



MIT
Information Services & Technology
2007 Client Satisfaction Survey

Acknowledgements

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Introduction

This report provides a summary of the purposes, the methodology and the results of the client satisfaction survey sponsored by IS&T in April 2007. The survey is one means through which IS&T can give a voice to their clients. It is a systematic way to identify what is working and what needs to be improved from the clients' vantage point. This survey was undertaken for the following purposes all of which helped guide the construct and design of the survey.

- To document where clients are satisfied along with where they are dissatisfied and to identify what gaps cause any disappointment in the client experience.
- To find out what improvements are important to clients.
- To use this data to prioritize the continuous improvement initiatives that will make it easier for MIT clients 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 the MITT community. In the near term the goal is to improve the clients' ability to use IT to get their work done. The survey findings on the following pages provide a sound basis for determining how IS&T can focus efforts to enhance the quality of the client experience at MIT.

Brian McDonald
President
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Methodology

Survey Population

The survey solicited feedback from three client communities: faculty, students, and administrators.

Selection Criteria - Faculty and Research Academic

- Tenured and tenure track faculty are included.
- Part-time faculty are not included.

Selection Criteria - Students

- Includes undergraduates and graduates.

Selection Criteria - Administrative

- IS&T staff are excluded.
- Bargaining units are included.

IS&T Sample Size Estimates

The following table presents a summary of the population and sample size estimates that resulted from applying the above criteria and served as the guide to sampling strategy.

Population Breakdown		Major Cohort Counts	Target Sample Size (Returned surveys)	Anticipated Response Rate	Initial Sample Size	Final Sample Size	Actual Response Rate	Final Weighted Representation
Faculty			100	22%	450	105	23%	15%
Researchers			100	28%	350	147	42%	21%
Students			200	33%	600	245	41%	36%
Graduate			100	33%	300	143	48%	
Undergraduate			100	33%	300	102	34%	
Staff			100	25%	400	189	47%	28%
TOTAL			500	28%	1,800	686	38%	100%

Notes:

- The Target Sample Size was derived assuming a Confidence Interval of .20 and a minimum Confidence Level of 95%.
- Each major cohort (faculty, students, staff) was intended to represent approximately 33% of the total. This would result in relative over weighing of the faculty and staff, but under weighting of students.

Demographic Data

Some demographic data for faculty and staff including department and campus was also captured.

Survey Results Overview

Executive Summary

MIT's Information Services and Technology (IS&T) has been soliciting feedback from its clients from year to year to determine what is working and where improvements are needed. In addition, the surveys help collect data from the community on what services are important in the future. A random sample was drawn from faculty, researchers, graduate and undergraduate students, and staff. The overall response rate was 38%.

During these periodic surveys, the need for connectivity has become increasingly important. Members of the MIT community expect to be able to conduct whatever computing they need to, from wherever they are, whenever needed.

Connectivity

The IT infrastructure and the network at MIT are an essential support for how teaching, learning, research and administration get carried out at and beyond the Institute. Over the years, the ability to stay connected regardless of where you are has taken on increasing importance as faculty, researchers, senior leaders, students and staff work from multiple locations in the United States and beyond. Fortunately, the services and systems needed to support these mission-critical activities were rated as satisfactory or better in this most recent survey.

Service Area	Mean	Percent Satisfied	N
Wired Network	5.12	93%	579
Network Services overall	4.79	92%	661
Availability of wireless	4.76	87%	530
Keeps the IT systems up & running	4.82	93%	565
Remote access in U.S.	4.86	93%	550
Remote access out of U.S.	4.63	86%	333

Limited wireless availability has been a major concern in prior surveys, and the jump in the satisfaction rating this year was statistically significant. Remote access while traveling outside the U.S. also improved, as it has been steadily doing over the years.

Satisfaction has increased for the faculty with the course hosting done via web.mit.edu. Communications before rollouts have also improved in the administrative applications area.

Services with High Dissatisfaction

It is equally clear when you listen to the clients who use IT at MIT what causes them dissatisfaction. There is considerable annoyance shared by many in the community with the webmail being provided as well as with TechTime and spam filtering. At many universities where MOR Associates has conducted this survey during the past year, spam has been ranked as the highest source of dissatisfaction. This was not the number one frustration at MIT because for a time MIT has taken a number of steps to curtail the volume of spam that other universities have been slower to implement, yet spam remains an on-going challenge, a time sink and a distraction nevertheless.

Service Area	Mean	Percent Dissatisfied	N
Webmail features	3.81	36%	534
Webmail ease of use	4.06	29%	548
Webmail speed	4.08	29%	545
TechTime integrated calendaring & email	3.36	42%	118
TechTime shared calendaring	4.08	26%	226
TechTime-reserve conference room	4.09	25%	136
TechTime personal calendaring	4.17	22%	239
Spam screening effectiveness	4.01	28%	632
Ease of setting your spam screening thresholds	4.01	27%	467

Respondents compare the provided webmail client to gmail and other such services, raising expectations about what MIT should provide. Webmail is clearly used by far more respondents than the TechTime application

Students are dissatisfied with many aspects of printing.

Other Key Service Areas

Satisfaction with software services remained within the same range as the prior survey. Faculty wanted more timely releases of software after the vendor releases.

Help services ranged from a satisfaction level of 4.60 for help services overall to 5.07 for the professionalism of the staff. This is in keeping with the prior survey's ratings. Clients continue to indicate what is most important to improving their satisfaction with help services is faster resolution time.

Telephone services satisfaction ratings ranged from 4.39 on features to 4.64 with satisfaction with MIT operators. There continues to be some expressed dissatisfaction with features and functionality even with services such as voicemail.

What Is Important to the Community?

There is widespread agreement about what is most important to many in the MIT community. Of the 599 respondents answering this question, 92% indicated automatic software security/virus patch upgrades were most important. The need for desktop backup was deemed important by 88% and network file storage services by 87%. The ability to work on shared documents from distributed locations using a secure site was rated as important for 75% of the community.

Satisfaction Ratings from the General Survey Sorted by Mean

Question	Mean	Count
Q4b. Wired network	5.12	579
Q19c. Help Desk: Professionalism	5.08	369
Q13a. Remote access while traveling in the U.S.	4.86	550
Q19d. Help Desk: Technical ability	4.85	365
Q43c. IS&T keeps the IT systems up and running	4.82	565
Q8a. Network Services overall	4.79	661
Q5a. Availability of wireless connectivity	4.76	530
Q44a. IS&T overall	4.74	618
Q2c. Software download page (web.mit.edu/software)	4.73	502
Q19a. Help Desk: Ability to get through to a person	4.70	368
Q5c. The registration process for getting a wireless connection	4.69	477
Q4a. Wireless network	4.69	543
Q43a. IS&T delivery of services	4.68	510
Q19b. Help Desk: Timeliness of resolution	4.65	371
Q27a. MIT's operators	4.64	184
Q43b. IS&T responsiveness to your needs	4.63	506
Q13b. Remote access while traveling outside the U.S.	4.63	333
Q12a. Email overall	4.62	662
Q21a. IS&T problem resolution overall	4.60	407
Q2a. Selection of software from MIT	4.60	587
Q27c. Voice over IP (VoIP) pilot	4.56	77
Q2b. Timeliness of MIT release of new software after vendor release	4.54	423
Q26c. Telephone problem resolution	4.52	254
Q28a. Telephone Services overall	4.51	508
Q32b. Carry-in hardware repair	4.47	149
Q26b. Voice Mail	4.44	419
Q5b. Wireless signal strength	4.44	529
Q2d. Helpfulness of MIT software documentation on the IS&T website	4.44	467
Q43d. IS&T keeping you informed about IT at MIT	4.43	545
Q19e. Help Desk: Clarity around who to go to for help	4.41	354
Q27b. NameConnector Service (automated switchboard)	4.40	164
Q26a. Availability of telephone features	4.39	444
Q32c. Onsite hardware repair	4.39	114
Q32a. Hardware recommendations	4.36	240
Q39a. TechTime: Personal calendaring	4.17	239
Q39c. TechTime: MIT conference room reservation service	4.09	136
Q39b. TechTime: Shared calendaring	4.08	226
Q11a. WebMail speed	4.08	545
Q11b. WebMail ease of use	4.06	548
Q9b. Ease of setting your spam screening thresholds	4.02	467
Q9a. Spam screening effectiveness	4.02	632
Q11c. WebMail features	3.81	534
Q39d. TechTime: An integrated calendaring and email solution	3.36	118

Top Seven Areas of Satisfaction by Cohort Sorted from Highest to Lowest by Mean

Faculty

Question	Mean	T Pos	Count
Q19c. Help Desk: Professionalism	5.08	97%	66
Q4b. Wired network	4.85	84%	88
Q19d. Help Desk: Technical ability	4.79	90%	63
Q5a. Availability of wireless connectivity	4.69	86%	86
Q2c. Software download page (web.mit.edu/software)	4.68	93%	73
Q43c. IS&T keeps the IT systems up and running	4.61	85%	87
Q4a. Wireless network	4.58	82%	88

Researchers

Question	Mean	T Pos	Count
Q4b. Wired network	5.20	94%	123
Q19c. Help Desk: Professionalism	5.14	96%	72
Q43c. IS&T keeps the IT systems up and running	5.10	99%	115
Q19a. Help Desk: Ability to get through to a person	5.01	96%	74
Q19d. Help Desk: Technical ability	4.99	96%	73
Q8a. Network Services overall	4.93	96%	135
Q19b. Help Desk: Timeliness of resolution	4.92	95%	73

Graduate Students

Question	Mean	T Pos	Count
Q4b. Wired network	5.19	95%	121
Q19c. Help Desk: Professionalism	5.00	97%	71
Q13a. Remote access while traveling in the U.S.	4.94	96%	127
Q19d. Help Desk: Technical ability	4.80	90%	71
Q13b. Remote access while traveling outside the U.S.	4.78	92%	95
Q19a. Help Desk: Ability to get through to a person	4.76	91%	70
Q19b. Help Desk: Timeliness of resolution	4.75	93%	69

Undergraduates

Question	Mean	T Pos	Count
Q4b. Wired network	5.21	94%	81
Q13a. Remote access while traveling in the U.S.	5.05	97%	93
Q13b. Remote access while traveling outside the U.S.	4.95	93%	42
Q8a. Network Services overall	4.95	95%	100
Q5c. The registration process for getting a wireless connection	4.90	92%	93
Q5a. Availability of wireless connectivity	4.84	84%	96
Q12a. Email overall	4.74	95%	101

Administrative Staff

Question	Mean	T Pos	Count
Q4b. Wired network	5.12	94%	166
Q19c. Help Desk: Professionalism	5.04	95%	132
Q4a. Wireless network	4.96	95%	112
Q5a. Availability of wireless connectivity	4.89	91%	109
Q43c. IS&T keeps the IT systems up and running	4.88	95%	166
Q2c. Software download page (web.mit.edu/software)	4.84	93%	121
Q8a. Network Services overall	4.83	94%	184

Top Seven Areas of Dissatisfaction by Cohort Sorted from Lowest to Highest by Mean

Faculty

Question	Mean	T Neg	Count
Q11c. WebMail features	3.46	46%	78
Q11a. WebMail speed	3.70	39%	79
Q11b. WebMail ease of use	3.71	41%	79
Q9b. Ease of setting your spam screening thresholds	3.73	35%	77
Q32a. Hardware recommendations	3.77	33%	39
Q2b. Timeliness of MIT release of new software after vendor release	4.06	27%	62
Q19e. Help Desk: Clarity around who to go to for help	4.11	23%	65

Researchers

Question	Mean	T Neg	Count
Q9b. Ease of setting your spam screening thresholds	4.04	31%	90
Q11c. WebMail features	4.08	31%	106
Q9a. Spam screening effectiveness	4.10	29%	125
Q39a. TechTime: Personal calendaring	4.29	16%	45
Q11b. WebMail ease of use	4.30	24%	110
Q39b. TechTime: Shared calendaring	4.31	20%	49
Q32a. Hardware recommendations	4.36	19%	47

Graduate Students

Question	Mean	T Neg	Count
Q39b. TechTime: Shared calendaring	3.83	33%	40
Q11c. WebMail features	3.83	37%	126
Q39a. TechTime: Personal calendaring	3.84	33%	43
Q11a. WebMail speed	3.96	32%	127
Q9b. Ease of setting your spam screening thresholds	4.02	26%	101
Q11b. WebMail ease of use	4.05	31%	127
Q26a. Availability of telephone features	4.05	27%	56

Undergraduates

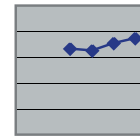
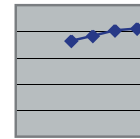
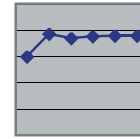
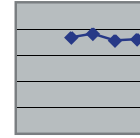
Question	Mean	T Neg	Count
Q28a. Telephone Services overall	3.55	48%	31
Q11c. WebMail features	3.73	43%	84
Q11a. WebMail speed	3.74	41%	86
Q43d. IS&T keeping you informed about IT at MIT	3.91	30%	74
Q9a. Spam screening effectiveness	3.91	32%	93
Q9b. Ease of setting your spam screening thresholds	3.97	30%	60
Q11b. WebMail ease of use	4.00	33%	86

Administrative Staff

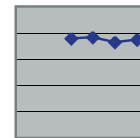
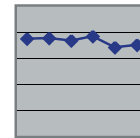
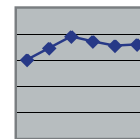
Question	Mean	T Neg	Count
Q39d. TechTime: An integrated calendaring and email solution	3.46	36%	56
Q11c. WebMail features	3.83	33%	140
Q9a. Spam screening effectiveness	3.99	27%	180
Q11b. WebMail ease of use	4.12	23%	146
Q39c. TechTime: MIT conference room reservation service	4.16	22%	64
Q9b. Ease of setting your spam screening thresholds	4.19	21%	139
Q39b. TechTime: Shared calendaring	4.23	21%	109

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



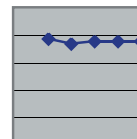
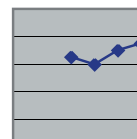
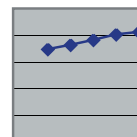
SOFTWARE SUPPORT

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
Software Availability			4.66	4.81	4.56	4.59
Software Timeliness			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
Performance		4.48	4.65	4.83	5.04	5.12
Wireless Availability*			4.27	3.99	4.50	4.75
Network Overall		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

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

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

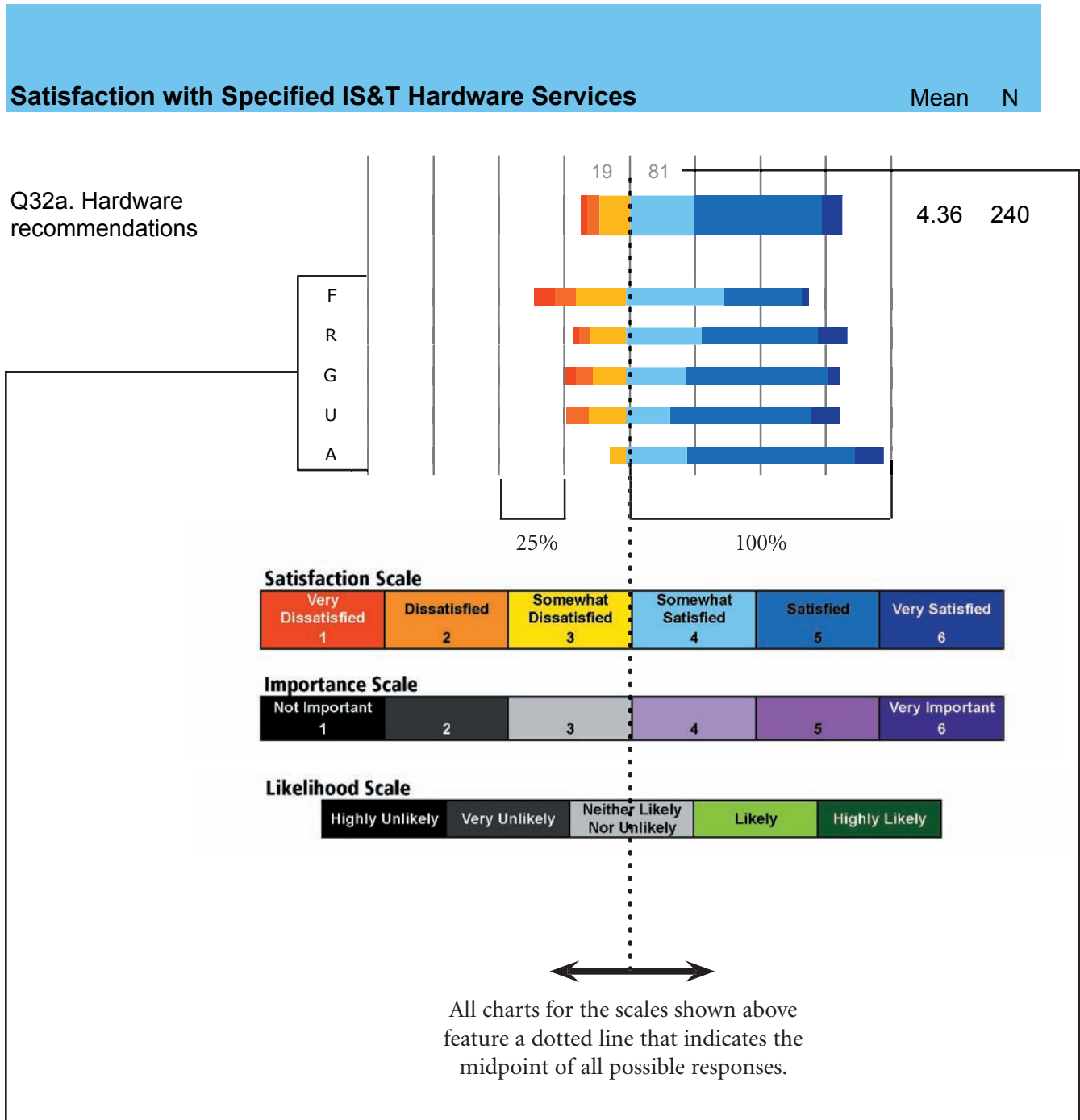
NETWORK JACK ACTIVATION

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

Reading the Charts

Reading the Charts

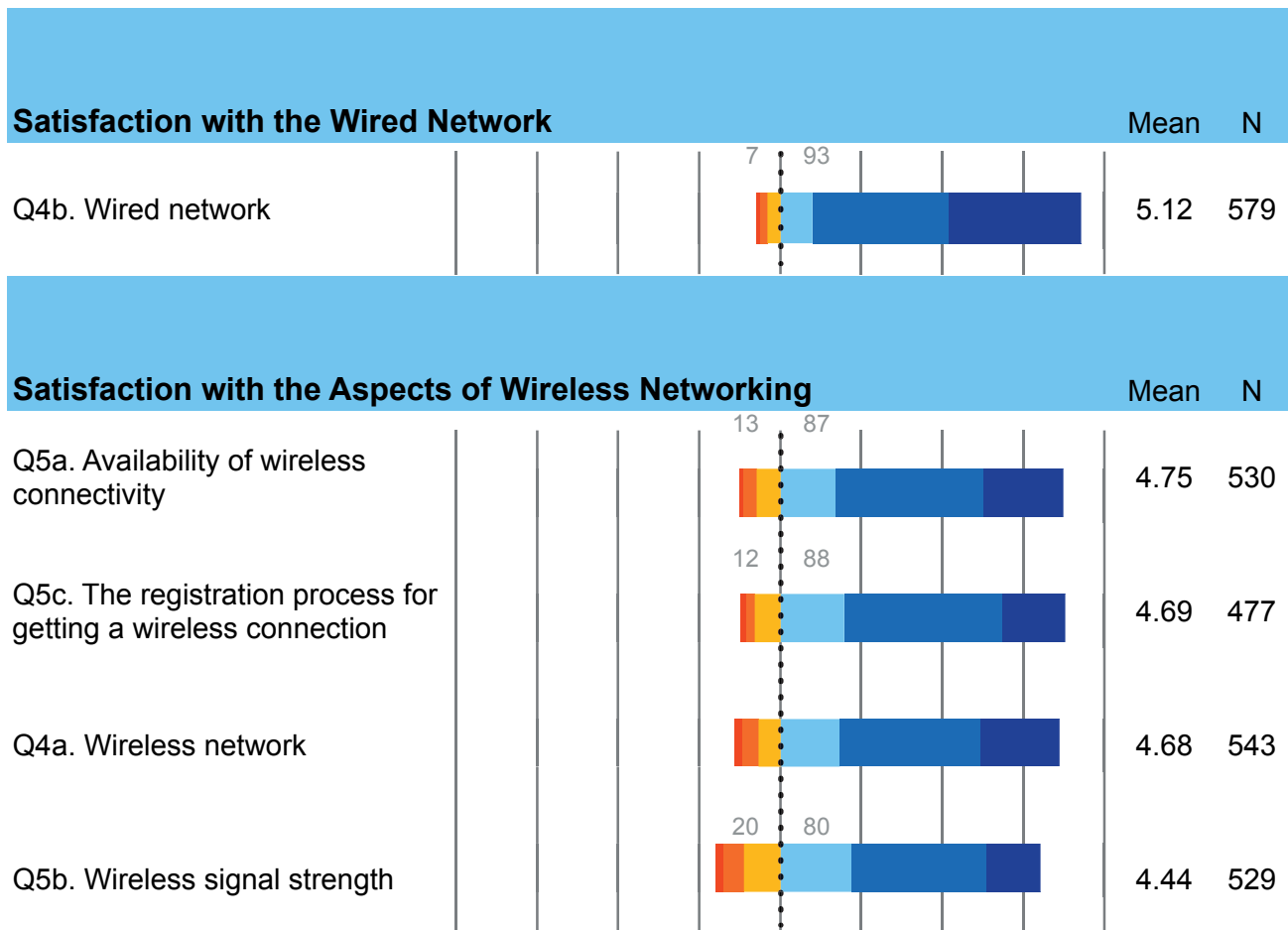
Throughout this report there are charts that show the percent responding for a given point in the scales depicted below. The diagram below illustrates the structure of these charts.



Approximately 15% of the questions, representing the most significant differences between cohorts within the community feature a breakout by cohort, in this case it's Faculty, Researchers, Graduate students, Undergraduates and Administrative Staff

The total percents on either side of the midpoint are represented as whole numbers.

Connectivity



See Appendix A	6. If you experienced difficulty with wireless networking at MIT due to low signal strength, where was it?
----------------	---

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		

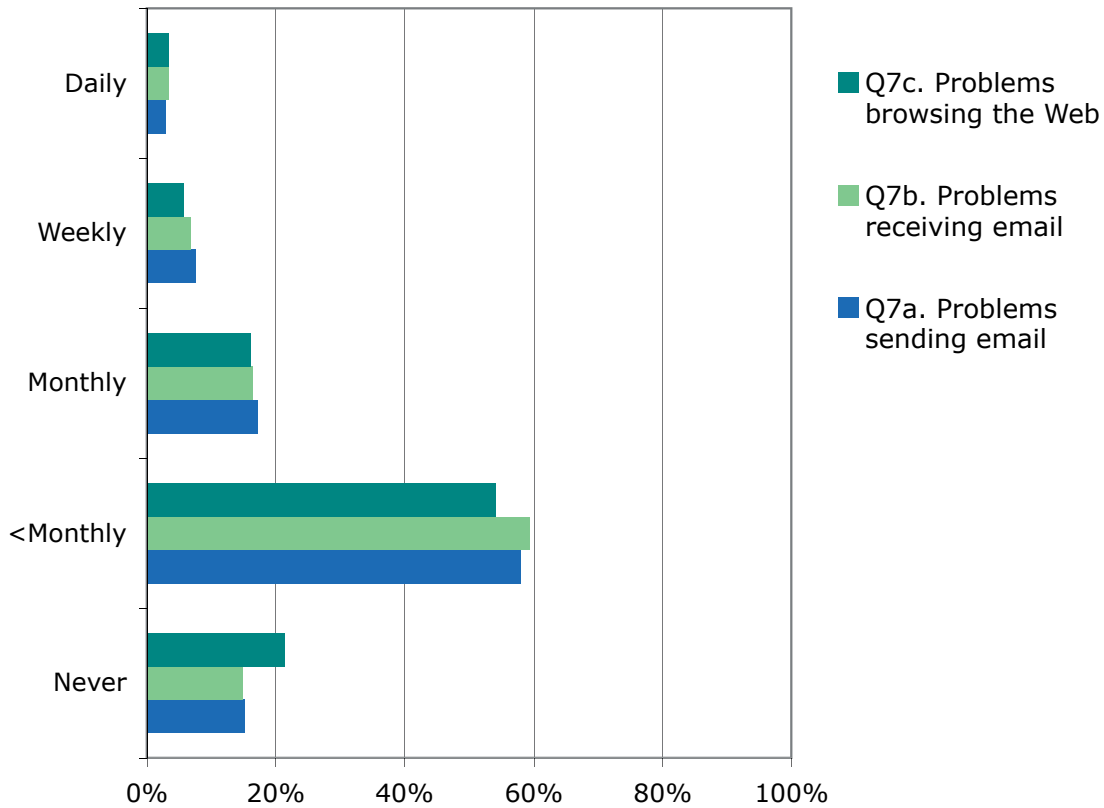
Q4b Wired network										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.12	1%	2%	4%	10%	42%	41%	579	1.00	0.08
F	4.85	5%	6%	6%	10%	32%	42%	88		
R	5.20	0%	2%	4%	7%	46%	41%	123		
G	5.19	0%	2%	2%	11%	42%	42%	121		
U	5.21	1%	1%	4%	12%	32%	49%	81		
A	5.12	0%	2%	4%	10%	49%	36%	166		

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

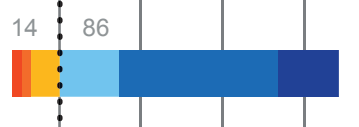
Mean N

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

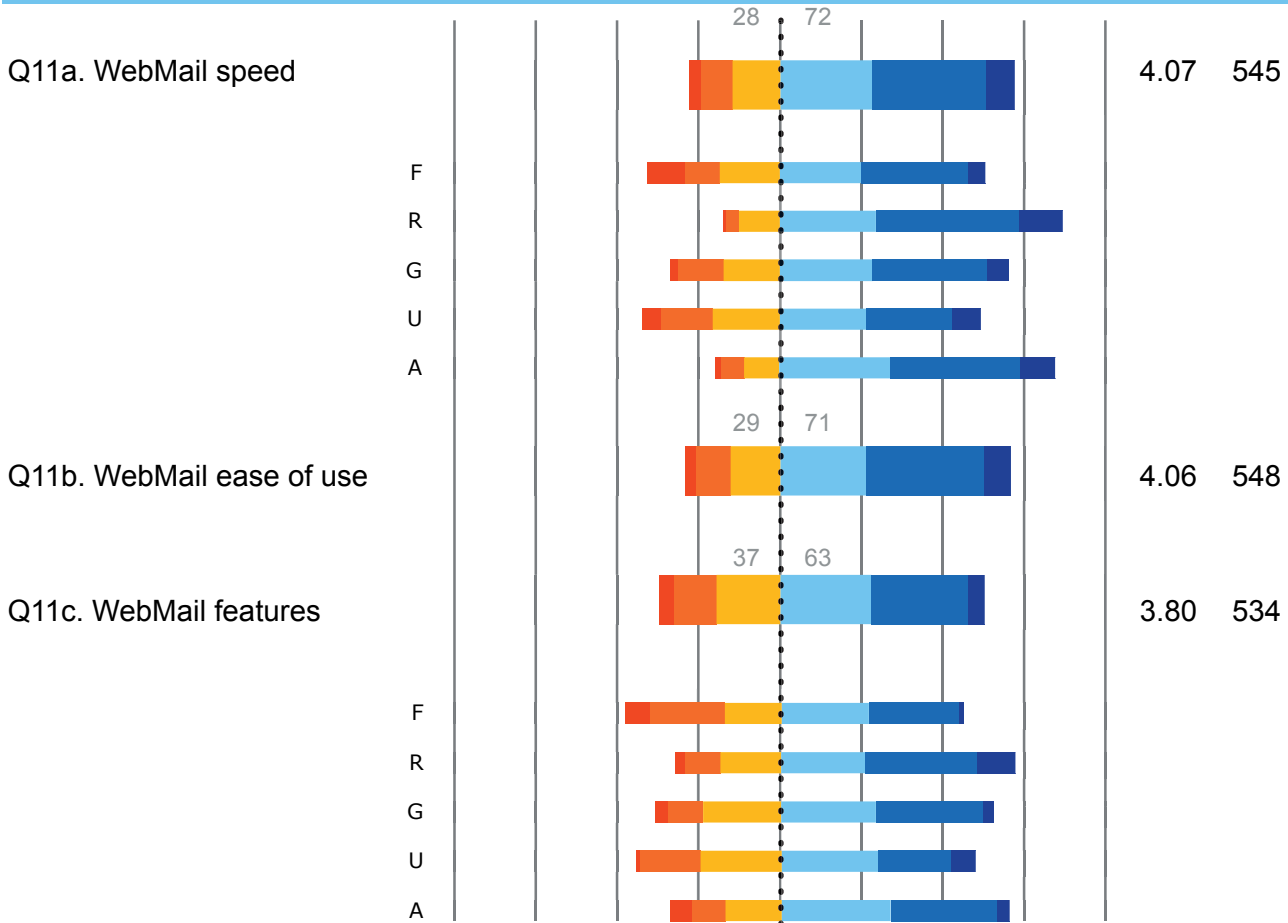
Q8a Network Services overall										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.79	1%	2%	5%	19%	56%	17%	661	0.92	0.07
F	4.39	5%	6%	7%	21%	49%	12%	100		
R	4.93	0%	2%	2%	16%	59%	21%	135		
G	4.75	1%	1%	6%	22%	54%	16%	142		
U	4.95	0%	0%	5%	12%	66%	17%	100		
A	4.83	0%	2%	4%	21%	56%	17%	184		

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		

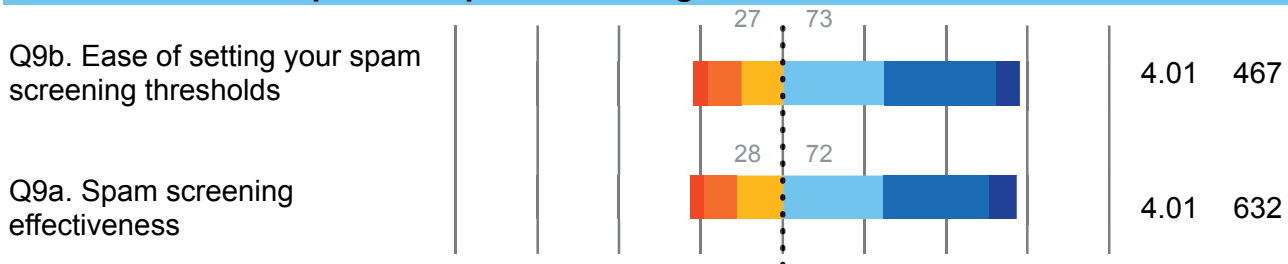
Satisfaction with Aspects of WebMail

Mean N



Satisfaction with Aspects of Spam Screening

Mean N



Satisfaction with Email Overall

Mean N



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		

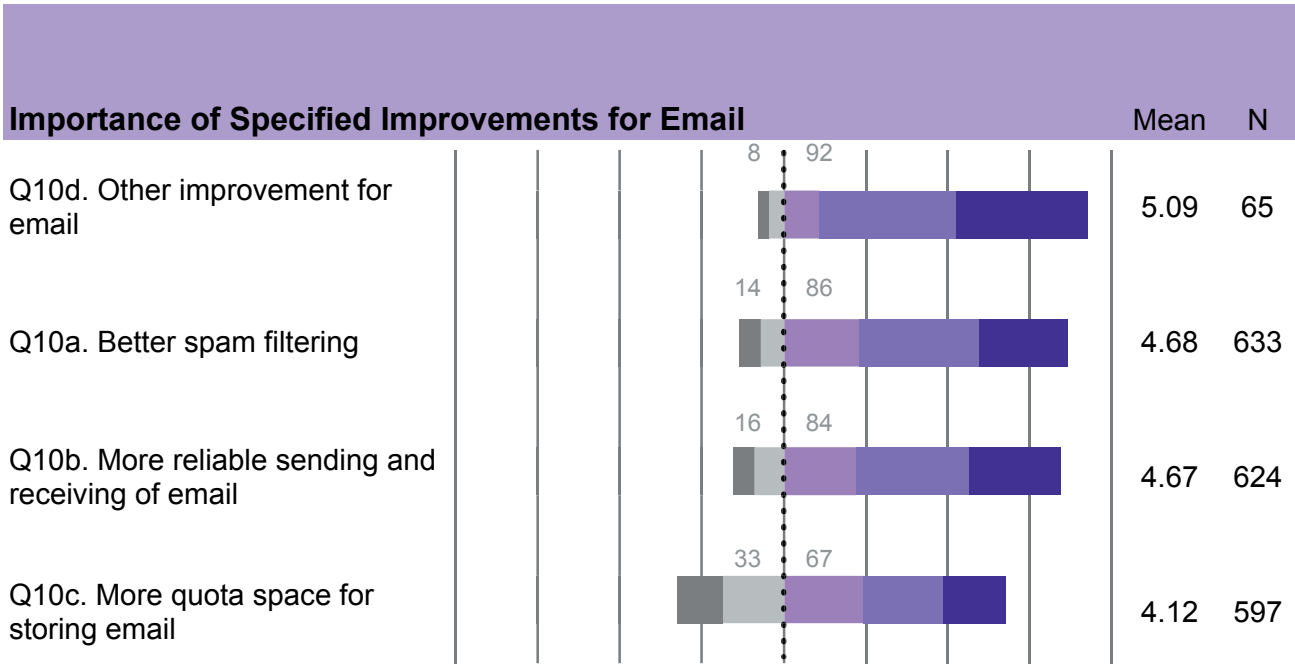
Q11b WebMail ease of use										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.06	3%	11%	15%	26%	36%	8%	548	1.25	0.10
F	3.71	8%	16%	16%	23%	30%	6%	79		
R	4.30	3%	6%	15%	24%	40%	13%	110		
G	4.05	3%	10%	18%	24%	37%	8%	127		
U	4.00	0%	16%	16%	27%	33%	8%	86		
A	4.12	3%	8%	12%	33%	38%	6%	146		

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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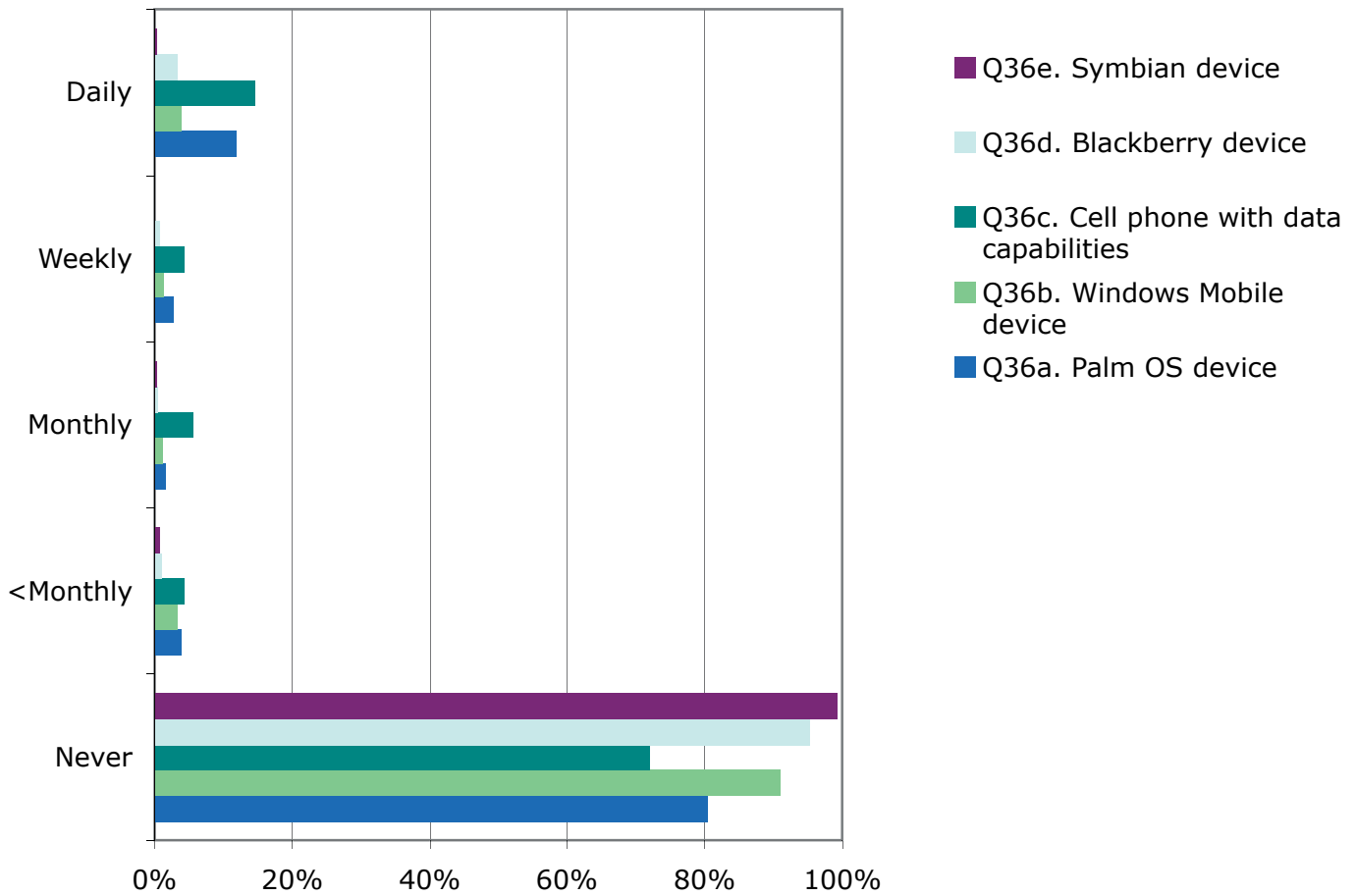
Q10a Better spam filtering										
	Mean	1-VU	2-U	3-SU	4-SI	5-I	6-VI	Count	Std. Dev.	95% CI+-
All	4.68	1%	5%	7%	23%	36%	27%	633	1.18	0.09
F	4.62	1%	6%	8%	25%	34%	26%	93		
R	4.70	1%	5%	8%	22%	38%	27%	128		
G	4.54	2%	8%	5%	25%	37%	22%	138		
U	4.59	0%	6%	13%	20%	38%	23%	95		
A	4.87	2%	2%	5%	22%	36%	33%	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

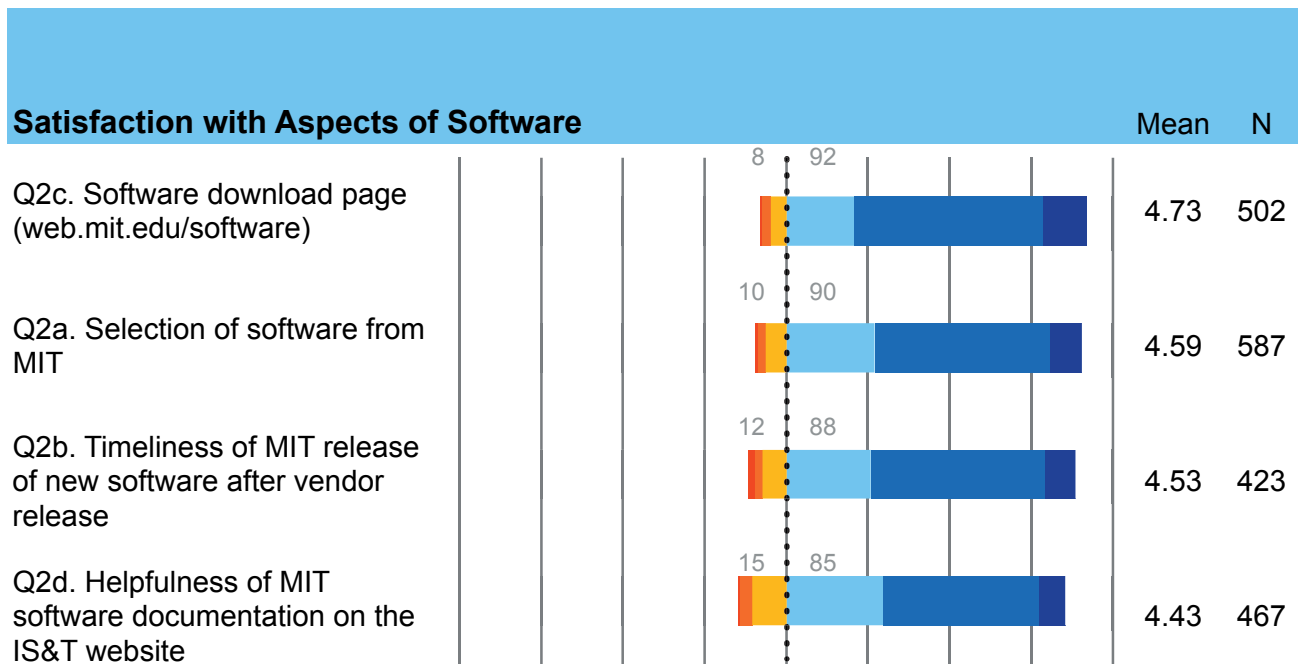
Likelihood of Acquiring Mobile Device

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



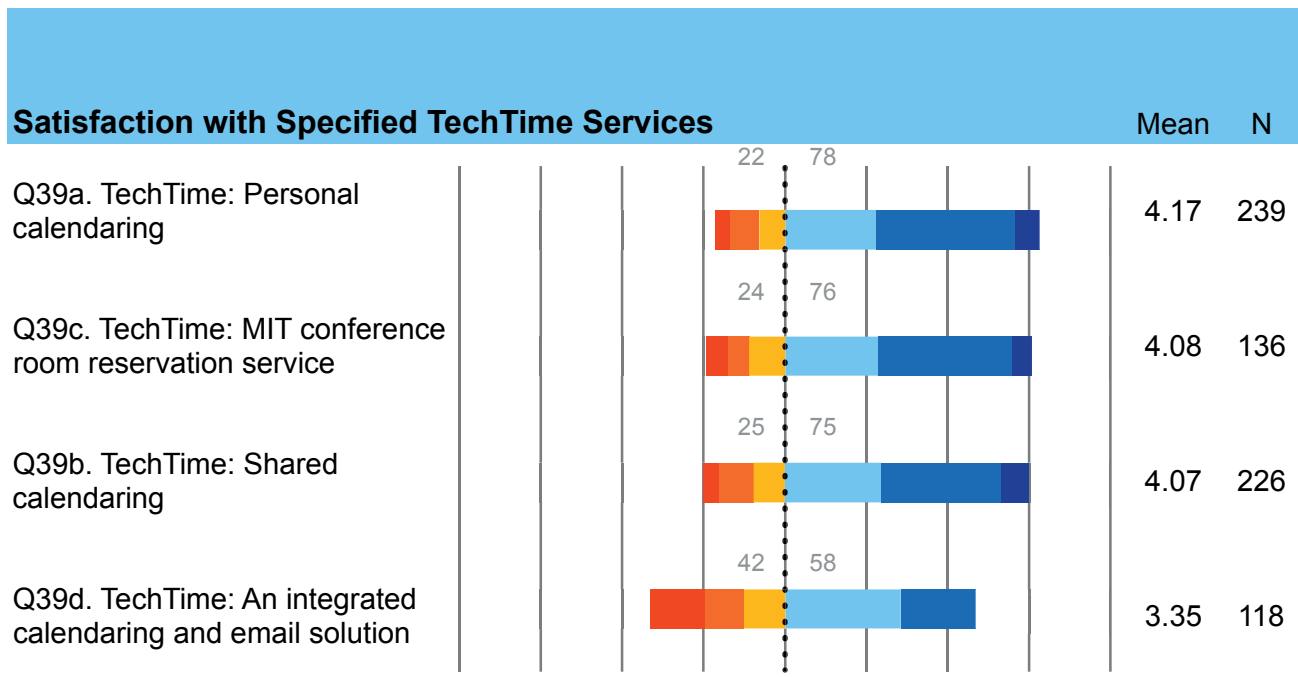
<p>See Appendix A</p>	<p>Q3. What additional software do you need to do your work?</p>
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Q2a Selection of software from MIT										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.60	1%	2%	6%	27%	54%	10%	587	0.90	0.07
F	4.23	1%	7%	12%	31%	47%	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		

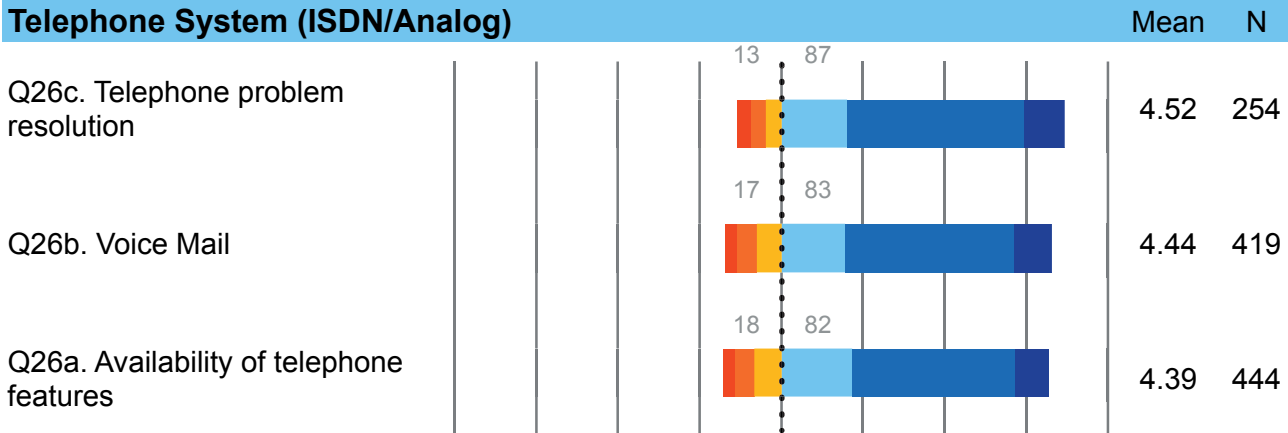
Q39b TechTime: Shared calendaring										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.08	5%	11%	10%	30%	37%	8%	226	1.29	0.17
F	3.11	22%	17%	11%	33%	11%	6%	18		
R	4.31	2%	4%	14%	29%	43%	8%	49		
G	3.83	10%	18%	5%	23%	38%	8%	40		
U	4.10	0%	10%	10%	50%	20%	10%	10		
A	4.23	2%	10%	9%	30%	39%	9%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

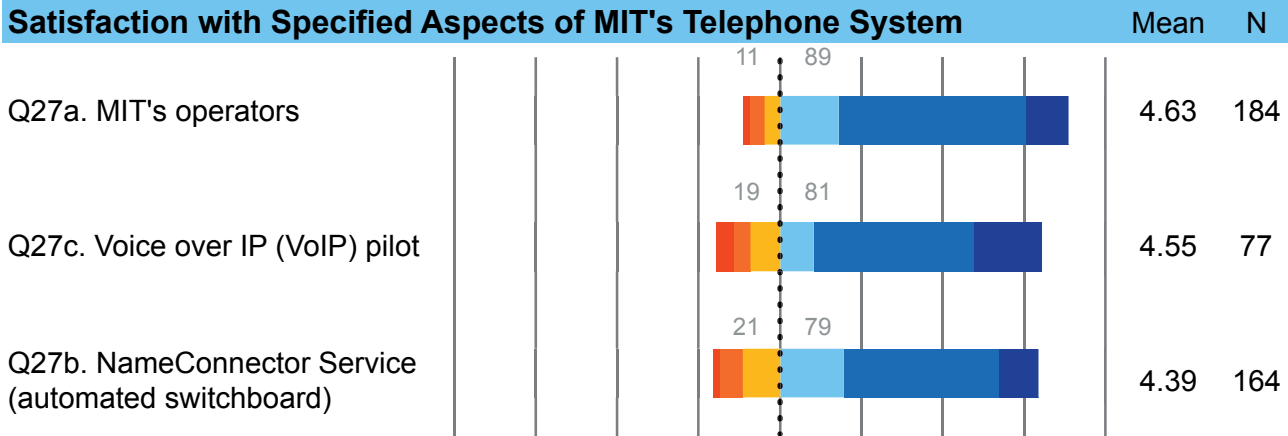
Q39d TechTime: An integrated calendaring and email solution										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	3.36	17%	12%	13%	36%	23%	0%	118	1.40	0.25
F	1.75	63%	13%	13%	13%	0%	0%	8		
R	3.50	19%	4%	15%	31%	31%	0%	26		
G	3.50	13%	13%	13%	38%	25%	0%	24		
U	3.25	0%	25%	50%	0%	25%	0%	4		
A	3.46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

Telecommunications

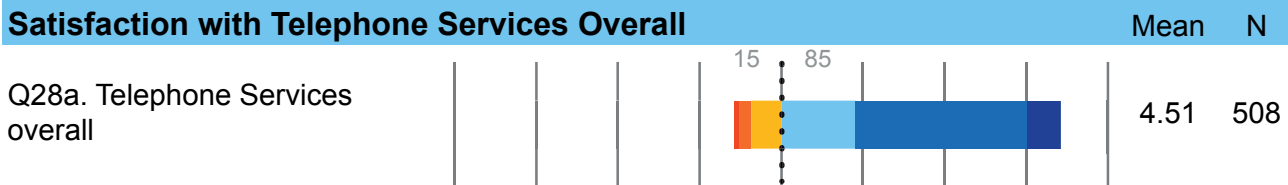
Satisfaction with Aspects of MIT's Traditional Telephone System (ISDN/Analog)



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		

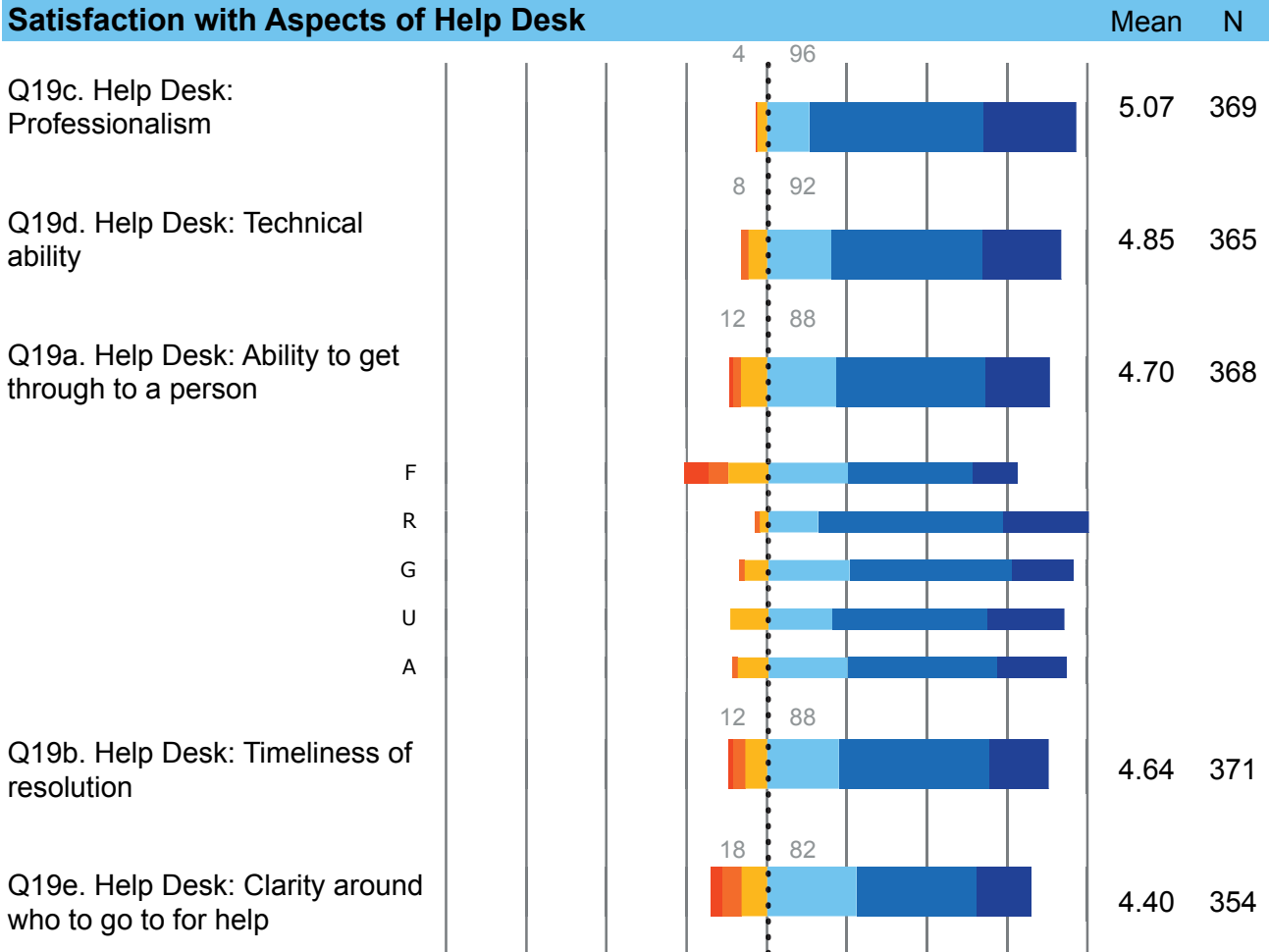
Q27c Voice over IP (VoIP) pilot										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.56	5%	5%	9%	10%	49%	21%	77	1.34	0.30
F	3.83	17%	0%	33%	0%	33%	17%	6		
R	5.14	0%	0%	0%	10%	67%	24%	21		
G	3.92	8%	17%	0%	25%	50%	0%	12		
U	4.00	0%	50%	0%	0%	0%	50%	2		
A	4.58	6%	3%	14%	8%	44%	25%	36		

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

Satisfaction with Aspects of Help Desk



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

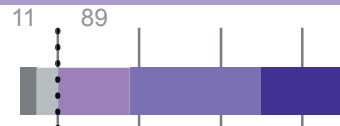
Q20a Change in Help Desk services over the past year

	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

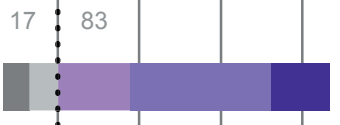
Mean N

Q22c. Faster response time for problem resolution



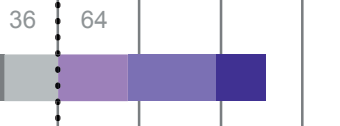
4.74 427

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		

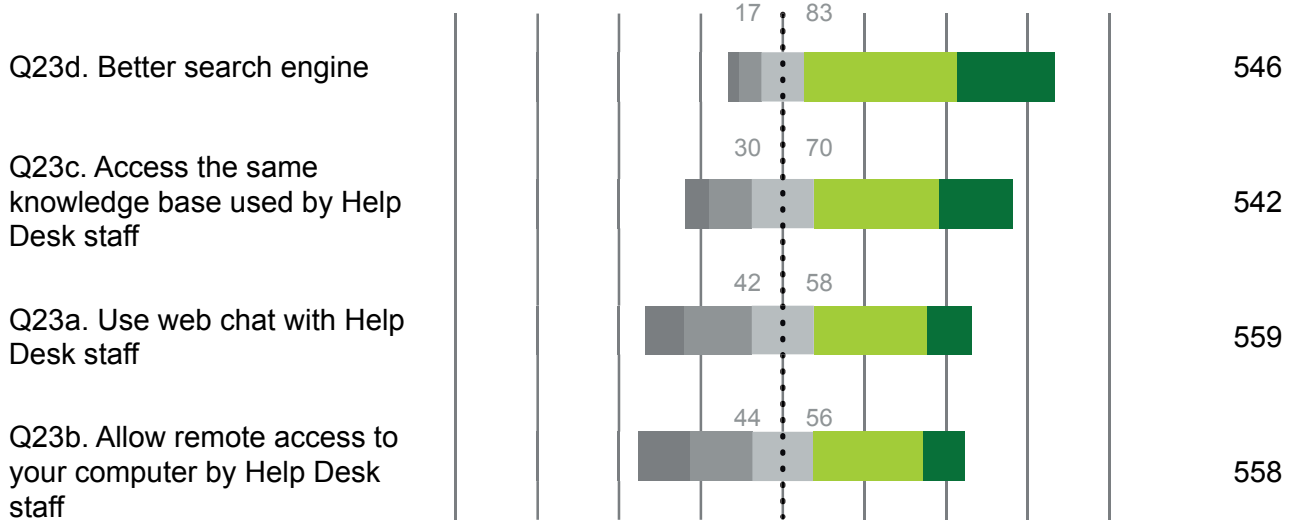
Q22a Better web-based self-help										
	Mean	1-VU	2-U	3-SU	4-SI	5-I	6-VI	Count	Std. Dev.	95% CI+-
All	4.52	2%	6%	9%	22%	43%	18%	454	1.19	0.11
F	4.05	5%	11%	15%	26%	33%	11%	66		
R	4.60	0%	6%	6%	28%	41%	18%	99		
G	4.58	1%	2%	14%	17%	52%	14%	93		
U	4.81	4%	4%	5%	14%	44%	30%	57		
A	4.53	4%	6%	6%	23%	43%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

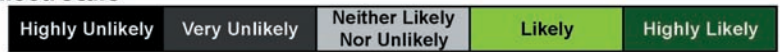
Q22c Faster response time for problem resolution										
	Mean	1-VU	2-U	3-SU	4-SI	5-I	6-VI	Count	Std. Dev.	95% CI+-
All	4.75	1%	4%	7%	22%	40%	26%	427	1.11	0.11
F	4.75	0%	3%	10%	30%	22%	35%	60		
R	4.76	1%	4%	6%	20%	44%	24%	90		
G	4.63	2%	2%	10%	19%	48%	18%	88		
U	4.44	4%	12%	4%	25%	29%	27%	52		
A	4.94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

Likelihood of Utilizing Additional IS&T Client Support Methods

N



Likelihood Scale



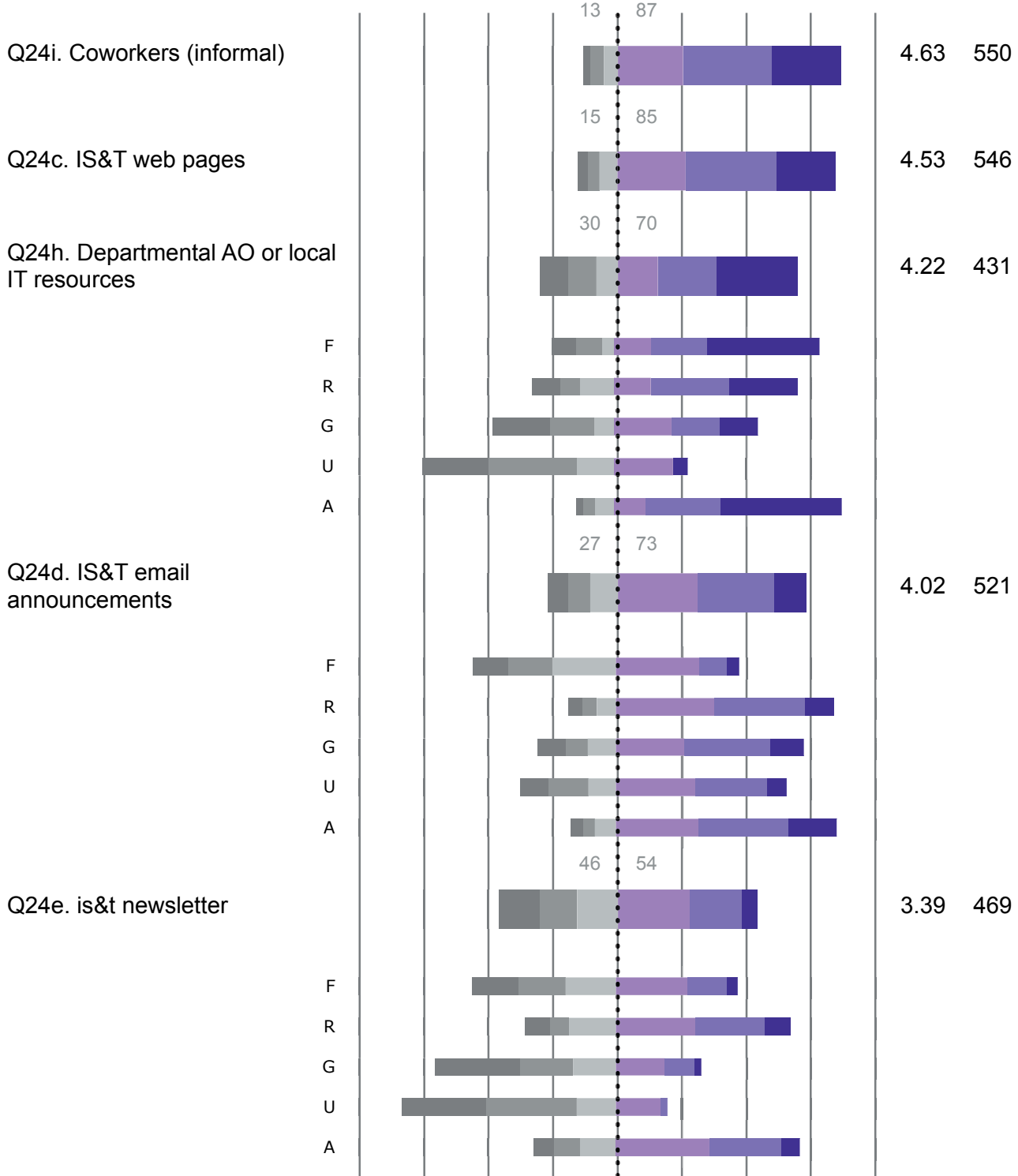
Q23a Use web chat with Help Desk staff						
	Highly Unlikely	Unlikely	Nthr Lkly Nor Unkly	Likely	Highly Likely	Count
All	12%	21%	19%	35%	13%	559
F	17%	19%	21%	33%	10%	78
R	9%	24%	25%	31%	12%	114
G	7%	18%	15%	39%	20%	122
U	18%	18%	17%	38%	9%	82
A	12%	22%	19%	34%	13%	163

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

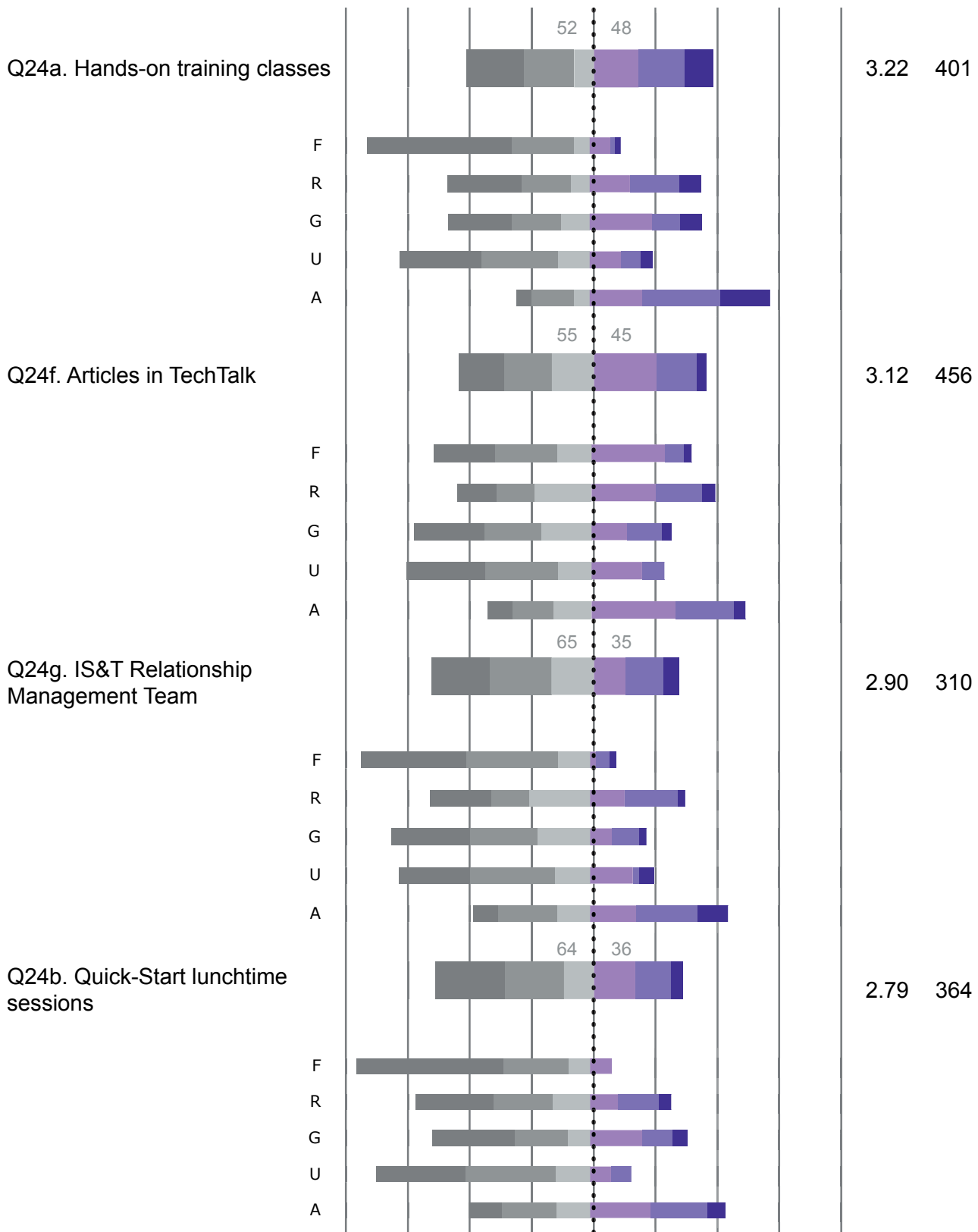
Q23c Access the same knowledge base used by Help Desk staff						
	Highly Unlikely	Unlikely	Nthr Lkly Nor Unkly	Likely	Highly Likely	Count
All	7%	13%	19%	38%	23%	542
F	7%	16%	20%	32%	25%	75
R	4%	14%	13%	45%	23%	113
G	4%	13%	14%	41%	28%	120
U	11%	4%	28%	37%	20%	79
A	9%	15%	22%	35%	18%	155

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		

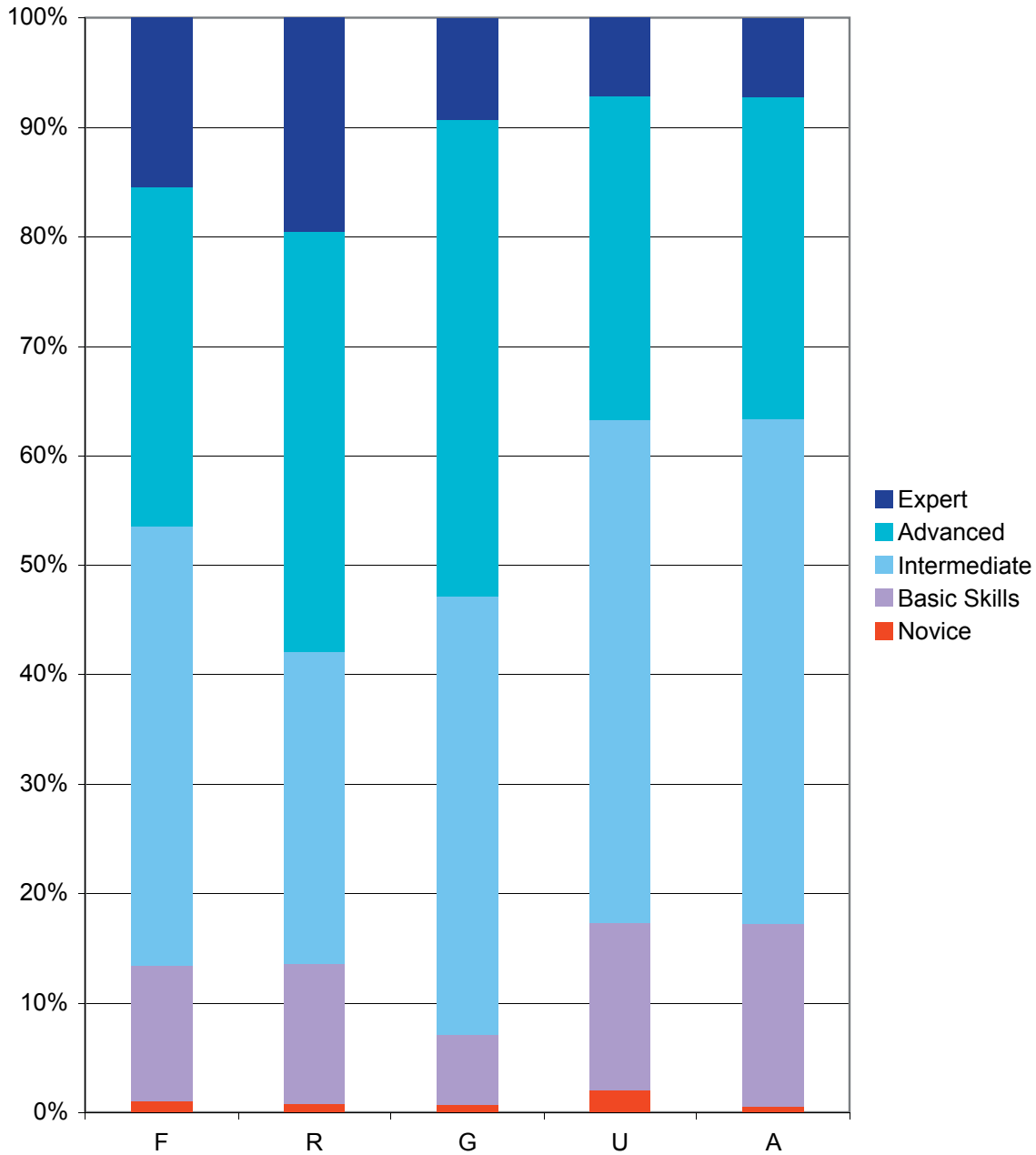
Q24f Articles in TechTalk for learning about new offerings										
	Mean	1-VU	2-U	3-SU	4-SI	5-I	6-VI	Count	Std. Dev.	95% CI+-
All	3.13	18%	19%	17%	25%	16%	4%	456	1.47	0.13
F	2.81	24%	24%	13%	28%	7%	3%	67		
R	3.31	15%	15%	22%	25%	18%	5%	100		
G	2.75	28%	22%	20%	14%	14%	3%	87		
U	2.48	30%	28%	13%	20%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

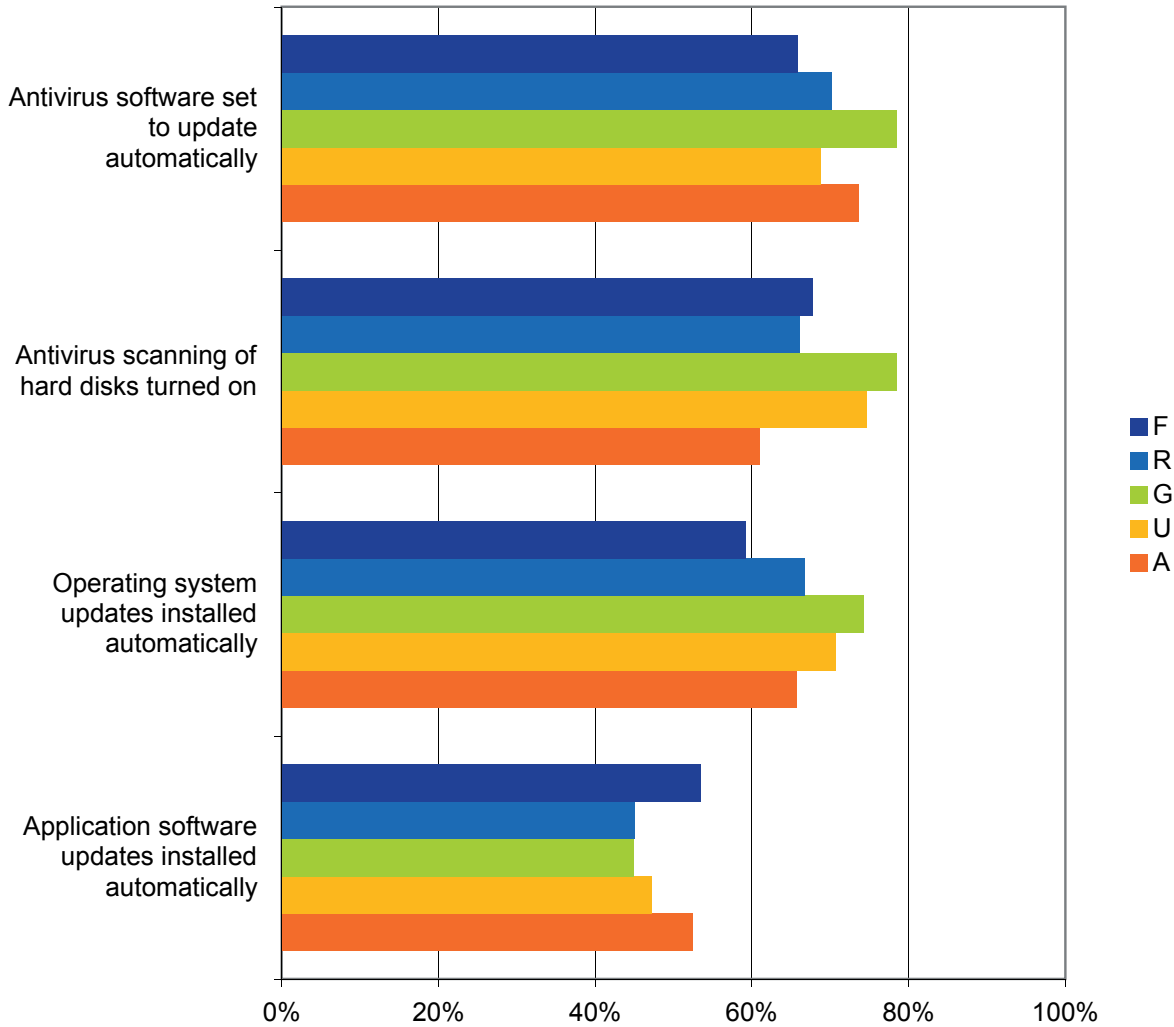
Q35. Self-Rating for Proficiency with Computers



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

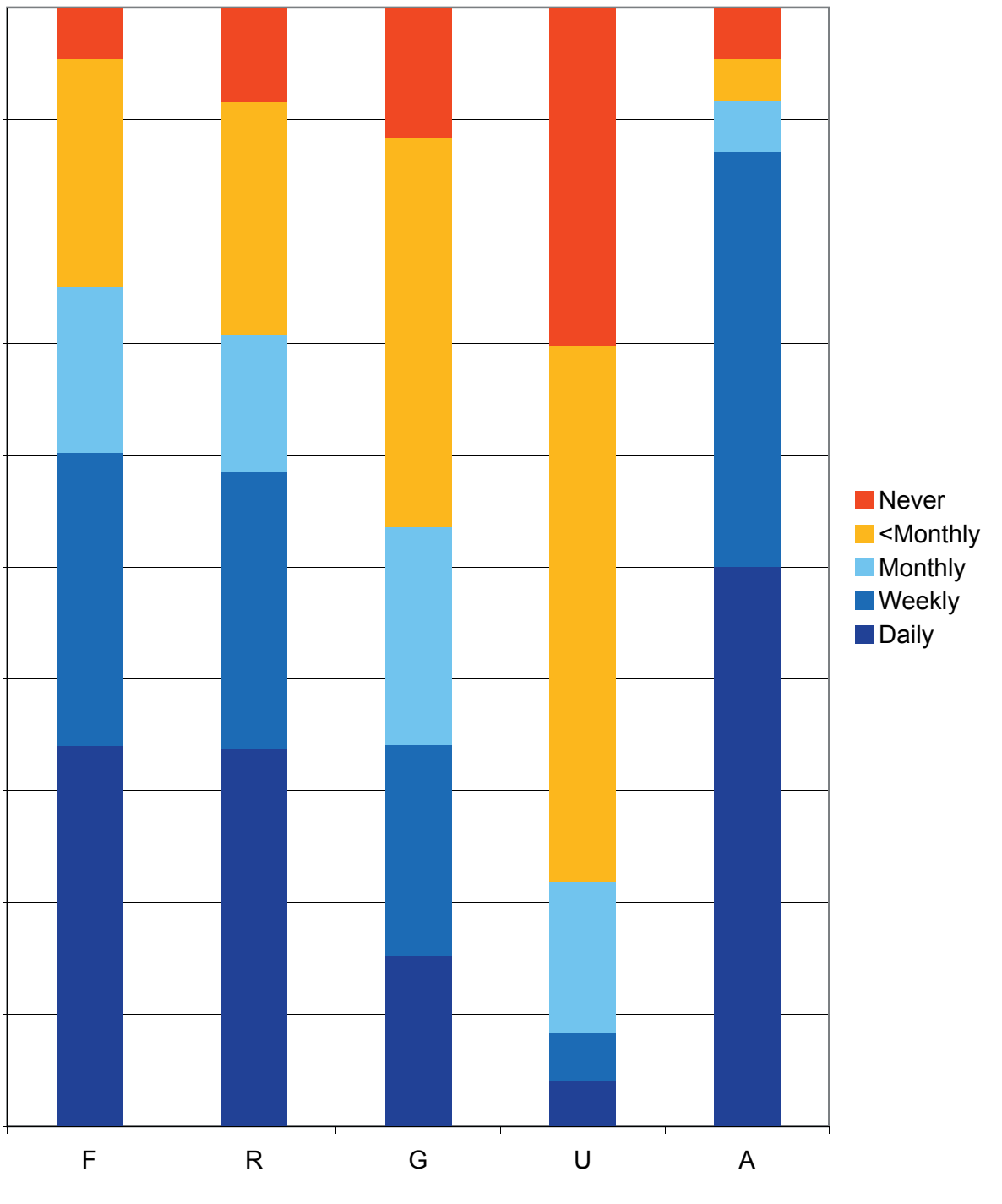
Q14. Percent of All Respondents Taking Specified Preventive Security Measures, n=686



<p>See Appendix A</p>	<p>Q15. What specific help do you think you need to keep your computing environment safer?</p>
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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



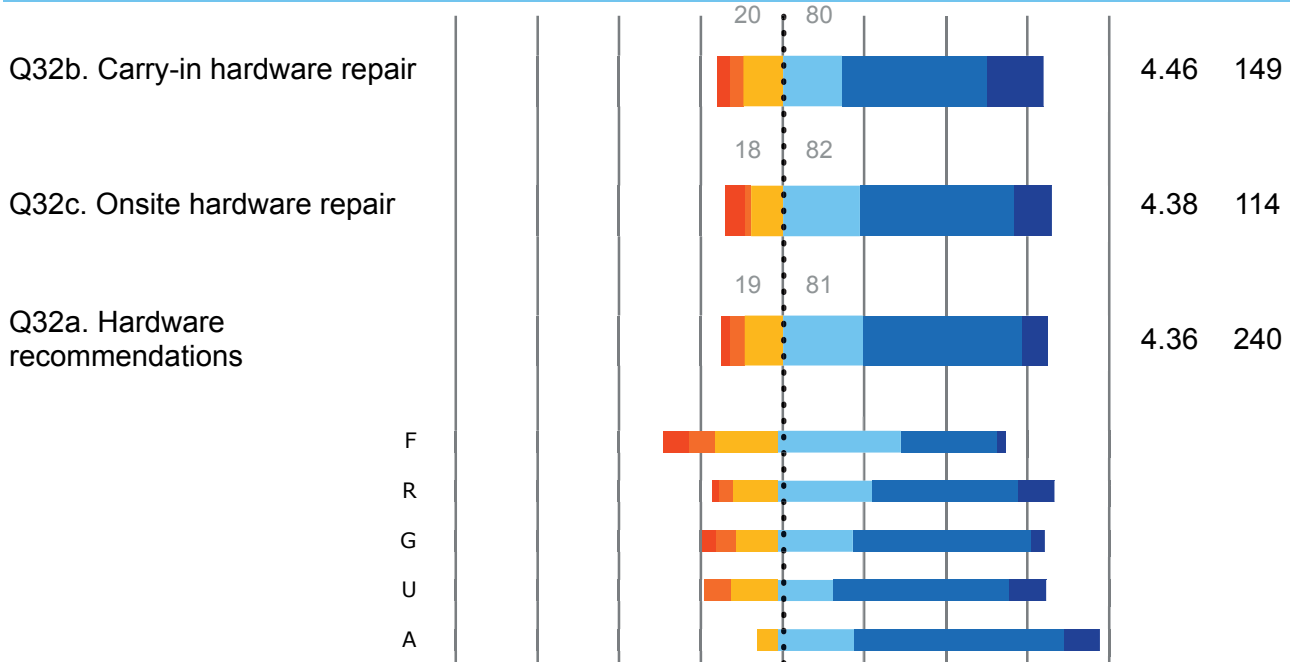
Q18a Data backup frequency						
	Never	<Monthly	Monthly	Weekly	Daily	Count
All	11%	25%	13%	23%	28%	584
F	5%	20%	15%	26%	34%	88
R	8%	21%	12%	25%	34%	130
G	12%	35%	20%	19%	15%	138
U	30%	48%	14%	4%	4%	96
A	5%	4%	5%	37%	50%	132

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

Satisfaction with Specified IS&T Hardware Services

Mean N



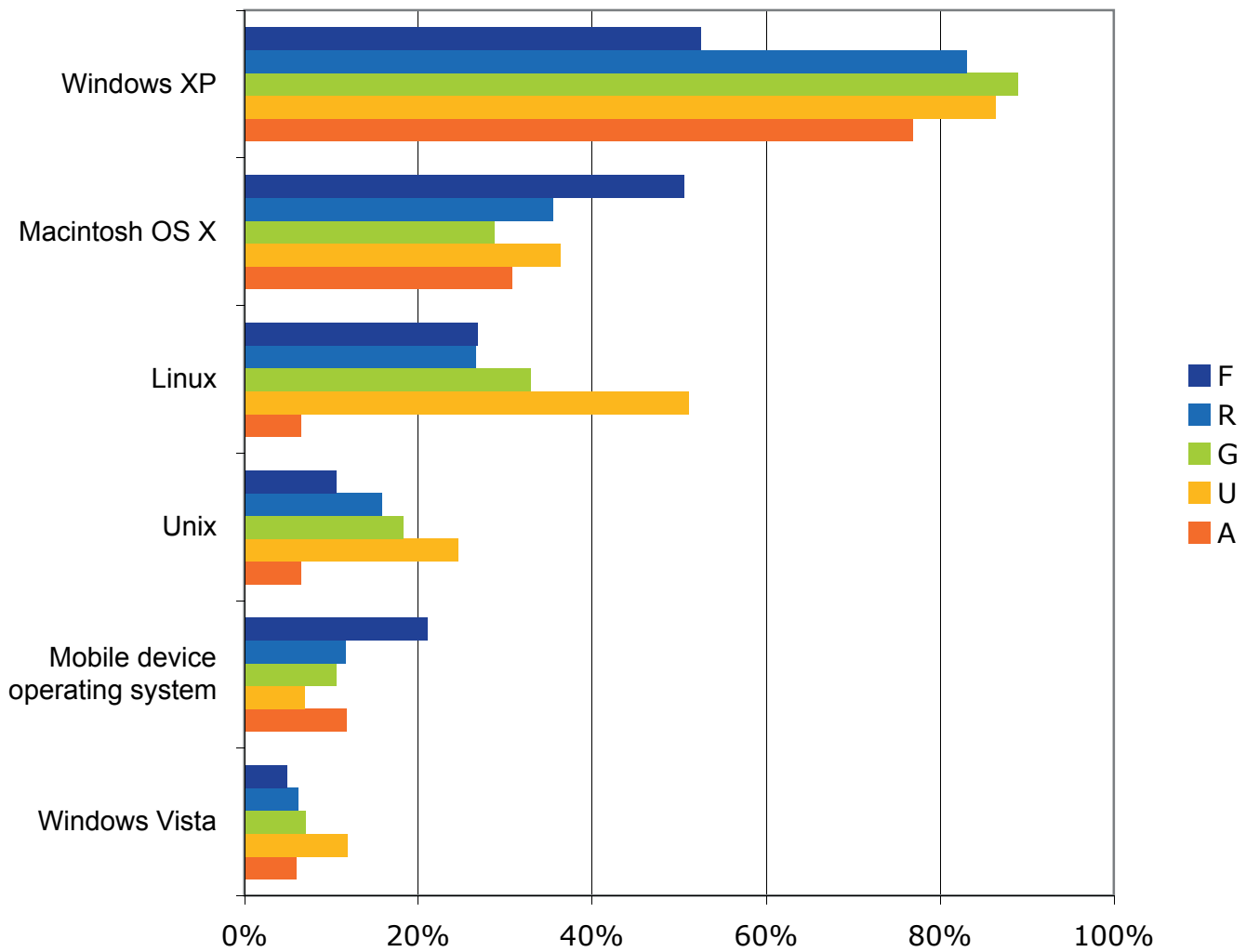
Q28a Telephone Services overall										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.51	2%	4%	9%	23%	53%	10%	508	1.03	0.09
F	4.23	4%	5%	14%	25%	45%	7%	96		
R	4.73	0%	2%	4%	27%	55%	13%	124		
G	4.18	3%	5%	13%	33%	44%	3%	78		
U	3.55	10%	19%	19%	13%	35%	3%	31		
A	4.82	0%	1%	7%	16%	63%	14%	179		

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		

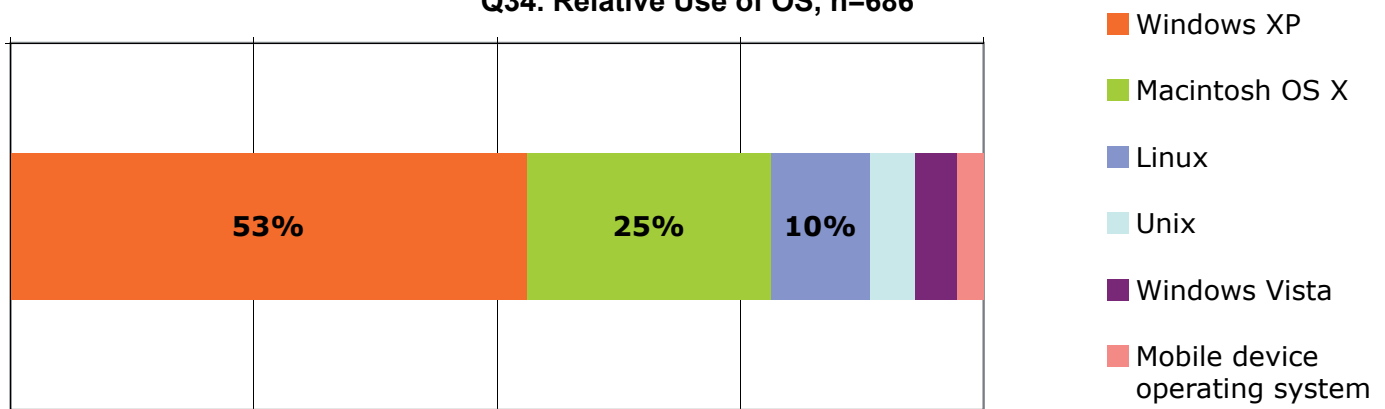
Q32b Carry-in hardware repair										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.47	4%	4%	12%	18%	44%	17%	149	1.26	0.20
F	4.15	6%	3%	21%	24%	30%	15%	33		
R	4.92	0%	4%	4%	13%	54%	25%	24		
G	4.23	9%	6%	20%	6%	40%	20%	35		
U	4.23	8%	8%	8%	23%	38%	15%	13		
A	4.73	0%	2%	5%	25%	55%	14%	44		

Computing Environment

Q34. OS Used At All, n=686



Q34. Relative Use of OS, n=686

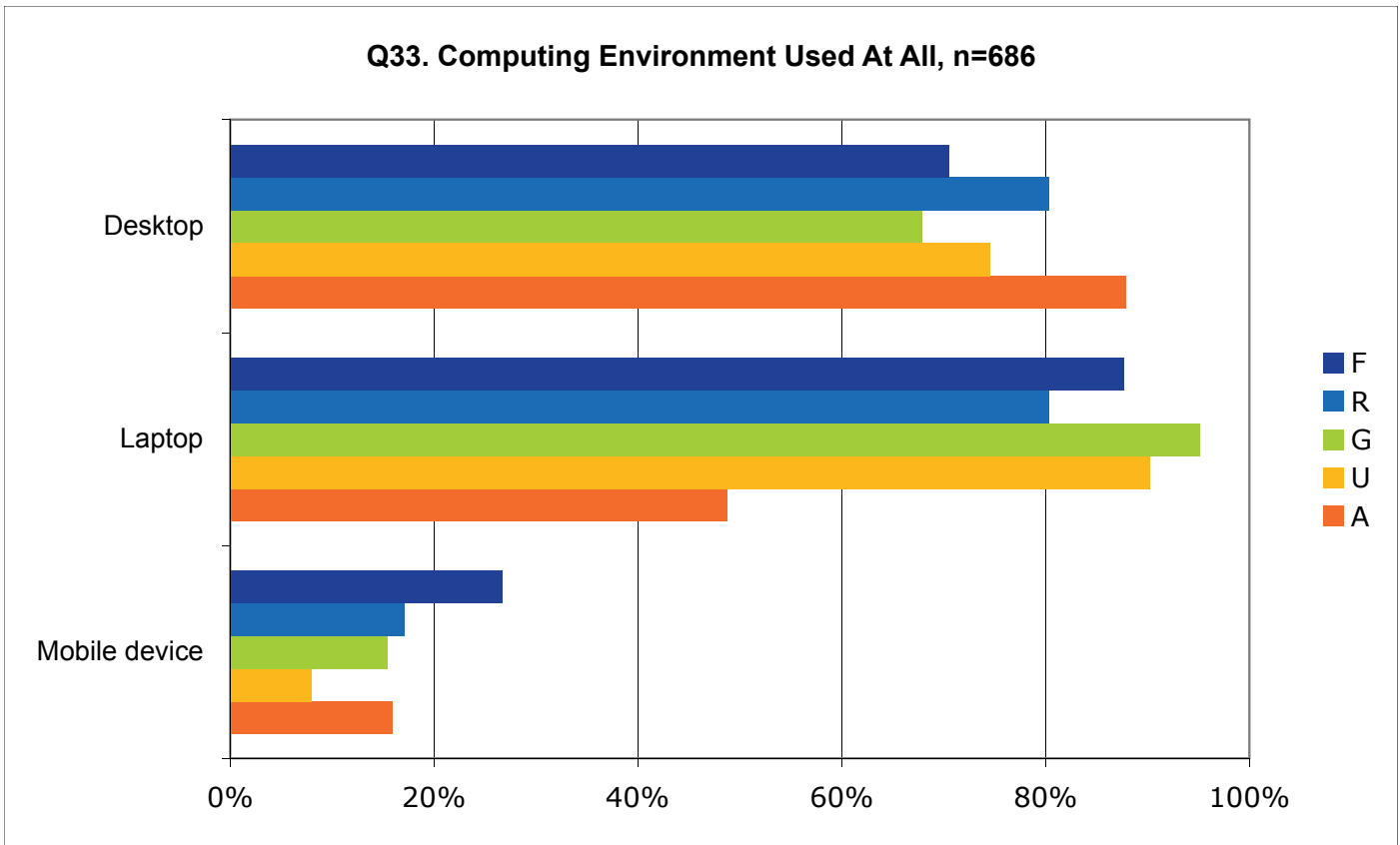


Q34. OS Used At All

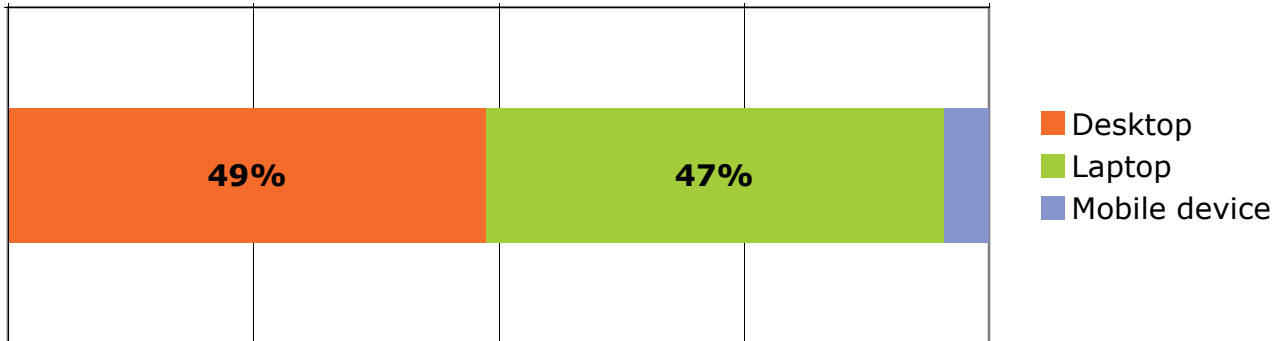
	Windows XP	Macintosh OS X	Linux	Unix	Mobile device operating system	Windows Vista	Count
All	76%	34%	25%	14%	12%	7%	686
F	52%	50%	27%	10%	21%	5%	105
R	83%	35%	27%	16%	12%	6%	147
G	89%	29%	33%	18%	10%	7%	143
U	86%	36%	51%	25%	7%	12%	102
A	77%	31%	6%	6%	12%	6%	189

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



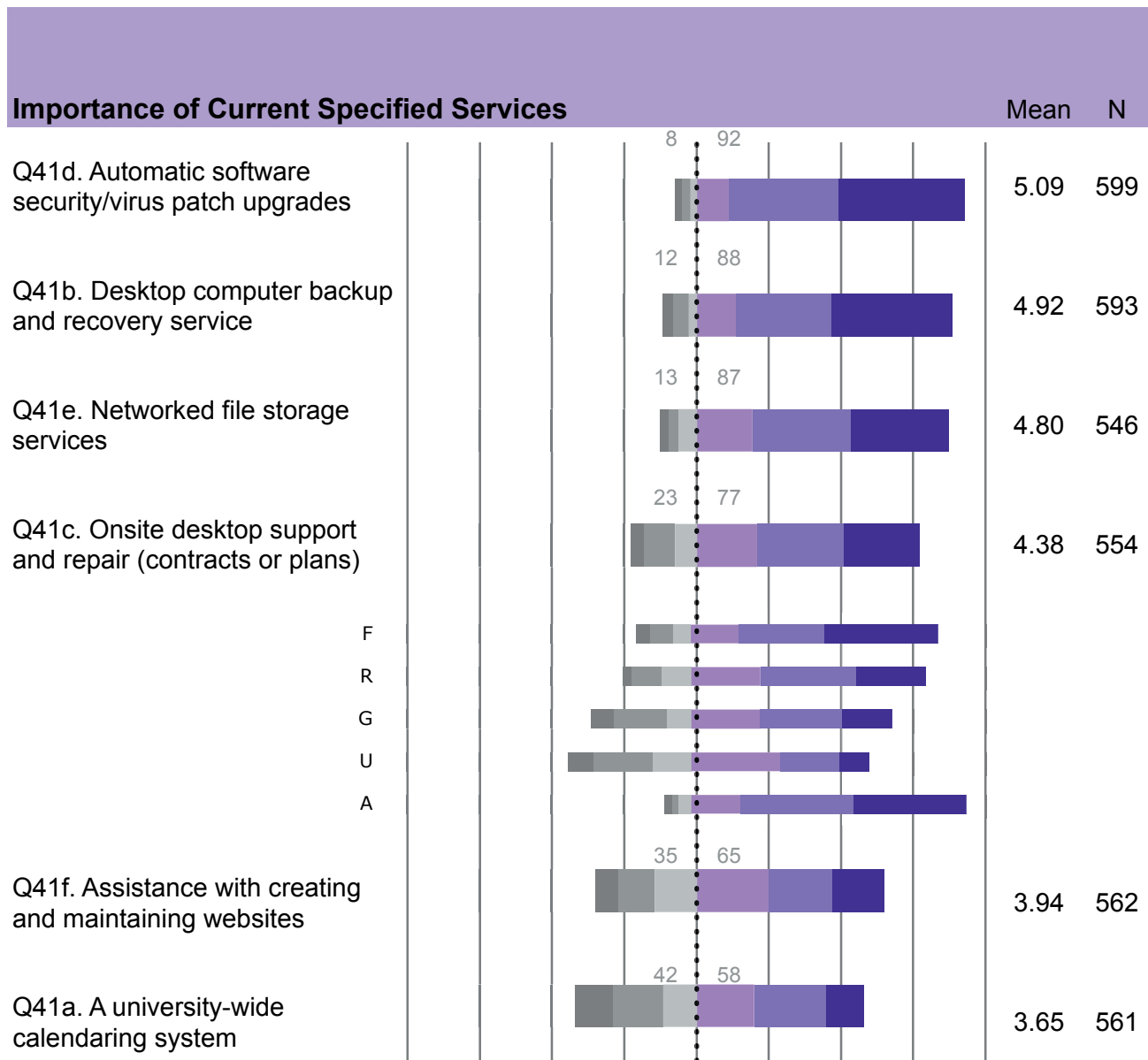
Q33. Relative Use of Computing Environment, n=686



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		

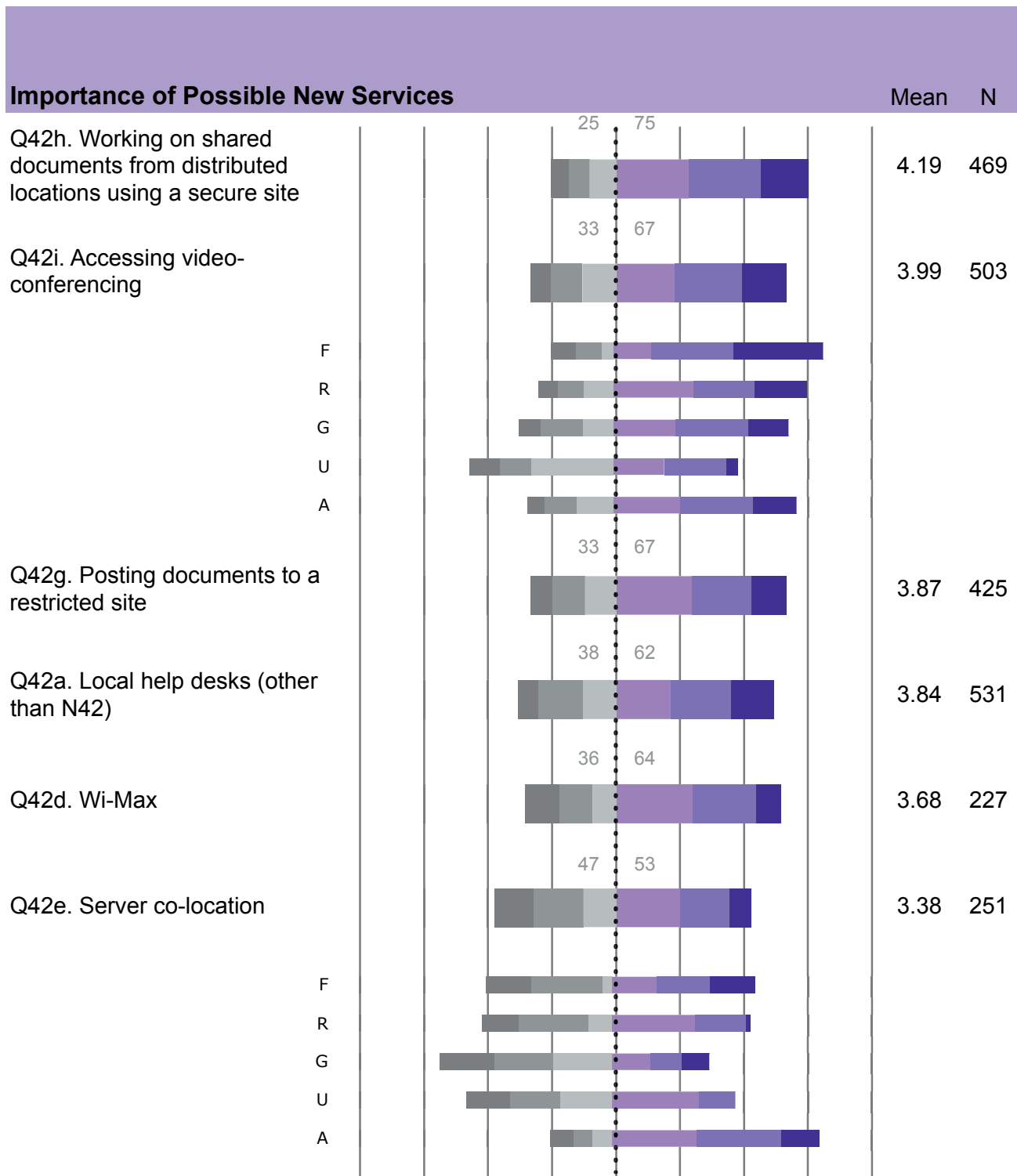
Q41b Desktop computer backup and recovery service										
	Mean	1-VU	2-U	3-SU	4-SI	5-I	6-VI	Count	Std. Dev.	95% CI+-
All	4.92	4%	5%	3%	14%	33%	42%	593	1.30	0.11
F	5.07	7%	2%	1%	11%	27%	52%	92		
R	4.92	2%	7%	2%	15%	35%	39%	127		
G	4.71	5%	6%	4%	17%	33%	35%	132		
U	4.38	4%	10%	8%	22%	34%	22%	77		
A	5.27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

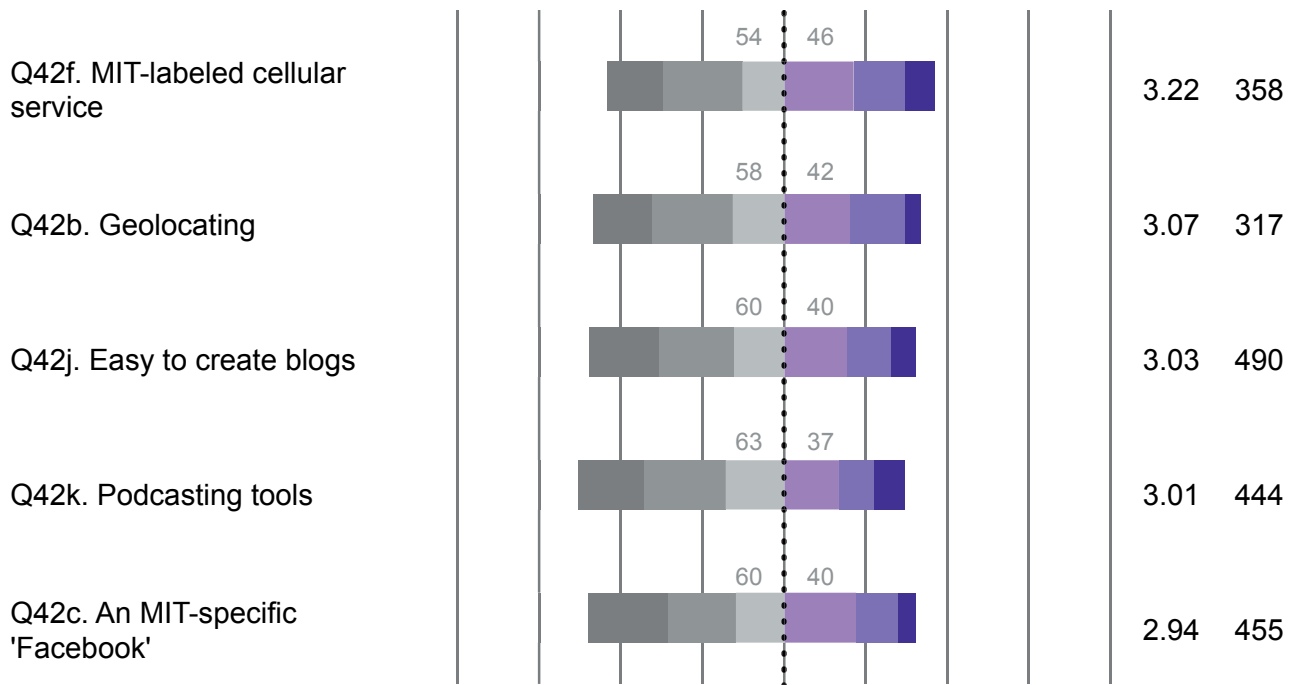
Q41c Onsite desktop support and repair (contracts or plans)										
	Mean	1-VU	2-U	3-SU	4-SI	5-I	6-VI	Count	Std. Dev.	95% CI+-
All	4.39	5%	10%	8%	21%	30%	26%	554	1.46	0.12
F	4.68	5%	8%	6%	16%	28%	38%	88		
R	4.41	2%	10%	10%	23%	32%	23%	122		
G	3.94	8%	17%	8%	23%	27%	17%	126		
U	3.62	8%	20%	13%	30%	20%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

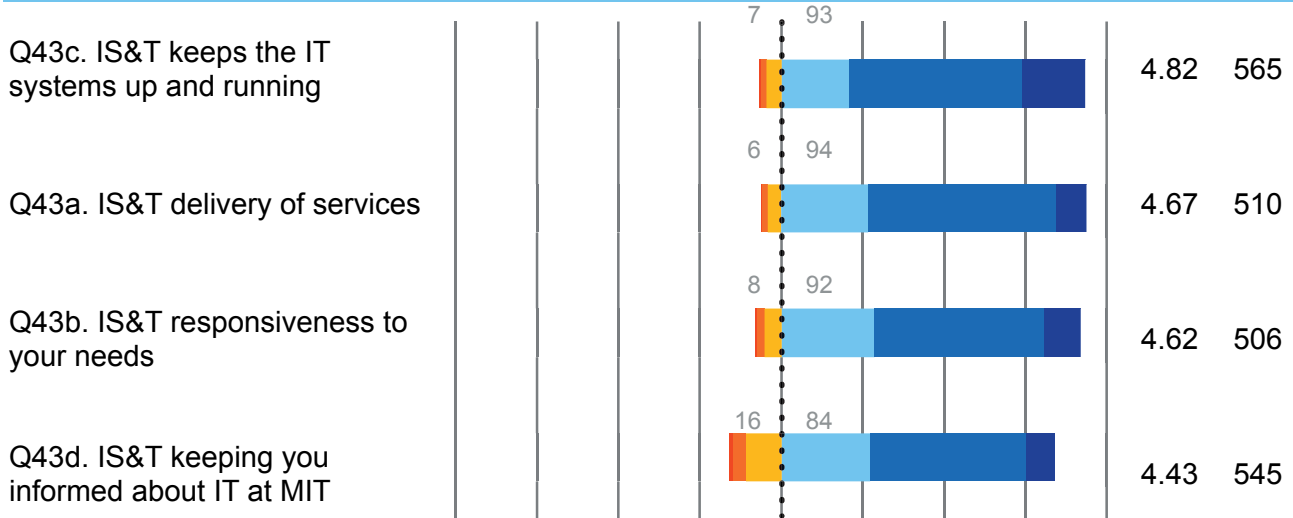
Q42i Accessing video-conferencing										
	Mean	1-VU	2-U	3-SU	4-SI	5-I	6-VI	Count	Std. Dev.	95% CI+-
All	4.00	8%	12%	13%	23%	26%	17%	503	1.52	0.13
F	4.49	8%	10%	4%	14%	31%	33%	72		
R	4.10	7%	10%	11%	30%	23%	20%	111		
G	3.90	8%	16%	11%	23%	27%	15%	126		
U	3.43	12%	12%	30%	19%	23%	4%	69		
A	4.02	6%	12%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

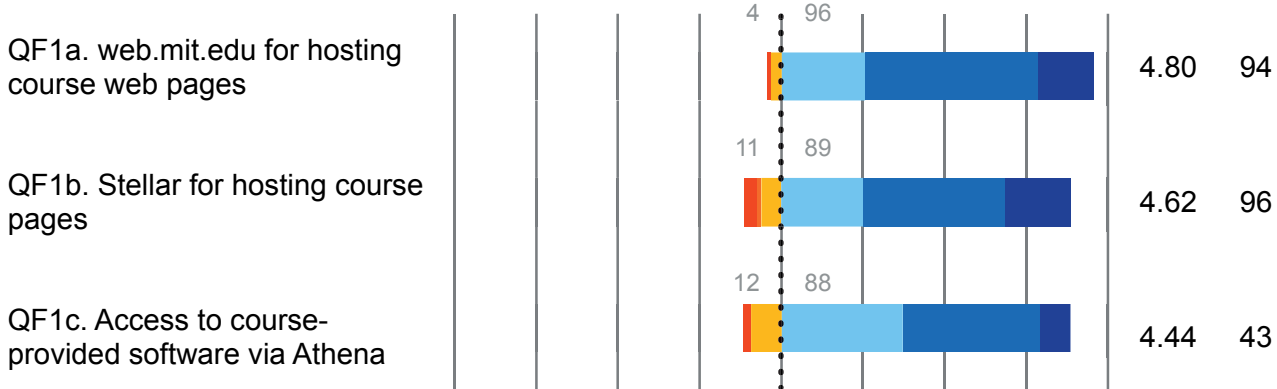
Q43c IS&T keeps the IT systems up and running										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.82	1%	2%	5%	21%	53%	19%	565	0.89	0.07
F	4.61	1%	3%	10%	23%	43%	20%	87		
R	5.10	0%	0%	1%	17%	55%	28%	115		
G	4.72	2%	2%	6%	20%	55%	16%	122		
U	4.71	0%	3%	4%	28%	51%	15%	75		
A	4.88	0%	1%	4%	20%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

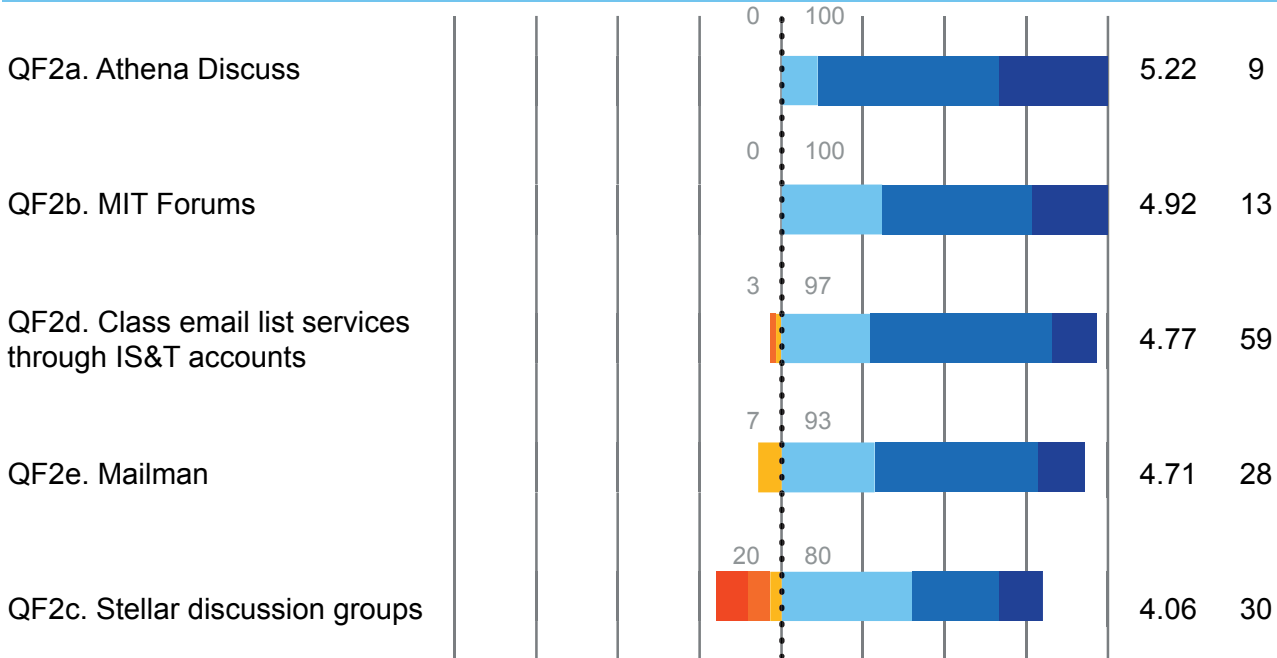
Q44a IS&T overall										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.74	0%	1%	4%	23%	62%	10%	618	0.76	0.06
F	4.48	1%	4%	10%	23%	55%	8%	93		
R	4.85	0%	1%	1%	22%	65%	11%	131		
G	4.73	0%	2%	2%	24%	63%	9%	129		
U	4.73	0%	0%	3%	25%	67%	4%	91		
A	4.82	1%	0%	4%	21%	61%	13%	174		

Faculty and Researchers Survey Results

Satisfaction with Specified Academic Technology Services



Satisfaction with Specified Discussion Groups and Email Services



Satisfaction with Laptop Loaner and Configuration Service



QF1a web.mit.edu for hosting course web pages										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.81	1%	0%	3%	26%	53%	17%	94	0.83	0.17
F	4.63	2%	0%	6%	31%	48%	13%	54		
R	5.05	0%	0%	0%	18%	60%	23%	40		

QF1b Stellar for hosting course pages										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.63	4%	1%	6%	25%	44%	20%	96	1.15	0.23
F	4.57	6%	1%	7%	24%	39%	23%	70		
R	4.77	0%	0%	4%	27%	58%	12%	26		

QF1c Access to course-provided software via Athena										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.44	2%	0%	9%	37%	42%	9%	43	0.96	0.29
F	4.00	5%	0%	15%	60%	10%	10%	20		
R	4.83	0%	0%	4%	17%	70%	9%	23		

QF2a Athena Discuss										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.22	0%	0%	0%	11%	56%	33%	9	0.67	0.44
F	5.00	0%	0%	0%	0%	100%	0%	1		
R	5.25	0%	0%	0%	13%	50%	38%	8		

QF2b MIT Forums										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.92	0%	0%	0%	31%	46%	23%	13	0.76	0.41
F	4.50	0%	0%	0%	50%	50%	0%	2		
R	5.00	0%	0%	0%	27%	45%	27%	11		

QF2c Stellar discussion groups										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.07	10%	7%	3%	40%	27%	13%	30	1.44	0.51
F	3.83	17%	11%	6%	22%	28%	17%	18		
R	4.42	0%	0%	0%	67%	25%	8%	12		

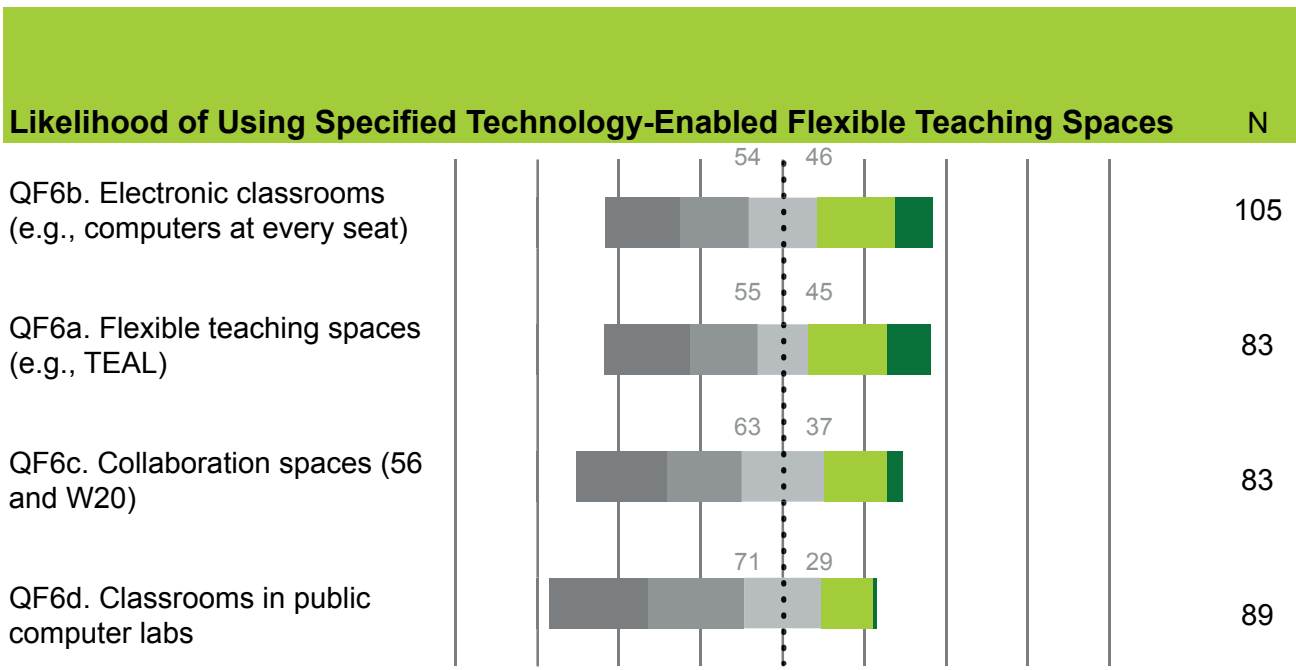
QF2d Class email list services through IS&T accounts										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.78	0%	2%	2%	27%	56%	14%	59	0.77	0.20
F	4.81	0%	2%	0%	28%	53%	16%	43		
R	4.69	0%	0%	6%	25%	63%	6%	16		

QF2e Mailman										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.71	0%	0%	7%	29%	50%	14%	28	0.81	0.30
F	5.00	0%	0%	0%	25%	50%	25%	12		
R	4.50	0%	0%	13%	31%	50%	6%	16		

QF3 Laptop loaner and configuration										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.25	10%	5%	0%	25%	55%	5%	20	1.37	0.60
F	3.73	18%	9%	0%	27%	45%	0%	11		
R	4.89	0%	0%	0%	22%	67%	11%	9		

QF4a Usefulness of 2d visualization Windows cluster in Building 37 for: You									
	Mean	Not At All Useful	Not Very Useful	Somewhat Useful	Useful	Very Useful	Count	Std. Dev.	95% CI+-
All	2.60	40%	10%	10%	30%	10%	10	1.58	0.98
F	1.80	80%	0%	0%	0%	20%	5		
R	3.40	0%	20%	20%	60%	0%	5		

QF4b Usefulness of 2d visualization Windows cluster in Building 37 for: Your students									
	Mean	Not At All Useful	Not Very Useful	Somewhat Useful	Useful	Very Useful	Count	Std. Dev.	95% CI+-
All	3.25	38%	0%	0%	25%	38%	8	1.91	1.32
F	2.00	75%	0%	0%	0%	25%	4		
R	4.50	0%	0%	0%	50%	50%	4		



QF6a Flexible teaching spaces (e.g., TEAL)						
	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	Count
All	27%	20%	16%	24%	13%	83
F	23%	20%	15%	25%	17%	60
R	35%	22%	17%	22%	4%	23

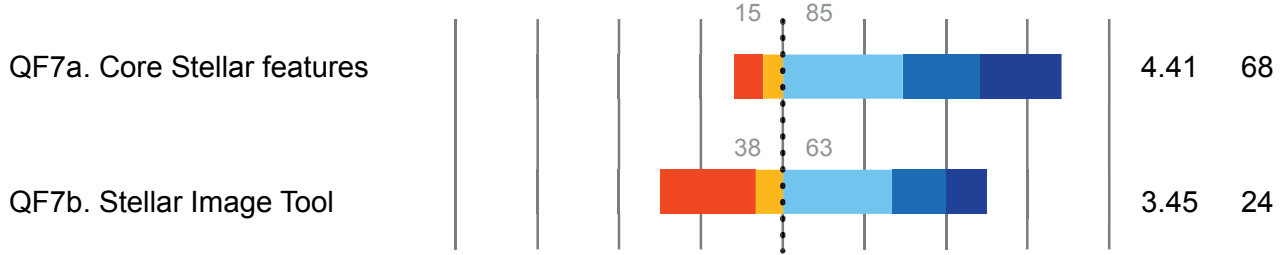
QF6b Electronic classrooms (e.g., computers at every seat)						
	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	Count
All	23%	21%	21%	24%	11%	105
F	20%	22%	22%	24%	12%	74
R	29%	19%	19%	23%	10%	31

QF6c Collaboration spaces (56 and W20)						
	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	Count
All	28%	23%	25%	19%	5%	83
F	29%	27%	24%	15%	5%	55
R	25%	14%	29%	29%	4%	28

QF6d Classrooms in public computer labs						
	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	Count
All	30%	29%	24%	16%	1%	89
F	30%	30%	21%	17%	2%	63
R	31%	27%	31%	12%	0%	26

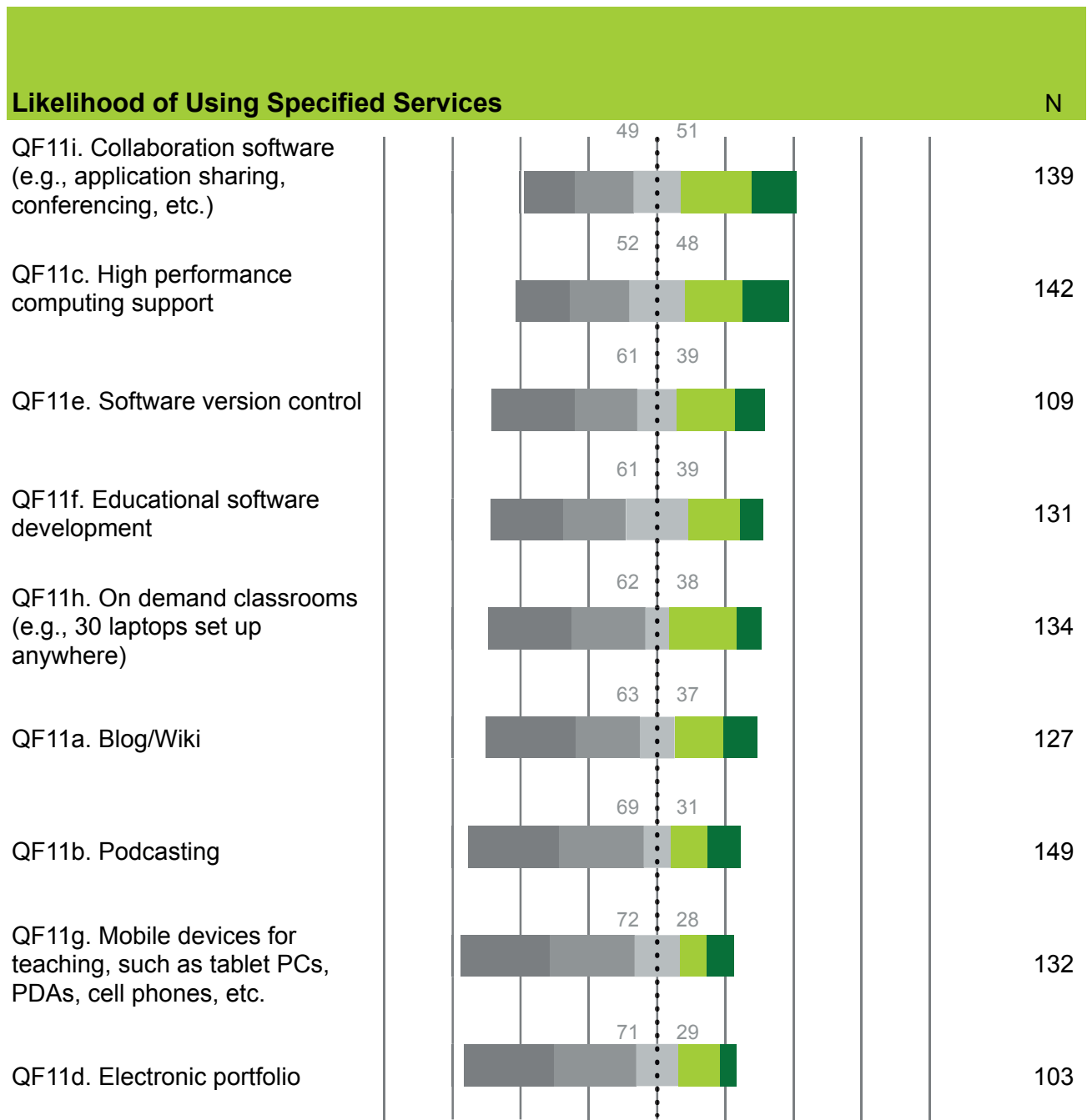
Satisfaction with Specified Aspects of Stellar

Mean N



QF7a Core Stellar features										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.41	9%	0%	6%	37%	24%	25%	68	1.40	0.33
F	4.47	9%	0%	8%	28%	26%	28%	53		
R	4.20	7%	0%	0%	67%	13%	13%	15		

QF7b Stellar Image Tool										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	3.46	29%	0%	8%	33%	17%	13%	24	1.79	0.72
F	3.41	35%	0%	6%	24%	18%	18%	17		
R	3.57	14%	0%	14%	57%	14%	0%	7		



QF11a Blog/Wiki						
	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	Count
All	33%	24%	13%	18%	13%	127
F	34%	30%	13%	20%	3%	61
R	32%	18%	12%	17%	21%	66

QF11b Podcasting						
	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	Count
All	34%	31%	10%	13%	12%	149
F	39%	36%	10%	6%	10%	72
R	29%	26%	10%	21%	14%	77

QF11c High performance computing support						
	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	Count
All	20%	22%	20%	21%	17%	142
F	27%	22%	19%	15%	16%	67
R	13%	21%	21%	27%	17%	75

QF11d Electronic portfolio						
	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	Count
All	33%	30%	16%	16%	6%	103
F	43%	36%	14%	5%	2%	42
R	26%	26%	16%	23%	8%	61

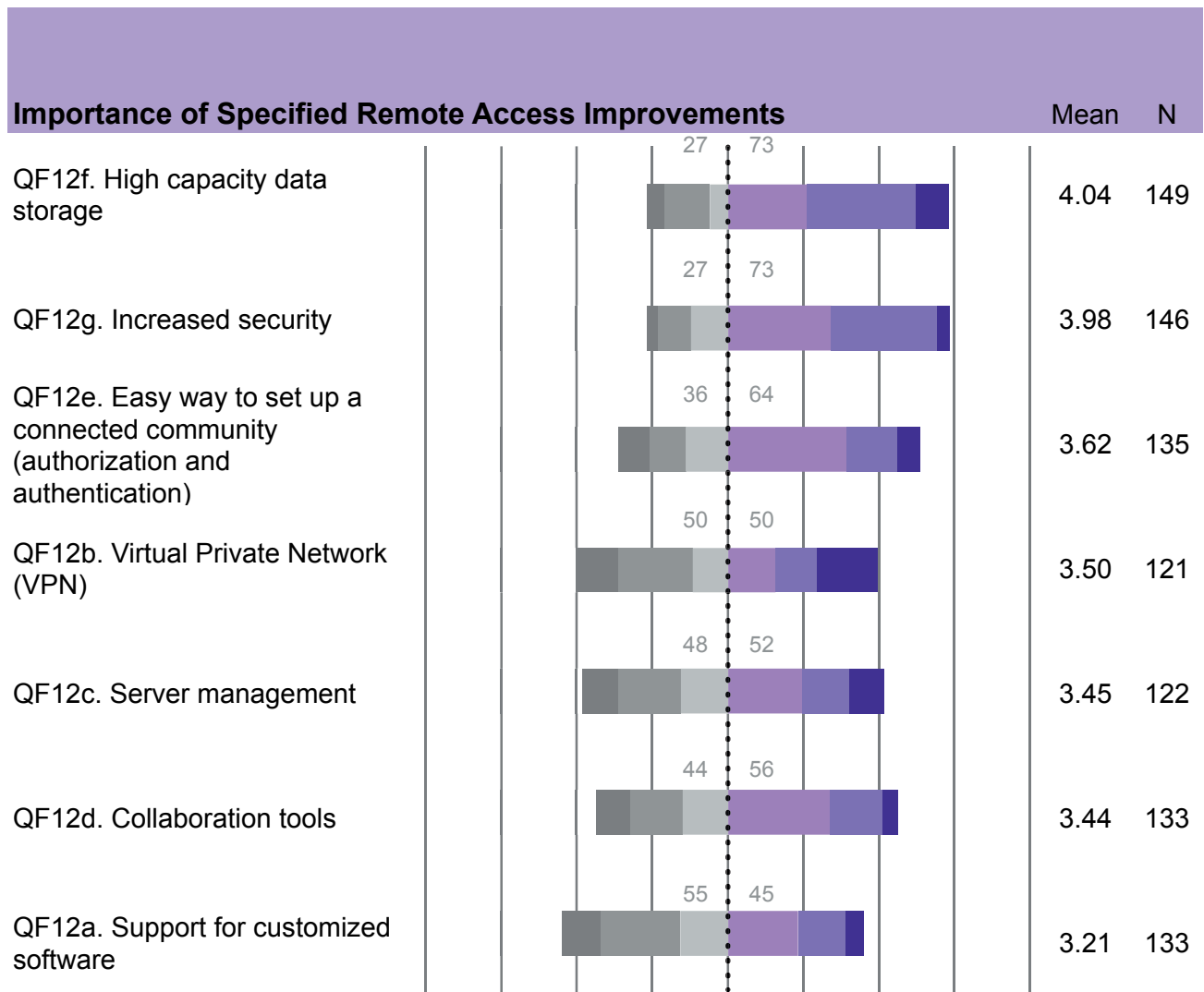
QF11e Software version control						
	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	Count
All	30%	23%	15%	21%	11%	109
F	36%	26%	15%	21%	2%	47
R	26%	21%	15%	21%	18%	62

QF11f Educational software development						
	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	Count
All	27%	23%	23%	19%	8%	131
F	27%	22%	25%	18%	8%	60
R	27%	24%	21%	20%	8%	71

QF11g Mobile devices for teaching, such as tablet PCs, PDAs, cell phones, etc.						
	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	Count
All	33%	31%	17%	10%	10%	132
F	29%	38%	11%	11%	12%	66
R	36%	24%	23%	9%	8%	66

QF11h On demand classrooms (e.g., 30 laptops set up anywhere)						
	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	Count
All	31%	27%	9%	25%	9%	134
F	24%	29%	9%	26%	12%	68
R	38%	24%	9%	23%	6%	66

QF11i Collaboration software (e.g., application sharing, conferencing, etc.)						
	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	Count
All	19%	22%	17%	26%	17%	139
F	20%	28%	12%	28%	12%	65
R	18%	16%	22%	24%	20%	74



QF12a Support for customized software										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.21	13%	26%	16%	23%	16%	6%	133	1.47	0.25
F	3.02	17%	28%	17%	19%	11%	8%	64		
R	3.39	9%	25%	14%	28%	20%	4%	69		

QF12b Virtual Private Network (VPN)										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.50	14%	25%	12%	16%	14%	20%	121	1.76	0.31
F	3.33	21%	25%	11%	11%	11%	23%	57		
R	3.66	8%	25%	13%	20%	17%	17%	64		

QF12c Server management										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.45	12%	20%	16%	25%	16%	11%	122	1.55	0.28
F	3.21	20%	21%	16%	18%	10%	15%	61		
R	3.69	5%	20%	15%	31%	21%	8%	61		

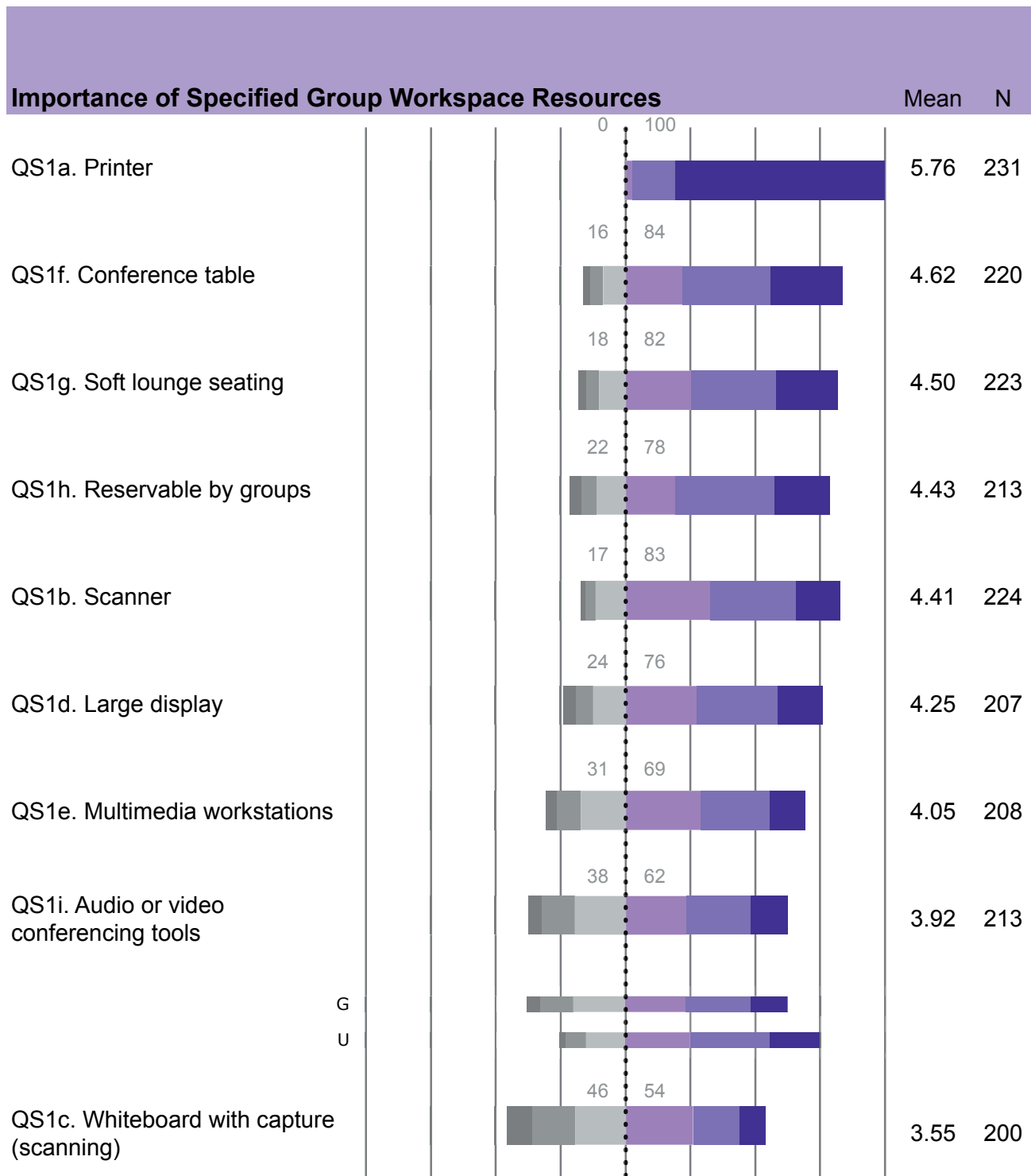
QF12d Collaboration tools										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.44	11%	17%	15%	34%	17%	5%	133	1.39	0.24
F	3.20	17%	21%	17%	24%	14%	8%	66		
R	3.69	6%	13%	13%	43%	21%	3%	67		

QF12e Easy way to set up a connected community (authorization and authenticati										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.63	10%	12%	14%	39%	17%	7%	135	1.38	0.23
F	3.46	14%	16%	14%	29%	16%	10%	69		
R	3.80	6%	8%	14%	50%	18%	5%	66		

QF12f High capacity data storage										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.04	6%	15%	6%	26%	36%	11%	149	1.41	0.23
F	3.85	10%	16%	7%	23%	34%	10%	73		
R	4.22	3%	13%	5%	29%	38%	12%	76		

QF12g Increased security										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.99	3%	11%	12%	34%	35%	4%	146	1.18	0.19
F	3.83	6%	14%	12%	32%	32%	5%	66		
R	4.11	1%	9%	13%	36%	38%	4%	80		

Student Survey Results



QS1a Printer										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	5.77	0%	0%	0%	3%	16%	81%	231	0.53	0.07
G	5.71	0%	0%	0%	4%	21%	75%	133		
U	5.84	0%	1%	0%	1%	10%	88%	98		

QS1b Scanner										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.42	2%	4%	12%	33%	33%	17%	224	1.13	0.15
G	4.56	2%	2%	10%	30%	37%	19%	130		
U	4.22	2%	6%	14%	36%	28%	14%	94		

QS1c Whiteboard with capture (scanning)										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.56	10%	17%	20%	26%	18%	10%	200	1.47	0.20
G	3.71	9%	15%	15%	29%	20%	12%	117		
U	3.34	11%	19%	25%	22%	16%	7%	83		

QS1d Large display										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.25	5%	7%	13%	28%	31%	17%	207	1.33	0.18
G	4.48	4%	4%	10%	25%	36%	21%	126		
U	3.89	6%	11%	16%	32%	23%	11%	81		

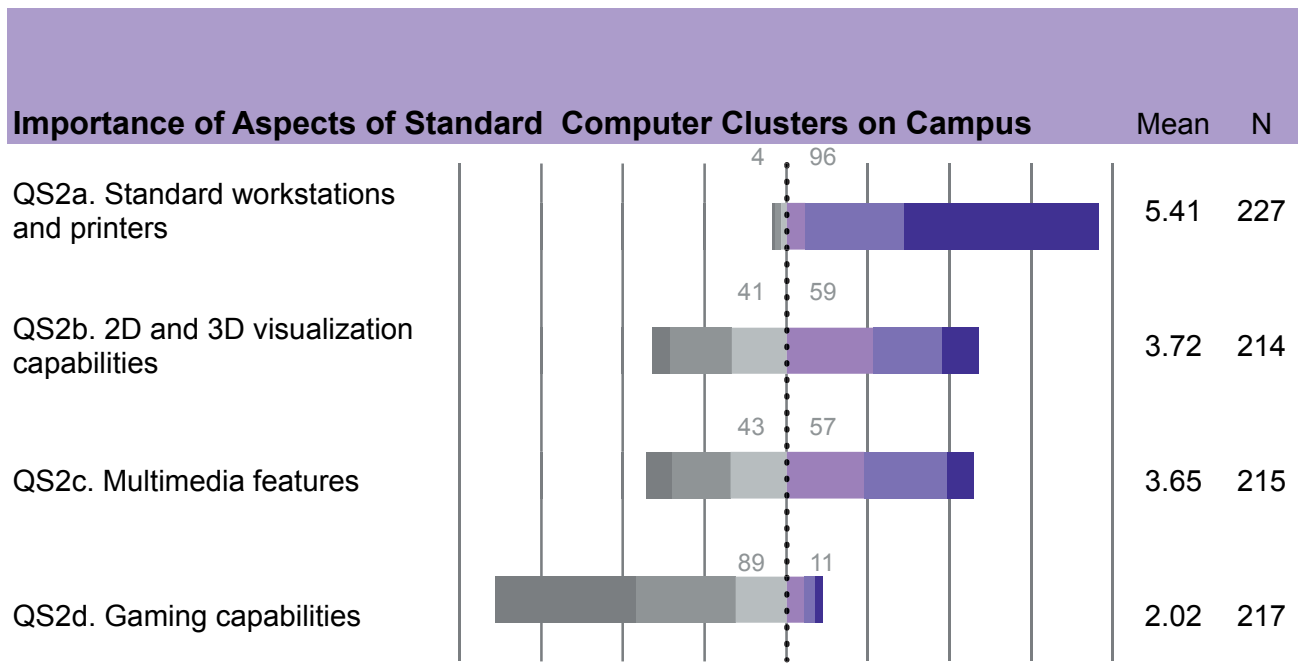
QS1e Multimedia workstations										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.05	4%	9%	17%	29%	27%	13%	208	1.32	0.18
G	4.02	6%	10%	19%	23%	30%	14%	124		
U	4.10	2%	8%	15%	38%	23%	13%	84		

QS1f Conference table										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.63	3%	5%	9%	22%	34%	28%	220	1.26	0.17
G	4.84	2%	3%	5%	19%	38%	33%	129		
U	4.32	3%	8%	13%	26%	29%	21%	91		

QS1g Soft lounge seating										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.51	3%	5%	10%	25%	33%	24%	223	1.27	0.17
G	4.37	4%	4%	15%	26%	30%	21%	130		
U	4.70	2%	6%	3%	24%	37%	28%	93		

QS1h Reservable by groups										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.44	5%	6%	11%	19%	38%	21%	213	1.34	0.18
G	4.71	3%	3%	5%	22%	42%	25%	124		
U	4.06	7%	9%	20%	16%	33%	16%	89		

QS1i Audio or video conferencing tools										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.92	5%	13%	20%	23%	25%	14%	213	1.41	0.19
G	4.32	2%	8%	15%	25%	30%	20%	128		
U	3.33	9%	20%	27%	21%	16%	6%	85		

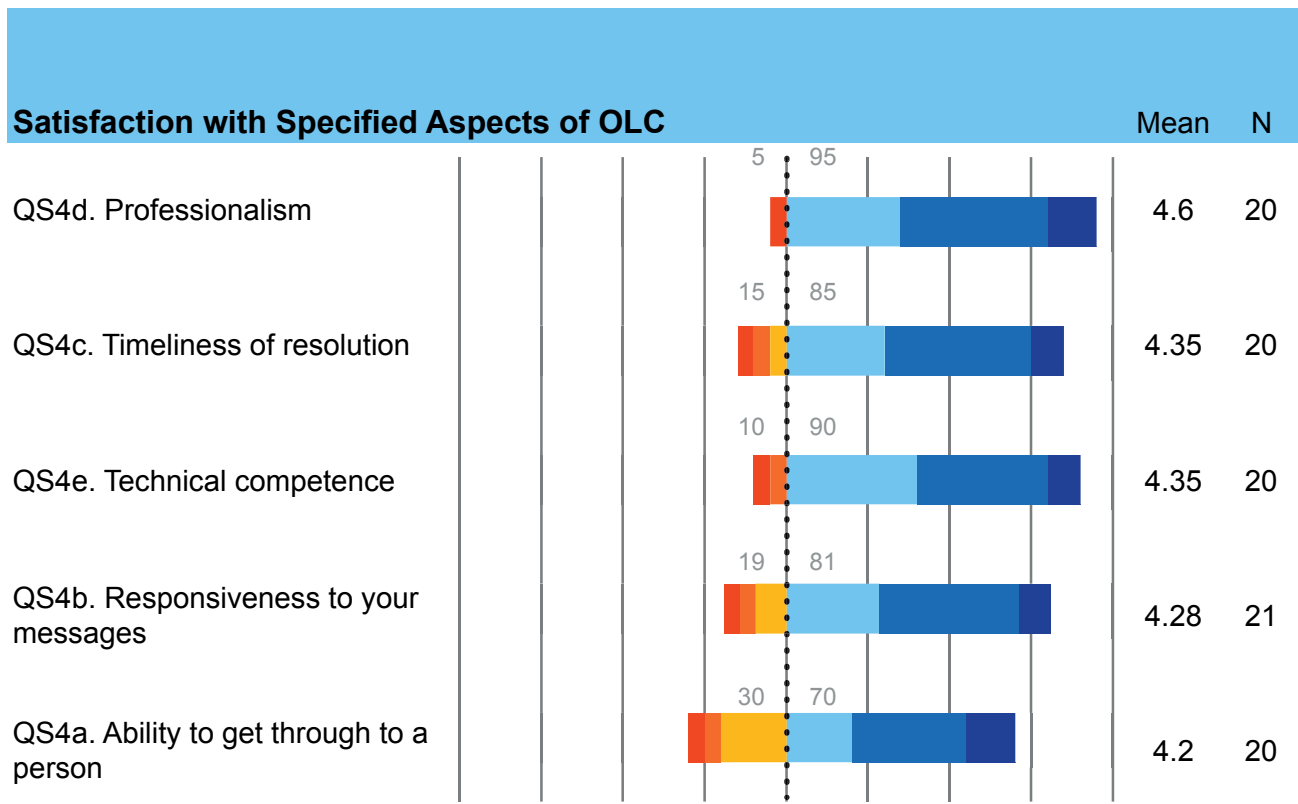


QS2a Standard workstations and printers										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	5.41	1%	2%	2%	6%	30%	59%	227	0.92	0.12
G	5.16	2%	3%	3%	8%	38%	46%	130		
U	5.75	0%	0%	0%	2%	21%	77%	97		

QS2b 2D and 3D visualization capabilities										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.72	6%	19%	17%	27%	21%	11%	214	1.42	0.19
G	3.68	6%	20%	15%	29%	20%	11%	123		
U	3.78	5%	16%	20%	23%	23%	12%	91		

QS2c Multimedia features										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.65	8%	18%	17%	24%	26%	8%	215	1.43	0.19
G	3.65	8%	19%	18%	20%	27%	9%	124		
U	3.65	8%	16%	16%	29%	24%	7%	91		

QS2d Gaming capabilities										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	2.03	43%	30%	16%	6%	3%	2%	217	1.21	0.16
G	2.04	46%	26%	15%	6%	5%	2%	126		
U	2.01	38%	36%	16%	5%	1%	2%	91		



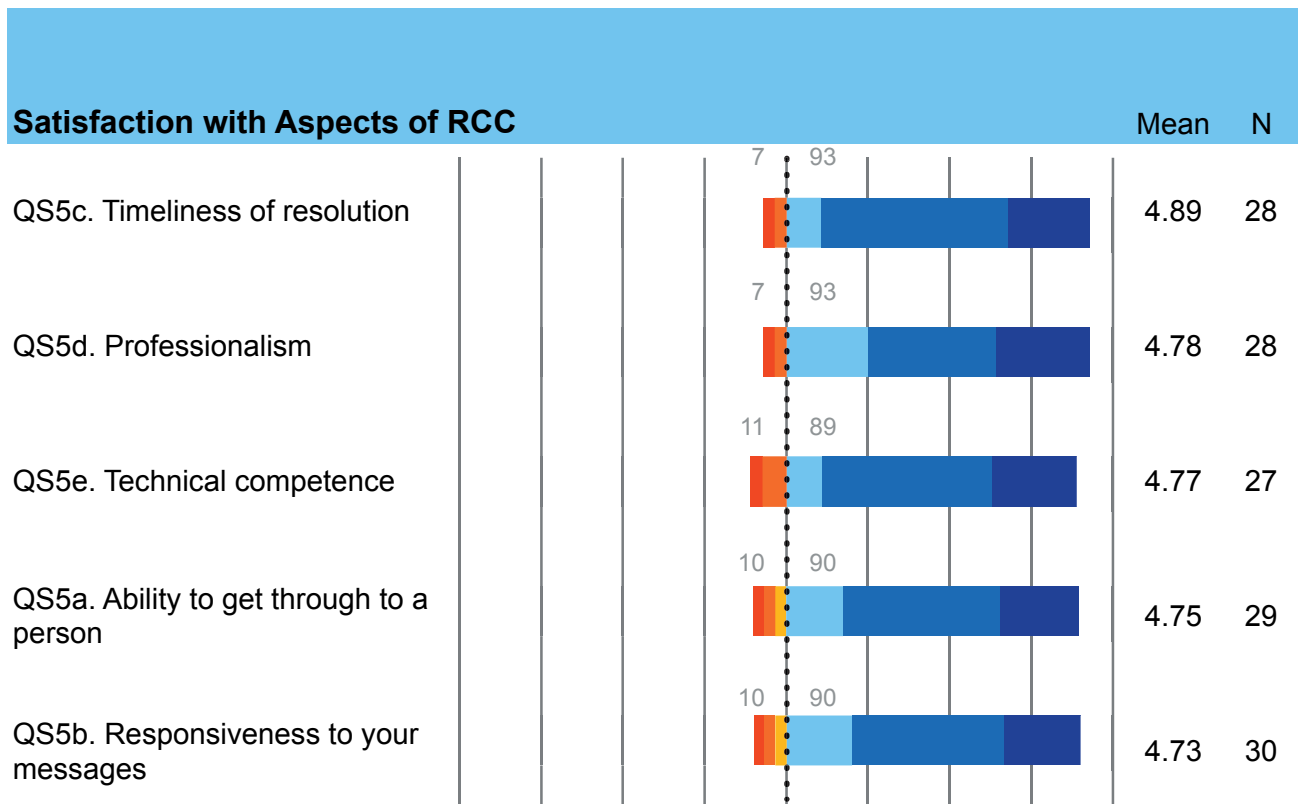
QS4a Ability to get through to a person										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.20	5%	5%	20%	20%	35%	15%	20	1.36	0.60
G	4.23	8%	8%	8%	23%	38%	15%	13		
U	4.14	0%	0%	43%	14%	29%	14%	7		

QS4b Responsiveness to your messages										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.29	5%	5%	10%	29%	43%	10%	21	1.23	0.53
G	4.23	8%	8%	0%	31%	46%	8%	13		
U	4.38	0%	0%	25%	25%	38%	13%	8		

QS4c Timeliness of resolution										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.35	5%	5%	5%	30%	45%	10%	20	1.23	0.54
G	4.31	8%	8%	0%	23%	54%	8%	13		
U	4.43	0%	0%	14%	43%	29%	14%	7		

QS4d Professionalism										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.60	5%	0%	0%	35%	45%	15%	20	1.10	0.48
G	4.62	8%	0%	0%	23%	54%	15%	13		
U	4.57	0%	0%	0%	57%	29%	14%	7		

QS4e Technical competence										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.35	5%	5%	0%	40%	40%	10%	20	1.18	0.52
G	4.23	8%	8%	0%	31%	46%	8%	13		
U	4.57	0%	0%	0%	57%	29%	14%	7		



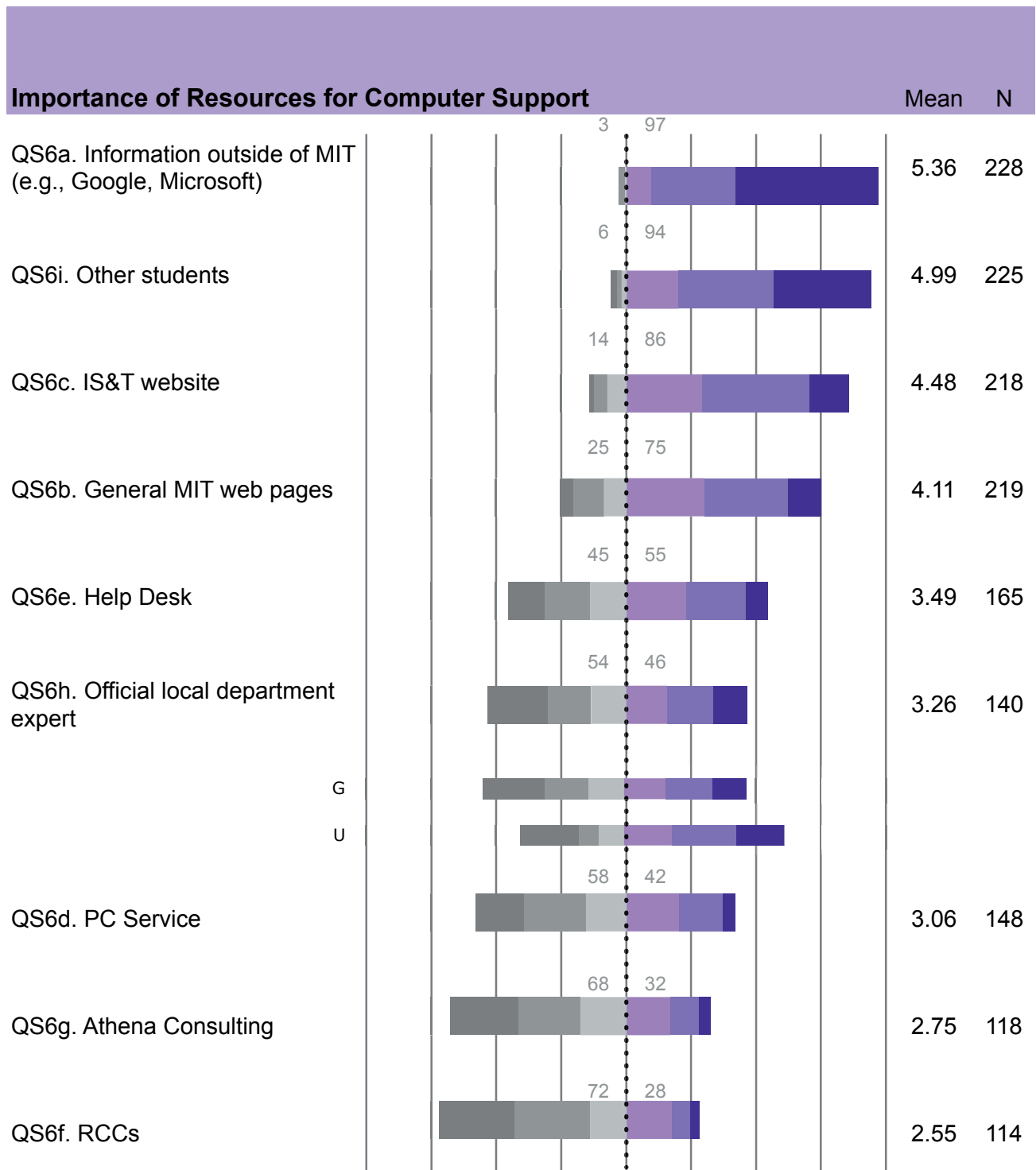
QS5a Ability to get through to a person										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.76	3%	3%	3%	17%	48%	24%	29	1.18	0.43
G	4.62	8%	0%	0%	15%	69%	8%	13		
U	4.88	0%	6%	6%	19%	31%	38%	16		

QS5b Responsiveness to your messages										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.73	3%	3%	3%	20%	47%	23%	30	1.17	0.42
G	4.46	8%	0%	0%	31%	54%	8%	13		
U	4.94	0%	6%	6%	12%	41%	35%	17		

QS5c Timeliness of resolution										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.89	4%	4%	0%	11%	57%	25%	28	1.13	0.42
G	4.67	8%	0%	0%	8%	75%	8%	12		
U	5.06	0%	6%	0%	13%	44%	38%	16		

QS5d Professionalism										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.79	4%	4%	0%	25%	39%	29%	28	1.20	0.44
G	4.42	8%	0%	0%	33%	50%	8%	12		
U	5.06	0%	6%	0%	19%	31%	44%	16		

QS5e Technical competence										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.78	4%	7%	0%	11%	52%	26%	27	1.28	0.48
G	4.36	9%	9%	0%	9%	64%	9%	11		
U	5.06	0%	6%	0%	13%	44%	38%	16		



QS6a Information outside of MIT (e.g., Google, Microsoft)										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	5.36	0%	3%	0%	10%	32%	55%	228	0.88	0.11
G	5.44	0%	2%	1%	7%	34%	57%	131		
U	5.26	0%	4%	0%	13%	31%	52%	97		

QS6b General MIT web pages										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.11	5%	12%	9%	30%	32%	13%	219	1.34	0.18
G	4.18	4%	11%	10%	28%	32%	15%	127		
U	4.02	5%	13%	7%	34%	32%	10%	92		

QS6c IS&T website										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.49	2%	5%	7%	29%	41%	15%	218	1.11	0.15
G	4.50	2%	6%	7%	31%	38%	17%	123		
U	4.47	2%	4%	8%	27%	45%	13%	95		

QS6d PC Service										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.07	19%	24%	16%	20%	17%	5%	148	1.52	0.24
G	3.26	14%	25%	14%	24%	17%	7%	88		
U	2.78	27%	22%	18%	15%	17%	2%	60		

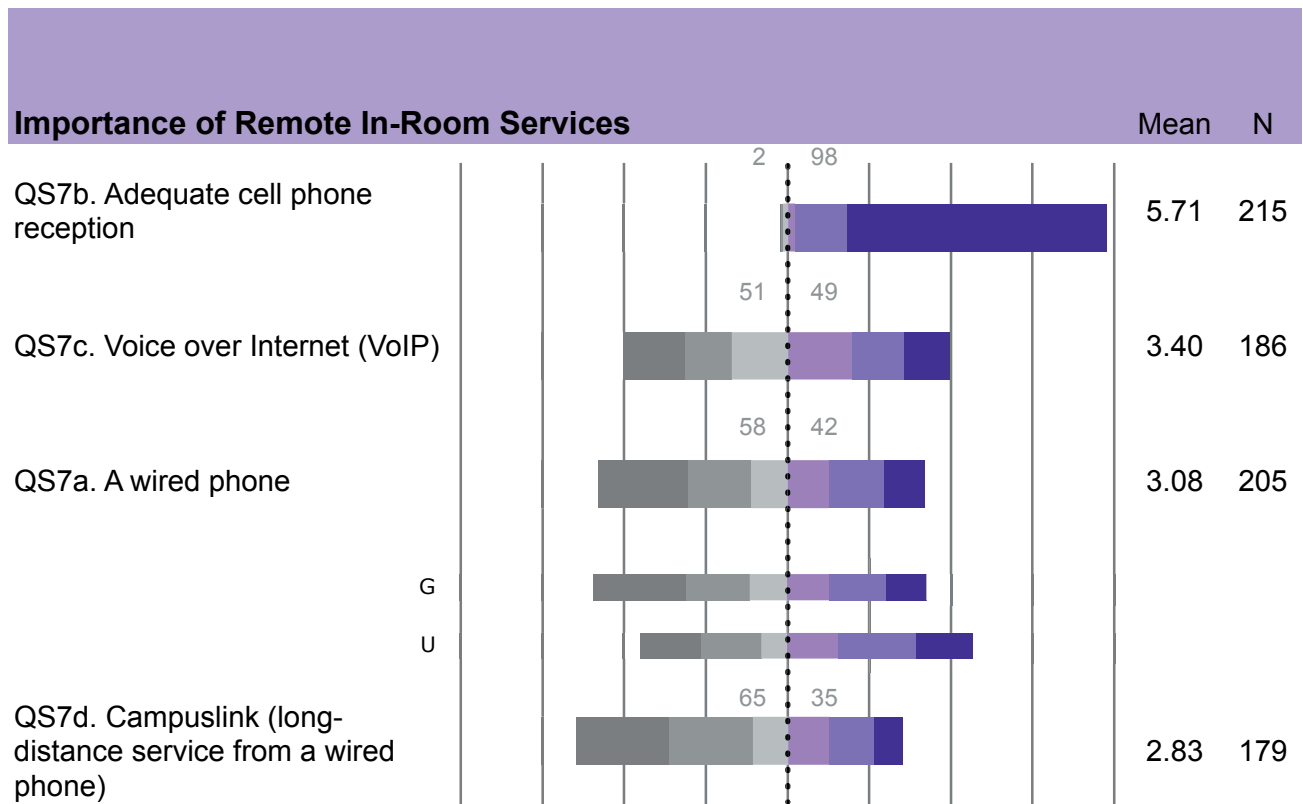
QS6e Help Desk										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.49	14%	18%	14%	23%	23%	8%	165	1.56	0.24
G	3.76	11%	15%	13%	23%	28%	11%	103		
U	3.05	19%	23%	16%	23%	15%	5%	62		

QS6f RCCs										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	2.55	29%	29%	14%	18%	7%	4%	114	1.43	0.26
G	2.34	33%	31%	16%	11%	8%	2%	64		
U	2.82	24%	26%	12%	26%	6%	6%	50		

QS6g Athena Consulting										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	2.75	26%	24%	18%	17%	11%	4%	118	1.50	0.27
G	2.86	28%	21%	15%	15%	15%	6%	72		
U	2.59	24%	28%	22%	20%	4%	2%	46		

QS6h Official local department expert										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.26	24%	16%	14%	16%	18%	13%	140	1.76	0.29
G	3.69	22%	7%	10%	18%	24%	18%	94		
U	2.39	26%	35%	22%	11%	4%	2%	46		

QS6i Other students										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	5.00	2%	2%	2%	20%	37%	37%	225	1.08	0.14
G	4.93	3%	2%	2%	22%	37%	35%	129		
U	5.08	1%	2%	2%	18%	36%	41%	96		

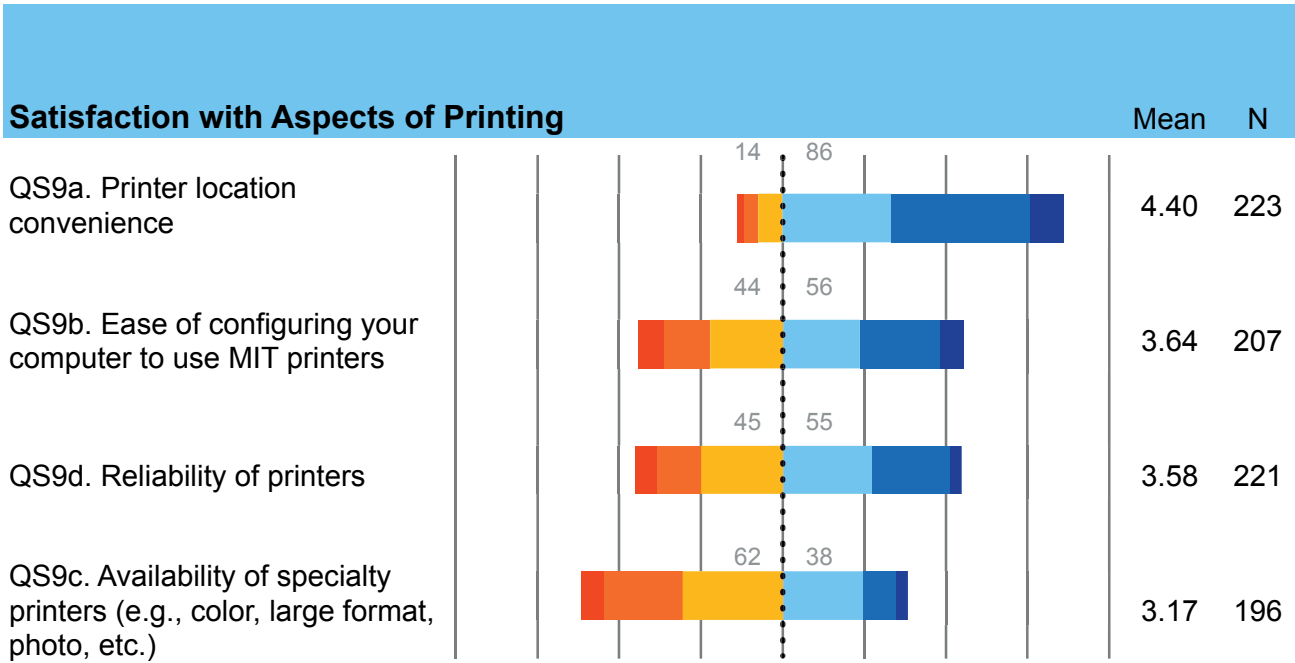


QS7a A wired phone										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.09	28%	19%	11%	13%	17%	12%	205	1.79	0.25
G	3.59	18%	18%	8%	16%	23%	17%	116		
U	2.43	40%	20%	16%	9%	9%	6%	89		

QS7b Adequate cell phone reception										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	5.71	0%	0%	1%	2%	16%	80%	215	0.70	0.09
G	5.64	1%	0%	3%	3%	19%	75%	118		
U	5.79	0%	1%	0%	2%	12%	85%	97		

QS7c Voice over Internet (VoIP)										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.40	19%	14%	17%	20%	16%	14%	186	1.69	0.24
G	3.64	18%	11%	16%	18%	17%	20%	106		
U	3.09	21%	18%	19%	23%	14%	6%	80		

QS7d Campuslink (long-distance service from a wired phone)										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	2.84	28%	26%	11%	13%	13%	9%	179	1.69	0.25
G	3.19	23%	25%	9%	11%	18%	14%	104		
U	2.35	36%	27%	13%	16%	7%	1%	75		



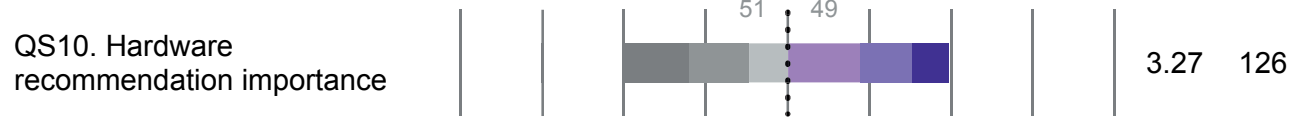
QS9a Printer location convenience										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.41	2%	4%	8%	33%	43%	10%	223	1.06	0.14
G	4.40	2%	6%	6%	30%	46%	10%	126		
U	4.41	2%	2%	9%	37%	38%	11%	97		

QS9b Ease of configuring your computer to use MIT printers										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	3.64	8%	14%	22%	24%	25%	7%	207	1.39	0.19
G	3.76	9%	12%	18%	26%	25%	10%	120		
U	3.48	7%	17%	28%	21%	24%	3%	87		

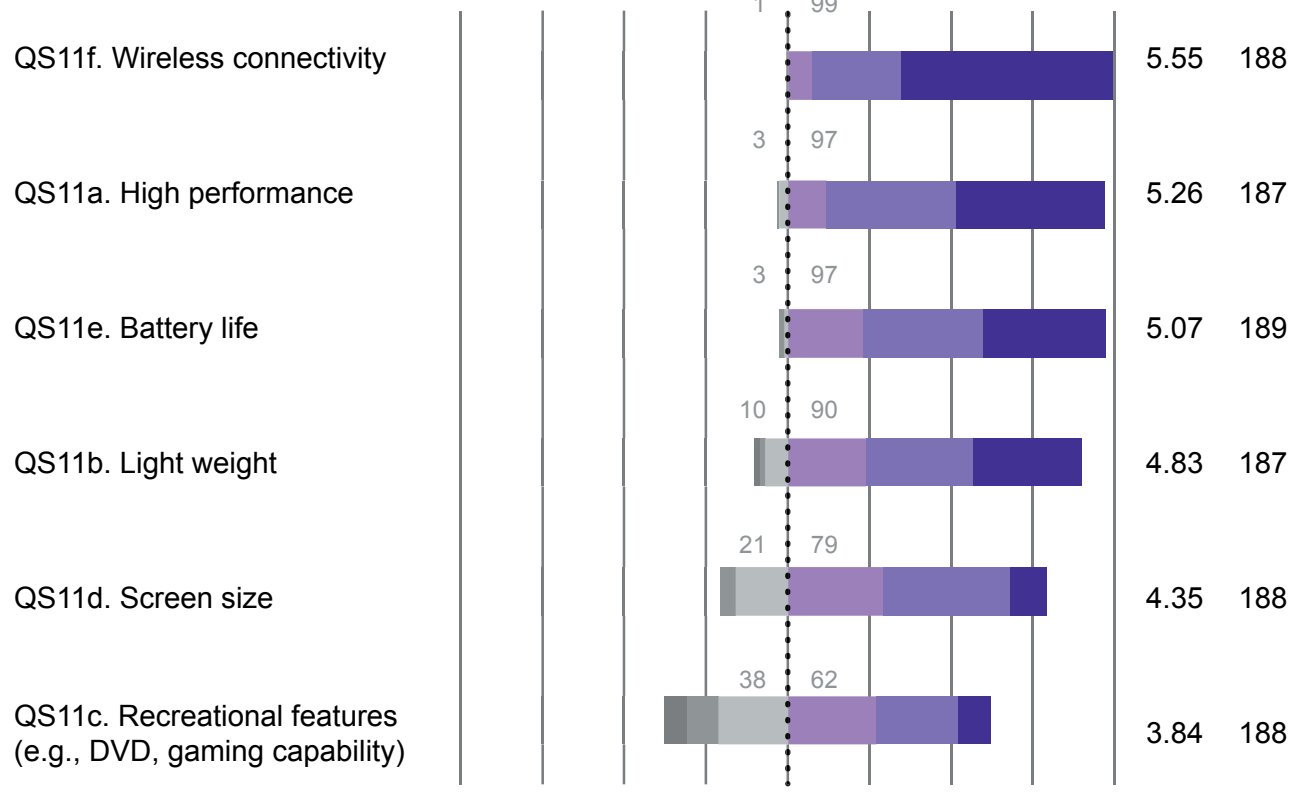
QS9c Availability of specialty printers (e.g., color, large format, photo, etc.)										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	3.17	7%	24%	31%	24%	10%	4%	196	1.22	0.17
G	3.36	4%	23%	26%	29%	13%	4%	112		
U	2.93	11%	25%	37%	18%	7%	2%	84		

QS9d Reliability of printers										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	3.58	7%	14%	25%	28%	24%	4%	221	1.27	0.17
G	3.65	8%	12%	20%	29%	27%	3%	124		
U	3.49	5%	15%	31%	26%	19%	4%	97		

Importance of MIT Hardware Recommendations Mean N



Importance of Specified Laptop Features Mean N



QS10 Hardware recommendation importance										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.28	21%	18%	12%	22%	16%	11%	126	1.68	0.29
G	3.12	22%	23%	12%	16%	15%	11%	73		
U	3.49	19%	11%	11%	30%	17%	11%	53		

QS11a High performance										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	5.27	0%	1%	3%	12%	40%	45%	187	0.81	0.12
G	5.29	0%	0%	3%	11%	40%	46%	109		
U	5.23	0%	1%	3%	13%	38%	45%	78		

QS11b Light weight										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.84	2%	2%	7%	24%	33%	33%	187	1.11	0.16
G	5.04	2%	0%	4%	20%	36%	38%	110		
U	4.56	1%	4%	12%	30%	27%	26%	77		

QS11c Recreational features (e.g., DVD, gaming capability)										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.84	7%	10%	21%	27%	25%	10%	188	1.36	0.19
G	3.63	10%	11%	24%	25%	24%	7%	110		
U	4.14	3%	8%	18%	31%	27%	14%	78		

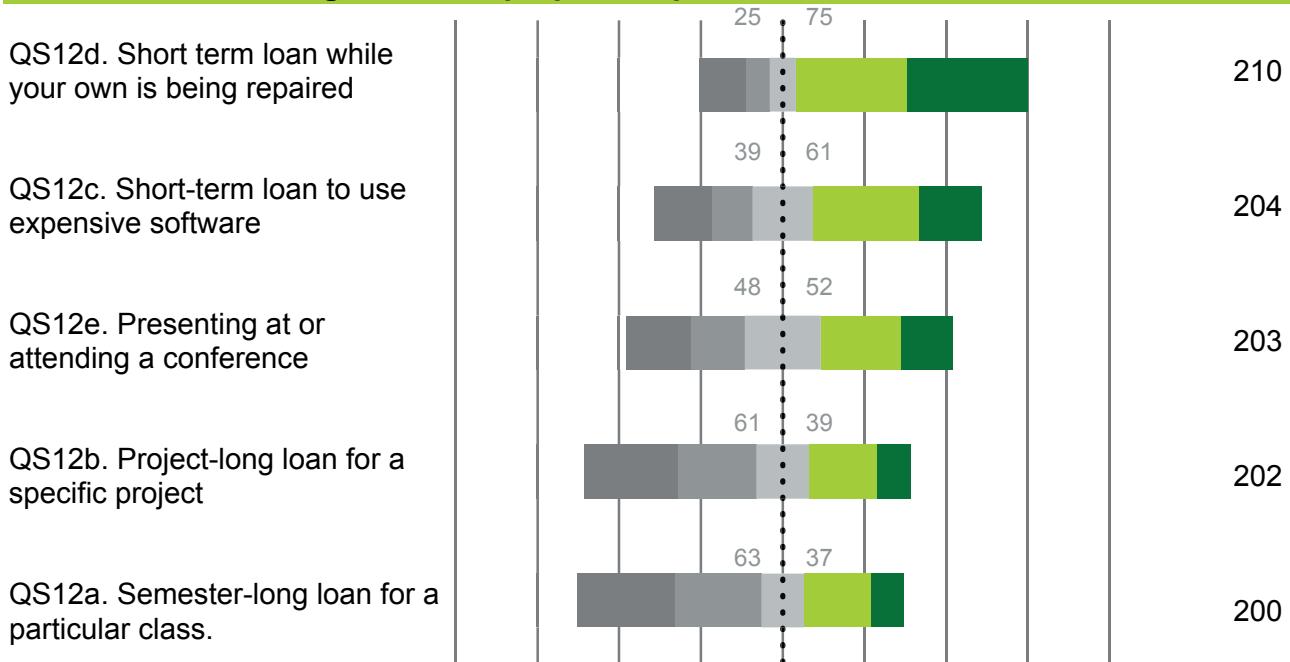
QS11d Screen size										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.36	0%	5%	16%	29%	39%	11%	188	1.03	0.15
G	4.44	0%	3%	14%	32%	41%	11%	110		
U	4.24	0%	8%	19%	26%	36%	12%	78		

QS11e Battery life										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	5.07	0%	2%	1%	23%	37%	38%	189	0.89	0.13
G	4.98	0%	2%	1%	26%	39%	32%	110		
U	5.20	0%	1%	1%	19%	33%	46%	79		

QS11f Wireless connectivity										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	5.56	0%	1%	0%	7%	27%	65%	188	0.68	0.10
G	5.56	0%	1%	0%	6%	27%	65%	110		
U	5.55	0%	0%	0%	9%	27%	64%	78		

Likelihood of Utilizing Loaner Laptops for Specified Scenarios

N



QS12a Semester-long loan for a particular class.						
	Highly Unlikely	Unlikely	Nthr Lkly Nor Unlkly	Likely	Highly Likely	Count
All	30%	27%	13%	21%	10%	200
G	37%	32%	8%	18%	5%	114
U	21%	19%	20%	24%	16%	86

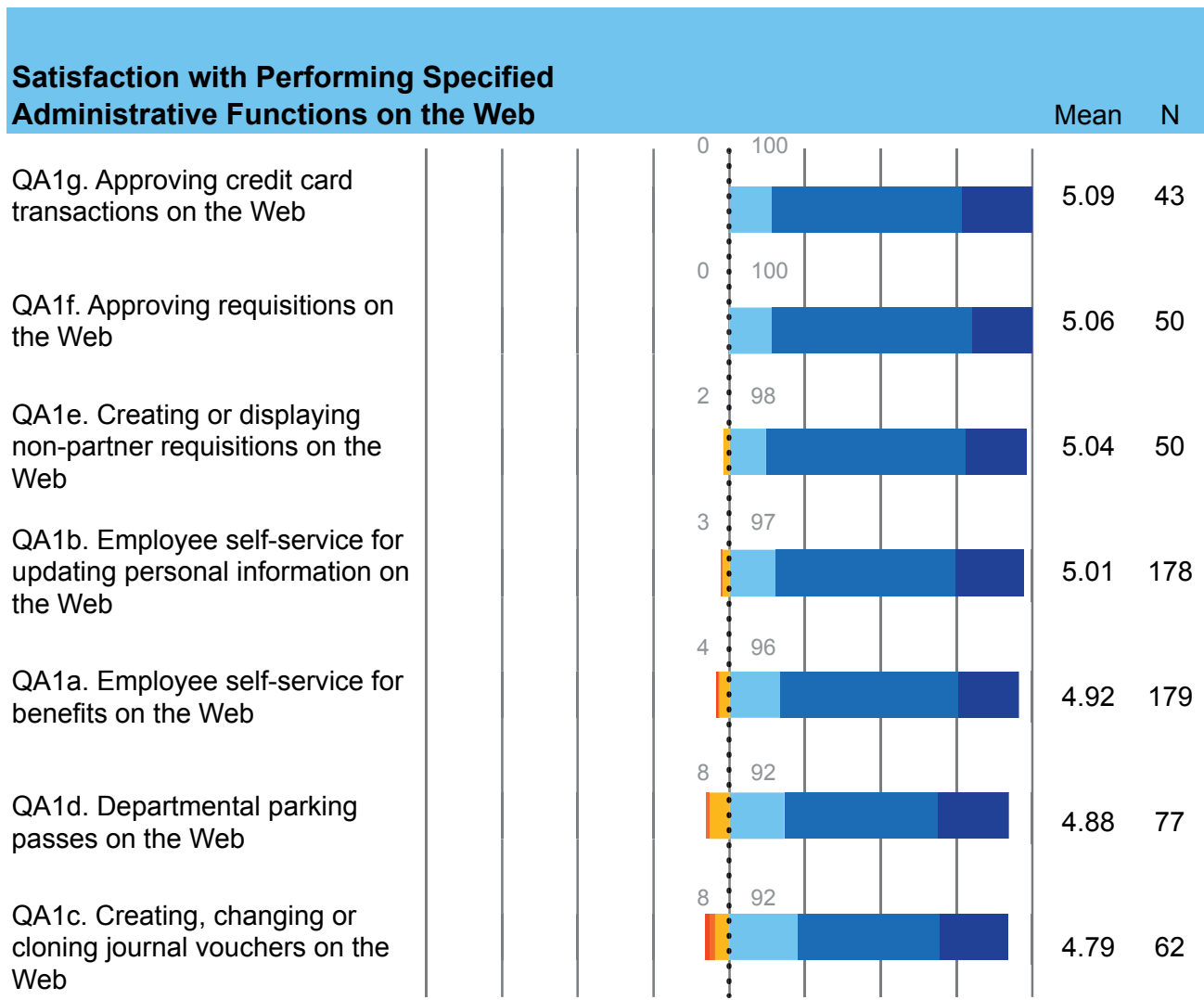
QS12b Project-long loan for a specific project						
	Highly Unlikely	Unlikely	Nthr Lkly Nor Unlkly	Likely	Highly Likely	Count
All	29%	24%	16%	21%	10%	202
G	34%	26%	12%	20%	9%	116
U	22%	21%	22%	22%	13%	86

QS12c Short-term loan to use expensive software						
	Highly Unlikely	Unlikely	Nthr Lkly Nor Unlkly	Likely	Highly Likely	Count
All	18%	12%	19%	32%	19%	204
G	20%	13%	15%	36%	16%	116
U	15%	11%	24%	27%	23%	88

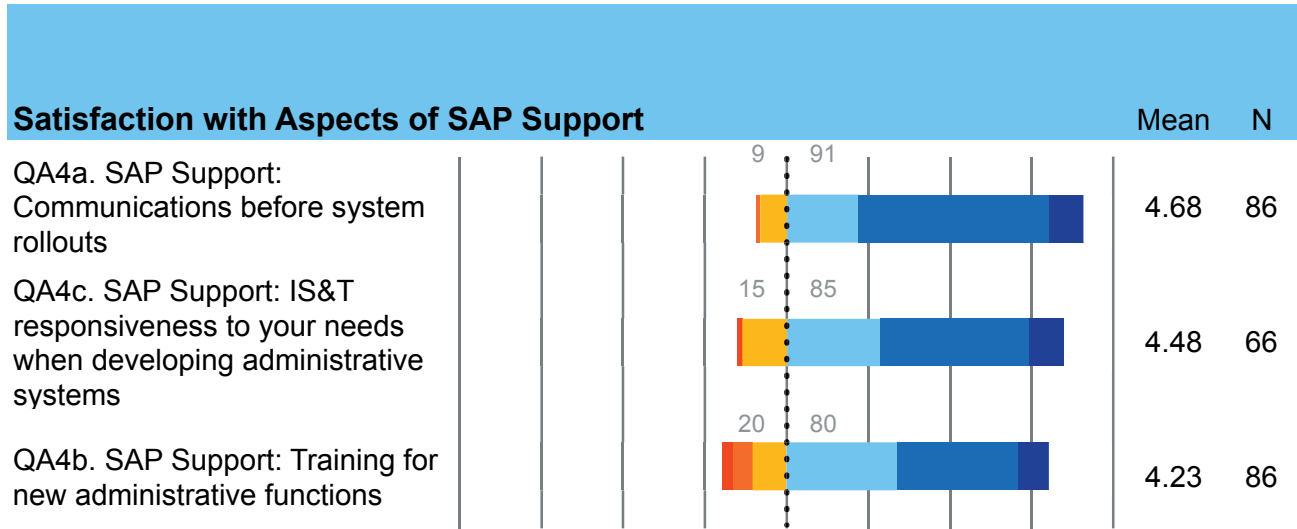
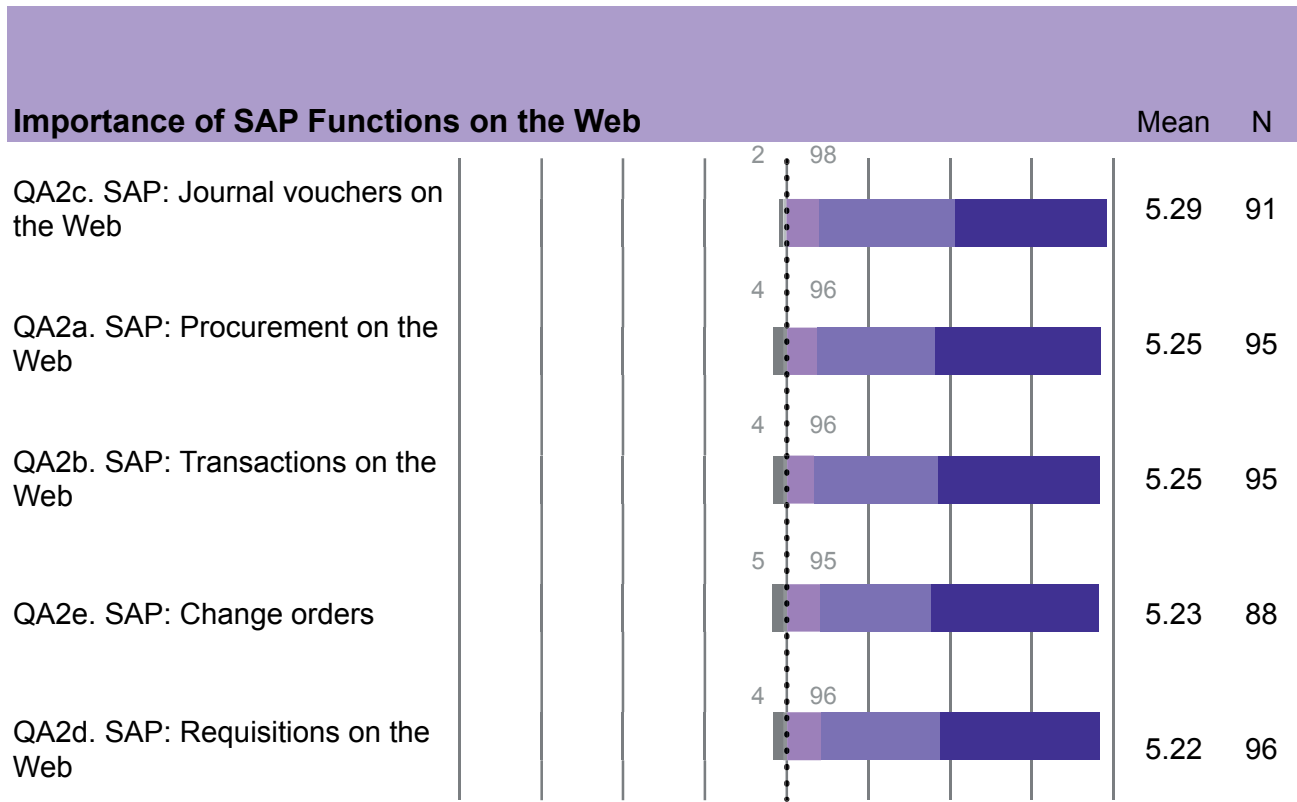
QS12d Short term loan while your own is being repaired						
	Highly Unlikely	Unlikely	Nthr Lkly Nor Unlkly	Likely	Highly Likely	Count
All	14%	7%	8%	34%	37%	210
G	15%	6%	7%	42%	31%	122
U	13%	9%	10%	23%	45%	88

QS12e Presenting at or attending a conference						
	Highly Unlikely	Unlikely	Nthr Lkly Nor Unlkly	Likely	Highly Likely	Count
All	20%	16%	23%	25%	16%	203
G	23%	15%	18%	25%	18%	119
U	17%	18%	30%	24%	12%	84

Staff Survey Results



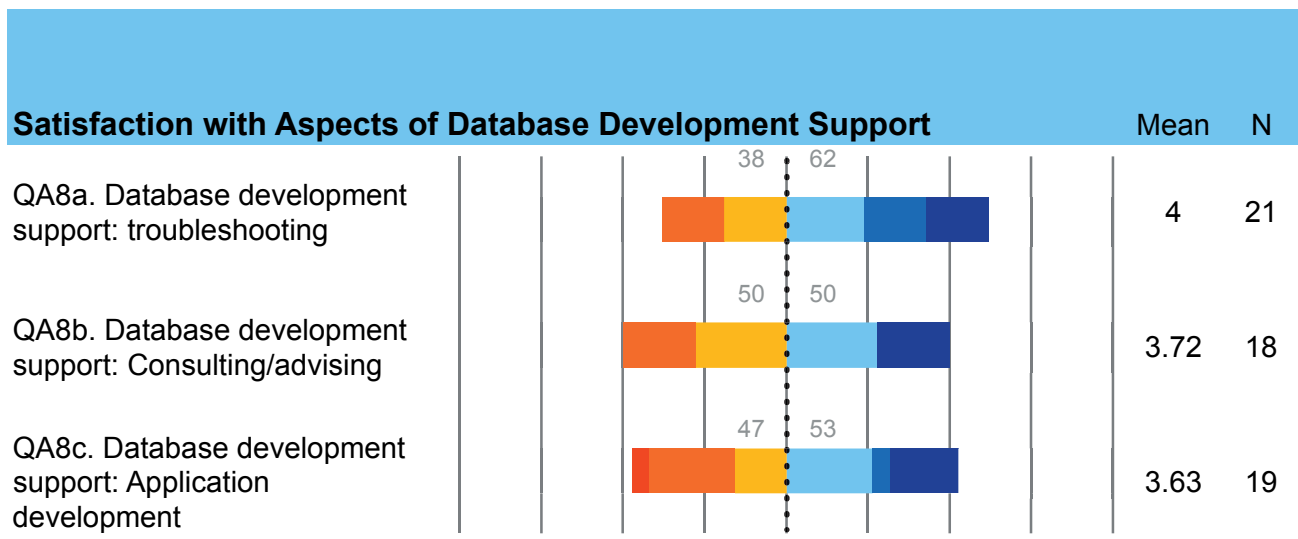
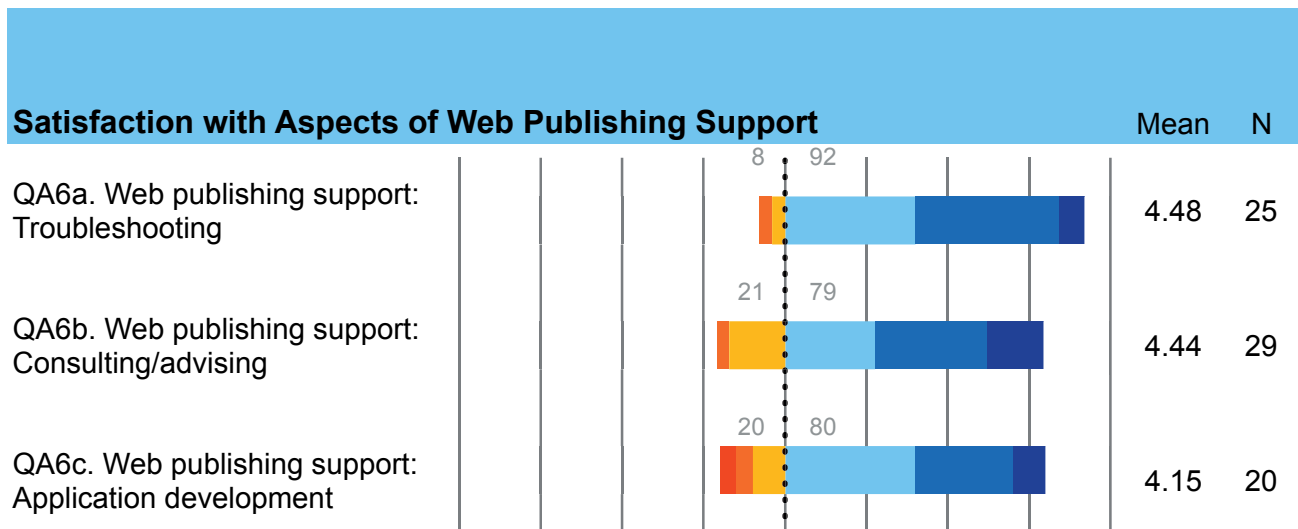
QA1. Satisfaction with performing specified administrative functions on the web										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI +/-
a. Employee self-service for benefits on the Web	4.93	1%	1%	3%	17%	59%	20%	179	0.80	0.12
b. Employee self-service for updating personal information on the Web	5.01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

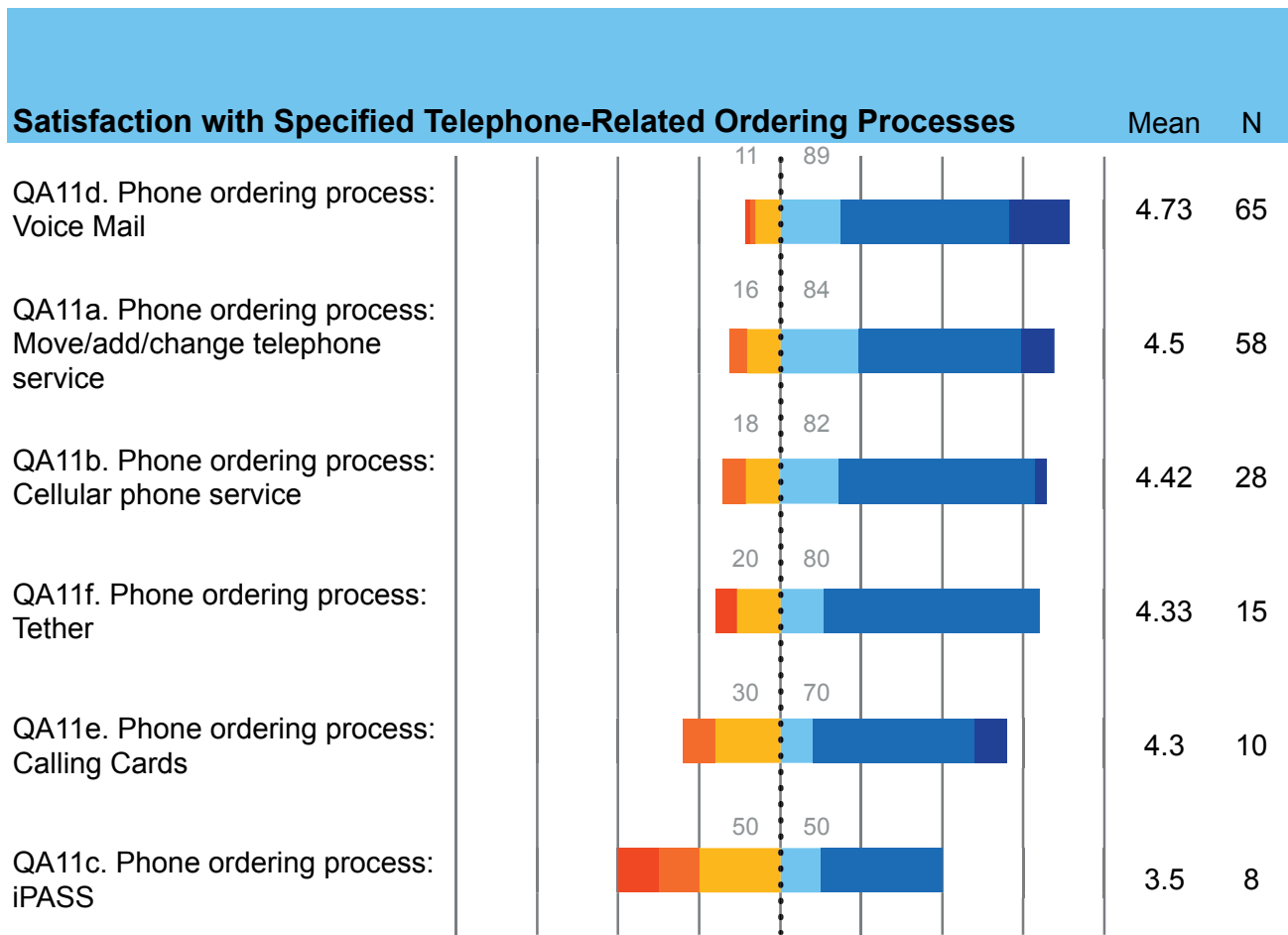
QA2. Importance of SAP functions on the web										
	Mean	1-VU	2-U	3-SU	4-SI	5-I	6-VI	Count	Std. Dev.	95% CI+-
a. SAP: Procurement on the Web	5.25	3%	1%	0%	9%	36%	51%	95	1.07	0.22
b. SAP: Transactions on the Web	5.25	3%	1%	0%	8%	38%	49%	95	1.06	0.21
c. SAP: Journal vouchers on the Web	5.30	1%	0%	1%	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

QA4. Satisfaction with aspects of SAP support										
	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



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

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



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

Satisfaction with Aspects of New Telephone/Network Jack Installation

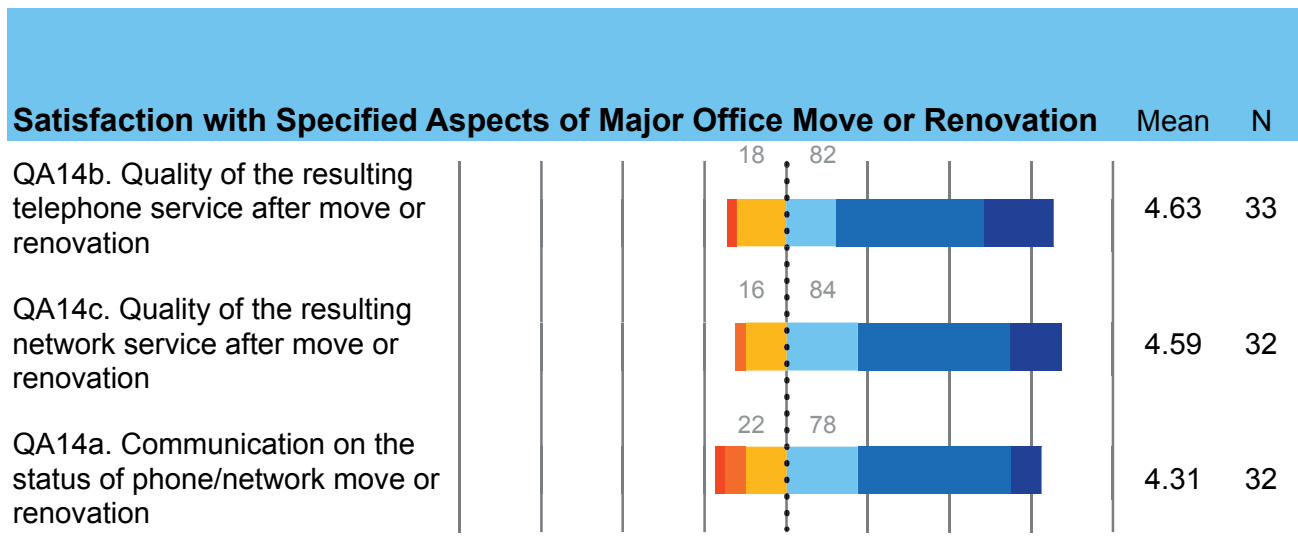
					Mean	N
QA12a. The request process for phone/network jack installation					4.69	49
QA12b. Communication on the status of phone/network jack installation					4.54	48
QA12c. The timeliness of phone/network jack installation					4.46	49
QA12d. Price of phone/network jack installation					4.4	35

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

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

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



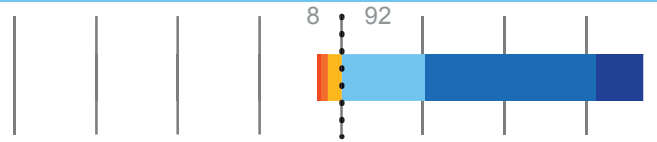
QA15. Usage of specified services						
	Never Heard of It	Heard of It But Won't Use It	Planning on Using It	Use It Occasionally	Use It Regularly	Count
a. Licensed software (Windows XP, Microsoft Office)	1%	1%	2%	1%	94%	161
b. Spam filtering	3%	2%	1%	3%	91%	159
c. Spam autopurge	21%	7%	3%	11%	58%	90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

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

Appendix B

The Survey Instruments

The General Survey: Questions Asked of All Participants

2007 MIT Information Technology Survey

This survey is intended to gather information about your experiences using MIT's IT services, so please answer about your experiences only. Your feedback will help us reach our goal of providing excellent customer service.

This survey may take about 15 minutes to complete. Please note that your answers will not be captured until you press the submit button at the end of the survey.

During the survey, please do not use your browser's FORWARD and BACK buttons. Instead, always use the buttons on the bottom of each survey page to move forward or backward.

PRIVACY STATEMENT: To ensure confidentiality, this survey is being administered by MOR Associates, an outside consulting firm. Your responses will be submitted directly, and only, to them. Though the survey instrument collects personally identifiable information, MOR Associates will use this information strictly and solely for the purpose of ensuring that reminders are sent only to those people who have not responded. It does not collect or record identifying information regarding the computer you use to enter your responses.

Please click the NEXT button at the bottom of this page to begin the survey.

Thank you for taking our survey!

**If you encounter any question for which
you are uncertain about the subject or
for which you have no experience,**



OR CHECK "N/A Don't Know."

Please click on the box below to acknowledge you read the instructions on this page.

Yes, I read them.

Software

Rate your satisfaction with the following:

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Selection of software from MIT	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of MIT release of new software after vendor release	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Software download page (web.mit.edu/software)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness of software documentation on the IS&T website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What additional software do you need to do your work?

Computing Network

Rate your satisfaction with the following types of MIT networks.

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Wireless network	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wired network	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Rate your satisfaction with the following aspects of wireless networking at MIT.

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Availability of wireless connectivity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signal strength	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The registration process for getting a connection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you experienced difficulty with wireless networking at MIT due to low signal strength, where was it?

During the past year, how frequently have you experienced problems--while on campus--performing the following tasks over the MIT network?

	Never	Less Than Monthly	Monthly	Weekly	Daily	N/A/Don't Know
Sending email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Receiving email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Browsing the Web	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How satisfied are you with Network Services overall?

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Network Services overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Email and WebMail

Rate your satisfaction with the following aspects of spam screening:

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Spam screening effectiveness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of setting your spam screening thresholds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How important would the following improvements be in increasing your satisfaction with MIT email?

	Very Unimportant 1	Unimportant 2	Somewhat Unimportant 3	Somewhat Important 4	Important 5	Very Important 6	N/A/Don't Know
Better spam filtering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More reliable sending and receiving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More quota space for storing email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other, please specify:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you use WebMail, rate your satisfaction with the following aspects of it.

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Speed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Features	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How satisfied are you overall with MIT email?

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Email overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Remote Access

How satisfied are you with your ability to use MIT email and web services...

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
While traveling in the U.S.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
While traveling outside the U.S.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Computer Security

**Which of these preventive measures have you made a practice of following?
(Check all that apply.)**

- Antivirus scanning of your hard disks is turned on
- Antivirus software set to update itself automatically
- Operating system (such as Windows) updates installed automatically
- Application software (such as Office) updates installed automatically

What specific help do you think you need to keep your computing environment safer?

How often in the course of your work at MIT do you handle the following kinds of sensitive information?

	Never	Less Than Monthly	Monthly	Weekly	Daily	N/A/Don't Know
Other people's data files and email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other people's medical records	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student grades	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other people's salary or other financial information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are you aware of agreed-upon procedures for how sensitive information will be protected?

- Yes No

How often are your data files backed up to a server, alternate hard disk, CD or tape?

	Never	Less Than Monthly	Monthly	Weekly	Daily	N/A/Don't Know
Data backup frequency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Help Services

If you have used the Help Desk within the past year, rate your satisfaction with the following:

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Ability to get through to a person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical ability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clarity around who to go to for help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you have worked with the Help Desk more than once over the past year, what best indicates any change in services over time?

	Much Worse	Worse	About the Same	Better	Much Better	N/A/Don't Know
<i>If you have worked with the help desk more than once over...</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How satisfied are you with computer problem resolution overall?

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
<i>IS&T problem resolution overall</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Rate the importance of the following in terms of increasing your satisfaction with problem resolution:

	Very Unimportant 1	Unimportant 2	Somewhat Unimportant 3	Somewhat Important 4	Important 5	Very Important 6	N/A/Don't Know
Better web-based self-help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explanations in less technical terms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faster response time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

IS&T is considering additional client support methods. How likely would you be to take advantage of the following methods?

	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	N/A/Don't Know
Use web chat with Help Desk staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Allow remote access to your computer by Help Desk staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access the same knowledge base used by Help Desk staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Better search engine	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Learning About Technology

Thinking about your experiences over the past year, rate how important the following sources of information have been for learning about new services or upgrades:

	Very Unimportant 1	Unimportant 2	Somewhat U nimportant3	Somewhat I mportant4	Important5	VeryIporta nt 6	N/A Don't Know
Hands-on training classes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quick-Start lunchtime sessions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IS&T web pages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IS&T email announcements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<u>is&t newsletter</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Articles in TechTalk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IS&T Relationship Management Team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Departmental AO or local IT resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coworkers (informal)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What would increase your satisfaction with how IS&T provides you with the information you need?

Telephone Services

Rate your satisfaction with the following aspects of MIT's traditional telephone system (ISDN/Analog):

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Availability of features	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Voice Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Rate your satisfaction with the following aspects of MIT's telephone system:

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
MIT's operators	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NameConnector Service (automated switchboard)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Voice over IP (VoIP) pilot	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How satisfied are you with MIT telephone services overall?

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Telephone Services overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What would increase your satisfaction with MIT telephone services?

If you experienced difficulty with cell phone reception at MIT, where was the problem and what cell provider were you using?

Which of the following best describes your involvement with MIT's cellular discount program?

- I have a Verizon account through MIT.
- I have a Sprint/Nextel account through MIT.
- I have a Cingular account through MIT.
- I have a T-Mobile account through MIT.
- I wasn't aware there was a discount program.
- I knew there was a discount program, but I'm not using it.

Hardware Recommendations and Repairs

Rate the following hardware services provided by IS&T.

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A Don't Know
Hardware recommendations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Carry-in hardware repair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Onsite hardware repair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What percentage of your computer time is on the following platforms?

	0%	1-20%	21-40%	41-60%	61-80%	100%
Desktop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Laptop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mobile device	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What percentage of your computer time is on the following operating systems?

	0%	1-20%	21-40%	41-60%	61-80%	81-100%
Windows Vista	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Windows XP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Macintosh OS X	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Linux	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unix	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mobile device operating system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Select the description below that best describes your proficiency with using computers.

	Novice	Basic Skills	Intermediate	Advanced	Expert
Computer proficiency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How often do you use the following mobile technologies?

	Never	Less Than Monthly	Monthly	Weekly	Daily	N/A Don't Know
Palm OS device	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Windows Mobile device	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cell phone with data capabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blackberry device	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Symbian device	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you don't have one already, how likely are you to acquire a mobile device in the next year?

	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	N/A Don't Know
Likelihood to acquire mobile device	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are there applications or services you would like to be able to access via mobile devices that you cannot at this time?

TechTime

Rate your satisfaction with the following TechTime services:

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Personal calendaring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shared calendaring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MIT conference room reservation service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
An integrated calendaring and email solution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are there any other services you would like to see added to TechTime?

General Services

Rate the importance of the following to your work:

	Very Unimportant 1	Unimportant 2	Somewhat Unimportant 3	Somewhat Important 4	Important 5	Very Important 6	N/A/Don't Know
A university-wide calendaring system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desktop computer backup and recovery service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Onsite desktop support and repair (contracts or plans)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Automatic software security/virus patch upgrades	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Networked file storage services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance with creating and maintaining websites	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Thinking about possible new services, how important would it be to you that MIT provide any of the following?

	Very Unimportant 1	Unimportant 2	Somewhat Unimportant 3	Somewhat Important 4	Important 5	Very Important 6	N/A/Don't Know
Local help desks (other than N42)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Geolocating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
An MIT-specific 'Facebook'	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wi-Max	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Server co-location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MIT-labeled cellular service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Posting documents to a restricted site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working on shared documents from distributed locations using a secure site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessing video-conferencing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Easy to create blogs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Podcasting tools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How satisfied are you with the following aspects of IS&T?

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A Don't Know
Delivery of services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responsiveness to your needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keeps the IT systems up and running	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keeping you informed about IT at MIT	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How satisfied are you with IS&T as a whole?

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A Don't Know
IS&T overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Select a point on the scale below that best describes any change in IS&T services over the past year.

	Much Worse	Worse	Somewhat Worse	Somewhat Better	Better	Much Better	N/A Don't Know
IS&T services change over the past year	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What could IS&T do to make it easier for you to do your work?

Can We Help with Something Specific?

Is there a specific issue you would like us to get back to you on? If so, please describe it below and be sure to provide us with your name, email address and/or telephone number.

The Faculty and Researchers Survey: Questions Asked Only of Faculty and Researchers

Faculty-Specific Questions

Rate your satisfaction with the following academic technology services:

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
web.mit.edu for hosting course web pages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stellar for hosting course pages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to course-provided software via Athena	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Rate your satisfaction with these discussion group and email services:

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Athena Discuss	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MIT Forums	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stellar discussion groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Class email list services through IS&T accounts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mailman	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Rate your satisfaction with the laptop loaner and configuration service.

	Very Dissati sified1	Dissatisfied 2	Somewhat D issatisfied 3	Somewhat S atisfied4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Laptop loaner and configuration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Rate the usefulness of the 2D visualization Windows cluster in Building 37 for:

	Not At All Useful	Not Very Useful	Somewhat Useful	Useful	Very Usefu	N/A/Don't Know
You	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are there any improvements you would like to see in the 2D visualization Windows cluster in Building 37?

How likely would you be to use the following technology-enabled flexible teaching spaces?

	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	HighlyLikely	N/A/Don't Know
Flexible teaching spaces (e.g., TEAL)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronic classrooms (e.g., computers at every seat)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collaboration spaces (56 and W20)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Classrooms in public computer labs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Rate your satisfaction with the following aspects of Stellar:

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Core Stellar Features	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stellar Image Tool	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What features, if any, would you like to see added to Stellar?

Is there specific software that is important to your teaching that isn't provided at MIT?

Other than office productivity software such as Word, email, etc., what two applications for education are most important to your teaching?

How likely you would be to use the following services in the near future?

	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	Using This Now	N/A/Don't Know
Blog/Wiki	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Podcasting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
High performance computing support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronic portfolio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Software version control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Educational software development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mobile devices for teaching, such as tablet PCs, PDAs, cell phones, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On demand classrooms (e.g., 30 laptops set up anywhere)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collaboration software (e.g., application sharing, conferencing, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Rate the importance of the following tools to support your research.

	Very Unimportant 1	Unimportant 2	Somewhat Unimportant 3	Somewhat Important 4	Important 5	Very Important 6	N/A/Don't Know
Support for customized software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Virtual Private Network (VPN)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Server management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collaboration tools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Easy way to set up a connected community (authorization and authentication)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
High capacity data storage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increased security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The Student Survey:

Questions Asked Only of Grad Students and Undergraduates

Student-Specific Questions

Please rate the importance of the following group workspace resources:

	Very Unimportant 1	Unimportant 2	Somewhat U nimportant3	Somewhat mportant4	Important5	VeryImporta nt 6	N/ADon't Know
Printer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scanner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Whiteboard with capture (scanning)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Large display	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Multimedia workstations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conference table	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Soft lounge seating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reservable by groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Audio or video conferencing tools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

For standard computer clusters on campus, how important are the following to you?

	Very Unimportant 1	Unimportant 2	Somewhat Unimportant 3	Somewhat Important 4	Important 5	Very Important 6	N/A/Don't Know
Standard workstations and printers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2D and 3D visualization capabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Multimedia features	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gaming capabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What specialty software would you like to see in the labs?

If you have used Athena Consultants (OLC) within the past year, please rate your satisfaction with the following:

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6/N/A/Don't Know
Ability to get through to a person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responsiveness to your messages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical competence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you have used Residential Computing Consultants (RCC) within the past year, please rate your satisfaction with the following:

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Ability to get through to a person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responsiveness to your messages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical competence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How important are the following in getting help with your computer?

	Very Unimportant 1	Unimportant 2	Somewhat Unimportant 3	Somewhat Important 4	Important 5	Very Important 6	N/A/Don't Know
Information outside of MIT (e.g., Google, Microsoft)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
General MIT web pages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IS&T website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PC Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Help Desk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
RCCs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Athena Consulting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Official local department expert	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How important is it to have the following services in your room?

	Very Unimportant 1	Unimportant 2	Somewhat Unimportant 3	Somewhat Important 4	Important 5	Very Important 6	N/A/Don't Know
A wired phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adequate cell phone reception	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Voice over Internet (VoIP)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Campuslink (long-distance service from a wired phone)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you have a strong preference for a particular wireless carrier, who is it and why?

Rate your satisfaction with these aspects of printing at MIT:

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Printer location convenience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of configuring your computer to use MIT printers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of specialty printers (e.g., color, large format, photo, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reliability of printers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you purchased a computer in the past year, how important were MIT hardware recommendations in guiding your purchase?

	Very Unimportant 1	Unimportant 2	Somewhat Unimportant 3	Somewhat Important 4	Important 5	Very Important 6	N/A/Don't Know
Hardware recommendation importance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you bought a laptop, please rate the importance of these features:

	Very Unimportant 1	Unimportant 2	Somewhat Unimportant 3	Somewhat Important 4	Important 5	Very Important 6	N/A/Don't Know
High performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Light weight	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreational features (e.g., DVD, gaming capability)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Screen size	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Battery life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wireless connectivity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If they were available, how likely would you be to use loaner laptops under the following circumstances?

	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	N/A/Don't Know
Semester-long loan for a particular class.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Project-long loan for a specific project	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Short-term loan to use expensive software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Short term loan while your own is being repaired	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Presenting at or attending a conference	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you own a computer, other than email applications, what are the five software applications you use most often on it?

What programs do you need but don't have access to?

What, if anything, can you do on Athena that you can't do elsewhere?

What, if anything, can you do elsewhere that you can't do on Athena?

What expectations about computing at MIT did you have when you came that were not met?

The Staff Survey: Questions Asked Only of Staff

Administrative Staff-Specific Questions

Rate your satisfaction with performing these administrative functions on the Web:

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Employee self-service for benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employee self-service for updating personal information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Creating, changing or cloning journal vouchers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Departmental parking passes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Creating or displaying non-partner requisitions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Approving requisitions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Approving credit card transactions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How important is it to have these SAP functions on the Web?

	Very Unimportant 1	Unimportant 2	Somewhat Unimportant 3	Somewhat Important 4	Important 5	Very Important 6	N/A/Don't Know
Procurement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transactions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Journal vouchers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Requisitions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Change orders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What other SAP GUI (graphical user interface) functions do you think should be ported to the Web?

Rate your satisfaction with the following aspects of SAP support:

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Communications before system rollouts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training for new administrative functions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IS&T responsiveness to your needs when developing administrative systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How would you describe the change, if any, of SAP functionality over the past year and a half?

	Much Worse	Worse	Somewhat Worse	Somewhat Better	Better	Much Better	N/A/Don't Know
SAP functionality change	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you publish on the Web, please rate your satisfaction with these kinds of web publishing support:

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Troubleshooting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consulting/advising	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you publish on the Web and don't use IS&T web publishing support, why don't you?

If you develop or modify databases, please rate your satisfaction with these kinds of database development support:

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Troubleshooting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consulting/advising	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you develop or modify databases and don't use IS&T database development support, why don't you?

What can IS&T improve about the support we provide for web publishing or database development?

Please rate your satisfaction with the telephone-related ordering process for the following:

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Move/add/change telephone service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cellular phone service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
iPASS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Voice Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Calling Cards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tether	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you requested installation of a new telephone/network jack (hardware only) in the past year, please indicate your satisfaction with the following:

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
The request process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication on the status	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The timeliness of the jack installation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Price	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you requested that an existing jack be activated for network service, please indicate your satisfaction with the following:

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
The request process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication on the status	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The timeliness of the activation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Price	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you were involved in a major office move or renovation in the past year, please indicate your satisfaction with the following:

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Communication on the status	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of the resulting telephone service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of the resulting network service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Select a point on the scale that best describes your use of the following:

	Never Heard of It	Heard of It But Won't Use It	Planning on Using It	Use It Occasionally	Use It Regularly
Licensed software (Windows XP, Microsoft Office)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Spam filtering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Spam autopurge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Moderated mailing lists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TSM backup	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What would increase your satisfaction with the business systems provided by MIT?

How satisfied are you that IS&T takes a "customer-oriented" approach to helping you?

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A Don't Know
"Customer-oriented" approach	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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	Moderate to High
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	Moderate to Low
Q21a. IS&T problem resolution overall	26%	407	
Q12a. Email overall	24%	662	
Q32b. Carry-in hardware repair	19%	149	Low
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

Question	Mean	% Neg	Count	Total Dissat.
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

