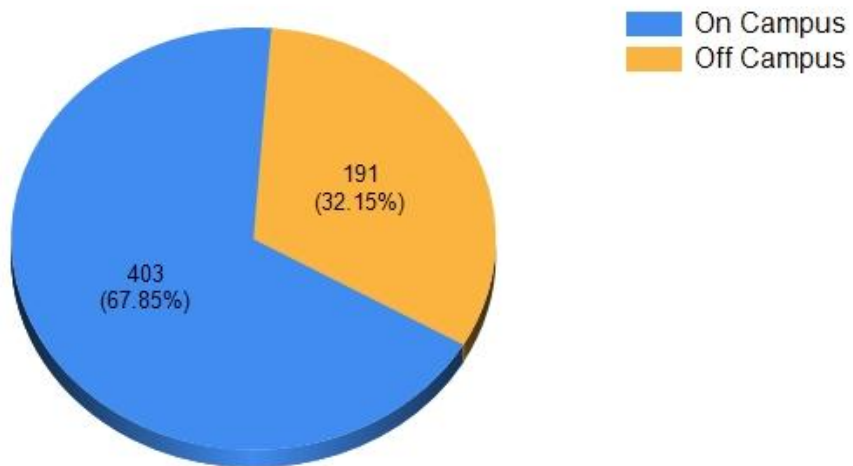
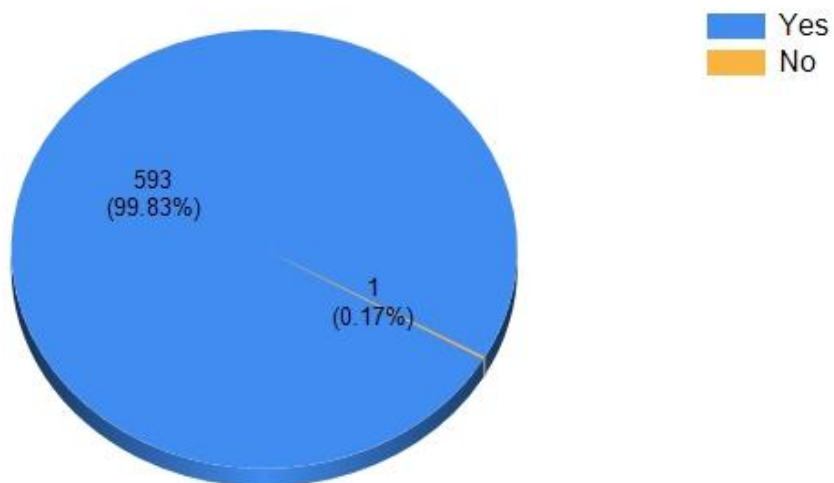


2012 Spring ITS Satisfaction Survey  
Student Responses

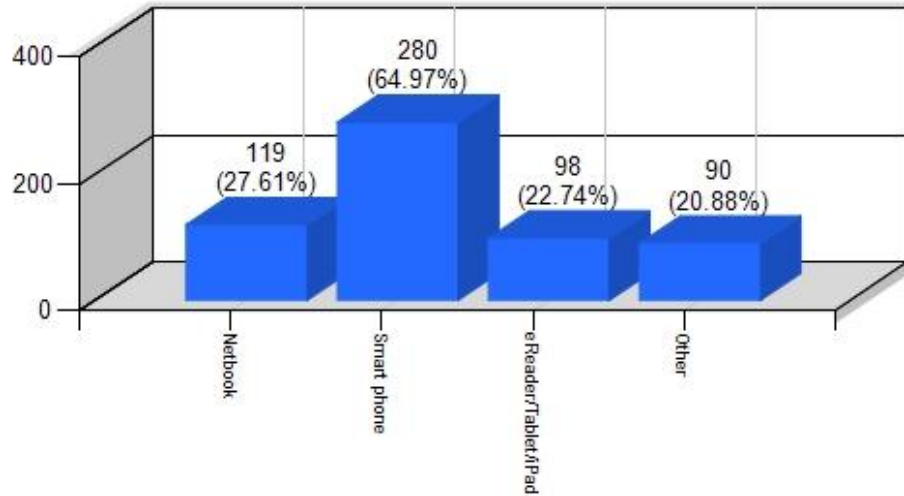
Do you live on campus or off campus?  
(594 Responses)



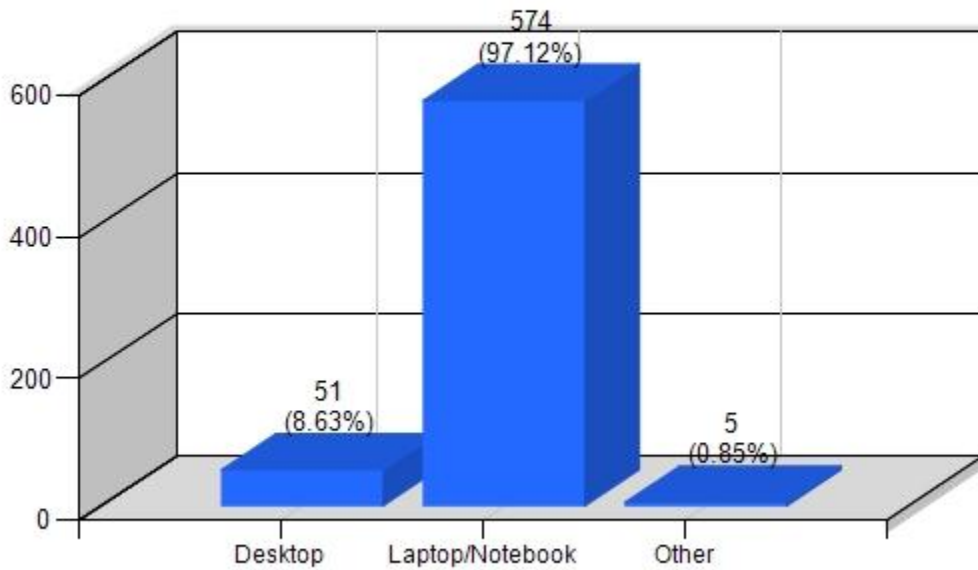
Do you own a computer?  
(594 Responses)



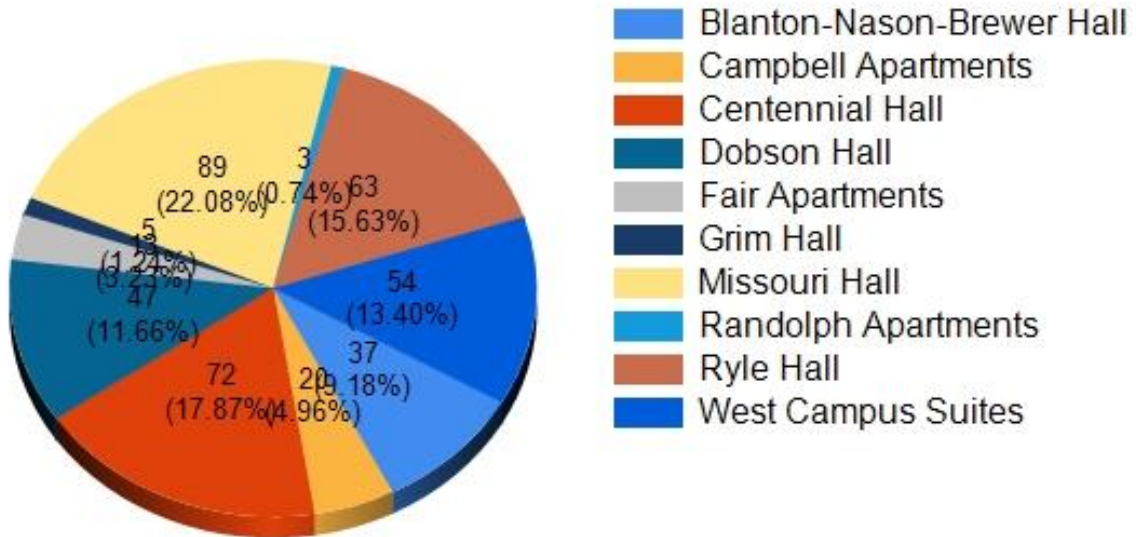
### Which of the following devices do you own? (431 Responses)



### What type of computer do you own? (591 Responses)



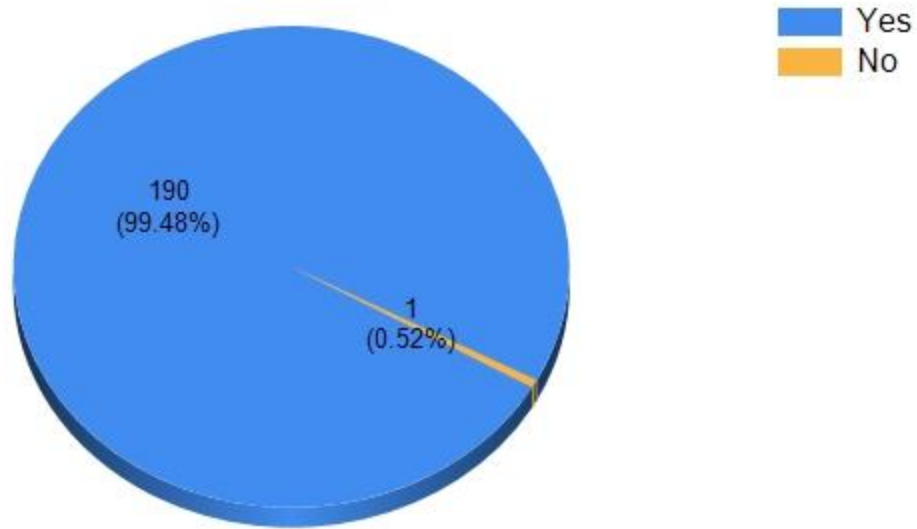
## In which residence hall do you live? (403 Responses)



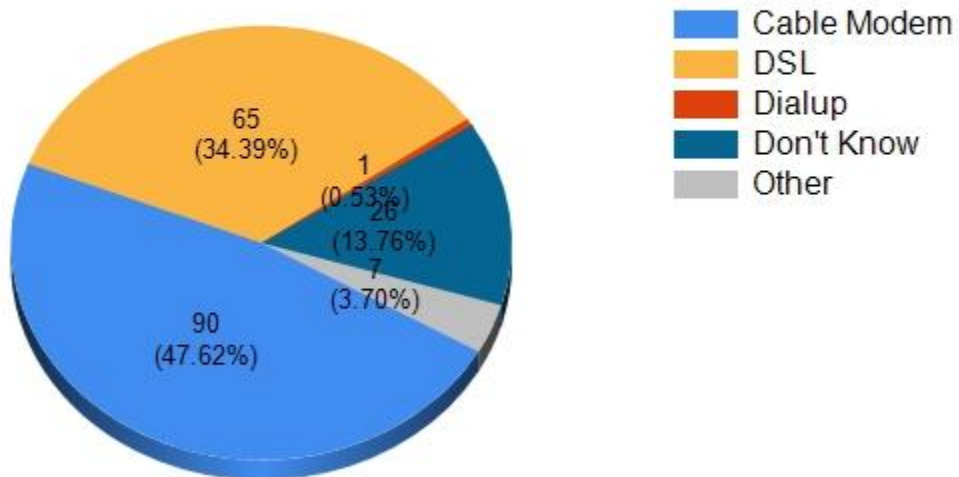
## Please rate your overall satisfaction regarding the campus-wide wireless network: (594 Responses)

-	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>N/A</u>
Overall satisfaction	48 (8.08%)	315 (53.03%)	93 (15.66%)	97 (16.33%)	37 (6.23%)	4 (0.67%)

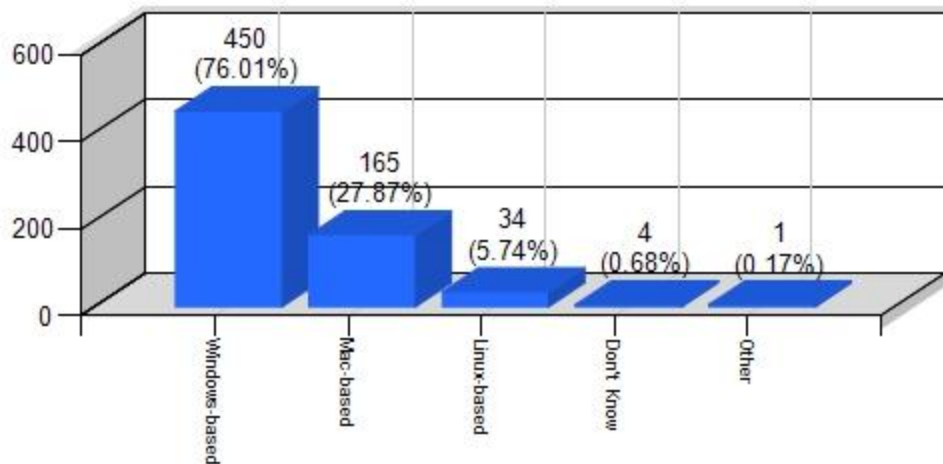
### Do you have Internet access? (191 Responses)



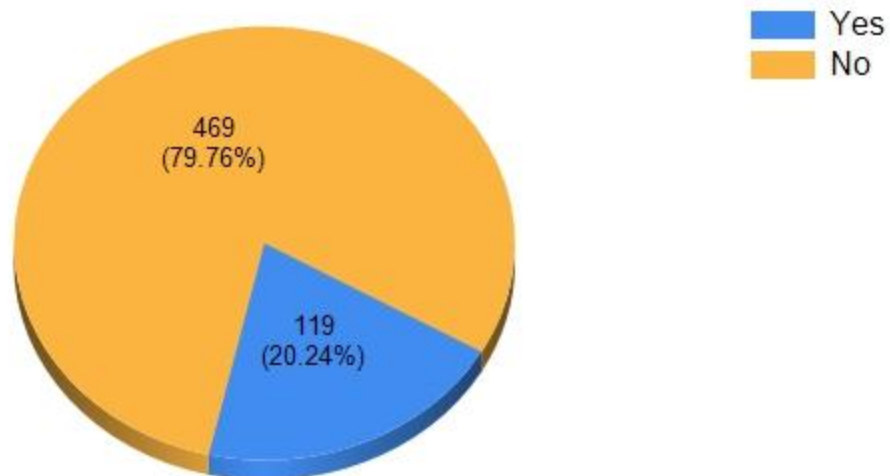
### If you have Internet access, please choose your connection type. (189 Responses)



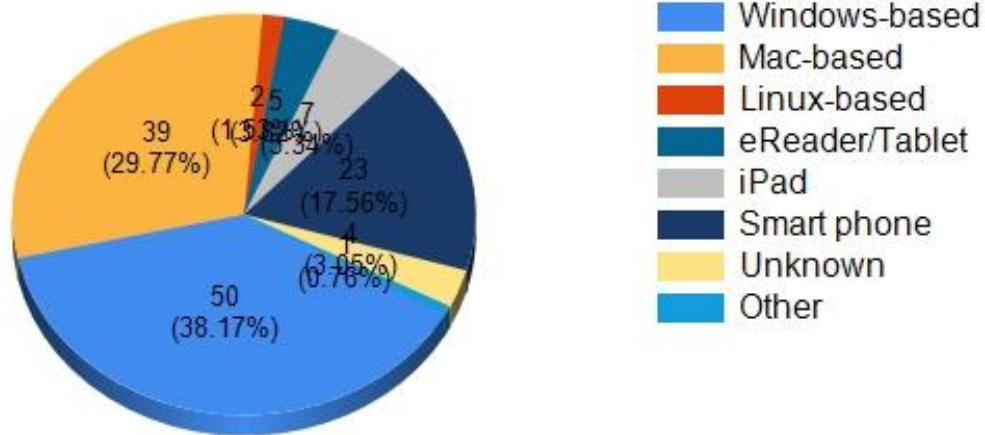
**What operating system platform(s) do you use on your computer(s)?  
(592 Responses)**



**Do you plan to purchase a new computer or other electronic device within the next year?  
(588 Responses)**



**If you plan to purchase a new computer or other electronic device, what type do you anticipate purchasing?  
(131 Responses)**



**When you need to access Truman information, how often do you use TruView?  
(594 Responses)**

	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Rarely</u>	<u>Never</u>
TruView Use	290 (48.82%)	230 (38.72%)	59 (9.93%)	14 (2.36%)	1 (0.17%)

**How often do you use TruView for the following services?  
(594 Responses)**

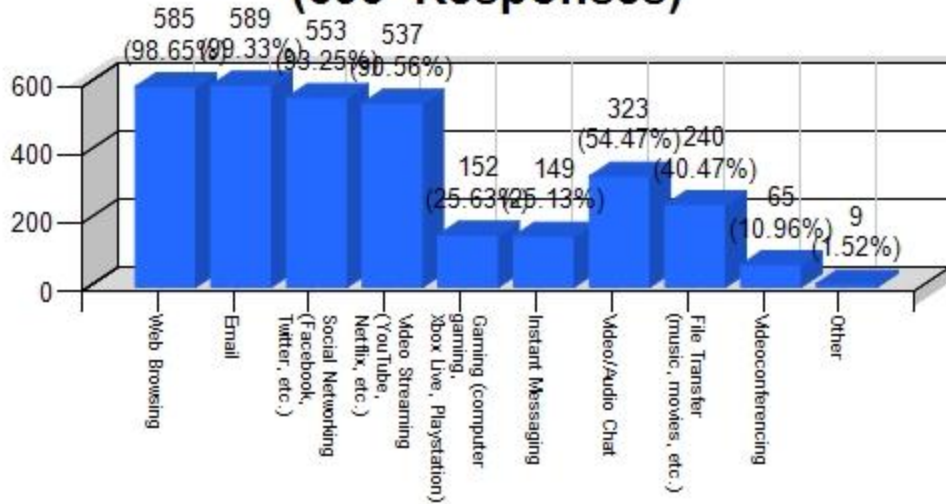
	<u>Always</u>	<u>Usually</u>	<u>Sometimes</u>	<u>Rarely</u>	<u>Never</u>
Email (access to Gmail)	379 (63.80%)	86 (14.48%)	45 (7.58%)	36 (6.06%)	48 (8.08%)
Blackboard	354 (59.60%)	111 (18.69%)	72 (12.12%)	28 (4.71%)	29 (4.88%)
News	15 (2.53%)	56 (9.43%)	164 (27.61%)	192 (32.32%)	167 (28.11%)
Calendars	29 (4.88%)	73 (12.29%)	205 (34.51%)	140 (23.57%)	147 (24.75%)

Groups	33 (5.56%)	46 (7.74%)	107 (18.01%)	153 (25.76%)	255 (42.93%)
Access to your student records	320 (53.87%)	138 (23.23%)	101 (17.00%)	24 (4.04%)	11 (1.85%)
DegreeWorks	288 (48.48%)	110 (18.52%)	121 (20.37%)	54 (9.09%)	21 (3.54%)
Access to your Co-curricular Record	149 (25.08%)	66 (11.11%)	133 (22.39%)	128 (21.55%)	118 (19.87%)
Access to your Emergency Notification Information	129 (21.72%)	55 (9.26%)	96 (16.16%)	197 (33.16%)	117 (19.70%)
Student Employment Information	192 (32.32%)	110 (18.52%)	110 (18.52%)	87 (14.65%)	95 (15.99%)
Other resources	46 (7.74%)	78 (13.13%)	258 (43.43%)	106 (17.85%)	106 (17.85%)

**Please rate your satisfaction with each of the following TruView services.  
(593 Responses)**

-	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>N/A</u>
Registration & Add/Drop	127 (21.42%)	275 (46.37%)	95 (16.02%)	50 (8.43%)	23 (3.88%)	23 (3.88%)
Open Course List	165 (27.82%)	308 (51.94%)	79 (13.32%)	22 (3.71%)	6 (1.01%)	13 (2.19%)
Student Schedule	168 (28.33%)	302 (50.93%)	86 (14.50%)	21 (3.54%)	1 (0.17%)	15 (2.53%)
Transcripts & Transfer Credit	145 (24.45%)	268 (45.19%)	116 (19.56%)	15 (2.53%)	5 (0.84%)	44 (7.42%)
Student Account Information	134 (22.60%)	311 (52.45%)	98 (16.53%)	18 (3.04%)	8 (1.35%)	24 (4.05%)
Financial Aid Application Status	103 (17.37%)	237 (39.97%)	153 (25.80%)	21 (3.54%)	8 (1.35%)	71 (11.97%)
Student Employment/Payroll Records	118 (19.90%)	235 (39.63%)	121 (20.40%)	12 (2.02%)	3 (0.51%)	104 (17.54%)
Address Update	128 (21.59%)	256 (43.17%)	148 (24.96%)	27 (4.55%)	11 (1.85%)	23 (3.88%)
Early Progress & Final Grades	142 (23.95%)	279 (47.05%)	114 (19.22%)	27 (4.55%)	9 (1.52%)	22 (3.71%)
Emergency Notification Information	109 (18.38%)	232 (39.12%)	175 (29.51%)	9 (1.52%)	7 (1.18%)	61 (10.29%)
Co-curricular Record	84 (14.17%)	183 (30.86%)	183 (30.86%)	9 (1.52%)	5 (0.84%)	129 (21.75%)

## What internet services do you typically use (check all that apply): (593 Responses)



**If you have used the ITS Service Center located in Pickler Memorial Library, please rate your satisfaction with the following aspects or services.  
(594 Responses)**

	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>N/A</u>
Friendliness of Staff	119 (20.03%)	136 (22.90%)	43 (7.24%)	17 (2.86%)	5 (0.84%)	274 (46.13%)
Expertise / Knowledge	75 (12.63%)	129 (21.72%)	68 (11.45%)	27 (4.55%)	8 (1.35%)	287 (48.32%)
Hours / Availability	86 (14.48%)	129 (21.72%)	59 (9.93%)	8 (1.35%)	8 (1.35%)	304 (51.18%)
Account / Password Assistance	78 (13.13%)	92 (15.49%)	51 (8.59%)	4 (0.67%)	5 (0.84%)	364 (61.28%)
Wireless Network Connection Assistance	68 (11.45%)	91 (15.32%)	55 (9.26%)	15 (2.53%)	9 (1.52%)	356 (59.93%)
Equipment Checkout	53 (8.92%)	73 (12.29%)	57 (9.60%)	5 (0.84%)	6 (1.01%)	400 (67.34%)
Multi-media Lab Facility and Assistance	58 (9.76%)	71 (11.95%)	66 (11.11%)	4 (0.67%)	3 (0.51%)	392 (65.99%)
Overall Satisfaction	86 (14.48%)	151 (25.42%)	64 (10.77%)	10 (1.68%)	5 (0.84%)	278 (46.80%)



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

-	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>N/A</u>
Lab Hours / Availability	101 (17.00%)	151 (25.42%)	30 (5.05%)	14 (2.36%)	6 (1.01%)	292 (49.16%)
Availability / Amount of Computers	89 (14.98%)	158 (26.60%)	36 (6.06%)	18 (3.03%)	3 (0.51%)	290 (48.82%)
Performance of Computers	42 (7.07%)	114 (19.19%)	81 (13.64%)	52 (8.75%)	15 (2.53%)	290 (48.82%)
Available Software	74 (12.46%)	149 (25.08%)	47 (7.91%)	10 (1.68%)	2 (0.34%)	312 (52.53%)
Group Study Rooms (PL312)	47 (7.91%)	106 (17.85%)	39 (6.57%)	10 (1.68%)	0 (0.00%)	392 (65.99%)
Lab Personnel Courtesy / Friendliness (VH2000)	57 (9.60%)	84 (14.14%)	51 (8.59%)	3 (0.51%)	2 (0.34%)	397 (66.84%)
Lab Personnel Expertise (VH2000)	40 (6.73%)	64 (10.77%)	56 (9.43%)	5 (0.84%)	0 (0.00%)	429 (72.22%)
Overall Satisfaction	59 (9.93%)	162 (27.27%)	52 (8.75%)	5 (0.84%)	1 (0.17%)	315 (53.03%)

**Please rate your satisfaction with the following general services:  
(594 Responses)**

-	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>N/A</u>
Y: Drive (Personal network storage)	79 (13.30%)	209 (35.19%)	98 (16.50%)	9 (1.52%)	3 (0.51%)	196 (33.00%)
Organization / Group web sites	39 (6.57%)	141 (23.74%)	114 (19.19%)	26 (4.38%)	7 (1.18%)	267 (44.95%)
Printing (from computer labs and residence halls)	78 (13.13%)	269 (45.29%)	92 (15.49%)	83 (13.97%)	23 (3.87%)	49 (8.25%)
Blackboard Usage and Effectiveness	94 (15.82%)	308 (51.85%)	93 (15.66%)	44 (7.41%)	7 (1.18%)	48 (8.08%)
Access to Classroom Capture Lectures	36 (6.06%)	121 (20.37%)	78 (13.13%)	21 (3.54%)	2 (0.34%)	336 (56.57%)
Software Discounts (available to students)	64 (10.77%)	108 (18.18%)	81 (13.64%)	18 (3.03%)	9 (1.52%)	314 (52.86%)

**Please rate your overall satisfaction with ITS.  
(593 Responses)**

-	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>N/A</u>
Overall Satisfaction	74 (12.48%)	344 (58.01%)	116 (19.56%)	22 (3.71%)	3 (0.51%)	34 (5.73%)

**For first year students only, was Truman a technological upgrade or downgrade from your high school? (Please leave this section marked "NA" if you are not new to Truman.)  
(450 Responses)**

