

CIT.IllinoisState.edu



Continuous Improvement in Technology
Conference at Illinois State University

IT Customer Satisfaction During a Pandemic

How did we do?

Moving to MISO



MISO = Measuring
Information Service
Outcomes

misosurvey.org

Moving to MISO

TechQual+

- IT services measure
 - Minimum service level
 - Desired service level
 - Perceived service level
- Open-ended responses on quality of specific services

MISO

- IT services measure
 - How often do you use it?
 - How important is it to you?
 - How satisfied are you with it?
- Open-ended responses on one thing you would improve on specific services

MISO Order of Operations

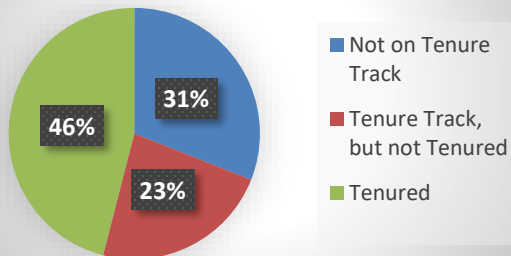
- Select questions from standard question set
- Augment standard question set with “local” questions
- Determine if a special population is needed
- IRB approval

MISO Order of Operations

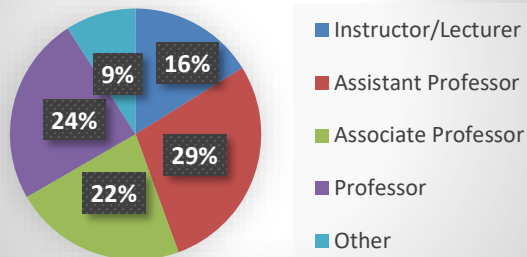
- Prepare survey email invitations
- Survey administered for 3 weeks on a standard schedule (2/4/21-2/15/21 this year)
- Analyze results and distribute to stakeholders
- Start planning for next year!

Faculty Respondents

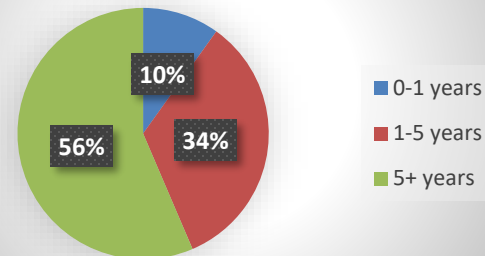
Tenure Status



Rank



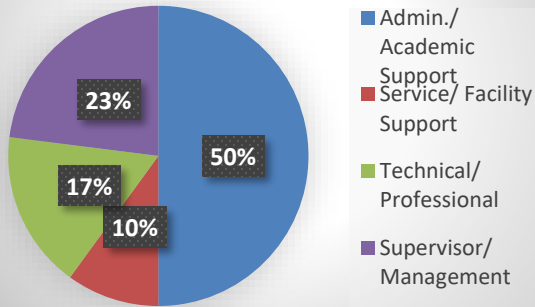
Time in Current Role



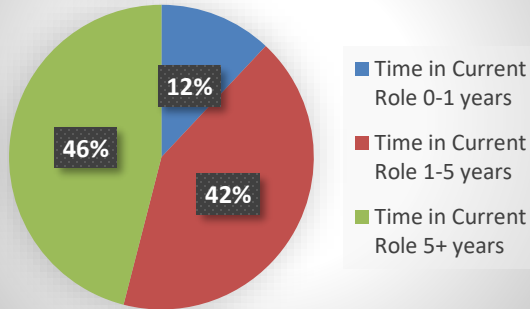
Population	Sample Size	Responses	Response Rate
1378	1377	651	47%

Staff Respondents

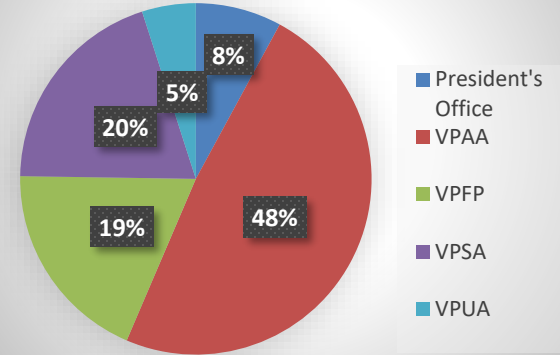
Best Description of Job



Time in Current Role



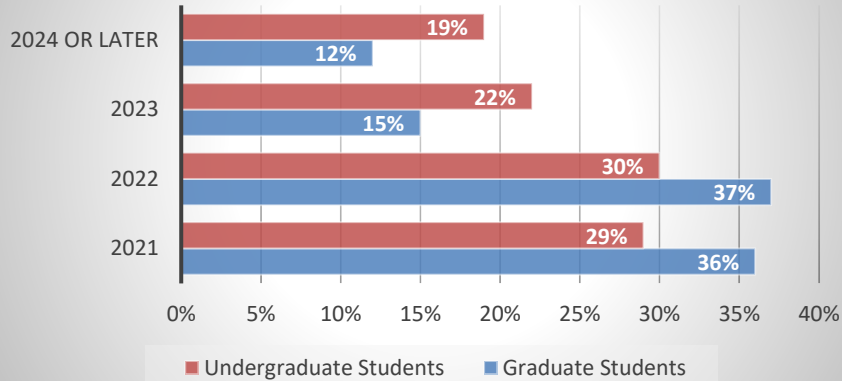
Division



Population	Sample Size	Responses	Response Rate
2205	1199	448	37%

Student Respondents

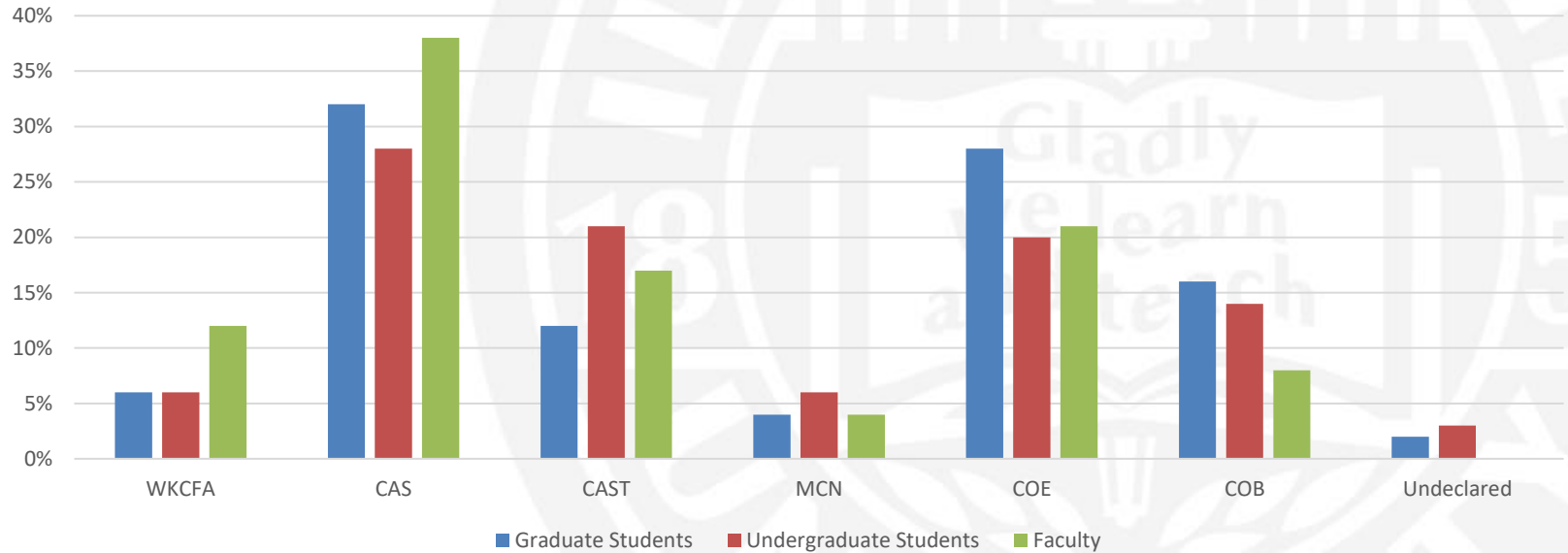
Students - Expected Graduation



	Population	Sample Size	Responses	Response Rate
Graduate Students	2497	676	276	41%
Undergraduate Students	16739	2498	602	24%

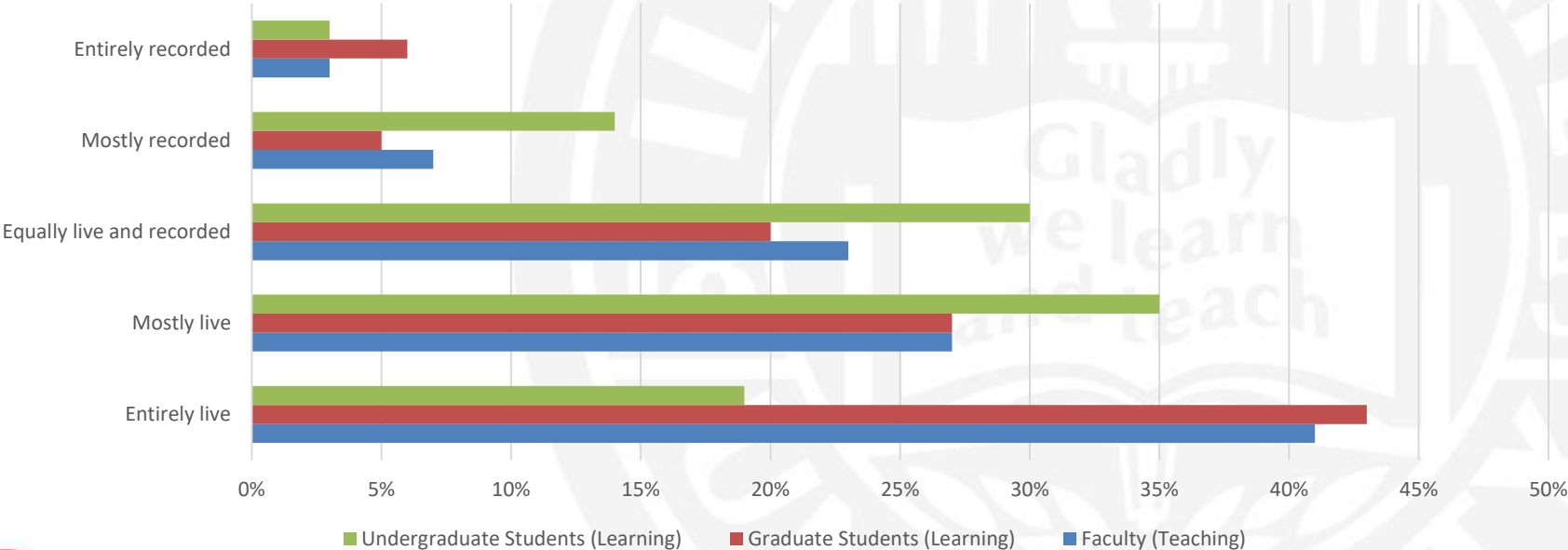
Respondents by College

Students & Faculty - College Affiliation



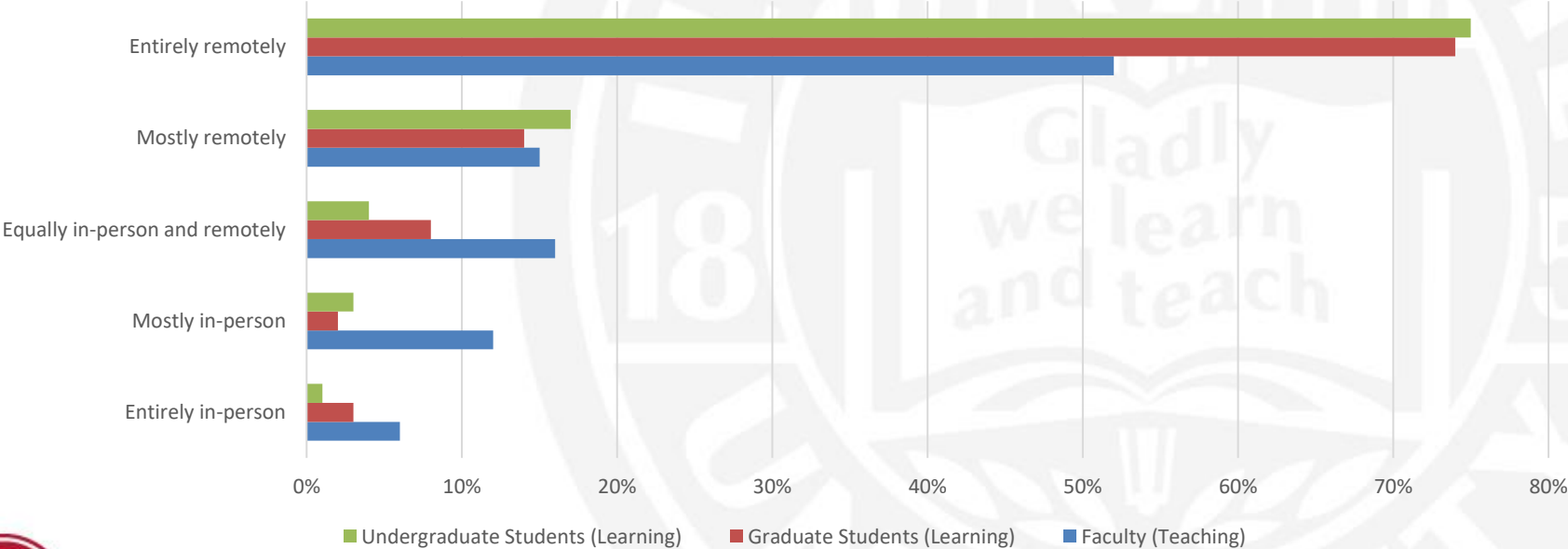
COVID Demographics

Synchronous or Asynchronous Classes



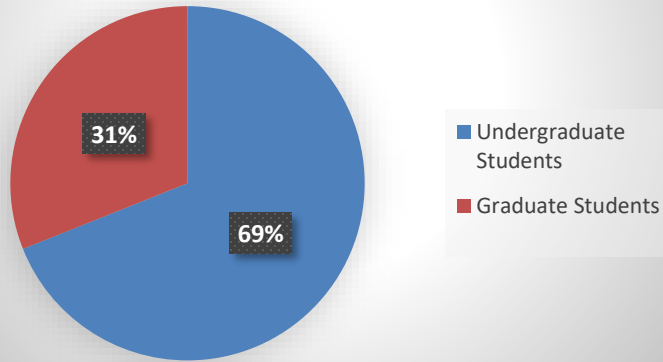
COVID Demographics

Classes In-Person or Remote

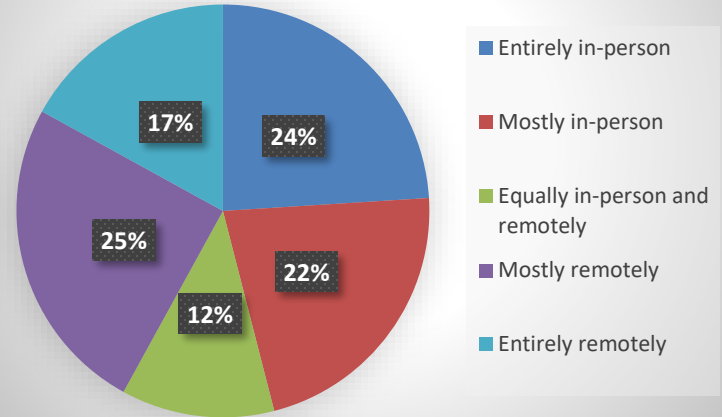


Living and Working on Campus

Students Living In a Residence Hall or Off-Campus Apartment



Staff - Working In-Person or Remote



How Often Used

Top 10 Used - Undergraduate Students	Mean Score
ReggieNet	4.93
Zoom	4.74
My.IllinoisState.edu	4.35
Office 365	4.15
Recorded courses and lectures	3.73
Email	3.37
Campus Printers	1.74
Campus Solutions	1.73
ITHelp.IllinoisState.edu	1.59
Technology Support Center	1.51

Top 10 Used - Graduate Students	Mean Score
ReggieNet	4.78
Zoom	4.34
My.IllinoisState.edu	4.33
Office 365	3.92
Email	3.83
Recorded courses and lectures	2.91
Campus Solutions	1.88
ITHelp.IllinoisState.edu	1.76
Campus Printers	1.72
Technology Support Center	1.72

Top 10 Used - Faculty	Mean Score
Email	4.85
Zoom	4.59
ReggieNet	4.57
My.IllinoisState.edu	4.46
Office 365	4.09
Technology in classrooms	3.70
VPN	3.32
Wired network	3.27
Recorded courses and lectures	2.75
Campus Solutions	2.64

Top 10 Used - Staff	Mean Score
Email	4.89
Zoom	4.31
Office 365	4.21
My.IllinoisState.edu	4.05
VPN	3.94
Wired network	3.47
Campus Solutions	3.07
ITHelp.IllinoisState.edu	2.48
Technology Support Center	2.27
College/Dept. Technology Support	2.24

1= Never

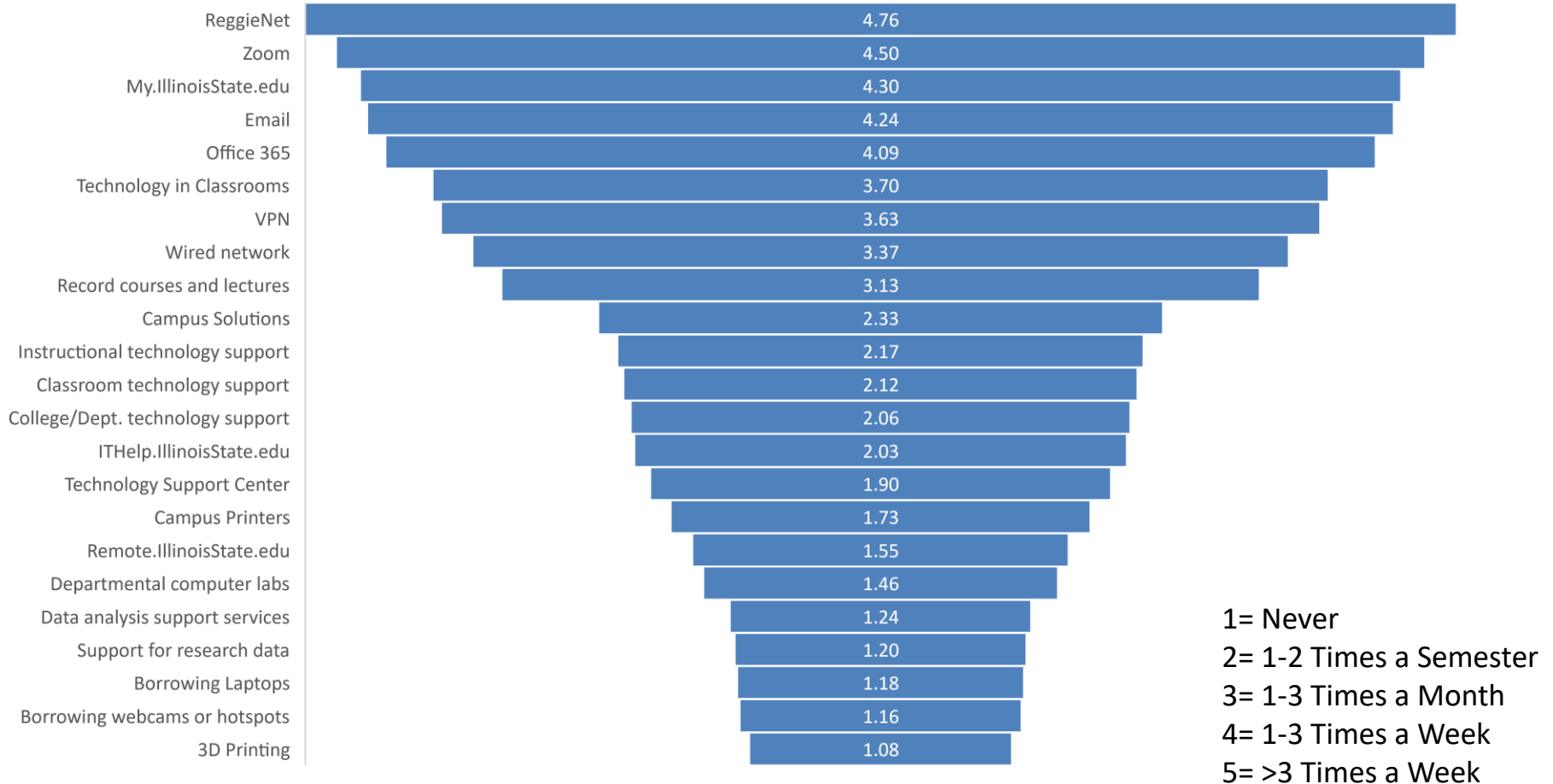
2= Once or Twice a Semester

3= 1-3 Times a Month

4= 1-3 Times a Week

5= >3 Times a Week

How Often Used - All Audiences



How Important

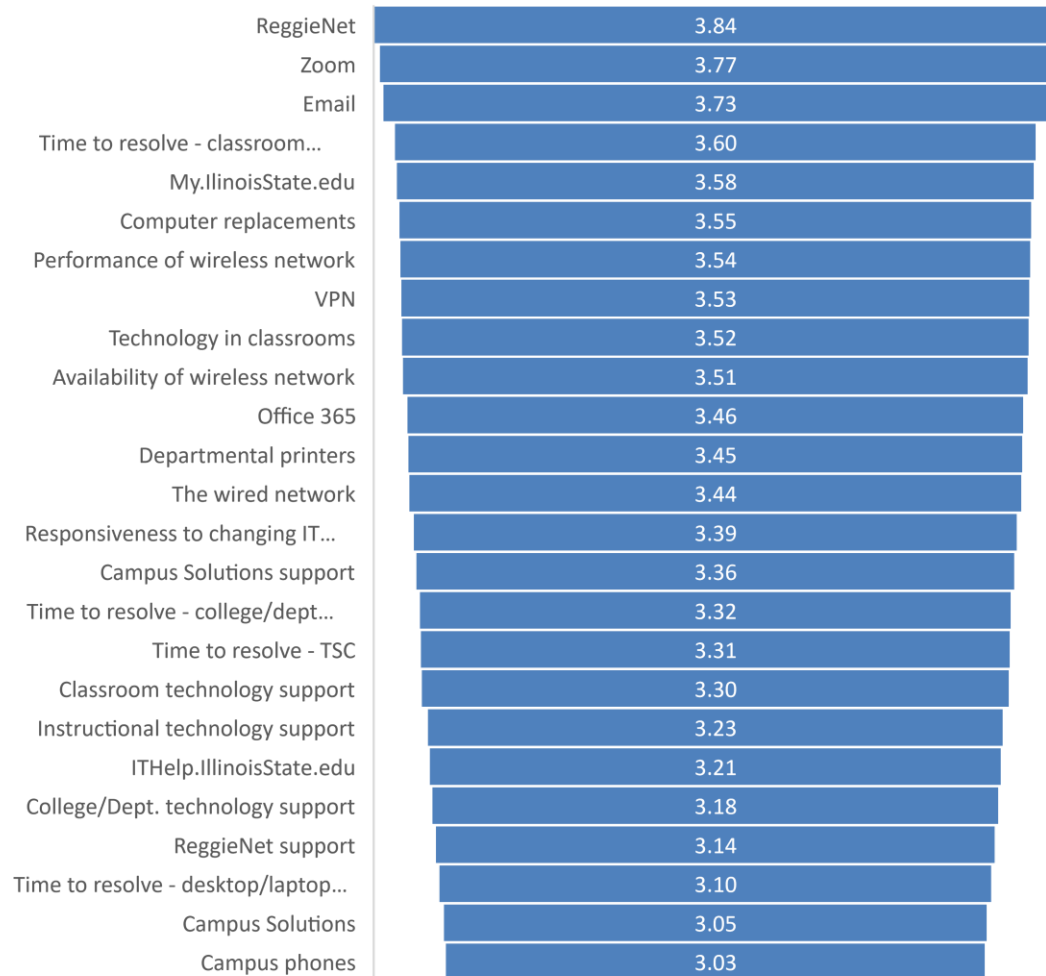
Top 10 in Importance - Undergraduate Students	Mean Score
ReggieNet	3.89
My.IllinoisState.edu	3.75
Zoom	3.72
Email	3.47
Office 365	3.41
Availability of wireless network	3.33
Performance of wireless network	3.31
Recorded courses and lectures	3.28
Campus Solutions	2.81
ITHelp.IllinoisState.edu	2.81

Top 10 in Importance - Graduate Students	Mean Score
ReggieNet	3.85
My.IllinoisState.edu	3.70
Zoom	3.70
Email	3.60
Office 365	3.37
Performance of wireless network	3.29
Availability of wireless network	3.26
ITHelp.IllinoisState.edu	3.03
Time to Resolve - TSC	2.96
Campus Solutions	2.95

Top 10 in Importance - Faculty	Mean Score
Email	3.88
Zoom	3.86
Performance of wireless network	3.82
ReggieNet	3.79
Availability of wireless network	3.74
Time to resolve - classroom technology support	3.60
Time to resolve - college/dept. support	3.54
Time to resolve - TSC	3.52
Technology in classrooms	3.52
Office 365	3.50

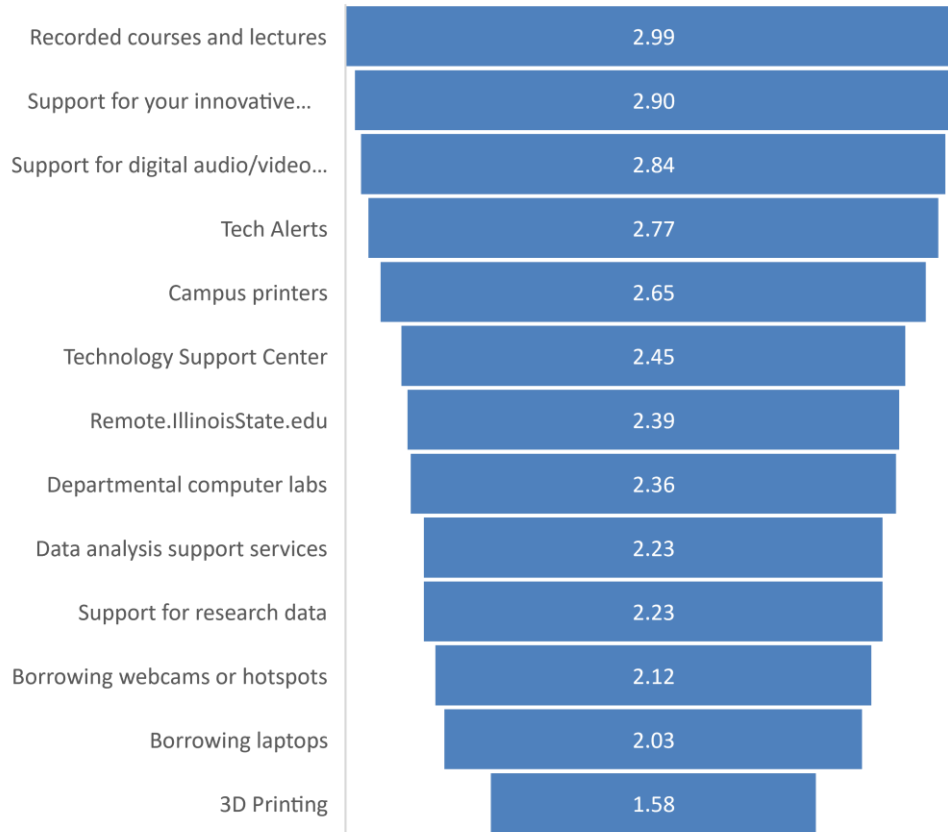
Top 10 in Importance - Staff	Mean Score
Email	3.94
Zoom	3.78
Performance of wireless network	3.73
Availability of wireless network	3.72
My.IllinoisState.edu	3.63
VPN	3.61
Computer replacements	3.59
Office 365	3.54
ITHelp.IllinoisState.edu	3.51
Time to resolve - college/dept. support	3.48
Campus Solutions support	3.48

Importance - All Audiences



1= Not Important
2= Somewhat Important
3= Important
4= Very Important

Importance - All Audiences



1= Not Important
2= Somewhat Important
3= Important
4= Very Important

How Satisfied

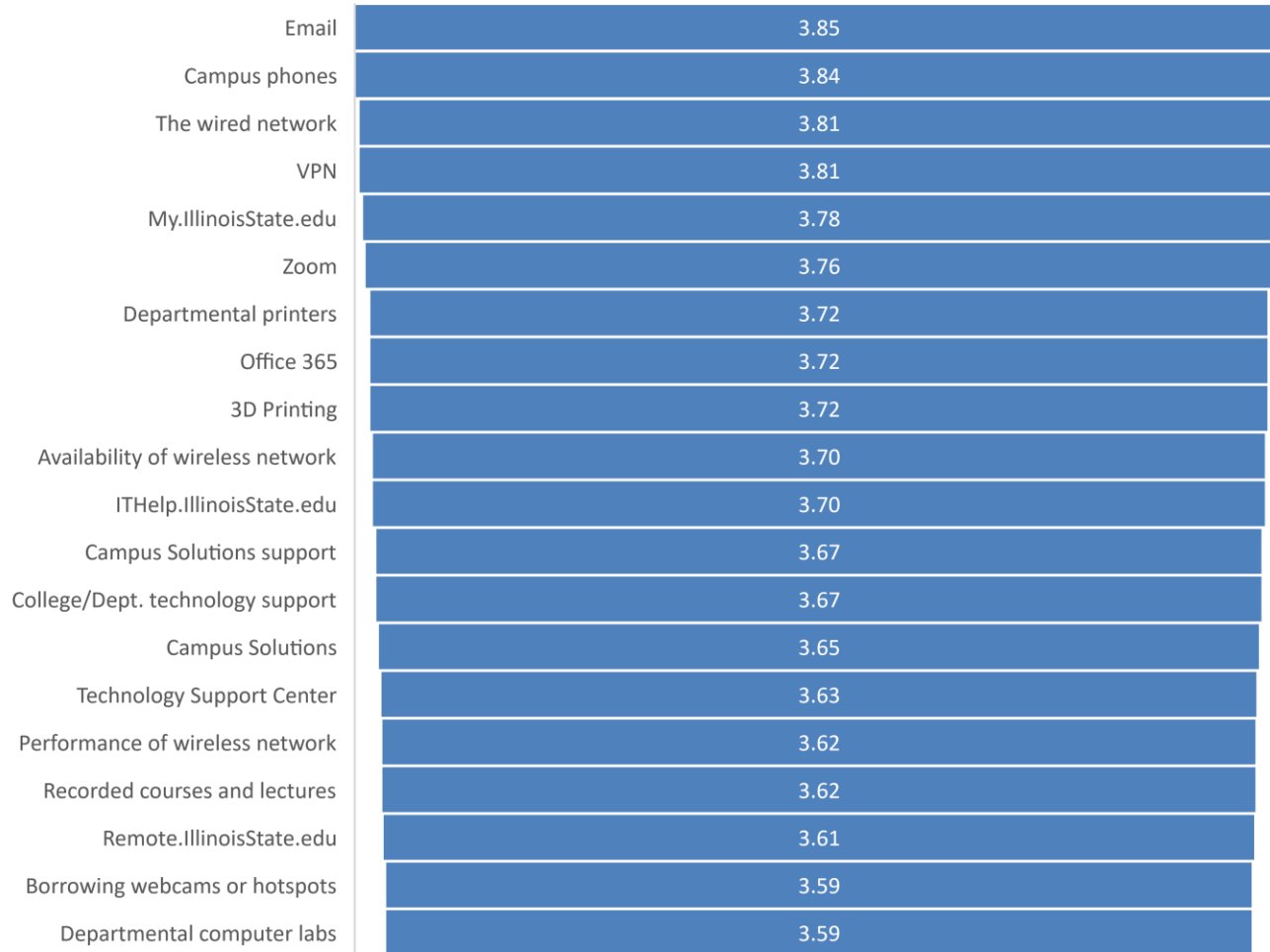
Top 10 in Satisfaction - Undergraduate Students	Mean Score
Email	3.81
My.IllinoisState.edu	3.76
Office 365	3.69
ReggieNet	3.68
ITHelp.IllinoisState.edu	3.65
Campus Solutions	3.65
Availability of wireless network	3.61
Zoom	3.60
Support for your innovative ideas	3.57
Borrowing webcams or hotspots	3.55

Top 10 in Satisfaction - Graduate Students	Mean Score
Email	3.82
Zoom	3.74
ITHelp.IllinoisState.edu	3.73
My.IllinoisState.edu	3.72
Recorded courses and lectures	3.71
Office 365	3.70
Departmental computer labs	3.70
Remote.IllinoisState.edu	3.67
Support for your innovative ideas	3.67
Campus Solutions	3.67
Availability of wireless network	3.67
ReggieNet	3.66

Top 10 in Satisfaction - Faculty	Mean Score
Email	3.84
Zoom	3.78
Campus phones	3.78
The wired network	3.76
My.IllinoisState.edu	3.75
VPN	3.75
Office 365	3.70
Availability of wireless network	3.68
College/Dept. technology support	3.65
Remote.IllinoisState.edu	3.63

Top 10 in Satisfaction - Staff	Mean Score
Email	3.94
Zoom	3.91
Campus phones	3.90
My.IllinoisState.edu	3.88
The wired network	3.86
VPN	3.86
Availability of wireless network	3.82
Office 365	3.82
Performance of wireless network	3.78
ITHelp.IllinoisState.edu	3.78

Satisfaction – All Audiences



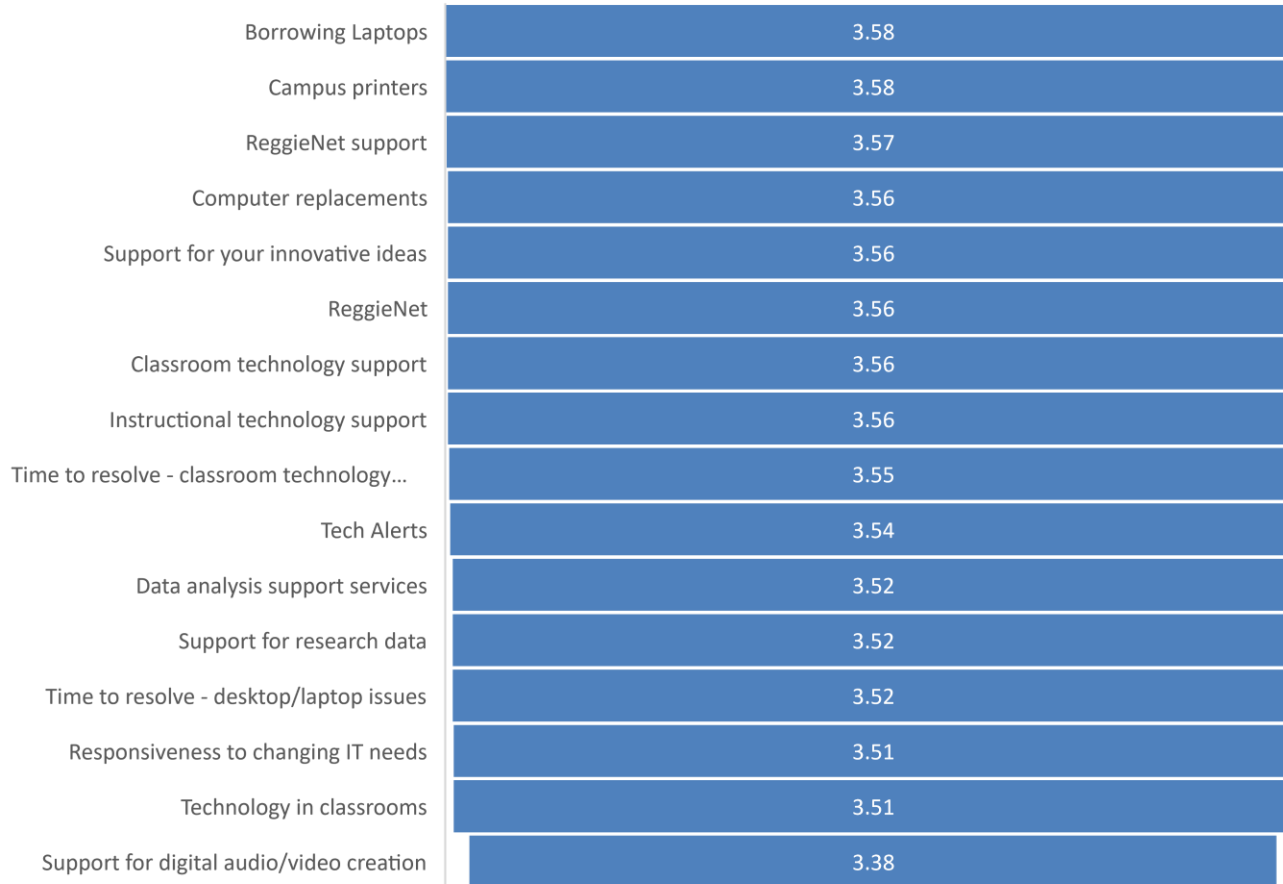
1= Dissatisfied

2= Somewhat Dissatisfied

3= Somewhat Satisfied

4= Satisfied

Satisfaction - All Audiences



1= Dissatisfied

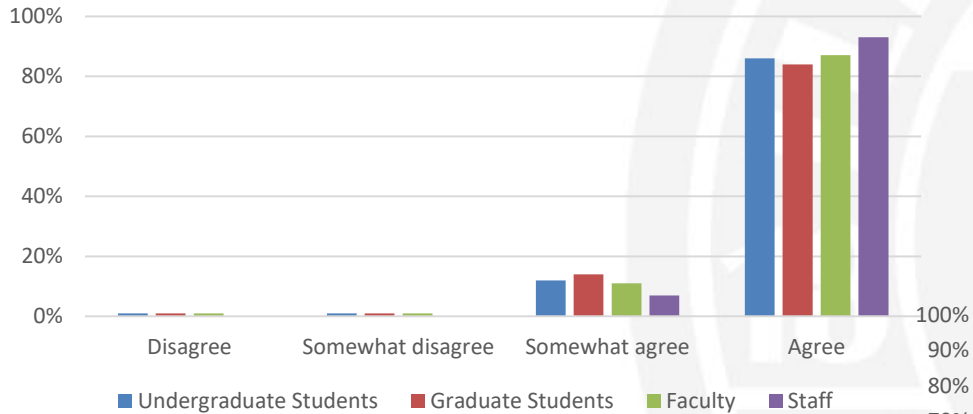
2= Somewhat Dissatisfied

3= Somewhat Satisfied

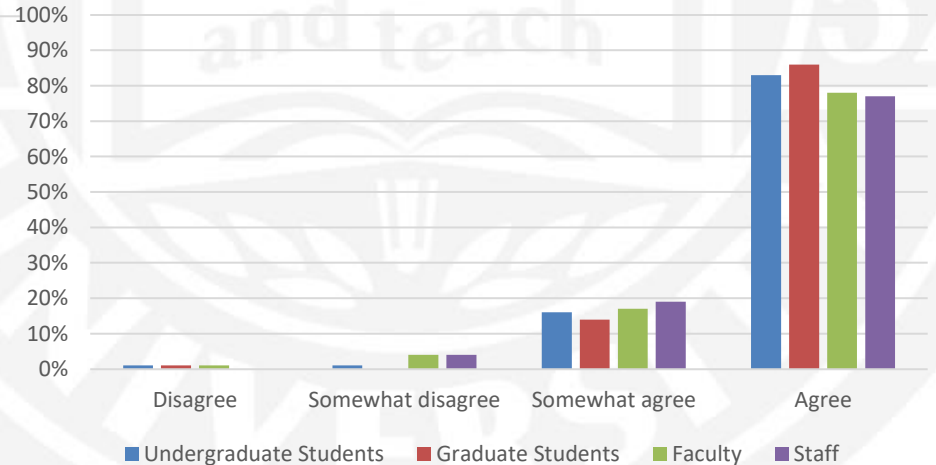
4= Satisfied

Tech Staff Ratings - TSC

Friendly

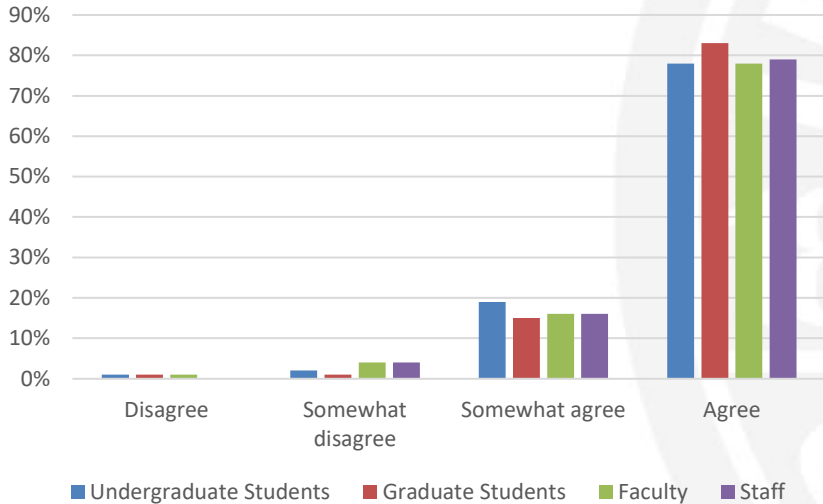


Knowledgeable

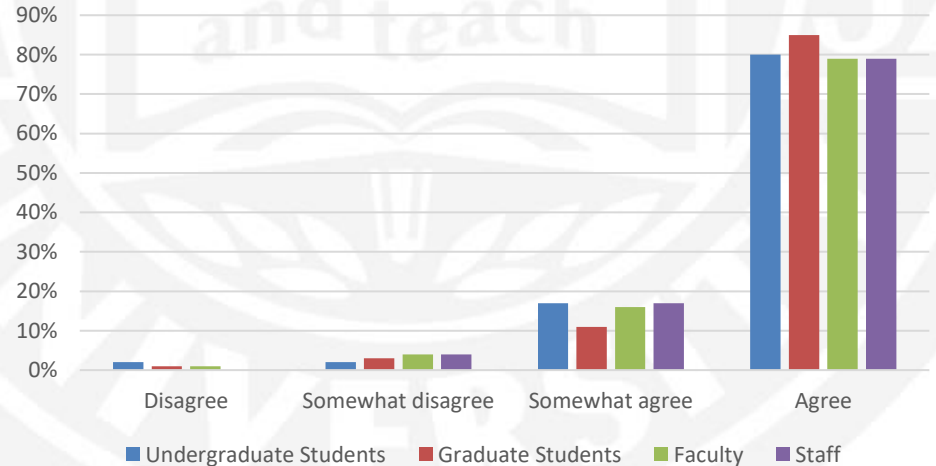


Tech Staff Ratings - TSC

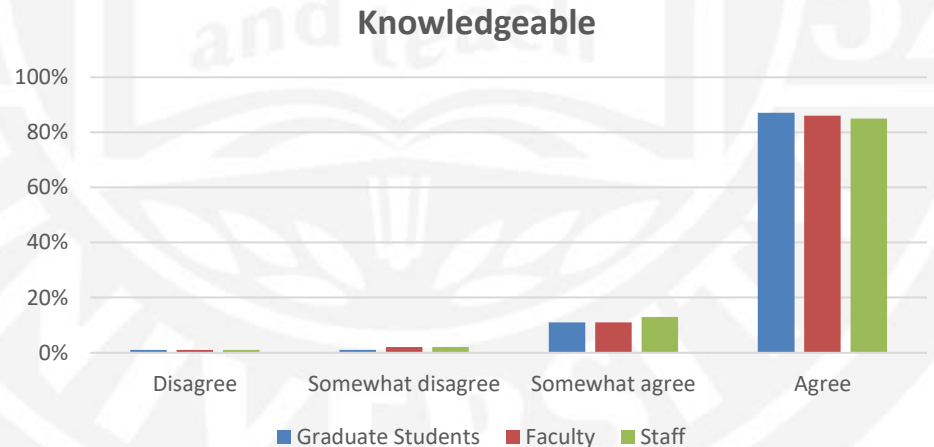
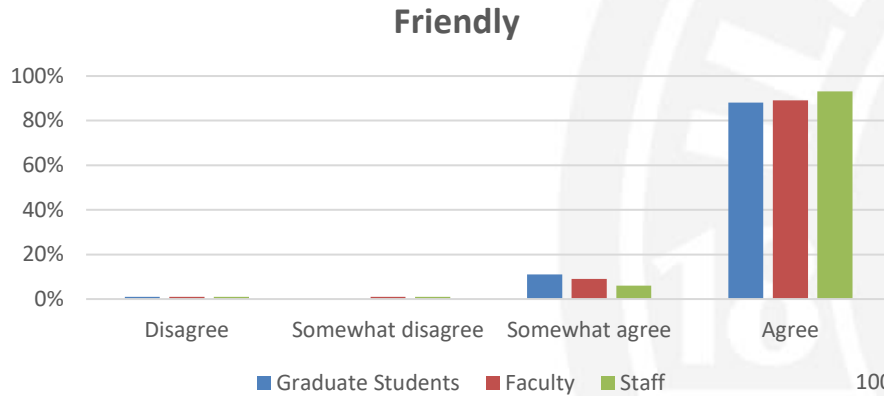
Reliable



Responsive

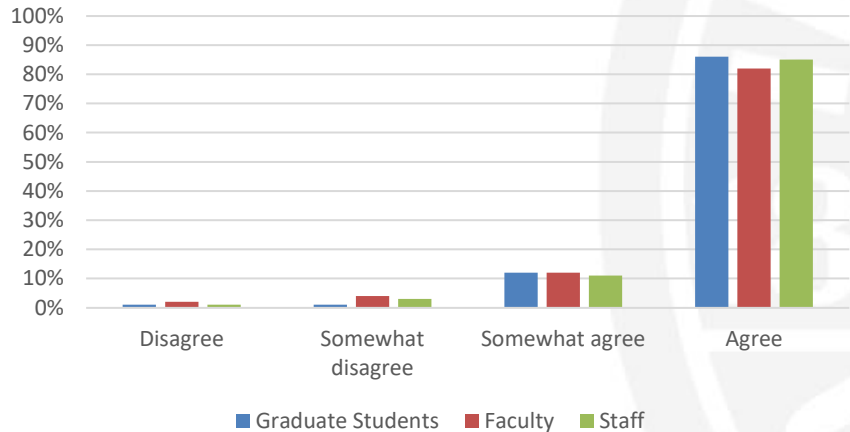


Tech Staff Ratings – College/Dept.

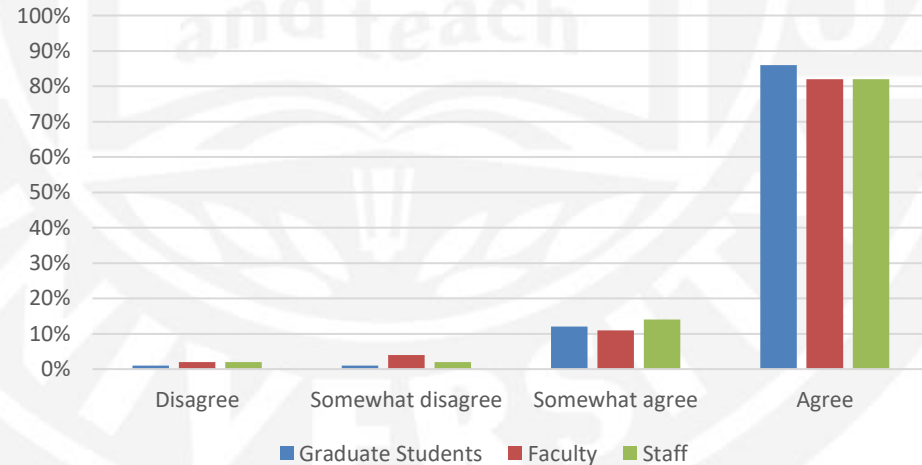


Tech Staff Ratings – College/Dept.

Reliable

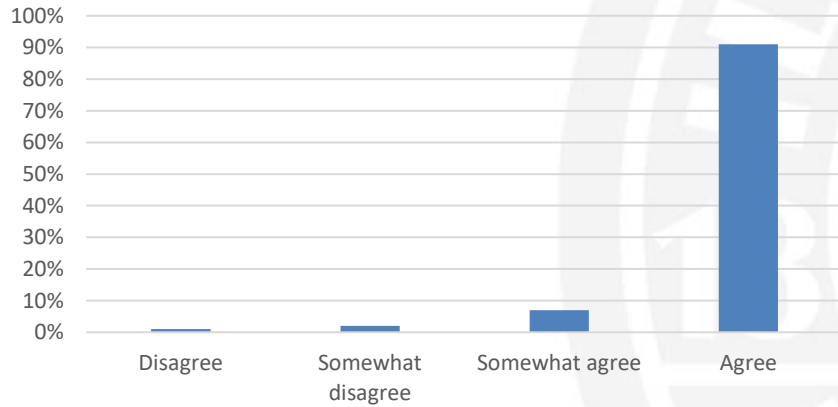


Responsive

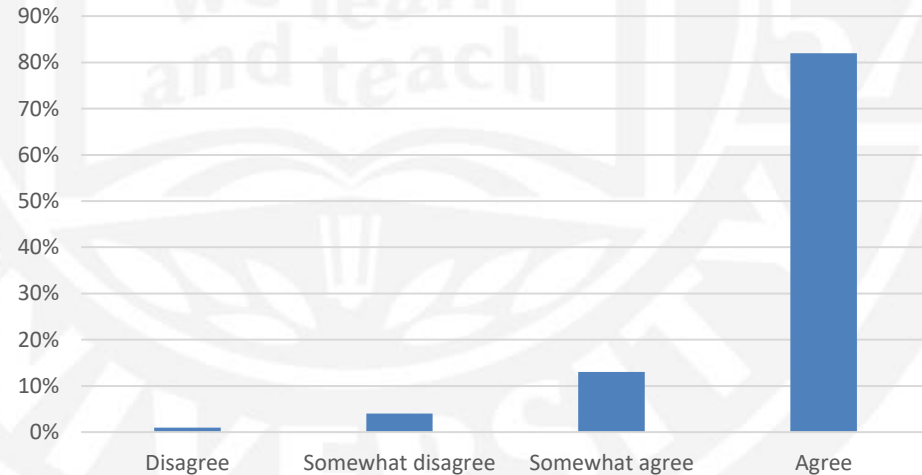


Tech Staff Ratings - CTLT

Friendly

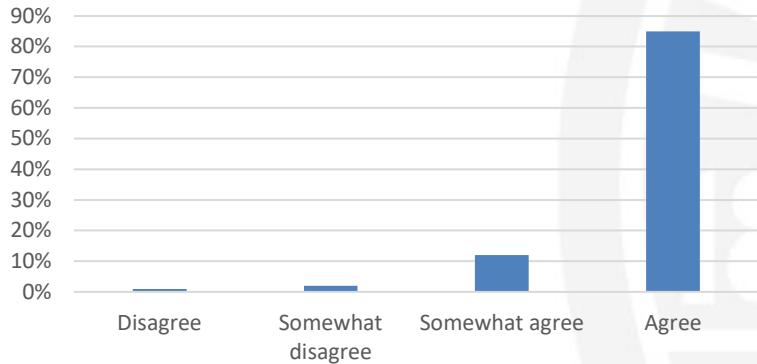


Knowledgeable

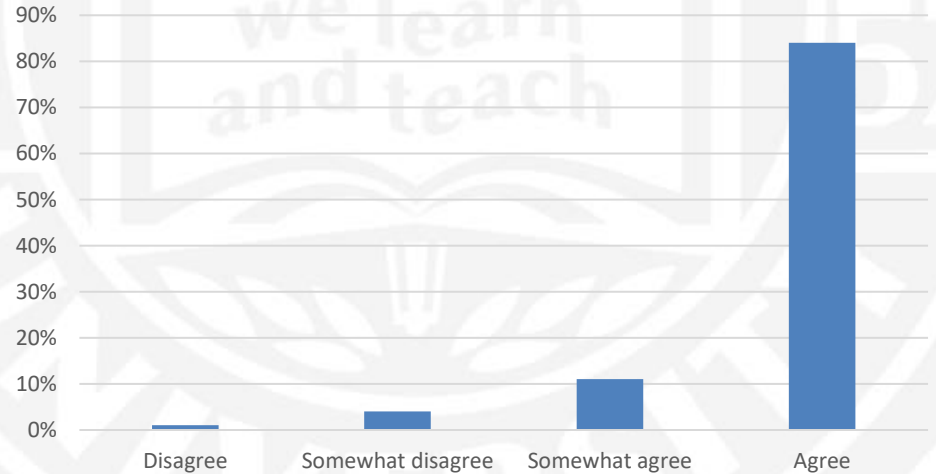


Tech Staff Ratings - CTLT

Reliable

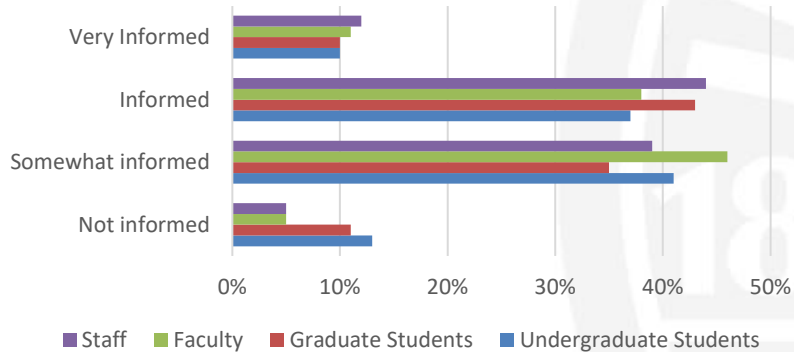


Responsive

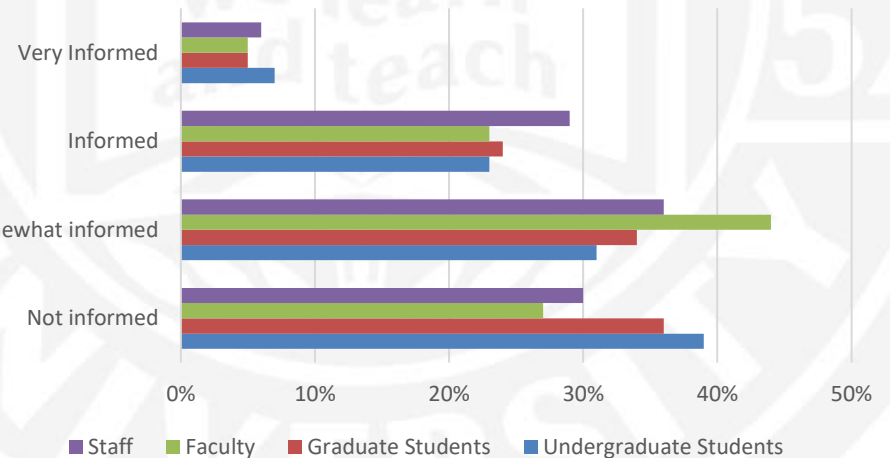


How informed

Available technology services

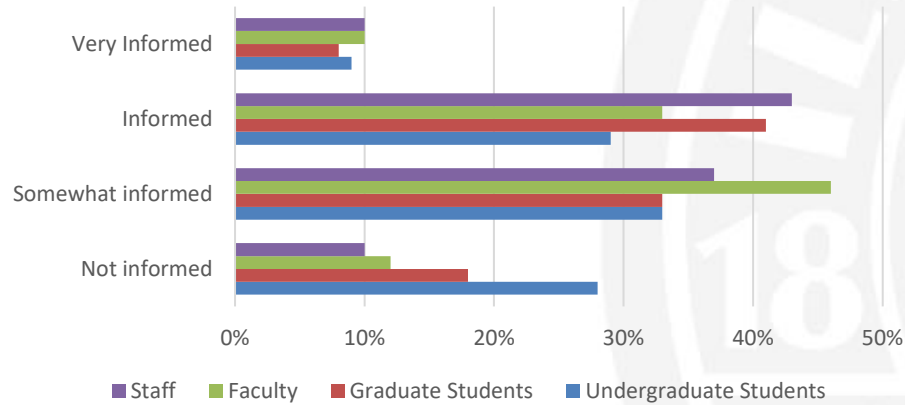


Data Backup Solutions

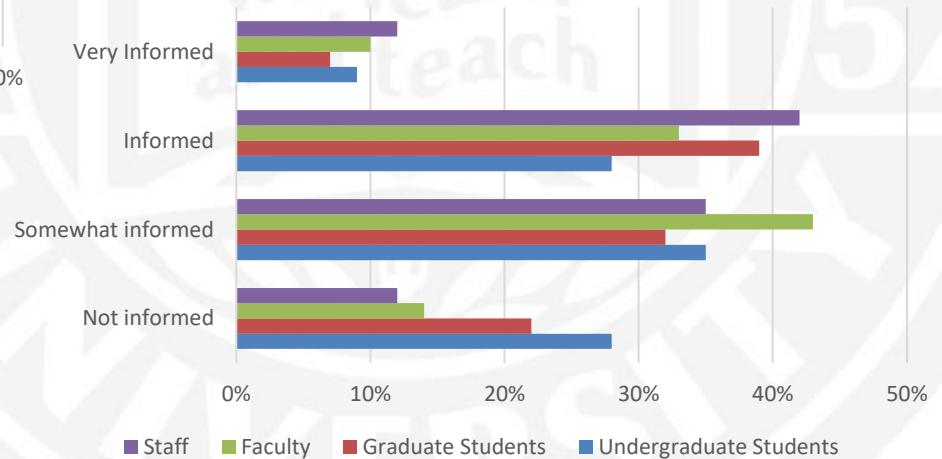


How informed

Privacy issues related to technology

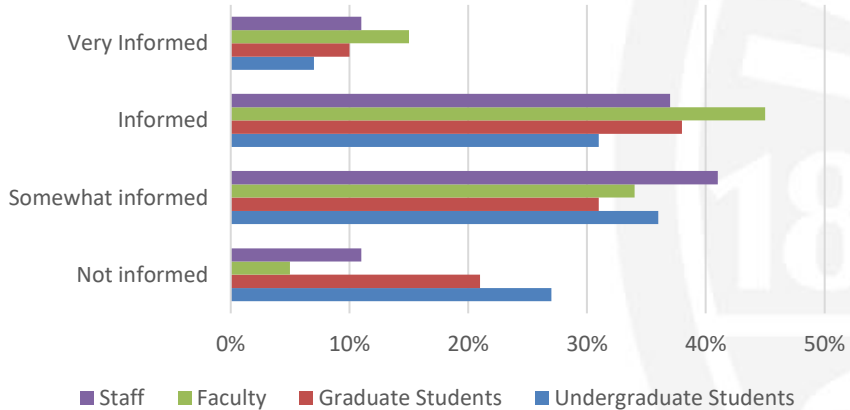


Current issues regarding information security

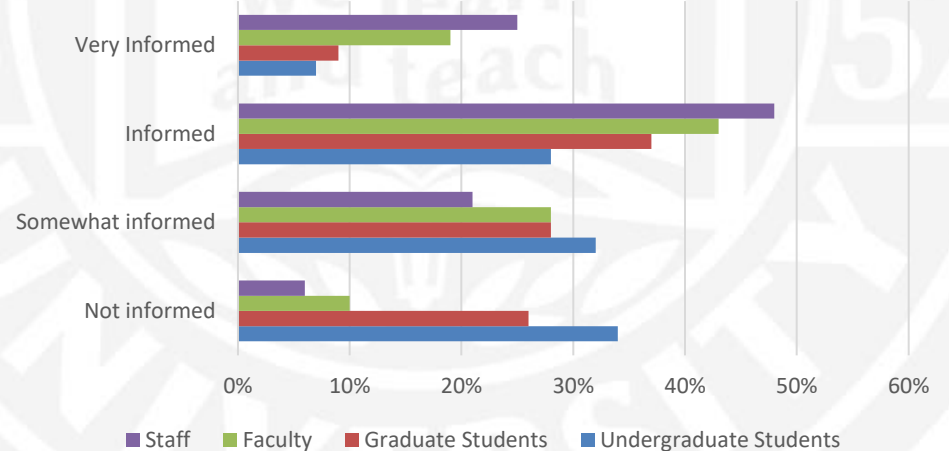


How informed

Availability of technology learning resources and workshops

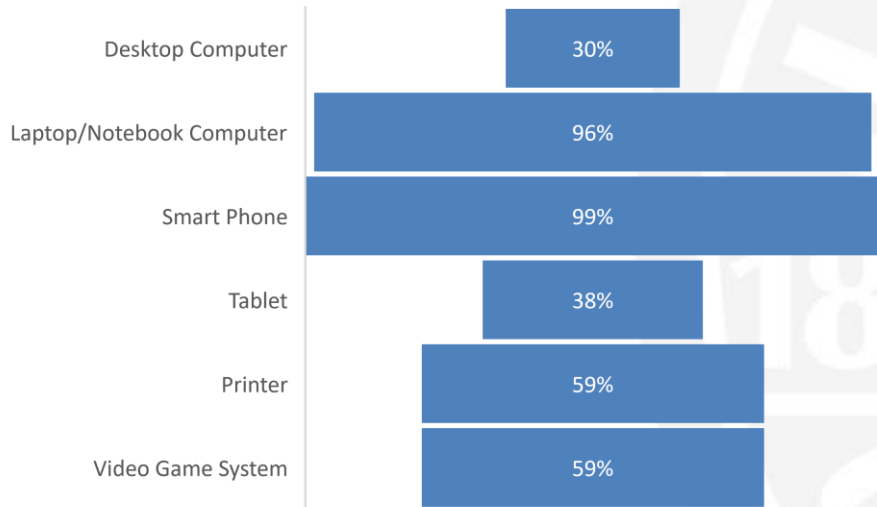


Scheduled System Downtime

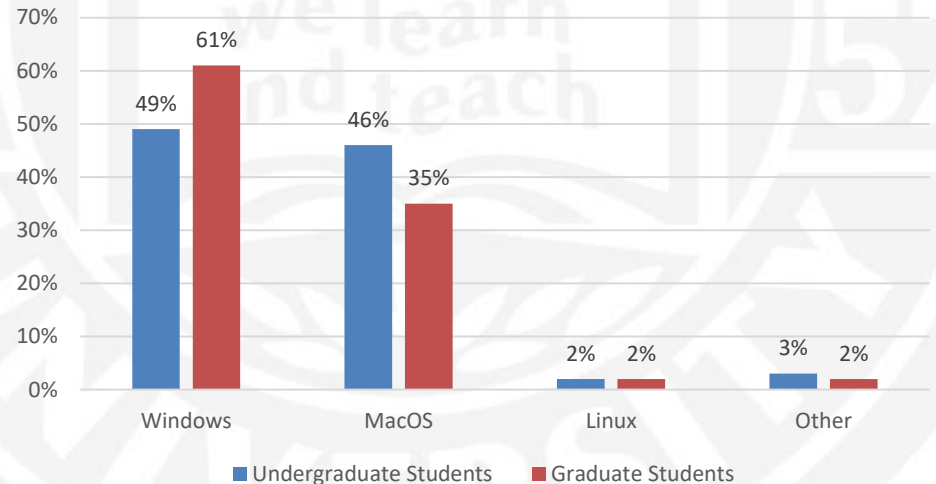


IT Demographics

Do you personally own the following devices?

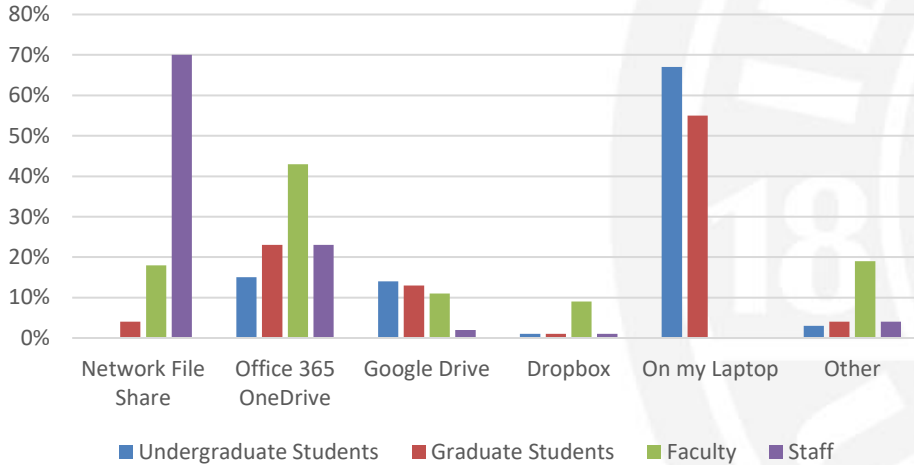


If you have a computer with you, what operating system do you have?

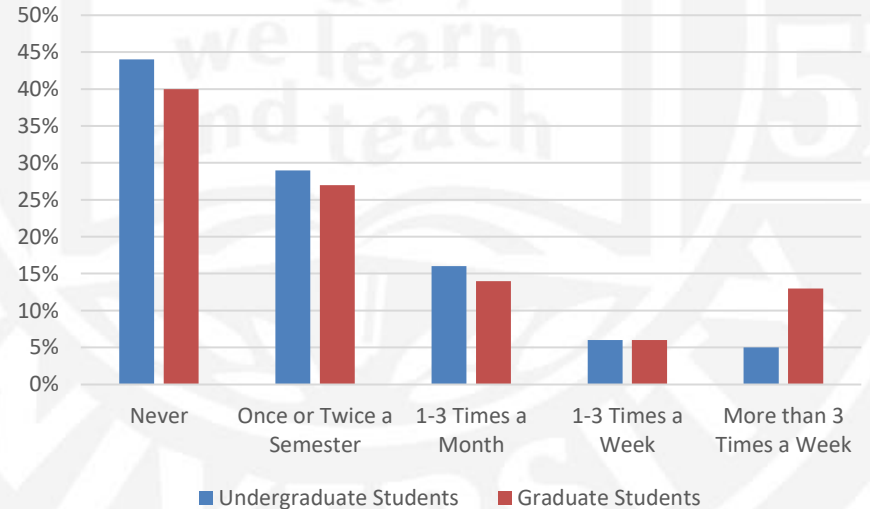


IT Demographics

Where do you store your ISU-related electronic files?

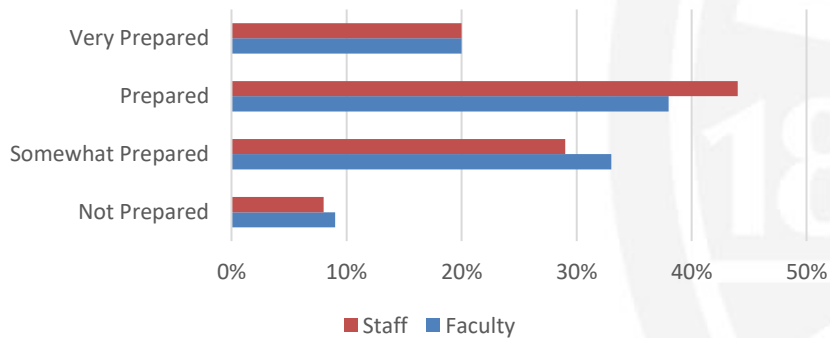


How often do you back up your data?

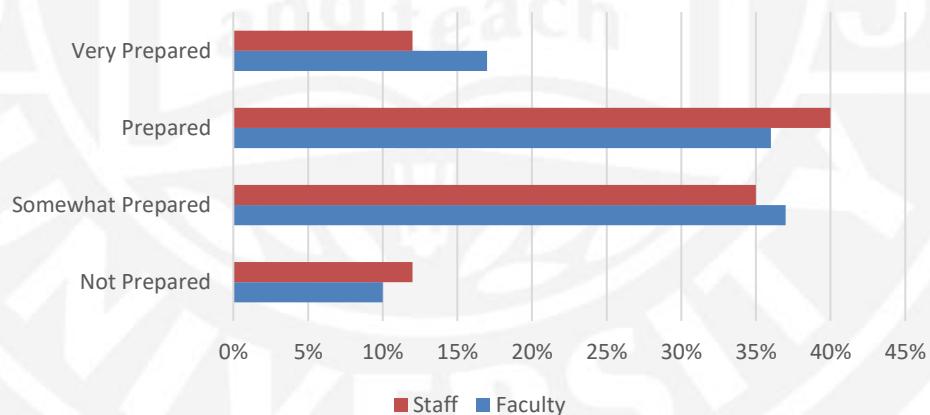


IT Demographics

How prepared did you feel on day 1 with regard to technology hardware to perform your job?



How prepared did you feel Day 1 with regard to software to perform your job?



One Thing – IT Services

What one thing would you like to see done to enhance information technology services?

	Undergrad Students	Graduate Students	Faculty	Staff
number of comments	117	68	182	115
ReggieNet improvements	20%	15%	26%	0%
It's fine/good/no complaints	15%	15%	7%	8%
Faster response from tech support	4%	10%	6%	8%
Learning opportunities/training/awareness	10%	18%	7%	9%
Better/clearer/more informed tech support	3%	6%	9%	23%
More support - hours, options, equipment	5%	9%	6%	3%
Support for innovation/research	0%	3%	5%	0%
Improvements to WiFi	9%	1%	<1%	2%
Free printing/printing issues	7%	3%	<1%	<1%

One Thing – My.IllinoisState.edu

What one thing would you like to see done to enhance the functionality of My.IllinoisState.edu?

	Undergrad Students	Graduate Students	Faculty	Staff
number of comments	103	48	84	79
Improvements to ReggieNet	2%	4%	6%	0%
Easier to navigate/find information	14%	19%	14%	3%
It's fine/good/no complaints	24%	6%	15%	27%
Better mobile experience/mobile app	13%	2%	1%	5%
More intuitive/interface issues	18%	31%	23%	15%
More effective search	5%	0%	7%	4%
Customizable to me	0%	2%	5%	3%
Too many logins/passwords/VPN issues	4%	0%	11%	6%
Need training/help/awareness	4%	8%	4%	6%

One Thing – Course Registration

What one thing would you like to see done to enhance the functionality of course registration?

	Undergrad Students	Graduate Students	Faculty
number of comments	124	58	42
It's fine/ it has improved	11%	14%	10%
Customized to me (show what I've taken, what works for my major, etc.)	7%	2%	2%
Easier to use/interface issues	15%	17%	10%
Navigation is difficult/clunky	5%	12%	2%
Crashes during registration/slow	27%	7%	5%
Like the shopping cart	6%	0%	2%
Would like to add courses to cart prior to registration time	9%	3%	2%
Need training/help/awareness of registration dates	4%	3%	14%
Overrides should be easier/faculty should be able to approve	2%	10%	7%
Course description/info should be on registration screens	2%	5%	7%
Course search should be easier	3%	14%	7%

One Thing – University Websites

What one thing would you like to see done to enhance the information presented on University websites?

	Undergrad Students	Graduate Students	Faculty	Staff
number of comments	46	29	90	87
Less standardized/branded dept sites - allow personality/uniqueness	0%	0%	19%	0%
Navigation/finding information difficult	22%	17%	10%	11%
It's fine/good/no complaints	24%	14%	6%	3%
Site updates made faster	0%	0%	6%	6%
Out of date information on sites	4%	7%	7%	7%
More effective search	11%	14%	11%	11%
More focus on current students/academics on dept sites	4%	7%	10%	0%
Access for faculty/dept to edit	0%	0%	8%	0%
More consistency across dept sites	0%	3%	2%	24%
Contact info always easily found on sites	0%	0%	1%	14%

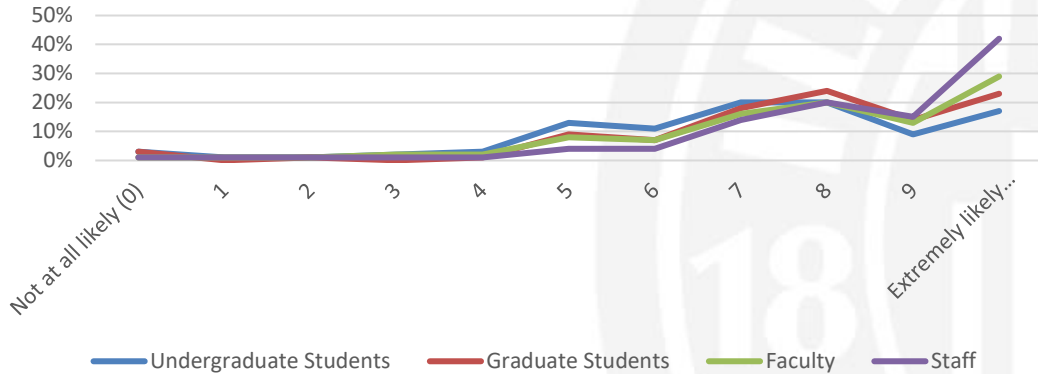
One Thing - ReggieNet

What one thing would you like to see done to enhance the functionality of ReggieNet?

	Undergrad Students	Graduate Students	Faculty
number of comments	99	53	149
More modern look and feel/it's dated	4%	6%	7%
It's clunky/hard to navigate/harder to use than it needs to be	10%	17%	19%
Would like an app or for it to be easier to use on a phone	7%	11%	2%
Would like instructors to use it consistently	13%	9%	0%
It's good/fine/no complaints	18%	21%	5%
Would like more notification/messaging options	7%	8%	3%
Stop using it	<1%	6%	11%
Move to Canvas or Blackboard	0%	8%	7%
Would like more gradebook options	0%	0%	10%
Put all due dates and assignments in one place	8%	1%	<1%
Copying between courses needs to be easier/less steps	0%	0%	8%

NetPromoter Score

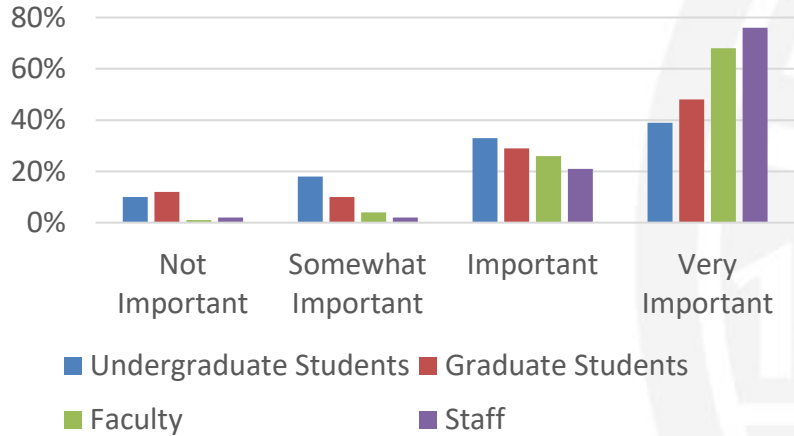
Would you recommend ISU IT to a colleague?



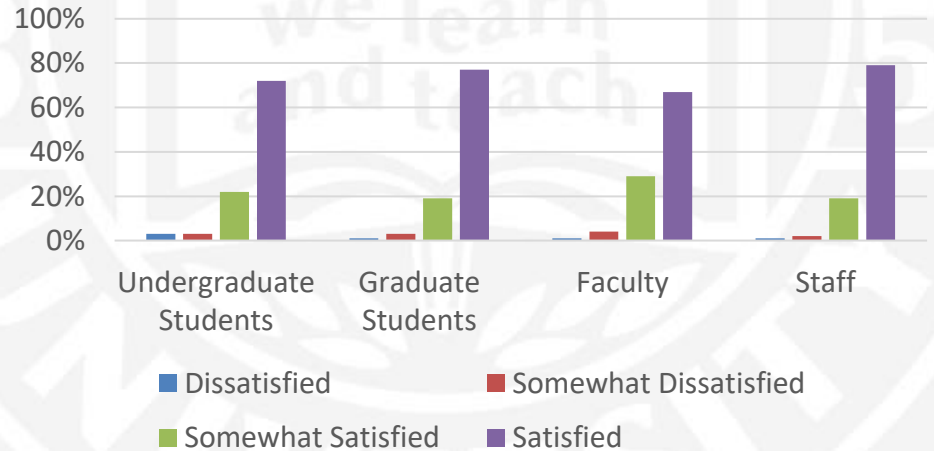
	NetPromoter Score
Undergraduate Students	-8
Graduate Students	16
Faculty	20
Staff	44

Overall Computing Service

Importance



Satisfaction



Overall Computing Service

Overall computing service	Satisfaction Mean Score
Undergraduate Students	3.64
Graduate Students	3.72
Faculty	3.61
Staff	3.76

B+

A-

Next Steps

- Report with all MISO data will be available in November
- Working with stakeholder groups to share specific measures and feedback
- Preparing the 2022 MISO question set – get any feedback in soon!

itgovernance.ilstu.edu/survey

Updates on how we have acted on the feedback received to make service improvements

Service Improvements Based on Your Feedback

Campus Solutions ▲

- Created the Advising Dashboard to better enable advisors to find the information they need to assist their students
- Launched a new “What-If” report for students to check their progress toward their degree and if the classes they’ve chosen fit into their plan
- Implemented a more mobile-friendly course registration process, with better search options for students
- Automated the processing of Parent PLUS loans for financial aid
- Implemented course waitlists to give students easier access to the courses they need and to enable the University to plan to meet course demand

ITHelp.IllinoisState.edu ▼

Data for Decision Making ▼

ReggieNet ▼

Network, WiFi and Cellular Connectivity ▼

Office 365 & Collaboration Tools ▼

Questions?

Feedback and ideas welcome!

Contact:

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CIT.IllinoisState.edu



Continuous Improvement in Technology
Conference at Illinois State University