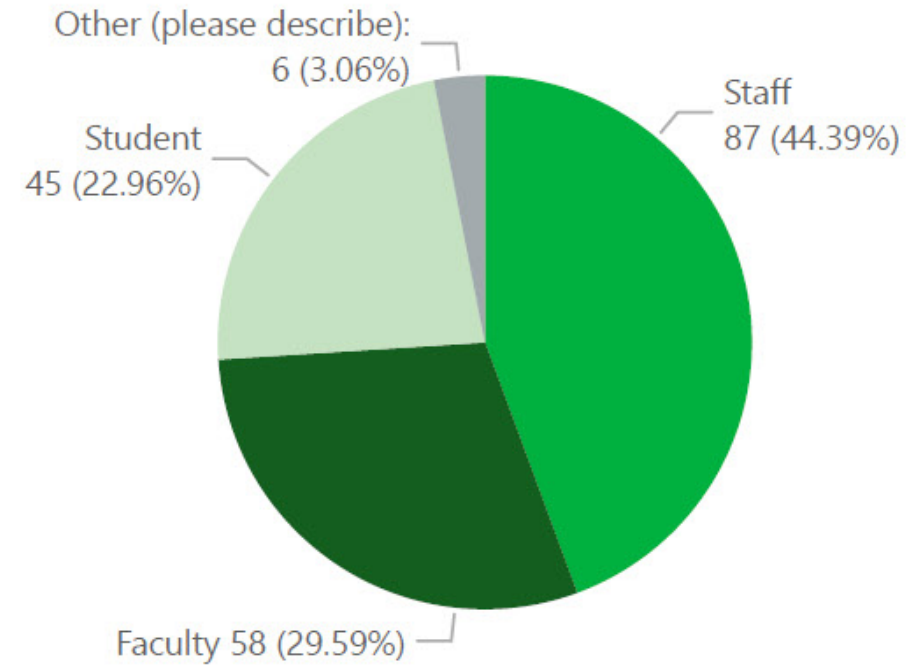


ANNUAL TECHNOLOGY SURVEY

Faculty, Staff, & Students
AY25-26

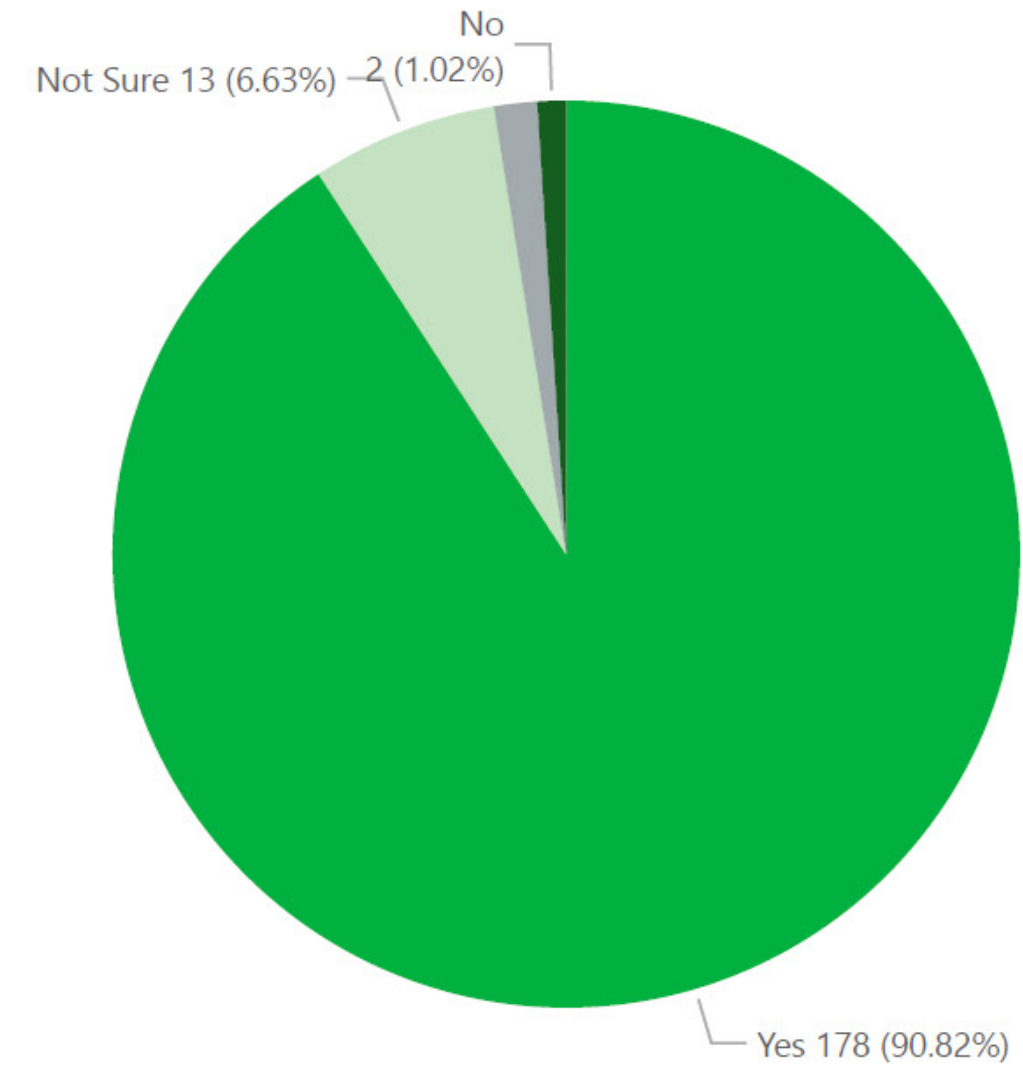


Number of Responses by Role



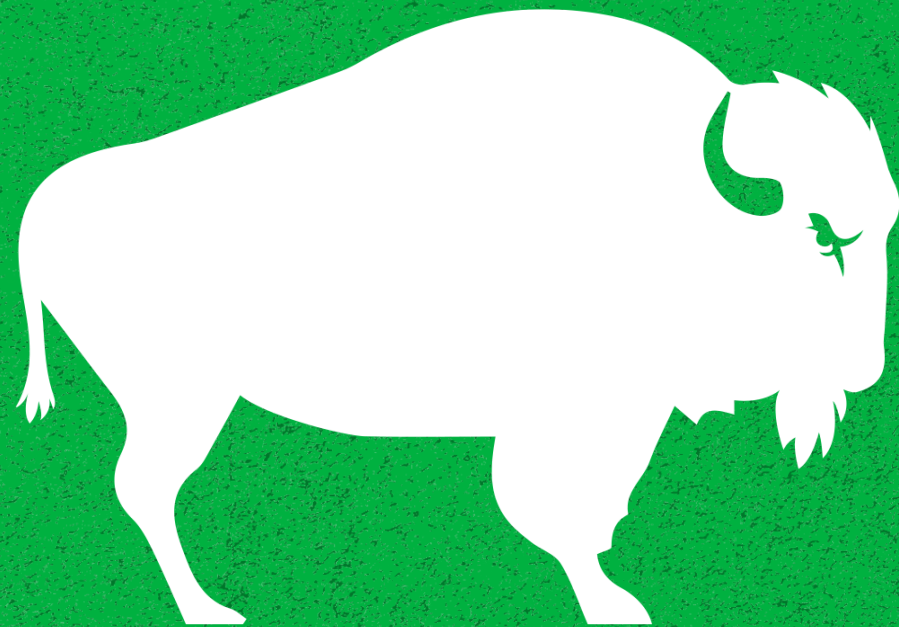
Role	No. of Responses
Staff	87
Faculty	58
Student	45
Other (please describe):	6

Do you know how to request IT services?



CUSTOMER SERVICE

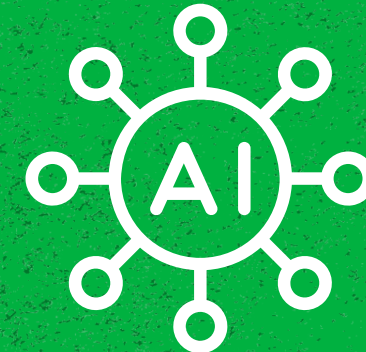
This year's MUIT technology survey shows encouraging progress, with all customer service measures trending upward and several seeing notable improvement. While we're proud of that momentum, we remain focused on strengthening the fundamentals—providing responsive, reliable support, resolving tickets in a timely way, and expanding AI-powered self-service options that make it easier to get help when and how you need it. Our goal is continuous improvement and a service experience that consistently meets—and exceeds—expectations.



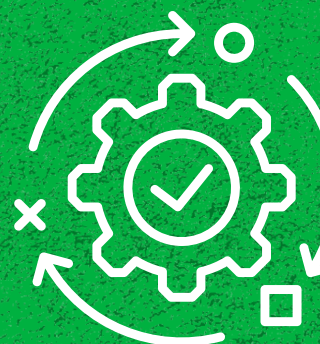
FOCUS FOR THE YEAR AHEAD



Strengthening Campus Engagement Through Technology and AI Literacy



Advancing AI-Driven Support: Knowledge-Based Self-Service to Live Agent



Improving Response Times Through Enhanced Ticket Tracking



Working Toward More Reliable and Accessible Printing Services

AY25-26 Annual Technology Survey Report: Customer Service

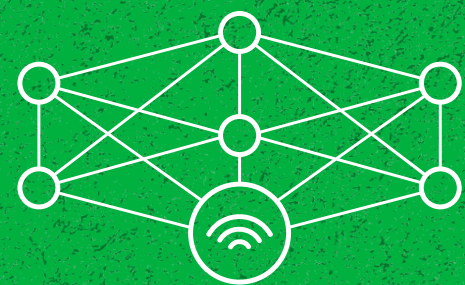


<u>On a scale of 1 (low) to 10 (high)...</u>	<u>AY23-24</u>	<u>AY24-25</u>	<u>AY25-26</u>	<u>TREND</u>	<u>On a scale of 1 (low) to 10 (high)...</u>	<u>AY23-24</u>	<u>AY24-25</u>	<u>AY25-26</u>	<u>TREND</u>
How likely are you to utilize self-service help resources before interacting with an IT agent?	7.79	7.70	7.80	↑	How satisfied are you with training resources provided by IT for technology systems and services?	7.32	7.08	7.63	↑
How satisfied are you with the timeliness of IT's response and follow up to your issues?	7.66	7.69	7.96	↑	How satisfied are you that the services provided by IT enable you to perform your job?	7.85	7.69	8.15	↑
How satisfied are you with the timeliness of IT's communication to the campus on service changes, updates, or disruptions/outages?	8.33	8.26	8.34	↑	Preferred Method of Contacting IT (by ranking) 1. Chat 2. Phone 3. Knowledge Base/Self Service 4. Ticket 5. Walk Up 6. Other				
How satisfied are you with IT's ability to resolve issues that you encounter?	8.03	7.91	8.18	↑	Preferred Method of IT Communications (by ranking) 1. E-Mail 2. Website 3. Newsletter 4. MyMU Banner 5. MyMU Pop Up 6. Other				
How satisfied are you with IT's ability to empathize and understand when assisting you?	8.00	7.79	8.20	↑					
How satisfied are you with IT's availability when you need help (via phone, email, chat, etc.)?	7.98	7.97	8.15	↑	Preferred Method of Technology Training 1. MUIT Website 2. MyMU 3. E-Mail/Newsletter 4. Call/Chat Service Desk 5. Ask a Colleague 6. YouTube				

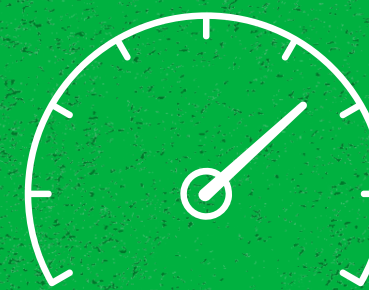
NETWORK OPERATIONS

This year's survey results reflect meaningful improvement in network reliability, driven by our core switch upgrades and transition to a software-defined network (SDN). While this progress is encouraging, our work continues. In the year ahead, we are focused on further strengthening the network through updated Wi-Fi hardware and closer engagement with users to ensure devices and drivers are kept up to date—helping us deliver a more consistent, reliable connectivity experience across campus.

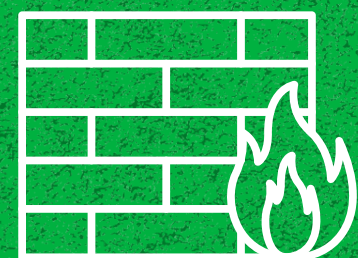
FOCUS FOR THE YEAR AHEAD



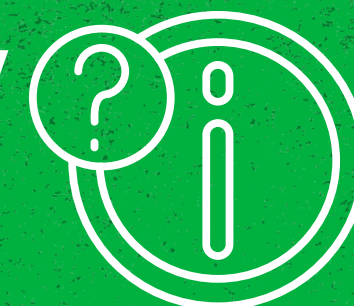
Lifecycle upgrades of all wireless hardware throughout campus buildings



Proactively identify and remediate Wi-Fi weak zones (heatmaps + monitoring)



Advancing Network Security Through Data-Driven Log Analysis



Proactive User Engagement on Device Updates to Support Reliable Wi-Fi

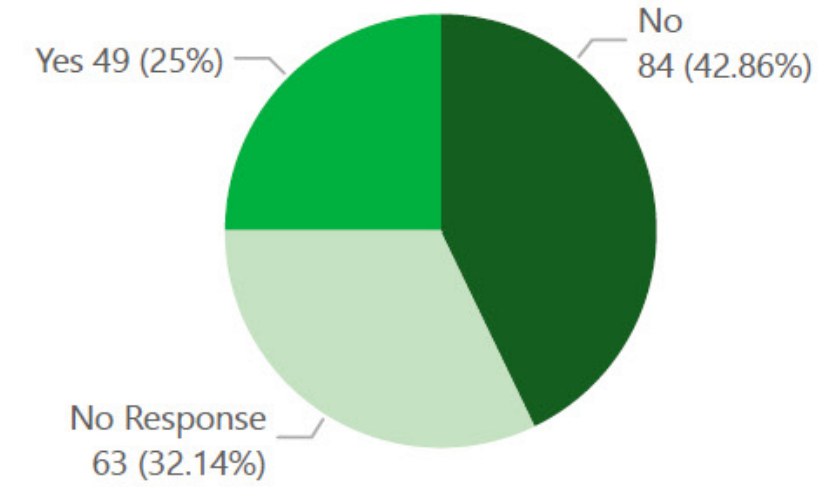


AY25-26 Annual Technology Survey Report: Network Services



<u>On a scale of 1 (low) to 10 (high)...</u>	<u>AY23-24</u>	<u>AY24-25</u>	<u>AY25-26</u>	<u>TREND</u>
How satisfied are you with access to University Network on campus?	7.73	7.64	8.01	↑
How satisfied are you with the voice telephony services provided by IT?	N/A	7.35	8.08	↑

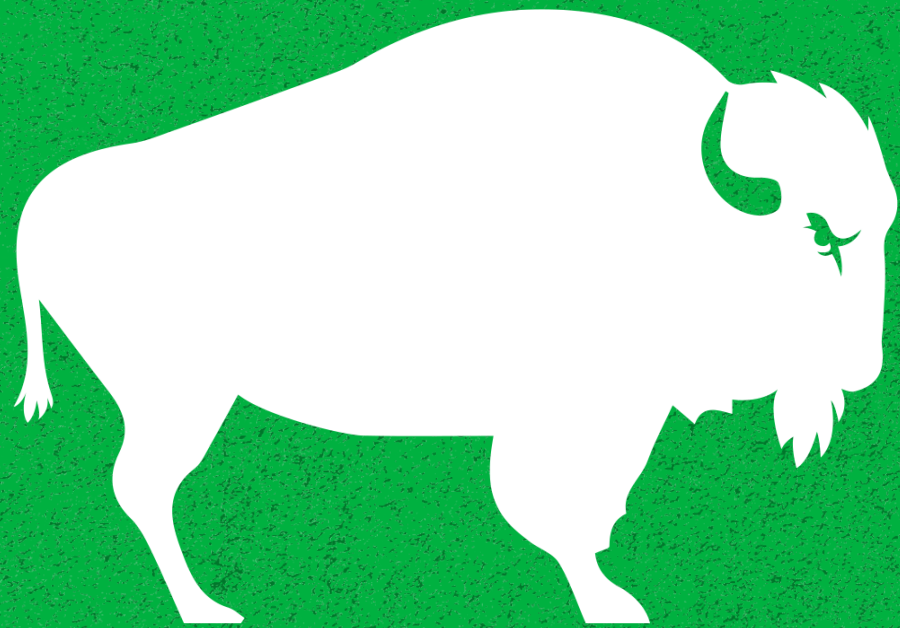
Were Network Issues Reported to MUIT?



ACADEMIC TECHNOLOGIES

This year's survey results show overall improvement across most areas, reflecting continued progress in how our academic technologies support teaching and learning. At the same time, feedback highlighted ongoing challenges related to classroom technology and aging classroom infrastructure. In the year ahead, we are focused on addressing these concerns by planning for classroom modernization and aligning tools more closely with instructional needs —ensuring learning spaces are reliable, effective, and supportive of both faculty and students.

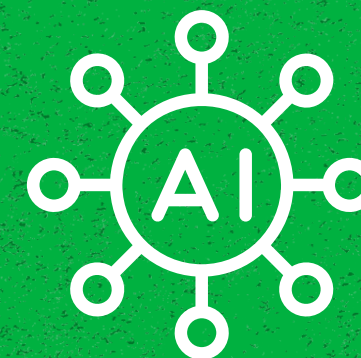
FOCUS FOR THE YEAR AHEAD



Implement a classroom infrastructure lifecycle plan (standards, audits, and scheduled refresh)



Strengthening Faculty Use of Blackboard LMS Tools



Pilot AI technologies for improved student learning and outcomes



Building AI Literacy and Effective Use of Academic Technologies Across Campus

AY24-25 Annual Technology Survey Report: Academic Technologies



On a scale of 1 (low) to 10 (high)...

AY23-24 AY24-25 AY25-26 TREND

How satisfied are you with Blackboard Learning Management System?

7.28 7.70 8.29



How would you rate your own proficiency in using Blackboard LMS? (Faculty)

7.62 7.65 7.92



How satisfied are you that the academic software provided by IT allows you to teach effectively?

7.35 7.76 7.83



How satisfied are you that the academic software provided by IT allows you to learn effectively?

8.53 8.00 8.25



How satisfied are you that the classroom technology provided by IT allows you to teach effectively?

7.36 7.16 8.29

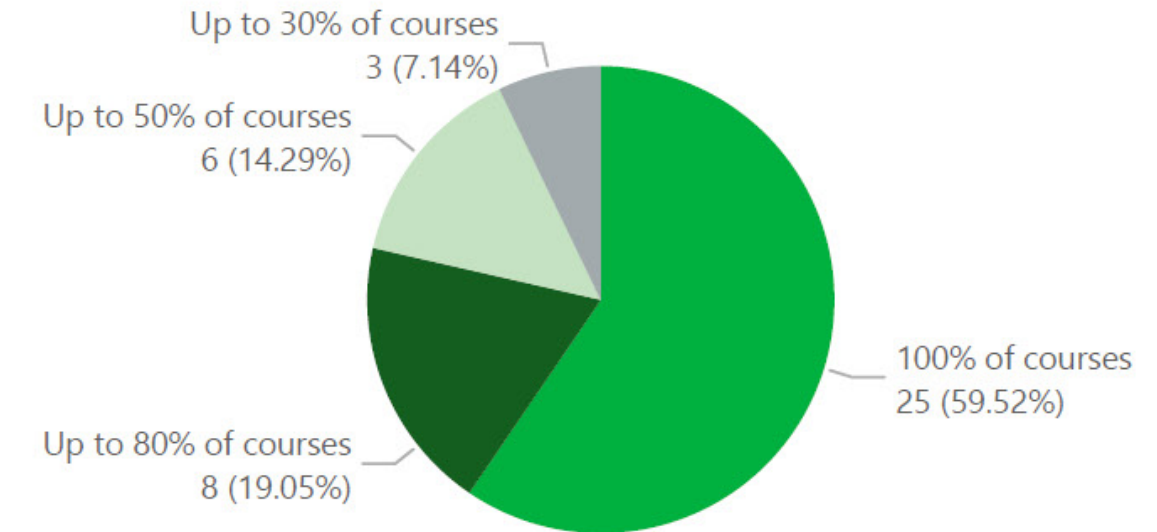


How satisfied are you that the classroom technology provided by IT allows you to learn effectively?

8.55 8.16 8.05



Percentage of Courses using Blackboard



On a scale of 1 (low) to 10 (high)...

How often do you use the following academic technologies to TEACH effectively?

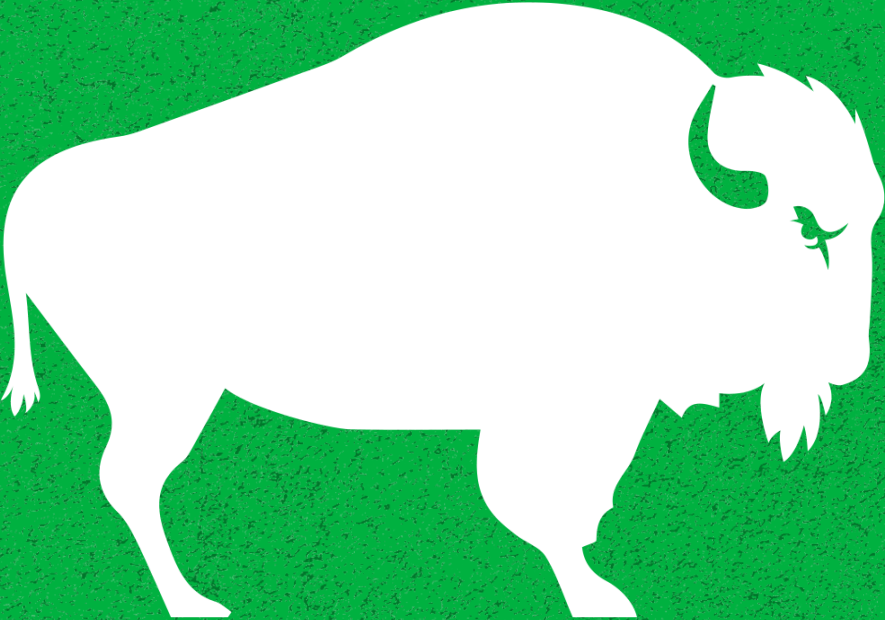
Student Engagement	6.98
Lecture Capture	5.90
Course Video Platform	5.91
Hybrid/Virtual Classrooms	5.48
Active Learning	5.53
Adobe	5.34
Gen AI	5.43

How important to you are the following academic technologies to LEARN effectively?

Recording Lectures	8.00
Virtually Attend Class	7.40
Active Learning	8.58
Tutoring Software	6.16
Polling/Engagement Tools	6.47
Adobe	5.72
Gen AI	5.45

ENTERPRISE TECHNOLOGIES

We're encouraged by the rise in satisfaction with core enterprise systems like Banner and Salesforce, reflecting the impact of recent enhancements and support efforts. At the same time, we recognize that students continue to face challenges with self-service modules—particularly around registration and financial aid. Addressing these pain points is a top priority, and we're working to streamline these experiences to ensure students can access what they need, when they need it.



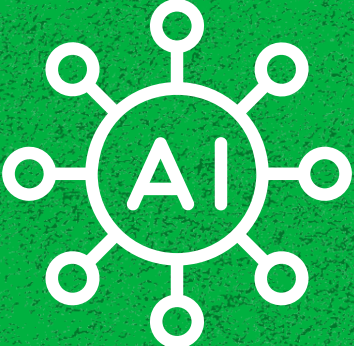
FOCUS FOR THE YEAR AHEAD



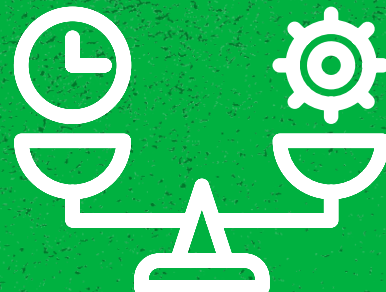
Continued implementation of Student 360 and case management services for seamless student support.



Strengthening Banner Self-Service and Enterprise System Connectivity



Advancing data governance and management to support enterprise AI initiatives



Ongoing Work to Streamline Banner Customizations for SaaS Readiness

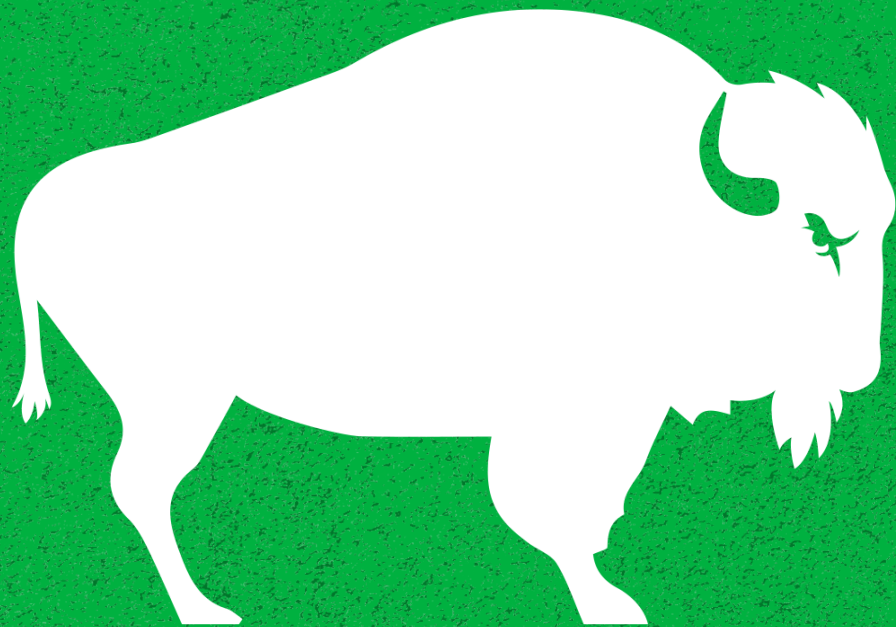
AY25-26 Annual Technology Survey Report: Enterprise Technology



<u>On a scale of 1 (low) to 10 (high)...</u>	<u>AY23-24</u>	<u>AY24-25</u>	<u>AY25-26</u>	<u>TREND</u>
How satisfied are you that Banner works effectively for your business needs?	7.48	8.03	7.91	↓
How easy is it to get the data you need from Banner to do your job?	7.10	7.64	7.77	↑
How easy is it to utilize student functions (i.e., course registration, check financial aid, etc.) in MyMU/Banner Self Service?	8.45	8.29	7.93	↓

ANCILLARY SYSTEMS

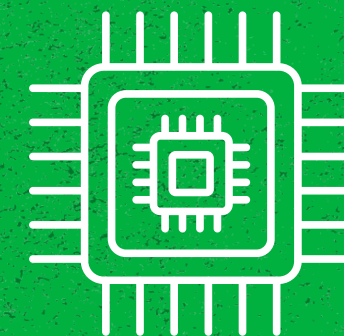
This year's survey results show a mix of upward and downward trends across individual systems, reflecting the diverse set of specialized tools that support different campus needs beyond our core enterprise platforms. Encouragingly, some ancillary systems saw improved satisfaction over the past year, highlighting steady progress in performance and usability. Looking ahead, we are focused on better aligning these systems and working toward a more unified, consistent experience that makes technology easier to use and more cohesive for our campus community.



FOCUS FOR THE YEAR AHEAD



Continued Enhancement of the Ad Astra Scheduling System for Improved Functionality and User Experience



Building a cohesive enterprise architecture through continued data and system alignment

On a scale of 1 (low) to 10 (high), how satisfied are you the following systems effectively meet your needs?

AY23-24 AY24-25 AY25-26 TREND

Space Reservation (Ad Astra)

7.24 7.20 7.70



Digital Forms (Dynamic Forms)

7.94 8.16 7.87



EAB Navigate

7.52 8.26 8.63



Qualtrics

8.59 8.87 8.69



Marshall U Mobile App

8.03 8.25 8.17



Salesforce (Admissions, My MU)

5.33 7.90 8.18



Symplicity Advocate

8.57 9.00 8.73



Faculty - Top 5 Microsoft Tools

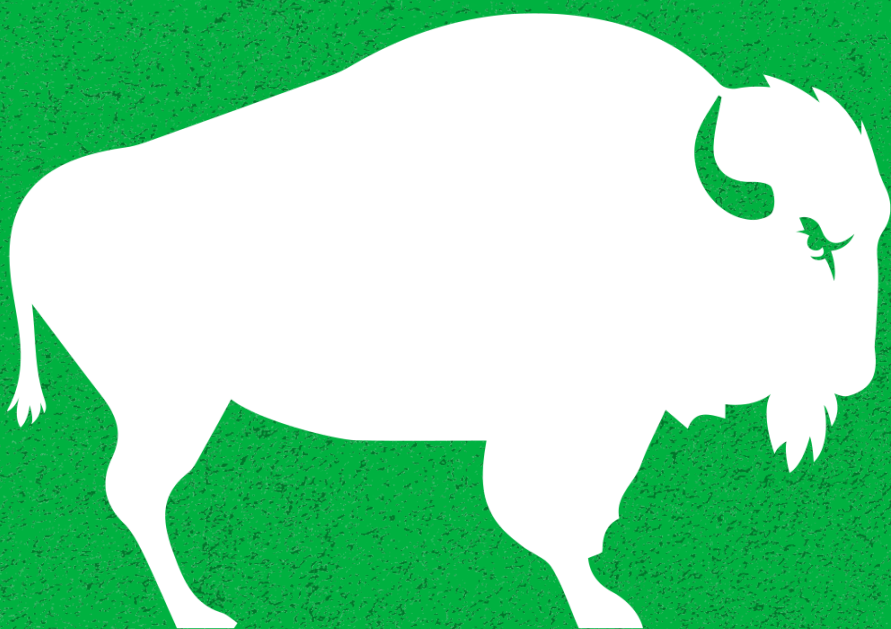
1. Office
2. Teams
3. OneDrive
4. CoPilot
5. Edge

Students - Top 5 Microsoft Tools

1. Office
2. OneDrive
3. Teams
4. Forms
5. Other

DEVICE SUPPORT

This year's survey results show improved satisfaction with devices, reflecting our focused efforts over the past year to retire aging hardware and prepare for the Windows 10 deprecation through targeted device upgrades. These improvements helped strengthen performance, reliability, and security across campus. While feedback related to printing declined, our broader device modernization work has laid a strong foundation for continued progress. Looking ahead, we will build on this momentum by continuing to invest in modern, reliable devices while also reassessing printing services to better meet campus needs.



FOCUS FOR THE YEAR AHEAD



Extend device life and reduce failures with proactive inventory and update management



Stabilize printing with a “fix the fleet” approach (right-size, retire chronic failures, improve connectivity)

On a scale of 1 (low) to 10 (high)... AY23-24 AY24-25 AY25-26 TREND

How satisfied are you with the computing device provided to you to do your work?

7.72 7.61 8.17

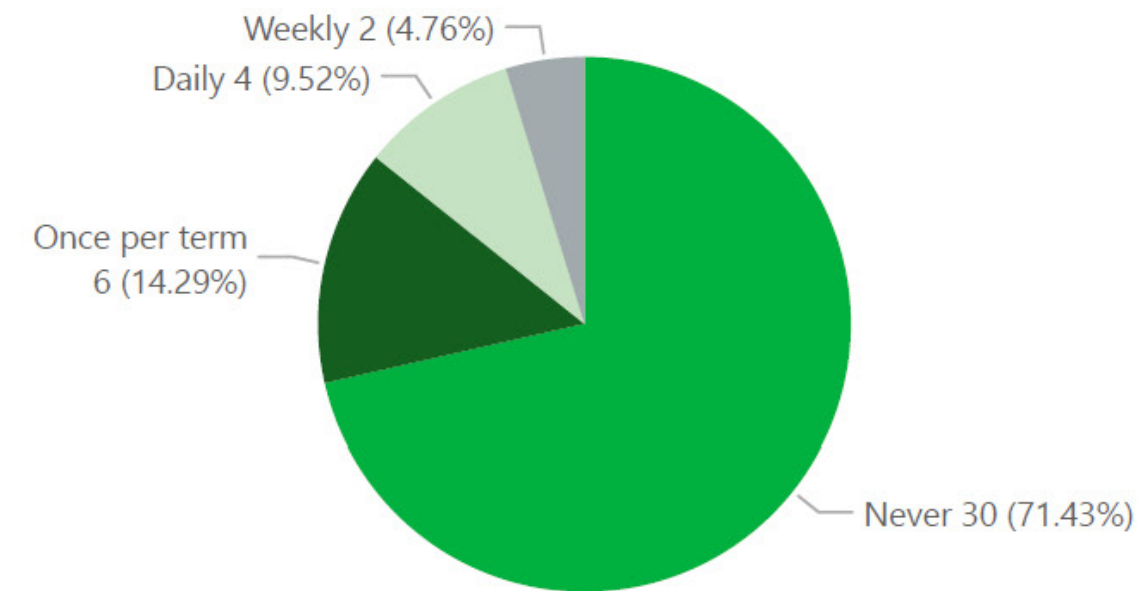


How satisfied are you with the printing capabilities provided to you on campus?

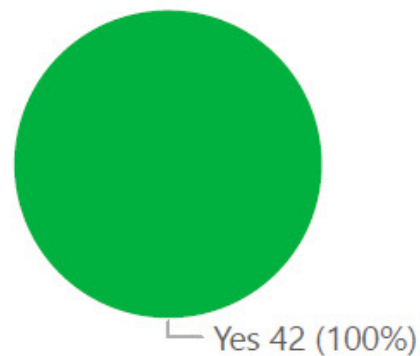
8.21 7.95 7.79



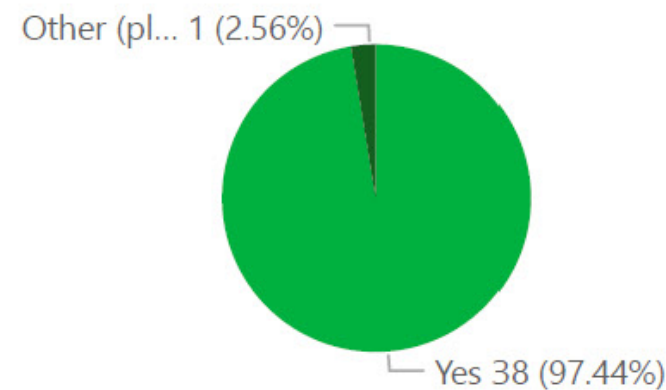
How often do you utilize computer labs on campus?



Do you have a computing device to utilize in class and for your school work?



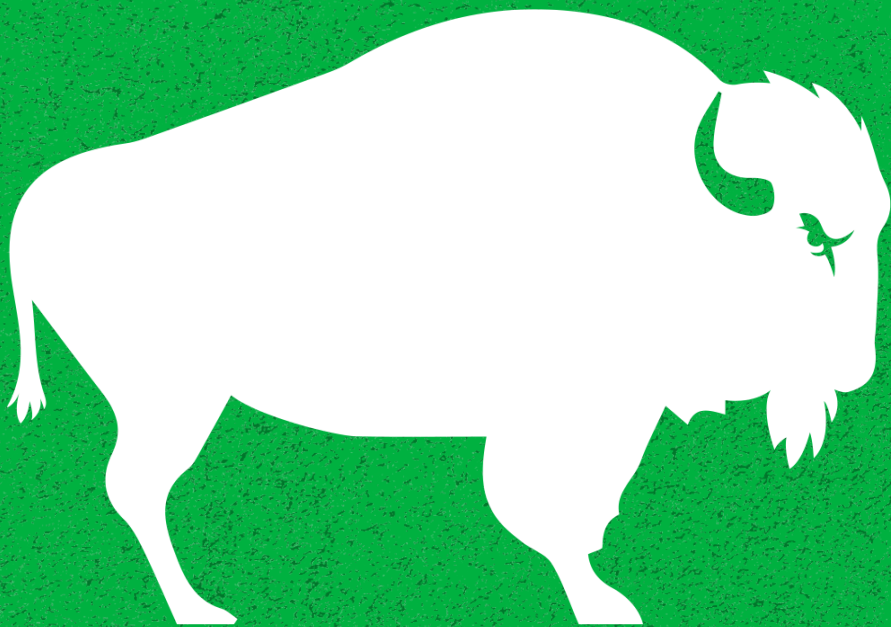
Does your device meet the minimum standard for your curriculum needs?



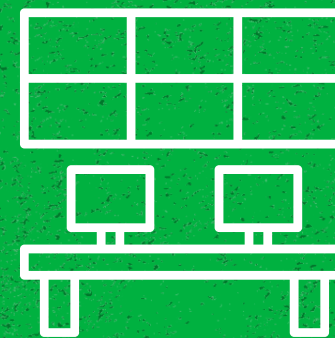
INFORMATION SECURITY

Information security scores increased this year, reflecting steady progress in strengthening our security posture and growing campus awareness of cyber risk. Building on this momentum, we will continue expanding cyber awareness and literacy initiatives to ensure students, faculty, and staff are equipped to recognize and respond to emerging threats. In the year ahead, we will also begin aligning with the Institute for Cyber Security (ICS) to explore a student-led Security Operations Center (SOC), creating hands-on learning opportunities while further enhancing institutional security monitoring and readiness.

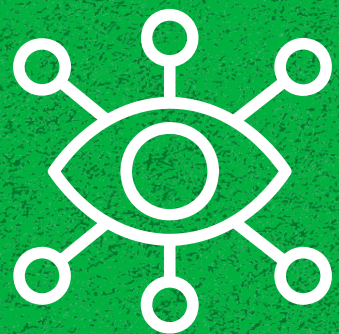
FOCUS FOR THE YEAR AHEAD



Reduce risk through proactive patching and endpoint security (Intune-driven compliance + vulnerability remediation)



Partner with vendors and the ICS to establish a student led Security Operations Center



Strengthen identity and access management (MFA consistency, least privilege, and access reviews)



Improve security awareness and incident readiness through training and awareness

<u>On a scale of 1 (low) to 10 (high)...</u>	<u>AY23-24</u>	<u>AY24-25</u>	<u>AY25-26</u>	<u>TREND</u>
How would you rate your knowledge on how to securely store and transmit sensitive, or confidential data, including FERPA or PHI?	6.75	7.53	8.00	↑
How would you rate the communication and trainings provided by MU IT on information security awareness?	7.52	7.85	8.22	↑
Please rate your confidence in your ability to properly identify and report a cyber-security risk or data loss incident	8.20	8.51	8.68	↑



INFORMATION
TECHNOLOGY

FOR MORE INFORMATION:

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