February 15, 2003

Dear Student, Faculty, or Staff member:

Your opinion matters to us and may earn you one of ten $50 Bookstore gift certificates. This survey is designed to measure the level of satisfaction among students, faculty and staff with three services provided by the MCIS Support Center:

- Miami Knowledge Base – web-based solutions library available online at http://kb.muohio.edu/
- Support Desk – open 85 hours/week for telephone support (513-529-7900) and 45 hours/week for walk-in support, located at 324 Gaskill Hall
- Computer-based training modules on technical, business and personal skills located at http://www.muohio.edu/training

We depend upon your feedback to help us determine where service improvements are needed. We hope you will take a few moments to fill out the enclosed client survey, either on paper, or via the web at http://www.muohio.edu/mcissurvey. We would appreciate receiving your response by March 7.

This year, we implemented some new approaches and new services in response to feedback received in the past:

- We continue to improve and expand our web-based solutions library, the Miami Knowledge Base.
- A pilot program for Macintosh access brought many new titles to our CBT library.
- We published the first three web-accessible issues of Miami TechTalk, a campus wide technology newsletter with articles for students, faculty and staff, at http://www.muohio.edu/techtalk.
- We pilot-tested a program during residence hall move-in weekend to assist first year students in three residence halls with network connectivity.
- We published a set of web pages allowing incoming students to assess their basic computing skills and find training recommendations.

You may be interested to see the breadth of usage during 2002 of our three targeted services:

- Knowledge Base cases now number 981 cases. Those cases were viewed 50,938 times throughout 2002.
- The Support Desk received 22,322 requests for assistance from 7,860 students (and parents), faculty, staff and emeriti.
- Almost 1,200 students, faculty and staff have registered for CBT courses.

We thank you in advance for your feedback. As always, we appreciate your continued interest in and support of the MCIS Support Center as we strive to improve services.

William Knisely
Interim Director, MCIS

P.S. Respond and enter to win a $50 Bookstore gift certificate. If you return the enclosed prize entry card with your completed survey, you will be entered into our drawing for one of ten $50 gift certificates redeemable at the University Bookstore. Those who reply via the web will automatically be entered when authenticating to the web site. In order to preserve the anonymity of your responses, we will not retain your name with your web or paper survey responses.
1. Are you currently: (check one)
   ____ Undergraduate Student    ____ Graduate Student    ____ Faculty    ____ Staff

2. Please indicate your primary campus:
   ____ Hamilton    ____ Middletown    ____ Oxford

3. Did you use Support Center services in the past year?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Not aware</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Support Desk</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(513) 529-7900</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>MU Knowledge Base</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><a href="http://kb.muohio.edu">http://kb.muohio.edu</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Training Modules</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><a href="http://www.muohio.edu/training/">http://www.muohio.edu/training/</a></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If you used the Support Desk services in the past year, please answer questions 4 through 7. Skip to question 8 if you did not use the Support Desk in the past year.

4. Please rate the service you received from the Support Desk analyst who assisted you and the overall service you received from the Support Desk. (Select one response for each item.)

<table>
<thead>
<tr>
<th>About the Support Desk Analyst:</th>
<th>Disagree Completely</th>
<th>Disagree Somewhat</th>
<th>Neutral</th>
<th>Agree Somewhat</th>
<th>Agree Completely</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Was polite</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Was knowledgeable</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Communicated well</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. Provided accurate answers</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>e. Solved issue in reasonable time</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>f. Met my expectations</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>g. Comments:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
5. What do you like best about support from the Support Desk?

6. What do you dislike most about support from the Support Desk?

7. About your use of the Support Desk:
   
a. How many times do you estimate that you have contacted the Support Desk in the past year?
   
   Infrequently (≤ 5 times)  Occasionally (6-10 times)  Frequently (≥ 11 times)

b. Overall, how would you rate your satisfaction with the Support Desk? (select one response)

   1. Totally Dissatisfied
   2. Somewhat Dissatisfied
   3. Neutral
   4. Somewhat Satisfied
   5. Totally Satisfied

   c. Will you contact the Support Desk in the future if you need assistance? (check one)

   Yes    No    It depends    Please explain:

   d. Do you have suggestions on how the Support Desk could improve service to you?
If you used the MU Knowledge Base (KB) in the past year, please answer question 8. If you have not used the KB in the past year, please skip to question 9.


a. Approximately how many times have you used the KB in the past year?

_____ Infrequently (< 5 times)  _____ Occasionally (6-10 times)  _____ Frequently (11 times or more)

b. In general, how satisfied have you been with your ability to resolve your problems or questions using the KB? (Select one response.)

1 2 3 4 5
Totally Dissatisfied Somewhat Neutral Somewhat Totally Satisfied Dissatisfied Satisfied

c. Is your ability to answer questions using the KB

_____ Increasing?
_____ Staying the same?
_____ Decreasing?

d. Which TWO items would increase your level of satisfaction with the KB?

_____ Improved navigation
_____ Expanded content
_____ Less technical language
_____ References to other sources of information
_____ Other____________________________________________
_____ Nothing required

e. Have you used the KB since the new interface was released on December 19, 2002?

_____ Yes  _____ No

f. If you have used the new KB interface, do you think it’s easier to find the information you need with the new interface?

_____ Yes  _____ No  _____ No opinion

Comments:
If you used the computer based training modules in the past year, please answer question 9. If you have not used the training modules in the past year, please skip to question 10.

9. MCIS makes available over 200 computer-based training modules on many technology and business topics for use by all students, faculty and staff. They are accessible from http://www.muohio.edu/training.

   a. Have you accessed any of these training modules?
      _____Yes      _____No      _____No, I wasn’t aware of their availability

   b. If you have accessed or completed any training modules, how would you rate your overall satisfaction with the training modules? (Select one response.)

      | 1 | 2 | 3 | 4 | 5 |
      |---|---|---|---|---|
      | 1 | 2 | 3 | 4 | 5 |
      | Totally Dissatisfied | Somewhat Dissatisfied | Neutral | Somewhat Satisfied | Totally Satisfied |

   Comments:

   c. Do you plan to access any of the training modules in the future?
      _____Yes      _____No      _____Uncertain. If “no,” why not?
2002-2003 MCIS Support Center Survey

10. What one thing needs the most improvement at MCIS?

11. Would you like to talk to someone in MCIS about your comments? If yes, give us your phone number or e-mail address and we will contact you.

Name__________________________________

Phone number or e-mail address:________________________________

Alternately, you can contact Debra Allison, MCIS Assistant Director, Support Center, directly by e-mail at allisodh@muohio.edu or by phone at (513) 529-5327.

Please return by March 7, 2003 if possible

Thank You

Return Instructions:

- If you live in a residence hall, please fold your completed survey with the return address facing outward, include the card for the prize drawing, staple or tape it closed, and drop it in Campus Mail.
- If we sent your survey to an off-campus address, a postage-paid reply envelope is enclosed for you to return your competed survey and prize entry card via U.S. Mail.
- If you respond via the web, you may discard this paper copy and the prize entry card. When you authenticate on the web, you will automatically be entered into the drawing.

In order to preserve the anonymity of your responses, we will not retain your name with your web or paper survey responses.

Thank you for your time.