

Changes in Ratings from April 2007 to October 2008

The table below shows the changes in ratings since 2007 for those questions that were asked in both 2007 and 2008.

Those changes which were statistically significant are highlighted in yellow. All statistically significant changes were positive.

Question	2007	2008	CHANGE
Q64c. MIT conference room reservation service*	4.09	4.66	0.57
Q64d. Integration of MIT calendaring and email*	3.36	3.90	0.54
Q64b. MIT shared calendaring*	4.08	4.59	0.51
Q26e. Help Desk clarity around who to go to for help	4.41	4.82	0.41
Q9b. Ease of setting your spam screening thresholds	4.02	4.34	0.32
Q9a. Spam screening effectiveness	4.02	4.33	0.31
Q56b. Carry-in hardware repair	4.47	4.75	0.28
Q66c. IS&T keeps the IT systems up and running	4.82	5.10	0.28
Q66d. IS&T keeping you informed about IT at MIT	4.43	4.69	0.26
Q56c. Onsite hardware repair	4.39	4.64	0.25
Q26a. Ability to get through to a Help Desk person	4.70	4.94	0.24
Q26b. Timeliness of Help Desk resolution	4.65	4.87	0.22
Q64a. MIT personal calendaring*	4.17	4.39	0.22
Q26d. Help Desk technical ability	4.85	5.07	0.21
Q6a. Network Services overall	4.79	4.99	0.21
Q67a. IS&T overall	4.74	4.93	0.19
Q66b. IS&T responsiveness to your needs	4.63	4.82	0.19
Q11a. Email overall	4.62	4.81	0.19
Q66a. IS&T delivery of services	4.68	4.84	0.16
Q29a. IS&T problem resolution overall	4.60	4.76	0.16
Q7d. Helpfulness of software documentation on the IS&T website	4.44	4.58	0.14
Q4c. Wireless signal strength	4.44	4.58	0.13
Q56a. Hardware recommendations	4.36	4.49	0.12
Q26c. Help Desk professionalism	5.08	5.19	0.11
Q4a. The registration process for getting a wireless connection	4.69	4.80	0.11
Q7b. Timeliness of MIT release of new software after vendor release	4.54	4.65	0.11
Q3b. Wired network	5.12	5.18	0.06
Q17a. Remote access within the U.S.	4.86	4.91	0.06
Q44a. Telephone Services overall	4.51	4.54	0.03
Q7a. Selection of software from MIT	4.60	4.62	0.02
Q17b. Remote access outside the U.S.	4.63	4.64	0.02
Q4b. Availability of wireless connectivity	4.76	4.76	0.00
Q7c. Software download page (web.mit.edu/software)	4.73	4.70	-0.03
Q38a. MITVoIP overall	4.56	4.50	-0.06
Q35a. MIT's operators	4.64	4.52	-0.11
Q3a. Wireless network	4.69	4.55	-0.14
Q35b. NameConnector Service (automated switchboard)	4.40	4.18	-0.21

*Formerly referred to as TechTime

Changes in Ratings from May 1999 to October 2008 for Major Service Areas in the General Survey

IS&T OVERALL

Question/Area	May-02	Oct-03	Apr-05	Apr-07	Oct-08
IS&T Overall	4.79	4.84	4.64	4.74	4.93
Q43a. IS&T delivery of services	--	--	--	4.68	4.84
Q43b. IS&T responsiveness to your needs	--	--	--	4.63	4.82
Q43c. IS&T keeps the IT systems up and running	--	--	--	4.82	5.10
Q43d. IS&T keeping you informed about IT at MIT	--	--	--	4.43	4.69

SOFTWARE SUPPORT

Question/Area	Nov-00	May-02	Oct-03	Apr-05	Apr-07	Oct-08
Software Availability	--	4.66	4.81	4.56	4.59	4.62
Software Timeliness	--	4.40	4.54	4.45	4.53	4.65
Software Doc Helpfulness	--	--	4.66	4.50	4.43	4.58
Software Download Page	--	--	--	4.85	4.73	4.70

NETWORK SERVICES

Question/Area	Nov-00	May-02	Oct-03	Apr-05	Apr-07	Oct-08
Wired Network	4.48	4.65	4.83	5.04	5.12	5.18
Wireless Availability	--	4.27	3.99	4.50	4.75	4.76
Wireless Signal Strength	--	--	--	4.31	4.44	4.58
Wireless Registration Process	--	--	--	4.51	4.69	4.80
Network Services Overall	4.86	4.68	4.77	4.78	4.78	4.99

REMOTE ACCESS

Question/Area	May-99	Nov-00	May-02	Oct-03	Apr-05	Apr-07	Oct-08
Remote Access w/in U.S.	4.21	4.14	4.38	4.69	4.78	4.85	4.91
Remote Access Outside U.S.	--	--	4.34	4.26	4.54	4.62	4.64

EMAIL

Question/Area	Oct-03	Apr-05	Apr-07	Oct-08
Email Overall	--	4.78	4.62	4.81
Spam Screening	4.26	4.15	4.01	4.33
Ease of Setting Spam-Screening Thresholds	--	--	4.02	4.34

Calendaring

Question/Area	Oct-03	Apr-05	Apr-07	Oct-08
Q64a. MIT personal calendaring	4.03	4.27	4.17	4.39
Q64b. MIT shared calendaring	--	--	4.08	4.59
Q64c. MIT conference room reservation service	--	--	4.09	4.66
Q64d. Integration of MIT calendaring and email	--	--	3.36	3.90

HELP DESK SERVICES

Question/Area	May-99	Nov-00	May-02	Oct-03	Apr-05	Apr-07	Oct-08
Getting a Person	--	3.66	4.71	4.70	4.65	4.70	4.94
Resolution Time	--	3.80	4.64	4.69	4.62	4.64	4.87
Professionalism	--	4.95	5.33	5.13	5.01	5.07	5.19
Technical Ability	--	4.15	4.89	4.97	4.83	4.85	5.07
Clarity About Best Help Source	--	--	--	--	--	4.41	4.82
Help Services Overall	4.02	4.46	4.90	4.71	4.54	4.60	4.76

TELEPHONE SERVICES

Question/Area	May-99	Nov-00	May-02	Oct-03	Apr-05	Apr-07	Oct-08
Telephone Overall	4.74	4.76	4.66	4.84	4.40	4.51	4.54
MIT Operators	--	4.73	--	--	4.43	4.63	4.52
NameConnector Service	--	--	--	--	--	4.40	4.18
MIT VoIP	--	--	--	--	--	4.56	4.50

HARDWARE SERVICES

Question/Area	Apr-05	Apr-07	Oct-08
Hardware Recommendations	4.35	4.36	4.49
Carry-In Repair	4.38	4.46	4.75
Onsite Repair	4.23	4.23	4.64

FACULTY QUESTIONS

Question/Area	Oct-03	Apr-05	Apr-07	Oct-08
web.mit.edu for Course Hosting	4.83	4.55	4.80	5.15
Stellar for Hosting Course Pages	4.48	4.45	4.62	4.97
Class Email List Services	4.70	4.43	4.77	5.00
Athena Discuss	4.12	4.25	5.22	4.67
MIT Forums	4.18	4.08	4.92	4.67
Stellar Discussion Groups	4.37	4.10	4.06	4.53
Mailman	4.50	4.40	4.71	4.63

STUDENT QUESTIONS

OLC HELP

Question/Area	May-02	Oct-03	Apr-05	Apr-07	Oct-08
Getting a Person	4.80	5.03	4.92	4.20	4.93
Response Time	4.92	4.88	4.75	4.28	4.87
Resolution Time	4.69	4.67	4.75	4.35	4.73
Professionalism	4.98	4.91	5.00	4.60	5.00
Technical Ability	4.80	5.09	4.89	4.35	4.73

STUDENT RCC HELP

Question/Area	May-02	Oct-03	Apr-05	Apr-07	Oct-08
Getting a Person	4.80	--	4.56	4.75	4.71
Response Time	4.92	--	4.38	4.73	4.91
Resolution Time	4.69	--	4.30	4.89	4.59
Professionalism	4.98	--	4.48	4.78	5.05
Technical Ability	4.80	--	4.31	4.77	4.88

PRINTING

Question/Area	Apr-05	Apr-07	Oct-08
Printer location convenience	4.42	4.40	4.52
Reliability	3.58	3.64	3.78
Ease of configuring personal computer for printer use	3.50	3.58	3.85
Availability of specialty printers	3.11	3.17	3.21

ADMINISTRATIVE STAFF QUESTIONS

WEB-BASED ADMINISTRATIVE FUNCTIONS

Question/Area	Oct-03	Apr-05	Apr-07	Oct-08
Approving Credit Card Transactions	4.96	4.98	5.09	5.21
Approving Requisitions	4.89	4.91	5.06	5.22
Departmental Parking Passes	4.97	4.89	4.88	4.85
Creating or Displaying Non-Partner Requisitions	4.94	4.88	5.04	5.10
Employee Self-Service	4.81	4.82	4.96	5.21
Creating, Changing or Cloning Journal Vouchers	4.81	4.81	4.79	4.81

SAP SUPPORT

Question/Area	Apr-05	Apr-07	Oct-08
Communications Before Rollouts	4.36	4.68	4.49
Training for New Administrative Functions	4.25	4.23	4.40

NETWORK JACK INSTALLATION

Question/Area	Oct-03	Apr-05	Apr-07	Oct-08
Timeliness	4.20	4.78	4.46	5.06
Request Process	4.58	4.67	4.69	4.79
Request Status Communication	4.20	4.52	4.54	4.74

NETWORK JACK ACTIVATION

Question/Area	Oct-03	Apr-05	Apr-07	Oct-08
Timeliness	4.20	4.72	4.78	5.05
Request Process	4.57	4.80	4.81	4.89
Request Status Communication	4.20	4.64	4.76	4.89