

MIT Information Services and Technology

October

**2003 IS&T CUSTOMER
SATISFACTION
SURVEY**

2003 MIT IS&T Customer Satisfaction Survey



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This team helped design the survey instrument with input from others within IS&T. They worked hard to ensure the survey provides valuable data IS&T can use to enhance the quality of services to the MIT community. They helped shape the survey process, helped analyze the results, and worked on integrating the survey initiative with other IS&T strategies. These customer satisfaction surveys provide objective data IS&T can use to focus its ongoing efforts on continuous improvement.

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MOR Associates, an external consulting firm, acted as project manager for this effort, analyzing the data and preparing this report. MOR Associates specializes in continuous improvement, strategic thinking and leadership development. MOR Associates has conducted this survey three times for IS&T, beginning in November 2000, following up in Spring 2001, and administering this latest survey in October 2003.

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Introduction

MIT

IS&T Customer Satisfaction Survey

October 2003

Introduction

This report provides a summary of the purposes, the methodology and the results of the customer satisfaction survey IS&T sponsored in October 2003. This initiative is an important component of the IS&T strategy to enhance the client experience. The survey is one means through which IS&T can give a voice to their customers. The survey is a systematic way to identify what is working and what needs to be improved from the customers' vantage point. It is too risky for IS&T to presume it knows what customers need and it is equally risky to allow anecdotes to become the basis for assessing the organization's performance.

This survey was undertaken for the following purposes all of which helped guide the construct and design of the survey.

- To find out from customers using a systematic process how they rate the services and support provided by Information Services and Technology.
- To document where customers are satisfied along with where they are dissatisfied and to identify what causes any disappointment in the customer experience.
- To use this data to prioritize the continuous initiatives that will make it easier for the people at MIT to do their work

IS&T's ultimate goal is to provide an excellent client IT experience that supports the teaching, learning, research and business needs of MIT. In the near term the goal is to improve the customers' ability to use IT to get their work done.

This survey was conducted in coordination with a similar effort underway at Stanford and NYU. MIT IS&T, Stanford ITSS, and NYU ITS hope to use this as an opportunity to learn from each other, to become thinking partners, and to leverage each other's expertise so each group can do a better job in satisfying their customers' requirements.

Brian McDonald
MOR Associates

Listening to the Voice of the Customer

Information Services & Technology (IS&T) conducts this survey so it can collect feedback directly and systematically from the various customer communities IS&T serves. It is important to know from the customers what works well and where there are gaps between customer expectations and the customer experience. This information informs the continuous improvement process IS&T uses to identify and set in motion initiatives designed to increase customer satisfaction. Such was the case in November of 2000 and June of 2002. Based on the sources of dissatisfaction identified, Information Systems prioritized specific service issues that were of particular concern to customers at that time. As a direct result of the survey feedback, the IS&T Leadership team at that time sponsored specific improvement opportunities.

The customer feedback from the November 2000 survey resulted in a number of initiatives, with the following offered as highlights:

- Upgrading the Software Release process by improving software support, responding to vendor releases, adapting applications so they integrate better with the MIT infrastructure, writing useful installers and increasing communications and outreach to the community.
- Enhancing the staffing and responsiveness of the Help Desk by increasing the proportion of professional staff in the Call Center, by better managing the incoming calls and by focusing on improving answer and resolution times. In addition, the Call Center's hours were extended.
- WebMail was developed, given the customer demand for an easier way to access their email while at home or while traveling.
- Improving the network's ability to deliver a higher speed to the desktop where the MIT physical infrastructure and finances would allow.

Customer feedback from May 2002 resulted in the following efforts:

- Expansion of wireless connections, although these can't be added quickly enough to meet client expectations of ubiquitous wireless connectivity.
- Development of a new service to enable remote access via iPass when traveling and connecting to MIT remotely.
- Continued improvement in the availability of software, along with more frequent communications so customers are kept informed about the timing of software releases.

IS&T also released the Auto-Responder customers were asking for along with a filter people could use to screen spam. Auto-Responder has been favorably received by the community, while the increase in spam has caused even greater frustration for many.

IS&T launched a number of initiatives designed to improve communication and documentation, which were subjects of concern mentioned by customers in the past. These included efforts to provide information to the MIT community through the IS&T newsletter and targeted outreach on hot topics such as virus attacks. In addition, IS&T undertook an extensive redesign of their website in response to customer feedback. Some of the questions in this survey were designed to evaluate the success of these and other previously launched initiatives.

The goal is to continue to improve the customer's experience and along with this their satisfaction with the support and services IS&T provides. The feedback in this report will be used to better understand the customer needs and to target the continuous improvement efforts within IS&T.

MIT Sampling Methodology

Survey Population

The survey solicited feedback from four customer communities: faculty, researchers/other academics, students, and administrators. Students were broken down further into graduates and undergraduates in our analysis.

Selection Criteria - All Communities

- Must have a MIT certificates.
- Must have an email address.

Selection Criteria - Faculty and Research Academic

- Tenured, Tenure Line, Appointment Line are included.
- Visiting faculty and visiting research staff are not included.

Selection Criteria - Students

- Includes undergraduates and graduates.

Selection Criteria - Administrative

- IS&T staff are excluded - 300.
- Bargaining units are excluded - 800.

The following table presents a summary of the population and sample size estimates that result from applying the above criteria.

MIT Sample Size Estimates

Group	Target Sample Size	Anticipated Response Rate	Initial Sample Size
Faculty	100*	20%	350
Research/Academic	100	40%	250
Graduate Students	100	50%	200
Undergraduates	100	50%	200
Administrative Staff	100	40%	250
Total	500	40%	1250

* See the second note below.

Notes:

- The Target Sample Size was derived assuming a Confidence Interval of .20 and a Confidence Level of 95%.
- The Faculty Target Sample Size was comprised of two parts:
 - o 50 of the 100 faculty were part a random sample of 250 who received an invitation to complete the online survey.
 - o The other 50 of 100 faculty were selected and surveyed in person by the Academic Liaisons. This group of 50 faculty was selected from a separate sample pool of about 100 faculty identified as potentially having specific technology issues. For the Faculty Survey only, there were material differences between the results from the interview group and those of the random sample. Accordingly, their responses are not included in the results reported there. However, it is worth noting that these responses will be reported out separately to the Academic Liaisons as they are valid in the context of a snapshot survey for this group.

MIT's Response Rates

MIT received a 42% response rate from the randomly selected population that was asked to complete the survey. This excellent return increases the likelihood that these results accurately represent the views of the MIT community.

Group	Initial Sample Size	Target No. Responses	Actual No. Responses	Projected Response Rate	Actual Response Rate
Faculty	350	100	82	20%	23%
Research/ Academic	250	100	108	40%	43%
Graduate Students	200	100	110	50%	55%
Undergraduates	200	100	99	50%	50%
Administrative Staff	250	100	131	40%	52%
Total	1250	500	530	20%-50%	42%

Survey Topics:

- Software Support
- Network Services
- Remote Access
- IS&T Problem Resolution
- Telephone Services
- Learning about Computing
- Hardware Support
- Email
- Computer Security
- IS&T Overall

Survey Rating Scale

All satisfaction questions in the survey asked respondents to rate their satisfaction with a given aspect of IS&T services according to the following scale:

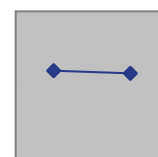
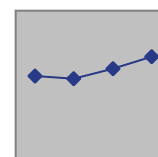
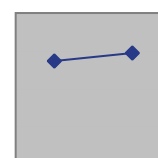
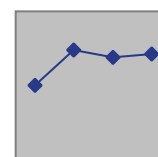
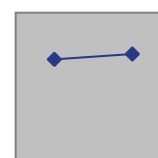
1	2	3	4	5
Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied

Some questions asked respondents to rate the importance of existing or possible new IS&T services according to the following scale:

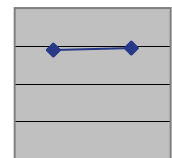
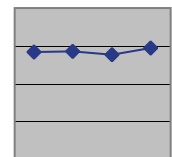
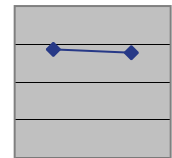
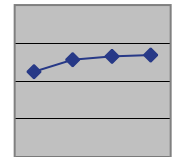
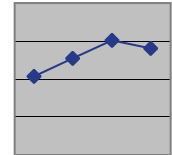
1	2	3	4	5
Very Unimportant	Unimportant	Neutral	Important	Very Important

Comparison of Satisfaction Means From May 1999 to October 2003

Question/Area	Gartner May-99	MOR Assoc Nov-00	MOR Assoc May-02	MOR Assoc Oct-03
Software Overall	3.26	3.68	3.86	3.84
Software Availability	--	--	3.76	3.91
Network Overall	3.04	3.97	3.78	3.87
Network Performance	--	--	3.74	3.94
Remote Access	3.28	3.20	3.46	3.79
Remote Access While Traveling	--	--	3.41	3.33



Question/Area	Gartner May-99	MOR Assoc Nov-00	MOR Assoc May-02	MOR Assoc Oct-03
Help Services Overall	3.07	3.54	4.01	3.81
Hardware Overall	3.23	3.55	3.65	3.67
Training Overall	--	3.65	3.85	3.76
Telephone Overall	3.84	3.86	3.76	3.95
IS&T Overall	--	--	3.89	3.95



Summary Rankings

Major Service Areas	N	Mean	Standard Deviation	Conf Interval
Software Availability	452	3.91	.88	.08
Functionality of installers	433	4.09	.85	.08
Documentation	406	3.76	.92	.09
Timeliness	400	3.63	.89	.09
Network Performance	518	3.94	1.09	.09
Reliability	519	3.86	1.05	.09
Problem reporting process	405	3.45	1.08	.11
Wireless availability	342	3.04	1.30	.14
Security				
Anti-virus updates	452	3.85	.88	.08
Security communications	457	3.79	.90	.08
IS&T help in recovering from attack	255	3.49	1.11	.14
Remote Access				
From Home	428	3.79	1.02	.10
While traveling	306	3.33	1.03	.12
Problem Resolution Overall	432	3.81	.85	.08
Help Desk timeliness	136	3.93	.93	.05
Help Desk ability to get a person	175	3.80	1.06	.05
Help Desk resolution time	173	3.79	1.06	.05
Telephone Services Overall	470	3.95	.78	.07
Reliability	455	4.14	.79	.07
Voicemail	350	3.74	1.08	.11
Documentation	282	3.45	.88	.10
IS&T Overall	499	3.95	.69	.06
New Services				
Auto-Responder	133	4.17	.95	.16
Self-Registration	89	3.69	.81	.17
WebMail	408	3.50	1.13	.11
Spam Screening*	230	3.33	1.19	.15
Calendaring	107	3.09	1.19	.22

N = number of respondents to a given question.

* An updated and improved version of Spam Screening was released subsequent to this survey.

Overview and Highlights from the General Survey

The MIT community is most satisfied with the following services:

Service Area	Mean Oct 2003	Mean May 2002
Software Availability	3.91	3.76
Timeliness	3.63	3.48
Functionality of installers	4.09	4.02
Network Performance	3.94	3.74
Network Overall	3.87	3.78
Telephone Services Overall	3.95	3.76
Reliability	4.14	
New Services		
Auto-Responder	4.14	

The MIT community rated the following as being important:

Service Area	Mean
Automated security updates	4.25
Software upgrades	3.96
Wireless availability	3.84

These satisfaction ratings indicate IS&T is meeting the customers' expectations in certain core service areas. Many members of the MIT community indicate they have the software they need and the network and phone capability required to support their day-to-day work. However, when asked to rank the relative importance of specific priorities, the community rated automated security updates, software upgrades, and greater wireless availability high on their list for IS&T.

Survey Headlines

Good News

Timeliness and availability of software continues to improve.

- Timeliness went from 3.48 in 5/02 to 3.63 in 10/03.
- Availability went from 3.76 in 5/02 to 3.91 in 10/03.

Satisfaction with network performance and the network overall improved.

- Network performance went from 3.74 in 5/02 to 3.94 in 10/03.
- Network overall went from 3.78 in 5/02 to 3.87 in 10/03.

The Auto-Responder introduction was greeted favorably at 4.17.

Telephone services overall rating improved.

- Satisfaction with telephone service overall was up from 3.76 in 5/02 to 3.95 in 10/02.
- Telephone reliability was rated at 4.14.

There is considerable agreement within the MIT community on:

- Providing automatic software security and virus patch upgrades was rated as most important by customers at 4.25.
- Having current software upgrades was rated as second most important at 3.96.
- While wireless access in more campus locations was rated as most important to students it was third for all combined at 3.84.

IS&T overall received a satisfaction rating of 3.95 up from 3.89.

Customer Concerns

Customers would like better responsiveness, increased reliability, greater accessibility to IT services along with enhanced ease of use. These service requirements link directly to areas where respondents are not as satisfied with their experiences.

The following ratings reflect these sentiments:

Service Area	Mean Oct 2003	Mean May 2002
Connectivity Concerns		
Wireless availability (61% of students and 38% of faculty are dissatisfied)	3.04	3.34
Remote access while traveling (34% of faculty are dissatisfied, mean 3.14)	3.33	3.41
WebMail	3.50	--
Resolving Network Problems		
Process for reporting problems	3.45	3.47
Timeliness of resolution	3.47	3.59
Documentation		
Telephone Web documentation	3.45	
Quality of search results	3.66	
Completeness of information	3.61	
Software release timeliness	3.63	
Spam Screening	3.33	

There was widespread annoyance expressed about spam and the rating on the then current version of the new Spam Screening service was 3.33. However, an updated and improved version of Spam Screening was released subsequent to this survey.

Tech Time was also rated on the low side receiving a 3.09.

WebMail was welcomed by members of the MIT community when it was introduced though it is now coming under criticism for being too slow and lacking the “ease of use” customers expect.

Concerns Highlighted by Customers

Students and faculty would like more wireless availability

- 61% of students are dissatisfied with wireless accessibility.
- 38% of the faculty are dissatisfied as well.
- The rating on wireless availability has gone down from 3.34 in 5/02 to 3.04 in 10/03.

Remote access while traveling continues to cause dissatisfaction with the rating going down from 3.41 in 5/02 to 3.33 in 10/03.

- Faculty rated this at 3.14 with 34% of faculty checking dissatisfied.
- There was a glimmer of hope as the few who have used the new iPass wireless broadband service rated their satisfaction higher.

Resolving network problems remains a concern as the rating went from 3.59 in 5/02 to 3.47 in 10/03.

- There are still numerous comments indicating dissatisfaction in places regarding the speed of the network.

People are appreciative of the initial efforts to **filter spam** but would like more assistance with this in the future.

Our mobile society makes it increasingly important that people can get easily connected from wherever they are. This also requires an ease of use with services that may not be as responsive as customers would like. Access to email is one of these service areas where people acknowledged progress but client expectations still exceed their experience. **WebMail** has helped but there is still a demand for an improved version with greater speed and additional features.

As **wireless** has become more available on campus this has only raised peoples expectations for greater accessibility, which results in dissatisfaction that wireless isn't yet ubiquitous.

In the next few pages, you will find sorted survey results for all satisfaction questions. This section begins with a table of satisfaction means for "All" from the general survey (sorted by rating), followed by a breakout that identifies where people are most satisfied and where they are most dissatisfied. Additional pages offer similar examples of these latter tables for each cohort. These tables include questions from the general survey as well as the individual cohort surveys. They are further supplemented by tables of areas rated for importance.

Survey Results Overview

General Survey Satisfaction Means for All Sorted by Rating*

Question	Mean	Count
Q19e. Professionalism (Help Desk)	4.26	175
Q19f. Tech ability (Athena)	4.21	56
Q17b. Auto-Resp	4.17	133
Q19a. Get person (Athena)	4.15	53
Q26b. Telephone sys reliability	4.14	455
Q19f. Tech ability (Help Desk)	4.09	172
Q3c. MIT installrs functionality	4.09	433
Q19e. Professionalism (Athena)	4.02	55
Q19b. Timeliness mssg resp (Athena)	4.00	58
Q26a. Telephone ease of use	3.99	458
Q19c. Timeliness online resp (Athena)	3.98	46
Q19b. Timeliness mssg resp (Help Desk)	3.96	171
Q41. IS&T overall	3.95	499
Q28. Telephone services overall	3.95	470
Q6a. Network performance	3.94	518
Q19c. Timeliness online resp (Help Desk)	3.93	136
Q3a. Software availability	3.91	452
Q7. Network services overall	3.87	509
Q6b. Network reliability	3.86	519
Q9b. Anti-virus updts	3.85	452
Q4. Software supp overall	3.84	464
Q23. IS&T prob resolution overall	3.81	432
Q19a. Get person (Help Desk)	3.80	175
Q11a. Remote home	3.79	428
Q9a. Op sys security updts	3.79	457
Q19d. Turnaround resolution (Help Desk)	3.79	173
Q19d. Turnaround resolution (Athena)	3.77	57
Q36a. IS&T web navigation	3.77	332
Q3d. Documentation helpflnss	3.76	406
Q9c. Security communications	3.76	454
Q31. IS&T training overall	3.76	341
Q26f. MIT voice mail	3.74	350
Q26d. Telephone prob resolution	3.71	327
Q26c. Telephone features availability	3.70	423
Q17e. Self-Registration	3.69	89
Q35a. IS&T documentation clarity	3.68	356
Q33. Hrdwr supp overall	3.67	333
Q36b. IS&T web search	3.66	306
Q3b. Timeliness software release	3.63	400
Q35b. IS&T documentation completeness	3.61	352
Q17d. WebMail	3.50	408
Q9d. IS&T help recovering from attack	3.49	255
Q6e. Network Timeliness resolution	3.47	409
Q13b. Remote reliability	3.45	360
Q6d. Network Prob report process	3.45	405
Q26e. Telephone web documentation	3.45	282
Q13c. Remote price	3.42	304
Q17c. Spam Screening**	3.33	230
Q11b. Remote while traveling	3.33	306
Q13a. Remote speed	3.30	365
Q17a. Tech Time	3.09	107
Q6c. Wireless availability	3.04	342

* Please note that ratings for BLTs have been omitted from these and other rankings due to the limited number of responses about their services.

**An updated and improved version of Spam Screening was released subsequent to this survey.

Top Sources of Satisfaction and Dissatisfaction for All from the General Survey

Sources of Satisfaction 80% or More, Sorted by Combined Total of Satisfied and Very Satisfied			
Question	T Sat	Mean	Count
19e. Professionalism (Help Desk)	86%	4.26	175
19f. Tech ability (Athen-OLC)	86%	4.21	56
19a. Get person (Athen-OLC)	85%	4.15	53
Q26b. Telephone sys reliability	83%	4.14	455
Q41. IS&T overall	81%	3.95	499
19b. Timeliness mssg resp (Athen-OLC)	81%	4.00	58
19f. Tech ability (Help Desk)	80%	4.09	172
19e. Professionalism (Athen-OLC)	80%	4.02	55

Sources of Dissatisfaction 20% or More, Sorted by Combined Total of Dissatisfied and Very Dissatisfied			
Question	T Dis	Mean	Count
Q6c. Wireless availability	37%	3.04	342
Q17a. Tech Time	27%	3.09	107
Q13a. Remote speed	26%	3.30	365
Q17c. Spam Screening*	26%	3.33	230
Q17d. WebMail	22%	3.50	408
Q11b. Remote while traveling	22%	3.33	306

* An updated and improved version of Spam Screening was released subsequent to this survey.

Please note that the following pages, which reflect top areas of satisfaction, dissatisfaction, and importance *by cohort* include questions from the cohort surveys specific to the needs of faculty, students, and administrative staff—as well as questions from the general survey.

Top Sources of Satisfaction and Dissatisfaction for Faculty

Sources of Satisfaction 80% or More, Sorted by Combined Total of Satisfied and Very Satisfied				
Question	Srvey	T Sat	Mean	Count
F6. Faculty Liaisons Overall	Fac	95%	4.58	19
Q17b. Auto-Resp	Gen	94%	4.44	18
Q26b. Telephone sys reliability	Gen	82%	4.16	76
19d. Turnaround resolution (Help Desk)	Gen	81%	3.98	42
19e. Professionalism (Help Desk)	Gen	81%	4.21	42
Q3c. MIT installrs function	Gen	80%	4.23	66

Sources of Dissatisfaction 20% or More, Sorted by Combined Total of Dissatisfied and Very Dissatisfied				
Question	Srvey	T Dis	Mean	Count
Q6c. Wireless availability	Gen	38%	3.04	55
Q17d. WebMail	Gen	38%	3.11	45
Q11b. Remote while traveling	Gen	34%	3.14	65
Q13a. Remote speed	Gen	33%	3.00	69
F8_d. Availability clsrms w/comp @ all desks	Fac	31%	2.63	16
Q17c. Spam Screening*	Gen	29%	3.24	34
F8_b. Availability teaching space w/ comp projection	Fac	29%	3.22	41
F1_b. Stellar course host	Fac	28%	3.34	29
F8_c. Availability teaching space w/2-way video	Fac	27%	2.82	11
F1_g. Digital grphcs, web des	Fac	23%	2.92	13
Q9d. IS&T help recovering from attack	Gen	22%	3.27	45

* An updated and improved version of Spam Screening was released subsequent to this survey.

Top Issues and Areas Rated for Importance by Faculty*

Top Issues and Areas Rated for Importance, Sorted by Combined Total of Important and Very Important				
Question	Srvey	Mean	T Imp	Count
F4e. Local tech supp staff	Fac	4.43	89%	46
Q38f. Automated security updates	Gen	4.33	82%	76
Q38l. Software upgrades	Gen	4.13	81%	70
F12g. Incrsd security for research	Fac	4.10	79%	39
Q21f. After-hours help w/ network	Gen	4.02	77%	61
F3h. Libr, Document services, Dspace	Fac	4.03	74%	38
Q38d. Bckp/recov at dsktp	Gen	3.88	71%	72

*This list represents an accounting of those areas and issues that respondents were asked to rate for importance. There may be other areas of importance that were not asked about in the survey.

Top Sources of Satisfaction and Dissatisfaction for Researchers

Sources of Satisfaction 80% or More, Sorted by Combined Total of Satisfied and Very Satisfied				
Question	Srvey	T Sat	Mean	Count
19e. Professionalism (Help Desk)	Gen	89%	4.19	27
19f. Tech ability (Help Desk)	Gen	89%	4.26	27
Q26b. Telephone sys reliability	Gen	89%	4.23	105
F5_a. Responsiveness of Faculty Liaisons	Fac	87%	4.30	23
Q3c. MIT installrs function	Gen	86%	4.23	83
F1_a. web.mit course host	Fac	85%	4.04	48
19f. Tech ability (Athen-OLC)	Gen	83%	4.11	18
Q9b. Anti-virus updts	Gen	82%	4.08	90
Q9a. Op sys security updts	Gen	82%	4.00	89
19a. Get person (Athen-OLC)	Gen	81%	4.06	16

Sources of Dissatisfaction 20% or More, Sorted by Combined Total of Dissatisfied and Very Dissatisfied				
Question	Srvey	T Dis	Mean	Count
Q6c. Wireless availability	Gen	31%	3.06	68
F8_d. Availability clsrms w/comp @ all desks	Fac	29%	3.00	24
Q17c. Spam Screening*	Gen	24%	3.51	37
Q17d. WebMail	Gen	23%	3.51	82
Q13a. Remote speed	Gen	22%	3.53	81

* An updated and improved version of Spam Screening was released subsequent to this survey.

Top Issues and Areas Rated for Importance by Researchers*

Top Issues and Areas Rated for Importance, Sorted by Combined Total of Important and Very Important				
Question	Srvey	Mean	T Imp	Count
Q38f. Auto security update	Gen	4.27	84%	100
F3h. Libr, Documentation services, Dspace	Fac	4.18	82%	55
F4e. Local tech supp staff	Fac	4.09	79%	80
Q21f. After-hours help w/ network	Gen	4.11	77%	70
F12g. Incrsd security for research	Fac	4.09	77%	69
Q38l. Software upgrades	Gen	3.98	75%	97

*This list represents an accounting of those areas and issues that respondents were asked to rate for importance. There may be other areas of importance that were not asked about in the survey.

Graduate Students: Top Sources of Satisfaction and Dissatisfaction

Sources of Satisfaction 80% or More, Sorted by Combined Total of Satisfied and Very Satisfied				
Question	Survey	T Sat	Mean	Count
19e. Professionalism (Help Desk)	Gen	89%	4.19	27
19f. Tech ability (Help Desk)	Gen	89%	4.26	27
19f. Tech ability (Athen-OLC)	Gen	83%	4.11	18
Q41. IS&T overall	Gen	83%	3.95	104
Q6a. Network performance	Gen	81%	4.12	107
19a. Get person (Athen-OLC)	Gen	81%	4.06	16
S10b. Software download pg	Stu	81%	4.08	90

Sources of Dissatisfaction 20% or More, Sorted by Combined Total of Dissatisfied and Very Dissatisfied				
Question	Survey	T Dis	Mean	Count
S5e. Wireless availability outdoors	Stu	54%	2.35	52
S5e. Wireless availability residence halls	Stu	50%	2.75	44
Q6c. Wireless availability	Gen	38%	3.00	86
Q6e. Network timeliness resolution	Gen	26%	3.19	72
Q6d. Network prob report process	Gen	25%	3.10	73
Q26f. MIT voice mail	Gen	24%	3.11	45
Q17d. WebMail	Gen	24%	3.42	92
S11a. Printing from pub clusters	Stu	23%	3.52	84
Q17c. Spam Screening*	Gen	23%	3.29	35
Q9d. IS&T help recovering from attack	Gen	23%	3.16	44
Q13a. Remote speed	Gen	22%	3.32	77
S5e. Wireless availability common areas	Stu	21%	3.30	70
S11b. Printing from dept clusters	Stu	21%	3.54	78

* An updated and improved version of Spam Screening was released subsequent to this survey.

Top Issues and Areas Rated for Importance by Graduate Students*

Top Issues and Areas Rated for Importance, Sorted by Combined Total of Important and Very Important				
Question	Survey	T Imp	Mean	Count
Q21f. After-hours help w/ network	Gen	91%	4.37	79
S4f. MS OFF Suite	Stu	86%	4.30	101
Q38b. More wireless	Gen	84%	4.30	101
Q38f. Auto security update	Gen	81%	4.14	101
Q38l. Software upgrades	Gen	78%	3.87	94
Q22a. After-hours mode email	Gen	74%	3.99	88

*This list represents an accounting of those areas and issues that respondents were asked to rate for importance. There may be other areas of importance that were not asked about in the survey.

Undergraduates: Top Sources of Satisfaction and Dissatisfaction

Sources of Satisfaction 80% or More, Sorted by Combined Total of Satisfied and Very Satisfied				
Question	Srvey	T Sat	Mean	Count
19e. Professionalism (Athen-OLC)	Gen	100%	4.29	14
19f. Tech ability (Athen-OLC)	Gen	100%	4.46	13
19a. Get person (Help Desk)	Gen	88%	4.19	16
19e. Professionalism (Help Desk)	Gen	88%	4.35	17
19f. Tech ability (Help Desk)	Gen	88%	4.18	17
S10b. Software download pg	Stu	86%	4.15	84
19a. Get person (Athen-OLC)	Gen	86%	4.14	14
Q41. IS&T overall	Gen	81%	3.91	91
Q11a. Remote home	Gen	80%	4.03	88

Sources of Dissatisfaction 20% or More, Sorted by Combined Total of Dissatisfied and Very Dissatisfied				
Question	Srvey	T Dis	Mean	Count
S5e. Wireless availability residence halls	Stu	68%	2.29	62
Q6c. Wireless availability	Gen	60%	2.40	63
S5e. Wireless availability outdoors	Stu	40%	2.87	52
Q9d. IS&T help recovering from attack	Gen	38%	3.02	48
Q6b. Network reliability	Gen	28%	3.39	99
Q13a. Remote speed	Gen	28%	3.24	68
Q6d. Network Prob report process	Gen	27%	3.11	75
Q6a. Network performance	Gen	25%	3.52	99
Q6e. Network ttmeliness resolution	Gen	25%	3.01	77
Q13b. Remote reliability	Gen	24%	3.34	67
S11b. Printing from dept clusters	Stu	20%	3.56	54

Top Issues and Areas Rated for Importance by Undergraduates*

Top Issues and Areas Rated for Importance, Sorted by Combined Total of Important and Very Important				
Question	Srvey	T Imp	Mean	Count
Q21f. After-hours help w/ network	Gen	89%	4.37	70
S4f. MS Office Suite	Stu	84%	4.42	84
S4b. Wndws vers Athen software	Stu	83%	4.17	76
Q38f. Auto security update	Gen	83%	4.13	94
Q38b. More wireless	Gen	81%	4.14	88
Q22a. After-hours mode email	Gen	76%	4.00	83
Q21c. After-hours help security	Gen	71%	3.92	66

*This list represents an accounting of those areas and issues that respondents were asked to rate for importance. There may be other areas of importance that were not asked about in the survey.

Administrators: Top Sources of Satisfaction and Dissatisfaction

Sources of Satisfaction 80% or More, Sorted by Combined Total of Satisfied and Very Satisfied				
Question	Srvey	T Sat	Mean	Count
19e. Professionalism (Help Desk)	Gen	93%	4.46	46
Q6b. Network reliability	Gen	89%	4.26	126
Q26b. Telephone sys reliability	Gen	88%	4.23	128
Q41. IS&T overall	Gen	87%	4.10	127
Q28. Telephone services overall	Gen	86%	4.19	127
Q26a. Telephone ease of use	Gen	85%	4.19	129
Q7. Network services overall	Gen	85%	4.17	121
A13b. Software download pg	Adm	85%	4.19	90
Q6a. Network performance	Gen	85%	4.22	126
Q17b. Auto-Resp	Gen	84%	4.33	70
19b. Timeliness mssg resp (Help Desk)	Gen	82%	4.16	45
Q9d. IS&T help recovering from attack	Gen	82%	4.19	67

Sources of Dissatisfaction 20% or More, Sorted by Combined Total of Dissatisfied and Very Dissatisfied				
Question	Srvey	T Dis	Mean	Count
Q17a. Tech Time	Gen	43%	2.88	49
A15d. Network Drop Price	Adm	31%	2.97	29
Q17c. Spam Screening*	Gen	31%	3.17	81
Q13a. Remote speed	Gen	27%	3.37	70
A6b. Cell phn service ordering process	Adm	26%	2.91	23
A14d. Network jack price	Adm	26%	2.84	31
A15c. Timelnss network instl	Adm	23%	3.27	30
Q11a. Remote home	Gen	22%	3.56	90
A14c. Timelnss jck instl	Adm	22%	3.27	37
Q11b. Remote while traveling	Gen	20%	3.35	49
Q17d. WebMail	Gen	20%	3.59	95

* An updated and improved version of Spam Screening was released subsequent to this survey.

Top Issues and Areas Rated for Importance by Administrators*

Top Issues and Areas Rated for Importance, Sorted by Combined Total of Important and Very Important				
Question	Srvey	T Imp	Mean	Count
Q38f. Auto security update	Gen	89%	4.36	121
A12. IS&T softwr rec	Adm	88%	4.32	112
Q38l. Software upgrades	Gen	83%	4.05	121
Q38e. Personal dsktp supp/repair	Gen	74%	3.95	113

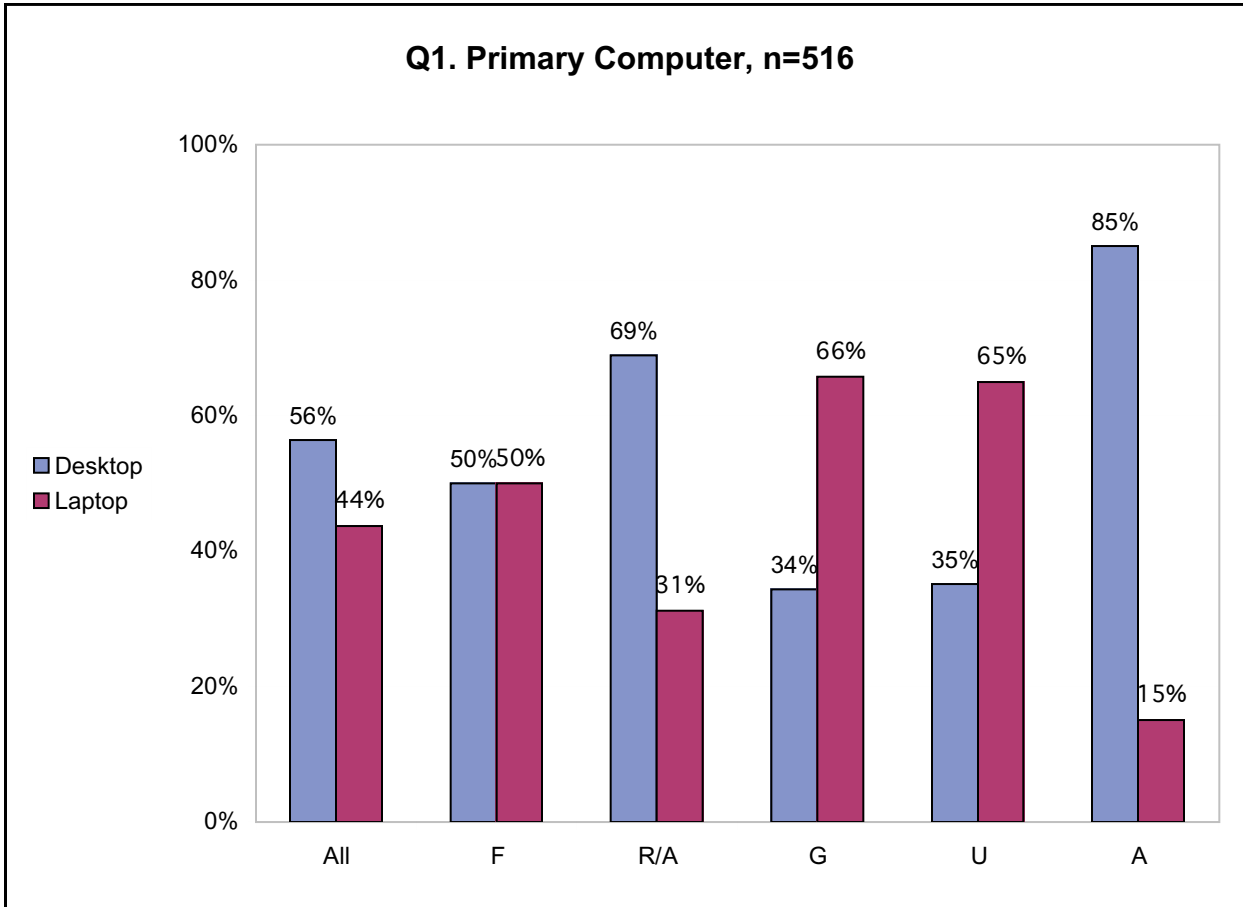
*This list represents an accounting of those areas and issues that respondents were asked to rate for importance. There may be other areas of importance that were not asked about in the survey.

**General Survey
Detailed Results
by Service Area**

Primary Systems

1. What is your primary computer?

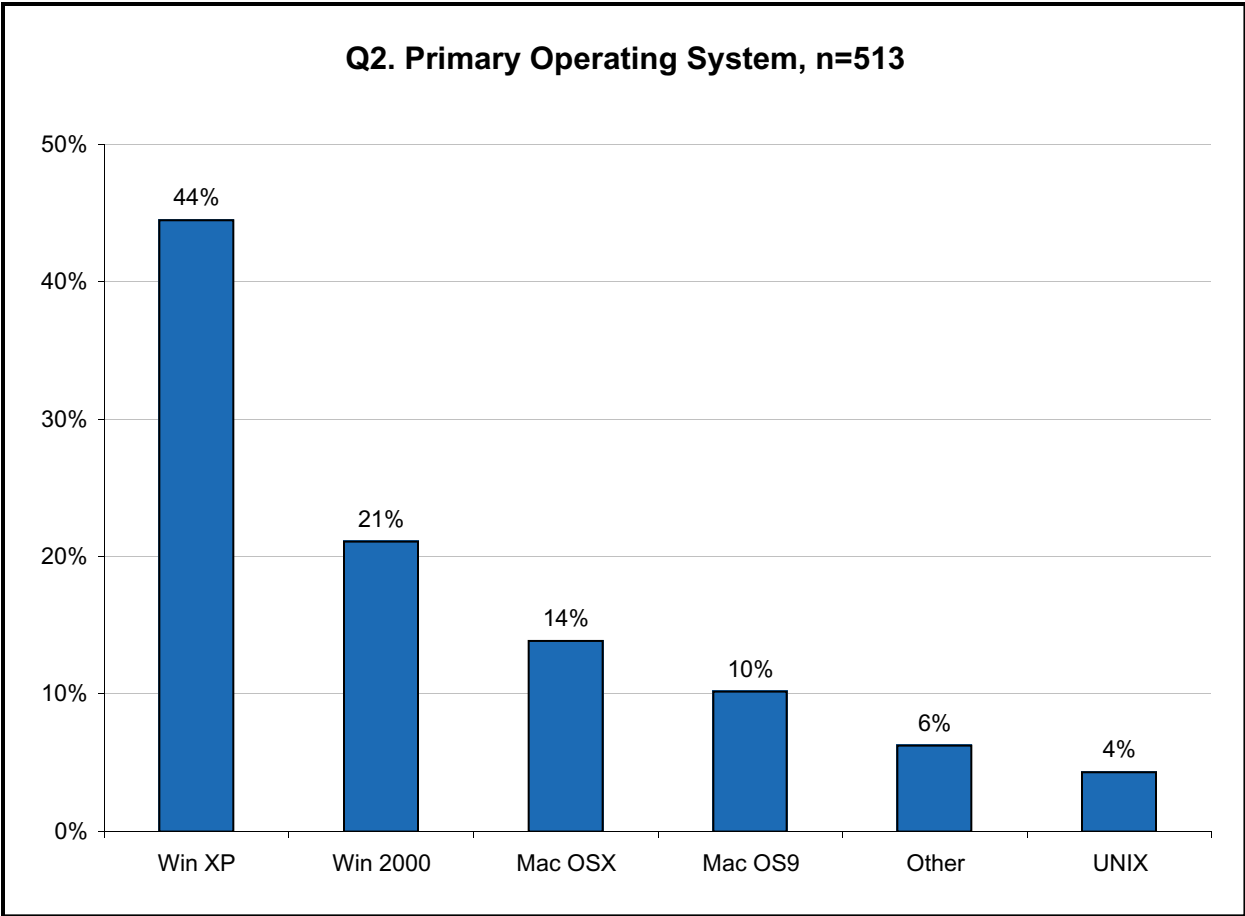
Desktop Laptop



Q1	Pr comp		
	Desktop	Laptop	Count
All	56%	44%	516
F	50%	50%	78
R/A	69%	31%	106
G	34%	66%	108
U	35%	65%	97
A	85%	15%	127

2. What is your primary system?

Windows 2000 Windows XP Macintosh OS 9 Macintosh OS X UNIX Other:



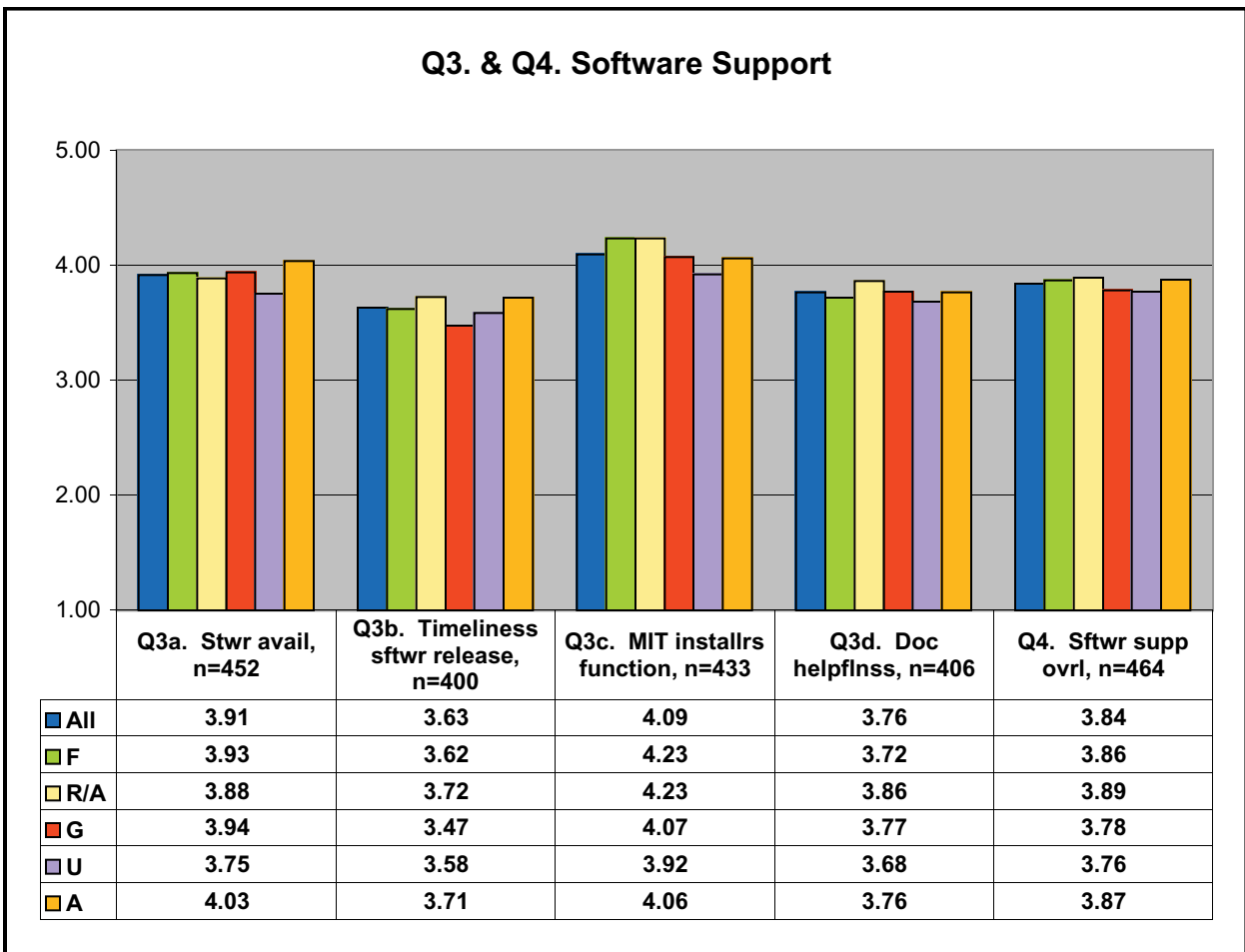
Q2 Pr sys	
	Win 2000 Win XP Mac OS9 Mac OSX UNIX Other Count
All	21% 44% 10% 14% 4% 6% 513
F	22% 37% 12% 22% 3% 5% 78
R/A	24% 33% 13% 18% 7% 6% 104
G	15% 60% 1% 7% 9% 8% 107
U	9% 73% 2% 6% 2% 7% 97
A	32% 24% 21% 17% 1% 5% 127

Software Support

3. Please rate your satisfaction with the following:

- a. Availability of software from IS&T that is important for your work
- b. Timeliness of MIT release of new software after vendor release
- c. Functionality of MIT installers for recommended software
- d. Helpfulness of MIT-specific software documentation

4. How satisfied are you with software support overall?



Q3a Stwr avail									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.91	1%	5%	24%	43%	27%	452	0.88	0.08
F	3.93	1%	6%	21%	43%	29%	68		
R/A	3.88	1%	8%	19%	44%	27%	84		
G	3.94	0%	3%	24%	49%	24%	93		
U	3.75	0%	7%	29%	48%	16%	91		
A	4.03	2%	2%	25%	34%	37%	116		

Q3b Timeliness sftwr release									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.63	1%	9%	34%	41%	17%	400	0.89	0.09
F	3.62	2%	12%	27%	43%	17%	60		
R/A	3.72	0%	13%	24%	41%	22%	78		
G	3.47	1%	5%	43%	45%	5%	76		
U	3.58	0%	4%	45%	41%	11%	74		
A	3.71	2%	9%	29%	36%	24%	112		

Q3c MIT installrs function									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	4.09	0%	3%	20%	40%	37%	433	0.85	0.08
F	4.23	0%	3%	17%	35%	45%	66		
R/A	4.23	0%	0%	14%	48%	37%	83		
G	4.07	0%	3%	20%	45%	33%	92		
U	3.92	1%	6%	25%	36%	32%	85		
A	4.06	1%	4%	22%	35%	38%	107		

Q3d Doc helpfnss									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.76	1%	6%	31%	39%	23%	406	0.92	0.09
F	3.72	0%	8%	32%	40%	20%	60		
R/A	3.86	1%	6%	25%	40%	27%	77		
G	3.77	1%	6%	30%	42%	21%	90		
U	3.68	1%	4%	35%	45%	15%	75		
A	3.76	3%	6%	32%	32%	28%	104		

Q4 Sftwr supp ovrl									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.84	1%	3%	26%	49%	20%	464	0.83	0.08
F	3.86	0%	4%	34%	33%	29%	73		
R/A	3.89	1%	4%	19%	56%	20%	91		
G	3.78	1%	2%	26%	59%	11%	96		
U	3.76	1%	1%	31%	54%	13%	85		
A	3.87	3%	4%	24%	43%	27%	119		

Rob Smyser, a member of the survey team, applied techniques of content analysis to the text of the comments from the general survey. Content analysis involves systematically categorizing the words and themes expressed in the comments in order to treat the qualitative data more quantitatively. The process enabled us to develop useful distillations of the relative emphasis placed on various service areas by different groups of respondents. Summary commentaries are included in the report under their respective questions.

The quotes that appear throughout this report are representative of those people who took the time to convey what would increase their satisfaction with the services IS&T provides.

5. What would increase your satisfaction with the software support that IS&T provides?

Themes from Comment Analysis

a.) There was a wide range of codings for this question (54 different ones) as many users wanted more free software of specific types. Matlab/Mathematica probably leads the list of what is essential but hard to get now.

b.) Users want more outreach about what is available for them to license, and more documentation about how to use what is there. (The software pages put out software (such as Xwin32) that the HelpDesk will not support, and for which no other documentation is apparently available.)

c.) People noticed that OS X support took a long time to get going, esp. across the range of applications that users wanted to have available for it.

Faculty

Availability of PC software such as Word, Excel as well as PC-based programming software such as LispWorks, Allegro Lisp, etc.

Better (more readable!) documentation for installation of software, DHCP, security and upgrades!

Broader range of software (e.g., Scientific Workplace, LaTeX,

Email announcements of new product availability email announcements when licenses are due to expire

Hard copy comprehensive manuals. Help with installation when automatic methods fail.

Have a better layout of documentation. Information seems to be spread across a number of different pages. It should all link together or become centralized. Information regarding sites licenses should be more visible as departments are wasting money on software that is already licensed.

I should probably say I'm "very satisfied" but I want to leave some room for improvement. There are occasionally times when the response time could be faster (although generally its pretty good). It would be great if there were more site licenses for scientific software on the PC.

Keep better track of MIT-related bugs and incompatibilities. Maintain a FAQ bulletin board.

More site licenses, e.g., Mathematica, Maple. The menu of software MIT makes available to users is very small compared to my previous university (university of Pennsylvania).

Earlier OS X support

Notification of known bugs and fixes: these are not always available from the original manufacturer.

Provide more support for Linux.

Providing a version of Kerberos that's compatible with Windows XP. Now I have to destroy the Kerberos ticket every time I want to check my email.

Support more software, and get it out quicker

Research/Academic

Broader range of options.

Easier access to support. The web is in general quite helpful, but sometimes does not address your questions.

Email updates of new software supports, this probably exists but I don't get them

Faster adoption of software after vendor release

I followed your instructions to download the MS XP upgrades on a different uninfected machine yet my Ethernet drop has been turned off again with no reason given. If you could turn my drop back on that would increase satisfaction.

Quicker solutions to problems.

UNIX based software documentation and support

Graduate Students

Better documentation. With the switch to the new website, documentation has been hard to find.

Better visibility of what software is available (athenized / for download / etc)

Efforts should be placed on a friendlier version of webmail

First-year students know little about your work and service. So you need do promotion among the first-year students.

I didn't even know there was software support.

I think there should be a good introduction guide for first year students. I help many of them out and I get the feeling that they are totally lost. Athena minicourses are not enough. What about the 80% of the people who have a Windows machine?

Some more useful programs, such as Dreamweaver (not just trial) or Microsoft PowerPoint. Wishlist? AutoCAD.

Support MS Outlook

Undergraduates

Advertise the software a little more

Better documentation on web pages. XWin32 for instance.

Better/more software

Downloadable versions of Mathematica/Maple/etc. ... also, an MIT-purchased version of the Microsoft Office suite

It takes a fairly long time for MIT to be able to provide support for the newest platforms that come out.

Let the general student body know more about what you make available to us.

If IS had a dedicated link on the mit.edu/firstyear page, it would be tremendously helpful.

Administrators

1. More effective Adobe 5.0 - or something else instead? 2. Training on Adobe re PDF files.

Allow webmail to view attachments more easily

Better presentation and organization of information to the community to know what's available and how to find it.

Better software release schedules

Email announcements of when new releases are available

Generally, I am satisfied with the support.

I would be happier if we were notified when to upgrade to new versions of MIT supported software.

I'm not sure what can be done about roping in this software beast.

More documentation, more software available, at reduced prices, if not free.

More robust FAQ. Clearer, concise, "find in one place" installation guidance.

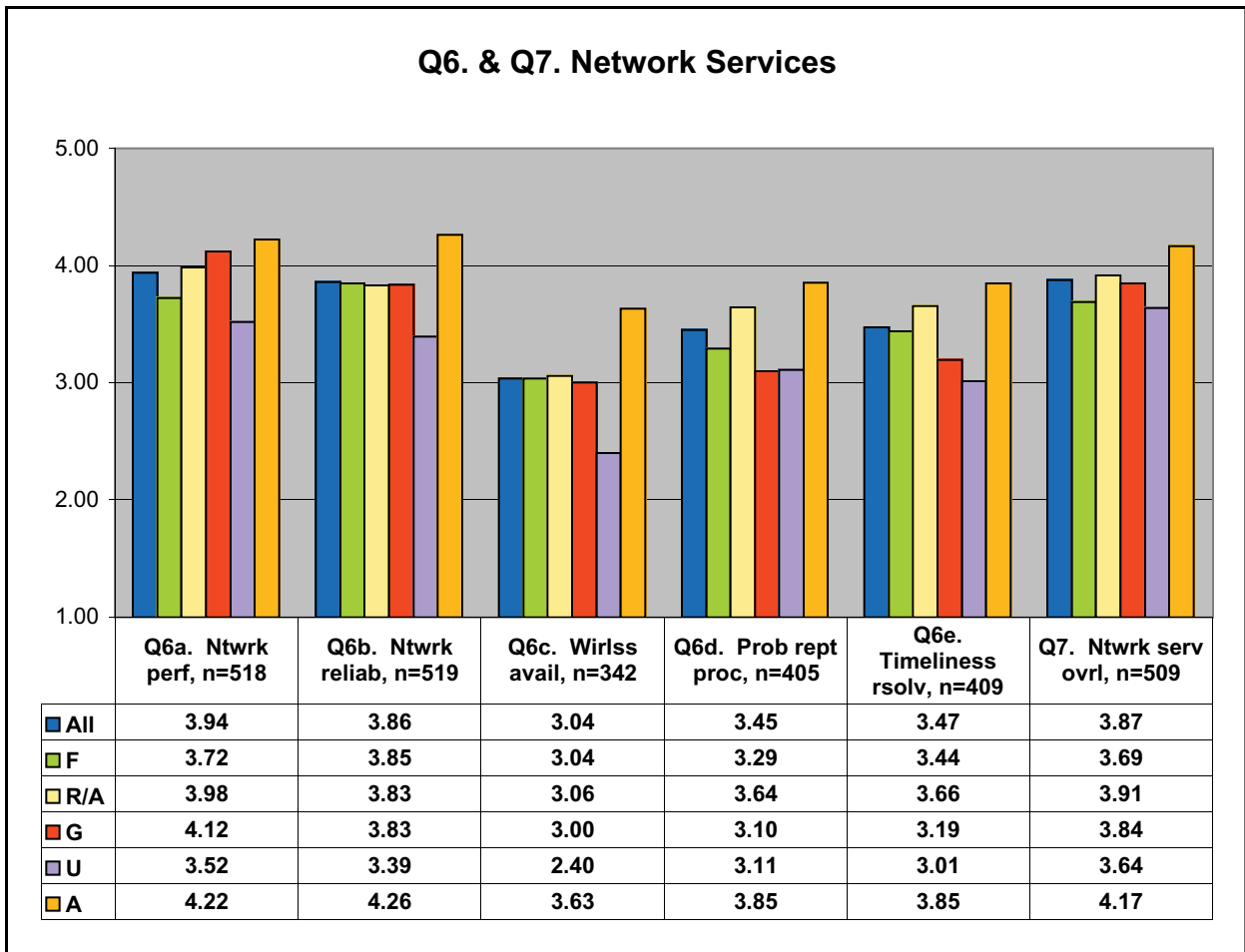
Network Services

Please identify the MIT Building in which you primarily connect to the MIT network:

6. Rate your overall satisfaction with these aspects of the MIT network in the building you selected:

- a. Network performance (responsiveness / speed)
- b. Reliability of network
- c. Availability of wireless connectivity
- d. The process for reporting network problems
- e. Timeliness of resolution

7. How satisfied are you with network services overall?



Q6a	Ntwrk perf									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-	
All	3.94	4%	10%	10%	41%	36%	518	1.09	0.09	
F	3.72	4%	14%	13%	46%	24%	79			
R/A	3.98	4%	8%	8%	45%	35%	107			
G	4.12	3%	7%	9%	38%	43%	107			
U	3.52	7%	18%	14%	37%	23%	99			
A	4.22	2%	5%	8%	38%	47%	126			

Q6b Ntwrk reliab									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.86	3%	11%	13%	43%	30%	519	1.05	0.09
F	3.85	3%	10%	14%	47%	27%	79		
R/A	3.83	2%	9%	19%	44%	26%	107		
G	3.83	5%	12%	8%	45%	30%	108		
U	3.39	5%	23%	20%	30%	21%	99		
A	4.26	1%	2%	8%	48%	41%	126		

Q6c Wirless avail									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.04	16%	21%	22%	27%	15%	342	1.30	0.14
F	3.04	13%	25%	20%	29%	13%	55		
R/A	3.06	13%	18%	34%	21%	15%	68		
G	3.00	16%	22%	20%	29%	13%	86		
U	2.40	32%	29%	11%	25%	3%	63		
A	3.63	6%	13%	23%	30%	29%	70		

Q6d Prob rept proc									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.45	6%	9%	35%	32%	17%	405	1.08	0.11
F	3.29	11%	6%	37%	32%	13%	62		
R/A	3.64	3%	8%	29%	40%	20%	86		
G	3.10	12%	12%	37%	30%	8%	73		
U	3.11	8%	19%	39%	24%	11%	75		
A	3.85	1%	4%	33%	34%	28%	109		

Q6e Timeliness rsolv									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.47	6%	10%	30%	39%	15%	409	1.06	0.10
F	3.44	10%	8%	27%	39%	16%	62		
R/A	3.66	1%	8%	31%	44%	16%	87		
G	3.19	13%	14%	28%	33%	13%	72		
U	3.01	12%	13%	42%	30%	4%	77		
A	3.85	1%	6%	23%	46%	23%	111		

Q7 Ntwrk serv ovrl									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.87	2%	7%	16%	52%	23%	509	0.92	0.08
F	3.69	3%	9%	25%	44%	19%	77		
R/A	3.91	1%	6%	16%	55%	22%	105		
G	3.84	3%	6%	13%	60%	18%	109		
U	3.64	2%	15%	16%	48%	18%	97		
A	4.17	2%	2%	12%	49%	36%	121		

8. What would increase your satisfaction with the network services that IS&T provides?

Themes from Comment Analysis

- a.) The wireless network is by far and away the most important issue in the network space, especially in the on-campus dorms.
- b.) Availability and Reliability of the network are issues, esp. as people see the wireless network as sporadic and of low quality even where it is available.
- c.) The responsiveness and availability of the HelpDesk took a hit too, as many people were forced off the network for security reasons and then it took a long time to get them back on.

Faculty

Increased wireless connectivity - an easier process for DHCP registration and set-up (a way to make it less dependent on the machines and IP/MAC addresses)

A couple of times in the past year or so, the network to my lab has mysteriously gone "down" for periods of hours or days. The responsiveness from IS has been very slow - typically several days. This is totally unacceptable. Because of the unreliability of the network, we paid to completely rewire the lab and now use a private subnet.

Better coverage for wireless connections.

Broader spatial coverage & higher quality wireless access.

Faster connections inside MIT

Faster move to higher speed drops. Cost model is strange (per drop/IP address)

Faster network speed (some area is still 10-base T max) and less down time

Fixing Kerberos so it works with XP; speeding up Webmail.

I cannot understand why at a place like MIT I can only get 10 Mbps in my office. Are we going to have 1 Gbps anytime soon?

I don't even know where to start.... It is a headless operation. Faculty wireless registration process is a joke.

I wish the network didn't go down in 56/16 every time the power in the buildings flickered. I wish I could get a stronger wireless signal in my office.

Increase the bandwidth through the routers to gigabit.

More wireless access points. Also, the process of getting on the network was very difficult.

More wireless capability

Network response needs to be much faster. At times, its speed is comparable to a dialup modem.

Quicker roll out of a campus-wide wireless network. Keeping ahead of the bandwidth hogs.

Stellar is very slow at times. Some wireless locations are not very strong- i.e. the 6th floor of building 37.

Wireless Access in Faculty Offices in Bldg 3 would be nice

Research/Academic

99.9% uptime.

ACCESS TO A LARGE, PERSONAL, PROTECTED FTP STORAGE SITE

Actually this is the wrong set of answers. Network is either very good or very bad, depending on the day. Mostly good, but the bad days really get you.

Add wireless connectivity to bldg 9

Free or cheaper network connections

GET WIRELESS IN BLDG 18. SPEED UP THE NETWORK IN BLDG 18.

Resolution of network problems quickly as we are very dependent on the network to perform our job.

The network in E40 is very slow.

Wireless network is very unreliable in 68

Graduate Students

Allow us to talk to an RCC in person, or at least have them give an answer besides "file a report."

Better wireless reception in offices

Faster network

Have frequent connectivity issues with wireless in E51

I continue to be shocked that MIT can not get a wireless network to work--to be available in all classrooms, to not kick people off, and to allow people on without a million tries.

If you would at least respond within a business day to problem reports

Increase 802.11 access points around campus..

Increased bandwidth

It would be GREAT if we had wireless service throughout Westgate.

More timeliness resolution to problems

No outages

The Athena system is too user-unfriendly for general use among people who aren't computer scientists.

The wireless network in Ashdown is inaccessible in most parts of the building.

Wireless connectivity in E51 - the parts that are not the Sloan school, especially the ground floor.

Wireless service is improving, but would like to have more freedom.

Undergraduates

Better responsiveness to network problem requests (I understand that there have been a lot recently. my drop wasn't deactivated for me though.)

Expanded bandwidth.

Faster connection!

Fewer random outages.

Fix Next House's Internet connection. Slower than broadband.

Get this dorm wireless

I'd like a wireless connection in my dorm. Also, I find it funny that wireless doesn't work in the Computer Science Lab (NW-43).

Increase our external connection to Fast Ethernet

Increase the reliability of the network, and quicker response time for support

Install wireless access points in EC, improve reliability (reduce timeouts)

Larger wireless coverage, especially in the dorms

The building has many problems with reliability and security.

The Internet access should be faster at Next.

The MIT servers being down less.

Wireless around entire campus would be nice, not just in certain buildings.

Wireless in dorms

Administrators

A little more education--Does the network slow down at certain times of the day or is that an urban myth?

Balance the "slap on the wrist" approach in place now with "here's how you can make your systems more secure"

I work in the Dewey Library in Building E53 and the responsiveness and speed of our network is very poor.

If 3-Down (phone and web page) were updated more quickly/consistently

It would be wonderful if the entire campus was wireless

More filtering of email spam -- so that I would never see it.

quicker response time, better wireless connectivity

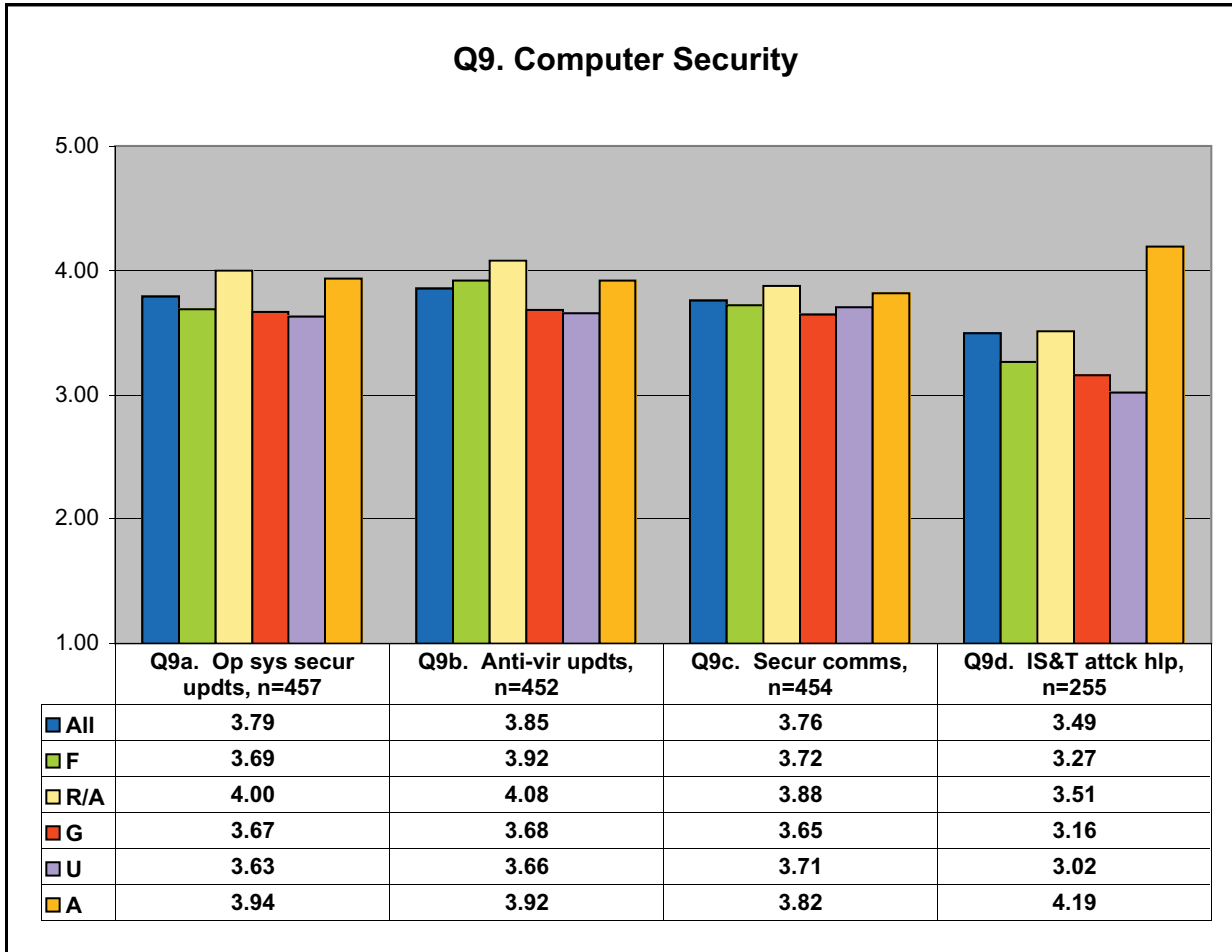
What about billing problems with the IP addresses - this is where I have had the most problems.

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Computer Security

9. How satisfied are you with the following aspects of computer security:

- a. Vendor-supplied automated updates to your operating system
- b. Vendor-supplied automated updates to anti-virus software
- c. Effectiveness of communications
- d. IS&T assistance in helping you recover from an attack



Q9a Op sys secur updts									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.79	2%	6%	23%	49%	20%	457	0.90	0.08
F	3.69	1%	12%	24%	41%	22%	74		
R/A	4.00	0%	2%	16%	62%	20%	89		
G	3.67	5%	5%	29%	39%	22%	96		
U	3.63	2%	9%	24%	54%	11%	89		
A	3.94	1%	4%	22%	48%	26%	109		

Q9b Anti-vir updts									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-
All	3.85	1%	5%	25%	45%	24%	452	0.88	0.08
F	3.92	1%	4%	25%	41%	29%	73		
R/A	4.08	0%	3%	14%	53%	29%	90		
G	3.68	2%	5%	35%	36%	21%	91		
U	3.66	2%	6%	29%	51%	13%	87		
A	3.92	0%	6%	23%	44%	27%	111		

Q9c Secur comms									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-
All	3.76	1%	5%	27%	49%	17%	454	0.84	0.08
F	3.72	1%	3%	31%	53%	13%	72		
R/A	3.88	0%	6%	22%	51%	21%	90		
G	3.65	2%	4%	35%	43%	15%	93		
U	3.71	1%	5%	27%	56%	11%	85		
A	3.82	2%	7%	23%	45%	24%	114		

Q9d IS&T attck hlp									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-
All	3.49	4%	15%	29%	31%	21%	255	1.11	0.14
F	3.27	7%	16%	42%	16%	20%	45		
R/A	3.51	6%	10%	31%	33%	20%	51		
G	3.16	7%	16%	39%	32%	7%	44		
U	3.02	4%	33%	27%	27%	8%	48		
A	4.19	0%	4%	13%	40%	42%	67		

10. What is one thing IS&T could do to improve computer security?

Themes from Comment Analysis

- a.) People are angry at the quality of outreach to them about what to do in response to the Microsoft problem, especially in the second wave where they had their drops turned off and didn't have much help with getting back on.
- b.) People think the email filtering system should have protected them from virus-infected attachments, i.e., why were these poison pills allowed inside the perimeter of the MIT network?

Faculty

Abolish Microsoft and its terrible XP operating system. Seriously: blocking executable files on email was a great step forward.

Better filtering of attachments.

Counter virus attacks more aggressively

Figure out a way to auto update the operating system

Have better firewalls, or have software available for users to set up their own.

I think on security you guys are fantastic.

I would also feel better if MIT network were protected by a firewall. I tried installing a personal firewall on my computer, but it conflicts with kerberos (?).

Identifying attacks early on, preventive measures

Too much spam gets through.

Research/Academic

Ban Windows OS from the campus (seriously)

Do what you are doing and keep us apprised

Get some help for Bob and Linda

MS updates fails to work about 10% of the time for me. I would love it if critical Windows security patches for W2K and WXP were available independently at MIT.

Require that all users connected to the network have AUTOMATIC updates turned on for o/s and anti-virus in place.

Some way to highlight the urgency of a virus notification email.

Graduate Students

Better spam and e-mail virus filtering..

Better spam filtering of e-mail viruses

Educate people better on why the need to be proactive and not reactive

Perhaps write a pamphlet on what the issues in computer security are for novices like myself.

Provide everyone with Norton (which seems unfeasible, but would be great!)

Undergraduates

After an attack, let us know what you're trying to do to fix things.

It would have been very nice had the student body received advanced warning of the recent reregistration process.

Make disks with patches more accessible.

When I got the virus that was going around on my computer, it took over a week to get my connection back on. That was way too long to have to wait considering I needed Internet connection for my classes.

Administrators

Don't use Microsoft products

Email alerts about viruses tend to go unnoticed.

Figure out a way to block bad and harmful spam.

Improve mass communication. The "One e-mail message fits all" approach does not work because offices are supported so differently.

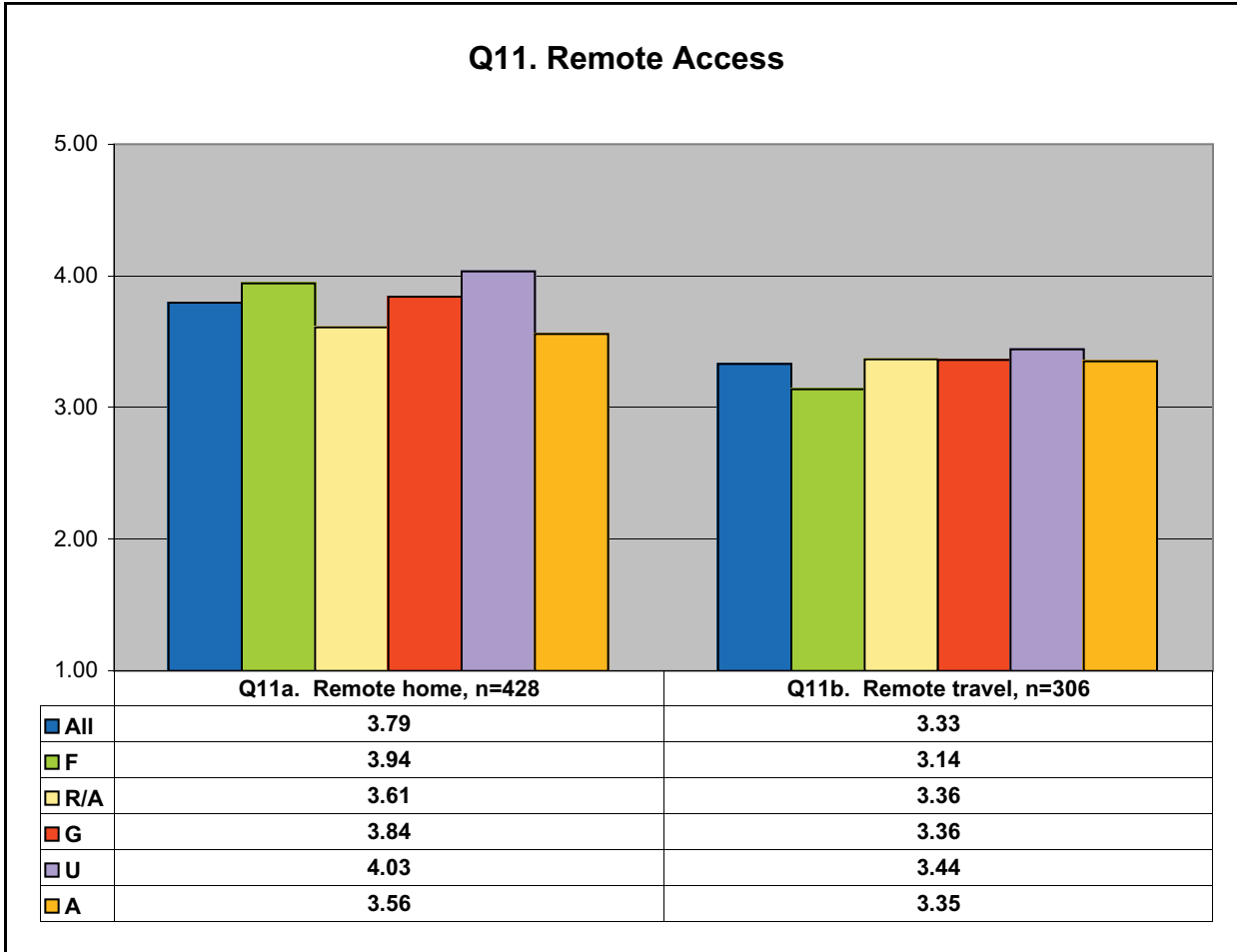
Make it clear when we should update.

Release monthly CDs with all MS critical updates and patches.

Remote Access

11. How satisfied are you overall with your ability to use MIT services:

- a. Working from home
- b. While traveling

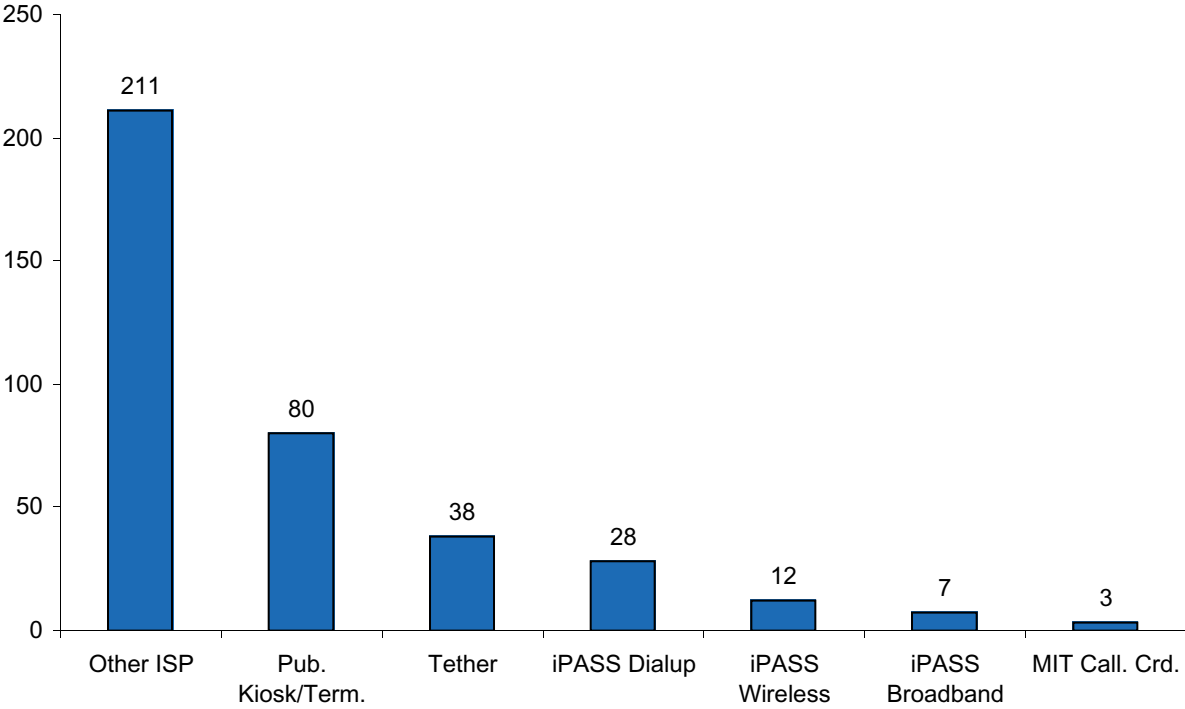


Q11a Remote home									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.79	2%	11%	16%	45%	25%	428	1.02	0.10
F	3.94	3%	8%	13%	44%	32%	71		
R/A	3.61	4%	14%	23%	37%	23%	79		
G	3.84	2%	11%	13%	49%	25%	100		
U	4.03	2%	2%	16%	49%	31%	88		
A	3.56	1%	21%	16%	46%	17%	90		

Q11b Remote travel									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.33	5%	17%	30%	38%	11%	306	1.03	0.12
F	3.14	9%	25%	23%	29%	14%	65		
R/A	3.36	4%	14%	35%	33%	13%	69		
G	3.36	3%	17%	28%	44%	8%	64		
U	3.44	2%	14%	36%	37%	12%	59		
A	3.35	4%	16%	27%	47%	6%	49		

12. How do you primarily connect to MIT while traveling? (Select one)

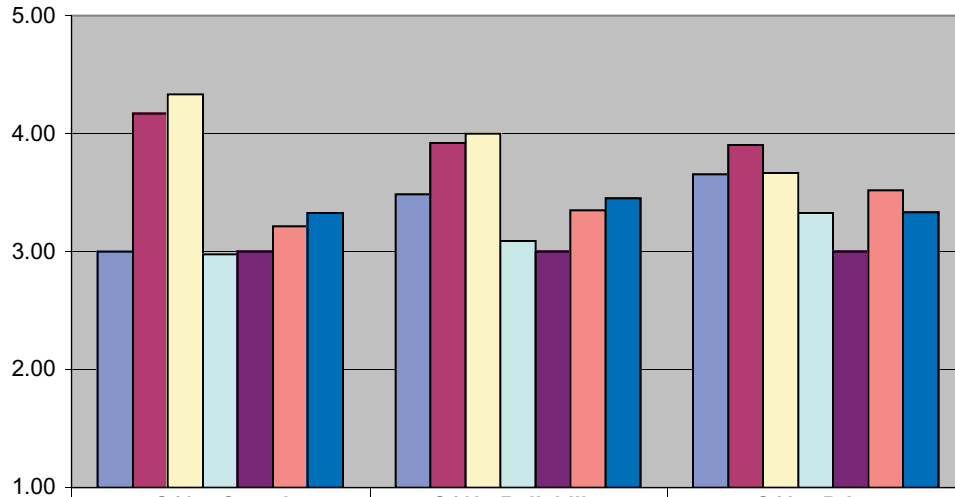
Q12. Count of Primary Method for Connecting While Traveling, n=379



13. Thinking about the connection you selected above, please rate your satisfaction with the following:

- a. Speed
- b. Reliability
- c. Price

Q13. Satisfaction with Aspects of Remote Access (for All)



	Q13a. Speed	Q13b. Reliability	Q13c. Price
iPASS Dialup, n=27	3.00	3.48	3.65
iPASS Wireless, n=12	4.17	3.92	3.90
iPASS Broadband, n=6	4.33	4.00	3.67
Tether, n=37	2.97	3.09	3.32
MIT Call. Crd., n=2	3.00	3.00	3.00
Pub. Kiosk/Term., n=75	3.21	3.35	3.52
Other ISP, n=185	3.32	3.45	3.33

Q13a Remote speed									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
iPASS Dialup	3.00	4%	41%	15%	33%	7%	27	1.11	0.14
iPASS Wireless	4.17	0%	0%	8%	67%	25%	12	0.58	0.11
iPASS Broadband	4.33	0%	0%	0%	67%	33%	6	0.52	0.14
Tether	2.97	5%	35%	24%	27%	8%	37	1.09	0.12
MIT Call Crd	3.00	0%	0%	100%	0%	0%	2	0.00	N/A
Pub Kiosk/Term	3.21	5%	21%	35%	24%	15%	75	1.11	0.09
Other ISP	3.32	6%	17%	28%	35%	14%	185	1.11	0.06

Q13b Remote reliab									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
iPASS Dialup	3.48	4%	7%	33%	48%	7%	27	0.89	0.12
iPASS Wireles	3.92	0%	8%	8%	67%	17%	12	0.79	0.15
iPASS Broadband	4.00	0%	17%	0%	50%	33%	6	1.10	0.30
Tether	3.09	14%	23%	20%	26%	17%	35	1.34	0.15
MIT Call Crd	3.00	0%	0%	100%	0%	0%	2	0.00	N/A
Pub Kiosk/Term	3.35	4%	16%	37%	27%	16%	75	1.06	0.08
Other ISP	3.45	3%	14%	30%	40%	13%	183	0.99	0.05

Q13c Remote price									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
iPASS Dialup	3.65	8%	8%	23%	35%	27%	26	1.20	0.16
iPASS Wireles	3.90	0%	0%	30%	50%	20%	10	0.74	0.16
iPASS Broadband	3.67	0%	0%	50%	33%	17%	6	0.82	0.22
Tether	3.32	9%	18%	24%	32%	18%	34	1.22	0.14
MIT Call Crd	3.00	0%	0%	100%	0%	0%	2	0.00	N/A
Pub Kiosk/Term	3.52	0%	4%	59%	19%	19%	54	0.84	0.08
Other ISP	3.33	6%	13%	36%	33%	12%	157	1.03	0.06

14. What would improve your satisfaction with off-campus access to MIT?

Themes from Comment Analysis

This question puts the spotlight on WebMail, as that is the email system people might expect to have available while traveling. Over slow network lines WebMail is too slow and its flaky response is even more unbearable.

Faculty

A fixed-price per month iPASS option might be useful. If I'm traveling and need to spend the day connected at a hotel, the current per hour pricing for broadband is prohibitively expensive, so I fall back on a fixed price modem (slow) dialup.

A good ISP provider accessible from many cities and countries.

Add some servers to WEBMAIL. It is far too slow in response. I use it only when traveling, if iPASS is not available. iPASS is great. Thank you.

Better, faster webmail

Can webmail be made more user friendly and faster?

Could we get an MIT deal with COMCAST. My network from home is critical to the way I work. I use it to keep in touch with students and with colleagues. Without connectivity my productivity is really hurt.

Fix webmail so it isn't painfully slow.

It seemed that iPass generally worked better than AOL for travel connections. It was good to have both options available - neither is 100% reliable.

I'm going to try this iPass deal and see how good it really is!

IS to investigate VPN and SSH-enabled VNC to remote-access to MIT

More reliability, speed. Prevent disconnects-often hard to reconnect

The connection is constantly interrupted.

Webmail should forgo fancy graphics if speed could be improved. it is painfully, painfully slow.

Webmail.mit.edu is extremely slow compared to other remote access web-based services (provided by other schools) I used.

X emulator to permit Athena connection

Research Academic

A free dial-up service through Eudora.

An RF link to Cambridge.

availability of a low cost dialup

Being able to connect to MIT computers over the network.

Eliminate the cost for Tether/PPP dialup. It is wasteful to add the billing hassle of a token payment (\$10/mo) for what should be a nominal service.

Faster webmail

I am dropping the tether services and signing with a cable-modem carrier (Comcast).

Provide DSL or 56k dial up

Graduate Students

Free dialup access.

I use Tether at home. Charging your students for Internet connectivity off campus is totally and completely ridiculous. Boo hiss to Tether charges, even if they are only \$10 a month.

It's difficult to use certificate-based services while away from campus and/or home.

Some 800 dial-up numbers

The network connection should be provided to the off-campus residence .

Undergraduates

56k modem dialup line should be standard.

A VPN. An 800 number.

Faster connection speed would always be nice.

Faster webmail also the "compose" screen of webmail sometimes times out which is very annoying because you don't know if the e-mail was sent or not

It would be nice to know what remote access options are provided for student use.

Improve webmail.it takes forever using my ISP

make webmail less flaky and faster.

Administrators

Add more web-based services for accessing MIT systems. Web Mail and Tech Time are a good start, but web based access to the AFS file system would also be helpful.

Better ability to get all attachments, and to have email while away virtually like it is when I am here. I have MIT email forwarded to yahoo because it works better for me.

Better compatibility between Eudora and WebMail

Better reliability of Tether.

Free Tether

I would like to be able to access MIT and our server via DSL or some (any) other high-speed service.

Improved reliability; more servers for easier access.

iPass more affordable better connectivity with foreign travel

iPASS Wireless Broadband for MIT Employees.

Speed up Webmail.

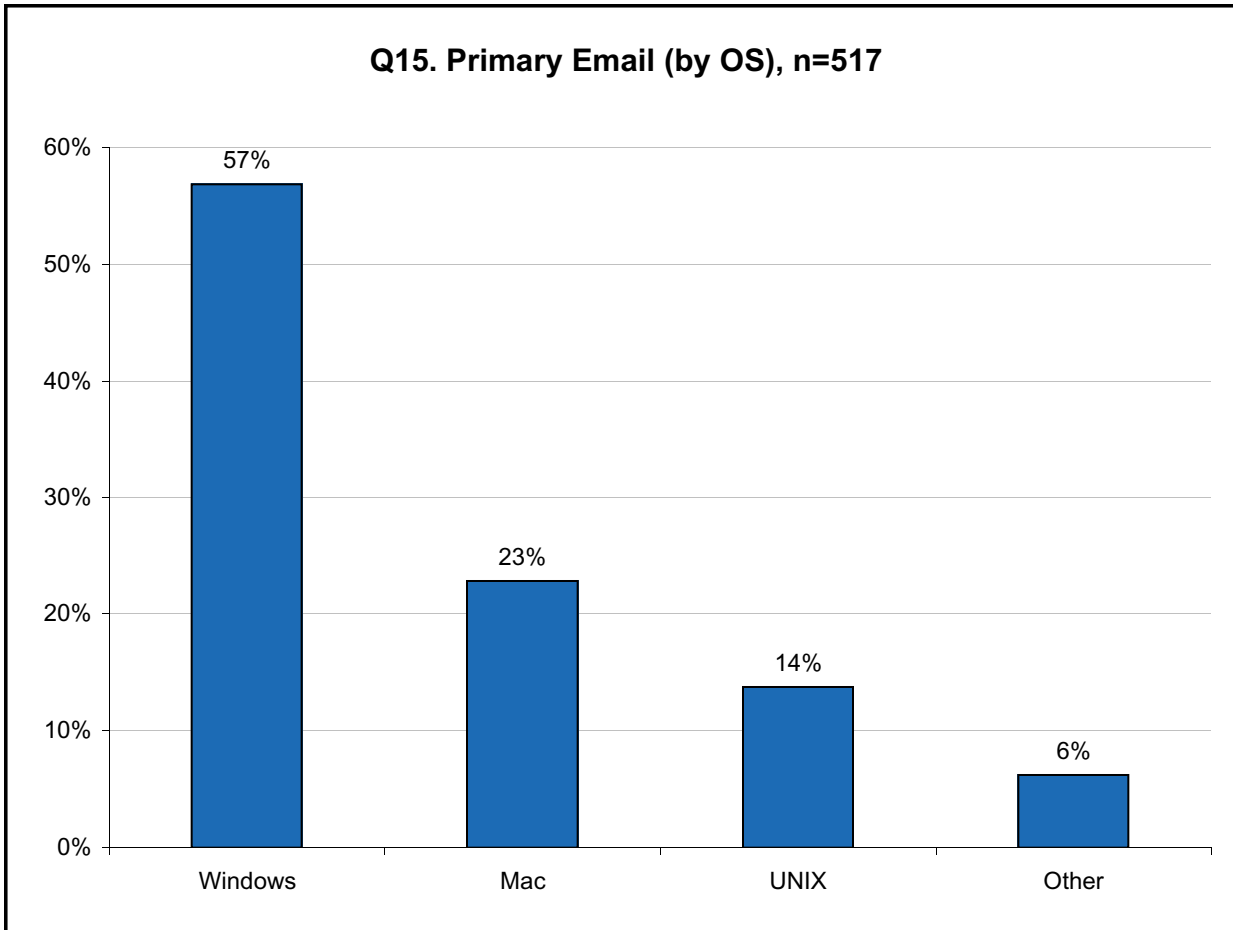
The Cisco VPN solution seems to be a good workaround for the port blocking. I think a VPN solution should have been implemented some time ago.

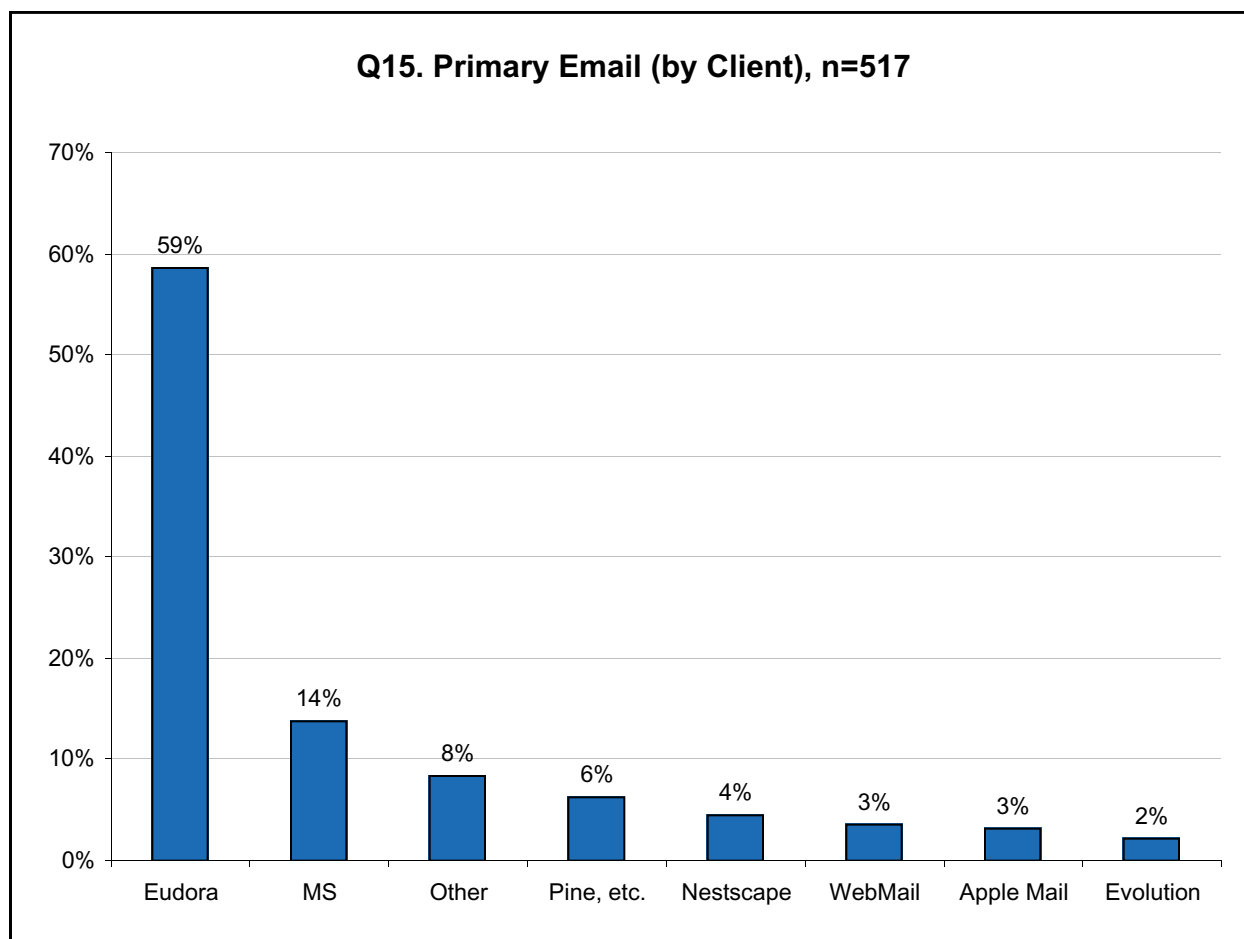
Webmail is awkward to use; a better, more user-friendly interface would be nice.

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Email

15. What email application do you primarily use to access your MIT email? (Select one)





Q15 Primary email client									
Email app	Faculty	Rea/Acc	Grad	Ugrad	Admin	All	Count		
Mac Eudora	24%	22%	3%	3%	38%	19%	96		
Mac MS Outlook	1%	0%	1%	0%	0%	0%	2		
Mac Netsc Mail	1%	1%	0%	0%	1%	1%	3		
Mac MS Entourage	0%	0%	1%	0%	0%	0%	1		
Apple Mail	3%	7%	3%	3%	1%	3%	16		
Win Eudora	48%	41%	27%	40%	46%	40%	207		
Win MS Outlook	5%	6%	26%	18%	6%	12%	63		
Win Netsc Mail	1%	6%	6%	5%	1%	4%	19		
Win Outlook Expr	0%	0%	1%	1%	2%	1%	5		
Win Evolution	0%	0%	0%	2%	0%	0%	2		
UNIX	3%	4%	3%	1%	1%	2%	11		
UNIX Netsc Mail	0%	1%	0%	0%	0%	0%	1		
UNIX (Pine, etc)	6%	7%	14%	5%	0%	6%	32		
UNIX WebMail	0%	2%	6%	9%	1%	3%	18		
UNIX Evolution	1%	0%	4%	4%	0%	2%	9		
Other Email	8%	6%	7%	8%	3%	6%	32		
Count	80	106	108	96	127	517	517		

16. What would increase your satisfaction with MIT email?

Themes from Comment Analysis

- a.) WebMail was the biggest issue for our email users; despite IS protests that you should not rely on WebMail as a major email platform, people clearly use it enough to be concerned at how slow and flaky it can be. (These comments precede adding a second WebMail server in November 2003)
- b.) Spam screening may never be good enough (but these comments precede the better spam screening introduced in December of 2003.)
- c.) There remains concern about the narrow variety of email clients officially supported. Outlook users want their platform more formally supported, with better outreach of info on how to set it up to connect to MIT servers.

Faculty

A really good and effective spam filter.

A better email application

Better filters to block more spam

Better webmail for travel

decrease the bugs in Eudora program announce updates timely

Filtering unwanted spam

Improve webmail. a lot of students use it, and they cant read the attachments that I send.

It's pretty good. Probably one of the best aspects of IS.

More disk space

Not sure why, but I have updated my Eudora from MIT web, and now it crashes > 3 times a day

Research Academic

As said before, Eudora files are difficult to access at home. Webmail is not efficient.

Better handling of Deleted Emails & Sent emails

Better support for MS outlook

Block the spam!

Webmail is horrific. slow connections, many problems, expired sessions, inability to save personal information

WebMail is very poorly designed from a user perspective. It's unbelievable that MIT would offer such a clunky piece of software to all users.

Graduate Students

Allow Eudora to connect to MIT mail server off campus
Better webmail access
Better Webmail functionality.
Easier connectivity with Outlook
Full support of Outlook
Less spam! (did not know about spam screening service mentioned below)
WebMail is way too slow and sometimes it's not responsive.
WEBMAIL should be reserved for off-campus use only.

Undergraduates

Faster Webmail.
Fewer timeouts on webmail, more spam filters for common viruses and known offenders
I like the email service.
Improve speed and reliability of Webmail.
Less spam, ability to delete emails from webmail
Make directions for using Outlook more available.
More control over spam filtering. SpamAssassin is wonderful, but I feel that the threshold is too high.
More functionality in WebMail

Administrators

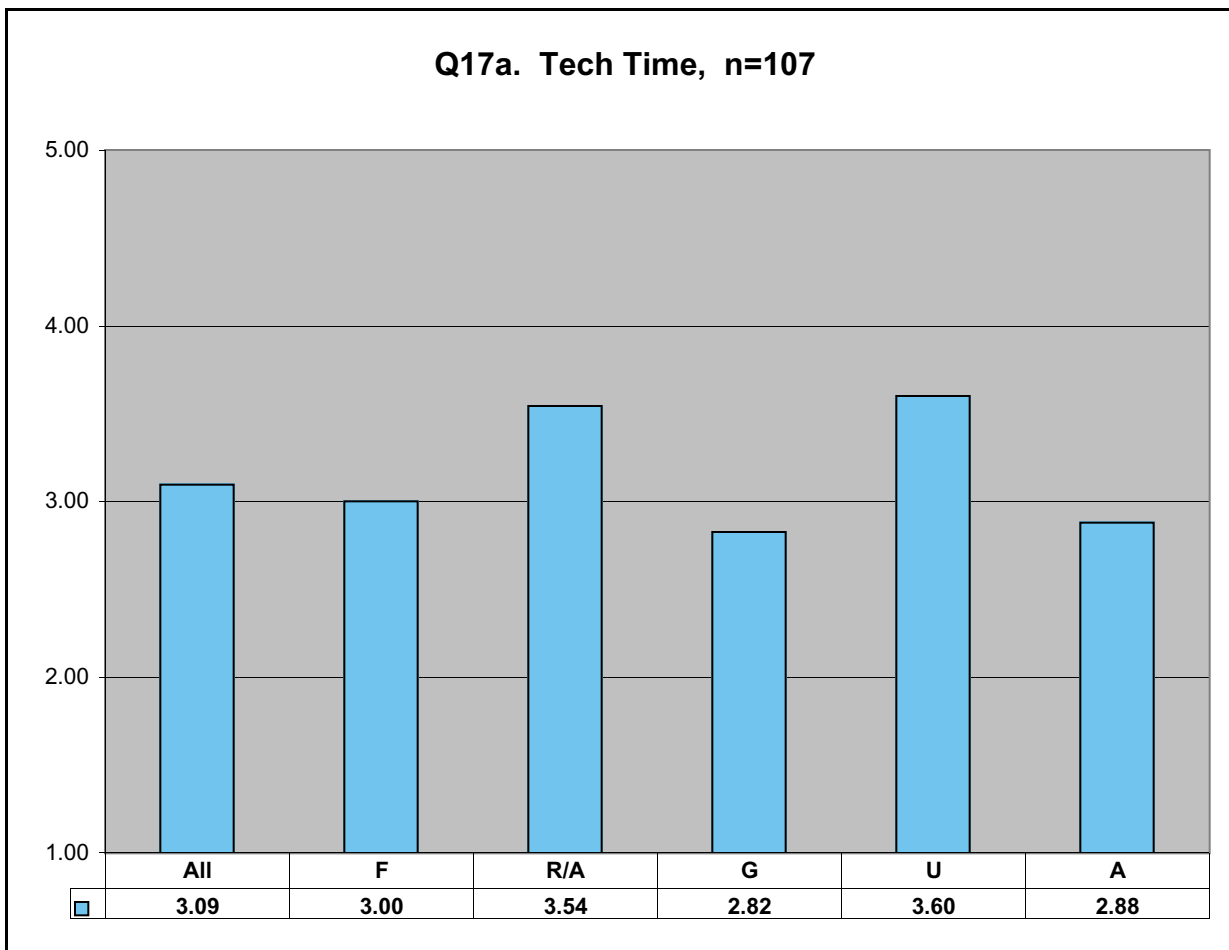
Ability to use MS Outlook as my primary access, due to its integration with other MS Office applications such as calendaring, Word, and Excel. I understand the issue is that Outlook is currently still not "kerberized"
Better spam filter
Better webmail
Check for and remove virus in e-mail before they get to desktops.
I think email at MIT is great. I've been very happy with Eudora, and Webmail.
More effective spam filtering.
my wish list would include elimination of the obvious and annoying spam.
Obviously, MIT works very hard to keep the junk out of my inbox. Thanks.

New Services

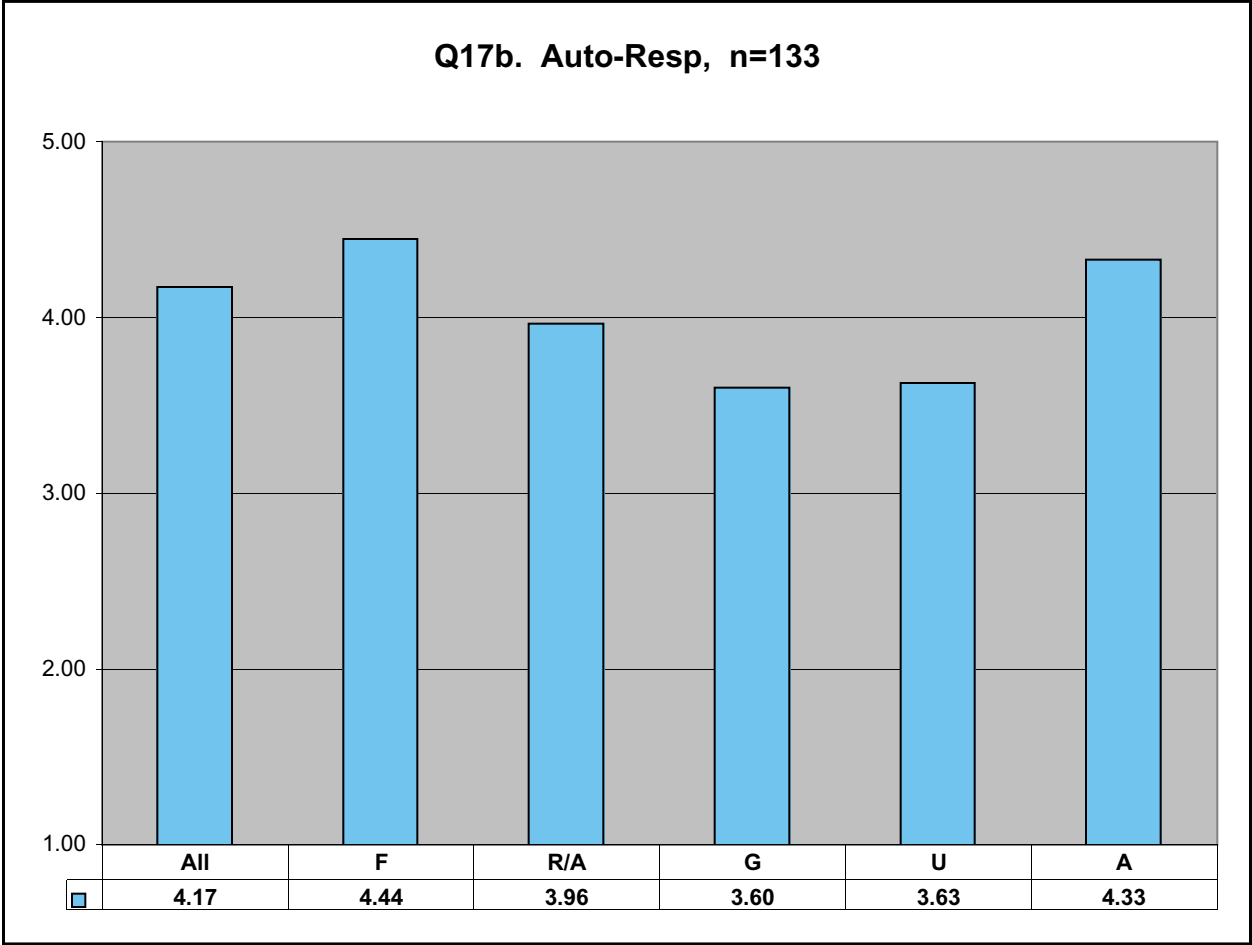
17. If you have used any of the following services introduced this year, please rate your satisfaction with them.

- a. MIT calendaring, Tech Time
- b. Auto-Responder (vacation email)
- c. MIT Spam Screening*
- d. WebMail
- e. Self-Registration (for TechTime and iPASS)

* An updated and improved version of Spam Screening was released subsequent to this survey.

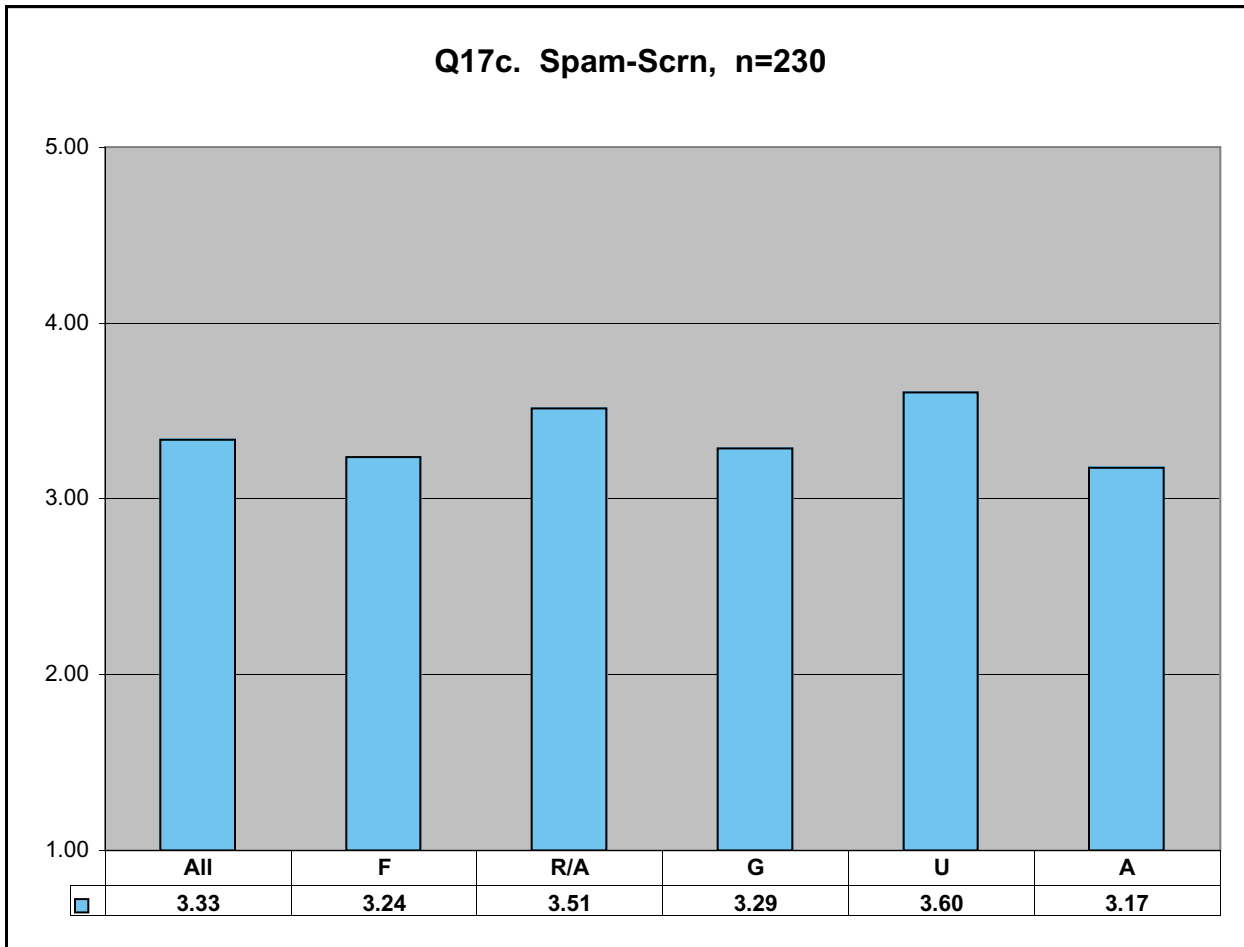


Q17a Tech Time									
	Mean	0	0	0	0	0	Count	Std. Dev.	95% CI +/-
All	3.09	14%	13%	33%	30%	10%	107	1.19	0.22
F	3.00	14%	29%	0%	57%	0%	7		
R/A	3.54	4%	4%	42%	33%	17%	24		
G	2.82	12%	6%	71%	12%	0%	17		
U	3.60	0%	0%	50%	40%	10%	10		
A	2.88	22%	20%	16%	29%	12%	49		

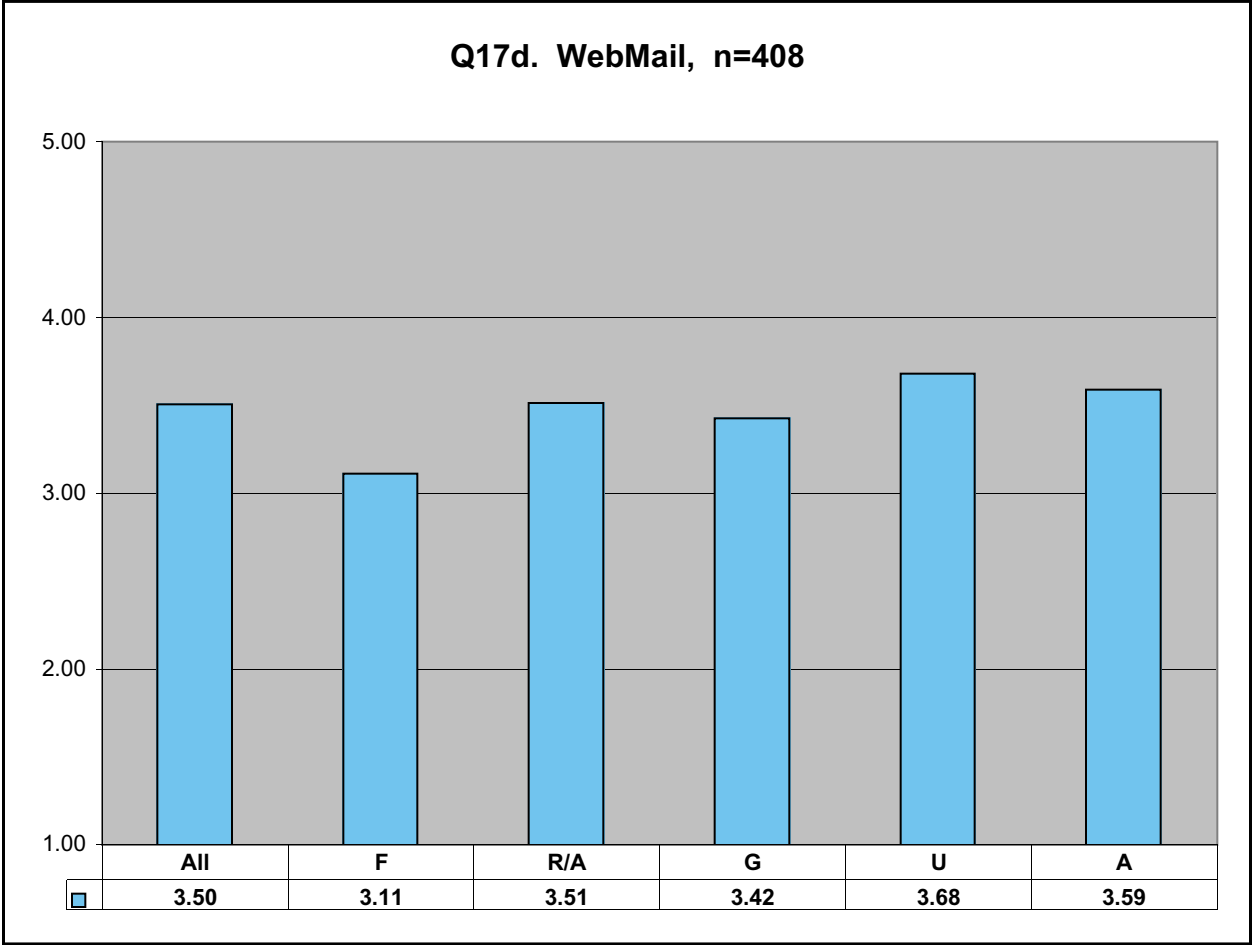


Q17b Auto-Resp									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	4.17	2%	4%	17%	31%	47%	133	0.95	0.16
F	4.44	0%	6%	0%	39%	56%	18		
R/A	3.96	0%	7%	19%	44%	30%	27		
G	3.60	0%	0%	60%	20%	20%	10		
U	3.63	0%	0%	63%	13%	25%	8		
A	4.33	3%	3%	10%	27%	57%	70		

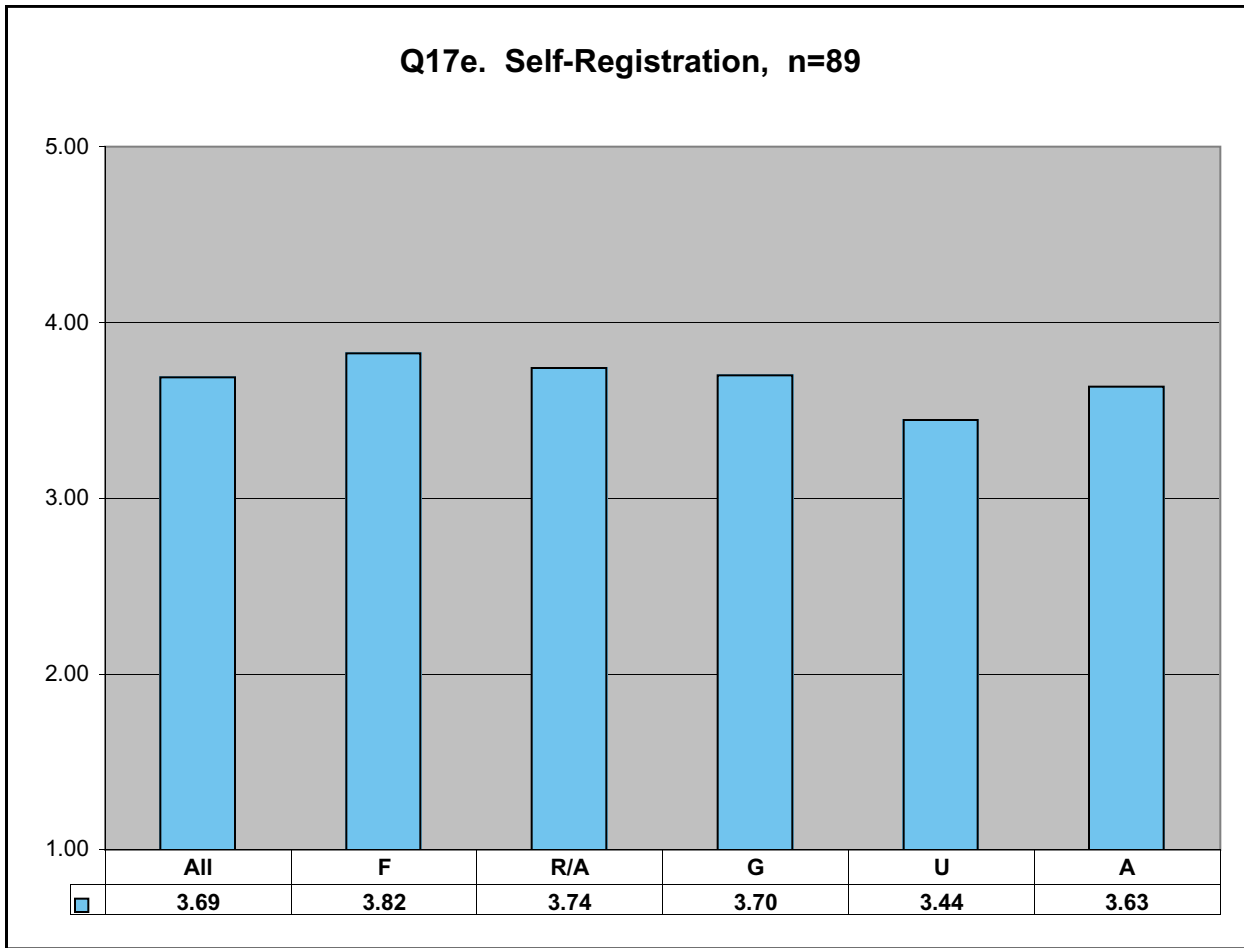
An updated and improved version of Spam Screening was released subsequent to this survey.



Q17c Spam-Scrn									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.33	9%	17%	22%	36%	16%	230	1.19	0.15
F	3.24	6%	24%	21%	41%	9%	34		
R/A	3.51	8%	16%	19%	30%	27%	37		
G	3.29	9%	14%	29%	37%	11%	35		
U	3.60	5%	14%	19%	42%	21%	43		
A	3.17	12%	19%	22%	33%	14%	81		



Q17d WebMail									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.50	5%	17%	19%	40%	19%	408	1.13	0.11
F	3.11	9%	29%	18%	31%	13%	45		
R/A	3.51	7%	16%	13%	45%	18%	82		
G	3.42	4%	20%	21%	40%	15%	92		
U	3.68	1%	14%	20%	46%	19%	94		
A	3.59	5%	15%	20%	36%	24%	95		



Q17e Self-Reg									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.69	0%	4%	39%	39%	17%	89	0.81	0.17
F	3.82	0%	6%	24%	53%	18%	17		
R/A	3.74	0%	0%	39%	48%	13%	23		
G	3.70	0%	0%	50%	30%	20%	10		
U	3.44	0%	11%	44%	33%	11%	9		
A	3.63	0%	7%	43%	30%	20%	30		

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Help Services

IS&T provides problem resolution to the MIT community through several teams including:

** Business Liaison Team (BLT), contacted through 2-1177, businesshelp@mit.edu*

** Help Desk (CHD), contacted through 3-1101, computing-help@mit.edu*

** Athena Consulting, contacted through OLC on Athena, 3-4435 or a web form*

18. Have you used any of these services in the last year?

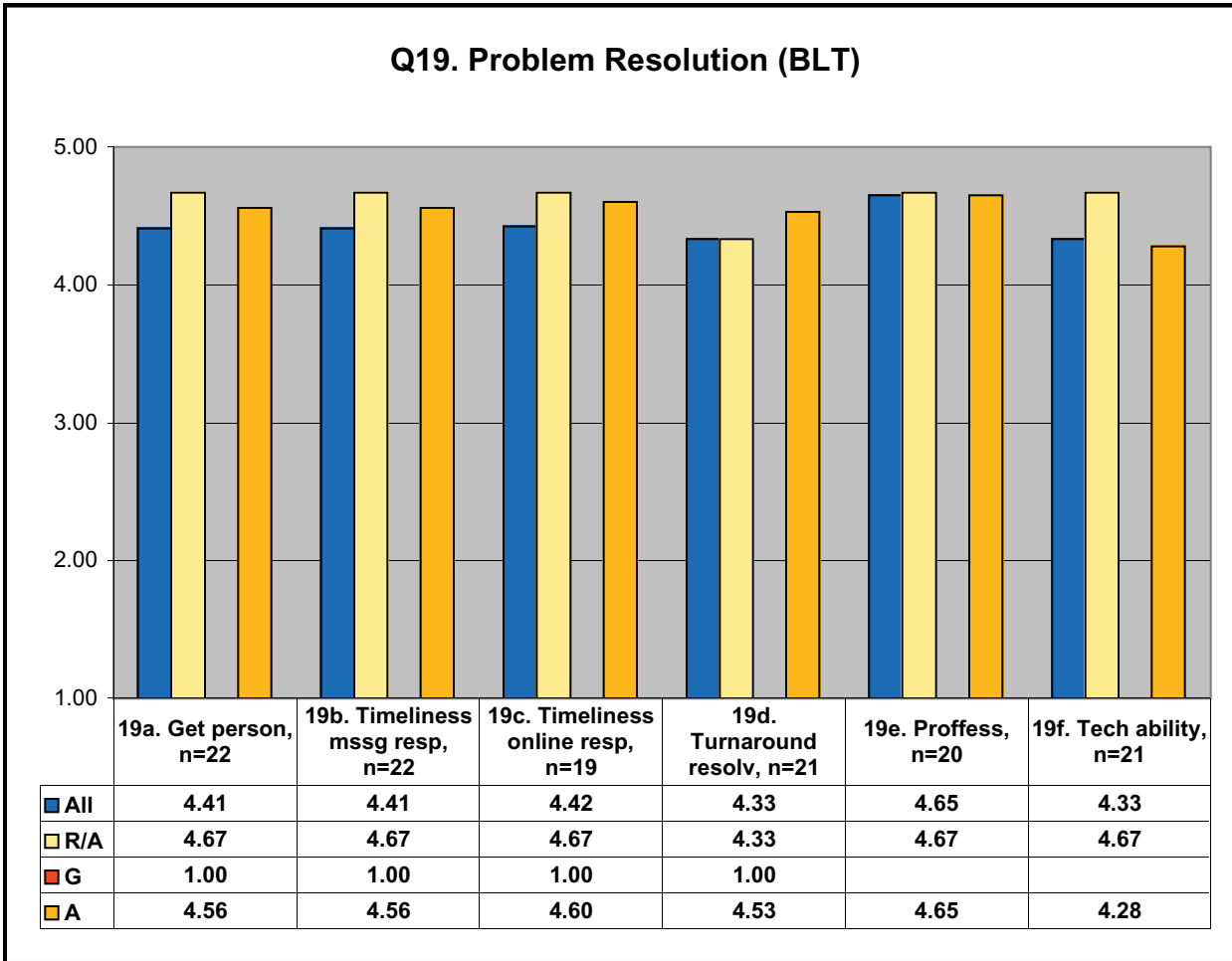
Yes. Please select the one you used most often:

BLT Help Desk Athena Consultants (OLC)

No. Skip to question 20 >>

19. Thinking about the group you selected above, rate your satisfaction with the following:

- a. Ability to get through to a person
- b. Timeliness of response to your messages
- c. Timeliness of response online
- d. Turnaround time for resolving your problem
- e. Professionalism
- f. Technical ability



19a Get person (BLT)										
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-	
All	4.41	5%	5%	0%	27%	64%	22	1.05	0.15	
R/A	4.67	0%	0%	0%	33%	67%	3			
G	1.00	100%	0%	0%	0%	0%	1			
A	4.56	0%	6%	0%	28%	67%	18			

19b Timeliness mssg resp (BLT)										
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-	
All	4.41	5%	0%	9%	23%	64%	22	1.01	0.14	
R/A	4.67	0%	0%	0%	33%	67%	3			
G	1.00	100%	0%	0%	0%	0%	1			
A	4.56	0%	0%	11%	22%	67%	18			

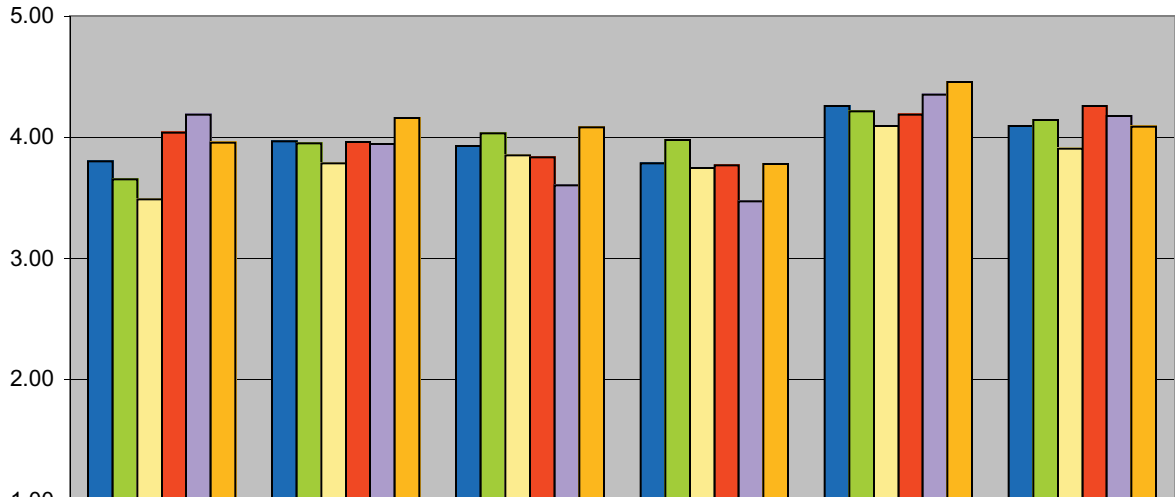
19c Timeliness online resp (BLT)									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	4.42	5%	0%	5%	26%	63%	19	1.02	0.16
R/A	4.67	0%	0%	0%	33%	67%	3		
G	1.00	100%	0%	0%	0%	0%	1		
A	4.60	0%	0%	7%	27%	67%	15		

19d Turnaround resolv (BLT)									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	4.33	5%	0%	5%	38%	52%	21	0.97	0.14
R/A	4.33	0%	0%	0%	67%	33%	3		
G	1.00	100%	0%	0%	0%	0%	1		
A	4.53	0%	0%	6%	35%	59%	17		

19e Proffess (BLT)									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	4.65	0%	0%	5%	25%	70%	20	0.59	0.09
R/A	4.67	0%	0%	0%	33%	67%	3		
G	0.00	0%	0%	0%	0%	0%	0		
A	4.65	0%	0%	6%	24%	71%	17		

19f Tech ability (BLT)									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	4.33	0%	5%	5%	43%	48%	21	0.80	0.12
R/A	4.67	0%	0%	0%	33%	67%	3		
G	0.00	0%	0%	0%	0%	0%	0		
A	4.28	0%	6%	6%	44%	44%	18		

Q19. Problem Resolution (Help Desk)



	19a. Get person, n=175	19b. Timeliness mssg resp, n=171	19c. Timeliness online resp, n=136	19d. Turnaround resolv, n=173	19e. Proffess, n=175	19f. Tech ability, n=172
All	3.80	3.96	3.93	3.79	4.26	4.09
F	3.65	3.95	4.03	3.98	4.21	4.14
R/A	3.49	3.79	3.85	3.74	4.09	3.90
G	4.04	3.96	3.83	3.77	4.19	4.26
U	4.19	3.94	3.60	3.47	4.35	4.18
A	3.96	4.16	4.08	3.78	4.46	4.09

19a Get person (Help Desk)									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.80	3%	10%	16%	43%	27%	175	1.06	0.05
F	3.65	5%	14%	16%	42%	23%	43		
R/A	3.49	5%	19%	14%	49%	14%	43		
G	4.04	4%	4%	15%	41%	37%	27		
U	4.19	0%	0%	13%	56%	31%	16		
A	3.96	2%	7%	20%	37%	35%	46		

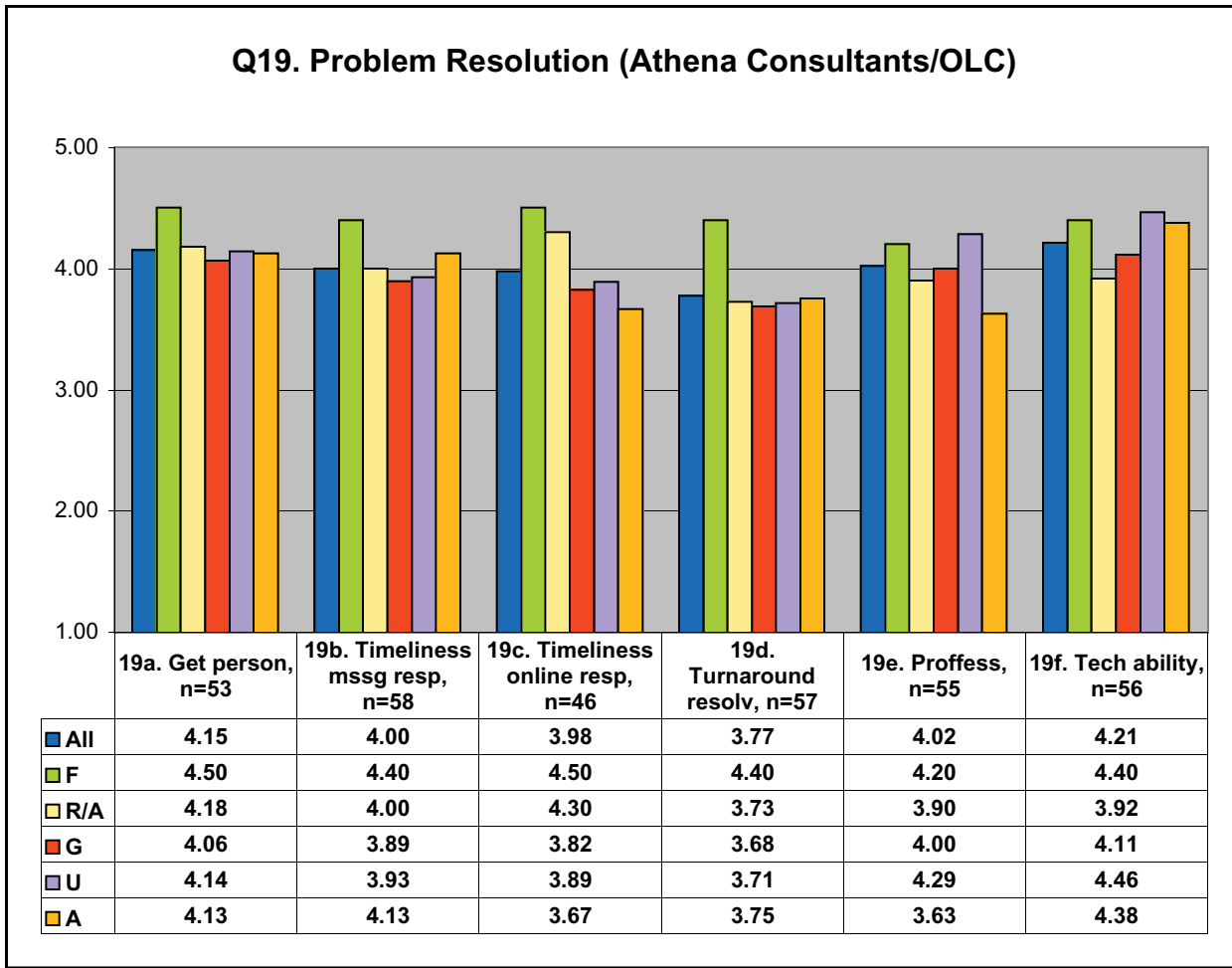
19b Timeliness mssg resp (Help Desk)									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.96	3%	7%	13%	44%	33%	171	1.01	0.05
F	3.95	2%	12%	7%	44%	34%	41		
R/A	3.79	5%	7%	19%	43%	26%	42		
G	3.96	8%	0%	15%	42%	35%	26		
U	3.94	0%	12%	12%	47%	29%	17		
A	4.16	0%	4%	13%	44%	38%	45		

19c Timeliness online resp (Help Desk)									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.93	2%	5%	18%	46%	28%	136	0.93	0.05
F	4.03	0%	6%	16%	47%	31%	32		
R/A	3.85	3%	6%	15%	55%	21%	33		
G	3.83	11%	0%	17%	39%	33%	18		
U	3.60	0%	13%	33%	33%	20%	15		
A	4.08	0%	3%	18%	47%	32%	38		

19d Turnaround resolv (Help Desk)									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.79	5%	8%	18%	43%	26%	173	1.06	0.05
F	3.98	0%	7%	12%	57%	24%	42		
R/A	3.74	5%	7%	19%	49%	21%	43		
G	3.77	8%	12%	12%	35%	35%	26		
U	3.47	6%	12%	29%	35%	18%	17		
A	3.78	7%	4%	24%	33%	31%	45		

19e Proffess (Help Desk)									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	4.26	2%	3%	9%	41%	46%	175	0.87	0.04
F	4.21	0%	7%	12%	33%	48%	42		
R/A	4.09	0%	5%	14%	49%	33%	43		
G	4.19	7%	0%	4%	44%	44%	27		
U	4.35	0%	0%	12%	41%	47%	17		
A	4.46	2%	0%	4%	37%	57%	46		

19f Tech ability (Help Desk)									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	4.09	1%	5%	13%	44%	37%	172	0.90	0.05
F	4.14	2%	5%	14%	33%	45%	42		
R/A	3.90	0%	7%	17%	54%	22%	41		
G	4.26	4%	0%	7%	44%	44%	27		
U	4.18	0%	0%	12%	59%	29%	17		
A	4.09	0%	9%	13%	38%	40%	45		



19a Get person (Athena Consultants (OLC))										
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-	
All	4.15	0%	2%	13%	53%	32%	53	0.72	0.07	
F	4.50	0%	0%	0%	50%	50%	4			
R/A	4.18	0%	0%	27%	27%	45%	11			
G	4.06	0%	0%	19%	56%	25%	16			
U	4.14	0%	7%	7%	50%	36%	14			
A	4.13	0%	0%	0%	88%	13%	8			

19b Timeliness mssg resp (Athena Consultants (OLC))										
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-	
All	4.00	0%	5%	14%	57%	24%	58	0.77	0.07	
F	4.40	0%	0%	0%	60%	40%	5			
R/A	4.00	0%	8%	8%	58%	25%	12			
G	3.89	0%	0%	26%	58%	16%	19			
U	3.93	0%	14%	7%	50%	29%	14			
A	4.13	0%	0%	13%	63%	25%	8			

19c Timeliness online resp (Athena Consultants (OLC))									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-
All	3.98	0%	4%	17%	54%	24%	46	0.77	0.08
F	4.50	0%	0%	0%	50%	50%	4		
R/A	4.30	0%	0%	10%	50%	40%	10		
G	3.82	0%	0%	29%	59%	12%	17		
U	3.89	0%	11%	11%	56%	22%	9		
A	3.67	0%	17%	17%	50%	17%	6		

19d Turnaround resolv (Athena Consultants (OLC))									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-
All	3.77	2%	7%	19%	56%	16%	57	0.87	0.08
F	4.40	0%	0%	0%	60%	40%	5		
R/A	3.73	0%	9%	18%	64%	9%	11		
G	3.68	0%	5%	37%	42%	16%	19		
U	3.71	0%	14%	14%	57%	14%	14		
A	3.75	13%	0%	0%	75%	13%	8		

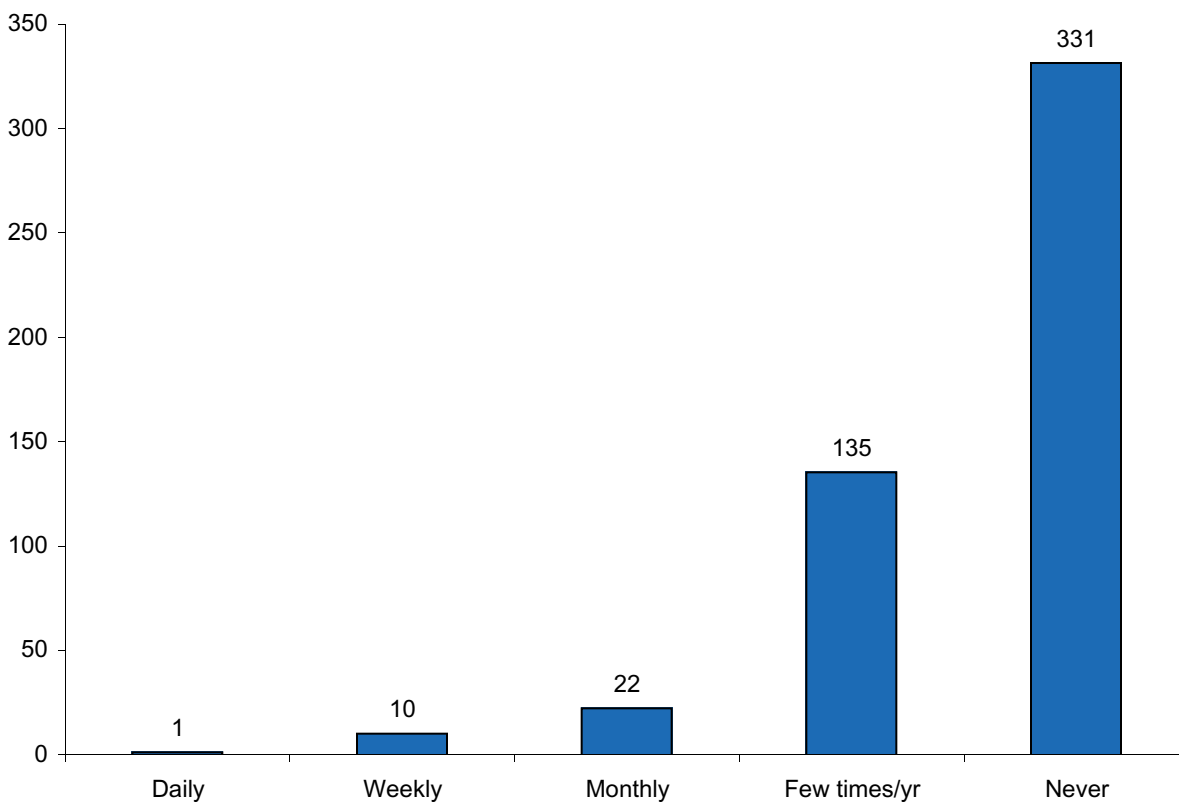
19e Proffess (Athena Consultants (OLC))									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-
All	4.02	0%	5%	15%	53%	27%	55	0.80	0.07
F	4.20	0%	0%	20%	40%	40%	5		
R/A	3.90	0%	10%	20%	40%	30%	10		
G	4.00	0%	0%	28%	44%	28%	18		
U	4.29	0%	0%	0%	71%	29%	14		
A	3.63	0%	25%	0%	63%	13%	8		

19f Tech ability (Athena Consultants (OLC))									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-
All	4.21	0%	4%	11%	46%	39%	56	0.78	0.07
F	4.40	0%	0%	0%	60%	40%	5		
R/A	3.92	0%	8%	33%	17%	42%	12		
G	4.11	0%	6%	11%	50%	33%	18		
U	4.46	0%	0%	0%	54%	46%	13		
A	4.38	0%	0%	0%	63%	38%	8		

20. During the past year, how often has there been an impact on your work because after-hours support was not available?

- Daily
- Weekly
- Monthly
- A few times a year
- Never

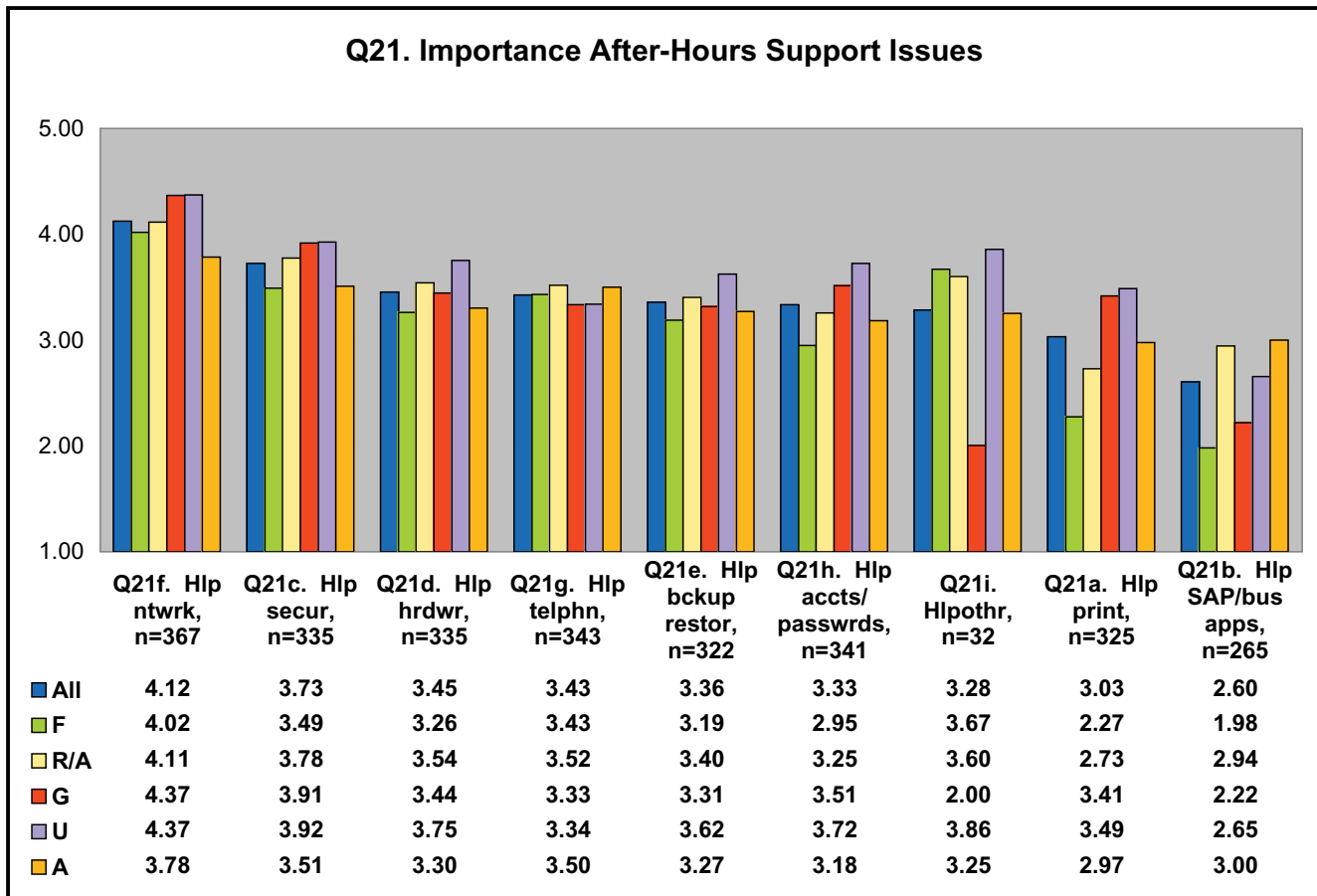
Q20. Count of Frequency of Impact Because of After-Hours Support Need, n=499



Q20 After-hours impct freq						
	Daily	Weekly	Monthly	Few/year	Never	Count
All	0%	2%	4%	27%	66%	499
F	0%	1%	4%	36%	58%	77
R/A	0%	4%	6%	24%	67%	102
G	1%	1%	4%	28%	66%	100
U	0%	3%	6%	24%	67%	93
A	0%	1%	2%	26%	71%	127

21. Please rate the importance of having after-hours support for the following:

- a. Help with printing
- b. SAP/business apps
- c. Security
- d. Hardware issues
- e. Restoring from backups
- f. Network
- g. Telephone support
- h. Accounts and passwords issues
- i. Other, please specify:



Q21a After-hours hlp print									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.03	15%	21%	25%	26%	14%	325	1.27	0.14
F	2.27	31%	27%	27%	13%	2%	48		
R/A	2.73	17%	22%	37%	19%	5%	59		
G	3.41	9%	21%	16%	29%	26%	70		
U	3.49	10%	13%	19%	36%	23%	70		
A	2.97	13%	22%	29%	27%	9%	78		

Q21b After-hours hlp SAP/bus apps									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	2.60	20%	23%	38%	14%	5%	265	1.11	0.13
F	1.98	39%	32%	23%	7%	0%	44		
R/A	2.94	9%	20%	43%	22%	6%	54		
G	2.22	29%	29%	31%	10%	0%	51		
U	2.65	18%	12%	57%	10%	2%	49		
A	3.00	12%	22%	34%	16%	15%	67		

Q21c After-hours hlp secur									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.73	4%	10%	25%	34%	27%	335	1.08	0.12
F	3.49	9%	7%	33%	27%	24%	55		
R/A	3.78	1%	13%	24%	28%	33%	67		
G	3.91	3%	10%	17%	33%	37%	70		
U	3.92	0%	3%	26%	47%	24%	66		
A	3.51	5%	13%	27%	35%	19%	77		

Q21d After-hours hlp hrdwr									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.45	6%	11%	28%	39%	15%	335	1.08	0.12
F	3.26	7%	14%	36%	33%	10%	58		
R/A	3.54	6%	8%	29%	40%	17%	65		
G	3.44	9%	10%	24%	43%	15%	68		
U	3.75	2%	8%	22%	52%	17%	64		
A	3.30	8%	16%	31%	29%	16%	80		

Q21e After-hours hlp bckup restor									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.36	7%	14%	34%	28%	17%	322	1.11	0.12
F	3.19	11%	17%	28%	31%	13%	54		
R/A	3.40	6%	6%	40%	34%	13%	62		
G	3.31	7%	16%	34%	21%	21%	67		
U	3.62	3%	3%	39%	36%	18%	61		
A	3.27	5%	23%	31%	22%	19%	78		

2003 IS&T Customer Satisfaction Survey-General Survey

Q21f After-hours hlp ntwrk									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	4.12	2%	4%	14%	38%	41%	367	0.96	0.10
F	4.02	3%	3%	16%	43%	34%	61		
R/A	4.11	3%	1%	19%	36%	41%	70		
G	4.37	4%	1%	4%	37%	54%	79		
U	4.37	0%	0%	11%	40%	49%	70		
A	3.78	2%	11%	21%	37%	29%	87		

Q21g After-hours hlp telphn									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.43	7%	10%	35%	30%	18%	343	1.10	0.12
F	3.43	3%	12%	43%	21%	21%	58		
R/A	3.52	5%	8%	36%	34%	17%	64		
G	3.33	8%	13%	33%	29%	17%	72		
U	3.34	11%	5%	37%	35%	12%	65		
A	3.50	6%	13%	29%	30%	23%	84		

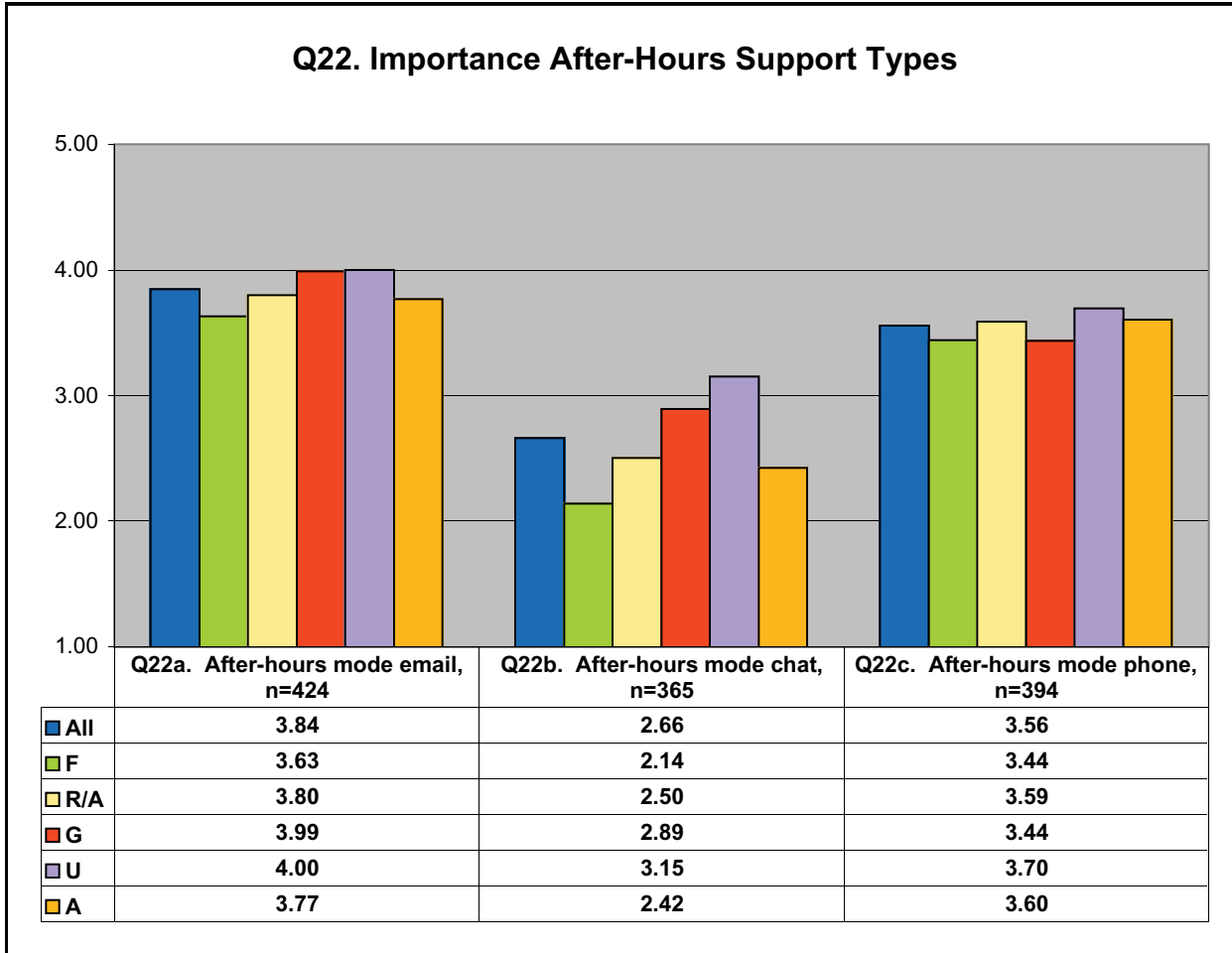
Q21h After-hours hlp accts/passwrds									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.33	7%	16%	31%	28%	18%	341	1.15	0.12
F	2.95	14%	25%	26%	23%	12%	57		
R/A	3.25	6%	13%	40%	30%	10%	67		
G	3.51	8%	14%	22%	32%	24%	74		
U	3.72	3%	9%	31%	26%	31%	65		
A	3.18	5%	21%	37%	26%	12%	78		

Q21i After-hours hlpotr									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.28	6%	13%	44%	22%	16%	32	1.08	0.38
F	3.67	0%	0%	67%	0%	33%	3		
R/A	3.60	0%	0%	40%	60%	0%	5		
G	2.00	40%	20%	40%	0%	0%	5		
U	3.86	0%	0%	43%	29%	29%	7		
A	3.25	0%	25%	42%	17%	17%	12		

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22. Please rate the importance of having the following types of after-hours support available:

- a. Email
- b. Online chat
- c. Phone

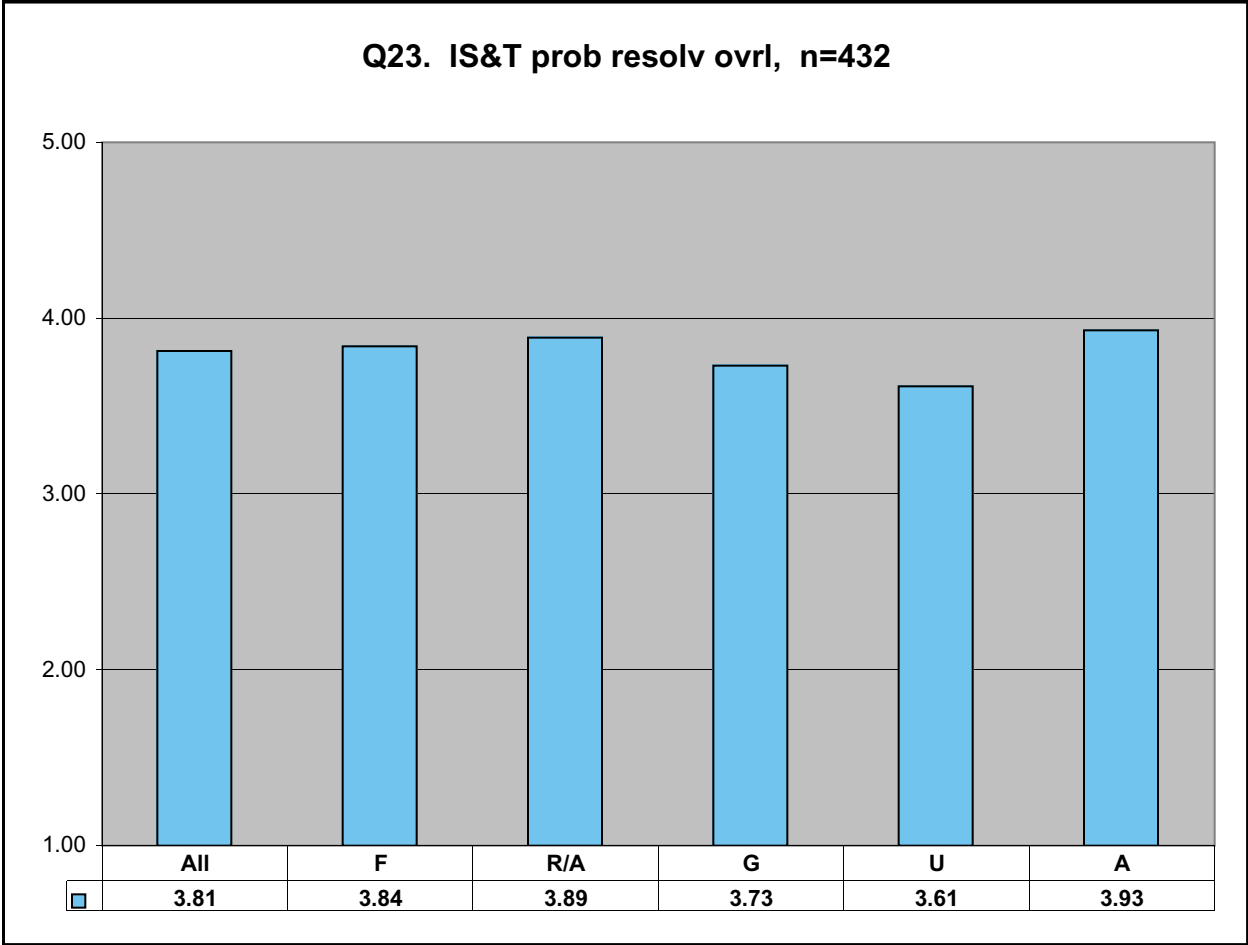


Q22a After-hours mode email									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.84	4%	7%	21%	39%	30%	424	1.04	0.10
F	3.63	8%	8%	26%	31%	28%	65		
R/A	3.80	4%	7%	23%	39%	27%	84		
G	3.99	2%	5%	19%	40%	34%	88		
U	4.00	1%	6%	17%	43%	33%	83		
A	3.77	5%	8%	20%	40%	27%	104		

Q22b After-hours mode chat									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	2.66	18%	25%	35%	16%	6%	365	1.13	0.12
F	2.14	39%	21%	32%	5%	4%	57		
R/A	2.50	21%	31%	31%	13%	4%	68		
G	2.89	14%	22%	33%	23%	8%	83		
U	3.15	5%	17%	44%	25%	9%	81		
A	2.42	20%	36%	32%	9%	4%	76		

Q22c After-hours mode phone									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.56	6%	10%	27%	34%	22%	394	1.12	0.11
F	3.44	8%	10%	30%	34%	18%	61		
R/A	3.59	5%	7%	32%	36%	20%	75		
G	3.44	7%	19%	21%	29%	24%	85		
U	3.70	6%	5%	27%	38%	24%	82		
A	3.60	4%	11%	27%	34%	23%	91		

23. How satisfied are you with IS&T problem resolution overall?



Q23 IS&T prob resolv ovrl									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.81	3%	3%	24%	53%	18%	432	0.85	0.08
F	3.84	4%	3%	25%	40%	28%	68		
R/A	3.89	1%	2%	22%	55%	19%	89		
G	3.73	5%	0%	26%	57%	13%	88		
U	3.61	1%	6%	32%	53%	8%	72		
A	3.93	2%	3%	17%	55%	23%	115		

24. What would increase your satisfaction with problem resolution? (sorted by help team)

Themes from Comment Analysis

- a.) In general, when people think problem resolution they are thinking about software support. The usual HelpDesk behaviors are prominent here: timeliness of response and ability to solve problems once they respond.
- b.) A subgroup of people want more availability of help in their offices, rather than calling the HelpDesk
- c.) That being said, a relatively large % of respondents think things are going well in this area, although a sizeable proportion aren't affected by it ("irrelevant") because their departments take care of it locally.

Help Desk

After hours access.

An available person when there's a problem (not a recording) and help on issues with laptop while traveling, especially in different time zones

Availability of occasional "house calls"

Faster problem resolution

Faster response time

Get a person more often when calling the help line.

Having the information available on the IS website, rather than having to make the call to find out how to register my computer for DHCP, which was highly annoying, considering we were never told about it.

IS has been fabulous every time I've interacted with them. You guys are the best support team I've ever come across. Thank you!

I've only used the HelpDesk once and they were not able to resolve my problem.

The helpdesk has improved greatly.

Personal office visits. Many times these issues just CANNOT be resolved by email. We spend 10 iterations on email - unproductive for caller and helpline respondent

Somewhat better on-line browsing for FAQs

Walk-in hardware diagnostic support

We have tended not to rely on MIT IS over the years because they didn't seem to want to help/collaborate with departments who had to do things differently from the mainstream - so, unfortunately, of necessity, we came to rely on either ourselves or third parties. This has always seemed a pity. The attitude of MIT IS seems much 'friendlier' and more customer service-oriented over the past few years. This is positive - and raises satisfaction as well as hopes.

BLT

At times, help-desk expects us to be a little more computer savvy than we actually are.

I have noticed that BLT sometimes seems so anxious to solve the problem in a timely way that they race to close cases while sometimes not offering the best solution.

I really appreciate having the case tracker available and think IS could advertise the URL for case archives. It is also very helpful to have progress reports from the IS representative working on the resolution to enter information in the system as well as having them keep me updated on the status.

Athena Consultants (OLC)

Faster response for network service

Follow-up and status updates.

No Team Selected

House calls would be helpful and he would expect to be charged.

It would be nice if IS could respond faster to emails about problems that come up.

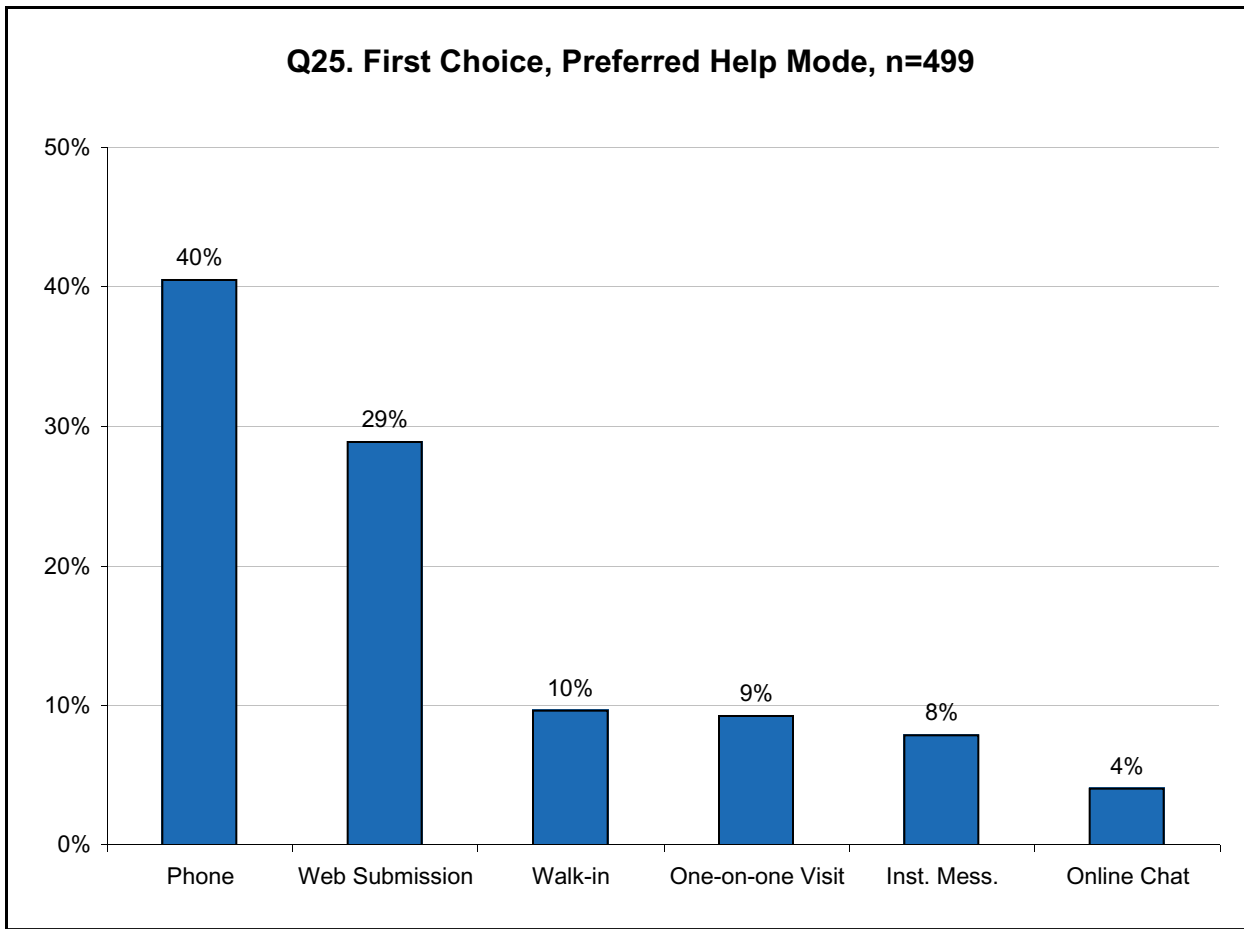
It would be nice if it were easier to contact a human being.

Just make it quicker

More timely RCC problem resolution

25. What would be your top three methods for interacting with help services?

- Walk-in
- Web page (self-submission)
- Instant Messenger
- Online chat
- A visit for one-on-one help
- Phone



Q25 Preferred help services, first choice only							
	F	R/A	G	U	A	All	Count
Walk-in	4%	4%	21%	14%	5%	10%	48
Web Submission	29%	28%	37%	31%	21%	29%	144
Inst Mess	6%	6%	9%	14%	4%	8%	39
Online Chat	4%	1%	2%	6%	7%	4%	20
One-on-one Visit	12%	7%	8%	6%	13%	9%	46
Phone	45%	54%	24%	29%	50%	40%	202
Count	77	101	106	94	121	499	499

Q25 Preferred herlp services, 1st, 2nd, and 3rd choices combined							
	Faculty	Rea/Acc	Grad	Ugrad	Admin	All	Count
Walk-in	13%	13%	21%	19%	10%	15%	217
Web Submission	21%	22%	22%	18%	20%	21%	301
Inst Mess	9%	9%	12%	14%	9%	11%	154
Online Chat	9%	9%	8%	13%	11%	10%	146
One-on-one Visit	16%	14%	10%	11%	18%	14%	199
Phone	33%	32%	28%	25%	32%	30%	433
Count	218	289	311	276	356	1450	1450

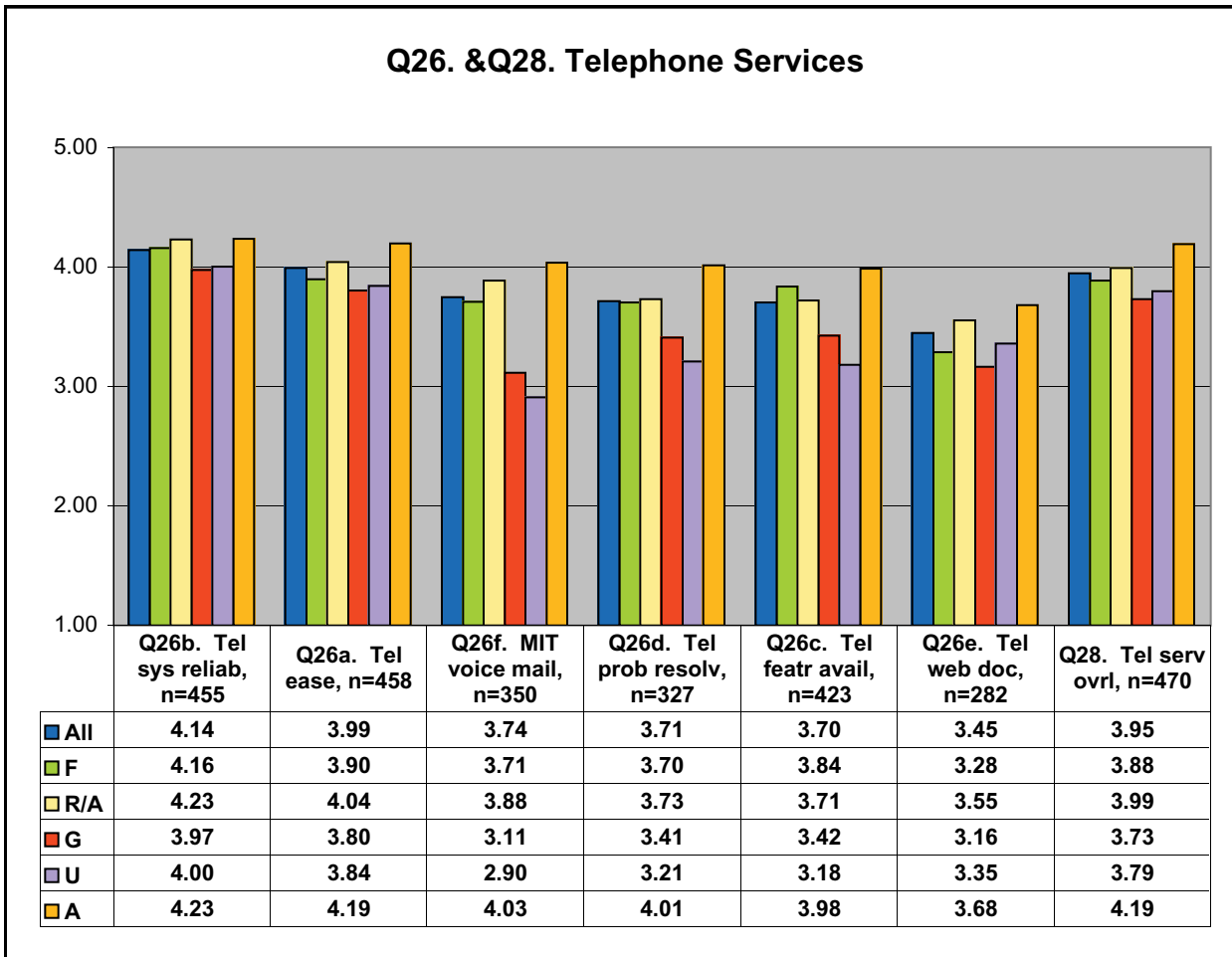
Telephone Services

26. Please rate your satisfaction with the following aspects of MIT's telephone system:

- a. Telephone ease of use
- b. System reliability
- c. Availability of features
- d. Problem resolution
- e. Web documentation
- f. MIT voice mail

Please note that Question 27 follows Question 28 in this report.

28. How satisfied are you with MIT telephone services overall?



Q26a Tel ease	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.99	0%	6%	15%	51%	28%	458	0.84	0.08
F	3.90	0%	14%	12%	44%	30%	77		
R/A	4.04	0%	4%	16%	52%	28%	104		
G	3.80	1%	8%	18%	57%	16%	79		
U	3.84	0%	6%	22%	55%	17%	69		
A	4.19	1%	2%	12%	47%	38%	129		

Q26b Tel sys reliab									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-
All	4.14	1%	2%	14%	49%	35%	455	0.79	0.07
F	4.16	1%	4%	13%	41%	41%	76		
R/A	4.23	0%	2%	10%	52%	36%	105		
G	3.97	1%	1%	20%	53%	24%	79		
U	4.00	0%	1%	22%	51%	25%	67		
A	4.23	2%	2%	9%	47%	41%	128		

Q26c Tel featr avail									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-
All	3.70	1%	11%	28%	38%	22%	423	0.96	0.09
F	3.84	1%	10%	21%	41%	27%	73		
R/A	3.71	2%	11%	24%	38%	24%	98		
G	3.42	0%	14%	36%	42%	7%	69		
U	3.18	2%	11%	61%	21%	5%	56		
A	3.98	0%	9%	17%	43%	32%	127		

Q26d Tel prob resolv									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-
All	3.71	1%	7%	32%	39%	21%	327	0.92	0.10
F	3.70	2%	12%	26%	33%	26%	57		
R/A	3.73	3%	5%	27%	45%	19%	73		
G	3.41	0%	7%	48%	41%	4%	54		
U	3.21	3%	6%	65%	21%	6%	34		
A	4.01	0%	6%	19%	41%	33%	109		

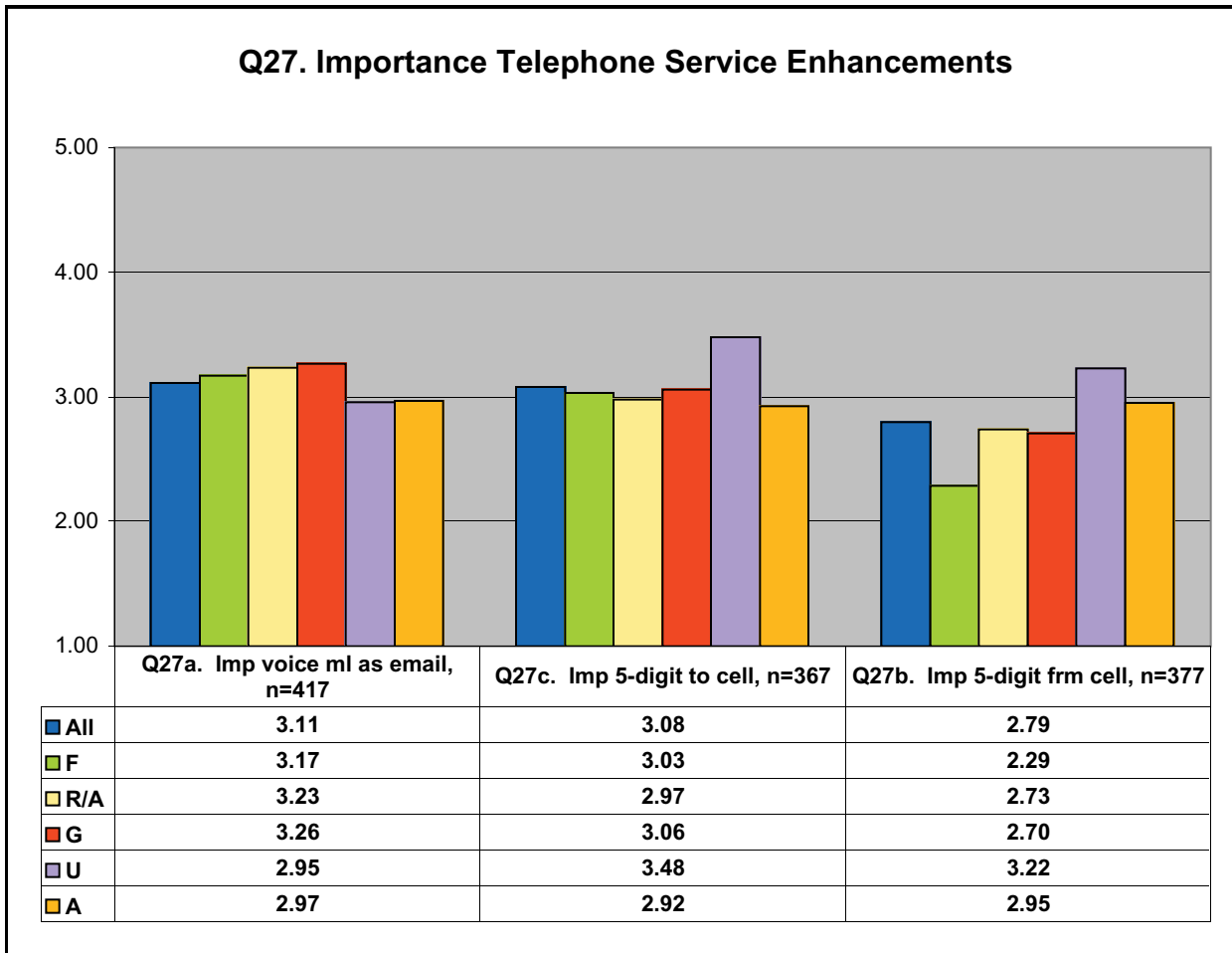
Q26e Tel web doc									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-
All	3.45	2%	8%	46%	32%	12%	282	0.88	0.10
F	3.28	2%	11%	50%	30%	7%	46		
R/A	3.55	2%	3%	47%	35%	13%	62		
G	3.16	4%	13%	52%	29%	4%	56		
U	3.35	3%	3%	58%	26%	10%	31		
A	3.68	1%	8%	34%	34%	22%	87		

Q26f MIT voice mail									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-
All	3.74	4%	9%	21%	39%	26%	350	1.08	0.11
F	3.71	3%	8%	24%	46%	19%	72		
R/A	3.88	2%	11%	14%	42%	31%	85		
G	3.11	13%	11%	36%	31%	9%	45		
U	2.90	19%	0%	57%	19%	5%	21		
A	4.03	1%	9%	13%	40%	37%	127		

Q28 Tel serv ovrl									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-
All	3.95	0%	4%	18%	55%	22%	470	0.78	0.07
F	3.88	1%	10%	9%	57%	22%	77		
R/A	3.99	0%	3%	17%	57%	22%	103		
G	3.73	0%	6%	25%	60%	9%	85		
U	3.79	0%	4%	28%	53%	15%	78		
A	4.19	1%	1%	13%	50%	35%	127		

27. Please rate the importance of the following possible options:

- a. Getting your voice mail sent to you as email
- b. Being able to use 5-digit dialing from your cell phone
- c. Receiving calls to your 5-digit extension on your cell phone



Q27a Imp voice ml as email									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.11	14%	20%	24%	25%	17%	417	1.29	0.12
F	3.17	13%	22%	21%	25%	19%	72		
R/A	3.23	12%	14%	26%	33%	14%	91		
G	3.26	11%	17%	26%	26%	19%	72		
U	2.95	16%	30%	14%	25%	16%	64		
A	2.97	16%	21%	28%	19%	15%	118		

Q27b Imp 5-digit frm cell									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	2.79	17%	26%	28%	18%	10%	377	1.22	0.12
F	2.29	17%	46%	29%	6%	2%	63		
R/A	2.73	15%	27%	35%	15%	8%	79		
G	2.70	23%	26%	22%	18%	12%	74		
U	3.22	12%	19%	21%	30%	18%	67		
A	2.95	16%	18%	33%	21%	12%	94		

Q27c Imp 5-digit to cell									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.08	14%	18%	29%	25%	15%	367	1.26	0.13
F	3.03	11%	25%	29%	22%	14%	65		
R/A	2.97	13%	20%	34%	22%	11%	76		
G	3.06	17%	15%	28%	24%	15%	71		
U	3.48	11%	12%	22%	29%	26%	65		
A	2.92	18%	18%	29%	26%	10%	90		

29. What would increase your satisfaction with the MIT telephone services?

Themes from Comment Analysis

- a.) Voice mail is a big issue for everyone. It's clunky and slow, or unavailable to some dorm residents. Its interface is hard to use. A surprising proportion of users don't know about how to get the date stamp and caller id. That indicates a failure in the documentation of the system.
- b.) The equipment is noticeably old and not satisfactory to some faculty and to students.
- c.) The whole system does not seem as advanced as what is commonplace outside MIT.

Faculty

A more modern system

Auto dialing better voice mail

Better reliability (NE20). Also, the message system is clumsy: have to punch in too much, too slow to get to the message, often message is a hang-up.

Codes for voicemail etc are cumbersome and shortcuts could be provided

If I could hit 7 to delete voicemails without having to listen to the whole message

Making it easier to set the clock.

My office phone was out of service for over TWO WEEKS. A day or two to fix a phone line would be acceptable - more than a week is not.

Password stored automatically. Increase number of messages allowed.

The handsets are clunky and unreliable. I've had mine replaced a number of times. Some speed-dial buttons would be handy.

The services are not up to what is being provided by the outside world easily.

Research/Academic

Being able to save voice mails for two weeks instead of 1 - I travel a lot and often am gone for longer than a week

Fast response to solve the problem related to phone service

Getting new service set up more quickly.

More updated phones with expanded capability.

Visual indicator that I've got voice mail. Have the voice mail announcement include the date/time the voice mail was received.

Graduate Students

Better startup instructions

Caller ID

Campuslink is clearly not able to solve complex technical problems in a timely manner.

Free voicemail in mit offices.

Our voice mail messages aren't time stamped...or at least, I've never figured out how to make them time stamped.

Undergraduates

Extend five digit dialing to ILGs

Include instructions for the phone services in a mailing

Administrators

A little faster problem resolution, especially with new Voicemail accounts.

Additional conference call connections

As a new employee not familiar with the voice mail codes and prompts, I felt that the system took too long to navigate at first. Now I'm getting more use to it.

I would like to be able to store numbers to be dialed.

If voicemail indicated the date and time a message was received. If the voicemail system were easier to use (to change outgoing message, number of rings, etc. -- the documentation is cumbersome).

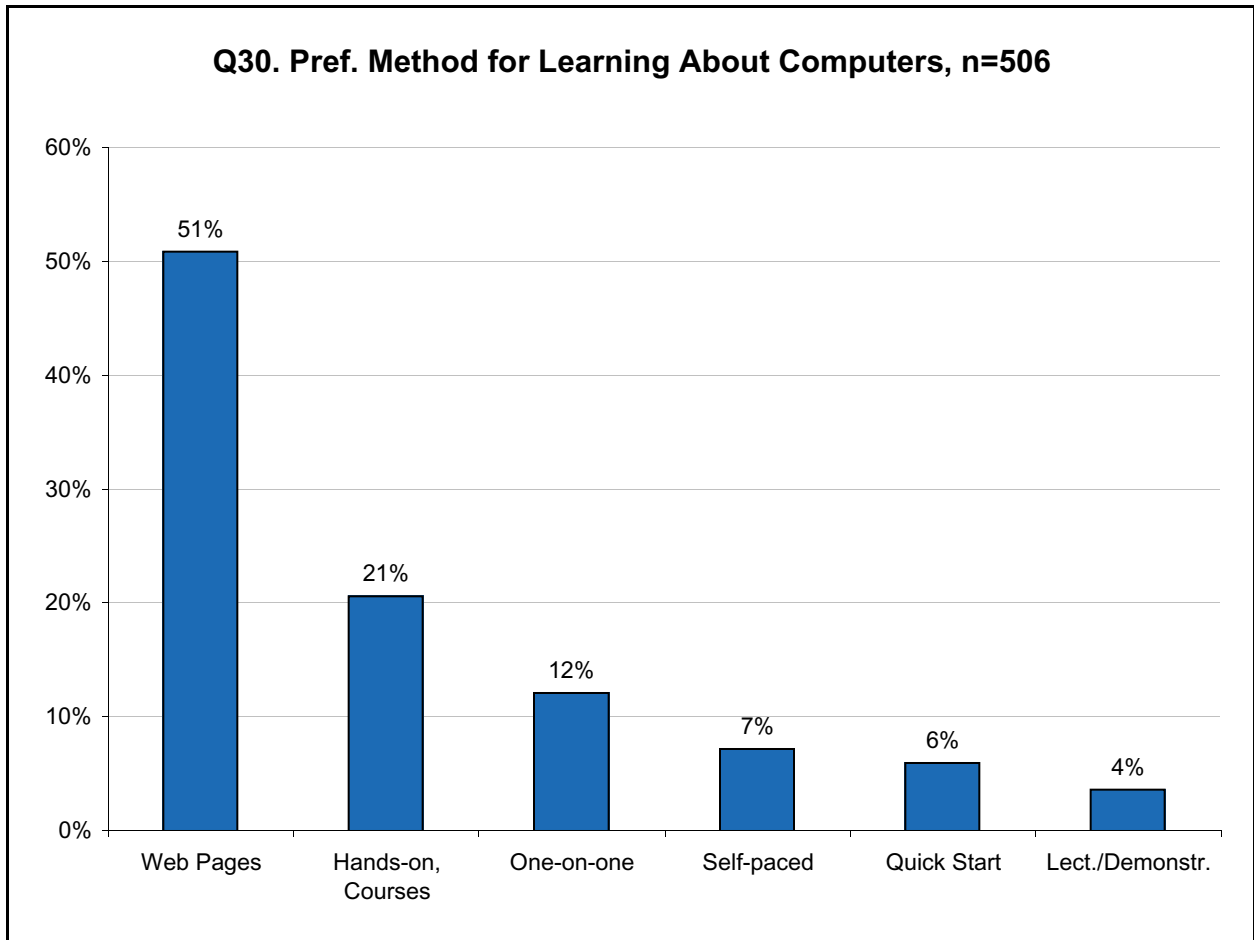
I've always received prompt and helpful service from the Telecom customer support folks.

It took us an unreasonable amount of time to work with IS staff to reorganize our phone menus.

Training

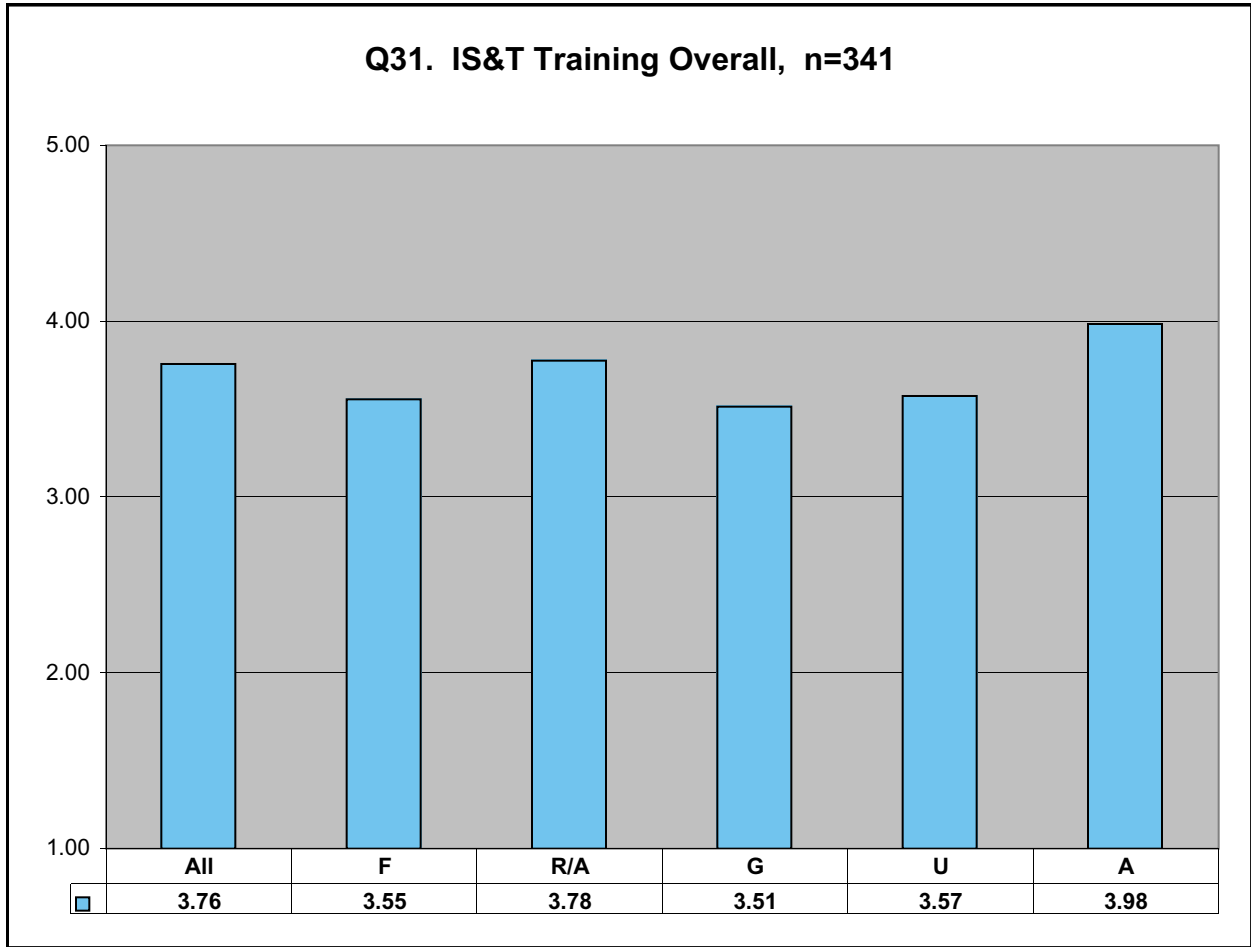
30. Please select the method you most prefer for learning about computers. (Select one)

- Web pages
- Hands-on classes, IS&T technical courses
- One-on-one tutoring
- Lectures/demonstrations
- Quick Start
- Self-paced computer-based training (videos, etc.)



Q30 Preferred method for learning about computers							
	F	R/A	G	U	A	All	Count
Web Pages	70%	48%	70%	55%	22%	51%	257
Hands-on, Courses	1%	22%	11%	18%	40%	21%	104
One-on-one	16%	8%	5%	14%	18%	12%	61
Lect/Demonstr	1%	5%	4%	5%	2%	4%	18
Quick Start	7%	7%	7%	1%	8%	6%	30
Self-paced	4%	11%	3%	6%	9%	7%	36
Count	74	106	105	94	127	506	506

31. How satisfied are you overall with IS&T training offerings?



Q31 IS&T&T train ovrl									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.76	0%	2%	33%	50%	14%	341	0.71	0.08
F	3.55	0%	8%	39%	42%	11%	38		
R/A	3.78	0%	3%	33%	50%	15%	80		
G	3.51	0%	0%	53%	43%	4%	47		
U	3.57	0%	4%	39%	54%	4%	54		
A	3.98	0%	1%	22%	55%	22%	122		

32. What could IS&T do to help you become more proficient in computing?

Themes from Comment Analysis

- a.) Training is seen as narrowly focused on the admin community. More variety of offerings might attract a broader segment of the community.
- b.) There is a desire to have better documentation overall and a desire for workbooks to take home after class and practice with.
- c.) There is a desire for the ability to sign up for one-to-one training

Faculty

A good interface is critical when learning over the web.

Better coordination of the web pages that describe 'how to' things.

Highly focused, 30-45min sessions IN AN EASY CENTRAL CAMPUS LOCATION (i.e. not at end of VASSAR STREET) would let us come for quick "how to" course in key applications/ upgrades

Have printed guides on basic computing info, e.g., "A User's Guide to MITnet"

Having self-paced online courses would be fantastic. I have attended several of the hands on classes and they are really good but I can't afford the time they require

Offer online videos

Research/Academic

Email upcoming training of computing on Athena

Quick starts range from great to grim.

Graduate Students

Advertise training better

Less mass lectures and more understandable documentation instead ...

Undergraduates

Classes at night. Not during the day of Orientation when many students can't go.

Have people in dorms who could help us when the need for it comes up.

I like the quick start programs

Make online tutorials more accessible? user friendly.

More web pages with step-by-step instructions.

No lectures- actual demos with the computer in a group that is the size so people can ask questions

Offer, maybe, something like tip of the day email or web page?

Administrators

Better advertise ElementK services, which are an excellent resource.

Better on-line documentation

Follow-up workbook manuals that we could work through after the course.

Have more available on the Web for all to access.

I think that IS does a great job of offering classes.

Keep up the good work and all the useful classes and quickstarts.

More web-based training.

Need to refine the introductory Athena course

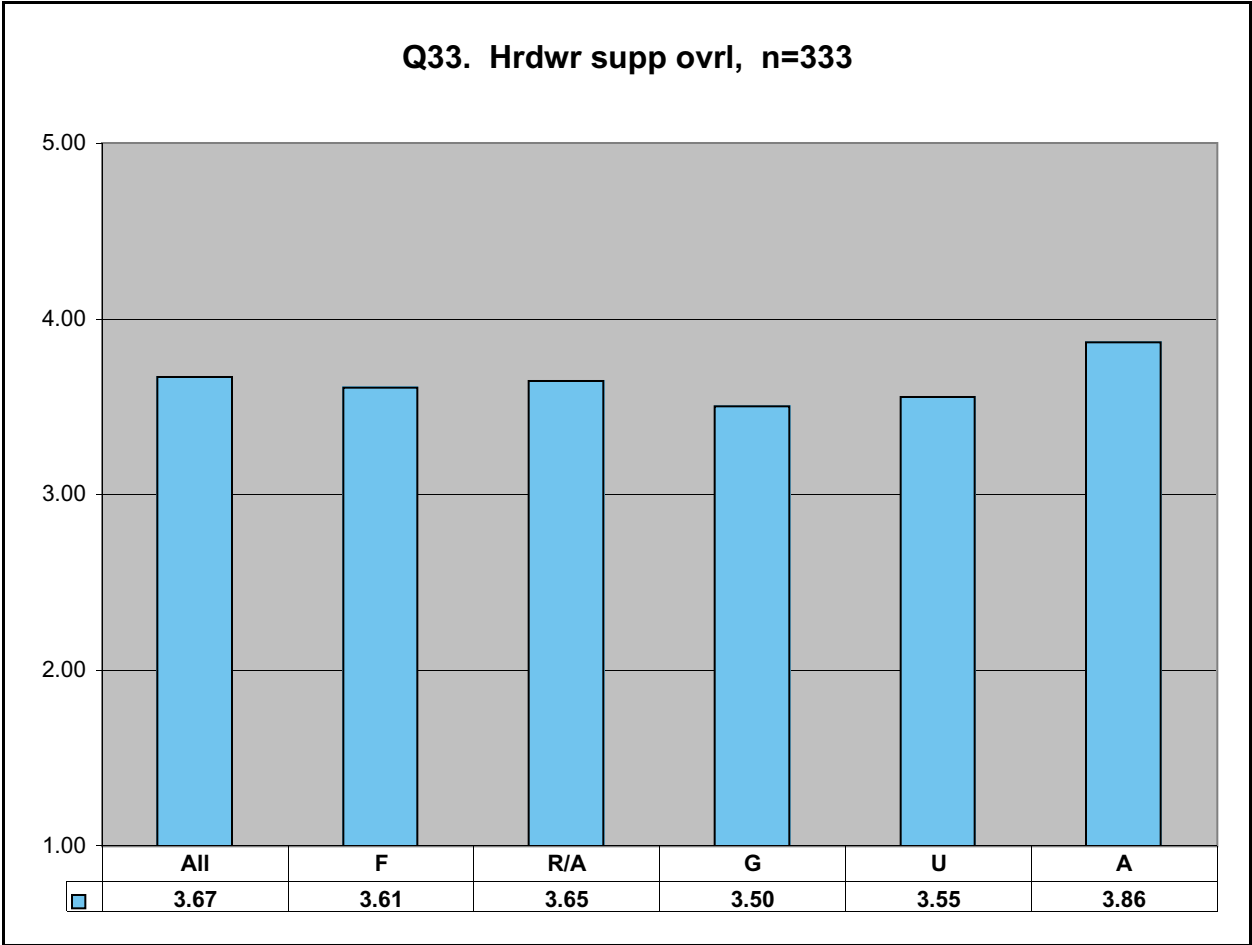
Offer Certification tracks not just single classes here and there.

Offer some training somewhere between quickstarts and in depth training (which is sometimes also too expensive for my department)

Take training to people

Hardware Support

33. How satisfied are you overall with hardware support?



Q33 Hrdwr supp ovrl									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.67	1%	5%	32%	52%	11%	333	0.75	0.08
F	3.61	2%	8%	31%	45%	14%	51		
R/A	3.65	0%	5%	32%	57%	6%	79		
G	3.50	2%	6%	39%	47%	6%	62		
U	3.55	0%	3%	42%	53%	3%	38		
A	3.86	0%	3%	25%	54%	17%	103		

34. What would increase your satisfaction with hardware support?

Themes from Comment Analysis

- a.) Hardware support is not a hot topic for many. They are unaware we offer much of it, or wish we had it for the platforms that they actually own, including support for configuring Linux systems.
- b.) Many departments take care of this aspect of their computing environments on their own. Some faculty say that departments are precisely where such support should be centered.
- c.) Some who have used PC Services wish they could have had hardware support in their offices rather than bringing the machines to W20; others wish the staff were easier to work with.

Faculty

The lag time between ordering hardware and having it arrive is a problem, often taking a couple of months.

Wasn't aware IS offered hardware support.

Research/Academic

I didn't realize that IS would support the hardware in our lab. We are beholden to our local administrator.

Support a broader range of products.

Students

No comments selected

Administrators

Advice on how to network hardware

Better, more frequently updated equipment - our staff often has older, slower machines than our users/students/faculty

Having someone come to the office to repair/replace the hardware, rather than taking the computer to the store.

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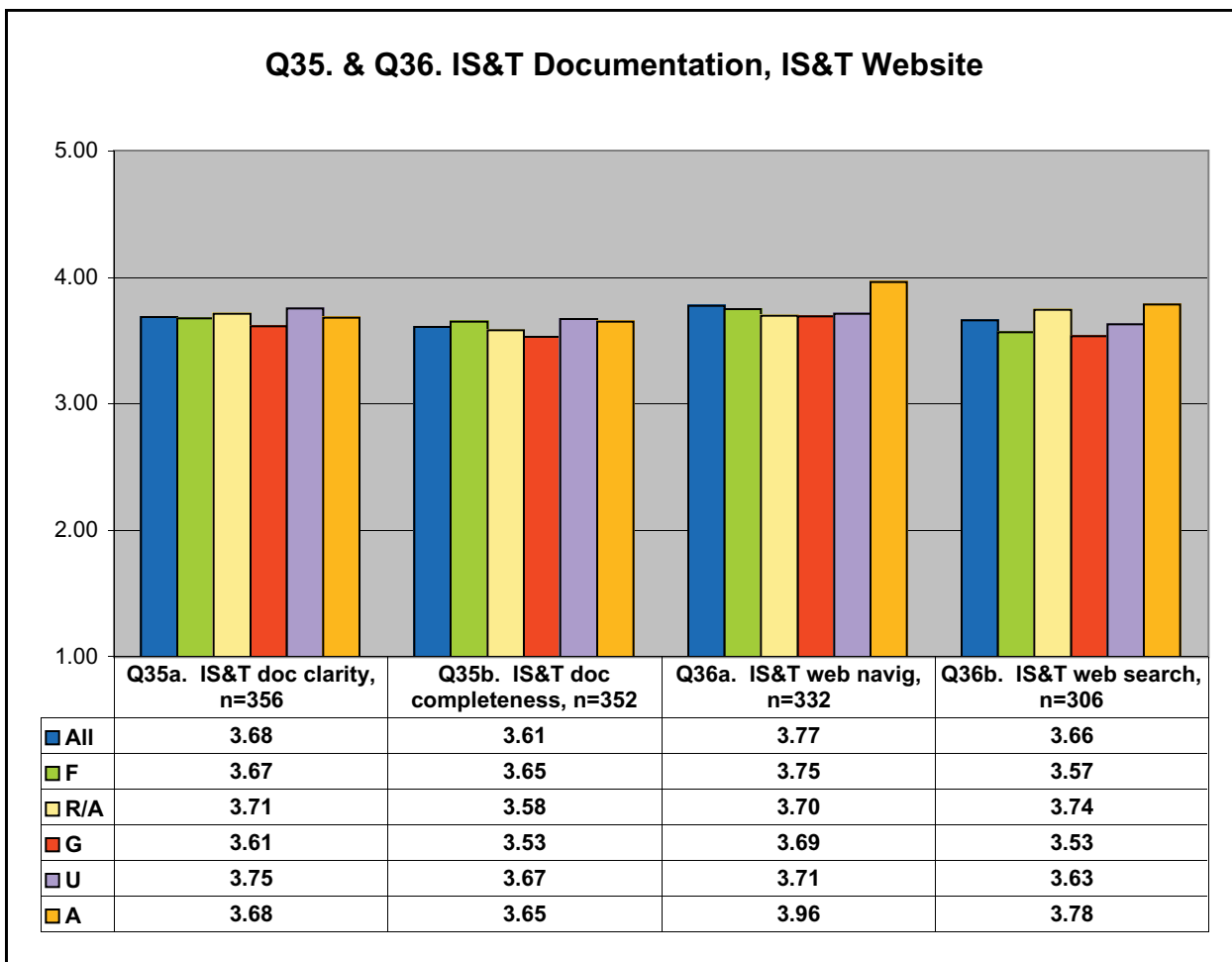
Documentation

35. Please rate your satisfaction with the following aspects of IS&T documentation for hardware and software:

- a. Clarity of information
- b. Completeness of information

36. If you have used the IS&T website since July 1st, 2003, please rate your satisfaction with the following aspects of the new website design (<http://web.mit.edu/is>):

- a. Ease of navigation from the home page to your destination
- b. Quality of search results



Q35a IS&T doc clarity									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.68	0%	6%	31%	51%	12%	356	0.76	0.08
F	3.67	0%	8%	29%	52%	12%	52		
R/A	3.71	0%	5%	30%	52%	12%	73		
G	3.61	1%	4%	40%	43%	13%	80		
U	3.75	0%	5%	26%	56%	12%	57		
A	3.68	0%	6%	30%	53%	11%	94		

Q35b IS&T doc completeness									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.61	0%	7%	34%	49%	10%	352	0.77	0.08
F	3.65	0%	8%	31%	49%	12%	51		
R/A	3.58	0%	7%	38%	45%	10%	71		
G	3.53	1%	8%	39%	43%	10%	80		
U	3.67	0%	5%	30%	58%	7%	57		
A	3.65	0%	8%	31%	51%	11%	93		

Q36a IS&T web navig									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.77	1%	8%	21%	55%	16%	332	0.84	0.09
F	3.75	0%	8%	20%	63%	10%	51		
R/A	3.70	1%	9%	22%	55%	13%	69		
G	3.69	3%	7%	24%	50%	16%	68		
U	3.71	0%	8%	26%	53%	13%	62		
A	3.96	0%	6%	16%	54%	24%	82		

Q36b IS&T web search									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.66	1%	8%	26%	53%	12%	306	0.83	0.09
F	3.57	2%	13%	17%	61%	7%	46		
R/A	3.74	0%	8%	24%	55%	14%	66		
G	3.53	5%	8%	27%	52%	9%	64		
U	3.63	0%	5%	36%	50%	9%	56		
A	3.78	0%	7%	26%	50%	18%	74		

37. What would increase your satisfaction with the IS&T website?

Themes from Comment Analysis

- a.) While a sizeable proportion (8%) of comments said that the site was fine as is, the prevailing mood is that efforts to fix navigation and organization have not been successful.
- b.) Search needs to come up with more relevant results. (This survey does not take into account the search discovery project that is going on right now.)
- c.) The main things that people come to the IS web site for are information on available free or discounted software, and to get their certificates dealt with. Neither of these tasks was seen as being made easier by the website.

Faculty

A more detailed site map

Clearer instructions. Someone available by phone

Getting to what you want faster

Who designed the navigation? you have to work to find stuff. better know what you want or you'll be on the site way past bedtime!

I had trouble using this web site when I was trying to bring up a computer: it was not easy to find what I needed.

It is better than it was, but still really hard to find details of site-licenses, download locations for supported applications tabs from front page would help!

It's hard to say, but I find the navigation hard, and it's hard to remember where things are. I do a lot of aimless clicking to find what I want.

Research/Academic

I liked the old site better - things are harder to find now.

Graduate Students

First few search results are typically not what I am looking for.

I always find the IS website kinda intimidating.

Less clicks to get to the point you want to go ... more highlights on the front page when critical, like Microsoft patches etc

Undergraduates

A better 'table of contents' making it easier to browse for what I need

Hard to find WIRELESS REGISTRATION and DHCP REGISTRATION which should be seasonal 1-click jobs on the front page for freshmen, etc.

I liked it better before .. it was functional. Now it's all .. fluffy and pretty.

Make it easier to get certificates. It is very difficult to find the link when all you know is the homepage for MIT.

Administrators

Better searching.

Complete index page

I have found it difficult to find answers to specific questions even though they are embedded in the website. Better search method required.

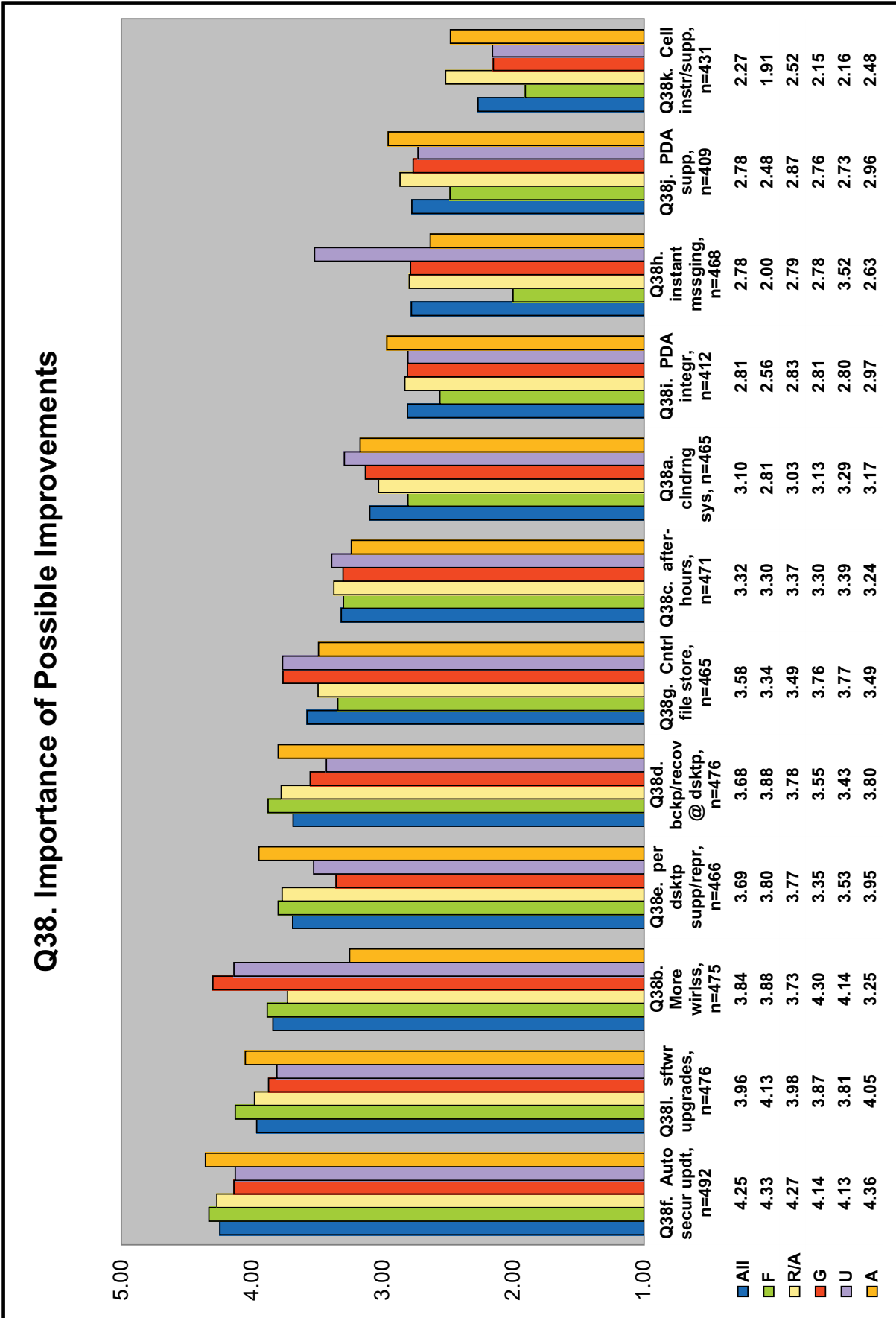
If the search link could really pinpoint a problem.

Very impressed with the new web page! Great job.

Possible Service Enhancements

38. In these times of constrained resources, indicate how important the following are to you:

- a. A university-wide calendaring system
- b. Wireless access in more campus locations
- c. After-hours Help Desk support
- d. Backup and recovery service at desktop
- e. Personal desktop support and repair
- f. Automatic software security/virus patch upgrades
- g. Central file storage services
- h. Instant messaging
- i. PDA integration with campus systems
- j. PDA support
- k. Cell phone instructions and training
- l. Current software upgrades (not including security fixes)



2003 IS&T Customer Satisfaction Survey-General Survey

Q38a Imp cldrng sys									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.10	11%	22%	25%	29%	13%	465	1.21	0.11
F	2.81	17%	29%	21%	24%	10%	72		
R/A	3.03	9%	21%	35%	27%	8%	98		
G	3.13	11%	25%	15%	36%	12%	91		
U	3.29	6%	17%	30%	35%	12%	86		
A	3.17	14%	19%	23%	24%	20%	118		

Q38b Imp More wirlss									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.84	4%	10%	20%	31%	35%	475	1.13	0.10
F	3.88	3%	7%	25%	32%	34%	76		
R/A	3.73	3%	11%	24%	33%	28%	99		
G	4.30	1%	7%	8%	30%	54%	101		
U	4.14	2%	5%	13%	39%	42%	88		
A	3.25	10%	18%	28%	25%	19%	111		

Q38c Imp after-hours									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.32	5%	17%	31%	35%	11%	471	1.04	0.09
F	3.30	5%	16%	35%	30%	14%	74		
R/A	3.37	4%	15%	32%	36%	12%	97		
G	3.30	2%	24%	28%	33%	13%	96		
U	3.39	8%	10%	28%	44%	10%	90		
A	3.24	6%	17%	34%	33%	10%	114		

Q38d Imp bckp/recov at dsktp									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.68	3%	11%	25%	38%	24%	476	1.05	0.09
F	3.88	0%	15%	14%	39%	32%	72		
R/A	3.78	3%	5%	28%	40%	24%	98		
G	3.55	4%	15%	27%	30%	24%	96		
U	3.43	3%	13%	33%	38%	12%	91		
A	3.80	4%	8%	20%	40%	28%	119		

Q38e Imp per dsktp supp/repair									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.69	5%	7%	25%	41%	22%	466	1.04	0.09
F	3.80	4%	7%	18%	49%	23%	74		
R/A	3.77	2%	5%	28%	42%	22%	95		
G	3.35	9%	11%	35%	27%	18%	93		
U	3.53	4%	10%	27%	45%	13%	91		
A	3.95	4%	4%	18%	42%	33%	113		

Q38f Imp auto secure update									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	4.25	2%	3%	11%	37%	47%	492	0.90	0.08
F	4.33	0%	4%	14%	26%	55%	76		
R/A	4.27	2%	3%	11%	34%	50%	100		
G	4.14	2%	5%	12%	40%	42%	101		
U	4.13	3%	3%	11%	44%	39%	94		
A	4.36	2%	2%	7%	38%	51%	121		

Q38g Imp Cntrl file store									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.58	4%	11%	30%	33%	22%	465	1.07	0.10
F	3.34	8%	16%	32%	21%	23%	73		
R/A	3.49	3%	14%	28%	39%	15%	97		
G	3.76	4%	8%	25%	33%	30%	97		
U	3.77	2%	6%	32%	33%	27%	90		
A	3.49	4%	10%	34%	37%	15%	108		

Q38h Imp instant mssging									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	2.78	16%	26%	29%	20%	8%	468	1.19	0.11
F	2.00	32%	44%	17%	6%	1%	72		
R/A	2.79	14%	24%	35%	22%	5%	97		
G	2.78	16%	23%	34%	20%	6%	93		
U	3.52	4%	14%	28%	34%	20%	94		
A	2.63	19%	30%	27%	17%	7%	112		

Q38i Imp PDA integr									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	2.81	17%	23%	32%	20%	8%	412	1.18	0.11
F	2.56	24%	32%	18%	15%	11%	66		
R/A	2.83	10%	27%	39%	20%	5%	82		
G	2.81	20%	18%	31%	21%	9%	89		
U	2.80	15%	20%	38%	27%	1%	82		
A	2.97	15%	20%	32%	17%	15%	93		

Q38j Imp PDA supp									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	2.78	16%	25%	31%	21%	7%	409	1.16	0.11
F	2.48	26%	33%	18%	12%	11%	66		
R/A	2.87	7%	29%	35%	26%	2%	82		
G	2.76	19%	21%	33%	18%	9%	89		
U	2.73	15%	23%	37%	23%	1%	81		
A	2.96	15%	21%	29%	23%	12%	91		

Q38k Imp Cell instr/supp									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	2.27	31%	27%	29%	10%	3%	431	1.08	0.10
F	1.91	42%	31%	22%	3%	2%	64		
R/A	2.52	22%	24%	39%	10%	5%	87		
G	2.15	37%	24%	26%	13%	0%	92		
U	2.16	32%	32%	25%	11%	0%	88		
A	2.48	24%	27%	32%	11%	6%	100		

Q38l Imp sftwr upgrades									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.96	2%	2%	18%	51%	26%	476	0.86	0.08
F	4.13	0%	4%	14%	46%	36%	70		
R/A	3.98	2%	2%	21%	46%	29%	97		
G	3.87	4%	2%	16%	57%	20%	94		
U	3.81	3%	0%	28%	51%	18%	94		
A	4.05	2%	3%	12%	54%	29%	121		

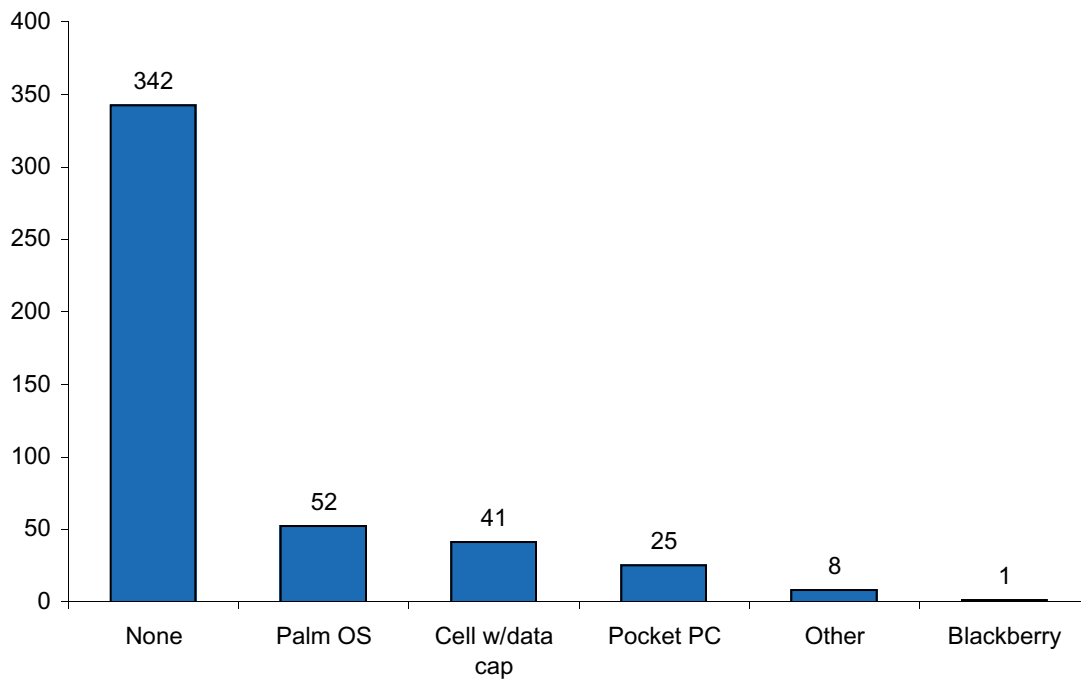
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Portable Technologies

39. What handheld portable technologies do you use to connect to the network? (Check all that apply.)

- Palm OS device
- Pocket PC device
- Cell phone with data capabilities
- Blackberry
- None of the above
- Other, please specify:

Q39. Count of Portable Technologies Used, n=469



Q39 Port Tech Device						
	Admin	Faculty	Grad	Rea/Acc	Ugrad	All
Palm OS	15	13	13	6	5	52
Cell w/data cap	4	8	11	8	10	41
Pocket PC	7	2	9	5	2	25
Other	3	3		2		8
Blackberry				1		1
None	90	51	62	78	61	342
Total w/ Dev	29	26	33	22	17	127
% w/Dev	24%	34%	35%	22%	22%	27%
Count	119	77	95	100	78	469

40. Are there applications or services you would like to be able to access via handheld devices that you cannot at this time?

Themes from Comment Analysis

Among the people with a preference, email access and calendaring to Tech Time are what need to be available.

Faculty

Easier email access

MIT TechTime, Athena access

WiFi on my handheld for e-mail on campus.

Research/Academic

Palm <--> Mac OS X <--> TechTime integration!!!!!!!

Graduate Students

Currently I can check webmail from my PDA.

Undergraduates

No comments

Administrators

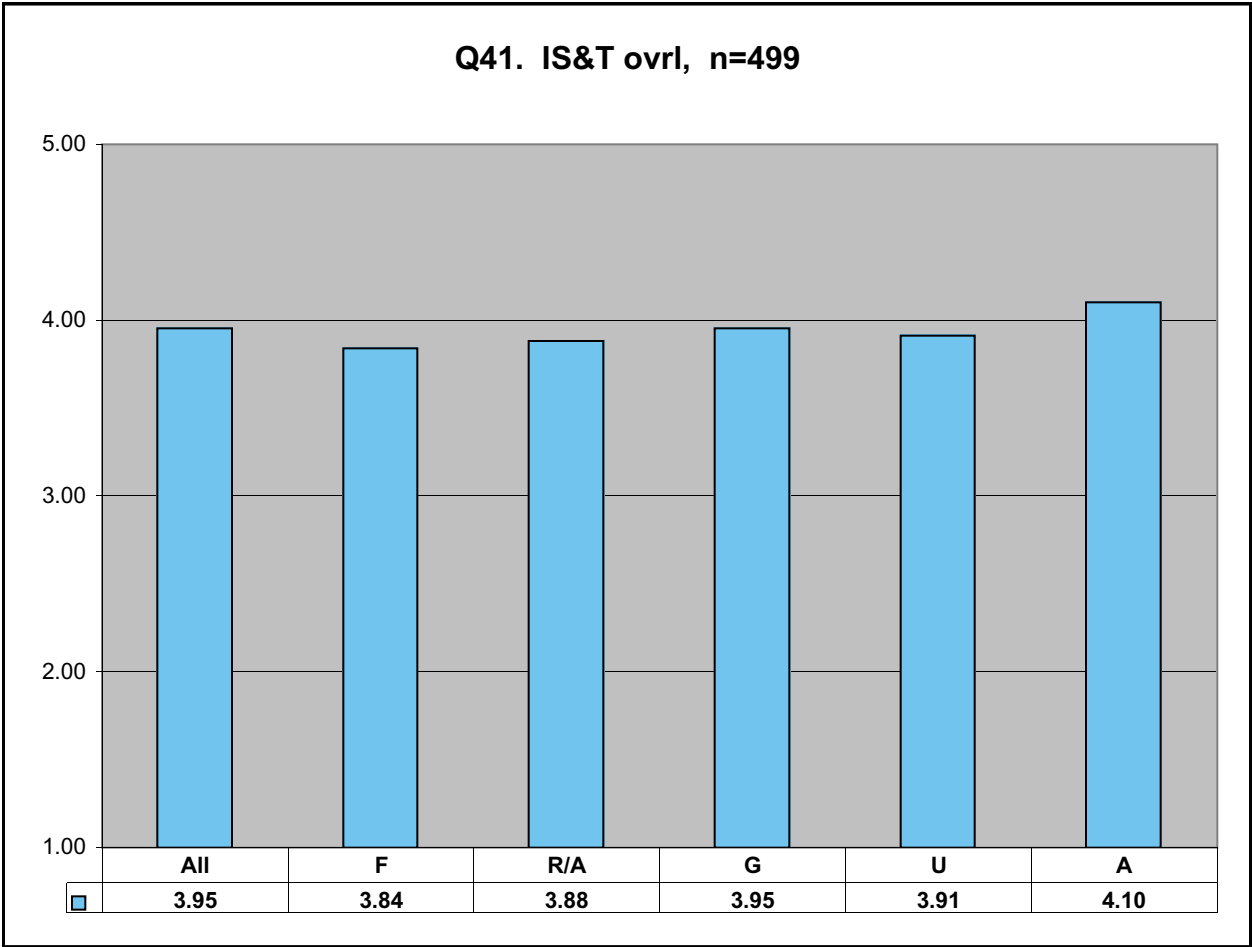
Meeting Maker, which is not compatible with Pocket PC

Calendaring system

I would love to put my calendar on my PDA, but I have no idea how to do that.

IS&T Overall

41. How satisfied are you with IS&T as a whole?



Q41 IS&T ovrl		Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All		3.95	1%	2%	16%	64%	17%	499	0.69	0.06
F		3.84	3%	4%	20%	53%	20%	75		
R/A		3.88	1%	1%	21%	64%	14%	102		
G		3.95	0%	3%	14%	67%	15%	104		
U		3.91	0%	0%	19%	71%	10%	91		
A		4.10	0%	3%	9%	61%	26%	127		

42. What is ONE THING Information Systems and Technology could do that would make it easier for you to do your work?

Themes from Comment Analysis

- a.) Of the people who like IS overall, their main concern is being made more aware of everything we have and do. We are not reaching people with news of what is going on and what they could get from us. Unhappy people wish we would document more things more clearly and simply, in a way that they can find it.
- b.) The reliability and performance of the network, especially wireless, is critical to all users, and is a driver of scoring for those who are unhappy with us.
- c.) Timeliness of the software release process is important too, with an undercurrent of discontent with the Mac OSX rollout -- took too long for IS to do much about support for it.
- d.) The HelpDesk is the second or third issue for everyone.

Faculty

A somewhat non-technical issue - but there appears to be very limited connection between IS and its "customers."

Be responsive to the needs of users.

Better education on IT options

Better support to hook up new ip addresses

Buy software that works. Support Windows operating system. Don't impose the Athena model.

Faster response to requests

Give me research quality network connection to my research computers.

Have more people to help implementing technology tools in the classroom

Improve high-speed connections around campus

GET SOME BETTER ORGANIZATION AND INSTRUCTIONS ON THE IS website.

Make it easy to run TSM Backup from home.

Make upgrades simple, fully functional ("One click")

ONE-ON-ONE VISITS FROM Faculty Liaisons These people are fast, efficient and responsive.

Overall I have been very satisfied with the help I have received from IS

Respond quickly to virus attacks: keep them out of MIT system

Set up virus updates to be more automatic.

Set up wireless on my laptop for me. but I haven't asked yet -- too busy.

Support high-performance research computing

Research/Academic

Automatic update of windows security patches that actually works.

Be more Windows and Microsoft-oriented.

Better cooperation and collaboration with entities that run their own it/is departments.

Better wireless network connectivity

Better wireless support

Fix (improve) webmail.

Give faster responses to Help Desk complaints.

Help in a timely manner.

keep the SPAM to a minimum

Offer tutorials when new software is made available

The available services lean much more heavily towards office work than research, and this seems odd given the purpose of the institute.

Graduate Students

A calendaring system that integrates with outlook or evolution

Create a simple method to install necessary software and connect from off-campus housing.

Easy-to-find documentation

Ensuring network reliability.

Filter email messages

Fix the damn wireless stuff so that you don't need to reboot if going from AI/Media Lab to MITnet...

Get my drop reconnected.

Improve the dialup speed, from off-campus

Improve the speed and convenience of webmail

Make WEBMAIL faster when accessing it from off-campus.

More off-hours support

Network speed & availability

Offer more software, how about hummingbird or a better ftp client

Prepare an MIT starter package so that if you have a new laptop and want to get set up with "everything" you need in one go.

Wireless network at Westgate

Undergraduates

Better wireless availability

Faster network connection speed at Next House

Faster response to emails.

Finish the East Campus network upgrade.

Improve reliability of MIT networks.

Keep wireless drops running more consistently

Let students know more about IS and how it can help us.

Would suggest putting more options in the menus.

Make it easier for a person to learn about the software IS provides.

Make it easier to print to MITnet printers from my personal computer

Make sure the MIT network is fast and stays up.

Offer faster tether (free) and free voicemail.

Offer more software

Publishing a regular periodical (e.g. weekly) of events happening across campus involving IS, warnings to watch (e.g. Blaster), things to remind students, and maybe a section with a weekly tip or something .

Administrators

Be responsive and answer email.

Better communication / centralize reporting of problems. Make this easily accessible and accurate.

Better spam filtering

Continue to carry and consolidate the most relevant, short and concise MIT computing information in the I/S newsletter to keep it the "must see" printed publication from I/S .

Get rid of these mediocre homemade software tools that result in an inefficient workforce.

I am very happy with IS at this time. I do wish that I could even get subsidized for my home connection .

Maintain the excellent helpdesk support.

Now that the vacation auto-responder is in place, more info on spam screening - I didn't even know it existed!

Prevent network disruptions.

Probably upgrade the phones.

Provide clearer channel for service requests.

Provide full and clear documentation.

Upgrade more quickly and support newer releases of software

View attachments more easily through webmail.

**Faculty & Researchers Survey
Detailed Results
by Service Area**

Top Sources of Satisfaction and Dissatisfaction for Faculty

Sources of Satisfaction 80% or More, Sorted by Combined Total of Satisfied and Very Satisfied				
Question	Srvey	T Sat	Mean	Count
F6. Faculty Liaisons Overall	Fac	95%	4.58	19
Q17b. Auto-Resp	Gen	94%	4.44	18
Q26b. Telephone sys reliability	Gen	82%	4.16	76
19d. Turnaround resolution (Help Desk)	Gen	81%	3.98	42
19e. Professionalism (Help Desk)	Gen	81%	4.21	42
Q3c. MIT installrs function	Gen	80%	4.23	66

Sources of Dissatisfaction 20% or More, Sorted by Combined Total of Dissatisfied and Very Dissatisfied				
Question	Srvey	T Dis	Mean	Count
Q6c. Wireless availability	Gen	38%	3.04	55
Q17d. WebMail	Gen	38%	3.11	45
Q11b. Remote while traveling	Gen	34%	3.14	65
Q13a. Remote speed	Gen	33%	3.00	69
F8_d. Availability clsrms w/comp @ all desks	Fac	31%	2.63	16
Q17c. Spam Screening	Gen	29%	3.24	34
F8_b. Availability teaching space w/ comp projection	Fac	29%	3.22	41
F1_b. Stellar course host	Fac	28%	3.34	29
F8_c. Availability teaching space w/2-way video	Fac	27%	2.82	11
F1_g. Digital grphcs, web des	Fac	23%	2.92	13
Q9d. IS&T help recovering from attack	Gen	22%	3.27	45

* An updated and improved version of Spam Screening was released subsequent to this survey.

Top Issues and Areas Rated for Importance by Faculty*

Top Issues and Areas Rated for Importance, Sorted by Combined Total of Important and Very Important				
Question	Srvey	Mean	T Imp	Count
F4e. Local tech supp staff	Fac	4.43	89%	46
Q38f. Automated security updates	Gen	4.33	82%	76
Q38l. Software upgrades	Gen	4.13	81%	70
F12g. Incrsd security for research	Fac	4.10	79%	39
Q21f. After-hours help w/ network	Gen	4.02	77%	61
F3h. Libr, Document services, Dspace	Fac	4.03	74%	38
Q38d. Bckp/recov at dsktp	Gen	3.88	71%	72

*This list represents an accounting of those areas and issues that respondents were asked to rate for importance. There may be other areas of importance that were not asked about in the survey.

Top Sources of Satisfaction and Dissatisfaction for Researchers

Sources of Satisfaction 80% or More, Sorted by Combined Total of Satisfied and Very Satisfied				
Question	Srvey	T Sat	Mean	Count
19e. Professionalism (Help Desk)	Gen	89%	4.19	27
19f. Tech ability (Help Desk)	Gen	89%	4.26	27
Q26b. Telephone sys reliability	Gen	89%	4.23	105
F5_a. Responsiveness of Faculty Liaisons	Fac	87%	4.30	23
Q3c. MIT installrs function	Gen	86%	4.23	83
F1_a. web.mit course host	Fac	85%	4.04	48
19f. Tech ability (Athen-OLC)	Gen	83%	4.11	18
Q9b. Anti-virus updts	Gen	82%	4.08	90
Q9a. Op sys security updts	Gen	82%	4.00	89
19a. Get person (Athen-OLC)	Gen	81%	4.06	16

Sources of Dissatisfaction 20% or More, Sorted by Combined Total of Dissatisfied and Very Dissatisfied				
Question	Srvey	T Dis	Mean	Count
Q6c. Wireless availability	Gen	31%	3.06	68
F8_d. Availability clssrms w/comp @ all desks	Fac	29%	3.00	24
Q17c. Spam Screening*	Gen	24%	3.51	37
Q17d. WebMail	Gen	23%	3.51	82
Q13a. Remote speed	Gen	22%	3.53	81

* An updated and improved version of Spam Screening was released subsequent to this survey.

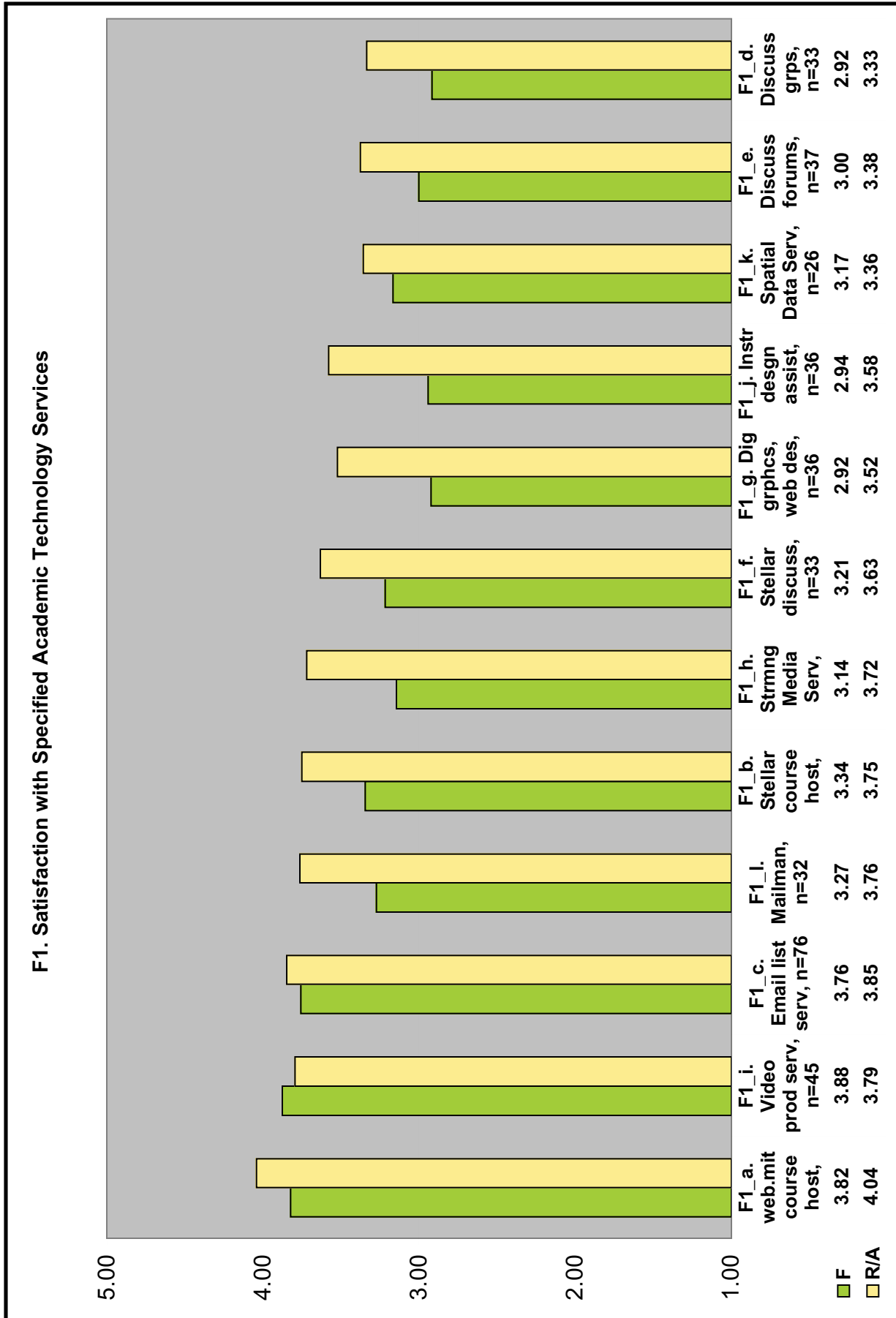
Top Issues and Areas Rated for Importance by Researchers*

Top Issues and Areas Rated for Importance, Sorted by Combined Total of Important and Very Important				
Question	Srvey	Mean	T Imp	Count
Q38f. Auto security update	Gen	4.27	84%	100
F3h. Libr, Documentation services, Dspace	Fac	4.18	82%	55
F4e. Local tech supp staff	Fac	4.09	79%	80
Q21f. After-hours help w/ network	Gen	4.11	77%	70
F12g. Incrsd security for research	Fac	4.09	77%	69
Q38l. Software upgrades	Gen	3.98	75%	97

*This list represents an accounting of those areas and issues that respondents were asked to rate for importance. There may be other areas of importance that were not asked about in the survey.

1. Please rate your satisfaction with the following academic technology services:

- a. web.mit.edu for hosting course web pages
- b. Stellar for hosting course pages
- c. Class email list service
- d. Discussion groups (Athena Discuss)
- e. Discussion forums (MIT Forums)
- f. Stellar discussion groups
- g. Digital graphics and custom web design services
- h. Streaming Media Services (SMCS, now a part of AMPS)
- i. Video production services (video capture, broadcast TV, editing services, video conferencing, etc.)
- j. Instructional design assistance
- k. Spatial Data Services (GIS mapping, visualization, spatial data analysis)
- l. Mailman



F1_a web.mit course host									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.94	2%	3%	14%	59%	22%	87	0.81	0.17
F	3.82	5%	0%	21%	56%	18%	39		
R/A	4.04	0%	6%	8%	60%	25%	48		

F1_b Stellar course host									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.56	3%	11%	26%	44%	15%	61	0.99	0.25
F	3.34	7%	21%	21%	34%	17%	29		
R/A	3.75	0%	3%	31%	53%	13%	32		

F1_c Email list serv									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.80	0%	7%	21%	58%	14%	76	0.79	0.18
F	3.76	0%	11%	19%	54%	16%	37		
R/A	3.85	0%	3%	23%	62%	13%	39		

F1_d Discuss grps									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.18	3%	9%	58%	27%	3%	33	0.83	0.28
F	2.92	8%	0%	83%	8%	0%	12		
R/A	3.33	0%	14%	43%	38%	5%	21		

F1_e Discuss forums									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.24	3%	5%	59%	30%	3%	37	0.70	0.23
F	3.00	8%	0%	77%	15%	0%	13		
R/A	3.38	0%	8%	50%	38%	4%	24		

F1_f Stellar discuss									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.45	0%	3%	64%	18%	15%	33	0.76	0.26
F	3.21	0%	7%	71%	14%	7%	14		
R/A	3.63	0%	0%	58%	21%	21%	19		

F1_g Dig grphcs, web des									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.31	0%	14%	47%	33%	6%	36	0.76	0.25
F	2.92	0%	23%	62%	15%	0%	13		
R/A	3.52	0%	9%	39%	43%	9%	23		

F1_h Strmng Media Serv									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.51	3%	5%	38%	46%	8%	39	0.82	0.26
F	3.14	7%	7%	57%	21%	7%	14		
R/A	3.72	0%	4%	28%	60%	8%	25		

F1_i Video prod serv									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.82	0%	2%	33%	44%	20%	45	0.77	0.23
F	3.88	0%	0%	38%	38%	25%	16		
R/A	3.79	0%	3%	31%	48%	17%	29		

F1_j Instr desgn assist									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.28	3%	6%	58%	28%	6%	36	0.75	0.25
F	2.94	6%	12%	65%	18%	0%	17		
R/A	3.58	0%	0%	53%	37%	11%	19		

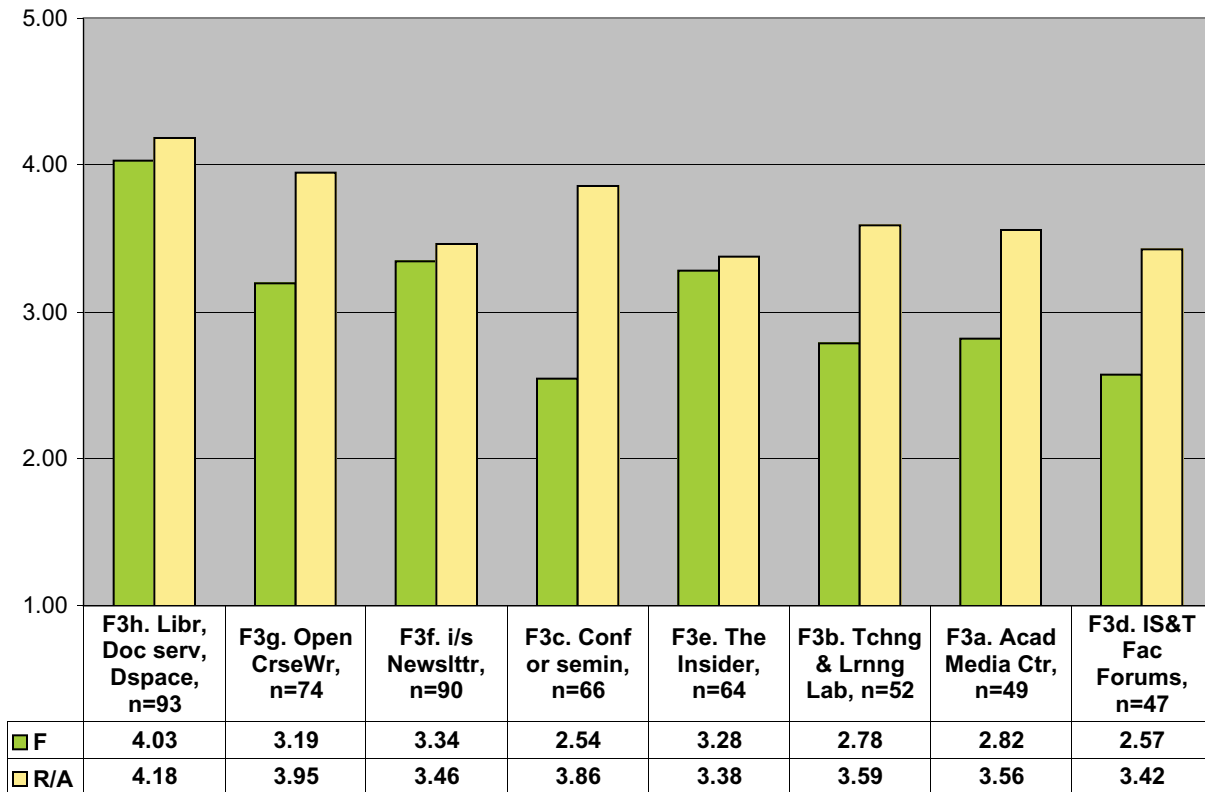
F1_k Spatial Data Serv									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.27	0%	0%	77%	19%	4%	26	0.66	0.25
F	3.17	0%	0%	83%	17%	0%	12		
R/A	3.36	0%	0%	71%	21%	7%	14		

F1_l Mailman									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.59	3%	0%	47%	34%	16%	32	0.85	0.29
F	3.27	0%	0%	82%	9%	9%	11		
R/A	3.76	5%	0%	29%	48%	19%	21		

3. Please rate the importance of the following resources for obtaining assistance in using technology in your teaching.

- a. The Academic Media Center
- b. The Teaching and Learning Lab
- c. Conferences or seminars
- d. IS&T Faculty Forums, e.g., Crosstalk
- e. The Insider (Academic Computing Newsletter, <http://web.mit.edu/acs/insider/>)
- f. i/s Newsletter
- g. Open CourseWare
- h. MIT libraries: Document services, Dspace
- i. Other, please specify

F3. Importance of Resources for Assistance with Technology and Teaching



F3a Acad Media Ctr									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.22	12%	8%	39%	27%	14%	49	1.24	0.35
F	2.82	23%	14%	36%	14%	14%	22		
R/A	3.56	4%	4%	41%	37%	15%	27		

F3b Tchng & Lrng Lab									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.23	12%	8%	44%	19%	17%	52	1.27	0.35
F	2.78	22%	13%	43%	9%	13%	23		
R/A	3.59	3%	3%	45%	28%	21%	29		

F3c Conf or semin									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.38	11%	6%	35%	32%	17%	66	1.27	0.31
F	2.54	25%	17%	38%	21%	0%	24		
R/A	3.86	2%	0%	33%	38%	26%	42		

F3d IS&T Fac Forums									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.04	13%	11%	43%	28%	6%	47	1.17	0.33
F	2.57	24%	19%	33%	24%	0%	21		
R/A	3.42	4%	4%	50%	31%	12%	26		

F3e The Insider									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.33	6%	11%	36%	38%	9%	64	1.15	0.28
F	3.28	9%	16%	22%	44%	9%	32		
R/A	3.38	3%	6%	50%	31%	9%	32		

F3f i/s Newslttr									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.41	8%	7%	31%	46%	9%	90	1.08	0.22
F	3.34	11%	13%	16%	53%	8%	38		
R/A	3.46	6%	2%	42%	40%	10%	52		

F3g Open CrseWr									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.58	9%	9%	23%	30%	28%	74	1.31	0.30
F	3.19	17%	19%	17%	22%	25%	36		
R/A	3.95	3%	0%	29%	37%	32%	38		

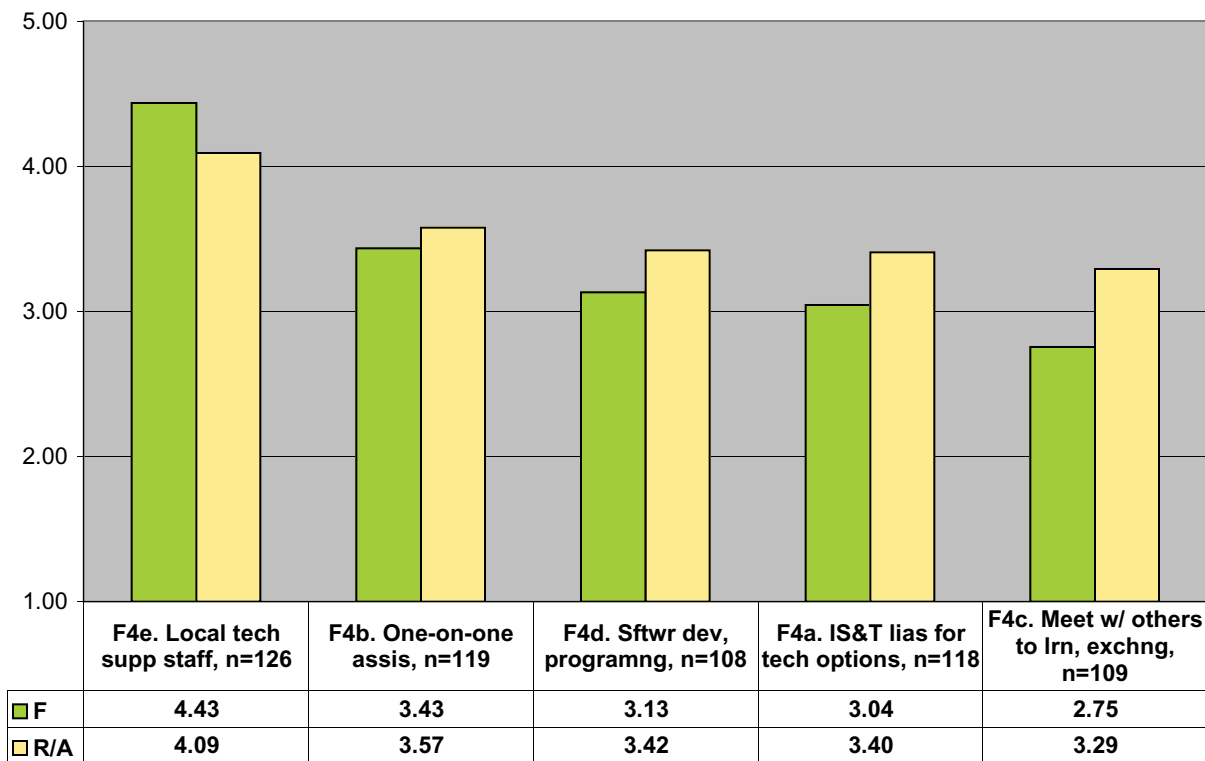
F3h Libr, Doc serv, Dspace									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	4.12	2%	2%	17%	39%	40%	93	1.01	0.20
F	4.03	3%	5%	18%	34%	39%	38		
R/A	4.18	2%	0%	16%	42%	40%	55		

F3i Other									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.56	11%	0%	33%	33%	22%	9	1.25	0.81
F	4.00	0%	0%	33%	33%	33%	3		
R/A	3.33	17%	0%	33%	33%	17%	6		

4. What modes of technology assistance would be most important to you?

- a. IS&T liaisons who come to my office/lab for consultation on availability of technology services and options
- b. One-on-one assistance in using particular technologies or specific software packages
- c. More opportunities to meet with others to talk about technology and teaching
- d. Software development and programming of exercises, simulations or other applications
- e. Local departmental technology support staff
- f. Other, please specify

F4. Importance of Modes for Assistance with Technology and Teaching



F4a IS&T lias for tech options									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.26	10%	10%	31%	40%	8%	118	1.10	0.20
F	3.04	17%	13%	24%	39%	7%	46		
R/A	3.40	6%	8%	36%	40%	10%	72		

F4b One-on-one assis									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.52	5%	10%	29%	40%	16%	119	1.07	0.19
F	3.43	7%	16%	18%	45%	14%	44		
R/A	3.57	4%	7%	35%	37%	17%	75		

F4c Meet w/ others to lrn, exchng									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.09	11%	13%	39%	31%	6%	109	1.08	0.20
F	2.75	18%	20%	35%	25%	3%	40		
R/A	3.29	7%	9%	41%	35%	9%	69		

F4d Sftwr dev, programng									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.31	9%	11%	29%	41%	10%	108	1.11	0.21
F	3.13	13%	18%	23%	36%	10%	39		
R/A	3.42	7%	7%	32%	43%	10%	69		

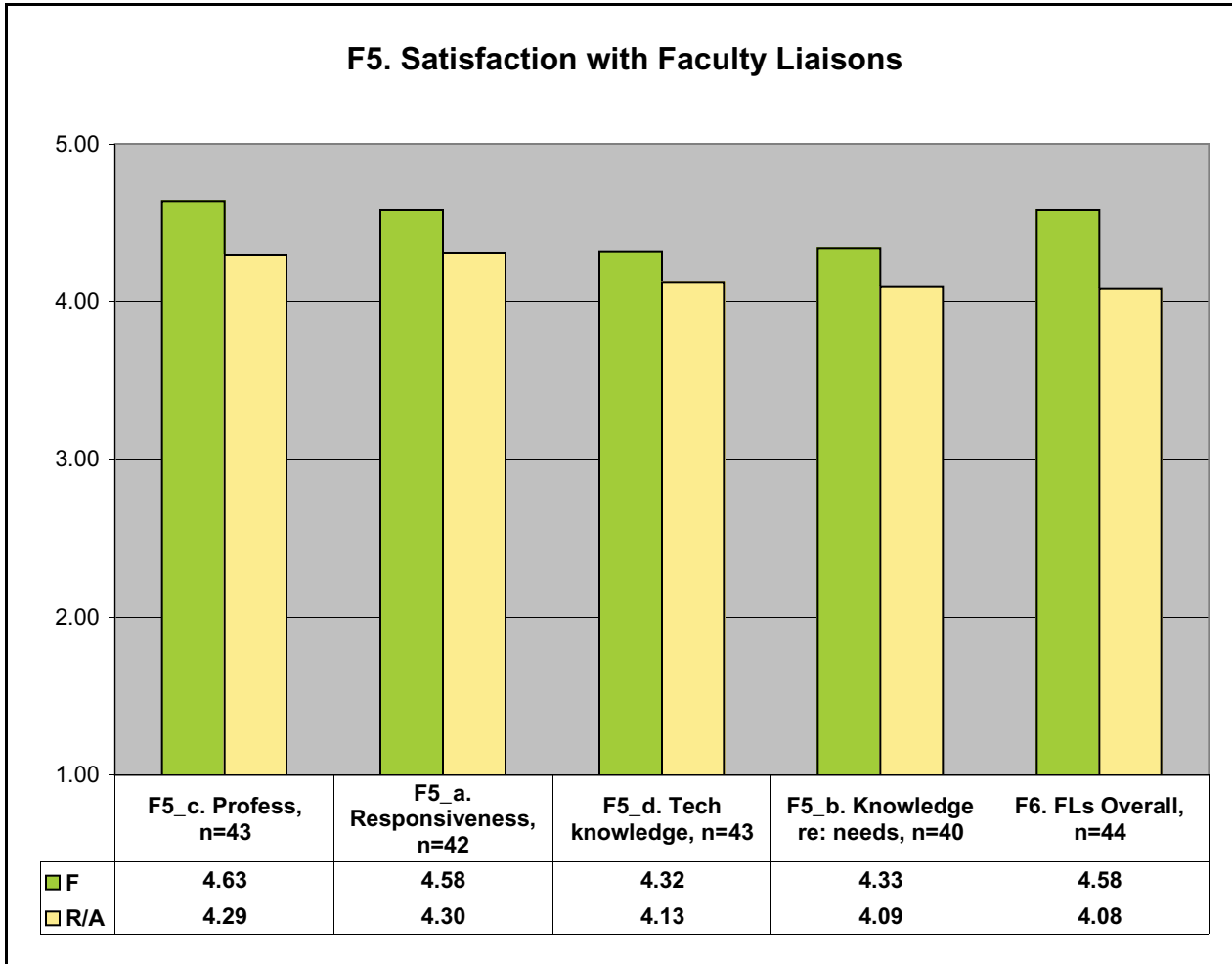
F4e Local tech supp staff									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	4.21	5%	1%	12%	33%	49%	126	1.00	0.17
F	4.43	4%	2%	4%	24%	65%	46		
R/A	4.09	5%	0%	16%	39%	40%	80		

F4f Other									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.14	14%	0%	57%	14%	14%	7	1.21	0.90
F	4.00	0%	0%	50%	0%	50%	2		
R/A	2.80	20%	0%	60%	20%	0%	5		

5. If you consulted with a Faculty Liaison in the last year, Please rate your satisfaction with the following:

- a. Responsiveness to your inquiries
- b. Being knowledgeable about your department's needs
- c. Professionalism
- d. Technical knowledge

6. How satisfied are you with the service you received from the Faculty Liaisons overall?



F5_a Responsiveness									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	4.43	0%	0%	7%	43%	50%	42	0.80	0.24
F	4.58	0%	0%	0%	42%	58%	19		
R/A	4.30	0%	0%	13%	43%	43%	23		

F5_b Knowledge re: needs									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	4.20	0%	3%	18%	38%	43%	40	0.92	0.29
F	4.33	0%	0%	11%	44%	44%	18		
R/A	4.09	0%	5%	23%	32%	41%	22		

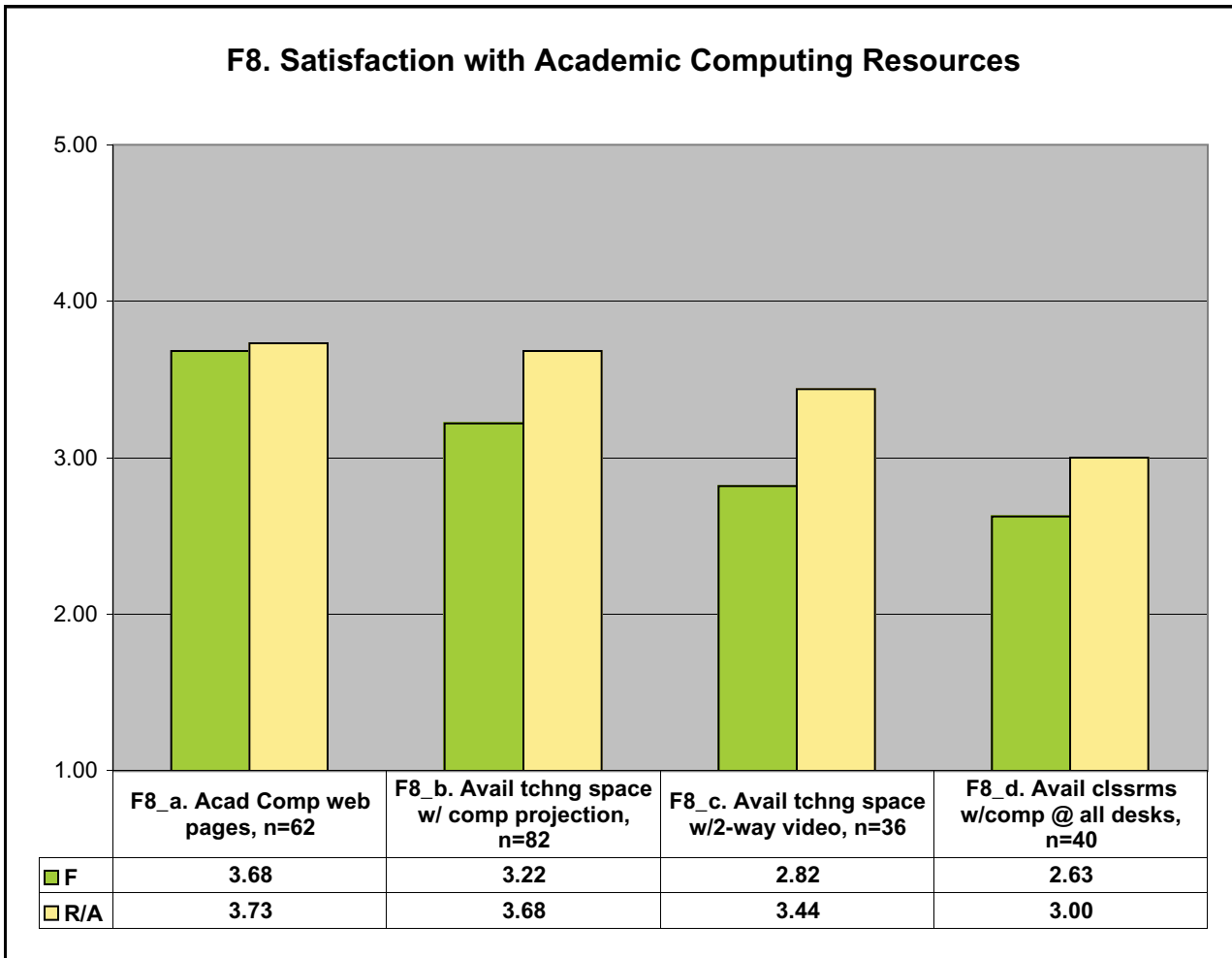
F5_c Profess									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	4.44	0%	2%	9%	30%	58%	43	0.87	0.26
F	4.63	0%	0%	0%	37%	63%	19		
R/A	4.29	0%	4%	17%	25%	54%	24		

F5_d Tech knowledge									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	4.21	0%	5%	12%	42%	42%	43	0.92	0.27
F	4.32	0%	5%	0%	53%	42%	19		
R/A	4.13	0%	4%	21%	33%	42%	24		

F6 FLs Overall									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	4.30	0%	0%	18%	34%	48%	44	0.87	0.26
F	4.58	0%	0%	5%	32%	63%	19		
R/A	4.08	0%	0%	28%	36%	36%	25		

8. Please rate the following academic computing resources:

- a. Academic Computing web pages for support (<http://web.mit.edu/acs/>)
 - b. The availability of lecture halls/classrooms with computer projection
 - c. The availability of classrooms equipped with two-way synchronous video
 - d. The availability of classrooms with desktop computers at every seat
- The increasing diversity of computer use leads to the reconsideration of the types and structure of public computing clusters at the Institute.



F8_a Acad Comp web pages									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.71	0%	0%	37%	55%	8%	62	0.62	0.15
F	3.68	0%	0%	44%	44%	12%	25		
R/A	3.73	0%	0%	32%	62%	5%	37		

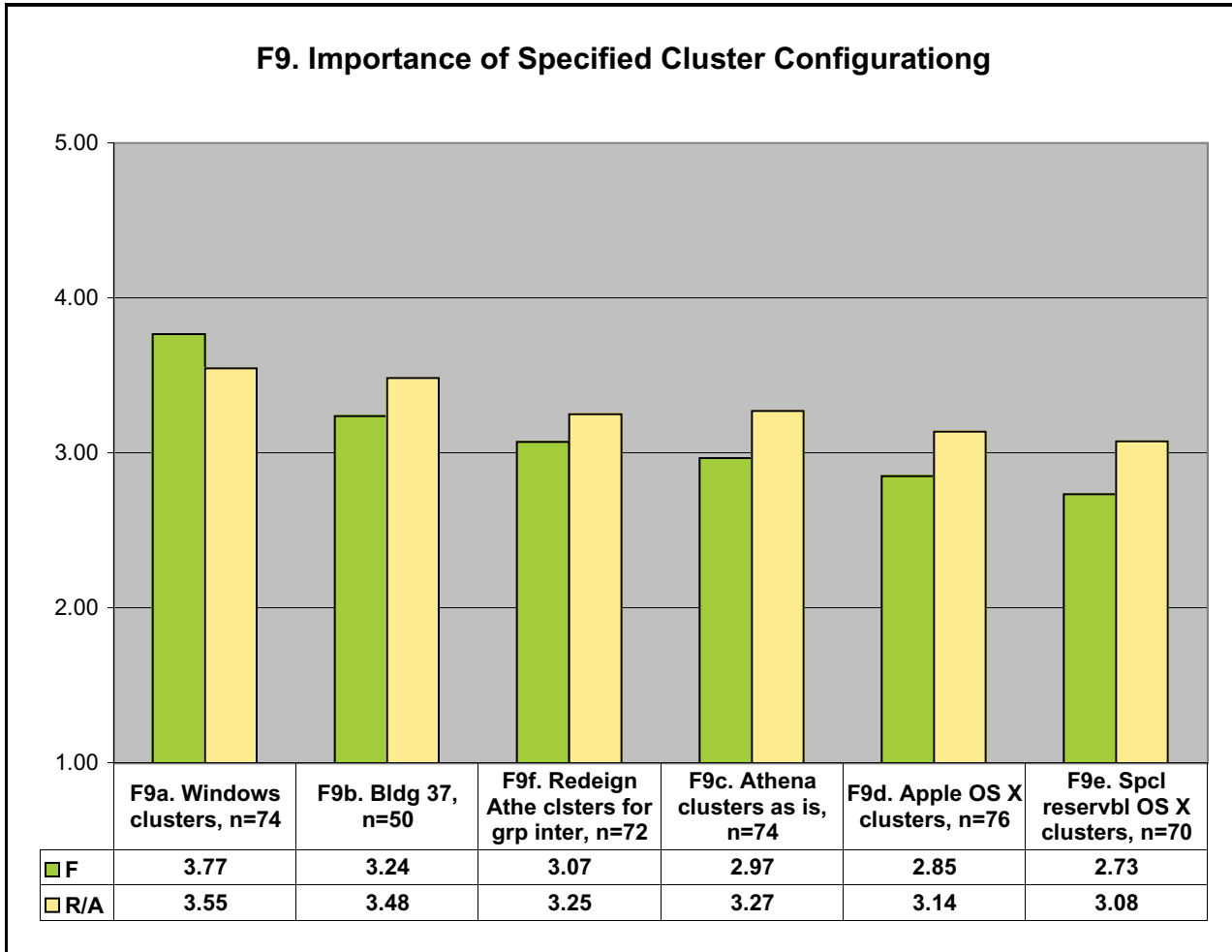
F8_b Avail tchng space w/ comp projection									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.45	5%	16%	21%	46%	12%	82	1.06	0.23
F	3.22	10%	20%	17%	46%	7%	41		
R/A	3.68	0%	12%	24%	46%	17%	41		

F8_c Avail tchng space w/2-way video									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.25	8%	8%	36%	44%	3%	36	1.11	0.36
F	2.82	27%	0%	36%	36%	0%	11		
R/A	3.44	0%	12%	36%	48%	4%	25		

F8_d Avail classrms w/comp @ all desks									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	2.85	5%	25%	50%	20%	0%	40	0.97	0.30
F	2.63	13%	19%	63%	6%	0%	16		
R/A	3.00	0%	29%	42%	29%	0%	24		

9. Rate the importance of the following cluster configurations:

- a. General-purpose Windows OS clusters with basic productivity software
- b. Building 37 (for GIS, visualization, modeling) which can be reserved for teaching or lab work.
- c. Keeping Athena clusters as they are
- d. General-purpose Apple (OS X) clusters with basic productivity software
- e. Special function/reservable Apple (OS X) clusters
- f. Redesign of some Athena clusters to support group/team interaction



F9a Windows clusters									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.64	8%	5%	22%	45%	20%	74	1.19	0.27
F	3.77	3%	7%	23%	43%	23%	30		
R/A	3.55	11%	5%	20%	45%	18%	44		

F9b Bldg 37									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.38	4%	12%	42%	26%	16%	50	1.02	0.28
F	3.24	5%	14%	52%	10%	19%	21		
R/A	3.48	3%	10%	34%	38%	14%	29		

F9c Athena clusters as is									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.15	4%	18%	46%	24%	8%	74	0.97	0.22
F	2.97	7%	20%	50%	17%	7%	30		
R/A	3.27	2%	16%	43%	30%	9%	44		

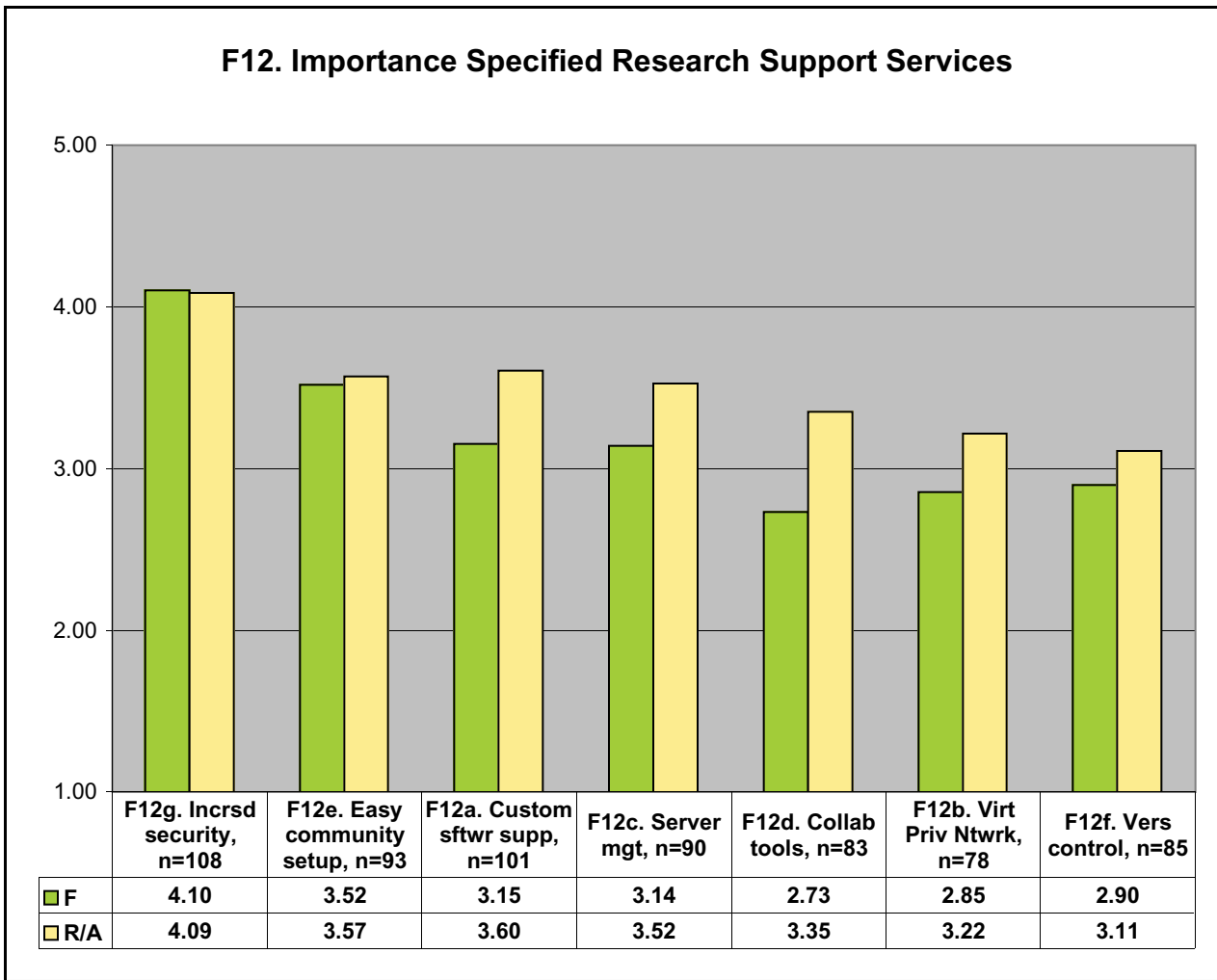
F9d Apple OS X clusters									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.01	14%	18%	30%	25%	12%	76	1.25	0.28
F	2.85	21%	18%	27%	21%	12%	33		
R/A	3.14	9%	19%	33%	28%	12%	43		

F9e Spcl reservbl OS X clusters									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	2.93	13%	17%	40%	24%	6%	70	1.08	0.25
F	2.73	17%	23%	33%	23%	3%	30		
R/A	3.08	10%	13%	45%	25%	8%	40		

F9f Redeign Athe clsters for grp inter									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.18	4%	14%	47%	29%	6%	72	0.92	0.21
F	3.07	4%	14%	57%	21%	4%	28		
R/A	3.25	5%	14%	41%	34%	7%	44		

12. Rate the importance of the following services to support your research:

- a. Support for customized software
- b. VPN (Virtual Private Network)
- c. Server management
- d. Collaboration tools
- e. Easy way to set up a connected community (authorization and authentication)
- f. Version control tools to support local development
- g. Increased security
- h. Other, please specify



F12a Custom sftwr supp									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.46	5%	9%	34%	41%	12%	101	1.01	0.20
F	3.15	9%	15%	33%	36%	6%	33		
R/A	3.60	3%	6%	34%	43%	15%	68		

F12b Virt Priv Ntwrk									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.09	10%	13%	42%	27%	8%	78	1.12	0.25
F	2.85	19%	19%	30%	26%	7%	27		
R/A	3.22	6%	10%	49%	27%	8%	51		

F12c Server mgt									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.40	7%	12%	30%	37%	14%	90	1.08	0.22
F	3.14	10%	21%	24%	34%	10%	29		
R/A	3.52	5%	8%	33%	38%	16%	61		

F12d Collab tools									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.16	8%	13%	39%	34%	6%	83	1.04	0.22
F	2.73	12%	23%	46%	19%	0%	26		
R/A	3.35	7%	9%	35%	40%	9%	57		

F12e Easy community setup									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.55	4%	12%	27%	39%	18%	93	1.06	0.21
F	3.52	3%	15%	27%	36%	18%	33		
R/A	3.57	5%	10%	27%	40%	18%	60		

F12f Vers control									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.04	11%	14%	44%	25%	7%	85	1.08	0.23
F	2.90	10%	21%	45%	17%	7%	29		
R/A	3.11	11%	11%	43%	29%	7%	56		

**Student Survey
Detailed Results
by Service Area**

Graduate Students: Top Sources of Satisfaction and Dissatisfaction

Sources of Satisfaction 80% or More, Sorted by Combined Total of Satisfied and Very Satisfied				
Question	Srvey	T Sat	Mean	Count
19e. Professionalism (Help Desk)	Gen	89%	4.19	27
19f. Tech ability (Help Desk)	Gen	89%	4.26	27
19f. Tech ability (Athen-OLC)	Gen	83%	4.11	18
Q41. IS&T overall	Gen	83%	3.95	104
Q6a. Network performance	Gen	81%	4.12	107
19a. Get person (Athen-OLC)	Gen	81%	4.06	16
S10b. Software download pg	Stu	81%	4.08	90

Sources of Dissatisfaction 20% or More, Sorted by Combined Total of Dissatisfied and Very Dissatisfied				
Question	Srvey	T Dis	Mean	Count
S5e. Wireless availability outdoors	Stu	54%	2.35	52
S5e. Wireless availability residence halls	Stu	50%	2.75	44
Q6c. Wireless availability	Gen	38%	3.00	86
Q6e. Network timeliness resolution	Gen	26%	3.19	72
Q6d. Network prob report process	Gen	25%	3.10	73
Q26f. MIT voice mail	Gen	24%	3.11	45
Q17d. WebMail	Gen	24%	3.42	92
S11a. Printing from pub clusters	Stu	23%	3.52	84
Q17c. Spam Screening*	Gen	23%	3.29	35
Q9d. IS&T help recovering from attack	Gen	23%	3.16	44
Q13a. Remote speed	Gen	22%	3.32	77
S5e. Wireless availability common areas	Stu	21%	3.30	70
S11b. Printing from dept clusters	Stu	21%	3.54	78

* An updated and improved version of Spam Screening was released subsequent to this survey.

Top Issues and Areas Rated for Importance by Graduate Students*

Top Issues and Areas Rated for Importance, Sorted by Combined Total of Important and Very Important				
Question	Srvey	T Imp	Mean	Count
Q21f. After-hours help w/ network	Gen	91%	4.37	79
S4f. MS OFF Suite	Stu	86%	4.30	101
Q38b. More wireless	Gen	84%	4.30	101
Q38f. Auto security update	Gen	81%	4.14	101
Q38l. Software upgrades	Gen	78%	3.87	94
Q22a. After-hours mode email	Gen	74%	3.99	88

*This list represents an accounting of those areas and issues that respondents were asked to rate for importance. There may be other areas of importance that were not asked about in the survey.

Undergraduates: Top Sources of Satisfaction and Dissatisfaction

Sources of Satisfaction 80% or More, Sorted by Combined Total of Satisfied and Very Satisfied				
Question	Srvey	T Sat	Mean	Count
19e. Professionalism (Athen-OLC)	Gen	100%	4.29	14
19f. Tech ability (Athen-OLC)	Gen	100%	4.46	13
19a. Get person (Help Desk)	Gen	88%	4.19	16
19e. Professionalism (Help Desk)	Gen	88%	4.35	17
19f. Tech ability (Help Desk)	Gen	88%	4.18	17
S10b. Software download pg	Stu	86%	4.15	84
19a. Get person (Athen-OLC)	Gen	86%	4.14	14
Q41. IS&T overall	Gen	81%	3.91	91
Q11a. Remote home	Gen	80%	4.03	88

Sources of Dissatisfaction 20% or More, Sorted by Combined Total of Dissatisfied and Very Dissatisfied				
Question	Srvey	T Dis	Mean	Count
S5e. Wireless availability residence halls	Stu	68%	2.29	62
Q6c. Wireless availability	Gen	60%	2.40	63
S5e. Wireless availability outdoors	Stu	40%	2.87	52
Q9d. IS&T help recovering from attack	Gen	38%	3.02	48
Q6b. Network reliability	Gen	28%	3.39	99
Q13a. Remote speed	Gen	28%	3.24	68
Q6d. Network Prob report process	Gen	27%	3.11	75
Q6a. Network performance	Gen	25%	3.52	99
Q6e. Network ttmeliness resolution	Gen	25%	3.01	77
Q13b. Remote reliability	Gen	24%	3.34	67
S11b. Printing from dept clusters	Stu	20%	3.56	54

Top Issues and Areas Rated for Importance by Undergraduates*

Top Issues and Areas Rated for Importance, Sorted by Combined Total of Important and Very Important				
Question	Srvey	T Imp	Mean	Count
Q21f. After-hours help w/ network	Gen	89%	4.37	70
S4f. MS Office Suite	Stu	84%	4.42	84
S4b. Wndws vers Athen software	Stu	83%	4.17	76
Q38f. Auto security update	Gen	83%	4.13	94
Q38b. More wireless	Gen	81%	4.14	88
Q22a. After-hours mode email	Gen	76%	4.00	83
Q21c. After-hours help security	Gen	71%	3.92	66

*This list represents an accounting of those areas and issues that respondents were asked to rate for importance. There may be other areas of importance that were not asked about in the survey.

1. How important are the following areas?

- a. Kiosks (Athena Quick Stations)
- b. Athena cluster
- c. Department cluster
- d. FSILG / residence hall cluster
- e. Class
- f. In classrooms but not during class
- g. Lab
- h. Libraries



S1a Athen Quick Statns									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.53	5%	13%	27%	35%	20%	187	1.10	0.16
G	3.16	9%	16%	36%	27%	12%	95		
U	3.91	0%	10%	18%	42%	29%	92		

S1b Athen cluster									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	4.00	5%	9%	14%	28%	45%	192	1.17	0.17
G	3.45	9%	16%	22%	27%	26%	100		
U	4.60	0%	1%	4%	28%	66%	92		

S1c Dept cluster									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.63	6%	7%	31%	29%	27%	163	1.14	0.17
G	3.72	8%	6%	24%	30%	32%	87		
U	3.53	4%	9%	38%	28%	21%	76		

S1d FSILD/res cluster									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.51	12%	10%	23%	26%	29%	151	1.33	0.21
G	2.96	20%	15%	28%	23%	14%	71		
U	4.00	5%	5%	18%	30%	43%	80		

S1e Class									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.06	12%	20%	32%	24%	13%	165	1.19	0.18
G	3.18	15%	17%	23%	26%	20%	82		
U	2.94	8%	23%	41%	22%	6%	83		

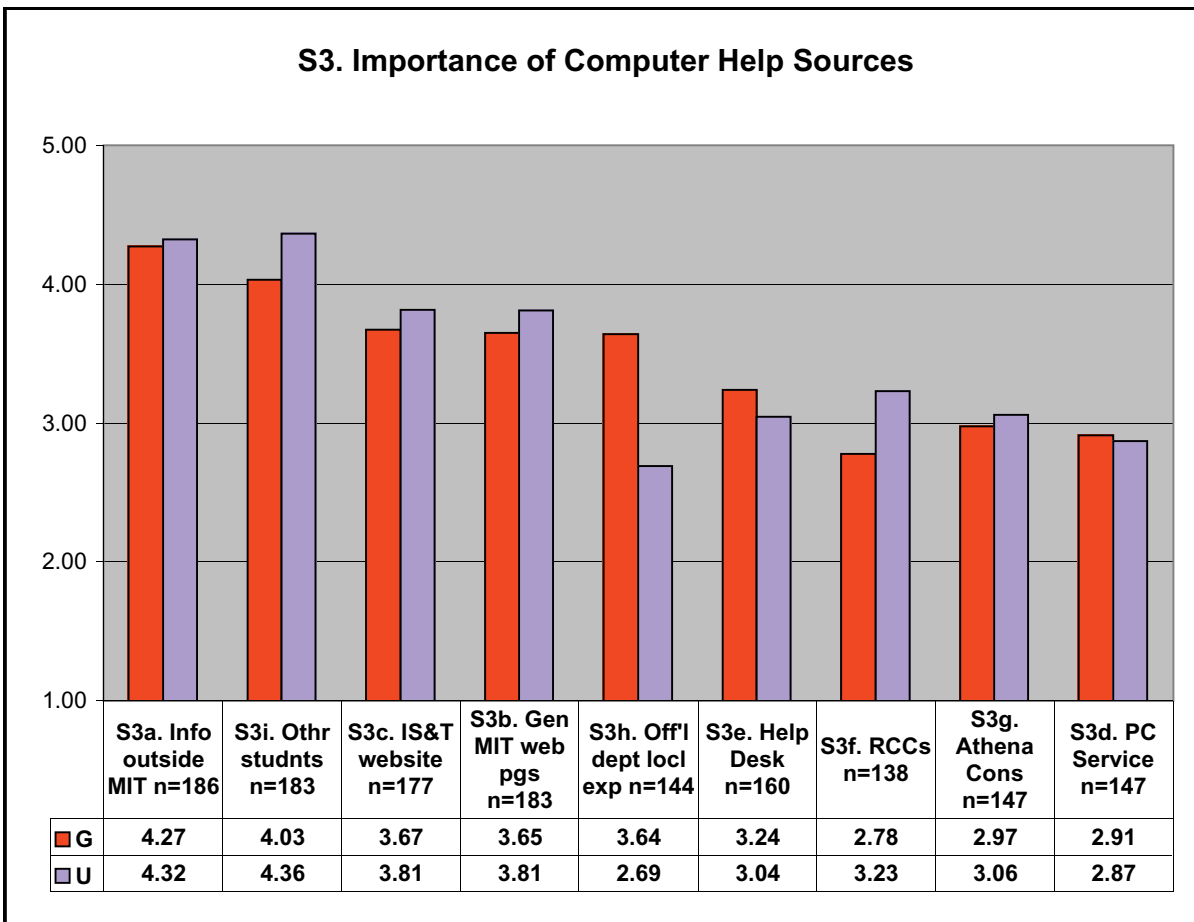
S1f Clsrms, not class									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	2.95	16%	17%	32%	26%	9%	166	1.19	0.18
G	2.98	18%	19%	20%	31%	11%	83		
U	2.93	13%	16%	43%	20%	7%	83		

S1g Lab									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.95	4%	5%	20%	34%	37%	157	1.06	0.17
G	4.01	5%	7%	16%	26%	46%	82		
U	3.88	3%	3%	25%	43%	27%	75		

S1h Libraries									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	4.07	2%	3%	19%	37%	39%	183	0.95	0.14
G	4.04	2%	5%	18%	36%	39%	95		
U	4.09	2%	1%	20%	38%	39%	88		

3. How important are the following in getting help with your computer?

- a. Information outside of MIT (Google, Apple, Microsoft, RedHat, etc.)
- b. General MIT web pages
- c. IS&T website (http://web.mit.edu/is/)
- d. PC Service
- e. Help Desk
- f. RCCs
- g. Athena Consulting
- h. Official department local expert
- i. Other students



S3a Info outside MIT									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +-
All	4.30	1%	3%	10%	40%	47%	186	0.80	0.12
G	4.27	1%	3%	9%	41%	45%	99		
U	4.32	0%	2%	11%	38%	48%	87		

S3b Gen MIT web pgs									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +-
All	3.72	1%	8%	26%	49%	16%	183	0.87	0.13
G	3.65	2%	8%	26%	51%	13%	99		
U	3.81	0%	7%	25%	48%	20%	84		

S3c IS&T website									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.73	3%	5%	25%	47%	19%	177	0.94	0.14
G	3.67	3%	6%	29%	44%	18%	97		
U	3.81	4%	4%	21%	50%	21%	80		

S3d PC Service									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	2.89	9%	22%	44%	20%	5%	147	0.98	0.16
G	2.91	9%	24%	39%	23%	5%	79		
U	2.87	9%	21%	50%	16%	4%	68		

S3e Help Desk									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.15	9%	20%	31%	28%	13%	160	1.14	0.18
G	3.24	7%	20%	28%	31%	14%	88		
U	3.04	11%	19%	35%	24%	11%	72		

S3f RCCs									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.02	13%	19%	31%	27%	10%	138	1.18	0.20
G	2.78	16%	22%	33%	25%	3%	63		
U	3.23	11%	16%	29%	28%	16%	75		

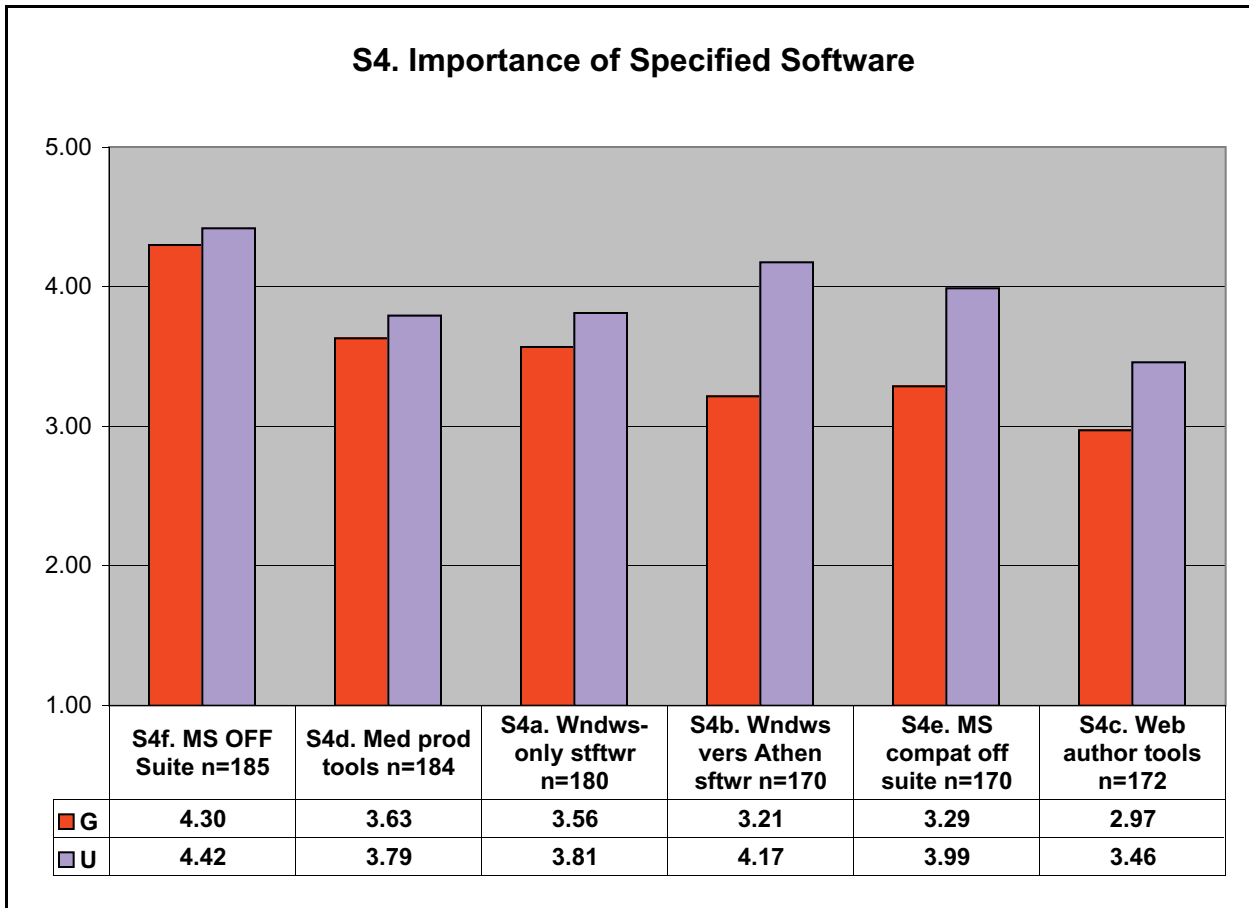
S3g Athena Cons									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.01	11%	16%	41%	25%	7%	147	1.06	0.17
G	2.97	11%	17%	41%	25%	5%	75		
U	3.06	11%	14%	42%	25%	8%	72		

S3h Off'l dept locl exp									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.22	13%	14%	33%	22%	19%	144	1.26	0.21
G	3.64	6%	11%	26%	25%	31%	80		
U	2.69	20%	17%	41%	17%	5%	64		

S3i Othr studnts									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	4.19	3%	2%	12%	41%	43%	183	0.91	0.13
G	4.03	4%	1%	15%	47%	33%	95		
U	4.36	1%	2%	9%	34%	53%	88		

4. Rate the importance of the following software:

- a. Windows-only software (e.g. Visio, Microsoft Project)
- b. Windows versions of Athena software (e.g. ProEngineer, Mathematica)
- c. Web authoring tools (e.g. Dreamweaver, Fireworks)
- d. Media production tools (e.g., Illustrator, Photoshop, Director)
- e. Microsoft-compatible office suite (e.g. StarOffice)
- f. Microsoft Office suite



S4a Wndws-only stftwr									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.67	9%	9%	17%	36%	29%	180	1.24	0.18
G	3.56	13%	8%	17%	35%	28%	101		
U	3.81	4%	11%	16%	37%	32%	79		

S4b Wndws vers Athen sftwr									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.64	11%	9%	14%	35%	31%	170	1.31	0.20
G	3.21	19%	13%	17%	30%	21%	94		
U	4.17	1%	5%	11%	41%	42%	76		

S4c Web author tools									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.19	8%	19%	34%	24%	15%	172	1.14	0.17
G	2.97	12%	23%	32%	24%	10%	93		
U	3.46	3%	15%	37%	25%	20%	79		

S4d Med prod tools									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.70	4%	11%	22%	39%	25%	184	1.08	0.16
G	3.63	7%	11%	21%	36%	25%	102		
U	3.79	0%	11%	23%	41%	24%	82		

S4e MS compat off suite									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.61	5%	9%	33%	24%	29%	170	1.15	0.17
G	3.29	9%	13%	36%	24%	18%	91		
U	3.99	1%	5%	29%	23%	42%	79		

S4f MS OFF Suite									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	4.35	3%	4%	8%	25%	60%	185	1.00	0.14
G	4.30	4%	5%	5%	30%	56%	101		
U	4.42	2%	2%	11%	20%	64%	84		

5. Please rate your satisfaction with the availability of wireless connectivity in the following areas:

- a. Classrooms
- b. Library space
- c. Common areas
- d. Residence halls
- e. Outdoor spaces



S5a Classrooms									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.87	2%	7%	17%	49%	25%	122	0.94	0.17
G	3.75	4%	8%	14%	55%	18%	71		
U	4.04	0%	4%	22%	41%	33%	51		

S5b Library spc									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All								0.97	0.18
G	3.87	5%	3%	16%	52%	24%	62		
U	3.90	2%	6%	21%	42%	29%	48		

S5c Common areas									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.45	6%	11%	28%	45%	11%	127	1.01	0.18
G	3.30	7%	14%	27%	44%	7%	70		
U	3.63	4%	7%	28%	46%	16%	57		

S5d Res halls									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	2.48	23%	38%	15%	18%	7%	106	1.21	0.23
G	2.75	20%	30%	14%	27%	9%	44		
U	2.29	24%	44%	16%	11%	5%	62		

S5e Outdoors									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	2.61	18%	29%	32%	16%	5%	104	1.11	0.21
G	2.35	33%	21%	29%	13%	4%	52		
U	2.87	4%	37%	35%	19%	6%	52		

7. Is it essential for you to have a wired phone in your room?

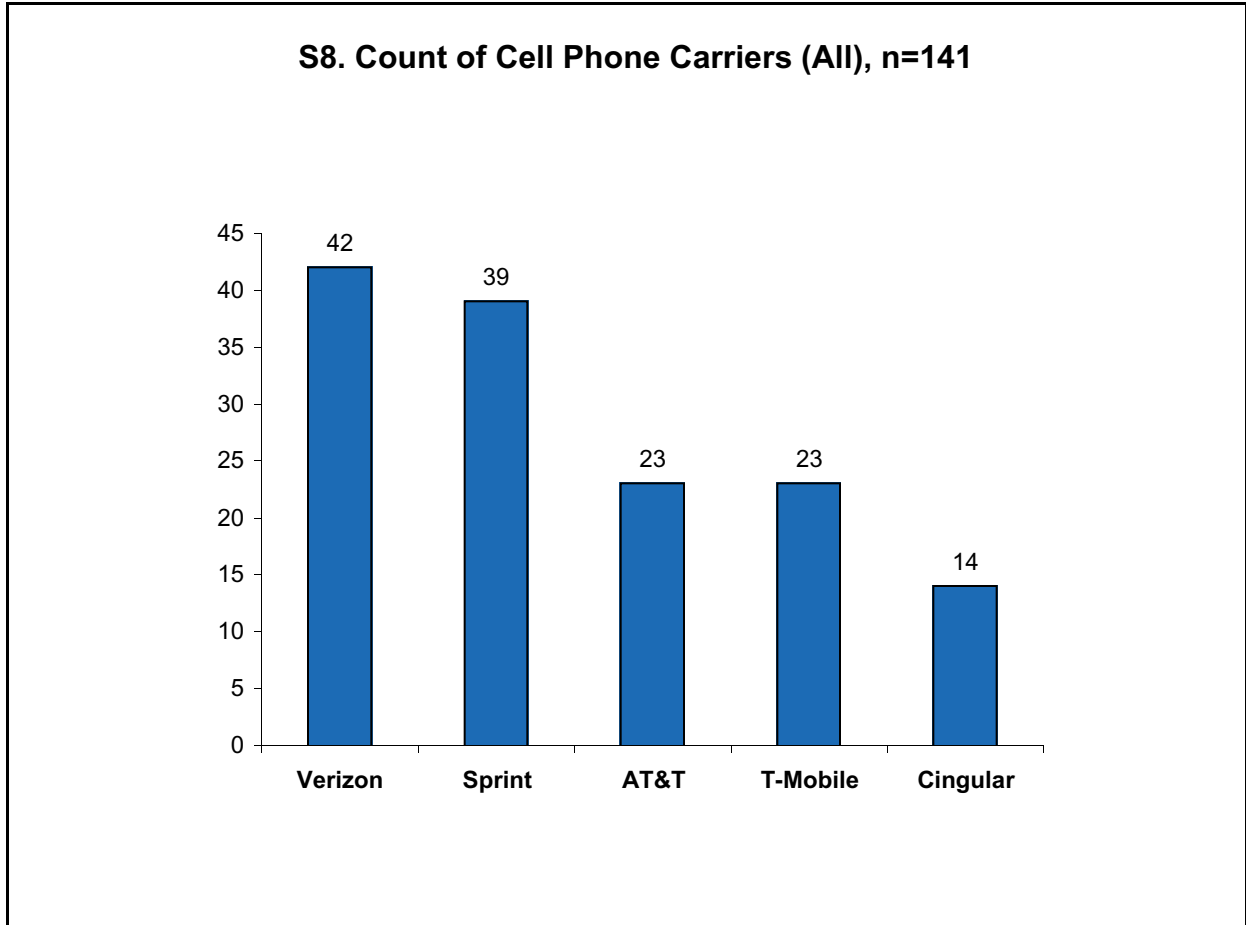
Yes
No

S7	Need room phn	
	Yes	No
All	58%	42%
G	54%	46%
U	62%	38%

<<< NO CHART FOR THIS QUESTION

8. If you have a cell phone, who is your carrier? (Select one)

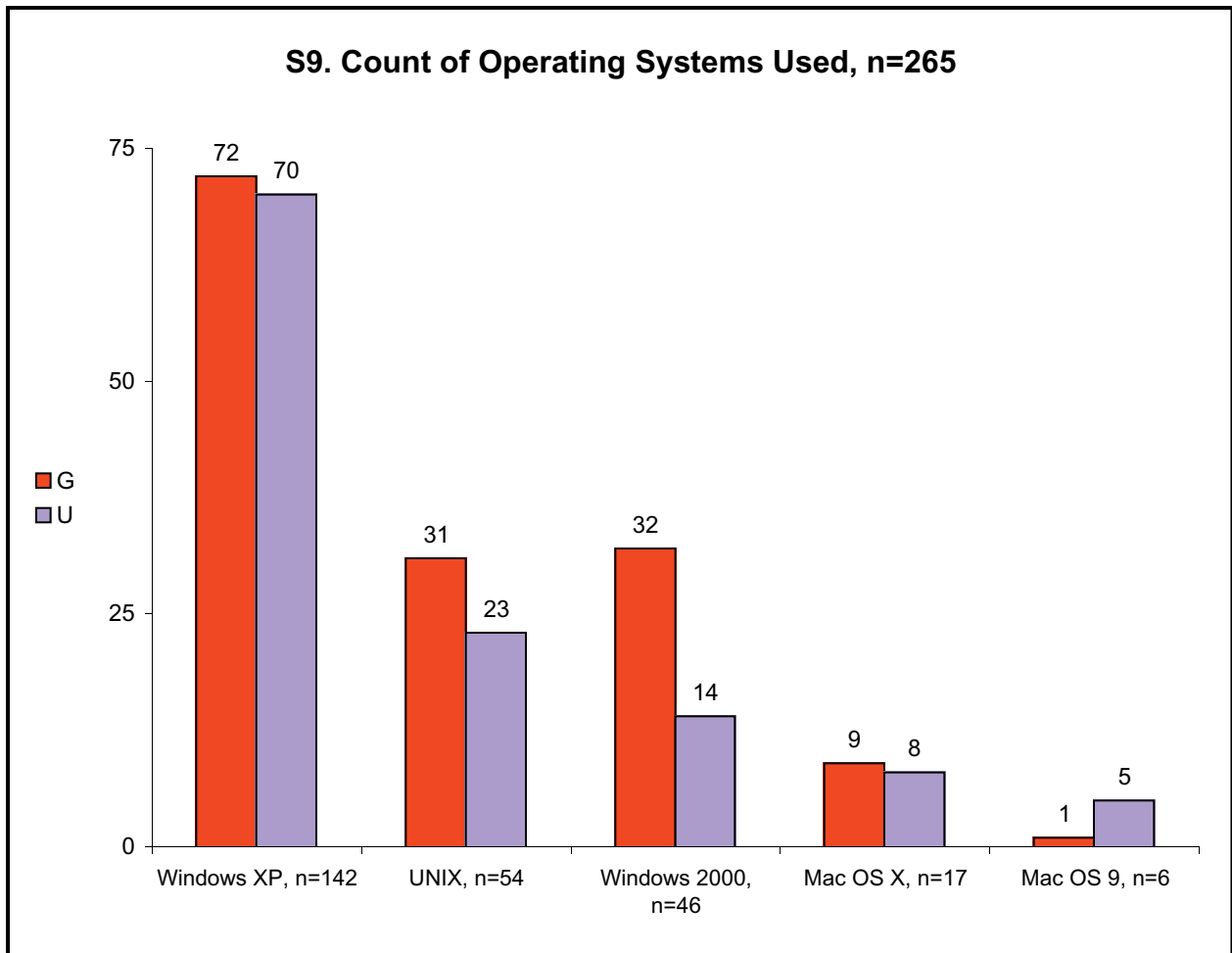
- Verizon
- Sprint
- MCI
- AT&T
- Cingular
- T-Mobile
- Nextel



S8		Cell carrier					
	Verizon	Sprint	AT&T	Cingular	T-Mobile	Count	
All	42	39	23	14	23	141	
Grad	23	27	11	9	12	82	
Ugrad	19	12	12	5	11	59	

9. What operating systems do you use? (Check all that apply)

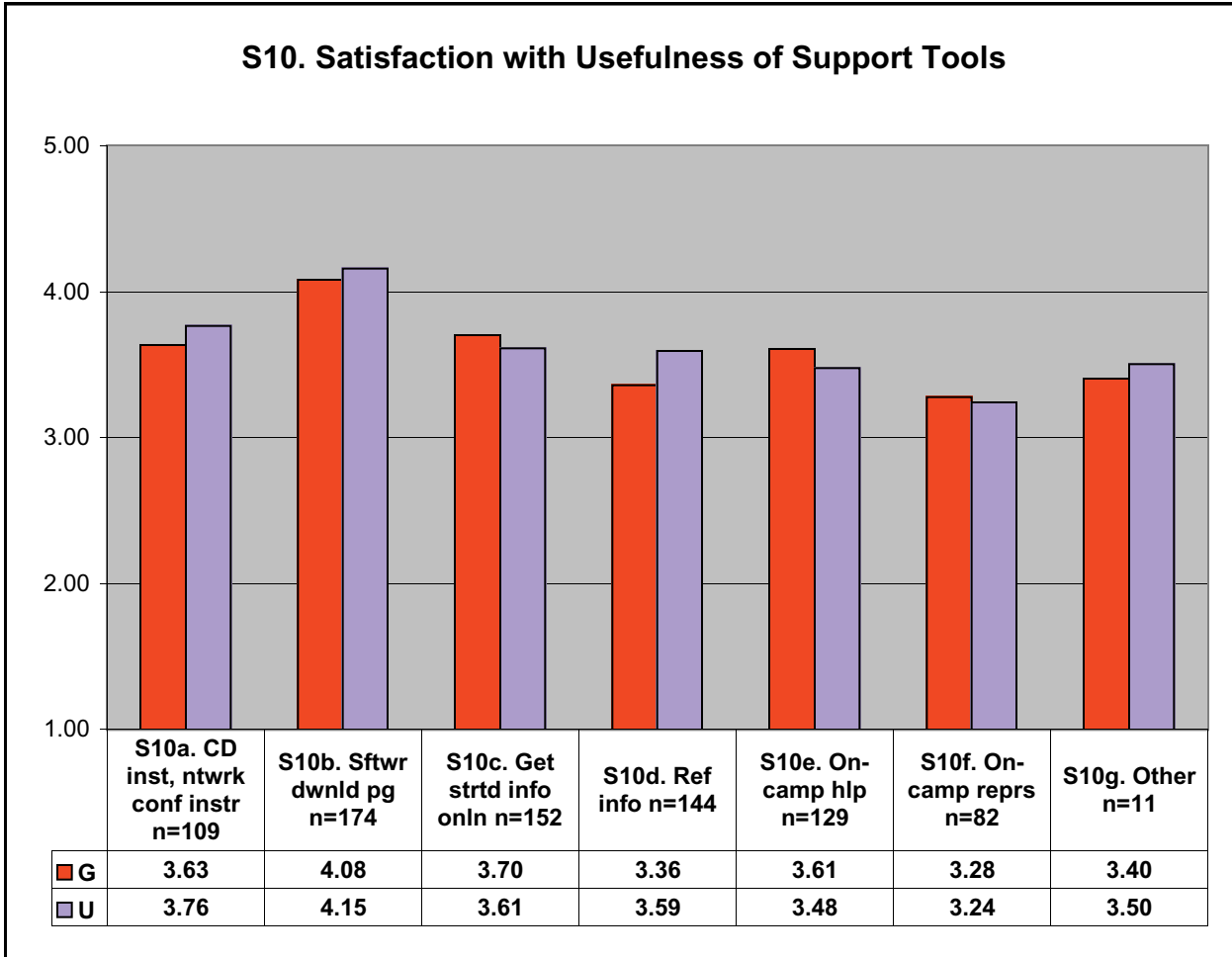
- Windows 2000
- Windows XP
- Macintosh OS 9
- Macintosh OS X
- UNIX



S9 Operating systems used						
	W 2000	Win XP	OS 9	OS X	UNIX	Count
All	46	142	6	17	54	265
Grad	32	72	1	9	31	145
Ugrad	14	70	5	8	23	120

10. Please indicate how satisfied you are with the usefulness of the following support tools:

- a. CD of installers and network configuration instructions
- b. Software download page (www.mit.edu/software)
- c. Getting started information on-line (i.e., installer/configuration instructions, application help)
- d. Reference information (Stock Answers, Web Searches)
- e. On-campus help (Computing Help Desk, Housecalls, OLC)
- f. On-campus repairs (PC Service, Hotline)
- g. Other, please specify:



S10a CD inst, ntwrk conf instr									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.71	0%	5%	33%	50%	13%	109	0.75	0.14
G	3.63	0%	4%	37%	50%	9%	46		
U	3.76	0%	5%	30%	49%	16%	63		

S10b Sftwr dwnld pg									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-
All	4.11	0%	2%	15%	53%	30%	174	0.71	0.11
G	4.08	0%	1%	18%	53%	28%	90		
U	4.15	0%	2%	12%	54%	32%	84		

S10c Get strtd info onln									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-
All	3.66	1%	5%	28%	57%	9%	152	0.76	0.12
G	3.70	0%	5%	28%	60%	8%	80		
U	3.61	3%	6%	29%	53%	10%	72		

S10d Ref info									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-
All	3.47	3%	10%	31%	48%	8%	144	0.88	0.14
G	3.36	3%	15%	30%	48%	4%	73		
U	3.59	3%	6%	32%	48%	11%	71		

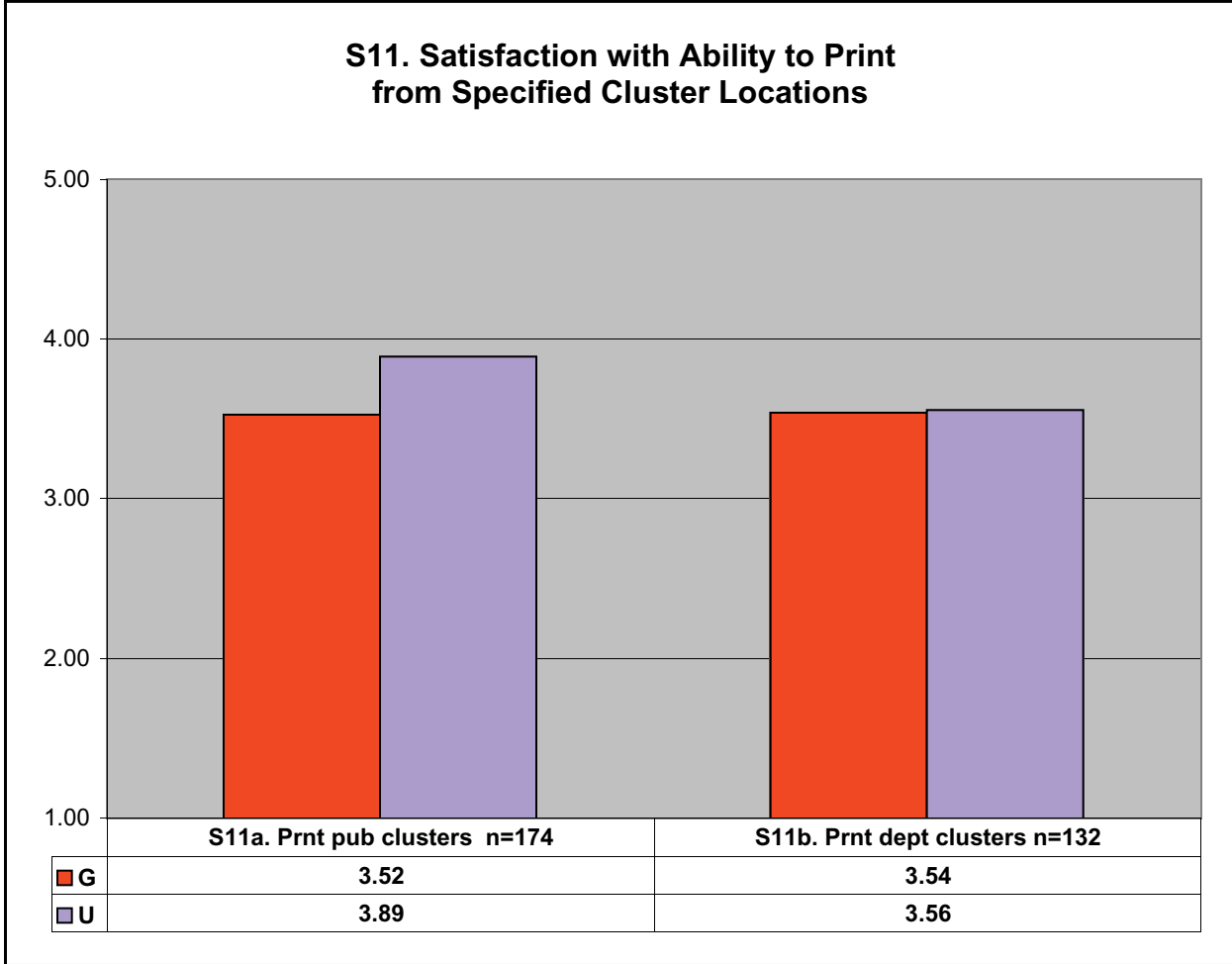
S10e On-camp hlp									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-
All	3.54	2%	5%	39%	45%	9%	129	0.82	0.14
G	3.61	3%	3%	35%	48%	11%	66		
U	3.48	2%	6%	43%	41%	8%	63		

S10f On-camp reprs									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-
All	3.26	4%	7%	54%	30%	5%	82	0.81	0.18
G	3.28	3%	10%	53%	28%	8%	40		
U	3.24	5%	5%	55%	33%	2%	42		

S10g Other									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-
All	3.45	0%	9%	55%	18%	18%	11	0.93	0.55
G	3.40	0%	0%	80%	0%	20%	5		
U	3.50	0%	17%	33%	33%	17%	6		

11. How satisfied are you with your ability to print from the following:

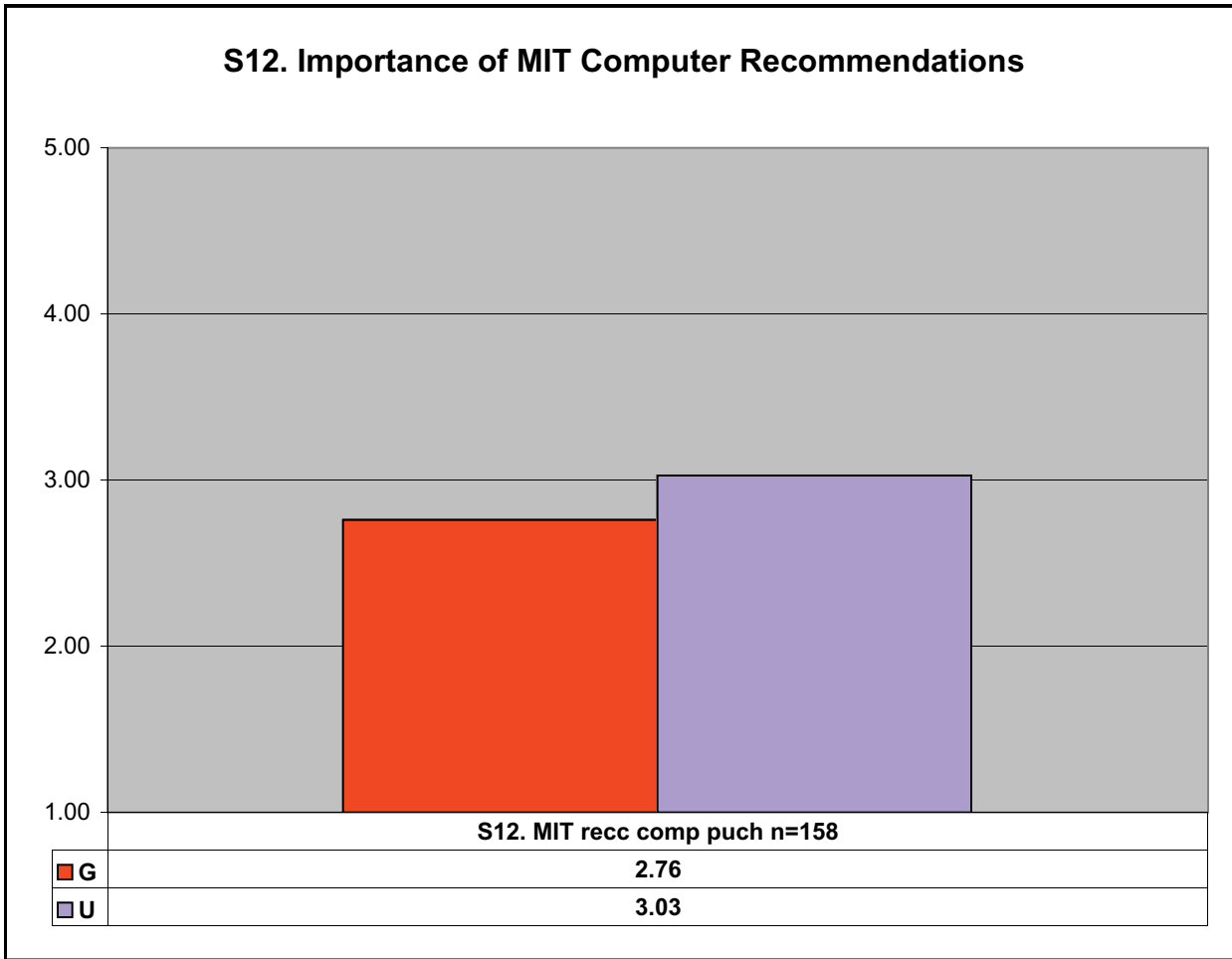
- a. Public clusters
- b. Departmental clusters



S11a Prnt pub clusters									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.71	3%	17%	12%	41%	27%	174	1.14	0.17
G	3.52	5%	18%	18%	39%	20%	84		
U	3.89	2%	16%	7%	42%	33%	90		

S11b Prnt dept clusters									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
All	3.55	5%	15%	19%	41%	20%	132	1.13	0.19
G	3.54	5%	15%	17%	46%	17%	78		
U	3.56	6%	15%	22%	33%	24%	54		

12. How important were MIT recommendations in guiding your purchase of a machine?

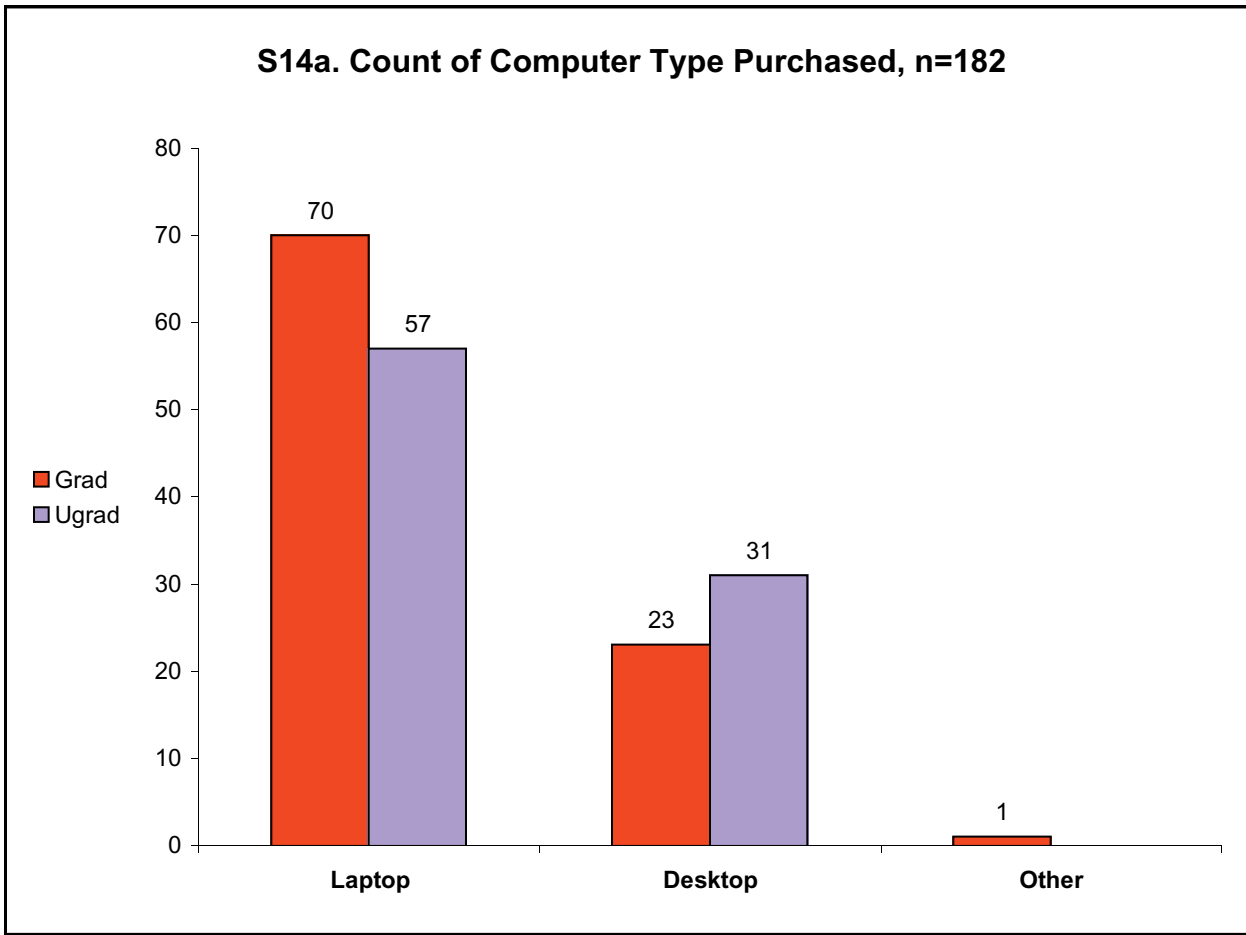


S12		MIT rec comp puch						Count	Std. Dev.	95% CI +/-
	Mean	VU	U	N	I	VI				
All	2.89	22%	20%	21%	22%	15%	158	1.38	0.21	
G	2.76	24%	21%	22%	22%	12%	78			
U	3.03	19%	20%	20%	23%	19%	80			

13. Where did you buy it?

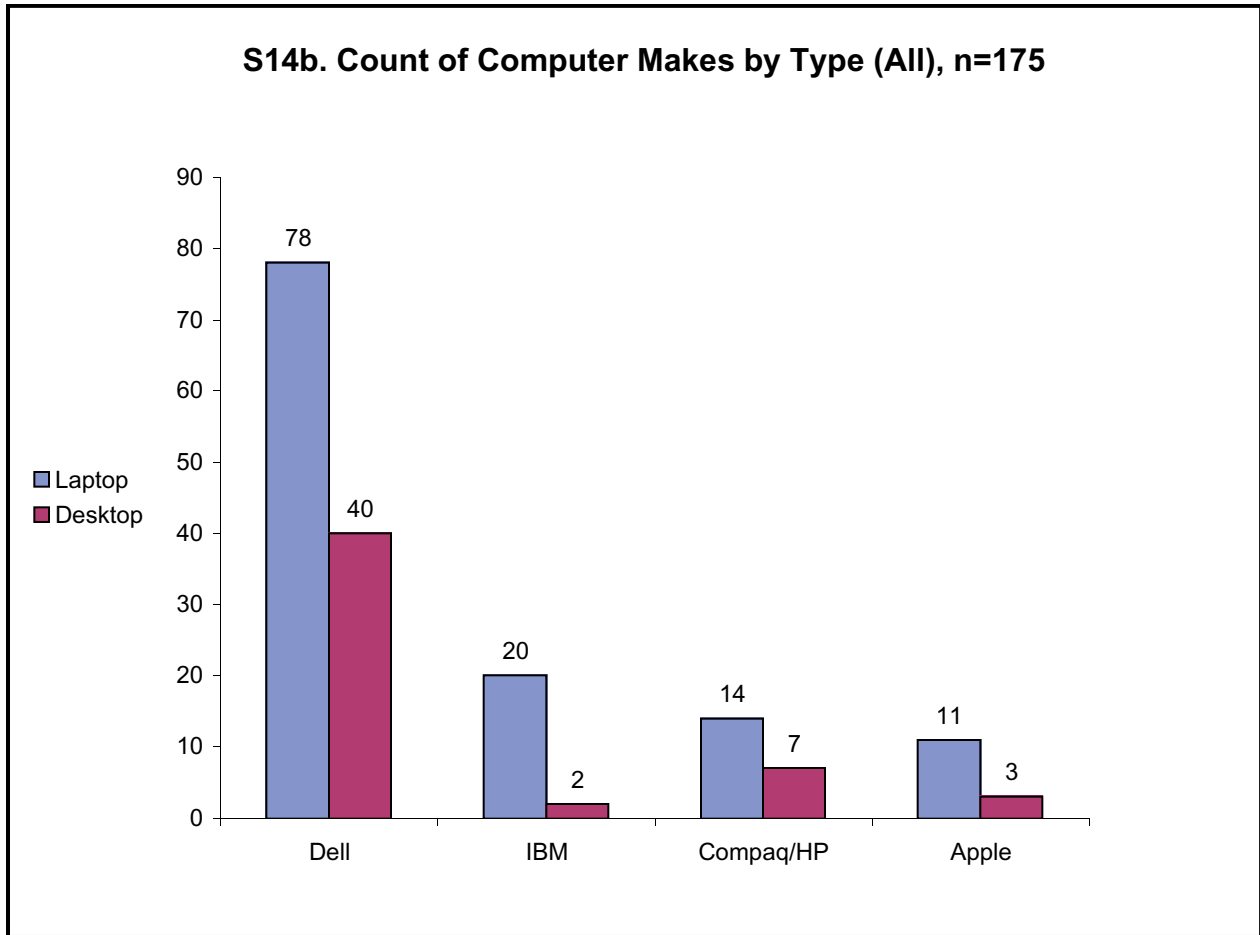
14. Tell us about what you bought:

Format: Laptop Desktop Tablet Other:



S14a	Comp type			
	Laptop	Dsktop	Other	Count
Grad	70	23	1	94
Ugrad	57	31		88

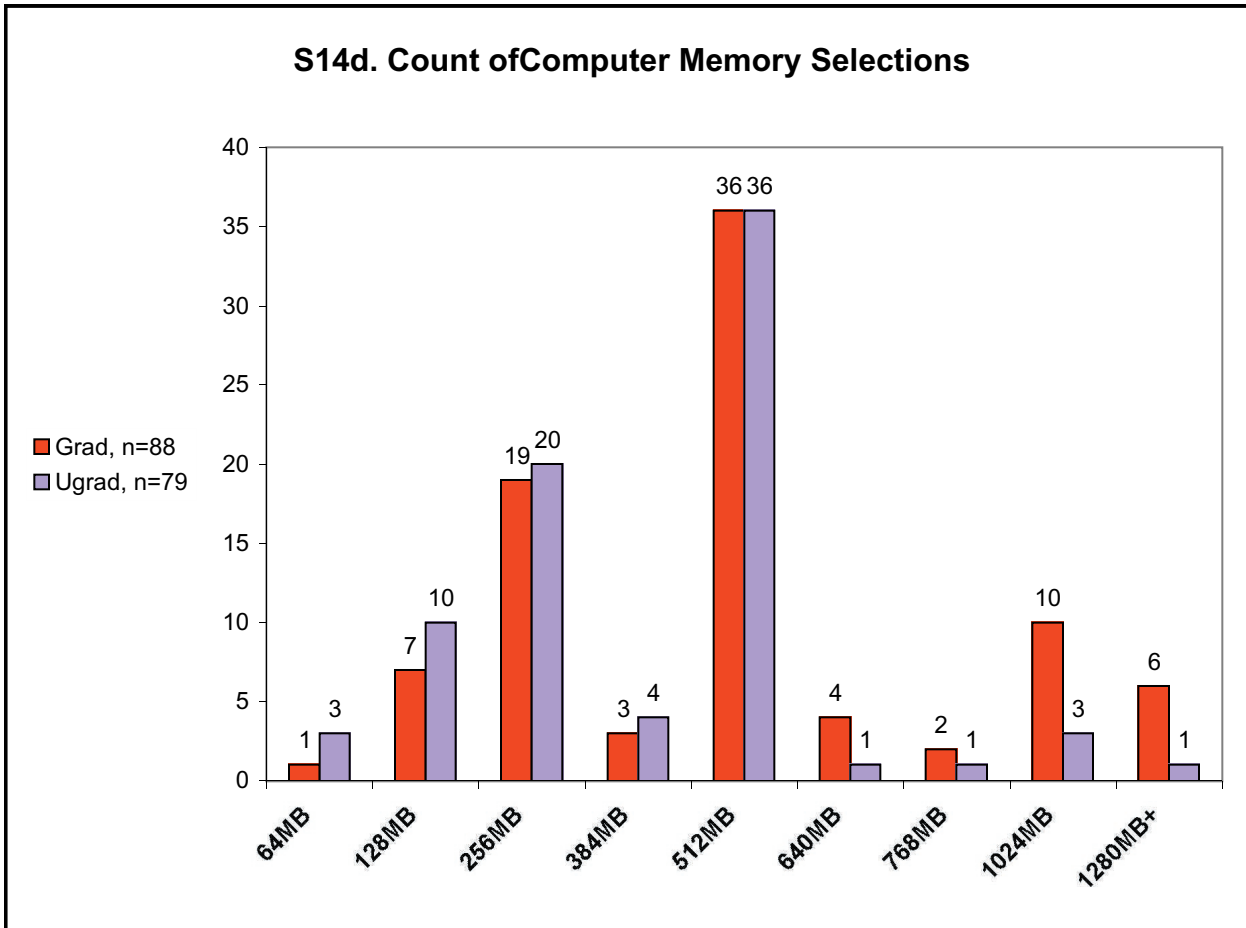
Make: Dell IBM Apple Compaq/HP Other



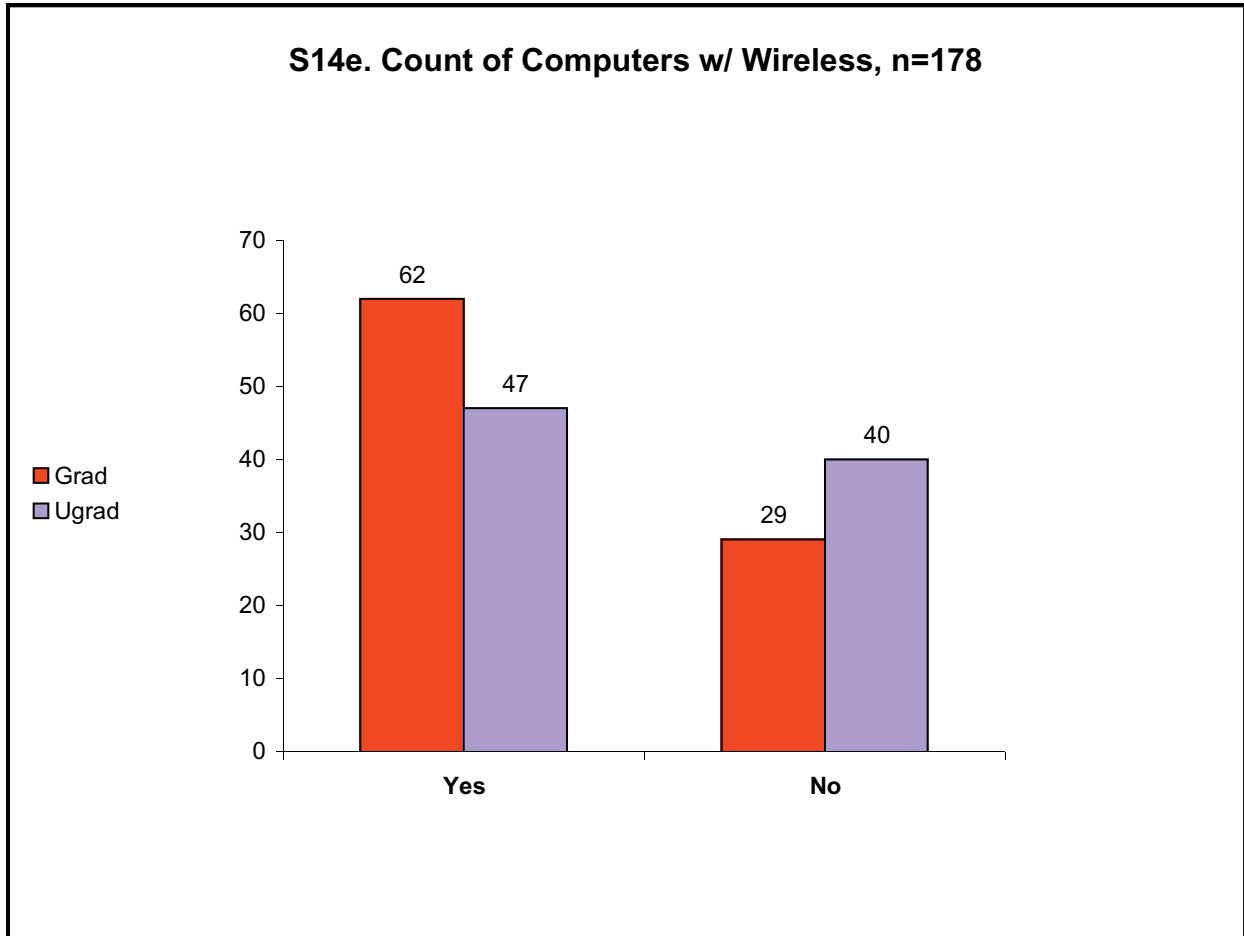
S14b	Comp make				
	Dell	IBM	Apple	Cmpq/HP	Count
Laptop	78	20	11	14	123
Desktop	40	2	3	7	52

Model: (please specify, e.g., C640, Titanium, Presario, etc.)

Memory:



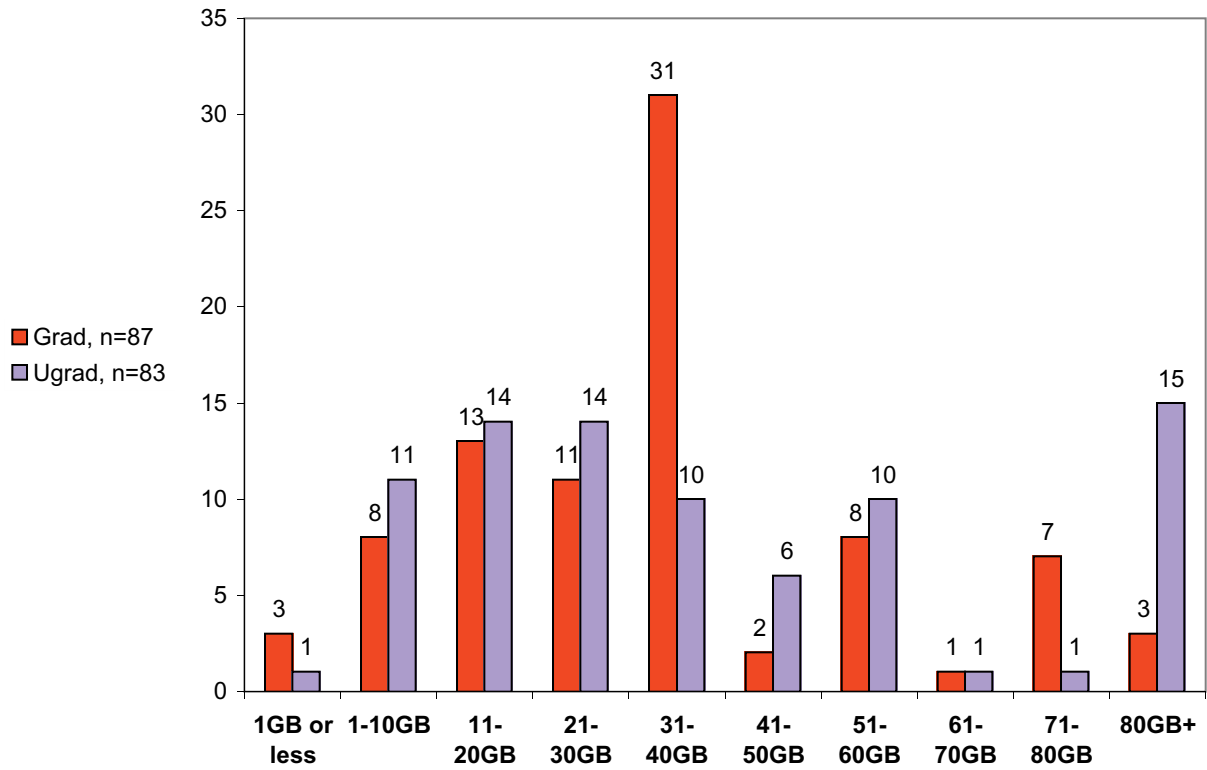
Wireless Connection: Yes No



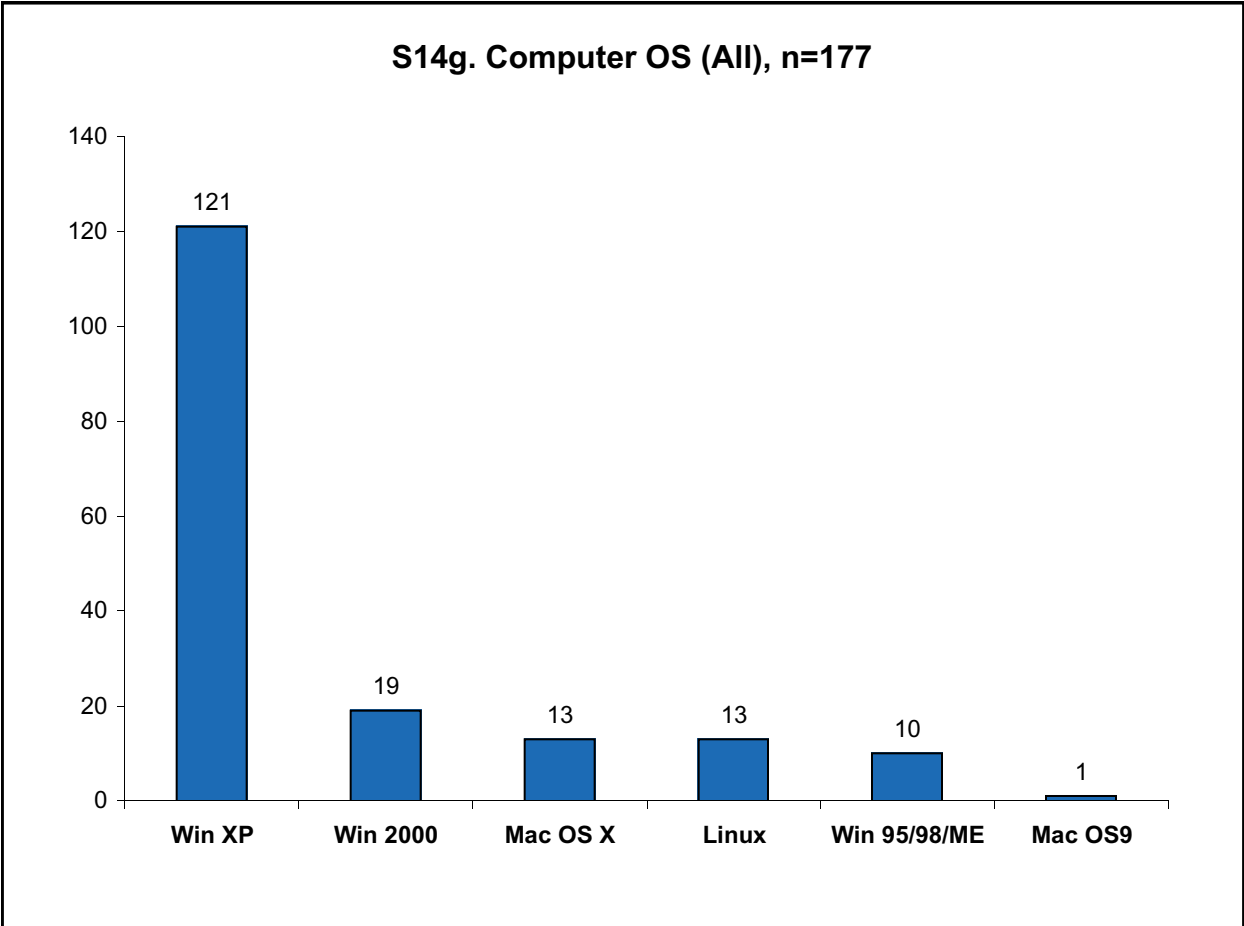
S14e	Comp w/ wireless		Count
	Yes	No	
Grad	62	29	91
Ugrad	47	40	87

Disk space:

S14f. Count of Disk Space Selections

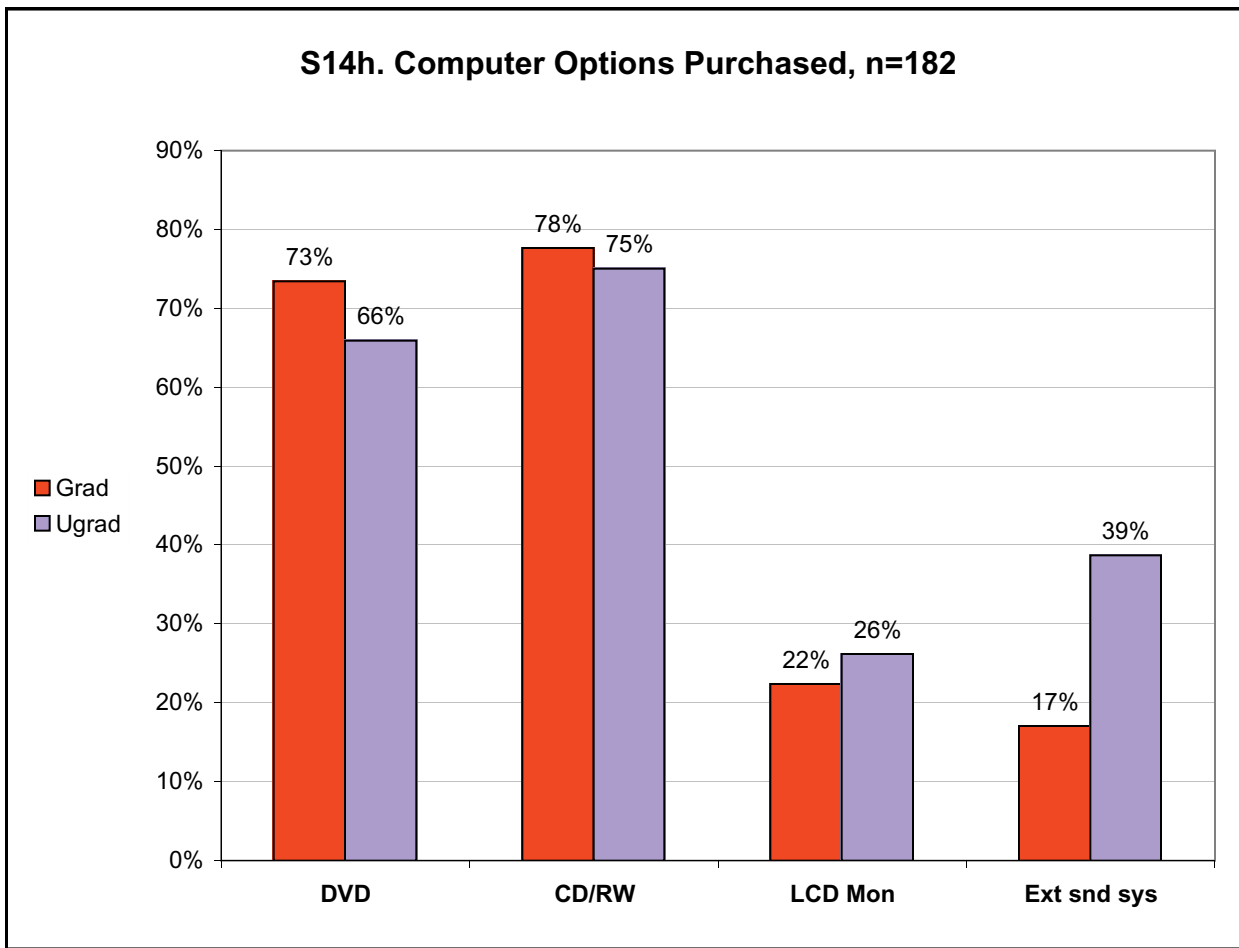


Operating System:



S14g	What OS						Count
	OS X	OS 9	Linux	95/98/ME	W 2000	Win XP	
All	13	1	13	10	19	121	177

Other options (Please select all you bought)
 DVD CD/RW LCD Monitor External sound system

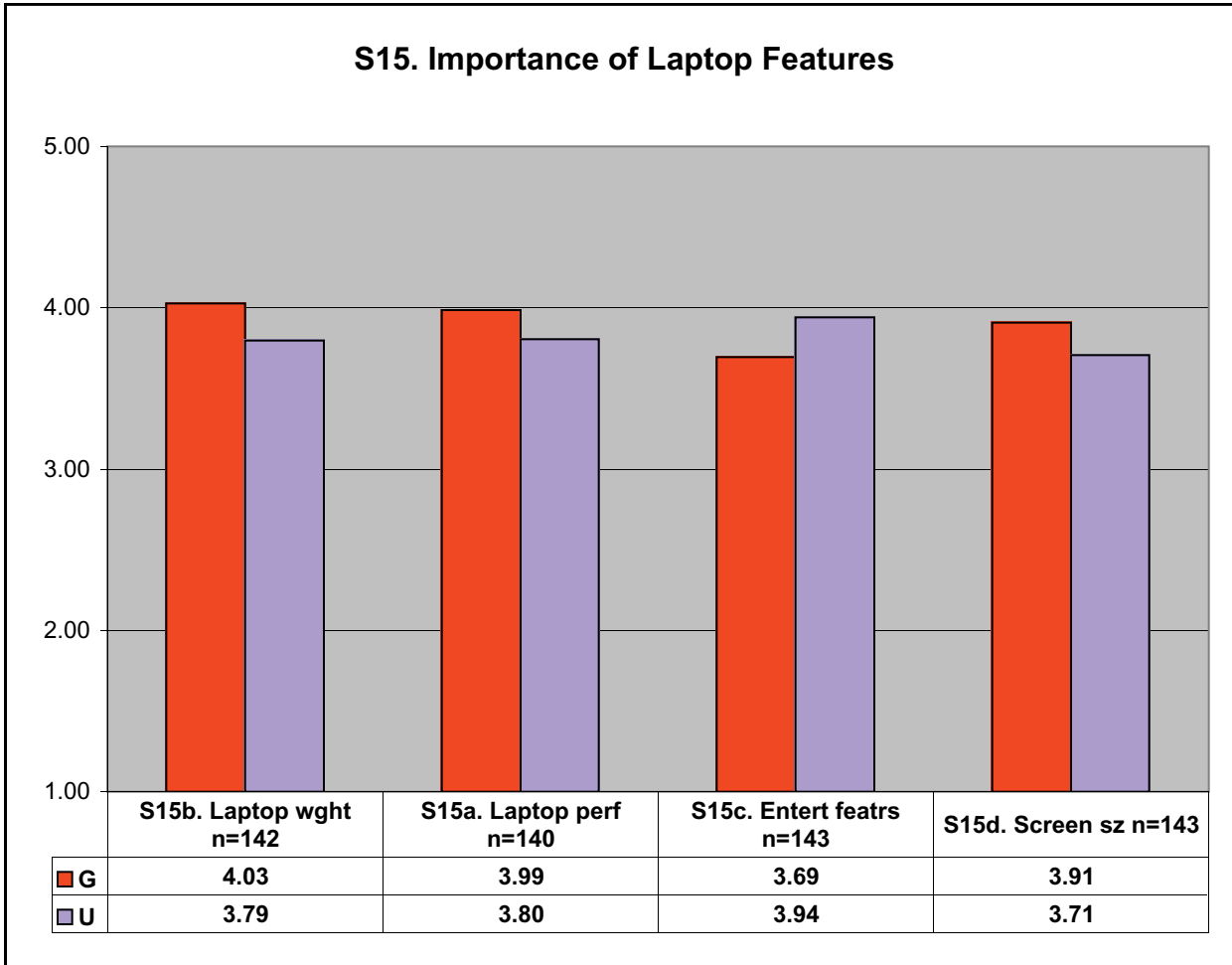


S14h Comp options purchased					
	DVD	CD/RW	LCD Mon	Ext snd sys	Count
Grad	69	73	21	16	94
Ugrad	58	66	23	34	88

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15. If you bought a laptop (through MIT or elsewhere) please rate the importance of these factors in choosing your computer:

- a. The performance of a laptop compared to desktops of similar price
- b. The weight of the laptop
- c. "Recreational" features such as DVD playback, CD/RW, Gaming support
- d. Screen size



S15a Laptop perf									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.90	3%	6%	20%	39%	31%	140	1.01	0.17
G	3.99	3%	4%	16%	46%	31%	74		
U	3.80	3%	9%	24%	32%	32%	66		

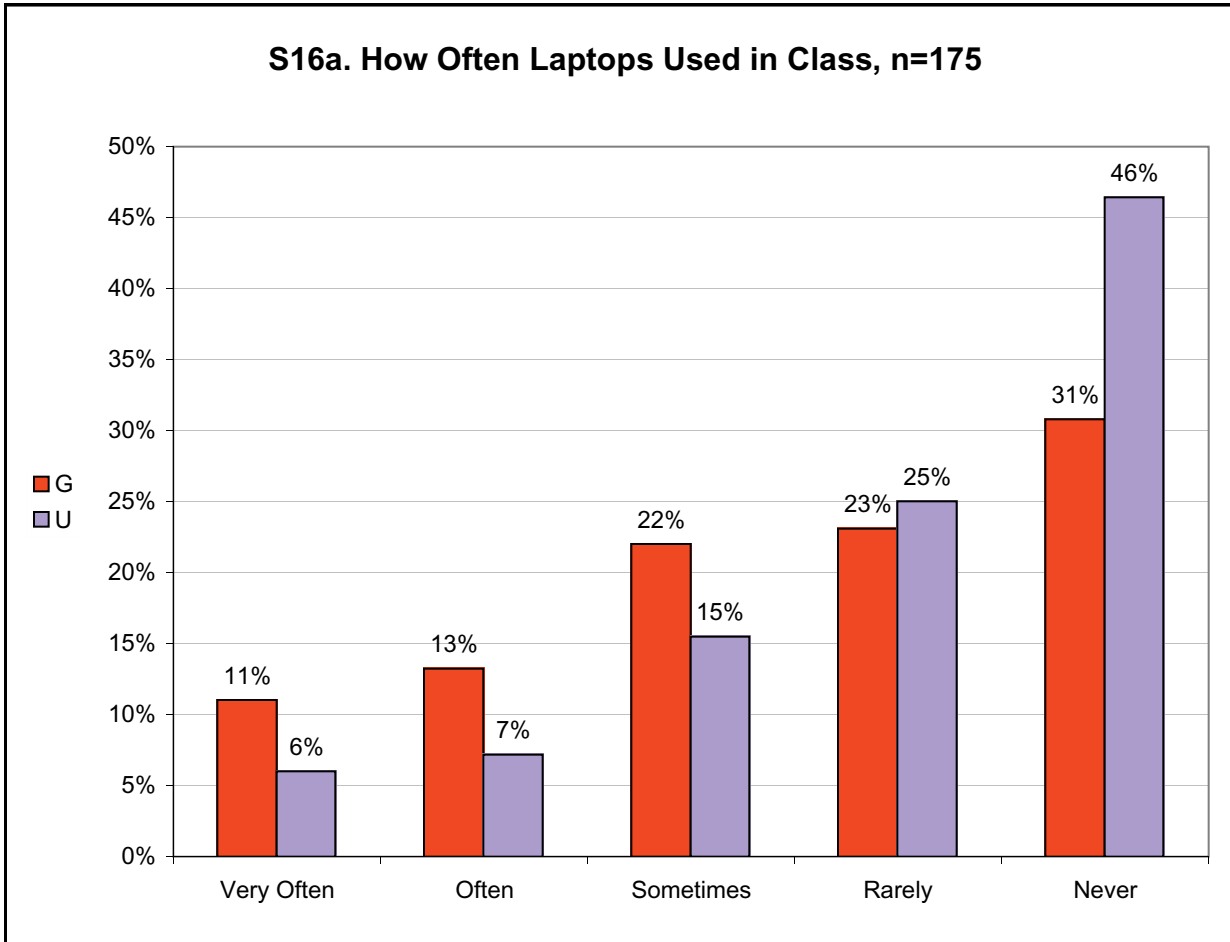
S15b Laptop wght									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.92	3%	7%	20%	35%	35%	142	1.04	0.17
G	4.03	1%	7%	19%	34%	39%	74		
U	3.79	4%	7%	22%	37%	29%	68		

S15c Entert featrs									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.81	1%	8%	22%	45%	24%	143	0.94	0.15
G	3.69	3%	8%	24%	48%	17%	75		
U	3.94	0%	9%	19%	41%	31%	68		

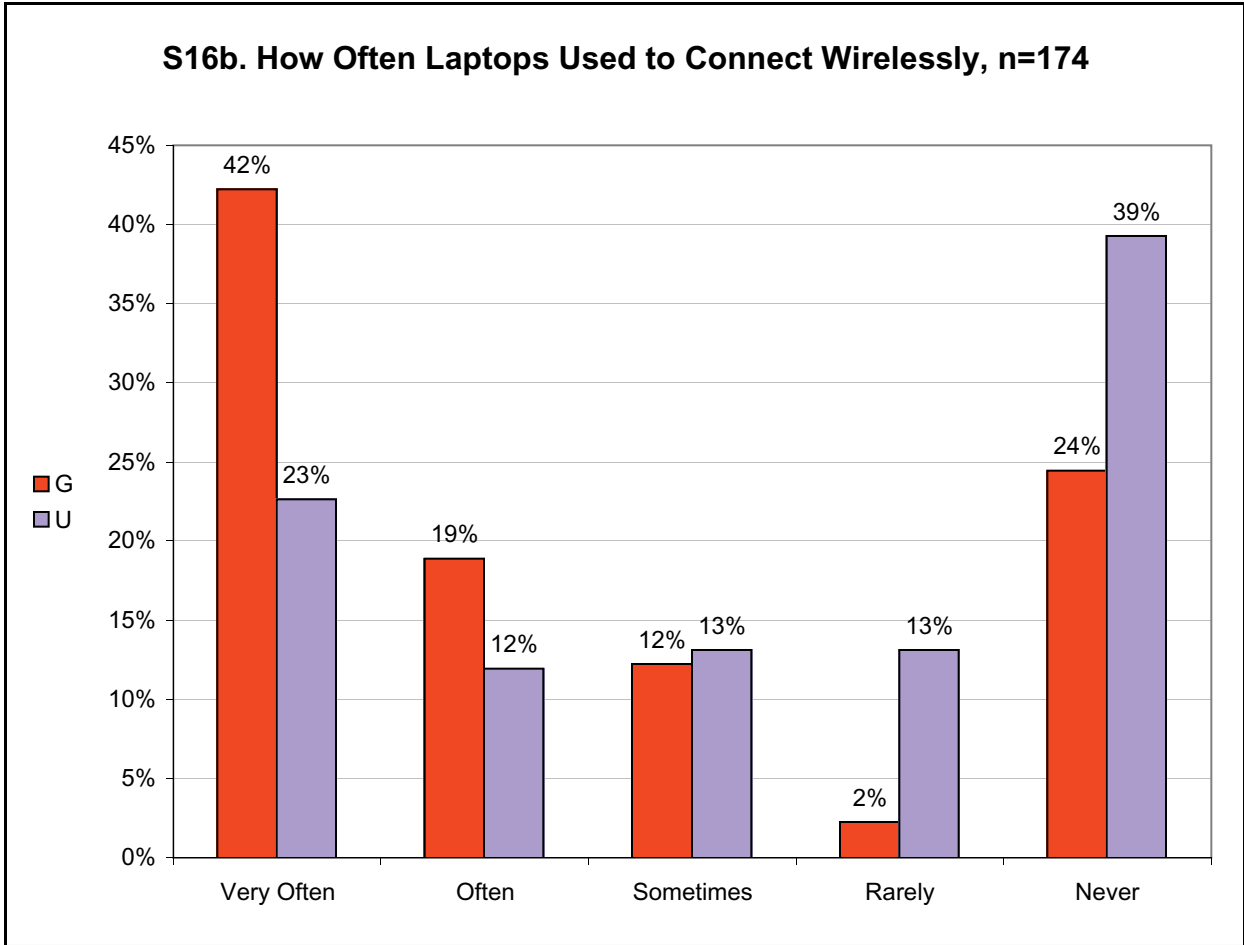
S15d Screen sz									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.81	1%	8%	21%	49%	21%	143	0.89	0.15
G	3.91	1%	1%	24%	52%	21%	75		
U	3.71	0%	16%	18%	46%	21%	68		

16. Please indicate how often you use your laptop...Very Often Often Sometimes Rarely Never

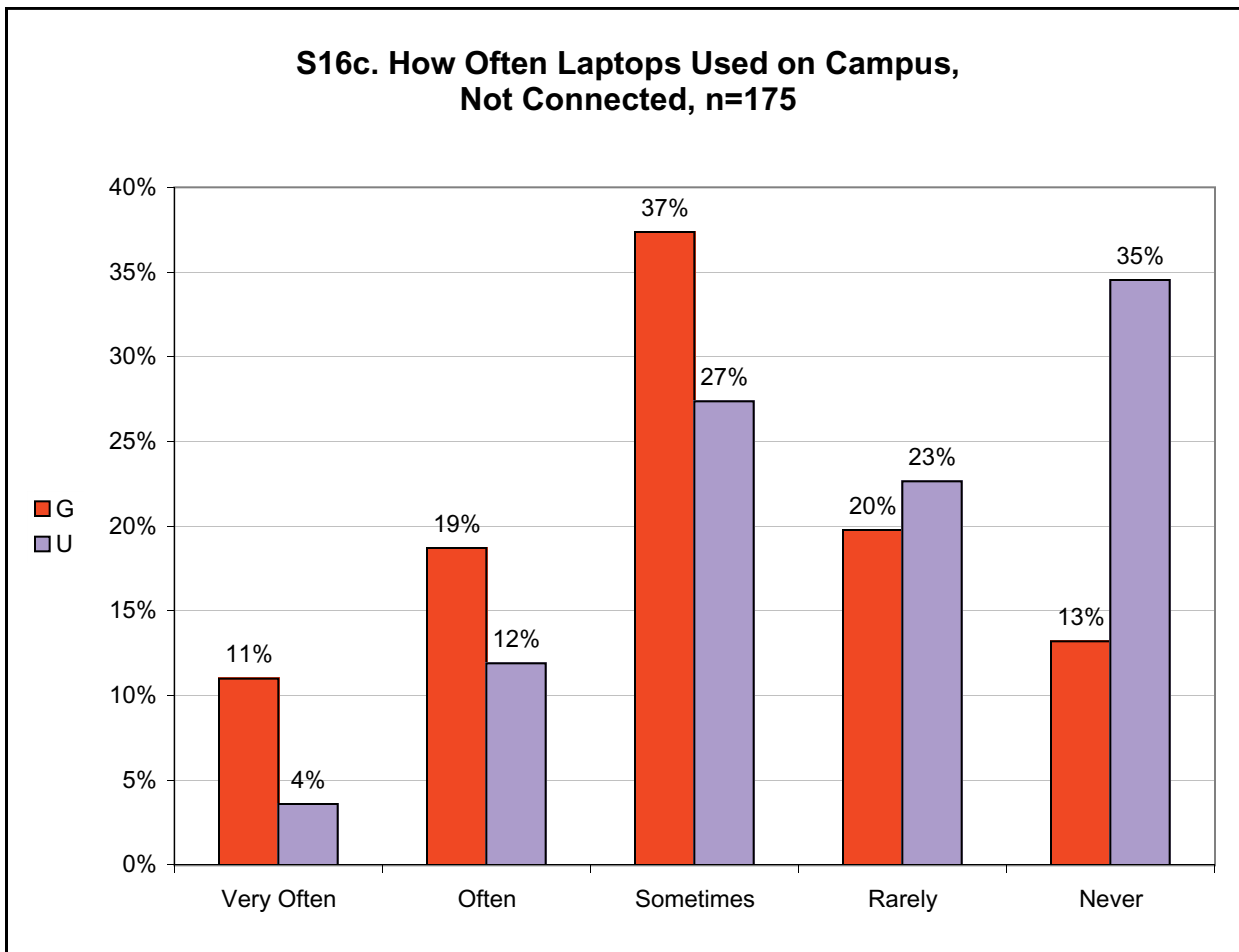
- a. In class
- b. Connected wirelessly
- c. Around campus, not connected



S16a	Class		Mean	Very Often	Often	Sometimes	Rarely	Never	Count	Std. Dev.	95% CI +/-
All			3.73	9%	10%	19%	24%	38%	175	1.30	0.19
G			3.49	11%	13%	22%	23%	31%	91		
U			3.99	6%	7%	15%	25%	46%	84		



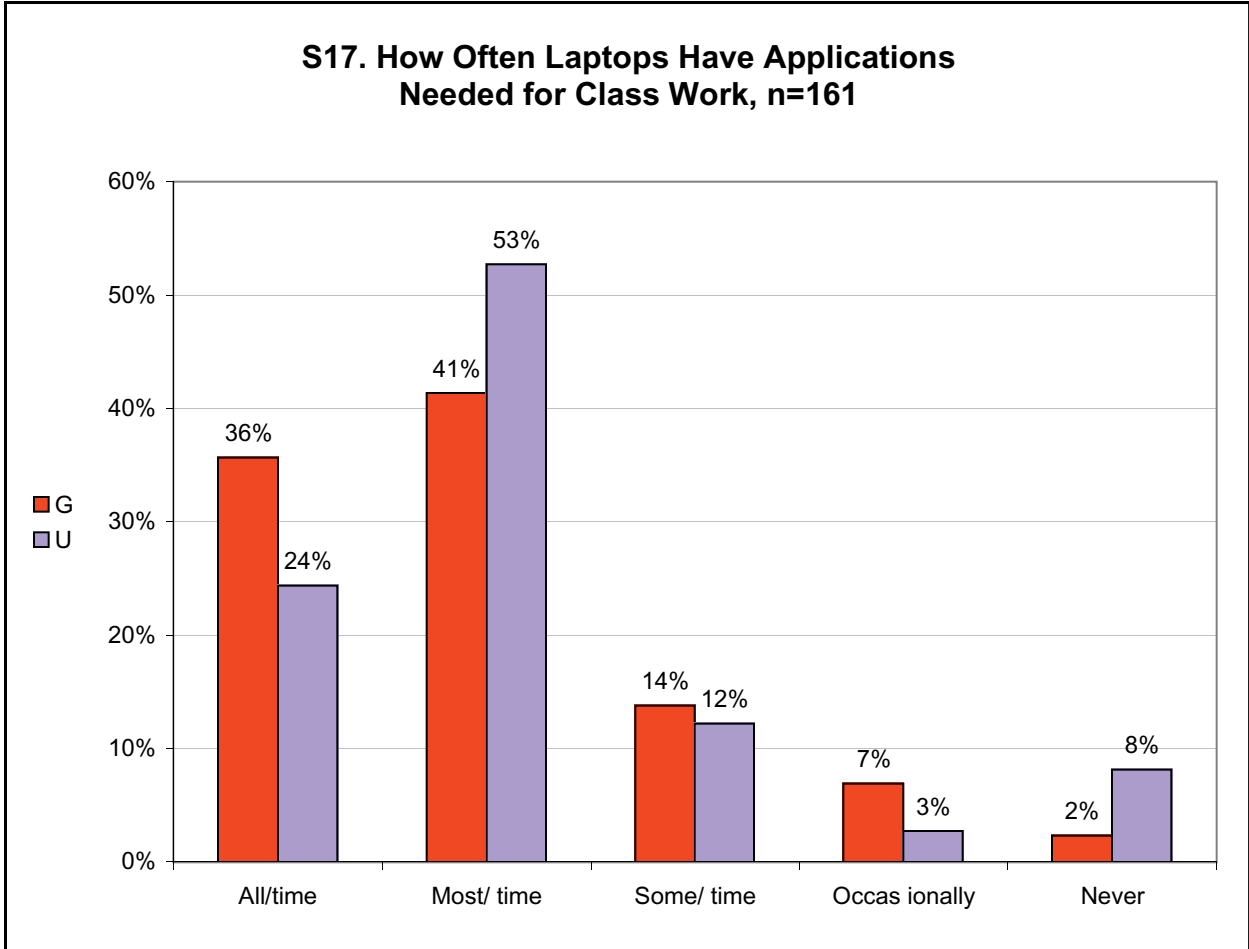
S16b Conn wrlssly						
	Very Often	Often	Sometim es	Rarely	Never	Count
All	33%	16%	13%	7%	32%	174
G	42%	19%	12%	2%	24%	90
U	23%	12%	13%	13%	39%	84



S16c Camp, not conn						
	Very Often	Often	Sometimes	Rarely	Never	Count
All	7%	15%	33%	21%	23%	175
G	11%	19%	37%	20%	13%	91
U	4%	12%	27%	23%	35%	84

17. Please complete this sentence: My laptop has the applications I need for class work...

All the time Most of the time Some of the time Occasionally Never



S17 Laptop has apps needed freq						
	All/time	Most/ time	Some/ time	Occas ionally	Never	Count
All	30%	47%	13%	5%	5%	161
G	36%	41%	14%	7%	2%	87
U	24%	53%	12%	3%	8%	74

18. If you didn't have an application you needed on your laptop, why not? (Check all that apply)

Software not available for my OS

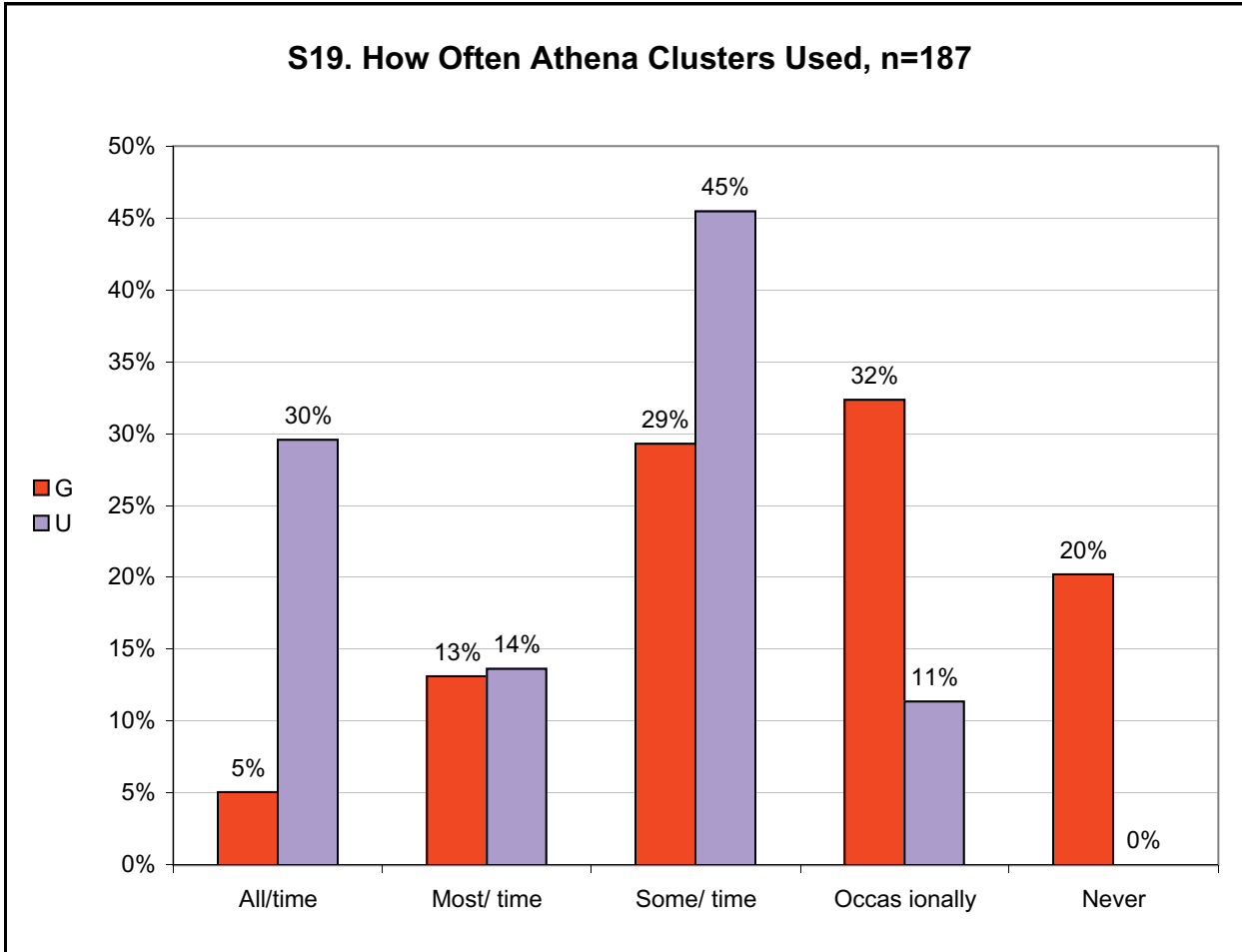
Other, please specify:

S18 Why didn't have needed laptop application			
	Software unavail for OS	Other	Total
All	42	56	98
G	16	34	50
U	26	22	48

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19. How often do you use Athena clusters?

All the time Most of the time Some of the time Occasionally Never



S19 Use Athen clstrs freq						
	All/time	Most/ time	Some/ time	Occas ionally	Never	Count
All	17%	13%	37%	22%	11%	187
G	5%	13%	29%	32%	20%	99
U	30%	14%	45%	11%	0%	88

**Administrative Staff Survey
Detailed Results
by Service Area**

Administrators: Top Sources of Satisfaction and Dissatisfaction

Sources of Satisfaction 80% or More, Sorted by Combined Total of Satisfied and Very Satisfied				
Question	Srvey	T Sat	Mean	Count
19e. Professionalism (Help Desk)	Gen	93%	4.46	46
Q6b. Network reliability	Gen	89%	4.26	126
Q26b. Telephone sys reliability	Gen	88%	4.23	128
Q41. IS&T overall	Gen	87%	4.10	127
Q28. Telephone services overall	Gen	86%	4.19	127
Q26a. Telephone ease of use	Gen	85%	4.19	129
Q7. Network services overall	Gen	85%	4.17	121
A13b. Software download pg	Adm	85%	4.19	90
Q6a. Network performance	Gen	85%	4.22	126
Q17b. Auto-Resp	Gen	84%	4.33	70
19b. Timeliness mssg resp (Help Desk)	Gen	82%	4.16	45
Q9d. IS&T help recovering from attack	Gen	82%	4.19	67

Sources of Dissatisfaction 20% or More, Sorted by Combined Total of Dissatisfied and Very Dissatisfied				
Question	Srvey	T Dis	Mean	Count
Q17a. Tech Time	Gen	43%	2.88	49
A15d. Network Drop Price	Adm	31%	2.97	29
Q17c. Spam Screening*	Gen	31%	3.17	81
Q13a. Remote speed	Gen	27%	3.37	70
A6b. Cell phn service ordering process	Adm	26%	2.91	23
A14d. Network jack price	Adm	26%	2.84	31
A15c. Timelnss network instl	Adm	23%	3.27	30
Q11a. Remote home	Gen	22%	3.56	90
A14c. Timelnss jck instl	Adm	22%	3.27	37
Q11b. Remote while traveling	Gen	20%	3.35	49
Q17d. WebMail	Gen	20%	3.59	95

* An updated and improved version of Spam Screening was released subsequent to this survey.

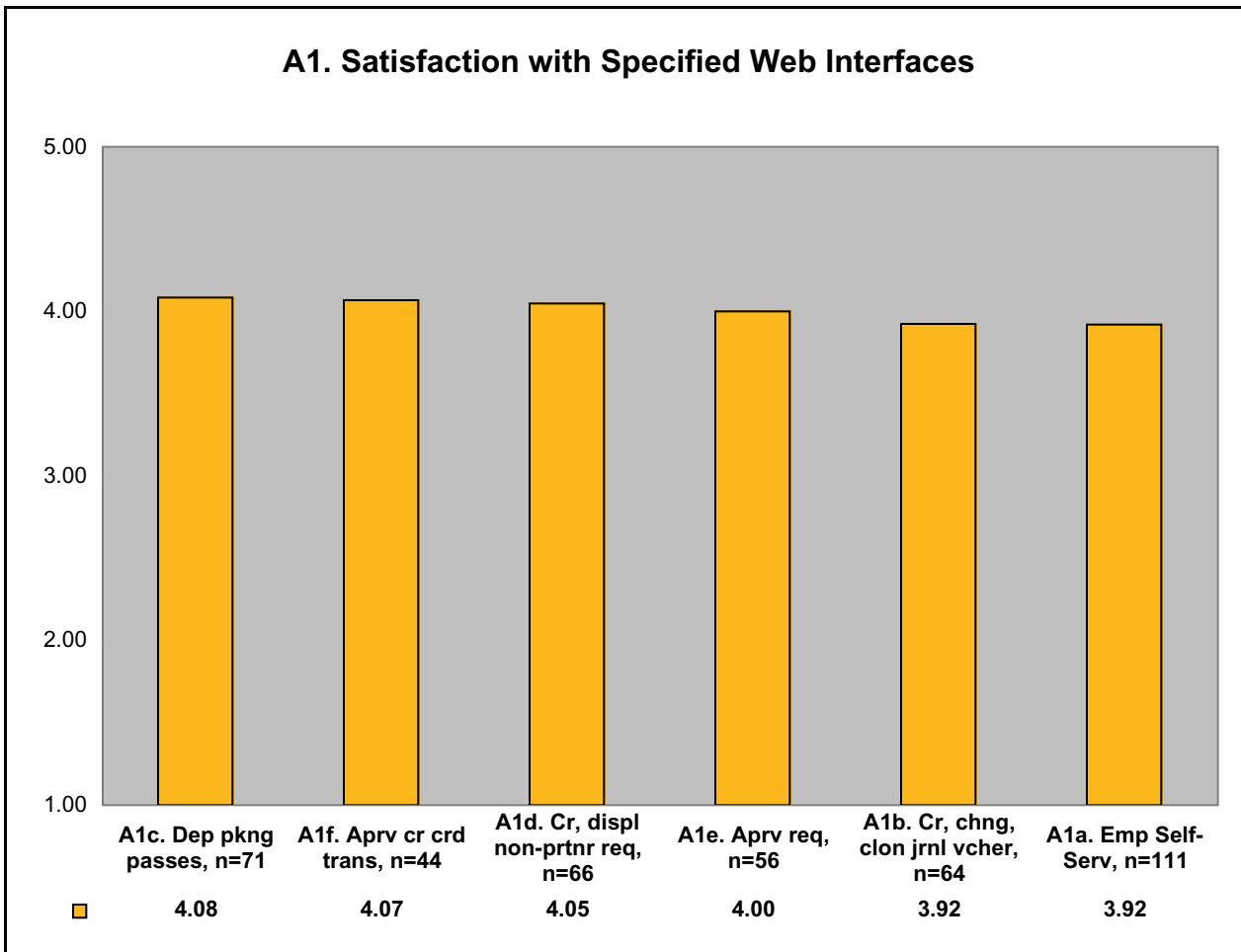
Top Issues and Areas Rated for Importance by Administrators*

Top Issues and Areas Rated for Importance, Sorted by Combined Total of Important and Very Important				
Question	Srvey	T Imp	Mean	Count
Q38f. Auto security update	Gen	89%	4.36	121
A12. IS&T softwr rec	Adm	88%	4.32	112
Q38l. Software upgrades	Gen	83%	4.05	121
Q38e. Personal dsktp supp/repair	Gen	74%	3.95	113

*This list represents an accounting of those areas and issues that respondents were asked to rate for importance. There may be other areas of importance that were not asked about in the survey.

1. Please rate your satisfaction with these web interfaces:

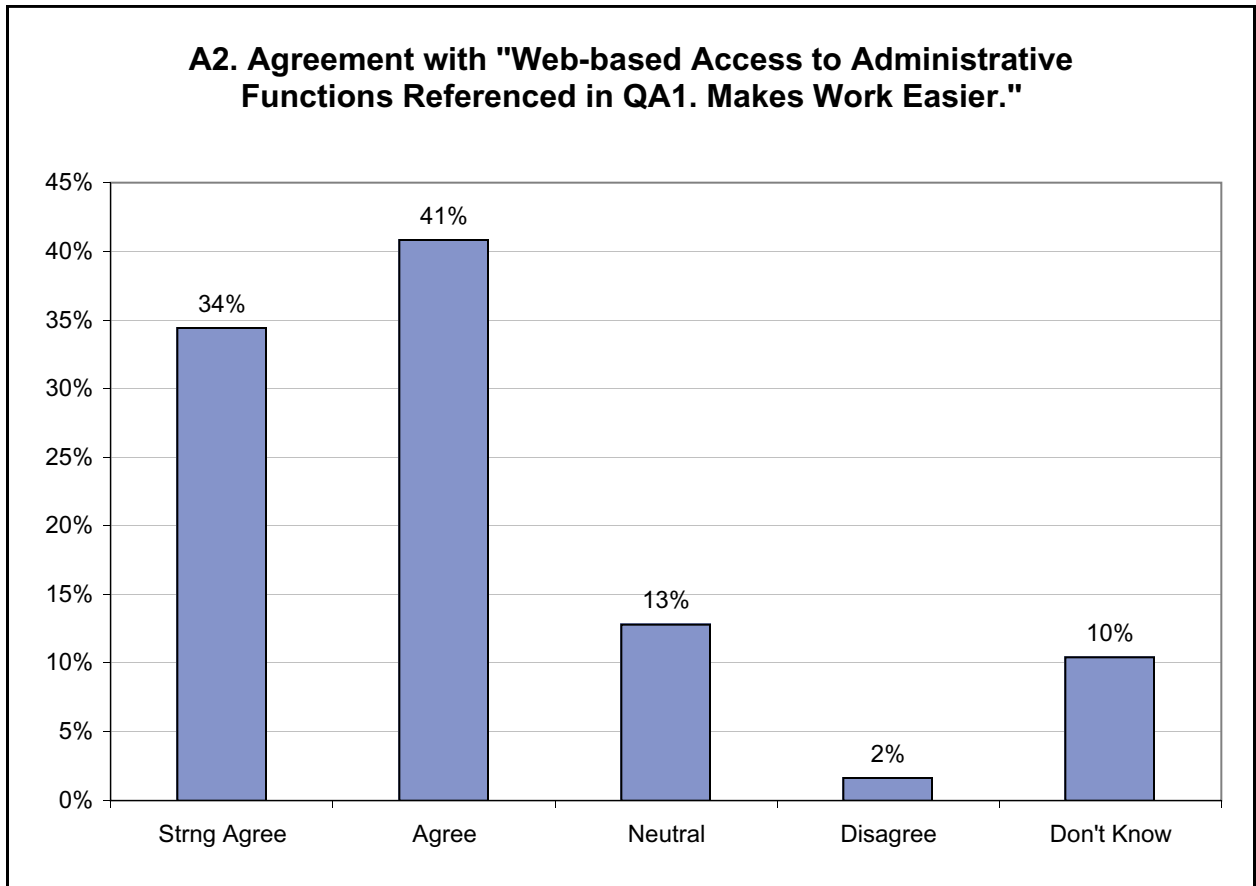
- a. Employee Self-Service
- b. Creating, Changing or Cloning Journal Vouchers
- c. Departmental Parking Passes
- d. Creating or Displaying Non-Partner Requisitions
- e. Approving Requisitions
- f. Approving Credit Card Transactions



A1 Satisfaction with specified Web interfaces										
Q No.	Question	Mean	VD	D	N	S	VS	Count	Std Dv	95% CI +/-
A1a	Emp Self- Serv	3.92	1%	4%	21%	52%	23%	111	0.81	0.15
A1b	Cr, chng, clon jrnl vcher	3.92	0%	8%	20%	44%	28%	64	0.90	0.22
A1c	Dep pkgng passes	4.08	0%	6%	15%	44%	35%	71	0.86	0.20
A1d	Cr, displ non-prtnr req	4.05	0%	5%	21%	39%	35%	66	0.87	0.21
A1e	Aprv req	4.00	0%	2%	23%	48%	27%	56	0.76	0.20
A1f	Aprv cr crd trans	4.07	0%	2%	25%	36%	36%	44	0.85	0.25

2. Having web-based access to the administrative functions listed above makes it easier for me to do my work.

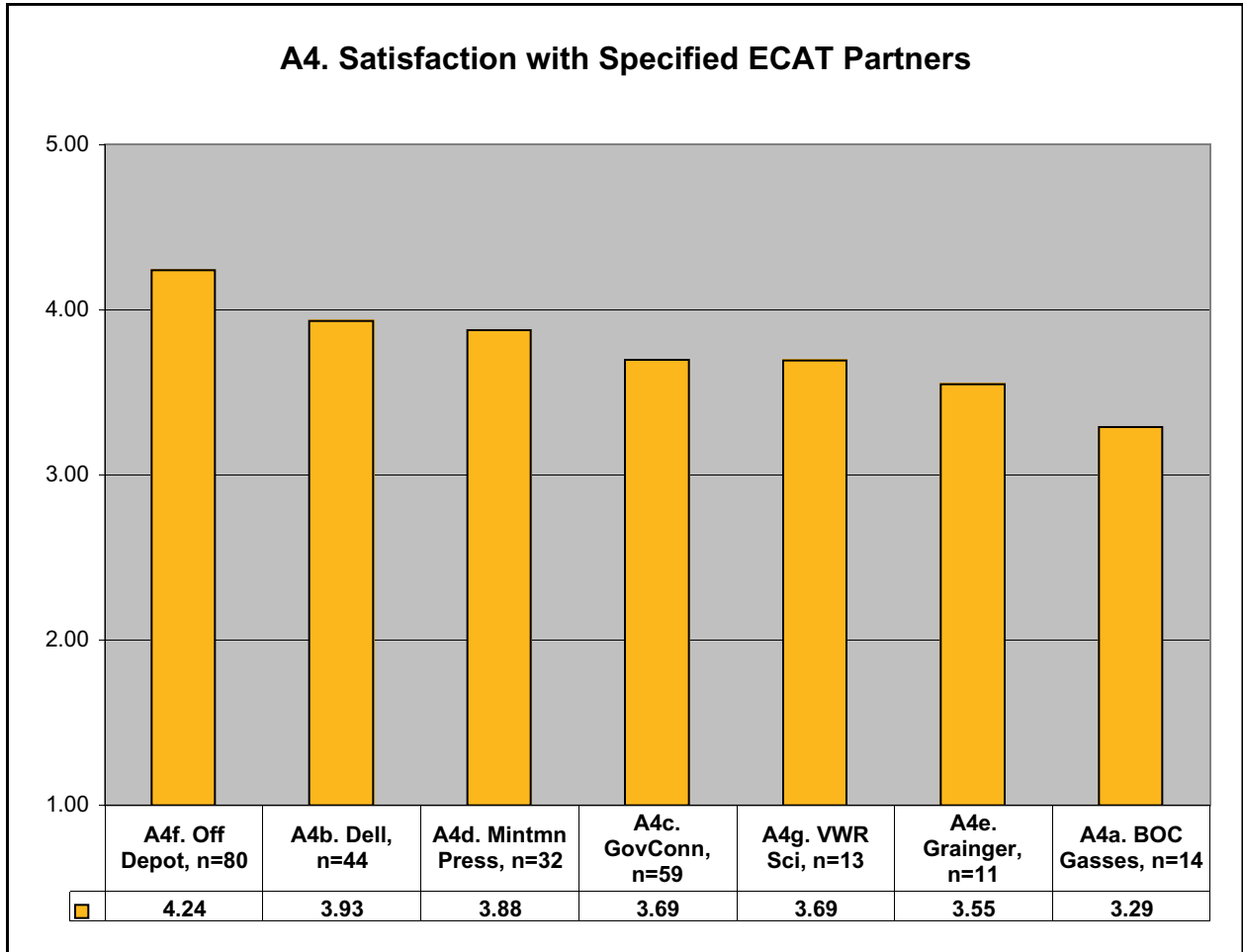
- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Don't Know or Not Sure



A2 Agree Web-based access makes A! admin easier			
	Selection	Count	Pct
	Strongly Agree	43	34%
	Agree	51	41%
	Neutral	16	13%
	Disagree	2	2%
	Strongly Disagree	0	0%
	Don't Know Not Sure	13	10%
	Total	125	

4. Please rate your overall satisfaction with these ECAT Partners:

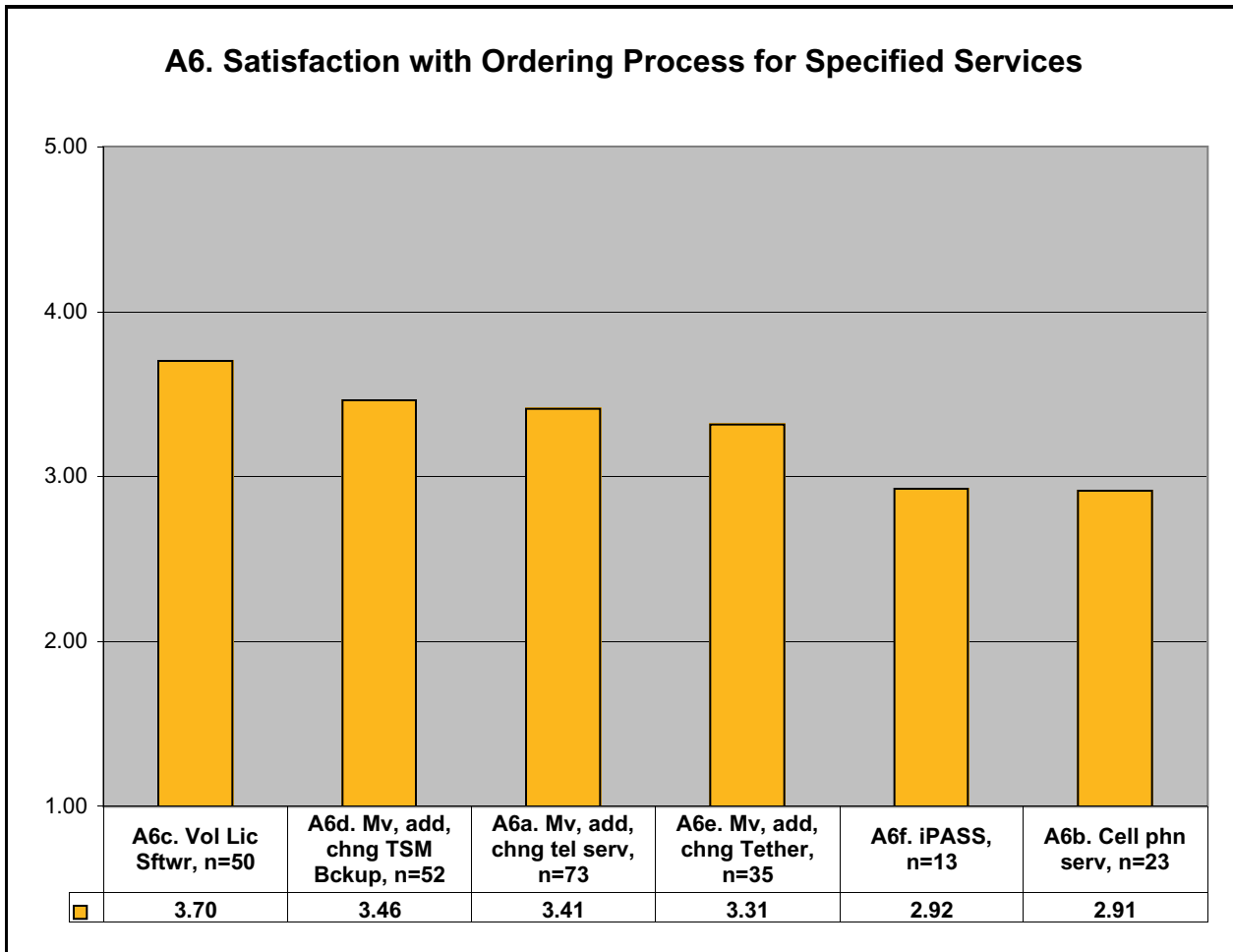
- a. BOC Gases
- b. Dell Computer
- c. GovConnection
- d. Minuteman Press
- e. Grainger
- f. Office Depot
- g. VWR Scientific



A4 Satisfaction with specified ECAT partners										
Q No.	Question	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
A4a	BOC Gasses	3.29	7%	7%	43%	36%	7%	14	0.99	0.52
A4b	Dell	3.93	5%	5%	9%	57%	25%	44	0.97	0.29
A4c	GovConn	3.69	10%	5%	15%	44%	25%	59	1.21	0.31
A4d	Mintmn Press	3.88	3%	0%	31%	38%	28%	32	0.94	0.33
A4e	Grainger	3.55	0%	0%	64%	18%	18%	11	0.82	0.48
A4f	Off Depot	4.24	0%	1%	15%	43%	41%	80	0.75	0.16
A4g	VWR Sci	3.69	0%	0%	54%	23%	23%	13	0.85	0.46

6. Please rate your satisfaction with the ordering process for each of the following services:

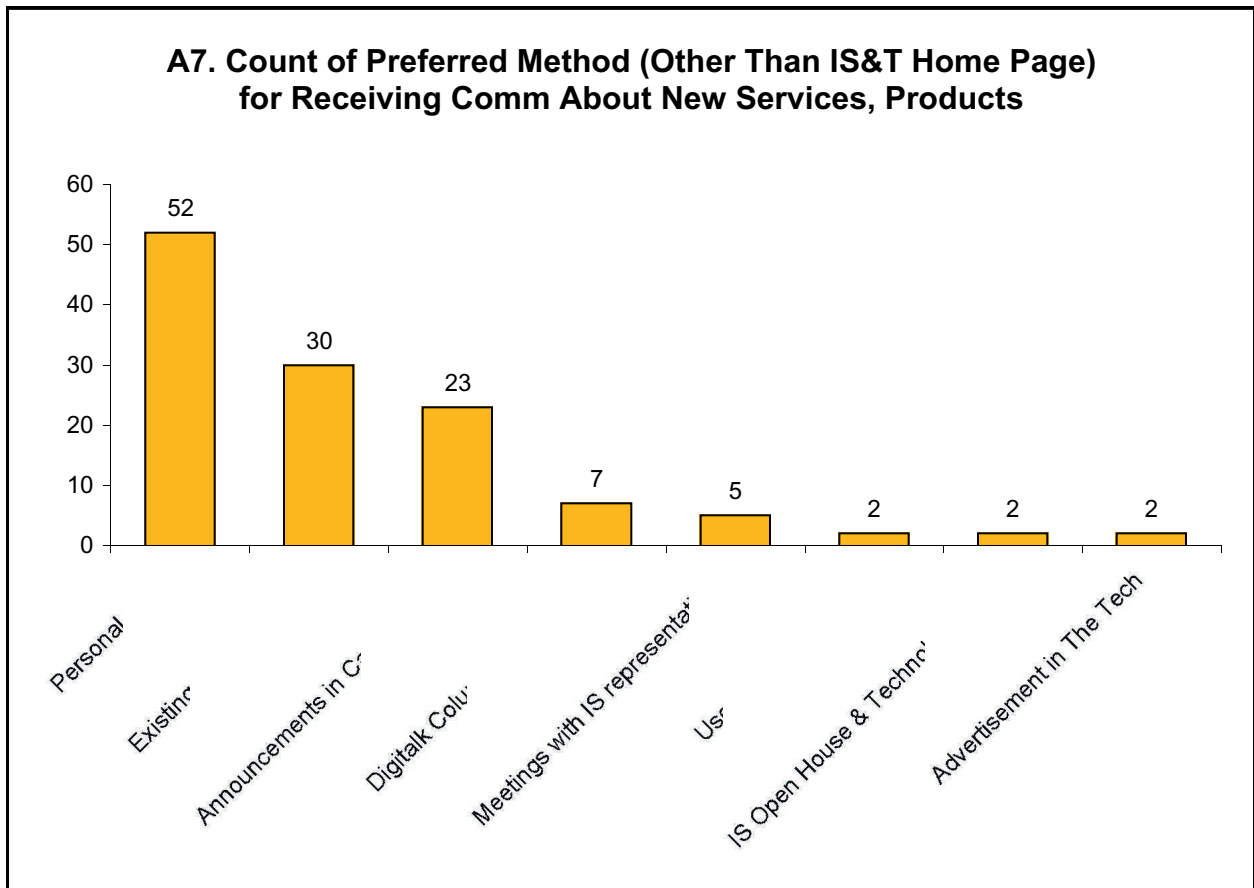
- a. Move/add/change telephone service
- b. Cellular phone service
- c. IS&T-licensed software from the Volume Licensing Software Distribution
- d. Move/add/change TSM Backup service
- e. Move/add/change Tether service
- f. iPASS



A6 Satisfaction with ordering process for specified services										
Q No.	Question	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
A6a	Mv, add, chng tel serv	3.41	3%	16%	29%	41%	11%	73	0.98	0.23
A6b	Cell phn serv	2.91	9%	17%	48%	26%	0%	23	0.90	0.37
A6c	Vol Lic Sftwr	3.70	0%	4%	36%	46%	14%	50	0.76	0.21
A6d	Mv, add, chng TSM Bckup	3.46	2%	8%	42%	38%	10%	52	0.85	0.23
A6e	Mv, add, chng Tether	3.31	6%	11%	40%	31%	11%	35	1.02	0.34
A6f	iPASS	2.92	0%	15%	77%	8%	0%	13	0.49	0.27

7. Other than the IS&T Home Page on the Web, what would be your most preferred method for receiving communication from IS&T concerning new service or product offerings? (Select one)

- Advertisement in The Tech
- Digitalk column in TechTalk
- Personal email
- Announcements in Campus Mail
- User Group meetings
- IS&T Open House & Technology Fairs
- Meetings with IS&T representatives
- Existing email lists



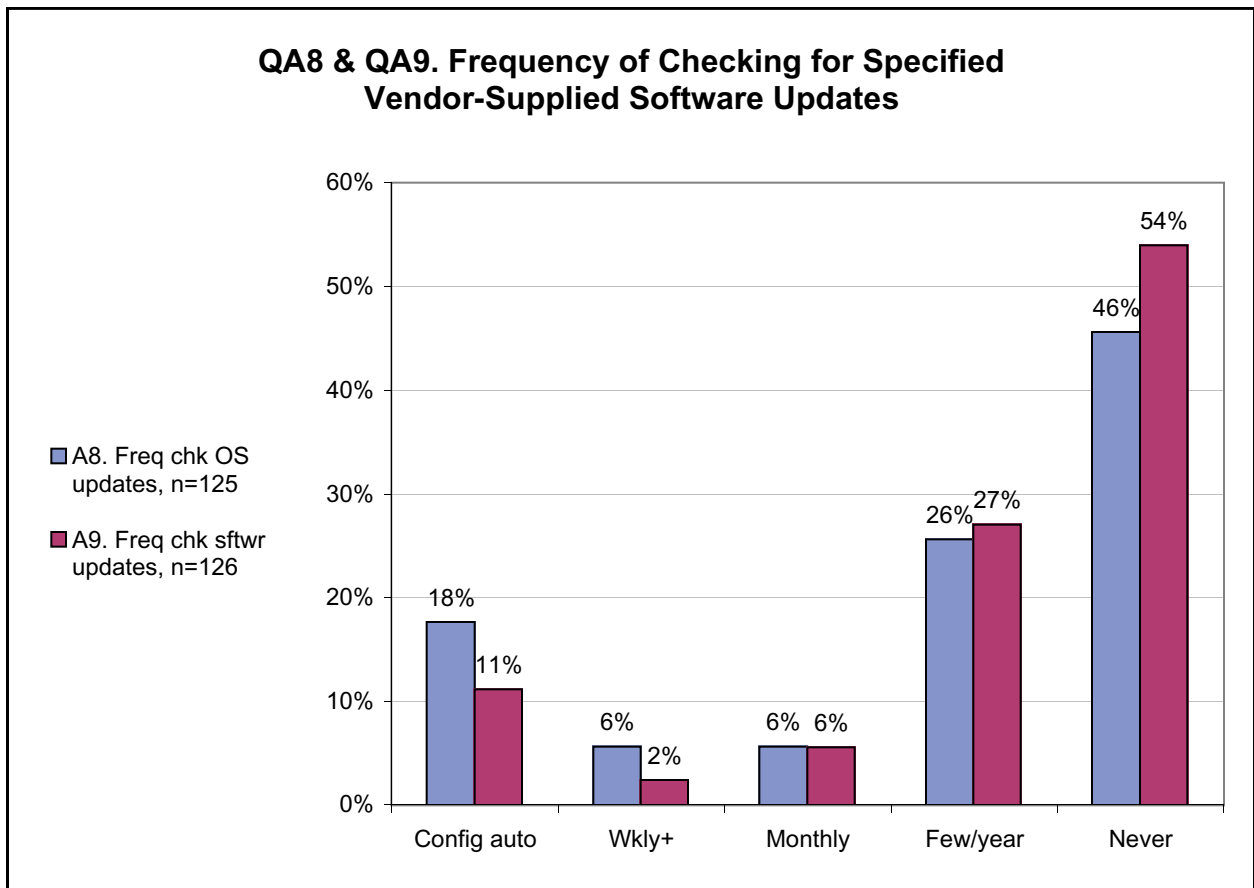
A7 Preferred IS&T communication method re: new offerings			
	Selection	Count	Pct
	Personal email	52	42%
	Existing email services	30	24%
	Announcements in Campus mail	23	19%
	Digitalk Column in TechTalk	7	6%
	Meetings with IS&T representatives	5	4%
	User Group meetings	2	2%
	IS&T Open House & Technology Fairs	2	2%
	Advertisement in The Tech	2	2%
	Total	123	

8. During the past year, how often have you checked for vendor-supplied software updates for your OS?

- Configured to do automatically
- Weekly or more often
- Monthly
- A few times a year
- Never

9. During the past year, how often have you checked for vendor-supplied software updates for applications other than your OS?

- Configured to do automatically
- Weekly or more often
- Monthly
- A few times a year
- Never



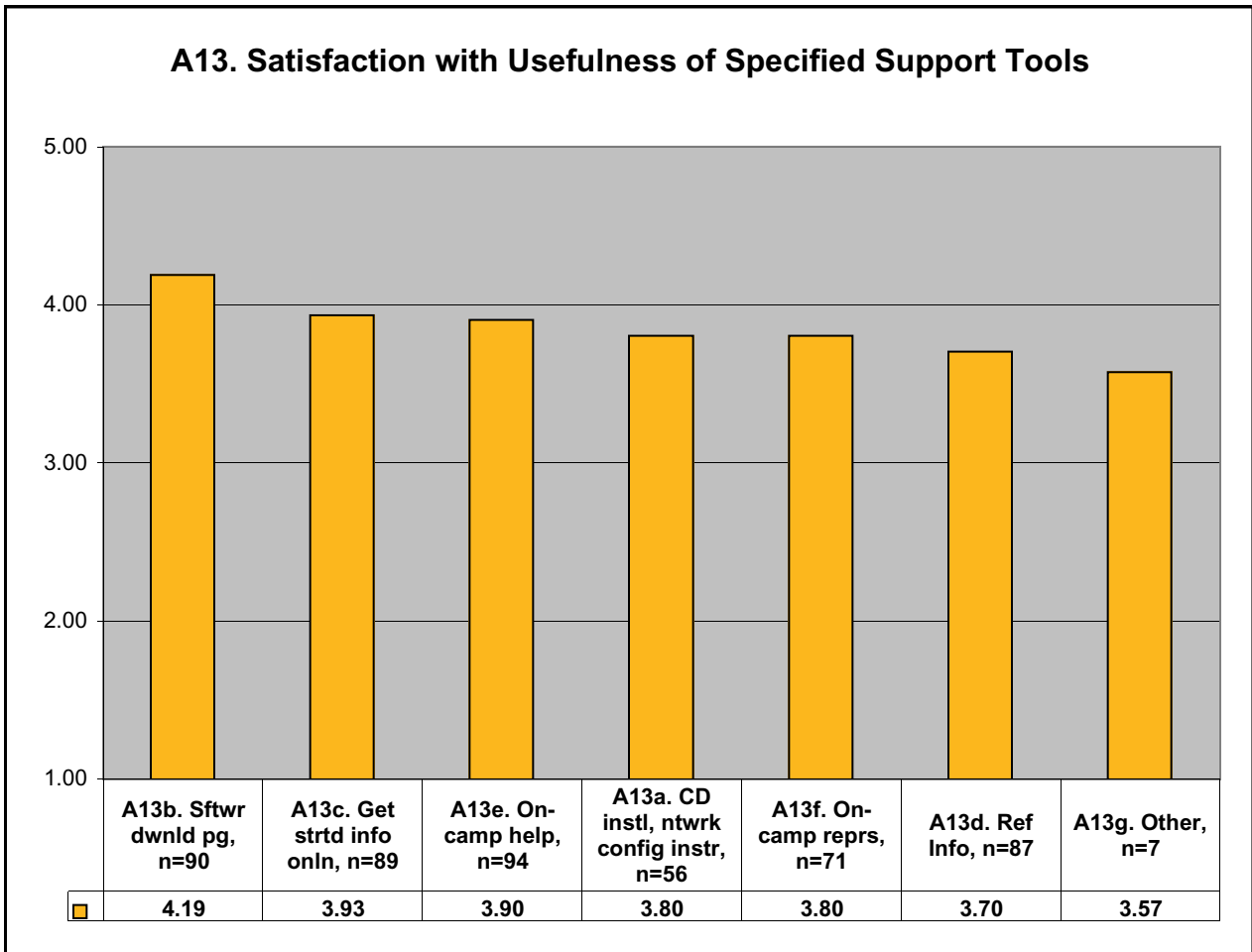
A8,9 Frequency of checking for specified software updates							
Q No.	Question	Config auto	Wkly+	Mnth -ly	Few/year	Never	Count
A8	OS updates	18%	6%	6%	26%	46%	125
A9	Sftwr updates	11%	2%	6%	27%	54%	126

12. How important is it that IS&T recommend and provide support for new software releases?

A12 IS&T softwr rec, prov, supp									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
	4.32	0%	2%	10%	43%	46%	112	0.73	0.13

13. Please indicate how satisfied you are with the usefulness of the following support tools:

- a. CD of installers and network configuration instructions
- b. Software download page (www.mit.edu/software)
- c. Getting started information on-line (i.e., installer/configuration instructions, application help)
- d. Reference information (Stock Answers, Web Searches)
- e. On-campus help (Help Desk, Housecalls, OLC)
- f. On-campus repairs (PC Service, Hotline)
- g. Other, please specify:



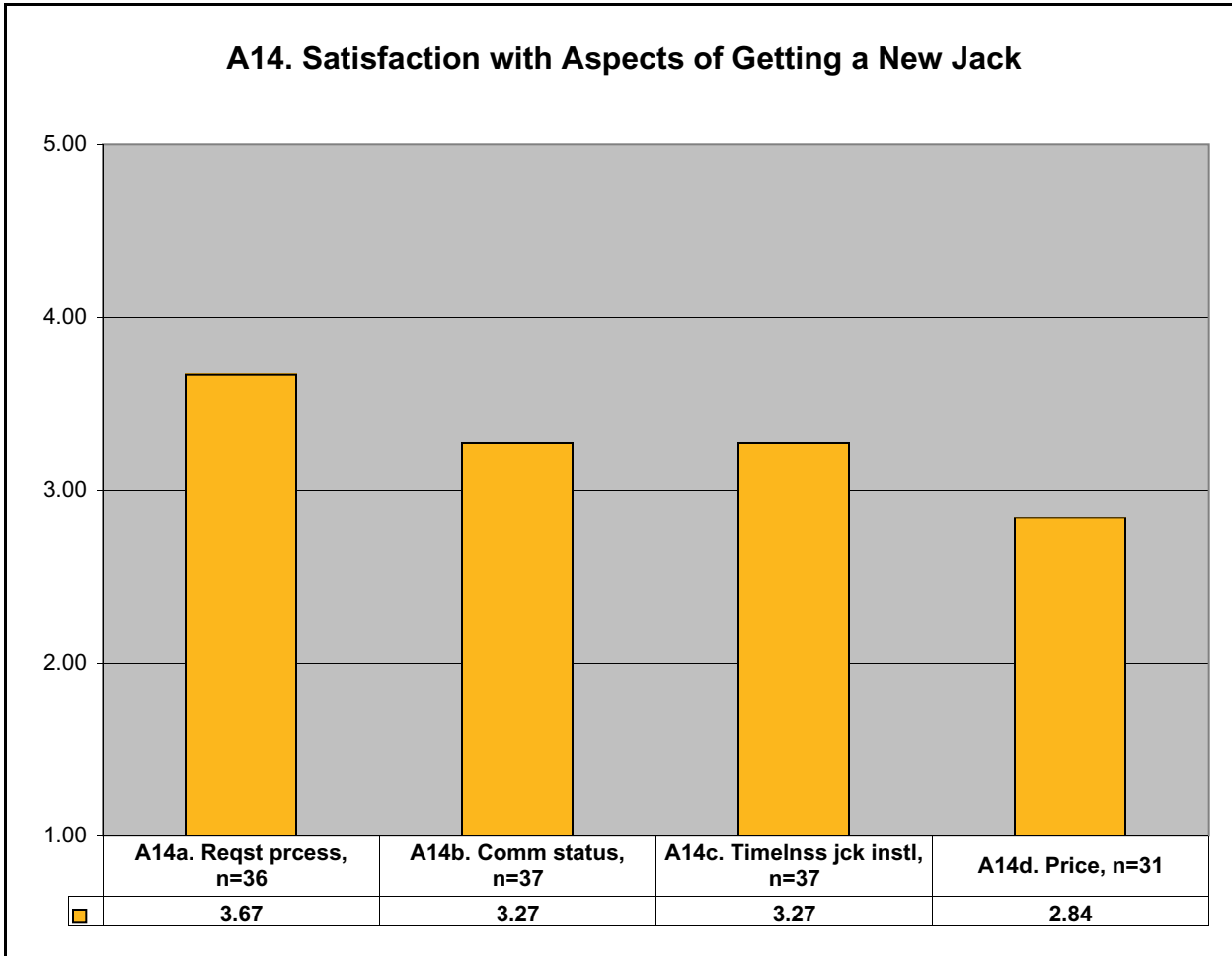
A13 Satisfaction with usefulness of specified support tools										
Q No.	Question	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
A13a	CD instl, ntwrk config instr	3.80	2%	5%	25%	46%	21%	56	0.90	0.24
A13b	Sftwr dwnld pg	4.19	1%	1%	13%	47%	38%	90	0.79	0.16
A13c	Get strtd info onln	3.93	0%	0%	31%	44%	25%	89	0.75	0.16
A13d	Ref Info	3.70	0%	9%	26%	49%	15%	87	0.84	0.18
A13e	On-camp help	3.90	0%	6%	21%	48%	24%	94	0.84	0.17
A13f	On-camp reprs	3.80	0%	4%	31%	45%	20%	71	0.80	0.19
A13g	Other	3.57	14%	0%	29%	29%	29%	7	1.40	1.04

QUESTIONS ABOUT NETWORK JACKS AND NETWORK DROPS

* A "jack" is a box on the wall with two ports, or holes, either of which can be activated for telephone or network service.

14. If you requested a new jack in the past year, please indicate your satisfaction with the following:

- a. The request process
- b. Communication about the status of your request
- c. The timeliness of the jack installation
- d. Price

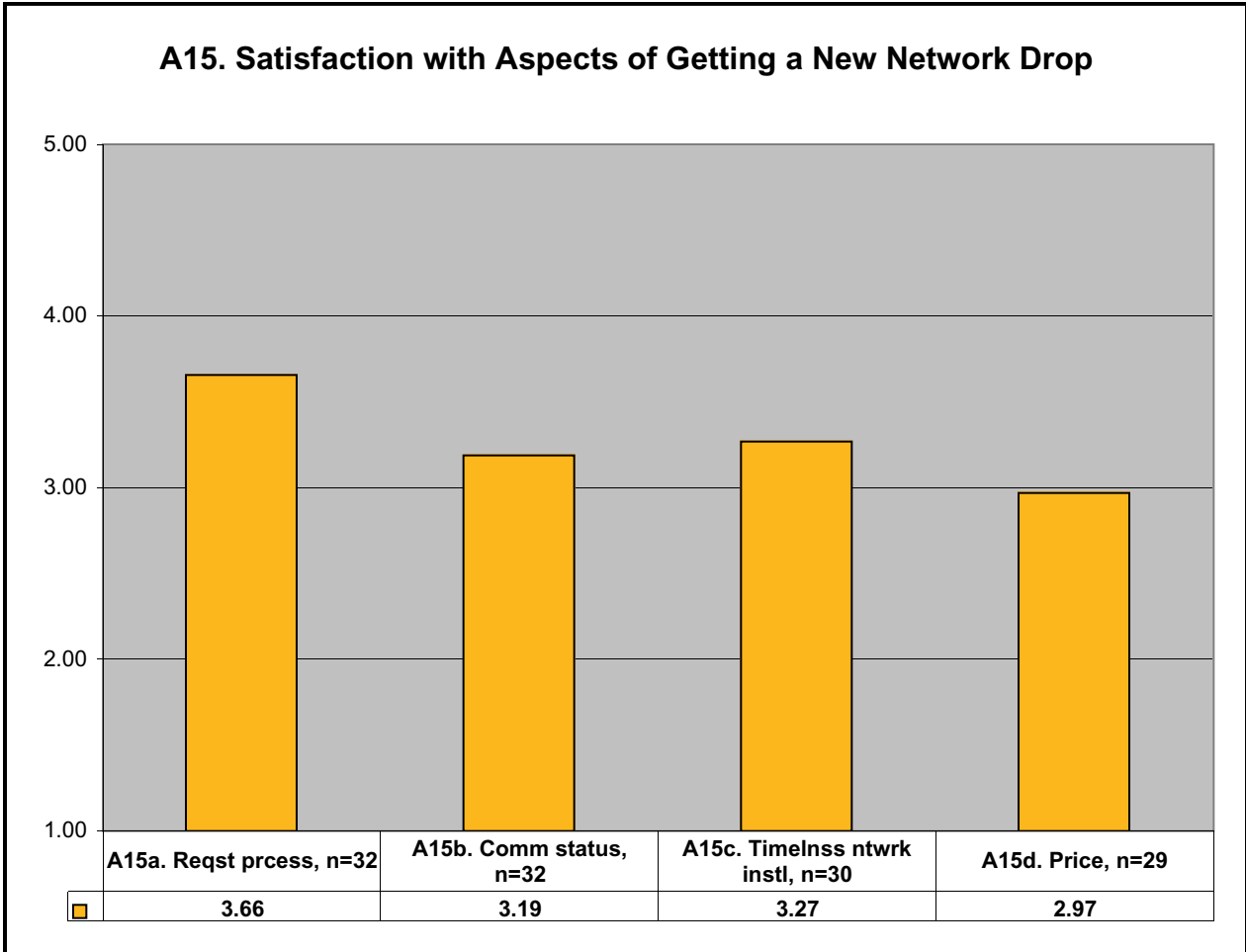


A14 Satisfaction with aspects of getting a new jack										
Q No.	Question	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
A14a	Reqst prcess	3.67	0%	3%	39%	47%	11%	36	0.72	0.23
A14b	Comm status	3.27	0%	19%	41%	35%	5%	37	0.84	0.27
A14c	Timelness jck instl	3.27	0%	22%	35%	38%	5%	37	0.87	0.28
A14d	Price	2.84	13%	13%	55%	16%	3%	31	0.97	0.34

* Requesting a “network drop” means asking for an existing or new jack to be activated for network service.

15. If you requested a network drop in the past year, please indicate your satisfaction with the following:

- a. The request process
- b. Communication about the status of your request
- c. The timeliness of the network drop installation
- d. Price



A15 Satisfaction with aspects of getting a new network drop										
Q No.	Question	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
A15a	Reqst prcess	3.66	0%	13%	28%	41%	19%	32	0.94	0.32
A15b	Comm status	3.19	3%	22%	38%	28%	9%	32	1.00	0.35
A15c	Timelnss ntwrk instl	3.27	3%	20%	30%	40%	7%	30	0.98	0.35
A15d	Price	2.97	7%	24%	41%	21%	7%	29	1.02	0.37

16. Were you aware you could request a wireless installation? (\$1,200 per access point)

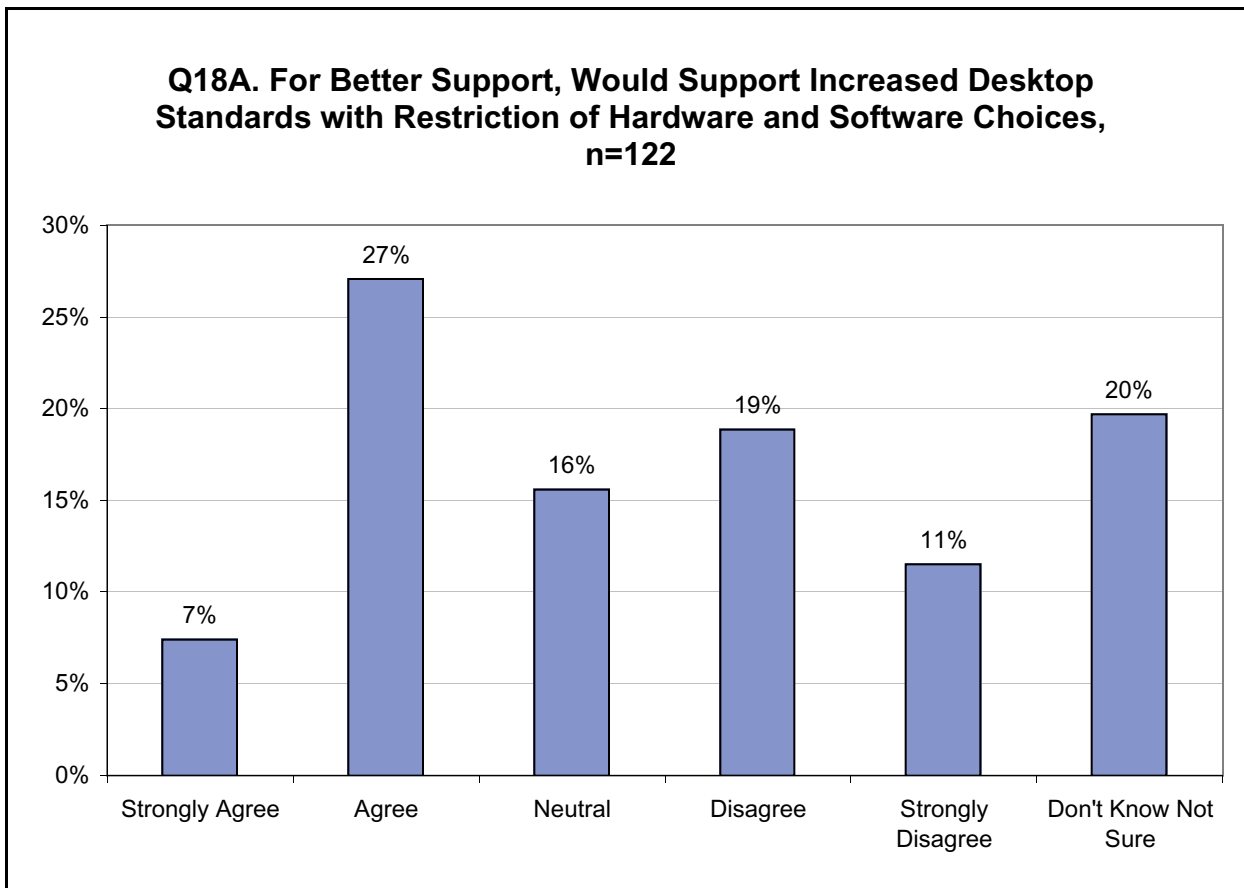
Yes No

A16		Aware could request a wireless installation, n=113	
Yes		21%	
No		79%	

In a time of constrained resources, there is a tradeoff between complexity and service levels. Please indicate your level of agreement with the following statements:

18. If it resulted in better support from IS&T, I would support increased desktop standards that would restrict my choice of hardware and software.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Don't Know or Not Sure



A18. If it resulted in better support from IS&T, I would support increased desktop standards that would restrict my choice of hardware and software.

Selection	Count	Pct
Strongly Agree	9	7%
Agree	33	27%
Neutral	19	16%
Disagree	23	19%
Strongly Disagree	14	11%
Don't Know Not Sure	24	20%
Total	122	

20. How satisfied are you that IS&T takes a "customer-oriented" approach to helping MIT staff like you:

A19 Satisfaction IS&T taking a customer-oriented approach										
Q No.	Question	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
A19	Cust apprch	4.11	1%	5%	16%	39%	39%	120	0.91	0.16

