Faculty & Researchers Survey Detailed Results by Service Area

Top Sources of Satisfaction and Dissatisfaction for Faculty

Sources of Satisfaction 80% or More, Sorted by Combined Total of Satisfied and Very Satisfied				
Question	**Srvey**	**T Sat**	**Mean**	**Count**
F6. Faculty Liaisons Overall	Fac	95%	4.58	19
Q17b. Auto-Resp	Gen	94%	4.44	18
Q26b. Telephone sys reliability	Gen	82%	4.16	76
19d. Turnaround resolution (Help Desk)	Gen	81%	3.98	42
19e. Professionalism (Help Desk)	Gen	81%	4.21	42
Q3c. MIT installrs function	Gen	80%	4.23	66

Sources of Dissatisfaction 20% or More, Sorted by Combined Total of Dissatisfied and Very Dissatisfied				
Question	**Srvey**	**T Dis**	**Mean**	**Count**
Q6c. Wireless availability	Gen	38%	3.04	55
Q17d. WebMail	Gen	38%	3.11	45
Q11b. Remote while traveling	Gen	34%	3.14	65
Q13a. Remote speed	Gen	33%	3.00	69
F8_d. Availability clssrms w/comp @ all desks	Fac	31%	2.63	16
Q17c. Spam Screening	Gen	29%	3.24	34
F8_b. Availability teaching space w/ comp projection	Fac	29%	3.22	41
F1_b. Stellar course host	Fac	28%	3.34	29
F8_c. Availability teaching space w/2-way video	Fac	27%	2.82	11
F1_g. Digital grphcs, web des	Fac	23%	2.92	13
Q9d. IS&T help recovering from attack	Gen	22%	3.27	45

* An updated and improved version of Spam Screening was released subsequent to this survey.

Top Issues and Areas Rated for Importance by Faculty*

Top Issues and Areas Rated for Importance, Sorted by Combined Total of Important and Very Important				
Question	**Srvey**	**Mean**	**T Imp**	**Count**
F4e. Local tech supp staff	Fac	4.43	89%	46
Q38f. Automated security updates	Gen	4.33	82%	76
Q38l.Software upgrades	Gen	4.13	81%	70
F12g. Incrsd security for research	Fac	4.10	79%	39
Q21f. After-hours help w/ network	Gen	4.02	77%	61
F3h. Libr, Document services, Dspace	Fac	4.03	74%	38
Q38d. Bckp/recov at dsktp	Gen	3.88	71%	72

*This list represents an accounting of those areas and issues that respondents were asked to rate for importance. There may be other areas of importance that were not asked about in the survey.

Top Sources of Satisfaction and Dissatisfaction for Researchers

Sources of Satisfaction 80% or More, Sorted by Combined Total of Satisfied and Very Satisfied				
Question	**Srvey**	**T Sat**	**Mean**	**Count**
19e. Professionalism (Help Desk)	Gen	89%	4.19	27
19f. Tech ability (Help Desk)	Gen	89%	4.26	27
Q26b. Telephone sys reliability	Gen	89%	4.23	105
F5_a. Responsiveness of Faculty Liaisons	Fac	87%	4.30	23
Q3c. MIT installrs function	Gen	86%	4.23	83
F1_a. web.mit course host	Fac	85%	4.04	48
19f. Tech ability (Athen-OLC)	Gen	83%	4.11	18
Q9b. Anti-virus updts	Gen	82%	4.08	90
Q9a. Op sys security updts	Gen	82%	4.00	89
19a. Get person (Athen-OLC)	Gen	81%	4.06	16

Sources of Dissatisfaction 20% or More, Sorted by Combined Total of Dissatisfied and Very Dissatisfied				
Question	**Srvey**	**T Dis**	**Mean**	**Count**
Q6c. Wireless availability	Gen	31%	3.06	68
F8_d. Availability clssrms w/comp @ all desks	Fac	29%	3.00	24
Q17c. Spam Screening*	Gen	24%	3.51	37
Q17d. WebMail	Gen	23%	3.51	82
Q13a. Remote speed	Gen	22%	3.53	81

* An updated and improved version of Spam Screening was released subsequent to this survey.

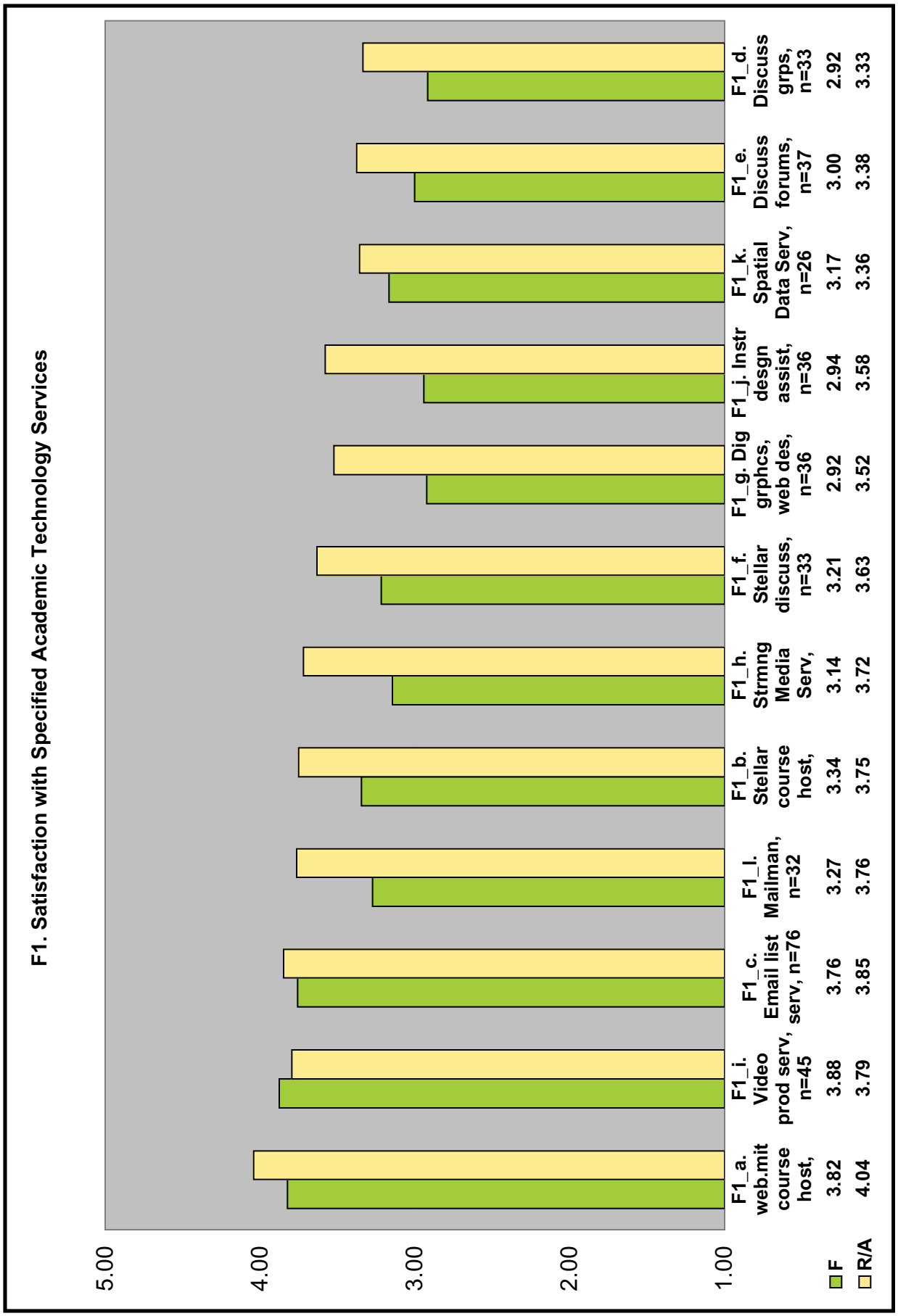
Top Issues and Areas Rated for Importance by Researchers*

Top Issues and Areas Rated for Importance, Sorted by Combined Total of Important and Very Important				
Question	**Srvey**	**Mean**	**T Imp**	**Count**
Q38f. Auto security update	Gen	4.27	84%	100
F3h. Libr, Documentation services, Dspace	Fac	4.18	82%	55
F4e. Local tech supp staff	Fac	4.09	79%	80
Q21f. After-hours help w/ network	Gen	4.11	77%	70
F12g. Incrsd security for research	Fac	4.09	77%	69
Q38l. Software upgrades	Gen	3.98	75%	97

*This list represents an accounting of those areas and issues that respondents were asked to rate for importance. There may be other areas of importance that were not asked about in the survey.

1. Please rate your satisfaction with the following academic technology services:

a. web.mit.edu for hosting course web pages
b. Stellar for hosting course pages
c. Class email list service
d. Discussion groups (Athena Discuss)
e. Discussion forums (MIT Forums)
f. Stellar discussion groups
g. Digital graphics and custom web design services
h. Streaming Media Services (SMCS, now a part of AMPS)
i. Video production services (video capture, broadcast TV, editing services, video conferencing, etc.)
j. Instructional design assistance
k. Spatial Data Services (GIS mapping, visualization, spatial data analysis)
l. Mailman


F1. Satisfaction with Specified Academic Technology Services
5.00
4.00
3.00
2.00
1.00
F
R/A
F1_a. web.mit course host, 3.82 4.04
F1_i. Video prod serv, n=45 3.88 3.79
F1_c. Email list serv, n=76 3.76 3.85
F1_l. Mailman, n=32 3.27 3.76
F1_b. Stellar course host, 3.34 3.75
F1_h. Strmng Media Serv, 3.14 3.72
F1_f. Stellar discuss, n=33 3.21 3.63
F1_g. Dig grphcs, web des, n=36 2.92 3.52
F1_j. Instr desgn assist, n=36 2.94 3.58
F1_k. Spatial Data Serv, n=26 3.17 3.36
F1_e. Discuss forums, n=37 3.00 3.38
F1_d. Discuss grps, n=33 2.92 3.33

F1_a	web.mit course host								
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-
All	3.94	2%	3%	14%	59%	22%	87	0.81	0.17
F	3.82	5%	0%	21%	56%	18%	39		
R/A	4.04	0%	6%	8%	60%	25%	48		

F1_b	Stellar course host								
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-
All	3.56	3%	11%	26%	44%	15%	61	0.99	0.25
F	3.34	7%	21%	21%	34%	17%	29		
R/A	3.75	0%	3%	31%	53%	13%	32		

F1_c	Email list serv								
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-
All	3.80	0%	7%	21%	58%	14%	76	0.79	0.18
F	3.76	0%	11%	19%	54%	16%	37		
R/A	3.85	0%	3%	23%	62%	13%	39		

F1_d	Discuss grps								
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-
All	3.18	3%	9%	58%	27%	3%	33	0.83	0.28
F	2.92	8%	0%	83%	8%	0%	12		
R/A	3.33	0%	14%	43%	38%	5%	21		

F1_e	Discuss forums								
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-
All	3.24	3%	5%	59%	30%	3%	37	0.70	0.23
F	3.00	8%	0%	77%	15%	0%	13		
R/A	3.38	0%	8%	50%	38%	4%	24		

F1_f	Stellar discuss								
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-
All	3.45	0%	3%	64%	18%	15%	33	0.76	0.26
F	3.21	0%	7%	71%	14%	7%	14		
R/A	3.63	0%	0%	58%	21%	21%	19		

F1_g	Dig grphcs, web des								
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-
All	3.31	0%	14%	47%	33%	6%	36	0.76	0.25
F	2.92	0%	23%	62%	15%	0%	13		
R/A	3.52	0%	9%	39%	43%	9%	23		

F1_h	Strmng Media Serv								
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-
All	3.51	3%	5%	38%	46%	8%	39	0.82	0.26
F	3.14	7%	7%	57%	21%	7%	14		
R/A	3.72	0%	4%	28%	60%	8%	25		

F1_i	Video prod serv								
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-
All	3.82	0%	2%	33%	44%	20%	45	0.77	0.23
F	3.88	0%	0%	38%	38%	25%	16		
R/A	3.79	0%	3%	31%	48%	17%	29		

F1_j	Instr desgn assist								
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-
All	3.28	3%	6%	58%	28%	6%	36	0.75	0.25
F	2.94	6%	12%	65%	18%	0%	17		
R/A	3.58	0%	0%	53%	37%	11%	19		

F1_k	Spatial Data Serv								
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-
All	3.27	0%	0%	77%	19%	4%	26	0.66	0.25
F	3.17	0%	0%	83%	17%	0%	12		
R/A	3.36	0%	0%	71%	21%	7%	14		

F1_l	Mailman								
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-
All	3.59	3%	0%	47%	34%	16%	32	0.85	0.29
F	3.27	0%	0%	82%	9%	9%	11		
R/A	3.76	5%	0%	29%	48%	19%	21		

F2. What would increase your satisfaction with Q1 resources:

a. web.mit.edu for hosting course web pages
b. Stellar for hosting course pages
c. Class email list service
d. Discussion groups (Athena Discuss)
e. Discussion forums (MIT Forums)
f. Stellar discussion groups
g. Digital graphics and custom web design services
h. Streaming Media Services (SMCS, now a part of AMPS)
i. Video production services (video capture, broadcast TV, editing services, video conferencing, etc.)
j. Instructional design assistance
k. Spatial Data Services (GIS mapping, visualization, spatial data analysis)
l. Mailman

a faster Stellar and a way of uploading materials without having to go through the web (''athena-access'' to the system).

Better visiblity to these services -- this questionaire is the first time I've heard of several of these services.

didn't know about many of them (relatively new faculty)

Eliminate some of them. You don't have to do everything.

EXPLAIN K, SPATIAL DATA ANALYSIS...

faster connection

Faster Stellar

Free services

Get mail delivery

Greater outreach. These services were slow to come to MIT; they need to be more active in getting the word out that things are available.

Having time to install and use them.

Huge kudos to Craig Milanesi from video production services! We had a wonderful experience interacting with him and he and his crew did a fabulous job on our RoboSnail video. Thanks Craig! We have also had a winderful experience interacting with Daniel Jamous and, thanks to his help, have been using Stellar in 2.006. Thanks to Daniel too! We would like to use the discussion forum in Stellar, but the servers are still too slow. Students tend to use Stellar as little as possible due to the slow connection.

I didn't know about Spatial Data Services--I'll keep this in mind

I didn't know that there was a class email list service available. It's not necessarily IS's responsibility to publicize it, though.

I don't know how to acces the ones I did not respond to and those I could use. Have had training in GIS, would like more involvement with students etc.

i don't use these services

I haven't use some of the services because I did not know they existed. I think more publicizing would help.

I want to learn more about digital graphics, streaming media, and video services as well as have a complete list of instructional design assistance offered at MIT.

I'd like to learn more about using digital video services and streaming media and mailman. I don't know what these services are or how to use them.

I'm a happy camper.

I'm not a faculty member. As a grad student I was a TA but taught Thermodynamics which didn't call for any technology to aid the teaching.

Information and access

IS should provide a service whereby a programmer can assit with softwar bugs- i.e. Retrospect has issues with regard to mirroring. IS should get back to people who have made suggestions, letting them know where things stand.

It would be nice to have more flexibility for server side scripting but I understand that security issues make this difficult

I've never heard of most of the services listed - I'd like to find out more about them.

Knowing about them. I haven't heard of most of these things.

Local help with server

lower prices for AMPS

More tutoring available on GIS software

MVP is overpriced for an in-house service, and highly inefficient.

personal web design help

Section 1 does not apply as I do not teach and am not a researcher

Sellar seamless inter? with PRS constrains your flexibility

Setting up, handling email lists better, get person out of loop for setting up lists

someone who could make web pages for me, particularly for a course

support for individual faculty webpages without going through the department

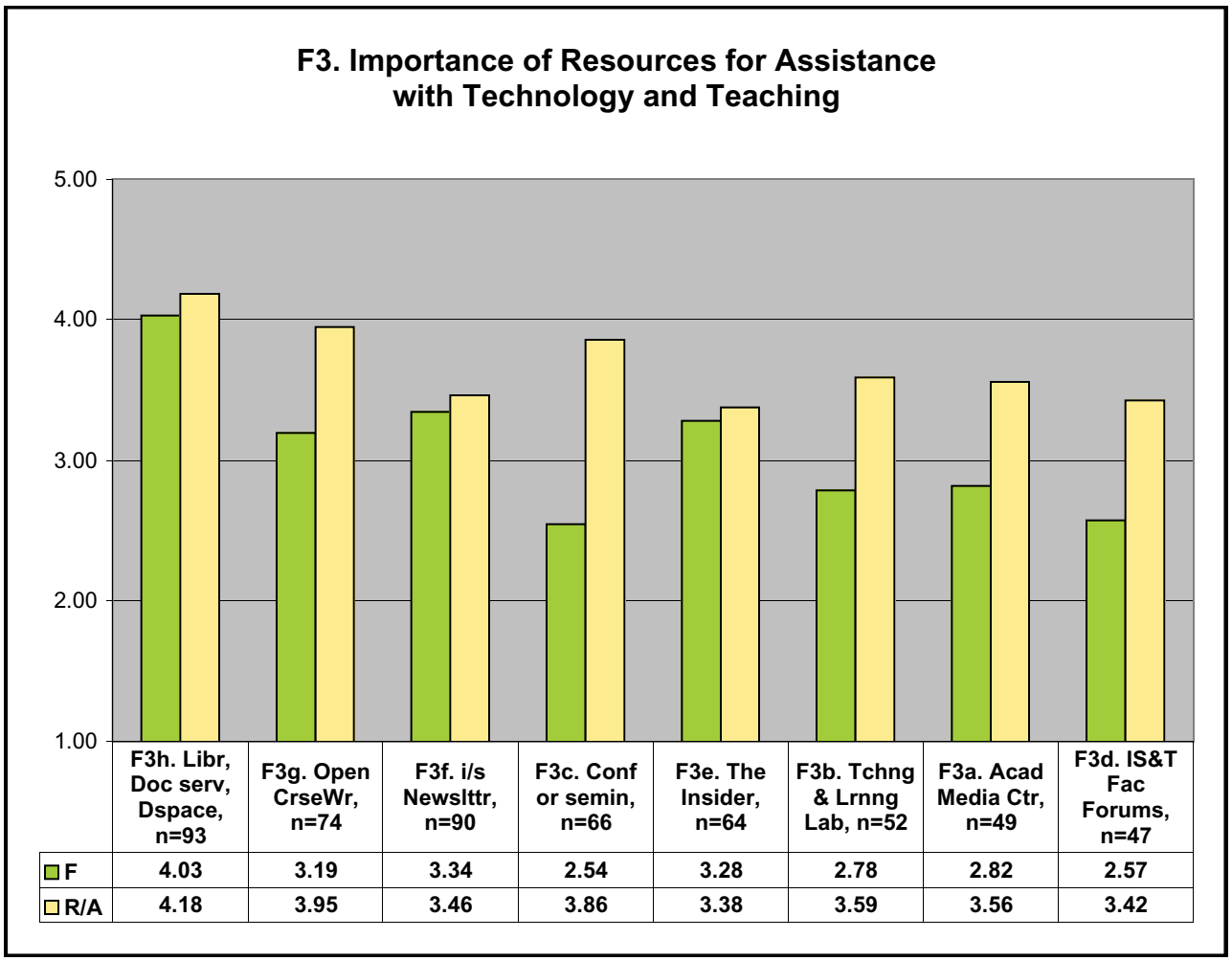
takes too long to print PDF files from stellar sites

There is a growing attitude that the web is the only method of communication however it is not the case. Case in pt: final exam schedule was only emailed out and not posted.

Would like to know more about services offered

3. Please rate the importance of the following resources for obtaining assistance in using technology in your teaching.

a. The Academic Media Center
b. The Teaching and Learning Lab
c. Conferences or seminars
d. IS&T Faculty Forums, e.g., Crosstalk
e. The Insider (Academic Computing Newsletter, http://web.mit.edu/acs/insider/)
f. i/s Newsletter
g. Open CourseWare
h. MIT libraries: Document services, Dspace
i. Other, please specify



	F3h. Libr, Doc serv, Dspace, n=93	F3g. Open CrseWr, n=74	F3f. i/s Newslttr, n=90	F3c. Conf or semin, n=66	F3e. The Insider, n=64	F3b. Tchng & Lrnng Lab, n=52	F3a. Acad Media Ctr, n=49	F3d. IS&T Fac Forums, n=47
F	4.03	3.19	3.34	2.54	3.28	2.78	2.82	2.57
R/A	4.18	3.95	3.46	3.86	3.38	3.59	3.56	3.42

F3a	Acad Media Ctr								
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +-
All	3.22	12%	8%	39%	27%	14%	49	1.24	0.35
F	2.82	23%	14%	36%	14%	14%	22		
R/A	3.56	4%	4%	41%	37%	15%	27		

F3b	Tchng & Lrnng Lab								
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +-
All	3.23	12%	8%	44%	19%	17%	52	1.27	0.35
F	2.78	22%	13%	43%	9%	13%	23		
R/A	3.59	3%	3%	45%	28%	21%	29		

F3c	Conf or semin								
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +-
All	3.38	11%	6%	35%	32%	17%	66	1.27	0.31
F	2.54	25%	17%	38%	21%	0%	24		
R/A	3.86	2%	0%	33%	38%	26%	42		

F3d	IS&T Fac Forums								
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +-
All	3.04	13%	11%	43%	28%	6%	47	1.17	0.33
F	2.57	24%	19%	33%	24%	0%	21		
R/A	3.42	4%	4%	50%	31%	12%	26		

F3e	The Insider								
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +-
All	3.33	6%	11%	36%	38%	9%	64	1.15	0.28
F	3.28	9%	16%	22%	44%	9%	32		
R/A	3.38	3%	6%	50%	31%	9%	32		

F3f	i/s Newslttr								
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +-
All	3.41	8%	7%	31%	46%	9%	90	1.08	0.22
F	3.34	11%	13%	16%	53%	8%	38		
R/A	3.46	6%	2%	42%	40%	10%	52		

F3g	Open CrseWr								
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +-
All	3.58	9%	9%	23%	30%	28%	74	1.31	0.30
F	3.19	17%	19%	17%	22%	25%	36		
R/A	3.95	3%	0%	29%	37%	32%	38		

F3h	Libr, Doc serv, Dspace								
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +-
All	4.12	2%	2%	17%	39%	40%	93	1.01	0.20
F	4.03	3%	5%	18%	34%	39%	38		
R/A	4.18	2%	0%	16%	42%	40%	55		

F3i	Other								
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +-
All	3.56	11%	0%	33%	33%	22%	9	1.25	0.81
F	4.00	0%	0%	33%	33%	33%	3		
R/A	3.33	17%	0%	33%	33%	17%	6		

F3j. "Other" resources for teaching rated for importance

A/V services

administrator knowledge

engineering systems learning center

independent learning

OCR

off-capus access to electronic resources

Students push for technology. Eric Mazur's book, PRS

Support from Academic Computing on laptops, Windows, and SGI clusters

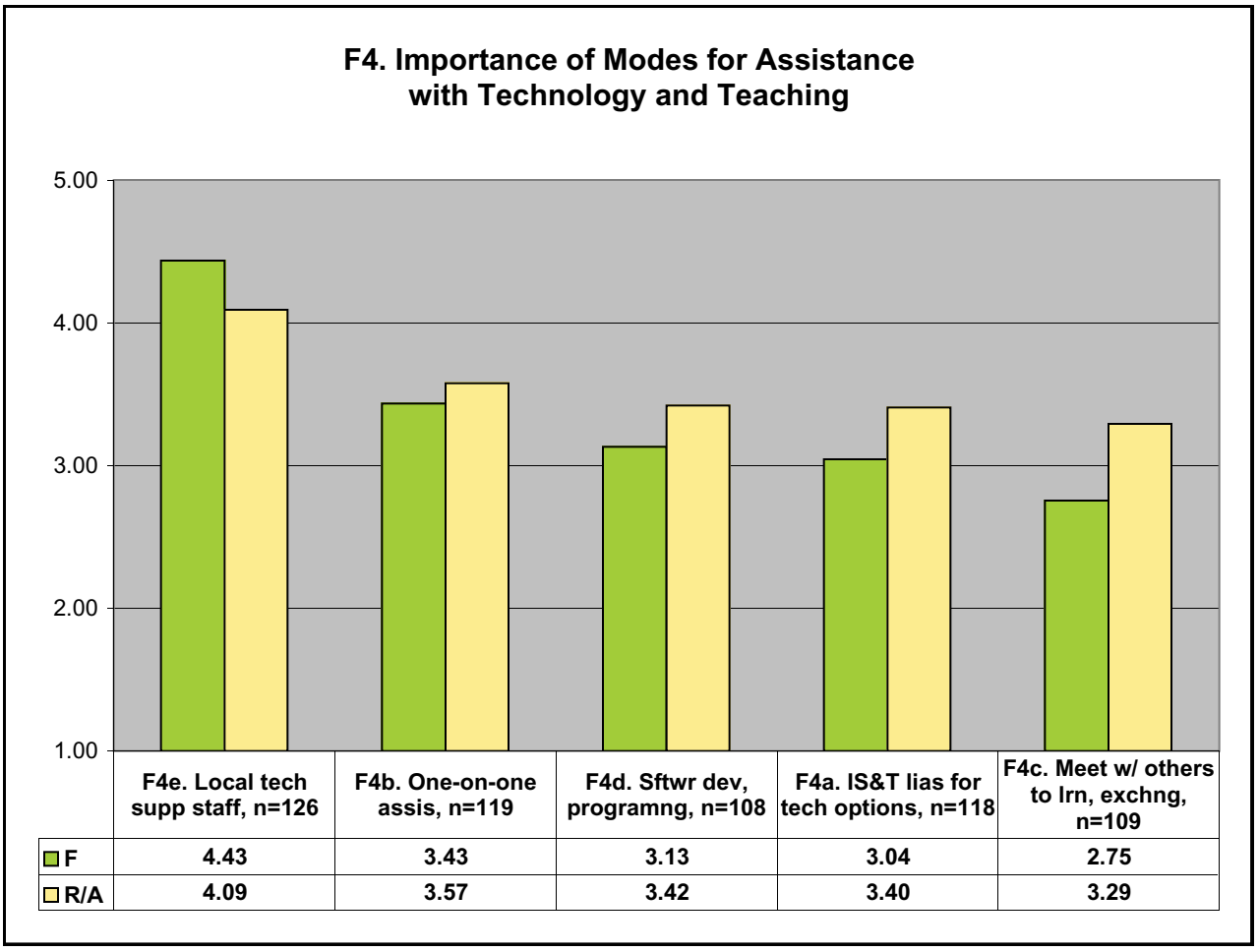
VERA, WEB OF SCIENCE

Web Service access to MIT Databases

word of mouth about what can be done

4. What modes of technology assistance would be most important to you?

a. IS&T liaisons who come to my office/lab for consultation on availability of technology services and options
b. One-on-one assistance in using particular technologies or specific software packages
c. More opportunities to meet with others to talk about technology and teaching
d. Software development and programming of exercises, simulations or other applications
e. Local departmental technology support staff
f. Other, please specify



F4a	IS&T lias for tech options								
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +-
All	3.26	10%	10%	31%	40%	8%	118	1.10	0.20
F	3.04	17%	13%	24%	39%	7%	46		
R/A	3.40	6%	8%	36%	40%	10%	72		

F4b	One-on-one assis								
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +-
All	3.52	5%	10%	29%	40%	16%	119	1.07	0.19
F	3.43	7%	16%	18%	45%	14%	44		
R/A	3.57	4%	7%	35%	37%	17%	75		

F4c	Meet w/ others to lrn, exchng								
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +-
All	3.09	11%	13%	39%	31%	6%	109	1.08	0.20
F	2.75	18%	20%	35%	25%	3%	40		
R/A	3.29	7%	9%	41%	35%	9%	69		

F4d	Sftwr dev, programng								
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +-
All	3.31	9%	11%	29%	41%	10%	108	1.11	0.21
F	3.13	13%	18%	23%	36%	10%	39		
R/A	3.42	7%	7%	32%	43%	10%	69		

F4e	Local tech supp staff								
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +-
All	4.21	5%	1%	12%	33%	49%	126	1.00	0.17
F	4.43	4%	2%	4%	24%	65%	46		
R/A	4.09	5%	0%	16%	39%	40%	80		

F4f	Other								
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +-
All	3.14	14%	0%	57%	14%	14%	7	1.21	0.90
F	4.00	0%	0%	50%	0%	50%	2		
R/A	2.80	20%	0%	60%	20%	0%	5		

F4g. "Other" modes of tech assistance rated for importance

Advanced visualization services, 3D

better desemination of information about the availibility of software

collective demonstrations will certainly be more efficient than one-on-one assitance.

Difficult to answer this question. Faculty don't know what is avaialble and who pays (if a charge applies).

Faculty On-Site Support

I do not think I have ever met an IS Liason person.

ran out of time here in your survey

Simulations are important but IS should not write them.

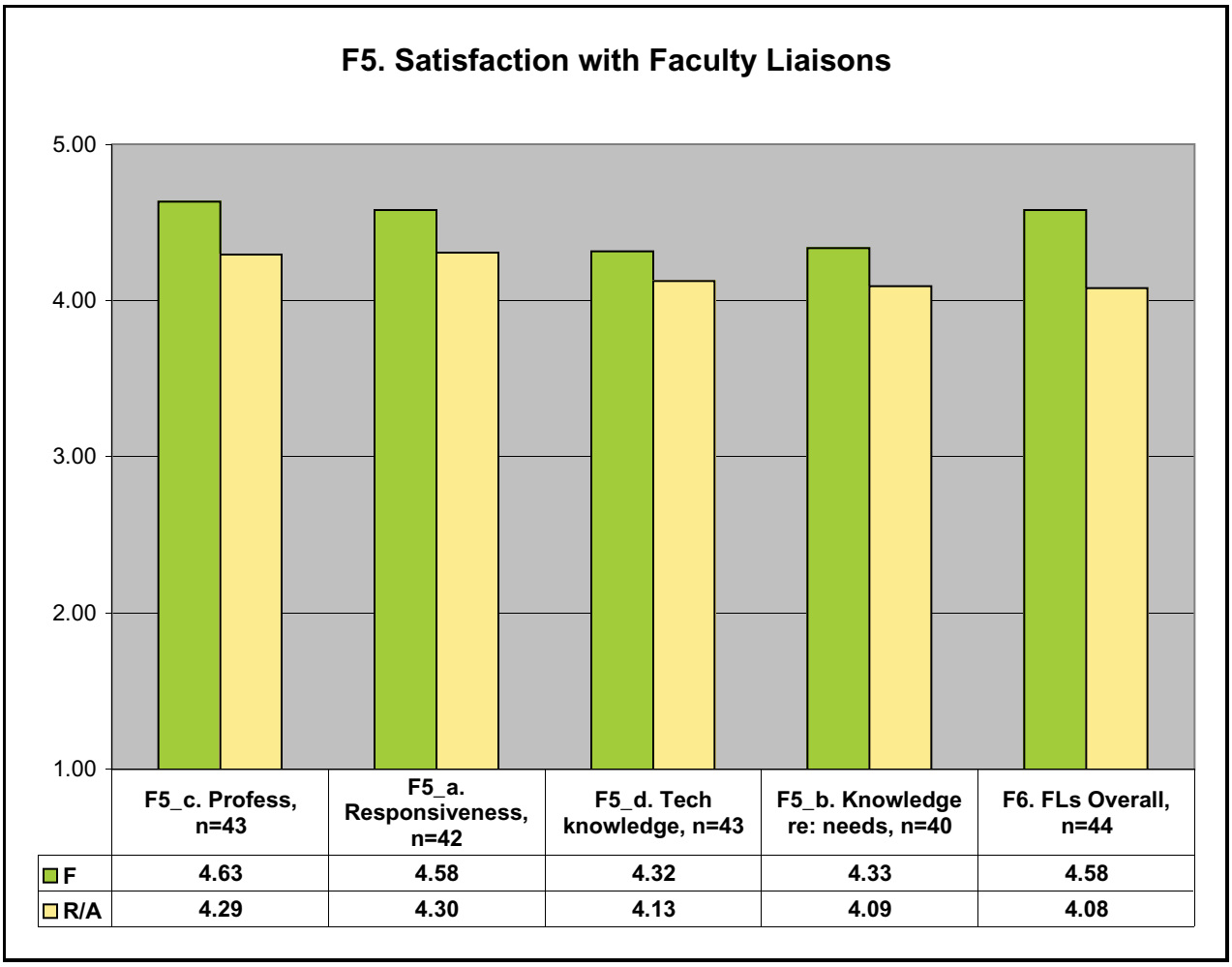
Skilled people on the phone

Think globally, act locally.

5. If you consulted with a Faculty Liaison in the last year, Please rate your satisfaction with the following:

a. Responsiveness to your inquiries
b. Being knowledgeable about your department's needs
c. Professionalism
d. Technical knowledge

6. How satisfied are you with the service you received from the Faculty Liaisons overall?



	F5_c. Profess, n=43	F5_a. Responsiveness, n=42	F5_d. Tech knowledge, n=43	F5_b. Knowledge re: needs, n=40	F6. FLs Overall, n=44
F	4.63	4.58	4.32	4.33	4.58
R/A	4.29	4.30	4.13	4.09	4.08

F5_a	Responsiveness								
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-
All	4.43	0%	0%	7%	43%	50%	42	0.80	0.24
F	4.58	0%	0%	0%	42%	58%	19		
R/A	4.30	0%	0%	13%	43%	43%	23		

F5_b	Knowledge re: needs								
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-
All	4.20	0%	3%	18%	38%	43%	40	0.92	0.29
F	4.33	0%	0%	11%	44%	44%	18		
R/A	4.09	0%	5%	23%	32%	41%	22		

F5_c	Profess								
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-
All	4.44	0%	2%	9%	30%	58%	43	0.87	0.26
F	4.63	0%	0%	0%	37%	63%	19		
R/A	4.29	0%	4%	17%	25%	54%	24		

F5_d	Tech knowledge								
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-
All	4.21	0%	5%	12%	42%	42%	43	0.92	0.27
F	4.32	0%	5%	0%	53%	42%	19		
R/A	4.13	0%	4%	21%	33%	42%	24		

F6	FLs Overall								
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-
All	4.30	0%	0%	18%	34%	48%	44	0.87	0.26
F	4.58	0%	0%	5%	32%	63%	19		
R/A	4.08	0%	0%	28%	36%	36%	25		

F7. What would increase your satisfaction with Faculty Liaisons?

A wider range of knowledge of computing things (such as how to get AFS running on a Linux box). But all of my interactions with F-L have been very helpful to me.

Daniel Jamous was fabulous! He was extremely quick with responses to any questions we had. We really appreciate the time and energy he dedicated to us!

Defining of specific deliverables

don;t know what faculty laison is

Don't know about them or how to access

excellent responsiveness and knowledge!!!

Expand their service availabilities so they can make personal visits.

Give a phone number somewhere for getting help with Stellar.

have more time for consultation/advice on, and evaluation of, technology tools and software for teaching.

Have never (to my recollection) met with an IS Faculty Liason.

Have people come over

Is happy with the assistance that he has received.

I've never heard of Faculty Liasons.

I've never heard of them -- either I don't pay attention or they aren't advertised very effectively

more frequent office visits

More of them!

More of them.

MOre specific knowledge of departmental local needs

n/a

No problems here. Stellar help was good, though ultimately, it took this year's upgrade to fix the problems I was having uploading PowerPoint lectures.

Our office hires and IS person and I am very satisified with the help we receive.

Referring me to the right person to solve a specific problem.

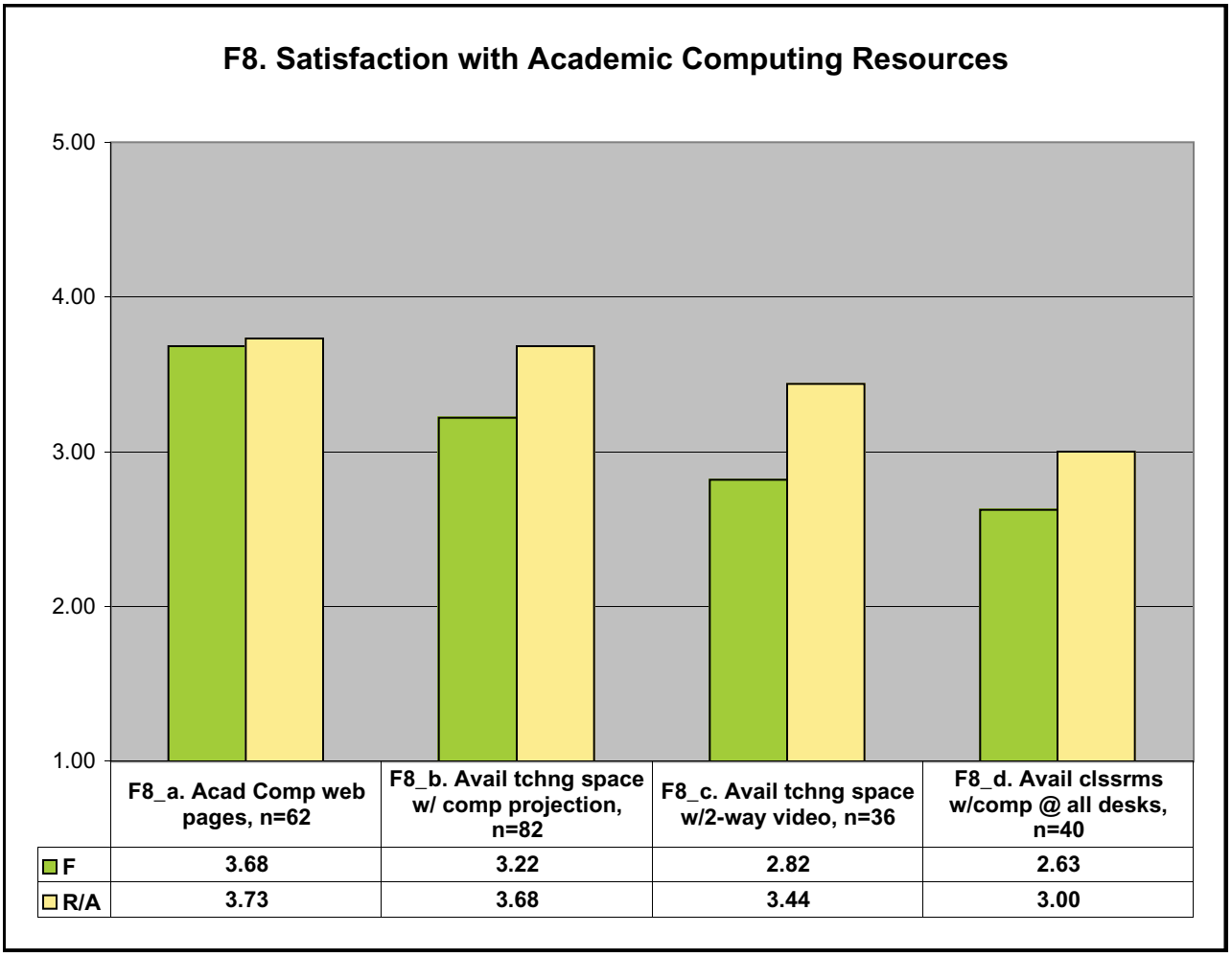
Some way of guaranteeing a good interaction, have had mixed experiences

What is a Faculty Liaison?

Work with them on more long-term issues (strategic planning/consultation) though tyhis may be difficult due to ''busy/emergency mode'' at MIT. Suggest having FLs contact PIs who apply for educational technology grants (iCampus, D'Arbeloff...) at an early stage to ask if they can be of help.

8. Please rate the following academic computing resources:

a. Academic Computing web pages for support (http://web.mit.edu/acs/)
b. The availability of lecture halls/classrooms with computer projection
c. The availability of classrooms equipped with two-way synchronous video
d. The availability of classrooms with desktop computers at every seat
The increasing diversity of computer use leads to the reconsideration of the types and structure of public computing clusters at the Institute.



	F8_a. Acad Comp web pages, n=62	F8_b. Avail tchng space w/ comp projection, n=82	F8_c. Avail tchng space w/2-way video, n=36	F8_d. Avail clssrms w/comp @ all desks, n=40
F	3.68	3.22	2.82	2.63
R/A	3.73	3.68	3.44	3.00

F8_a	Acad Comp web pages								
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-
All	3.71	0%	0%	37%	55%	8%	62	0.62	0.15
F	3.68	0%	0%	44%	44%	12%	25		
R/A	3.73	0%	0%	32%	62%	5%	37		

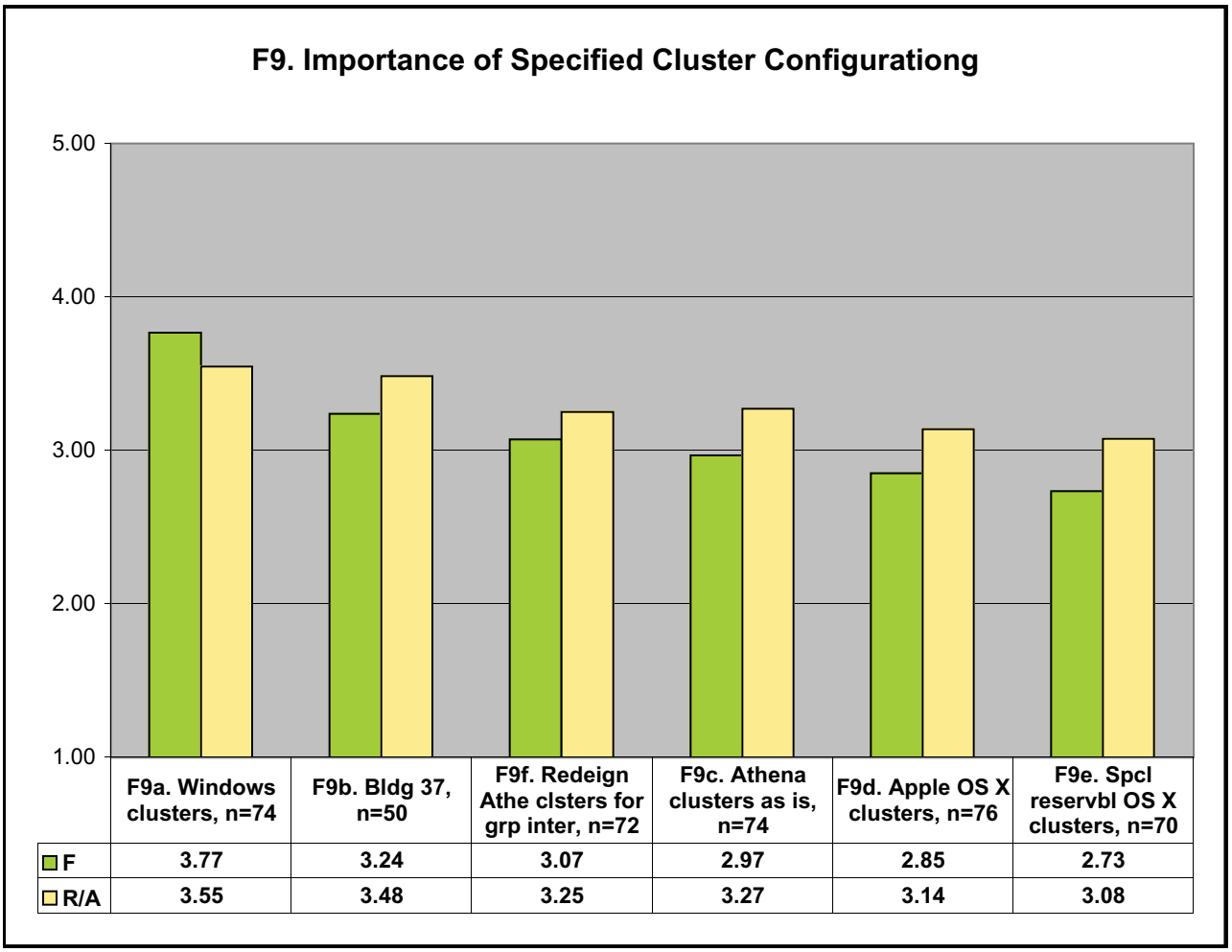
F8_b	Avail tchng space w/ comp projection								
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-
All	3.45	5%	16%	21%	46%	12%	82	1.06	0.23
F	3.22	10%	20%	17%	46%	7%	41		
R/A	3.68	0%	12%	24%	46%	17%	41		

F8_c	Avail tchng space w/2-way video								
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-
All	3.25	8%	8%	36%	44%	3%	36	1.11	0.36
F	2.82	27%	0%	36%	36%	0%	11		
R/A	3.44	0%	12%	36%	48%	4%	25		

F8_d	Avail clssrms w/comp @ all desks								
	Mean	VD	D	N	S	VS	Count	Std. Dev.	95% CI +-
All	2.85	5%	25%	50%	20%	0%	40	0.97	0.30
F	2.63	13%	19%	63%	6%	0%	16		
R/A	3.00	0%	29%	42%	29%	0%	24		

9. Rate the importance of the following cluster configurations:

a. General-purpose Windows OS clusters with basic productivity software
b. Building 37 (for GIS, visualization, modeling) which can be reserved for teaching or lab work.
c. Keeping Athena clusters as they are
d. General-purpose Apple (OS X) clusters with basic productivity software
e. Special function/reservable Apple (OS X) clusters
f. Redesign of some Athena clusters to support group/team interaction



	F9a. Windows clusters, n=74	F9b. Bldg 37, n=50	F9f. Redeign Athe clsters for grp inter, n=72	F9c. Athena clusters as is, n=74	F9d. Apple OS X clusters, n=76	F9e. Spcl reservbl OS X clusters, n=70
F	3.77	3.24	3.07	2.97	2.85	2.73
R/A	3.55	3.48	3.25	3.27	3.14	3.08

F9a	Windows clusters								
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +-
All	3.64	8%	5%	22%	45%	20%	74	1.19	0.27
F	3.77	3%	7%	23%	43%	23%	30		
R/A	3.55	11%	5%	20%	45%	18%	44		

F9b	Bldg 37								
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +-
All	3.38	4%	12%	42%	26%	16%	50	1.02	0.28
F	3.24	5%	14%	52%	10%	19%	21		
R/A	3.48	3%	10%	34%	38%	14%	29		

F9c	Athena clusters as is								
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +-
All	3.15	4%	18%	46%	24%	8%	74	0.97	0.22
F	2.97	7%	20%	50%	17%	7%	30		
R/A	3.27	2%	16%	43%	30%	9%	44		

F9d	Apple OS X clusters								
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +-
All	3.01	14%	18%	30%	25%	12%	76	1.25	0.28
F	2.85	21%	18%	27%	21%	12%	33		
R/A	3.14	9%	19%	33%	28%	12%	43		

F9e	Spcl reservbl OS X clusters								
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +-
All	2.93	13%	17%	40%	24%	6%	70	1.08	0.25
F	2.73	17%	23%	33%	23%	3%	30		
R/A	3.08	10%	13%	45%	25%	8%	40		

F9f	Redeign Athe clsters for grp inter								
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +-
All	3.18	4%	14%	47%	29%	6%	72	0.92	0.21
F	3.07	4%	14%	57%	21%	4%	28		
R/A	3.25	5%	14%	41%	34%	7%	44		

F10. Is there specific software that IS doesn't provide that may be important to your work?

adobe

Amsterdam Density Functional Theory

As I mentioned above, hard drive software that will allow my to defrag my hard drive (like Norton's Speed Disk). Also, I need digital video editing software for my classes and presentations.

Chemical Kenetic Modeling.

EndNote

Feels that the current clusters are out of date. When the students graduate they won't have Athena. We should support software for the laptops. Laptop use should be encouraged as well as licenses for the software for laptops.

Gee. I don't know. Does IS provide MATLAB for my MAC?

Grading software? must exist?? EndNote MathType

I am not using Athena clusters for my teaching

I'm not aware of software that would help with SPAM

it would be nice if is negotiated licenses for more adobe products, such as photoshop and illustrator.

lispworks and allegro common lisp

Mathematica

OPL Studio

optical character recognition

OS X VERSIONS OF MATLAB, CANVAS, PHOTOSHOP AND MS OFFICE

probably

SAS for OS X

See previous page

The classrooms are poorly equiped and in inconvenient locations. Most of the projectors are terrible.Theatre style classrooms with computers are not the most viable solutions as regards learning effectively. People should have the ability to face each other.

Visual Studio, MS SQL

F11. For those of you who use Athena for teaching, are there software packages you would like to run on it that haven't been licensed for Athena?

A good plotting program such as supermongo.

Amsterdam Density Functional Theory

can we get adobe illustrator to create and manipulatei images?

dreamweaver

How do I find out what has been licensed?

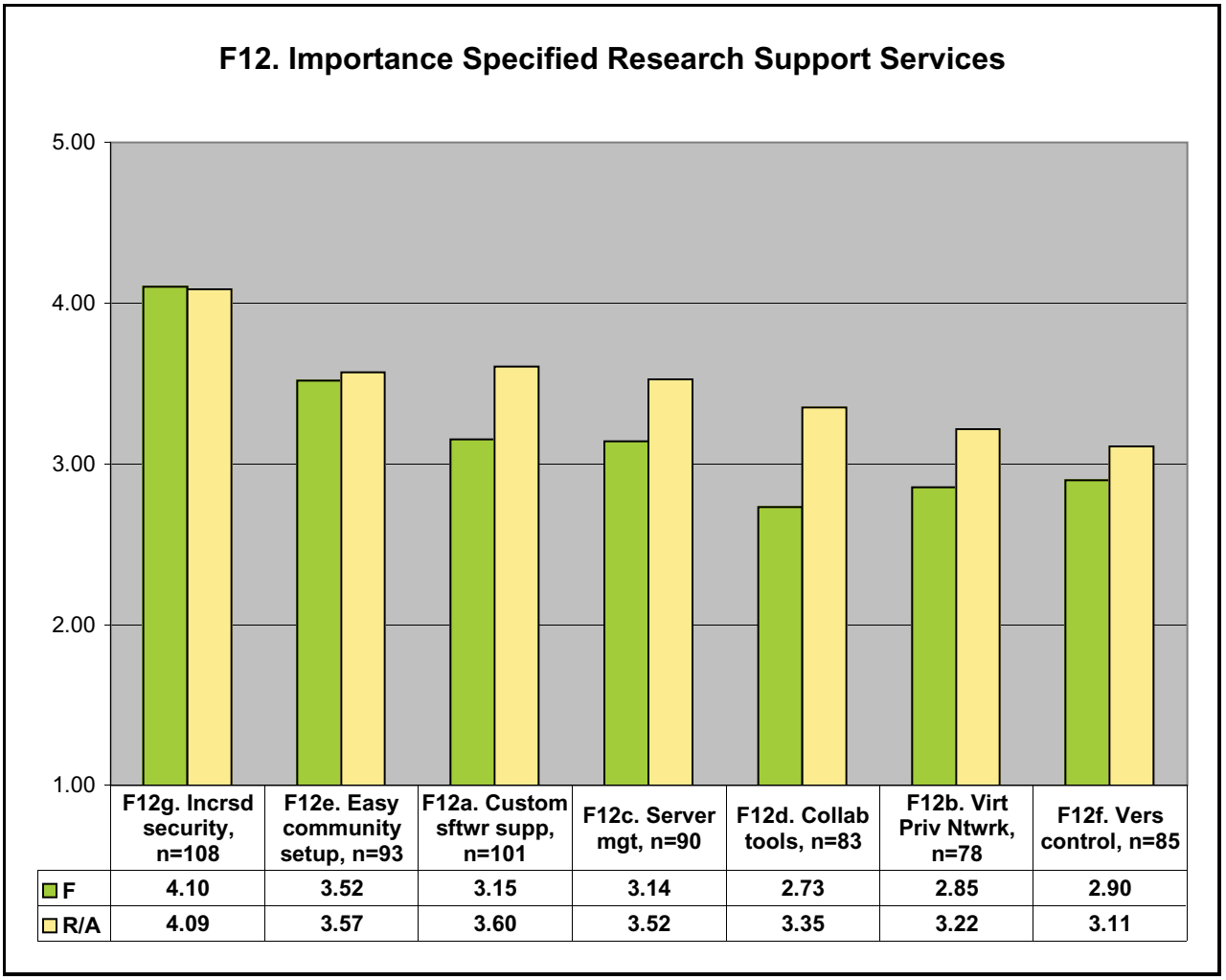
MOE (Windows)

My own are too specific to warrant Athena Licensing. However, staff help in arranging term-by-term licenses and the software itself woiuld be very helpful.

very satisfied overall but would like to have more Linux workstations and less Solaris

12. Rate the importance of the following services to support your research:

a. Support for customized software
b. VPN (Virtual Private Network)
c. Server management
d. Collaboration tools
e. Easy way to set up a connected community (authorization and authentication)
f. Version control tools to support local development
g. Increased security
h. Other, please specify



	F12g. Incrsd security, n=108	F12e. Easy community setup, n=93	F12a. Custom sftwr supp, n=101	F12c. Server mgt, n=90	F12d. Collab tools, n=83	F12b. Virt Priv Ntwrk, n=78	F12f. Vers control, n=85
F	4.10	3.52	3.15	3.14	2.73	2.85	2.90
R/A	4.09	3.57	3.60	3.52	3.35	3.22	3.11

F12a	Custom sftwr supp								
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +-
All	3.46	5%	9%	34%	41%	12%	101	1.01	0.20
F	3.15	9%	15%	33%	36%	6%	33		
R/A	3.60	3%	6%	34%	43%	15%	68		

F12b	Virt Priv Ntwrk								
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +-
All	3.09	10%	13%	42%	27%	8%	78	1.12	0.25
F	2.85	19%	19%	30%	26%	7%	27		
R/A	3.22	6%	10%	49%	27%	8%	51		

F12c	Server mgt								
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +-
All	3.40	7%	12%	30%	37%	14%	90	1.08	0.22
F	3.14	10%	21%	24%	34%	10%	29		
R/A	3.52	5%	8%	33%	38%	16%	61		

F12d	Collab tools								
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +-
All	3.16	8%	13%	39%	34%	6%	83	1.04	0.22
F	2.73	12%	23%	46%	19%	0%	26		
R/A	3.35	7%	9%	35%	40%	9%	57		

F12e	Easy community setup								
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +-
All	3.55	4%	12%	27%	39%	18%	93	1.06	0.21
F	3.52	3%	15%	27%	36%	18%	33		
R/A	3.57	5%	10%	27%	40%	18%	60		

F12f	Vers control								
	Mean	VU	U	N	I	VI	Count	Std. Dev.	95% CI +-
All	3.04	11%	14%	44%	25%	7%	85	1.08	0.23
F	2.90	10%	21%	45%	17%	7%	29		
R/A	3.11	11%	11%	43%	29%	7%	56		

F12i. "Other" services to support research rated for importance.

Backups. Currently, servers in the dept are manged by students, which is cheap but also has its problems

Better wireless coverage

Debugging ''buddy''

HELP IN SETTING UP LOCAL FIREWALLS

support for customized hardware

We need to be able to use MIT authorization in our own software tools. At present there is no way we are allowed to have students log in using their athena password on

F13. What would enhance your ability to conduct your research?

A few Beowulf clusters

Access to Japanese language databases and news sources.

Again, non-answers mean I don't know what is possible.

An easy to use overall search engine for publications.

Beowulf clusters

Better publicity of backup services support of local firewalls

Better utilities to help me serve up data to the world via ftp.

Greater ability to share files with specific non-MIT collaborators.

I am not a faculty member or researcher.

I said it on the last page but it bears repeating. Both my teaching and research productivity have taken a big hit because of my inability to access network drives from home. I use a comcast cable modem and they don't allow VPN. I know this is a big issue for several faculty members I have spoken to. I really want a solution to this problem as fast as possible.

In my experience, IS does not provide support for research computing. Therefore, we contract out workstation, server, and network administration to a local company (TechSquare). If IS would do this sort of thing for us, of course that would be nice.

Its getting much better. I think talking to people like Paul Hill and Phil Long and others have helped in understanding ''your'' side of issues. I think you need to focus on just supporting a CORE set of things centrally. I believe you should build your software on one of the BIG platforms like J2EE or .NET for which there is continuing support. The tendency for IS to get into software development is a mistake.

Keep a database of types of computer applications and who is using them (and is willing to be included in the database) in case students want to consult with users doing similar work

Keep people from stealing laptops. Really values personal support with a contact he knows. This has worked well for him and he would like it to continue.

Leave the services in section 12 up to the individual DLCs. Perhaps have the computer support people in the DLCs talk to you in IS so that we're all on the same wavelength about things.

License critical apps

Make (more?) available some supercomputers (computers for very heavy computations)

Managing people's computers for a fee (Linux clusters, desktops)

Our research (CSR/Chandra X-ray Center group) is fairly self-sufficient. We rely on debian linux/pcs, and install our on os, maintain our own servers. It would be nice to have centralized, up-to-date debian server, but may not be practical given diversity of hardware. We have had OS installation difficulties, but did not even think of consulting IS for solutions. We typically contact the vendor (usually PCsforEveryone). What is most important is network connectivity, and on-line journal subscriptions. We find use of cookies annoying, since we generally have them turned off.

Printed guide for MITnet

Provide a hybrid model of (reasonably priced) consulting and online reasources but where ultimately the user maintains full administration of the lab system.

Provide more software download that can work on MIT PC

Provide seamless access to network and desktop from home and around the world. Don't make it harder than it already is.

software development help support model for locally developed software (e.g. Impromptu)

SOFTWARE FOR OS X (MATLAB, CANVAS, PHOTOSHOP, MS-OFFICE

The possibility of taking over responsibility for operating servers.

widely available clusters for parallel computing