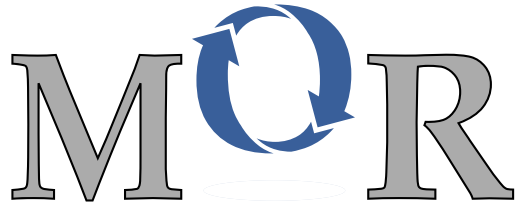
2005 MIT IT Client Satisfaction Survey

DRAFT REPORT 6/22/05



MAXIMIZING ORGANIZATIONAL RESOURCES

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Acknowledgements

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This team helped design the survey instrument with input from others within MIT's many IT providers, most notably IS&T. They worked hard to ensure the survey provides valuable data that can be used to enhance the quality of IT services to the MIT community. These client satisfaction surveys provide objective data that MIT IT providers can use to focus their ongoing efforts on continuous improvement.

MOR Associates, an external consulting firm, acted as project manager for this effort, analyzing the data and preparing this report. MOR Associates specializes in continuous improvement, strategic thinking and leadership development. MOR Associates has conducted this survey four times, beginning in November 2000, following up in Spring 2001 and then in October 2003, and administering this latest survey in April 2005.

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Introduction

MIT IT Client Satisfaction Survey
April 2005

This report provides a summary of the purposes, the methodology and the results of the MIT client satisfaction survey sponsored by IS&T in April 2005. This initiative is an important component of the IS&T strategy to enhance the client experience. The survey is one means through which IS&T and other MIT IT providers can give a voice to their clients. The survey is a systematic way to identify what is working and what needs to be improved from the clients' vantage point. It is too risky to presume IT knows what clients need and it is equally risky to allow anecdotes to become the basis for assessing the organization's performance.

This survey was undertaken for the following purposes all of which helped guide the construct and design of the survey.

- To find out what IT services and service improvements are important to clients.
- To document where clients are satisfied along with where they are dissatisfied and to identify what causes any disappointment in the client experience.
- To use this data to prioritize the continuous initiatives that will make it easier for the people at MIT to do their work.

The ultimate goal is to provide an excellent client IT experience that supports the teaching, learning, research and business needs of MIT. In the near term the goal is to improve the clients' ability to use IT to get their work done.

As was the case in 2003, this survey was conducted in coordination with a similar effort underway at Stanford. MIT IS&T and Stanford ITSS hope to use this opportunity to learn from each other, to become thinking partners, and to leverage each other's expertise so each group can better job in satisfy their clients' requirements.

Brian McDonald
MOR Associates

Listening to the Voice of the Client

This information gathered from these surveys informs the continuous improvement process IS&T uses to identify and set in motion initiatives designed to increase client satisfaction. Such was the case in May of 2002 and October of 2003. Based on the sources of dissatisfaction identified, Information Systems prioritized specific service issues that were of particular concern to clients. As a direct result of the survey feedback, the IS&T leadership team at those times sponsored specific improvement opportunities.

Client feedback from the May 2002 survey resulted in the following efforts:

•Development of a new service to enable remote access via iPass when traveling and connecting to MIT remotely.

• Continued improvement in the availability of software, along with more frequent communications to keep clients informed about the timing of software releases.

• Released Auto-Responder to enable automatic email replies for people who were on vacation or unable to repond to their email for any other reason.

Client feedback from the October 2003 survey resulted in a number of initiatives, with the following offered as highlights:

• Renewed emphasis on completing the expansion of wireless coverage project.

• Added Microsoft Outlook to the list of supported email clients, in response to enormous demand; added the Oracle Connector for Outlook to the suite of supported applications.

• Joined the Microsoft Select Licensing program, bringing Microsoft products to the MIT community at a fraction of even steeply-discounted academic pricing.

• Deployed an additional Webmail server to increase performance, and reassessed the importance of the service in light its prevalent use in the community.

• Sponsored an "Expectation Levels" project, in which CSS reconsidered the "Supported / Unsupported" classification of software by IS&T (with only a few products in a category considered "Supported") in favor of a freer and more complete representation of the level of knowledge IS&T can bring to bear on a software product.

• Developed a more comprehensive automated application for Windows updates.

Survey Results Overview

Introduction

It is useful to provide an overview of the survey results. This summary contains some high points and captures the feedback clients are giving to IS&T. It is organized into four service areas:

Connectivity: Network and Email Services

Software: Software Services and Security

Telecommunications

Client Support

While the bulk of this summary is dedicated to describing the results of satisfaction questions, the survey also included questions asking about the importance of various services or aspects of services as well as other questions about the likelihood of respondents to use specified services. Throughout the survey there were also comment boxes that allowed repondents the opportunity to offer specific feedback.

With the exception of text responses, which are only shared with service owners, complete detailed results are provided for all questions in subsequent sections of this report.

It is worth noting here that the survey was divided into two sections. A general survey posed questions to the entire MIT community; a cohort section asked questions specific to the three main cohorts: faculty, students and administrative staff.

Connectivity: Network and Email Services

Our society has become increasingly mobile and global, which makes connectivity in all its forms more important than ever. Members of the MIT community expect to be able to easily connect to the MIT network whether they are in Sydney Pacific or Sydney, Australia; whether they are in an FSLIG in Cambridge, Massachusetts or attending a meeting in Cambridge, England.

In many respects, the services essential to maintaining connectivity are performing well and improving. The wired network is one of the highest rated services, garnering a 5.05 rating. The rating for wireless availability has improved greatly since the last survey eighteen months ago, jumping a half point (on a scale of 1 to 6). People's satisfaction with working remotely from home has gradually improved and satisfaction with working remotely while traveling has improved substantially, but faculty (25% of who registered some dissatisfaction) set a premium on improving this area.

The importance of connectivity to enable email is obvious. The rating for email overall was an encouraging 4.77 while WebMail ratings were lower, especially WebMail features, which was rated at 3.91. (WebMail ease of use was rated 4.33 and speed was rated at 4.17). It's worth noting that while 6% or respondents were dissatisfied with email, dissatisfaction with the aforementioned WebMail metrics ranged from 20%-35%. People were initially pleased when WebMail was introduced, but it now appears to suffer from comparisons with other modes of email, with its ratings dropping by 0.28 since October 2003.

	Somewhat Dissatisfied --- Dissatisfied --- Very Dissatisfied	Somewhat Satisfied --- Satisfied --- Very Satisfied	*Very Satisfied*	Mean	Count
Wired network	6%	94%	*34%*	5.05	564
Network Services overall	5%	95%	*12%*	4.78	603
Wireless network	15%	85%	*18%*	4.51	470
Availability of wireless	16%	84%	*16%*	4.50	467
Wireless signal strength	23%	77%	*14%*	4.31	460
Wireless registration process	17%	83%	*18%*	4.52	437
Ability to use MIT services from home	8%	92%	*21%*	4.79	578
Ability to use MIT services from while traveling	15%*	85%	*16%*	4.54	506
Email	6%	94%	*13%*	4.78	610
WebMail speed	23%	77%	*9%*	4.18	511
WebMail ease of use	20%	80%	*12%*	4.33	512
WebMail features	35%	65%	*6%*	3.92	505

•25% of faculty

Software: Software Services and Security

Software Services remains important to many who rely on IS&T for adapting and releasing software applications that are compatible with the IT environment. The software download page and the installers received favorable satisfaction ratings of 4.85 and 4.86, respectively. Timeliness of release garnered a 4.46 satisfaction rating, and the rating for availability/selection slipped 0.24 from the last survey to 4.57.

"Automatic security/virus patches and upgrades," as a service, received the highest rating in the survey for importance to respondents' work. Windows Automatic Update Service (WAUS) received a satisfaction rating of 4.75, though it appears there could be wider adoption.

Spam continues to be an annoyance for some clients and spam screening as a service received a satisfaction rating of 4.15 with 25% of respondents registering some dissatisfaction.

	Somewhat Dissatisfied --- Dissatisfied --- Very Dissatisfied	**Somewhat Satisfied --- Satisfied --- Very Satisfied**	***Very Satisfied***	**Mean**	**Count**
Software download page	5%	95%	*18%*	4.85	523
Functionality of installers	7%	93%	*20%*	4.86	485
Selection of software from MIT	9%	91%	*8%*	4.57	584
Timeliness of software release	13%	87%	*9%*	4.46	457
Helpfulness of software documentation	13%	87%	*12%*	4.50	468
Spam screening	25%	75%	*11%*	4.16	490
Windows Automated Update Service (WAUS)	6%	94%	*16%*	4.75	208

Telecommunications

Telecommunications were, until recently, considered to be a mature service, but as clients perceive a contrast between what is available internally and far more advanced services available from other providers their expectations are rising.

Many members of the community have concerns about the telecommunications services. This is evidenced partly by clients' written comments. People complained about "ancient" equipment, a lack of features, and frustration with voicemail that doesn't allow them to retrieve new messages without having to listen to old messages in their entirety. It is also evidenced by satisfaction ratings for telecommunications services. Since the last survey, satisfaction with availability of telephone features went down 0.27, voicemail went down 0.34, and telephone services overall went down 0.43.

	Somewhat Dissatisfied --- Dissatisfied --- Very Dissatisfied	Somewhat Satisfied --- Satisfied --- Very Satisfied	*Very Satisfied*	Mean	Count
Telephone services overall	16%	84%	*7%*	4.41	506
Telephone problem resolution	15%	85%	*10%*	4.48	285
Billing statements	19%	81%	*7%*	4.31	175
Availability of telephone features	20%	80%	*8%*	4.34	477
Voicemail	21%	79%	*10%*	4.31	432
MIT's automated switchboard	27%	73%	*8%*	4.14	258

Client Support

Help Services has essentially maintained its satisfaction ratings over the past eighteen months. Individual metrics such as professionalism, ability to reach a person, and timeliness of resolution remained unchanged. There was some slippage in IS&T problem resolution overall, but it may be that this particular measure encompasses more than help services in clients' minds.

Respondents indicated that faster response times and better web-based self-help were important to them. Those looking for web-based self-help would like a better search engine and better navigation.

This latest survey included a question asking those who had used the Help Desk more than within the past year to select a point on a scale of change over time; 34% indicated it has gotten better, 63 perceived it as being about the same, and 3% indicated it has gotten worse.

	Somewhat Dissatisfied --- Dissatisfied --- Very Dissatisfied	Somewhat Satisfied --- Satisfied --- Very Satisfied	*Very Satisfied*	Mean	Count
IS&T problem resolution overall	11%	89%	*12%*	4.55	477
Help Desk professionalism	6%	94%	*30%*	5.01	338
Technical ability	9%	91%	*26%*	4.83	337
Ability to reach a person	14%	86%	*19%*	4.65	341
Timeliness of resolution	14%	86%	*19%*	4.62	340

Importance of Specified Help Services Improvements

	Important	Mean	Count
Faster response time	80%	4.49	490
Better web-based self-help	73%	4.22	500
Better search engine	88%	4.91	522
Better navigation	88%	4.76	527

Other Notable Findings

IS&T overall received a 4.65 rating with 94% satisfied. The rating dropped a bit (0.19) from the 2003 survey, but IS&T is perceived as having changed for the better over the past year by 32% of respondents.

Auto responder was well received with a rating of 4.83 and 92% satisfied.

Virtual Private Network (VPN) received a 4.53 satisfaction rating, but still has a low adoption rate with only 116 rating this service.

Palm OS devices have reached a 22% adoption rate within the community at large and 40% with faculty.

Top areas of importance to the community are:

- Automatic software security/virus patches and upgrades 5.08
- Better spam filtering 4.87
- Better search engine for web-based self-help 4.91
- Better navigation for web-based self-help 4.76
- Availability of wireless access points 4.68
- Desktop computer backup and recovery 4.64

Top Sources of Satisfaction and Dissatisfaction by Cohort

The following pages provide a quick overview on those services with the highest satsifaction levels and the lowest satisfaction levels broken out by cohort. Included here are questions asked only of the respective cohorts, though few actually appear in these tables.

Faculty

Higher Satisfaction Levels

Question	Mean	Tot Pos	Count
Q19c. Help Desk Professionalism	5.05	94%	84
Q12b. Email overall	4.78	94%	125
Q12a. Network Services overall	4.76	93%	123
Q1c. Functionality of software installers	4.85	92%	105
Q4b. Wired network	5.06	92%	124
Q1d. Software download page (web.mit.edu/software)	4.81	92%	108
Q19d. Help Desk technical ability	4.82	92%	84
Q13a. Remote access working from home	4.70	91%	129
Q38a. Auto-Responder (vacation email)	4.74	90%	61
Q21a. IS&T problem resolution overall	4.50	90%	107

Higher Dissatisfaction Levels

Question	Mean	Tot Neg	Count
QF49b. Media and A/V-enabled classrooms (projection with audio amplification and digital media players)	3.31	51%	68
Q11c. WebMail features	3.78	41%	98
Q11a. WebMail speed	3.79	34%	102
Q30e. MIT's automated main switchboard	3.85	32%	66
Q11b. WebMail ease of use	4.07	31%	102
Q38d. Auto-purge of spam	3.82	29%	65
Q13b. Remote access while traveling	4.21	25%	121

Researchers

Higher Satisfaction Levels

Question	Mean	Tot Pos	Count
Q4b. Wired network	5.06	95%	131
Q44a. IS&T overall	4.82	95%	131
Q1c. Functionality of software installers	4.90	95%	105
Q12a. Network Services overall	4.75	95%	138
Q19c. Help Desk professionalism	5.11	94%	83
Q38a. Auto-Responder (vacation email)	4.86	93%	56
Q1d. Software download page (web.mit.edu/software)	4.79	93%	111
Q12b. Email overall	4.79	93%	135
Q19d. Help Desk technical ability	4.99	93%	81
Q13b. Remote access while traveling	4.62	91%	116
Q1a. Selection of software from MIT	4.54	90%	126

Higher Dissatisfaction Levels

Question	Mean	Tot Neg	Count
Q38d. Auto-purge of spam	4.16	30%	70
Q11c. WebMail features	3.91	30%	115
Q38c. Spam screening	4.11	29%	98
Q30b. Voice Mail	4.26	23%	94
Q30e. MIT's automated main switchboard	4.44	22%	50
Q5a. Availability of wireless connectivity	4.35	21%	103
Q5b. Wireless signal strength	4.33	21%	101
Q5c. The registration process for getting a connection	4.49	20%	98
Q38f. Events Calendar	4.46	20%	54
Q11a. WebMail speed	4.30	20%	115

Graduate Students

Higher Satisfaction Levels

Question	Mean	Tot Pos	Count
Q44a. IS&T overall	4.73	97%	100
Q4b. Wired network	5.21	97%	94
Q1b. Timeliness of MIT release of new software after vendor release	4.61	96%	74
Q1d. Software download page (web.mit.edu/software)	4.87	95%	100
Q13a. Remote access working from home	4.97	94%	105
Q12b. Email overall	4.74	94%	110
Q12a. Network Services overall	4.79	94%	109

Higher Dissatisfaction Levels

Question	Mean	Tot Neg	Count
QS53c. Availability of specialty printers (e.g., color, large format, photo, etc.)	3.42	55%	88
QS53b. Ease of configuring your computer to use MIT printers	3.65	39%	88
Q11c. WebMail features	3.93	36%	96
QS53d. Reliability of printers	3.97	34%	92
Q5b. Wireless signal strength	4.14	27%	94

Undergraduates

Higher Satisfaction Levels

Question	Mean	Tot Pos	Count
Q1d. Software download page (web.mit.edu/software)	4.93	97%	96
Q44a. IS&T overall	4.58	96%	97
Q12a. Network Services overall	4.76	95%	98
Q13a. Remote access working from home	4.95	94%	103
Q1c. Functionality of installers	4.88	94%	83
Q12b. Email overall	4.75	93%	102
Q1a. Selection of software from MIT	4.60	93%	100
Q4b. Wired network	4.95	90%	104

Higher Dissatisfaction Levels

Question	Mean	Tot Neg	Count
QS53c. Availability of specialty printers (e.g., color, large format, photo, etc.)	2.82	74%	93
QS53b. Ease of configuring your computer to use MIT printers	3.36	52%	92
QS53d. Reliability of printers	3.24	51%	102
Q11c. WebMail features	3.97	34%	97
Q30a. Availability of telephone features	3.94	33%	54
Q38d. Auto-purge of spam	4.06	33%	63
Q33a. Hardware recommendations	4.09	33%	43
Q38c. Spam screening	4.22	32%	87
Q11a. WebMail speed	4.13	26%	97
Q5b. Wireless signal strength	4.16	25%	91

Administrative Staff

Higher Satisfaction Levels

Question	Mean	Tot Pos	Count
Q1a. Selection of software from MIT	4.80	98%	128
Q38b. Windows automated update service (WAUS) for security	4.85	97%	68
Q12a. Network Services overall	4.85	97%	135
Q33a. Hardware recommendations	4.75	97%	61
Q12b. Email overall	4.82	96%	138
Q19c. Help Desk professionalism	5.01	96%	95
Q1d. Software download page (web.mit.edu/software)	4.89	95%	108
Q1c. Functionality of installers	4.86	95%	102
Q4a. Wireless network	4.78	95%	59
QA44d. Web utility for departmental parking passes	4.89	95%	56
Q4b. Wired network	4.97	95%	111
QA49a. Dell Computer	4.72	94%	53
QA59a. IS&T “Customer-oriented” approach	4.65	94%	123
Q38a. Auto-Responder (vacation email)	5.03	94%	117
Q30b. Voice Mail	4.76	94%	139
Q30c. Telecommunications problem resolution	4.77	93%	102
Q31a. Telephone Services overall	4.71	93%	139

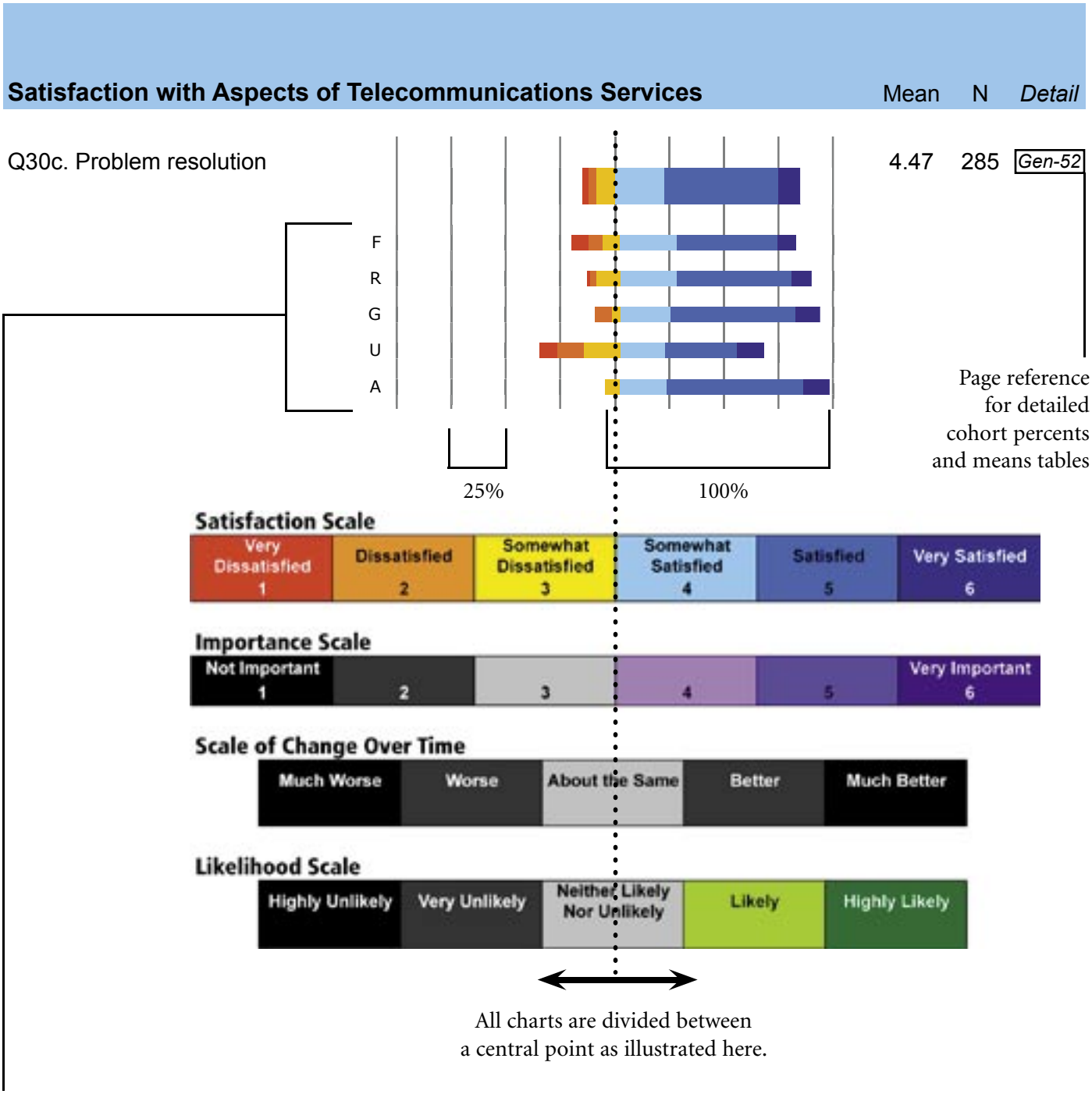
Higher Dissatisfaction Levels

Question	Mean	Tot Neg	Count
Q11c. WebMail features	4.00	31%	99
Q30e. MIT’s automated main switchboard	4.12	29%	91
Q38c. Spam screening	4.10	26%	125
QA47b. Training for new SAP administrative functions	4.25	25%	68

Survey Results

Reading the Charts

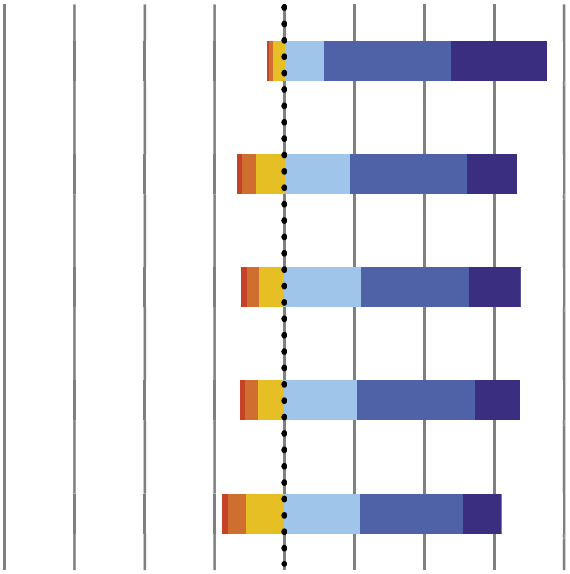
Throughout this report there are charts that show the percent responding for a given point in the scales depicted below. The diagram below illustrates the structure of these charts.



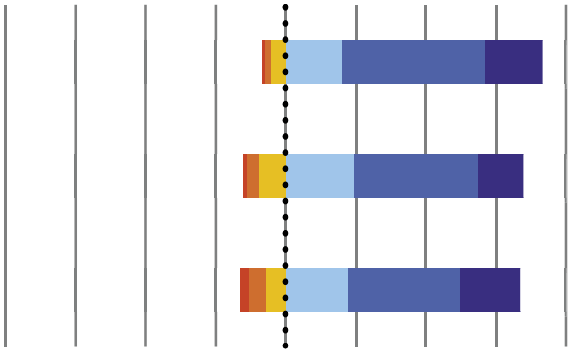
Approximately 20% of the questions, representing the most significant differences between cohorts within the community feature a breakout by cohort.

Connectivity

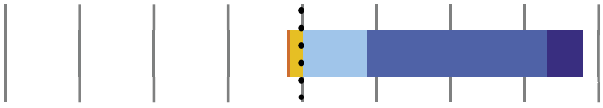
Satisfaction with Aspects of Network Services	Mean	N	Detail
Q4b. Wired network	5.04	564	*Gen-44*
Q5c. The registration process for getting a wireless connection	4.51	437	*Gen-44*
Q4a. Wireless network	4.51	470	*Gen-44*
Q5a. Availability of wireless connectivity	4.50	467	*Gen-44*
Q5b. Wireless signal strength	4.31	460	*Gen-44*



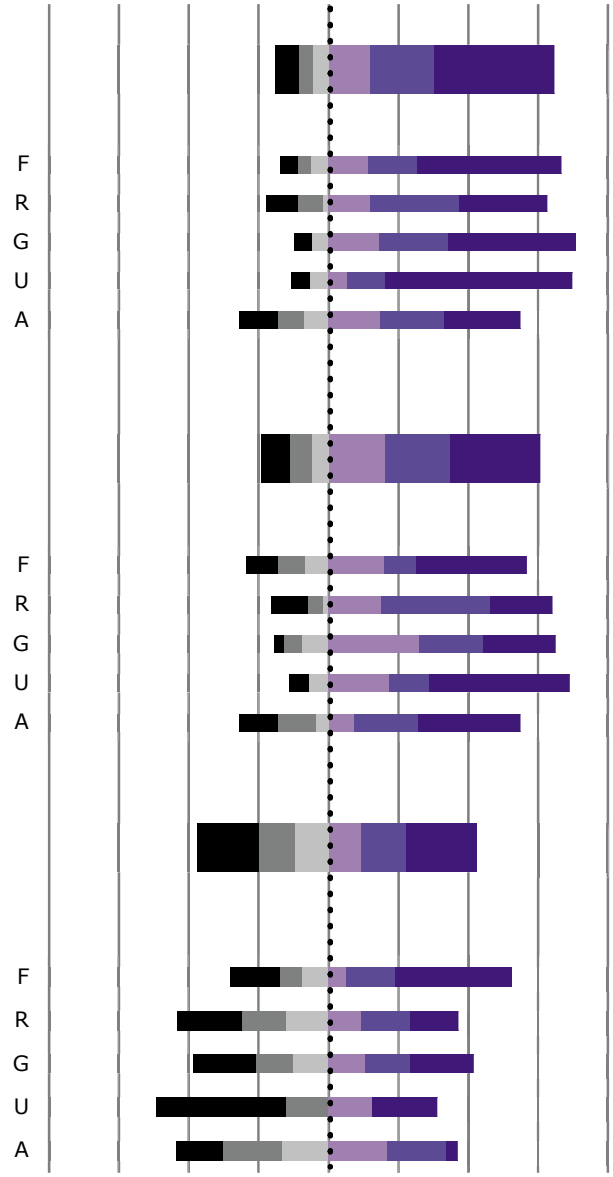
Satisfaction with Aspects of Remote Access	Mean	N	Detail
Q13a. Working from home	4.78	578	*Gen-48*
Q13b. While traveling	4.54	506	*Gen-48*
Q38e. Virtual private network (VPN)	4.53	116	*Gen-57*

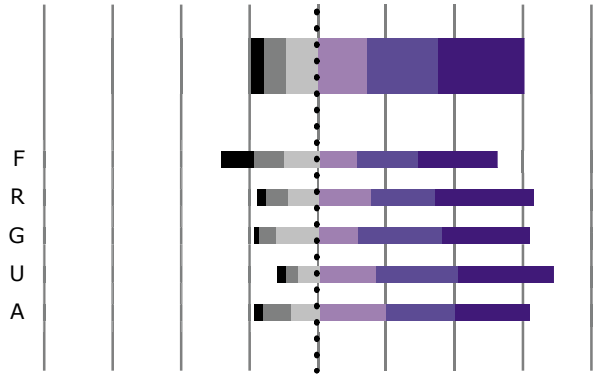


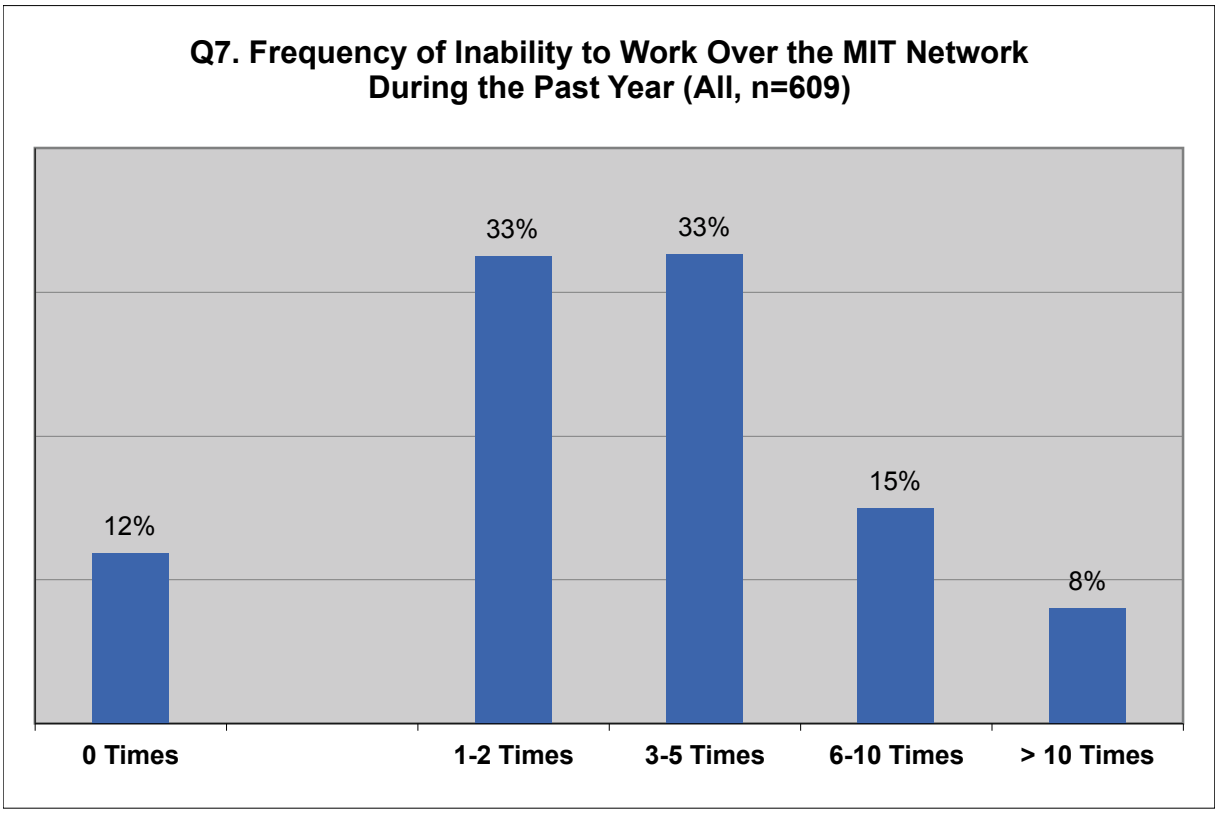
Satisfaction with Network Services Overall	Mean	N	Detail
Q12a. Network Services overall	4.78	603	*Gen-47*



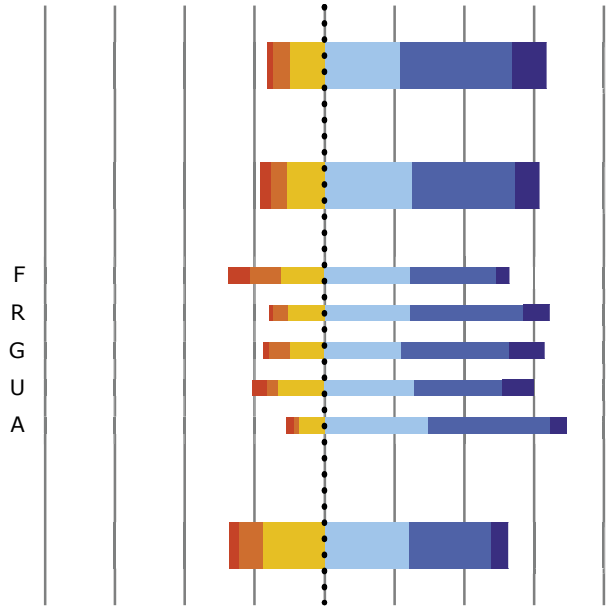
Importance of Specified Remote Access Improvements	Mean	N	*Detail*
Q14b. Availability of wireless access points	4.67	188	*Gen-48*
Q14c. Availability of wired broadband connections	4.35	182	*Gen-48*
Q14a. Availability of dialup numbers	3.62	183	*Gen-48*



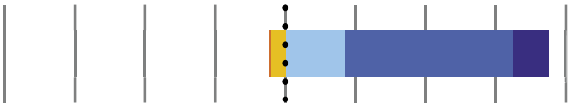
Importance of Networked File Storage Services		Mean	N	*Detail*
Q3e. Networked file storage services		4.46	558	*Gen-43*



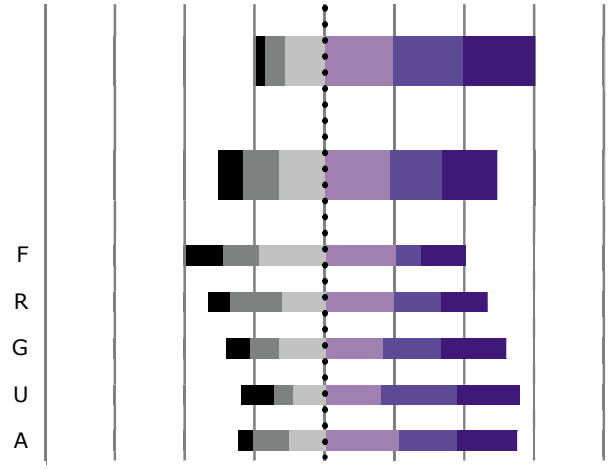
Satisfaction with Aspects of WebMail	Mean	N	Detail
Q11b. Ease of use	4.33	512	Gen-47
Q11a. Speed	4.17	511	Gen-47
Q11c. Features	3.91	505	Gen-47



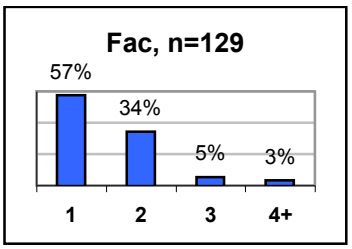
Satisfaction with Email Overall	Mean	N	Detail
Q12b. Email overall	4.77	610	Gen-47

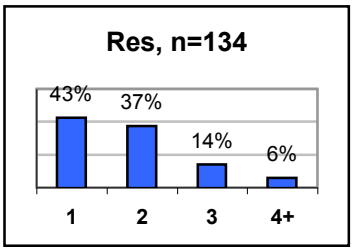


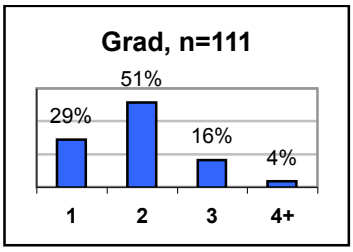
Importance of Improvements to Email	Mean	N	Detail
Q10c. More reliable sending and receiving	4.38	596	Gen-46
Q10d. More disk space	3.89	592	Gen-46

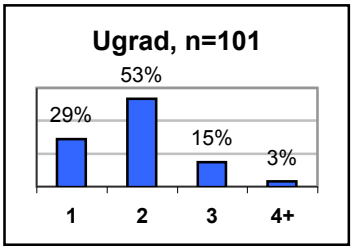


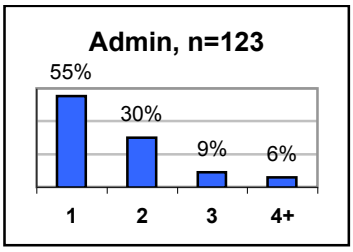
Q8. How many different email clients used on a weekly basis







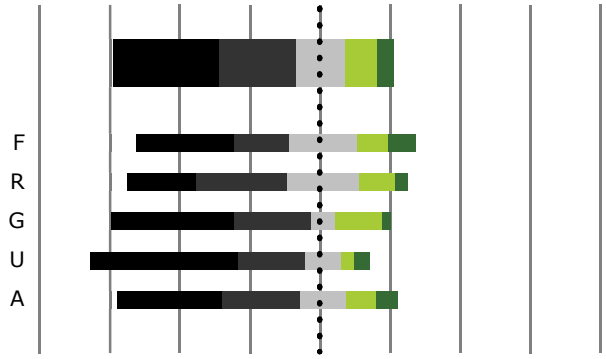




Likelihood of Aquire PDA Within One Year

N *Detail*

Q35a. Likelihood to acquire PDA



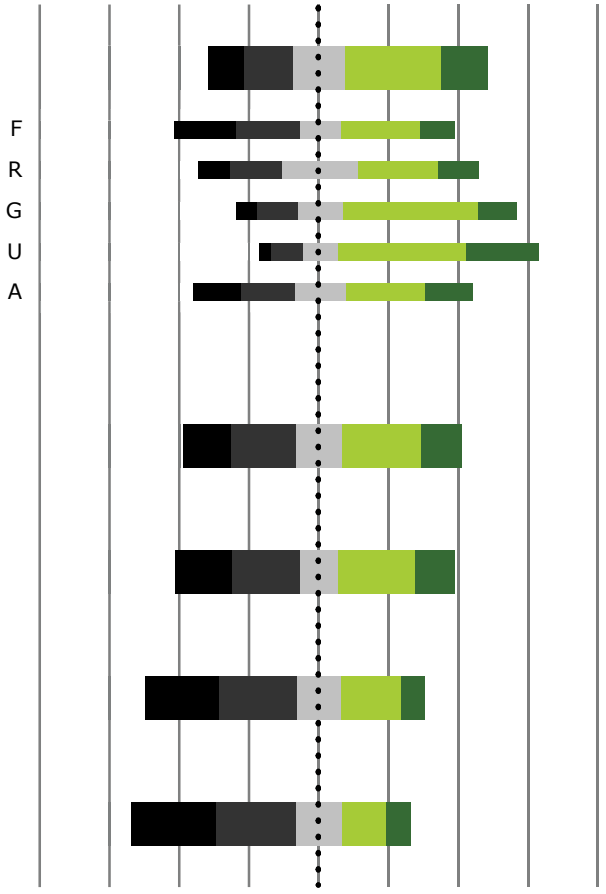
Gen-56

Likelihood of Using Specified Network Services

N *Detail*

Q39a. Shared storage areas where you could work collaboratively on documents

557 *Gen-58*



Q39e. Listen to voicemail on any Internet-connected PC

534 *Gen-59*

Q39d. Read voice mail as a text file on any Internet-connected PC

536 *Gen-58*

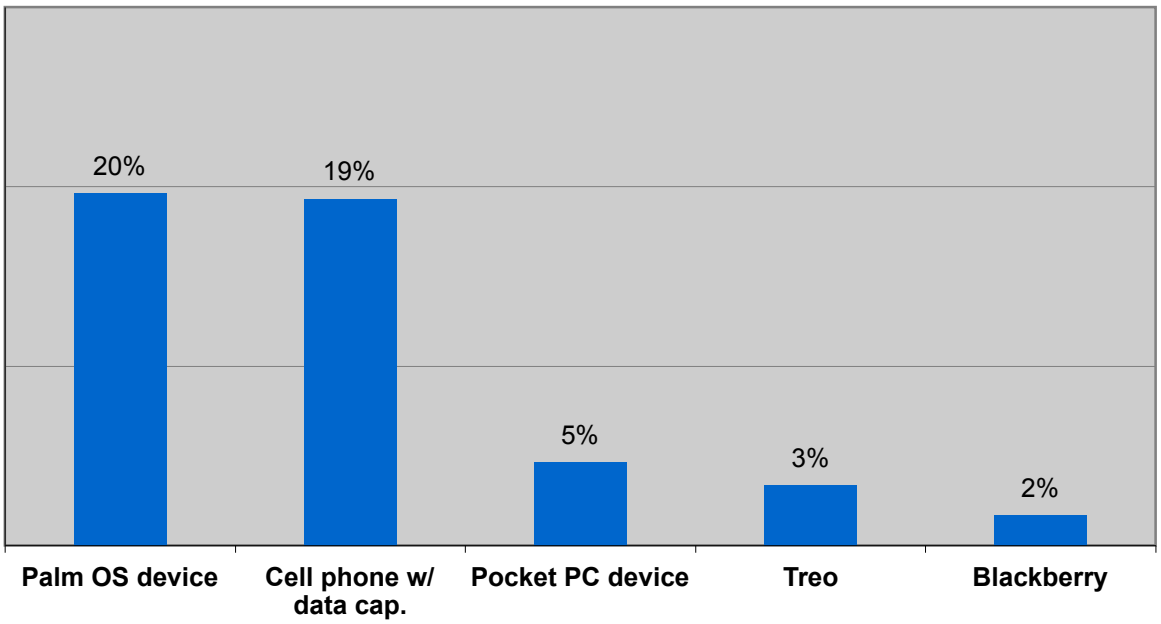
Q39f. Listen to an audio version of your email on any phone

530 *Gen-59*

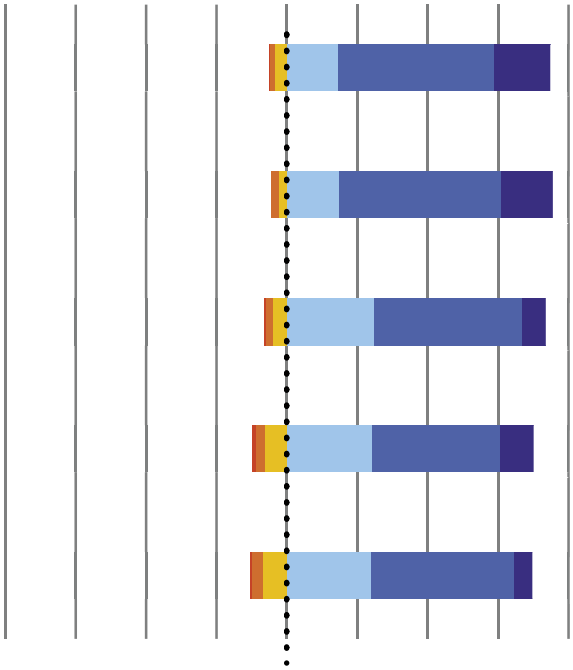
Q39c. Access to shared calendaring from a wireless PDA or cell phone

513 *Gen-58*

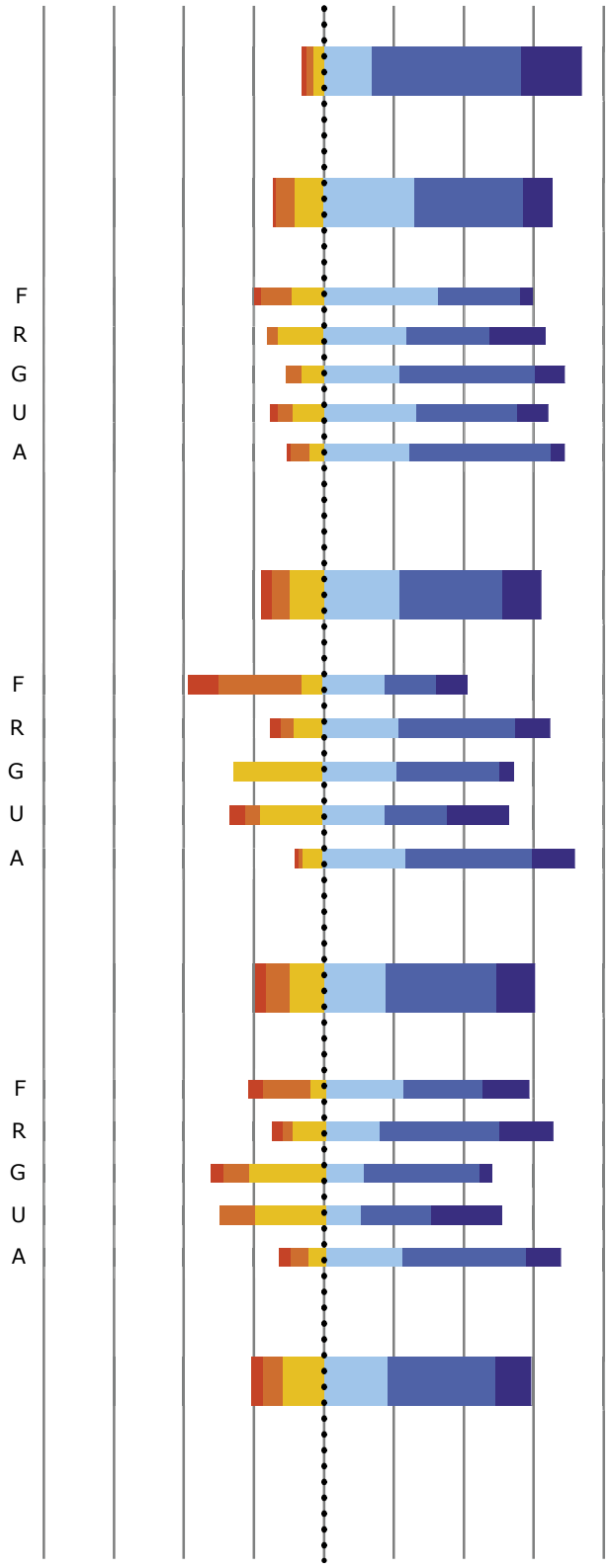
Q34. Percent of All Respondents Who Indicated Some Use of Specified Portable Technologies



Software

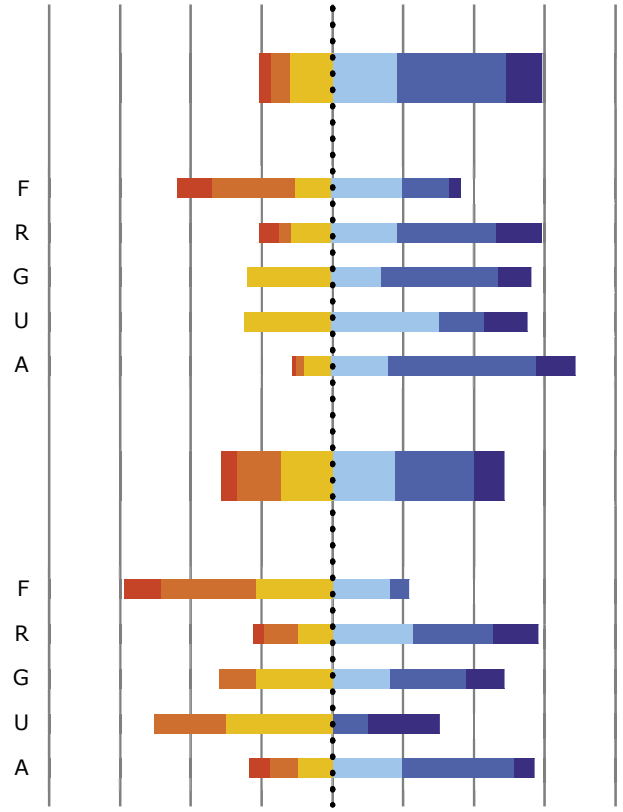
Satisfaction with General Aspects of Software		Mean	N	Detail
Q1c. Functionality of installers		4.85	485	Gen-42
Q1d. Software download page (web.mit.edu/software)		4.85	523	Gen-42
Q1a. Selection of software from MIT		4.56	584	Gen-42
Q1e. Helpfulness of software documentation on the IS&T website		4.50	468	Gen-42
Q1b. Timeliness of MIT release of new software after vendor release		4.45	457	Gen-42

Satisfaction with Specific Software Offerings	Mean	N	*Detail*
Q38a. Auto-Responder (vacation email)	4.82	303	*Gen-57*
Q38f. Events Calendar	4.32	230	*Gen-57*
Q37a. Personal calendaring	4.27	183	*Gen-57*
Q37c. MIT conference room reservation service	4.26	122	*Gen-56*



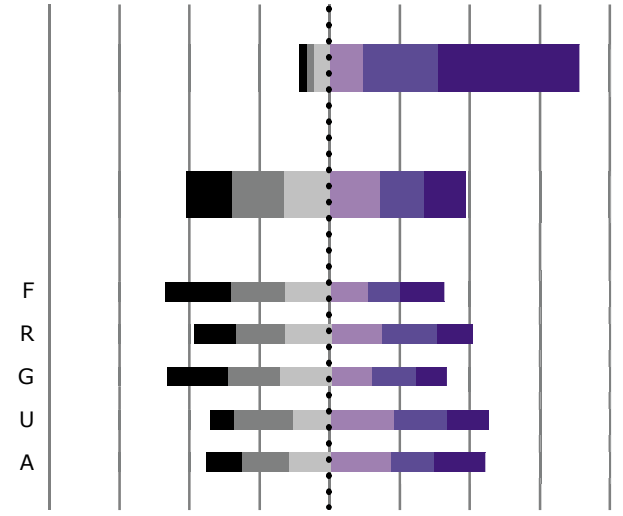
Satisfaction with Specific Software Offerings

	Mean	N	Detail
Q37b. Shared calendaring	4.22	162	Gen-56
Q37d. An integrated calendaring and email solution	3.82	104	Gen-56



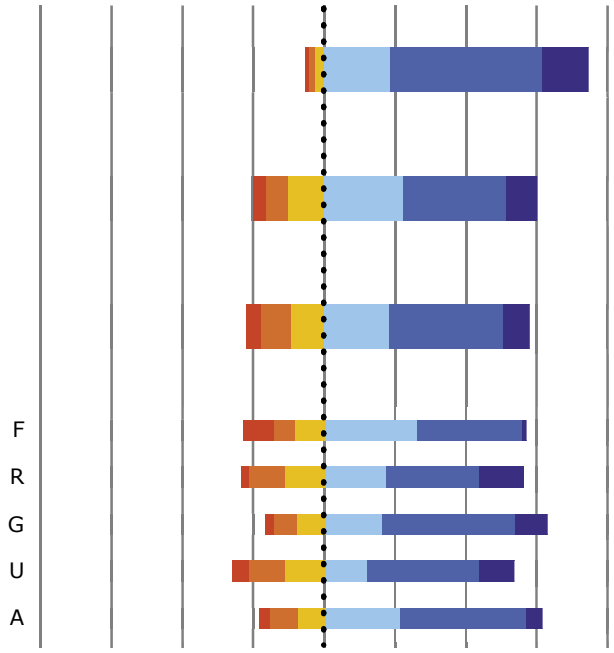
Importance of Specified Software Offerings

	Mean	N	Detail
Q3d. Automatic software security/virus patch upgrades	5.08	603	Gen-43
Q3a. A university-wide calendaring system	3.42	590	Gen-43



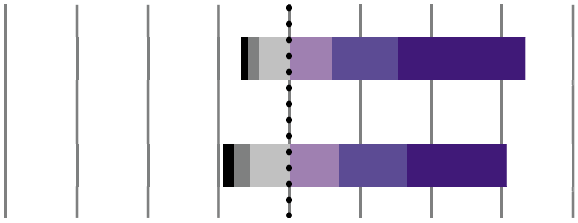
Satisfaction with Aspects of Security

	Mean	N	*Detail*
Q38b. Windows automated update service (WAUS) for security	4.75	208	*Gen-57*
Q38c. Spam screening	4.15	490	*Gen-57*
Q38d. Auto-purge of spam	4.1	330	*Gen-57*



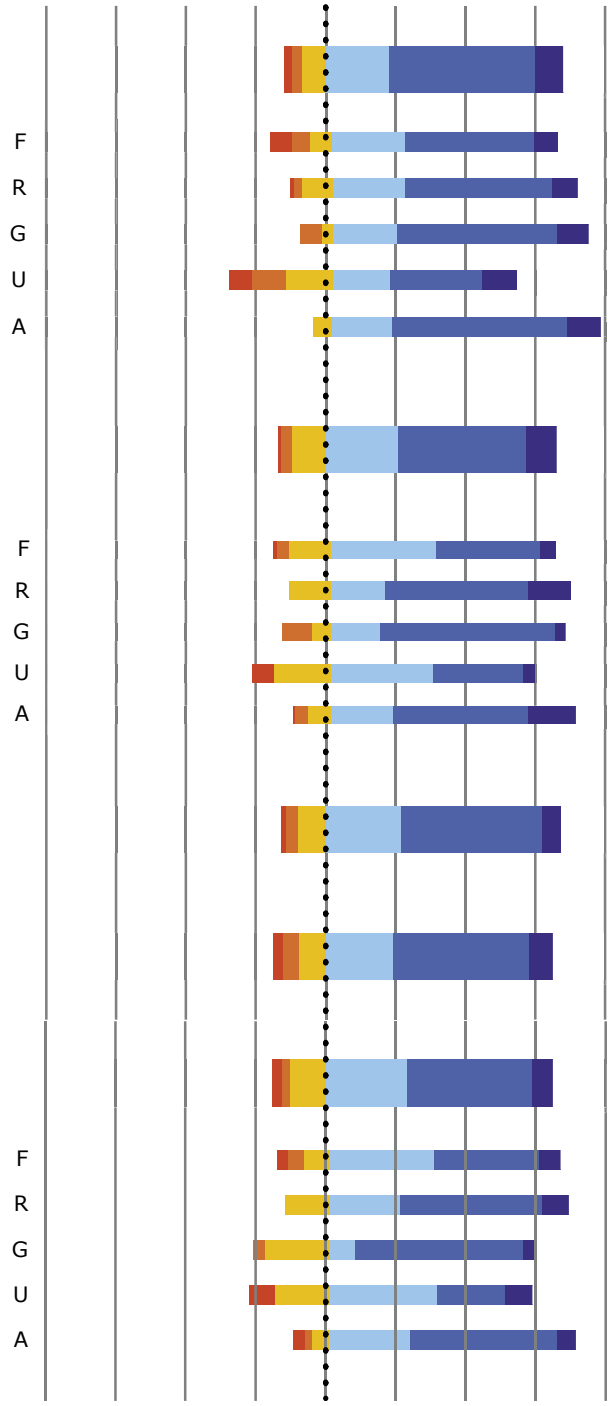
Importance of Specified Security Improvements

	Mean	N	*Detail*
Q10a. Better spam filtering	4.87	624	*Gen-46*
Q10b. Better virus detection	4.56	612	*Gen-46*

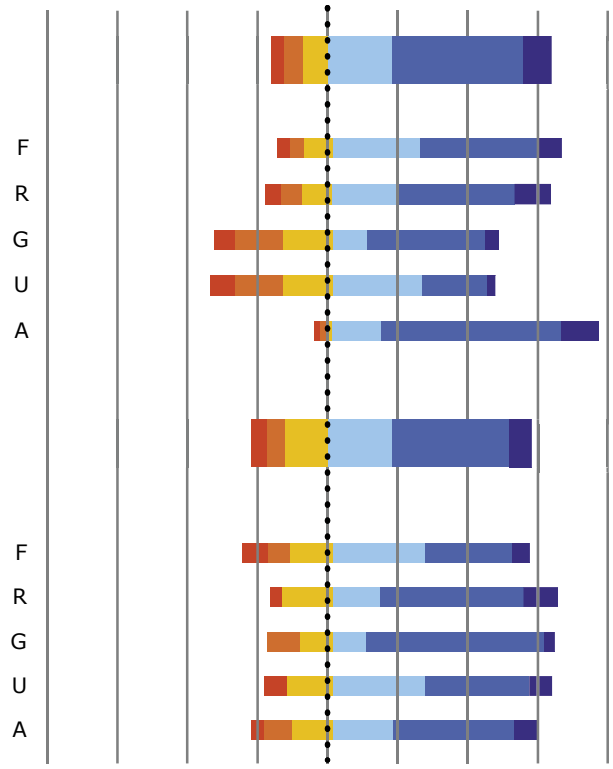


Telecommunications

Satisfaction with Aspects of Telecommunications Services	Mean	N	*Detail*
Q30c. Problem resolution	4.47	285	*Gen-52*
Q30d. MIT's operators	4.43	276	*Gen-52*
Q31a. Telephone Services overall	4.40	506	*Gen-53*
Q30a. Availability of features	4.33	477	*Gen-52*
Q30f. Billing statements	4.30	175	*Gen-53*

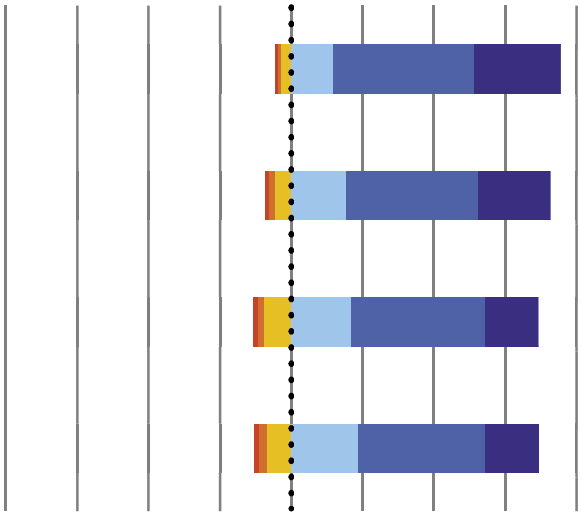


Satisfaction with Aspects of Telecommunications Services	Mean	N	Detail
Q30b. Voice Mail	4.30	432	Gen-52
Q30e. MIT's automated main switchboard	4.13	258	Gen-52

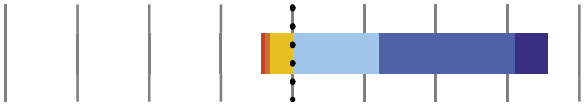


Enhancing Computing Ability

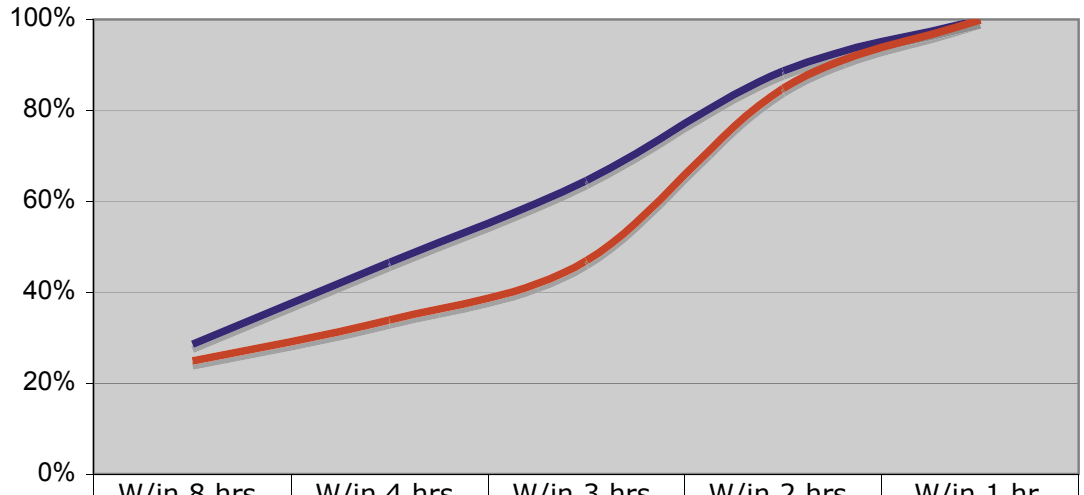
Satisfaction with Aspects of Help Desk Services	Mean	N	Detail
Q19c. Professionalism	5.01	338	*Gen-49*
Q19d. Technical ability	4.83	337	*Gen-49*
Q19a. Ability to get through to a person	4.65	341	*Gen-49*
Q19b. Timeliness of resolution	4.62	340	*Gen-49*



Satisfaction with Problem Resolution Overall	Mean	N	Detail
Q21a. IS&T problem resolution overall	4.55	477	*Gen-49*

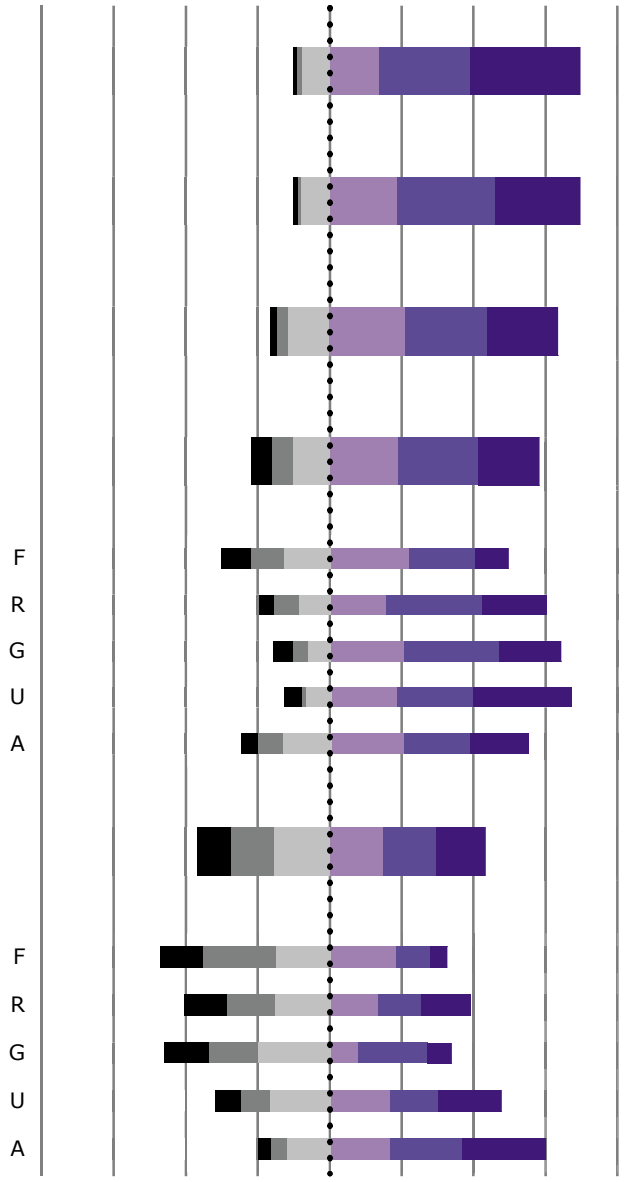


Q20. Cumulative Percent Satisfied with Theoretical Time Frames for After Hours Support (All n=563)



	W/in 8 hrs.	W/in 4 hrs.	W/in 3 hrs.	W/in 2 hrs.	W/in 1 hr.
All	29%	47%	65%	89%	100%
Admin	25%	34%	47%	85%	100%

Importance of Improvements to Help Services	Mean	N	*Detail*
Q24b. Better search engine	4.91	522	*Gen-51*
Q24a. Better navigation	4.75	527	*Gen-51*
Q22c. Faster response time	4.48	490	*Gen-50*
Q22a. Better web-based self-help	4.21	500	*Gen-50*
Q22b. Explanations in less technical terms	3.69	495	*Gen-50*

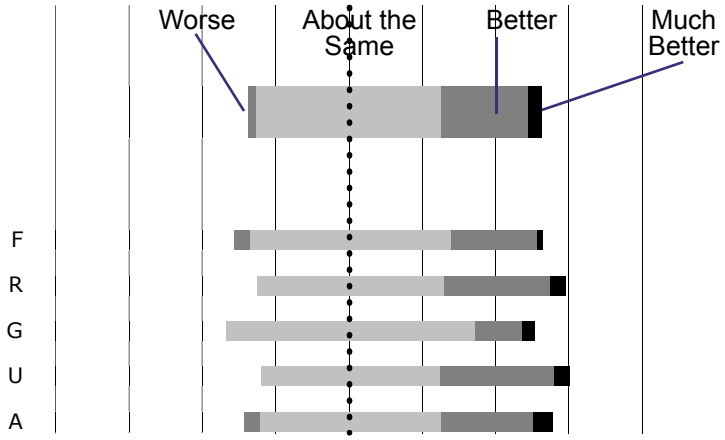


Importance of Specified Help Services

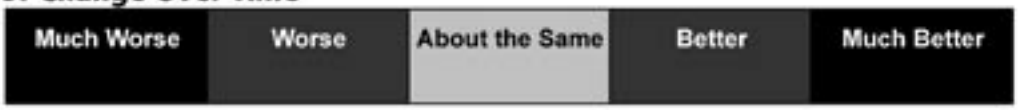
	Mean	N	*Detail*
Q3b. Desktop computer backup and recovery service	4.63	596	*Gen-43*
Q3c. Onsite desktop support and repair (contracts or plans)	4.29	564	*Gen-43*

Change in Help Desk Services Over the Past Year

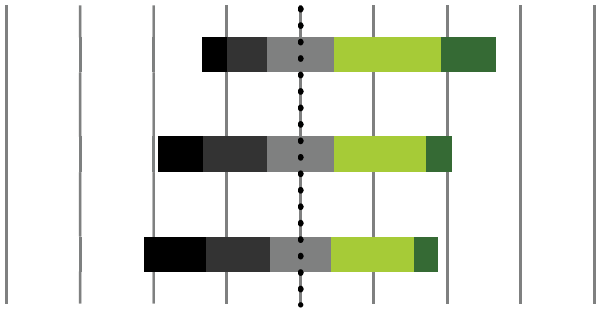
	N	*Detail*
Q25a. If you have worked with the help desk more than once over the past year, what best indicates any change in services over time?	238	*Gen-51*



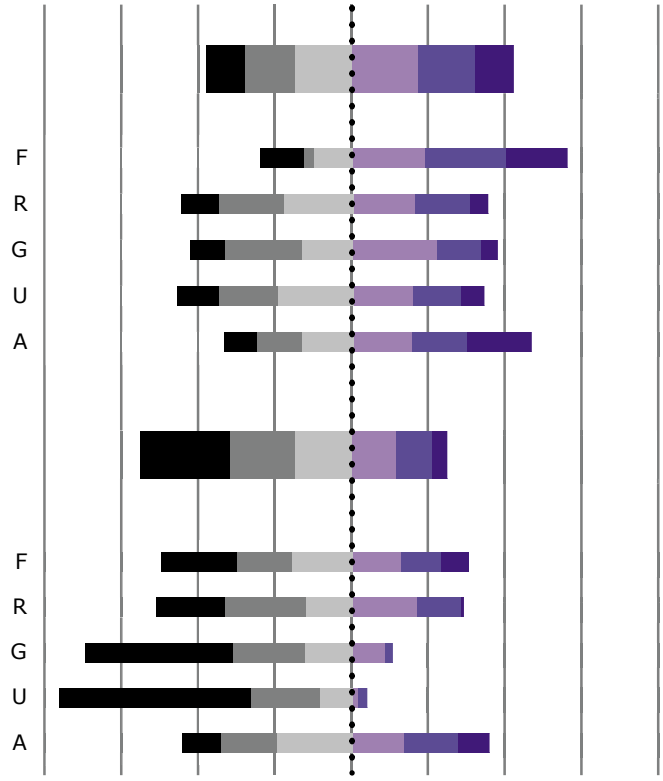
Scale of Change Over Time



Likelihood of Using Specified Support Methods

		N	Detail
Q23c. Access the same knowledge base used by Help Desk staff		553	Gen-51
Q23a. Use web chat with Help Desk staff		564	Gen-50
Q23b. Allow remote control by Help Desk staff		556	Gen-50

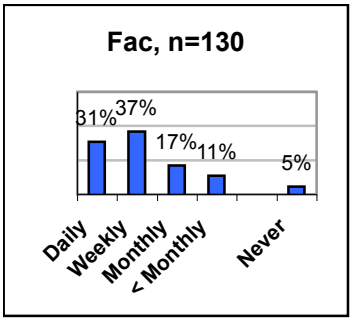
Importance of Resources for Enhancing Computing Ability

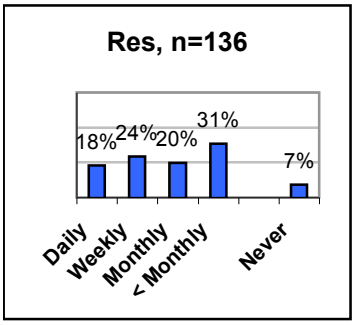
		Mean	N	Detail
Q3f. Assistance with creating and maintaining websites		3.55	564	Gen-43
Q28a. is&t newsletter in helping with keeping up with technology issues at MIT		2.72	523	Gen-52

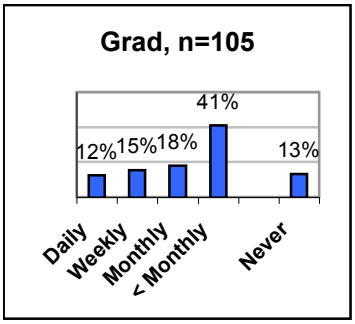
Likelihood of Using Instant Access to Help for Learning New Technologies

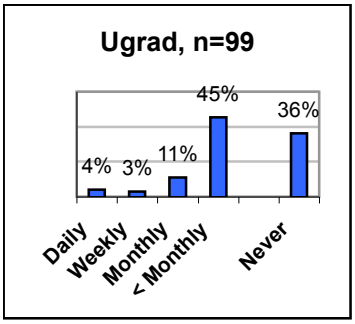
		N	Detail
Q39b. Instant access to expert help while learning to use new technologies		541	Gen-58

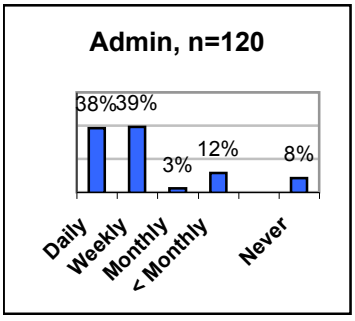
Q16. How often data files are backed up to a server, alternate hard disk or CD-RW



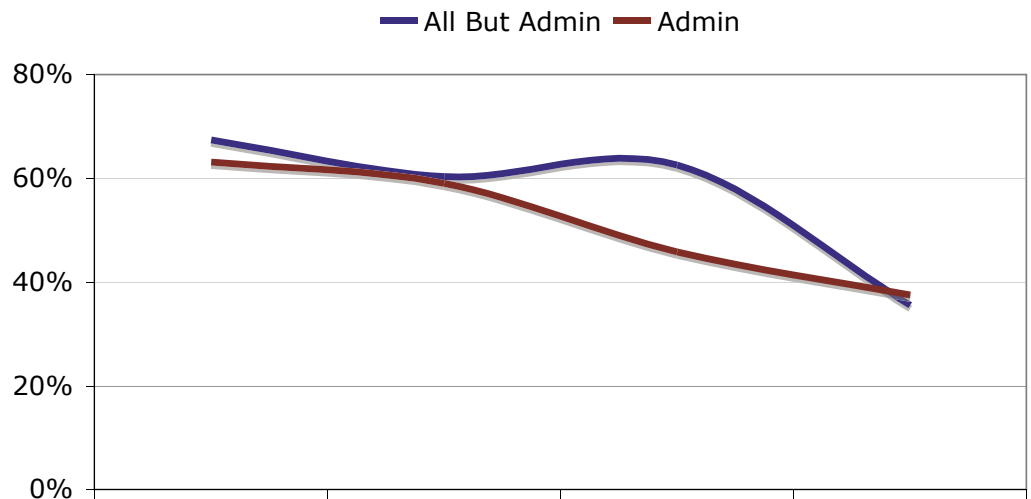








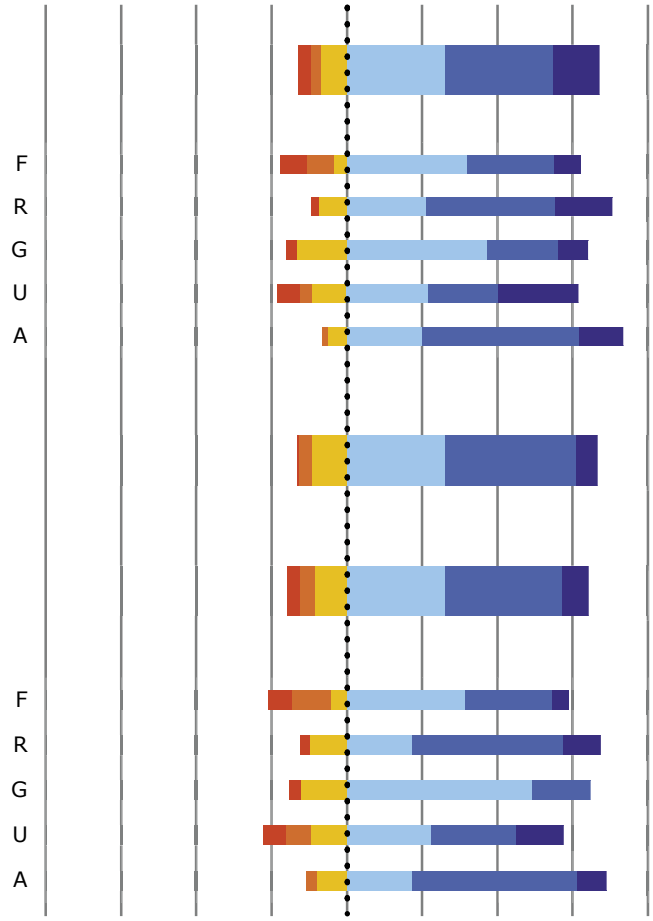
Q15. Percent Regularly Following Specified Preventive Measures (All n=646)



	Antivirus software set to update	Antivirus scanning of hard disks turned on	OS updates installed automatically	Application updates installed regularly
All But Admin	67%	60%	63%	36%
Admin	63%	59%	46%	38%

Hardware Services

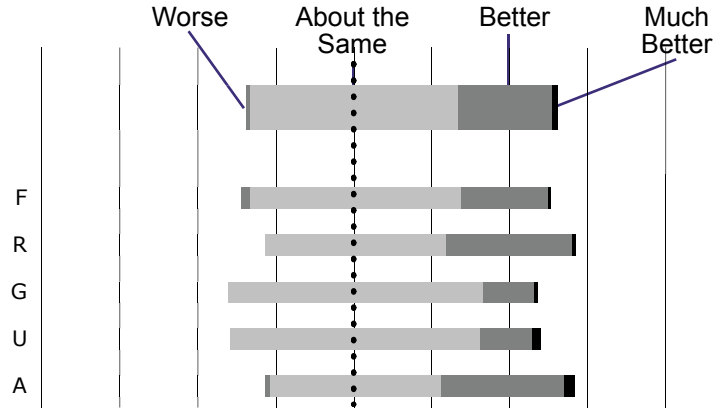
Satisfaction with Aspects of Hardware Services	Mean	N	*Detail*
Q33b. Carry-in hardware repair	4.38	191	*Gen-54*
Q33a. Hardware recommendations	4.35	233	*Gen-54*
Q33c. Onsite hardware repair	4.23	172	*54*



IS&T Overall

Satisfaction with IS&T Overall	Mean	N	*Detail*
Q44a. IS&T overall	4.65	584	*Gen-61*

Change in IS&T Service Over the Past Year	N	*Detail*
Q45a. IS&T services change over the past year.	466	*Gen-61*

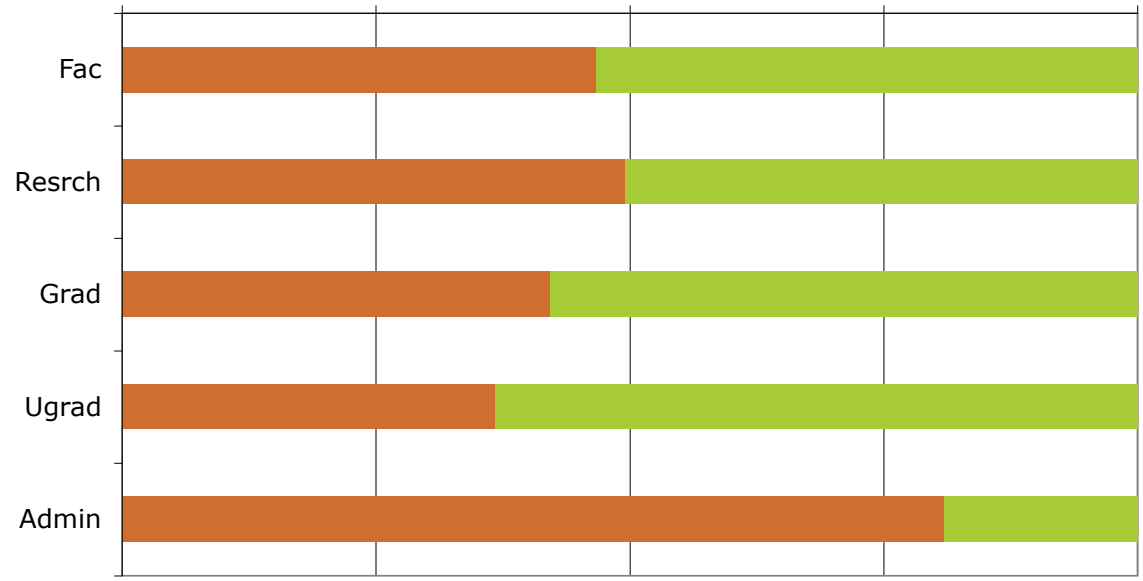


Scale of Change Over Time

Much Worse	Worse	About the Same	Better	Much Better

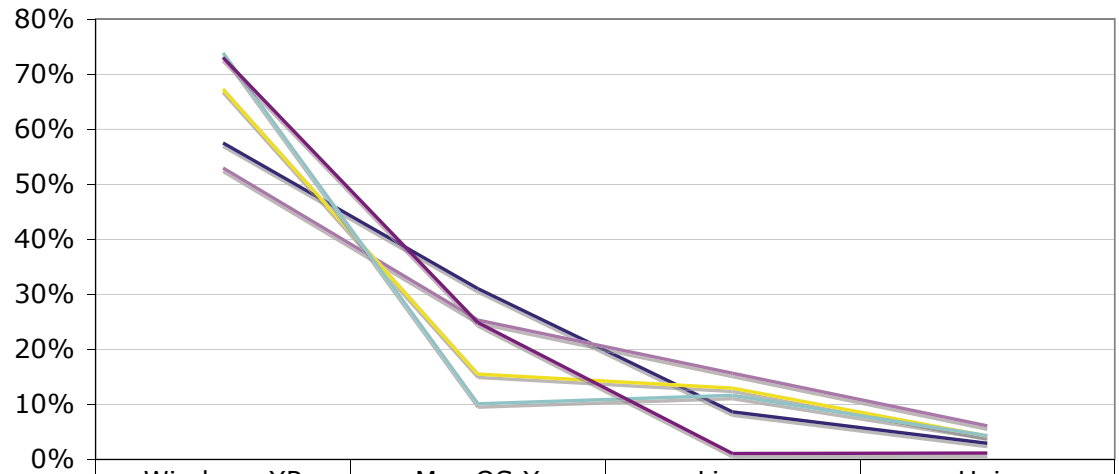
Computing Environment

Q41. Relative Use of Desktops Versus Laptops (All, n=561)



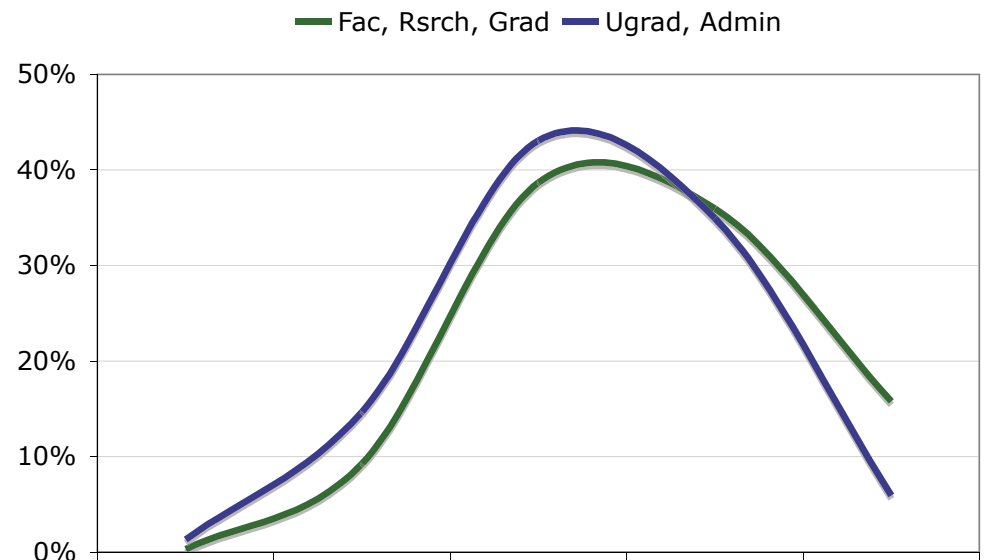
	Admin	Ugrad	Grad	Resrch	Fac
Laptop	19%	63%	58%	50%	53%
Desktop	81%	37%	42%	50%	47%

Q42. Relative Use of Specified Operating Systems (All, n=551)



	Windows XP	Mac OS X	Linux	Unix
Fac	57%	31%	9%	3%
Resrch	53%	25%	16%	6%
Grad	67%	16%	13%	4%
Ugrad	74%	10%	12%	4%
Admin	73%	25%	1%	1%

Q43. Self-Rated Proficiency with Computers (All n=631)



	Novice	Basic Skills	Inter-mediate	Advanced	Expert
Fac, Rsrch, Grad	0%	9%	39%	36%	16%
Ugrad, Admin	1%	15%	43%	35%	6%

Detailed Results Tables

Percent Responding by Cohort

Q1a	Selection of software from MIT									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.57	1%	3%	5%	31%	53%	8%	584	0.86	0.07
Faculty	4.37	2%	5%	7%	38%	39%	10%	125		
Researchers	4.54	1%	2%	7%	31%	52%	7%	126		
Grads	4.52	1%	2%	6%	32%	53%	6%	105		
Undergrads	4.60	0%	4%	3%	30%	55%	8%	100		
Admin	4.80	0%	1%	2%	24%	64%	9%	128		

Q1b	Timeliness of MIT release of new software after vendor release									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.46	0%	4%	9%	30%	51%	7%	457	0.92	0.08
Faculty	4.28	1%	10%	11%	27%	41%	10%	109		
Researchers	4.43	0%	4%	11%	27%	54%	4%	95		
Grads	4.61	1%	0%	3%	35%	54%	7%	74		
Undergrads	4.40	0%	3%	8%	38%	49%	3%	72		
Admin	4.61	0%	1%	8%	27%	56%	7%	107		

Q1c	Functionality of installers									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.86	1%	2%	4%	18%	55%	20%	485	0.89	0.08
Faculty	4.85	2%	3%	3%	16%	53%	23%	105		
Researchers	4.90	0%	0%	5%	21%	53%	21%	105		
Grads	4.79	1%	3%	6%	13%	59%	18%	90		
Undergrads	4.88	0%	2%	4%	19%	53%	22%	83		
Admin	4.86	0%	0%	5%	21%	58%	17%	102		

Q1d	Software download page (web.mit.edu/software)									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.85	0%	2%	3%	18%	58%	18%	523	0.86	0.07
Faculty	4.81	1%	5%	3%	18%	53%	21%	108		
Researchers	4.79	0%	3%	5%	20%	57%	16%	111		
Grads	4.87	1%	1%	3%	17%	61%	17%	100		
Undergrads	4.93	0%	1%	2%	19%	59%	19%	96		
Admin	4.89	0%	2%	3%	19%	58%	19%	108		

Q1e	Helpfulness of software documentation on the IS&T website									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.50	2%	3%	8%	30%	46%	12%	468	1.02	0.09
Faculty	4.38	5%	5%	8%	25%	45%	13%	101		
Researchers	4.57	0%	4%	8%	29%	45%	14%	100		
Grads	4.53	1%	4%	6%	28%	51%	10%	89		
Undergrads	4.47	0%	0%	15%	37%	35%	14%	81		
Admin	4.58	2%	1%	4%	32%	52%	9%	97		

Q3a	A university-wide calendaring system									
	Mean	1-VU	2	3	4	5	6-VI	Count	Std. Dev.	95% CI+-
All	3.43	17%	18%	16%	18%	16%	15%	590	1.68	0.14
Faculty	3.18	24%	19%	17%	13%	11%	16%	131		
Researchers	3.48	15%	17%	17%	18%	20%	13%	132		
Grads	3.17	22%	19%	19%	15%	16%	11%	102		
Undergrads	3.67	9%	21%	14%	22%	19%	15%	94		
Admin	3.64	13%	17%	15%	21%	15%	18%	131		

Q3b	Desktop computer backup and recovery service									
	Mean	1-VU	2	3	4	5	6-VI	Count	Std. Dev.	95% CI+-
All	4.64	7%	6%	10%	13%	23%	41%	596	1.56	0.12
Faculty	4.77	10%	4%	7%	8%	20%	51%	135		
Researchers	4.55	7%	8%	12%	11%	23%	40%	133		
Grads	4.41	6%	9%	12%	14%	31%	28%	102		
Undergrads	4.32	6%	9%	15%	14%	28%	28%	96		
Admin	5.00	3%	3%	7%	17%	18%	52%	130		

Q3c	Onsite desktop support and repair (contracts or plans)									
	Mean	1-VU	2	3	4	5	6-VI	Count	Std. Dev.	95% CI+-
All	4.30	6%	9%	14%	18%	23%	29%	564	1.54	0.13
Faculty	4.48	7%	6%	15%	14%	21%	37%	126		
Researchers	4.12	5%	15%	16%	19%	21%	25%	129		
Grads	4.02	7%	11%	14%	22%	31%	15%	96		
Undergrads	3.99	8%	13%	16%	18%	25%	20%	91		
Admin	4.76	5%	3%	10%	18%	20%	43%	122		

Q3d	Automatic software security/virus patch upgrades									
	Mean	1-VU	2	3	4	5	6-VI	Count	Std. Dev.	95% CI+-
All	5.08	3%	3%	5%	12%	27%	50%	603	1.24	0.10
Faculty	5.12	4%	2%	8%	11%	17%	59%	133		
Researchers	5.07	2%	4%	4%	13%	28%	49%	134		
Grads	4.86	3%	6%	4%	13%	38%	36%	104		
Undergrads	4.86	2%	2%	11%	16%	30%	38%	99		
Admin	5.39	3%	0%	2%	9%	23%	63%	133		

Q3e	Networked file storage services									
	Mean	1-VU	2	3	4	5	6-VI	Count	Std. Dev.	95% CI+-
All	4.47	5%	8%	12%	18%	26%	32%	558	1.48	0.12
Faculty	4.09	12%	11%	13%	14%	22%	29%	118		
Researchers	4.58	3%	8%	12%	19%	23%	36%	129		
Grads	4.60	2%	6%	16%	14%	31%	32%	101		
Undergrads	4.73	3%	4%	8%	21%	29%	35%	92		
Admin	4.39	3%	10%	10%	24%	25%	27%	118		

Q3f	Assistance with creating and maintaining websites									
	Mean	1-VU	2	3	4	5	6-VI	Count	Std. Dev.	95% CI+-
All	3.55	13%	16%	18%	22%	19%	12%	564	1.57	0.13
Faculty	4.04	14%	3%	13%	23%	26%	20%	125		
Researchers	3.28	12%	22%	22%	20%	18%	6%	130		
Grads	3.24	11%	25%	17%	27%	15%	5%	96		
Undergrads	3.27	14%	19%	24%	19%	16%	7%	94		
Admin	3.82	11%	14%	17%	19%	18%	21%	119		

Q4a	Wireless network									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.51	2%	4%	9%	27%	39%	18%	470	1.15	0.10
Faculty	4.57	2%	6%	9%	23%	37%	23%	115		
Researchers	4.51	2%	5%	9%	26%	40%	18%	106		
Grads	4.54	2%	3%	8%	29%	41%	16%	97		
Undergrads	4.26	4%	4%	14%	30%	33%	14%	93		
Admin	4.78	0%	2%	3%	29%	47%	19%	59		

Q4b	Wired network									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.05	1%	1%	4%	14%	45%	34%	564	0.94	0.08
Faculty	5.06	2%	2%	5%	11%	43%	38%	124		
Researchers	5.06	1%	0%	4%	16%	47%	33%	131		
Grads	5.21	0%	0%	3%	13%	44%	40%	94		
Undergrads	4.95	1%	4%	5%	15%	39%	36%	104		
Admin	4.97	0%	2%	4%	15%	54%	25%	111		

Q5a	Availability of wireless connectivity									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.50	2%	5%	9%	26%	42%	16%	467	1.12	0.10
Faculty	4.62	1%	6%	7%	22%	43%	20%	113		
Researchers	4.35	3%	6%	13%	23%	43%	13%	103		
Grads	4.59	1%	4%	7%	27%	44%	17%	94		
Undergrads	4.30	3%	3%	12%	36%	33%	13%	92		
Admin	4.71	0%	3%	8%	22%	51%	17%	65		

Q5b	Signal strength									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.31	2%	7%	14%	27%	37%	14%	460	1.19	0.11
Faculty	4.46	3%	10%	8%	19%	39%	22%	111		
Researchers	4.33	3%	6%	12%	30%	34%	16%	101		
Grads	4.14	3%	7%	16%	28%	37%	9%	94		
Undergrads	4.16	1%	4%	20%	34%	33%	8%	91		
Admin	4.49	0%	3%	14%	25%	44%	13%	63		

Q5c	The registration process for getting a connection									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.52	2%	5%	10%	24%	42%	18%	437	1.15	0.11
Faculty	4.36	2%	7%	15%	24%	36%	17%	106		
Researchers	4.49	2%	2%	16%	23%	37%	19%	98		
Grads	4.69	2%	5%	3%	22%	47%	21%	87		
Undergrads	4.75	1%	2%	8%	16%	54%	18%	87		
Admin	4.25	2%	10%	5%	37%	36%	10%	59		

Q7a	Inability to use the network					
	0 Times	1-2 Times	3-5 Times	6-10 Times	> 10 Times	Count
All	12%	33%	33%	15%	8%	609
Faculty	12%	34%	30%	17%	7%	133
Researchers	11%	38%	32%	13%	5%	136
Grads	16%	33%	26%	9%	16%	105
Undergrads	13%	23%	45%	14%	5%	100
Admin	8%	32%	32%	20%	8%	135

Q8	How many different email clients do you use on a weekly basis?				
	1	2	3	4+	Count
All	43%	40%	12%	4%	598
Faculty	57%	34%	5%	3%	129
Researchers	43%	37%	14%	6%	134
Grads	29%	51%	16%	4%	111
Undergrads	29%	53%	15%	3%	101
Admin	55%	30%	9%	6%	123

Q10a	Better spam filtering									
	Mean	1-VU	2	3	4	5	6-VI	Count	Std. Dev.	95% CI+-
All	4.87	3%	4%	11%	15%	23%	45%	624	1.33	0.10
Faculty	4.72	5%	3%	12%	18%	22%	41%	130		
Researchers	4.69	3%	6%	13%	14%	24%	40%	139		
Grads	4.83	2%	5%	11%	18%	22%	43%	111		
Undergrads	4.98	2%	1%	10%	17%	24%	46%	103		
Admin	5.13	1%	3%	9%	10%	23%	55%	141		

Q10b	Better virus detection									
	Mean	1-VU	2	3	4	5	6-VI	Count	Std. Dev.	95% CI+-
All	4.57	4%	6%	14%	18%	24%	35%	612	1.43	0.11
Faculty	4.36	5%	8%	17%	20%	18%	32%	127		
Researchers	4.64	4%	7%	12%	14%	28%	36%	138		
Grads	4.30	7%	6%	18%	18%	23%	29%	108		
Undergrads	4.50	3%	5%	13%	25%	28%	26%	103		
Admin	4.96	1%	4%	11%	13%	22%	49%	136		

Q10c	More reliable sending and receiving									
	Mean	1-VU	2	3	4	5	6-VI	Count	Std. Dev.	95% CI+-
All	4.38	3%	7%	14%	24%	25%	26%	596	1.37	0.11
Faculty	4.21	5%	7%	15%	32%	18%	23%	121		
Researchers	4.34	4%	10%	11%	25%	23%	27%	134		
Grads	4.31	5%	5%	16%	28%	24%	23%	108		
Undergrads	4.43	2%	7%	16%	22%	29%	25%	102		
Admin	4.60	1%	8%	14%	17%	31%	31%	131		

Q10d	More disk space									
	Mean	1-VU	2	3	4	5	6-VI	Count	Std. Dev.	95% CI+-
All	3.89	9%	13%	16%	23%	19%	20%	592	1.57	0.13
Faculty	3.52	13%	13%	24%	25%	9%	16%	120		
Researchers	3.74	8%	19%	16%	24%	17%	17%	133		
Grads	4.05	8%	10%	17%	21%	21%	23%	107		
Undergrads	4.12	12%	7%	12%	20%	27%	23%	102		
Admin	4.08	5%	13%	13%	26%	21%	22%	130		

Q11a	Speed									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.18	4%	6%	13%	31%	37%	9%	511	1.19	0.10
Faculty	3.79	8%	11%	16%	30%	30%	5%	102		
Researchers	4.30	2%	5%	13%	30%	40%	10%	115		
Grads	4.30	2%	7%	13%	27%	39%	13%	96		
Undergrads	4.13	5%	4%	16%	32%	31%	11%	97		
Admin	4.34	3%	2%	9%	37%	44%	6%	101		

Q11b	Ease of use									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.33	2%	6%	12%	27%	40%	12%	512	1.16	0.10
Faculty	4.07	4%	10%	18%	23%	36%	10%	102		
Researchers	4.37	3%	6%	9%	28%	42%	12%	116		
Grads	4.36	1%	8%	10%	28%	38%	15%	96		
Undergrads	4.37	2%	5%	13%	27%	38%	14%	97		
Admin	4.50	1%	2%	11%	30%	46%	11%	101		

Q11c	Features									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	3.92	4%	9%	22%	30%	29%	6%	505	1.20	0.10
Faculty	3.78	4%	11%	26%	27%	28%	5%	98		
Researchers	3.91	3%	7%	19%	40%	26%	4%	115		
Grads	3.93	6%	6%	24%	24%	31%	8%	96		
Undergrads	3.97	2%	9%	23%	28%	32%	6%	97		
Admin	4.00	2%	11%	18%	30%	30%	8%	99		

Q12a	Network Services overall									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.78	0%	1%	4%	22%	61%	12%	603	0.75	0.06
Faculty	4.76	0%	0%	7%	21%	59%	12%	123		
Researchers	4.75	0%	2%	3%	24%	59%	12%	138		
Grads	4.79	0%	1%	6%	21%	59%	14%	109		
Undergrads	4.76	1%	0%	4%	24%	58%	12%	98		
Admin	4.85	0%	1%	2%	19%	67%	11%	135		

Q12b	Email overall									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.78	0%	1%	5%	21%	60%	13%	610	0.78	0.06
Faculty	4.78	0%	2%	4%	19%	62%	12%	125		
Researchers	4.79	0%	0%	7%	19%	61%	13%	135		
Grads	4.74	1%	1%	5%	22%	61%	11%	110		
Undergrads	4.75	1%	1%	5%	25%	52%	17%	102		
Admin	4.82	0%	0%	4%	23%	61%	12%	138		

Q13a	Working from home									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.79	1%	2%	5%	20%	51%	21%	578	0.98	0.08
Faculty	4.70	2%	2%	5%	22%	50%	18%	129		
Researchers	4.69	1%	4%	7%	21%	50%	18%	131		
Grads	4.97	0%	1%	5%	14%	56%	24%	105		
Undergrads	4.95	1%	0%	5%	20%	45%	29%	103		
Admin	4.68	2%	4%	4%	22%	54%	15%	110		

Q13b	While traveling									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.54	1%	4%	10%	25%	44%	16%	506	1.09	0.09
Faculty	4.21	2%	9%	14%	27%	38%	10%	121		
Researchers	4.62	0%	3%	6%	29%	47%	14%	116		
Grads	4.70	1%	2%	9%	18%	52%	17%	98		
Undergrads	4.69	2%	2%	9%	25%	37%	26%	101		
Admin	4.56	3%	3%	10%	20%	49%	16%	70		

Q14a	Availability of dialup numbers									
	Mean	1-VU	2	3	4	5	6-VI	Count	Std. Dev.	95% CI+-
All	3.63	22%	13%	12%	11%	16%	25%	183	1.91	0.28
Faculty	4.22	17%	8%	10%	6%	17%	41%	63		
Researchers	3.37	23%	15%	15%	12%	17%	17%	52		
Grads	3.55	23%	13%	13%	13%	16%	23%	31		
Undergrads	2.77	46%	15%	0%	15%	0%	23%	13		
Admin	3.21	17%	21%	17%	21%	21%	4%	24		

Q14b	Availability of wireless access points									
	Mean	1-VU	2	3	4	5	6-VI	Count	Std. Dev.	95% CI+-
All	4.68	9%	5%	5%	15%	23%	43%	188	1.59	0.23
Faculty	4.86	6%	5%	6%	14%	17%	52%	64		
Researchers	4.41	11%	9%	2%	15%	31%	31%	54		
Grads	4.91	6%	0%	6%	18%	24%	45%	33		
Undergrads	5.20	7%	0%	7%	7%	13%	67%	15		
Admin	4.09	14%	9%	9%	18%	23%	27%	22		

Q14c	Availability of wired broadband connections									
	Mean	1-VU	2	3	4	5	6-VI	Count	Std. Dev.	95% CI+-
All	4.35	10%	8%	6%	20%	23%	32%	182	1.65	0.24
Faculty	4.28	11%	10%	8%	20%	11%	39%	61		
Researchers	4.31	13%	6%	2%	19%	39%	22%	54		
Grads	4.42	3%	6%	10%	32%	23%	26%	31		
Undergrads	4.86	7%	0%	7%	21%	14%	50%	14		
Admin	4.23	14%	14%	5%	9%	23%	36%	22		

Q19a	Ability to get through to a person									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.65	2%	2%	10%	21%	47%	19%	341	1.06	0.11
Faculty	4.55	2%	5%	10%	23%	40%	20%	84		
Researchers	4.71	0%	0%	12%	25%	43%	20%	84		
Grads	4.93	0%	2%	2%	12%	67%	16%	43		
Undergrads	4.86	0%	0%	6%	26%	46%	23%	35		
Admin	4.49	4%	2%	13%	18%	47%	16%	95		

Q19b	Timeliness of resolution									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.62	2%	3%	9%	23%	45%	19%	340	1.09	0.12
Faculty	4.65	2%	1%	8%	25%	43%	20%	84		
Researchers	4.66	0%	2%	12%	23%	42%	20%	83		
Grads	4.84	2%	2%	0%	19%	58%	19%	43		
Undergrads	4.56	0%	6%	15%	21%	35%	24%	34		
Admin	4.49	4%	3%	7%	25%	46%	15%	96		

Q19c	Professionalism									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.01	1%	1%	4%	14%	50%	30%	338	0.92	0.10
Faculty	5.05	1%	1%	4%	13%	48%	33%	84		
Researchers	5.11	0%	1%	5%	14%	41%	39%	83		
Grads	4.98	0%	2%	2%	9%	67%	19%	43		
Undergrads	4.76	3%	0%	6%	27%	36%	27%	33		
Admin	5.01	1%	1%	2%	14%	56%	26%	95		

Q19d	Technical ability									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.83	1%	2%	6%	19%	46%	26%	337	1.03	0.11
Faculty	4.82	1%	4%	4%	18%	51%	23%	84		
Researchers	4.99	0%	1%	6%	15%	48%	30%	81		
Grads	4.73	0%	0%	7%	30%	48%	16%	44		
Undergrads	4.82	3%	0%	9%	24%	27%	36%	33		
Admin	4.77	3%	2%	6%	17%	46%	25%	95		

Q20a	After-hours support time frames						
	W/in 1 hr.	W/in 2 hrs.	W/in 3 hrs.	W/in 4 hrs.	W/in 8 hrs.	No Need	Count
All	10%	21%	16%	16%	26%	10%	563
Faculty	16%	15%	14%	14%	34%	7%	120
Researchers	6%	20%	20%	20%	22%	13%	125
Grads	12%	19%	14%	19%	30%	5%	99
Undergrads	4%	22%	23%	22%	22%	5%	94
Admin	12%	30%	10%	7%	20%	20%	125

Q21a	IS&T problem resolution overall									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.55	1%	2%	8%	30%	47%	12%	477	0.95	0.09
Faculty	4.50	2%	4%	5%	35%	43%	12%	107		
Researchers	4.65	0%	1%	11%	23%	52%	13%	108		
Grads	4.54	0%	1%	7%	34%	52%	6%	71		
Undergrads	4.44	3%	1%	10%	31%	43%	12%	68		
Admin	4.59	2%	2%	7%	30%	47%	13%	123		

Q22a	Better web-based self-help									
	Mean	1-VU	2	3	4	5	6-VI	Count	Std. Dev.	95% CI+-
All	4.22	7%	7%	13%	24%	28%	21%	500	1.46	0.13
Faculty	3.75	11%	12%	16%	27%	23%	12%	104		
Researchers	4.34	5%	9%	11%	19%	33%	23%	115		
Grads	4.37	7%	5%	8%	25%	33%	21%	84		
Undergrads	4.65	6%	1%	9%	23%	27%	34%	79		
Admin	4.12	6%	8%	17%	25%	23%	20%	118		

Q22b	Explanations in less technical terms									
	Mean	1-VU	2	3	4	5	6-VI	Count	Std. Dev.	95% CI+-
All	3.69	12%	15%	19%	18%	19%	17%	495	1.62	0.14
Faculty	3.09	15%	26%	19%	23%	12%	6%	101		
Researchers	3.53	15%	17%	19%	17%	15%	18%	114		
Grads	3.35	16%	17%	25%	10%	24%	8%	83		
Undergrads	3.92	9%	10%	21%	21%	17%	22%	77		
Admin	4.44	4%	6%	15%	21%	25%	29%	120		

Q22c	Faster response time									
	Mean	1-VU	2	3	4	5	6-VI	Count	Std. Dev.	95% CI+-
All	4.49	2%	4%	14%	26%	29%	25%	490	1.25	0.11
Faculty	4.63	3%	2%	14%	22%	29%	30%	103		
Researchers	4.32	3%	5%	16%	30%	27%	19%	114		
Grads	4.31	2%	6%	20%	20%	33%	19%	81		
Undergrads	4.37	5%	4%	12%	33%	20%	26%	76		
Admin	4.73	0%	2%	12%	26%	32%	28%	116		

Q23a	Use web chat with Help Desk staff					
	Highly Unlkly.	Unlkly.	Nthr. Likely Nor Unlkly.	Likely	Highly Likely	Count
All	15%	22%	23%	31%	9%	564
Faculty	17%	22%	18%	40%	3%	116
Researchers	16%	24%	23%	32%	5%	131
Grads	13%	22%	29%	30%	6%	93
Undergrads	12%	24%	21%	24%	18%	94
Admin	15%	18%	25%	28%	13%	130

Q23b	Allow remote control by Help Desk staff					
	Highly Unlkly.	Unlkly.	Nthr. Likely Nor Unlkly.	Likely	Highly Likely	Count
All	21%	22%	21%	29%	8%	556
Faculty	20%	24%	14%	35%	7%	112
Researchers	21%	25%	24%	25%	6%	130
Grads	27%	19%	23%	26%	5%	94
Undergrads	21%	24%	23%	22%	11%	92
Admin	19%	18%	19%	34%	10%	128

Q23c	Access the same knowledge base used by Help D					
	Highly Unlkly.	Unlkly.	Nthr. Likely Nor Unlkly.	Likely	Highly Likely	Count
All	9%	14%	23%	37%	19%	553
Faculty	11%	17%	17%	33%	22%	115
Researchers	8%	12%	20%	42%	19%	130
Grads	4%	13%	24%	42%	17%	93
Undergrads	2%	12%	30%	37%	18%	89
Admin	15%	13%	25%	30%	17%	126

Q24a	Better navigation									
	Mean	1-VU	2	3	4	5	6-VI	Count	Std. Dev.	95% CI+-
All	4.76	2%	1%	10%	24%	34%	30%	527	1.12	0.10
Faculty	4.73	1%	2%	12%	20%	37%	28%	93		
Researchers	4.57	2%	2%	13%	23%	39%	21%	129		
Grads	4.79	2%	1%	10%	20%	36%	31%	90		
Undergrads	4.90	1%	0%	5%	29%	30%	34%	93		
Admin	4.83	2%	2%	8%	25%	29%	35%	122		

Q24b	Better search engine									
	Mean	1-VU	2	3	4	5	6-VI	Count	Std. Dev.	95% CI+-
All	4.91	1%	2%	10%	17%	32%	39%	522	1.15	0.10
Faculty	4.96	1%	3%	8%	15%	33%	40%	89		
Researchers	4.71	2%	2%	16%	15%	40%	27%	129		
Grads	5.03	1%	1%	10%	14%	28%	46%	90		
Undergrads	5.12	0%	2%	2%	22%	29%	45%	94		
Admin	4.85	3%	2%	10%	19%	28%	39%	120		

Q25a	If you have worked with the help desk more than once over...									
	Mean	Worse	Worse	Same	Better	h Better	0	Count	Std. Dev.	95% CI+-
All	3.36	0%	3%	63%	29%	5%	0%	238	0.62	0.08
Faculty	3.26	0%	5%	65%	28%	2%	0%	57		
Researchers	3.45	0%	0%	60%	34%	5%	0%	58		
Grads	3.23	0%	0%	81%	15%	4%	0%	26		
Undergrads	3.47	0%	0%	58%	37%	5%	0%	19		
Admin	3.37	0%	5%	59%	29%	6%	0%	78		

Q28a	is&t newsletter in helping with keeping up with technology issues at MIT									
	Mean	1-VU	2	3	4	5	6-VI	Count	Std. Dev.	95% CI+-
All	2.73	29%	21%	18%	15%	12%	5%	523	1.54	0.13
Faculty	3.02	25%	18%	20%	16%	13%	9%	122		
Researchers	2.81	22%	26%	15%	21%	14%	1%	125		
Grads	1.96	48%	23%	16%	10%	3%	0%	77		
Undergrads	1.61	62%	23%	11%	2%	3%	0%	66		
Admin	3.39	13%	18%	25%	17%	17%	11%	133		

Q30a	Availability of features									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.34	4%	6%	10%	24%	49%	8%	477	1.16	0.10
Faculty	4.18	5%	8%	8%	28%	46%	6%	120		
Researchers	4.36	4%	3%	12%	25%	48%	8%	106		
Grads	4.25	3%	7%	12%	23%	50%	5%	60		
Undergrads	3.94	2%	13%	19%	26%	37%	4%	54		
Admin	4.65	3%	2%	5%	20%	57%	13%	137		

Q30b	Voice Mail									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.31	5%	7%	9%	23%	47%	10%	432	1.24	0.12
Faculty	4.24	5%	5%	10%	31%	41%	8%	123		
Researchers	4.26	5%	7%	11%	22%	41%	13%	94		
Grads	3.78	7%	17%	17%	12%	41%	5%	41		
Undergrads	3.51	9%	17%	17%	31%	23%	3%	35		
Admin	4.76	2%	2%	2%	17%	63%	13%	139		

Q30c	Problem resolution									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.48	3%	4%	8%	23%	52%	10%	285	1.09	0.13
Faculty	4.17	8%	6%	8%	25%	45%	8%	64		
Researchers	4.48	1%	3%	10%	25%	51%	9%	67		
Grads	4.59	0%	7%	4%	22%	56%	11%	27		
Undergrads	3.92	8%	12%	16%	20%	32%	12%	25		
Admin	4.77	0%	0%	7%	21%	61%	12%	102		

Q30d	MIT's operators									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.43	1%	4%	12%	26%	46%	11%	276	1.05	0.12
Faculty	4.21	1%	4%	15%	37%	37%	5%	73		
Researchers	4.66	0%	0%	15%	19%	51%	15%	53		
Grads	4.41	0%	10%	7%	17%	62%	3%	29		
Undergrads	3.96	8%	0%	20%	36%	32%	4%	25		
Admin	4.61	1%	4%	8%	22%	48%	17%	96		

Q30e	MIT's automated main switchboard									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.14	5%	7%	15%	23%	42%	8%	258	1.28	0.16
Faculty	3.85	9%	8%	15%	32%	30%	6%	66		
Researchers	4.44	4%	0%	18%	16%	50%	12%	50		
Grads	4.35	0%	12%	12%	12%	62%	4%	26		
Undergrads	4.12	8%	0%	16%	32%	36%	8%	25		
Admin	4.12	4%	10%	14%	21%	42%	9%	91		

Q30f	Billing statements									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.31	3%	3%	13%	29%	45%	7%	175	1.10	0.16
Faculty	4.20	4%	6%	9%	37%	37%	7%	54		
Researchers	4.53	0%	0%	16%	25%	50%	9%	32		
Grads	4.36	0%	5%	23%	9%	59%	5%	22		
Undergrads	3.95	10%	0%	19%	38%	24%	10%	21		
Admin	4.41	4%	2%	7%	28%	52%	7%	46		

Q31a	Telephone Services overall									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.41	2%	4%	10%	27%	51%	7%	506	1.01	0.09
Faculty	4.14	2%	7%	14%	34%	38%	5%	123		
Researchers	4.53	2%	3%	9%	23%	55%	8%	119		
Grads	4.24	2%	8%	10%	29%	48%	3%	62		
Undergrads	4.19	2%	3%	17%	35%	38%	5%	63		
Admin	4.71	1%	3%	4%	19%	64%	9%	139		

Q33a	Hardware recommendations									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.35	1%	4%	12%	33%	43%	7%	233	0.99	0.13
Faculty	4.21	0%	7%	12%	39%	37%	5%	57		
Researchers	4.35	2%	5%	12%	28%	44%	9%	43		
Grads	4.17	3%	3%	7%	52%	28%	7%	29		
Undergrads	4.09	0%	7%	26%	28%	30%	9%	43		
Admin	4.75	0%	0%	3%	25%	66%	7%	61		

Q33b	Carry-in hardware repair									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.39	4%	3%	9%	32%	36%	15%	191	1.19	0.17
Faculty	3.98	9%	9%	4%	40%	29%	9%	45		
Researchers	4.64	2%	0%	10%	26%	43%	19%	42		
Grads	4.17	3%	0%	17%	47%	23%	10%	30		
Undergrads	4.35	8%	4%	12%	27%	23%	27%	26		
Admin	4.71	0%	2%	6%	25%	52%	15%	48		

Q33c	Onsite hardware repair									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.23	4%	5%	10%	33%	39%	9%	172	1.17	0.18
Faculty	3.84	8%	13%	5%	39%	29%	5%	38		
Researchers	4.53	3%	0%	13%	22%	50%	13%	32		
Grads	3.92	4%	0%	15%	62%	19%	0%	26		
Undergrads	4.08	8%	8%	12%	28%	28%	16%	25		
Admin	4.57	0%	4%	10%	22%	55%	10%	51		

Q34a	Palm OS device					
	Daily	Wkly	Mnthly	Less Than Mnthly	Never	Count
All	19%	3%	0%	4%	74%	483
Faculty	37%	2%	0%	2%	59%	107
Researchers	14%	3%	0%	5%	79%	108
Grads	13%	1%	0%	7%	79%	84
Undergrads	4%	5%	0%	4%	87%	76
Admin	21%	5%	0%	4%	70%	108

Q34b	Pocket PC device					
	Daily	Wkly	Mnthly	Less Than Mnthly	Never	Count
All	4%	1%	1%	1%	93%	442
Faculty	7%	0%	1%	1%	91%	90
Researchers	2%	1%	0%	1%	96%	100
Grads	5%	1%	1%	1%	91%	81
Undergrads	4%	0%	0%	1%	95%	76
Admin	4%	1%	1%	1%	93%	95

Q34c	Cell phone with data capabilities					
	Daily	Wkly	Mnthly	Less Than Mnthly	Never	Count
All	20%	2%	1%	3%	73%	471
Faculty	30%	3%	2%	1%	64%	99
Researchers	13%	1%	2%	4%	80%	106
Grads	17%	3%	1%	3%	75%	87
Undergrads	25%	1%	1%	3%	70%	80
Admin	15%	3%	0%	4%	78%	99

Q34d	Blackberry					
	Daily	Wkly	Mnthly	Less Than Mnthly	Never	Count
All	1%	0%	0%	1%	97%	429
Faculty	3%	0%	1%	0%	96%	80
Researchers	1%	0%	0%	1%	98%	101
Grads	1%	0%	0%	3%	96%	80
Undergrads	0%	0%	0%	0%	100%	73
Admin	1%	0%	1%	1%	97%	95

Q34e	Treo					
	Daily	Wkly	Mnthly	Less Than Mnthly	Never	Count
All	4%	0%	0%	1%	95%	433
Faculty	15%	0%	0%	1%	84%	92
Researchers	0%	0%	0%	2%	98%	100
Grads	0%	0%	0%	1%	99%	78
Undergrads	0%	0%	0%	0%	100%	71
Admin	3%	0%	0%	1%	96%	92

Q35a	Likelihood to acquire PDA					
	Highly Unlkly.	Unlkly.	Nthr. Likely Nor Unlkly.	Likely	Highly Likely	Count
All	38%	27%	17%	11%	6%	463
Faculty	35%	20%	24%	11%	10%	71
Researchers	25%	33%	25%	13%	5%	110
Grads	44%	27%	9%	16%	3%	91
Undergrads	53%	24%	13%	5%	6%	87
Admin	38%	28%	16%	11%	8%	104

Q37a	Personal calendaring									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.28	4%	7%	12%	27%	37%	14%	183	1.26	0.18
Faculty	3.41	11%	30%	7%	22%	19%	11%	27		
Researchers	4.35	4%	4%	10%	27%	42%	13%	48		
Grads	4.16	0%	0%	32%	26%	37%	5%	19		
Undergrads	4.17	6%	6%	22%	22%	22%	22%	18		
Admin	4.62	1%	1%	7%	30%	45%	15%	71		

Q37b	Shared calendaring									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.23	4%	7%	15%	23%	38%	13%	162	1.29	0.20
Faculty	3.17	13%	29%	13%	25%	17%	4%	24		
Researchers	4.23	7%	5%	14%	23%	35%	16%	43		
Grads	4.35	0%	0%	29%	18%	41%	12%	17		
Undergrads	4.15	0%	0%	31%	38%	15%	15%	13		
Admin	4.60	2%	3%	9%	20%	52%	14%	65		

Q37c	MIT conference room reservation service									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.26	4%	8%	12%	22%	39%	14%	122	1.31	0.23
Faculty	4.06	6%	17%	6%	28%	28%	17%	18		
Researchers	4.50	4%	4%	12%	19%	42%	19%	26		
Grads	3.91	5%	9%	27%	14%	41%	5%	22		
Undergrads	4.25	0%	13%	25%	13%	25%	25%	8		
Admin	4.38	4%	6%	6%	27%	44%	13%	48		

Q37d	An integrated calendaring and email solution									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	3.83	6%	15%	18%	22%	28%	11%	104	1.42	0.27
Faculty	2.73	13%	33%	27%	20%	7%	0%	15		
Researchers	4.12	4%	12%	12%	28%	28%	16%	25		
Grads	4.00	0%	13%	27%	20%	27%	13%	15		
Undergrads	3.75	0%	25%	38%	0%	13%	25%	8		
Admin	4.00	7%	10%	12%	24%	39%	7%	41		

Q38a	Auto-Responder (vacation email)									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.83	2%	3%	4%	17%	53%	22%	303	1.01	0.11
Faculty	4.74	2%	7%	2%	16%	54%	20%	61		
Researchers	4.86	2%	0%	5%	20%	50%	23%	56		
Grads	4.46	3%	3%	3%	35%	51%	5%	37		
Undergrads	4.66	3%	0%	9%	25%	41%	22%	32		
Admin	5.03	1%	3%	3%	9%	58%	27%	117		

Q38b	Windows automated update service (WAUS) for security									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.75	1%	2%	3%	23%	54%	16%	208	0.94	0.13
Faculty	4.72	0%	6%	0%	31%	44%	19%	36		
Researchers	4.88	2%	0%	4%	20%	49%	24%	49		
Grads	4.59	0%	0%	10%	28%	55%	7%	29		
Undergrads	4.46	4%	4%	8%	27%	42%	15%	26		
Admin	4.85	1%	1%	0%	18%	66%	13%	68		

Q38c	Spam screening									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.16	4%	8%	13%	28%	36%	11%	490	1.27	0.11
Faculty	4.08	3%	7%	10%	42%	33%	4%	99		
Researchers	4.11	4%	9%	15%	23%	39%	9%	98		
Grads	4.32	6%	5%	7%	26%	43%	12%	81		
Undergrads	4.22	5%	10%	17%	17%	28%	23%	87		
Admin	4.10	5%	8%	13%	29%	38%	7%	125		

Q38d	Auto-purge of spam									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.10	5%	10%	12%	23%	40%	9%	330	1.34	0.14
Faculty	3.82	11%	8%	11%	32%	37%	2%	65		
Researchers	4.16	3%	13%	14%	21%	33%	16%	70		
Grads	4.33	3%	8%	10%	20%	47%	12%	60		
Undergrads	4.06	6%	13%	14%	14%	40%	13%	63		
Admin	4.14	4%	10%	10%	26%	44%	6%	72		

Q38e	Virtual private network (VPN)									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.53	3%	6%	7%	22%	40%	22%	116	1.27	0.23
Faculty	4.21	0%	16%	5%	37%	26%	16%	19		
Researchers	4.63	3%	3%	9%	25%	31%	28%	32		
Grads	4.48	4%	8%	8%	20%	36%	24%	25		
Undergrads	4.64	7%	0%	7%	14%	50%	21%	14		
Admin	4.65	4%	4%	4%	15%	58%	15%	26		

Q38f	Events Calendar									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.33	1%	7%	10%	32%	39%	10%	230	1.09	0.14
Faculty	3.98	2%	11%	11%	41%	30%	5%	44		
Researchers	4.46	0%	4%	17%	30%	30%	20%	54		
Grads	4.51	0%	5%	8%	27%	49%	11%	37		
Undergrads	4.28	3%	6%	11%	33%	36%	11%	36		
Admin	4.37	2%	7%	5%	31%	51%	5%	59		

Q39a	Shared storage areas where you could work collaboratively on documents					
	Highly Unlkly.	Unlkly.	Nthr. Likely Nor Unlkly.	Likely	Highly Likely	Count
All	13%	18%	18%	35%	17%	557
Faculty	22%	23%	15%	28%	12%	114
Researchers	11%	19%	27%	28%	15%	124
Grads	7%	15%	16%	48%	14%	95
Undergrads	4%	11%	13%	46%	26%	96
Admin	17%	20%	18%	28%	17%	128

Q39b	Instant access to expert help while learning to use new technologies					
	Highly Unlkly.	Unlkly.	Nthr. Likely Nor Unlkly.	Likely	Highly Likely	Count
All	6%	13%	22%	44%	14%	541
Faculty	10%	11%	27%	43%	9%	110
Researchers	6%	15%	19%	45%	16%	122
Grads	7%	16%	26%	44%	7%	87
Undergrads	1%	12%	24%	43%	20%	93
Admin	5%	14%	18%	45%	18%	129

Q39c	Access to shared calendaring from a wireless PDA or cell phone					
	Highly Unlkly.	Unlkly.	Nthr. Likely Nor Unlkly.	Likely	Highly Likely	Count
All	30%	28%	17%	16%	9%	513
Faculty	33%	24%	12%	17%	14%	108
Researchers	29%	24%	26%	13%	9%	112
Grads	32%	32%	8%	22%	7%	88
Undergrads	31%	31%	15%	14%	8%	84
Admin	28%	32%	19%	15%	6%	121

Q39d	Read voice mail as a text file on any Internet-connected PC					
	Highly Unlkly.	Unlkly.	Nthr. Likely Nor Unlkly.	Likely	Highly Likely	Count
All	20%	24%	14%	28%	14%	536
Faculty	17%	20%	9%	31%	22%	116
Researchers	18%	20%	21%	26%	15%	113
Grads	18%	32%	14%	26%	10%	91
Undergrads	25%	27%	8%	29%	11%	89
Admin	24%	24%	15%	26%	10%	127

Q39e	Listen to voicemail on any Internet-connected PC					
	Highly Unlkly.	Unlkly.	Nthr. Likely Nor Unlkly.	Likely	Highly Likely	Count
All	17%	23%	16%	29%	14%	534
Faculty	16%	19%	12%	35%	19%	113
Researchers	16%	18%	22%	30%	15%	115
Grads	13%	30%	14%	29%	13%	90
Undergrads	21%	26%	14%	24%	14%	90
Admin	21%	25%	18%	25%	10%	126

Q39f	Listen to an audio version of your email on any phone					
	Highly Unlkly.	Unlkly.	Nthr. Likely Nor Unlkly.	Likely	Highly Likely	Count
All	26%	28%	16%	22%	8%	530
Faculty	29%	25%	14%	19%	13%	114
Researchers	27%	24%	25%	19%	5%	112
Grads	28%	33%	14%	19%	6%	90
Undergrads	28%	26%	10%	26%	9%	87
Admin	22%	31%	16%	24%	7%	127

Q40	What additional computer services, if any, would you like to see MIT offer or support?									
	Mean	1	2	3	4	5	6	Count	Std. Dev.	95% CI+-
All									0.00	#NUM!
Faculty										
Researchers										
Grads										
Undergrads										
Admin										

Q41a	Desktop						
	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Count
All	10%	19%	7%	12%	24%	28%	561
Faculty	10%	19%	8%	21%	35%	8%	112
Researchers	8%	21%	10%	13%	27%	21%	127
Grads	18%	18%	14%	13%	20%	16%	92
Undergrads	17%	38%	5%	11%	13%	16%	94
Admin	0%	3%	1%	7%	24%	66%	136

Q41b	Laptop						
	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Count
All	14%	17%	11%	11%	21%	26%	554
Faculty	3%	16%	19%	17%	19%	27%	127
Researchers	9%	20%	10%	12%	24%	25%	127
Grads	7%	17%	7%	14%	23%	33%	106
Undergrads	12%	9%	8%	5%	35%	31%	102
Admin	47%	25%	11%	5%	2%	10%	92

Q42a	Windows XP						
	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Count
All	7%	12%	4%	6%	12%	60%	551
Faculty	11%	10%	4%	2%	6%	67%	106
Researchers	5%	18%	6%	9%	11%	51%	117
Grads	3%	19%	4%	8%	10%	56%	105
Undergrads	5%	7%	6%	6%	26%	49%	99
Admin	9%	6%	2%	4%	6%	73%	124

Q42b	Macintosh OS X						
	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Count
All	40%	15%	4%	4%	9%	28%	356
Faculty	23%	8%	2%	6%	9%	53%	66
Researchers	32%	17%	4%	4%	10%	34%	82
Grads	54%	14%	7%	6%	10%	10%	71
Undergrads	57%	19%	6%	2%	11%	6%	54
Admin	41%	16%	1%	4%	6%	33%	83

Q42c	Linux						
	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Count
All	48%	27%	5%	7%	7%	6%	322
Faculty	44%	25%	2%	13%	10%	6%	48
Researchers	39%	20%	5%	14%	8%	13%	76
Grads	46%	28%	9%	1%	7%	9%	68
Undergrads	32%	50%	6%	4%	7%	1%	72
Admin	88%	9%	2%	2%	0%	0%	58

Q42d	Unix						
	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Count
All	59%	32%	4%	1%	2%	1%	272
Faculty	50%	43%	3%	0%	3%	3%	40
Researchers	43%	39%	5%	7%	5%	2%	61
Grads	55%	39%	2%	0%	0%	4%	56
Undergrads	59%	31%	9%	0%	2%	0%	58
Admin	86%	12%	0%	0%	2%	0%	57

Q43a	Computer proficiency					
	Novice	Basic Skills	Inter-med	Ad-vancd	Expert	Count
All	1%	11%	40%	35%	12%	631
Faculty	0%	11%	39%	34%	16%	132
Researchers	0%	9%	40%	35%	16%	144
Grads	1%	8%	36%	39%	15%	110
Undergrads	2%	15%	45%	34%	5%	103
Admin	1%	15%	42%	36%	7%	142

Q44a	IS&T overall									
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.65	1%	1%	4%	28%	59%	8%	584	0.78	0.06
Faculty	4.48	2%	3%	5%	31%	51%	8%	124		
Researchers	4.82	0%	0%	5%	20%	65%	11%	131		
Grads	4.73	0%	1%	2%	25%	67%	5%	100		
Undergrads	4.58	0%	2%	2%	36%	56%	4%	97		
Admin	4.65	0%	1%	7%	28%	55%	9%	132		

Q45a	IS&T services change over the past year.					
	Worse	Worse	Same	Better	Much Better	Count
All	0%	1%	67%	30%	2%	466
Faculty	0%	3%	68%	28%	1%	103
Researchers	0%	0%	58%	41%	1%	108
Grads	0%	0%	82%	17%	1%	72
Undergrads	0%	0%	81%	17%	3%	72
Admin	0%	2%	55%	40%	4%	111

General Survey Text Responses

Q2 What additional software do you need to do your work?

1f: acrobat, graphing software, endnote, photoshop, etc.

1f: Adobe Acrobat (to make & manage PDFs for students...)

1f: Adobe Acrobat Pro. Techtime extensions or Oracle applications for conference room scheduling.

1f: Adobe Acrobat to make PDF files Visual database software

1f: Adobe Illustrator, Photoshop, Mathematica

1f: ArcView, OmniPage

1f: ChemDraw for MacOS X (CambridgeSoft)

1f: chemical structure drawing software, e.g., ChemDraw

1f: Corel Draw -- professional level drawing software. Vector art.

1f: Decision analysis and simulation tools, as are commonly available at Sloan School. My students often resort to subterfuges to get free Sloan programs not available through MIT. It seems silly that only part of campus has site license.

1f: end note - which is not sponsored by MIT but many in the social sciences use and could get help and a license for it - because there are frequent updates which are costly

1f: endnote, adobe illustrator, adobe photoshop, adobe acrobat, chemdraw

1f: FEMLAB

1f: FEMLAB

1f: filemaker, restrospect

1f: groupware for project planning and managment

1f: I can't believe how long it has taken to release the newer version of Eudora for email (with better spam protection)

1f: I had to buy Photoshop, which I use for web work all the time, but maybe it is too expensive to be worth getting any kind of site icence.

1f: I have no idea. Jerry Burke does the computer work for us, anthropology. I am a user without skill.

1f: I purchase essentially all of the software that I use except euroa for e-mail

1f: IDL, microsoft office

1f: Igor Corel Draw Matlab

1f: Illustrator, Photoshop, Matlab, Visual Basic

1f: It would be nice if we had access to a broader range of software through the MIT website (Illustrator, Photoshop, Filemaker, Palm utilities, etc)

1f: LaTeX (I personally use Linux which has it preinstalled, but a Windows distribution on MIT's download page would be useful).

1f: Mathematica 5 Endnote 5 Adobe Photoshop Corel Draw Flash

1f: MathType, MatLab, Office, In Design

1f: matlab, mathematica

1f: Microsoft Access (I have not tried to use BrioQuery yet)

1f: Microsoft Office Adobe package (with Distiller) Endnote Adobe Photoshop

1f: Microsoft Office for all departments

1f: Microsoft Office, Adobe Acrobat, Palm Desktop

1f: Microsoft Office, graphics software (e.g. Deneba Canvas or Adobe Illustrator). (MacOS).

1f: Microsoft Office, STATA

1f: MIT needs to provide better support for Linux,on a par with the suport it provides for Windows

1f: MIT wide licenses of a Computational Fluid Dynamics package, such as Fluent, would be very useful for classes and various student-related projects. On the structural mechanics side, ANSYS would be particularly useful.

1f: molecular modeling packages

1f: MS Project, Dreamweaver, Matlab, PalmOS

1f: my students need endnote or something similar.

1f: none

1f: none

1f: none

1f: None.

1f: pda/outlook/techtime management is a dissapointment. i've tried hard to use as this setup because the idea of having my assistant and students view my schedule was very appealing. but, i had to give up because getting all the components to work and mantaining that operation became more trouble that it was worth. i find mit selection of software limited in general. the distribution of some software (e.g., dreamweaver is awkward). software for managing bibliographies, creating and maintaining content (pdfs, websites, article, images, etc.) are lacking and yet this is what most researchers (faculty and grad students) are confronted with on a daily basis. i'm very happy with the ipass service.

1f: photoshop

1f: powerpoint photoshop or corel draw mp3 sound editor video editor - adobe premiere

1f: SPSS for Windows site license

1f: STATA and a good graphics package

1f: STATA, Access

1f: Stata, stat transfer

1f: Statistics software (e.g., SPSS).

1f: Toast Titanium, Apple Pages/Keynote

1f: Up-to-date Eudora, faster turnaround on licenses (e.g. Matlab, Maple) and warning when they're about to expire

1f: Visualization programs Program management Computational Advanced modeling, CAD (Catia, etc.)

1f: Voice recognition software for the Mac, as typing is really a problem, better licensing support for Matlab, annual renewal is a major pain,

1f: Word

2r: A non-kerberized FTP program!

2r: Additional software provided by department

2r: Adobe acrobat

2r: Adobe Acrobat (not just the reader)

2r: Adobe Acrobat, Microsoft Office, C-Organizer Pro, Symantrec Antivirus/Firewall (!!!!)

2r: Adobe Illustrator

2r: BBEdit Lite, Word, AppleWorks, Keynote, PowerPoint, GraphicConverter, Latex Equation Editor, fink (to get tetex, gv, and other X applications), Retrospect, gcc and other developer tools

2r: can't think of anything

2r: Chem office, Canvas,

2r: debian linux system for linux pc fink unix for mac os x Both of these are have large repositories of s/w. I don't actually use mit is pages much anymore.

2r: EndNote

2r: Filemaker, Adobe Distiller, something that works well to replace Netscape 7.02

2r: Firewall Lots of application software that is not provided: mathematica, maple, labview, coreldraw ... software should work properly

2r: ftp software

2r: I have purchased my own Matlab.

2r: I never used any of the MIT software.

2r: I use Firefox. I also use HTMLPad Pro (for text editing) and occasionally Photoshop and Illustrator. I would like to have access to a Web server running MySQL and php for small database projects.

2r: IDL from Research Systems, Inc. Latex

2r: Illustrator

2r: I'm mostly in the linux world, but for windows, MS Office, which my lab supplies. Windows compiler, which my lab supplies.

2r: latest MS-office for free

2r: linkcad

2r: MathCad, EndNote

2r: matlab

2r: matlab, acrobat, office, ssh,

2r: Microsoft .NET Visual C++ !!!!!!!

2r: Microsoft Office Word, Powerpoint and Excel

2r: Microsoft Office. I think you would save the institute a lot of money by getting a site liscense.

2r: more Mac-based software

2r: movie editing software

2r: MS Office Endnote

2r: MS Office XP

2r: My software is provided and updated by Lincoln Laboratory.

2r: NA

2r: presentation graphics, mathcad or equiv. tool

2r: site licenses for office and matlab (matlab being the priority by far!) matlab site license over any other license that we have (inc XP, RHEL, etc) Can't stress that enough... All the rest we can just pay for and install individually. Matlab with all their fucking toolboxes that you have to pay for individually before you realize that you need them is a larger software maintenance problem than everything else combined.

2r: solidworks, eagle

2r: sql navigator

2r: statistical software qualitative research (text analysis) software

2r: vectorworks cad, music editing & playback sotware, database

2r: Visio (for MS Office)

2r: Word on the Athena network

3g: A shared version of any of the good bibliographic packages out there would be a real asset to the community.

3g: Adobe Reader 7 for Linux/Unix, TeX packages, Would be great if we can have the latest stable version of many software in Athena (Linux), such as OpenOffice, FireFox, etc. The current situation is some of these software have been too old to be productive. If possible, I'd like to have Athena support eastern Asia characters. It's very difficult to setup an environment in Athena that would enable the display or input of those languages.

3g: Adobe suite

3g: AMPL /OPL / CPLEX from Ilog

3g: ArcMap and SPSS - need to issue student copies

3g: EndNote

3g: endnote

3g: I have been very satisfied with the free Maple and Mathematica licenses that are available to students through MIT. It would be great if Matlab was also available for free under this program.

3g: IDL, Adobe Acrobat

3g: ImageJ http://rsb.info.nih.gov/ij/ (public domain,java) Command line applications I use alot: rsync [sipb], cvs [gnu], svn (subversion) [nowhere?] I own an Apple Powerbook, and I have been able to install and use openafs to mount my athena home directory, following instructions at and for other universities.

3g: macromedia flash and director, securecrt, firefox, palm desktop, adobe illustrator and photoshop/imagemaker, eagle, mplab

3g: Maple

3g: MATLAB

3g: MatLab Origin

3g: Matlab at home. X-Win32 is slow, and I live off-campus. I hope the new student license program works out.

3g: Matlab, Adobe Acrobat

3g: matlab, adobe products

3g: MATLAB?

3g: Microsoft Project, a much better mail server

3g: Microsoft Word, Adobe Acrobat (need to convert files to PDF)

3g: More powerful Excel Solver

3g: Most of the specialty software I need is licensed through the department (MatLab, Gaussian, Maple)

3g: MS Visio

3g: OpenAFS for Windows/Mac OS X

3g: photoshop, illustrator, in design for mac

3g: sequence analysis software for DNA sequences

3g: Visio Allaire Homesite

3g: VMWare, Mathmatica, Matlab, Adobe Acrobat Professional/Adobe Exchange

3g: WinEdt license would be nice.

4u: (for downloads - I know that I can find some of these on campus but it would help if we could download) photoshop, dreamweaver, matlab

4u: adobe acrobat would be helpful

4u: adobe photoshop

4u: Adobe Photoshop, Matlab (even the student version would suffice)

4u: Adobe Software would be really useful, especially Photoshop and Acrobat Professional, I use SAS in my UROP work

4u: ChemDraw, Beilstein I am a chemistry major, and it would be nice to be able to use this. Under the "Courseware" menu on Athena, Course 5 only links to the class websites. It would be nice if it had a link to Beilstein (a chemistry search / research program) and ChemDraw (a program for drawing molecules and reactions). *Also, there was no N/A choice on the survey. I have never used the software documentation, and I don't keep up with vendor releases of software, so for the 2nd and 5th questions, my answers are insignificant.

4u: Cosmos Flo Works

4u: I am using java and eclipse...i dont know anything about mit provided software...

4u: I don't think I need anything additional that isn't provided. I have actually not downloaded many programs from the software download page.

4u: In regards to the previous question, it would be helpful if there were instructions for setting up Kerberos, LPRng, OpenAFS etc. on generic Unix systems. In particular it took me a very long time to set up LPRng to work with the Athena printers.

4u: Maple, MATLAB, Cerius, Solidworks

4u: Mathematica, Matlab

4u: Matlab

4u: Matlab

4u: MATLAB!!!!!

4u: matlab, adobe photoshop,

4u: Matlab, Solidworks

4u: MS Office would be nice if it was provided but I realize that this is expensive.

4u: personal license copies of adobe softwares, like indesign, photoshop, etc, well, I understand that's impossible, but at least the adobe acrobat, so we can at least convert things to PDF??!!!!

4u: Received copies of Windows XP and Dreamweaver, would have liked photoshop and found powerpoint difficult to get

4u: solidworks

5a: adobe illustrator and photoshop

5a: Adobe Photoshop

5a: Adobe Photoshop (bundled with ImageReady) and MS Access

5a: BBEdit

5a: FileMaker Pro

5a: FILEMAKER PRO, ADOBE READER

5a: Final Cut for the MAC

5a: Full Adobe suite - statistical software (spss, sas, crystal ball)

5a: Full versions of Adobe Acrobat and Quicktime

5a: I also use Photoshop, Illustrator, and KaleidaGraph. I don't require the power of Mathematica, but I dislike graphing in Excel.

5a: I miss meeting maker. Filemaker seems to be a limited database for what we are using it for.

5a: I work in Medical, therefore, do not have a PC.

5a: I would love to use MS Outlook instead of Eudora.

5a: Master calendaring software Software to track visitation, retail inventory, and sales income from both

5a: Microsoft Access 2000, Tech Support Needed

5a: No additional software needed, but I hate Eudora. I understand there is a security issue but Outlook is far superior in terms of functionality.

5a: not everyone understands what "functionality of installers" means....the folks who wrote this survey may have overestimated the knowledge of administrative folks included in the survey.

5a: OS X Server

5a: Perhaps something in the line of computer diagnostics. I don't know what is available for checking on problems with, for example, general slowness of a PC, but I imagine there are tools out there.

5a: Photoshop EBMailer (or similar mailing list management program)

5a: photoshop, illustrator, access

5a: photoshop, illustrator, fireworks

5a: POWERBUILDER/SQL

5a: Quark Xpress, Adobe Photoshop, Illustrator, and GoLive

5a: QuarkXPress

5a: Snag-it, MacroExpress

5a: SPSS

5a: Vectorworks

5a: We have a local area network administrator so I am not involved with software selection. We use specialized programs, PowerFAIDS for example, to do our work.

5a: Yardi, Argus

Q6 If you experienced difficulty with wireless networking at MIT due to low signal strength, where was it?

1f: 12-104

1f: 14N-433

1f: 4th floor of building 3, Room 1-214

1f: 7-307

1f: basement building 3 (Pappalardo and 2.672 lab)

1f: Bldg 24

1f: Bldg 37, bldg. 33, bldg 17

1f: Bldg 38

1f: Bldg 66

1f: Building 1, sometimes 66

1f: Building 12, since resolved

1f: Building 33, I had to install my own wireless hub

1f: Building 35, machine shop area

1f: Building 54

1f: Dormitory (McCormick Hall)

1f: E51

1f: E53

1f: E53-375, 1-376

1f: Givens Room (35-5xx I believe)

1f: it is very annoying when switching from building to building, to have to reconnect to the wireless network manually

1f: It used to be in our building (31), but a new wireless server was put in recently and we got very good connection.

1f: Johnson Athletics Center

1f: Killian Court (!)

1f: MacGregor House W61

1f: Need to pre-register is unnecessary hassle. I use EECS/RLE/MTL net instead.

1f: Never had any problems in Stata, which is where I usually use it

1f: NW14

1f: parts of NW30 where I am housemaster

1f: Random places: new Stata classrooms, EECS HQ area, medical waiting room area, etc.

1f: Sloan 5th Floor

1f: Stata Center

1f: The question is more one of capacity-- I simply could not get a classroom of students to run programs in real time in 4.370. This was a big problem for me.

1f: Third floor Bldg 1

1f: Upper floors of 66

1f: Various places

1f: wireless ust became available in bld 41

2r: 14N

2r: 3 Cambridge Center, NE20-388

2r: 36-547

2r: 4-405 (lasted several months, then resolved for unknown reasons)

2r: Around Kendal Square

2r: basement of building 2

2r: bldg 10 and court bldg 13

2r: bldg 26

2r: bldg 37 but now I've moved office so it's not so much a problem.

2r: Bldg 68, it seems to be getting better, but still occassionally a problem

2r: bldg. 56

2r: Broad Institute NE125

2r: Building 13

2r: building 18

2r: Building 18

2r: Building 26 is only partially covered

2r: building 34

2r: Building 35

2r: building 37

2r: building 66, several months ago. But I'm not a heavy user...

2r: building 68

2r: building 9

2r: Builing 10 basement

2r: E19 - 5th floor - very low signal strength

2r: E25

2r: E40, 54-915, MIT Medical

2r: E53-413

2r: hayden library

2r: I have not yet used wireless networking, but I will next academic year.

2r: in building 68

2r: in my building, E17

2r: NA

2r: NE20

2r: ne20 and E38

2r: NE47

2r: NW12

2r: NW14

2r: NW21

2r: parsons

2r: Sloan E56

3g: 1-131

3g: 1-151

3g: 3-347A (my office)

3g: 4-231 drops frequently, weak signal on parts of 3rd floor of W31

3g: Architecture studio (near MIT museum)

3g: basement of bldg 6

3g: biology parking lot/stata/near whitehead outside spaces

3g: bldg 68, lounges on the different floors

3g: Building 14

3g: Building 35, room 417, and building 32, room D780

3g: building 68 conference rooms

3g: Connection at Dewey library is extremely poor

3g: Dewey Library

3g: Dewey Library

3g: dewey library by the magazines

3g: E25, NW86

3g: E51 second floor study rooms

3g: E52 lobby

3g: Edgerton

3g: Edgerton graduate residence

3g: Green hall

3g: I was hoping that the signal would extend to the plaza outside E53 so I could sit outside and be connected

3g: in Burton Conner

3g: In my office on the third floor of E-52

3g: in the architecture studios 4th floor building 7

3g: media lab, Margaret cheney room

3g: moving between buildings and needing to reset

3g: NW30 (warehouse)

3g: Rotch library stackes

3g: Sidney-Pacific housing

3g: some locations in stata center

3g: Steam Cafe, Dome Cafe

3g: Tang currently has no wireless, but I hear that is being fixed

3g: tang graduate dorm

3g: Tang Hall

3g: There are buildings that do not have wireless jet

3g: There is not wireless service in Tang Dorm

3g: Westgate

4u: 1st floor of Mccormick.

4u: 2nd west of next house, and burton conner just plain doesnt work with my computer. i get the signal, but it doesnt connect

4u: At the BBQ pits on the far side of Kresge, on the steps at 77 Mass Ave

4u: Bexley

4u: building 1, building 64

4u: Building 38 6th floor lab, 4th floor Stratton Student Center

4u: building 56

4u: Building 8, 4th floor. Course III Undergraduate Lounge.

4u: Burton Conner House, outside

4u: Dewey Library, in the political science building.

4u: dorm room, certain labs (Gelb Lab, 32-33x)

4u: Dorm rooms, certain places in building 1

4u: dorm, basement areas

4u: Dormatory - East Campus 4th floor walcott lounge

4u: dorms

4u: dorms, math major lounge, corners in buildings

4u: East Campus

4u: EC dorm rooms

4u: I don't use wireless.

4u: I sometimes had trouble getting signals in the lounge at Next House and in Killian Court.

4u: In dorm rooms in Baker

4u: in my dorm (macgregor)

4u: in my dorm lounge

4u: in my dorm room

4u: in my dorm room in simmons hall....however others on the floor dont have a problem...i think its because of the shape of the room

4u: In my dorm, around building 2

4u: In my dorm, Baker.

4u: in my lab haptous lab, 3-2, papolardo lab,

4u: in New House

4u: In some dorms

4u: in the architecture department 4th floor in building technology lab, (toward building10)

4u: Lobby 7 has be strange to me. It shows full signal but does not work reliably.

4u: Macgregor E entry corner, sometimes in Next house.

4u: MacGregor House

4u: MacGregor House

4u: MacGregor House

4u: MacGregor J Entry bathroom, 10-250 when lots of students are using it

4u: many lounges of MacGregor and Burton-Conner

4u: mccormick hall

4u: mccormick hall, E51

4u: My dorm, New House.

4u: My dorm. Everything else is fine but when I need wireless in my dorm it's important

4u: New House

4u: New House, House 5, 5th floor

4u: Next House

4u: Sidney Pacific

4u: sidney pacific

4u: There is no wireless in our suite (suite 254 in Burton Connor), despite housing claims to the contrary

4u: W71

5a: 1.4E-209

5a: 66

5a: Barker Engineering Library

5a: bldg 56 4th floor

5a: building 33

5a: Do not use at this time

5a: E19-655 - Audit Division

5a: East side of campus buildings

5a: I believe improvements have been made for wireless networking in Bldg. 10

5a: I have never used wireless access that I am aware of.

5a: in bldg 6 at least, more often than not, i get a bad ip address that requires me to reset my ip address. i'm not sure why this happens but it's a pain and i think the average user would have a lot of trouble with fixing it.

5a: in the areas immediately outside the stata center (surrounding grounds)

5a: intermittent: 5-4xx, 10-4xxM, 7-0xx

5a: library

5a: My office is on the plaza perimeter of E15 and in my office I have no signal. Also, when I was on a temporary assignment in the President's office I could not connect my laptop to the network.

5a: N57

5a: NW21

5a: things have improved significantly with wireless connection across campus

5a: Treaurers Office Main conference room signal strength varies

5a: you've done a great job compared to last year!

Q9 If you switched your primary email client in the past year, why did you?

1f: change of server in LNS

1f: I do not know wht an email client is... you cannot mean correspondents. I use only eudora, and every once in a while, I go to the mitwebmail, and use webmail when I am traveling...

1f: I don't know what an email client is.

1f: I use both Eurdora (in the office) and webmail (when traveling). I'm not sure what a 'client' is.

1f: I'd like to switch from Eudora, since it's a bit clunky, but haven't found a better alternative. Very important to have a high quality email program.

1f: MIT's e-mail client is so hard to use off campus that I use AOL instead. AOL can do what MIT cannot. I can choose to download everything to the machine I am on, but still have access for 7 days to everything that is downloaded. Furthermore, AOL does this automatically with a single click and I don't have to deal with all the cumbersome Kerberos stuff. I understand the value of Kerberos, but it should be automatic from a dedicated machine. If AOL can automate it, why can't MIT.

1f: my main problem with e-mail is not on campus but from home - Eudora seems always to be crashing (this happens on campus as well) - so I occasinally use webmail

1f: Netscape mail was drivign me nuts, switched to Outlook, wish I had not.

1f: Normal upgrade from Mozilla to Firefox/Thunderbird.

1f: NOT A PROBLEM WITH EMAIL CLIENT... BUT WITH MIT EMAIL. ABOUT TWO YEARS AGO MIT RETURNED A VITALLY IMPORTANT EMAIL WITH A GRANT PROPOSAL DRAFT ATTACHMENT FROM A EUROPEAN COLLABORATOR WITH ABSOLUTELY NO WARNING TO ME THAT THE EMAIL HAD BEEN RETURNED. THIS WAS BECAUSE THE NAME OF THE DOCUMENT ATTACHED WAS DEEMED TO BE SUSPICIOUS. AS A CONSEQUENCE, I DID NOT HAVE A CHANCE TO REVIEW THE FINAL DRAFT OF A $3 MILLION DOLLAR PROPOSAL THAT WE NARROWLY LOST. DURING THAT SAME PERIOD, OTHER EMAILS WERE DELAYED OR RETURNED AS WELL. BUT THIS WAS BY FAR THE MOST CRITICAL.

1f: outlokk to thinderbird for security imac mailer on new imac

1f: Switched from Linux to Max OS X

1f: switched from outlook to mozilla thunderbird because of superior imap support (especially for offline operations).

1f: switched to IMAP on MIT microsoft outlook so I could get the smtp verification (I thinkt that is the acronym)

1f: Switched to Mozill's Thunderbird as alternative to Outlook and OE

1f: Use Eudora, but also PINE for unix IMAP compatibility.

2r: Because I changed job.

2r: Better spam handler. Mozilla Thunderbird.

2r: changed home to cable internet access

2r: convenience

2r: Hi, I'm making use of this space for a few suggetions that I feel would have improved the survey. 1) Provide a textarea for comments about the survey or other general comments not covered in the survey. 2) Have a Submit button for non-faculty before the Faculty Specific questions so non-faculty don't have to click through all of those additional pages. 3) Allow responders to identify themselves if they wish to. 4) I find questions like the ones below ambiguous. Spam filtering is very important to me. Current Spam filtering is pretty good, so *better* SPAM filtering

is "Not that Important", which is probably the response I should have chosen. But since I want be sure that I indicated that I want IS&T to continue to vigorously address this area, I choose "Very Important".

2r: I switched from mozilla to mozilla-thunderbird because it was more useful.

2r: I switched from Mozilla to Thunderbird because I wanted to separate my mail client from my browser.

2r: I want platform independence, so I switched from Outlook to Thunderbird (Mozilla)

2r: MUTI USERS ON ONE PC

2r: new os

2r: OLE at my office, Webmail at other places

2r: storage space

2r: Switched from Rmail inside emacs to Thunderbird using imap because of attachments and html formatted email.

2r: switched to thunderbird from outlook for security reasons

2r: This would be easier if you included a definition of an "email client" - I googled it to be sure.

2r: Thunderbird has better anti spam capabilities and mit does not seem to sort spam at all.

3g: because of too many spam mails

3g: Because only kmail worked (could not set up evolution).

3g: Changed computers

3g: eudora for mac sucks

3g: Evolution on Athena is pretty nice.

3g: gmail has good features

3g: I change from a Windows machine to a Mac.

3g: I got a mac and now use Mail.

3g: I switched from Eudora using POP to Eudora using IMAP, because I got a second computer and wanted to have more continuity between using both of them.

3g: I switched from using nmh/POP to pine/IMAP.

3g: I switched from Windows to Mac OS X

3g: I switched to using Gmail on the web because it is more convenient.

3g: junk mail filter

3g: migrated to mozilla thunderbird for built-in spam blocking

3g: moved to boston

3g: Purchased Apple Powerbook, now using Apple's "Mail".

3g: Thunderbird is clean and works pretty well.

3g: wanted to check email via a web browser

4u: Because I switched operating systems.

4u: ease of use, acessibility, spam filtering, storage space

4u: For Convenience

4u: Functionality, customization.

4u: gmail

4u: gmail came out and it's easy to use, not really a client but i don't use anything else now.

4u: gmail has better organization

4u: gmail is fantastic

4u: I began using Firefox instead of Netscape as my browser - so I switched email clients along with the browser.

4u: I got to MIT, and I was told that I should use Eudora for email, so I switched to that.

4u: I had used Outlook for years, but switched to Eudora when I came to MIT. After a year, I switched back to Outlook because I felt it was a more powerful program and I found a lot of aspects of Eudora to be bothersome.

4u: I switched from Eudora to Pine, since switching to Linux seemed necessary. Also it doesn't bother downloading stoopid images and attachments unless I want them.

4u: i switched from eudora to thunderbird becasue it's easier to use

4u: I switched from PC to Mac and then I also switched from Outlook to Mail - more due to the switch of OS rather then actually being dissatisfied with Outlook.

4u: i switched to eurdoa b/c it is my MIT account, other than that i use web clinets

4u: I switched to Pine because it's fast on almost any computer.

4u: I thought Mozilla Thunderbird would be nice after I switched to Firefox browser.

4u: If client means like AOL, Yahoo, Gmail... I added Gmail to the roster.

4u: It's supported software by MIT and I thought I'd try it out. Besides, its use is pertinent to my job.

4u: Mac Mail was easier to use on my personal computer.

4u: more email space

4u: More memory, better spam filtering

4u: Moved to MIT

4u: Outlook Express doesn't accept IMAP servers.

4u: Pine made it much easier than Eudora to access and organize the same messages at home and on campus. I still use Eudora on rare occasions when I want to use accented characters in the text of an email.

4u: Thunderbird allowed better integration with Firefox and had better features than equivelant Microsoft and Qualcomm products.

4u: To use pine for convenience.

4u: Webmail is too slow, productivity is limited or impossible.

5a: because eudora doesn't really work on the mac ibook i had at home. problems with ssl, i think... so i switched to the apple mail program for reading/sending email at/from home.

5a: did not

5a: eudora is better and has more features.

5a: I do not understand the previous question. I have one e-mail name and get a lot of e-mail. I find filtering very useful.

5a: iMail instead of Eudora. Less bugs the new Eudora for Mac was a hassle. And very problematic.

5a: spam filtering on WebMail needs significant improvement (there was no place to put this comment after the question below)

5a: Still using Eurdora (5.2.1 r2) but I just switched from POP ti IMAP in advance of the upgrade to 6.2 when we will be moving all our users to IMAP.

5a: Thunderbrid seems to be more robust than others available.

5a: wanted to start using Outlook IMAP

Q26 What computer-related knowledge or skills do you need to enhance the way you get your work done?

1f: Better knowledge of CAD programs and of math programs

1f: Better knowledge of certain software - e.g. STATA

1f: Better learn the ins-and-outs of OS X (I've been often frustrated by the dramatic differences after the upgrade from OS 9)

1f: C++

1f: digital film downloading, photo download and applications

1f: for the things I do I have the knowledge and skills I need. I run into trouble not being able to solve problems with technical aspects of operating the computer.

1f: Help with making my lab web site work.

1f: how to find lost files, need norton utilities

1f: I do not even know what is out there that I could use. I also have no support for getting new hardware.

1f: I need to learn more web technology to maintain my website. I need to learn bluetooth to connect devices together. I need to learn more about authentication, security and encryption to make my email work everywhere when I travel.

1f: I pick up what I need

1f: I want to do as little of it as possible -- I am paid for research, teaching and administration not tinkering with computers.

1f: I would like to know how to set up a simple web site, because support is nonexistent where I work.

1f: I'm not sure

1f: issues with os - windows problems

1f: Linux

1f: Math with html

1f: more ability to work with images

1f: more basic knowledge re. programming, languages, software programs

1f: More competence with Dreamweaver

1f: more on collaboration tools

1f: My office has contracted with outside IS person to come in weekly to provide resolution to routine issues. While he is a nice man, he is not terribly familiar with MIT resources, and his work is far from what it could be.

1f: need to know more about web design

1f: OS maintenance, software support

1f: Please, PLEASE, make email seamless and integrated from handhelds (e.g. Treo650). I am constantly challenged to make it all work -- MacOS + Palm -- I end up using PapiMail on the Treo and Eudora on the Mac -- can't it all work together? Everyone else in the world seems to do it.

1f: Ready use of Eudora, Microsoft Office, Netscape

1f: Refresher PowerPoint

1f: Sadly, detailed knowledge of operating system performance, installation files, etc..

1f: server administration

1f: several software programs

1f: tech time calender and PALM pilot to work togehter

1f: Training on new software Information about new available software, services, hardware

1f: web design

1f: Web design GIS Visual databases

1f: web page adjustment, end note

1f: Web site creation.

1f: Workshops on advance use of standard software.

1f: Would be nice to know how better to trouble shoot problems using the diagnostics available on my Mac G5.

2r: 1)Networking 2)Programming related to operating instrumentation like LABview.

2r: 1. How to build a better website 2. How to better do peer-to-peer networking 3. How to back up information more easily and securely

2r: better cad skills, database construction

2r: better networking skills

2r: Clear statement of what software is available on unix/linux machines.

2r: coding and matlab tutorials for non-math people

2r: creating, maintaining webpage

2r: Data analysis

2r: database set up webpage making (as a skill)

2r: Doing library searches

2r: How use the Windows OS at the optimal level of efficiency and security (efficiency knowledge would include both interface and configuration tips).

2r: I help manage our group's computers, if it's useful to IT it's probably useful to me.

2r: I would like to better understand how to set up files and catalogue the information I have on my computer.

2r: image processing

2r: knowledge of Apple computers

2r: Learning additional programming languages.

2r: linux system installation x windows management

2r: low-level programming, knowledge of Linux

2r: Maybe better database creation/managment

2r: More knowlege of the working system on a PowerBook G4 OS X operating system

2r: more Mac OS X information and skills will be good

2r: More tips and tricks about common software, and new features.

2r: MPI

2r: N/A

2r: need oritentation to athena and working with stellar

2r: need to learn CAD tools that EE department has

2r: none

2r: none

2r: none

2r: none currently

2r: None particularly

2r: Nowing more about Linux OS

2r: options for integrated wireless internet access, cell phone and remote site access of the service.

2r: perl, perl-tk, dreamweaver

2r: possibly some upgrade in my Excel skills.

2r: Programming

2r: Programming languages (Java, Prolog), Linux OS

2r: simple programming with perl

2r: simpler, more foolproof synchronization of calendars and e-mail mailboxes between home, work, and laptop computers

2r: Software training e.g. new versions of powerpoint and photoshop,

2r: some knowledge about networking and ability to solve problems relating the data issues would be helpful

2r: Still need to learn a webpage making program. Just haven't found the time.

2r: TSM backup

2r: updates on programs,

2r: Web design, video editing

2r: would like a simple course in using Excel to do my grade sheets but the one I went to last year was for administrators and way above my head and my needs.

3g: better knowledge of networks and email. MS office suite.

3g: Better knowledge of windows networking and security (e.g. how to set up file/print sharing securely, how to set up VPN so I can work from home, etc)

3g: courses on how to use advanced features of common programs such as Office.

3g: Debugging software, parallel programming.

3g: flash/web design, html,

3g: How to use linux

3g: I have a CS mayor, so I can find my way into the problem

3g: i need a mail program

3g: i need to learn more features of adobe photoshop and origin for preparing data.

3g: i really know nothing about PC besides using it to write articles, do statistical analysis and check emails! SO I need a lot of training in order to get a sense about computer1

3g: I'd like to know how to put together a personal website for my professional work.

3g: Improve programming skills

3g: Interface between computer and devices through a data aquisition card.

3g: Knowledge about using mathematical software tools such as Maple and Mathematica

3g: LabVIew

3g: MATLAB and FORTRAN programming

3g: more desktop network and system support by dedicated professionals. as it stands, a lot of grad students lose research time becuase they have to act as their own system administrators.

3g: Most related to software usages under GNU Linux and sometimes Solaris, such as the use of TeX for writing papers, lpr setting for printing, configuration of linux

3g: My main interest is in keeping up with the latest software to enhance my research and writing.

3g: None that I know of.

3g: none.

3g: Not much --- I have enough knowledge and skills to get my work doen.

3g: not sure

3g: Not sure

3g: program debuggers under unix/linux

3g: programming

3g: programming with Igor, Matlab or other

3g: programming, understanding the programs provided by ist

3g: Skipping... I'm a CS Grad student. I need lots of computer-related knowledge, but it's not the job of IS&T to give it to me.

3g: trouble shooting

3g: writing code and latex

4u: athena

4u: athena familiarity

4u: athena machines

4u: better knowledge of Athena and Linux

4u: Better knowledge of linux

4u: better understanding of Athena system and cluster printing system

4u: Better understanding of Linux would allow me to make changes that could be helpful.

4u: better understanding of matlab and latex.

4u: designing webpages using programs such as word, frontpage, adobe photoshop,etc.

4u: Don't need any more skills

4u: Expertise with Athena software, LaTex and crap.

4u: Familiarity with *nix.

4u: How to back-up my hard drive. How to get rid of viruses. How to prevent viruses from infecting my computer

4u: how to make web pages

4u: How to use Adobe Photoshop and other specialty programs like Matlab/programming and AutoCAD programs.

4u: how to use Athena

4u: how to use specific programs

4u: How to use the athena machines better (i.e. how to use the iperating system because I am only familiar with windows)

4u: how to work out the printers

4u: I need to know how to use CAD programs (eg SolidWorks), Matlab, and the internet to get my work done.

4u: i need to learn MATLAB

4u: i'd really like to see some basic tutorial type things for windows office....contrary to popular belief we aren't all good at computer stuff...

4u: I'm doing pretty well for myself.

4u: I'm ignorant in using some programs, so more knowledge in understanding how that program operates would be helpful.

4u: Knowledge in AutoCAD and MATLAB.

4u: Knowlege of how to use the Athena computers (I currently only use my laptop).

4u: Matlab

4u: microsoft office

4u: more knowledge on virus protection, adware blocking

4u: More Linux knowledge

4u: None really. Better programming with Matlab would be nice, but I'm not sure how often I would use it

4u: printing efficiently

4u: proficiency in specialized software, linux programming

4u: programming

4u: programming would be good to know also maybe in-depth knowledge of how to take advantage of features of operating systems.

4u: Programs that are useful but never discussed in courses: Dreamweaver, photoshop, access

4u: Spam filters in Eudora and webmail and lately a lot of my important mail is filtered to trash folder

4u: Using Athena

4u: word processing, email, and *web browser workings*.

5a: Access to more classes after hours or starting earlier i.e. 7 - 10 a.m. or 4 - 7 p.m. I recently had to drop out of two needed Filemaker classes due to the needs of my department. This is unfortunate for me.

5a: Better help modules with software

5a: BETTER KNOWLEDGE OF WHAT THE PROGRAMS CAN DO

5a: Better understanding of Dreamweaver and how to maintain site on MIT server.

5a: Bettermnowledge of SAP based systems

5a: brio query training - manual would be great.

5a: Brio/Warehouse- Have taken basic course but could not follow it in class.

5a: creation and updating of web pages

5a: Data Warehouse Brioquery

5a: Design class, FileMaker

5a: Dreamweaver, Photoshop, more importantly web design.

5a: Excel, MS Word.

5a: familiarity with Tech Time

5a: For any of the additional skills needed, I have taken a class offered by IS&T.

5a: freshen up my DreamWeaver and Photoshop skills to update and mainain our website.

5a: Get to know FileMaker Pro better and where the files are stored to access it from home.

5a: Greater knowledge of Filemaker

5a: how to design a content management and IT system for an organization.

5a: i could use another SAP ABAP programming class. the one i had 3 years ago is largely forgotten in the interim since i just now started coding in the language.

5a: I have a moderate to high levels of proficiency with most of the programs I use. I need to increase my ability to use Photoshop, Illustrator, and a web page creation progam like Dreamweaver.

5a: I need to become more savy in terms of web presentation.

5a: I need to keep up with the latest in web development, css, html, etc.

5a: I probably should know Brioquery and I am always trying to improve my web skills.

5a: I use mostly word processing, email and calendaring, and I would like to be more facile with all three.

5a: I work in the LIbraries, and our training and local technology expert system is very helpful. I ask library systems

staff about my computer related questions, and they are great!

5a: In depth knowledge of Windows XP, Mac OS, and Linux.

5a: keeping up with latest technology re web publishing, and with MIT recommendations

5a: Knowledge of Dreamweaver and the way web pages work. Basic systems knowledge Basic networking knowledge

5a: knowledge of J2EE technologies

5a: More advanced knowlege of excel and Brio Query would be helpful.

5a: more indepth knowledge of preparing reports, formatting etc. Better knowledge of Excel in general. Training on in-design and photoshop for career advancement

5a: More skills with web

5a: more training on establishing/utilizing databases

5a: MS Access 97, 2000

5a: My computer skills are sufficient to getting my job done well. However, there are times when there is a glitch, say in using a web browser and text starts to break up, or the broswer is going down 'thinking too long' shall we say, and I wish that I new more in general about computers. I could liken it to driving a car. I'm a good driver, but I have little knowledge about the workings of the car. I have skills in using a computer, but little when something goes wrong.

5a: My knowledge is limited to usage of office software (PowerPoint, Word, Excel, Dreamweaver) - I really do not understand the working operations (don't have a "techhead" mentality, I'm afraid).

5a: NA

5a: Need to maintain the knowledge of maintaining a website

5a: None that are not already offered. (The challenge is finding the time to take advantage of training courses.)

5a: Nothing in particular at the moment, however, I would like to know when new software becomes available to the MIT community.

5a: Perl programming

5a: Photoshop, web design

5a: Remote access from home Mac to office Mac -- using Timbuktu right now.

5a: SAP

5a: Understanding why my PC requires two users, one as administrator--what's that?

5a: unix (and i wish the is&t course wasn't so expensive) better dreamweaver skills and support w/ somewhat complex html issues better ftp, ssh, crt skills emacs and redhat

5a: web design

5a: web searching excel

5a: When something screws up - such as a staff member getting duplicate emails, I fish around to try to find the cause, but would like some more basic grounding in how email works at MIT (for this example.)

5a: when/why/what have been installed in my work pc while I am away?

5a: windows msi installer creation, managing technical people, project management

Q27 How would you like to learn about these areas or skills?

1f: 1-1 instruction

1f: A class for advanced Mac Users? (There probably already is one, which I've not attended because of lack of time...)

1f: All of the information seems to be at the boring trivia level or in uninteligible computer language. Is there something in between.

1f: better automated search tools

1f: book

1f: classes are good and I have taken them. I think MIT is doing what it can in this regard

1f: Course on campus--not by the river

1f: direct support for our work unit

1f: First level: Having a good database of stock answers and how-to's. Second level: When that doesn't work, I need to talk directly with a knowledgeable person

1f: hands on, with help from desk support where necessary

1f: I think I just need time to look it up. The real problem is not enough time.

1f: I think it has to be self-study

1f: I would like someone to tell me.

1f: I/S intro courses

1f: I'd be willing to take short lectures on these topics.

1f: I'd like a system whereby help people or IS folks routinely visited labs, departments, etc, and helped staff with their skills. Often, they don't have a clue that they could be doing things much better, and it takes someone looking at their work to put them on better track. I find myself teaching staff to improve processes when I realize they are doing things the hard way -- but they thought they knew Eudora, Excel, etc -- and would not need a class in those topics. And even if they did go to one of those IS classes, I doubt that these generic versions would deal with their issues.

1f: I'd like someone to train my assistant.

1f: mini-seminar

1f: Nothing, the less I know about it the better.

1f: OJT!

1f: On Line Email notification

1f: Pick up what I need as necessary

1f: printed documentation

1f: send me the software and isntructions

1f: step by step instruction on-line, and teamplates I can choose to begin with.

1f: T

1f: useful consultants, clearer online sources

1f: Very little. It is a continual source of frustration how much detailed knowledge I need to operate effectively.

1f: web based help pages

1f: web-based learning

1f: Working though a book would or DVD would probably be more time efficeint thaan attending a seminar, esp if there were someone one could turn to for help. I never find one day classes very useful

2r: 1)Documentation or online training 2)In class course

2r: a 3-5 class seminar series

2r: A small class.

2r: Any way that goes

2r: Class or one-on-one

2r: classes or one-on-one

2r: classroom

2r: could just take a class

2r: Either an online tutorial or a 1-2 hour shortcourse

2r: f2f training

2r: Hands on workshop

2r: I would like to see an improved programming help desk as well as more short courses in this area

2r: local experts web searches

2r: May be by attaining few classes.

2r: N/A

2r: N/A

2r: N/A

2r: on line instruction

2r: on-line help pages

2r: Online or class

2r: Online tutorials and examples are the most helpful for this.

2r: on-line user manual and on-line help

2r: short course

2r: short courses

2r: Take a course

2r: take a course, if I had time.

2r: This could be done in the is&t newsletter

2r: training program by MIT

2r: tutorials, small classes

2r: via the web

2r: Video or an interactive deatabase that would walk me through it step by step

2r: web course

2r: Web pages, program examples.

2r: Web pages.

2r: Web.

2r: webpage

2r: Workshop

2r: Workshop or instruction with person who knows how to do these things.

2r: workshops

2r: would like more information available online, also, it would be nice to have seminars to teach Linux basics

3g: -

3g: A better and much simpler web help. The help file associated with these softwares is hard to follow.

3g: Attending Grad School

3g: Brief practical courses

3g: colleagues

3g: courses

3g: even minimal support from professionals--such as classes or assistance in choosing equipment to purchase--would be helpfull.

3g: From books.

3g: If we can offer some training courses, it would be great

3g: introductory materials on web or short courses

3g: Manuals

3g: More deep UNIX use is always good

3g: more training sessions, guide

3g: My research area is computer networks.

3g: Not sure

3g: online tutorials

3g: Read web pages, talk to my friends.

3g: reading books

3g: Reading materials would be best, but I want them to be kept simple and to CLEARLY explain what are the different programs you need to have or the different things you need to do. In the past when I tried to learn about using Latex, I was frustrated because I couldn't keep track of what the different programs are that I'd need (an editor, etc.) and therefore couldn't get off the ground with it after taking a brief class on it.

3g: reading online FAQs

3g: Really good workshops.

3g: search the web, read books, go to internet forums

3g: someone to tell me what the best one is and show me how to use it. not a full class.

3g: through my work

3g: tutorials

3g: ungraded courses

3g: web-based courses

3g: Web-based instructions

3g: when I take my computer in to be fixed, they can teach me then.

3g: workshop

3g: workshops

4u: classes

4u: classes, online course

4u: classes, tutorials

4u: classes, tutorials, etc.

4u: Classes.

4u: Crash course over IAP. Crash course sessions throughout the semester

4u: Easy-to-view online tutorials.

4u: experimentation on my own

4u: faq online

4u: FREE classes offered through MIT

4u: have an online mini-course

4u: I experiment with my own computer.

4u: I would like, in general, for classes to be offered sometime later in the day as I have lectures to attend during the day.

4u: i'll take a class

4u: it'd be nice to ask someone for help when I have trouble getting something done on MATLAB

4u: I've already learned them in classes that I'm taking.

4u: more software availability

4u: Online or workshops

4u: online tutorials may help

4u: online tutorials, classes

4u: Online web help

4u: possibly through scheduled classes (non-graded)...

4u: Possibly, but the prospect seems so time consuming I do not think that it is worth it.

4u: Preferably computer courses taught at MIT.

4u: Quick courses, learn the basics in an hour

4u: quick online, search and find out the answer guide

4u: quick overview (email?)

4u: Self-taught

4u: through a seminar

4u: through online, very clear tutorial or instructions

4u: tutorial

4u: tutorial/direction pages (with screen shots!)

4u: web based tutorials

4u: web tutorials

5a: ?

5a: 1 on 1

5a: A course that is available in the summer where there is no charge so my immediate employer would not have a problem with me attending

5a: a manual would be gret.

5a: an 'in house' ABAP class would be best...learning MIT standards and using MIT examples.

5a: An MIT Web-Design Template would really help. How about a more advanced Dreamweaver & Photoshop course (maybe during lunch hour).

5a: any

5a: any training that is offered, i would consider

5a: By attending the training sessions available through MIT.

5a: classes

5a: Classes

5a: Classes offered through MIT at less busy times of year for me which means from late September through mid-February.

5a: Classes or IS&T professional come to my desk and show me.

5a: Continue offering great courses

5a: Current system of periodic announcements works pretty well.

5a: Email or printed material.

5a: From a human

5a: hands-on class

5a: Hands-on class training

5a: I get the training I need within the Libraries.

5a: In house training

5a: In person classes

5a: In the past I have done a class search online or heard from peers.

5a: Instead of a fee-based class that is comprehesive. Offer one - two hour free sessions that focus on a particular aspect or sub-set of the program. U of Michigan does this very well.

5a: Maybe an institute-wide email. I don't always have time to read the newsletter.

5a: MIT classes

5a: MIT specific training for computer support people would be good.

5a: more advanced web classes at N42 (NOT quickstarts)

5a: NA

5a: ON LINE IF POSSIBLE

5a: professional training

5a: quick tutorial

5a: Sadly, I don 't have time to attend classes, so easy web-access to clear, detailed info is essential.

5a: Self taught

5a: Seminars/classes

5a: short courses

5a: short courses at MIT

5a: short courses or talks

5a: software and tutorial

5a: Special IT Partners/IS&T website/newsletter on regular basis

5a: Take a class.

5a: through courses/workshops taught at is&t

5a: Through Help-Desk or short class in remote communications.

5a: tutorial at my desk

5a: we are just starting to take advantage of web services. ddn't realize it was an option! and in general if I want to learn something new (like when I first got here) I liked the one-hour "quick start" demos, they were great!

5a: web based program and chat room based info.

5a: Web classes

5a: web search

5a: Weekly email updates of new products/changes

5a: workshops, since it is impossible to learn while at my desk due to immediate job needs

5a: Workshops. Simply using them. Knowing knowledgable people/"mentors" to call on about how to accomplish specific tasks.

5a: Would like some documentation to work with on my own.

Q29 What would increase your satisfaction with how IS&T provides you with the information you need?

5a: Using means to grab my attention and providing material that will make it useful for me. The articles are interesting but I do not have the time to regularly read them but would appreciate less dense, perhaps bulleted 'how to' information. Anticipation is that I would gain value because I can immediately use what is provided. Presently, when I have a problem is when I search for an answer. I would love to be proactive and be aware of potential issues.

1f: A better organization of the web site. Information is very hard to find. (E.g., this survey prompted me to learn about iPass: the download page and the sign-up page do not offer any functional link to the pricing information!)

1f: A University-wide desktop backup system, and a web-enabled version of Eudora with large backed-up file space for faculty (10 gigabytes). Most faculty I know use their e-mail database as their research database.

1f: Basically useless.

1f: Better access for website tech information. (It took me a long time to actually FIND standard Eudora settings on the IS site, for instance. They're buried pretty deeply, and should be at the surface.) Also, more bluntness and less cheeriness in your explanations. i.e. Instead of "IMAP may be right for you, depending upon your needs", how about, "IMAP is slow and that will drive you bananas, but on the other hand, it lets you access all of your email from any station--if you set it up correctly."

1f: Better after hours help: why is it that some major problem occurs at 5:05? Extend the hours of the help line: that would be a MAJOR improvement

1f: Better remote access to office desktop, especially the ability to mount drives from the office computer on another machine, either laptop or home machine, to ensure working from one set of files.

1f: Bi-weekly e-mails about news at IS&T that just gives the headlines and allows us to click to see the longer version.

1f: could have "did you know?" email that voluntarily sign up for.

1f: don't regularly go to IS&T for info, rely on professionals at CECI

1f: dunno

1f: fast warning and solution to viruses

1f: Get me into the information loop at a level that I can undeerstand without having to wade through trivia.

1f: Have someone visit the department regularly to learn about faculty needs

1f: i don't want to know about IS&T information. I want my hw/sw to work without question and I need it fixed fast when it is not working. IS&T generally does a great job centrally, but support breaks down when I need something fixed quickly -- that is why my dept. has 2 IT staff (who by the way are severely overworked)

1f: I'd like to have access to unthreatening and patient help. I'd be willing to pay (through internal account) to get support.

1f: If IS&T dissolved itself and hired real professionals for the job.

1f: it's good to keep everyone informed of recent additions improvements without much interference. the web page should have a list of such additions and possibly a rank indicating its importance.

1f: less specialized

1f: More attention to Macintosh issues, since more people are using them these days.

1f: More automation. I don't have time to be my own sysadmin.

1f: Nothing comes to mind.

1f: Often my requests for technical assistance disappear into a dead zone. For example, 3 days ago I asked about a Eudora problem, given the next day a courteous but unresponsive answer but a backup person, to whom I responded saying why, and since no response at all -- not even to say that they're working on it or anything...

1f: The help desk is good but there are some very inexperienced people working, which makes problem solving very painful at times.

1f: Time is the "coin of the realm." More frequent but less text messages that cover the same topics as the newsletter might help more of us stay up to date!

1f: Very, very hard to find technical information. Anything beyond superficial level is essentially impossible to find. Stock answer suite is hopeless out of date.

2r: all on the web or e-mail news letter

2r: Am quite disatified with the handling of MatLab soft ware renewal system. License expires without prior notification and one must start the awkward routine for renewal afresh every year.

2r: At this point, I think you are doing IS&T is doing a great job for my purposes.

2r: Better and faster problem resolution

2r: better search capability within web.mit.edu/is for phrases in pop-up windows (troubleshooting)

2r: better web based tools to search error messages

2r: better web page

2r: Continued attention to consistency and clarity among your many web pages.

2r: Could have a little box on the right hand corner of the MIT home page highlighting new things that are available (in scrolling ticker-tape fashion across the bottom)

2r: do we get it on email?

2r: Don't need a paper copy. Can just email it to me.

2r: email newsletter

2r: finding information on specific topics is very dificult at the myriad of IS&T web sites

2r: House calls

2r: how about setting mail lists for people who are interested in certain courses

2r: I don't know

2r: I get your newsletter but rarely read it all. Most of it just seems beyond me.

2r: I have made little use of is&t except for occassional volume licensed s/w (e.g., maple). Our workstations our administered by local experts, and the CSR network has its own system administrators. Most s/w we use is openly available, or written in house. I don't see how a centralized system such as is&t could be relevant to this kind of installation and operation, except for the parts I don't see, but our sysadmin does (network connectivity details, mail server).

2r: I prefer talking to a person with good knowledge of my problems as I don't find search-engines very helpful if it takes 5-10 failed attempts to get a useful answer. Too often, a subtle change in keywords can make all the difference in search engine results although they have improved in the past 10 years.

2r: It can be hard to find relevant things on the web site, although the things I am looking for are probably not typical.

2r: Mac OSX tips and software additions that are available over the web, say through VersionTracker that might be of general use

2r: More advanced workshops

2r: More Windows troubleshooting and "best practices" informtion would be helpful. Overall, I've been satisfied with IS&T information when I've needed it.

2r: Nothing

2r: Nothing currently

2r: so far so good. perhaps an occasional e-mail update with highlighted innovations or offerings?

2r: Speed up the SAP interfaces

3g: Better search engines that can lead us to the solutions

3g: Easier to navigate to web documentation for software such as KLP.

3g: I did not know about it until this time. If I knew what this is, I may use it...

3g: IS&T was never cooperative with research efforts involving network measurement of MITnet, which will provide vital data to understand problems of MITnet and therefore will suggest a way to improve its security and reliability. There are quite a few research projects within MIT CSAIL that can get benefit if IS&T is more cooperative with research-related network measurements.

3g: links through the MIT homepage

3g: make the website easier to navigate - i always have to go through pages and pages before i find the page that describes how to set up email with IMAP or whatever.

3g: Not sure

3g: Online courses will be nice

3g: there is a newsletter?

4u: better coverage of microsoft software, yes it sucks but it comes with most things, so better support of pda-windows ce, outlook, etc.

4u: Better publicity of the services they offer. Other than the office directly adjacent to the athena cluster in the 5th floor of the student center, I wouldn't know where to get help

4u: Better publicity with changes, options.

4u: easier layout & navigation of help pages online.

4u: I am satisfied.

4u: i can't really answer this question. but, a searchable database is what i'd like best (i don't know if IS&T already offers this)

4u: I didn't even know there was an IS&T newsletter.

4u: If they provided a tutorial of how to use Athena, especially the commands that work.

4u: I'm not even sure I know the role of IS&T.

4u: I'm pretty satisfied right now.

4u: IS&T should make it easier to set up web_scripts from scripts.mit.edu

4u: It would be nice if it were closer to campus.

4u: Just spam the entire MIT community if we need to know something. I think most people won't object if it's really, really important. Otherwise, zgrams or whatever those popup things on Athena are fine.

4u: let campus know that is&t is willing and available for support

4u: mailing list emails

4u: make the website even more user friendly, i mean, it's pretty good now, but i wish there's even more stuff one it

4u: more web help

4u: posters availiable in Athena about information on printing - double sided, different printers... for both athena comps and laptops

4u: The guy in the basement of the student center is the rudest person EVER. He has an attitude problem and told me the completely inaccurate analysis of what was wrong with me computer. People get paid to be there, so there should be standards as to how to treat clients. People off main campus are really friendly and helpful and always provide very good service

4u: To have web-based downloads available when they say they will be available.

4u: webmail login log

5a: Although I follow on-line instructions for renewing security-related registration and revising changes MIT has made to my e-mail header, I always reach an impasse, either because the instructions are not clear or because some of the terms or names of certificates are not defined. I don't care how this information is provided, I simply need for it to be explicit and comprehensive. I don't have time to do research every time I need to renew something or access MIT information via the MIT website.

5a: An electronic newsletter is fine but having it or at least a notification e-mailed would be highly useful.

5a: Better incorporation of IT Partners

5a: Better Mac knowledge and support

5a: Better notification as to when new products or software become available to the community.

5a: Better-written and -indexed web help pages.

5a: Consistency in response time to questions/issues would be great.

5a: Don't send newsletter hard-copy. A monthly e-mail with key changes would be preferable.

5a: email newsletter with headline

5a: Faster helpdesk response

5a: Faster response time

5a: Faster response time Personal attention

5a: Generally, I've been satisfied with IS&T and have had minor problems that have been quickly resolved. The only enhancement for my needs would be to increase my understanding of maintaining faculty Web sites.

5a: Hire fulltime people for the Help Desk not just somebody who is there for a few hours and passes your problem onto to someone else.

5a: I depend on local IT partners to keep me informed and keep my hardware and software up to date. IS&T should encourage and support the local experts.

5a: I don't know. I like the software release email updates. Usually when I need more information I'll go to the IS&T web pages and they are pretty good.

5a: I have developed the FileMaker solutions for the EAPS Education Office, but it is not my primary responsibility. In the past, I knew I could call Peggy or Kevin for an answer if I was stuck on something. I no longer have any confidence that you are willing to provide support for Filemaker users.

5a: I really can't think of anything. I like this publication a lot.

5a: I think they've done a great job already.

5a: I think with the web site, the help desk, the newsletter and training, IS&T service is actually pretty good. The only problem is having the time to take advantage of these. And it's a big problem.

5a: I wish the IS&T people would be more knowledgeable about FileMaker Pro.

5a: I would like to be able to look up an e-mail address in the MIT electronic directory to find out who someone is. I periodically get e-mail from someone who does not provide their name.

5a: i'm generally pretty satisfied w/ the way is&t provides me w/ info - via web, phone or email.

5a: I'm pleased with how helpful and handy it already is.

5a: I'm satisfied now, but I don't use much direct information from IS&T

5a: Less "fragmented" web info -- including contact info for different areas (help desk, volume license software, networking). Sometimes it is still hard to figure out who to talk to.

5a: more classes at convenient times, email updates of new classes and news at IS&T.

5a: More knowledgible help desk individuals available

5a: More MacIntosh related information.

5a: More technical seminars and lectures.

5a: none - email announcements through itpartners are great

5a: Not sure

5a: Putting more information on the web pages. Right now, too much of it is really technical, and yet some very basic information is completely lacking.

5a: Re. Case 777875: More effort to resolve problems. I still can't print from programs running in Classic using a less-than-year-old Mac purchased on-line from the MIT Apple partner. How can this be "not supported"? And how about telling me 'how' to contact macpartners mail list -- is this an email or web address??

5a: send me a searchable pdf, save the tree and the file space.

5a: Support Microsoft Access Databases

5a: They do a good job now.

Q32 What would increase your satisfaction with MIT telephone services?

1f: Ability to delete a voice mail message without having to listen to whole message

1f: After-hour operator coverage has always been Mickey Mouse. The automated system is a blatant case of throwing technology at a problem that could be better dealt with using people.

1f: better fidelity, increased range of features and options

1f: Better integration of wired and wireless phone options.

1f: better phones - speaker phone without paying for them,

1f: Better phones! I keep having mine replaced, but the new one is just refurbished and often has sticky keys, etc. Also, no ability to program in numbers.

1f: Better voice mail, delete message without listening to entire message.

1f: Come on, our phones are ancient. We don't even have a reasonable speed dial. Using VM is cumbersome -- how about a single button like commercial services. If I have a "message from an outside caller" it takes forever to listen to the opening. If I save it, then after 7 days I have to listen to the entire preamble before it is automatically deleted.

1f: Despite requests, I have not received instructions how to use my telephone services (how to access voice mail, etc.).

1f: Fax service that would deliver my faxes to me via postscript attachements to email message.

1f: Get rid of ISDN (it still does nothing) and link into COTS services. Provide MUCH better conferencing services, probably through a third-party service. Start providing VOIP. Provide plans to integrate with mobile phones as dual WAN/802.11 phones become available. Make a comprenesive service or integrating mobile phone clients and MIT email.

1f: Have a better telephone connection (people I'm callig don't hear me well) and a more efficient (shorter preregistered messages and more flexibilty) mailbox

1f: Haven't been able to get my voicemail to work, wireless office phones would be a great step forward.

1f: Having a human answer the main number on weekends

1f: I can't stand the computerized system. I've wasted a lot of time trying to get phone numbers. I'm frustrated that people aren't available expect until 5 pm.

1f: I host many telecons and the process of setting up standing meetings, etc. could be improved. Also, there is no integrated Web/phone meeting service at MIT (like Webex) -- most large companies use these regularly. When I need to do it, I go through NASA.

1f: I would like the voice mail to identify when calls came in. I would like the stupid clock on the phone to be easier to reset.

1f: I would like to push a button to hear messages rather then enter code after code. I miss calls many times a day and I am constantly entering numbers to hear the messages.

1f: I'd like to have access to a conferencing service, I'd like integration of phone and computer (i.e. automatic dialing).

1f: If I could delete a phone message without having to listen to it all the way through - especially when I have already listened to it through once and it is just about to be cleared off the system

1f: It should be possible to get an operator during 8am-7pm. Sometime you have a cell phone and need to reach someone and the automated system can not deal with poor connections.

1f: It would be nice to have virtual fax machines set up at several phone numbers, to receive faxes as softcopy and

route them automatically to us via email. It would also be nice to originate faxes as softcopy over the network (i.e., w/out a dedicated phone line.)

1f: LESS COMPUTER VOICE JABBER! I don't need to listen for 10 seconds as a autistic computer slowly spells out the exact time that the message came in...which turns out to be a hangup anyway. How about a SINGLE BUTTON (i.e. a speed dial + access code + forward to message) that will just play the most recent message, without 45 seconds of button-pushing and listening to idiotic, never-used options. Bring back the one-touch answering machine, fer chrissakes!

1f: longer message storage date and time stamp

1f: Longer time for saved voice mails.

1f: Longer time to keep voicemails archived.

1f: lower cost per call

1f: make it cheaper

1f: More flexibility on the voice mail system. For example, one has to listen to a complete message before one can delete it. (The fast forward speed is not working well, it may operate on a 20% increase in speed only.)

1f: More flexible voice mail No fees for features as storing frequently called numbers on the phone

1f: More reliable service! (calling overseas from my office phone fails more often when dialing directly than when using a phone card!!!)

1f: More voice mail features

1f: More voicemail storage, better ISDN phones (including specifically logging of missed calls), mechanism to access voice mail over the Internet

1f: no issue

1f: Nothing

1f: Operators who are helpful and courteous A COMPLETE REVISION OF THE AUTOMATED MAIN SWITCHBOARD

1f: service round the clock-- migt students and researchers don't work on a 9-to-5 schedule

1f: Speed dial on the phones as well as a memory of what persons have called.

1f: Speed dialing on my phone

1f: Speed up voicemail message system

1f: The ISDN 7506 is a dinosaur in terms of modern phone features. Surely something more technologically in the 21st century is long overdue. Where else do you have to set daylight's savings time MANUALLY?!

1f: The ISDN service is not useful for most purposes, and it requires expensive, not particularly functional, handsets. The service is also relatively expensive. Should MIT be looking at shifting to VOIP and phasing out the 5ESS?

1f: The voicemail is horrible. Also, I have two offices (as do an increasing number of faculty). One phone does ring in the other office, but there is no way to get voicemail notification. I am seriously considering trying to disable the voicemail because of this problem.

1f: They currently overcharge long distance without payback in service. I could just use my cell phone and get rid of campus phones (and IS&T) altogether.

1f: To get one bill for all the phones.

1f: to have automatic time recorded for all calls

1f: voicemail storage is too short a timeframe. limit the # you can store rather than the time you can store them.

1f: Voicemail that does not require you to listen to every message marked for deletion before learning if you have any new messages. Calling from overseas this has cost me charges as high as $10 on occasion. I have been making this request off and on for over a decade with no response -- in fact no change in voicemail at all. I would also appreciate a speed dialing option from my phone. Most of all, the inability to reach a live operator after hours is on occasion extremely frustrating, since I cannot learn anyone's phone number (unless I'm near a computer with internet access) on weekends or evenings. Occasionally it's been a near-emergency -- not urgent enough to ask the police, but urgent nonetheless.

2r: 1. Being able to store voicemail longer than 7 days 2. Having alerts sent to my email that I have a new voicemail 3. Being able to forward my voicemail to my email

2r: ability to archive messages to computer for important info. (Longer than 7 day sorage)

2r: Better phones

2r: better phones, training, intuitive interfaces

2r: Better teleconferencing ability from desktop phone (ie more than 3 parties on the line)

2r: better voice mail service. want to delete messages without waiting to hear the entire message. this drives me crazy. the whole voice mail service is way outdated. really wish it would take my commands while messages were playing etc.

2r: better voicemail system

2r: cheap or free access to speed-dialing

2r: date stamps on voicemail

2r: decent speakerphone for desk

2r: delete messages while they're replaying rather than having to listen to all of a message before being able to delete

2r: Easier ability to set speeddial options on ISDN 7506 phones.

2r: Easier access to features, e.g. accessing voice mail, call forwarding, etc.

2r: I don't have voice mail set up and don't know where to find out how.

2r: I have had several bad experiences with telephone repair. THe technician shows up then disappears without resolving the problem or letting us know what they plan to do. I have experienced some bad attitude as well with this service.

2r: I use the Lincoln Lab telephone system. I assume that the Lincoln phone system is not the same as the MIT phone system.

2r: Instantaneous response to service calls and 100% problem resolution success rate would do it. If that's asking too much, then a very close approximation.

2r: My phone # (253-6610) is apparently listed somwhere on MITs website as the main number. I get many calls from people looking for the switchboard who say they got this number online. Can't seem to get this solved.

2r: not having to listen to an entire voicemail message before being able to save or delete it

2r: online help

2r: simpler voice mail, newer phones

2r: Timestamps on voicemail. Easy way to kill a message without listening to the whole thing.

2r: verbal time stamps for each message

2r: Voice mail on every office phone. Direct dialling for long distance on all office phones, pehaps with a monthly minute limit, I need to occasionally make a long-distance call for work, and using calling cards is inconvenient.

2r: voice recognition directory information for MIT employees was terrible

3g: better documentation of voicemail features ability to see which features are enabled for my extension

3g: Caller ID

3g: Caller ID on (shared) office phones Allow out-of-area code calls to be made

3g: Getting free or low-cost voicemail in graduate student offices.

3g: give instructions (to new students!) on how to use features. how to use voice mail in campus graduate house? does it cost us addtional money? ...

3g: Having someone answer the phone at the MIT operator number would be nice. I've called a few times and there is absolutely no way to talk to a person. The automated voice recognition works very poorly. Even when I'm saying a word I know must be in the directory, the automated system can't find it.

3g: I do not use this service on a regular basis.

3g: I dont use MIT phone servuces

3g: I'm not too familiar with them, really.

3g: IMAP access to voicemail

3g: Let's do the VoIP service

3g: make it clear how to check voice mail

3g: MIT needs a 411-service!

3g: More accesible online help

3g: Not having to pay for it next year.

3g: simplier phone, simplier software interface, don't have to wait for voice instructions/voicemail to end before entering information

3g: Sloan needs to have conference call facilities available for students. Much of the curriculum includes group work, IM works OK but it would be nice to have access to dial-in conference call services.

3g: Voicemail availability on-line. Caller ID.

3g: WE DESPERATELY NEED MORE PHONES IN E51 FOR STUDENTS TO MAKE CONFERENCE AND OTHER CALLS TO COMPANIES!!!!

4u: able to make long distance calls, caller ID

4u: Acutal numbers appearing on cellular phones.

4u: better international rates and services

4u: call id, call waiting

4u: Cancelling it

4u: free local service

4u: Having a phone

4u: i don't use it

4u: i don't use it except for calling other dorm phones, so i don't know.

4u: I don't use MIT telephones.

4u: I don't use the MIT telephone services.

4u: I get a fair amount of telemarketers calling me at times when no college student should be awake. If there's a way to get MIT student numbers off those lists, that would be great.

4u: I never use it because I have a cell phone.

4u: Ideally, I would like long distance to be provided free of additional charge. Local calls are sufficient and appreciated.

4u: I'm not really sure. Whenever I dial off campus, I always use a calling card. Overall, I'm pretty satisfied with that. As for the survey questions above (about telephone services), I've never really used them. actually, there could be better cell phone access at SImmons Hall. Currently, it's very difficult to make a cell phone call here w/a clear connection.

4u: Keep it free.

4u: Low or no phone rates

4u: Maybe I just don't know if this exists but... voice mail service for students?

4u: MIT should by default put all dorm telephone numbers on the national Do Not Call registry.

4u: no monthly dorm phone fees next year

4u: no service charge for next year!!!

4u: not to charge local calls

4u: nothing

4u: Nothing really.

4u: our own voice mail

4u: perhaps provide call waiting

4u: phone calls from dorms should remain free of charge.

4u: Please make it widely known how to access extension numbers or how to dial out of the system.

4u: Reduction of telemarketers.

4u: Sometimes cannot make local calls. So consistency.

4u: Voicemail, free for next year

5a: - allow me to delete messages while they are playing - not charge $100 for a simple service change on my phone - allow me to save a voice mail for longer, or at least if I run out of time, allow me to forward to someone else before it's deleted! - easi

5a: 800 number when calling in for messages

5a: Availability of options - for example, our office has two main phone numbers. You can only change the outgoing message on one line. If someone calls the other line, it just rings. This is a problem when we have a holiday. We want to tell people we are closed, but can only do so on one phone line.

5a: Being able to delete a phone message without having to hear it all the way through (ditto for not having to hear a command all the way through to perform it when it's something I already know). Easier codes to remember (or at least a quick-chart).

5a: being able to transfer an incoming call on my boss's line to his voicemail

5a: better auto-bridges. Had problems with other users on telephone lines, and could only reserve dates and time a month at a time. Not useful for long term projects.

5a: Better name recognition in the automated switchboard -- try "Dianne Brooks."

5a: Billing that's easier to get to for individual phone lines.

5a: clear, easy to read statements for all MIT phone extentions

5a: Getting the automated system during the work day can be annoying, the system is not helpful

5a: Having Voice Mail and Caller ID.

5a: I get what I need now.

5a: I guess if we had no more unexplained outages, that would be best.

5a: I have no issues with the phone service.

5a: I would like to know consistently the phone number of a call or voice mail.

5a: I'd like to see more features on voice mail

5a: if i could program my isdn7507 to save phone numbers i use very often e.g. speed dial or memory. i talk on the phone quite a bit and if i didn't have to always look up so-and-so's number on the mit people directory i'd have more time for other tasks. also, there needs to be an improvement in the directory listing svces, i've had my present extension for over 3 years and the phone directory (i.e., statements) still lists the person who had the extension 5 years ago. i have requested the change/update to no avail.

5a: Improved Voicemail functions, name identification on the screen of the phone

5a: In reviewing monthly statements, it would help to have a name or service next to the individual telephone numbers/locations.

5a: It currently satisfies my needs.

5a: MIT operators do not always know where to properly direct a call. I get calls that would be better directed to other offices, and also get calls forwarded that were directed to other offices, but should be directed here. But this is complex. They do the best that they can. I don't know if a more robust reference guide would help to get more calls to the right place.

5a: More expedient problem resolution

5a: more features... need my own groups so when there is, for example, a network outage, I can leave a voice mail on everyone of my folks phones automatically. Obviously, if the network is down, I can't send them e-mail. Would like to be able to add more folks to a conference call or do this myself on the web without going to TeleComm to set up an audio bridge

5a: more voicemail prompts. Automatically getting time message left.

5a: Newer multi-line phones - these 7506's are relics

5a: newer phones - these are ancient. Most people I know have phones integrated with their computers in their offices.

5a: Not having the automated system. It underestimates the value of having operators who use their knowledge to enhance contacting MIT. And speedy response time to make telephone changes. It would seem to me that since the department must pay for changes on telephones the changes should happen more expeditiously.

5a: Not sure.

5a: quicker/easier access to billing info

5a: The ability to intergrate Outlook to place and track calls

5a: the automated switchboard has not yet worked correctly

5a: the operators bounce calls to departments without seriously considering what the people are seeking... it's frustrating, i've been in two large departments where this has been a problem. also, MIT should have a number where we can forward the crazies too. it's a common frequent occurence that is a danger to staff who have to respond and there is really no way to get it to stop.

5a: uuuuo

5a: We have a customer service department of 3 or 4 people. I would like a phone system which hunts for a free extension and then forwards the call to that extension or allows the caller to enter an extension. Currently we have the phone line ring at every desk when a call comes in.

5a: wishlist: web access to audio files of voicemail messages, ability to feed audio files to speech recognition s/w for transcription

5a: Would be nice to keep voice mail for more than 7 days.

Q36 Are there applications or services you would like to be able to access via handheld devices that you cannot at this time?

1f: Cell phone or internet phone? [I have wireless card]

1f: e-mail

1f: EMAIL EMAIL EMAIL in a seamless, integrated way with Eudora on the Mac and via a Treo 600 (I now use PapiMail on the Treo). Also the wireless modem protocols for use with the Treo on the Mac are very flaky.

1f: email eudora

1f: Email. I'm told it is possible, but who knows. It will likely use the same horrid servers as regular email through Eudora.

1f: Fast access to email, bluetooth connectivity to laptop, want to make my Treo modem for my laptop.

1f: I would like to be able to sync my palm pilot over the network to an exchange server. I am currently trying to do so with evolution, but it is not yet working, and is kind of a nightmare. This is more a limitation of the palm pilot than it is of MIT IT services.

1f: Mate the Blackberry with my MAC!!!!!

1f: My TechTime calendar.

1f: No

1f: Real software and presenations from my PDA (Treo) to a computer projector.

1f: There is no support to get these devices for faculty

1f: Web calendar

1f: Yes, I would like to access fine-grained indoor location information from my cellphone.

2r: Automated safety inspection data entry

2r: E-mail and internet

2r: email, web

2r: I stopped using my handheld a while back - seemed more trouble than it was worth

2r: MIT calendar, talk updates, email

2r: NA

2r: no

2r: no

2r: no

2r: no

2r: no

2r: No

3g: E-mail. (Authentication problems with my cell-phone)

3g: evolution on athena

3g: no

3g: nope.

3g: push email.

4u: I don't own handheld devices

4u: I have a Pocket PC. It would be nice to access sites that require certificates on it.

4u: n/a

4u: no

4u: No

4u: no

4u: no

4u: nope

4u: WOULD VERY VERY MUCH LIKE TO HAVE CERTIFICATES AVAILABLE TO PDAs.

4u: yeah the wireless, i can't get it to work and it's not supported so i haven't bothered to make it work so i use it more

4u: Zephyr, MIT directory (without using the current web-based interface)

5a: Access SAP Plant Maintenance

5a: all my files from my computers

5a: i handle my palm on my own. the last upgrade to the o/s on my machine left my palm completely unusable. it took me about 6-8 hours to fix it and no one could help at all.

5a: I would like to be able to synch my PDA with Tech Time for the calendar but keep using the Palm Desktop address book.

5a: n/a

5a: No.

5a: not applicable

5a: not currently

5a: Not that I know of.

5a: the faculty whom i assist have problems using bluetooth + apple apps. on their ipaq pda's.

5a: the interface between TechTime and my palm pilot leaves something to be desired. Was very difficult to set-up.

5a: yes I'd like to use a blackberry and synchronize with my email and calendar, but I don't know if this is possible and whether I can do this without having my email forwarded to another service provider. I am also concerned about cost.

Q40 What additional computer services, if any, would you like to see MIT offer or support?

5a: web (webdav) access to afs home directories with upload and download ability - both certificate based and password based (like webmail). Afs/smb gateway would be partial substitute, but not nearly as good. consultants to create msi installers for winathena, from vendor-provided installer packages, for fee when appropriate

1f: All I want is an IP address and bandwidth

1f: athena linux for laptops

1f: Better international travel access.

1f: Better searching of materials within MIT. Better searching of domains that are protected-access, e.g., faculty only.

1f: Blackberry Enterprise Server

1f: i didn't know about the institute-wide autoresponder service!

1f: I have no pressing needs - or even opinions on many fo the previous questions - because I get superb service from the IT staff of RLE.

1f: I know that IS&T offers a wireless palm conduit to oracle, but that does not integrate well with the rest of my desktop.

1f: I would like to have some of the existing services available to me. I have no hardware support. All of the support seems to go to the support staff and none to the faculty

1f: I'd like to be able to put together and maintain websites and shared sites for collaborators in various projects around the country with reasonable levels of security. I'd like serious support of my Treo 650.

1f: Microsoft exchange server capability and support

1f: mit webmail is good but needs more features.

1f: online travel services (eg airline tickets) online time card services for students and other employees

1f: Since the Math Department provides its own servers and software support, I actually almost never use IS&T services directly (although I do connect through the MIT wireless network). Actually I almost never use any of the services described in this survey, except for the on-campus wireless connectivity. That being said, a less "ad hoc" system would be easier to learn. For example, why does Athena over Unix work almost like Unix but never quite exactly like standard Unix ? Many things at MIT have their own specificities and it's not clear why. The documentation available is not appropriate for people who already master the standard version of a tool and want to understand the MIT way of doing things. Making the transition easier for people who already have experience with computing but are not familiar with MIT specificities should be a priority.

1f: support for home office solutions (faculty work from home very regularly)

1f: Support for working from home, set-up of home computer with ability to log into MIT research servers.

1f: Tether access with a toll-free number, so you can check email on the road without paying $10 per log-in.

1f: The SPAM filtering has become much better, however, I'm not sure we're up to what Columbia does. My daughter, a grad student there, tells me she gets very little (!) SPAM. I was delighted to discover that I could simply open my MIT Eudora in a house in Holland that had DSL. Where that's not possible, however, I use WebMail. Why is it so incredibly slow? I'm told there's now a way to filter SPAM on it, but when I last used WebMail SPAM was a big problem because every message deleted took precious time. After awhile I just want to scream.

1f: Web page development, ecommerce Filmaker support Support for the Physical Education Registration system upgrade! Registrar System upgrade!

2r: 1. A Stellar-type system (but separate so that OCW does not have access to it) that could be used when you are working with collaborations internationally so you can load large files and allow your collaborator to download them completely securely. 2. Whiteboard feature in conjunction with the TabletPC for collaborative work

2r: A 'universal campus-wide desktop environment': when I log in, I should have immediate access to all my campus-wide information such as my library account and other sites that currently use an extra stage of identification (login/password).

2r: better department calendering, we use Now up to date, Tech time will not do what we need it to do.

2r: Blackberries for all

2r: fast X-term (via ssh) access to athena

2r: get rid of the $10 tether fee (just eat the cost)

2r: I do not know how to set up voice mail.

2r: I'd like seamless access from home over my broadband connection to MIT services (VPN-like??). Does this exist?

2r: laptops available to half-time faculty

2r: NA

2r: none

2r: none at this time

2r: Realistic job queues

2r: report periodically that the TSM backup is working. Every 3 months, notification that service is on.

2r: Send caller ID for missed phone calls as email. Send email for new voice mail (including caller ID).

2r: shared (keyed) programs or site licences

2r: video conferencing via the web or wireless

2r: Weblogs, discussion boards

3g: E-mail backup on IMAP. Backed up on-line storage spaces for windows/mac (maybe through official support of AFS)

3g: integrated calendar and contact list to support Outlook and Palm together synced

4u: A simple calendar that organizes personal class schedules.

4u: Ability to run php and mySQL on personal webspace

4u: As I mentioned before, IS&T doesn't really publicize its services well. If I knew more about what services it offers, I would take advantage of them. Right now, I'd like to have someone help me figure out how to use the hard drive backup service that MIT offers, and guide me to a self-help site that will teach me how to construct a personal web page.

4u: can't think of anything

4u: I'd like to be able to access emails that I send out on Webmail.

4u: MacOS X-Athena integration so that Macs for multimedia use would be more readily available on campus

4u: There is no field for Webmail concerns so I will put my suggestion here. It would be nice if Webmail had a "select all" feature to make it easier to delete emails.

5a: A high speed version of tether.

5a: eRoom (Documentum)-style secure workspaces for project mangement and/or grant proposal evaluation, online survey functionality (compiling results in a database not just emailing responses!), event RSVP management (like CVENT), HTML email management, sharing free-busy data with people off campus that use Outlook, web-accessed contact management, easier to use mailing list management

5a: FileMaker development and servers

5a: i can't think of any that is not already offered. though: i am looking for a source that can teach me to use the remote desktop feature, as i plan to implement this between my work and home machines soon.

5a: I'd like to print out each month as well as a year's calendar on one page, but that feature is not available. It would be great for planning and distributing events just in our office.

5a: linux

5a: Mac/PC laptop purchase program for employees. More training in software. More training in business apps and procedures.

5a: Microsoft Access

5a: MIT should offer more security assessments of departmental applications, especially e-commerce sites.

5a: network reliability and the ip address issue associated with wireless are both problems. whenever i go to see if i can help myself in the shared problems, i never find anything useful - the stock answers aren't well stocked. and getting help from IS has been bad in my experience. Their solutions are too general and usually involve you calling them back after doing something like re-booting. The depth of help is just not there.

5a: None that I know of.