

**2008 Higher Education TechQual+ Assessment Instrument**  
**<http://www.techqual.org>**

**Connectivity & Access**

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

- 1) Having adequate capacity (speed, bandwidth) when using the wired network
- 2) Having adequate capacity (speed, bandwidth) when using the wireless network
- 3) Having wireless network coverage in all the areas that are important to me as a faculty, student, or staff member
- 4) Having a university network that is reliable, available, and performs in an acceptable manner
- 5) Having access to important university provided technology services from my mobile device
- 6) Having access to important university provided technology services from off campus when at home or traveling

**Technology & Technology Services**

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

- 7) Having a university web site that provides timely and relevant information
- 8) Having a sufficient number of online (i.e. web based) services that are helpful to me
- 9) Having university information systems (finance, HR, student, library, or portal) that are easy to use and are helpful to me
- 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
- 11) Having online (i.e. web based) services that perform (or respond) in an acceptable manner
- 12) Having technology within classrooms or meeting areas that enhances the presentation of information

**The End User Experience**

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

- 13) Getting training or self-help resources that help me become more effective with technology services at my university
- 14) Support staff who are knowledgeable and can assist me with resolving problems experienced with technology services at my university
- 15) Support staff who are consistently courteous and ready to respond to my request for assistance with university provided technology services
- 16) Getting timely resolution to problems I am experiencing with technology services at my university
- 17) Opportunities to provide feedback regarding technology services at my university
- 18) Participating in a university wide community of end users seeking to make the best use of technology resources