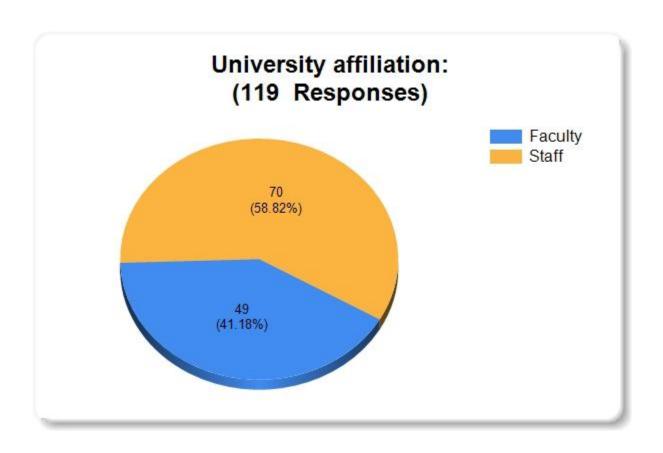
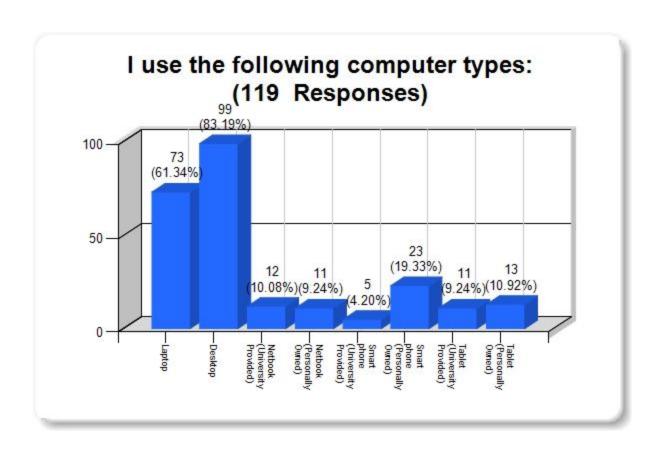
2012 Spring ITS Satisfaction Survey Faculty/Staff Responses

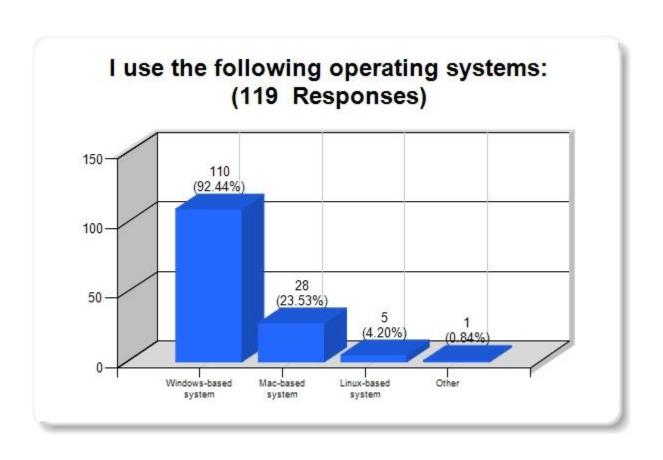


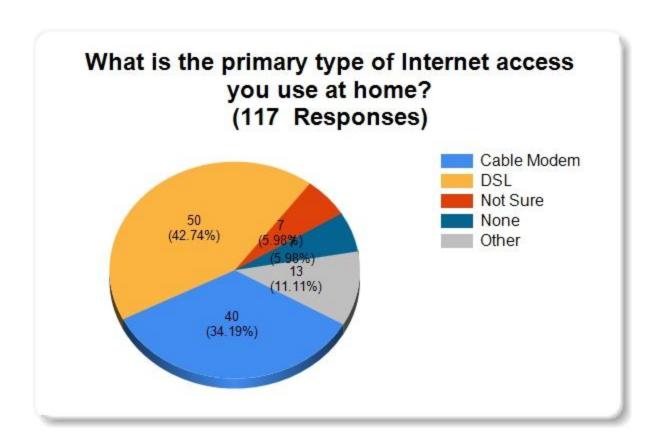
Department/Office: (119 Responses)

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







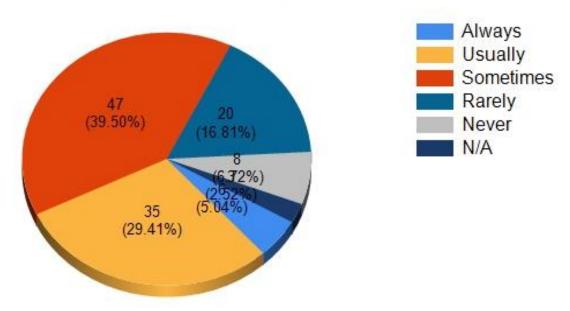
Please rate your overall satisfaction with the University Internet connection: (119 Responses)

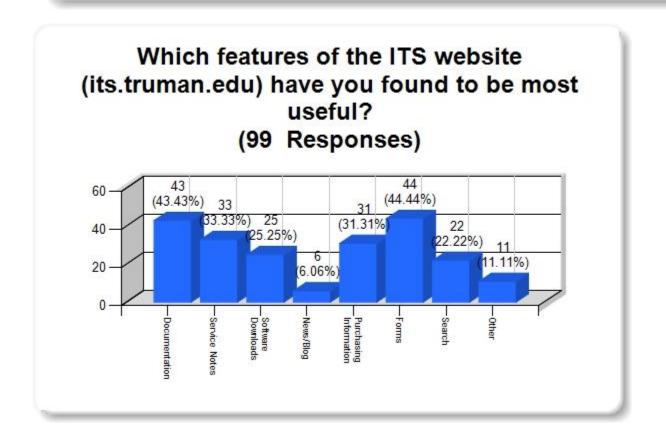
	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Overall Satisfaction	41 (34.45%)	59 (49.58%)	5 (4.20%)	7 (5.88%)	2 (1.68%)	5 (4.20%)

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%)

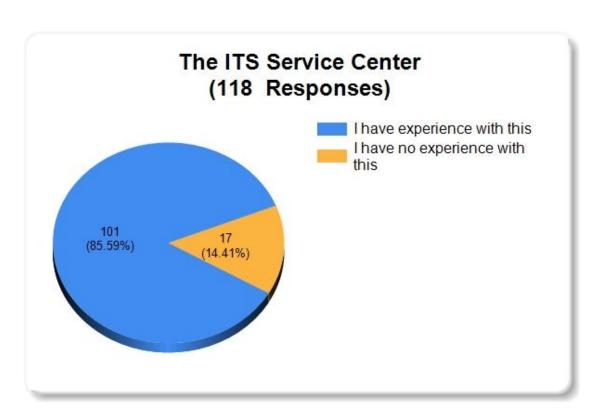


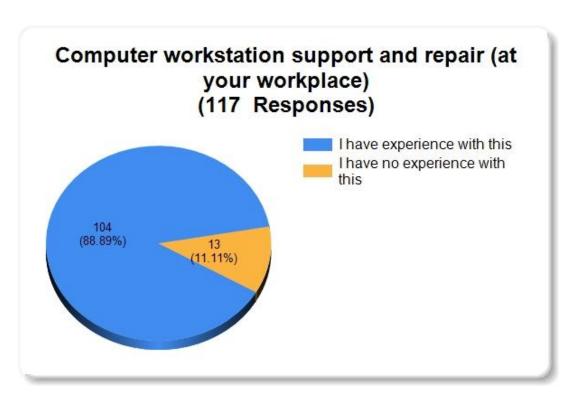


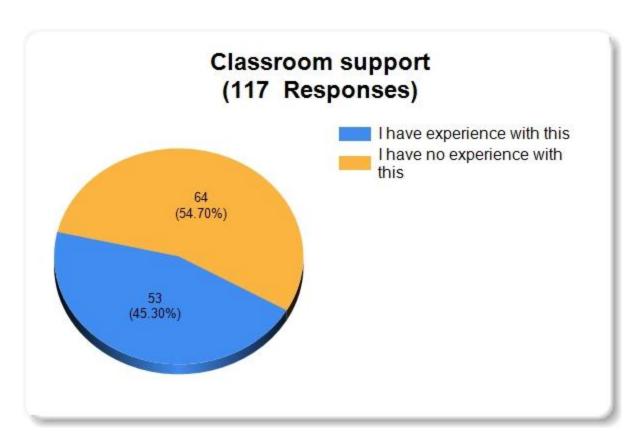


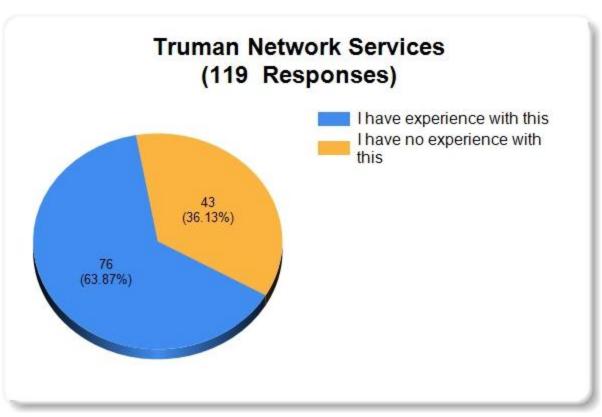
Please rate your satisfaction with the effectiveness of ITS communication to the campus community. (119 Responses)

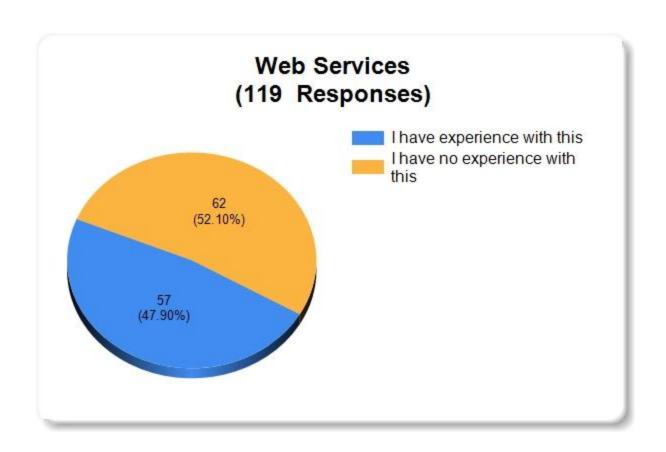
	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Communication	27 (22.69%)	62 (52.10%)	14 (11.76%)	11 (9.24%)	1 (0.84%)	4 (3.36%)

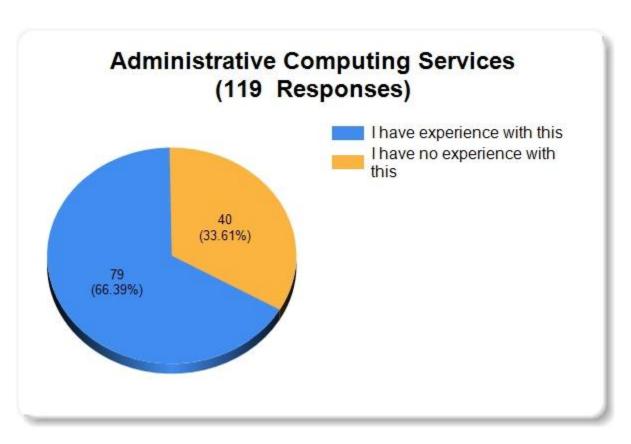


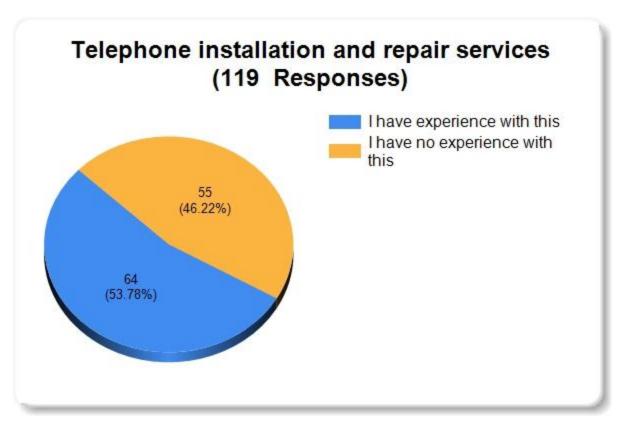


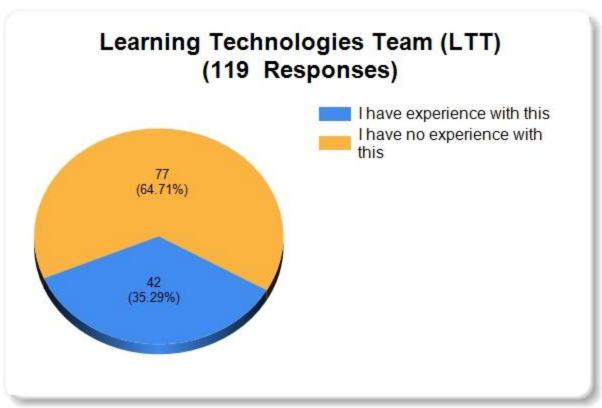


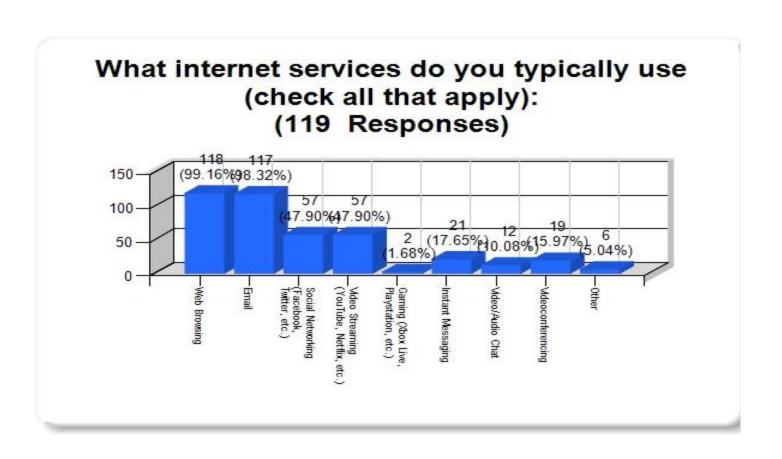












Please rate your satisfaction with the ITS Service Center (101 Responses)

	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%)