University affiliation:
(147 Responses)
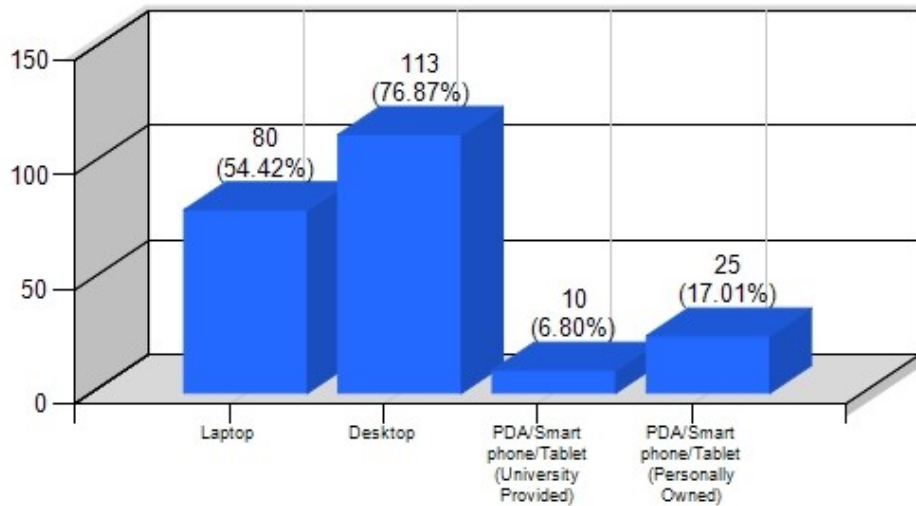

■	Faculty
■	Staff

75 (51.02%)

72 (48.98%)
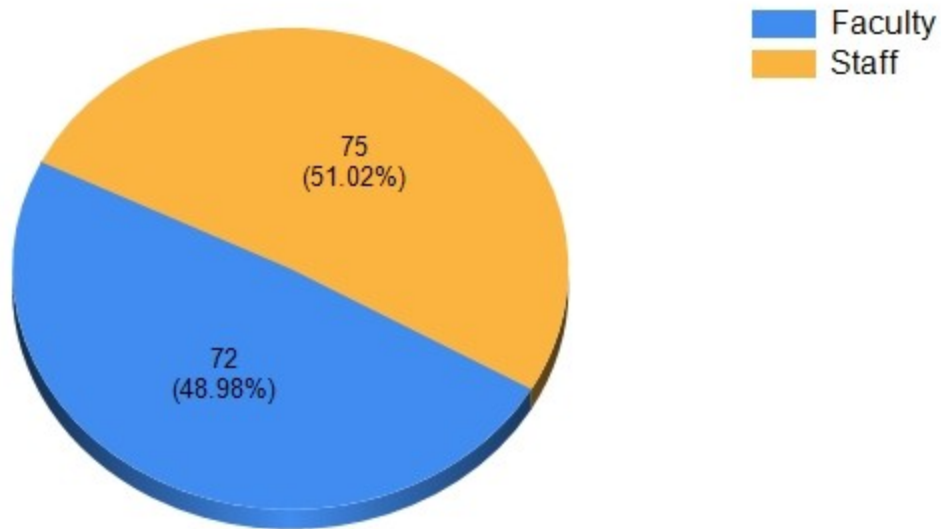
Department/Office:
(147 Responses)

Option	Count	Percent
Accounting Dept	3	2.0
Admission	5	3.4
Advancement	6	4.1
Athletics	3	2.0
Art Dept	3	2.0
Biology Dept	5	3.4
Business Administration Dept	2	1.4
Business Office	7	4.8
Chemistry Dept	3	2.0
Classical & Modern Languages	4	2.7
Communication Dept	4	2.7
School of Arts & Letters	2	1.4
Economics Dept	2	1.4
Education Dept	6	4.1

English & Linguistics De[t	3	2.0
Grants Office	1	0.7
Health and Exercise Science	3	2.0
History Dept	3	2.0
Information Technology Services	8	5.4
Justice Systems Dept	3	2.0
Mathematics & Computer Science Dept	9	6.1
McNair Program	1	0.7
Military Science	2	1.4
Multicultural Affairs	1	0.7
Music Dept	4	2.7
Nursing Dept	2	1.4
Philosophy & Religion Dept	3	2.0
Physical Plant	1	0.7
Physics Dept	2	1.4
Pickler Memorial Library	6	4.1
Political Science Dept	1	0.7
President's Office	2	1.4
Provost/VPAA Office	2	1.4
Psychology Dept	2	1.4
Public Relations	1	0.7
Public Safety	1	0.7
Professional Development Center	2	1.4
Registrar's Office	1	0.7
Residence Life	2	1.4
Student Affairs Office	2	1.4
Student Health Center	2	1.4
Student Recreation Center	2	1.4
Student Union	1	0.7
University Career Center	3	2.0
Budget & Planning/Assessment	3	2.0
School of Social and Cultural Studies	2	1.4
School of Science and Mathematics	2	1.4
School of Health Sciences & Education	1	0.7
Anthropology, Geography & Sociology	1	0.7
Center for Student Involvement	2	1.4
New Student Programs	2	1.4
Society & Environment Dept	2	1.4
Other:	1	0.7
Total:	**147**	**100.0**

I use the following computer types:
(147 Responses)

Laptop	80 (54.42%)
Desktop	113 (76.87%)
PDA/Smart phone/Tablet (University Provided)	10 (6.80%)
PDA/Smart phone/Tablet (Personally Owned)	25 (17.01%)

I use the following operating systems:
(147 Responses)

Windows-based system	135 (91.84%)
Mac-based system	26 (17.69%)
Linux-based system	8 (5.44%)
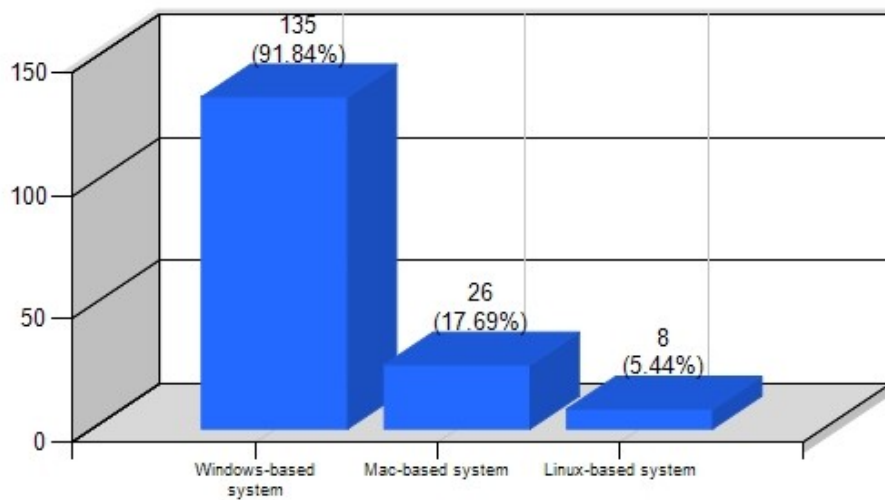
What is the primary type of Internet access you use at home?
(144 Responses)

Cable Modem
DSL
Not Sure
None
Other:

- 59 (40.97%)
- 5 (3.47%)
- 15 (10.42%)
- 12 (8.33%)
- 53 (36.81%)
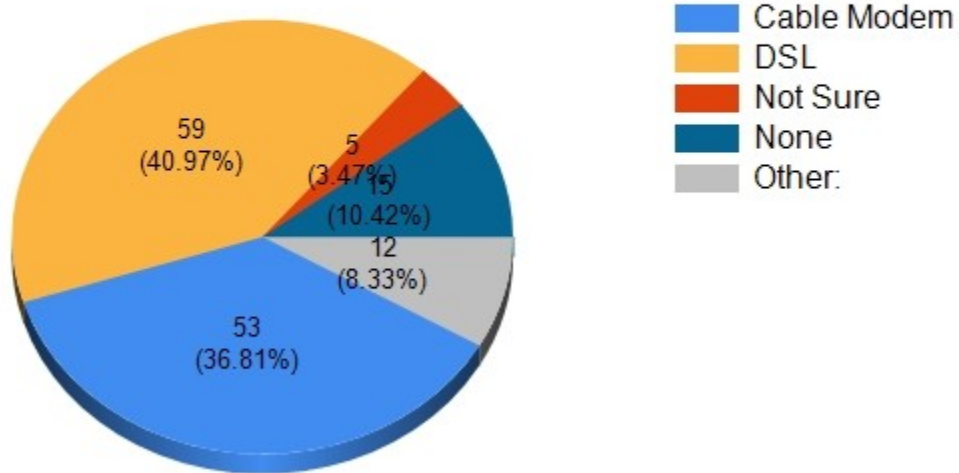
The ITS Service Center (Help Desk, walk-in support, equipment check-out, telephone operator) was relocated to the Library and beginning July 1, 2010 it is now using primarily student support staff, please rate your satisfaction with the following aspects or services.
(147 Responses)

-	Radio Buttons				
	Very Satisfied	**Satisfied**	**Minimally Satisfied**	**Dissatisfied**	**N/A**
Friendliness of Staff	61 (41.50%)	57 (38.78%)	11 (7.48%)	1 (0.68%)	17 (11.56%)
Expertise / Knowledge	54 (36.73%)	52 (35.37%)	17 (11.56%)	4 (2.72%)	20 (13.61%)
Hours / Availability	44 (29.93%)	66 (44.90%)	15 (10.20%)	2 (1.36%)	20 (13.61%)
Account / Password Assistance	43 (29.25%)	42 (28.57%)	4 (2.72%)	2 (1.36%)	56 (38.10%)
Wireless Network Connection Assistance	26 (17.69%)	33 (22.45%)	7 (4.76%)	4 (2.72%)	77 (52.38%)
Equipment Checkout	15 (10.20%)	26 (17.69%)	1 (0.68%)	2 (1.36%)	103 (70.07%)
Telephone Operator Assistance	33 (22.45%)	32 (21.77%)	11 (7.48%)	5 (3.40%)	66 (44.90%)
Overall Satisfaction	40 (27.21%)	64 (43.54%)	7 (4.76%)	3 (2.04%)	33 (22.45%)

Computer workstation support and repair (at your workplace):
(147 Responses)

-	Very Satisfied	Satisfied	Minimally Satisfied	Dissatisfied	N/A
			Radio Buttons		
Friendliness of Staff	85 (57.82%)	40 (27.21%)	6 (4.08%)	1 (0.68%)	15 (10.20%)
Timeliness of Resolutions	64 (43.54%)	41 (27.89%)	21 (14.29%)	6 (4.08%)	15 (10.20%)
Overall Satisfaction	63 (42.86%)	54 (36.73%)	9 (6.12%)	5 (3.40%)	16 (10.88%)

Your Primary Workplace Location (Building):
(133 Responses)

Option	Count	Percent
Adair	2	1.5
Baldwin Hall	8	6.0
Barnett Hall	11	8.3
Grim Smith	2	1.5
Kirk	5	3.8
Magruder Hall	11	8.3
McClain Hall	29	21.8
McKinney Center	5	3.8
Ophelia Parrish	10	7.5
Pershing	4	3.0
Pickler Memorial Library	7	5.3
Ruth Towne Museum and Visitors Center	5	3.8
Student Rec Center	2	1.5
Student Union Building	5	3.8
Violette Hall	27	20.3
Total:	**133**	**100.0**

Classroom support:
(147 Responses)

| -	Very Satisfied	Satisfied	Minimally Satisfied	Dissatisfied	N/A
			Radio Buttons		
Friendliness of Staff	44 (29.93%)	23 (15.65%)	4 (2.72%)	1 (0.68%)	75 (51.02%)
Timeliness of Resolutions	36 (24.49%)	24 (16.33%)	7 (4.76%)	6 (4.08%)	74 (50.34%)

Technologies Available in the Classrooms	24 (16.33%)	29 (19.73%)	14 (9.52%)	8 (5.44%)	72 (48.98%)
Overall Satisfaction	29 (19.73%)	30 (20.41%)	12 (8.16%)	4 (2.72%)	72 (48.98%)

Your Primary Classroom Location (Building):
(75 Responses)

Option	Count	Percent
Baldwin Hall	8	10.7
Barnett Hall	12	16.0
Magruder Hall	12	16.0
McClain Hall	9	12.0
Ophelia Parrish	8	10.7
Pershing	1	1.3
Pickler Memorial Library	1	1.3
Violette Hall	24	32.0
Total:	75	100.0

What piece of technology have you seen that you would like to use in your classroom?
(18 Responses)

-	-
	a functioning VHS player. The decision of ITS not to replace VHS players as they cease to work is a bad decision. The faculty was not consulted at all in regard to this. No one bothered to ask if we use VHS tapes - we do. There is still much material that is not available on DVD. The rather breezy assumption that VHS material can be copied to DVDs fails to take into consideration all the legal and financial ramifications. And in the meantime, if a faculty member should want to use material that is avaibable only in VHS format, but has a classroom where the VHS player is broken, then what?
	Smart Boards.
	Clicker response systems. More SMART CLASSROOMS and more way to have students provide inputs--such as Clicker systems.
	As far as the question on technologies available, some rooms are great, some aren't. 1096 has no document camera; you have to use the tranparency projector and without invading the first row, you can't move it enough to get a big enough image. No microphone in there either.
	really none. As i said before i'm already pushing myself way beyond my comfort zone :-) Know from reading the Horizon report that I should be looking at analytics and gaming/simulation. sigh....
	How about just functioning DVD and VHS players?
	I wish we had video camera/capture technology in each of our classrooms so that we could record speeches easier...however, I don't really think we need ALL the bells and whistles in every classroom (e.g. the smartboard, etc.), at least not yet.
	I would like to see support for "clickers", or personal response systems, in the classrooms.
	Human Simulator with video interaction between classroom and simulator lab.
	Good document camera's as are installed in the smart classrooms, rather than the Elmos.

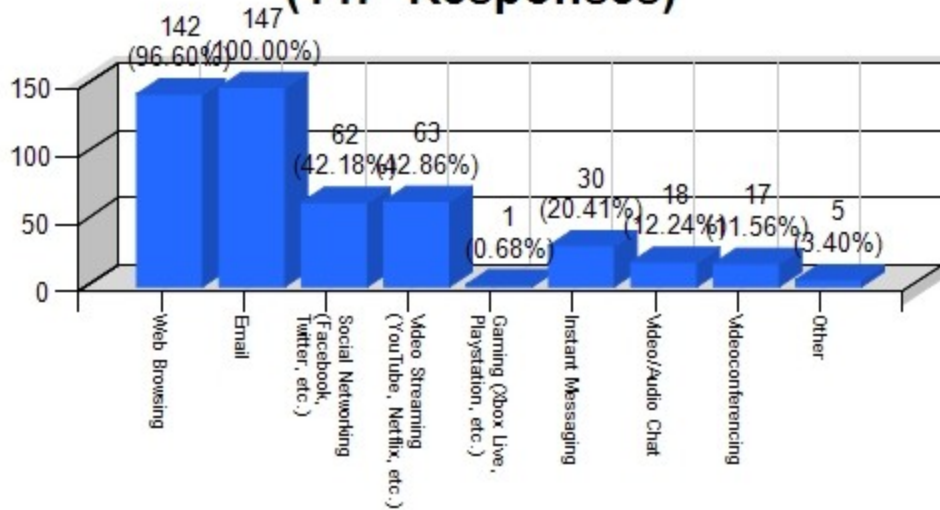|	
	Traditional technology needs to be supported - DVD/VCR
	I would like octagonal desks in classrooms and whiteboards or chalkboards on each wall. I would also like to be able to have students use their laptops in lecture classes.
	Smart Board
	I do not use the classroom as a staff member.
	Working CD and DVD players
	the "pointer" sits there but is unusable-- has been since the beginning of the semester. That is everywhere I teach-- not just in VH but also in Baldwin.
	How about projectors that work? Computer monitors that don't block the screen for half the people in the room?
	An overhead projector for transparancies and a document camera for opaque images in each classroom.

Network Services (network connectivity, support and repair):
(147 Responses)

-	Radio Buttons				
-	**Very Satisfied**	**Satisfied**	**Minimally Satisfied**	**Dissatisfied**	**N/A**
Availability & Performance of the Network	49 (33.33%)	71 (48.30%)	9 (6.12%)	5 (3.40%)	13 (8.84%)
Friendliness of Staff	57 (38.78%)	50 (34.01%)	5 (3.40%)	2 (1.36%)	33 (22.45%)
Timeliness of Resolutions	43 (29.25%)	53 (36.05%)	8 (5.44%)	6 (4.08%)	37 (25.17%)
Overall Satisfaction	48 (32.65%)	63 (42.86%)	8 (5.44%)	4 (2.72%)	24 (16.33%)

Please rate your overall satisfaction with the University Internet connection:
(147 Responses)

-	Radio Buttons				
-	**Very Satisfied**	**Satisfied**	**Minimally Satisfied**	**Dissatisfied**	**N/A**
Overall Satisfaction	51 (34.69%)	79 (53.74%)	8 (5.44%)	4 (2.72%)	5 (3.40%)

What internet services do you typically use (check all that apply):
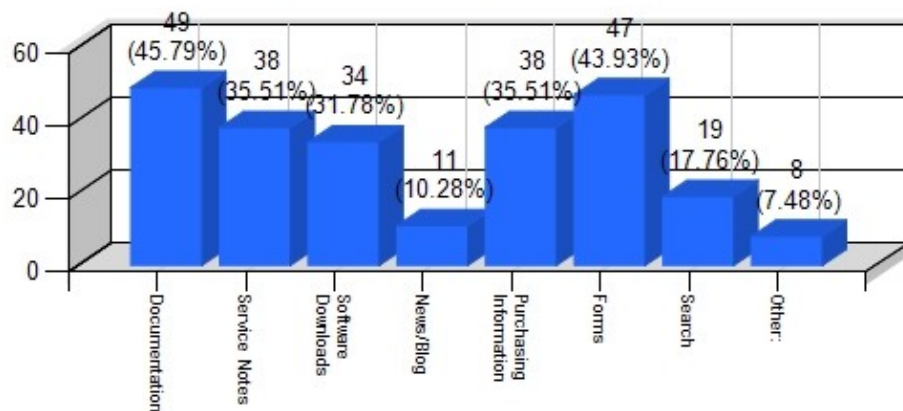## (147 Responses)

Bar chart values:
- Web Browsing: 142 (96.60%)
- Email: 147 (100.00%)
- Social Networking (Facebook, Twitter, etc.): 62 (42.18%)
- Video Streaming (YouTube, Netflix, etc.): 63 (42.86%)
- Gaming (Xbox Live, Playstation, etc.): 1 (0.68%)
- Instant Messaging: 30 (20.41%)
- Video/Audio Chat: 18 (12.24%)
- Videoconferencing: 17 (11.56%)
- Other: 5 (3.40%)

Please rate your satisfaction with the services provided by Web Services:
(147 Responses)

-	Radio Buttons				
	Very Satisfied	**Satisfied**	**Minimally Satisfied**	**Dissatisfied**	**N/A**
Friendliness of Staff	46 (31.29%)	31 (21.09%)	6 (4.08%)	1 (0.68%)	63 (42.86%)
Timeliness of Resolutions	38 (25.85%)	33 (22.45%)	8 (5.44%)	2 (1.36%)	66 (44.90%)
Overall Satisfaction	37 (25.17%)	38 (25.85%)	6 (4.08%)	2 (1.36%)	64 (43.54%)

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

Legend:
- Always
- Usually
- Sometimes
- Rarely
- N/A

- 30 (20.41%)
- 45 (30.61%)
- 22 (14.97%)
- 30 (20.41%)
- 20 (13.61%)
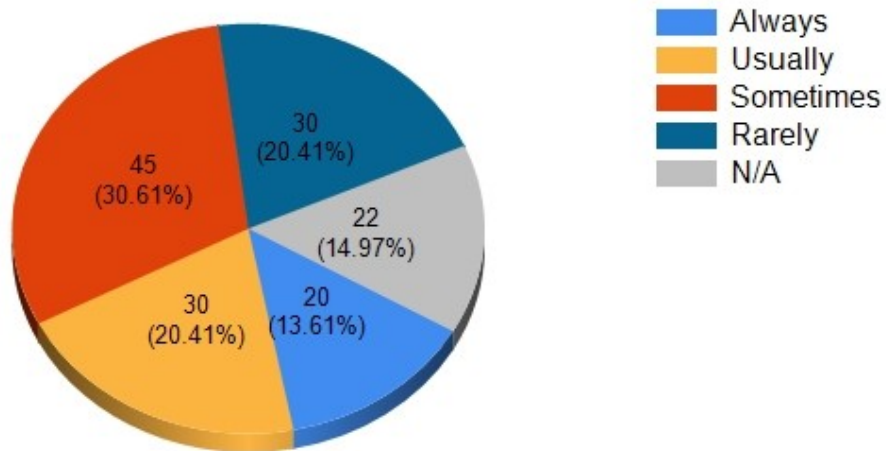
Which features of the ITS website (its.truman.edu) have you found to be most useful?
(107 Responses)

- 49 (45.79%) — Documentation
- 38 (35.51%) — Service Notes
- 34 (31.78%) — Software Downloads
- 11 (10.28%) — News/Blog
- 38 (35.51%) — Purchasing Information
- 47 (43.93%) — Forms
- 19 (17.76%) — Search
- 8 (7.48%) — Other:

Please rate your satisfaction with services provided by Administrative Computing Services.
(147 Responses)

	Radio Buttons				
-	**Very Satisfied**	**Satisfied**	**Minimally Satisfied**	**Dissatisfied**	**N/A**
Friendliness of Staff	42 (28.57%)	46 (31.29%)	7 (4.76%)	2 (1.36%)	50 (34.01%)
Timeliness of Resolutions	38 (25.85%)	48 (32.65%)	6 (4.08%)	2 (1.36%)	53 (36.05%)
Overall Satisfaction	39 (26.53%)	50 (34.01%)	7 (4.76%)	1 (0.68%)	50 (34.01%)

Please rate your satisfaction with telephone installation and repair services:
(147 Responses)

	Radio Buttons				
-	**Very Satisfied**	**Satisfied**	**Minimally Satisfied**	**Dissatisfied**	**N/A**
Friendliness of Staff	36 (24.49%)	37 (25.17%)	4 (2.72%)	2 (1.36%)	68 (46.26%)
Timeliness of Resolutions	27 (18.37%)	38 (25.85%)	9 (6.12%)	3 (2.04%)	70 (47.62%)
Overall Satisfaction	25 (17.01%)	43 (29.25%)	8 (5.44%)	2 (1.36%)	69 (46.94%)

Please rate your satisfaction with services provided by the Learning Technologies Team (LTT):
(147 Responses)

	Radio Buttons				
-	**Very Satisfied**	**Satisfied**	**Minimally Satisfied**	**Dissatisfied**	**N/A**
Friendliness of Staff	30 (20.41%)	20 (13.61%)	4 (2.72%)	1 (0.68%)	92 (62.59%)
Timeliness of Resolutions	24 (16.33%)	16 (10.88%)	5 (3.40%)	4 (2.72%)	98 (66.67%)
Overall Satisfaction	26 (17.69%)	17 (11.56%)	6 (4.08%)	3 (2.04%)	95 (64.63%)

If you use Blackboard, please rate your level of satisfaction:
(147 Responses)

	Radio Buttons				
-	**Very Satisfied**	**Satisfied**	**Minimally Satisfied**	**Dissatisfied**	**N/A**
Overall Satisfaction	11 (7.48%)	35 (23.81%)	19 (12.93%)	2 (1.36%)	80 (54.42%)

Please rate your satisfaction with the effectiveness of ITS communication to the campus community.
(147 Responses)

	Radio Buttons				
-	**Very Satisfied**	**Satisfied**	**Minimally Satisfied**	**Dissatisfied**	**N/A**
Communication	41 (27.89%)	77 (52.38%)	10 (6.80%)	6 (4.08%)	13 (8.84%)

Please rate your overall satisfaction with ITS.
(147 Responses)

	Radio Buttons				
-	**Very Satisfied**	**Satisfied**	**Minimally Satisfied**	**Dissatisfied**	**N/A**
Overall Satisfaction	46 (31.29%)	74 (50.34%)	12 (8.16%)	7 (4.76%)	8 (5.44%)

What comments, questions, or suggestions do you have about IT issues at Truman?
(22 Responses)

	-
	the good news - the new computer peripheral request process is wonderful as it eliminates most of the paper handling approvals. the bad news - there is still a manual process in obtaining department head signatures and then forwarding the paper.
	I would like to see the results of the survey reported back to the campus community and what, if any, steps have been or will be taken to address the suggestions received.
	Too easy for ITS to simply state they won't do something. I purchased a bunch of new computers for a student organization and one broke - four or five months ago, their response was they didn't have a person to fix it. Same thing with a computer in a lab. One person has been very responsive to needs and he should be commended - <staff member>. The other people I have dealt with offer no solutions and no assistance. Honestly, we bought "maintenance agreements" on 8 computers at $90 each. When I needed a computer fixed I was told there is no Mac-certified person on campus. No options, no nothing, no fixed computer. I'm worried this machine will never be fixed - even with an "agreement." A waste of time and effort dealing with them. We are a university and should be doing so much more with technology, but we can't because ITS won't ever find a solution, they just say "no." One of the aspects of my job that I hate is dealing with ITS. It might be the worst part of my job. ITS needs to be more responsive and accountable. ITS needs to find solutions, rather than just saying "no."
	Most staff are extremely helpful and friendly. I have had minimal bad experiences with IT staff. I think there could be better communication as to policies or processes and better training of new staff.
	Staffing levels are the root of any dissatisfaction that I have. You just don't have enough people to do the work. I'm sorry.

📄	Smartboards actually provide smaller projection areas and make content harder to see in rooms like PML 103, where plain projection from computer screen was better. Chalkboards were easier to clean than whiteboards. We were recently scolded for cleaning the boards with water when we didn't know any better and didn't have adequate janitorial service that should take care of these things...
📄	It would be extremely helpful if there were a way to get timely and accurate updates about the status of open requests that ITS is working on. The online Help Desk & ticket system are almost useless - they are often not updated, and the information available is limited and often cryptic. More often than not I hear only silence from ITS employees and have to hope that my issue is being addressed.
📄	I've called the Help Desk three times in the last two years and EACH time I got absolutely no response...or did not get a response within a remotely reasonable time.
📄	Worthless
📄	Having IT services provided by an outside contractor has put the University in a potentially bad situation. If another contractor was considered the existing contractor would be in a position of making it difficult for someone else to take over. If the University were to consider running the IT services itself (like many do) the existing contractor could "make the transition" very difficult.
📄	Please provide more/better support for Macs. Many of the student technicians who are assigned to work on Macs are not familiar with the Mac OS resulting in more problems than assistance. If certain software is advertised to be available for campus use -- Adobe Acrobat and Endnote, please make sure that someone takes the initiative to keep the contracts active and current so that faculty and students can actually have it available to them when they need it. It pained me when I had to tell my students that I designed an assignment using Endnote so they could be familiar and comfortable with this software and then tell them that they will have to annotate their assignments by hand instead because a contract was allowed to lapse. It doesn't make a great impression on first-year students.
📄	I am very happy with the services that I have received. Communication is the only real issue that I have run into. Sometimes when I call the services desk, it takes us a while to communicate the real problem.
📄	In general, my experience has been that needs of faculty are an afterthought for ITS, and it's one of the most frustrating places on campus to get to accommodate our needs.
📄	On the lab image: TexNicCenter and TeX were installed wrong, and this seems to be a "won't fix" item (although I guess we haven't heard). NXClient was installed on the console images (and it was asked for after-the-fact so this is a good thing), but it doesn't work. Visual Studio was installed wrong, so compiling Assembly programs didn't work (don't know if it's fixed yet). There are lots of gotchas with the whole "virtual" image and ITS could use more manpower or better expertise on the system, particularly with the setup of the image.
📄	I realize that accountablity and performance are important issues, but it seems like every year, the paperwork and beaucratic layers to accomplish even simple tasks, keeps increases. We used to be able to start tickets online, but that apparently ended. And just simple tasks that take two minuets for a building IT rep to perform (especially when he is walking by my office) still require a "ticket" to be generated. Not end of world stuff, but seems a little silly at times... :)
📄	Compared to where we were with ITS services a dozen years ago, I like the current ITS so much more. Kudos for the improvements!
📄	But get some more staff on the payroll.
📄	I think this is already dealt with. After the All-Campus Meeting, it would help to have a sense of what cutting the contract with SunGard will mean. Will we still have Blackboard?
📄	mac support should be improved....
📄	As stated prior, I am very satisfied with the knowledge and friendliness of the IT staff. Always eager to serve.
📄	We were disappointed to learn this prior August that the student lab image once deployed to the labs, is not tested by ITS staff in the lab to see if the image has been successfully assembled and deployed. While no faculty or staff member expects an ITS member to know the operational content of the various applications, it would be expected that the application should load properly (without system fault) once the application has been initiated. This happened last fall in student labs--it was embarrassing. If the applications within the lab image are not going to be tested once deployed by ITS staff, please advise the faculty and staff users that lab applications should be tested to see if they will at least load prior to student arrival to campus. If this lab image testing process has been improved internally by ITS as a consequence of last fall's problems, it has not been communicated to faculty and staff.
📄	n/a