Below are the averages of the results for: **Connectivity and Access**.

### RELIABLE INTERNET
- Min. Q3 2014: 1
- Des. Q3 2015: 6.80
- Peered: 7.18
- Desired: 7.25
- Perceived: 8.73

### FAST INTERNET
- Min. Q3 2014: 1
- Des. Q3 2015: 6.76
- Peered: 7.01
- Desired: 7.21
- Perceived: 8.72

### INTERNET COVERAGE
- Min. Q3 2014: 1
- Des. Q3 2015: 6.58
- Peered: 6.96
- Desired: 7.18
- Perceived: 8.61

### CELLULAR COVERAGE
- Min. Q3 2014: 1
- Des. Q3 2015: 6.44
- Peered: 6.88
- Desired: 7.07
- Perceived: 8.54

Below are the averages of the results for: **Technology and Collaboration Services**

### ONLINE SERVICES
- Min. Q3 2014: 1
- Des. Q3 2015: 6.68
- Peered: 7.03
- Desired: 7.05
- Perceived: 8.53

### VIRTUAL CLASSROOM TECHNOLOGY
- Min. Q3 2014: 1
- Des. Q3 2015: 6.45
- Peered: 6.97
- Desired: 7.4
- Perceived: 8.19

### COLLABORATION TECHNOLOGY
- Min. Q3 2014: 1
- Des. Q3 2015: 6.79
- Peered: 7.09
- Desired: 7.1
- Perceived: 8.19

### ACCESS TO DATA
- Question not asked in 2014

### CLASSROOM TECHNOLOGY
- Min. Q3 2014: 1
- Des. Q3 2015: 6.74
- Peered: 6.76
- Desired: 7.02
- Perceived: 8.35

Peer Comparisons: John Carroll University, University of Tennessee-Chattanooga, University of West Georgia, and University of Washington-Bothell Campus.

As of October 1, 2015
### Saint Louis University

**Information Technology Services**

**Service Effectiveness**

**YTD Comparison Q3**

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**Application Services**

- **Timely Resolution**
  - Perceived: 6.96
  - Desired: 7.147
  - Peer Comparison: 7.19

- **Knowledgeable Support**
  - Perceived: 7.23
  - Desired: 7.35
  - Peer Comparison: 8.65

- **Clear Communications**
  - Perceived: 7.06
  - Desired: 7.37
  - Peer Comparison: 8.38

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**Technology Consulting**

- **Technology Training**
  - Perceived: 6.57
  - Desired: 8.02
  - Peer Comparison: 8.38

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**Academic Technology Services**

- **User Tools and Services**
  - Perceived: 7.08
  - Desired: 7.26
  - Peer Comparison: 8.44

- **Academic Technology Services**
  - Perceived: 7.09
  - Desired: 8.27
  - Peer Comparison: 8.44

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**Other Important Information Technology Services**

- **Research Technology**
  - Perceived: 6.80
  - Desired: 8.24
  - Peer Comparison: 8.40

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**Keys to Levels of Service:**

- **Minimum**
- **Desired**
- **Q3 2015 Perceived**
- **Q3 2014 Perceived**
- **Peer Comparison**

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Peer Comparisons: John Carroll University, University of Tennessee-Chattanooga, University of West Georgia, and University of Washington-Bothell Campus.

As of October 1, 2015