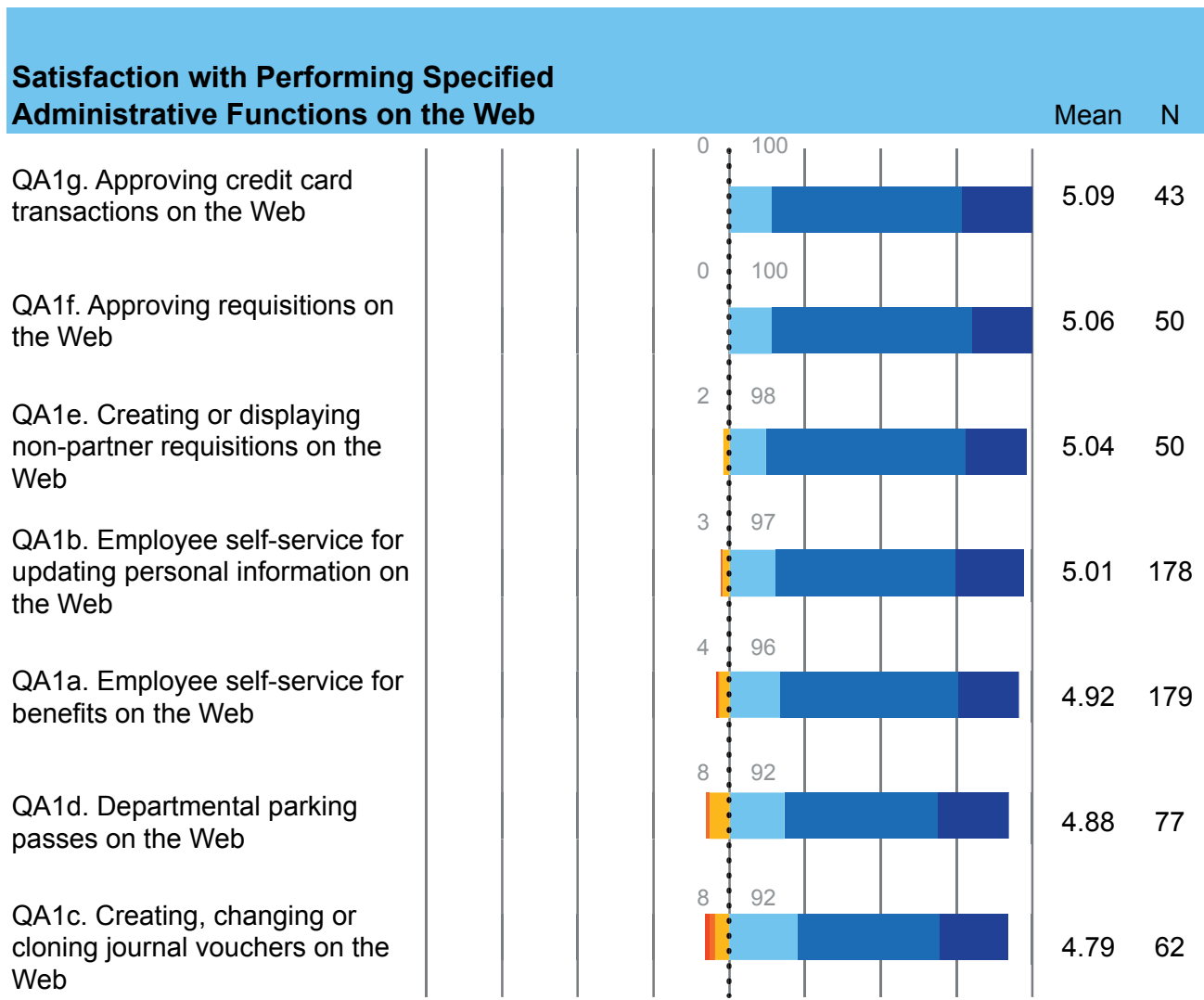
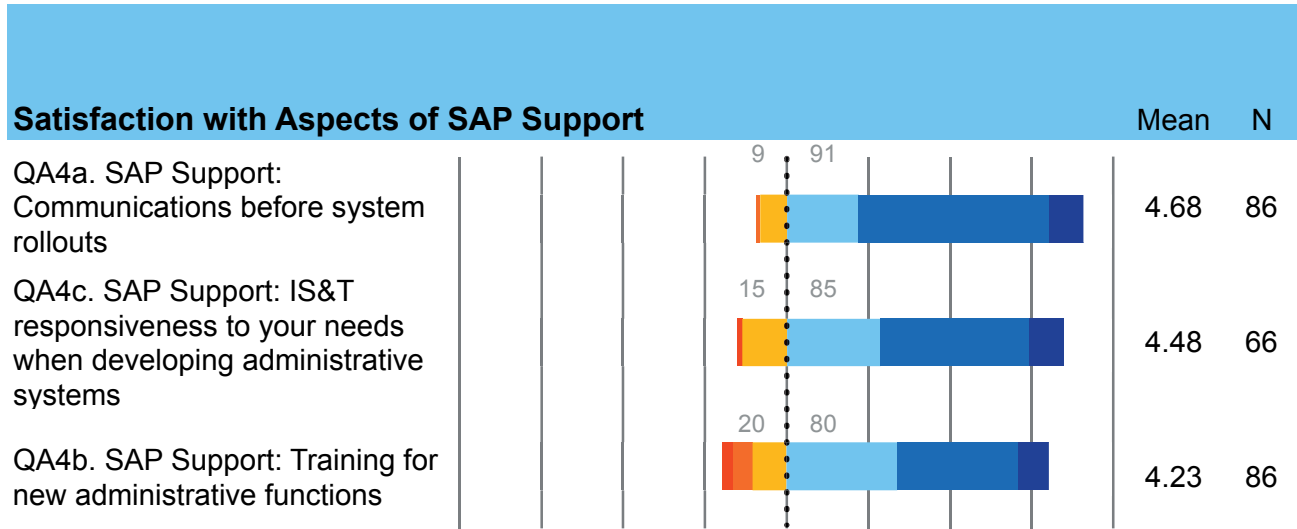
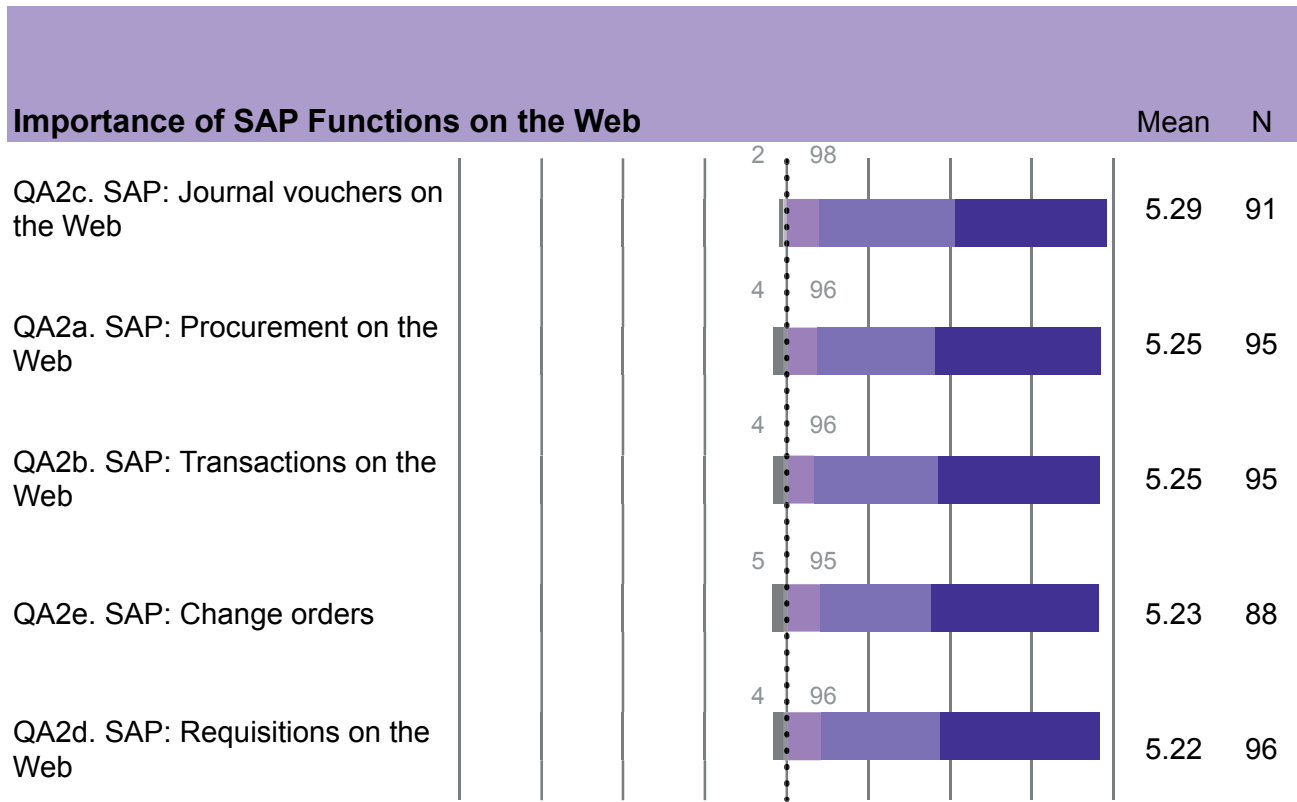


# Staff Survey Results



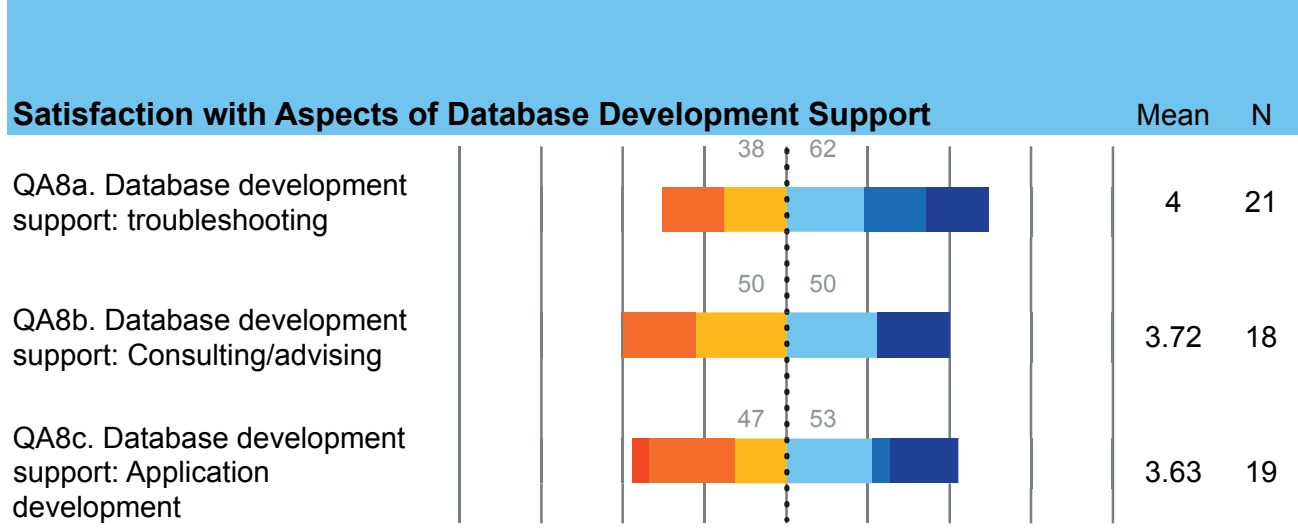
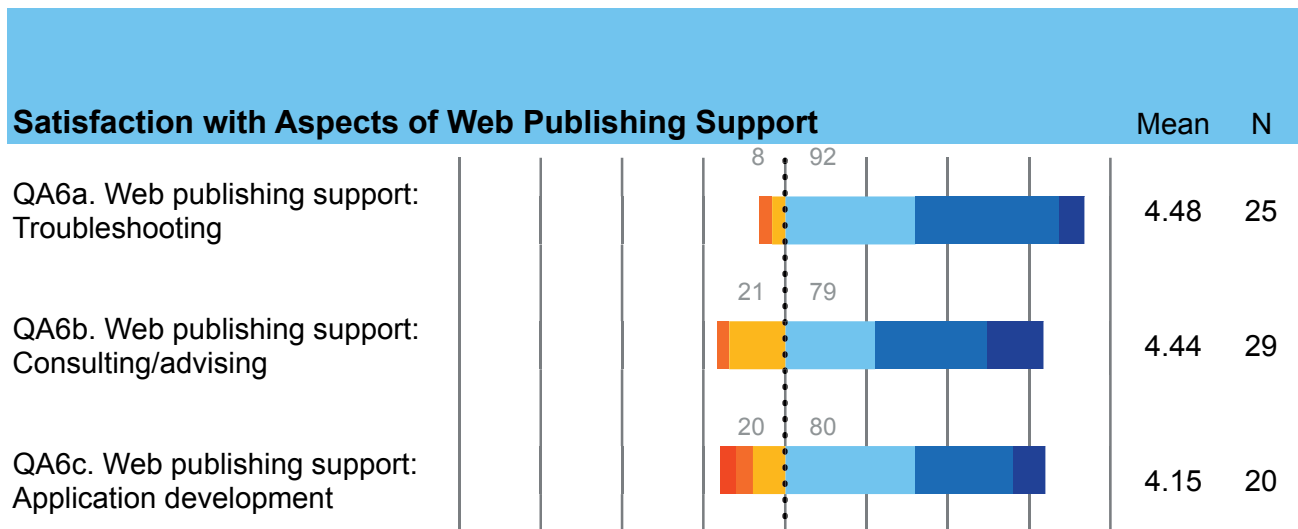
<b>QA1. Satisfaction with performing specified administrative functions on the web</b>										
	<b>Mean</b>	<b>VD</b>	<b>D</b>	<b>SD</b>	<b>SS</b>	<b>S</b>	<b>VS</b>	<b>Count</b>	<b>Std. Dev.</b>	<b>95% CI +/-</b>
<b>a. Employee self-service for benefits on the Web</b>	4.93	1%	1%	3%	17%	59%	20%	179	0.80	0.12
<b>b. Employee self-service for updating personal information on the Web</b>	5.01	0%	1%	2%	15%	60%	22%	178	0.72	0.11
<b>c. Creating, changing or cloning journal vouchers on the Web</b>	4.79	2%	2%	5%	23%	47%	23%	62	1.01	0.25
<b>d. Departmental parking passes on the Web</b>	4.88	0%	1%	6%	18%	51%	23%	77	0.89	0.20
<b>e. Creating or displaying non-partner requisitions on the Web</b>	5.04	0%	0%	2%	12%	66%	20%	50	0.64	0.18
<b>f. Approving requisitions on the Web</b>	5.06	0%	0%	0%	14%	66%	20%	50	0.59	0.16
<b>g. Approving credit card transactions on the Web</b>	5.09	0%	0%	0%	14%	63%	23%	43	0.61	0.18



QA5. Change in SAP functionality over the past year and a half						
Much Worse	Worse	Somewhat Worse	Somewhat Better	Better	Much Better	Count
1%	2%	9%	41%	41%	6%	81

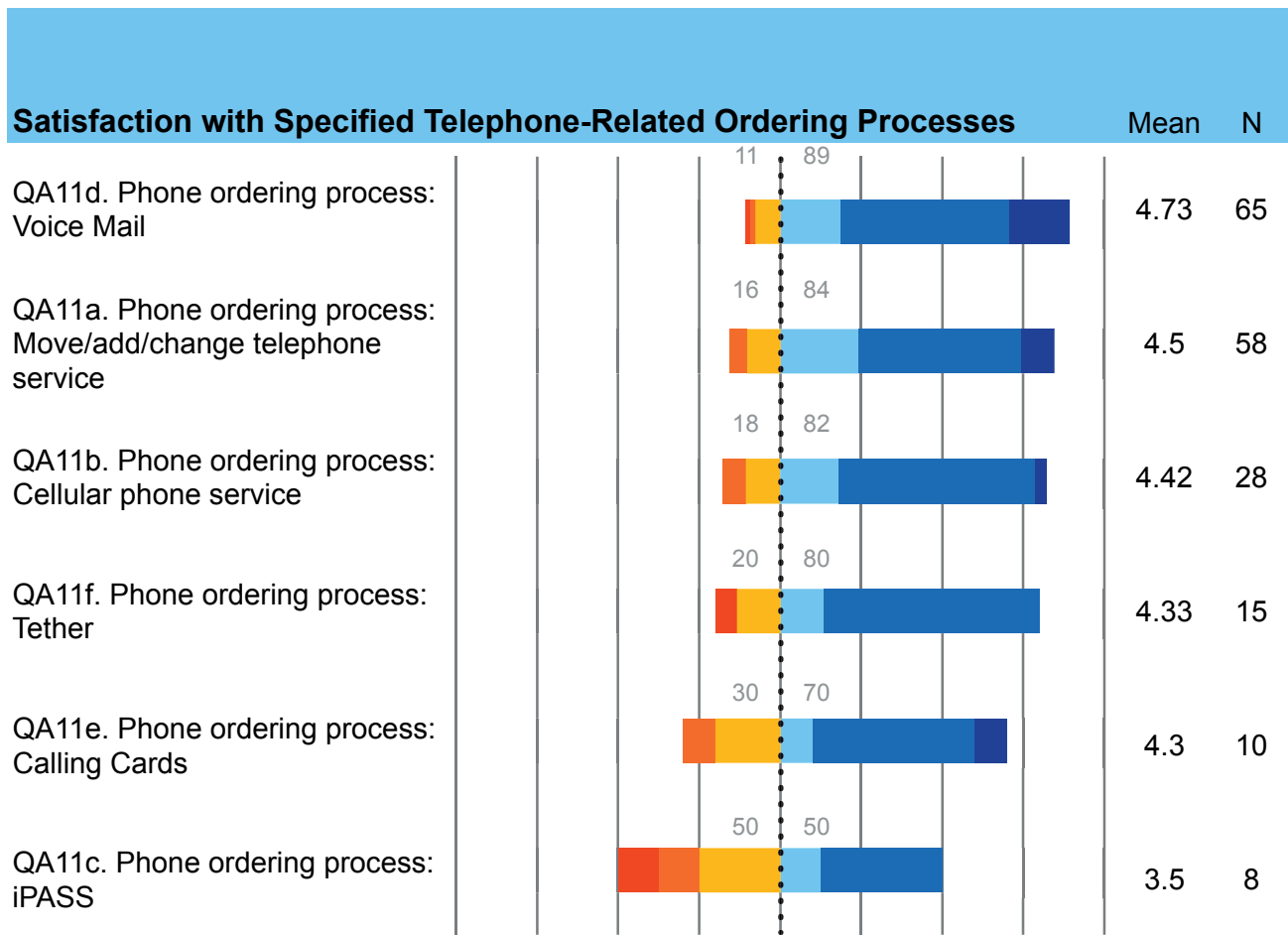
<b>QA2. Importance of SAP functions on the web</b>										
	Mean	1-VU	2-U	3-SU	4-SI	5-I	6-VI	Count	Std. Dev.	95% CI+-
a. SAP: Procurement on the Web	5.25	3%	1%	0%	9%	36%	51%	95	1.07	0.22
b. SAP: Transactions on the Web	5.25	3%	1%	0%	8%	38%	49%	95	1.06	0.21
c. SAP: Journal vouchers on the Web	5.30	1%	0%	1%	10%	42%	46%	91	0.84	0.17
d. SAP: Requisitions on the Web	5.23	3%	1%	0%	10%	36%	49%	96	1.07	0.21
e. SAP: Change orders	5.24	3%	1%	0%	10%	34%	51%	88	1.10	0.23

<b>QA4. Satisfaction with aspects of SAP support</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI +-
a. SAP Support: Communications before system rollouts	4.69	0%	1%	8%	22%	58%	10%	86	0.82	0.17
b. SAP Support: Training for new administrative functions	4.23	3%	6%	10%	34%	37%	9%	86	1.16	0.25
c. SAP Support: IS&T responsiveness to your needs when developing administrative systems	4.48	2%	0%	14%	29%	45%	11%	66	0.96	0.23



<b>QA6. Satisfaction with aspects of web publishing support</b>										
	<b>Mean</b>	<b>VD</b>	<b>D</b>	<b>SD</b>	<b>SS</b>	<b>S</b>	<b>VS</b>	<b>Count</b>	<b>Std. Dev.</b>	<b>95% CI +/-</b>
<b>a. Web publishing support: Troubleshooting</b>	4.48	0%	4%	4%	40%	44%	8%	25	0.87	0.34
<b>b. Web publishing support: Consulting/advising</b>	4.45	0%	3%	17%	28%	34%	17%	29	1.09	0.40
<b>c. Web publishing support: Application development</b>	4.15	5%	5%	10%	40%	30%	10%	20	1.23	0.54

<b>QA8. Satisfaction with aspects of database development support</b>										
	<b>Mean</b>	<b>VD</b>	<b>D</b>	<b>SD</b>	<b>SS</b>	<b>S</b>	<b>VS</b>	<b>Count</b>	<b>Std. Dev.</b>	<b>95% CI +/-</b>
<b>a. Database development support: troubleshooting</b>	4.00	0%	19%	19%	24%	19%	19%	21	1.41	0.60
<b>b. Database development support: Consulting/advising</b>	3.72	0%	22%	28%	28%	0%	22%	18	1.45	0.67
<b>c. Database development support: Application development</b>	3.63	5%	26%	16%	26%	5%	21%	19	1.61	0.72



<b>QA11. Satisfaction with specified telephone-related ordering processes</b>										
	<b>Mean</b>	<b>VD</b>	<b>D</b>	<b>SD</b>	<b>SS</b>	<b>S</b>	<b>VS</b>	<b>Count</b>	<b>Std. Dev.</b>	<b>95% CI +/-</b>
<b>a. Phone ordering process: Move/add/change telephone service</b>	4.50	0%	5%	10%	24%	50%	10%	58	1.00	0.26
<b>b. Phone ordering process: Cellular phone service</b>	4.43	0%	7%	11%	18%	61%	4%	28	1.00	0.37
<b>c. Phone ordering process: iPASS</b>	3.50	13%	13%	25%	13%	38%	0%	8	1.51	1.05
<b>d. Phone ordering process: Voice Mail</b>	4.74	2%	2%	8%	18%	52%	18%	65	1.00	0.24
<b>e. Phone ordering process: Calling Cards</b>	4.30	0%	10%	20%	10%	50%	10%	10	1.25	0.78
<b>f. Phone ordering process: Tether</b>	4.33	7%	0%	13%	13%	67%	0%	15	1.18	0.59

**Satisfaction with Aspects of New Telephone/Network Jack Installation**

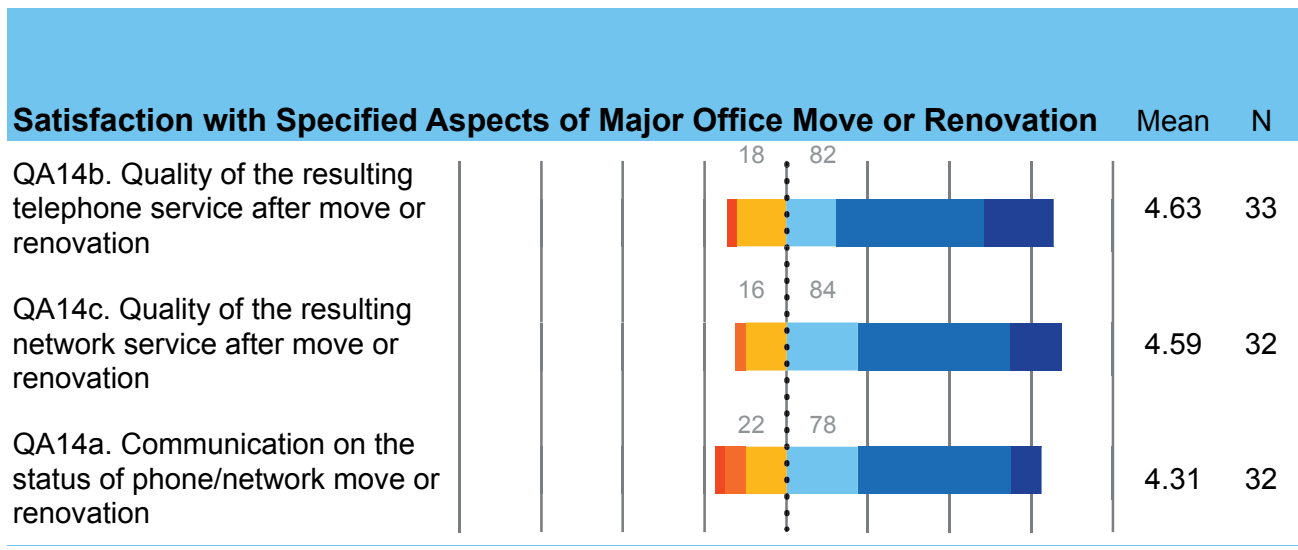
					Mean	N
QA12a. The request process for phone/network jack installation					4.69	49
QA12b. Communication on the status of phone/network jack installation					4.54	48
QA12c. The timeliness of phone/network jack installation					4.46	49
QA12d. Price of phone/network jack installation					4.4	35

**Satisfaction with Aspects of Existing Telephone/Network Jack Activation**

					Mean	N
QA13a. The request process for existing phone/network jack activation					4.81	43
QA13c. The timeliness of existing phone/network jack activation					4.78	46
QA13b. Communication on the status of existing phone/network jack activation					4.76	46
QA13d. Price of existing phone/network jack activation					4.53	39

<b>QA12. Satisfaction with aspects of new telephone/network jack installation</b>										
	<b>Mean</b>	<b>VD</b>	<b>D</b>	<b>SD</b>	<b>SS</b>	<b>S</b>	<b>VS</b>	<b>Count</b>	<b>Std. Dev.</b>	<b>95% CI +/-</b>
<b>a. The request process for phone/network jack installation</b>	4.69	2%	0%	10%	22%	45%	20%	49	1.04	0.29
<b>b. Communication on the status of phone/network jack installation</b>	4.54	2%	4%	10%	19%	50%	15%	48	1.13	0.32
<b>c. The timeliness of phone/network jack jack installation</b>	4.47	4%	6%	12%	14%	43%	20%	49	1.34	0.38
<b>d. Price of phone/network jack installation</b>	4.40	0%	6%	11%	29%	46%	9%	35	1.01	0.33

<b>QA13. Satisfaction with aspects of existing telephone/network jack activation</b>										
	<b>Mean</b>	<b>VD</b>	<b>D</b>	<b>SD</b>	<b>SS</b>	<b>S</b>	<b>VS</b>	<b>Count</b>	<b>Std. Dev.</b>	<b>95% CI +/-</b>
<b>a. The request process for existing phone/network jack activation</b>	4.81	0%	2%	7%	19%	51%	21%	43	0.93	0.28
<b>b. Communication on the status of existing phone/network jack activation</b>	4.76	0%	4%	9%	15%	50%	22%	46	1.04	0.30
<b>c. The timeliness of existing phone/network jack activation</b>	4.78	0%	7%	9%	9%	52%	24%	46	1.11	0.32
<b>d. Price of existing phone/network jack activation</b>	4.54	0%	3%	10%	28%	49%	10%	39	0.91	0.29



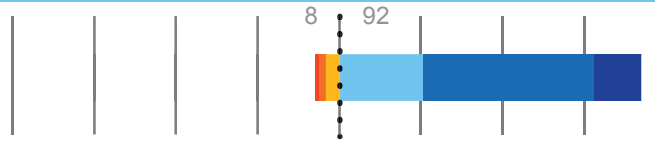
QA15. Usage of specified services						
	Never Heard of It	Heard of It But Won't Use It	Planning on Using It	Use It Occasionally	Use It Regularly	Count
a. Licensed software (Windows XP, Microsoft Office)	1%	1%	2%	1%	94%	161
b. Spam filtering	3%	2%	1%	3%	91%	159
c. Spam autopurge	21%	7%	3%	11%	58%	90
d. Moderated mailing lists	17%	7%	10%	20%	46%	109
e. TSM backup	21%	2%	4%	33%	40%	85

<b>QA14. Satisfaction with specified aspects of major office move or renovation</b>										
	<b>Mean</b>	<b>VD</b>	<b>D</b>	<b>SD</b>	<b>SS</b>	<b>S</b>	<b>VS</b>	<b>Count</b>	<b>Std. Dev.</b>	<b>95% CI +/-</b>
<b>a. Communication on the status of phone/network move or renovation</b>	4.31	3%	6%	13%	22%	47%	9%	32	1.20	0.42
<b>b. Quality of the resulting telephone service after move or renovation</b>	4.64	3%	0%	15%	15%	45%	21%	33	1.17	0.40
<b>c. Quality of the resulting network service after move or renovation</b>	4.59	0%	3%	13%	22%	47%	16%	32	1.01	0.35

## Satisfaction with Customer-Oriented Approach of IS&T

Mean N

QA17. IS&T "Customer-oriented" approach



4.68 145

### QA17. Satisfaction with customer-oriented approach of IS&T

	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI +/-
IS&T "Customer-oriented" approach	4.69	1%	2%	4%	26%	52%	14%	145	0.94	0.15