type="text"/>
Cybersecurity – Defined policies, standards, awareness and tools available for the campus community to safeguard University’s computing resources and data. <i>[Services include: 2FA (DUO/Microsoft Authenticator), Single Sign-On, Anti-virus Software, VPN, Reporting of Security Incident]</i>	<input type="button" value="v"/>	<input type="text"/>
Support for Teaching & Learning – Enterprise applications and services for teaching and learning. <i>[Services include: Canvas, Remote Teaching, Computer Barns, Virtual Barns, Satellite Printers, Personal Response System (iPRS)]</i>	<input type="button" value="v"/>	<input type="text"/>

	Satisfaction	Reason/Suggestions (Please provide your input)
<p>Support for Academic Research – Provide powerful tool for academic research. <i>[Services include: High Performance Computing, Research & Education Network]</i></p>	<input data-bbox="810 286 890 331" type="button" value="v"/>	<input data-bbox="1011 286 1385 385" type="text"/>
<p>Smart Campus - Development of e-identity to facilitate accessing CWB campus facilities and proof of identity. <i>[Services include: Smart Door, HKUST QR Code]</i></p>	<input data-bbox="810 492 890 537" type="button" value="v"/>	<input data-bbox="1011 492 1385 591" type="text"/>

Question for All

Previously you were asked to rate the satisfaction of specific ITSC services. Now we would like you to evaluate the **OVERALL DELIVERY** of ITSC services. Please rate your **SATISFACTION** with each on a scale of 1 to 5 with 1 being the lowest and 5 being the highest. N/A - Not Applicable.

Please also provide a reason for your SATISFACTION rating and/or a recommendation for improvement.

	Satisfaction	Reason/Suggestions (Please provide your input)
Support Availability – includes resources, coverage, ease in contacting and reliability.	<input type="button" value="v"/>	<input type="text"/>
Support Responsiveness – includes communication skills, courtesy, attitude, timeliness, and follow-up.	<input type="button" value="v"/>	<input type="text"/>
Support Expertise – includes business knowledge, competence, innovativeness, problem resolution, and knowledge of all services and contacts.	<input type="button" value="v"/>	<input type="text"/>
Impact on Your Work – the ability to assist you in meeting your mission.	<input type="button" value="v"/>	<input type="text"/>
System Quality – includes the reliability, dependability, uptime and overall quality.	<input type="button" value="v"/>	<input type="text"/>
System Performance – includes speed, responsiveness, and turnaround time.	<input type="button" value="v"/>	<input type="text"/>
System Functionality – includes business alignment, ease of use, look and feel, and information security of the service.	<input type="button" value="v"/>	<input type="text"/>

Question for Staff

Where do you normally get help on IT-related matters? (You may choose more than one)

- ITSC
- Other Colleagues
- Friends
- Internet (e.g. Google)
- Others, please specify:

Question for Students

Where do you normally get help on IT-related matters? (You may choose more than one)

- ITSC
- Department/School
- Other Students
- Friends
- Internet (e.g. Google)
- Others, please specify:

Which channel do you typically use to access ITSC services? (You may choose more than one)

- Chatbot on ITSC Website
- Service Desk
- Phone Hotline
- Email

Overall, I am satisfied with the ITSC services at HKUST.

- Strongly Agree
- Agree
- Slightly Agree
- Neutral
- Slightly Disagree
- Disagree
- Strongly Disagree

We welcome any additional suggestions you may have about the ITSC services on campus.
(optional)

Thank you for taking the time to complete the survey. In mid-May 2024, a lucky draw will be conducted to select 5 winners. The lucky draw winners will be individually notified. To participate in the draw, please choose one of the following options:

- I **agree** to allow ITSC to publish my name and prize award photo if I become a lucky winner.
- I **disagree**, and I do not wish to participate the lucky draw.