INFORMATION TECHNOLOGY
from the eyes of the consumers
New Strategies

Mobile First

Student Experience

Customer Feedback

Structure
Mobile First – WiFi expansion

more open, user friendly

more available
Student Experience – Helpdesk access

expanded service
easier access
Customer Feedback

Town Halls

Customer satisfaction

<table>
<thead>
<tr>
<th>Senior Student Surveys</th>
</tr>
</thead>
</table>

Is there anything that MSU needs to know to better support student activities that involve using computers for University?

Better internet services! WiFi is horrible

The start up can be 1-10min for students logging into a school computer which is way too long. Also wireless internet connectivity is terrible.

The internet is not very good and can be a pain to connect to. Also, the ME/MET senior design computer have been back up and down a lot which can make for a bad environment.

The smaller campuses have few computers and ONE printer! Very difficult to get notes printed and so forth...but, at least the internet is good.

The network unreliability in the ME/MET senior design lab has been prevalent this semester. A typical day in the senior lab for various reasons including network unavailable and insufficient memory, once you find an actual computer you can use, campus networks, which is vital for working on capstone projects. After all of this, there is a good chance that the computer will lock up within two hours. The computers in the lab are literally so bad that I've abandoned using the lab for course work and not even in there. Tell Greg Merchant to do his fucking job.
Structure

Governance
Prioritization
Strategic Planning
Structural Changes

• Center for Research Computing
• Chief Technology Officer
• Alignment to priorities
• Leveraging resources
What should IT look like in the eyes of MSU consumers?