



2024 NU ITS User Satisfaction Survey

AI Focused Questions

The University of Nebraska ITS division completed its biennial user satisfaction survey from March 25 – April 8, 2024. This survey was sent to all faculty, staff, and students at UNK, UNL, UNO and NUOP. A total of 5,603 responses were recorded, although not all questions were required of all respondents.

Those responding were:

UNK	Undergraduate Students	370
	Graduate Students	86
	Staff	142
	Research Staff	1
	Faculty	90
		689
UNL	Undergraduate Students	1,133
	Graduate Students	407
	Staff	1,069
	Research Staff	99
	Faculty	537
		3,245
UNO	Undergraduate Students	726
	Graduate Students	237
	Staff	330
	Research Staff	11
	Faculty	226
		1,530
NUOP	Staff	134
	Research Staff	2
	Faculty	3
		139
TOTAL		5,603

Faculty were asked two questions about AI.

Faculty Question 1: In what ways would you like support from NU regarding AI?

Drafting a policy statement about proper use and misuse	513
Assistance in addressing AI appropriately on my syllabus	387
Implementing AI into my course	314
Teaching students how to ethically use AI	490
Ability to complete professional development offerings and/or attend trainings on AI	454

Faculty Question 2: Please indicate your level of agreement with the statements about AI.

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
I am nervous or frightened about increasing use of AI	74	197	179	128	121
I am excited or hopeful about the increasing use of AI	95	290	175	82	57
AI is useful for assisting me in my coursework	60	145	276	91	127
AI is useful for assisting me in everyday tasks outside of school	65	167	231	112	124
It is important for students to learn how to use AI ethically and responsibly	492	121	64	12	10
It is important for students to learn how they can use AI in their future careers	361	202	104	18	14
It is important for us as faculty to implement AI into our courses and curriculum	173	183	218	65	60

Students were asked: Please indicate your level of agreement with the statements below about AI.

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
I am nervous or frightened about increasing use of AI	280	698	492	331	155
<i>Grad Students</i>	76	205	152	128	104
I am excited or hopeful about the increasing use of AI	233	774	534	297	118
<i>Grad Students</i>	126	262	168	70	39
AI is useful for assisting me in my coursework	238	622	536	283	277
<i>Grad Students</i>	99	179	184	89	114
AI is useful for assisting me in everyday tasks outside of school	184	480	532	373	387
<i>Grad Students</i>	102	198	154	94	117
I will need to know how to use AI in my future career	371	568	549	270	198
<i>Grad Students</i>	205	245	129	49	37
I would like to see AI incorporated into my academic program or major	259	475	553	300	369
<i>Grad Students</i>	150	187	160	86	82
I want to learn how to use AI from my instructors	269	524	520	331	312
<i>Grad Students</i>	142	181	178	74	90

Staff were asked: Please indicate your level of agreement with the statements about AI:

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
I am nervous or frightened about increasing use of AI	160	476	450	232	165
<i>Research Staff</i>	11	30	23	23	11
I am excited or hopeful about the increasing use of AI	176	523	461	211	112
<i>Research Staff</i>	15	41	21	15	6
AI is useful for assisting me in my work	140	358	550	222	213
<i>Research Staff</i>	12	22	41	11	12
AI is useful for assisting me in everyday tasks outside of work	98	283	586	253	263
<i>Research Staff</i>	10	16	42	11	19
It is important for me to know AI for future work opportunities	399	515	386	102	81
<i>Research Staff</i>	28	26	36	5	3

From this survey data, it is clear that there are very mixed sentiments and degrees of understanding/support for AI across the University of Nebraska system. The majority of respondents across categories (faculty, staff and students) agree that AI skills are important to learn for future job opportunities and career growth.