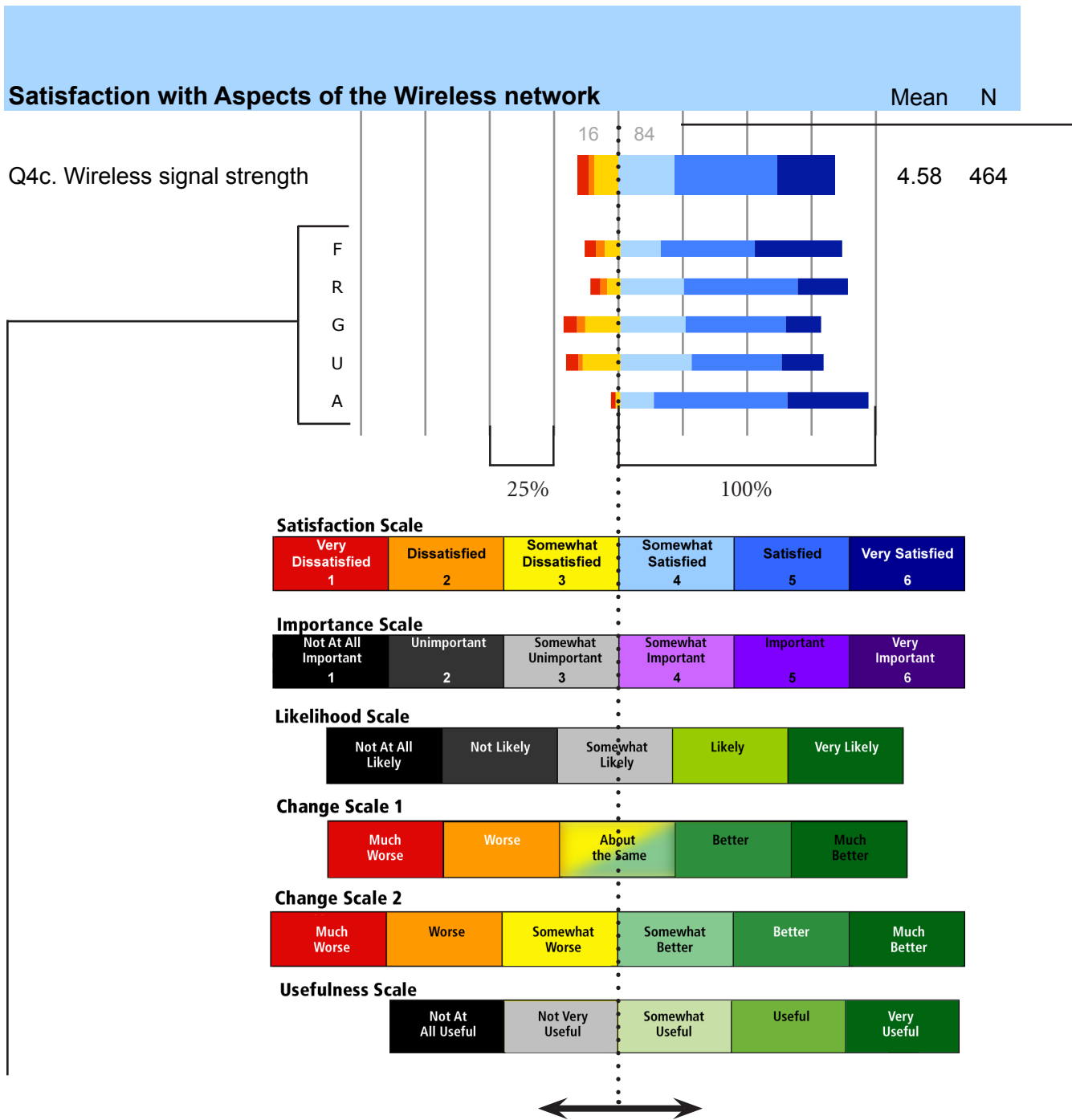


Reading the Charts

Reading the Charts

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

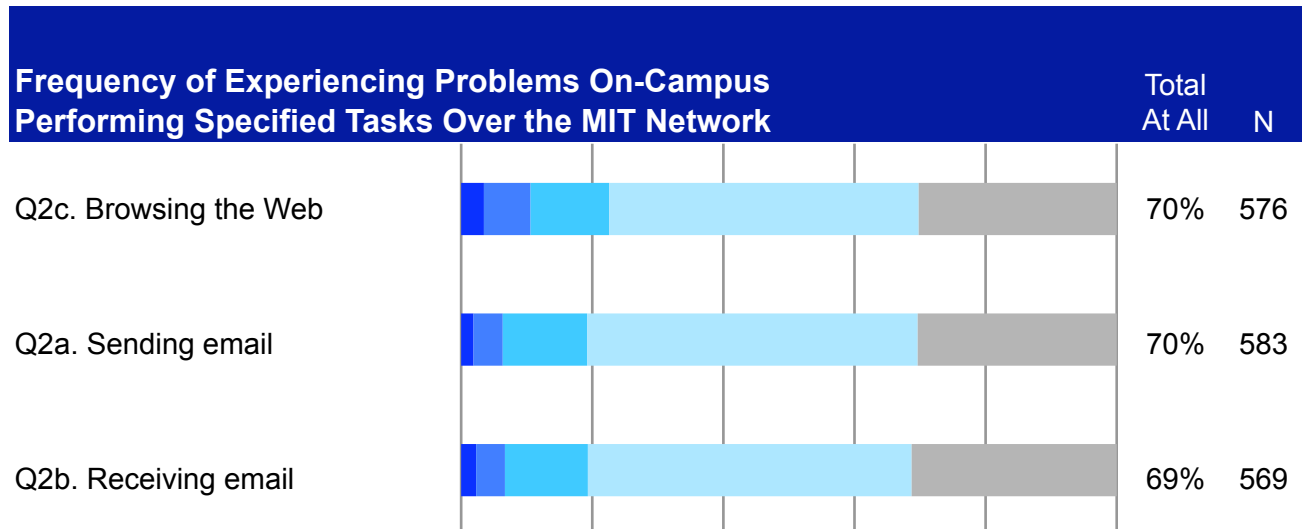


Approximately 20% of the questions, representing the most significant differences between cohorts within the community feature a breakout by cohort, in this case it's Faculty, Researchers, Graduate students, Undergraduates and Administrative Staff

All charts for the scales shown above feature a dotted line that indicates the midpoint of all possible responses.

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

Connectivity



Frequency Scale



Q2a Sending email						
	Never	Less Than Monthly	Monthly	Weekly	Daily	Count
All	30%	50%	13%	4%	2%	583
F	24%	57%	16%	4%	0%	135
R	31%	59%	6%	2%	3%	114
G	40%	30%	20%	4%	6%	98
U	38%	41%	11%	9%	2%	122
A	22%	62%	12%	4%	0%	114

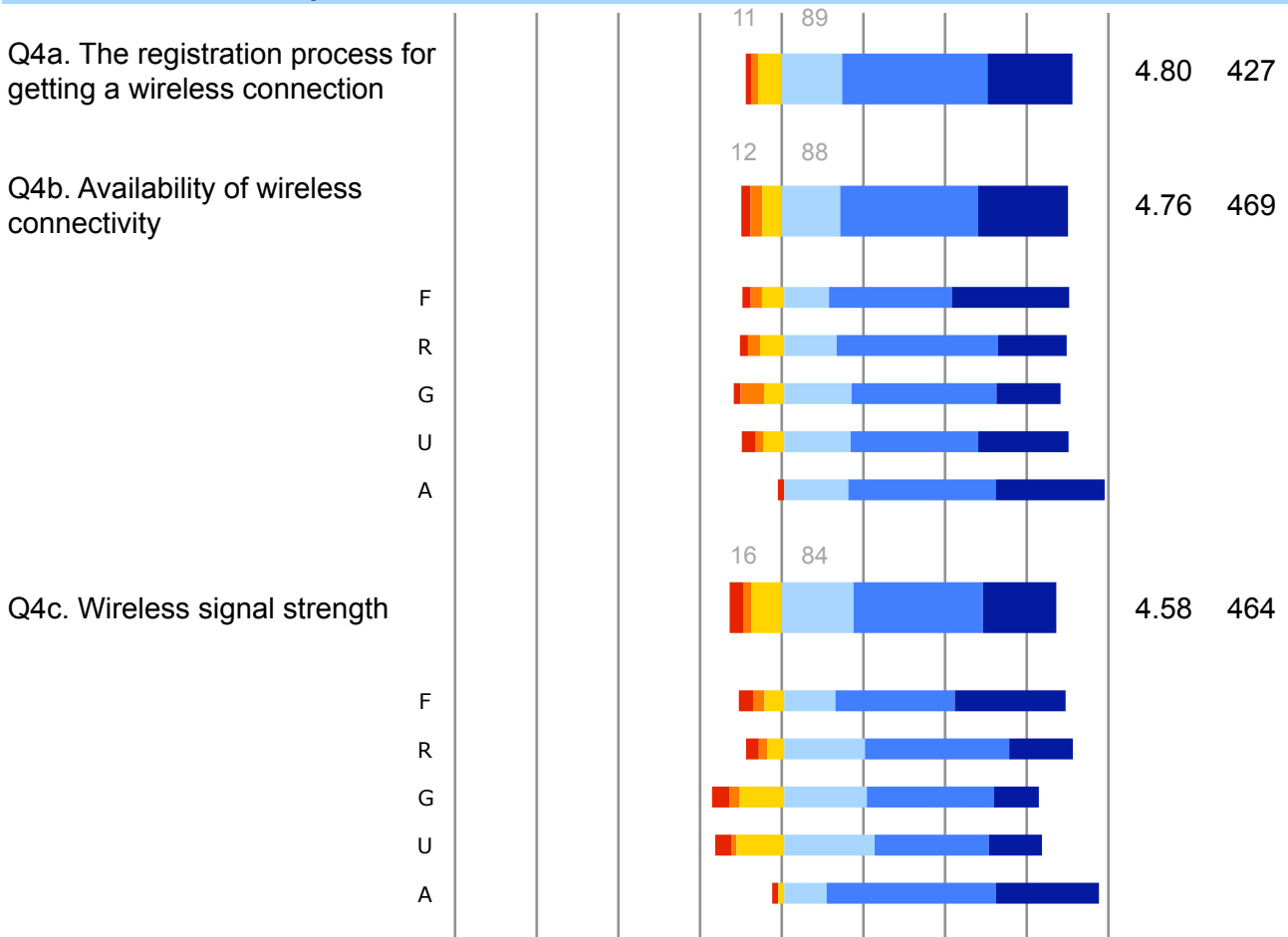
Q2b Receiving email						
	Never	Less Than Monthly	Monthly	Weekly	Daily	Count
All	31%	49%	13%	4%	2%	569
F	25%	56%	14%	5%	0%	133
R	30%	57%	10%	1%	2%	112
G	43%	26%	19%	5%	7%	97
U	39%	39%	13%	5%	3%	119
A	21%	65%	8%	6%	0%	108

Q2c Browsing the Web						
	Never	Less Than Monthly	Monthly	Weekly	Daily	Count
All	30%	47%	12%	7%	3%	576
F	28%	55%	12%	5%	0%	133
R	30%	55%	7%	4%	3%	112
G	33%	33%	15%	10%	8%	99
U	32%	33%	16%	13%	6%	121
A	28%	58%	10%	3%	2%	111

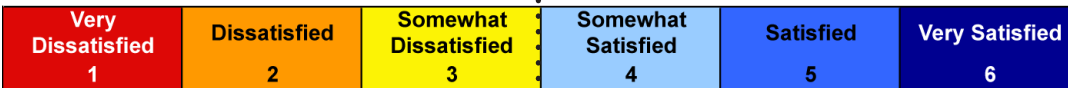
Satisfaction with the Wired and Wireless Networks



Satisfaction with Aspects of the Wireless network



Satisfaction Scale



See Appendix A	Q5. If you experienced difficulty with wireless networking at MIT due to low signal strength, where was it?
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Q3a Wireless network										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.55	4%	5%	9%	20%	42%	21%	485	1.24	0.11
F	4.64	3%	4%	10%	20%	34%	29%	122		
R	4.61	4%	4%	7%	19%	48%	19%	85		
G	4.32	3%	7%	12%	23%	41%	13%	98		
U	4.43	3%	6%	11%	23%	40%	17%	122		
A	4.91	5%	2%	0%	9%	59%	26%	58		

Q3b Wired network										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.18	1%	2%	3%	10%	38%	46%	493	1.03	0.09
F	5.11	2%	5%	2%	8%	38%	45%	122		
R	5.26	1%	2%	5%	3%	43%	47%	108		
G	5.16	1%	0%	4%	15%	34%	45%	73		
U	5.21	2%	2%	1%	11%	34%	49%	91		
A	5.18	1%	0%	4%	13%	38%	43%	99		

Q4a The registration process for getting a wireless connection										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.80	2%	2%	7%	19%	44%	26%	427	1.07	0.10
F	4.98	0%	2%	6%	14%	47%	31%	98		
R	4.69	3%	3%	6%	19%	51%	19%	70		
G	4.61	3%	3%	11%	21%	37%	25%	95		
U	4.92	1%	1%	7%	18%	43%	30%	119		
A	4.67	2%	2%	7%	22%	49%	18%	45		

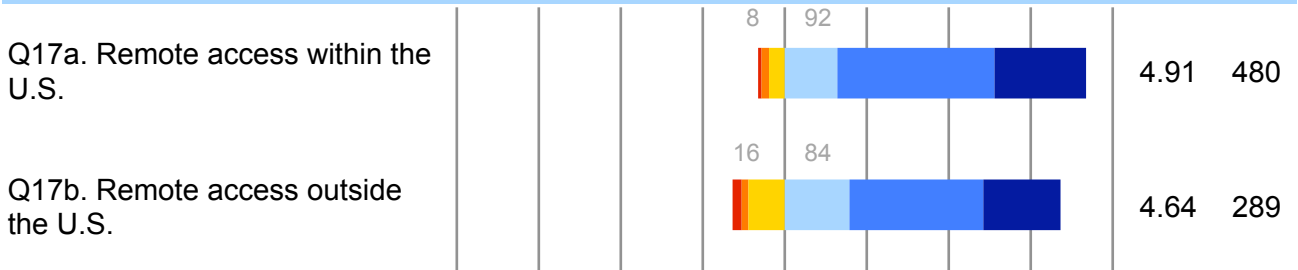
Q4b Availability of wireless connectivity										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.76	3%	4%	6%	18%	42%	28%	469	1.19	0.11
F	4.88	3%	3%	7%	14%	38%	36%	117		
R	4.69	2%	4%	7%	16%	49%	21%	81		
G	4.57	2%	7%	6%	21%	44%	20%	97		
U	4.71	4%	2%	7%	20%	39%	28%	123		
A	5.06	2%	0%	0%	20%	45%	33%	51		

Q4c Wireless signal strength										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.58	4%	2%	9%	22%	40%	22%	464	1.24	0.11
F	4.78	4%	3%	6%	16%	37%	34%	115		
R	4.61	4%	3%	5%	25%	44%	19%	77		
G	4.31	5%	3%	14%	25%	39%	14%	95		
U	4.35	5%	2%	15%	28%	35%	16%	123		
A	5.07	2%	0%	2%	13%	52%	31%	54		

Satisfaction with Network Services Overall



Satisfaction with Remote Access



Satisfaction Scale

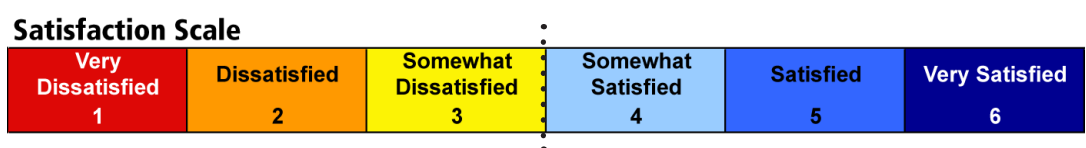
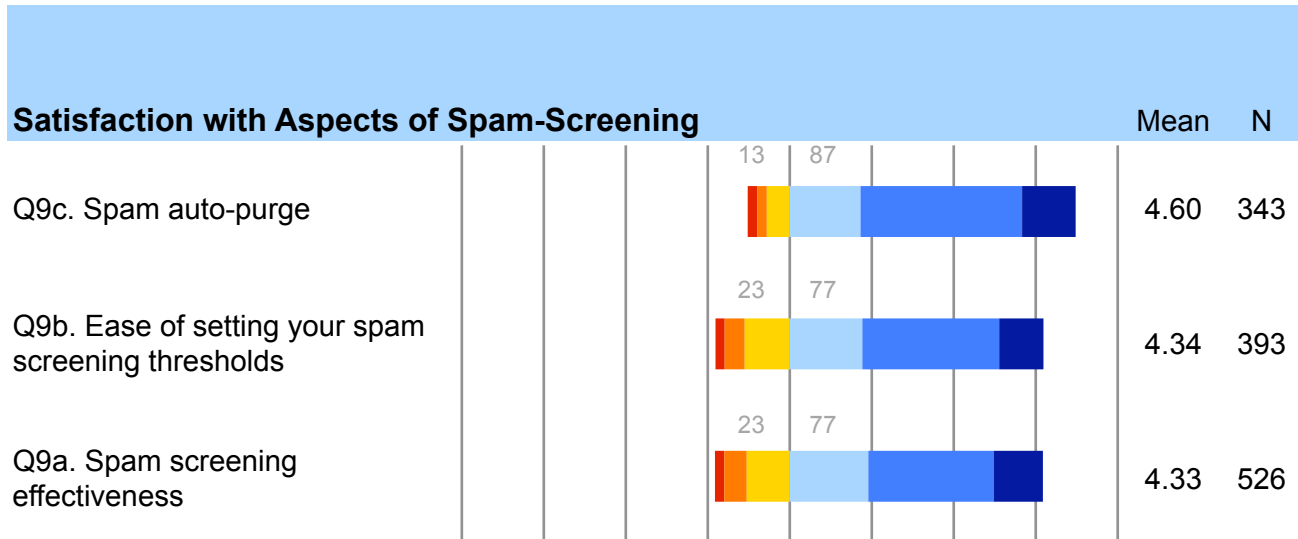
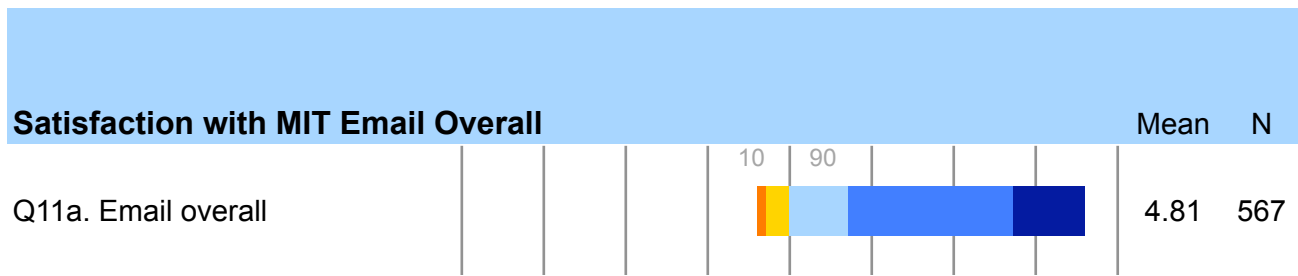


Q6a Network Services overall										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.99	1%	1%	3%	13%	56%	25%	586	0.85	0.07
F	5.05	0%	2%	5%	10%	56%	28%	132		
R	5.06	1%	1%	3%	9%	59%	27%	117		
G	4.75	1%	2%	3%	25%	54%	16%	102		
U	5.05	0%	1%	2%	14%	57%	26%	123		
A	5.03	1%	1%	4%	13%	54%	29%	112		

Q17a Remote access within the U.S.										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.91	1%	2%	5%	16%	48%	28%	480	1.00	0.09
F	4.79	1%	3%	8%	17%	45%	26%	121		
R	4.78	2%	5%	6%	16%	43%	28%	88		
G	4.78	1%	2%	6%	20%	47%	23%	83		
U	5.24	1%	0%	0%	12%	48%	39%	109		
A	4.92	0%	1%	4%	16%	58%	20%	79		

Q17b Remote access outside the U.S.										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.64	3%	2%	11%	20%	41%	24%	289	1.18	0.14
F	4.64	3%	2%	12%	18%	44%	22%	110		
R	4.62	4%	4%	9%	17%	40%	26%	47		
G	4.47	2%	3%	15%	23%	40%	17%	60		
U	4.91	2%	0%	9%	17%	38%	34%	53		
A	4.58	5%	0%	5%	32%	37%	21%	19		

Email

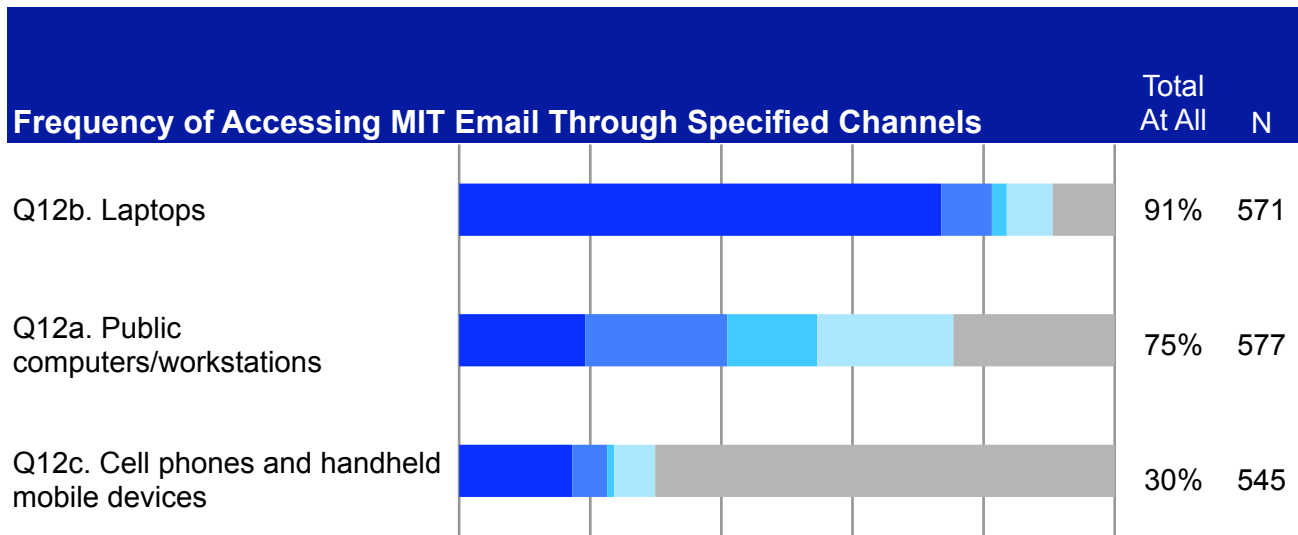


Q11a Email overall										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.81	0%	3%	7%	18%	50%	22%	567	0.96	0.08
F	4.91	0%	3%	8%	11%	50%	28%	122		
R	4.97	0%	2%	5%	14%	50%	28%	111		
G	4.73	0%	3%	8%	18%	55%	16%	99		
U	4.54	1%	3%	11%	26%	44%	15%	121		
A	4.90	0%	2%	4%	19%	54%	22%	114		

Q9a Spam screening effectiveness										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.33	3%	7%	13%	24%	38%	15%	526	1.24	0.11
F	4.11	3%	11%	14%	29%	34%	10%	118		
R	4.41	4%	6%	17%	12%	42%	19%	106		
G	4.43	2%	5%	14%	24%	39%	17%	88		
U	4.28	3%	9%	12%	27%	33%	17%	103		
A	4.45	3%	4%	10%	27%	43%	14%	111		

Q9b Ease of setting your spam screening thresholds										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.34	3%	6%	14%	22%	42%	13%	393	1.21	0.12
F	4.36	1%	6%	18%	19%	42%	14%	95		
R	4.35	6%	6%	10%	16%	44%	17%	77		
G	4.14	3%	9%	15%	28%	32%	12%	65		
U	4.28	1%	6%	17%	26%	38%	12%	69		
A	4.53	2%	3%	8%	24%	49%	13%	87		

Q9c Spam auto-purge										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.60	3%	3%	7%	22%	49%	16%	343	1.11	0.12
F	4.77	1%	1%	7%	18%	55%	18%	73		
R	4.49	6%	3%	9%	17%	46%	18%	65		
G	4.41	2%	5%	8%	33%	41%	11%	61		
U	4.65	1%	3%	10%	17%	51%	17%	69		
A	4.65	4%	3%	1%	24%	52%	16%	75		



Frequency Scale

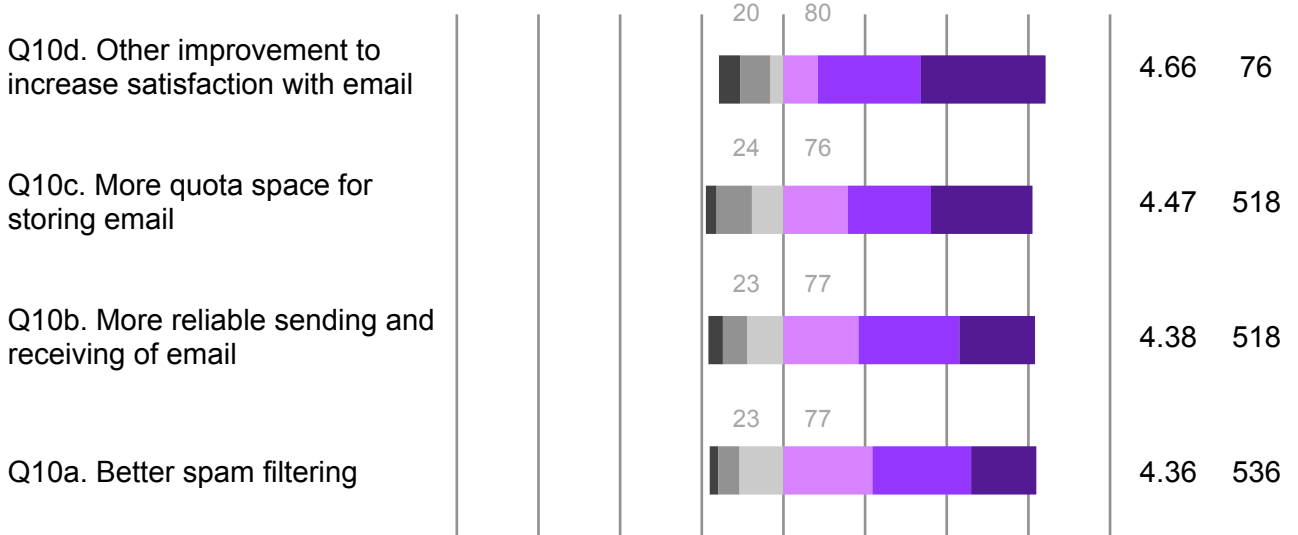


Q12a Public computers/workstations						
	Never	Less Than Monthly	Monthly	Weekly	Daily	Count
All	25%	21%	14%	22%	19%	577
F	33%	28%	20%	9%	10%	127
R	35%	23%	11%	15%	16%	115
G	13%	22%	23%	26%	16%	100
U	1%	4%	10%	49%	36%	122
A	41%	27%	5%	9%	18%	113

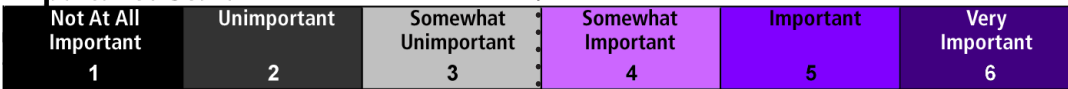
Q12b Laptops						
	Never	Less Than Monthly	Monthly	Weekly	Daily	Count
All	9%	7%	2%	8%	74%	571
F	2%	2%	5%	14%	77%	126
R	12%	13%	2%	7%	66%	114
G	2%	1%	2%	4%	91%	101
U	0%	2%	0%	1%	98%	123
A	34%	18%	3%	12%	34%	107

Q12c Cell phones and handheld mobile devices						
	Never	Less Than Monthly	Monthly	Weekly	Daily	Count
All	70%	6%	1%	5%	17%	545
F	62%	5%	2%	5%	26%	122
R	71%	5%	2%	6%	17%	109
G	68%	4%	1%	6%	21%	96
U	77%	9%	1%	5%	8%	115
A	73%	9%	0%	4%	15%	103

Importance of Improvements to Increase Satisfaction with Email



Importance Scale



See Appendix A	Q10e. Other important improvements to increase satisfaction with email.
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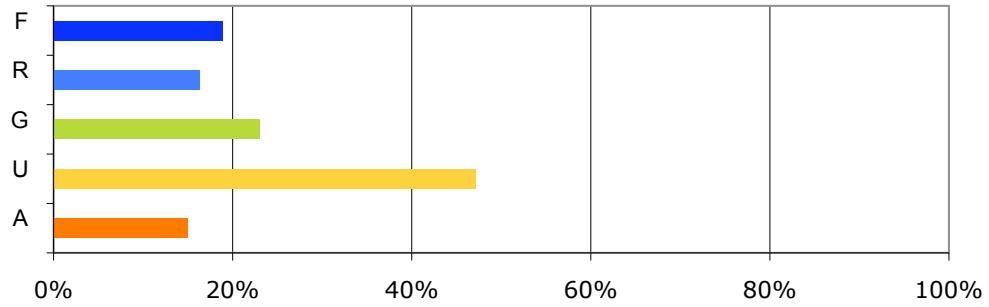
Q10a Better spam filtering										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.36	3%	7%	13%	27%	30%	20%	536	1.27	0.11
F	4.58	1%	7%	9%	23%	35%	24%	116		
R	4.30	2%	8%	15%	26%	28%	20%	106		
G	4.14	5%	6%	16%	30%	27%	16%	94		
U	4.17	4%	6%	20%	29%	24%	18%	108		
A	4.55	2%	5%	7%	29%	36%	21%	112		

Q10b More reliable sending and receiving of email										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.38	4%	8%	11%	23%	31%	23%	518	1.38	0.12
F	4.37	4%	8%	13%	22%	28%	25%	108		
R	4.48	1%	10%	13%	18%	32%	26%	104		
G	4.13	8%	7%	13%	24%	29%	18%	95		
U	4.31	6%	6%	9%	31%	30%	19%	108		
A	4.58	4%	7%	7%	19%	36%	27%	103		

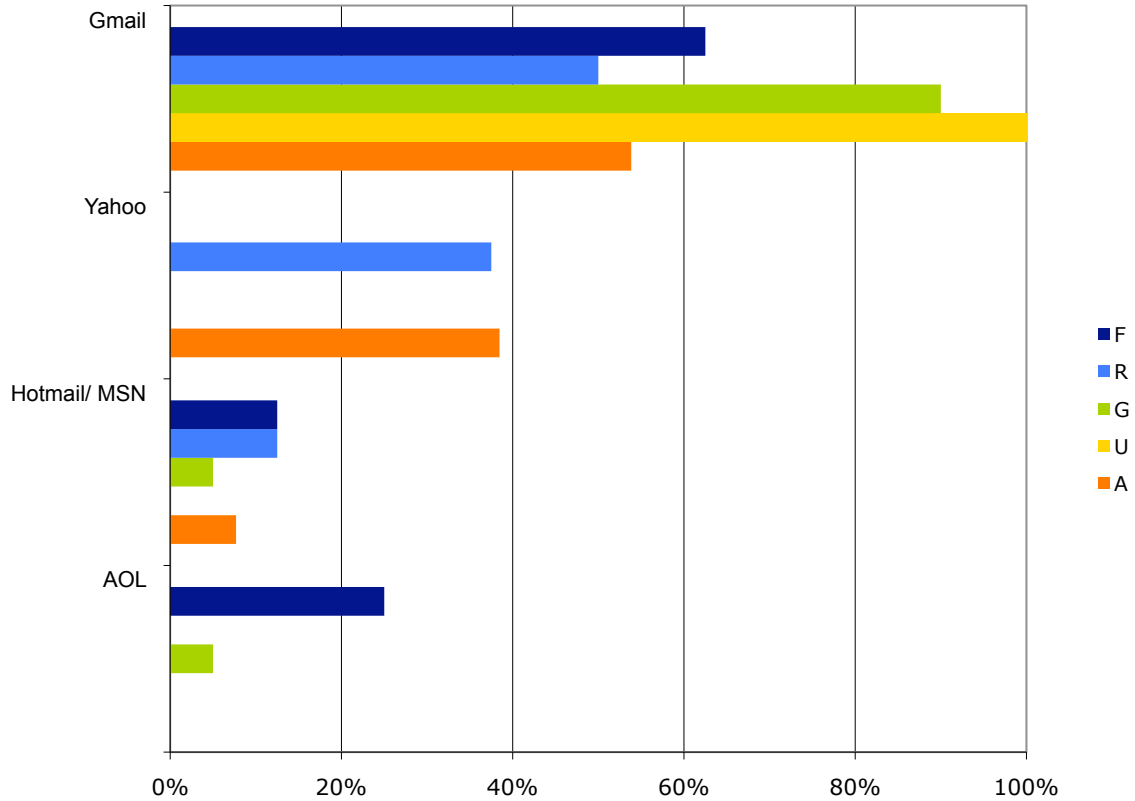
Q10c More quota space for storing email										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.47	3%	11%	10%	20%	25%	31%	518	1.45	0.13
F	4.43	3%	16%	10%	12%	22%	36%	105		
R	4.45	2%	10%	16%	18%	23%	32%	101		
G	4.45	6%	8%	7%	23%	23%	32%	98		
U	4.52	4%	10%	5%	23%	29%	29%	112		
A	4.48	2%	10%	10%	22%	30%	26%	102		

Q10d Other improvement to increase satisfaction with email										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.66	7%	9%	4%	11%	32%	38%	76	1.56	0.35
F	4.29	29%	0%	0%	0%	29%	43%	7		
R	4.47	7%	13%	7%	13%	20%	40%	15		
G	4.65	5%	0%	10%	15%	50%	20%	20		
U	5.00	5%	10%	0%	5%	29%	52%	21		
A	4.54	0%	23%	0%	15%	23%	38%	13		

Q13. Percent of Respondents Who Forward Their mit.edu Email to Another Address, n=584



Q14. For Respondents Who Forward Their mit.edu Email, Percent Forwarding Through Specified Channels, n=106



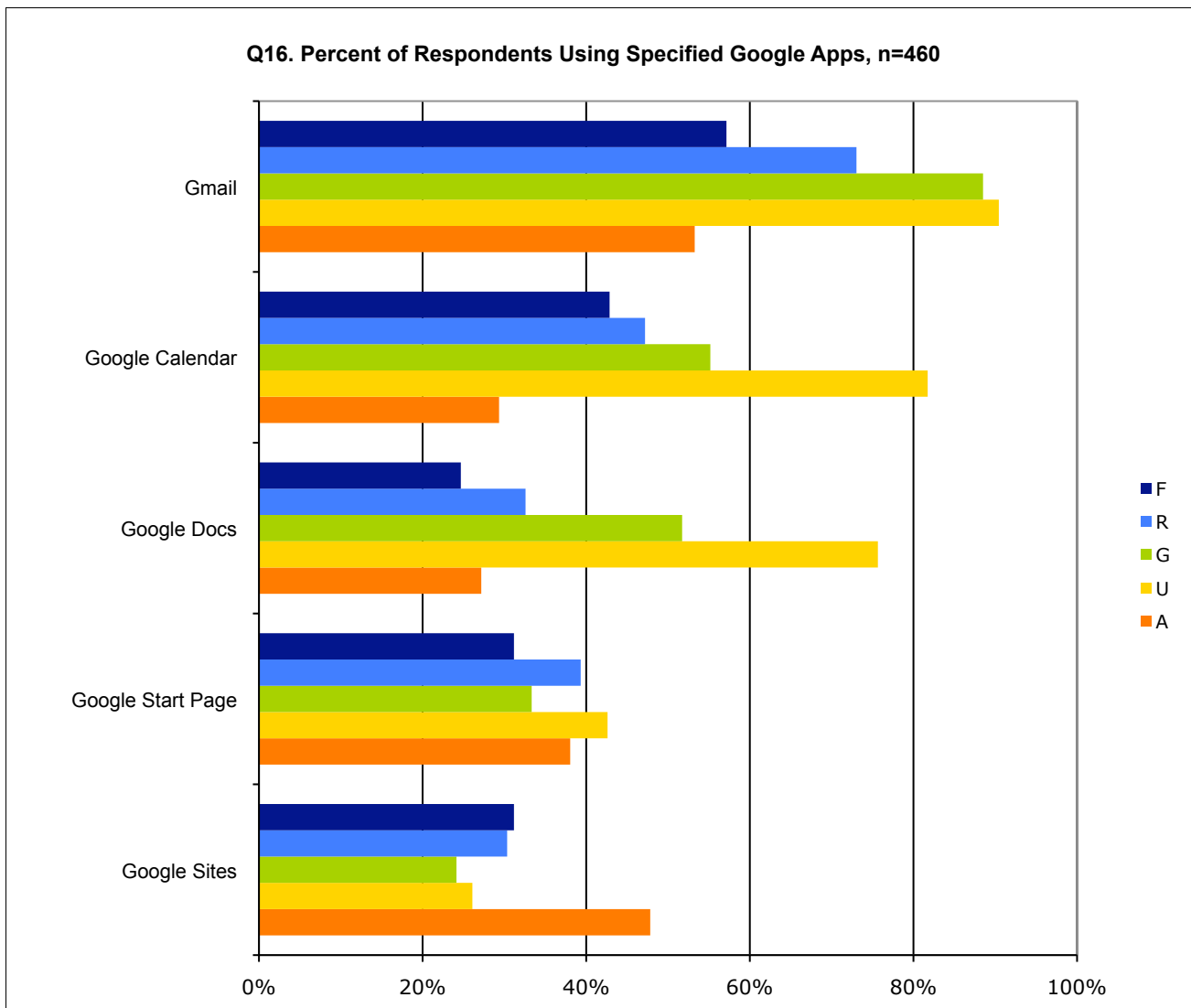
Q13 Do you forward your mit.edu mail to another address?			
	Yes	No	Count
All	24%	76%	584
F	19%	81%	132
R	16%	84%	116
G	23%	77%	100
U	47%	53%	123
A	15%	85%	113

Q14 What email service do you forward your mit.edu mail to?					
	Gmail	Yahoo	Hotmail/ MSN	AOL	Count
All	86%	8%	4%	3%	106
F	63%	0%	13%	25%	8
R	50%	38%	13%	0%	8
G	90%	0%	5%	5%	20
U	100%	0%	0%	0%	57
A	54%	38%	8%	0%	13

See
Appendix
A

Q14a. Other email services forwarded to.

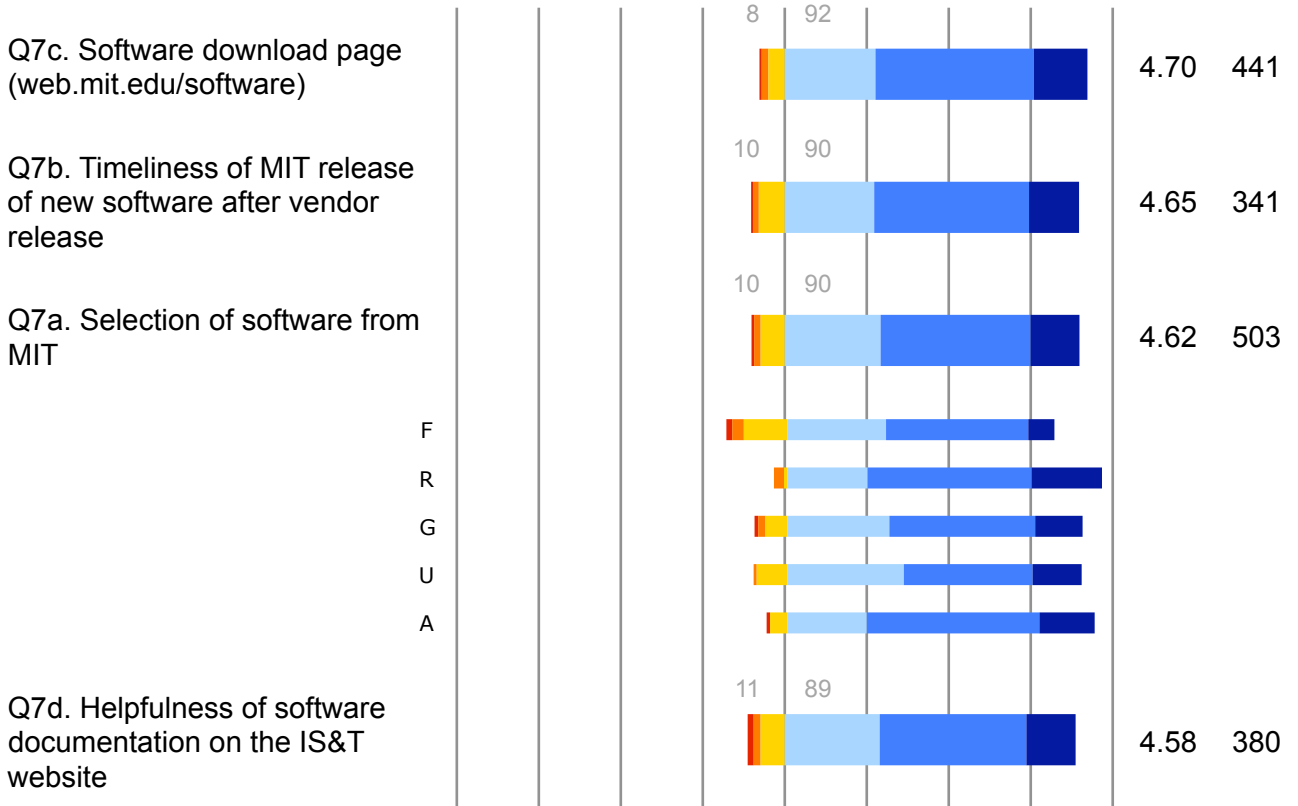
Q15. Why do you forward your mit.edu mail to another email service?



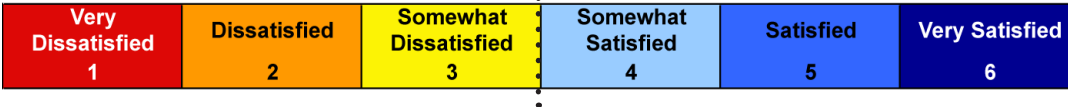
Q16 Google Apps used						
	Gmail	Google Calendar	Google Docs	Google Start Page	Google Sites	Count
All	74%	53%	45%	37%	32%	460
F	57%	43%	25%	31%	31%	77
R	73%	47%	33%	39%	30%	89
G	89%	55%	52%	33%	24%	87
U	90%	82%	76%	43%	26%	115
A	53%	29%	27%	38%	48%	92

Software

Satisfaction with Aspects of MIT-Provided Software



Satisfaction Scale



See Appendix A	Q8. What additional software do you need to do your work?
----------------------	--

Q7a Selection of software from MIT										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.62	1%	2%	7%	29%	46%	15%	503	0.95	0.08
F	4.34	2%	4%	13%	30%	43%	8%	113		
R	4.86	0%	3%	1%	24%	50%	21%	98		
G	4.59	1%	2%	7%	31%	44%	14%	90		
U	4.58	0%	1%	9%	36%	39%	15%	107		
A	4.78	1%	0%	5%	24%	53%	17%	95		

Q7b Timeliness of MIT release of new software after vendor release										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.65	1%	2%	8%	27%	47%	15%	341	0.93	0.10
F	4.54	0%	2%	11%	28%	49%	10%	93		
R	4.80	0%	2%	5%	29%	42%	23%	66		
G	4.45	2%	6%	8%	24%	51%	10%	51		
U	4.67	0%	0%	9%	33%	41%	17%	58		
A	4.75	1%	0%	7%	23%	51%	18%	73		

Q7c Software download page (web.mit.edu/software)										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.70	1%	2%	5%	28%	48%	16%	441	0.92	0.09
F	4.73	0%	1%	6%	27%	51%	15%	101		
R	4.88	0%	4%	2%	24%	42%	28%	83		
G	4.66	1%	2%	5%	27%	51%	14%	85		
U	4.53	1%	2%	8%	31%	49%	10%	101		
A	4.72	1%	1%	3%	30%	48%	17%	71		

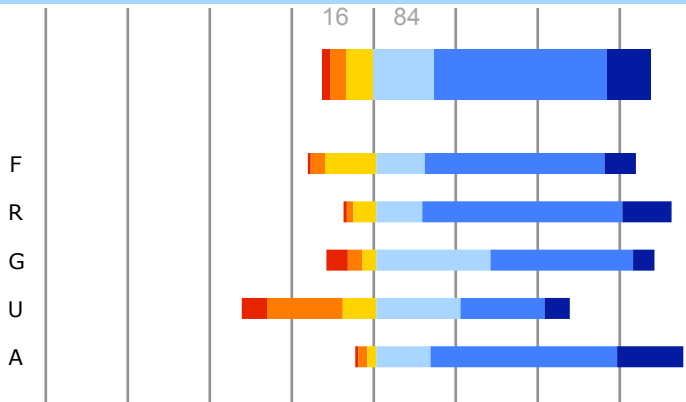
Q7d Helpfulness of software documentation on the IS&T website										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.58	2%	2%	7%	29%	45%	15%	380	1.02	0.10
F	4.47	3%	4%	9%	28%	43%	14%	79		
R	4.79	1%	1%	1%	28%	51%	18%	80		
G	4.46	2%	2%	8%	36%	42%	10%	59		
U	4.57	1%	2%	10%	29%	42%	16%	91		
A	4.56	3%	1%	8%	27%	45%	15%	71		

Telephony

Satisfaction with Telephone Services Overall

Mean N

Q44a. Telephone Services overall

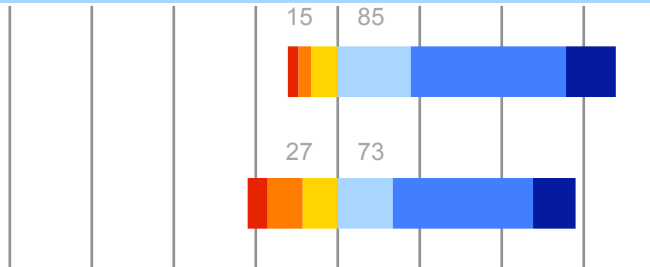


4.54 409

Satisfaction with Aspects of MIT's Telephony System

Mean N

Q35a. MIT's operators



4.52 184

Q35b. NameConnector Service (automated switchboard)

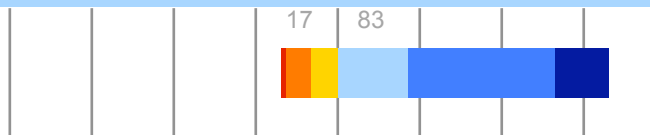


4.18 131

Satisfaction with MIT VoIP Overall

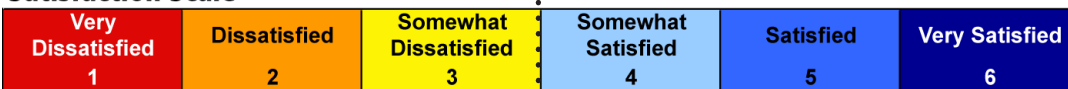
Mean N

Q38a. MITVoIP overall



4.50 122

Satisfaction Scale



See Appendix A	Q45. What would increase your satisfaction with MIT telephony services?
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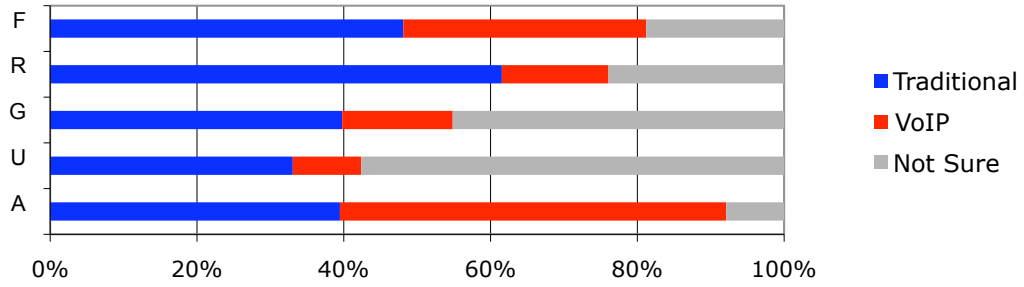
Q44a Telephone Services overall										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.54	2%	5%	8%	18%	53%	13%	409	1.12	0.11
F	4.47	1%	4%	16%	15%	55%	10%	115		
R	4.77	1%	2%	7%	14%	61%	15%	100		
G	4.24	7%	4%	4%	35%	43%	7%	46		
U	3.62	8%	23%	10%	26%	26%	8%	39		
A	4.86	1%	3%	3%	17%	57%	20%	109		

Q35a MIT's operators										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.52	3%	4%	8%	22%	47%	15%	184	1.16	0.17
F	4.38	2%	3%	12%	31%	41%	10%	58		
R	4.94	0%	0%	3%	21%	55%	21%	33		
G	4.59	0%	5%	5%	27%	55%	9%	22		
U	3.67	13%	7%	13%	40%	20%	7%	15		
A	4.63	5%	5%	7%	7%	54%	21%	56		

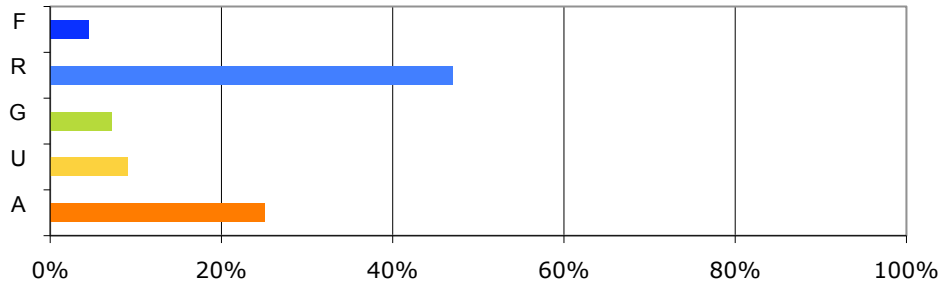
Q35b NameConnector Service (automated switchboard)										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.18	6%	11%	11%	17%	43%	13%	131	1.42	0.24
F	3.89	6%	14%	14%	20%	43%	3%	35		
R	4.52	4%	4%	13%	13%	43%	22%	23		
G	4.42	0%	8%	8%	25%	50%	8%	12		
U	3.43	14%	14%	14%	29%	29%	0%	7		
A	4.28	7%	11%	7%	13%	43%	19%	54		

Q38a MITVoIP overall										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.50	2%	7%	8%	21%	45%	16%	122	1.18	0.21
F	4.53	3%	11%	3%	19%	42%	22%	36		
R	4.29	0%	6%	24%	12%	53%	6%	17		
G	4.44	11%	0%	11%	11%	44%	22%	9		
U	3.40	0%	40%	0%	40%	20%	0%	5		
A	4.65	0%	4%	7%	25%	47%	16%	55		

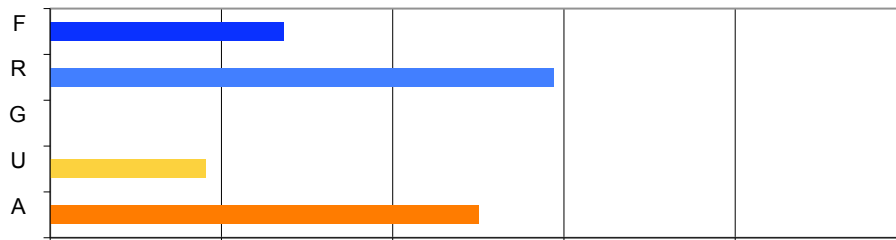
Q36. Percent of Respondents Who Have Specified Primary Phones, n=575



Q40. For Respondents Who's Primary Phone is a VoIP Phone, Percent Who Relocated Their Phone Since VoIP Was Deployed, n=146



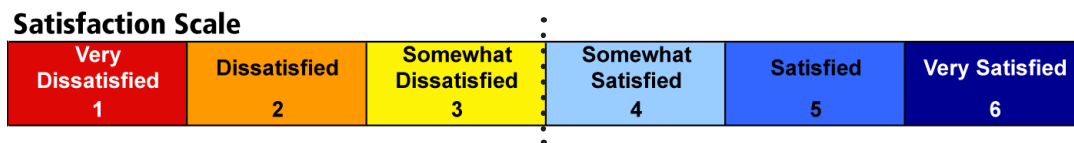
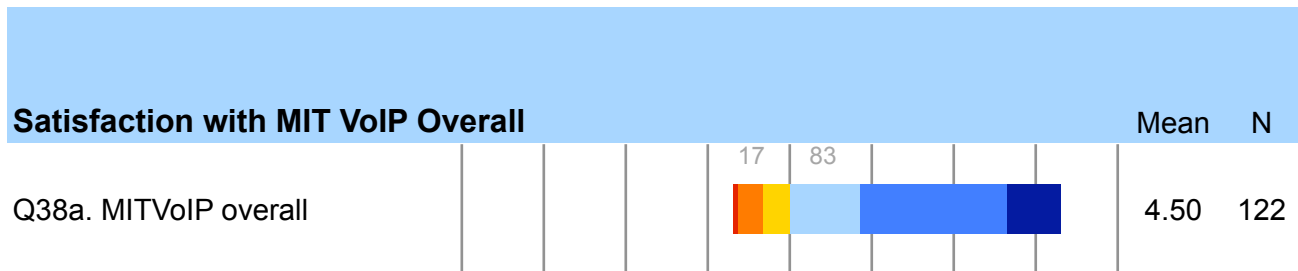
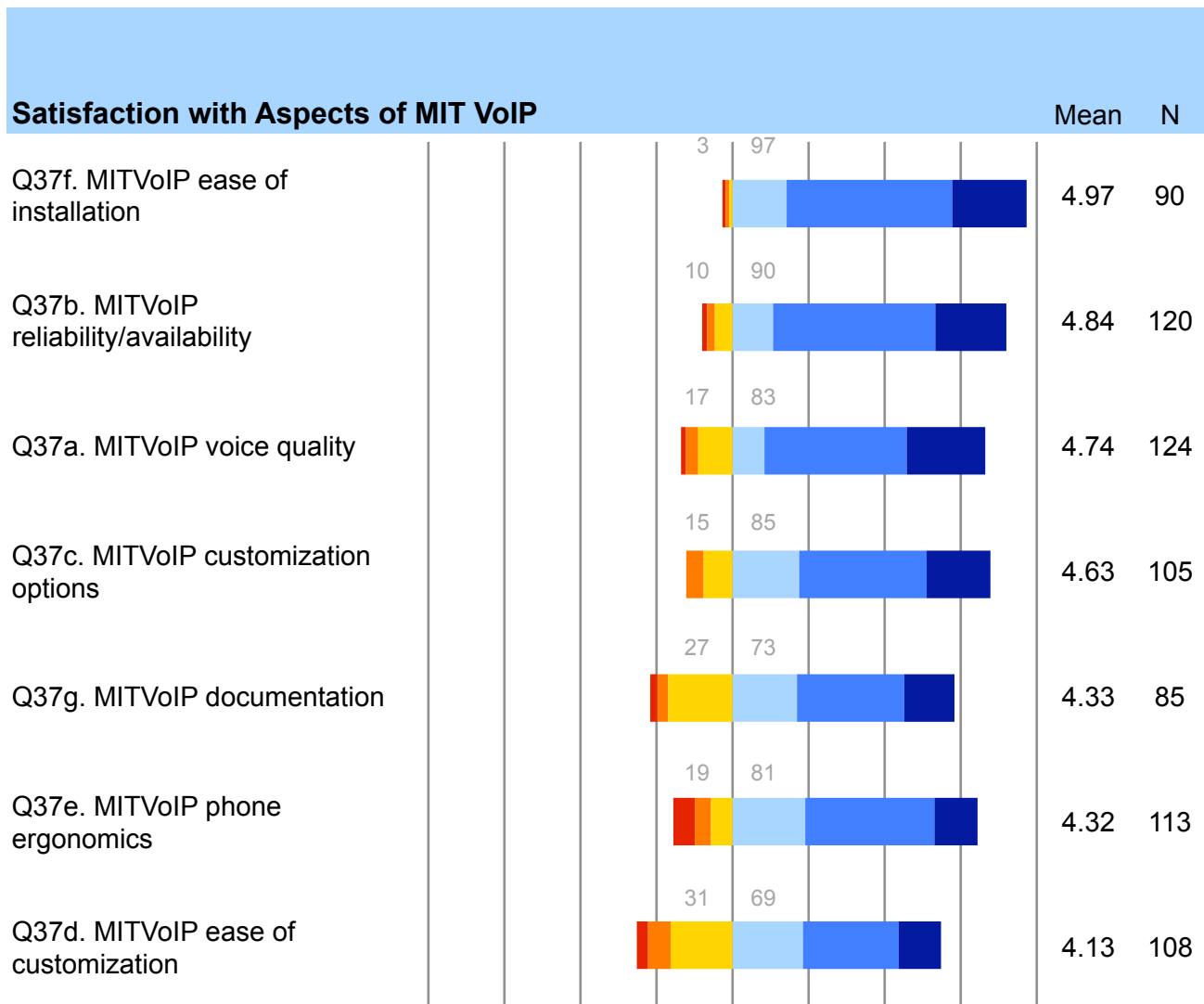
Q41. For Respondents Who's Primary Phone is a VoIP Phone, Percent Who Are Users of IS&T's MITVoIP Console, n=146



Q36 Is your primary phone a traditional phone (analog or ISDN) or a new Voice-over-IP (VoIP) phone?				
	Tradi- tional	VoIP	Not Sure	Count
All	45%	25%	30%	575
F	48%	33%	19%	133
R	62%	15%	24%	117
G	40%	15%	45%	93
U	33%	9%	58%	118
A	39%	53%	8%	114

Q40 Have you relocated you phone since its initial deployment?			
	Yes	No	Count
All	18%	82%	146
F	5%	95%	44
R	47%	53%	17
G	7%	93%	14
U	9%	91%	11
A	25%	75%	60

Q41 Are you a user of IS&T's MITVoIP Portal/console?			
	Yes	No	Count
All	37%	63%	146
F	27%	73%	44
R	59%	41%	17
G	0%	100%	14
U	18%	82%	11
A	50%	50%	60



See Appendix A	Q39. Features of VoIP found most useful.
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Q37a MITVoIP voice quality										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.74	2%	4%	11%	10%	47%	26%	124	1.17	0.21
F	4.84	0%	5%	11%	5%	53%	26%	38		
R	4.53	0%	0%	29%	12%	35%	24%	17		
G	4.86	0%	0%	14%	0%	71%	14%	7		
U	4.50	0%	0%	0%	50%	50%	0%	4		
A	4.74	3%	5%	7%	12%	43%	29%	58		

Q37b MITVoIP reliability/availability										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.84	2%	3%	6%	13%	53%	23%	120	1.04	0.19
F	4.92	3%	0%	3%	14%	58%	22%	36		
R	4.65	0%	6%	12%	6%	65%	12%	17		
G	4.67	0%	0%	17%	17%	50%	17%	6		
U	3.25	25%	0%	25%	25%	25%	0%	4		
A	4.98	0%	4%	4%	14%	49%	30%	57		

Q37c MITVoIP customization options										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.63	0%	6%	10%	22%	42%	21%	105	1.09	0.21
F	4.57	0%	10%	13%	10%	43%	23%	30		
R	4.47	0%	13%	7%	27%	27%	27%	15		
G	4.40	0%	0%	40%	0%	40%	20%	5		
U	3.75	0%	25%	0%	50%	25%	0%	4		
A	4.80	0%	0%	6%	27%	47%	20%	51		

Q37d MITVoIP ease of customization										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.13	4%	7%	20%	23%	31%	14%	108	1.30	0.25
F	3.91	9%	13%	16%	19%	28%	16%	32		
R	3.87	0%	7%	40%	20%	27%	7%	15		
G	4.00	0%	20%	20%	20%	20%	20%	5		
U	3.25	0%	25%	25%	50%	0%	0%	4		
A	4.42	2%	2%	17%	25%	38%	15%	52		

Q37e MITVoIP phone ergonomics										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.32	7%	5%	7%	24%	42%	14%	113	1.35	0.25
F	4.47	3%	8%	6%	25%	39%	19%	36		
R	3.29	24%	12%	12%	18%	35%	0%	17		
G	4.50	0%	0%	17%	33%	33%	17%	6		
U	3.75	25%	0%	0%	25%	50%	0%	4		
A	4.58	4%	2%	6%	24%	48%	16%	50		

Q37f MITVoIP ease of installation										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.97	1%	1%	1%	18%	54%	24%	90	0.87	0.18
F	4.89	4%	4%	0%	7%	64%	21%	28		
R	4.86	0%	0%	0%	43%	29%	29%	14		
G	5.17	0%	0%	0%	0%	83%	17%	6		
U	4.00	0%	0%	0%	100%	0%	0%	1		
A	5.05	0%	0%	2%	17%	54%	27%	41		

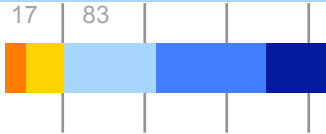
Q37g MITVoIP documentation										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.33	2%	4%	21%	21%	35%	16%	85	1.22	0.26
F	4.04	8%	4%	28%	16%	24%	20%	25		
R	3.64	0%	9%	45%	18%	27%	0%	11		
G	4.60	0%	0%	20%	20%	40%	20%	5		
U	4.00	0%	0%	0%	100%	0%	0%	2		
A	4.67	0%	2%	12%	21%	45%	19%	42		

Q38a MITVoIP overall										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.50	2%	7%	8%	21%	45%	16%	122	1.18	0.21
F	4.53	3%	11%	3%	19%	42%	22%	36		
R	4.29	0%	6%	24%	12%	53%	6%	17		
G	4.44	11%	0%	11%	11%	44%	22%	9		
U	3.40	0%	40%	0%	40%	20%	0%	5		
A	4.65	0%	4%	7%	25%	47%	16%	55		

Satisfaction with IS&T's MITVoIP Portal/Console Overall

Mean N

Q42a. IS&T's MITVoIP Portal/console overall



4.51 63

Satisfaction Scale

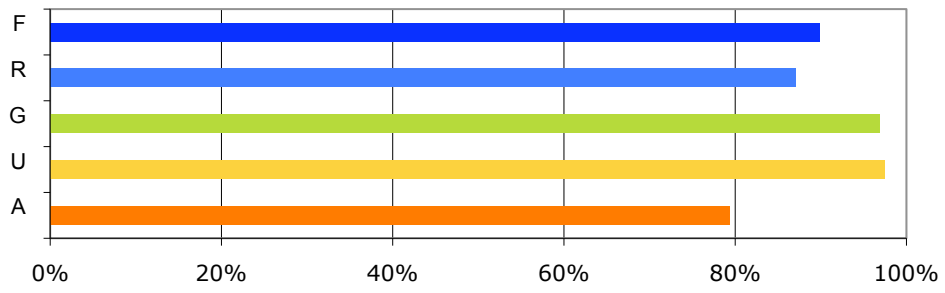


See Appendix A	Q39. Features of MITVoIP Portal/console found most useful.
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Q42a IS&T's MITVoIP Portal/console overall										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.51	0%	6%	11%	29%	33%	21%	63	1.13	0.28
F	3.92	0%	23%	23%	15%	15%	23%	13		
R	4.30	0%	10%	30%	0%	40%	20%	10		
G	4.00	0%	0%	0%	100%	0%	0%	2		
U	4.00	0%	0%	0%	100%	0%	0%	3		
A	4.86	0%	0%	3%	31%	43%	23%	35		

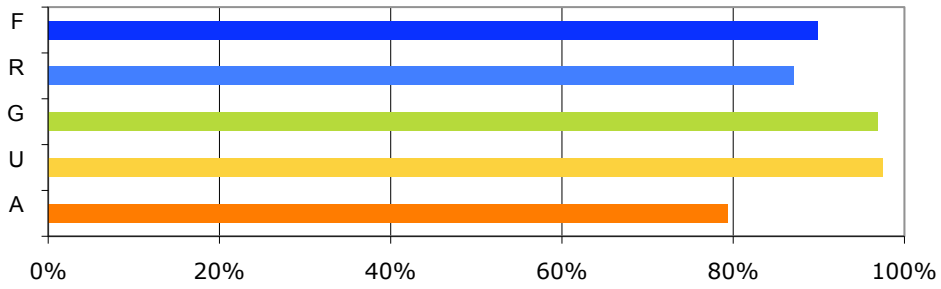
Mobile Devices

Q46. Percent of Respondents Who Use a Cell Phone or Mobile Device, n=576



Q46 Are you a cell phone or mobile device user?			
	Yes	No	Count
All	90%	10%	576
F	90%	10%	128
R	87%	13%	116
G	97%	3%	96
U	98%	3%	120
A	79%	21%	116

Q46. Percent of Respondents Who Use a Cell Phone or Mobile Device, n=576



Frequency of Using Specified Mobile Technologies

	Total At All	N
Q50d. iPhone device	16%	449
Q50f. Other cell phone with data capability	14%	430
Q50c. Blackberry device	10%	443
Q50a. Palm OS device	10%	443
Q50b. Windows Mobile device	5%	431
Q50e. Symbian device (available on Nokia phones)	2%	428

Frequency Scale



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

Q46 Are you a cell phone or mobile device user?			
	Yes	No	Count
All	90%	10%	576
F	90%	10%	128
R	87%	13%	116
G	97%	3%	96
U	98%	3%	120
A	79%	21%	116

Q50a Palm OS device						
	Never	Less Than Monthly	Monthly	Weekly	Daily	Count
All	90%	2%	1%	1%	5%	443
F	83%	2%	3%	1%	11%	98
R	87%	2%	1%	2%	7%	85
G	95%	1%	1%	0%	3%	79
U	97%	2%	1%	0%	0%	102
A	90%	5%	0%	0%	5%	79

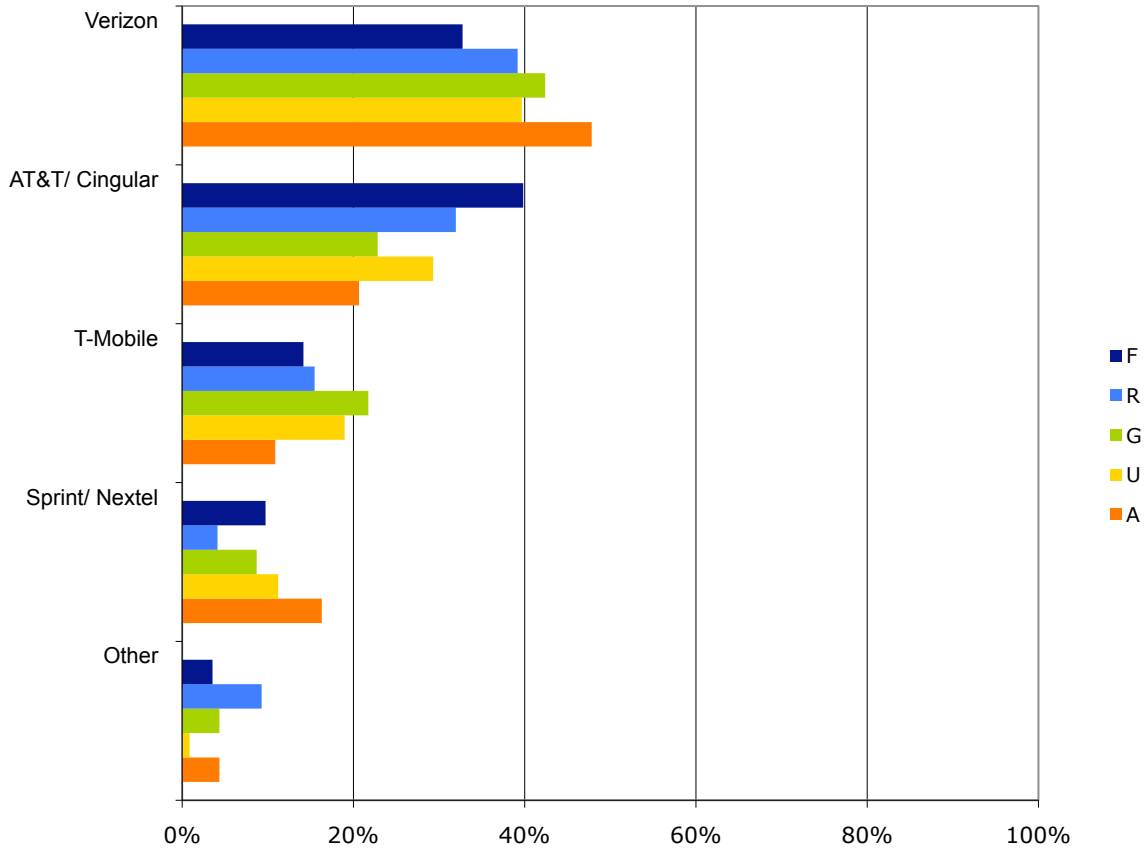
Q50b Windows Mobile device						
	Never	Less Than Monthly	Monthly	Weekly	Daily	Count
All	95%	0%	0%	0%	4%	431
F	96%	0%	0%	0%	4%	92
R	93%	0%	0%	1%	6%	81
G	95%	1%	1%	0%	3%	79
U	95%	0%	0%	1%	4%	104
A	95%	0%	1%	0%	4%	75

Q50c Blackberry device						
	Never	Less Than Monthly	Monthly	Weekly	Daily	Count
All	90%	0%	0%	1%	9%	443
F	86%	0%	0%	0%	14%	96
R	88%	0%	0%	1%	11%	85
G	89%	0%	0%	1%	10%	82
U	94%	0%	0%	0%	6%	103
A	90%	0%	0%	3%	8%	77

Q50d iPhone device						
	Never	Less Than Monthly	Monthly	Weekly	Daily	Count
All	84%	1%	1%	2%	13%	449
F	76%	0%	0%	2%	22%	99
R	81%	1%	2%	0%	15%	86
G	88%	0%	1%	1%	10%	84
U	88%	3%	1%	3%	5%	102
A	85%	3%	0%	1%	12%	78

Q50e Symbian device (available on Nokia phones)						
	Never	Less Than Monthly	Monthly	Weekly	Daily	Count
All	98%	0%	0%	0%	1%	428
F	99%	1%	0%	0%	0%	93
R	95%	0%	1%	0%	4%	81
G	97%	0%	0%	0%	3%	79
U	99%	0%	0%	0%	1%	102
A	100%	0%	0%	0%	0%	73

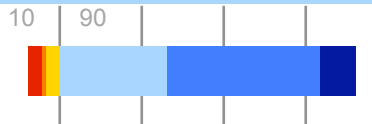
Q49. Vendor Used for Cellular Service, n=510



Satisfaction with MIT's Mobile Web

Mean N

Q51a. MIT's Mobile Web



4.49 73

Satisfaction Scale



See
Appendix
A

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

Q49 Which vendor do you use for your cellular service?						
	AT&T/ Cingular	Sprint/ Nextel	T-Mobile	Verozon	Other	Count
All	29%	10%	16%	40%	4%	510
F	40%	10%	14%	33%	4%	113
R	32%	4%	15%	39%	9%	97
G	23%	9%	22%	42%	4%	92
U	29%	11%	19%	40%	1%	116
A	21%	16%	11%	48%	4%	92

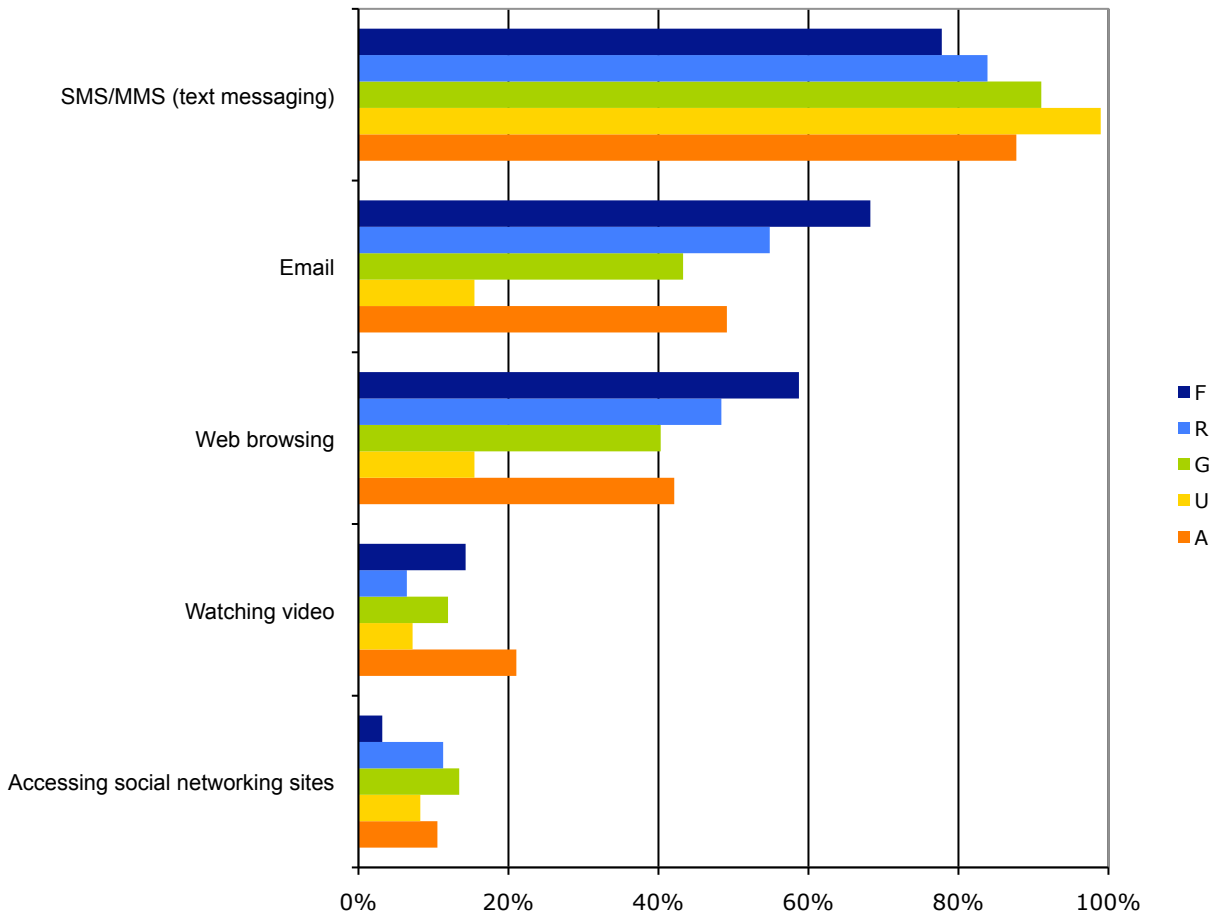
Q51a MIT's Mobile Web										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.49	4%	1%	4%	33%	47%	11%	73	1.07	0.25
F	4.39	0%	0%	17%	39%	33%	11%	18		
R	4.67	0%	0%	0%	44%	44%	11%	9		
G	4.25	13%	0%	0%	31%	50%	6%	16		
U	4.65	0%	6%	0%	18%	76%	0%	17		
A	4.62	8%	0%	0%	38%	23%	31%	13		

See
Appendix
A

Q48a. Other activities engaged in with cell phones or other mobile devices.

Q54. Other applications or services desired via mobile devices.

Q48. Percent of Respondents Engaging in Specified Activities with Cell Phones or Mobile Devices, n=346



Q48 Activities engaged in with cell phone or mobile device						
	SMS/MMS	Email	Web browsing	Watching video	Accessing social networking sites	Count
All	89%	43%	38%	12%	9%	346
F	78%	68%	59%	14%	3%	63
R	84%	55%	48%	6%	11%	62
G	91%	43%	40%	12%	13%	67
U	99%	15%	15%	7%	8%	97
A	88%	49%	42%	21%	11%	57

See
Appendix
A

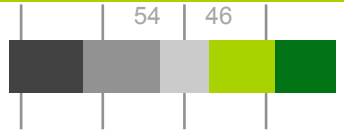
Q55. Are there applications or services you would like to be able to access via mobile devices that you cannot at this time?

Likelihood of Acquiring a New Mobile Device in the Next Year

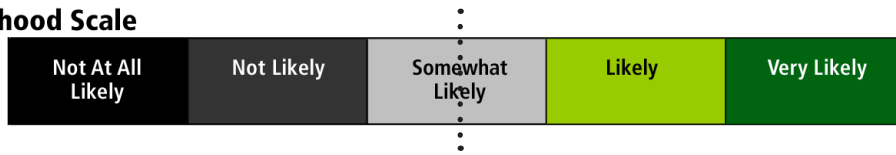
N

Q53a. Likelihood of acquiring a new mobile device in the next year

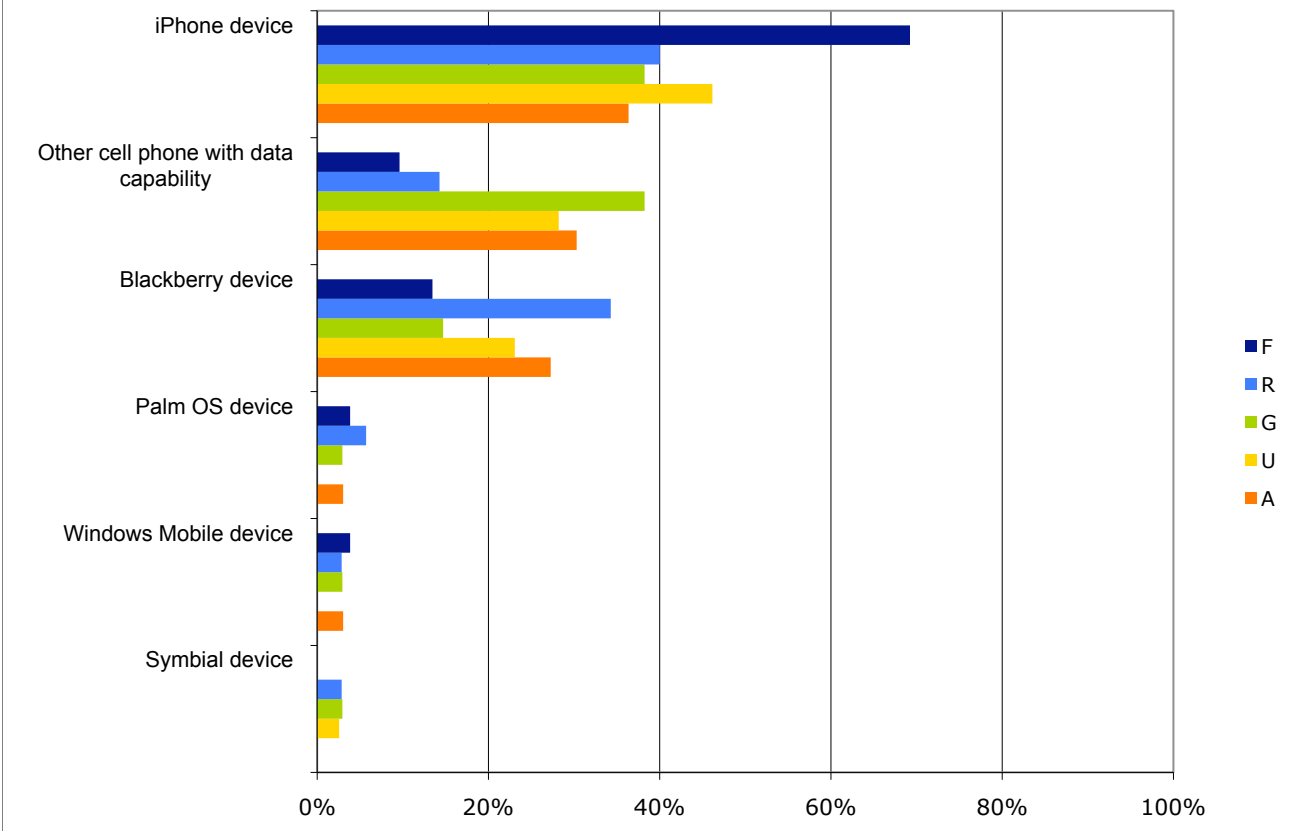
528



Likelihood Scale



Q54. For Respondents Who Are Likely to Acquire a New Mobile Device In the Next Year, Percent Who Will be Acquiring Specified Devices, n=193



Q53a Likelihood to acquire mobile device						
	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	Count
All	23%	23%	15%	20%	19%	528
F	13%	23%	18%	29%	18%	119
R	27%	27%	11%	20%	15%	105
G	28%	24%	9%	14%	25%	92
U	26%	22%	15%	16%	21%	108
A	22%	21%	21%	22%	13%	104

Q54 What type of device are you likely to acquire?							
	Palm OS device	Windows Mobile device	Blackberry device	iPhone device	Symbial device	Other cell phone with data capability	Count
All	3%	3%	22%	48%	2%	23%	193
F	4%	4%	13%	69%	0%	10%	52
R	6%	3%	34%	40%	3%	14%	35
G	3%	3%	15%	38%	3%	38%	34
U	0%	0%	23%	46%	3%	28%	39
A	3%	3%	27%	36%	0%	30%	33

Help Services

Satisfaction with IS&T Problem Resolution Overall

Mean N

Q29a. IS&T problem resolution overall



4.76 330

Satisfaction with Aspects of the Help Desk

Mean N

Q26c. Help Desk professionalism



5.19 289

Q26d. Help Desk technical ability



5.07 285

Q26a. Ability to get through to a Help Desk person



4.94 281

Q26b. Timeliness of Help Desk resolution



4.87 288

Q26e. Help Desk clarity around who to go to for help



4.82 266

Satisfaction Scale



Q29a IS&T problem resolution overall										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.76	1%	2%	6%	19%	51%	20%	330	1.00	0.11
F	4.72	1%	2%	8%	22%	46%	21%	90		
R	4.95	0%	4%	4%	11%	57%	25%	81		
G	4.57	3%	3%	8%	27%	41%	19%	37		
U	4.73	0%	3%	11%	16%	51%	19%	37		
A	4.73	2%	1%	5%	20%	56%	15%	85		

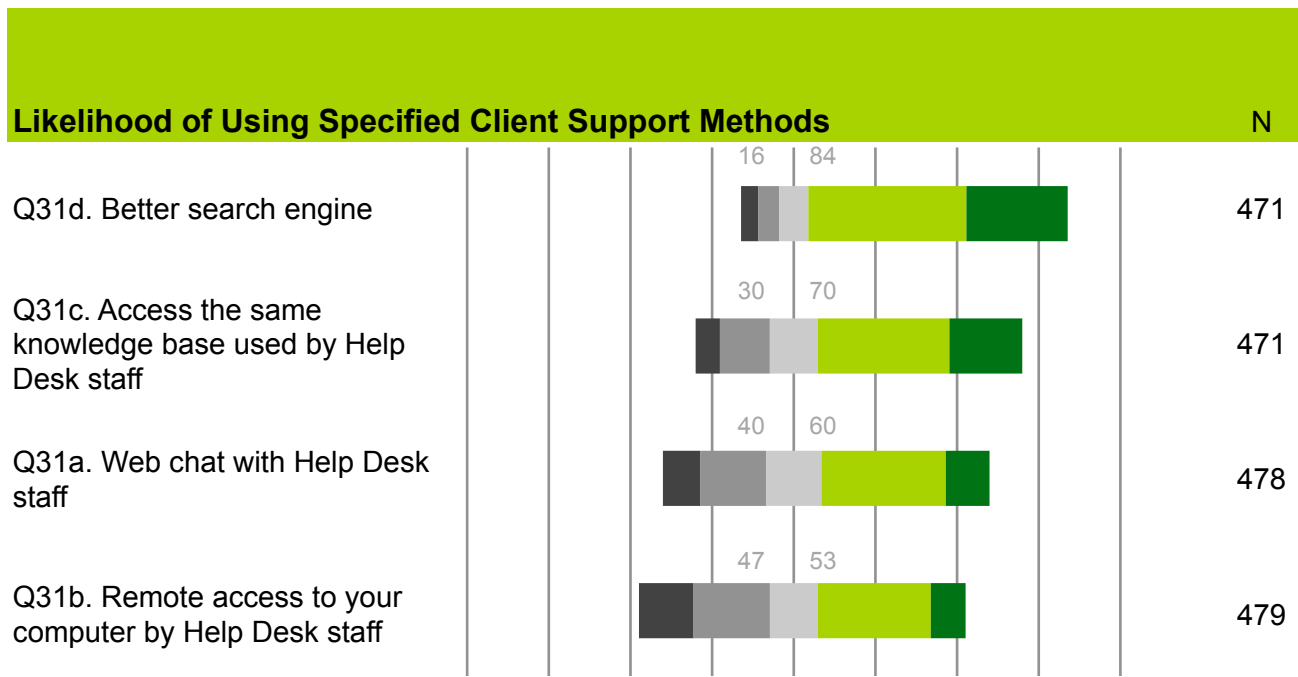
Q26a Ability to get through to a Help Desk person										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.94	1%	1%	4%	15%	50%	28%	281	0.98	0.11
F	4.91	1%	1%	7%	18%	42%	31%	74		
R	5.19	0%	1%	1%	9%	54%	34%	70		
G	4.88	6%	0%	0%	18%	47%	29%	34		
U	4.83	3%	0%	7%	13%	53%	23%	30		
A	4.82	0%	3%	5%	18%	55%	19%	73		

Q26b Timeliness of Help Desk resolution										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.87	2%	2%	6%	16%	46%	28%	288	1.07	0.12
F	4.77	3%	4%	9%	16%	33%	35%	75		
R	5.06	0%	1%	3%	11%	58%	27%	71		
G	4.78	5%	3%	5%	14%	41%	32%	37		
U	4.94	3%	0%	6%	13%	45%	32%	31		
A	4.81	0%	1%	7%	22%	50%	20%	74		

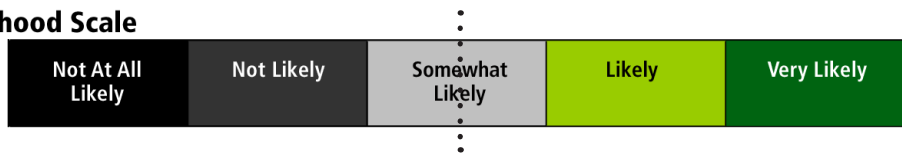
Q26c Help Desk professionalism										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.19	0%	1%	2%	10%	48%	38%	289	0.82	0.10
F	5.20	0%	1%	5%	9%	40%	44%	75		
R	5.28	0%	1%	0%	7%	53%	39%	72		
G	5.11	3%	0%	0%	16%	45%	37%	38		
U	5.16	0%	3%	0%	10%	52%	35%	31		
A	5.14	0%	0%	3%	12%	53%	32%	73		

Q26d Help Desk technical ability										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.07	0%	1%	4%	14%	48%	33%	285	0.87	0.10
F	5.12	0%	1%	4%	16%	38%	41%	74		
R	5.08	0%	1%	4%	11%	51%	32%	72		
G	4.92	3%	0%	3%	19%	47%	28%	36		
U	5.03	0%	3%	0%	13%	57%	27%	30		
A	5.08	0%	0%	4%	14%	52%	30%	73		

Q26e Help Desk clarity around who to go to for help										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.82	2%	2%	8%	15%	46%	27%	266	1.10	0.13
F	4.82	1%	3%	12%	16%	30%	37%	67		
R	4.94	1%	3%	0%	19%	50%	27%	70		
G	4.71	6%	0%	9%	15%	44%	26%	34		
U	4.68	0%	4%	18%	7%	50%	21%	28		
A	4.81	1%	1%	7%	13%	57%	19%	67		



Likelihood Scale



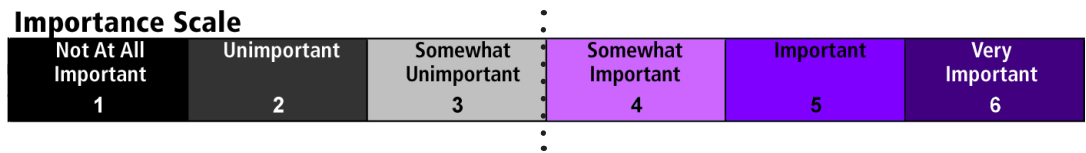
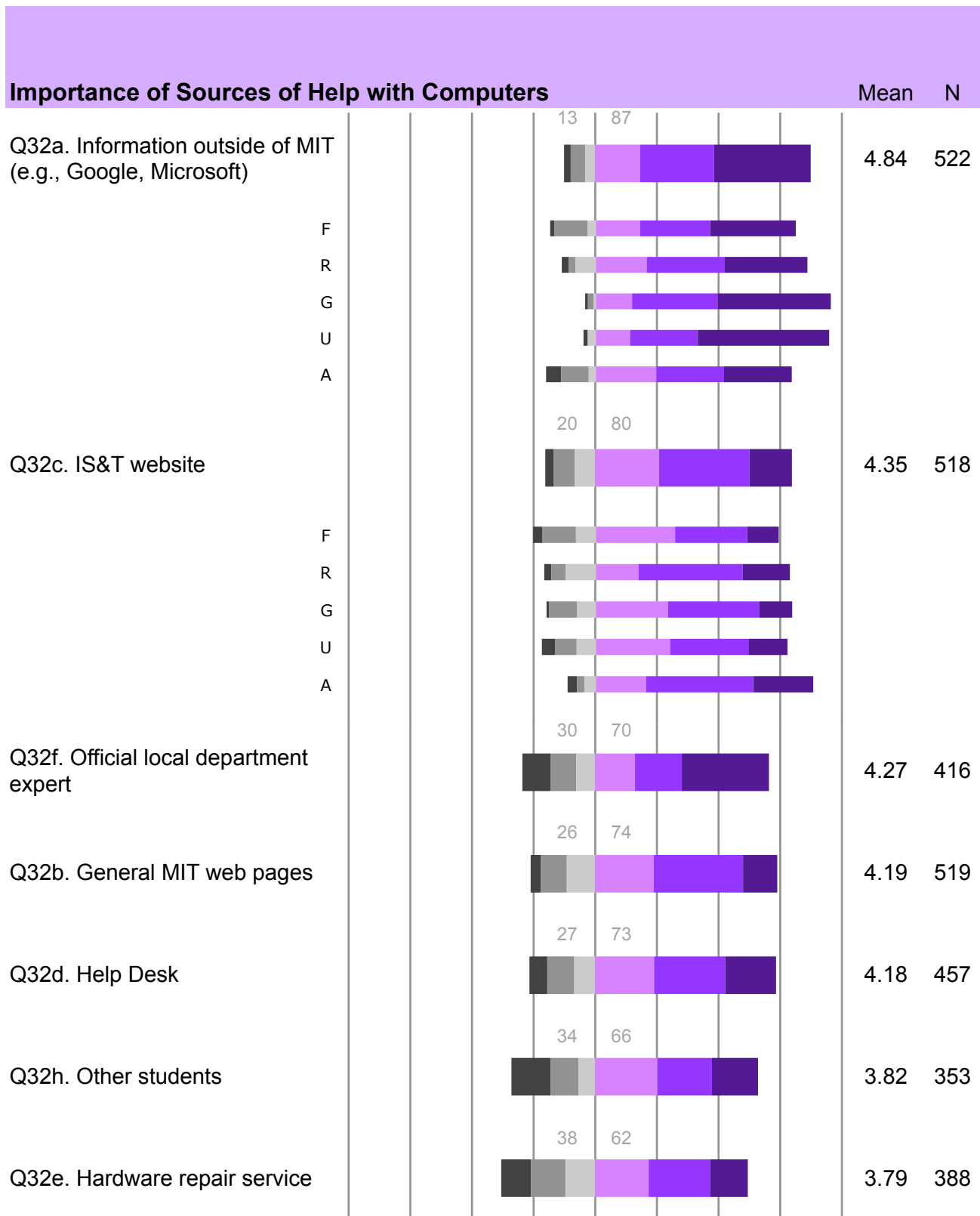
See Appendix A	Q30. What should IS&T be doing to improve problem resolution services?
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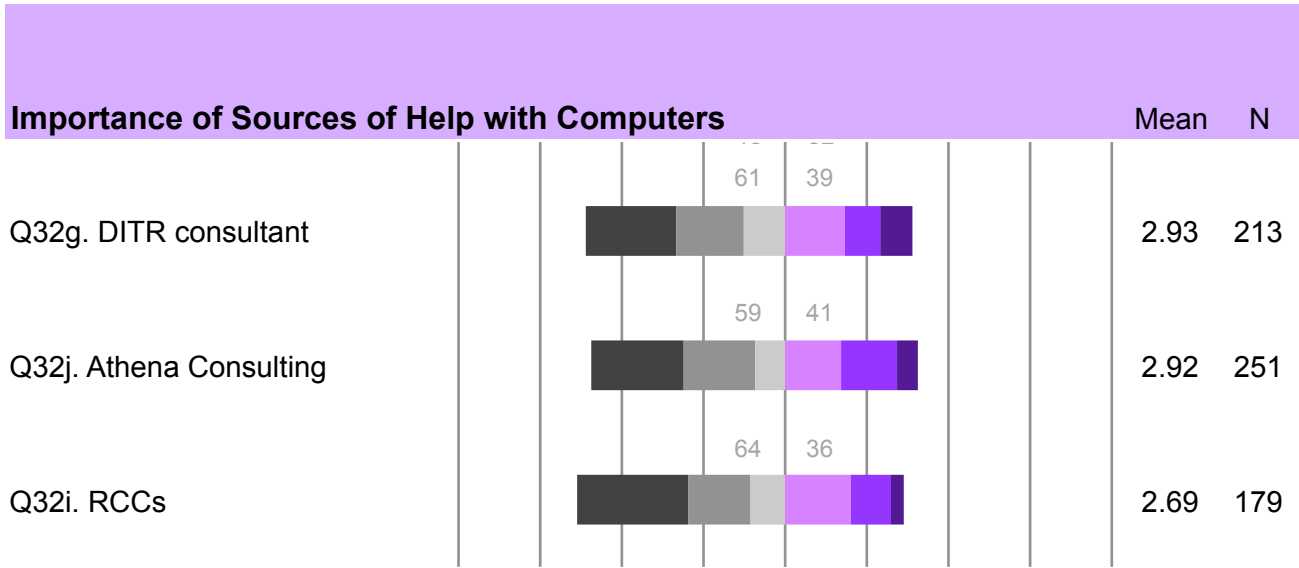
Q31a Web chat with Help Desk staff						
	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	Count
All	12%	20%	17%	38%	13%	478
F	18%	26%	14%	30%	11%	105
R	8%	15%	15%	47%	15%	100
G	9%	22%	14%	40%	15%	78
U	12%	18%	23%	33%	13%	99
A	9%	20%	18%	41%	13%	96

Q31b Remote access to your computer by Help Desk staff						
	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	Count
All	17%	23%	15%	35%	11%	479
F	13%	23%	15%	38%	12%	104
R	17%	24%	12%	33%	14%	100
G	27%	22%	14%	32%	6%	79
U	20%	28%	17%	29%	6%	100
A	9%	20%	15%	42%	15%	96

Q31c Access the same knowledge base used by Help Desk staff						
	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	Count
All	7%	15%	15%	40%	22%	471
F	10%	24%	15%	34%	18%	102
R	7%	8%	18%	46%	21%	96
G	12%	12%	17%	42%	18%	78
U	4%	14%	12%	42%	28%	98
A	5%	18%	12%	38%	27%	97

Q31d Better search engine						
	Highly Unlikely	Unlikely	Nor Unlikely	Likely	Highly Likely	Count
All	5%	6%	9%	48%	31%	471
F	8%	12%	13%	37%	31%	101
R	6%	4%	10%	52%	28%	94
G	5%	5%	8%	47%	35%	83
U	3%	4%	6%	53%	34%	98
A	4%	6%	7%	54%	28%	95





Q32a Information outside of MIT (e.g., Google, Microsoft)										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.84	3%	6%	4%	18%	30%	39%	522	1.30	0.11
F	4.63	2%	13%	4%	18%	29%	35%	112		
R	4.77	3%	3%	8%	21%	32%	34%	107		
G	5.18	1%	2%	1%	15%	35%	46%	89		
U	5.26	2%	0%	3%	14%	28%	53%	116		
A	4.39	6%	11%	3%	24%	28%	28%	98		

Q32b General MIT web pages										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.19	4%	11%	12%	24%	36%	14%	519	1.34	0.12
F	4.01	4%	15%	14%	25%	33%	11%	110		
R	4.29	6%	6%	11%	21%	44%	13%	103		
G	4.03	2%	18%	11%	23%	36%	10%	91		
U	4.04	4%	10%	18%	27%	27%	13%	113		
A	4.60	4%	6%	4%	22%	42%	23%	102		

Q32c IS&T website										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.35	3%	8%	8%	26%	37%	17%	518	1.29	0.11
F	4.08	4%	14%	8%	32%	29%	13%	109		
R	4.48	3%	6%	13%	17%	42%	19%	104		
G	4.30	1%	11%	8%	29%	37%	13%	89		
U	4.22	5%	9%	8%	30%	32%	16%	113		
A	4.70	4%	3%	5%	20%	44%	24%	103		

Q32d Help Desk										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.18	7%	11%	9%	24%	29%	21%	457	1.50	0.14
F	4.46	3%	11%	7%	25%	26%	29%	101		
R	4.50	6%	8%	4%	20%	38%	24%	103		
G	3.71	11%	13%	13%	31%	21%	11%	75		
U	3.31	15%	22%	15%	23%	15%	10%	81		
A	4.65	4%	3%	6%	22%	40%	25%	97		

Q32e Hardware repair service										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.79	12%	14%	12%	22%	25%	15%	388	1.61	0.16
F	4.01	8%	11%	17%	19%	24%	20%	83		
R	3.75	13%	14%	12%	22%	24%	15%	85		
G	3.49	12%	22%	11%	26%	16%	12%	73		
U	3.35	17%	19%	15%	20%	20%	9%	75		
A	4.35	10%	4%	6%	21%	42%	18%	72		

Q32f Official local department expert										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.27	12%	10%	8%	16%	19%	35%	416	1.75	0.17
F	4.77	8%	6%	6%	12%	16%	52%	106		
R	4.39	8%	9%	12%	13%	21%	36%	85		
G	3.68	17%	15%	7%	21%	25%	15%	72		
U	2.60	29%	26%	16%	16%	11%	2%	62		
A	5.16	2%	2%	1%	20%	21%	54%	91		

Q32g DITR consultant											
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-	
All	2.93	28%	21%	13%	18%	11%	10%	213	1.68	0.23	
F	2.73	40%	17%	13%	7%	7%	17%	30			
R	3.00	24%	20%	18%	13%	18%	7%	45			
G	2.63	33%	22%	9%	26%	9%	2%	46			
U	2.40	30%	30%	19%	15%	4%	2%	47			
A	3.87	16%	13%	4%	27%	16%	24%	45			

Q32h Other students											
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-	
All	3.82	16%	11%	7%	25%	22%	19%	353	1.70	0.18	
F	3.03	28%	17%	8%	27%	10%	10%	60			
R	2.75	33%	17%	10%	22%	16%	2%	63			
G	4.49	4%	10%	4%	25%	33%	25%	83			
U	4.79	3%	2%	3%	31%	28%	33%	106			
A	2.78	29%	22%	17%	12%	12%	7%	41			

Q32i RCCs											
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-	
All	2.69	34%	19%	11%	20%	12%	4%	179	1.59	0.23	
F	1.78	61%	17%	9%	9%	4%	0%	23			
R	2.39	35%	26%	13%	16%	10%	0%	31			
G	2.93	29%	19%	5%	29%	17%	2%	42			
U	3.05	23%	18%	14%	25%	14%	5%	56			
A	2.70	41%	15%	11%	11%	11%	11%	27			

Q32j Athena Consulting											
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-	
All	2.92	28%	22%	9%	17%	17%	6%	251	1.67	0.21	
F	2.49	40%	25%	9%	8%	11%	8%	53			
R	2.75	26%	30%	9%	15%	13%	6%	53			
G	3.27	20%	16%	6%	31%	27%	0%	49			
U	2.97	25%	23%	11%	20%	15%	7%	61			
A	3.26	31%	11%	9%	11%	23%	14%	35			

Likelihood of Recommending IS&T Help Services

N

Q27a. Likelihood of recommending IS&T Help Services



416

Likelihood Scale



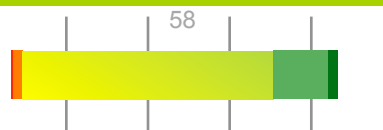
Q27a Likelihood of recommending IS&T Help Services

	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	Count
All	3%	5%	13%	39%	40%	416
F	3%	7%	14%	24%	51%	94
R	4%	2%	12%	36%	45%	97
G	2%	7%	13%	40%	38%	55
U	4%	4%	18%	52%	22%	82
A	2%	3%	10%	45%	39%	88

Change In Help Desk Services Over the Past Year

Mean N

Q28a. Change in Help Desk services over the past year



171

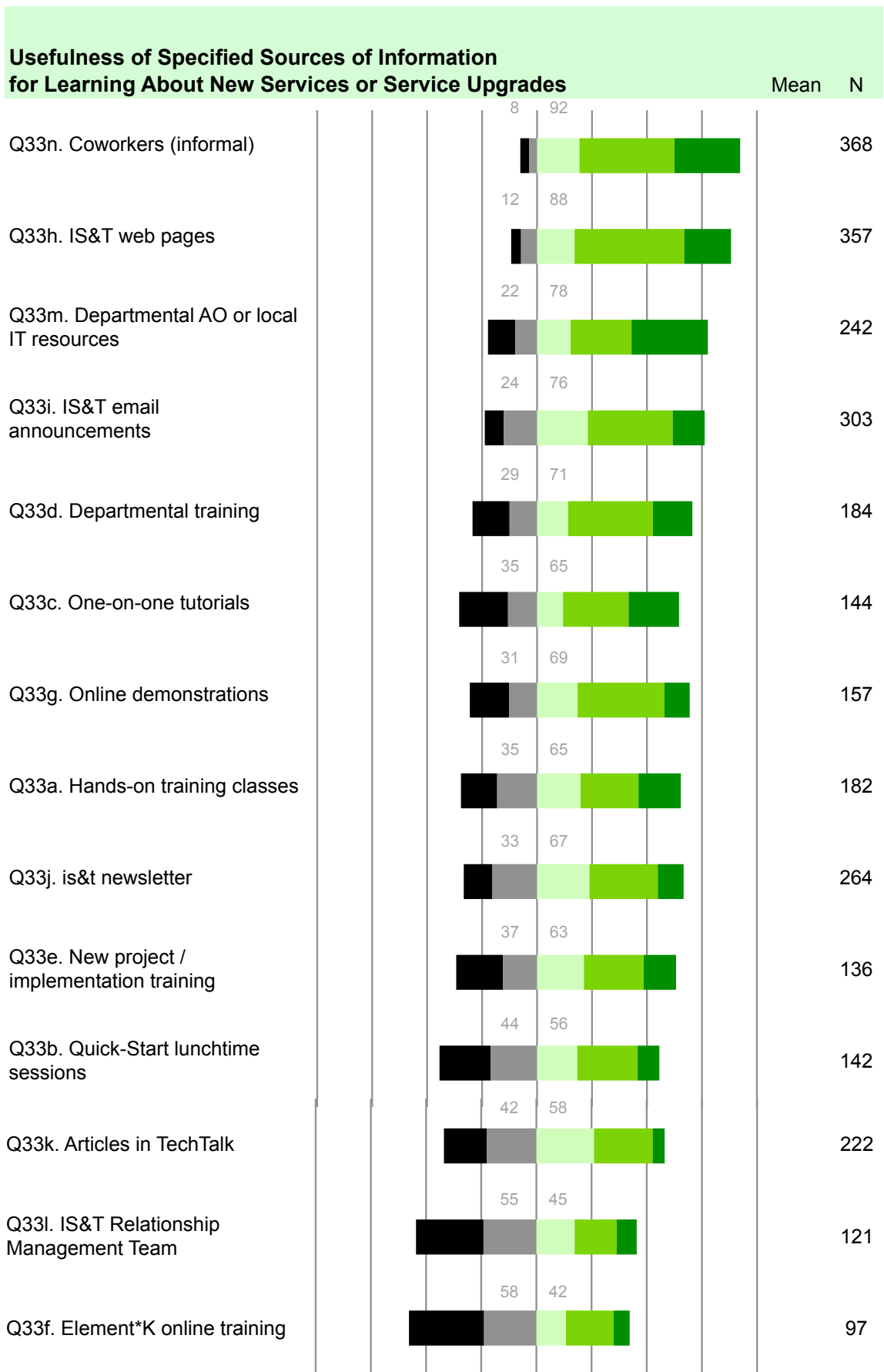
Change Scale 1



Q28a Change in Help Desk services over the past year

	Much Worse	Worse	About the Same	Better	Much Better	Count
All	1%	3%	77%	17%	3%	171
F	0%	5%	80%	16%	0%	44
R	0%	5%	82%	9%	5%	44
G	5%	5%	70%	15%	5%	20
U	0%	0%	86%	14%	0%	14
A	0%	0%	69%	27%	4%	49

Learning About Technology



Q33a Hands-on training classes						
	Not At All Useful	Not Very Useful	Somewhat Useful	Useful	Very Useful	Count
All	16%	18%	20%	26%	19%	182
F	48%	32%	13%	6%	0%	31
R	20%	7%	32%	29%	12%	41
G	11%	36%	7%	21%	25%	28
U	11%	33%	39%	17%	0%	18
A	3%	6%	16%	39%	36%	64

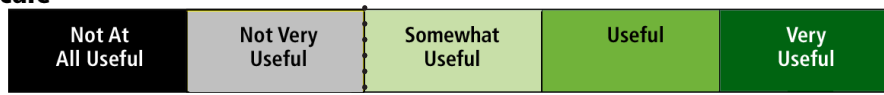
Q33b Quick-Start lunchtime sessions						
	Not At All Useful	Not Very Useful	Somewhat Useful	Useful	Very Useful	Count
All	23%	21%	18%	27%	10%	142
F	54%	21%	18%	7%	0%	28
R	22%	13%	31%	25%	9%	32
G	16%	47%	11%	16%	11%	19
U	19%	25%	19%	38%	0%	16
A	11%	15%	13%	43%	19%	47

Q33c One-on-one tutorials						
	Not At All Useful	Not Very Useful	Somewhat Useful	Useful	Very Useful	Count
All	22%	13%	12%	30%	23%	144
F	50%	13%	10%	20%	7%	30
R	23%	6%	10%	39%	23%	31
G	19%	38%	10%	24%	10%	21
U	23%	15%	23%	38%	0%	13
A	6%	6%	12%	31%	45%	49

Q33d Departmental training						
	Not At All Useful	Not Very Useful	Somewhat Useful	Useful	Very Useful	Count
All	17%	13%	14%	39%	18%	184
F	34%	19%	19%	25%	3%	32
R	17%	4%	17%	46%	15%	46
G	20%	32%	8%	32%	8%	25
U	20%	20%	20%	33%	7%	15
A	6%	6%	11%	44%	33%	66

Q33e New project / implementation training						
	Not At All Useful	Not Very Useful	Somewhat Useful	Useful	Very Useful	Count
All	21%	15%	21%	27%	15%	136
F	52%	20%	20%	8%	0%	25
R	24%	7%	24%	28%	17%	29
G	14%	38%	10%	29%	10%	21
U	20%	20%	27%	33%	0%	15
A	7%	7%	24%	35%	28%	46

Usefulness Scale



Q33f Element*K online training						
	Not At All Useful	Not Very Useful	Somewhat Useful	Useful	Very Useful	Count
All	34%	24%	13%	22%	7%	97
F	63%	21%	5%	11%	0%	19
R	47%	12%	12%	29%	0%	17
G	17%	33%	28%	22%	0%	18
U	27%	45%	9%	18%	0%	11
A	22%	19%	13%	25%	22%	32

Q33g Online demonstrations						
	Not At All Useful	Not Very Useful	Somewhat Useful	Useful	Very Useful	Count
All	18%	13%	18%	39%	11%	157
F	34%	21%	10%	31%	3%	29
R	16%	8%	26%	42%	8%	38
G	9%	17%	35%	26%	13%	23
U	13%	13%	4%	57%	13%	23
A	16%	9%	16%	41%	18%	44

Q33h IS&T web pages						
	Not At All Useful	Not Very Useful	Somewhat Useful	Useful	Very Useful	Count
All	4%	7%	17%	50%	21%	357
F	7%	7%	16%	53%	17%	70
R	5%	7%	14%	57%	17%	83
G	2%	11%	23%	51%	13%	53
U	1%	8%	14%	47%	30%	77
A	7%	4%	20%	42%	27%	74

Q33i IS&T email announcements						
	Not At All Useful	Not Very Useful	Somewhat Useful	Useful	Very Useful	Count
All	9%	15%	23%	39%	15%	303
F	16%	20%	25%	27%	11%	55
R	8%	8%	24%	45%	15%	74
G	4%	28%	20%	41%	7%	46
U	9%	19%	33%	30%	9%	43
A	6%	9%	18%	44%	24%	85

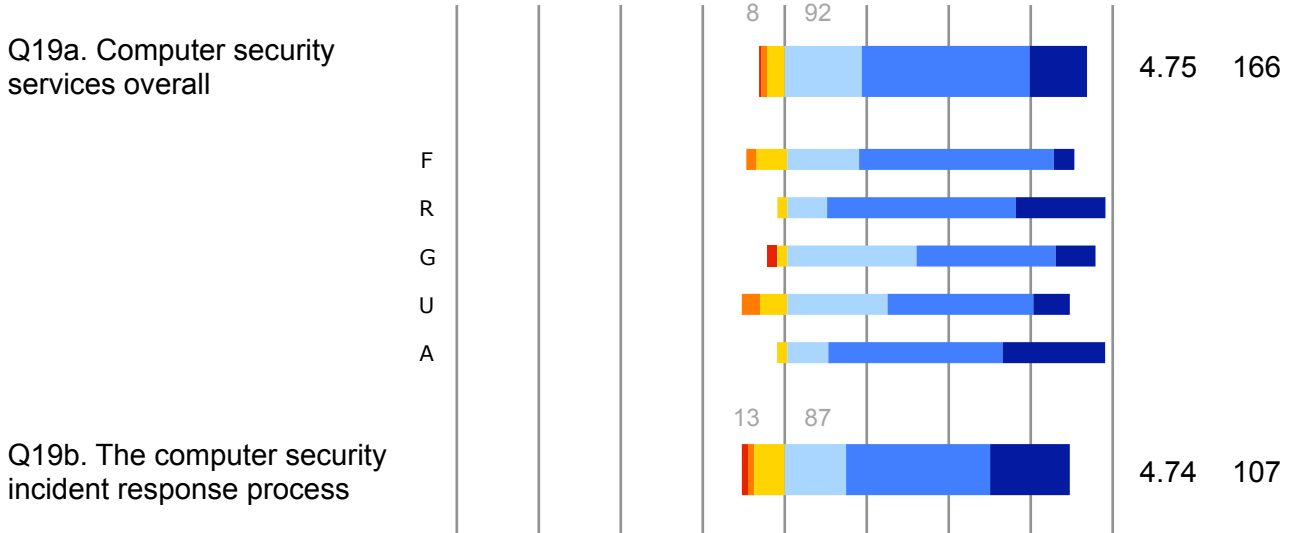
Q33j is&t newsletter						
	Not At All Useful	Not Very Useful	Somewhat Useful	Useful	Very Useful	Count
All	13%	20%	24%	31%	12%	264
F	18%	24%	21%	29%	9%	68
R	11%	12%	30%	39%	8%	66
G	15%	37%	11%	33%	4%	27
U	16%	36%	40%	8%	0%	25
A	9%	14%	21%	32%	24%	78

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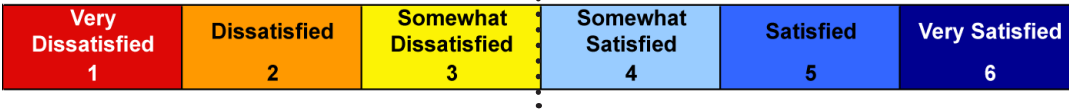
Q34. What would increase your satisfaction with how IS&T provides you with the information you need?

Computer Security and Backups

Satisfaction with Aspects of Computer Security



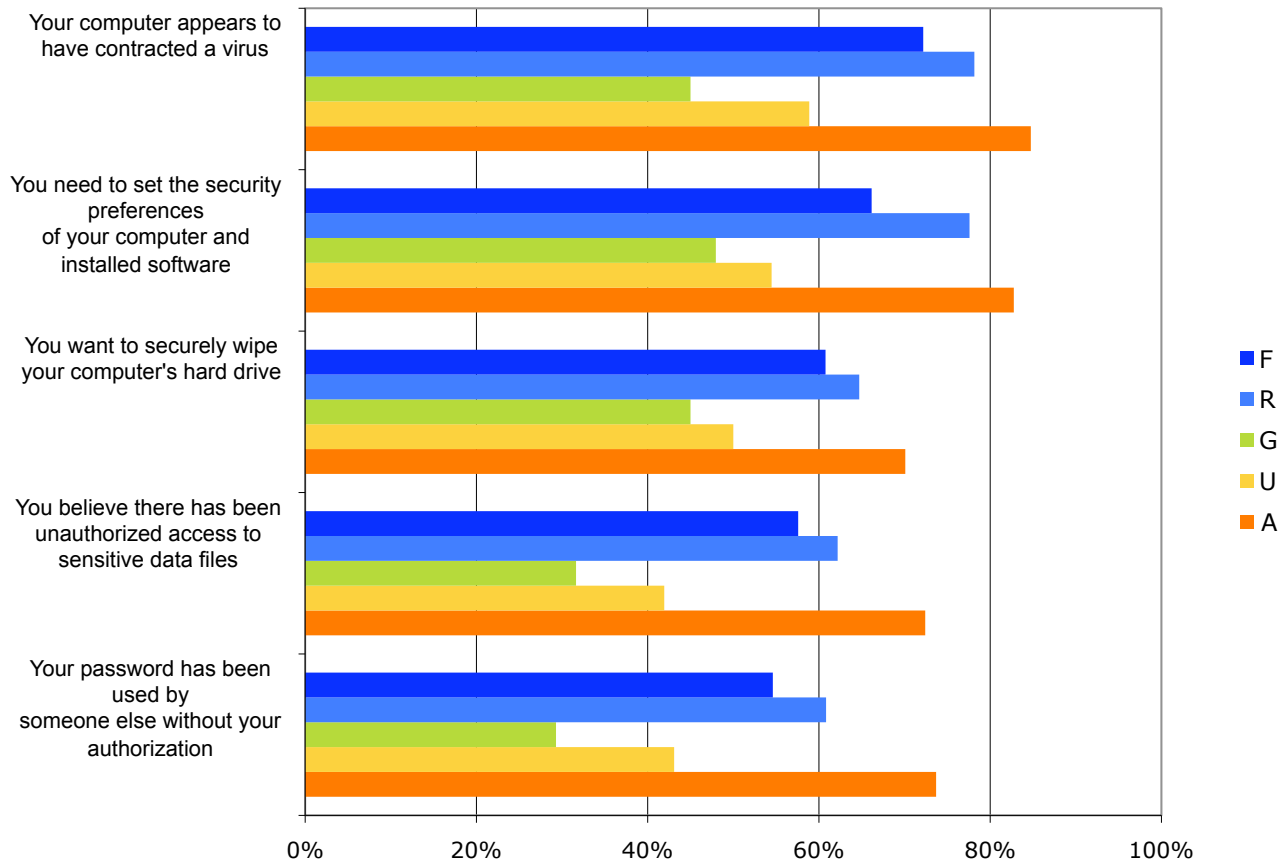
Satisfaction Scale



Q19a Computer security services overall											
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-	
All	4.75	1%	2%	5%	23%	51%	17%	166	0.91	0.14	
F	4.56	0%	3%	9%	22%	59%	6%	32			
R	5.09	0%	0%	3%	12%	58%	27%	33			
G	4.55	3%	0%	3%	39%	42%	12%	33			
U	4.47	0%	6%	8%	31%	44%	11%	36			
A	5.13	0%	0%	3%	13%	53%	31%	32			

Q19b The computer security incident response process											
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-	
All	4.74	2%	2%	9%	19%	44%	24%	107	1.10	0.21	
F	4.68	5%	0%	9%	18%	45%	23%	22			
R	4.89	0%	4%	7%	15%	44%	30%	27			
G	4.47	7%	0%	7%	27%	47%	13%	15			
U	4.27	0%	7%	20%	27%	33%	13%	15			
A	5.04	0%	0%	7%	14%	46%	32%	28			

Q20. Percent of Respondents Who Know Where to Get Help with Specified Issues, n=595



You believe there has been unauthorized access to sensitive data files				
Q20b	Yes	No	Not Sure	Count
All	54%	23%	24%	589
F	58%	21%	21%	132
R	62%	15%	23%	119
G	32%	39%	30%	98
U	42%	31%	27%	124
A	72%	9%	19%	116

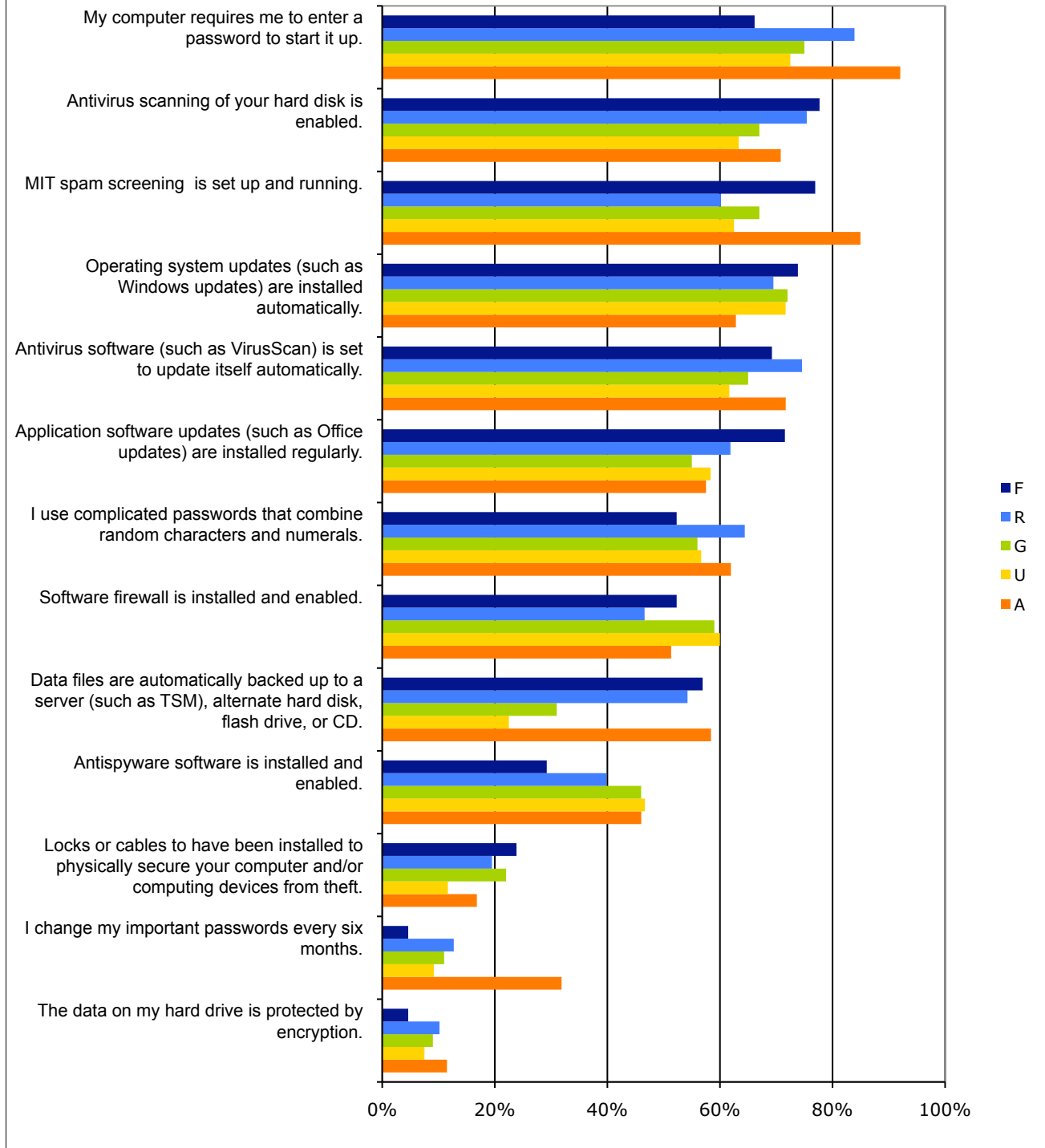
You want to securely wipe your computer's hard drive				
Q20c	Yes	No	Not Sure	Count
All	58%	20%	22%	590
F	61%	19%	20%	130
R	65%	15%	20%	119
G	45%	27%	28%	100
U	50%	26%	24%	124
A	70%	14%	16%	117

Your password has been used by someone else without your authorization				
Q20d	Yes	No	Not Sure	Count
All	53%	24%	23%	586
F	55%	23%	22%	130
R	61%	18%	21%	120
G	29%	41%	29%	99
U	43%	29%	28%	123
A	74%	11%	15%	114

You need to set the security preferences of your computer and installed software				
Q20e	Yes	No	Not Sure	Count
All	66%	15%	18%	583
F	66%	16%	18%	130
R	78%	9%	13%	116
G	48%	23%	29%	98
U	54%	24%	21%	123
A	83%	4%	13%	116

Your computer appears to have contracted a virus				
Q20a	Yes	No	Not Sure	Count
All	69%	15%	17%	594
F	72%	14%	14%	133
R	78%	9%	13%	119
G	45%	29%	26%	100
U	59%	18%	23%	124
A	85%	5%	10%	118

Q18. Percent of Respondents Following Specified Preventive Security Measures, n=581

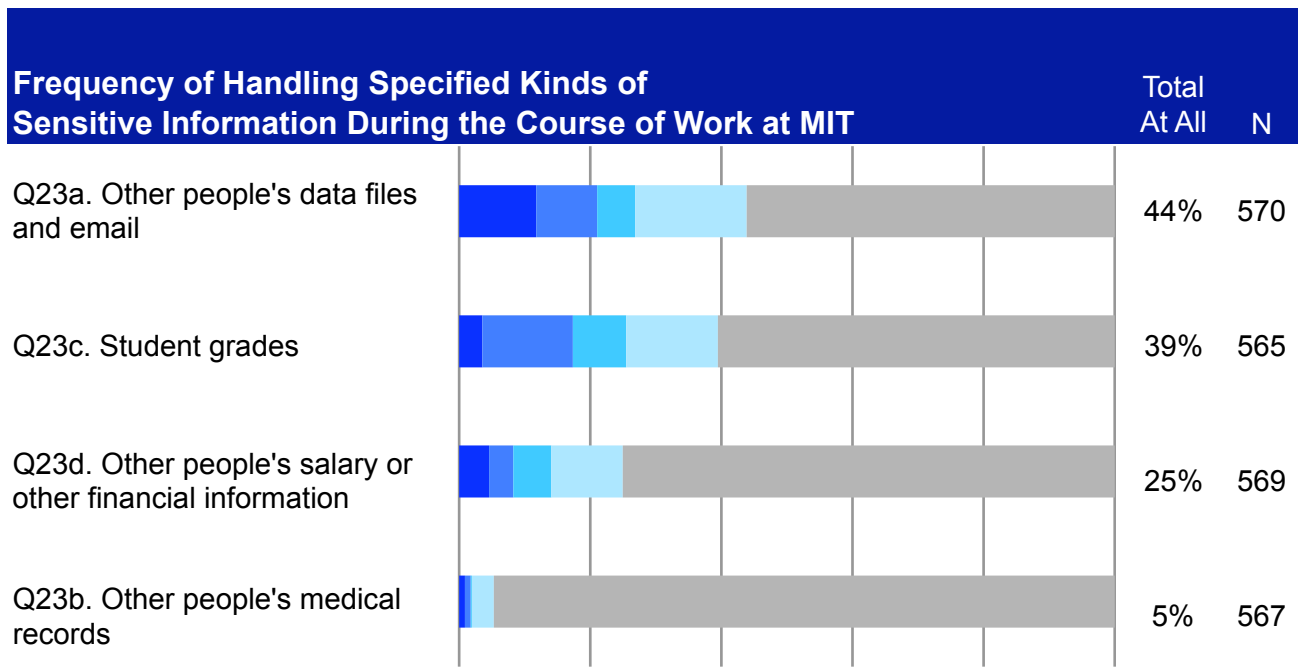


Q18 Preventive security practices followed						
	All	F	R	G	U	A
Locks or cables to have been installed to physically secure your computer and/or computing devices from theft.	19%	24%	19%	22%	12%	17%
MIT spam screening is set up and running.	70%	77%	60%	67%	63%	85%
Antivirus scanning of your hard disk is enabled.	71%	78%	75%	67%	63%	71%
Antivirus software (such as VirusScan) is set to update itself automatically.	69%	69%	75%	65%	62%	72%
Antispyware software is installed and enabled.	41%	29%	40%	46%	47%	46%
Software firewall is installed and enabled.	54%	52%	47%	59%	60%	51%
Operating system updates (such as Windows updates) are installed automatically.	70%	74%	69%	72%	72%	63%
Application software updates (such as Office updates) are installed regularly.	61%	72%	62%	55%	58%	58%
Data files are automatically backed up to a server (such as TSM), alternate hard disk, flash drive, or CD.	45%	57%	54%	31%	23%	58%
My computer requires me to enter a password to start it up.	78%	66%	84%	75%	73%	92%
The data on my hard drive is protected by encryption.	8%	5%	10%	9%	8%	12%
I use complicated passwords that combine random characters and numerals.	58%	52%	64%	56%	57%	62%
I change my important passwords every six months.	14%	5%	13%	11%	9%	32%
Count	581	130	118	100	120	113

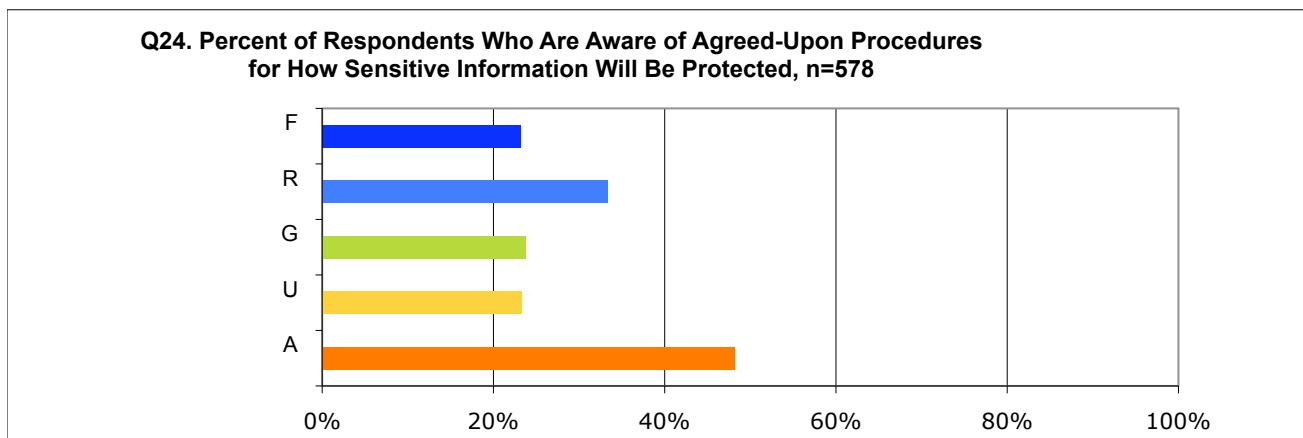
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Q21. If you would like to receive more information or help from IS&T on how to secure your computer, please provide contact information.

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



Frequency Scale



Q23a Other people's data files and email						
	Never	Less Than Monthly	Monthly	Weekly	Daily	Count
All	56%	17%	6%	9%	12%	570
F	64%	14%	3%	8%	11%	130
R	60%	11%	5%	10%	14%	118
G	61%	22%	4%	7%	5%	95
U	53%	26%	10%	11%	0%	118
A	42%	13%	6%	9%	29%	109

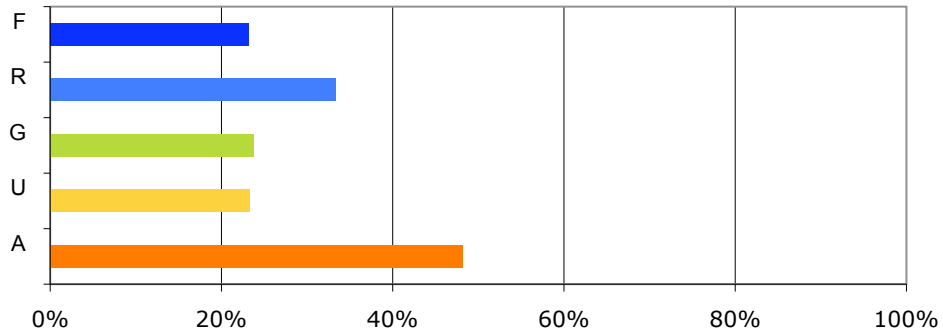
Q23b Other people's medical records						
	Never	Less Than Monthly	Monthly	Weekly	Daily	Count
All	95%	3%	0%	1%	1%	567
F	98%	1%	0%	1%	0%	130
R	95%	3%	0%	1%	2%	116
G	96%	3%	1%	0%	0%	95
U	94%	5%	0%	1%	0%	119
A	90%	6%	0%	2%	3%	107

Q23c Student grades						
	Never	Less Than Monthly	Monthly	Weekly	Daily	Count
All	61%	14%	8%	14%	4%	565
F	8%	25%	19%	38%	9%	130
R	90%	9%	2%	0%	0%	115
G	63%	18%	5%	12%	2%	95
U	74%	8%	5%	12%	2%	118
A	77%	9%	7%	3%	4%	107

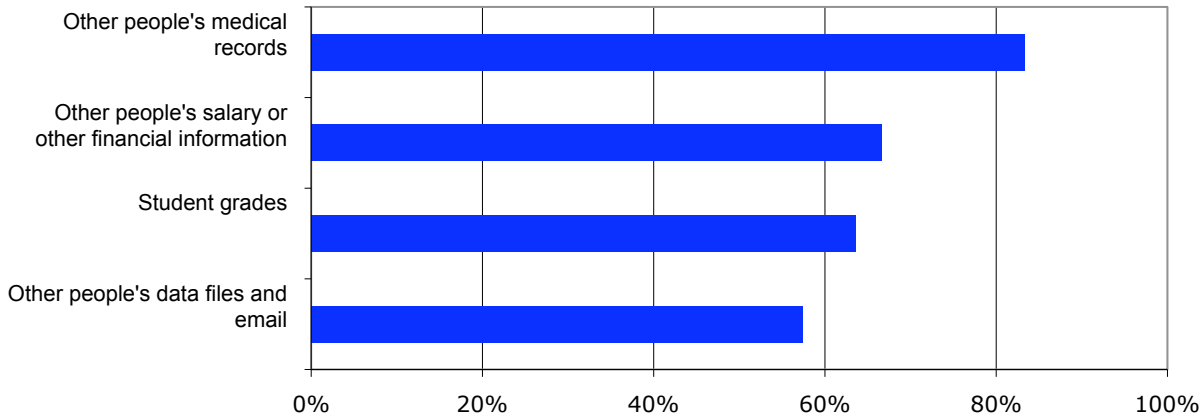
Q23d Other people's salary or other financial information						
	Never	Less Than Monthly	Monthly	Weekly	Daily	Count
All	75%	11%	6%	4%	5%	569
F	58%	19%	15%	7%	2%	131
R	76%	14%	3%	3%	4%	116
G	97%	2%	1%	0%	0%	94
U	88%	7%	2%	3%	1%	119
A	61%	10%	6%	6%	17%	109

Q24 Are you aware of agreed-upon procedures for how sensitive information will be protected?			
	Yes	No	Count
All	30%	70%	578
F	23%	77%	134
R	33%	67%	117
G	24%	76%	97
U	23%	77%	120
A	48%	52%	110

Q24. Percent of Respondents Who Are Aware of Agreed-Upon Procedures for How Sensitive Information Will Be Protected, n=578



Q23-24. For Respondents Who Indicated They Handled Specified Forms of Sensitive Data And Who Answered Whether or Not They Were Aware of Agreed-Upon Procedures for Protecting Sensitive Data, Percent Who Both Handled Data and Were Aware of Agreed-Upon Procedures



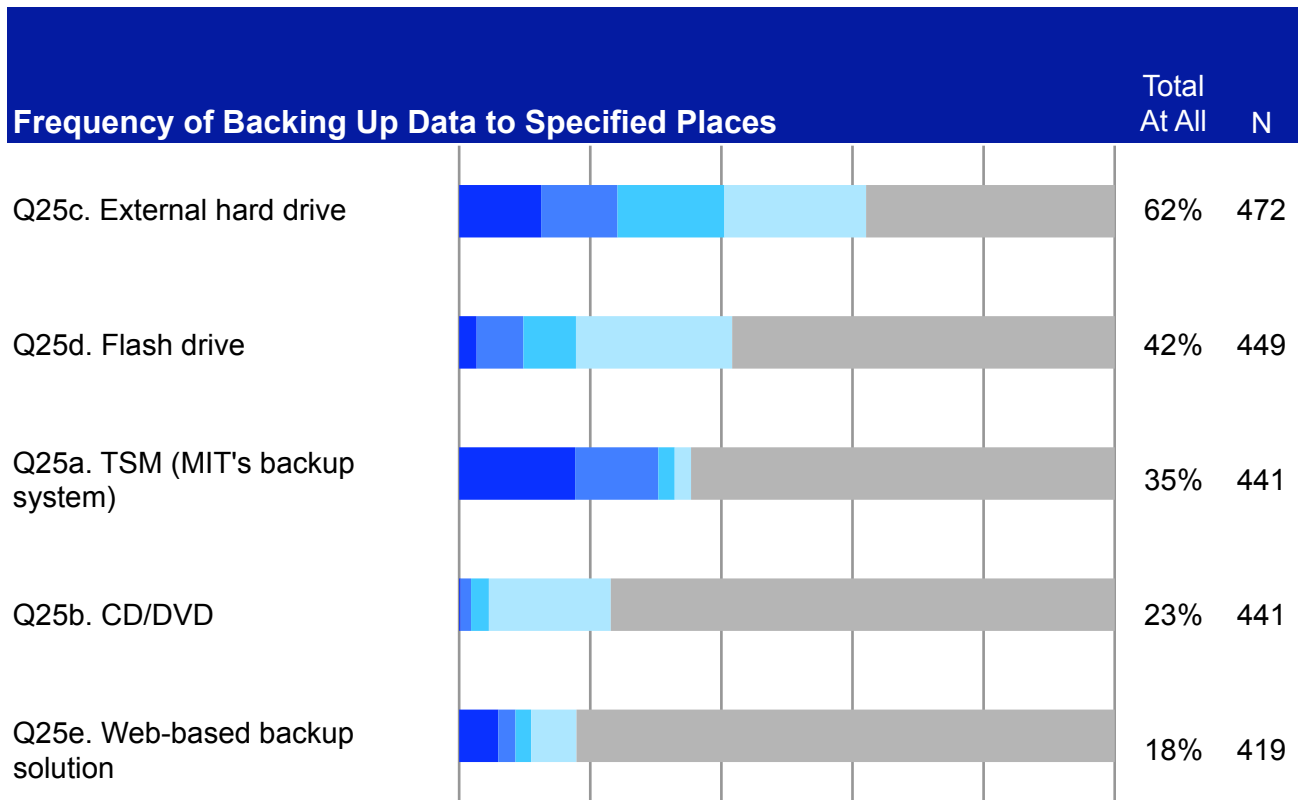
Are you aware of agreed-upon procedures for how sensitive information will be protected?			
Q24	Yes	No	Count
All	30%	70%	578
F	23%	77%	134
R	33%	67%	117
G	24%	76%	97
U	23%	77%	120
A	48%	52%	110

Q23a Other people's data files and email			
	Aware	Not Aware	Count
All	57%	43%	47
F	43%	57%	7
R	100%	0%	6
G	0%	100%	4
U	25%	75%	8
A	73%	27%	22

Q23b Other people's medical records			
	Aware	Not Aware	Count
All	83%	17%	6
F	100%	0%	1
R	100%	0%	1
G	0%	100%	1
U	100%	0%	1
A	100%	0%	2

Q23c Student grades			
	Aware	Not Aware	Count
All	64%	36%	33
F	58%	42%	19
R	100%	0%	2
G	0%	100%	2
U	33%	67%	3
A	100%	0%	7

Q23d Other people's salary or other financial information			
	Aware	Not Aware	Count
All	67%	33%	30
F	43%	57%	7
R	80%	20%	5
G	-	-	-
U	50%	50%	2
A	75%	25%	16



Frequency Scale



Q25a TSM (MIT's backup system)						
	Never	Less Than Monthly	Monthly	Weekly	Daily	Count
All	65%	2%	2%	13%	18%	441
F	56%	4%	3%	21%	17%	102
R	42%	5%	4%	13%	36%	78
G	90%	2%	2%	3%	2%	91
U	97%	1%	0%	1%	1%	108
A	13%	0%	5%	34%	48%	62

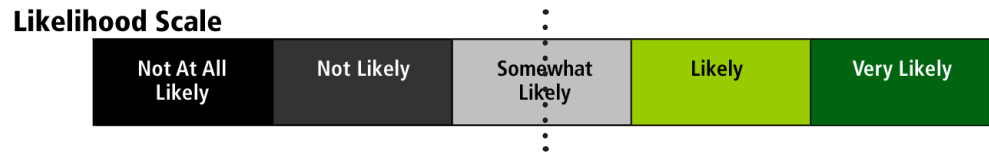
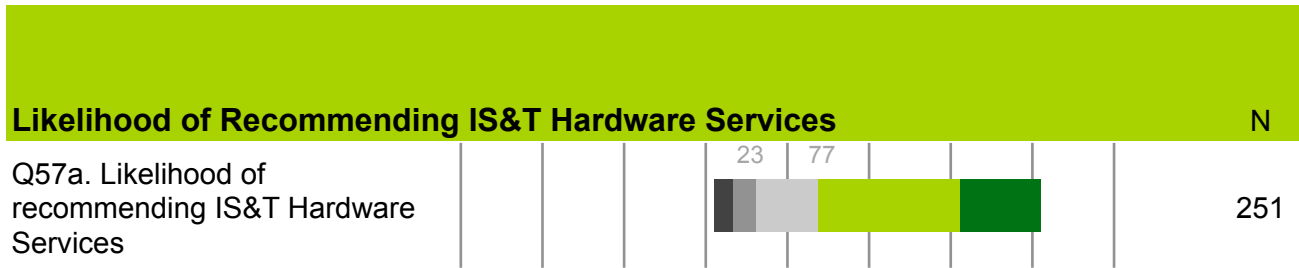
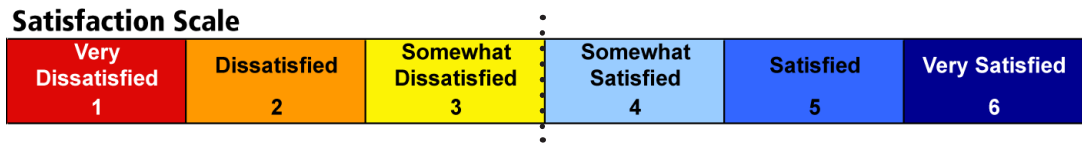
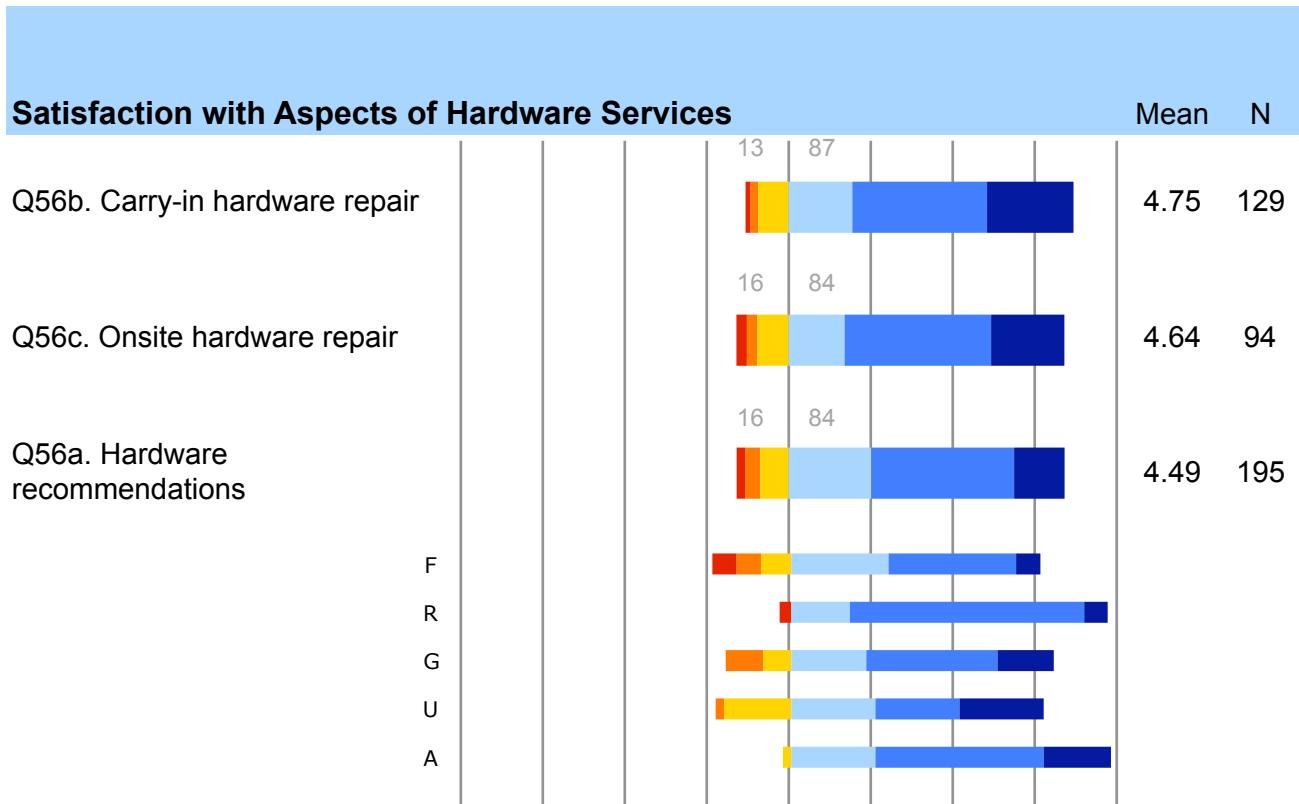
Q25b CD/DVD						
	Never	Less Than Monthly	Monthly	Weekly	Daily	Count
All	77%	19%	3%	2%	0%	441
F	73%	20%	4%	2%	0%	90
R	68%	27%	2%	2%	0%	82
G	73%	21%	4%	1%	0%	94
U	85%	14%	1%	1%	0%	117
A	84%	10%	2%	2%	2%	58

Q25c External hard drive						
	Never	Less Than Monthly	Monthly	Weekly	Daily	Count
All	38%	22%	16%	12%	13%	472
F	25%	20%	15%	22%	18%	110
R	43%	19%	7%	9%	23%	91
G	31%	27%	27%	8%	6%	96
U	38%	26%	20%	11%	4%	118
A	67%	11%	7%	4%	12%	57

Q25d Flash drive						
	Never	Less Than Monthly	Monthly	Weekly	Daily	Count
All	58%	24%	8%	7%	3%	449
F	57%	18%	9%	12%	4%	97
R	60%	26%	6%	7%	0%	81
G	51%	23%	15%	9%	2%	92
U	58%	32%	6%	3%	1%	119
A	70%	17%	2%	3%	8%	60

Q25e Web-based backup solution						
	Never	Less Than Monthly	Monthly	Weekly	Daily	Count
All	82%	7%	2%	3%	6%	419
F	88%	2%	1%	0%	9%	91
R	84%	7%	1%	3%	5%	74
G	82%	5%	5%	2%	4%	91
U	78%	12%	2%	5%	3%	116
A	77%	6%	2%	2%	13%	47

Hardware Recommendations and Repair

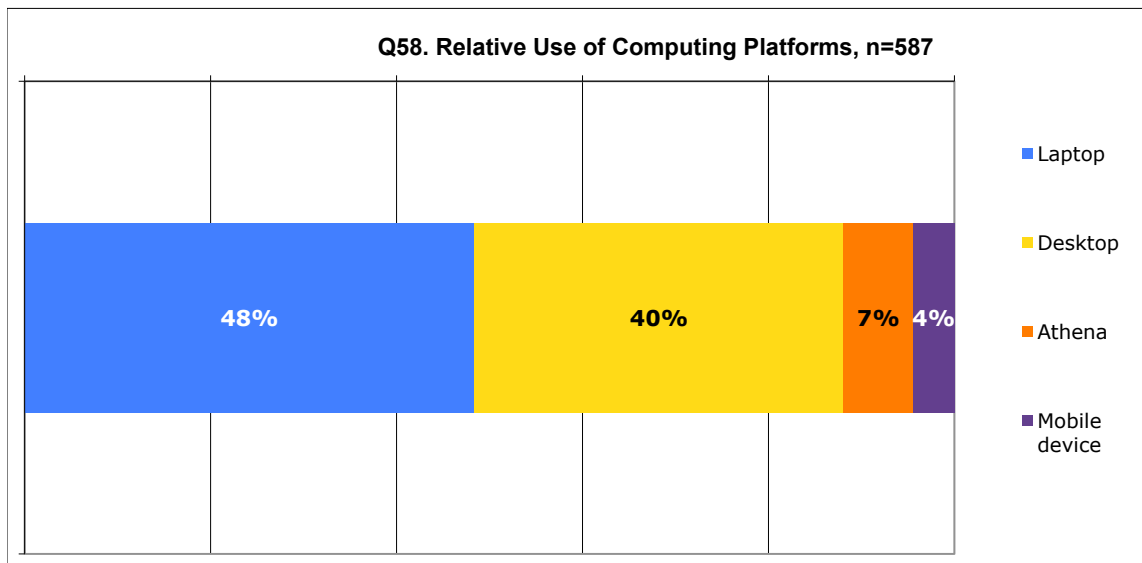
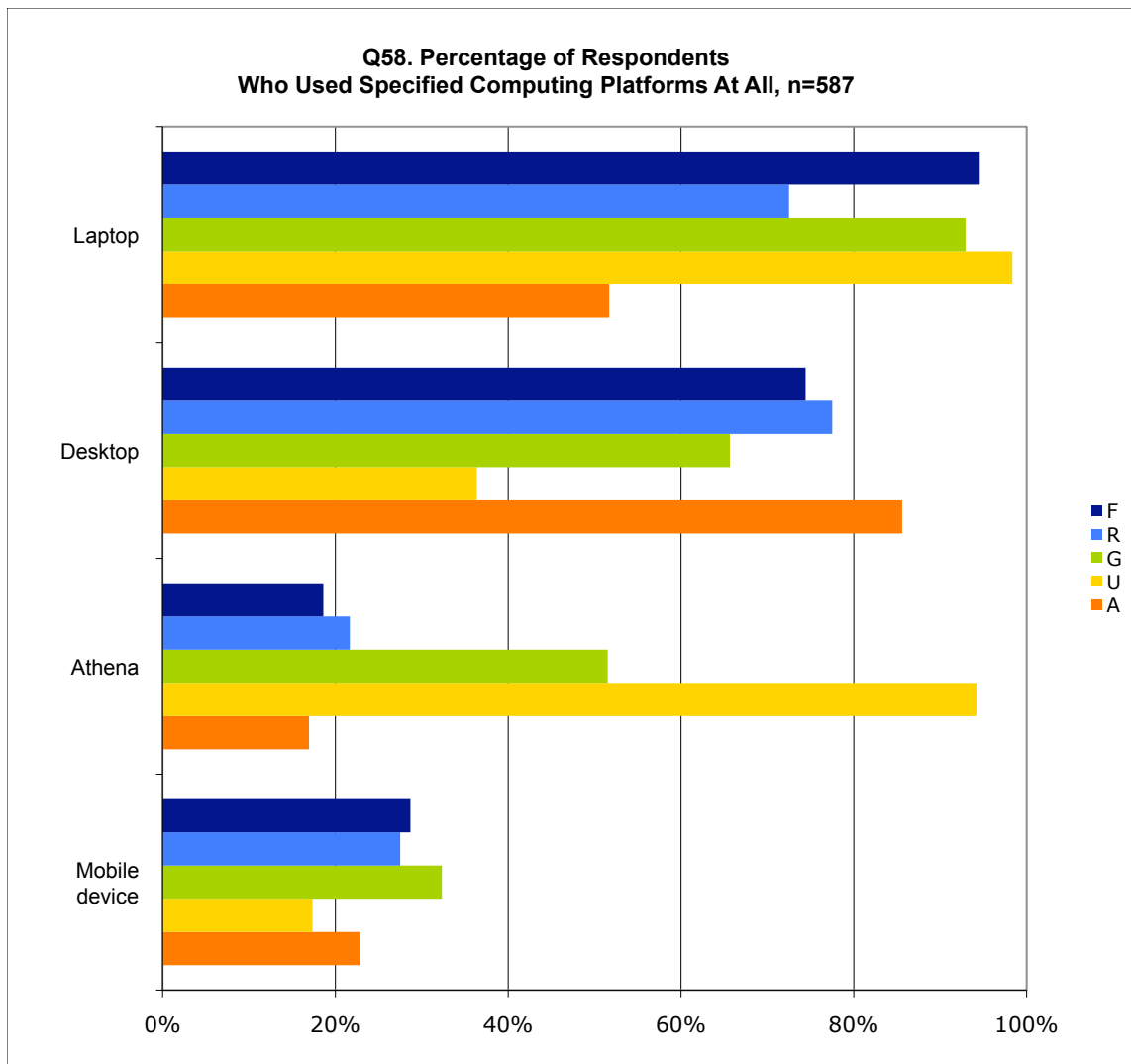


Q56a Hardware recommendations										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.49	3%	5%	9%	25%	44%	15%	195	1.15	0.16
F	4.07	7%	7%	9%	30%	39%	7%	54		
R	4.75	4%	0%	0%	18%	71%	7%	28		
G	4.43	0%	11%	9%	23%	40%	17%	35		
U	4.51	0%	3%	21%	26%	26%	26%	39		
A	4.90	0%	0%	3%	26%	51%	21%	39		

Q56b Carry-in hardware repair										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.75	2%	2%	9%	19%	41%	26%	129	1.11	0.19
F	4.76	3%	3%	6%	15%	48%	24%	33		
R	5.17	0%	0%	0%	17%	48%	34%	29		
G	4.67	0%	0%	19%	19%	38%	24%	21		
U	3.94	6%	6%	28%	28%	17%	17%	18		
A	4.89	0%	4%	4%	21%	43%	29%	28		

Q56c Onsite hardware repair										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.64	3%	3%	10%	17%	45%	22%	94	1.21	0.24
F	4.59	6%	0%	12%	6%	65%	12%	17		
R	5.16	0%	0%	0%	16%	53%	32%	19		
G	4.39	0%	6%	17%	22%	44%	11%	18		
U	3.93	7%	7%	27%	27%	13%	20%	15		
A	4.88	4%	4%	0%	16%	44%	32%	25		

Q57a Likelihood of recommending IS&T Hardware Services						
	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	Count
All	6%	7%	19%	43%	25%	251
F	8%	8%	13%	47%	25%	53
R	4%	4%	24%	35%	33%	54
G	3%	12%	12%	44%	29%	34
U	9%	11%	16%	45%	20%	56
A	6%	4%	26%	46%	19%	54

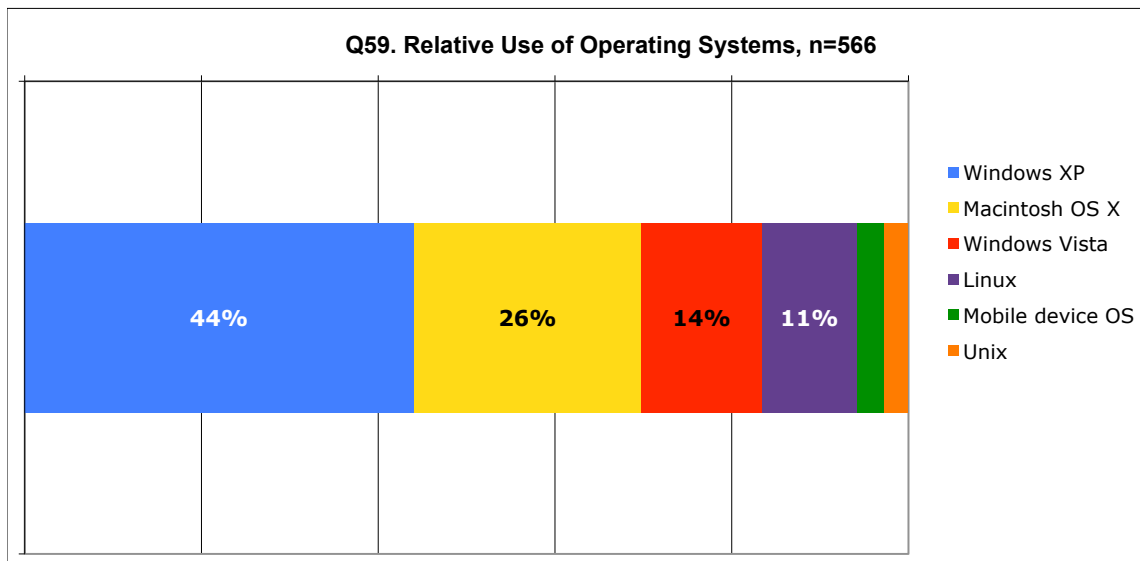
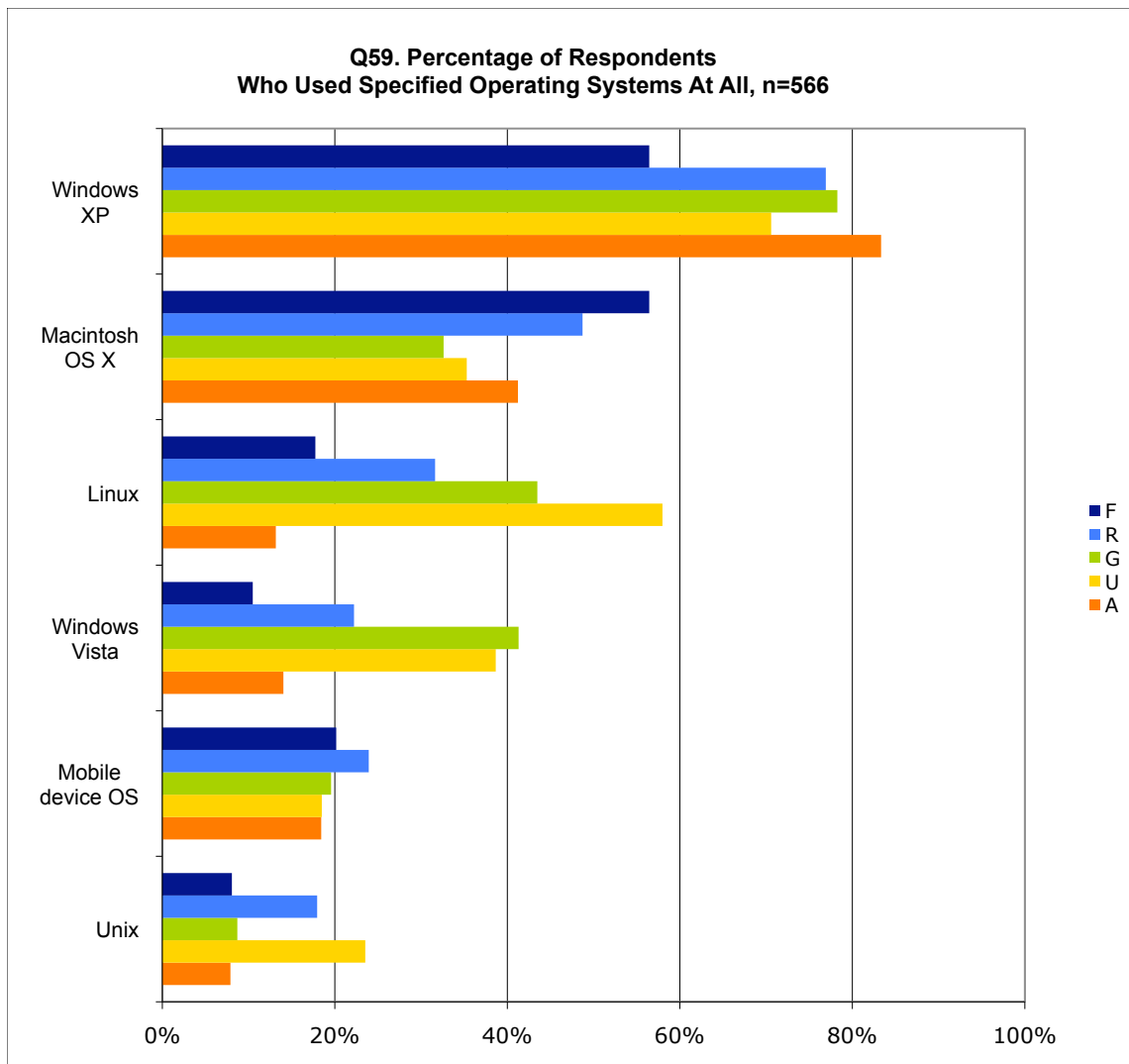


Q58a Desktop							
	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Count
All	25%	14%	7%	15%	23%	16%	530
F	13%	11%	11%	34%	27%	5%	110
R	14%	5%	11%	12%	33%	25%	108
G	30%	30%	6%	13%	18%	2%	93
U	60%	21%	5%	5%	7%	1%	110
A	7%	5%	3%	13%	27%	46%	109

Q58b Laptop							
	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Count
All	9%	17%	11%	13%	26%	23%	528
F	0%	18%	19%	20%	16%	28%	122
R	12%	29%	9%	17%	10%	22%	99
G	4%	13%	6%	14%	36%	27%	96
U	2%	5%	7%	11%	55%	21%	121
A	32%	23%	16%	4%	10%	14%	90

Q58c Athena							
	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Count
All	47%	42%	5%	2%	2%	1%	446
F	72%	23%	1%	0%	2%	1%	86
R	69%	20%	5%	2%	2%	1%	84
G	41%	52%	1%	5%	1%	0%	86
U	3%	79%	13%	4%	1%	0%	118
A	72%	17%	4%	0%	3%	4%	72

Q58d Mobile device (smartphone, PDA)							
	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Count
All	66%	27%	5%	1%	1%	1%	445
F	57%	38%	2%	1%	0%	1%	86
R	59%	31%	9%	1%	0%	0%	81
G	65%	29%	4%	1%	0%	0%	92
U	80%	15%	4%	0%	1%	0%	107
A	66%	24%	5%	0%	3%	3%	79



Q59a Windows Vista							
	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Count
All	65%	8%	4%	4%	9%	11%	396
F	78%	5%	5%	2%	5%	5%	59
R	66%	14%	1%	6%	3%	9%	77
G	55%	11%	2%	5%	11%	16%	85
U	56%	7%	6%	3%	15%	13%	104
A	77%	1%	4%	3%	6%	8%	71

Q59b Windows XP							
	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Count
All	17%	17%	6%	8%	15%	37%	494
F	22%	14%	2%	12%	9%	40%	90
R	13%	19%	12%	7%	12%	38%	103
G	19%	18%	3%	7%	22%	30%	89
U	21%	23%	7%	7%	17%	25%	107
A	10%	11%	6%	7%	16%	50%	105

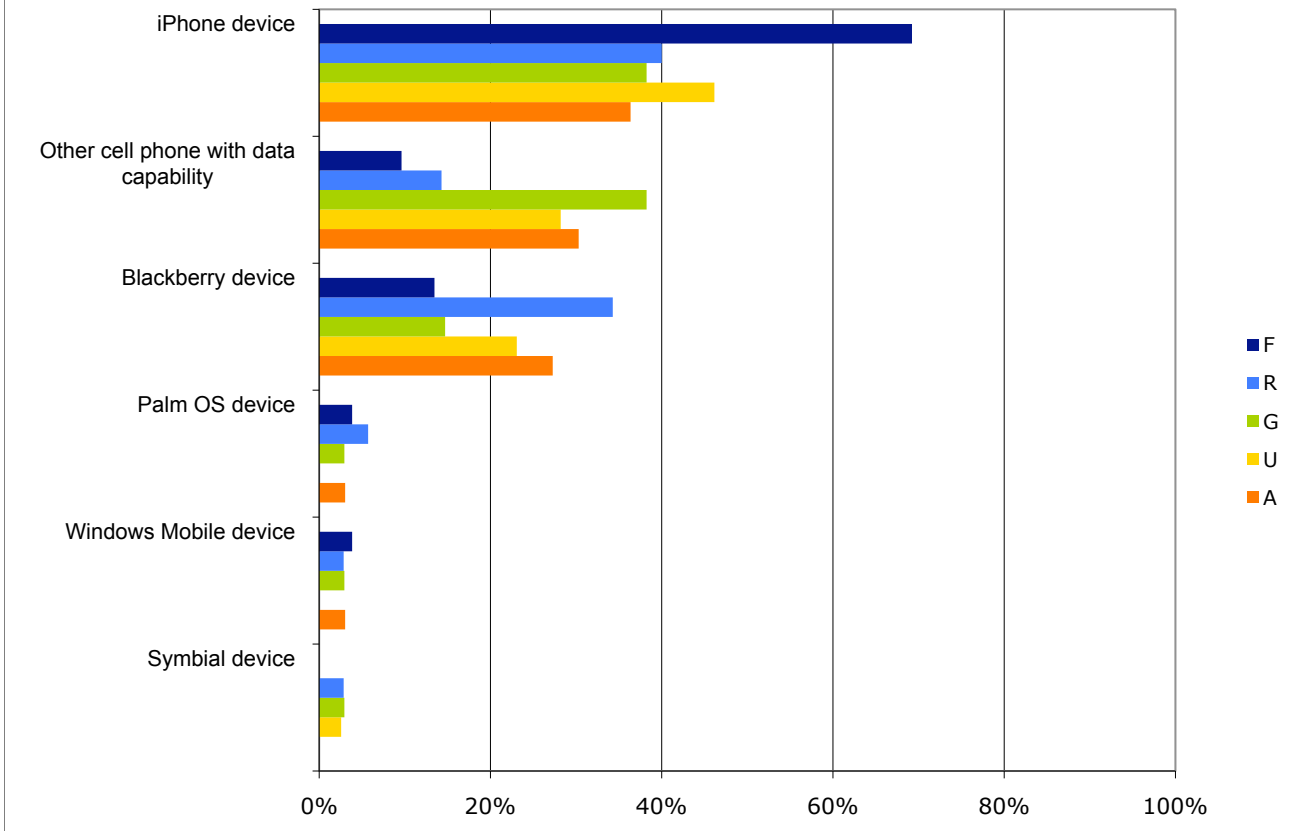
Q59c Macintosh OS X							
	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Count
All	43%	12%	4%	8%	9%	24%	428
F	21%	7%	3%	7%	6%	56%	89
R	33%	14%	5%	14%	12%	22%	85
G	61%	16%	3%	9%	8%	4%	77
U	58%	16%	3%	1%	11%	11%	100
A	39%	8%	6%	10%	10%	26%	77

Q59d Linux							
	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Count
All	53%	24%	7%	6%	3%	7%	388
F	63%	13%	5%	8%	0%	10%	60
R	53%	15%	9%	11%	6%	5%	79
G	48%	29%	8%	8%	1%	6%	77
U	36%	41%	8%	3%	5%	7%	108
A	77%	11%	5%	2%	2%	5%	64

Q59e Unix							
	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Count
All	78%	15%	4%	1%	1%	0%	346
F	81%	17%	2%	0%	0%	0%	52
R	70%	19%	6%	4%	1%	0%	69
G	89%	10%	1%	0%	0%	0%	71
U	70%	20%	6%	1%	2%	0%	94
A	85%	7%	3%	2%	2%	2%	60

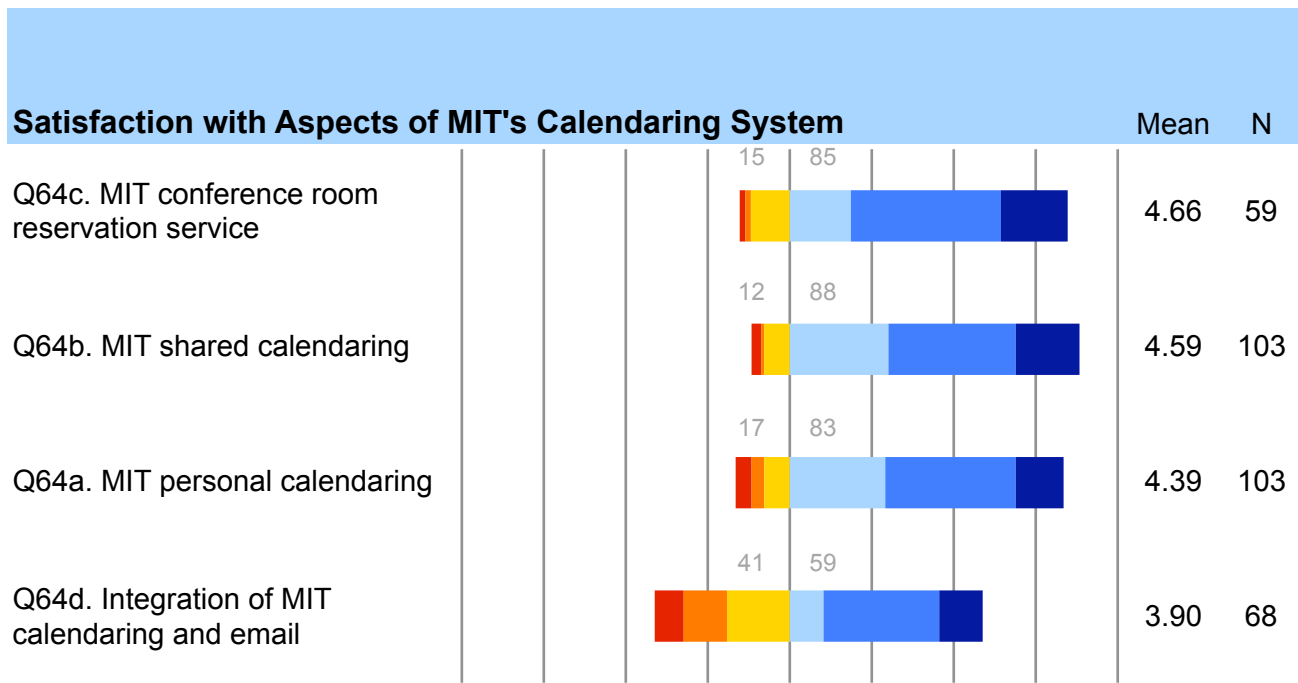
Q59f Mobile device operating system							
	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Count
All	69%	26%	4%	1%	0%	1%	366
F	58%	40%	2%	0%	0%	0%	60
R	63%	31%	5%	1%	0%	0%	75
G	76%	20%	4%	0%	0%	0%	75
U	76%	18%	3%	1%	0%	1%	92
A	67%	23%	5%	0%	2%	3%	64

Q54. For Respondents Who Are Likely to Acquire a New Mobile Device In the Next Year, Percent Who Will be Acquiring Specified Devices, n=193

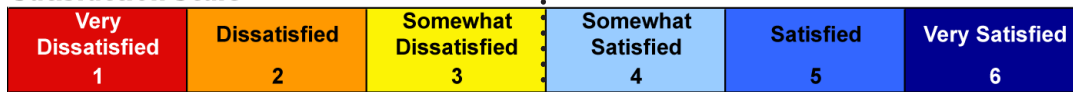


Q60a Self-rated computer proficiency						
	Novice	Basic Skills	Intermed.	Advanced	Expert	Count
All	0%	13%	40%	34%	12%	578
F	0%	18%	41%	30%	11%	124
R	1%	11%	32%	38%	18%	117
G	0%	12%	35%	39%	13%	97
U	1%	11%	43%	31%	13%	122
A	0%	12%	50%	32%	6%	118

Calendaring



Satisfaction Scale



Q64a MIT personal calendaring										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.39	5%	4%	8%	29%	40%	15%	103	1.23	0.24
F	4.04	9%	9%	4%	39%	26%	13%	23		
R	4.62	4%	0%	12%	19%	46%	19%	26		
G	4.60	0%	0%	0%	40%	60%	0%	5		
U	4.67	0%	0%	0%	33%	67%	0%	3		
A	4.39	4%	4%	9%	28%	39%	15%	46		

Q64b MIT shared calendaring										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.59	3%	1%	8%	30%	39%	19%	103	1.10	0.21
F	4.18	6%	0%	6%	59%	18%	12%	17		
R	4.92	0%	0%	12%	12%	48%	28%	25		
G	4.60	0%	0%	20%	20%	40%	20%	5		
U	4.00	0%	25%	0%	25%	50%	0%	4		
A	4.62	4%	0%	6%	31%	40%	19%	52		

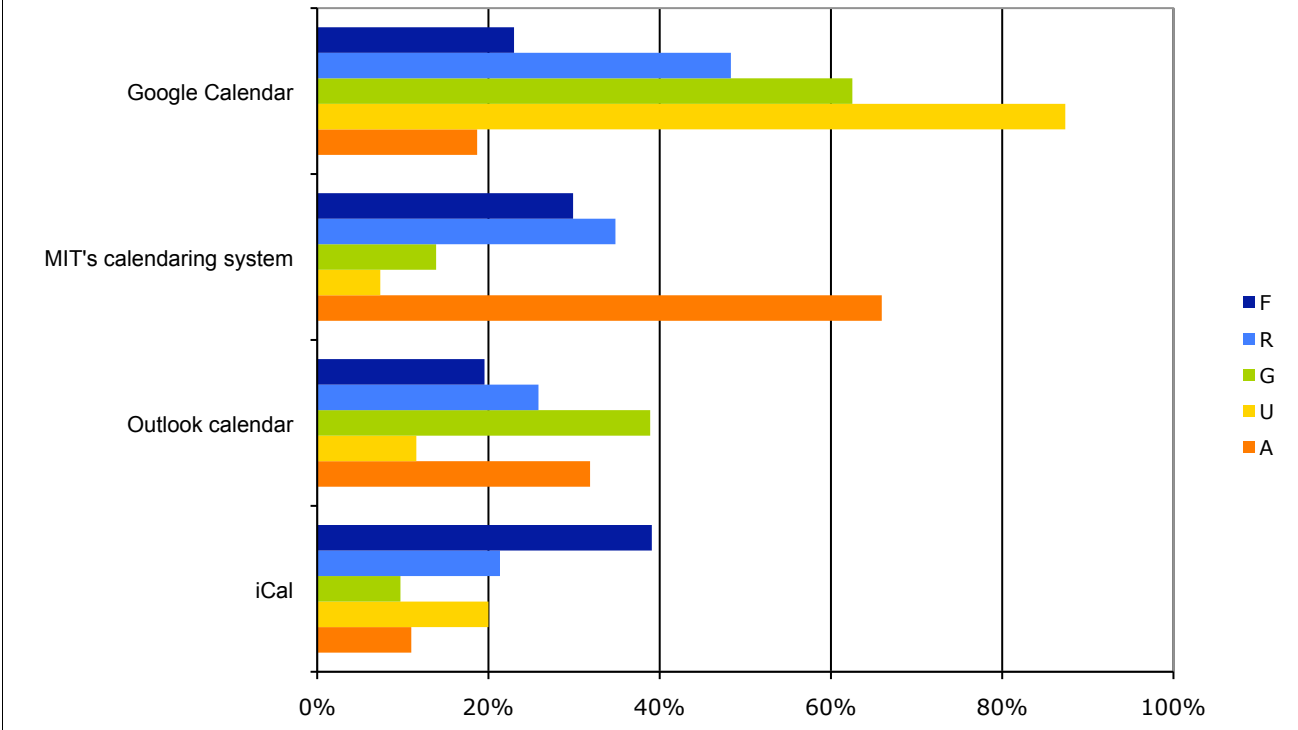
Q64c MIT conference room reservation service										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.66	2%	2%	12%	19%	46%	20%	59	1.09	0.28
F	4.57	0%	0%	14%	29%	43%	14%	7		
R	4.71	0%	0%	21%	14%	36%	29%	14		
G	5.00	0%	0%	0%	0%	100%	0%	3		
U	3.50	0%	50%	0%	0%	50%	0%	2		
A	4.70	3%	0%	9%	21%	45%	21%	33		

Q64d Integration of MIT calendaring and email										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	3.90	9%	13%	19%	10%	35%	13%	68	1.56	0.37
F	3.18	9%	18%	36%	18%	18%	0%	11		
R	4.18	6%	18%	12%	6%	35%	24%	17		
G	4.50	0%	0%	25%	0%	75%	0%	4		
U	4.33	0%	0%	33%	0%	67%	0%	3		
A	3.88	12%	12%	15%	12%	33%	15%	33		

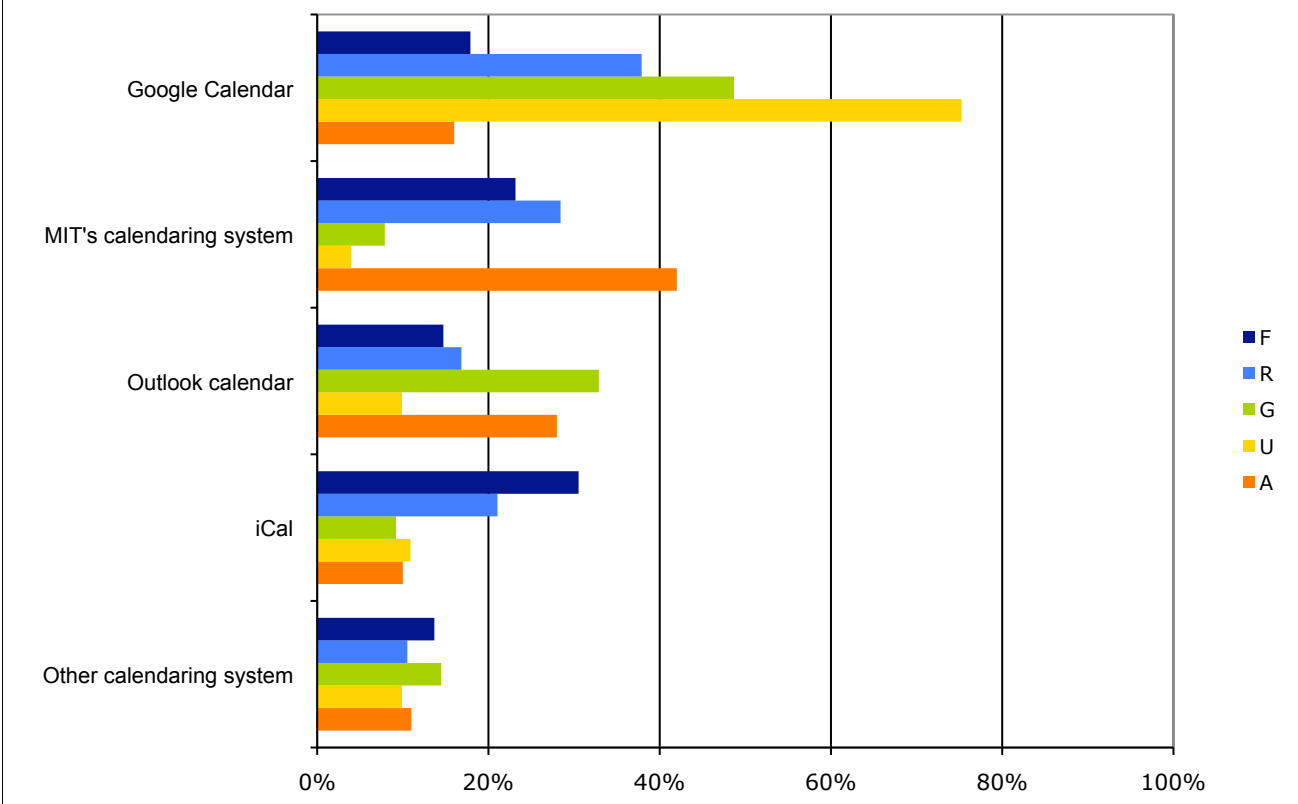
See
Appendix
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Q65. Are there any other services you would like to see in a future MIT calendar service?

Q61. Percent of Respondents Using Specified Calendaring Systems for Their MIT Work, n=434



Q62. Percent of Respondents Who Prefer Specified Calendaring Systems for Their MIT Work, n=467



Q61 Calendaring system used for MIT work					
	Google Calendar	MIT's calendaring system	Outlook calendar	iCal	Count
All	48%	31%	25%	21%	434
F	23%	30%	20%	39%	87
R	48%	35%	26%	21%	89
G	63%	14%	39%	10%	72
U	87%	7%	12%	20%	95
A	19%	66%	32%	11%	91

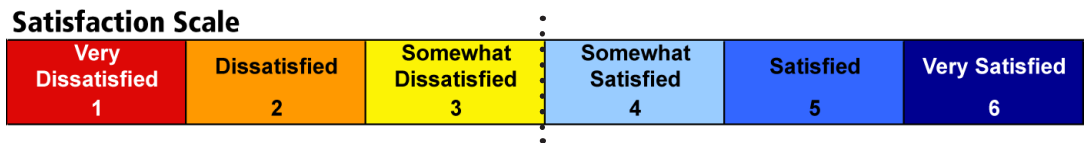
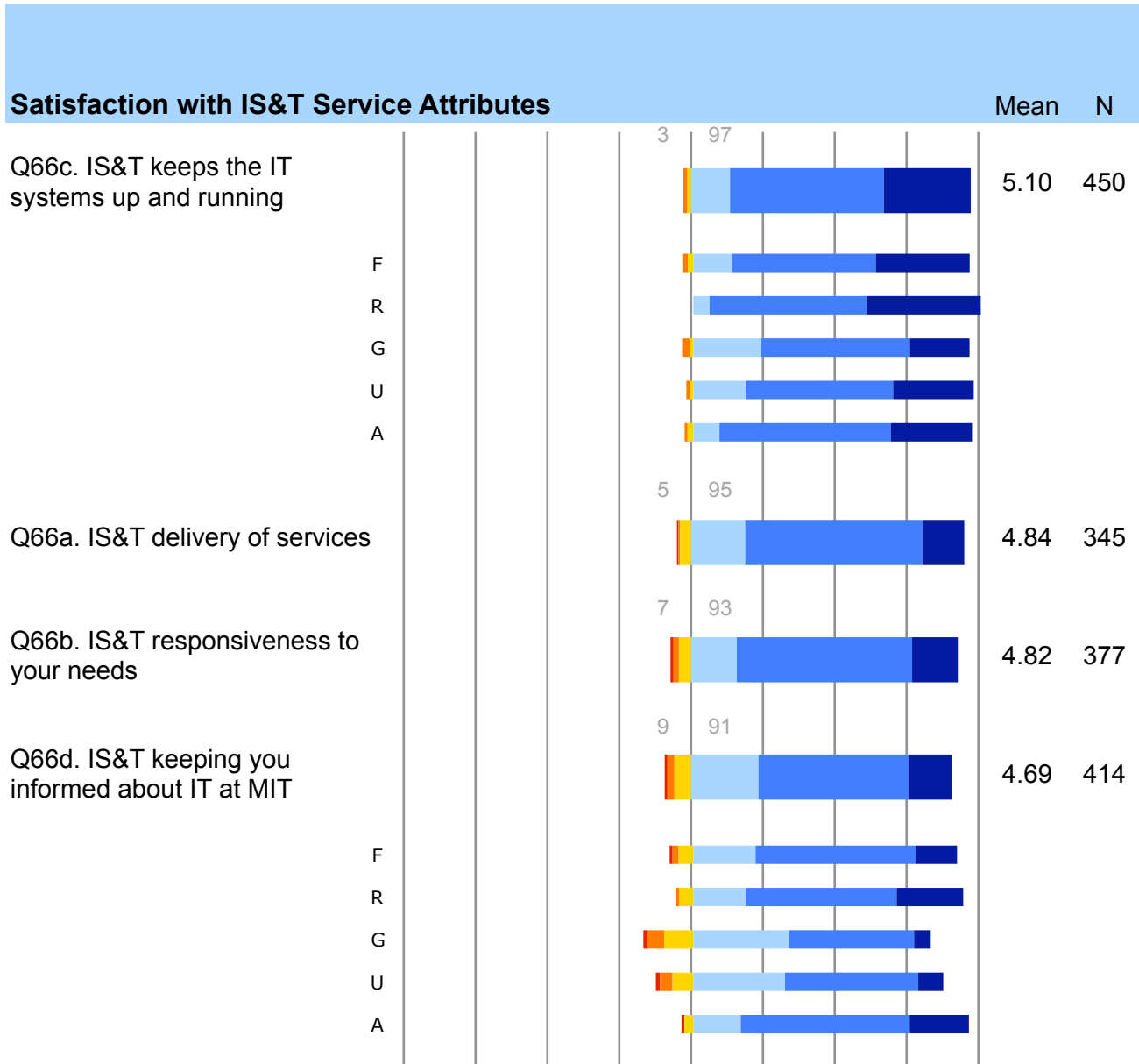
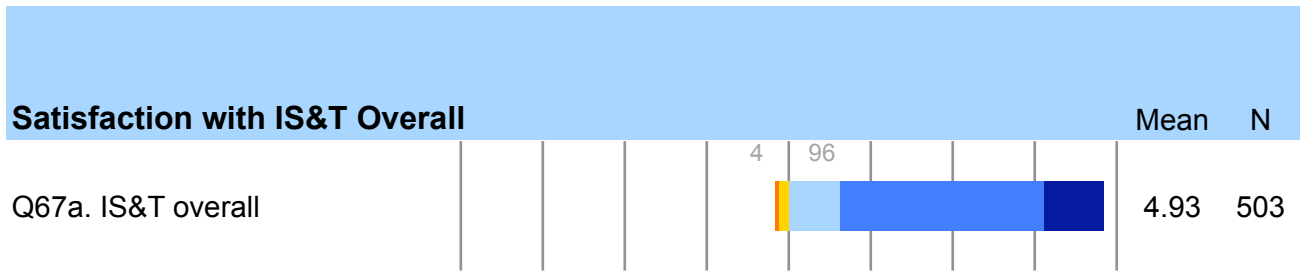
Q62 Calendaring system preferred for MIT work						
	Google Calendar	MIT's calendaring system	Outlook calendar	iCal	Other calendaring system preferred for MIT work	Count
All	39%	22%	20%	16%	12%	467
F	18%	23%	15%	31%	14%	95
R	38%	28%	17%	21%	11%	95
G	49%	8%	33%	9%	14%	76
U	75%	4%	10%	11%	10%	101
A	16%	42%	28%	10%	11%	100

See
Appendix
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Q61a. Other calendaring systems used for MIT business.

Q63. Why do you prefer it?

IS&T Overall



Q67a IS&T overall										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.93	0%	1%	3%	16%	62%	18%	503	0.74	0.06
F	4.88	0%	1%	6%	15%	60%	18%	112		
R	5.07	0%	1%	2%	10%	63%	24%	99		
G	4.84	0%	0%	1%	24%	64%	10%	87		
U	4.85	0%	3%	1%	19%	62%	15%	100		
A	5.03	0%	0%	4%	11%	63%	22%	105		

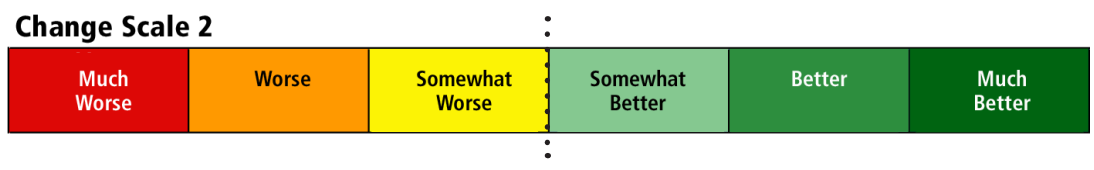
Q66a IS&T delivery of services										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.84	1%	1%	4%	19%	62%	14%	345	0.78	0.08
F	4.73	1%	1%	6%	18%	62%	12%	94		
R	4.97	0%	1%	0%	11%	75%	12%	73		
G	4.85	0%	0%	4%	20%	63%	13%	46		
U	4.80	0%	0%	2%	35%	43%	20%	46		
A	4.86	1%	0%	5%	17%	59%	17%	86		

Q66b IS&T responsiveness to your needs										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.82	1%	2%	4%	16%	61%	16%	377	0.89	0.09
F	4.62	2%	3%	6%	20%	58%	11%	97		
R	5.04	0%	1%	1%	9%	71%	18%	82		
G	4.81	0%	4%	4%	13%	66%	13%	53		
U	4.79	2%	0%	2%	25%	56%	15%	52		
A	4.85	1%	1%	6%	15%	56%	20%	93		

Q66c IS&T keeps the IT systems up and running										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.10	0%	1%	1%	14%	54%	30%	450	0.78	0.07
F	5.10	0%	2%	2%	13%	50%	33%	104		
R	5.34	0%	0%	0%	6%	55%	40%	88		
G	4.87	0%	3%	1%	23%	52%	21%	77		
U	5.04	0%	1%	1%	18%	51%	28%	82		
A	5.12	0%	1%	2%	9%	60%	28%	99		

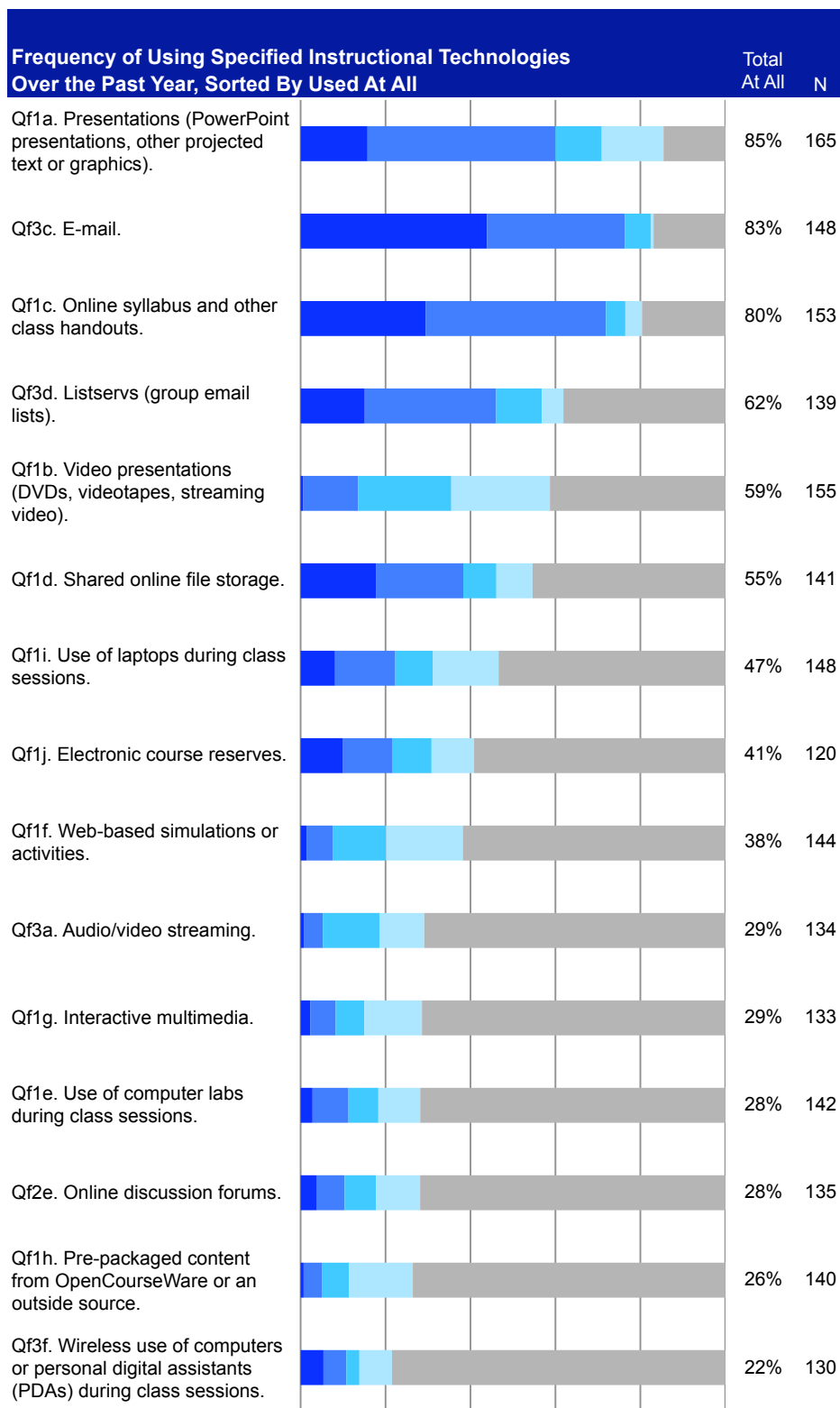
Q66d IS&T keeping you informed about IT at MIT										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.69	1%	2%	6%	23%	52%	15%	414	0.95	0.09
F	4.72	1%	2%	5%	22%	56%	14%	97		
R	4.91	0%	1%	5%	18%	52%	23%	82		
G	4.29	1%	6%	10%	33%	43%	6%	69		
U	4.43	1%	4%	7%	32%	46%	9%	69		
A	4.94	1%	0%	3%	16%	59%	21%	97		

Change In IS&T Services Overall Over the Past Year Mean N



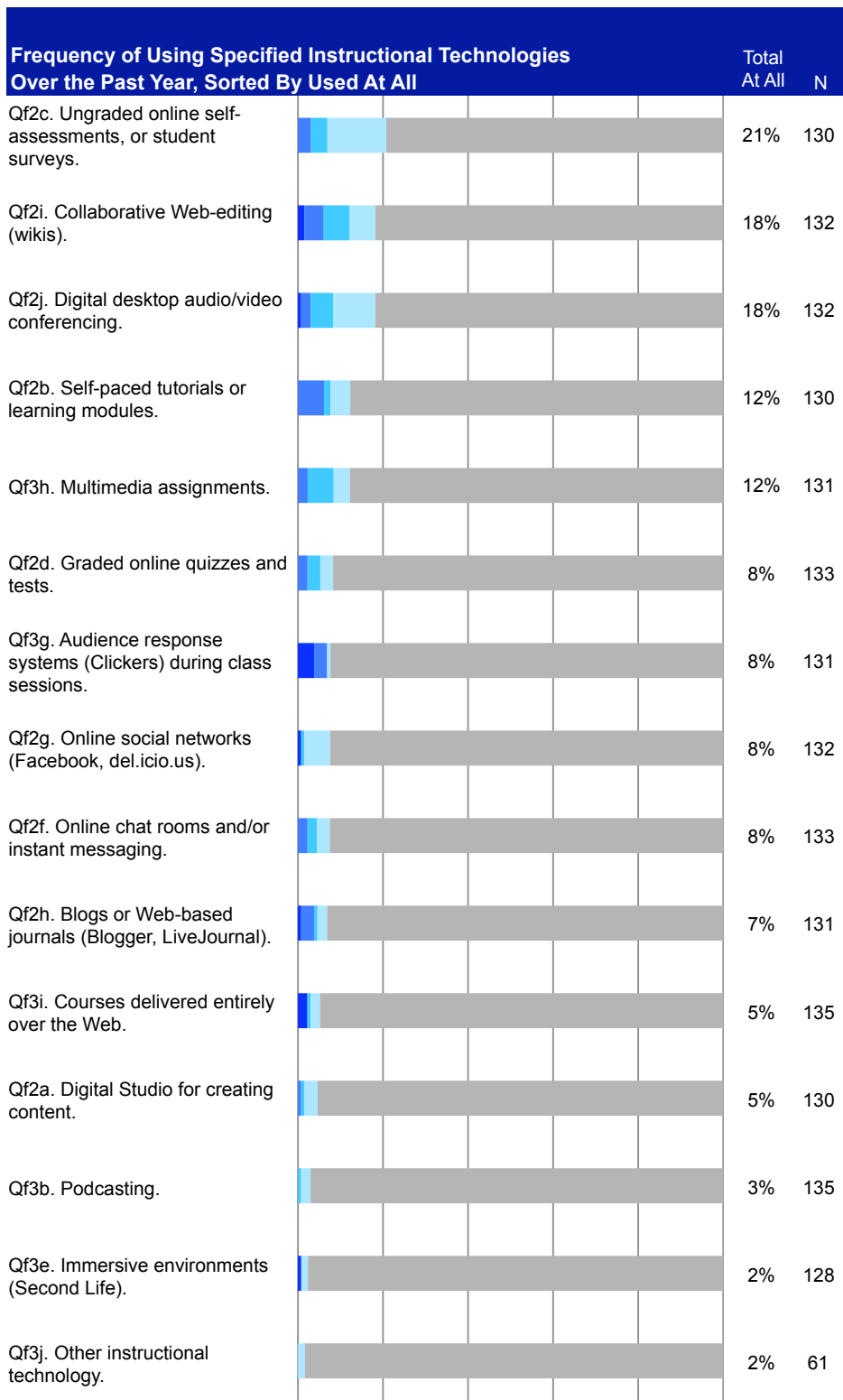
Q68a IS&T services change over the past year.							
	Much Worse	Worse	Somewhat Worse	Somewhat Better	Better	Much Better	Count
All	1%	0%	9%	49%	35%	6%	203
F	0%	0%	13%	51%	36%	0%	39
R	0%	0%	8%	56%	32%	4%	50
G	3%	0%	7%	57%	27%	7%	30
U	0%	3%	3%	48%	41%	3%	29
A	2%	0%	11%	36%	38%	13%	55

<p>See Appendix A</p>	Q69. What could IS&T do to make it easier for you to do your work?
	Q70. What new service improvements should be offered at MIT in the year ahead?
	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 contact information.



Frequency Scale





Qf1a Presentations (PPT presentations, etc.) used during the past year.									
	Mean	Daily	Weekly	Monthly	Less Than Monthly	Never	Count	Std. Dev.	95% CI+-
All	2.68	16%	44%	11%	15%	15%	165	1.31	0.20
F	2.45	20%	48%	10%	11%	11%	122		
R	3.33	2%	35%	14%	26%	23%	43		

Qf1b Video presentations (DVDs, etc.) used during the past year.									
	Mean	Daily	Weekly	Monthly	Less Than Monthly	Never	Count	Std. Dev.	95% CI+-
All	3.92	1%	13%	22%	23%	41%	155	1.10	0.17
F	3.70	1%	17%	26%	24%	32%	114		
R	4.51	0%	2%	10%	22%	66%	41		

Qf1c Online syllabus & other class handouts used during the past year.									
	Mean	Daily	Weekly	Monthly	Less Than Monthly	Never	Count	Std. Dev.	95% CI+-
All	2.42	29%	42%	5%	4%	20%	153	1.45	0.23
F	1.83	37%	52%	5%	3%	3%	118		
R	4.40	3%	11%	3%	9%	74%	35		

Qf1d Shared online file storage used during the past year.									
	Mean	Daily	Weekly	Monthly	Less Than Monthly	Never	Count	Std. Dev.	95% CI+-
All	3.43	18%	21%	8%	9%	45%	141	1.63	0.27
F	3.49	16%	20%	8%	10%	46%	104		
R	3.27	22%	22%	8%	5%	43%	37		

Qf1e Use of computer labs during class during the past year.									
	Mean	Daily	Weekly	Monthly	Less Than Monthly	Never	Count	Std. Dev.	95% CI+-
All	4.39	3%	8%	7%	10%	72%	142	1.11	0.18
F	4.33	3%	9%	9%	8%	70%	106		
R	4.58	3%	6%	0%	14%	78%	36		

Qf1f Web-based simulations or activities used during the past year.									
	Mean	Daily	Weekly	Monthly	Less Than Monthly	Never	Count	Std. Dev.	95% CI+-
All	4.33	1%	6%	13%	18%	62%	144	1.01	0.16
F	4.25	1%	8%	14%	18%	58%	106		
R	4.55	3%	0%	8%	18%	71%	38		

Qf1g Interactive multimedia used during the past year.									
	Mean	Daily	Weekly	Monthly	Less Than Monthly	Never	Count	Std. Dev.	95% CI+-
All	4.46	2%	6%	7%	14%	71%	133	1.01	0.17
F	4.48	1%	7%	7%	12%	72%	98		
R	4.40	6%	3%	6%	17%	69%	35		

Qf1h Content from OpenCourseWare etc. used during the past year.									
	Mean	Daily	Weekly	Monthly	Less Than Monthly	Never	Count	Std. Dev.	95% CI+-
All	4.56	1%	4%	6%	15%	74%	140	0.85	0.14
F	4.47	1%	6%	8%	16%	69%	104		
R	4.83	0%	0%	3%	11%	86%	36		

Qf1i Use of laptops during class sessions used during the past year.									
	Mean	Daily	Weekly	Monthly	Less Than Monthly	Never	Count	Std. Dev.	95% CI+-
All	3.92	8%	14%	9%	16%	53%	148	1.39	0.22
F	3.77	11%	15%	9%	17%	48%	112		
R	4.39	0%	11%	8%	11%	69%	36		

Qf1j Electronic course reserves used during the past year.									
	Mean	Daily	Weekly	Monthly	Less Than Monthly	Never	Count	Std. Dev.	95% CI+-
All	3.97	10%	12%	9%	10%	59%	120	1.44	0.26
F	3.64	14%	16%	11%	11%	48%	88		
R	4.88	0%	0%	3%	6%	91%	32		

Qf2a Digital Studio for creating content used during the past year.									
	Mean	Daily	Weekly	Monthly	Less Than Monthly	Never	Count	Std. Dev.	95% CI+-
All	4.93	0%	1%	1%	3%	95%	130	0.36	0.06
F	4.97	0%	0%	0%	3%	97%	99		
R	4.81	0%	3%	3%	3%	90%	31		

Qf2b Self-paced tutorials or learning modules used during the past year.									
	Mean	Daily	Weekly	Monthly	Less Than Monthly	Never	Count	Std. Dev.	95% CI+-
All	4.74	0%	6%	2%	5%	88%	130	0.77	0.13
F	4.74	0%	7%	1%	3%	89%	100		
R	4.73	0%	3%	3%	10%	83%	30		

Qf2c Ungraded online self-assessments etc. used during the past year.									
	Mean	Daily	Weekly	Monthly	Less Than Monthly	Never	Count	Std. Dev.	95% CI+-
All	4.69	0%	3%	4%	14%	79%	130	0.69	0.12
F	4.67	0%	4%	3%	15%	78%	100		
R	4.77	0%	0%	7%	10%	83%	30		

Qf2d Graded online quizzes and tests used during the past year.									
	Mean	Daily	Weekly	Monthly	Less Than Monthly	Never	Count	Std. Dev.	95% CI+-
All	4.84	0%	2%	3%	3%	92%	133	0.58	0.10
F	4.83	0%	3%	3%	2%	92%	101		
R	4.88	0%	0%	3%	6%	91%	32		

Qf2e Online discussion forums used during the past year.									
	Mean	Daily	Weekly	Monthly	Less Than Monthly	Never	Count	Std. Dev.	95% CI+-
All	4.40	4%	7%	7%	10%	72%	135	1.11	0.19
F	4.25	5%	9%	9%	12%	66%	103		
R	4.88	0%	0%	3%	6%	91%	32		

Qf2f Online chat rooms and/or IM used during the past year.									
	Mean	Daily	Weekly	Monthly	Less Than Monthly	Never	Count	Std. Dev.	95% CI+-
All	4.86	0%	2%	2%	3%	92%	133	0.55	0.09
F	4.86	0%	3%	1%	3%	93%	101		
R	4.84	0%	0%	6%	3%	91%	32		

Qf2g Online social networks (Facebook, etc.) used during the past year.									
	Mean	Daily	Weekly	Monthly	Less Than Monthly	Never	Count	Std. Dev.	95% CI+-
All	4.89	1%	0%	1%	6%	92%	132	0.45	0.08
F	4.92	1%	0%	0%	4%	95%	100		
R	4.81	0%	0%	3%	13%	84%	32		

Qf2h Blogs (Blogger, etc.) used during the past year.									
	Mean	Daily	Weekly	Monthly	Less Than Monthly	Never	Count	Std. Dev.	95% CI+-
All	4.84	1%	3%	1%	2%	93%	131	0.65	0.11
F	4.85	1%	3%	0%	2%	94%	100		
R	4.81	0%	3%	3%	3%	90%	31		

Qf2i Collaborative Web-editing (wikis) used during the past year.									
	Mean	Daily	Weekly	Monthly	Less Than Monthly	Never	Count	Std. Dev.	95% CI+-
All	4.62	2%	5%	6%	6%	82%	132	0.90	0.15
F	4.62	1%	5%	7%	5%	82%	100		
R	4.63	3%	3%	3%	9%	81%	32		

Qf2j Digital desktop audio/video conferencing used during the past year.									
	Mean	Daily	Weekly	Monthly	Less Than Monthly	Never	Count	Std. Dev.	95% CI+-
All	4.70	1%	2%	5%	10%	82%	132	0.74	0.13
F	4.66	1%	3%	6%	9%	81%	101		
R	4.81	0%	0%	3%	13%	84%	31		

Qf3a Audio/video streaming used during the past year.									
	Mean	Daily	Weekly	Monthly	Less Than Monthly	Never	Count	Std. Dev.	95% CI+-
All	4.46	1%	4%	13%	10%	71%	134	0.94	0.16
F	4.40	1%	6%	14%	10%	69%	105		
R	4.69	0%	0%	10%	10%	79%	29		

Qf3b Podcasting used during the past year.									
	Mean	Daily	Weekly	Monthly	Less Than Monthly	Never	Count	Std. Dev.	95% CI+-
All	4.96	0%	0%	1%	2%	97%	135	0.23	0.04
F	4.98	0%	0%	0%	2%	98%	104		
R	4.90	0%	0%	3%	3%	94%	31		

Qf3c E-mail used during the past year.									
	Mean	Daily	Weekly	Monthly	Less Than Monthly	Never	Count	Std. Dev.	95% CI+-
All	2.14	44%	32%	6%	1%	17%	148	1.43	0.23
F	1.83	50%	36%	6%	0%	9%	115		
R	3.24	24%	21%	6%	3%	45%	33		

Qf3d Listservs (group email lists) used during the past year.									
	Mean	Daily	Weekly	Monthly	Less Than Monthly	Never	Count	Std. Dev.	95% CI+-
All	3.20	15%	31%	11%	5%	38%	139	1.57	0.26
F	2.94	17%	37%	13%	5%	29%	109		
R	4.17	10%	10%	3%	7%	70%	30		

Qf3e Immersive environments (Second Life) used during the past year.									
	Mean	Daily	Weekly	Monthly	Less Than Monthly	Never	Count	Std. Dev.	95% CI+-
All	4.95	1%	0%	0%	2%	98%	128	0.37	0.06
F	4.95	1%	0%	0%	1%	98%	100		
R	4.96	0%	0%	0%	4%	96%	28		

Qf3f Wireless computers or PDAs during class used during the past year.									
	Mean	Daily	Weekly	Monthly	Less Than Monthly	Never	Count	Std. Dev.	95% CI+-
All	4.48	5%	5%	3%	8%	78%	130	1.14	0.20
F	4.46	5%	6%	4%	8%	77%	100		
R	4.57	7%	3%	0%	7%	83%	30		

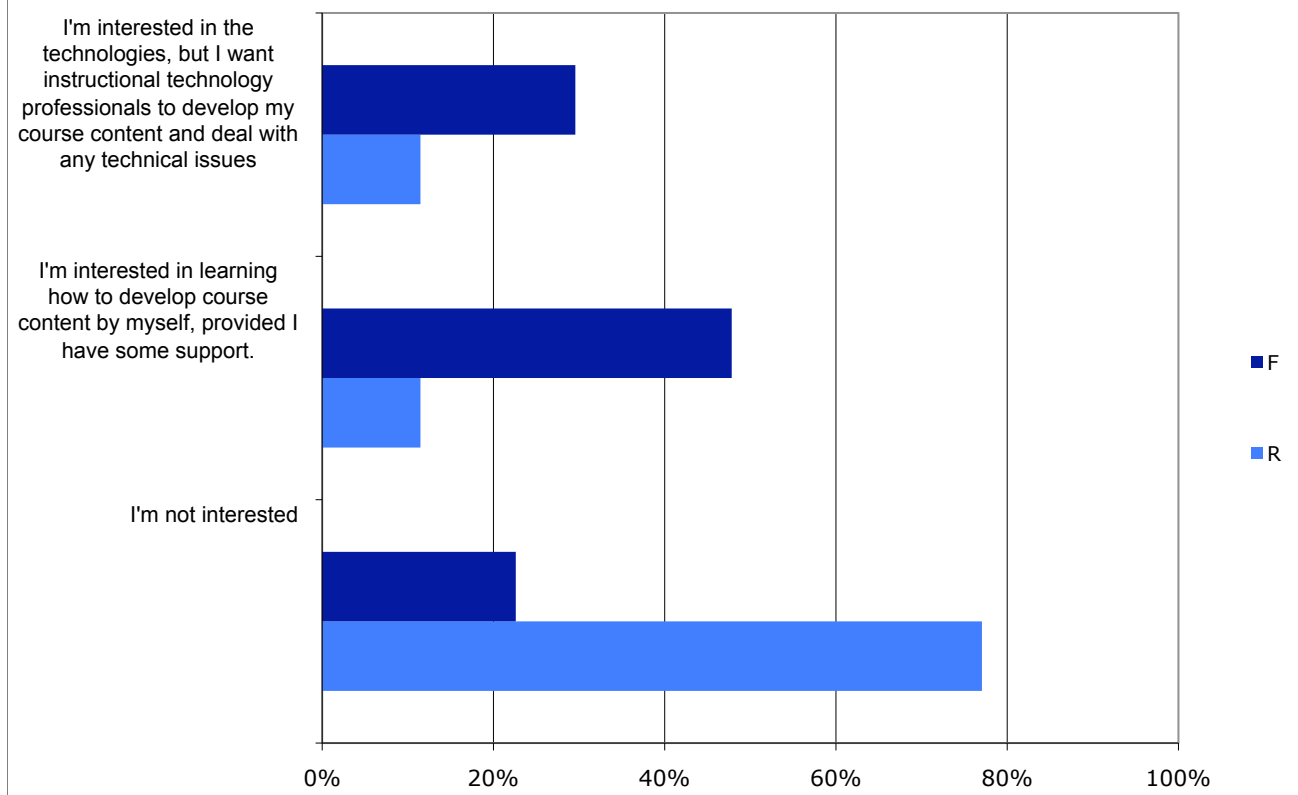
Qf3g Clickers during class sessions used during the past year.									
	Mean	Daily	Weekly	Monthly	Less Than Monthly	Never	Count	Std. Dev.	95% CI+-
All	4.75	4%	3%	0%	1%	92%	131	0.91	0.16
F	4.68	5%	4%	0%	0%	91%	101		
R	4.97	0%	0%	0%	3%	97%	30		

Qf3h Multimedia assignments used during the past year.										
	Mean	Daily	Weekly	Monthly	Less Than Monthly	Never	Count	Std. Dev.	95% CI+-	
All	4.77	0%	2%	6%	4%	88%	131	0.66	0.11	
F	4.75	0%	3%	7%	3%	87%	103			
R	4.86	0%	0%	4%	7%	89%	28			

Qf3i Courses delivered entirely over the Web used during the past year.										
	Mean	Daily	Weekly	Monthly	Less Than Monthly	Never	Count	Std. Dev.	95% CI+-	
All	4.87	2%	0%	1%	2%	95%	135	0.63	0.11	
F	4.89	2%	0%	1%	1%	96%	104			
R	4.81	3%	0%	0%	6%	90%	31			

Qf3j Other instructional technology used during the past year.										
	Mean	Daily	Weekly	Monthly	Less Than Monthly	Never	Count	Std. Dev.	95% CI+-	
All	4.98	0%	0%	0%	2%	98%	61	0.13	0.03	
F	5.00	0%	0%	0%	0%	100%	38			
R	4.96	0%	0%	0%	4%	96%	23			

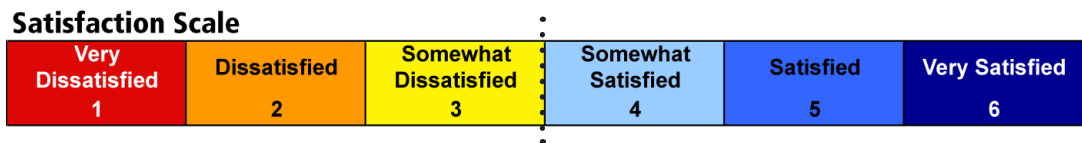
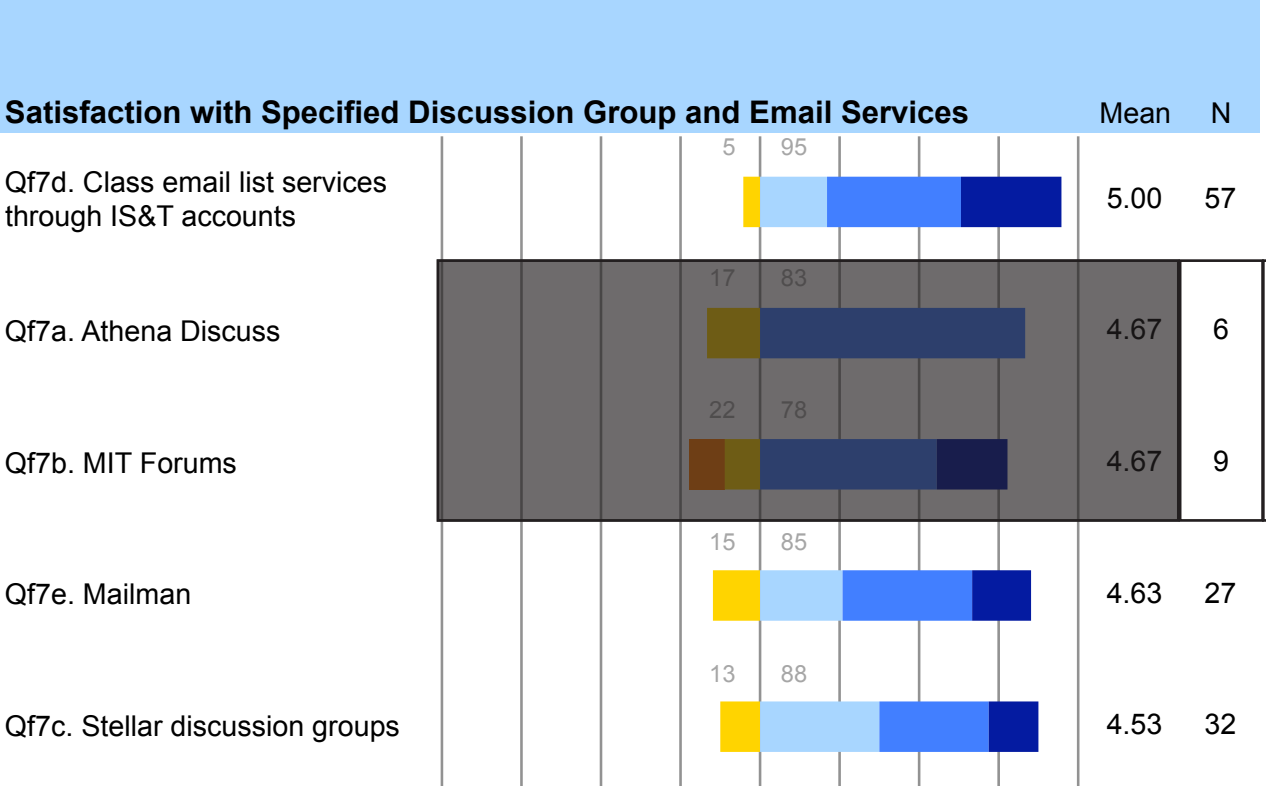
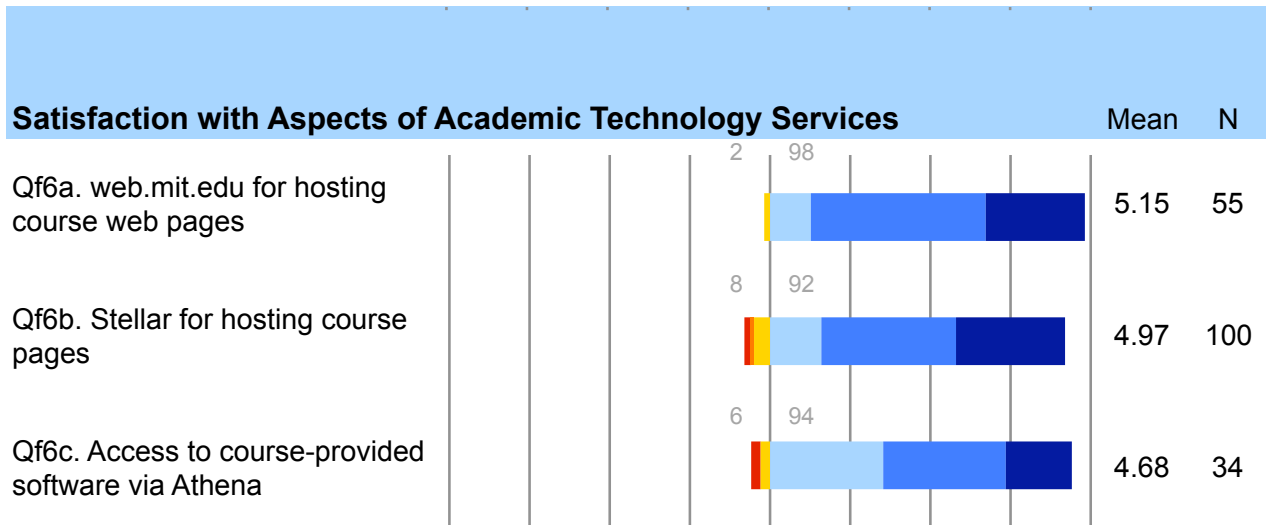
Qf5. Percent of Faculty and Researchers Interested in Learning More About Instructional Technologies, n=176



Qf5 Interest in learning more about instructional technologies			
	All	F	R
I'm interested in the technologies, but I want instructional technology professionals to develop my course content and deal with any technical issues	23%	30%	11%
I'm interested in learning how to develop course content by myself, provided I have some support.	35%	48%	11%
I'm not interested	41%	23%	77%
Count	176	115	61

See
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Qf4. Other instructional technologies used in the past year.



Qf6a web.mit.edu for hosting course web pages										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.15	0%	0%	2%	13%	55%	31%	55	0.70	0.19
F	5.16	0%	0%	2%	11%	55%	32%	44		
R	5.09	0%	0%	0%	18%	55%	27%	11		

Qf6b Stellar for hosting course pages										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.97	2%	1%	5%	16%	42%	34%	100	1.06	0.21
F	5.01	1%	1%	4%	17%	41%	35%	92		
R	4.50	13%	0%	13%	0%	50%	25%	8		

Qf6c Access to course-provided software via Athena										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.68	3%	0%	3%	35%	38%	21%	34	1.04	0.35
F	4.58	4%	0%	4%	38%	35%	19%	26		
R	5.00	0%	0%	0%	25%	50%	25%	8		

Qf7a Athena Discuss										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.67	0%	0%	17%	0%	83%	0%	6	0.82	0.65
F	5.00	0%	0%	0%	0%	100%	0%	1		
R	4.60	0%	0%	20%	0%	80%	0%	5		

Qf7b MIT Forums										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.67	0%	11%	11%	0%	56%	22%	9	1.32	0.86
F	3.33	0%	33%	33%	0%	33%	0%	3		
R	5.33	0%	0%	0%	0%	67%	33%	6		

Qf7c Stellar discussion groups										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.53	0%	0%	13%	38%	34%	16%	32	0.92	0.32
F	4.50	0%	0%	14%	39%	29%	18%	28		
R	4.75	0%	0%	0%	25%	75%	0%	4		

Qf7d Class email list services through IS&T accounts										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.00	0%	0%	5%	21%	42%	32%	57	0.87	0.22
F	4.98	0%	0%	4%	23%	43%	30%	47		
R	5.10	0%	0%	10%	10%	40%	40%	10		

Qf7e Mailman										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.63	0%	0%	15%	26%	41%	19%	27	0.97	0.36
F	4.60	0%	0%	13%	33%	33%	20%	15		
R	4.67	0%	0%	17%	17%	50%	17%	12		

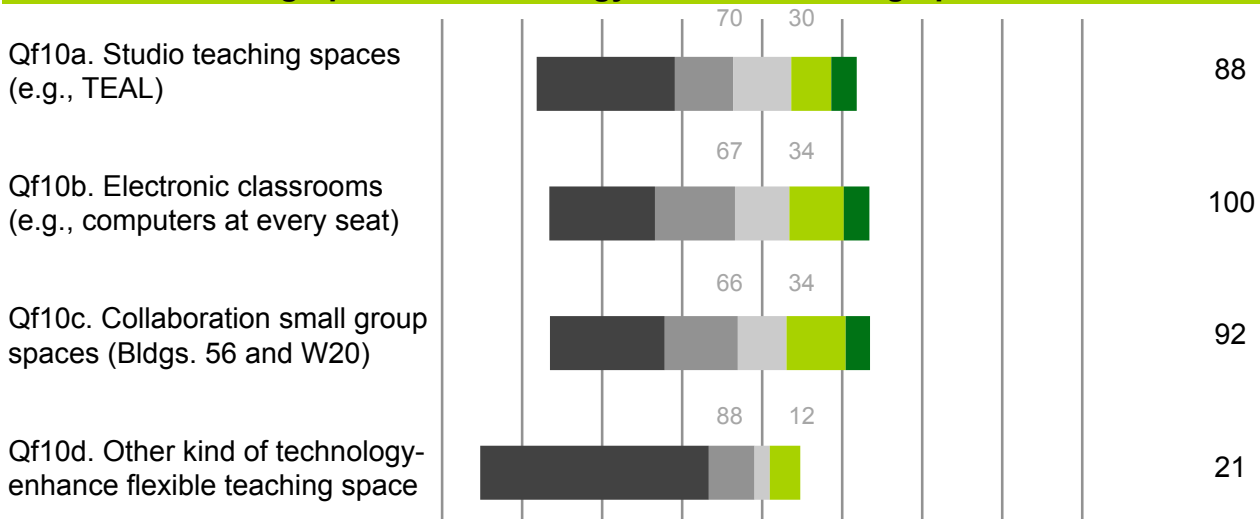
Satisfaction with Laptop Loaner and Configuration Service



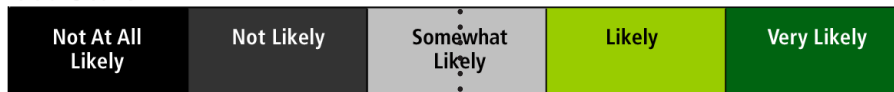
Satisfaction Scale



Likelihood of Using Specified Technology-Enabled Teaching Spaces



Likelihood Scale



Qf8a Laptop loaner and configuration										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.63	0%	0%	11%	32%	42%	16%	19	0.90	0.40
F	4.55	0%	0%	18%	27%	36%	18%	11		
R	4.75	0%	0%	0%	38%	50%	13%	8		

Qf10a Studio teaching spaces (e.g., TEAL)									
	Mean	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	Count	Std. Dev.	95% CI+-
All	2.24	43%	18%	18%	13%	8%	88	1.34	0.28
F	2.27	42%	19%	18%	14%	8%	74		
R	2.07	50%	14%	21%	7%	7%	14		

Qf10b Electronic classrooms (e.g., computers at every seat)									
	Mean	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	Count	Std. Dev.	95% CI+-
All	2.42	33%	25%	17%	17%	8%	100	1.32	0.26
F	2.37	31%	28%	19%	16%	6%	86		
R	2.71	43%	7%	7%	21%	21%	14		

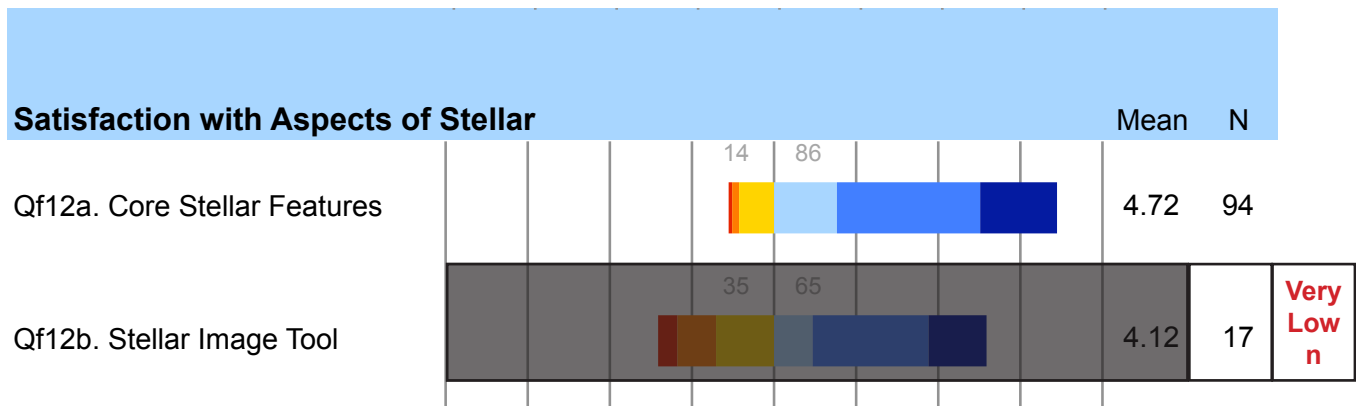
Qf10c Collaboration small group spaces (Bldgs. 56 and W20)									
	Mean	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	Count	Std. Dev.	95% CI+-
All	2.39	36%	23%	15%	18%	8%	92	1.34	0.27
F	2.41	33%	26%	15%	18%	8%	78		
R	2.29	50%	7%	14%	21%	7%	14		

Qf10d Other kind of technology-enhance flexible teaching space									
	Mean	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	Count	Std. Dev.	95% CI+-
All	1.52	71%	14%	5%	10%	0%	21	0.98	0.42
F	1.40	73%	20%	0%	7%	0%	15		
R	1.83	67%	0%	17%	17%	0%	6		

See
Appendix
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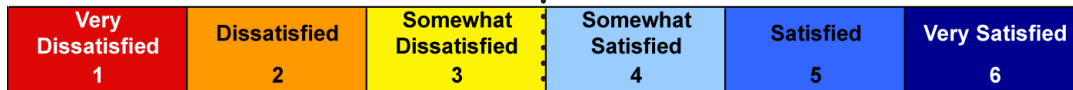
Qf9. Are there specific improvements desired in Athena-related learning spaces?

Qf11. Other kind of technology-enhanced flexible teaching space.



Very Low n

Satisfaction Scale



Qf12a Core Stellar Features										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.72	1%	2%	11%	19%	44%	23%	94	1.07	0.22
F	4.81	0%	2%	9%	19%	44%	25%	88		
R	3.50	17%	0%	33%	17%	33%	0%	6		

Qf12b Stellar Image Tool										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.12	6%	12%	18%	12%	35%	18%	17	1.54	0.73
F	4.31	0%	15%	15%	15%	31%	23%	13		
R	3.50	25%	0%	25%	0%	50%	0%	4		

See
Appendix
A

Qf13. Other features desired for Stellar.

Satisfaction with Current Video Capture and Streaming Services

	Mean	N	
Qf14a. Video capture and streaming of class lectures	3.95	20	Very Low n

Satisfaction Scale



Usefulness of Communicating with Students via Mobile Messaging

	Mean	N
Qf16a. Communicating via mobile messaging to alert students on classroom changes.		96
Qf16b. Communicating via mobile messaging to send students reminders about assignments due.		95

Usefulness Scale



Qf14a Video capture and streaming of class lectures										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	3.95	0%	20%	10%	25%	45%	0%	20	1.19	0.52
F	3.85	0%	15%	15%	38%	31%	0%	13		
R	4.14	0%	29%	0%	0%	71%	0%	7		

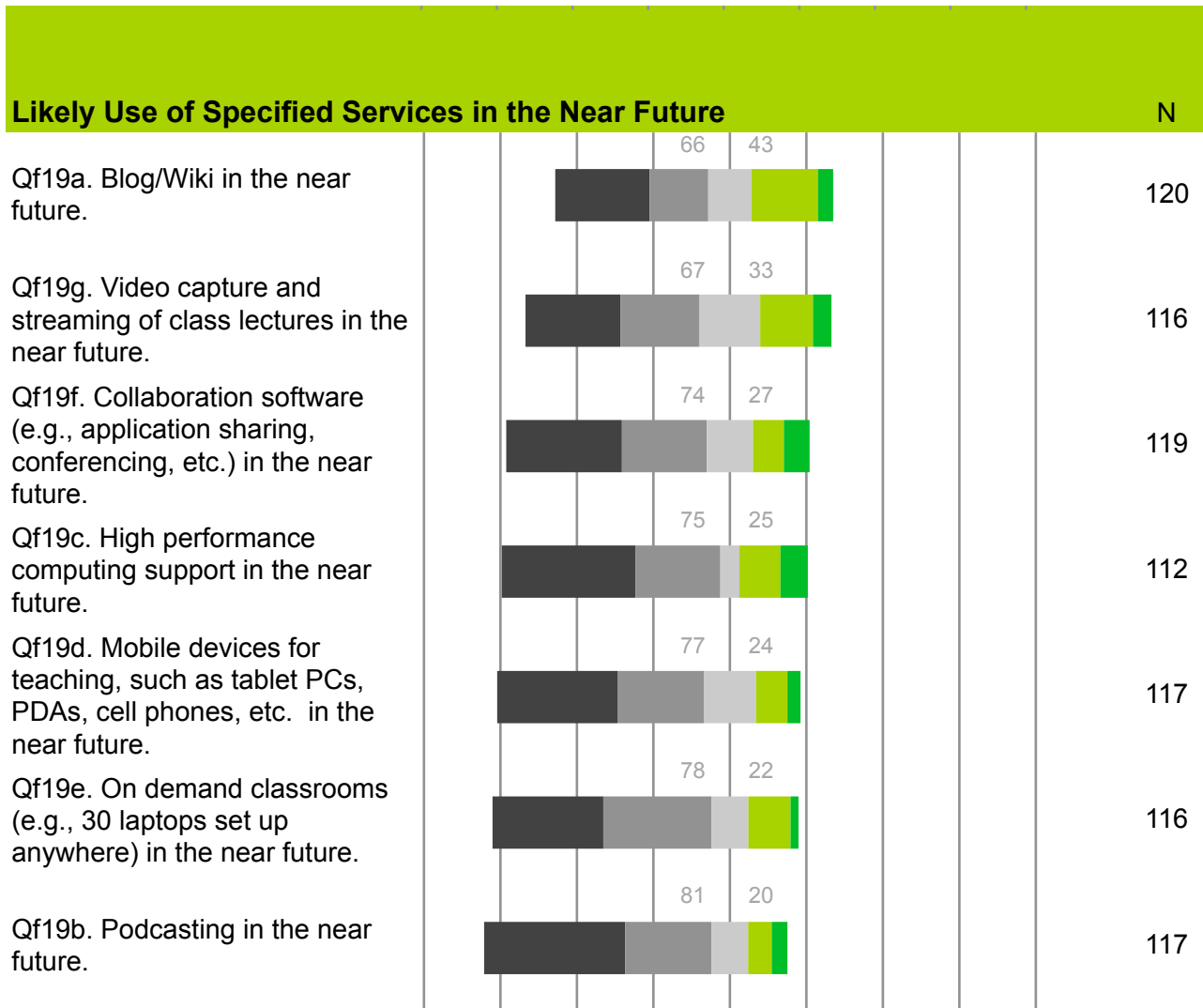
Qf16a Comm. via mobile msg to alert students on classroom changes.									
	Mean	Not at All Useful	Not Very Useful	Some-what Useful	Useful	Very Useful	Count	Std. Dev.	95% CI+-
All	2.65	24%	27%	16%	27%	6%	96	1.28	0.26
F	2.57	26%	28%	16%	24%	7%	89		
R	3.57	0%	14%	14%	71%	0%	7		

Qf16b Comm. via mobile msg to send students remind. re: assignmnts due.									
	Mean	Not at All Useful	Not Very Useful	Some-what Useful	Useful	Very Useful	Count	Std. Dev.	95% CI+-
All	2.49	25%	32%	19%	17%	7%	95	1.25	0.25
F	2.42	27%	33%	19%	15%	7%	89		
R	3.67	0%	17%	17%	50%	17%	6		

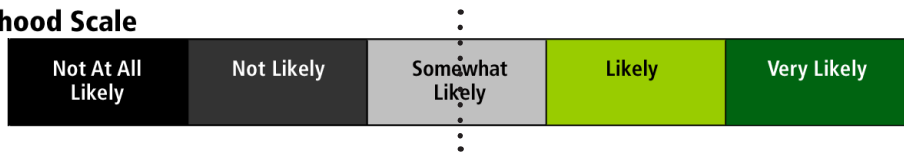
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Qf15. Suggested improvements or new services to enhance MIT video capture and streaming of class lectures.

Qf17. Specific software needed for teaching but not provided by MIT



Likelihood Scale



Qf19a Blog/Wiki in the near future.									
	Mean	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	Count	Std. Dev.	95% CI+-
All	2.78	31%	19%	14%	22%	5%	120	1.63	0.29
F	2.63	34%	19%	16%	16%	6%	93		
R	3.30	19%	19%	7%	41%	0%	27		

Qf19b Podcasting in the near future.									
	Mean	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	Count	Std. Dev.	95% CI+-
All	2.00	46%	28%	12%	8%	5%	117	1.22	0.22
F	1.85	51%	29%	10%	6%	3%	89		
R	2.46	32%	25%	18%	14%	11%	28		

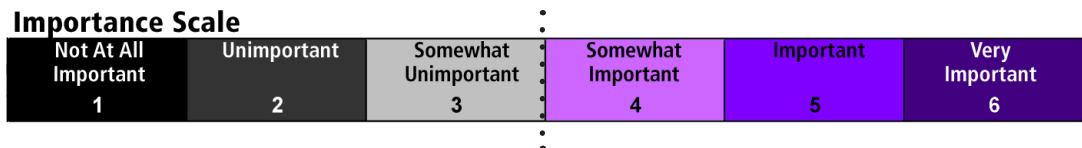
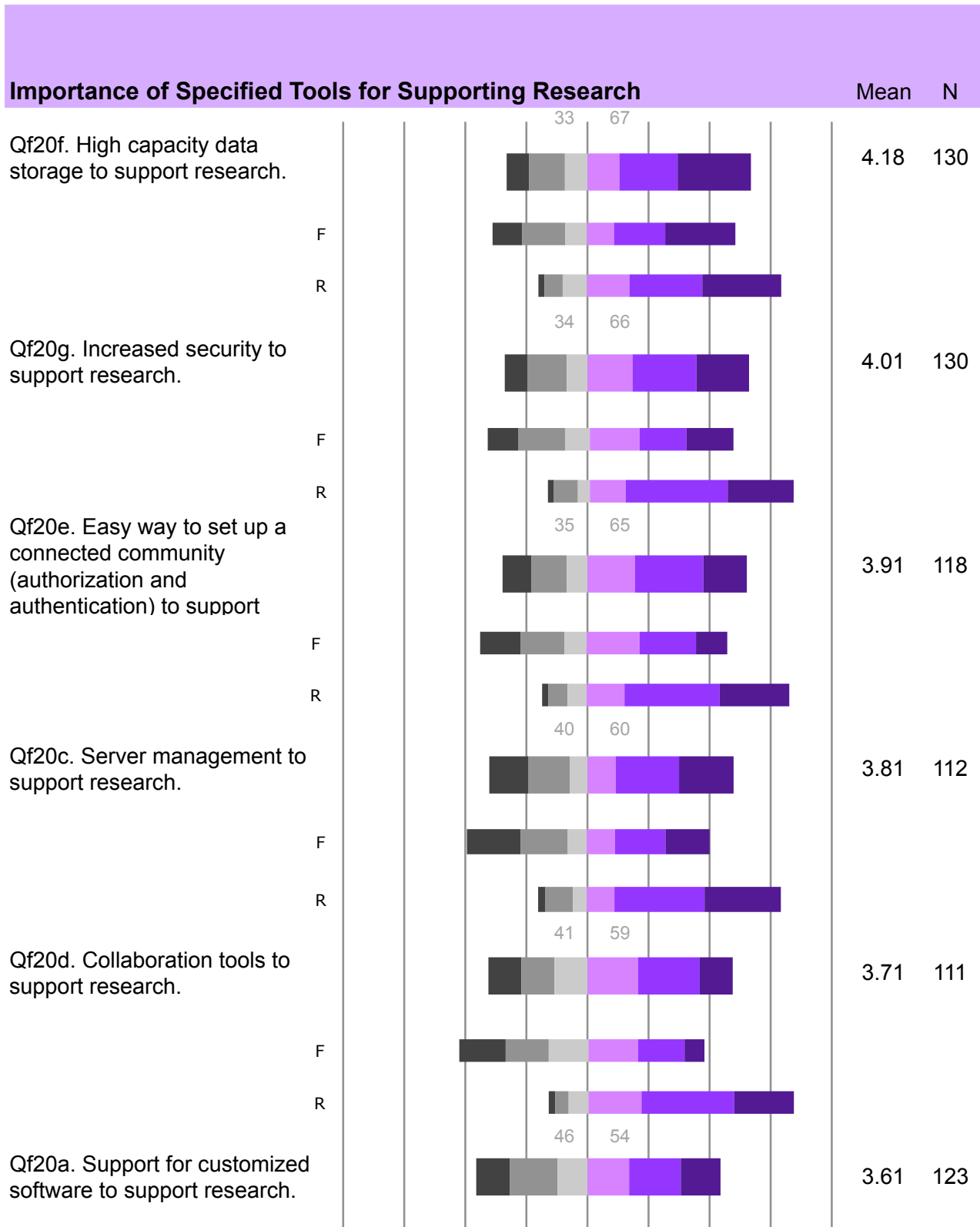
Qf19c High performance computing support in the near future.									
	Mean	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	Count	Std. Dev.	95% CI+-
All	2.16	44%	28%	6%	13%	9%	112	1.35	0.25
F	2.07	45%	31%	6%	11%	8%	85		
R	2.44	41%	19%	7%	22%	11%	27		

Qf19d Mobile devices for teaching in the near future.									
	Mean	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	Count	Std. Dev.	95% CI+-
All	2.15	39%	28%	17%	10%	4%	117	1.22	0.22
F	2.11	39%	30%	18%	9%	3%	93		
R	2.29	42%	21%	13%	17%	8%	24		

Qf19e On demand classrooms in the near future.									
	Mean	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	Count	Std. Dev.	95% CI+-
All	2.11	36%	35%	12%	14%	3%	116	1.12	0.20
F	2.15	34%	37%	13%	13%	3%	92		
R	1.96	46%	29%	8%	17%	0%	24		

Qf19f Collaboration software in the near future.									
	Mean	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	Count	Std. Dev.	95% CI+-
All	2.26	38%	28%	15%	10%	8%	119	1.33	0.24
F	2.14	37%	32%	16%	8%	7%	91		
R	2.64	39%	14%	11%	18%	14%	28		

Qf19g Video capture and streaming of class lectures in the near future.									
	Mean	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	Count	Std. Dev.	95% CI+-
All	2.41	31%	26%	20%	17%	6%	116	1.26	0.23
F	2.48	27%	25%	24%	18%	5%	91		
R	2.16	44%	28%	4%	16%	8%	25		



Qf20a Support for customized software to support research.										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.61	14%	20%	12%	17%	21%	16%	123	1.70	0.30
F	3.29	17%	23%	13%	18%	18%	10%	87		
R	4.39	6%	11%	11%	14%	28%	31%	36		

Qf20b Virtual Private Network (VPN) to support research.										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.60	18%	21%	9%	10%	17%	24%	116	1.89	0.34
F	3.13	25%	25%	10%	10%	13%	17%	77		
R	4.54	5%	13%	8%	10%	26%	38%	39		

Qf20c Server management to support research.										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.81	16%	17%	7%	12%	26%	22%	112	1.83	0.34
F	3.44	22%	19%	8%	12%	21%	18%	77		
R	4.63	3%	11%	6%	11%	37%	31%	35		

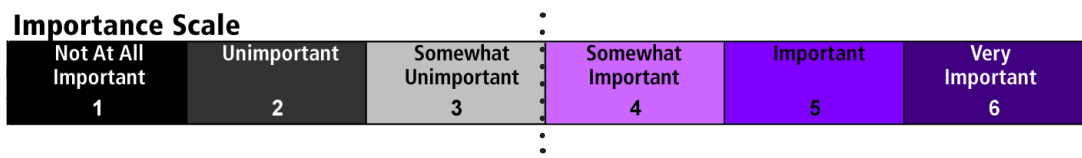
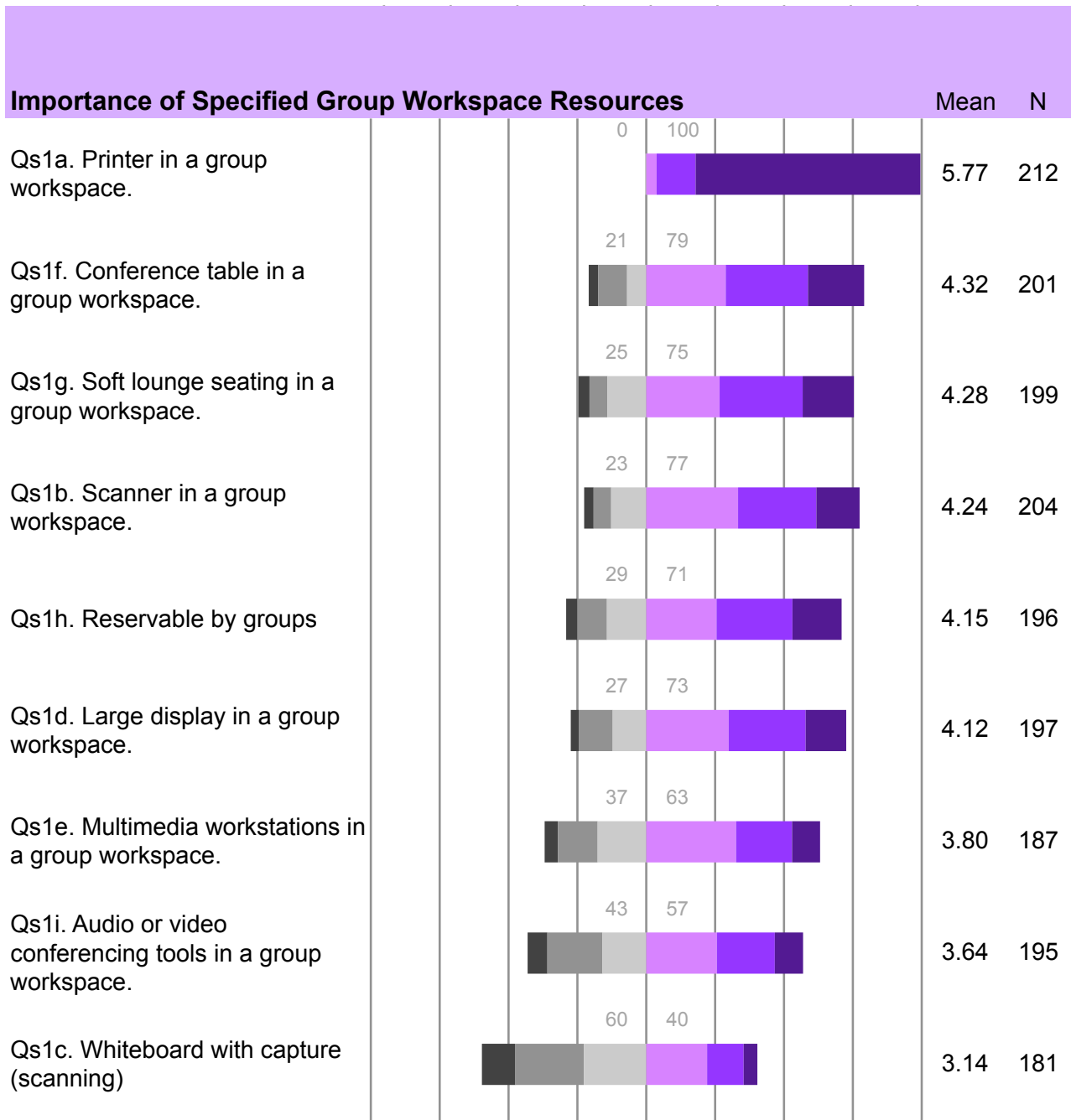
Qf20d Collaboration tools to support research.										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.71	14%	14%	14%	21%	25%	14%	111	1.62	0.30
F	3.27	19%	18%	16%	20%	19%	8%	74		
R	4.59	3%	5%	8%	22%	38%	24%	37		

Qf20e Easy way to set up a connected community (authorization and authenticati										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.91	12%	14%	8%	19%	28%	18%	118	1.65	0.30
F	3.54	16%	18%	9%	22%	23%	13%	79		
R	4.64	3%	8%	8%	15%	38%	28%	39		

Qf20f High capacity data storage to support research.										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.18	9%	15%	9%	13%	24%	30%	130	1.71	0.29
F	3.98	12%	18%	9%	11%	21%	29%	90		
R	4.63	3%	8%	10%	18%	30%	33%	40		

Qf20g Increased security to support research.										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.01	9%	16%	8%	18%	26%	22%	130	1.64	0.28
F	3.72	12%	19%	10%	20%	19%	19%	89		
R	4.63	2%	10%	5%	15%	41%	27%	41		

Student Survey Results



Qs1a Printer in a group workspace.										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	5.77	0%	0%	0%	4%	14%	82%	212	0.53	0.07
G	5.68	0%	0%	1%	4%	20%	75%	95		
U	5.84	0%	0%	0%	4%	8%	88%	109		

Qs1b Scanner in a group workspace.										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.24	3%	6%	13%	33%	28%	16%	204	1.25	0.17
G	4.42	2%	8%	11%	26%	32%	22%	92		
U	4.10	5%	6%	13%	38%	28%	11%	104		

Qs1c Whiteboard with capture (scanning)										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.14	12%	25%	23%	22%	13%	5%	181	1.39	0.20
G	3.35	13%	19%	19%	25%	19%	6%	85		
U	2.89	12%	31%	26%	19%	8%	3%	89		

Qs1d Large display in a group workspace.										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.12	3%	12%	12%	30%	28%	15%	197	1.32	0.18
G	4.21	2%	9%	16%	25%	32%	15%	87		
U	3.99	4%	15%	10%	34%	25%	13%	102		

Qs1e Multimedia workstations in a group workspace.										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.80	5%	14%	18%	33%	20%	10%	187	1.33	0.19
G	3.52	6%	20%	20%	31%	17%	6%	86		
U	4.02	4%	11%	16%	32%	24%	14%	95		

Qs1f Conference table in a group workspace.										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.32	3%	10%	7%	29%	30%	20%	201	1.35	0.19
G	4.32	5%	9%	8%	28%	28%	22%	88		
U	4.26	3%	12%	7%	30%	30%	18%	105		

Qs1g Soft lounge seating in a group workspace.										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.28	4%	7%	14%	27%	30%	19%	199	1.32	0.18
G	4.20	5%	6%	17%	26%	30%	16%	87		
U	4.33	4%	8%	11%	28%	30%	20%	104		

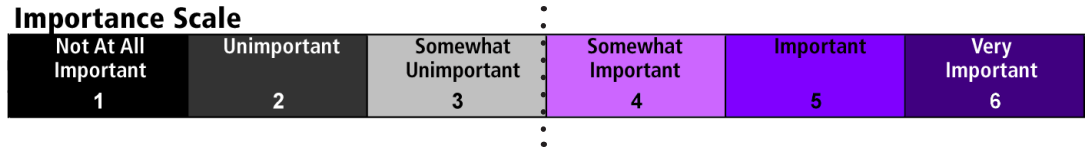
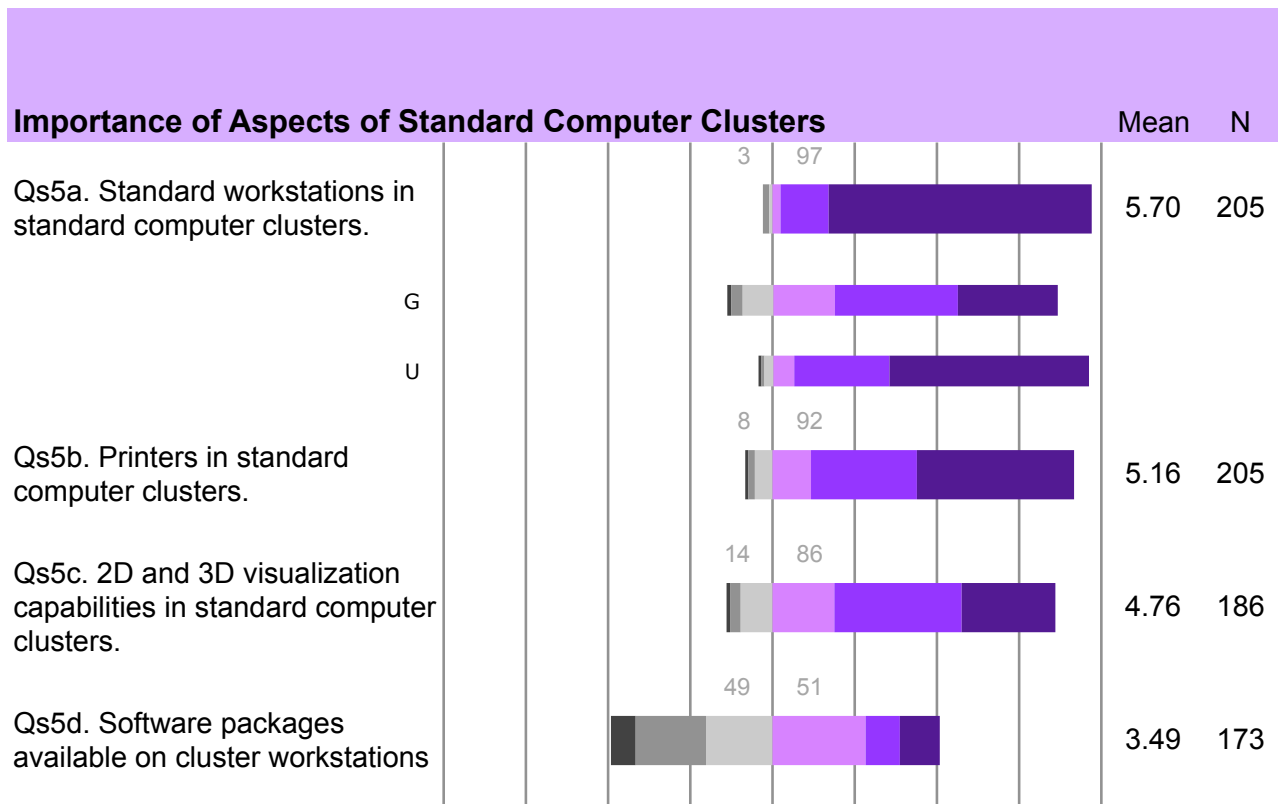
Qs1h Reservable by groups										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.15	4%	11%	14%	26%	28%	18%	196	1.38	0.19
G	4.41	5%	7%	9%	24%	32%	23%	87		
U	3.90	4%	14%	20%	27%	22%	14%	101		

Qs1i Audio or video conferencing tools in a group workspace.										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.64	7%	20%	16%	26%	21%	10%	195	1.45	0.20
G	3.88	7%	13%	17%	26%	22%	15%	89		
U	3.38	8%	27%	16%	23%	19%	6%	98		

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Qs3. Technologies students wish faculty would use

Qs4. Technologies students wish faculty would stop using



Qs5a Standard workstations in standard computer clusters.										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	5.16	1%	2%	5%	12%	32%	48%	205	1.06	0.15
G	4.78	1%	3%	9%	19%	37%	30%	86		
U	5.42	1%	1%	3%	6%	29%	60%	111		

Qs5b Printers in standard computer clusters.										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	5.70	0%	2%	1%	2%	15%	80%	205	0.75	0.10
G	5.47	0%	5%	2%	2%	23%	68%	87		
U	5.87	0%	0%	0%	3%	7%	90%	110		

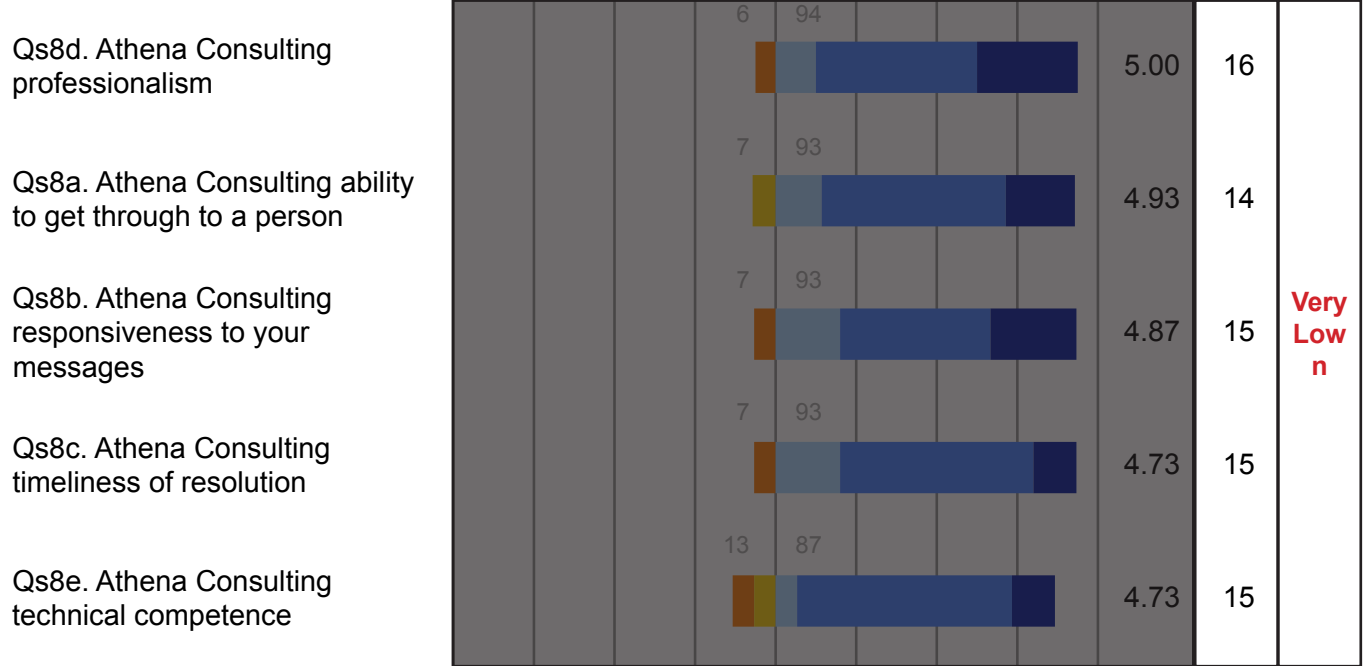
Qs5c 2D and 3D visualization capabilities in standard computer clusters.										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.49	8%	21%	20%	28%	10%	12%	173	1.44	0.21
G	3.32	7%	27%	20%	31%	7%	9%	75		
U	3.63	9%	15%	22%	26%	13%	14%	91		

Qs5d Software packages available on cluster workstations										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.76	1%	3%	10%	19%	39%	28%	186	1.13	0.16
G	4.65	1%	4%	14%	18%	35%	28%	78		
U	4.84	1%	3%	7%	17%	44%	28%	100		

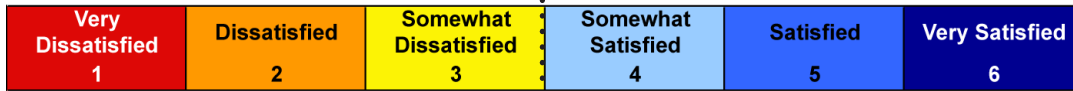
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Qs6. Specialty software students would like to see in the labs

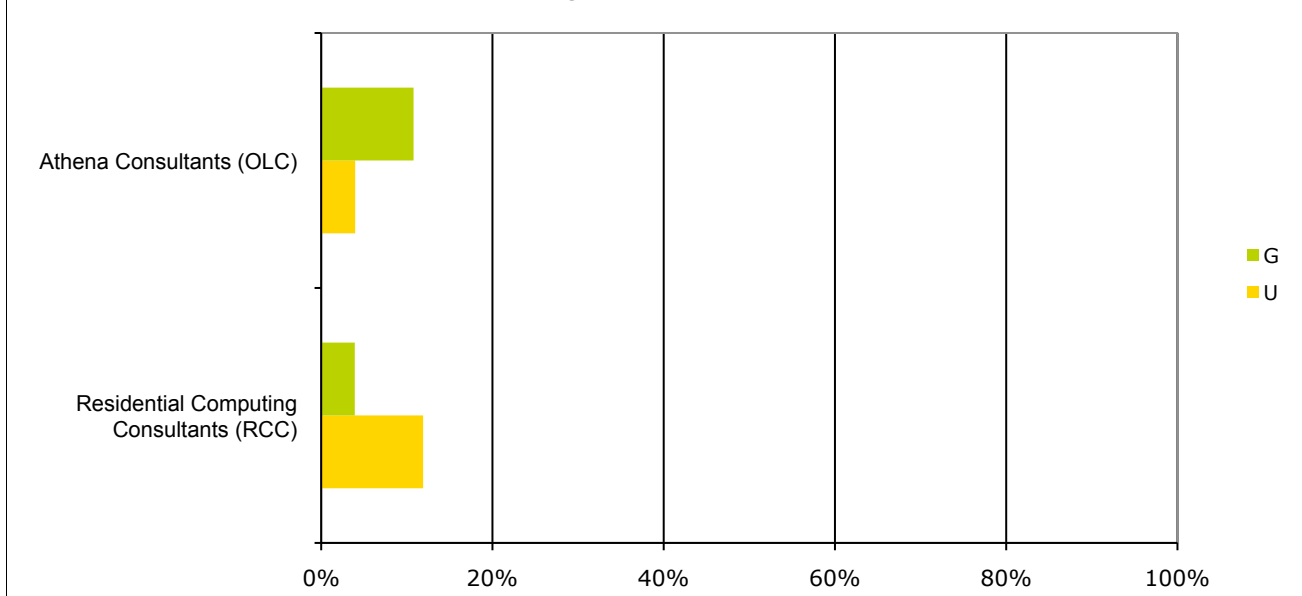
Satisfaction with Aspects of Athena Consulting (OLC) Mean N



Satisfaction Scale



Qs7. Percent of Students Who Sought Help from OLC and RCCs in the Past Year, n=228



Qs8a Athena Consulting ability to get through to a person										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.93	0%	0%	7%	14%	57%	21%	14	0.83	0.43
G	4.91	0%	0%	9%	18%	45%	27%	11		
U	5.00	0%	0%	0%	0%	100%	0%	3		

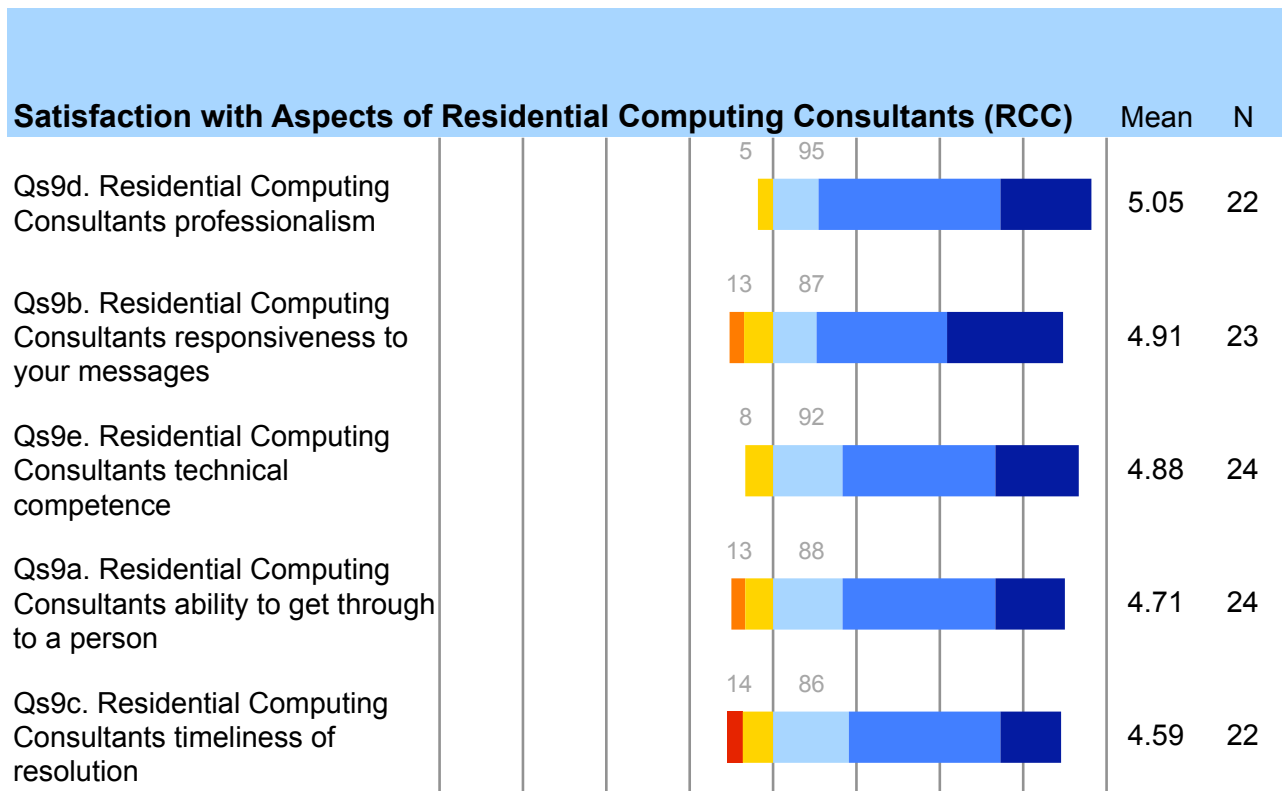
Qs8b Athena Consulting responsiveness to your messages										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.87	0%	7%	0%	20%	47%	27%	15	1.06	0.54
G	4.92	0%	8%	0%	17%	42%	33%	12		
U	4.67	0%	0%	0%	33%	67%	0%	3		

Qs8c Athena Consulting timeliness of resolution										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.73	0%	7%	0%	20%	60%	13%	15	0.96	0.49
G	4.75	0%	8%	0%	17%	58%	17%	12		
U	4.67	0%	0%	0%	33%	67%	0%	3		

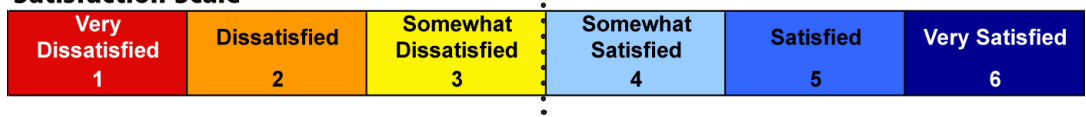
Qs8d Athena Consulting professionalism										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.00	0%	6%	0%	13%	50%	31%	16	1.03	0.51
G	4.92	0%	8%	0%	15%	46%	31%	13		
U	5.33	0%	0%	0%	0%	67%	33%	3		

Qs8e Athena Consulting technical competence										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.73	0%	7%	7%	7%	67%	13%	15	1.03	0.52
G	4.83	0%	8%	0%	8%	67%	17%	12		
U	4.33	0%	0%	33%	0%	67%	0%	3		

Qs7 Sources of help used within the past year			
	Residential Computing Consultants (RCC)	Athena Consultants (OLC)	Count
All	8%	7%	228
G	4%	11%	102
U	12%	4%	126



Satisfaction Scale



Qs9a Residential Computing Consultants ability to get through to a person										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.71	0%	4%	8%	21%	46%	21%	24	1.04	0.42
G	4.38	0%	0%	25%	25%	38%	13%	8		
U	4.88	0%	6%	0%	19%	50%	25%	16		

Qs9b Residential Computing Consultants responsiveness to your messages										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.91	0%	4%	9%	13%	39%	35%	23	1.12	0.46
G	4.33	0%	0%	22%	33%	33%	11%	9		
U	5.29	0%	7%	0%	0%	43%	50%	14		

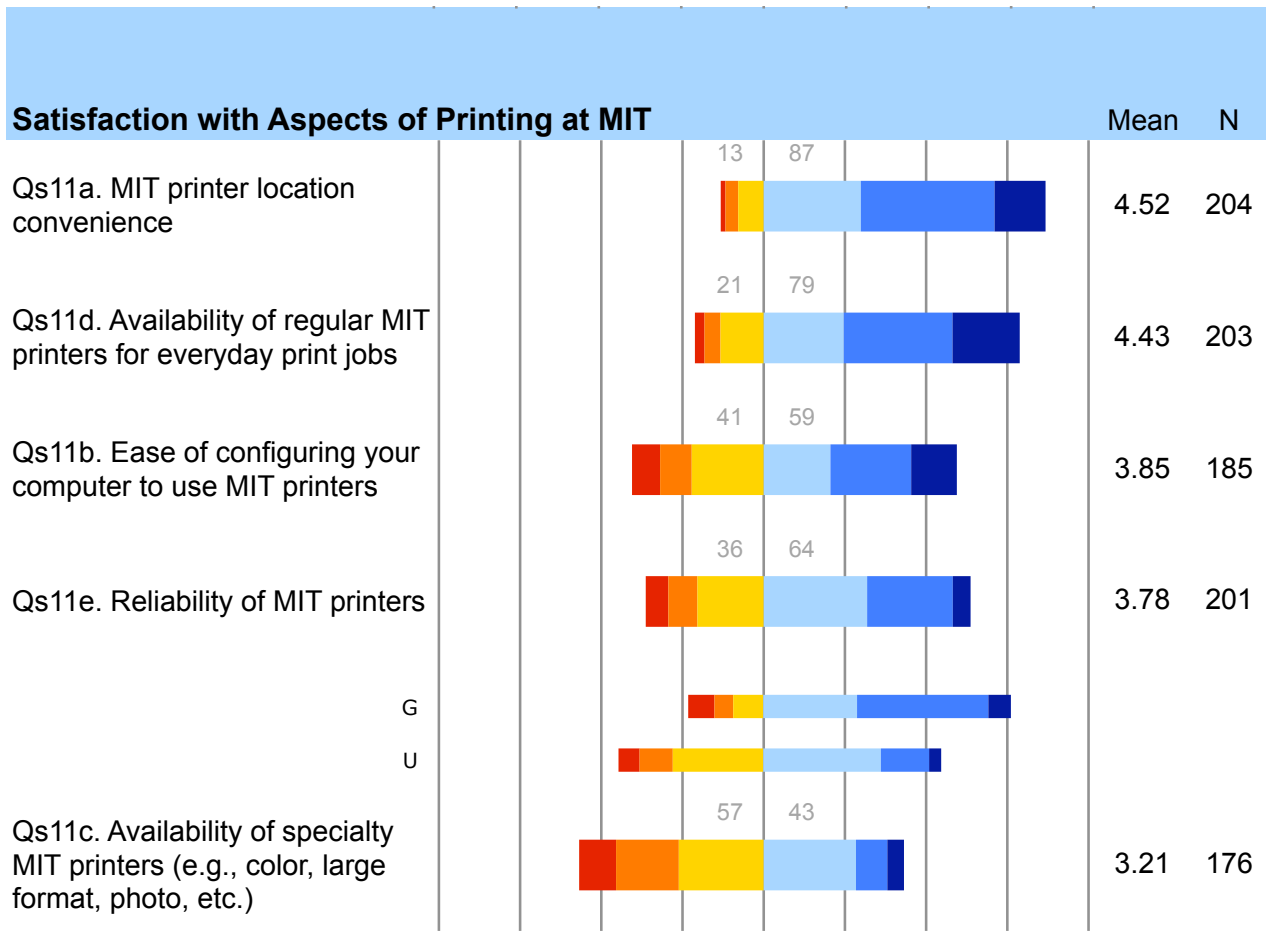
Qs9c Residential Computing Consultants timeliness of resolution										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.59	5%	0%	9%	23%	45%	18%	22	1.18	0.49
G	4.38	0%	0%	25%	25%	38%	13%	8		
U	4.71	7%	0%	0%	21%	50%	21%	14		

Qs9d Residential Computing Consultants professionalism										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.05	0%	0%	5%	14%	55%	27%	22	0.79	0.33
G	4.75	0%	0%	13%	25%	38%	25%	8		
U	5.21	0%	0%	0%	7%	64%	29%	14		

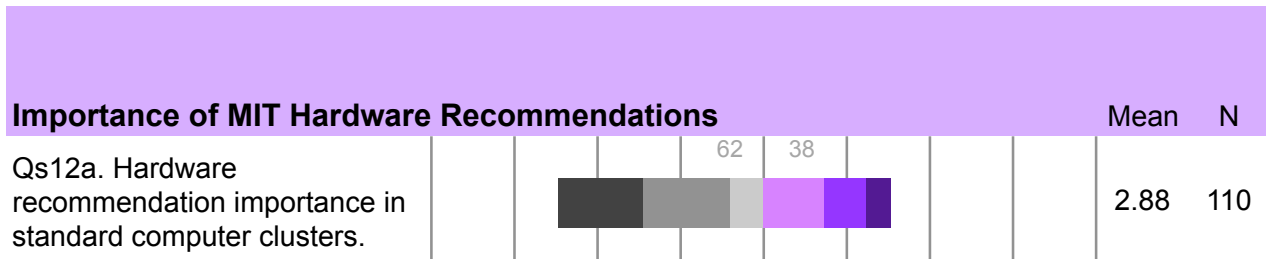
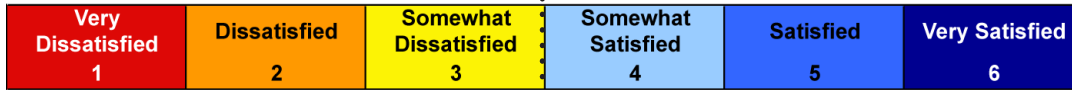
Qs9e Residential Computing Consultants technical competence										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.88	0%	0%	8%	21%	46%	25%	24	0.90	0.36
G	4.50	0%	0%	13%	38%	38%	13%	8		
U	5.06	0%	0%	6%	13%	50%	31%	16		

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Qs10. IT services that would be valuable to students in their rooms/residences



Satisfaction Scale



Importance Scale



Qs11a MIT printer location convenience										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.52	1%	4%	8%	30%	41%	16%	204	1.07	0.15
G	4.40	2%	6%	10%	24%	45%	12%	86		
U	4.64	1%	3%	5%	35%	38%	19%	110		

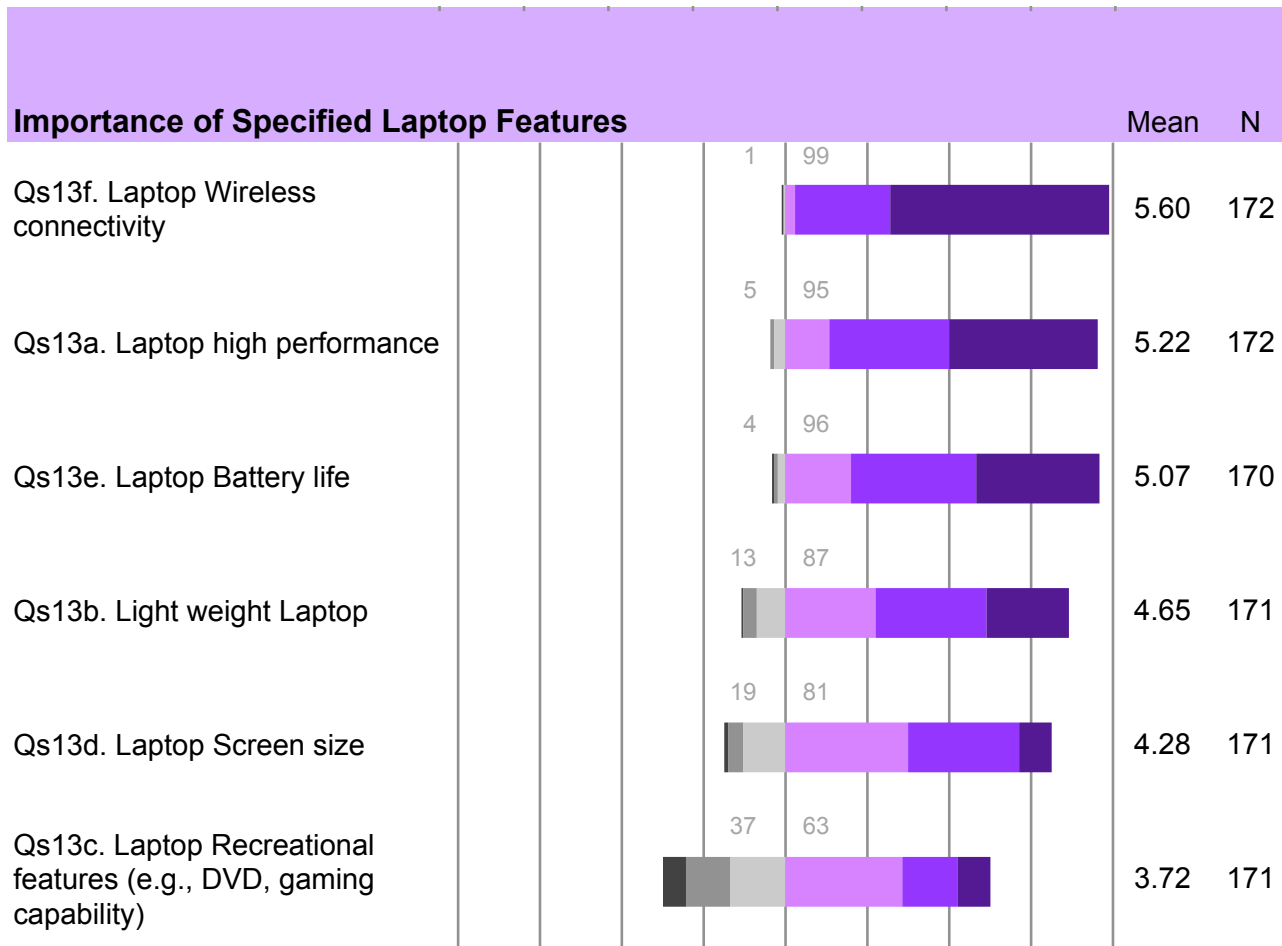
Qs11b Ease of configuring your computer to use MIT printers										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	3.85	9%	10%	22%	21%	25%	14%	185	1.48	0.21
G	3.74	14%	6%	21%	21%	28%	10%	81		
U	3.96	5%	14%	20%	21%	23%	18%	96		

Qs11c Availability of specialty MIT printers (e.g., color, large format, photo, etc.)										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	3.21	11%	19%	26%	28%	10%	5%	176	1.32	0.20
G	3.45	8%	16%	21%	37%	12%	5%	73		
U	2.98	15%	21%	31%	23%	6%	4%	95		

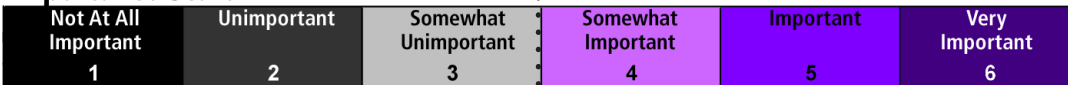
Qs11d Availability of regular MIT printers for everyday print jobs										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.43	3%	5%	13%	25%	33%	21%	203	1.26	0.17
G	4.47	3%	6%	8%	26%	37%	20%	86		
U	4.39	3%	5%	17%	24%	31%	21%	109		

Qs11e Reliability of MIT printers										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	3.78	7%	9%	20%	32%	26%	5%	201	1.28	0.18
G	4.09	8%	6%	9%	29%	41%	7%	86		
U	3.54	7%	10%	28%	36%	15%	4%	107		

Qs12a Hardware recommendation importance in standard computer clusters.										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	2.88	25%	26%	10%	18%	13%	7%	110	1.62	0.30
G	2.96	28%	24%	8%	14%	16%	10%	50		
U	2.84	23%	28%	12%	21%	11%	5%	57		



Importance Scale



Qs13a Laptop high performance										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	5.22	0%	1%	3%	13%	37%	45%	172	0.89	0.13
G	5.16	0%	1%	1%	17%	41%	39%	76		
U	5.29	0%	1%	6%	10%	30%	53%	90		

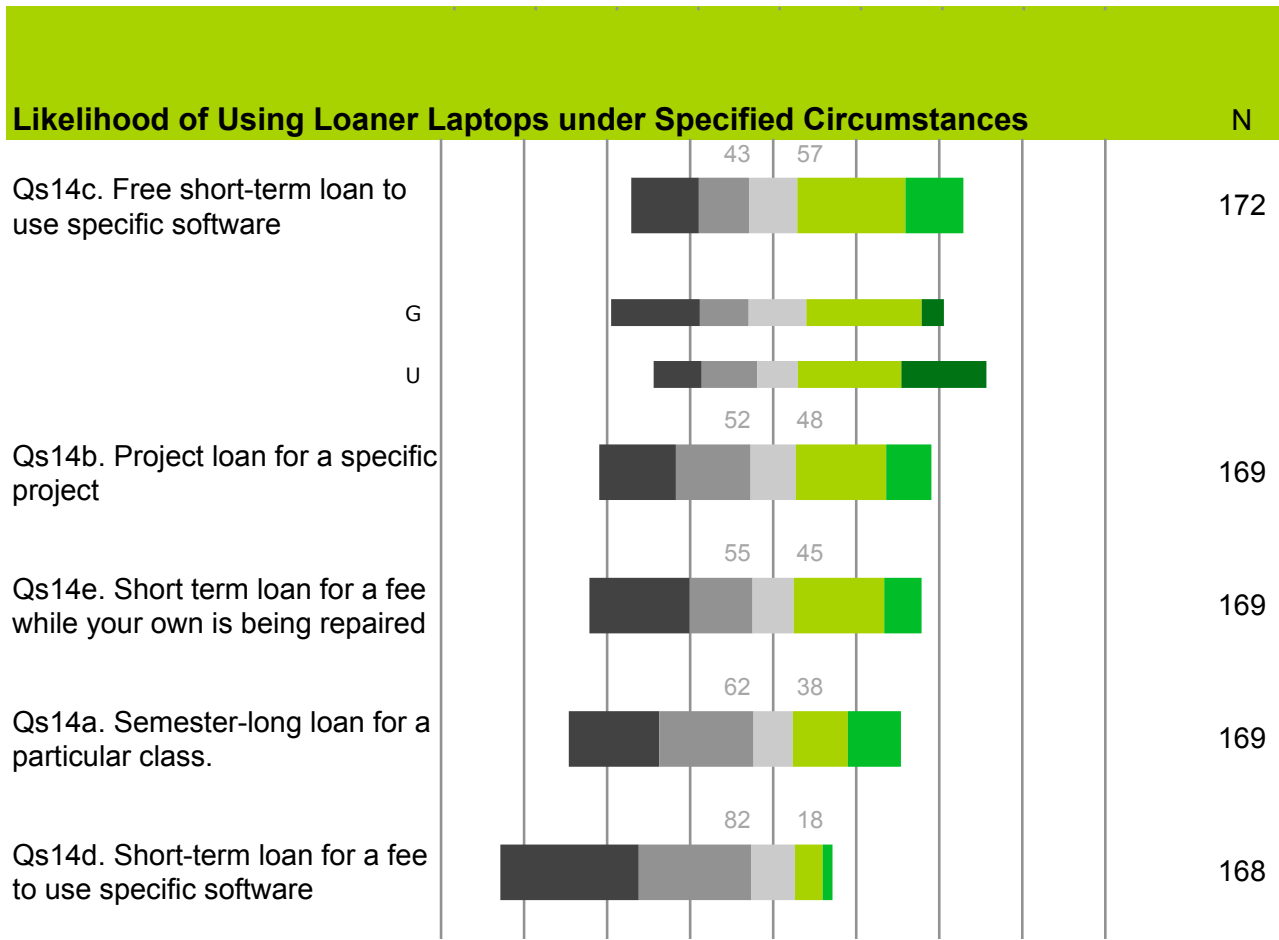
Qs13b Light weight Laptop										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.65	1%	4%	9%	27%	34%	25%	171	1.11	0.17
G	4.75	0%	5%	5%	28%	33%	29%	76		
U	4.57	1%	2%	12%	29%	33%	22%	89		

Qs13c Laptop Recreational features (e.g., DVD, gaming capability)										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.72	7%	13%	17%	36%	17%	10%	171	1.36	0.20
G	3.53	7%	17%	17%	40%	12%	7%	75		
U	3.87	7%	11%	18%	31%	20%	13%	90		

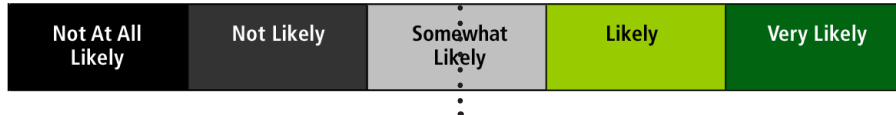
Qs13d Laptop Screen size										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.28	1%	5%	13%	37%	34%	10%	171	1.04	0.16
G	4.28	0%	5%	13%	40%	31%	11%	75		
U	4.30	1%	4%	13%	36%	36%	10%	90		

Qs13e Laptop Battery life										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	5.07	1%	1%	2%	20%	38%	38%	170	0.93	0.14
G	5.07	0%	1%	1%	23%	38%	36%	74		
U	5.06	1%	1%	3%	19%	37%	39%	90		

Qs13f Laptop Wireless connectivity										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	5.60	1%	0%	1%	3%	29%	67%	172	0.67	0.10
G	5.67	0%	0%	0%	3%	28%	70%	76		
U	5.56	1%	0%	1%	3%	29%	66%	90		



Likelihood Scale



<p>See Appendix A</p>	<p>Qs15. If you own a computer, other than email applications, what are the five software applications you use most?</p>
	<p>Qs16. What programs do you need but don't have access to?</p>
	<p>Qs17. What, if anything, can you do on Athena that you can't do elsewhere?</p>
	<p>Qs18. Why, if anything, can you do elsewhere that you can't do on Athena?</p>
	<p>Qs19. What expectations did you have about computing at MIT did you have when you came that were not met?</p>

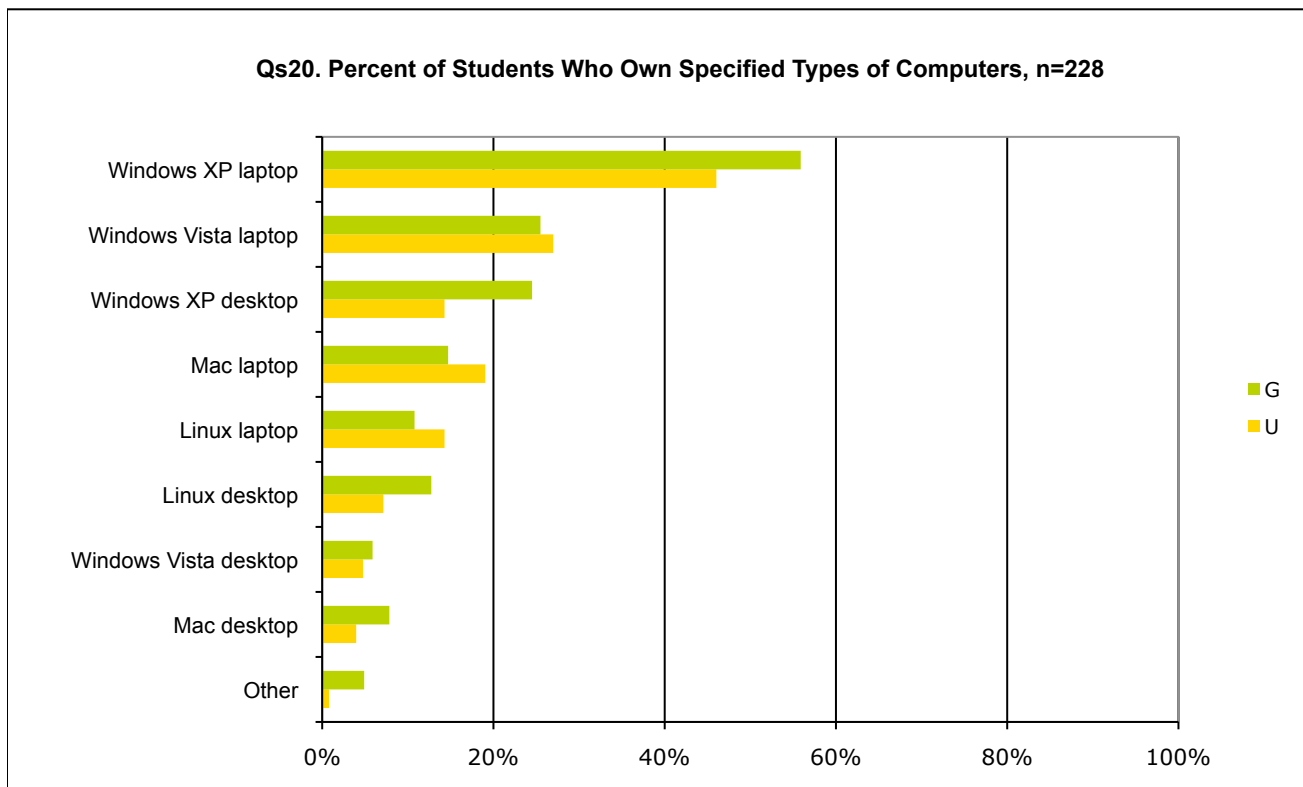
Qs14a Semester-long loan for a particular class.								
	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	Count	Std. Dev.	95% CI+-
All	27%	28%	12%	17%	16%	169	1.44	0.22
G	32%	30%	11%	19%	8%	74		
U	24%	29%	10%	13%	24%	89		

Qs14b Project loan for a specific project								
	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	Count	Std. Dev.	95% CI+-
All	23%	22%	14%	27%	14%	169	1.40	0.21
G	27%	24%	16%	24%	9%	75		
U	19%	23%	10%	30%	18%	88		

Qs14d Short-term loan for a fee to use specific software								
	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	Count	Std. Dev.	95% CI+-
All	42%	34%	13%	8%	3%	168	1.07	0.16
G	44%	28%	15%	12%	1%	75		
U	39%	39%	11%	6%	4%	89		

Qs14e Short term loan for a fee								
	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	Count	Std. Dev.	95% CI+-
All	30%	19%	12%	27%	11%	169	1.43	0.22
G	31%	19%	14%	30%	7%	74		
U	28%	19%	12%	27%	13%	89		

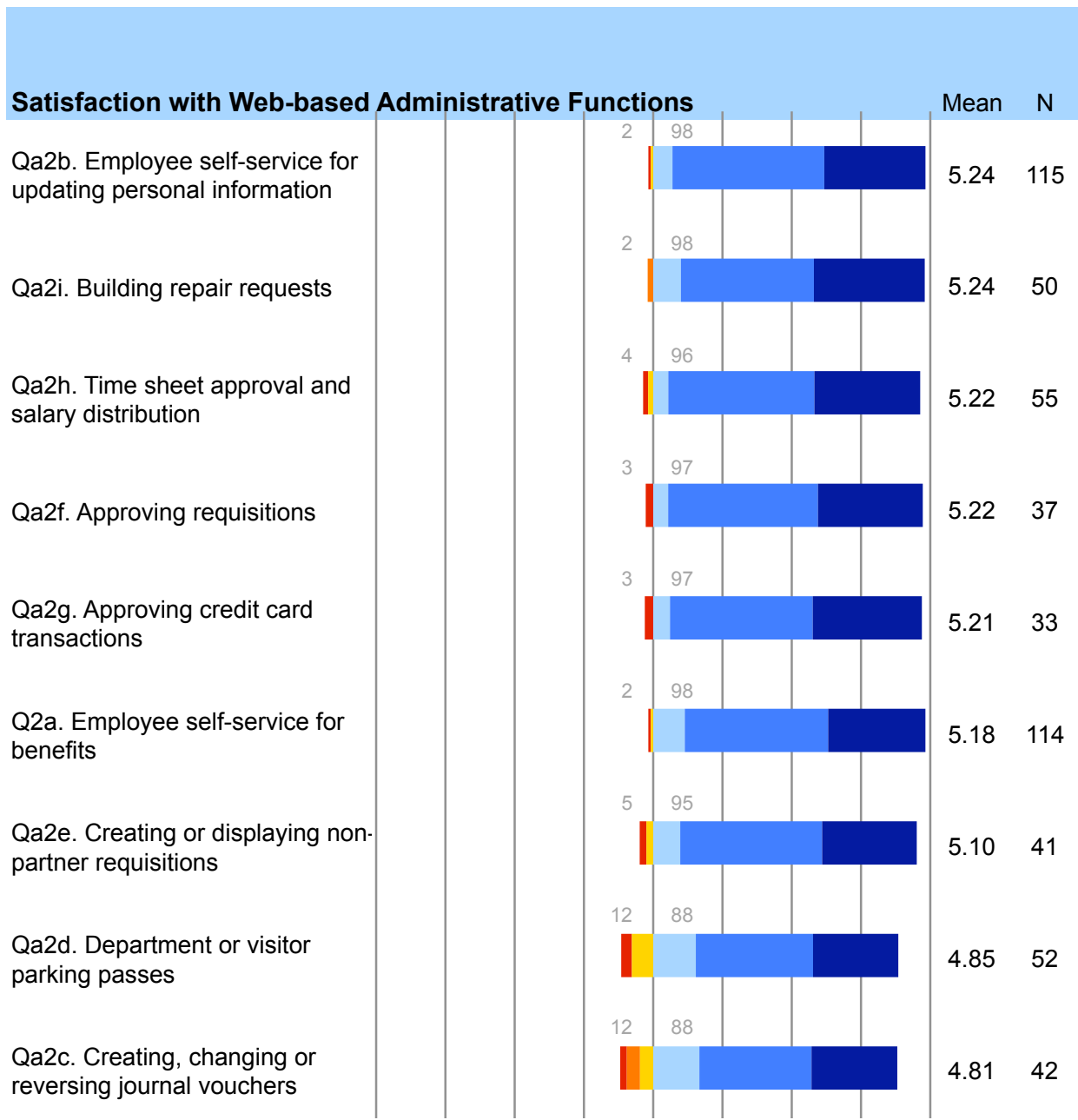
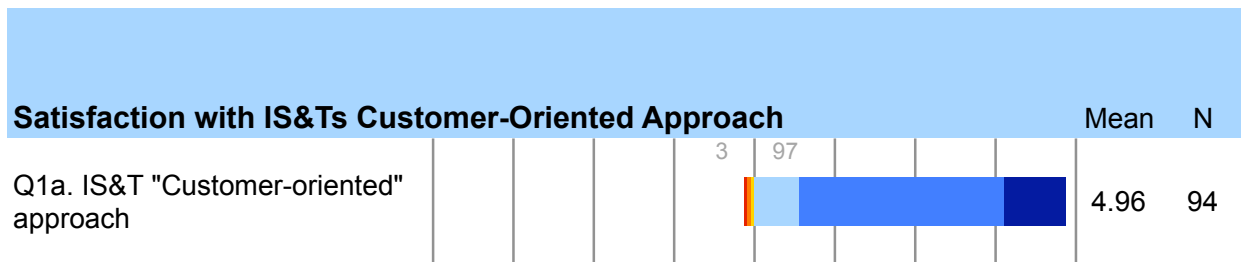
Qs14c Free short-term loan to use specific software								
	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	Count	Std. Dev.	95% CI+-
All	20%	15%	15%	33%	17%	172	1.41	0.21
G	27%	15%	17%	35%	7%	75		
U	14%	17%	12%	31%	26%	90		



Qs20 Types of computers owned											
	Windows XP laptop	Windows Vista laptop	Windows XP desktop	Mac laptop	Linux laptop	Linux desktop	Mac desktop	Windows Vista desktop	Other	Count	
All	52%	27%	19%	18%	13%	10%	6%	6%	3%	228	
G	56%	25%	25%	15%	11%	13%	8%	6%	5%	102	
U	46%	27%	14%	19%	14%	7%	4%	5%	1%	126	

Since many people own more than one computer, respondents were allowed to make more than one selection.

Staff Survey Results

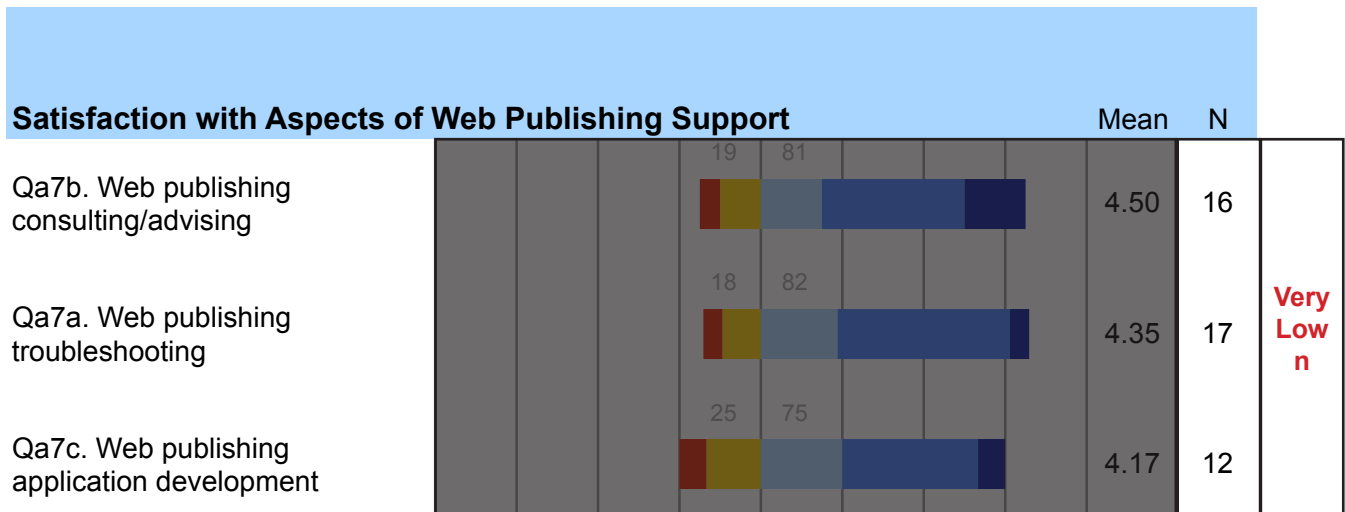
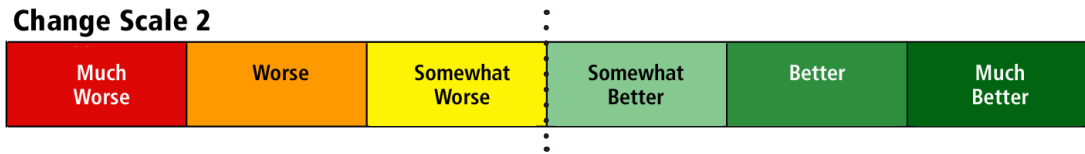
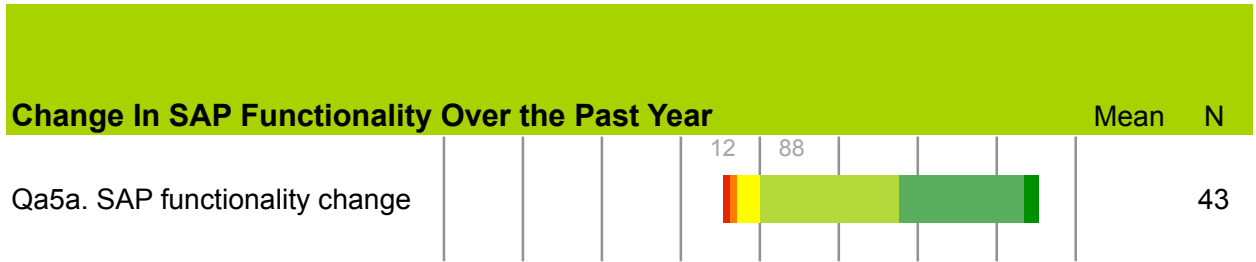
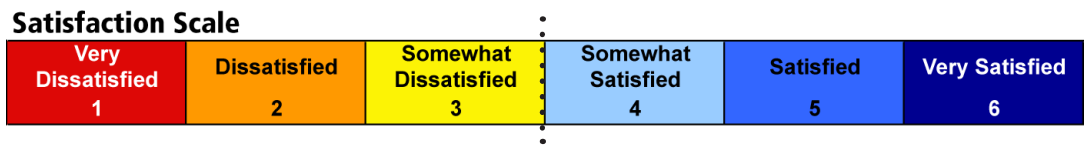
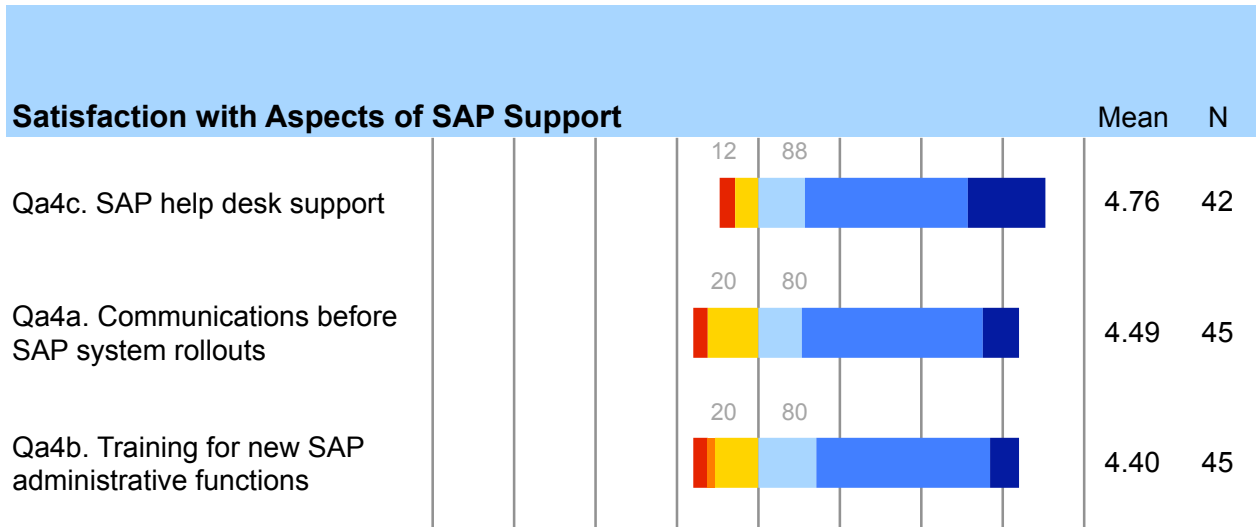


Q1a IS&T "Customer-oriented" approach										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.96	1%	1%	1%	14%	64%	19%	94	0.80	0.16

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

Satisfaction Scale

Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6
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Qa4. Satisfaction with aspects of SAP support.											
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-	
Communications before SAP system rollouts	4.49	4%	0%	16%	13%	56%	11%	45	1.16	0.34	
Training for new SAP administrative functions	4.40	4%	2%	13%	18%	53%	9%	45	1.18	0.34	
SAP help desk support	4.76	5%	0%	7%	14%	50%	24%	42	1.19	0.36	

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

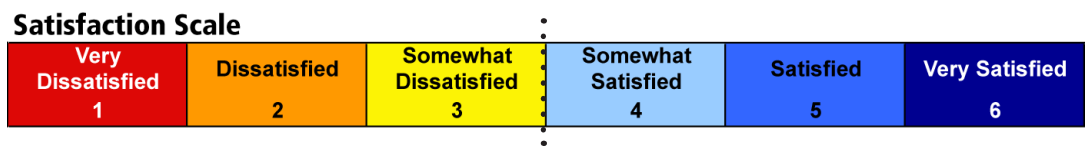
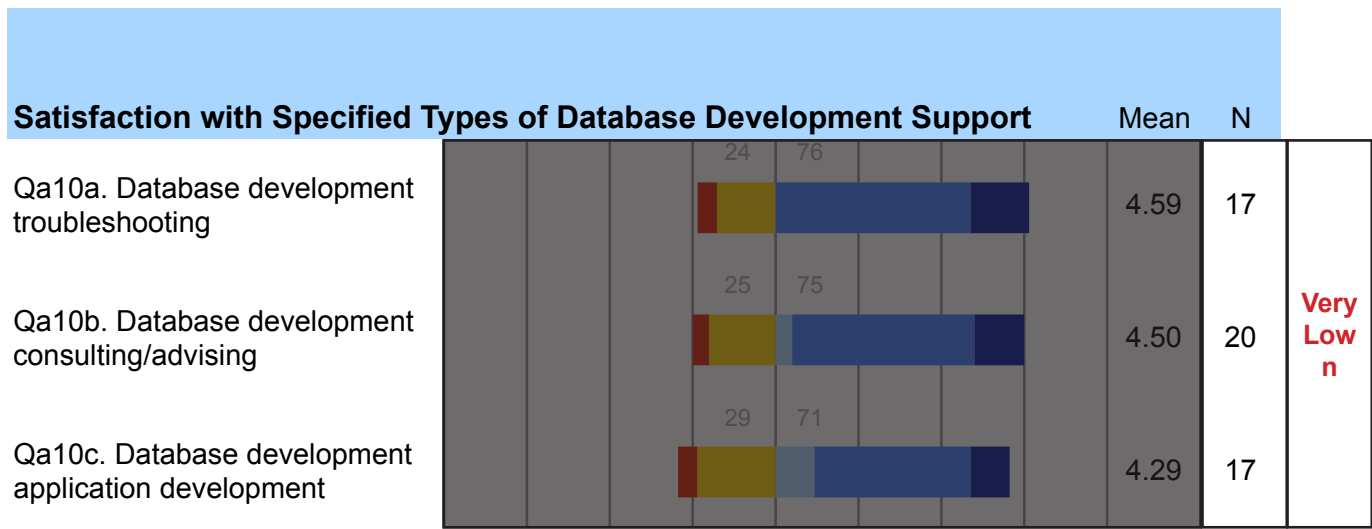
Qa7. Satisfaction with aspects of web publishing support.											
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-	
Troubleshooting	4.35	6%	0%	12%	24%	53%	6%	17	1.17	0.56	
Consulting/advising	4.50	6%	0%	13%	19%	44%	19%	16	1.32	0.65	
Application development	4.17	8%	0%	17%	25%	42%	8%	12	1.34	0.76	

See
Appendix
A

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

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

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

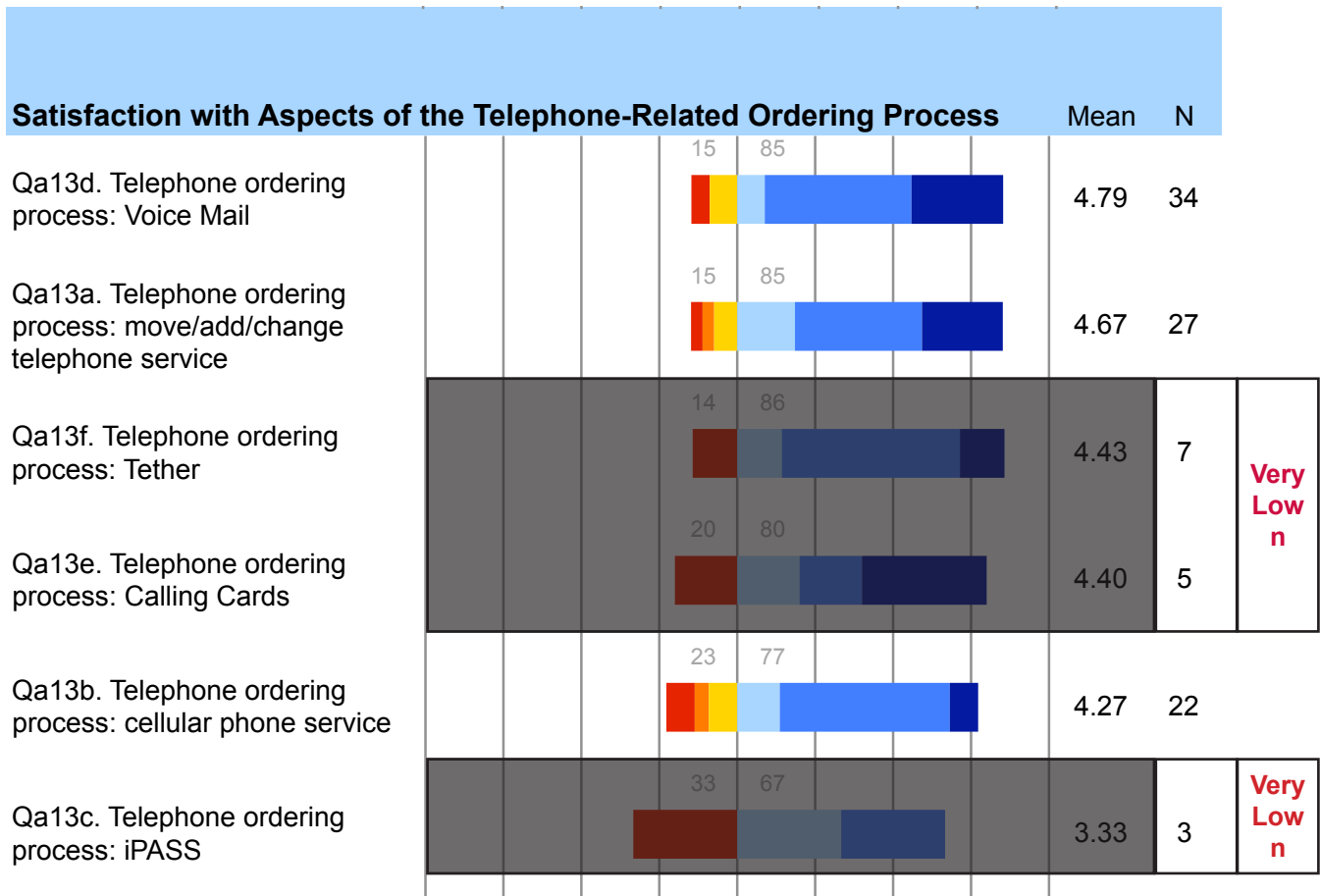


Qa10. Satisfaction with specified types of database development support.										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
Database development troubleshooting	4.59	6%	0%	18%	0%	59%	18%	17	1.33	0.63
Database development consulting/advising	4.50	5%	0%	20%	5%	55%	15%	20	1.28	0.56
Database development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

See
Appendix
A

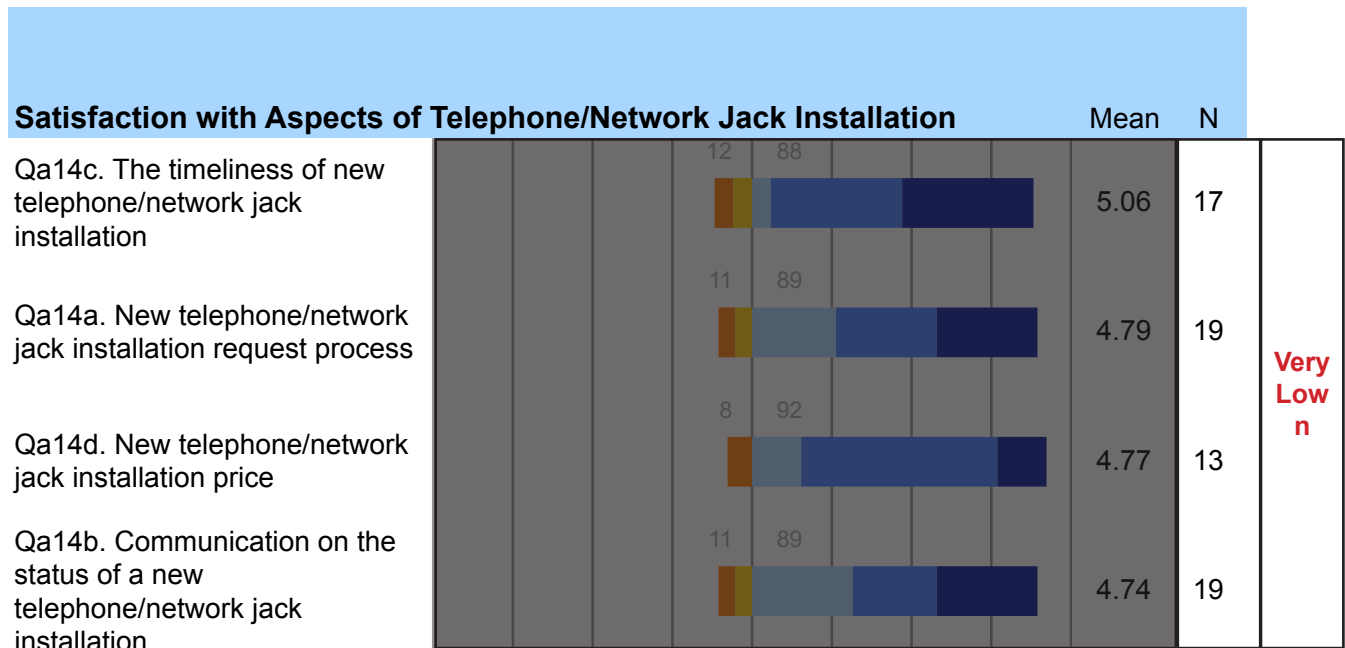
Qa11. Why don't you use MIT database development support?

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



Very Low n

Very Low n



Very Low n

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

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

Satisfaction Scale

Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6
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Satisfaction with Aspects of Network Jack Activation							Mean	N	
Qa15c. The timeliness of the activation of an existing jack				16	84		5.05	19	Very Low n
Qa15a. Existing jack activation request process				11	89		4.89	19	
Qa15b. Communication on the status of activation of an existing jack				11	89		4.89	19	
Qa15d. Existing jack activation price				13	87		4.87	15	

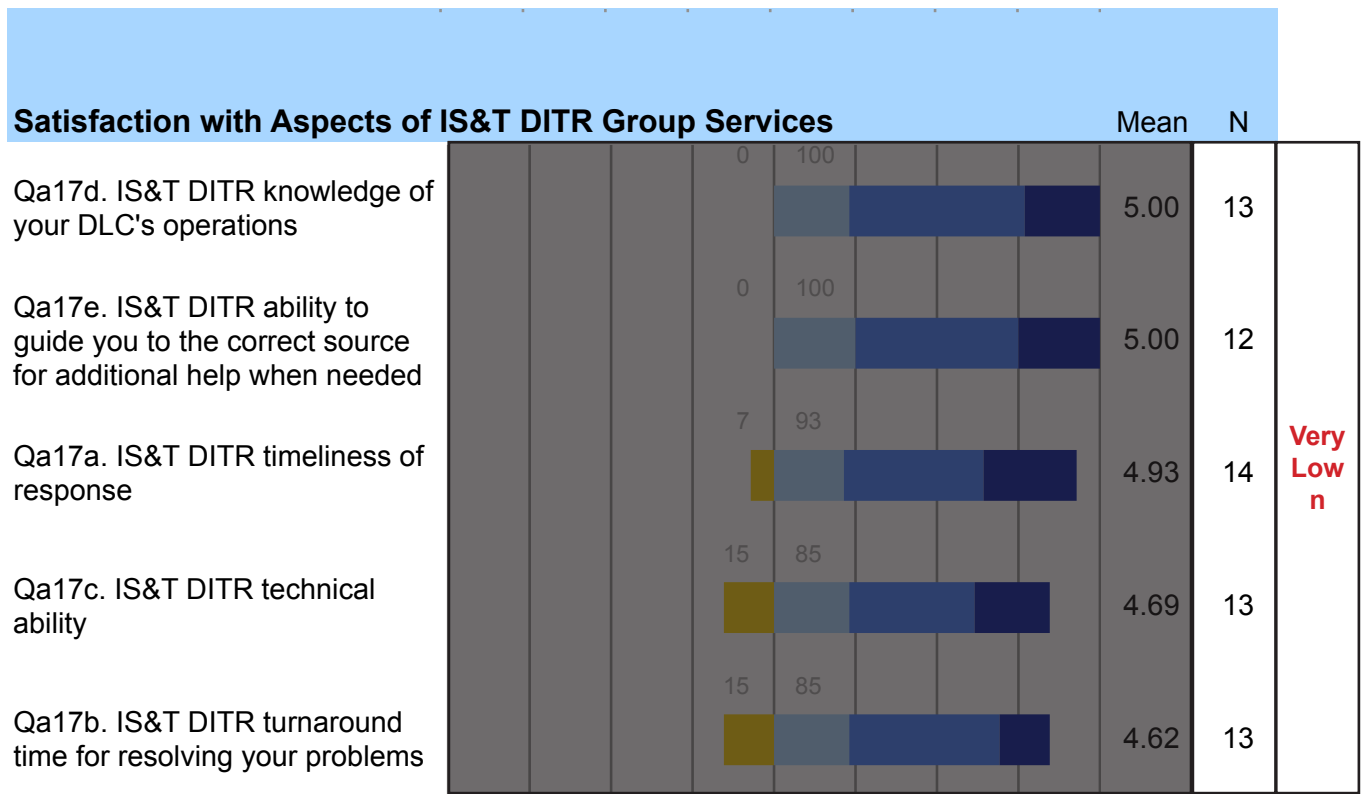
Satisfaction with Aspects of Office Moves and Renovations							Mean	N	
Qa16c. Quality of the resulting network service after a major office move or renovation				5	95		5.25	20	Very Low n
Qa16b. Quality of the resulting telephone service after a major office move or renovation				5	95		5.20	20	
Qa16a.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

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

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

Satisfaction Scale

Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6
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Qa17. Satisfaction with specified aspects of the IS&T DITR group's services.										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
Timeliness of response	4.93	0%	0%	7%	21%	43%	29%	14	0.92	0.48
Turnaround time for resolving your problems	4.62	0%	0%	15%	23%	46%	15%	13	0.96	0.52
Technical ability	4.69	0%	0%	15%	23%	38%	23%	13	1.03	0.56
Knowledge of your DLC's operations	5.00	0%	0%	0%	23%	54%	23%	13	0.71	0.38
Ability to guide you to additional help when needed	5.00	0%	0%	0%	25%	50%	25%	12	0.74	0.42

Satisfaction Scale



Appendix A

The Full Text of

Written Comments

Comments from the General Survey

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

The responses to this question have been sorted by cohort.

f (VS): Bldg 3 2nd floor in faculty offices - low signal strength due to thick wall

f (S): While walking from E51 towards the main campus, signal strength comes and goes -- fine if inside buildings, not if outside

f (S): Stata building

f (S): Sloan office E52-552

f (S): large class rooms, but not due to signal strength

f (S): 54-820A but seems to be fixed

f (S): 3-336

f (SS): Room 32-144, where I teach, often has very poor wireless.

f (SS): problem isn't low signal strength, sometimes there are too many access options nearby and windows gets confused...

f (SS): NE47 and the Stata Center

f (SS): my office (33-207) seems to have very weak signal strength

f (SS): Lobby 7 drops connection frequently

f (SS): in the past, i've had trouble in lobby 13 and the 32-123/155

f (SS): building 3, 5, 1

f (SS): 5-007, 5-207 (my office!)

f (SS): 4th floor bldg 35 and other places...

f (SS): 33-206

f (SS): 24-107

f (SD): infinite corridor, building 14, building 12

f (SD): in my office the signal is usually strong but sometimes one bar or less (I notice it about once a week)

f (SD): in my office E52 583

f (SD): in my office

f (SD): building 46

f (SD): building 24 (5th floor)

f (SD): 56-787 (my office) - periodically

f (SD): 10-485

f (D): NW22-The MIT network is NOT present in this building

f (D): Bld 13

f (VD): My own building!

f (VD): I am not sure if its low signal strength or my machine. The problem is when I am in my office E52-567

r (VS): iphone gets confused (walking around) with multiple signals?

r (VS): In the MIT shuttles...

r (S): Throughout tech square, between buildings on Mass Ave

r (S): Outside :)

r (S): E40

r (S): E25-101 (sometimes)

r (S): Conference rooms at Broad Institute

r (S): building 13 4th floor, Stratton Student Center Conf. Rooms 3rd flr

r (S): Broad Institute office

r (S): 46-5169

r (SS): West end, problems working with the Horde network on email

r (SS): slow connections 6th floor 37

r (SS): NW12

r (SS): Many time in our building NE47-4th Floor wireless access is erratic despite multiple nodes

r (SS): building 68

r (SS): Building 39 2nd floor and 4th floor

r (SD): NE47 (500 Technology Sq.)

r (SD): E51

r (SD): b 68

r (D): Internal room in building 3

r (D): In Biology 68 3rd floor, my laptop specifically, experienced weeks of failed service and dropped signals both at my desk and in our conference room. This issue kept getting worked on over many weeks, costing me many hours and several failed software demos to my boss. It cost my local IT support a lot of time as well. What ever the problems were, they appear to have passed. I had not experienced any such networking problems (in Sloan) for many years. No new problems for 2 months now. This year's bad experience, in contrast to all prior wireless years on campus in Sloan, was the exception that proved the rule of how important good reliable wireless service has become for someone who designs and implements web based knowledge management systems as my living.

r (VD): E17-427

r (VD): building 26

r (No Rating): N/A

r (No Rating): 66 sub-basement

g (VS): Nowhere really

g (VS): Basement of building 35, room 029

g (S): WILG

g (S): Ting lobby by windows - elsewhere, have had to diconnect and reconnect several times. Not terrible, but could be better.

g (S): Stata Center

g (S): LFM offices in E40

g (S): Eastgate dorm (E55)

g (S): E40 first floor, Sidney-Pacific dorm

g (S): E40 after the router was changed

g (S): E25-221 (my office). Signal quality is quite variable.

g (S): burton, second floor, near suite 233. / Somewhere in stata

g (S): Building 6

r (room 557)

g (SS): The signal is weak in some areas in Tang Hall. It varies even withing my room. Plus I get disconnected from the wireless network often and have to reconnect manually again.

g (SS): Tang Hall, My Lab in Building 1

g (SS): stata center

g (SS): sidney-pacific dorm

g (SS): Sidney-Pacific

g (SS): Sidney-Pacific

g (SS): NW10 to 21

g (SS): it is very hard to get connected MIT wireless network.

g (SS): in the dorm

g (SS): E52-signal cuts out on occasion

g (SS): e52

g (SS): At Westgate, very low many times, sometimes disconnected

g (SD): Student Center, Gambit Game Lab, Media Lab

g (SD): Stata Center

g (SD): Sidney-Pacific (NW86) 4th and 9th floors

g (SD): Real Estate Center & Trading Room in E 52

g (SD): In my lab (5-017), someitmes the signal sterngth is low, so wireless connectivity is poor.

g (SD): E51, 3rd floor

g (SD): E51-070

g (SD): Along vassar street between stata and mass ave

g (D): Sidney-Pacific

g (D): Many places. 6c, Stata, Basement of 2 and 4.

g (D): Everywhere, Stata specially

g (D): burton conner

g (D): Building 13 floor 5 is a bermuda triangle for wireless networking

g (VD): 5-309,5-308,5-306

g (No Rating): Don't use wireless networking

u (VS): Stata!!!!

u (VS): Stata seems to be a hit-or-miss thing, as most ppl would agree.

u (VS): stata center.

u (VS): Sloan and the Reading Room

u (VS): Out of building

u (VS): NW16-213

u (VS): Baker House, some of the rooms don't get good signal strength unless the door is open

u (VS): Baker House has low signal

u (VS): au bon pain

u (S): within Stata, Green Hall

u (S): The Stata Center

u (S): Stata Center, first floor - I've never been able to get satisfactory signal strength

u (S): Stata

u (S): Stata

u (S): sometimes in my dorm room, simmons

u (S): Occasionally in my room at McCormick Hall

u (S): Next Dining

u (S): MIT and Stata networks in stata are terrible. stata guest is also bad but is the best in stata.

u (S): mccormick

u (S): MacGregor

u (S): MacGregor

u (S): In my dorm

u (S): Green Lounge in the Infinite

u (S): East Campus Dorm

- u (S): East Campus
- u (S): dorm room
- u (S): Burton-Conner
- u (S): Building 4 and Stata
- u (S): Building 33-218
- u (S): Building 12 especially and underground at some places.
- u (S): Bexley mostly
- u (S): Bexley
- u (SS): student center, stata
- u (SS): student center
- u (SS): Stata, 36
- u (SS): Stata
- u (SS): Stata
- u (SS): Somewhat in Simmons. Also in Bexley (kept getting dropped, happened throughout the summer)
- u (SS): senior house
- u (SS): My room in East Campus. Signal is not dependable.
- u (SS): McCormick
- u (SS): in rooms on my hall at east campus
- u (SS): in my dorm room, in certain buildings on campus, basements
- u (SS): In my dorm - Burton Conner; Stata Center
- u (SS): In my dorm
- r (wherever the MIT network competes with a more specific network)
- u (SS): bexley, east campus, bldg 54
- a (blg 16),
- u (SS): bc
- u (SS): 3rd floor, building 3
- u (SD): W20, fairly consistent problems with wireless going away.
- u (SD): Stata, Burton Conner, some other places
- u (SD): Stata center
- u (SD): senior house
- u (SD): Mostly near corners of buildings.
- u (SD): mccormick hall
- u (SD): McCormick Annex

u (SD): in my dorm room at East Campus
a (first floor, Student Street and rooms off of it)
u (SD): certain floors of building 34
u (SD): Burton Conner
u (D): Stata Center, it's TERRIBLE.
u (D): in pockets of my room, Senior House 632. also, in 5th floor lounge of said dorm. also near 4-270.
u (D): I use my laptop mostly in my dorm, where I frequently experience problems getting consistent connection with wireless.
u (D): everywhere, it keeps going in and out
u (D): Burton Conner
u (D): Bexley Hall
u (D): 66 Sub-basement, 66-110
u (VD): Stata Has exceptionally poor coverage, especially on the first floor.
u (VD): Sidney Pacific (NW86) in my room (428) and in the surrounding area near the main elevators and lounges.
u (VD): My room.
u (VD): McCormick Annex
u (No Rating): Stata Center
a (VS): W98
a (VS): Building 42
a (S): Stata, sometimes in E19
a (S): stata
a (S): Our Visitors in offices here in the ORC (E40 1st) often complain of poor WiFi strenght. New WAPs were installed recently so perhaps this will be corrected.
a (S): ne125- at least today (10-16-2008)
a (S): n/a
a (S): n/a
a (S): E25
a (SS): N42
a (SS): Building 12
a (VD): Bldg. W98

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

The responses to this question have been sorted by cohort.

f: A wider range of presentation/word document products; tools for web video and animation production

f: Adobe Illustrator (Mac)

f: Adobe Illustrator, macromedia freehand or similar graphic design program

f: adobe- all, autocad, moviemaker

f: Altium design software

f: Better calendar and email applications; disk utilities for HD maintenance and repair

f: Bioinformatics software that many labs purchase (e.g. MacVector, Sequencher etc would be helpful)

f: Canvas

f: Different virus software provider - too many conflicts with ThinkPad Laptops MIT customizations are late (iPass) and sometimes have conflict with standard software (VPN)

f: Do not like forced 'upgrades' that usually take time to implement and sometimes create new problems

f: don't use any MIT software

f: Dreamweaver PhotoShopsupport for decent PC email (Outlook stinks)

f: Dreamwork is no longer free Microsoft office should be free to all

f: endnote...my grad students need it and it is very expensive.

f: EUDORAANSOFT MAXWELL and HFSS and to run at a reasonable speed. The speed from a computer connected to Athena is way too slow. Better virus protection-I have had some virus attacks which were difficult to fix and I use McAfee all the time.

f: Finale, Sibelius, Logic Express

f: graphics programs such as Canvas and Illustrator; Statistics packages (StatView, SPSS, or comparable)

f: I do not like Outlook--it's like a juggernaut and it is constantly going awry, asking me to report problems. This is especially true for my home laptop, where I do an awful lot of MIT email. I don't need such a complex platform. MIT should support--adequately support--more than one.

f: I still use Eudora for various reasons. It crashes sometimes but I just reload it. I'm no fan of Microsoft. I use special software in my teaching, e.g. Marketing Engineering, but the vendor takes care of it via the web.

f: I think that it would make sense for MIT or the department to purchase group licenses for Mathematica and Adobe Illustrator or a similar graphics program.

f: I use a lot of software licensed by CSAIL but not by MIT. E.g., Allegro Common Lisp.

f: I want Eudora back! (or something that works as well). Thunderbird and Outlook are terrible.

f: IBM -Lotus Notes and Dominouser friendly visualization

f: IDL

f: Igor, Scientific Workplace

f: It would be nice to be able to have the full suite of Office available for home use.

f: Keynote

f: Project manager

f: Scientific Word, Endnote for Mac

f: software for making plots of various kinds. software for making simple line drawings

f: Spyware Voice to text (eg Dragon) End Note

f: STATA, Scientific Word

f: Stata, Scientific Workplace, Matlab

f: The Matlab license process changes every year...the iPass program and process has never worked properly - which is a shame as it is a good idea in principal

f: things that relate to Macs + Blackberries + Oracle calendar and the interfaces among them.

r: Adobe Acrobat Professional 9.0 (MIT upgrades are way behind release schedule (1+ years).

r: adobe CS3

r: Adobe Professional

r: adobe suite

r: either a campuswide Microsoft Office license or formal support from MIT for Open Office as a preferred platform

r: get more mac software licenses mac os should be free for personal machines used for work

r: I have always used X11 for PC and was surprised to find it removed from the Windows software list. It might be useful to make a separate Tab with links to open source software for different platforms. I am a heavy user of molecular modeling programs like Pymol and it would be nice to just go to the MIT software page to access these programs. Of course I don't expect IS&T to offer complete support for these programs.

r: IDL

r: If one is not on the ball, one can be too late for licenses.

r: Igor

r: leash SAP production COE USBRIO Forrester Adobe Professional MS office

r: Malware / Spyware / Adware Software

r: Microsoft Outlook - it is not working correctly since I was migrated to a new laptop and could not be resolved, interference with Adobe software on PC - hampering performance and actual operation of the PC laptop

r: My general issue is receiving files in many different formats, and not always being able to have the sender reformat or convert them. Recent specific examples include .docx containing lots of formatted math and .key; I'm not entirely convinced IS&T should be responsible for solving this problem, but obviously if you carried more site-licensed software, it would help. Any program I use regularly, I haven't had any problems acquiring either from the DL page or directly from my IT staff person.

r: none

r: None.

r: Nothing. For those products that IS&T does not supply, I get them on my own (and I rarely need support). It was nice that VMware is now supported.

r: Productivity, virus protection, CFD, E&M, Chemical kinetics

r: Solaris versions of open-source libraries

r: SQL Navigator

r: Vector NTI

r: Visio professional Visual Studio .NET Adobe Creative Suite standard

r: winscp

g: 1- Illustration and graphics. MS Office is very limited for engineering, scientific image generation. 2- Web publishing tools. 3- Bibliographic management (or support for open-source packages) 4- RSS Reader (although I'm using Google Reader and it works)

g: 1) Some Linux distributive, which has included various drivers enabling full-fledged work on a laptop. I.e., for example, drivers enabling the "Fn" / "fn" button, which, for example, allows to send a video signal to a projector or an external monitor, changes screen brightness and so on. 2) Some convenient way to synchronize files between different computers (for back up purposes). Currently I use "rsync".

g: 64-bit Kerberos for Windows. Microsoft products (64-bit Vista and Visual Studio) would be very nice to have available as a volume license.

g: A little confusing at first when arriving new to MIT. Orientation session by the Sloan IT guys was essential

g: Additional functionality for Matlab (e.g. fsolve)

g: Adobe suite, Microsoft office, Endnote (got from WI)

g: Better Thunderbird support would be nice.

g: Biostatistical software, image processing software such as adobe photoshop

g: Blackberry enterprise server for Exchange email!!

g: endnote, or papers (but I just wish papers was available on PC)

g: EndNote Statistical software on non-Athena computers

g: I don't need additional software, but it would be nice if I did not have to be on the MIT network to use software like MATLAB.

g: It is sometimes hard to find what you are looking for on the software page

g: LabView & LabView Real-time

g: Mathematica

g: Mathematica

g: Mathematica, Image Editor (Corel PhotoPaint or Adobe Photoshop), Matlab/IDL (but the latter two are supplied by my lab)

g: Microsoft Exchange for email, calendar etc

g: MS Office

g: MS Office, MS Expression Studio

g: Office for the Mac!! Its incredible this one is not freely available when the PC version is... You know how many people is running Macs at MIT? And Keynote, iLife... They are much much cheaper than MS versions of it, and none

is available. Also, would be good to have Illustrator, everybody uses it for figures in papers and everybody looks for a way to get around the fact that it is not offered from MIT.

g: office, SAS

g: Origin Professional

g: photoshop

g: photoshop, Adobe professional

g: Something to set up an online database where multiple people can edit it simultaneously. Something to maintain internal web pages for documenting research progress.

g: Statistical Packages. I would like to see short-term licenses available for students when they are tasked to perform tasks that require additional statistical software, such as crystal ball.

g: TK Solver

g: Vista Enterprise 64 bit and a working 64 bit VPN client (if Cisco doesn't support 64 bit Windows, maybe you need to change your access concentrator!)

g: VMWare 6.5 Packages for Ubuntu, not just RHEL

u: Acrobat would be nice.

u: Based on my experiences with other academic institutions, the lack of availability of productivity software (e.g. MS Office 2003) is a major concern, seeing this is the software most commonly used by students.

u: EndNote, PhotoShop, Professional Acrobat

u: I wish the new upgrade to Mac OS were available.

u: It would be awesome if some VM ware for running windows on apple machines was available. Other than that everything is great.

u: it would be especially nice to have mathematica on my personal computer. however, i am sure that the licensing for that is terrible, so i won't push my luck on that one.

u: It would be great if MIT had licenses for STATA available to students.

u: Licensed releases of MS Office and MacOS X, as well as a Mathematica downloadable version (like what you have for Matlab now), would be quite useful. The recent offering of VMware Fusion (and Workstation, though I'm primarily a Mac user) was a much-appreciated addition; definitely keep that available! (until recently, it was top of my list of things that would be useful)

u: Mathematica might be nice to try.

u: MATLAB

u: Matlab

u: Microsoft Office

u: microsoft office

u: microsoft office would be nice :)

u: microsoft office!

u: Microsoft word on Athena computers would be incredibly useful.

u: More details on such things as Thunderbird would be helpful because webmail is so terrible. Maybe some remote access software and some server software.

u: More mac programs that are mirrors of the ones offered for windows.

u: none

u: Office 2008 for Mac would be a nice addition for those users who have Macs rather than PCs

u: photoshop

u: photoshop

u: Photoshop, Illustrator

u: photoshop, illustrator (adobe design suite for mac)

u: SolidWorks, MathCad, LoggerPro, LabView, MasterCAM

u: Student downloads of (or discounts on) Mac OS X.

u: Word Processing Suite, CAD software

a: Adobe Acrobat (all I have is the reader - I have been asking for months) - Photoshop (I maintain the department web site) Message Save in Outlook, which was a suggestion given to me by the help desk to solve the no longer supported process-comments dilemma, yet Message Save is not offered by MIT ??? I had to use a 30 day trial copy.

a: Adobe, Boxcar Pro

a: Adobe, Filemaker Pro, Excel, Word, Oracle calendar

a: fully functioning Acrobat - seems to have a conflict problem

a: I believe the following software should be made available on an as-needed & necessary on a registration basis off of the main MIT Software pages: Adobe Acrobat Professional Dreamweaver MIT/IS&T approved Encryption Software available (e.g. Yale has "approved" encryption software available in their software Library.)

a: i don't even know what the IS&T website is

a: Mathematica.

a: None

a: Not sure yet.

a: Vendor software, EDS, Fidelity,

Q14a. Other email service respondents forward their mit.edu mail to
The responses to this question have been sorted by cohort.

f: another mail server at MIT

f: apple mail

f: Blackberry

f: CSAIL

f: CSAIL

f: CSAIL.MIT.EDU

f: I just push my email to my blackberry

f: I use my CSAIL email account as my home base for reading email

f: lns.mit.edu

f: math.mit.edu

f: math.mit.edu

f: math.mit.edu e-mail (on math department servers)

f: my lab address

f: My own UNIX box.

f: Our our linux server

f: Own mail server at psfc.mit.edu

f: space.mit.edu

f: space.mit.edu server

r: comcast

r: CSAIL

r: CSAIL

r: Haystack Observatory

r: HAYSTACK.MIT.EDU

r: media.mit.edu

r: My own IMAP server on campus

r: none of the above

r: PSFC

r: space.mit.edu

r: space.mit.edu

r: verizon

r: (mite.xvm.mit.edu)

g: csail imap email

g: earthlink

g: math.mit.edu

g: space.mit.edu

a: all of the above to respond to an off campus inquiry

a: Comcast

a: Mac Mail @ verizon

a: or verizon

a: TechnologyReview.com email account

a: verizon.net

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

The responses to this question have been sorted by the email service respondents forward their mail to, then by cohort and then by level of satisfaction with MIT email overall (in parentheses).

Another mail server at MIT

f: (S): My lab maintains its own mail server and I have much more disk space on that server

AOL

f: (No Rating): I want to use my local machine and OS

g: (VS): combines with my home service in one location

Comcast

r: (SS): so i can check all email at once

a: (VS): Need backup at home.

CSAIL

f: (No Rating): I trust CSAIL more than MIT, particularly to rapidly resolve problems. Also, I get another layer of spam filtering.

f: (No Rating): 1 mailbox is enough

f: (No Rating): When I set this up, I was more familiar with CSAIL's programs and policies, they allow me to keep essentially an infinite cache of old emails on the server, I can attach essentially any sized attachments, and I can collar the guys who maintain it simply by walking down the hall.

r: (No Rating): see my previous comment

r: (No Rating): I work in CSAIL.

g: (S): want to have all my mail in one place

f: (VS): I like the MIT.EDU address, but CSAIL provides unlimited storage

GMail

f: (No Rating): more space storage; easier to access from the outside; more user friendly.

f: (No Rating): Available anywhere

f: (SS): Because I once lost mail due to a problem with MIT's mail server.

f: (S): Easier to handle attachments than on my Linux system

f: (S): It offers better ways to access and organize my email than MIT webmail.

r: (No Rating): want a single inbox and mit.edu has proven a bad choice for that due to delivery delays and quote issues.

r: (S): As a form of backup, and for easy searchable access when my work computer is in for repairs (ie, better than Webmail.)

r: (No Rating): 1. i have email forwarded from many accounts2. i prefer the gmail interface3. gmail access from black-berrythe only thing i would like more is to have gmail with more ready access to the archives through a local server, and also better offline functionality

g: (No Rating): 7GB of space, better UI, more availability, emails will still be accessible after graduation,

g: (S): Practically I cannot check mit email by cellphone, but I can check gmail.and gmail search function is much

more powerful. -- even if i type my ex-girlfriend's name slightly off, it can still find the right email. -- but maybe it's not a good feature to have. :P

g: (S): backup

g: (SD): better search, storage

g: (S): easier organization of email, larger storage space

g: (VS): Can collect it on my cellphone. It acts as an aggregator of all my email accounts.

g: (No Rating): like the format better

g: (SD): Webmail is unreliable and annoying.

g: (S): It is much easier to search emails using gmail.

g: (S): To keep it stored! Sometimes I delete some important email by mistake.. The storage of MIT webmail is limited (I do not complain it!), so I should delete email as I get noticed due to the fullness of mit webmail.

g: (S): gmail has a lot of features MIT webmail and other clients don't (e.g., clustering messages by thread)

g: (SD): MIT Webmail is horrible

g: (SD): webmail is slow, and unreliable

g: (SS): better user interface, ability to go on gchat at the same time

g: (S): Backup.

u: (No Rating): because i dont register my mit email to everything, and my gmail account has 3 emails forwarded to it so i can see all of them in one place.

u: (S): because gmail is better and more effective

u: (SS): Certain features of that e-mail service are especially appealing. Specifically for Gmail, the threaded conversations cut down dramatically on the number of reply e-mails that get sent through a large e-mail list.

u: (SD): quota.

a: (it's seemingly unfillable), ease of use that is ridiculously better than Webmail, labels, everyone else uses it...

u: (S): I have several e-mail accounts and it's easiest to check them all in one place.

u: (S): Threads are the biggest reason (for those wonderful flame wars). Labeling and stars. Also so that I on;y have to check one website. And I think the interface is more user-friendly, and my inbox is one click away from my calendar.

u: (D): easier use / better integration w/ personal email

u: (SS): GMail has essential features which WebMail lacks, such as conversation threading

u: (S): It makes it easier with all my mail in one spot. And the interface is better in Gmail than webmail.mit.edu.

u: (S): The user interface is better than webmail, I can see graphics, etc, but I can still access it from any computer.

u: (S): GMail is more convenient to use, and has a larger quota. My MIT email was approaching storage quota.

u: (SS): I don't like the 'search' that Webmail offers, and Gmail is simply easier to use and organize. Gmail is more "liquid", there are less constraints to it

u: (SS): Webmail is not user friendly, but gmail is.

u: (VS): I was already familiar with GMail, so I felt more comfortable using it, especially because I could then view all of my email in one place.

u: (SD): because there is no space in mit.edu mail...

- u: (S): Gmail has more space, better UI
- u: (VS): Ease of checking only one address. Also, I like the gmail interface MUCH better.
- u: (SD): Gmail is extremely user friendly, with labels to organize emails and is wonderful in packaging all “flame war” emails into 1 message without flooding my inbox.
- u: (VS): Better sorting of emails
- u: (SS): Because GMail’s UI is SIGNIFICANTLY better.
- u: (S): Easy to gather all emails in one place
- u: (SS): Ease of sorting and browsing through - webmail client is too junky
- u: (SS): I ran out of quota space a year ago
- u: (SS): because i do not like the format of webmail
- u: (S): gmail interface is much better than webmail, and since it’s online it can be accessed anywhere.
- u: (No Rating): Because GMail is more user friendly. And then all my email is in one place.
- u: (SD): easier to use, faster to read email [mit webmail takes a very long time to load all actions]
- u: (VS): I forward other accounts to my gmail account, so it’s easier to check all my email in the same place.
- u: (S): Better interface and spam filtering
- u: (SD): because webmail is the worst interface of all time
- u: (S): It’s easy
- u: (S): Better set up for reading, writing, searching, and more user-friendly all around. Plus there is a chat feature that is pretty cool.
- u: (SD): because the webmail is very hard to use
- u: (S): like conversations (multiple emails under one header). Also like gchat and google calendar. everything is connected (google docs too) and makes things easier.
- u: (VS): Webmail is not a very good interface. Not to be mean, but it is on the level of hotmail in the early 2000’s. When I got to MIT(fall 2004) webmail was considered a backup, other programs were suggested for use (eudora I think...). I think a lot of effort has been spent getting webmail to be better for people too lazy to use better methods and that time could be better spent integrating MIT email with other services that people could be pushed to use. Also, Gmail is amazing, tons of totally free storage, easy to search, fast and the conversations formed for email threads is absolutely amazing. Its honestly the best option available anywhere and difficult to compete with.
- u: (VS): convenience
- u: (D): more aesthetic, easier to organize, more space (never have to delete), effective search function, threads organization, mute ability
- u: (SD): Better spam filtering, better interface (on both traditional web browsers and mobile devices).
- u: (VS): sometimes for convenience
- u: (S): Webmail is very slow and GMail groups threads together, which is nice for spam wars.
- u: (SS): Easier to organize large threads of emails that I receive into one message rather than multiple. Also can use Google calendar.
- u: (SS): 1) Storage on MIT mail is tiny 2) Keyboard shortcuts on gmail are better than thunderbird. Not to mention Webmail. 3) When I move to a different computer, I dont have to deal with Webmail or Evolution or a un-customized thunderbird.

u: (SS): better user interface

u: (VS): I like to keep my gchat opened simultaneously, just incase I need to reach/chat with someone as well. Also, Gmail groups emails together, which I really like.

u: (D): The Webmail interface is “ugly”, it’s slow, sometimes difficult to navigate, and the server is down a lot which makes filtering difficult. Also, it doesn’t have threading, so there is always a huge influx of inbox emails.

u: (S): It’s easier to organize, more aesthetically pleasing

u: (SD): webmail sucks compared to gmail. gmail takes strings and groups them, allows easier filtering, stores more, and is better at transferring files. gmail has a better user interface, search feature, and automatically adds emails you send to to your address book. plus it doesn’t have servers that crash a lot. and, of course, gchat. and it has google docs, calendar, and add-ons

u: (SS): It’s easier to access off campus than webmail, especially given the frequency with which webmail loses personal settings.

u: (SS): It controls the amount of mail I get from a specific e-mail. It is condensed into one e-mail instead of many e-mails

u: (S): better spam screen; better web interface; better email search

u: (S): Gmail has a larger quota size. My webmail account got full somehow, so I transferred it all to a new gmail account. I’m only using about 7% of the gmail account. :)

u: (S): gmail is better. I like the fact that emails and the replies to those emails all get connected to one conversation. I also have more space and the user interface is better.

u: (No Rating): I like the gmail interface better. It is easier to filter and organize emails. Gchat is also on the same page as my Gmail which is convenient for when I may need to contact a professor who has gchat right away (like John Bell!)

u: (SS): Gmail stacks the conversations in one thread, so it is much easier to follow.

a: (D): so many email addresses

a: (S): I don’t like using webmail or outlook or mail (on macs). I like to have all my work and non-work related emails in the same service. Gmail has other features that are attractive.

a: (No Rating): GMail is the easiest place to centralize all my current and historical email accounts/aliases.

a: (S): 1. dissatisfaction with MIT webmail.2. ease and speed of searching in gmail

a: (SD): My home address for reminders and to set up my calendar coordinating business and personal.

haystack.mit.edu

r: (S): This is my local access

Hotmail

f: (S): lack of connectivity when i’m travelling

r: (S): I travel frequently and find this easier than trying to login to MIT mail.

Mac Mail @ verizon

a: (VS): My home email to check in.

mite.xvm.mit.edu

r: (dozens) of different folders and such, with automated filtering rules. It was getting quite painful to keep all those rules in sync, sufficiently painful that it was easier to just set up my own server with SIEVE support for server-side filters. Also, I wanted to keep using Kerberos authentication with MacOS X 10.5 (which dropped krb4 support), and I wanted to have access to most of my several GB of e-mail at once. Both are trivially implementable on my own machine, but things that aren't supported on the current po* servers.

math.mit.edu

f: (No Rating): Because this is my primary account. I rarely use mit.edu in any direct way.

g: (S): consolidation

f: (No Rating): The math department systems offer a computing environment better suited to my needs as a member of the math department, and closer to a "standard" linux experience, without any of the Athena quirks.

f: (No Rating): i have more control

Own Server

r: (S): Control

f: (S): So I can read it.

f: (No Rating): ease of availability and been doing it for many years from when MIT mail programs were very poor.

f: (No Rating): Easier access. Personal control.

PSFC

r: (S): Because it is easier to read 1 inbox

space.mit.edu

r: (No Rating): consistent address over the years

r: (No Rating): Convenience

g: (S): Consolidation

f: (S): simply to synch it with my historical email record

TechnologyReview.com email account

a: (VS): consolidation

verizon.net

r: (VS): to remind myself to do something at home.

a: (S): to get my info at home

Yahoo

r: (S): Sometimes the messages are needed on my laptop at home

r: (S): yahoo is better able to display images, videos

a: (SD): personal emails from coworkers

a: (S): To work on projects while at home over weekends.

a: (VS): to respond to an off campus inquiry

a: (SD): To have the email at home and at work

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

The responses to this question have been sorted by cohort.

f: everything

f: I am more worried about the way in which others handle my personal information (such as SSN, credit card numbers, home address, birth day, etc). I am not sure that the training for staff is sufficient (if there is any), nor do I know whether they all have antivirus protection, antspyware, etc. Moreover, they probably do surf to potentially dangerous sites...

f: I know the cables didn't work--when my computer was stolen they just cut through the cables. So I don't use them anymore, try other methods.

f: I would like to be able to continue using Eudora.

f: info on secure wiping of hard drives

f: none. i have this under control.

f: On the physical side, we need to get more frequent patrol of MIT police in our buildings. There has been too many thefts of laptops, etc. over the past years.

f: setting a password for computer start up information on setting automatic backup to a hard drive

f: Since the securing is done by others, I have no way to tell what is installed/up to date. When I get an email saying "message undeliverable" and I didn't send it, I have no way to determine the level of security breach if any.

r: Antispam/spy software seemed to cause my computer to stop working with no indication anything was really going on.

r: don't know

r: get more robust instructions for having McAfee stay updated

r: How to make data on my hard drive be protected by encryption

r: I don't upgrade my computer because I don't have time to deal with the inevitable problems. My computer setup is unique, due to research requirements, and it's not worth it for our sysadmins to understand it just to support me. I don't need help; I need less-pressing sponsor deadlines. It might help to be able to afford to buy a new computer more than once every several years, so as to be able to test updates on the new machine without compromising the old machine during testing. Or not.

r: links to a website which describes security auditing.

r: Need more security support for Windows Server, Linux and Unix platforms. For example, if I need to set up a SSH based terminal access with Xserver on a linux/unix machine within the MIT network, I need to go to several web sites to figure out the most secure way to do this.

r: physical safety, people enter office at night to clean, sometimes things got lost

r: Scan e-mail for malware and either disable or destroy it.

r: securing access to my computer and updating regularly

r: We have an in-house IT person who helps us with all computer issues

g: authorization issues (e.g. someone uses my password) or computer virus

g: grete@sloan.mit.edu

g: How to protect my computer against virus

g: I have contracted a virus on one of my computers and none of the software is able to remove it. I would need help on how to remove such threats.

g: I think IS&T should automatically assist graduate students who have passed their qualifying exams, in setting up data backup to TSM. This should be an opt-out process, not an opt-in process. This should also be done for faculty.

g: I'd like more information about automatic backup options at MIT.

g: Not have organizations like the MPAA and Safenet doing illegal port scanning on my computer

g: Something to help with upgrading legacy computers that are still being used. Something to help set up PGP keys.

g: The printers are slow. Speed them up.

u: A cheaper backup solution. Compared to online alternatives, TSM is just ridiculously expensive for the amount of storage. I don't use alternatives however because it's really slow. However if there was a fast and cheap backup server on MITnet, I'd definitely use it and be willing to pay for it.

u: answers to all the entries in the above 'yes or no' questions

u: Cameras in libraries - I had mine stolen from the music library while I fell asleep for 10 minutes, and there were no witnesses and no record of anyone who'd been in the library during that time.

u: FAQ type email from IST to whole of MIT dealing with some of these issues.

u: How to easily backup my hard drive. How to more effectively use antivirus and antispyware software. How to encrypt data.

u: How to encrypt specific files on my hard drive

u: how to keep trojan viruses out of my computer.

u: How to wipe my hard drive securely

u: I feel like it's pretty safe. In general, I have seen a lot of people who simply don't take security seriously -- their initials for a password, never using SSL for GMail, etc. This is something that could be fixed.

u: i would like to know how to have my computer automatically back up the hard drive onto my external hard drive and athena account locker space periodically

u: If a problem occurs, whom to turn to depending on problem type.

u: im not sure, i want to reformat my disk because its running really slowly. i also might be getting a new computer soon, so any help would be great.

u: Information on virus protection and spam protection.. just to keep from getting something over the internet, as it has happened in the past and led to laptop failure.

u: Interface help for setting Athena folder and file permissions; current interface is somewhat clunky.

u: not sure

u: Not sure

u: setting security preferences on my mac. especially for wireless connection.

u: Since I do not know much about computers, I always get my friends to help me, so I need all the help I can get.

u: the assurance that everyone else practices safe computing too...

u: the IT site is great, but i don't use it as much as i should. so, i could use an email with instructions on backing up my stuff and anything else that that IT staff thinks is crucial...

u: The main problem I see is laptops being stolen by strangers getting on hall, but I don't think that is an IST problem

u: There are a lot of items on the security list, more than most reasonable people are able to keep up with. A centralized computer security platform would be awesome.

a: don't know enough about my computer beyond basic applications I used on a daily basis to know what kind of help I need

a: Have no idea !

a: Just a constant reminder to continue the practices I take to protect my computer. I think we can become busy and not take the few moments to do what we need to continuously do.

a: Knowledge of what a user's responsibility is regarding antivirus software or if it is up to our IT department to tell us or keep us updated.

a: Libraries LTE's are overworked and spread too thin for our need and a safe computing environment.

a: MIT/IS&T Approved encryption software available in the MIT Software Library.MIT Physical Security Recommendations. Which cables would be best?Requirement of STOP! tags on all MIT-owned Laptops.

a: setting security settings on a Mac.

a: We have a sys. administrator in our lab which we would contact first if there are any problems...

a: Would like details on getting help for problems listed above in case there is no departmental level computer consultant

Q30. What should IS&T be doing to improve problem resolution services?

The responses to this question have been sorted by cohort and then by level of satisfaction with IS&T problem resolution overall (in parentheses).

f (VS): For all solved problems there should a web-based description of the problem and its resolution online with a very easy to use search engine. Then many people would be able to solve their own problems.

f (VS): Can't think of a thing...

f (S): Someone should invent a better email program

f (S): more chance to get a live body on end of the line

f (S): Make sure all staff are high quality, keep them if they are.

f (S): I use the Sloan Help desk. I've never used IS&T. I rated the Sloan Help desk. Reset to N/A if you want ratings of IS&T.

f (SS): Some of the folks at the help desk simply do not speak English adequately.

f (SS): more people to answer when you call--on the spot staff

f (SS): Give priority to support faculty. Emphasize timeliness and also increase the training of staff so the latest available technology is available to us. I am always afraid of contacting IS&T...

f (SS): better self-help FAQ

f (SS): Better follow up

f (SS): after hrs help esp for home computers while doing MIT business

f (SD): one problem that i encounterd this past year fell between the cracks of IST and MIT Libraries. My problem has not been resolved to date. I cannot access the features of the online Oxford English Dictionary. IST said it wasn't their problem and the library support person did not know how to solve it.

f (SD): More active involvement. I had trouble installing OSX10.5 on a laptop. In several trips to MIT IS they did a lot of talking by did not try to do anything directly. At the apple store the "genius" attempting installing by hard disc and it worked.

f (SD): I find that undergraduates have a really good grasp on how to handle problems. Maybe they should be more in the loop. I know that a lot of the people I talk with on your staff are undergraduates but I do not find them to be the best.

f (D): Realize that there are a variety of users, some with expertise and some without. If the user has already assessed the problem don't repeat etc.

f (VD): issues of access, of cost, and of customer service [which is awful at the IS&T, in my experience]. the questions about the use of 'additional client support' are largely meaningless in this context; i've simply given up on the help desk

f (No Rating): I work in the Sloan School and use Sloan's STS.

f (No Rating): don't know. i don't use it.

r (VS): I've only used it once, but I was stunned how nice and knowledgeable the person answering was, compared to past corporate and university help desks!

r (VS): I have always been favorably impressed by how helpful they are - congratulations!

r (S): Really listen to the needs of each person... Not have a standard solution

r (S): I have always found discussion forums on the web to be really useful for getting help outside of IS&T. It might be useful to incorporate other channels of communication such as online chat with Help Desk people and discussion forums. The FAQ section of IS&T is pretty useful but sometimes I find it a bit outdated. Another way to improve access to common issues is the following - when a Case # is assigned to troubleshoot a particular issue the user can be requested for permission to post the details of the resolution of the case online so that these case #s can be indexed for search.

r (S): Have Mac experts deal with problems on Macs, PC experts deal with PC problems, etc.

r (S): Communicate better with clients and document specific cause/actions/resolutions and forward planning within RT cases (specifically on network issues).

r (SS): to train the help desk personnel not to say they are too busy to help you when you call

r (SS): It would be great if there was a better way to get to people who have the actual experience you need combining in depth knowledge on configuring/troubleshooting and application for an operating system. I can understand the diversity is a challenge and that people's roles change over time; however, if you have the recommended hardware and applications from MIT IS&T there should be a few experts that can tell you if you have a real problem and help resolve it.

r (SS): Clearer Escalation of calls

r (SD): Not sure; I mostly go to CSAIL sysadmins.

r (SD): be more active

r (D): Not sure what to suggest. The problem may be with McAfee. which loses the ability to stay updated.

r (D): I guess because IS&T is so useless, we pay outside consultants for help.

r (No Rating): publicize services

r (No Rating): I'm supported through departmental IT person. Giving departmental IT people Best of Class support as a policy would seem to make lots of sense. (This may already be in place, but it would be invisible to me)

r (No Rating): I use economics department helpdesk only

r (No Rating): Don't use it.

r (No Rating): Being at Haystack, I very infrequently use IS&T services, so I cannot comment.

g (S): It's difficult to tell what is relevant or irrelevant information for resolving a technical issue. Also, it is unclear whether we should be asking questions in a layman's way or a technical way.

g (S): Improve the FAQs on the website. Some of them are *very* out of date.

g (S): could we have a web-based online chat with an IS&T guy? like the olc on athena...

g (SS): Refresher courses/seminars

g (SS): Provide a convenient way to solve minor issues or issues that need to be solved quickly. There are a lot of intelligent and computer savy individuals at the Institute, and sometimes all they need is a little recommendation or a quick reference to solve the problems themselves without going through the hassle of involving IS&T. What you have for us is a good start, but I think the options mentioned in the next section of this survey (web chat with staff and access to same knowledge base) would really help.

g (SS): Offering CPU performance check-ups.

g (SS): Keep the user more up to date on the status of a request and provide more detailed information.

- g (SD): There are lots of things that can't be done cheaply, like replacing a laptop monitor. They need to be able to refer you to someone who can.
- g (SD): I'm sorry I'm not sure.
- g (D): Speed up the printers
- g (No Rating): work more with Sloan technical services because they are lost. ...and Exchange SUCKS because it's so slow. I got my MS from MIT and worked with IST on computer issues. You guys know so much more, and are so much more helpful than STS. STS is a shame to the MIT brand.
- g (No Rating): Service more computer brands.
- g (No Rating): I attended an information session, which was good, and I asked for help with my blackberry. I didn't get help with the blackberry, don't know whether the team was required to help me.
- u (S): You did everything you needed to do for me.
- u (S): speedier reply
- u (S): not sure
- u (S): I'd say "watch out for special situations". In general, I've had a very good experience. However, occasionally, I've had situations (particularly with computer repair) where my computer is lost while in for repair, or held in the shop over the weekend before finals, etc. Also, I have had a bit of trouble with Helpdesk people being confused by weird printer setups. I maintain two weird sets of network printers, one of which runs on its own server because the printers need to be able to change IP's on 5min notice with some regularity, and one of which is on a Verizon VLAN setup so it'd be too slow to send files all the way to MIT's print servers and back. Whenever I request a change in this setup, it takes an e-mail or two to explain to the particular Helpdesk person in question what's going on (though I do generally get things sorted out). Very understandable; but if you want somewhere to improve... The above applies only to the Computing Helpdesk; I've had endless problems with the Telephone Help system, as described later in this survey.
- u (S): I think it depends who is in the office, some staff members are way more helpful than others, sad but true.
- u (S): Be open past 5PM
- u (SS): Stop expecting everyone to know how to use their crap. printing, linux, apache servers, web certs, etc...
- u (SD): I have a desktop, and it is hard to bring it to the IS&T building. I think it would be helpful if IS&T representatives stationed in the dorms could help with technical problems.
- u (SD): cheaper
- u (No Rating): Make themselves more visible as the place to go for computer problems.
- u (No Rating): It would be nice if IS&T did more publicity so I knew who to ask about what.
- u (No Rating): be closer to campus
- u (No Rating): Advertise problem resolution services to the students and staff.
- a (VS): I think that another computer protection/security class during IAP would be helpful and well attended.
- a (S): The only problem I had one day was when I showed up at the help desk in N 42 and the attendant was working with another client for 10 minutes without acknowledging that I was there.... would be better if the attendant had said something like "Hi, I'll be finishing up with this client in about # minutes, and will be with you after that". Because the attendant didn't say or look at me, I wasn't really sure that he'd seen that I was there.
- a (S): The few times I have needed your help the results have always been successful.

a (S): I find a difference in getting software & PC problems resolved versus getting network related problems fixed. My satisfaction level for the network problem resolutions is much lower than the PC & software resolutions.

a (S): help employees differentiate between problems that can be handled by in-department staff vs. those that must be handled by IS&T

a (SS): When Help Desk forwards my case to other appropriate IS&T Depts, I would appreciate a status report/response.

a (SS): To often the response from the help desk is: Reinstall the software application, reinstall the OS. Often we have had to undo or stop individuals from following instructions they have received from the help desk. If the help desk is the HELP DESK, then why can't any problems with the win.domain be solved by calling the help desk? They are suppose to be the front door for the MIT IS&T computing environment help, but as soon as one calls the Help Desk with a question about the domain, they pass it off. They tell us to contact the network group or call Richard Edelson directly. They don't want to touch the case, they don't want to record the case. The help desk should take the call and the case, and they should either have access to the appropriate knowledge base, or they should research the problem and return the answer. The win.domain is an approved and recommended IT environment and it's annoying when the IT Help Desk sends us to the "back office" of the win.domain to have problems resolved. If they can't handle it, then sufficient human resources should be provided to the network group for them to have their own Help Staff Desk to answer questions and solve problems with the domain.

a (SS): Follow up with users.

a (SD): More resources on SAP enhancement and on-the-spot support, more efficient solutions for system maintenance and routine upgrades.

a (SD): I have come across wonderful people at the help desk (Jessica Reed, Jennifer ?) and then I have gotten people that have been really condescending with a "why are you bothering me attitude" in which case I have literally said - never mind and Googled on line to find non-MIT web sites to figure it out. I think alot of the MIT documentation on the IS&T web site is outdated. Also I wish there was an updated solution to transferring web forms into Filemaker other than the very outdated and I am told "no longer supported" process-comments script procedure. I have had great experiences with the Help Desk and 90% of the people are wonderful but even with the great customer service, often times I have just had to figure out a solution on my own, this is also the consensus with my co-workers.

a (D): I can never install a certificate on my home Mac that uses Safari. The advice given never seems to work, and this year it didn't work for FireFox either. The Help Desk has been hard to reach about this, at least by voice. I still don't have a certificate on my Mac at home.

a (No Rating): N/A

a (No Rating): I've never used them before. Today is the first time contacting them via RT.

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

The responses to this question have been sorted by cohort.

f: Extended hours (incl. weekends), broader knowledge of software. Detailed Mac/Unix support.

f: faster response from help desk

f: Help desk is tremendously helpful, I like it just the way it is.

f: How can we get to a system that is windows based and starts up fast. IS&T should inform how to resolve often encountered problems.

f: I found a session offered by the MIT Libraries useful.

f: I would like to be able to read online previous successful solutions to the same problem I might be having. You can't get PCHELP on weekends and outside Monday-Friday work-hours.

f: If it was available in the form of a very knowledgeable consultant who could provide the same service and response time as a local computer expert

f: It is very important to know one's technician personally, optimally over a significant period of time.

f: More access at all hrs!

f: Working out how to report errors to Microsoft about Office programs with out being charged to report bugs (MIT license according to Microsoft does not allow us to tell them about major problems with there new releases (specifically Office 2008).

r: (I work remotely and generally go through the W3C systems team for support issues, so I only rarely encounter the MIT IS&T staff)

r: Better recognition and support of local IT folks (IT partners), especially when it comes to accelerating through IS&T assistance tiers. For instance... when I submit a case that a switch has gone down, I don't want to be asked which jacks are affected via email. That case should go right to someone who has the switch diagnosis capability.

r: Having any time to follow up on IS&T emailed newsletter announcements of upgrades or new software.

r: how about a podcast? I'm more likely to attend to new info while I'm commuting.

r: I don't use it because I rarely ever need to.

r: I like the newsletter for notices regarding changes in application support - new, improved, obsolete. I need the website for good, deep technical know how as well as the interface to access the application and hardware support I need at least initially. The web knowledge base for technical support seems a challenge to me. This is where it is very helpful to speak with a knowledgeable person on the helpline. This was made even better when oru department had a support person who had a longer term understanding of our needs and issues.

r: I really hate Webmail, which is not really what you're asking but want to write this down somewhere. I have found individualized help at IS&T HQ the most useful.

r: I would use element K but I have not been able to get access to it.

r: r: short bulleted info with web links would be useful.

r: IS&T email announcements are useful since at this point I only read email and hardly anything that comes in hard copy (except of course the TechTalk)

r: Right now I'm satisfied, I can usually find the help I need through the web pages.

r: Separate email updates for PC administrators, students, etc.

r: The barrage of emails from pseudo mit help desk is annoying. I don't always take advantage of your training/demos.

r: THIS SURVEY IS WAY OVER 15 minutes ALREADY. I'M 9/18 DONE.

r: What services I have used which are provided by MIT IS&T have been quite satisfactory

g: A pamphlet summarizing everything there is to know about both hardware and software help

g: Hands-on training classes

g: Have a single, easy to find webpage that has succinct description of what is new and available and a different page with more in depth information.

g: this survey is too long- make it into 2 surveys please

g: Webpages tailored specifically for students, or for people with specific roles. Everything that I need is scattered all over the place.

u: "guide to athena" handbook?

u: Better search of IS&T website; more technical details on IS&T website.

u: Easier to search webpage

u: expand the website make it easier to search for stuff

u: I didn't even know about these resources. I probably wouldn't use many of them, but training sessions would be cool. Operating-system specific training hands-on training sessions about security and technology use in general, aimed towards non-course-VI majors and advertised so that I actually hear about them...

u: I just need to be able to get to your page easily and know who to e-mail for help if I can't get to IS&T

u: I only know of the website guides, manuals, FAQ, etc. and they have been very useful. I am not aware of other types of information out there.

u: I wasn't even aware of most of the services above. Also, it's not clear that I would use them if I had them: I know plenty about the technology; what I need help in learning is "what can MIT do with its particular installation?, and how do I go about doing it or getting it done?"

u: It would be great if I had any idea what most of the items on this list were.

u: More streamlined, simple instruction pages. Many of the current pages are cluttered and dense with many options of one page. Maybe help pages should first provide simple, aesthetically presented info and then link to more in-depth options.

u: put them all on the webpage with detailed demos, and make sure they are easy to search and find

u: Tech Articles

a: Better documentation (handouts) at hands-on training classes would be extremely useful.

a: I think just having an online chat for quick questions on where to go looking for things would be helpful

a: It looks like element K is no longer available. I'd like to get it back.

a: Maybe a visit to the department as a whole as a training session

a: More information about staff expertise.

a: Not sure, I have lots of help at work and at home I'm on a Mac that works just fine except for the lack of my being able to load a certificate. I'm fairly low end.

a: Quicker response time.

a: Someone should read John Maeda's Laws of Simplicity and rethink.

a: web pages need to have a little more clarity, searchability and should be more broadly usability tested. maybe ask librarians to help with keyword assignments....

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

The responses to this question have been sorted by cohort and then by level of satisfaction with MITVoIP overall (in parentheses).

f (VS): send email with the voice message

f (VS): emailing voice mail; call forwarding is easy to set up.

f (VS): email delivery to my laptop wherever I am

f (VS): e-mail of voice messages

f (S): Quick connection on outside calls. Ability to set up two unused “line” buttons on my phone to call to frequent phone targets

f (S): interesting to get emails of phone messages, although overall it also adds time to work.

f (SS): Sending voice messages to my email that I can play and hear from remote sites.

f (SS): Message collection and notification “on line.”

f (SS): email voice messages; hearing messages by speakerphone

f (SS): email notifications of voice mail.

f (SS): call forwarding and routing

f (D): i dont have time to do all the customizing. i cant get it to ring louder. i cant get it to light up a button and ring when a second call comes through. i find the menus unhelpful

f (VD): Can't figure out how to use the damned phone!

f (No Rating): too new to know

f (No Rating): My phone has only just been changed so it's too early to tell. I don't know how it works yet in any ways different to the old one. I presume the newly installed system is the MITVoIP thing you are talking about, but all I know is that we've all got new phones in my department.

r (S): voicemail-to-email; call logs; being able to use a web interface to customize forwarding options and schedules.

r (S): Not having to worry about calling long distance when necessary.

r (S): I use an MIT VOiP phone in Portugal

r (S): I like that the phones have more features (speed dial, call lists, etc.).

r (S): I like having messages on my computer. I have echos and noises periodically on my phone.

r (SS): getting voice mail by e-mail

r (SS): Forwarding voice mail to e-mail

r (SD): Missed calls, the ability to access from other phones

r (SD): missed calls notification

r (D): Emailed voice messages for archival purposes (but it remains more convenient to listen to messages on the phone).

u (S): Voicemail forwarding to email

g (SD): Free long-distance.

u (D): I really like the Sylanro Web interface; it makes lots of very-useful config options very easy to implement. However, its use is really limited for me: All three phone lines that I work with regularly are lines used by groups of people; but currently, only a small set of the members of each group have access to the phone. There's no way to automatically manage phone ACL's, and the Telephone Helpdesk is, in all honesty, incompetent at maintaining the lists (every time I've e-mailed asking for a list change, they've either lost the ticket or claimed that the people were added to the list when they were in fact not added).

u (No Rating): I've never used Mit VOIP

g (my desk and cellphone at the same time)MIT Presence via Sylanro when working from homeAssigned ring-tonesConf Calls/Ease of use

a (VS): The online configuration and being able to forward it to my cell phone during business hours.

a (VS): the email feature of the calls

a (VS): Forwarding abilities and emailing voicemails

a (S): receiving voice mail messages via e-mail

a (S): missed calls list

a (S): Missed call review

a (S): I love the VM in my email.

a (S): I love the menu on the phone that allows me to quickly view missed calls.

a (S): getting vm in my email

a (S): E-mail voice messages.

a (S): Caller ID, missed calls directory

a (S): Call logs

a (S): Ability to access voicemail online.

a (SS): Online access to messages and other key information, call forwarding and other easily accessible information

a (SS): emailing my voice mail

a (SS): Call logs.

a (SD): listening to your messages through the computer and forwarding that message to someone else.

a (SD): Haven't used it a lot but call forwarding and remote office are pretty cool as well as the refuse list.

a (No Rating): phone calls showing up as email

a (No Rating): na

a (No Rating): I haven't learn any.

a (No Rating): By looking at my e-mail from home I can determine that I have a phone message.

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

The responses to this question have been sorted by cohort and then by level of satisfaction with MITVoIP Portal/console overall (in parentheses).

f (VS): email notification of voice mail

f (VS): Email forwarding of voice messages. Truly excellent!

f (VS): Ease of call forwarding; call records.

f (S): getting voice mail more frequently

f (SS): It's a little hard to find what you want to reset.

f (SD): Listen to voice mail messages on computer when overseas

f (SD): Access voicemail from laptop

r (VS): ease of moving between headphones, speaker, regular handset; conference calls

r (S): Sylanro management of call handling and voicemail to email capabilities. User interface for call handling is initially confusing.

r (S): out of office and voice mail forwarding

r (SD): The system prior to Sylanro was much easier to use and more effective. I've tried to use the call blocking feature on Sylanro on several occasions and have had no success.

u (SS): The phone redirection features. Both redirect-to-multiple-phones and scheduled redirects. After that is e-mail redirection of voicemail. E-mail is much more reliable than the voicemail server, and it's easier to grant access to a gmail account than to the Sylanro Web interface (and I almost always check voicemail while away from the phone). It takes second place because it only supports .wav, not .mp3 or a similar compressed format, though; large .wav attachments have really put a dent in my inbox size.

a (VS): use when away from the Institute

a (VS): I like receiving email messages with my voice messages attached.

a (VS): all the various call forwarding options.

a (VS): Adding contacts

a (S): The online configuration and being able to forward it to my cell phone during business hours.

a (S): Greeting change

a (S): getting telephone messages by e-mail.

a (S): call forwarding

a (S): Ability to block unwanted calls.

a (SS): The VoIP system is great but I find the web documentation a bit difficult to navigate, you have to go all over the place to get to the instructions you want for certain features. Very confusing, there is almost too much information going on.

a (SS): I have used it in the past, but not a lot. I find it somewhat confusing, which is why I don't use it a lot. If I used it more, it would probably be less so.

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

The responses to this question have been sorted by cohort and then by level of satisfaction with MIT telephony services overall (in parentheses).

f (VS): I hated my phone and the voice mail menu in the past, so Voip is much better.

f (S): Would be great if it erased the phone mail once you heard it on the computer.

f (S): The setup of calling directories on my VOIP phone is awful. Ideally, I would like to have it contain my personal phone directory (from my Mac or iPhone), as well as allow me to access the official MIT phone directory. In addition, I should be able to set up dialing shortcuts to either of these sources.

f (S): the phone help service is barely useful - i for instance do not know how to change my answering message

f (S): not having to listen to 'the following messages will be deleted' and then not being able to scroll past them...

f (S): Good coverage for my mobile phone

f (S): getting voice over IP installed to get voicemail messages via email

f (S): Better voice clarity.

f (S): Better interface when you call from off campus -- the voice recognition is poor and annoying

f (SS): Voicemail configuration could be more convenient -- e.g. one has to listen through the message before erasing it.

f (SS): voice mail is difficult to operate

f (SS): The phone in my office does not list missed calls. I would like to have this.

f (SS): phone is clunky.I shouldn't need to enter a password to access my voicemail from my office phone.

f (SS): lower costs to department

f (SS): I've experienced occasional dropped calls and/or inability to connect to overseas numbers in Europe at peak call volume times.

f (SD): Voice mail delivered to my inbox in an avi file. PLEASE Deploy VoIP across campus. Standard Voicemail sucks its too slow and take too many prompts to get where you need to get quickly.

f (SD): Storage of voice-mails for longer periods of time; ability to get a paper copy of the voice-mail text.

f (SD): need to use complicated codes for longdistance call

f (SD): More general use and support for VOIP

f (SD): More customization, but truthfully I don't use the phone very much, that it isn't an area worth very much effort from IS&T for me.

f (SD): International calls are not always clear -- I call Indonesia a lot and the lines are often garbled, so I often have to use Skype instead of my official MIT phone.

f (SD): If I could erase vmail messages without having to hear the whole message

f (SD): Beyond regular phone calls, I only use the voice messaging feature and I find using it to be complicated compared to a simple answering machine like I have on my home phone.

f (SD): Ability to conference callInstructions on Skype, video doncerencing

f (SD): A deskset with a working clock

f (D): Voice mail is extremely confusing.

f (D): New equipment with at least the same features on standard home telephones

f (D): I get way too many wrong numbers (people calling me trying to reach various MIT offices). I would be more satisfied if this stopped.

f (D): Ability to access voice mail via the Internet. Ability to keep voice messages for longer. New phone (this one must be from the 70s).

f (No Rating): telephony?

r (VS): Do we have an access to international line on each floor? I had to go to the 7th floor to find a phone where I could have an international call... They probably exists I just do not have that info

r (S): The phone I have is not intuitive to use--I've used an Avaya VOIP phone before and found the controls much easier to use.

r (S): My new, someday, VOIP phone has an easier-to-use voice mail interface.

r (S): More options...

r (S): instructions to go with the phone about setting up voicemail and putting calls on hold etc

r (S): Improve the portal/console.

r (S): If I could use a SIP client on my iPhone so I could just carry one device and get all my calls

r (S): I don't use my desk phone very often. The voice mail is not exactly intuitive, if I get a message I have to go back to instructions to retrieve it.

r (S): e-mail notification of messages

r (S): clearer voice on the automated voice mail and more options spoken like calling the person who left a voicemail directly

r (S): better voicemail - easier message management

r (SS): Soft phone capability. Off campus WIFI phone capability. Off campus deskset reliability (my home polycom has stopped working again and no emails get sent to notify of system upgrades or provide reason, or how to recover). It is a pain to have to keep bringing deskset into office to upgrade firmware. I should be able to download and upgrade the firmware at home! GET THE SBCs online to enable the softphone and remote wireless phone capability.

r (SS): MIT needs to standardize its telephony or at least make the two systems compatible. It is not possible to forward voicemail between the two systems, which can be problematic as some departments are one system and other on a different one.

r (SS): i would prefer VOIP

r (SS): I get a lot of dropped calls and bad connections. Fixing that would be great.

r (SS): better and clearer connections

r (SD): My phone in particular has a defunct receiver, people I speak with on the phone consistently complain they can not hear me well.

r (SD): I want to switch to VOIP for the enhanced services, especially the ability to push voice mails to my email.

r (SD): Enabling voice mail at the Broad, or at least telling me how to set it up if it is already offered

r (SD): Being able to set my voice mail which was interrupted.. I have not being able to get it working again.

r (SD): Ability to skip forward and back when listening to messages, like we used to have. "Clear" option in first set of options for reviewing missed calls instead of only available after selecting "More". Since we went to VoIP, I sometimes hear my own voice echoed on the phone, and get more drop-outs than I used to. I can't be sure it's VoIP's fault, but if it is, then fixing it would increase my satisfaction. A working hands-free headset would also increase my satisfaction. I have a nice, comfortable hands-free headset and it won't work with my new VoIP phone. I don't have time to research what kind of headset would work with the new phone and be comfortable.

r (D): Having our lab have MIT phones. We Don't!

r (D): don't know how to use my phone, set the clock, etc. Who uses a desk phone for much anyway?

r (No Rating): Haystack uses the Lincoln system

g (SS): Wish I could have my office phone forwarded to my cell with a different area code

g (SS): Make it easy to check voicemail left on the phone or to disable the service all together.

g (SS): If they installed cell-phone repeaters throughout MIT.

g (SS): If the telephone in my office wasn't from the 70s

g (SS): Enabled outgoing phone calls.

g (SS): easier access to long distance for research purposes

g (SS): any new ideas like general MIT cell phone plan?

g (SD): Switchover to VoIP in my dormitory.

g (D): If we had a phone line in our room that could be used

g (VD): I need a phone installed at every single location on campus where I work.

g (VD): I don't want to have to pay for basic phone service. My cell phone doesn't work well in my dorm room. I would like to be able to make local and 800 number calls. I can only dial MIT numbers, which I never use. I'm tired of always asking people to call me back at my house.

g (No Rating): Better webpage on the IT website about how to set up the phone service and knowing what kind of phone service I have.

u (S): Longer hours, but I do think that might be too much to ask.

u (S): Better cell reception inside buildings

u (SS): mit telephone book

u (SD): more use? but then, most ppl just use cell phones now... land phones seem to go away. Not being able to (easily) use extension number from a cell phone is a little disappointing.

g (long distance)

u (SD): being able to dial out (without a fee)

u (SD): Allow you to make outside calls without an extra fee.

u (D): I wish I could have a room phone without having to pay for it.

u (D): I can't really comment on the ISDN or analog services, as I don't really use either. I'd also really like to see an online-fax service: I'm currently in two groups that have considered paying for an analog phone line just so that they can send and receive faxes. (One is currently doing so, though the line is used for other things as well; the other is paying for an efax.com account.) For VoIP, I really feel like the service doesn't quite work yet. It feels to me like a service in late-alpha or early-beta prerelease, based on the reliability, core features (mainly access control), uptime, and set of bugs both in the technology and in the support network. While I really really like the theoretical featureset, it hasn't proven ready for primetime in my experience. I'd really like to see a well-funded group (or at least, a group with enough time to do things right) take a serious look at the service with an eye towards fixing all the weird edge cases that probably won't come up for a common desk phone, but that will definitely come up for any of the more-interesting uses that phones are put to at MIT.

u (D): having an easier way to call out on dorm phones

u (D): Bring back the dorm phones.

u (D): Better voip for student groups. Better phone ergonomics.

u (D): Actually providing the VOIP hardware to be able to make calls in our rooms with the new network in place.

u (VD): Install VOIP room phones in dorms!

u (VD): If there were no room phones.

u (VD): at least be able to dial 1-800 numbers, if not other non-campus numbers

u (No Rating): I use cell phone exclusively

u (No Rating): Have it available in FSILGs

a (VS): The only thing that would increase my satisfaction is having wifi voip phones that work. We've had them, and they're pretty useless. Instead I rely on having my calls redirected to my MIT Cellphone. My staff do not want their personal phones used for the office. I wish they had a solid performing wifi solution. Other than that, I'm quite happy with the VoIP desktop service. Interested in having a Fax Inbox when that comes along.

a (VS): Once I check my voice mail over email it is marked as read on my phone.

a (VS): I am happy right now with my phone service.

a (S): We're going to be switching over to Voip soon, so ask me again in a few months. :-)

a (S): Re-vamp/update that name connector, I can never get that to connect me to the right person or office when I am calling from outside the institute.

a (S): Not having to dial into another extension to access my voicemail.

a (S): MIT Directory loaded into VoIP phones.

a (S): I wish that when I deleted my VM in my email inbox that it also deleted it off of my phone. Everyone once in a while I need to go into Sylanthro and delete all of the VM's that I deleted out of my inbox, which I find to be cumbersome.

a (S): having an live operator available at ALL TIMES

a (S): greater reliability

a (S): Calling it "telephony" more often, perhaps on posters scattered around the school.

a (SS): What is a telophony system?

a (SS): In some cases I can hear myself talking to the person in the back ground. It also sounds like the person is echoing.

a (SS): I would appreciate better documentation and help pages for voip customers.

a (SS): Greater reliability of the VOIP phones.

a (SD): My only familiarity with the MIT operators is that from working in Admissions, we generally seem to get a lot of calls forwarded to us that aren't related to admissions.

a (SD): Better and simple manual to read

a (D): no echo

a (D): Ditch the digital system and go with live people.

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

The responses to this question have been sorted by cohort.

f: 10-485 ATT

f: all over

f: AT&T (iPhone) in the stata center.

r: very few hotspots

f: AT&T, around Stata

f: at&t, problems all over campus

f: ATT

f: att

f: ATT

f: ATT sucks on campus esp building 5!

f: Bad reception in 24-107 and NW17, my primary areas. ATT hardly works.

f: bad reception in/near building 26, T mobile

f: basement building 5, Att

f: building 2, T-mobile

f: building 46

f: building 6C & Verizon

f: Campus, Tmobile

f: consistently poor reception in my dept (Stata Center, D tower). AT&T

f: Corner of Bldg 8, 16 always dies - using Spring

f: E51 indoors

f: In Building 6, 6C, third floor using a Sprint PCS phone

f: In the middle of the E52 building there is little service

f: infinite corridor, bad or non-existent reception

f: Infinite corridor; T-mobile

f: inside buildings AT&T

f: iPhone. AT/T reception is unacceptably BAD

f: Lab, class, T mobile

f: low signal strength in some places in Stata

f: Main Group; ATT

f: many places; sprint

- f: my office at sloan; T-mobile
- f: No reception for T-mobile on top floor of 33, now using verizon and better
- f: No reception in Building 22. ATT.
- f: No signal in the CTP (Bldg 6 3rd floor) T-Mobile
- f: NW22-117, AT&T
- f: Poor reception near the Stata Center; using AT&T
- f: poor reception with ATT (iPhone) in E40 (and other places)
- f: signal very weak in building 4 and a few other places (T-mobile)
- f: Sprint; often no signal in my office in building 16
- f: Stata Center, ATT
- f: T Mobile very spotty on Main Campus
- f: T-mobile. Bldg 6 end of infinte corridor, on all floors
- f: throughout campus AT&T
- f: Verizon NO reception in office Bldfg 68
- f: Verizon-poor signal strength almost anywhere inside buildings on campus
- f: Verizon. Signal weak in some inner regions of buildings.
- f: Weak in 4-132 on AT&T also in various locations in main building complex
- f: Within campus, low signal, Verizon
- f: Yes. I have no reception with AT and T
- r: 500 Tech Square (working assets via Sprint network)
- r: Alltel, lost call
- r: ames st, and within media lab. at&t is my provider
- r: Verizon
- r: AT&T - Zieger sports center, Student center
- r: AT&T iPhone and reception is bad everywhere inside buildings. We have 15-20 iPhone users in the building. We need GSM repeaters!!
- r: AT&T, in 1 Broadway (E80?)
- r: AT&T, Media Lab
- r: AT&T; problem most everywhere
- r: ATT no signal in buildings in E17 area
- r: Bldg 68, t-mobile
- r: Bldg. 31, Virgin Mobile
- r: Broad Institute, t-mobile

r: building 16

r: Building 24, Verizon

r: building 26 tmobile

r: don't know the problem, but I use Cingular and the reception in my office is sometimes good, sometimes bad, which makes no sense to me.

r: Dropped calls - Verizon - Bld36

r: E40 and 39

r: I have a cell phone but I hardly ever use it at work. I notice some people who use their cell phone in the corridor outside my office have hard time with reception.

r: I use AT&T, never had a problem.

r: I work in bldg 41 that has virtually no AT& T reception (half to walk off of Vassar Street altogether)

r: In the entire building of E25

r: (near building 26)

r: (no reception at all), NW16, NW17,NW21, most of the infinite corridor -- T-Mobile

r: No reception in office, building 46, AT&T

r: no service, southwest end of 2nd floor E40, T-Mobile

r: no signal, T Mobile

r: NW12 very spotty, unusable away from Albany St. side. AT&T

r: nw22-127, sprint

r: Poor reception at sub-basement of 66

r: Poor signal Strength

r: spotty service , at&t

r: stata center / tmobile

r: Stata center first floor -- T-mobile

r: T-Mobile, building 12-064

r: T-Mobile, low signal.

r: Tracfone

r: Verizon Inside most buildings

r: Verizon Wireless

r: verizon, E18 400 - only get reception near windows.

r: Verizon, no/very poor signal Bldg 68, 2nd Floor

r: Verizon, the stata garage

r: Verizon: my new Treo constantly turns itself on and seeks a wireless connection, thus draining the battery

- r: Very limited reception near parking lot building 3, AT&T
- r: yes very often, t-Mobile
- g: 51 2nd floor - Verizon
- g: Alltel, Ashdown and Building 24
- g: Ashdown House, Verizon
- g: AT&T All throughout, and around building 54. My office and lab has horrible reception.
- g: AT&T , worst coverage ever
- g: AT&T at NW35
- g: AT&T, in E-52 offices
- g: Building 35, bad coverage almost everywhere
- g: building 46, AT&T
- g: building 5 third floor, I have to go outside!!!
- g: Building 6 basement and room 6-218, SPRINT
- g: E40 and E51 Verizon
- g: e51
- g: E51-070, verizon
- g: E52 and E51, an iphone
- g: Edgerton, ATT
- g: In doors NW building Albany Street, Sprint
- g: In my office (24-406) I barely get any signal or do not get any signal at all: T-Mobile.
- g: In some of the Sloan Rooms, although not always that bad. Verizon
- g: In the basement of building 5, the connection quality is poor.. Verizone wireless
- g: Inside all buildings at Sloan, ATT Wireless
- g: Inside building no coverage
- g: Inside several classrooms & locations in E-51 and E-52. AT&T.
- g: Inside the Stata Center, D-side, 4th floor. AT&T. I suspect the repeater on our floor is broken.
- g: Lack of signal in Stata. Provider is Sprint.
- g: Many places. Especially around building 6.
- g: my office in building 36; Sprint
- g: My phone supports VoIP over WiFi, (eg. for better reception in Stata) but I can't register its MAC address with the MIT system (it doesn't have a web browser on it)
- g: New Ashdown House (NW35), Building 66, Infinite corridor, basements. I use Sprint
- g: New Ashdown, Infinite Corridor - AT&T

g: No reception in the basement of Building 18.

g: NW86, 68; T-Mobile

g: some dead spots on campus, but nothing serious

g: stata building, Verizon

g: T Mobile

g: T-Mobile E51

g: T-mobile, basement & corridors building 35

g: Tang Hall 9th floor, with Verizon

g: Terrible signal everywhere. AT&T.

g: Verison and Sprint both have reception problems, especially in the area around building 38

g: Verizon has spotty reception in the mid-storeys of buildings 10 and 13 and various conference rooms in building 66

g: Verizon, basement building 66

g: Verizon, generally no good reception. Poor reception in my office (NW-17) and at the student center.

g: verizon, middle of some laboratory space in building 46

g: verizon, student center

g: Verizon: building 18, areas of Sidney-Pacific

u: 10-250, 26-100, T-Mobile

u: All over that wasn't Stata or Lobby 10, Cingular/AT&T

u: all over the main building; T-Mobile

u: AT&T

u: AT&T - Infinite Corridor, Student Center

u: AT&T - inside the infinite and the student center

u: AT&T, 64, 66, areas of stata

u: AT&T, Infinte, outside of Stata, Building 11

u: AT&T, no connectivity

u: AT&T...whenever in infinite, student center, or many classrooms

u: ATT and building 56

u: bad service in the area between the aero/astro building and stata building. cingular.

u: Baker House - Verizon Wireless

u: basement of building 68 - verizon

u: basements in general, tracfone

u: building 10, parts of bexley hall-sprint

u: Building 12, Building 68, someitmes Building 16/66. I use Blackberry on T-mobile.

- u: building 38, sprint
- u: building 4, bexley, east campus,
- u: Building 6 & 2;T-Mobile
- u: building 7 1st floor, again, pockets of my room. cingular.
- u: East campus and inside many buildings, verizon and sprint
- u: East Campus Dorm Room - AT&T/Cingular
- u: East Campus dorm, I use AT&T
- u: East campus, verizon
- u: East end of infinite/ Verizon
- u: elevator, some dorm rooms in Simmons
- u: Hallways around buildings 2, 4; T-mobile
- u: I can hardly get signal in East Campus (EC dorm) with T-Mobile
- u: I can't get service in any MIT buildings with T-Mobile.
- u: I haven't except in basements
- u: I use AT&T, have problems in many places, especially the Infinite
- u: I use AT&T/Cingular. Reception is awful in my dorm (East Campus) and in middles of buildings, like the infinite corridor.
- u: In buildings... verizon
- u: In certain parts of the infinite (not around Lobby 7 or 10); AT&T
- u: In Simmons - Verizon
- u: In the dorm and Stata - Verizon
- u: in the infinite
- u: IN the student center, in the basement of Building 66, Verizon.
- u: Infinite Corridor and NW86-428 - AT&T
- u: Infinite Corridor and Simmons Hall (never good reception, unsurprisingly) - T-Mobile
- u: infinite corridor, near building 6; Sprint PCS
- u: infitine corridor, cingular
- u: Inside most academic buildings student center, AT&T
- u: Inside Simmons
- u: lose service in the infinite, student center 1st floor, at&t
- u: Many areas have poor AT&T reception -- often a problem in my dorm, where I'll sometimes get cut off in the middle of a conversation.
- u: Near Kendall Square, Verizon

u: No reception in some buildings T-Mobile

u: no signal

u: No significant problems to date. Using Verizon.

u: reception in the infinite, 10-250; AT&T

u: Simmons -- Verizon

u: Simmons (the entire dorm has terrible reception, especially rooms). AT&T.

u: SIMMONS HALL or within Infinite Corridor, T-Mobile

u: simmons, verizon

u: Sprint gets good reception most places, except along the Infinite--especially near Buildings 4 & 8.

u: Sprint in certain spots in McCormick and Infinite Corridor

u: Stata, Green Hall

u: Stata, student center with Verizon.

u: Student Center

u: STUDENT CENTER - AT&T, INFINITE CORRIDOR - AT&T - This is super frustrating!!!, also the Pappalardo Labs - AT&T

u: Student Center - Verizon

u: student center and building 68; verizon

u: Student Center and Infinite Corridor, Verizon

u: student center-verizon

u: Student Center, parts of the Infinite Corridor - Verizon

u: Student Center, Sprint

u: student center, verizon

u: Student Center!!!!!! also, any closed corridor has limited reception. (T-mobile)

u: T-Mobile, AT&T: East Campus dorm (seriously, NO service here)

u: t-mobile, bad reception in general

u: The east end of the infinite and all basements.

u: the only provider that gets any service at east campus is verizon wireless, and even verizon is not that great

u: The Student Center has terrible reception, but MIT is generally good apart from that.

u: There is generally no reception in the basements, but also limited reception in NW35. I have Verizon

u: Tmobile - In my dorm (EC). I need to stand near a window to get signal, even though I have full signal outside the dorm. It's very annoying. I lose calls as I walk down the hallway.

u: Usually in buildings, T mobile

u: Various buildings. AT&T

- u: Verizon- the infinite, student center, most buildings in fact
- u: verizon, burton conner ground floor
- u: Verizon, inside McCormick Hall, around Kresge, and near Building 8
- a: 10-370, Verizon
- a: all over -- Cingular/AT&T
- a: AT&T - by MIT Medical
- a: Bldg E19 and State get almost none to horrible reception (T-Mobile & AT&T)
- a: Bldgs. along Mass. Ave. and West campus.
- a: Building 11, Verizon.
- a: Building location. (Where I am in any given building). AT&T
- a: Corner of Vassar St & Main St (near bldg 48) / Sprint
- a: E51-184 AT&T
- a: E53. AT&T
- a: Elevators lose service. At least in N52.
- a: Every once in a while the reception on one side of my office is weak (E39-327). I use AT&T/Cingular.
- a: got cutoff T-Mobile
- a: I want an iPhone, but I will not purchase nor buy one until there is better AT&T cellphone coverage. Everyone I speak to - including our Dean, has had problems getting service on campus. My cellphone is too important to me to sign up for a service I can't get a consistent signal from on Campus.
- a: In my office, 11-120 Verizon
- a: in the basement areas/ tunnels t- mobile
- a: Limited reception in Stratton and Stata. Sprint.
- a: Lobby 10, Verizon, but I suspect the problem was my phone and not the service.
- a: Main Group area - Sprint/Nextel
- a: My Building - E19-429
- a: Near Stata. Sprint.
- a: problem was on Mass. Ave and provider was Verizon..(static)
- a: Problems in basement areas (11-004) T-Mobile
- a: student center, AT&T
- a: T mobile
- a: various places throughout campus/tracfone
- a: Verizon - problems using cell phones inside buildings
- a: Verizon W91

a: W31, W20 and infinite corridor

a: Was T-Mobile - Now Verizon - in E19 (have to go outside)

a: Yes. I get horrible reception from AT&T in building W92.

Q48a. Other activity respondents engage in with their cell phones or mobile devices

The responses to this question have been sorted by cohort.

f: GPS

f: Review documents attached to email

r: I can not afford to subscribe to the additional services

r: none except use it in emergencies

r: ssh client for logging into servers

g: Google maps, tethering with laptop.

u: Game downloads, music, etc.

a: camera

a: i don't have a clue how to use this stuff

a: Podcasts

a: Tech Time

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

The responses to this question have been sorted by cohort.

f (S): sometimes get message that server is not responding

f (SS): Seems like a good start.

f (SS): include more pages

f (SS): I'd really like to move to iPhone from Blackberry, but am concerned about spending all that money when ATT still has terrible reception on campus. Verizon is SOOO much more reliable, but doesn't offer the same quality of service for international phone access on their phones...

f (SD): More stuff

r (VS): Get GPS on Tech and Northwest shuttles online. Too many times, I've missed the last shuttle of the day because it was early or was running more than 10 minutes late. Would like to know where shuttles REALLY are.

r (S): The calendaring systems are sort of a mess...iPhone's calendar is much easier to use than the MIT Oracle version.

r (SS): email

r (No Rating): tell me what it is: riquier@mit.edu

r (No Rating): I had no idea it existed, I'll check it out

r (No Rating): ge me an MIT mobile device

g (S): webmail service?

g (SS): link to email

u (S): The Northwest shuttle is listed as ending service at 6pm, but I've seen it run until 7pm on some days. It would be nice if the page were updated to reflect the actual schedule.

u (S): News, Colloquium information

u (S): make it have a link to next bus

u (S): Have a webmail for mobile phones would be useful.

u (D): Maybe it's my phone and as such should get a new one. I wonder how that can be arranged through MIT?

u (No Rating): never used it

u (No Rating): I currently carry my laptop everywhere and am not paying for a data plan on my cellphone; I'm not really a user of your Mobile Web services.

a (VS): Applications like the Tech Shuttle Schedule really provide value for me. I would like to see more MIT specific applications that target mobile devices. Applications, like the Shuttle Schedule, provide information to make just-in-time decisions. I think the value grows with the number of these types of applications we put in place for the community.

a (VS): add NextBus to links

a (SS): I haven't used the specific mobile web site very often. I have an immediate link to it on my iPod touch, but it not something I use frequently. Recently someone said they didn't understand why there wasn't a link to MIT Webmail directly from the MIT Mobile Web site. I was surprised to notice there wasn't one there either. I use my Verizon Cellphone for cellular service - I never lose a call with Verizon. I want an iPhone - but not until AT&T

Service is fixed at MIT.As a mobile device, I currently rely on my iPod TOUCH for email, web. I'm connecting to MIT Exchange Server, and have been VERY HAPPY with the service! The fact that the calendar program on the iPod Touch also works with the Exchange Server is great too! I'm hoping the Exchange environment will help with the mobility of the MIT calendar as well.Also happy that with the latest update to the iPod Touch/Phone software, I'm able to listen to the voicemail to emails with the VoIP system as well. I even check our RequestTracker queue via my iPod Touch.I make daily use of my Cellphone and iPod touch in my work, I only wish I could combine the two of them onto the iPhone with consistent service.

a (VD): Give me a phone that has email capabilities

a (No Rating): I have a Palm T|X that keeps crashing b/c of trying to use email, so I gave up on it, after I got help w/it 2x.

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

The responses to this question have been sorted by cohort.

f: Blackberry Exchange Server for Outlook

f: common calendar

f: email

f: flash

f: Haven't decided.

f: I have an ipod touch and haven't been able to figure out how to access my MIT email with the imap protocols etc - just via webmail - an ipod/iphone tutorial page would be helpful

f: MIT LDAP

f: mp3 player with bookmarkswifi

f: No

f: Stellar, certificates -- though this really isn't crucial since I usually have a laptop with me, and wireless access.

f: Synch of calendar on my iPhone with TechTime

f: The DHCP-attributed IP addresses on the wi-fi network should be portable across campus, or at least across larger parts of campus if it's impossible to have a single pool of IP addresses for the whole wi-fi network. Currently, a laptop or iPod moved from a building to the next one, or sometimes from one end of a building to the other end of the same building, systematically loses internet connectivity until connection is disabled and restarted. This is a major pain especially with iPod/iPhone, but also with my regular laptop.

f: The MAC + blackberry + oracle calendar interface was a struggle to get functional

r: email slow

r: I mainly use my mobile device for email, contacts and calendar. I also frequently use gmail and google maps. I use the web mainly to check weather and get news headlines quickly. I am satisfied for the most part with all of the above

r: I would like my iPhone calendar to be available on my laptop in lieu of current Oracle version.

r: MIT's SAPweb services work somewhat, but could be better. I am wondering if the certificate installation issue has been properly resolved.

r: web browsing, GPS

r: Yes, I'd like to be able to access my Oracle calendar for more than 2 weeks. It's worthless as it currently works.

g: All, I have a regular cellphone

g: Client certificate protected MIT websites through my iPhone.

g: Exchange email via BES.

g: MIT techcash, card services

g: NEED EXCHANGE SERVER!!!!!! PLEASE to be able to synch

g: OCW. Better MIT Map.

g: sloanpoint

g: ssh, a linux console.

g: Text messaging, internet conection for emails

g: webmail...

g: Yes, print from my iPhone.

u: I hate mobile devices

u: Nextbus, email, maps, calendars, news feeds.

u: Not mit ones.

u: Not that I know of, MIT mobile web is interesting, I have it on my Ipod touch now, but I don't really every use it.

u: Radio (possibly Pandora), Maps/GPS (possibly Google maps), Chat (possibly AIM)...

a: COEUS, sumProp.

a: email

a: My phone can't read PDFs

a: My phone has no mobile devices. I would like one that does.

Q61a. Other calendaring system used for MIT work

The responses to this question have been sorted by cohort.

f: a simple notebook

f: Franklin Covey PlanPlus

f: meetingmaker

f: now up to date

f: Now Up-to-Date (OS X)

f: own calendar system

f: Palm

f: Palm (DateBook V)

f: Palm Calendar

f: palm calendar

f: Palm Pilot

f: Palm software

f: Palm treo and jpilot

f: Paper

f: paper

f: paper calendars

f: simple file

f: store remote calendar data on Chandler, access via iCal

f: the Mac calendar

f: written calendar in a little book

r: Datebook 4 on Palm pilot; rarely, Datebook through Palm Desktop.

r: I have resource calendars, so we have to use TechCal. I would prefer we switched to iCal so I can access this data more cleanly from my iPhone, but whatever the solution, I understand MIT is going to do what is best for everyone.

r: no calendaring system -- track via my 5 yr+ old palm pilot

r: none - we find the paper calendar to be most efficient for our purposes

r: none, I have a paper calendar on my desk

r: Not committed to Outlook yet because exchange usefulness is very limited.

r: Oracle

r: Oracle

r: Oracle

r: Oracle

r: oracle calendar

r: Oracle Calendar
r: Oracle calendar [Broad Institute]
r: Oracle Calendar Sync for Palm Pilot
r: Paper Desktop calendar
r: Please note my laptop is used as a hard drive at work.
r: sync with Broad oracle calendar
g: Evolution calendar
g: iPhone calander
g: KontactYahoo
g: KOrganizer
g: lotus notes
g: My calendars are synchronized through MobileMe.
g: None - generally a piece of paper or a yearly planner!
g: paper calendar
g: Thunderbird email with lightning calendar add-on
u: agenda book
u: I have a bound paper planner.
u: make my own little calendars in text files
u: Microsoft Works Calendar
u: Mozilla Sunbird
u: paper
a: and an old fashioned print calendar
a: Broad Calendar
a: GroupWise
a: groupwise
a: I have no interest in this. don't know what they are
a: Meeting maker
a: Mit tech time on oracle
a: Oracle
a: Oracle Calendar 9.0.4
a: Tech Time
a: TechTime thru Oracle
a: techtime?

Q63. Why do you prefer the calendaring system you use?

Responses to this question have been sorted by cohort and then by the respondents' preferred calendaring systems.

f (uses unspecified): simplicity and reliability

f: (uses unspecified): not sure but presently use outlook

f: (uses written calendar in a little book): Quick and easy

f: (uses simple file): i have not looked into the systems, I do not know.

f: (uses paper): It doesn't go down.

f: (uses paper calendars): I'm used to paper - easier to write/remember ideas

f: (uses Palm): Plam...not at all perfect, but I can sync to my Palm Pilot, have a copy on my computer without requiring a network connection, and share it with my assistant. Outlook gets ugly if you want to use a different mail client, and I've had trouble syncing the Palm with Tech Time in the past that makes me wary of trying it again.

f: (uses Palm treo and jpilot): Connectivity through IR sync to laptop and via net to a central place my secretary can access. This is better for me than synchronization via wireless phone, which is the only other multi-access option given my use of linux.

f: (uses Palm software): only one I know

f: (uses palm calendar): used to it

f: (uses Palm Calendar): Palm-works with my PDA so that I can update my calendar on home and Laptop travel computers.

f: (uses Palm (DateBook V)): I've been using a Palm pda, but I intend to move to iCal

f: (uses own calendar system): text and keyboard-based, no need to be slowed down by graphical interface when entering appointments.

f: (uses Outlook calendar): works with my SmartPhone

f: (uses Outlook calendar): syncs well with Palm

f: (uses Outlook calendar): Simple to see and to update when I access email on Outlook

f: (uses Outlook calendar): I don't like it that much, but its on my machine and I don't know about alternatives. MIT sounds good for setting up meetings with MIT people if it can find free times for a group of people.

f: (uses Outlook calendar): Excellent user interface; friendly reminders; ease of printing when necessary.

g: (for people on Exchange)

f: (uses Outlook calendar): Ease of interface

f: (uses Now Up-to-Date (OS X)): Now Up-to-Date (OS X)

f: (uses now up to date): now up to date

f: (uses MIT's calendaring system): only one that works with department

f: (uses MIT's calendaring system): Only one I know about and it is very useful

f: (uses MIT's calendaring system): only one I have tried

f: (uses MIT's calendaring system): my admin uses it to coordinate with other faculty schedules

- f: (uses MIT's calendaring system): its there, haven't aexamind others
- f: (uses MIT's calendaring system): I'm used to it.....but I liked MeetingMaker better!
- f: (uses MIT's calendaring system): I don't have time to look around for a different system.
- f: (uses MIT's calendaring system): Haven't tried the others
- f: (uses MIT's calendaring system): Can be used by assistant and office staff, otherwise I wish I didn't have to use it!
- f: (uses MIT's calendaring system): Because it is what I have always used and it is easy to use.
- f: (uses MIT's calendaring system): b/c I have many meetings and others must schedule for me and others
- f: (uses iCal): TechTime is a pain to synch with mobile devices. I'd like to use google calendar, but it also has synching issues as well.
- f: (uses iCal): preinstalled on my computer, coordinates with other applications
- f: (uses iCal): only one I've seen
- f: (uses iCal): It would be great if MIT could provide ical feeds.
- f: (uses iCal): integration with apple mobileme
- f: (uses iCal): integrates well with my mac, easy to pubish online through icalx
- f: (uses iCal): I can easily sync it with my blackberry
- f: (uses iCal): Easy to use, seamless integration with iPhone. Now that mobileme.com is working, my iCal syncs invisibly across multiple computers and an iPhone.
- f: (uses iCal): easy to use, integrated with my Mac
- f: (uses iCal): Convenience and robust.
- r: (like exchange)
- f: (uses Franklin Covey PlanPlus): Franklin Covey PlanPlus: much better prioritization of tasks and calendar
- f: (uses a simple notebook): paper notebook/calendar. It never fails. Also, I am traveling a lot, and the network is not available everywhere.
- f: (uses Google Calendar): simple ajax interface, access anywhere
- f: (uses Google Calendar): Reliable; simple; others are using it
- f: (uses Google Calendar): I don't know about MIT's system and I hate Outlook
- f: (uses Google Calendar): I don't have to worry about syncing and my husband also uses it.
- f: (uses Google Calendar): can share it, refresh it on line, etc.
- r: (in my view)): Eventhough I don't use it, it has a better interface, I can share my information with folks outside of MIT, importingexporting and synchronization is easier.I use MIT's calendaring system but I'm not even able to export
- r: (uses unspecified): My calendering is manual
- r: (uses Outlook calendar/Not committed to Outlook yet because exchange usefulness is very limited.): Past issues with MIT's calendaring. Have not re-tried MIT's calendaring within the last year.
- r: (uses Outlook calendar): used by entire dept. - most interaction with dept.

r: (uses Outlook calendar): It does what I want; I know how to use it.

r: (uses Outlook calendar): I just haven't put the time into learning Google calendar yet, so I can't make it work the way I'm used to using Outlook.

r: (uses Oracle): Oracle

r: (uses Oracle): It is the one set up for me here when I started.

r: (uses Oracle Calendar): Comfortable with it

r: (uses Oracle calendar [Broad InSTITUTE]): Shared meeting info w/ coworkers

r: (uses none, I have a paper calendar on my desk): right there

r: (uses none - we find the paper calendar to be most efficient for our purposes): N/A

r: (uses MIT's calendaring system Oracle Calendar Sync for Palm Pilot): Haven't tried the others yet.

r: (uses MIT's calendaring system/Google Calendar): I use TechTime for work commitments, b/c my office all does, and Google Calendar for personal commitments.

r: (uses MIT's calendaring system): Overall easy to use and accessible from anywhere

r: (uses MIT's calendaring system): Other people can view it easily.

r: (uses MIT's calendaring system): Other people at MIT use it so it's helpful for scheduling meetings.

r: (uses MIT's calendaring system): It's easy to use, secure, and available from anywhere

r: (uses MIT's calendaring system): It works well, and I have no need for any other system.

r: (uses MIT's calendaring system): Ease of use and scheduling with co-workers.

r: (uses MIT's calendaring system): convenience

r: (uses MIT's calendaring system): connectivity to other MIT employees

r: (uses MIT's calendaring system): Commonly used in the work-place, easy to access.

r: (uses MIT's calendaring system): all meetings and appts were already placed on the Oracle calendar

r: (uses MIT's calendaring system Outlook calendar/): Easy to use. Like Outlook better, since that is what use for email... But somehow it is not connected to the oracle calendar

r: (uses MIT's calendaring system iCal): The right tool for the job at hand

r: (uses MIT's calendaring system iCal I have resource calendars, so we have to use TechCal. I would prefer we switched to iCal so I can access this data more cleanly from my iPhone, but whatever the solution, I understand MIT is going to do what is best for everyone.): I hate giving personal or professional data to Google. I know they use this for advertising and I don't trust that they will maintain confidentiality.

r: (uses iCal/Outlook calendar): synchronizing both MIT data and personal data in a convenient way

r: (uses iCal): user friendly

r: (uses iCal): Sync with Mac

r: (uses iCal): Simplicity, easy to add info from iPhone (as opposed to via MIT mobile)

r: (uses iCal): MIT's is awkward and not simplified as it could be (try doing repeating meetings...). iCal is compatible with my mobile device and user friendly.

r: (uses iCal): like the application.

r: (uses iCal): It is integrated with Apple Mail and Contacts. Any appointment emailed to me is automatically updated on this and it works just fine. At this point, I am not used to network access to my calendar since I sync my blackberry and carry it with me wherever I go

r: (uses iCal): it integrates with my phone and it's easy to use

r: (uses iCal): i am used to it :-)

r: (uses iCal): built in. easy to use. can share calendar very easily.

r: (uses Datebook 4 on Palm pilot; rarely, Datebook through Palm Desktop.): I only want to have one calendar, for work, home, and everywhere.

r: (uses Google Calendar): The ability to share with everyone else in the program to better plan network

r: (uses Google Calendar): Sharing information with people inside and outside MIT

r: (uses Google Calendar): It works better. Don't have to be VPNed in to the network.

r: (uses Google Calendar): I use google for a lot of other things. I can share it with others. Calendars are also exportable via xml and html feeds.

r: (uses Google Calendar): I like the ease with which I can connect to colleague's calendars. I tried the MIT system a few years ago but I didn't like how it would crash every time I lost a network connection.

r: (uses Google Calendar): Efficient for use in team projects

r: (uses Google Calendar): Ease of use

r: (uses Google Calendar): Ease of access from variety of locations, simplicity, overall layout

r: (uses Google Calendar): can access easily from home

r: (uses Google Calendar): accessible anywhere using a web browser, and can share calendars with family members not at MIT

r: (uses Google Calendar/Outlook calendar): Easy to check anywhere and very easy to set up

g: (uses unspecified): ease and streamlined functionality

g: (uses unspecified): cell phone calendar... i need reminders

g: (uses Outlook calendar): Sync's with google. Check email via outlook.

g: (uses Outlook calendar): Rather be in Outlook for everything, though would be nice to share more easily with outside parties ala Google calendar.

g: (uses Outlook calendar): Microsoft Exchange server would be great.

g: (uses Outlook calendar): Mainly because of seamless synchronizing with my HTC TyTN II Windows Mobile phone.

g: (uses Outlook calendar): Its the only one i know how to use

g: (uses Outlook calendar): Its integrated with my iphone and email.

g: (uses Outlook calendar): It's easy to use.

g: (uses Outlook calendar): I have control. I can't synch individual MIT or Sloanpoint calendar items with my Outlook. Only the entire calendar.

g: (uses Outlook calendar): everyone at sloan uses it, which is nice. However, it's slow to access and exchange takes a long time to start (~10 min with computer boot time)

g: (uses Outlook calendar): Because it is easy to access from my computer and I understand it.

g: (uses MIT's calendaring system): My advisor uses it MIT's calendaring system. I use it, but also my Palm Pilot.

g: (uses MIT's calendaring system): More accessible

g: (uses MIT's calendaring system): I have to use TechTime to reserve instruments.

g: (uses MIT's calendaring system): Easy access

g: (uses KontaktYahoo): Works on all my devices except my dumbphone.

g: (uses iPhone calander): I always have my phone with me so I can write notes / make appts and I know I'll be reminded of them when the time comes

g: (uses iCal/Outlook calendar/My calendars are synchronized through MobileMe.): I use whatever client is easiest in front of me and everything is synchronized.

g: (uses iCal): integration with OS X

g: (uses Google Calendar): the first one I started to use

g: (uses Google Calendar): links from emails to create events

g: (uses Google Calendar): i like the integration feature which allows me to synch my own calendar with those of organizations i belong to

g: (uses Google Calendar): good UI; integrates with google account; and the web based interface makes it cross-platform...

g: (uses Google Calendar): Easy to access

g: (uses Google Calendar): Convenient interface, accessible everywhere.

g: (uses Google Calendar): can access online anywhere

g: (uses Google Calendar Thunderbird email with lightning calendar add-on): Lightning is integrated with thunderbird and can sync with google calendars so I can access my calendar from home or any computer

g: (uses Google Calendar Outlook calendar): Integration with email. I use Outlook and sync it to Google so I can access it anywhere.

u: (uses): Writing it down on paper helps me remember things.

u: (uses unspecified): paper

u: (uses unspecified): I prefer a little paper notebook because I can carry it around and don't have to turn it on.

u: (uses unspecified): I like to write things down, just a habit since jr high

u: (uses unspecified): i don't use any

u: (uses unspecified): book and pencil. because i don't have a convenient way to carry others around... until iphone goes to verizon.

u: (uses Outlook calendar): My MIT webmail is forwarded to my Outlook. I rarely use other email systems.

u: (uses Outlook calendar): integrated with e-mail.

- u: (uses Outlook calendar): I've used iCal before and like that it allows you to have colors. Outlook does but only certain colors and sometimes only as an outline. Apple is more aesthetically pleasing - google calendar is similar but doesn't allow different colors.
- u: (uses Outlook calendar): i have my mail sent to outlook too, so it is all there. i only use google calendar for sharing calendars for group projects since more people have g-mail
- u: (uses Outlook calendar): I don't have to log onto the internet to see it.
- u: (uses Mozilla Sunbird): Mozilla Sunbird
- u: (uses MIT's calendaring system): easy to use
- u: (uses MIT's calendaring system Outlook calendar/): simple
- u: (uses Microsoft Works Calendar): simple and quick
- u: (uses iCal): Syncs with ipod touch, like to have it on my computer rather than online.
- u: (uses iCal): Integrates well with my mac
- u: (uses iCal): I, with Busysync, can transfer things quickly, have it synced w/ my iPod.
- u: (uses iCal): Can use with Sunbird and share between computers somewhat easily
- u: (uses iCal): Because it has been installed on my laptop
- u: (uses agenda book): I can carry it with me everywhere. easy to use. not expensive
- u: (uses Google Calendar/iCal): Google calendar is accessible from everywhere and can be shared with other users. I use iCal on my computer since it is better integrated into the OS. I have a program which synchronizes the two.
- u: (uses /Google Calendar/iCal/make my own little calendars in text files): got used to them from high school
- u: (uses Google Calendar): What is MIT's calendar system? I used to use mitcalendars.com but that seemed to have died this year.iCal and Outlook dont run on linux.google calendar is available everywhere, has a good UI, and does what I need it to do.
- u: (uses Google Calendar): web-based, nice GUI
- u: (uses Google Calendar): very easy, basic, colorful interface!
- u: (uses Google Calendar): The only other calendar I'd consider is MIT's calendaring system, and I have not tried it yet so I cannot say how I likedislike it. I like Google Calendar interface and its ease of scheduling, and I've been satisfied with other features such as being able to easily make calendars "invisible" temporarily.
- u: (uses Google Calendar): papergoogle calendar is easy to editpaper calendar i can carry everywhere and can access when i dont have a computer with me
- u: (uses Google Calendar): outlook calendar is great. I might switch over.I don't know about MIT's calendar system.
- u: (uses Google Calendar): MIT has a calendaring system?GCalendar is easy to use..
- u: (uses Google Calendar): Links to my gmail. Easy to use. Web accessible. Can add public calendars. Pretty colors.
- u: (uses Google Calendar): It's the only calendar I've ever really used.
- u: (uses Google Calendar): It's simple and sends me reminders
- u: (uses Google Calendar): It's like Google is taking over the world. Accessible from any computer. Colorful. Easy.
- u: (uses Google Calendar): It synchs well with my gmail and is very easy and nice to use. Easy to access anywhere.

u: (uses Google Calendar): It is integrated with my e-mail; it is easily accessible to me and mostly a matter of convenience.

u: (uses Google Calendar): integration with gmail, good web interface

u: (uses Google Calendar): integration to google account. easily sharable. looks nice printed, etc.

u: (uses Google Calendar): Integrated with my other google apps.

u: (uses Google Calendar): integrated with my emaildocuments in gmail, color labels, user friendly, easy to input eventsdetails

u: (uses Google Calendar): i'm not aware of the mit calendaring sstem

u: (uses Google Calendar): I like the interface. It also has a nice interface on my mobile device, and it's easy to share events on it with non-MIT contacts.

u: (uses Google Calendar): I have a google account so it's easier to manage my emaildocumentscalendar that way. Also, it's fairly easy to addremove events.

u: (uses Google Calendar): I didn't know MIT had a calendaring system. Google calendar is easy and simple, and iCal is extremely clunky, especially because I have two computers running linux and one computer running Mac OS X.

u: (uses Google Calendar): i can access it through any computer that i am in.

u: (uses Google Calendar): I already know how to use it and it's a click away from my email.

u: (uses Google Calendar): Haven't really tried anything else

u: (uses Google Calendar): good UI, integrated with Gmail

u: (uses Google Calendar): good interface, easy to use, integrated for groups

u: (uses Google Calendar): Friend's use it

u: (uses Google Calendar): First one that I tried, and it works. Also use it for activitiesclubs, so it's easy to link everything to one calendar.

u: (uses Google Calendar): easier, more intuitive interface and more easily customizable.

u: (uses Google Calendar): Ease of access, updating, and creating separate calendars.

u: (uses Google Calendar): Ease of access and changingadding events. Sharing calendars with other peopleorganizations.

u: (uses Google Calendar): Connected to other Google apps.

u: (uses Google Calendar): Better

u: (uses Google Calendar): Being able to access it anywhere, the fact that it forwards an up to date schedule to my personal homepage, and ease of use.

u: (uses Google Calendar): Although I use iCal more on my own laptop, the Google Calendar is available to see from any computer online. I don't need my laptop per se.

u: (uses Google Calendar): access, ease

u: (uses Google Calendar): A lot of classes groups on campus have google calendars that I can subscribe to; easier to access since I'm already using gmail

a: (uses unspecified): it's on my office wall

- a: (uses unspecified): I don't prefer it. It just what we use here. I don;t care about it eitherway
- a: (uses techtime?): tech time
- a: (uses Outlook calendar/Meeting maker): Ease, familiarity, functionality
- a: (uses Outlook calendar): Used it before
- a: (uses Outlook calendar): One place to go
- a: (uses Outlook calendar): More robust. Better interface.
- a: (uses Outlook calendar): its ease
- a: (uses Outlook calendar): It is more user friendly
- a: (uses Outlook calendar): integrates with Outlook Meeting Maker
- a: (uses Outlook calendar): I'm used to it.
- a: (uses Outlook calendar): I would like to use outlook because that is what our students are using.
- a: (uses Outlook calendar): I don't need to network my calendar with anyone.
- a: (uses Outlook calendar): Easy to use, synched to my email.
- a: (uses Outlook calendar): Easy to use with Outlook email
- a: (uses Outlook calendar): Ease, functionality
- a: (uses Outlook calendar): Ease of use and the graphic options. Ability to interact with email and documents with the Outlook calendar.
- a: (uses Oracle): Everyone in our department uses the same one
- a: (uses Oracle Calendar 9.0.4): Use to it.
- a: (uses MIT's calendaring system/TechTime thru Oracle): TechTime is very easy to use
- a: (uses MIT's calendaring system/Google Calendar/iCal): My personal preference is not Outlook. I prefer standalone programs which do one thing exceptionally well. In this way growing a healthy and diverse computing environment. For example, if you look at the iphone apps, there are many little apps that are good at whatever they do which have been written by many different developers who are expert in whatever they are developing. Or look at the MIT's Tech Shuttle Schedule mobile app - one thing done well. Outlook subscribes to an opposite philosophy. It proposes to conglomerate multiple applications (calendaring, address book/contacts, email) and to tightly integrated these apps together and bind them to Microsoft Exchange. In this way, you may see increased functionality - but at the cost of being forced into an infrastructure.
- a: (uses MIT's calendaring system): That is the only one I know/use.
- a: (uses MIT's calendaring system): Our department utilizes it.
- a: (uses MIT's calendaring system): My colleagues use it and it works well.
- a: (uses MIT's calendaring system): Most of my internal meetings are set there. But, lots of people block others from proposing meetings through tech time, so it can get a little messy
- a: (uses MIT's calendaring system): Most of my colleagues use it.
- a: (uses MIT's calendaring system): More people use it.
- a: (uses MIT's calendaring system): It's the same one everyone in my dept. uses.

- a: (uses MIT's calendaring system): it works, many are on it.
- a: (uses MIT's calendaring system): It just works best for me and how I like to work.
- a: (uses MIT's calendaring system): It is the required calander within Facilities. I prefer Outlook.
- a: (uses MIT's calendaring system): It is required for use in our department.
- a: (uses MIT's calendaring system): I have never used anything else.
- a: (uses MIT's calendaring system): everyone I deal with is using it.
- a: (uses MIT's calendaring system): Everyone else in my office uses TechTime, so I can see everyone's schedules, and I like the customization availability on making things private, though I imagine other systems have these as well.
- a: (uses MIT's calendaring system): easy to use
- a: (uses MIT's calendaring system): easy to use
- a: (uses MIT's calendaring system): easy to use
- a: (uses MIT's calendaring system): Don't know the others
- a: (uses MIT's calendaring system): because so many other people have it: I can see people's schedules, plan meetings, etc.
- a: (uses MIT's calendaring system): B/C it accesses my colleagues calendar and it is MIT's system, that I want to support using.
- a: (uses MIT's calendaring system): as part of a team i am expected to put my agenda where all team members can access it.
- a: (uses MIT's calendaring system): All of my work contacts are on it and I can look at their calendars and schedule meetings.
- a: (uses MIT's calendaring system/Outlook calendar): I need MIT's calendaring system since I have numerous meetings with others across the institute. So while it's functional - it remains cumbersome, and lacks features. Piloting the MIT Exchange Server, I like what I see in the Outlook Calendar and the Entourage Calendar. I like the fact that I can pull up Exchange Calendaring information on my iPod Touch's calendaring app. Hopefully this will be the route to a satisfying integrated email/calendaring solution.
- a: (uses Mit tech time on oracle): MIT Tech time on oracle
- a: (uses It stinks!): Meeting Maker
- a: (uses iCal): Simple to use
- a: (uses iCal): It is easy to enter, I can take it to meetings and I can use it for personal as well as business needs. From g mail I can download meetings automatically and my laptop is a backup to my i-pod.
- a: (uses iCal): I'm always on a Mac.
- a: (uses iCal): I find it reliable, easy to use, clear, and fast.
- a: (uses I have no interest in this. don't know what they are): My daytimer
- a: (uses groupwise): groupwise
- a: (uses Google Calendar): use for personal
- a: (uses Google Calendar): Smoother interface and ease of use.

a: (uses Google Calendar): Google calendar is much more user friendly. The Outlook calendar layout is not very intuitive, and I can't get access to it from anywhere like I could with a web-based calendar.

a: (uses Google Calendar): Easiest to use.

a: (uses Google Calendar): easier for others outside of MIT to use

a: (uses Google Calendar): device compatibility

a: (uses Google Calendar): Ajax interface easier to use

a: (uses Google Calendar/Broad Calendar): No special client software, simple to use and share.

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

The responses to this question have been sorted by cohort.

f: As noted -- the Mac/Oracle calendaring/blackberry interaction is not very well sorted out -- buggy with lots of crashes, difficult to sync, etc.

g (as opposed to just modifying the original repeated meeting). Seems like the interface for repeated meetings could be done a lot more intuitively.

f: Better formatting, searchability, speed

f: Easy export/synchronization that allows one to use any of the commonly used calendaring systems. For example, I think at Purdue, the mail service automatically exports your calendar to some URL which you can then point the calendar client of your choice to for constant update.

f: I don't need to know by email when others schedule on my calendar. I find the layout not helpful for notes, comments.

f: I'd just like my email not to "crash" so frequently. Too many times per day, when I am working, my email is not!

f: over the air synch of TechTime, Outlook and iPhone calendars

f: search function (maybe there is one and I do not know)

f: There should be a recommendation of what system should be used to have combined email, calendar, tasks and easy transfer of data from laptop to palm devices.

r: I work with a group of researchers who all use a different calendar; our admin person ends up making color-coded hard copy master calendars every month...!

r: It would be easier to find an open conference room if you could check all available rooms at a particular time rather than checking each room individually.

r: Just needs a visual upgrade and simpler operation.

g: Syncing to a Palm OS device.

a: Ability to set meetings with all others on campus, not just IS&T and Facilities personnel.

a: export to other calendars (non-MIT)

a: iphone sync!

a: It would be nice if the whole community was on the same calendar, unfortunately when I go to set up a meeting, typically only 1/2 the participants are using Tech Time.

a: No one has ever liked Oracle Calendar. It was the best solution for an enterprise application at the time, but many people still miss Meeting Maker. However, Meeting Maker wasn't secure and/or at the time, they wouldn't incorporate kerberos. Oracle hasn't kept up with improving it, so we needed to look elsewhere. I've been piloting the MIT Exchange Server, and I have been very happy with that service. Note, I'm a Mac user, and I've also been very happy with MS Entourage. I'm hoping that the Exchange calendaring solution will be the answer for us. I feel everyone is looking for an integrated email/calendaring solution, and quite possibly Microsoft may actually be getting it right now. The fact that I'm able to access Exchange calendaring via the calendar application on my ipod touch gives me hope that this will also be supported down the road in a future release of the Mac OS. Hopeful iCal in the future, will accept Exchange calendar information as the iPod Touch does.

a: One that works properly.

a: Really wish that Techtime was coordinated with my Palm OS. Its been a schlepp: at the moment I copy all meetings into two different calendars, my palm pilot and tech time. Ach! I know MIT can do better.

a: wow..what is the MIT conference room reservation service? Sounds quite useful, but how does that differ from the Schedules office?

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

The responses to this question have been sorted by cohort.

f: Better, more intelligent spam screening, similar to google.

f: complete more assigned jobs faster; less bureaucracy

f: ease transitions to new software, new technologies - not sure how, but the time required to set up something new is a barrier to busy faculty trying new things!

f: emergency help (ie for acute problems when our dept person no available)

f: Every months IS&T could send out an email about a specific problem that is encountered by many people and where a good solution is know in a short paragraph, that can be easily absorbed.

f: Faster response to problems that arise outside of working hours (evenings, weekends). Fewer webmail outages or disruptions.

f: Faster wired network for building 10 4th floor mezanine.No slowdown of webmail (network and server speed at crunchtime). But overally, I commend IS&T people for their jobs.

f: Fix the network speed in 10-485. It is often extraordinarily slow.

f: For a faculty member like me, who is here over decades, you need to make it possible to keep a large tree of mail folders. Limiting the amount of mail I can keep in my MIT account, thus forcing me to maintain two separate directories of mail folders one on MIT and one elsewhere, is a royal pain in the behind.

f: good wireless coverage in class room (problems in the big ones)good cell phone coverageical feeds

f: have a separate help desk for faster service for faculty

f: I do not know, you have always been very responsive.

f: Improve DHCP service on the wireless network:- larger pool of addresses and faster response from the DHCP servers (it usually takes 10 seconds to get an IP address; occasionally the DHCP servers in building 2 do not provide addresses, or only provide addresses to some registered devices and not others)- DHCP-assigned IP addresses should work seamlessly across building boundaries on main campus. An IP address obtained in building 2 will stop working when moving to building 4, and so on.

f: make the phone more transparent

f: Make Webmail faster and less prone to log me off frequently when I work from home/off-site.

f: One thing that I wanted help on when I first came to MIT was buying equipment, especially a printer to go with my laptop. I asked for advice and got none and as result wasted quite a bit of money buying the wrong sort of laser printer.

f: Provide consultant services for optimizing use/efficiency of OSX - either as a courtesy for for a fee - IS&T might already do this... I haven't looked into this, but it would be great.

f: provide faster help and not force 'upgrades' (such as by dropping support for Eudora, the reason for which I still do not understand)

f: Send email summarizing services and point to detailed site.

f: Speed up installation of new network in our building. Seems to be taking for ever.

f: Straighten out issues with calendaring

f: Stronger support for linux and open software

f: support software that I use

f: The guy in my dept is terrible, I don't know if this is IS&T or not, otherwise things are OK.

r: get the wireless networking signal to work properly

r: Have all Volume licenses apply to Staff and Students. EX. Office site lic is only for Staff. That is a problem.

r: Maybe local IT staff should have authority and tools to monitor network issues at local sites to help limit aggravation and disappointment of local customers during periods of "unknown" status. IS&T is not proactively looking for problems (switch performance and/or network traffic in particular) and sometimes systems are broke for days before customer makes complaint.

r: More LAN/WAN support (someone in addition to Mark Silis)

r: Mostly, I have everything I need to work efficiently. Maybe clearer instructions on web pages would be helpful.

r: move available software

r: Not much, they do a good job.

r: overall help websites user friendly software

r: provide bulk storage and backup as a service - not just a gig in an athena locker, but huge amounts of high-performance storage via NFS. Compute cloud service would also be nice.

r: Resolve the problem with McAfee

r: Revive support for Eudora. Why would anyone make Outlook - the world's biggest Virus carrier - a recommended e-mail system?

r: visual voicemail for MIT phones

r: We don't rely on IS&T that much since we have an internal IT group in CSAIL

g: Allow for importing singular calendar events to Outlook

g: Better AFS uptime/reliability.

g: Better cell coverage and signal strength.

g: Fix the wireless issues. It's been tried many times yet still fails to work consistently for everyone in our office (13 floor 5). Also improve Wifi roaming.

g: get Sloan TS up to speed with IST.

g: Get the wired network in building 54 (14th floor) working properly. At the moment there is a 10Mbit network (working fine, but slow), 100Mbit (which is connected to csail and doesn't allow printing/scanning on networked printers/scanners in bldg 54) and a non-connected Gbit network.

g: Help ith online checkups for viruses.

g: improve connectivity

g: It would be better if more internet browsers were supported by the general MIT applications such as class registering and software downloads.

g: Make the process of backing up important data to a server more transparent and accessible. Why can I not just log on to a website and signup for this? This is the main issue graduate students will All have to deal with in their career's here--- hot to make sure your data and writing is not lost to a harddrive malfunction or theft.

g: Make webmail more reliable

g: Please please Exchange server

g: Provide a clearer website. It's currently very confusing where to go for basic backup service, basic phone services, software options, education store discounts. It's not very user friendly for beginners.

g: SPEED UP THE PRINTERS

g: synchoranize outlook calendars among the MIT Network

g: Tell students not to get Vista!

g: The exchange migration wasn't great...

g: The rollout of Sloanpoint was a disaster. Nobody seemed to know how it worked or what I could do with it - still there seems to be a lack of knowledge and resources for help.

g: Upgrade the basement of building 7 to a 100Mb or Gigabit network. My office still runs at 10Mb.

u: Advertise their services.

u: Allow installation of personal certificates which would be compatible with Google Chrome.

u: As mentioned before, staffing in the dorms to help out with, for example, reinstalling Windows, so a student wouldn't have to lug a desktop to IS&T.

u: automatically save sent messages in webmail

u: Better attention to ILG networks would be a great addition that isn't covered anywhere in this survey. I live at Epsilon Theta, which is way over in Brookline and serviced by the Verizon VLAN service. If I try to download a large file from a service on campus, I effectively DoS the entire rest of the house; my one download causes latencies that are so high that SSH sessions become unusable. I've heard the theory proposed that the Verizon setup doesn't have QoS enabled (or it's misconfigured), but I don't know how to test for that. Also, I've seen instances (mostly over this past summer) where incoming connections coming in through one of MIT's two external routers weren't properly getting routed to ET (18.208.*), but connections through the other (any other?; I don't know MIT's current external routing setup very well) router, and from any machine elsewhere on campus, were getting through. The failures were temporary, lasting for maybe up to a minute or two at a time. I don't even know who to talk to about this...; I asked Zephyr (-c help or -c sipb, I forget which), but didn't get a solution there. Given that I run a server at ET that I rely on to do work, this was a bit unfortunate... Also, it'd be really nice to have some sort of access to the data on our main house switch: I'm a Net Contact for ET. We periodically get complaints or issues where, in order to solve the issue reasonably, I need to track down who's using lots of bandwidth, how traffic is getting routed between our router and MIT, etc. I'm a fairly capable computer person; I can easily handle a problem like this myself, given access to the appropriate information. But, we don't own the switch and we're barred, on penalty of losing our connection to MIT, from touching it. (And we don't have enough money to buy a second nice managed switch to replace yours, given that yours exists and is otherwise a perfectly-good switch.) This means we have to hand off the problem to folks with more bits, who probably won't get to it for a while and who probably can't deal very well with intermittent problems (because they don't notice immediately when my network link stops working correctly). I'd really like to be able to at least read per-port data off of the switch, even if we're not allowed complete access.

u: Common FAQs for viruses/other problems with computers, especially Windows

u: faster response times for questions emailed

u: Just keep everything up and running smoothly.

u: Make internet in Stata work.

a (perhaps with group license like with Matlab).

u: Make printing easier!!! I don't know how to print two-sided, I hate wasting paper on cover sheets, I never know where my printed documents go to, I always end up printing multiple times when there are paper jams... MIT can do better than this for the average user.

u: Make printing easier. Printing is usually such a headache. Finding an up and operating printer without a huge queue can be a challenge.

u: Make sure the internet doesn't keep flickering on and off connectivity. As I'm writing this, my computer has limited connectivity..

u: microsoft office

u: More Athena storage space - possibly partner with Amazon s3 to provide "unlimited" athena space. Other than that Athena is amazing, its openness is amazing and it is a great resource.

u: more explanations and demos on various trouble shooting methods, posted on ist's website

u: more free software

u: My work goes fine. It would be handy if the ILGs could share the bandwidth and get capped when total traffic exceeds a certain level, instead of just having a flat 10M connection, but I don't expect it's easy to get Verizon to do this for you.

u: Provide more programs (I specified them earlier).

u: The IS&T website could be better. I'd like to be able to more easily find what I'm searching for on it, and also for clearer instructions in some places (I remember encountering some confusion while trying to install MATLAB earlier this year).

u: Training sessions in general. Training sessions with Matlab.

u: Upgrade all the old wireless access points to the new 802.11n models from Cisco that are in Ashdown.

a: have it easy to get some training classes

a: I really don't know where the line is between the Libraries tech support and IS&T - and yet it all seems cumbersome as witness the length and vagueness of this survey. Simplify, rethink.

a: I recently used DCAD for the first time and it was a slow experience

a: I think you do a great job and I am happy.

a: I wish Outlook was web-based. Webmail does not have my address book, sent messages or drafts folder, and messages sent from Webmail are not saved in my Outlook sent mail folder. It makes emailing off-site very tedious.

a: I'd like to explain my responses above. Somewhat Dissatisfied with "Delivery of Services" and "Responsiveness to your needs". I singled these two out specifically because of how bad PC Service has become over the years. For many many years, PC Service was (IMHO) the crown jewel in IS&T. The staff who ran PC Service when it was located in the basement of the student center were the best! They would even resolve software OS issues! Consistently - they turned repairs around between 24-48 hours. They were moved to a smaller space in N42. The van they had full-time use of, now had to be shared with DITR. I believe they had a position or two cut. They were not encouraged, nor provided with sufficient training certifications for new equipment. And the Team Leader was directed by his supervisor to man the front desk for Help Desk Walk-Ins. This was a waste of human resources. As a result the turn-around time for computers repairs has grown to many days. We can never tell our clients how soon they can expect to have their computers returned. I finally pulled the plug on having printers serviced by PC Service, and have thrown all our printer repair business to KSL. They consistently fix the printers in 24-48 hours. This has not gone unnoticed by the many departments we support. Some have even asked me if they can send computers to KSL to be repaired. It costs me more, but the satisfaction that I get in return from our clients is worth it. There are other IT Staff out in the DLC's

who feel the same, and wish PC Service could be restored to the excellent service group of IS&T they used to be. My satisfaction in IS&T comes from what I see as consistent service(s) and improvements around networking, wireless, email (Exchange), and VoIP. I'm particularly encouraged about the Exchange environment - and I'm a Mac user! But it appears to be the best solution that can be contained within the MIT environment. I'm not in favor of outsourcing email/calendaring. I believe many are concerned about sensitive data being help off-campus by non-MIT entities. How satisfies with IS&T as a whole? "somewhat satisfied" The positive out-weighs the negative, however I had to score "any change in IS&T service over the past year" as Somewhat Worse - because that is what impacts me, my organization and our clients the most. And that's PC Service. It makes me and my organization look bad trying to facilitate services, and our clients unhappy waiting for repairs.

a: I'd love to have an integrated email, calendar, and instant messaging program that is more user friendly, in order to create easier communications between coworkers.

a: If you are talking about our local support, (I hope this is confidential) I love the people but often times unless I go to the big bosses, I do not get very prompt response in fact many times requests are ignored for months on end.

a: Improve response time.

a: Improve the speed of wireless connection

a: In the past year I have had to work with people in IS&T who have made the work I'm doing very difficult and frustrating, not because of anything to do with the hardware or software but because personal conflicts within IS&T personnel have gotten in the way of professional objectives. It continues to be that way, despite attempts to encourage a change of behavior and attitude.

a: More resources devoted to SAP enhancements chosen by users, not by IS&T staff.

a: Provide more autonomy to the departmental worker for IS&T so that things can be resolved through them, as they are easiest to access. Secondly, a web chat on IS&T's website would be helpful to get quick answers.

a: Reduce Spam.

a: request training topics

a: Respond to email inquiries faster, or at least let the user know that a response will be delayed

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

The responses to this question have been sorted by cohort.

- f: a recommendation for combined email, calendar, task system with easy transfer from laptop to palm.
- f: better support for mobile devices
- f: I like the MobileWeb interface...keeping doing this kind of innovation is great
- f: ical feeds
- f: Lack of scripting capabilities and/or wiki creation on MIT web servers has been limiting in setting up accessible data with outside research collaborators.
- f: My biggest need is for a backed up server running a powerpoint library accessible over the internet so I can organize my many powerpoint slides, change the master slide and have any presentation using it electively use the changed version. I was told by IS&T that no such application exists for either a central server or an individual computer, but Microsoft appears to make a suitable application, called sharepoint, see <http://office.microsoft.com/en-us/powerpoint/HA012261671033.aspx>
- f: See Calendaring section
- f: should get the backload of jobs finished
- f: Support the software that I use - see earlier request
- f: Theresa Regan deserves much praise
- f: Voice over IP across campus!
- r: 64-bit VPN support!!!
- r: A larger variety of programs should be available for use ie. Microsoft Office
- r: an IS&T fair
- r: Better reporting for TSM
- r: More serviced for mobile devices.
- r: wireless
- g: BES for Exchange
- g: better wireless
- g: Exchange server
- g: free back ups!
- g: I'm jointly a student of MIT and Harvard. I've noticed that the Harvard Apple Store has much better prices on hardware and software than the MIT Apple Store. Given the level of usage of Apple products on the MIT campus, it would be great if IS&T could negotiate prices comparable to those available to students, faculty, and staff at Harvard. I do not know whether this also holds for other brands of hardware and software (Lenovo, Adobe, etc.).
- g: Increased email storage space and a webpage portal to backup data on TSM.
- g: More streamlined process. The feeling of being comfortable contacting IS&T since they seem to be isolated from everyone else.

g: Offer a working VPN solution for 64 bit Windows, ideally not requiring a client.

g: Offer more software to download, like Mathematica

g: provide free backup service

g: See above

g: SPEED UP THE PRINTERS

g: The wired network performance in my graduate dorm (edgerton) could be improved...MIT cable should provide digital versions of some more channels.

g: various remote desktop software... i want to access my own laptop/desktop (in my dorm) from athena, lab, etc..

g: WEB-BASED COURSE REGISTRATION INSTEAD OF PAPER!!!!!!!!!!!!!!!!!!!!You'd think that MIT could figure out how to get rid of paper registration since most other colleges do course registration online.

g: Webmail is painfully slow. I should probably just forward to Gmail...but still, can't this be improved?

g: When I access the MIT wireless network, I often get a "limited or no connectivity" message. Repairing the connection always fixes the problem, but it would be nice if the message never came up at all.

u: athena tips

u: Better information on athena lockers. Or make it easier to find information on each locker, such as the contents of a specific locker.

u: Campuswide 802.11n!

u: I'm pretty happy with things.

u: It would be nice to have something like an RSS feed with service updates etc as they happen, so that i could get notifications with my email and news

u: Make printing easier!!! I don't know how to print two-sided, I hate wasting paper on cover sheets, I never know where my printed documents go to, I always end up printing multiple times when there are paper jams... MIT can do better than this for the average user.

u: mit email through gmail, more reliable printing, better saferide tracking

u: NEW PRINTERS. Better wireless in dorms and school. Get rid of webmail and get a whole new system. More memory for users. OUR PRINTER (Bexley) IS ALWAYS BROKEN!!!!!!!!!!!!!!

u: Publicize the types of support offered by IS&T to the MIT student body.

u: Some sort of automated system to adding new printers to Hesiod, especially printers on custom servers or printers with changing IP's. I might be the only person who would use this, though...Fax service would be wonderful.Moira-list-based ACL's for VoIP access would be quite useful too.

u: The printing services, especially in dorms can be unreliable. Also, when you print something from a personal computer, there is no way to delete it from the queue (that I know of).

u: This is a big one: better internet connections for off campus (FSILG) residents, and in particular our house. There are in-house networking upgrades pending, but the WAN connection is still a 10mbit connection. Share that with about 50 residents and there will be uncomfortable lag in the internet. We have one of the biggest living groups off campus and we should get a higher bandwidth given the number of residents. We own two houses and they are sharing the same internet connection, which makes no sense given that some of the other smaller living groups also have that same connection.

u: WebMail upgrades with now standard features. MIT Calendar support for Windows Mobile.

a: Encourage all IS&T staff to regard themselves as service-oriented personnel. The role of IS&T has become so central to the basic business of MIT that folks who work within that unit have to learn to behave as professionals. Ignoring phone calls or repeated emails because of some personal beef is not professional. So that's the service improvement that would mean the most to me and many others who depend on IS&T people as collaborators.

a: FileMaker support; more personalized training for individual departments

a: In the past IS&T has offered recommendations and assistance regarding server acquisition and set up. It's not apparent to me whether or not such services still exist.

a: Integration of programs such as COEUS & sumProp with mobile devices.

a: More resources devoted to SAP enhancements chosen by users, not by IS&T staff.

a: New Software Offerings - Updated versions of existing software.

a: Refresher classes for experienced WebGradAid users.

a: Synchronizing Outlook calendars on office computer and mobile device.

a: web chat with an IS&T worker

Comments from the Faculty-Specific Survey

Qf4. Other instructional technology used during the past year

- f: Commercial online homework tutor (Mastering Physics)
- f: I use a lot of audio, occasionally streamed, usually stored on my laptop.
- f: One of my courses is on Open Course ware
- f: slides, stellar and white board
- f: STELLAR
- f: would like to be able more easily to show multimedia from own devices in class

Qf9. Are there any specific improvements you would like to see in Athena-related learning spaces (Electronic Classrooms)?

- f: more availability. Better spaces for subjects with around 50 people in which computers are available and a space that also allows for some lecturing in combination with computer usage.
- f: Please just make sure all rooms have a power plug forevery seat so students can use laptops with power plugs.
- f: What are they?
- r: stellar sucks!! should be open to all for read only.

Qf11. Other kind of technology-enhance flexible teaching space

- f: Audience response systems would be good, but I'd need to develop content to make this useful.
- f: Computer projector installed in classroom. (There should be way more of these)
- f: fully video conference equipped class rooms.
- f: I have taught in Asia using sophisticated Document Cameras. It was wonderful. It had all the benefits of using chalk and the students could get what I wrote at the press of a button.
- f: ones where we can easily plug in our various laptops and portable devices w/o special cables, etc. and share material (sound, visual).
- f: rooms that combine plenary and small-group work seamlessly
- f: there are still a some classrooms (e.g., E51-095) still do not have built in projectors! for a university like MIT, this should be fixed.

Qf13. What features, if any, would you like to see added to Stellar?

f: (VS) Greater integration with library catalog/VERA

f: (S) Make it possible to import calendars from old courses to new courses.

f: (S) If I accidentally deleted something (or the entire site), I would like to be able to undelete the changes. I had a problem with a TA once who played around with the site and did some damage to it.

f: (S) I use Stellar for some non-course related projects. It is so course-based that this is difficult. There is great untapped potential here!

f: (S) Better help pages!

f: (SS) I find it awkward to manage papers I want students to read for my class. To upload each paper, I need to go to the Materials page, specify the paper to upload (typically pdf), fill in bibliographic info for copyrighted papers, check some boxes about what date the paper should be available and whether it shows up in the calendar, etc. Not bad for one paper, but quite tedious for 20! I already use a number of other paper management systems on my Mac (e.g., BibDesk, Papers, Endnote) that contain much of this information, and a number of on-line resources (e.g., CiteSeer, Pubmed) also have it, so it seems like I should not have to re-enter these data. I also tend to work in Calendar view all the time and would like to be able to add documents from that view, as well as to have "Show Documents" on by default.

f: (SS) faster, streamlined gradebook

f: (SS) Easy instructions about uploading things, etc. Now it is maintained by the course manager and I'm just a spectator.

f: (SS) Better user interface, less tedious way of moving material around...

f: (SD) more apt versions of the listed functions such as calendar, syllabus, gradebook, forum that actually fit my needs

f: (SD) Have all earlier Stellar class sites maintained in their entirety in perpetuity.

f: (SD) Ability to submit, grade small-group assignments Ability for small-groups to rate member contribution

f: (SD) Ability to set up topics that lack documents at the time of set-up -- without running into the "no-name bug" that has not disappeared after 5 years and several complaints. More flexible Materials page design more generally.

f: (D) A less clunky user interface, and a fast and functional gradebook.

r: (SD) Honestly, I keep away from it since my first experience was not good.

r: (VD) should be open to all

Qf15. What improvements or new services would you suggest to enhance MIT's services for video capture and streaming of class lectures?

f: (S) I have only had once experience with this but it was very favorable.

f: (SD) less lectures per se than wanting easily to capture classroom activities, including student presentations

f: (D) This is an old impression, but when I tried to use these services in the 90's, they were WAY too expensive and inconvenient.

f: (No Rating) Combine with text made from speech recognition software and incorporate professor's powerpoint.

r: (D) too expensive

Qf17. Is there specific software that is important to your teaching that isn't provided at MIT?

f: A way for students to communicate with me/ask questions during lecture in TEAL (note we take computers off internet).

f: Endnote (for my grad students)

f: I am the Director of the EECS VI-A Internship Program. When we schedule interviews for applicant students with VI-A Company interviewers I and my staff have no interviewing schedule software. We thus rely on others in the department to do this work and they do it the way they want to rather than the ways that I would prefer. I would like to have my own interviewing schedule software to run the scheduling myself.

f: quality audio editing and musical notation software

f: Sketching software such as the type provided on tablet computers.

f: visualization software that is not combersome

Qf18. Other than office productivity software such as Word, email, etc., what two applications for education are most important to your teaching?

f: Adobe Illustrator, PowerPoint

f: Ansoft Maxwell and HFSS for the teaching of electromagnetism.

f: audiovisual archives and links, scholarly links and databases

f: AutoCAD3DS MAX

f: book and software "Marketing Engineering"

f: Dreamweaver

f: excel and matlab

f: graphics (e.g. autocad, etc) mathematics packages (e.g. matlab)

f: IDL

f: Keynote

f: Latex

f: Mastering Physics Physics department gradebook Turning Point software Stellar The big problem is getting my powerpoint slides integrated with turning point clicker admin system and the grades from that and Mastering into the grade book. Need an integrated system badly!!

f: Mathematica

f: matlab

f: Matlab and Maple

f: Matlab- tablet journaling software (Xournal)

f: online tutor developed by colleague (tlp@csail.mkit.edu)

f: PowerPoint

f: Powerpoint and Matlab

f: Powerpoint, DVD/VHS or other video

f: powerpoint, matlab

f: Powerpoint/Keynote (though this is probably office productivity software...)

f: quality audio editing and musical notation software (i.e., Logic, Pro Tools, Digital Performer, Sibelius, even GarageBand would be useful!)

f: software used for developing programs computer simulators (qemu) virtual machine in design

f: Stata

f: stellar

f: Stellar, OpenCourseWare

f: Stellar, ppt

f: TeX Numerical Computing environment. (I.e. idl, matlab, programming etc)

f: Web access, programming environments.

f: web editing software: BBEdit; Pagespinner

f: Windows media player

r: self-developed ones

r: Visio

Comments from the Student-Specific Survey

Qs2. 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?

The responses to this question have been sorted by cohort.

g: BTW, I do not know what is Athena...

g: computer, usb drive, cell phone

g: dry-erase board

g: Google ScholarEndNoteSkype

g: just my own software and laptops

g: my laptop

g: My own laptop and desktop. Software supplied by Woods Hole Oceanographic Institution.

g: Online supplements and tutorials

g: other software (specified earlier), scanner

g: software provided by third party vendors that interface with laboratory equipment (often poorly programmed and with not troubleshooting or updates)

g: The Internet.

g: Ubuntu Linux

g: Web

g: Web based information from web surfing

g: wikipedia, Gaussian

u: A room with conference capabilities for student use. Not unlike the rooms that have in the student center, but the addition of a conference call phone line would be a great addition.

u: adobe design suite for mac, solidworks for mac (does not exist yet), iWork

u: Emacs

u: Google, Wikipedia, and Web of Science teach me almost everything I need to know.

u: I've used the New Media Center not-infrequently in the past; very nice resource! I haven't been there this term yet; do you have dual monitors on the Mac towers yet?The new group-work spaces in the 5th floor of the Student Center are quite nice, though they're often full when I want to use them.

u: internet

u: IRC and other IM protocols

u: Language learning softwares, visual art softwares (such as photoshop), TI-89

u: Mathematica (got it free from Mathcamp)

MOR Associates, Inc.

u: SAGE, TeXlive

u: shared google docs, doodle surveys for organizing group meetings

u: Skype, Google's suite of web applications, Wikipedia

u: The internet.

u: Video lectures for all the classes I am taking.. that would be very useful.

u: whatever web services seem useful, plus MS office

u: wikipedia?

Qs3. Are there some technologies you would like to see your instructors use?

The responses to this question have been sorted by cohort.

g: I didn't know whiteboard with capture was available here. I think the professors who use tablets with powerpoint slides have a good idea b/c then the notes they make on the slides can be available afterwards.

g: Online grading systems such that you could view your grade online

g: Stellar

g: Tablet PCs are great for demonstrating things on the fly.

g: Too much technology use in the classroom takes away from the engaging learning experience. Case in point--- Do not regularly lecture with powerpoint if you value your teaching quality.

g: videotaped and keyword tagged lecture segments that later become searchable

g: White Boards and Smart Boards. This is MIT! High schools have these!

u: Allow Stellar calendar entries to be imported to any calendar program (e.g., google calendar).

u: Better Teaching Perhaps..

u: google calendars for classes!

u: It would be nice if binaries for debian-based linux MATLAB were available instead of only Red Hat-based versions, which often fail in Debian-derived distributions. Alternatively, instructors might give parallel SAGE code, but as it is written in Python rather than a C variant, I doubt it can be easily taught in parallel.

u: It would be nice if there were an easy way for instructors to poll students about what time is most convenient for some event (review session, office hours) since most do this in a fairly ad hoc way currently.

u: It'd be nice if there were a technology that took pictures of the blackboards in classrooms (particularly big lecture halls with lots of boards, 32-123, 10-250, etc) so that blackboards could be posted as notes. In general, posting notes online is very good (via Stellar or other), though most of my classes are already very good at this. That's really all I can think of, though.

u: keynote

u: more powerpoint

u: online grade posting for more classes--makes it easier to keep track

u: Wikis

Qs4. Are there some technologies you would like to see your instructors stop using?**The responses to this question have been sorted by cohort.**

g: blackboards

g: Less powerpoint

g: Not really, aside from when Powerpoint is used to teach mathematically involved problems.

g: overhead projectors--please, no more!!!!

g: Overhead projectors.

g: power point

g: Powerpoint

g: Powerpoint (used too ineffectively)

g: PowerPoint.

g: static powerpoint presentations can be horrible.

g: stellar is not a great system. I preferred the simpler custom webpages classes used to have.

g: TEAL

u: A lot less powerpoint - engineering lectures don't fit in powerpoints intended useage and I wish they would go back to transparencies or something similar.Maybe some sort of "digital transparency" system would be cool - a tablet PC of some sort that had more 8.5x11 size esque projection and the ability to easily mark up live during lecture...

u: Bad powerpoints

u: I think stellar class sites should be accessible by all MIT students. Perhaps you don't have time to take a course, but you're interested in the material, or you want to see if you're interested in taking it later. I don't see why they should be restricted to the class.

u: If an instructor is going to use PowerPoint slides in lecture, he or she should ALWAYS pass out a copy of the slides so the students can go keep up. It's hard to keep everything in your head as the instructor zips through slides that seem meaningless to you because they're taken down so quickly.

u: iLab

u: It would be nice if instructors didn't use Microsoft Excel and have it be a virtual prerequisite of some classes.

u: Microsoft Office

u: MIT UPV Exchange or at lease make the website much better

u: old school over head projector... images are unclear

u: Overhead projectors

u: Overhead projectors.

u: Powerpoint ---- whatever happened to normal lectures with chalk and blackboard?

u: powerpoint!!!

u: Stellar website

u: TEAL and Mastering Physics.

u: TEAL is alright but the fact that they force you to go to class is ridic. Students should have the option of lecture, this is college.

u: TEAL kind of sucks, as a whole. That much technology is just not necessary for one classroom, esp. for things like intro physics.

Qs6. What specialty software would you like to see in the labs?

The responses to this question have been sorted by cohort.

g: Adobe writer, vensimple, simulation software, regression software

g: cadence

g: graphic programs (photoshop etc) and acrobat professional

g: Hyperchem

g: i like to see microsoft word, because i'm a windows user and i find it frustrating that using open office changes my formatting a lot.

g: IDL, supermongo, IRAF

g: Mathematical modeling software

g: More Athena machines need to have the appropriate graphics drivers installed (for OpenGL And DirectX). I work in computer graphics, specifically real-time rendering.

g: MS Project

g: Something to help keep track of PDF files and associate ideas and tags with them.

u: A newer version of Python on Solaris-Athena machines. There's a Python 2.5 install in my personal locker ('aseering'), but it's missing enough 3rd-party library dependencies that many features needed by different courses don't work. Some sort of good software for music composition. I've tried to install Finale Notepad ('wine' locker), but Notepad isn't terribly good, new versions are no longer free, and wine is kinda sketchy (and Linux-only)...

u: Adobe Photoshop, Microsoft Office for Linux

u: ChemDraw or similar program

u: LabVIEW

u: LT spice

u: Mathematica

u: Matlab or preferably R (Cran) Adobe CS3 for photoediting (only the new media center in building 26 has CS3)

u: MATLAB, CAPCOST

u: Microsoft word

u: might be nice to have microsoft word instead of open office, which changes formatting of documents

u: NOT LINUX. WINDOWS!!!!

u: office

u: Photoshop

u: photoshop

u: Photoshop in more labs

u: Photoshop/ ImageReady

u: Rosetta Stone

u: Solidworks

u: solidworks, mastercam, mathcad

u: SolidWorks, MathCad

Qs10. What IT services would be valuable to have in your room/residence?

The responses to this question have been sorted by cohort.

g: A phone line in my room with a phone.

g: As a graduate student, I feel like better printing (more than one printer) and more computer clusters are necessary at a centralized location such as a residential area. At MIT I expect large computer clusters at least in some, if not all, dormitories. This was the standard at my liberal arts university (Duke). These were accessed by card readers, not some number code, and paper was always unlimited. General satisfaction rates were high, as people could use PCs or Macs as well as Unix. There are many Athena clusters scattered throughout campus, but they appear very decentralized, hard to access, very user-unfriendly and not easy to print from since the print job could be backed up or jammed. This would be alleviated by swiping a card to print the job at the particular printer. This was also a system instituted by my university 4 years ago.

g: ATHENA is confusing and I try to avoid it as much as possible.

g: Connection expertise

g: Extra wired connection(s).

g: MITNET connectivity off-campus ^_^.

g: remote access by IT staff

u: A working printer

u: Ability to have someone from IS&T download software (such as Windows) onto your system.

u: Ability to print to athena printers

u: First, your survey didn't mention Net Contacts. I am one (and I end up doing a nontrivial amount of work in the position); I'd be interested to know what role they play elsewhere. Other than that: We already have fairly good services. More bandwidth to campus would, of course, be good; short of that, working QoS and a local, MIT-maintained print server (I've never gotten a stable LPR server really up and running properly; I'm trying to use CUPS, though, not whatever setup MIT proper has) so that big print jobs don't take forever and a day just to get to the printer.

u: I am an RCC at an ILG. ipv6 would be handy.

u: need to teach people to not clog up print queues and lprm their shit off the queue.

u: Printers on each hall

u: scanner inside athena cluster in dorm

u: scanner, color printer

u: the printer is always out of paper

u: unlimited printer paper and toner; workshops on how to print from your room to an athena printer.

u: wireless that works consistently.

Qs15. If you own a computer, other than email applications, what are the five software applications you use most often on it?

The responses to this question have been sorted by cohort.

g: Adobe Illustrator, Latex, Power Point, Word, Fetch, Preview, Solid Edge, IDL

g: Adobe Reader, Mathematica, OpenOffice, TeX editor, Windows Media Player

g: Adobe Reader, MS Office, EndNote, Matlab, Firefox

g: Browser, Matlab, Office, Chat, Maple

g: Chrome (Google Calender, Docs, etc), LaTeX, OpenOffice, iTunes, Pidgin

g: emacs, firefox

g: endnote, word, powerpoint, skype, adobe

g: Excel, PowerPoint, Adobe Acrobat, SciFinder, iTunes

g: excel, word, mozilla, powerpoint, spider solitaire

g: excel, word, winedit, stata, matlab

g: Firefox, Excel, Word, Powerpoint, itunes

g: firefox, gaim, itunes, real player, msn

g: Firefox, LaTeX, Adium, iCompta, Python

g: Firefox, Maple, iTunes, games, fortran

g: firefox, matlab, keynote/powerpoint, emacs, latex

g: Firefox, Matlab, Microsoft Word, Microsoft Excel, Maple

g: Firefox, Microsoft Word, Excel, Powerpoint, MSN

g: Firefox, MS office, Matlab, ABAQUS, Solidworks

g: FireFox, ssh, Korganizer, OpenOffice, PowerPoint.

g: firefox, word, excel, skype, itunes

g: firefox, word, itunes, media players, messengers

g: firefox, word, powerpoint, excel, photo editing, quicken

g: firefox,slingbox,excel/word,matlab,adobe pdf viewer/scanner

g: Forefox, Adium, Stata, iTunes, MS-Word

g: General microsoft office, adobe photoshop, illustrator

g: IE, ChemDraw, Gaussian, Word, Excel, Outlook

g: Internet Explorer, Firefox, PowerPoint, Word, Excel

g: Mathematica, SecureCRT, K-Meleon, Adobe Acrobat, ImageViewer

g: Matlab XCode Terminal TextMate (for Latex and notes) ImageJ

g: MATLAB, LEd (Latex Editor) (+MikTeX), Microsoft Office (mostly Powerpoint), Corel Draw, Intel Fortran compiler

g: MatlabMicrosoft PowerpointAimMicrosoft ExcelMicrosoft Word

g: Microsoft excel, word, firefox, itunes, acrobat

g: Microsoft Office, Endnote, MatLab, iTunes, Firefox

g: Microsoft WORD, Excell, and Powerpoint, and Adobe Photoshop and Illustrator

g: mozilla firefox, messenger/skype, microsoft office, open office, acrobat reader

g: MS Word & Excel, Abaqus (FEA software), Acrobat reader, MS Powerpoint

g: ms word, matlab, notepad, gtalk, adobe reader

g: Office

g: Office and Skype

g: office, adobe reader

g: Office, ChemDraw, Adobe suite, Firefox, SigmaPlot

g: office, firefox, warcraft 3, banlist

g: outlook, word, excell, internet explorer, skype

g: powerpoint, word, software to convert MS Office to html, outlook,

g: python, firefox, pidgin, openoffice, inkscape

g: software development tools (compilers, editors, etc)

g: Spatial Analyst, Statistics

g: terminal, adobe reader, adobe indesign, microsoft excel, microsoft word

g: Top 8: Camino, NetNewsWire, iTunes, Terminal, Macports (various BSD applications), Preview, TextMate, Aperture

g: web brouse, office

g: web browser, music player, matlab, MS office programs, aim/skype

g: Web browser, Visuao Studio, Google Talk, ssh/remote desktop, iTunes/Quicktime/MediaPlayer

g: web browserdocument viewer (PDF, etc.)spreadsheetword processorpresentation software

g: word, excel, power point

g: Word, power point, acrobat, excel, firefox

u: 1. Firefox2. Vim3. SSH4. VLC5. Pidgin

u: 1. Microsoft Word2. iTunes3. Adobe Photoshop4. Sibelius5. Audacity

u: AIM, Microsoft

u: Browser, MATLAB, PDF reader, Python, 7-zip

u: emacs, conkeror, gcc, vlc, pdflatex

u: excel, word, mozilla, adobe pdf reader, matlab

u: Firefox, Adium (instant messenger), Twitterific, iTunes, QuickSilver

u: Firefox, Adobe Reader, WinAmp, WinRAR, CD/DVD burning program

u: Firefox, Banshee Music Player, Pymol, GNU Emacs, ssh

u: Firefox, Chat client, iTunes, VLC, iPhoto

u: Firefox, iCal, iTunes, Pages, Preview

u: firefox, ical, neooffice, ichat, skype

u: Firefox, iTunes, iPhoto, iChat, Matlab

u: firefox, itunes, textpad, cygwin, MS office suite

u: Firefox, KOrganizer, GnuCash, OpenOffice, Amarok

u: Firefox, Matlab, Mathematica, Microsoft Word, Microsoft Excel

u: Firefox, Microsoft Office, Adobe, Skype, AIM

u: Firefox, Microsoft Word, Image J, Skype, I Tunes

u: Firefox, Microsoft Word, Matlab

u: Firefox, Microsoft Word, Skype, Microsoft Excel, Mathematica.

u: firefox, MS word, ms excel, powerpoint

u: Firefox, Office, Paint Shop, Matlab, Solidworks

u: firefox, pidgin,

u: Firefox, Pidgin, the terminal (bash), evince, compiz (for quicker window management in addition to the effects)

u: firefox, pidgin, windows media player, texnicenter, microsoft word

u: Firefox, Terminal, Adium, Quicksilver, VLC

u: firefox, textedit, photoshop, preview, skype

u: firefox, trillian, word, powerpoint, idle

u: Firefox, Vim, zsh, Matlab, AIM

u: firefox, word, acrobat reader, matlab, adium

u: firefox, word, excel, matlab, mathcad

u: Firefox, Word, notepad, Google Calendar, Photoshop

u: Firefox, Word, Terminal (for ssh), Preview, iTunes

u: FirefoxAmarok Music PlayerOpen OfficeText EditorNautilus

u: FirefoxMicrosoft Office 2003iTunesIntervideo WinDVDVLC Media Player

u: I have a Mac: Microsoft Office, Adobe CS3, Parallels Desktop, iTunes, Photo Booth

u: internet explorer, windows media player, solitaire, wordpad

u: itunes, acrobat reader, idle, notepad, and microsoft word

u: itunes, ichat, firefox, timemachine, openoffice,

u: itunes, preview, textedit, Firefox, software update

u: iTunes, Word, Adobe Reader, pyMol

u: Mathematica, Matlab, Firefox, Rhythmbox (music player), & VLC player

u: MATLAB, Adobe Acrobat, OpenOffice, and multimedia software (i.e. music, videos, photos)

u: MATLAB, Firefox, iTunes, Office

u: matlab, IDLE, office, photoshop

u: Matlab, solidworks, excel, VLC, fetch

u: MATLAB, Word, Excel, Internet Explorer 7, PowerPoint

u: MATLABSolidworksFirefoxOpen OfficeTrueCrypt

u: microsoft word, adobe reader, adobe flash player, internet explorer, firefox

u: Microsoft Word, Finale, Firefox, iTunes, Quickplay

u: Microsoft Word, Firefox, iTunes, Skype, Chrome

u: Microsoft Word, Microsoft Excel, Adobe Reader, Microsoft Powerpoint, Skype

u: Mozilla FirefoxMicrosoft Office 2007Programming IDE (Eclipse, Visual Studio)CygwinSecureFX/SecureCRT/WinSCP/Putty

u: mozilla, itunes, microsoft office, adobe acrobat, python

u: Mozilla, Rhapsody, MATLAB, Microsoft Office, Gaim

u: mozillaitunesaimopenofficeskype

u: MS office, photoshop

u: ms word, njstar, excel, powerpoint, itunes

u: MSOffice, Matlab, eclipse, skype, secureFX

u: music, word processing, chat application, calendar, internet

u: office, windows media player, itunes, matlab

u: open office, VLC player, paint, secureCRT

u: open office, winamp, other media software

u: OpenOffice, Samplitude Pro, Firefox, Sibelius, iTunes

u: Photoshop, Firefox, Illustrator, Matlab, Skype

u: remote desktop, eclipse, microsoft office, firefox, LaTeX editors

u: safari, itunes, vlc, photoshop, adobe acrobat professional

u: Safari, Word, Excel, iTunes, Firefox

u: Skype, iTunes, Picasa, Microsoft Word

u: text editor, web browser, RSS Reader, Music Player, FTP client

u: VMWare FusionMatlabX-LiteEclipseTeXShop

u: Web browser Music playerWord processor Command terminaltext editor

u: Web browser, itunes, papers, ical, nally

u: Web browser, Latex, Matlab, MS Word, Eclipse

u: Web browser, word processor, spreadsheets, PDF reader, music

u: web browsing,winSCP (app for editing files that are in a web server),putty,games

u: Windows Live Messenger, Firefox, Microsoft Office, Winning Eleven, Garena

u: word office itunes vlc media player adobe acrobat

u: Word, Adobe Acrobat Reader, Excel

u: Word, Adobe Acrobat, Excel, Google Docs/ Calendar, Matlab

u: word, aim, mozilla, excel, iTunes

u: Word, Excel, iTunes, Internet Explorer, Solidworks

u: word, excel, mathematica, itunes,password storage

u: word, excel, ppt, calendar, music

u: Word, Instant Messenger, Calculator, VLC Media Player, Notepad

u: word, MatLab, gaming, music.

u: word, powerpoint, firefox, pdf viewer, itunes

u: word, web browser, itunes, notepad, skype

Qs16. What programs do you need but don't have access to?

The responses to this question have been sorted by cohort and then by satisfaction with the selection of software from MIT (in parentheses).

g: (VS) voice recognition software, photoshop

g: (VS) MasterCAM

g: (S) the full version of acrobat

g: (S) recent MS Office apps

g: (S) photoshop

g: (S) photoshop

g: (S) More convenient backup.

g: (S) IDL, supermongo

g: (S) adobe writer

g: (S) Adobe Acrobat

g: (S) acrobat writer - I use open office for that, though.

g: (SS) Video Editing

g: (SS) origin, the statistical software program on Athena is very complicated

g: (SS) offline matlab

g: (SS) Mathematica, photoshop, acrobat professional

g: (SS) Mathematica

g: (SS) Adobe writer

g: (SS) A full Adobe Package would be great - rather than having to finagle through departments etc...

g: (SS) Illustrator

g: (SD) SYSTAT statistical software

g: (SD) not strictly a program, but an operating system: Vista Enterprise 64 bit.

g: (SD) Illustrator Intel Math Kernel Libraries Intel Compiler

g: (SD) Engineering illustration packages

g: (No Rating) corel draw

u: (VS) Matlab won't run on my Windows Vista computer.

u: (S) VM software for running windows on apple.

u: (S) The latest MS Office for Mac. Occasionally Mathematica, when not at a cluster.

u: (S) solidworks, microsoft suite for macs

u: (S) OneNote, Evernote, or equivalent software.

u: (S) microsoft office, photoshop

- u: (S) mathematica
- u: (S) math type
- u: (S) Comsol MultiPhysics
- u: (S) ChemDraw for Linux would be useful
- u: (SS) Subsidize Microsoft office
- u: (SS) photoshop, acrobat, endnote, papers
- u: (SS) photoshop
- u: (SS) Microsoft Word
- u: (SS) microsoft office! [i'm using openoffice at the moment]
- u: (SS) Microsoft Excel
- u: (SS) matlab!!! will not work on my mac no matter how hard i try
- u: (SS) mathmatica, adobe creative suite
- u: (SS) I don't know how to use Matlab.
- u: (SS) final cut pro, mathematica, a nice stfp client
- u: (SS) ArcGIS and Stata with a graphical interface. I can use them in my department (DUSP), but I'd like them on my laptop, too. One problem is that I'd need to dual boot in Windows (for ArcGIS), and I haven't set that up yet...
- u: (SS) Adobe Photoshop
- u: (SS) Adobe Flash MX
- u: (SS) 1. Microsoft Office (had to get a distribution from CSAIL). IST doesn't give out licenses2. Virtualization - I know IST gives out VMWare desktop but for running multiple OSs on a single machine I currently use VMWare server (which is free from the VMWare website). Perhaps, we can get support for the server virtualization?
- u: (SD) pro engineer,
- u: (SD) Photoshop
- u: (SD) photoshop
- u: (SD) MathCad, Pro/Engineer, CoMeT,
- u: (SD) Adobe Professional
- u: (SD) Adobe Photoshop
- u: (D) Office for Mac
- u: (No Rating) word, ppt
- u: (No Rating) Photoshop
- u: (No Rating) ModelSim
- u: (No Rating) illustrator

Qs17. What, if anything, can you do on Athena that you can't do elsewhere?

The responses to this question have been sorted by cohort.

g: availability of programs

g: cadence

g: Compile LaTeX, run special simulation software such as Chemkin.

g: Mathematica

g: mostly use athena clusters only for printing

g: Now that I no longer take classes, there really is nothing I can do on Athena that I can't do more easily on my laptop or the desktop and servers in my office.

g: Print reliably

g: print, Matlab, some custom obscure software for classes

g: regular printing, some simulation

g: statistics

g: use office

g: use STATA

u: access a course's locker

u: access Athena server directly.

u: Create email lists, host my own web server, easily move files around from athena spaces to other spaces.

u: Easily access files on my Athena directory

u: For some classes (e.g., 6.02) they have some special configs for software that are on Athena--e.g., Matlab, python

u: Get the Athena combo

u: I don't know how to set up my laptop to print to a printer in a cluster, so I need to use Athena on a quickstation to print.

u: Major printing and modeling via solidworks and other programs

u: mathematica

u: mathematica, tap into large processing power

u: matlab

u: matlab

u: matlab

u: matlab (I can do it from my laptop with ssh, but then that's "on Athena")

u: Matlab, because I haven't downloaded student matlab

u: Matlab, Mathematica

u: print

u: print

u: Print

u: print a ton

u: Print double-sided pages

u: print doublesided

u: Print my assignments

u: Print to a laser printer

u: Print. My debian-installed laptops are unable to authenticate with MIT printers. However, Athena still uses a post-script-only printing system, making printing pdf files from a terminal difficult.

u: programming work that requires linux, or accessing files from class

u: Programs created in 6.01 don't run very well on windows

u: Run time consuming simulations.

u: send messages to other people's computers

u: STATA

u: stata, etc..

u: use a terminal

u: Use esoteric software like Mathematica or Maxwell; get zephyrs to work.

u: use lockers easily.

u: use mathematica and matlab.

u: use Mathematica, Mapel

u: use some softwares

u: Zephyr. Krb5 Zephyr, please??I used to answer "blanche', 'moira', and AFS" here; but, thanks to MacAthena (<macathena.mit.edu>), I can even do those locally.I can host some types of websites more easily on Athena than elsewhere (<scripts.mit.edu>), but I do run my own server so I can use that too (though my server has much less bandwidth than do scripts or web).

Qs18. What, if anything, can you do elsewhere that you can't do on Athena?

The responses to this question have been sorted by cohort.

g: Athena's AFS+Kerberos is highly irritating. I would love to use simple public keys to log onto Athena. Kerberos is extremely badly behaved under 64-bit Windows Vista.

g: Be competent on a computer

g: Edit video.

g: I don't know.

g: im

g: Install GrafEq which is a simple graphing program for Windows

g: most everything i need

g: Most things I probably could do on Athena, but it would not be convenient to do so.

g: Nothing

g: office!!!

g: Run recent Flash programs

g: Sit on a comfy chair at home to work

g: Solid Edge

g: surf with privacy

g: Use Mathematica, Developers' environments for IDL and Matlab

g: use word

u: A lot of stuff. Photo Booth, iTunes, PowerPoint

u: anything windows-related...

u: Apparently, it is not possible to print jpegs on Athena computers, as i ran into serious problems trying to do that.

u: audio/video editing

u: Certain applications have limited OS distributions and most often linux/athena isn't one of them. Matlab and other resource intensive applications don't run very well on athena.

u: Ctrl-D to logout. It clearly knows what I'm trying to do, what the crap is that.

u: Customize endlessly, use particular desktop environments (i.e. Xfce), hang out with people wherever I want while using a computer

u: Ease of listening to audio/visual material

u: Easily connect to and mount my server as a drive accessible on Athena.

u: edit word docs made from my laptop (formatting gets messed up on openoffice)

u: Entertainment (watch movies, sync iPod etc.), Microsoft Office (I don't think open-office.org quite matches Word), hook up a projector.

u: I dislike how formatting changes from Word to Open Office.

u: import formatting on microsoft word

u: Install new software

u: It spice

u: Microsoft Office stuff (Open Office ruins formatting and has fewer capabilities)

u: office

u: OpenOffice lacks fonts..

u: photoshop

u: Photoshop, Illustrator

u: play games

u: Play games on Windows.

u: pretty much everything...Athena is really confusing to use b/c i am super unfamiliar with linux/unix/whatever operating system it uses. i am never sure what commands to use, i always have trouble opening the internet b/c some directory is blocked, and everytime i try to do something on it i seem to run into some sort of error message, so i have kind of given up using it except if i have larger print jobs -- and when i have those, i am sure to leave a lot of time b/c i never know how much trouble i am going to encounter

u: Print in color

u: Quickly view/edit images then print them

u: reliable LaTeX editing, quick, stable graphics rendering,

u: run soar

u: USB Keys are difficult, python is outdated, few options for text editors

u: use "normal" word processors

u: Use Eclipse (it takes far too long to load out of AFS).Store and work with really big files (virtual machines, .dv files from video editing, etc.; I know there are services that help with the special cases of these, but the general case is impractical).Install software easily (though I've made the effort to learn how)

u: use microsoft office

u: use microsoft office softwares

u: Use microsoft word, excel, and the rest of the office suite

u: use newer version of MATLAB

u: Use recent versions of software. Most lockers that I have found have somewhat old versions of software.

u: Use text editors that don't crash, get onto the Internet with less crashing

u: Walk around with my computer, have a giant screen, run a realtime kernel, run xmonad without tons of trouble

u: watch tv shows

Qs19. What expectations about computing at MIT did you have when you came that were not met?

The responses to this question have been sorted by cohort and then by satisfaction with the IS&T overall (in parentheses).

g: (VS) Availability of time-shared clusters for intensive computations

g: (S) widely availability of remote desktop/remote control

g: (S) very good connectivity

g: (S) The quality of mit web pages especially things like WebSIS and the course catalog

g: (S) I have always been very disappointed with the remote access options for Athena at MIT. I would prefer to work at home and access the campus machines remotely. x.dialup.mit.edu is very slow because at any given time dozens of user are on it and it is "not intended for computationally intensive jobs". Why shouldn't I be able to access an underutilized lab machine and use it from home the same way I would sitting in front of the machine? As an undergrad at Duke, I could (from anywhere) remotely login to any given Unix/Linux lab machine, which I found very convenient. Considering that 90% of the time the computer lab machines are used for text editing, email, or internet browsing, I think it's a huge waste of resources to restrict these machines to local users. Clearly, opening the individual machines to remote login opens potential for abuse, but I'm sure IS&T could establish measures to prevent this (e.g. automatically "nice"ing jobs launched remotely, logging/warning users connected to or running intensive jobs on more than N machines, etc.). Abuse was rarely a problem at Duke. I also find it inconvenient that I cannot use public key authentication to remotely access Athena.

g: (S) Access to scanners and photocopiers in Athena clusters

g: (SS) windows

g: (SS) That I could print from my computer to the Athena computers

g: (SS) MIT computing is like an insider club for people who are knowledgeable about computers. If you aren't in the club, you are left highly confused and can't even do things like print double sided from ATHENA clusters. (I know you post code that you're supposed to type in, but it doesn't work for all applications.)

g: (SS) I expected I would have a phone line with a phone at NW35. I don't have a a cellphone.

g: (SS) Expected to have a computer at my lab that I wouldn't have to buy for myself. (I realize this is probably not a general MIT issue)

g: (SS) connectivity would work, whats the endowment here??? Webmail seems fairly sporadic with settings reliability

g: (No Rating) Registration isn't online.

g: (No Rating) As a graduate student at MIT, I came here expecting a world-class institution where the computers would be very accessible and the printers reliable. Instead I found that print jobs were often clogged, the printers were unreliable and often broken, and I could not easily set up print jobs without detailed instructions from students who love to spend time focusing on problems instead of their classes. I could never remember the number code for computing clusters as card readers (for student ID cards) would also record who went into a cluster at what day/time, and clusters were often too inconvenient. I feel like IS&T did not adequately address the concerns of the few such as myself, and I would love to see computing reach its full potential at MIT. Even my alma matter, Duke University had a better system overall in terms of computing (among other issues). I am very disappointed in my experiences so far. MIT is very technology driven but it does not mean that it has to be unfriendly to those who aren't as well-versed in it!

u: (VS) That of privacy. 1) Wireless networks are not secure. 2) IS&T would readily hand out logs of student internet

activity to the RIAA.

u: (S) that athena would have microsoft office. i hate open office

u: (S) that athena would be really easy to use

u: (S) Spectacular wireless coverage - it's very good, but certain places have terrible signal (esp. Stata)

u: (S) Not many - I was mostly surprised how unwilling students were to adapt to athena. It is an awesome OS, tons of features, and kids are scared away by the unfamiliar.

u: (S) I expected there to be a fee for printing services. With the number of print jobs that never get collected, I don't think this would be a bad idea. A symbolic fee of several cents per page would very much help in getting people to print double-sided and actually pick up their print jobs. Also, more information about lpq, lprm and lpr commands should be made available!!

u: (S) High wireless signal strength in Sidney-Pacific and Stata.

u: (S) Easy, reliable printing

u: (S) Athena is so old and crappy...I expected a better computing environment. As a non-linux user coming in, the GUI looked awful (now I can hold my own in the command line so its fine), and it was nothing like the familiar windows xp at the time.

u: (S) A lot. I definitely didn't expect Athena. It just seems so cheap and low-tech. I thought MIT would have the fastest computers, and the best technology.

u: (SS) Wireless and Wired connections - they were much better last year.

u: (SS) This survey needs a general comments box at the bottom. I'm going to use this box to complain that my dorm's single printer was broken for a while, something about the ink, and when people came to repair it, they replaced something totally unrelated and it of course remained nonfunctional.

u: (SS) more free software

u: (SS) MIT has a good solid core computing system that basically works quite well. However, when I came to MIT, I really expected us to be innovators in the field, trying to push things forward and try new ideas. That expectation really hasn't been met; we are a much more open system with better underlying technologies than many schools, but in terms of innovation, adopting (or, really, developing) new technologies, we really seem to be settling for merely "good enough". I'd really hoped that, somehow, we'd settle for "amazingly awesome".

u: (SS) I did not think it would be so difficult to find Windows workstations on campus (outside of the SS cluster).

u: (SS) Availability of color printers.

u: (D) office

u: (D) I thought I would learn something about how to use computers instead of just being treated like an idiot whenever I ask anyone a question.

u: (No Rating) I would love for there to be Skype on Athena computers

Comments from the Staff-Specific Survey

Qa3. What other SAP GUI (graphical user interface) functions do you think should be ported to the Web?

a: Ability to display Summary Statements/DTR on the Web

a: Athletic Membership Renewal

a: Vacation time

Qa8. If you don't use IS&T web publishing support, why don't you?

a: Because I deal with a secure website, I can't personally publish anything, but the protocol for publishing to the web in my department seems to me to be somewhat convoluted. I don't really know exactly what has to be done, but it doesn't seem like a question for IS&T.

a: didn't know about it!

a: didn't know it exists

a: don't know what it is or where to find it

a: Have no clue what it is

a: I actually don't know if I understand enough about it. Our department has someone who takes on a role that might serve our needs.

a: Local helpdesk - Sloan Technology Services.

a: My job uses ACS publishing support.

a: not sure what IS&T offers

a: Not sure what it is

a: Other staff

a: There are in-house departmental services

a: We had our site template created by Publishing Service Bureau.

a: we use the department network administrator's help

Qa11. If you don't use IS&T database development support, why don't you?

a: Don't do this kind of work.

a: Had a unfortunate experience - after paying for the application development, I was told the application couldn't be hosted on an IT computer despite initial assurances that it would be.

a: Have an extremely reliable and knowledgable consultant.

a: I usually just ask the Alumni Association IS&T staff.

a: Quite simply - because it costs \$\$\$ and I don't think there should be a charge for trying to improve the processes in a department, the bosses are trying to cut costs therefore I do my own research to try and develop the web/database interface.

a: we use the department network administrator's help

Qa12. What can IS&T improve about the support we provide for database development?

a: have a class on what it is.

a: It was a very slow process

a: Make it free !

a: Provide more information

Qa9. What can IS&T improve about the support we provide for web publishing?

a: (S) I need to find out what support IS&T provides in this area

a: (No Rating) I like the web pages for web publishing. Would like more and better documentation on the web.

a: (No Rating) Explain what it is.

a: (No Rating) As mentioned previously, there are processes that were previously used for converting my web forms into data that can be transferred into the database (scripts etc..) Many of these processes are outdated and no longer supported yet there are no alternatives offered when you call the help desk. I was told once that the automatic transfer of the form data into a database is possible without going through the tedious scripted data conversion, yet it is not offered to the community, from what i understand only a database consultant (at cost) can set this up. You would think the Institute would want to get everyone on the same system - without charging the department for this information.

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	
Q2a	Sending email						
Q2b	Receiving email						
Q2c	Browsing the Web						

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
Q3a	Wireless network						
Q3b	Wired network						

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

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
Q6a	Network Services overall						

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
Q7a	Selection of software from MIT						
Q7b	Timeliness of MIT release of new software after vendor release						
Q7c	Software download page (web.mit.edu/software)						
Q7d	Helpfulness of software documentation on the IS&T website						

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"/>
Q19b 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"/>
Q20b You believe there has been unauthorized access to sensitive data files	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q20c You want to securely wipe your computer's hard drive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q20d Your password has been used by someone else without your authorization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q20e 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"/>
Q23b Other people's medical records	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q23c Student grades	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q23d 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"/>
Q25b CD/DVD	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q25c External hard drive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q25d Flash drive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q25e 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"/>
Q35b 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"/>
Q37b Reliability/availability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q37c Customization options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q37d Ease of customization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q37e Phone ergonomics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q37f Ease of installation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q37g 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
Q50a Palm OS device	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q50b Windows Mobile device	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q50c Blackberry device	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q50d iPhone device	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q50e Symbian device (available on Nokia phones)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q50f 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
Q51a 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

Q56a Rate the following hardware services provided by IS&T.							
	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Hardware recommendations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q56b Carry-in hardware repair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q56c Onsite hardware repair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q57a How likely are you to recommend IS&T Hardware Services to a friend or associate?							
	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"/>	<input type="radio"/>

Q58a What percentage of your computer time is on the following platforms?						
	0%	1-20%	21-40%	41-60%	61-80%	100%
Desktop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q58b Laptop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q58c Athena	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q58d Mobile device (smartphone, PDA)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q59a What percentage of your computer time is on the following operating systems?						
	0%	1-20%	21-40%	41-60%	61-80%	81-100%
Windows Vista	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q59b Windows XP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q59c Macintosh OS X	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q59d Linux	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q59e Unix	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q59f Mobile device operating system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q60a Select the description below that best describes your proficiency with using computers.					
	Novice	Basic Skills	Intermediate	Advanced	Expert
Computer proficiency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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"/>
Q64b Shared calendaring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q64c 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"/>
Q64d 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

	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
Q66a	Delivery of services	<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"/>
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"/>
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"/>

	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
Q67a	IS&T overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Select a point on the scale below that best describes any change in IS&T services over the past year.						
	Much Worse	Worse	Somewhat at Worse	Somewhat at Better	Better	Much Better	N/A Don't Know
Q68a	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"/>

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?

Q19a		How likely you would be to use the following services in the near future?						
		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"/>
Q19b	Podcasting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q19c	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"/>
Q19d	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"/>
Q19e	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"/>
Q19f	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"/>
Q19g	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"/>

Q20a		Rate the importance of the following tools to support your research.						
		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"/>
Q20b	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"/>
Q20c	Server management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q20d	Collaboration tools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q20e	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"/>
Q20f	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"/>
Q20g	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

	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
Q1a	Printer	<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"/>
Q1c	Whiteboard with capture (scanning)	<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"/>
Q1e	Multimedia workstations	<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"/>
Q1g	Soft lounge seating	<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"/>
Q1i	Audio or video conferencing tools	<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
"Customer-oriented" approach	<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"/>
Q1b 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"/>
Q1c 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"/>
Q1d 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"/>
Q1e 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"/>
Q1f Approving requisitions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q1g 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"/>
Q1h 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"/>
Q1i 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"/>
Q4b 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"/>
Q4c 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
SAP functionality change	<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

Q7a Please rate your satisfaction with these kinds of web publishing support:							
	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A Don't Know
Troubleshooting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q7b Consulting/advising	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q7c 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?

Q15a Please rate your satisfaction with these kinds of database development support:							
	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A Don't Know
Troubleshooting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q15b Consulting/advising	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q15c 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"/>
Q9b Cellular phone service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q9c iPASS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q9d Voice Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q9e Calling Cards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q9f 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"/>
Q10b 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"/>
Q10c 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"/>
Q10d 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"/>
Q11b 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"/>
Q11c 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"/>
Q11d 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"/>
Q11f 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"/>
Q11g 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
Q12f	Timeliness of response	<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"/>
Q12h	Technical ability	<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"/>
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"/>

