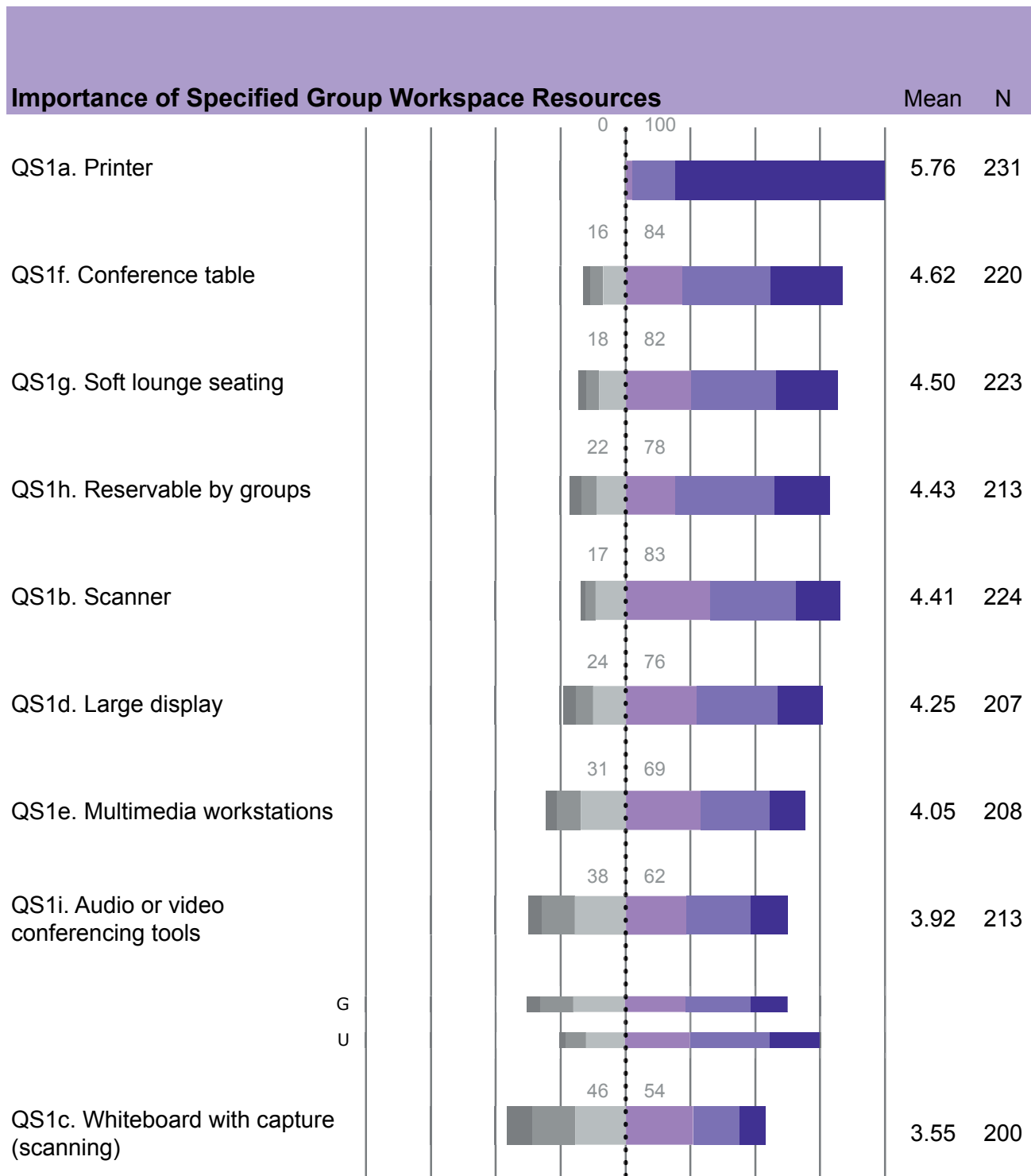


# Student Survey Results



<b>QS1a Printer</b>										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	5.77	0%	0%	0%	3%	16%	81%	231	0.53	0.07
G	5.71	0%	0%	0%	4%	21%	75%	133		
U	5.84	0%	1%	0%	1%	10%	88%	98		

<b>QS1b Scanner</b>										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.42	2%	4%	12%	33%	33%	17%	224	1.13	0.15
G	4.56	2%	2%	10%	30%	37%	19%	130		
U	4.22	2%	6%	14%	36%	28%	14%	94		

<b>QS1c Whiteboard with capture (scanning)</b>										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.56	10%	17%	20%	26%	18%	10%	200	1.47	0.20
G	3.71	9%	15%	15%	29%	20%	12%	117		
U	3.34	11%	19%	25%	22%	16%	7%	83		

<b>QS1d Large display</b>										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.25	5%	7%	13%	28%	31%	17%	207	1.33	0.18
G	4.48	4%	4%	10%	25%	36%	21%	126		
U	3.89	6%	11%	16%	32%	23%	11%	81		

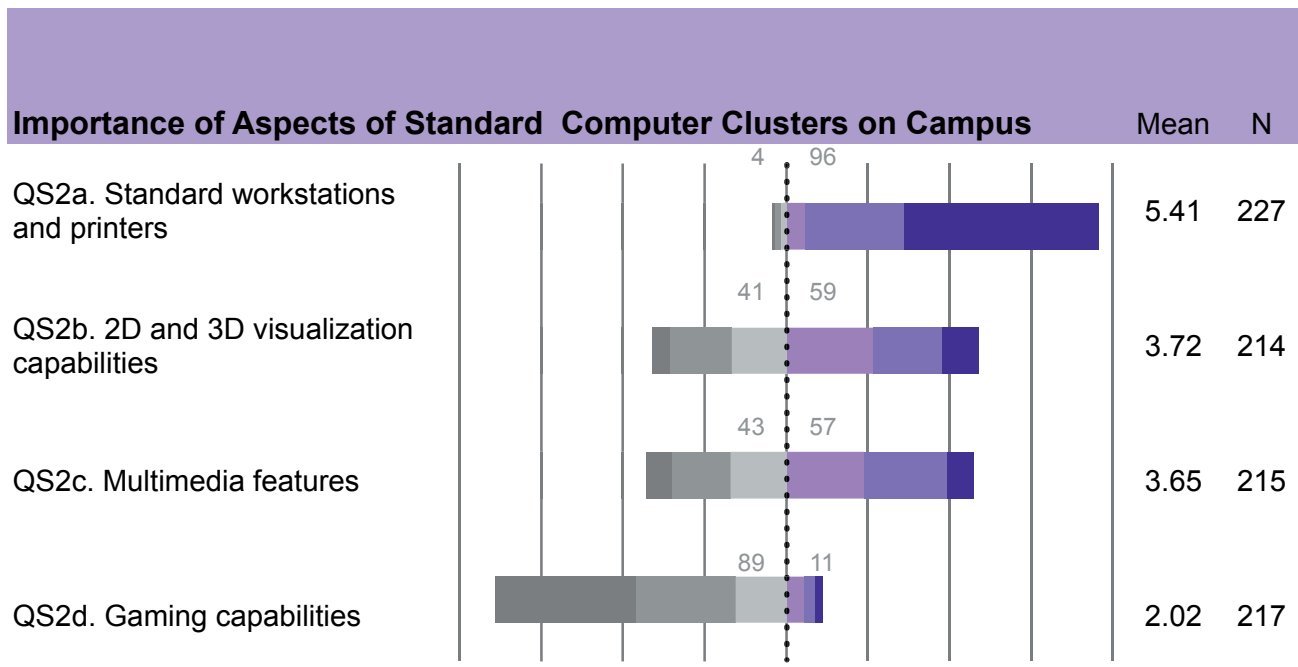
<b>QS1e Multimedia workstations</b>										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.05	4%	9%	17%	29%	27%	13%	208	1.32	0.18
G	4.02	6%	10%	19%	23%	30%	14%	124		
U	4.10	2%	8%	15%	38%	23%	13%	84		

<b>QS1f Conference table</b>										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.63	3%	5%	9%	22%	34%	28%	220	1.26	0.17
G	4.84	2%	3%	5%	19%	38%	33%	129		
U	4.32	3%	8%	13%	26%	29%	21%	91		

<b>QS1g Soft lounge seating</b>										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.51	3%	5%	10%	25%	33%	24%	223	1.27	0.17
G	4.37	4%	4%	15%	26%	30%	21%	130		
U	4.70	2%	6%	3%	24%	37%	28%	93		

<b>QS1h Reservable by groups</b>										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.44	5%	6%	11%	19%	38%	21%	213	1.34	0.18
G	4.71	3%	3%	5%	22%	42%	25%	124		
U	4.06	7%	9%	20%	16%	33%	16%	89		

<b>QS1i Audio or video conferencing tools</b>										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.92	5%	13%	20%	23%	25%	14%	213	1.41	0.19
G	4.32	2%	8%	15%	25%	30%	20%	128		
U	3.33	9%	20%	27%	21%	16%	6%	85		

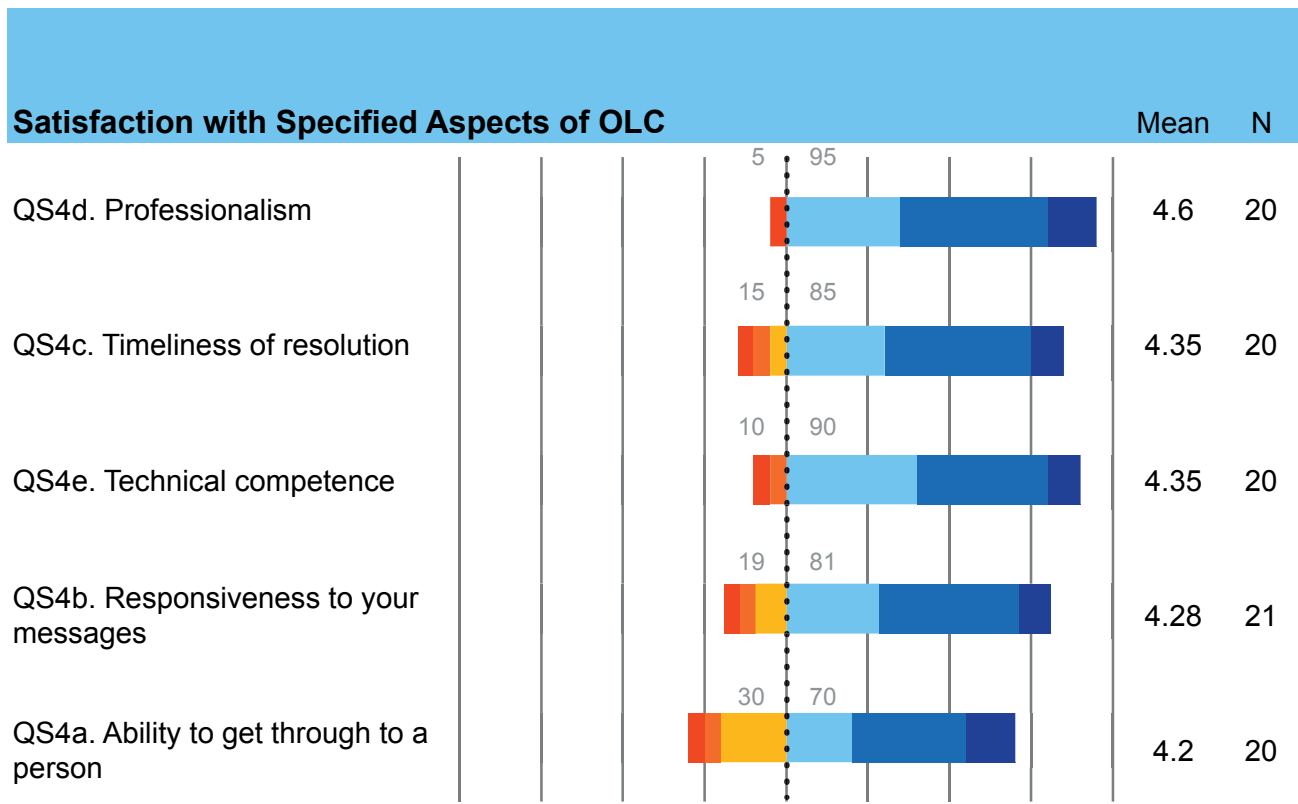


<b>QS2a Standard workstations and printers</b>										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	5.41	1%	2%	2%	6%	30%	59%	227	0.92	0.12
G	5.16	2%	3%	3%	8%	38%	46%	130		
U	5.75	0%	0%	0%	2%	21%	77%	97		

<b>QS2b 2D and 3D visualization capabilities</b>										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.72	6%	19%	17%	27%	21%	11%	214	1.42	0.19
G	3.68	6%	20%	15%	29%	20%	11%	123		
U	3.78	5%	16%	20%	23%	23%	12%	91		

<b>QS2c Multimedia features</b>										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.65	8%	18%	17%	24%	26%	8%	215	1.43	0.19
G	3.65	8%	19%	18%	20%	27%	9%	124		
U	3.65	8%	16%	16%	29%	24%	7%	91		

<b>QS2d Gaming capabilities</b>										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	2.03	43%	30%	16%	6%	3%	2%	217	1.21	0.16
G	2.04	46%	26%	15%	6%	5%	2%	126		
U	2.01	38%	36%	16%	5%	1%	2%	91		



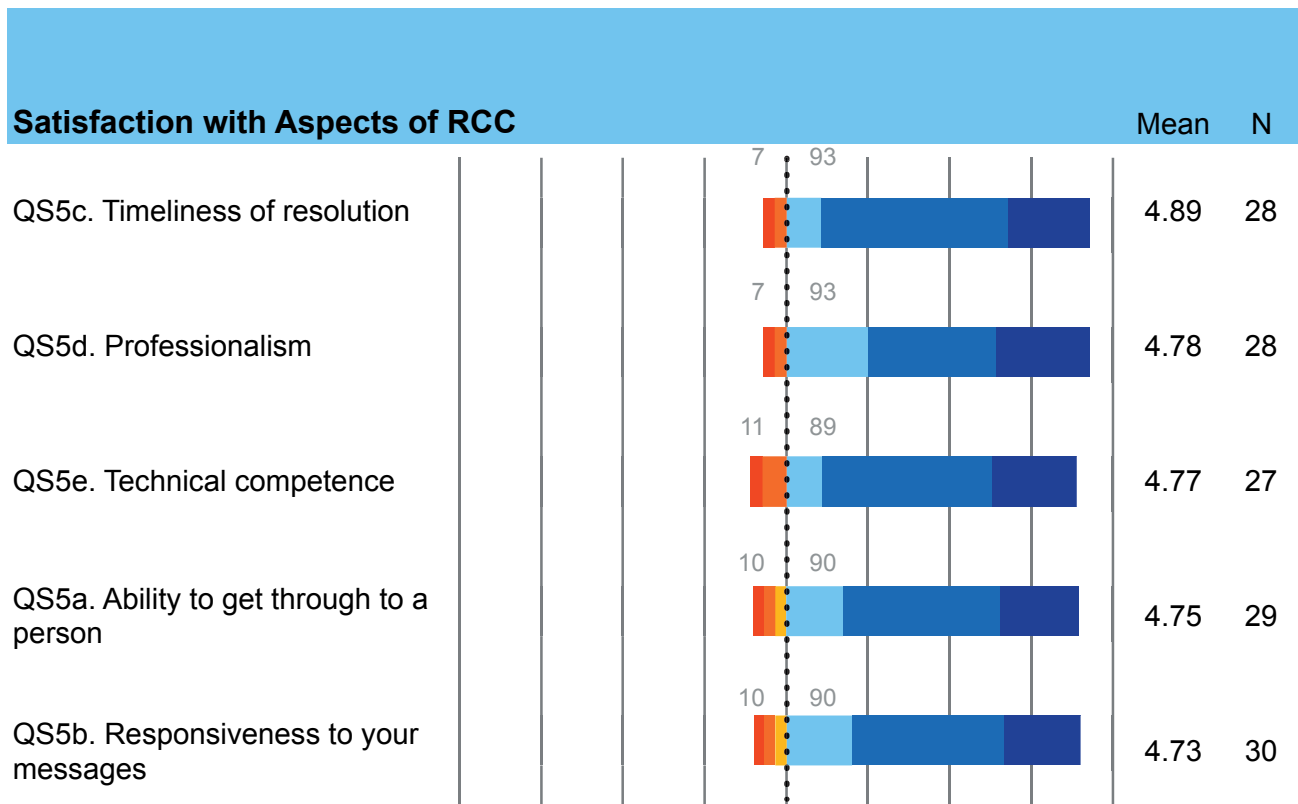
<b>QS4a Ability to get through to a person</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.20	5%	5%	20%	20%	35%	15%	20	1.36	0.60
G	4.23	8%	8%	8%	23%	38%	15%	13		
U	4.14	0%	0%	43%	14%	29%	14%	7		

<b>QS4b Responsiveness to your messages</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.29	5%	5%	10%	29%	43%	10%	21	1.23	0.53
G	4.23	8%	8%	0%	31%	46%	8%	13		
U	4.38	0%	0%	25%	25%	38%	13%	8		

<b>QS4c Timeliness of resolution</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.35	5%	5%	5%	30%	45%	10%	20	1.23	0.54
G	4.31	8%	8%	0%	23%	54%	8%	13		
U	4.43	0%	0%	14%	43%	29%	14%	7		

<b>QS4d Professionalism</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.60	5%	0%	0%	35%	45%	15%	20	1.10	0.48
G	4.62	8%	0%	0%	23%	54%	15%	13		
U	4.57	0%	0%	0%	57%	29%	14%	7		

<b>QS4e Technical competence</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.35	5%	5%	0%	40%	40%	10%	20	1.18	0.52
G	4.23	8%	8%	0%	31%	46%	8%	13		
U	4.57	0%	0%	0%	57%	29%	14%	7		



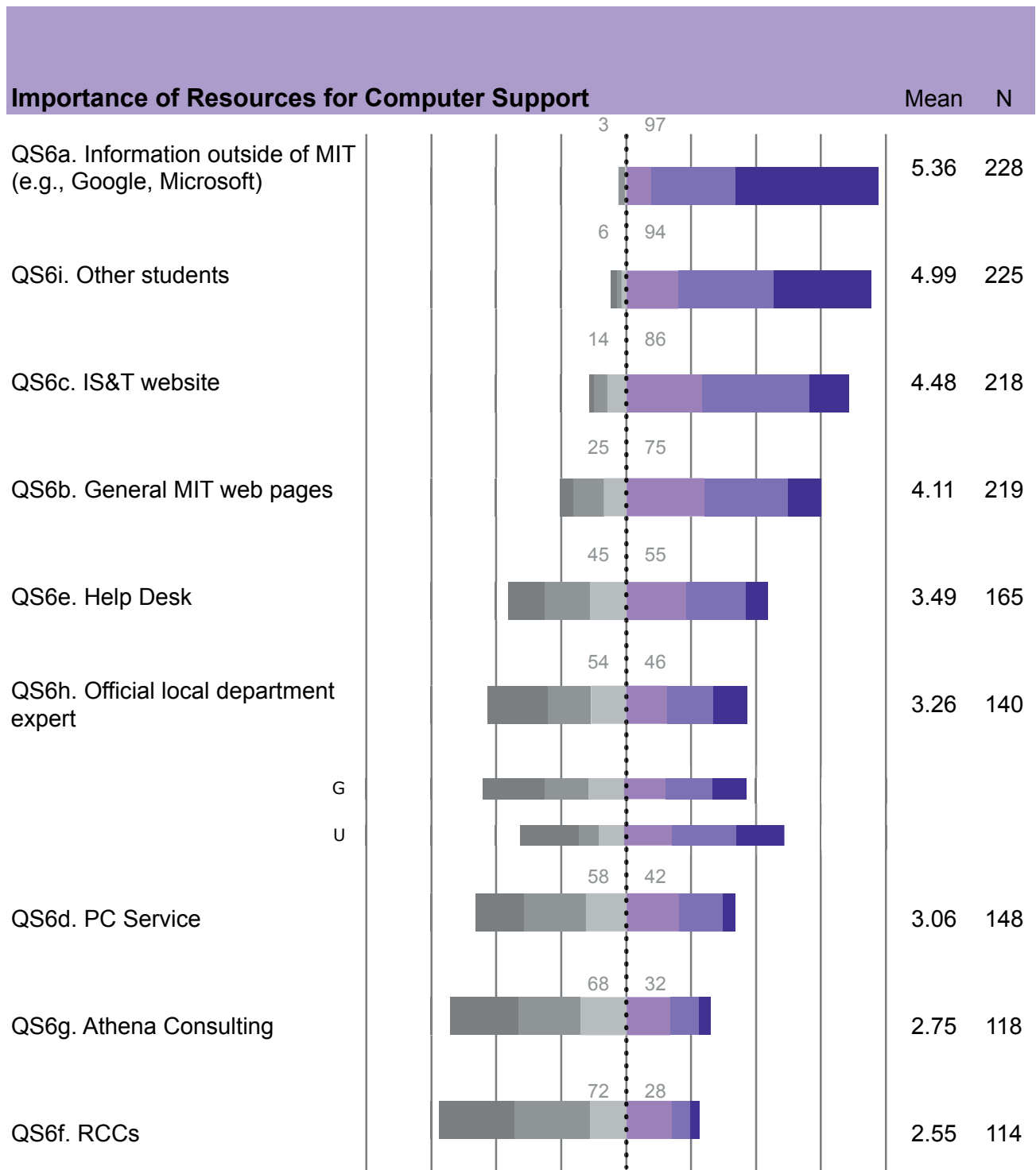
<b>QS5a Ability to get through to a person</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.76	3%	3%	3%	17%	48%	24%	29	1.18	0.43
G	4.62	8%	0%	0%	15%	69%	8%	13		
U	4.88	0%	6%	6%	19%	31%	38%	16		

<b>QS5b Responsiveness to your messages</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.73	3%	3%	3%	20%	47%	23%	30	1.17	0.42
G	4.46	8%	0%	0%	31%	54%	8%	13		
U	4.94	0%	6%	6%	12%	41%	35%	17		

<b>QS5c Timeliness of resolution</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.89	4%	4%	0%	11%	57%	25%	28	1.13	0.42
G	4.67	8%	0%	0%	8%	75%	8%	12		
U	5.06	0%	6%	0%	13%	44%	38%	16		

<b>QS5d Professionalism</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.79	4%	4%	0%	25%	39%	29%	28	1.20	0.44
G	4.42	8%	0%	0%	33%	50%	8%	12		
U	5.06	0%	6%	0%	19%	31%	44%	16		

<b>QS5e Technical competence</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.78	4%	7%	0%	11%	52%	26%	27	1.28	0.48
G	4.36	9%	9%	0%	9%	64%	9%	11		
U	5.06	0%	6%	0%	13%	44%	38%	16		



<b>QS6a Information outside of MIT (e.g., Google, Microsoft)</b>										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	5.36	0%	3%	0%	10%	32%	55%	228	0.88	0.11
G	5.44	0%	2%	1%	7%	34%	57%	131		
U	5.26	0%	4%	0%	13%	31%	52%	97		

<b>QS6b General MIT web pages</b>										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.11	5%	12%	9%	30%	32%	13%	219	1.34	0.18
G	4.18	4%	11%	10%	28%	32%	15%	127		
U	4.02	5%	13%	7%	34%	32%	10%	92		

<b>QS6c IS&amp;T website</b>										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.49	2%	5%	7%	29%	41%	15%	218	1.11	0.15
G	4.50	2%	6%	7%	31%	38%	17%	123		
U	4.47	2%	4%	8%	27%	45%	13%	95		

<b>QS6d PC Service</b>										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.07	19%	24%	16%	20%	17%	5%	148	1.52	0.24
G	3.26	14%	25%	14%	24%	17%	7%	88		
U	2.78	27%	22%	18%	15%	17%	2%	60		

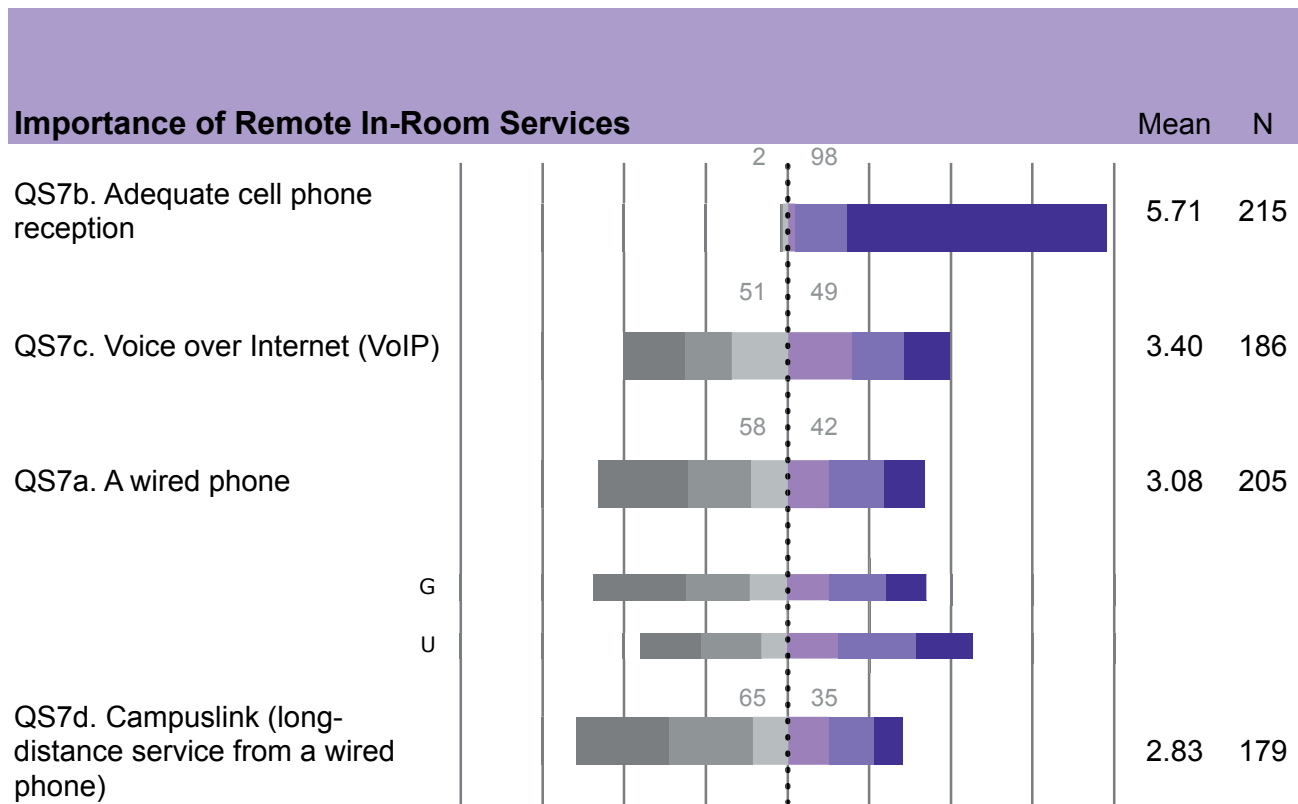
<b>QS6e Help Desk</b>										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.49	14%	18%	14%	23%	23%	8%	165	1.56	0.24
G	3.76	11%	15%	13%	23%	28%	11%	103		
U	3.05	19%	23%	16%	23%	15%	5%	62		

<b>QS6f RCCs</b>										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	2.55	29%	29%	14%	18%	7%	4%	114	1.43	0.26
G	2.34	33%	31%	16%	11%	8%	2%	64		
U	2.82	24%	26%	12%	26%	6%	6%	50		

<b>QS6g Athena Consulting</b>										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	2.75	26%	24%	18%	17%	11%	4%	118	1.50	0.27
G	2.86	28%	21%	15%	15%	15%	6%	72		
U	2.59	24%	28%	22%	20%	4%	2%	46		

<b>QS6h Official local department expert</b>										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.26	24%	16%	14%	16%	18%	13%	140	1.76	0.29
G	3.69	22%	7%	10%	18%	24%	18%	94		
U	2.39	26%	35%	22%	11%	4%	2%	46		

<b>QS6i Other students</b>										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	5.00	2%	2%	2%	20%	37%	37%	225	1.08	0.14
G	4.93	3%	2%	2%	22%	37%	35%	129		
U	5.08	1%	2%	2%	18%	36%	41%	96		

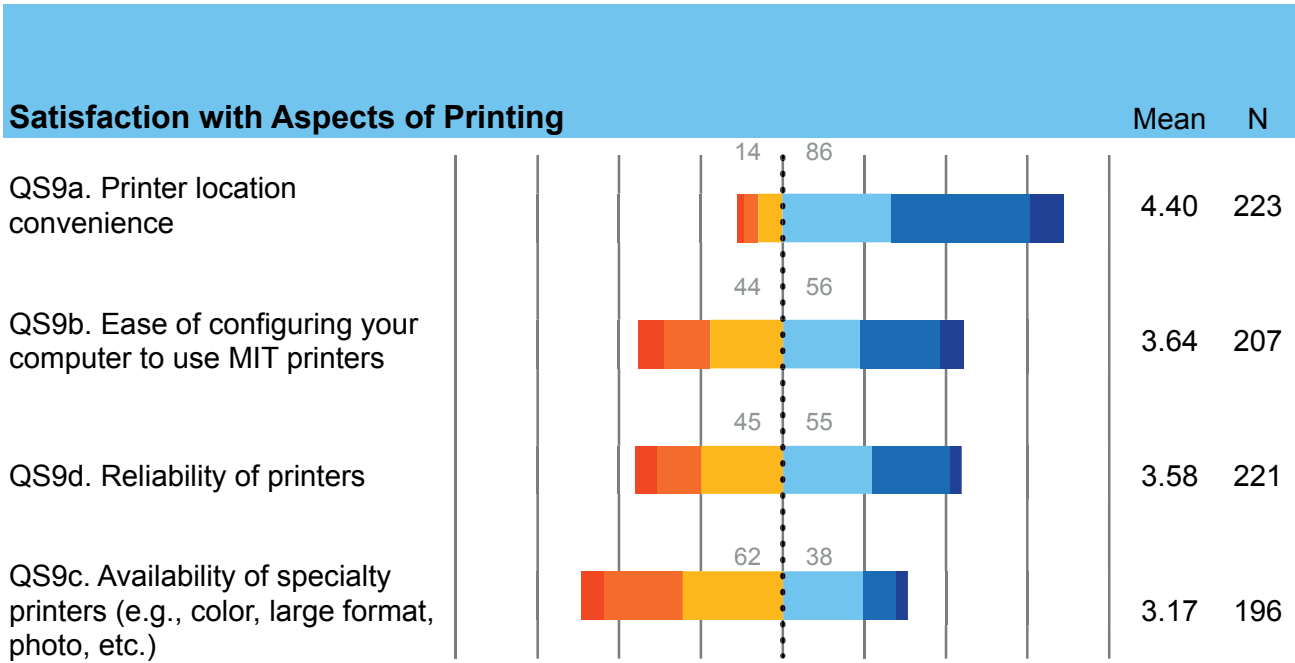


<b>QS7a A wired phone</b>										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.09	28%	19%	11%	13%	17%	12%	205	1.79	0.25
G	3.59	18%	18%	8%	16%	23%	17%	116		
U	2.43	40%	20%	16%	9%	9%	6%	89		

<b>QS7b Adequate cell phone reception</b>										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	5.71	0%	0%	1%	2%	16%	80%	215	0.70	0.09
G	5.64	1%	0%	3%	3%	19%	75%	118		
U	5.79	0%	1%	0%	2%	12%	85%	97		

<b>QS7c Voice over Internet (VoIP)</b>										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.40	19%	14%	17%	20%	16%	14%	186	1.69	0.24
G	3.64	18%	11%	16%	18%	17%	20%	106		
U	3.09	21%	18%	19%	23%	14%	6%	80		

<b>QS7d Campuslink (long-distance service from a wired phone)</b>										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	2.84	28%	26%	11%	13%	13%	9%	179	1.69	0.25
G	3.19	23%	25%	9%	11%	18%	14%	104		
U	2.35	36%	27%	13%	16%	7%	1%	75		



<b>QS9a Printer location convenience</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.41	2%	4%	8%	33%	43%	10%	223	1.06	0.14
G	4.40	2%	6%	6%	30%	46%	10%	126		
U	4.41	2%	2%	9%	37%	38%	11%	97		

<b>QS9b Ease of configuring your computer to use MIT printers</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	3.64	8%	14%	22%	24%	25%	7%	207	1.39	0.19
G	3.76	9%	12%	18%	26%	25%	10%	120		
U	3.48	7%	17%	28%	21%	24%	3%	87		

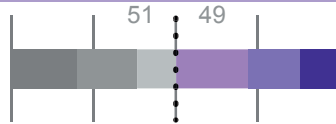
<b>QS9c Availability of specialty printers (e.g., color, large format, photo, etc.)</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	3.17	7%	24%	31%	24%	10%	4%	196	1.22	0.17
G	3.36	4%	23%	26%	29%	13%	4%	112		
U	2.93	11%	25%	37%	18%	7%	2%	84		

<b>QS9d Reliability of printers</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	3.58	7%	14%	25%	28%	24%	4%	221	1.27	0.17
G	3.65	8%	12%	20%	29%	27%	3%	124		
U	3.49	5%	15%	31%	26%	19%	4%	97		

**Importance of MIT Hardware Recommendations**

Mean N

QS10. Hardware recommendation importance

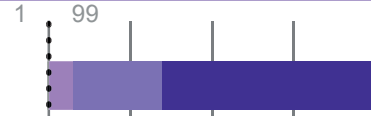


3.27 126

**Importance of Specified Laptop Features**

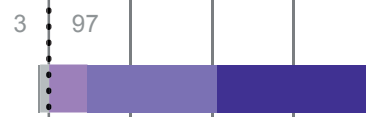
Mean N

QS11f. Wireless connectivity



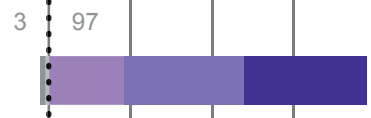
5.55 188

QS11a. High performance



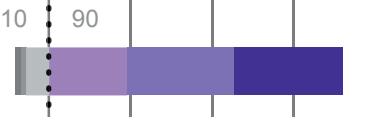
5.26 187

QS11e. Battery life



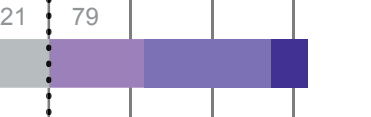
5.07 189

QS11b. Light weight



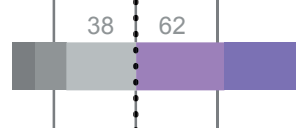
4.83 187

QS11d. Screen size



4.35 188

QS11c. Recreational features (e.g., DVD, gaming capability)



3.84 188

<b>QS10 Hardware recommendation importance</b>										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.28	21%	18%	12%	22%	16%	11%	126	1.68	0.29
G	3.12	22%	23%	12%	16%	15%	11%	73		
U	3.49	19%	11%	11%	30%	17%	11%	53		

<b>QS11a High performance</b>										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	5.27	0%	1%	3%	12%	40%	45%	187	0.81	0.12
G	5.29	0%	0%	3%	11%	40%	46%	109		
U	5.23	0%	1%	3%	13%	38%	45%	78		

<b>QS11b Light weight</b>										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.84	2%	2%	7%	24%	33%	33%	187	1.11	0.16
G	5.04	2%	0%	4%	20%	36%	38%	110		
U	4.56	1%	4%	12%	30%	27%	26%	77		

<b>QS11c Recreational features (e.g., DVD, gaming capability)</b>										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.84	7%	10%	21%	27%	25%	10%	188	1.36	0.19
G	3.63	10%	11%	24%	25%	24%	7%	110		
U	4.14	3%	8%	18%	31%	27%	14%	78		

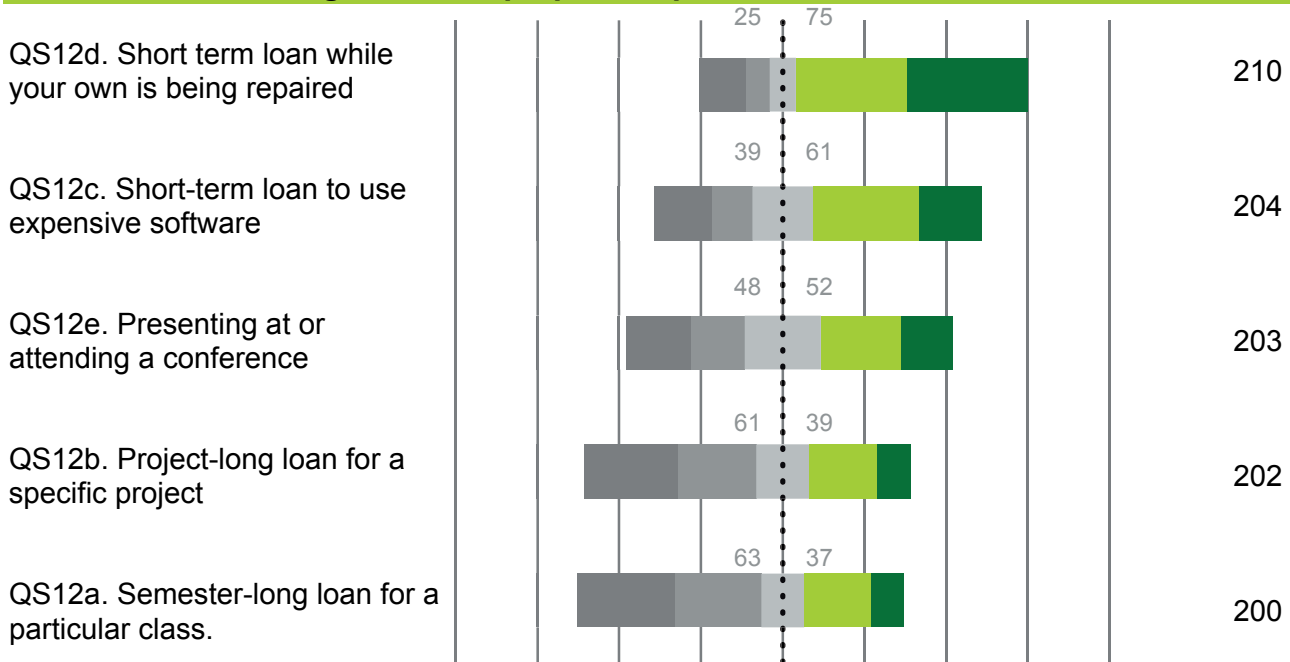
<b>QS11d Screen size</b>										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.36	0%	5%	16%	29%	39%	11%	188	1.03	0.15
G	4.44	0%	3%	14%	32%	41%	11%	110		
U	4.24	0%	8%	19%	26%	36%	12%	78		

<b>QS11e Battery life</b>										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	5.07	0%	2%	1%	23%	37%	38%	189	0.89	0.13
G	4.98	0%	2%	1%	26%	39%	32%	110		
U	5.20	0%	1%	1%	19%	33%	46%	79		

<b>QS11f Wireless connectivity</b>										
	Mean	VU	U	SU	SI	I	VI	Count	Std. Dev.	95% CI+-
All	5.56	0%	1%	0%	7%	27%	65%	188	0.68	0.10
G	5.56	0%	1%	0%	6%	27%	65%	110		
U	5.55	0%	0%	0%	9%	27%	64%	78		

**Likelihood of Utilizing Loaner Laptops for Specified Scenarios**

N



<b>QS12a Semester-long loan for a particular class.</b>						
	<b>Highly Unlikely</b>	<b>Unlikely</b>	<b>Nthr Lkly Nor Unlkly</b>	<b>Likely</b>	<b>Highly Likely</b>	<b>Count</b>
<b>All</b>	30%	27%	13%	21%	10%	200
<b>G</b>	37%	32%	8%	18%	5%	114
<b>U</b>	21%	19%	20%	24%	16%	86

<b>QS12b Project-long loan for a specific project</b>						
	<b>Highly Unlikely</b>	<b>Unlikely</b>	<b>Nthr Lkly Nor Unlkly</b>	<b>Likely</b>	<b>Highly Likely</b>	<b>Count</b>
<b>All</b>	29%	24%	16%	21%	10%	202
<b>G</b>	34%	26%	12%	20%	9%	116
<b>U</b>	22%	21%	22%	22%	13%	86

<b>QS12c Short-term loan to use expensive software</b>						
	<b>Highly Unlikely</b>	<b>Unlikely</b>	<b>Nthr Lkly Nor Unlkly</b>	<b>Likely</b>	<b>Highly Likely</b>	<b>Count</b>
<b>All</b>	18%	12%	19%	32%	19%	204
<b>G</b>	20%	13%	15%	36%	16%	116
<b>U</b>	15%	11%	24%	27%	23%	88

<b>QS12d Short term loan while your own is being repaired</b>						
	<b>Highly Unlikely</b>	<b>Unlikely</b>	<b>Nthr Lkly Nor Unlkly</b>	<b>Likely</b>	<b>Highly Likely</b>	<b>Count</b>
<b>All</b>	14%	7%	8%	34%	37%	210
<b>G</b>	15%	6%	7%	42%	31%	122
<b>U</b>	13%	9%	10%	23%	45%	88

<b>QS12e Presenting at or attending a conference</b>						
	<b>Highly Unlikely</b>	<b>Unlikely</b>	<b>Nthr Lkly Nor Unlkly</b>	<b>Likely</b>	<b>Highly Likely</b>	<b>Count</b>
<b>All</b>	20%	16%	23%	25%	16%	203
<b>G</b>	23%	15%	18%	25%	18%	119
<b>U</b>	17%	18%	30%	24%	12%	84

