University affiliation:

Response Count: 134

University affiliation: - 134 Responses

■ Faculty - 42.5%
■ Staff - 57.5%

57

77
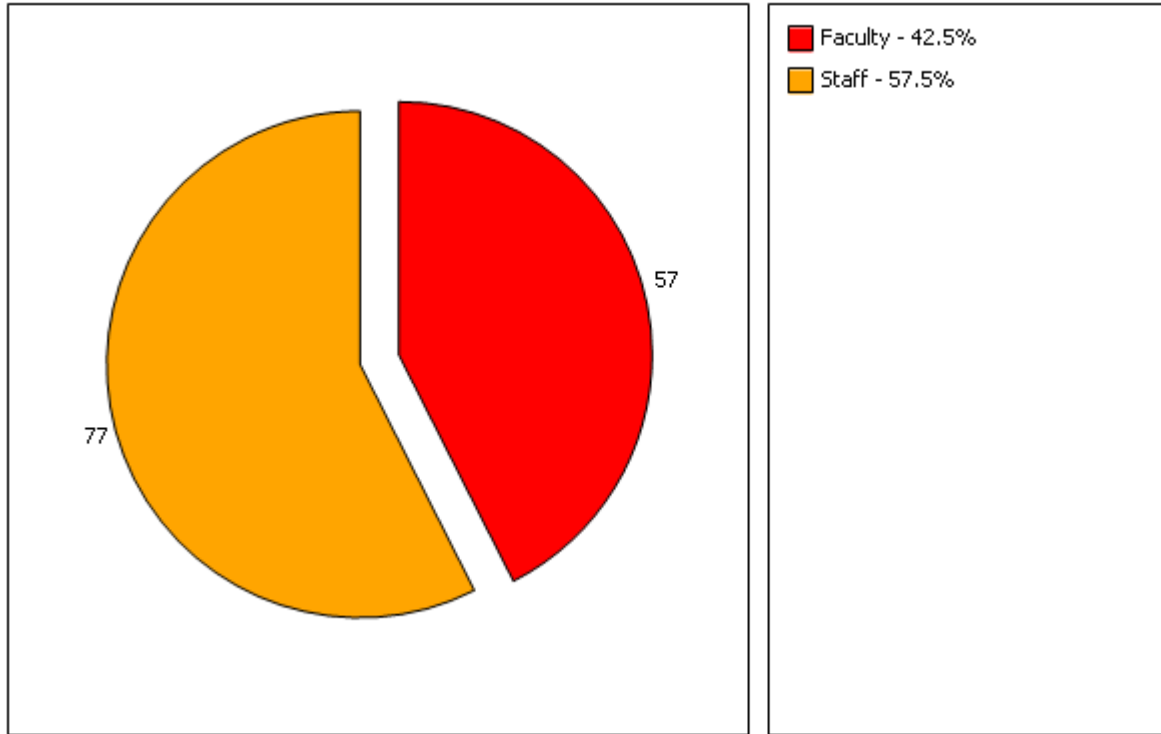
Division/Office:

	Count	Percent
Accounting	0	%
Admission	3	2%
Advanced Placement	0	%
Advancement	4	3%
Agricultural Science	0	%
Art	4	3%
Assessment & Testing	2	1%
Athletic Media relations	0	%
Athletics	2	1%
Biology	1	1%
Business Administration	4	3%
Business Office	4	3%
Campus Planning	1	1%
Center for International Education Abroad	0	%
Center for Teaching & Learning	1	1%
Chemistry	2	1%
Classical & Modern Languages	3	2%
Communication Disorders	0	%
Communication	3	2%
Commuter College	0	%
Economics	2	1%

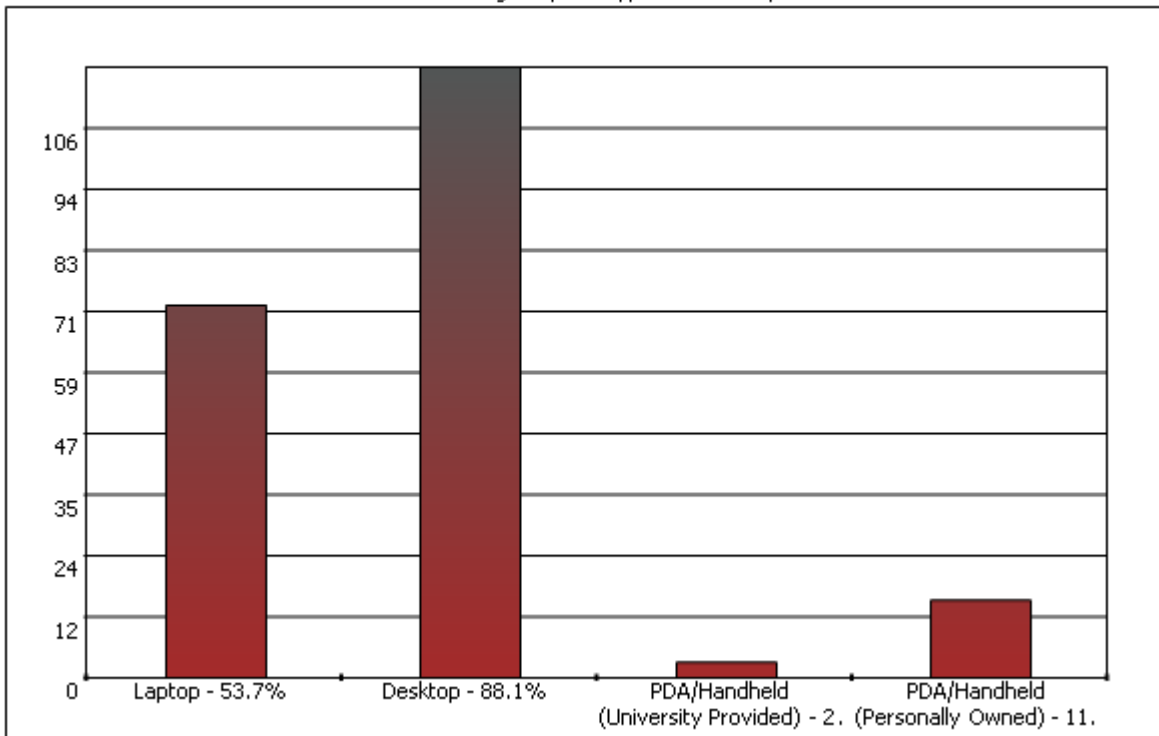|		
Education	6	4%
English & Linguistics	4	3%
Financial Aid	1	1%
General Counsel	1	1%
Graduate Office	0	%
Grants & Foundation Relations	0	%
Greek Life Office	1	1%
Health and Exercise Science	4	3%
History	1	1%
Information Technology Services	9	7%
Institutional Research & Budgets	0	%
International Student Office	0	%
Justice Systems	2	1%
Mathematics & Computer Science	5	4%
McNair Program	1	1%
Military Science	2	1%
Multicultural Affairs	0	%
Music	6	4%
Nursing	0	%
Philosophy/ Religion	2	1%
Physical Plant	2	1%
Physics	3	2%
Pickler Memorial Library	7	5%
Political Science	0	%
President's Office	1	1%
Printing Services	0	%
Professional Development	0	%
Psychology	3	2%
Public Relations	1	1%
Public Safety	0	%
Publications	0	%
Regional Professional Development Center	3	2%
Registrar's Office	1	1%
Residence Life	4	3%
Residential College Program	4	3%
Sixteenth Century Journal	0	%
Small Business Development Center	0	%
Sociology Anthropology & Geography	1	1%
Student Affairs Office	4	3%
Student Health Center/Disability Services	3	2%
Student Recreation Center	1	1%
Student Union	1	1%
The Next STEP	1	1%
Theatre	0	%
Truman State University Press	3	2%
University Career Center	1	1%
University Counseling Services	0	%
Upward Bound	2	1%
Vice President for Academic Affairs Office	2	1%
Other:	5	4%
Total Responses:	**134**	**100%**

Other

Interdisciplinary Studies!!!

I use the following computer types:

Response Count: 134

I use the following computer types: - 134 Responses

106	
94	
83	
71	
59	
47	
35	
24	
12	
0	Laptop - 53.7% Desktop - 88.1% PDA/Handheld (University Provided) - 2. PDA/Handheld (Personally Owned) - 11.

I use the following operating systems:

Response Count: 134

I use the following operating systems: - 134 Responses

106	
94	
83	
71	
59	
47	
35	
24	
12	
0	Windows - 88.1% Mac OS - 20.1% GNU Linux/Unix - 6.7% Other: - 0.7%
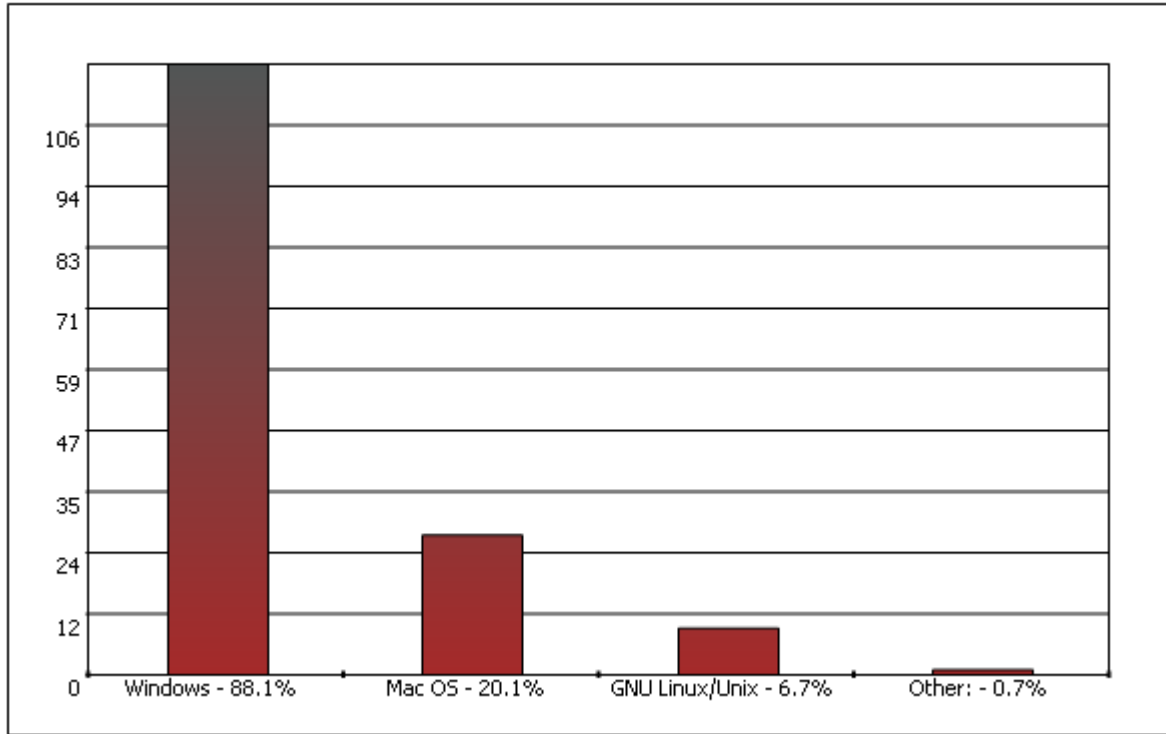
"Other" Answers

BlackBerry

What is the primary type of Internet access you use at home?

Response Count: 133

What is the primary type of Internet access you use at home? - 133 Responses

Legend:
- Cable Modem - 26.3%
- DSL - 36.1%
- Truman Dialup - 12.8%
- Other Dialup - 3.0%
- Not Sure - 1.5%
- None - 16.5%
- Other: - 3.8%

Pie chart values: 35, 48, 17, 4, 2, 22, 5
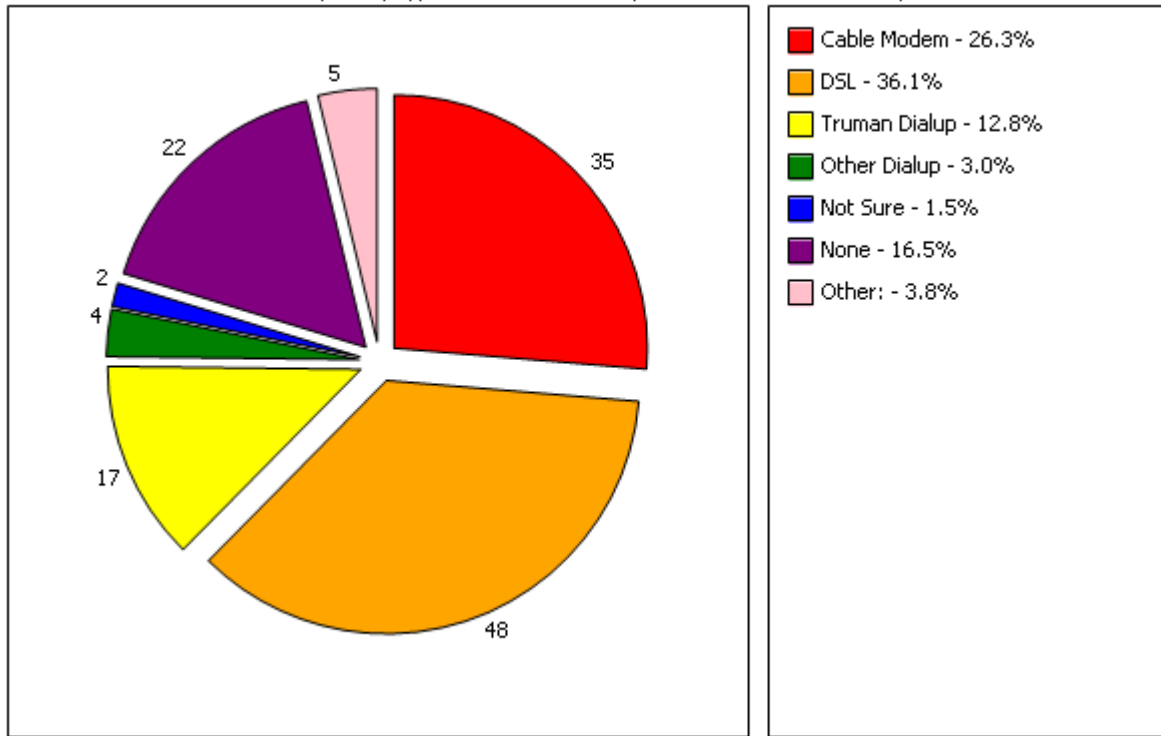
"Other" Answers
mobile broadband card
Truman Wireless
Mark Twain Wireless Broadband

Language & Literature and the Library have people responsible for in-house technical support who are _not_ ITS staff.

	Very Satisfied	Satisfied	Minimally Satisfied	Dissatisfied	N/A
Friendliness of Staff	34%	17%	1%	1%	48%
	45	23	1	1	64
Timeliness of Resolutions	25%	23%	3%	1%	48%
	34	31	4	1	64
Overall Satisfaction	28%	22%	2%	1%	48%
	37	29	3	1	64

<B>Please provide comments you may have regarding in-house technical support.

Response Count: 14

They work miracles.

I'm not aware that we have any?

Need more Mac people considering the number of Mac labs and mac users on campus.

I've had excellent experience with ITS--both student workers and full time staff. They always get back to me quickly, and work hard to solve our issues in a timely way.

Have always been very helpful to me.

<staff name> is the greatest. He never waits more than a few minutes to respond to every question. He always knows exactly what he's doing, and he's always perfectly clear in his explanations. He can fix anything.

Thanks for providing an in house person,<staff name>. This has been great!

When we can't resolve our problems on the Macs, we call IT Services.

<staff name> is remarkable. She is extremely knowledgeable, timely in technical support, and goes the extra mile to assist with technical needs. Her demeaner is kind and sincere. She outranks all other tech assistants I have had the experience to work with.

In-house technical support is essential in Math & CS.

We needed continuing support to resolve problems in installing a licensed criminal intelligence software package. Without <staff name's> help a sizable part of my course would have been lost.

This is one of the most critically important units within our university's organizational structure.

I believe that <staff name> is absolutely wonderful. She is always available as needed to provide support.

Need more people who can work with Mac!!!

If you use Blackboard, please rate your level of satisfaction.

	Very Satisfied	Satisfied	Minimally Satisfied	Dissatisfied	N/A
Overall Satisfaction	10%	26%	5%	1%	57%
	13	35	7	2	77

Please provide comments you may have regarding Blackboard.

Response Count: 23

It's nice to have a standard platform for student access to courses, but posting different kinds of information is unwieldy, and many of the discussion board and testing features are time-consuming to use.

It just takes too long to download, edit and then re-upload again.

It's very limiting in the kinds of assessment I can do, in the kinds of fonts we can embed. Some of the routine operations take way too long (like making everything on a page available or unavailable -- each thing has to be done one-by-one). It's often slow during peak hours.

I have used it in the past, but found it to be very slow to load pages, and therefore exasperating. Now I just email things to my class lists when needed.

It is a great way to be able to provide assignments and other course information to students.

it's ok

Not intuitive, nor user friendly. Too many links to get grades recorded. Little time to get it set up.

I want to learn more about how to use it for courses.

The gradebook in Blackboard should be easier to configure so you can do extra credit options correctly.

	Timed out too quickly
	I don't use Blackboard enough to see its limitations but have been happy with it so far.
	N/A
	I have been disappointed in the fact that Blackboard update sessions were only provided the week prior to the start of school. If you want faculty to use this, you must provide more classes in a timely fashion. I have finally convinced Faculty Development to offer another set of courses, but the only time will be finals week. This has influenced my whole semester!
	I do not think the recent changes in how BlackBoard is managed are improving service, instead of one place to get answers, now there are several. Also, I don't think ITS has the academic understanding to make the process easier for us, it will just become more difficult. This is an example of how to create the "Truman shuffle".
	At times, slow and unreponsive. Last week, I couldn't even log-on.
	Discussion boards are now hard to use in a totally new way... :(
	It seems in the gradebook that when you are within an assignment or student view and submit, it takes you all the way back to the gradebook instead of letting you continue from where you were.
	<staff name> has been extremely helpful in teaching us to use Blackboard. In fact I probably would not have attempted it without her encouragement.
	I needed a lot of one-on-one help to overcome my mistakes with Blackboard. <staff name> was both patient and helpful.
	I don't like how many place you have to click to get anything added or modified.
	Would like MORE FUNDING allocated for Instructional Design -- especially site licenses for distance learning related software that can integrate Flash website design technology into the BlackBoard course environment in a *user friendly* manner.
	Not super user friendly.
	there seems to be a number of various glitches when the students try to use it on assignment deadlines.

Please list any features or capabilities you would like to see added to Blackboard.

Response Count: 14

	Better ways to upload questions to tests or surveys.
	(see above)
	Ability to have a grade category that does not factor into the grade unless a grade is added, this would allow for extra credit options.
	N/A
	I'd like to be able to get automatic updates when announcements are posted.
	Ability to grade papers on line without having to save them to my hard drive.
	Ability for staff to use it for training purposes.
	Placing most recent articles/posts from course-appropriate RSS feeds on the course BB site.
	Percentage of total points on Gradebook
	More customization
	Easier integration of audiofiles for podcasting instructional content
	drag and drop
	I would like to have the portfolio options. I want "real time" collaboration options for groups working on projects. Or at least, I would like work groups to be able to share a file and make revisions to it without having to save multiple versions of the file. I would also like similar capabilities for administering "sign up sheets" through Blackboard so that students could all sign up at a central location for instructor meetings on projects. I would like to have standard deviation and variance information for individual items on the tests administered in Blackboard. I would like to be able to adjust the field (column) sizes for the gradebook so that the grades aren't so far from the student names -- it's confusing. I would also like more sophistcation in the test building option. It allows you to provide categories, but there is no way to sort on those or even to access what category an item is when loading it questions from a pool.

Help Desk support (on the telephone, via email, or at the Help Desk):

	Very Satisfied	Satisfied	Minimally Satisfied	Dissatisfied	N/A
Friendliness of Staff	39%	50%	2%	3%	6%
	52	67	3	4	8
Timeliness of Resolutions	28%	49%	12%	5%	6%
	38	65	16	7	8
Office Hours / Availability	29%	48%	10%	4%	8%
	39	64	14	6	11
Overall Satisfaction	28%	54%	10%	2%	6%
	37	72	14	3	8

Please provide comments you may have regarding Help Desk support.

Response Count: 27

It seems that tickets sometimes get lost and I have to end up contacting someone directly in order to get an issue taken care of.

Help Desk support personnel are not always on the same level. Sometimes I've had to wait for my question/issue to go thru 2-3 people before I get the right person.

Classes start at 7:30, so tech problems start around 7:15.

Need evening and weekend support.

Since I work much from home (as well as at the office), it would be helpful to have weekend & late evening hours. I realize this would be expensive & understand the limitations. The individuals at the help desk are wonderful, and <staff name> particularly has been helpful resolving Student Health issues.

I didn't think it could get worse, but it has.

I don't use the help desk

The timeliness of resolution is really nice! Good job!

Always friendly. My tickets have been relayed to the appropriate department person very quickly

Student workers always helpful and quick to ask for additional information if they don't possess the knowlegdge -which is good.

Getting an automated computer message that you have received my request to the help desk is a waste of time--it is no help to me.

VERY good!

There are times of the day when we might be working but the help desk is not. These are usually printer problems when we're on a tight deadline, or when the network or email has gone down for our building.

the knowledge level of the staff in the help desk is not impressive. I do everything i can to avoid calling the help desk if i can.

Too often the phone goes to voice mail when you really need answers. Information on the website regarding the system status is updated too slowly to be useful. Often a problem is encountered and you must call because you don't know whether it has been discovered or not. I think this is a way for ITS to artificially reduce the values reflecting that the system is down or the number of occasions the system fails.

The help desk should be open later than 8 during the week and it should be open on weekends.

Always available!

It's really hit or miss. Working in Admissions, I prefer to solve technical problems through our office or calling an IT professional staff person before directing incoming students to the Help Desk for support with TruView, logging in, etc. Generally they are friendly, just not that helpful.

need to have someone to answer MAC OS questions

hard to get help on weekends when network account gets locked...

It is generally excellent.

IT is a mission-critical part of the university's business. We need 24/7 support for servers and the network.

Evening support would be *wonderful* for after hours issues.

I know you are moving toward this - we really need to have Help Desk support available on weekends.

Sometimes I am amazed at how quickly the problems are resolved. Same day service is amazing!

The system of logging help desk requests probably works for ITS--1st come, 1st serve, work the log. However, that system is not helpful to offices b/c we log our request but have no idea when to expect a response. Thus, it's difficult to know how to plan our work (if a computer is "down"), not knowing if it will be an hour or a day or more b/f we hear when we might have a solution to our situation.

Computer hardware/software support and repair (at your workplace):

	Very Satisfied	Satisfied	Minimally Satisfied	Dissatisfied	N/A
Friendliness of Staff	40%	42%	3%	1%	15%
	53	56	4	1	20
Timeliness of Resolutions	32%	42%	7%	4%	16%
	43	56	9	5	21
Overall Satisfaction	34%	45%	4%	3%	15%
	45	60	5	4	20

Please provide comments you may have regarding hardware/software support.

Response Count: 15

Always responsive & helpful.

The Macintosh support staff are extremely slow in fixing hardware problems for the labs. This seems to be a problem resulting from ITS's policies on labs being less priority than classrooms. SunGard should no longer continue to be a licensed servicing agent for Apple, that way we could buy full warranties for the Apple hardware we have and the equipment could be sent to Apple where it will be fixed promptly.

Only ordering one part at a time is very slow.

Student workers and some staff members are very "matter of fact" want to get things done, with no one asking questions.

I know that it's important to provide opportunities for student workers to learn but it would also be helpful to have a staff member accompany them, explain the situation, assure us that the student does know what they need to do to accomplish the task.

Students are pleasant, knowledgeable, I have no complaints

Library Lobby Laser Printer...I would ask that whoever works on the printer TELL the person at the Reference Desk what is going on before they leave. Is it fixed? What did you change? There are many people that work at the desk, and we don't know whether or not somebody's been there working on the problem 5 times already unless you stop by and tell us.

| <staff names> |
| Impressive how fast they have worked to solve problems I have had this year. |
| <staff name> is awesome!!!! |
| Excellent |
| As noted above. |
| This related to <staff name>. She is the only one who can help me most of the time. It takes her a little longer sometimes because she is the only one for all of us Mac users. She works as fast as humanly possible and for that reason I say n/a. It is slow but it isn't her fault. |
| My MAC is *very reliable* like a Toyota automobile. You get what you pay for: QUALITY. It never needs repair. |
| Hardware support and software support should be two different questions. |

Network Services (network connectivity, support and repair):

	Very Satisfied	Satisfied	Minimally Satisfied	Dissatisfied	N/A
Friendliness of Staff	34%	31%	6%	1%	28%
	46	41	8	2	37
Timeliness of Resolutions	25%	35%	7%	4%	28%
	34	47	9	6	38
Overall Satisfaction	27%	37%	6%	4%	27%
	36	49	8	5	36

Please provide comments you may have regarding network connectivity support and repair.

Response Count: 9

| Problems with the print server occasionally take an excessively long time to rectify. A backup server should be available. |
| Network isn't perfect, and usually I just let those issues resolve themselves over time (it usually comes back). Sometimes pages are awfully slow to load, but generally things are smooth. |
| Nevery had problems with network services. |
| I got a call for the staff that my email was too full and it was very nice to get that personal contact and care. |
| The addition of Walt Howd to the network team has helped my area specifically. |
| The help desk appreciates knowing if our building is having a problem that no one else is and seem to get right on the problem. We wish our connections were faster and wouldn't go down. |
| Information on the website regarding the system status is updated too slowly to be useful. Often a problem is encountered and you must call because you don't know whether it has been discovered or not. I think this is a way for ITS to artificially reduce the values reflecting the time the system is down or the number of occasions the system fails. |
| Violette Hall has incredible tech assistance!!!!! |
| Do not communicate well. Have a tendency to not really listen to find out what the problem is. |

Please rate your overall satisfaction with the availability and performance of the Truman network.

	Very Satisfied	Satisfied	Minimally Satisfied	Dissatisfied	N/A
Overall Satisfaction	31%	54%	7%	4%	4%
	42	73	9	5	5

Please provide comments you may have regarding network performance.

Response Count: 16

- CleanAccess is sort of annoying; I uninstalled it since it was causing problems connecting in my office, but now I can't connect from the classrooms any more.
- My on-campus wireless frequently goes out on the weekends.
- often slow very very slow when I connect from home
- Slows down too drastically during peak use periods. Implement rate limiting or allow more bandwidth for faculty offices.
- The network has been very slow during spring semester.
- The network has been increasing slower this semester than ever before.
- On many day the connection speed is very, very slow. It make it hard to show things on the web when our connection speed is so slow!
- Web page, calendar is rarely up to date. It is hard to find information, especially about Office of Interdisciplinary studies,. <staff name> Info like tuition, fees, etc
- But, we also wish our connections were faster and wouldn't go down. <staff names> solved some of our slowness and backup by setting up some internal shared workspace on two of our computers. That has sped up our work flow.
- Has some speed issues at times. Does anyone know why?
- When problems occur during evening or weekend times, you're basically stuck until Monday morning.
- can get really slow!
- I always worry at the beginning of the Fall semester. It seems that we are more prone to slowdowns at that time. Is there an understandable reason for that?
- Sometimes the network seems a little slow.
- In Barnett, it is very slow. In our computer labs, it is slow to the point that it sometimes locks up for the entire class.
- Printing issues occur too frequently. Slow network response when trying to download from off site. When there are issues they are not communicated well to campus.

If you use Truman's wireless network access, please rate your level of satisfaction with the service.

	Very Satisfied	Satisfied	Minimally Satisfied	Dissatisfied	N/A
Overall Satisfaction	11%	19%	13%	5%	51%
	15	26	17	7	69

Please provide comments you may have regarding the wireless network.

Response Count: 20

I use a laptop. Most of the time I am connected to the wall for internet because I cannot access my network drives via the wireless connection. THe wireless connection is extremely annoying because every time I unplug from the wall and try to use the wireless CleanAccess prompts me to install on my computer. I already have it installed, but every time I try to get on wireless, it makes me install CleanAccess. Then, even after it says it has installed, it says it still needs to be installed AGAIN. So I just have given up trying to use the wireless access. Another laptop in our office has similar problems with CleanAccess.

It is difficult to constantly deal with Clean Access. I even plan extra time to deal with the repeated log-offs and then it works great.

I have no clue if I use this or not.

I will repeat my comment from above in case it is more relevant here: CleanAccess is sort of annoying; I uninstalled it since it was causing problems connecting in my office, but now I can't connect from the classrooms any more. Also, unless changes have been made, my PDA is not allowed to sync with Outlook via wireless; I have to connect it through my computer (but it can download email through its mail program).

It is just too unpredictable.

My on-campus wireless frequently goes out on the weekends.

clean access sux; we need to get rid of it.

Sometimes a bit slow, but not the the point of not being able to work well.

have not been able to get it to work.

There are still a few areas of spotty reception. Mainstreet, VH auditoriums are two that come to mind.

The only place I need to have access to the wireless network through a laptop is the basement of Pickler, where it doesn't always work very well.

A little frustrating to have to change to the new secure system in the middle of an academic year, but it is fine now.

The laptop continually needs to update software, it is neither convenient nor effective. Even after ITS had the laptop, the very next time it booted it spent a considerable amount of time updating the O/S to meet the needs of the network. Signal strength in my building is weak and no plans to change it are apparent.

Too hard to get signal anywhere else besides the main lounge area in Violet Hall. The service cuts in and out kicking you on and off line.

Some places on campus, it's still a bit unreliable, but I think we've seen some strong improvement over the past few years.

It would be better if the login and authentication process for Mac and Linux were less cumbersome.

Please install MORE wi-fi "hot spots" across campus because these are very much needed!

I can't use my iPod Touch on campus. This is bad.

I do not use it very often.

Not reliable

If you use the proxy server to access Pickler Memorial Library databases and other electronic resources from outside the local Truman network, please rate your satisfaction with the service.

	Very Satisfied	Satisfied	Minimally Satisfied	Dissatisfied	N/A
Overall Satisfaction	5%	16%	3%	2%	73%
	7	22	4	3	98

Please provide comments you may have regarding the proxy server.

Response Count: 4

I find it difficult to search for video's/DVD's. It would be nice if we could do a search by actor, director, or year the movie was made.

Often times the VPN server is not available, especially on weekends when it is most likely to be used.

using VPN is pain in the rear, and it conflicts with some of my windows applications

VPN slows my connection considerably.

If you use Truman's dial-up Internet access, please rate your level of satisfaction with the service.

	Very Satisfied	Satisfied	Minimally Satisfied	Dissatisfied	N/A
Overall Satisfaction	6%	7%	1%	5%	81%
	8	9	1	7	109

Please provide comments you may have regarding Truman dial-up.

Response Count: 11

it is very slow, but free!

Needs to be dis-continued.

very slow

Tried it when I first came - useless when compared to DSL - way too slow. I'm surprised we still offer this.

I use it frequently and consider it a valuable service.

Dialup is slow as hell, but pretty reliable. And it's free, so what do I expect!

Just wish it was faster!

I gave up on it due to its incredible slowness.

Because we're in a sprawling, rural area, and because there's no way to get evening or weekend network help service, having dial-up for backup is extremely important.

Too slow to do anything.

Granted it is dial-up and drives me crazy. But I'm grateful for the service so I can work at home at night/weekends.

Web Services support (web site development/consulting):

	Very Satisfied	Satisfied	Minimally Satisfied	Dissatisfied	N/A
Friendliness of Staff	27%	16%	%	4%	54%
	36	21	0	5	72

Overall Satisfaction	19%	22%	1%	4%	54%
	25	29	2	5	73

Please provide comments you may have regarding Web Services support.

Response Count: 19

These folks work miracles.

You simply can't get them to do anything. They won't return e-mails and trying to get them to even look at a potential project is next to impossible.
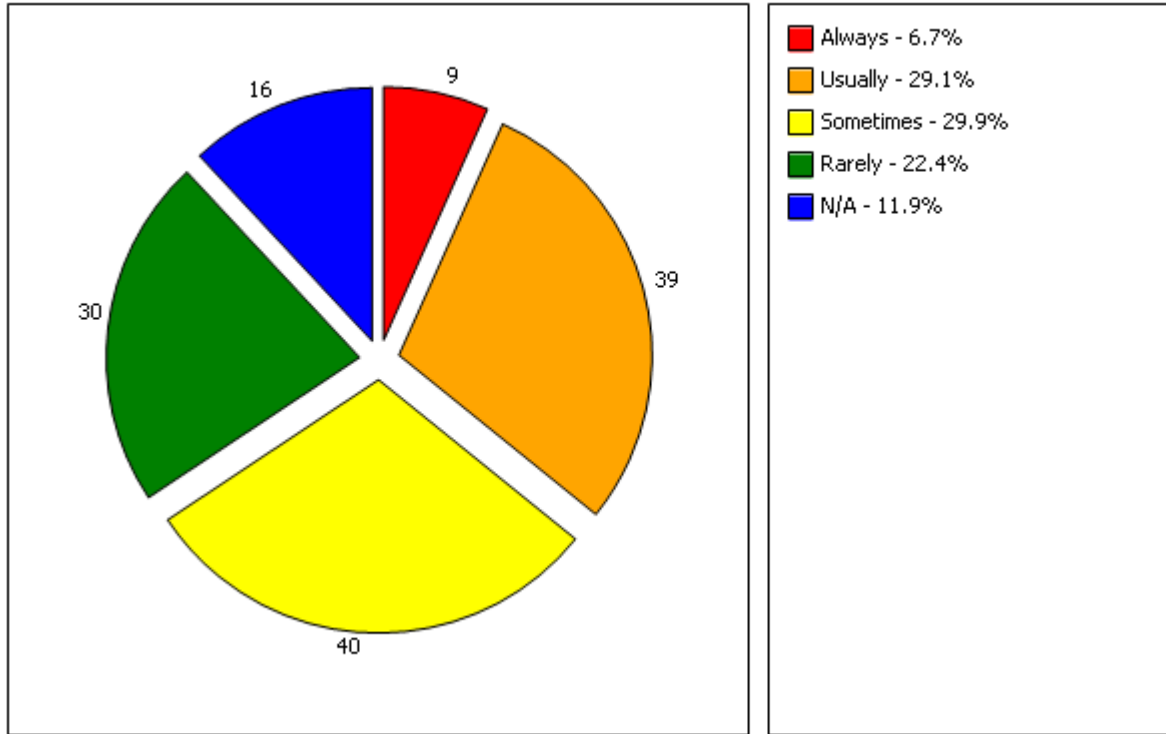
They have been great with all of the web developing we have needed! THey have a "Can Do" attitude.

Never receive return calls or follow up to questions. Have retried so many times to get a response that I have even given up on projects and gone on to something else.

we have support for this?

I don't personally do any web work (other than using it)

The website looks great. However, it is kind of hard to find things.

Web team has done several on-line applications for our program as well as updating our website to the Truman template. It's been wonderful. They have a quick response and I'm pleased with the ease of maintaining our office website and use of online applications.

<staff name> provides excellent support.

Some of our problems are caused by the limitations of our shopping cart software. we hope to soon be in the process of redesigning our site and using more standardized software that Todd's group can easier deal with, and still be user friendly to our staff.

<staff name> is amazing and will always help with anything I need!!

I hope to take time for web development some day.

essentially invisible to me as a faculty the Friday afternoon sessions are tempting, but I cannot attend them due to scheduling, and I often learn about them too late to make efforts to attend.

<staff name> is wonderful! He's very curtious, prompt, and skilled at helping us resolve web issues.

Our Truman Website is NOT good - either in appearance or content. What was all the $$$ spent on? Navigation is difficult at best. I can not imagine how an 18 year old is responding to the information they have to dig out to determine if they would like to come here. Not up-to-date! Not useful.

<staff name> is amazing!!!!!!! He is always helpful, friendly, efficient and has a "we can do it" attitude!

Department web site content updating interface is still too difficult/clunky for individual professors to update text, photos, student information. It needs the simplicity of Facebook. I keep having to show people how to do it - again and again and again. So very little on the site has been updated all year.

Barb and Diane are the best!

<staff name> is wonderful - he is knowledgeable and respectful. He goes above and beyond.

When you need IT information, how often do you use the ITS website (its.truman.edu)?
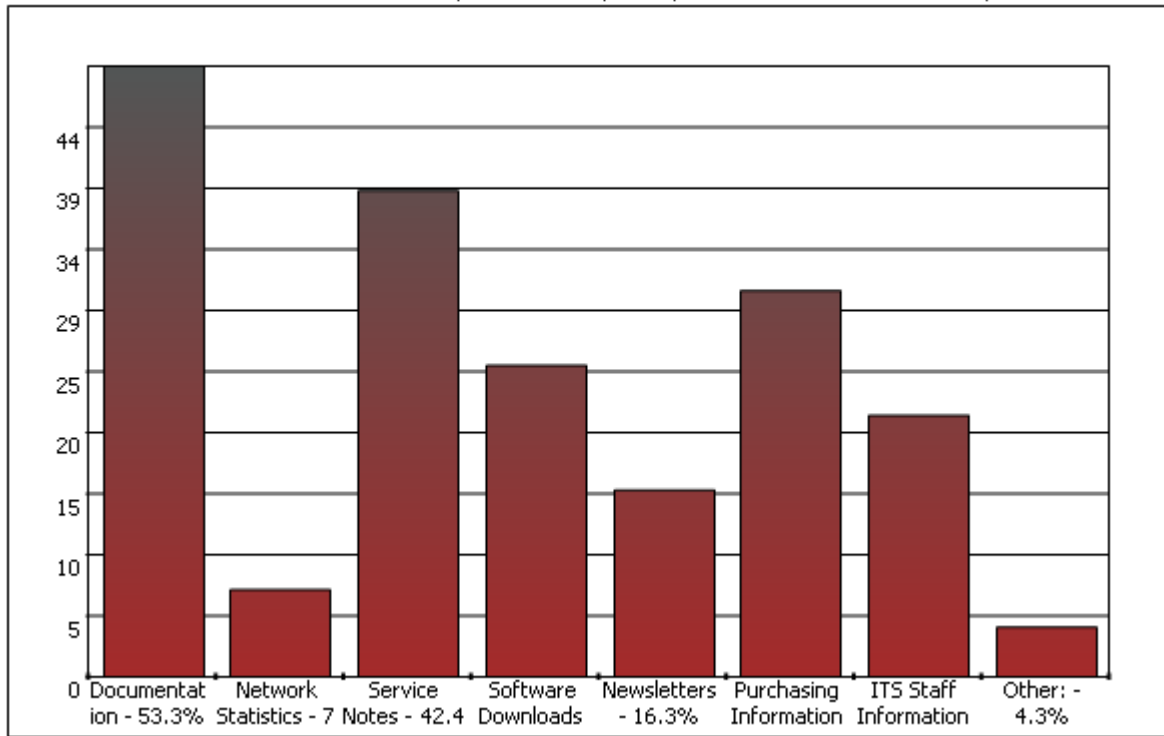
Response Count: 134

When you need IT information, how often do you use the ITS website (its.truman.edu)? - 134 Responses

9

16

39

30

40

- Always - 6.7%
- Usually - 29.1%
- Sometimes - 29.9%
- Rarely - 22.4%
- N/A - 11.9%

Which features of the ITS website (its.truman.edu) have you found to be useful?

Response Count: 92

Which features of the ITS website (its.truman.edu) have you found to be useful? - 92 Responses

Documentation - 53.3%	
Network Statistics - 7	
Service Notes - 42.4	
Software Downloads	
Newsletters - 16.3%	
Purchasing Information	
ITS Staff Information	
Other: - 4.3%	

"Other" Answers

help desk hours

what the tech training project details are

"How do I..." section

Please provide comments you may have regarding the ITS website.

Response Count: 15

I don't think the website is organized very well. It's difficult to find information regarding personal web space, and once you have found it you can never find it again.

I just learned about the ITS website services during new staff orientation and have not yet had the opportunity to use it.

The Purchasing Information is usually too out of date to use.

hard to find blackboard forms--i.e. add a TA etc.

Please provide up-to-date purchasing information or a link to current pricing.

I like talking to a person, I'm always a little leary that I will do something wrong when I go it alone.

As with the total www.truman.edu web redesign, not enough time was spent making sure that existing functionality was not downgraded and that all links were properly converted to the new templates. Dead links make a department/institution seem much less professional.

I find the IT portion of the website confusing and usually skip it and call someone in IT that I know to find out what I need to do or where I need to go on the website.

It is better than before, but information on the website regarding the system status is updated too slowly to be useful.

I get the impression that they don't want to be bothered.

The Service Notes and System Status are not reliable and are not informative enough. There have been times when email has been completely down for hours and System Status has never changed from green. Too often,

Service Notes say essentially that there was a problem, and it's been resolved. To be useful, a Note needs to say _what_ the problem was, what was done to correct it, and how either the problem or the fix might affect users. Sometimes, a fix is transparent to Windows but has an effect on Mac or Linux, but that is rarely explained. At most, we're told, "reboot", but given no explanation of what the issue actually is. Sometimes, rebooting a long-running experiment is a difficult operation.

I like that you've added links to popular services (ie check my printing account)but I still think some documentation is hard to find.

Very hard to use the website. Hard to find things. Easier to use google search than the search on TSU. I don't like the web design or trying to find info. Easier to ask someone than to find it on line.

Hard to find info you need

Website is hard to navigate. Information is hard to find. Things that used to be easy to find I can't find anymore. It is nice that the overall feel is similar but the layout of the pages just doesn't work.

Please rate your satisfaction with the following TruView services.

	Very Satisfied	Satisfied	Minimally Satisfied	Dissatisfied	N/A
Class Rosters	23%	16%	3%	3%	54%
	31	22	4	4	73
Teaching Schedule	15%	18%	3%	2%	62%
	20	24	4	3	83
Mid-Term & Final Grade Entry	16%	20%	3%	4%	57%
	21	27	4	6	76
Advisee Transcripts & Transfer Credit	11%	14%	6%	4%	64%
	15	19	8	6	86
Degree Audit (advisees who entered in Fall 2004 or later)	7%	8%	11%	7%	66%
	10	11	15	9	89
Open Course List	19%	23%	1%	2%	54%
	25	31	2	3	73
Employment/Payroll Records	24%	43%	2%	3%	28%
	32	57	3	4	38

Please provide comments you may have regarding TruView services.

Response Count: 27

Poorly designed and implemented. A bunch of kindergarteners could do better. You have to go up and back, round and round to get to anything of use, and even then it is likely only to be part of what you need. I DO NOT LIKE THAT MY PERSONAL INFORMATION IS AVAILABLE ON THE WEB. I DO NOT TRUST ITS WHEN THEY SAY IT IS SECURE AND THAT WE HAVE NOTHING TO WORRY ABOUT.

I hope the new degree audit system is more useful than what we have now.

Degree audit really shouldn't require so many clicks. Default to their current major and get to the point.

It would be nice if we could print our rosters (with photos) so the names and photos would all fit on a page. Right now, that requires endless cutting & pasting.

it is NOT easy to use.

	Entering mid-term standings one at a time takes forever! Also, I would like to see a "My Benefits" section to stay updated on which plan I selected, etc...
	The problems are all with data entry for degree audit.
	Progress reports are still a little awkward to read, and as an advisor I wish they were updated more often. Seems like after a certain point they stop getting updated. I spend a lot of time searching the open course list with students, and a lot of time looking at transcripts. My complaint is that to search, for example, the fall course list, I have to switch "Terms" to fall 08, and then switch back in order to obtain an advisee's transcript-- since they are not yet enrolled for fall. It's just a lot of extra clicking.
	Again, I wish I wasn't timed out so fast, more could be done to allow supervisors to work with their student workers thru Tru-View.
	All of the columns on display under "Leave Balances" are a little confusing...
	The feature where we can send email to the entire class is very useful, however it separates the addresses by commas and outlook requires them to be separated by semicolons. I have to go through and change them all everytime I want to send email.
	TruView takes WAY too many clicks to get to any particular place. It is very poorly designed. I should be able to go directly to a particular class during a particular semester. If you want to go from one class in one semester to another class in another semester, the path for doing so is HIGHLY ILOGICAL and not obvious. I should be able to email a PORTION of the students in a class in one email--right now the only options are all or one.
	It is unacceptable that so many students have had big problems this year with degree audit putting courses in the wrong place. These problems should have been fixed before requiring it of all students.
	the paystub summary $$ amounts are too close together, and the details could use some lines or boxes to make it easier to grasp the information faster. Sick leave or vacation has a maximum hours that you can accrue before additional hours disappear, and it would be good to have this information on the leave balances page.
	Degree audit has had several cases of being incorrect. It cannot be trusted just yet.
	The degree audit works reasonably well, but takes too many steps to get to the end. Similarly, when you are checking rosters from several classes there are too many steps to change from one class roster to another, often it is easier to just go back a page or two.
	After entering the grades, the screen goes back to the top of the class roster, which makes us scroll down every time. I hope the scree will go back to where it was.
	Degree Audits are both inaccurate and difficult to look at compared with the old worksheets. I have found them frustrating to use. Students complain that they don't know how to read them.
	The Degree Audit's are VERY difficult to read--the layout is confusing and could be made much more user-friendly for faculty, staff, and students alike.
	I realize this is a bit out of the realm of IT, but when Admissions is helping transfer students, the degree audit feature is not initially available to them. We used to be able to direct students to degree worksheets, but now that those are no longer being updated/produced, there's no good way for these students to have a 'checklist' for their degree program unless they have access to TruView. Transfer students want to know that their classes will appropriately transfer into Truman before taking the time to apply. Perhaps this is something that the Registrar, IT, and Admissions could collaborate on to make something like this for open access to this audience.
	We have to click too much, especially with the degree audit. It's something like 6-9 clicks just to get the page up. One or two clicks should do it. Also, when pulling up class rosters and the open course list the default semester is often not the one we need. Every time I pull up my current courses I have to change the pulldown menu from "Fall 2008" to "Spring 2008." Can this be set so that, when appropriate, the current semester (or in the case of the open course list, the semester students are most likely to be registering for) is the default? I can't say how wonderful this would be!
	Need an easier way to record early progress reports
	TruView is VERY helpful in gathering and producing useful information.
	It works great, except that it doesn't filter out students (upperclassmen) who enroll in a class they've already taken in order to "save seats" for their friends. (They drop, and their friends immediately sign up; this practice is widespread.) This is unfair to students who follow the rules regarding enrollment.
	It's still too cumbersome to get a student's or an advisee's email address. It's easier to get a student's cell phone or permanent address, which I never want, than his or her email address, which I frequently want. Most Banner services are nominally available 4am - midnight, but I have given up trying to use them at 5am because they are always still down at that time. There needs to be consistency between the posted and actual hours of operation.
	There should be a *preferred* alternative way that I can list my name in BANNER that will not interfere with

my permanent TSU human resources related records. Although I do *not* generally use my first name socially or professionally, unfortunately I'm stuck with having it listed on my BlackBoard pages and BlackBoard generated emails because of the BANNER interface. We need a supplemental field to distinguish between legal name (first + middle + last) for official use and *preferred name* (nickname + last) for non-official or less strictly important use). For example if a professor John Harold Ashby uses "Harry Ashby" on a day-to-day basis and that his students *not* know his first name (John) that he doesn't use professionally, why should his BlackBoard webpages have "John Harold Ashby" visible to students users or listed on BlackBoard generated emails that emanate from that environment?

The early warning entry of grades is a ridiculously tedious and time-consuming task, requiring me to change between screens then scroll down or up for each grade I enter. I have to enter approximately 230 grades. At 20 seconds per grade, this takes me 77 minutes. Too long!!! Please fix this!

Please rate your satisfaction with services provided by Administrative Computing.

	Very Satisfied	Satisfied	Minimally Satisfied	Dissatisfied	N/A
Friendliness of Staff	22%	23%	1%	1%	51%
	30	31	2	2	69
Timeliness of Resolutions	19%	24%	4%	2%	51%
	25	32	6	3	68
Overall Satisfaction	19%	24%	4%	2%	51%
	25	32	5	3	69

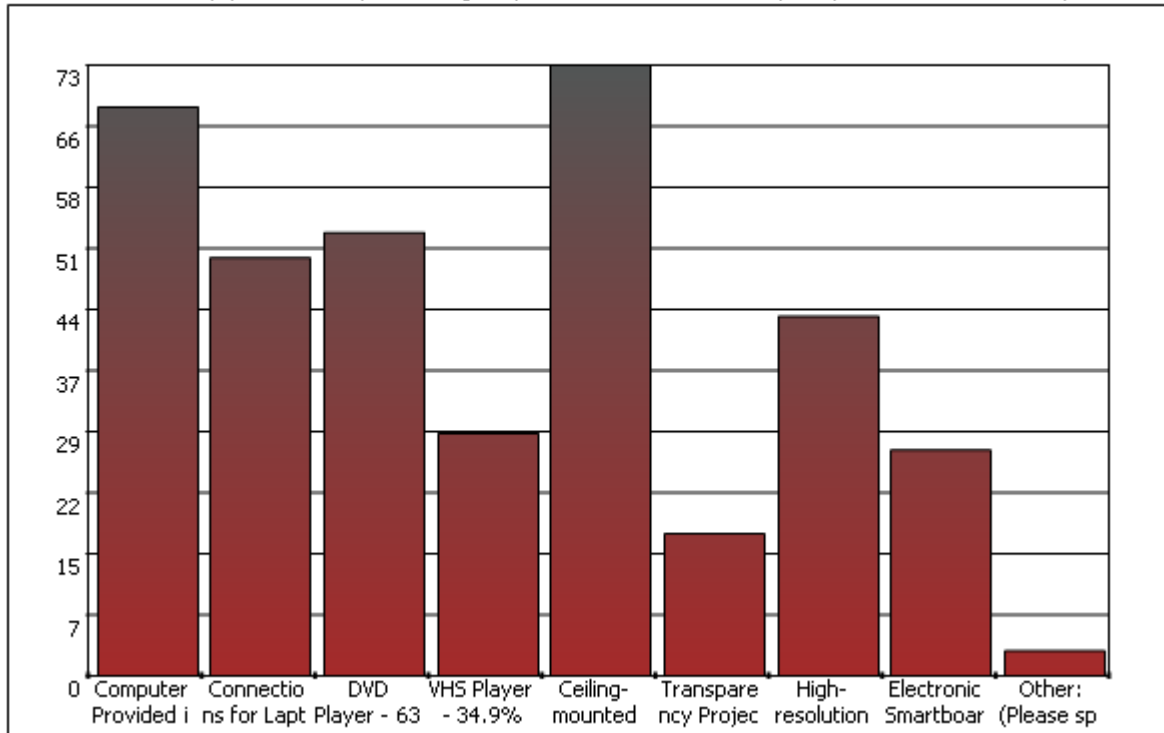## Please provide comments you may have regarding Administrative Computing.

Response Count: 11

We have people who do this? News to me.

Business processes lag way behind what other universities are already doing. We waste significant time and energy in outdated paper processes and rules and regulations - all because some people don't want to let go of the old ways.

We need<staff names>. Losing them at the same timer as automated degree check and reorganization has been a disaster.

Sometimes I have difficulty finding a person to answer questions about Banner.

Banner's codes are way too complicated, and the system is not user-friendly.

Degree audit has had several cases of being incorrect. It cannot be trusted just yet.

Our office works with this team a lot. I am always incredibly impressed by the level of service and level of work this team puts into our office. We go to them with what we need and they work with us to make or create what we need. <staff names> are very reliable and will bend over backwards for us...with a smile!! Wow!

Tru View needs a new face on the screen

[SEE ABOVE] Again, there should be a way in BANNER to differentiate between an employee's full legal name ("Dr. John Harold Ashby") for all in-house *offical records* and one's own everyday, preferred name ("Harry Ashby" or "Johnny Ashby") for use in BlackBoard wherein students have access.

<staff name> rocks!

Staff is friendly and try really hard to meet needs.

What essential equipment would you use regularly if it were available in every campus classroom?

Response Count: 83

What essential equipment would you use regularly if it were available in every campus classroom? - 83 Responses

"Other" Answers	
Audio inputs might be nice	
N/A	

Please provide any comments you may have regarding classroom technology.

Response Count: 16

Most of these are available in MCS. I'm not sure about a smartboard since I haven't ever worked with one.

It would be ideal for classrooms to have Mac computers in them. With the ability to use either Mac OS X or Windows, it would work for all faculty. Powerpoint for Windows does not support Quicktime movies, which makes it difficult for many multimedia applications in my classes.

This is all 10-year old technology; why are you even asking us if we want to have access to it? We should just assume that it is all available.

Tech works OK for me.

I don't teach, but I think both of the projectors listed above and a computer console in each classroom would be well-used.

Doesn't apply to me.

I've really enjoyed being in the remodeled Barnett instead of Baldwin & McClain!

Most classrooms at Truman is abysmally tech-equipped, let's admit it.

We MUST MUST MUST provide this equipment in every classroom and supply the proper backsups. I believe very strongly that Truman is significantly behind the curve in in-classroom technology and has a lot of work to do on providing and maintaining decent technology.

Already available in all the rooms I use in VH.

Our classrooms in English are extremely limited in terms of technology. The most useful things would be a data projector that connected to the internet, y:drive, etc., and a smartboard.

We have been in OP for years and still do not have adequate technology in our lecture or studio classrooms. In fact, the major art history classroom -serving students from all over campus (2210) has no backup system if something happens to the current technology. We must have the appropriate technology to teach with - we are too far behind even the public schools in this matter.

Much of our classroom technology is worn out in Ophelia Parrish. Is there a plan to replace components as they fail? Many faculty use computers, VHS and DVD players and projectors on an everyday basis, but lately components have been failing; when "fixed," they don't stay fixed, so that indicates they need replacement. Also, the OP laptops are showing their age; students become frustrated when they cannot display presentations they designed on their own computers which have newer PowerPoint, etc., software. Thanks!

Have most of these features in my classroom.

I'd like to use more PowerPoints but not all classrooms can accommodate this.

Need equipment that is consistant from classroom to classroom.

Media Services:

	Very Satisfied	Satisfied	Minimally Satisfied	Dissatisfied	N/A
Friendliness of Staff	13%	21%	14%	6%	46%
	18	28	19	8	61
Timeliness of Resolutions	13%	19%	10%	3%	54%
	18	26	14	4	72
Availability of Equipment	12%	22%	10%	4%	51%
	16	29	14	6	69
Variety of Equipment	13%	20%	7%	3%	57%
	18	27	9	4	76
Loan Periods and Policies	6%	18%	9%	13%	54%
	8	24	12	17	73
Overall Satisfaction	12%	19%	13%	5%	50%
	16	26	18	7	67

Please provide comments you may have regarding Media Services.

Response Count: 16

The staff is so policy bound they sometimes neglect immediate customer services for the chance that equipment will not be returned. They assume the worst. I understand this position but people find that they would rather not use the services.

Never use it.

We need to have equipment DELIVERED to classrooms (and picked up). I can't go over there to check everything out, and carry it all back. Their policies make sense for students borrowing equipment, but not for faculty. I never use their stuff because it's too onerous!

Availability of some Mac laptops would be nice.

old equipment, but at least they are competent.

When equipment should be allowed to stay checked out for more extended periods when the need requires and no other requests have been submitted.

	I miss <staff name>.
	Media Services does a great job with the resources they are given; unfortunately they are understaffed and are expected to keep servicing a growing number of technology consoles, as well as maintain and keep track of equipment to be checked out on campus.
	The media services department seems to have a lot of unrealistic rules: i.e. short 30-45 minute check out window each day. This doesn't accommodate my schedule and instead of having a larger window of time to pick something up, I have to make special arrangements to pick up the equipment in that amount of time. Also, unless I notify them ahead of time, I can't send a student worker to pick up the equipment.
	The check out policies are unrealistic, especially when having to check out more than one piece of a certain type of equipment for class or project. As the responsible person signing out the equipment, I should be able to sign out more than one peice at a time. Certain people in this office act like the equipment is their own personal property that they are reluctantly allowing someone else to use. I have never had anything lost or broken and have always returned the equipment in a timely manner.
	Not very friendly.
	The person <staff name> who runs this area is very helpful and goes out of her way to help people. SHe also keeps very careful records and keeps tabs on all the equipment.
	Why won't they copy vhs to dvd for faculty??
	The full-time management (adult) staff members are *excellent* and quite helpful, go above and beyond the call to assist faculty. However, their *student workers* are not always as service oriented, accommodating or polite. They need more training ito improve this, develop a customer service attitude, etc. They frequently come across as curt, arrogant and disdainful.
	Our staff hesitate to go in this office b/c they feel like they shouldn't be asking for the services that are available.
	I wanted to check a laptop out to go to a conference and the checkout and return times made this difficult for a long conference with travel.

Telephone Services:

	Very Satisfied	Satisfied	Minimally Satisfied	Dissatisfied	N/A
Friendliness of Staff	43%	24%	1%	1%	31%
	57	32	2	1	42
Timeliness of Resolutions	31%	30%	2%	%	37%
	41	40	3	0	50
Overall Satisfaction	33%	31%	2%	1%	33%
	44	41	3	2	44

Please provide comments you may have regarding Telephone Services.

Response Count: 7

	I bought a phone at Wal-Mart because I couldn't get one that worked. Other than that Telephone Services does not make a bit of difference to me.
	<staff name> is awesome.
	Always good to work with
	<staff name> really cares! As does <staff name>!
	I have had occasion recently to call the campus operator a number of times and have been surprised at how lackluster and blase the students answering the phones sound. Given that this will be many people's first contact with Truman, that needs to be addresssed. This has not applied when it's been a staff member I recognize answering the phone.

	<staff name> is very nice and helpful and extremely pleasant. However, I feel many of the students sound tired and worn out and don't bother to put a good face (voice) on the University when they answer the phone.	
	<staff names> keep this place glued together.	

Instructional Design Services (IDS):

	Very Satisfied	Satisfied	Minimally Satisfied	Dissatisfied	N/A
Friendliness of Staff	18%	7%	2%	3%	70%
	24	9	3	4	94
Timeliness of Resolutions	13%	9%	2%	4%	72%
	17	12	3	5	97
Overall Satisfaction	13%	11%	1%	4%	70%
	17	15	2	6	94

Please provide comments you may have regarding Instructional Design Services.

Response Count: 13

It is almost impossible to get them to do anything. They seem to have forgotten that they are a service to the faculty and students and that their primary raison-d'etre is to serve their customers.

I still have no idea what they do.

very low level of technical & educational understanding.

Very helpful for special presentations.

<staff name> provides great TechBreak workshops. I don't find <staff name> helpful when it comes to helping me understand how to use the equipment (some of her student workers are also not very helpful). I don't use that room because I don't think it's friendly.

This office has been extremely helpful to me this semester. <staff names> go the extra mile to provide outstanding service.

Irrelevant. Shouldn't exist.

Again, the impression is that if you don't already know how to use the equipment, don't bother the staff. Stay away. You're incompetent to learn how to use this fancy equipment.

Clique

<staff name> is great!

<staff name> has been most helpful.

<staff name> is a TREASURE!!!

Is the greatest good for the University resources being met by having a couple of staff meeting such a small percentage of faculty's needs?

Do you currently use audio/video podcasting as part of your course or office communications?
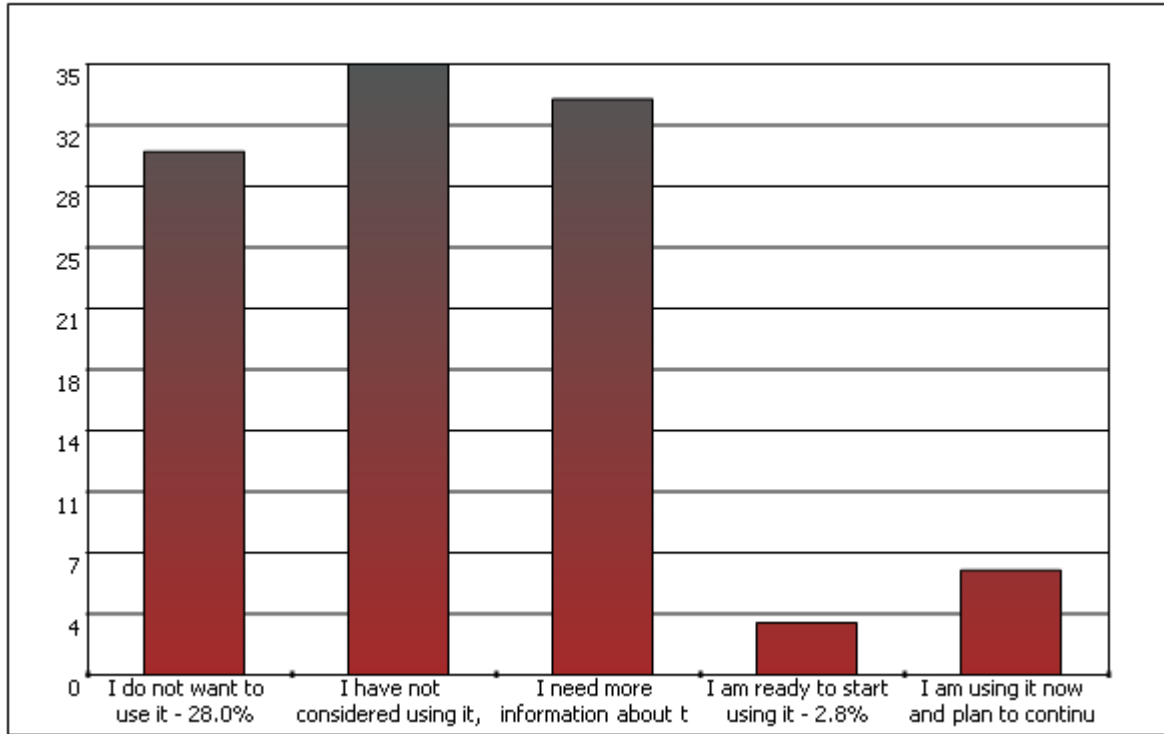
Response Count: 116

Do you currently use audio/video podcasting as part of your course or office communications? - 116 Responses

107	
96	
86	
75	
64	
54	
43	
32	
21	
11	
0	

Yes - 7.8%   No - 92.2%
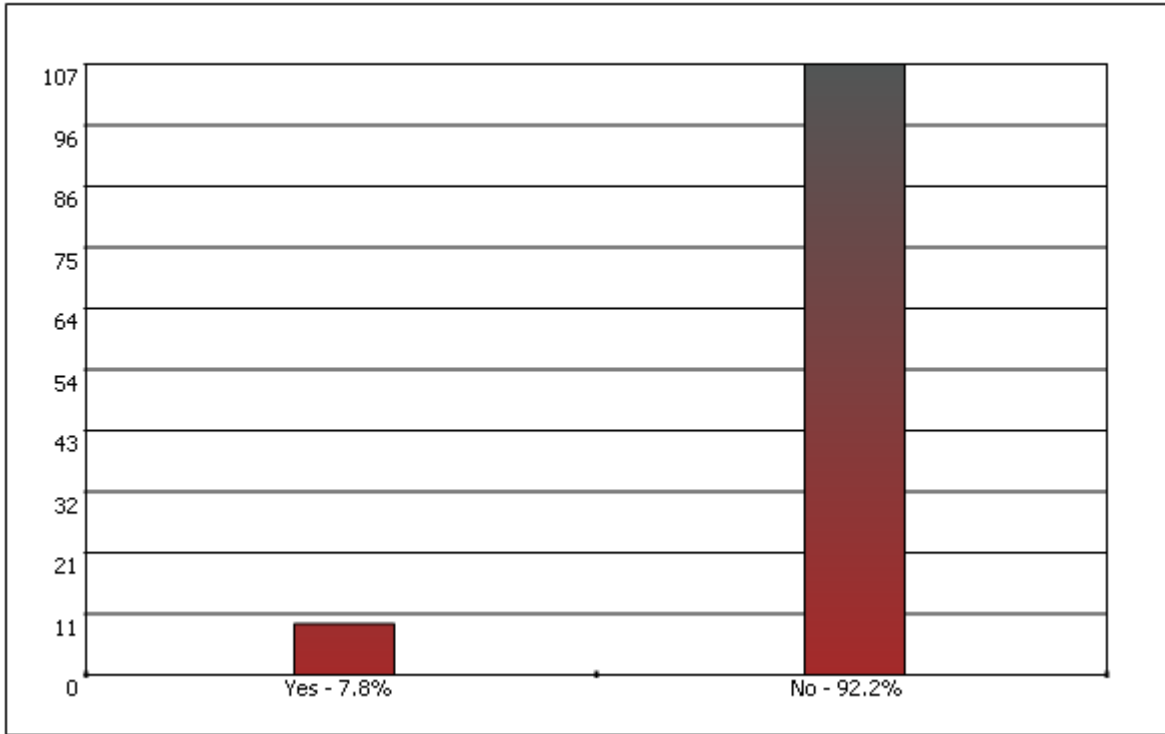
What is your expected use of audio/video podcasting technology in the coming year?

Response Count: 107

What is your expected use of audio/video podcasting technology in the coming year? - 107 Responses

Response	Value
I do not want to use it - 28.0%	31
I have not considered using it,	35
I need more information about t	34
I am ready to start using it - 2.8%	4
I am using it now and plan to continu	6

How would you prefer ITS/IDS support audio/video podcasting technology?

Response Count: 83

How would you prefer ITS/IDS support audio/video podcasting technology? - 83 Responses
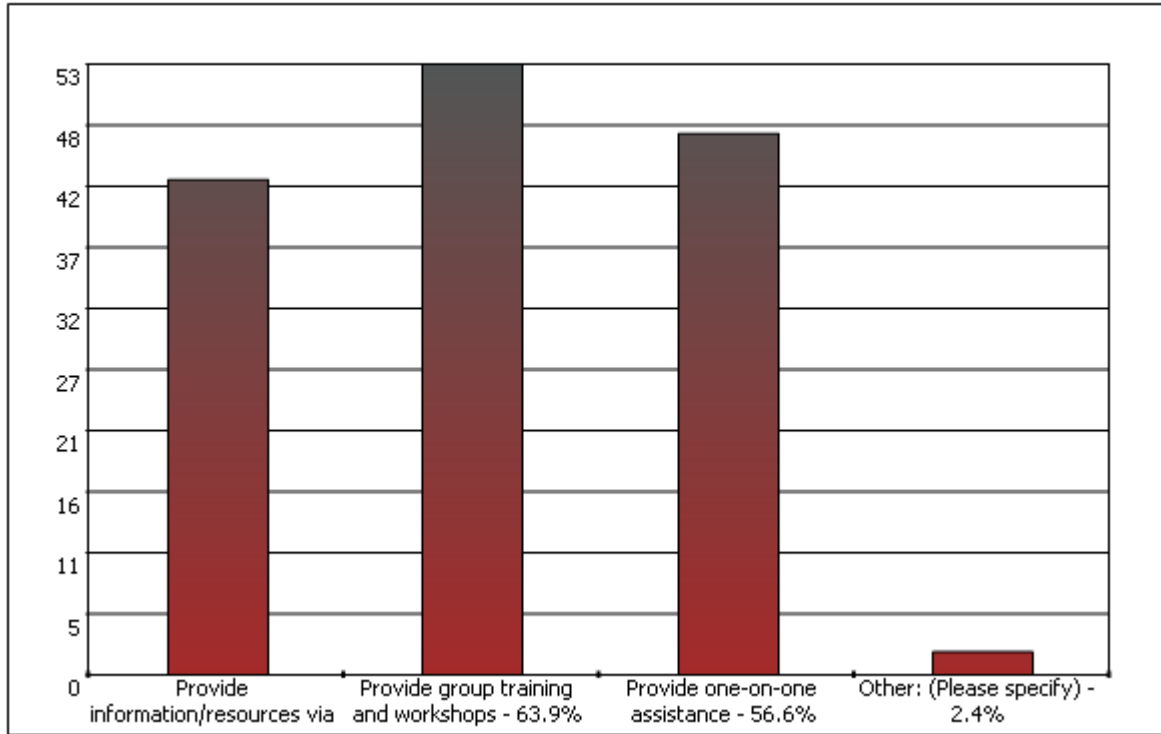
"Other" Answers	
don't know yet	
no preference	

Please rate your satisfaction with the effectiveness of ITS communication to the campus community.

	Very Satisfied	Satisfied	Minimally Satisfied	Dissatisfied	N/A
Communication	15%	57%	13%	4%	10%
	20	77	18	6	13

Please rank the following communication methods to indicate your preferred method of communication from ITS:

		Use Each Number Only Once								
	Average	1	2	3	4	5	6	7	8	9
Printed Newsletters	4.9	5%	13%	22%	16%	11%	4%	3%	7%	18%
		6	16	27	19	14	5	4	9	22
Email	1.4	75%	19%	2%	2%	%	1%	1%	%	%
		96	24	3	3	0	1	1	0	0

ITS Web Site	**3**	8% 10	38% 47	27% 33	16% 20	5% 6	2% 3	2% 3	1% 1	1% 1
TruView Notices	**3.8**	6% 7	13% 16	23% 28	34% 41	9% 11	8% 10	4% 5	1% 1	2% 2
Printed Posters	**5.5**	% 0	3% 4	8% 9	13% 15	32% 38	20% 24	10% 12	13% 15	3% 3
Text Messages (e.g., via cell phones)	**6.9**	% 0	1% 1	2% 2	6% 7	10% 12	27% 31	14% 16	15% 17	27% 31
RSS Feeds	**6.5**	1% 1	3% 4	6% 7	1% 1	13% 15	13% 15	35% 42	24% 29	4% 5
Podcasts	**6.6**	1% 1	2% 2	5% 6	8% 9	9% 11	12% 14	24% 28	31% 36	9% 10
Other	**6.5**	8% 4	4% 2	4% 2	6% 3	12% 6	8% 4	6% 3	12% 6	39% 19

Matrix "Other" Categories

Other

Other
Service Notes -- Use Each Number Only Once -- 1
-- Use Each Number Only Once -- 1
-- Use Each Number Only Once -- 1
couldn't unclick -- Use Each Number Only Once -- 1
Truman Today -- Use Each Number Only Once -- 2
-- Use Each Number Only Once -- 2
-- Use Each Number Only Once -- 3
-- Use Each Number Only Once -- 3
phone message -- Use Each Number Only Once -- 4
-- Use Each Number Only Once -- 4
-- Use Each Number Only Once -- 4
-- Use Each Number Only Once -- 5
-- Use Each Number Only Once -- 5
-- Use Each Number Only Once -- 5
-- Use Each Number Only Once -- 5
-- Use Each Number Only Once -- 5
-- Use Each Number Only Once -- 5
-- Use Each Number Only Once -- 6
-- Use Each Number Only Once -- 6
-- Use Each Number Only Once -- 6
-- Use Each Number Only Once -- 6
-- Use Each Number Only Once -- 7
if not forced by format,text,rss,and podcasts would all be "least preferred" -- Use Each Number Only Once -- 7
-- Use Each Number Only Once -- 7
-- Use Each Number Only Once -- 8
-- Use Each Number Only Once -- 8
? -- Use Each Number Only Once -- 8
-- Use Each Number Only Once -- 8
-- Use Each Number Only Once -- 8

-- Use Each Number Only Once -- 8	
-- Use Each Number Only Once -- 9	
-- Use Each Number Only Once -- 9	
None -- Use Each Number Only Once -- 9	
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-- Use Each Number Only Once -- 9	
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-- Use Each Number Only Once -- 9	

Please provide comments you may have regarding ITS communication.

Response Count: 12

don't know what Podcasts or RSS feeds are

give more advance notice of tech break presentations and server maintenance flag vital emails (such as time to change password or server maintenance) as urgent

The link I use to utilize banner wasn't working so I called the help desk and was told that the link had changed several weeks prior and that they just hadn't notified anyone. Please notify staff via email if major changes occur.

Please don't send me texts.

Website needs to ALWAYS have current information about outages.

What little communication exists often seems intentionally vague and not very useful. ITS should thoughtfully consider what communication is the most valuable, to what audience, and when the communication should occur. More warning (when possible) needs to be given when services that affect a large group will be interrupted. A service note at 4:50pm telling users (often just IT staff or service note subscribers) about an interuption that same night is not good customer service.

It would be good to receive the email reminder for the tech break, earlier than the same day it's happening

Not sure what RSS is

I don't even know what RSS Feeds are.

Please disavow the answers above except for the email response. I just had to make up answers to be able to continue the survey. Most of above are not applicable to me. I don't use any of the above except email, so I needed an NA for this option. I typically don't understand the communications from ITS (my fault, I know.) So I find a tech-y and ask if there is anything I need to know that is being communicated.

Its not very useful to FORCE someone to rank these items (can't use the same number twice) when I don't even know what an RSS feed means. Also I really only like two of the choices the other 7 should get a nine in my view, so basically I'm assigning random numbers to the other choices which realy invalidates any data analysis you might be using.

I do not want Podcasts or RSS Feeds

Please rate your overall satisfaction with ITS.

	Very Satisfied	Satisfied	Minimally Satisfied	Dissatisfied	N/A
Overall Satisfaction	24%	62%	4%	4%	6%
	32	83	5	6	8

What information technology issues or trends are important to you?

Response Count: 28

Awareness of when a computer is too "old" to handle software upgrades

Security and classroom technology.

I think campus should keep up with current technology. It would be a great idea to use Windows Vista accross campus instead of Windows XP.

We are so out of touch with trends here, that I really have no clear idea of what current trends might be.

Helping ordinary people like myself understand and access technology easier.

Being able to do my work without interruption of the most basic services. Having accurate information available to all concerned.

Considering my position as academic adviser, I think we should be able to text our students information regarding dates, deadlines, etc, since most do not read their emails.

Technology that is being used in the classrooms utilizing technology very familiar to students..i.e. text messaging

Website layout. On-line application forms for students.

Keeping current with emerging technologies.

e-books

It's difficult to keep up with students when it comes to technology. I think workshops and information sessions that help faculty and staff stay informed are important.

continue to support Macs

I would like to be able to utilize syncing software with my pda or cell phone

Learning how to exploit the technology that is available. I don't want more kinds of things to do, I want to master what I do poorly now.

Providing good technology with immediate backup in all classrooms.

being able to work from home. i have tried to use the VPN to use banner at home and it is very slow. It is not useable at all.

Smart Boards in classrooms.

Business use of technology & use of technology in teaching

Even more information concerning online courses and course design would be great.

I think Truman needs to pay more attention to the decreasing market share of Microsoft, and the increasing importance of Mac OS and Linux in the mainstream business world.

Mac support iPod Touch/iPhone support Keeping projectors in the room working

Instructional Design (ID) training -- being informed about new innovations that enhanceand support the college teaching process.

Using Web 2.0 technologies (widgets, RSS etc...) to deliver student services

It would be nice if we had a more current Mircrosoft Office than 3.0. There are glitches in the mail merge between EXCEL and WORD that create a lot of extra proofreading.

Classroom performance system

| | Classroom & presentation technology |
| | What our students use for communication. |

| |

What types of technology workshops or training would be most useful to you?

Response Count: 28

	Software--Access
	Office products.
	Excel Access Advanced Power Point Podcasting
	Website maintenance & design MS Access training
	I think that basic computer knowledge would be good for some; a lot of the computer programs like excel, word, publisher, outlook, powerpoint, frontpage, and access are underutilized due to lack of training(I find it embarrassing when some faculty or staff have to ask students how to do basic formulas, website editing, or database creation). There should also be more advanced classes for those who are interested in improving their skills (i.e. an advanced front page class, photoshop, Quark, etc.).
	Since I'm retiring at the end of the year, I don't think my preferences should be very important.
	Microsoft Office Suite programs, and anything about MACs would be helpful.
	"Clicker"training
	I would like training on simple things, like "Paint" and "Power Point."
	Access, Excel, FrontPage
	Blackboard, vpn
	basic web page design
	Advanced formating for Excel and Word. Development of web pages.
	How to use office software.
	anything that has to do with websites or making videos
	Workshops for Mac users.
	adding YouTube material to Bb
	New applications that can be taught to students and would also be helpful in teaching.
	Workshops related to more advanced web-design to make our individual department/office websites more user-friendly and enticing to students. I also think it would be really valuabel to have a training regarding how information is and isn't stored in Banner, what we can and can't do/access with the data, etc. I feel bad sending in report requests because I'm not sure I'm always writing my request the most effectively.
	Linux training for students.
	BlackBoard
	Something better than Blackboard that is easier to use; fewer steps/clicks to get things done
	Instructional Design training on how to use new sofware that's available -- IF the university will invest in it.
	Since my main work is with mail merge,Word, and EXCEL; I would appreciate anything that would help me improve my skills.
	Blackboard training
	Sharepoint, Advanced Outlook, Internal Instant Messaging, Blackboard
	How to use/incorporate the technology the students use/want in what I do. Most staff are so overworked and busy that we do not have the time to play around with our computers and other technology to learn how to use it all to the best advantage. If there are not workshops and othert learning oppotunities so we can play around legitimately, then we will always be behind.
	Advanced Blackboard

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What new technology-related services would you like to see implemented at Truman?

Response Count: 11

Creation of a one-stop shop technology center location.

I would like to see Truman implement an ITS replacement program. Technology becomes outdated quickly, and it seems like there is no program to replace those items. SO then it falls on departments to spend their money to upgrade outdated technology in classrooms, etc. The campus I was at before had a 3 year replacement program. When anything became three years old, it was replaced. The outdated items were sold at surplus sales every 6 months. This worked for computers, data projectors, etc. Perhaps three years is a little ambitious for Truman, but it would be nice to see better technology accross campus.

Moving to laptops and away from so many computer labs.

Campus-wide wireless sounds like a good goal, and continuing to up our bandwidth so we can move around bigger and bigger files. I don't really see any huge needs on the horizon, but just continuing to keep the network on the move.

Tech break over lunch rather than Friday afternoon, or move around the time. Are these filmed and available at another time over the web? If not I would like this as well. I can never go on Friday afternoon.

Have a higher band width!!!!

ALL classrooms highly equipped; many in MC and BH are utter disasters, some in OP and VH as well. Depending on what department and what classroom you have, tech access is highly divergent.

GPS devices to use with GIS software in classes

I'd like to be able to implement more video into our website -- so services related to equipment for producing, editing, and posting video on the web.

Support for the Mac OS user community, and smoother integration of Mac OS services into technology planning and deployment.

TruView access for parents needs to be improved. Lots of parents call the Student Accounts unable to access the ebill or to make payment on line because TruView won't allow them on. Is there a website or phone number on line that parents can easily find for help? I would also like to see the Telephone billing for students to be monthly and automatic to Banner accounts. Faculty billing I would like to see applied to Banner and ebilled just like the student ebills.

What comments, questions, or concerns do you have about IT issues at Truman?

Response Count: 14

Concern that the Administration is not keeping up with spending patterns within like institutions that would provide funding to sustain and move technology forward.

ITS should seek to hire the most qualified people for its staff, and work to respond to hardware/network support problems faster.

It seems that Banner and current student lists are never correct, missing students, transfers not included, etc. Is there a more inclusive way to ask for these lists to get a more complete list?

The help desk and media services staff do their jobs well and I'm satisfied with the service I receive from them. It's very difficult to get any assistance from management. We have a specific technology situation in a classroom that has been shuffled around for nearly 8 months now. Repeated contact with management has yielded no results other than them trying to find someone to blame.

Computer-enhanced instruction will never be convenient or practical for me until there's a console and ceiling-mounted projector in each room, because checking the equipment out from Kirk Building and setting it all up before a class is so time-consuming and nerve wracking

1.)I would like to see a formal report to the Truman community come out of the Blackberry pilot program. This "program" is over a year old and nothing of consequence has been reported. Has any data been collected? Has a list of what types of services can be offered been generated? Have any recommendations for University policy been compiled? 2.)I would strongly suggest that Truman State consider a "need assessment" policy for the purchase of software and technologies services. Software vendors and service providers solicit staff and administrators at all levels and increase the odds of wasted University funds on multiple products (and related support fees) whose function may already be met by another University owned product. Any process would need to be completely transparent to avoid to appearance of favoritism or impropriety.

I'm aware of people unhappy with IT support, where it is after the fact that they ask for help and where the reality is that the unhappy person doesn't know their software or aren't in touch with the other staff or professors that have experience and that could help them.

Larger monitors to make it easier on your eyes to prolong the longetivity of a person eyesight.

I think the professional staff is wonderful, partiularly the help I've received from <staff names> they have been incredibly helpful this past year.

	I wish we could equip all classrooms with laptops for the students; this would be a tremendous advantage for them. Again, at the very least, we need to update our classroom technology on a regular basis.
	The template based website is better and easier to revise the design, but it still is very awkward. Hard to find stuff.
	This one is more of a Banner design issue. I would like to see a better way to keep track of study abroad group trip fees and payments on Banner. Right now we have limited ability to apply payments specifically to the study abroad fees. If is difficult for the student and for student accounts to be sure that the fees have been paid in full. Banner default to pay oldest fee overrides the need to pay a specific fee unless the payment is exactly the same as the fee.
	The lack of communication within the department and the lack of communication from the department to the University community. This is not a reflection on the current top management but rather a mindset that was created under previous administrations which seems to have become ingrained within individual characters. There are underlying managerial positions who withhold information that is pertinent to the decision-making process and is important to the University community. It is this unwillingness to cooperate and lack of concern for the end client that leads me to believe that MANY of these individuals could greatly benefit from courses in human-relations skills, protocol, team building, and customer service skills. I have frequently overheard these staff members speak in an attitude of superiority with regard to their clients in a demeaning and derogatory manner, rather than with a good customer-service attitude. They should be putting their effort into serving their client--something needs to be done about this unhealthy behavior.
	Communication from ITS is miserable. They not only don't communication well about general IT issues to campus - they don't seem to talk amongst themselves either.

Please provide comments or questions you may have related to the design, content or delivery of this survey.

Response Count: 11

	A lot of the questions were not applicable b/c I am not faculty.
	Very easy to follow. Thanks for making it short and sweet.
	It would help to tell us what page we are on and how many pages there are so we don't get frustrated by the length and give up.
	I like the Friday <staff name> workshops.
	way too long, way too lifeless (how about some color?)
	Thanks for getting the campus's input!
	Many thanks for sending this survey!
	I didn't like the rate with unique number question
	The shortcoming of this survey is that some of the IT departments have not been adequately represented. It is as if the writers had no idea of the services they provide and failed to include them in the creation process. If these areas had been included perhaps they could have provided relevant information that would have made this survey beneficial to them in providing future direction and assisted in the establishment of tangible, in-depth data from which managerial decisions could be based.
	See my answer on the question in regard to the methods of communication--email, printed newsletters, etc.
	I find no results from last years survey. There was no communication to campus about the results. It is nice to provide an outlet for issues but it just becomes pointless if the results are not actually reviewed and issues addressed.