

**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

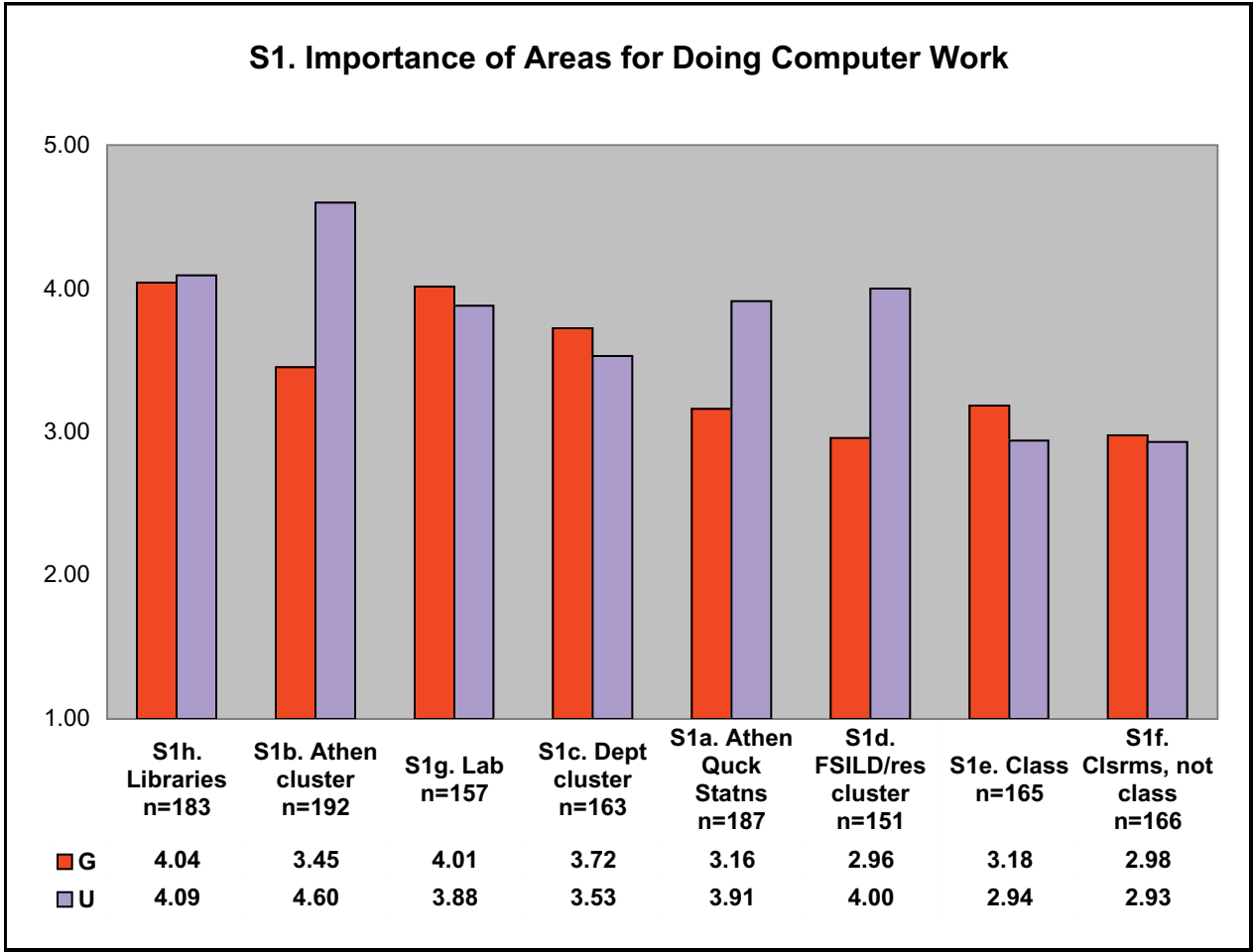
## Top Issues and Areas Rated for Importance by Undergraduates\*

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



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

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

<b>S1c Dept cluster</b>									
	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		

<b>S1d FSILD/res cluster</b>									
	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		

<b>S1e Class</b>									
	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		

<b>S1f Clsrms, not class</b>									
	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		

<b>S1g Lab</b>									
	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		

<b>S1h Libraries</b>									
	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		



**S2. What other technology enabled spaces could MIT provide to better meet your needs?**

Athena Clusters in naturally lite rooms

bigger quick stations

classrooms on first floor of E51 are not set for wired connectivity, and wireless is very poor

Dining Halls

email stations at the exercise machines in the gym would be a great way to multi-task

if possible, a cafe..some place with food or drink

improve wireless signal and number of enabled network ports in library and E51, E52

Just get as many networked computers as possible in departmental computer labs, libraries, and clusters.

MIT wireless in more restaurants in the area. :)

more and more reliable department printers

More athena kiosks and clusters, especially in East Campus.

more dorm wireless

More or larger athena clusters.

more quick stations!

More reliable printers (and easier access to them) in the residence halls. They always seem to be broken or off-line.

More wireless!

My dorm, MacGregor, has no athena cluster.

Outdoors such as Killan court or the grass in front of the student center

Perhaps modifying the clusters and making them more ergonomical (e.g. beanbag chairs in the student center cluster) would make them more useful and attractive.

provide more workstations in residence halls

Seems fine.

something in the career center to help search for jobs?

What other tech spaces

Wireless

Wireless in campus dorms

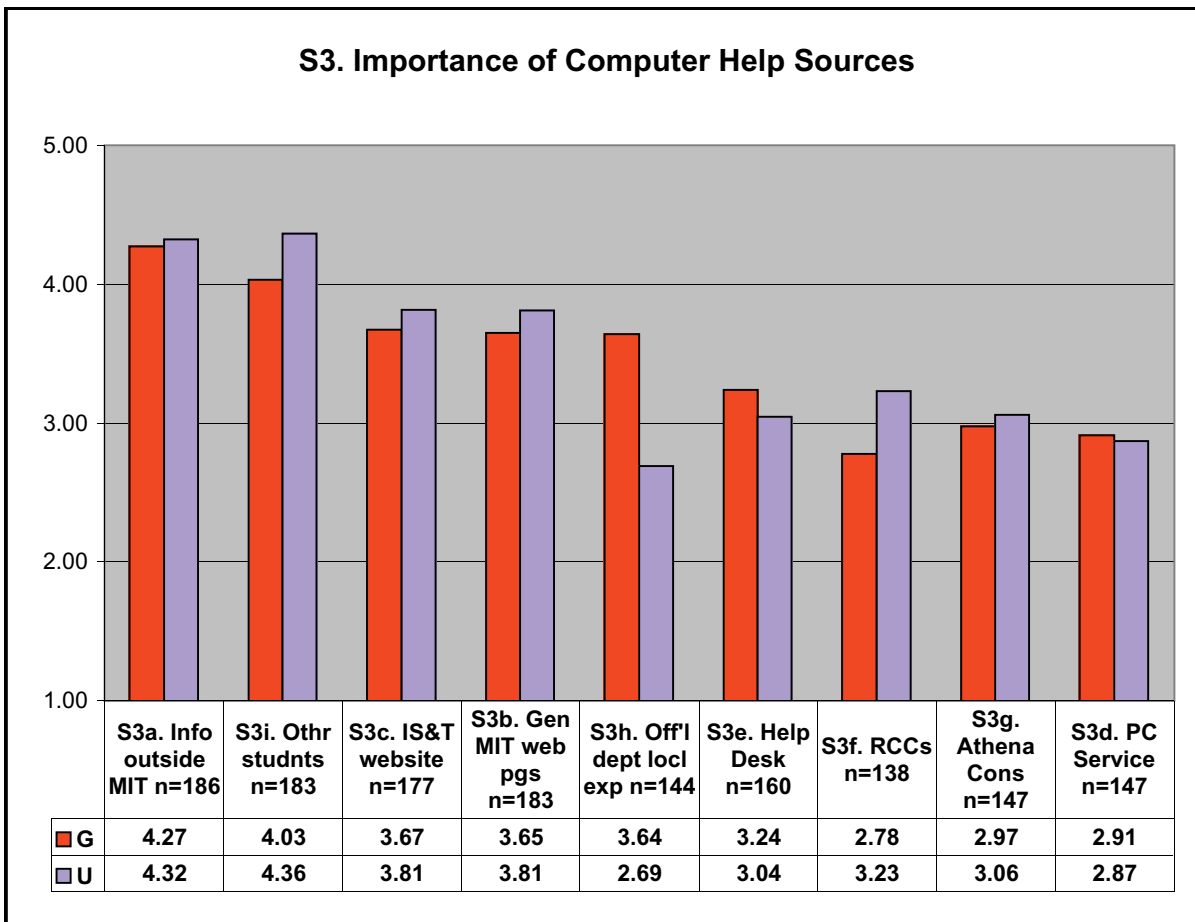
Wireless in public spaces (lobbies etc)

Wireless internet access in the exchange bus :- ) (I know, it's really far-fetched, but everything else is great)

Wireless is great, but there should be more electric outlets in public spaces with couches and chairs and such.

**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



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

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

<b>S3c IS&amp;T website</b>									
	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		

<b>S3d PC Service</b>									
	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		

<b>S3e Help Desk</b>									
	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		

<b>S3f RCCs</b>									
	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		

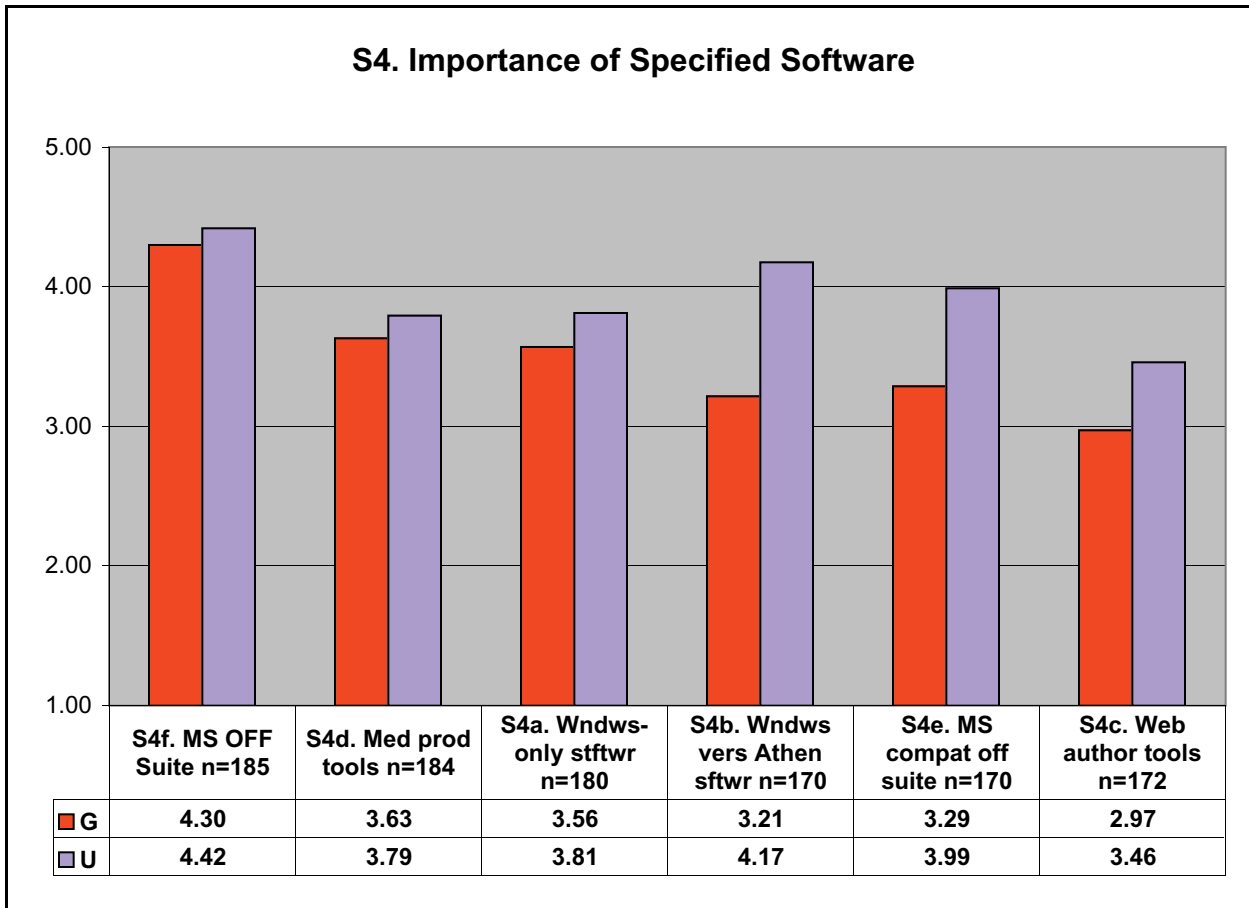
<b>S3g Athena Cons</b>									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
All	3.01	11%	16%	41%	25%	7%	147	1.06	0.17
G	2.97	11%	17%	41%	25%	5%	75		
U	3.06	11%	14%	42%	25%	8%	72		

<b>S3h Off'l dept locl exp</b>									
	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		

<b>S3i Othr studnts</b>									
	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



<b>S4a Wndws-only stftwr</b>									
	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		

<b>S4b Wndws vers Athen sftwr</b>									
	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		

<b>S4c Web author tools</b>									
	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		

<b>S4d Med prod tools</b>									
	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		

<b>S4e MS compat off suite</b>									
	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		

<b>S4f MS OFF Suite</b>									
	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



<b>S5a Classrooms</b>									
	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		

<b>S5b Library spc</b>									
	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		

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

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

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

**S6. If there's an area critical to you that doesn't have wireless coverage, where is it?**

38-500 and 38-600

3rd and 4th floors of Student House

56-114 looks like it has wireless, but doesn't really.

5th floor building 13

alpha phi

Anywhere in Bexley

Around my desk the signal is always very very low and when I move to the classroom next door it goes great ... what else can I say about reliability

Ashdown coverage is poor.

Ashdown, out of doors (kresge oval/killian)

Basement of 5, Random Hall

bexley hall

Bldg 13

Building 24, 6th floor has very spotty coverage

Burton Conner residence hall

CEE M.Eng. Facility

Don't usually use wireless... but the dorms would be nice (MacGregor)

Dorm

dorm (Macgregor House)

Dorm Suite, no drop in common room!

E51

e51 - in classrooms, study lounges, all over

E51!!!!!!!!!!!!!!!!!!!!!!

E51-070

E51-325 very weak.

East Campus (bldg 64)

East Campus and Killian Court (or at least the part near the buildings)

East Campus dorm

Eastgate

Eastgate apartments

fourth floor of 8

front half of random hall has minimal coverage, as does all of french house.

MOR Associates, Inc.

FSILGs

grad dorms

I dont think that wireless is critical at all

In my dorm, Next House.

Laboratories

MacGregor House

much of the science library

my dorm

my office e52-310

my present and past dorms (new house and tang)

New House

New House 3

Next House

Next House

Next House

office in W59

outdoor - although it is not critical

park and place like au bon pain where students eat and work...

public spaces in my dorm, though government is pruchasing small nodes in response

some places of my dorm(BC)

Tang Hall front desk.

The floor where I work in building 54

the grass on killian court

W71 and other residence halls

Westgate Low Rise

Westgste Lowrise

Where more wireless

Wireless connections in the reshalls (S-P in particular) are only good if you do your work in the connection

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

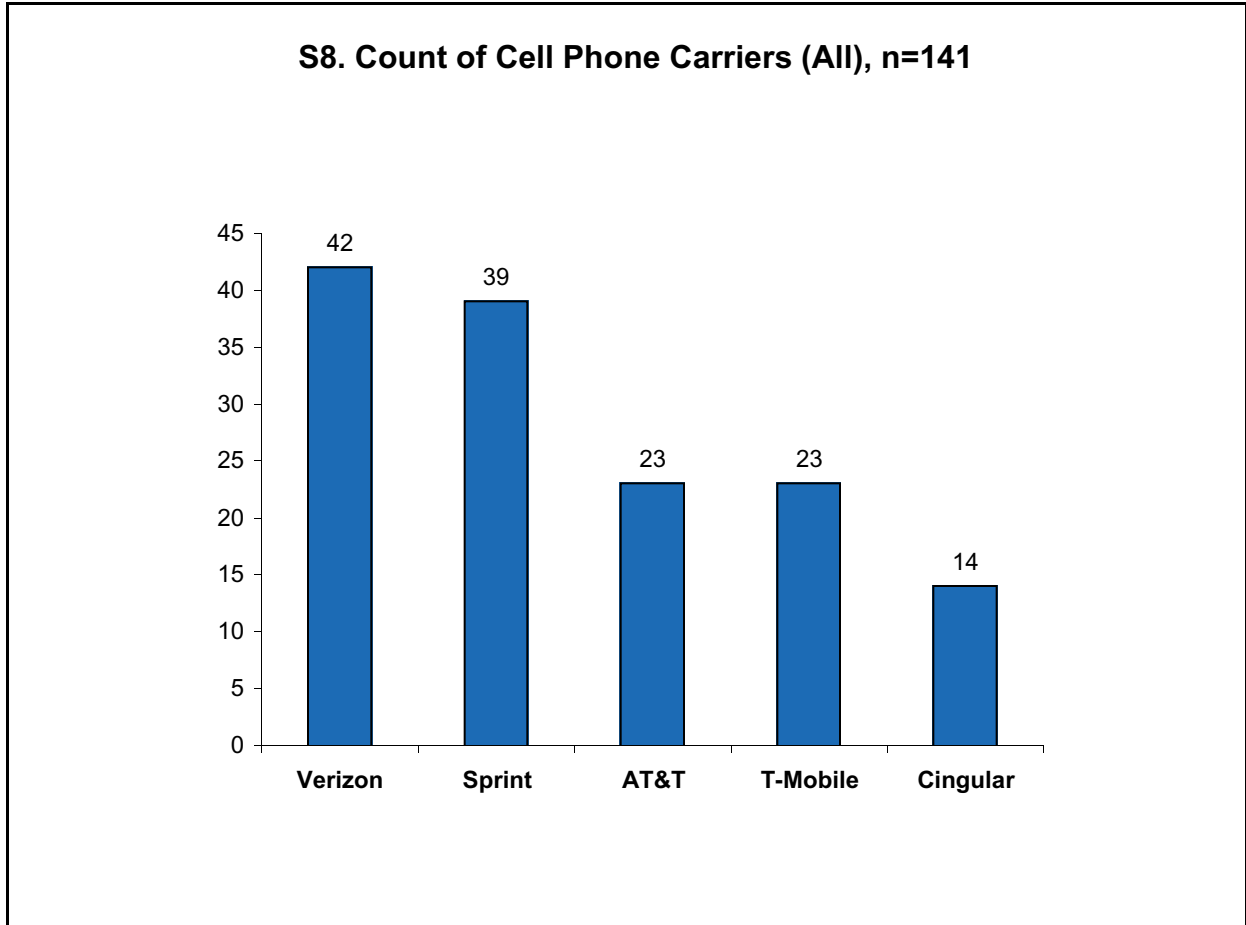
Yes  
No

<b>S7</b>	<b>Need room phn</b>	
	<b>Yes</b>	<b>No</b>
<b>All</b>	58%	42%
<b>G</b>	54%	46%
<b>U</b>	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

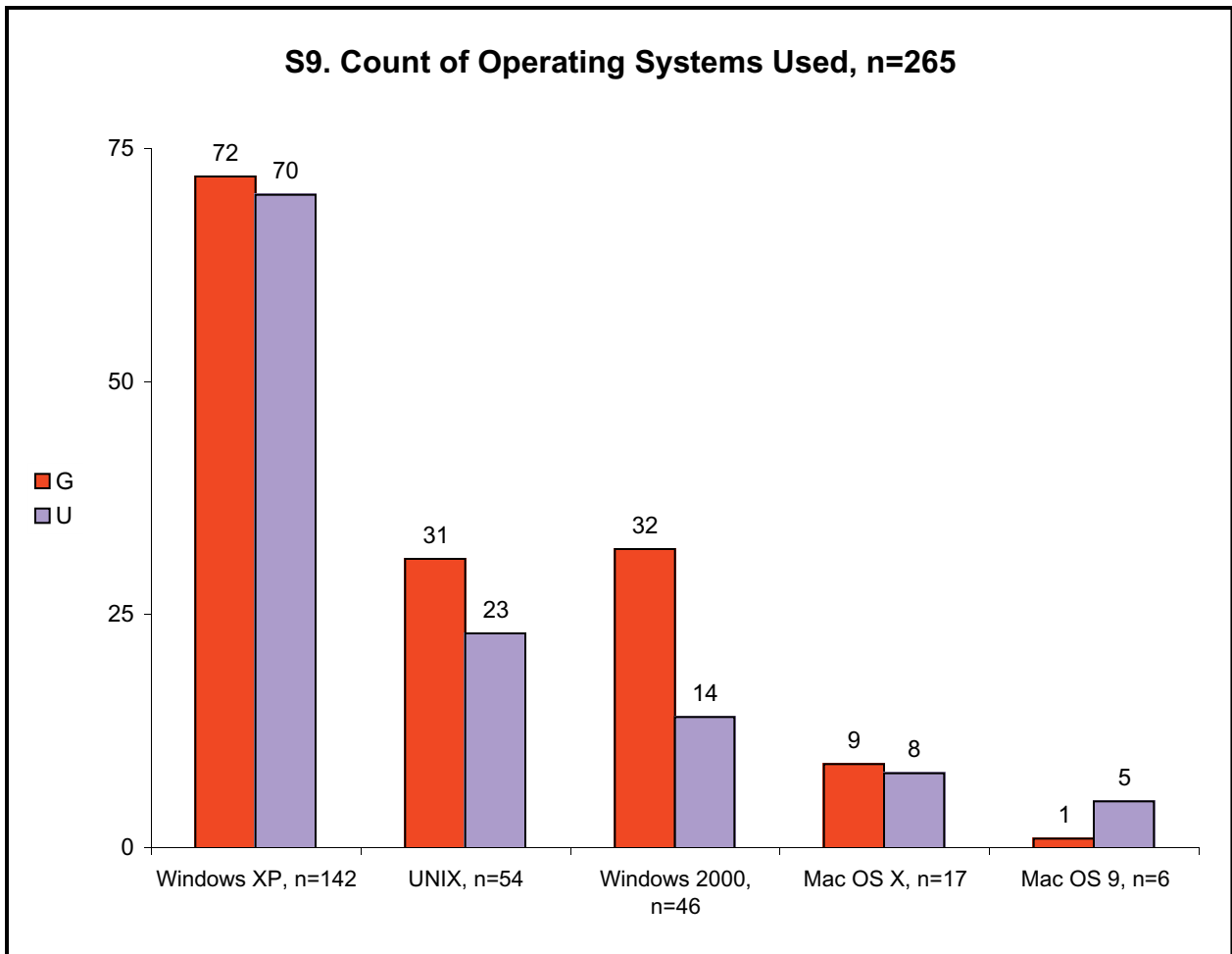


<b>S8</b>		<b>Cell carrier</b>					
	<b>Verizon</b>	<b>Sprint</b>	<b>AT&amp;T</b>	<b>Cingular</b>	<b>T-Mobile</b>	<b>Count</b>	
<b>All</b>	42	39	23	14	23	141	
<b>Grad</b>	23	27	11	9	12	82	
<b>Ugrad</b>	19	12	12	5	11	59	



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

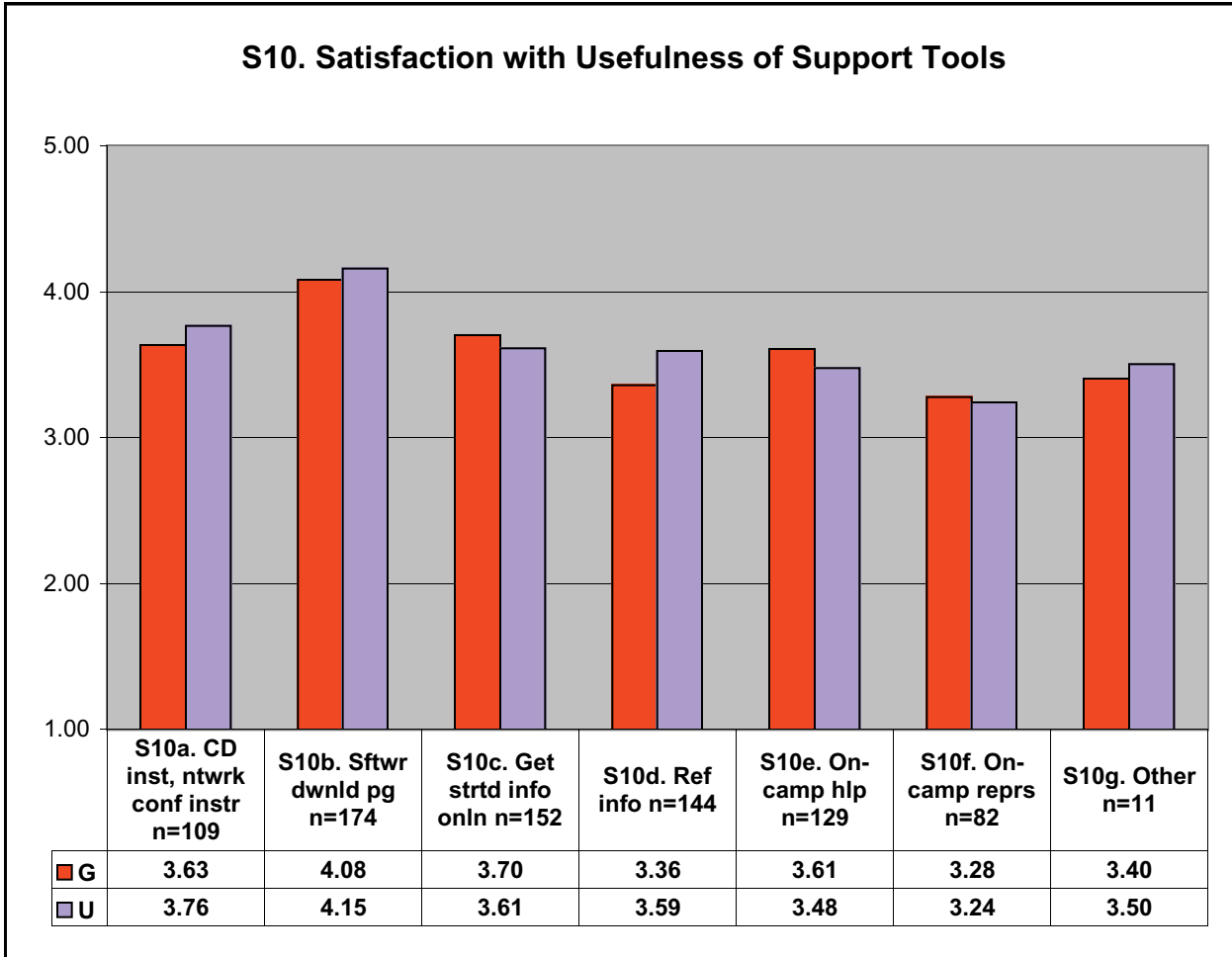
- Windows 2000
- Windows XP
- Macintosh OS 9
- Macintosh OS X
- UNIX



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:



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

<b>S10b Sftwr dwnld pg</b>									
	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		

<b>S10c Get strtd info onln</b>									
	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		

<b>S10d Ref info</b>									
	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		

<b>S10e On-camp hlp</b>									
	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		

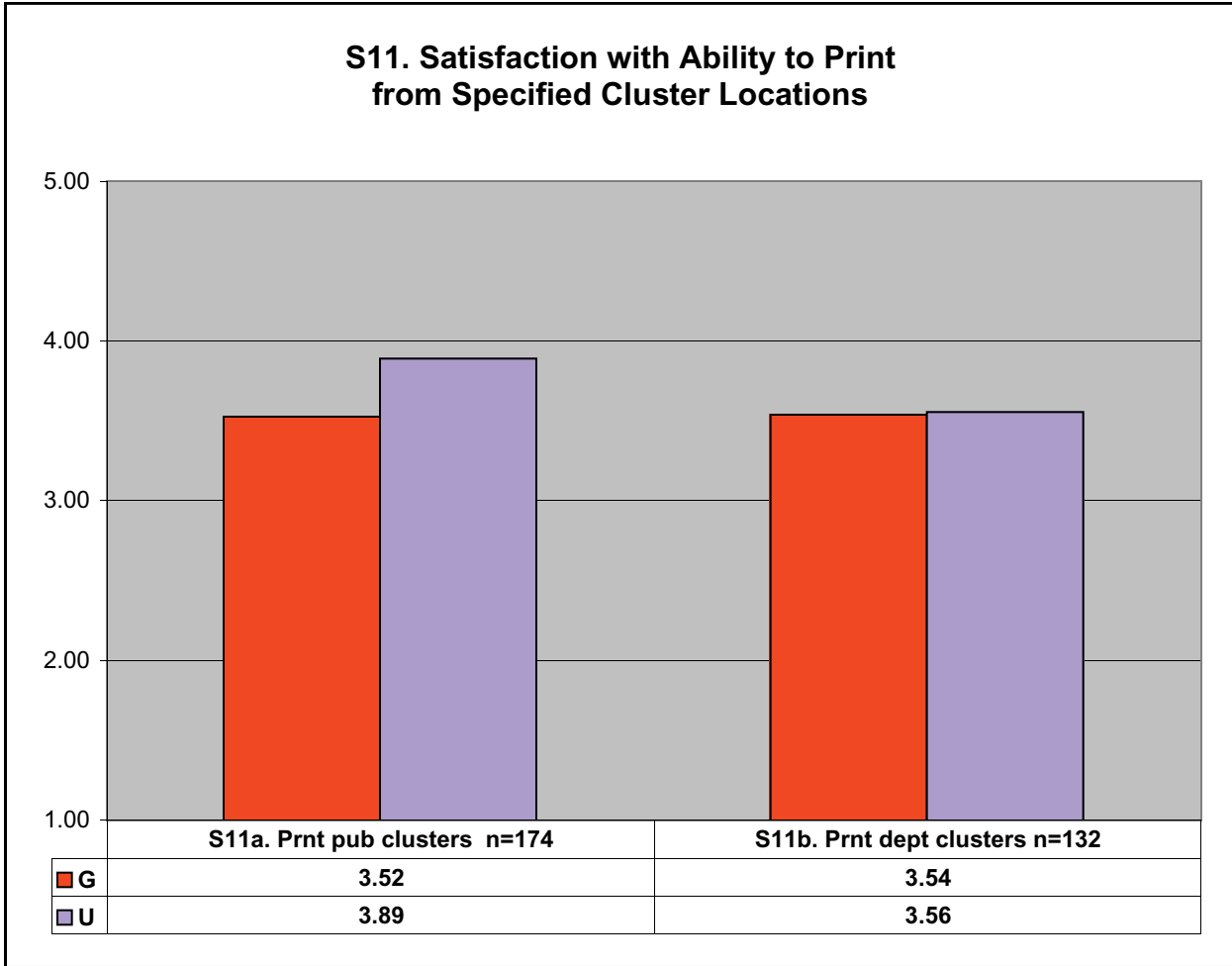
<b>S10f On-camp reprs</b>									
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-
All	3.26	4%	7%	54%	30%	5%	82	0.81	0.18
G	3.28	3%	10%	53%	28%	8%	40		
U	3.24	5%	5%	55%	33%	2%	42		

<b>S10g Other</b>									
	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:**

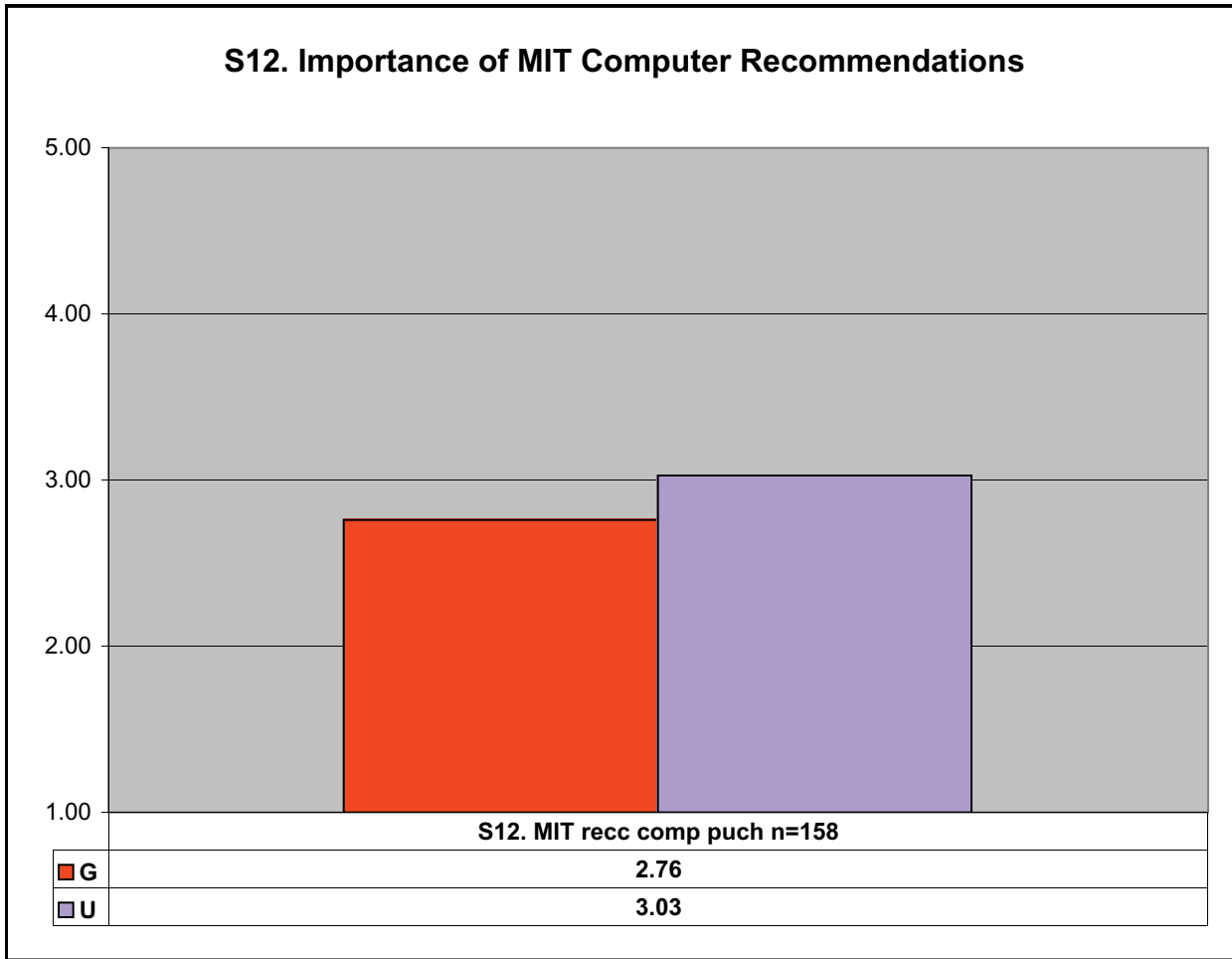
- a. Public clusters
- b. Departmental clusters



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									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
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		

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**S13. Where did you buy your computer**

36403

already had a computer

already had a computer

Already had a Dell Desktop

Amazon.com

Apple Store

Apple Store

apple.com

apple.com/education/store

best buy

Best Buy

Best Buy

Built from parts

Built it

Built it myself with components bought online.

built the desktop, and a dell laptop

Circuit City

dell

dell

Dell

Dell

dell

Dell

Dell

dell

dell

Dell

Dell

dell

Dell

Dell

MOR Associates, Inc.

Dell online

Dell Online

Dell online

Dell ONline

Dell on-line

Dell online catalogue

Dell Website

dell website

Dell website.

dell, before I got to MIT

Dell, online

dell.com

dell.com

dell.com

Dell.com

dell.com

Dell.com

Dell.com linked from MIT

Direct from IBM

ebay

from a friend

from gov connection

From IBM with MIT Sloan discount

From my former employer

From the company

GovConnection

govconnection

Hewlett Packard

HP

I bought it years before I came to MIT, from the Dell website.

I got it as part of a scholarship, if it hadnt fit reccomendations i probably still would have brought it.

IBM

idot.com

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mail order

MicroCenter

microcenter

MICROCENTER

MicroCenter, Houston, TX

MIT Dell site

Nebraska Furniture Mart

newegg.com

newegg.com

online

online

online (dell)

online (pc world)

Online at dell.com

online Dell

Online Dell

online from Dell through MIT

online vendor

online(www.dell.com)

online, apple store

Online, Dell website.

Online, from dell

online, from Dell

over the phone

PC Connection

PC Connection

PC connection, through MIT

pricewatch.com guided me to the cheapest supplier.

Retailer

Self made before hand

Siemens customer shop

Sloanspace's link to IBM

Through a for sale ad

MOR Associates, Inc.

through online dell using the discount given to MIT students

Toshiba web site

ubid.com

University of Pennsylvania

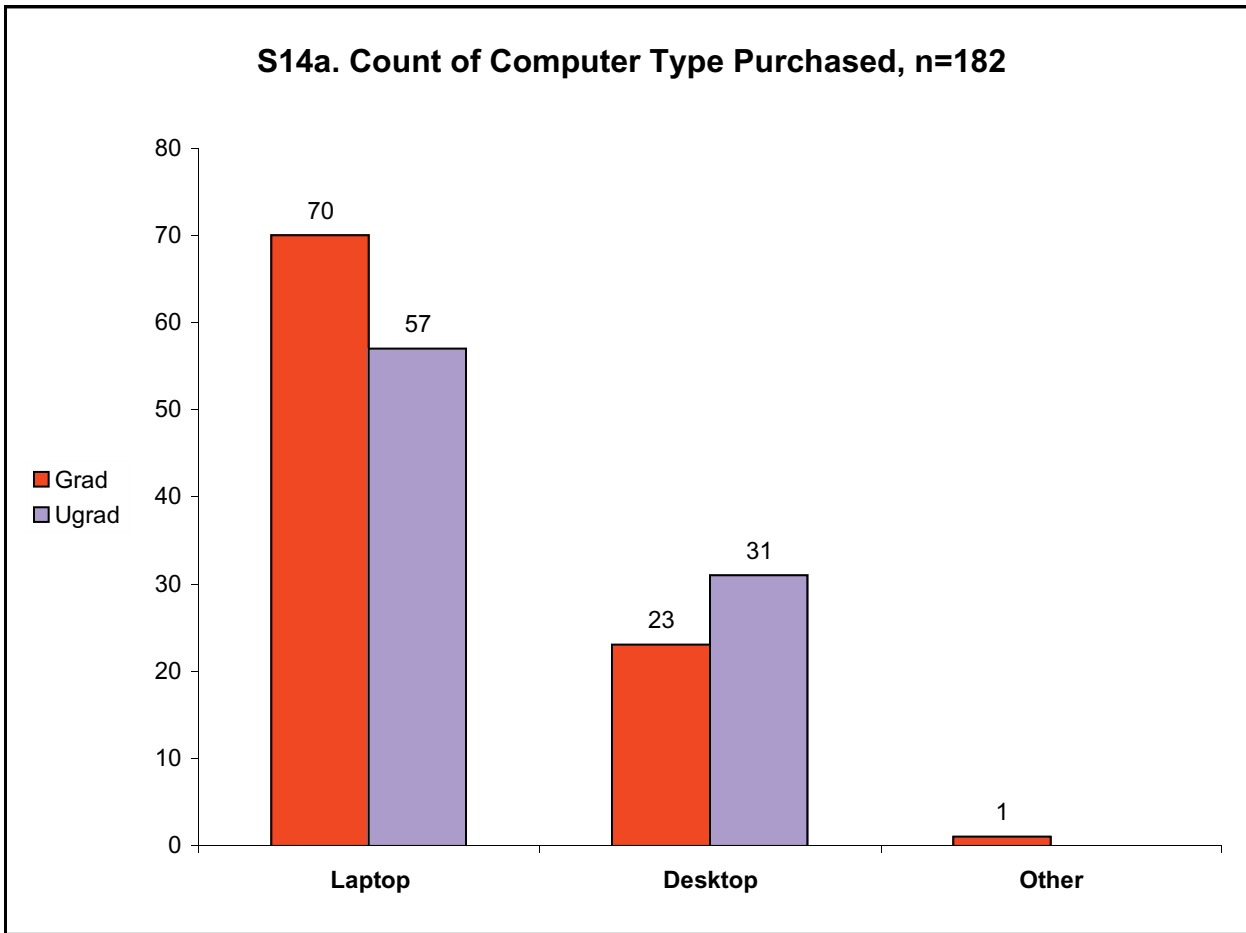
Various vendors

via the Dell website

Where purch text

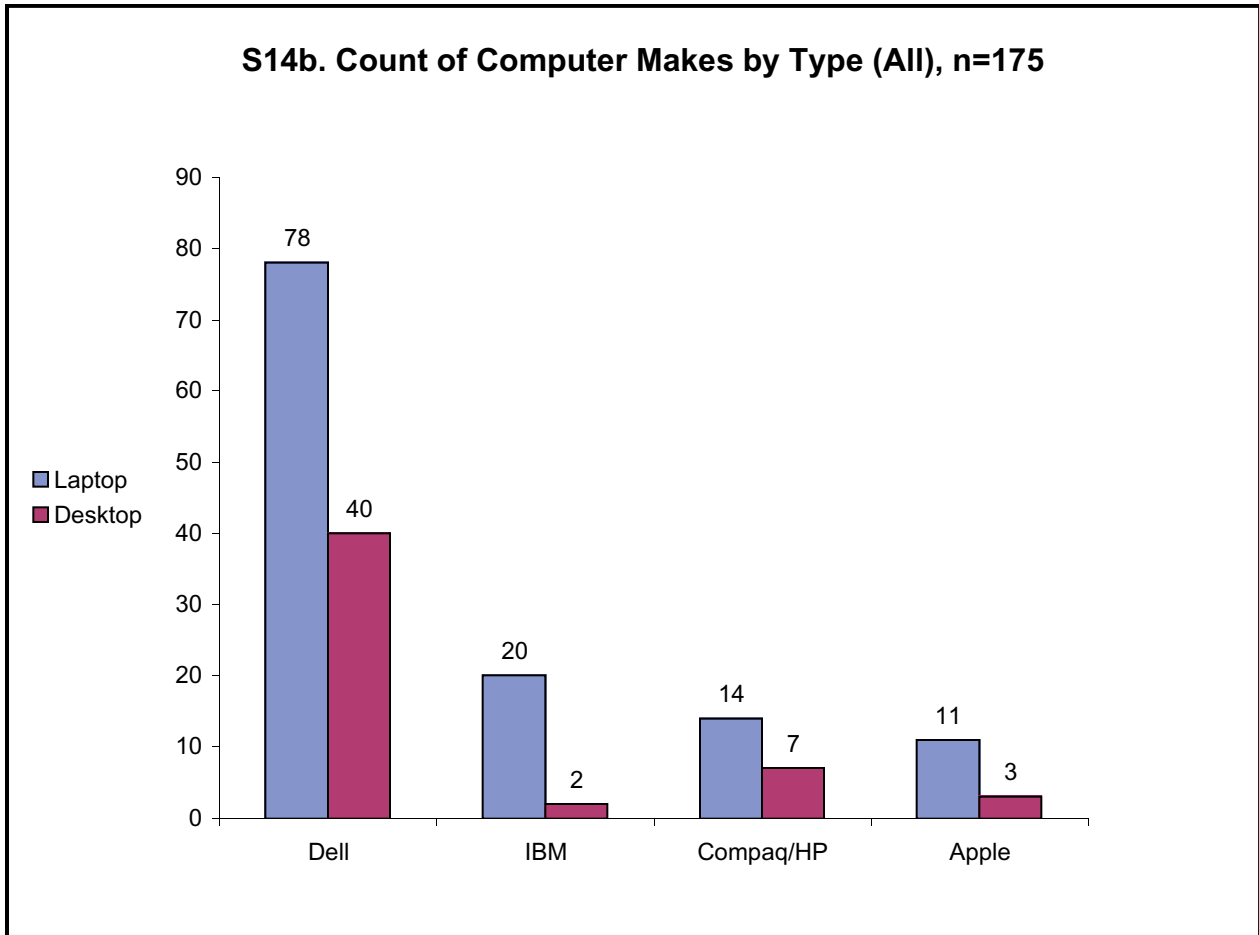
**14. Tell us about what you bought:**

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

**S14c. Computer model purchased**

4150

12" AIBook

12-inch PowerBook

4400 Series,Pentium 4 processor

600m

600m

8100 Inspiron

A40

amdk6

Amilo

Amptiva

Athlon XP 1600 +

beige g3

C600

C600 Latitude

C610

C640

C640

C840

C840

Comp model text

custom

d600

D600

d600

D600

D600

D600

D600

D600

DIF

Dimension

Dimension

Dimension

Dimension 4100

dimension 4500s

don't know

don't remember

Evo600

G4

gx260

hp pavilion ze5000s

i dunno

ibook

iBook

ibook 700MHz PowerPC G3

imac

Inspiron

Inspiron

Inspiron

Inspiron

Inspiron 2100

inspiron 4000

Inspiron 4100

Inspiron 4100

inspiron 4100

Inspiron 4150

inspiron 5100

Inspiron 5100

Inspiron 5100

Inspiron 5150

Inspiron 600m

Inspiron 600m

Inspiron 7000

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inspiron 8000

Inspiron 8100

inspiron 8100

Inspiron 8100

Inspiron 8200

inspiron 8200

inspiron 8200

Inspiron 8200

Inspiron 8500

Inspiron 8500

J4

latitude

Latitude

Latitude C800

Latitude D600

Latitude D600

Latitude D600

Latitude D600

Latitude D600

Latitude D600

Latitude X300

Lattitude

LM500

m50

n/a

na

na

no idea

None

nx7000

P4 2.4 GHz, generic

P4 2.6C

pavilion

MOR Associates, Inc.

pavilion  
Pavilion 8560C  
Pavilion N5430  
Pavillion  
PB G4 aluminum  
PCG-FRV25  
PCXG500  
Pentium 4  
Pentium 4  
pentium 4  
pentium III  
powerbook 12''  
Powerbook G4  
Powerbook G4 12''  
Powerbook G4 15''  
Precision 530  
Presario  
Presario  
Presario  
Presario  
Presario  
Presario  
presario 1110  
Presario 15010T  
presario 18XL484  
Presario 2500  
Presario 6000  
Satelite  
Satellite  
Satellite  
Satellite P25  
Satellite Pro 4600  
satellite something

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self-made

shuttle x

T21

T30

T30

T30

T30

T40

T40

T40

t40

T40

T40

T40

T40

ThinkPad

Thinkpad

ThinkPad

thinkpad R32

Thinkpad T30

ThinkPad T30

Titanium Powerbook

VAIO

VAIO

VAIO

Vaio PCG

X31

X31

XH485

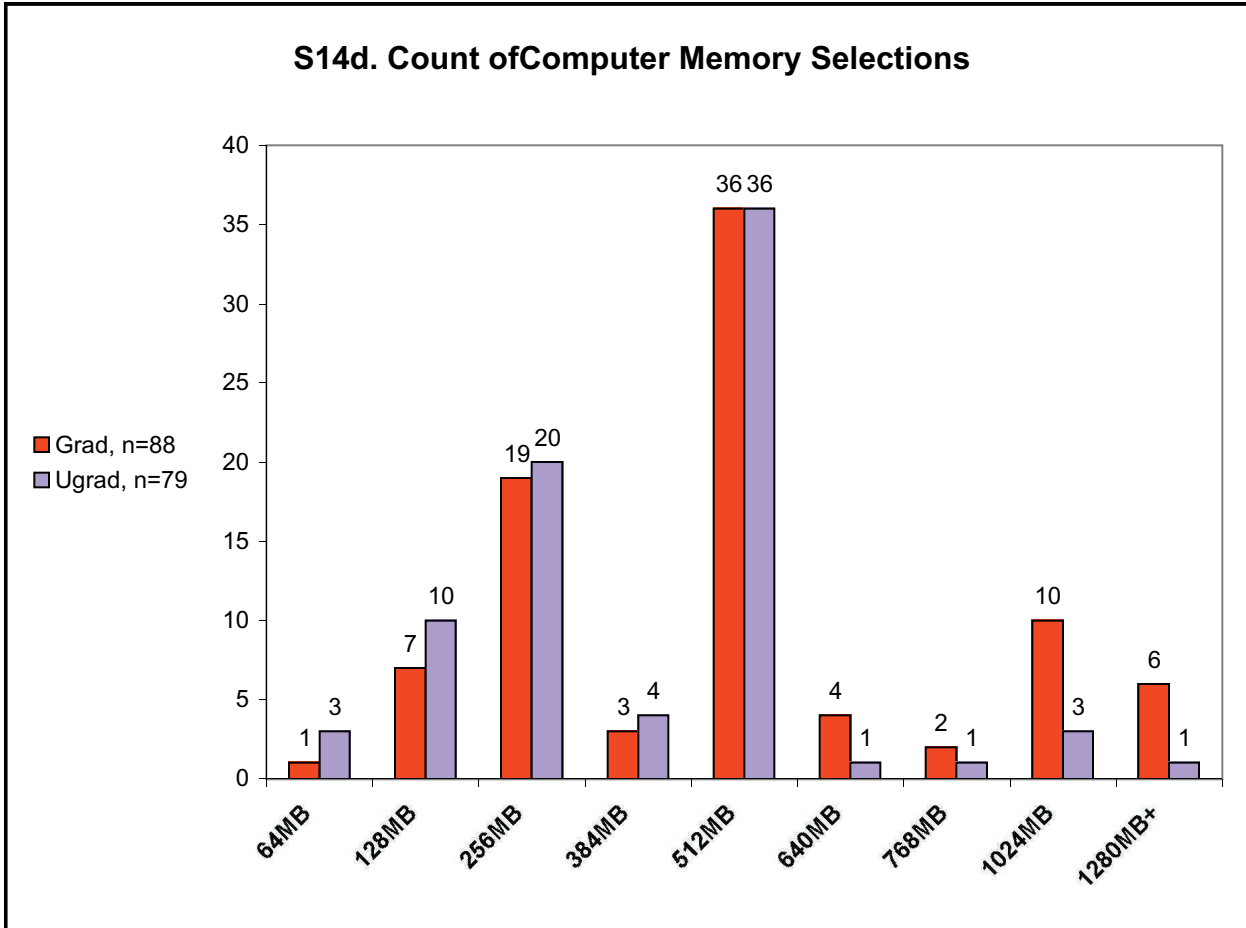
xpst550

ze4325us

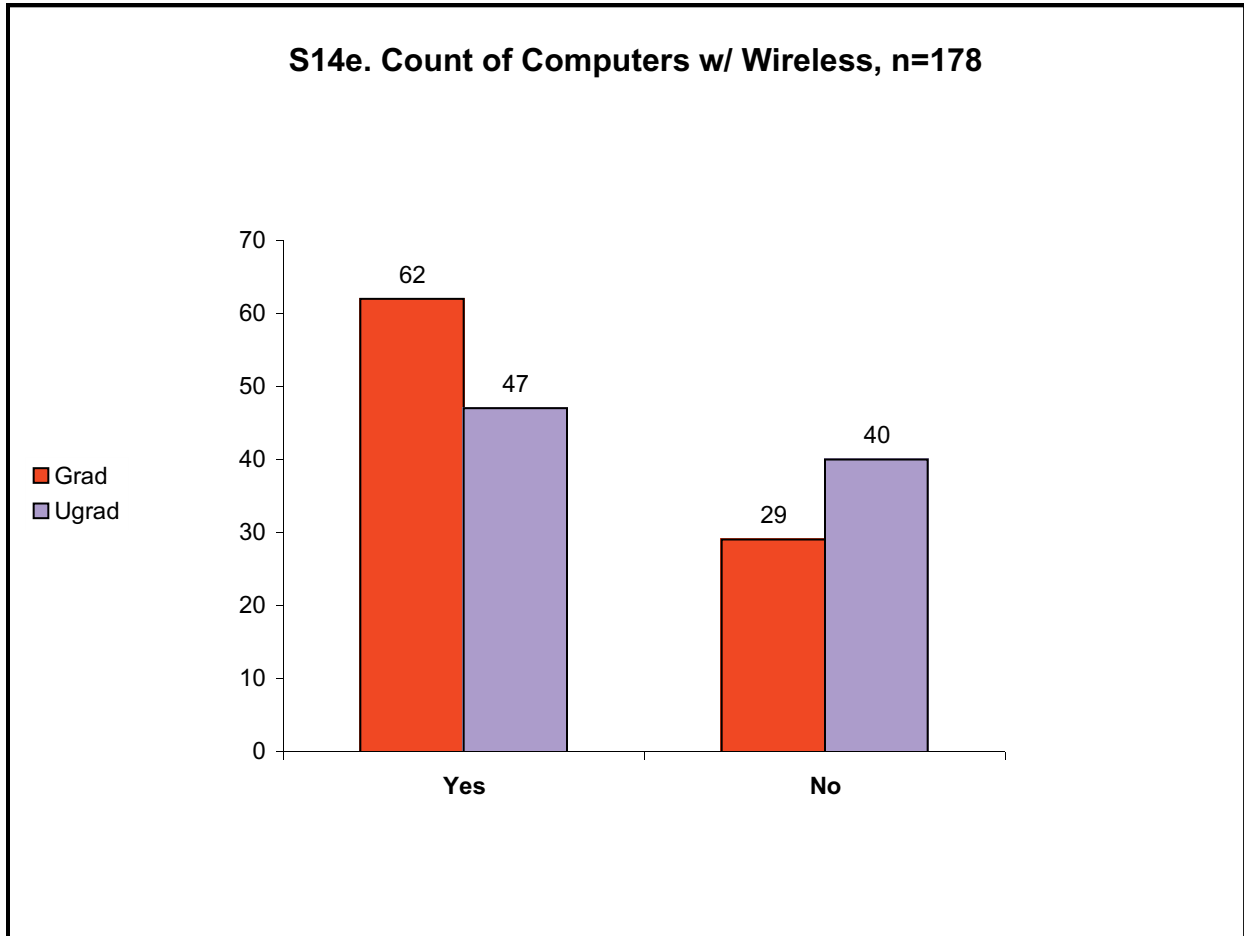
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Model: (please specify, e.g., C640, Titanium, Presario, etc.)

Memory:



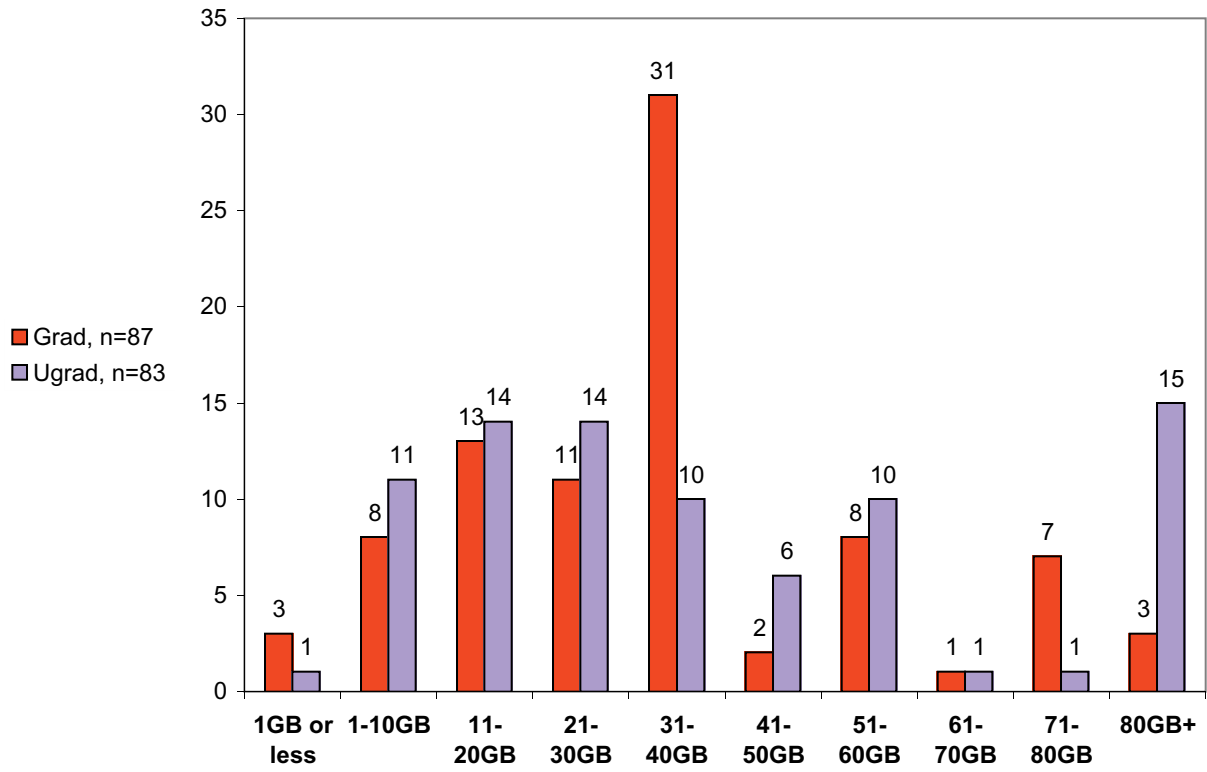
Wireless Connection: Yes No



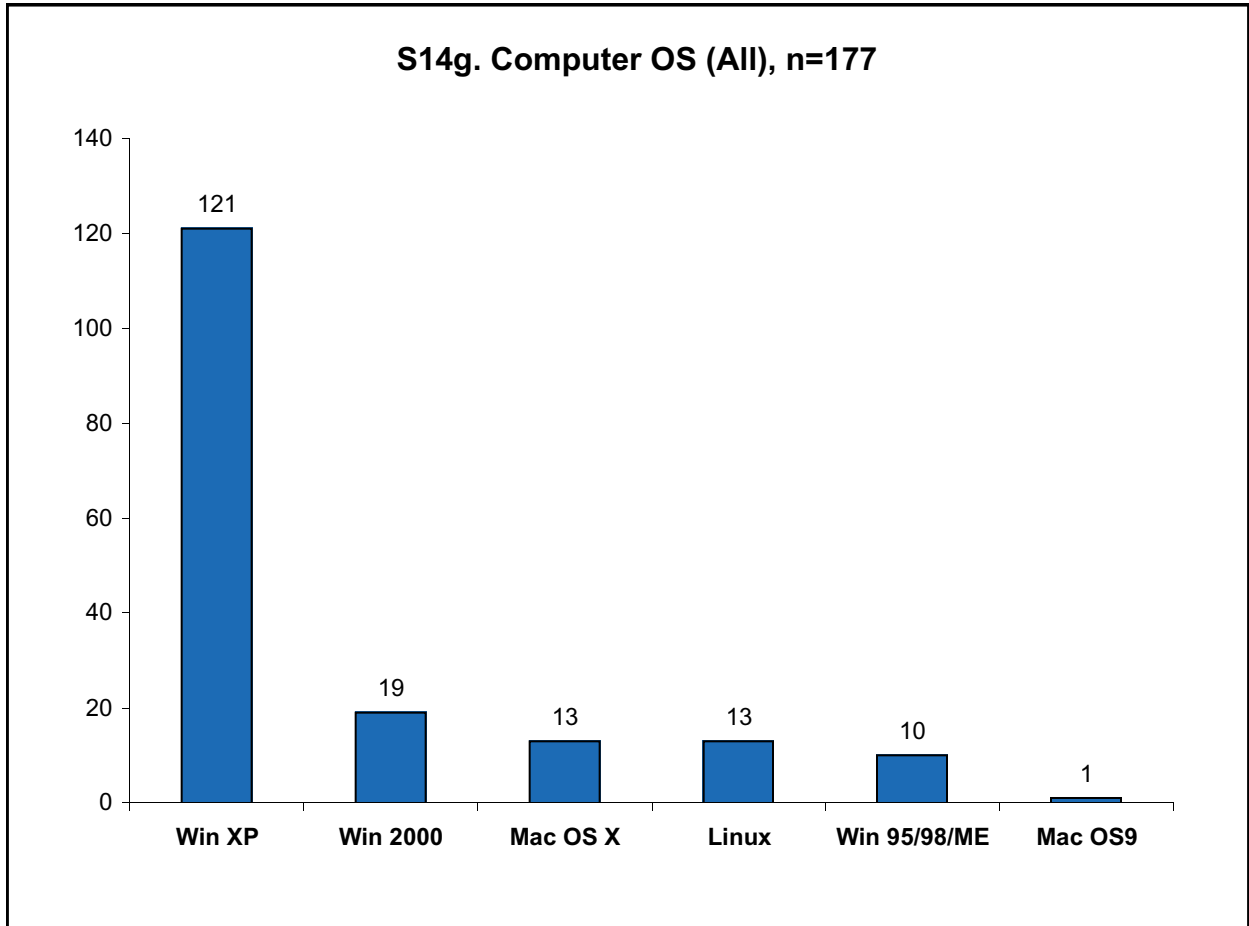
S14e	Comp w/ wireless		Count
	Yes	No	
Grad	62	29	91
Ugrad	47	40	87

Disk space:

**S14f. Count of Disk Space Selections**

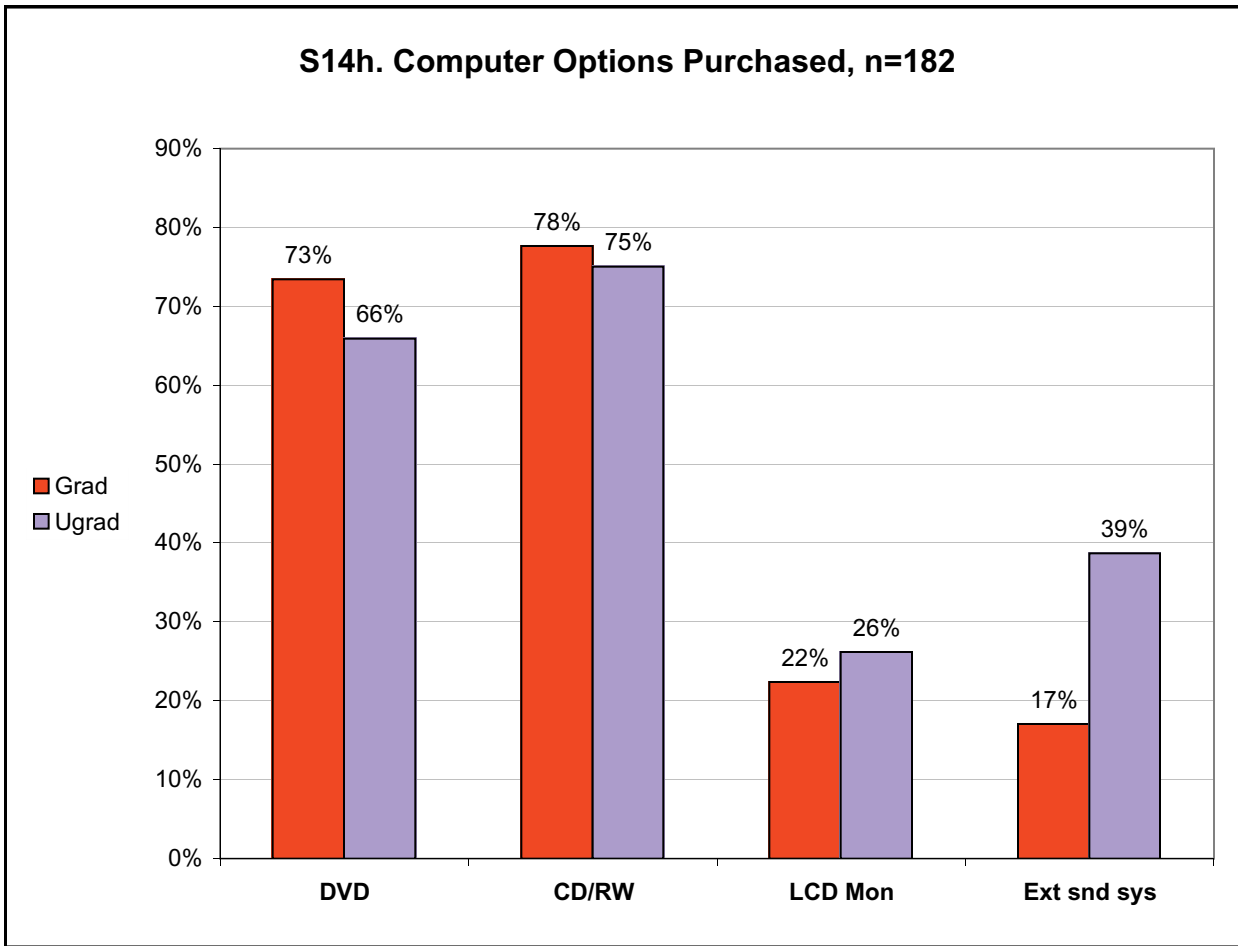


Operating System:



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

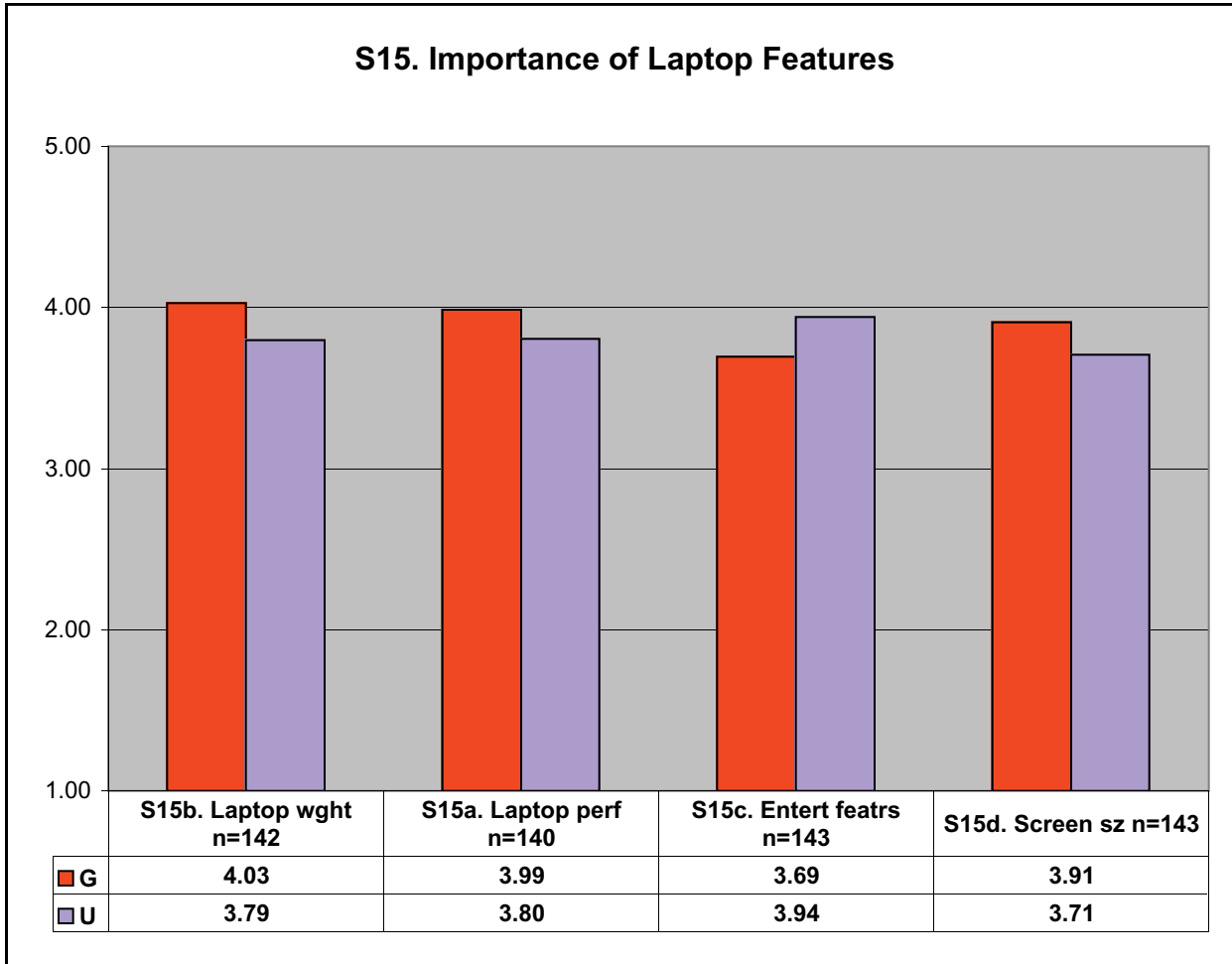


S14h Comp options purchased					
	DVD	CD/RW	LCD Mon	Ext snd sys	Count
<b>Grad</b>	69	73	21	16	94
<b>Ugrad</b>	58	66	23	34	88

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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



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

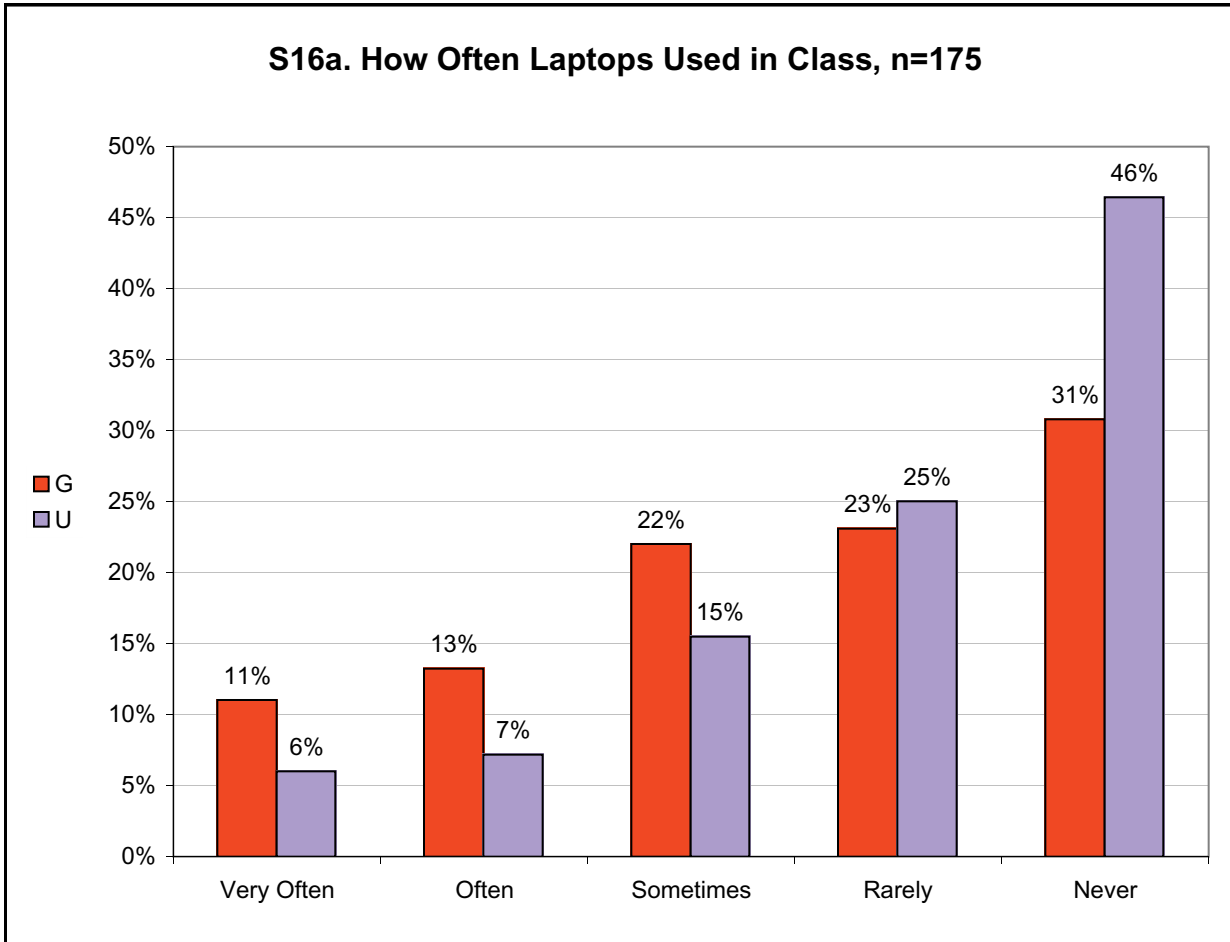
<b>S15b Laptop wght</b>									
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +/-
<b>All</b>	3.92	3%	7%	20%	35%	35%	142	1.04	0.17
<b>G</b>	4.03	1%	7%	19%	34%	39%	74		
<b>U</b>	3.79	4%	7%	22%	37%	29%	68		

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

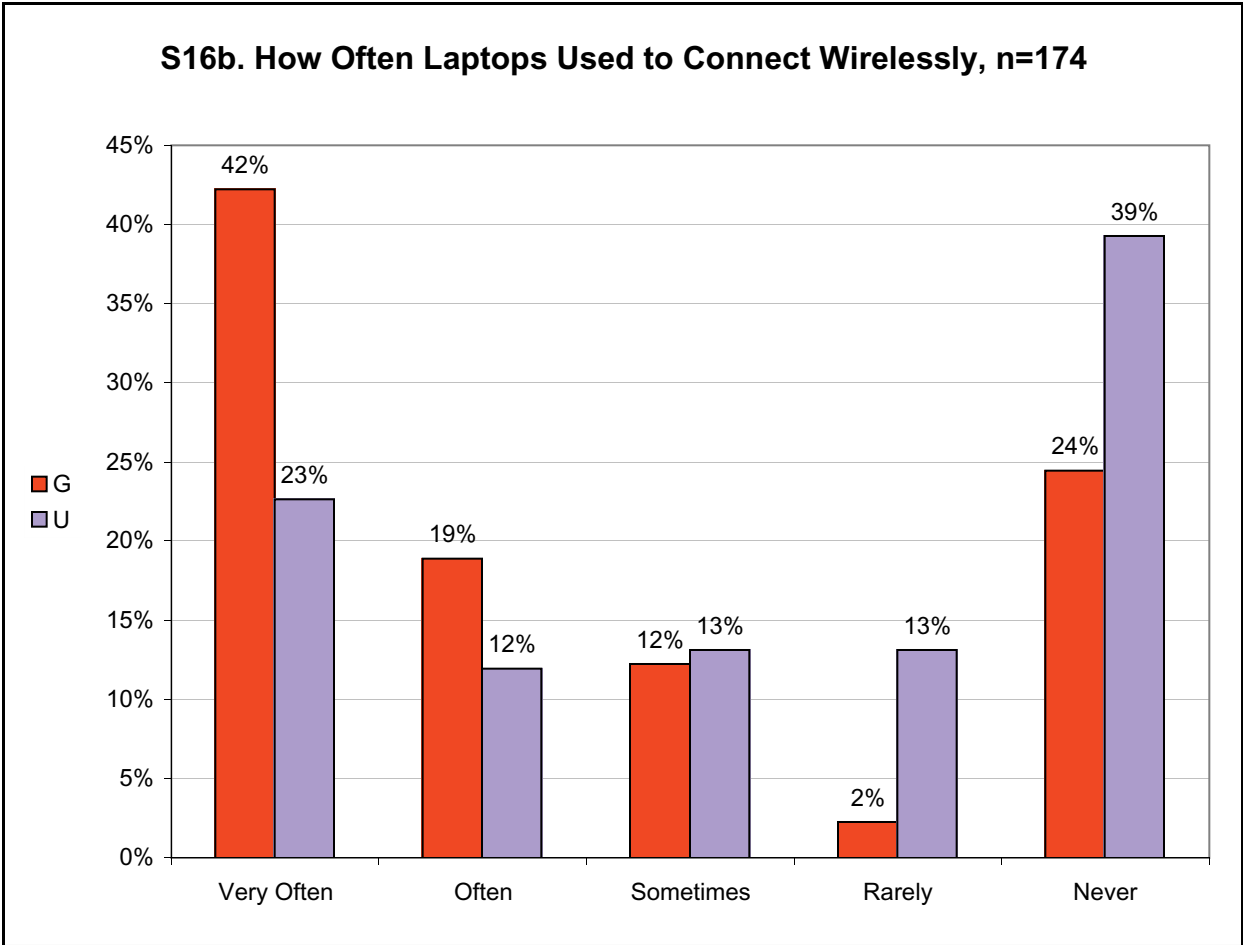
<b>S15d Screen sz</b>									
	<b>Mean</b>	<b>VU</b>	<b>U</b>	<b>N</b>	<b>I</b>	<b>VI</b>	<b>Count</b>	<b>Std. Dev.</b>	<b>95% CI +/-</b>
<b>All</b>	3.81	1%	8%	21%	49%	21%	143	0.89	0.15
<b>G</b>	3.91	1%	1%	24%	52%	21%	75		
<b>U</b>	3.71	0%	16%	18%	46%	21%	68		

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

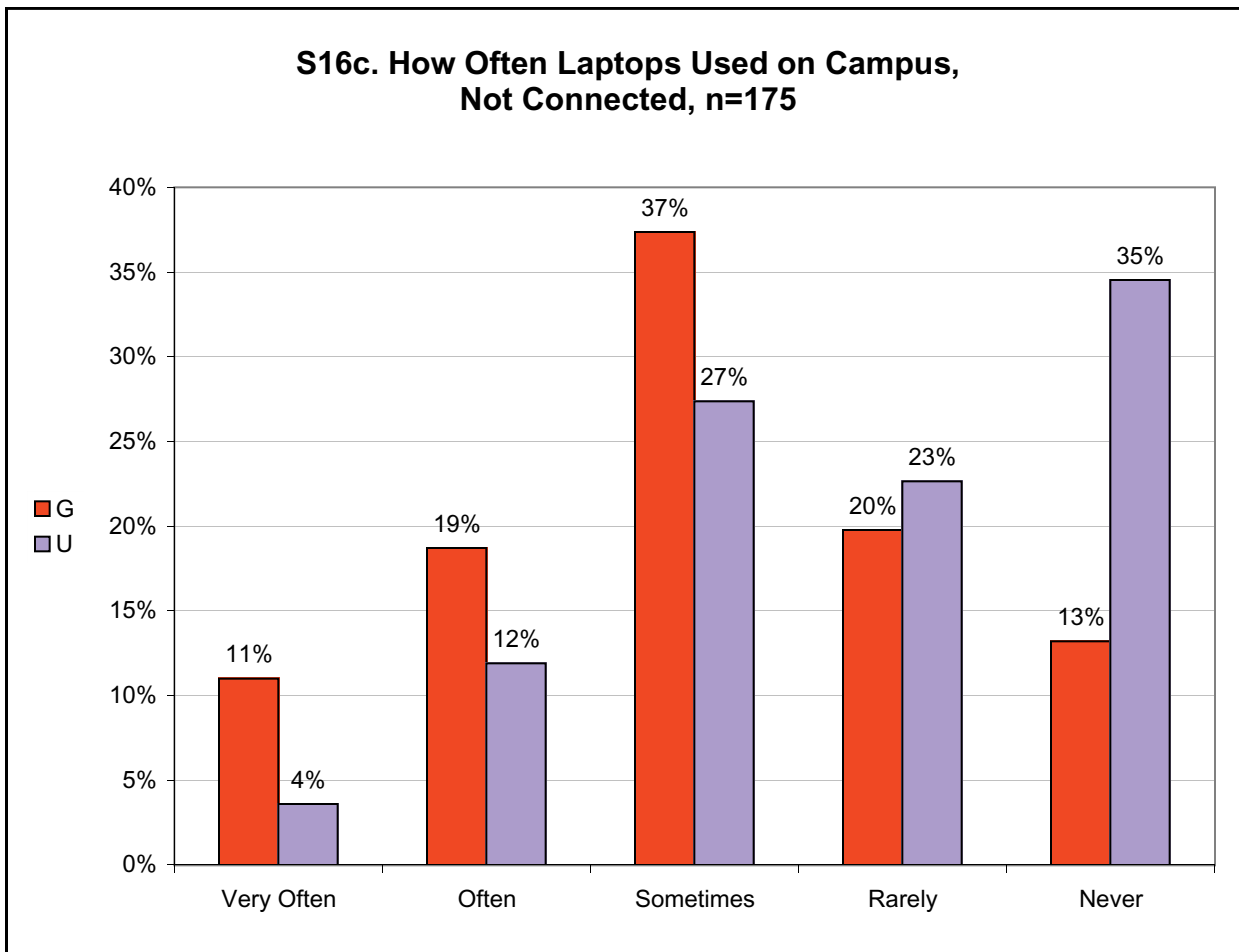
- a. In class
- b. Connected wirelessly
- c. Around campus, not connected



S16a	Class						Count	Std. Dev.	95% CI +/-
	Mean	Very Often	Often	Sometimes	Rarely	Never			
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		



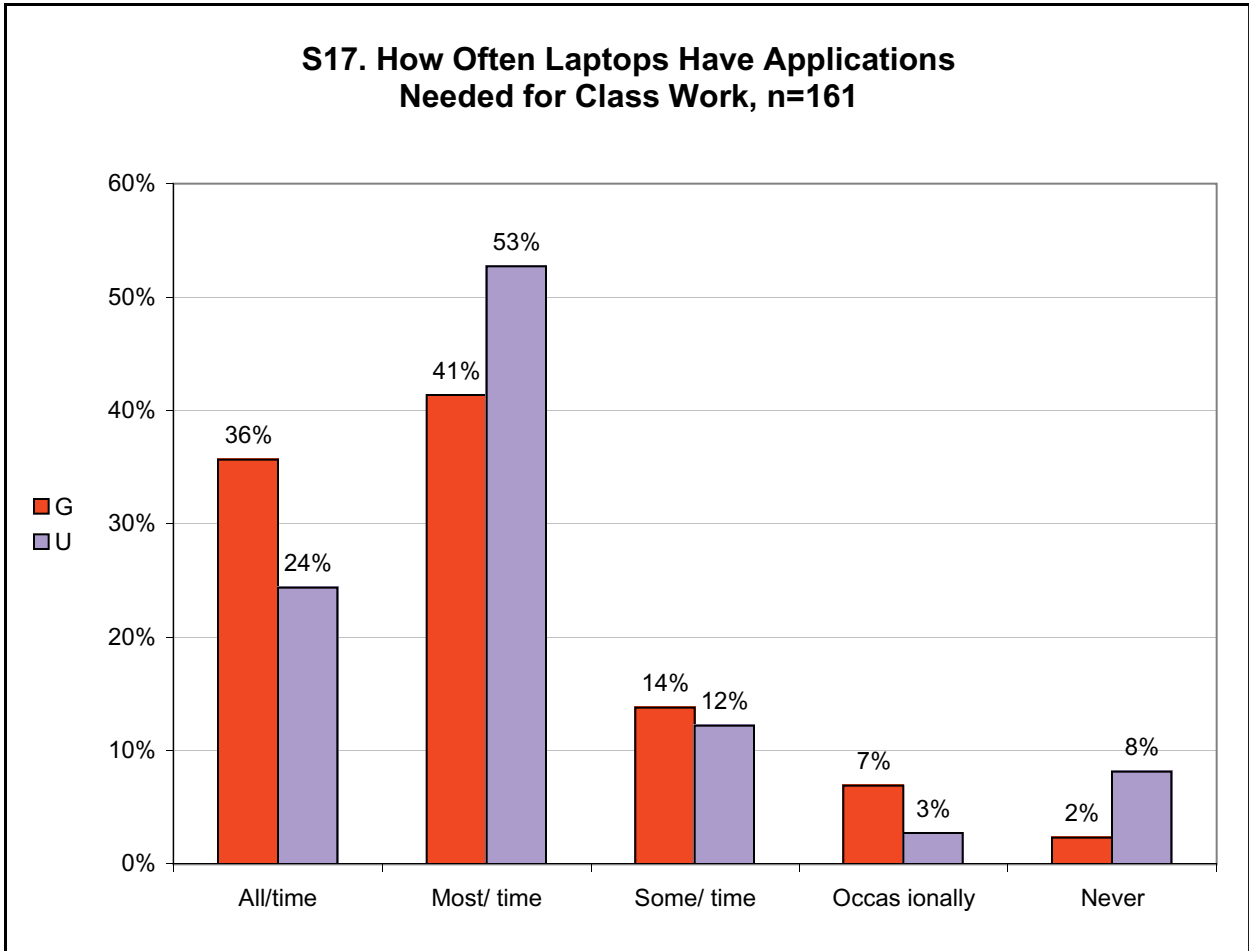
<b>S16b Conn wrlssly</b>						
	<b>Very Often</b>	<b>Often</b>	<b>Sometim es</b>	<b>Rarely</b>	<b>Never</b>	<b>Count</b>
<b>All</b>	33%	16%	13%	7%	32%	174
<b>G</b>	42%	19%	12%	2%	24%	90
<b>U</b>	23%	12%	13%	13%	39%	84



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:

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

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**S18c. If you don't have an application needed, why not?**

because software costs money which I dont have

Can't get it for a reasonable price

can't get it for free

Class required software that cost \$200 - which is crazy in my book. The computer room which has the software is Athena based and therefore it takes me five times as long to do anything since I hate using Athena (sorrory Athena users!)

cost of obtaining such software

couldn't afford it

Couldn't get it in time or cheap enough

did not come with laptop (power point)

Didn't buy (like Matlab)

didnt buy, not available in store i went to

Didn't come with

didn't get it yet

Didn't purchase it

Do most of work on desktops

Don't have license (expensive!)

Don't have the software needed to do the work

Due to the limit of disk space

Going to the departmental cluster because other students are there too

had to download...additional software required for class

hassle of installing software

have to buy it

Haven't gotten round to getting it

high price

i dont have a laptop

I don't have Matlab for my laptop

i'm too cheap to buy it

is Matlab free for students?

It didn't happen to me

just don't have it installed

Liscence is costly.

MOR Associates, Inc.

MatLab is too expensive.

microsoft equation 3.0, couldn't get unless bought

Money for license

need a licence

New machine. Software not yet installed

New Software

not enough memory for research work

not enough space on my computer

not enough space to install it

not sure where to get it

or didn't want to put more software on my computer

Other text

Software only installed on departmental machines

Software too expensive

Software too expensive to buy (Matlab)

sometimes too expensive, like MATLAB toolbox.

Specialty software

Third party software such as Matlab not available when I bought laptop

Too damn expensive, but free on Athena.

too expensive

too expensive

too expensive (MATLAB)

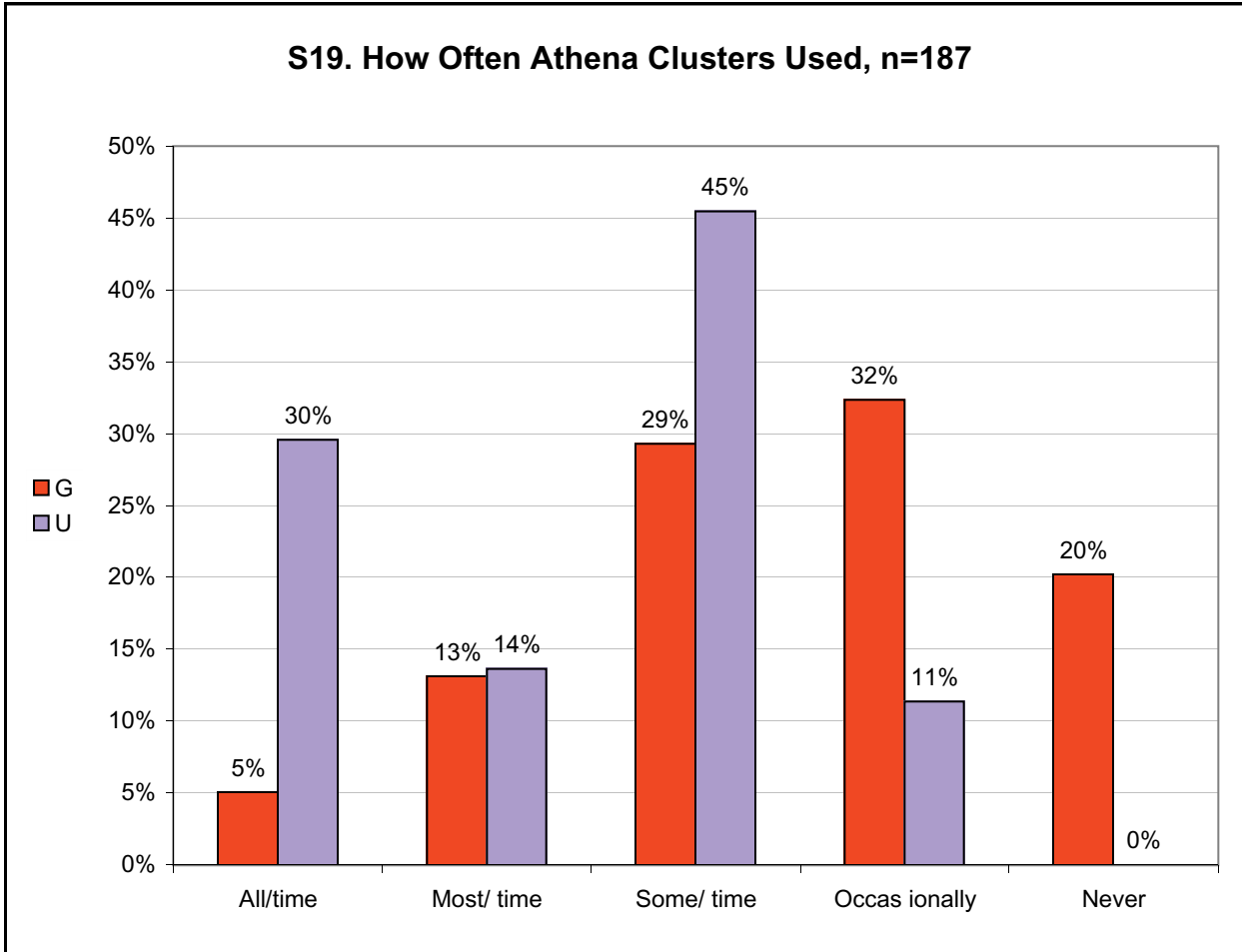
Too expensive to buy matlab, and don't have a linux version of it.

Too expensive for most students

Too slow

**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

**S20. What is it you can do on Athena that you can't do elsewhere?**

18.03 visuals, printing.

Access a computer/printer/internet/email between classes (I live in Next House)

access data warehouse (slp), and access email (without the issue of SSL disabled)

Access them easily, use certain programs.

access my email during the day when i'm not at my dorm, print assignments, etc.

Athena has a variety of up-to-date software that I could never afford to maintain (in terms of time and money)

centralised file storage

check email or websis info. on my way to class

check mail quickly

Check my email for reuse posts 3 times between the beginning and end of the infinite.

check my email on campus

coding - Athena is my developing environment.

coding - compiling and running

Computational Fluid Dynamics

Easily run Matlab.

Easy file manipulation. Zephyr.

E-mail is faster than on the departmental PCs; however, I can't print messages without assistance.

Find out the athena cluster password, use certain software that i do not have on my laptop, matlab.

Get the Athena cluster password

Go online when I'm not in my dorm.

I can use Matlab for my math classes on Athena.

its convenient to go to a quickstation if you need to quickly check email.

Junior Lab Latex scripts, access AFS nicely, Matlab. Mostly accessing AFS files.

latex, edit course webpage.

log in remotely via java ssh. this is the only reason I use athena. otherwise I use the AI lab network.

lose my work, get frustrated

math homework

Mathematica

matlab

matlab

MATLAB

matlab

Matlab

Matlab

matlab

Matlab

MATLAB

matlab when i took 18.02

Matlab, HSPICE, Xfig, PINE

Matlab, Mathematica

Matlab, Matlab, Matlab! Print :-)

Matlab, printing

Matlab, ProEngineer, print large documents for free.

MatLab.

matlab. Work on 6001 with other students

my online assignments which require software found only on Athena

N/A

N/A

n/a

None that I can think. It's just convenient, has better machines than my own, and I can work all night if i want without worrying about disturbing my roommate.

Nothing

nothing

Nothing basically. I have never used Athena since I have been here to do anything but check email when my laptop crashed for a few days. I have been able to find a way fo doing everything on my laptop - although this took me some time to figure out. Why does it have to be so hard for people who are not used to the Athena system (which I must say only MIT seems to be using - 80% of the rest of the world is Windows based) to get set up at MIT?

nothing yet

Nothing. Athena sucks

nothing. clusters are just very convenient.

Nothing... other than get frustrated because it is too difficult to use.

open matlab files for class

pine - don't like webmail

Plotting large maps.

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print

print

Print (still don't know how to configure KLP) Conveniently read e-mail Find a quiet place

Print documents

print for free

print for free

print for free, conveniently access my locker, available around the campus

Print massive amounts of pages.

Print reliably to athena printers when I want duplex printing.

print to athena printers

print very easily

PRINT!

Print, check email, access AFS home directory

print, I don't have a personal printer. But I'm thinking of getting one soon. Otherwise, I use Athena for doing my Mastering Physics homework because Internet Explorer will not support the program's graphics which is really annoying.

print, use Matlab (once again, perhaps my fault)

Print, use matlab, work on campus

Print, use matlab.

print, usually

printing

Printing is much easier

Printing MATLAB computing

Program in Scheme and Java effectively

Run course-specific software. I compile it for my Linux box, when I can, but it's not always possible.

running some computation

some classwork involving matlab, etc.

Some software on athena only and not on dept cluster

Stuff that is already installed for classes (add xxx)

use courseware

use expensive software like matlab

Use full version of MATLAB, Mathematica, Maple.

Use Mathematica \*\*Read my email/browse the web away from my office and advisor

Use Matlab and other Athena software not available on Windows

MOR Associates, Inc.

use MATLAB print double-sided

use matlab, use the environment needed for classes like 6.001, 6.170, 6.004 etc.

use mit-licensed software (matlab) print

use star office, mozilla. Everything is always working, so it's convenient.

using expensive softwares not available on my laptop

Utilize certain software

What Athena only

work with oyers

Zephyr (WinZephyr is too unreliable)

**S21. What expectations about computing did you have when you came to MIT that were not met?**

A better availability of software at educational prices (office, xp, etc...)

access to more programs, that are available on athena

an operating system on athena that i actually understood. after four years, i am still not comfortable with linux, and never ever will be

Athena clusters were smaller (fewer desktops) than I expected. They're also very user-unfriendly... dirty, grimy, sticky, loud (ventilation, etc.), dry, stuffy, too cold/hot... just unpleasant.

Athena is a rather poor introduction to Linux.

availability of matlab on windows, availability of public windows computers, compatibility of files used in class with windows

better help setting up my new laptop, help setting up Outlook,

came here a long time ago

Connection speed to the internet from dorms was way slower than I thought it would be.

Dependable internet connection-- at the beginning of the year, it rarely worked

don't remember my expectations.

Ease of use, adjusting to Athena took some time

everything is unix and i didn't expect that.

FREE DIALUP INTERNET ACCESS

free dialup service off campus

Hahaa.... nothing

Huge internet speed (it's ok, but not huge) Lots of help, instant problem resolution Modern computers in Athena clusters

I am doing some computationally intensive job, and it would be really good to have a very powerful machine (like a clustered machine or an MPP) on campus where I can get an account.

I expected a newer machine to be provided by my lab for use in my office.

I expected free dial-up access, for one. I expected some more accessible software. I didn't expect Athena. Athena sucks.

I expected much better public computer clusters (in terms of computer quality and operating systems). A suggestion: create more Windows clusters and maybe some Macintosh clusters and keep a few of the Athena clusters, similar to what Carnegie Mellon University does.

I expected the use of public computers to be easier, but I have a hard time working the Athena computers.

i expected to be able to write my documents in word on my computer and print them out somewhere else, but i cannot do this. Nor can I convert them to pdf documents.

I figured I'd get to have a nifty heads-up display, possibly hooked up to a computer directly implanted

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in my brain. I'm pretty bummed about not getting that. Come on, this is MIT! I'll go find a UROP and do it...

I have not been able to make use of the central file storage system because of its difficulty. This is very frustrating as I had been accustomed to using network file space for backup and so on.

I never got used to athena

I thought it would be easier to print things out on public printers (the one in Baker). Also, the internet connection is not always reliable (I sometimes need to renew my IP address or restart to get back connectivity).

I thought that the computer system would be easier to navigate

I thought there would be an MIT discount computer store where I could see different laptops and compare. Instead I had to buy mine from an IBM web page, sight unseen.

I'm found the initial information given about using athena was inadequate, and initial personalization is quite time consuming.

Information is all over the place, very unorganized and disconnected. You need to type a password many times to access various parts of MIT. Single sign-on for all services would be better. Alumni database could be much improved. More in-depth info - 1 spot for Sloan and MIT with detailed career info. Cell Phone connectivity in E51 is abysmal.

Integrated textbooks, lectures, and assignments online. The integration is partial (e.g. some classes have online lectures and assignments, but very few have online textbooks). My literature class, for example, required the purchase of books at the coop, but in the past when I have neglected to bring my book, I was able to find the texts (Emerson, Hawthorne, Douglass) online (at legal sites). It would be awesome if we could purchase 8.0x or 18.0x etc textbooks via CD-Rom and have a digital, lightweight source of information and aid.

Lack of Windows acceptance/compatibility. I still use Windows on my desktop, laptop and in the departmental computer lab, but I don't use Athena because I prefer not to learn a new OS if I don't have to.

listen to asx (windowsmedia) streams, type in japanese and greek on athena computers

MATLAB installation for Windows

microsoft office compatability would be easy, and file transfer would be easy.

more "common" software such as Microsoft Office, so that I can move easily between my laptop (Windows) and Athena

more public windows systems

More software expected

More wireless

N/A

N/A

n/a

Network not as robust as I expected.

Network reliability.

## 2003 IS&T Customer Satisfaction Survey-Students

none

None

none

None

none

none

none

None - overall I have been very pleased.

none. it was all very impressive.

not many powerful machines accessible to the general mit community (difficult to run long computation)

online course registration

Printing facilities

reliable wireless connectivity, more computer lab stations

Simpler organization and an explanation of how this system is structured

student version software availability

That there would be Windows machines everywhere instead of UNIX which is a system almost no real person uses

The dorms didn't have wireless

The mit network was noticeably more primitive than the one at princeton (where I was an undergrad). email was still pop, there it was imap. To this day I don't think I can mount my athena account as a windows drive (I could there). Athena had the old dash gui, which was at least a decade outdated. It seemed MIT setup a futuristic system in 1983 and let it stagnate. \*\*\*biggest complaint: Using pine when I got here was a real challenge. Every university in the country except for mit uses pine as the unix-prompt email client of choice. All my friends were indoctrinated in pine, and we got here and had to fight with exmh. Also, I didn't have email access until I had an athena account, which was about 4 days. Try going without email for 4 days - you'll suffer withdrawal symptoms!

the webpages at MIT are terribly disorganized - can never find anything

too few computers in the department, too many users for the printers in the department

University of Illinois has several email only computers around campus. This would free up athena quickstations for people who want to do more than check email. And perhaps time would be saved by not having to constantly log on/off for a quick email check.

Use athena to type papers and be able to print word docs easily. this is not a very easy campus for windows people.

What unment comp expec

wireless

wireless around dorm area

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wireless assess throughout campus

wireless conection at home

Wireless connection in my dorm.

wireless everywhere

You serious? I didn't even know you could hook that many computers up! And wireless? You think they have that in Wyoming? I'll tell you, they don't. My expectaions were exceeded.