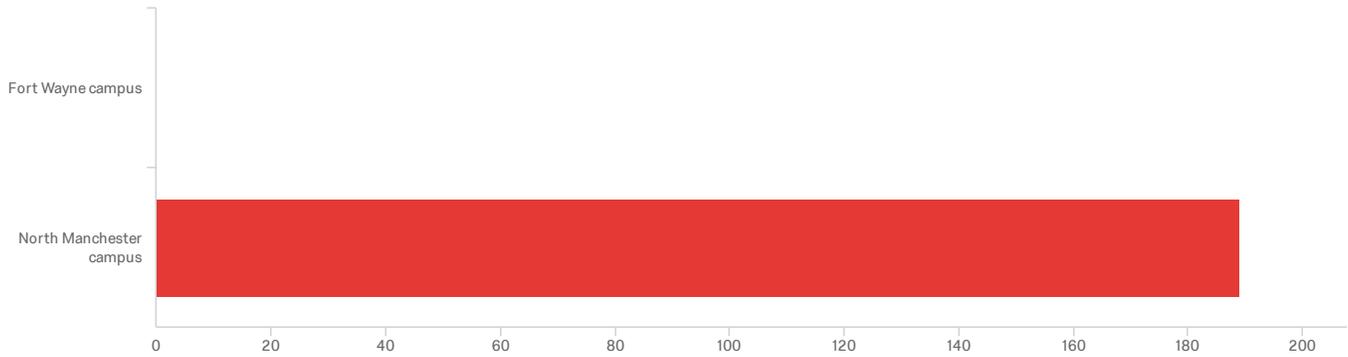


Default Report

ITS Survey - February 2019

February 27, 2019 2:22 PM EST

Q2 - I study or work primarily on the:



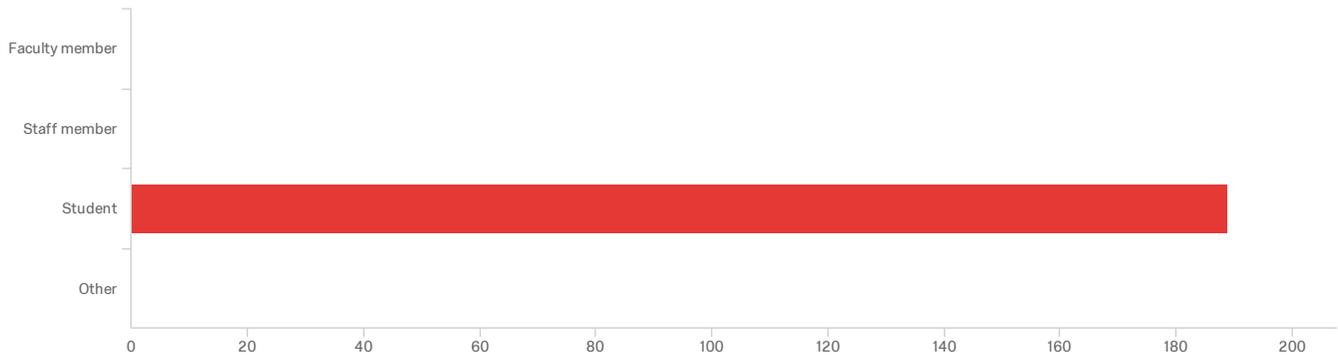
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	I study or work primarily on the:	2.00	2.00	2.00	0.00	0.00	189

#	Field	Choice Count
1	Fort Wayne campus	0.00% 0
2	North Manchester campus	100.00% 189

189

Showing rows 1 - 3 of 3

Q3 - I am primarily a:



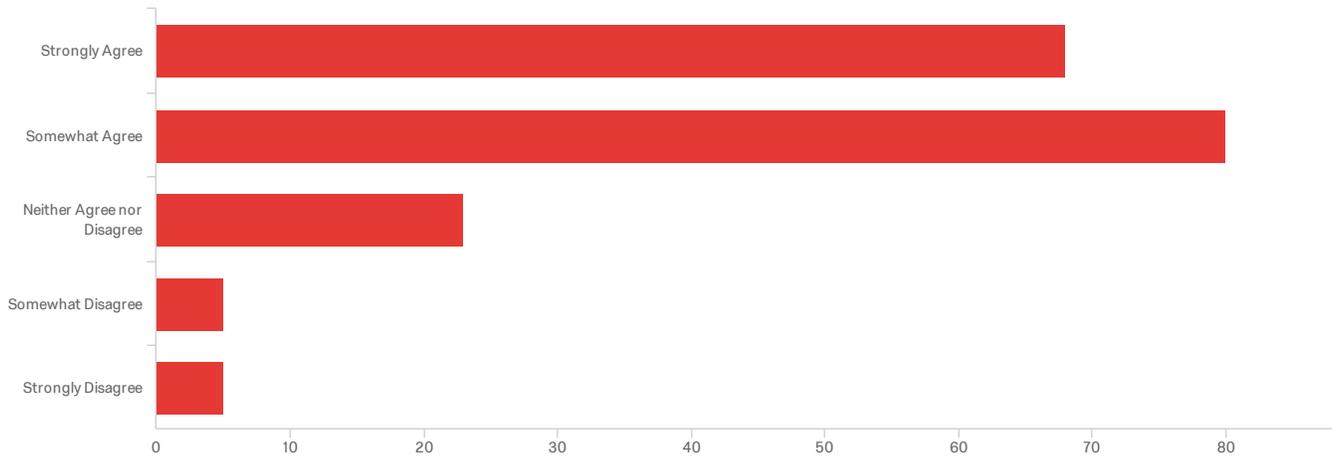
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	I am primarily a:	3.00	3.00	3.00	0.00	0.00	189

#	Field	Choice Count
1	Faculty member	0.00% 0
2	Staff member	0.00% 0
3	Student	100.00% 189
4	Other	0.00% 0

189

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	85.89	0.92	0.85	181

#	Field	Choice Count
1	Strongly Agree	37.57% 68
2	Somewhat Agree	44.20% 80
3	Neither Agree nor Disagree	12.71% 23
4	Somewhat Disagree	2.76% 5
5	Strongly Disagree	2.76% 5
		181

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".

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

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

Information is not provided

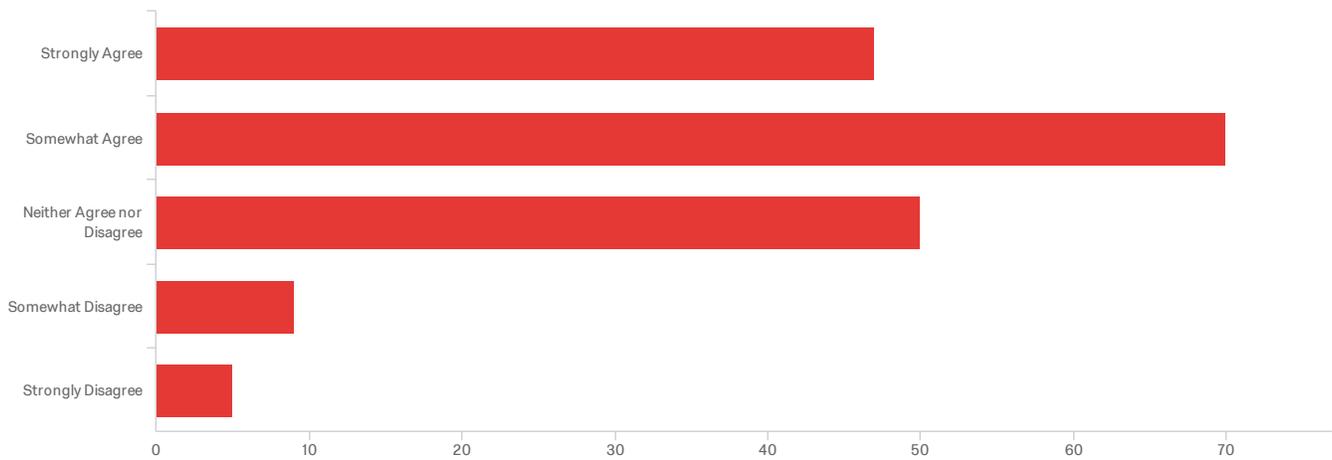
The wifi is not too well and printing sometimes is a problem.

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.

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	52.20	0.97	0.94	181

#	Field	Choice Count
1	Strongly Agree	25.97% 47
2	Somewhat Agree	38.67% 70
3	Neither Agree nor Disagree	27.62% 50
4	Somewhat Disagree	4.97% 9
5	Strongly Disagree	2.76% 5
		181

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

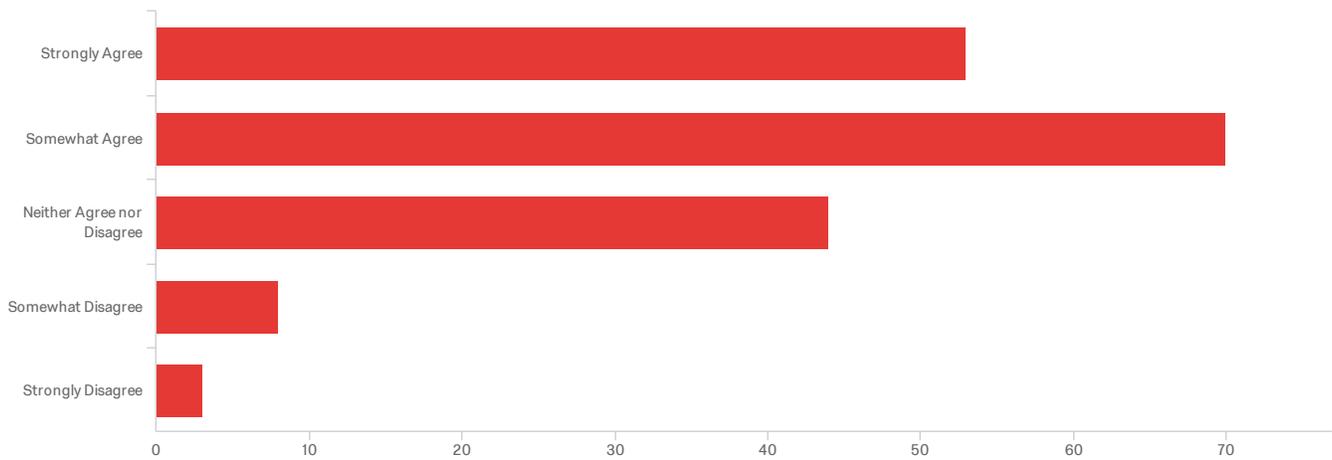
They don't always help with all situations.

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

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.

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	47.09	0.93	0.87	178

#	Field	Choice Count
1	Strongly Agree	29.78% 53
2	Somewhat Agree	39.33% 70
3	Neither Agree nor Disagree	24.72% 44
4	Somewhat Disagree	4.49% 8
5	Strongly Disagree	1.69% 3
		178

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".

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.

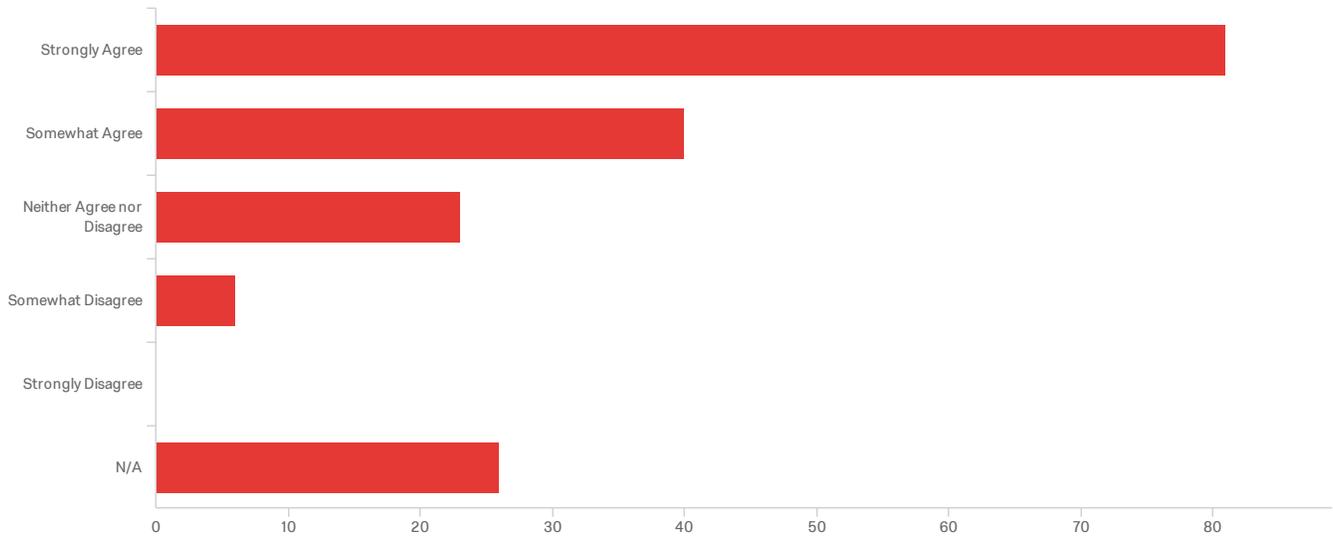
I feel as if they take their time

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.

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	2.33	1.73	2.98	176

#	Field	Choice Count
1	Strongly Agree	46.02% 81
2	Somewhat Agree	22.73% 40
3	Neither Agree nor Disagree	13.07% 23
4	Somewhat Disagree	3.41% 6
5	Strongly Disagree	0.00% 0
6	N/A	14.77% 26

176

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

I've never been to its

Have never contacted ITS personally

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.

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.

N/A

I haven't had to deal with the ITS

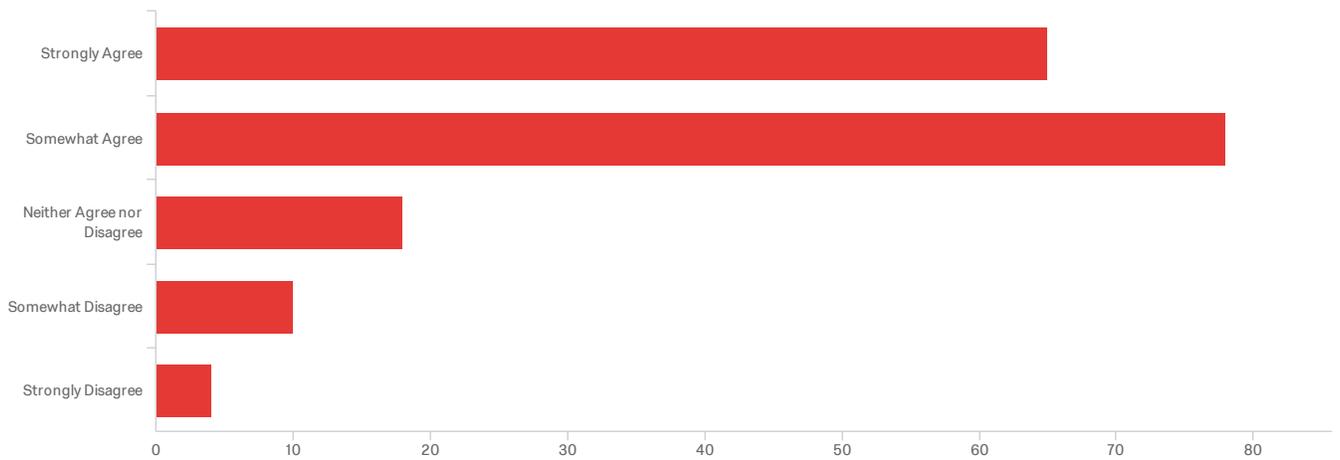
Please explain why you chose "Somewhat Disagree", "Strongly Disagree" or "N..."

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

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

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	1.91	0.95	0.90	175

#	Field	Choice Count
1	Strongly Agree	37.14% 65
2	Somewhat Agree	44.57% 78
3	Neither Agree nor Disagree	10.29% 18
4	Somewhat Disagree	5.71% 10
5	Strongly Disagree	2.29% 4
		175

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".

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

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

There are always hiccups with library computers

Always problems of video not working and projectors going out

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

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

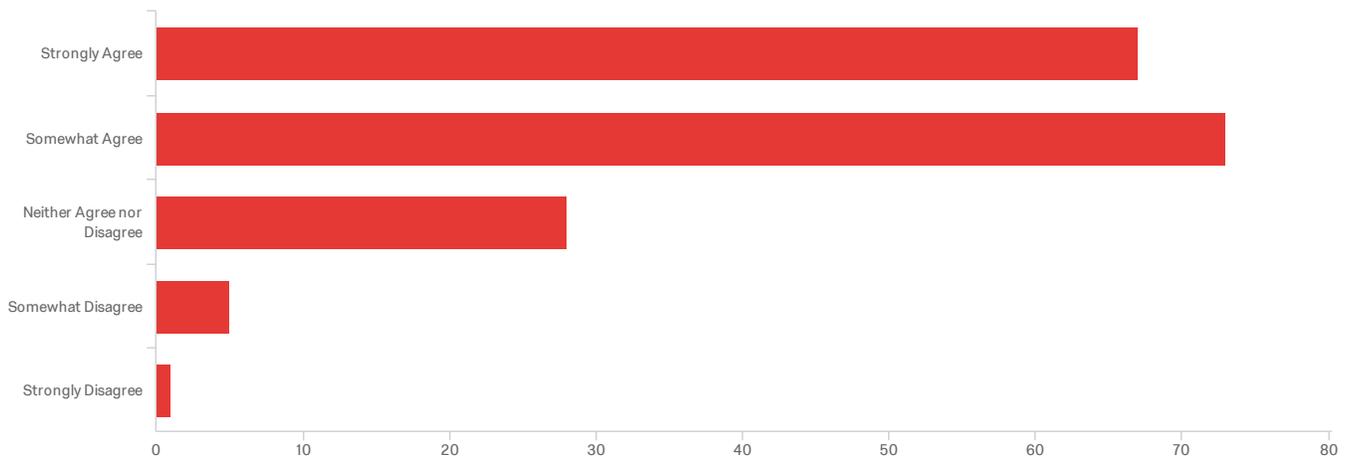
Often times computers, projectors, printers, or WiFi don't work

Slow

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.

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	56.85	0.83	0.69	174

#	Field	Choice Count
1	Strongly Agree	38.51% 67
2	Somewhat Agree	41.95% 73
3	Neither Agree nor Disagree	16.09% 28
4	Somewhat Disagree	2.87% 5
5	Strongly Disagree	0.57% 1
		174

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".

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

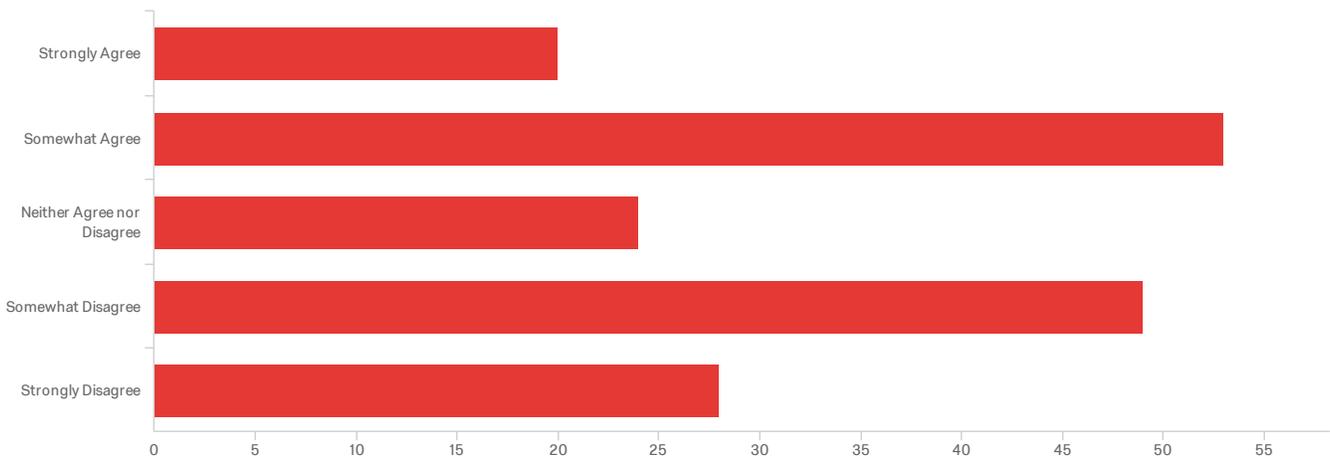
When editing in the DEC in ACEN (368) the macs still don't work and we're still using Adobe Premiere from 2017. It's the only one that's works. I would advise contacting the head department chair of Communications (Judd Case), regarding this. Thank you.

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.

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	3.07	1.30	1.68	174

#	Field	Choice Count
1	Strongly Agree	11.49% 20
2	Somewhat Agree	30.46% 53
3	Neither Agree nor Disagree	13.79% 24
4	Somewhat Disagree	28.16% 49
5	Strongly Disagree	16.09% 28
		174

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.

Doesn't work sometimes.

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

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

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 lose wifi connection which is very frustrating.

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

A lot of the time none of my devices connect

It completely stops working for me sometimes.

Bad signal, weak connection, frequent issues connecting

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

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

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

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.

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

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.

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

Network will randomly disconnect

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

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

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

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

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.

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.

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

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

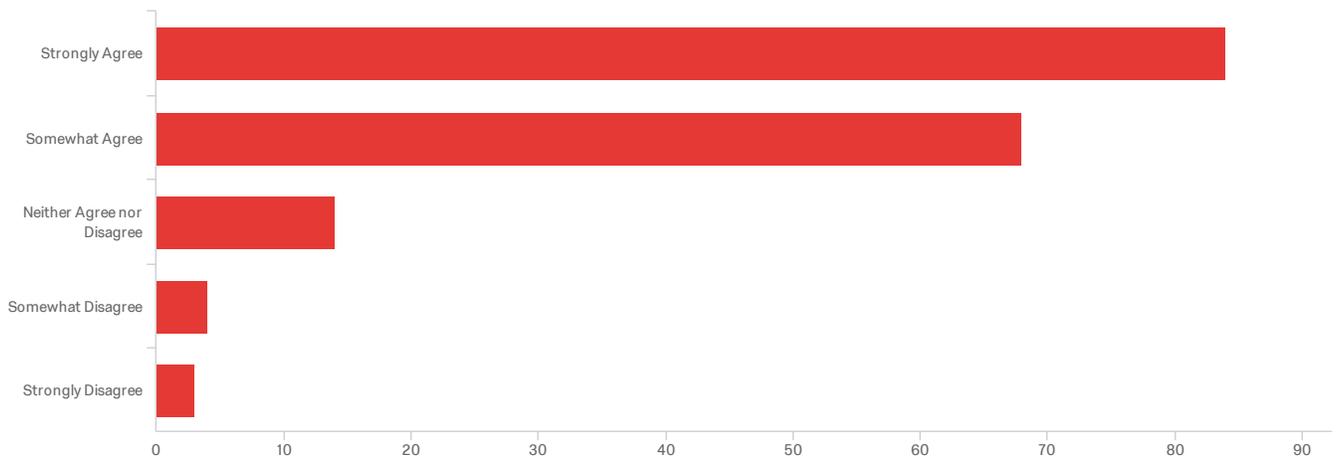
Sometimes I will get kicked off the WiFi for no reason. Usually happens on my phone and rarely on my laptop.

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	1.69	0.85	0.72	173

#	Field	Choice Count
1	Strongly Agree	48.55% 84
2	Somewhat Agree	39.31% 68
3	Neither Agree nor Disagree	8.09% 14
4	Somewhat Disagree	2.31% 4
5	Strongly Disagree	1.73% 3
		173

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".

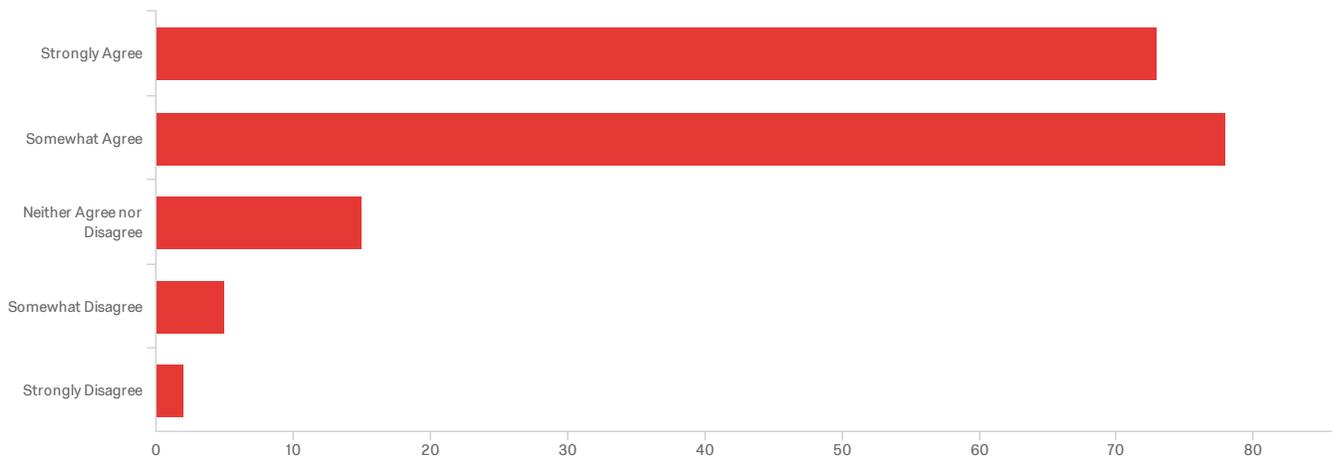
If you know what you're doing and have done it many times before, you're probably okay, but chetnet can be confusing, especially if you don't know where things are. There are a lot of resources, but there are also a lot of links... that lead to links... that lead to re-logins. It's a little like a labyrinth.

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

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

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

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	1.76	0.82	0.67	173

#	Field	Choice Count
1	Strongly Agree	42.20% 73
2	Somewhat Agree	45.09% 78
3	Neither Agree nor Disagree	8.67% 15
4	Somewhat Disagree	2.89% 5
5	Strongly Disagree	1.16% 2
		173

Showing rows 1 - 6 of 6

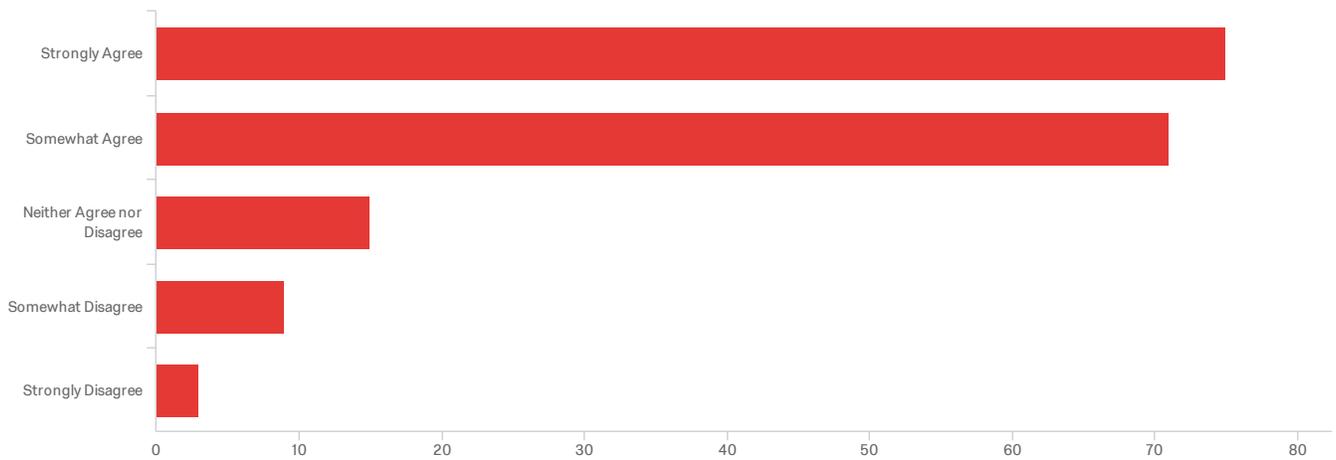
Q21 - Please explain why you chose "Somewhat Disagree" or "Strongly Disagree".

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

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

I don't like Spartan Self-Service

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	1.81	0.92	0.85	173

#	Field	Choice Count
1	Strongly Agree	43.35% 75
2	Somewhat Agree	41.04% 71
3	Neither Agree nor Disagree	8.67% 15
4	Somewhat Disagree	5.20% 9
5	Strongly Disagree	1.73% 3
		173

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".

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

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

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

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

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

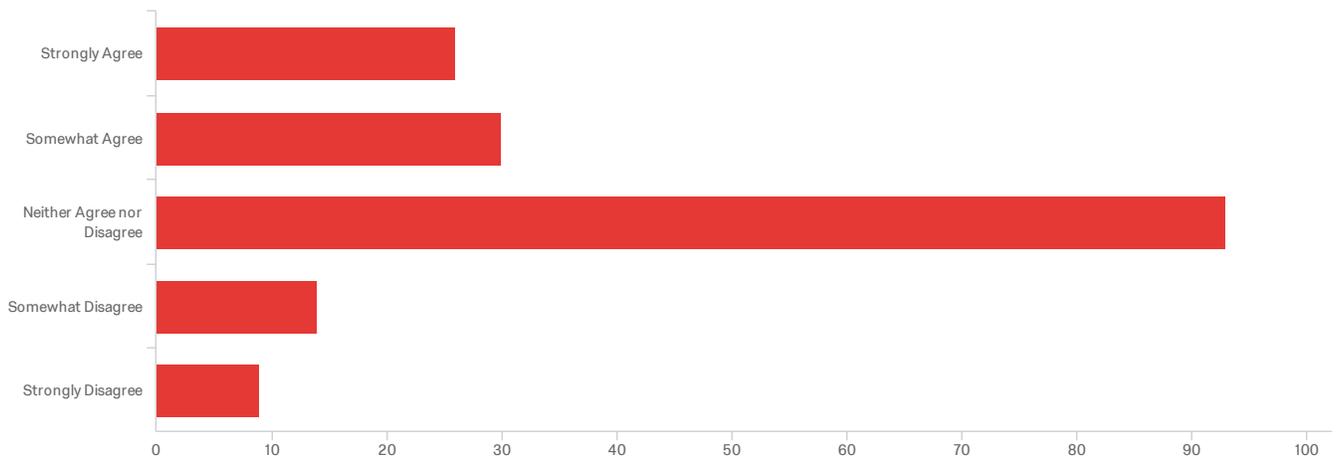
I've requested refunds before for print jobs that never even printed and never got it back.

You can't print specific pages in a pdf

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

Sometimes it doesn't upload my document

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	2.71	0.99	0.99	172

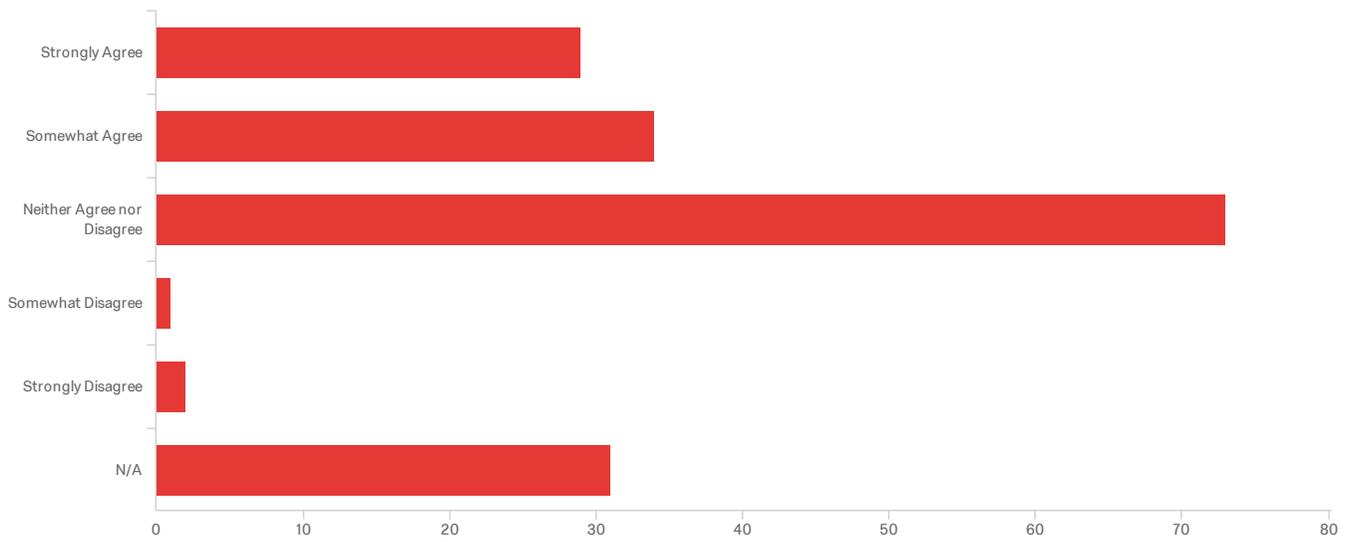
#	Field	Choice Count
1	Strongly Agree	15.12% 26
2	Somewhat Agree	17.44% 30
3	Neither Agree nor Disagree	54.07% 93
4	Somewhat Disagree	8.14% 14
5	Strongly Disagree	5.23% 9
		172

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	3.04	1.60	2.58	170

#	Field	Choice Count
1	Strongly Agree	17.06% 29
2	Somewhat Agree	20.00% 34
3	Neither Agree nor Disagree	42.94% 73
4	Somewhat Disagree	0.59% 1
5	Strongly Disagree	1.18% 2
6	N/A	18.24% 31

170

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..."

I didn't know about it

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

These are a thing?

Have not really looked into them

I haven't done any sort of training with them

Literally not applicable to me

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

I have no idea what these IT training opportunities are.

I dont know about them

Training has not been provided

I didn't know it existed

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

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

I wasn't aware of training opportunities

I didn't know there were opportunities

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

End of Report