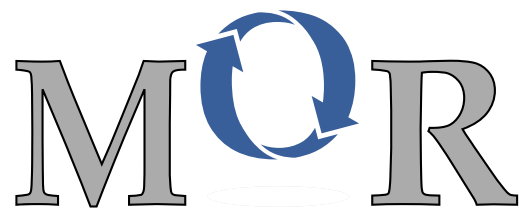


2005 MIT IT Client Satisfaction Survey

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A S S O C I A T E S

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Acknowledgements

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This team helped design the survey instrument with input from others within MIT's many IT providers, most notably IS&T. They worked hard to ensure the survey provides valuable data that can be used to enhance the quality of IT services to the MIT community. These client satisfaction surveys provide objective data that MIT IT providers can use to focus their ongoing efforts on continuous improvement.

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 four times, beginning in November 2000, following up in Spring 2001 and then in October 2003, and administering this latest survey in April 2005.

MIT IT Client Satisfaction Survey

April 2005

This report provides a summary of the purposes, the methodology and the results of the MIT client satisfaction survey sponsored by IS&T in April 2005. 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 and other MIT IT providers can give a voice to their clients. The survey is a systematic way to identify what is working and what needs to be improved from the clients' vantage point. It is too risky to presume IT knows what clients 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 what IT services and service improvements are important to clients.
- To document where clients are satisfied along with where they are dissatisfied and to identify what causes any disappointment in the client experience.
- To use this data to prioritize the continuous initiatives that will make it easier for the people at MIT to do their work.

The 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 clients' ability to use IT to get their work done.

As was the case in 2003, this survey was conducted in coordination with a similar effort underway at Stanford. MIT IS&T and Stanford ITSS hope to use this opportunity to learn from each other, to become thinking partners, and to leverage each other's expertise so each group can better job in satisfy their clients' requirements.

Brian McDonald
MOR Associates

Listening to the Voice of the Client

This information gathered from these surveys informs the continuous improvement process IS&T uses to identify and set in motion initiatives designed to increase client satisfaction. Such was the case in May of 2002 and October of 2003. Based on the sources of dissatisfaction identified, Information Systems prioritized specific service issues that were of particular concern to clients. As a direct result of the survey feedback, the IS&T leadership team at those times sponsored specific improvement opportunities.

Client feedback from the May 2002 survey resulted in the following efforts:

- 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 to keep clients informed about the timing of software releases.
- Released Auto-Responder to enable automatic email replies for people who were on vacation or unable to respond to their email for any other reason.

Client feedback from the October 2003 survey resulted in a number of initiatives, with the following offered as highlights:

- Renewed emphasis on completing the expansion of wireless coverage project.
- Added Microsoft Outlook to the list of supported email clients, in response to enormous demand; added the Oracle Connector for Outlook to the suite of supported applications.
- Joined the Microsoft Select Licensing program, bringing Microsoft products to the MIT community at a fraction of even steeply-discounted academic pricing.
- Deployed an additional Webmail server to increase performance, and reassessed the importance of the service in light its prevalent use in the community.
- Sponsored an “Expectation Levels” project, in which CSS reconsidered the “Supported / Unsupported” classification of software by IS&T (with only a few products in a category considered “Supported”) in favor of a freer and more complete representation of the level of knowledge IS&T can bring to bear on a software product.
- Developed a more comprehensive automated application for Windows updates.

Survey Results Overview

Introduction

It is useful to provide an overview of the survey results. This summary contains some high points and captures the feedback clients are giving to IS&T. It is organized into four service areas:

Connectivity: Network and Email Services

Software: Software Services and Security

Telecommunications

Client Support

While the bulk of this summary is dedicated to describing the results of satisfaction questions, the survey also included questions asking about the importance of various services or aspects of services as well as other questions about the likelihood of respondents to use specified services. Throughout the survey there were also comment boxes that allowed respondents the opportunity to offer specific feedback.

With the exception of text responses, which are only shared with service owners, complete detailed results are provided for all questions in subsequent sections of this report.

It is worth noting here that the survey was divided into two sections. A general survey posed questions to the entire MIT community; a cohort section asked questions specific to the three main cohorts: faculty, students and administrative staff.

Connectivity: Network and Email Services

Our society has become increasingly mobile and global, which makes connectivity in all its forms more important than ever. Members of the MIT community expect to be able to easily connect to the MIT network whether they are in Sydney Pacific or Sydney, Australia; whether they are in an FSLIG in Cambridge, Massachusetts or attending a meeting in Cambridge, England.

In many respects, the services essential to maintaining connectivity are performing well and improving. The wired network is one of the highest rated services, garnering a 5.05 rating. The rating for wireless availability has improved greatly since the last survey eighteen months ago, jumping a half point (on a scale of 1 to 6). People's satisfaction with working remotely from home has gradually improved and satisfaction with working remotely while traveling has improved substantially, but faculty (25% of who registered some dissatisfaction) set a premium on improving this area.

The importance of connectivity to enable email is obvious. The rating for email overall was an encouraging 4.77 while WebMail ratings were lower, especially WebMail features, which was rated at 3.91. (WebMail ease of use was rated 4.33 and speed was rated at 4.17). It's worth noting that while 6% of respondents were dissatisfied with email, dissatisfaction with the aforementioned WebMail metrics ranged from 20%-35%. People were initially pleased when WebMail was introduced, but it now appears to suffer from comparisons with other modes of email, with its ratings dropping by 0.28 since October 2003.

	Somewhat Dissatisfied --- Dissatisfied --- Very Dissatisfied	Somewhat Satisfied --- Satisfied --- Very Satisfied	Very Satisfied	Mean	Count
Wired network	6%	94%	34%	5.05	564
Network Services overall	5%	95%	12%	4.78	603
Wireless network	15%	85%	18%	4.51	470
Availability of wireless	16%	84%	16%	4.50	467
Wireless signal strength	23%	77%	14%	4.31	460
Wireless registration process	17%	83%	18%	4.52	437
Ability to use MIT services from home	8%	92%	21%	4.79	578
Ability to use MIT services from while traveling	15%*	85%	16%	4.54	506

Email	6%	94%	13%	4.78	610
WebMail speed	23%	77%	9%	4.18	511
WebMail ease of use	20%	80%	12%	4.33	512
WebMail features	35%	65%	6%	3.92	505

*25% of faculty

Software: Software Services and Security

Software Services remains important to many who rely on IS&T for adapting and releasing software applications that are compatible with the IT environment. The software download page and the installers received favorable satisfaction ratings of 4.85 and 4.86, respectively. Timeliness of release garnered a 4.46 satisfaction rating, and the rating for availability/selection slipped 0.24 from the last survey to 4.57.

“Automatic security/virus patches and upgrades,” as a service, received the highest rating in the survey for importance to respondents’ work. Windows Automatic Update Service (WAUS) received a satisfaction rating of 4.75, though it appears there could be wider adoption.

Spam continues to be an annoyance for some clients and spam screening as a service received a satisfaction rating of 4.15 with 25% of respondents registering some dissatisfaction.

	Somewhat Dissatisfied --- Dissatisfied --- Very Dissatisfied	Somewhat Satisfied --- Satisfied --- Very Satisfied	Very Satisfied	Mean	Count
Software download page	5%	95%	18%	4.85	523
Functionality of installers	7%	93%	20%	4.86	485
Selection of software from MIT	9%	91%	8%	4.57	584
Timeliness of software release	13%	87%	9%	4.46	457
Helpfulness of software documentation	13%	87%	12%	4.50	468

Spam screening	25%	75%	11%	4.16	490
Windows Automated Update Service (WAUS)	6%	94%	16%	4.75	208

Telecommunications

Telecommunications were, until recently, considered to be a mature service, but as clients perceive a contrast between what is available internally and far more advanced services available from other providers their expectations are rising.

Many members of the community have concerns about the telecommunications services. This is evidenced partly by clients' written comments. People complained about "ancient" equipment, a lack of features, and frustration with voicemail that doesn't allow them to retrieve new messages without having to listen to old messages in their entirety. It is also evidenced by satisfaction ratings for telecommunications services. Since the last survey, satisfaction with availability of telephone features went down 0.27, voicemail went down 0.34, and telephone services overall went down 0.43.

	Somewhat Dissatisfied --- Dissatisfied --- Very Dissatisfied	Somewhat Satisfied --- Satisfied --- Very Satisfied	Very Satisfied	Mean	Count
Telephone services overall	16%	84%	7%	4.41	506
Telephone problem resolution	15%	85%	10%	4.48	285
Billing statements	19%	81%	7%	4.31	175
Availability of telephone features	20%	80%	8%	4.34	477
Voicemail	21%	79%	10%	4.31	432
MIT's automated switchboard	27%	73%	8%	4.14	258

Client Support

Help Services has essentially maintained its satisfaction ratings over the past eighteen months. Individual metrics such as professionalism, ability to reach a person, and timeliness of resolution remained unchanged. There was some slippage in IS&T problem resolution overall, but it may be that this particular measure encompasses more than help services in clients' minds.

Respondents indicated that faster response times and better web-based self-help were important to them. Those looking for web-based self-help would like a better search engine and better navigation.

This latest survey included a question asking those who had used the Help Desk more than within the past year to select a point on a scale of change over time; 34% indicated it has gotten better, 63 perceived it as being about the same, and 3% indicated it has gotten worse.

	Somewhat Dissatisfied --- Dissatisfied --- Very Dissatisfied	Somewhat Satisfied --- Satisfied --- Very Satisfied	Very Satisfied	Mean	Count
IS&T problem resolution overall	11%	89%	12%	4.55	477
Help Desk professionalism	6%	94%	30%	5.01	338
Technical ability	9%	91%	26%	4.83	337
Ability to reach a person	14%	86%	19%	4.65	341
Timeliness of resolution	14%	86%	19%	4.62	340

Importance of Specified Help Services Improvements

	Important	Mean	Count
Faster response time	80%	4.49	490
Better web-based self-help	73%	4.22	500
Better search engine	88%	4.91	522
Better navigation	88%	4.76	527

Other Notable Findings

IS&T overall received a 4.65 rating with 94% satisfied. The rating dropped a bit (0.19) from the 2003 survey, but IS&T is perceived as having changed for the better over the past year by 32% of respondents.

Auto responder was well received with a rating of 4.83 and 92% satisfied.

Virtual Private Network (VPN) received a 4.53 satisfaction rating, but still has a low adoption rate with only 116 rating this service.

Palm OS devices have reached a 22% adoption rate within the community at large and 40% with faculty.

Top areas of importance to the community are:

- Automatic software security/virus patches and upgrades 5.08
- Better spam filtering 4.87
- Better search engine for web-based self-help 4.91
- Better navigation for web-based self-help 4.76
- Availability of wireless access points 4.68
- Desktop computer backup and recovery 4.64

Top Sources of Satisfaction and Dissatisfaction by Cohort

The following pages provide a quick overview on those services with the highest satisfaction levels and the lowest satisfaction levels broken out by cohort. Included here are questions asked only of the respective cohorts, though few actually appear in these tables.

Faculty

Higher Satisfaction Levels

Question	Mean	Tot Pos	Count
Q19c. Help Desk Professionalism	5.05	94%	84
Q12b. Email overall	4.78	94%	125
Q12a. Network Services overall	4.76	93%	123
Q1c. Functionality of software installers	4.85	92%	105
Q4b. Wired network	5.06	92%	124
Q1d. Software download page (web.mit.edu/software)	4.81	92%	108
Q19d. Help Desk technical ability	4.82	92%	84
Q13a. Remote access working from home	4.70	91%	129
Q38a. Auto-Responder (vacation email)	4.74	90%	61
Q21a. IS&T problem resolution overall	4.50	90%	107

Higher Dissatisfaction Levels

Question	Mean	Tot Neg	Count
QF49b. Media and A/V-enabled classrooms (projection with audio amplification and digital media players)	3.31	51%	68
Q11c. WebMail features	3.78	41%	98
Q11a. WebMail speed	3.79	34%	102
Q30e. MIT's automated main switchboard	3.85	32%	66
Q11b. WebMail ease of use	4.07	31%	102
Q38d. Auto-purge of spam	3.82	29%	65
Q13b. Remote access while traveling	4.21	25%	121

Researchers

Higher Satisfaction Levels

Question	Mean	Tot Pos	Count
Q4b. Wired network	5.06	95%	131
Q44a. IS&T overall	4.82	95%	131
Q1c. Functionality of software installers	4.90	95%	105
Q12a. Network Services overall	4.75	95%	138
Q19c. Help Desk professionalism	5.11	94%	83
Q38a. Auto-Responder (vacation email)	4.86	93%	56
Q1d. Software download page (web.mit.edu/software)	4.79	93%	111
Q12b. Email overall	4.79	93%	135
Q19d. Help Desk technical ability	4.99	93%	81
Q13b. Remote access while traveling	4.62	91%	116
Q1a. Selection of software from MIT	4.54	90%	126

Higher Dissatisfaction Levels

Question	Mean	Tot Neg	Count
Q38d. Auto-purge of spam	4.16	30%	70
Q11c. WebMail features	3.91	30%	115
Q38c. Spam screening	4.11	29%	98
Q30b. Voice Mail	4.26	23%	94
Q30e. MIT's automated main switchboard	4.44	22%	50
Q5a. Availability of wireless connectivity	4.35	21%	103
Q5b. Wireless signal strength	4.33	21%	101
Q5c. The registration process for getting a connection	4.49	20%	98
Q38f. Events Calendar	4.46	20%	54
Q11a. WebMail speed	4.30	20%	115

Graduate Students

Higher Satisfaction Levels

Question	Mean	Tot Pos	Count
Q44a. IS&T overall	4.73	97%	100
Q4b. Wired network	5.21	97%	94
Q1b. Timeliness of MIT release of new software after vendor release	4.61	96%	74
Q1d. Software download page (web.mit.edu/software)	4.87	95%	100
Q13a. Remote access working from home	4.97	94%	105
Q12b. Email overall	4.74	94%	110
Q12a. Network Services overall	4.79	94%	109

Higher Dissatisfaction Levels

Question	Mean	Tot Neg	Count
QS53c. Availability of specialty printers (e.g., color, large format, photo, etc.)	3.42	55%	88
QS53b. Ease of configuring your computer to use MIT printers	3.65	39%	88
Q11c. WebMail features	3.93	36%	96
QS53d. Reliability of printers	3.97	34%	92
Q5b. Wireless signal strength	4.14	27%	94

Undergraduates

Higher Satisfaction Levels

Question	Mean	Tot Pos	Count
Q1d. Software download page (web.mit.edu/software)	4.93	97%	96
Q44a. IS&T overall	4.58	96%	97
Q12a. Network Services overall	4.76	95%	98
Q13a. Remote access working from home	4.95	94%	103
Q1c. Functionality of installers	4.88	94%	83
Q12b. Email overall	4.75	93%	102
Q1a. Selection of software from MIT	4.60	93%	100
Q4b. Wired network	4.95	90%	104

Higher Dissatisfaction Levels

Question	Mean	Tot Neg	Count
QS53c. Availability of specialty printers (e.g., color, large format, photo, etc.)	2.82	74%	93
QS53b. Ease of configuring your computer to use MIT printers	3.36	52%	92
QS53d. Reliability of printers	3.24	51%	102
Q11c. WebMail features	3.97	34%	97
Q30a. Availability of telephone features	3.94	33%	54
Q38d. Auto-purge of spam	4.06	33%	63
Q33a. Hardware recommendations	4.09	33%	43
Q38c. Spam screening	4.22	32%	87
Q11a. WebMail speed	4.13	26%	97
Q5b. Wireless signal strength	4.16	25%	91

Administrative Staff

Higher Satisfaction Levels

Question	Mean	Tot Pos	Count
Q1a. Selection of software from MIT	4.80	98%	128
Q38b. Windows automated update service (WAUS) for security	4.85	97%	68
Q12a. Network Services overall	4.85	97%	135
Q33a. Hardware recommendations	4.75	97%	61
Q12b. Email overall	4.82	96%	138
Q19c. Help Desk professionalism	5.01	96%	95
Q1d. Software download page (web.mit.edu/software)	4.89	95%	108
Q1c. Functionality of installers	4.86	95%	102
Q4a. Wireless network	4.78	95%	59
QA44d. Web utility for departmental parking passes	4.89	95%	56
Q4b. Wired network	4.97	95%	111
QA49a. Dell Computer	4.72	94%	53
QA59a. IS&T "Customer-oriented" approach	4.65	94%	123
Q38a. Auto-Responder (vacation email)	5.03	94%	117
Q30b. Voice Mail	4.76	94%	139
Q30c. Telecommunications problem resolution	4.77	93%	102
Q31a. Telephone Services overall	4.71	93%	139

Higher Dissatisfaction Levels

Question	Mean	Tot Neg	Count
Q11c. WebMail features	4.00	31%	99
Q30e. MIT's automated main switchboard	4.12	29%	91
Q38c. Spam screening	4.10	26%	125
QA47b. Training for new SAP administrative functions	4.25	25%	68