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2005 Montana State University-Bozeman Information Technology Satisfaction Survey  
Faculty Responses

## 1. Demographics

1. Which option best describes your primary role at Montana State University-Bozeman?

		Response Percent	Response Total
<b>Faculty</b>		100%	174
Staff or Administrator		0%	0
Undergraduate Student		0%	0
Graduate Student		0%	0
<b>Total Respondents</b>			<b>174</b>
(filtered out)			471
(skipped this question)			4

2. Which option best represents the total length of your association with MSU-Bozeman?

		Response Percent	Response Total
Less than one year		8%	14
1-2 years		9.2%	16
3-5 years		19%	33
5-10 years		18.4%	32
<b>10-20 years</b>		<b>29.3%</b>	<b>51</b>
More than 20 years		16.1%	28
<b>Total Respondents</b>			<b>174</b>
(filtered out)			471
(skipped this question)			4

3. Which of the following best describes the MSU unit with which you are primarily affiliated? (Click the arrow to the right of the blank below to see a menu of options.)

		Response Percent	Response Total
College of Agriculture/MAES		24.1%	42
College of Arts & Architecture		5.7%	10
College of Business		5.2%	9
College of Education, Health and Human Development		12.1%	21
College of Engineering		12.6%	22
<b>College of Letters &amp; Sciences</b>		<b>25.9%</b>	<b>45</b>
College of Nursing		8.6%	15
MSU Libraries		4%	7
Office of the President		0%	0
Office of the Provost/Academic Affairs		1.1%	2
Office of the VP for Administration and Finance		0%	0
Office of the VP for Research		0%	0
Office of the VP for Student Affairs/Auxiliaries		0.6%	1
		<b>Total Respondents</b>	<b>174</b>
		(filtered out)	471
		(skipped this question)	4

## 2. Computing and Computer Networking

4. Overall, how important to your work or study are the computing and computer networking systems and services provided by the MSU-Bozeman Information Technology Center (ITC) ?

		Response Percent	Response Total
Unimportant		1.2%	2
		0%	0
Neutral		4.7%	8
		15.9%	27
<b>Very important</b>		<b>73.5%</b>	<b>125</b>
No basis for evaluation		4.1%	7
Never heard of the services		0.6%	1
<b>Total Respondents</b>			<b>170</b>
(filtered out)			455
(skipped this question)			24

5. Overall, how satisfied are you with the computing environment offered by ITC during the past year (e.g., student computing labs, electronic mail, computer network, telephone services, Help Desk consulting at 994-1777, MSU Web site, Banner administrative information systems)?

		Response Percent	Response Total
Dissatisfied		1.2%	2
		3.6%	6
Neutral		10.1%	17
		39.6%	67
<b>Very Satisfied</b>		<b>40.8%</b>	<b>69</b>
No basis for evaluation		4.1%	7
Never heard of the services		0.6%	1
<b>Total Respondents</b>			<b>169</b>
(filtered out)			455
(skipped this question)			25

6. ITC provides a wide range of assistance for computer users. If you have received help from any of the following sources in the past year, please indicate your satisfaction by marking the appropriate response.

	Dissatisfied		Neutral		Very Satisfied	No basis for evaluation	Never heard of the service	Response Average
Telephone-based consulting on IT problems, ITC Help Desk, 994-1777)	0% (0)	4% (6)	6% (10)	19% (31)	<b>46% (75)</b>	23% (37)	3% (5)	<b>4.87</b>
Walk-In consulting about IT problems at the ITC Help Desk, Renne Library 075	0% (0)	1% (1)	5% (8)	7% (11)	18% (29)	<b>62% (98)</b>	7% (11)	<b>5.57</b>
Email consulting about IT problems from the ITC Help Desk (helpdesk@montana.edu)	1% (1)	3% (4)	8% (13)	12% (19)	18% (28)	<b>55% (86)</b>	4% (6)	<b>5.24</b>
Desktop computer support provided by ITC in your office	1% (1)	5% (8)	6% (10)	12% (19)	26% (42)	<b>45% (72)</b>	5% (8)	<b>5.13</b>
The ITC computer store	2% (3)	4% (6)	6% (9)	21% (33)	<b>32% (51)</b>	28% (44)	9% (14)	<b>4.94</b>
The ITC equipment maintenance shop	1% (1)	2% (3)	6% (9)	5% (8)	18% (29)	<b>59% (95)</b>	9% (15)	<b>5.54</b>
ITC Newsletter (www.montana.edu/wwwitc/itcnews)	1% (2)	2% (3)	25% (39)	9% (15)	6% (10)	<b>39% (62)</b>	18% (28)	<b>5.05</b>
Availability of information concerning ITC computers and services	1% (2)	6% (10)	22% (34)	18% (28)	17% (26)	<b>28% (44)</b>	8% (12)	<b>4.58</b>
<b>Total Respondents</b>								<b>166</b>
(filtered out)								448
(skipped this question)								35

7. Overall, how satisfied are you with the user support services available from ITC at MSU-Bozeman?

		Response Percent	Response Total
Dissatisfied		0.6%	1
		4.7%	8
Neutral		11.8%	20
		27.8%	47
<b>Very satisfied</b>		<b>43.8%</b>	<b>74</b>
No basis for evaluation		10.1%	17
Never heard of the services		1.2%	2
<b>Total Respondents</b>			<b>169</b>
(filtered out)			455

(skipped this question)

25

8. Please comment upon any of the computing and computer networking services on this page.

**Total Respondents****62**

(filtered out)

152

(skipped this question)




435

### 3. Instructional and Student Computing Services








9. ITC maintains a large number of computer facilities and services designated specifically for student use and instruction. These facilities are also used occasionally for training of staff and faculty. ITC's Student Computer Labs are located in Reid Hall 302-306, Roberts Hall 109-111, Cheever Hall 121, EPS 110, and two six-computer mini-labs in the Renne Library. If you use such facilities and services, please indicate your level of satisfaction below.

	Dissatisfied		Neutral		Very Satisfied	No basis for evaluation	Never heard of service	Response Average
ITC student lab hardware (computers, printers, etc.)	1% (1)	1% (1)	4% (7)	11% (18)	8% (13)	<b>70% (110)</b>	4% (7)	<b>5.54</b>
ITC student lab software	1% (1)	1% (1)	4% (6)	9% (15)	8% (12)	<b>73% (116)</b>	4% (7)	<b>5.61</b>
ITC student lab printing	1% (1)	3% (4)	4% (6)	8% (13)	3% (4)	<b>77% (120)</b>	5% (7)	<b>5.60</b>
Knowledge and ability of ITC student lab consultants (USA's)	0% (0)	2% (3)	4% (7)	4% (6)	6% (9)	<b>80% (126)</b>	4% (7)	<b>5.70</b>
Courtesy and helpfulness of ITC student lab consultants	0% (0)	1% (1)	5% (8)	3% (5)	8% (12)	<b>80% (125)</b>	4% (6)	<b>5.72</b>
ITC student labs overall	1% (1)	1% (2)	5% (8)	8% (13)	10% (15)	<b>71% (111)</b>	4% (7)	<b>5.55</b>
<b>Total Respondents</b>								<b>159</b>
(filtered out)								436
(skipped this question)								54




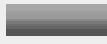



## 10. On average, how many hours a week do you use the ITC Student Computer Labs?

		Response Percent	Response Total
1-5		13.6%	22
6-10		1.2%	2
11-15		0%	0
16-20		0%	0
More than 20		0%	0
<b>Never</b>		<b>85.2%</b>	<b>138</b>
<b>Total Respondents</b>			<b>162</b>
(filtered out)			431
(skipped this question)			56

## 11. Please respond to the following statement: At MSU-Bozeman, ITC, the Libraries, the Halls of Residence, and individual academic departments provide enough computer labs for my teaching and/or learning activities.

		Response Percent	Response Total
Strongly disagree		5%	8
		6.2%	10
Neutral		9.9%	16
		23%	37
Strongly agree		12.4%	20
<b>No basis for evaluation</b>		<b>37.9%</b>	<b>61</b>
Never heard of the resource		5.6%	9
<b>Total Respondents</b>			<b>161</b>
(filtered out)			437
(skipped this question)			51

12. ITC provides support for classroom technology resources in many campus lecture halls (Smart Podiums). Overall, how satisfied are you with the ITC Smart Podiums in classrooms you use (e.g., in terms of computer hardware, software, network connection, projector, screens, upkeep, reliability, responsiveness to requests for assistance, etc.)?

		Response Percent	Response Total
Dissatisfied		6.8%	11
		5.6%	9
Neutral		11.7%	19
		16.7%	27
Very satisfied		19.1%	31
<b>No basis for evaluation</b>		<b>35.8%</b>	<b>58</b>
Never heard of the services		4.3%	7
<b>Total Respondents</b>			<b>162</b>
(filtered out)			437
(skipped this question)			50

13. Please comment upon any of the instructional and student computing services on this page.






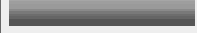
<b>Total Respondents</b>	<b>56</b>
(filtered out)	118
(skipped this question)	475

#### 4. Administrative Information Services






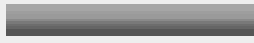
14. ITC provides a number of information systems in support of administrative functions on campus. If you use such facilities and services, please indicate your overall satisfaction by marking the appropriate response.

	Dissatisfied		Neutral		Very Satisfied	No basis to for evaluation	Never heard of the service	Response Average
Banner financial information system	5% (8)	5% (8)	8% (12)	11% (18)	3% (4)	<b>64% (101)</b>	5% (8)	<b>5.12</b>
Banner student records system	3% (5)	6% (10)	15% (24)	25% (40)	12% (19)	<b>36% (58)</b>	3% (5)	<b>4.57</b>
Banner human resources system	1% (2)	4% (6)	6% (10)	11% (17)	6% (9)	<b>63% (100)</b>	9% (14)	<b>5.41</b>
Banner financial aid system	1% (2)	3% (4)	6% (10)	5% (8)	1% (2)	<b>75% (119)</b>	8% (13)	<b>5.61</b>
<b>Total Respondents</b>								<b>161</b>
(filtered out)								436
(skipped this question)								52

15. Overall, how satisfied are you with the student support systems available at MSU-Bozeman (e.g., MyInfo course catalog, online schedule of classes, financial aid, registration, drop/add, etc.)?

		Response Percent	Response Total
Dissatisfied		3.1%	5
		3.1%	5
Neutral		12.3%	20
		<b>27.6%</b>	<b>45</b>
Very Satisfied		25.8%	42
<b>No basis for evaluation</b>		<b>27.6%</b>	<b>45</b>
Never heard of the services		0.6%	1
<b>Total Respondents</b>			<b>163</b>
(filtered out)			439
(skipped this question)			47

16. Overall, how satisfied are you with the administrative support systems available at MSU-Bozeman (e.g., Banner systems for finance, human resources, student records, and financial aid management)?

		Response Percent	Response Total
Dissatisfied		3.7%	6
		8%	13
Neutral		14.7%	24
		22.7%	37
Very satisfied		13.5%	22
<b>No basis for evaluation</b>		<b>36.8%</b>	<b>60</b>
Never heard of the services		0.6%	1
<b>Total Respondents</b>			<b>163</b>
(filtered out)			439
(skipped this question)			47

17. Please comment upon any of the Administrative Information Services mentioned on this page.




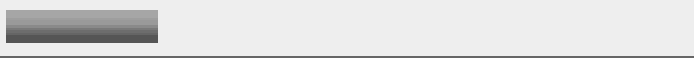



<b>Total Respondents</b>	<b>44</b>
(filtered out)	96
(skipped this question)	509

## 5. Data and Voice Network Services








18. ITC provides data networking resources to campus offices and laboratories. ResNet provides networking connections to residents in Family and Graduate Housing and the Residence Halls. If you use such resources, please indicate your satisfaction by marking the appropriate response.

	Dissatisfied		Neutral		Very satisfied	No basis for evaluation	Never heard of the service	Response Average
Reliability of office or laboratory network connection (Internet data jack)	1% (1)	3% (4)	4% (7)	15% (23)	<b>41% (64)</b>	32% (50)	6% (9)	<b>5.09</b>
Speed of office or laboratory network connection (Internet data jack)	1% (1)	4% (6)	5% (8)	18% (28)	<b>35% (56)</b>	32% (51)	5% (8)	<b>5.01</b>
Reliability of Residence Hall or Family and Graduate Housing network connection (Internet data jack)	0% (0)	1% (1)	2% (3)	1% (1)	3% (5)	<b>86% (134)</b>	8% (12)	<b>5.95</b>
Speed of Residence Hall or Family and Graduate Housing network connection (Internet data jack)	0% (0)	1% (1)	2% (3)	1% (1)	3% (5)	<b>86% (134)</b>	8% (12)	<b>5.95</b>
<b>Total Respondents</b>								<b>158</b>
(filtered out)								429
(skipped this question)								62

19. Overall, how satisfied are you with the computer network resources available at MSU-Bozeman?

		Response Percent	Response Total
Dissatisfied		0.6%	1
		4.3%	7
Neutral		9.9%	16
		23%	37
<b>Very satisfied</b>		<b>39.1%</b>	<b>63</b>
No basis for evaluation		19.9%	32
Never heard of the resources		3.1%	5
<b>Total Respondents</b>			<b>161</b>
(filtered out)			436
(skipped this question)			52

20. ITC has installed wireless access points in several public areas of campus for handheld- and laptop-computer connectivity. Please indicate your overall satisfaction with this service by marking the appropriate response.

		Response Percent	Response Total
Dissatisfied		0.6%	1
		3.1%	5
Neutral		5%	8
		6.9%	11
Very satisfied		3.8%	6
<b>No basis for evaluation</b>		<b>69.2%</b>	<b>110</b>
Never heard of the service		11.3%	18
<b>Total Respondents</b>			<b>159</b>
(filtered out)			433
(skipped this question)			57

21. The Telephone Services unit of ITC provides a wide range of telephone services to faculty, student, and staff customers. If you use such facilities and services, please indicate your overall satisfaction by marking the appropriate response.

	Dissatisfied		Neutral		Very satisfied	No basis for evaluation	Never heard of the service	Response Average
Campus residence halls telephone service	0% (0)	0% (0)	3% (4)	3% (4)	4% (6)	<b>86% (134)</b>	5% (8)	<b>5.88</b>
Campus switchboard operator (994-0211 or "0")	0% (0)	0% (0)	6% (9)	5% (8)	20% (31)	<b>65% (100)</b>	5% (7)	<b>5.57</b>
Printed campus telephone directory (spiral bound, <b>not</b> "Fusser's Guide")	1% (2)	3% (5)	7% (11)	33% (52)	<b>38% (60)</b>	15% (23)	2% (3)	<b>4.56</b>
Campus office telephone service	0% (0)	1% (1)	9% (15)	29% (46)	<b>41% (65)</b>	16% (26)	3% (5)	<b>4.73</b>
Telephone repair services and "move, add, change" services	0% (0)	1% (2)	11% (17)	13% (20)	19% (30)	<b>52% (81)</b>	4% (6)	<b>5.21</b>
Campus office telephone equipment (user telephone sets, etc.)	4% (6)	7% (11)	13% (20)	25% (38)	<b>28% (44)</b>	21% (32)	3% (4)	<b>4.39</b>
<b>Total Respondents</b>								<b>159</b>
(filtered out)								430
(skipped this question)								60

22. Overall, how satisfied are you with the telephone services available at MSU-Bozeman?

		Response Percent	Response Total
Dissatisfied		0.6%	1
		3.1%	5
Neutral		9.3%	15
		<b>43.5%</b>	<b>70</b>
Very Satisfied		34.8%	56
No basis for evaluation		7.5%	12
Never heard of the services		1.2%	2
<b>Total Respondents</b>			<b>161</b>
(filtered out)			436
(skipped this question)			52

23. Please comment upon any of the data or voice network services mentioned above.

<b>Total Respondents</b>	<b>36</b>
(filtered out)	88
(skipped this question)	525

## 6. General Assessment




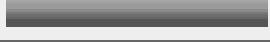


24. Please assess how helpful the information technology environment at MSU-Bozeman has been to:

	Not at all helpful		Neutral		Very helpful	No basis for evaluation	Never heard of the services	Response Average
Your teaching activities	2% (3)	2% (3)	15% (23)	29% (46)	<b>36% (57)</b>	16% (26)	0% (0)	<b>4.45</b>
Your research activities	1% (2)	3% (5)	9% (15)	21% (33)	<b>40% (63)</b>	25% (39)	1% (2)	<b>4.73</b>
Your administrative activities	1% (1)	4% (6)	12% (18)	26% (40)	19% (30)	<b>38% (59)</b>	1% (2)	<b>4.78</b>
Your learning experience	1% (1)	2% (3)	11% (18)	25% (39)	<b>31% (48)</b>	30% (47)	1% (1)	<b>4.75</b>
<b>Total Respondents</b>								<b>159</b>
(filtered out)								433






(skipped this question)

57

25. Overall, how satisfied are you with the information technology resources (including telecommunications, computing, and computer networking) offered by ITC during the past year?

		Response Percent	Response Total
Dissatisfied		1.9%	3
		3.7%	6
Neutral		11.8%	19
		<b>38.5%</b>	<b>62</b>
Very satisfied		32.9%	53
No basis for evaluation		10.6%	17
Never heard of the resources		0.6%	1
<b>Total Respondents</b>			<b>161</b>
(filtered out)			434
(skipped this question)			54

26. Overall, how satisfied are you with the information technology personnel employed by ITC during the past year?

		Response Percent	Response Total
Dissatisfied		0%	0
		2.5%	4
Neutral		16.2%	26
		19.4%	31
<b>Very satisfied</b>		<b>47.5%</b>	<b>76</b>
No basis for evaluation		13.8%	22
Never heard of the personnel		0.6%	1
<b>Total Respondents</b>			<b>160</b>
(filtered out)			432
(skipped this question)			57

27. Please comment upon any of the resources, services, or personnel mentioned above.

<b>Total Respondents</b>	<b>32</b>
(filtered out)	79
(skipped this question)	538

## 7. Non-ITC Services

28. Departments other than ITC offer computing services that are important to the functioning of the MSU-Bozeman computing environment. If you use such facilities and services, please indicate your satisfaction by circling the appropriate response.

	Dissatisfied		Neutral		Very satisfied	No basis for evaluation	Never heard of the item	Response Average
Computing support services provided by your department	4% (7)	4% (7)	12% (19)	15% (24)	<b>40% (63)</b>	19% (31)	5% (8)	<b>4.60</b>
Computing support personnel employed by your department	3% (5)	4% (7)	9% (14)	14% (23)	<b>37% (59)</b>	26% (41)	6% (10)	<b>4.81</b>
Computing support services and personnel not provided by ITC or your department, but provided by other MSU units	1% (2)	1% (2)	5% (8)	8% (13)	18% (29)	<b>58% (93)</b>	8% (12)	<b>5.47</b>
Computer labs for student use in the Residence Halls and in Family and Graduate Housing managed by ResNet.	0% (0)	0% (0)	1% (2)	1% (2)	3% (4)	<b>90% (141)</b>	5% (8)	<b>5.96</b>
Computer labs for student use managed by academic departments (non-ITC computer labs)	3% (4)	3% (5)	6% (9)	15% (23)	17% (27)	<b>55% (86)</b>	2% (3)	<b>5.13</b>
<b>Total Respondents</b>								<b>159</b>
(filtered out)								431
(skipped this question)								59

29. Please comment upon any of the non-ITC information technology resources, services, or personnel mentioned above.

<b>Total Respondents</b>	<b>32</b>
(filtered out)	68
(skipped this question)	549

## 8. Improvements and Suggestions

30. Please comment upon any other areas of ITC's services, or of non-ITC services, that you feel are significant. Please be clear about which campus entity provides (or should provide) the service.

	<b>Total Respondents</b>	<b>43</b>
	(filtered out)	135
	(skipped this question)	471