ANNUAL TECHNOLOGY SURVEY

Faculty, Staff, & Students
AY23-24

Other (please describe): [5%, 24]

Student [18%, 94]

Faculty [38%, 201]

Staff [40%, 210]
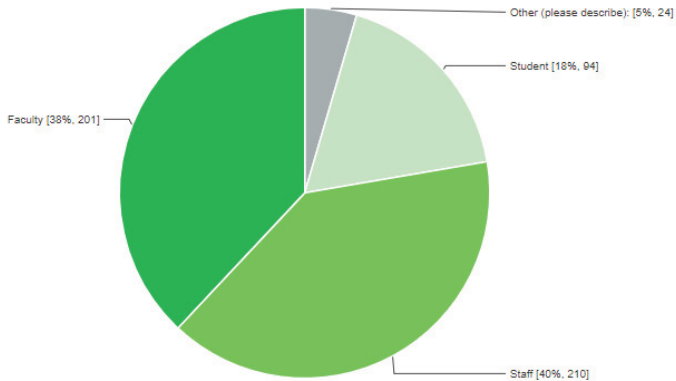
PRIMARY ROLE AT THE UNIVERSITY

CUSTOMER SERVICE

OVERVIEW - CUSTOMER SERVICE

Category	Question No.	Survey Question	All Respondents	Students	Faculty/Staff/Other
Customer Service	2.1	Do you know how to request IT assistance or IT services?	Yes - 398 - 94.31% No - 5 - 1.18% Not Sure - 19 - 4.5%	Yes - 85 - 48% No - 3 - 4.84% Not Sure - 6 - 9.68%	Yes - 345 - 95.83% No - 2 - 0.56% Not Sure - 13 - 3.61%
Customer Service	2.2	How likely are you to utilize self-services help resources before interacting with an IT agent?	7.81	8.45	7.69
Customer Service	2.3	How satisfied are you with the timeliness of IT's response and follow up to your issues?	7.65	8.02	7.59
Customer Service	2.4	How satisfied are you with the timeliness of IT's communication to the campus on service changes, updates, or disruptions/outages?	8.34	8.32	8.34
Customer Service	2.5	How satisfied are you with IT's ability to resolve issues that you encounter?	8.04	8.08	8.03
Customer Service	2.6	How satisfied are you with IT's ability to empathize and understand when assisting you?	7.99	8.25	7.95
Customer Service	2.7	How satisfied are you with IT's availability when you need help (via phone, email, chat, etc.)?	7.99	8.23	7.95
Customer Service	2.8	How satisfied are you with training resources provided by IT for technology systems and services?	7.31	7.97	7.20
Customer Service	2.9	How satisfied are you that the services provided by IT enable you to perform your job?	Faculty/Staff Only	N/A	7.85
Customer Service	2.10	How satisfied are you that the services provided by IT enable you to learn?	Students Only	7.79	N/A
Customer Service	2.11	If you scored any items in this section less than an "8", please provide feedback on how the IT team could have improved that experience.	See Comments	N/A	N/A
Customer Service	2.12	What improvements would you suggest to enhance the IT customer service experience overall?	See Comments	N/A	N/A
Customer Service	2.13	Please rank how you prefer to contact IT for assistance.	1) E-Mail 2) Chat 3) Phone 4) Walk Up 5) Ticket 6) Other (See Comments)	1) Chat 2) E-Mail 3) Phone 4) Walk Up 5) Ticket 6) Other (See Comments)	1) E-Mail 2) Chat 3) Phone 4) Ticket Form 5) Walk Up Other (See Comments)
Customer Service	2.14	Please rank how you prefer to receive IT communications.	1) E-Mail 2) Website 3) Newsletter 4) MyMU Banner 5) MyMU Pop Up 6) Other (See Comments)	1) E-Mail 2) MyMU Banner 3) Website 4) MyMU Pop Up 5) Newsletter 6) Other (See Comments)	1) E-Mail 2) Website 3) Newsletter 4) MyMU Pop Up 5) MyMU Banner 6) Other (See Comments)

94% OF FACULTY, STAFF, & STUDENTS KNOW HOW TO REQUEST IT SERVICES

No [1.18%, 5]
Not Sure [4.50%, 19]
Yes [94.31%, 398]
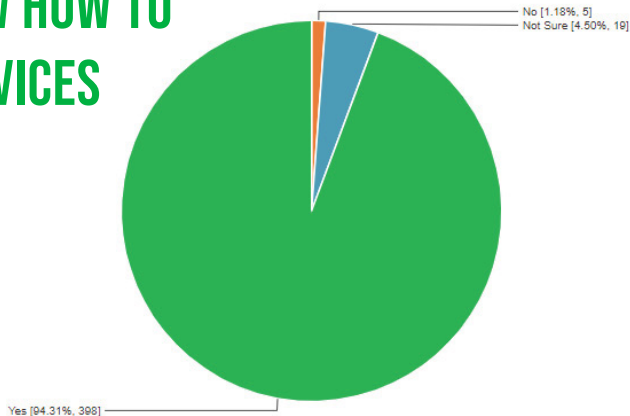
MARSHALL
INFORMATION
TECHNOLOGY

TECHNOLOGY SELF-SERVICE IS IMPORTANT TO FACULTY, STAFF, & STUDENTS

On a scale of 1 (low) to 10 (high), how likely are you to utilize self-service help resources before interacting with an IT agent?

Field	Min	Max	Mean	Standard Deviation	Variance	Responses
On a scale of 1 (low) to 10 (high), how likely are you to utilize self-service help resources before interacting with an IT agent?	1.00	10.00	7.81	2.31	5.35	419
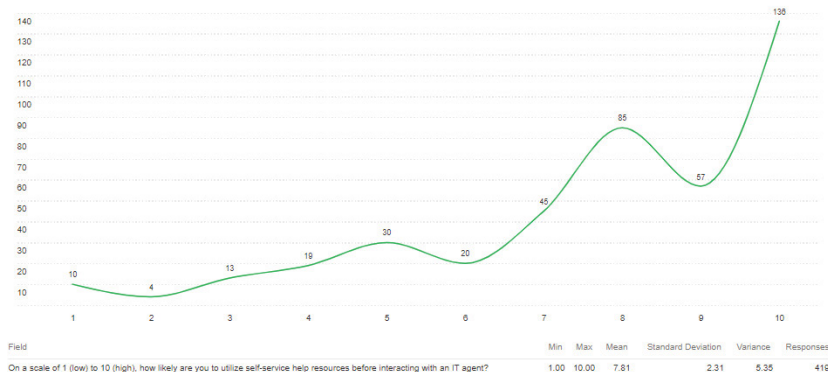
What's Coming in 2024-2025

TECHNOLOGY KNOWLEDGE BASE

INCLUDING A FULLY POWERED TECHNOLOGY LLM FOR MUIT SERVICE

TEXT/WHAT'S APP INTEGRATION

OPTION FOR IT ASSISTANCE

INFORMATION TECHNOLOGY

TIMELINESS OF IT RESPONSE IS A TOP PRIORITY FOR AY24-25

On a scale of 1 (low) to 10 (high), how satisfied are you with the timeliness of IT's response and follow up to your issues?

Field	Min	Max	Mean	Standard Deviation	Variance	Responses
On a scale of 1 (low) to 10 (high), how satisfied are you with the timeliness of IT's response and follow up to your issues?	1.00	10.00	7.65	2.46	6.07	417
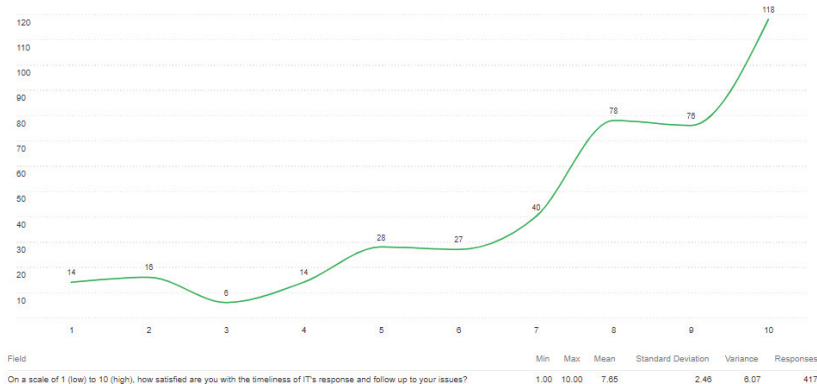
What's Coming in 2024-2025

NEW IT SERVICE
MANAGEMENT SYSTEM
INTEGRATED WITH MYMU

REDEFINED SERVICE
PROCEDURES & EXPECTATIONS
FOR MUIT TEAM

IT SERVICE &
EXPERIENCE MANAGER
ROLE ON THE MUIT TEAM

M MARSHALL

INFORMATION
TECHNOLOGY

IT COMMUNICATIONS & CHANGE MANAGEMENT PROCEDURES ARE IMPROVING

On a scale of 1 (low) to 10 (high), how satisfied are you with the timeliness of IT's communication to the campus on service changes, updates, or disruptions/outages?
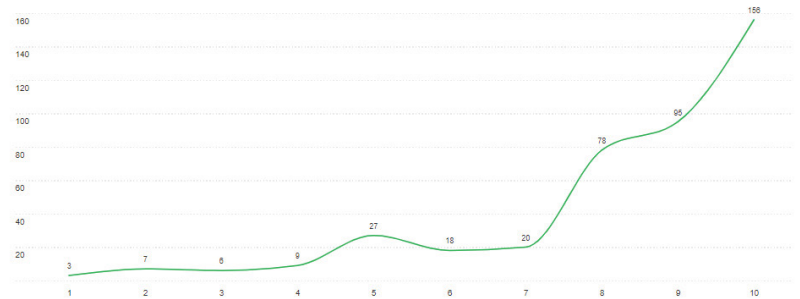
Field	Min	Max	Mean	Standard Deviation	Variance	Responses
On a scale of 1 (low) to 10 (high), how satisfied are you with the timeliness of IT's communication to the campus on service changes, updates, or disruptions/outages?	1.00	10.00	8.34	2.01	4.06	419

What's Coming in 2024-2025

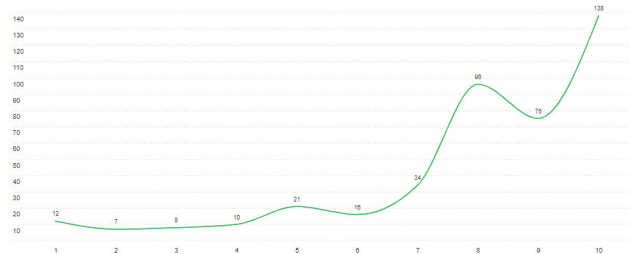SHARED GOVERNANCE UPDATES FOR TECHNOLOGY DECISION MAKING

TECHNOLOGY OUTAGES & STATUS UPDATE PAGE ON THE NEW MYMU

NEW & IMPROVED IT COMMUNICATIONS PLAN

MARSHALL

INFORMATION TECHNOLOGY

On a scale of 1 (low) to 10 (high), how satisfied are you with IT's ability to resolve issues that you encounter?

Field		Min.	Max.	Mean	Standard Deviation	Variance	Responses
On a scale of 1 (low) to 10 (high), how satisfied are you with IT's ability to resolve issues that you encounter?		1.00	10.00	8.04	2.25	5.07	417

On a scale of 1 (low) to 10 (high), how satisfied are you with IT's ability to empathize and understand when assisting you?
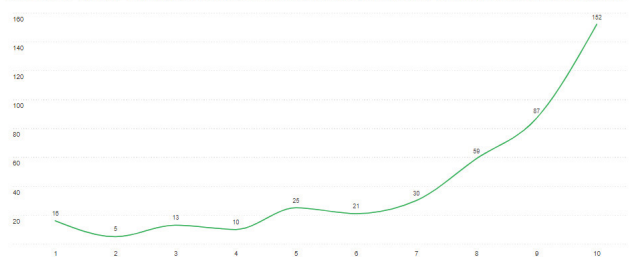
Field		Min.	Max.	Mean	Standard Deviation	Variance	Responses
On a scale of 1 (low) to 10 (high), how satisfied are you with IT's ability to empathize and understand when assisting you?		1.00	10.00	7.99	2.44	5.94	418

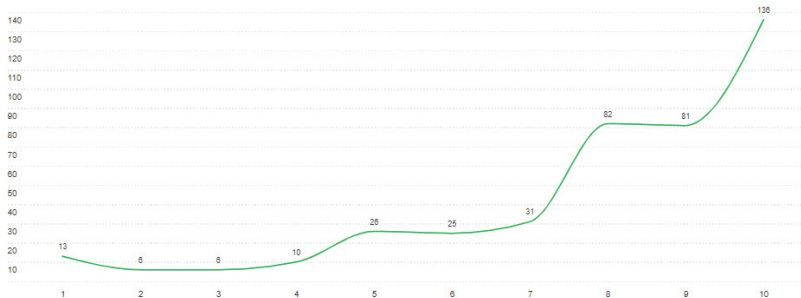# GREATER FOCUS ON DEEP CUSTOMER EMPATHY FOR A DELIGHTFUL EXPERIENCE

MANDATORY
CUSTOMER SERVICE & DESIGN FOR DELIGHT TRAINING
FOR MUIT STAFF

MARSHALL

INFORMATION TECHNOLOGY

SERVICE SUPPORT MODALITIES EXPANDING TO SUPPORT CHAT AND AI

On a scale of 1 (low) to 10 (high), how satisfied are you with IT's availability when you need help (via phone, email, chat, etc.)?

Field	Min	Max	Mean	Standard Deviation	Variance	Responses
On a scale of 1 (low) to 10 (high), how satisfied are you with IT's availability when you need help (via phone, email, chat, etc.)?	1.00	10.00	7.99	2.27	5.18	416

What's Coming in 2024-2025

DEDICATED PHONE SUPPORT STAFF
& CALL BACK PROCEDURES
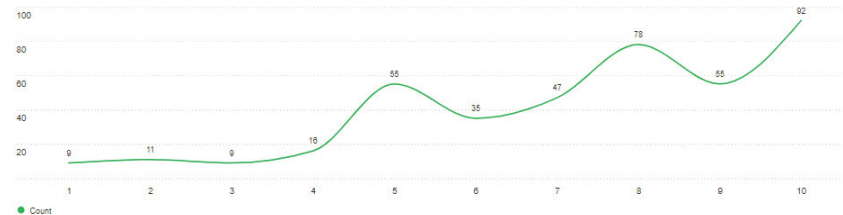
AI-POWERED CHAT

SUPPORT
TEXT & WHAT'S APP

MYMU INTEGRATION

MARSHALL
INFORMATION TECHNOLOGY

BUILDING A ROBUST IT TRAINING & EDUCATION PROGRAM

On a scale of 1 (low) to 10 (high), how satisfied are you with training resources provided by IT for technology systems and services?

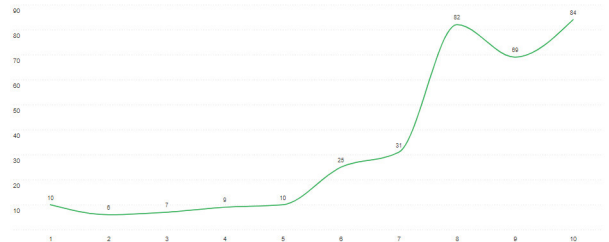| Field	Min	Max	Mean	Standard Deviation	Variance	Responses
On a scale of 1 (low) to 10 (high), how satisfied are you with training resources provided by IT for technology systems and services?	1.00	10.00	7.31	2.34	5.48	407

What's Coming in 2024-2025

IT TRAINING &
EDUCATION MANAGER
RESOURCED ON THE MUIT TEAM

M
MARSHALL

INFORMATION
TECHNOLOGY

On a scale of 1 (low) to 10 (high), how satisfied are you that the services provided by IT enable you to perform your job?

Chart data points: 10, 6, 7, 9, 10, 25, 31, 82, 69, 84

Field	Min	Max	Mean	Standard Deviation	Variance	Responses
On a scale of 1 (low) to 10 (high), how satisfied are you that the services provided by IT enable you to perform your job?	1.00	10.00	7.85	2.22	4.93	333

On a scale of 1 (low) to 10 (high), how satisfied are you that the services provided by IT enable you to learn?

Chart data points: 2, 2, 1, 0, 10, 4, 2, 10, 4, 27
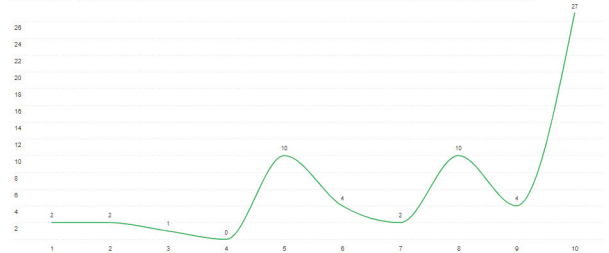
Field	Min	Max	Mean	Standard Deviation	Variance	Responses
On a scale of 1 (low) to 10 (high), how satisfied are you that the services provided by IT enable you to learn?	1.00	10.00	7.79	2.58	6.66	62

MUIT'S RECOMMITMENT TO SERVICE EXCELLENCE

MUIT recommits itself to delightful experiences for Marshall University's faculty, staff, & students.

We aim to receive at least an "8" or above on all survey questions moving forward.

PREFERRED MODALITIES FOR IT SUPPORT

NETWORK SERVICES

OVERVIEW - NETWORK SERVICES

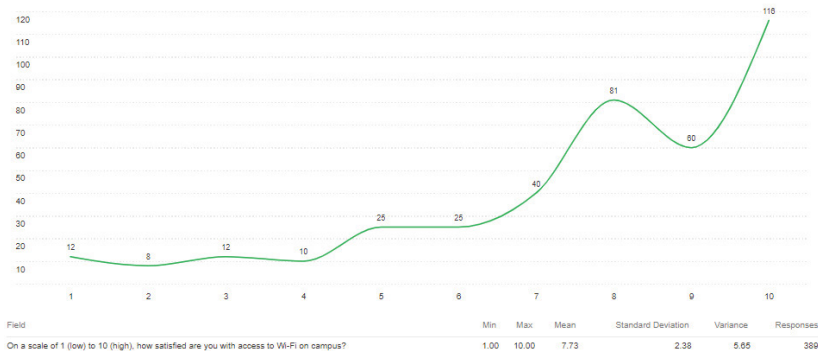| Category	Question No.	Survey Question	All Respondents	Students	Faculty/Staff/Other
Network Services	3.1	How satisfied are you with access to Wi-Fi on campus?	7.73	6.85	7.87
Network Services	3.2	If you have experienced on-campus Wi-Fi issues in the 90 days, where were you located when you experienced the issue?	See Comments	N/A	N/A
Network Services	3.3	If you have experienced on campus Wi-Fi issues in the 90 days, what type of device(s) were you using?	See Visualization	N/A	N/A
Network Services	3.4	If you have experienced on campus Wi-Fi issues in the 90 days, did you report this issue to the IT Service Desk?	Yes - 51 - 19% No - 222 - 81%	Yes - 7 - 16% No - 36 - 84%	Yes - 44 - 19% No - 186 - 81%
Network Services	3.5	If you did not report your Wi-Fi issues, what was the primary reason for not reporting it to the IT Service Desk?	See Comments	N/A	N/A

Note: Mean Values are out of a maxiumum score of 10

MARSHALL

INFORMATION TECHNOLOGY

CRITICAL NETWORK INFRASTRUCTURE UPGRADES & RESIDENCE HALL WIFI IMPROVEMENTS ARE NEEDED

On a scale of 1 (low) to 10 (high), how satisfied are you with access to Wi-Fi on campus?

Field							Min	Max	Mean	Standard Deviation	Variance	Responses
On a scale of 1 (low) to 10 (high), how satisfied are you with access to Wi-Fi on campus?							1.00	10.00	7.73	2.38	5.65	389

What's Coming in 2024-2025

UPGRADE OF ALL NETWORK SWITCH EQUIPMENT

SPLASH ACCESS HOME NETWORK PORTAL FOR SELF-SERVICE SUPPORT OF INTERNET OF THINGS IN RESIDENCE HALLS

MARSHALL

INFORMATION TECHNOLOGY

ACADEMIC TECHNOLOGIES

OVERVIEW - ACADEMIC TECHNOLOGIES

Category	Question No.	Survey Question	All Respondents	Students	Faculty/Staff/Other
Academy Technology	4.1	How satisfied are you with Blackboard Learning Management System?	5.46	7.68	5.12
Academy Technology	4.2	If you scored the previous question as an "8" or less, what functionality would improve your experience using Blackboard LMS?	See Comments	N/A	N/A
Academy Technology	4.3	What percentage of your courses are utilizing the full functionality of Blackboard LMS?	Students Only	None - 10% Up to 10% of Courses - 10% Up to 30% of Courses - 4% Up to 50% of Courses - 12% Up to 80% of Courses - 33% Up to 100% of Courses - 31%	N/A
Academy Technology	4.4	How would you rate your own proficiency in using Blackboard LMS?	Faculty/Staff Only	N/A	7.93
Academy Technology	4.5	What prevents you from utilizing the full functionality of Blackboard LMS?	See Comments	N/A	N/A
Academy Technology	4.6	How important to you are the following academic technologies to teach effectively?	Faculty/Staff Only	N/A	1) Student Response/Engagement 2) Active Learning Tools 3) Other (See Comments) 4) Video Platform 5) Lecture Capture 6) Hybrid/Virtual Classroom Capabilities
Academy Technology	4.7	How important to you are the following academic technologies to learn effectively?	Students Only	1) Active Learning 2) Recording Lectures 3) Virtually Attend Class 4) Polling/Engagement 5) Tutoring Software 6) Other (See Comments)	N/A
Academy Technology	4.8	How satisfied are you that the academic software provided by IT allows you to teach effectively?	Faculty/Staff Only	N/A	7.88
Academy Technology	4.9	How satisfied are you that the academic software provided by IT allows you to learn effectively?	Students Only	8.26	N/A
Academy Technology	4.10	How satisfied are you that the classroom technology provided by IT allows you to teach effectively?	Faculty/Staff Only	N/A	7.57
Academy Technology	4.11	On a scale of 1 (low) to 10 (high), how satisfied are you that the classroom technology provided by IT allows you to learn effectively?	Students Only	8.28	N/A
Academy Technology	4.12	If you scored any items in this section less than an "8", please provide feedback on how the IT team could have improved the Academic & Classroom Technology experience.	See Comments	N/A	N/A
Academy Technology	4.13	What improvements would you suggest to enhance the Academic & Classroom Technology experience as a whole?	See Comments	N/A	N/A

MARSHALL

INFORMATION TECHNOLOGY

On a scale of 1 (low) to 10 (high), how satisfied are you with Blackboard Learning Management System?

Field	Min	Max	Mean	Standard Deviation	Variance	Responses
On a scale of 1 (low) to 10 (high), how satisfied are you with Blackboard Learning Management System?	1.00	11.00	5.46	4.02	16.18	373

On a scale of 1 (low) to 10 (high), how would you rate your own proficiency in using Blackboard LMS?

Field	Min	Max	Mean	Standard Deviation	Variance	Responses
On a scale of 1 (low) to 10 (high), how would you rate your own proficiency in using Blackboard LMS?	1.00	11.00	7.93	2.70	7.30	143

ENCOURAGE ACADEMIC ADOPTION OF BLACKBOARD ULTRA

SIMPLIFY COURSE CREATION USING THE

AI DESIGN ASSISTANT

CONTENT BASED

ASSESSMENT GENERATION

What percentage of your courses are utilizing the full functionality of Blackboard LMS? (i.e., Course Management, Content Delivery, Assessment Tools, Grades, etc.)
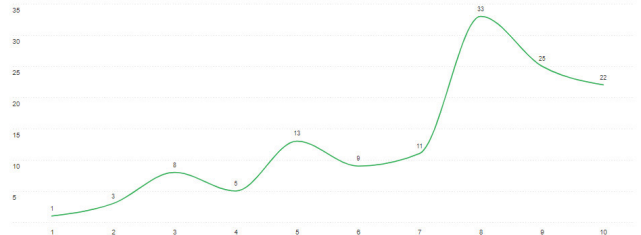

- None [10%, 5]
- Up to 10% of courses [10%, 5]
- Up to 30% of courses [4%, 2]
- Up to 50% of courses [12%, 6]
- Up to 80% of courses [33%, 16]
- 100% of courses [31%, 15]
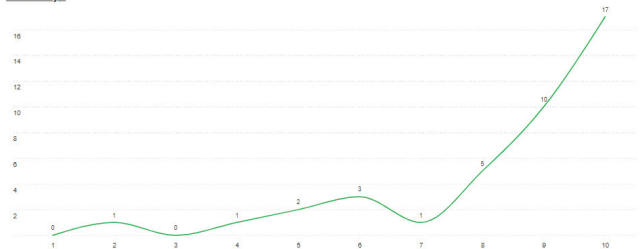
On a scale of 1 (low) to 10 (high), how satisfied are you that the academic software provided by IT allows you to teach effectively?

On a scale of 1 (low) to 10 (high), how satisfied are you that the academic software provided by IT allows you to learn effectively?

ASSESS CURRENT ACADEMIC TECHNOLOGIES FOR EFFECTIVENESS & SUPPORT INNOVATION IN TEACHING AND LEARNING

What's Coming in 2024-2025

### PILOT OF
KHAN ACADEMY & KHANMIGO AI
FOR TUTORING

ADOBE CREATIVE CAMPUS IMPLEMENTATION
INCLUDING ACCESS TO ALL FACULTY, STAFF, & STUDENTS
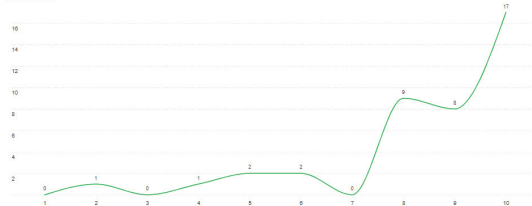
MARSHALL

INFORMATION TECHNOLOGY

MODERNIZING MU'S CLASSROOM TECHNOLOGY INFRASTRUCTURE
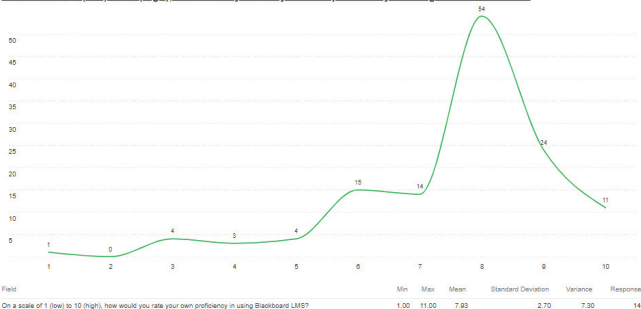
On a scale of 1 (low) to 10 (high), how satisfied are you that the classroom technology provided by IT allows you to teach effectively?

Field	Min	Max	Mean	Standard Deviation	Variance	Responses
On a scale of 1 (low) to 10 (high), how satisfied are you that the classroom technology provided by IT allows you to teach effectively?	1.00	11.00	7.57	3.09	9.57	130
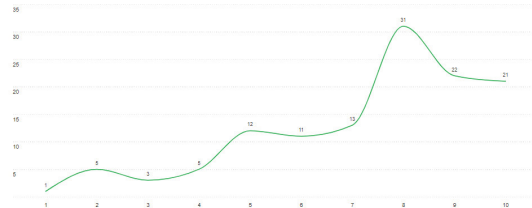
On a scale of 1 (low) to 10 (high), how satisfied are you that the classroom technology provided by IT allows you to learn effectively?

Field	Min	Max	Mean	Standard Deviation	Variance	Responses
On a scale of 1 (low) to 10 (high), how satisfied are you that the classroom technology provided by IT allows you to learn effectively?	1.00	11.00	8.26	3.51	12.29	47

What's Coming in 2024-2025

ACTIVE LEARNING
CLASSROOM UPGRADE
SMITH HALL 263 & HARRIS HALL 130

DEVELOPMENT OF A
CLASSROOM TECHNOLOGY STANDARD
SUPPORTING MULTIPLE MODALITIES

MARSHALL

INFORMATION TECHNOLOGY

ENTERPRISE TECHNOLOGIES

OVERVIEW - ENTERPRISE TECHNOLOGIES

| Category	Question No.	Survey Question	All Respondents	Students	Faculty/Staff/Other
Enterprise Technology	5.1	How satisfied are you that Banner works effectively for your business needs?	Faculty/Staff Only	N/A	6.01
Enterprise Technology	5.2	How easy is it to get the data you need from Banner to do your job?	6.00	N/A	6.00
Enterprise Technology	5.3	If you scored any items in this section lower than an "8", please provide feedback on how the IT team could improve your experience with Banner?	See Comments	N/A	N/A
Enterprise Technology	5.4	How easy is it to utilize student functions (i.e., course registration, check financial aid, etc.) in MyMU/MILO?	Students Only	9.10	N/A
Enterprise Technology	5.5	If you scored the previous question lower than an "8", please provide feedback on how the IT team could improve your experience with MyMU/MILO tools (i.e., course registration, check financial aid, etc.)?	See Comments	N/A	N/A

Note: Mean Values are out of a maxiumum score of 10

INFORMATION TECHNOLOGY

ENSURE BANNER UPGRADES AND INTEGRATIONS SUPPORT OPERATIONAL EFFICIENCY & IMPROVEMENT

On a scale of 1 (low) to 10 (high), how satisfied are you that Banner works effectively for your business needs?
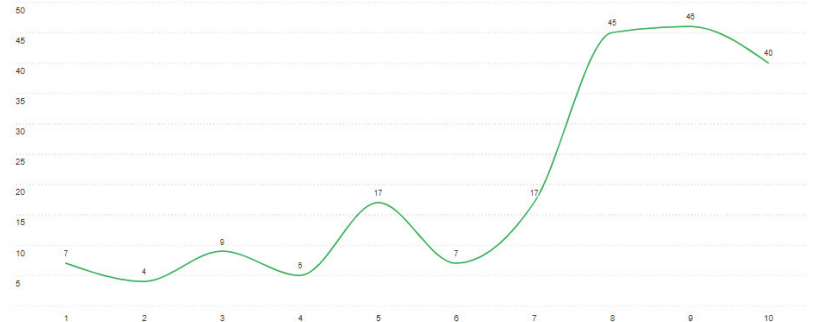
Field	Min	Max	Mean	Standard Deviation	Variance	Responses
On a scale of 1 (low) to 10 (high), how satisfied are you that Banner works effectively for your business needs?	1.00	11.00	6.01	4.06	16.49	296

What's Coming in 2024-2025

## UPDATE ALL INTEGRATIONS USING ETHOS & MULESOFT FOR ANCILLARY SYSTEMS

COMMIT TO SEMI-ANNUAL UPGRADES TO BANNER FOR ENHANCED FUNCTIONALITY

MARSHALL

INFORMATION TECHNOLOGY

ENABLE FULL UTILIZATION OF BANNER SELF-SERVICE & INTEGRATION CAPABILITIES

On a scale of 1 (low) to 10 (high), how easy is it to utilize student functions (i.e., course registration, check financial aid, etc.) in MyMU/MILO?
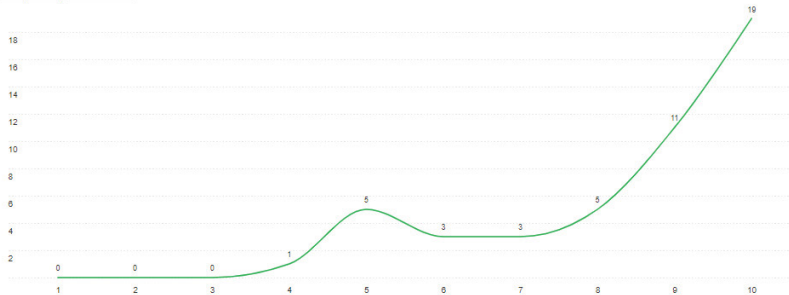
Field	Min	Max	Mean	Standard Deviation	Variance	Responses
On a scale of 1 (low) to 10 (high), how easy is it to utilize student functions (i.e., course registration, check financial aid, etc.) in MyMU/MILO?	1.00	11.00	9.10	2.43	5.93	49

What's Coming in 2024-2025

STUDENT 360 PROJECT
TO PROVIDE
A UNIFIED VIEW OF
STUDENT DATA

IMPLEMENT SELECT BANNER
ASSESSMENT FINDINGS
FOR FINANCE,
AR, & STUDENT MODULES

MARSHALL

INFORMATION
TECHNOLOGY

ANCILLARY SYSTEMS

OVERVIEW - ANCILLARY SYSTEMS

| Category	Question No.	Survey Question	All Respondents	Students	Faculty/Staff/Other
Ancillary Systems	6.1	Have you used any of the following software systems? (Please check all that apply.)	See Visualization	N/A	N/A
Ancillary Systems	6.2	How satisfied are you that the Space Reservation (Ad Astra) system works effectively for your needs?	8.22	8.50	8.21
Ancillary Systems	6.3	How satisfied are you that Digital Forms (Dynamic Forms) works effectively for your needs?	8.88	9.10	8.86
Ancillary Systems	6.4	How satisfied are you that EAB Navigate works effectively for your needs?	8.58	8.50	8.59
Ancillary Systems	6.5	How satisfied are you that Qualtrics works effectively for your needs?	9.48	8.75	9.58
Ancillary Systems	6.6	How satisfied are you that the Marshall U Mobile App works effectively for your needs?	8.67	8.42	8.73
Ancillary Systems	6.7	How satisfied are you that Salesforce works effectively for your needs?	Faculty/Staff Only	N/A	6.50
Ancillary Systems	6.8	How satisfied are you that Symplicity Advocate works effectively for your needs?	9.57	8.50	10.00
Ancillary Systems	6.10	How important are these Microsoft tools to complete your job?	N/A	1) Office 2) OneDrive 3) Teams 4) Forms 5) Edge 6) Other (See Comments) 7) Planner 8) Stream 9) Loop	1) Office 2) Teams 3) OneDrive 4) Forms 5) Edge 6) Other (See Comments) 7) Planner 8) Stream 9) Loop
Ancillary Systems	6.11	If you scored any items in this section lower than an "8", please provide feedback on how the IT team could improve your experience with these additional systems.	See Comments	N/A	N/A

COLLABORATE WITH MU FACILITIES TO ENSURE ALL SPACE SCHEDULING OCCURS IN AD ASTRA

On a scale of 1 (low) to 10 (high), how satisfied are you that the Space Reservation (Ad Astra) system works effectively for your needs?
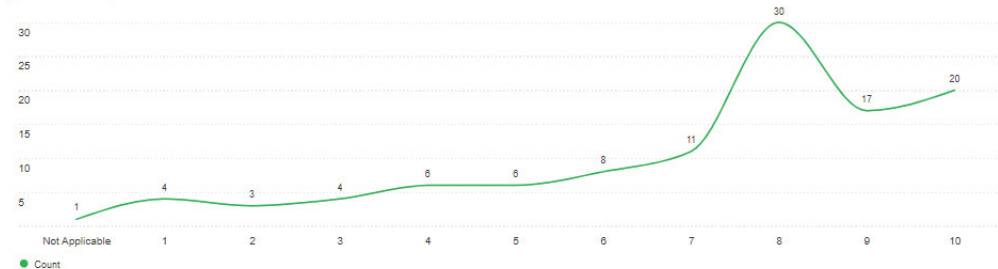
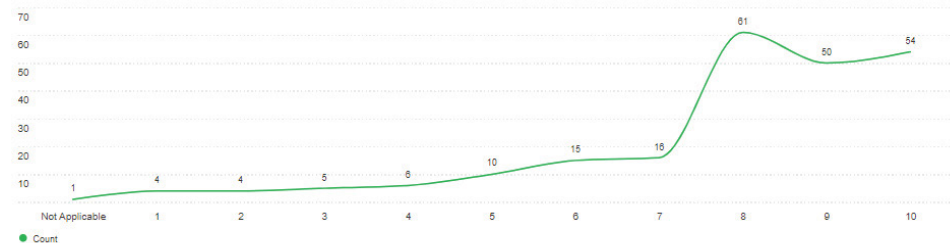| Field	Min	Max	Mean	Standard Deviation	Variance	Responses
On a scale of 1 (low) to 10 (high), how satisfied are you that the Space Reservation (Ad Astra) system works effectively for your needs?	1.00	11.00	8.22	2.51	6.28	110

CONTINUE MU'S PAPERLESS U JOURNEY WITH DYNAMIC FORMS

On a scale of 1 (low) to 10 (high), how satisfied are you that Digital Forms (Dynamic Forms) works effectively for your needs?

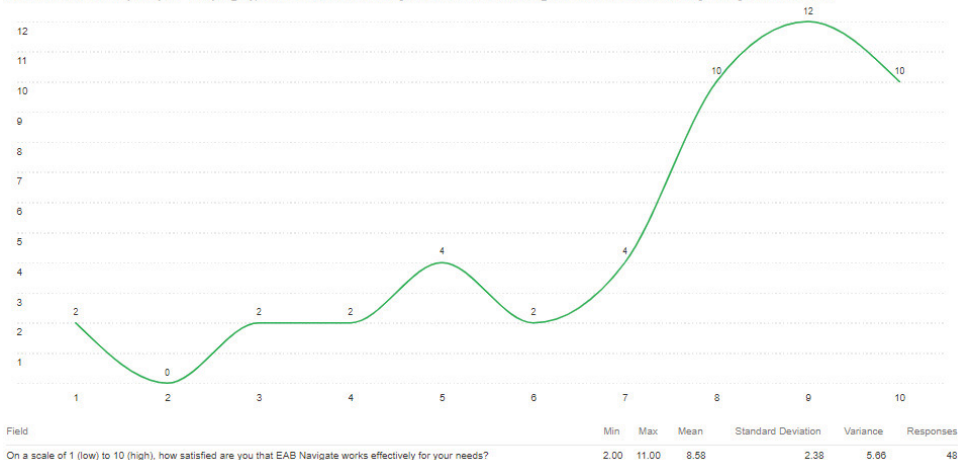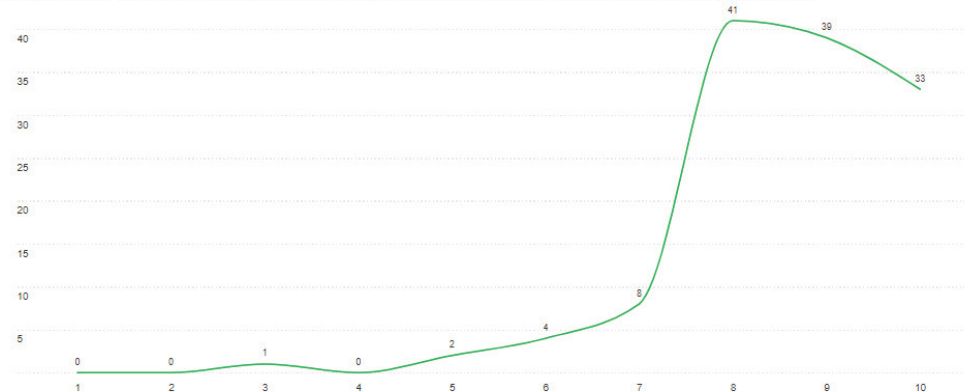| Field	Min	Max	Mean	Standard Deviation	Variance	Responses
On a scale of 1 (low) to 10 (high), how satisfied are you that Digital Forms (Dynamic Forms) works effectively for your needs?	1.00	11.00	8.88	2.16	4.66	226

COLLABORATE WITH ADVISING TO FURTHER ENHANCE STUDENT SUCCESS WITH EAB NAVIGATE

On a scale of 1 (low) to 10 (high), how satisfied are you that EAB Navigate works effectively for your needs?

Field				Min	Max	Mean	Standard Deviation	Variance	Responses
On a scale of 1 (low) to 10 (high), how satisfied are you that EAB Navigate works effectively for your needs?				2.00	11.00	8.58	2.38	5.66	48

MARSHALL

INFORMATION
TECHNOLOGY

PROVIDE A ROBUST SURVEY TOOL AND TRAINING PROGRAM USING QUALTRICS

On a scale of 1 (low) to 10 (high), how satisfied are you that Qualtrics works effectively for your needs?
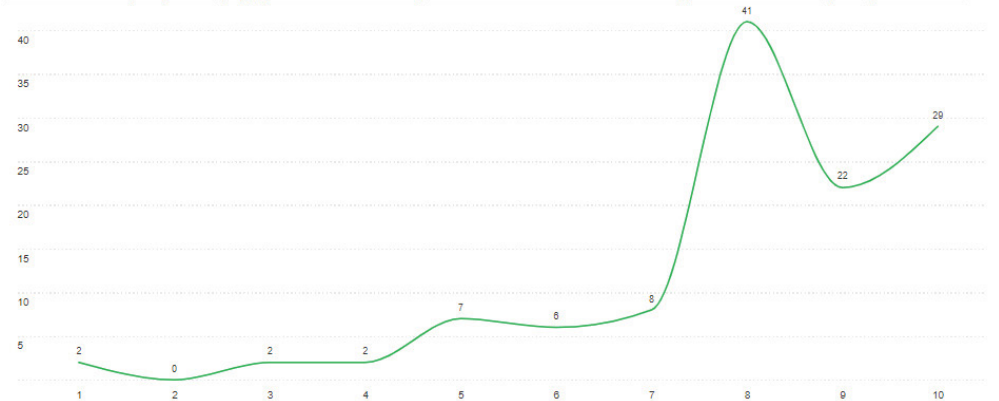

Field	Min	Max	Mean	Standard Deviation	Variance	Responses
On a scale of 1 (low) to 10 (high), how satisfied are you that Qualtrics works effectively for your needs?	1.00	11.00	9.48	1.61	2.59	130

CONTINUED INTEGRATION OF MU TECHNOLOGIES INTO THE MARSHALL U MOBILE APPLICATION

On a scale of 1 (low) to 10 (high), how satisfied are you that the Marshall U Mobile App works effectively for your needs?

Field	Min	Max	Mean	Standard Deviation	Variance	Responses
On a scale of 1 (low) to 10 (high), how satisfied are you that the Marshall U Mobile App works effectively for your needs?	1.00	11.00	8.67	2.50	6.27	125

BUILD A ROBUST CRM WITH A "ONE MARSHALL" MINDSET WITH SALESFORCE

<u>**On a scale of 1 (low) to 10 (high), how satisfied are you that Salesforce works effectively for your needs?**</u>
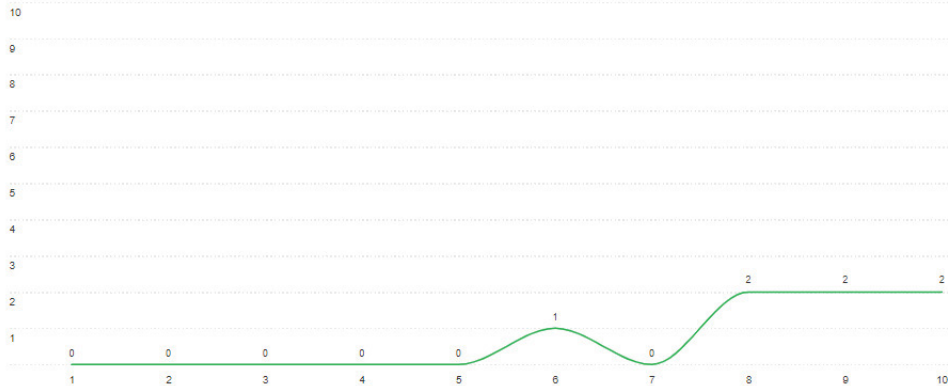

Field		Min	Max	Mean	Standard Deviation	Variance	Responses
On a scale of 1 (low) to 10 (high), how satisfied are you that Salesforce works effectively for your needs?		2.00	11.00	6.50	2.99	8.92	6

PROVIDE A DEPENDABLE SOLUTION FOR STUDENT REPORTING

On a scale of 1 (low) to 10 (high), how satisfied are you that Symplicity Advocate works effectively for your needs?

Field	Min	Max	Mean	Standard Deviation	Variance	Responses
On a scale of 1 (low) to 10 (high), how satisfied are you that Symplicity Advocate works effectively for your needs?	7.00	11.00	9.57	1.29	1.67	7

MARSHALL
INFORMATION
TECHNOLOGY

CONTINUED SUPPORT OF CRITICAL PRODUCTIVITY TOOLS USING MICROSOFT

TOP 5 MICROSOFT APPS
RATED BY FACULTY, STAFF, & STUDENTS

DEVICE MANAGEMENT

OVERVIEW - DEVICE MANAGEMENT

| Category	Question No	Survey Question	All Respondents	Students	Faculty/Staff/Other
Customer Service	2.1	Do you know how to request IT assistance or IT services?	Yes - 398 - 94.31% No - 5 - 1.18% Not Sure - 19 - 4.5%	Yes - 53 - 48% No - 3 - 4.84% Not Sure - 6 - 9.68%	Yes - 345 - 95.83% No - 2 - 0.56% Not Sure - 13 - 3.61%
Customer Service	2.2	How likely are you to utilize self-services help resources before interacting with an IT agent?	7.81	8.45	7.69
Customer Service	2.3	How satisfied are you with the timeliness of IT's response and follow up to your issues?	7.65	8.02	7.59
Customer Service	2.4	How satisfied are you with the timeliness of IT's communication to the campus on service changes, updates, or disruptions/outages?	8.34	8.32	8.34
Customer Service	2.5	How satisfied are you with IT's ability to resolve issues that you encounter?	8.04	8.08	8.03
Customer Service	2.6	How satisfied are you with IT's ability to empathize and understand when assisting you?	7.99	8.25	7.95
Customer Service	2.7	How satisfied are you with IT's availability when you need help (via phone, email, chat, etc.)?	7.99	8.23	7.95
Customer Service	2.8	How satisfied are you with training resources provided by IT for technology systems and services?	7.31	7.97	7.20
Customer Service	2.9	How satisfied are you that the services provided by IT enable you to perform your job?	Faculty/Staff Only	N/A	7.85
Customer Service	2.10	How satisfied are you that the services provided by IT enable you to learn?	Students Only	7.79	N/A
Customer Service	2.11	If you scored any items in this section less than an "8", please provide feedback on how the IT team could have improved that experience.	See Comments	N/A	N/A
Customer Service	2.12	What improvements would you suggest to enhance the IT customer service experience overall?	See Comments	N/A	N/A
Customer Service	2.13	Please rank how you prefer to contact IT for assistance.	1) E-Mail 2) Chat 3) Phone 4) Walk Up 5) Ticket 6) Other (See Comments)	1) Chat 2) E-Mail 3) Phone 4) Walk Up 5) Ticket 6) Other (See Comments)	1) E-Mail 2) Chat 3) Phone 4) Ticket Form 5) Walk Up Other (See Comments)
Customer Service	2.14	Please rank how you prefer to receive IT communications.	1) E-Mail 2) Website 3) Newsletter 4) MyMU Banner 5) MyMU Pop Up 6) Other (See Comments)	1) E-Mail 2) MyMU Banner 3) Website 4) MyMU Pop Up 5) Newsletter 6) Other (See Comments)	1) E-Mail 2) Website 3) Newsletter 4) MyMU Pop Up 5) MyMU Banner 6) Other (See Comments)

Note:
Mean Values are out of a maxiumum score of 10

INFORMATION TECHNOLOGY

ADHERE TO A COMPUTER LIFECYCLE REPLACEMENT PROCEDURE FOR EMPLOYEE DEVICES

On a scale of 1 (low) to 10 (high), how satisfied are you with the computing device provided to you to do your work?
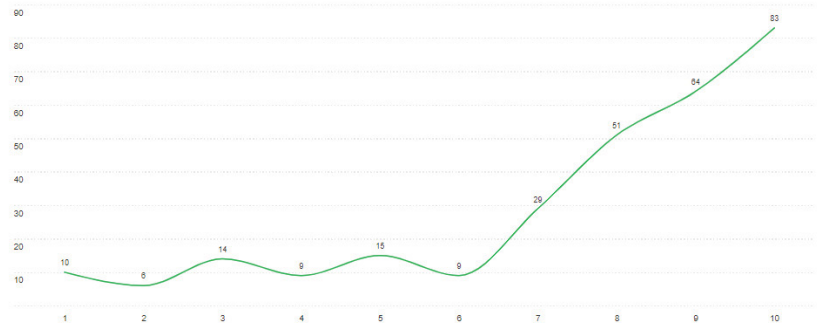
Field	Min	Max	Mean	Standard Deviation	Variance	Responses
On a scale of 1 (low) to 10 (high), how satisfied are you with the computing device provided to you to do your work?	1.00	11.00	8.61	2.65	7.02	295

What's Coming in 2024-2025

EVALUTION OF ALTERNATE FUNDING STRATEGIES
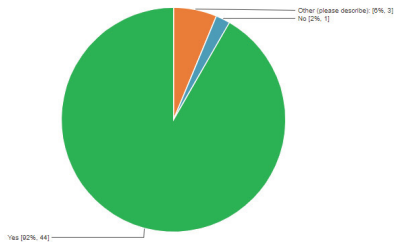
FOR EMPLOYEE DEVICE LIFECYCLE REPLACEMENT

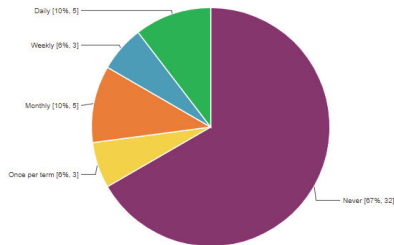CONTINUED IMPLEMENTATION OF INTUNE DEVICE MANAGEMENT

MARSHALL

INFORMATION TECHNOLOGY

CONTINUE TO SUPPORT STUDENTS WITH ACCESS TO SOFTWARE SYSTEMS IN LABS & REMOTE ACCESS

**Do you have a computing device to utilize in class and for your school work?**

Other (please describe): [6%, 3]
No [2%, 1]
Yes [92%, 44]

How often do you utilize computer labs on campus?

Daily [10%, 5]
Weekly [6%, 3]
Monthly [10%, 5]
Once per term [6%, 3]
Never [67%, 32]

IMPLEMENT PRINTING OPERATIONAL EFFICIENCIES & A STANDARDIZED PURCHASING PROGRAM

On a scale of 1 (low) to 10 (high), how satisfied are you with the printing capabilities provided to you on campus?
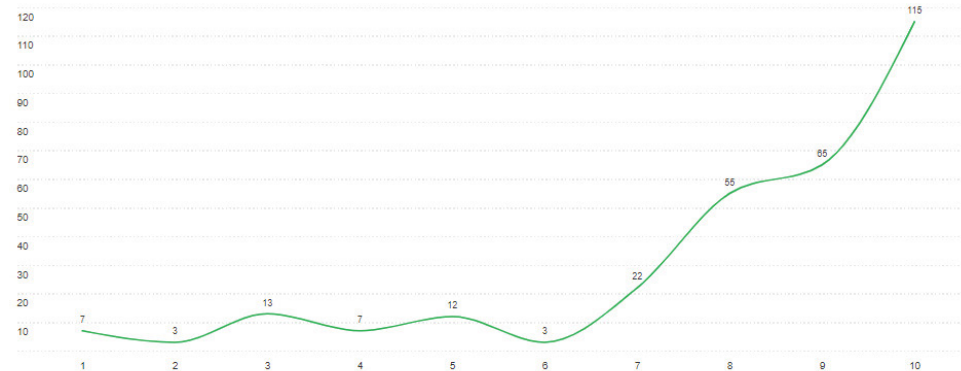
Field	Min	Max	Mean	Standard Deviation	Variance	Responses
On a scale of 1 (low) to 10 (high), how satisfied are you with the printing capabilities provided to you on campus?	1.00	11.00	8.01	3.60	12.95	355

INFORMATION SECURITY

OVERVIEW - INFORMATION SECURITY

Category	Question No.	Survey Question	All Respondents	Students	Faculty/Staff/Other
Information Security	8.1	On a scale of 1 (low) to 10 (high), how would you rate your knowledge on how to securely store and transmit sensitive, or confidential data, including FERPA or PHI?	6.81	N/A	6.81
Information Security	8.2	On a scale of 1 (low) to 10 (high), how would you rate the communication and trainings provided by MU IT on information security awareness?	7.51	7.80	7.47
Information Security	8.3	On a scale of 1 (low) to 10 (high), please rate your confidence in your ability to properly identify and report a cyber-security risk or data loss incident?	Faculty/Staff Only	N/A	8.18
Additional Feedback	9.1	Are you interested in participating in trials of emerging technologies?	Yes - 48% No - 52%	Yes - 30% No - 70%	Yes - 51% No - 49%
Additional Feedback	9.2	Are you willing to participate in feedback sessions with vendors?	Yes - 42% No - 58%	Yes - 33% No - 67%	Yes - 43% No - 57%
Additional Feedback	9.3	Is there any other feedback you would like to provide to the MU IT team?	See Comments	N/A	N/A
Additional Feedback	9.4	If you shared issues you are experiencing and would like an IT member to follow up with you, please provide your name and email.	See Comments	N/A	N/A

Note: Mean Values are out of a maxiumum score of 10

M MARSHALL

INFORMATION TECHNOLOGY

On a scale of 1 (low) to 10 (high), how would you rate your knowledge on how to securely store and transmit sensitive, or confidential data, including FERPA or PHI?
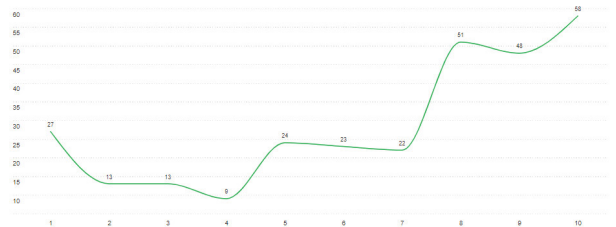
Field	Min	Max	Mean	Standard Deviation	Variance	Responses
On a scale of 1 (low) to 10 (high), how would you rate your knowledge on how to securely store and transmit sensitive, or confidential data, including FERPA or PHI?	1.00	10.00	6.81	2.92	8.54	288

On a scale of 1 (low) to 10 (high), how would you rate the communication and trainings provided by MU IT on information security awareness?
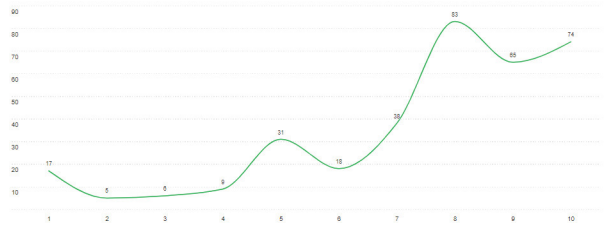
Field	Min	Max	Mean	Standard Deviation	Variance	Responses
On a scale of 1 (low) to 10 (high), how would you rate the communication and trainings provided by MU IT on information security awareness?	1.00	10.00	7.51	2.39	5.71	346

BE A GOLD STANDARD FOR INFORMATION SECURITY IN HIGHER ED

What's Coming in 2024-2025

INFORMATION SECURITY

EMPLOYEE
TRAINING PROGRAM

PROCESS & PROCEDURAL

ENHANCEMENTS
FOR INFORMATION SECURITY

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