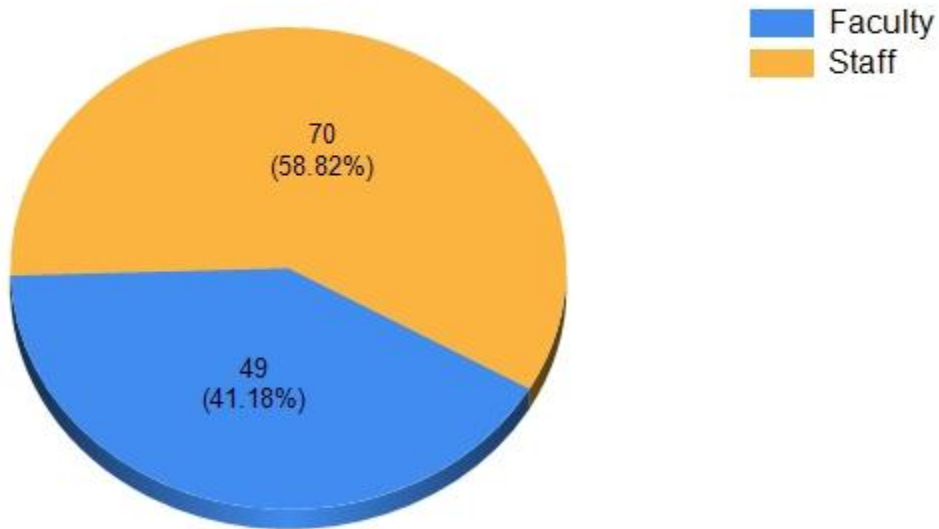


**2012 Spring ITS Satisfaction Survey
Faculty/Staff Responses**

**University affiliation:
(119 Responses)**

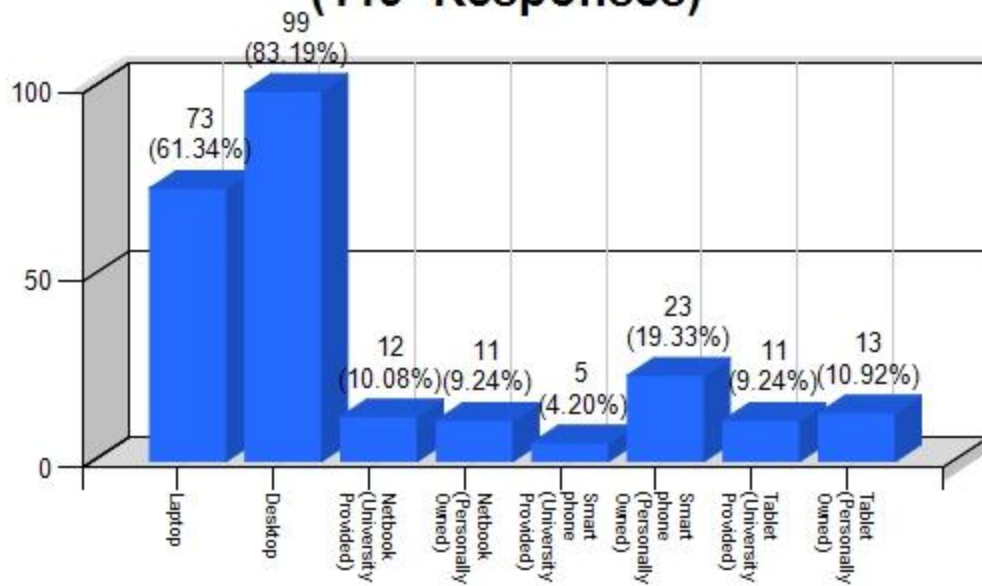


Department/Office:
(119 Responses)

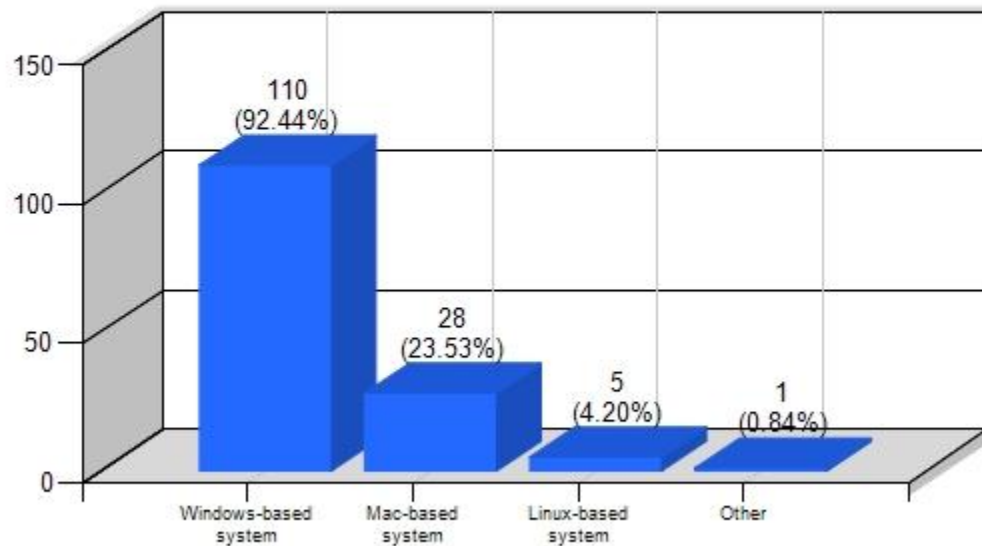
Option	Count	Percent
Accounting Dept	1	0.8
Admission	2	1.7
Advancement	6	5.0
Athletics	2	1.7
Art Dept	2	1.7
Biology Dept	5	4.2
Business Administration Dept	1	0.8
Business Office	5	4.2
Campus Planning	1	0.8
Chemistry Dept	4	3.4
Classical & Modern Languages	5	4.2
Communication Dept	2	1.7
School of Arts & Letters	3	2.5

Economics Dept	2	1.7
Education Dept	3	2.5
English & Linguistics Dept	4	3.4
Health and Exercise Science	4	3.4
History Dept	2	1.7
Information Technology Services	8	6.7
Mathematics & Computer Science Dept	6	5.0
McNair Program	1	0.8
Military Science	1	0.8
Nursing Dept	1	0.8
Philosophy & Religion Dept	2	1.7
Physics Dept	1	0.8
Pickler Memorial Library	3	2.5
Political Science Dept	1	0.8
Provost/VPAA Office	5	4.2
Psychology Dept	2	1.7
Public Safety	2	1.7
Professional Development Center	1	0.8
Registrar's Office	2	1.7
Residence Life	2	1.7
Student Affairs Office	1	0.8
Student Recreation Center	2	1.7
Theatre Dept	2	1.7
University Career Center	3	2.5
Upward Bound	1	0.8
Budget & Planning/Assessment	1	0.8
School of Business	2	1.7
School of Social and Cultural Studies	1	0.8
School of Science and Mathematics	1	0.8
School of Health Sciences & Education	2	1.7
Anthropology, Geography & Sociology	1	0.8
Center for Student Involvement	2	1.7
New Student Programs	2	1.7
Student Success Center	1	0.8
Other	5	4.2
Total:	119	100.0

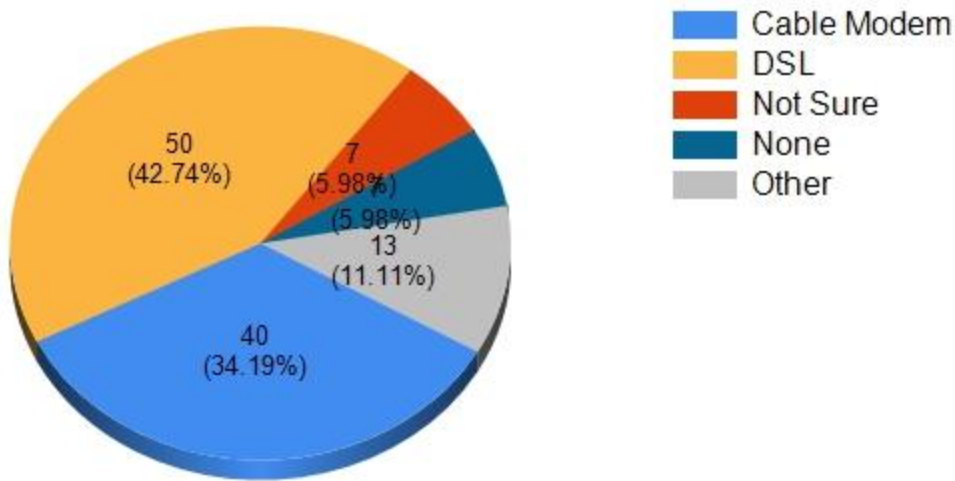
I use the following computer types: (119 Responses)



I use the following operating systems: (119 Responses)



What is the primary type of Internet access you use at home? (117 Responses)



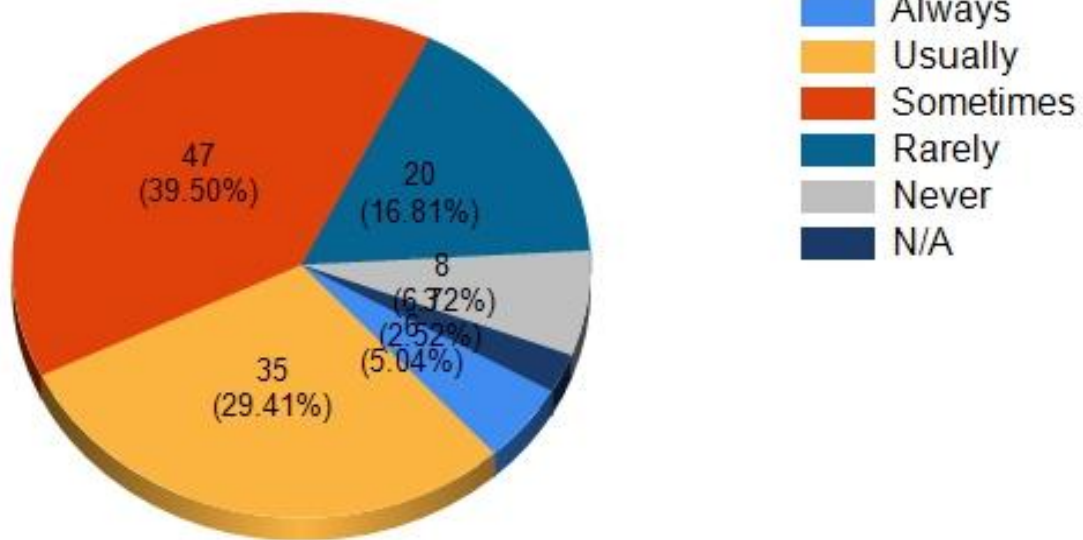
Please rate your overall satisfaction with the University Internet connection:
(119 Responses)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Overall Satisfaction	41 (34.45%)	59 (49.58%)	5 (4.20%)	7 (5.88%)	2 (1.68%)	5 (4.20%)

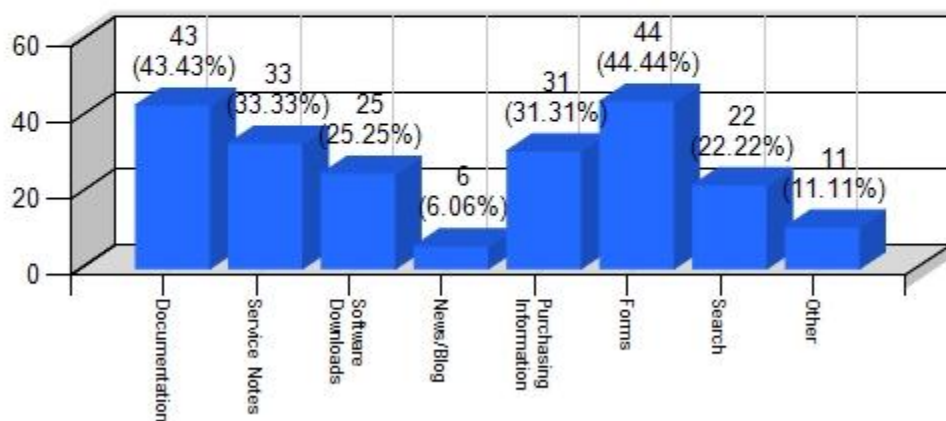
Please rate your satisfaction with Truman Network Services (network connectivity, support and repair):
(76 Responses)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Availability & Performance of the Network	29 (38.16%)	34 (44.74%)	5 (6.58%)	5 (6.58%)	1 (1.32%)	2 (2.63%)
Friendliness of Staff	40 (52.63%)	24 (31.58%)	7 (9.21%)	2 (2.63%)	0 (0.00%)	3 (3.95%)
Timeliness of Resolutions	30 (39.47%)	30 (39.47%)	8 (10.53%)	4 (5.26%)	0 (0.00%)	4 (5.26%)
Overall Satisfaction	30 (39.47%)	32 (42.11%)	6 (7.89%)	5 (6.58%)	0 (0.00%)	3 (3.95%)

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



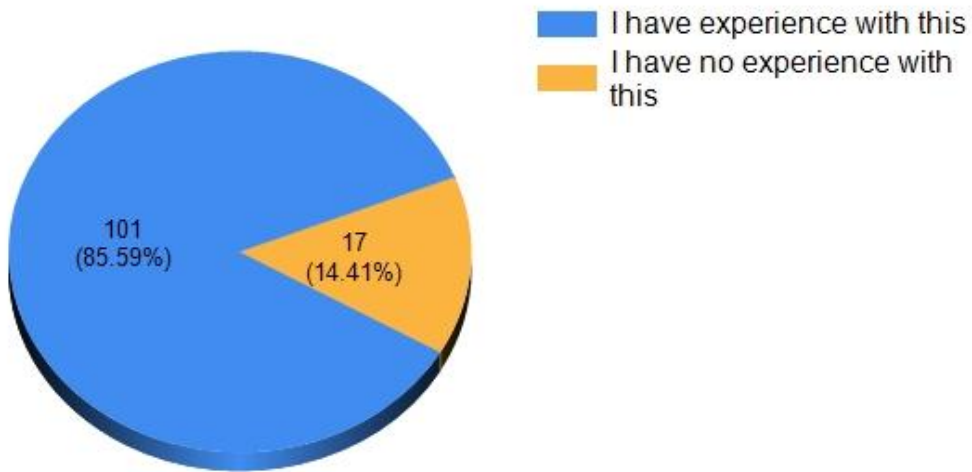
**Which features of the ITS website (its.truman.edu) have you found to be most useful?
(99 Responses)**



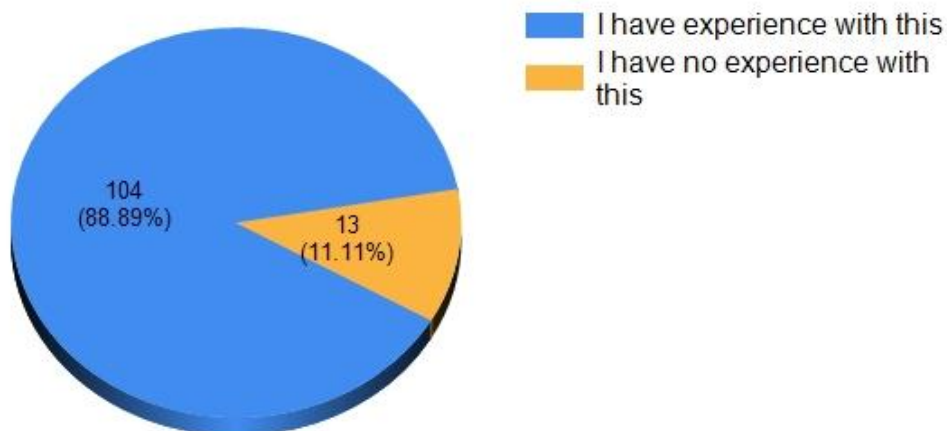
Please rate your satisfaction with the effectiveness of ITS communication to the campus community.
(119 Responses)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Communication	27 (22.69%)	62 (52.10%)	14 (11.76%)	11 (9.24%)	1 (0.84%)	4 (3.36%)

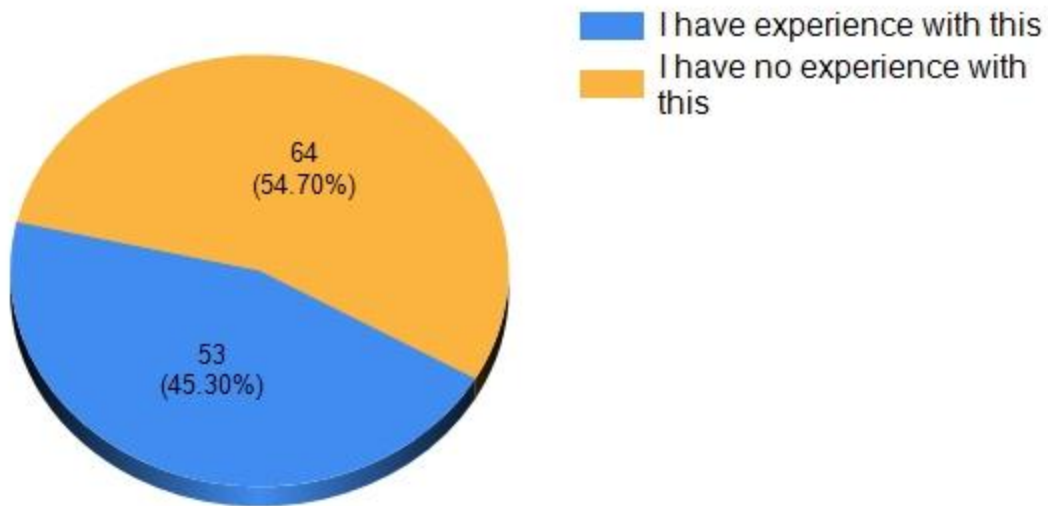
The ITS Service Center (118 Responses)



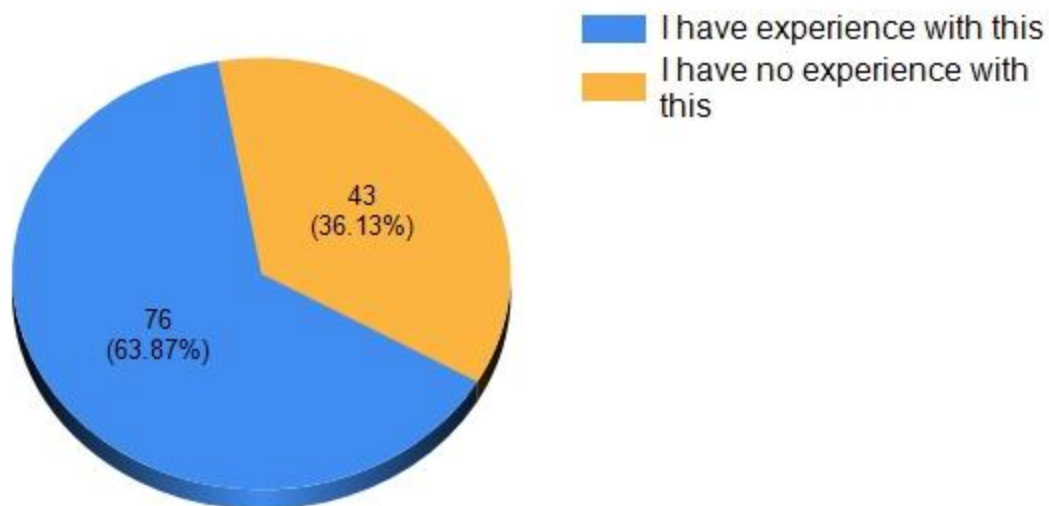
Computer workstation support and repair (at your workplace) (117 Responses)



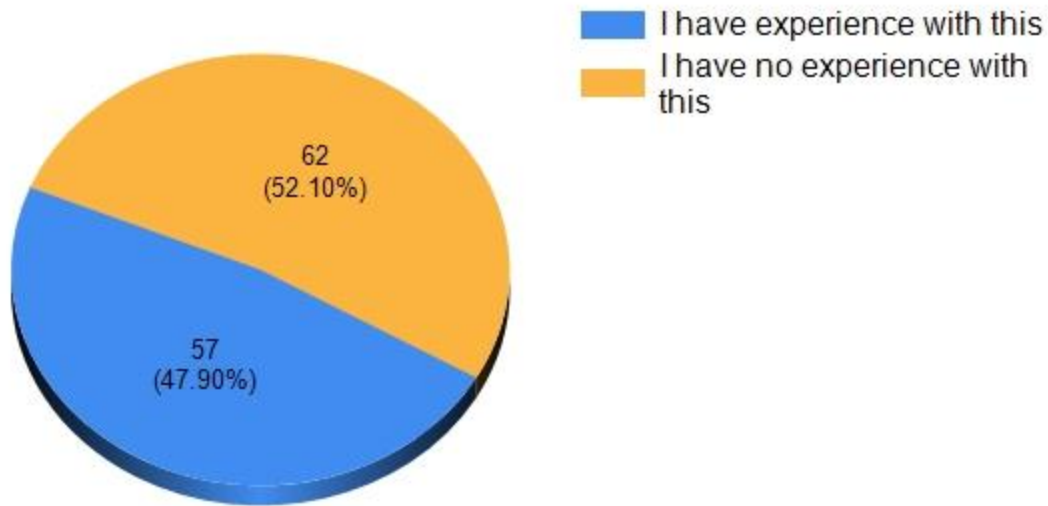
Classroom support (117 Responses)



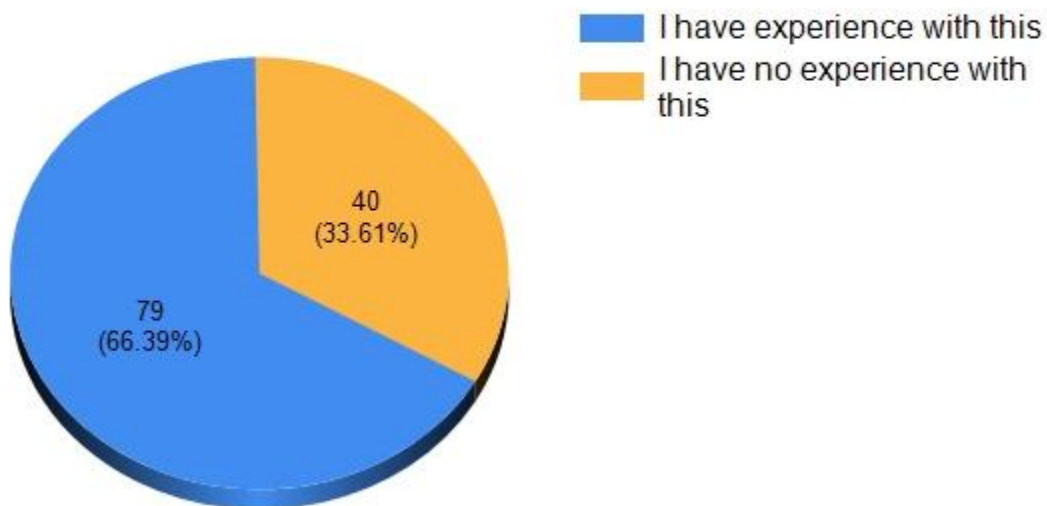
Truman Network Services (119 Responses)



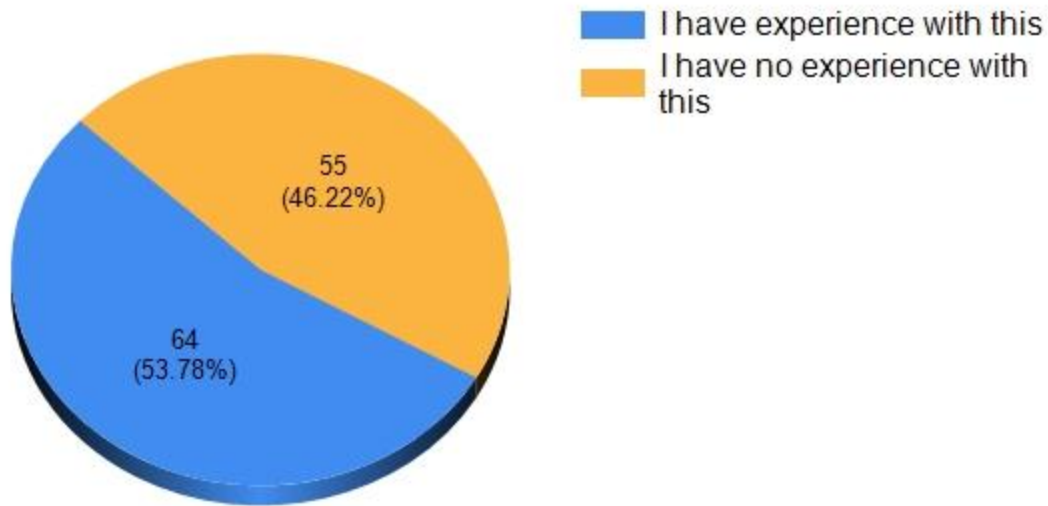
Web Services (119 Responses)



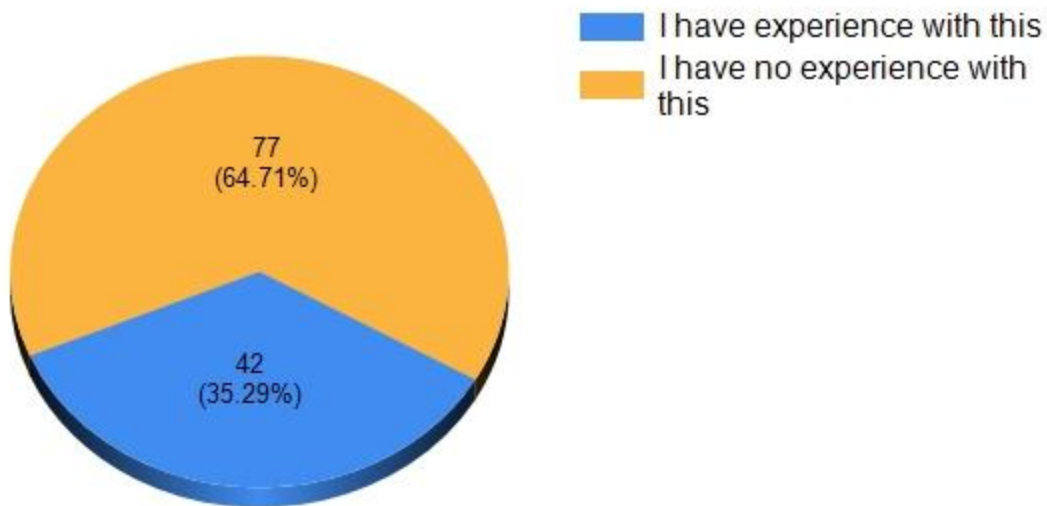
Administrative Computing Services (119 Responses)



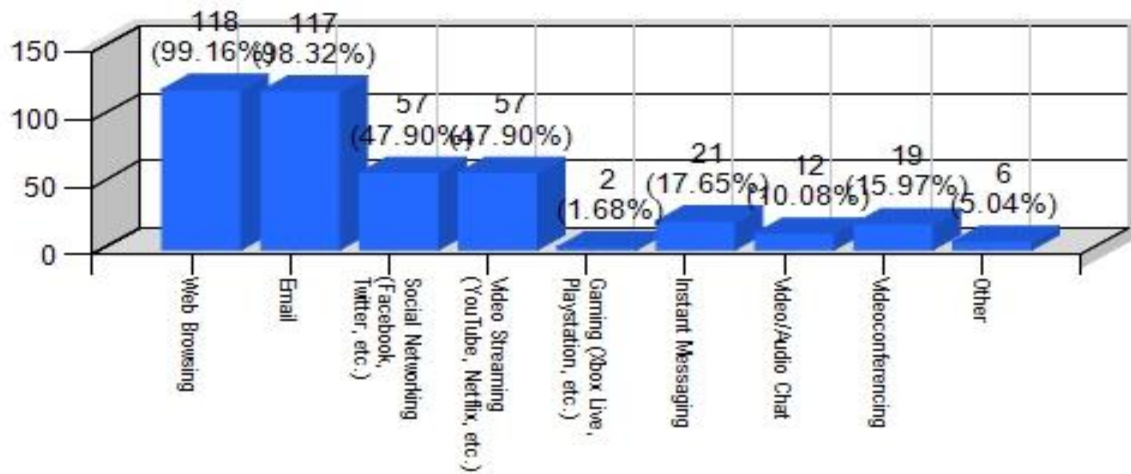
Telephone installation and repair services (119 Responses)



Learning Technologies Team (LTT) (119 Responses)



What internet services do you typically use (check all that apply): (119 Responses)



Please rate your satisfaction with the ITS Service Center (101 Responses)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Friendliness of Staff	42 (41.58%)	48 (47.52%)	9 (8.91%)	2 (1.98%)	0 (0.00%)	0 (0.00%)
Expertise / Knowledge	36 (35.64%)	45 (44.55%)	13 (12.87%)	6 (5.94%)	1 (0.99%)	0 (0.00%)
Hours / Availability	34 (33.66%)	49 (48.51%)	12 (11.88%)	5 (4.95%)	1 (0.99%)	0 (0.00%)
Account / Password Assistance	34 (33.66%)	32 (31.68%)	5 (4.95%)	2 (1.98%)	1 (0.99%)	27 (26.73%)
Wireless Network Connection Assistance	22 (21.78%)	27 (26.73%)	9 (8.91%)	2 (1.98%)	1 (0.99%)	40 (39.60%)
Equipment Checkout	22 (21.78%)	15 (14.85%)	12 (11.88%)	2 (1.98%)	1 (0.99%)	49 (48.51%)
Telephone Operator Assistance	29 (28.71%)	21 (20.79%)	7 (6.93%)	3 (2.97%)	0 (0.00%)	41 (40.59%)
Multi-media	15 (14.85%)	9 (8.91%)	8 (7.92%)	2 (1.98%)	0 (0.00%)	67 (66.34%)

Lab Assistance						
Overall Satisfaction	30 (29.70%)	49 (48.51%)	9 (8.91%)	4 (3.96%)	2 (1.98%)	7 (6.93%)

Please rate your satisfaction with computer workstation support and repair (at your workplace):
(104 Responses)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Friendliness of Staff	64 (61.54%)	33 (31.73%)	4 (3.85%)	1 (0.96%)	0 (0.00%)	2 (1.92%)
Timeliness of Resolutions	50 (48.08%)	34 (32.69%)	11 (10.58%)	5 (4.81%)	2 (1.92%)	2 (1.92%)
Overall Satisfaction	51 (49.04%)	36 (34.62%)	9 (8.65%)	4 (3.85%)	1 (0.96%)	3 (2.88%)

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

Option	Count	Percent
Adair	1	1.1
Baldwin Hall	8	8.5
Barnett Hall	2	2.1
General Services	1	1.1
Kirk	7	7.4
Magruder Hall	13	13.8
McClain Hall	22	23.4
Ophelia Parrish	6	6.4
Pershing	6	6.4
Pickler Memorial Library	4	4.3
Ruth Towne Museum and Visitors Center	2	2.1
Student Rec Center	2	2.1
Student Union Building	4	4.3
Violette Hall	16	17.0
Total:	94	100.0

Please rate your satisfaction with Classroom support:
(53 Responses)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Friendliness of Staff	35 (66.04%)	11 (20.75%)	4 (7.55%)	0 (0.00%)	0 (0.00%)	3 (5.66%)
Timeliness of Resolutions	29 (54.72%)	10 (18.87%)	4 (7.55%)	6 (11.32%)	1 (1.89%)	3 (5.66%)
Timeliness of 4911 (Emergency) Assistance	21 (39.62%)	5 (9.43%)	5 (9.43%)	2 (3.77%)	2 (3.77%)	18 (33.96%)
Technologies Available in the Classrooms	17 (32.08%)	17 (32.08%)	6 (11.32%)	2 (3.77%)	2 (3.77%)	9 (16.98%)
Overall Satisfaction	25 (47.17%)	16 (30.19%)	4 (7.55%)	2 (3.77%)	0 (0.00%)	6 (11.32%)

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

Option	Count	Percent
Baldwin Hall	7	15.2
Barnett Hall	3	6.5
Health Sciences	2	4.3
Magruder Hall	11	23.9
McClain Hall	4	8.7
Ophelia Parrish	5	10.9
Pershing	2	4.3
Pickler Memorial Library	3	6.5
Violette Hall	9	19.6
Total:	46	100.0

Please rate your satisfaction with Truman Network Services (network connectivity, support and repair):
(76 Responses)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Availability & Performance of the Network	29 (38.16%)	34 (44.74%)	5 (6.58%)	5 (6.58%)	1 (1.32%)	2 (2.63%)
Friendliness of Staff	40 (52.63%)	24 (31.58%)	7 (9.21%)	2 (2.63%)	0 (0.00%)	3 (3.95%)
Timeliness of Resolutions	30 (39.47%)	30 (39.47%)	8 (10.53%)	4 (5.26%)	0 (0.00%)	4 (5.26%)
Overall Satisfaction	30 (39.47%)	32 (42.11%)	6 (7.89%)	5 (6.58%)	0 (0.00%)	3 (3.95%)

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Friendliness of Staff	34 (59.65%)	15 (26.32%)	6 (10.53%)	0 (0.00%)	1 (1.75%)	1 (1.75%)
Timeliness of Resolutions	30 (52.63%)	17 (29.82%)	5 (8.77%)	2 (3.51%)	2 (3.51%)	1 (1.75%)
Overall Satisfaction	29 (50.88%)	16 (28.07%)	5 (8.77%)	2 (3.51%)	3 (5.26%)	2 (3.51%)

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Friendliness of Staff	47 (59.49%)	21 (26.58%)	5 (6.33%)	1 (1.27%)	1 (1.27%)	4 (5.06%)
Timeliness of Resolutions	39 (49.37%)	23 (29.11%)	7 (8.86%)	4 (5.06%)	1 (1.27%)	5 (6.33%)
Overall Satisfaction	41 (51.90%)	24 (30.38%)	7 (8.86%)	3 (3.80%)	1 (1.27%)	3 (3.80%)

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Friendliness of Staff	35 (54.69%)	23 (35.94%)	3 (4.69%)	0 (0.00%)	0 (0.00%)	3 (4.69%)
Timeliness of Resolutions	33 (51.56%)	20 (31.25%)	5 (7.81%)	0 (0.00%)	2 (3.13%)	4 (6.25%)
Overall Satisfaction	33 (51.56%)	23 (35.94%)	5 (7.81%)	0 (0.00%)	1 (1.56%)	2 (3.13%)

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Friendliness of Staff	25 (59.52%)	9 (21.43%)	3 (7.14%)	0 (0.00%)	0 (0.00%)	5 (11.90%)
Timeliness of Resolutions	17 (40.48%)	8 (19.05%)	7 (16.67%)	1 (2.38%)	0 (0.00%)	9 (21.43%)
Overall Satisfaction	22 (52.38%)	9 (21.43%)	4 (9.52%)	2 (4.76%)	0 (0.00%)	5 (11.90%)

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

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Overall Satisfaction	47 (39.50%)	54 (45.38%)	7 (5.88%)	6 (5.04%)	4 (3.36%)	1 (0.84%)