Default Report

Q2 - I study or work primarily on the:

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	I study or work primarily on the:	1.00	2.00	1.73	0.45	0.20	486

#	Field		Choice Count
1	Fort Wayne campus	27.37%	133
2	North Manchester campus	72.63%	353
			486

Showing rows 1 - 3 of 3

Q3 - I am primarily a:
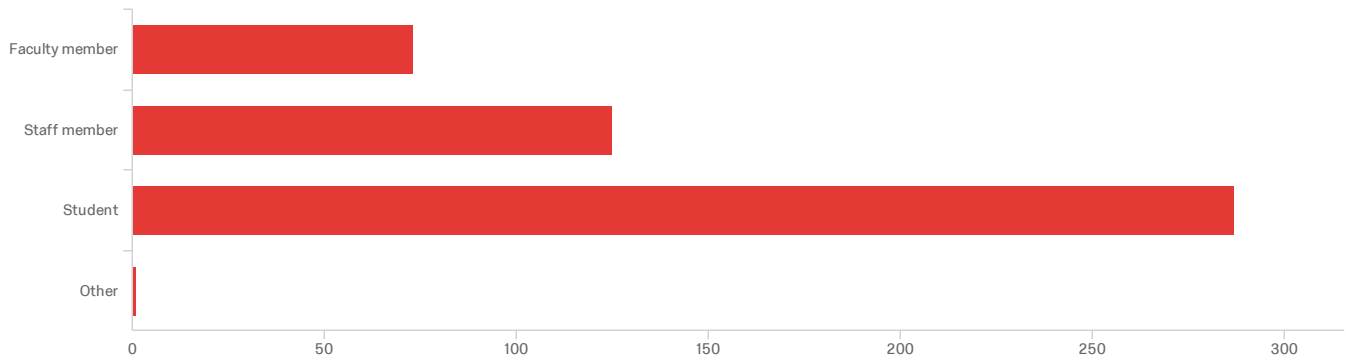
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	I am primarily a:	1.00	4.00	2.44	0.74	0.55	486

#	Field		Choice Count
1	Faculty member	15.02%	73
2	Staff member	25.72%	125
3	Student	59.05%	287
4	Other	0.21%	1
			486

Showing rows 1 - 5 of 5

Q4 - The ITS team adequately provides for my information technology needs such as Internet, printing, etc.
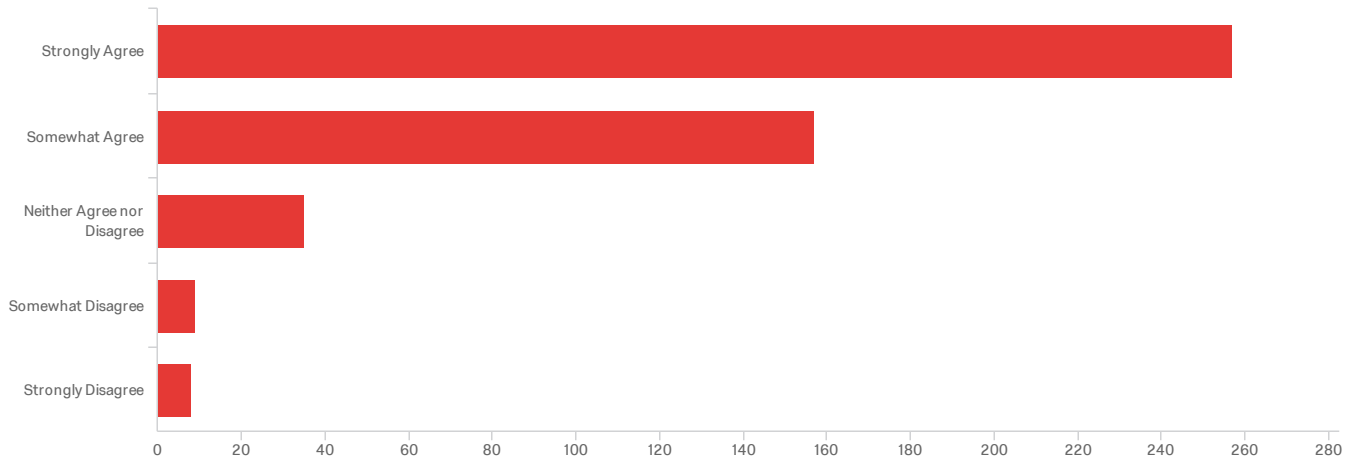
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	The ITS team adequately provides for my information technology needs such as Internet, printing, etc.	85.00	89.00	85.61	0.84	0.71	466

#	Field	Choice Count	
1	Strongly Agree	55.15%	257
2	Somewhat Agree	33.69%	157
3	Neither Agree nor Disagree	7.51%	35
4	Somewhat Disagree	1.93%	9
5	Strongly Disagree	1.72%	8
			466

Showing rows 1 - 6 of 6

Q5 - Please explain why you chose "Somewhat Disagree" or "Strongly Disagree".

Please explain why you chose "Somewhat Disagree" or "Strongly Disagree".

Our wifi is really bad on campus. Spotty at best in most areas of campus. With limited cell phone service with Verizon, this is a continual problem. I am not changing cell phone providers due to my job. Students tell me that the wifi is also spotty at best in most dorms. In 2019, Wifi and a strong internet connection is just how we live our daily lives. The wifi was fixed in the weight room which has really helped but still is not strong in a lot of areas of campus.

The WiFi in schwalm is constantly down, and there isn't connection campus wide, I.e. wine and winger and the perc

In my experience with having things not work, it seems to take longer than I would expect to get things fixed.

Wifi is horrible

Recently in the residential hall of East the MU Private WiFi has not been working it only lets us connect to the public WiFi .It's been like that for about almost the whole month of February.

I do not get cell service and the wifi connection is extremely poor.

I tried getting help with my printer but they didn't know anything

Information is not provided

The wifi is not too well and printing sometimes is a problem.

All of what I've learned about the printers, paper cut, web print, etc has all been from other students. Neither that, nor internet connections and accounts have been explained to me by any faculty. Also, the internet connection all over campus is constantly spotty and and weak.

The internet always goes out and I often get disconnected.

There have been several times my internet and printing has not worked. As a faculty member this makes us look unprepared. I cannot stress enough the need to improve this area of faculty.

the web printing link in chet net does not work. it says page unavailable. the only reason I can go to printing is because I have the old link saved on my laptop

Q6 - When a problem arises, I know whom to contact.
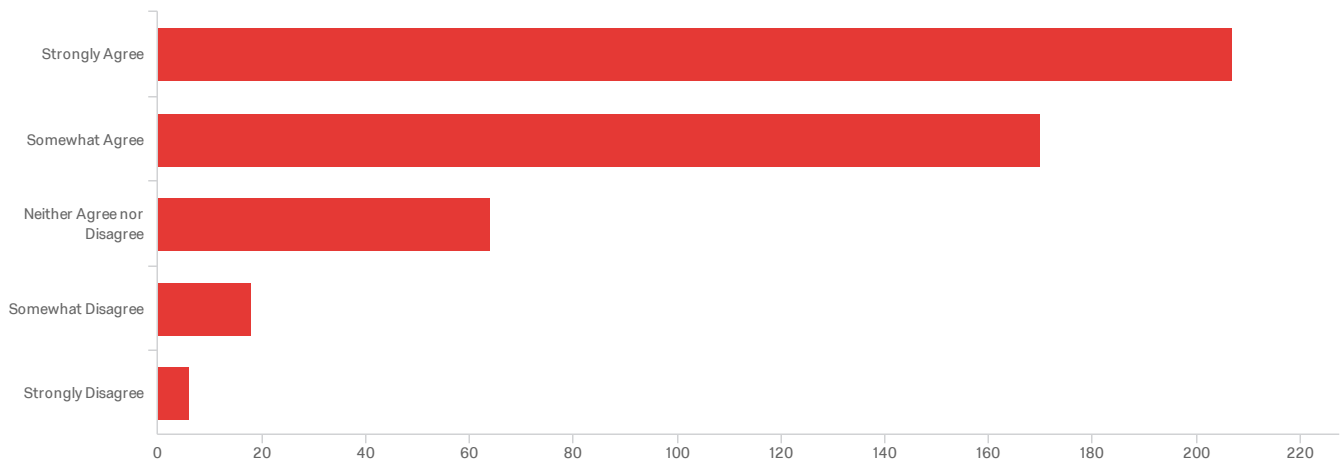
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	When a problem arises, I know whom to contact.	51.00	55.00	51.81	0.90	0.82	465

#	Field	Choice Count	
1	Strongly Agree	44.52%	207
2	Somewhat Agree	36.56%	170
3	Neither Agree nor Disagree	13.76%	64
4	Somewhat Disagree	3.87%	18
5	Strongly Disagree	1.29%	6
			465

Showing rows 1 - 6 of 6

Q7 - Please explain why you chose "Somewhat Disagree" or "Strongly Disagree".

Please explain why you chose "Somewhat Disagree" or "Strongly Disagree".

It's not always obvious who you are suppose to contact when there's problems

There's no phone line to contact when it is outside of office hours.

I don't know where to go with issues, I try and figure them out myself or suffer.

I have no clue

I'm often not sure which category to pick when submitting a Help Desk ticket (e.g. not sure of difference between accounts, core/admin, network)

They don't always help with all situations.

Other institutions have more of a culture of using help desk tickets-- here it depends who I ask whether they say whether to do that or not. It's also unclear of who to contact for questions that aren't help desk related (website, scanners, software stystems etc).

If Help Desk is always the first contact, then yes, i know who to contact. But it isn't always clear who handled or specializes in specific areas when direct contact is preferred.

When it comes to problems with the printer(s) I'm not certain who to contact.

On the weekends, sometimes the printer is out of toner and I don't know who to contact.

Names aren't given to us, nor emails. Some people know, but not everyone.

Never quite sure who works on what. Submit a ticket and it gets sorted out by IT.

I think that when we find you or use an ITS order you guys are great but a lot of people don't know how to use an ITS order or know where you are located

To me it's not clear who does what within the ITS department. I've had to change my password through ITS before and I just emailed a random person that had sent out emails about ITS to the whole student body before.

I know I can count on Olan but I question the other man's competency.

Q8 - The ITS team addresses problems promptly.
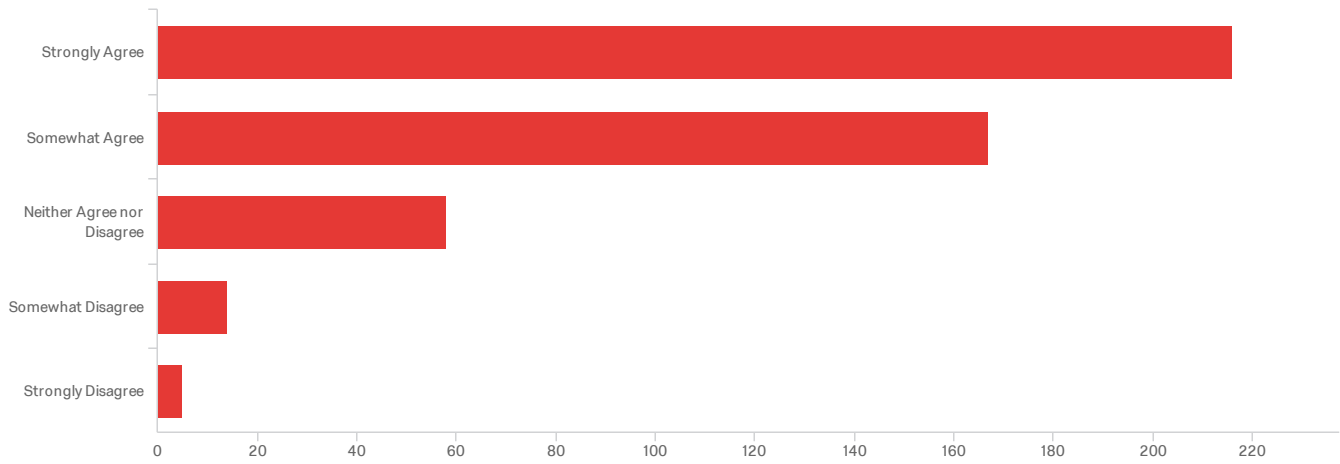
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	The ITS team addresses problems promptly.	46.00	50.00	46.75	0.87	0.75	460

#	Field	Choice Count	
1	Strongly Agree	46.96%	216
2	Somewhat Agree	36.30%	167
3	Neither Agree nor Disagree	12.61%	58
4	Somewhat Disagree	3.04%	14
5	Strongly Disagree	1.09%	5
			460

Showing rows 1 - 6 of 6

Q9 - Please explain why you chose "Somewhat Disagree" or "Strongly Disagree".

Please explain why you chose "Somewhat Disagree" or "Strongly Disagree".

There was a was an incident ticket placed to improve wifi in the PERC classrooms on Sept 14 and it was not resolved until January 23rd. As far as calling in and getting passwords fixed or changed, that is typically pretty prompt. Again, the majority of the issues I have is with the wifi working properly and being strong with it being 2019 and everyone is constantly on electronic devices that require wifi.

Things get handled eventually, but it's hard when there is an urgent problem -- technology stops working during class, can't print when you need to before class, etc.

I usually have to find my original request, and resend, or call someone to see if they are going to work on the problem.

The internet problem on campus is still pretty bad.

It takes forever to get laptops fixed if I take them in from other places on campus like Funderburg.

They "tried" explaining printer stuff to me but I didn't understand because I am not a tech person and they looked at me like I was dumb.

I feel as if they take their time

Cable and Internet problems go weeks at a time before being fixed. Cable hasn't been fixed for at least 2 months

I feel like unless their help is absolutely critical, they won't help solve the issue.

We don't always know why the internet is going down.

Sometimes it takes a week or longer for a ticket to get assigned and then even longer before any work is done.

For issues marked as Critical or High Priority, these are completed usually within 2 weeks. For anything marked as medium or low, they may sit for a longer time.

Q10 - When I deal with the ITS team, I am treated in a professional and courteous manner.
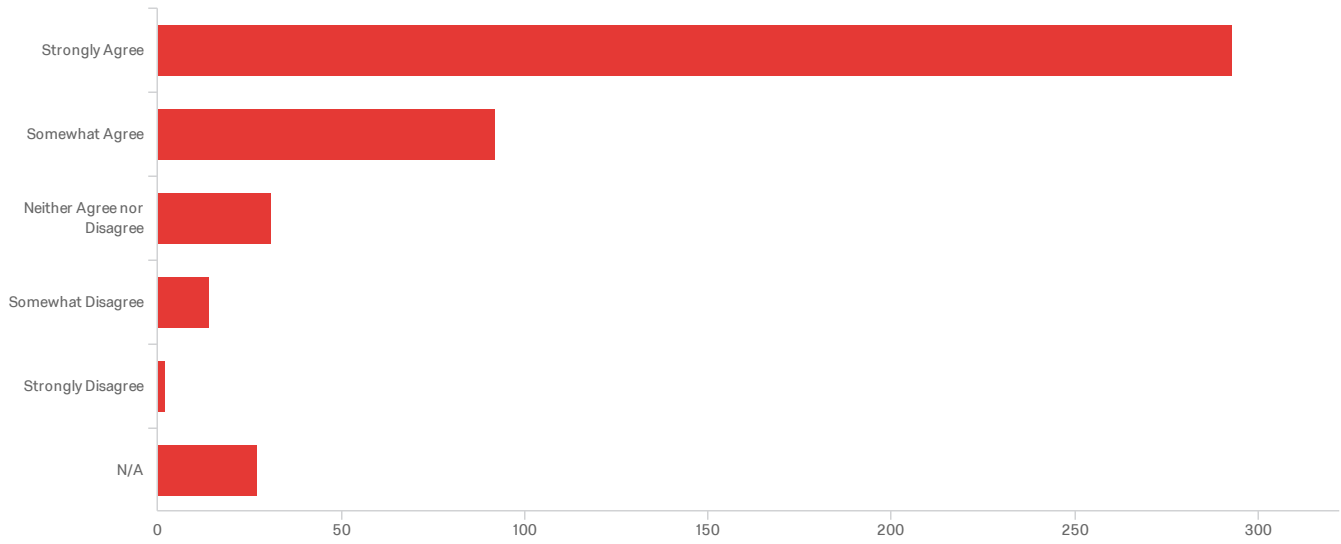
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	When I deal with the ITS team, I am treated in a professional and courteous manner.	1.00	6.00	1.74	1.32	1.74	459

#	Field	Choice Count	
1	Strongly Agree	63.83%	293
2	Somewhat Agree	20.04%	92
3	Neither Agree nor Disagree	6.75%	31
4	Somewhat Disagree	3.05%	14
5	Strongly Disagree	0.44%	2
6	N/A	5.88%	27
			459

Showing rows 1 - 7 of 7

Q11 - Please explain why you chose "Somewhat Disagree", "Strongly Disagree" or "N/A".

Please explain why you chose "Somewhat Disagree", "Strongly Disagree" or "N...

I haven't talked to the ITS team.

I have never contacted them.

I have never interacted with the ITS team directly.

Don't have problems

There is one technician that is very rude and that I try to avoid as much as possible. I have never given him a reason to treat me like that and I have heard from other classmates that he is the same way to them.

I've never been to its

Have never contacted ITS personally

Not always professional

Always nice, but usually appear to be frustrated because I do not know the technical terms they are usually referring to.

Honestly, some staff do not treat others in a professional or courteous manner.

I haven't really dealt with anyone in the ITS Department

not very professional

Never dealt with ITS

I have never dealt with the ITS team

I have never needed the ITS team

I haven't gone to the ITS team with a problem.

I have been treated as an child

Have not had a direct encounter

I haven't dealt with them before

Have gone in there a couple of times and have been treated with bad attitudes

I chose N/A because I have never had to deal with the ITS team.

Many times when a problem arises, I feel as though the IT department makes me feel like I am bothering them and they get frustrated with my requests.

I do not believe I have really dealt with the ITS team to provide an accurate answer to this

I haven't needed to use ITS

I have not had to contact an ITS member.

Sometimes my calls to the help desk are lost. In addition, a small amount of phone etiquette training could be helpful, particularly for what I assume are student workers (e.g., Hello, this is so&so in a slow, articulate volume).

N/A

I haven't had to deal with the ITS

I have never really had an issue where i needed to meet with IT personally

There are times that I do not feel as though my issues are of concern to the ITS team. Overall, the team needs additional training on Mac products.

I have not personally dealt with the ITS team

John Straub is ultimately helpful, but often comes across as kind of rough or negative.

I'm treated like I'm stupid most times or that I'm not worth their time.

Some people use ITS jargon that I don't understand and seem annoyed when I ask what things mean. When I have gone to the HelpDesk, no one greets me when I walk in and they seem inconvenienced that I need help. The student workers I have interacted with are always professional.

I haven't had to visit the the IT

Q12 - The classroom, lab, or office equipment (computers, A/V, etc.) work well.
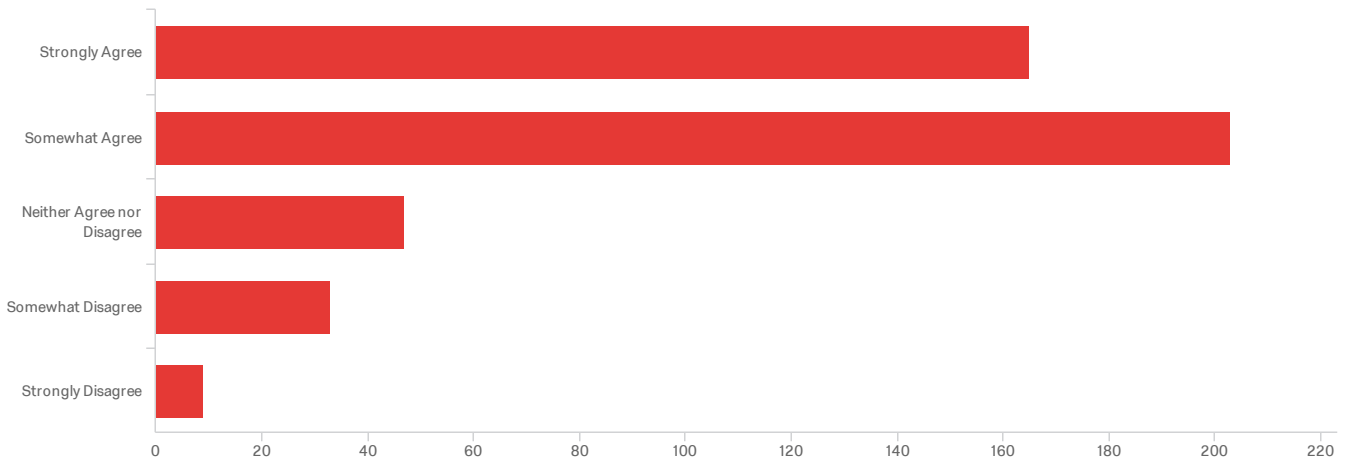
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	The classroom, lab, or office equipment (computers, A/V, etc.) work well.	1.00	5.00	1.95	0.96	0.93	457

#	Field	Choice Count	
1	Strongly Agree	36.11%	165
2	Somewhat Agree	44.42%	203
3	Neither Agree nor Disagree	10.28%	47
4	Somewhat Disagree	7.22%	33
5	Strongly Disagree	1.97%	9
			457

Showing rows 1 - 6 of 6

Q13 - Please explain why you chose "Somewhat Disagree" or "Strongly Disagree".

Please explain why you chose "Somewhat Disagree" or "Strongly Disagree".

My computer does something weird just about every day and it has caused me to miss several lectures while Olan dried to fix my computer.... stuff that he had never seen before. I would much rather use my own laptop of choice

The copier/printer in our workroom (3rd floor by education department and psychology dept.) does not work well. It is frequently offline, jammed, and when it copies it is very slow.

The classroom computers and technology is terrible. I have had to switch classrooms in the middle of class because I couldn't show a DVD or cancel class in the middle because a DVD player jammed. It's so stressful to not be able to count on what we need as teachers.

There always seem to be an issue during class times when the teachers show videos.

There tends to be some problems with logistics in the classroom and meetings. In the P3 classroom, the throwable microphone has tons of lag/makes noises and is almost impossible to use. The WebEx calls are so inconsistent.

The professors have a hard time with classroom computers and the lab in schwalm is horrible

I can only speak for the Pharmacogenomics classroom (Room 219), but the television monitor feeding from the "Elmo" projector seems to only work with said projector and does not work with any other device. For all I know, this could be intended. While the main projector is functional, it was implemented with little instruction for proper use. Furthermore, the mechanism that attaches faculty computers to the projector only functions at all with particular models.

There are always hiccups with library computers

Current problem with desktop and printer. The delay in addressing the problem is on me -- I'm only on campus two afternoons a week and have very little available time even then.

Always problems of video not working and projectors going out

The sound does not work well at all on my office computer; I also miss having a DVD function in my office to set up a clip.

There have been problems with getting the computer, monitors, tegrity to work in the P2 classroom. Also, sometimes the projector flickers causing the monitors to go in and out. Overall everything works pretty well, just some kinks here and there.

My computer has so many issues. I'm pretty sure that they are only made to last 4 years, so we either need to be given new computers before going on APPE or given a computer that is meant to last 6 to 8 years initially. I am always having to have something done on my computer that is not normally supposed to be done. Also, not thrilled about not getting iPads to compensate for the undergraduate budget.

In east the computers never even turn on only a few of them do. Plus I really think they should be updated, they're still on Windows 2 B.C. and it's 2019. Considering the amount of tuition we pay I feel we should at least have updated computer systems.

some issues with technology have arisen in East Hall computer lab

Canvas quizzes, Tegrity and Poll Everywhere are not consistent. Rarely feel confident. A set of troubleshooting instructions on the classroom desks for those programs would be helpful.

Monitor flickers on and off and computer with shut down randomly.

Please explain why you chose "Somewhat Disagree" or "Strongly Disagree".

The printers often times do not work, are slower than the old printers, and never have paper in them

I have had many issues with the new printer. ITS helps when they can but do not always no how to address the issues.

There have been many problems with projectors and sound systems in class rooms

Often times computers, projectors, printers, or WiFi don't work

Slow

Several complaints of classroom tech issues that are not addressed in a timely manner

The projector in the P3 classroom is dim. I admit I have not filed a complaint but I have heard other people stating they have. Sometimes tegrity is not working properly.

I have had many problems with technology in all the classrooms.

We had had one classroom that has been "rigged" as a classroom for three years. We were under the impression it would be updated and it has not been. There are problems that arise in this classroom. The ITS folks help out and get it done (they do a great job), but this needs to be updated.

Almost all the computers in schwalm do not work correctly. The keyboards and mouses are broken and the floor is all stained and disgusting. I would think Manchester would care more about how they present this facility and would use better equipment. There are also no speakers on the computer as they are using vga instead of HDMI. Unacceptable

When there's an update, sometimes the computer is running very slow and it keeps show another message for an update.

I think the desktops can be an issue being outdated. Sometimes the use of overhead projectors and work stations at different parts of campus are no identical and cause confusion

I have tried to use multiple computer labs where several computers failed to work properly. Again, this makes the faculty look unprepared. Please address this immediately.

sometimes Tegrity stops recording

New printers do not work well. VERY slow printing multiple piece order. IT has been in our office to work on our printer several times.

The unreliability should be accounted for when the technology is going to be used so when a guessed speaker comes on the day of service she can actually present her PowerPoint, unlike what happened this spring.

My pharmacy laptop constantly is broken. Does like the software that put on it for exams

Q14 - The hardware or software I need is available for use.
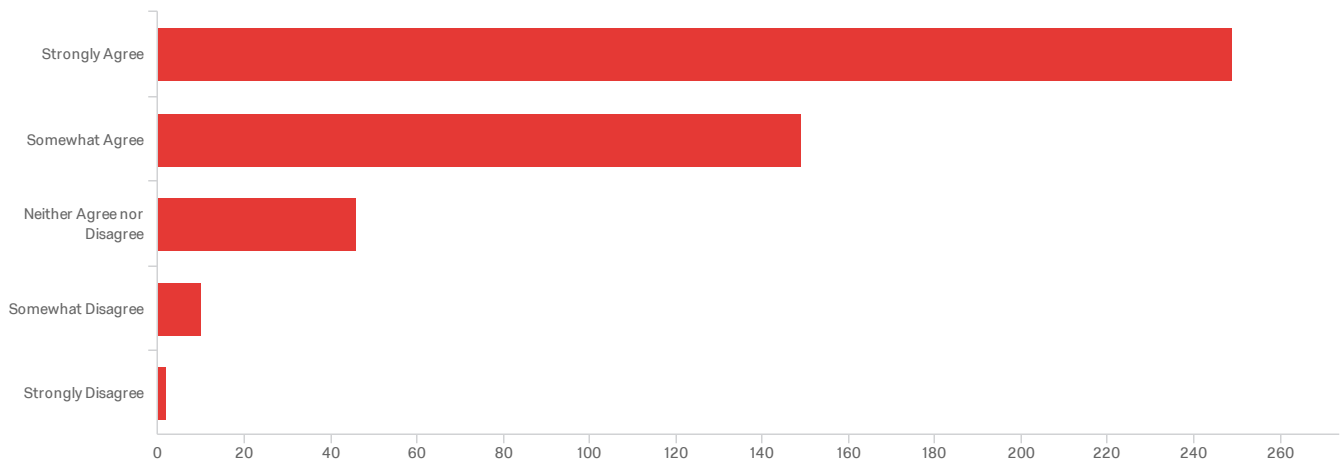
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	The hardware or software I need is available for use.	56.00	60.00	56.61	0.79	0.62	456

#	Field		Choice Count
1	Strongly Agree	54.61%	249
2	Somewhat Agree	32.68%	149
3	Neither Agree nor Disagree	10.09%	46
4	Somewhat Disagree	2.19%	10
5	Strongly Disagree	0.44%	2
			456

Showing rows 1 - 6 of 6

Q15 - Please explain why you chose "Somewhat Disagree" or "Strongly Disagree".

Please explain why you chose "Somewhat Disagree" or "Strongly Disagree".

Ability to connect certain laptops to projectors because the laptops only have HDMI connections.

Many computers in schwalm are disconnected or unresponsive. Basic technical problem solving did not yield results.

On hardware, we get what is available instead of having any input on our preference.

When editing in the DEC in ACEN (368) the macs still don't work and we're still using Adobe Premiere from 2017. It's the only one that's works. I would advise contacting the head department chair of Communications (Judd Case), regarding this. Thank you.

Starfish has been not working since Jan Term

Every time I need a computer, especially one in Acen, the classrooms are locked and for certain classes we are restricted to only certain computers on the third floor of Acen.

I wish more computers has access to Adobe software.

Needed a couple programs that could not get on mu equipment

The software for Stats (SPSS) is not available in the success center.

Q16 - The wireless network, such as MUWiFi or MUWiFi-Public, works well.
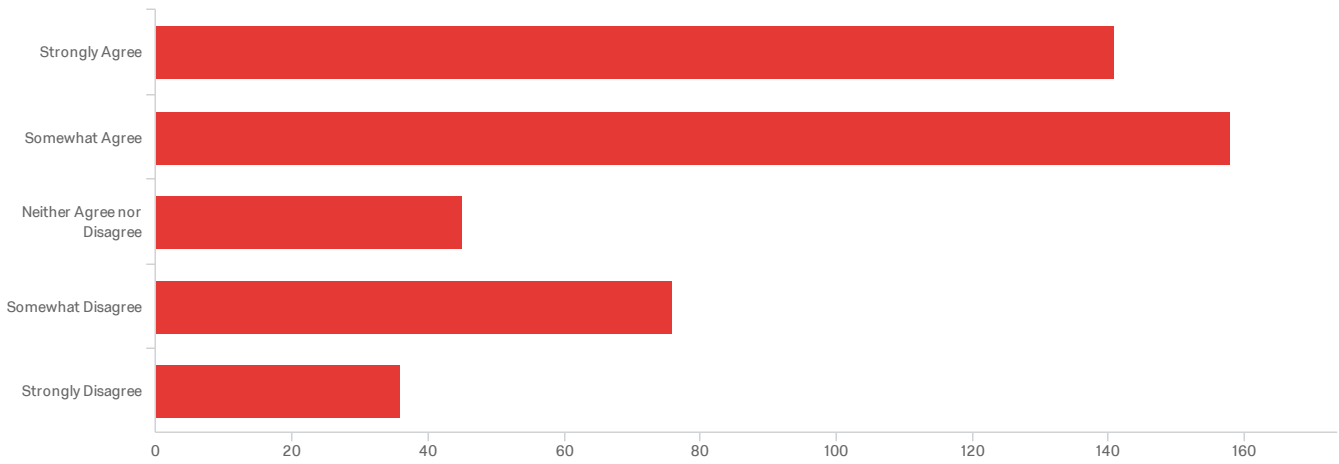
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	The wireless network, such as MUWiFi or MUWiFi-Public, works well.	1.00	5.00	2.36	1.29	1.66	456

#	Field	Choice Count	
1	Strongly Agree	30.92%	141
2	Somewhat Agree	34.65%	158
3	Neither Agree nor Disagree	9.87%	45
4	Somewhat Disagree	16.67%	76
5	Strongly Disagree	7.89%	36
			456

Showing rows 1 - 6 of 6

Q17 - Please explain why you chose "Somewhat Disagree" or "Strongly Disagree".

Please explain why you chose "Somewhat Disagree" or "Strongly Disagree".

The Wifi connection doesn't always work. I have a hard time clocking in for work while walking around campus due to the wifi.

Internet is spotty, just walking between buildings I sometimes lose signal

Doesn't work sometimes.

No wifi available in most of my building. But i understand it id being eorkrf on. I will try to be patient

Sometimes it will ask me to re-enter my WiFi password on my phone and when I do it it usually says it is wrong and then connects to the public WiFi.

In the PERC the wifi disconnects randomly.

When the wifi works, it works well. Sometimes though, it inexplicably stops working or kicks me, (and other students I've talked to), off. It's very hit or miss.

Took forever to be able to relog into the private wifi after the passwords changed. Also wifi is bad i always drop calls

As previously states, just not good enough to meet the needs of 2019.

The wifi does not work well in dorms.

The wifi always drops

It cuts out frequently and sometimes it's faster and easier to just use my data because it runs slow sometimes

Bruh. Don't lie to yourselves. It's always down.

In my dorm room in Hellman, if I move among the suite, I constantly loose wifi connection which is very frustrating.

Would randomly disconnect on occasion; no service/connection in certain areas on campus

Difficulty connecting to wifi throughout campus

A lot of the time none of my devices connect

Slow. Some days I think we have gone back to the days of dial up.

It completely stops working for me sometimes.

It very much depends on where I am on campus. There is almost no connectivity outside. In some buildings/specific rooms in some buildings, it is very difficult to connect.

Bad signal, weak connection, frequent issues connecting

Please explain why you chose "Somewhat Disagree" or "Strongly Disagree".

I occasionally encounter guests with personal devices the either reject or apparently get rejected by the public wifi.

Often there are outages in the PERC and WiFi does not reach all areas of building such as locker rooms and certain hallways

Sometimes it randomly kicks you out or works very slowly.

The WiFi dussaprat for moments. Specially around 8-9 PM. Also, in the rooms on the library's basement no WiFi at all

The WiFi is almost always not working when walking around campus and typically goes out in the Helman dorms.

They lag all the time. Especially in the study rooms in the library

Weak signal not available in all areas.

Speeds are great but constant disconnecting from my phone makes this survey even tough

When using my laptop on Winger 1st floor, there is sonetimes a significant lag time or difficulty connecting.

I can never log on--my password is always rejected.

the wifi is awful I never have signal and when I do it always cuts in and out

While it works, it can be spotty on certain spots on campus.

without fail, my computer and phone will constantly kick me off the private so i have to go into setting and select public WiFi then it kicks me off public and i have to go back into my settings and select private because my devices cannot find or stay on either WiFi. My phone is not nearly as bad as my computer is but either way my devices cannot stay connected to either one for long periods of time.

always cuts in and out

It doesn't work good

There are times when my computer and phone will lose connection the wifi, having not change locations.

Just slow and cuts out in areas of campus but when it works it does run well

My phone routinely gets disconnected and reconnected while i'm sitting in my dorm room and it can be rather annoying if i'm trying to message someone and the wifi disconnects and i have to wait for it to reconnect.

WiFi coverage is spotty at best, and I have given up on connecting my phone. My laptop continues to have trouble connecting, and when I've taken it to ITS in the past they could not figure out why. I hear complaints about WiFi strength and coverage from everyone I know. It is a hallmark of MU, unfortunately.

Half the time the WiFi just shuts down or logs you out. I don't even bother connecting to the private WiFi because it always kicks me off but I'd rather be on the secure website.

bad connection in some places, constantly having to log back in

It is slow at times and disconnects somewhat frequently

Please explain why you chose "Somewhat Disagree" or "Strongly Disagree".

Network will randomly disconnect

We still have a lot of down spots on campus. With so many devices (especially chromecasts, etc) there are often some issues

I do not get cell service and the wifi connection is extremely poor.

Connection across most of campus is not very great most days.

MUWIFI will not work for me. I use the public one though

Wifi goes in and out all the time it is horrible

My calls fall and in certain areas in my room even on my bed the internet will not work I have to sit in one spot and not move in order to get internet

It doesn't always work well, especially when your not in a building on campus. Even inside some buildings you can't always get the wireless network.

MUWiFi never works. Ever

It often disconnects and causes issues with Canvas and completing class work.

It's really bad in between buildings

Cuts in and out all the time

There are issues with wi-fi connections in every building on campus

Drops consistently on mobile devices and is often dropping on my laptop as well.

All year the WIFI has been in and out with out ever being addressed timely. It feels like when there is a problem it feels like as the student body the problem sits on a desk with the other pile of problems

Sometimes the WiFi disconnects and have to reconnect all over again

sometimes the Wifi doesn't work as good and sometimes I have to switch from MUWifi to the public wifi

The wifi does not work well with older model smart phones. Coverage is constantly dropped and connection is not consistent, even in dorms.

Slow and I get disconnected often

I struggle various times throughout the day with connecting to wireless networks, especially on my phone.

The WiFi is sketchy at the busy parts of the day, seemingly unable to combat the use necessary

The wifi can be unreliable.

In the basement of Admin it's spotty and often not usable as it keeps disconnecting.

Too difficult to get a signal inside buildings on campus.

Please explain why you chose "Somewhat Disagree" or "Strongly Disagree".

The wifi doesn't work well outside of dorm rooms in schwalm. Doesn't work in hallway.

It is spotty all over campus, even when sitting in a room with a router right above me. I can hardly ever stay connected long enough to finish assignments and it's really frustrating.

The internet is always going out and I OFTEN get disconnected.

Its very selective as to what you can and xan not connect with

It always goes out off an on during the day and night

It's not working well on harsh weather

The internet can be spotty at times. For example, there are areas in the Library where the internet doesn't work, which isn't the best if you need to use the internet for studying.

not consistently! I wonder why we are not able to keep connected as we pass through campus.

The connection always goes in and out or im not able to connect to either one of them.

There's certain areas in the library that do not get wifi

I thing coverage at times is suspect such as stadium and other extending parts of campus

My computer typically does not connect to the MUWiFi. This is a frustration, but I do not have time to continually go to ITS.

I hear a lot of complaints from the students that the WiFi doesn't work well. I haven't had many problems but I'm mostly wired in and not using the WiFi.

There are many times throughout a standard week when I am logged out of the MUWifi and I have to sign back in. Usually this happens more on my laptop (I have a MacBook) than my phone.

the wifi goes out frequently and it is very weak. very hard to join network sometimes

It goes down frequently, with not emails sent out as to why.

The WiFi will drop while doing homework or walking across campus the WiFi will drop also

I often times don't get WiFi on my phone when I'm not inside a building.

Sometimes I will get kicked off the WiFi for no reason. Usually happens on my phone and rarely on my laptop.

WiFi in building hallways and common areas are touch and go

There are places (my office) in NM where I have to use MUWIFI-public where I should be able to log onto the MUWIFI.

Our office has very slow connectivity. A ticket has been offered for this.

It seems to always be going out when I am on my personal laptop. When I am doing homework and when I am not.

It does not work well. It is spotty in Schwalm, at the track, in East, on the mall, and outside Oakwood. That is over half the campus and where a lot of people commute from.

Calls go out all the time in dorms (Oakwood specifically). Many dead zones when walking on campus. No WiFi in the PDC.

Q18 - ChetNet is easy to use.
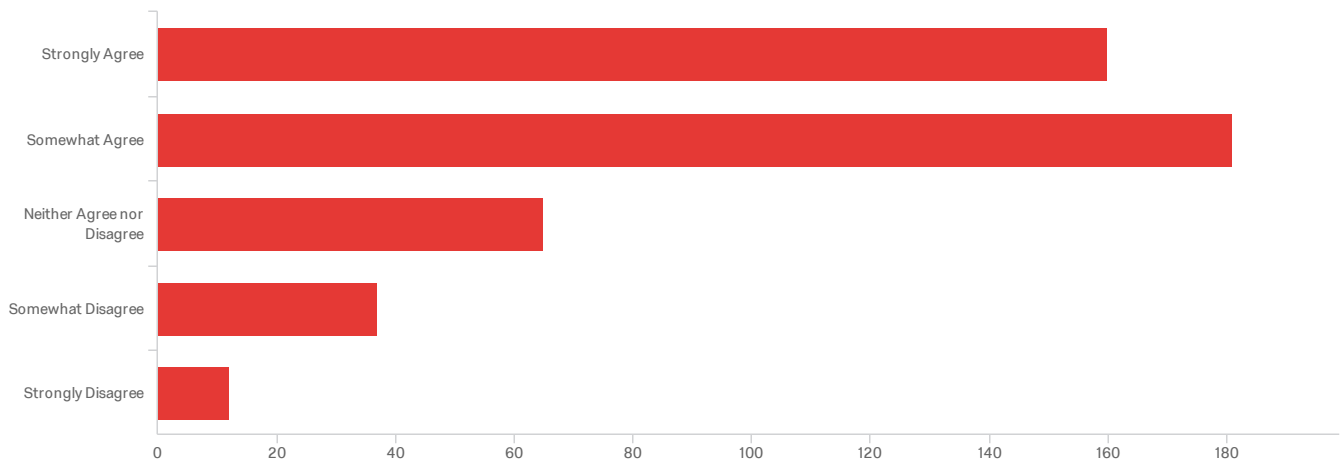
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	ChetNet is easy to use.	1.00	5.00	2.03	1.03	1.06	455

#	Field		Choice Count
1	Strongly Agree	35.16%	160
2	Somewhat Agree	39.78%	181
3	Neither Agree nor Disagree	14.29%	65
4	Somewhat Disagree	8.13%	37
5	Strongly Disagree	2.64%	12
			455

Showing rows 1 - 6 of 6

Q19 - Please explain why you chose "Somewhat Disagree" or "Strongly Disagree".

Please explain why you chose "Somewhat Disagree" or "Strongly Disagree".

That site is a mess! Everything is there, but it's not easy to find. It's very bland, a site like that could be more exciting to look at. Department pages look cluttered.

If you know what you're doing and have done it many times before, you're probably okay, but chetnet can be confusing, especially if you don't know where things are. There are a lot of resources, but there are also a lot of links... that lead to links... that lead to re-logins. It's a little like a labyrinth.

Both ChetNet and Self-Service need a good revamping.

It's not very user friendly. It's hard to find what you need. I wish that there were more easy to follow categories and less overall information.

You can never find anything you need on chet net, and when you ask, everyone just says "it's online" like I KNOW I just don't know WHERE

Not user friendly. Difficult to navigate and find what I am looking for. It can take days

Can never find what I am looking for.

I think the idea of ChetNet might be useful, but everything gets buried, information is very difficult to find, and most people on campus don't think of it as the first place to go for information.

Can't find what I'm looking for

Convoluted

It is sometimes hard to find what I'm looking for and you have to hit the back button to go back to the home screen. I've tried the search box but it never works.

Chetnet navigation is a number of lists of links without explanation other than titles. An informative description, either static or appearing when mousing over, could be helpful.

difficult to locate documents.

I can never figure out where to go, chetnet, success net, spartan ....

It's awkward and clunky. Also, some areas or departments have their page organized in a way that feels not intuitive. There should be standards set by ITS and universally mandatorily applied.

I have no idea how to even navigate ChetNet. Anytime I need something I just email and ask and I am pretty sure they get really annoyed because their answer to my question always includes, please use ChetNet.

There are so many tabs its hard to actually know where information is housed

The search function doesn't seem to work very well. When I know where to find something, ChetNet works well, but when I'm not sure, the information can be hard to track down.

Materials are difficult to locate

Please explain why you chose "Somewhat Disagree" or "Strongly Disagree".

Not easily to find information

Very hard to use and find simple things such as my tuition bill

Hard to find things on ChetNet

Its confusing, and gets more confusing everytime it is updated.

it is very hard to navigate and no one ever showed us how to use it. I learned how to use it from my classmates who went to north manchester undergrad

confusing

Certain pages are hard to find or take a while to find.

I sometimes don't know where things are located

There are too many avenues to get to the same place that I am often not understanding why we have them. Viewing rosters in chetnet vs. spartan self-service for example, or starfish. I don't know if it's just me as a faculty that has these options, or if students have multiple pathways too?

It's clunky and not always intuitive, plus individual departments don't always have the up-to-date information.

I find it hard to navigate its not very user friendly

We need easier platform specially for people that don't use it

Not easy to figure out how to manipulate document libraries on ChetNet.

I don't think I use ChetNet enough to be comfortable with it. I find the times I need to use it not intuitive and I usually need to reference a guide to find what I'm looking for.

Takes forever to try and locate what I am searching for nothing really jumps right out and is not very user friendly
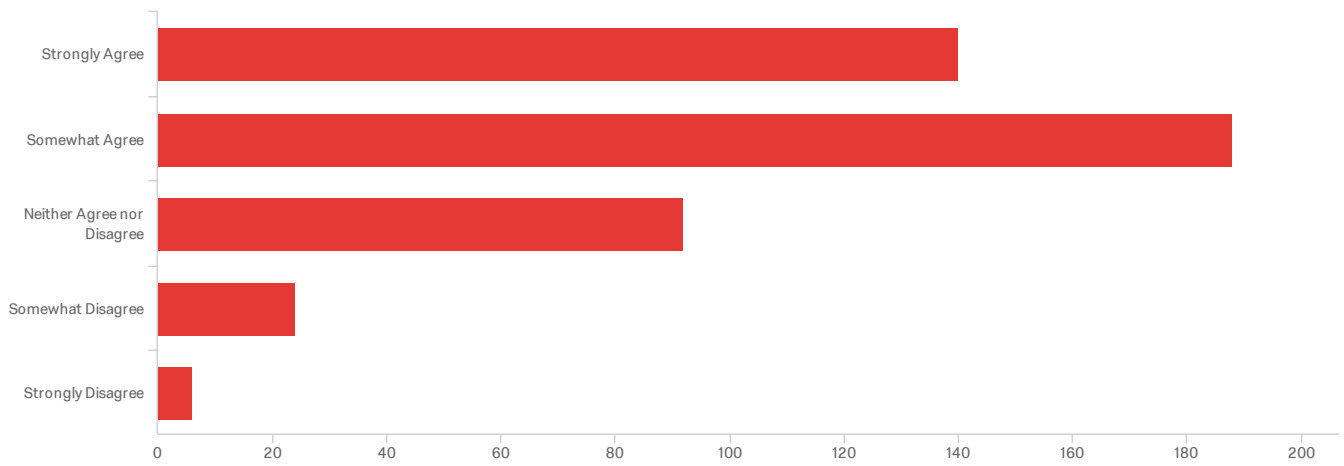
It's organization is not intuition or customer friendly and it often isn't up to date.

It seems difficult to find documents within "programs" or within "departments"

It feels as if it lacks direction and is difficult to navigate to specific pages that you may be searching for.

Chetnet is very cluttered and clumsy to use.

Q20 - Spartan Self-service is easy to use.

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Spartan Self-service is easy to use.	1.00	5.00	2.04	0.92	0.85	450

#	Field		Choice Count
1	Strongly Agree	31.11%	140
2	Somewhat Agree	41.78%	188
3	Neither Agree nor Disagree	20.44%	92
4	Somewhat Disagree	5.33%	24
5	Strongly Disagree	1.33%	6
			450

Showing rows 1 - 6 of 6

Q21 - Please explain why you chose "Somewhat Disagree" or "Strongly Disagree".

Please explain why you chose "Somewhat Disagree" or "Strongly Disagree".

I don't even know how to access that since we were never shown

Didnt even know we had it until I just searched for it.

I have not used this. I don't really know what it does for you :)

Information not easily accessible

Heading, tittles, could be more clear. Hard to keep it updated because changing the format can always be confusing.

Budgeting lines could be rearranged for more practical viewing

From the faculty side it would be helpful to be able to have a simple listing of how many students are enrolled in my class, especially if a class is overenrolled. Other than manually counting I don't believe there's any way to determine how overenrolled a class is. Also when searching for courses and course sections the time of day feature is essentially worthless as implemented. Of the five designations only two are generally relevant (8Am-midday and midday to 4 PM) and those two are not specific enough to be helpful. For example if I was looking to advise a student about what classes were available at 11 AM I would have to select 8 AM-midday and then go through every class to see which were at 11 AM. Being able to narrow by a particular hour or half-hour start time would be much more useful.

I can never figure out where to go, chetnet, spartan self service, success net

It has never been clear to me exactly what to use this for-- it just sort of appeared. I know to help students register you go there... ?

I don't even know how to use this either. It would be nice to be taught during P1 orientation week.

no one ever showed us how to use it

I don't like Spartan Self-Service

There's a GOOD rationale for professors to be able to see the file of students who are not their advisees. When counseling a student about changing a major, when talking to a student who is getting a minor, when talking to a student with a second major in your area, when talking to a student in an allied field who is looking for your opinion on something, being unable to access their degree progress and scheduled courses makes knowledgeable advising difficult if not impossible.

for budgets, it's confusing in how it collapses into small groupings. It always takes me a bit to find the accounts i'm looking to view.

Hard to navigate and not user friendly

I think there should be an easier way to view the official financial aid award letter. It takes at least 5 clicks to get there currently.

Not even sure what this is never heard about it

Q22 - Printing@MU works well for me.
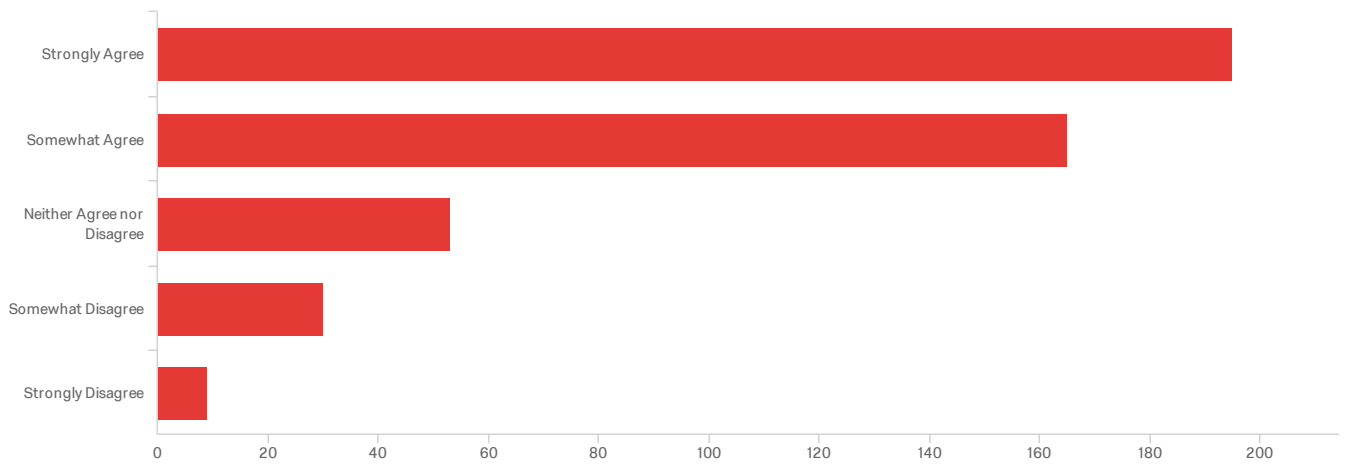
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Printing@MU works well for me.	1.00	5.00	1.88	0.99	0.98	452

#	Field		Choice Count
1	Strongly Agree	43.14%	195
2	Somewhat Agree	36.50%	165
3	Neither Agree nor Disagree	11.73%	53
4	Somewhat Disagree	6.64%	30
5	Strongly Disagree	1.99%	9
			452

Showing rows 1 - 6 of 6

Q23 - Please explain why you chose "Somewhat Disagree" or "Strongly Disagree".

Please explain why you chose "Somewhat Disagree" or "Strongly Disagree".

Customer Service in the print shop is often negative and response time is very slow

For some reason it will print/charge me for blank pages sometimes if I print from my laptop.

Sometimes I have trouble printing because the printer I am sending to is offline

The decision to do away with printers in the offices of professors is a very poor decision that makes the work of the professor that much more difficult. It is not a user-friendly decision and it just simply gets in the way of getting work done. I dislike it immensely.

Frustrating not to receive notice of receipt of the job or progress of the job

Often the printers don't work correctly.

There have been a few times where I've had to request a refund because my print job isn't done successfully. In addition, the printers are not stocked with enough paper and are not properly monitored for toner levels.

I bought my own printer so I don't have to deal with it.

When the printers are actually working, I have no problems. I do however notice the repair guy here a lot, which is crazy in my opinion - the copiers are new.

Major issues with new printer on 3rd floor of ACEN.

My ID doesnt work so I have to type in my info and uploading takes forever

The service in this area of ITS has been the least reliable of all ITS services.

Hard to use

We should have an option on how to print our papers. For example, single side or double side

errors all the time

Sometimes things don't print or they don't show up in my queue

remote printing could be troubling at times

Yesterday, for instance, I sent 5 color docs to the printer and when I went to release them, they showed up on the printer screen but vanished when I pressed the release key and had to send them all over again. Equally, or more aggravating: when I am in the middle of photocopying in ACEN first floor, someone from Business can release a big print job from their office, which INTERRUPTS the job I am in the middle of. My copies stop and I have to wait and wait. I do not think this release-from-office should be permitted.

I agree more than disagree - but there are some hiccups. Printing envelopes is next to impossible.

I've requested refunds before for print jobs that never even printed and never got it back.

Please explain why you chose "Somewhat Disagree" or "Strongly Disagree".

it is difficult to lock the office to retrieve printed documents but will get better once i find a routine.

You can't print specific pages in a pdf

The new printers are nothing like what we use to have. They are very slow, and jam often. The speed is the most concerning aspect. Especially when a professor uploads a lecture late and everybody needs to print.

Web print is very inconsistent, often with very long wait times just to print a simple document. Printing from a campus PC is usually fine but trying to use web print can be frustrating.

I have made major printing problems this term -- being able to print anywhere from my computer.

The printers are not reliable. Not having a personal printer compromises efficiency and productivity. Relying only on a public printer for professional work is not an effective strategy for success. We could improve academic effectiveness at MU by improving and expanding personal printers for faculty and staff.

I was not able to print from my laptop today. This greatly hindered my ability to collect participants for my research study. Again, this is something that makes the faculty look unprepared.

Now that we have only one printer which is shared with students, we have problems when it is busy or broken. To do our work efficiently, we need better access.

My ID card doesn't work, my log in doesn't work on 1st floor printers. No blame on IT as I haven't reached out to them regarding the issue and I've just been signing in manually on 2nd floor faculty printer. I need to reach out to solve problem.

sometimes when I send papers to the printer, it says it's ready on my laptop, then does not show up on the printer.

Distance to printer is not convenient.

Sometimes it doesn't upload my document

Always having problems with the new printers at the pharmacy school. Hitting print and they don't and then being so slow to print some days

Q24 - I like the quality of the cable TV service.
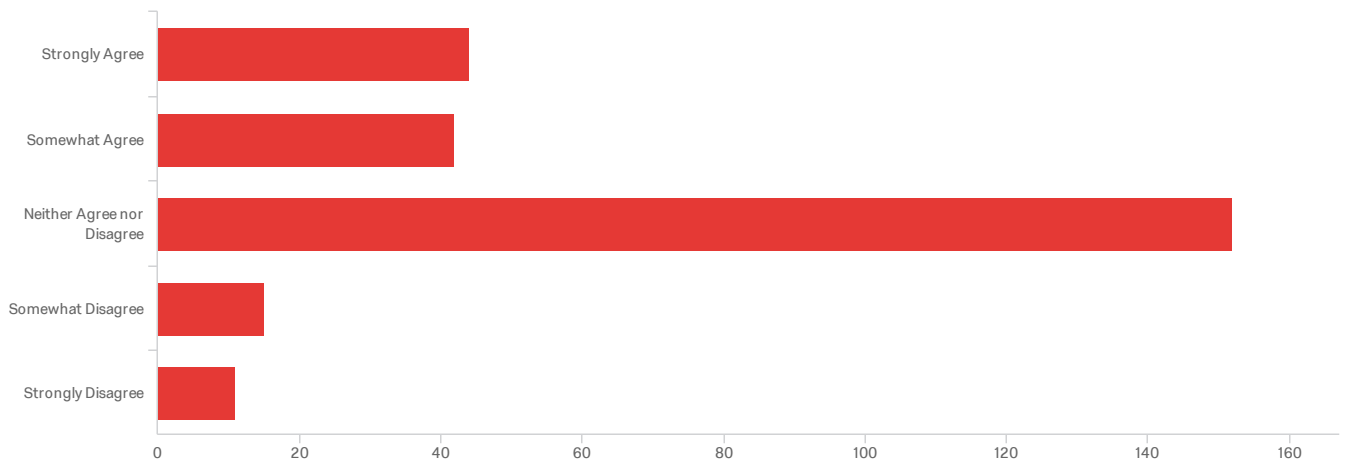
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	I like the quality of the cable TV service.	1.00	5.00	2.65	0.96	0.93	264

#	Field		Choice Count
1	Strongly Agree	16.67%	44
2	Somewhat Agree	15.91%	42
3	Neither Agree nor Disagree	57.58%	152
4	Somewhat Disagree	5.68%	15
5	Strongly Disagree	4.17%	11
			264

Showing rows 1 - 6 of 6

Q25 - Please explain why you chose "Somewhat Disagree" or "Strongly Disagree".

Please explain why you chose "Somewhat Disagree" or "Strongly Disagree".

Q26 - I appreciate the IT training opportunities available to me.
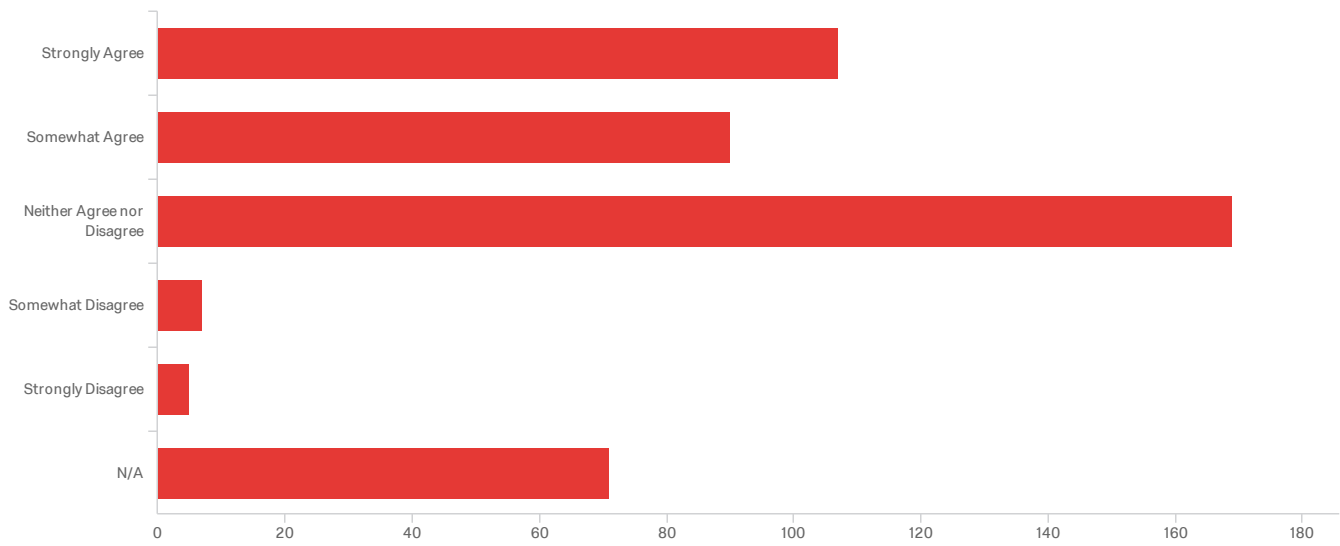
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	I appreciate the IT training opportunities available to me.	1.00	6.00	2.84	1.62	2.61	449

#	Field		Choice Count
1	Strongly Agree	23.83%	107
2	Somewhat Agree	20.04%	90
3	Neither Agree nor Disagree	37.64%	169
4	Somewhat Disagree	1.56%	7
5	Strongly Disagree	1.11%	5
6	N/A	15.81%	71
			449

Showing rows 1 - 7 of 7

Q27 - Please explain why you chose "Somewhat Disagree", "Strongly Disagree" or "N/A".

Please explain why you chose "Somewhat Disagree", "Strongly Disagree" or "N...

N/A

I didn't know about it

Not aware of any but would like to attend.

Not sure there have been many available. Would benefit greatly benefit from/appreciate training on file management (where to save, what to save, formats to keep, etc.) as well as training in utilization of Microsoft Online tools such as SharePoint, Planner, Teams, etc.

I was not aware that there were training opportunities available and, thus, have not taken advantage of them.

I have no idea what this is even referring to.

I'm not aware of the training opportunities.

These are a thing?

Have not really looked into them

I haven't done any sort of training with them

I'm not sure I've ever received training from ITS.

Literally not applicable to me

I have not been made familiar of any opportunities being presented to me. The only one I even remotely remember was the offer to receive training on the use of Canvas.

What IT training opportunities?? Not even aware of these.

What training opportunities?

I'm not aware of any training available.

I haven't used any of them to be able to make a judgment.

please offer more - microsoft 365, outlook, phone systemt

I have no idea what these IT training opportunities are.

I haven't taken advantage of any yet! I really should.

I don't know what those training opportunities are.

Please explain why you chose "Somewhat Disagree", "Strongly Disagree" or "N...

I don't think training is provided for students on the FW campus

not aware of training opportunities

I dont know about them

Training has not been provided

What training opportunities?

I didn't know it existed

I'm not aware of what these are and have not been a part of one.

When have opportunities been provided and for what software/hardware? I have not seen such trainings listed ITS monthly emails.

Because I have never received an IT Training to my knowledge.

I didn't know that there were training opportunities?

No IT training opportunities on the FW campus

I don't think I've been to an IT training.

I don't feel I've had training opportunities.

I wasn't aware of training opportunities

I am unsure of what opportunities are available.

I didn't know we had training opportunities

I didn't know there were opportunities

N/A because it does not apply to me

Never had opportunity that I know of.

I don't know what opportunities are available.

I have not taken the opportunity to be trained with information technology.

Never knew there were training opportunities available

NA

I know nothing about IT training opportunities but that's likely not the fault of ITS.

End of Report