

**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.

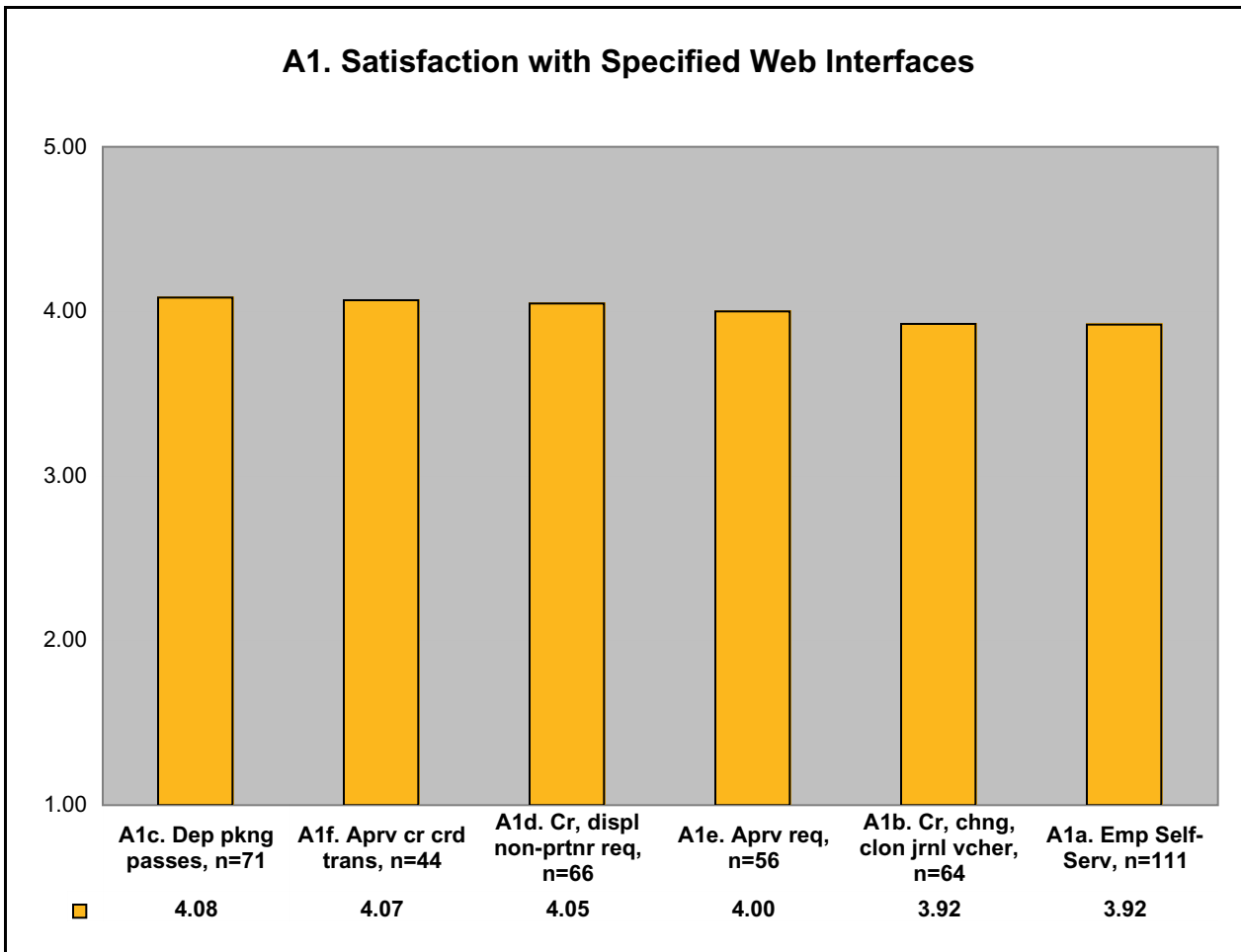
Top Issues and Areas Rated for Importance by Administrators*

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:

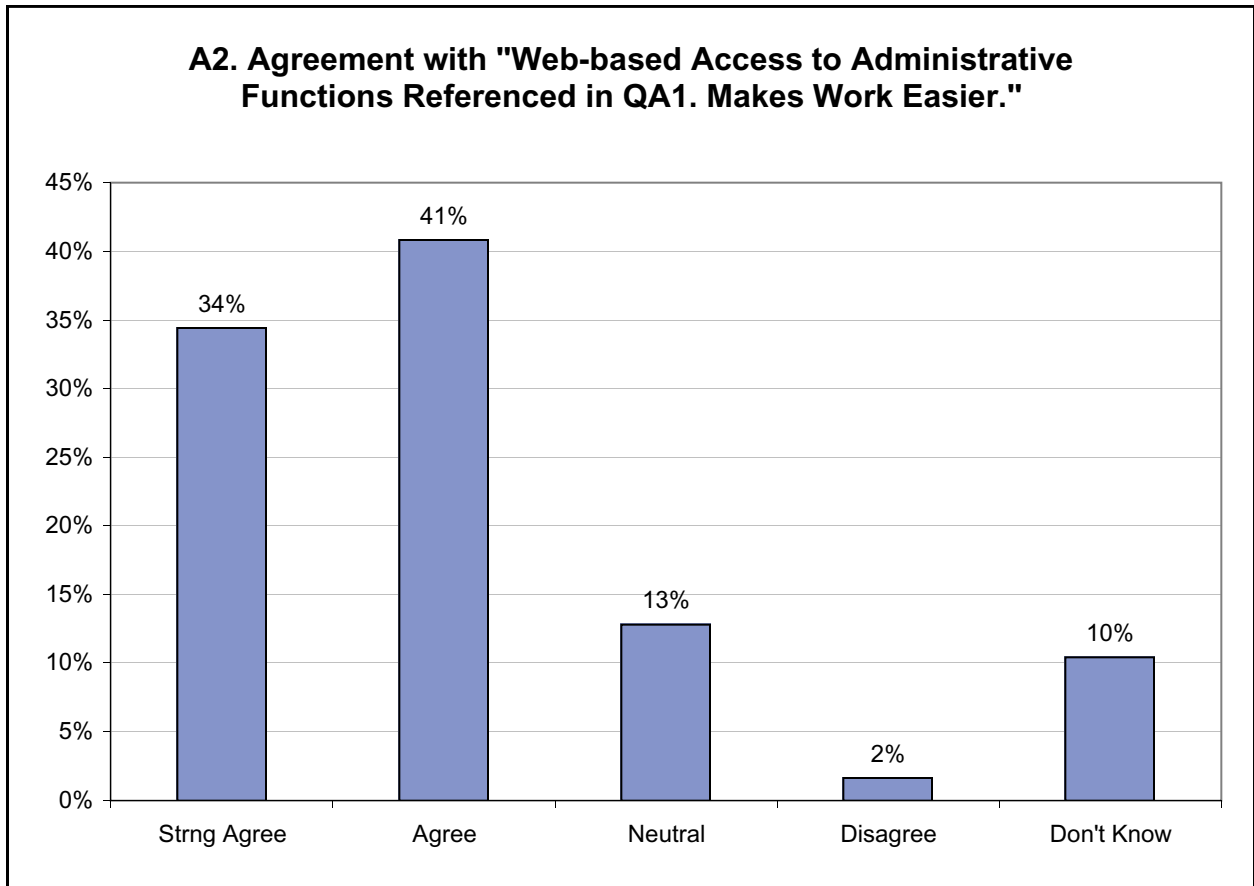
- a. Employee Self-Service
- b. Creating, Changing or Cloning Journal Vouchers
- c. Departmental Parking Passes
- d. Creating or Displaying Non-Partner Requisitions
- e. Approving Requisitions
- f. Approving Credit Card Transactions



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	

A3. What would increase 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

Ability to customize how my name appears in the directory (ESS)

Applying on the web for a car pool sticker does not eliminate any extra steps for me. I still have to submit paperwork for another carpool member, so it is not a "click-of-a-mouse" process for me.

Approving Credit Card Transactions: allowing distribution to more than one cost object from within web application for authorizations. Currently can only distribute charge to more than one cost object if you authorize within SAP.

Balloons that explain what each item means when using requisitions, or journal vouchers.

Better error messages! I tried accessing employee self service with an expired personal certificate and got a generic IE-supplied error message. For the longest time I thought the system was down, not realizing the problem was on my end.

faster sites

Faster turnaround time on Req approvals and parking passes -- or receiving immediate communication if there are problems that will delay processing.

GovConnection and MIT ECAT don't like each other on my Mac. Re ordering from Office Depot via SAP, please make it automatic that one can order at least ten items without losing one's order because one has ordered 5 (rather than 4).

I find SAP to be difficult to use, and I don't use it daily beyond creating requisitions, but JV's and such are a headache and I dread working w/ them. Why do we have to create and use a whole new way of computing? All the icons and codes are just annoying. For question #2 above, the JV process and such, SAP does NOT make it easier for me to do my work, definitely more complicated than necessary! But for other functions it does help, such as ESS or parking, etc.... For Creating Non partner requisitions, there is no way to put an unknown (to MIT) or new vendor into the system which creates a bogging down of the process later. There should at least be a place to type it in where it will be saved. When you type it into the line for vendor, it gets erased and then it looks like you just forgot to enter it.

I would love to be able to see what is being deducted from my paycheck online.

If there were some way that affiliates could access the Employee Self-Service without the need of a web certificate. We have over 300 affiliates and I have to update them myself because no one wants to go through the hassle of obtaining an MIT email address and web certificates in order to update their information.

More documentation regarding SAP in general would be helpful.

More education about the process. I think that the employee self-service is a great concept but the info that comes out about actually using it sometimes is confusing.

most take several minutes to load the screens on my computer. faster connection times would make this much easier.

SAPweb needs more flexible search options to items purchased in the past.

Simplifying credit card verification system.

Tech time web is a disaster.

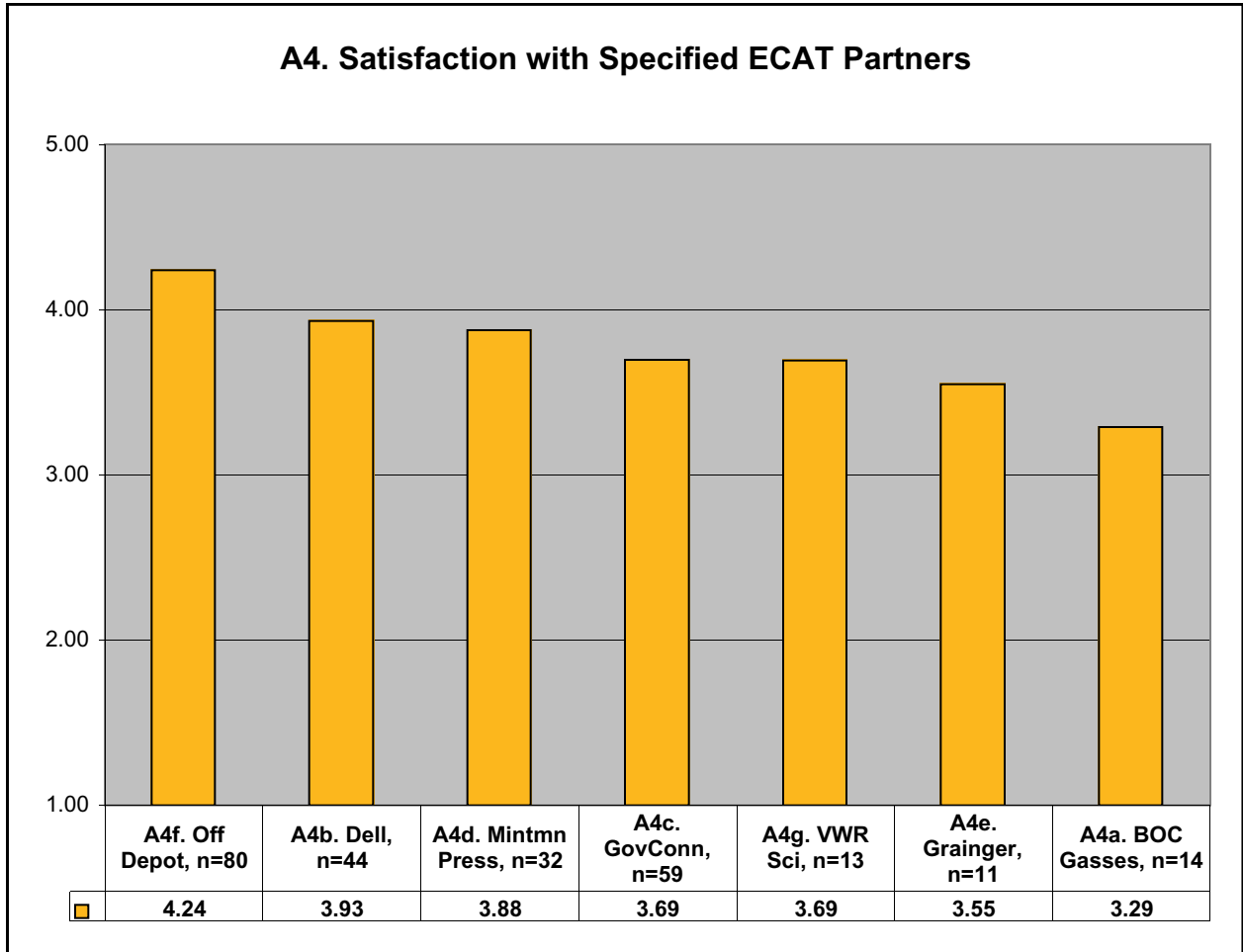
The self-service website is not at all intuitive, something I think should be key for such a function

Very happy about the services. It really streamlines and makes us more efficient.

Wish IP Requisitions would print formatted like PO's, would be more consistent

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

A5. 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

A bigger selection/more options/better inventory.

As an off-campus (and out-of-state) employee, I currently have to research my Office Depot orders within ECAT and then send a fax to the MIT Office Depot line to have the order placed and sent to my home office. For other vendors, I have to have things sent to MIT and then forwarded to me. This may be too unusual a situation to be worth putting a more off-campus-user-friendly system in place, but I'd love to see one developed that eliminated these time-consuming steps!

Better discounts for Apple products.

better searching in Office Depot. GovConnection site is TOO slow!!!!

BOC's internal website is horrendous, and communication (via phone OR email) with on-campus rep is difficult and not timely

Dell's pricing is no better than purchasing through Dell website.

don't like navigating gov connection web site.

faster sites

For Dell: Updated pricing information for special configurations that are easier to find.

get rid of govconnection. things are hard to find and the contacts are not very helpful. they act as if you are bothering them when you ask a question.

Gov Connection -- better prices and more variety

GovConnection and Office Depot often ship small items in big boxes with lots of crumpled paper. It's very wasteful.

GovConnection is horrible. Product descriptions are useless, products are a mess. Just get rid of it.

MOR Associates, Inc.

GovConnection, Office Depot, and the old NECX sites run like molasses and waste incredible amounts of time. There should be a certain standard of performance that our providers should be held to.

GovConnection's website is EXTREMELY slow. Have them update the website.

I do not currently directly interface with these vendors - people who work for me do.

If the speed/connectivity of the GovConnection link were improved.

Office Depot website can kick you off once in a while; "Thank you for shopping w/ OD, you are successfully logged out." Arg!

Office Depot: if site were able to recognize you and enter your name (which it already does), but also recognize (or remember) your campus address when you first open the page it would be helpful. Often I forget to enter my address and instead go right to a search or "enter by item number" mode and I then get kicked out and have to start over.

Overall I have been very satisfied. However, Office Depot's website is somewhat difficult to use -- the search isn't all that effective.

Quicker shipping.

The customer service reps are good. The connectivity/links between partners' catalogs and ordering format and then MIT's ordering format is sloppy or awkward; it isn't seamless.

The GovConnection site is extremely slow and often times out when sending information to ECAT

The Office Depot website often crashes in the middle of ordering, so I have to re-do my selections. Once the order makes it into the system, though, they are terrific and reliable about delivery.

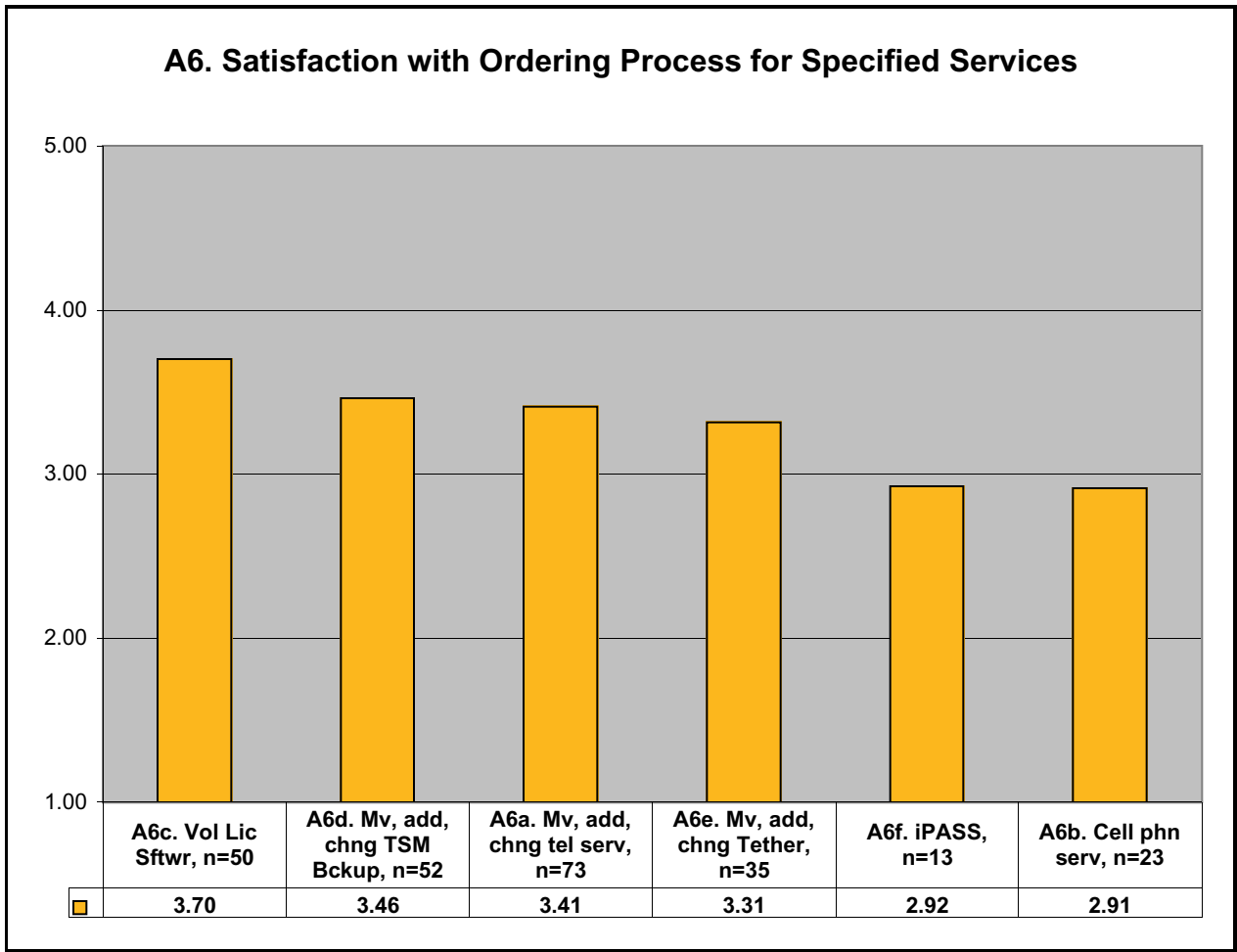
The requisition/placing order on the Dell site is extremely confusing. Very dissatisfied with this. Some one with a fresh eye should be asked to place an order so they can tell you how to redo that whole section. It's really bad.

Using DELL to make a computer purchase was somewhat confusing and, at the time, it seemed necessary to re-learn the procedure each time I had to make a purchase. The process did not seem user friendly. I have not, however, used this vendor in the past 6 months or so.

While I am satisfied with the products which come from Office Depot, I have had technical problems with my ECAT connection.

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

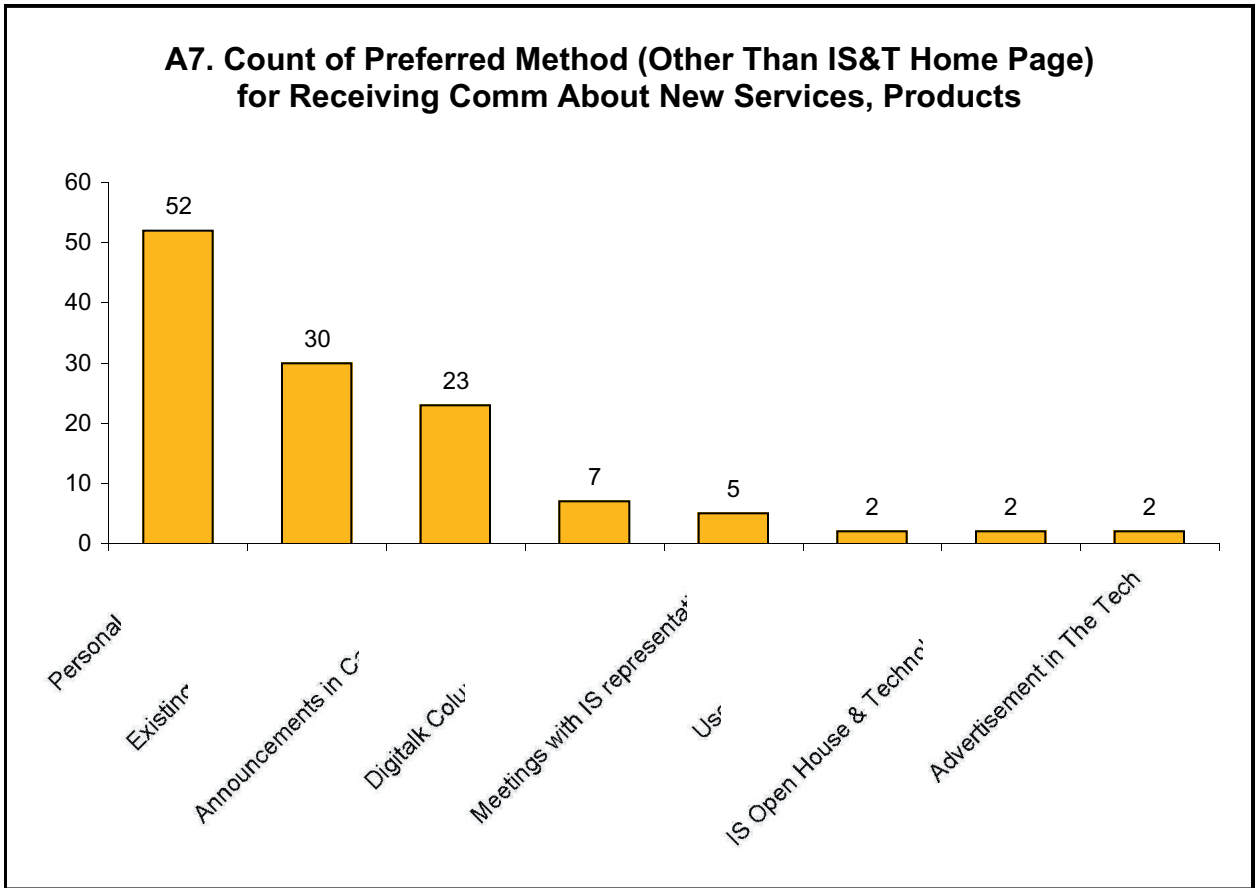
- a. Move/add/change telephone service
- b. Cellular phone service
- c. IS&T-licensed software from the Volume Licensing Software Distribution
- d. Move/add/change TSM Backup service
- e. Move/add/change Tether service
- f. iPASS



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



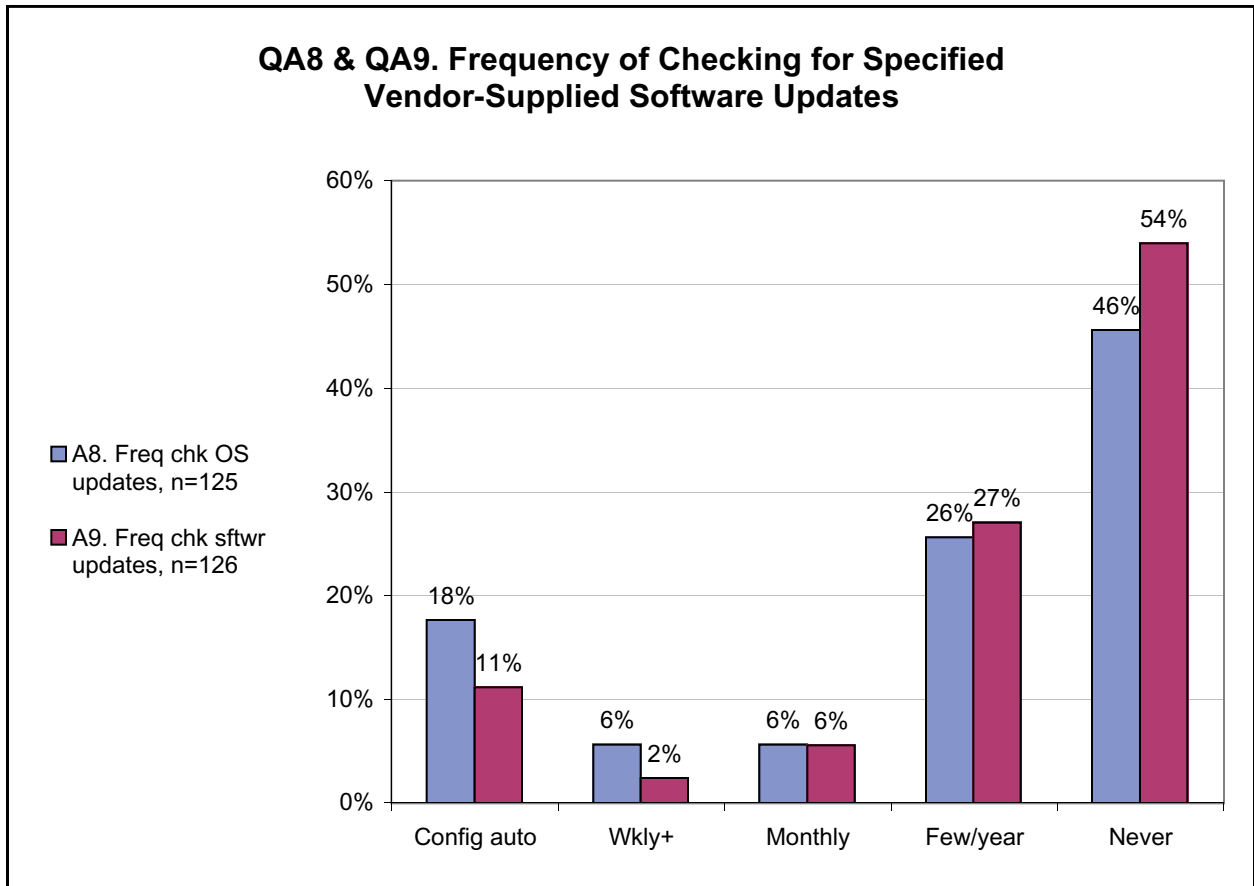
A7 Preferred IS&T communication method re: new offerings			
Selection	Count	Pct	
Personal email	52	42%	
Existing email services	30	24%	
Announcements in Campus mail	23	19%	
Digitalk Column in TechTalk	7	6%	
Meetings with IS&T representatives	5	4%	
User Group meetings	2	2%	
IS&T Open House & Technology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

A10. What factors determine when you upgrade software?

added value

Advice on IS administrators Kyle and Pat. I do not like trying new software. I prefer to wait until the bugs are already worked out.

as soon as it's available and seems bug-free

Availability of new features.

bugs have been squared away, new options available

Compatibility to existing documents and databases and enhanced features with upgrades

Compatibility with other applications, usefulness of new features, market usage of new version, price

Compatiblity with other systems I use

department network administrators

Doesn't work or incompatible with others

dont have administrator access would allow one to to do

For shrink wrap, we only upgrade when absolutely necessary because we have a small budget for this.

I don't determine the need for upgrades: the headquarters does.

I don't do it myself, my local technology expert is supposed to handle upgrades

I receive an email from the IS dept.

if it is a standard suite product I update. period.

Local tech experts recommendations.

Memory.

my software was updated only because my OS was updated last week from OS9 to OS10. Otherwise, only if IS recommends and offers it and I find out about it and request it from HQ.

my technical help does so whenever she learns there is an upgrade

N/A

new operating system, when i begin to use a new program or use something more frequently.

New Releases from IS

notifications (automatic, internal tech support, MIT IS)

Only when asked to

Operating system compatability.

Price and necessity. For software from the MIT distribution page, I try to update as often as possible. For software which much be purchased separately (Microsoft Office) I usually only upgrade when there is a clear benefit in doing so.

Problems followed by recommendations from the IS group.

Security issues; constant reminders from the program itself.

Security threats.

Security, functionality,vendor support,scheduled downtime

Sloan computer group tells me when it's time.

SSIT desktop support does it for me.

The tech person in my unit alerts me, or I see some automatic message on my machine, and I ask the tech person if MIT has authorized that upgrade.

Upgrading tends to be done office wide.

Upon email notification from IS that its time to upgrade

Usefulness and productivity.

usually when the older version ceases to work properly, or starts getting buggy all the time.

We do this automatically or on a regular schedule.

We have someone in our department that takes care of these matters for us. Fortunately, they are great about it

What I need to use it for -- if the upgrade is required to do my job

When I become aware of major flaws... through news websites or word-of-mouth.

when I become aware of them through other means (other staff, local systems support staff, newspaper articles, etc.)

When I can't access a system that I need, I am reminded by someone else upgrading or I notice an announcement in the I/S monthly newsletter.

When I get fed up with crashing, hanging, foolishness, etc. and pray that there is some kind of upgrade that will fix it all. Never happens.

When I hear of something that has finally been upgraded to Mac OSX, or when I hear of a new release.

When it becomes necessary to do so to complete daily tasks.

when MIT approves it for use. Virus defs updated as available.

When my boss says its OK.

When new features of an upgrade would help me in my work. Also, when a new upgrade is known to be as stable/more stable than the previous version.

when notified by IS or the media about security issues, viruses, etc.

when others in my dept. recommend it or when MIT IS recommends it.

When our IS folks in our department tell us it's done

When our IS team says we need it.

When our RD comphelp group does it for us.

when our computer facility determines it.

When Sloan makes me.

When the technical support specialist in my office tells me to :)

When the VIP Help people suggest it.

A11. Is there software you wish IS&T would license?

Adobe Acrobat

adobe acrobat, full version

Adobe Go Live & In Design

Adobe Photoshop or Adobe Acrobat (not reader)

adobe products

Adobe products (InDesign, Photoshop, Illustrator); Statistical packages, more dreamweaver licenses

ADOBE PRODUCTS!

Exchange server for outlook

For an office of writers, it would be great to have Microsoft Word 5.1 back again. The office suite is way more than we'll ever need.

HomeSite

Lotus

Microsoft Office

Microsoft Office, Visio, Photoshop,

Microsoft Outlook

MS Office, through a site license available from the Dist software page

No

o

office, adobe suites

Photoshop

MOR Associates, Inc.

simple project management software (don't know a specific one)

Turbotax

Visio and Microsoft Project

WebLogic

Yes

Yes!!!!!!! I wish we had PageMaker, because we have so many documents in that format, but we can no longer access them.

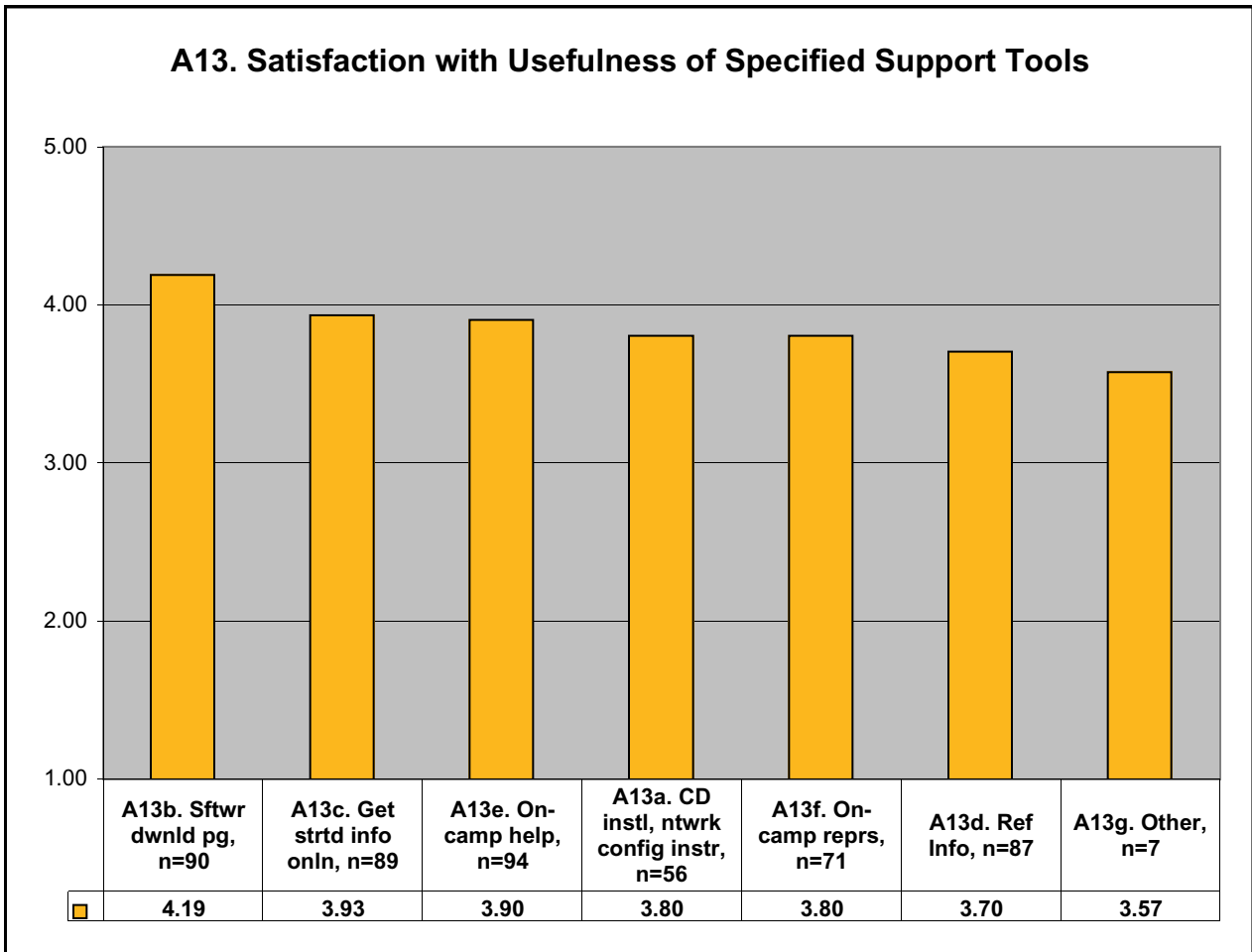
Yes, Now-up-to-date calendar software!

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:



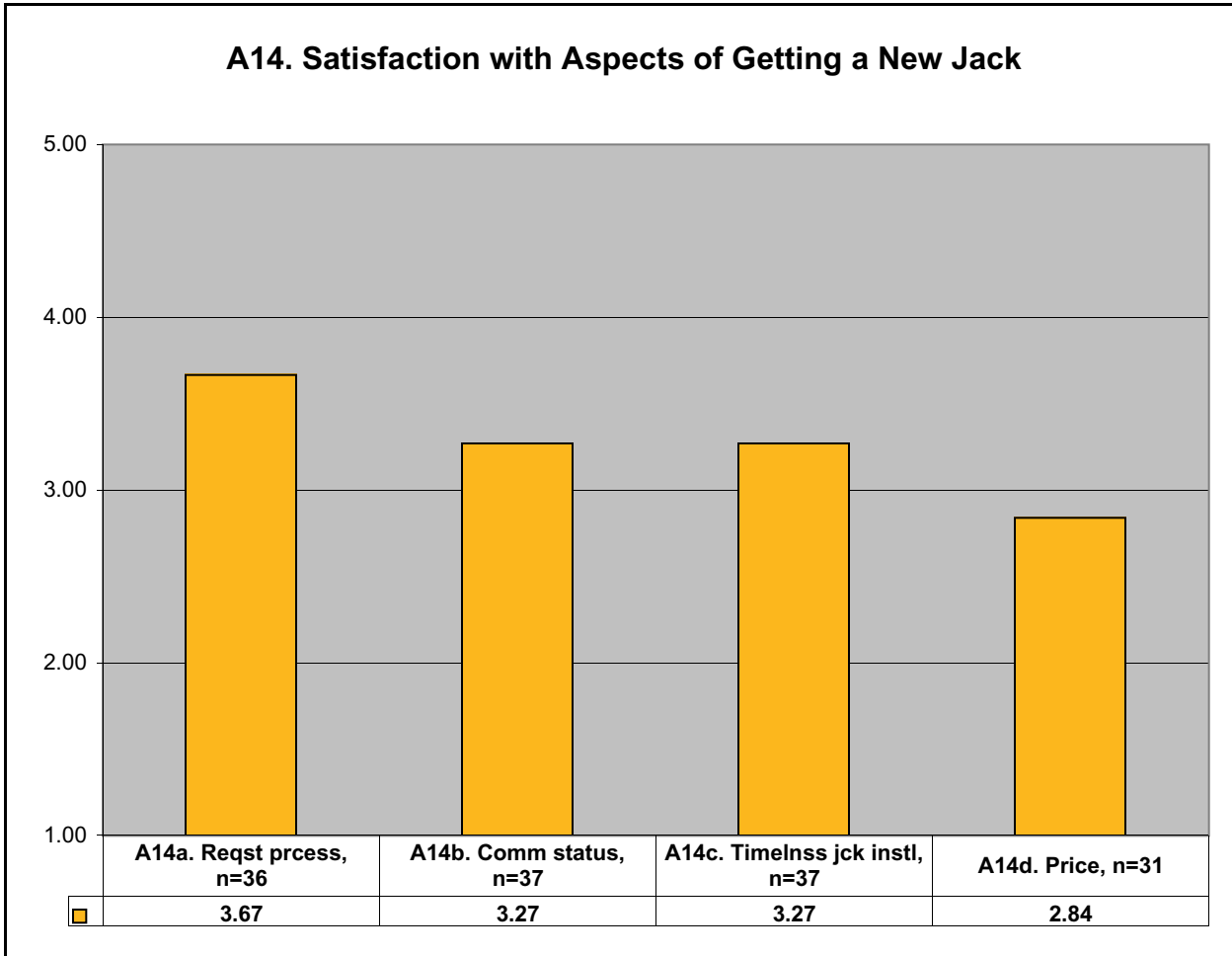
A13 Satisfaction with usefulness of specified support tools										
Q No.	Question	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
A13a	CD instl, ntwrk config instr	3.80	2%	5%	25%	46%	21%	56	0.90	0.24
A13b	Sftwr dwnld pg	4.19	1%	1%	13%	47%	38%	90	0.79	0.16
A13c	Get strtd info onln	3.93	0%	0%	31%	44%	25%	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

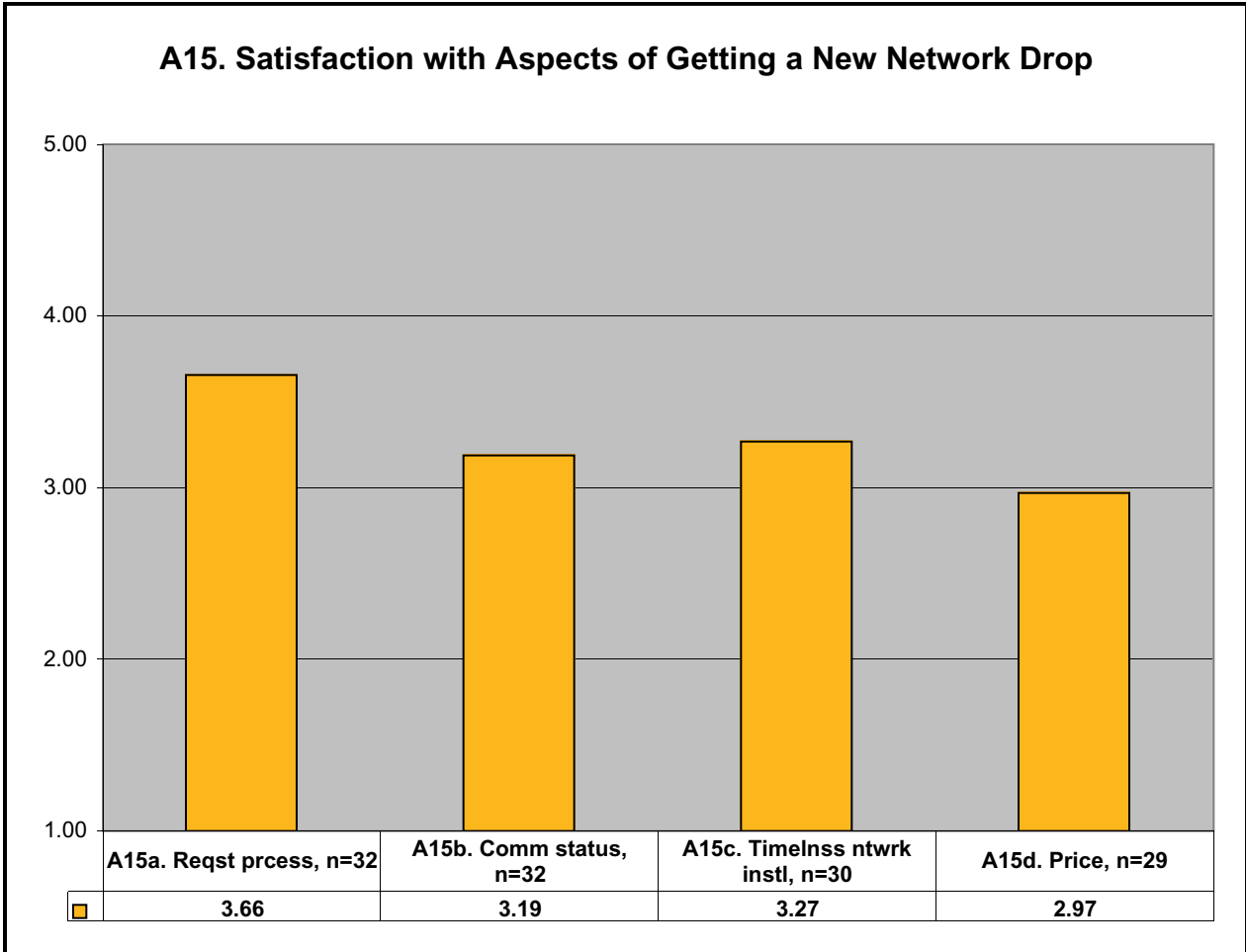


A14 Satisfaction with aspects of getting a new jack										
Q No.	Question	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +/-
A14a	Reqst prcess	3.67	0%	3%	39%	47%	11%	36	0.72	0.23
A14b	Comm status	3.27	0%	19%	41%	35%	5%	37	0.84	0.27
A14c	Timelness jck instl	3.27	0%	22%	35%	38%	5%	37	0.87	0.28
A14d	Price	2.84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

A17. Which of the IS&T services that you use are least valuable to you?

anything to do w/ cellphones! i wish you wouldn't waste time and MIT money on that. I don't see what that has to do with work, I certainly don't use one!

cell phone services

Delivery

help desk -- our in-office IS people are great

I feel that once again, because the department has someone who takes care of these matters for us I am not sure what would be least valuable. My guess is that we somehow need all that we have.

I use the MCC less than I used to, but I'm not convinced pre-sales support can be outsourced or online only as there are still too many choices..

If they are not valuable I don't use them. Is this a trick question?

n/a

n/a due to my off-campus status

network drop has been an issue, with some never being turned on in time for meetings.

none

none

None - I think they are all essential.

none!

on-campus help desk only used a couple of times.

Ordering endless MATLAB licenses

PC Help Desk

Quick start classes

MOR Associates, Inc.

receiving messages on my cell phone

remote access

Software info, because our dept has it's own support. I go to them. They probably consider that valuable to them, though!

Stock answers, FAQs

support documentation. I prefer to ask questions and get personal answers, or to use the FAQs

support for wireless connections

The ones I use are all very valuable to me.

they are all valuable

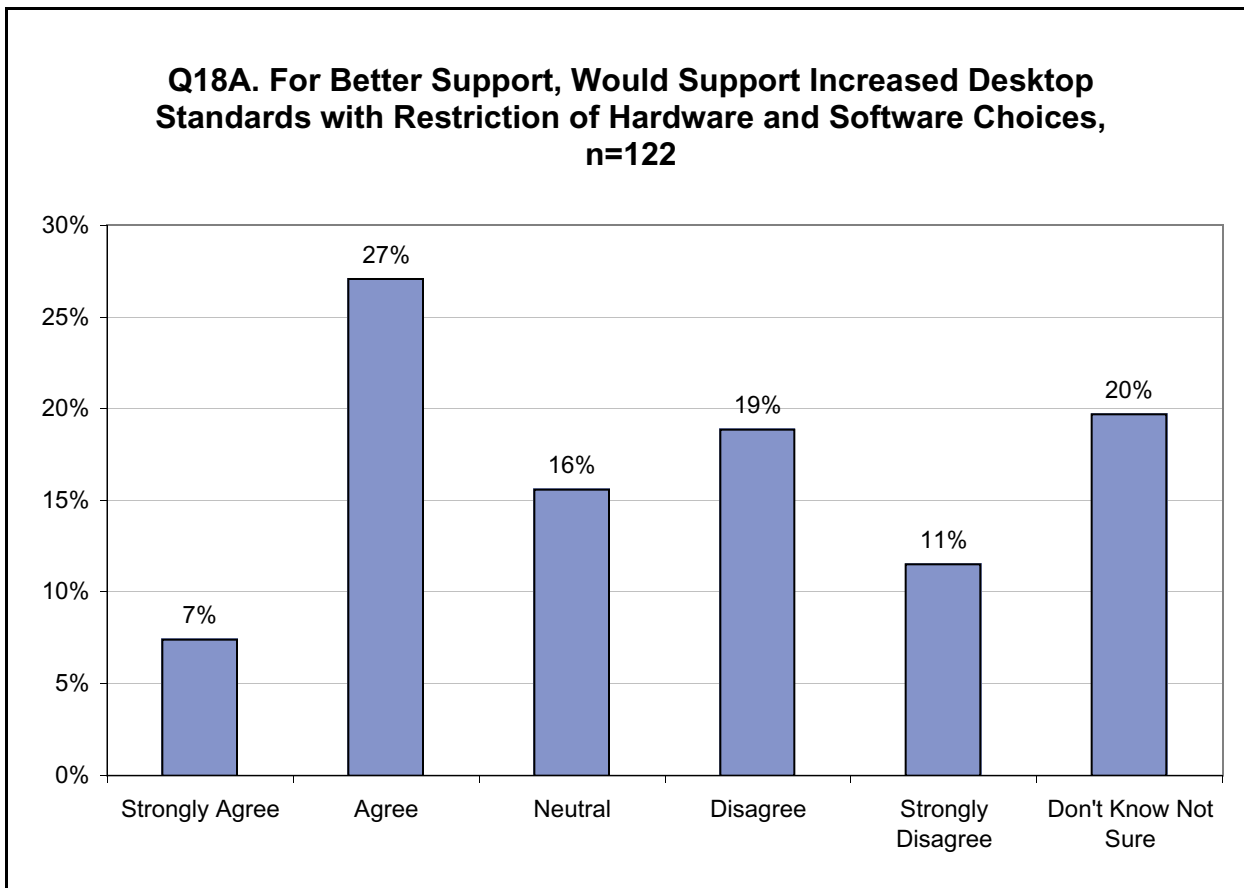
web site based information - little time to check on a regular basis

wireless

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

