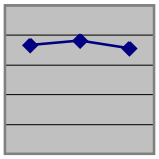
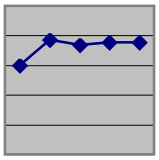
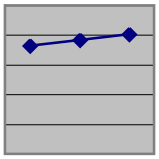
Appendix B Ratings Changes from 1999 to 2005

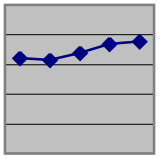
Comparison of Satisfaction Means From May 1999 to April 2005*

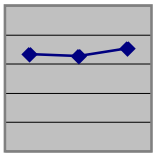
Question/Area	Gartner May-99	MOR Assoc Nov-00	MOR Assoc May-02	MOR Assoc Oct-03	MOR Assoc Apr-05
Software Availability	--	--	4.66	4.81	4.56
Network Overall	3.99	4.86	4.68	4.77	4.78
Network Performance	--	--	4.65	4.83	5.04
Remote Access	4.21	4.14	4.38	4.69	4.78
Remote Access While Traveling	--	--	4.34	4.26	4.54



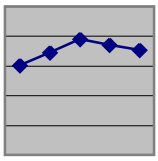
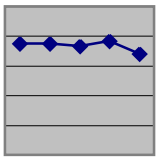
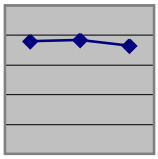








*For comparisons purposes, mean scores for survey results prior to 2005 were converted from a five-point to a six-point scale based on a calibration formula developed during the 2005 survey. Comparisons to earlier years should be treated with some caution. Please refer to Appendix A, Page App-4 for additional detail on the shift to a six-point scale.

Question/Area	Gartner May-99	MOR Assoc Nov-00	MOR Assoc May-02	MOR Assoc Oct-03	MOR Assoc Apr-05	
Help Services Overall	4.02	4.46	4.90	4.71	4.54	
Telephone Overall	4.74	4.76	4.66	4.84	4.40	
IS&T Overall	--	--	4.79	4.84	4.64	

Appendix C Correlations with Overall Satisfaction

The Relationship between Specific Services and Overall Satisfaction with IS&T

by Harold Pakulat, MIT

The table opposite presents the relationship between the service ratings questions from the general section and the expressed overall satisfaction with "IS&T services as a whole." The column labeled R2 indicates the strength of this relationship. For example, it could generally be said that 40% of the satisfaction, or dissatisfaction, with IS&T is attributable to the "Problem resolution overall." It should be noted that the individual question percentages are not additive because they typically overlap in what they measure.

Strength of correlation	Question Items in blue indicate questions that are primarily related to direct support.	R2	N	Mean
Moderate to high	Onsite hardware repair	40%	166	4.23
	Carry-in hardware repair	36%	184	4.39
	IS&T problem resolution overall	33%	454	4.55
	Hardware recommendations	32%	224	4.35
Moderate to low	Network Services overall	27%	562	4.78
	Professionalism (Help Desk)	23%	321	5.01
	Timeliness of resolution (Help Desk)	22%	325	4.62
Low	Technical ability (Help Desk)	19%	320	4.83
	Ability to get through to a person (Help Desk)	19%	324	4.65
	Helpfulness of software documentation on the IS&T website	18%	441	4.50
	Functionality of installers (Software)	17%	457	4.86
	Email overall	16%	564	4.78
	Selection of software from MIT	15%	541	4.57
	Software download page (web.mit.edu/software)	14%	487	4.85
	Telecom problem resolution	14%	272	4.48
	Availability of wireless connectivity	14%	431	4.50
	Windows automated update service (WAUS) for security	14%	197	4.75
	Wireless signal strength	14%	425	4.31
	An integrated calendaring and email solution	14%	101	3.83
	MIT connectivity working from home	13%	534	4.79
	Events Calendar	13%	217	4.33
	Telephone Services overall	13%	472	4.41
	Timeliness of MIT release of new software after vendor release	12%	431	4.46
	Wired network	12%	520	5.05
	IS&T services change over the past year.	12%	462	3.33
	MIT connectivity while traveling	11%	469	4.54
	MIT's operators	11%	263	4.43
	Wireless network	11%	434	4.51
Very low	Virtual private network (VPN)	10%	111	4.53
	MIT conference room reservation service	10%	117	4.26
	MIT's automated main switchboard	10%	249	4.14
	The registration process for getting a connection	10%	404	4.52
	Telecom billing statements	8%	169	4.31
	Telecom availability of features	8%	439	4.34
	Personal calendaring	6%	174	4.28
	Webmail speed	5%	472	4.18
	Webmail ease of use	5%	473	4.33
	Shared calendaring	5%	153	4.23
	Voice mail	4%	401	4.31
	Spam screening	4%	464	4.16
	Auto-purge of spam	3%	316	4.10
	Webmail features	3%	467	3.92
	Auto-Responder (vacation email)	3%	286	4.83

* R^2 is Pearson's Correlation squared expressed as a percent.

Differences by cohort group for the correlation table above:

Some additional correlations by cohort group are provided below for cases where there were at least 50 responses within a cohort group, and there was at least a "moderate to low" rating that differed from the overall combined results. Also included are cohort specific questions that did not appear in the general section.

Some notable differences are the greater emphasis of faculty and undergraduate students on software issues, and the relatively greater importance of wireless connectivity to researchers.

Strength of correlation	Faculty	R2	N	Mean
Moderate to high	Functionality of installers	39%	103	4.85
	Helpfulness of software documentation on the IS&T website	30%	97	4.38
Moderate to low	Software download page (web.mit.edu/software)	29%	103	4.81
	web.mit.edu for hosting course web pages	29%	72	4.49
	Wired network	26%	114	5.06
	Stellar	25%	68	4.14
	Selection of software from MIT	25%	118	4.37
	Working from home	23%	117	4.70
	Stellar for hosting course pages	22%	68	4.36

Strength of correlation	Researcher	R2	N	Mean
Moderate to high	Wireless Signal strength	30%	98	4.33
	MIT's operators	30%	51	4.66
Moderate to low	Email overall	27%	126	4.79
	Availability of wireless connectivity	27%	100	4.35
	Events Calendar	23%	50	4.46
	Timeliness of MIT release of new software after vendor release	20%	90	4.43

Strength of correlation	Undergraduate Students	R2	N	Mean
Moderate to low	Selection of software from MIT	28%	91	4.60
	Software download page (web.mit.edu/software)	25%	88	4.93
	Functionality of installers	25%	78	4.88
	Working from home	23%	96	4.95
	Telephone Services overall	22%	61	4.19

Strength of correlation	Administrative	R2	N	Mean
Moderate to high	"Customer-oriented" approach	56%	121	4.65
	IS&T responsiveness … when developing administrative systems	41%	52	4.36
Moderate to low	Availability of wireless connectivity	28%	60	4.71
	Creating or displaying non-partner requisitions	22%	52	4.89

Graduate Students
No notable differences from the overall correlations