

2026 UWIT Customer & Partner Experience Survey Results

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Survey Purpose and Scope

- Build trust by consistently listening, responding, and acting
- Bring Voice of the Customer (VoC) into UWIT's *You Get Me* Relationships decision-making, strategy, and planning
- Track YoY trends; tech needs, improvement feedback, KPI performance (Anchors, Values, CX)



Survey Responses

UW Primary Affiliation	2026 Population	Population Change YoY	2025 Survey Response Count (Rate)	2026 Survey Response Count (Rate)	Response Change (Rate)
Faculty	19,838	+2,351 (+13.4%)	421 (2.4%)	574 (2.8%)	+153 (+0.4%)
Students	59,532	+1,681 (+2.9%)	442 (0.8%)	499 (0.8%)	+57 (0%)
Staff (excl. UWIT & UW Med)	15,791	-2,510 (-13.9%)	1,501 (8.3%)	1,631 (10.5%)	+130 (+2.2%)
Other	N/A	N/A	76 (N/A)	72 (N/A)	-4 (N/A)
All	95,161	+1,781 (+1.9%)	2,440 (2.6%)	2,776 (2.9%)	+336 (+0.3%)

 Sample size achieved

- **Campus:** 2,309 Seattle 83% (-1%), 176 Bothell 6% (+1%), 162 Tacoma 6% (+1%), 129 Other 5% (0%)
- **Partners:** Staff self-identify relationship with UWIT: 1,220 User 75% (-3%), 411 Partner 25% (+3%)
- **Researchers:** All respondents self-identify if Researcher: 888 32% (+4%)



Key Findings

- Students/Faculty/Staff all report higher satisfaction (CSAT) YoY. **KPI Target Achieved (4.1 out of 5)** ✓
- Customer Effort Score (CES) slightly up YoY for most groups. **KPI Not Achieved (3.9 out of 5)** ✗

Students/Faculty/Staff **experience IT as a single ecosystem**, highlighting the importance of addressing feedback through a "One IT" lens rather than by organizational ownership

Researchers are satisfied with UWIT services and support, but feedback themes and lower YoY Net Promoter Score (NPS) suggest concerns about UWIT's readiness to support future research needs

To improve strategic alignment, **Partners** want to be consulted as co-owners of IT decisions.

The most important IT services and technologies needed but not currently provided:

- #1 Adobe Creative Suite & Acrobat Pro: **Student & Staff** top unmet need
- #2 AI Tools: **Faculty**'s top unmet need



Feedback Themes – All Respondents

Optional Follow Up Questions	2026 Top Themes	2025 Top Themes
What made your experience with UWIT positive? CSAT Response: 4-5 N = 1,259	Fast Response Time (41%): <u>#1 theme for Student, Faculty, Staff.</u> Highlight quick replies to tickets, emails, and calls as the primary driver of a positive UWIT experience. Friendly & Professional Staff (30%): <u>#2 theme for Student, Faculty, Staff.</u> Praise UWIT staff for being kind, patient, and non-judgmental.	Speed/Responsiveness (46%) Helpful/Supportive (26%)
What could UWIT do to improve your experience? CSAT Response: 1-3 N = 280	Responsiveness (24%) <u>#1 theme for Faculty, Staff.</u> Cite unanswered tickets, weeks-long delays, and having to repeatedly follow up before receiving any acknowledgment or update. Response Quality (18%) <u>#2 theme for Staff.</u> Receive replies that miss the actual question, with canned answers, unread requests, unresolved closures, and dismissive interactions. Website & Documentation Usability (17%) <u>#1 theme for Students.</u> Struggle to find information due to buried content, dead links, outdated pages, and jargon-heavy instructions.	Software Availability (16%) Communication Clarity (14%)
What made it difficult to get what you needed from UWIT? CES Response: 1-3 N = 237	Website & Documentation Usability (16%) <u>#1 theme for Staff, Students.</u> See description above. Responsiveness (15%) <u>#1 theme for Faculty.</u> See description above.	Communication/Response (30%) Wait Time/Speed (29%)



Researcher – Feedback Themes

Researcher Question	Researcher Top Feedback Themes
Is there anything else you would like to share about your experience with UWIT's research services and support resources? (optional) N = 218	Positive Feedback: (19.7%) <u>#1 theme for Faculty Researchers</u>. Researchers used the space to express genuine appreciation, particularly for Hyak support staff Research Computing Access Barriers (19.3%) <u>#1 theme for Staff and Student Researchers</u>. Top overall improvement theme - Hyak's buy-in model and high compute costs create access barriers, particularly for postdocs and grant-funded researchers - Insufficient GPU capacity on Tillicum, slow IT response times, and ineffective third-party cloud support are pushing researchers toward outside solutions Lack of Awareness of Research Services: (10.6%) <u>#2 theme for Student Researchers</u>. - Researchers did not know that services like Hyak, Kopah, Lolo, or cloud computing options existed - Many learned about them through this survey Documentation & Website Usability: (9.6%) <u>#2 theme for Staff Researchers</u>. - Staff who support researchers are particularly frustrated by documentation quality when trying to help others navigate research computing resources



(New Question in 2026)

Staff Partners – Strategic Alignment Improvement Themes

Staff Partner Question	Staff Partner Top Feedback Themes
What would improve strategic alignment between UWIT and your unit? (optional) N = 167	Communication & Transparency: (22.8%) - Partners want advance notice of system changes, outages, and policy decisions before they are implemented - Many expressed frustration with reactive or incomplete communications, especially around major changes like CrowdStrike, software policy shifts, and service deprecations Strategic Alignment & Partnership (22.2%) - Staff Partners want to be treated as collaborators in IT decision-making rather than recipients of decisions already made - Desire earlier involvement in planning, genuine two-way feedback loops, and solutions tailored to unit-specific needs rather than one-size-fits-all - Several suggested regular check-ins, site visits, or dedicated discovery conversations Platform & Tool Decisions: (14.4%): Driven almost entirely by the Google vs. Microsoft tension and the perceived top-down push toward Microsoft products Cost & Resource Constraints: (9.0%): Cite high service costs that make UWIT offerings unaffordable for budget-constrained units

(New Question in 2026)



UWIT Services/Tech, No Longer Needed

Please list the IT services and technology that you no longer need. 2026 Top Feedback Themes (N = 125)

AI Tools: (29.2%) (Faculty most vocal)

- ChatGPT Edu, Microsoft Copilot, GitHub Copilot, Yoodli AI Interview Coach, and Purple AI
- Objections spanned cost, environmental impact, AI quality, data theft and labor displacement

Avaya/Legacy Phone & VOIP Services: (10.0%) (Staff feedback theme)

- Avaya Workplace and traditional desk/landline phones
- Teams Phone cited as the preferred replacement. Several respondents noted their departments have already moved away and are frustrated the legacy systems persist.

LastPass Password Manager: (5.8%)

Google Workspace (UW Gmail / Google Suite): (5.8%)

2025 Top Feedback Themes (N = 83)

Avaya & Desk Phone: (15.6%) (Staff)

- Mention desk phones, Avaya, or landlines as no longer needed

No other significant themes in 2025



Needed Services/Tech, Not Currently Provided

Please list the most important IT services and technologies that you need but are not currently provided by UWIT.
2026 Top Feedback Themes (N = 776)

Faculty (N = 201)	Student (N = 113)	Staff (N = 442)
AI Tools & Institutional Strategy: (27.4%) - Claude, Gemini, Codex - FERPA/HIPAA-compliant AI environments, centralized governance and AI strategy - Many are paying personally for Claude Pro Adobe Creative Suite & Acrobat Pro: (17.4%) Qualitative Research Software: (10.0%) - NVivo, Atlas.ti, MAXQDA, Dedoose	Adobe Creative Suite & Acrobat Pro: (48.7%) Top overall theme across all groups AI Tool Access: (15.9%) - Claude, Gemini, ChatGPT - Framed primarily as learning essentials that level the playing field, support coursework, and prepare them for industry	Adobe Creative Suite & Acrobat Pro: (13.9%) Collaboration & Productivity Tools: (12.6%) - Absence of enterprise-wide access to tools - Particularly Slack for internal and external collaboration, scheduling and calendaring tools (Calendly, MS Bookings) AI Tools & Access: (12.1%) - AI agents for workflow automation, AI-integrations in Workday and ServiceNow

2025 Top Feedback Themes (N = 595)

Faculty (N = 201)	Student (N = 113)	Staff (N = 442)
Statistical/Analytics Software (15.6%) Tableau, SPSS, Minitab, Stata Adobe Creative Suite, Acrobat Pro: (13.3%)	Adobe Creative Suite, Acrobat Pro: (37.2%) Statistical/Analytics Software (11.6%) Tableau, SPSS, Minitab, Stata	Project Management Software: (17.6%) Asana, Smartsheet AI Tools (11.4%) ChatGPT, Copilot, LLMs

Needed Services/Tech. No Distinguishing Between Central & Distributed IT Ownership

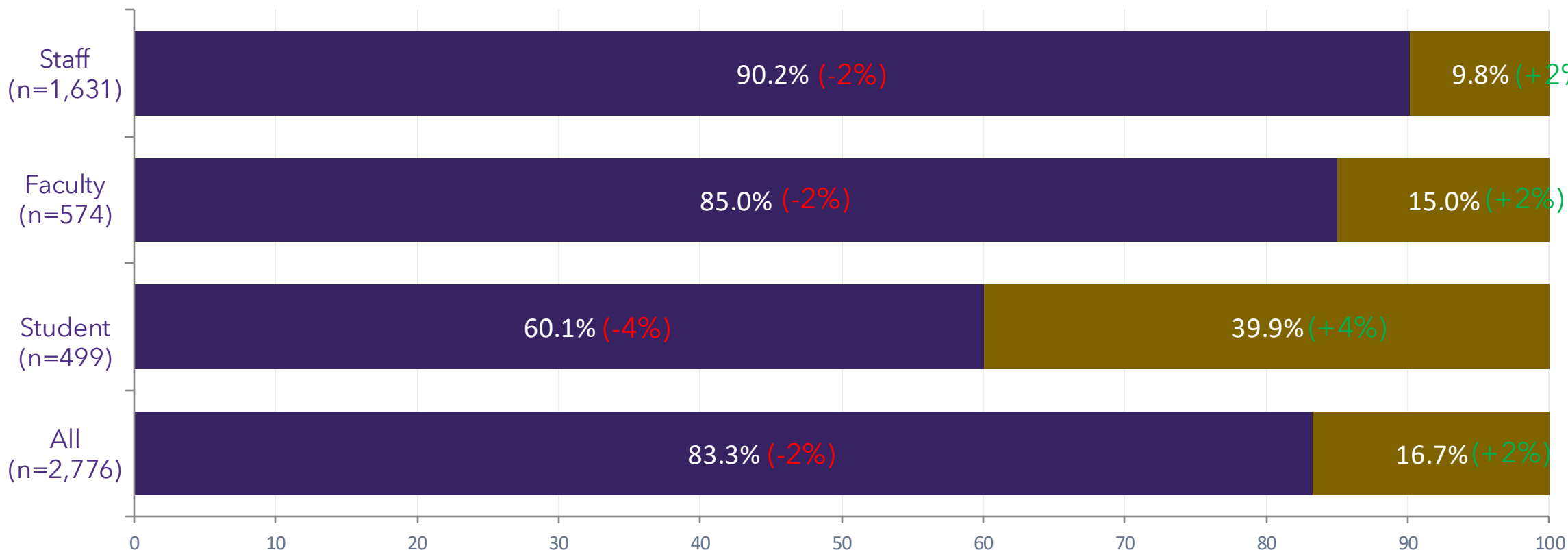
- UW community's expectations and feedback are not organized around IT ownership boundaries
- Respondents request tech/services outside UWIT's scope as if UWIT should provide them and separately report explicit uncertainty about which IT group owns a given need.
- This reinforces that voice of customer work must be read at the "One IT" level, not filtered to only what UWIT directly controls.

Please list the most important IT services and technologies that you need but are not currently provided by UWIT.		
Classroom/AV Technology	Department/College/Lab-Specific Software	Onsite/local Physical Support
• "live recording of lectures in most classrooms" - Faculty • "Functioning Classroom Technology: recording projectors and camera with sound that someone checked at the beginning of each quarter" - Student • "A quality digital camera mounted on a tripod with a wireless clip on microphone for the instructors..." - Student	• "HeavyBid for Civil Engineering, also Bluebeam which is used for project planning" - Student • "Libraries resources, departmental specialized software for the field, institutional repository, digital scholarship hosting..." - Staff • "Support for webpage development for individual labs" - Faculty	• "It would be nice to have IT service onsite. A few years ago I needed IT to help set up a printer, the technician could not do it remotely and had to get permission from his supervisor to come to SLU" - Staff • "I would love... in person support the first day I teach each quarter to ensure things are set up smoothly" - Student

In the past 12 months, please identify the types of interactions you have had with a UWIT-provided information and technology service? Select all that apply.

UWIT Interaction Rates

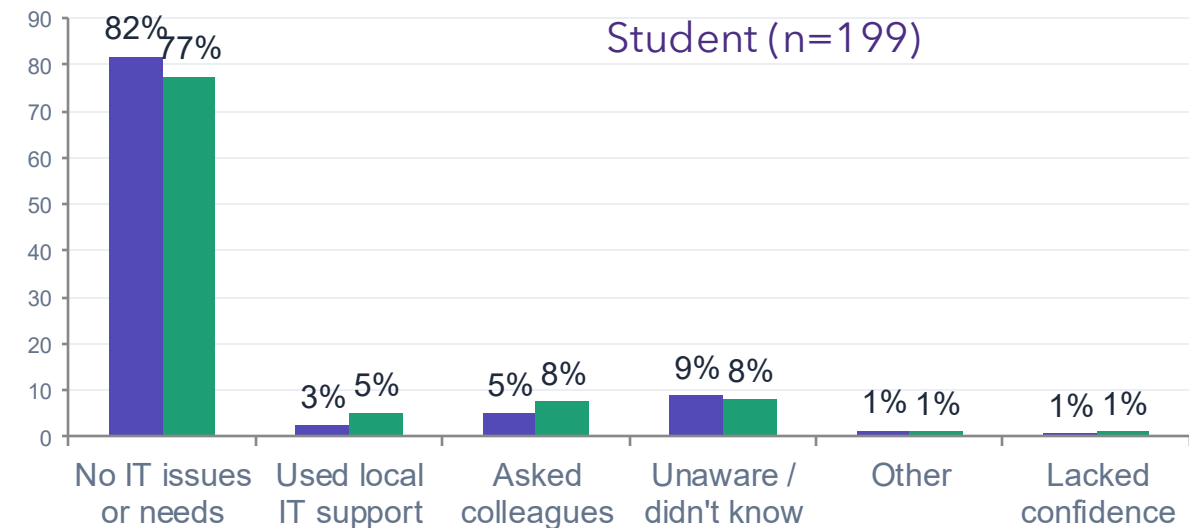
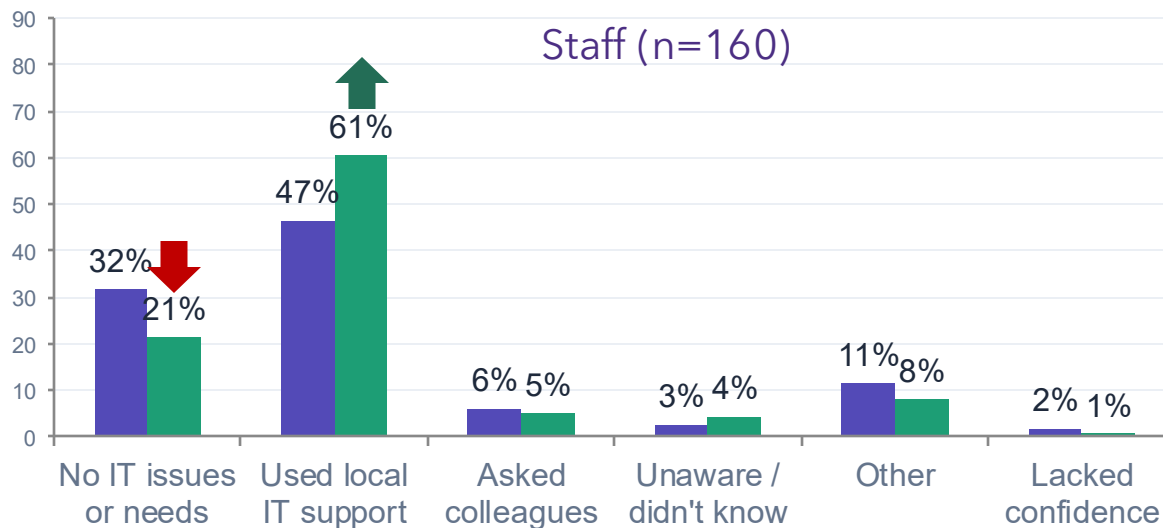
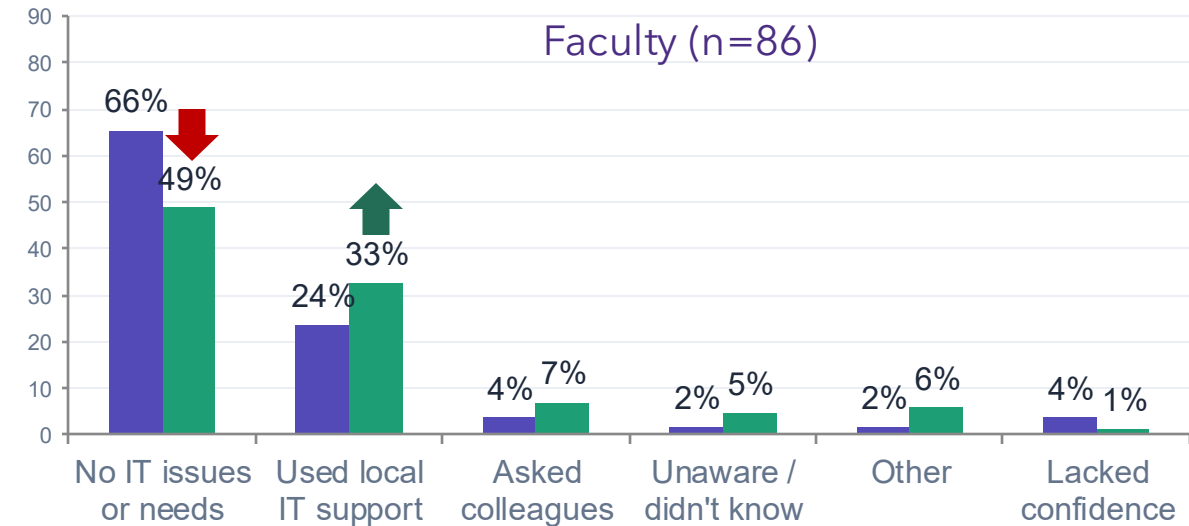
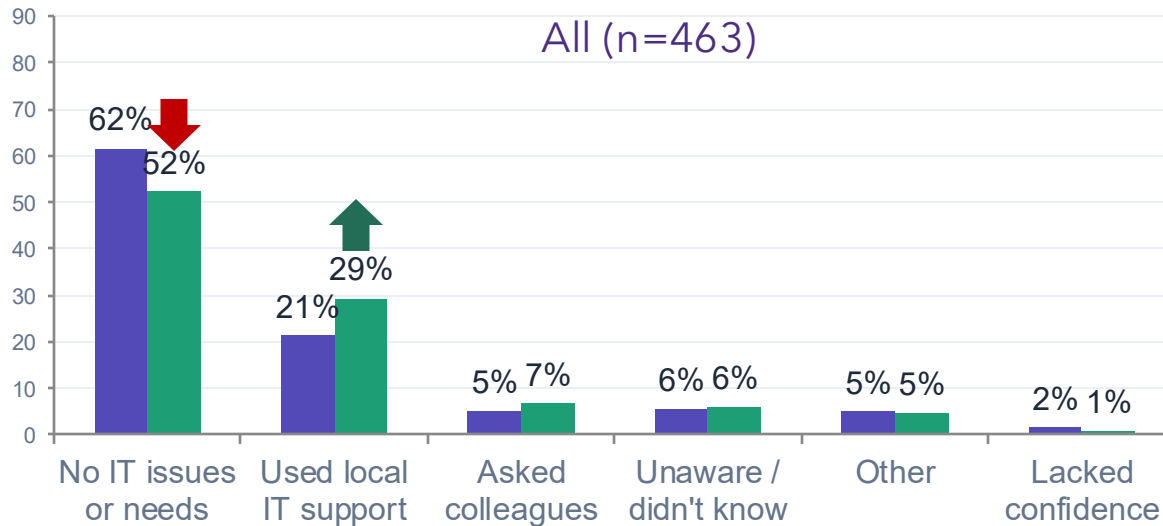
■ At least one interaction in past 12 months ■ No interaction in past 12 months YoY change shown in parentheses



For what reasons have you not interacted with UWIT in the past 12 months? Select all that apply.

Reasons for No UWIT Interaction (multi-select)

■ 2025 ■ 2026



In the past 12 months, please identify the types of interactions you have had with a UWIT-provided information and technology service? Select all that apply.

UWIT Interaction Types (multi-select)

■ All (n=2,776) ■ Student (n=499) ■ Faculty (n=574) ■ Staff (n=1,631)

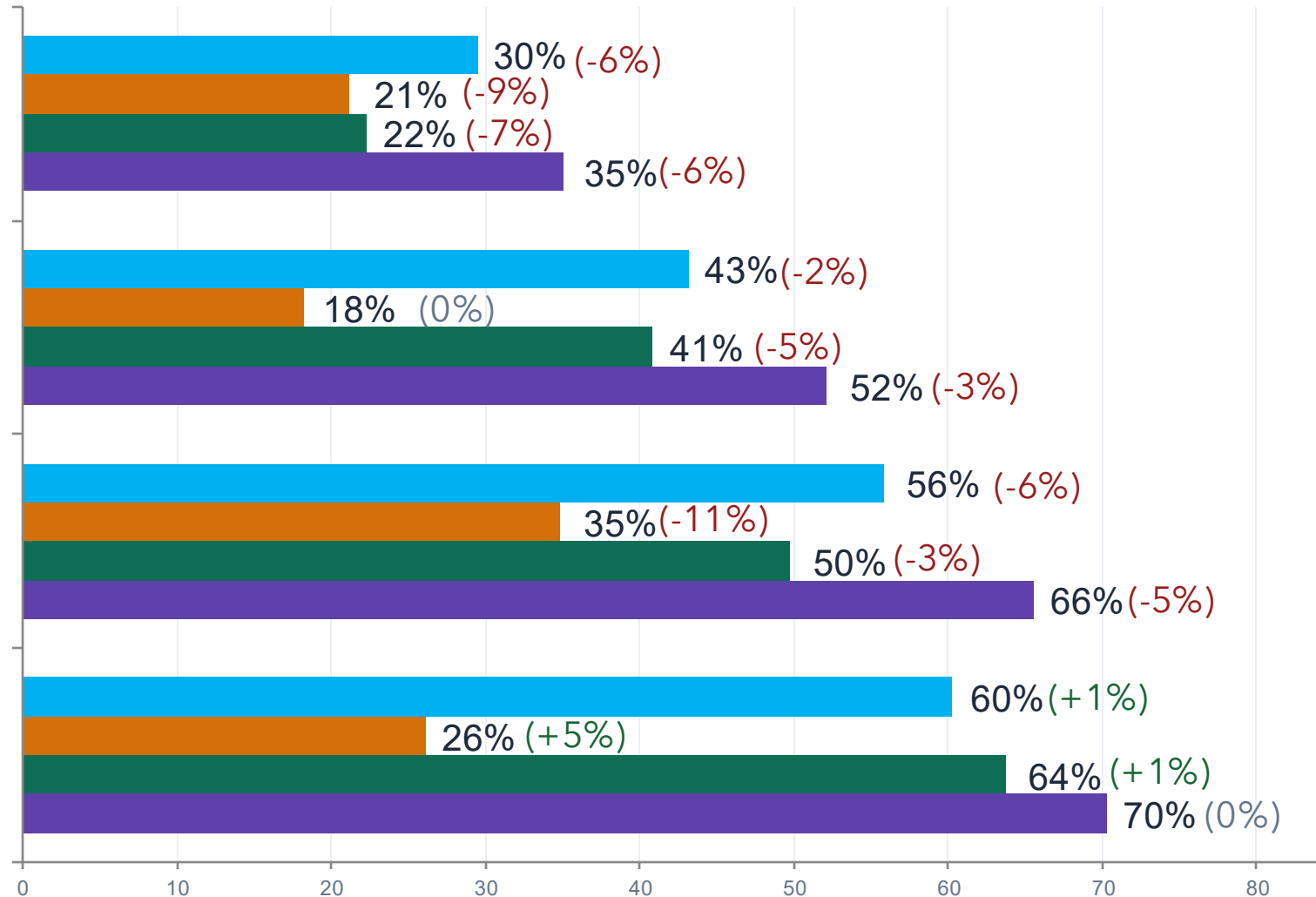
YoY change shown in parentheses

↓ Gained access via Service/Software Catalog

↓ Communicated directly with a UWIT person

↓ Looked up info on it.uw.edu

↑ Submitted via help@uw.edu / online chat / phone



Next Steps

1. Draft VoC action plan: "**Improving Responsiveness**", "**One IT**"
2. Publish/communicate results and actions plans (Aug. 21st)
3. Ensure KPIs and VoC are integrated into UWIT/IT strategies

Links:

- [2026 Survey Results Raw Data File](#)
- [Annual UWIT Customer & Partner Survey Results webpage](#)

Questions? Reach out to Shane McCartney samccart@uw.edu



UWIT KPIs

All three KPIs are strongly correlated ($r = 0.74-0.81$), (r = correlation coefficient, $0.70+$ = Very Strong). Meaning respondents who rated their experience positively on one measure consistently rated it positively on the others. Improvement in one KPI will almost certainly lift the others.

KPIs

Satisfaction: Measures satisfaction level with overall experience

Effort Score: Measures ease of interaction/effort required

Net Promoter Score: Measures likelihood to recommend, reputation

Backward-looking
(evaluates experience)

Present-focused
(evaluates efficiency)

Forward-looking
(lagging indicator)

CSAT

PSAT

CES

PES

cNPS:

pNPS:

1.0-2.0: V. Low **1.0-2.0: Misaligned**
2.1-3.0: Low **2.1-3.0: Strained**
3.1 -3.9: Mod. **3.1 -3.9: Functional**
4.0-4.4: High **4.0-4.4: Aligned**
4.5-5.0: V. High **4.5-5.0: Strategic Fit**

1.0-2.0: V. High Effort **1.0-2.0: Misaligned**
2.1-3.0: High Effort **2.1-3.0: Inefficient**
3.1 -3.9: Mod. Effort **3.1 -3.9: Tolerable**
4.0-4.4: Low Effort **4.0-4.4: Aligned**
4.5-5.0: V. Low Effort **4.5-5.0: Strategic Fit**

-100-0: Poor **-100-0: At Risk**
1-30: Acceptable **1-30: Stable**
31-50: Great **31-50: Strong**
51-70: Excellent **51-70: Strategic Partner**
71+: World Class **71+: Trusted Advisor/Ally**

UWIT KPI Targets: ✓ ✗

KPIs published on [UWIT Metrics webpage](#)

Based on your experiences with UWIT-provided technologies or services in the past 12 months:	All (N = 2,313)	Faculty (N = 488)	Student (N = 300)	Staff All (N = 1,471)	Staff Partner (N = 409)	Staff User (N = 1,062)	Researcher (N = 749)
CSAT/PSAT: please select your OVERALL satisfaction level with UWIT. (YoY Change)	4.19 ✓ *(+0.21)*	4.13 (+0.18)	4.07 (+0.03)	4.22 *(+0.24)*	4.14 *(+0.22)*	4.25 *(+0.25)*	4.05 (+0.06)
CES/PES: how easy was it to get what you needed from UWIT? (YoY Change)	3.90 ⚠ (+0.05)	3.80 (-0.01)	3.87 (+0.05)	3.94 (+0.07)	3.78 (+0.05)	4.00 (+0.09)	3.71 (-0.09)
cNPS/pNPS: how likely are you to recommend UWIT to a colleague or peer? (YoY Change)	31 ✓ (-3.9)	27 **(-11.7)**	19 *(-6.0)*	34 (-0.5)	33 (+2.3)	34 (-2.1)	20 **(-33.4)**

Satisfaction: 1-5 scale

CSAT

PSAT

- 1.0-2.0: V. Low
2.1-3.0: Low
3.1-3.9: Mod.
4.0-4.4: High
4.5-5.0: V. High
- 1.0-2.0: Misaligned
2.1-3.0: Strained
3.1-3.9: Functional
4.0-4.4: Aligned
4.5-5.0: Strategic Fit

Effort Score: 1-5 scale

CES

PES

- 1.0-2.0: V. High Effort
2.1-3.0: High Effort
3.1-3.9: Mod. Effort
4.0-4.4: Low Effort
4.5-5.0: V. Low Effort
- 1.0-2.0: Misaligned
2.1-3.0: Inefficient
3.1-3.9: Tolerable
4.0-4.4: Aligned
4.5-5.0: Strategic Fit

Net Promoter Score: 0-10 scale

cNPS:

pNPS:

- 100-0: Poor
1-30: Acceptable
31-50: Great
51-70: Excellent
71+: World Class
- 100-0: At Risk
1-30: Stable
31-50: Strong
51-70: Strategic Partner
71+: Trusted Advisor/Ally

CSAT & CES - YoY Changes

- ±0.2 or less = **Small Change**: Normal sampling variation
- ±0.21 to 0.39 = ***Moderate Change***: Treat as a "signal" worth understanding
- ±0.4 or more = ****Large Change****: Evidence of a real shift

NPS - YoY Changes

- ±0 to ±5 = **Small Change**: Normal sampling variation
- ±6 to ±10 = ***Moderate Change***: Treat as a "signal" worth understanding
- ±10 or more = ****Large Change****: Evidence of a real shift

Questions offered to respondents with UWIT interaction in past 12 months.

Researcher: Do you currently conduct research as part of your academic or professional responsibilities at UW? **(Yes)**



Student & Faculty: Researchers vs. Non-Researchers

Based on your experiences with UWIT-provided technologies or services in the past 12 months:	All Faculty (N = 488)	Faculty Non-Researcher (N = 151) 26% of Faculty	Faculty Researcher (N = 337) 74% of Faculty	All Researcher (N = 749) 65% = Faculty
CSAT/PSAT: please select your OVERALL satisfaction level with UWIT. (YoY Change)	4.13 (+0.18)	4.38 **(+0.46)**	4.02 (+0.04)	4.05 (+0.06)
CES/PES: how easy was it to get what you needed from UWIT? (YoY Change)	3.80 (-0.01)	4.05 (+0.19)	3.69 (-0.07)	3.71 (-0.09)
cNPS/pNPS: how likely are you to recommend UWIT to a colleague or peer? (YoY Change)	27 **(-11.7)**	47 (-1.0)	18 **(-30.0)**	20 **(-33.4)**

Based on your experiences with UWIT-provided technologies or services in the past 12 months:	Student (N = 300)	Student Non-Researcher (N = 157) 52% of Students	Student Researcher (N = 129) 43% of Students	Researcher (N = 749) 17% = Students
CSAT/PSAT: please select your OVERALL satisfaction level with UWIT. (YoY Change)	4.07 (+0.03)	4.20 (+0.09)	3.99 (+0.01)	4.05 (+0.06)
CES/PES: how easy was it to get what you needed from UWIT? (YoY Change)	3.87 (+0.05)	4.07 (+0.03)	3.68 *(-0.30)*	3.71 (-0.09)
cNPS/pNPS: how likely are you to recommend UWIT to a colleague or peer? (YoY Change)	19 *(-6.0)*	26 (+4.0)	13 **(-23.0)**	20 **(-33.4)**

Feedback Themes – All Respondents

Optional Follow Up Questions	2026 Top Themes	2025 Top Themes
What made your experience with UWIT positive? CSAT Response: 4-5 N = 1,259	Fast Response Time (41%): <u>#1 theme for Student, Faculty, Staff.</u> Highlight quick replies to tickets, emails, and calls as the primary driver of a positive UWIT experience. Friendly & Professional Staff (30%): <u>#2 theme for Student, Faculty, Staff.</u> Praise UWIT staff for being kind, patient, and non-judgmental.	Speed/Responsiveness (46%) Helpful/Supportive (26%)
What could UWIT do to improve your experience? CSAT Response: 1-3 N = 280	Responsiveness (24%) <u>#1 theme for Faculty, Staff.</u> Cite unanswered tickets, weeks-long delays, and having to repeatedly follow up before receiving any acknowledgment or update. Response Quality (18%) <u>#2 theme for Staff.</u> Receive replies that miss the actual question, with canned answers, unread requests, unresolved closures, and dismissive interactions. Website & Documentation Usability (17%) <u>#1 theme for Students.</u> Struggle to find information due to buried content, dead links, outdated pages, and jargon-heavy instructions.	Software Availability (16%) Communication Clarity (14%)
What made it difficult to get what you needed from UWIT? CES Response: 1-3 N = 237	Website & Documentation Usability (16%) <u>#1 theme for Staff, Students.</u> See description above. Responsiveness (15%) <u>#1 theme for Faculty.</u> See description above.	Communication/Response (30%) Wait Time/Speed (29%)



Researchers

Thinking specifically about your research experiences during the past 12 months, please select your satisfaction level with the following <u>UWIT services</u> you used. (CSAT or Did not use)	All Researcher (N = 888)		Faculty Researcher (N = 379)		Student Researcher (N = 186)		Staff Researcher (N = 299)	
	CSAT	Users/Usage %	CSAT	Users/Usage %	CSAT	Users/Usage %	CSAT	Users/Usage %
High Performance Computing (e.g. Hyak, Tillicum)	3.69	147 (16.6%)	3.57	58 (15.3%)	3.75	44 (23.7%)	3.77	44 (14.7%)
Cloud Computing (e.g. AWS, GCP, Azure)	3.68	222 (25.0%)	3.58	90 (23.7%)	3.77	35 (18.8%)	3.72	94 (31.4%)
Research Storage (e.g. Kopah, Lolo)	3.69	140 (15.8%)	3.49	55 (14.5%)	3.69	29 (15.6%)	3.87	55 (18.4%)

Thinking specifically about your research experiences during the past 12 months, please select your satisfaction level with the following <u>UWIT support resources</u> you used. (CSAT or Did not use)	All Researcher (N = 888)		Faculty Researcher (N = 379)		Student Researcher (N = 186)		Staff Researcher (N = 299)	
	CSAT	Users/Usage %	CSAT	Users/Usage %	CSAT	Users/Usage %	CSAT	Users/Usage %
Technical Support Tickets	3.89	538 (60.6%)	3.80	241 (63.6%)	3.79	76 (40.9%)	4.01	210 (70.2%)
Office Hours	3.97	258 (29.1%)	3.93	95 (25.1%)	3.66	61 (32.8%)	4.18	96 (32.1%)
Online and In-Person Trainings	3.75	242 (27.3%)	3.74	84 (22.2%)	3.83	59 (31.7%)	3.73	93 (31.1%)
Online Technical Documentation	3.71	394 (44.4%)	3.60	163 (43.0%)	4.00	74 (39.8%)	3.67	148 (49.5%)

Researcher

Do you currently conduct research as part of your academic or professional responsibilities at UW? **(Yes)**

(New Question format in 2026)



Researcher – Feedback Themes

Researcher Question	Researcher Top Feedback Themes
Is there anything else you would like to share about your experience with UWIT's research services and support resources? (optional) N = 218	Positive Feedback: (19.7%) <u>#1 theme for Faculty Researchers</u>. Researchers used the space to express genuine appreciation, particularly for Hyak support staff Research Computing Access Barriers (19.3%) <u>#1 theme for Staff and Student Researchers</u>. Top overall improvement theme - Hyak's buy-in model and high compute costs create access barriers, particularly for postdocs and grant-funded researchers - Insufficient GPU capacity on Tillicum, slow IT response times, and ineffective third-party cloud support are pushing researchers toward outside solutions Lack of Awareness of Research Services: (10.6%) <u>#2 theme for Student Researchers</u>. - Researchers did not know that services like Hyak, Kopah, Lolo, or cloud computing options existed - Many learned about them through this survey Documentation & Website Usability: (9.6%) <u>#2 theme for Staff Researchers</u>. - Staff who support researchers are particularly frustrated by documentation quality when trying to help others navigate research computing resources



(New Question in 2026)

Staff Partners

Staff Partners – Strategic Anchors & Values Ratings

UWIT Anchor: Trusted Solutions	
Rate how much you agree or disagree with the following statements	Staff Partner (N = 411)
UWIT offers solutions that are secure	4.35 (-0.07)
UWIT offers solutions that are focused on outcomes	3.92 (-0.08)
UWIT offers solutions that are accessible	3.98 (0.0)
UWIT offers solutions that I can trust	4.18 (-0.01)

UWIT Anchor: You Get Me Relationships	
Rate how much you agree or disagree with the following statements	Staff Partner (N = 411)
UWIT understands my needs	3.52 (-0.14)
UWIT cares about my needs	3.70 (-0.13)
UWIT offers solutions that align with my needs	3.70 (-0.04)

Demonstrating UWIT Values	
Rate how much you agree or disagree with the following statements	Staff Partner (N = 411)
UWIT demonstrates being invested - understanding the impact their work has on others	3.81 (-0.15)
UWIT demonstrates being compassionate - recognizing that behind every inquiry lies a person seeking a meaningful experience	3.85 (-0.06)
UWIT demonstrates being team players - collaborating and sharing perspectives in support of a common goal	3.91 (-0.05)

UWIT KPI Targets: None

CSAT & CES - YoY Changes

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Agreement: 1-5 scale

PSAT

1.0-2.0: Misaligned

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4.0-4.4: Aligned

4.5-5.0: Strategic Fit

Staff Partner

I actively collaborate with UWIT to support the needs of my team, department, or unit. My role depends on regular engagement with UWIT

Staff Partners – Strategic Alignment Improvement Themes

Staff Partner Question	Staff Partner Top Feedback Themes
What would improve strategic alignment between UWIT and your unit? (optional) N = 167	Communication & Transparency: (22.8%) - Partners want advance notice of system changes, outages, and policy decisions before they are implemented - Many expressed frustration with reactive or incomplete communications, especially around major changes like CrowdStrike, software policy shifts, and service deprecations Strategic Alignment & Partnership (22.2%) - Staff Partners want to be treated as collaborators in IT decision-making rather than recipients of decisions already made - Desire earlier involvement in planning, genuine two-way feedback loops, and solutions tailored to unit-specific needs rather than one-size-fits-all - Several suggested regular check-ins, site visits, or dedicated discovery conversations Platform & Tool Decisions: (14.4%): Driven almost entirely by the Google vs. Microsoft tension and the perceived top-down push toward Microsoft products Cost & Resource Constraints: (9.0%): Cite high service costs that make UWIT offerings unaffordable for budget-constrained units

(New Question in 2026)



Tools & Technology Needs

UWIT Services/Tech, No Longer Needed

Are there IT services and technologies provided by UWIT that you no longer need for your work or learning?"	All (N = 2,776)	Faculty (N = 574)	Student (N = 499)	Staff (N = 1,631)
Yes	125 (4.5%) +1.1%	35 (6.1%) +2.5	21 (4.2%) +1.5%	67 (4.1%) +0.7%
No	941 (33.9%) +0.5%	205 (35.7%) +0.8%	151 (30.3%) -1.4%	560 (34.3%) +0.6%
I don't know	1,710 (61.6%) -1.6%	334 (58.2%) -3.3%	327 (65.5%) -0.1%	1,004 (61.6%) -1.3%

Please list the IT services and technology that you no longer need. 2026 Top Feedback Themes (N = 125)

AI Tools: (29.2%) (Faculty most vocal)

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LastPass Password Manager: (5.8%)

Google Workspace (UW Gmail / Google Suite): (5.8%)

2025 Top Feedback Themes (N = 83)

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- Mention desk phones, Avaya, or landlines as no longer needed

No other significant themes in 2025



Needed Services/Tech, Not Currently Provided

Are there IT services and technologies important to your UW work or learning that are not currently provided by UWIT?	All (N = 2,776)	Faculty (N = 574)	Student (N = 499)	Staff (N = 1,631)
Yes	776 (28.0%) +3.6%	203 (35.4%) +2.9	114 (22.8%) +3.1%	445 (27.3%) +3.4%
No	779 (28.1%) -2.4%	155 (27.0%) -1.7%	152 (30.5%) -1.6%	448 (27.5%) -2.7%
I don't know	1,221 (44.0%) -1.1%	216 (37.6%) -1.1%	233 (46.7%) -1.5%	738 (45.2%) -0.6%

Needed Services/Tech, Not Currently Provided

Please list the most important IT services and technologies that you need but are not currently provided by UWIT.
2026 Top Feedback Themes (N = 776)

Faculty (N = 201)	Student (N = 113)	Staff (N = 442)
AI Tools & Institutional Strategy: (27.4%) - Claude, Gemini, Codex - FERPA/HIPAA-compliant AI environments, centralized governance and AI strategy - Many are paying personally for Claude Pro Adobe Creative Suite & Acrobat Pro: (17.4%) Qualitative Research Software: (10.0%) - NVivo, Atlas.ti, MAXQDA, Dedoose	Adobe Creative Suite & Acrobat Pro: (48.7%) Top overall theme across all groups AI Tool Access: (15.9%) - Claude, Gemini, ChatGPT - Framed primarily as learning essentials that level the playing field, support coursework, and prepare them for industry	Adobe Creative Suite & Acrobat Pro: (13.9%) Collaboration & Productivity Tools: (12.6%) - Absence of enterprise-wide access to tools - Particularly Slack for internal and external collaboration, scheduling and calendaring tools (Calendly, MS Bookings) AI Tools & Access: (12.1%) - AI agents for workflow automation, AI-integrations in Workday and ServiceNow

2025 Top Feedback Themes (N = 595)

Faculty (N = 201)	Student (N = 113)	Staff (N = 442)
Statistical/Analytics Software (15.6%) Tableau, SPSS, Minitab, Stata Adobe Creative Suite, Acrobat Pro: (13.3%)	Adobe Creative Suite, Acrobat Pro: (37.2%) Statistical/Analytics Software (11.6%) Tableau, SPSS, Minitab, Stata	Project Management Software: (17.6%) Asana, Smartsheet AI Tools (11.4%) ChatGPT, Copilot, LLMs

Needed Services/Tech. No Distinguishing Between Central & Distributed IT Ownership

- UW community's expectations and feedback are not organized around IT ownership boundaries
- Respondents request tech/services outside UWIT's scope as if UWIT should provide them and separately report explicit uncertainty about which IT group owns a given need.
- This reinforces that voice of customer work must be read at the "One IT" level, not filtered to only what UWIT directly controls.

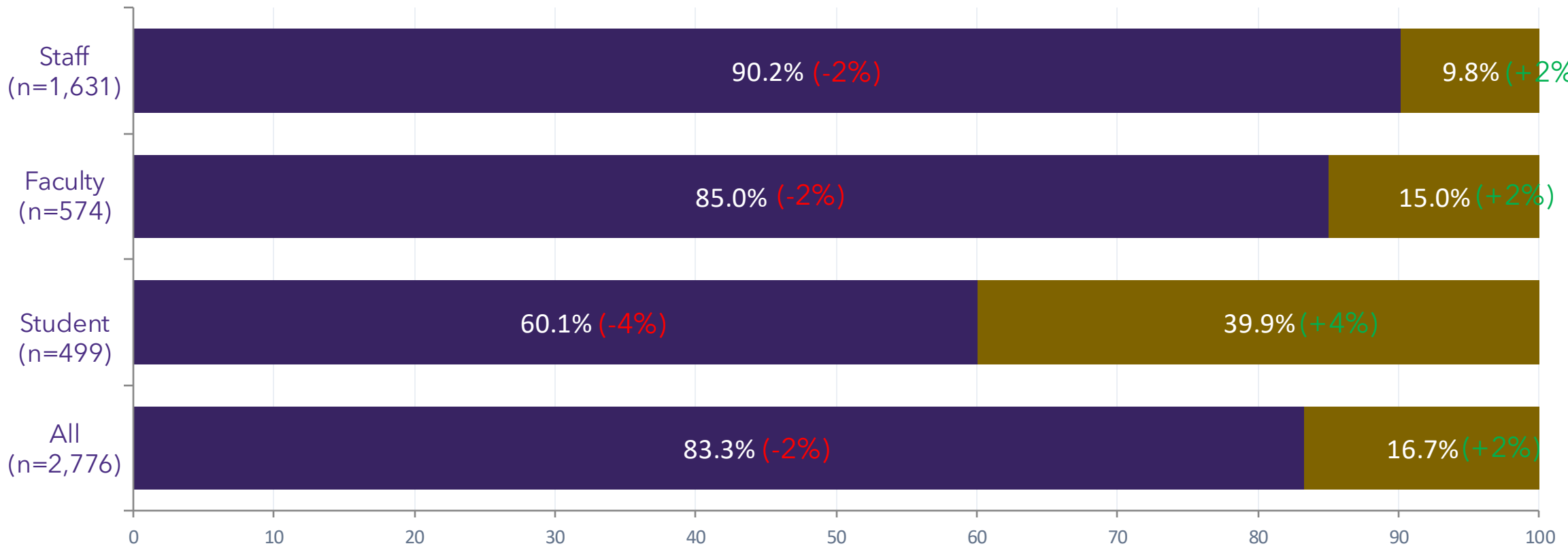
Please list the most important IT services and technologies that you need but are not currently provided by UWIT.		
Classroom/AV Technology	Department/College/Lab-Specific Software	Onsite/local Physical Support
• "live recording of lectures in most classrooms" - Faculty • "Functioning Classroom Technology: recording projectors and camera with sound that someone checked at the beginning of each quarter" - Student • "A quality digital camera mounted on a tripod with a wireless clip on microphone for the instructors..." - Student	• "HeavyBid for Civil Engineering, also Bluebeam which is used for project planning" - Student • "Libraries resources, departmental specialized software for the field, institutional repository, digital scholarship hosting..." - Staff • "Support for webpage development for individual labs" - Faculty	• "It would be nice to have IT service onsite. A few years ago I needed IT to help set up a printer, the technician could not do it remotely and had to get permission from his supervisor to come to SLU" - Staff • "I would love... in person support the first day I teach each quarter to ensure things are set up smoothly" - Student

Interactions with UWIT

In the past 12 months, please identify the types of interactions you have had with a UWIT-provided information and technology service? Select all that apply.

UWIT Interaction Rates

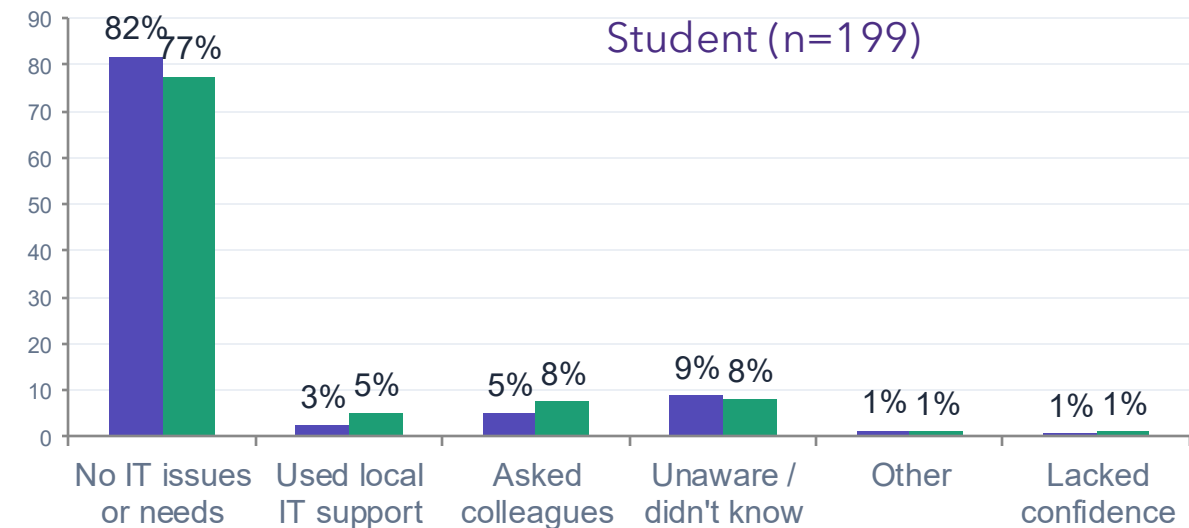
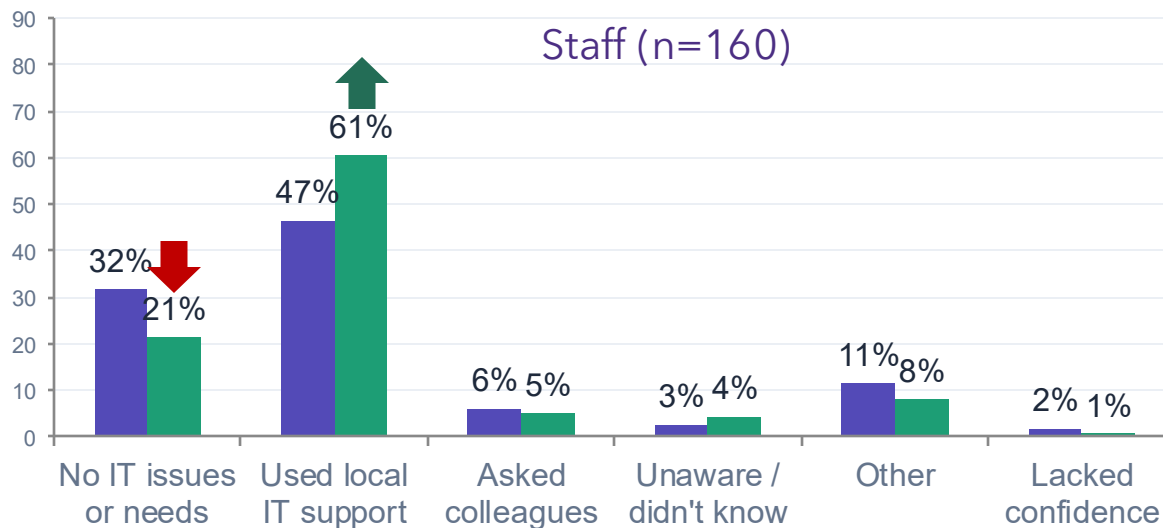
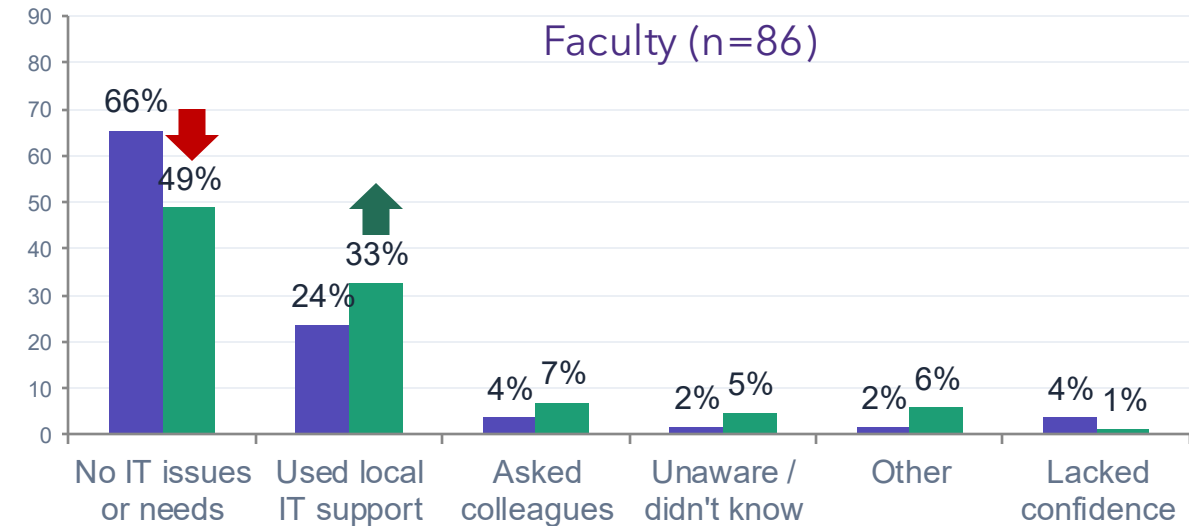
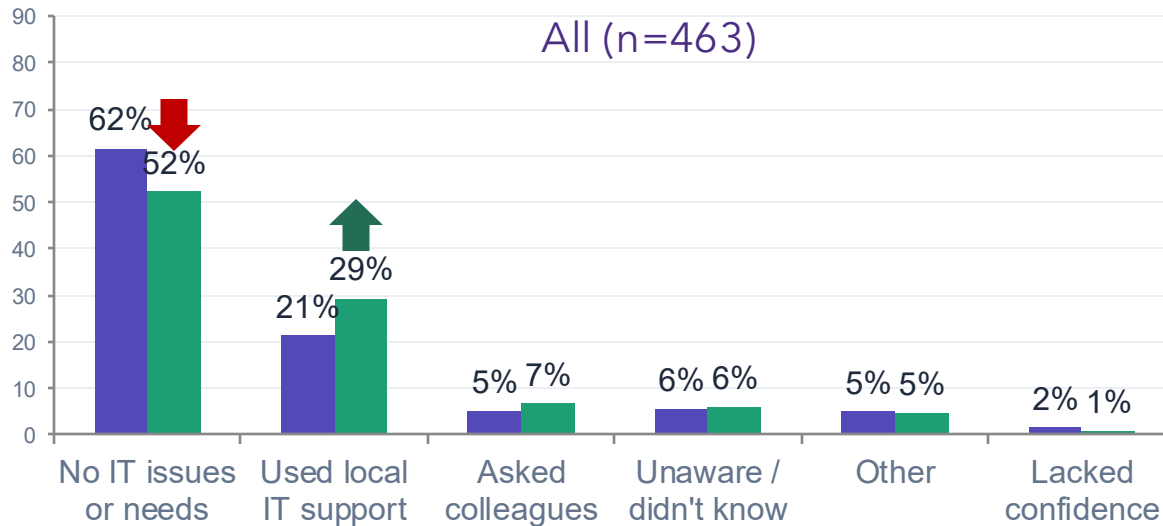
■ At least one interaction in past 12 months ■ No interaction in past 12 months YoY change shown in parentheses



For what reasons have you not interacted with UWIT in the past 12 months? Select all that apply.

Reasons for No UWIT Interaction (multi-select)

■ 2025 ■ 2026



In the past 12 months, please identify the types of interactions you have had with a UWIT-provided information and technology service? Select all that apply.

UWIT Interaction Types (multi-select)

■ All (n=2,776) ■ Student (n=499) ■ Faculty (n=574) ■ Staff (n=1,631)

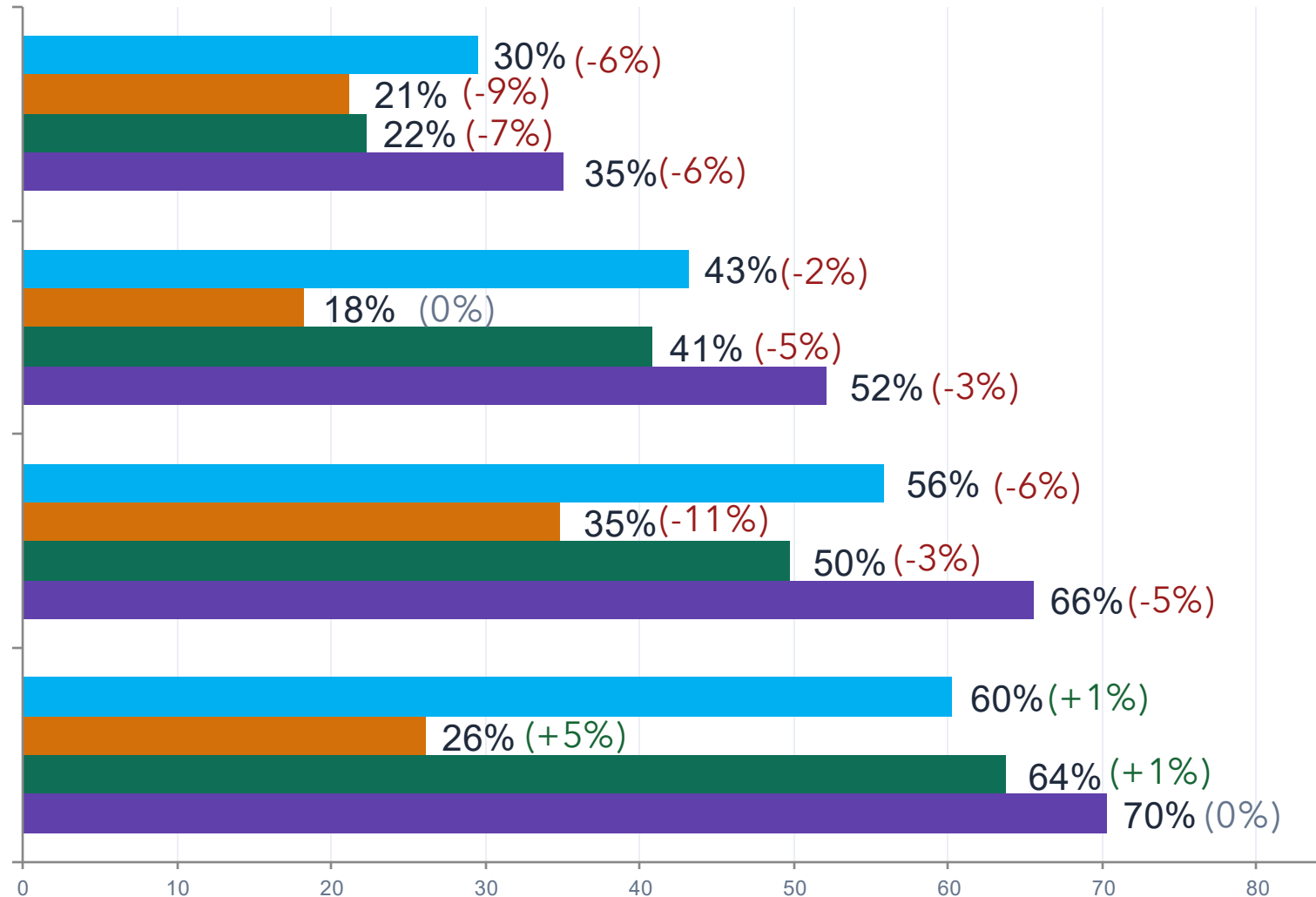
YoY change shown in parentheses

↓ Gained access via Service/Software Catalog

↓ Communicated directly with a UWIT person

↓ Looked up info on it.uw.edu

↑ Submitted via help@uw.edu / online chat / phone



Next Steps & Links

Next Steps

1. CX leadership team work with stakeholders to draft action plan
2. Publish/communicate results and actions plans
3. Ensure KPIs and VoC are integrated into UWIT/IT strategies

Links:

- [2026 Survey Results Raw Data File](#)
- [Annual UWIT Customer & Partner Survey Results webpage](#)

Questions? Reach out to Shane McCartney samccart@uw.edu



Published Findings

it.uw.edu/uwit/metrics/

Survey results will be published on the UWIT Metrics webpage.

- KPI section
- Annual Survey section

W INFORMATION TECHNOLOGY

Search this site:

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[Home](#) / [About UWIT](#) / UWIT Metrics

UWIT Metrics

Last updated: April 17, 2026
Audience: **All UW**

Enabling Our Strategy

Guided by our four strategic anchors – **Trusted Solutions**, **A Great Place to Work**, **You Get Me Relationships**, and **Global Impact** – UWIT leverages key performance indicators, metrics and survey results to ensure we are meeting the needs of the University and delivering results towards our [mission, values and strategy](#).

The measurements below are a few examples of how UWIT is regularly gauging our performance in key areas to deliver on our strategic anchors and meet the evolving needs of the UW community.

Key Performance Indicators (KPIs)

How well we are advancing our strategic commitments to the UW?

OUR KPIs >

Operational Metrics

How well are we meeting our operational commitments to our customers?

OUR OPERATIONAL METRICS >

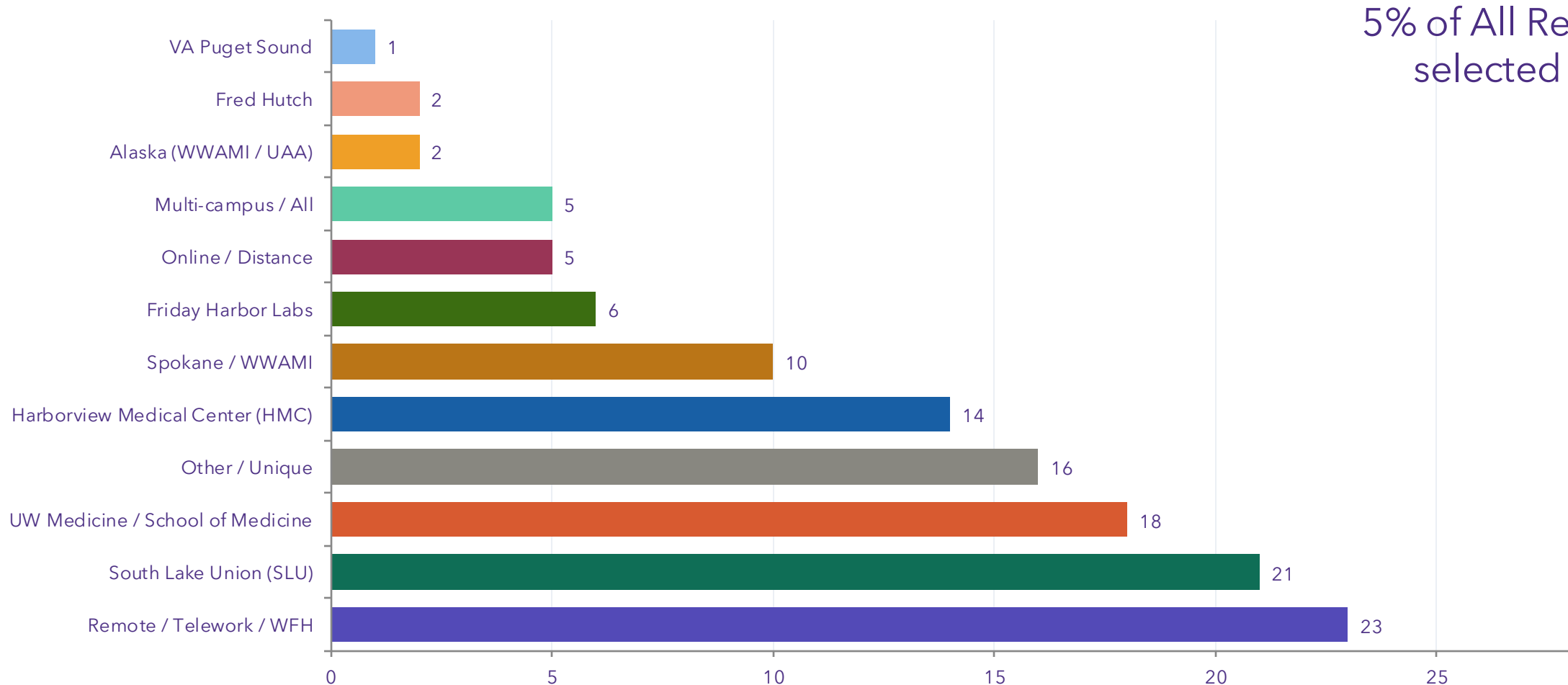
Annual UWIT Customer & Partner Survey Results

How do our customers and partners perceive, and feel about, UWIT?

SURVEY RESULTS >

Appendix

"Other" Primary Campus Affiliations



KPI's by Student Class Standing

Class Standing	n	CSAT (1-5)	CES (1-5)	NPS	Promoters	Passives	Detractors
Other (describe below)	24	4.42	3.96	50.0	62.5%	25.0%	12.5%
Postbaccalaureate Δ n=5	5	4.20	3.20	20.0	60.0%	0.0%	40.0%
Undergraduate (Bachelor's)	131	4.10	4.02	23.4	43.8%	35.9%	20.3%
Graduate (Master's or Doctoral)	130	3.99	3.74	22.3	44.6%	33.1%	22.3%
Professional (Law, Medicine, etc.) Δ n=10	10	3.70	3.80	0.0	22.2%	55.6%	22.2%
All Students	300	4.07	3.87	24.4	45.3%	33.8%	20.9%

Questionnaire Summary

What is your primary affiliation with University of Washington?
What is your primary UW campus affiliation?
Which UW Department or College do you work for? (Staff, Faculty)
Which choice below best describes your primary relationship with UWIT? (Partner or User?) (Staff)
What is your job category? (Staff)
In the past 12 months, please identify the types of interactions you have had with a UWIT-provided technology or service? (All)
For what reasons have you NOT interacted with UWIT in the past 12 months? Select all that apply.
Based on your experiences in the past 12 months, please select your OVERALL satisfaction level with UWIT. (All)
Based on your experiences with UWIT-provided technologies or services in the past 12 months, how easy was it to get what you needed from UWIT? (All)
Based on your experiences with UWIT in the past 12 months, how likely are you to recommend UWIT to a colleague or peer? (All)
Are there IT services and technologies provided by UWIT that you NO LONGER NEED for your work or learning? If so, please list them. (All)
Are there IT services and technologies important to your UW work or learning that are NOT PROVIDED by UWIT? (All)
What should be the top priorities for UWIT in the next year? (Partners)

Questionnaire Summary cont.

Trusted Solutions: UWIT offers solutions that are secure . UWIT offers solutions that are focused on outcomes . UWIT offers solutions that are accessible . UWIT offers solutions that I can trust (Agreement Scale) (Partners)
You Get Me Relationships: UWIT understands my needs . UWIT cares about my needs . UWIT offers solutions that fit my needs (Agreement Scale) (Partners)
UWIT demonstrates being invested - understanding the impact their work has on others (Agreement Scale) (Partners)
UWIT demonstrates being compassionate - recognizing that behind every inquiry lies a person seeking a meaningful experience (Agree Scale) (Partners)
UWIT demonstrates being team players - collaborating and sharing perspective in support of a common goal (Agreement Scale) (Partners)
Do you currently conduct research as part of your academic or professional responsibilities at UW? (All)
Please identify the IT tools and services that you use to conduct your research. Select all that apply. (multi-select list) (Researchers)
How satisfied are you with the IT tools provided by UWIT? (Researchers) How satisfied are you with the level of IT support provided? (Researchers)
Have you received adequate training on the IT tools you use? (Researchers) What additional IT training or support would you find helpful? (Researchers)
Is there anything that UWIT can do to better meet your IT needs moving forward? (All)
Are you open to participating in additional feedback sessions with UWIT? If yes, please enter your UW NetID below. (All)



Survey Design

Survey is Confidential. 12-20 questions. Takes less than 10 minutes to complete

UW staff asked to select primary relationship with UWIT:

- **Partner:** I actively collaborate with UWIT to support the needs of my team, department, or unit. My role depends on regular engagement with UWIT
- **User:** I primarily use UWIT services for my individual work but do not rely on regular support from UWIT to fulfill my role



Minimum Responses for Significant Sample

UW Primary Affiliation	2026 Population Size	Min. Responses for Significant Sample
Faculty	19,838	267
Students	59,532	270
Staff (excl. UWIT & UW Med)	15,791	267
Other	N/A	N/A
All	95,161	804 (0.84%)

