

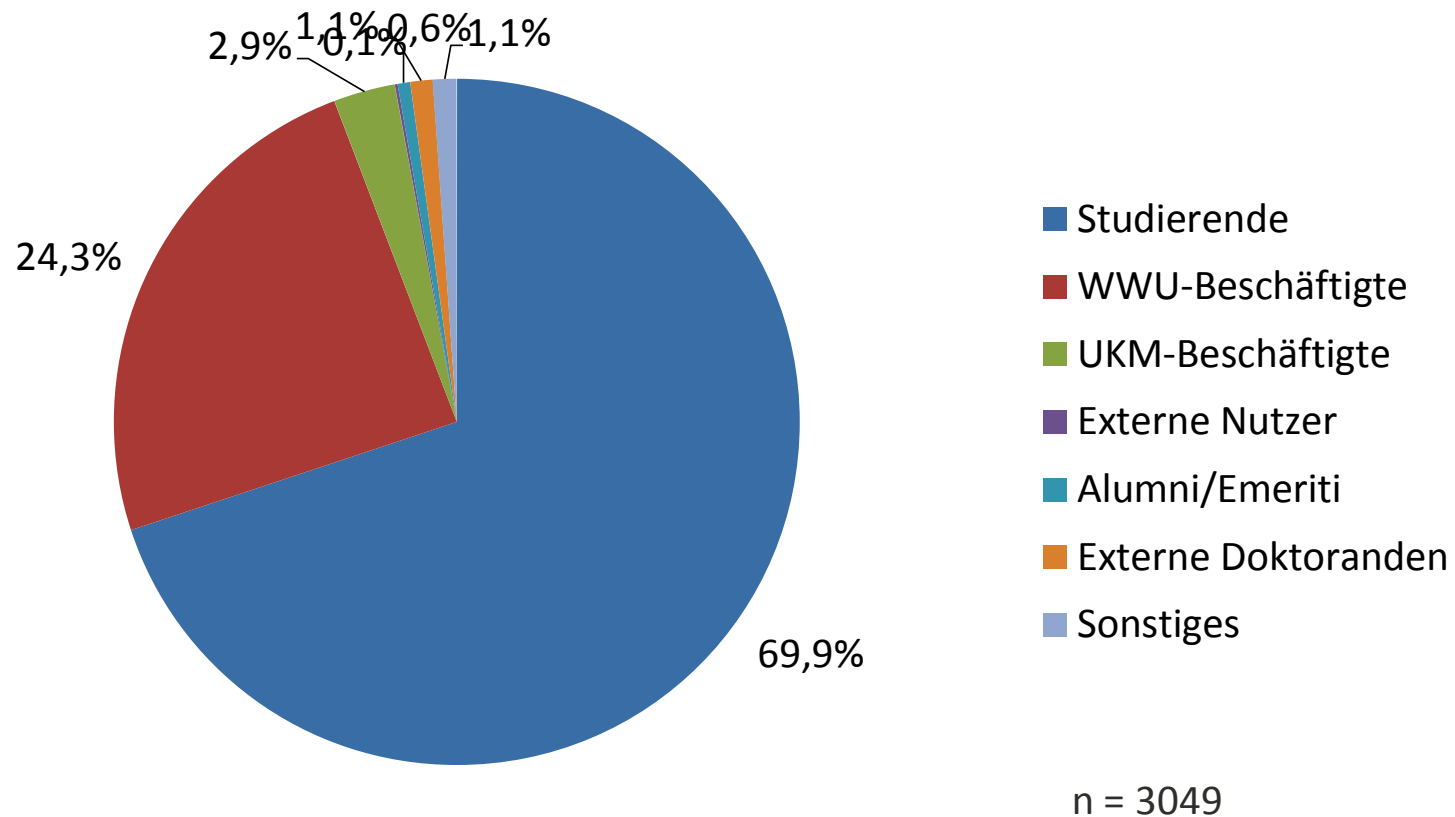


WESTFÄLISCHE
WILHELMS-UNIVERSITÄT
MÜNSTER

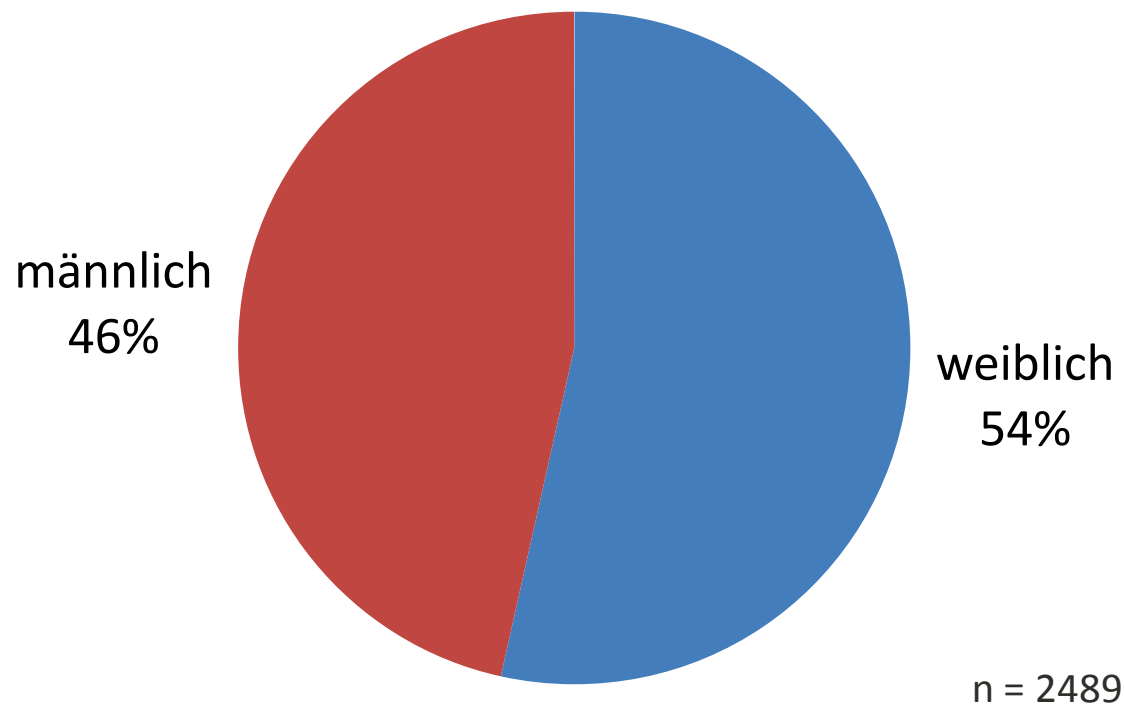
ZIV-Nutzerbefragung 2012

Ergebnisse

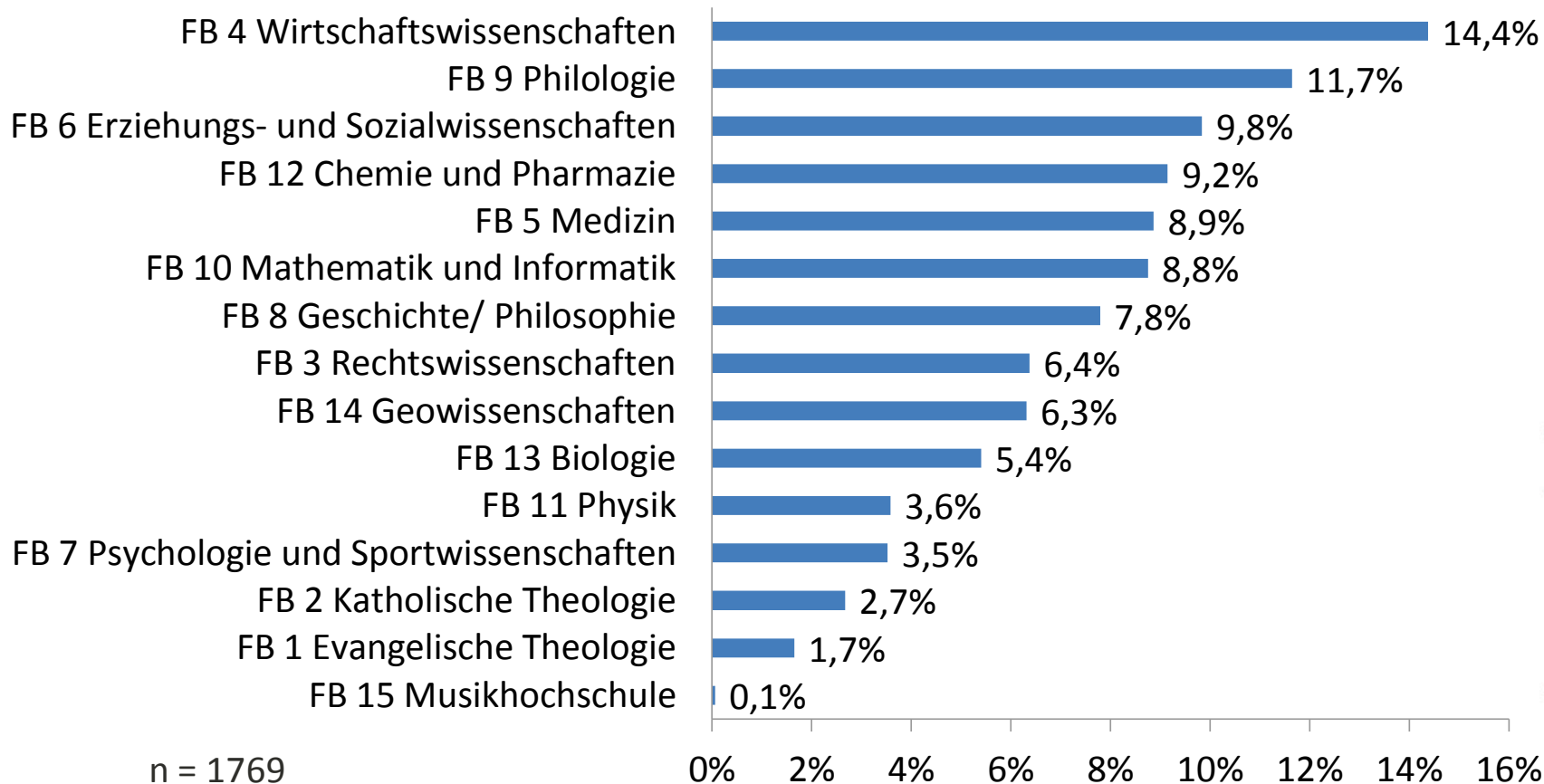
Status



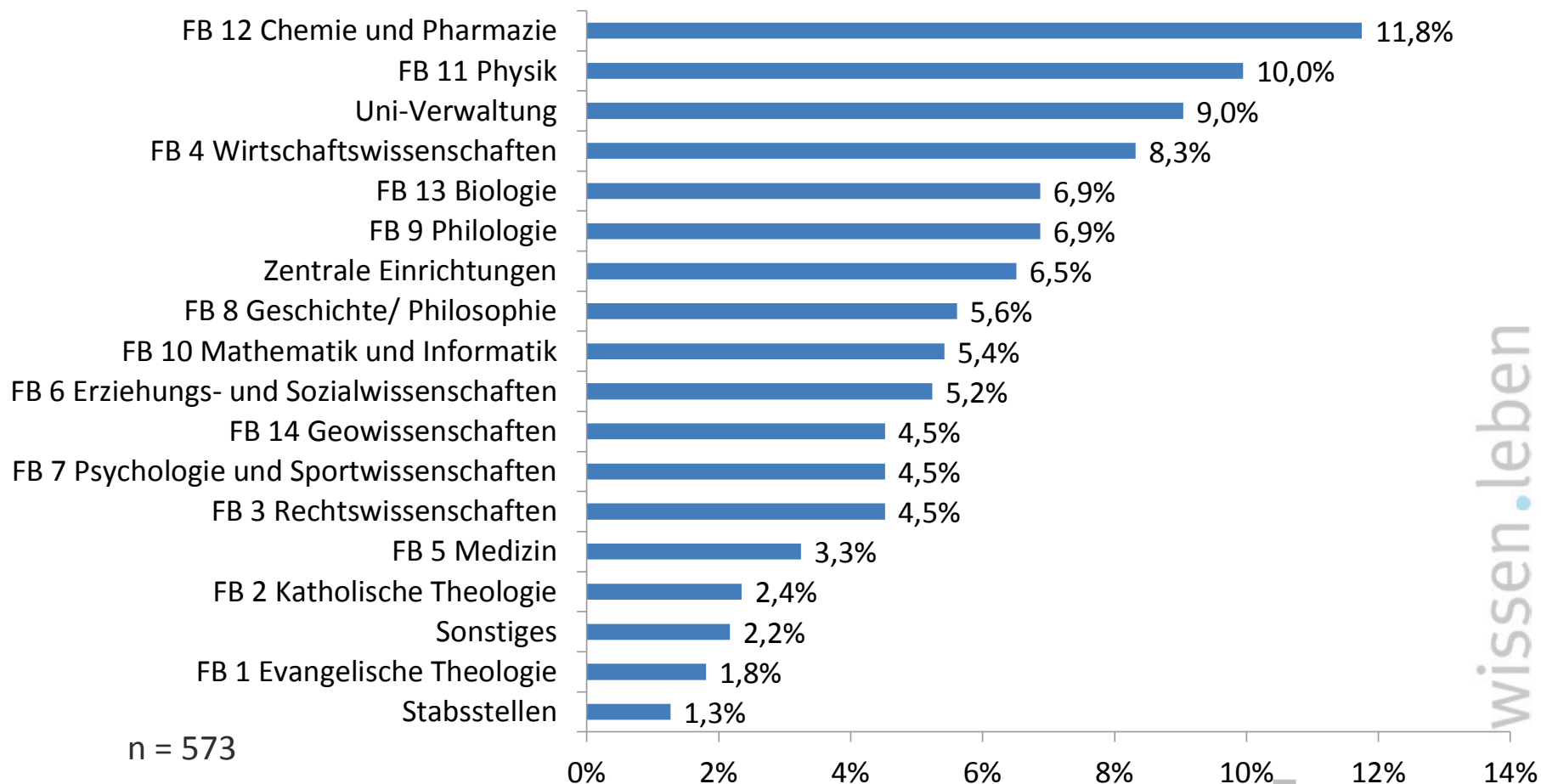
Geschlecht



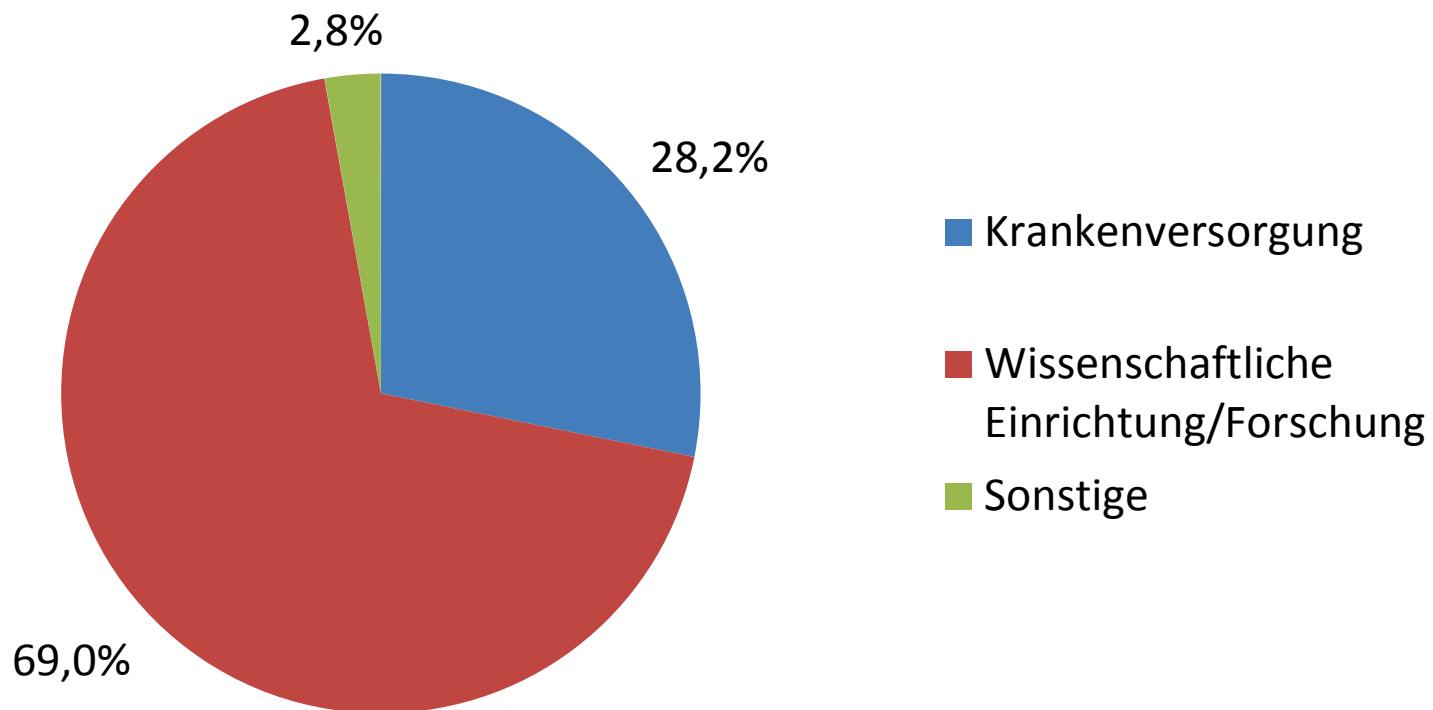
Fachbereiche Studierende



Einrichtungen WWU-Beschäftigte

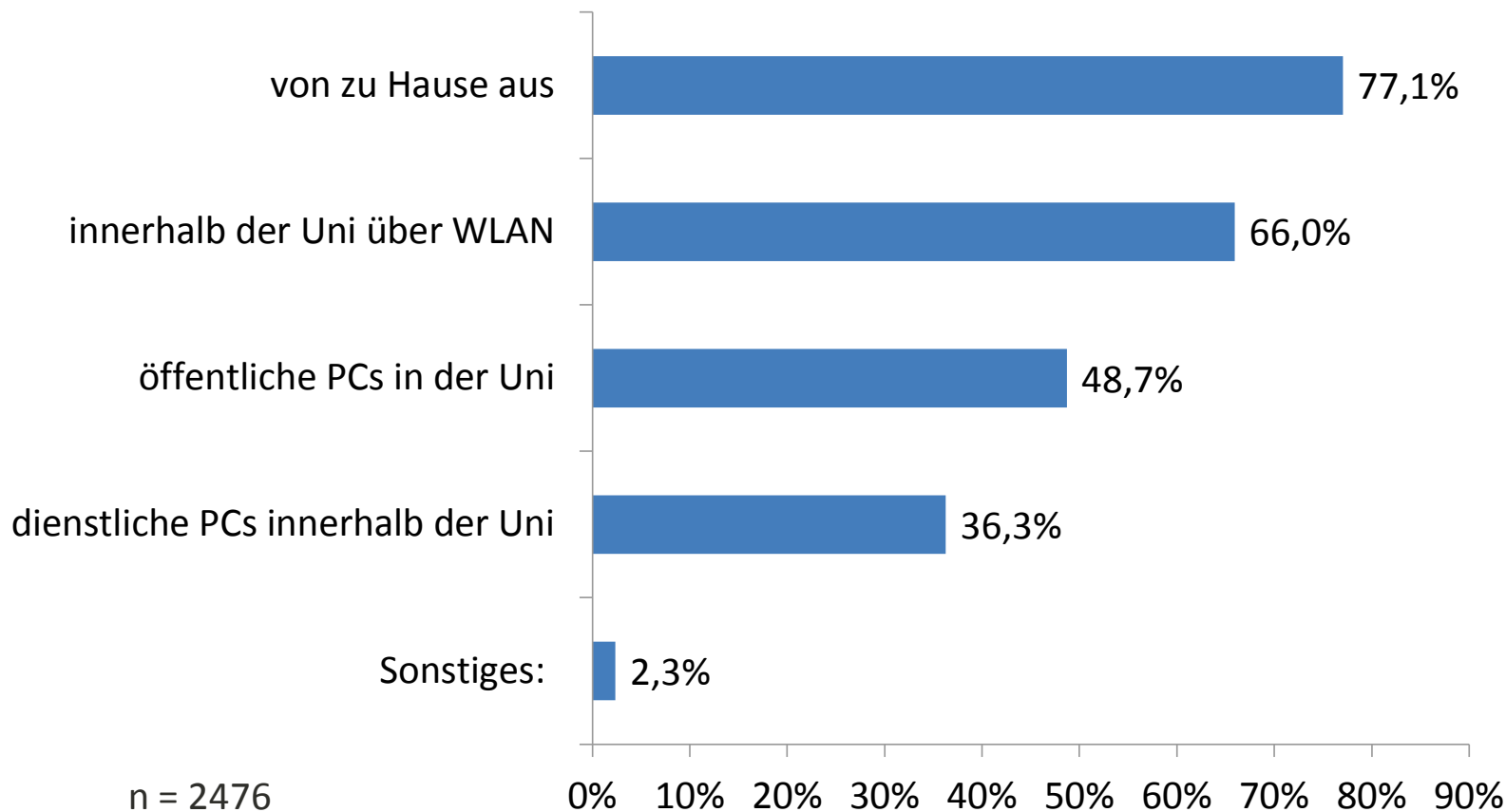


UKM-Mitarbeiter

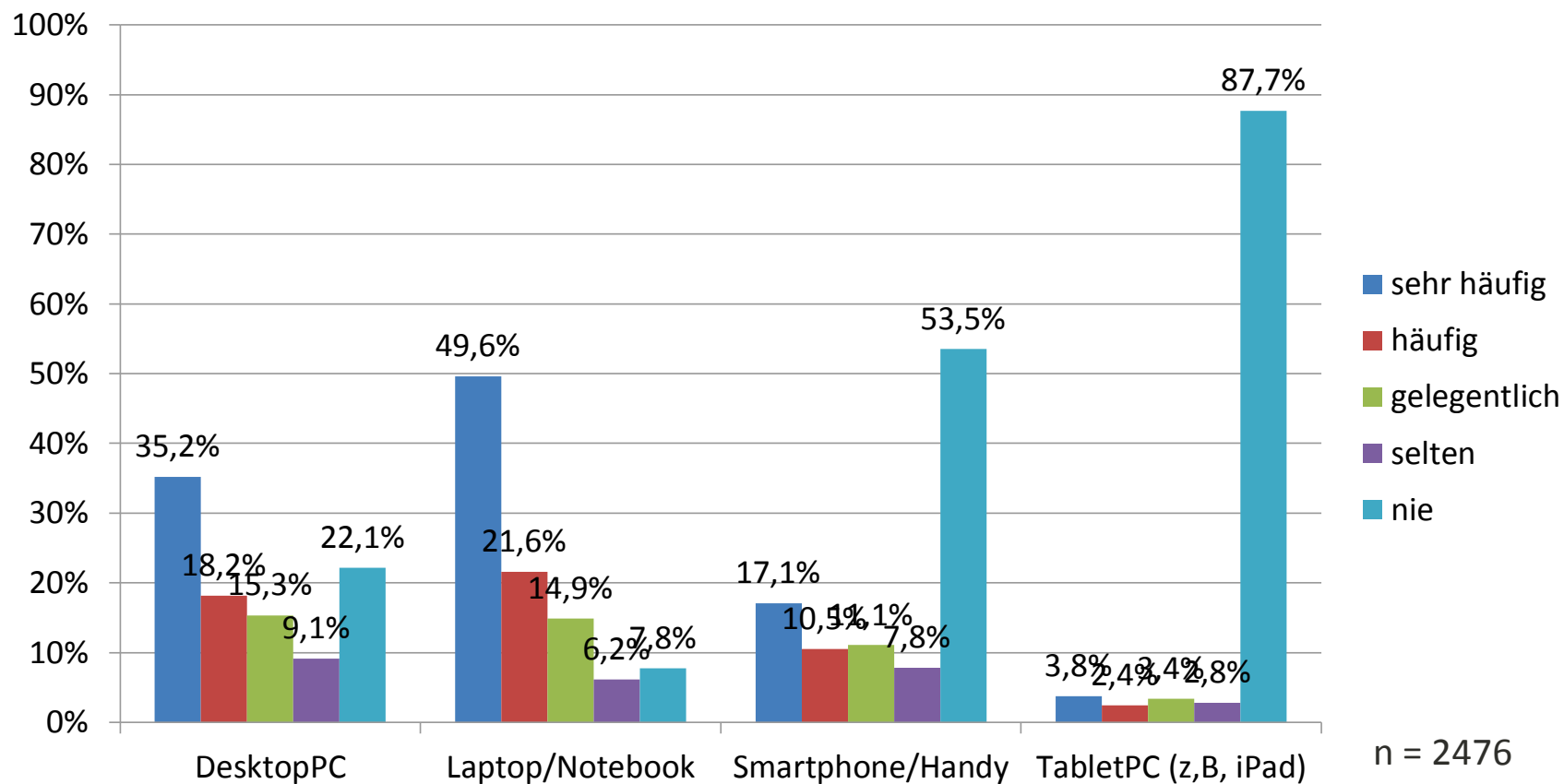


n = 71

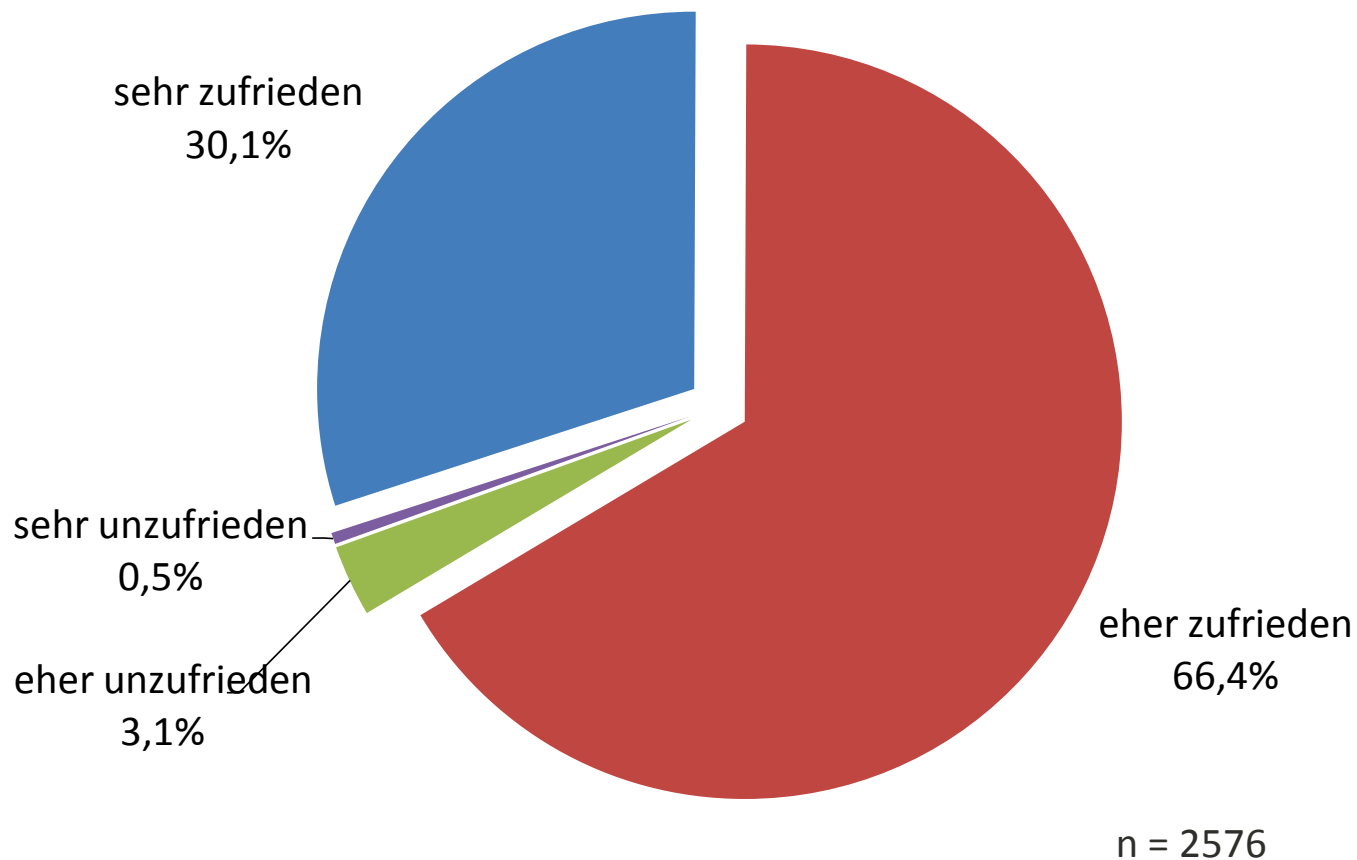
Nutzungsorte



Genutzte Geräte



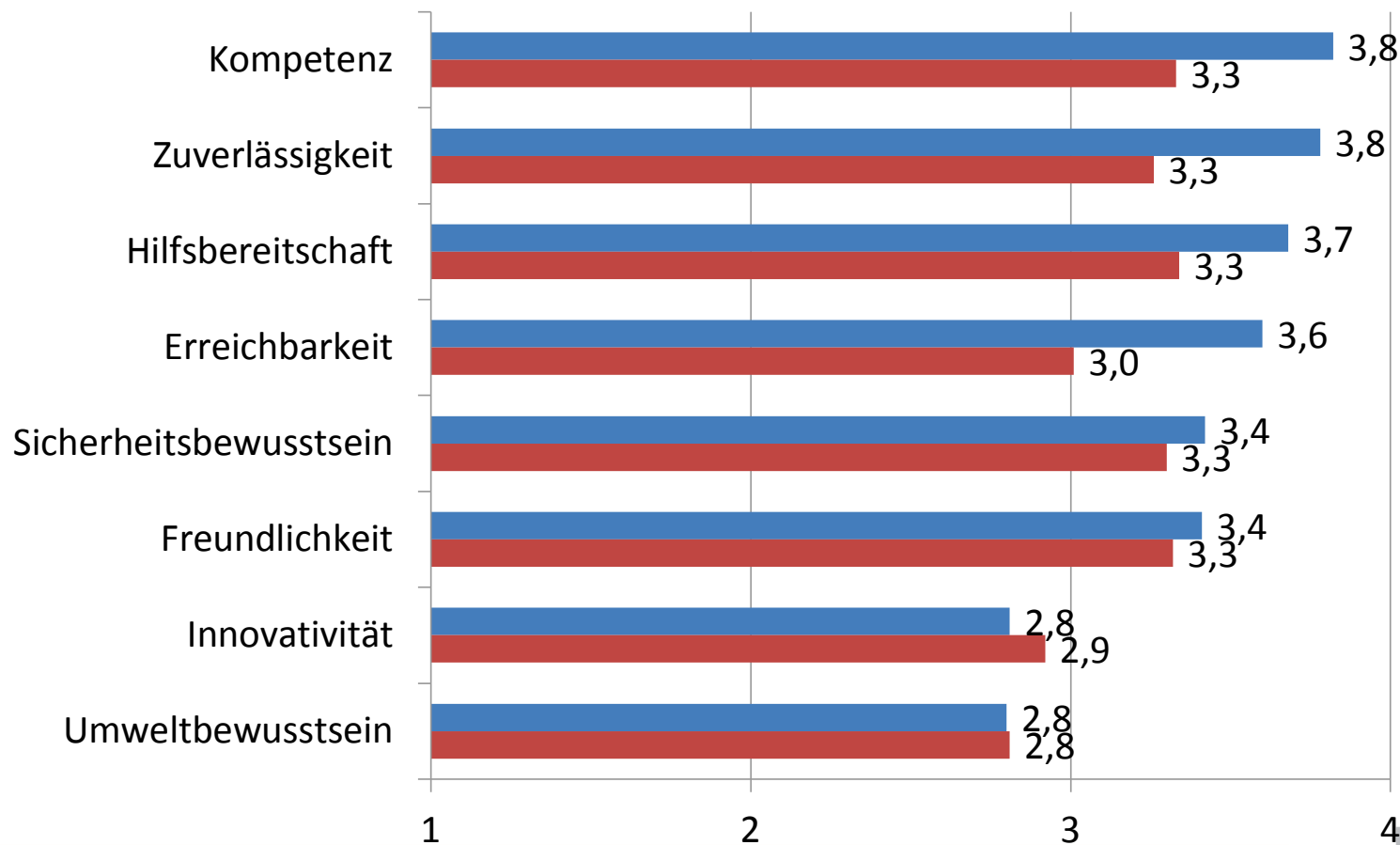
Gesamtzufriedenheit



$n_{\text{Wichtigkeit}} = 2645$

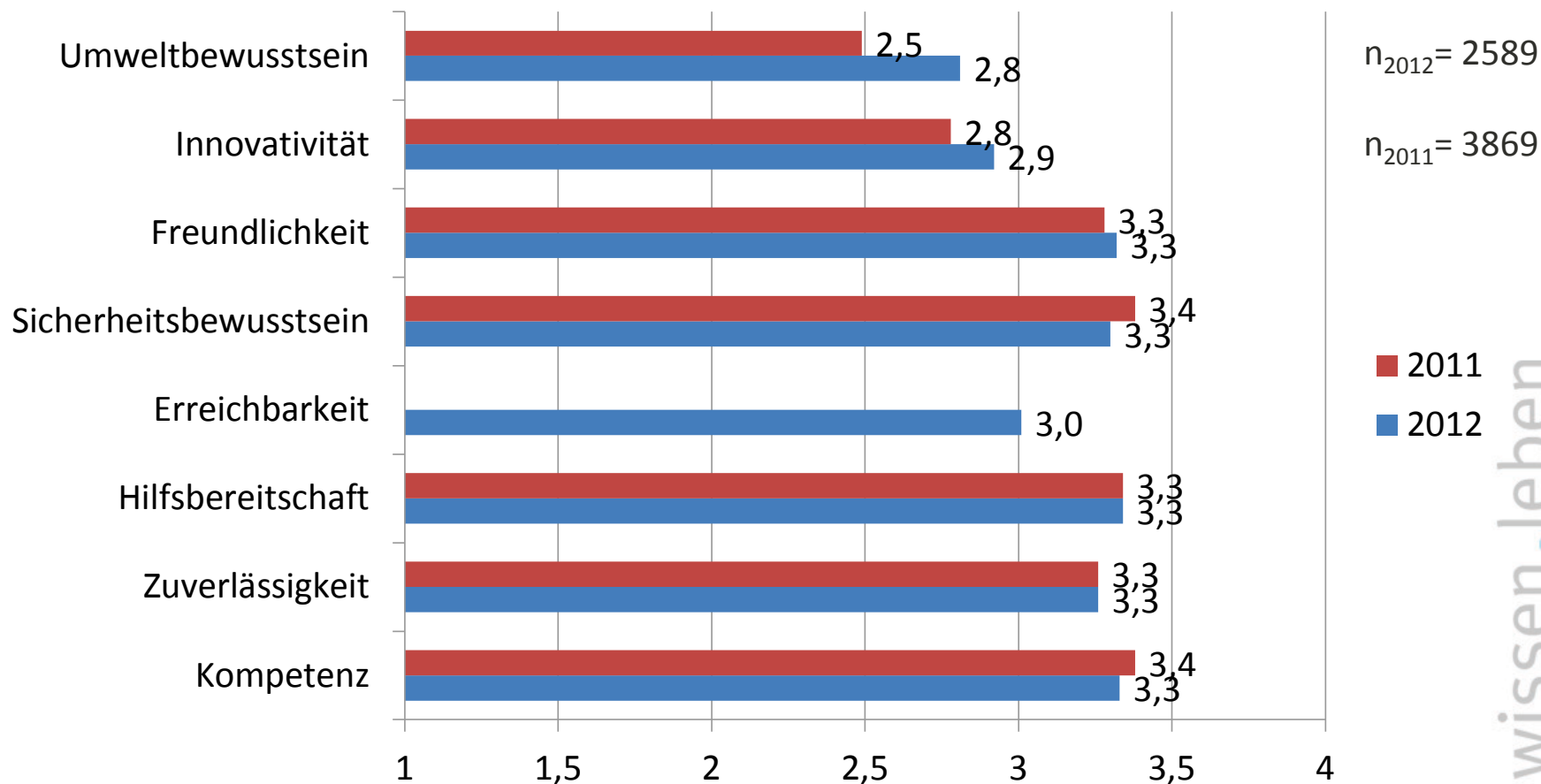
$n_{\text{Bewertung}} = 3049$

Vergleich Wichtigkeit/Bewertung

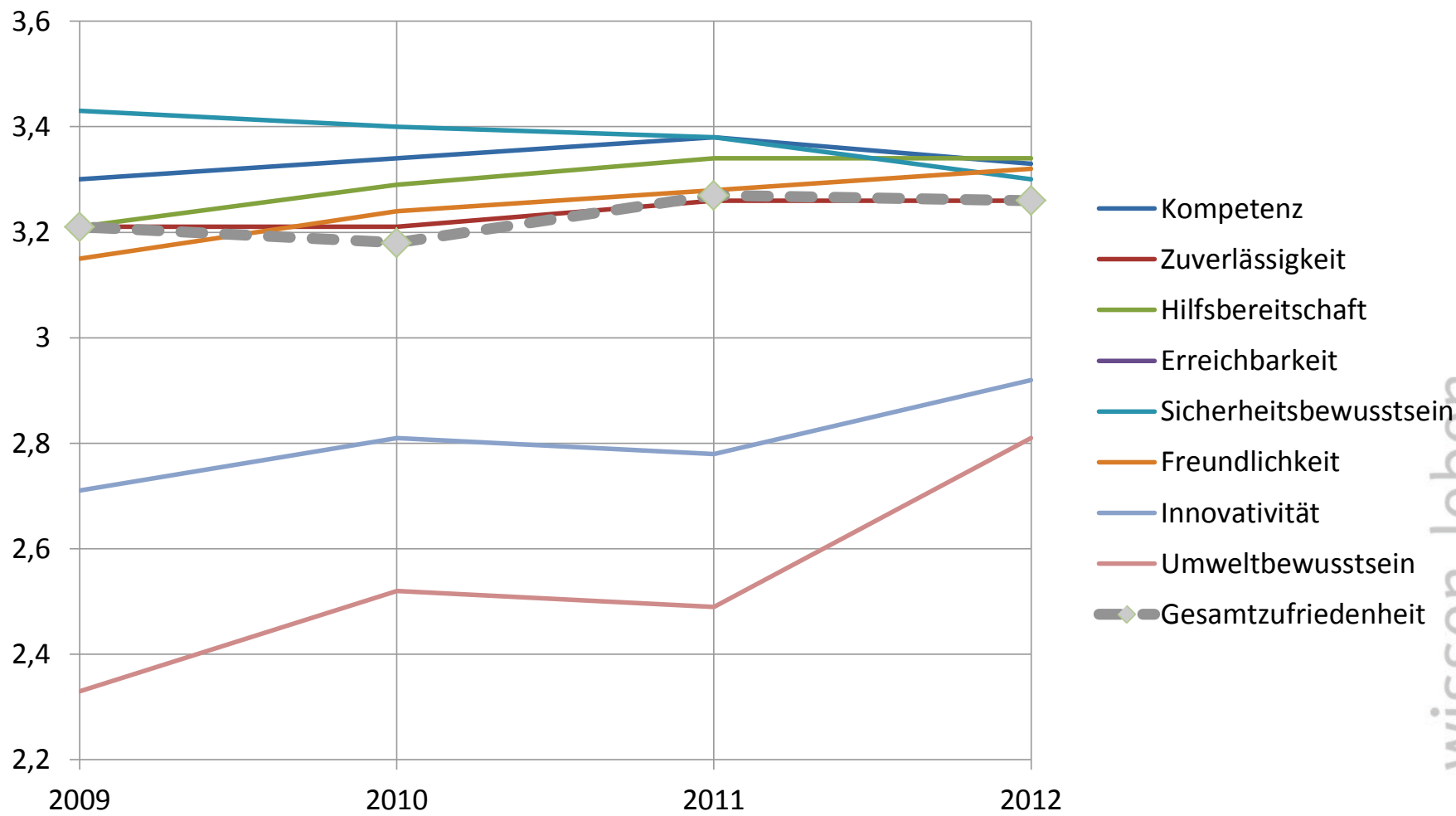


■ Wichtigkeit
■ Bewertung

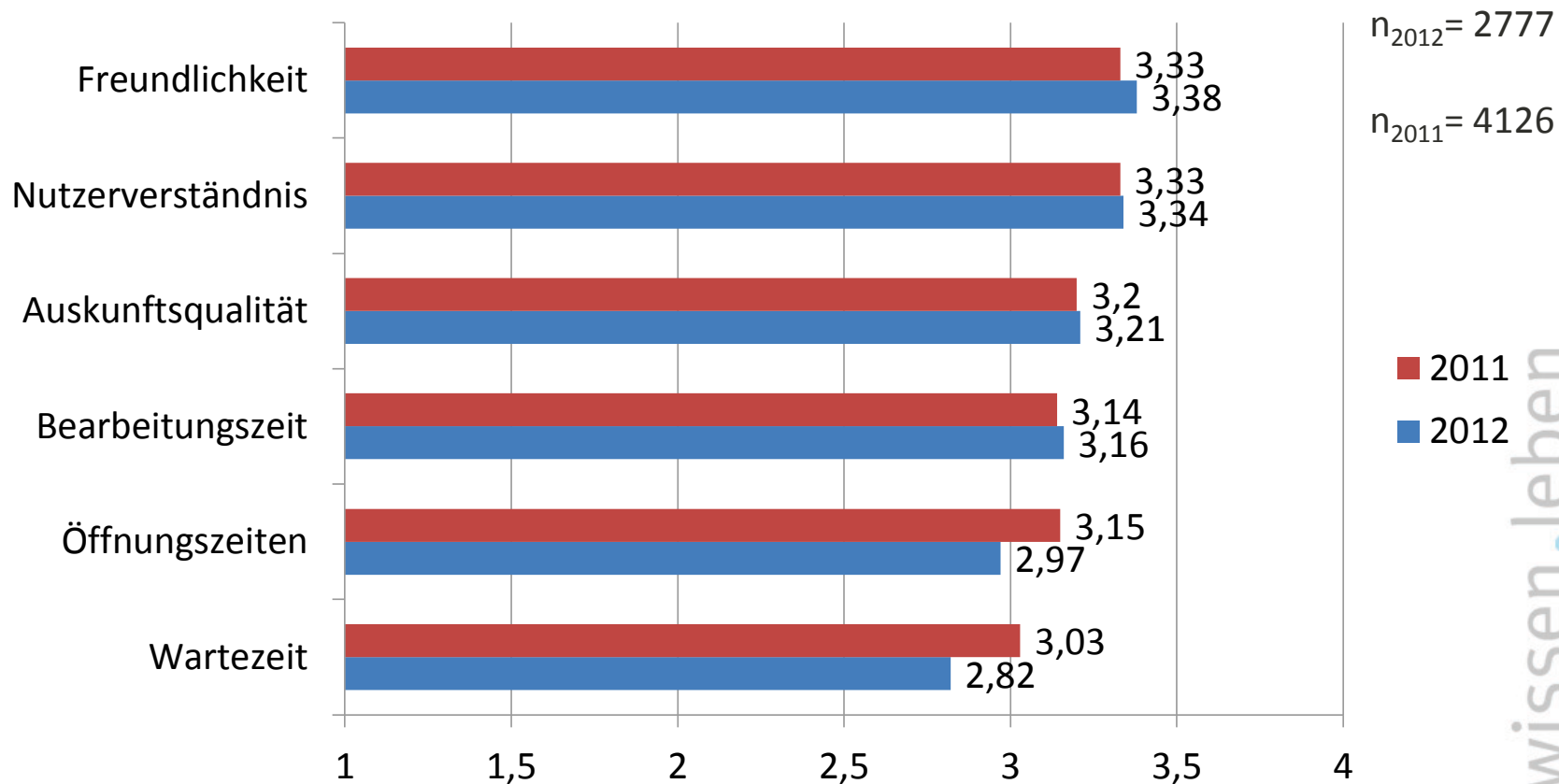
Vorjahresvergleich

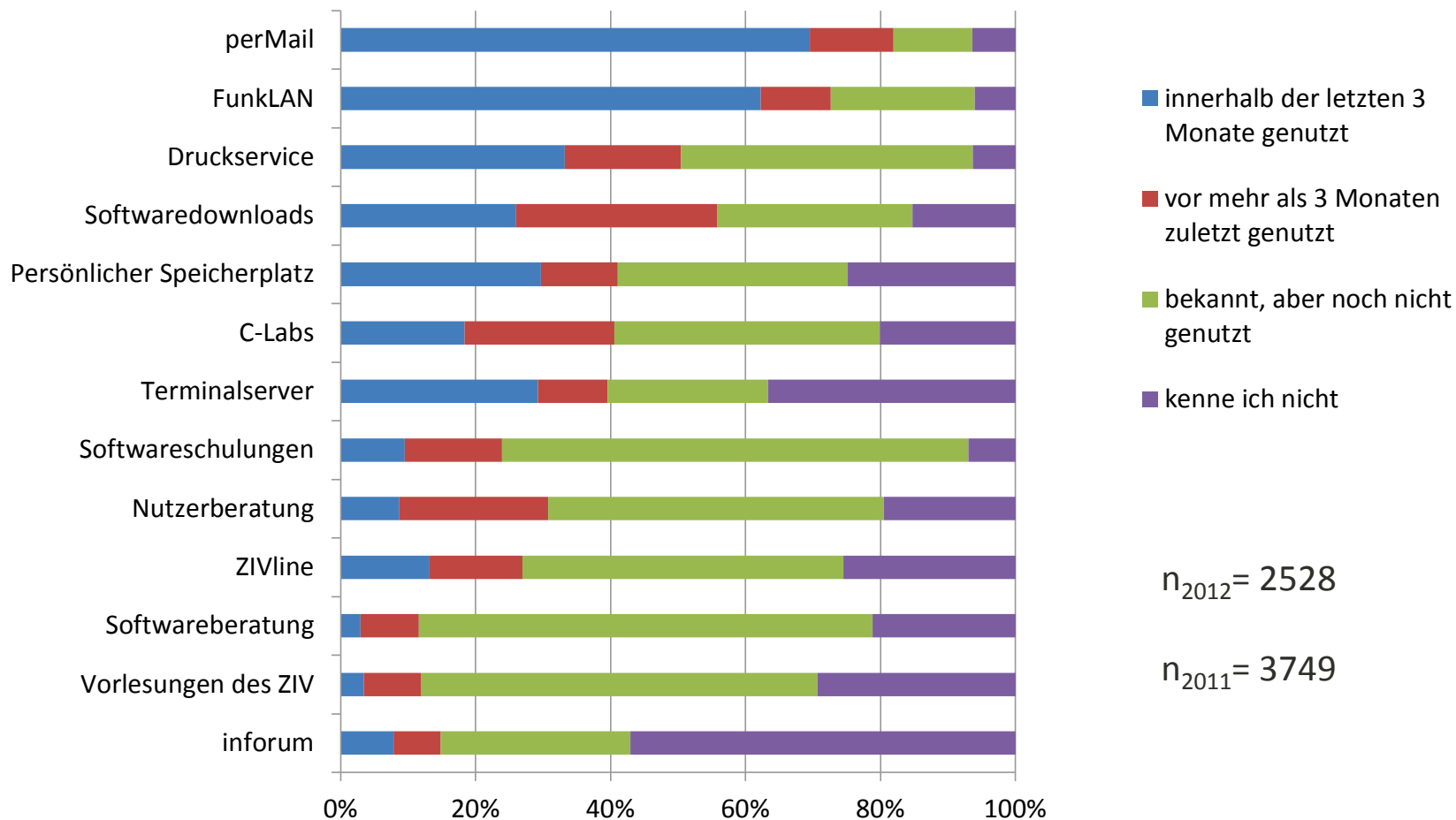


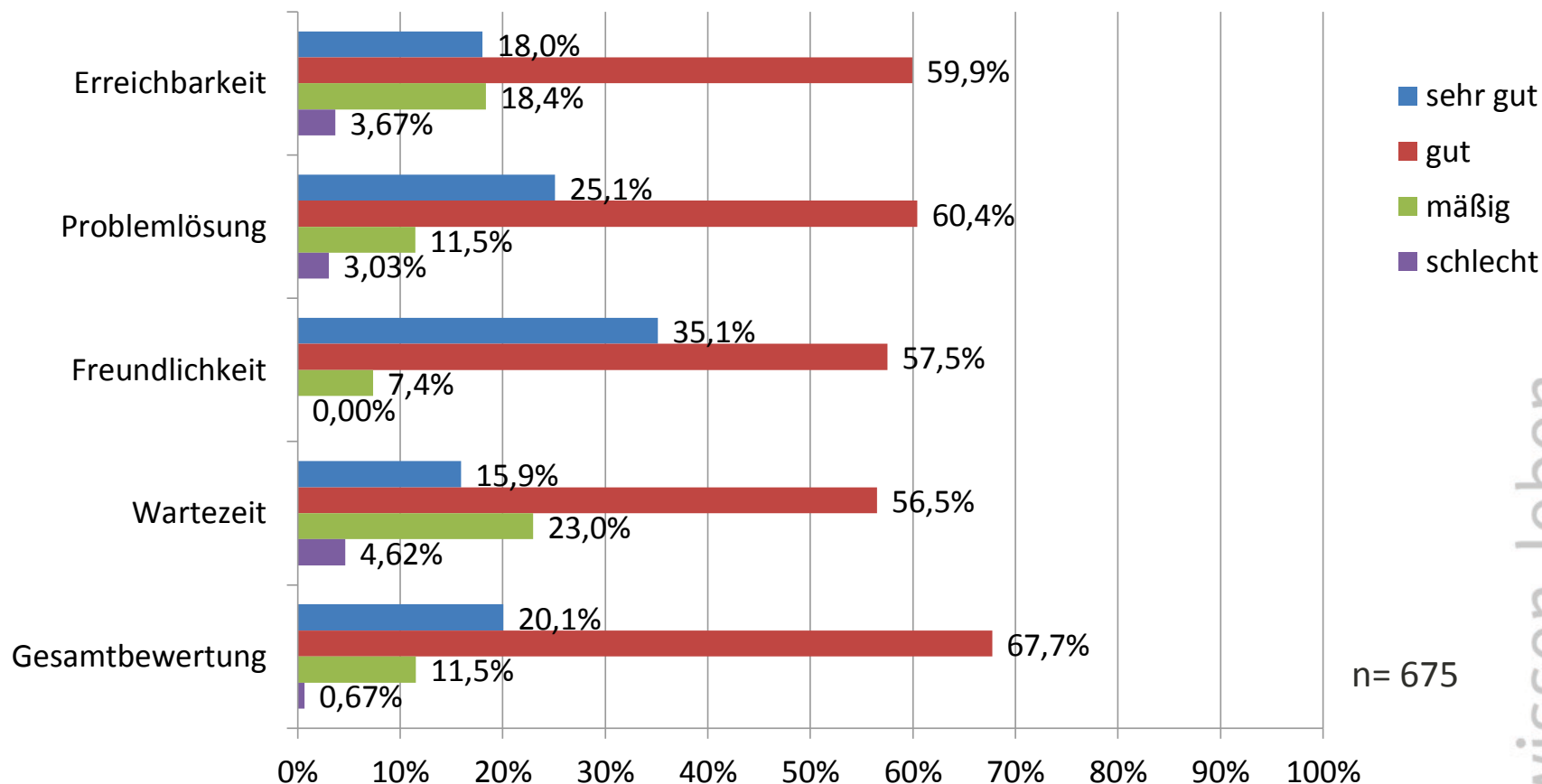
4-Jahres-Trend

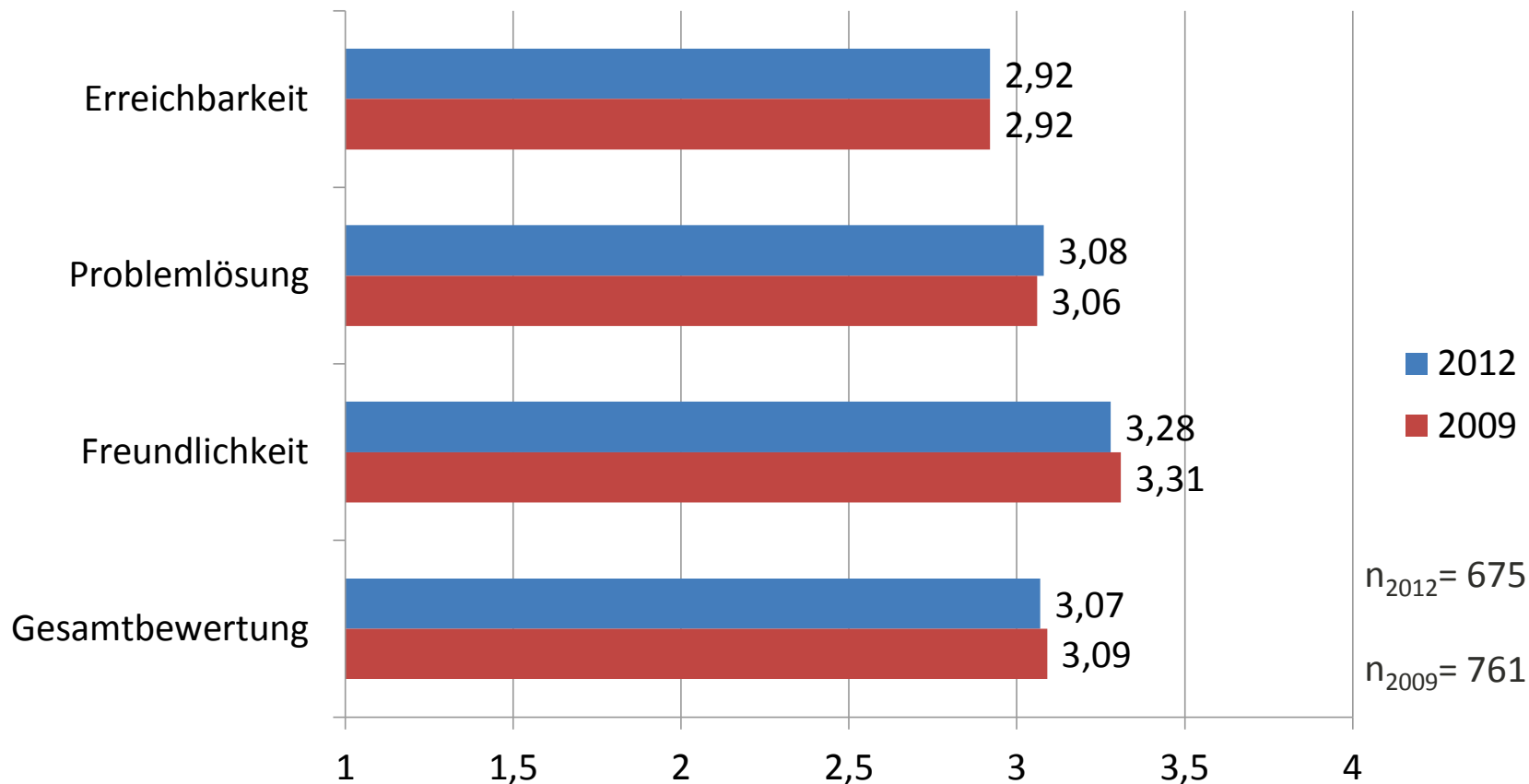


Servicequalität Vorjahresvergleich

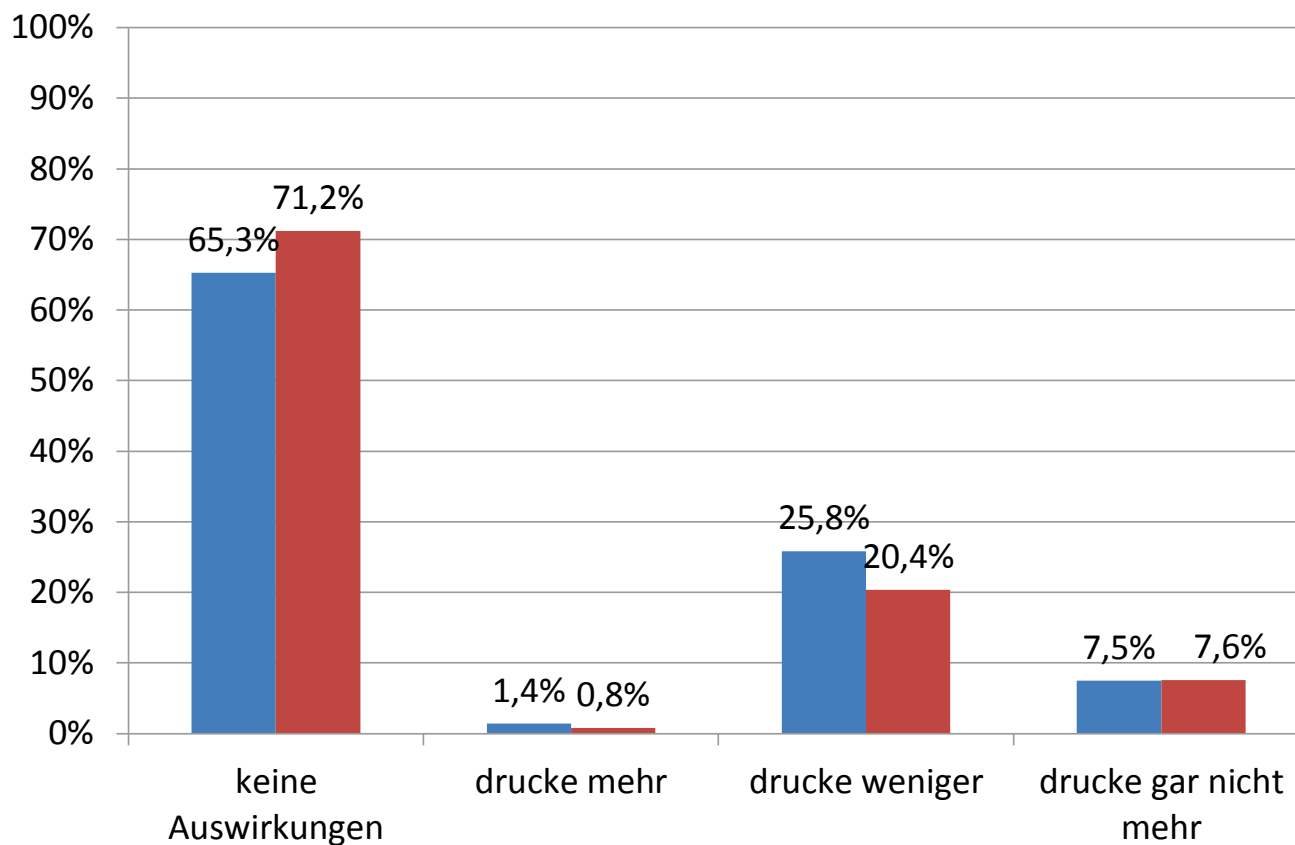








Auswirkungen Druckverrechnung/bzw. neue Preise



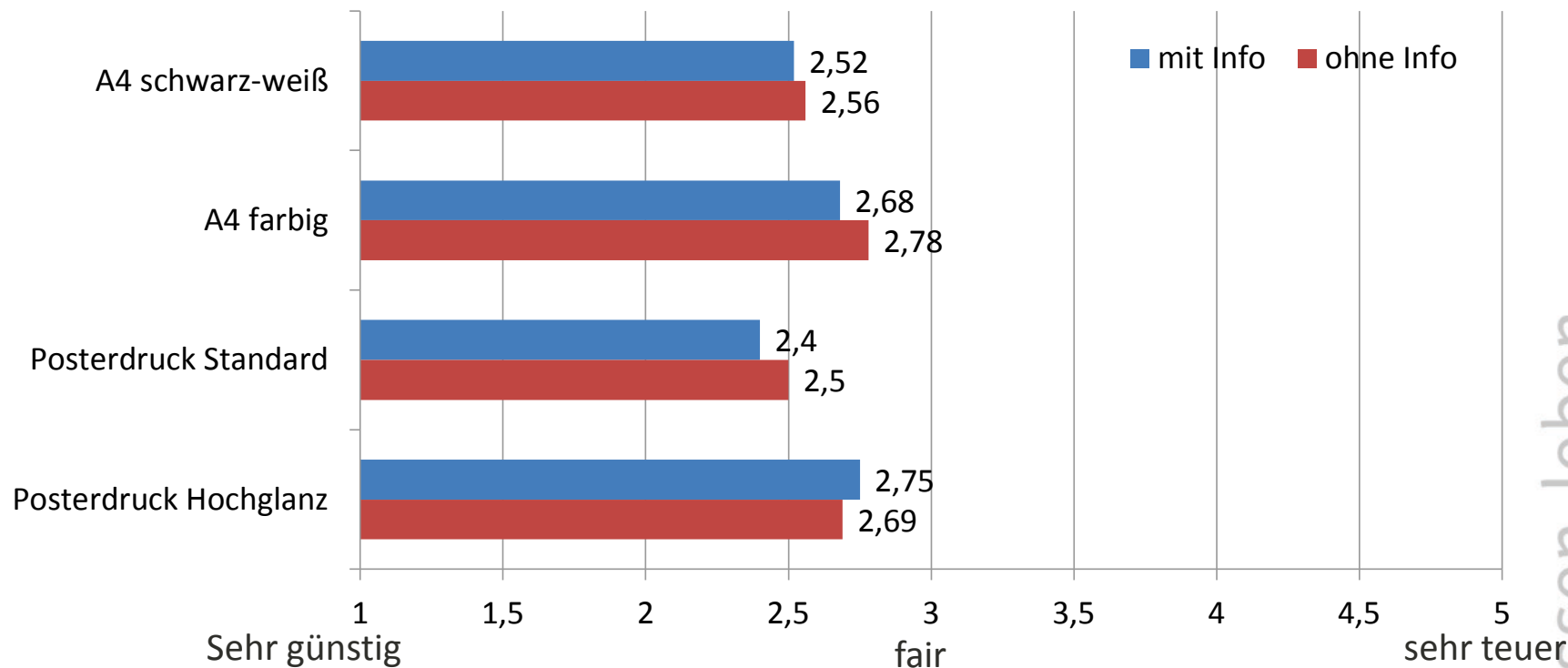
■ Print & Pay

■ Institute

$n_{P\&P} = 990$

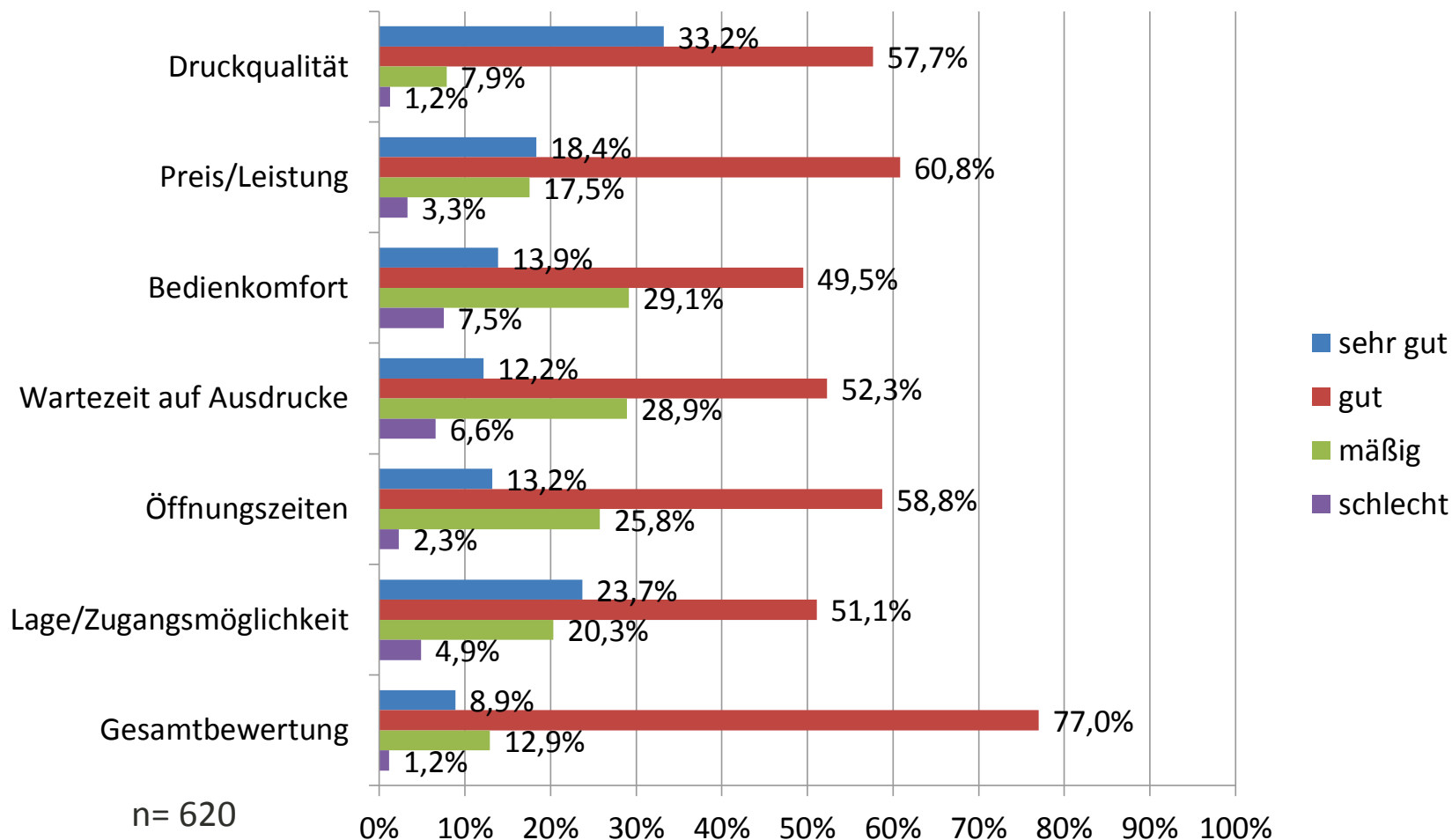
$n_{\text{Institute}} = 278$

Bewertung neue Druckpreise

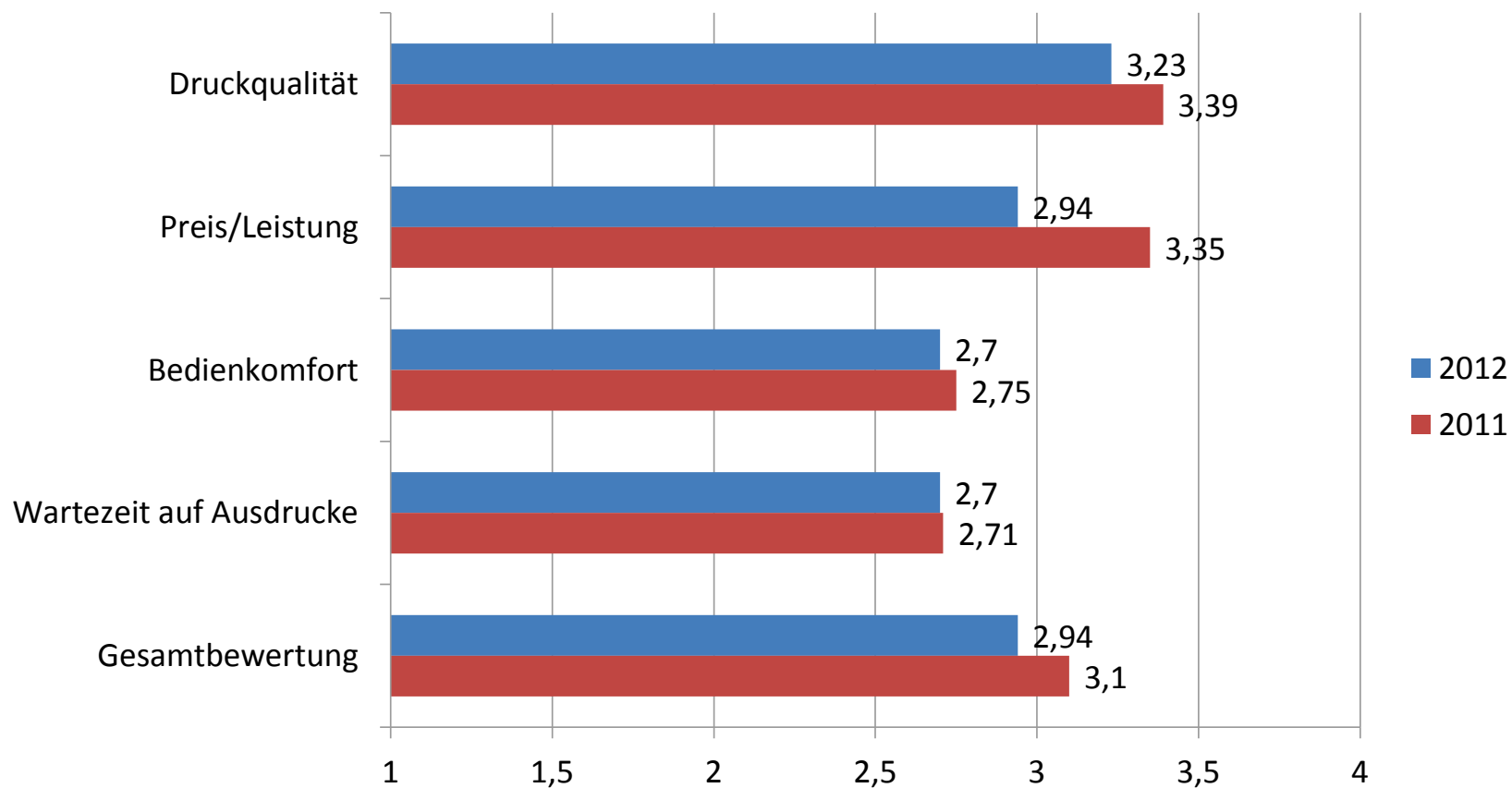


n= 1265

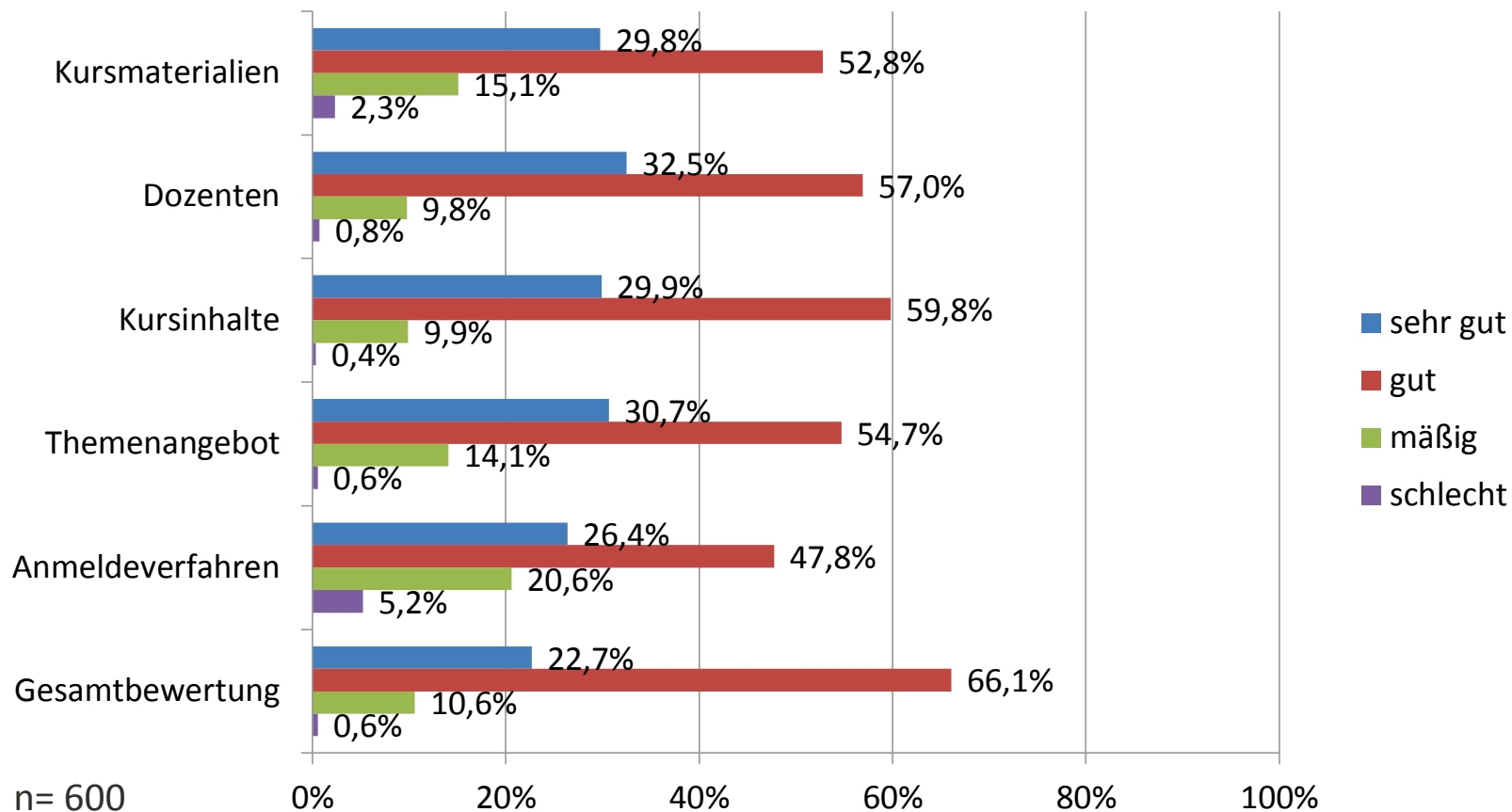
Bewertung



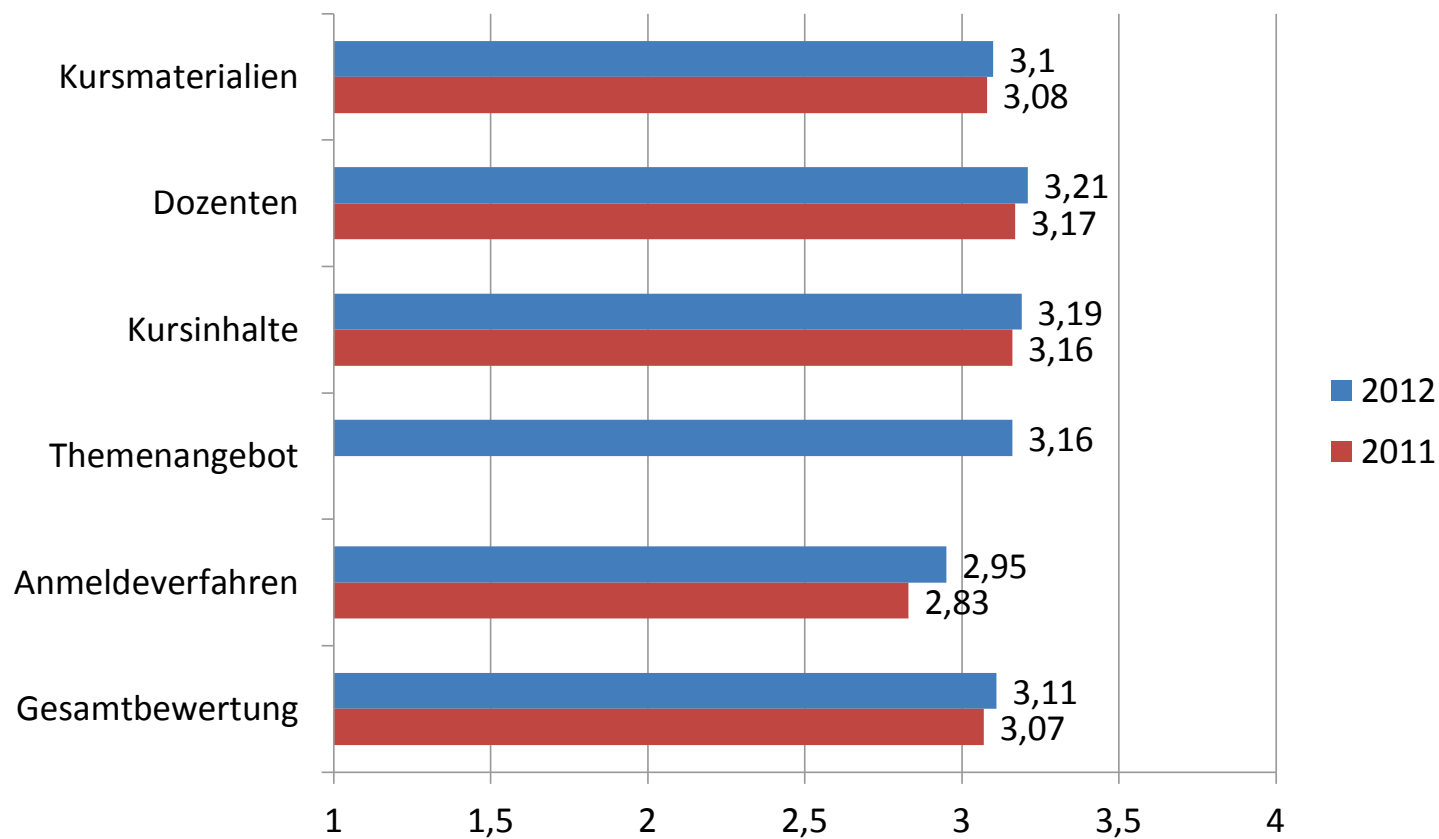
Mittelwertvergleich



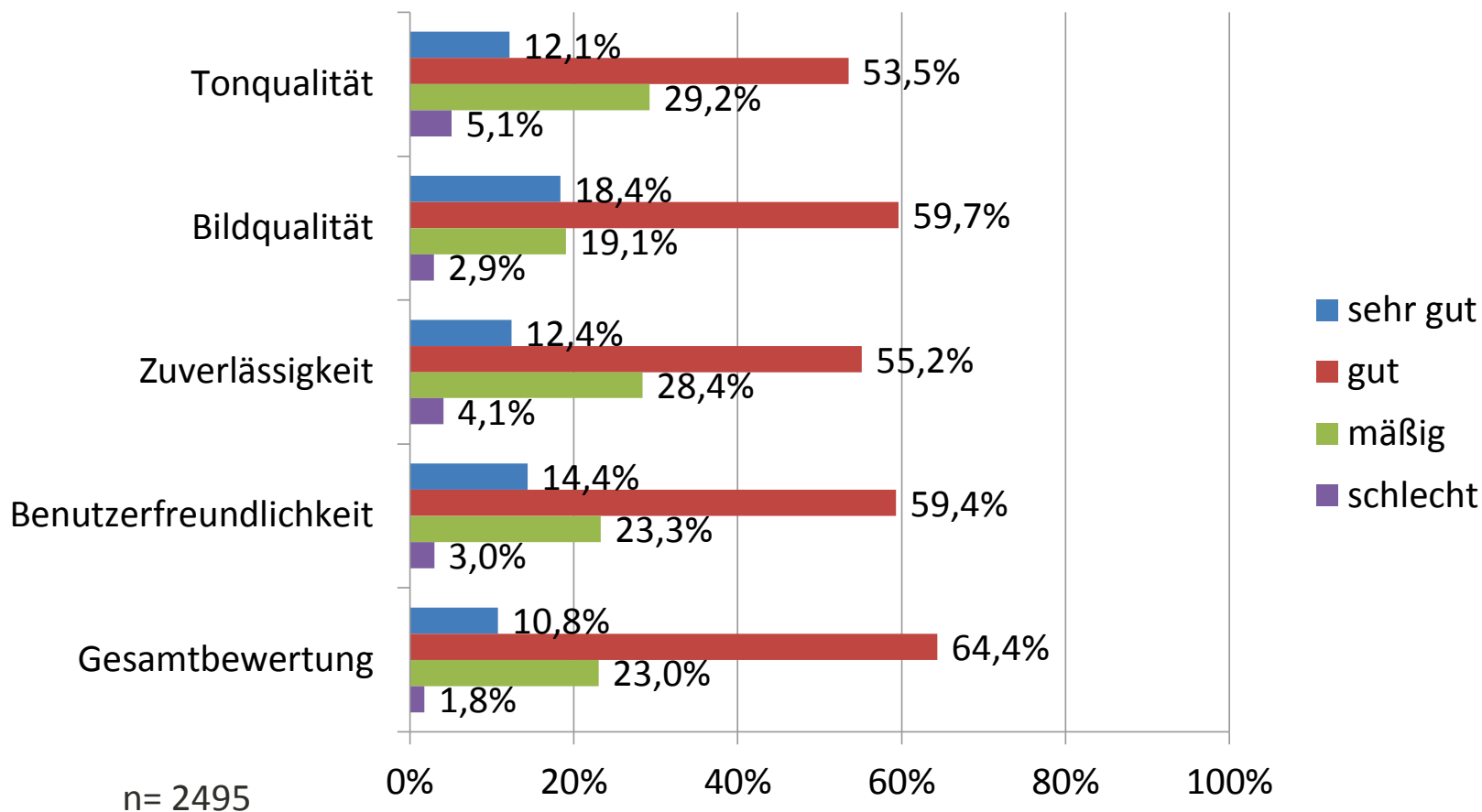
Bewertung Softwareschulungen



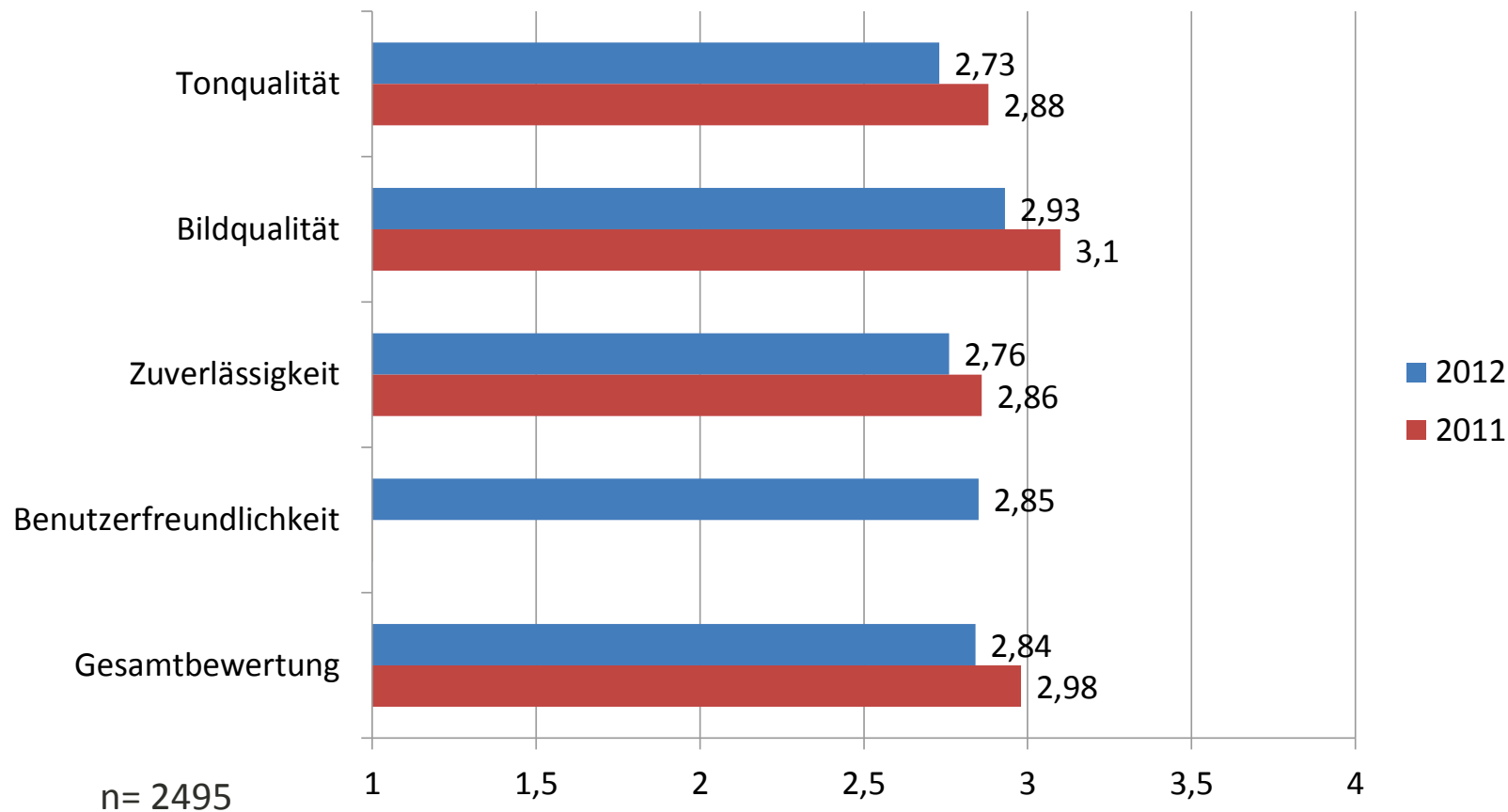
Vorjahresvergleich



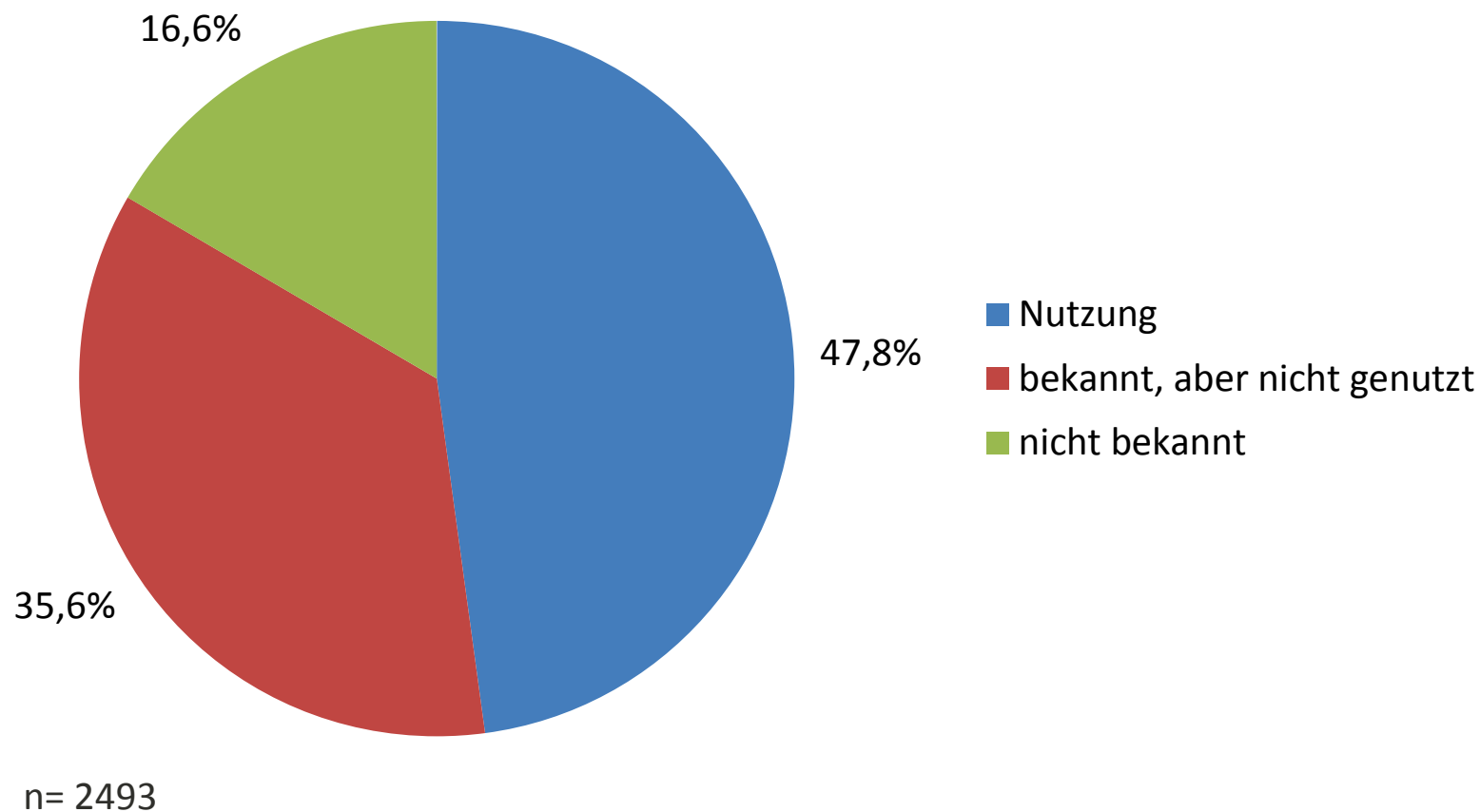
Bewertung AVM



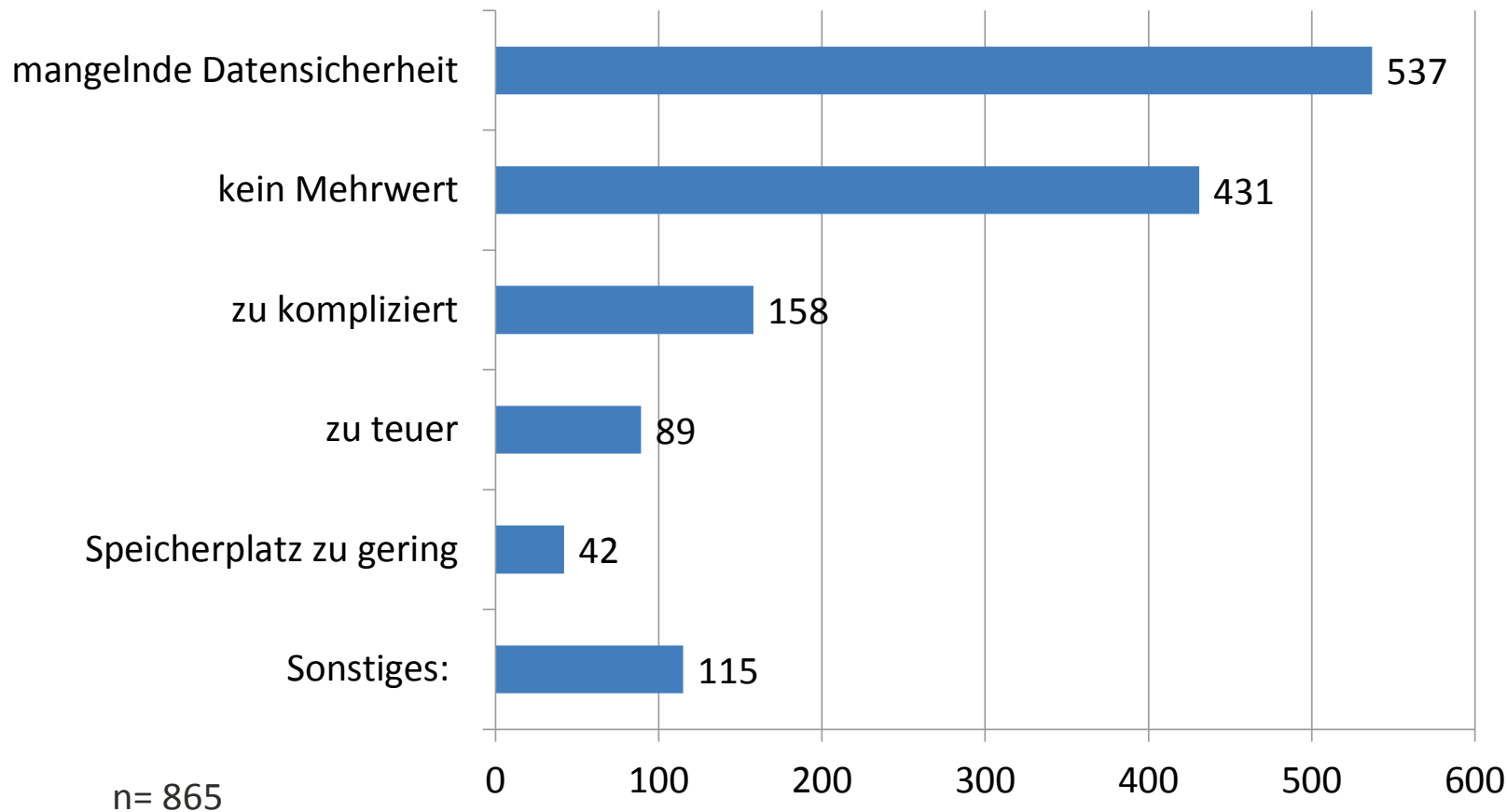
Vorjahresvergleich



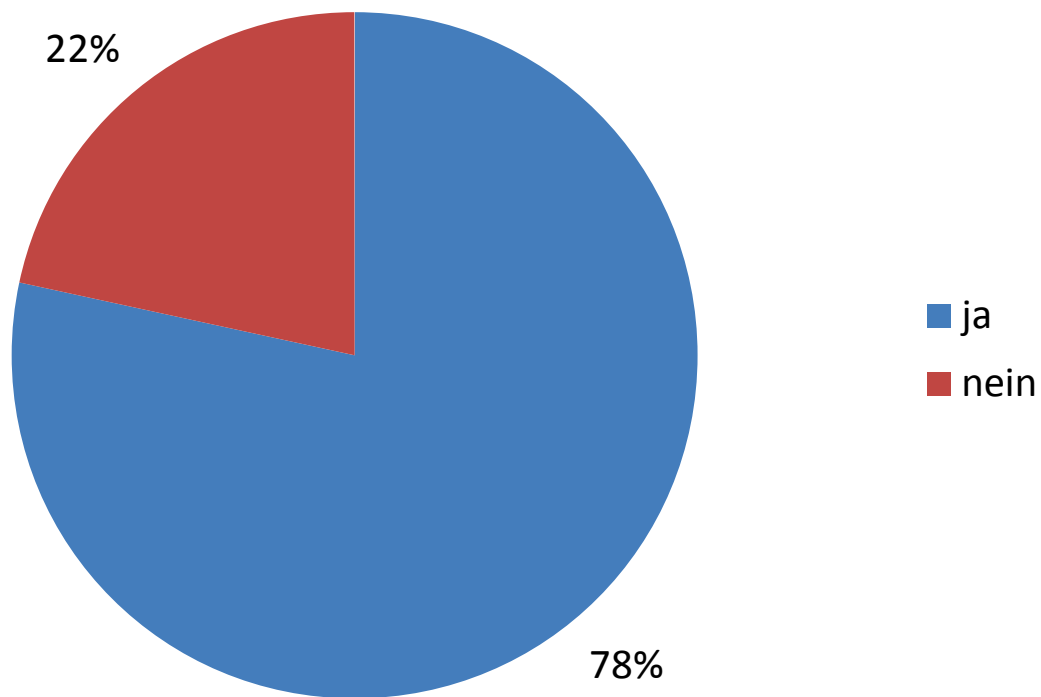
Bisherige Nutzung von Cloud-Speicherdiensten



Gründe für Nichtnutzung

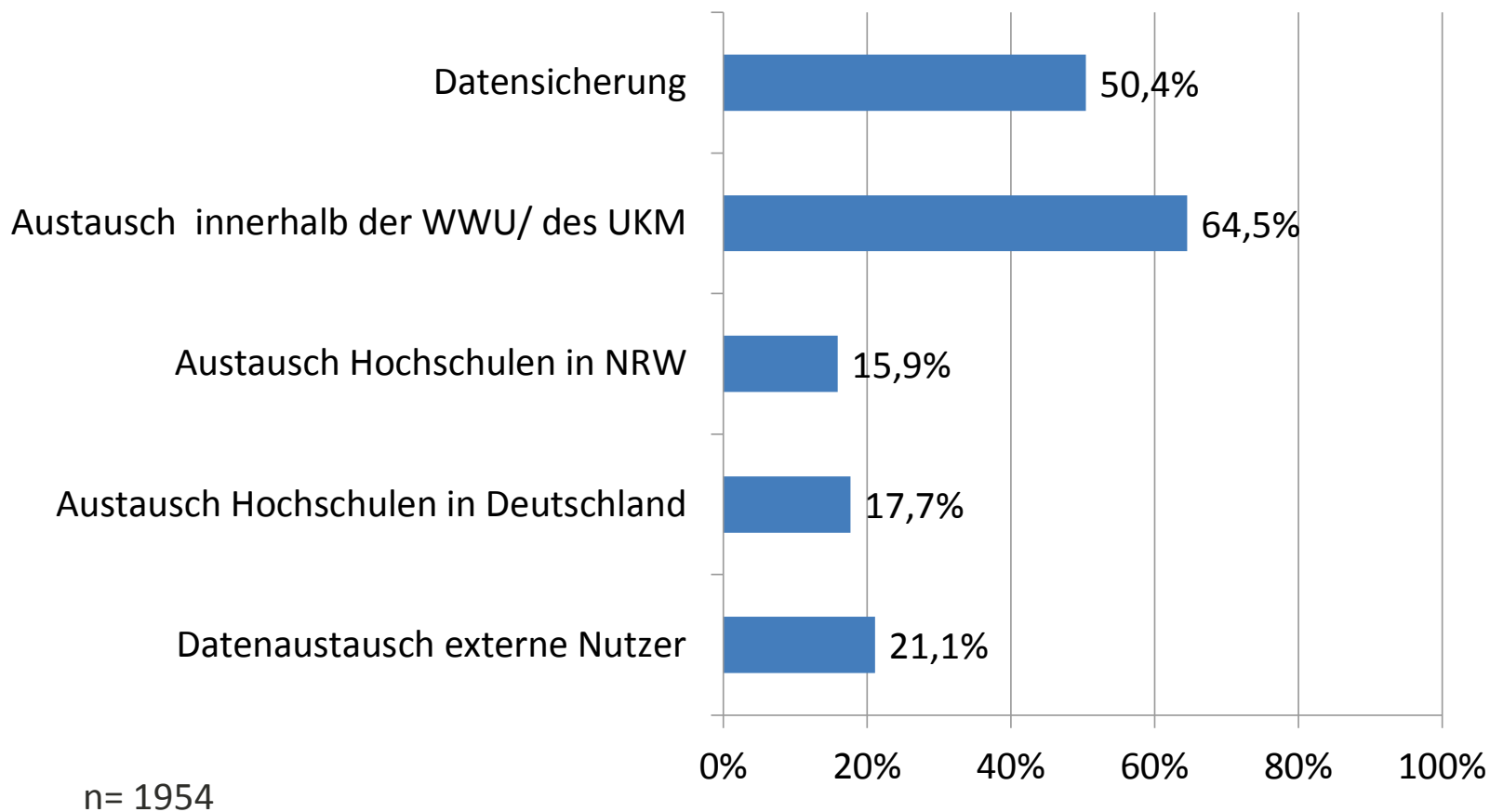


Nutzung einer WWU-Speichercloud?



n= 2492

Geplante Nutzung



Auswirkungen des Teleport-Endes

