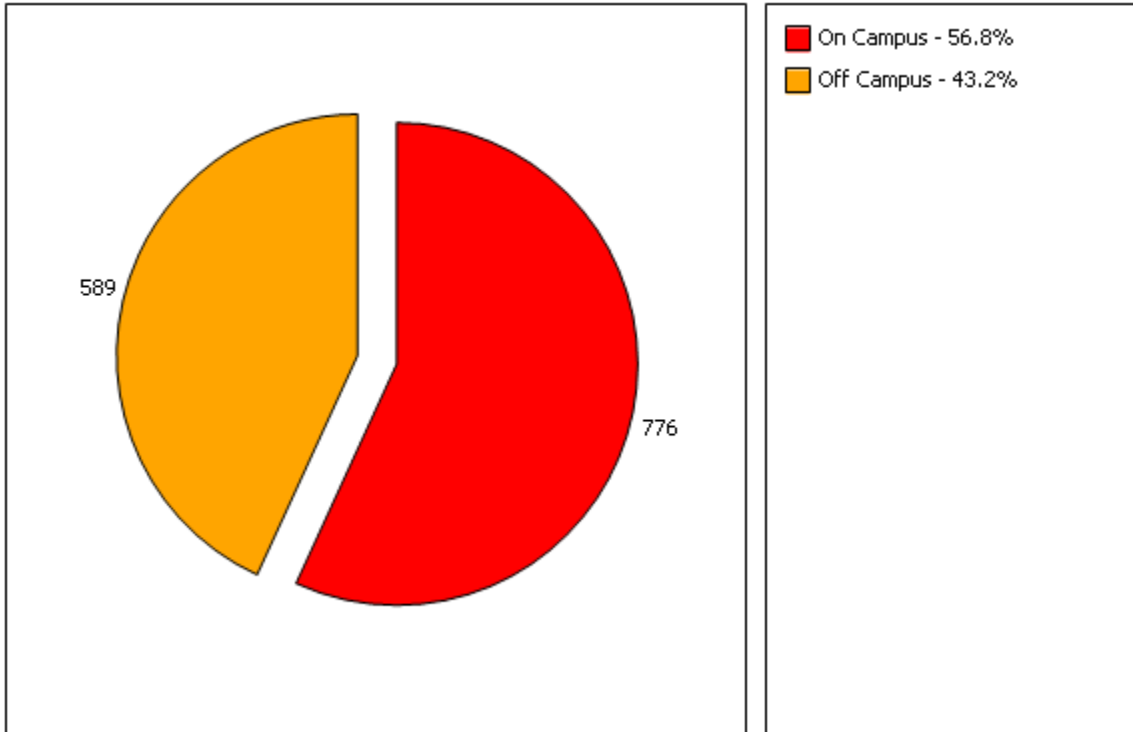


Fall 2008 Student Survey

Do you live on campus or off campus?

Response Count: 1365

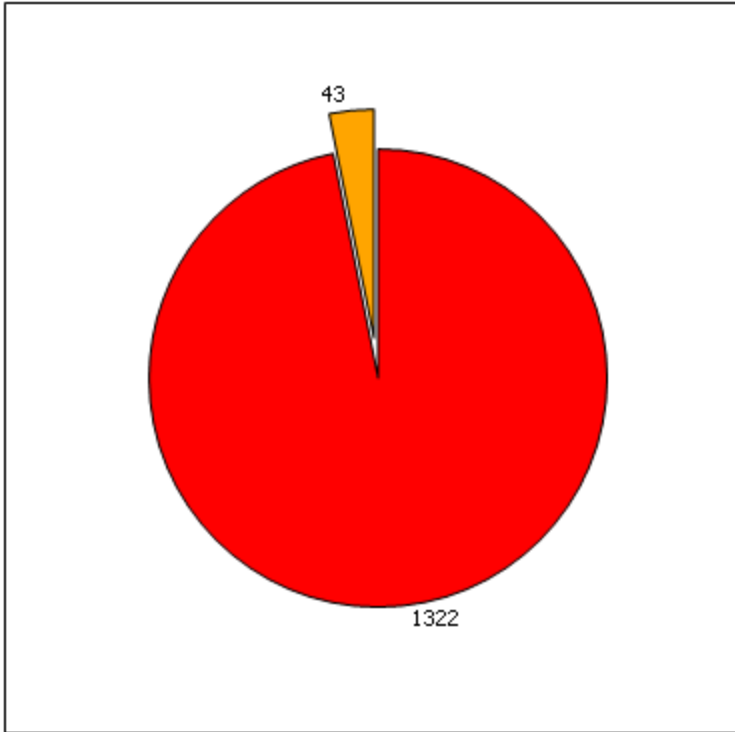
Do you live on campus or off campus? - 1365 Responses



Do you own a computer?

Response Count: 1365

Do you own a computer? - 1365 Responses

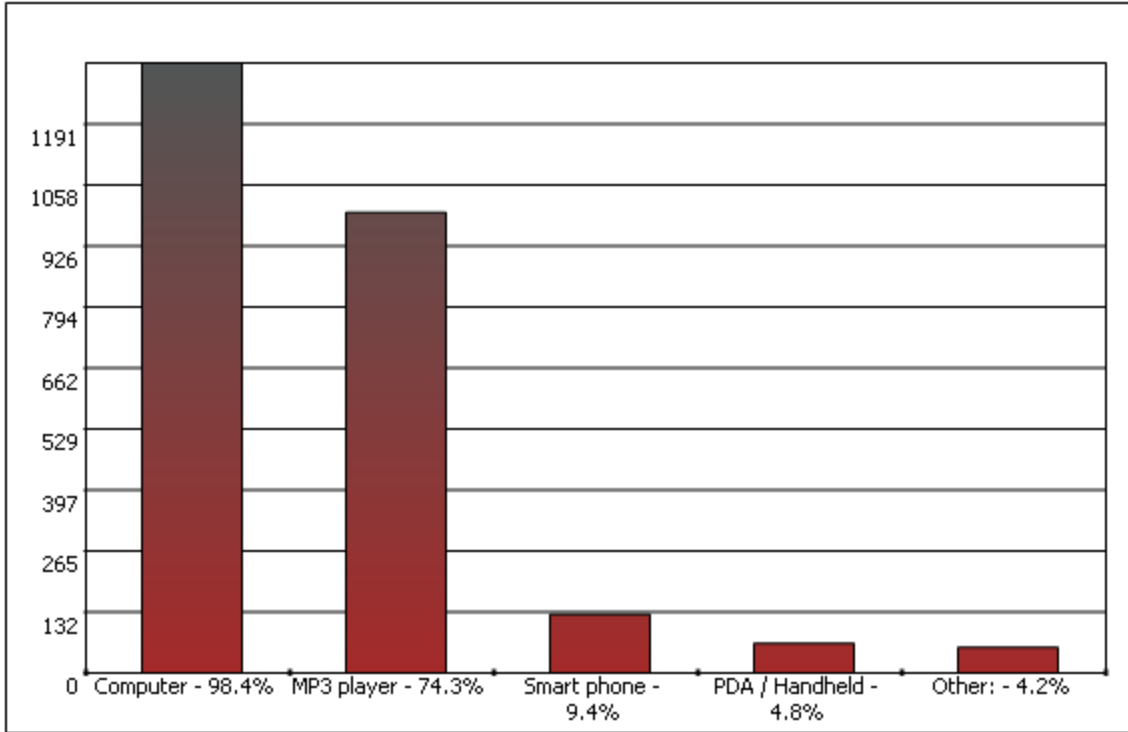


Yes - 96.8%
No - 3.2%

Which of the following devices do you own?

Response Count: 1345

Which of the following devices do you own? - 1345 Responses



"Other" Answers

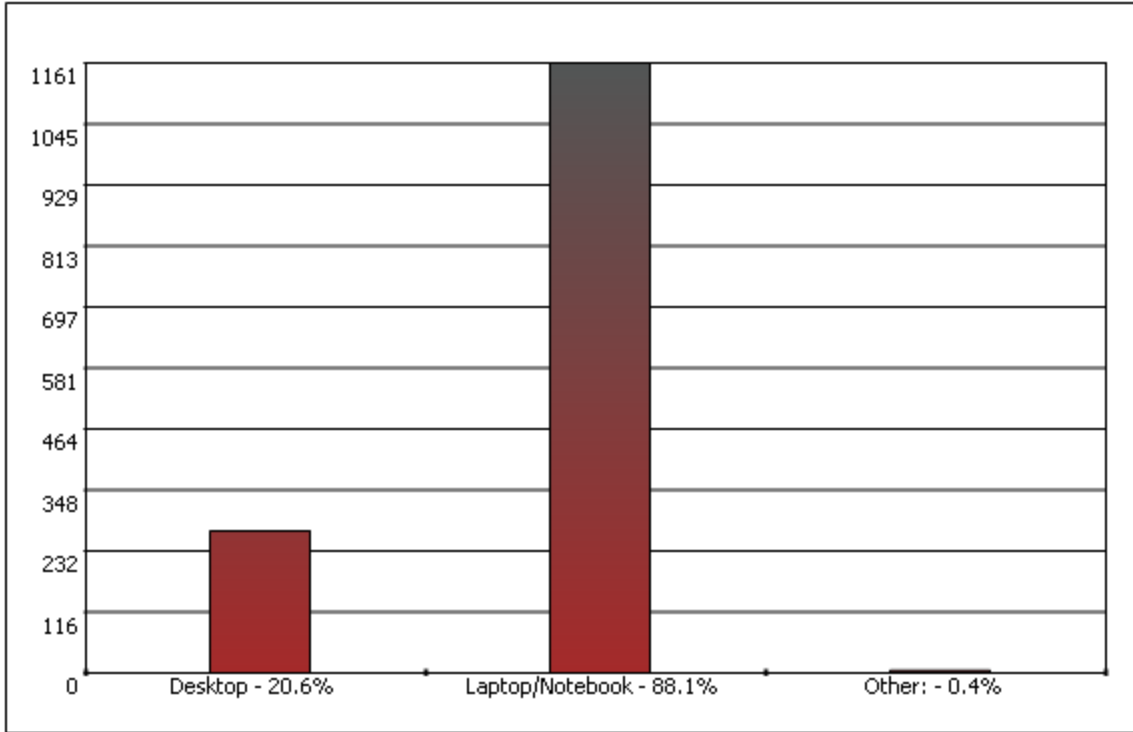
- iPod
- Cellular Phone
- External Hard Drive
- cell phone
- iPod
- cell phone
- Video game console
- iPod Touch
- nothing
- Ipod Touch
- iPod
- iPod
- Digital Camera
- Cell Phone
- ipod
- cell phone
- ipod, graphing calculator
- Wii
- What other?
- Cell phone
- xbox 360, and cell phone
- CD Player
- internet enabled game consoles, two
- ipod
- Digital Recorder

webcam
Cell phone, game console
Music Phone
Ipod
pen drive
Xbox 360, Wii
PS2, Wii, Nintendo GBA, Nintendo DS
Play Station Portable
Playstation 3
Nintedo GBA, Nintendo DS, Nintendo Wii, Playstation 2
cell phone
laptop
New Generation Entertainment System (PS3)
cell phone with internet
laptop
Nintendo Wii
Wii
USB Flash Drive
Xbox 360
iPod
Cell phone
ps3
Digital camera
ipod
iPhone
Nintendo wii
Ipod
Ipod, XBox 360
cell phone, ipod
Cell phone

What type of computer do you own?

Response Count: 1318

What type of computer do you own? - 1318 Responses



"Other" Answers

Netbooks

I live in BnB but theres no option to choose that below

Media Center PC

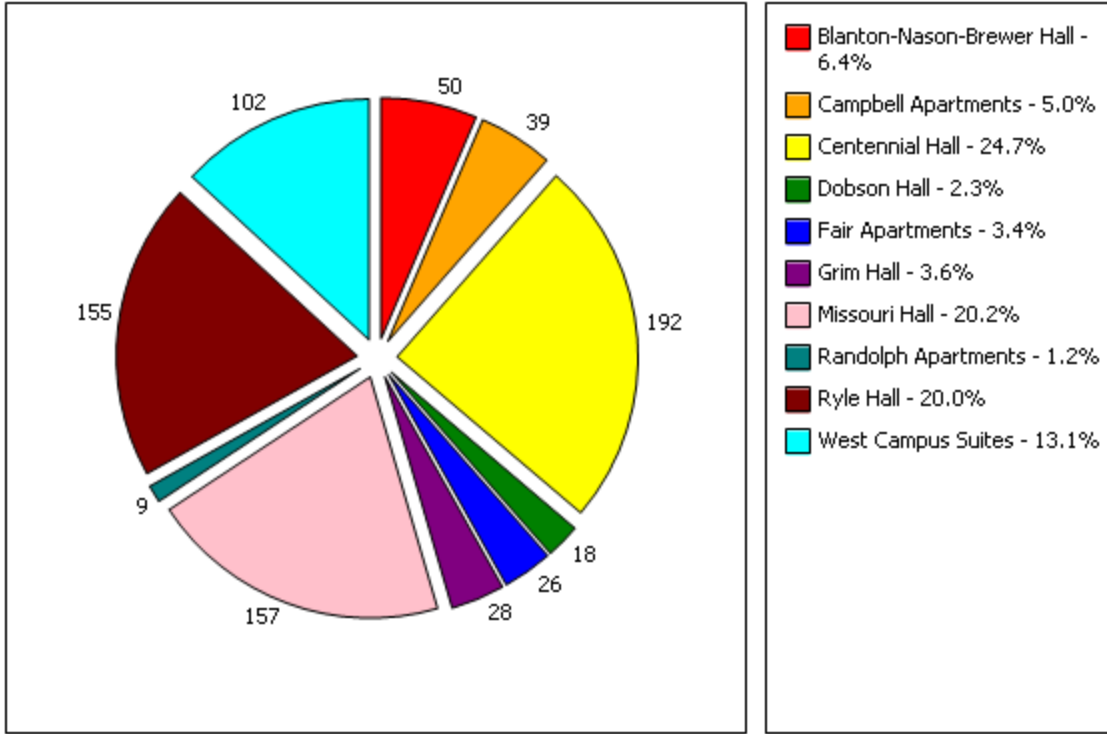
Video Game Console (Wii)

PS3

In which residence hall do you live?

Response Count: 776

In which residence hall do you live? - 776 Responses



Please rate your overall satisfaction with the following regarding your residence hall's wired network connections:

	Very Satisfied	Satisfied	Minimally Satisfied	Dissatisfied	N/A
Overall satisfaction	17%	47%	13%	4%	19%
	135	362	97	33	149

Please rate your overall satisfaction regarding your residence hall's wireless network:

	Very Satisfied	Satisfied	Minimally Satisfied	Dissatisfied	N/A
Overall satisfaction	9%	39%	25%	17%	10%
	72	301	195	131	77

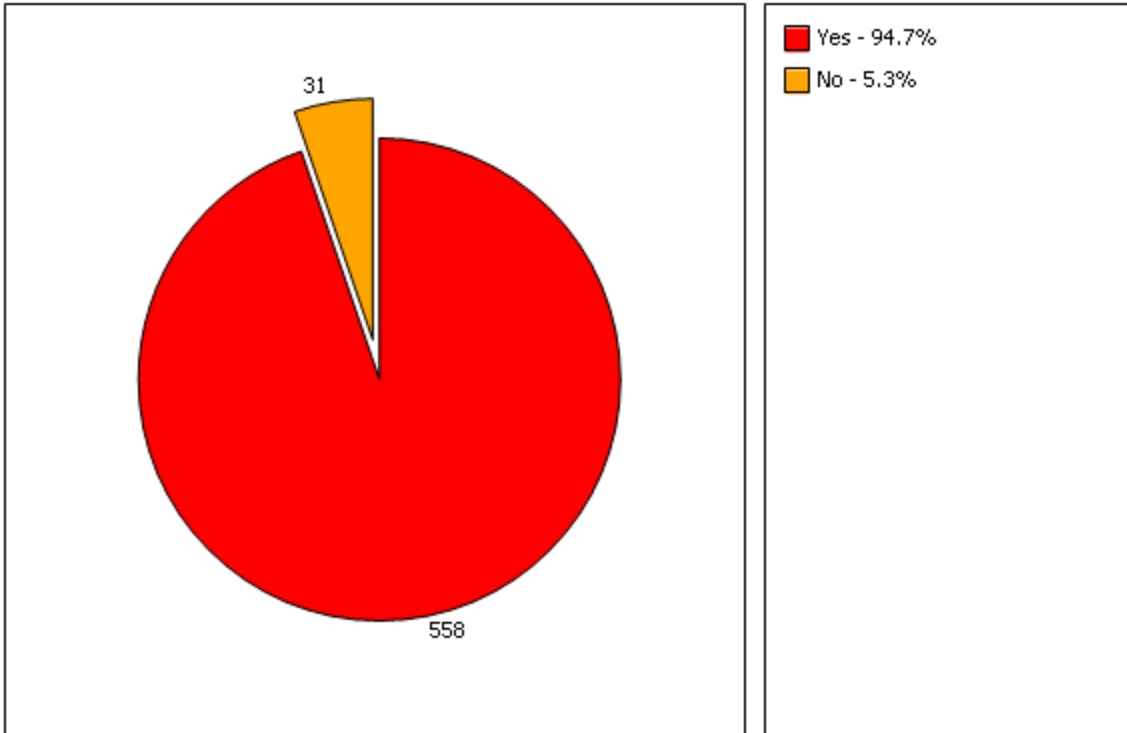
Please rate your overall satisfaction regarding the campus-wide wireless network:

	Very Satisfied	Satisfied	Minimally Satisfied	Dissatisfied	N/A
Overall satisfaction	12%	49%	17%	6%	17%
	158	664	233	81	231

Do you have Internet access?

Response Count: 589

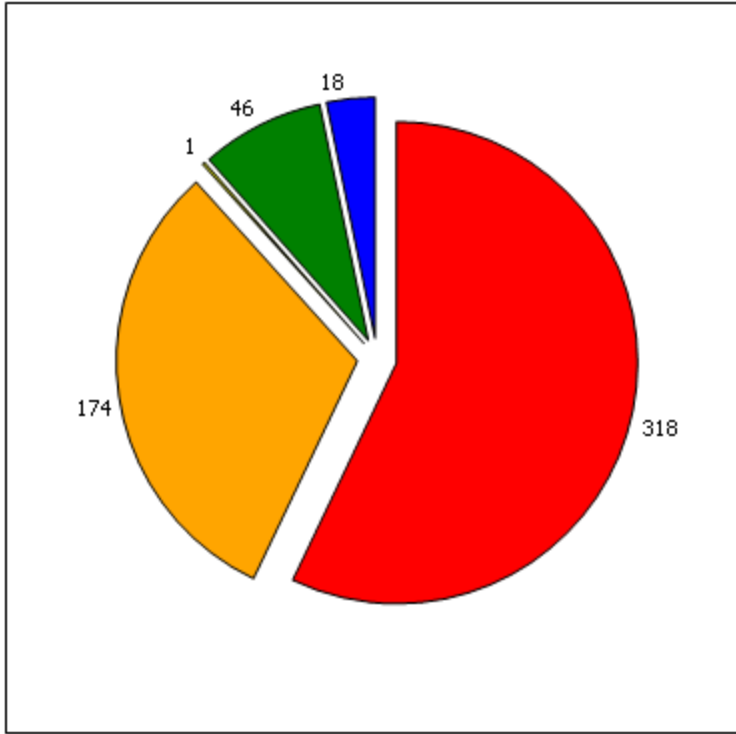
Do you have Internet access? - 589 Responses



If you have Internet access, please choose your connection type.

Response Count: 557

If you have Internet access, please choose your connection type. - 557 Responses



- Cable Modem - 57.1%
- DSL - 31.2%
- Dialup - 0.2%
- Don't Know - 8.3%
- Other: - 3.2%

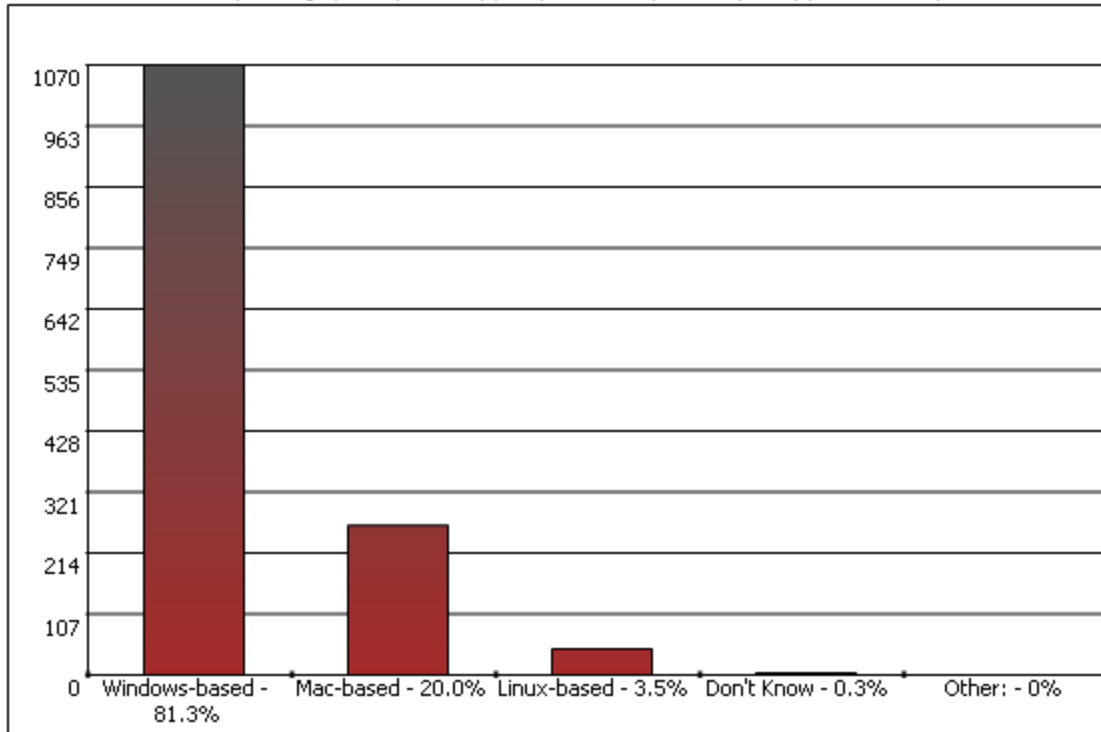
"Other" Answers

wireless
wireless
Wireless
wireless
Wireless
Off Campus Wireless
wireless
wireless
wireless
wireless
wireless
wireless
wireless
wireless
wireless
Wireless
Wireless?

What operating system platform(s) do you use on your computer(s)?

Response Count: 1316

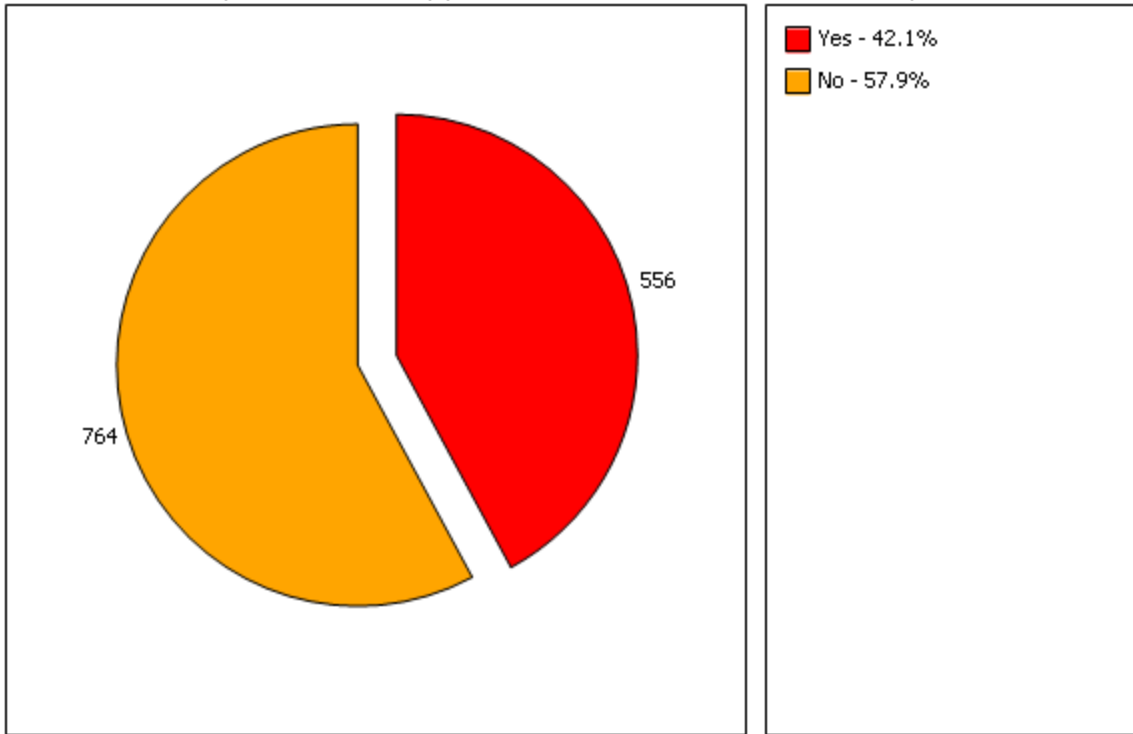
What operating system platform(s) do you use on your computer(s)? - 1316 Responses



Do you use the University-provided McAfee Antivirus software?

Response Count: 1320

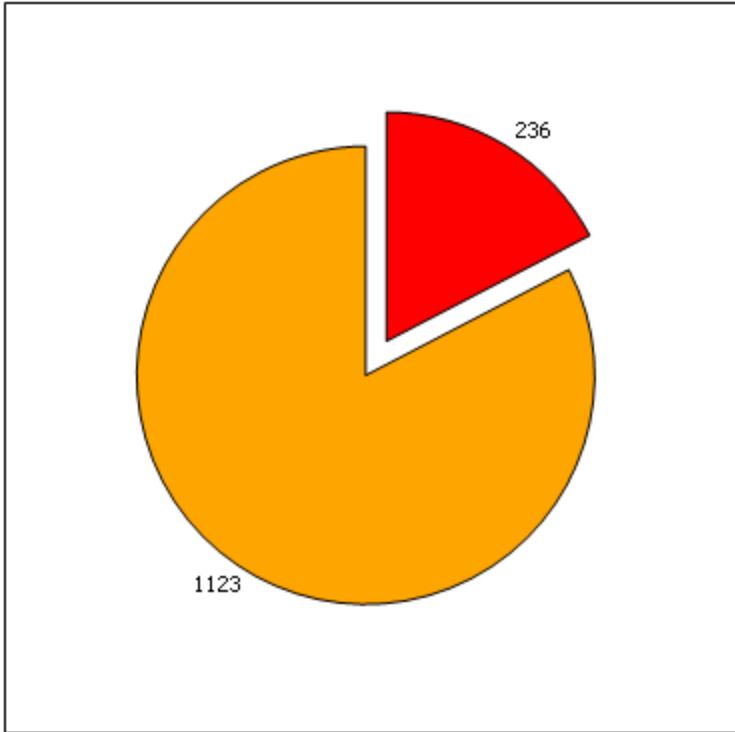
Do you use the University-provided McAfee Antivirus software? - 1320 Responses



Do you plan to purchase a new computer within the next year?

Response Count: 1359

Do you plan to purchase a new computer within the next year? - 1359 Responses

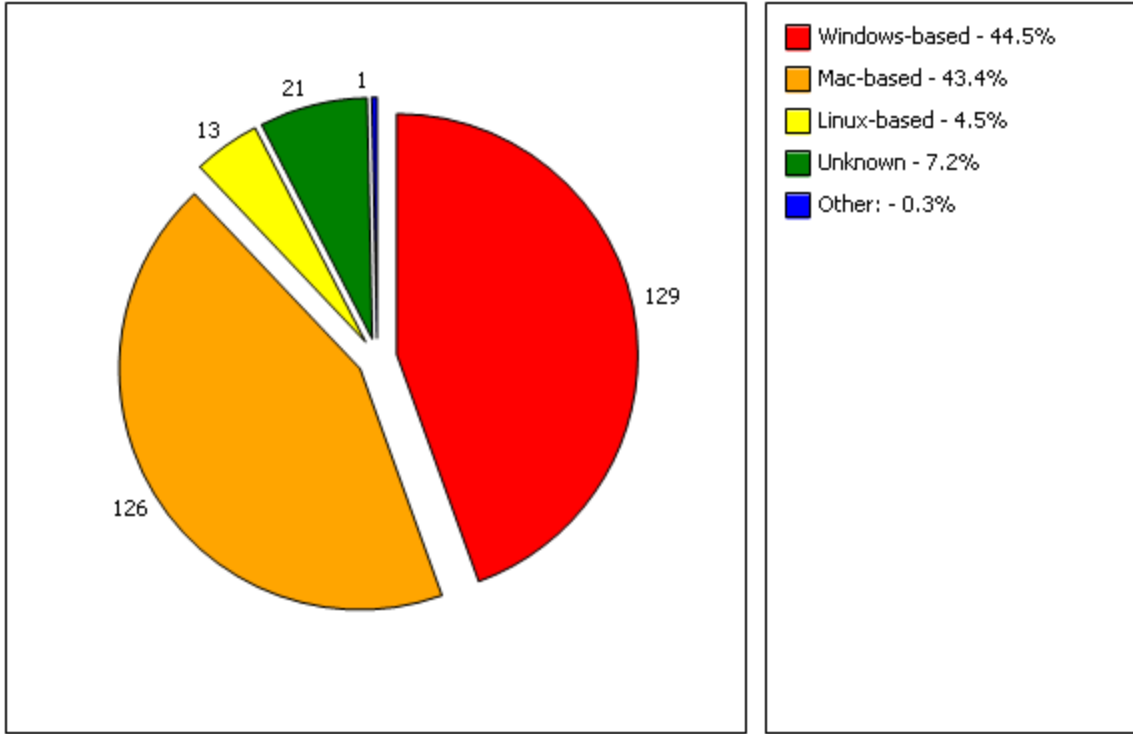


Yes - 17.4%
No - 82.6%

If you plan to purchase a new computer, what type do you anticipate purchasing?

Response Count: 290

If you plan to purchase a new computer, what type do you anticipate purchasing? - 290 Responses



"Other" Answers

Dual boot

When you need to access Truman information, how often do you use TruView?

	Always	Usually	Sometimes	Rarely	Never
TruView Use	58%	30%	8%	4%	%
	788	408	113	54	4

How often do you use TruView for the following services?

	Always	Usually	Sometimes	Rarely	Never
Email	61%	16%	5%	5%	13%
	834	221	65	67	180
Blackboard	59%	21%	11%	5%	3%
	805	291	154	73	44
News	6%	12%	34%	30%	18%

	79	163	469	408	248
Calendars	8%	14%	31%	25%	22%
	111	185	426	342	303
Groups	7%	8%	19%	25%	40%
	101	112	259	344	551
Access to your student records	54%	25%	16%	4%	1%
	740	344	220	51	12
Other resources	9%	14%	47%	17%	13%
	120	194	647	234	172

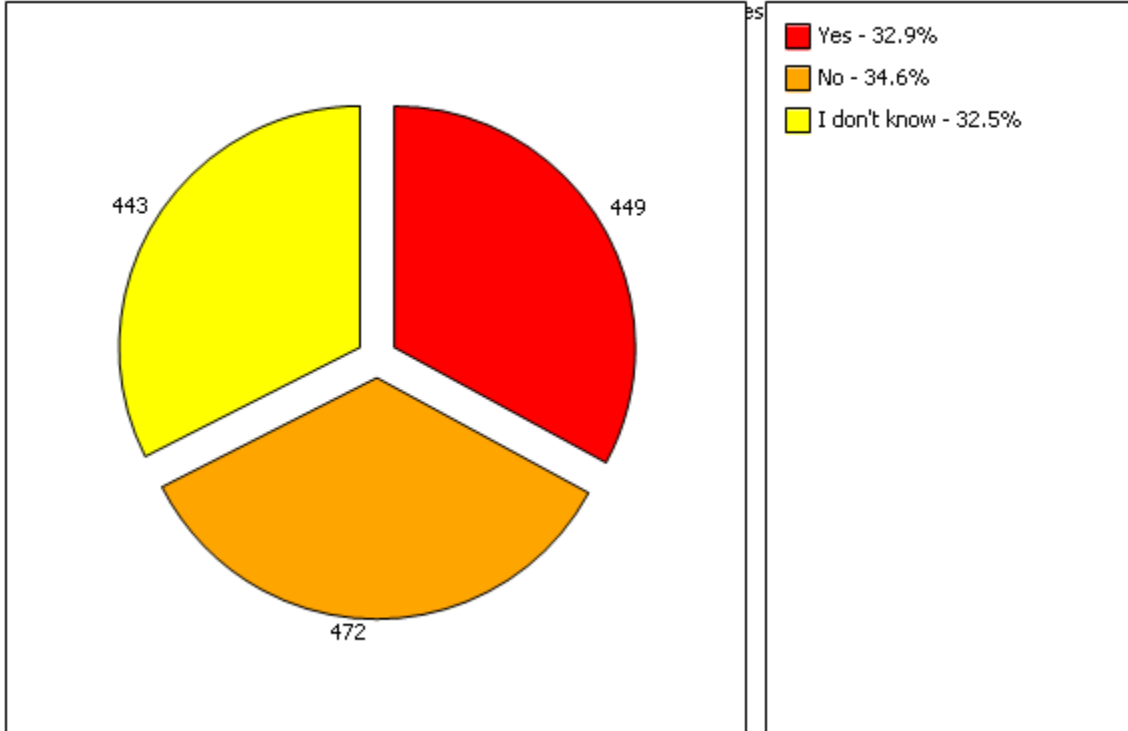
Please rate your satisfaction with each of the following TruView services.

	Very Satisfied	Satisfied	Minimally Satisfied	Dissatisfied	N/A
Registration & Add/Drop	30%	53%	12%	4%	2%
	407	719	158	49	34
Open Course List	35%	53%	9%	1%	1%
	475	728	128	18	18
Student Schedule	36%	50%	11%	1%	2%
	488	688	144	18	29
Transcripts & Transfer Credit	28%	50%	11%	2%	8%
	388	690	148	31	110
Student Account Information	29%	56%	10%	2%	4%
	400	760	137	22	48
Financial Aid Application Status	23%	47%	14%	3%	12%
	320	649	194	44	160
Student Employment/Payroll Records	23%	45%	9%	2%	20%
	317	620	122	32	276
Address Update	26%	49%	10%	4%	10%
	357	671	143	57	139
Early Progress & Final Grades	26%	49%	14%	5%	5%
	352	676	191	73	75

On October 27, ITS almost doubled the University's internet bandwidth. Have you noticed an improvement in your network performance since then?

Response Count: 1364

On October 27, ITS almost doubled the University's internet bandwidth. Have you noticed an improvement in your



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	19%	28%	5%	1%	47%
	258	368	67	16	619
Expertise / Knowledge	15%	24%	11%	3%	47%
	197	325	144	42	619
Hours / Availability	16%	27%	7%	2%	48%
	205	361	97	25	633
Account / Password Assistance	14%	20%	4%	1%	61%
	185	264	53	11	797
Wireless Network Connection Assistance	14%	19%	6%	3%	58%

	186	246	82	40	763
Clean Access Assistance	12%	15%	6%	5%	61%
	162	202	76	71	806
Antivirus Software Installation	11%	16%	4%	2%	68%
	139	215	50	23	890
Virus / Spyware Removal	10%	14%	4%	2%	70%
	130	184	54	29	916
Equipment Checkout (formerly Media Services)	10%	15%	4%	2%	69%
	135	199	46	32	899
Overall Satisfaction	14%	30%	8%	2%	46%
	187	395	106	22	605

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	9%	14%	4%	2%	72%
	110	175	56	21	925
Friendliness of Staff	10%	13%	3%	2%	71%
	130	173	44	24	915
Timeliness of response	9%	13%	4%	2%	71%
	121	172	57	20	917
Hours / Availability	13%	13%	2%	1%	71%
	173	162	28	7	917
Account / Password Assistance	7%	10%	2%	1%	79%
	93	133	30	11	1012
Overall Satisfaction	9%	15%	4%	2%	70%
	110	190	49	31	901

If you have used any of the main ITS Campus Computer Labs in the past year (VH2000, PL308, PL312), please rate the following aspects:

	Very Satisfied	Satisfied	Minimally Satisfied	Dissatisfied	N/A
Lab Personnel Courteasy / Friendliness	16%	35%	8%	1%	39%
	212	464	109	19	519
Lab Personnel Knowledge / Expertise	13%	28%	11%	2%	46%
	166	369	142	32	610
Lab Hours / Availability	17%	36%	9%	3%	36%
	225	475	114	37	469
Availability / Amount of Computers	12%	32%	15%	7%	35%
	162	423	192	86	460
Performance of Computers	15%	38%	9%	2%	35%
	204	507	125	25	463
Available Software	17%	38%	6%	1%	37%
	230	495	84	16	494
Group Study Rooms (PL312)	14%	27%	7%	2%	49%
	187	360	93	32	651
Overall Satisfaction	14%	43%	8%	1%	35%
	180	570	100	8	463

Over the summer, ITS installed new printers in nearly all the public labs and residence facilities. If you have used these new printers this fall, how would you rate the following services?

	Very Satisfied	Satisfied	Minimally Satisfied	Dissatisfied	N/A
Black & white printing reliability	30%	41%	9%	4%	17%
	400	545	123	53	223
Color printing reliability	13%	20%	7%	4%	57%
	171	266	92	47	758

Please rate your satisfaction with the following services provided by ITS Network and Web Services:

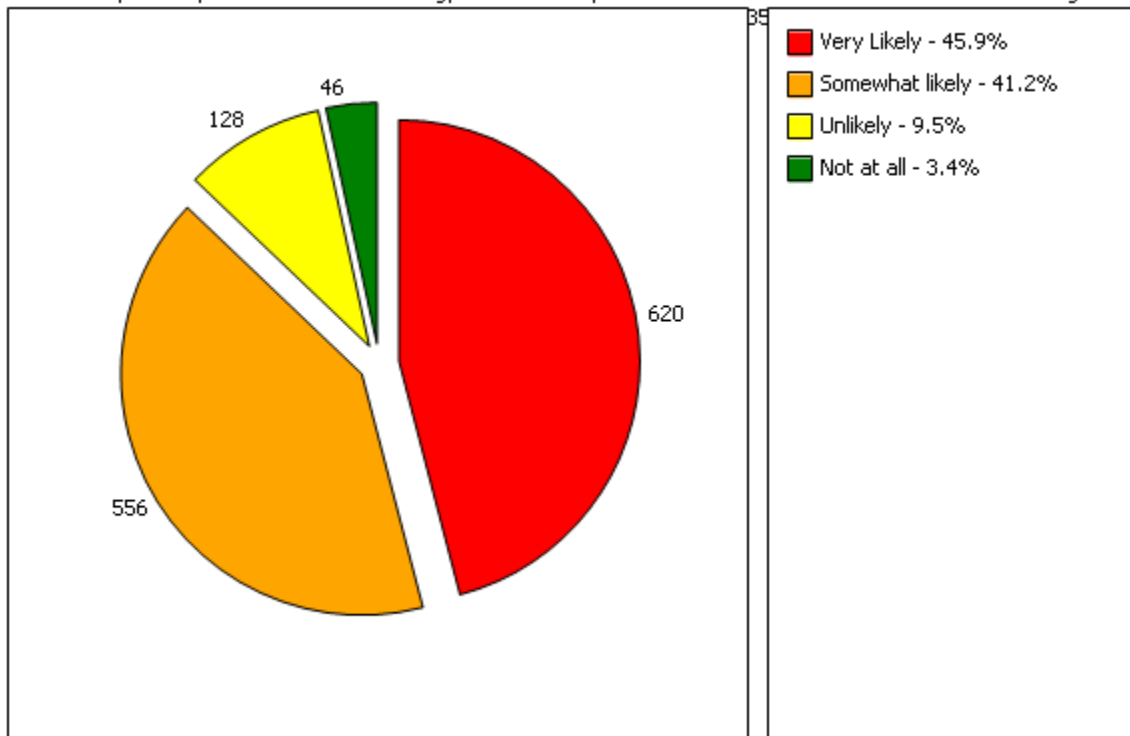
	Very Satisfied	Satisfied	Minimally Satisfied	Dissatisfied	N/A
--	----------------	-----------	---------------------	--------------	-----

Y: Drive (Personal network storage)	19%	38%	8%	5%	30%
	260	514	106	72	415
T: Drive (Personal web site storage and support)	9%	21%	5%	2%	63%
	126	283	65	33	860
Organization / Group web sites	8%	22%	7%	2%	61%
	106	304	89	29	839

How likely would you be to use a technology that allows my instructor to video archive their lectures enabling me to view them over the Internet at a later time?

Response Count: 1350

How likely would you be to use a technology that allows my instructor to video archive their lectures enabling me to



Please rate your overall satisfaction with ITS.

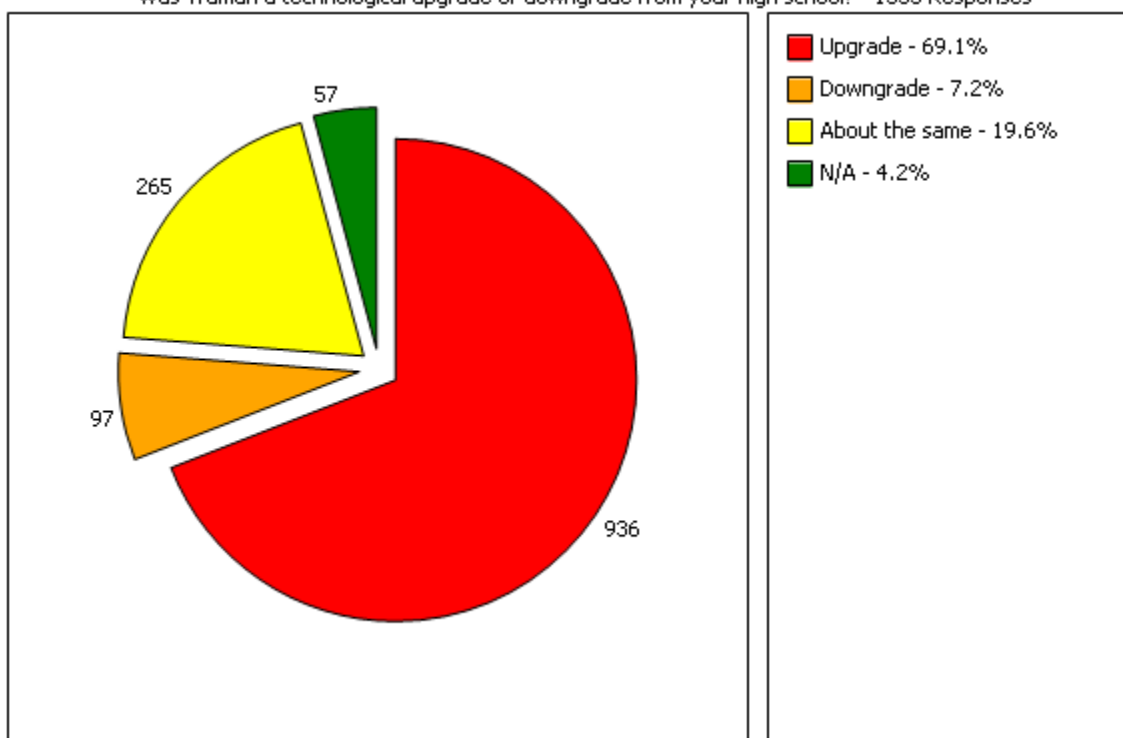
	Very Satisfied	Satisfied	Minimally Satisfied	Dissatisfied	N/A
--	----------------	-----------	---------------------	--------------	-----

Overall Satisfaction	19%	60%	12%	1%	7%
	266	826	163	19	92

Was Truman a technological upgrade or downgrade from your high school?

Response Count: 1355































Was Truman a technological upgrade or downgrade from your high school? - 1355 Responses










































































Please share any additional comments or suggestions you have for ITS.







Response Count: 113

- Improving wireless internet access is a necessity.
- I can only compare it to my local university. It's very good organized. I really like to have one account for all computers, wifi, email and everything. In my university we have different IT Services which administrate different networks so you get a bunch of accounts with tousends of different passwords ;)
- The TLTC is impressive, best lab on campus.
- There were tradeoffs, but I'd say that Truman is better situated for technological achievement than my high school was.
- More equipment (Data Projectors and Digital Video Cameras) available for check-out with the new procedure.
- A HUGE upgrade from highscool because we did not have Y drive type storage area for us, and they did not

	have convent office hours.
	I like the bandwidth upgrade. We get a much better connection for online gaming here this year than the past 3 years.
	Nice job, the networks are fast and reliable.
	If there is a way to have less problems with clean access and faster internet with an Ethernet cord that would be great. Other than that, keep up the good work that you all are doing!
	Get new people
	Stop outsourcing jobs to Florida. Actually hire more student workers.
	I'd like to be able to add money to my print account online.
	It's doing good.
	we had dry erase boards in each classroom and smartboards that worked like a projector, but you could also watch movies on them and write on them, making them ideal for powerpoint and similar
	Is it possible to have seminars each semester 1-2 hours long over how to use basic programs. It might be good to understand the nifty little tricks of Excel, Powerpoint, InDesign, Photoshop, Publisher, and even Word...especially the 2007 upgrades. That or make available nifty tips to understand the programs better. Could really help transfer students, freshman, and all people if interested.
	grading updates need to be better
	My clean access is horrible. It logs me off when I try to use wireless. For the past two weeks, it has only allowed me temporary access, claiming that I need to update my mcafee. I've updated it about ten times, but I still only have temporary access. I've also updated windows and other software, to no effect. This is ridiculous and hampers my work since I can't get on to the library's site among others.
	IF you can find a substitute for CCA, take it. I look forward to going home because I have more bandwidth and don't have to wait for five minutes (no exaggeration) for CCA to correctly connect to the network, and don't have to worry about random disconnects due to CCA..
	no comments cuz every thing is good.
	n/a
	Keep doing an amazing job ;)
	Truman may be more tech-savvy than my high school, but Truman needs to benchmark itself to other colleges, not high schools. Just fix the Equipment Checkout situation and I think I'll be content.
	it was an upgrade mainly because of the sophistication of the network and truvie itself. truvie is a lot more user friendly and interactive than what we had in my highschool.
	You may want to look into SmartBoards for classrooms.
	The bandwidth changes are a good step in the right direction, pay attention to when students speak up and make suggestions. If you do that then you're doing great.
	Tiny town, small school, not much technology. It's easy to upgrade.
	Please address the issue with MMORPG server connections. I should not be experiencing so many disconnections in one night. I know it is not my computer because it doesn't disconnect when connected to other non-Truman ports.
	I wouldn't mind seeing Cisco clean access bite the dust.
	Can we improve clean access please or find another provider.
	Open up the bandwidth/ports or whatever to allow online games to be played. Some don't work.
	Make logging in to Cisco Clean Access Agent more reliable/consistent
	Major upgrade for me. My school was or maybe, is still run on windows 98 computers and we never used e-mail or computers except for very limited classroom events.
	The faster internet is great, but it could always be faster!
	If you all can do anything to speed up the internet service, especially in the residence halls, it would be GREATLY appreciated.
	I would like to be able to know what my assignments are by looking on the web. It seems like this could be easy to do with Blackboard, if professors would just use it, although Blackboard is kind of confusing and difficult to use sometimes. I am also irked that Blackboard still does not support Firefox 3 or later versions of Safari. As a Mac OS X user, who has to upload files to Blackboard regularly, it is a nuisance to have to go use another computer just to upload my files. Blackboard needs to get with the times. Not everyone uses Internet Explorer anymore.
	I don't understand the question. Technological upgrade like what?

	I would like to suggest that more professors be required to use blackboard or a personal web space for posting assignments.
	I work in Barnett and the Internet is often painfully slow out there.
	Why is it every other college in the state has decent wireless and systems?
	Thank you!
	MORE BANDWITH!!!
	Love the increased bandwidth (though doubling it again wouldn't hurt). I look forward to future improvements!
	Double sided printing should be available in all ITS labs.
	more wireless areas
	Printing limit should be raised to \$20. Cover sheet is a huge waste of paper and should not be used. Cover sheet should also not be counted toward \$15 limit since students do not have a choice about using it. Double sided printing should be available to conserve paper.
	I graduated from h.s. in 1999 (I'm a master's student), so it's a little bit of a stretch to compare the two. I did my undergrad at the University of Illinois, so that comparison would also be a bit of a stretch. I was WAY spoiled there with regard to the wired-ness of the campus.
	Not that its saying much, my high school was very, very technologically behind
	You guys do a good job dealing with all the computer illiterate people on campus. Keep up the good work.
	I have not used the 24/7 help desk but I am very happy that is open 24/7 in case I do ever need it!
	I would really like to see the network somehow become more stable during popular hours because I get kicked from the netwrok regularly.
	none
	Tiny high school.
	It's hard to justly say 'upgrade' because that was three years ago and I'm sure they've upgraded since then as well.
	I did not know about the 24/7 help desk. I would suggest better communicating the services ITS offers, especially to transfer students.
	in OP classrooms, the sound equipment with the computers needs a serious upgrade. In a music class it is very important to be able to listen to a piece. The current equipment works kind of sporadically, you never know if the volume will work well or if the sound quality will be good at all.
	stop sucking so much
	good luck!
	I would like easier online access to my grades and more up-to-date status on said grades
	I would like something to be done about Clean Access Agent. Lots of people have problems with it often. When it goes down or I have problems (at least once a week), I can't do my homework.
	Never stay satisfied, continue to upgrade to better features.
	It seems like the West Campus Suites printer is ALWAYS messed up.
	The Campbell apt need a new printer, it hardly ever works. Just yesterday I had to take it completely apart to fix a paper jam, twice. The printer is horrible and almost never works. The Apartments just needs a new printer
	Definite, definite down grade.
	BETTER WIRELESS! It is the most important and widely used service. Rather than keep adding on other areas, the wireless/ethernet connections should be improved. Students pay nearly 7,000 dollars room and board and often they can't even use the internet (which is used for so many areas of life (educational, relational, etc..))
	Thank you for all the support you give to Truman.
	I have noticed the internet working quite a bit faster. Great job.
	ITS is doing good job. This survey helps to understand the student needs and take proper steps for improvement.
	ITS is doing a good job, but it is still frustrating to have really slow internet when I have a fast paced lifestyle.
	no comments
	i love the new, faster internet!
	You're doing a good job! It seems that whenever we have a problem, which is frequently, that you guys hope

	right on it! Thanks!
	I am very thankful to you for making an effort. The only problem what I want to change is speed of wireless network. Thanks.
	improve connection strength/speed in all aspect above all else!
	More user-friendly navigation on the ITS website.
	The programs provided and service provided have been very useful.
	Jam on.
	Have a better section scale on your surveys. By having three 'satisfied' type response options, you are skewing your data towards a satisfied response. I would recommend a 5 item scale - 'Very Satisfied' 'Satisfied' 'Dissatisfied' 'Very Dissatisfied' 'N/A'. This way you are still forcing survey takers to consider the first four before not applicable, and you are still having a representative body of data.
	we had smartboards in all the classrooms.
	none
	N/A
	N/A
	Still takes a long time to log in in clean access
	At my highschool every student was required to have a laptop, and the laptops were configured to print wirelessly to any campus printer, automatically deducting pages from that student's account. I think a wireless printing program would benefit Truman's campus.
	i want that iPod
	I wish the wireless internet would work better in Centennial Hall.
	ITS is doing a good job.
	Keep up the good work.
	<staff member> is a fabulous guy. He's doing you proud.
	I come from a tiny town, so it's not difficult to be an upgrade. Clean Access sucks, though.
	i dont like Clean access agent
	Just because of the slower internet it is about the same, as far as SERVICES go it's WAY better.
	Please, please, increase the amount of storage space for e-mails on Truview! It is a bit annoying to have to delete e-mails along the way.
	I dont know if ITS can do anything about this...but we need more than \$20 on our printing account to start with..or the price per page for printing should be decreased..or we should be able to roll over unused printing dollars from previous semesters!
	Please get rid of the printer page that has all of our e-mail addresses on it. It is a serious waste of paper!!!!
	I'd really like to try out an Ipod. I've yet to own an mp3 player that has worked longer than 4 months.
	Fix the survey to include BNB and eliminate Dobson for this year.
	I went to a high school where every student and teacher had MacBook's so we used blackboard more and we had PowerSchool which would be great to have here.
	<staff member> is the best ITS employee!
	The services are much more helpful.
	Try to make the online database for the course catalog more user friendly. Also, the last time I checked, the MAE website was not up and running.
	There needs to be more computers in violet hall computer lab, they get full fast during certain parts of the day.
	Generally, a great service.
	My high school was considered "technologically advanced" and everybody had laptops but they've only been doing it for a few years and I can tell Truman's IT services are definitely a step up.
	Sorry about all the long comments!
	Other than the fact that my high school used Macs and Truman (from what I've seen) uses Dell, I haven't noticed much difference at all.
	Overall well done, I have no complaints.
	Find an alternative to clean access.

	Keep up the good work.
	Please get rid of charging people for the first page on the printing accounts. Many people don't have any money left on their accounts because they have to print off a lot throughout the semester. It is asinine to have to pay for a page you don't even want.
	The only complaint that I really have is the keeping up with printing supplies. There have been numerous times when I need to print stuff out only to go to numerous labs that are all out of paper or the printer is not working. It gets a little frustrating...
	My class used laptops all throughout high school and really tried to implement technology based opportunities with class work. Laptop was necessary. Here I know I could get by without one.
	ITS has done a wonderful job this past semester with upgrading our computers and such. I feel like I am attending a real university now. My one question is why isnt the computer lab in Barnett open all the time, its not even open all day, just certain slots of time. Its not very convenient especailly if you have have evening classes and need to use the computer and cant because thats closed and all the ones in the library are already taken. If ITS isnt in charge of the lab in Barnett, sorry about the rambling.
	my highschool did not do anything on-line so i kind of felt like i was thrown into something i knew very little about. The system is kind of hard to use and very confusing at times, some professors dont even know how to use black board, why should we?