



Michigan Technological University
Information Technology

Information Technology at Michigan Tech 2020 Survey Results

Information Technology
Michigan Technological University
Houghton, MI 49931
mtu.edu/it

14 December, 2020

Executive Summary

An anonymous survey of Michigan Tech's Information Technology (IT) was conducted in April and May of 2020. Participation was voluntary, and 915 responses were recorded.

Participation rates were 19% of faculty (88/457), 20% of staff (268/1,326), 8% of undergraduate students (408/5,285), and 10% of graduate students (136/1,319). Overall participation rate was 11%.

Satisfaction with the overall IT environment on campus was recorded at 4.24 out of 5, and has continued to increase for the sixth continuous year. 49% reported being very satisfied, with 82% either somewhat or very satisfied.

Most measured categories demonstrate a steady trend of increased satisfaction; a result of the outcomes from IT's continual improvement efforts.

Joshua Olson

Chief Information Officer

14 December, 2020

Introduction

An anonymous survey of Michigan Tech's Information Technology (IT) was conducted in April and May of 2020. As in previous years, the survey generated quantitative data and text-based comments. In addition to reviewing the summarized data responses, all 128 text-based comments were closely reviewed by IT leadership, and actionable items were considered and implemented whenever possible. These actions have contributed to continued improvement within the IT organization.

In the 2020 survey, 915 responses were recorded, compared to 940 in 2019, 991 in 2018, 903 in 2017, 1,078 in 2016, 1,436 in 2015 and 1,652 in 2014. The participant response rate is as follows:

- 88 faculty (19%)
- 268 staff (20%)
- 408 undergraduate students (8%)
- 136 graduate students (10%)
- 15 "other"

Participation rates for the last seven surveys (2014–2020) are included in the following table.

Participant	2020	2019	2018	2017	2016	2015	2014
Faculty	88 (19%)	103 (22%)	103 (20%)	111 (24%)	122 (26%)	154 (30%)	189 (40%)
Staff	268 (20%)	344 (25%)	340 (25%)	355 (26%)	369 (28%)	367 (28%)	435 (41%)
Undergraduate	408 (8%)	376 (7%)	423 (8%)	318 (6%)	427 (8%)	718 (14%)	816 (15%)
Graduate	136 (10%)	111 (9%)	119 (9%)	108 (8%)	153 (10%)	190 (14%)	177 (13%)
"Other"	15	6	6	11	7	7	35

Comment counts for the last seven surveys (2014–2020) are included in the following table.

Year	Comment count
2020	128
2019	172
2018	228
2017	186
2016	246
2015	328
2014	633

The questions, originally developed in 2014 in collaboration with two Social Sciences faculty members who do surveying as part of their research programs, remained consistent on the 2015-2020 surveys with a few exceptions.

- Since 2014, new questions were added to measure satisfaction with new service offerings; in 2015, one question was reworded to make the measurement more meaningful.
- In 2018, two questions were added to measure satisfaction with research [high performance (HPC) and general research] computing support.
- In 2020, questions regarding on-campus infrastructure such as computer classrooms and wireless lounges were omitted, and a question regarding IT support during the "Stay Home, Stay Safe" executive order was added.

Each year, survey results are used to initiate continual improvement within the IT organization. This report shows year-to-year progress tracking.

Quantitative Results

General Satisfaction

Figures 1 and 2 show “overall satisfaction” with the IT environment on campus. In all of these figures, the mean value of the responses is given for all years on a scale of 1-5, i.e., “very satisfied” = 5, while “very dissatisfied” = 1.

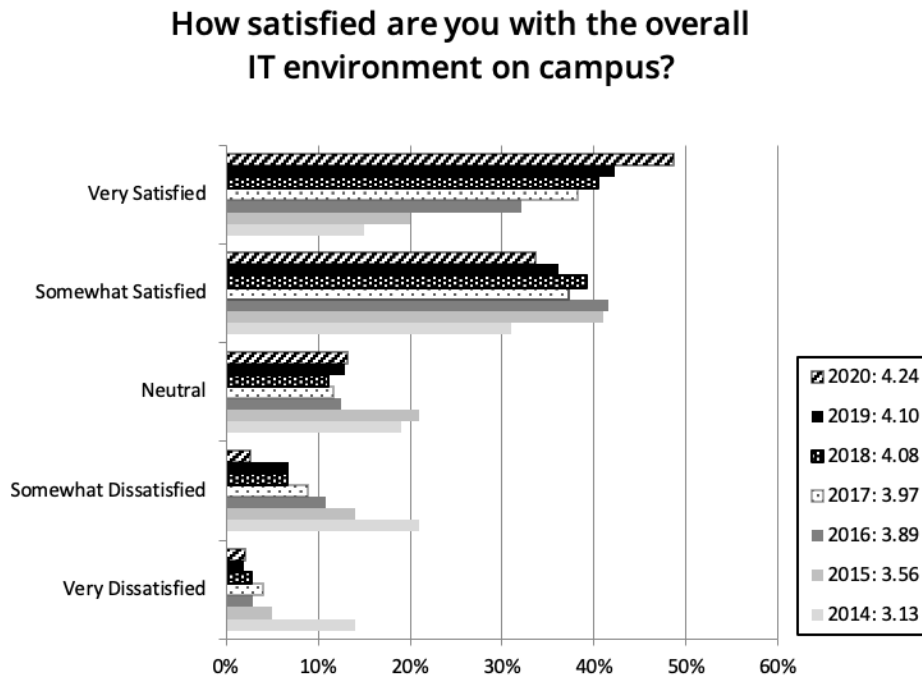
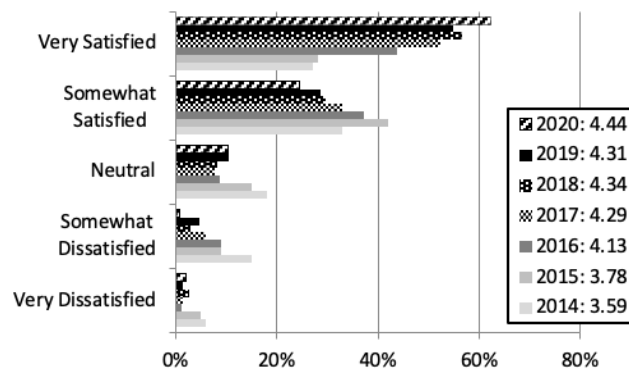
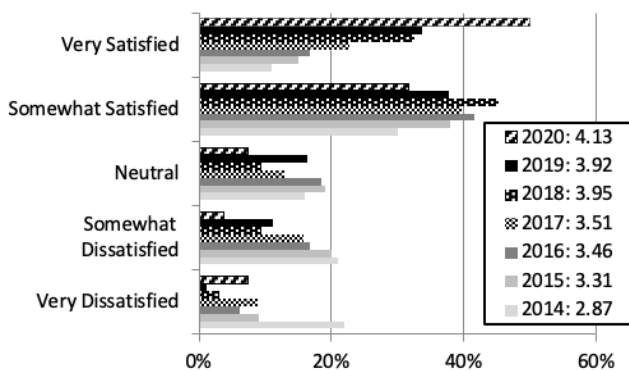


Figure 1. Overall satisfaction reported by all respondents

The survey data was also filtered and analyzed based on constituent groups. In cases where this filtering provided useful information, the constituent-based data is presented in this report. For example, Figure 2 shows the responses given in Figure 1 filtered by constituent group.

Overall satisfaction with IT (Faculty)

Overall satisfaction with IT (Staff)



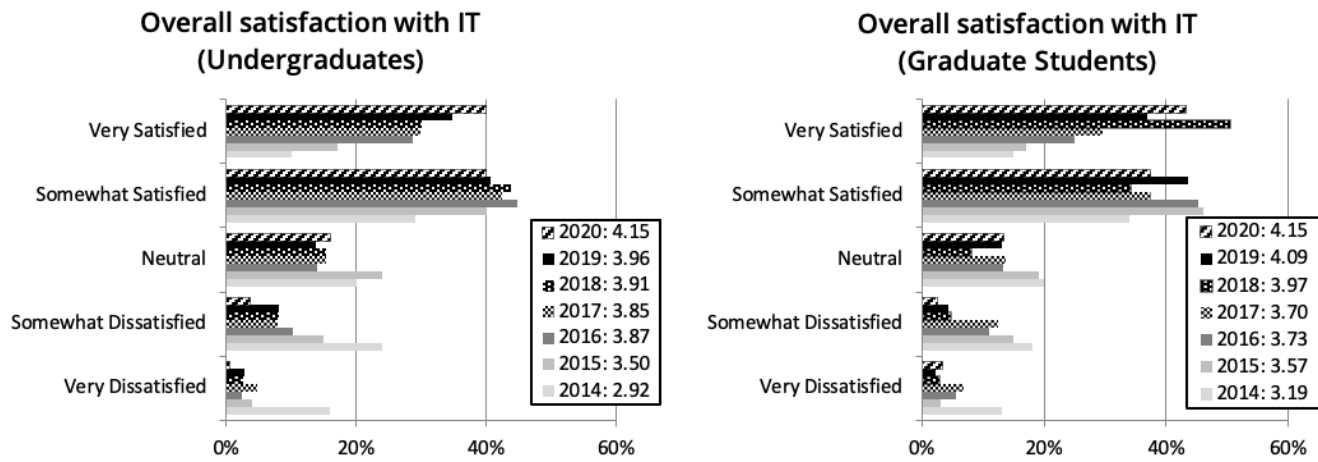


Figure 2. Overall satisfaction reported by constituent group

Satisfaction with IT Support

Figure 3 shows distributions of overall IT support satisfaction by constituent group. Metrics for each group remained above the goal of a minimum 4.0 average satisfaction.

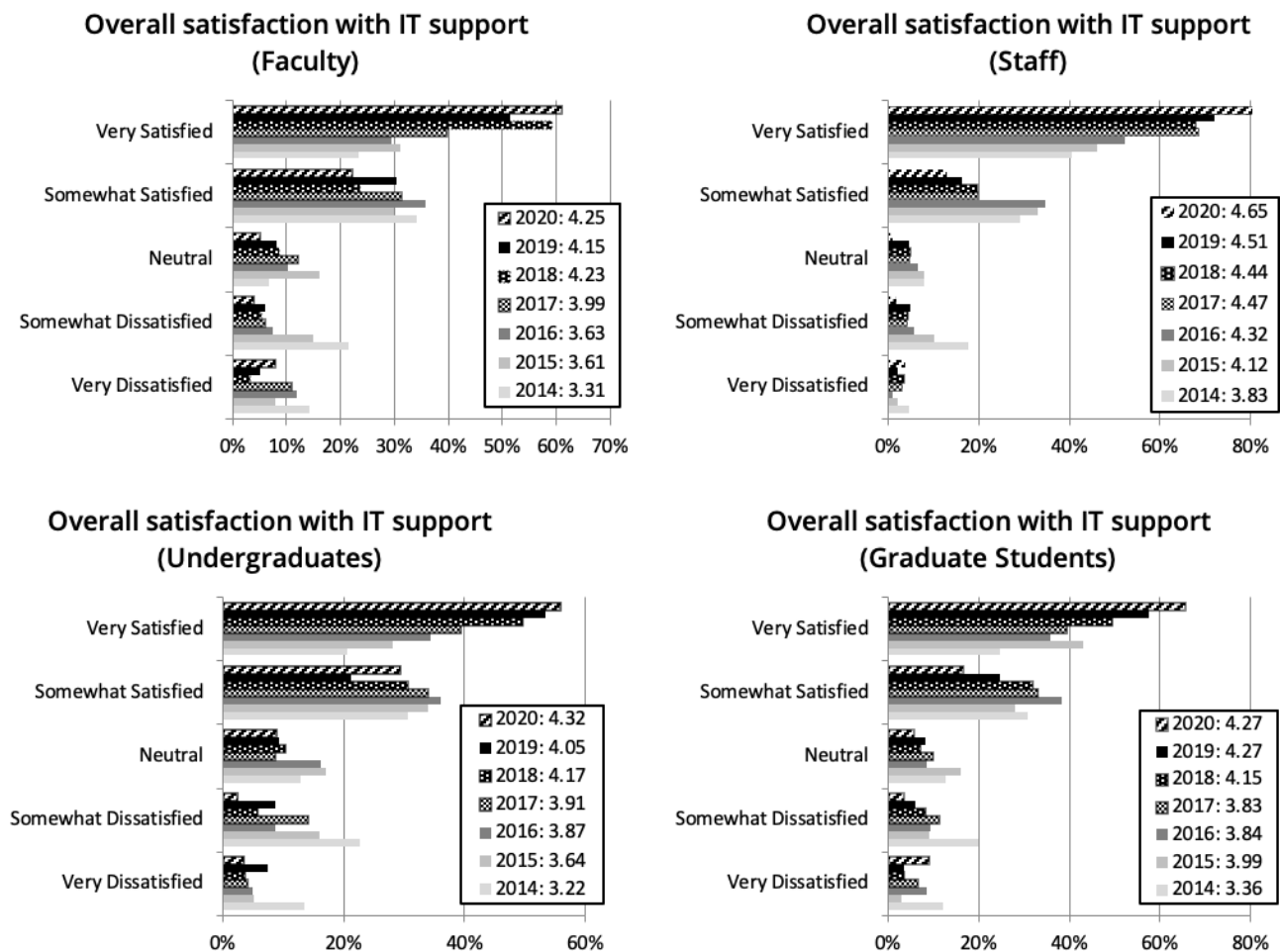
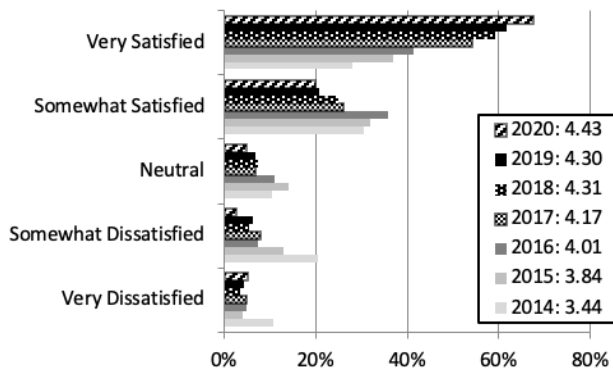


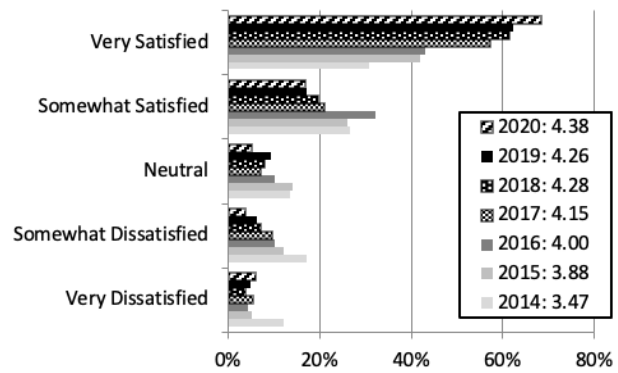
Figure 3. Overall satisfaction with IT support by constituent group

The survey asked for satisfaction on a wide range of categories of IT support; the distributions are presented in Figure 4. All metrics remained above the goal of a minimum 4.0 average satisfaction. A new question was added in this year's survey; satisfaction with IT support since the "Stay Home, Stay Safe" executive order was 4.41.

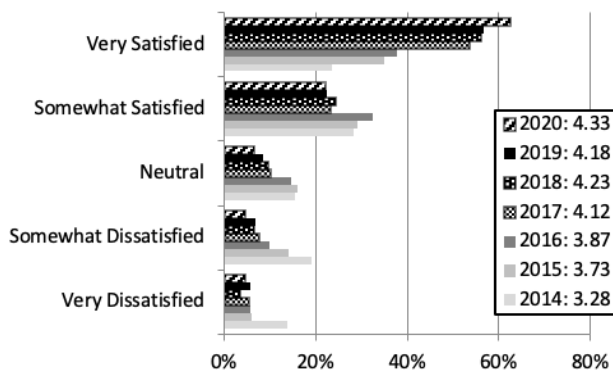
Overall satisfaction with IT support



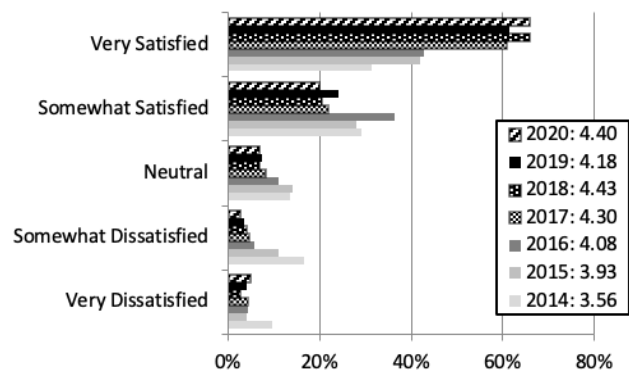
Resolution of the issues ("My problems were solved.")



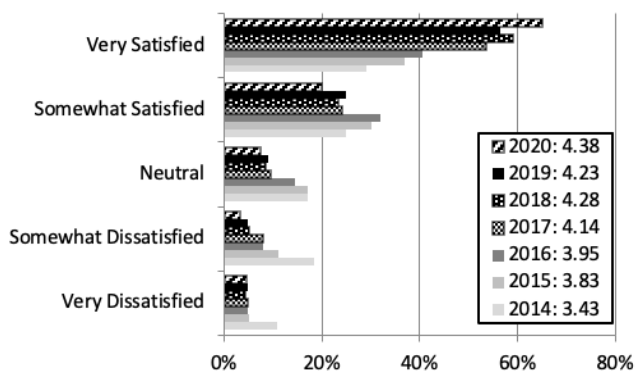
Timeliness of problem resolution



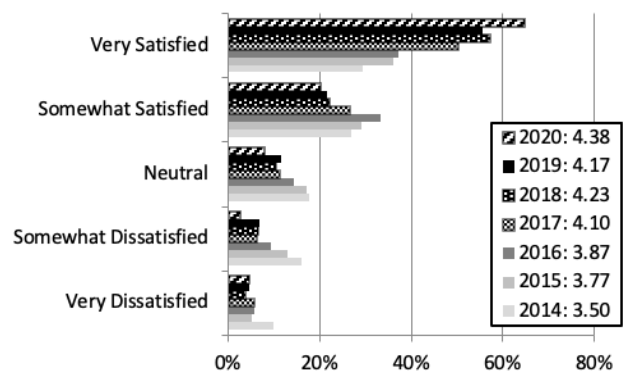
Timeliness of initial response, when help is requested by e-mail or voicemail



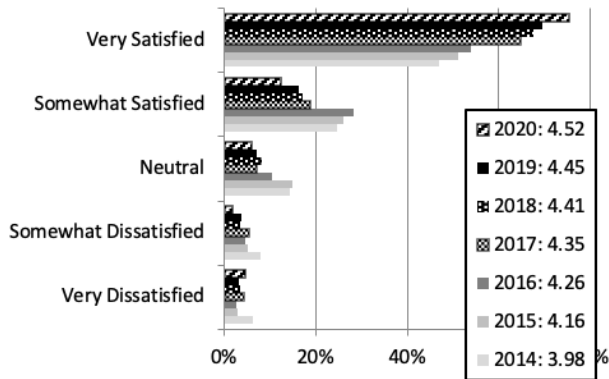
Frequency and helpfulness of communications and updates



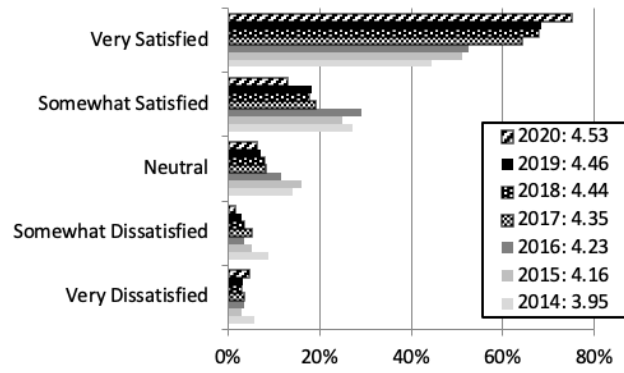
Staff level of knowledge



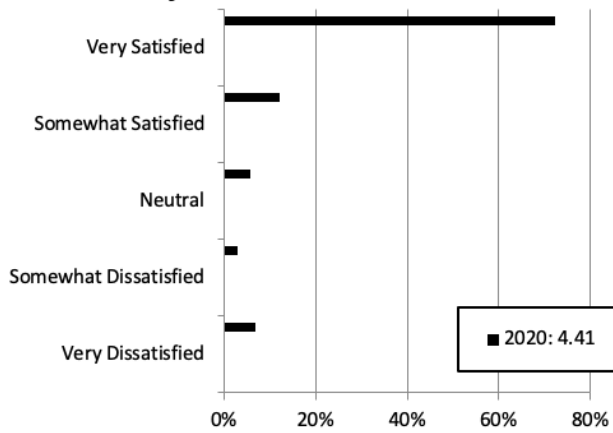
Attitude of the staff



Professionalism of the staff



Are you satisfied with the IT support that you receive since the "Stay Home, Stay Safe" executive order?



Are you satisfied with the IT support that you receive since the "Stay Home, Stay Safe" executive order?

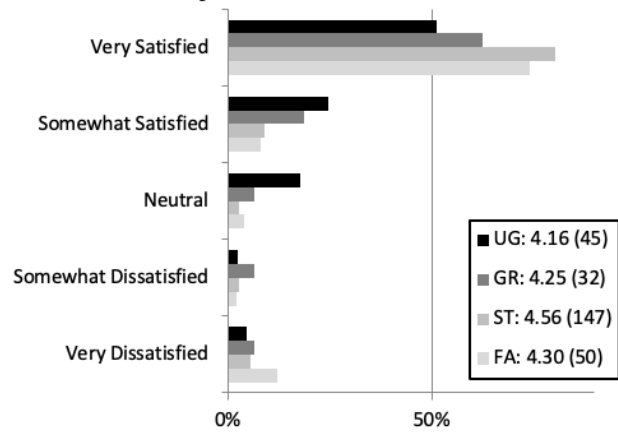


Figure 4. Satisfaction with IT support by category

Satisfaction with IT Purchasing System Process

Figure 5 shows quantitative data regarding satisfaction with the IT purchasing system. After some metrics dropped slightly in 2016 IT reviewed its purchasing operations and made improvements based on feedback. All metrics remained above the goal of a minimum 4.0 average satisfaction.

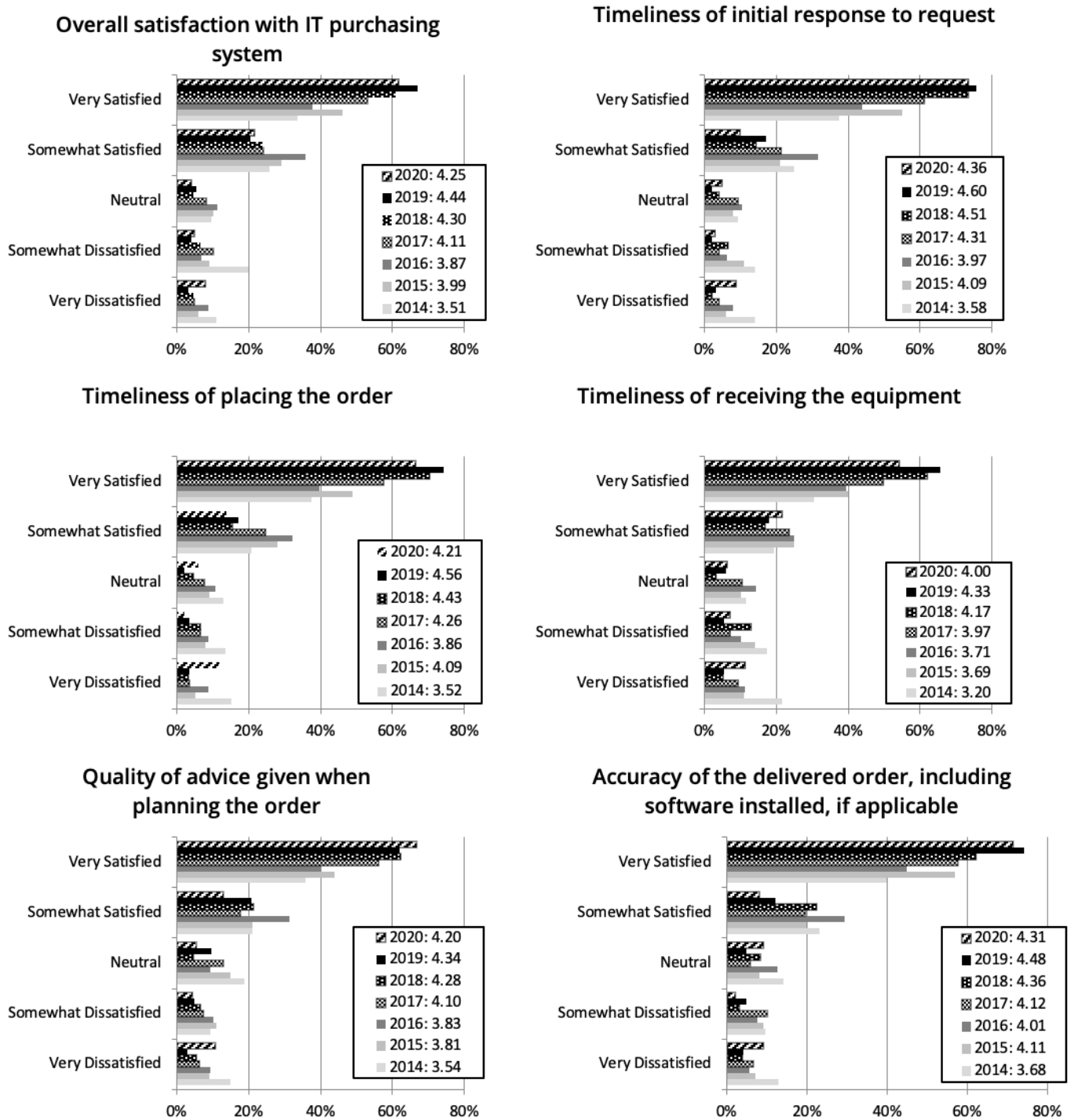


Figure 5. Satisfaction with the IT purchasing system

Satisfaction with Banner, Administrative Application Support, and Miscellaneous Services

Figure 6 shows faculty and staff satisfaction with Banner and administrative application support for services such as Banweb, MyMichiganTech, Canvas, and grad submission/changes.

This question was reworded slightly for the 2016 survey. Formerly, it specifically focused on the Enterprise Application Services (EAS) IT group. The question is now more focused on measuring the support and service they (and other groups which contribute behind the scenes) provide.

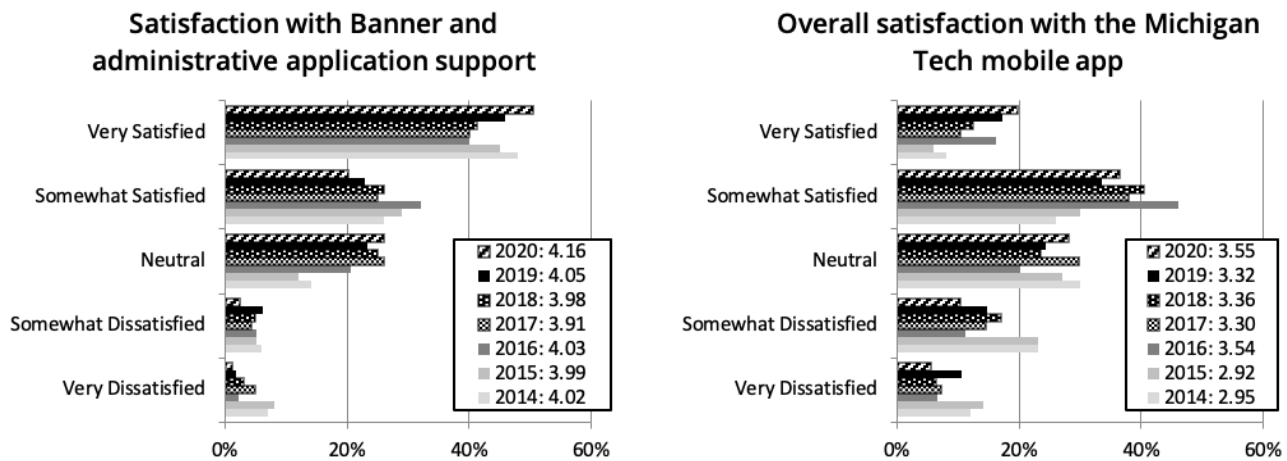
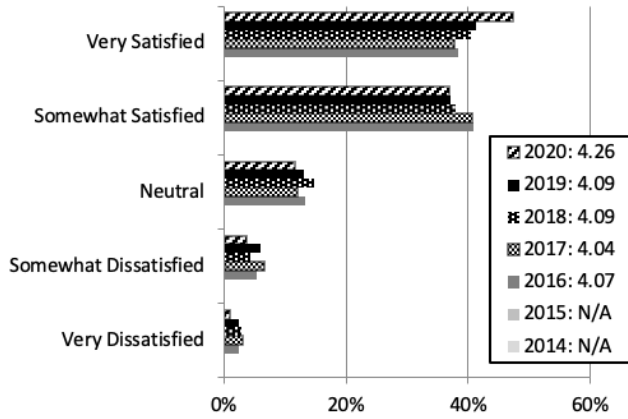


Figure 6. Satisfaction with Banner and administrative application support and mobile app

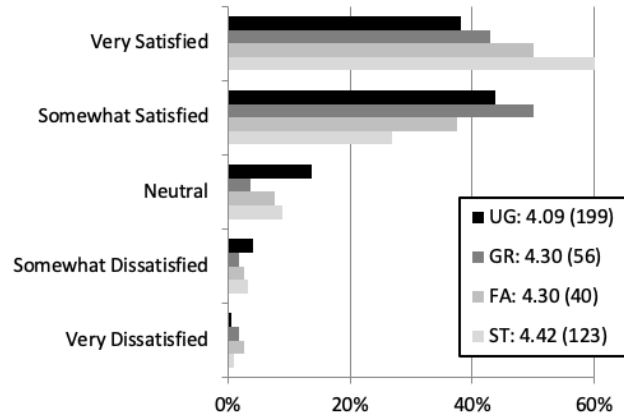
The satisfaction with the Michigan Tech mobile app included all constituent groups and decreased in 2017, then increased in 2020. IT will continue to review the feedback and consider options for improvement.

Two new questions were added in 2016, and one new question was added in the 2017 survey related to satisfaction of new IT service offerings. IT now offers our wireless network at the Houghton County Memorial Airport, and continues to offer a software distribution center, self-help customer support center as well as a standard remote assistance tool.

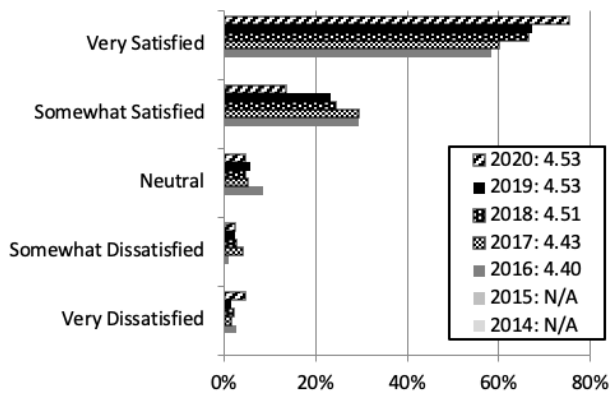
Overall satisfaction with the customer support center (support.it.mtu.edu)



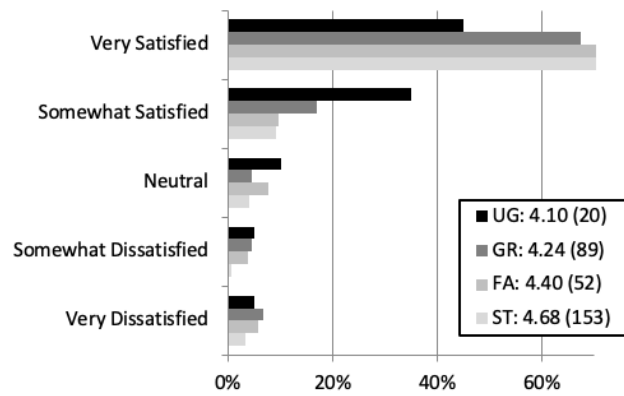
Overall satisfaction with the customer support center (support.it.mtu.edu) in 2020



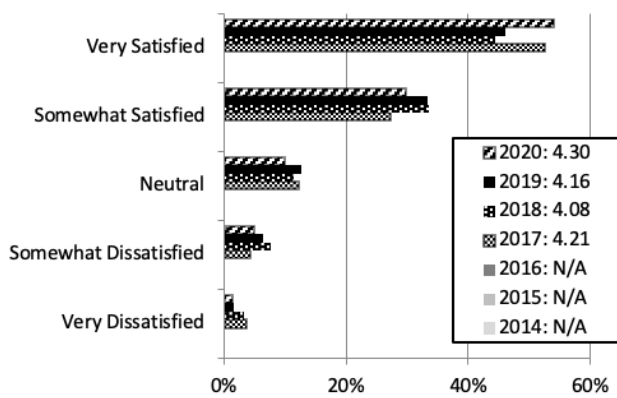
Overall satisfaction with remote assistance



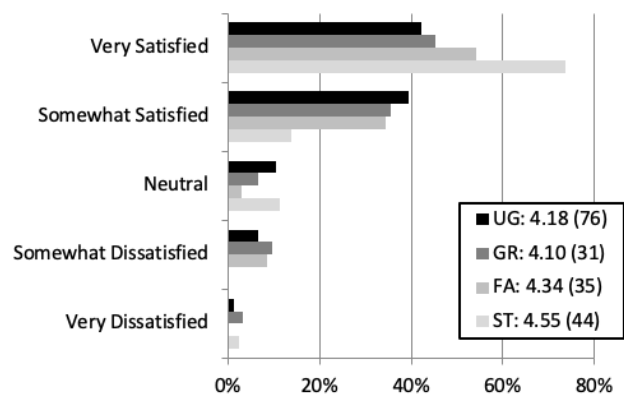
Overall satisfaction with our remote assistance (2020)



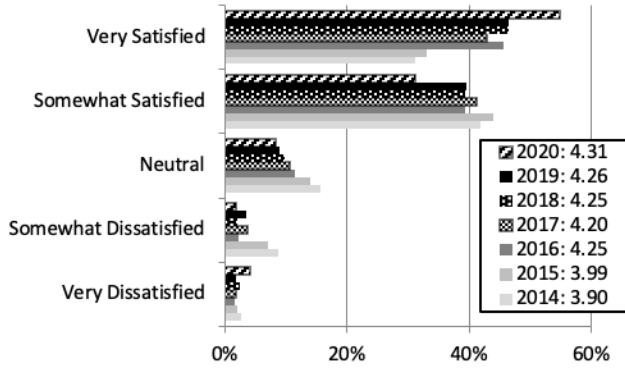
Overall satisfaction with our wireless at the Houghton County Memorial Airport



Overall satisfaction with our wireless at the Houghton County Memorial Airport (2020)



Overall satisfaction with the software distribution center



Overall satisfaction with the software distribution center

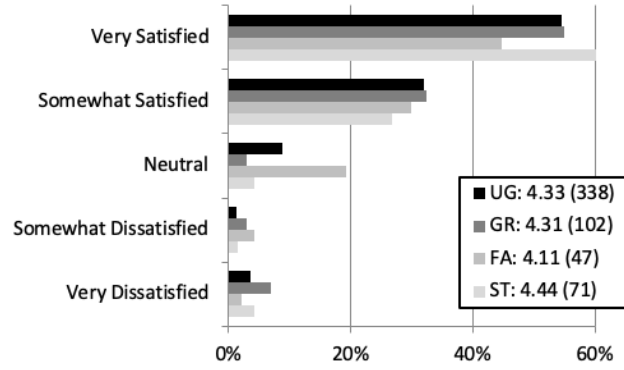
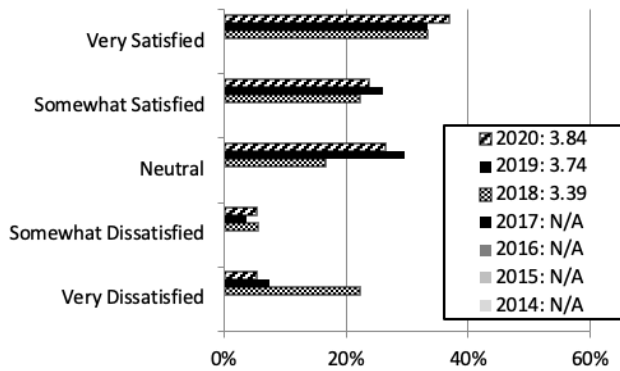
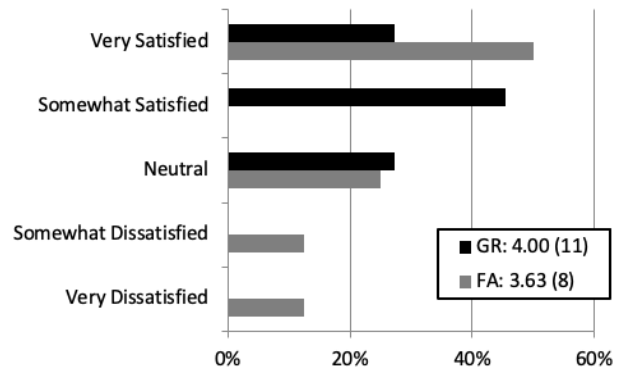


Figure 7. Satisfaction with miscellaneous IT systems

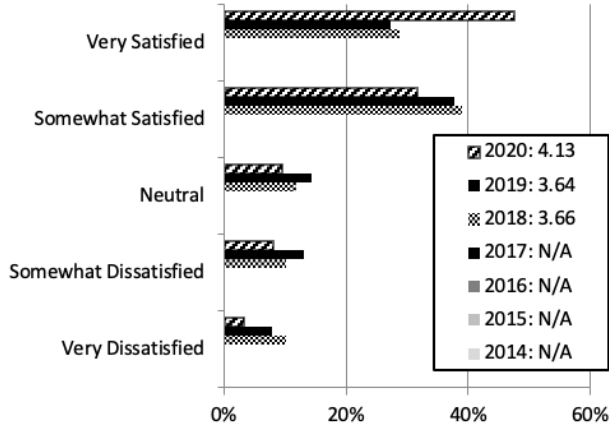
Are you satisfied with the support that you receive for HPC resources?



Are you satisfied with the support that you receive for HPC resources? (2020)



Are you satisfied with the support that you receive for general research computing resources?



Are you satisfied with the support that you receive for general research computing resources? (2020)

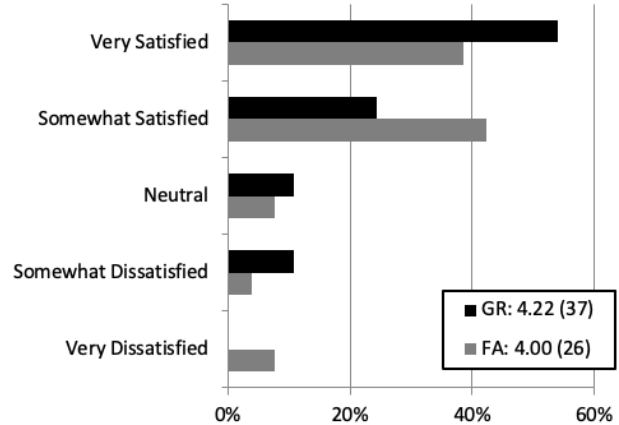


Figure 8. Satisfaction with High Performance (HPC) and general research computing support

High Performance Computing (HPC) focuses on research initiated on the Superior.research and Portage.research clusters, which is governed by the HPC Advisory Board. General research computing includes all research not initiated on the aforementioned clusters.

Summary

Information Technology constructed a survey in 2014 using best practices to measure customer satisfaction. Survey responses and feedback launched a new focus on customer service and listening to customers. Much of IT's improvement is a direct result of survey responses and customer feedback.

This year's results once again indicated an improvement in many aspects of satisfaction with the IT environment on campus.

While IT is pleased that customer satisfaction levels continue to trend upward, we remain committed to continual improvement and sincerely value our customers' feedback.