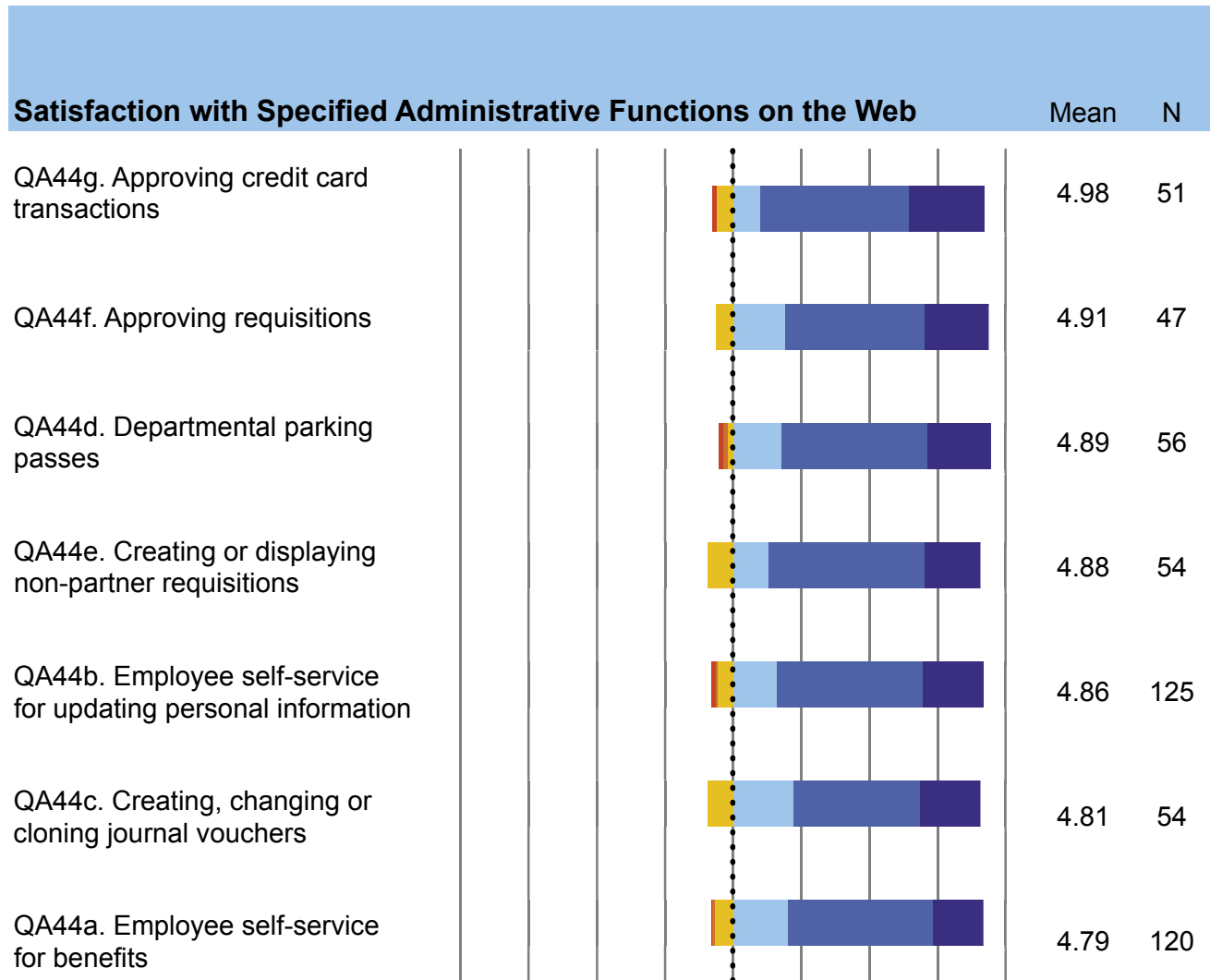
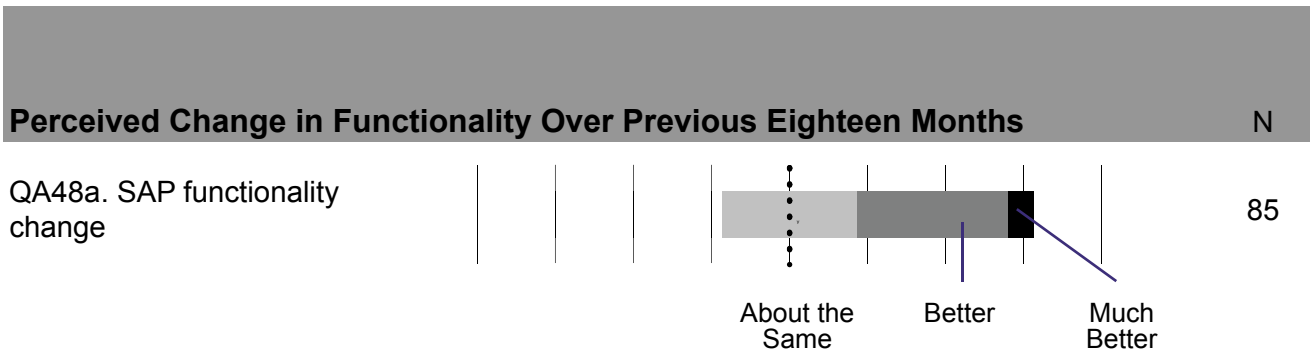
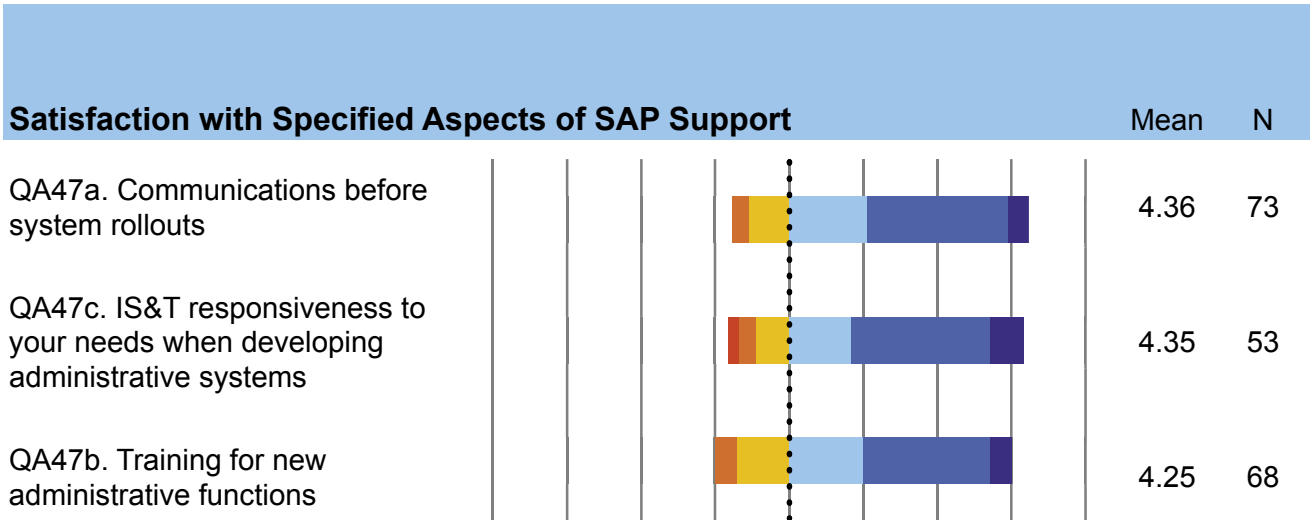
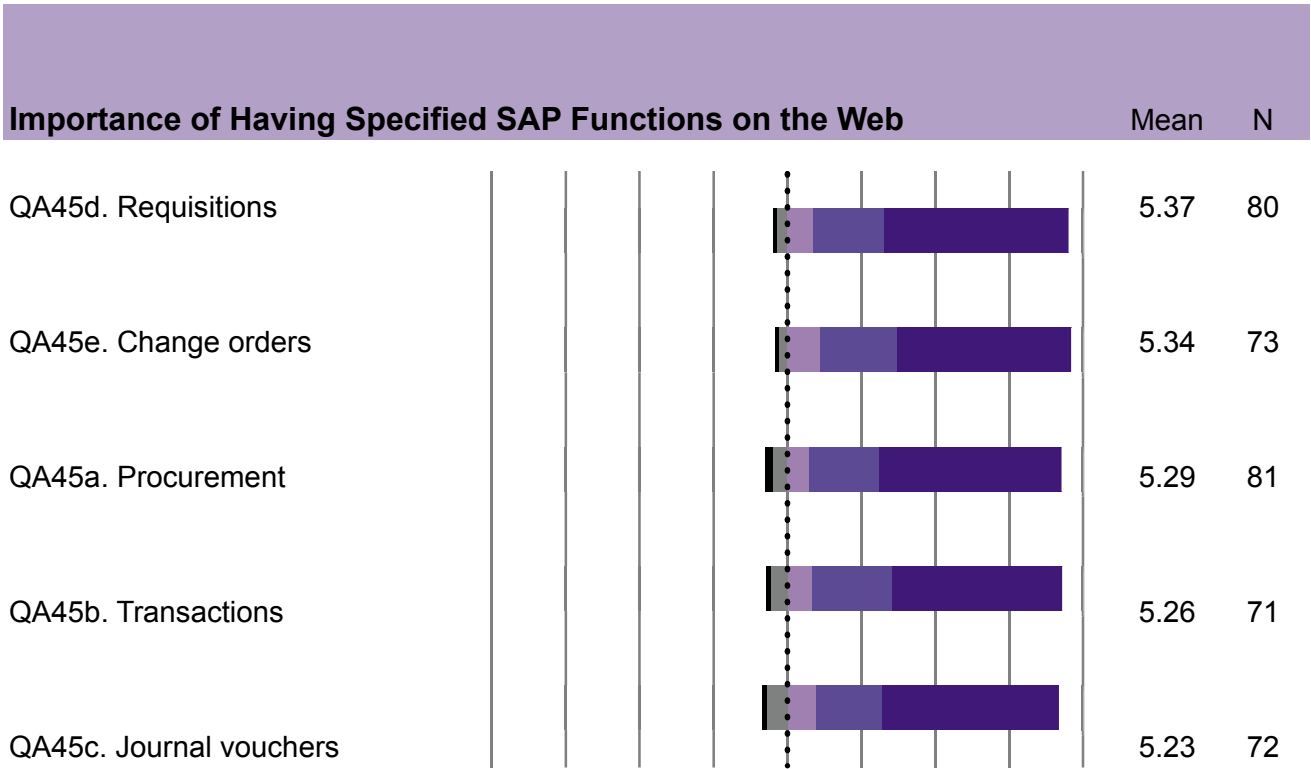
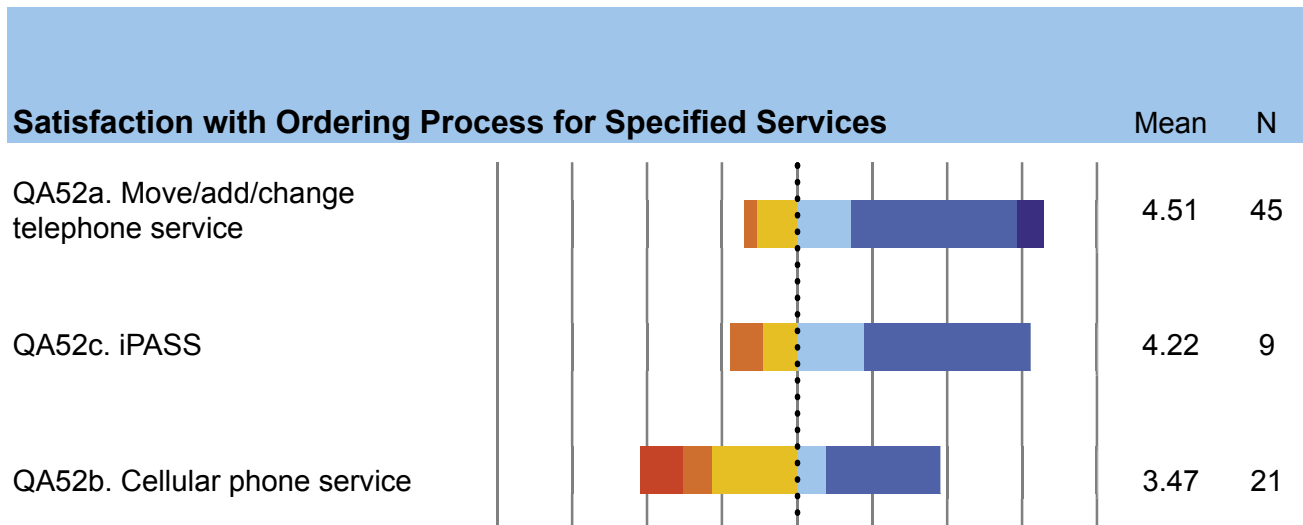
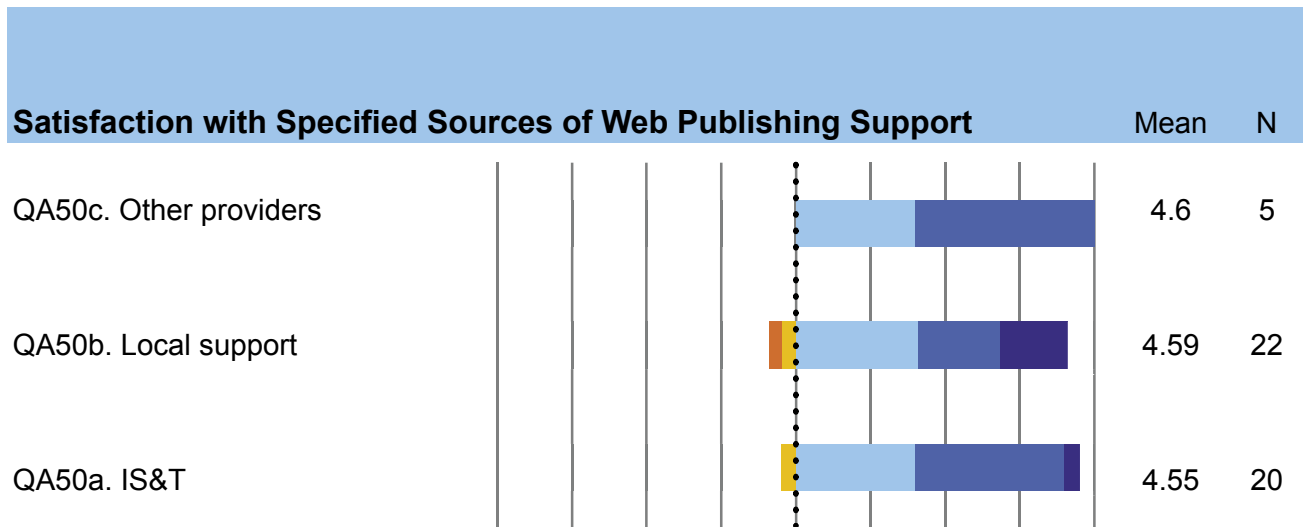
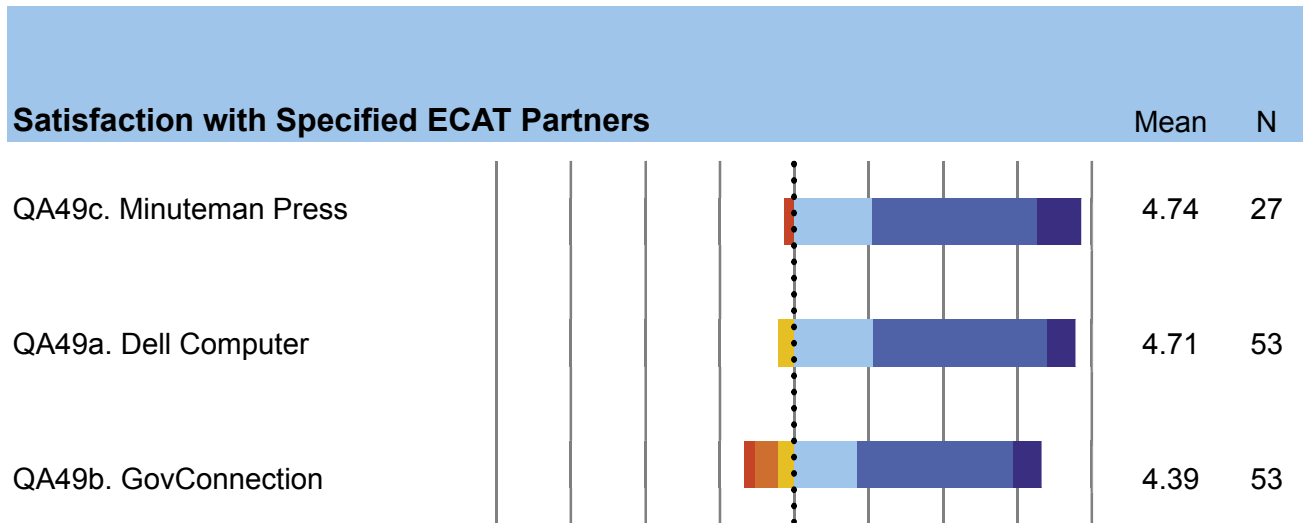
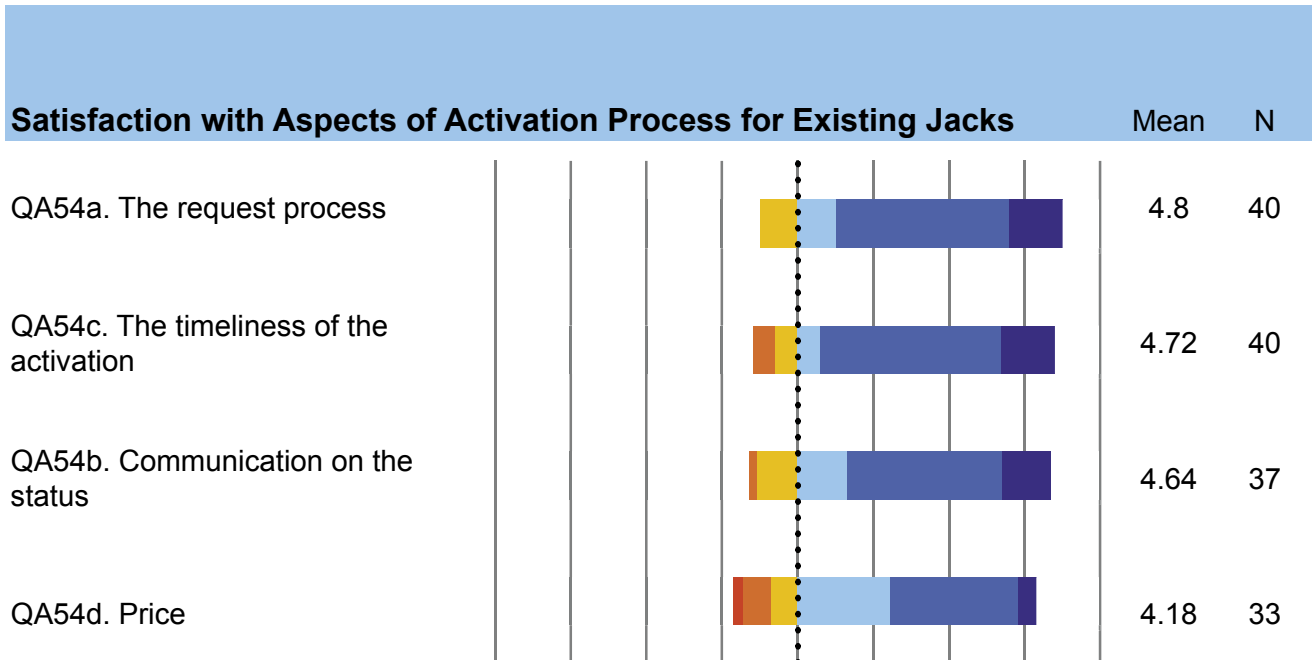
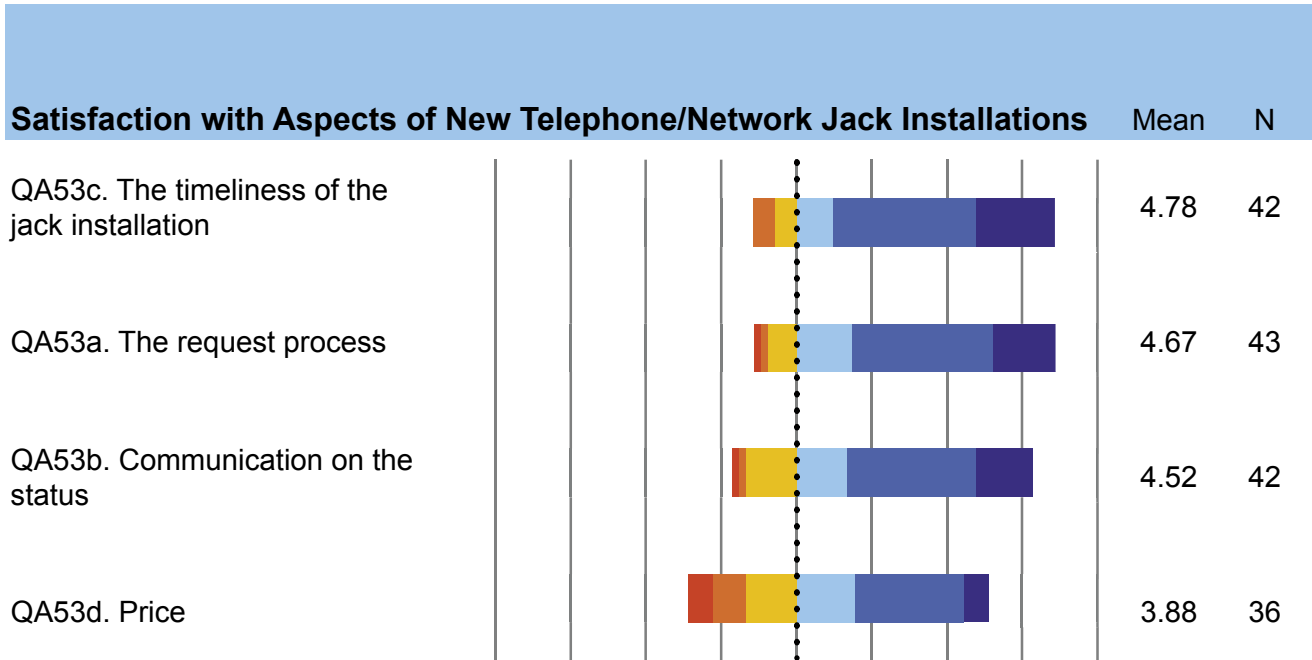


Administrative Staff Survey Results

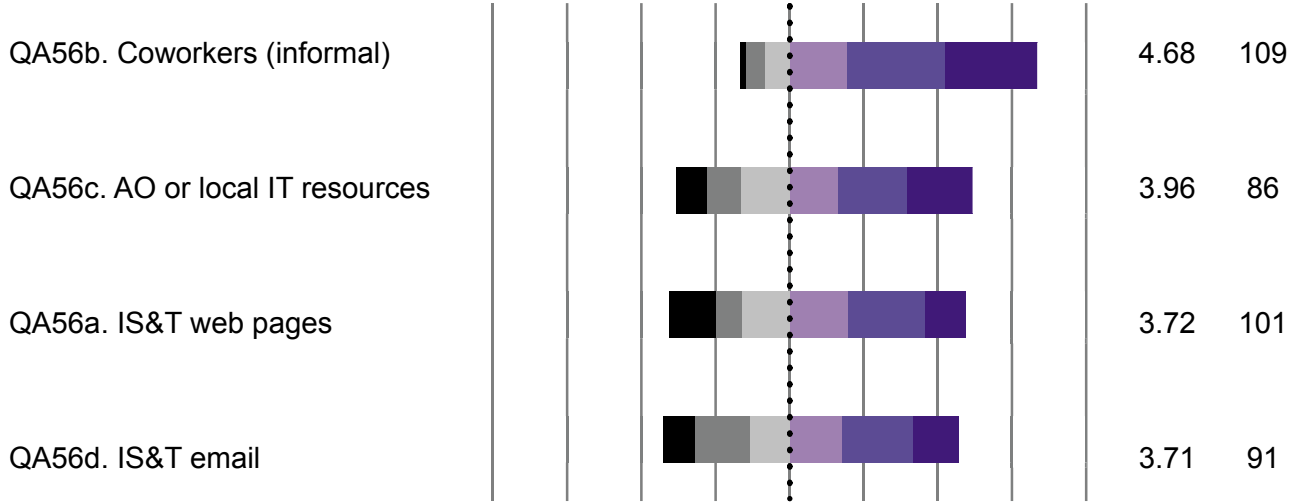




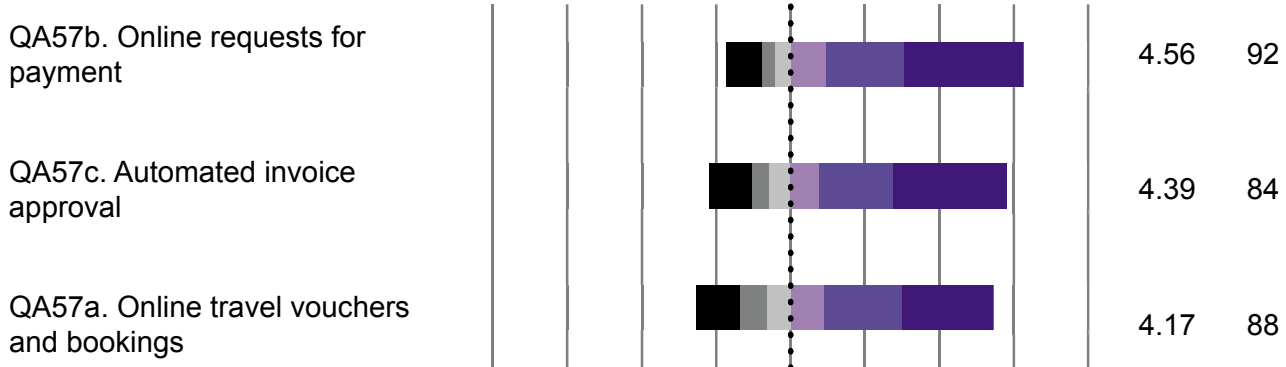




Importance of Specified Sources of Info on New Services and Upgrades Mean N



Importance of Specified Services Under Consideration Mean N



Satisfaction with IS&T "Customer-Oriented" Approach Mean N



Detailed Results Tables

QA44 Satisfaction with administrative functions on the Web										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
a. Employee self-service for benefits	4.79	1%	1%	7%	20%	53%	18%	120	0.91	0.16
b. Employee self-service for updating personal information	4.86	2%	1%	6%	16%	54%	22%	125	0.96	0.17
c. Creating, changing or cloning journal vouchers	4.81	0%	0%	9%	22%	46%	22%	54	0.89	0.24
d. Departmental parking passes	4.89	2%	2%	2%	18%	54%	23%	56	0.97	0.25
e. Creating or displaying non-partner requisitions	4.89	0%	0%	9%	13%	57%	20%	54	0.84	0.22
f. Approving requisitions	4.91	0%	0%	6%	19%	51%	23%	47	0.83	0.24
g. Approving credit card transactions	4.98	2%	0%	6%	10%	55%	27%	51	0.97	0.27

QA45 Importance of Having SAP functions on the Web										
	Mean	1-VU	2	3	4	5	6-VI	Count	Std. Dev.	95% CI+-
a. Procurement	5.30	2%	5%	0%	7%	23%	62%	81	1.21	0.26
b. Transactions	5.27	1%	6%	0%	8%	27%	58%	71	1.16	0.27
c. Journal vouchers	5.24	1%	7%	0%	10%	22%	60%	72	1.23	0.28
d. Requisitions	5.38	1%	4%	0%	9%	24%	63%	80	1.06	0.23
e. Change orders	5.34	1%	3%	0%	11%	26%	59%	73	1.03	0.24

QA47 Satisfaction with aspects of SAP support										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
a. Communications before system rollouts	4.37	0%	5%	14%	26%	48%	7%	73	0.99	0.23
b. Training for new administrative functions	4.25	0%	7%	18%	25%	43%	7%	68	1.07	0.25
c. IS&T responsiveness to your needs when developing administrative systems	4.36	4%	6%	11%	21%	47%	11%	53	1.23	0.33

QA48 SAP functionality change						
	Much Worse	Worse	About the Same	Better	Much Better	Count
a. SAP functionality change	0%	0%	44%	48%	8%	85

QA49 Satisfaction with ECAT partners										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
a. Dell Computer	4.72	0%	0%	6%	26%	58%	9%	53	0.72	0.19
b. GovConnection	4.40	4%	8%	6%	21%	53%	9%	53	1.21	0.33
c. Minuteman Press	4.74	4%	0%	0%	26%	56%	15%	27	0.98	0.37

QA50 Satisfaction with sources of web publishing support										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
a. IS&T	4.55	0%	0%	5%	40%	50%	5%	20	0.69	0.30
b. Local support	4.59	0%	5%	5%	41%	27%	23%	22	1.05	0.44
c. Other providers	4.60	0%	0%	0%	40%	60%	0%	5	0.55	0.48

QA52 Satisfaction with ordering processes for specified services										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
a. Move/add/change telephone service	4.51	0%	4%	13%	18%	56%	9%	45	0.99	0.29
b. Cellular phone service	3.48	14%	10%	29%	10%	38%	0%	21	1.47	0.63
c. iPASS	4.22	0%	11%	11%	22%	56%	0%	9	1.09	0.71

QA53 Satisfaction with aspects of new telephone/network jack installation										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
a. The request process	4.67	2%	2%	9%	19%	47%	21%	43	1.13	0.34
b. Communication on the status	4.52	2%	2%	17%	17%	43%	19%	42	1.19	0.36
c. The timeliness of the jack installation	4.79	0%	7%	7%	12%	48%	26%	42	1.14	0.34
d. Price	3.89	8%	11%	17%	19%	36%	8%	36	1.45	0.47

QA54 Satisfaction with aspects of existing jack activation										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
a. The request process	4.80	0%	0%	13%	13%	58%	18%	40	0.88	0.27
b. Communication on the status	4.65	0%	3%	14%	16%	51%	16%	37	1.01	0.32
c. The timeliness of the activation	4.73	0%	8%	8%	8%	60%	18%	40	1.09	0.34
d. Price	4.18	3%	9%	9%	30%	42%	6%	33	1.18	0.40

QA55 Usage of specified services						
	Never Heard of It	Heard of It But Won't Use IT	Planning on Using It	Use It Occasionally	Use It Regularly	Count
a. Licensed software (Windows XP, Microsoft Office)	1%	1%	2%	6%	91%	122
b. Spam filtering	0%	3%	6%	10%	81%	120
c. Moderated mailing lists	34%	10%	2%	18%	35%	96
d. TSM backup	32%	5%	10%	4%	49%	94

QA56 Importance of sources for info on new services or upgrades										
	Mean	1-VU	2	3	4	5	6-VI	Count	Std. Dev.	95% CI+-
a. IS&T web pages	3.72	16%	9%	16%	20%	26%	14%	101	1.64	0.32
b. Coworkers (informal)	4.69	2%	6%	8%	19%	33%	31%	109	1.27	0.24
c. AO or local IT resources	3.97	10%	12%	16%	16%	23%	22%	86	1.65	0.35
d. IS&T email	3.71	11%	19%	13%	18%	24%	15%	91	1.63	0.34

QA57 Importance of possible services										
	Mean	1-VU	2	3	4	5	6-VI	Count	Std. Dev.	95% CI+-
a. Online travel vouchers and bookings	4.17	15%	9%	8%	11%	26%	31%	88	1.81	0.38
b. Online requests for payment	4.57	12%	4%	5%	12%	26%	40%	92	1.70	0.35
c. Automated invoice approval	4.39	14%	6%	7%	10%	25%	38%	84	1.80	0.39

QA59 Satisfaction with IS&T "customer-oriented approach"										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
a. "Customer-oriented" approach	4.65	0%	2%	4%	29%	58%	7%	123	0.75	0.13

Administrative Staff Text Responses

QA46. What other SAP GUI (graphical user interface) functions do you think should be ported to the Web?

ability to print statements and be able to split charges with multiple charges on credit card.

for god sakes put our vacation information on the web. I shouldn't have to fill out a piece of paper and do math when I want time off.

I don't use any of these, and don't know what they do, so I can't think of anything else to add.

individual account information should be available through SAPWEB

monthly dtrs

NA

Not sure.

printing journal vouchers, jv uploads

Reports, more than what is available in Sapweb.

Sending credit card charges to another verifier

Summary statements and DTRs

the credit card system should include a way to email card holders for documentation. it would help staff a lot.

QA51. If you publish on the Web and don't use IS&T web publishing support, why don't you?

because my faculty insist on using Front Page, not supported by IS&T.

CWIS has always been great. They are a great group. Aside from them, it's easy enough to not need support.

don't really know what they have to offer

i do use it

I enjoy maintaining our webpage and it cost money to have IS&T do it.

I mainly keep up pages for the Libraries. Now and then I create new material but it follows our accepted style. The Libraries have our own web people.

In house support is excellent

Just as we were becoming familiar with what was available, the entire department was reorganized to creat IS&T. We haven't connected back to find out what services you might provide.

NA

Our needs are too specific

sufficient departmental expertise

The Libraries support is very strong in this area, so I don't feel like I need support from IS&T

wasn't aware of the resource

we have a departmental team

QA58. What would increase your satisfaction with the business systems provided by MIT?

a call back from Travel or A/p it is so hard to get someone to answer a phone or call back I called a/p once and couldn't get someone to pick up a phone I think you need more people in these two depts.

ability to use purchasing card while traveling.

Flexibility -- scheduling flexibility, per incident support flexibility, a la carte service flexibility (pick and chose what I want when I want it), pricing flexibility, etc. Choices.

I have not used them.

I'm out of that line, having moved from Administrative Assistant to full time computer support.

Imaging of signed purchase orders, so that hard copies would not have to be kept.

less *paper*work, more online forms and such.

More intuitive user interfaces Faster, more flowing usage

More user friendly/intuitive Sap system

NA

perhaps an short e-mail notification when a PO is finally established and active, or if there is a problem with a request for PO. Right now, I have to constantly check back in to make sure requests have been processed.

The certificate process is time-consuming and annoying. Documentation is for old versions of Safari/Mac OS X, and getting it working can be a major chore.

Training beyond the basics, more in depth training on how SAP can help me get my job done.

Web based services for SAP - the SAP gui is VERY unfriendly. Feed to AP for PO invoices, right now non-PO rfps can be fed but nothing PO related can be. More flexibility in systems development - "this is how SAP does it" seems to be the mantra. It often doesn't make sense to change the business practice to fit the system and that happens very frequently with SAP. Provide departments who are building their own in house systems with support, especially project management support.

You really should have pre-tested this questionnaire....some of the questions were not clear and assume a base level of IT knowledge that many people do not have. You should also have had an area for general comments on the last page....I am entering general comments here because there was no other place to do it.