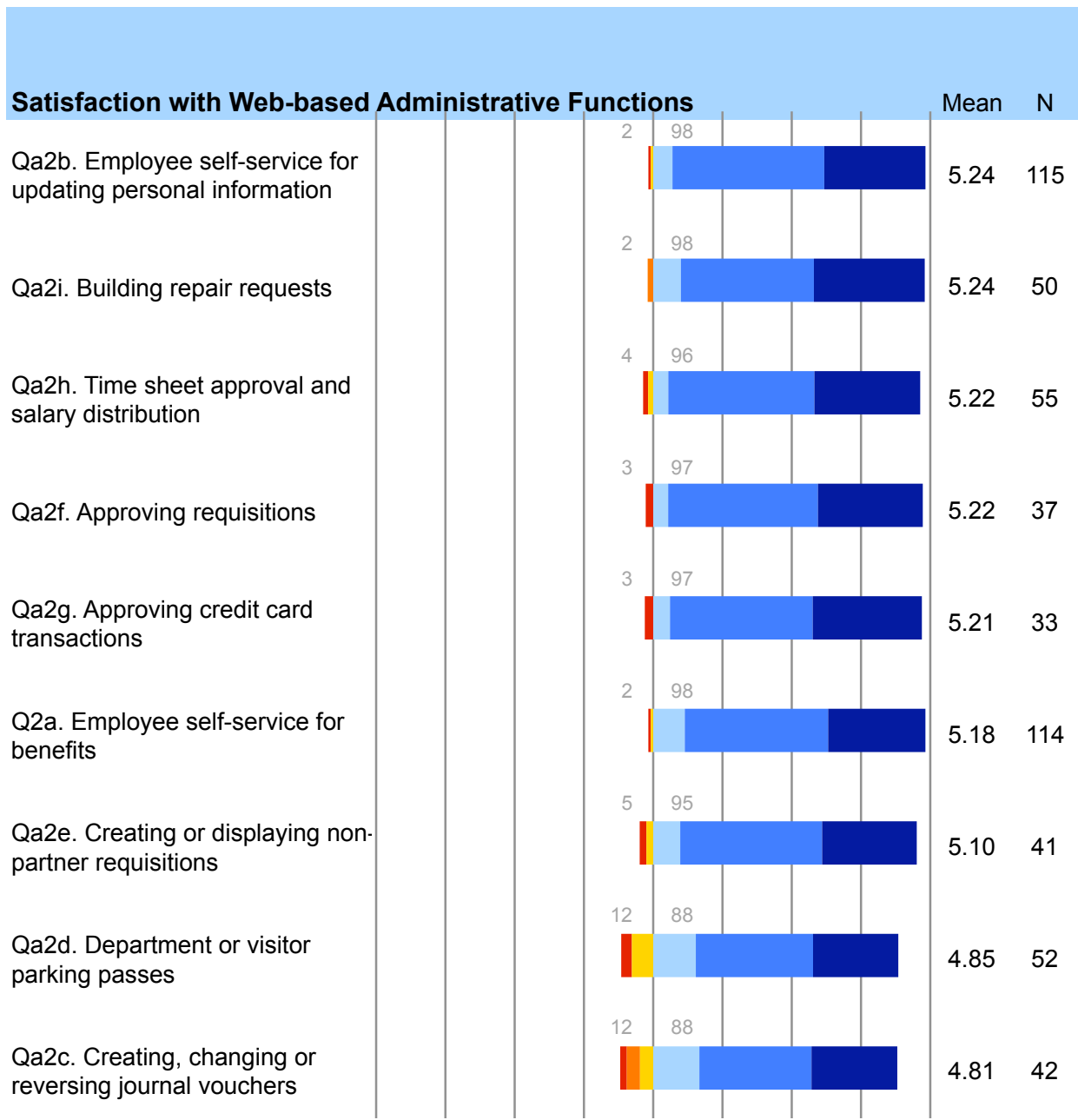
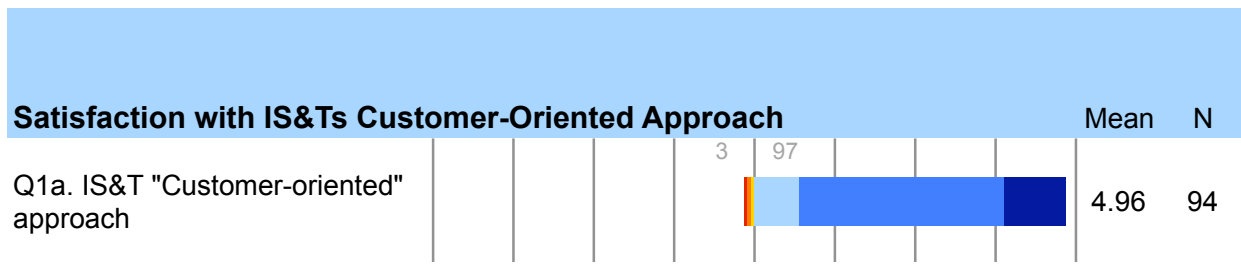


Staff Survey Results

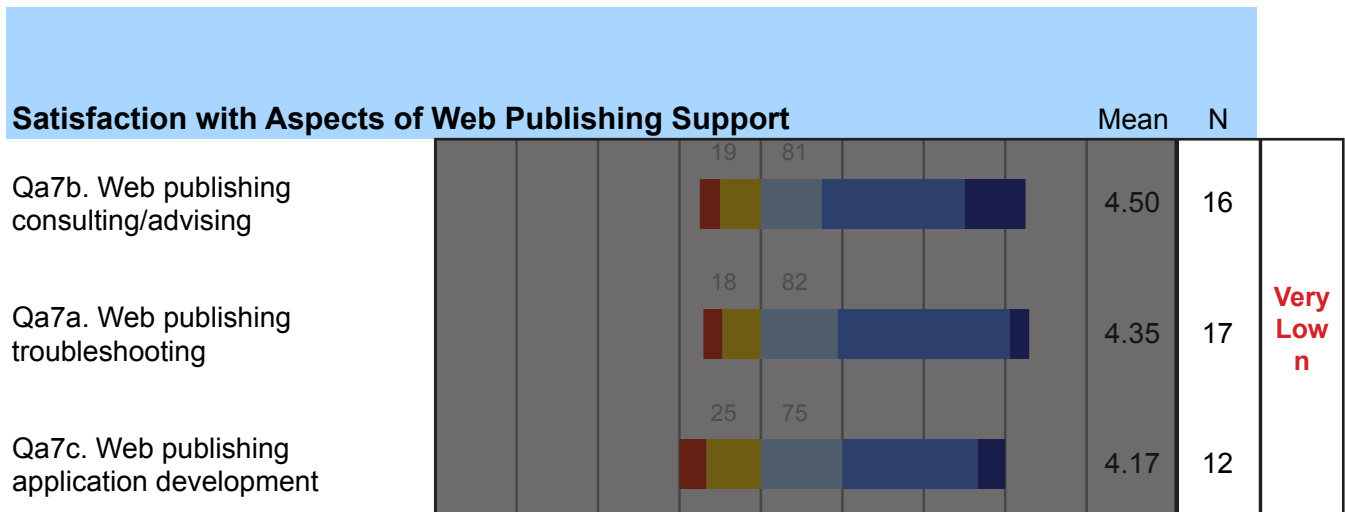
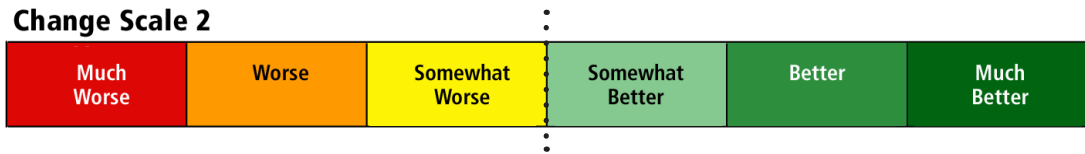
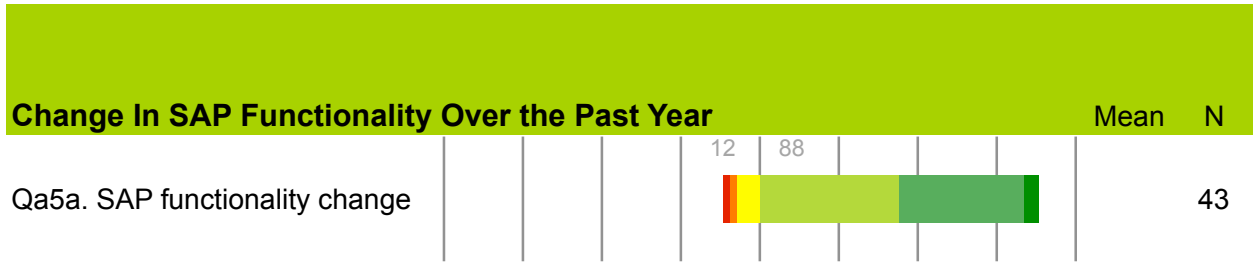
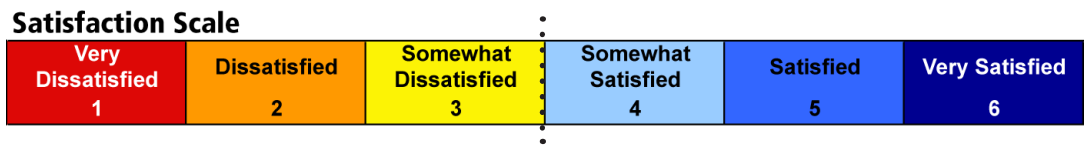
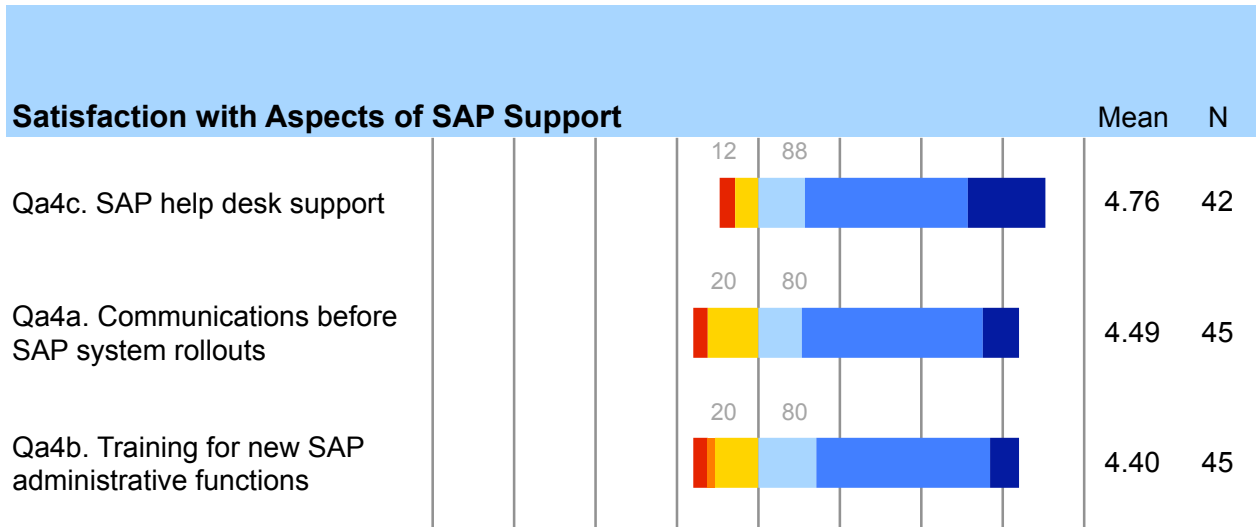


| Q1a IS&T "Customer-oriented" approach | | | | | | | | | | |
|---------------------------------------|------|----|----|----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.96 | 1% | 1% | 1% | 14% | 64% | 19% | 94 | 0.80 | 0.16 |

| Qa2. Satisfaction with performing specified administrative functions on the Web. | | | | | | | | | | |
|--|------|----|----|----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| Employee self-service for benefits | 5.18 | 1% | 0% | 1% | 11% | 52% | 35% | 114 | 0.78 | 0.14 |
| Employee self-service for updating personal info | 5.24 | 1% | 0% | 1% | 7% | 55% | 37% | 115 | 0.74 | 0.14 |
| Creating, changing or reversing journal vouchers | 4.81 | 2% | 5% | 5% | 17% | 40% | 31% | 42 | 1.21 | 0.37 |
| Department or visitor parking passes | 4.85 | 4% | 0% | 8% | 15% | 42% | 31% | 52 | 1.18 | 0.32 |
| Creating or displaying non-partner requisitions | 5.10 | 2% | 0% | 2% | 10% | 51% | 34% | 41 | 0.97 | 0.30 |
| Approving requisitions | 5.22 | 3% | 0% | 0% | 5% | 54% | 38% | 37 | 0.92 | 0.30 |
| Approving credit card transactions | 5.21 | 3% | 0% | 0% | 6% | 52% | 39% | 33 | 0.96 | 0.33 |
| Time sheet approval and salary distribution | 5.22 | 2% | 0% | 2% | 5% | 53% | 38% | 55 | 0.88 | 0.23 |
| Building repair requests | 5.24 | 0% | 2% | 0% | 10% | 48% | 40% | 50 | 0.80 | 0.22 |

Satisfaction Scale

| | | | | | |
|---------------------------|-------------------|-------------------------------|----------------------------|----------------|---------------------|
| Very Dissatisfied 1 | Dissatisfied 2 | Somewhat Dissatisfied 3 | Somewhat Satisfied 4 | Satisfied 5 | Very Satisfied 6 |
|---------------------------|-------------------|-------------------------------|----------------------------|----------------|---------------------|



| Qa4. Satisfaction with aspects of SAP support. | | | | | | | | | | | |
|---|------|----|----|-----|-----|-----|-----|-------|-----------|----------|--|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- | |
| Communications before SAP system rollouts | 4.49 | 4% | 0% | 16% | 13% | 56% | 11% | 45 | 1.16 | 0.34 | |
| Training for new SAP administrative functions | 4.40 | 4% | 2% | 13% | 18% | 53% | 9% | 45 | 1.18 | 0.34 | |
| SAP help desk support | 4.76 | 5% | 0% | 7% | 14% | 50% | 24% | 42 | 1.19 | 0.36 | |

| Qa5a SAP functionality change | | | | | | | | | | | |
|--------------------------------------|------|------------|-------|-----------------|------------------|--------|-------------|-------|-----------|----------|--|
| | Mean | Much Worse | Worse | Some-what Worse | Some-what Better | Better | Much Better | Count | Std. Dev. | 95% CI+- | |
| All | 4.30 | 2% | 2% | 7% | 44% | 40% | 5% | 43 | 0.94 | 0.28 | |

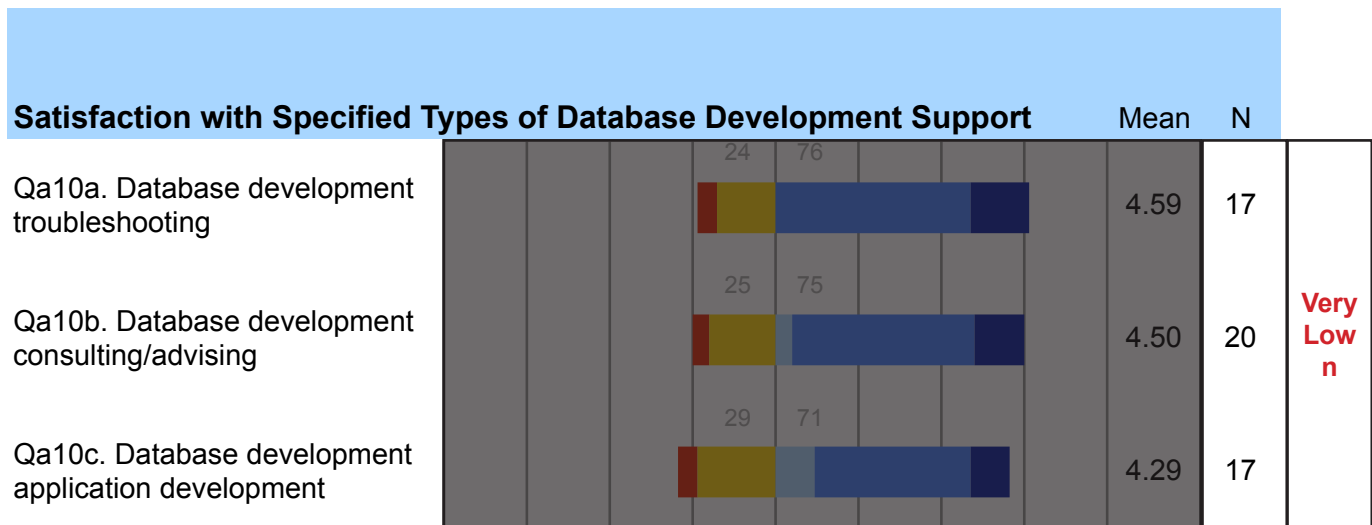
| Qa7. Satisfaction with aspects of web publishing support. | | | | | | | | | | | |
|--|------|----|----|-----|-----|-----|-----|-------|-----------|----------|--|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- | |
| Troubleshooting | 4.35 | 6% | 0% | 12% | 24% | 53% | 6% | 17 | 1.17 | 0.56 | |
| Consulting/advising | 4.50 | 6% | 0% | 13% | 19% | 44% | 19% | 16 | 1.32 | 0.65 | |
| Application development | 4.17 | 8% | 0% | 17% | 25% | 42% | 8% | 12 | 1.34 | 0.76 | |

See
Appendix
A

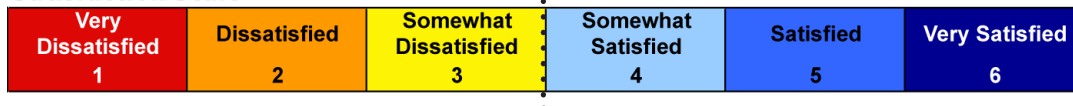
Qa3. What other SAP GUI functions do you think should be ported to the Web?

Qa8. Why don't you use MIT web publishing support?

Qa9. What can IS&T do to improve web publishing support?



Satisfaction Scale



| Qa10. Satisfaction with specified types of database development support. | | | | | | | | | | |
|---|------|----|----|-----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| Database development troubleshooting | 4.59 | 6% | 0% | 18% | 0% | 59% | 18% | 17 | 1.33 | 0.63 |
| Database development consulting/advising | 4.50 | 5% | 0% | 20% | 5% | 55% | 15% | 20 | 1.28 | 0.56 |
| Database development application development | 4.29 | 6% | 0% | 24% | 12% | 47% | 12% | 17 | 1.31 | 0.62 |

See
Appendix
A

Qa11. Why don't you use MIT database development support?

Qa12. What can IS&T do to improve database development support?

| Satisfaction with Aspects of the Telephone-Related Ordering Process | | | | | | | Mean | N |
|--|--|--|--|----|----|--|------|----|
| Qa13d. Telephone ordering process: Voice Mail | | | | 15 | 85 | | 4.79 | 34 |
| Qa13a. Telephone ordering process: move/add/change telephone service | | | | 15 | 85 | | 4.67 | 27 |
| Qa13f. Telephone ordering process: Tether | | | | 14 | 86 | | 4.43 | 7 |
| Qa13e. Telephone ordering process: Calling Cards | | | | 20 | 80 | | 4.40 | 5 |
| Qa13b. Telephone ordering process: cellular phone service | | | | 23 | 77 | | 4.27 | 22 |
| Qa13c. Telephone ordering process: iPASS | | | | 33 | 67 | | 3.33 | 3 |

Very Low n

Very Low n

| Satisfaction with Aspects of Telephone/Network Jack Installation | | | | | | | Mean | N |
|---|--|--|--|----|----|--|------|----|
| Qa14c. The timeliness of new telephone/network jack installation | | | | 12 | 88 | | 5.06 | 17 |
| Qa14a. New telephone/network jack installation request process | | | | 11 | 89 | | 4.79 | 19 |
| Qa14d. New telephone/network jack installation price | | | | 8 | 92 | | 4.77 | 13 |
| Qa14b. Communication on the status of a new telephone/network jack installation | | | | 11 | 89 | | 4.74 | 19 |

Very Low n

| Qa13. Satisfaction with specified aspects of the telephone-related ordering process. | | | | | | | | | | |
|---|------|-----|----|----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| Move/add/change telephone service | 4.67 | 4% | 4% | 7% | 19% | 41% | 26% | 27 | 1.27 | 0.48 |
| Cellular phone service | 4.27 | 9% | 5% | 9% | 14% | 55% | 9% | 22 | 1.42 | 0.59 |
| iPASS | 3.33 | 33% | 0% | 0% | 33% | 33% | 0% | 3 | 2.08 | 2.36 |
| Voice Mail | 4.79 | 6% | 0% | 9% | 9% | 47% | 29% | 34 | 1.30 | 0.44 |
| Calling Cards | 4.40 | 20% | 0% | 0% | 20% | 20% | 40% | 5 | 2.07 | 1.82 |
| Tether | 4.43 | 14% | 0% | 0% | 14% | 57% | 14% | 7 | 1.62 | 1.20 |

| Qa14. Satisfaction with specified aspects of new telephone/network jack installation. | | | | | | | | | | |
|--|------|----|----|----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| Request process | 4.79 | 0% | 5% | 5% | 26% | 32% | 32% | 19 | 1.13 | 0.51 |
| Communication on the status | 4.74 | 0% | 5% | 5% | 32% | 26% | 32% | 19 | 1.15 | 0.52 |
| The timeliness of the installation | 5.06 | 0% | 6% | 6% | 6% | 41% | 41% | 17 | 1.14 | 0.54 |
| Price | 4.77 | 0% | 8% | 0% | 15% | 62% | 15% | 13 | 1.01 | 0.55 |

Satisfaction Scale

| | | | | | |
|---------------------------|-------------------|-------------------------------|----------------------------|----------------|---------------------|
| Very Dissatisfied 1 | Dissatisfied 2 | Somewhat Dissatisfied 3 | Somewhat Satisfied 4 | Satisfied 5 | Very Satisfied 6 |
|---------------------------|-------------------|-------------------------------|----------------------------|----------------|---------------------|

| Satisfaction with Aspects of Network Jack Activation | | | | | | | Mean | N | |
|--|--|--|--|----|----|--|------|----|------------|
| Qa15c. The timeliness of the activation of an existing jack | | | | 16 | 84 | | 5.05 | 19 | Very Low n |
| Qa15a. Existing jack activation request process | | | | 11 | 89 | | 4.89 | 19 | |
| Qa15b. Communication on the status of activation of an existing jack | | | | 11 | 89 | | 4.89 | 19 | |
| Qa15d. Existing jack activation price | | | | 13 | 87 | | 4.87 | 15 | |

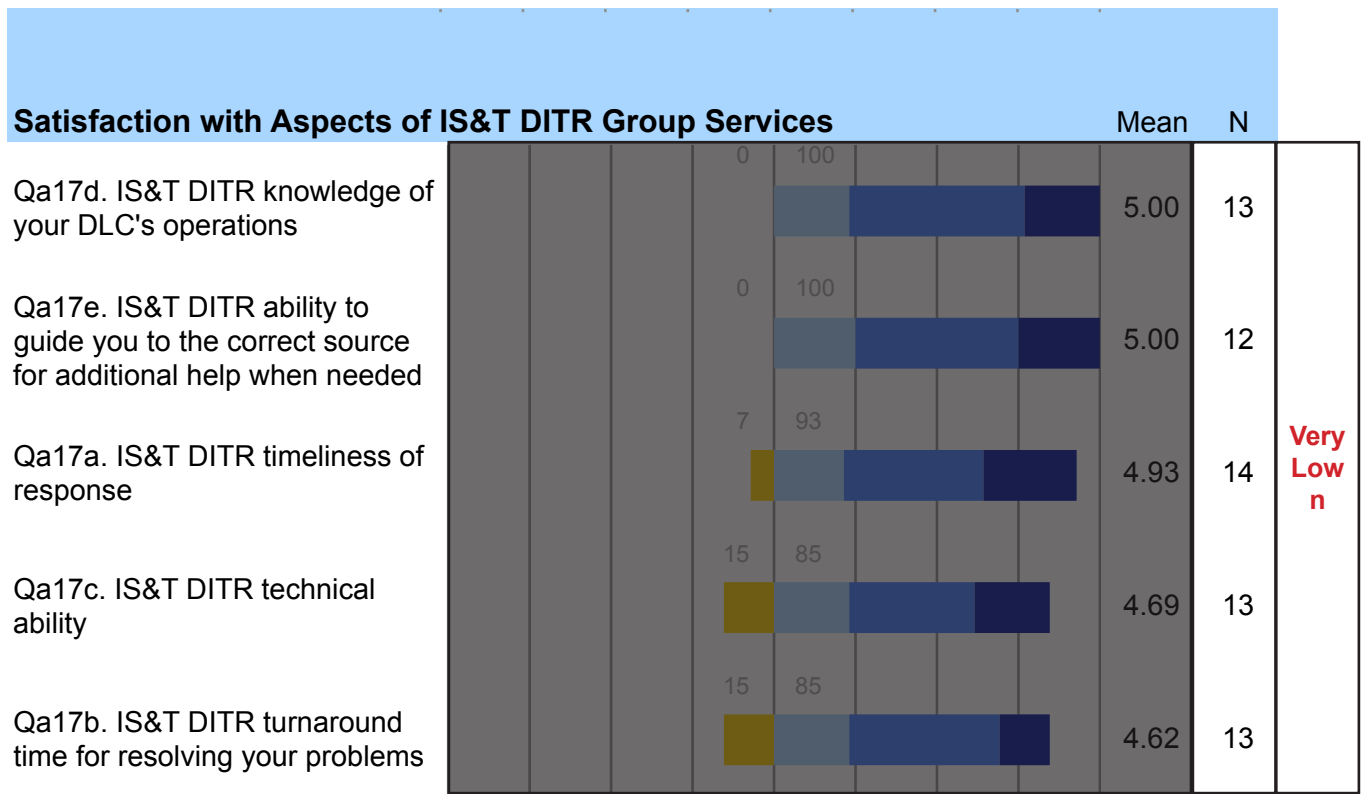
| Satisfaction with Aspects of Office Moves and Renovations | | | | | | | Mean | N | |
|---|--|--|--|----|----|--|------|----|------------|
| Qa16c. Quality of the resulting network service after a major office move or renovation | | | | 5 | 95 | | 5.25 | 20 | Very Low n |
| Qa16b. Quality of the resulting telephone service after a major office move or renovation | | | | 5 | 95 | | 5.20 | 20 | |
| Qa16a. Communication on the status of a major office move or renovation | | | | 10 | 90 | | 4.90 | 20 | |

| Qa15. Satisfaction with specified aspects of existing jack activation requests. | | | | | | | | | | |
|--|------|----|----|-----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| Request process | 4.89 | 0% | 0% | 11% | 21% | 37% | 32% | 19 | 0.99 | 0.45 |
| Communication on the status | 4.89 | 0% | 0% | 11% | 21% | 37% | 32% | 19 | 0.99 | 0.45 |
| The timeliness of the activation | 5.05 | 0% | 0% | 16% | 5% | 37% | 42% | 19 | 1.08 | 0.49 |
| Price | 4.87 | 0% | 0% | 13% | 7% | 60% | 20% | 15 | 0.92 | 0.46 |

| Qa16. Satisfaction with specified aspects of major office moves and renovations. | | | | | | | | | | |
|---|------|----|----|----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| Communication on the status | 4.90 | 0% | 5% | 5% | 10% | 55% | 25% | 20 | 1.02 | 0.45 |
| Quality of resulting telephone service | 5.20 | 0% | 0% | 5% | 5% | 55% | 35% | 20 | 0.77 | 0.34 |
| Quality of the resulting network service | 5.25 | 0% | 0% | 5% | 5% | 50% | 40% | 20 | 0.79 | 0.34 |

Satisfaction Scale

| | | | | | |
|---------------------------|-------------------|-------------------------------|----------------------------|----------------|---------------------|
| Very Dissatisfied 1 | Dissatisfied 2 | Somewhat Dissatisfied 3 | Somewhat Satisfied 4 | Satisfied 5 | Very Satisfied 6 |
|---------------------------|-------------------|-------------------------------|----------------------------|----------------|---------------------|



| Qa17. Satisfaction with specified aspects of the IS&T DITR group's services. | | | | | | | | | | |
|---|------|----|----|-----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| Timeliness of response | 4.93 | 0% | 0% | 7% | 21% | 43% | 29% | 14 | 0.92 | 0.48 |
| Turnaround time for resolving your problems | 4.62 | 0% | 0% | 15% | 23% | 46% | 15% | 13 | 0.96 | 0.52 |
| Technical ability | 4.69 | 0% | 0% | 15% | 23% | 38% | 23% | 13 | 1.03 | 0.56 |
| Knowledge of your DLC's operations | 5.00 | 0% | 0% | 0% | 23% | 54% | 23% | 13 | 0.71 | 0.38 |
| Ability to guide you to additional help when needed | 5.00 | 0% | 0% | 0% | 25% | 50% | 25% | 12 | 0.74 | 0.42 |

Satisfaction Scale



