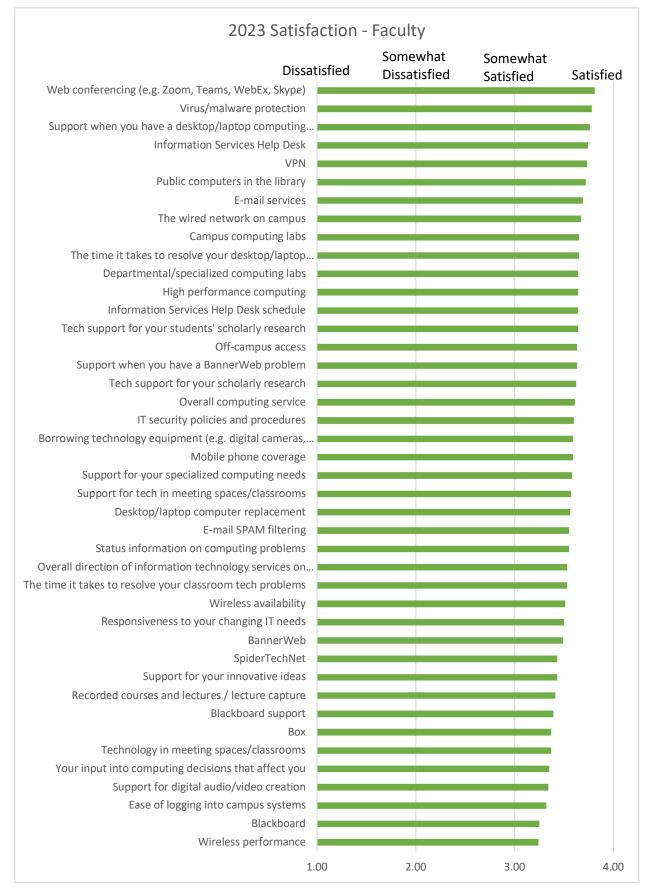
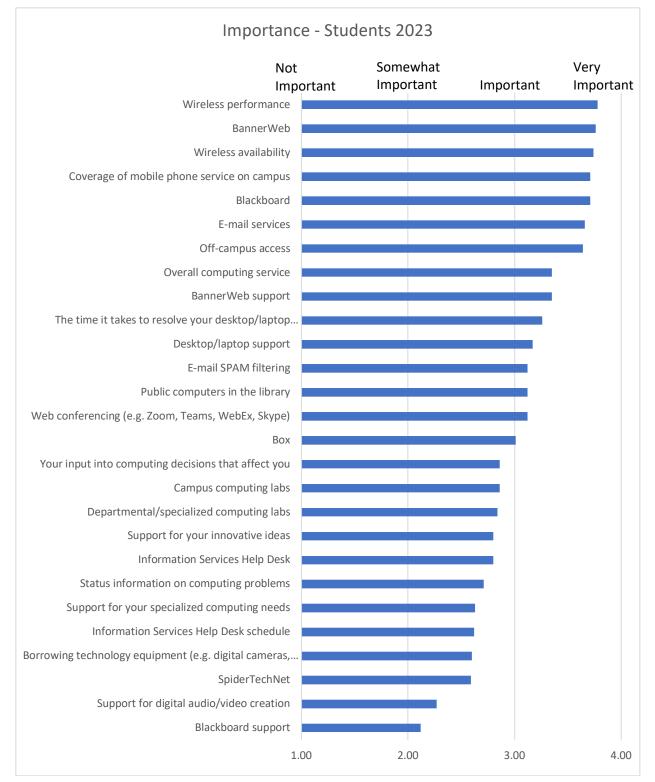
Not Important	Somewhat Important	Important	Very Importar	
E-mail services				
Wireless performance				
Wireless availability				
Ease of logging into campus systems Off-campus access				
Desktop/laptop support				
Time to resolve classroom tech problems				
-				
Technology in meeting spaces/classrooms BannerWeb				
Overall computing service				
Virus/malware protection				
Time to resolve desktop/laptop issues Information Services Help Desk				
Support for tech in meeting spaces/classrooms Blackboard				
Bannerweb support				
Coverage of mobile phone service on campus				
Web conferencing (e.g. Zoom, Teams, WebEx, Skype)				
Desktop/laptop computer replacement				
E-mail SPAM filtering				
VPN				
Box				
Information Services Help Desk schedule				
IT security policies and procedures				
Overall direction of IT services on campus				
Blackboard support				
Status information on computing problems				
The wired network on campus				
Responsiveness to your changing IT needs				
Your input into computing decisions that affect you				
Technology support for your scholarly research				
echnology support for your students' scholarly research				
Support for your specialized computing needs				
Support for your innovative ideas				
SpiderTechNet				
Support for digital audio/video creation				
Departmental/specialized computing labs		•		
High performance computing				
Borrowing technology equipment (e.g. digital cameras,				
Recorded courses and lectures / Lecture capture				
Campus computing labs				
Public computers in the library				

MISO 2023 Impo	rtance and Satisfaction
----------------	-------------------------



Impo	ortance - Sta	aff 2023		
	Not Important	Somewhat Important	Important	Very Important
Wireless performa		important		
Wireless availab	pility			
E-mail serv	vices			
Desktop/laptop sup	port			
Ease of logging into campus systemeters	ems			
Off-campus acc	cess			
Information Services Help D	Desk			
Overall computing ser	vice			
Coverage of mobile phone service on cam	npus			
The time it takes to resolve your desktop/lap	otop			
BannerV	Web			
BannerWeb supp	port			
E-mail SPAM filte	ring			
Web conferencing (e.g. Zoom, Teams, WebEx, Sky	ype)			
Support for technology in meeting spaces/classroo	oms			
Technology in meeting spaces/classroo	oms			
	Box			
Overall direction of information technology serv	vices			
IT security policies and procedu	ures			
	VPN			
The wired netw	vork			
Responsiveness to your changing informa	tion			
Status information on computing proble	ems			
Desktop/laptop computer replacem	nent			
Support for your specialized computing ne	eeds			
Information Services Help Desk scheo	dule			
Your input into computing decisions that affect	you			
Support for data bac	ckup			
SpiderTech	Net			
Support for your innovative ic	deas			
Borrowing technology equipment (e.g. dig	gital			
Public computers in the lib	rary			
Departmental/specialized computing	labs			
Campus computing	labs			
	1.00	2.00	3.00	4.00

Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Satisfie
Information Services Help Desk	Dissutisticu		
Desktop/laptop support			
BannerWeb support			
Borrowing technology equipment (e.g. digital cameras,			
Support for data backup			
Information Services Help Desk schedule			
VPN			
Public computers in the library			
Campus computing labs			
E-mail services			
Information technology security policies and procedures			
Overall computing service			
The time it takes to resolve your desktop/laptop			
The wired network on campus			
Departmental/specialized computing labs			
Web conferencing (e.g. Zoom, Teams, WebEx, Skype)			
Off-campus access			
Support for your specialized computing needs			
E-mail SPAM filtering			
Status information on computing problems			
Coverage of mobile phone service on campus			
Wireless availability			
Overall direction of information technology services on			
Responsiveness to your changing information			
Desktop/laptop computer replacement			
Support for technology in meeting spaces/classrooms			
Box			
Support for your innovative ideas			
BannerWeb			
SpiderTechNet			
Technology in meeting spaces/classrooms			
Ease of logging into campus systems			
Your input into computing decisions that affect you			
Performance of wireless access on campus			



		Somewhat		Somewhat		
Dissatist		Dissat	Dissatisfied		ied	Satisfied
E-mail services						
Box						
Information Services Help Desk						
Information Services Help Desk schedule Support for your specialized computing needs						
Web conferencing (e.g. Zoom, Teams, WebEx, Skype)						
Departmental/specialized computing labs						
Campus computing labs						
Borrowing technology equipment (e.g. digital cameras,						
Desktop/laptop support						
Public computers in the library						
Blackboard						
Support for your innovative ideas						
Support for digital audio/video creation						
Blackboard support						
Overall computing service						
The time it takes to resolve your desktop/laptop						
Your input into computing decisions that affect you						
E-mail SPAM filtering						
SpiderTechNet						
BannerWeb						
Status information on computing problems						
BannerWeb support						
Coverage of mobile phone service on campus						
Off-campus access						
Wireless availability						
Wireless performance						