

Executive Summary

IS&T conducts its Customer IT Survey on an 18-month cycle. The survey is distributed to a random sample of faculty, staff, and students in order to collect objective data about what is working and where the clients would like improvements. About 1,500 community members were invited to this year's survey and we received a robust 41% response rate (605 responses).

The survey was divided into two sections, the first addressed to all members of the community, and the second tailored to individual cohorts (faculty, students or staff).

The survey's primary focus was customer satisfaction and posed satisfaction questions using a six point scale:

Satisfaction Scale

Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6
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The Results From the General Survey Included Much to Celebrate

Core Services and IS&T Overall Saw Big Gains in Ratings

The most noteworthy aspect of this year's results is that ratings for most services improved since the previous survey—in some cases building on already high ratings. Only a small number of services saw decreased ratings and none were statistically significant. Likely reflecting improved ratings in three core services—network services, email and help services—ratings for IS&T overall rose significantly. The following all had statistically significant rating improvements.

Question	2007	2008	CHANGE
Q26e. Help Desk clarity around who to go to for help	4.41	4.82	0.41
Q9a. Spam screening effectiveness	4.02	4.33	0.31
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
Q26a. Ability to get through to a Help Desk person	4.70	4.94	0.24
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

The increases in IS&T's overall ratings were mirrored in another question that asked respondents to register any perceived changes in IS&T services over the past year; 90% of all respondents indicated they had improved.

Q68a IS&T services change over the past year.							
	Much Worse	Worse	Somewhat Worse	Somewhat Better	Better	Much Better	Count
All	1%	0%	9%	49%	35%	6%	203
F	0%	0%	13%	51%	36%	0%	39
R	0%	0%	8%	56%	32%	4%	50
G	3%	0%	7%	57%	27%	7%	30
U	0%	3%	3%	48%	41%	3%	29
A	2%	0%	11%	36%	38%	13%	55

A Number of Cohort-Specific Services Are Well-Regarded

Faculty Rated web.mit.edu, Stellar, and Class Email Lists Highly

For the faculty-specific survey, services receiving higher ratings included web.mit.edu, Stellar, and class email list services through IS&T accounts.

Question	Mean	Tot Pos	Count
Qf6a. web.mit.edu for hosting course web pages	5.16	98%	44
Qf6b. Stellar for hosting course pages	5.01	93%	92
Qf7d. Class email list services through IS&T accounts	5.00	95%	57

Athena Consultants Got High Marks

For students, the small number who used Athena Consultants gave them very high ratings, ranging from a low of 4.73 to a high of 5.00.

Administrative Staff Are Very Happy with SAP

Administrative staff were very satisfied with a number of administrative processes performed via SAP.

Question	Mean	Tot Pos	Count
Qa2b. Employee self-service for updating personal information	5.24	98%	115
Qa2i. Building repair requests	5.24	98%	50
Qa2h. Time sheet approval and salary distribution	5.22	96%	55
Qa2f. Approving requisitions	5.22	97%	37
Qa2g. Approving credit card transactions	5.21	97%	33
Q2a. Employee self-service for benefits	5.18	98%	114

Challenges Highlighted by the Data

Ironically, many of the most significant challenges highlighted by the data are also areas seeing the greatest improvement.

Spam Screening

Spam continues to annoy. Even though IS&T achieved significantly improved ratings for spam screening effectiveness, 23% of the community was dissatisfied with this aspect of MIT email services.

Question	Mean	Tot Neg	Count
Q9a. Spam screening effectiveness	4.33	23%	526

Wireless Networking

Wireless networking is an ongoing challenge, and the text comments would suggest that the Stata Center is a trouble spot, but the ratings for wireless also include some bright spots, such as the high rating for the availability of wireless connectivity.

Question	Mean	Tot Neg	Count
Q3a. Wireless network	4.55	17%	485

Question	Mean	Tot Pos	Count
Q4b. Availability of wireless connectivity	4.76	88%	469

Student Printing

As was the case in the previous survey, students are unhappy with some aspects of printing.

Question	Mean	Tot Neg	Count
Qs11c. Availability of specialty MIT printers (e.g., color, large format, photo, etc.)	3.21	57%	176
Qs11b. Ease of configuring your computer to use MIT printers	3.85	41%	185
Qs11e. Reliability of MIT printers	3.78	36%	201
Qs11d. Availability of regular MIT printers for everyday print jobs	4.43	21%	203

MIT VoIP Received Mixed Ratings, But the Community is Enthusiastic About the Service

MITVoIP seems to be having growing pains—but it is also getting high marks for reliability and ease of installation. In the text comments, respondents were quite enthusiastic about embracing VoIP, and a majority of VoIP users commented favorably about the ability to forward voicemail to email.

Question	Mean	Tot Neg	Count
Q37d. MITVoIP ease of customization	4.13	31%	108
Q37g. MITVoIP documentation	4.33	27%	85

Question	Mean	Tot Pos	Count
Q37f. MITVoIP ease of installation	4.97	97%	90
Q37b. MITVoIP reliability/availability	4.84	90%	120

GMail and Google Apps Are Growing Phenomenons

Some 24% of all respondents forward their mit.edu email to another address. For undergraduates, the figure is 47%. Of those who forward their mit.edu email, 86% of them forward it to GMail. When asked why they forwarded their mail, respondents cited a host of reasons, including a dislike of MIT's webmail service, the ability to consolidate their email into one place, and what they viewed as GMail's superior interface, storage space, ease of access via multiple devices, search functions, and GMail's conversation feature, which consolidates email threads into a single "conversation."

Google Apps in general, of which GMail is one, have a high degree of penetration. The following table shows the results for a question asking if respondents used various Google Apps.

Q16 Google Apps used						
	Gmail	Google Calendar	Google Docs	Google Start Page	Google Sites	Count
All	74%	53%	45%	37%	32%	460
F	57%	43%	25%	31%	31%	77
R	73%	47%	33%	39%	30%	89
G	89%	55%	52%	33%	24%	87
U	90%	82%	76%	43%	26%	115
A	53%	29%	27%	38%	48%	92

Satisfaction Ratings from the General Survey Sorted by Mean

Question	Mean	Count
Q26c. Help Desk professionalism	5.19	289
Q3b. Wired network	5.18	493
Q66c. IS&T keeps the IT systems up and running	5.10	450
Q26d. Help Desk technical ability	5.07	285
Q6a. Network Services overall	4.99	586
Q37f. MITVoIP ease of installation	4.97	90
Q26a. Ability to get through to a Help Desk person	4.94	281
Q67a. IS&T overall	4.93	503
Q17a. Remote access within the U.S.	4.91	480
Q26b. Timeliness of Help Desk resolution	4.87	288
Q37b. MITVoIP reliability/availability	4.84	120
Q66a. IS&T delivery of services	4.84	345
Q26e. Help Desk clarity around who to go to for help	4.82	266
Q66b. IS&T responsiveness to your needs	4.82	377
Q11a. Email overall	4.81	567
Q4a. The registration process for getting a wireless connection	4.80	427
Q29a. IS&T problem resolution overall	4.76	330
Q4b. Availability of wireless connectivity	4.76	469
Q19a. Computer security services overall	4.75	166
Q56b. Carry-in hardware repair	4.75	129
Q37a. MITVoIP voice quality	4.74	124
Q19b. The computer security incident response process	4.74	107
Q7c. Software download page (web.mit.edu/software)	4.70	441
Q66d. IS&T keeping you informed about IT at MIT	4.69	414
Q64c. MIT conference room reservation service	4.66	59
Q7b. Timeliness of MIT release of new software after vendor release	4.65	341
Q17b. Remote access outside the U.S.	4.64	289
Q56c. Onsite hardware repair	4.64	94
Q37c. MITVoIP customization options	4.63	105
Q7a. Selection of software from MIT	4.62	503
Q9c. Spam auto-purge	4.60	343
Q64b. MIT shared calendaring	4.59	103
Q7d. Helpfulness of software documentation on the IS&T website	4.58	380
Q4c. Wireless signal strength	4.58	464
Q3a. Wireless network	4.55	485
Q44a. Telephone Services overall	4.54	409
Q35a. MIT's operators	4.52	184
Q42a. IS&T's MITVoIP Portal/console overall	4.51	63
Q38a. MITVoIP overall	4.50	122
Q51a. MIT's Mobile Web	4.49	73
Q56a. Hardware recommendations	4.49	195
Q64a. MIT personal calendaring	4.39	103
Q9b. Ease of setting your spam screening thresholds	4.34	393
Q37g. MITVoIP documentation	4.33	85
Q9a. Spam screening effectiveness	4.33	526
Q37e. MITVoIP phone ergonomics	4.32	113
Q35b. NameConnector Service (automated switchboard)	4.18	131
Q37d. MITVoIP ease of customization	4.13	108
Q64d. Integration of MIT calendaring and email	3.90	68

Top Seven Areas of Satisfaction by Cohort Sorted by Mean

Faculty

Question	Mean	Tot Pos	Count
Q26c. Help Desk professionalism	5.20	93%	75
Qf6a. web.mit.edu for hosting course web pages	5.16	98%	44
Q26d. Help Desk technical ability	5.12	95%	74
Q3b. Wired network	5.11	91%	122
Q66c. IS&T keeps the IT systems up and running	5.10	96%	104
Q6a. Network Services overall	5.05	94%	132
Qf6b. Stellar for hosting course pages	5.01	93%	92

Researchers

Question	Mean	Tot Pos	Count
Q66c. IS&T keeps the IT systems up and running	5.34	100%	88
Q26c. Help Desk professionalism	5.28	99%	72
Q3b. Wired network	5.26	93%	108
Q26a. Ability to get through to a Help Desk person	5.19	97%	70
Q19a. Computer security services overall	5.09	97%	33
Q26d. Help Desk technical ability	5.08	94%	72
Q67a. IS&T overall	5.07	97%	99

Grad Students

Question	Mean	Tot Pos	Count
Q3b. Wired network	5.16	95%	73
Q26c. Help Desk professionalism	5.11	97%	38
Q26d. Help Desk technical ability	4.92	94%	36
Q26a. Ability to get through to a Help Desk person	4.88	94%	34
Q66c. IS&T keeps the IT systems up and running	4.87	96%	77
Q66a. IS&T delivery of services	4.85	96%	46
Q67a. IS&T overall	4.84	99%	87

Undergraduates

Question	Mean	Tot Pos	Count
Q17a. Remote access within the U.S.	5.24	99%	109
Q3b. Wired network	5.21	95%	91
Q26c. Help Desk professionalism	5.16	97%	31
Q6a. Network Services overall	5.05	97%	123
Q66c. IS&T keeps the IT systems up and running	5.04	98%	82
Q26d. Help Desk technical ability	5.03	97%	30
Q26b. Timeliness of Help Desk resolution	4.94	90%	31

Top Seven Areas of Dissatisfaction by Cohort Sorted by Mean Faculty

Question	Mean	Tot Neg	Count
Q35b. NameConnector Service (automated switchboard)	3.89	34%	35
Q37d. MITVoIP ease of customization	3.91	38%	32
Q56a. Hardware recommendations	4.07	24%	54
Q9a. Spam screening effectiveness	4.11	27%	118
Q7a. Selection of software from MIT	4.34	19%	113
Q9b. Ease of setting your spam screening thresholds	4.36	25%	95
Q35a. MIT's operators	4.38	17%	58

Researchers

Question	Mean	Tot Neg	Count
Q9b. Ease of setting your spam screening thresholds	4.35	23%	77
Q9a. Spam screening effectiveness	4.41	26%	106
Q9c. Spam auto-purge	4.49	18%	65
Q4c. Wireless signal strength	4.61	12%	77
Q3a. Wireless network	4.61	14%	85
Q17b. Remote access outside the U.S.	4.62	17%	47
Q4a. The registration process for getting a wireless connection	4.69	11%	70

Grad Students

Question	Mean	Tot Neg	Count
Qs11c. Availability of specialty MIT printers (e.g., color, large format, photo, etc.)	3.45	45%	73
Qs11b. Ease of configuring your computer to use MIT printers	3.74	41%	81
Qs11e. Reliability of MIT printers	4.09	23%	86
Q9b. Ease of setting your spam screening thresholds	4.14	28%	65
Q44a. Telephone Services overall	4.24	15%	46
Q66d. IS&T keeping you informed about IT at MIT	4.29	17%	69
Q4c. Wireless signal strength	4.31	22%	95

Undergraduates

Question	Mean	Tot Neg	Count
Qs11c. Availability of specialty MIT printers (e.g., color, large format, photo, etc.)	2.98	66%	95
Qs11e. Reliability of MIT printers	3.54	45%	107
Q44a. Telephone Services overall	3.62	41%	39
Qs11b. Ease of configuring your computer to use MIT printers	3.96	39%	96
Q9b. Ease of setting your spam screening thresholds	4.28	25%	69
Q9a. Spam screening effectiveness	4.28	23%	103
Q4c. Wireless signal strength	4.35	21%	123

Top Seven Areas of Satisfaction and Dissatisfaction for Staff Sorted by Mean

Staff

Question	Mean	Tot Pos	Count
Qa2b. Employee self-service for updating personal information	5.24	98%	115
Qa2i. Building repair requests	5.24	98%	50
Qa2h. Time sheet approval and salary distribution	5.22	96%	55
Qa2f. Approving requisitions	5.22	97%	37
Qa2g. Approving credit card transactions	5.21	97%	33
Q2a. Employee self-service for benefits	5.18	98%	114
Q3b. Wired network	5.18	95%	99

Question	Mean	Tot Neg	Count
Q64d. Integration of MIT calendaring and email	3.88	39%	33
Q35b. NameConnector Service (automated switchboard)	4.28	26%	54
Q64a. MIT personal calendaring	4.39	17%	46
Qa4b. Training for new SAP administrative functions	4.40	20%	45
Q37d. MITVoIP ease of customization	4.42	21%	52
Q9a. Spam screening effectiveness	4.45	16%	111
Qa4a. Communications before SAP system rollouts	4.49	20%	45

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

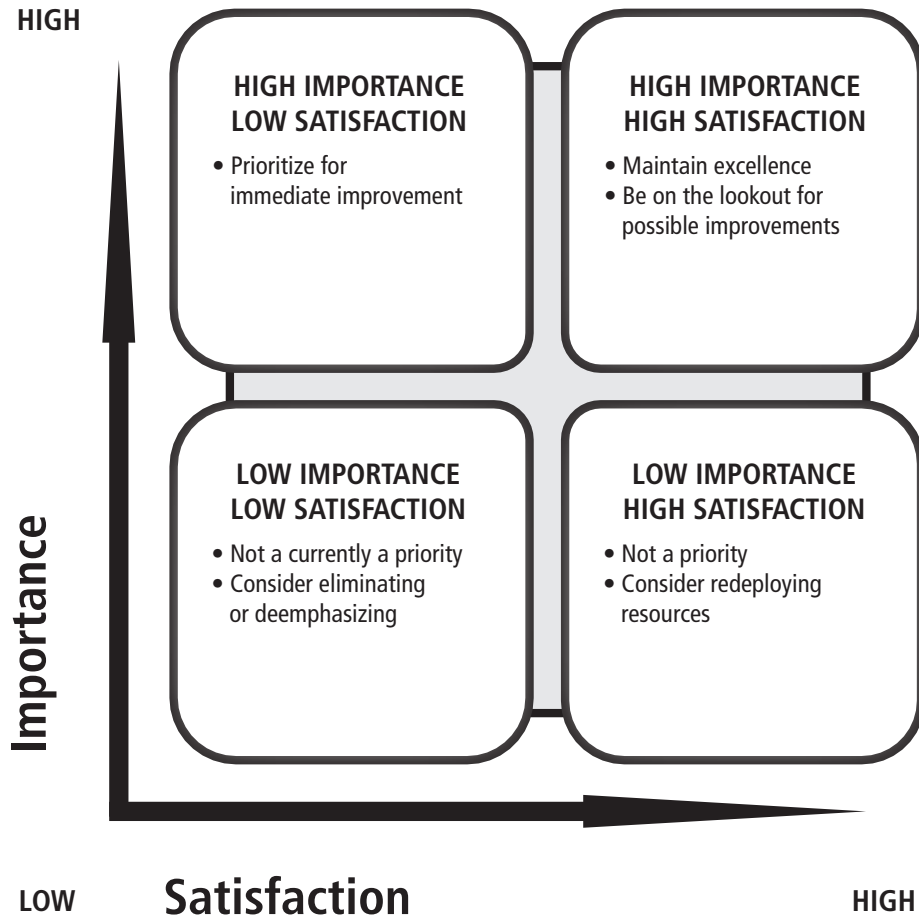
Question/Area	Oct-03	Apr-05	Apr-07	Oct-08
Timeliness	4.20	4.78	4.46	5.06
Request Process	4.58	4.67	4.69	4.79
Request Status Communication	4.20	4.52	4.54	4.74

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

Counts of Clients Expressing Dissatisfaction for Satisfaction Questions, Sorted by Total Dissatisfied

One method of interpreting the results of satisfaction questions and prioritizing possible improvement is to sort the results into a matrix with two axes, satisfaction and importance. The illustration below elaborates on the the concept.



Typically, when these matrices are used, it presupposes that for any given satisfaction question, a parallel question was asked about the importance that respondents placed on the item being rated for satisfaction. This was not practical for this survey, given its length and breadth. However, in lieu of a question asking specifically about importance, we can infer some measure of importance by looking at the total number of respondents to each question. In this survey the number of responses for questions asked of all cohorts ranged from a low of 3 (Qa13c. Telephone ordering process: iPASS) to a high of 586 (Q6a. Network Services overall). The following tables quantify 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 get at the same type of information provided by the matrix to think about what service improvements might have the most impact. *Only one third of all the satisfaction questions are displayed.*

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

This table is intended to highlight the most prominent improvement opportunities; accordingly, only one third of all the satisfaction questions are displayed. Due to the high number of people they touch, many services with excellent ratings still make it to this list.

Question	Mean	Tot Neg	Count of All Responses	Total Dissatisfied
Q9a. Spam screening effectiveness	4.33	23%	526	120
Qs11c. Availability of specialty MIT printers (e.g., color, large format, photo, etc.)	3.21	57%	176	100
Q9b. Ease of setting your spam screening thresholds	4.34	23%	393	89
Q3a. Wireless network in general	4.55	17%	485	83
Qs11b. Ease of configuring your computer to use MIT printers	3.85	41%	185	75
Q4c. Wireless signal strength	4.58	16%	464	74
Qs11e. Reliability of MIT printers	3.78	36%	201	73
Q44a. Telephone Services overall	4.54	16%	409	64
Q4b. Availability of wireless connectivity	4.76	12%	469	58
Q11a. Email overall	4.81	10%	567	57
Q7a. Selection of software from MIT	4.62	10%	503	51
Q4a. The registration process for getting a wireless connection	4.80	11%	427	47
Q17b. Remote access outside the U.S.	4.64	16%	289	46
Q9c. Spam auto-purge	4.60	13%	343	44
Qs11d. Availability of regular MIT printers for everyday print jobs	4.43	21%	203	43
Q7d. Helpfulness of software documentation on the IS&T website	4.58	11%	380	43
Q17a. Remote access within the U.S.	4.91	8%	480	39
Q66d. IS&T keeping you informed about IT at MIT	4.69	9%	414	38
Q35b. NameConnector Service (automated switchboard)	4.18	27%	131	36
Q7b. Timeliness of MIT release of new software after vendor release	4.65	10%	341	35
Q37d. MITVoIP ease of customization	4.13	31%	108	34
Q7c. Software download page (web.mit.edu/software)	4.70	8%	441	34
Q3b. Wired network	5.18	7%	493	33
Q29a. IS&T problem resolution overall	4.76	10%	330	33
Q26e. Help Desk clarity around who to go to for help	4.82	12%	266	32
Q56a. Hardware recommendations	4.49	16%	195	31
Q6a. Network Services overall	4.99	5%	586	30
Q26b. Timeliness of Help Desk resolution	4.87	10%	288	29
Q64d. Integration of MIT calendaring and email	3.90	41%	68	28
Q35a. MIT's operators	4.52	15%	184	28
Qs11a. MIT printer location convenience	4.52	13%	204	27
Q66b. IS&T responsiveness to your needs	4.82	7%	377	27
Q37g. MITVoIP documentation	4.33	27%	85	23
Q37e. MITVoIP phone ergonomics	4.32	19%	113	22
Q38a. MITVoIP overall	4.50	17%	122	21
Q37a. MITVoIP voice quality	4.74	17%	124	21

