



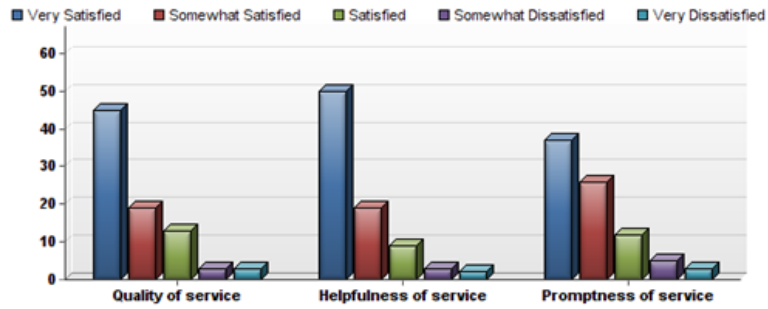
**2016  
IT Customer Satisfaction Survey  
Executive Summary Report**

Starting on February 11, 2016, IT conducted a three week web-based campus customer satisfaction survey. Deployment methods included two separate email broadcast from Dan Uetrecht, Interim CIO, to 10,052 S&T subscribers that resulted in a 52% open rate. We also used the faculty, staff and student e-Connections inviting survey participation. We achieved 1,041 responses. Please review the below results of the 2016 IT Customer Satisfaction Survey.

Please select your S&T university affiliation, you may select more than one choice.

#	Answer		Response	%
1	Faculty		96	9%
2	Staff		283	27%
3	Undergraduate Student		545	52%
4	Graduate Student		158	15%

## As Faculty, how do you rate your overall Information Technology customer service experience?

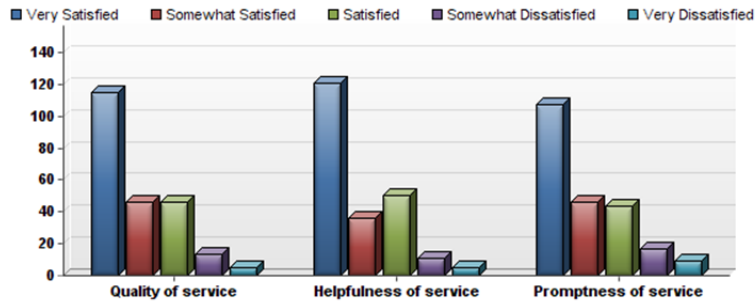


#	Question	Very Satisfied	Somewhat Satisfied	Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Total Responses
1	Quality of service	45	19	13	3	3	83
2	Helpfulness of service	50	19	9	3	2	83
3	Promptness of service	37	26	12	5	3	83

**Faculty, how do you rate the availability & quality of the following IT provided resources?**

#	Question	Very Satisfied	Some what Satisfied	Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Never Used	Total Responses	Mean
1	Campus WIFI	31	19	10	12	5	6	83	2.23
2	IT Help Desk	38	23	14	6	1	1	83	1.89
3	IT Walk in Center in Library	39	17	9	4	1	13	83	1.73
4	IT Desktop Support	28	25	8	4	2	15	82	1.91
5	Computer Learning Centers Software	19	5	12	5	2	39	82	2.21
6	Computer Learning Center Computers	18	8	10	5	2	40	83	2.19
7	Computer Leaning Center Printers	12	7	7	4	1	52	83	2.19
8	Classroom Technology	24	27	11	6	4	10	82	2.15
9	IT Purchasing	19	15	15	6	4	23	82	2.34
10	Desktop Enhancement Program	20	16	10	6	5	25	82	2.30
11	Dell Campus Computers	26	18	11	9	1	18	83	2.09
12	Redeploy Computers	12	10	13	7	1	40	83	2.42
13	3D Printing	4	3	3	1	0	72	83	2.09
14	Application Support	14	15	8	3	2	40	82	2.14
15	Google apps	19	12	9	4	2	37	83	2.09
16	Research Computing Support	13	6	8	2	3	51	83	2.25
17	Research Technology & Development Conference	8	4	10	0	3	58	83	2.44
18	Nonavitra Data Visualization Wall in Library	8	2	6	0	1	66	83	2.06
20	MinerBytes Digital Signs	9	6	8	0	1	59	83	2.08
21	The S&T Student Mobile App	2	2	4	1	0	74	83	2.44
22	IT Security Awareness Training	12	17	29	8	4	13	83	2.64
23	Research Technology Support	12	5	8	1	3	54	83	2.24

## As Staff, how do you rate your overall Information Technology customer service experience?

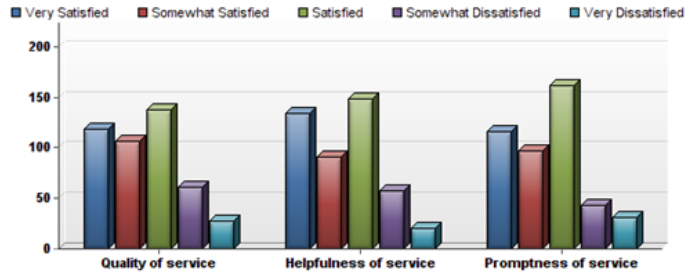


#	Question	Very Satisfied	Somewhat Satisfied	Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Total Responses
1	Quality of service	115	46	46	13	5	225
2	Helpfulness of service	121	36	50	11	5	223
3	Promptness of service	107	46	44	17	9	223

**Staff, how do you rate the availability & quality of the following IT provided resources?**

#	Question	Very Satisfied	Somewhat Satisfied	Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Never Used	Total Responses	Mean
1	Campus WIFI	65	53	32	36	13	22	221	2.39
2	IT Help Desk	99	41	48	14	7	14	223	1.99
3	IT Walk In Center in Library	76	29	37	8	5	66	221	1.95
4	IT Desktop Support	86	35	45	10	4	41	221	1.95
5	Computer Learning Centers Software	26	22	11	3	1	155	218	1.90
6	Computer Learning Center Computers	26	21	12	4	2	153	218	2.00
7	Computer Learning Center Printers	26	15	16	3	0	158	218	1.93
8	Classroom Technology	29	29	25	6	0	129	218	2.09
9	IT Purchasing	47	26	36	8	6	92	215	2.19
10	Desktop Enhancement Program	48	30	37	8	4	87	214	2.13
11	Dell Campus Computers	58	47	56	11	6	39	217	2.21
12	3D Printing	17	6	8	4	0	184	219	1.97
13	Application Support	39	20	40	11	5	101	216	2.33
14	Google apps	49	32	47	8	1	81	218	2.12
15	Research Computing Support	16	9	9	3	1	179	217	2.05
16	Nonavitra Data Visualization Wall in Library	16	12	8	5	1	176	218	2.12
17	MinerBytes Digital Signs	25	17	28	6	2	141	219	2.27
18	IT Security Awareness Training	44	42	74	12	7	40	219	2.42
19	Research Technology & Development Conference	20	10	6	1	0	181	218	1.68

**Undergraduate Student, how do you rate your overall Information Technology customer service experience?**

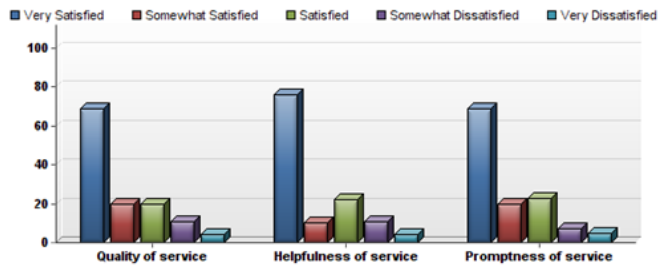


#	Question	Very Satisfied	Somewhat Satisfied	Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Total Responses
1	Quality of service	118	106	138	61	28	451
2	Helpfulness of service	134	91	149	57	20	451
3	Promptness of service	116	97	162	43	31	449

**Undergraduate Student, how do you rate the availability & quality of the following IT provided resources?**

#	Question	Very Satisfied	Somewhat Satisfied	Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Never Used	Total Responses	Mean
1	Campus WIFI	34	79	97	132	107	5	454	3.44
2	IT Help Desk	86	59	97	28	23	160	453	2.46
3	IT Walk In Center in Library	101	66	102	30	24	131	454	2.41
4	Computer Learning Centers Software	99	87	136	30	16	84	452	2.39
5	Computer Learning Center Computers	101	108	136	24	19	63	451	2.36
6	Computer Learning Center Printers	113	99	130	34	15	63	454	2.33
7	Computer Learning Center Wireless Web Printing	50	43	58	25	16	262	454	2.55
8	Print Shamrock Quota	94	75	144	61	33	47	454	2.67
9	Classroom Technology	72	87	184	49	21	37	450	2.66
10	3D Printing	45	36	34	12	10	318	455	2.31
11	Application Support	43	37	64	17	12	280	453	2.53
12	Google apps	89	70	92	6	13	184	454	2.20
13	Nonavitra Data Visualization Wall in Library	74	32	45	6	7	290	454	2.02
14	BeBetter.mst.edu competition	23	11	26	2	8	384	454	2.44
15	The S&T Student Mobile App	21	33	47	39	27	287	454	3.11
16	MinerBytes Digital Signs	26	30	66	22	15	295	454	2.81
17	Research Technology & Development Conference	23	17	26	1	8	377	452	2.39

**As a Graduate Student, how do you rate your overall Information Technology customer service experience?**



#	Question	Very Satisfied	Somewhat Satisfied	Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Total Responses
1	Quality of service	69	20	20	11	4	124
2	Helpfulness of service	76	10	22	11	4	123
3	Promptness of service	69	20	23	7	5	124



**Graduate Student, how do you rate the availability & quality of the following IT provided resources?**

#	Question	Very Satisfied	Somewhat Satisfied	Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Never Used	Total Responses	Mean
1	Campus WIFI	38	26	17	14	14	14	123	2.45
2	IT Help Desk	62	14	22	6	6	15	125	1.91
3	IT Walk In Center in Library	57	13	23	4	5	23	125	1.89
4	IT Desktop Support	56	9	14	4	4	37	124	1.75
5	Computer Learning Centers Software	36	22	17	10	4	33	122	2.15
6	Computer Learning Center Computers	39	17	26	8	5	29	124	2.19
7	Computer Learning Center Printers	36	17	30	8	4	29	124	2.23
8	Computer Learning Center Wireless Web Printing	23	7	16	4	2	70	122	2.13
9	Print Shamrock Quota	28	17	27	7	10	34	123	2.48
10	Classroom Technology	33	31	35	6	5	13	123	2.26
11	IT Purchasing	19	12	15	2	5	70	123	2.28
12	Redeploy Computers	17	14	18	3	3	68	123	2.29
13	3D Printing	16	8	15	1	2	81	123	2.17
14	Application Support	21	13	14	1	5	68	122	2.19
15	Google apps	35	19	19	2	3	44	122	1.96
16	Research Computing Support	24	13	18	1	5	61	122	2.18
17	Research Support	24	17	16	3	5	58	123	2.20
18	Research Technology & Development Conference	22	12	14	0	3	72	123	2.02
19	Data Storage	32	21	20	7	6	37	123	2.23
20	Nonavitra Data Visualization Wall in Library	21	9	10	1	2	80	123	1.93
21	BeBetter .mst.edu Competition	15	8	9	1	3	87	123	2.14
22	The S&T Student Mobile App	15	6	14	2	7	79	123	2.55
23	MinerBytes Digital Signs	18	7	13	1	3	81	123	2.14