Default Report

Q2 - I study or work primarily on the:

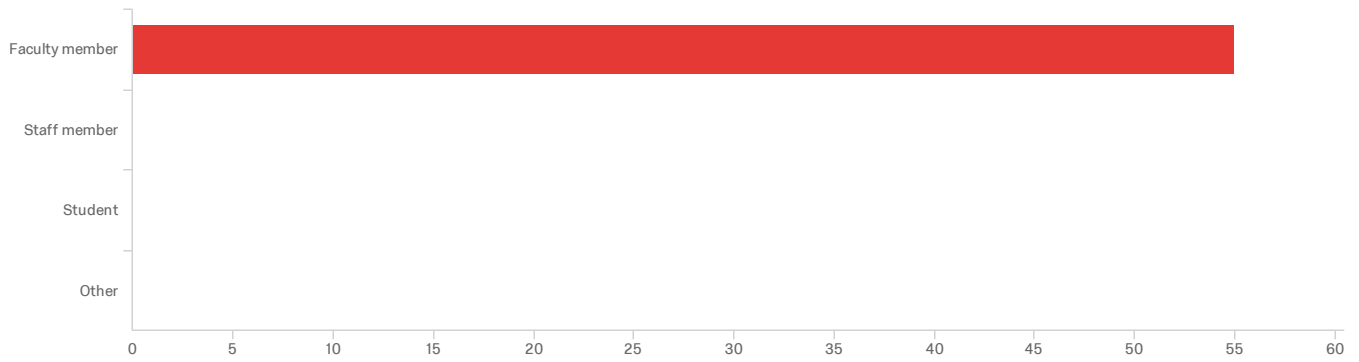

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	I study or work primarily on the:	2.00	2.00	2.00	0.00	0.00	55

#	Field		Choice Count	
1	Fort Wayne campus		0.00%	0
2	North Manchester campus		100.00%	55
				55

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	55

#	Field		Choice Count
1	Faculty member	100.00%	55
2	Staff member	0.00%	0
3	Student	0.00%	0
4	Other	0.00%	0
			55

Showing rows 1 - 5 of 5

Q4 - The ITS team adequately provides for my information technology needs such as Internet, printing, etc.

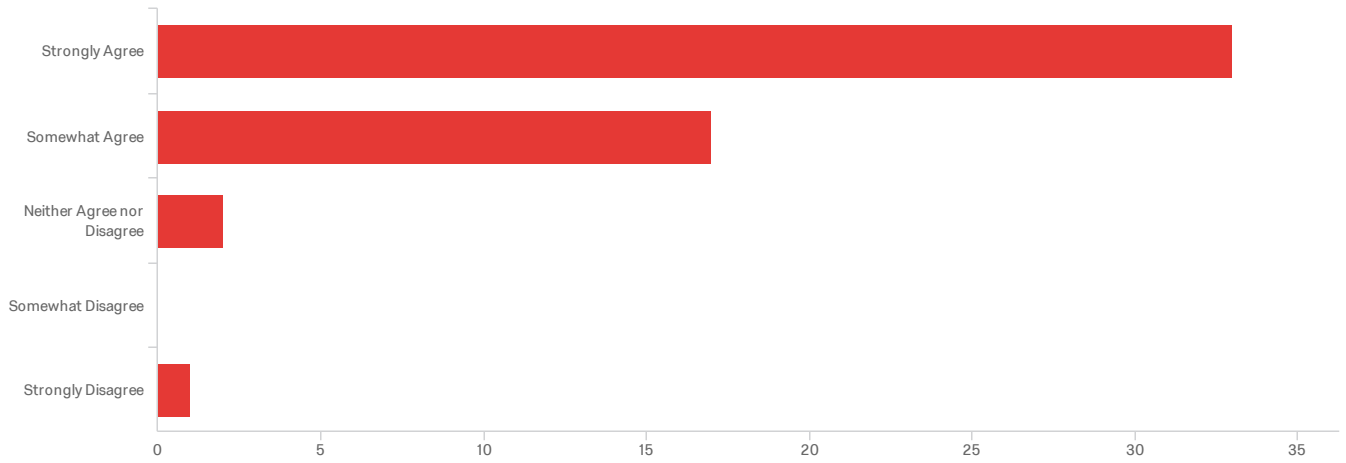| #	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	The ITS team adequately provides for my information technology needs such as Internet, printing, etc.	85.00	89.00	85.47	0.74	0.55	53

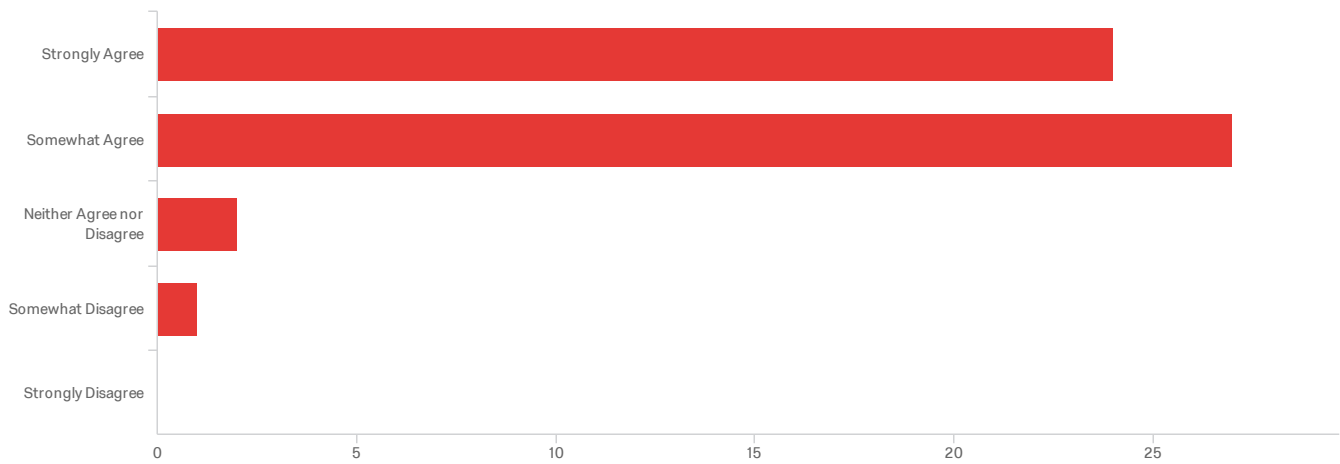| #	Field	Choice Count	
1	Strongly Agree	62.26%	33
2	Somewhat Agree	32.08%	17
3	Neither Agree nor Disagree	3.77%	2
4	Somewhat Disagree	0.00%	0
5	Strongly Disagree	1.89%	1
			53

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".

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.

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	51.63	0.65	0.42	54

#	Field	Choice Count	
1	Strongly Agree	44.44%	24
2	Somewhat Agree	50.00%	27
3	Neither Agree nor Disagree	3.70%	2
4	Somewhat Disagree	1.85%	1
5	Strongly Disagree	0.00%	0
			54

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".

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

Q8 - The ITS team addresses problems promptly.

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	The ITS team addresses problems promptly.	46.00	49.00	46.54	0.69	0.47	54

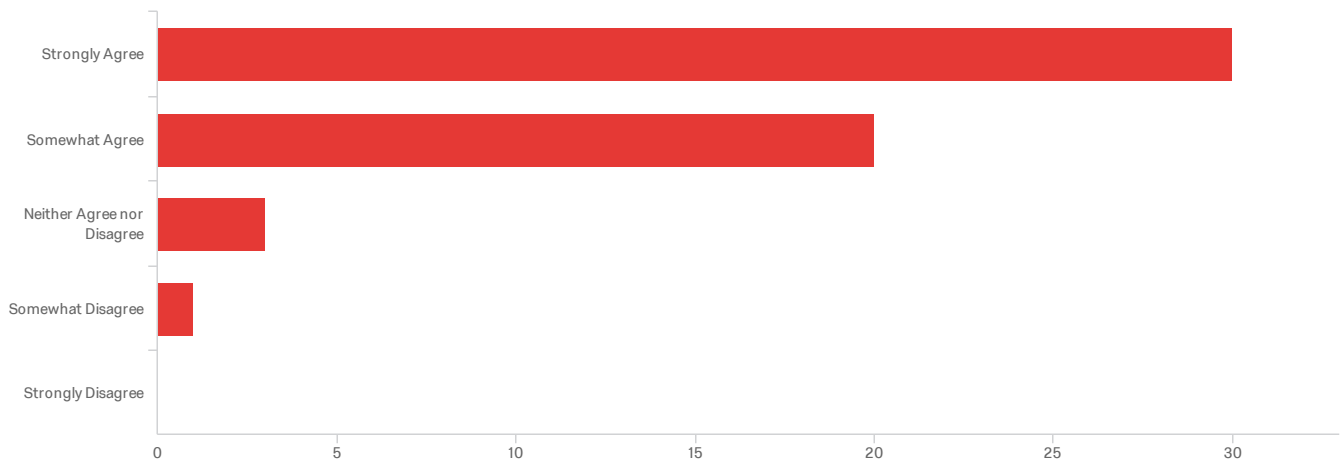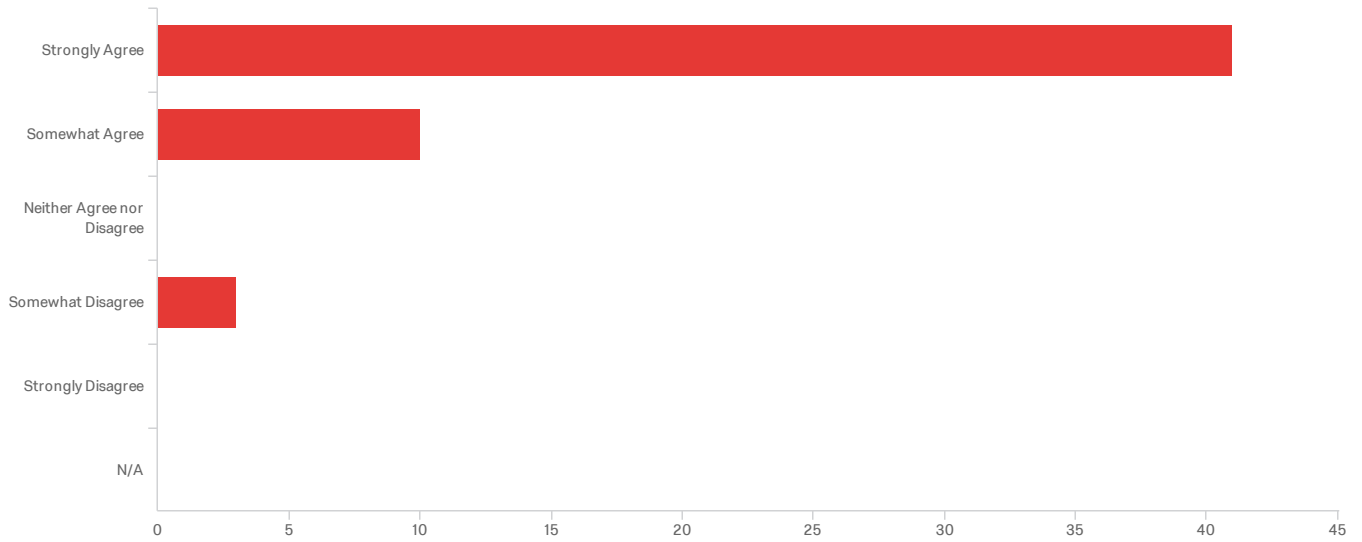| #	Field	Choice Count	
1	Strongly Agree	55.56%	30
2	Somewhat Agree	37.04%	20
3	Neither Agree nor Disagree	5.56%	3
4	Somewhat Disagree	1.85%	1
5	Strongly Disagree	0.00%	0
			54

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".

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.

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	0.75	0.56	54

#	Field		Choice Count
1	Strongly Agree	75.93%	41
2	Somewhat Agree	18.52%	10
3	Neither Agree nor Disagree	0.00%	0
4	Somewhat Disagree	5.56%	3
5	Strongly Disagree	0.00%	0
6	N/A	0.00%	0
			54

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...

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).

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.

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

Q12 - The classroom, lab, or office equipment (computers, A/V, etc.) work well.
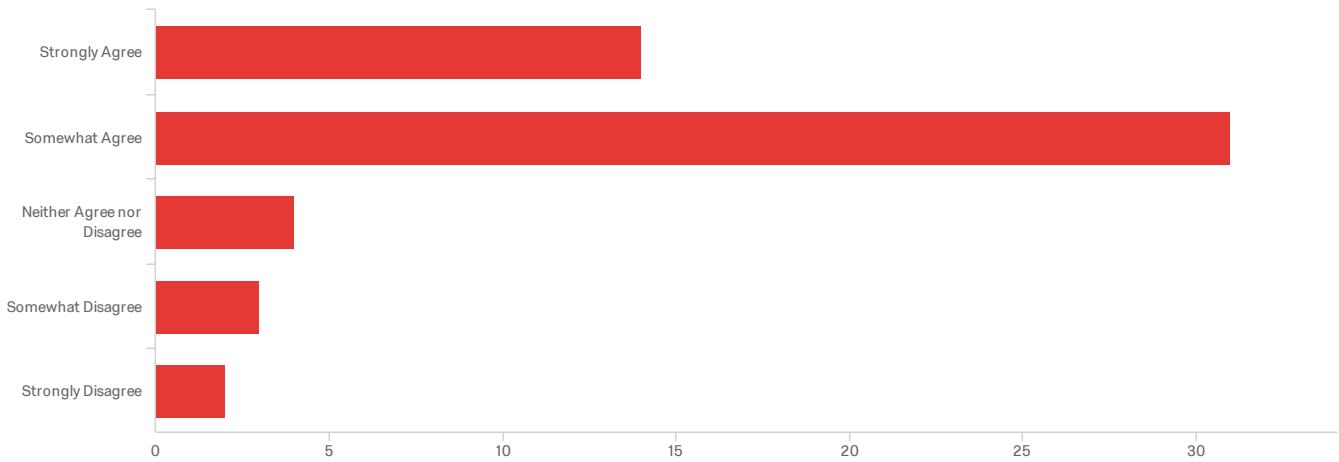
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	The classroom, lab, or office equipment (computers, A/V, etc.) work well.	1.00	5.00	2.04	0.94	0.89	54

#	Field		Choice Count
1	Strongly Agree	25.93%	14
2	Somewhat Agree	57.41%	31
3	Neither Agree nor Disagree	7.41%	4
4	Somewhat Disagree	5.56%	3
5	Strongly Disagree	3.70%	2
			54

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".

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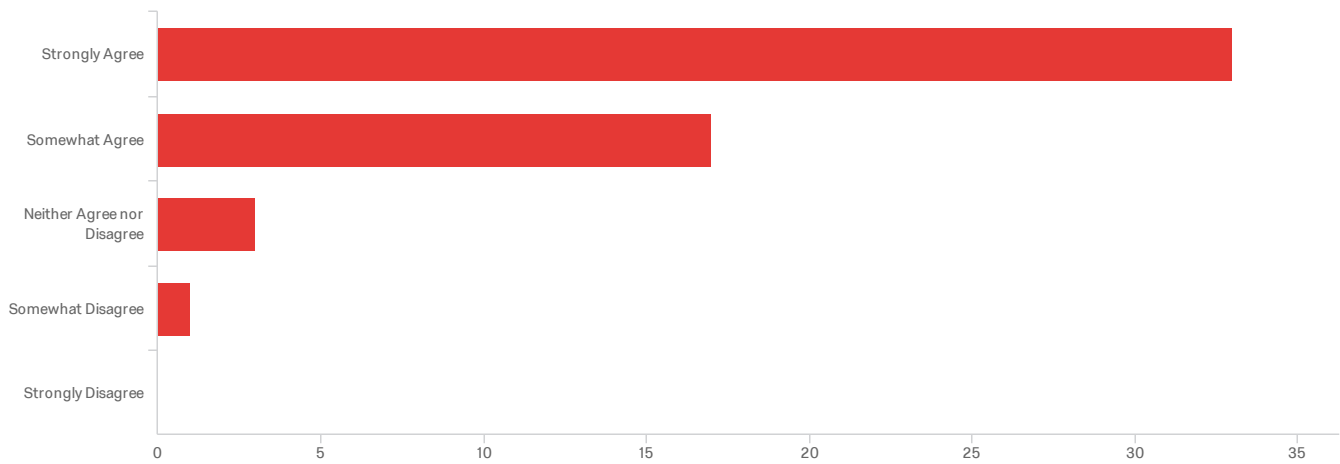
The classroom computers and technology is terrible. I have had to switch classrooms in the middle of class because I couldn't show a DVD or cancel class in the middle because a DVD player jammed. It's so stressful to not be able to count on what we need as teachers.

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.

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.

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.

Q14 - The hardware or software I need is available for use.

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	The hardware or software I need is available for use.	56.00	59.00	56.48	0.69	0.47	54

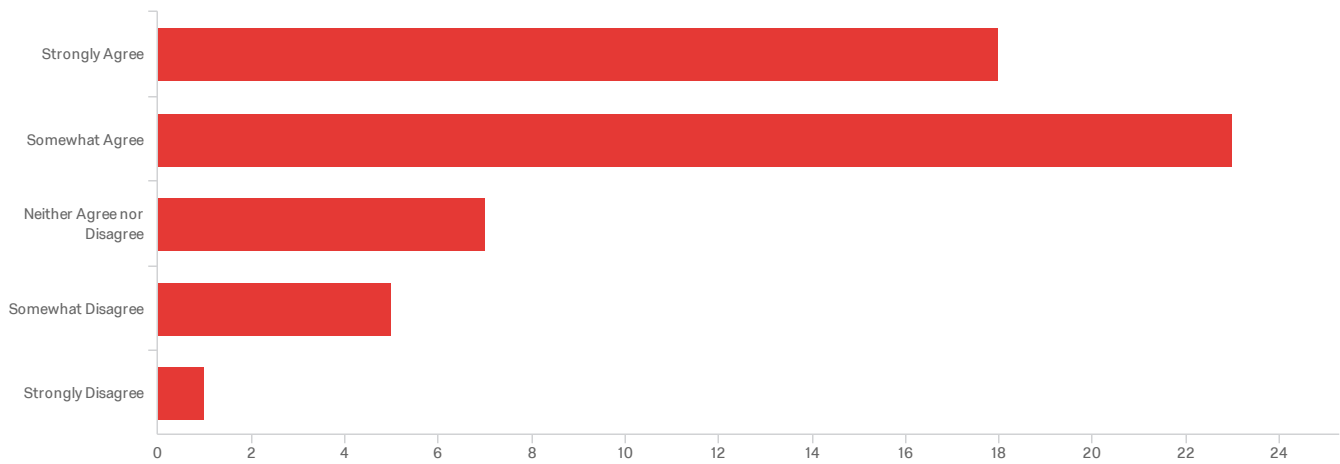| #	Field		Choice Count
1	Strongly Agree	61.11%	33
2	Somewhat Agree	31.48%	17
3	Neither Agree nor Disagree	5.56%	3
4	Somewhat Disagree	1.85%	1
5	Strongly Disagree	0.00%	0
			54

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".

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

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	2.04	1.00	1.00	54

#	Field		Choice Count
1	Strongly Agree	33.33%	18
2	Somewhat Agree	42.59%	23
3	Neither Agree nor Disagree	12.96%	7
4	Somewhat Disagree	9.26%	5
5	Strongly Disagree	1.85%	1
			54

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".

Weak signal not available in all areas.

When using my laptop on Winger 1st floor, there is sonetimes a significant lag time or difficulty connecting.
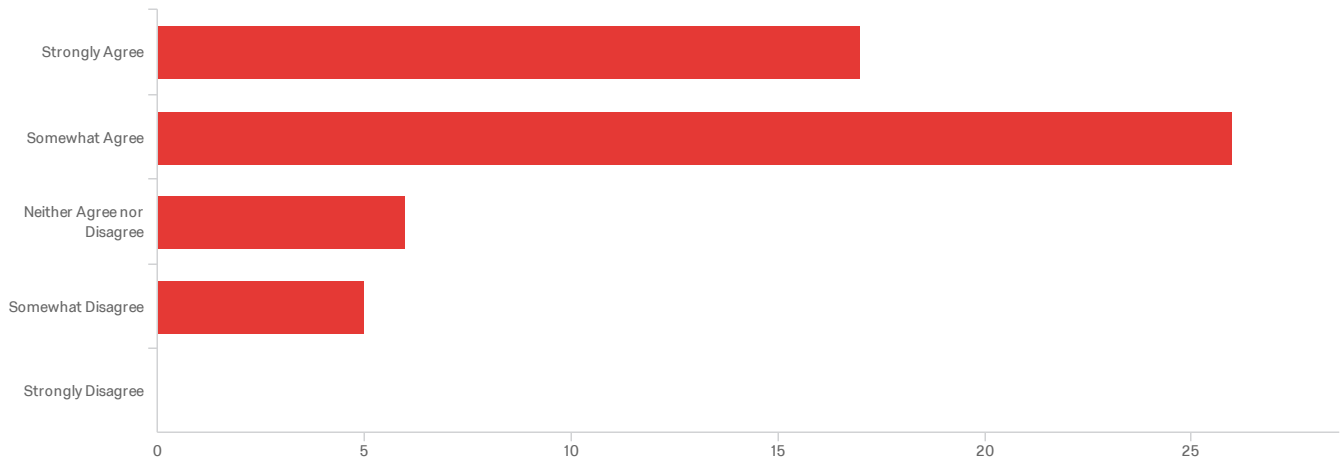
I can never log on--my password is always rejected.

Slow and I get disconnected often

Too difficult to get a signal inside buildings on 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.

Q18 - ChetNet is easy to use.

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	ChetNet is easy to use.	1.00	4.00	1.98	0.89	0.80	54

#	Field		Choice Count
1	Strongly Agree	31.48%	17
2	Somewhat Agree	48.15%	26
3	Neither Agree nor Disagree	11.11%	6
4	Somewhat Disagree	9.26%	5
5	Strongly Disagree	0.00%	0
			54

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".

Convoluted

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.

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.

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?

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

Q20 - Spartan Self-service is easy to use.
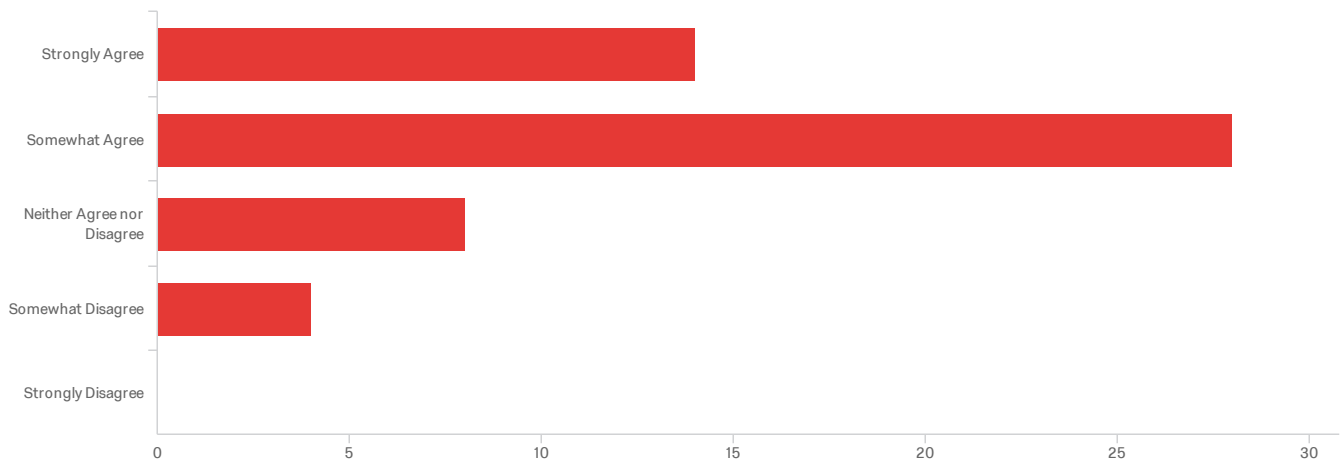
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Spartan Self-service is easy to use.	1.00	4.00	2.04	0.84	0.70	54

#	Field	Choice Count	
1	Strongly Agree	25.93%	14
2	Somewhat Agree	51.85%	28
3	Neither Agree nor Disagree	14.81%	8
4	Somewhat Disagree	7.41%	4
5	Strongly Disagree	0.00%	0
			54

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".

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.

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.

Q22 - Printing@MU works well for me.
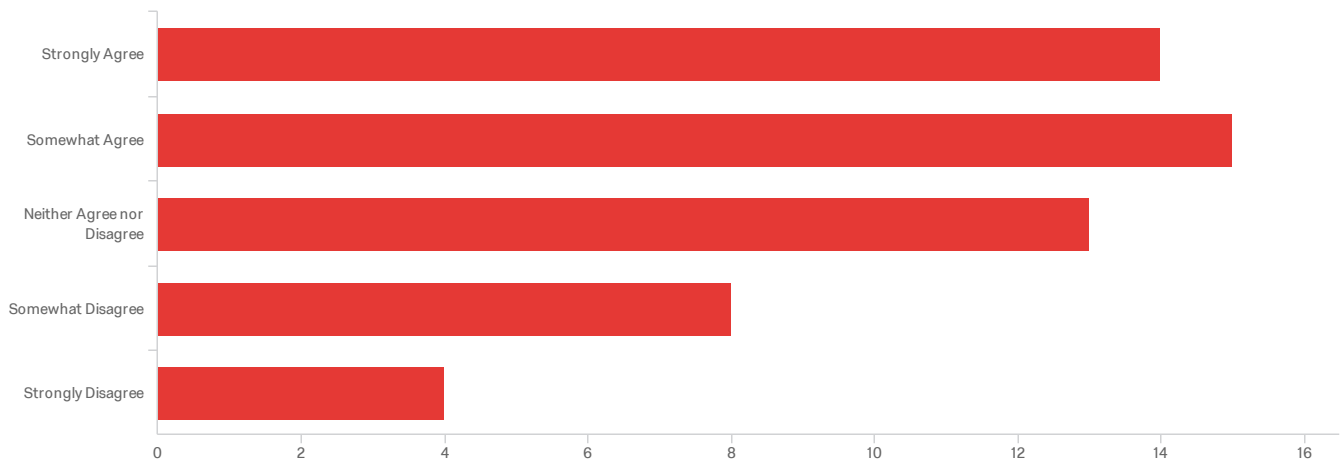
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Printing@MU works well for me.	1.00	5.00	2.50	1.23	1.51	54

#	Field		Choice Count
1	Strongly Agree	25.93%	14
2	Somewhat Agree	27.78%	15
3	Neither Agree nor Disagree	24.07%	13
4	Somewhat Disagree	14.81%	8
5	Strongly Disagree	7.41%	4
			54

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".

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.

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

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

errors all the time

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.

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.

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.

Distance to printer is not convenient.

Q24 - I like the quality of the cable TV service.

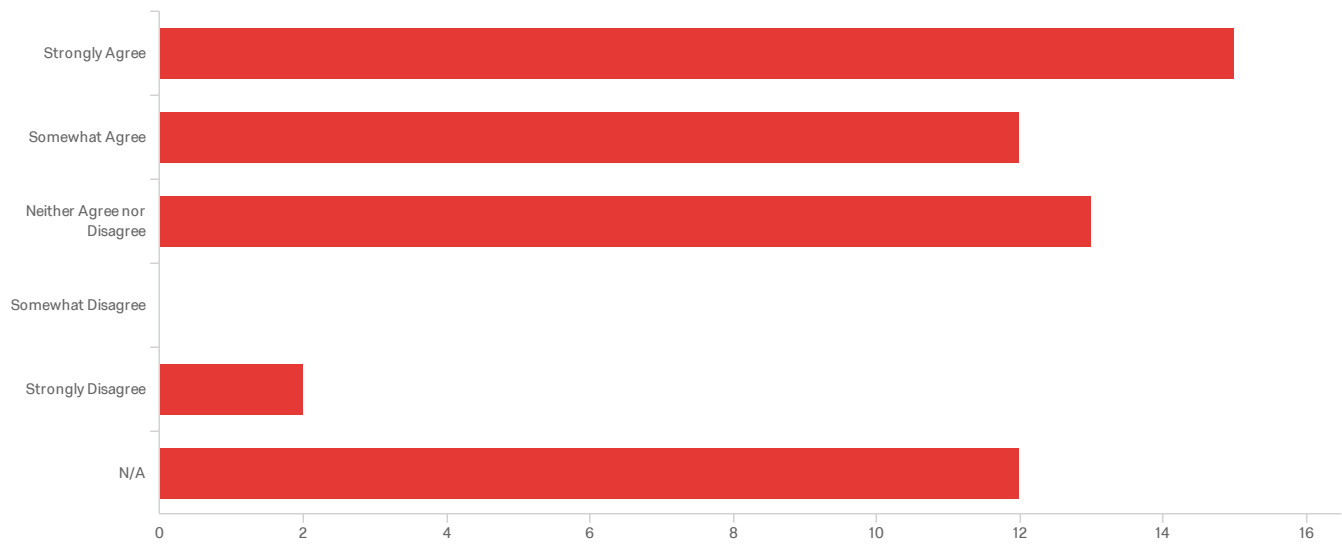| #	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	I like the quality of the cable TV service.	0.00	0.00	0.00	0.00	0.00	0

#	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".

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	2.96	1.87	3.48	54

#	Field		Choice Count
1	Strongly Agree	27.78%	15
2	Somewhat Agree	22.22%	12
3	Neither Agree nor Disagree	24.07%	13
4	Somewhat Disagree	0.00%	0
5	Strongly Disagree	3.70%	2
6	N/A	22.22%	12
			54

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...

Not aware of any but would like to attend.

What training opportunities?

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

I don't know what those training opportunities are.

I didn't know that there were training opportunities?

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

I am unsure of what opportunities are available.

I don't know what opportunities are available.

End of Report