

Survey Results Overview

Executive Summary

MIT's Information Services and Technology (IS&T) has been soliciting feedback from its clients from year to year to determine what is working and where improvements are needed. In addition, the surveys help collect data from the community on what services are important in the future. A random sample was drawn from faculty, researchers, graduate and undergraduate students, and staff. The overall response rate was 38%.

During these periodic surveys, the need for connectivity has become increasingly important. Members of the MIT community expect to be able to conduct whatever computing they need to, from wherever they are, whenever needed.

Connectivity

The IT infrastructure and the network at MIT are an essential support for how teaching, learning, research and administration get carried out at and beyond the Institute. Over the years, the ability to stay connected regardless of where you are has taken on increasing importance as faculty, researchers, senior leaders, students and staff work from multiple locations in the United States and beyond. Fortunately, the services and systems needed to support these mission-critical activities were rated as satisfactory or better in this most recent survey.

Service Area	Mean	Percent Satisfied	N
Wired Network	5.12	93%	579
Network Services overall	4.79	92%	661
Availability of wireless	4.76	87%	530
Keeps the IT systems up & running	4.82	93%	565
Remote access in U.S.	4.86	93%	550
Remote access out of U.S.	4.63	86%	333

Limited wireless availability has been a major concern in prior surveys, and the jump in the satisfaction rating this year was statistically significant. Remote access while traveling outside the U.S. also improved, as it has been steadily doing over the years.

Satisfaction has increased for the faculty with the course hosting done via web.mit.edu. Communications before rollouts have also improved in the administrative applications area.

Services with High Dissatisfaction

It is equally clear when you listen to the clients who use IT at MIT what causes them dissatisfaction. There is considerable annoyance shared by many in the community with the webmail being provided as well as with TechTime and spam filtering. At many universities where MOR Associates has conducted this survey during the past year, spam has been ranked as the highest source of dissatisfaction. This was not the number one frustration at MIT because for a time MIT has taken a number of steps to curtail the volume of spam that other universities have been slower to implement, yet spam remains an on-going challenge, a time sink and a distraction nevertheless.

Service Area	Mean	Percent Dissatisfied	N
Webmail features	3.81	36%	534
Webmail ease of use	4.06	29%	548
Webmail speed	4.08	29%	545
TechTime integrated calendaring & email	3.36	42%	118
TechTime shared calendaring	4.08	26%	226
TechTime-reserve conference room	4.09	25%	136
TechTime personal calendaring	4.17	22%	239
Spam screening effectiveness	4.01	28%	632
Ease of setting your spam screening thresholds	4.01	27%	467

Respondents compare the provided webmail client to gmail and other such services, raising expectations about what MIT should provide. Webmail is clearly used by far more respondents than the TechTime application

Students are dissatisfied with many aspects of printing.

Other Key Service Areas

Satisfaction with software services remained within the same range as the prior survey. Faculty wanted more timely releases of software after the vendor releases.

Help services ranged from a satisfaction level of 4.60 for help services overall to 5.07 for the professionalism of the staff. This is in keeping with the prior survey's ratings. Clients continue to indicate what is most important to improving their satisfaction with help services is faster resolution time.

Telephone services satisfaction ratings ranged from 4.39 on features to 4.64 with satisfaction with MIT operators. There continues to be some expressed dissatisfaction with features and functionality even with services such as voicemail.

What Is Important to the Community?

There is widespread agreement about what is most important to many in the MIT community. Of the 599 respondents answering this question, 92% indicated automatic software security/virus patch upgrades were most important. The need for desktop backup was deemed important by 88% and network file storage services by 87%. The ability to work on shared documents from distributed locations using a secure site was rated as important for 75% of the community.

Satisfaction Ratings from the General Survey Sorted by Mean

Question	Mean	Count
Q4b. Wired network	5.12	579
Q19c. Help Desk: Professionalism	5.08	369
Q13a. Remote access while traveling in the U.S.	4.86	550
Q19d. Help Desk: Technical ability	4.85	365
Q43c. IS&T keeps the IT systems up and running	4.82	565
Q8a. Network Services overall	4.79	661
Q5a. Availability of wireless connectivity	4.76	530
Q44a. IS&T overall	4.74	618
Q2c. Software download page (web.mit.edu/software)	4.73	502
Q19a. Help Desk: Ability to get through to a person	4.70	368
Q5c. The registration process for getting a wireless connection	4.69	477
Q4a. Wireless network	4.69	543
Q43a. IS&T delivery of services	4.68	510
Q19b. Help Desk: Timeliness of resolution	4.65	371
Q27a. MIT's operators	4.64	184
Q43b. IS&T responsiveness to your needs	4.63	506
Q13b. Remote access while traveling outside the U.S.	4.63	333
Q12a. Email overall	4.62	662
Q21a. IS&T problem resolution overall	4.60	407
Q2a. Selection of software from MIT	4.60	587
Q27c. Voice over IP (VoIP) pilot	4.56	77
Q2b. Timeliness of MIT release of new software after vendor release	4.54	423
Q26c. Telephone problem resolution	4.52	254
Q28a. Telephone Services overall	4.51	508
Q32b. Carry-in hardware repair	4.47	149
Q26b. Voice Mail	4.44	419
Q5b. Wireless signal strength	4.44	529
Q2d. Helpfulness of MIT software documentation on the IS&T website	4.44	467
Q43d. IS&T keeping you informed about IT at MIT	4.43	545
Q19e. Help Desk: Clarity around who to go to for help	4.41	354
Q27b. NameConnector Service (automated switchboard)	4.40	164
Q26a. Availability of telephone features	4.39	444
Q32c. Onsite hardware repair	4.39	114
Q32a. Hardware recommendations	4.36	240
Q39a. TechTime: Personal calendaring	4.17	239
Q39c. TechTime: MIT conference room reservation service	4.09	136
Q39b. TechTime: Shared calendaring	4.08	226
Q11a. WebMail speed	4.08	545
Q11b. WebMail ease of use	4.06	548
Q9b. Ease of setting your spam screening thresholds	4.02	467
Q9a. Spam screening effectiveness	4.02	632
Q11c. WebMail features	3.81	534
Q39d. TechTime: An integrated calendaring and email solution	3.36	118

Top Seven Areas of Satisfaction by Cohort Sorted from Highest to Lowest by Mean

Faculty

Question	Mean	T Pos	Count
Q19c. Help Desk: Professionalism	5.08	97%	66
Q4b. Wired network	4.85	84%	88
Q19d. Help Desk: Technical ability	4.79	90%	63
Q5a. Availability of wireless connectivity	4.69	86%	86
Q2c. Software download page (web.mit.edu/software)	4.68	93%	73
Q43c. IS&T keeps the IT systems up and running	4.61	85%	87
Q4a. Wireless network	4.58	82%	88

Researchers

Question	Mean	T Pos	Count
Q4b. Wired network	5.20	94%	123
Q19c. Help Desk: Professionalism	5.14	96%	72
Q43c. IS&T keeps the IT systems up and running	5.10	99%	115
Q19a. Help Desk: Ability to get through to a person	5.01	96%	74
Q19d. Help Desk: Technical ability	4.99	96%	73
Q8a. Network Services overall	4.93	96%	135
Q19b. Help Desk: Timeliness of resolution	4.92	95%	73

Graduate Students

Question	Mean	T Pos	Count
Q4b. Wired network	5.19	95%	121
Q19c. Help Desk: Professionalism	5.00	97%	71
Q13a. Remote access while traveling in the U.S.	4.94	96%	127
Q19d. Help Desk: Technical ability	4.80	90%	71
Q13b. Remote access while traveling outside the U.S.	4.78	92%	95
Q19a. Help Desk: Ability to get through to a person	4.76	91%	70
Q19b. Help Desk: Timeliness of resolution	4.75	93%	69

Undergraduates

Question	Mean	T Pos	Count
Q4b. Wired network	5.21	94%	81
Q13a. Remote access while traveling in the U.S.	5.05	97%	93
Q13b. Remote access while traveling outside the U.S.	4.95	93%	42
Q8a. Network Services overall	4.95	95%	100
Q5c. The registration process for getting a wireless connection	4.90	92%	93
Q5a. Availability of wireless connectivity	4.84	84%	96
Q12a. Email overall	4.74	95%	101

Administrative Staff

Question	Mean	T Pos	Count
Q4b. Wired network	5.12	94%	166
Q19c. Help Desk: Professionalism	5.04	95%	132
Q4a. Wireless network	4.96	95%	112
Q5a. Availability of wireless connectivity	4.89	91%	109
Q43c. IS&T keeps the IT systems up and running	4.88	95%	166
Q2c. Software download page (web.mit.edu/software)	4.84	93%	121
Q8a. Network Services overall	4.83	94%	184

Top Seven Areas of Dissatisfaction by Cohort Sorted from Lowest to Highest by Mean

Faculty

Question	Mean	T Neg	Count
Q11c. WebMail features	3.46	46%	78
Q11a. WebMail speed	3.70	39%	79
Q11b. WebMail ease of use	3.71	41%	79
Q9b. Ease of setting your spam screening thresholds	3.73	35%	77
Q32a. Hardware recommendations	3.77	33%	39
Q2b. Timeliness of MIT release of new software after vendor release	4.06	27%	62
Q19e. Help Desk: Clarity around who to go to for help	4.11	23%	65

Researchers

Question	Mean	T Neg	Count
Q9b. Ease of setting your spam screening thresholds	4.04	31%	90
Q11c. WebMail features	4.08	31%	106
Q9a. Spam screening effectiveness	4.10	29%	125
Q39a. TechTime: Personal calendaring	4.29	16%	45
Q11b. WebMail ease of use	4.30	24%	110
Q39b. TechTime: Shared calendaring	4.31	20%	49
Q32a. Hardware recommendations	4.36	19%	47

Graduate Students

Question	Mean	T Neg	Count
Q39b. TechTime: Shared calendaring	3.83	33%	40
Q11c. WebMail features	3.83	37%	126
Q39a. TechTime: Personal calendaring	3.84	33%	43
Q11a. WebMail speed	3.96	32%	127
Q9b. Ease of setting your spam screening thresholds	4.02	26%	101
Q11b. WebMail ease of use	4.05	31%	127
Q26a. Availability of telephone features	4.05	27%	56

Undergraduates

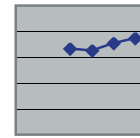
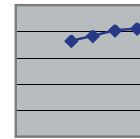
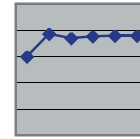
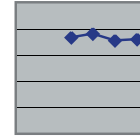
Question	Mean	T Neg	Count
Q28a. Telephone Services overall	3.55	48%	31
Q11c. WebMail features	3.73	43%	84
Q11a. WebMail speed	3.74	41%	86
Q43d. IS&T keeping you informed about IT at MIT	3.91	30%	74
Q9a. Spam screening effectiveness	3.91	32%	93
Q9b. Ease of setting your spam screening thresholds	3.97	30%	60
Q11b. WebMail ease of use	4.00	33%	86

Administrative Staff

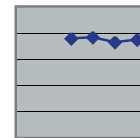
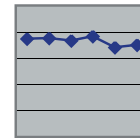
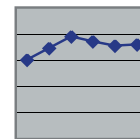
Question	Mean	T Neg	Count
Q39d. TechTime: An integrated calendaring and email solution	3.46	36%	56
Q11c. WebMail features	3.83	33%	140
Q9a. Spam screening effectiveness	3.99	27%	180
Q11b. WebMail ease of use	4.12	23%	146
Q39c. TechTime: MIT conference room reservation service	4.16	22%	64
Q9b. Ease of setting your spam screening thresholds	4.19	21%	139
Q39b. TechTime: Shared calendaring	4.23	21%	109

Changes in Satisfaction Means from May, 1999 to April 2, 2007 for Major Service Areas in the General Survey

Question/Area	Gartner May-99	MOR Assoc Nov-00	MOR Assoc May-02	MOR Assoc Oct-03	MOR Assoc Apr-05	MOR Assoc Apr-07
Software Availability			4.66	4.81	4.56	4.59
Network Overall	3.99	4.86	4.68	4.77	4.78	4.78
Network Performance			4.65	4.83	5.04	5.12
Remote Access While Traveling			4.34	4.26	4.54	4.74

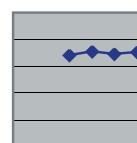


Question/Area	Gartner May-99	MOR Assoc Nov-00	MOR Assoc May-02	MOR Assoc Oct-03	MOR Assoc Apr-05	MOR Assoc Apr-07
Help Services Overall	4.02	4.46	4.90	4.71	4.54	4.60
Telephone Overall	4.74	4.76	4.66	4.84	4.40	4.51
IS&T Overall			4.79	4.84	4.64	4.74



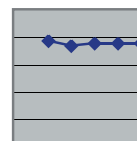
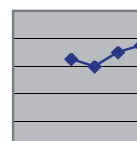
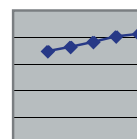
SOFTWARE SUPPORT

Question/Area	Gartner May-99	MOR Assoc Nov-00	MOR Assoc May-02	MOR Assoc Oct-03	MOR Assoc Apr-05	MOR Assoc Apr-07
Software Availability			4.66	4.81	4.56	4.59
Software Timeliness			4.40	4.54	4.45	4.53



NETWORK SERVICES

Question/Area	Gartner May-99	MOR Assoc Nov-00	MOR Assoc May-02	MOR Assoc Oct-03	MOR Assoc Apr-05	MOR Assoc Apr-07
Performance		4.48	4.65	4.83	5.04	5.12
Wireless Availability*			4.27	3.99	4.50	4.75
Network Overall		4.86	4.68	4.77	4.78	4.78



Changes in Satisfaction Means from May, 1999 to April, 2007 for All Service Areas in the General and Cohort Surveys

Question/Area	MOR Assoc May-02	MOR Assoc Oct-03	MOR Assoc Apr-05	MOR Assoc Apr-07
IS&T Overall	4.79	4.84	4.64	4.74

SOFTWARE SUPPORT

Question/Area	MOR Assoc Nov-00	MOR Assoc May-02	MOR Assoc Oct-03	MOR Assoc Apr-05	MOR Assoc Apr-07
Software Availability	--	4.66	4.81	4.56	4.59
Software Timeliness	--	4.40	4.54	4.45	4.53
Software Installers	--	4.91	4.97	4.85	--
Software Doc Helpfulness	--	--	4.66	4.50	4.43
Software Download Page	--	--	--	4.85	4.73
Software Support Overall	4.59	4.76	4.74	--	--

NETWORK SERVICES

Question/Area	MOR Assoc Nov-00	MOR Assoc May-02	MOR Assoc Oct-03	MOR Assoc Apr-05	MOR Assoc Apr-07
Reliability	4.51	4.66	4.76	--	--
Performance	4.48	4.65	4.83	5.04	5.12
Wireless Availability	--	4.27	3.99	4.50	4.75
Wireless Signal Strength	--	--	--	4.31	4.44
Wireless Registration Process	--	--	--	4.51	4.69
Network Overall	4.86	4.68	4.77	4.78	4.78

REMOTE ACCESS

Question/Area	Gartner May-99	MOR Assoc Nov-00	MOR Assoc May-02	MOR Assoc Oct-03	MOR Assoc Apr-05	MOR Assoc Apr-07
Remote Access w/in U.S.	4.21	4.14	4.38	4.69	4.78	4.85
Remote Access Outside U.S.	--	--	4.34	4.26	4.54	4.62

NEWER SERVICES

Question/Area	MOR Assoc Oct-03	MOR Assoc Apr-05	MOR Assoc Apr-07
Tech Time Calendaring	4.03	4.27	4.17
Spam Screening	4.26	4.15	4.01

HELP DESK SERVICES

Question/Area	Gartner May-99	MOR Assoc Nov-00	MOR Assoc May-02	MOR Assoc Oct-03	MOR Assoc Apr-05	MOR Assoc Apr-07
Getting a Person	--	3.66	4.71	4.70	4.65	4.70
Resolution Time	--	3.80	4.64	4.69	4.62	4.64
Professionalism	--	4.95	5.33	5.13	5.01	5.07
Technical Ability	--	4.15	4.89	4.97	4.83	4.85
Help Services Overall	4.02	4.46	4.90	4.71	4.54	4.60

TELEPHONE SERVICES

Question/Area	Gartner May-99	MOR Assoc Nov-00	MOR Assoc May-02	MOR Assoc Oct-03	MOR Assoc Apr-05	MOR Assoc Apr-07
Telephone Overall	4.74	4.76	4.66	4.84	4.40	4.51
Telephone Service Features	--	4.74	--	4.61	4.33	4.39
MIT Operators	--	4.73	--	--	4.43	4.64
Telecom Problem Resolution	--	4.51	--	4.62	4.47	4.52
Voice Mail	--	--	--	4.65	4.30	4.44

HARDWARE SERVICES

Question/Area	MOR Assoc Apr-05	MOR Assoc Apr-07
Hardware Recommendations	4.35	4.36
Carry-In Repair	4.38	4.46
Onsite Repair	4.23	4.23

FACULTY QUESTIONS

Question/Area	MOR Assoc Oct-03	MOR Assoc Apr-05	MOR Assoc Apr-07
web.mit.edu for Course Hosting	4.83	4.55	4.80
Stellar for Hosting Course Pages	4.48	4.45	4.62
Class Email List Services	4.70	4.43	4.77
Athena Discuss	4.12	4.25	5.22
MIT Forums	4.18	4.08	4.92
Stellar Discussion Groups	4.37	4.10	4.06
Mailman	4.50	4.40	4.71

STUDENT QUESTIONS**OLC HELP**

Question/Area	MOR Assoc May-02	MOR Assoc Oct-03	MOR Assoc Apr-05	MOR Assoc Apr-07
Getting a Person	4.80	5.03	4.92	4.20
Response Time	4.92	4.88	4.75	4.28
Resolution Time	4.69	4.67	4.75	4.35
Professionalism	4.98	4.91	5.00	4.60
Technical Ability	4.80	5.09	4.89	4.35

STUDENT RCC HELP

Question/Area	MOR Assoc May-02	MOR Assoc Oct-03	MOR Assoc Apr-05	MOR Assoc Apr-07
Getting a Person	4.80	--	4.56	4.75
Response Time	4.92	--	4.38	4.73
Resolution Time	4.69	--	4.30	4.89
Professionalism	4.98	--	4.48	4.78
Technical Ability	4.80	--	4.31	4.77

PRINTING

Question/Area	MOR Assoc Apr-05	MOR Assoc Apr-07
Printer location convenience	4.42	4.40
Reliability	3.58	3.64
Ease of configuring personal computer for printer use	3.50	3.58
Availability of specialty printers	3.11	3.17

IMPORTANCE OF STUDENT SOURCES FOR COMPUTING HELP

Question/Area	MOR Assoc Oct-03	MOR Assoc Apr-05	MOR Assoc Apr-07
Info Outside of MIT	5.17	5.10	5.36
Other Students	5.07	4.89	4.99
IS&T Website	4.64	4.14	4.48
General MIT Web Pages	4.63	4.03	4.11
Official Department Experts	4.16	2.88	3.26
Help Desk	4.09	3.11	3.49
RCCs	3.97	2.26	2.55
Athena Consultants	3.96	2.78	2.75
PC Service	3.85	2.74	3.06

ADMINISTRATIVE STAFF QUESTIONS**WEB-BASED ADMINISTRATIVE FUNCTIONS**

Question/Area	MOR Assoc Oct-03	MOR Assoc Apr-05	MOR Assoc Apr-07
Approving Credit Card Transactions	4.96	4.98	5.09
Approving Requisitions	4.89	4.91	5.06
Departmental Parking Passes	4.97	4.89	4.88
Creating or Displaying Non-Partner Requisitions	4.94	4.88	5.04
Employee Self-Service	4.81	4.82	4.96
Creating, Changing or Cloning Journal Vouchers	4.81	4.81	4.79

SAP SUPPORT

Question/Area	MOR Assoc Apr-05	MOR Assoc Apr-07
Communications Before Rollouts	4.36	4.68
IS&T Responsiveness When Developing New Systems	4.35	4.48
Training for New Administrative Functions	4.25	4.23

NETWORK JACK INSTALLATION

Question/Area	MOR Assoc Oct-03	MOR Assoc Apr-05	MOR Assoc Apr-07
Timeliness	4.20	4.78	4.46
Request Process	4.58	4.67	4.69
Request Status Communication	4.20	4.52	4.54
Price	3.80	3.88	4.40

NETWORK JACK ACTIVATION

Question/Area	MOR Assoc Oct-03	MOR Assoc Apr-05	MOR Assoc Apr-07
Timeliness	4.20	4.72	4.78
Request Process	4.57	4.80	4.81
Request Status Communication	4.20	4.64	4.76
Price	3.92	4.18	4.53

