**MISO IT Survey Summary - Faculty**

| | Scale of 1 to 4 (4 is strong | |
| --- | --- | --- |
| | **2016 Score** | **2014 Score** |

**Faculty - Most Important**

| | 2016 Score | 2014 Score |
| --- | --- | --- |
| E-mail services | 3.97 | 3.90 |
| Wireless Network Performance | 3.93 | 3.83 |
| Wireless Network Availability | 3.91 | 3.81 |
| Access to online resources from off-campus | 3.82 | 3.84 |
| Time to resolve computing problems | 3.81 | 3.79 |
| Technology Helpdesk | 3.80 | 3.72 |
| Technology in meeting spaces/classrooms | 3.76 | 3.71 |
| Overall computing service | 3.76 | 3.72 |
| Email SPAM filtering | 3.72 | |
| Time to resolve classroom technology problems | 3.71 | |

**Faculty - Most Satisfied**

| | 2016 Score | 2014 Score |
| --- | --- | --- |
| The wired network | 3.76 | 3.84 |
| E-mail services | 3.76 | 3.83 |
| Support for BannerWeb problems | 3.70 | 3.50 |
| Campus Telephone services | 3.69 | |
| Support for BannerINB problems | 3.68 | |
| Instructional technology support | 3.67 | |
| Support for technology in meeting spaces/classrooms | 3.66 | 3.63 |
| Support for your innovative ideas | 3.66 | 3.62 |
| Wireless Network Availability | 3.63 | 3.66 |
| ITS web site | 3.63 | 3.60 |

**Faculty - Least Satisfied**

| | 2016 Score | 2014 Score |
| --- | --- | --- |
| Moodle | 3.21 | 3.21 |
| Wireless Network Performance | 3.33 | 3.49 |
| Email SPAM filtering | 3.43 | |
| Time to resolve desktop/laptop computing problems | 3.44 | 3.46 |
| Your input into computing decisions that affect you | 3.49 | 3.42 |
| Technology help desk | 3.52 | 3.52 |
| Technology in meeting spaces/classrooms | 3.53 | 3.50 |
| Access to online resources from off-campus | 3.55 | 3.41 |
| Online collaborative software (e.g. Google Apps) | 3.55 | |
| Support for the organization, preservation, dissemination of your research data | 3.56 | |