



***Information Technology at Michigan Tech:
2015 Survey Results***

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Information Technology at Michigan Tech: 2015 Survey Results and Discussion

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Executive Summary

An anonymous survey of Information Technology was conducted in April and May, 2015. 1,436 surveys were completed. Participation rates were 30% for faculty, 28% for staff, 14% for undergraduate students and 14% for graduate students.

The [2014 Survey](#) identified significant user dissatisfaction with many aspects of the IT environment at Michigan Tech, and was taken as a mandate for change by the entire IT staff. Leadership committed to a complete focus on customer service, and many changes in operations and procedures, as well as staff, were made to support this focus.

The 2014 survey was designed in collaboration with two Social Sciences faculty members who do surveys and survey research for a living. The survey used modern best practices in survey and question structure, with the goal of obtaining useful, actionable data. The survey results from 2014 were used to prioritize actions and projects to improve the most serious problems. The questions in the 2015 survey were identical to those in 2014, with one additional question. Therefore, the results can be used from year to year to track progress on user satisfaction.

The results indicate a substantial improvement in almost every aspect of user satisfaction. Overall satisfaction with the IT environment on campus improved from an average of 3.13 to 3.56. Among faculty, who were the most dissatisfied in 2014, the improvement was from 2.87 to 3.31, a remarkable increase. No metric decreased in a statistically significant way, and most improved significantly.

While the IT organization is quite happy with the increases in customer service, it understands that there is still a long way to go. IT will continue to focus on customer service, with a goal of average scores of 4.0 in all key metrics.

Introduction

An anonymous survey of IT was conducted at the end of the Spring semester, 2015. The survey and questions were identical to those in 2014, in order to track progress in user satisfaction. The survey was designed in collaboration with two faculty members in the Department of Social Sciences who do surveying as part of their research programs.

The survey generated quantitative data and text-based comments. 1,436 surveys were completed, compared to 1,652 last year. The numbers of participants and their participation rates were:

- 154 faculty (30% response rate)
- 367 staff (28%)
- 718 undergraduate students (14%)
- 190 graduate students (14%)
- 7 “other”

Participation rates were consistent between 2014 and 2015 for both undergraduate and graduate students, while they were lower this year for faculty and staff, both of which participated at around 40% in 2014. 328 text-based comments were submitted. Each comment was read and forwarded to the management of the appropriate unit. The number of text-based comments was about twice as high in 2014 as in 2015.

Quantitative Results - General Satisfaction

Figures 1 and 2 shows “overall satisfaction” with the IT environment on campus. In all of these figures, the mean value of the responses is given for both years on a scale of 1-5 (e.g “very satisfied = 5, while “very dissatisfied”= 1.)

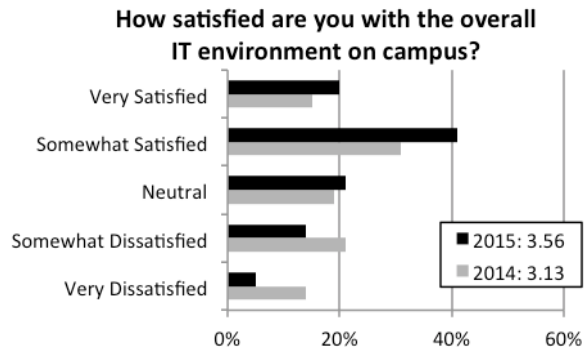


Figure 1. Overall satisfaction reported by all respondents

The survey data was filtered and analyzed based on constituent groups as well. In cases where this filtering provided useful information, the constituent-based data is presented in this report. For example, Figure 2 shows the distributions of the responses given in Figure 1, by constituent group.

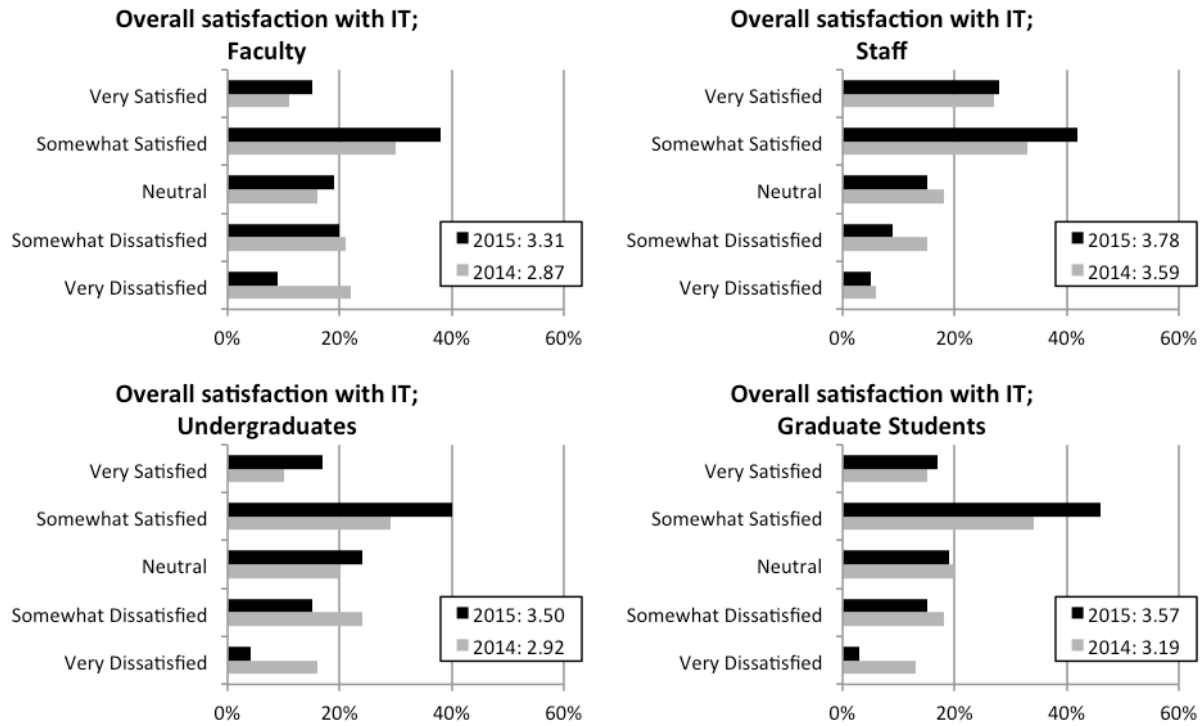


Figure 2. Overall satisfaction reported by constituent group

Figures 1 and 2 show substantial improvement in user satisfaction among every constituent group. In particular, in 2014 around 40% of the faculty and undergraduate students were either “Very Dissatisfied” or “Somewhat Dissatisfied”, and these fractions were significantly reduced in 2015.

Satisfaction with User Support

Satisfaction with User Support was higher than the overall satisfaction with the IT environment in both years, but again, there were significant improvements from 2014 to 2015. Figure 3 shows distributions of overall user support satisfaction, by constituent.

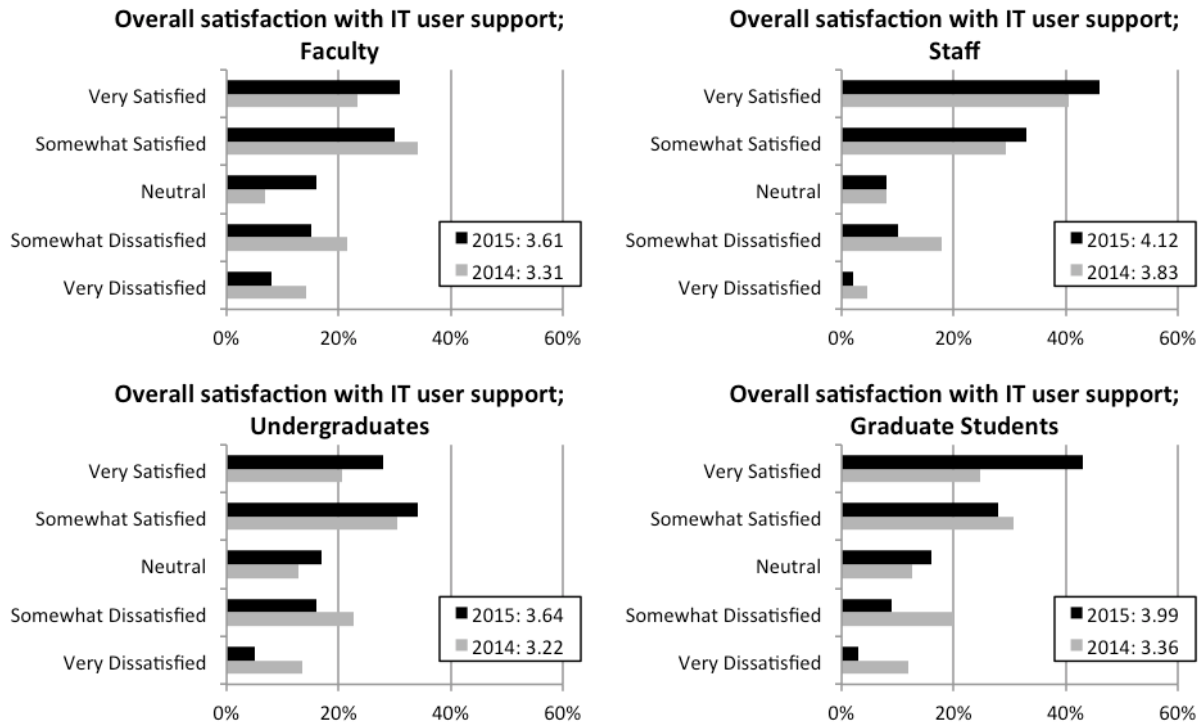


Figure 3. Overall satisfaction with User Services, by constituent

The survey asked for satisfaction on a wide range of categories of user support, and the distributions are presented in Figure 4. Once again, every single category showed improvement from 2014 to 2015, and many metrics are either at or approaching the goal of a 4.0 average user satisfaction.

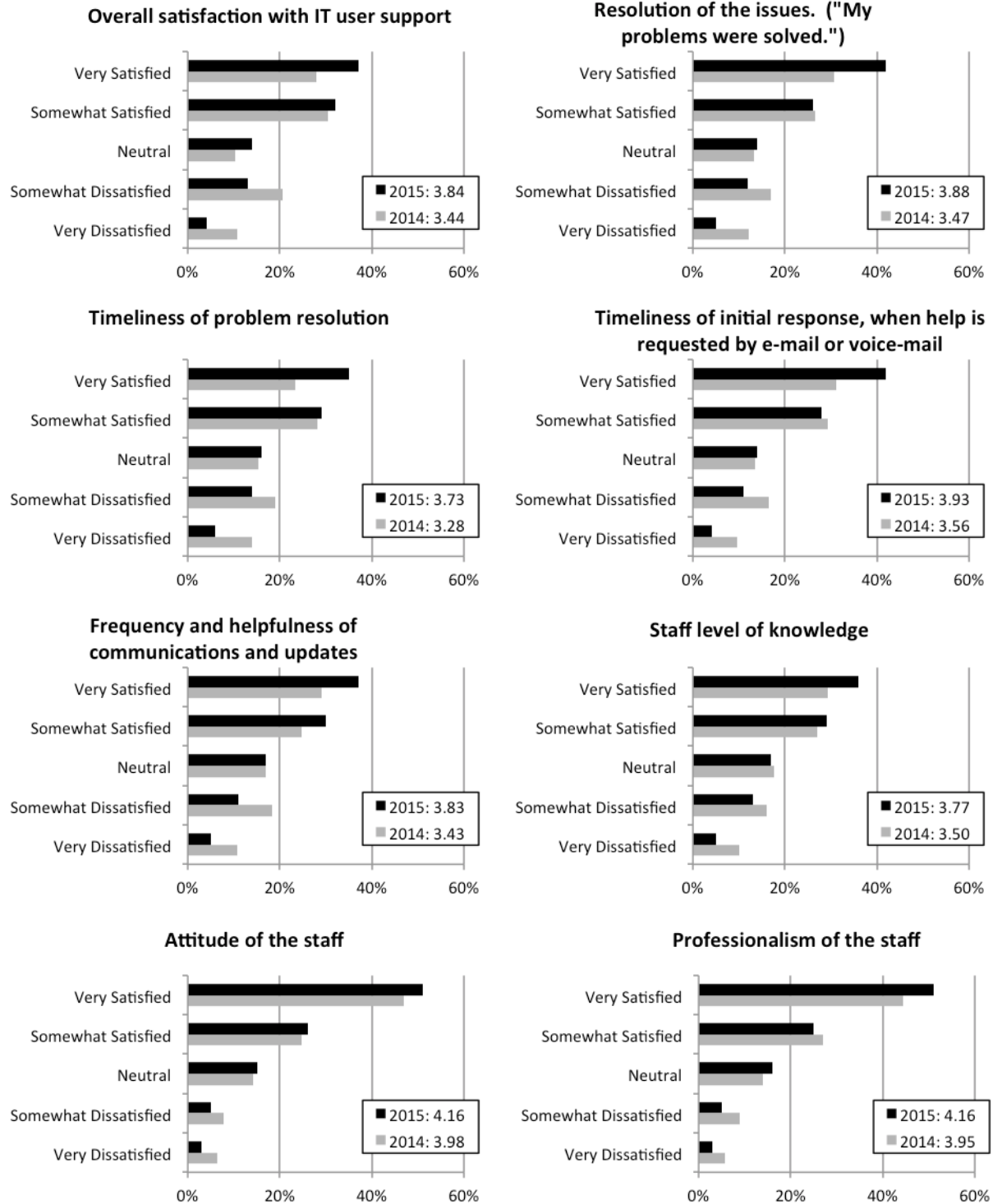


Figure 4. Satisfaction with User Services, by category

Satisfaction with the Computing Environment in the Library

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

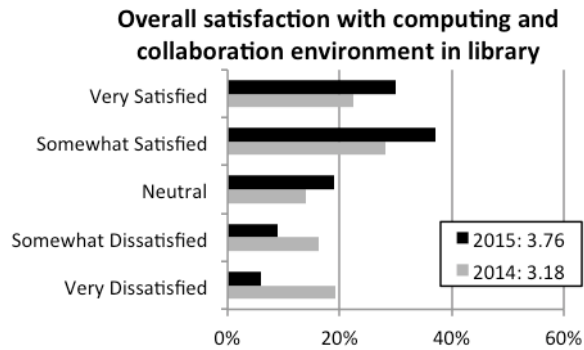


Figure 5. Satisfaction with Library computing environment

To some extent, the improvements may be due to having two years of newer students who were not accustomed to the old “departmental lab” system. Additionally, both IT and the Library made several changes to the environment in response to survey results from both the 2014 IT Survey and the 2014 Student Satisfaction survey. IT improvements included:

- Added 11 wireless access points to improve wireless network coverage.
- Moved 22 third floor "hallway" PCs to the first floor 24/7 space. This helped address complaints about the 3rd floor being noisy.
- Instead of having one Mac on 10 different tables, IT moved them all to one Mac zone. This made many more contiguous, homogeneous working environments.
- IT had Xerox patch the printer fleet to reduce jamming, and added a new printer to the 24/7 zone.
- While not directly related to the Library, IT added more collaborative stations in the wireless lounges last summer, in response to student complaints about difficulty doing collaborative work.

The Library also made substantial improvements and changes in the last year to enhance the environment for student learning and collaboration.

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

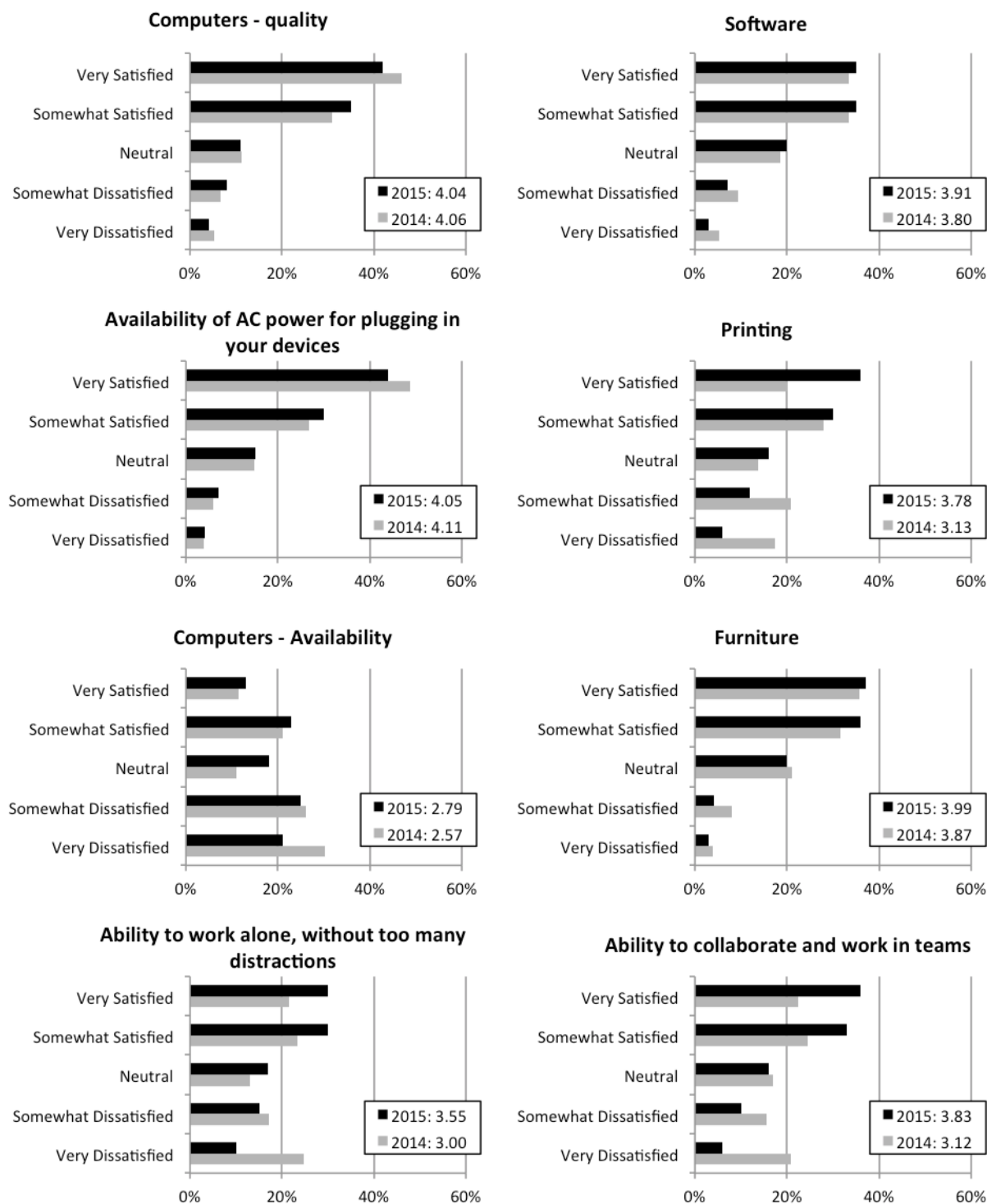


Figure 6. Satisfaction with Library computing environment; specific topics

Figure 6 reveals substantial improvement in satisfaction with:

- Printing
- Ability to work in teams
- Ability to work alone without distractions

These three categories were all poorly rated in 2014, and as discussed previously, many changes were made to try to improve them. It is gratifying that the changes seem to have had a positive effect.

Availability of computers, while improving slightly from 2014, is an area that still seems to need some work.

Satisfaction with the Wireless Network

Everyone is aware that the wireless network is in need of improvement, and the survey statistics were consistent with that, as shown in Figure 7.

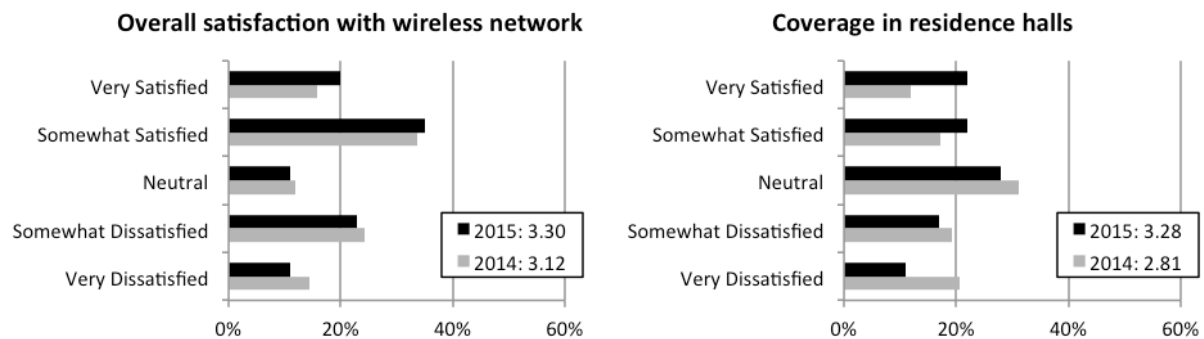


Figure 7. Satisfaction with the wireless network overall, and with coverage in the Residence Halls

Improving the poor “Coverage in the Residence Halls” was one of the highest priorities for effort that resulted from the 2014 survey. While the quantitative results shown in Figure 7 for 2014 were bad, the text-based comments contained even stronger condemnation of IT’s efforts and wireless network in the residence halls.

In response to these results, IT spent over \$500,000 in the residence halls in July and August, 2014. A new wireless access point was added for every other room. The results speak for themselves, and it is now evident that one can buy 0.5 points of average user satisfaction with half a million dollars.

IT continues to work with the Residential Life staff to improve the wireless network and coverage in response to specific student complaints.

Figure 8 shows more details of satisfaction with the wireless network, and further illustrates the need for improvements of the wireless network. The user satisfaction did not improve significantly, but few investments were made in this area in 2015 outside of the residence halls.

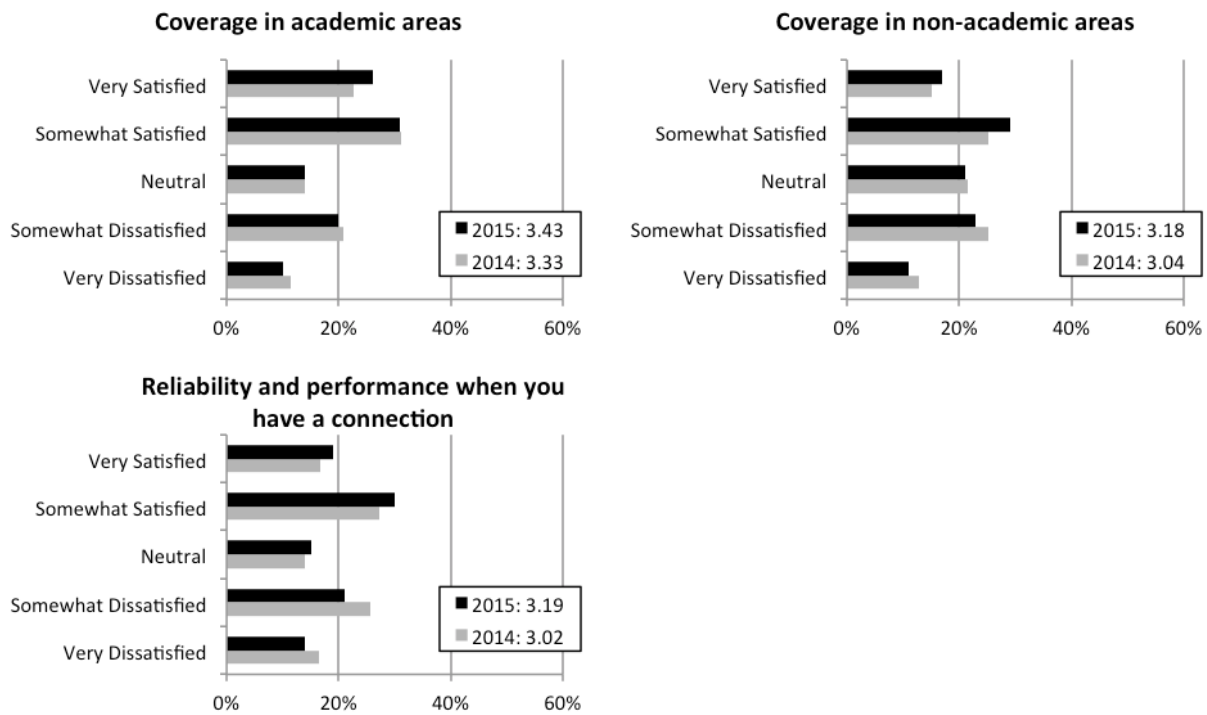


Figure 8. Satisfaction with the wireless network; specific topics.

Satisfaction with IT Purchasing System

People are somewhat satisfied with the IT purchasing system, though some faculty members have strongly objected to it as an infringement on their individual rights.

Figure 9 shows quantitative data regarding satisfaction with the IT purchasing system. Every metric improved from 2014 to 2015. There were personnel changes and enhancements, and frankly, it is likely that some of the improvement in user satisfaction was a result of familiarity and trust in the system.

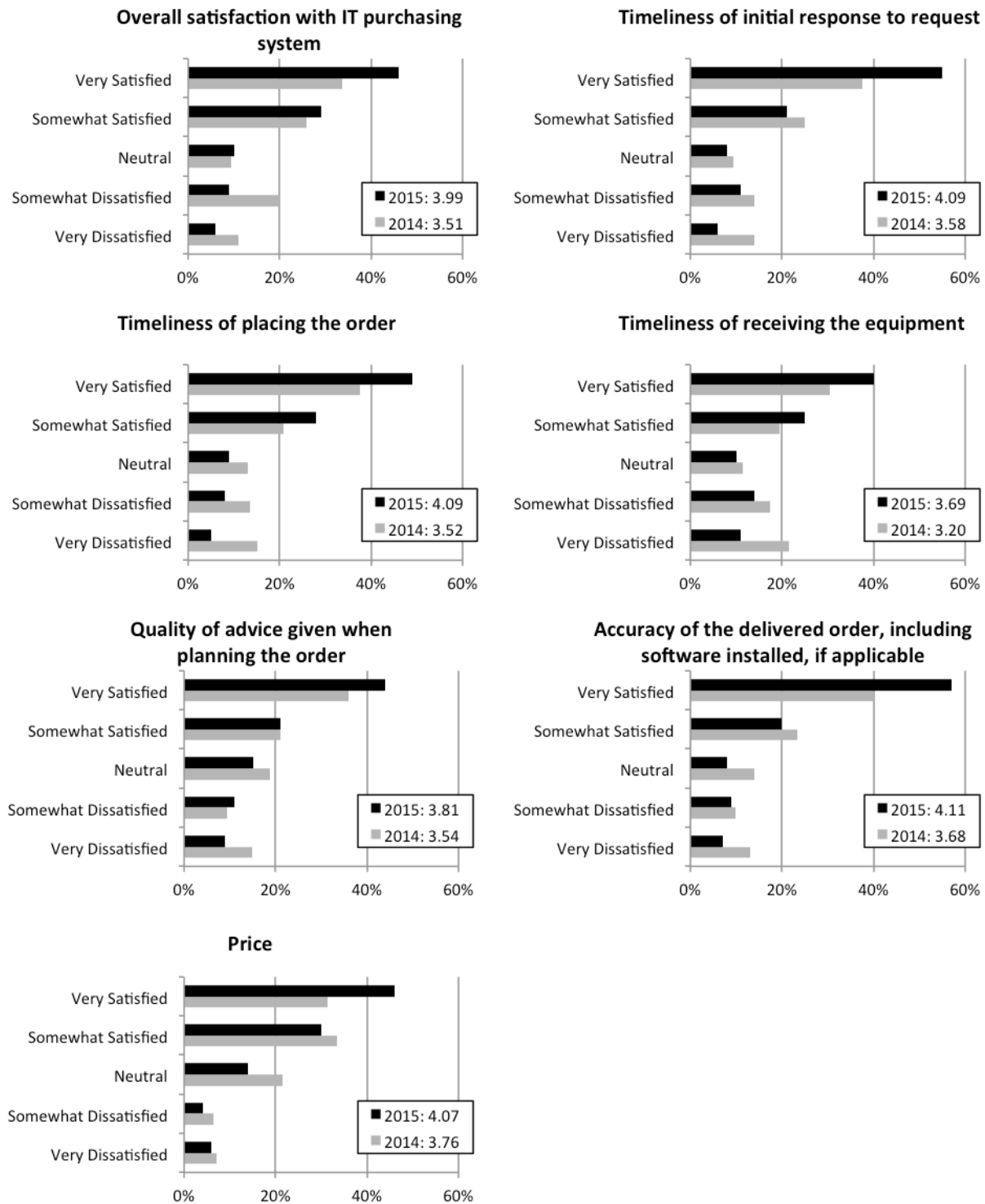


Figure 9. Satisfaction with the IT purchasing system

Miscellaneous

Figure 10 shows satisfaction with miscellaneous IT services.

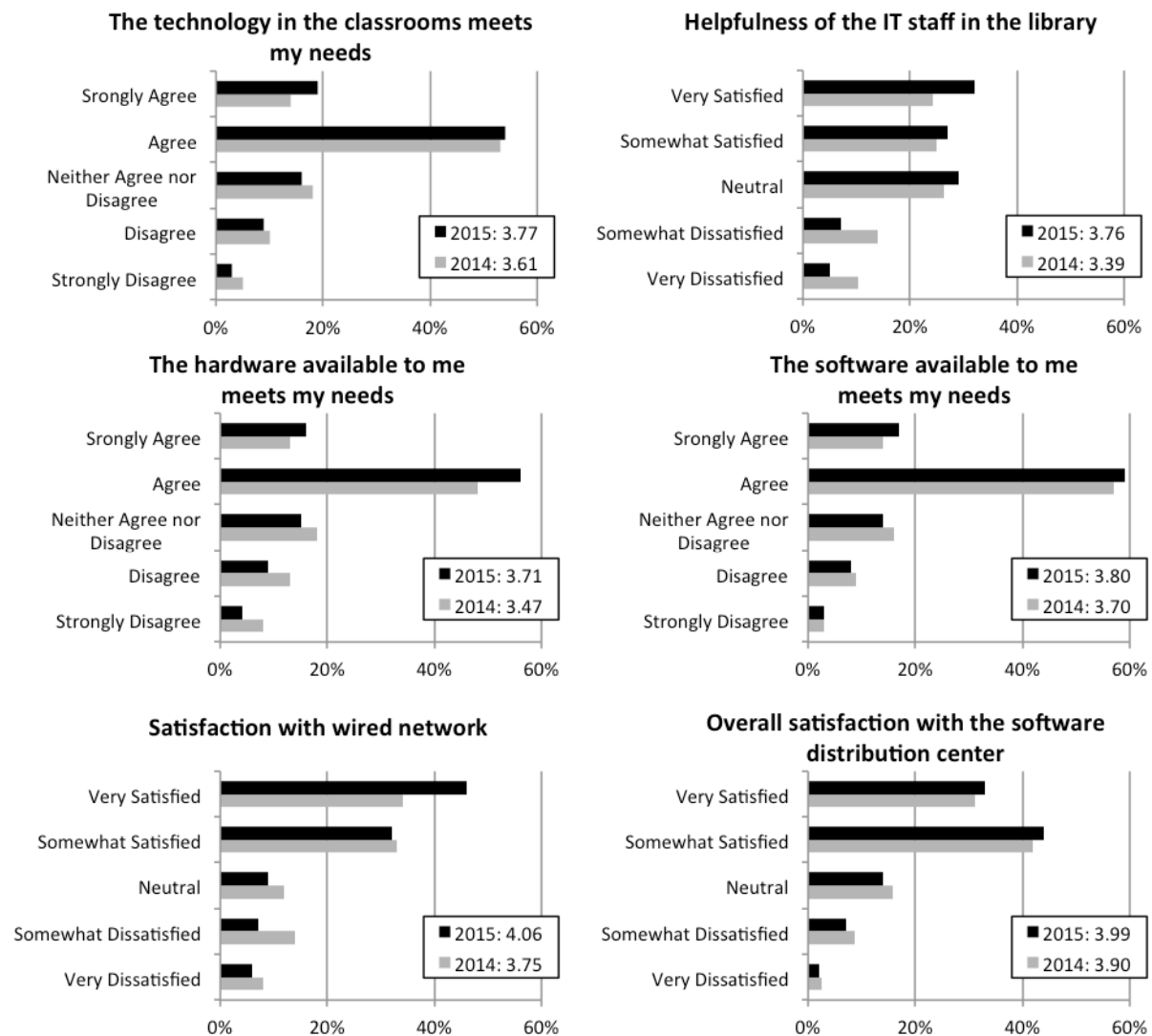


Figure 10. Satisfaction with miscellaneous IT systems

Figure 10 shows that people are generally satisfied with the miscellaneous services listed, and again, every metric improved (or stayed statistically the same). The helpfulness of the IT staff in the library was one issue that was discovered in the 2014 survey, and it appears that the efforts to improve that were successful.

Satisfaction with Enterprise Application Services Group

Enterprise Application Services (EAS) is the IT group that supports Banner, Banweb, MyMichiganTech, Canvas, grade submission/changes, and other business applications. Figure 11 shows satisfaction with this group, and the mobile app which they develop and support.

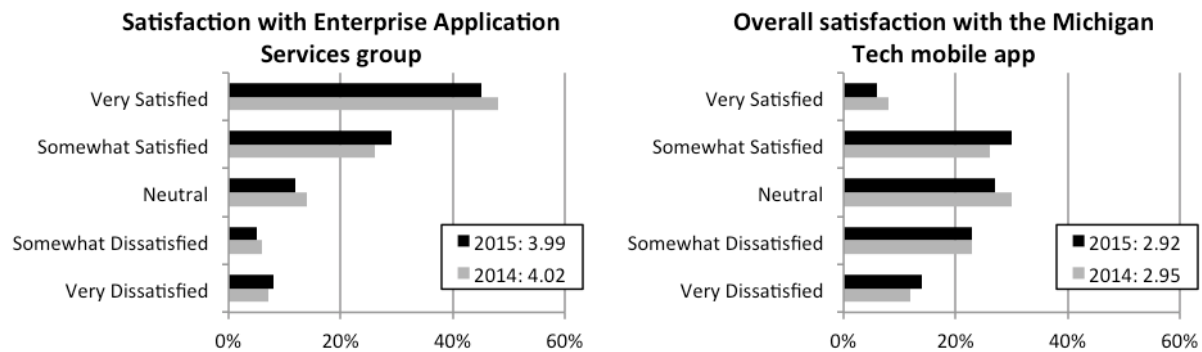


Figure 11. Satisfaction with Enterprise Application Services group and mobile app.

Customers are very satisfied with EAS, and this should be the standard that IT as a whole aims for. There was no statistically significant change in user satisfaction with either the EAS group or the mobile app from 2014 to 2015.

One new question was added in 2015, related to student satisfaction with the “wireless lounges” that are scattered around academic areas on campus. They are generally in locations that used to be departmental computer labs, and contain a mixture of a limited number of wired workstations, along with collaborative spaces and large displays that students can hook their laptops to.

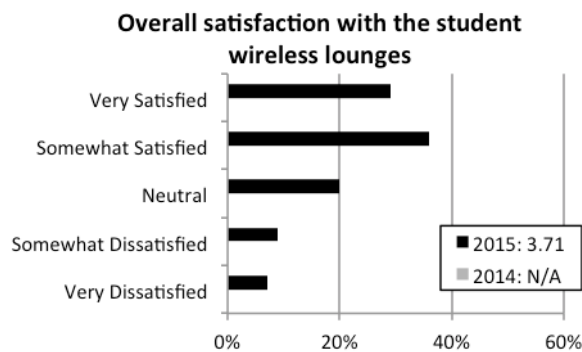


Figure 12. Satisfaction with student wireless lounges

Figure 12 shows that students appear to be generally satisfied with these spaces.

Summary

Information Technology constructed a survey in 2014 using best practices, and that survey revealed significant user dissatisfaction with many IT services and practices.

In response to that survey, IT re-committed itself to customer service, and made many changes in response to the actionable data and comments that came from the survey.

Only one year later, these changes have borne fruit. User satisfaction improved significantly in almost every measured metric. In no case did the average satisfaction decrease in a statistically significant manner.

IT is gratified but not satisfied. Continued improvements will be made in an effort to give the community the best possible tools and support for “Creating the Future.”