



Michigan Technological University
Information Technology

Information Technology at Michigan Tech 2021 Survey Results

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

November 11, 2021

Executive Summary

An anonymous survey of Michigan Tech's Information Technology (IT) was conducted in April and May of 2021. Participation was voluntary, and 625 responses were recorded.

Participation rates were 16% of faculty (74/465), 17% of staff (208/1,252), 5% of undergraduate students (264/5,148), and 6% of graduate students (71/1,254). Overall participation rate was 8%.

Satisfaction with the overall IT environment on campus was recorded at 4.19 out of 5, and remains over our goal of 4.0/5 for the fourth continuous year. 48% reported being very satisfied, with 80% 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

November 11, 2021

Introduction

An anonymous survey of Michigan Tech's Information Technology (IT) was conducted in April and May of 2021. As in previous years, the survey generated quantitative data and text-based comments. In addition to reviewing the summarized data responses, all 108 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 2021 survey, 625 responses were recorded, compared to 915 in 2020, 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:

- 74 faculty (16%)
- 208 staff (17%)
- 264 undergraduate students (5%)
- 71 graduate students (6%)
- 8 “other”

Participation rates for the last eight surveys (2014–2021) are included in the following table.

| Participant | 2021 | 2020 | 2019 | 2018 | 2017 | 2016 | 2015 | 2014 |
|--------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Faculty | 74 (16%) | 88 (19%) | 103 (22%) | 103 (20%) | 111 (24%) | 122 (26%) | 154 (30%) | 189 (40%) |
| Staff | 208 (17%) | 268 (20%) | 344 (25%) | 340 (25%) | 355 (26%) | 369 (28%) | 367 (28%) | 435 (41%) |
| Undergraduate | 264 (5%) | 408 (8%) | 376 (7%) | 423 (8%) | 318 (6%) | 427 (8%) | 718 (14%) | 816 (15%) |
| Graduate | 71 (6%) | 136 (10%) | 111 (9%) | 119 (9%) | 108 (8%) | 153 (10%) | 190 (14%) | 177 (13%) |
| “Other” | 8 | 15 | 6 | 6 | 11 | 7 | 7 | 35 |

Comment counts for the last seven surveys (2014–2021) are included in the following table.

| Year | Comment count |
|-------------|----------------------|
| 2021 | 108 |
| 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 2015-2021 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.
- In 2021, the questions regarding IT support during the “Stay Home, Stay Safe” executive order, feature requests for the Michigan Tech Mobile App, and requests for additional software in the Software Distribution Center were omitted. Two questions were added to learn about the utilization of campus computers for coursework during the academic year.

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.

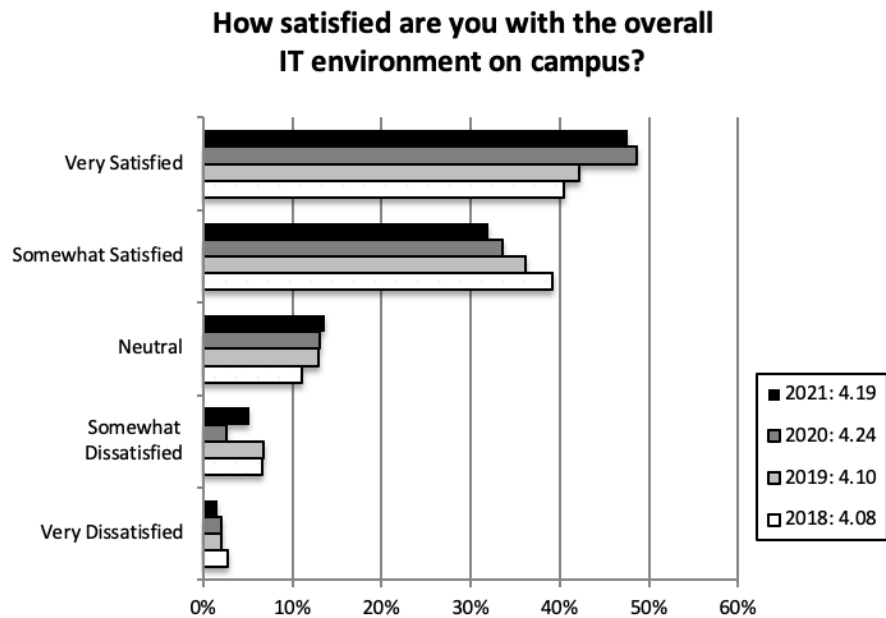
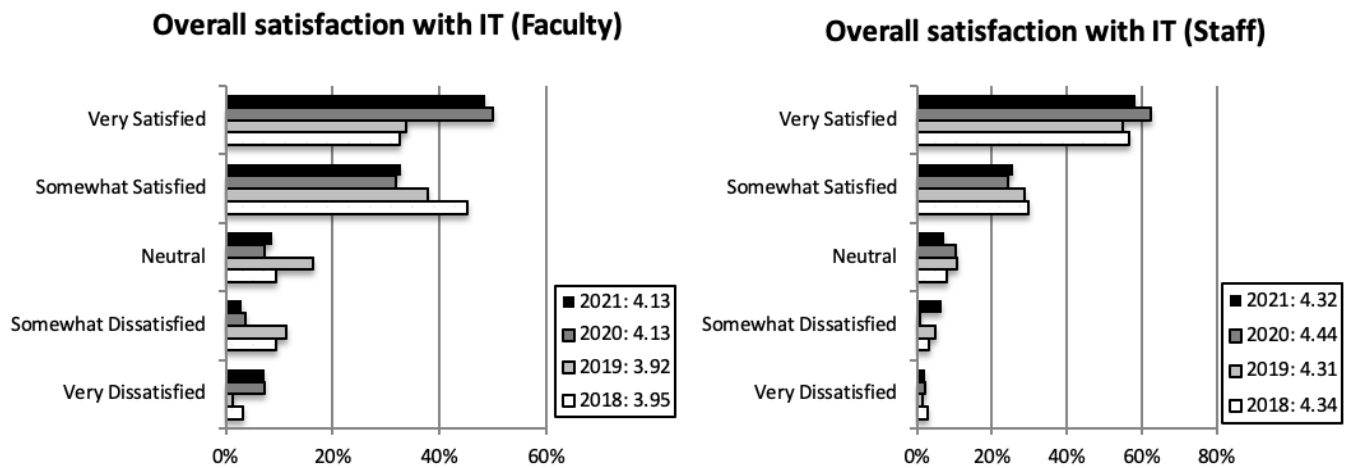


Figure 1. Overall satisfaction reported by all respondents

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.



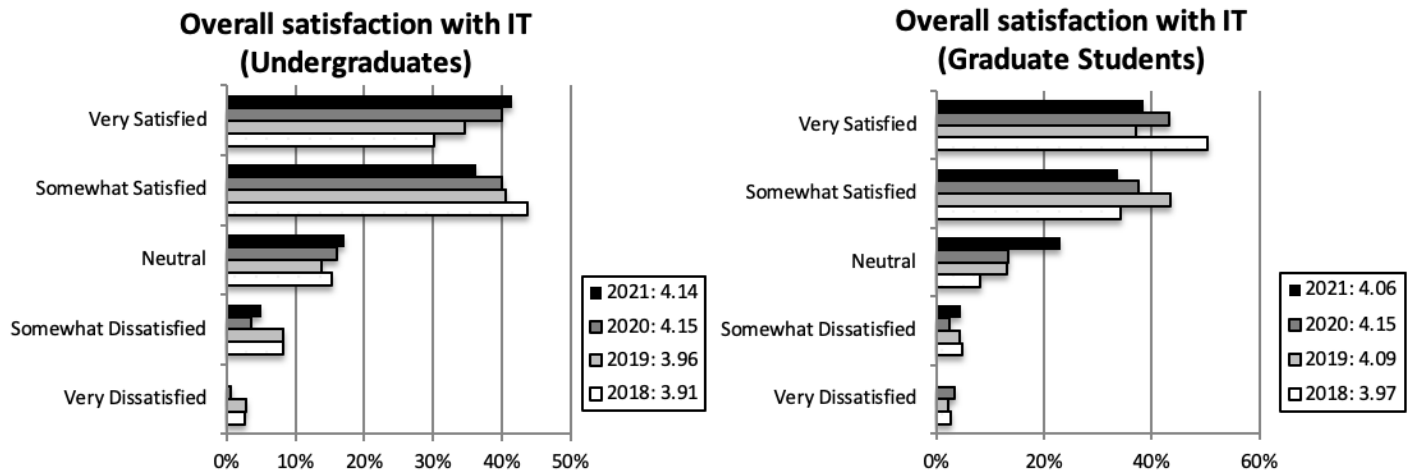


Figure 2. Overall satisfaction reported by constituent group

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.

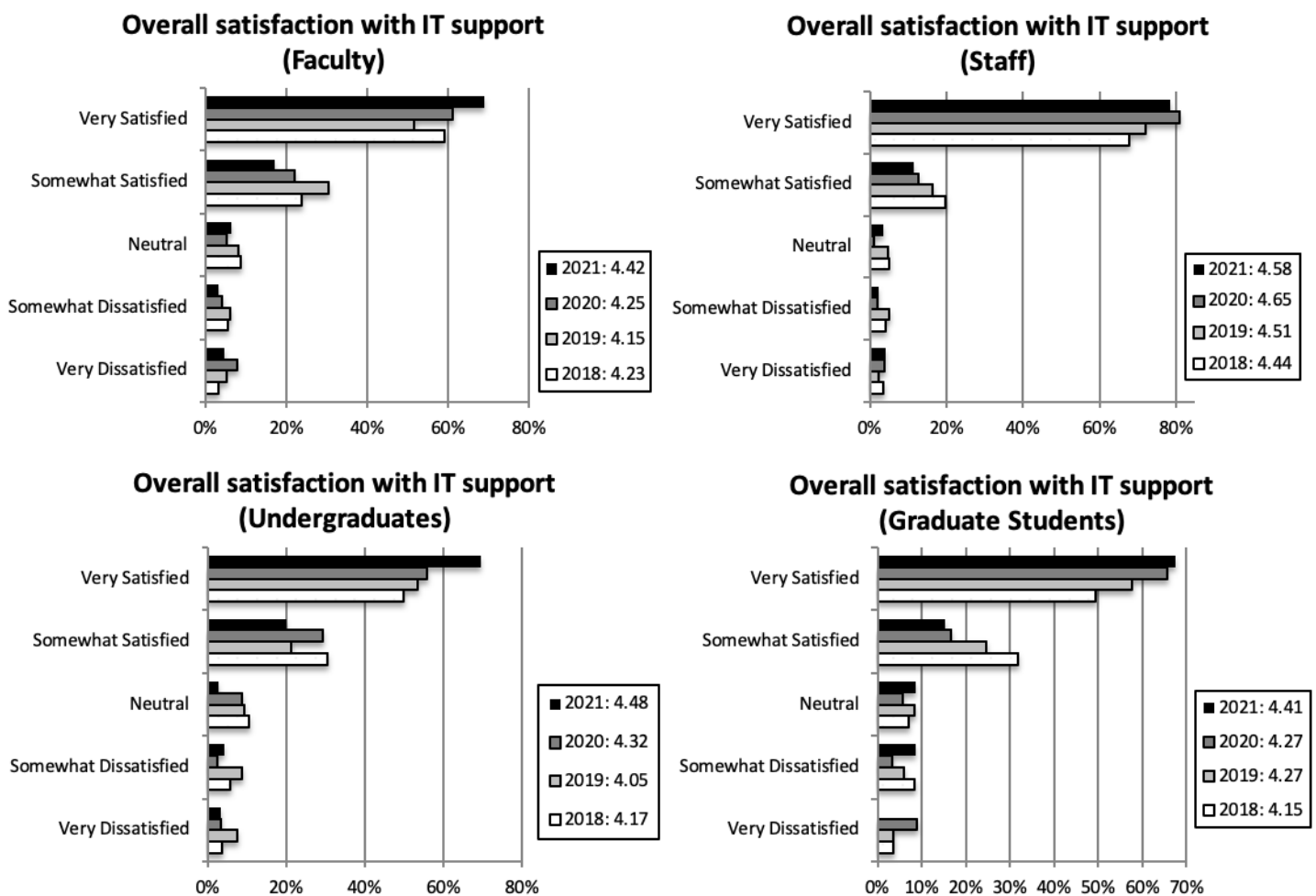
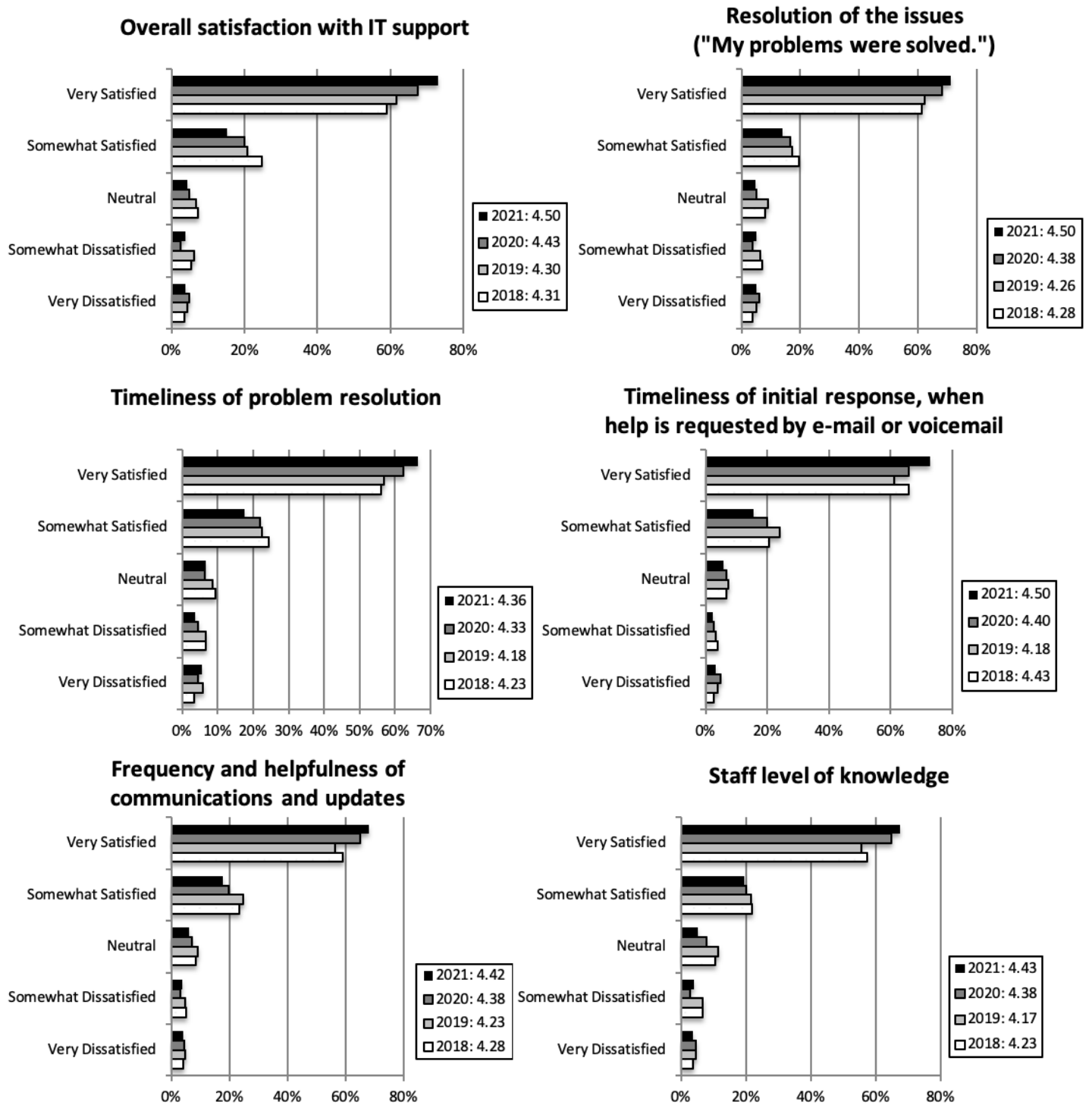
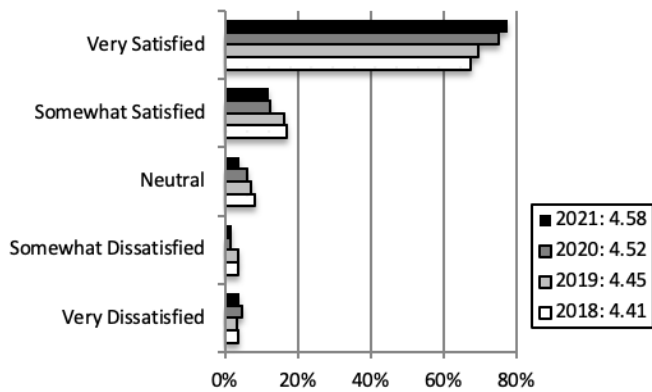


Figure 3. Overall satisfaction with IT support by constituent group

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.



Attitude of the staff



Professionalism of the staff

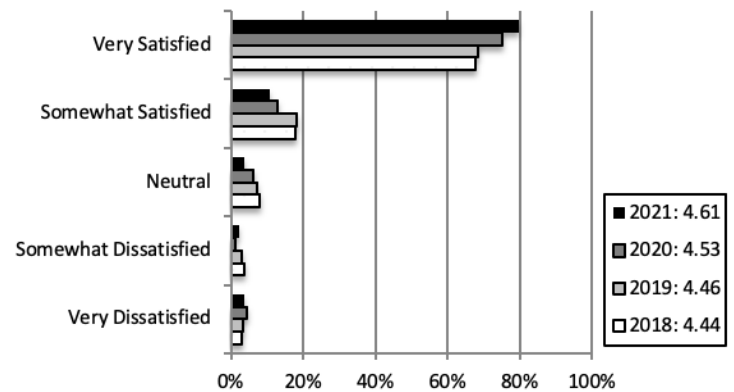
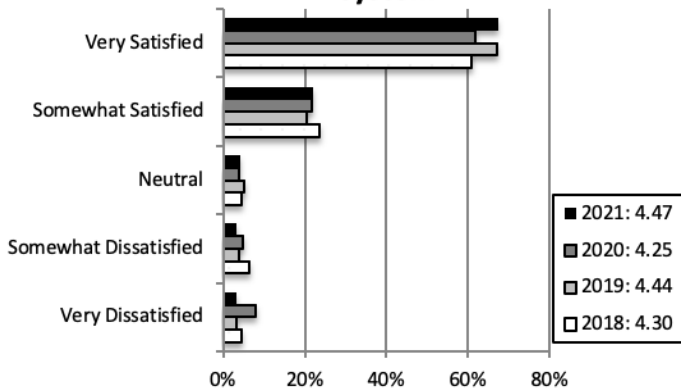


Figure 4. Satisfaction with IT support by category

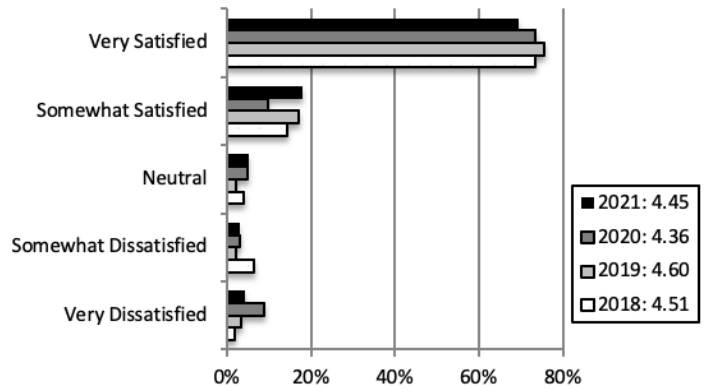
Satisfaction with IT Purchasing System Process

Figure 5 shows quantitative data regarding satisfaction with the IT purchasing system. All metrics remained above the goal of a minimum 4.0 average satisfaction.

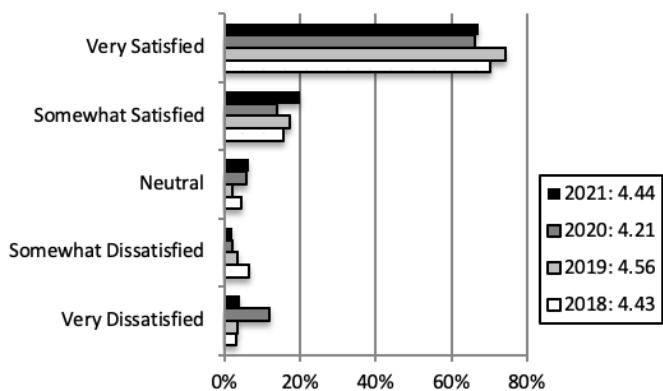
Overall satisfaction with IT purchasing system



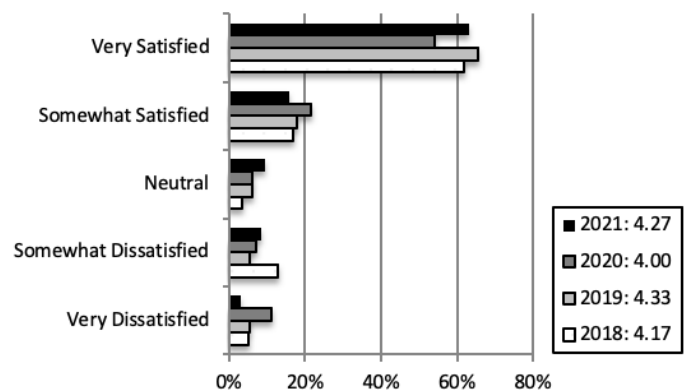
Timeliness of initial response to request



Timeliness of placing the order



Timeliness of receiving the equipment



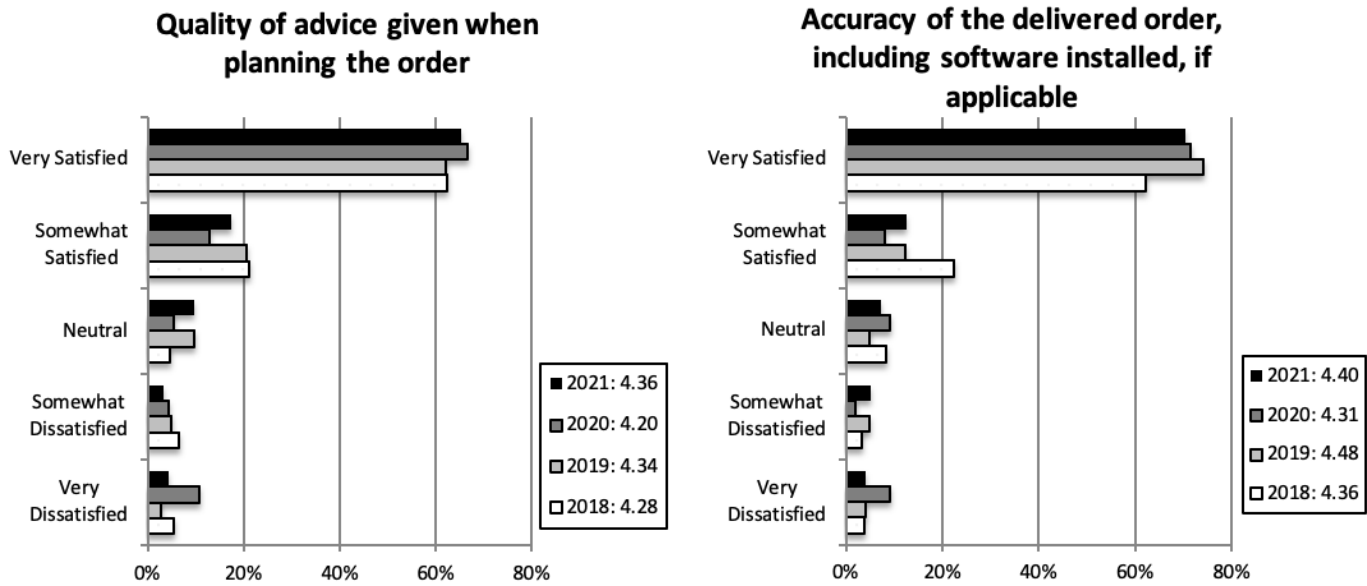


Figure 5. Satisfaction with the IT purchasing system

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.

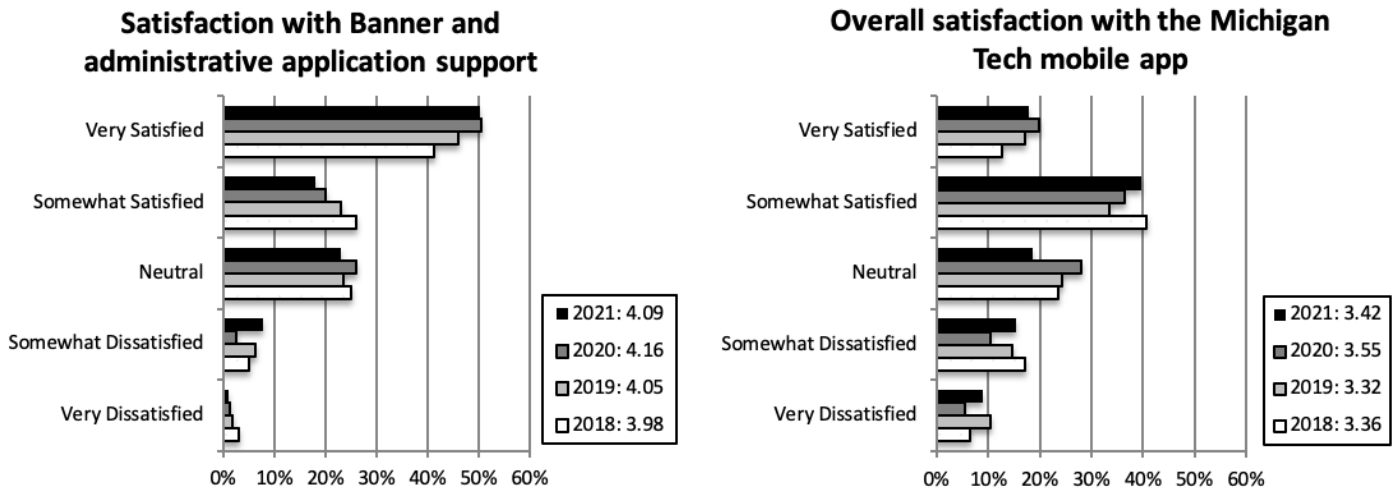
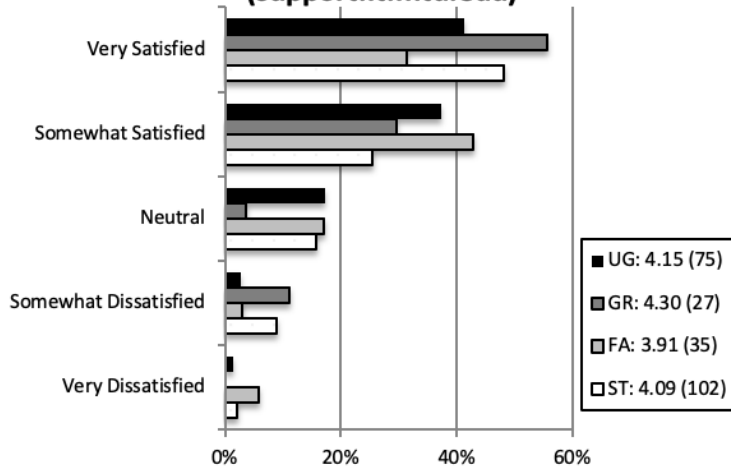


Figure 6. Satisfaction with Banner and administrative application support and mobile app

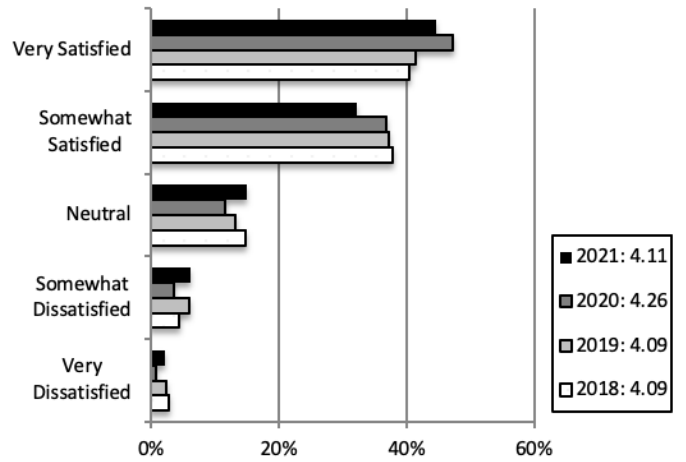
The satisfaction with the Michigan Tech mobile app remained below 4.0. IT will continue to review the feedback and consider options for improvement.

IT continues to offer our wireless network at the Houghton County Memorial Airport, a software distribution center, self-help customer support center as well as a standard remote assistance tool.

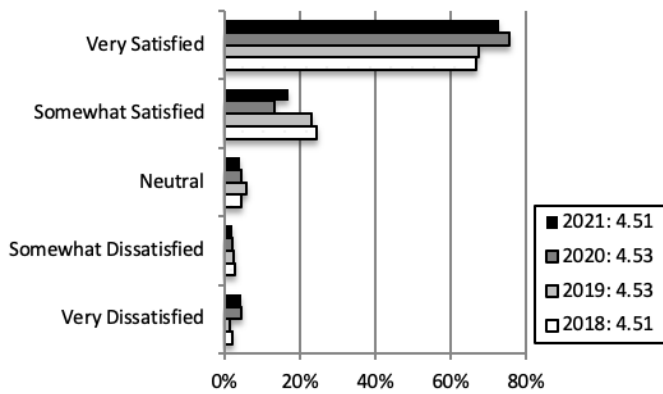
Overall satisfaction with the customer support center in 2021 (support.it.mtu.edu)



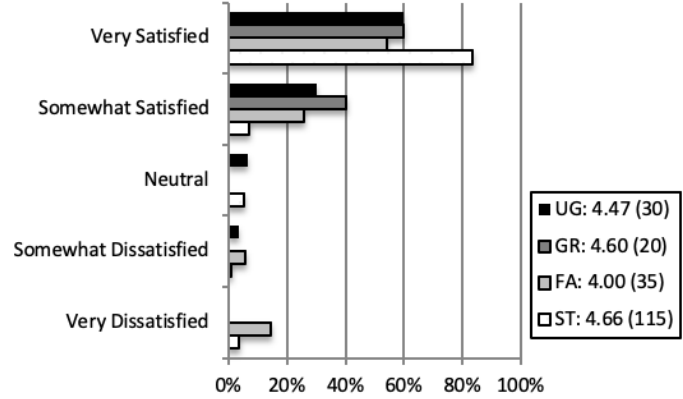
Overall satisfaction with the customer support center (support.it.mtu.edu)



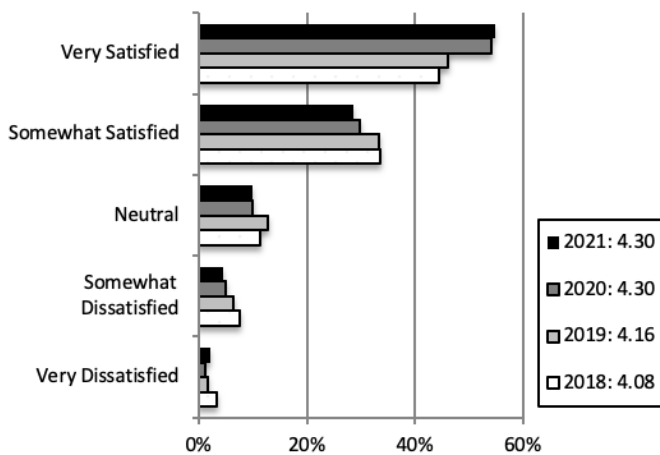
Overall satisfaction with our remote assistance



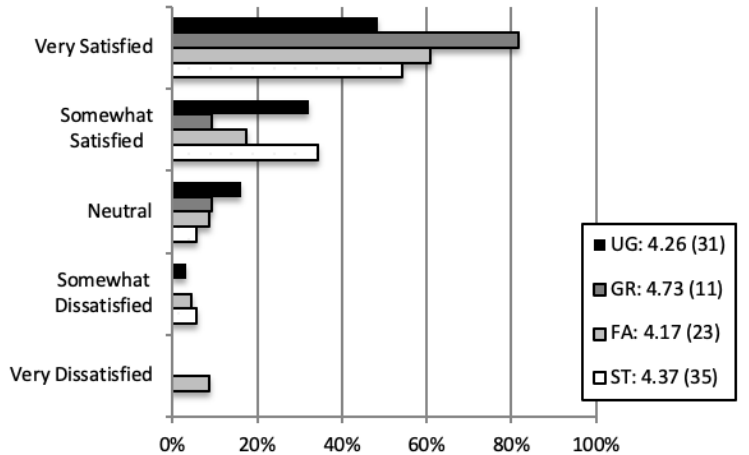
Overall satisfaction with our remote assistance (2021)



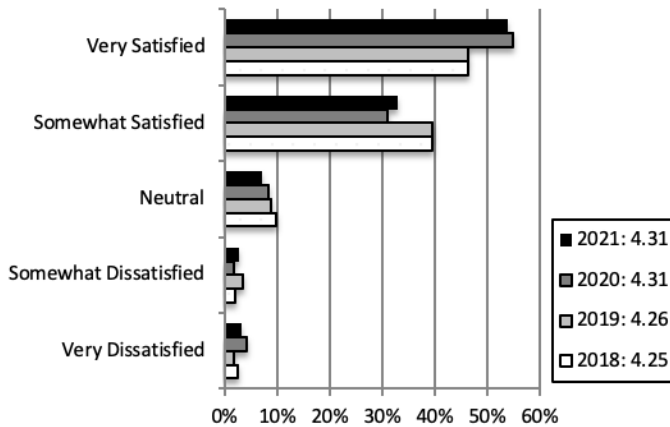
Overall satisfaction with our wireless at the Houghton County Memorial Airport



Overall satisfaction with our wireless at the Houghton County Memorial Airport (2021)



Overall satisfaction with the software distribution center



Overall satisfaction with the software distribution center (2021)

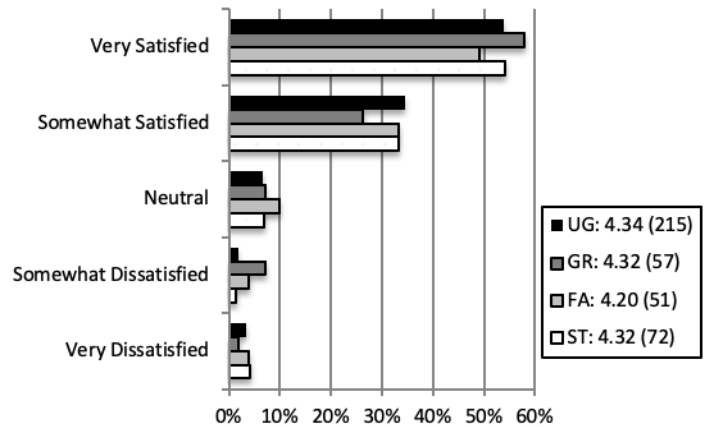
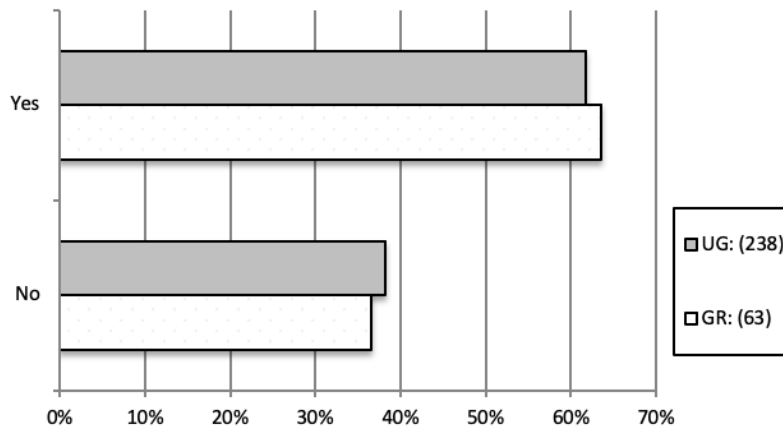


Figure 7. Satisfaction with miscellaneous IT systems

Have you utilized campus computers (in-person or remote connection) to complete your coursework during this academic year?



Why did you utilize campus computers (in-person or remote connection) to complete your coursework during this academic year?

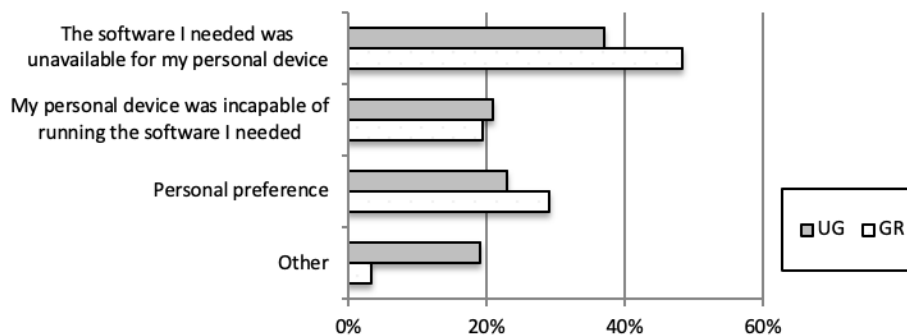
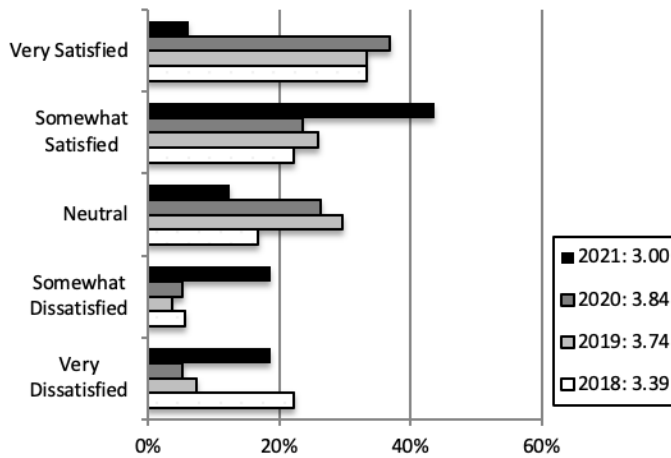
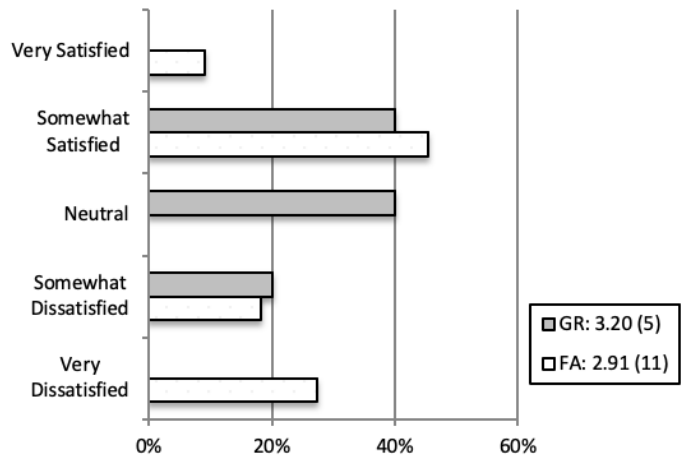


Figure 8. Utilization of campus computers for academic coursework

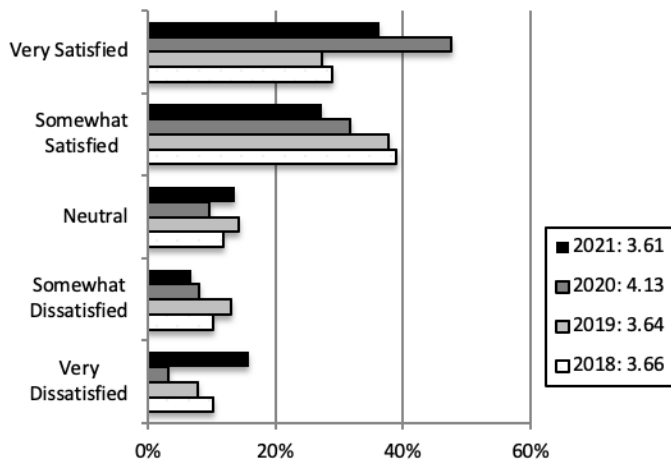
Are you satisfied with the support that you receive for HPC resources?



Are you satisfied with the support that you receive for HPC resources? (2021)



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? (2021)

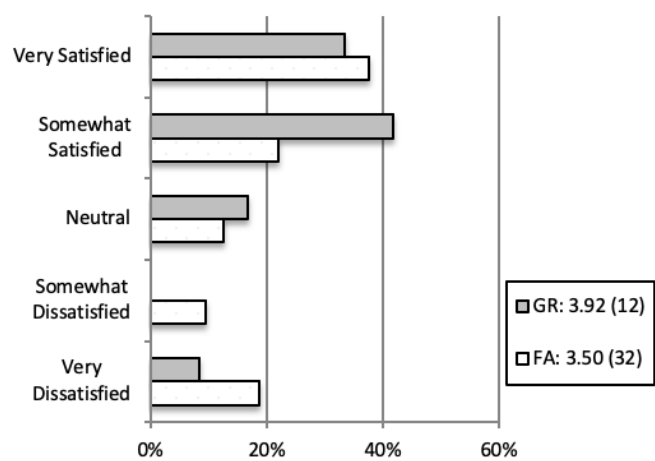


Figure 9. Satisfaction with High Performance (HPC) and general research computing support

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.