

# Appendix B

# The Survey Instrument

## 2008 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 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,**

**PLEASE  
SKIP IT!**



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

Q1

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

Yes, I read them.

## Computing Network

Q2a	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"/>
Q2b	Receiving email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q2c	Browsing the Web	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3a	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"/>
Q3b	Wired network	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q4a	Rate your satisfaction with the following aspects of <u>wireless networking</u> at MIT.	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
	The registration process for getting a wireless connection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q4b	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"/>
Q4c	Signal strength	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q5 If you experienced difficulty with wireless networking at MIT due to low signal strength, where was it?

Q6a	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"/>

## Software

Q7a	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"/>
Q7b	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"/>
Q7c	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"/>
Q7d	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"/>

Q8 What additional software do you need to do your work?

## Email and WebMail

**Q9a 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"/>
Q9b 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"/>
Q9c Spam auto-purge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q10a 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"/>
Q10b 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"/>
Q10c 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"/>
Q10d Other, please specify:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q10e							

**Q11a 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"/>

**Q12a How frequently do you access your MIT email through the following channels?**

	Never	Less Than Monthly	Monthly	Weekly	Daily	N/A/Don't Know
Public computers/workstations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q12b Laptops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q12c Cell phones and handheld mobile devices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q13 Do you forward your mit.edu mail to another address?**

- Yes
- No

**Q14 What email service do you forward your mit.edu mail to?**

- GMail
- Yahoo
- Hotmail/MSN
- AOL

Q14a Other, Please specify:

**Q15** Why do you forward your mit.edu mail to another email service?

**Q16** Do you use any of the following Google Apps?

- GMail
- Google Docs (Docs, Spreads, Presentations, etc.)
- Google Calendar
- Google Sites
- Google Sites
- Google Start Page

## Remote Access

**Q17a** How satisfied are you with your ability to use MIT email and web services while traveling...

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

**Q18** Which of these preventive measures have you made a practice of following?  
(Check all that apply.)

- Locks or cables to have been installed to physically secure your computer and/or computing devices from theft.
- MIT spam screening is set up and running.
- Antivirus scanning of your hard disk is enabled.
- Antivirus software (such as VirusScan) is set to update itself automatically.
- Antispyware software is installed and enabled.
- Software firewall is installed and enabled.
- Operating system updates (such as Windows updates) are installed automatically.
- Application software updates (such as Office updates) are installed regularly.
- Data files are automatically backed up to a server (such as TSM), alternate hard disk, flash drive, or CD.
- My computer requires me to enter a password to start it up.
- The data on my hard drive is protected by encryption.
- I use complicated passwords that combine random characters and numerals.
- I change my important passwords every six months.

**IS&T provides computer security services through a number of channels including the computing help desk, IT security support, and the Desktop Information Technology Resource team (DITR)**

**Q19a** If you have used any of these computer security services 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
Computer security services overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Q19b</b> The incident response process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q20a** Assuming you would need help, do you know where to go to get help if...

	Yes	No	Not Sure
Your computer appears to have contracted a virus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Q20b</b> You believe there has been unauthorized access to sensitive data files	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Q20c</b> You want to securely wipe your computer's hard drive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Q20d</b> Your password has been used by someone else without your authorization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Q20e</b> You need to set the security preferences of your computer and installed software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q21** If you would like to receive more information or help from IS&T on how to secure your computer and files, please enter your name and email address below.

**Q22** What specific help do you think you would need to keep your computing environment safer?

**Q23a** 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"/>
<b>Q23b</b> Other people's medical records	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Q23c</b> Student grades	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Q23d</b> 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"/>

**Q24** Are you aware of agreed-upon procedures for how sensitive information will be protected?

Yes  No

**Q25a** How often are your data files backed up to the following?

	Never	Less Than Monthly	Monthly	Weekly	Daily	N/A/Don't Know
TSM (MIT's backup system)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Q25b</b> CD/DVD	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Q25c</b> External hard drive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Q25d</b> Flash drive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Q25e</b> Web-based backup solution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Q32a		How important are the following in getting help with your computer?						
		Very Uni mportant 1	Unimport ant2	Somewh at Unimp ortant3	Somewh atImporta nt4	Important 5	VeryImpo rtant 6	N/ADon'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"/>
Q32b	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"/>
Q32c	IS&T website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q32d	Help Desk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q32e	Hardware repair service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q32f	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"/>
Q32g	DITR consultant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q32h	Other students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q32i	RCCs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q32j	Athena Consulting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Learning About Technology

Q33a		Thinking about your experiences over the past year, rate how useful the following sources of information have been for learning about new services or upgrades:					
		Not At All Useful	Not VeryUseful	Somewhat Useful	Useful	Very Useful	N/ADon't Know
	Hands-on training classes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q33b	Quick-Start lunchtime sessions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q33c	One-on-one tutorials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q33d	Departmental training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q33e	New project / implementation training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q33f	Element*K online training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q33g	Online demonstrations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q33h	IS&T web pages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q33i	IS&T email announcements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q33j	is&t newsletter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q33k	Articles in TechTalk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q33l	IS&T Relationship Management Team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q33m	Departmental AO or local IT resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q33n	Coworkers (informal)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q34 **What would increase your satisfaction with how IS&T provides you with the information you need?**

## Telephony Services

**Q35a** Rate your satisfaction with the following aspects of MIT's telephony 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"/>
<b>Q35b</b> 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"/>

**Q36** Is your primary phone a traditional phone (analog or ISDN) or a new Voice-over-IP (VoIP) phone?

- Traditional (analog or ISDN)
- Voice-over-IP (VoIP)
- I don't know

**Q37a** Rate your satisfaction with the following aspects of MIT's Voice Over Internet Protocol telephone system (MITVoIP):

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Voice quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Q37b</b> Reliability/availability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Q37c</b> Customization options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Q37d</b> Ease of customization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Q37e</b> Phone ergonomics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Q37f</b> Ease of installation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Q37g</b> Documentation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q38a** Rate your satisfaction with MIT's Voice Over Internet Protocol telephone system (MITVoIP) overall.

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

**Q39** What features of MITVoIP do you find to be most useful?

**Q40** Have you relocated your phone since its initial deployment?

- Yes
- No
- I don't know

**Q41** Are you a user of IS&T's MITVoIP Portal/console (<http://sylvantro.mit.edu>)?

- Yes
- No
- I don't know

**Q42a** How satisfied are you overall with IS&T's MITVoIP Portal/console?

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

**Q43** What features of IS&T's MITVoIP Portal/console do you find to be most useful?

**Q44a** How satisfied are you with MIT telephony 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"/>

**Q45** What would increase your satisfaction with MIT telephony services?

**Q46** Are you a cell phone or mobile device user?

Yes     No

## Mobile Devices

**Q47** If you experienced difficulty with cell phone reception at MIT, where was the problem and what cell provider were you using?

**Q48** Other than making calls, what activities do you engage in with your cell phone or mobile device? (Select all that apply.)

- SMS/MMS (text messaging)
- Email
- Web browsing
- Watching video
- Accessing social networking sites

**Q48a** Other, please specify:

**Q49** Which vendor do you use for your cellular service?

- AT&T/Cingular
- Sprint/Nextel
- T-Mobile
- Verizon
- Other

**Q50a** How often do you use the following mobile technologies?

	Never	Less Than Monthly	Monthly	Weekly	Daily	N/A/Don't Know
<b>Q50a</b> Palm OS device	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Q50b</b> Windows Mobile device	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Q50c</b> Blackberry device	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Q50d</b> iPhone device	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Q50e</b> Symbian device (available on Nokia phones)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Q50f</b> Other cell phone with data capability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q51a** If you have used the MIT Mobile Web (m.mit.edu), please rate your satisfaction with it.

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
<b>Q51a</b> MIT's Mobile Web	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q52** How can we improve the MIT Mobile Web to better meet your needs?

**Q53a**    **How likely are you to acquire a new 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"/>

**Q54**    **What type of device are you likely to acquire?**

- Palm OS device
- Windows Mobile device
- Blackberry device
- iPhone device
- Symbian device
- Other cell phone with data capability

**Q55**    **Are there applications or services you would like to be able to access via mobile devices that you cannot at this time?**

## Hardware Recommendations and Repairs

<b>Q56a</b>	<b>Rate the following hardware services provided by IS&amp;T.</b>						
	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"/>
<b>Q56b</b>	Carry-in hardware repair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Q56c</b>	Onsite hardware repair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Q57a</b>	<b>How likely are you to recommend IS&amp;T Hardware Services to a friend or associate?</b>						
	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	N/A Don't Know	N/A Don't Know
	Likelihood of recommending IS&T Hardware Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Q58a</b>	<b>What percentage of your computer time is on the following platforms?</b>						
	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"/>	
<b>Q58b</b>	Laptop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
<b>Q58c</b>	Athena	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
<b>Q58d</b>	Mobile device (smartphone, PDA)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
<b>Q59a</b>	<b>What percentage of your computer time is on the following operating systems?</b>						
	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"/>	
<b>Q59b</b>	Windows XP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
<b>Q59c</b>	Macintosh OS X	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
<b>Q59d</b>	Linux	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
<b>Q59e</b>	Unix	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
<b>Q59f</b>	Mobile device operating system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
<b>Q60a</b>	<b>Select the description below that best describes your proficiency with using computers.</b>						
	Novice	Basic Skills	Intermediate	Advanced	Expert		
	Computer proficiency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

## Calendar

**Q61** Which of the following calendaring systems do you use for what you do at MIT? (Select all that apply)

- MIT's calendaring system
- Google Calendar
- iCal
- Outlook calendar

**Q61a** Other, please specify:

**Q62** Which calendaring system do you prefer to use for what you do at MIT?

- MIT's calendaring system
- Google Calendar
- iCal
- Outlook calendar
- Other

**Q63** Why do you prefer it?

**Q64a** Rate your satisfaction with the following aspects of MIT's calendaring system:

	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"/>
<b>Q64b</b> Shared calendaring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Q64c</b> 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"/>
<b>Q64d</b> Integration of calendaring and email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q65** Are there any other services you would like to see in a future MIT calendar service?

## General Services

Q66a	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"/>
Q66b	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"/>
Q66c	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"/>
Q66d	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"/>

Q67a	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"/>

Q68a	Select a point on the scale below that best describes any change in IS&T services over the past year.	Much Worse	Worse	Somewhat at Worse	Somewhat at 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"/>

**Q69** What could IS&T do to make it easier for you to do your work?

**Q70** What new services or service improvements should be offered at MIT in the year ahead?

## Can We Help with Something Specific?

**Q71** 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.

## Faculty-Specific Questions

Q1a Which best describes how often you used the following instructional technologies in your teaching during the past year?							
		Daily	Weekly	Monthly	Less Than Monthly	Never	I don't know/ I'm not sure
	Presentations (PowerPoint presentations, other projected text or graphics)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q1b	Video presentations (DVDs, videotapes, streaming video)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q1c	Online syllabus and other class handouts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q1d	Shared online file storage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q1e	Use of computer labs during class sessions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q1f	Web-based simulations or activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q1g	Interactive multimedia	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q1h	Pre-packaged content from OpenCourseWare or an outside source	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q1i	Use of laptops during class sessions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q1j	Electronic course reserves	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q2a Which best describes how often you used the following instructional technologies in your teaching during the past year?							
		Daily	Weekly	Monthly	Less Than Monthly	Never	I don't know/ I'm not sure
	Digital Studio for creating content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q2b	Self-paced tutorials or learning modules	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q2c	Ungraded online self-assessments, or student surveys	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q2d	Graded online quizzes and tests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q2e	Online discussion forums	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q2f	Online chat rooms and/or instant messaging	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q2g	Online social networks (Facebook, del.icio.us)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q2h	Blogs or Web-based journals (Blogger, LiveJournal)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q2i	Collaborative Web-editing (wikis)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q2j	Digital desktop audio/video conferencing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3a Which best describes how often you used the following instructional technologies in your teaching during the past year?							
		Daily	Weekly	Monthly	Less Than Monthly	Never	I don't know/ I'm not sure
	Audio/video streaming	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q3b	Podcasting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q3c	E-mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q3d	Listservs (group email lists)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q3e	Immersive environments (Second Life)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q3f	Wireless use of computers or personal digital assistants (PDAs) during class sessions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q3g	Audience response systems (Clickers) during class sessions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q3h	Multimedia assignments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q3i	Courses delivered entirely over the Web	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q3j	Other, please specify below	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q4

- Q5 Which of the following best describes your feelings about learning more about how you can use instructional technologies?**
- I'm not interested.
  - I'm interested in the technologies, but I want instructional technology professionals to develop my course content and deal with any technical issues.
  - I'm interested in learning how to develop course content by myself, provided I have some support.

**Q6a Rate your satisfaction with the following academic technology services:**

	Very Dis satisfied 1	Dissatisfi ed 2	Somewh atDissati sfied 3	Somewh atSatisfie d4	Satisfied 5	Very Satisfied 6	N/ADon'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"/>

**Q7a Rate your satisfaction with these discussion group and email services:**

	Very Dis satisfied 1	Dissatisfi ed 2	Somewh atDissati sfied 3	Somewh atSatisfie d4	Satisfied 5	Very Satisfied 6	N/ADon'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"/>

**Q8a Rate your satisfaction with the student laptop loaner and configuration service.**

	Very Dis satisfied 1	Dissatisfi ed2	Somewh atDissati sfied 3	Somewh atSatisfie d4	Satisfied 5	Very Satisfied 6	N/ADon'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"/>

**Q9 Are there any specific improvements you would like to see in Athena-related learning spaces (Electronic Classrooms)?**

**Q10a How likely would you be to use the following kinds of technology-enabled flexible teaching spaces?**

	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	HighlyLikel y	N/ADon't Know
Studio 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 small group spaces (Bldgs. 56 and W20)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other, please specify below	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q11**

Q12a Rate your satisfaction with the following aspects of Stellar:							
	Very Dis satisfied 1	Dissatisfi ed 2	Somewh atDissati sfied 3	Somewh atSatisfie d4	Satisfied 5	Very Satisfied 6	N/ADon'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"/>
Q12b Stellar Image Tool	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q13 What features, if any, would you like to see added to Stellar?**

Q14a Rate your satisfaction with MIT's current services for video capture and streaming of class lectures.							
	Very Dis satisfied 1	Dissatisfi ed 2	Somewh atDissati sfied 3	Somewh atSatisfie d4	Satisfied 5	Very Satisfied 6	N/ADon't Know
Video capture and streaming of class lectures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q15 What improvements or new services would you suggest to enhance MIT's services for video capture and streaming of class lectures?**

Q16a How useful would it be to be able to communicate with your students via mobile messaging for the following purposes:						
	Not At All Useful	Not VeryUseful	Somewhat Useful	Useful	Very Useful	N/ADon't Know
To alert students on classroom changes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q16b To send students reminders about assignments due	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q17 Is there specific software that is important to your teaching that isn't provided at MIT?**

**Q18 Other than office productivity software such as Word, email, etc., what two applications for education are most important to your teaching?**

<b>Q19a</b>		<b>How likely you would be to use the following services in the near future?</b>						
		Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	HighlyLik ely	UsingThi s Now	N/ADon'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"/>
<b>Q19b</b>	Podcasting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Q19c</b>	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"/>
<b>Q19d</b>	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"/>
<b>Q19e</b>	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"/>
<b>Q19f</b>	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"/>
<b>Q19g</b>	Video capture and streaming of class lectures.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

<b>Q20a</b>		<b>Rate the importance of the following tools to support your research.</b>						
		Very Uni mportant 1	Unimpor tant2	Somewh at Unimp ortant3	Somew hatImpor tant4	Importan t5	VeryImp ortant 6	N/ADon'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"/>
<b>Q20b</b>	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"/>
<b>Q20c</b>	Server management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Q20d</b>	Collaboration tools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Q20e</b>	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"/>
<b>Q20f</b>	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"/>
<b>Q20g</b>	Increased security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Student-Specific Questions

Q1a	Please rate the importance of the following group workspace resources:						
	Very Uni mportant 1	Unimport ant2	Somewh at Unimp ortant3	Somewh atImporta nt4	Important 5	VeryImpo rtant 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"/>
Q1b Scanner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q1c 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"/>
Q1d Large display	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q1e Multimedia workstations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q1f Conference table	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q1g Soft lounge seating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q1h Reservable by groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q1i 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"/>

**Q2 Not counting general educational technologies provided by MIT, such as Athena, software available through IS&T, or technology provided by your department, what other technologies do you use to support your learning?**

**Q3 Are there some technologies you would like to see your instructors use?**

**Q4 Are there some technologies you would like to see your instructors stop using?**

Q5a For standard computer clusters on campus, how important are the following to you?							
	Very Uni mportant 1	Unimport ant2	Somewh at Unimp ortant3	Somewh atImporta nt4	Important 5	VeryImpo rtant 6	N/ADon't Know
Q5a	Standard workstations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q5b	Printers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q5c	2D and 3D visualization capabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q5d	Software packages available on cluster workstations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q6 What specialty software would you like to see in the labs?

- Q7 Which of the following sources of help have you used within the past year? (Select all that apply.)
- Athena Consultants (OLC)
  - Residential Computing Consultants (RCC)

Q8a Please rate your satisfaction with the following aspects of Athena Consulting (OLC):							
	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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"/>
Q8b 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"/>
Q8c Timeliness of resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q8d Professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q8e Technical competence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q9a Please rate your satisfaction with the following aspects of Residential Computing Consultants (RCC):							
	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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"/>
Q9b 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"/>
Q9c Timeliness of resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q9d Professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q9e Technical competence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q10 What IT services would be valuable to have in your room/residence?

Q11a 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
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Printer location convenience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q11b 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"/>
Q11c 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"/>
Q11d Availability of regular printers for everyday print jobs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q11e Reliability of printers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q12a If you purchased a computer in the past year, how important were MIT hardware recommendations in guiding your purchase?							
	Very Uni mportant 1	Unimport ant2	Somewh at Unimp ortant3	Somewh atImporta nt4	Important 5	VeryImpo rtant 6	N/ADon'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"/>
Q13a If you bought a laptop, please rate the importance of these features:							
	Very Uni mportant 1	Unimport ant2	Somewh at Unimp ortant3	Somewh atImporta nt4	Important 5	VeryImpo rtant 6	N/ADon'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"/>
Q13b Light weight	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q13c 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"/>
Q13d Screen size	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q13e Battery life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q13f Wireless connectivity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q14a 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	HighlyLikel y	N/ADon'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"/>	
Q14b Project loan for a specific project	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Q14c Free short-term loan to use specific software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Q14d Short-term loan for a fee to use specific software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Q14e Short term loan for a fee while your own is being repaired	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

**Q15** If you own a computer, other than email applications, what are the five software applications you use most often on it?

**Q16** What programs do you need but don't have access to?

**Q17** What, if anything, can you do on Athena that you can't do elsewhere?

**Q18** What, if anything, can you do elsewhere that you can't do on Athena?

**Q19** What expectations about computing at MIT did you have when you came that were not met?

**Q20** Which of the following types of computers do you own? (Select all that apply.)

- Mac laptop
- Mac desktop
- Windows XP laptop
- Windows XP desktop
- Windows Vista laptop
- Windows Vista desktop
- Linux laptop
- Linux desktop
- Other

## Administrative Staff-Specific Questions

**Q16a**    **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
<i>Customer-oriented approach</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q1a**    **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"/>
<b>Q1b</b> 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"/>
<b>Q1c</b> Creating, changing or reversing journal vouchers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Q1d</b> Department or visitor parking passes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Q1e</b> 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"/>
<b>Q1f</b> Approving requisitions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Q1g</b> 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"/>
<b>Q1h</b> Time sheet approval and salary distribution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Q1i</b> Building repair requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q3**    **What other SAP GUI (graphical user interface) functions do you think should be ported to the Web?**

**Q4a**    **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"/>
<b>Q4b</b> 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"/>
<b>Q4c</b> Help desk support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q5a**    **How would you describe the change, if any, of SAP functionality over the past year and a half?**

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

**Q6**    **Which of the following activities do you engage in? (Select all that apply.)**

- Publishing to the Web
- Developing and modifying databases
- Ordering telephones

<b>Q7a Please rate your satisfaction with these kinds of web publishing support:</b>							
	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"/>
<b>Q7b</b> Consulting/advising	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Q7c</b> Application development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q8 If you don't use IS&T web publishing support, why don't you?**

**Q11 What can IS&T improve about the support we provide for web publishing?**

<b>Q15a Please rate your satisfaction with these kinds of database development support:</b>							
	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"/>
<b>Q15b</b> Consulting/advising	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Q15c</b> Application development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q9 If you don't use IS&T database development support, why don't you?**

**Q10 What can IS&T improve about the support we provide for database development?**

**Q9a 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"/>
<b>Q9b</b> Cellular phone service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Q9c</b> iPASS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Q9d</b> Voice Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Q9e</b> Calling Cards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Q9f</b> Tether	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q10a 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"/>
<b>Q10b</b> 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"/>
<b>Q10c</b> 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"/>
<b>Q10d</b> Price	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q11a 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"/>
<b>Q11b</b> 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"/>
<b>Q11c</b> 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"/>
<b>Q11d</b> Price	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q11e 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"/>
<b>Q11f</b> 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"/>
<b>Q11g</b> 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"/>

Q12f If your DLC has a long-term desktop support contract with the IS&T DITR group, how satisfied are you with the following aspects of the IS&T DITR group's services?								
		Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
	Timeliness of response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q12j	Turnaround time for resolving your problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q12h	Technical ability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q12i	Knowledge of your DLC's operations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q12k	Ability to guide you to the correct source for additional help when needed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



