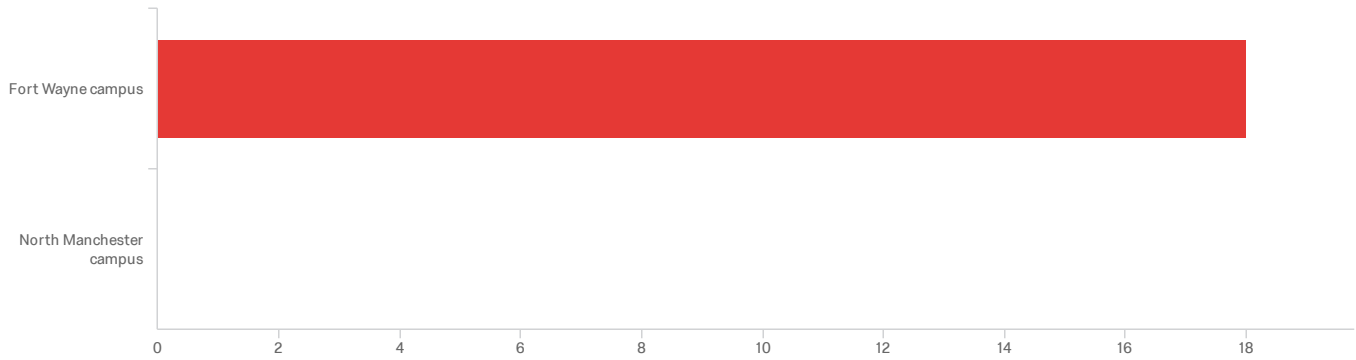


Default Report

ITS Survey - February 2019

February 27, 2019 1:43 PM EST

Q2 - I study or work primarily on the:



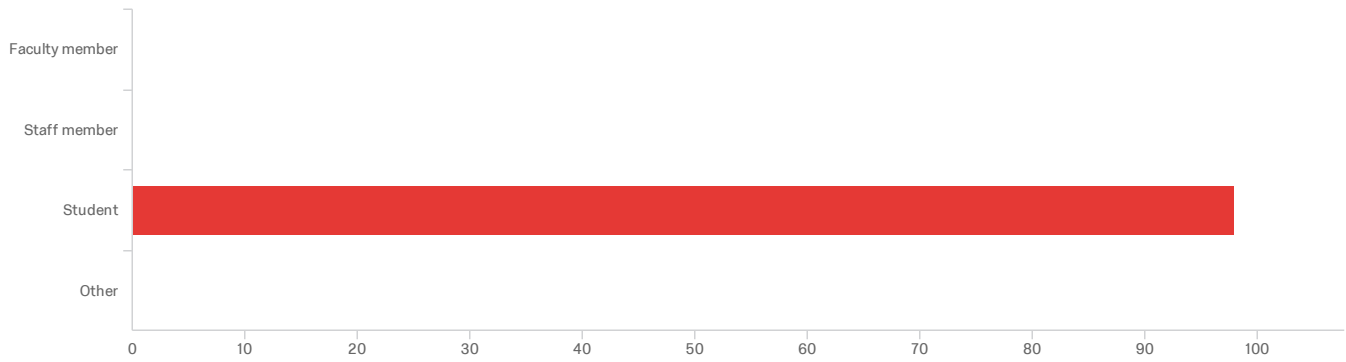
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	I study or work primarily on the:	1.00	1.00	1.00	0.00	0.00	18

#	Field	Choice Count
1	Fort Wayne campus	100.00% 18
2	North Manchester campus	0.00% 0

18

Showing rows 1 - 3 of 3

Q3 - I am primarily a:



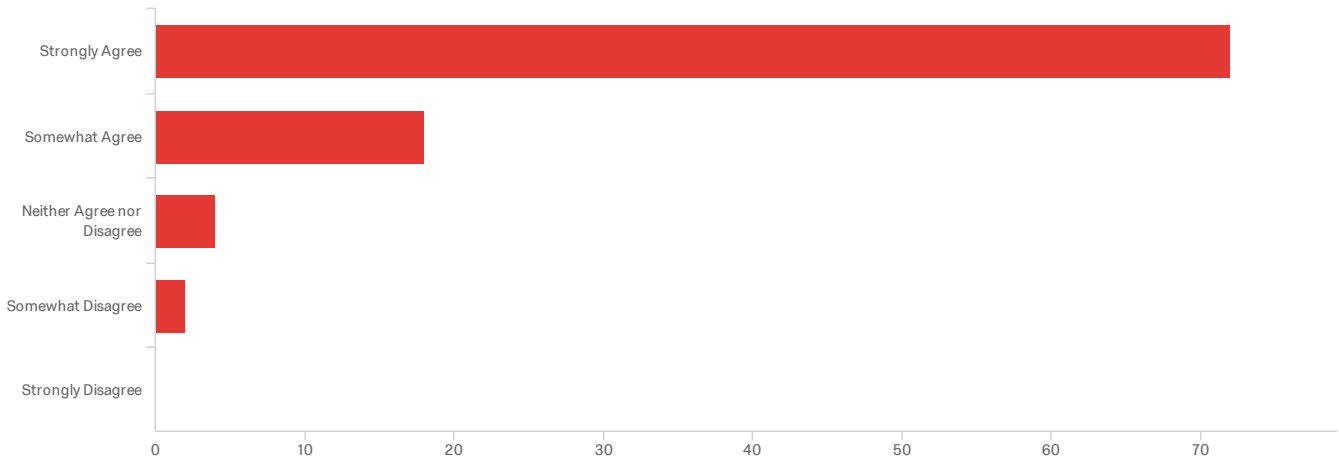
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	I am primarily a:	3.00	3.00	3.00	0.00	0.00	98

#	Field	Choice Count
1	Faculty member	0.00% 0
2	Staff member	0.00% 0
3	Student	100.00% 98
4	Other	0.00% 0

98

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	88.00	85.33	0.66	0.43	96

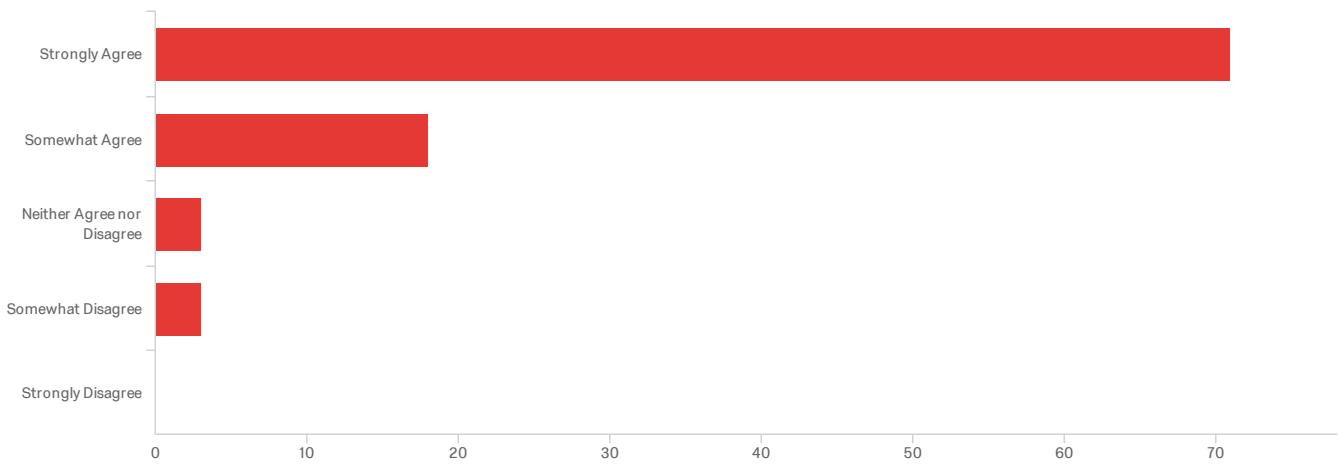
#	Field	Choice Count
1	Strongly Agree	75.00% 72
2	Somewhat Agree	18.75% 18
3	Neither Agree nor Disagree	4.17% 4
4	Somewhat Disagree	2.08% 2
5	Strongly Disagree	0.00% 0
		96

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".

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	54.00	51.35	0.69	0.48	95

#	Field	Choice Count
1	Strongly Agree	74.74% 71
2	Somewhat Agree	18.95% 18
3	Neither Agree nor Disagree	3.16% 3
4	Somewhat Disagree	3.16% 3
5	Strongly Disagree	0.00% 0
		95

Showing rows 1 - 6 of 6

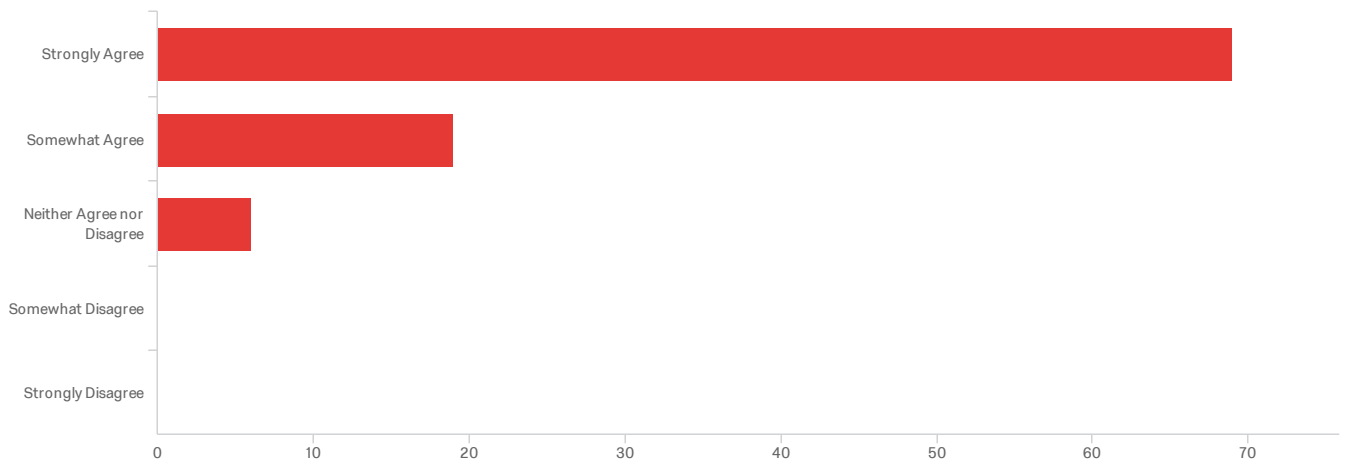
Q7 - Please explain why you chose "Somewhat Disagree" or "Strongly Disagree".

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

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

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	48.00	46.33	0.59	0.35	94

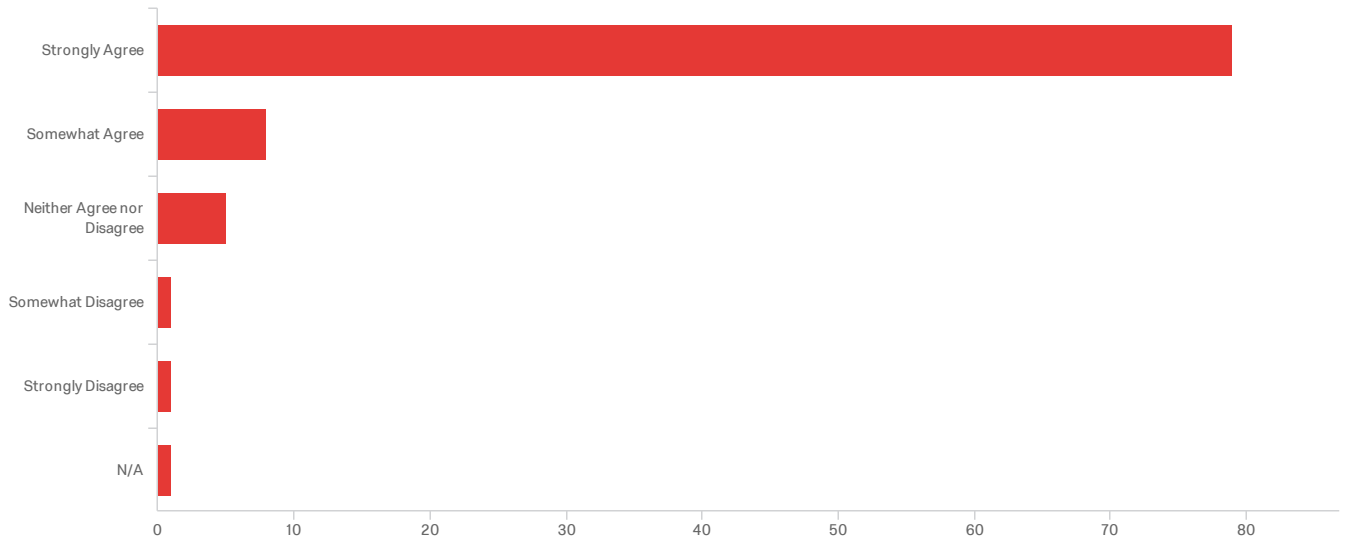
#	Field	Choice Count
1	Strongly Agree	73.40% 69
2	Somewhat Agree	20.21% 19
3	Neither Agree nor Disagree	6.38% 6
4	Somewhat Disagree	0.00% 0
5	Strongly Disagree	0.00% 0
		94

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".

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	1.32	0.85	0.72	95

#	Field	Choice Count
1	Strongly Agree	83.16% 79
2	Somewhat Agree	8.42% 8
3	Neither Agree nor Disagree	5.26% 5
4	Somewhat Disagree	1.05% 1
5	Strongly Disagree	1.05% 1
6	N/A	1.05% 1

95

Showing rows 1 - 7 of 7

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

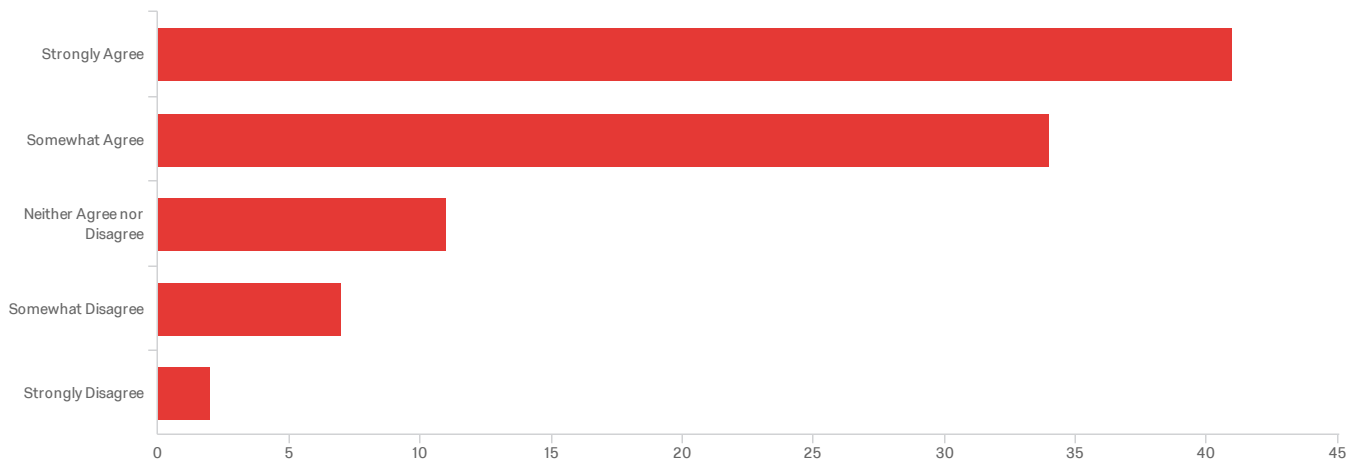
Please explain why you chose "Somewhat Disagree", "Strongly Disagree" or "N..."

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.

Not always professional

I have not personally dealt with the ITS team

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	1.89	1.01	1.02	95

#	Field	Choice Count
1	Strongly Agree	43.16% 41
2	Somewhat Agree	35.79% 34
3	Neither Agree nor Disagree	11.58% 11
4	Somewhat Disagree	7.37% 7
5	Strongly Disagree	2.11% 2
		95

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 tried to fix my computer.... stuff that he had never seen before. I would much rather use my own laptop of choice

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 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.

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

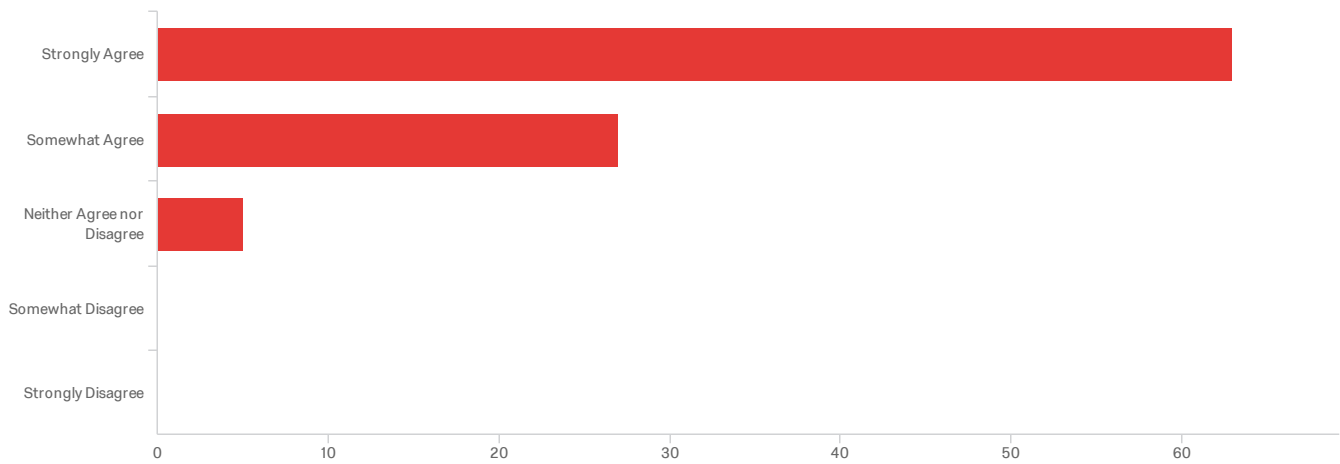
The projector in the P3 classroom is dim. I admit I have not filed a complaint but I have heard other people stating they have. Sometimes tegrity is not working properly.

sometimes Tegrity stops recording

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	58.00	56.39	0.59	0.34	95

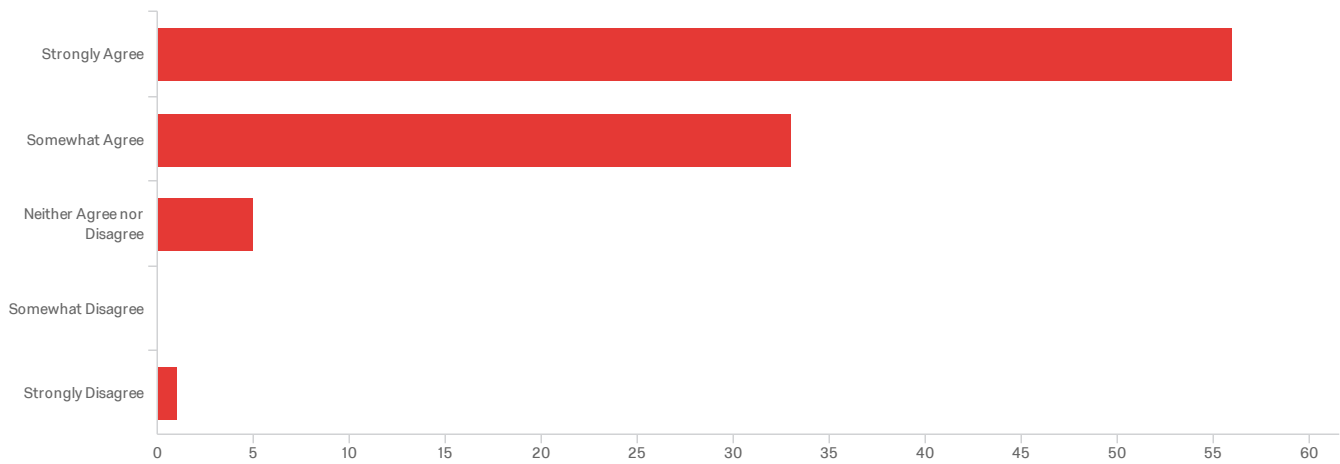
#	Field	Choice Count
1	Strongly Agree	66.32% 63
2	Somewhat Agree	28.42% 27
3	Neither Agree nor Disagree	5.26% 5
4	Somewhat Disagree	0.00% 0
5	Strongly Disagree	0.00% 0
		95

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".

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	1.49	0.69	0.48	95

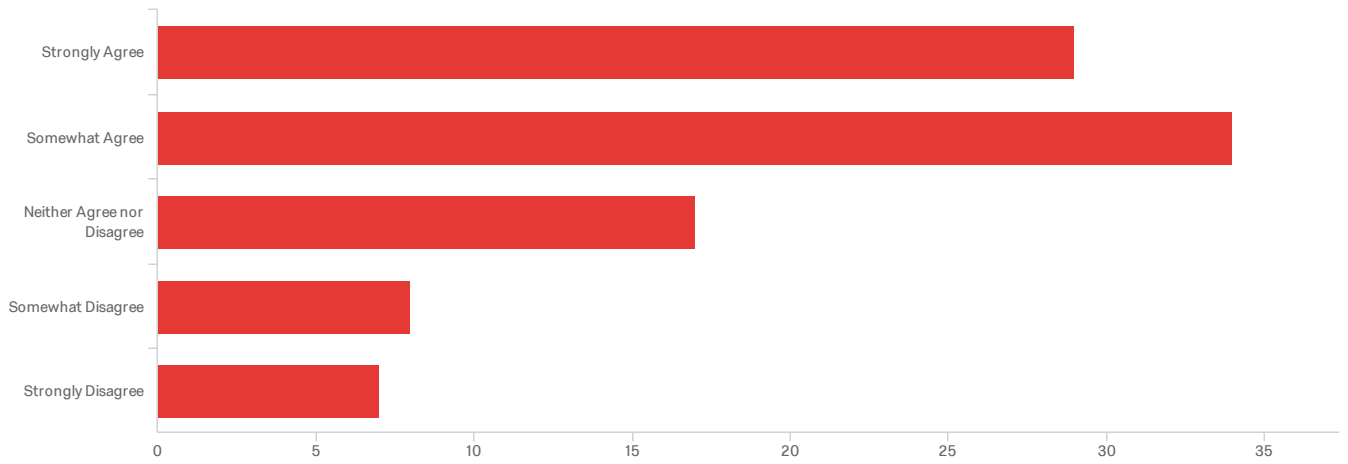
#	Field	Choice Count
1	Strongly Agree	58.95% 56
2	Somewhat Agree	34.74% 33
3	Neither Agree nor Disagree	5.26% 5
4	Somewhat Disagree	0.00% 0
5	Strongly Disagree	1.05% 1
		95

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".

Q18 - ChetNet is easy to use.



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	ChetNet is easy to use.	1.00	5.00	2.26	1.19	1.41	95

#	Field	Choice Count
1	Strongly Agree	30.53% 29
2	Somewhat Agree	35.79% 34
3	Neither Agree nor Disagree	17.89% 17
4	Somewhat Disagree	8.42% 8
5	Strongly Disagree	7.37% 7
		95

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".

Both ChetNet and Self-Service need a good revamping.

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

Can't find what I'm looking for

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.

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

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

I sometimes don't know where things are located

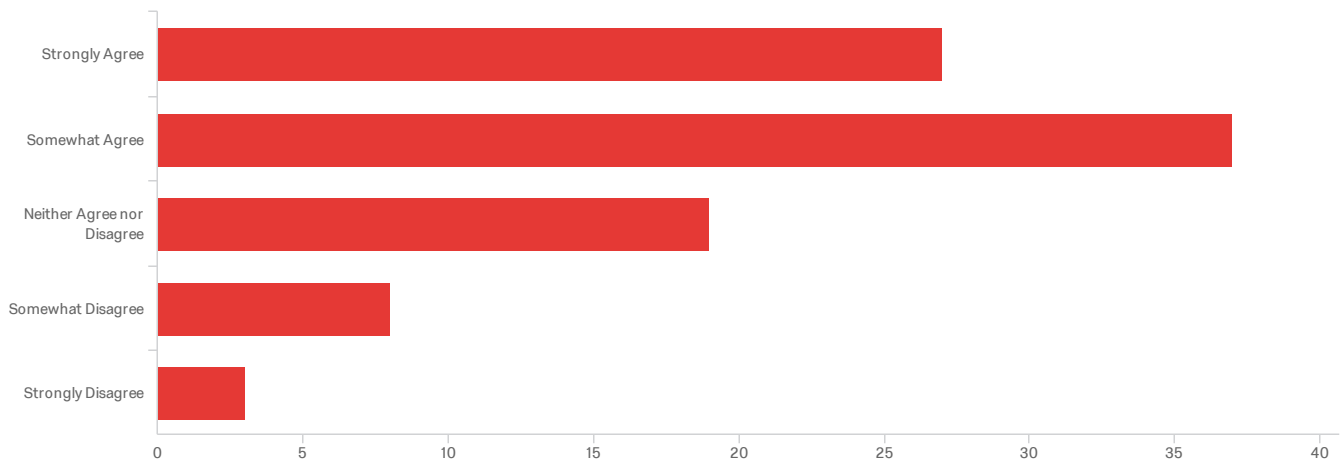
I find it hard to navigate its not very user friendly

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

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	2.18	1.04	1.08	94

#	Field	Choice Count
1	Strongly Agree	28.72% 27
2	Somewhat Agree	39.36% 37
3	Neither Agree nor Disagree	20.21% 19
4	Somewhat Disagree	8.51% 8
5	Strongly Disagree	3.19% 3
		94

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

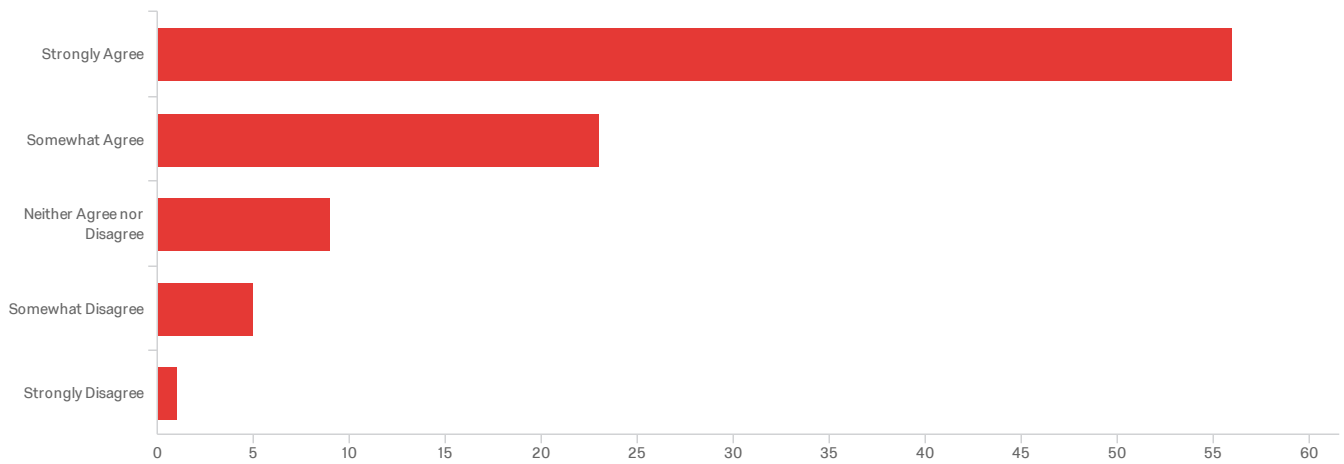
Information not easily accessible

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

Hard to navigate and not user friendly

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	1.64	0.93	0.87	94

#	Field	Choice Count
1	Strongly Agree	59.57% 56
2	Somewhat Agree	24.47% 23
3	Neither Agree nor Disagree	9.57% 9
4	Somewhat Disagree	5.32% 5
5	Strongly Disagree	1.06% 1
		94

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".

Often the printers don't work correctly.

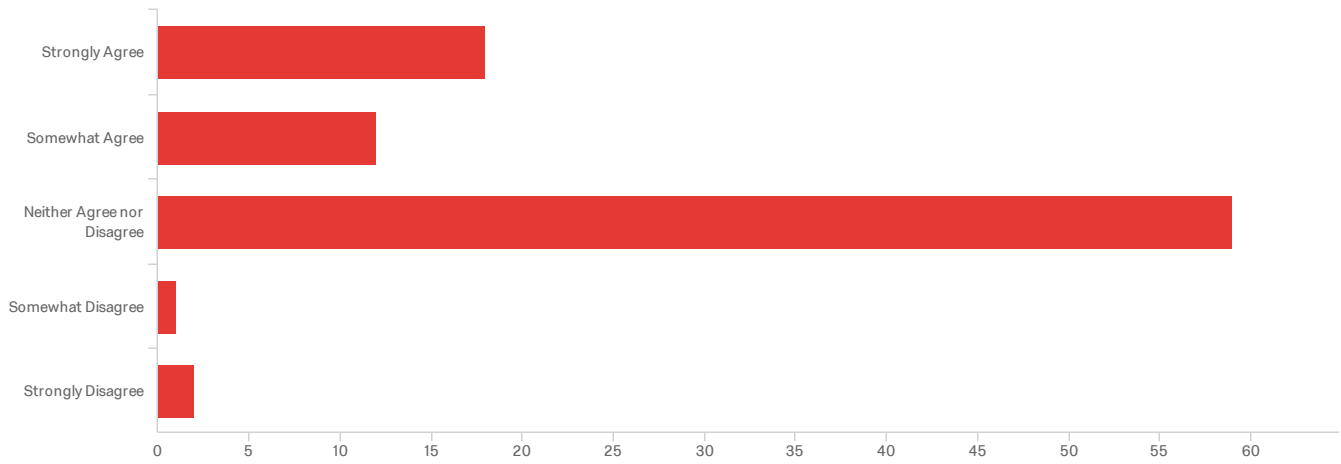
There have been a few times where I've had to request a refund because my print job isn't done successfully. In addition, the printers are not stocked with enough paper and are not properly monitored for toner levels.

Hard to use

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.

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	2.53	0.89	0.79	92

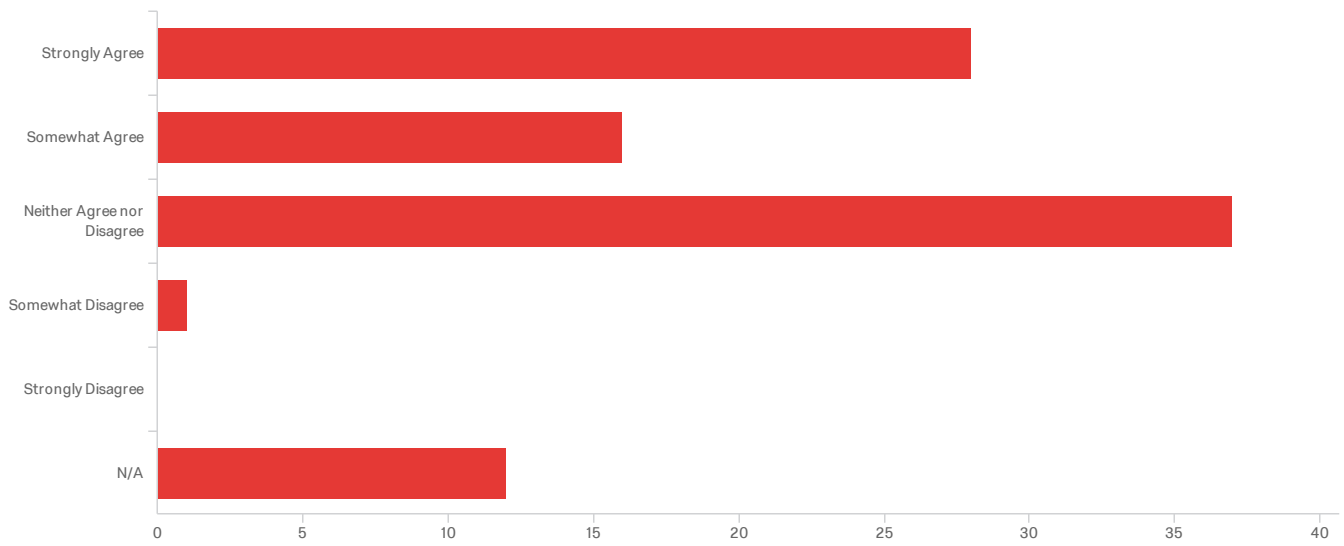
#	Field	Choice Count
1	Strongly Agree	19.57% 18
2	Somewhat Agree	13.04% 12
3	Neither Agree nor Disagree	64.13% 59
4	Somewhat Disagree	1.09% 1
5	Strongly Disagree	2.17% 2
		92

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	2.63	1.54	2.38	94

#	Field	Choice Count
1	Strongly Agree	29.79% 28
2	Somewhat Agree	17.02% 16
3	Neither Agree nor Disagree	39.36% 37
4	Somewhat Disagree	1.06% 1
5	Strongly Disagree	0.00% 0
6	N/A	12.77% 12

94

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 have no idea what this is even referring to.

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.

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

No IT training opportunities on the FW campus

I didn't know we had training opportunities

N/A because it does not apply to me

NA

End of Report