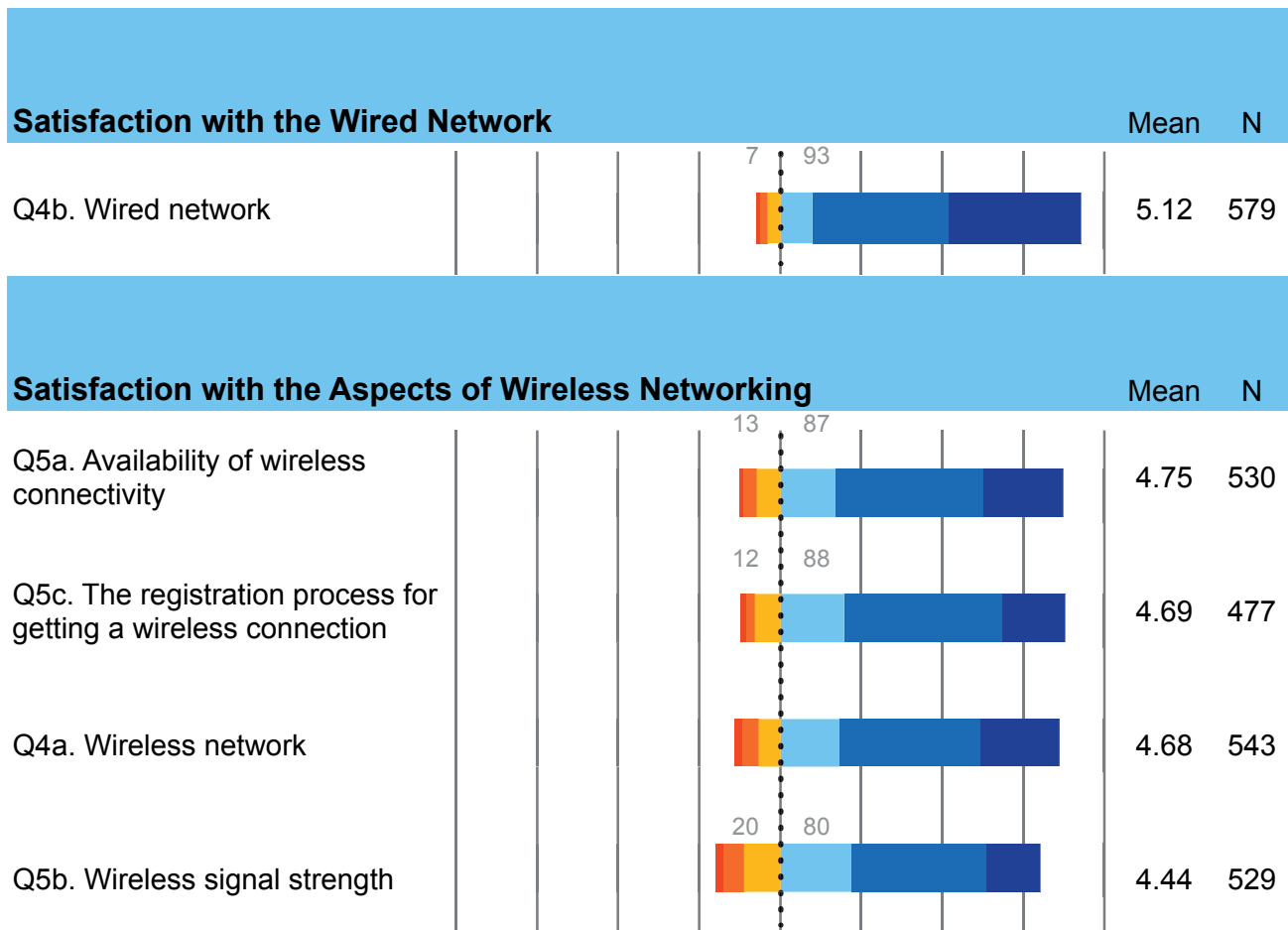


Reading the Charts

Connectivity



See Appendix A	6. If you experienced difficulty with wireless networking at MIT due to low signal strength, where was it?
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Q4a Wireless network										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.69	2%	5%	7%	18%	44%	24%	543	1.18	0.10
F	4.58	5%	2%	11%	17%	42%	23%	88		
R	4.84	1%	3%	5%	17%	51%	23%	109		
G	4.41	3%	11%	7%	21%	35%	22%	134		
U	4.66	3%	5%	8%	20%	35%	29%	100		
A	4.96	0%	2%	4%	15%	55%	24%	112		

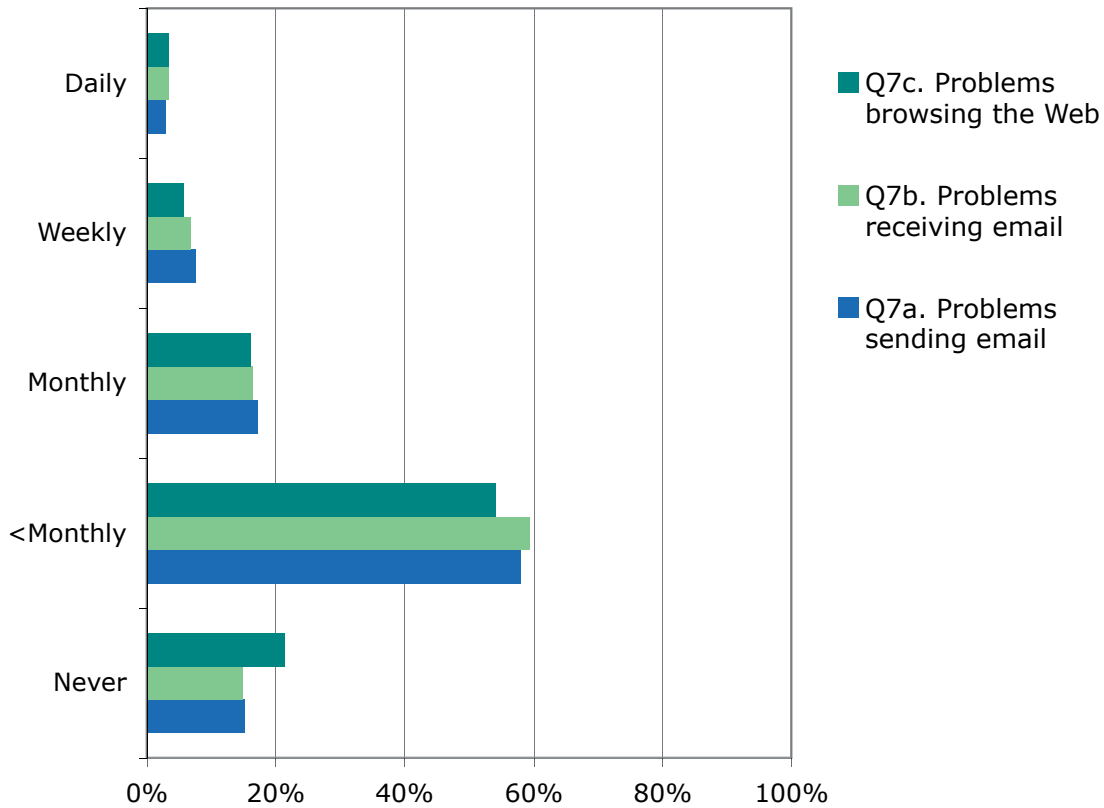
Q4b Wired network										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.12	1%	2%	4%	10%	42%	41%	579	1.00	0.08
F	4.85	5%	6%	6%	10%	32%	42%	88		
R	5.20	0%	2%	4%	7%	46%	41%	123		
G	5.19	0%	2%	2%	11%	42%	42%	121		
U	5.21	1%	1%	4%	12%	32%	49%	81		
A	5.12	0%	2%	4%	10%	49%	36%	166		

Q5a Availability of wireless connectivity										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.76	1%	4%	7%	17%	45%	25%	530	1.10	0.09
F	4.69	5%	1%	8%	20%	40%	27%	86		
R	4.84	0%	3%	3%	23%	51%	21%	106		
G	4.57	1%	8%	10%	17%	45%	20%	133		
U	4.84	1%	4%	10%	11%	40%	33%	96		
A	4.89	0%	4%	6%	15%	50%	26%	109		

Q5b Wireless signal strength										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.44	2%	6%	11%	22%	41%	17%	529	1.21	0.10
F	4.44	5%	5%	10%	21%	41%	19%	86		
R	4.64	2%	1%	10%	23%	47%	17%	104		
G	4.14	2%	12%	14%	27%	33%	13%	132		
U	4.31	3%	7%	15%	22%	35%	17%	98		
A	4.73	0%	5%	7%	17%	53%	18%	109		

Q5c The registration process for getting a wireless connection										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.69	2%	3%	8%	20%	49%	19%	477	1.05	0.09
F	4.53	4%	4%	9%	18%	48%	17%	77		
R	4.57	2%	3%	11%	20%	48%	16%	92		
G	4.73	2%	1%	6%	27%	44%	21%	130		
U	4.90	0%	2%	5%	15%	55%	23%	93		
A	4.69	1%	4%	9%	15%	52%	19%	85		

Q7. Frequency of Specified Problems on the MIT Network, n=652



Satisfaction with Network Services Overall

Mean N

Q8a. Network Services overall



4.78 661

Satisfaction with Remote Access While Traveling

Mean N

Q13a. Remote access while traveling in the U.S.



4.85 550

Q13b. Remote access while traveling outside the U.S.



4.62 333

Q7a Problems sending email						
	Never	<Monthly	Monthly	Weekly	Daily	Count
All	15%	58%	17%	7%	3%	652
F	11%	60%	19%	8%	2%	100
R	13%	64%	15%	4%	4%	130
G	18%	56%	16%	6%	4%	140
U	32%	48%	11%	7%	2%	100
A	7%	59%	21%	10%	2%	182

Q7b Problems receiving email						
	Never	<Monthly	Monthly	Weekly	Daily	Count
All	15%	59%	16%	7%	3%	652
F	9%	63%	17%	9%	1%	98
R	17%	61%	14%	4%	4%	132
G	17%	56%	16%	6%	4%	140
U	28%	54%	12%	4%	2%	100
A	7%	61%	19%	9%	4%	182

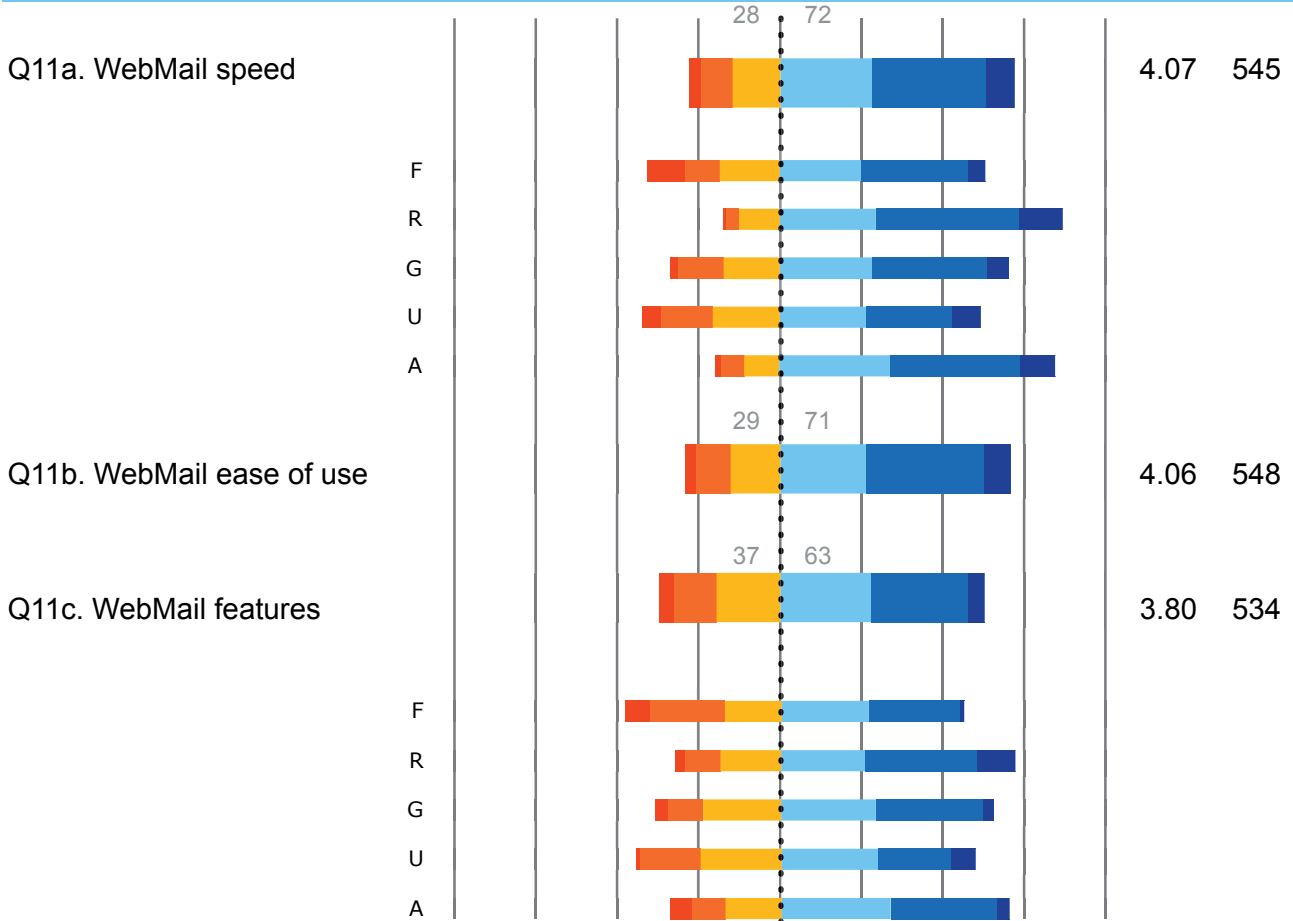
Q7c Problems browsing the Web						
	Never	<Monthly	Monthly	Weekly	Daily	Count
All	21%	54%	16%	6%	3%	648
F	17%	58%	13%	8%	4%	99
R	25%	55%	12%	3%	5%	130
G	30%	50%	12%	4%	4%	140
U	23%	48%	19%	8%	2%	100
A	13%	58%	22%	6%	1%	179

Q8a Network Services overall										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.79	1%	2%	5%	19%	56%	17%	661	0.92	0.07
F	4.39	5%	6%	7%	21%	49%	12%	100		
R	4.93	0%	2%	2%	16%	59%	21%	135		
G	4.75	1%	1%	6%	22%	54%	16%	142		
U	4.95	0%	0%	5%	12%	66%	17%	100		
A	4.83	0%	2%	4%	21%	56%	17%	184		

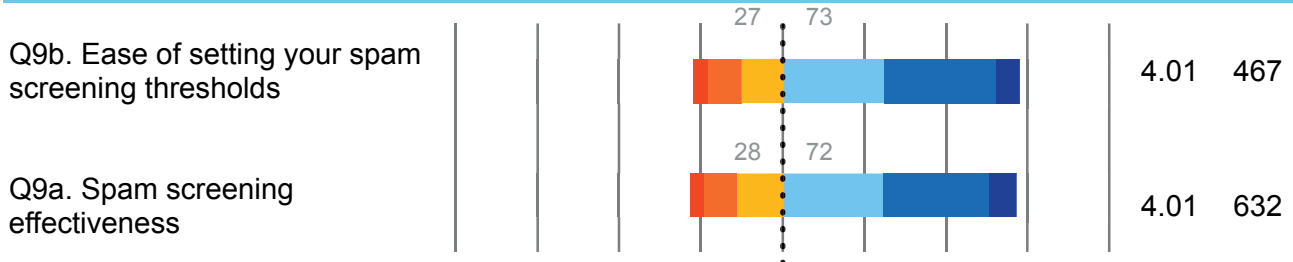
Q13a Remote access while traveling in the U.S.										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.86	1%	1%	4%	17%	56%	20%	550	0.92	0.08
F	4.54	2%	3%	10%	23%	48%	14%	93		
R	4.91	1%	3%	3%	16%	54%	24%	109		
G	4.94	1%	0%	3%	14%	64%	18%	127		
U	5.05	2%	0%	1%	14%	53%	30%	93		
A	4.81	1%	1%	5%	19%	58%	16%	128		

Q13b Remote access while traveling outside the U.S.										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.63	3%	3%	9%	18%	49%	19%	333	1.14	0.12
F	4.33	7%	4%	11%	17%	47%	14%	81		
R	4.65	1%	6%	10%	17%	43%	24%	72		
G	4.78	1%	1%	6%	18%	58%	16%	95		
U	4.95	2%	0%	5%	21%	36%	36%	42		
A	4.49	2%	2%	12%	21%	53%	9%	43		

Satisfaction with Aspects of WebMail



Satisfaction with Aspects of Spam Screening



Satisfaction with Email Overall



Q11a WebMail speed										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.08	4%	10%	15%	28%	35%	9%	545	1.25	0.10
F	3.70	11%	10%	18%	24%	32%	5%	79		
R	4.46	1%	4%	12%	28%	42%	13%	109		
G	3.96	2%	13%	17%	28%	34%	6%	127		
U	3.74	6%	15%	20%	26%	26%	8%	86		
A	4.31	1%	7%	10%	33%	38%	10%	144		

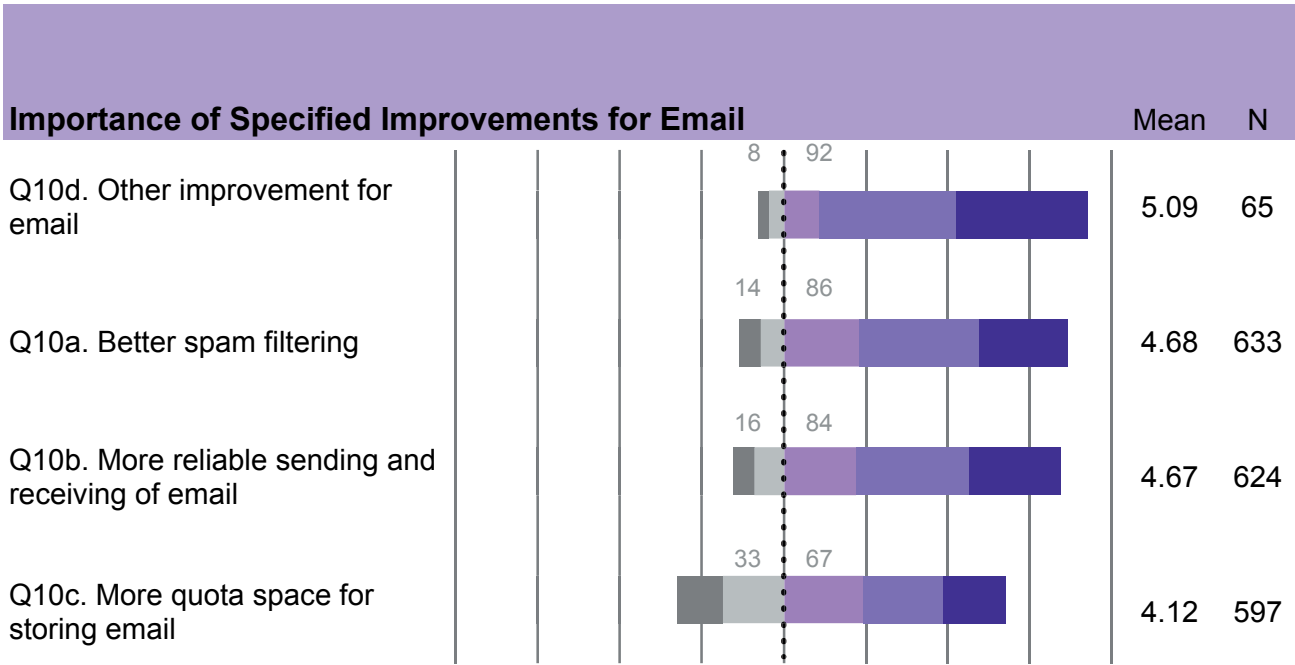
Q11b WebMail ease of use										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.06	3%	11%	15%	26%	36%	8%	548	1.25	0.10
F	3.71	8%	16%	16%	23%	30%	6%	79		
R	4.30	3%	6%	15%	24%	40%	13%	110		
G	4.05	3%	10%	18%	24%	37%	8%	127		
U	4.00	0%	16%	16%	27%	33%	8%	86		
A	4.12	3%	8%	12%	33%	38%	6%	146		

Q11c WebMail features										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	3.81	4%	13%	19%	28%	30%	5%	534	1.26	0.11
F	3.46	8%	22%	17%	26%	27%	1%	78		
R	4.08	3%	10%	18%	25%	33%	11%	106		
G	3.83	4%	10%	23%	28%	32%	3%	126		
U	3.73	1%	18%	24%	29%	21%	7%	84		
A	3.83	6%	10%	16%	32%	31%	4%	140		

Q9a Spam screening effectiveness										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.02	4%	10%	14%	31%	32%	8%	632	1.26	0.10
F	3.85	4%	15%	18%	27%	27%	9%	97		
R	4.10	5%	9%	15%	25%	36%	10%	125		
G	4.17	5%	7%	9%	31%	39%	8%	137		
U	3.91	4%	10%	18%	32%	29%	6%	93		
A	3.99	4%	10%	13%	36%	29%	8%	180		

Q9b Ease of setting your spam screening thresholds										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.02	4%	10%	13%	31%	34%	7%	467	1.25	0.11
F	3.73	6%	19%	9%	30%	30%	5%	77		
R	4.04	3%	8%	20%	28%	32%	9%	90		
G	4.02	7%	8%	11%	32%	36%	7%	101		
U	3.97	3%	12%	15%	32%	32%	7%	60		
A	4.19	3%	8%	10%	33%	39%	7%	139		

Q12a Email overall										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.62	1%	3%	6%	24%	55%	11%	662	0.93	0.07
F	4.42	1%	5%	13%	23%	46%	11%	97		
R	4.77	1%	2%	4%	19%	61%	13%	136		
G	4.50	2%	3%	6%	27%	54%	8%	143		
U	4.74	0%	0%	5%	28%	55%	12%	101		
A	4.65	0%	4%	6%	22%	56%	12%	185		



<p>See Appendix A</p>	<p>Q10e. Other for increasing satisfaction with MIT email.</p>
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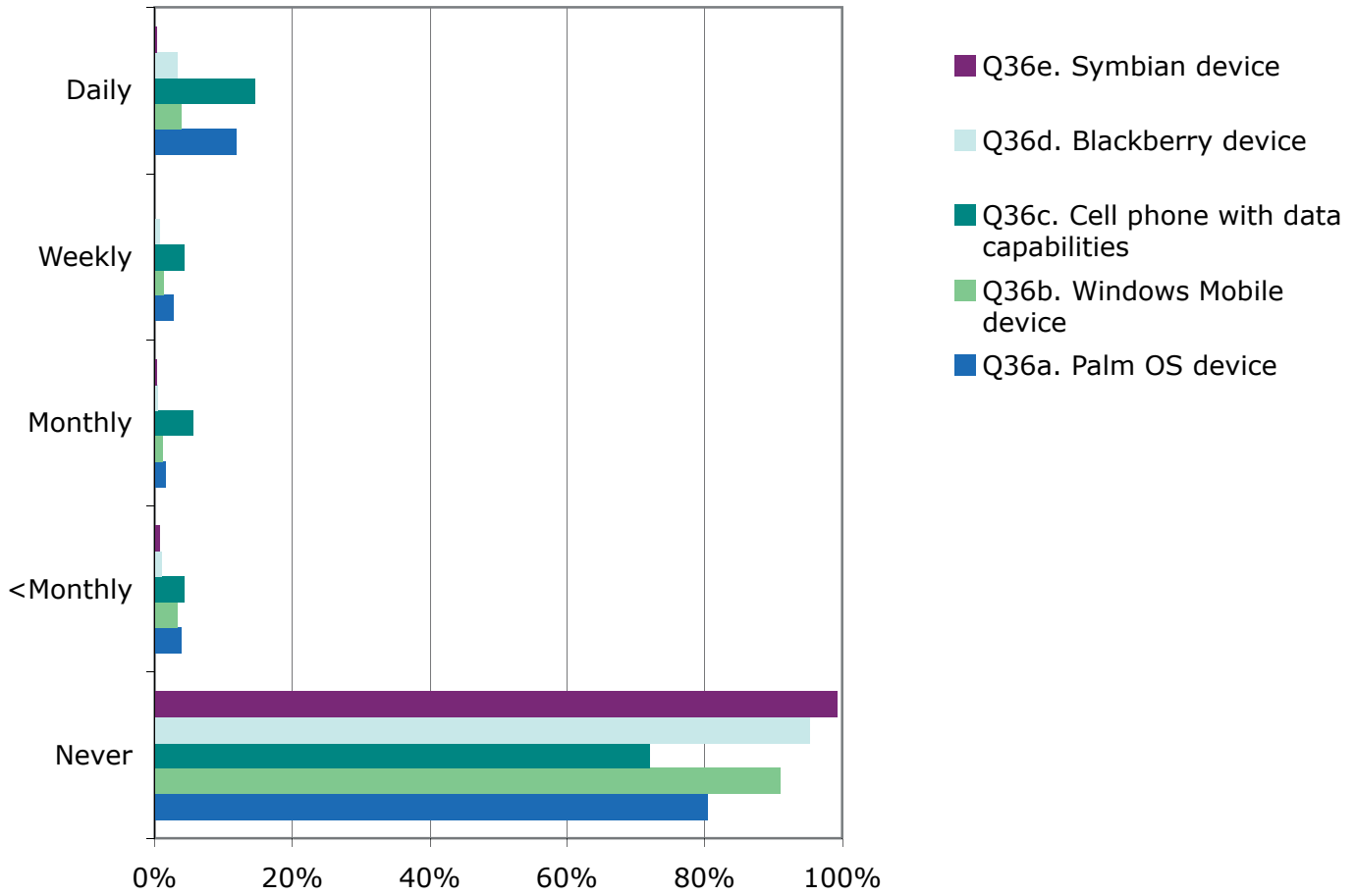
Q10a Better spam filtering										
	Mean	1-VU	2-U	3-SU	4-SI	5-I	6-VI	Count	Std. Dev.	95% CI+-
All	4.68	1%	5%	7%	23%	36%	27%	633	1.18	0.09
F	4.62	1%	6%	8%	25%	34%	26%	93		
R	4.70	1%	5%	8%	22%	38%	27%	128		
G	4.54	2%	8%	5%	25%	37%	22%	138		
U	4.59	0%	6%	13%	20%	38%	23%	95		
A	4.87	2%	2%	5%	22%	36%	33%	179		

Q10b More reliable sending and receiving of email										
	Mean	1-VU	2-U	3-SU	4-SI	5-I	6-VI	Count	Std. Dev.	95% CI+-
All	4.67	1%	5%	9%	22%	34%	28%	624	1.19	0.09
F	4.65	0%	9%	9%	20%	31%	31%	88		
R	4.51	3%	6%	9%	25%	31%	26%	125		
G	4.70	1%	4%	9%	22%	38%	26%	138		
U	4.45	0%	3%	14%	32%	35%	15%	97		
A	4.90	2%	4%	7%	15%	36%	37%	176		

Q10c More quota space for storing email										
	Mean	1-VU	2-U	3-SU	4-SI	5-I	6-VI	Count	Std. Dev.	95% CI+-
All	4.13	3%	11%	19%	24%	24%	19%	597	1.37	0.11
F	3.83	4%	19%	21%	22%	15%	19%	78		
R	4.25	3%	10%	16%	20%	32%	19%	121		
G	4.05	1%	12%	22%	28%	20%	17%	138		
U	3.93	2%	10%	28%	27%	19%	14%	97		
A	4.36	3%	9%	12%	24%	29%	23%	163		

Q10d Other improvement for email										
	Mean	1-VU	2-U	3-SU	4-SI	5-I	6-VI	Count	Std. Dev.	95% CI+-
All	5.09	2%	2%	5%	11%	42%	40%	65	1.04	0.25
F	5.30	0%	0%	0%	10%	50%	40%	10		
R	4.92	8%	0%	8%	0%	46%	38%	13		
G	4.89	0%	6%	6%	17%	39%	33%	18		
U	5.75	0%	0%	0%	0%	25%	75%	8		
A	5.00	0%	0%	6%	19%	44%	31%	16		

Q36. Frequency of Mobile Technology Use, n=634



⋮

<p>See Appendix A</p>	<p>Q38. Are there applications or services you would like to be able to access via mobile devices that you cannot at this time?</p>
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Q36a Palm OS device						
	Never	<Monthly	Monthly	Weekly	Daily	Count
All	80%	4%	1%	3%	12%	609
F	66%	2%	3%	1%	27%	89
R	79%	3%	3%	2%	12%	129
G	92%	3%	0%	2%	2%	129
U	87%	6%	0%	1%	5%	94
A	76%	4%	1%	5%	14%	168

Q36b Windows Mobile device						
	Never	<Monthly	Monthly	Weekly	Daily	Count
All	91%	3%	1%	1%	4%	590
F	90%	2%	0%	0%	8%	88
R	90%	5%	2%	1%	2%	125
G	92%	0%	0%	2%	7%	130
U	96%	3%	1%	0%	0%	90
A	89%	5%	1%	3%	2%	157

Q36c Cell phone with data capabilities						
	Never	<Monthly	Monthly	Weekly	Daily	Count
All	72%	4%	5%	4%	14%	604
F	76%	1%	3%	3%	16%	88
R	69%	4%	7%	6%	13%	127
G	79%	2%	4%	3%	12%	134
U	67%	10%	4%	3%	16%	94
A	68%	4%	7%	4%	16%	161

Q36d Blackberry device						
	Never	<Monthly	Monthly	Weekly	Daily	Count
All	95%	1%	0%	1%	3%	583
F	89%	0%	0%	1%	10%	91
R	98%	2%	0%	0%	0%	123
G	94%	0%	0%	1%	5%	125
U	98%	1%	0%	1%	0%	92
A	95%	1%	1%	0%	2%	152

Q36e Symbian device						
	Never	<Monthly	Monthly	Weekly	Daily	Count
All	99%	1%	0%	0%	0%	570
F	99%	1%	0%	0%	0%	83
R	99%	1%	0%	0%	0%	119
G	99%	0%	0%	0%	1%	125
U	99%	1%	0%	0%	0%	90
A	99%	0%	1%	0%	0%	153

Q36. Specified mobile devices used at all		
		Count
All	40%	686
F	46%	105
R	39%	147
G	32%	143
U	36%	102
A	45%	189

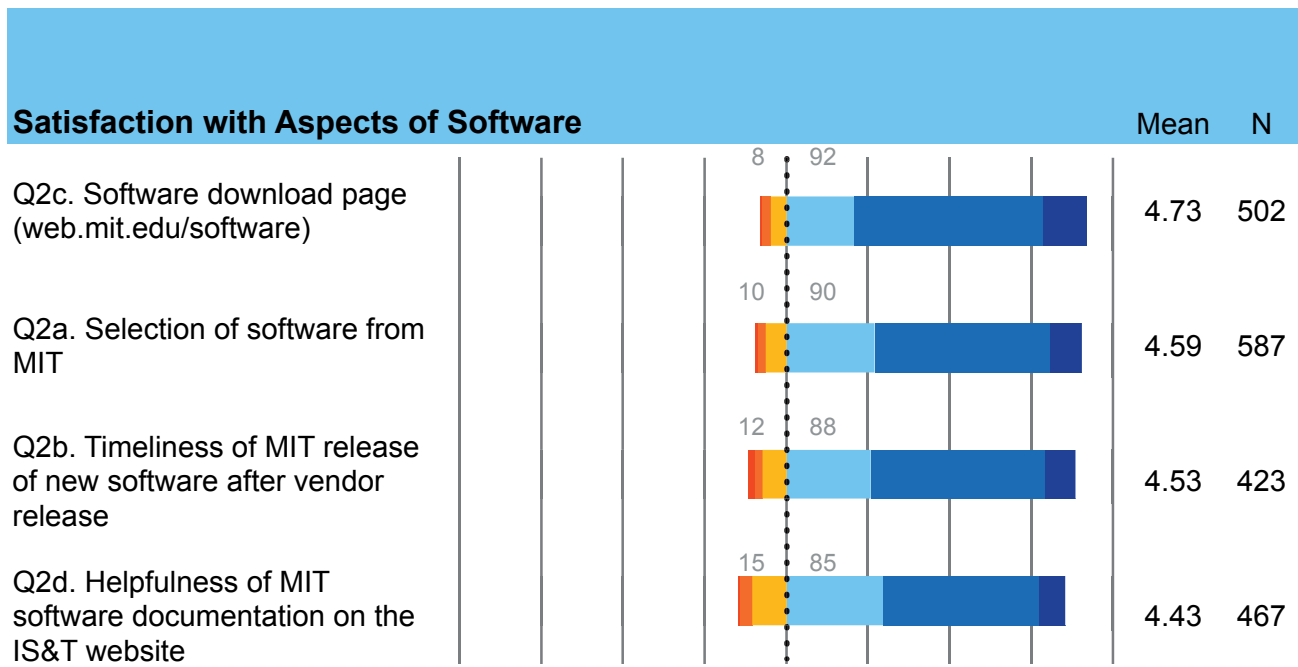
Likelihood of Acquiring Mobile Device

N



Q37a Likelihood to acquire mobile device						
	Highly Unlikely	Unlikely	Nthr Lkly Nor Unlkly	Likely	Highly Likely	Count
All	32%	26%	16%	14%	12%	475
F	19%	26%	23%	16%	16%	57
R	30%	29%	15%	17%	8%	110
G	35%	23%	11%	14%	17%	111
U	48%	26%	13%	9%	4%	69
A	29%	27%	18%	15%	12%	128

Software



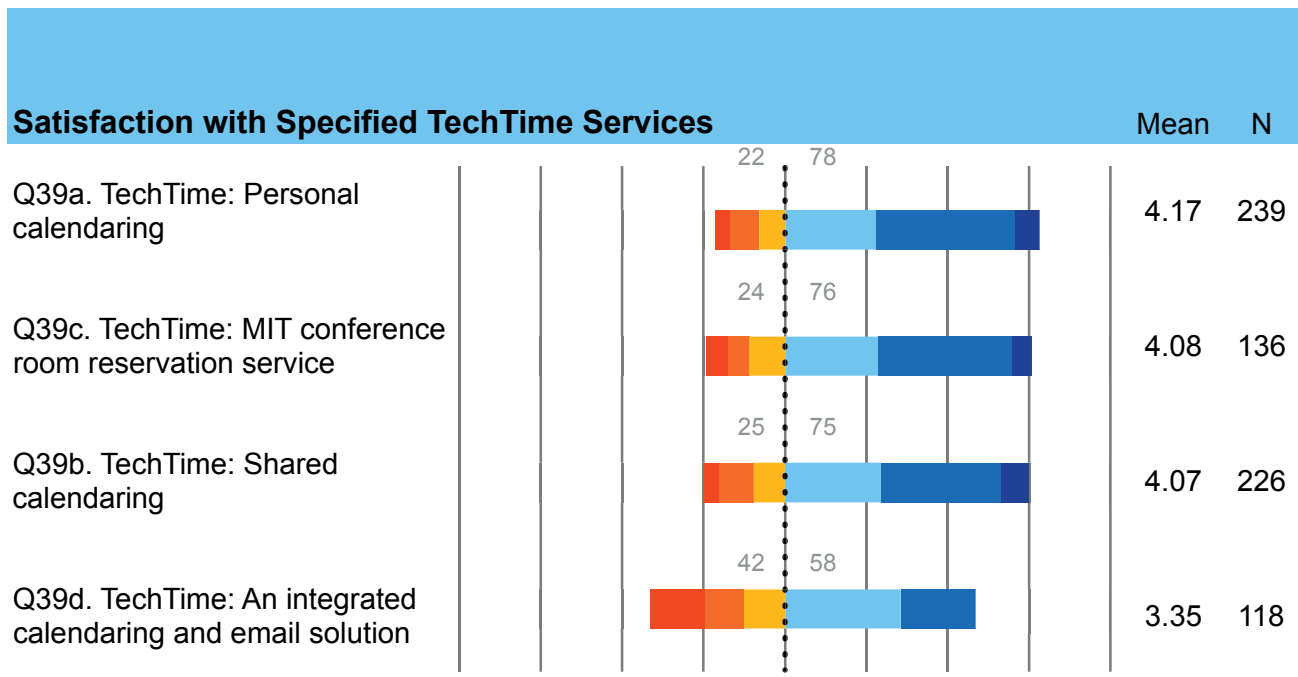
<p>See Appendix A</p>	<p>Q3. What additional software do you need to do your work?</p>
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Q2a Selection of software from MIT										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.60	1%	2%	6%	27%	54%	10%	587	0.90	0.07
F	4.23	1%	7%	12%	31%	47%	2%	91		
R	4.65	1%	1%	3%	34%	48%	12%	116		
G	4.57	1%	2%	8%	24%	58%	7%	136		
U	4.59	1%	2%	9%	24%	49%	14%	86		
A	4.80	1%	1%	2%	23%	61%	13%	158		

Q2b Timeliness of MIT release of new software after vendor release										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.54	2%	2%	7%	26%	53%	9%	423	0.98	0.09
F	4.06	5%	10%	13%	24%	44%	5%	62		
R	4.66	2%	0%	8%	20%	60%	10%	87		
G	4.56	1%	2%	5%	33%	50%	9%	100		
U	4.53	0%	0%	8%	37%	49%	6%	51		
A	4.68	2%	1%	6%	20%	59%	12%	123		

Q2c Software download page (web.mit.edu/software)										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.73	0%	3%	5%	21%	58%	13%	502	0.88	0.08
F	4.68	0%	3%	4%	29%	51%	14%	73		
R	4.81	1%	1%	3%	20%	61%	14%	100		
G	4.72	0%	3%	5%	19%	62%	11%	129		
U	4.52	1%	4%	9%	25%	49%	11%	79		
A	4.84	0%	3%	3%	16%	61%	17%	121		

Q2d Helpfulness of MIT software documentation on the IS&T website										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.44	1%	4%	10%	30%	48%	8%	467	0.95	0.09
F	4.26	2%	6%	14%	30%	41%	8%	66		
R	4.65	1%	1%	8%	21%	61%	9%	92		
G	4.54	1%	3%	8%	31%	45%	13%	119		
U	4.20	0%	4%	16%	39%	36%	4%	74		
A	4.41	0%	5%	9%	29%	51%	5%	116		



<p>See Appendix A</p>	<p>Q40. Are there any other services you would like to see added to TechTime?</p>
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Q39a TechTime: Personal calendaring										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.17	5%	9%	8%	28%	43%	8%	239	1.26	0.16
F	3.88	12%	8%	16%	16%	40%	8%	25		
R	4.29	2%	7%	7%	36%	42%	7%	45		
G	3.84	9%	12%	12%	23%	42%	2%	43		
U	4.10	0%	10%	0%	60%	30%	0%	10		
A	4.32	3%	9%	6%	27%	45%	10%	116		

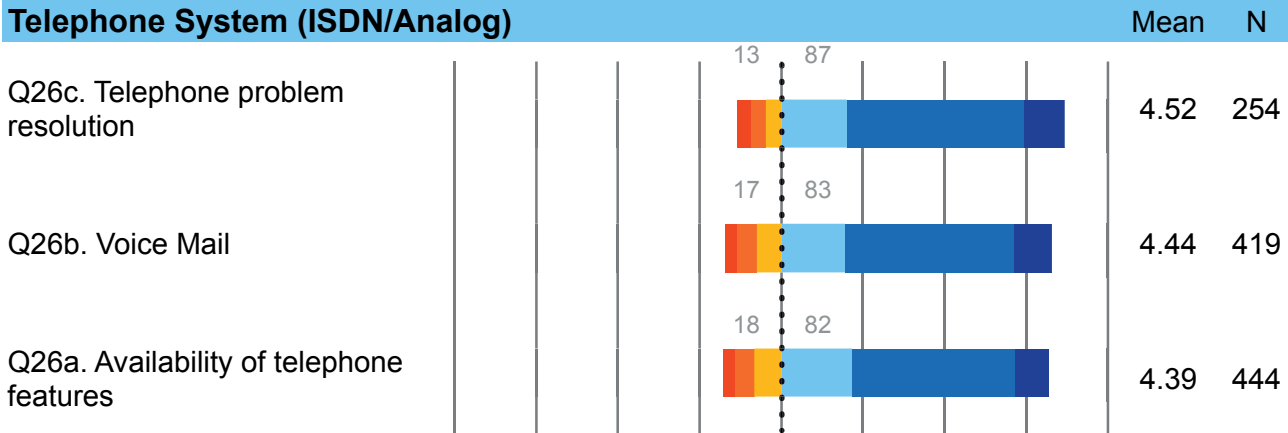
Q39b TechTime: Shared calendaring										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.08	5%	11%	10%	30%	37%	8%	226	1.29	0.17
F	3.11	22%	17%	11%	33%	11%	6%	18		
R	4.31	2%	4%	14%	29%	43%	8%	49		
G	3.83	10%	18%	5%	23%	38%	8%	40		
U	4.10	0%	10%	10%	50%	20%	10%	10		
A	4.23	2%	10%	9%	30%	39%	9%	109		

Q39c TechTime: MIT conference room reservation service										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.09	7%	7%	11%	29%	41%	6%	136	1.27	0.21
F	3.38	23%	8%	15%	23%	23%	8%	13		
R	4.40	3%	0%	13%	27%	50%	7%	30		
G	3.96	12%	12%	4%	19%	50%	4%	26		
U	3.67	0%	33%	0%	33%	33%	0%	3		
A	4.16	3%	6%	13%	34%	38%	6%	64		

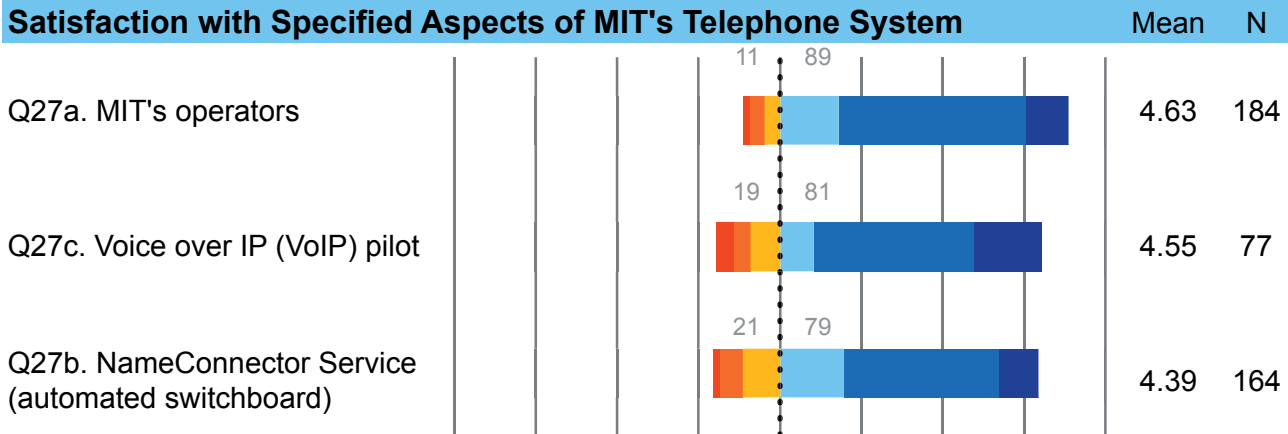
Q39d TechTime: An integrated calendaring and email solution										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	3.36	17%	12%	13%	36%	23%	0%	118	1.40	0.25
F	1.75	63%	13%	13%	13%	0%	0%	8		
R	3.50	19%	4%	15%	31%	31%	0%	26		
G	3.50	13%	13%	13%	38%	25%	0%	24		
U	3.25	0%	25%	50%	0%	25%	0%	4		
A	3.46	13%	14%	9%	43%	21%	0%	56		

Telecommunications

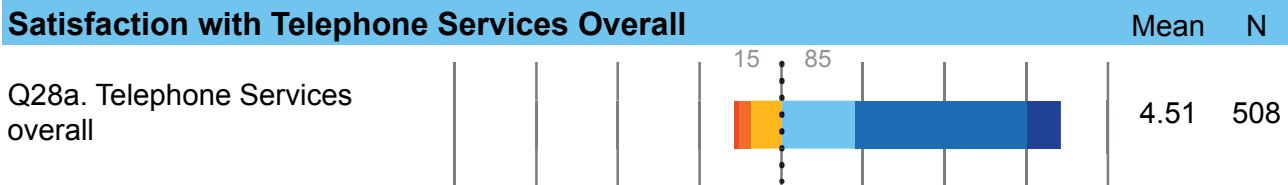
Satisfaction with Aspects of MIT's Traditional Telephone System (ISDN/Analog)



Satisfaction with Specified Aspects of MIT's Telephone System



Satisfaction with Telephone Services Overall



<p>See Appendix A</p>	<p>Q29. What would increase your satisfaction with MIT telephone services?</p> <p>Q30. If you experienced difficulty with cell phone reception at MIT, where was the problem and what cell provider were you using?</p>
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Q26a Availability of telephone features										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.39	4%	6%	8%	22%	50%	10%	444	1.19	0.11
F	4.21	7%	8%	10%	17%	47%	10%	87		
R	4.48	3%	4%	8%	27%	46%	13%	112		
G	4.05	5%	7%	14%	29%	39%	5%	56		
U	3.00	21%	21%	11%	26%	0%	0%	19		
A	4.69	1%	4%	4%	19%	60%	12%	170		

Q26b Voice Mail										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.44	4%	6%	8%	20%	52%	11%	419	1.20	0.11
F	4.29	4%	9%	11%	14%	53%	9%	95		
R	4.43	4%	5%	9%	24%	44%	15%	102		
G	3.67	15%	12%	3%	30%	39%	0%	33		
U	3.22	22%	22%	11%	0%	44%	0%	9		
A	4.73	1%	2%	6%	19%	58%	13%	180		

Q26c Telephone problem resolution										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.52	4%	4%	5%	20%	54%	12%	254	1.17	0.14
F	4.28	8%	8%	5%	15%	60%	5%	40		
R	4.49	5%	2%	7%	28%	44%	15%	61		
G	4.17	4%	13%	0%	38%	38%	8%	24		
U	2.60	40%	20%	0%	20%	20%	0%	5		
A	4.77	2%	2%	5%	15%	62%	15%	124		

Q27a MIT's operators										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.64	2%	4%	5%	18%	58%	13%	184	1.06	0.15
F	4.36	6%	3%	6%	24%	55%	6%	33		
R	4.88	3%	3%	3%	6%	65%	21%	34		
G	3.95	0%	23%	5%	27%	45%	0%	22		
U	6.00	0%	0%	0%	0%	0%	100%	2		
A	4.77	1%	1%	5%	18%	60%	14%	93		

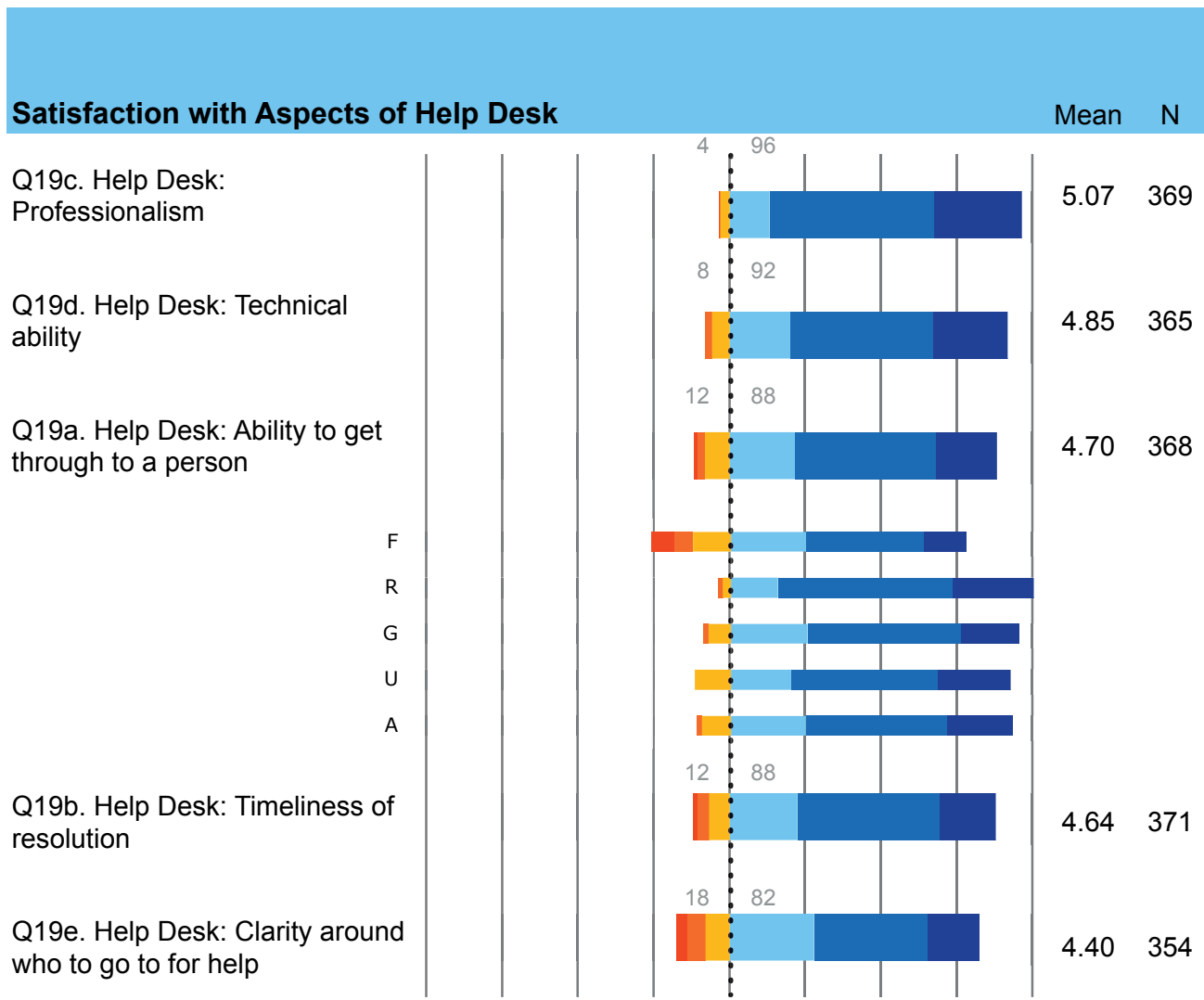
Q27b NameConnector Service (automated switchboard)										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.40	2%	7%	12%	20%	48%	12%	164	1.19	0.18
F	4.00	9%	4%	22%	17%	39%	9%	23		
R	4.97	0%	0%	7%	13%	57%	23%	30		
G	3.81	0%	31%	0%	25%	44%	0%	16		
U	5.00	0%	0%	0%	50%	0%	50%	2		
A	4.40	2%	5%	13%	20%	48%	11%	93		

Q27c Voice over IP (VoIP) pilot										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.56	5%	5%	9%	10%	49%	21%	77	1.34	0.30
F	3.83	17%	0%	33%	0%	33%	17%	6		
R	5.14	0%	0%	0%	10%	67%	24%	21		
G	3.92	8%	17%	0%	25%	50%	0%	12		
U	4.00	0%	50%	0%	0%	0%	50%	2		
A	4.58	6%	3%	14%	8%	44%	25%	36		

Q28a Telephone Services overall										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.51	2%	4%	9%	23%	53%	10%	508	1.03	0.09
F	4.23	4%	5%	14%	25%	45%	7%	96		
R	4.73	0%	2%	4%	27%	55%	13%	124		
G	4.18	3%	5%	13%	33%	44%	3%	78		
U	3.55	10%	19%	19%	13%	35%	3%	31		
A	4.82	0%	1%	7%	16%	63%	14%	179		

Q31 Which of the following best describes your involvement with MIT's cellular discount program?							
	Verizon account through MIT	Sprint/Nextel account through MIT	Cingular account through MIT	T-Mobile account through MIT	Not aware of discount programs	Knew about discounts, but not using them	Count
All	14%	4%	2%	1%	54%	24%	630
F	13%	2%	5%	1%	60%	19%	94
R	18%	4%	1%	2%	56%	19%	129
G	19%	2%	2%	1%	49%	27%	139
U	1%	1%	0%	1%	86%	11%	97
A	16%	9%	4%	0%	35%	36%	171

Enhancing Computing Ability



Q19a Help Desk: Ability to get through to a person										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.70	1%	2%	8%	22%	46%	20%	368	1.03	0.11
F	4.18	7%	6%	12%	24%	37%	13%	67		
R	5.01	0%	1%	3%	15%	55%	26%	74		
G	4.76	0%	1%	7%	24%	49%	19%	70		
U	4.81	0%	0%	12%	19%	46%	23%	26		
A	4.74	0%	2%	9%	24%	45%	21%	131		

Q19b Help Desk: Timeliness of resolution										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.65	2%	4%	7%	22%	47%	19%	371	1.08	0.11
F	4.33	6%	6%	9%	21%	42%	15%	66		
R	4.92	1%	3%	1%	16%	53%	25%	73		
G	4.75	1%	0%	6%	26%	48%	19%	69		
U	4.77	0%	0%	3%	37%	40%	20%	30		
A	4.58	0%	6%	10%	21%	47%	17%	133		

Q19c Help Desk: Professionalism										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.08	0%	0%	3%	13%	54%	29%	369	0.78	0.08
F	5.08	2%	0%	2%	14%	53%	30%	66		
R	5.14	0%	1%	3%	8%	56%	32%	72		
G	5.00	0%	0%	3%	20%	52%	25%	71		
U	5.29	0%	0%	0%	7%	57%	36%	28		
A	5.04	0%	0%	5%	14%	55%	27%	132		

Q19d Help Desk: Technical ability										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.85	0%	2%	6%	20%	47%	25%	365	0.95	0.10
F	4.79	2%	0%	8%	19%	51%	21%	63		
R	4.99	0%	1%	3%	19%	49%	27%	73		
G	4.80	0%	4%	6%	21%	44%	25%	71		
U	5.21	0%	0%	0%	18%	43%	39%	28		
A	4.76	0%	3%	8%	21%	47%	22%	130		

Q19e Help Desk: Clarity around who to go to for help										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.41	4%	6%	8%	28%	38%	17%	354	1.24	0.13
F	4.11	8%	6%	9%	34%	31%	12%	65		
R	4.56	4%	3%	4%	30%	39%	20%	70		
G	4.46	3%	6%	5%	29%	42%	15%	65		
U	4.62	0%	0%	8%	42%	31%	19%	26		
A	4.41	2%	9%	11%	20%	40%	18%	128		

Satisfaction with IS&T Problem Resolution Overall

Mean N

Q21a. IS&T problem resolution overall



4.60 407

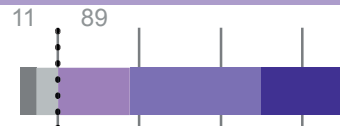
Q20a Change in Help Desk services over the past year

	Much Worse	Worse	About the Same	Better	Much Better	Count
All	0%	2%	74%	19%	5%	188
F	0%	3%	81%	16%	0%	32
R	0%	0%	67%	22%	11%	45
G	0%	0%	87%	13%	0%	23
U	0%	10%	90%	0%	0%	10
A	0%	1%	71%	22%	6%	78

Importance of Specified Items for Increasing Satisfaction with Problem Resolution

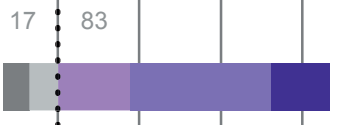
Mean N

Q22c. Faster response time for problem resolution



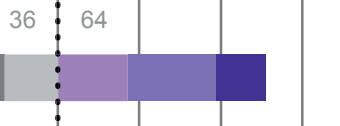
4.74 427

Q22a. Better web-based self-help



4.51 454

Q22b. Explanations in less technical terms



3.94 453

F
R
G
U
A

Q21a IS&T problem resolution overall										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.60	1%	3%	8%	27%	47%	15%	407	0.99	0.10
F	4.28	1%	3%	10%	43%	34%	7%	67		
R	4.77	0%	2%	5%	21%	57%	15%	82		
G	4.59	1%	7%	8%	18%	47%	18%	76		
U	4.58	5%	0%	5%	32%	37%	21%	38		
A	4.67	0%	2%	8%	25%	49%	15%	144		

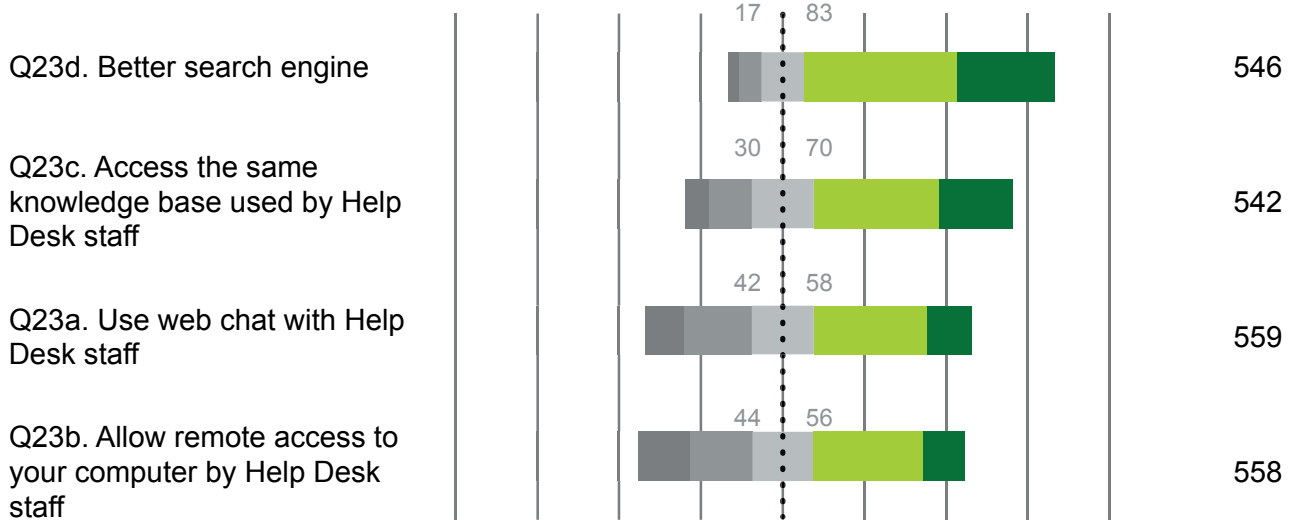
Q22a Better web-based self-help										
	Mean	1-VU	2-U	3-SU	4-SI	5-I	6-VI	Count	Std. Dev.	95% CI+-
All	4.52	2%	6%	9%	22%	43%	18%	454	1.19	0.11
F	4.05	5%	11%	15%	26%	33%	11%	66		
R	4.60	0%	6%	6%	28%	41%	18%	99		
G	4.58	1%	2%	14%	17%	52%	14%	93		
U	4.81	4%	4%	5%	14%	44%	30%	57		
A	4.53	4%	6%	6%	23%	43%	19%	139		

Q22b Explanations in less technical terms										
	Mean	1-VU	2-U	3-SU	4-SI	5-I	6-VI	Count	Std. Dev.	95% CI+-
All	3.95	6%	14%	16%	21%	27%	15%	453	1.46	0.13
F	3.23	9%	26%	25%	18%	15%	6%	65		
R	4.02	6%	15%	15%	18%	25%	20%	99		
G	3.62	6%	17%	24%	25%	22%	7%	89		
U	3.78	9%	15%	17%	24%	19%	17%	54		
A	4.49	3%	6%	9%	22%	39%	21%	146		

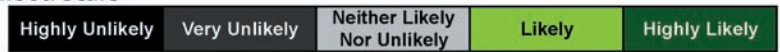
Q22c Faster response time for problem resolution										
	Mean	1-VU	2-U	3-SU	4-SI	5-I	6-VI	Count	Std. Dev.	95% CI+-
All	4.75	1%	4%	7%	22%	40%	26%	427	1.11	0.11
F	4.75	0%	3%	10%	30%	22%	35%	60		
R	4.76	1%	4%	6%	20%	44%	24%	90		
G	4.63	2%	2%	10%	19%	48%	18%	88		
U	4.44	4%	12%	4%	25%	29%	27%	52		
A	4.94	1%	1%	4%	20%	45%	28%	137		

Likelihood of Utilizing Additional IS&T Client Support Methods

N



Likelihood Scale



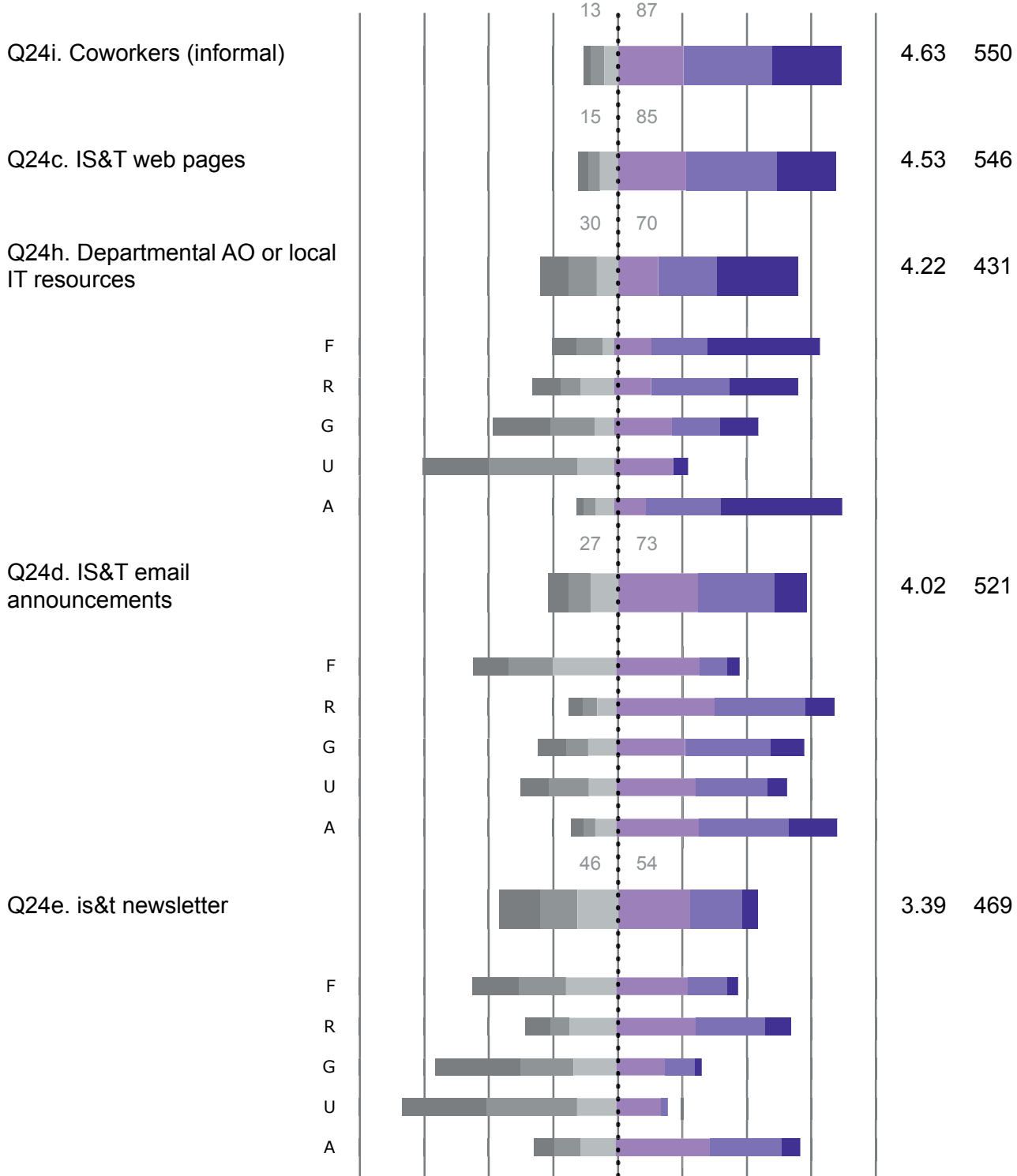
Q23a Use web chat with Help Desk staff						
	Highly Unlikely	Unlikely	Nthr Lkly Nor Unkly	Likely	Highly Likely	Count
All	12%	21%	19%	35%	13%	559
F	17%	19%	21%	33%	10%	78
R	9%	24%	25%	31%	12%	114
G	7%	18%	15%	39%	20%	122
U	18%	18%	17%	38%	9%	82
A	12%	22%	19%	34%	13%	163

Q23b Allow remote access to your computer by Help Desk staff						
	Highly Unlikely	Unlikely	Nthr Lkly Nor Unkly	Likely	Highly Likely	Count
All	16%	19%	18%	34%	13%	558
F	11%	16%	19%	43%	11%	83
R	18%	22%	18%	34%	9%	113
G	14%	26%	18%	30%	12%	121
U	31%	20%	23%	17%	9%	81
A	11%	14%	16%	40%	19%	160

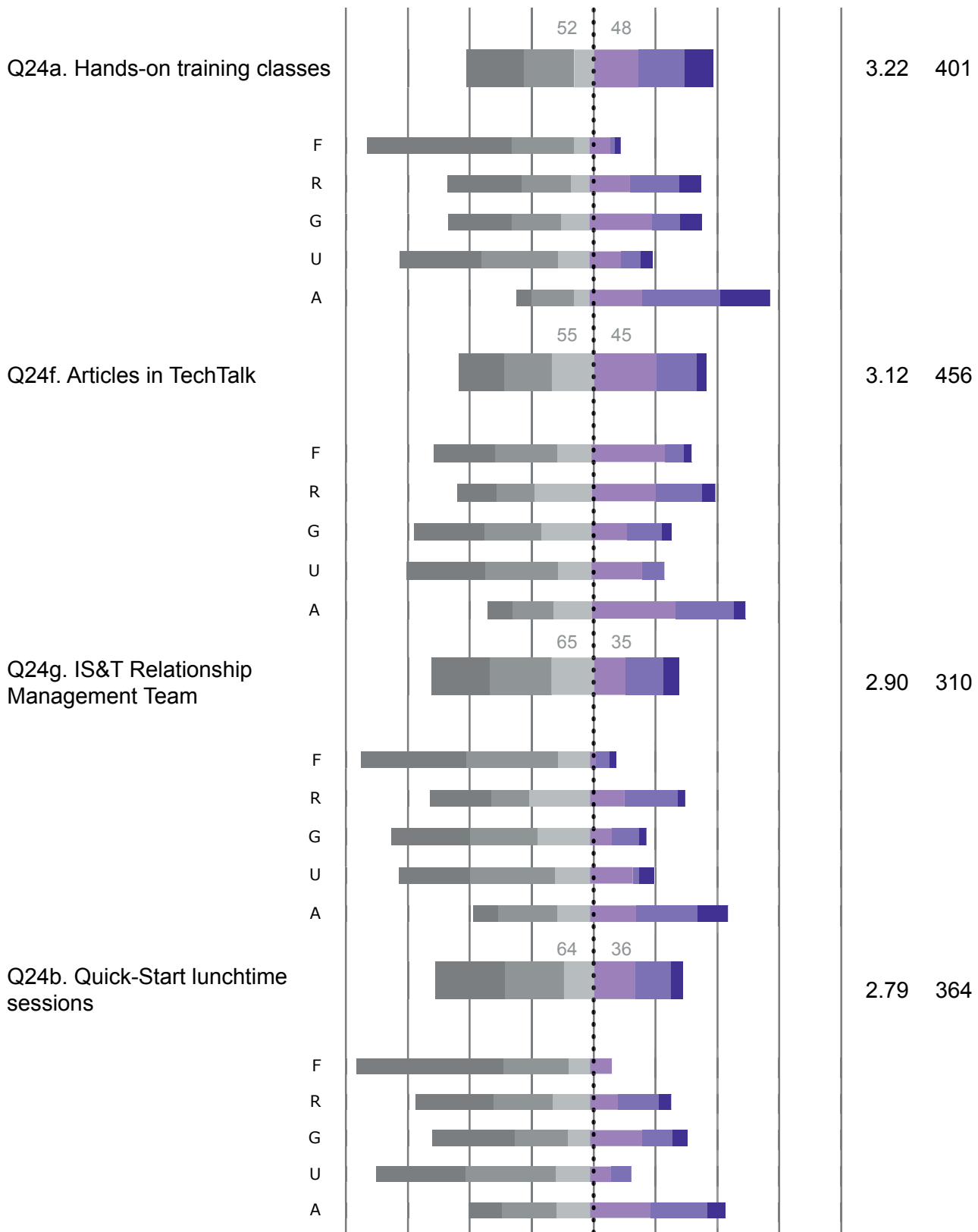
Q23c Access the same knowledge base used by Help Desk staff						
	Highly Unlikely	Unlikely	Nthr Lkly Nor Unkly	Likely	Highly Likely	Count
All	7%	13%	19%	38%	23%	542
F	7%	16%	20%	32%	25%	75
R	4%	14%	13%	45%	23%	113
G	4%	13%	14%	41%	28%	120
U	11%	4%	28%	37%	20%	79
A	9%	15%	22%	35%	18%	155

Q23d Better search engine						
	Highly Unlikely	Unlikely	Nthr Lkly Nor Unkly	Likely	Highly Likely	Count
All	3%	7%	13%	47%	30%	546
F	8%	13%	10%	43%	26%	77
R	1%	6%	10%	50%	33%	117
G	1%	7%	17%	46%	29%	123
U	6%	4%	14%	39%	37%	84
A	3%	6%	12%	53%	26%	145

Importance of Resources for Learning About New Services or Upgrades Mean N



See Appendix A **Q25. What would increase your satisfaction with how IS&T provides you with the information you need?**



Q24a Hands-on training classes for learning about new offerings										
	Mean	1-VU	2-U	3-SU	4-SI	5-I	6-VI	Count	Std. Dev.	95% CI+-
All	3.23	23%	20%	8%	18%	19%	11%	401	1.75	0.17
F	1.80	57%	24%	6%	8%	2%	2%	49		
R	3.02	29%	20%	7%	16%	20%	9%	82		
G	3.04	25%	20%	11%	25%	11%	9%	81		
U	2.48	33%	30%	13%	13%	8%	5%	40		
A	4.12	6%	17%	6%	21%	31%	19%	149		

Q24b Quick-Start lunchtime sessions for learning about new offerings										
	Mean	1-VU	2-U	3-SU	4-SI	5-I	6-VI	Count	Std. Dev.	95% CI+-
All	2.80	28%	24%	12%	17%	15%	5%	364	1.58	0.16
F	1.68	57%	26%	9%	9%	0%	0%	47		
R	2.73	30%	23%	15%	11%	16%	5%	82		
G	2.76	32%	21%	9%	21%	12%	6%	68		
U	2.19	35%	35%	14%	8%	8%	0%	37		
A	3.43	12%	22%	13%	24%	22%	7%	130		

Q24c IS&T web pages for learning about new offerings										
	Mean	1-VU	2-U	3-SU	4-SI	5-I	6-VI	Count	Std. Dev.	95% CI+-
All	4.54	4%	4%	7%	26%	35%	23%	546	1.26	0.11
F	4.11	11%	5%	8%	30%	27%	18%	73		
R	4.48	3%	3%	9%	33%	34%	18%	109		
G	4.79	2%	2%	5%	26%	36%	29%	121		
U	4.82	2%	1%	4%	26%	38%	29%	84		
A	4.43	3%	9%	9%	21%	38%	21%	159		

Q24d IS&T email announcements for learning about new offerings										
	Mean	1-VU	2-U	3-SU	4-SI	5-I	6-VI	Count	Std. Dev.	95% CI+-
All	4.03	8%	8%	11%	31%	30%	12%	521	1.40	0.12
F	3.22	13%	16%	24%	31%	10%	4%	67		
R	4.22	5%	5%	7%	37%	34%	11%	111		
G	3.98	11%	8%	11%	26%	32%	13%	112		
U	3.70	10%	15%	10%	30%	27%	7%	67		
A	4.39	5%	4%	8%	31%	34%	18%	164		

Q24e is&t newsletter for learning about new offerings										
	Mean	1-VU	2-U	3-SU	4-SI	5-I	6-VI	Count	Std. Dev.	95% CI+-
All	3.39	16%	14%	16%	28%	20%	6%	469	1.49	0.14
F	3.16	18%	18%	19%	27%	15%	4%	74		
R	3.85	10%	7%	18%	30%	26%	10%	114		
G	2.64	32%	20%	16%	19%	11%	2%	81		
U	2.24	32%	34%	15%	17%	2%	0%	41		
A	3.85	8%	10%	13%	35%	27%	7%	159		

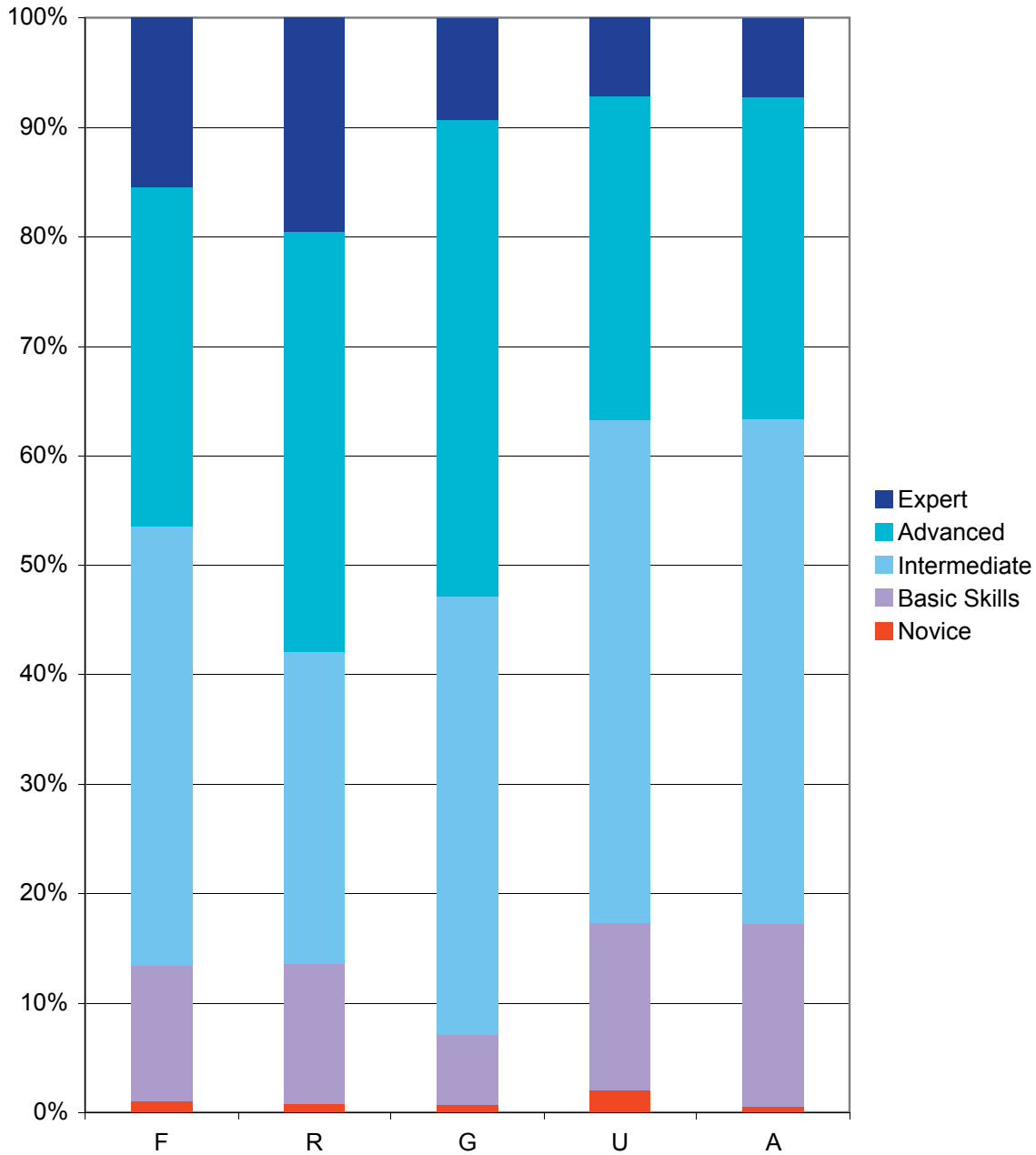
Q24f Articles in TechTalk for learning about new offerings										
	Mean	1-VU	2-U	3-SU	4-SI	5-I	6-VI	Count	Std. Dev.	95% CI+-
All	3.13	18%	19%	17%	25%	16%	4%	456	1.47	0.13
F	2.81	24%	24%	13%	28%	7%	3%	67		
R	3.31	15%	15%	22%	25%	18%	5%	100		
G	2.75	28%	22%	20%	14%	14%	3%	87		
U	2.48	30%	28%	13%	20%	9%	0%	46		
A	3.56	10%	16%	15%	33%	22%	4%	156		

Q24g IS&T Relationship Management Team for learning about new offerings										
	Mean	1-VU	2-U	3-SU	4-SI	5-I	6-VI	Count	Std. Dev.	95% CI+-
All	2.90	24%	25%	17%	13%	15%	6%	310	1.58	0.18
F	2.03	41%	36%	13%	3%	5%	3%	39		
R	3.01	24%	15%	24%	13%	21%	3%	67		
G	2.50	31%	26%	21%	9%	10%	3%	68		
U	2.50	28%	33%	14%	17%	3%	6%	36		
A	3.59	10%	23%	13%	18%	24%	12%	100		

Q24h Departmental AO or local IT resources for learning about new offerings										
	Mean	1-VU	2-U	3-SU	4-SI	5-I	6-VI	Count	Std. Dev.	95% CI+-
All	4.23	11%	11%	8%	16%	23%	31%	431	1.71	0.16
F	4.56	8%	10%	4%	14%	21%	42%	71		
R	4.21	11%	7%	13%	14%	30%	26%	94		
G	3.41	22%	17%	7%	22%	18%	14%	83		
U	2.56	25%	33%	14%	22%	0%	6%	36		
A	4.95	3%	5%	7%	12%	28%	46%	147		

Q24i Coworkers (informal) for learning about new offerings										
	Mean	1-VU	2-U	3-SU	4-SI	5-I	6-VI	Count	Std. Dev.	95% CI+-
All	4.64	3%	5%	5%	25%	34%	27%	550	1.24	0.10
F	4.60	3%	5%	8%	23%	37%	24%	78		
R	4.68	1%	8%	4%	26%	34%	28%	120		
G	4.60	5%	2%	6%	28%	32%	26%	114		
U	4.49	5%	6%	3%	28%	38%	20%	65		
A	4.71	2%	5%	6%	23%	33%	31%	173		

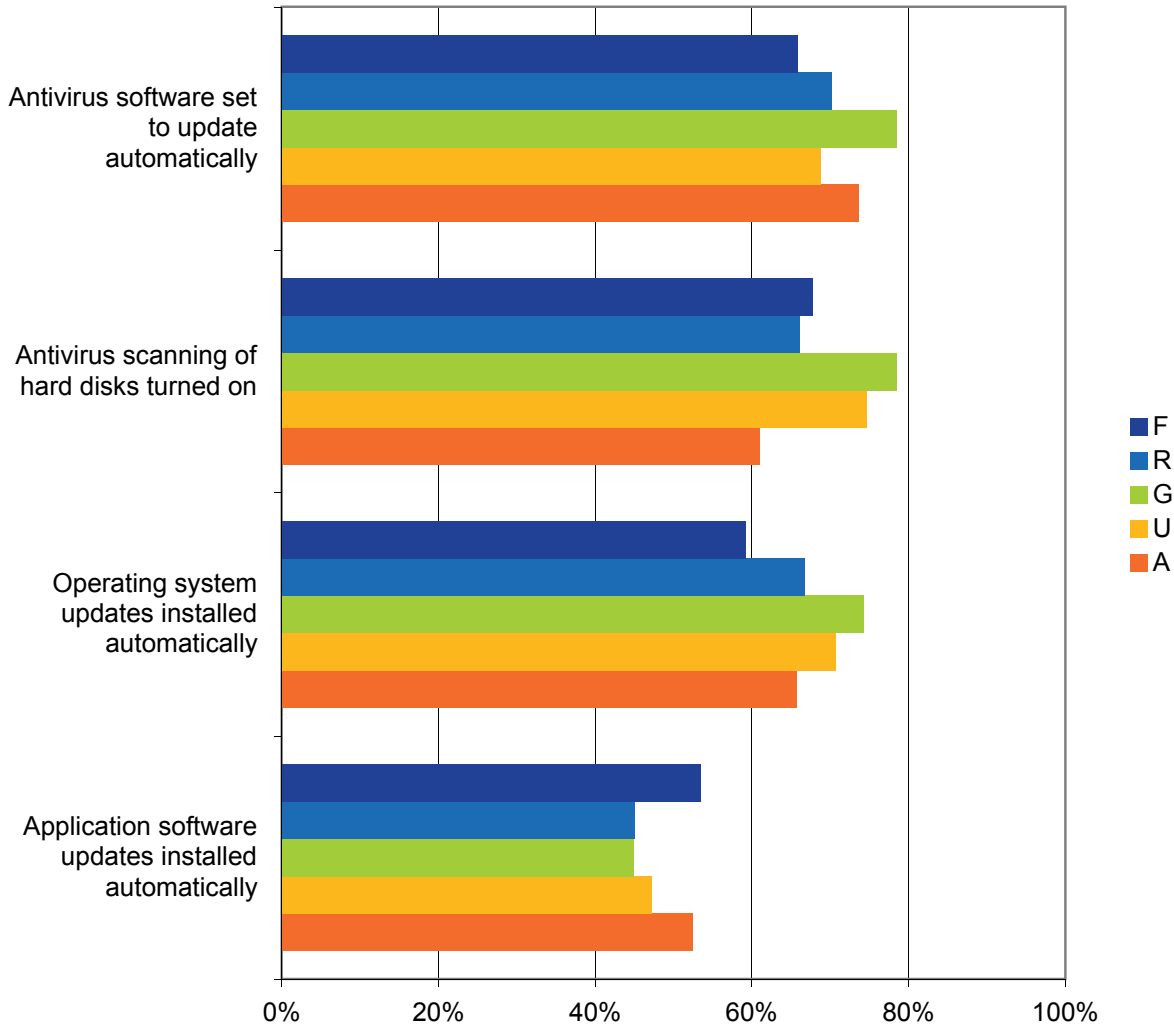
Q35. Self-Rating for Proficiency with Computers



Q35 Computer proficiency						
	Novice	Basic Skills	Intermediate	Advanced	Expert	Count
All	1%	13%	40%	35%	11%	648
F	1%	12%	40%	31%	15%	97
R	1%	13%	29%	38%	20%	133
G	1%	6%	40%	44%	9%	140
U	2%	15%	46%	30%	7%	98
A	1%	17%	46%	29%	7%	180

Computer Security and Backups

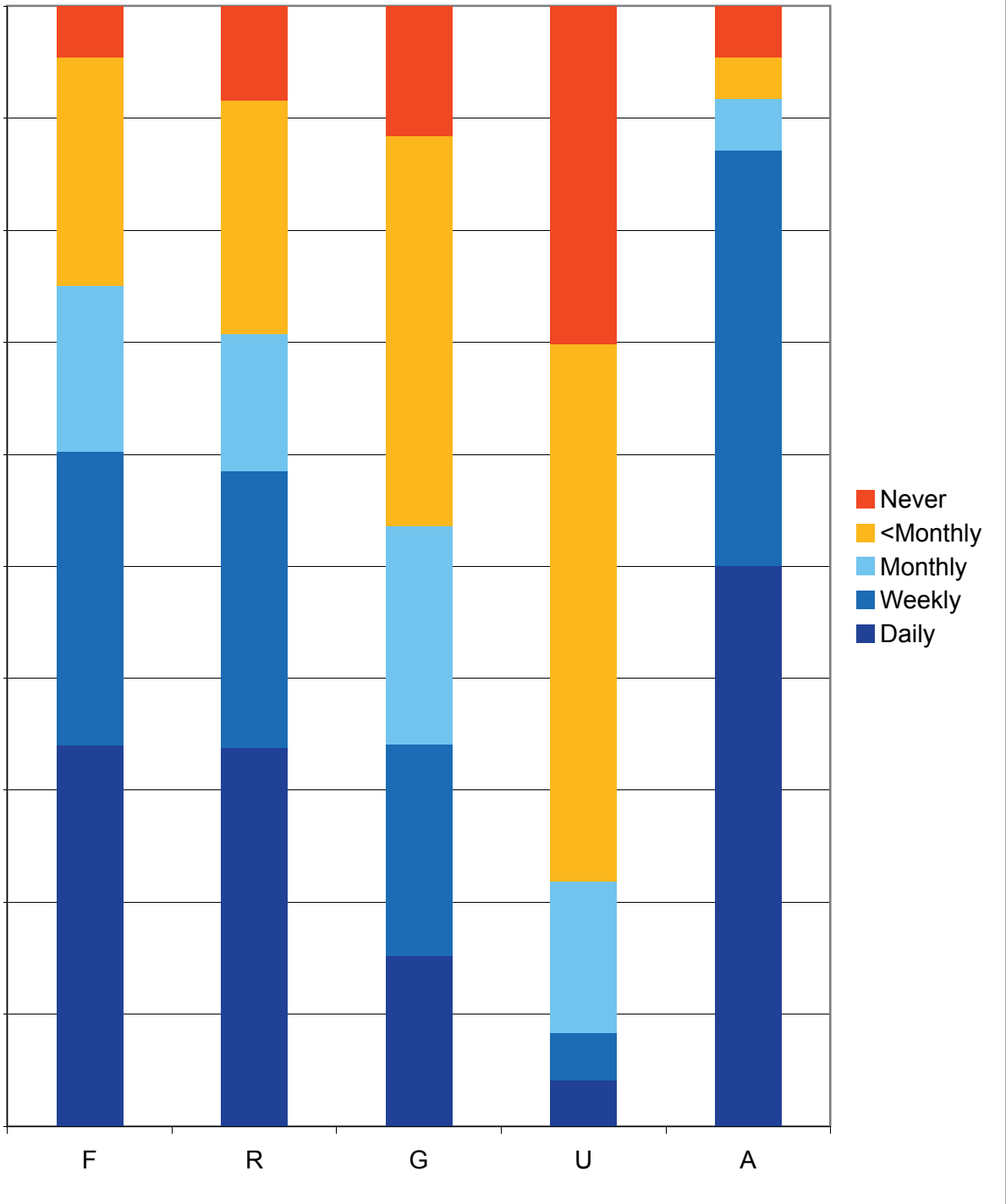
Q14. Percent of All Respondents Taking Specified Preventive Security Measures, n=686



See Appendix A **Q15. What specific help do you think you need to keep your computing environment safer?**

Q14 Percent taking specified preventive security measures				
	Antivirus software set to update automatically	Antivirus scanning of hard disks turned on	Operating system updates installed automatically	Application software updates installed automatically
All	72%	69%	67%	49%
F	66%	68%	59%	53%
R	70%	66%	67%	45%
G	78%	78%	74%	45%
U	69%	75%	71%	47%
A	74%	61%	66%	52%

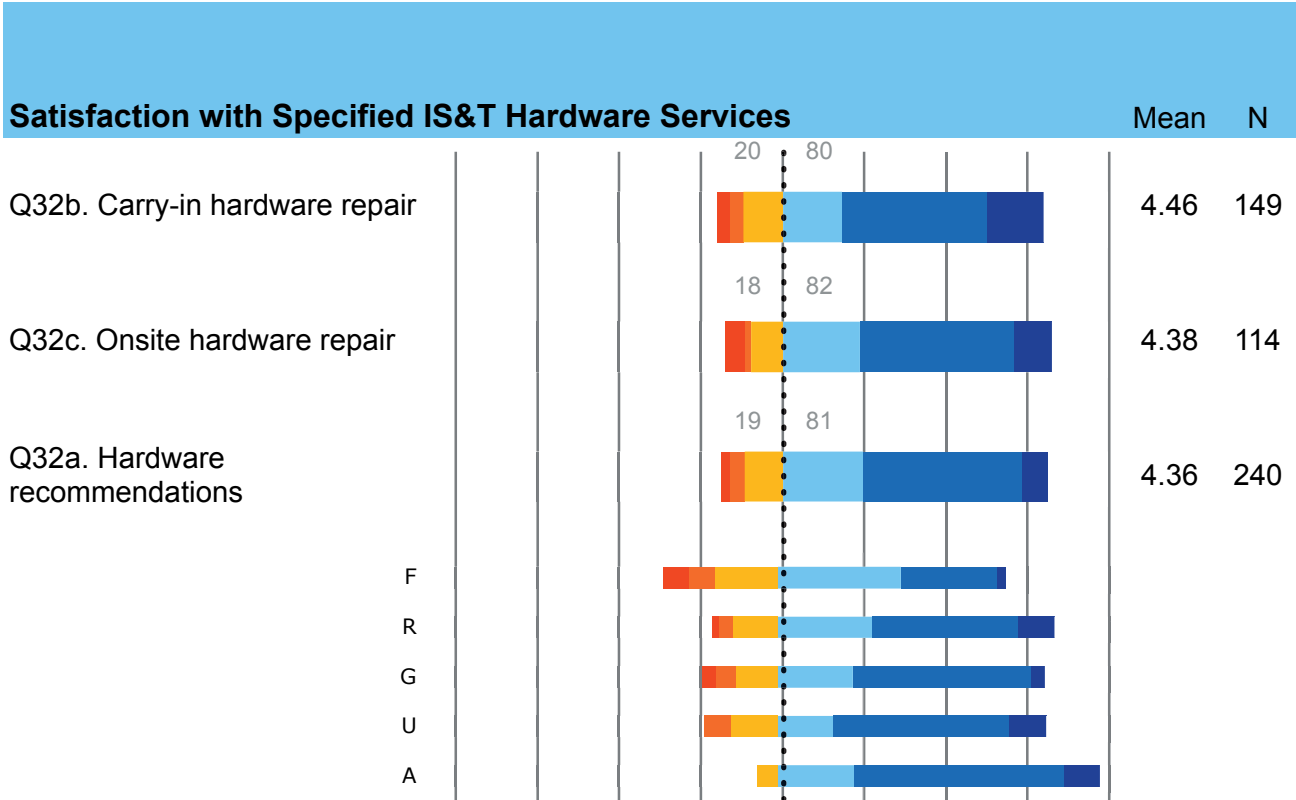
Q18. Frequency of Data Backup



Q18a Data backup frequency						
	Never	<Monthly	Monthly	Weekly	Daily	Count
All	11%	25%	13%	23%	28%	584
F	5%	20%	15%	26%	34%	88
R	8%	21%	12%	25%	34%	130
G	12%	35%	20%	19%	15%	138
U	30%	48%	14%	4%	4%	96
A	5%	4%	5%	37%	50%	132

Q18a Percent of Respondents with Data at Risk by Period						
	At All Times	Over One Month or Less	1 Month or Less	1 Week or Less	1 Day or Less	Count
All	11%	36%	49%	72%	100%	132
F	5%	25%	40%	66%	100%	96
R	8%	29%	42%	66%	100%	138
G	12%	46%	66%	85%	100%	130
U	30%	78%	92%	96%	100%	88
A	5%	8%	13%	50%	100%	584

Hardware Services



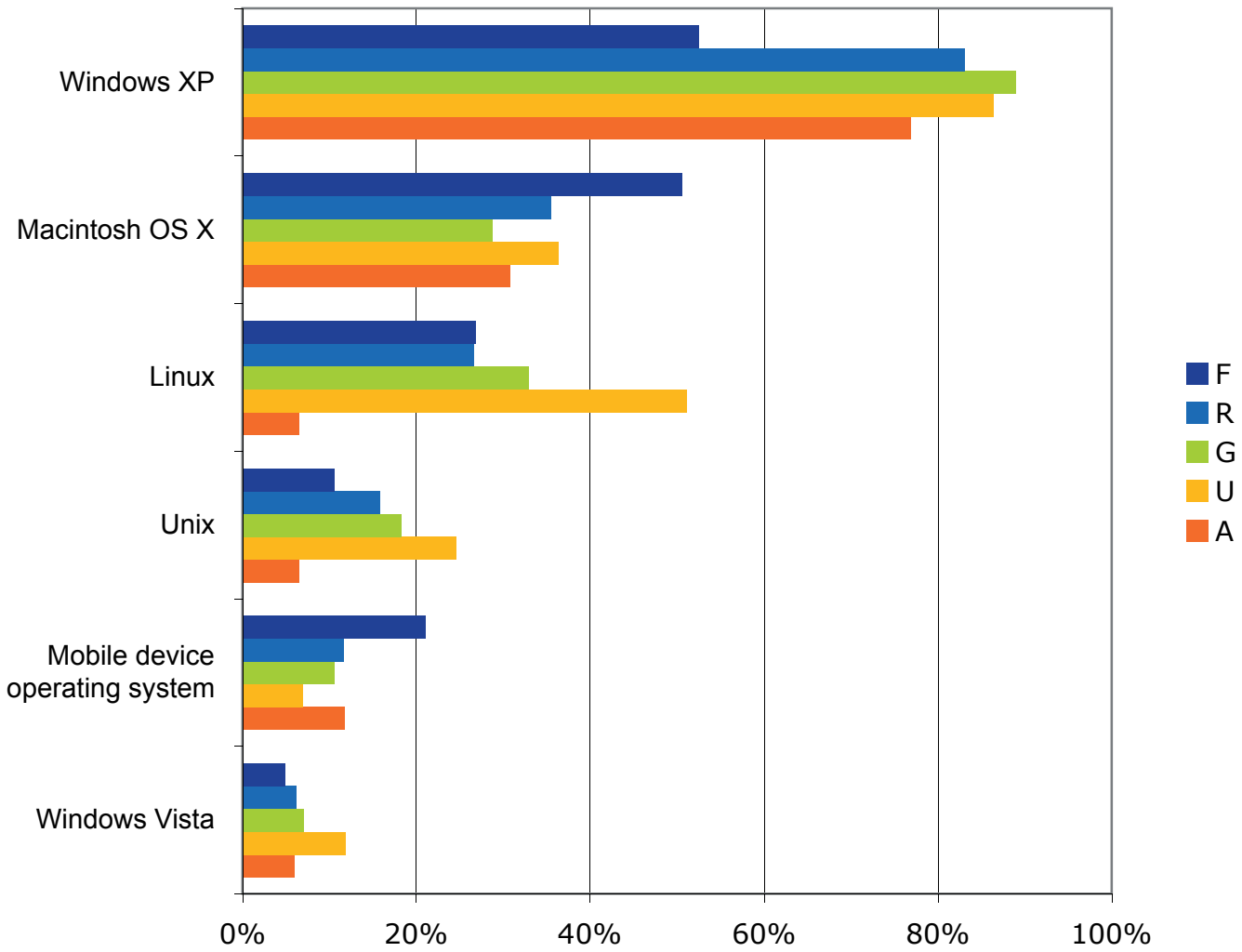
Q28a Telephone Services overall										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.51	2%	4%	9%	23%	53%	10%	508	1.03	0.09
F	4.23	4%	5%	14%	25%	45%	7%	96		
R	4.73	0%	2%	4%	27%	55%	13%	124		
G	4.18	3%	5%	13%	33%	44%	3%	78		
U	3.55	10%	19%	19%	13%	35%	3%	31		
A	4.82	0%	1%	7%	16%	63%	14%	179		

Q32a Hardware recommendations										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.36	3%	5%	12%	25%	49%	8%	240	1.10	0.14
F	3.77	8%	8%	18%	36%	28%	3%	39		
R	4.36	2%	4%	13%	28%	43%	11%	47		
G	4.24	4%	6%	12%	22%	52%	4%	50		
U	4.43	0%	8%	14%	16%	51%	11%	37		
A	4.76	0%	0%	6%	22%	61%	10%	67		

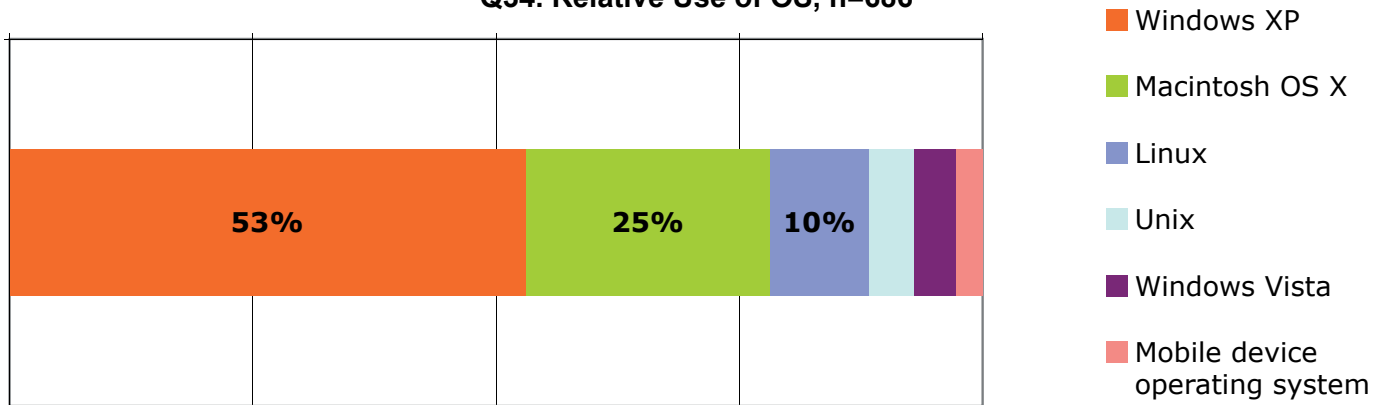
Q32b Carry-in hardware repair										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.47	4%	4%	12%	18%	44%	17%	149	1.26	0.20
F	4.15	6%	3%	21%	24%	30%	15%	33		
R	4.92	0%	4%	4%	13%	54%	25%	24		
G	4.23	9%	6%	20%	6%	40%	20%	35		
U	4.23	8%	8%	8%	23%	38%	15%	13		
A	4.73	0%	2%	5%	25%	55%	14%	44		

Computing Environment

Q34. OS Used At All, n=686



Q34. Relative Use of OS, n=686

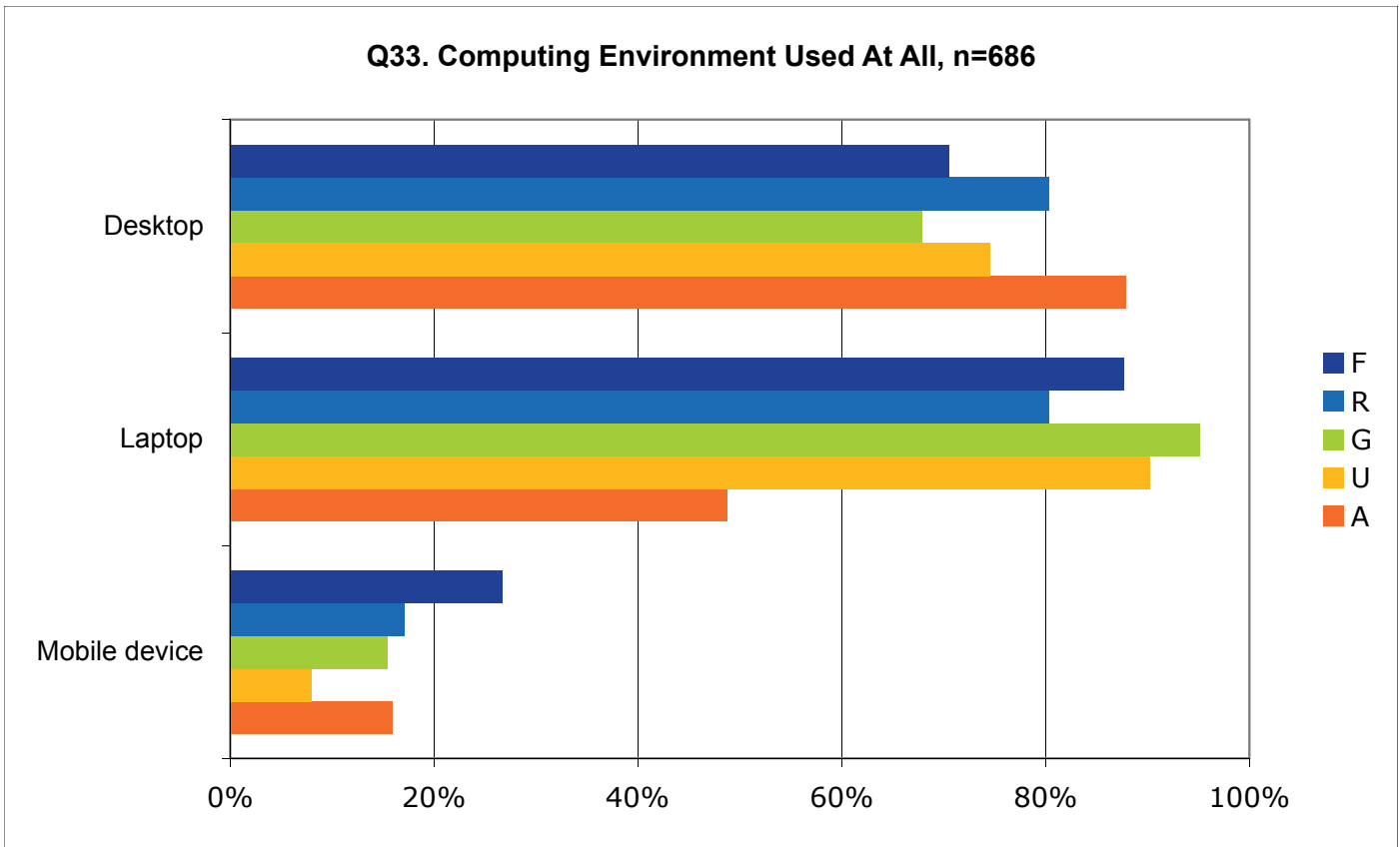


Q34. OS Used At All

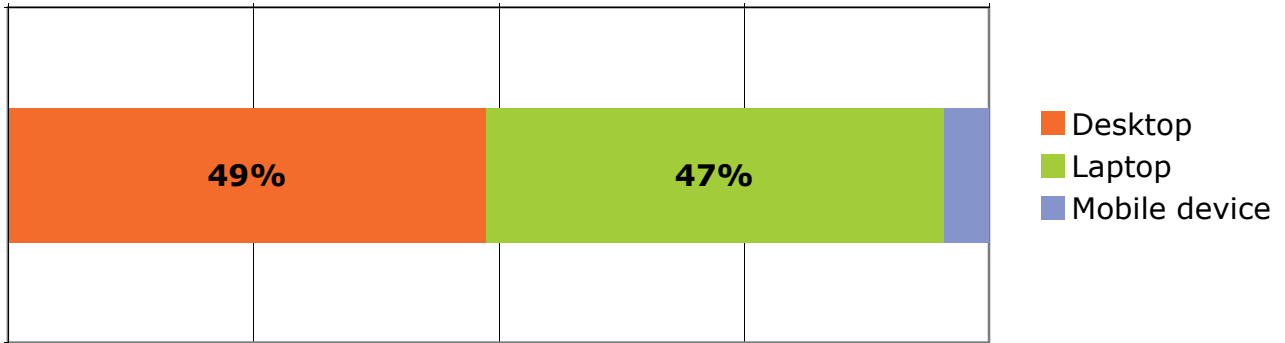
	Windows XP	Macintosh OS X	Linux	Unix	Mobile device operating system	Windows Vista	Count
All	76%	34%	25%	14%	12%	7%	686
F	52%	50%	27%	10%	21%	5%	105
R	83%	35%	27%	16%	12%	6%	147
G	89%	29%	33%	18%	10%	7%	143
U	86%	36%	51%	25%	7%	12%	102
A	77%	31%	6%	6%	12%	6%	189

Q34. OS Relative Share

	Windows XP	Macintosh OS X	Linux	Unix	Windows Vista	Mobile device operating system	Count
All	53%	25%	10%	5%	4%	3%	686
F	38%	39%	13%	3%	4%	4%	105
R	50%	20%	15%	8%	4%	2%	147
G	60%	18%	10%	4%	5%	4%	143
U	54%	21%	11%	6%	6%	2%	102
A	59%	28%	4%	2%	4%	2%	189



Q33. Relative Use of Computing Environment, n=686



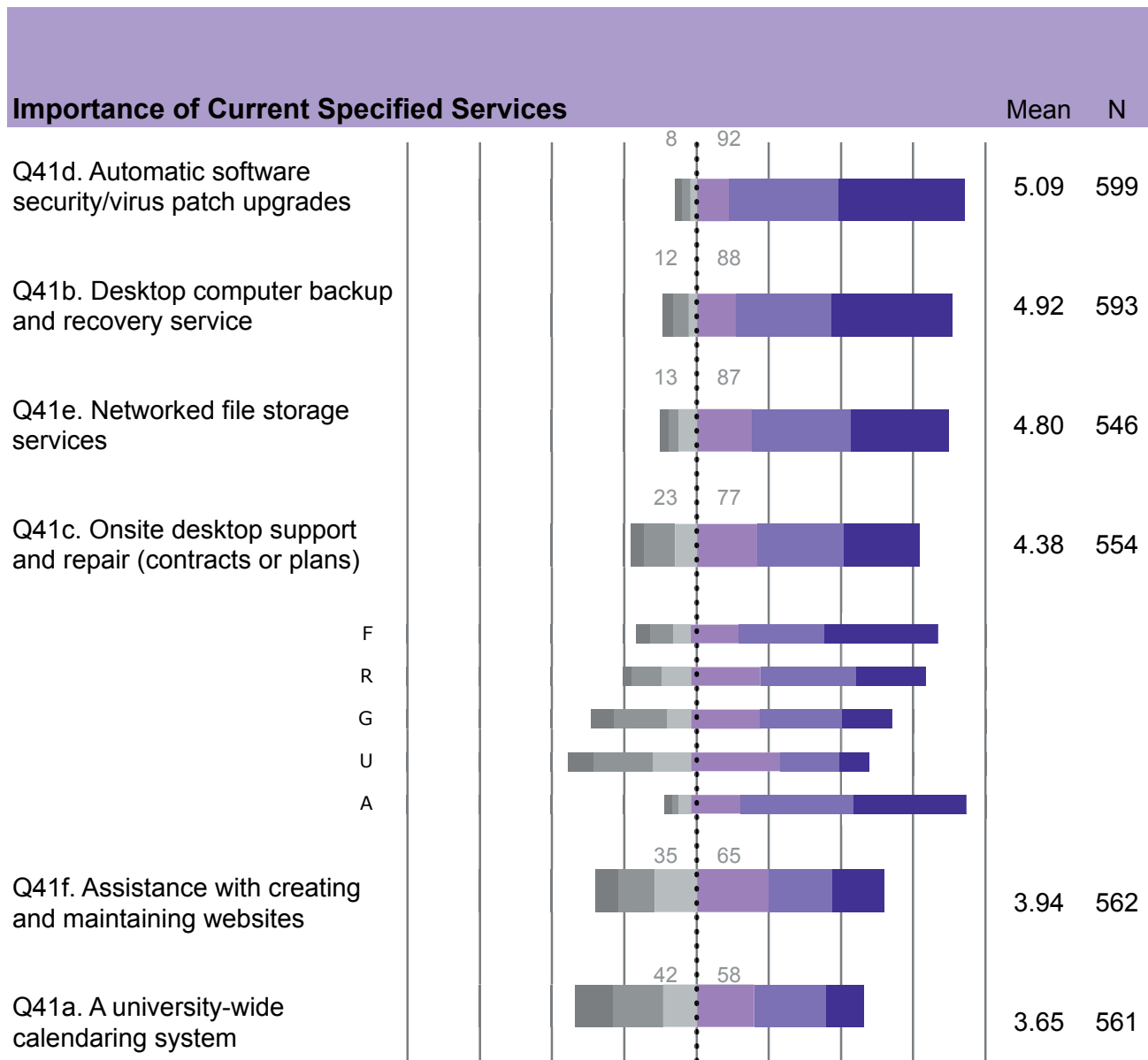
**Q33. Computing Environments
Used At All**

	Desktop	Laptop	Mobile device	Count
All	75%	75%	16%	686
F	70%	88%	27%	105
R	80%	80%	17%	147
G	68%	95%	15%	143
U	75%	90%	8%	102
A	88%	49%	16%	189

**Q33. Relative Use of Computing
Environments**

	Desktop	Laptop	Mobile device	Count
All	49%	47%	5%	686
F	46%	47%	7%	105
R	54%	41%	4%	147
G	29%	64%	6%	143
U	29%	70%	1%	102
A	71%	25%	4%	189

General Questions



Q41a A university-wide calendaring system										
	Mean	1-VU	2-U	3-SU	4-SI	5-I	6-VI	Count	Std. Dev.	95% CI+-
All	3.65	13%	17%	12%	20%	25%	13%	561	1.63	0.13
F	3.32	23%	19%	8%	15%	22%	13%	78		
R	3.37	14%	23%	10%	25%	18%	9%	118		
G	3.63	13%	21%	10%	17%	27%	13%	126		
U	3.77	9%	12%	16%	26%	31%	6%	81		
A	3.98	10%	12%	14%	17%	27%	20%	158		

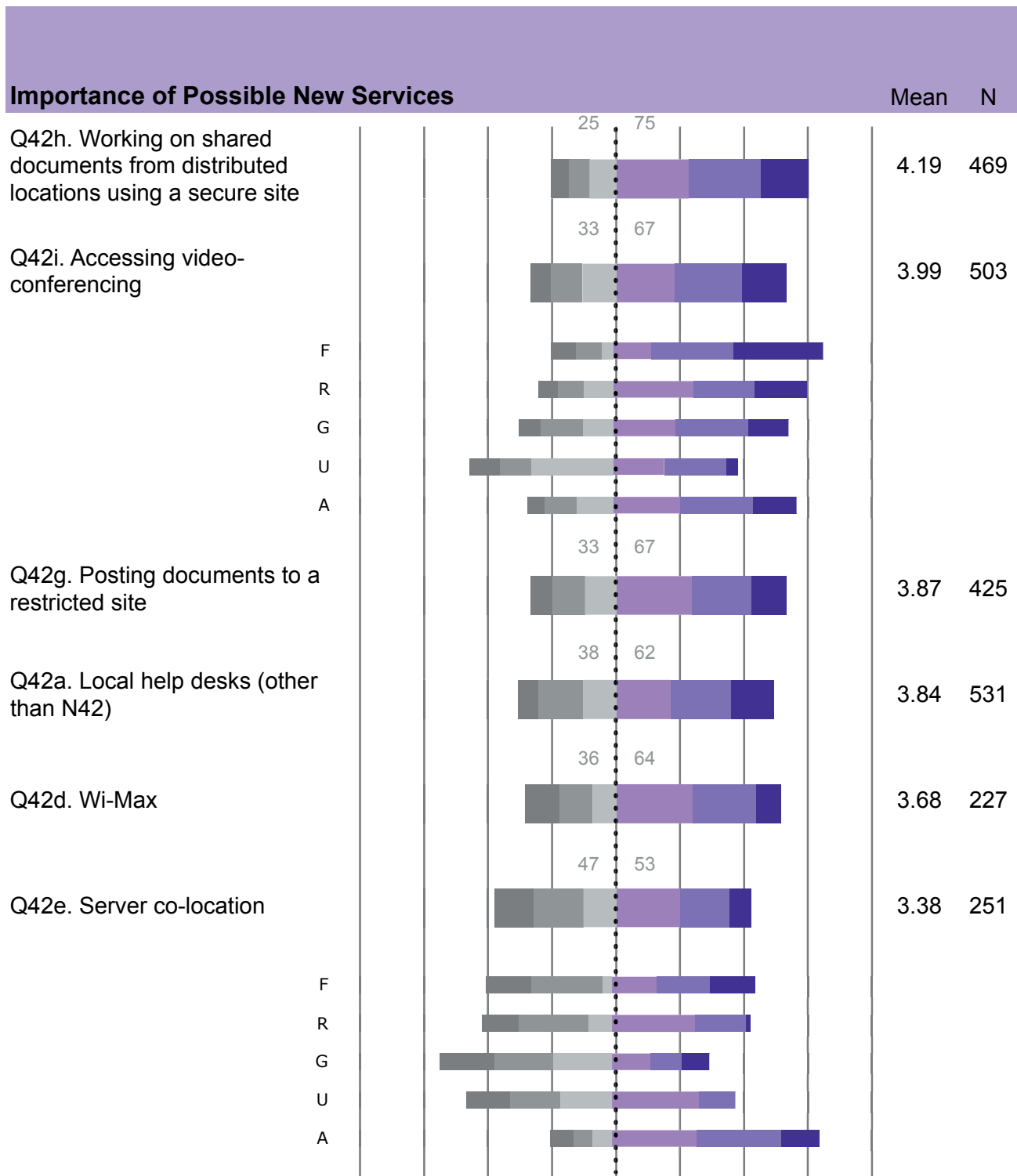
Q41b Desktop computer backup and recovery service										
	Mean	1-VU	2-U	3-SU	4-SI	5-I	6-VI	Count	Std. Dev.	95% CI+-
All	4.92	4%	5%	3%	14%	33%	42%	593	1.30	0.11
F	5.07	7%	2%	1%	11%	27%	52%	92		
R	4.92	2%	7%	2%	15%	35%	39%	127		
G	4.71	5%	6%	4%	17%	33%	35%	132		
U	4.38	4%	10%	8%	22%	34%	22%	77		
A	5.27	2%	2%	1%	8%	35%	52%	165		

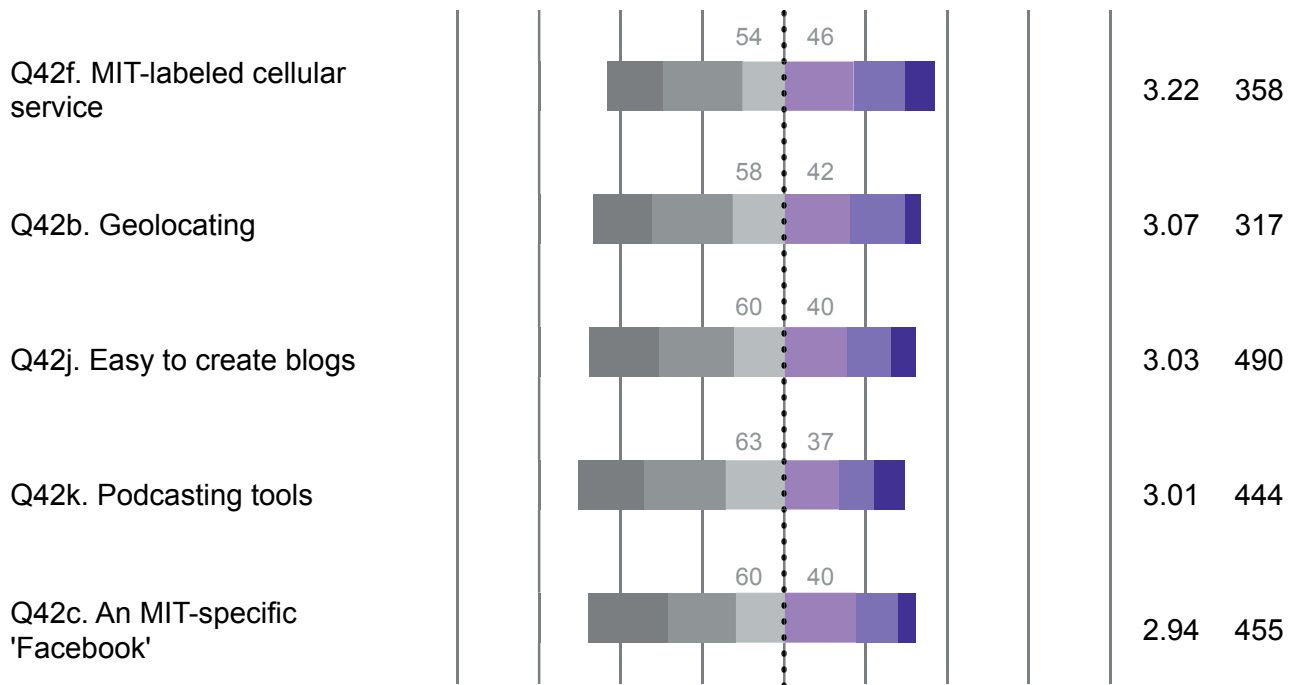
Q41c Onsite desktop support and repair (contracts or plans)										
	Mean	1-VU	2-U	3-SU	4-SI	5-I	6-VI	Count	Std. Dev.	95% CI+-
All	4.39	5%	10%	8%	21%	30%	26%	554	1.46	0.12
F	4.68	5%	8%	6%	16%	28%	38%	88		
R	4.41	2%	10%	10%	23%	32%	23%	122		
G	3.94	8%	17%	8%	23%	27%	17%	126		
U	3.62	8%	20%	13%	30%	20%	10%	71		
A	4.96	3%	2%	4%	16%	37%	37%	147		

Q41d Automatic software security/virus patch upgrades										
	Mean	1-VU	2-U	3-SU	4-SI	5-I	6-VI	Count	Std. Dev.	95% CI+-
All	5.10	2%	3%	2%	11%	38%	43%	599	1.12	0.09
F	5.16	2%	4%	3%	6%	34%	51%	89		
R	5.12	2%	2%	2%	11%	43%	40%	129		
G	4.99	2%	4%	2%	11%	45%	35%	133		
U	4.54	2%	5%	6%	28%	38%	20%	81		
A	5.40	2%	1%	1%	5%	31%	60%	167		

Q41e Networked file storage services										
	Mean	1-VU	2-U	3-SU	4-SI	5-I	6-VI	Count	Std. Dev.	95% CI+-
All	4.80	3%	3%	6%	19%	34%	34%	546	1.23	0.10
F	4.43	10%	6%	6%	20%	24%	34%	80		
R	4.78	2%	3%	11%	18%	34%	33%	119		
G	4.92	2%	3%	5%	15%	38%	36%	130		
U	4.75	1%	1%	5%	28%	41%	23%	75		
A	4.96	1%	4%	4%	18%	34%	39%	142		

Q41f Assistance with creating and maintaining websites										
	Mean	1-VU	2-U	3-SU	4-SI	5-I	6-VI	Count	Std. Dev.	95% CI+-
All	3.94	8%	12%	15%	25%	22%	18%	562	1.52	0.13
F	4.34	7%	7%	8%	20%	40%	18%	88		
R	3.68	8%	17%	16%	32%	14%	14%	116		
G	3.81	9%	13%	17%	27%	20%	15%	128		
U	3.73	8%	14%	23%	23%	17%	15%	78		
A	4.14	9%	11%	11%	21%	23%	25%	152		





See Appendix A	Q46. What could IS&T do to make it easier for you to do your work?
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Q42a Local help desks (other than N42)										
	Mean	1-VU	2-U	3-SU	4-SI	5-I	6-VI	Count	Std. Dev.	95% CI+-
All	3.85	8%	17%	13%	21%	24%	17%	531	1.56	0.13
F	3.72	7%	29%	13%	9%	19%	23%	69		
R	3.85	7%	18%	9%	28%	25%	13%	116		
G	3.55	12%	18%	17%	21%	19%	13%	121		
U	3.82	8%	15%	15%	23%	27%	12%	74		
A	4.15	6%	12%	13%	21%	27%	21%	151		

Q42b Geolocating										
	Mean	1-VU	2-U	3-SU	4-SI	5-I	6-VI	Count	Std. Dev.	95% CI+-
All	3.07	18%	25%	16%	20%	17%	5%	317	1.50	0.17
F	3.06	19%	33%	6%	11%	25%	6%	36		
R	2.80	20%	28%	16%	24%	8%	3%	74		
G	3.16	20%	21%	14%	19%	19%	7%	85		
U	3.02	16%	22%	25%	22%	14%	2%	51		

Q42c An MIT-specific 'Facebook'										
	Mean	1-VU	2-U	3-SU	4-SI	5-I	6-VI	Count	Std. Dev.	95% CI+-
All	2.95	24%	21%	15%	22%	13%	5%	455	1.55	0.14
F	3.21	18%	19%	11%	33%	16%	4%	57		
R	2.84	26%	22%	12%	25%	10%	4%	89		
G	2.86	29%	21%	13%	18%	12%	8%	118		
U	2.75	24%	22%	27%	14%	11%	3%	79		
A	3.13	21%	20%	13%	24%	15%	7%	112		

Q42d Wi-Max										
	Mean	1-VU	2-U	3-SU	4-SI	5-I	6-VI	Count	Std. Dev.	95% CI+-
All	3.68	14%	13%	9%	30%	25%	10%	227	1.54	0.20
F	4.00	17%	13%	3%	13%	27%	27%	30		
R	3.65	12%	14%	9%	35%	21%	9%	57		
G	3.74	12%	15%	8%	26%	27%	11%	73		
U	3.61	13%	6%	13%	45%	19%	3%	31		
A	3.42	17%	11%	14%	31%	28%	0%	36		

Q42e Server co-location										
	Mean	1-VU	2-U	3-SU	4-SI	5-I	6-VI	Count	Std. Dev.	95% CI+-
All	3.39	15%	20%	13%	25%	19%	8%	251	1.56	0.19
F	3.47	17%	27%	3%	17%	20%	17%	30		
R	3.21	14%	26%	9%	31%	19%	2%	58		
G	3.06	20%	22%	22%	14%	12%	10%	69		
U	3.08	16%	19%	19%	32%	14%	0%	37		
A	4.12	9%	7%	7%	32%	32%	14%	57		

Q42f MIT-labeled cellular service										
	Mean	1-VU	2-U	3-SU	4-SI	5-I	6-VI	Count	Std. Dev.	95% CI+-
All	3.22	17%	24%	13%	21%	16%	9%	358	1.59	0.16
F	3.27	16%	32%	5%	18%	16%	14%	44		
R	3.13	13%	32%	11%	22%	18%	4%	76		
G	2.98	25%	24%	11%	15%	18%	7%	100		
U	3.05	17%	24%	20%	22%	10%	7%	59		
A	3.71	10%	14%	16%	29%	15%	15%	79		

Q42g Posting documents to a restricted site										
	Mean	1-VU	2-U	3-SU	4-SI	5-I	6-VI	Count	Std. Dev.	95% CI+-
All	3.88	8%	13%	12%	30%	23%	14%	425	1.47	0.14
F	4.10	7%	15%	10%	20%	24%	24%	59		
R	3.93	11%	9%	11%	28%	28%	13%	92		
G	3.74	9%	15%	15%	28%	20%	13%	109		
U	3.83	6%	9%	16%	41%	20%	8%	64		
A	3.86	8%	15%	10%	31%	24%	13%	101		

Q42h Working on shared documents from distributed locations using a secure site										
	Mean	1-VU	2-U	3-SU	4-SI	5-I	6-VI	Count	Std. Dev.	95% CI+-
All	4.19	6%	8%	10%	28%	28%	19%	469	1.41	0.13
F	4.03	9%	14%	9%	20%	25%	22%	64		
R	4.19	8%	8%	7%	28%	30%	18%	99		
G	4.04	6%	11%	13%	29%	24%	17%	119		
U	4.14	6%	6%	15%	30%	30%	14%	71		
A	4.47	4%	3%	8%	31%	32%	22%	116		

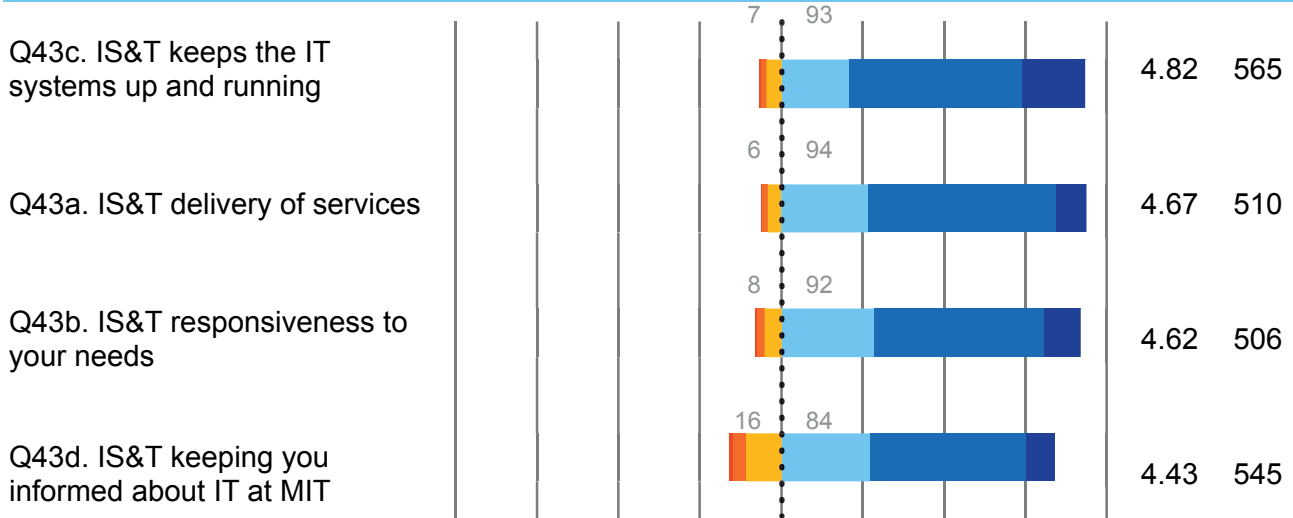
Q42i Accessing video-conferencing										
	Mean	1-VU	2-U	3-SU	4-SI	5-I	6-VI	Count	Std. Dev.	95% CI+-
All	4.00	8%	12%	13%	23%	26%	17%	503	1.52	0.13
F	4.49	8%	10%	4%	14%	31%	33%	72		
R	4.10	7%	10%	11%	30%	23%	20%	111		
G	3.90	8%	16%	11%	23%	27%	15%	126		
U	3.43	12%	12%	30%	19%	23%	4%	69		
A	4.02	6%	12%	14%	25%	27%	16%	125		

Q42j Easy to create blogs										
	Mean	1-VU	2-U	3-SU	4-SI	5-I	6-VI	Count	Std. Dev.	95% CI+-
All	3.03	21%	23%	15%	19%	13%	8%	490	1.58	0.14
F	2.97	22%	27%	8%	25%	10%	8%	63		
R	3.06	21%	21%	15%	21%	15%	6%	108		
G	3.02	20%	25%	16%	16%	14%	8%	122		
U	3.01	17%	23%	21%	21%	15%	3%	75		
A	3.07	24%	20%	15%	17%	13%	11%	122		

Q42k Podcasting tools										
	Mean	1-VU	2-U	3-SU	4-SI	5-I	6-VI	Count	Std. Dev.	95% CI+-
All	3.01	20%	25%	18%	17%	11%	9%	444	1.58	0.15
F	2.69	26%	26%	21%	14%	9%	5%	58		
R	3.15	20%	23%	15%	12%	18%	10%	98		
G	2.75	21%	30%	22%	14%	5%	8%	109		
U	3.03	16%	25%	23%	19%	12%	6%	69		
A	3.30	19%	20%	12%	24%	12%	14%	110		

IS&T Overall

Satisfaction with Specified IS&T Service Attributes



Satisfaction with IS&T Overall



Q45a IS&T services change over the past year							
	Much Worse	Worse	Somewhat Worse	Somewhat Better	Better	Much Better	Count
All	1%	1%	9%	60%	29%	0%	292
F	7%	5%	12%	59%	17%	0%	41
R	0%	0%	5%	55%	40%	0%	58
G	0%	2%	7%	73%	19%	0%	59
U	0%	0%	8%	77%	15%	0%	39
A	0%	0%	11%	49%	40%	0%	95

Q43a IS&T delivery of services										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.68	0%	2%	4%	27%	58%	9%	510	0.79	0.07
F	4.36	1%	4%	11%	31%	48%	5%	81		
R	4.86	0%	0%	1%	25%	61%	13%	108		
G	4.68	1%	2%	1%	28%	60%	8%	103		
U	4.54	0%	2%	4%	41%	46%	7%	56		
A	4.76	0%	1%	6%	20%	63%	10%	162		

Q43b IS&T responsiveness to your needs										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.63	1%	2%	5%	29%	52%	11%	506	0.88	0.08
F	4.29	4%	5%	8%	33%	45%	6%	80		
R	4.84	0%	0%	2%	26%	57%	15%	103		
G	4.64	0%	5%	2%	26%	58%	9%	102		
U	4.59	0%	0%	7%	41%	39%	13%	61		
A	4.67	0%	2%	8%	25%	53%	13%	160		

Q43c IS&T keeps the IT systems up and running										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.82	1%	2%	5%	21%	53%	19%	565	0.89	0.07
F	4.61	1%	3%	10%	23%	43%	20%	87		
R	5.10	0%	0%	1%	17%	55%	28%	115		
G	4.72	2%	2%	6%	20%	55%	16%	122		
U	4.71	0%	3%	4%	28%	51%	15%	75		
A	4.88	0%	1%	4%	20%	57%	19%	166		

Q43d IS&T keeping you informed about IT at MIT										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.43	1%	4%	11%	27%	48%	9%	545	1.01	0.08
F	4.32	1%	5%	12%	27%	53%	3%	78		
R	4.69	1%	0%	9%	24%	51%	15%	118		
G	4.18	3%	6%	15%	26%	43%	6%	115		
U	3.91	1%	8%	20%	41%	28%	1%	74		
A	4.73	0%	2%	5%	24%	56%	13%	160		

Q44a IS&T overall										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.74	0%	1%	4%	23%	62%	10%	618	0.76	0.06
F	4.48	1%	4%	10%	23%	55%	8%	93		
R	4.85	0%	1%	1%	22%	65%	11%	131		
G	4.73	0%	2%	2%	24%	63%	9%	129		
U	4.73	0%	0%	3%	25%	67%	4%	91		
A	4.82	1%	0%	4%	21%	61%	13%	174		

