

IT Restructure Advisory Council

May 19, 2025 | Meeting Notes

Focus Topic: IT Satisfaction Survey Results & Cultivating a Feedback Culture

Key Themes

1. First Annual IT Satisfaction Survey

- The inaugural IT services satisfaction survey ran from April 28 to May 12 and received ~1,000 responses from faculty, staff, and administrators.
- Survey intent: assess satisfaction with IT service delivery and explore targeted areas—in this case, restructure awareness.
- Results:
 - **Overall satisfaction was high**, especially for day-to-day service delivery.
 - **Lower scores emerged** for “barriers to entry” and “portfolio satisfaction.”
 - **Restructure awareness was mixed**: Over 50% reported little to no familiarity.

2. Communication Clarity & Tone

- Many respondents noted confusion or lack of relevance around restructuring emails.
- Top issues raised:
 - Use of **jargon or vague terminology** (e.g., “restructure” vs. “centralization”)
 - Overuse of **email blasts** that don’t feel personally relevant
 - Lack of clear answers to “Why should I care?”
- Faculty and staff recommended:
 - **Colloquial, user-centered language**
 - Multi-channel outreach earlier in projects
 - Targeted communication via familiar or local channels

3. Trust, Change Fatigue, and Perception Gaps

- Faculty and staff voiced concerns about:
 - Losing **local context or specialized support** in the name of centralization
 - Disruption of trusted relationships with IT professionals
 - A feeling that changes happen *to* them rather than *with* them

- UITs leaders acknowledged the need for **transparent change management** and deeper community engagement.

Survey Insights Discussion

- **Strengths:**
 - Faculty and staff widely appreciate current IT services and response times.
 - The **IT support experience remains strong** despite restructuring efforts.
- **Weaknesses:**
 - **Confusion around organizational change** and what it means for individuals.
 - Mismatch between **what people say they need** and **what UITs sees in ticket data**.
- **Opportunities:**
 - Cross-reference perception data with **actual support system usage** (e.g., ServiceNow)
 - Increase visibility into **where requests are coming from** to map needs by region or department
 - Explore structured ways to surface feedback from underrepresented or hesitant users

Action Items & Next Steps

- Complete deeper data analysis including:
 - Departmental and geographic breakdowns
 - Comparison with internal ticketing and KB data
- Launch a transparent **feedback strategy**, including:
 - Superhighways for input across the organization
 - Clear link between feedback and decisions
 - Internal and external reporting of results and actions
- Use survey results to guide:
 - Strategic planning (launching Summer 2025)
 - Improved, inclusive communication practices
 - Continuous listening via annual surveys and regular check-ins