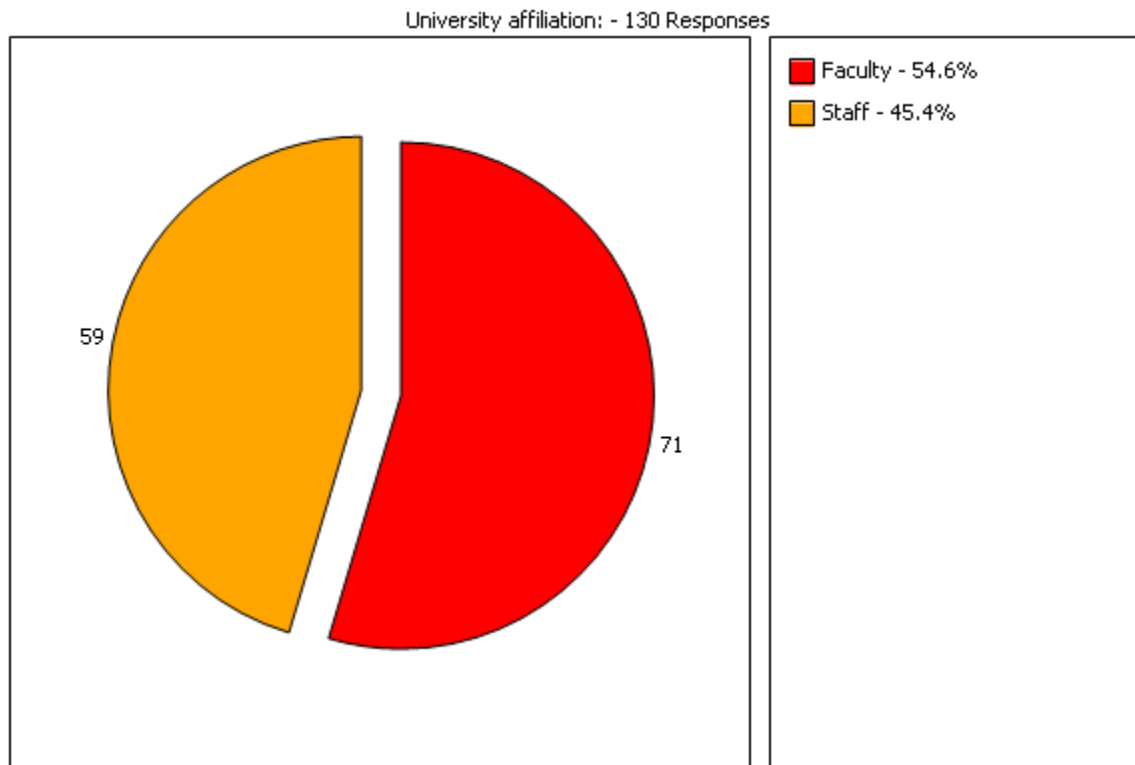


Fall 2008 Faculty/Staff Survey

University affiliation:
Response Count: 130



Department/Office:

	Count	Percent
Accounting	4	3%
Admission	2	2%
Advanced Placement	0	%
Advancement	2	2%
Agricultural Science	1	1%
Anthropology, Geography & Sociology	3	2%
Art	6	5%
Assessment & Testing	0	%
Athletic Media relations	1	1%
Athletics	6	5%
Biology	2	2%
Business Administration	4	3%
Business Office	6	5%
Campus Planning	0	%
Center for International Education Abroad	0	%
Center for Teaching & Learning	1	1%

Chemistry	4	3%
Classical & Modern Languages	4	3%
Communication Disorders	0	%
Communication	1	1%
Commuter College	0	%
Economics	1	1%
Education	4	3%
English & Linguistics	4	3%
Financial Aid	1	1%
General Counsel	1	1%
Graduate Office	0	%
Grants & Foundation Relations	0	%
Greek Life Office	0	%
Health and Exercise Science	4	3%
History	4	3%
Information Technology Services	6	5%
Institutional Research & Budgets	0	%
International Student Office	2	2%
Justice Systems	1	1%
Mathematics & Computer Science	7	5%
McNair Program	1	1%
Military Science	0	%
Multicultural Affairs	1	1%
Music	5	4%
Nursing	1	1%
Philosophy/ Religion	3	2%
Physical Plant	1	1%
Physics	3	2%
Pickler Memorial Library	5	4%
Political Science	0	%
President's Office	0	%
Printing Services	1	1%
Professional Development	0	%
Provost	0	%
Psychology	2	2%
Public Relations	1	1%
Public Safety	0	%
Publications	0	%
Regional Professional Development Center	6	5%
Registrar's Office	0	%
Residence Life	0	%
Residential College Program	4	3%
Sixteenth Century Journal	0	%
Small Business Development Center	1	1%
Student Affairs Office	3	2%
Student Health Center/Disability Services	1	1%
Student Recreation Center	0	%
Student Union	0	%
The Next STEP	2	2%
Theatre	2	2%
Truman State University Press	0	%
University Career Center	1	1%
University Counseling Services	1	1%

Upward Bound	0	%
Other:	3	2%
Total Responses:	130	100%

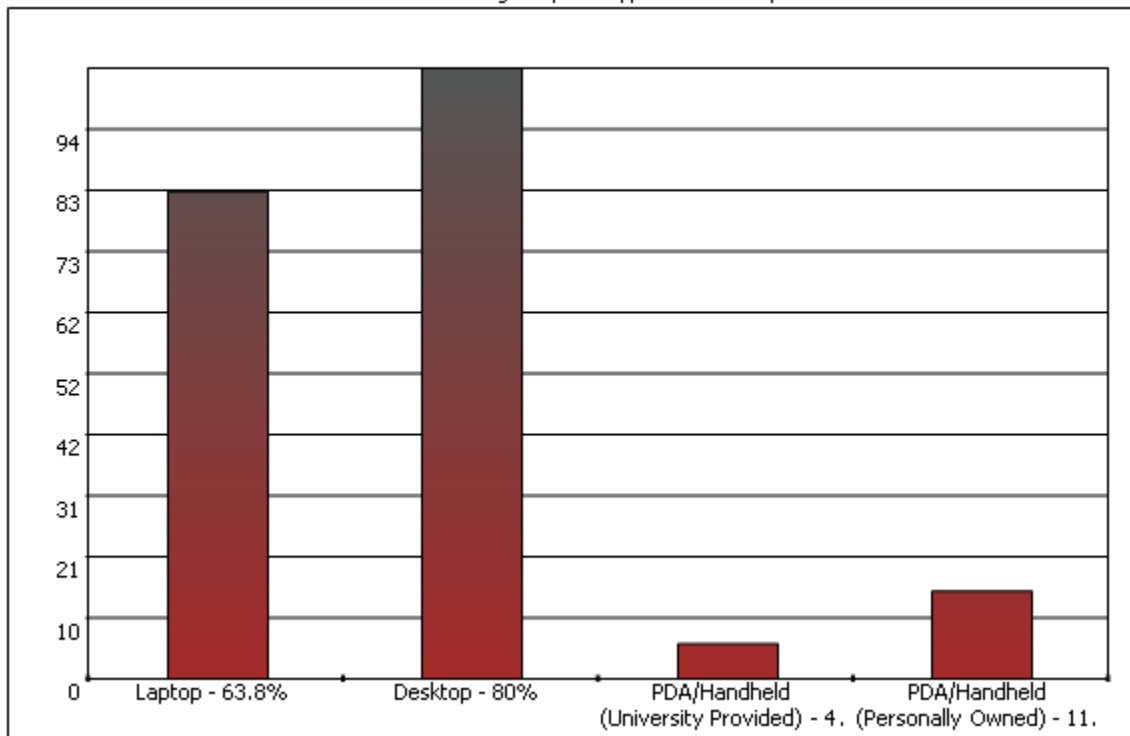
Other

Interdisciplinary studies
 Student Success Center

I use the following computer types:

Response Count: 130

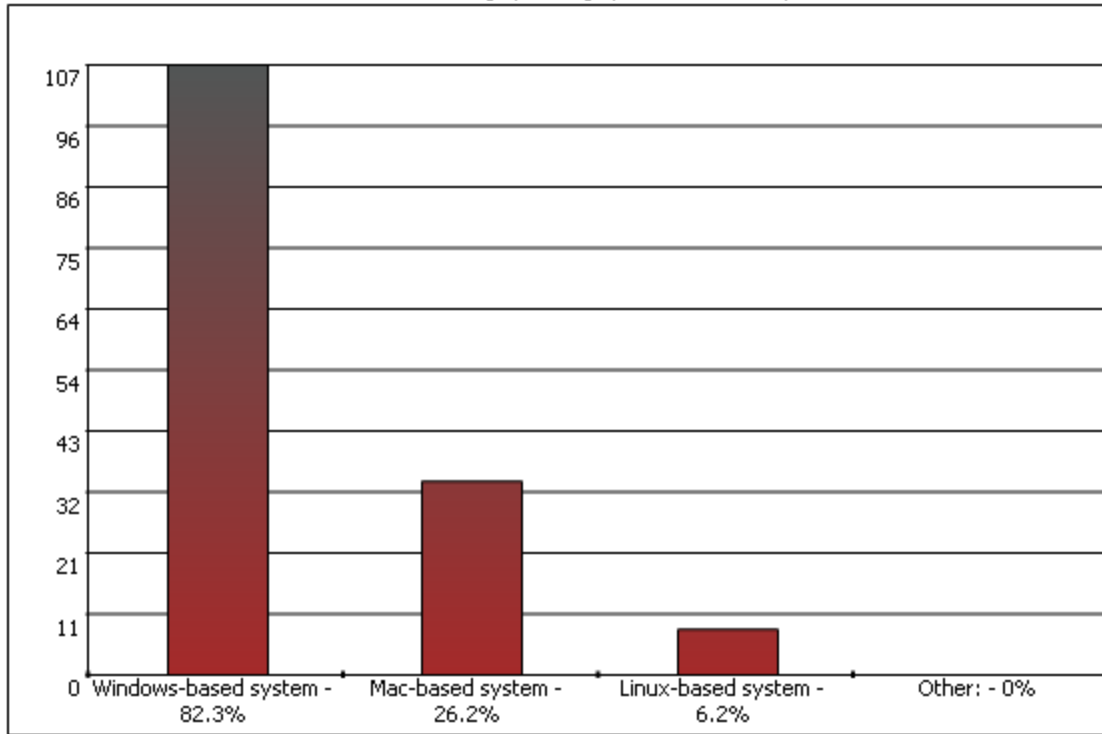
I use the following computer types: - 130 Responses



I use the following operating systems:

Response Count: 130

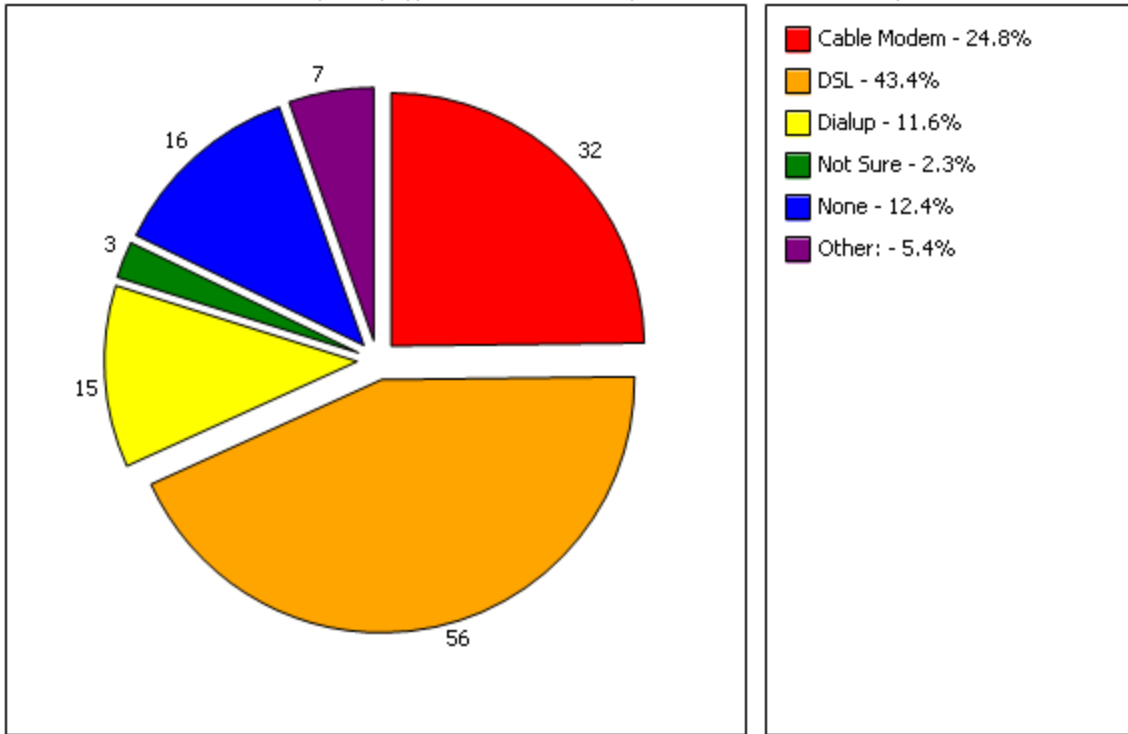
I use the following operating systems: - 130 Responses



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

Response Count: 129

What is the primary type of Internet access you use at home? - 129 Responses



"Other" Answers

antennae-Mark Twain

satellite

nasty mark twain, only service available in my area of the county

Wireless

If you have used the ITS walk-in support desk in the past year, please rate your satisfaction with the following aspects or services.

	Very Satisfied	Satisfied	Minimally Satisfied	Dissatisfied	N/A
Friendliness of Staff	38%	32%	2%	3%	25%
	49	41	3	4	33
Expertise / Knowledge	34%	32%	4%	5%	25%
	44	42	5	6	33
Hours / Availability	32%	30%	11%	2%	26%
	41	39	14	2	34
Account / Password Assistance	28%	23%	2%	2%	44%
	37	30	3	3	57

Wireless Network Connection Assistance	19%	18%	2%	3%	57%
	25	24	3	4	74
Clean Access Assistance	15%	12%	2%	5%	68%
	19	15	2	6	88
Antivirus Software Installation	11%	12%	2%	2%	73%
	14	15	3	3	95
Virus / Spyware Removal	10%	12%	4%	2%	73%
	13	15	5	2	95
Equipment Checkout (formerly Media Services)	15%	12%	5%	5%	64%
	19	15	6	7	83
Overall Satisfaction	27%	32%	5%	4%	33%
	35	41	6	5	43

On August 1, we transitioned to a 24/7 call-in Help Desk. If you have called the new Help Desk in the past three months, please rate your satisfaction with the following aspects or services.

	Very Satisfied	Satisfied	Minimally Satisfied	Dissatisfied	N/A
Call Wait Time	20%	28%	8%	12%	31%
	26	37	11	16	40
Friendliness of Staff	21%	32%	9%	8%	29%
	27	42	12	11	38
Timeliness of Response	18%	21%	13%	18%	31%
	23	27	17	23	40
Hours / Availability	27%	28%	5%	5%	36%
	35	36	6	6	47
Account / Password Assistance	11%	15%	6%	13%	55%
	14	20	8	17	71
Overall Satisfaction	14%	25%	14%	17%	31%
	18	32	18	22	40

Computer workstation support and repair (at your workplace):					
	Very Satisfied	Satisfied	Minimally Satisfied	Dissatisfied	N/A
Friendliness of Staff	52%	23%	2%	2%	22%
	67	30	2	3	28
Timeliness of Resolutions	44%	22%	9%	2%	22%
	57	29	12	3	29
Overall Satisfaction	45%	25%	6%	2%	22%
	58	33	8	2	29

Network Services (network connectivity, support and repair):					
	Very Satisfied	Satisfied	Minimally Satisfied	Dissatisfied	N/A
Availability & Performance of the Network	25%	41%	13%	7%	15%
	32	53	17	9	19
Friendliness of Staff	40%	31%	2%	2%	25%
	52	40	3	2	33
Timeliness of Resolutions	32%	30%	8%	5%	24%
	42	39	11	7	31
Overall Satisfaction	34%	38%	8%	3%	17%
	44	50	10	4	22

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	12%	25%	10%	9%	44%
	16	32	13	12	57

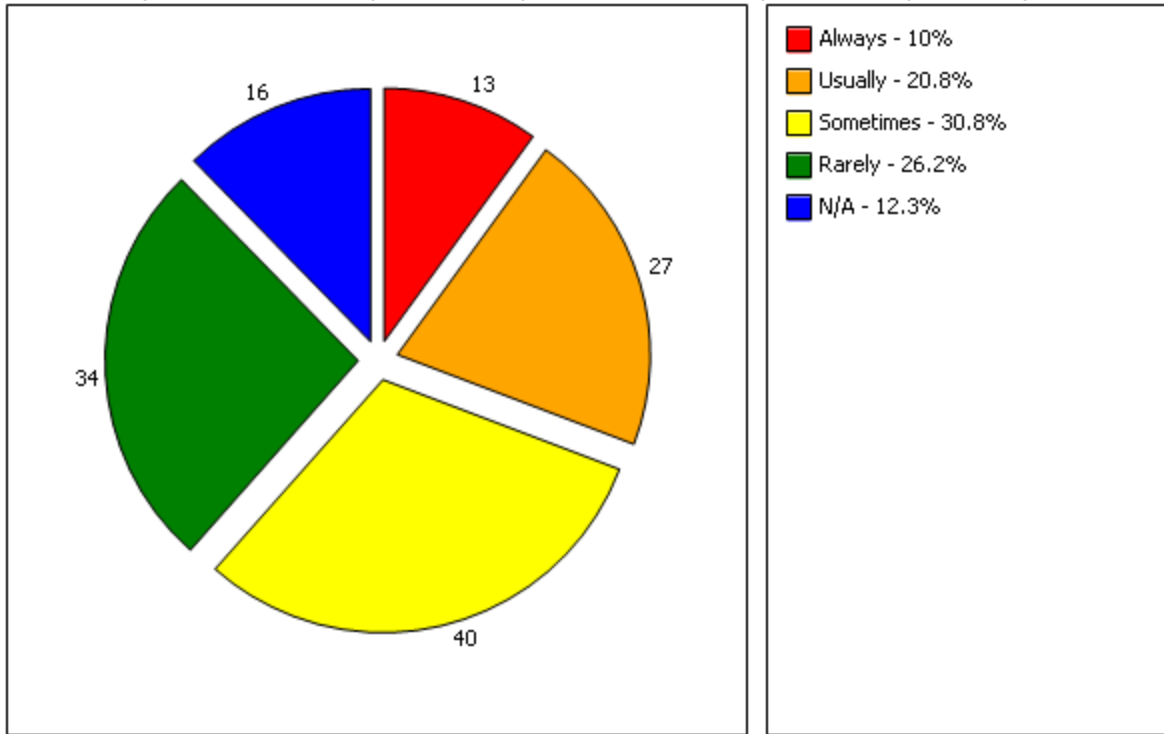
If you use a remote access service to access network resources from outside the local Truman network, please rate your satisfaction with the following services.					
	Very Satisfied	Satisfied	Minimally Satisfied	Dissatisfied	N/A
Proxy Server	5%	12%	2%	1%	81%
	6	16	2	1	105
VPN	17%	13%	4%	2%	64%
	22	17	5	3	83

Please rate your satisfaction with the services provided by Web Services:					
	Very Satisfied	Satisfied	Minimally Satisfied	Dissatisfied	N/A
Friendliness of Staff	28%	19%	1%	2%	50%
	37	25	1	2	65
Timeliness of Resolutions	22%	20%	3%	2%	52%
	29	26	4	3	68
Overall Satisfaction	22%	23%	3%	2%	50%
	29	30	4	2	65

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

Response Count: 130

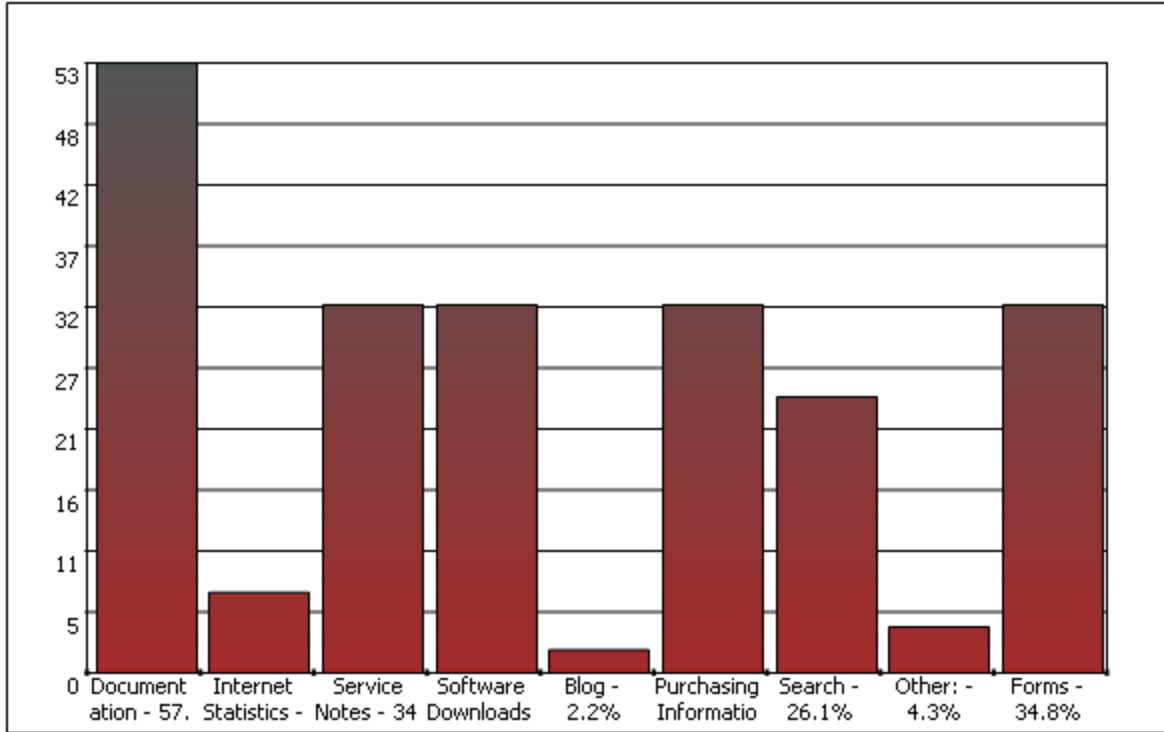
When you need IT information, how often do you use the ITS website (its.truman.edu)? - 130 Responses



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



"Other" Answers

printing account balance link

N/A

general information

ITAC committee stuff

Please rate your satisfaction with the following TruView services.

	Very Satisfied	Satisfied	Minimally Satisfied	Dissatisfied	N/A
Class Rosters	25%	25%	5%	3%	42%
	33	32	7	4	54
Teaching Schedule	19%	19%	5%	3%	53%
	25	25	7	4	69
Early Progress & Final Grade Entry	19%	24%	8%	5%	45%
	25	31	10	6	58
Advisee Transcripts & Transfer Credit	13%	16%	10%	3%	58%
	17	21	13	4	75
Open Course List	22%	21%	8%	4%	46%
	28	27	10	5	60

Employment/Payroll Records	28%	34%	6%	3%	28%
	37	44	8	4	37
Please rate your satisfaction with services provided by Administrative Computing Services.					
	Very Satisfied	Satisfied	Minimally Satisfied	Dissatisfied	N/A
Friendliness of Staff	26%	21%	2%	1%	50%
	34	27	3	1	65
Timeliness of Resolutions	22%	22%	2%	2%	52%
	29	28	3	3	67
Overall Satisfaction	23%	21%	2%	3%	51%
	30	27	3	4	66

Please rate your satisfaction with services provided by Telephone Services:					
	Very Satisfied	Satisfied	Minimally Satisfied	Dissatisfied	N/A
Friendliness of Staff	30%	27%	5%	2%	36%
	39	35	6	3	47
Timeliness of Resolutions	27%	23%	4%	6%	40%
	35	30	5	8	52
Overall Satisfaction	27%	25%	7%	4%	37%
	35	33	9	5	48

Please rate your satisfaction with services provided by Instructional Design Services (IDS):					
	Very Satisfied	Satisfied	Minimally Satisfied	Dissatisfied	N/A

















Friendliness of Staff	16%	7%	1%	2%	74%
	21	9	1	3	96
Timeliness of Resolutions	10%	10%	2%	2%	75%
	13	13	3	3	98
Overall Satisfaction	12%	12%	1%	2%	74%
	15	15	1	3	96

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

	Very Satisfied	Satisfied	Minimally Satisfied	Dissatisfied	N/A
Overall Satisfaction	14%	20%	7%	5%	55%
	18	26	9	6	71

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

Response Count: 24

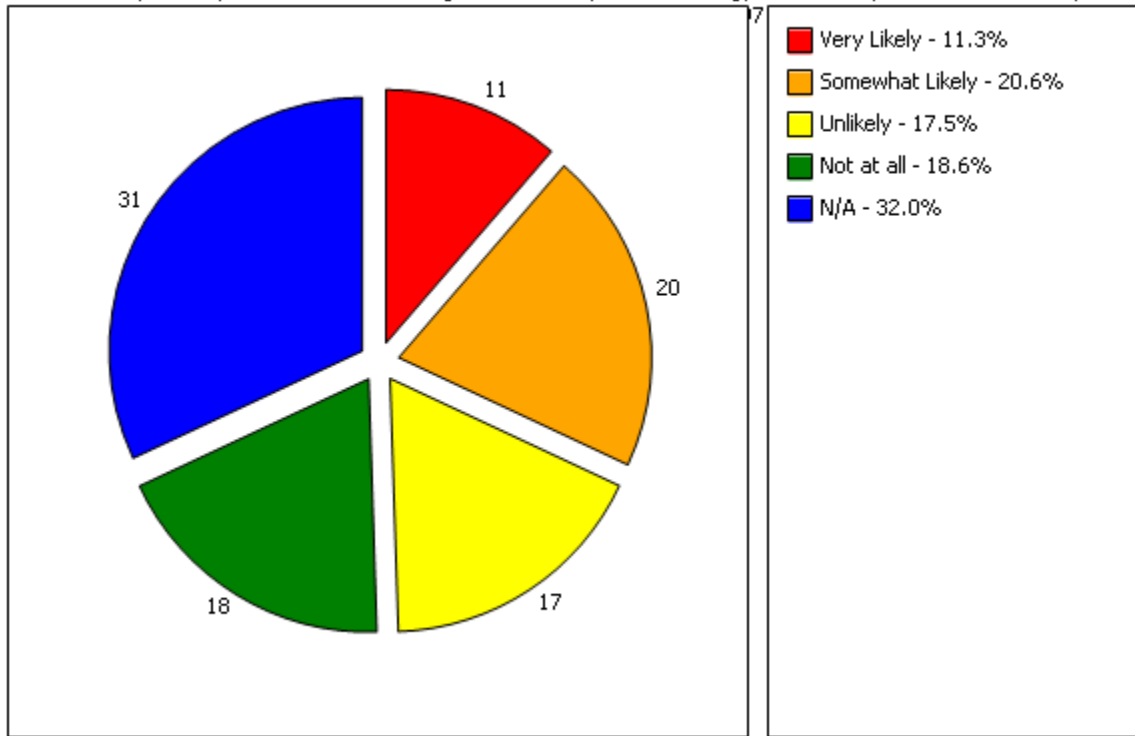
-  Smart Board
-  Video & audio podcasting. Screencasting.
-  I have no idea what current technology is...
-  Streaming media
-  better speakers
-  a screen and laptop and projector
-  smart board.
-  smart boards, projectors, screens, computer and internet access in all classrooms
-  in class electronic response modules...
-  digital cameras attached to overhead projectors to capture lectures and student presentations (along with sound capturing device) - ha...i just read the last question...please have this happen!
-  data projectors in every room!
-  Clickers and video podcasts
-  clickers for students
-  Holographic technology
-  Smart Board - would be great for many classes I teach
-  I wish all the rooms had the equipment so I just would need to bring in a flash drive with my powerpoint, not my whole computer.

- smart board
- streaming capabilities
- Thanks for better chalk in McClain this semester!
- A fiber kiln
- video conferencing
- I don't know the name, but you can project pictures from a book onto the screen. Also, having a console for powerpoint that would eliminate the need to bring in our own computers.
- clickers to gauge class response on questions
- basic data projection;

How likely would you be to take advantage of a class capture technology that allows you to video archive your lectures for later viewing over the Internet?

Response Count: 97

How likely would you be to take advantage of a class capture technology that allows you to video archive your



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








	Very Satisfied	Satisfied	Minimally Satisfied	Dissatisfied	N/A
Communication	15%	43%	13%	2%	26%
	20	56	17	3	34




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	5	3%	22%	9%	12%	15%	8%	4%	5%	20%
		3	22	9	12	15	8	4	5	20
Email	1.2	89%	7%	3%	%	%	%	%	2%	%
		103	8	3	0	0	0	0	2	0
ITS Web Site	3	4%	43%	27%	13%	4%	5%	1%	2%	%
		4	43	27	13	4	5	1	2	0
TruView Notices	3.8	3%	16%	32%	25%	12%	5%	2%	5%	%
		3	15	30	24	11	5	2	5	0
Printed Posters	5.5	%	1%	9%	20%	30%	11%	13%	10%	6%
		0	1	8	19	28	10	12	9	6
Text Messages (e.g., via cell phones)	6.8	%	3%	1%	6%	9%	22%	17%	22%	20%
		0	3	1	6	8	20	16	20	19
RSS Feeds	6.4	%	2%	2%	6%	13%	20%	34%	18%	4%
		0	2	2	5	12	18	30	16	4
Podcasts	6.6	%	2%	6%	9%	7%	16%	23%	26%	12%
		0	2	5	8	6	14	21	23	11
Other	6.7	%	6%	10%	8%	12%	10%	2%	10%	42%
		0	3	5	4	6	5	1	5	21

Matrix "Other" Categories

Please provide comments you may have regarding ITS communication.









- Response Count: 10**
-  It has improved, but there is plenty more room for improvement.
 -  the complete circles for above question bear almost no resemblance to what I really think. The system would not accept answers that aligned with my opinion. Basically, i want information to come through e-mail and the ITS website and will probably not participate in anything else.
 -  Just send an email about what we need to know. The shorter the better.
 -  I like receiving ITS service notes by email, and I think other faculty would like the option of getting them, too.
 -  Like the email notifications best. All other things I can find on my own. ITS web site could be cleaned up a bit (made note of that in earlier section of survey).
 -  ridiculous questionaire, this last one demanding unique rating is stupid and too time consuming.
 -  We rarely hear anything from ITS, and then when we do, we get the same announcement from several






















	different sources.
	If your above classification, I would have rated email Most Preferred, and Neutral on ITS Web Site and TruView Notices and Least Preferred on everything else, had I been allowed to vote that way.
	We are in desperate need of a bulk e-mail system that operates efficiently and will not allow someone to put numerous addresses in the to or cc field but blocks them to the bcc field. We have a system, but it is sluggish and frustrating and does not ensure privacy. We are short-staffed and need an efficient system that works with Banner.
	this page is irritating, you should never have a volunteer survey on which answers are rejected. I truly am neutral on all other things... I simply made a pattern to comply. I almost just threw this out at this point, but wanted to express myself on here.

Please rate your overall satisfaction with ITS.					
	Very Satisfied	Satisfied	Minimally Satisfied	Dissatisfied	N/A
Overall Satisfaction	25%	55%	8%	6%	5%
	32	72	11	8	7

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

Response Count: 34

	Improve the network reliability and speed/bandwith. Need a solution for the Office driver.
	I would MUCH prefer to talk to someone on campus when I need to call the Help Desk, rather than someone off site. (It's so much easier to deal with a person than a "system."
	ITAC seems not to work.
	Last year I wrote a letter providing detailed feedback on my experiences, but as far as I can tell that feedback went absolutely nowhere. Why solicit feedback if you are not willing to do anything with it? Believe it or not, my experiences have just gone downhill since last year. ITS is a disaster for anything more than minimal and casual usage.
	ITS staff should always bring the work order with them when coming to the offices so they know who to talk to about the issues.
	1. Overall, the team at Truman is great and friendly. I liked the personal connection with the students who use to take care of the help desk calls. I felt like I knew people in ITS better. Now that it's a remote helpdesk with people not from this area, I feel it's less personable and I don't really enjoy calling for help anymore- mainly because I feel that my problems take longer to be directed to the appropriate person and to be solved. 2. One GREAT thing that has changed is the ease of checking out items from media services. It's smooth and easy. Thanks! 3. I really like Robert Meyer as a person but he is NOT a good person to be the sound person. He can't hear ANYTHING and you have to basically shout for him to hear you and he talks loudly in return. It's embarrassing, especially in a room full of people. You need to get a new sound person or he needs to get some good hearing aids. I like him but now avoid talking to him because it's difficult to communicate with him and I don't like having to shout.
	Until this semester, I was very pleased with ITS at Truman. In my opinion, though, the new Help Desk set-up is extremely inefficient and frustrating. I did try to work within the new system, but found I had to spend far too much time on the phone talking with minimally competent technicians in Florida. Also, I filled out surveys that I believe were just deleted, because they contained pertinent repair information that was never followed-up on. I really feel we need to return to the previous system where requests for help were handled in-house; equipment was repaired quickly and technology issues were addressed almost immediately. That has not been the case this semester, and teaching has suffered because of it. Thank you for your consideration of this problem.
	We need to have good technology (laptop, digital projector, DVD player, etc.) in EVERY classroom on campus. Period. And it needs to have immediate tech support--if something breaks during class, the wait time before someone can come try to fix it is often long enough that we just wind up cancelling the rest of class.

	See above comments. The new help desk system is making my life more difficult instead of easier.
	Please, please, please get staff over to the union so that the technology is working when we have guests and student presentation! My overall level of satisfaction is destroyed by no one helping us get the technology working all the time in every room of the SUB. What is the problem?
	<staff member> is fantastic, always ready to work out problems with speed and competency.
	<staff member> is awesome! She is a great benefit to have in Violette Hall. Her students are also there to help with problems in the office and in the classroom. Please try and clone <staff member>.
	You HAVE to have a better system for reserving and checking out equipment. We need to be able to reserve equipment in advance so we can successfully plan classes and events. You also need to have the support staff to help set it up if necessary and to immediately deal with problems. I understand that the foreign languages event a few weeks back in the SUB had some real problems with equipment and with the lack of experienced staff to deliver and set up equipment.
	Can IT work proactively with deans to make sure computers are replaced on a scheduled and timely basis? My 4-5 year old computer won't run software and is barely supported by ITS and apparently won't be slated to be replaced for years.
	Provide more support for Macs.
	IT support in Magruder Hall could be much improved, especially as it relates to classroom technology. 1) There should be a regular maintenance schedule for the projectors so that instructors and other users don't encounter burned out bulbs, dirty filter messages on the screen, etc. 2) There are no outlets in the podiums that can be used for personal laptops or other equipment. This is extremely inconvenient, especially when we have visitors giving presentations. 3) Few of the podiums have monitor cables or audio cables to connect laptops to the lectern inputs. This also presents a frequent inconvenience. 4) Chalk dust in many of the Magruder classrooms gets all over and into the equipment. This can't possibly be good for the video projectors or anything else. In my opinion, ITS should work with Physical Plant to reduce the amount of chalk dust in the classrooms to preserve the investment in technology. (I teach in these classrooms every day, and as far as I can tell the chalk dust is NEVER vacuumed or otherwise cleaned up.)
	I have many problems/issues with the state of technology in the classrooms, particularly in OP 2111-2117. CD players not working, speakers not working, DVD players without remotes, etc... There's nothing more embarrassing/frustrating than having a video or recording prepared for a lecture and not having it work. Classroom technology needs major improvements, especially with regards to the music department.
	Things have gone from bad to worse in terms of campus ITS. Horrible.
	Computers are running very slow this year-general comment by faculty, students and staff-internet and truview services appear to have been down more often than previous semesters. Much preferred to talk to someone in McClain about computer issues rather than outsourcing this service.
	Always willing to help and meet the demands of my schedule. Very friendly and efficient. The most accommodating ITS department that I have ever worked with. They truly do view their role as "service"--I couldn't get along without them.
	Better overall Macintosh support - OS and applications.
	Thank you!
	I feel it is the most disorganized group on campus - nobody seems in charge anymore and it is just about impossible to get things done in a timely manner/
	More information on what is possible in terms you can understand if you don't know what it is along with the names to know what you want to find out more about.
	There still seems to be a lot of confusion with shipments. Recently a shipment arrived on campus and was paid for but the department did not have their merchandise after two months. Also, it seems sometimes the office staff isn't always the most helpful when inquiring about additional help regarding purchases. A phone call was made to the ITS office last week and I was transferred by a student to the secretary. The secretary's phone was transferred to Betty at Telephone services. When the information needed is in McClain, transferring me to Betty doesn't get me the info I needed.
	Classroom technology needs to be updated. Network speed needs to be increased.
	Please hire personnel for Media Services that can respond and provide set up, service and support for events. When I work with 30 events in two days the last thing I need to deal with is setting up and trouble-shooting sound systems. Please have staff working on important dates like Homecoming, Foundation weekend, Truman Week, etc. They should be supportive of the events and not act as if they are being imposed upon. Why does the University President have to get involved to get service? Staff support for HC 2008 on Saturday were late and wireless mics were not in the rooms they were ordered for. The system for the main reunion room was in storage and not set up.
	Keep trying to improve things. It has gotten better and you have a great staff on campus.
	Straighten out classroom equipment reservation system.

Clearly a decision needs to be made to ensure that the current dichotomy of students in computer labs using MSOffice2007 as compared to the remaining campus community staying with MSOffice2003. The response of "you can request MSOffice2007 to be installed on your machine" is of course a visionless strategy. This dichotomy has caused countless wasted hours of both staff and faculty time in resolving issues with student work and staff/faculty interaction. We should consider being a single campus computing community. The few Apples out there for special apps makes perfect sense since the vast majority of the campus is a Windows environment. Can this be resolved soon?

I like all of the pictures on the website.

I still have to say I'd like people to have more knowledge about Macs. I think I've just been lucky to find students who own Macs themselves rather than any training they've had.

Thank you

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

Response Count: 8

its way too long.

Survey's great. Thanks for asking for our feedback!

Too long!

much, much, much toooooooooooooooooooooo lllllllloooooooooooooonnnnnnnnnnnngggggggggg

I never saw the portion of the survey that asked about classroom technology.

Survey is too long. Can you make it shorter?

It seems as though I filled out one of these a few months ago. It was more or less thte same sorts of survey items. Is this really necessary? I'd prefer not to have to take the survey more than once yearly or every other year at a maximum. ITS does a good job at performing services for our community. The 24/7 telephone line is a nice feature, and it would be nice to have e-Portfolio capabilities for BlackBoard**, otherwise I really don't have anything new to say that I didn't mention previously. (Of course, ePortfolios are probably rather \$\$\$ with BlackBoard... maybe an open source alternative or vendor would be better for that service? BTW, does anyone on staff in ITS have the expertise to construct a custom, in-house ePortfolio service for Truman students and faculty to use? We need to have this capability broadly available since so many other campuses already do. Otherwise we'll get left behind.

It took 15 minutes and dozens of attempts before the link to the survey actually worked.