

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	Web Services Improvements	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	Admin. Systems Improvements	Use systems to improve business processes	X	
Researching	Telephone Service Improvements	Operators should respond as if this is the first experience with Truman	X	
Planning	Instructional Design Serv. Improvements	Scale this service to include assistance to more faculty	X	
Planning	- Blackboard Improvements	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	ITS Communication	Internal ITS communications need to improve	X	
Researching	Residence Hall Technology Improvements	Improve printing (and review how to reduce costs, as well as how to provide printing from wireless systems)		X
Holding	Public Lab Improvements	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	Network Services Improvements	Provide more drive space on the network drive		X
Planning	University Issues	ITS staff need to become more customer service oriented	X	
Researching		Need to address increased	X	

		security issues		
Researching		Provide tools to allow staff to effectively work from home	X	