



**MNSCU**

**Systemwide Campus CIO/Office of the Chancellor  
IT Managers Technology Survey Results**

(Survey conducted in December 2005)

Prepared by the MSU - Organizational Effectiveness Research Group

---

The following pages contain summaries of data collected from the MNSCU 2005 MNSCU IT MANAGER. The results were compiled by the MSU - Organizational Effectiveness Research Group (507-389-5829). Participants' anonymity has been held in the strictest confidence by aggregating their ratings.

© 2003 - 2006 surveysbydesign.com

Page 1

**MNSCU 2005 - MNSCU IT MANAGER**

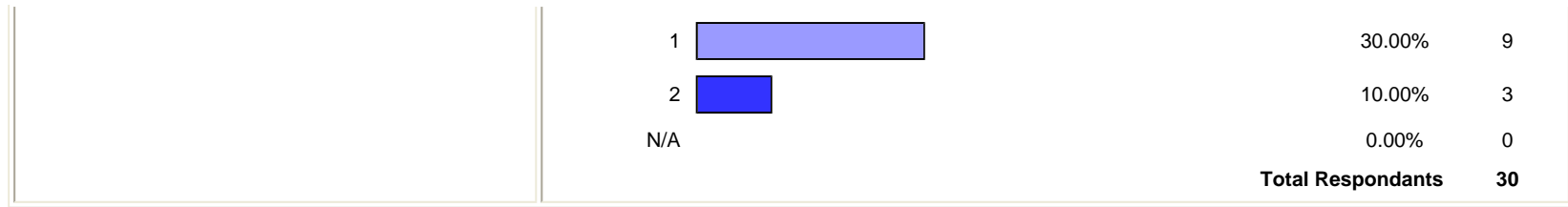
**Cio Its Manager Overall Summary no comments**

<p>I am located at:</p>	<table border="1"> <thead> <tr> <th></th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>A 2 Year Community and/or Technical College</td> <td>76.67%</td> <td>23</td> </tr> <tr> <td>A 4 Year University</td> <td>16.67%</td> <td>5</td> </tr> <tr> <td>The Office of the Chancellor, Information Technology Services Division</td> <td>6.67%</td> <td>2</td> </tr> <tr> <td><b>Total Respondants</b></td> <td></td> <td><b>30</b></td> </tr> </tbody> </table>		Response Percent	Response Total	A 2 Year Community and/or Technical College	76.67%	23	A 4 Year University	16.67%	5	The Office of the Chancellor, Information Technology Services Division	6.67%	2	<b>Total Respondants</b>		<b>30</b>
	Response Percent	Response Total														
A 2 Year Community and/or Technical College	76.67%	23														
A 4 Year University	16.67%	5														
The Office of the Chancellor, Information Technology Services Division	6.67%	2														
<b>Total Respondants</b>		<b>30</b>														
<p>How many years have you held an information technology management position?</p>	<table border="1"> <thead> <tr> <th></th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>2 Years or less</td> <td>13.33%</td> <td>4</td> </tr> <tr> <td>3-5 Years</td> <td>13.33%</td> <td>4</td> </tr> <tr> <td>Over 5 Years</td> <td>73.33%</td> <td>22</td> </tr> <tr> <td><b>Total Respondants</b></td> <td></td> <td><b>30</b></td> </tr> </tbody> </table>		Response Percent	Response Total	2 Years or less	13.33%	4	3-5 Years	13.33%	4	Over 5 Years	73.33%	22	<b>Total Respondants</b>		<b>30</b>
	Response Percent	Response Total														
2 Years or less	13.33%	4														
3-5 Years	13.33%	4														
Over 5 Years	73.33%	22														
<b>Total Respondants</b>		<b>30</b>														
<p>How would you describe your technical knowledge and experience: (check all that apply)</p>	<table border="1"> <thead> <tr> <th></th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>On the job training and experience</td> <td>76.67%</td> <td>23</td> </tr> <tr> <td>Managed design and implementation</td> <td>80.00%</td> <td>24</td> </tr> </tbody> </table>		Response Percent	Response Total	On the job training and experience	76.67%	23	Managed design and implementation	80.00%	24						
	Response Percent	Response Total														
On the job training and experience	76.67%	23														
Managed design and implementation	80.00%	24														

of IT projects			
Hold a Masters or PhD in information technology specialty		13.33%	4
Expert (extensive experience in programming, network, information security, etc.)		36.67%	11
Other		10.00%	3
		<b>Total Respondants</b>	<b>30</b>

Satisfaction Locally (Item: User involvement during technology planning and implementation processes.)		Response Percent	Response Total
-2		3.33%	1
-1		10.00%	3
0		13.33%	4
1		43.33%	13
2		30.00%	9
N/A		0.00%	0
		<b>Total Respondants</b>	<b>30</b>

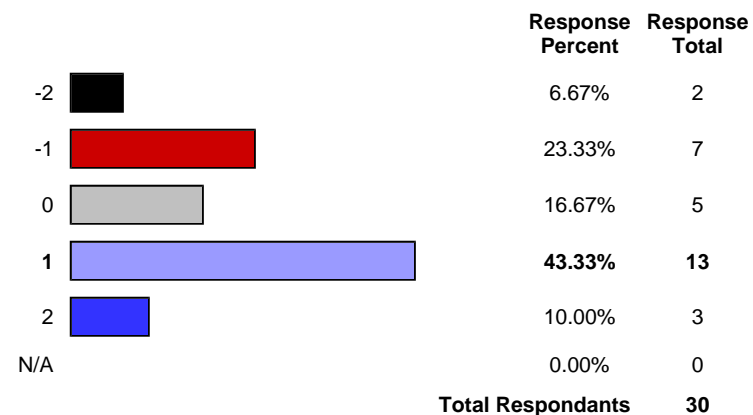
Satisfaction Systemwide (Item: User involvement during technology planning and implementation processes.)		Response Percent	Response Total
-2		6.67%	2
-1		20.00%	6
0		33.33%	10



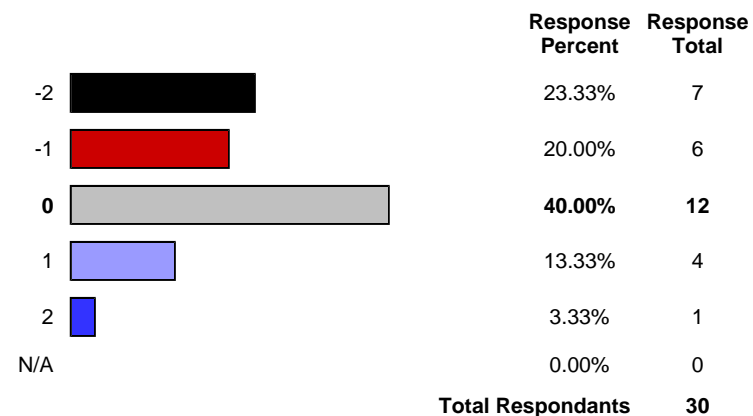
**MNSCU 2005 - MNSCU IT MANAGER**

**Cio Its Manager Overall Summary no comments**

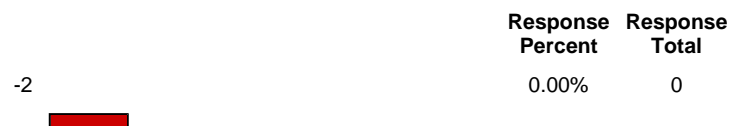
**Satisfaction Locally**  
(Item: Meeting projected target dates.)

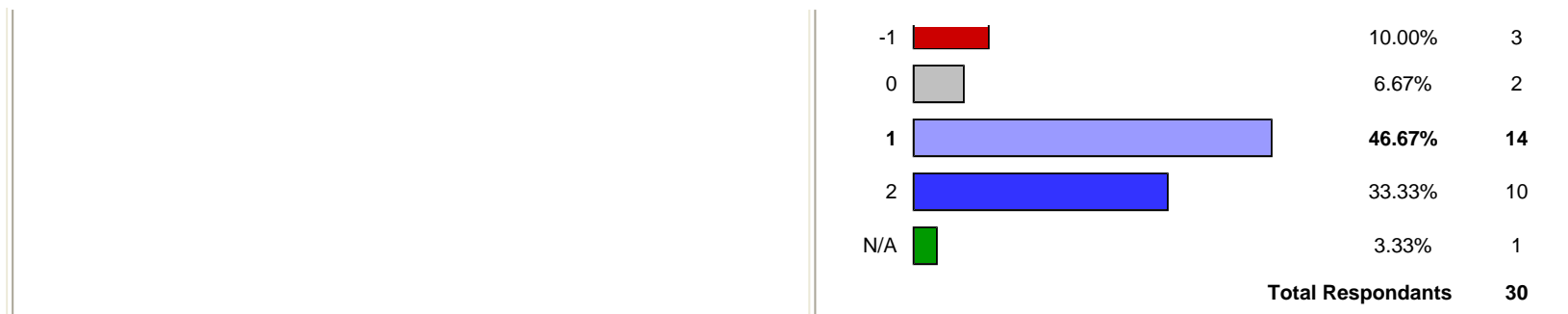


**Satisfaction Systemwide**  
(Item: Meeting projected target dates.)

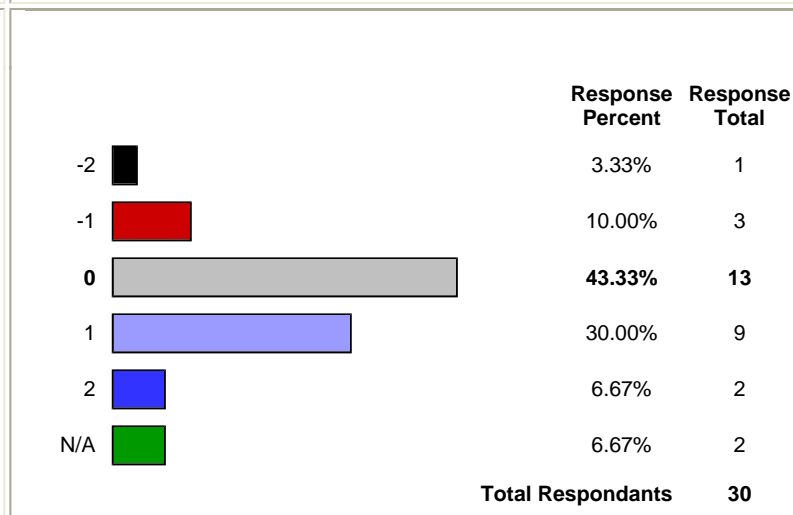


**Satisfaction Locally**  
(Item: Meeting projected budget estimates.)

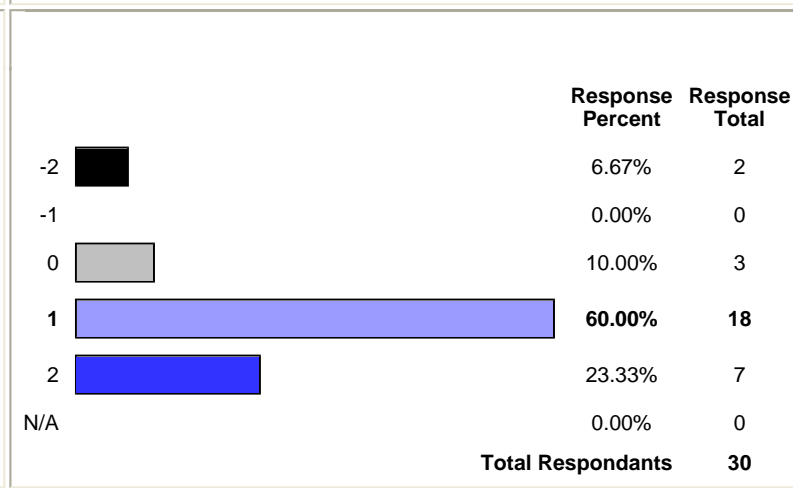




**Satisfaction Systemwide**  
 (Item: Meeting projected budget estimates.)



**Satisfaction Locally**  
 (Item: Achieving project/initiative planned outcomes.)

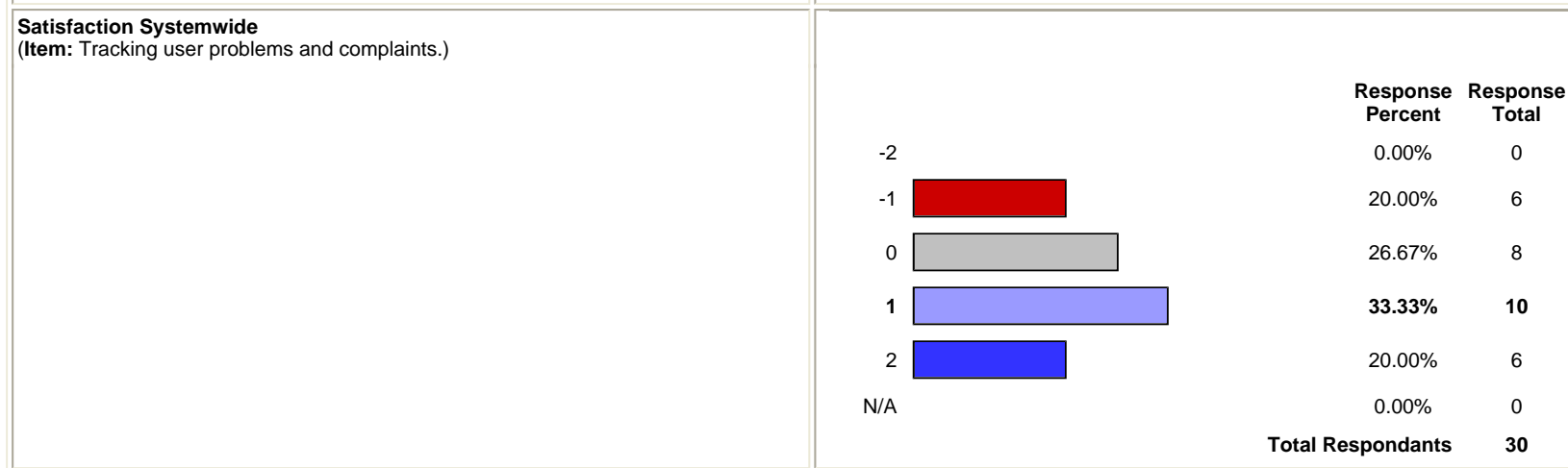
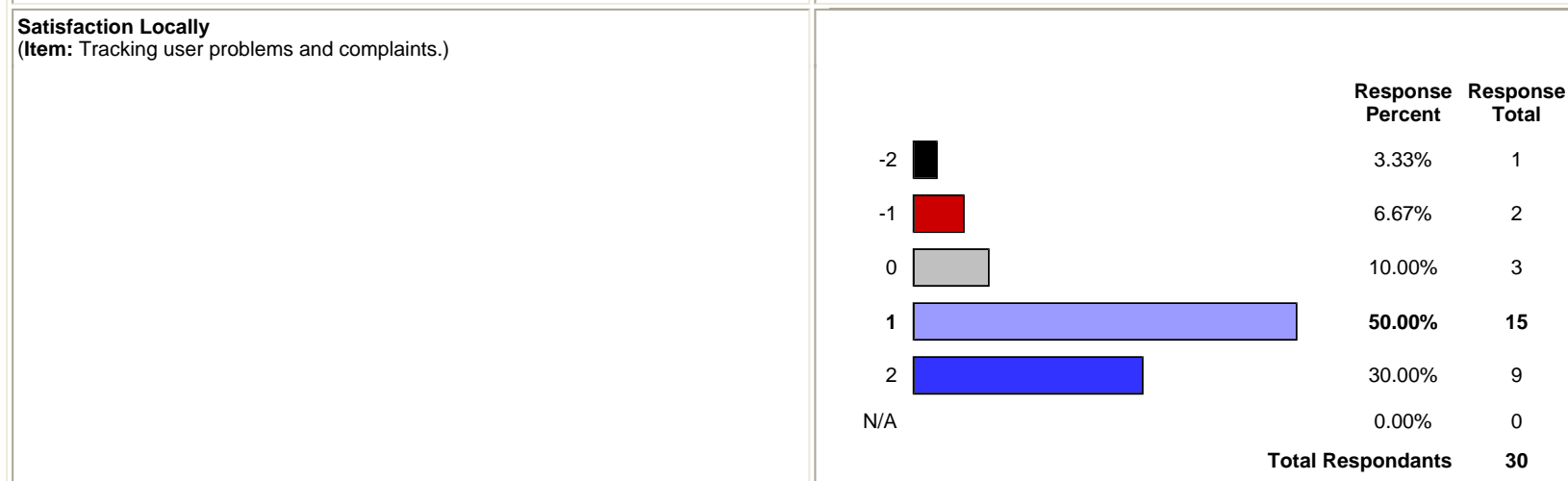
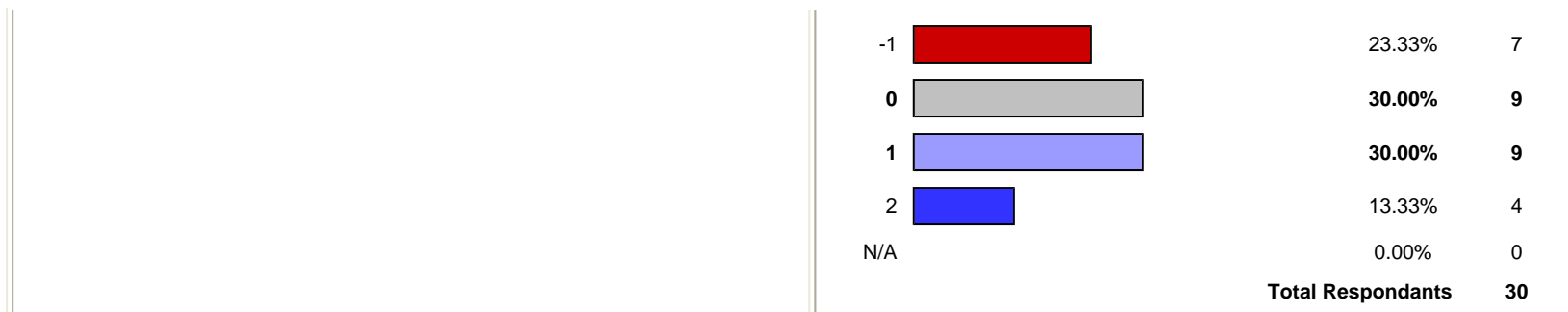




**MNSCU 2005 - MNSCU IT MANAGER**

**Cio Its Manager Overall Summary no comments**

<p><b>Satisfaction Systemwide</b> (Item: Achieving project/initiative planned outcomes.)</p>	<table border="1"> <thead> <tr> <th>Rating</th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>-2</td> <td>10.00%</td> <td>3</td> </tr> <tr> <td>-1</td> <td>26.67%</td> <td>8</td> </tr> <tr> <td>0</td> <td>33.33%</td> <td>10</td> </tr> <tr> <td>1</td> <td>23.33%</td> <td>7</td> </tr> <tr> <td>2</td> <td>6.67%</td> <td>2</td> </tr> <tr> <td>N/A</td> <td>0.00%</td> <td>0</td> </tr> <tr> <td colspan="2"><b>Total Respondants</b></td> <td><b>30</b></td> </tr> </tbody> </table>	Rating	Response Percent	Response Total	-2	10.00%	3	-1	26.67%	8	0	33.33%	10	1	23.33%	7	2	6.67%	2	N/A	0.00%	0	<b>Total Respondants</b>		<b>30</b>
Rating	Response Percent	Response Total																							
-2	10.00%	3																							
-1	26.67%	8																							
0	33.33%	10																							
1	23.33%	7																							
2	6.67%	2																							
N/A	0.00%	0																							
<b>Total Respondants</b>		<b>30</b>																							
<p><b>Satisfaction Locally</b> (Item: Addressing implementation problems.)</p>	<table border="1"> <thead> <tr> <th>Rating</th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>-2</td> <td>3.33%</td> <td>1</td> </tr> <tr> <td>-1</td> <td>6.67%</td> <td>2</td> </tr> <tr> <td>0</td> <td>6.67%</td> <td>2</td> </tr> <tr> <td>1</td> <td>60.00%</td> <td>18</td> </tr> <tr> <td>2</td> <td>23.33%</td> <td>7</td> </tr> <tr> <td>N/A</td> <td>0.00%</td> <td>0</td> </tr> <tr> <td colspan="2"><b>Total Respondants</b></td> <td><b>30</b></td> </tr> </tbody> </table>	Rating	Response Percent	Response Total	-2	3.33%	1	-1	6.67%	2	0	6.67%	2	1	60.00%	18	2	23.33%	7	N/A	0.00%	0	<b>Total Respondants</b>		<b>30</b>
Rating	Response Percent	Response Total																							
-2	3.33%	1																							
-1	6.67%	2																							
0	6.67%	2																							
1	60.00%	18																							
2	23.33%	7																							
N/A	0.00%	0																							
<b>Total Respondants</b>		<b>30</b>																							
<p><b>Satisfaction Systemwide</b> (Item: Addressing implementation problems.)</p>	<table border="1"> <thead> <tr> <th>Rating</th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>-2</td> <td>3.33%</td> <td>1</td> </tr> </tbody> </table>	Rating	Response Percent	Response Total	-2	3.33%	1																		
Rating	Response Percent	Response Total																							
-2	3.33%	1																							

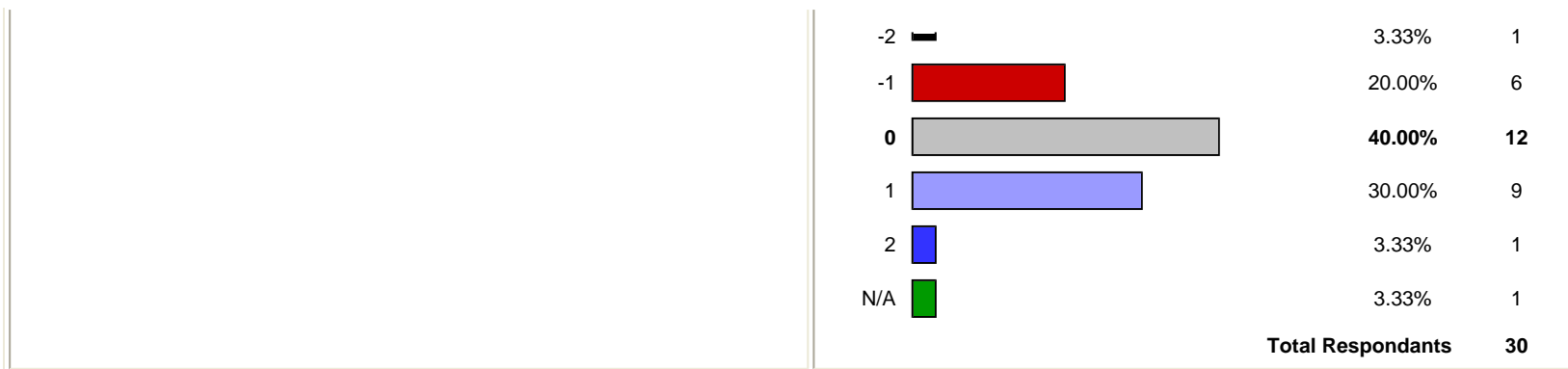




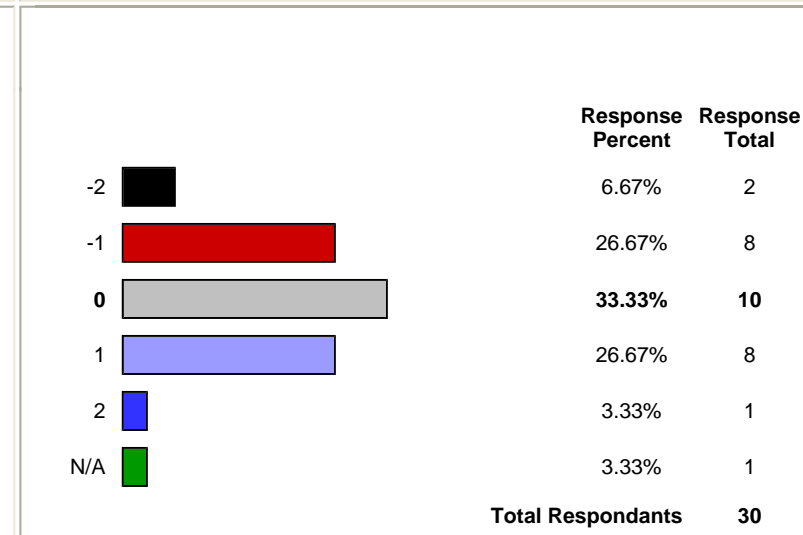
**MNSCU 2005 - MNSCU IT MANAGER**

**Cio Its Manager Overall Summary no comments**

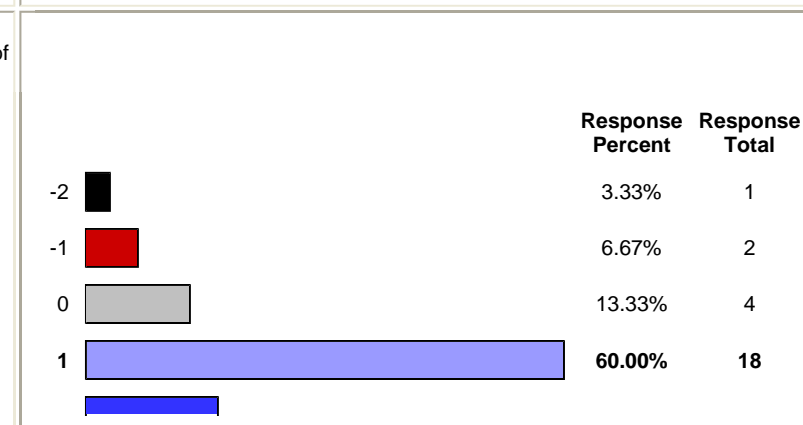
<p><b>Satisfaction Locally</b> (Item: Basing service improvements on user problems and complaints.)</p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>-2</td> <td>3.33%</td> <td>1</td> </tr> <tr> <td>-1</td> <td>6.67%</td> <td>2</td> </tr> <tr> <td>0</td> <td>13.33%</td> <td>4</td> </tr> <tr> <td>1</td> <td>40.00%</td> <td>12</td> </tr> <tr> <td>2</td> <td>36.67%</td> <td>11</td> </tr> <tr> <td>N/A</td> <td>0.00%</td> <td>0</td> </tr> <tr> <td colspan="2"><b>Total Respondants</b></td> <td><b>30</b></td> </tr> </tbody> </table>	Response	Response Percent	Response Total	-2	3.33%	1	-1	6.67%	2	0	13.33%	4	1	40.00%	12	2	36.67%	11	N/A	0.00%	0	<b>Total Respondants</b>		<b>30</b>
Response	Response Percent	Response Total																							
-2	3.33%	1																							
-1	6.67%	2																							
0	13.33%	4																							
1	40.00%	12																							
2	36.67%	11																							
N/A	0.00%	0																							
<b>Total Respondants</b>		<b>30</b>																							
<p><b>Satisfaction Systemwide</b> (Item: Basing service improvements on user problems and complaints.)</p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>-2</td> <td>10.00%</td> <td>3</td> </tr> <tr> <td>-1</td> <td>20.00%</td> <td>6</td> </tr> <tr> <td>0</td> <td>26.67%</td> <td>8</td> </tr> <tr> <td>1</td> <td>26.67%</td> <td>8</td> </tr> <tr> <td>2</td> <td>16.67%</td> <td>5</td> </tr> <tr> <td>N/A</td> <td>0.00%</td> <td>0</td> </tr> <tr> <td colspan="2"><b>Total Respondants</b></td> <td><b>30</b></td> </tr> </tbody> </table>	Response	Response Percent	Response Total	-2	10.00%	3	-1	20.00%	6	0	26.67%	8	1	26.67%	8	2	16.67%	5	N/A	0.00%	0	<b>Total Respondants</b>		<b>30</b>
Response	Response Percent	Response Total																							
-2	10.00%	3																							
-1	20.00%	6																							
0	26.67%	8																							
1	26.67%	8																							
2	16.67%	5																							
N/A	0.00%	0																							
<b>Total Respondants</b>		<b>30</b>																							
<p><b>Satisfaction Locally</b> (Item: Incorporating a documented communication plan as part of every technology initiative.)</p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>-2</td> <td></td> <td></td> </tr> </tbody> </table>	Response	Response Percent	Response Total	-2																				
Response	Response Percent	Response Total																							
-2																									



**Satisfaction Systemwide**  
 (Item: Incorporating a documented communication plan as part of every technology initiative.)



**Satisfaction Locally**  
 (Item: Incorporating consideration of infrastructure needs and the technology impact of academic and administrative plans.)



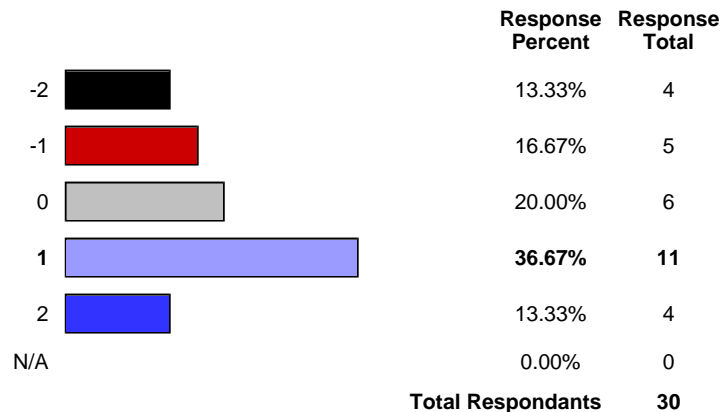
	2		16.67%	5
	N/A		0.00%	0
<b>Total Respondants</b>				<b>30</b>

**MNSCU 2005 - MNSCU IT MANAGER**

**Cio Its Manager Overall Summary no comments**

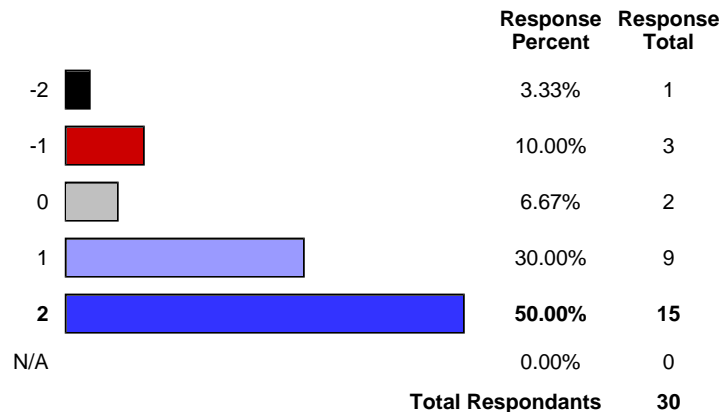
**Satisfaction Systemwide**

(Item: Incorporating consideration of infrastructure needs and the technology impact of academic and administrative plans.)



**Satisfaction Locally**

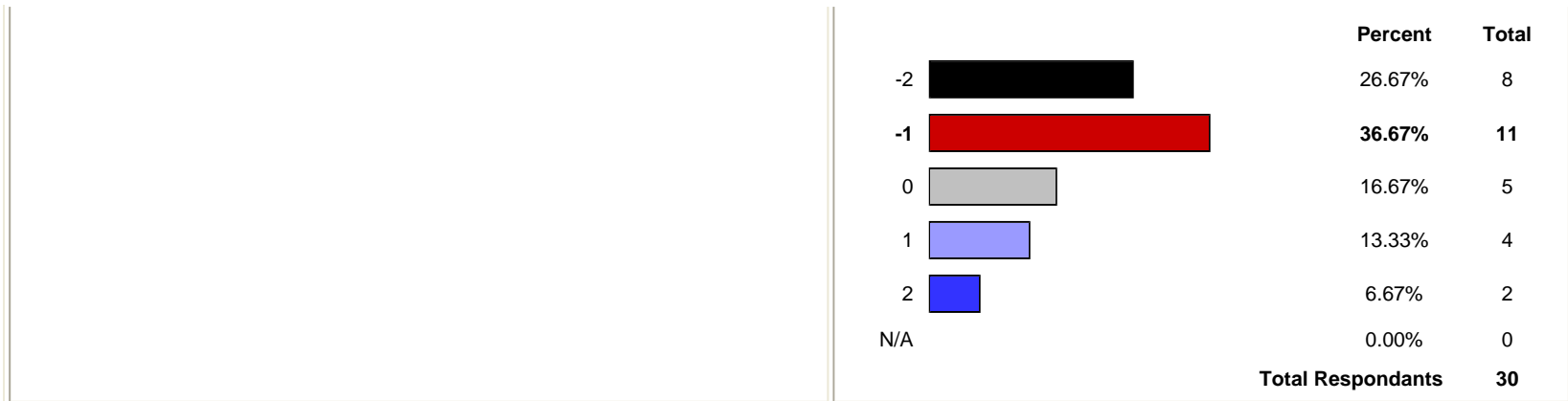
(Item: Server capacity is adequate for peak usage, particularly during periods of heavy student use.)



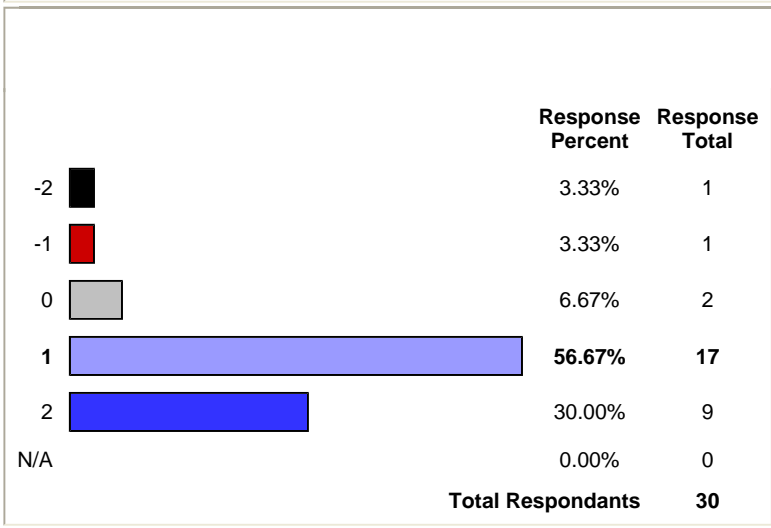
**Satisfaction Systemwide**

(Item: Server capacity is adequate for peak usage, particularly during periods of heavy student use.)

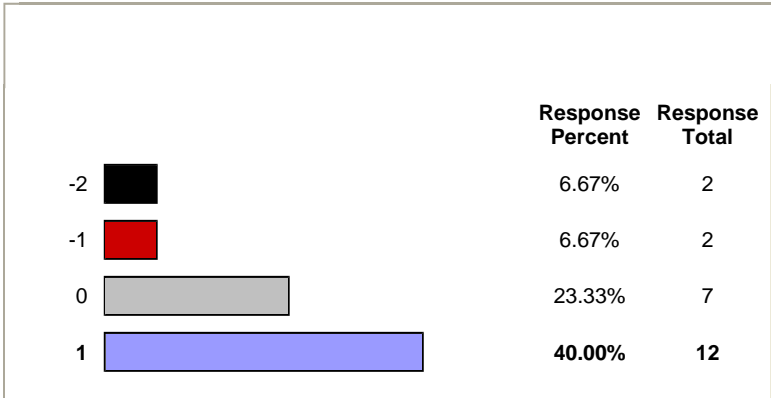
Response Response



**Satisfaction Locally**  
 (Item: Software applications are designed to prevent unauthorized access and exposure of protected data.)



**Satisfaction Systemwide**  
 (Item: Software applications are designed to prevent unauthorized access and exposure of protected data.)



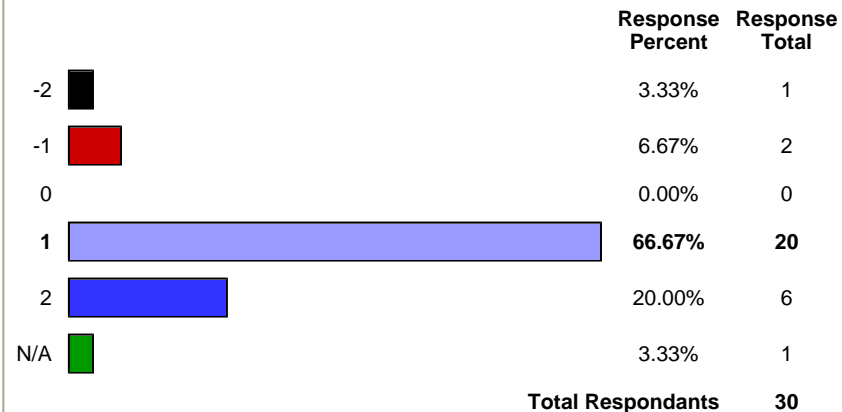
	2		23.33%	7
	N/A		0.00%	0
<b>Total Respondants</b>				<b>30</b>

**MNSCU 2005 - MNSCU IT MANAGER**

**Cio Its Manager Overall Summary no comments**

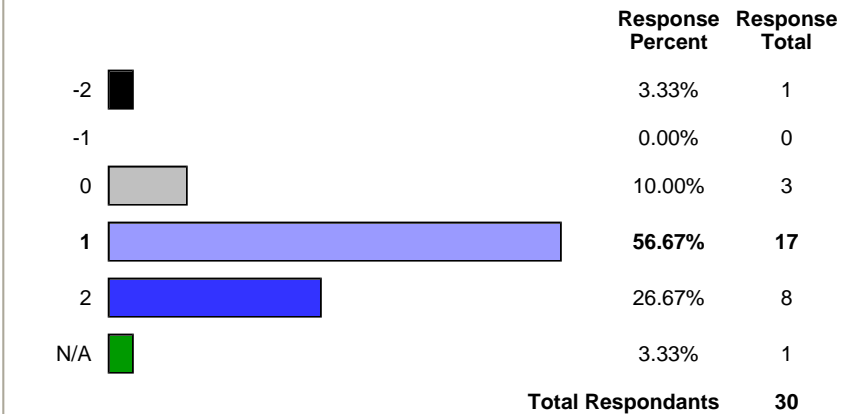
**Satisfaction Locally**

(Item: Hardware/network applications are designed to prevent unauthorized access.)



**Satisfaction Systemwide**

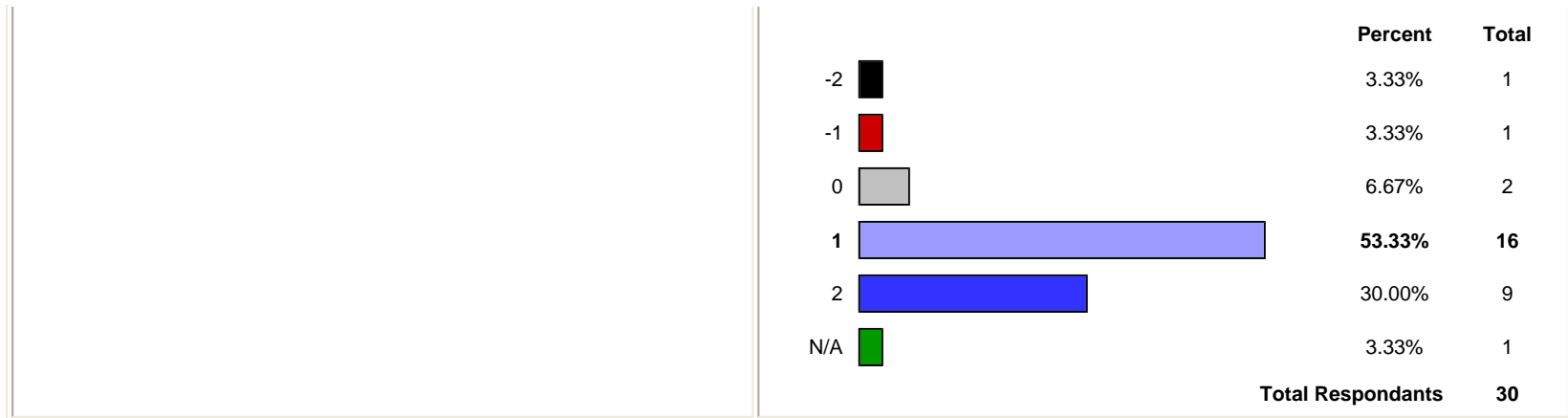
(Item: Hardware/network applications are designed to prevent unauthorized access.)



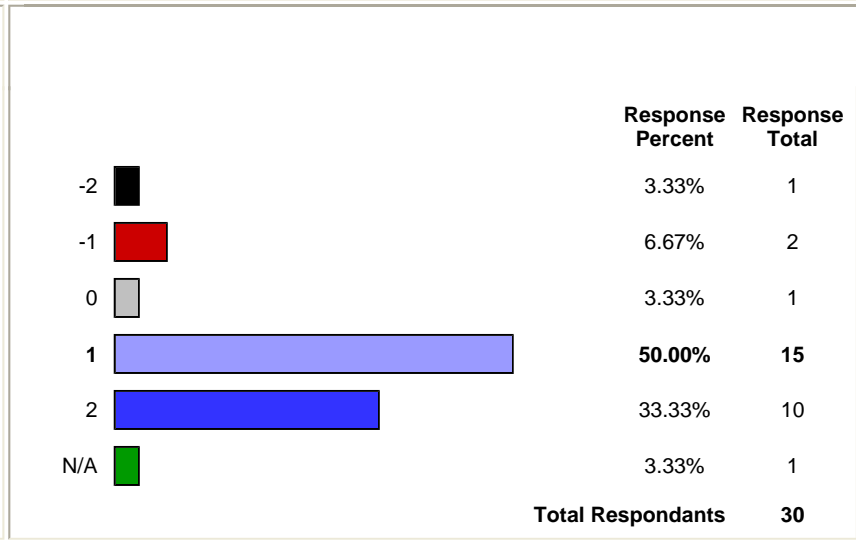
**Satisfaction Locally**

(Item: Hardware/network applications are designed to prevent exposure of protected data.)

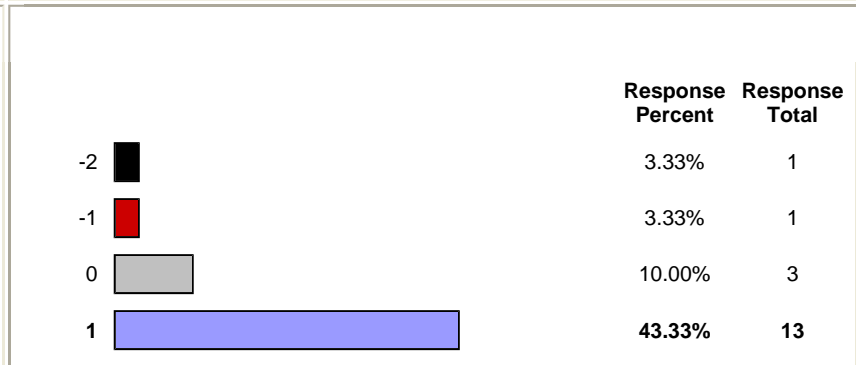
Response Response

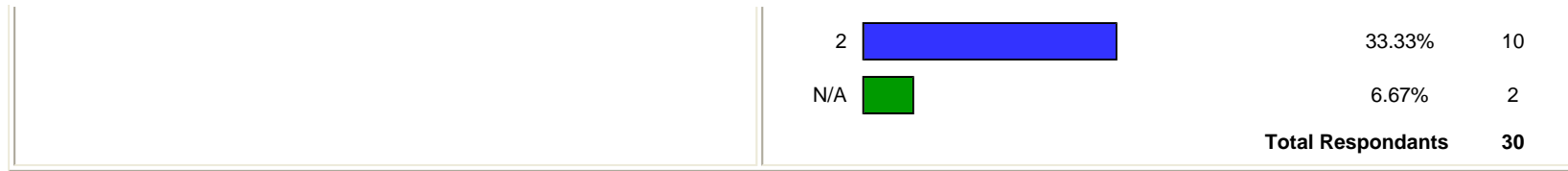


**Satisfaction Systemwide**  
 (Item: Hardware/network applications are designed to prevent exposure of protected data.)



**Satisfaction Locally**  
 (Item: The number of data exposure incidents and trends are acceptable.)

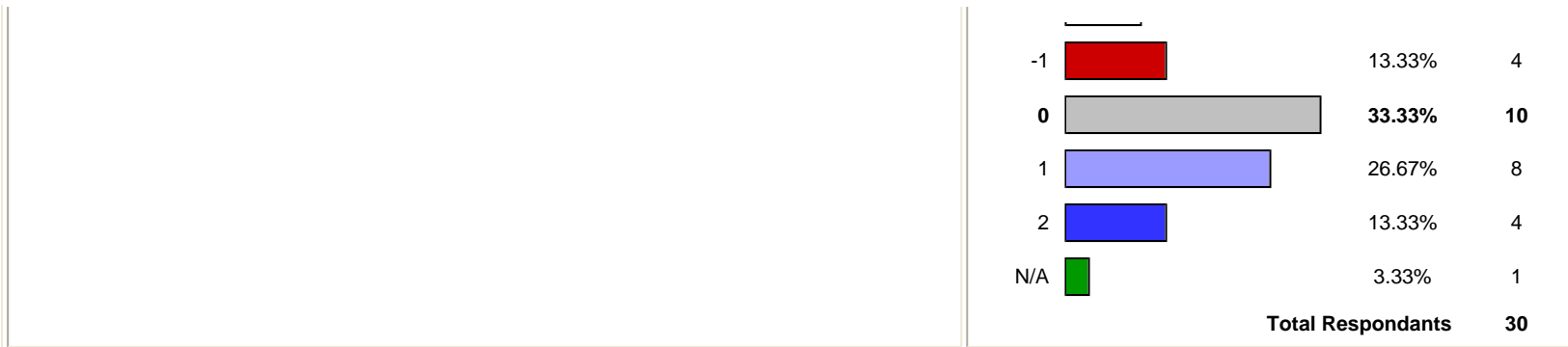




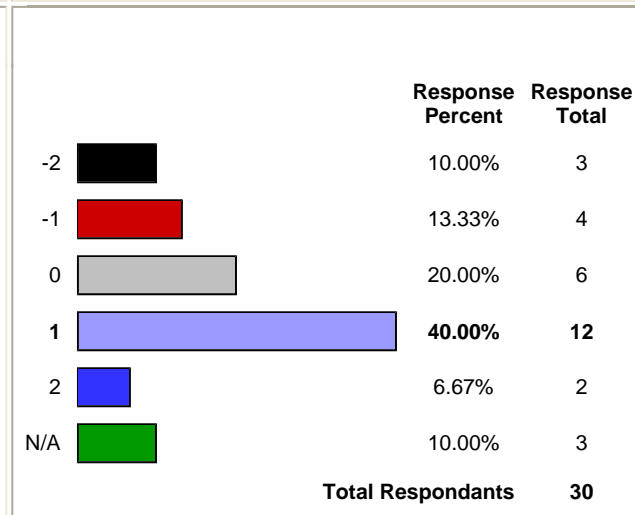
**MNSCU 2005 - MNSCU IT MANAGER**

**Cio Its Manager Overall Summary no comments**

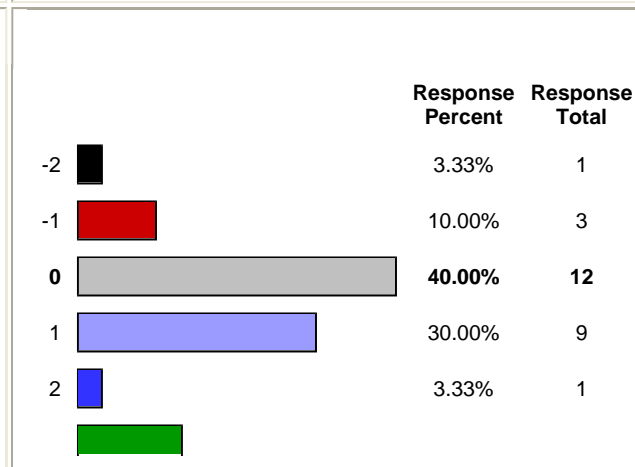
<p><b>Satisfaction Systemwide</b> (Item: The number of data exposure incidents and trends are acceptable.)</p>	<table border="1"> <thead> <tr> <th>Rating</th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>-2</td> <td>0.00%</td> <td>0</td> </tr> <tr> <td>-1</td> <td>3.33%</td> <td>1</td> </tr> <tr> <td>0</td> <td>16.67%</td> <td>5</td> </tr> <tr> <td>1</td> <td>36.67%</td> <td>11</td> </tr> <tr> <td>2</td> <td>30.00%</td> <td>9</td> </tr> <tr> <td>N/A</td> <td>13.33%</td> <td>4</td> </tr> <tr> <td colspan="2"><b>Total Respondants</b></td> <td><b>30</b></td> </tr> </tbody> </table>	Rating	Response Percent	Response Total	-2	0.00%	0	-1	3.33%	1	0	16.67%	5	1	36.67%	11	2	30.00%	9	N/A	13.33%	4	<b>Total Respondants</b>		<b>30</b>
Rating	Response Percent	Response Total																							
-2	0.00%	0																							
-1	3.33%	1																							
0	16.67%	5																							
1	36.67%	11																							
2	30.00%	9																							
N/A	13.33%	4																							
<b>Total Respondants</b>		<b>30</b>																							
<p><b>Satisfaction Locally</b> (Item: Information security policies, procedures, and tools are readily accessible to users.)</p>	<table border="1"> <thead> <tr> <th>Rating</th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>-2</td> <td>13.33%</td> <td>4</td> </tr> <tr> <td>-1</td> <td>6.67%</td> <td>2</td> </tr> <tr> <td>0</td> <td>26.67%</td> <td>8</td> </tr> <tr> <td>1</td> <td>26.67%</td> <td>8</td> </tr> <tr> <td>2</td> <td>23.33%</td> <td>7</td> </tr> <tr> <td>N/A</td> <td>3.33%</td> <td>1</td> </tr> <tr> <td colspan="2"><b>Total Respondants</b></td> <td><b>30</b></td> </tr> </tbody> </table>	Rating	Response Percent	Response Total	-2	13.33%	4	-1	6.67%	2	0	26.67%	8	1	26.67%	8	2	23.33%	7	N/A	3.33%	1	<b>Total Respondants</b>		<b>30</b>
Rating	Response Percent	Response Total																							
-2	13.33%	4																							
-1	6.67%	2																							
0	26.67%	8																							
1	26.67%	8																							
2	23.33%	7																							
N/A	3.33%	1																							
<b>Total Respondants</b>		<b>30</b>																							
<p><b>Satisfaction Systemwide</b> (Item: Information security policies, procedures, and tools are readily accessible to users.)</p>	<table border="1"> <thead> <tr> <th>Rating</th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>-2</td> <td>10.00%</td> <td>3</td> </tr> </tbody> </table>	Rating	Response Percent	Response Total	-2	10.00%	3																		
Rating	Response Percent	Response Total																							
-2	10.00%	3																							



**Satisfaction Locally**  
 (Item: Current process to track the number of data exposure incidents.)



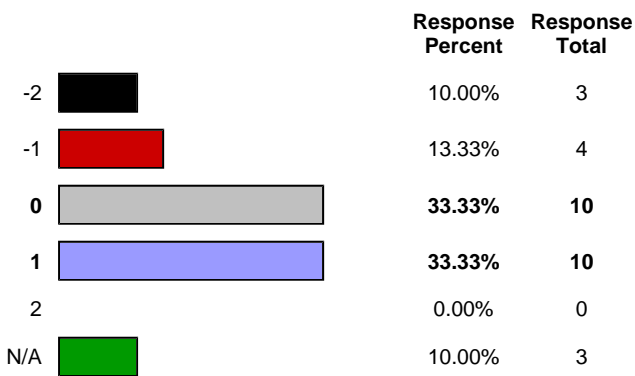
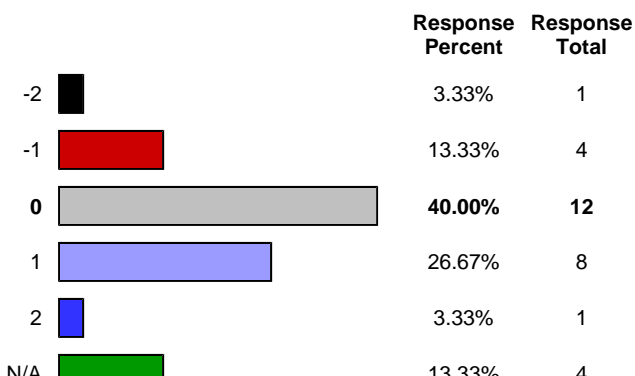
**Satisfaction Systemwide**  
 (Item: Current process to track the number of data exposure incidents.)



	N/A 	13.33%	4
<b>Total Respondants</b>			<b>30</b>

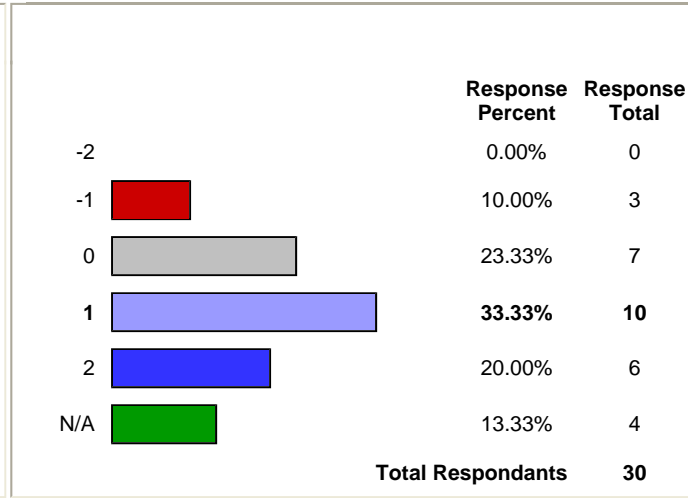
**MNSCU 2005 - MNSCU IT MANAGER**

**Cio Its Manager Overall Summary no comments**

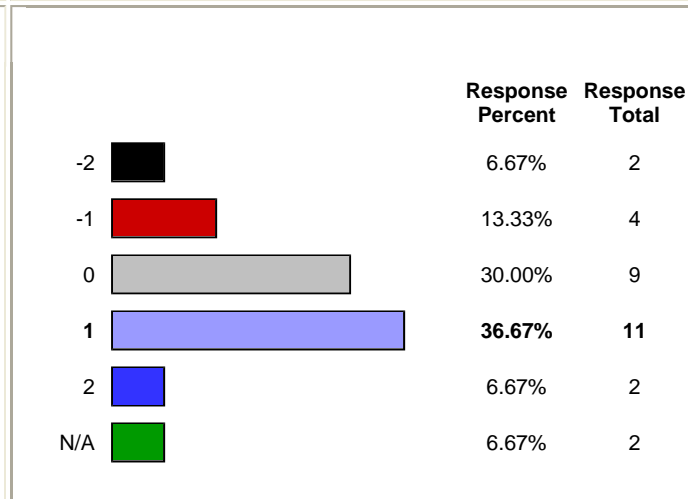
<p><b>Satisfaction Locally</b> (Item: Current ability to track the number of exposure incidents.)</p>	 <table border="1"> <thead> <tr> <th>Response</th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>-2</td> <td>10.00%</td> <td>3</td> </tr> <tr> <td>-1</td> <td>13.33%</td> <td>4</td> </tr> <tr> <td>0</td> <td>33.33%</td> <td>10</td> </tr> <tr> <td>1</td> <td>33.33%</td> <td>10</td> </tr> <tr> <td>2</td> <td>0.00%</td> <td>0</td> </tr> <tr> <td>N/A</td> <td>10.00%</td> <td>3</td> </tr> <tr> <td colspan="2"><b>Total Respondants</b></td> <td><b>30</b></td> </tr> </tbody> </table>	Response	Response Percent	Response Total	-2	10.00%	3	-1	13.33%	4	0	33.33%	10	1	33.33%	10	2	0.00%	0	N/A	10.00%	3	<b>Total Respondants</b>		<b>30</b>
Response	Response Percent	Response Total																							
-2	10.00%	3																							
-1	13.33%	4																							
0	33.33%	10																							
1	33.33%	10																							
2	0.00%	0																							
N/A	10.00%	3																							
<b>Total Respondants</b>		<b>30</b>																							
<p><b>Satisfaction Systemwide</b> (Item: Current ability to track the number of exposure incidents.)</p>	 <table border="1"> <thead> <tr> <th>Response</th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>-2</td> <td>3.33%</td> <td>1</td> </tr> <tr> <td>-1</td> <td>13.33%</td> <td>4</td> </tr> <tr> <td>0</td> <td>40.00%</td> <td>12</td> </tr> <tr> <td>1</td> <td>26.67%</td> <td>8</td> </tr> <tr> <td>2</td> <td>3.33%</td> <td>1</td> </tr> <tr> <td>N/A</td> <td>13.33%</td> <td>4</td> </tr> <tr> <td colspan="2"><b>Total Respondants</b></td> <td><b>30</b></td> </tr> </tbody> </table>	Response	Response Percent	Response Total	-2	3.33%	1	-1	13.33%	4	0	40.00%	12	1	26.67%	8	2	3.33%	1	N/A	13.33%	4	<b>Total Respondants</b>		<b>30</b>
Response	Response Percent	Response Total																							
-2	3.33%	1																							
-1	13.33%	4																							
0	40.00%	12																							
1	26.67%	8																							
2	3.33%	1																							
N/A	13.33%	4																							
<b>Total Respondants</b>		<b>30</b>																							
<p><b>Satisfaction Locally</b> (Item: Current ability to coordinate virus incident response.)</p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>-2</td> <td>0.00%</td> <td>0</td> </tr> </tbody> </table>	Response	Response Percent	Response Total	-2	0.00%	0																		
Response	Response Percent	Response Total																							
-2	0.00%	0																							



**Satisfaction Systemwide**  
 (Item: Current ability to coordinate virus incident response.)



**Satisfaction Locally**  
 (Item: Current ability to detect and reduce "use of bandwidth" violations.)



	<b>Total Respondants</b>	<b>30</b>
--	--------------------------	-----------

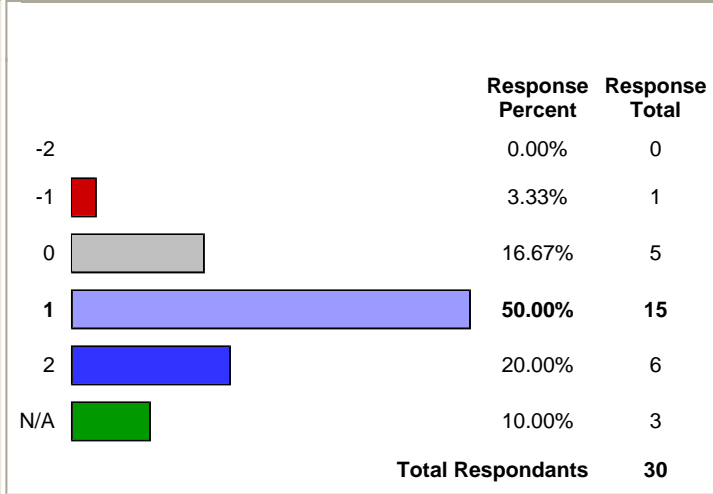
**MNSCU 2005 - MNSCU IT MANAGER**

**Cio Its Manager Overall Summary no comments**

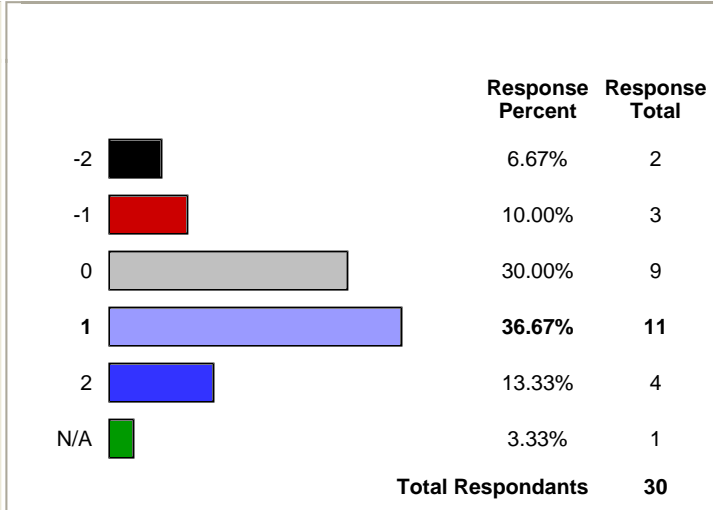
<p><b>Satisfaction Systemwide</b> (Item: Current ability to detect and reduce "use of bandwidth" violations.)</p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>-2</td> <td>0.00%</td> <td>0</td> </tr> <tr> <td>-1</td> <td>10.00%</td> <td>3</td> </tr> <tr> <td>0</td> <td>16.67%</td> <td>5</td> </tr> <tr> <td>1</td> <td>40.00%</td> <td>12</td> </tr> <tr> <td>2</td> <td>23.33%</td> <td>7</td> </tr> <tr> <td>N/A</td> <td>10.00%</td> <td>3</td> </tr> <tr> <td colspan="2"><b>Total Respondants</b></td> <td><b>30</b></td> </tr> </tbody> </table>	Response	Response Percent	Response Total	-2	0.00%	0	-1	10.00%	3	0	16.67%	5	1	40.00%	12	2	23.33%	7	N/A	10.00%	3	<b>Total Respondants</b>		<b>30</b>
Response	Response Percent	Response Total																							
-2	0.00%	0																							
-1	10.00%	3																							
0	16.67%	5																							
1	40.00%	12																							
2	23.33%	7																							
N/A	10.00%	3																							
<b>Total Respondants</b>		<b>30</b>																							
<p><b>Satisfaction Locally</b> (Item: A decision to purchase commercial software considers integration with ISRS modules.)</p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>-2</td> <td>0.00%</td> <td>0</td> </tr> <tr> <td>-1</td> <td>3.33%</td> <td>1</td> </tr> <tr> <td>0</td> <td>33.33%</td> <td>10</td> </tr> <tr> <td>1</td> <td>26.67%</td> <td>8</td> </tr> <tr> <td>2</td> <td>10.00%</td> <td>3</td> </tr> <tr> <td>N/A</td> <td>26.67%</td> <td>8</td> </tr> <tr> <td colspan="2"><b>Total Respondants</b></td> <td><b>30</b></td> </tr> </tbody> </table>	Response	Response Percent	Response Total	-2	0.00%	0	-1	3.33%	1	0	33.33%	10	1	26.67%	8	2	10.00%	3	N/A	26.67%	8	<b>Total Respondants</b>		<b>30</b>
Response	Response Percent	Response Total																							
-2	0.00%	0																							
-1	3.33%	1																							
0	33.33%	10																							
1	26.67%	8																							
2	10.00%	3																							
N/A	26.67%	8																							
<b>Total Respondants</b>		<b>30</b>																							
<p><b>Satisfaction Systemwide</b> (Item: A decision to purchase commercial software considers integration with ISRS modules.)</p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>-2</td> <td>0.00%</td> <td>0</td> </tr> </tbody> </table>	Response	Response Percent	Response Total	-2	0.00%	0																		
Response	Response Percent	Response Total																							
-2	0.00%	0																							



**Satisfaction Locally**  
 (Item: Commercial product selection is timely, open, and includes user representatives.)



**Satisfaction Systemwide**  
 (Item: Commercial product selection is timely, open, and includes user representatives.)



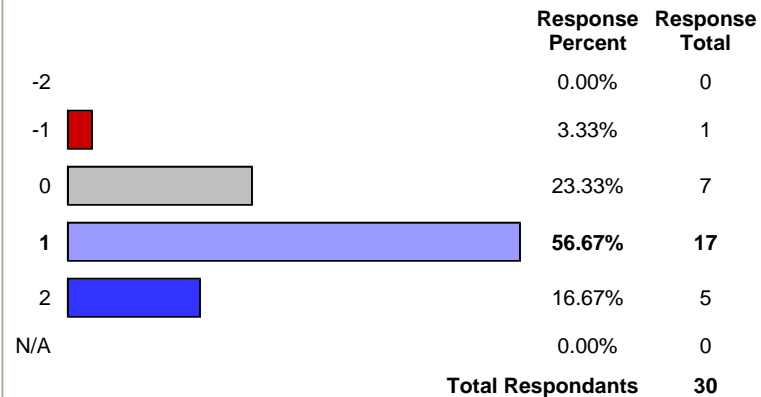


**MNSCU 2005 - MNSCU IT MANAGER**

**Cio Its Manager Overall Summary no comments**

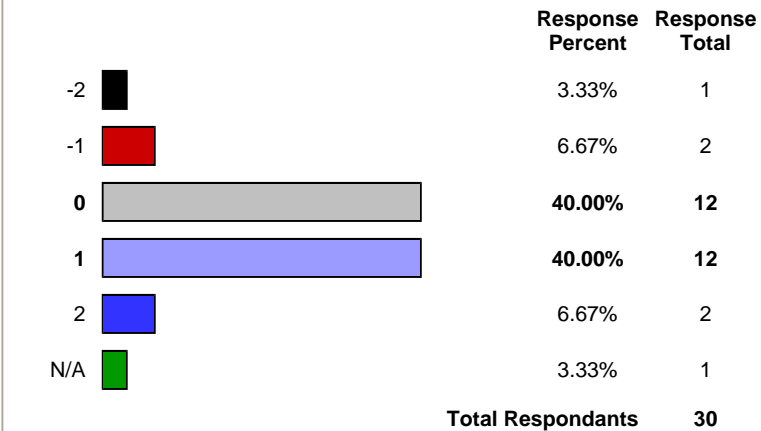
**Satisfaction Locally**

(Item: Purchased software is reliable and easy-to-use.)



**Satisfaction Systemwide**

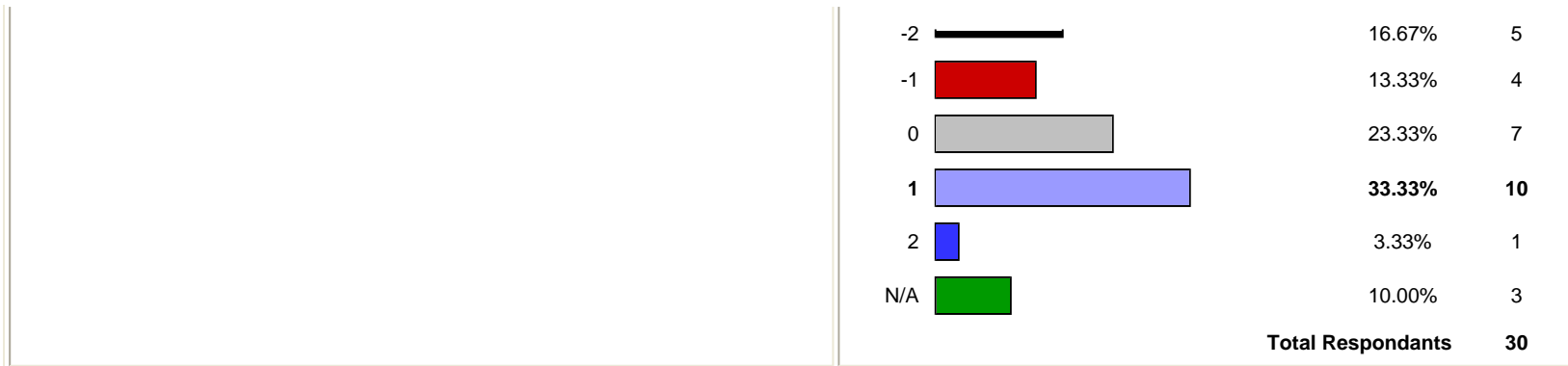
(Item: Purchased software is reliable and easy-to-use.)



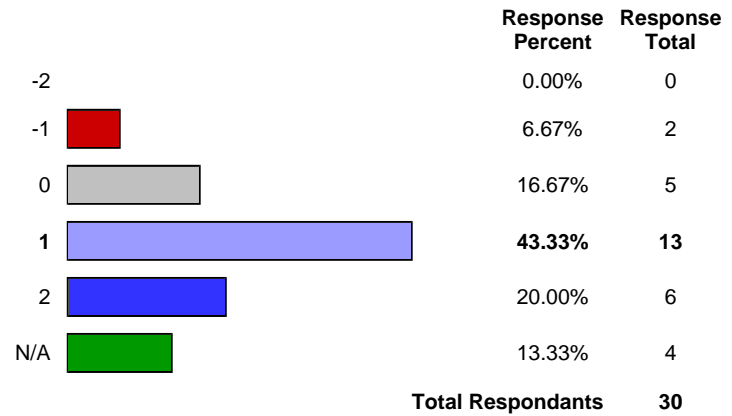
**Satisfaction Systemwide**

(Item: We have been able to reduce the number of locally purchased software products due to functions/features available in ISRS applications.)

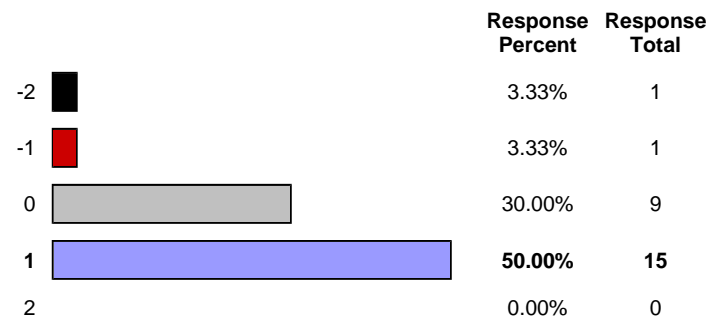




**Satisfaction Systemwide**  
 (Item: We have been able to reduce the number of locally purchased software products due to functions/features available in systemwide purchased commercial products.)



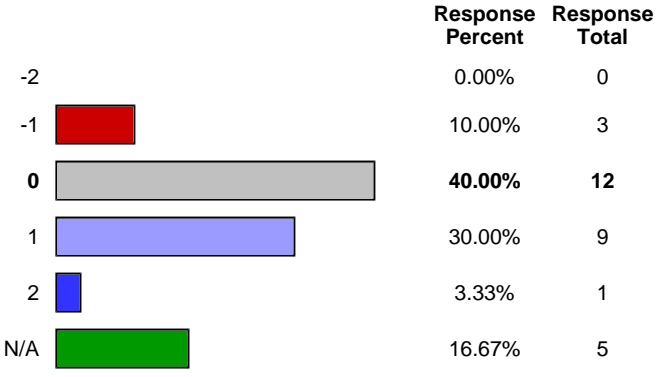
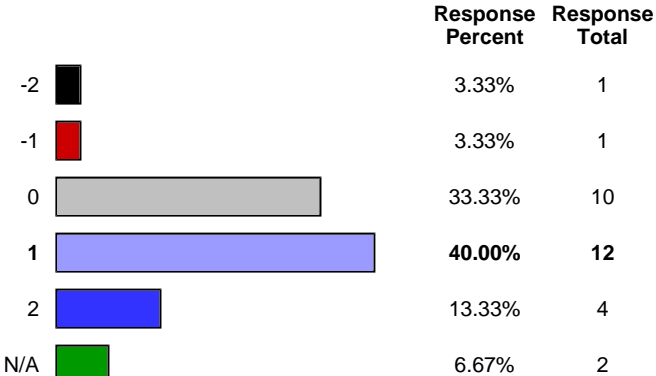
**Satisfaction Locally**  
 (Item: I am satisfied with the availability, timeliness, delivery method, and quality of commercial product training.)

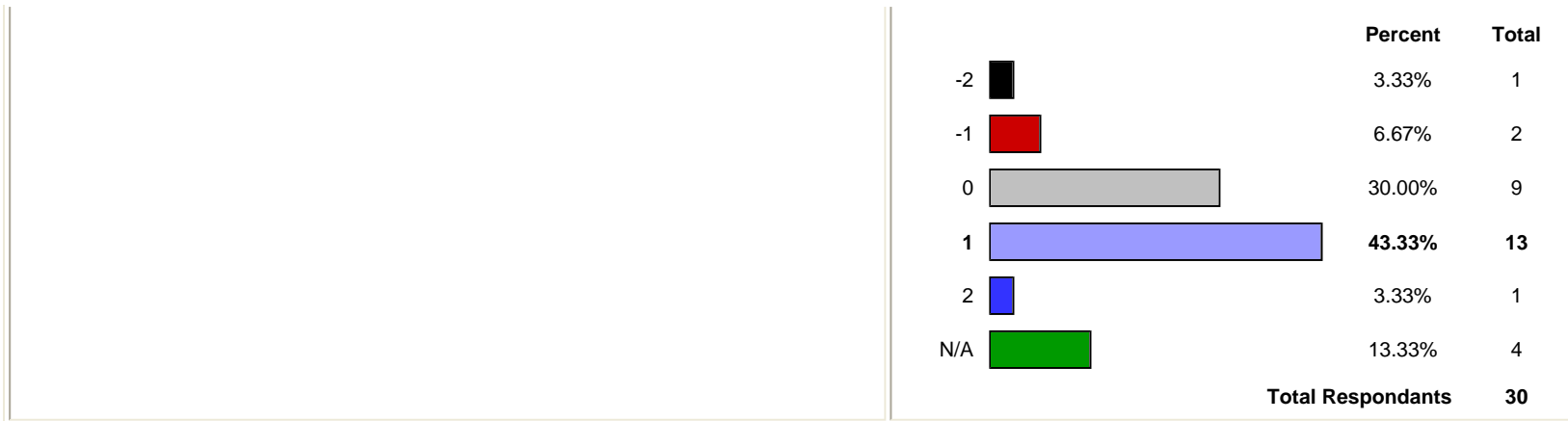


	N/A		13.33%	4
			<b>Total Respondants</b>	<b>30</b>

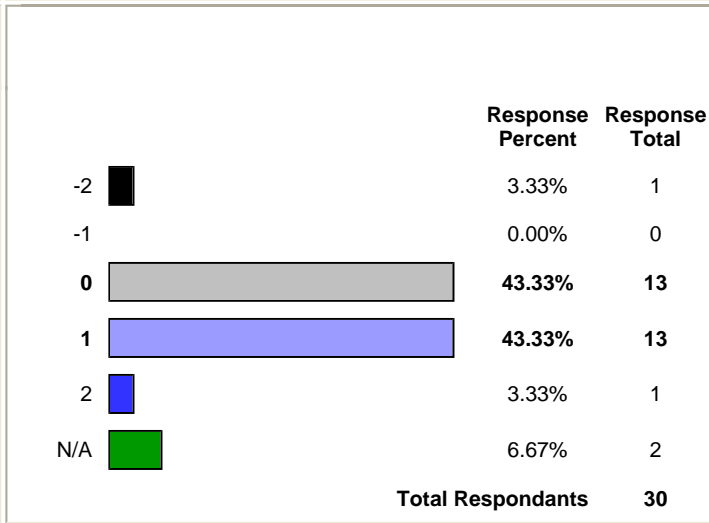
**MNSCU 2005 - MNSCU IT MANAGER**

**Cio Its Manager Overall Summary no comments**

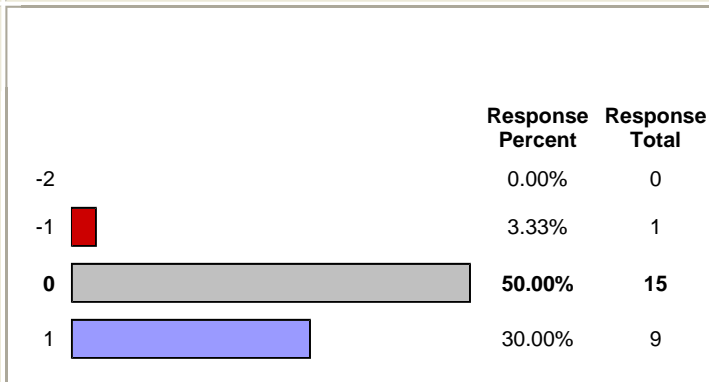
<p><b>Satisfaction Systemwide</b>                  (Item: I am satisfied with the availability, timeliness, delivery method, and quality of commercial product training.)</p>	 <table border="1"> <thead> <tr> <th>Rating</th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>-2</td> <td>0.00%</td> <td>0</td> </tr> <tr> <td>-1</td> <td>10.00%</td> <td>3</td> </tr> <tr> <td>0</td> <td>40.00%</td> <td>12</td> </tr> <tr> <td>1</td> <td>30.00%</td> <td>9</td> </tr> <tr> <td>2</td> <td>3.33%</td> <td>1</td> </tr> <tr> <td>N/A</td> <td>16.67%</td> <td>5</td> </tr> <tr> <td colspan="2"><b>Total Respondants</b></td> <td><b>30</b></td> </tr> </tbody> </table>	Rating	Response Percent	Response Total	-2	0.00%	0	-1	10.00%	3	0	40.00%	12	1	30.00%	9	2	3.33%	1	N/A	16.67%	5	<b>Total Respondants</b>		<b>30</b>
Rating	Response Percent	Response Total																							
-2	0.00%	0																							
-1	10.00%	3																							
0	40.00%	12																							
1	30.00%	9																							
2	3.33%	1																							
N/A	16.67%	5																							
<b>Total Respondants</b>		<b>30</b>																							
<p><b>Satisfaction Locally</b>                  (Item: I am satisfied with the availability, timeliness, delivery and quality of commercial product user support.)</p>	 <table border="1"> <thead> <tr> <th>Rating</th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>-2</td> <td>3.33%</td> <td>1</td> </tr> <tr> <td>-1</td> <td>3.33%</td> <td>1</td> </tr> <tr> <td>0</td> <td>33.33%</td> <td>10</td> </tr> <tr> <td>1</td> <td>40.00%</td> <td>12</td> </tr> <tr> <td>2</td> <td>13.33%</td> <td>4</td> </tr> <tr> <td>N/A</td> <td>6.67%</td> <td>2</td> </tr> <tr> <td colspan="2"><b>Total Respondants</b></td> <td><b>30</b></td> </tr> </tbody> </table>	Rating	Response Percent	Response Total	-2	3.33%	1	-1	3.33%	1	0	33.33%	10	1	40.00%	12	2	13.33%	4	N/A	6.67%	2	<b>Total Respondants</b>		<b>30</b>
Rating	Response Percent	Response Total																							
-2	3.33%	1																							
-1	3.33%	1																							
0	33.33%	10																							
1	40.00%	12																							
2	13.33%	4																							
N/A	6.67%	2																							
<b>Total Respondants</b>		<b>30</b>																							
<p><b>Satisfaction Systemwide</b>                  (Item: I am satisfied with the availability, timeliness, delivery and quality of commercial product user support.)</p>	<table border="1"> <thead> <tr> <th>Rating</th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>-2</td> <td>0.00%</td> <td>0</td> </tr> <tr> <td>-1</td> <td>0.00%</td> <td>0</td> </tr> <tr> <td>0</td> <td>0.00%</td> <td>0</td> </tr> <tr> <td>1</td> <td>0.00%</td> <td>0</td> </tr> <tr> <td>2</td> <td>0.00%</td> <td>0</td> </tr> <tr> <td>N/A</td> <td>0.00%</td> <td>0</td> </tr> <tr> <td colspan="2"><b>Total Respondants</b></td> <td><b>0</b></td> </tr> </tbody> </table>	Rating	Response Percent	Response Total	-2	0.00%	0	-1	0.00%	0	0	0.00%	0	1	0.00%	0	2	0.00%	0	N/A	0.00%	0	<b>Total Respondants</b>		<b>0</b>
Rating	Response Percent	Response Total																							
-2	0.00%	0																							
-1	0.00%	0																							
0	0.00%	0																							
1	0.00%	0																							
2	0.00%	0																							
N/A	0.00%	0																							
<b>Total Respondants</b>		<b>0</b>																							

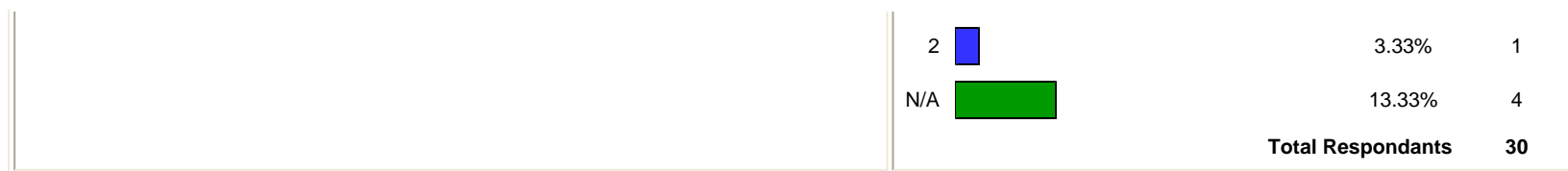


**Satisfaction Locally**  
 (Item: I am satisfied with the availability and comprehensiveness of commercial product user documentation.)






























**Satisfaction Systemwide**  
 (Item: I am satisfied with the availability and comprehensiveness of commercial product user documentation.)





**MNSCU 2005 - MNSCU IT MANAGER**

**Cio Its Manager Overall Summary no comments**

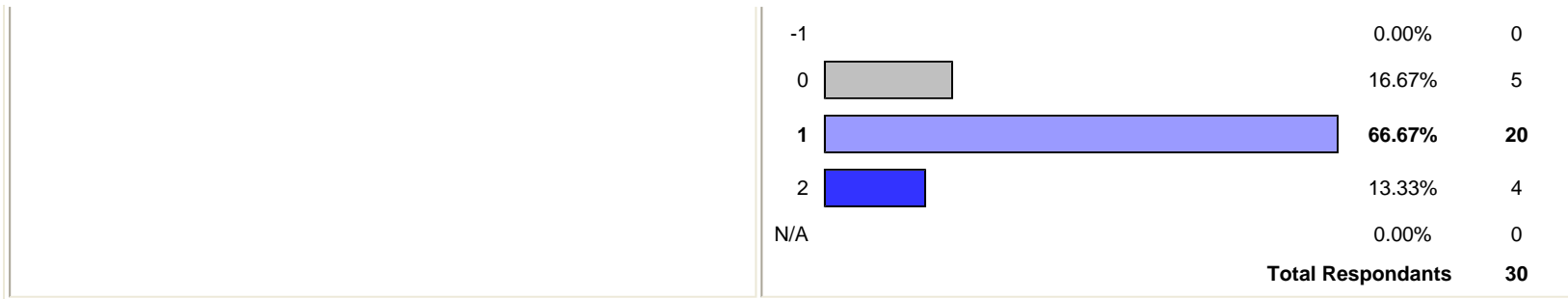
<p>Our training is developed with involvement of users.</p>	<table border="0"> <thead> <tr> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes </td> <td style="text-align: right;">86.67%</td> <td style="text-align: right;">26</td> </tr> <tr> <td>No </td> <td style="text-align: right;">6.67%</td> <td style="text-align: right;">2</td> </tr> <tr> <td>I Don't Know </td> <td style="text-align: right;">6.67%</td> <td style="text-align: right;">2</td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Total Respondants</b></td> <td style="text-align: right;"><b>30</b></td> </tr> </tbody> </table>		Response Percent	Response Total	Yes 	86.67%	26	No 	6.67%	2	I Don't Know 	6.67%	2	<b>Total Respondants</b>		<b>30</b>
	Response Percent	Response Total														
Yes 	86.67%	26														
No 	6.67%	2														
I Don't Know 	6.67%	2														
<b>Total Respondants</b>		<b>30</b>														
<p>Our support services are developed with involvement of users.</p>	<table border="0"> <thead> <tr> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes </td> <td style="text-align: right;">93.33%</td> <td style="text-align: right;">28</td> </tr> <tr> <td>No </td> <td style="text-align: right;">3.33%</td> <td style="text-align: right;">1</td> </tr> <tr> <td>I Don't Know </td> <td style="text-align: right;">3.33%</td> <td style="text-align: right;">1</td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Total Respondants</b></td> <td style="text-align: right;"><b>30</b></td> </tr> </tbody> </table>		Response Percent	Response Total	Yes 	93.33%	28	No 	3.33%	1	I Don't Know 	3.33%	1	<b>Total Respondants</b>		<b>30</b>
	Response Percent	Response Total														
Yes 	93.33%	28														
No 	3.33%	1														
I Don't Know 	3.33%	1														
<b>Total Respondants</b>		<b>30</b>														
<p>Our communication methods vary to meet the needs of specific audiences (e.g. students, faculty, administrative staff, etc.).</p>	<table border="0"> <thead> <tr> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes </td> <td style="text-align: right;">93.33%</td> <td style="text-align: right;">28</td> </tr> <tr> <td>No </td> <td style="text-align: right;">3.33%</td> <td style="text-align: right;">1</td> </tr> <tr> <td>I Don't Know </td> <td style="text-align: right;">3.33%</td> <td style="text-align: right;">1</td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Total Respondants</b></td> <td style="text-align: right;"><b>30</b></td> </tr> </tbody> </table>		Response Percent	Response Total	Yes 	93.33%	28	No 	3.33%	1	I Don't Know 	3.33%	1	<b>Total Respondants</b>		<b>30</b>
	Response Percent	Response Total														
Yes 	93.33%	28														
No 	3.33%	1														
I Don't Know 	3.33%	1														
<b>Total Respondants</b>		<b>30</b>														
<p>Our technology communication with students, faculty, and staff is periodically evaluated for effectiveness.</p>																

	<table border="1"> <thead> <tr> <th></th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>43.33%</td> <td>13</td> </tr> <tr> <td>No</td> <td>30.00%</td> <td>9</td> </tr> <tr> <td>I Don't Know</td> <td>26.67%</td> <td>8</td> </tr> <tr> <td><b>Total Respondants</b></td> <td></td> <td><b>30</b></td> </tr> </tbody> </table>		Response Percent	Response Total	Yes	43.33%	13	No	30.00%	9	I Don't Know	26.67%	8	<b>Total Respondants</b>		<b>30</b>
	Response Percent	Response Total														
Yes	43.33%	13														
No	30.00%	9														
I Don't Know	26.67%	8														
<b>Total Respondants</b>		<b>30</b>														
<p><b>We have an effective process available to users to make technology recommendations.</b></p>	<table border="1"> <thead> <tr> <th></th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>80.00%</td> <td>24</td> </tr> <tr> <td>No</td> <td>20.00%</td> <td>6</td> </tr> <tr> <td>I Don't Know</td> <td>0.00%</td> <td>0</td> </tr> <tr> <td><b>Total Respondants</b></td> <td></td> <td><b>30</b></td> </tr> </tbody> </table>		Response Percent	Response Total	Yes	80.00%	24	No	20.00%	6	I Don't Know	0.00%	0	<b>Total Respondants</b>		<b>30</b>
	Response Percent	Response Total														
Yes	80.00%	24														
No	20.00%	6														
I Don't Know	0.00%	0														
<b>Total Respondants</b>		<b>30</b>														

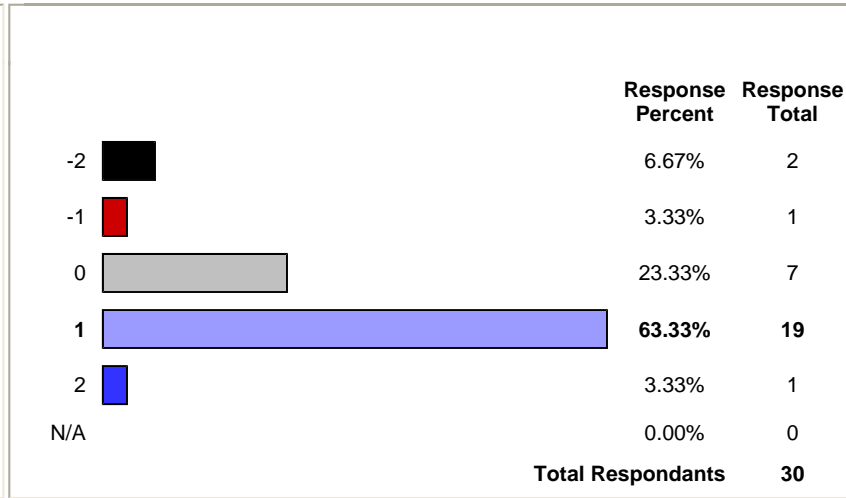
**MNSCU 2005 - MNSCU IT MANAGER**

**Cio Its Manager Overall Summary no comments**

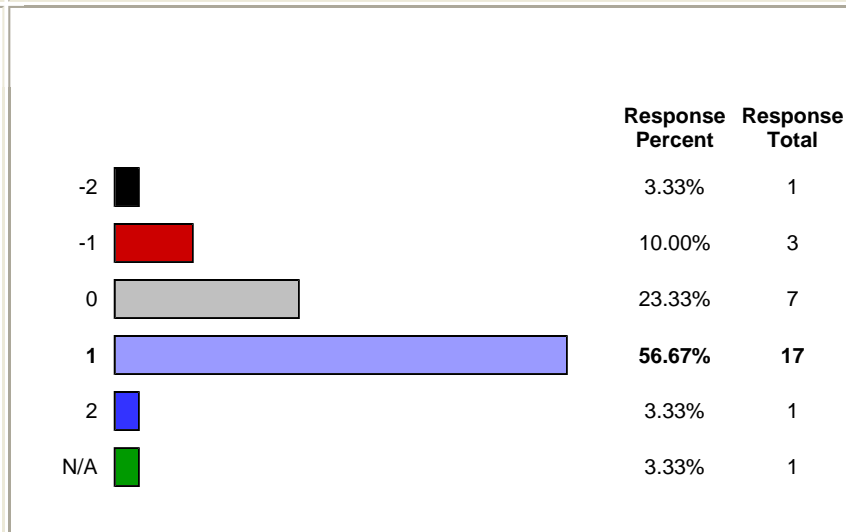
<p><b>Satisfaction Locally</b> (Item: Timeliness of technology related communication.)</p>	<table border="1"> <thead> <tr> <th></th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>-2</td> <td>3.33%</td> <td>1</td> </tr> <tr> <td>-1</td> <td>0.00%</td> <td>0</td> </tr> <tr> <td>0</td> <td>23.33%</td> <td>7</td> </tr> <tr> <td>1</td> <td>50.00%</td> <td>15</td> </tr> <tr> <td>2</td> <td>23.33%</td> <td>7</td> </tr> <tr> <td>N/A</td> <td>0.00%</td> <td>0</td> </tr> <tr> <td colspan="2"><b>Total Respondants</b></td> <td><b>30</b></td> </tr> </tbody> </table>		Response Percent	Response Total	-2	3.33%	1	-1	0.00%	0	0	23.33%	7	1	50.00%	15	2	23.33%	7	N/A	0.00%	0	<b>Total Respondants</b>		<b>30</b>
	Response Percent	Response Total																							
-2	3.33%	1																							
-1	0.00%	0																							
0	23.33%	7																							
1	50.00%	15																							
2	23.33%	7																							
N/A	0.00%	0																							
<b>Total Respondants</b>		<b>30</b>																							
<p><b>Satisfaction Systemwide</b> (Item: Timeliness of technology related communication.)</p>	<table border="1"> <thead> <tr> <th></th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>-2</td> <td>6.67%</td> <td>2</td> </tr> <tr> <td>-1</td> <td>10.00%</td> <td>3</td> </tr> <tr> <td>0</td> <td>33.33%</td> <td>10</td> </tr> <tr> <td>1</td> <td>36.67%</td> <td>11</td> </tr> <tr> <td>2</td> <td>13.33%</td> <td>4</td> </tr> <tr> <td>N/A</td> <td>0.00%</td> <td>0</td> </tr> <tr> <td colspan="2"><b>Total Respondants</b></td> <td><b>30</b></td> </tr> </tbody> </table>		Response Percent	Response Total	-2	6.67%	2	-1	10.00%	3	0	33.33%	10	1	36.67%	11	2	13.33%	4	N/A	0.00%	0	<b>Total Respondants</b>		<b>30</b>
	Response Percent	Response Total																							
-2	6.67%	2																							
-1	10.00%	3																							
0	33.33%	10																							
1	36.67%	11																							
2	13.33%	4																							
N/A	0.00%	0																							
<b>Total Respondants</b>		<b>30</b>																							
<p><b>Satisfaction Locally</b> (Item: Clarity and completeness of technology related communication.)</p>	<table border="1"> <thead> <tr> <th></th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>-2</td> <td>3.33%</td> <td>1</td> </tr> <tr> <td colspan="2"><b>Total Respondants</b></td> <td><b>30</b></td> </tr> </tbody> </table>		Response Percent	Response Total	-2	3.33%	1	<b>Total Respondants</b>		<b>30</b>															
	Response Percent	Response Total																							
-2	3.33%	1																							
<b>Total Respondants</b>		<b>30</b>																							



**Satisfaction Systemwide**  
 (Item: Clarity and completeness of technology related communication.)



**Satisfaction Locally**  
 (Item: Availability of training prior to implementing a technology product or service.)



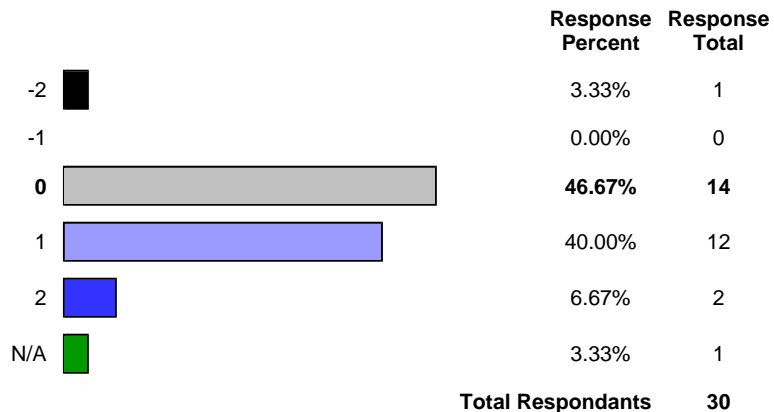
	<b>Total Respondants</b>	<b>30</b>
--	--------------------------	-----------

**MNSCU 2005 - MNSCU IT MANAGER**

**Cio Its Manager Overall Summary no comments**

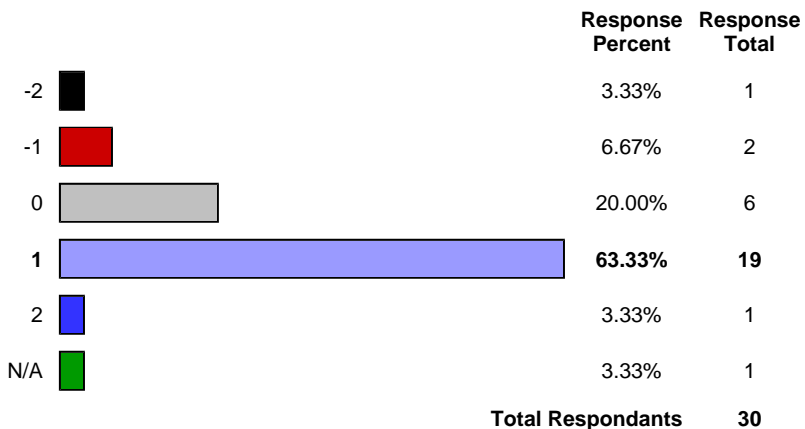
**Satisfaction Systemwide**

(Item: Availability of training prior to implementing a technology product or service.)



**Satisfaction Locally**

(Item: Availability of training following implementation of a new technology product or service.)



**Satisfaction Systemwide**

(Item: Availability of training following implementation of a new technology product or service.)

Response Percent    Response Total

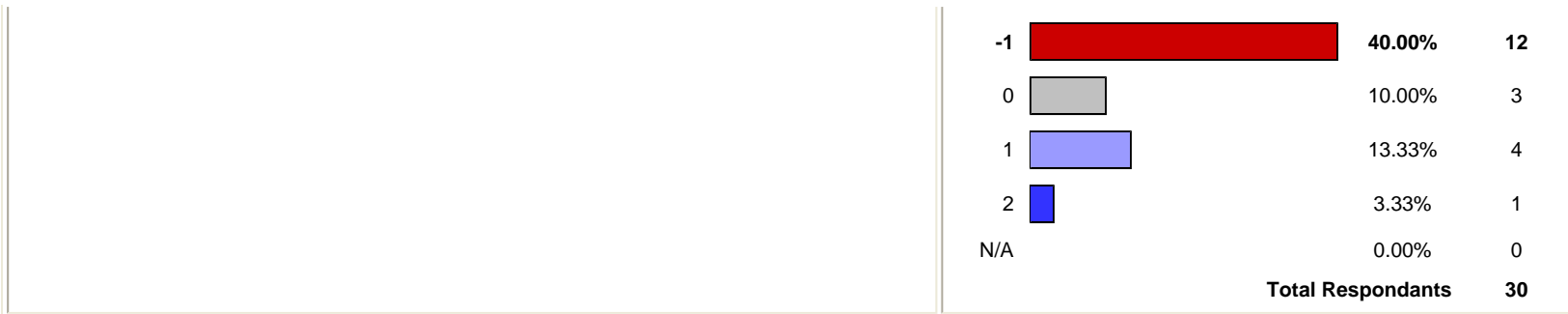
	<table border="1"> <thead> <tr> <th>Response</th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>-2</td> <td>0.00%</td> <td>0</td> </tr> <tr> <td>-1</td> <td>6.67%</td> <td>2</td> </tr> <tr> <td>0</td> <td>36.67%</td> <td>11</td> </tr> <tr> <td>1</td> <td>50.00%</td> <td>15</td> </tr> <tr> <td>2</td> <td>3.33%</td> <td>1</td> </tr> <tr> <td>N/A</td> <td>3.33%</td> <td>1</td> </tr> <tr> <td colspan="2"><b>Total Respondants</b></td> <td><b>30</b></td> </tr> </tbody> </table>	Response	Response Percent	Response Total	-2	0.00%	0	-1	6.67%	2	0	36.67%	11	1	50.00%	15	2	3.33%	1	N/A	3.33%	1	<b>Total Respondants</b>		<b>30</b>
Response	Response Percent	Response Total																							
-2	0.00%	0																							
-1	6.67%	2																							
0	36.67%	11																							
1	50.00%	15																							
2	3.33%	1																							
N/A	3.33%	1																							
<b>Total Respondants</b>		<b>30</b>																							
<p><b>Satisfaction Locally</b> (Item: Availability of sufficient financial resources to maintain the current services.)</p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>-2</td> <td>6.67%</td> <td>2</td> </tr> <tr> <td>-1</td> <td>36.67%</td> <td>11</td> </tr> <tr> <td>0</td> <td>10.00%</td> <td>3</td> </tr> <tr> <td>1</td> <td>40.00%</td> <td>12</td> </tr> <tr> <td>2</td> <td>6.67%</td> <td>2</td> </tr> <tr> <td>N/A</td> <td>0.00%</td> <td>0</td> </tr> <tr> <td colspan="2"><b>Total Respondants</b></td> <td><b>30</b></td> </tr> </tbody> </table>	Response	Response Percent	Response Total	-2	6.67%	2	-1	36.67%	11	0	10.00%	3	1	40.00%	12	2	6.67%	2	N/A	0.00%	0	<b>Total Respondants</b>		<b>30</b>
Response	Response Percent	Response Total																							
-2	6.67%	2																							
-1	36.67%	11																							
0	10.00%	3																							
1	40.00%	12																							
2	6.67%	2																							
N/A	0.00%	0																							
<b>Total Respondants</b>		<b>30</b>																							
<p><b>Satisfaction Systemwide</b> (Item: Availability of sufficient financial resources to maintain the current services.)</p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>-2</td> <td>23.33%</td> <td>7</td> </tr> <tr> <td>-1</td> <td>23.33%</td> <td>7</td> </tr> <tr> <td>0</td> <td>26.67%</td> <td>8</td> </tr> <tr> <td>1</td> <td>16.67%</td> <td>5</td> </tr> <tr> <td>2</td> <td>6.67%</td> <td>2</td> </tr> <tr> <td>N/A</td> <td>0.00%</td> <td>0</td> </tr> </tbody> </table>	Response	Response Percent	Response Total	-2	23.33%	7	-1	23.33%	7	0	26.67%	8	1	16.67%	5	2	6.67%	2	N/A	0.00%	0			
Response	Response Percent	Response Total																							
-2	23.33%	7																							
-1	23.33%	7																							
0	26.67%	8																							
1	16.67%	5																							
2	6.67%	2																							
N/A	0.00%	0																							

	N/A 	3.33%	1
		<b>Total Respondants</b>	<b>30</b>

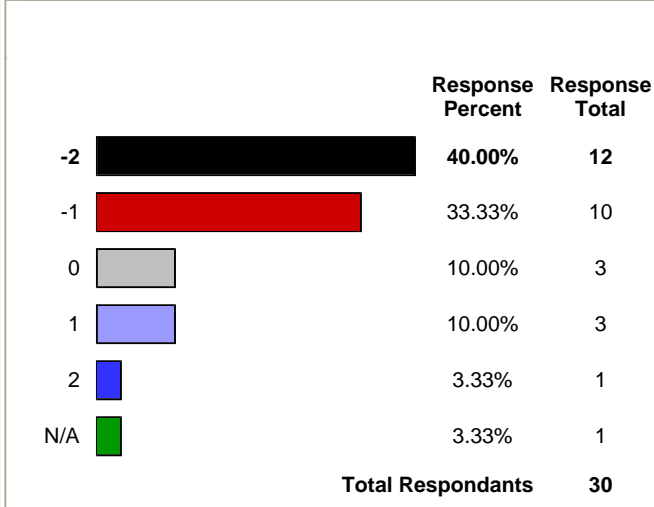
**MNSCU 2005 - MNSCU IT MANAGER**

**Cio Its Manager Overall Summary no comments**

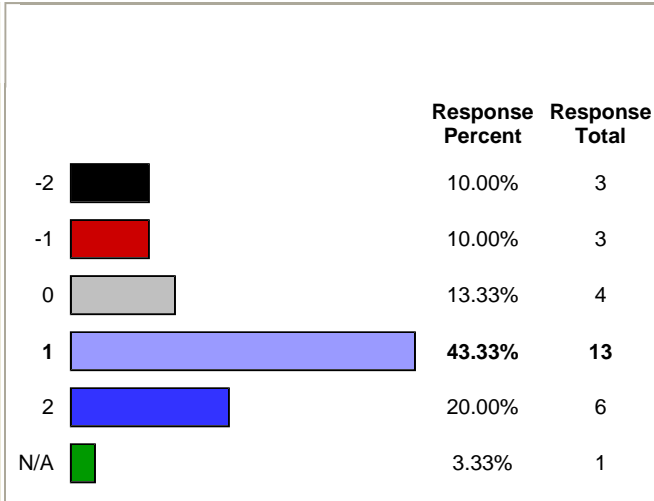
<p><b>Satisfaction Locally</b> (Item: Availability of sufficient financial resources to meet future technology needs.)</p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>-2</td> <td>16.67%</td> <td>5</td> </tr> <tr> <td>-1</td> <td>43.33%</td> <td>13</td> </tr> <tr> <td>0</td> <td>23.33%</td> <td>7</td> </tr> <tr> <td>1</td> <td>16.67%</td> <td>5</td> </tr> <tr> <td>2</td> <td>0.00%</td> <td>0</td> </tr> <tr> <td>N/A</td> <td>0.00%</td> <td>0</td> </tr> <tr> <td colspan="2"><b>Total Respondants</b></td> <td><b>30</b></td> </tr> </tbody> </table>	Response	Response Percent	Response Total	-2	16.67%	5	-1	43.33%	13	0	23.33%	7	1	16.67%	5	2	0.00%	0	N/A	0.00%	0	<b>Total Respondants</b>		<b>30</b>
Response	Response Percent	Response Total																							
-2	16.67%	5																							
-1	43.33%	13																							
0	23.33%	7																							
1	16.67%	5																							
2	0.00%	0																							
N/A	0.00%	0																							
<b>Total Respondants</b>		<b>30</b>																							
<p><b>Satisfaction Systemwide</b> (Item: Availability of sufficient financial resources to meet future technology needs.)</p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>-2</td> <td>40.00%</td> <td>12</td> </tr> <tr> <td>-1</td> <td>30.00%</td> <td>9</td> </tr> <tr> <td>0</td> <td>10.00%</td> <td>3</td> </tr> <tr> <td>1</td> <td>10.00%</td> <td>3</td> </tr> <tr> <td>2</td> <td>6.67%</td> <td>2</td> </tr> <tr> <td>N/A</td> <td>3.33%</td> <td>1</td> </tr> <tr> <td colspan="2"><b>Total Respondants</b></td> <td><b>30</b></td> </tr> </tbody> </table>	Response	Response Percent	Response Total	-2	40.00%	12	-1	30.00%	9	0	10.00%	3	1	10.00%	3	2	6.67%	2	N/A	3.33%	1	<b>Total Respondants</b>		<b>30</b>
Response	Response Percent	Response Total																							
-2	40.00%	12																							
-1	30.00%	9																							
0	10.00%	3																							
1	10.00%	3																							
2	6.67%	2																							
N/A	3.33%	1																							
<b>Total Respondants</b>		<b>30</b>																							
<p><b>Satisfaction Locally</b> (Item: Availability of sufficient resources to support adequate staffing.)</p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>-2</td> <td>33.33%</td> <td>10</td> </tr> </tbody> </table>	Response	Response Percent	Response Total	-2	33.33%	10																		
Response	Response Percent	Response Total																							
-2	33.33%	10																							



**Satisfaction Systemwide**  
 (Item: Availability of sufficient resources to support adequate staffing.)



**Satisfaction Locally**  
 (Item: Including "return on investment" (ROI) and/or long term "total cost of operation" (TCO) as part of technology planning and decision processes.)









	<b>Total Respondants</b>	<b>30</b>
--	--------------------------	-----------

**MNSCU 2005 - MNSCU IT MANAGER**

**Cio Its Manager Overall Summary no comments**

<p><b>Satisfaction Systemwide</b>                  (Item: Including "return on investment" (ROI) and/or long term "total cost of operation" (TCO) as part of technology planning and decision processes.)</p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>-2</td> <td>10.00%</td> <td>3</td> </tr> <tr> <td>-1</td> <td>33.33%</td> <td>10</td> </tr> <tr> <td>0</td> <td>16.67%</td> <td>5</td> </tr> <tr> <td>1</td> <td>23.33%</td> <td>7</td> </tr> <tr> <td>2</td> <td>10.00%</td> <td>3</td> </tr> <tr> <td>N/A</td> <td>6.67%</td> <td>2</td> </tr> <tr> <td><b>Total Respondants</b></td> <td></td> <td><b>30</b></td> </tr> </tbody> </table>	Response	Response Percent	Response Total	-2	10.00%	3	-1	33.33%	10	0	16.67%	5	1	23.33%	7	2	10.00%	3	N/A	6.67%	2	<b>Total Respondants</b>		<b>30</b>
Response	Response Percent	Response Total																							
-2	10.00%	3																							
-1	33.33%	10																							
0	16.67%	5																							
1	23.33%	7																							
2	10.00%	3																							
N/A	6.67%	2																							
<b>Total Respondants</b>		<b>30</b>																							
<p><b>We have a current IT staffing plan.</b></p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>53.33%</td> <td>16</td> </tr> <tr> <td>No</td> <td>33.33%</td> <td>10</td> </tr> <tr> <td>I Don't Know</td> <td>13.33%</td> <td>4</td> </tr> <tr> <td><b>Total Respondants</b></td> <td></td> <td><b>30</b></td> </tr> </tbody> </table>	Response	Response Percent	Response Total	Yes	53.33%	16	No	33.33%	10	I Don't Know	13.33%	4	<b>Total Respondants</b>		<b>30</b>									
Response	Response Percent	Response Total																							
Yes	53.33%	16																							
No	33.33%	10																							
I Don't Know	13.33%	4																							
<b>Total Respondants</b>		<b>30</b>																							
<p><b>The staffing plan addresses new skill sets and experience needed in the future.</b></p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>46.67%</td> <td>14</td> </tr> <tr> <td>No</td> <td>43.33%</td> <td>13</td> </tr> <tr> <td>I Don't</td> <td>10.00%</td> <td>3</td> </tr> </tbody> </table>	Response	Response Percent	Response Total	Yes	46.67%	14	No	43.33%	13	I Don't	10.00%	3												
Response	Response Percent	Response Total																							
Yes	46.67%	14																							
No	43.33%	13																							
I Don't	10.00%	3																							

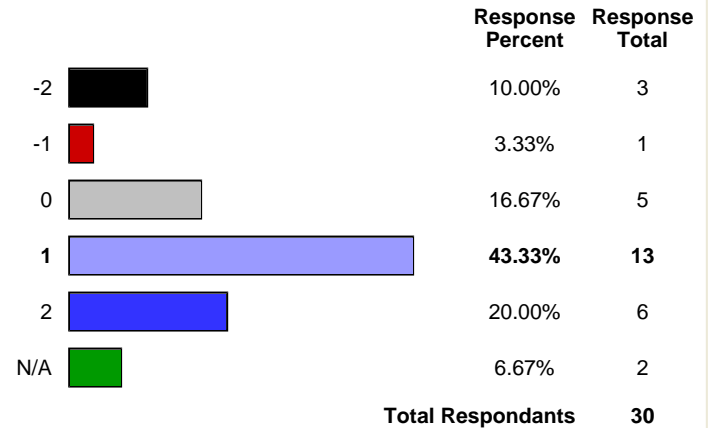
	Know			
			<b>Total Respondants</b>	<b>30</b>
<b>I am able to retain qualified IT employees.</b>			<b>Response Percent</b>	<b>Response Total</b>
	Yes		73.33%	22
	No		23.33%	7
	I Don't Know		3.33%	1
			<b>Total Respondants</b>	<b>30</b>
<b>I am able to recruit qualified IT employees.</b>			<b>Response Percent</b>	<b>Response Total</b>
	Yes		53.33%	16
	No		36.67%	11
	I Don't Know		10.00%	3
			<b>Total Respondants</b>	<b>30</b>

**MNSCU 2005 - MNSCU IT MANAGER**

**Cio Its Manager Overall Summary no comments**

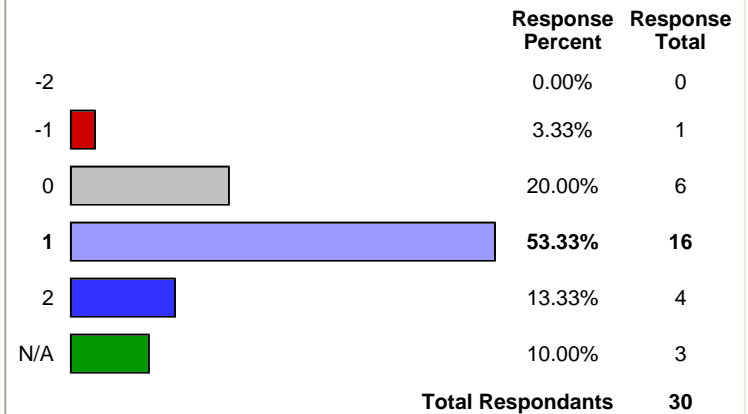
**Level of Importance**

(Item: Having access to IT research resources I need such as Gartner, ECAR, and/or META.)



**Level of Satisfaction**

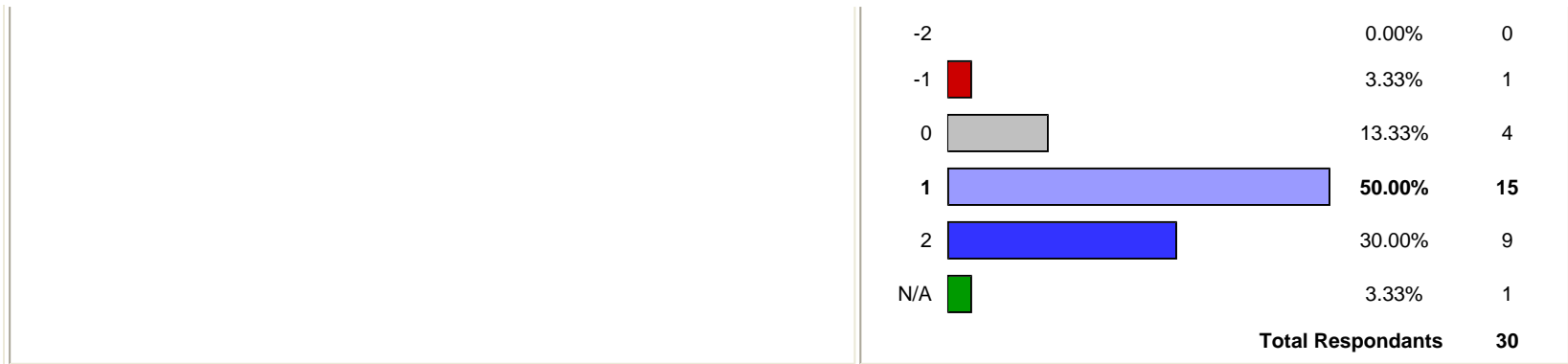
(Item: Having access to IT research resources I need such as Gartner, ECAR, and/or META.)



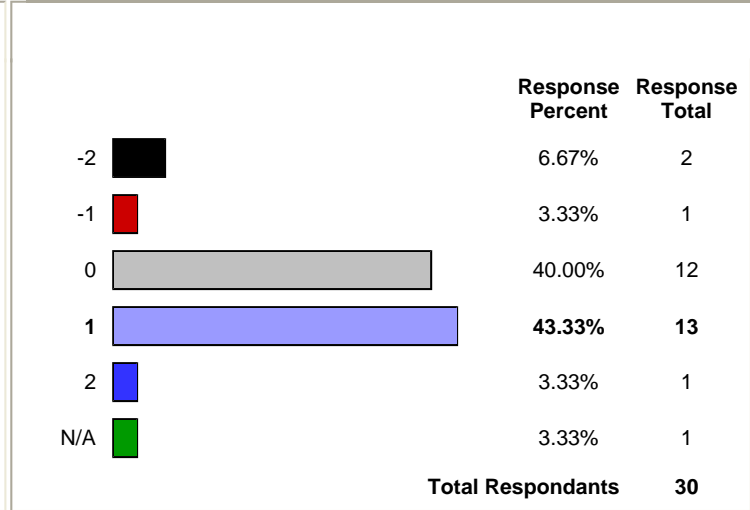
**Level of Importance**

(Item: Encouraging IT staff to conduct research and development.)

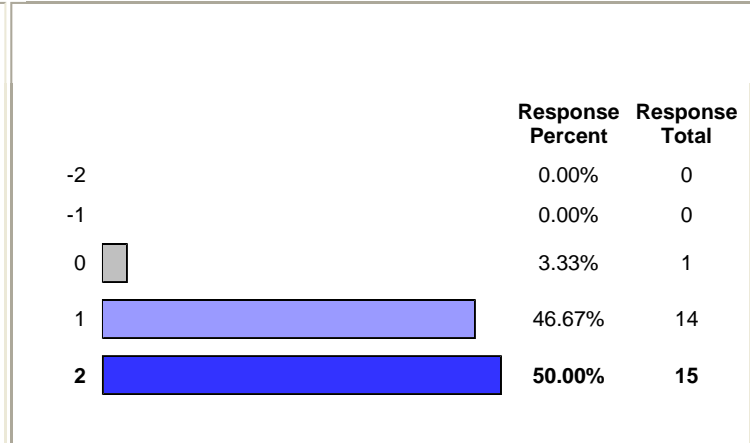
Response Percent    Response Total



**Level of Satisfaction**  
 (Item: Encouraging IT staff to conduct research and development.)



**Level of Importance**  
 (Item: Encouraging IT staff attendance at systemwide IT training, conferences, and other technology learning events.)



	N/A	0.00%	0
		<b>Total Respondants</b>	<b>30</b>

**MNSCU 2005 - MNSCU IT MANAGER**

**Cio Its Manager Overall Summary no comments**

<p><b>Level of Satisfaction</b>                      (Item: Encouraging IT staff attendance at systemwide IT training, conferences, and other technology learning events.)</p>	<table border="1"> <thead> <tr> <th>Level</th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>-2</td> <td>6.67%</td> <td>2</td> </tr> <tr> <td>-1</td> <td>0.00%</td> <td>0</td> </tr> <tr> <td>0</td> <td>13.33%</td> <td>4</td> </tr> <tr> <td>1</td> <td>36.67%</td> <td>11</td> </tr> <tr> <td>2</td> <td>43.33%</td> <td>13</td> </tr> <tr> <td>N/A</td> <td>0.00%</td> <td>0</td> </tr> <tr> <td colspan="2"><b>Total Respondants</b></td> <td><b>30</b></td> </tr> </tbody> </table>	Level	Response Percent	Response Total	-2	6.67%	2	-1	0.00%	0	0	13.33%	4	1	36.67%	11	2	43.33%	13	N/A	0.00%	0	<b>Total Respondants</b>		<b>30</b>
Level	Response Percent	Response Total																							
-2	6.67%	2																							
-1	0.00%	0																							
0	13.33%	4																							
1	36.67%	11																							
2	43.33%	13																							
N/A	0.00%	0																							
<b>Total Respondants</b>		<b>30</b>																							
<p><b>Level of Importance</b>                      (Item: Leveraging cost savings and service improvements through collaborative technology projects.)</p>	<table border="1"> <thead> <tr> <th>Level</th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>-2</td> <td>3.33%</td> <td>1</td> </tr> <tr> <td>-1</td> <td>0.00%</td> <td>0</td> </tr> <tr> <td>0</td> <td>10.00%</td> <td>3</td> </tr> <tr> <td>1</td> <td>50.00%</td> <td>15</td> </tr> <tr> <td>2</td> <td>36.67%</td> <td>11</td> </tr> <tr> <td>N/A</td> <td>0.00%</td> <td>0</td> </tr> <tr> <td colspan="2"><b>Total Respondants</b></td> <td><b>30</b></td> </tr> </tbody> </table>	Level	Response Percent	Response Total	-2	3.33%	1	-1	0.00%	0	0	10.00%	3	1	50.00%	15	2	36.67%	11	N/A	0.00%	0	<b>Total Respondants</b>		<b>30</b>
Level	Response Percent	Response Total																							
-2	3.33%	1																							
-1	0.00%	0																							
0	10.00%	3																							
1	50.00%	15																							
2	36.67%	11																							
N/A	0.00%	0																							
<b>Total Respondants</b>		<b>30</b>																							
<p><b>Level of Satisfaction</b>                      (Item: Leveraging cost savings and service improvements through collaborative technology projects.)</p>	<table border="1"> <thead> <tr> <th>Level</th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>-2</td> <td></td> <td></td> </tr> </tbody> </table>	Level	Response Percent	Response Total	-2																				
Level	Response Percent	Response Total																							
-2																									




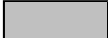


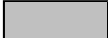


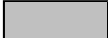
	<table border="1"> <thead> <tr> <th>Response</th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>-2</td> <td>6.67%</td> <td>2</td> </tr> <tr> <td>-1</td> <td>6.67%</td> <td>2</td> </tr> <tr> <td>0</td> <td>26.67%</td> <td>8</td> </tr> <tr> <td>1</td> <td>46.67%</td> <td>14</td> </tr> <tr> <td>2</td> <td>13.33%</td> <td>4</td> </tr> <tr> <td>N/A</td> <td>0.00%</td> <td>0</td> </tr> <tr> <td><b>Total Respondants</b></td> <td></td> <td><b>30</b></td> </tr> </tbody> </table>	Response	Response Percent	Response Total	-2	6.67%	2	-1	6.67%	2	0	26.67%	8	1	46.67%	14	2	13.33%	4	N/A	0.00%	0	<b>Total Respondants</b>		<b>30</b>
Response	Response Percent	Response Total																							
-2	6.67%	2																							
-1	6.67%	2																							
0	26.67%	8																							
1	46.67%	14																							
2	13.33%	4																							
N/A	0.00%	0																							
<b>Total Respondants</b>		<b>30</b>																							
<p><b>Overall, how would you rate your current satisfaction with technology equipment and services?</b></p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>Completely Satisfied</td> <td>3.33%</td> <td>1</td> </tr> <tr> <td><b>Satisfied</b></td> <td><b>66.67%</b></td> <td><b>20</b></td> </tr> <tr> <td>Neutral</td> <td>23.33%</td> <td>7</td> </tr> <tr> <td>Dissatisfied</td> <td>6.67%</td> <td>2</td> </tr> <tr> <td>Completely Dissatisfied</td> <td>0.00%</td> <td>0</td> </tr> <tr> <td><b>Total Respondants</b></td> <td></td> <td><b>30</b></td> </tr> </tbody> </table>	Response	Response Percent	Response Total	Completely Satisfied	3.33%	1	<b>Satisfied</b>	<b>66.67%</b>	<b>20</b>	Neutral	23.33%	7	Dissatisfied	6.67%	2	Completely Dissatisfied	0.00%	0	<b>Total Respondants</b>		<b>30</b>			
Response	Response Percent	Response Total																							
Completely Satisfied	3.33%	1																							
<b>Satisfied</b>	<b>66.67%</b>	<b>20</b>																							
Neutral	23.33%	7																							
Dissatisfied	6.67%	2																							
Completely Dissatisfied	0.00%	0																							
<b>Total Respondants</b>		<b>30</b>																							
<p><b>Has your satisfaction with technology services changed over the last twelve months?</b></p>	<table border="1"> <thead> <tr> <th>Response</th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>I am More Satisfied Now</td> <td>16.67%</td> <td>5</td> </tr> <tr> <td><b>No Change</b></td> <td><b>63.33%</b></td> <td><b>19</b></td> </tr> <tr> <td>I am Less Satisfied Now</td> <td>20.00%</td> <td>6</td> </tr> <tr> <td><b>Total Respondants</b></td> <td></td> <td><b>30</b></td> </tr> </tbody> </table>	Response	Response Percent	Response Total	I am More Satisfied Now	16.67%	5	<b>No Change</b>	<b>63.33%</b>	<b>19</b>	I am Less Satisfied Now	20.00%	6	<b>Total Respondants</b>		<b>30</b>									
Response	Response Percent	Response Total																							
I am More Satisfied Now	16.67%	5																							
<b>No Change</b>	<b>63.33%</b>	<b>19</b>																							
I am Less Satisfied Now	20.00%	6																							
<b>Total Respondants</b>		<b>30</b>																							



**MNSCU 2005 - MNSCU IT MANAGER**

**Cio Its Manager Overall Summary no comments**

<p>Overall, how would you rate the quality of information technology products and services provided by the Office of the Chancellor?</p>	<table border="1"> <thead> <tr> <th></th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>Completely Satisfied</td> <td>3.33%</td> <td>1</td> </tr> <tr> <td><b>Satisfied</b></td> <td><b>43.33%</b></td> <td><b>13</b></td> </tr> <tr> <td>Neutral</td> <td>33.33%</td> <td>10</td> </tr> <tr> <td>Dissatisfied</td> <td>20.00%</td> <td>6</td> </tr> <tr> <td>Completely Dissatisfied</td> <td>0.00%</td> <td>0</td> </tr> <tr> <td><b>Total Respondants</b></td> <td></td> <td><b>30</b></td> </tr> </tbody> </table>		Response Percent	Response Total	Completely Satisfied	3.33%	1	<b>Satisfied</b>	<b>43.33%</b>	<b>13</b>	Neutral	33.33%	10	Dissatisfied	20.00%	6	Completely Dissatisfied	0.00%	0	<b>Total Respondants</b>		<b>30</b>
	Response Percent	Response Total																				
Completely Satisfied	3.33%	1																				
<b>Satisfied</b>	<b>43.33%</b>	<b>13</b>																				
Neutral	33.33%	10																				
Dissatisfied	20.00%	6																				
Completely Dissatisfied	0.00%	0																				
<b>Total Respondants</b>		<b>30</b>																				
<p>How would you rate the responsiveness to your information technology problems/concerns by the Office of the Chancellor?</p>	<table border="1"> <thead> <tr> <th></th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td>Completely Satisfied</td> <td>10.00%</td> <td>3</td> </tr> <tr> <td><b>Satisfied</b></td> <td><b>43.33%</b></td> <td><b>13</b></td> </tr> <tr> <td>Neutral</td> <td>33.33%</td> <td>10</td> </tr> <tr> <td>Dissatisfied</td> <td>13.33%</td> <td>4</td> </tr> <tr> <td>Completely Dissatisfied</td> <td>0.00%</td> <td>0</td> </tr> <tr> <td><b>Total Respondants</b></td> <td></td> <td><b>30</b></td> </tr> </tbody> </table>		Response Percent	Response Total	Completely Satisfied	10.00%	3	<b>Satisfied</b>	<b>43.33%</b>	<b>13</b>	Neutral	33.33%	10	Dissatisfied	13.33%	4	Completely Dissatisfied	0.00%	0	<b>Total Respondants</b>		<b>30</b>
	Response Percent	Response Total																				
Completely Satisfied	10.00%	3																				
<b>Satisfied</b>	<b>43.33%</b>	<b>13</b>																				
Neutral	33.33%	10																				
Dissatisfied	13.33%	4																				
Completely Dissatisfied	0.00%	0																				
<b>Total Respondants</b>		<b>30</b>																				
<p>Are you able to get the electronic data you need from the Office of the Chancellor?</p>	<table border="1"> <thead> <tr> <th></th> <th>Response Percent</th> <th>Response Total</th> </tr> </thead> <tbody> <tr> <td><b>Yes</b></td> <td><b>83.33%</b></td> <td><b>25</b></td> </tr> </tbody> </table>		Response Percent	Response Total	<b>Yes</b>	<b>83.33%</b>	<b>25</b>															
	Response Percent	Response Total																				
<b>Yes</b>	<b>83.33%</b>	<b>25</b>																				

	<p>No </p> <p style="text-align: right;">16.67%    5</p> <p style="text-align: right;"><b>Total Respondants    30</b></p>																				
<p><b>Has your satisfaction with the Office of the Chancellor Information Technology services changed over the last 12 months?</b></p>	<table border="0"> <thead> <tr> <th></th> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>I am More Satisfied Now</td> <td></td> <td style="text-align: right;">3.33%</td> <td style="text-align: right;">1</td> </tr> <tr> <td><b>No Change</b></td> <td></td> <td style="text-align: right;"><b>83.33%</b></td> <td style="text-align: right;"><b>25</b></td> </tr> <tr> <td>I am Less Satisfied Now</td> <td></td> <td style="text-align: right;">13.33%</td> <td style="text-align: right;">4</td> </tr> <tr> <td colspan="2"></td> <td style="text-align: right;"><b>Total Respondants</b></td> <td style="text-align: right;"><b>30</b></td> </tr> </tbody> </table>			Response Percent	Response Total	I am More Satisfied Now		3.33%	1	<b>No Change</b>		<b>83.33%</b>	<b>25</b>	I am Less Satisfied Now		13.33%	4			<b>Total Respondants</b>	<b>30</b>
		Response Percent	Response Total																		
I am More Satisfied Now		3.33%	1																		
<b>No Change</b>		<b>83.33%</b>	<b>25</b>																		
I am Less Satisfied Now		13.33%	4																		
		<b>Total Respondants</b>	<b>30</b>																		