

2015

# MISO Technology Faculty Summary

Measuring Information Service Outcomes

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MISO 2013/2015 Comparison Summary Faculty Survey Technology Specific	Survey Year	Population Size	Completed/ Partially Completed Responses	Response Rate
	2013	759	281	37.0%
	2015	710	327	46.1%

## Applications/Software

### LEARNING MANAGEMENT SYSTEM (BLACKBOARD - 2013) (CANVAS - 2015)

*Over the course of a semester, on average, how often do you use the following services?*

		Answered Questions	Mean	+/-	Never	Once or twice a semester	One to three x a month	One to three x a week	More than three x a week
Blackboard	2013	279	4.05						
Canvas	2015	319	4.36	7.11%					

*How important are these services to you?*



		Answered Questions	Mean	+/-	Not important	Somewhat important	Important	Very important
Blackboard	2013	280	3.51					
Canvas	2015	305	3.62	3.04%				

*How dissatisfied or satisfied are you with the following resources and services?*



		Answered Questions	Mean	+/-	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied
Blackboard	2013	254	3.56					
Canvas	2015	282	3.45	-3.19%				

**WEB CONFERENCING (e.g. Skype, WebEx, Adobe Connect, Zoom)**



*Over the course of a semester, on average, how often do you use the following serv*

		Answered Questions	Mean	+/-	Never	Once or twice a semester	One to three x a month	One to three x a week	More than three x a week
	2013	275	1.56						
	2015	321	1.7	8.24%					

*How important are these services to you?*



		Answered Questions	Mean	+/-	Not important	Somewhat important	Important	Very important
	2013	265	2.98					
	2015	291	2.89	-3.11%				

*How dissatisfied or satisfied are you with the following resources and services?*



		Answered Questions	Mean	+/-	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied
	2013	216	3.91					
	2015	241	3.85	-1.56%				

**VPN**

*Over the course of a semester, on average, how often do you use the following serv*

		Answered Questions	Mean	+/-	Never	Once or twice a semester	One to three x a month	One to three x a week	More than three x a week
	2013	273	2.33						
	2015	324	2.06	-13.11%					

*How dissatisfied or satisfied are you with the following resources and services?*

		Answered Questions	Mean	+/-	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied
	2013	185	3.71					
	2015	188	3.52	-5.40%				

**PORTAL/INTRANET (MYXU Portal - 2013) (Employee Hub - 2015)**

*Over the course of a semester, on average, how often do you use the following serv*

		Answered Questions	Mean	+/-	Never	Once or twice a semester	One to three x a month	One to three x a week	More than three x a week
MyXU Portal	2013	279	4.82						
Employee Hub	2015	324	4.35	-10.80%					

*How important are these services to you?*

		Answered Questions	Mean	+/-	Not important	Somewhat important	Important	Very important
MyXU Portal	2013	279	3.87					
Employee Hub	2015	307	3.81	-1.57%				

*How dissatisfied or satisfied are you with the following resources and services?*

		Answered Questions	Mean	+/-	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied
MyXU Portal	2013	275	3.69					
Employee Hub	2015	299	3.72	0.81%				

**BANNER SELF-SERVICE**

*How important are these services to you?*

		Answered Questions	Mean	+/-	Not important	Somewhat important	Important	Very important
	2013	249	3.35					
	2015	300	3.48	3.74%				

*How dissatisfied or satisfied are you with the following resources and services?*

		Answered Questions	Mean	+/-	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied
	2013	223	3.6					
	2015	270	3.58	-0.56%				

**XAVIER FILE SHARES FOR SAVING DOCUMENTS**

*Over the course of a semester, on average, how often do you use the following serv*

		Answered Questions	Mean	+/-	Never	Once or twice a semester	One to three x a month	One to three x a week	More than three x a week
		No data for 2013							
	2015	324	1.74						

*How important are these services to you?*

		Answered Questions	Mean	+/-	Not important	Somewhat important	Important	Very important
		No data for 2013						
	2015	284	2.82					

*How dissatisfied or satisfied are you with the following resources and services?*

		Answered Questions	Mean	+/-	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied
		No data for 2013						
	2015	176	3.55					

**XAVIER PROVIDED ONE DRIVE STORAGE**

*Over the course of a semester, on average, how often do you use the following serv*

		Answered Questions	Mean	+/-	Never	Once or twice a semester	One to three x a month	One to three x a week	More than three x a week
		No data for 2013							
	2015	322	1.52						

*How important are these services to you?*

		Answered Questions	Mean	+/-	Not important	Somewhat important	Important	Very important
		No data for 2013						
	2015	267	2.41					

*How dissatisfied or satisfied are you with the following resources and services?*

		Answered Questions	Mean	+/-	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied
		No data for 2013						
	2015	124	3.52					

## Services

### LEARNING MANAGEMENT SYSTEM SUPPORT (BLACKBOARD - 2013) (CANVAS - 2015)

*How important are these services to you?*

		Answered Questions	Mean	+/-	Not important	Somewhat important	Important	Very important
Blackboard support	2013	276	3.2					
Canvas support	2015	304	3.25	1.54%				

*How dissatisfied or satisfied are you with the following resources and services?*

		Answered Questions	Mean	+/-	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied
Blackboard support	2013	233	3.51					
Canvas support	2015	260	3.48	-0.86%				

### VIRTUAL COMPUTING LABS

*Over the course of a semester, on average, how often do you use the following serv*

		Answered Questions	Mean	+/-	Never	Once or twice a semester	One to three x a month	One to three x a week	More than three x a week
	2013	276	1.21						
	2015	318	1.29	6.20%					

*How important are these services to you?*

		Answered Questions	Mean	+/-	Not important	Somewhat important	Important	Very important
	2013	203	2.06					
	2015	253	2.3	10.43%				

*How dissatisfied or satisfied are you with the following resources and services?*

		Answered Questions	Mean	+/-	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied
	2013	59	3.46					
	2015	92	3.5	1.14%				

**WIRELESS ACCESS TO THE INTERNET ON CAMPUS**

*How important are these services to you?*

		Answered Questions	Mean	+/-	Not important	Somewhat important	Important	Very important
	2013	274	3.76					
	2015	307	3.8	1.05%				

*How dissatisfied or satisfied are you with the following resources and services?*

		Answered Questions	Mean	+/-	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied
	2013	258	3.59					
	2015	286	3.69	2.71%				

**PERFORMANCE OF WIRELESS ACCESS ON CAMPUS**

*How important are these services to you?*

		Answered Questions	Mean	+/-	Not important	Somewhat important	Important	Very important
	2013	275	3.77					
	2015	307	3.81	1.05%				

*How dissatisfied or satisfied are you with the following resources and services?*

		Answered Questions	Mean	+/-	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied
	2013	259	3.39					
	2015	286	3.58	5.31%				

**HOW INFORMED SO YOU FEEL ABOUT THE FOLLOWING?**

		Answered Questions	Mean	+/-	Not informed	Somewhat informed	Informed	Very informed
Available technology services	2013	276	2.43					
	2015	305	2.4	-1.25%				
Current issues regarding in security	2013	277	2.08					
	2015	305	2.01	-3.48%				
Current issues regarding cc viruses and spyware	2013	276	2.14					
	2015	304	1.96	-9.18%				

## Support

### SUPPORT FOR YOUR INNOVATIVE IDEAS

*How important are these services to you?*

		Answered Questions	Mean	+/-	Not important	Somewhat important	Important	Very important
		No data for 2013						
	2015	285	3.14					

*How dissatisfied or satisfied are you with the following resources and services?*

		Answered Questions	Mean	+/-	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied
		No data for 2013						
	2015	185	3.32					

### SUPPORT FOR TECHNOLOGY IN MEETING SPACES/CLASSROOMS

*Over the course of a semester, on average, how often do you use the following serv*

		Answered Questions	Mean	+/-	Never	Once or twice a semester	One to three x a month	One to three x a week	More than three x a week
	2013	269	2.53						
	2015	318	2.11	-19.91%					

*How important are these services to you?*

		Answered Questions	Mean	+/-	Not important	Somewhat important	Important	Very important
	2013	273	3.41					
	2015	304	3.49	2.29%				

*How dissatisfied or satisfied are you with the following resources and services?*

		Answered Questions	Mean	+/-	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied
	2013	246	3.49					
	2015	269	3.52	0.85%				



**THE TIME IT TAKES TO RESOLVE YOUR CLASSROOM TECHNOLOGY PROBLEMS**

*How important are these services to you?*

	Answered Questions	Mean	+/-	Not important	Somewhat important	Important	Very important
	No data for 2013						
2015	303	3.7					

*How dissatisfied or satisfied are you with the following resources and services?*

	Answered Questions	Mean	+/-	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied
	No data for 2013						
2015	271	3.49					

**THE TIME IT TAKES TO RESOLVE YOUR DESKTOP/LAPTOP COMPUTING PROBLEM**

*How important are these services to you?*

	Answered Questions	Mean	+/-	Not important	Somewhat important	Important	Very important
2013	267	3.62					
2015	303	3.65	0.82%				

*How dissatisfied or satisfied are you with the following resources and services?*

	Answered Questions	Mean	+/-	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied
2013	238	3.33					
2015	262	3.35	0.60%				

**OVERALL COMPUTER SERVICE**

*How important are these services to you?*

		Answered Questions	Mean	+/-	Not important	Somewhat important	Important	Very important
	2013	249	3.35					
	2015	300	3.48	3.74%				

*How dissatisfied or satisfied are you with the following resources and services?*

		Answered Questions	Mean	+/-	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied
	2013	223	3.6					
	2015	270	3.58	-0.56%				

**TECHNICAL HELP DESK**

*Over the course of a semester, on average, how often do you use the following serv*

		Answered Questions	Mean	+/-	Never	Once or twice a semester	One to three x a month	One to three x a week	More than three x a week
	2013	277	2.3						
	2015	326	2.15	-6.98%					

*How important are these services to you?*

		Answered Questions	Mean	+/-	Not important	Somewhat important	Important	Very important
	2013	274	3.39					
	2015	306	3.43	1.17%				

*How dissatisfied or satisfied are you with the following resources and services?*

		Answered Questions	Mean	+/-	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied
	2013	251	3.4					
	2015	279	3.45	1.45%				

## Technology Ownership

Do you personally own the following devices?		Total Responses	Yes	+/-
Desktop computer	2013	267	67.04%	
	2015	295	60.68%	-6.36%
Laptop computer	2013	267	79.78%	
	2015	292	82.88%	3.10%
Android smartphone	2013	260	21.54%	
	2015	280	26.07%	4.53%
iPhone smartphone	2013	263	37.64%	
	2015	287	57.49%	19.85%
Other smartphone	2013	258	2.33%	
	2015	277	3.97%	1.64%
Mobile phone	2013	259	56.76%	
	2015	294	74.49%	17.73%
E-book reader	2013	263	39.54%	
	2015	288	43.06%	3.52%
Portable media device	2013	265	61.13%	
	2015	286	54.90%	-6.23%
Video camera	2013	259	48.65%	
	2015	287	48.78%	0.13%
Tablet e.g. iPad, Galaxy	2013	263	52.47%	
	2015	290	65.86%	13.39%