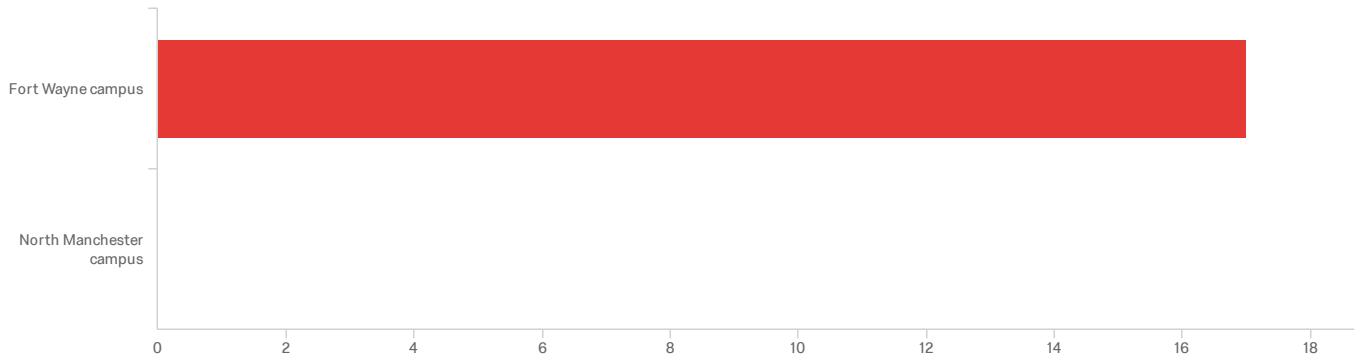


# Default Report

ITS Survey - February 2019

February 27, 2019 1:40 PM EST

Q2 - I study or work primarily on the:



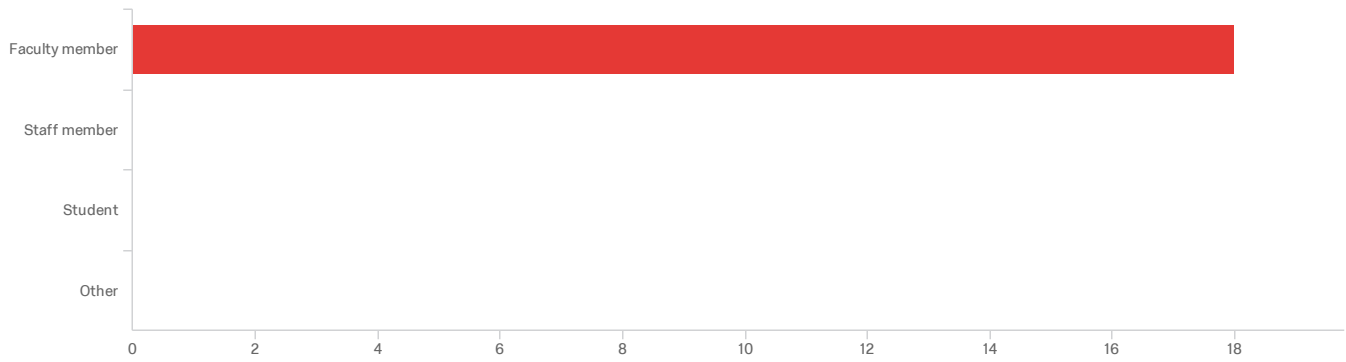
| # | Field                             | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|-----------------------------------|---------|---------|------|---------------|----------|-------|
| 1 | I study or work primarily on the: | 1.00    | 1.00    | 1.00 | 0.00          | 0.00     | 17    |

| # | Field                   | Choice Count |
|---|-------------------------|--------------|
| 1 | Fort Wayne campus       | 100.00% 17   |
| 2 | North Manchester campus | 0.00% 0      |

17

Showing rows 1 - 3 of 3

### Q3 - I am primarily a:



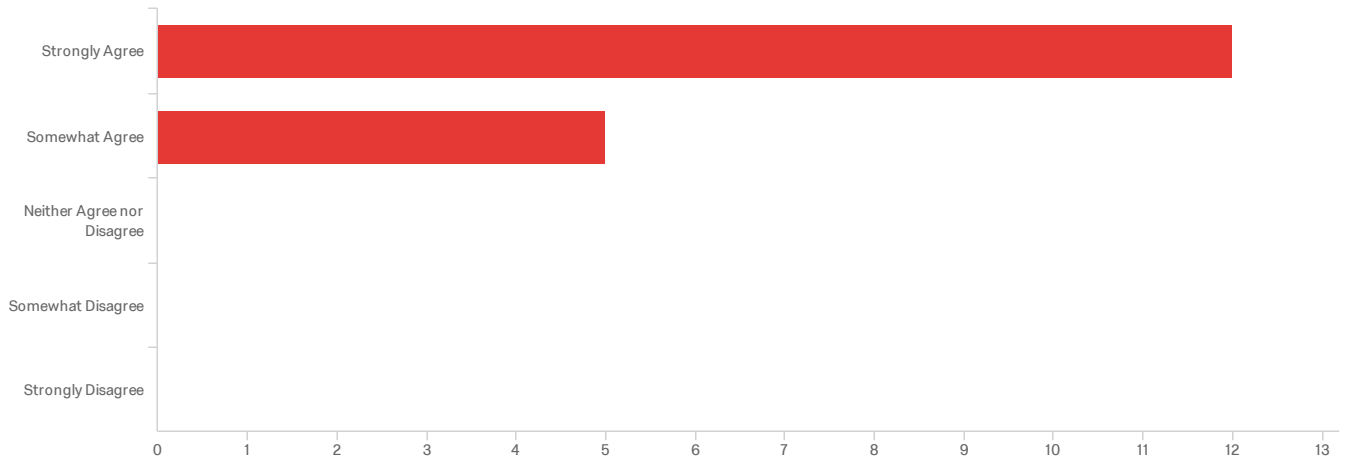
| # | Field             | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|-------------------|---------|---------|------|---------------|----------|-------|
| 1 | I am primarily a: | 1.00    | 1.00    | 1.00 | 0.00          | 0.00     | 18    |

| # | Field          | Choice Count |
|---|----------------|--------------|
| 1 | Faculty member | 100.00% 18   |
| 2 | Staff member   | 0.00% 0      |
| 3 | Student        | 0.00% 0      |
| 4 | Other          | 0.00% 0      |

18

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   | 86.00   | 85.29 | 0.46          | 0.21     | 17    |

| # | Field                      | Choice Count |
|---|----------------------------|--------------|
| 1 | Strongly Agree             | 70.59% 12    |
| 2 | Somewhat Agree             | 29.41% 5     |
| 3 | Neither Agree nor Disagree | 0.00% 0      |
| 4 | Somewhat Disagree          | 0.00% 0      |
| 5 | Strongly Disagree          | 0.00% 0      |
|   |                            | 17           |

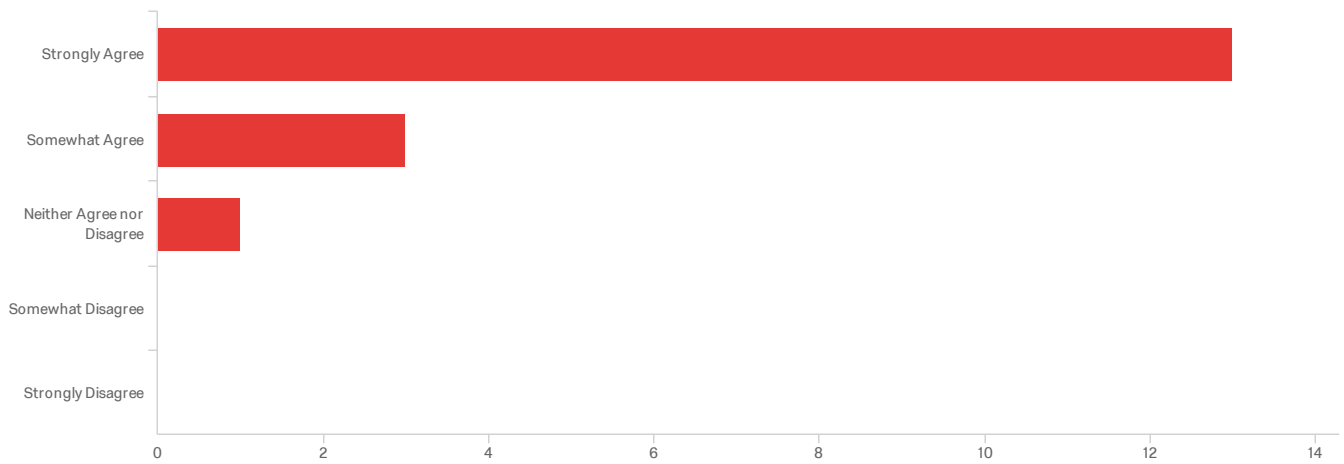
Showing rows 1 - 6 of 6

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

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

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## 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   | 53.00   | 51.29 | 0.57          | 0.33     | 17    |

| # | Field                      | Choice Count |
|---|----------------------------|--------------|
| 1 | Strongly Agree             | 76.47% 13    |
| 2 | Somewhat Agree             | 17.65% 3     |
| 3 | Neither Agree nor Disagree | 5.88% 1      |
| 4 | Somewhat Disagree          | 0.00% 0      |
| 5 | Strongly Disagree          | 0.00% 0      |
|   |                            | 17           |

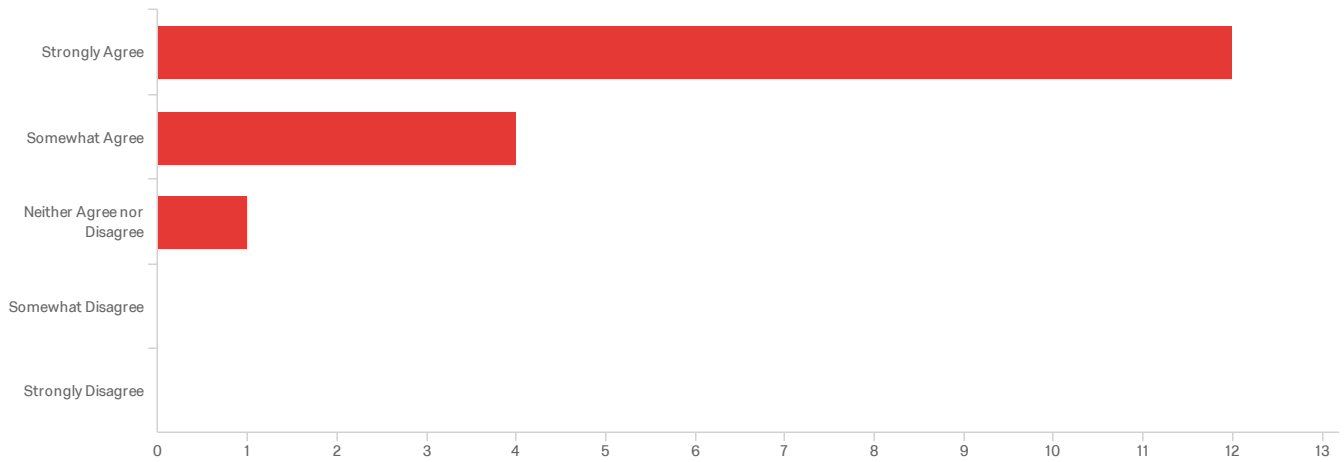
Showing rows 1 - 6 of 6

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

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

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## Q8 - The ITS team addresses problems promptly.



| # | Field                                     | Minimum | Maximum | Mean  | Std Deviation | Variance | Count |
|---|---|---------|---------|-------|---------------|----------|-------|
| 1 | The ITS team addresses problems promptly. | 46.00   | 48.00   | 46.35 | 0.59          | 0.35     | 17    |

| # | Field                      | Choice Count |
|---|----------------------------|--------------|
| 1 | Strongly Agree             | 70.59% 12    |
| 2 | Somewhat Agree             | 23.53% 4     |
| 3 | Neither Agree nor Disagree | 5.88% 1      |
| 4 | Somewhat Disagree          | 0.00% 0      |
| 5 | Strongly Disagree          | 0.00% 0      |
|   |                            | 17           |

Showing rows 1 - 6 of 6

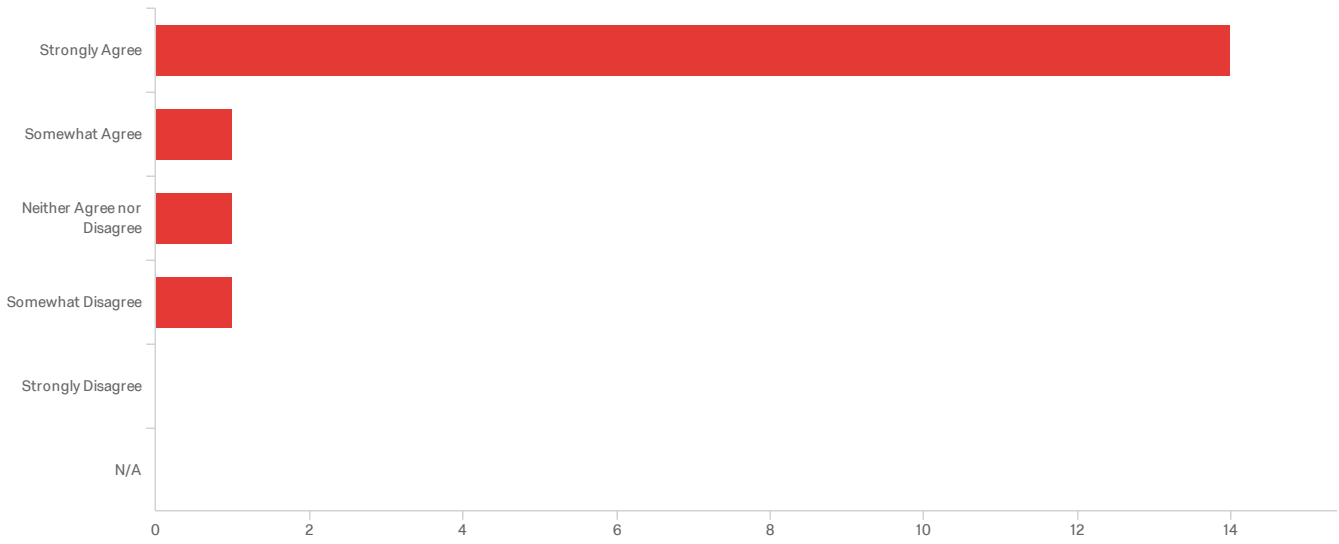
Q9 - Please explain why you chose "Somewhat Disagree" or "Strongly Disagree".

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

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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    | 4.00    | 1.35 | 0.84          | 0.70     | 17    |

| # | Field                      | Choice Count |
|---|----------------------------|--------------|
| 1 | Strongly Agree             | 82.35% 14    |
| 2 | Somewhat Agree             | 5.88% 1      |
| 3 | Neither Agree nor Disagree | 5.88% 1      |
| 4 | Somewhat Disagree          | 5.88% 1      |
| 5 | Strongly Disagree          | 0.00% 0      |
| 6 | N/A                        | 0.00% 0      |

17

Showing rows 1 - 7 of 7

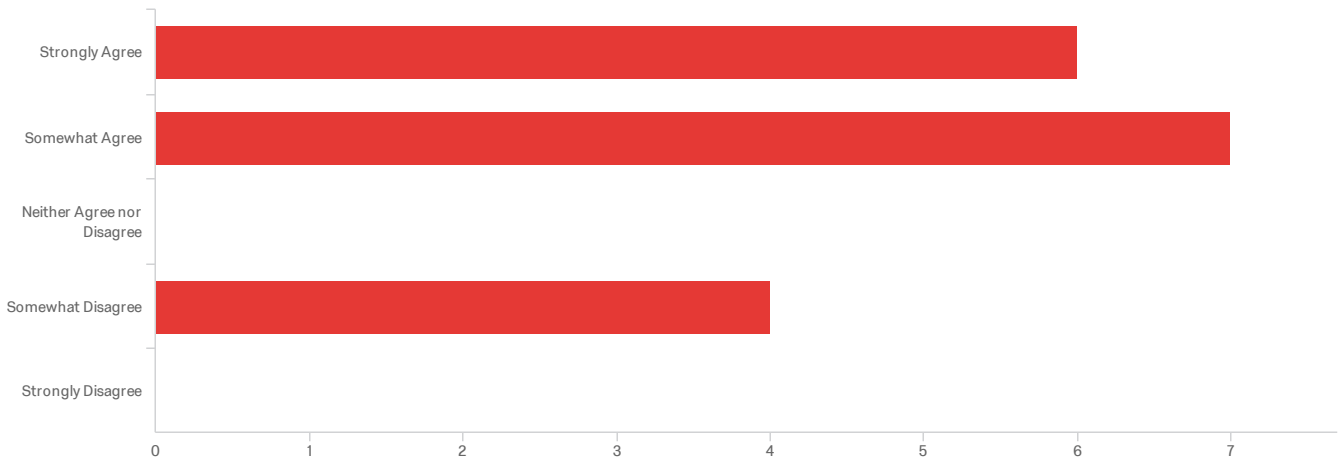
Q11 - Please explain why you chose "Somewhat Disagree", "Strongly Disagree" or "N/A".

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

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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.

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    | 4.00    | 2.12 | 1.13          | 1.28     | 17    |

| # | Field                      | Choice Count |
|---|----------------------------|--------------|
| 1 | Strongly Agree             | 35.29% 6     |
| 2 | Somewhat Agree             | 41.18% 7     |
| 3 | Neither Agree nor Disagree | 0.00% 0      |
| 4 | Somewhat Disagree          | 23.53% 4     |
| 5 | Strongly Disagree          | 0.00% 0      |
|   |                            | 17           |

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".

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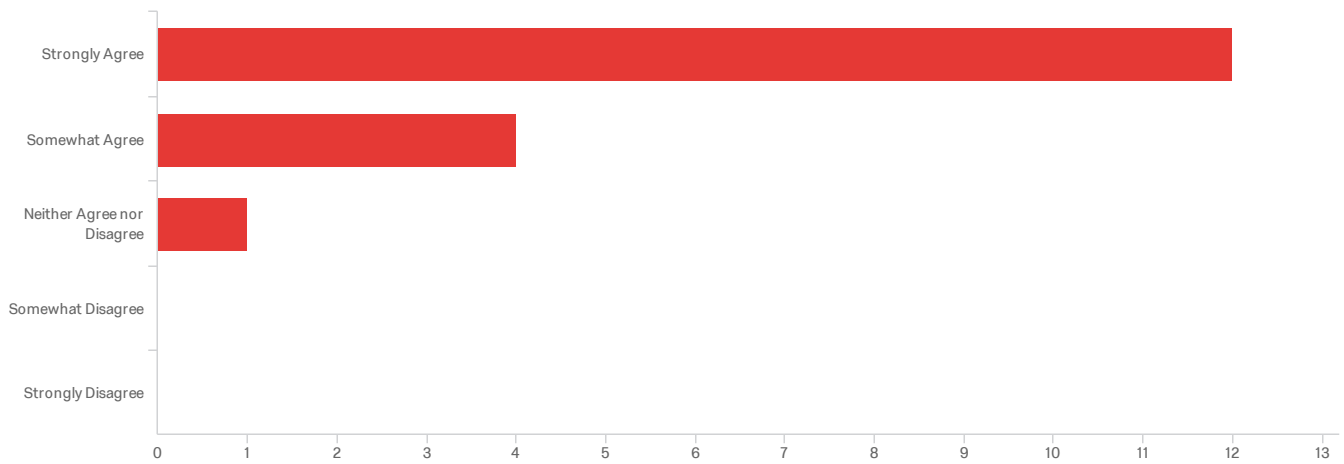
There tends to be some problems with logistics in the classroom and meetings. In the P3 classroom, the throwable microphone has tons of lag/makes noises and is almost impossible to use. The WebEx calls are so inconsistent.

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.

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.

## 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   | 58.00   | 56.35 | 0.59          | 0.35     | 17    |

| # | Field                      | Choice Count |
|---|----------------------------|--------------|
| 1 | Strongly Agree             | 70.59% 12    |
| 2 | Somewhat Agree             | 23.53% 4     |
| 3 | Neither Agree nor Disagree | 5.88% 1      |
| 4 | Somewhat Disagree          | 0.00% 0      |
| 5 | Strongly Disagree          | 0.00% 0      |
|   |                            | 17           |

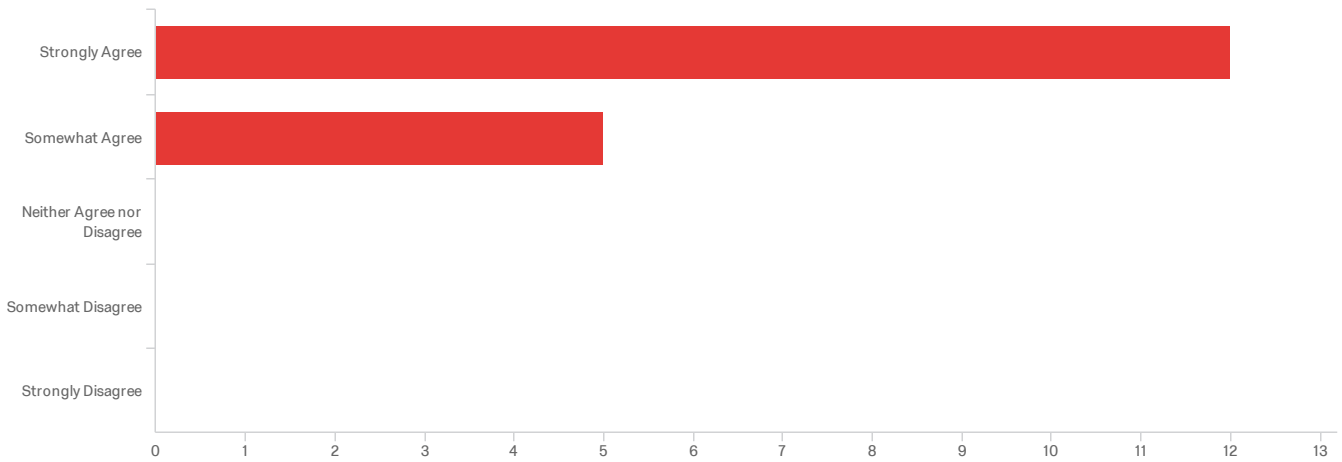
Showing rows 1 - 6 of 6

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

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

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## 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    | 2.00    | 1.29 | 0.46          | 0.21     | 17    |

| # | Field                      | Choice Count |
|---|----------------------------|--------------|
| 1 | Strongly Agree             | 70.59% 12    |
| 2 | Somewhat Agree             | 29.41% 5     |
| 3 | Neither Agree nor Disagree | 0.00% 0      |
| 4 | Somewhat Disagree          | 0.00% 0      |
| 5 | Strongly Disagree          | 0.00% 0      |
|   |                            | 17           |

Showing rows 1 - 6 of 6

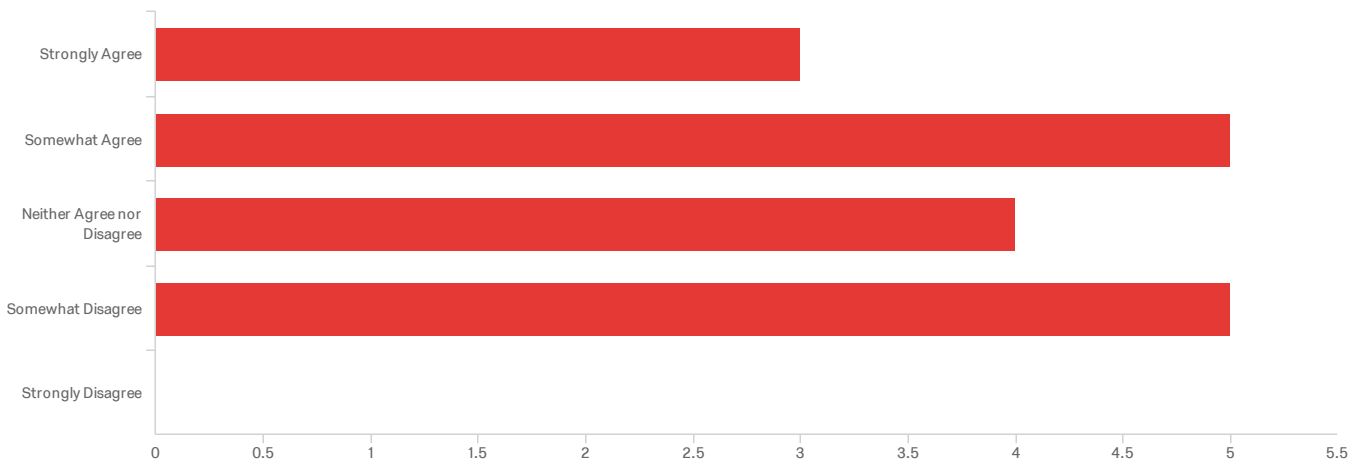
Q17 - Please explain why you chose "Somewhat Disagree" or "Strongly Disagree".

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

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## Q18 - ChetNet is easy to use.



| # | Field                   | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|-------------------------|---------|---------|------|---------------|----------|-------|
| 1 | ChetNet is easy to use. | 1.00    | 4.00    | 2.65 | 1.08          | 1.17     | 17    |

| # | Field                      | Choice Count |
|---|----------------------------|--------------|
| 1 | Strongly Agree             | 17.65% 3     |
| 2 | Somewhat Agree             | 29.41% 5     |
| 3 | Neither Agree nor Disagree | 23.53% 4     |
| 4 | Somewhat Disagree          | 29.41% 5     |
| 5 | Strongly Disagree          | 0.00% 0      |
|   |                            | 17           |

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".

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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.

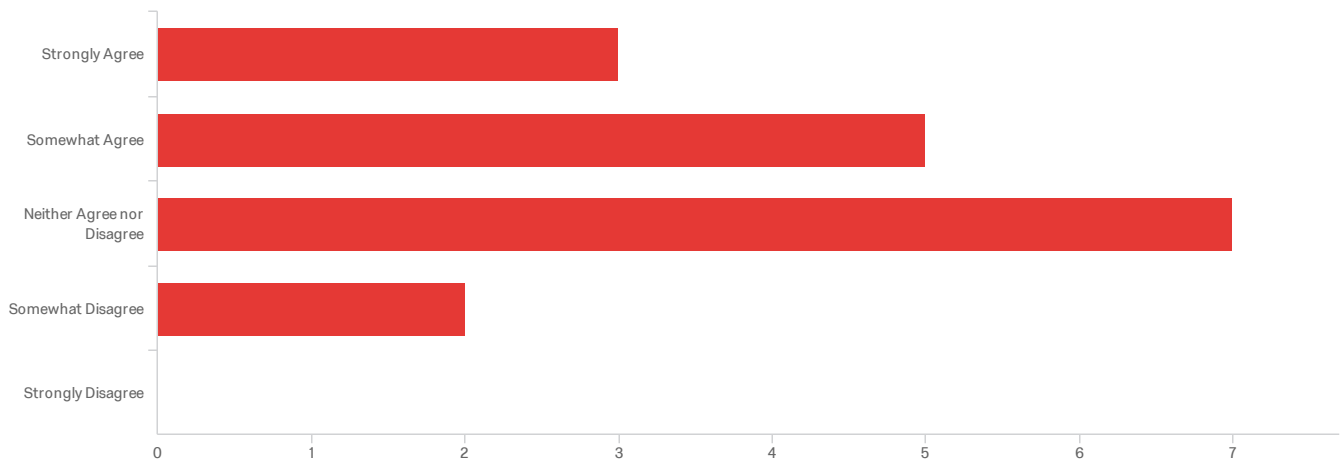
I can never figure out where to go, chetnet, success net, spartan ....

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

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.

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

## 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    | 4.00    | 2.47 | 0.92          | 0.84     | 17    |

| # | Field                      | Choice Count |
|---|----------------------------|--------------|
| 1 | Strongly Agree             | 17.65% 3     |
| 2 | Somewhat Agree             | 29.41% 5     |
| 3 | Neither Agree nor Disagree | 41.18% 7     |
| 4 | Somewhat Disagree          | 11.76% 2     |
| 5 | Strongly Disagree          | 0.00% 0      |
|   |                            | 17           |

Showing rows 1 - 6 of 6

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

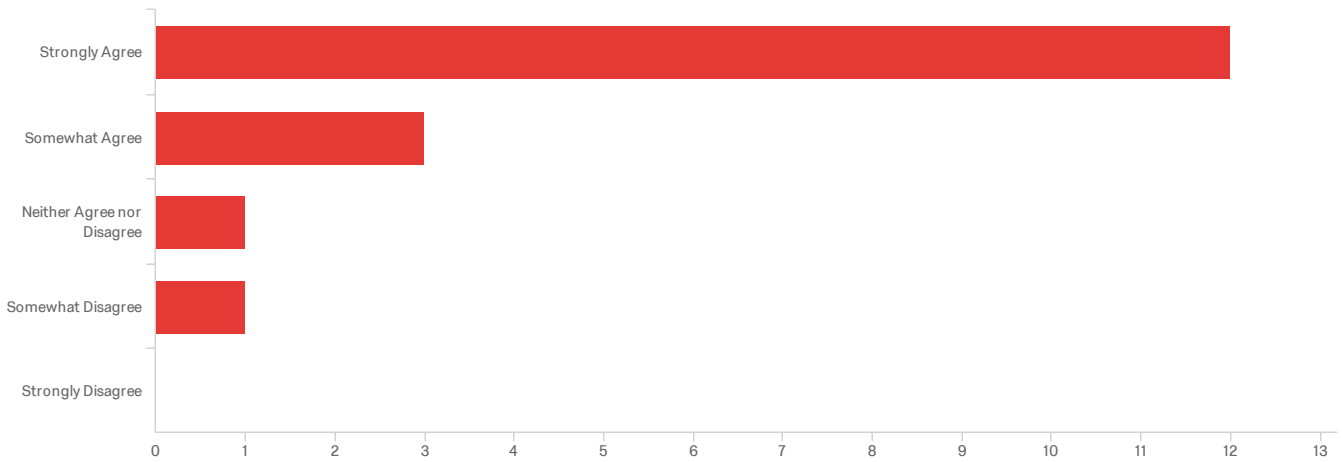
Please explain why you chose "Somewhat Disagree" or "Strongly Disagree".

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

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

## Q22 - Printing@MU works well for me.



| # | Field                          | Minimum | Maximum | Mean | Std Deviation | Variance | Count |
|---|--------------------------------|---------|---------|------|---------------|----------|-------|
| 1 | Printing@MU works well for me. | 1.00    | 4.00    | 1.47 | 0.85          | 0.72     | 17    |

| # | Field                      | Choice Count |
|---|----------------------------|--------------|
| 1 | Strongly Agree             | 70.59% 12    |
| 2 | Somewhat Agree             | 17.65% 3     |
| 3 | Neither Agree nor Disagree | 5.88% 1      |
| 4 | Somewhat Disagree          | 5.88% 1      |
| 5 | Strongly Disagree          | 0.00% 0      |
|   |                            | 17           |

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".

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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.

## 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. | 0.00    | 0.00    | 0.00 | 0.00          | 0.00     | 0     |

| # | Field                      | Choice Count |
|---|----------------------------|--------------|
| 1 | Strongly Agree             | 0.00% 0      |
| 2 | Somewhat Agree             | 0.00% 0      |
| 3 | Neither Agree nor Disagree | 0.00% 0      |
| 4 | Somewhat Disagree          | 0.00% 0      |
| 5 | Strongly Disagree          | 0.00% 0      |
|   |                            | 0            |

Showing rows 1 - 6 of 6

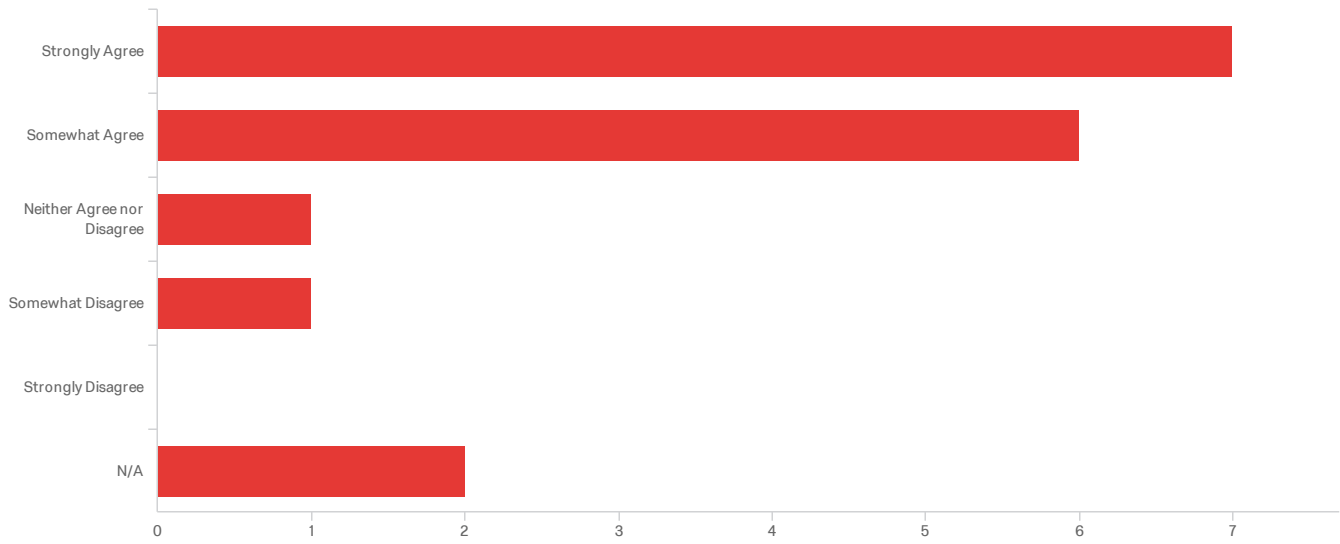
Q25 - Please explain why you chose "Somewhat Disagree" or "Strongly Disagree".

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

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## 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    | 2.24 | 1.59          | 2.53     | 17    |

| # | Field                      | Choice Count |
|---|----------------------------|--------------|
| 1 | Strongly Agree             | 41.18% 7     |
| 2 | Somewhat Agree             | 35.29% 6     |
| 3 | Neither Agree nor Disagree | 5.88% 1      |
| 4 | Somewhat Disagree          | 5.88% 1      |
| 5 | Strongly Disagree          | 0.00% 0      |
| 6 | N/A                        | 11.76% 2     |

17

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..."

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please offer more - microsoft 365, outlook, phone systemt

**End of Report**