



**Spring 2008 Student  
Information Technology Survey**

**Executive Summary  
October 1, 2008**

## Background

The Spring 2008 Student Information Technology (IT) Survey was administered as a web survey in May, 2008. The survey was prepared by Information Technology Services (ITS) as part of an IT service evaluation by the Information Technology Services Advisory Committee (ITAC). This survey provides benchmark data to evaluate changes in satisfaction with IT services and technology. The survey was completed using Ultimate Survey Enterprise .NET v3.0 - Web Survey Software by Prezza Technologies, Inc. The full results of the survey with comments can be seen at the following link: <http://its.truman.edu>.

## Survey Response Rate

There were 572 responses out of approximately 5,800 emailed invitations sent to current students. Users were required to login using their Truman Active Directory account and were only allowed to take the survey once. The login names were only used to authenticate and were not associated in any way with the survey, making it confidential. Of those students responding, 63.1% live on campus and 36.9% live off campus.

## Computer Type and Operating System

For those students who responded to this survey, 97.6% own their own computer, and 2.4% do not. Those taking the survey were asked to click checkboxes indicating the type of computer and operating system that they use. (These responses were not mutually exclusive as any respondent may use multiple computer types.)

### Type of Computer:

Desktop – 27.2% (down from > 40% last year)

Laptops – 81.9% (up from 70% last year)

Other – 0.2%

### Operating Systems:

Microsoft Windows – 87.6% (and plan to purchase fewer)

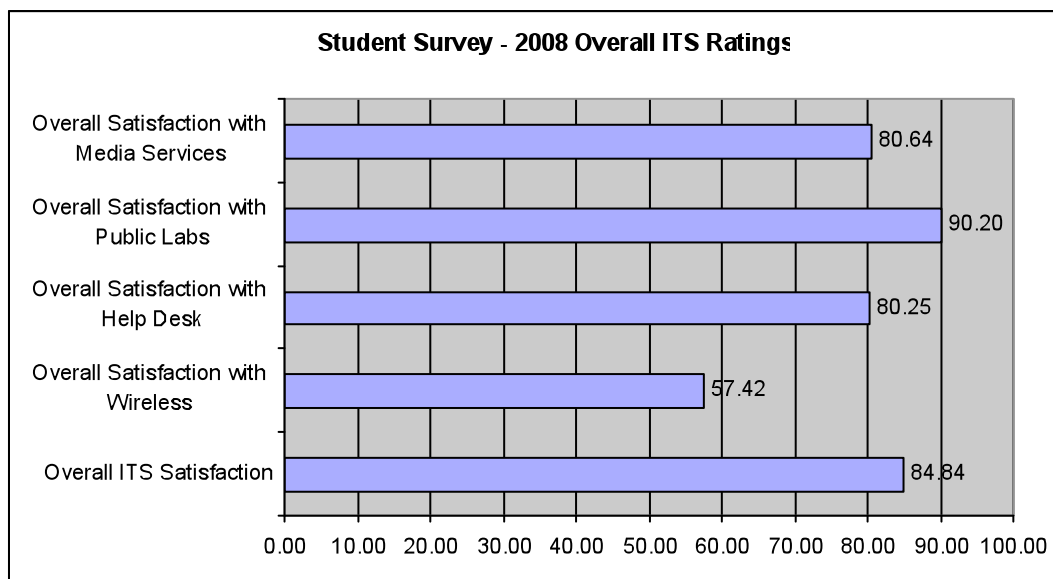
Macintosh OS – 13.7% (and plan to purchase more)

Linux/Unix – 4.9%

## Satisfaction Ratings

Most questions asked respondents to rank services on three key areas – friendliness of staff, timeliness of resolutions, and overall satisfaction. The choices available were Very Satisfied, Satisfied, Minimally Satisfied, Dissatisfied, and N/A.

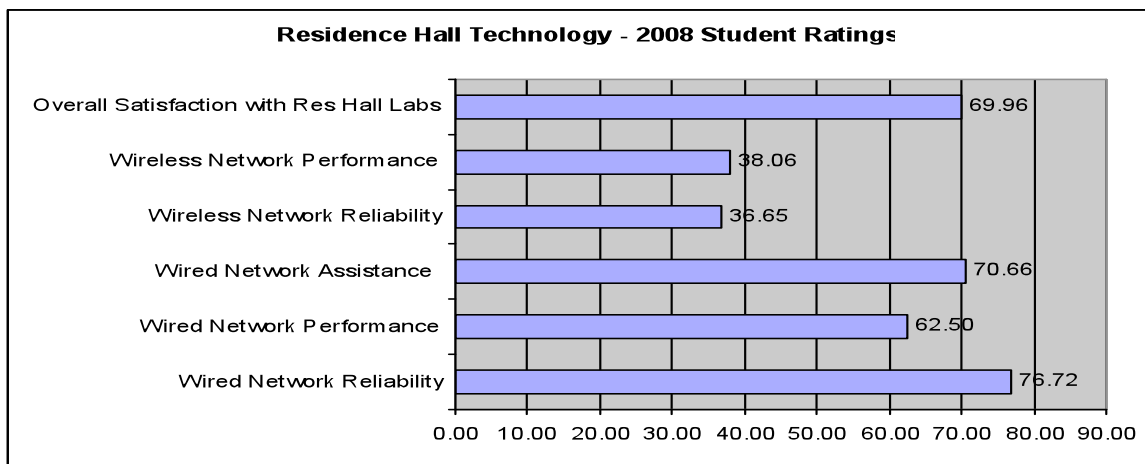
ITS has a general goal of attaining combined ratings for Very Satisfied and Satisfied of 90% or better. The Public Labs received a rating of over 90%, and three other services were rated between 80-89.99% (Overall ITS Satisfaction, Help Desk, and Media Services). Overall satisfaction with wireless services was rated lower than 80%.



See the following summary chart for a full comparison of services from year to year.

| <i>Combined 'Very Satisfied' and 'Satisfied' to get the Satisfaction Rating</i> |                       |                 | % Satisfied with Current Service |                     |                            |                     |                              |
|---|-----------------------|-----------------|----------------------------------|---------------------|----------------------------|---------------------|------------------------------|
| <b>Service / Technology Rating</b>  | <b># of Responses</b> | <b>% Change</b> | <b>2008 Results</b>              | <b>2007 Results</b> | <b>2006 Results</b>        | <b>2005 Results</b> | <b>2004 Results</b>          |
| <i>Total number of surveys returned</i>   |                       |                 | 572                              | 979                 | 694                        | n/a                 | n/a                          |
| <b>Residence Hall Technology</b>  |                       |                 |                                  |                     |                            |                     |                              |
| Wired Network Reliability   | 305                   | -9.12           | 76.72                            | 85.84               | 79.30                      | 36.81               | 32.58                        |
| Wired Network Performance   | 304                   | -5.43           | 62.50                            | 67.93               | 70.26                      | 64.72               | 60.45                        |
| Wired Network Assistance  | 242                   | -3.61           | 70.66                            | 74.27               | 64.42                      | 42.01               | 42.21                        |
| Wireless Network Reliability  | 311                   | -12.56          | 36.65                            | 49.21               | n/a                        | n/a                 | n/a                          |
| Wireless Network Performance  | 310                   | -8.54           | 38.06                            | 46.60               | n/a                        | n/a                 | n/a                          |
| Overall Satisfaction with Res Hall Labs   | 313                   | -10.07          | 69.96                            | 80.03               | n/a                        | n/a                 | n/a                          |
| <b>Campus-Wide Services</b>   |                       |                 |                                  |                     |                            |                     |                              |
| Overall ITS Satisfaction  | 528                   | -1.75           | 84.84                            | 86.59               | 71.11                      | 67.68               | 66.83                        |
| Overall Satisfaction with Wireless  | 411                   | -7.16           | 57.42                            | 64.58               | 46.50                      | 57.06               | 70.37                        |
| Overall Satisfaction with Help Desk   | 319                   | -0.32           | 80.25                            | 80.57               | n/a                        | n/a                 | n/a                          |
| Overall Satisfaction with Public Labs   | 398                   | -2.26           | 90.20                            | 92.46               | n/a                        | n/a                 | n/a                          |
| Overall Satisfaction with Media Services  | 124                   | 12.38           | 80.64                            | 68.26               | n/a                        | n/a                 | n/a                          |
| What % Do You Use TruView to find Information?                                  | 570                   | -1.18           | 83.33                            | 84.51               | 84.20                      | n/a                 | n/a                          |
| <b>Network and Web Services</b>   |                       |                 |                                  |                     |                            |                     |                              |
| Personal Network Storage  | 433                   | 3.49            | 84.06                            | 80.57               | 80.57                      | 78.87               | 76.98                        |
| Personal Web Site Storage & Support   | 229                   | -1.72           | 76.85                            | 78.57               | 81.08                      | 68.20               | 64.83                        |
| Organization/Group Web Sites  | 272                   | -2.60           | 77.57                            | 80.17               | 75.51                      | 57.07               | 54.50                        |
| Printing Account Issues   | 392                   | -3.20           | 73.97                            | 77.17               | 79.60                      | 77.34               | 75.08                        |
|   |                       |                 | <b>Results Color Legend</b>      |                     |                            |                     |                              |
| <b>Increase</b>   |                       |                 | <b>&gt; 90% satisfaction</b>     |                     | <b>90-80% satisfaction</b> |                     | <b>&lt; 80% satisfaction</b> |
| <b>&gt;4% decrease</b>  |                       |                 |                                  |                     |                            |                     |                              |

As was noted earlier, 63.1% of the students responded to this survey live on campus, and several questions regarding the technology in the residence halls were included to help evaluate these services. The responses are noted below.



In addition to the calculated results, there were several comments provided for the service areas in the survey. These will be useful to ITS and other University IT service providers for use in planning new services and for making changes to improve existing services. General comments for improvements included the following, in order of frequency.

| Number of students requesting service | Enhancement/improvement requested                                       |
|---------------------------------------|---|
| > 140                                 | The wireless network has poor signal strength and can be unreliable     |
| > 90                                  | Improve printing reliability in the residence halls                     |
| > 70                                  | Improved wired network internet speed                                   |
| > 50                                  | Improve the email client in TruView                                     |
| > 30                                  | Wired network is sometimes unreliable                                   |
| > 20                                  | Clean Access is a problem on the wireless network                       |
|                                       | Would like to have more drive space on the network drive                |
| > 10                                  | Clean Access is unreliable when accessing the wired network             |
|                                       | Ports in the rooms for the wired network are sometimes unstable         |
|                                       | More use of Blackboard courses available through TruView                |
|                                       | More knowledgeable help at the Help Desk                                |
|                                       | Check out and return policies are too restrictive in Media Services     |
|                                       | Printing charges need to be reviewed                                    |
|                                       | Improve printing in the public labs                                     |
|                                       | Provide more computer in the labs in Violet                             |
| < 10                                  | Time limitations in TruView are prohibitive (longer hours of operation) |
|                                       | Extend time of service at the Help Desk                                 |
|                                       | Provide additional study rooms (and make more private)                  |

## Trends, Needs, and Concerns

The survey also asked students to note any technology concerns they might have, as well as any service requests to meet their technology needs.

### New Service Requests:

- The majority of students commented that the wireless system needs to be improved, and that the wired network speed needs to be increased.
- The next service requested most often was to improve how clean access works with the wired and wireless networks.
- Other requests included:
  - Improve printing (and review how to reduce costs, as well as how to provide printing from wireless systems)
  - Provide more Macintosh systems in the labs
  - Provide more laptops for check-out
  - Improve the email client and functionality

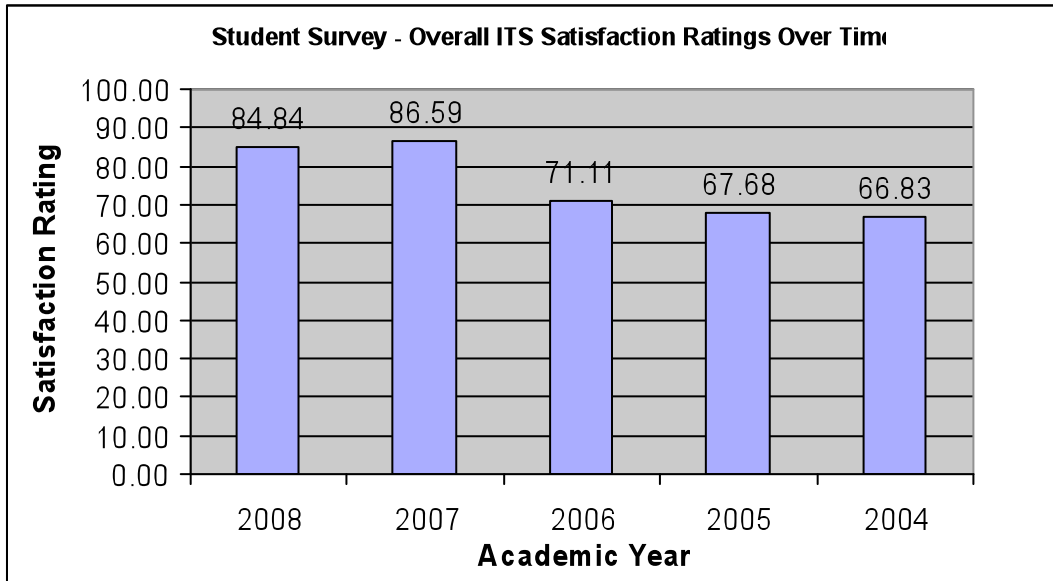
- Provide more disk space on the network drive
- Provide more technology in the classrooms
- Encourage use of Blackboard in all courses

Another interesting note is that students responded they use TruView 83.33% of the time to find information about Truman, and it is important to continue to provide meaningful services through TruView.

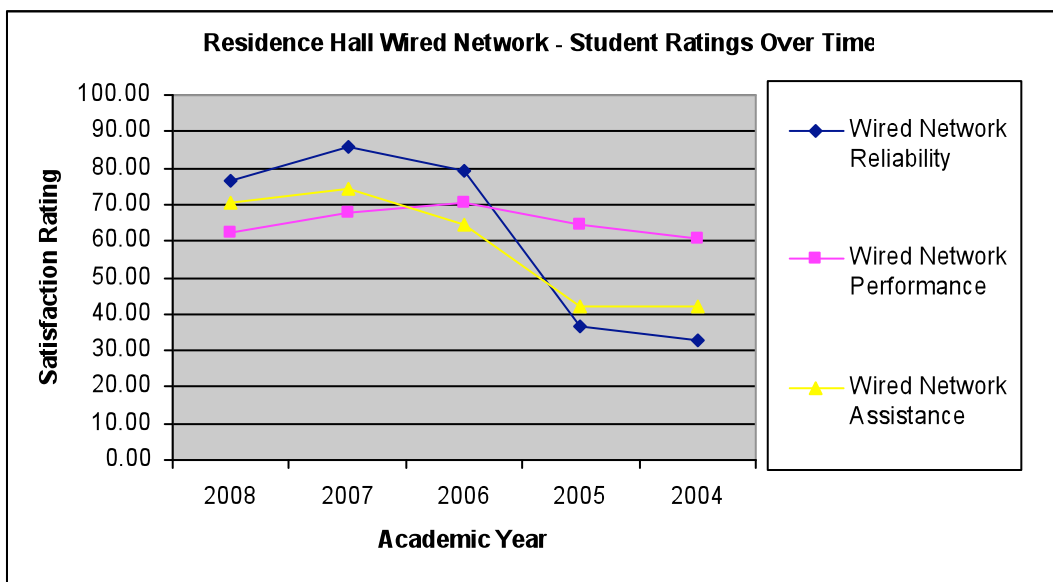
Over the past several years, students have indicated that their overall satisfaction with ITS is steadily improving. However, our ITS goal is to have an overall ITS satisfaction rate above 90%, and we have not reached this level with the students yet. There is still much work to be done to achieve this satisfaction level.

Trends:

The following chart shows the overall ITS satisfaction rating over time from the students.



This chart outlines student ratings regarding the residence hall wired network support over the past five years.



**Survey Action Items and Follow-Up**

The annual IT survey is a valuable tool that helps ITS evaluate its strengths and weaknesses. Overall, the 2007-2008 academic year was still a good one based on the student customer satisfaction levels, however, there is still much work to be done and improvements to be made.

We will continue to make enhancements and improvements to the services we offer, and the plans for these improvements and survey action items can be found at <http://its.truman.edu/news/survey>.

## **Conclusion**

If you have any questions about this survey, please feel free to contact Donna Liss, Chief Information Officer, via email at [dliss@truman.edu](mailto:dliss@truman.edu) or call at x4163. As always, if you have any comments for ITS, feel free to email all of our managers by addressing your message to [itsfeedback@truman.edu](mailto:itsfeedback@truman.edu).