

## 2008 Survey Responses and Follow-Up

### Status Legend:

| Complete                              | Active                              | Planning  | Researching                                 | Holding   |
|---------------------------------------|-------------------------------------|---|---|---|
| Improvements are complete and in use. | Improvements are being implemented. | Improvements have been researched, and appropriate solutions are being planned. | Solutions and options are being researched. | No specific improvement actions have been identified. |

| Status      | Service Area   | Improvement/Service Enhancement  | Requested by Faculty/Staff | Requested by Students |
|-------------|--|--|----------------------------|-----------------------|
| Planning    | <i>In-House Technical Support Improvements</i>           | More support for Macintosh   | X                          |                       |
| Researching |  | Research the need to upgrade to Windows Vista  | X                          |                       |
| Active      | <i>Help Desk Improvements</i>                            | Ensure all staff have appropriate knowledge base   | X                          |                       |
| Complete    |  | Increase hours of operation  | X                          | X                     |
| Complete    |  | Reduce the calls going to voicemail  | X                          |                       |
| Complete    |  | Reduce resolution time   | X                          |                       |
| Active      |  | Ensure knowledgeable Macintosh support   | X                          |                       |
| Planning    | <i>Classroom Technology Improvements</i>                 | Need to update classroom equipment and provide consistency of technology in the classrooms | X                          | X                     |
| Active      | <i>Media Services Improvements</i>                       | Review check-out and return policies (too restrictive now)                                 | X                          | X                     |
| Holding     |  | Provide more laptops for check-out   |                            | X                     |
| Planning    | <i>Hardware/Software Support Improvements</i>            | Need to ensure all staff have basic competency levels                                      | X                          |                       |
| Active      |  | Provide additional Macintosh support   | X                          |                       |
| Active      | <i>Network Performance and Connectivity Improvements</i> | Improve network speed (especially during peak times)                                       | X                          | X                     |
| Holding     |  | Ports in the rooms for the wired network are sometimes unstable                            |                            | X                     |
| Active      |  | Clean Access should be reviewed  | X                          |                       |
| Planning    | <i>Wireless Network Improvements</i>                     | Work on consistency of connections across campus (signal strength and                      | X                          | X                     |

|             |  |   |   |   |
|-------------|--|---|---|---|
|             |  | reliability)  |   |   |
| Active      |  | Clean Access should be reviewed   | X | X |
| Active      | <b>Web Services Improvements</b>               | TruView - Enhanced degree audit capabilities  | X |   |
| Researching |  | Time limitations in TruView are prohibitive (need longer hours of operation)                                |   | X |
| Researching |  | Improve PDA and cell support for campus applications  |   | X |
| Researching |  | TruView - Improve the email client and capabilities   |   | X |
| Holding     | <b>Admin. Systems Improvements</b>             | Use systems to improve business processes   | X |   |
| Researching | <b>Telephone Service Improvements</b>          | Operators should respond as if this is the first experience with Truman                                     | X |   |
| Planning    | <b>Instructional Design Serv. Improvements</b> | Scale this service to include assistance to more faculty  | X |   |
| Planning    | <b>- Blackboard Improvements</b>               | Better test/survey instruments  | X |   |
| Planning    |  | Gradebook improvements  | X |   |
| Complete    |  | Better integration of audio/video   | X |   |
| Researching |  | Add portfolio options   | X |   |
| Active      |  | Add real-time collaboration tools   | X |   |
| Holding     |  | More Blackboard courses available through TruView   |   | X |
| Planning    | <b>ITS Communication</b>                       | Internal ITS communications need to improve   | X |   |
| Researching | <b>Residence Hall Technology Improvements</b>  | Improve printing (and review how to reduce costs, as well as how to provide printing from wireless systems) |   | X |
| Holding     | <b>Public Lab Improvements</b>                 | Provide more computers in the labs in Violette  |   | X |
| Researching |  | Printing charges need to be reviewed  |   | X |
| Researching |  | Improve printing in the public labs   |   | X |
| Holding     |  | Provide more Macintosh systems in the labs  |   | X |
| Holding     |  | Provide additional study rooms (and make them more private)   |   | X |
| Holding     | <b>Network Services Improvements</b>           | Provide more drive space on the network drive   |   | X |
| Planning    | <b>University Issues</b>                       | ITS staff need to become more customer service oriented   | X |   |
| Researching |  | Need to address increased   | X |   |

|                    |  |  |   |  |
|--------------------|--|--|---|--|
|                    |  | security issues  |   |  |
| <b>Researching</b> |  | Provide tools to allow staff to effectively work from home | X |  |