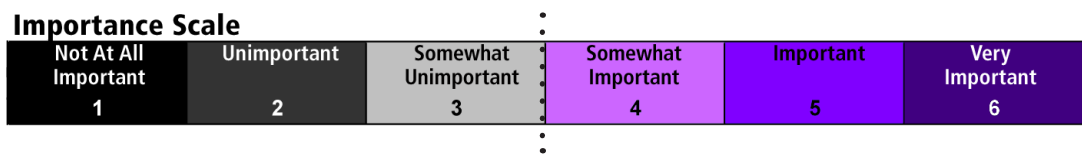
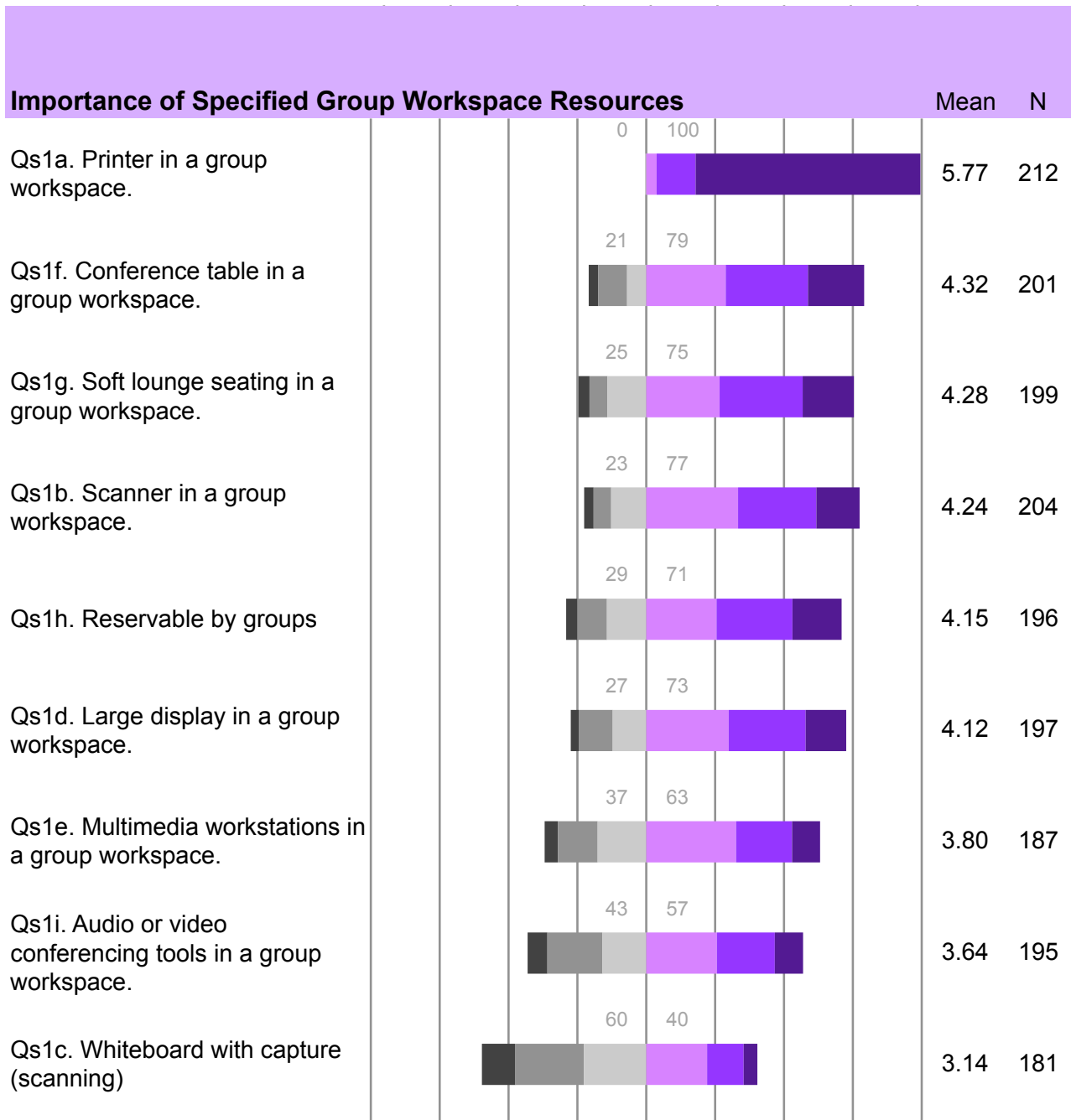


Student Survey Results



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		

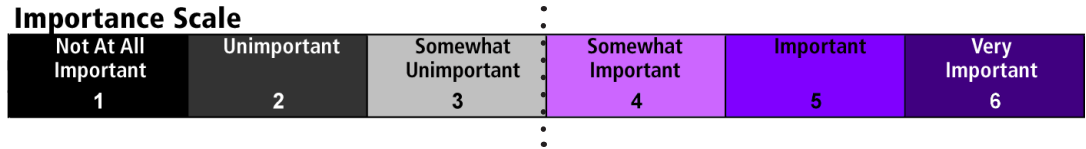
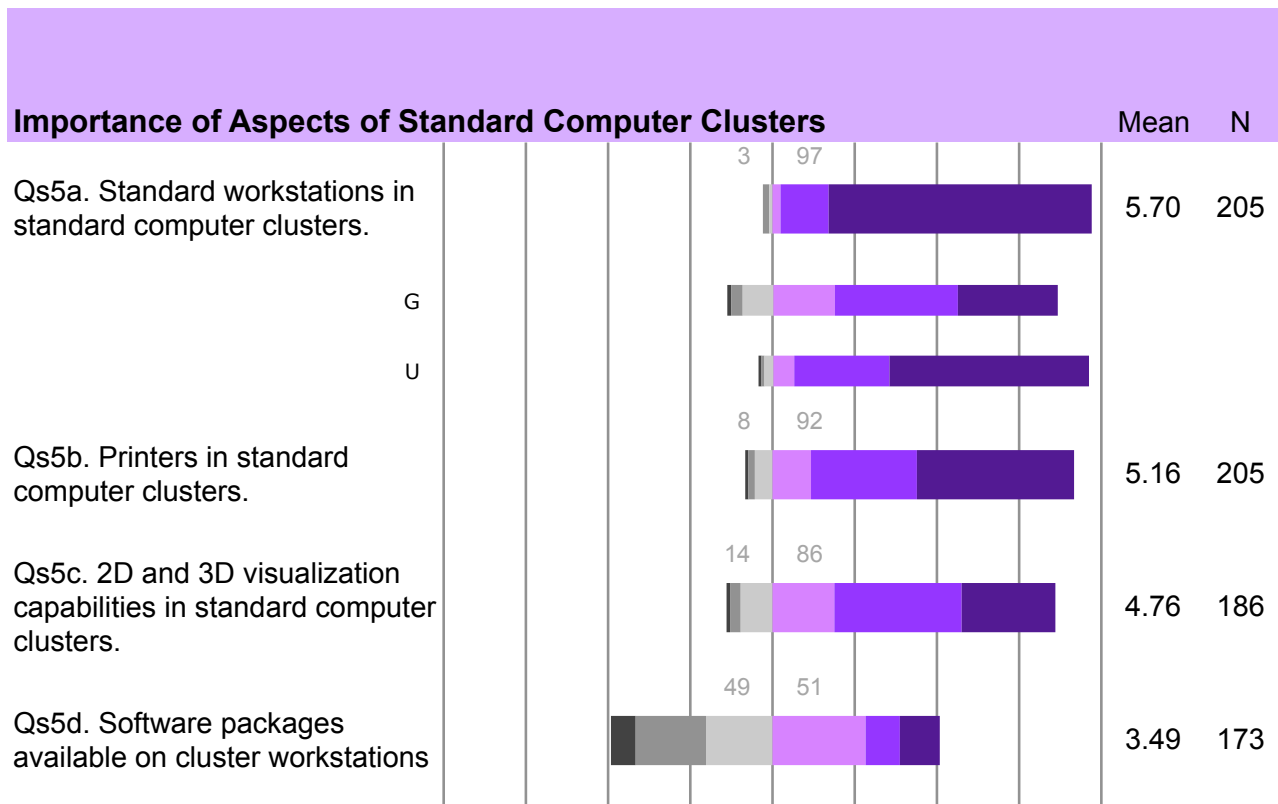
Qs1h Reservable by groups										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.15	4%	11%	14%	26%	28%	18%	196	1.38	0.19
G	4.41	5%	7%	9%	24%	32%	23%	87		
U	3.90	4%	14%	20%	27%	22%	14%	101		

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		

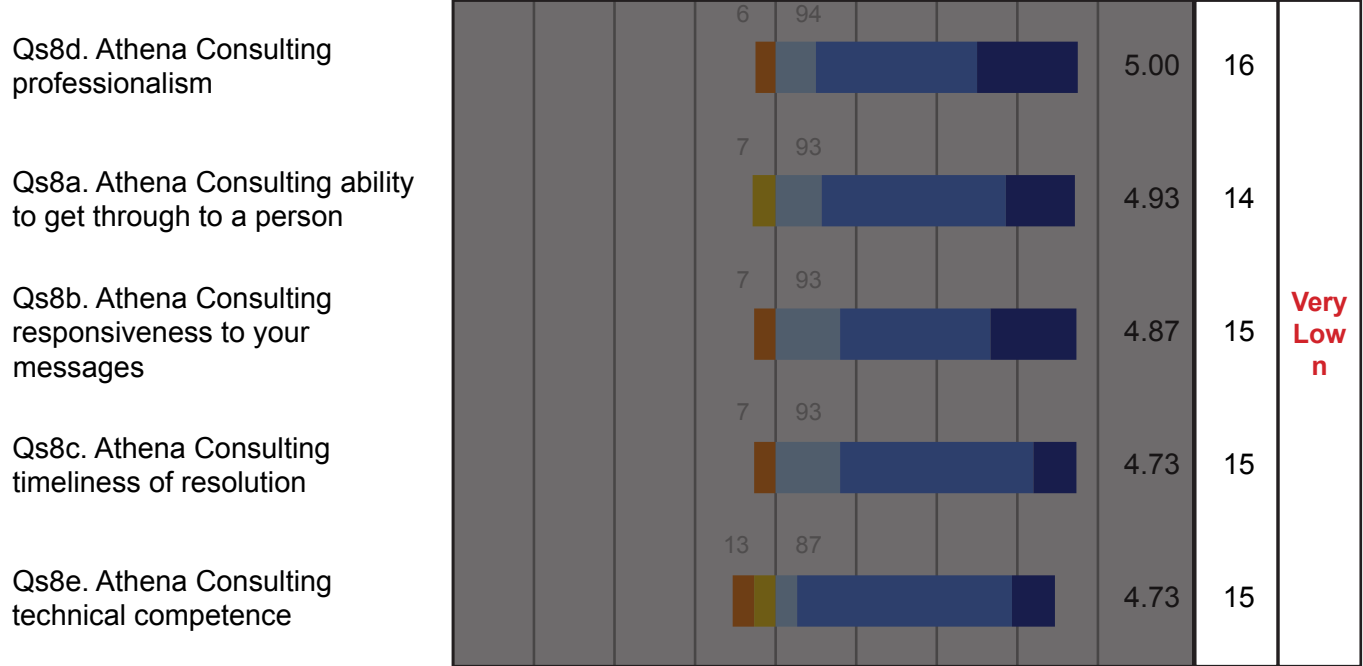
Qs5c 2D and 3D visualization capabilities in standard computer clusters.										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.49	8%	21%	20%	28%	10%	12%	173	1.44	0.21
G	3.32	7%	27%	20%	31%	7%	9%	75		
U	3.63	9%	15%	22%	26%	13%	14%	91		

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		

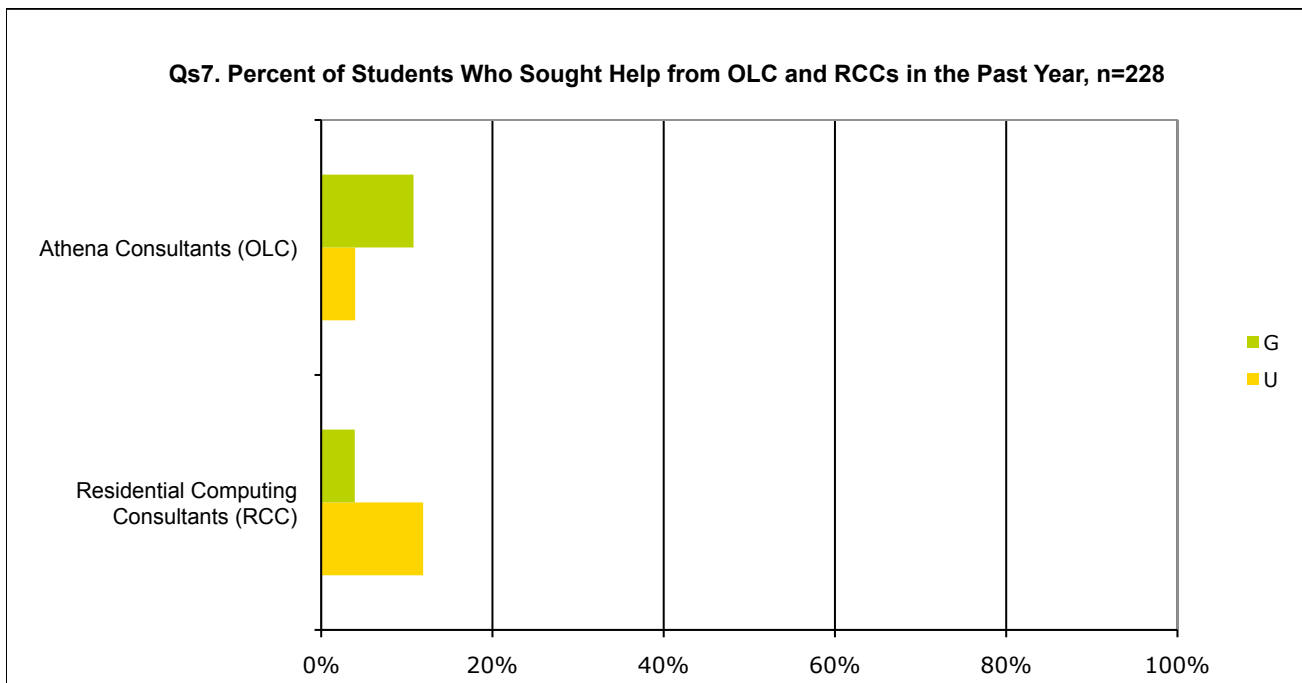
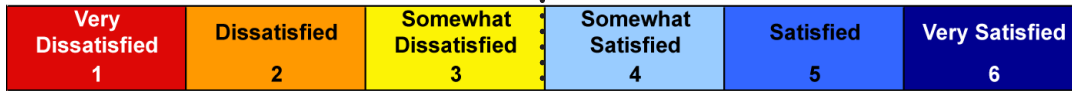
See
Appendix
A

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

Satisfaction with Aspects of Athena Consulting (OLC) Mean N



Satisfaction Scale



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		

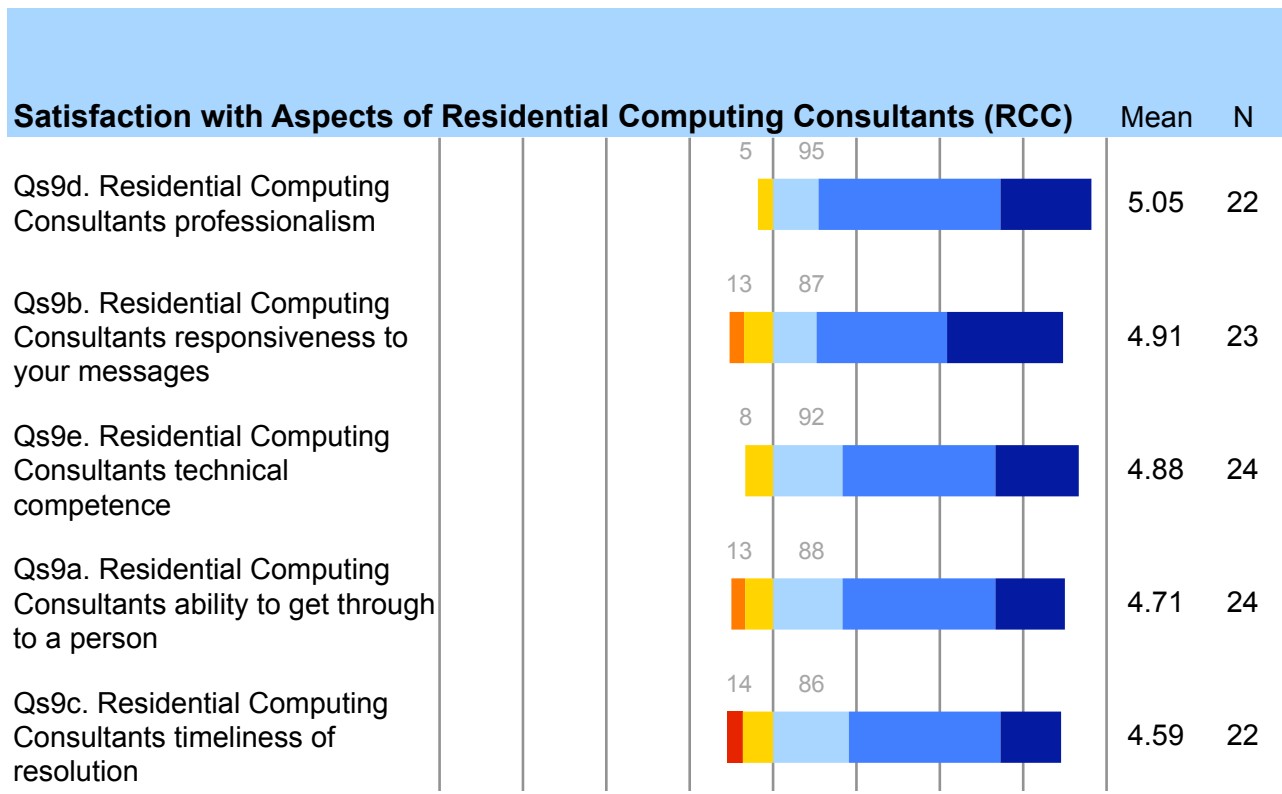
Qs8b Athena Consulting responsiveness to your messages										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.87	0%	7%	0%	20%	47%	27%	15	1.06	0.54
G	4.92	0%	8%	0%	17%	42%	33%	12		
U	4.67	0%	0%	0%	33%	67%	0%	3		

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		

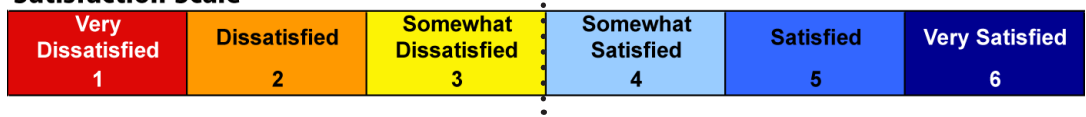
Qs8d Athena Consulting professionalism										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.00	0%	6%	0%	13%	50%	31%	16	1.03	0.51
G	4.92	0%	8%	0%	15%	46%	31%	13		
U	5.33	0%	0%	0%	0%	67%	33%	3		

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		

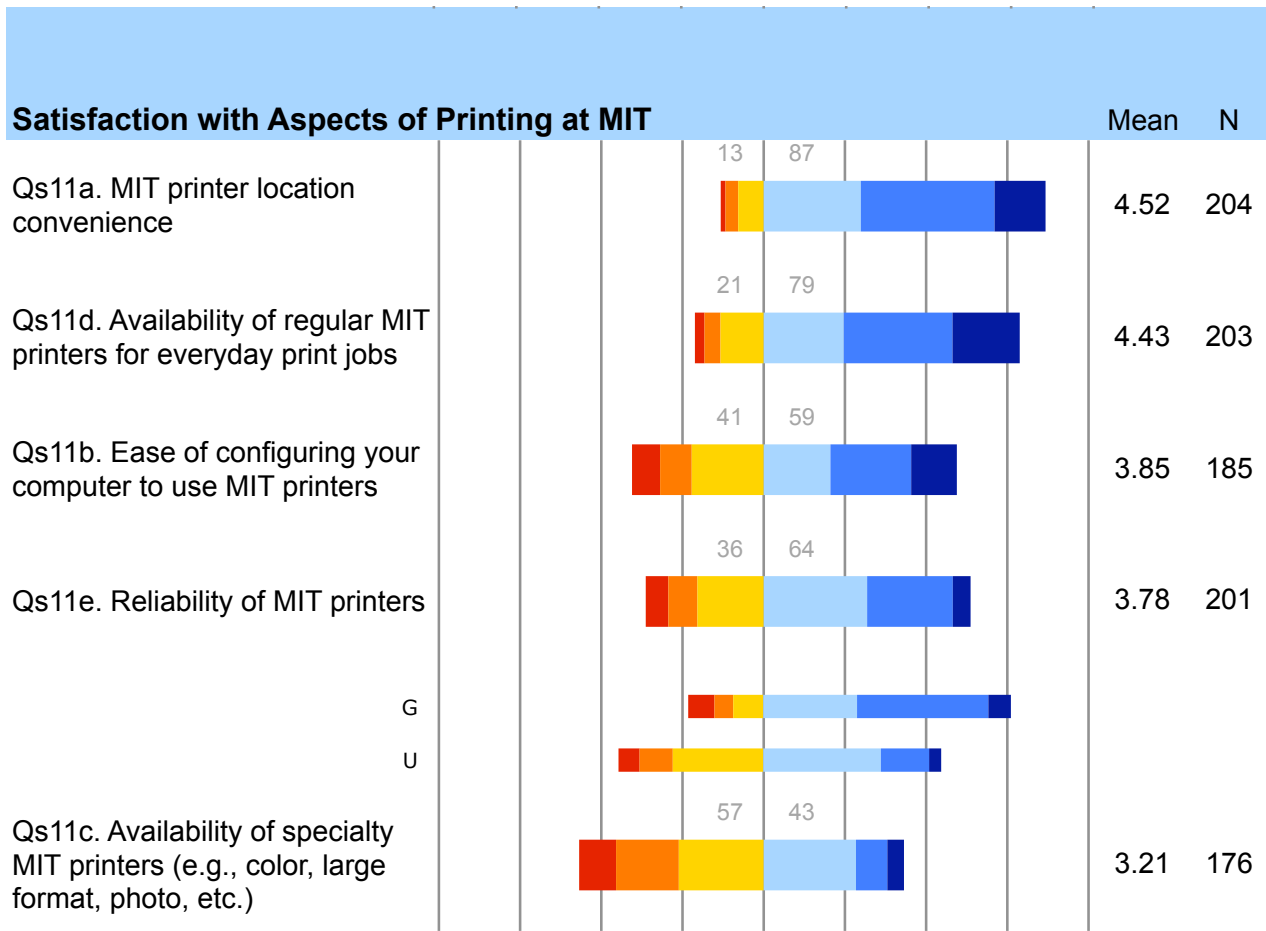
Qs9c Residential Computing Consultants timeliness of resolution										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.59	5%	0%	9%	23%	45%	18%	22	1.18	0.49
G	4.38	0%	0%	25%	25%	38%	13%	8		
U	4.71	7%	0%	0%	21%	50%	21%	14		

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		

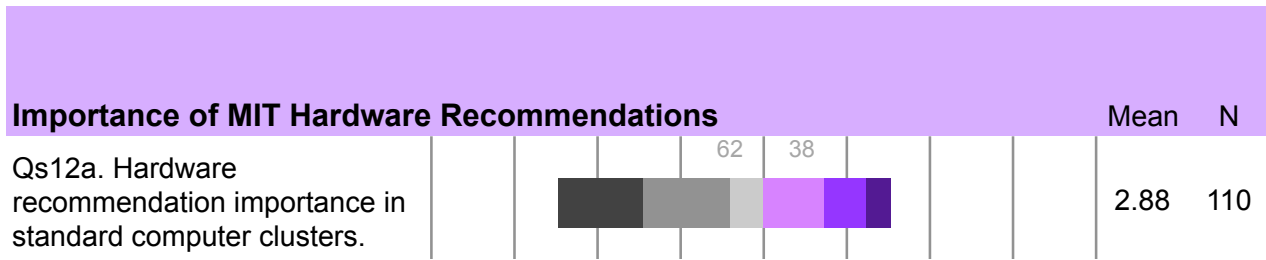
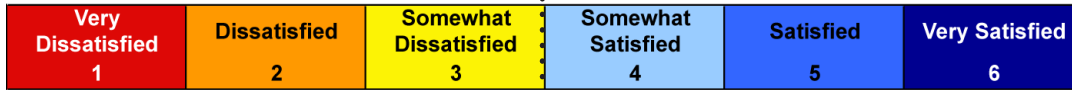
Qs9e Residential Computing Consultants technical competence										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.88	0%	0%	8%	21%	46%	25%	24	0.90	0.36
G	4.50	0%	0%	13%	38%	38%	13%	8		
U	5.06	0%	0%	6%	13%	50%	31%	16		

See
Appendix
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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		

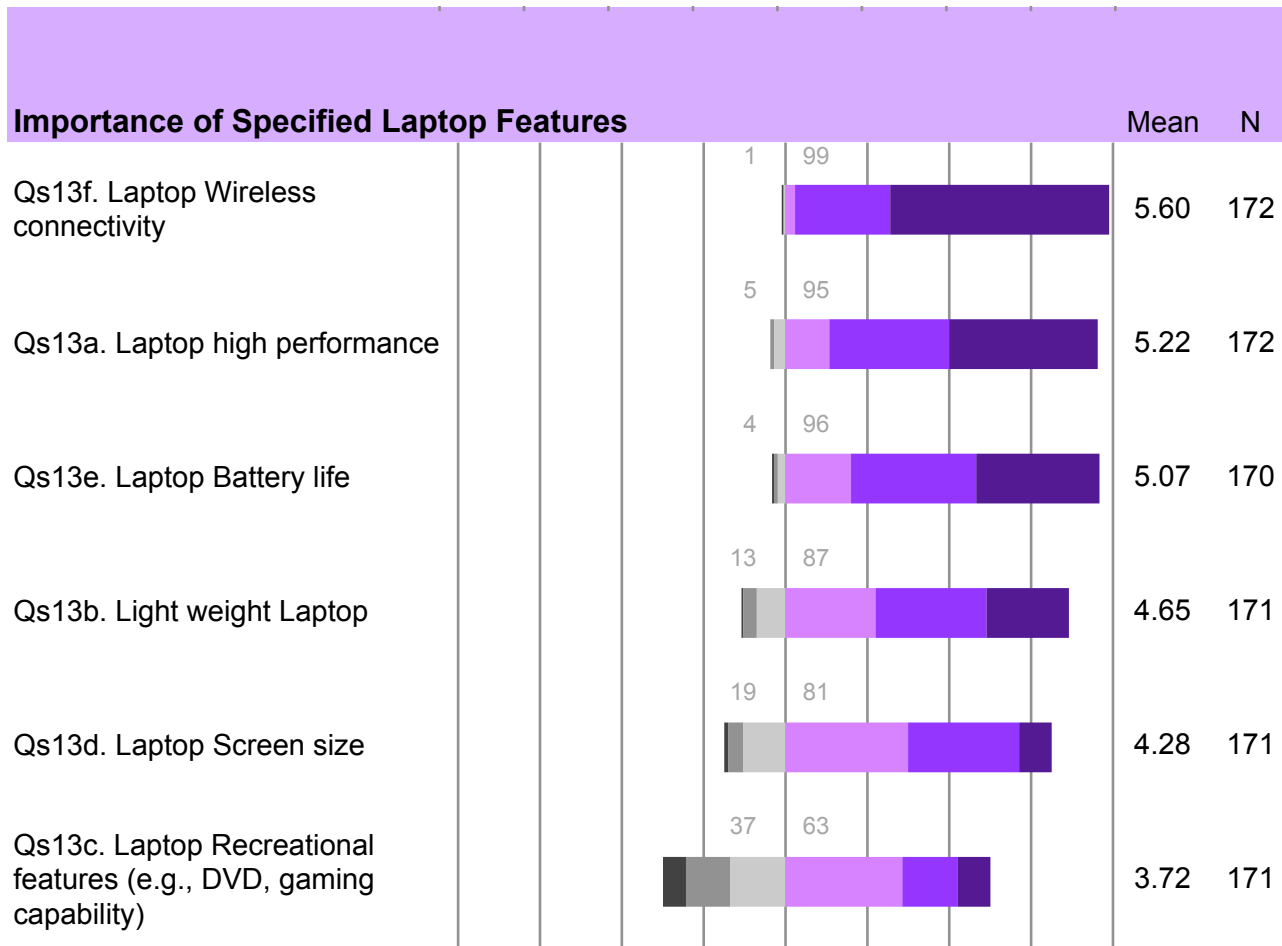
Qs11b Ease of configuring your computer to use MIT printers										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	3.85	9%	10%	22%	21%	25%	14%	185	1.48	0.21
G	3.74	14%	6%	21%	21%	28%	10%	81		
U	3.96	5%	14%	20%	21%	23%	18%	96		

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		

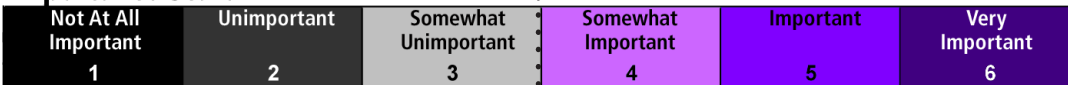
Qs11d Availability of regular MIT printers for everyday print jobs										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.43	3%	5%	13%	25%	33%	21%	203	1.26	0.17
G	4.47	3%	6%	8%	26%	37%	20%	86		
U	4.39	3%	5%	17%	24%	31%	21%	109		

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		

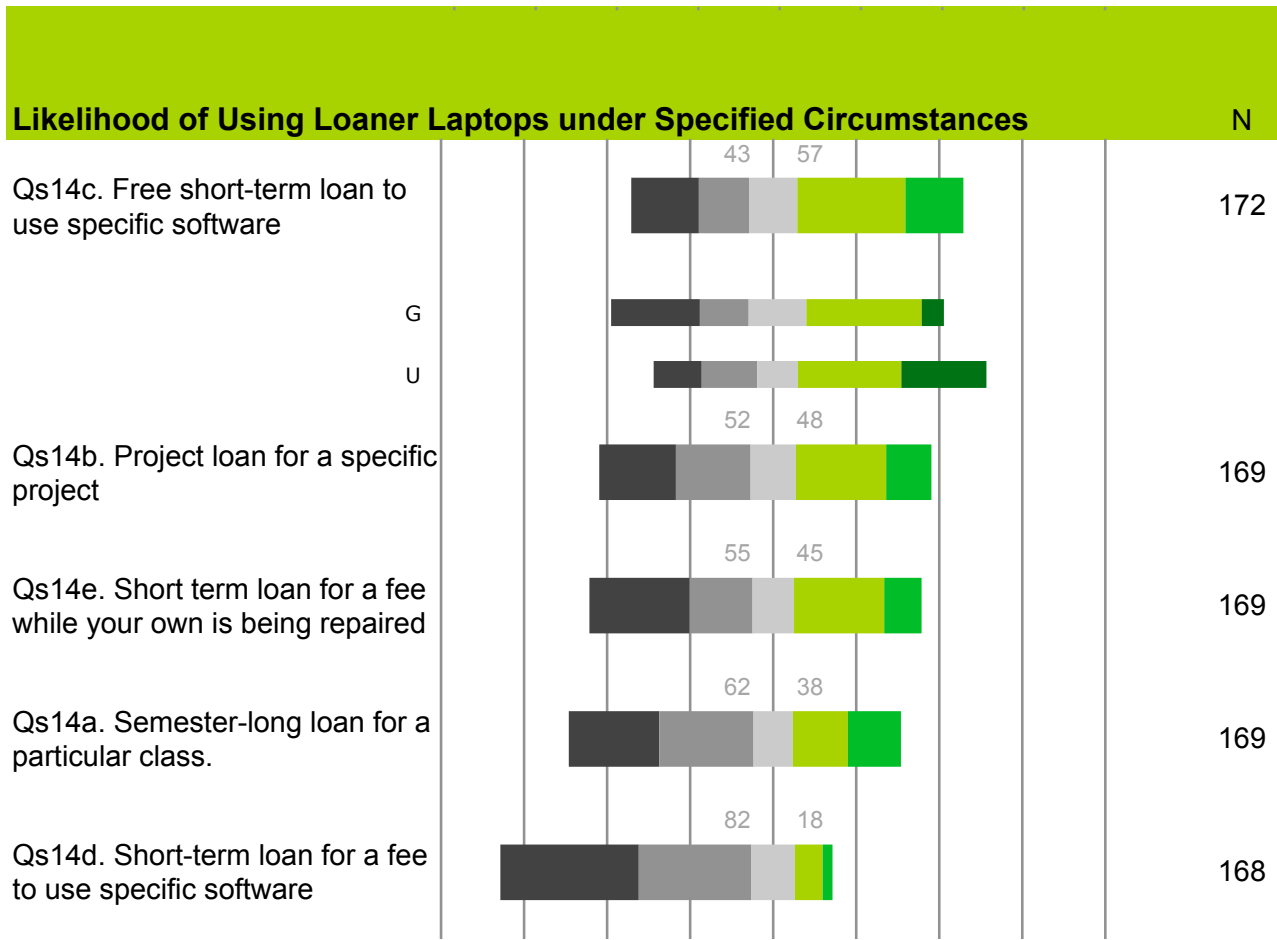
Qs13b Light weight Laptop										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.65	1%	4%	9%	27%	34%	25%	171	1.11	0.17
G	4.75	0%	5%	5%	28%	33%	29%	76		
U	4.57	1%	2%	12%	29%	33%	22%	89		

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		

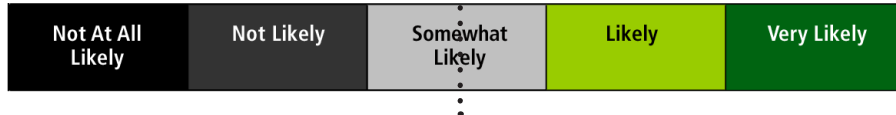
Qs13d Laptop Screen size										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.28	1%	5%	13%	37%	34%	10%	171	1.04	0.16
G	4.28	0%	5%	13%	40%	31%	11%	75		
U	4.30	1%	4%	13%	36%	36%	10%	90		

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



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

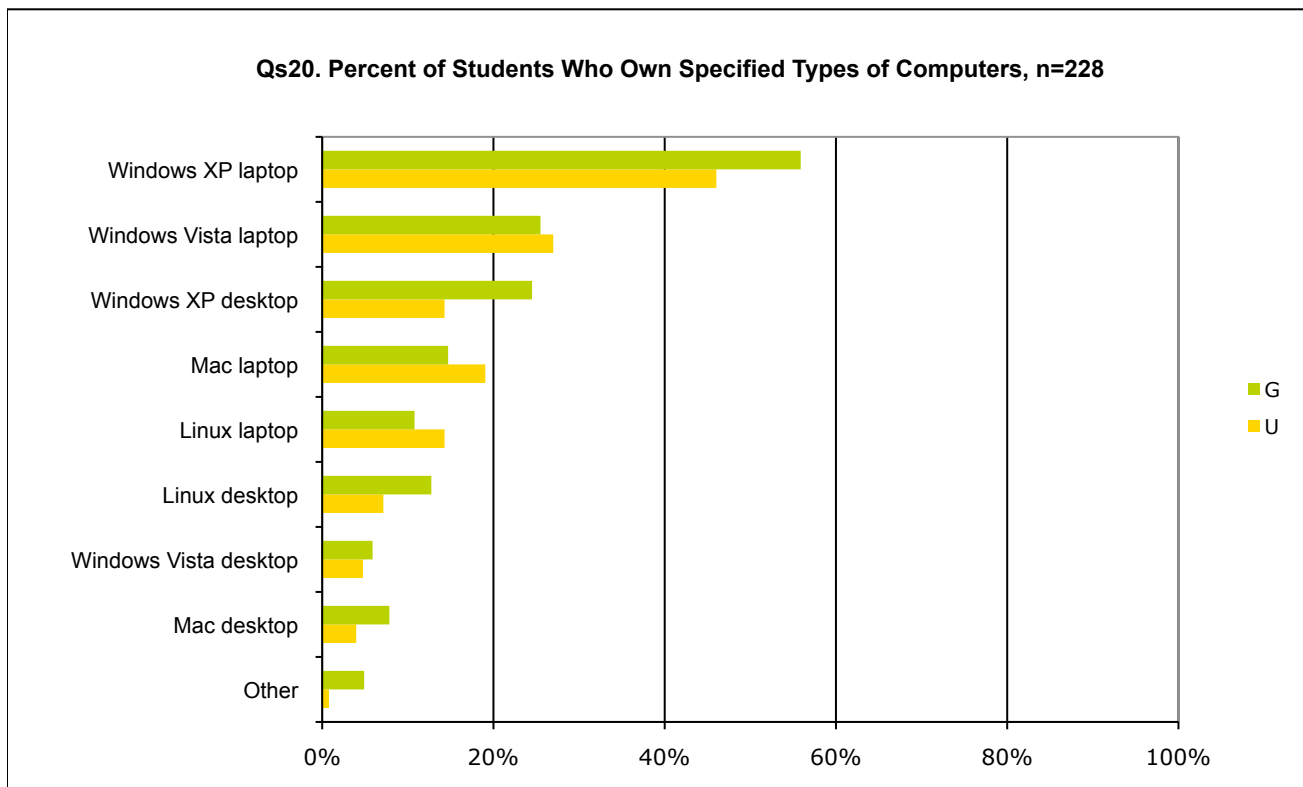
Qs14a Semester-long loan for a particular class.								
	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	Count	Std. Dev.	95% CI+-
All	27%	28%	12%	17%	16%	169	1.44	0.22
G	32%	30%	11%	19%	8%	74		
U	24%	29%	10%	13%	24%	89		

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.

