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:
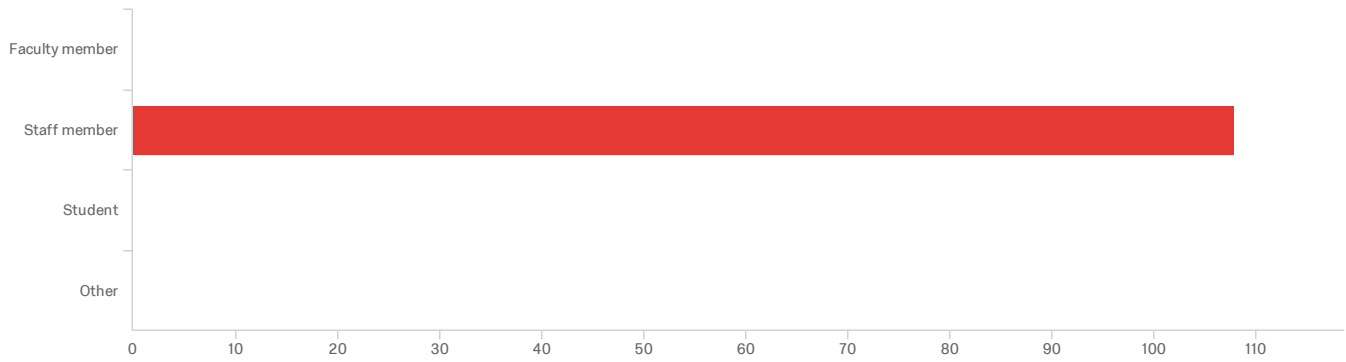
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	I am primarily a:	2.00	2.00	2.00	0.00	0.00	108

#	Field		Choice Count
1	Faculty member	0.00%	0
2	Staff member	100.00%	108
3	Student	0.00%	0
4	Other	0.00%	0
			108

Showing rows 1 - 5 of 5

Q4 - The ITS team adequately provides for my information technology needs such as Internet, printing, etc.
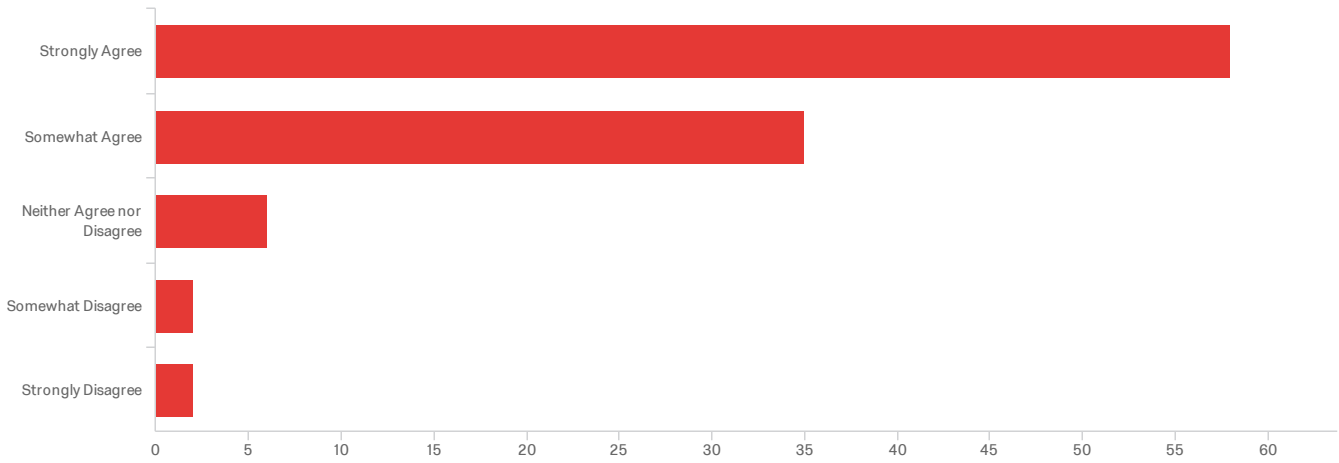
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	The ITS team adequately provides for my information technology needs such as Internet, printing, etc.	85.00	89.00	85.59	0.84	0.71	103

#	Field		Choice Count
1	Strongly Agree	56.31%	58
2	Somewhat Agree	33.98%	35
3	Neither Agree nor Disagree	5.83%	6
4	Somewhat Disagree	1.94%	2
5	Strongly Disagree	1.94%	2
			103

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.

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

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

Q6 - When a problem arises, I know whom to contact.
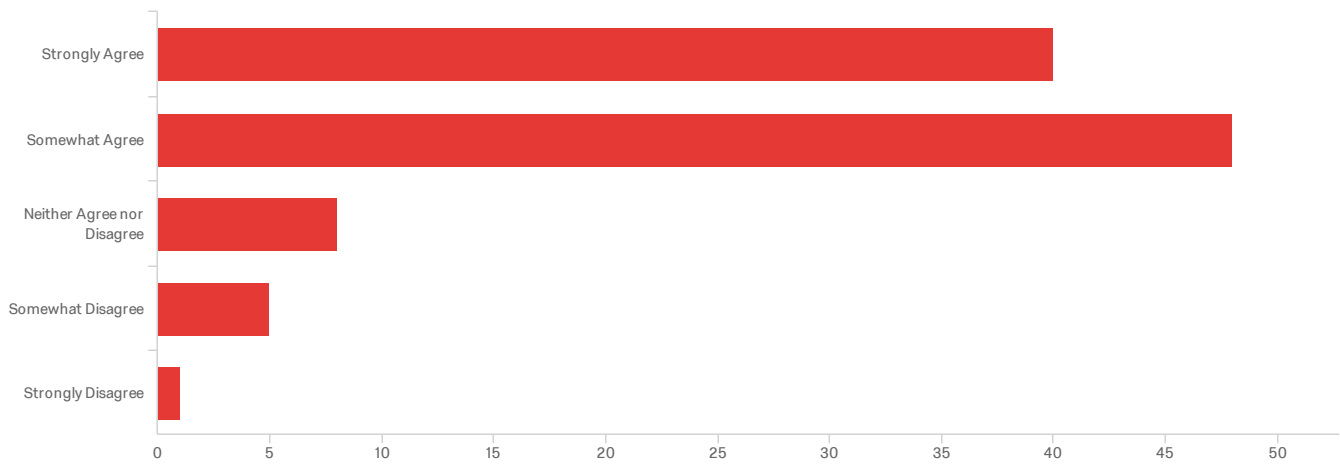
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	When a problem arises, I know whom to contact.	51.00	55.00	51.81	0.85	0.72	102

#	Field		Choice Count
1	Strongly Agree	39.22%	40
2	Somewhat Agree	47.06%	48
3	Neither Agree nor Disagree	7.84%	8
4	Somewhat Disagree	4.90%	5
5	Strongly Disagree	0.98%	1
			102

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".

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)

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.

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

Q8 - The ITS team addresses problems promptly.
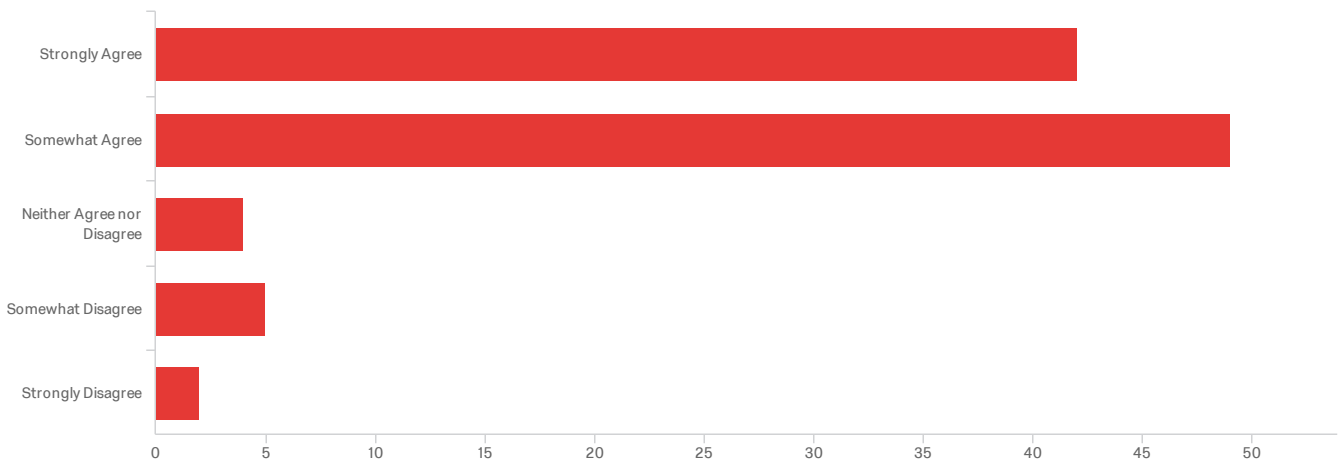
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	The ITS team addresses problems promptly.	46.00	50.00	46.78	0.88	0.78	102

#	Field		Choice Count
1	Strongly Agree	41.18%	42
2	Somewhat Agree	48.04%	49
3	Neither Agree nor Disagree	3.92%	4
4	Somewhat Disagree	4.90%	5
5	Strongly Disagree	1.96%	2
			102

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.

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

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.
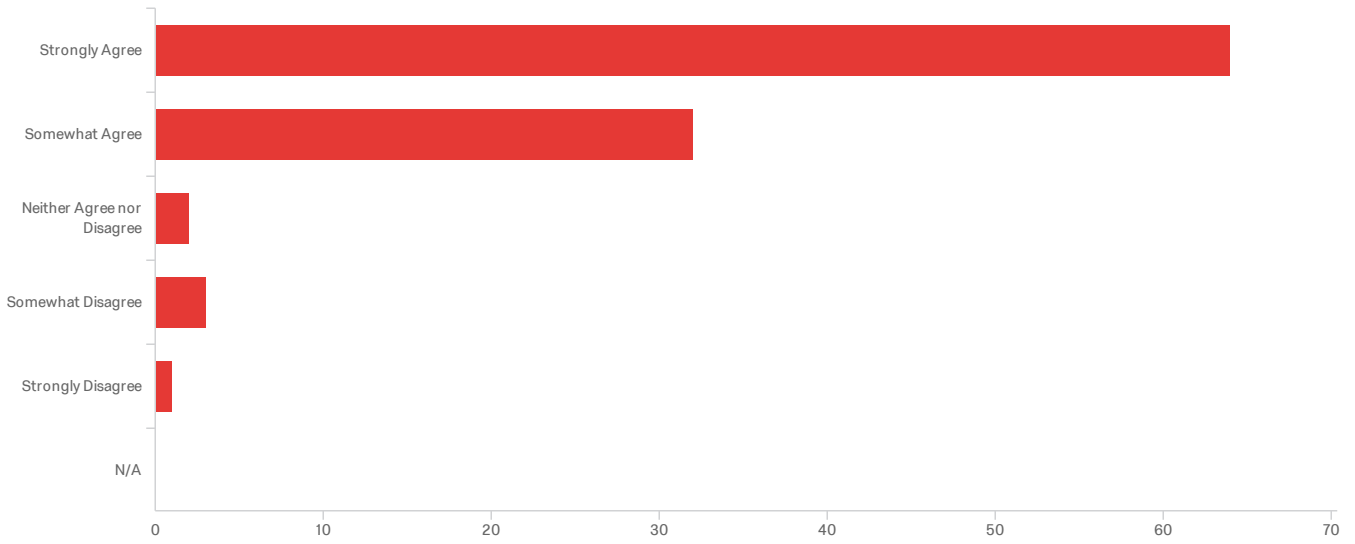
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	When I deal with the ITS team, I am treated in a professional and courteous manner.	1.00	5.00	1.48	0.76	0.58	102

#	Field		Choice Count
1	Strongly Agree	62.75%	64
2	Somewhat Agree	31.37%	32
3	Neither Agree nor Disagree	1.96%	2
4	Somewhat Disagree	2.94%	3
5	Strongly Disagree	0.98%	1
6	N/A	0.00%	0
			102

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...

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.

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.

Q12 - The classroom, lab, or office equipment (computers, A/V, etc.) work well.
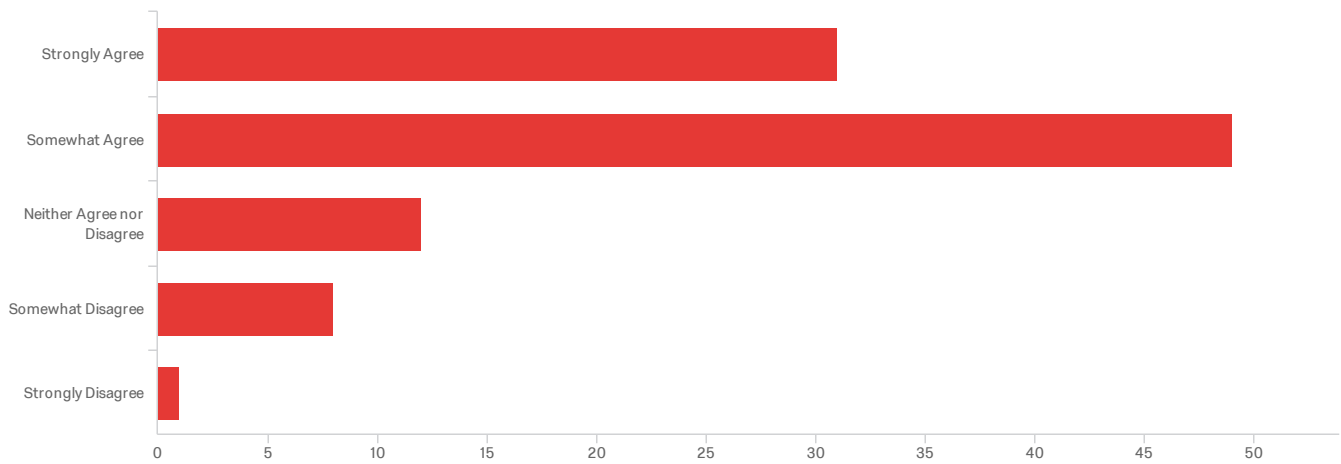
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	The classroom, lab, or office equipment (computers, A/V, etc.) work well.	1.00	5.00	2.00	0.91	0.83	101

#	Field	Choice Count	
1	Strongly Agree	30.69%	31
2	Somewhat Agree	48.51%	49
3	Neither Agree nor Disagree	11.88%	12
4	Somewhat Disagree	7.92%	8
5	Strongly Disagree	0.99%	1
			101

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".

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

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

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

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

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.

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

Strongly Agree	
Somewhat Agree	
Neither Agree nor Disagree	
Somewhat Disagree	
Strongly Disagree	
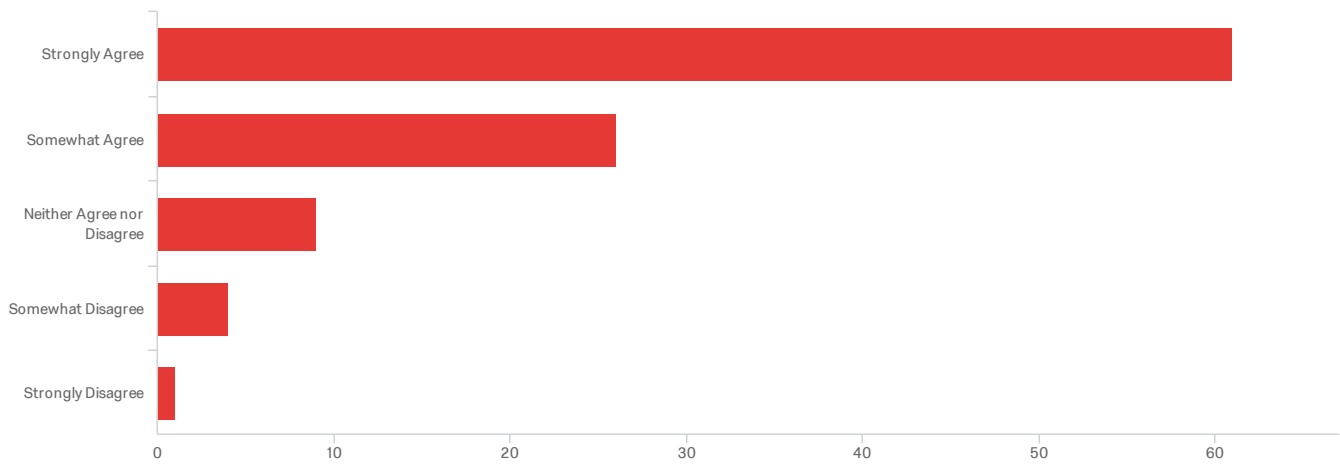
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	The hardware or software I need is available for use.	56.00	60.00	56.59	0.88	0.78	101

#	Field		Choice Count
1	Strongly Agree	60.40%	61
2	Somewhat Agree	25.74%	26
3	Neither Agree nor Disagree	8.91%	9
4	Somewhat Disagree	3.96%	4
5	Strongly Disagree	0.99%	1
			101

Showing rows 1 - 6 of 6

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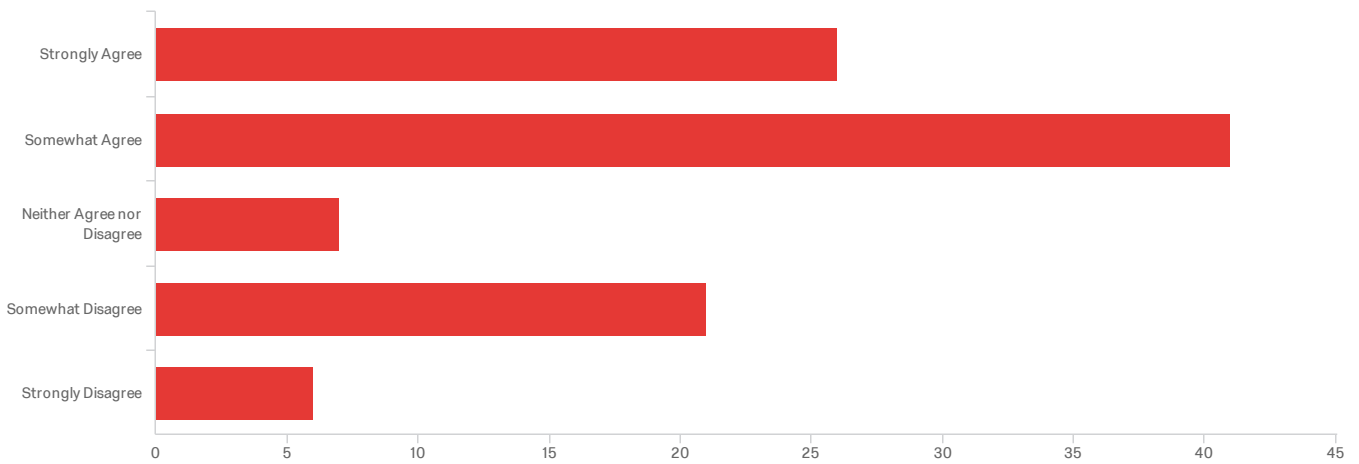
Please explain why you chose "Somewhat Disagree" or "Strongly Disagree".

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

Starfish has been not working since Jan Term

Needed a couple programs that could not get on mu equipment

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	2.41	1.24	1.53	101

#	Field		Choice Count
1	Strongly Agree	25.74%	26
2	Somewhat Agree	40.59%	41
3	Neither Agree nor Disagree	6.93%	7
4	Somewhat Disagree	20.79%	21
5	Strongly Disagree	5.94%	6
			101

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".

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

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

In the PERC the wifi disconnects randomly.

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

Difficulty connecting to wifi throughout campus

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

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.

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

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

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

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.

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

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

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

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

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.

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

WiFi in building hallways and common areas are touch and go

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

Q18 - ChetNet is easy to use.
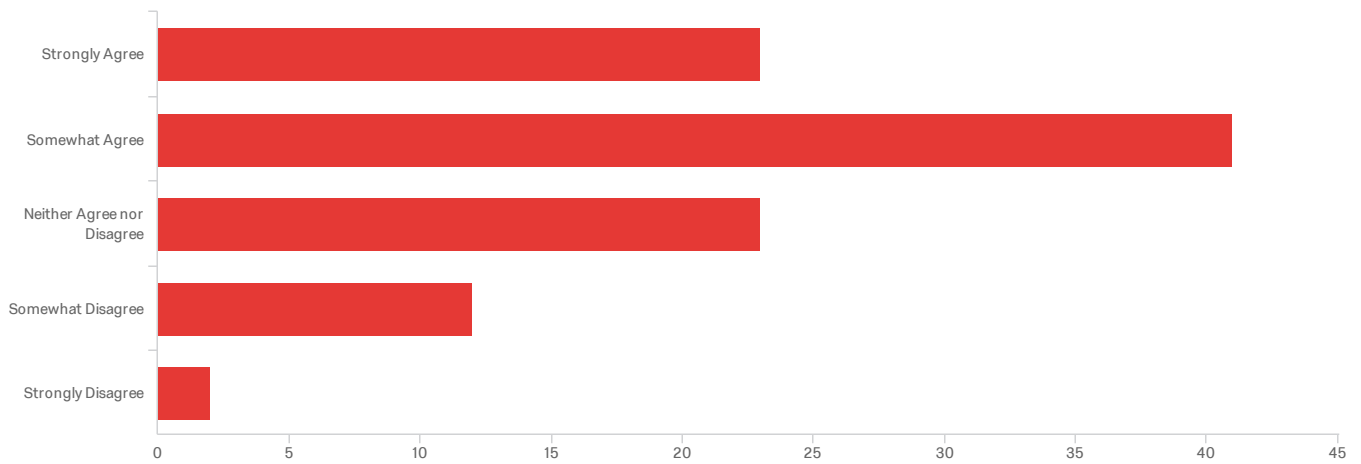
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	ChetNet is easy to use.	1.00	5.00	2.30	1.01	1.02	101

#	Field		Choice Count
1	Strongly Agree	22.77%	23
2	Somewhat Agree	40.59%	41
3	Neither Agree nor Disagree	22.77%	23
4	Somewhat Disagree	11.88%	12
5	Strongly Disagree	1.98%	2
			101

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.

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.

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.

difficult to locate documents.

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.

Not easily to find information

Hard to find things on ChetNet

Takes forever to try and locate what I am searching for nothing really jumps right out and is not very user friendly

Q20 - Spartan Self-service is easy to use.
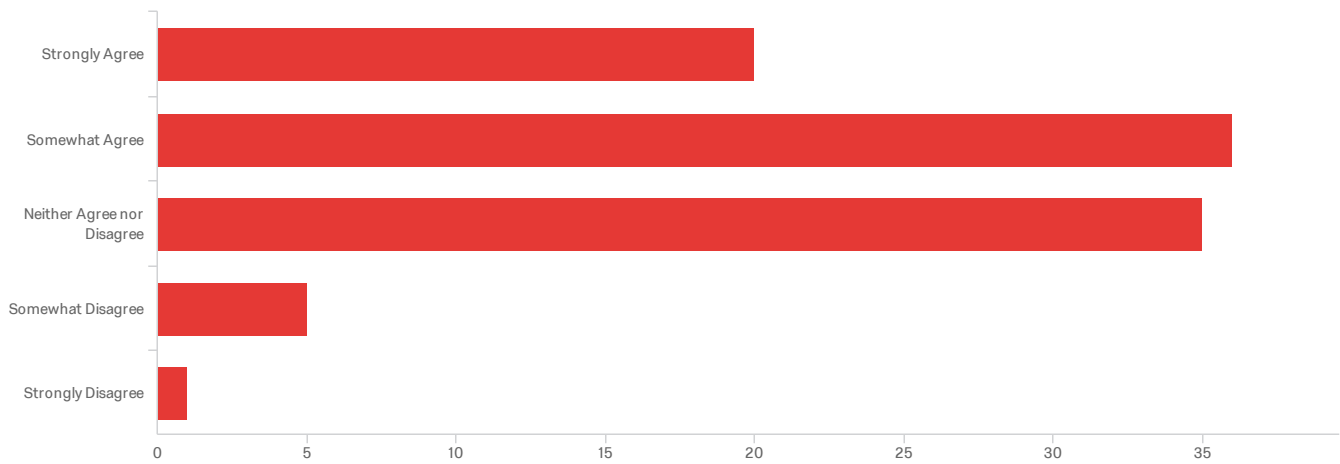
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Spartan Self-service is easy to use.	1.00	5.00	2.29	0.88	0.78	97

#	Field	Choice Count	
1	Strongly Agree	20.62%	20
2	Somewhat Agree	37.11%	36
3	Neither Agree nor Disagree	36.08%	35
4	Somewhat Disagree	5.15%	5
5	Strongly Disagree	1.03%	1
			97

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".

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

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... ?

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.

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.
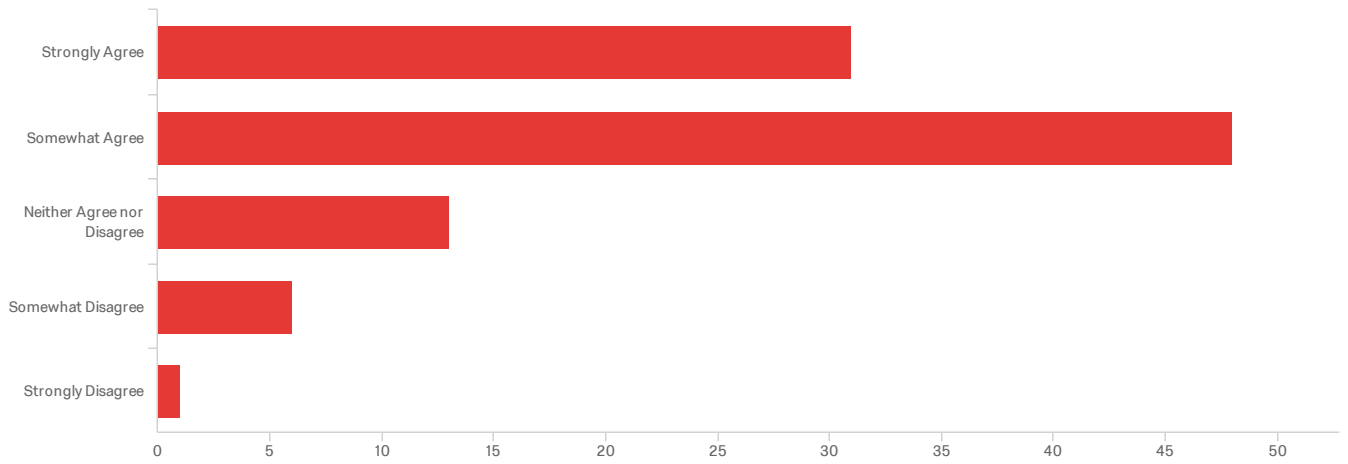
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Printing@MU works well for me.	1.00	5.00	1.97	0.88	0.78	99

#	Field		Choice Count
1	Strongly Agree	31.31%	31
2	Somewhat Agree	48.48%	48
3	Neither Agree nor Disagree	13.13%	13
4	Somewhat Disagree	6.06%	6
5	Strongly Disagree	1.01%	1
			99

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

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

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.

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

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

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.

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.
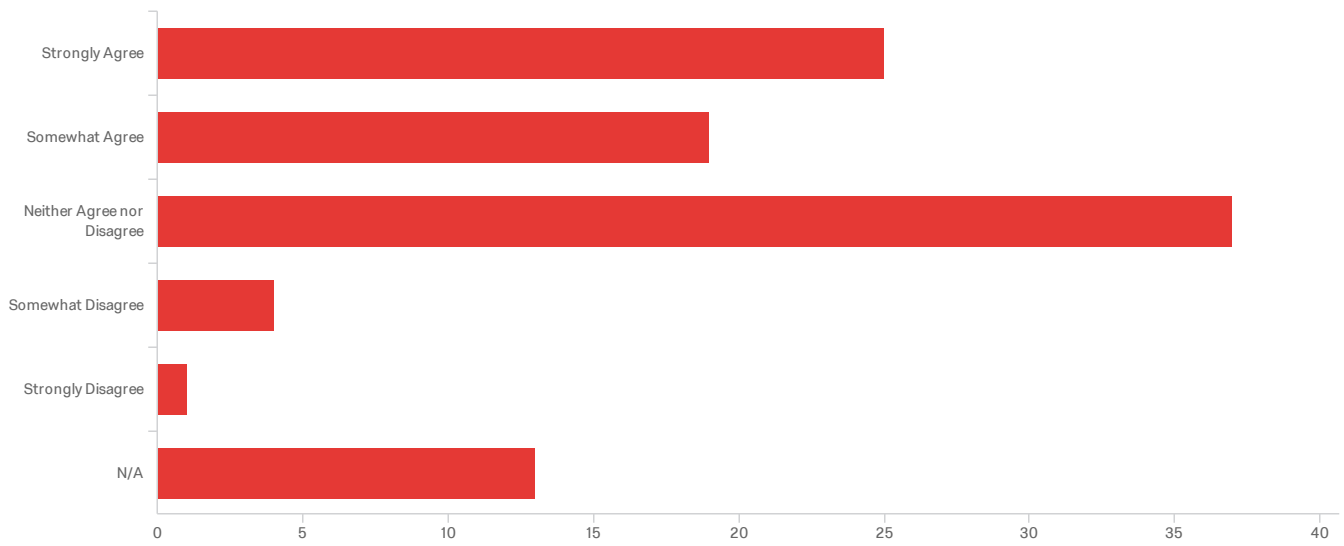
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	I appreciate the IT training opportunities available to me.	1.00	6.00	2.76	1.55	2.41	99

#	Field		Choice Count
1	Strongly Agree	25.25%	25
2	Somewhat Agree	19.19%	19
3	Neither Agree nor Disagree	37.37%	37
4	Somewhat Disagree	4.04%	4
5	Strongly Disagree	1.01%	1
6	N/A	13.13%	13
			99

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 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'm not aware of the training opportunities.

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

I'm not aware of any training available.

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

not aware of training opportunities

What training opportunities?

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

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

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

Never knew there were training opportunities available

End of Report