



Michigan Technological University
Information Technology

Information Technology at Michigan Tech 2023 Survey Results

Information Technology
Michigan Technological University
Houghton, MI 49931
mtu.edu/it

October 1, 2023

Executive Summary

An anonymous survey of Michigan Tech's Information Technology (IT) was conducted in April and May of 2023. Participation was voluntary, and 664 responses were recorded.

Participation rates were 14% of faculty (72/500), 19% of staff (254/1,341), 5% of undergraduate students (245/5,293), and 6% of graduate students (88/1,376). Overall participation rate was 8%.

Satisfaction with the overall IT environment on campus was recorded at 4.18 out of 5, and remains over our goal of 4.0/5 for the sixth continuous year. 49% reported being very satisfied, with 79% either somewhat or very satisfied.

While hiring and retention continue to be a challenge for the IT organization, most measured categories remained above our goal of 4.0/5. All categories are continually evaluated and subjected to improvement efforts throughout the course of the year.

Joshua Olson

Chief Information Officer

November 6, 2023

Introduction

An anonymous survey of Michigan Tech's Information Technology (IT) was conducted in April and May of 2023. As in previous years, the survey generated quantitative data and text-based comments. In addition to reviewing the summarized data responses, all 124 text-based comments were closely reviewed by IT leadership, and actionable items were considered and implemented whenever possible.

In the 2023 survey, 664 responses were recorded, compared to 773 in 2022, 625 in 2021, 915 in 2020, 940 in 2019, 991 in 2018, 903 in 2017, 1,078 in 2016, 1,436 in 2015 and 1,652 in 2014. The participant response rate is as follows:

- 72 faculty (17%)
- 254 staff (21%)
- 245 undergraduate students (6%)
- 88 graduate students (8%)
- 5 “other”

Participation rates for the last 10 surveys (2014–2023) are included in the following table.

Participant	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014
Faculty	72 (14%)	80 (17%)	74 (16%)	88 (19%)	103 (22%)	103 (20%)	111 (24%)	122 (26%)	154 (30%)	189 (40%)
Staff	254 (19%)	288 (21%)	208 (17%)	268 (20%)	344 (25%)	340 (25%)	355 (26%)	369 (28%)	367 (28%)	435 (41%)
Undergraduate	245 (5%)	309 (6%)	264 (5%)	408 (8%)	376 (7%)	423 (8%)	318 (6%)	427 (8%)	718 (14%)	816 (15%)
Graduate	88 (6%)	90 (8%)	71 (6%)	136 (10%)	111 (9%)	119 (9%)	108 (8%)	153 (10%)	190 (14%)	177 (13%)
“Other”	5	6	8	15	6	6	11	7	7	35

Comment counts for the last ten surveys (2014–2023) are included in the following table.

Year	Comment count
2023	124
2022	139
2021	108
2020	128
2019	172
2018	228
2017	186
2016	246
2015	328
2014	633

The questions, originally developed in 2014 in collaboration with two Social Sciences faculty members who do surveying as part of their research programs, remained consistent on the 2015-2023 surveys with a few exceptions.

- Since 2014, new questions were added to measure satisfaction with new service offerings; in 2015, one question was reworded to make the measurement more meaningful.
- In 2018, two questions were added to measure satisfaction with research [high performance (HPC) and general research] computing support.
- In 2020, questions regarding on-campus infrastructure such as computer classrooms and wireless lounges were omitted, and a question regarding IT support during the “Stay Home, Stay Safe” executive order was added.
- In 2021, the questions regarding IT support during the “Stay Home, Stay Safe” executive order, feature requests for the Michigan Tech Mobile App, and requests for additional software in the Software Distribution Center were omitted. Two questions were added to learn about the utilization of campus computers for coursework during the academic year.

Each year, survey results are used to initiate continual improvement within the IT organization. This report shows year-to-year progress tracking.

Quantitative Results

General Satisfaction

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

How satisfied are you with the overall IT environment on campus?

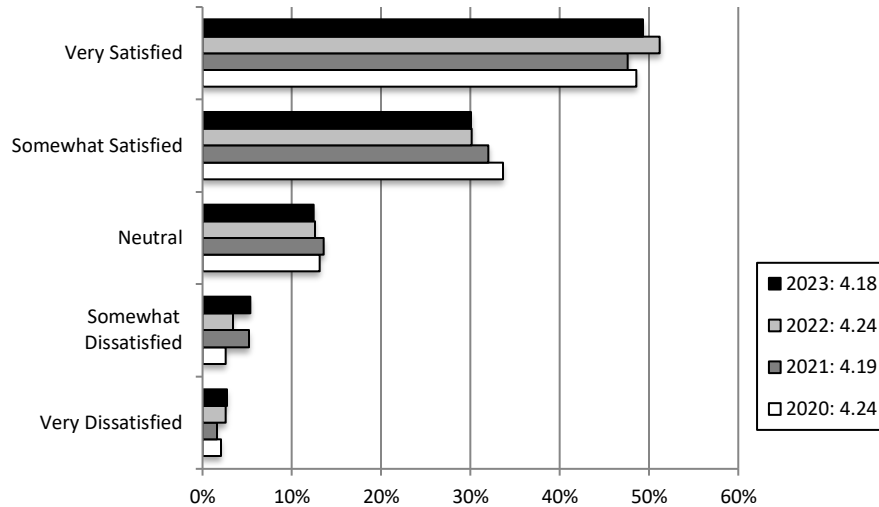
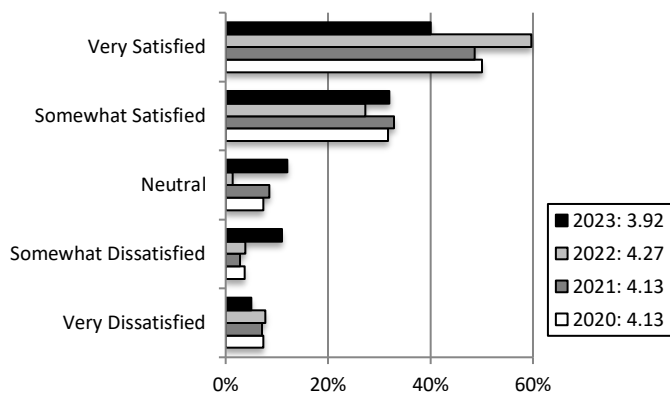


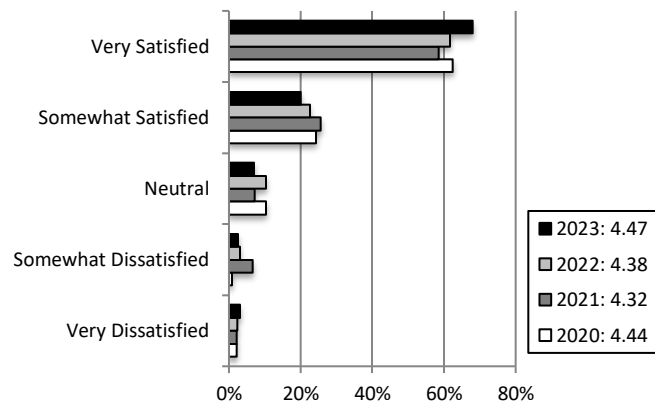
Figure 1. Overall satisfaction reported by all respondents

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

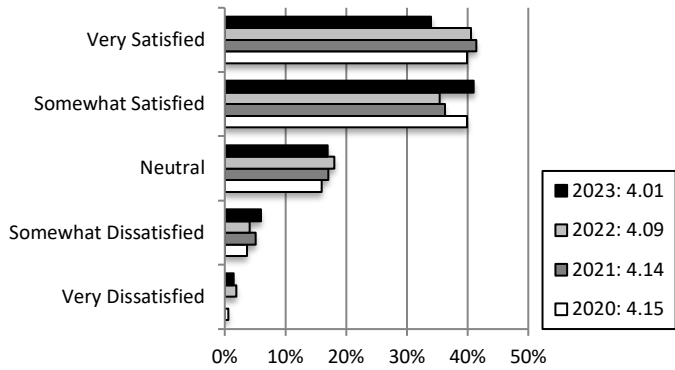
Overall satisfaction with IT (Faculty)



Overall satisfaction with IT (Staff)



Overall satisfaction with IT (Undergraduates)



Overall satisfaction with IT (Graduate Students)

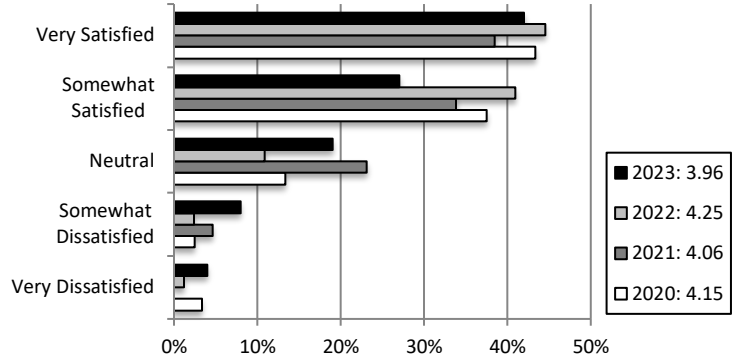
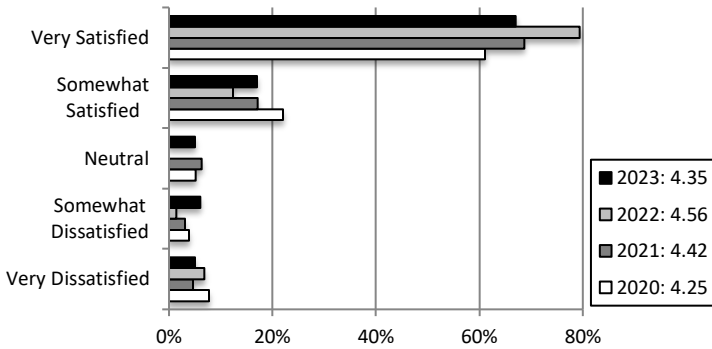


Figure 2. Overall satisfaction reported by constituent group

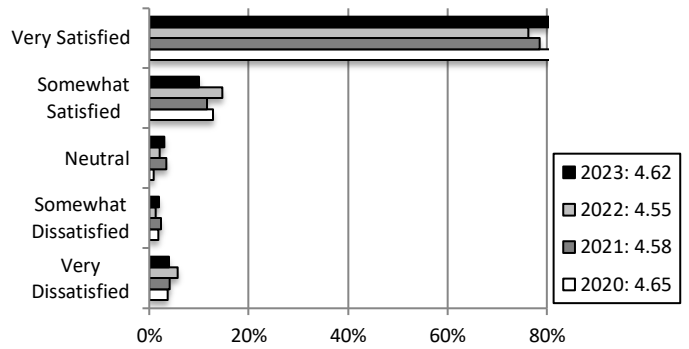
Satisfaction with IT Support

Figure 3 shows distributions of overall IT support satisfaction by constituent group. Metrics for each group remained above the goal of a minimum 4.0 average satisfaction.

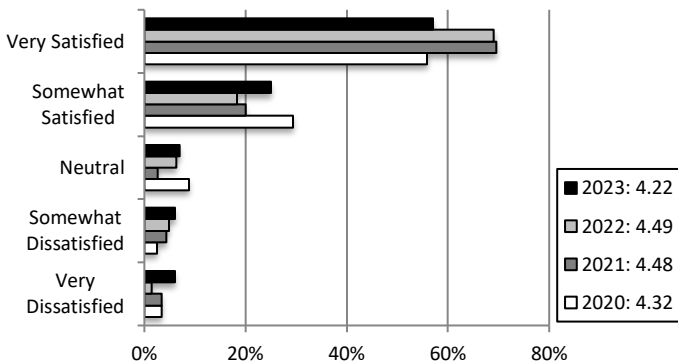
Overall satisfaction with IT support (Faculty)



Overall satisfaction with IT support (Staff)



Overall satisfaction with IT support (Undergraduates)



Overall satisfaction with IT support (Graduate Students)

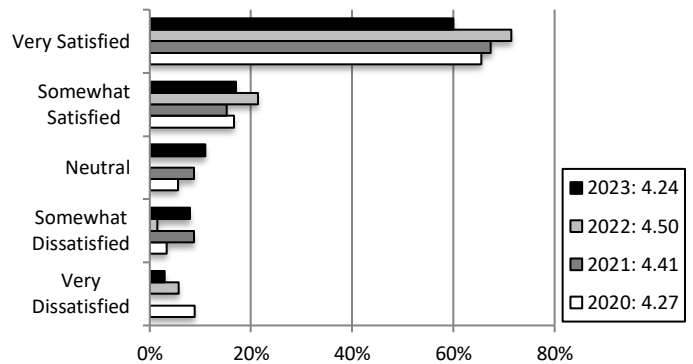
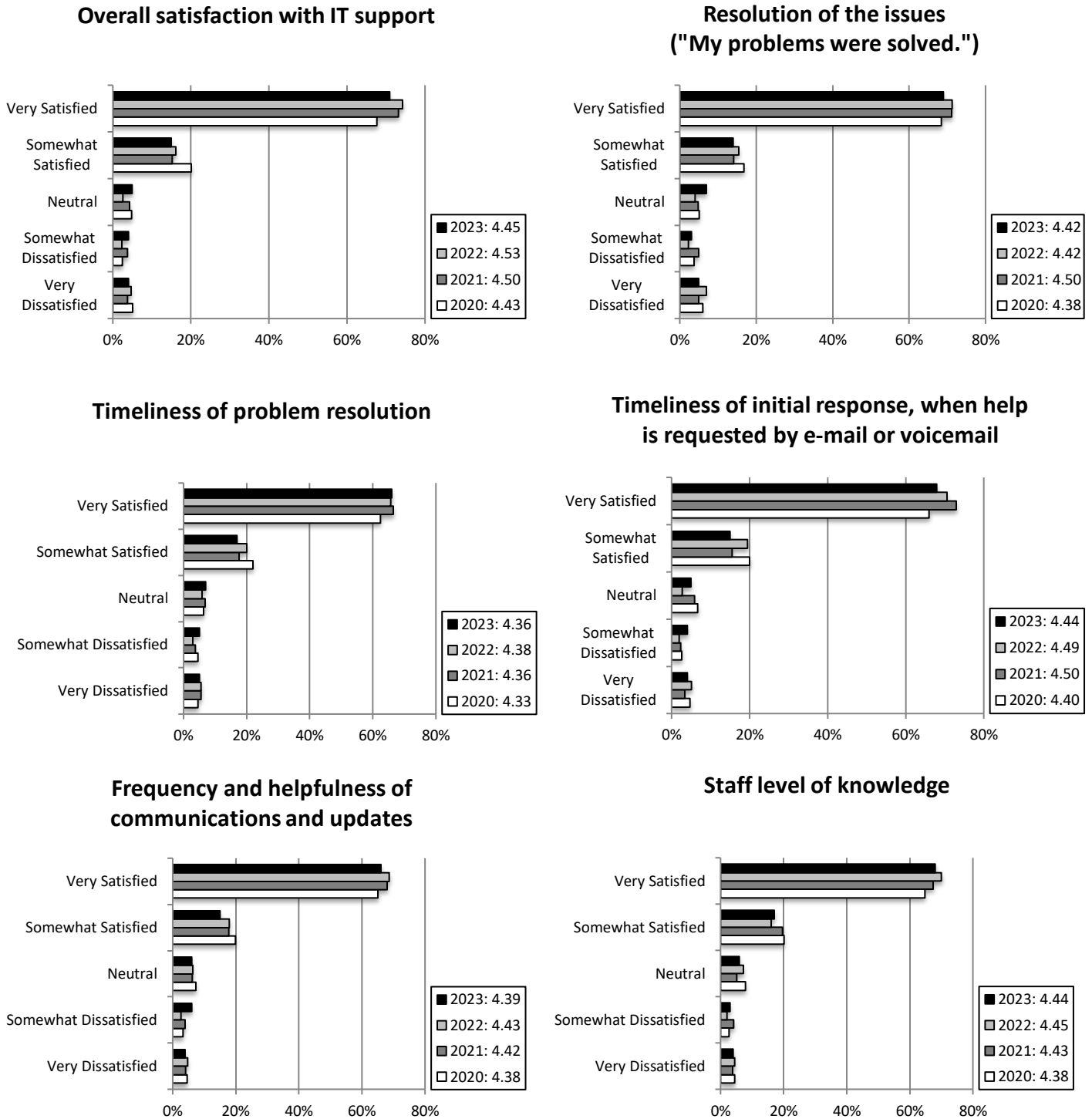
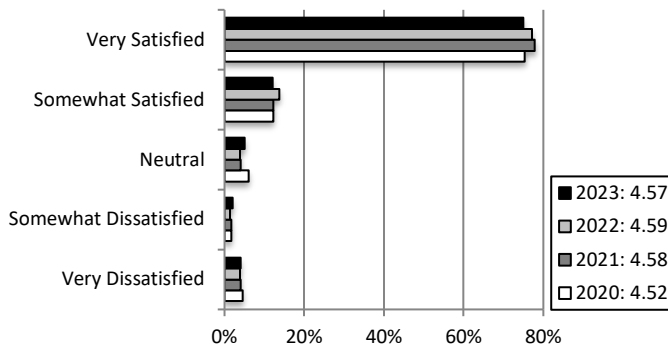


Figure 3. Overall satisfaction with IT support by constituent group

The survey asked for satisfaction on a wide range of categories of IT support; the distributions are presented in Figure 4. All metrics remained above the goal of a minimum 4.0 average satisfaction.



Attitude of the staff



Professionalism of the staff

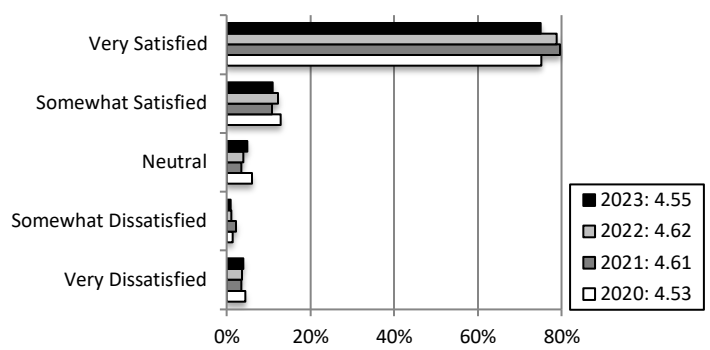
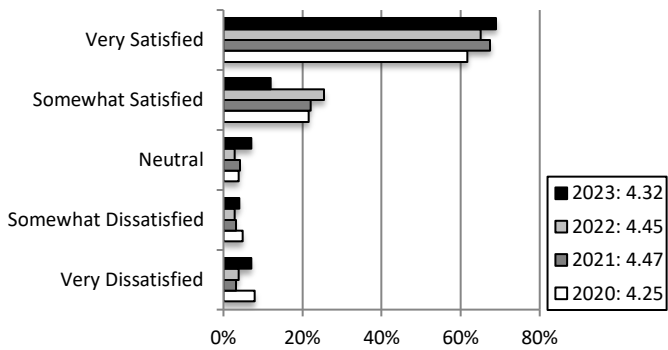


Figure 4. Satisfaction with IT support by category

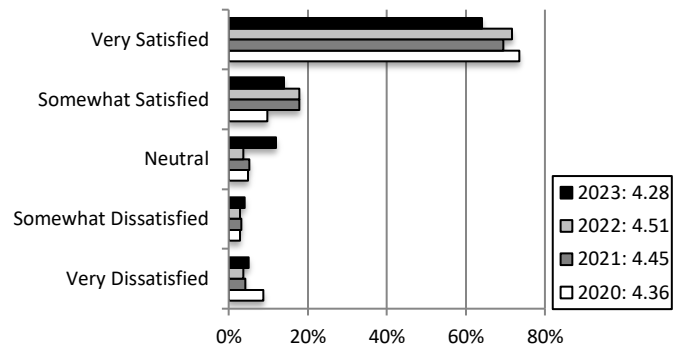
Satisfaction with IT Purchasing System Process

Figure 5 shows quantitative data regarding satisfaction with the IT purchasing system. All metrics remained above the goal of a minimum 4.0 average satisfaction.

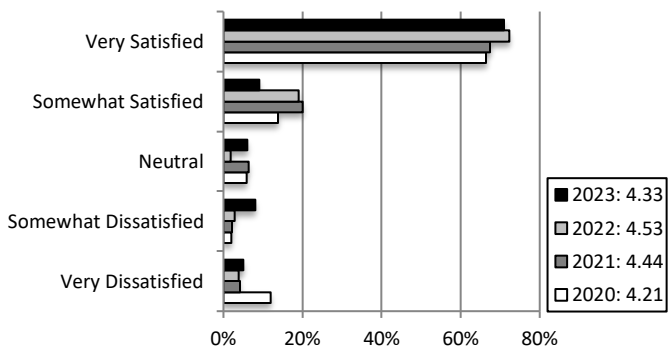
Overall satisfaction with IT purchasing system



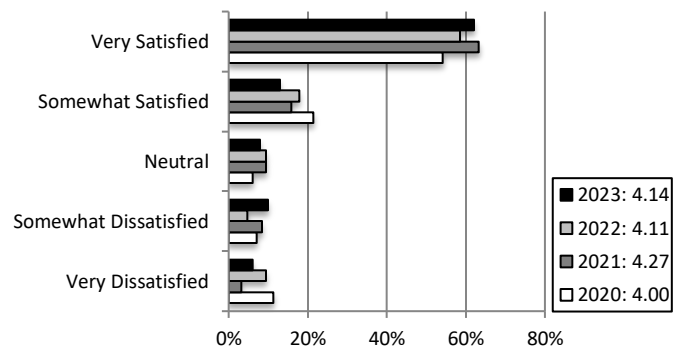
Timeliness of initial response to request



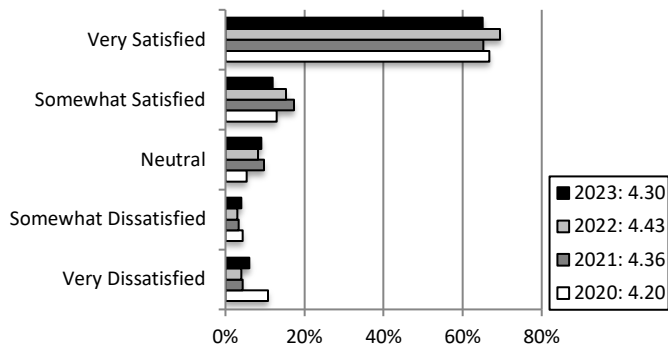
Timeliness of placing the order



Timeliness of receiving the equipment



Quality of advice given when planning the order



Accuracy of the delivered order, including software installed, if applicable

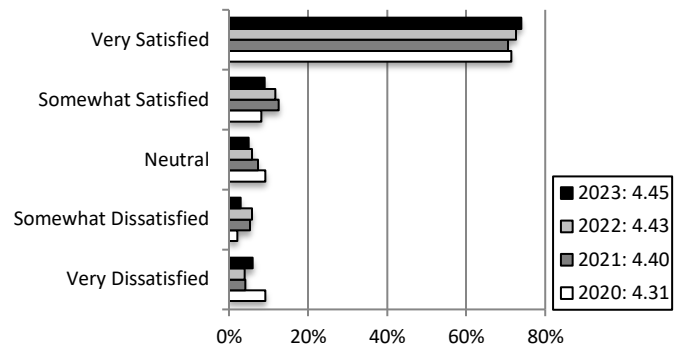


Figure 5. Satisfaction with the IT purchasing system

Satisfaction with Banner, Administrative Application Support, and Miscellaneous Services

Figure 6 shows faculty and staff satisfaction with Banner and administrative application support for services such as Banweb, MyMichiganTech, Canvas, and grad submission/changes.

Satisfaction with Banner and administrative application support

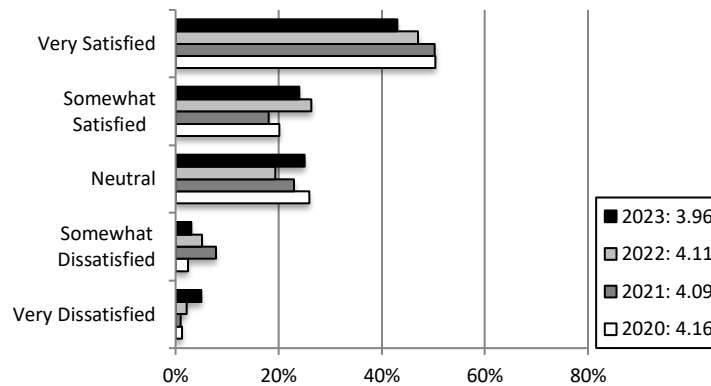
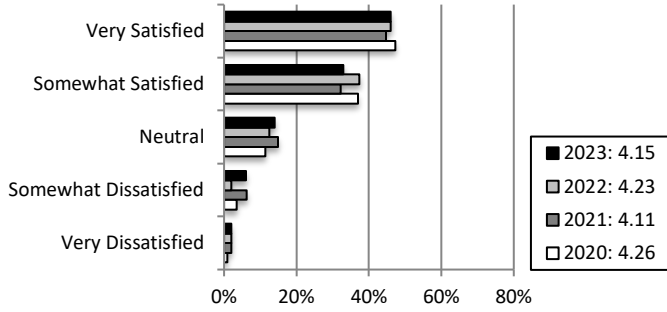


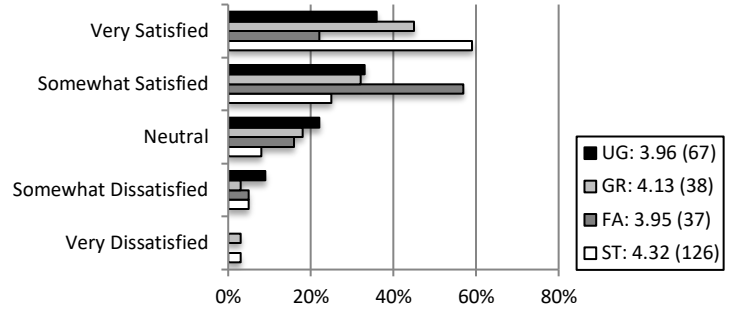
Figure 6. Satisfaction with Banner and administrative application support

IT continues to offer our wireless network at the Houghton County Memorial Airport, a software distribution center, self-help customer support center as well as a standard remote assistance tool.

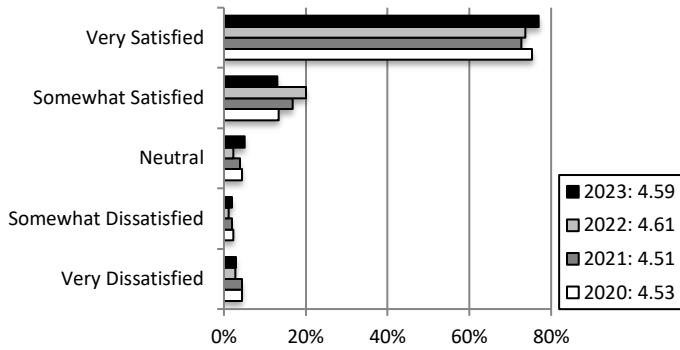
Overall satisfaction with the customer support center (support.it.mtu.edu)



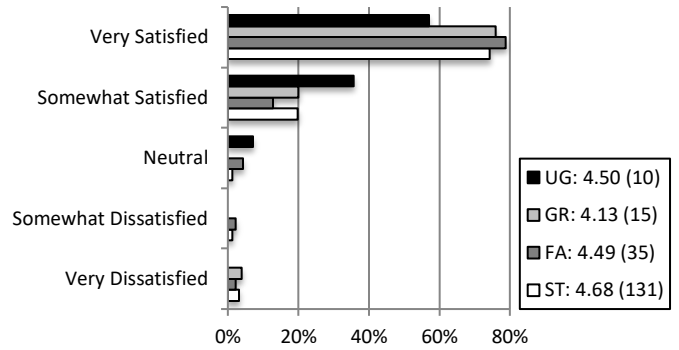
Overall satisfaction with the customer support center (support.it.mtu.edu) (2023)



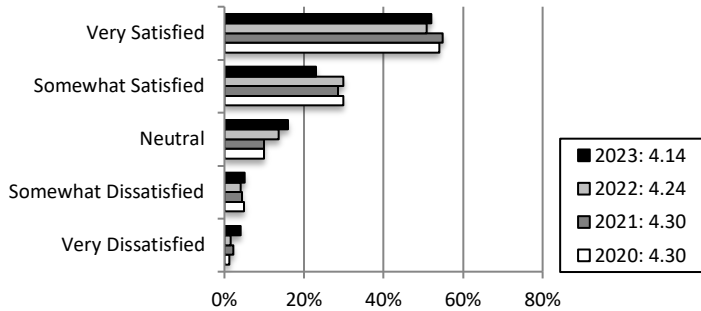
Overall satisfaction with our remote assistance



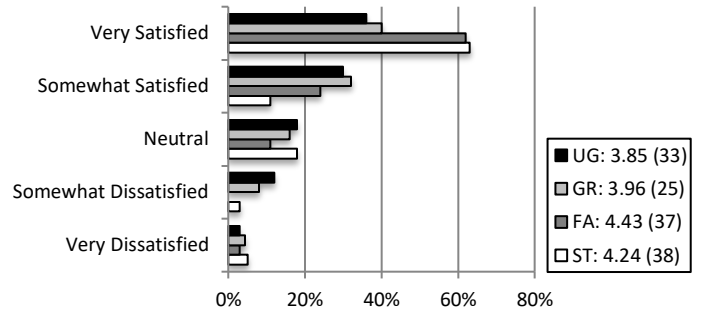
Overall satisfaction with our remote assistance (2023)



Overall satisfaction with our wireless at the Houghton County Memorial Airport



Overall satisfaction with our wireless at the Houghton County Memorial Airport (2023)



Overall satisfaction with the software distribution center

Overall satisfaction with the software distribution center (2023)

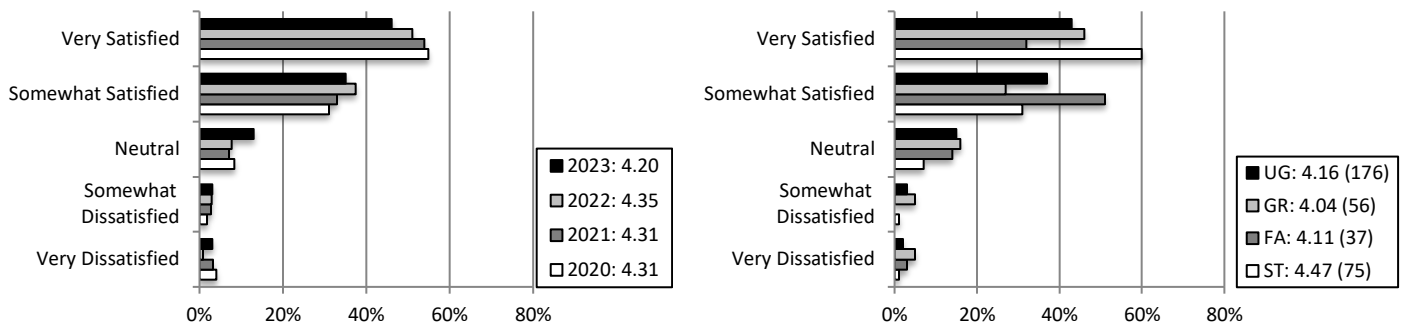
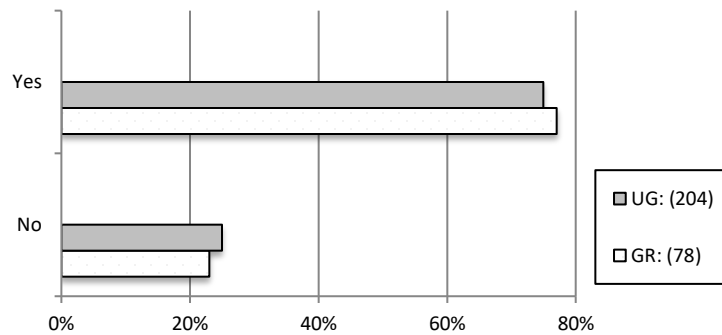


Figure 7. Satisfaction with miscellaneous IT systems

Have you utilized campus computers (in-person or remote connection) to complete your coursework during this academic year?



Why did you utilize campus computers (in-person or remote connection) to complete your coursework during this academic year?

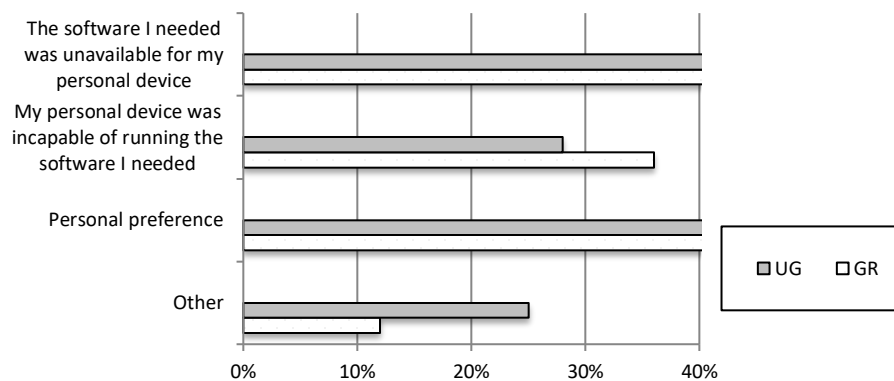
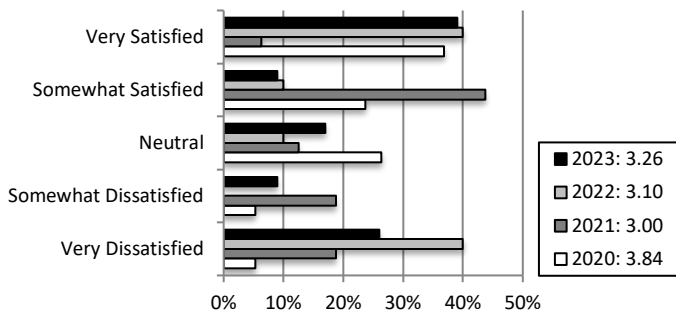
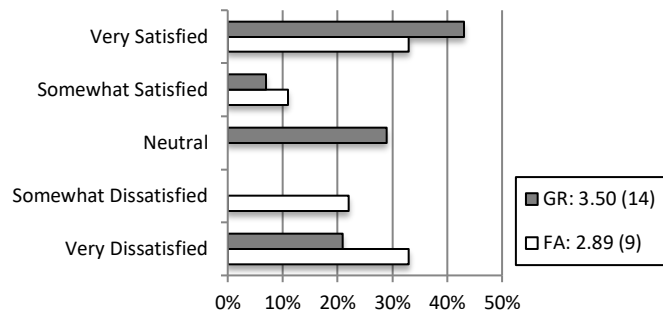


Figure 8. Utilization of campus computers for academic coursework

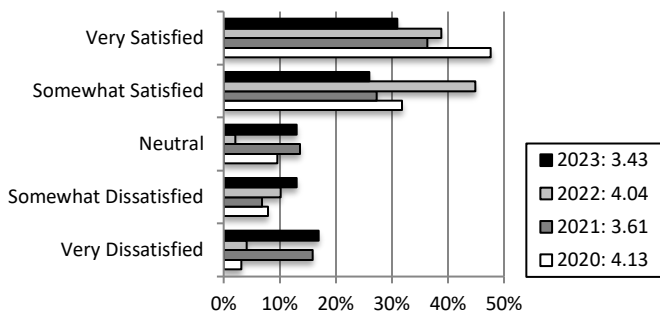
Are you satisfied with the support that you receive for HPC resources?



Are you satisfied with the support that you receive for HPC resources? (2023)



Are you satisfied with the support that you receive for general research computing resources?



Are you satisfied with the support that you receive for general research computing resources? (2023)

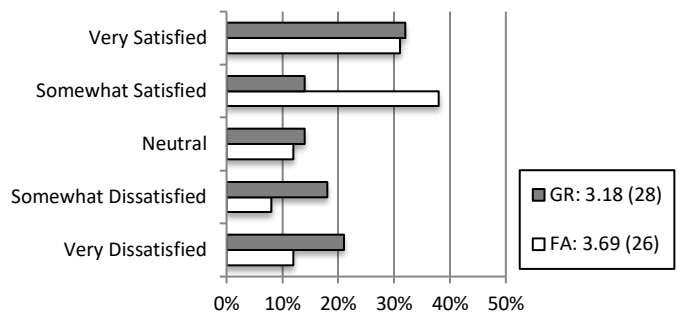


Figure 9. Satisfaction with High Performance (HPC) and general research computing support

High Performance Computing (HPC) focuses on research initiated on the Superior.research and Portage.research clusters, which is governed by the HPC Advisory Board. General research computing includes all research not initiated on the aforementioned clusters.

Summary

Information Technology constructed a survey in 2014 using best practices to measure customer satisfaction. Survey responses and feedback launched a new focus on customer service and listening to customers. Much of IT's improvement is a direct result of survey responses and customer feedback.

While hiring and retention continue to be a challenge for the IT organization, most measured categories remained above our goal of 4.0/5. All categories are continually evaluated and subjected to improvement efforts throughout the course of the year.

We remain committed to continual improvement and sincerely value our customers' feedback.

Appendix - 2023 IT Survey Report Response data (2014-2023)

General Satisfaction

Figure 1 - How satisfied are you with the overall IT environment on campus?

Survey Year	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Mean Score
2014	14%	21%	19%	31%	15%	3.13
2015	5%	14%	21%	41%	20%	3.56
2016	3%	11%	13%	42%	32%	3.89
2017	4%	9%	12%	37%	38%	3.97
2018	3%	7%	11%	39%	40%	4.08
2019	2%	7%	13%	36%	42%	4.10
2020	2%	3%	13%	34%	49%	4.24
2021	2%	5%	14%	32%	48%	4.19
2022	3%	3%	13%	30%	51%	4.24
2023	3%	5%	12%	30%	49%	4.18

Figure 2a - Overall satisfaction with IT (by faculty)

Survey Year	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Mean Score
2014	22%	21%	16%	30%	11%	2.87
2015	9%	20%	19%	38%	15%	3.31
2016	6%	17%	19%	42%	17%	3.46
2017	9%	16%	13%	40%	23%	3.51
2018	3%	9%	9%	45%	33%	3.95
2019	1%	11%	16%	38%	34%	3.92
2020	7%	4%	7%	32%	50%	4.13
2021	7%	3%	9%	33%	49%	4.13
2022	8%	4%	1%	27%	60%	4.27
2023	5%	11%	12%	32%	40%	3.92

Figure 2b – Overall satisfaction with IT (by staff)

Survey Year	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Mean Score
2014	6%	15%	18%	33%	27%	3.59
2015	5%	9%	15%	42%	28%	3.78
2016	1%	9%	9%	37%	44%	4.13
2017	1%	6%	8%	33%	52%	4.29
2018	3%	3%	8%	30%	57%	4.34
2019	1%	5%	11%	29%	55%	4.31
2020	2%	1%	10%	24%	62%	4.44
2021	2%	7%	7%	26%	58%	4.32
2022	2%	3%	10%	23%	62%	4.38
2023	3%	3%	7%	20%	68%	4.47

Figure 2c – Overall satisfaction with IT (by undergraduates)

Survey Year	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Mean Score
2014	6%	15%	18%	33%	27%	3.59
2015	5%	9%	15%	42%	28%	3.78
2016	1%	9%	9%	37%	44%	4.13
2017	1%	6%	8%	33%	52%	4.29
2018	3%	3%	8%	30%	57%	4.34
2019	1%	5%	11%	29%	55%	4.31
2020	2%	1%	10%	24%	62%	4.44
2021	2%	7%	7%	26%	58%	4.32
2022	2%	3%	10%	23%	62%	4.38
2023	1%	6%	17%	41%	34%	4.01

Figure 2d – Overall satisfaction with IT (by graduate students)

Survey Year	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Mean Score
2014	13%	18%	20%	34%	15%	3.19
2015	3%	15%	19%	46%	17%	3.57
2016	5%	11%	13%	45%	25%	3.73
2017	7%	13%	14%	38%	30%	3.7
2018	3%	5%	8%	34%	50%	3.97
2019	2%	4%	13%	43%	37%	4.09
2020	3%	3%	13%	38%	43%	4.15
2021	0%	5%	23%	34%	38%	4.06
2022	1%	2%	11%	41%	45%	4.25
2023	4%	8%	19%	27%	42%	3.96

Satisfaction with IT Support

Figure 3a – Overall satisfaction with IT support (by faculty)

Survey Year	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Mean Score
2014	14%	22%	7%	34%	23%	3.31
2015	8%	15%	16%	30%	31%	3.61
2016	12%	7%	10%	36%	29%	3.63
2017	11%	6%	12%	31%	40%	3.99
2018	3%	5%	9%	24%	59%	4.23
2019	5%	6%	8%	30%	52%	4.15
2020	8%	4%	5%	22%	61%	4.25
2021	5%	3%	6%	17%	69%	4.42
2022	7%	1%	0%	12%	79%	4.56
2023	5%	6%	5%	17%	67%	4.35

Figure 3b – Overall satisfaction with IT support (by staff)

Survey Year	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Mean Score
2014	5%	18%	8%	29%	40%	3.83
2015	2%	10%	8%	33%	46%	4.12
2016	1%	6%	7%	35%	52%	4.32
2017	3%	4%	5%	20%	69%	4.47
2018	4%	4%	5%	20%	68%	4.44
2019	2%	5%	5%	16%	72%	4.51
2020	4%	2%	1%	13%	81%	4.65
2021	4%	2%	3%	12%	79%	4.58
2022	6%	1%	2%	15%	76%	4.55
2023	4%	2%	3%	10%	81%	4.62

Figure 3c – Overall satisfaction with IT support (by undergraduates)

Survey Year	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Mean Score
2014	13%	23%	13%	31%	21%	3.22
2015	5%	16%	17%	34%	28%	3.64
2016	5%	9%	16%	36%	34%	3.87
2017	4%	14%	9%	34%	39%	3.91
2018	4%	6%	10%	31%	50%	4.17
2019	7%	9%	9%	21%	53%	4.05
2020	3%	2%	9%	29%	56%	4.32
2021	3%	4%	3%	20%	70%	4.48
2022	1%	5%	6%	18%	69%	4.49
2023	6%	6%	7%	25%	57%	4.22

Figure 3d – Overall satisfaction with IT support (by graduate students)

Survey Year	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Mean Score
2014	12%	20%	13%	31%	25%	3.36
2015	3%	9%	16%	28%	43%	3.99
2016	8%	9%	8%	38%	36%	3.84
2017	6%	11%	10%	33%	39%	3.83
2018	4%	8%	7%	32%	49%	4.15
2019	4%	6%	8%	25%	58%	4.27
2020	9%	3%	6%	17%	66%	4.27
2021	0%	9%	9%	15%	67%	4.41
2022	6%	1%	0%	21%	71%	4.50
2023	3%	8%	11%	17%	60%	4.24

Figure 4a – Overall satisfaction with IT support

Survey Year	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Mean Score
2014	11%	21%	10%	31%	28%	3.44
2015	4%	13%	14%	32%	37%	3.84
2016	5%	7%	11%	36%	41%	4.01
2017	5%	8%	7%	26%	54%	4.17
2018	3%	5%	7%	25%	59%	4.31
2019	4%	6%	7%	21%	62%	4.30
2020	5%	3%	5%	20%	68%	4.43
2021	4%	4%	4%	15%	73%	4.50
2022	5%	2%	3%	16%	74%	4.53
2023	4%	4%	5%	15%	71%	4.45

Figure 4b – Resolution of the issues (“My problems were solved.”)

Survey Year	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Mean Score
2014	12%	17%	13%	27%	31%	3.47
2015	5%	12%	14%	26%	42%	3.88
2016	4%	10%	10%	32%	43%	4.0
2017	5%	10%	7%	21%	57%	4.15
2018	4%	7%	8%	20%	61%	4.28
2019	5%	6%	9%	17%	62%	4.26
2020	6%	4%	5%	17%	68%	4.38
2021	5%	5%	5%	14%	71%	4.50
2022	7%	2%	4%	15%	71%	4.42
2023	5%	3%	7%	14%	69%	4.42

Figure 4c – Timeliness of problem resolution

Survey Year	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Mean Score
2014	14%	19%	15%	28%	23%	3.28
2015	6%	14%	16%	29%	35%	3.73
2016	6%	10%	14%	32%	38%	3.87
2017	5%	8%	10%	23%	54%	4.12
2018	3%	7%	10%	24%	56%	4.23
2019	6%	7%	9%	22%	57%	4.18
2020	5%	5%	6%	22%	62%	4.33
2021	6%	4%	7%	18%	66%	4.36
2022	6%	3%	6%	20%	66%	4.38
2023	5%	5%	7%	17%	66%	4.36

Figure 4d – Timeliness of initial response, when help is requested by email or voicemail

Survey Year	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Mean Score
2014	10%	16%	14%	29%	31%	3.56
2015	4%	11%	14%	28%	42%	3.93
2016	4%	6%	11%	36%	43%	4.08
2017	4%	5%	8%	22%	61%	4.30
2018	3%	4%	7%	21%	66%	4.43
2019	4%	3%	7%	24%	61%	4.18
2020	5%	3%	7%	20%	66%	4.40
2021	3%	2%	6%	15%	73%	4.50
2022	5%	2%	3%	20%	71%	4.49
2023	4%	4%	5%	15%	68%	4.44

Figure 4e – Frequency and helpfulness of communications and updates

Survey Year	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Mean Score
2014	11%	18%	17%	25%	29%	3.43
2015	5%	11%	17%	30%	37%	3.83
2016	5%	8%	15%	32%	41%	3.95
2017	5%	8%	10%	24%	54%	4.14
2018	4%	5%	8%	23%	59%	4.28
2019	5%	5%	9%	25%	56%	4.23
2020	5%	3%	7%	20%	65%	4.38
2021	4%	4%	6%	18%	68%	4.42
2022	5%	3%	6%	18%	69%	4.43
2023	4%	6%	6%	15%	66%	4.39

Figure 4f – Staff level of knowledge

Survey Year	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Mean Score
2014	10%	16%	18%	27%	29%	3.5
2015	5%	13%	17%	29%	36%	3.77
2016	6%	9%	14%	33%	37%	3.87
2017	6%	6%	11%	27%	50%	4.1
2018	4%	7%	10%	22%	57%	4.23
2019	5%	7%	12%	21%	56%	4.17
2020	5%	3%	8%	20%	65%	4.38
2021	4%	4%	5%	20%	67%	4.43
2022	4%	2%	7%	16%	70%	4.45
2023	4%	3%	6%	17%	68%	4.44

Figure 4g – Attitude of the staff

Survey Year	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Mean Score
2014	6%	8%	14%	25%	47%	3.98
2015	3%	5%	15%	26%	51%	4.16
2016	3%	5%	11%	28%	54%	4.26
2017	4%	5%	7%	19%	65%	4.35
2018	4%	4%	8%	17%	67%	4.41
2019	3%	4%	7%	16%	70%	4.45
2020	5%	2%	6%	12%	75%	4.52
2021	4%	2%	4%	12%	78%	4.58
2022	4%	1%	4%	14%	77%	4.59
2023	4%	2%	5%	12%	75%	4.57

Figure 4h – Professionalism of the staff

Survey Year	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Mean Score
2014	6%	9%	14%	27%	44%	3.95
2015	3%	5%	16%	25%	51%	4.16
2016	4%	4%	12%	29%	52%	4.23
2017	4%	5%	8%	19%	64%	4.35
2018	3%	4%	8%	18%	68%	4.44
2019	3%	3%	7%	18%	68%	4.46
2020	4%	1%	6%	13%	75%	4.53
2021	4%	2%	4%	11%	80%	4.61
2022	4%	1%	4%	12%	79%	4.62
2023	4%	1%	5%	11%	75%	4.55

Satisfaction with IT Purchasing System Process

Figure 5a – Overall satisfaction with IT purchasing system

Survey Year	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Mean Score
2014	11%	20%	9%	26%	34%	3.51
2015	6%	9%	10%	29%	46%	3.99
2016	9%	7%	11%	36%	38%	3.87
2017	5%	10%	8%	24%	53%	4.11
2018	4%	6%	4%	24%	61%	4.30
2019	3%	4%	5%	20%	67%	4.44
2020	8%	5%	4%	22%	62%	4.25
2021	3%	3%	4%	22%	67%	4.47
2022	4%	3%	3%	25%	65%	4.45
2023	7%	4%	7%	12%	69%	4.32

Figure 5b – Timeliness of initial response to request

Survey Year	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Mean Score
2014	14%	14%	9%	25%	38%	3.58
2015	6%	11%	8%	21%	55%	4.09
2016	8%	6%	10%	31%	44%	3.97
2017	4%	4%	9%	21%	61%	4.31
2018	2%	6%	4%	14%	74%	4.51
2019	3%	2%	2%	17%	76%	4.60
2020	9%	3%	5%	10%	74%	4.36
2021	4%	3%	5%	18%	69%	4.45
2022	4%	3%	4%	18%	72%	4.51
2023	5%	4%	12%	14%	64%	4.28

Figure 5c – Timeliness of placing the order

Survey Year	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Mean Score
2014	15%	14%	13%	21%	38%	3.52
2015	5%	8%	9%	28%	49%	4.09
2016	9%	9%	11%	32%	40%	3.86
2017	4%	6%	8%	25%	58%	4.26
2018	3%	6%	5%	15%	70%	4.43
2019	3%	3%	2%	17%	74%	4.56
2020	12%	2%	6%	14%	66%	4.21
2021	4%	2%	6%	20%	67%	4.44
2022	4%	3%	2%	19%	72%	4.53
2023	5%	8%	6%	9%	71%	4.33

Figure 5d – Timeliness of receiving the equipment

Survey Year	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Mean Score
2014	21%	17%	12%	19%	30%	3.20
2015	11%	14%	10%	25%	40%	3.69
2016	11%	10%	14%	25%	39%	3.71
2017	9%	7%	11%	23%	50%	3.97
2018	5%	13%	3%	17%	62%	4.17
2019	5%	5%	6%	18%	66%	4.33
2020	11%	7%	6%	21%	54%	4.00
2021	3%	8%	9%	16%	63%	4.27
2022	9%	5%	9%	18%	58%	4.11
2023	6%	10%	8%	13%	62%	4.14

Figure 5e – Quality of advice given when planning the order

Survey Year	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Mean Score
2014	15%	9%	19%	21%	36%	3.54
2015	9%	11%	15%	21%	44%	3.81
2016	9%	10%	9%	31%	40%	3.83
2017	6%	7%	13%	18%	56%	4.10
2018	5%	7%	5%	21%	62%	4.28
2019	3%	5%	10%	21%	62%	4.34
2020	11%	4%	5%	13%	67%	4.20
2021	4%	3%	10%	17%	65%	4.36
2022	4%	3%	8%	15%	69%	4.43
2023	6%	4%	9%	12%	65%	4.30

Figure 5f – Accuracy of the delivered order, including software installed, if applicable

Survey Year	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Mean Score
2014	13%	10%	14%	23%	40%	3.68
2015	7%	9%	8%	20%	57%	4.11
2016	6%	8%	13%	29%	45%	4.01
2017	7%	10%	6%	20%	58%	4.12
2018	4%	3%	8%	22%	62%	4.36
2019	4%	5%	5%	12%	74%	4.48
2020	9%	2%	9%	8%	71%	4.31
2021	4%	5%	7%	13%	71%	4.40
2022	4%	6%	6%	12%	73%	4.43
2023	6%	3%	5%	9%	74%	4.45

Satisfaction with Banner, Administrative Application Support, and Miscellaneous Services

Figure 6 – Satisfaction with Banner and administrative application support

Survey Year	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Mean Score
2014	7%	6%	14%	26%	48%	4.02
2015	8%	5%	12%	29%	45%	3.99
2016	2%	5%	21%	32%	40%	4.03
2017	5%	4%	26%	25%	40%	3.91
2018	3%	5%	25%	26%	41%	3.98
2019	2%	6%	23%	23%	46%	4.05
2020	1%	2%	26%	20%	50%	4.16
2021	1%	8%	23%	18%	50%	4.09
2022	2%	5%	19%	26%	47%	4.11
2023	5%	3%	25%	24%	43%	3.96

Figure 7a – Overall satisfaction with the customer support center (support.it.mtu.edu)

Survey Year	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Mean Score
2016	2%	5%	13%	41%	38%	4.07
2017	3%	7%	12%	41%	38%	4.04
2018	3%	4%	15%	38%	40%	4.09
2019	2%	6%	13%	37%	41%	4.09
2020	1%	4%	11%	37%	47%	4.26
2021	2%	6%	15%	32%	45%	4.11
2022	2%	2%	13%	37%	46%	4.23
2023	2%	6%	14%	33%	46%	4.15

Figure 7b – Overall satisfaction with the customer support center 2023 (support.it.mtu.edu)

Group	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Mean Score
Staff	3%	5%	8%	25%	59%	4.32 (126)
Faculty	0%	5%	16%	57%	22%	3.95 (37)
Graduate students	3%	3%	18%	32%	45%	4.31 (38)
Under-graduates	0%	9%	22%	33%	36%	3.96 (67)

Figure 7c – Overall satisfaction with our remote assistance

Survey Year	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Mean Score
2016	3%	1%	9%	29%	58%	4.40
2017	1%	4%	5%	29%	60%	4.43
2018	2%	3%	5%	24%	67%	4.51
2019	1%	2%	6%	23%	67%	4.53
2020	4%	2%	4%	13%	75%	4.53
2021	4%	2%	4%	17%	73%	4.51
2022	3%	1%	2%	20%	74%	4.61
2023	3%	2%	5%	13%	77%	4.59

Figure 7d – Overall satisfaction with our remote assistance (2023)

Group	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Mean Score
Staff	3%	1%	1%	20%	74%	4.68 (131)
Faculty	2%	2%	4%	13%	79%	4.49 (35)
Graduate students	4%	0%	0%	20%	76%	4.13 (15)
Undergraduate students	0%	0%	7%	36%	57%	4.50 (10)

Figure 7e – Overall satisfaction with our wireless at the Houghton County Memorial Airport

Survey Year	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Mean Score
2017	4%	4%	12%	27%	53%	4.21
2018	3%	8%	11%	34%	44%	4.08
2019	2%	6%	13%	33%	46%	4.16
2020	1%	5%	10%	30%	54%	4.30
2021	2%	4%	10%	29%	55%	4.30
2022	2%	4%	14%	30%	51%	4.24
2023	4%	5%	16%	23%	52%	4.14

Figure 7f – Overall satisfaction with our wireless at the Houghton County Memorial (2023)

Group	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Mean Score
Staff	5%	3%	18%	11%	63%	4.24 (38)
Faculty	3%	0%	11%	24%	62%	4.43 (37)
Graduate students	4%	8%	16%	32%	40%	3.96 (25)
Undergraduate students	3%	12%	18%	30%	36%	3.85 (33)

Figure 7g – Overall satisfaction with the software distribution center

Survey Year	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Mean Score
2014	3%	9%	16%	42%	31%	3.90
2015	2%	7%	14%	44%	33%	3.99
2016	2%	2%	11%	39%	46%	4.25
2017	2%	4%	11%	41%	43%	4.20
2018	2%	2%	10%	39%	46%	4.25
2019	2%	3%	9%	40%	46%	4.26
2020	4%	2%	8%	31%	55%	4.31
2021	3%	3%	7%	33%	54%	4.31
2022	1%	3%	8%	37%	51%	4.35
2023	3%	3%	13%	35%	46%	4.20

Figure 7h – Overall satisfaction with the software distribution center (2023)

Group	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Mean Score
Staff	1%	1%	7%	31%	60%	4.47 (75)
Faculty	3%	0%	14%	51%	32%	4.11 (37)
Graduate students	5%	5%	16%	27%	46%	4.04 (56)
Undergraduate students	2%	3%	15%	37%	43%	4.16 (176)

Figure 8a – Have you utilized campus computers (in-person or remote connection) to complete your coursework during this academic year?

Group	Yes	No	Responses
Graduate students	22%	78%	83
Undergraduate students	27%	73%	275

Figure 8b – Why did you utilize campus computers (in-person or remote connection) to complete your coursework during this academic year?

Group	The software I needed was unavailable for my personal device	My personal device was incapable of running the software I needed
Graduate students	23%	77%
Undergraduates	25%	75%

Figure 9a – Are you satisfied with the support that you receive for HPC resources?

Survey Year	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Mean Score
2018	22%	6%	17%	22%	33%	3.39
2019	7%	4%	30%	26%	33%	3.74
2020	5%	5%	26%	24%	37%	3.84
2021	19%	19%	13%	44%	6%	3.00
2022	40%	0%	10%	10%	40%	3.10
2023	26%	9%	17%	9%	39%	3.26

Figure 9b – Are you satisfied with the support that you receive for HPC resources? (2023)

Group	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Mean Score
Faculty	12%	8%	12%	38%	31%	3.69 (26)
Graduate students	21%	18%	14%	14%	32%	3.18 (28)

Figure 9c – Are you satisfied with the support that you receive for general research computing resources?

Survey Year	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Mean Score
2018	10%	10%	12%	39%	29%	3.66
2019	8%	13%	14%	38%	27%	3.64
2020	3%	8%	10%	32%	48%	4.13
2021	16%	7%	14%	27%	36%	3.61
2022	4%	10%	2%	45%	39%	4.04
2023	17%	13%	13%	26%	31%	3.43

Figure 9b – Are you satisfied with the support that you receive for general research computing resources? (2023)

Group	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Mean Score
Faculty	12%	8%	12%	38%	31%	3.69 (26)
Graduate students	21%	18%	14%	14%	32%	3.18 (28)