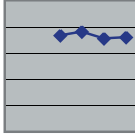
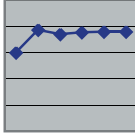
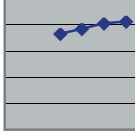

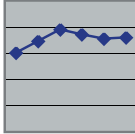
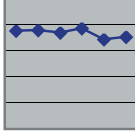



## Changes in Satisfaction Means from May, 1999 to April 2, 2007 for Major Service Areas in the General Survey

Question/Area	Gartner May-99	MOR Assoc Nov-00	MOR Assoc May-02	MOR Assoc Oct-03	MOR Assoc Apr-05	MOR Assoc Apr-07	
Software Availability			4.66	4.81	4.56	4.59	
Network Overall	3.99	4.86	4.68	4.77	4.78	4.78	
Network Performance			4.65	4.83	5.04	5.12	
Remote Access While Traveling			4.34	4.26	4.54	4.74	

Question/Area	Gartner May-99	MOR Assoc Nov-00	MOR Assoc May-02	MOR Assoc Oct-03	MOR Assoc Apr-05	MOR Assoc Apr-07	
Help Services Overall	4.02	4.46	4.90	4.71	4.54	4.60	
Telephone Overall	4.74	4.76	4.66	4.84	4.40	4.51	
IS&T Overall			4.79	4.84	4.64	4.74	

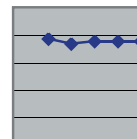
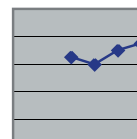
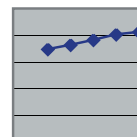
**SOFTWARE SUPPORT**

Question/Area	Gartner May-99	MOR Assoc Nov-00	MOR Assoc May-02	MOR Assoc Oct-03	MOR Assoc Apr-05	MOR Assoc Apr-07
<b>Software Availability</b>			4.66	4.81	4.56	4.59
<b>Software Timeliness</b>			4.40	4.54	4.45	4.53



**NETWORK SERVICES**

Question/Area	Gartner May-99	MOR Assoc Nov-00	MOR Assoc May-02	MOR Assoc Oct-03	MOR Assoc Apr-05	MOR Assoc Apr-07
<b>Performance</b>		4.48	4.65	4.83	5.04	5.12
<b>Wireless Availability*</b>			4.27	3.99	4.50	4.75
<b>Network Overall</b>		4.86	4.68	4.77	4.78	4.78



## Changes in Satisfaction Means from May, 1999 to April, 2007 for All Service Areas in the General and Cohort Surveys

Question/Area	MOR Assoc May-02	MOR Assoc Oct-03	MOR Assoc Apr-05	MOR Assoc Apr-07
IS&T Overall	4.79	4.84	4.64	4.74

### SOFTWARE SUPPORT

Question/Area	MOR Assoc Nov-00	MOR Assoc May-02	MOR Assoc Oct-03	MOR Assoc Apr-05	MOR Assoc Apr-07
Software Availability	--	4.66	4.81	4.56	4.59
Software Timeliness	--	4.40	4.54	4.45	4.53
Software Installers	--	4.91	4.97	4.85	--
Software Doc Helpfulness	--	--	4.66	4.50	4.43
Software Download Page	--	--	--	4.85	4.73
Software Support Overall	4.59	4.76	4.74	--	--

### NETWORK SERVICES

Question/Area	MOR Assoc Nov-00	MOR Assoc May-02	MOR Assoc Oct-03	MOR Assoc Apr-05	MOR Assoc Apr-07
Reliability	4.51	4.66	4.76	--	--
Performance	4.48	4.65	4.83	5.04	5.12
Wireless Availability	--	4.27	3.99	4.50	4.75
Wireless Signal Strength	--	--	--	4.31	4.44
Wireless Registration Process	--	--	--	4.51	4.69
Network Overall	4.86	4.68	4.77	4.78	4.78

### REMOTE ACCESS

Question/Area	Gartner May-99	MOR Assoc Nov-00	MOR Assoc May-02	MOR Assoc Oct-03	MOR Assoc Apr-05	MOR Assoc Apr-07
Remote Access w/in U.S.	4.21	4.14	4.38	4.69	4.78	4.85
Remote Access Outside U.S.	--	--	4.34	4.26	4.54	4.62

**NEWER SERVICES**

Question/Area	MOR Assoc Oct-03	MOR Assoc Apr-05	MOR Assoc Apr-07
Tech Time Calendaring	4.03	4.27	4.17
Spam Screening	4.26	4.15	4.01

**HELP DESK SERVICES**

Question/Area	Gartner May-99	MOR Assoc Nov-00	MOR Assoc May-02	MOR Assoc Oct-03	MOR Assoc Apr-05	MOR Assoc Apr-07
Getting a Person	--	3.66	4.71	4.70	4.65	4.70
Resolution Time	--	3.80	4.64	4.69	4.62	4.64
Professionalism	--	4.95	5.33	5.13	5.01	5.07
Technical Ability	--	4.15	4.89	4.97	4.83	4.85
Help Services Overall	4.02	4.46	4.90	4.71	4.54	4.60

**TELEPHONE SERVICES**

Question/Area	Gartner May-99	MOR Assoc Nov-00	MOR Assoc May-02	MOR Assoc Oct-03	MOR Assoc Apr-05	MOR Assoc Apr-07
Telephone Overall	4.74	4.76	4.66	4.84	4.40	4.51
Telephone Service Features	--	4.74	--	4.61	4.33	4.39
MIT Operators	--	4.73	--	--	4.43	4.64
Telecom Problem Resolution	--	4.51	--	4.62	4.47	4.52
Voice Mail	--	--	--	4.65	4.30	4.44

**HARDWARE SERVICES**

Question/Area	MOR Assoc Apr-05	MOR Assoc Apr-07
Hardware Recommendations	4.35	4.36
Carry-In Repair	4.38	4.46
Onsite Repair	4.23	4.23

**FACULTY QUESTIONS**

<b>Question/Area</b>	<b>MOR Assoc Oct-03</b>	<b>MOR Assoc Apr-05</b>	<b>MOR Assoc Apr-07</b>
<b>web.mit.edu for Course Hosting</b>	4.83	4.55	<b>4.80</b>
<b>Stellar for Hosting Course Pages</b>	4.48	4.45	<b>4.62</b>
<b>Class Email List Services</b>	4.70	4.43	<b>4.77</b>
<b>Athena Discuss</b>	4.12	4.25	5.22
<b>MIT Forums</b>	4.18	4.08	4.92
<b>Stellar Discussion Groups</b>	4.37	4.10	4.06
<b>Mailman</b>	4.50	4.40	4.71

**STUDENT QUESTIONS****OLC HELP**

Question/Area	MOR Assoc May-02	MOR Assoc Oct-03	MOR Assoc Apr-05	MOR Assoc Apr-07
Getting a Person	4.80	5.03	4.92	4.20
Response Time	4.92	4.88	4.75	4.28
Resolution Time	4.69	4.67	4.75	4.35
Professionalism	4.98	4.91	5.00	4.60
Technical Ability	4.80	5.09	4.89	4.35

**STUDENT RCC HELP**

Question/Area	MOR Assoc May-02	MOR Assoc Oct-03	MOR Assoc Apr-05	MOR Assoc Apr-07
Getting a Person	4.80	--	4.56	4.75
Response Time	4.92	--	4.38	4.73
Resolution Time	4.69	--	4.30	4.89
Professionalism	4.98	--	4.48	4.78
Technical Ability	4.80	--	4.31	4.77

**PRINTING**

Question/Area	MOR Assoc Apr-05	MOR Assoc Apr-07
Printer location convenience	4.42	4.40
Reliability	3.58	3.64
Ease of configuring personal computer for printer use	3.50	3.58
Availability of specialty printers	3.11	3.17

**IMPORTANCE OF STUDENT SOURCES FOR COMPUTING HELP**

<b>Question/Area</b>	<b>MOR Assoc Oct-03</b>	<b>MOR Assoc Apr-05</b>	<b>MOR Assoc Apr-07</b>
<b>Info Outside of MIT</b>	5.17	5.10	5.36
<b>Other Students</b>	5.07	4.89	4.99
<b>IS&amp;T Website</b>	4.64	4.14	4.48
<b>General MIT Web Pages</b>	4.63	4.03	4.11
<b>Official Department Experts</b>	4.16	2.88	3.26
<b>Help Desk</b>	4.09	3.11	3.49
<b>RCCs</b>	3.97	2.26	2.55
<b>Athena Consultants</b>	3.96	2.78	2.75
<b>PC Service</b>	3.85	2.74	3.06

**ADMINISTRATIVE STAFF QUESTIONS****WEB-BASED ADMINISTRATIVE FUNCTIONS**

Question/Area	MOR Assoc Oct-03	MOR Assoc Apr-05	MOR Assoc Apr-07
Approving Credit Card Transactions	4.96	4.98	5.09
Approving Requisitions	4.89	4.91	5.06
Departmental Parking Passes	4.97	4.89	4.88
Creating or Displaying Non-Partner Requisitions	4.94	4.88	5.04
Employee Self-Service	4.81	4.82	4.96
Creating, Changing or Cloning Journal Vouchers	4.81	4.81	4.79

**SAP SUPPORT**

Question/Area	MOR Assoc Apr-05	MOR Assoc Apr-07
Communications Before Rollouts	4.36	4.68
IS&T Responsiveness When Developing New Systems	4.35	4.48
Training for New Administrative Functions	4.25	4.23

**NETWORK JACK INSTALLATION**

Question/Area	MOR Assoc Oct-03	MOR Assoc Apr-05	MOR Assoc Apr-07
Timeliness	4.20	4.78	4.46
Request Process	4.58	4.67	4.69
Request Status Communication	4.20	4.52	4.54
Price	3.80	3.88	4.40

**NETWORK JACK ACTIVATION**

Question/Area	MOR Assoc Oct-03	MOR Assoc Apr-05	MOR Assoc Apr-07
Timeliness	4.20	4.72	4.78
Request Process	4.57	4.80	4.81
Request Status Communication	4.20	4.64	4.76
Price	3.92	4.18	4.53



# Appendix C

# Correlations and

# Additional Observations

## Correlations with “Satisfaction with MIT Overall” for All

Question	r2	n	Strength of Correlation
Q43a. IS&T delivery of services	57%	510	<b>Moderate to High</b>
Q43b. IS&T responsiveness to your needs	54%	506	
Q43c. IS&T keeps the IT systems up and running	45%	565	
Q43d. IS&T keeping you informed about IT at MIT	32%	545	
Q32c. Onsite hardware repair	31%	114	
Q8a. Network Services overall	27%	661	<b>Moderate to Low</b>
Q21a. IS&T problem resolution overall	26%	407	
Q12a. Email overall	24%	662	
Q32b. Carry-in hardware repair	19%	149	<b>Low</b>
Q19d. Help Desk: Technical ability	19%	365	
Q13b. Remote access while traveling outside the U.S.	18%	333	
Q19b. Help Desk: Timeliness of resolution	16%	371	
Q13a. Remote access while traveling in the U.S.	16%	550	
Q19a. Help Desk: Ability to get through to a person	16%	368	
Q19e. Help Desk: Clarity around who to go to for help	15%	354	
Q39a. TechTime: Personal calendaring	15%	239	
Q39c. TechTime: MIT conference room reservation service	14%	136	
Q2b. Timeliness of MIT release of new software after vendor release	14%	423	
Q32a. Hardware recommendations	14%	240	
Q4b. Wired network	13%	579	
Q11c. WebMail features	13%	534	
Q2d. Helpfulness of MIT software documentation on the IS&T website	12%	467	
Q19c. Help Desk: Professionalism	11%	369	
Q11b. WebMail ease of use	11%	548	

Question	r2	n	Strength of Correlation
Q2a. Selection of software from MIT	10%	587	Very Low
Q39d. TechTime: An integrated calendaring and email solution	10%	118	
Q39b. TechTime: Shared calendaring	10%	226	
Q11a. WebMail speed	9%	545	
Q28a. Telephone Services overall	8%	508	
Q26c. Telephone problem resolution	8%	254	
Q2c. Software download page (web.mit.edu/software)	7%	502	
Q27c. Voice over IP (VoIP) pilot	7%	77	
Q27a. MIT's operators	7%	184	
Q4a. Wireless network	7%	543	
Q26b. Voice Mail	7%	419	
Q5b. Wireless signal strength	6%	529	
Q9a. Spam screening effectiveness	5%	632	
Q9b. Ease of setting your spam screening thresholds	5%	467	
Q26a. Availability of telephone features	4%	444	
Q5a. Availability of wireless connectivity	4%	530	
Q27b. NameConnector Service (automated switchboard)	4%	164	
Q5c. The registration process for getting a wireless connection	4%	477	

## Counts of Customers Expressing Dissatisfaction for All Satisfaction Questions, Sorted by Total Dissatisfied

The following table quantifies the number of people who registered dissatisfaction with each of the services or service attributes that respondents were asked to rate for satisfaction. It is one way to think about what service improvements might have the most impact.

Question	Mean	% Neg	Count	Total Dissat.
Q11c. WebMail features	3.81	37%	534	198
Q9a. Spam screening effectiveness	4.02	28%	632	180
Q11b. WebMail ease of use	4.06	29%	548	160
Q11a. WebMail speed	4.08	28%	545	152
Q9b. Ease of setting your spam screening thresholds	4.02	27%	467	128
Q5b. Wireless signal strength	4.44	20%	529	105
Q43d. IS&T keeping you informed about IT at MIT	4.43	16%	545	87
Q26a. Availability of telephone features	4.39	18%	444	80
Q4a. Wireless network	4.69	14%	543	76
Q28a. Telephone Services overall	4.51	15%	508	74
Q26b. Voice Mail	4.44	17%	419	72
Q2d. Helpfulness of MIT software documentation on the IS&T website	4.44	15%	467	69
Q12a. Email overall	4.62	10%	662	68
Q5a. Availability of wireless connectivity	4.76	13%	530	67
Q19e. Help Desk: Clarity around who to go to for help	4.41	18%	354	62
Q5c. The registration process for getting a wireless connection	4.69	12%	477	58
Q39b. TechTime: Shared calendaring	4.08	25%	226	57
Q2a. Selection of software from MIT	4.60	10%	587	56
Q39a. TechTime: Personal calendaring	4.17	22%	239	52
Q8a. Network Services overall	4.79	8%	661	52
Q39d. TechTime: An integrated calendaring and email solution	3.36	42%	118	49
Q2b. Timeliness of MIT release of new software after vendor release	4.54	12%	423	49
Q13b. Remote access while traveling outside the U.S.	4.63	14%	333	48
Q21a. IS&T problem resolution overall	4.60	12%	407	47
Q32a. Hardware recommendations	4.36	19%	240	45
Q19b. Help Desk: Timeliness of resolution	4.65	12%	371	45
Q19a. Help Desk: Ability to get through to a person	4.70	12%	368	43
Q4b. Wired network	5.12	7%	579	42
Q43b. IS&T responsiveness to your needs	4.63	8%	506	41
Q2c. Software download page (web.mit.edu/software)	4.73	8%	502	40
Q13a. Remote access while traveling in the U.S.	4.86	7%	550	38
Q43c. IS&T keeps the IT systems up and running	4.82	7%	565	38
Q27b. NameConnector Service (automated switchboard)	4.40	21%	164	34

<b>Question</b>	<b>Mean</b>	<b>% Neg</b>	<b>Count</b>	<b>Total Dissat.</b>
Q26c. Telephone problem resolution	4.52	13%	254	34
Q39c. TechTime: MIT conference room reservation service	4.09	24%	136	33
Q44a. IS&T overall	4.74	5%	618	33
Q43a. IS&T delivery of services	4.68	6%	510	32
Q32b. Carry-in hardware repair	4.47	20%	149	30
Q19d. Help Desk: Technical ability	4.85	8%	365	30
Q27a. MIT's operators	4.64	11%	184	21
Q32c. Onsite hardware repair	4.39	18%	114	20
Q27c. Voice over IP (VoIP) pilot	4.56	19%	77	15
Q19c. Help Desk: Professionalism	5.08	4%	369	13