Michigan Technological University
Information Technology

Information Technology at Michigan Tech: 2016 Survey Results

Information Technology
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Information Technology at Michigan Tech:
2016 Survey Results and Discussion

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Executive Summary

An anonymous survey of Michigan Tech's Information Technology (IT) was conducted in April and May of 2016. Participation was voluntary, and 1,078 responses were recorded.

Participation rates were 26% of faculty, 28% of staff, 8% of undergraduate students, and 10% of graduate students.

The questions, originally developed in 2014 in collaboration with two Social Sciences faculty members, remained consistent with the 2015 and 2016 surveys with a few exceptions: since 2014, three questions were added to measure satisfaction with new service offerings; in 2015, one question was reworded to make the measurement more meaningful. Each year, survey results are used to initiate continual improvement within the IT organization.

This year's results once again indicate an improvement in almost every aspect of satisfaction. Overall satisfaction with the IT environment on campus improved from an average score of 3.56 to 3.89; IT strives for a minimum average score of 4.0 in all metrics. Many metrics improved with none showing any significant decreases.

While IT is pleased that customer satisfaction levels continue to trend upward, we remain committed to continual improvement and sincerely value our customers' feedback. The following report shows year-to-year progress tracking.

Introduction

An anonymous survey of Michigan Tech's Information Technology (IT) was conducted in April and May of 2016, with the approval from the Michigan Tech Human Subjects Committee (IRB). As in previous years, the survey generated quantitative data and text-based comments. In addition to reviewing the summarized data responses, all 246 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 2016 survey 1,078 responses were recorded, compared to 1,436 in 2015 and 1,652 in 2014. The participant response rate is as follows:

- 122 faculty (26%)
- 369 staff (28%)
- 427 undergraduate students (8%)
- 153 graduate students (10%)
- 7 "other"

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 and 2016 surveys with a few exceptions. Since 2014, three questions were added to measure satisfaction with new service offerings; in 2015, one question was reworded to make the measurement more meaningful. Each year, survey results are used to initiate continual improvement within the IT organization. This report shows year-to-year progress tracking.

Participation rates for the last three surveys (2014–2016) are included below.

	2016	**2015**	**2014**
Faculty	122 (26%)	154 (30%)	189 (40%)
Staff	369 (28%)	367 (28%)	435 (41%)
Undergraduate	427 (8%)	718 (14%)	816 (15%)
Graduate	153 (10%)	190 (14%)	177 (13%)
"Other"	7	7	35

Comment counts for the last three surveys (2014–2016) are included below.

	2016	**2015**	**2014**
Comments	246	328	633

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.

How satisfied are you with the overall IT environment on campus?
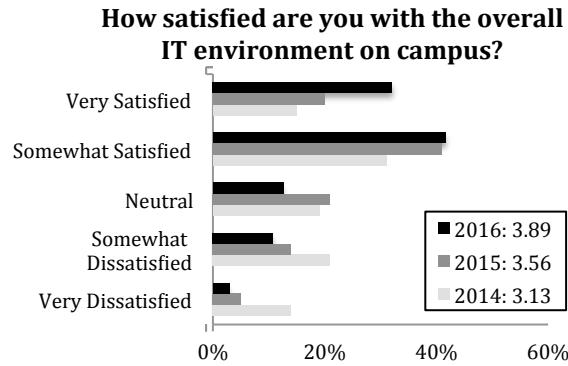

Figure 1. Overall satisfaction reported by all respondents

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.
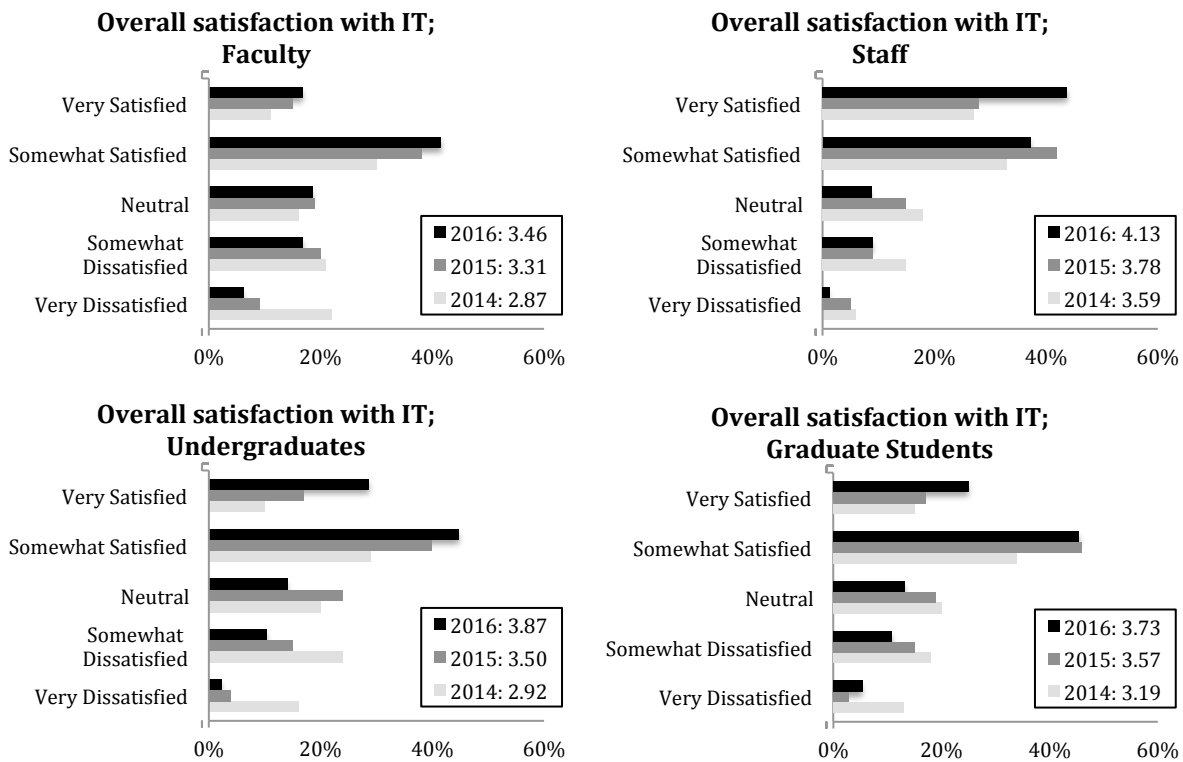
Overall satisfaction with IT; Faculty

Overall satisfaction with IT; Staff

Overall satisfaction with IT; Undergraduates

Overall satisfaction with IT; Graduate Students

Figure 2. Overall satisfaction reported by constituent group

Figures 1 and 2 show substantial improvement in user satisfaction among every constituent group.

Satisfaction with User Support

Figure 3 shows distributions of overall user support satisfaction by constituent group.

Overall satisfaction with IT user support; Faculty

Overall satisfaction with IT user support; Staff

Overall satisfaction with IT user support; Undergraduates

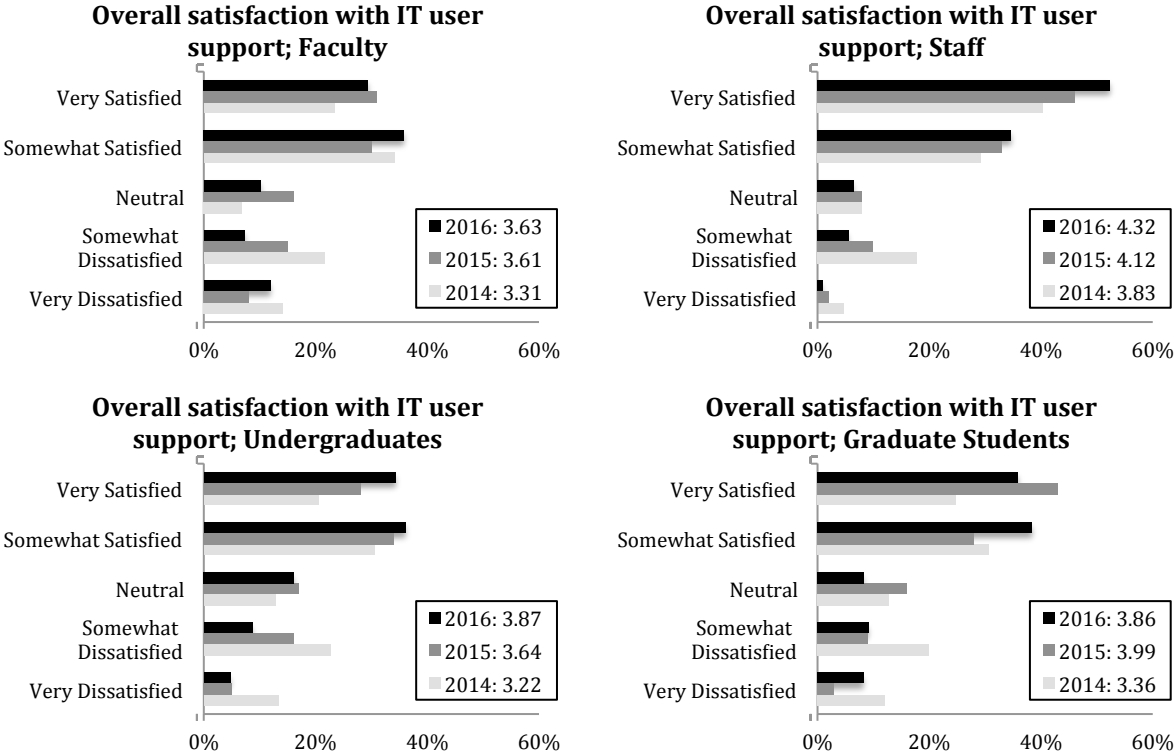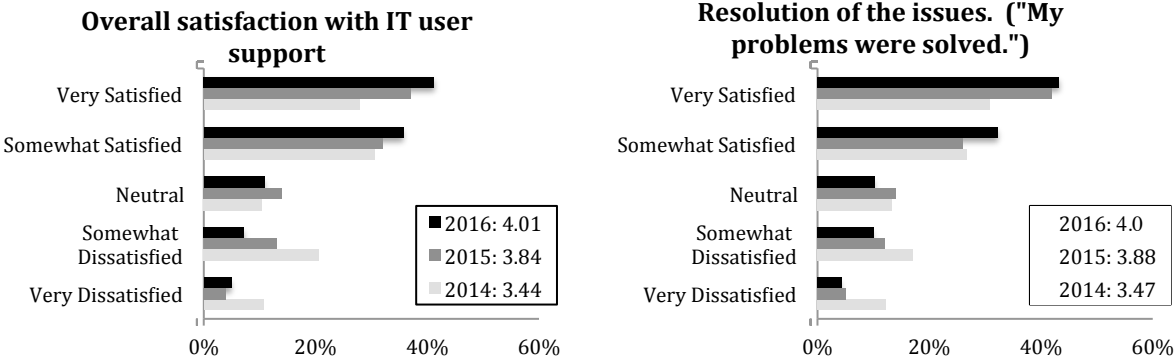### Overall satisfaction with IT user support; Graduate Students

Figure 3. Overall satisfaction with User Services by constituent group

The survey asked for satisfaction on a wide range of categories of user support; the distributions are presented in Figure 4. Many metrics are either at or approaching the goal of a 4.0 average user satisfaction.
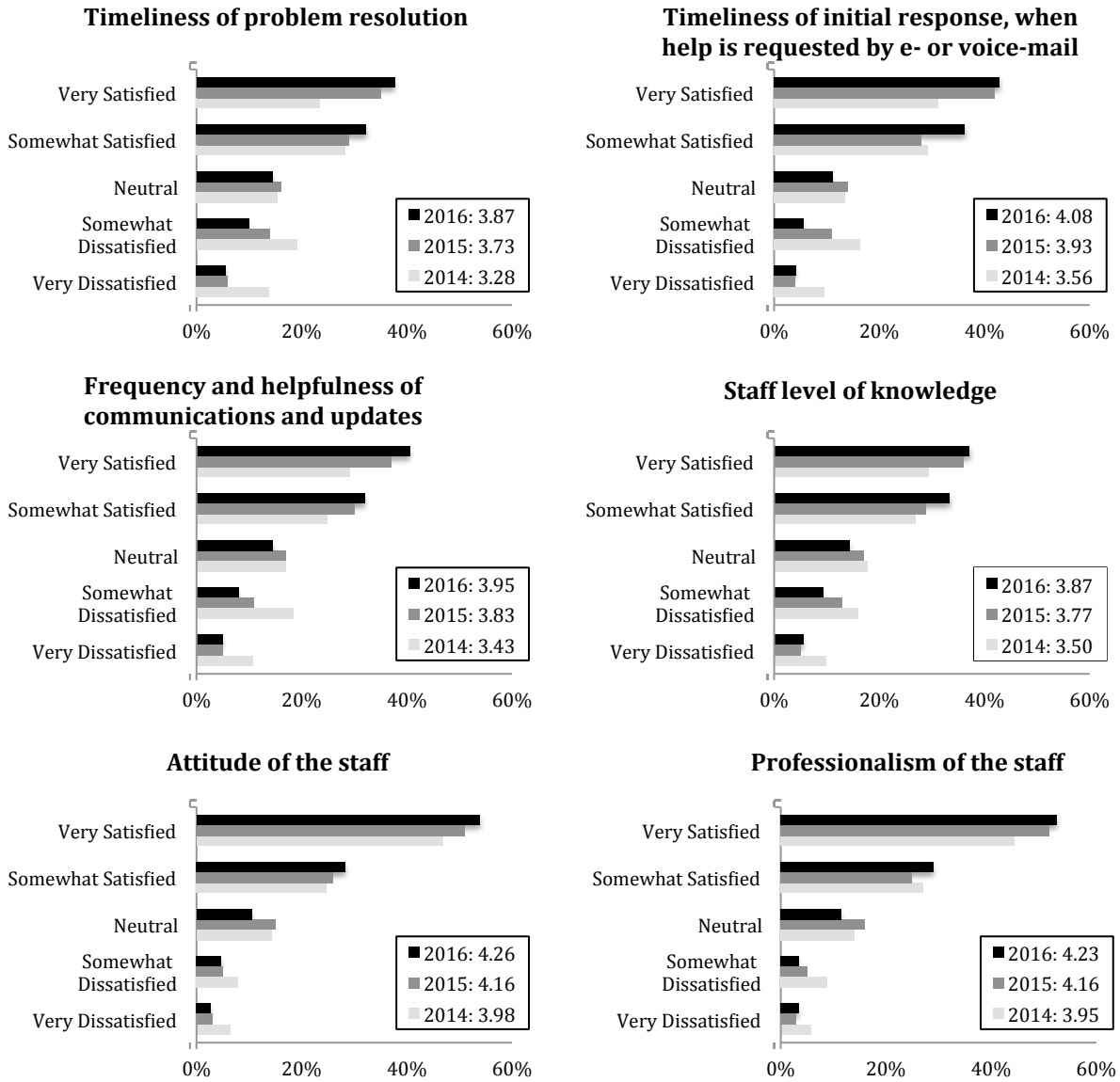
Overall satisfaction with IT user support

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

Timeliness of problem resolution

Legend: 2016: 3.87, 2015: 3.73, 2014: 3.28

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

Legend: 2016: 4.08, 2015: 3.93, 2014: 3.56

Frequency and helpfulness of communications and updates

Legend: 2016: 3.95, 2015: 3.83, 2014: 3.43

Staff level of knowledge

Legend: 2016: 3.87, 2015: 3.77, 2014: 3.50

Attitude of the staff

Legend: 2016: 4.26, 2015: 4.16, 2014: 3.98

Professionalism of the staff

Legend: 2016: 4.23, 2015: 4.16, 2014: 3.95

Figure 4. Satisfaction with User Services by category

Satisfaction with the Computing Environment in the Library

Figure 5 shows student satisfaction with the overall computing and collaboration environment in the Library.
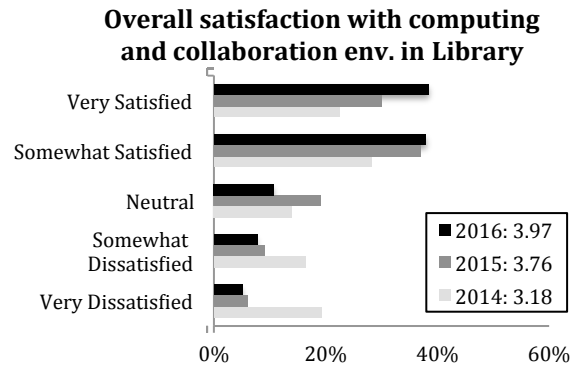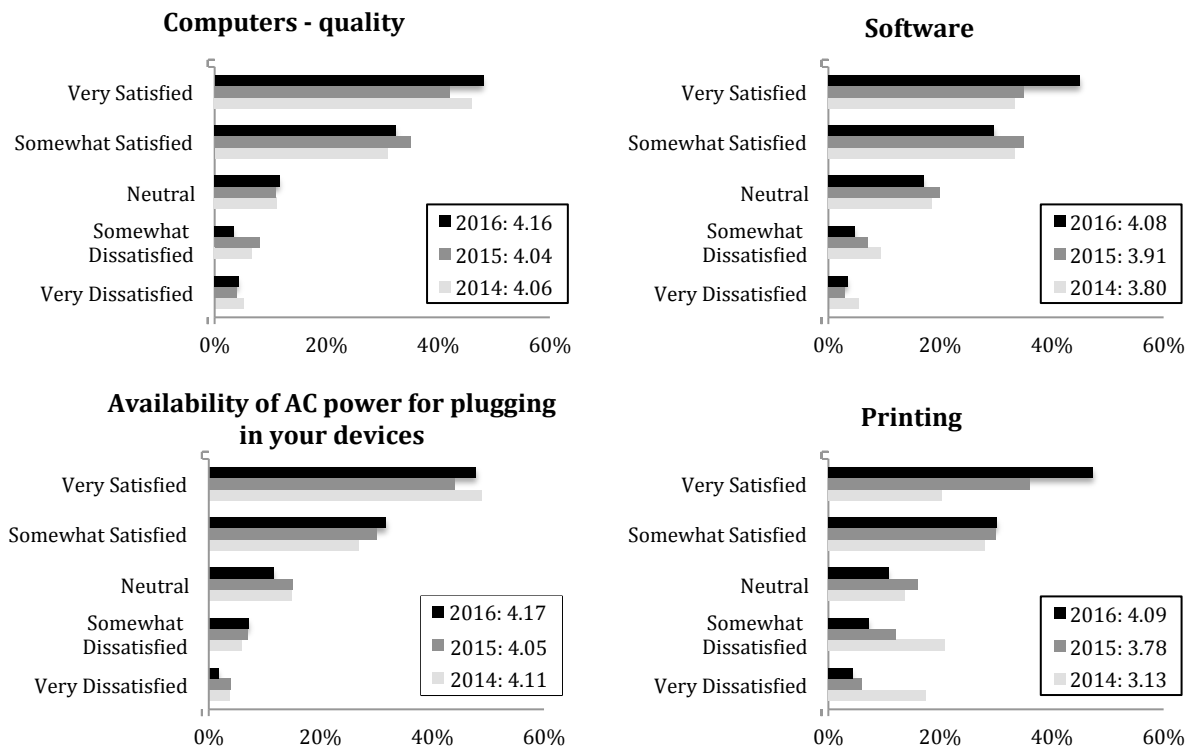
Overall satisfaction with computing and collaboration env. in Library

Figure 5. Satisfaction with Library computing environment

IT and the Library continue to collaborate and respond to feedback from faculty, students, and staff to ensure continual improvement to the support and services IT offers in the Library.

Figure 6 shows specific aspects of satisfaction with the Library computing environment.
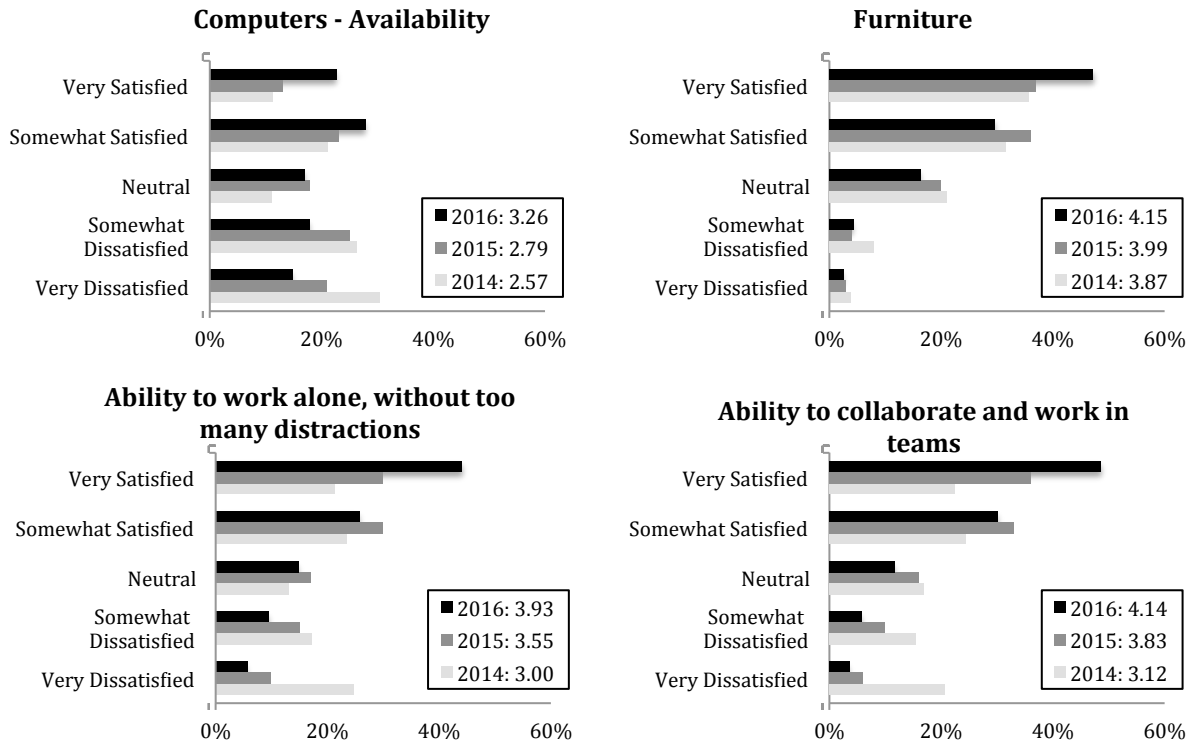
Computers - quality

Software

Availability of AC power for plugging in your devices

Printing

Computers - Availability

Legend:
- 2016: 3.26
- 2015: 2.79
- 2014: 2.57

Furniture

Legend:
- 2016: 4.15
- 2015: 3.99
- 2014: 3.87

Ability to work alone, without too many distractions

Legend:
- 2016: 3.93
- 2015: 3.55
- 2014: 3.00

Ability to collaborate and work in teams

Legend:
- 2016: 4.14
- 2015: 3.83
- 2014: 3.12

Figure 6. Satisfaction with Library computing environment; specific topics

Figure 6 reveals substantial improvement in satisfaction with:

- Printing
- Availability of computers
- Ability to work alone without distractions

Improvements introduced from actions taken based on customer feedback and collaboration with the Library contributed to these increases.

Satisfaction with the Wireless Network

The wireless network was a primary focus for IT in 2015 and continues to be in 2016. Increased stability in the network is the likely cause of the improved satisfaction for both metrics shown in Figure 7.
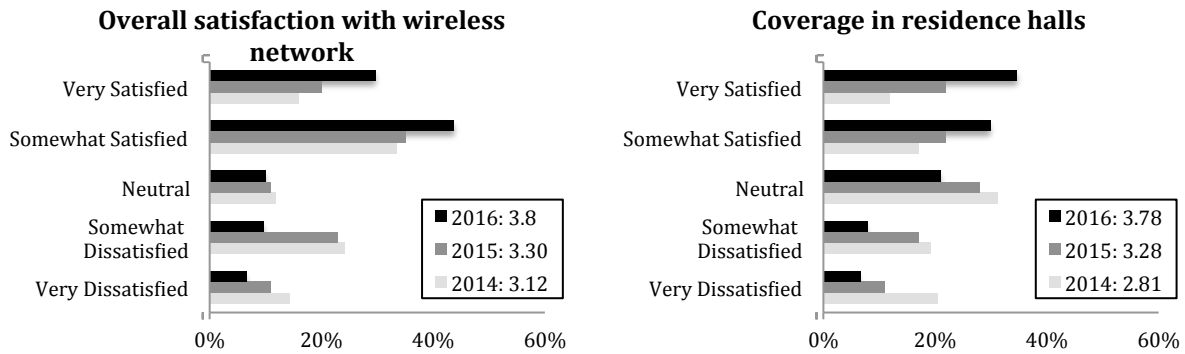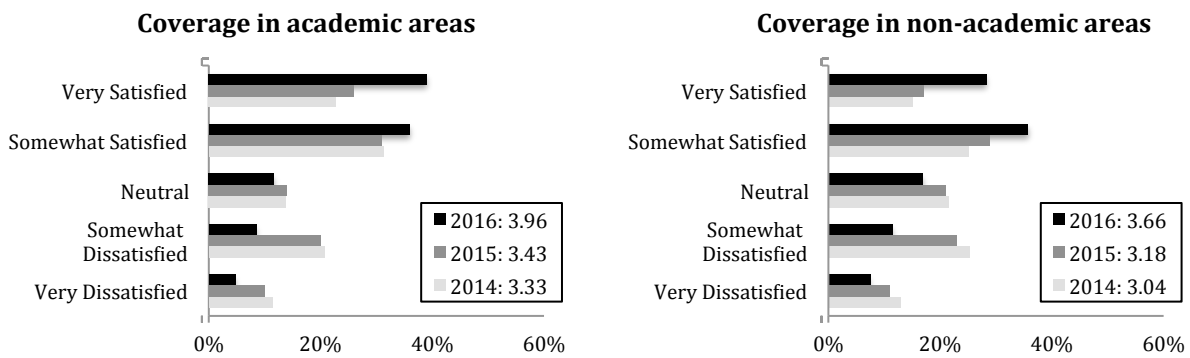

Figure 7. Satisfaction with the wireless network overall and with coverage in the Residence Halls

IT continues to work with the Residential Life staff to improve the wireless network and coverage in response to specific student complaints. Feedback is also gathered through participation in the bi-annual housing survey when students are asked to rate their IT services. Results are aggregated by individual house within each hall.

Figure 8 shows more details of satisfaction with the wireless network. Satisfaction improved significantly, likely due to the increased stability of the network.
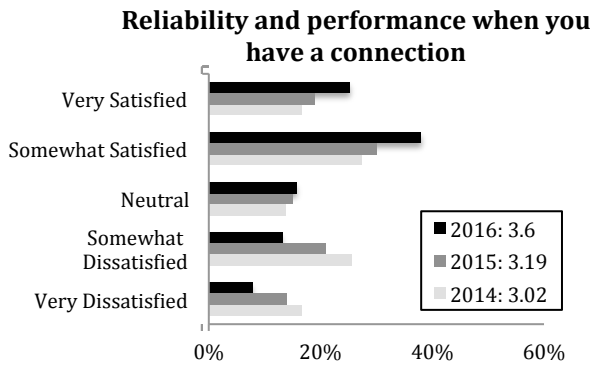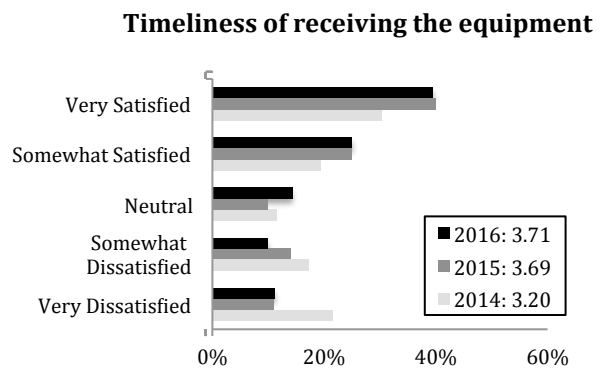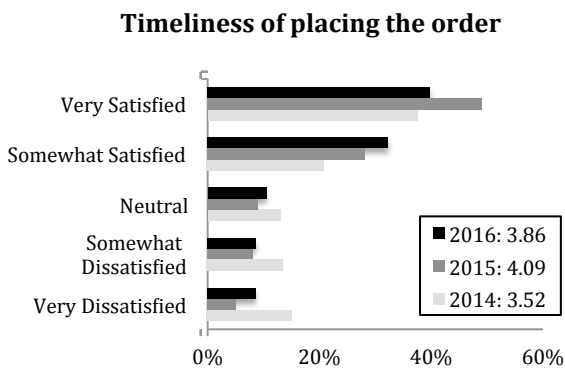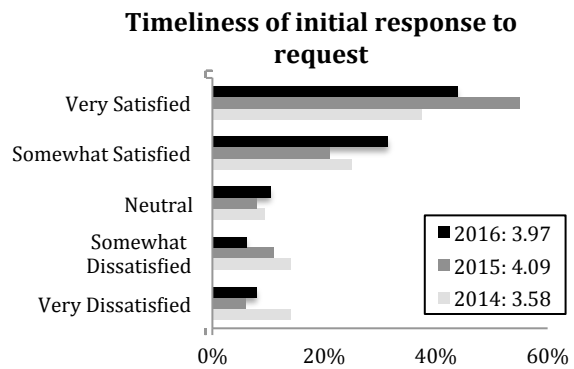
Reliability and performance when you have a connection

Very Satisfied
Somewhat Satisfied
Neutral
Somewhat Dissatisfied
Very Dissatisfied

- 2016: 3.6
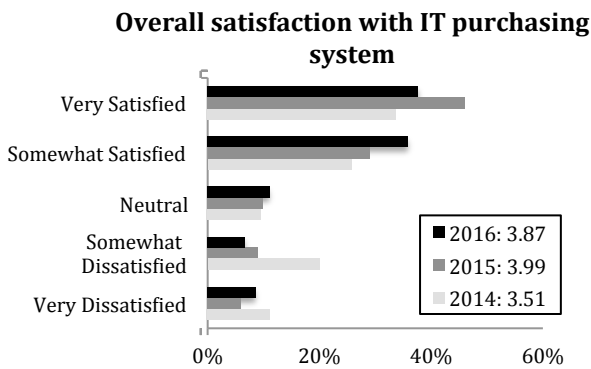- 2015: 3.19
- 2014: 3.02

0%   20%   40%   60%

Figure 8. Satisfaction with the wireless network; specific topics

Satisfaction with IT Purchasing System

Figure 9 shows quantitative data regarding satisfaction with the IT purchasing system. Some metrics dropped slightly in 2016; IT will revisit and review its purchasing operations.

Overall satisfaction with IT purchasing system

Very Satisfied
Somewhat Satisfied
Neutral
Somewhat Dissatisfied
Very Dissatisfied

- 2016: 3.87
- 2015: 3.99
- 2014: 3.51

0%   20%   40%   60%

Timeliness of initial response to request

Very Satisfied
Somewhat Satisfied
Neutral
Somewhat Dissatisfied
Very Dissatisfied

- 2016: 3.97
- 2015: 4.09
- 2014: 3.58

0%   20%   40%   60%

Timeliness of placing the order

Very Satisfied
Somewhat Satisfied
Neutral
Somewhat Dissatisfied
Very Dissatisfied

- 2016: 3.86
- 2015: 4.09
- 2014: 3.52

0%   20%   40%   60%

Timeliness of receiving the equipment

Very Satisfied
Somewhat Satisfied
Neutral
Somewhat Dissatisfied
Very Dissatisfied

- 2016: 3.71
- 2015: 3.69
- 2014: 3.20

0%   20%   40%   60%

Quality of advice given when planning the order

Very Satisfied	
Somewhat Satisfied	
Neutral	
Somewhat Dissatisfied	
Very Dissatisfied	

2016: 3.83
2015: 3.81
2014: 3.54

0% 20% 40% 60%

Accuracy of the delivered order, including software installed

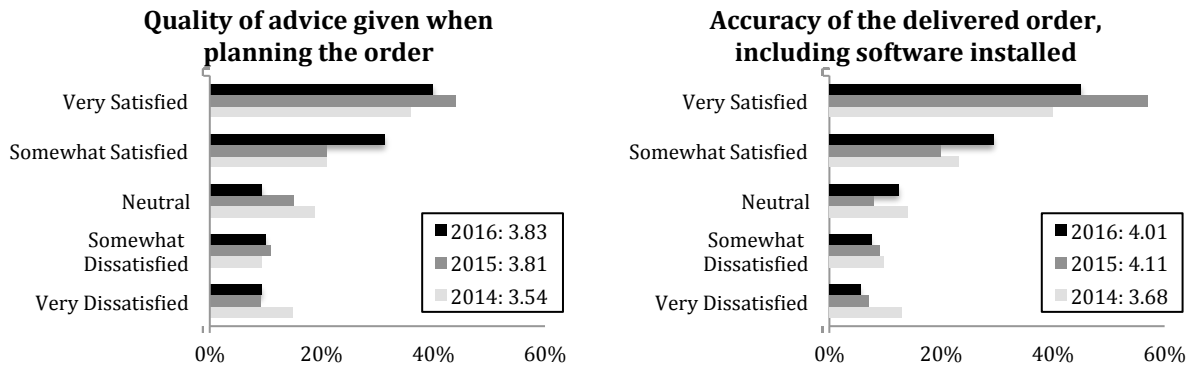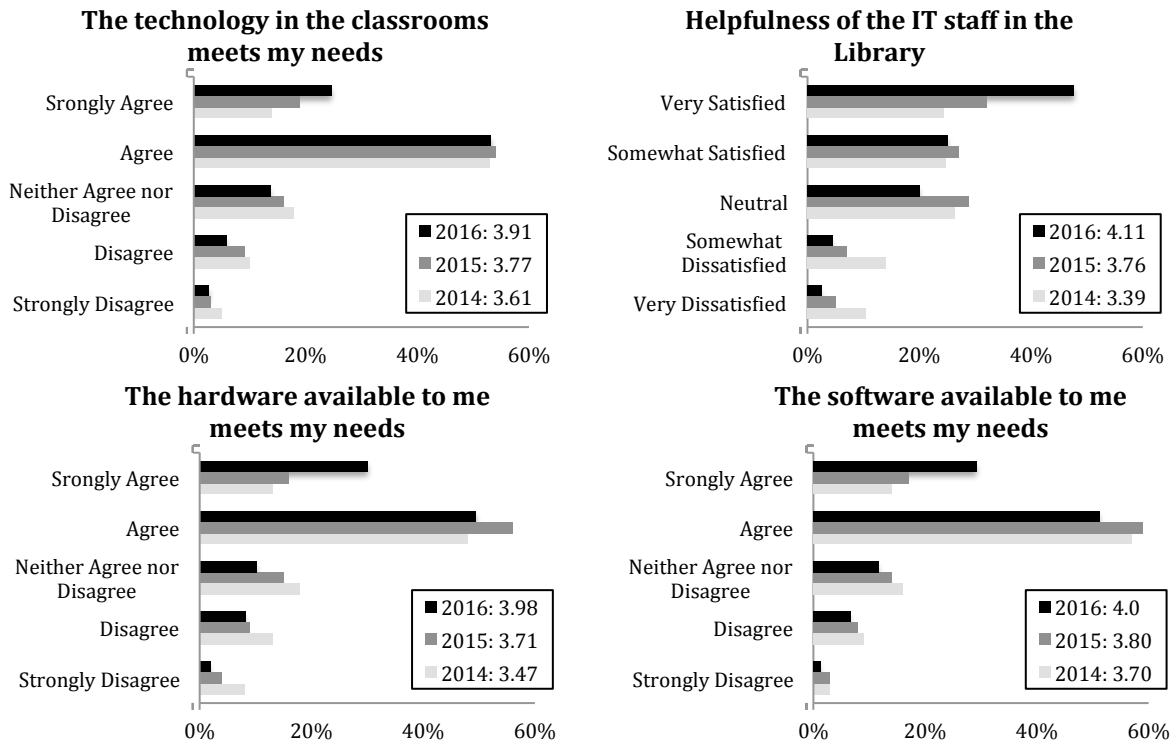|	
Very Satisfied	
Somewhat Satisfied	
Neutral	
Somewhat Dissatisfied	
Very Dissatisfied	

2016: 4.01
2015: 4.11
2014: 3.68

0% 20% 40% 60%

Figure 9. Satisfaction with the IT purchasing system

Miscellaneous

Figure 10 shows satisfaction with miscellaneous IT services.

The technology in the classrooms meets my needs

Srongly Agree	
Agree	
Neither Agree nor Disagree	
Disagree	
Strongly Disagree	

2016: 3.91
2015: 3.77
2014: 3.61

0% 20% 40% 60%

Helpfulness of the IT staff in the Library

Very Satisfied	
Somewhat Satisfied	
Neutral	
Somewhat Dissatisfied	
Very Dissatisfied	

2016: 4.11
2015: 3.76
2014: 3.39

0% 20% 40% 60%

The hardware available to me meets my needs

Srongly Agree	
Agree	
Neither Agree nor Disagree	
Disagree	
Strongly Disagree	

2016: 3.98
2015: 3.71
2014: 3.47

0% 20% 40% 60%

The software available to me meets my needs

Srongly Agree	
Agree	
Neither Agree nor Disagree	
Disagree	
Strongly Disagree	

2016: 4.0
2015: 3.80
2014: 3.70

0% 20% 40% 60%

Satisfaction with wired network

Overall satisfaction with the software distribution center

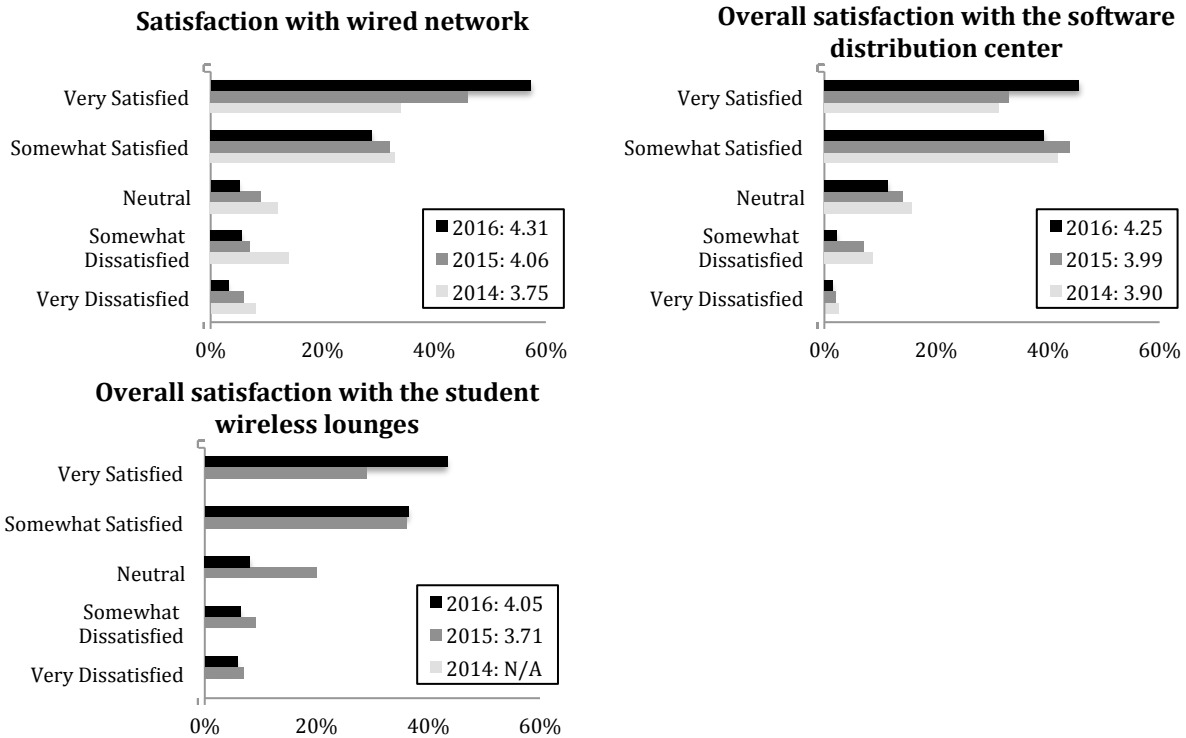**Overall satisfaction with the student wireless lounges**

Figure 10. Satisfaction with miscellaneous IT systems

Figure 10 shows that people are generally highly satisfied with the miscellaneous services listed, and again, every metric improved.

Satisfaction with Banner and Administrative Application Support

Figure 11 shows satisfaction with Banner and administrative application support 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.
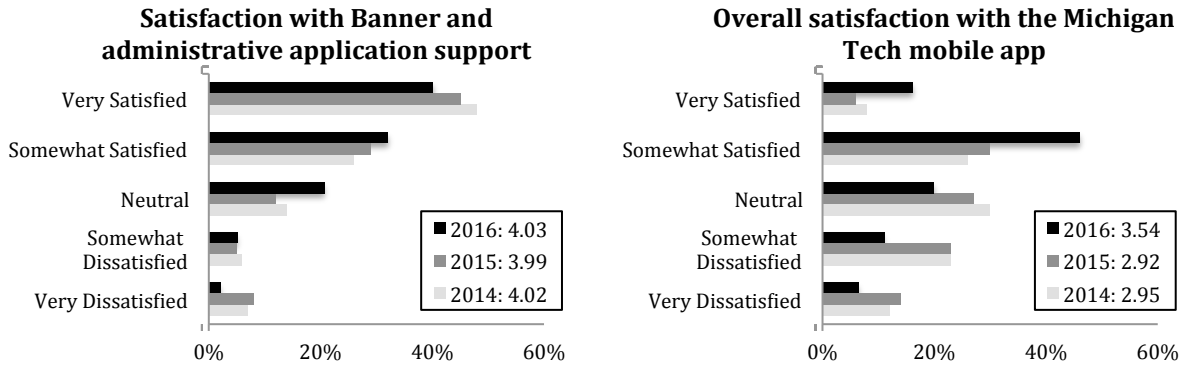
Figure 11. Satisfaction with Banner and administrative application support and mobile app

There was no significant change in satisfaction with Banner and administrative application support. The satisfaction with the Michigan Tech mobile app increased significantly, likely due to the rewrite of the application as well as improvements based on suggestions from the 2015 survey.

Two new questions were added in the 2016 survey, related to satisfaction of new IT service offerings. IT now offers a self-help customer support center as well as a standard remote assistance tool.
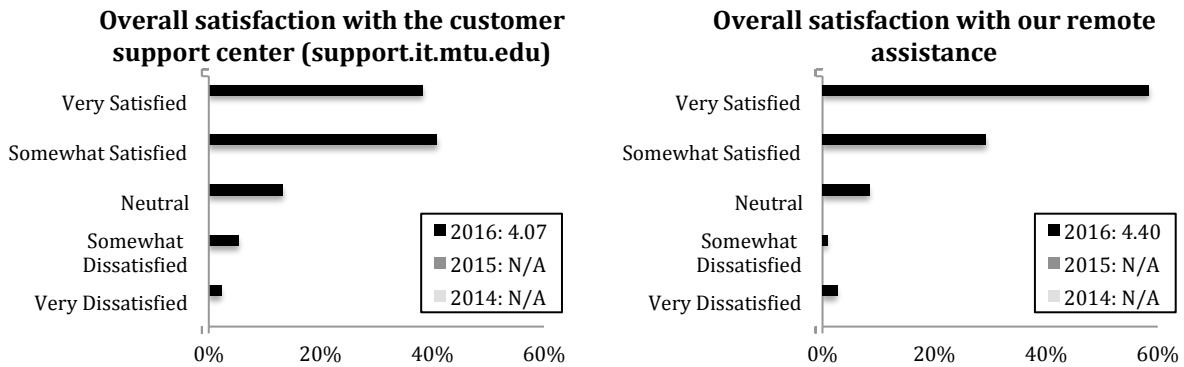

Figure 12. Satisfaction with customer support center (support.it.mtu.edu) and remote assistance

Figure 12 shows that our customers appreciate these new services.

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 almost every aspect of satisfaction with the IT environment on campus. Many metrics improved with none showing any significant decreases.

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