2019 Higher Education TechQual+ Core Survey Instrument

Connectivity and Access
Tell us about your ability to access technology services through the Internet

When it comes to...

1. Having an Internet service that operates reliably.
2. Having an Internet service that provides adequate capacity or speed.
3. Having an Internet service that provides adequate Wi-Fi coverage.
4. Having adequate cellular (or mobile) coverage throughout campus.

Technology and Collaboration Services
Tell us about the quality of Web sites, online services, and technologies for collaboration

When it comes to...

5. Having Web sites and online services that are easy to use.
6. Having online services that enhance the teaching and learning experience.
7. Having technology services that allow me to collaborate effectively with others.
8. Having systems that provide timely access to data that informs decision-making.
9. The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.

Support and Training
Tell us about your experiences with those supporting your use of technology services

When it comes to...

10. Getting timely resolution of technology problems that I am experiencing.
11. Technology support staff who have the knowledge to answer my questions.
12. Receiving communications regarding technology services that I can understand.
13. Getting access to training or other self-help information that increases my effectiveness with technology.