

IT SERVICES
2008 Client Satisfaction Survey
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Introduction

This report provides a summary of the purposes, the methodology and the results of the client satisfaction survey sponsored by Stanford Information Technology Services in April 2008. The survey is one means through which IT Services can give a voice to their clients. It is a systematic way to identify what is working and what needs to be improved from the clients' vantage point. This survey was undertaken for the following purposes all of which helped guide the construct and design of the survey.

- To document where clients are satisfied along with where they are dissatisfied and to identify what gaps cause any disappointment in the client experience.
- To find out what improvements are important to clients.
- To use this data to prioritize the continuous improvement initiatives that will make it easier for IT Services' clients 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 the Stanford community. In the near term the goal is to improve the clients' ability to use IT to get their work done. The survey findings on the following page provide a sound basis for determining how IT Services can focus its efforts to enhance the quality of the client experience at Stanford University.

Brian McDonald
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Survey Methodology

Survey Population

The survey solicited feedback from three client communities: faculty, students and administrators. Most of the survey data will be presented based on these three categories. In cases where cumulative data is presented, each category was intended to be one-third of the combined statistic.

Selection Criteria - All Communities

- Had to have a SUNet ID number.
- Must have an email address.

Selection Criteria - Faculty

- Tenured, Tenure Line, Appointment Line are included.
- SLAC Faculty were excluded given they rely on their own systems to a large extent.
- Visiting faculty were not included.

Selection Criteria - Students

- Included undergraduates and graduates living on campus.
- Off campus were excluded.

Selection Criteria - Administrative

- IT Services staff were excluded.
- Certain staff members were excluded given computers are not part of how they get their work done.
- SLAC (Stanford Linear Accelerator Center) staff were excluded.

The following table presents a summary of the population and sample size estimates that result from applying the above criteria.

Stanford's Sample Size and Response Rates

The Target Sample Size was derived assuming a Confidence Interval of .20 and a Confidence Level of 95%. Stanford received a 39% response rate from the randomly selected population that was asked to complete the survey. This robust response rate increases the likelihood that these results accurately represent the views of the Stanford community.

| Group | Initial Sample Size | Target No. Responses | Actual No. Responses | Projected Response Rate | Actual Response Rate |
|------------------------|---------------------|----------------------|----------------------|-------------------------|----------------------|
| Faculty | 545 | 150 | 156 | 28% | 29% |
| Graduate Students | 200 | 75 | 92 | 38% | 46% |
| Undergraduate Students | 200 | 75 | 66 | 38% | 33% |
| Admin Staff | *243 | 150 | 148 | 62% | 61% |
| Total | 1193 | 450 | 462 | 38% | 39% |

- For any cumulative statistics there will be relative over and under weighting of the specific groups (faculty, students and staff) because each groups representation of the population is not equal to their target sample representation of 33%.
- * Originally, 250 Admin Staff were included in the sample. Seven email addresses came back as being undeliverable and the initial sample size for this group has be adjusted to reflect this.

Overview of the Results

Executive Summary

In a random sampling of 1,193 members of the Stanford community, 462, or 38%, responded to the survey.

Core Services Received High Ratings

As has been the case in previous years, in overall terms clients are largely satisfied with the services provided by IT Services. Core services, such as the wired network and help services, received positive satisfaction ratings. ITS received high marks for all services attributes, with “Keep the IT systems it provides up and running” scoring the highest overall mean in the survey (5.10 on a 6-point scale). Network services, and particularly those associated with the wired network also received some of the highest ratings in the survey.

| Question | Mean | Tot Pos | Count |
|--|------|---------|-------|
| Q2a. IT Services keeps the IT systems it provides up and running | 5.10 | 94% | 429 |
| Q25b. Availability of wired network | 5.05 | 94% | 360 |
| Q25a. Reliability of wired network | 5.04 | 94% | 362 |
| Q2d. IT Services provides services that are valuable to you | 4.97 | 92% | 417 |
| Q9a. Problem resolution overall | 4.73 | 88% | 357 |

Some Services Showed Notable Improvement

In 2007, “Turnaround time for resolving your problem” for 5-HELP and HelpSU had lower ratings, especially from administrative staff. In perhaps the most significant overall turnaround since the 2007 survey, all help services enjoyed higher satisfaction ratings, particularly “5-HELP: Turnaround time for resolving your problem,” which went from 4.42 to 4.72. Though the changes were not statistically significant, when taken as a whole, they do suggest a trend.

| 5-HELP and HelpSU | | | | | | |
|--|------|------|------|------|------|--------|
| | 2003 | 2005 | 2006 | 2007 | 2008 | Change |
| 7a. 5-HELP: Ability to get through to a person | 4.57 | 4.43 | 4.43 | 4.44 | 4.68 | 0.24 |
| 7b. 5-HELP: Timeliness of initial response to your inquiry | 4.54 | 4.45 | 4.49 | 4.46 | 4.71 | 0.25 |
| 7c. 5-HELP: Turnaround time for resolving your problem | 4.45 | 4.41 | 4.40 | 4.42 | 4.72 | 0.30 |
| 7d. 5-HELP: Ability to solve problem | 4.73 | 4.62 | 4.49 | 4.67 | 4.82 | 0.15 |
| 8b. HelpSU: Ability to solve problem | 4.98 | 4.69 | 4.62 | 4.64 | 4.74 | 0.10 |
| 8c. HelpSU: Turnaround time for resolving your problem | 4.63 | 4.45 | 4.43 | 4.47 | 4.60 | 0.13 |
| 9a. Problem resolution overall | 4.75 | 4.60 | 4.62 | 4.62 | 4.73 | 0.11 |

Services that received statistically significantly higher satisfaction ratings were “Telephone billing system/statements” (a perennial sore spot), which went from 3.98 to 4.50, and “Working from home using Stanford DSL service, which went from 4.41 to 4.79.

| Telephone Billing Statements and Using Stanford DSL at Home | | | | | | |
|---|------|------|------|------|------|--------|
| | 2003 | 2005 | 2006 | 2007 | 2008 | Change |
| 27c. Telephone billing system/statements | --- | 3.90 | 3.97 | 3.98 | 4.50 | 0.52 |
| 32a. Working from home using Stanford DSL service | --- | --- | 4.54 | 4.41 | 4.79 | 0.38 |

Ratings for Some Services Declined

Most services enjoyed small gains in satisfaction ratings, but there were a few notable exceptions. “Wireless in the residences”, which showed the greatest improvement of any metric in the 2007 survey, retreated a half point, going from 4.17 to 3.67 (though not as low as the 3.36 it garnered in 2006).

| Wireless Networking in the Residences | | | | | | |
|--|------|------|------|------|------|--------|
| | 2003 | 2005 | 2006 | 2007 | 2008 | Change |
| 23a. Wireless networking in the residences | --- | 4.14 | 3.36 | 4.17 | 3.67 | -0.50 |

All security related metrics declined in ratings, and SpySweeper and BigFix received the fourth and fifth lowest survey ratings, respectively. In text comments, some people complained about compromised computer performance and losing all of their data as a result of using these products. SpySweeper had lower ratings in 2007 as well, landing in the bottom seven ratings for every cohort except for undergraduates. As was the case with the improved ratings for help services, while not statistically significant, when taken as a whole, the lower ratings for security offerings do suggest a trend.

| Security Software | | | | | | |
|--|------|------|------|------|------|--------|
| | 2003 | 2005 | 2006 | 2007 | 2008 | Change |
| 37a. BigFix | --- | --- | 4.39 | 4.26 | 4.09 | -0.17 |
| 37b. SpySweeper | --- | --- | 4.29 | 4.02 | 3.92 | -0.10 |
| 37c. Stanford's Security Self-Help Tool | --- | --- | 4.40 | 4.34 | 4.22 | -0.12 |
| 37d. Symantec/Norton Anti-Virus | --- | --- | 4.90 | 4.94 | 4.79 | -0.15 |
| 37e. Timeliness of security software updates | --- | 4.65 | 4.74 | 4.91 | 4.77 | -0.14 |

Webmail Continues to Be a Significant Source of Dissatisfaction

As was the case in 2007, and despite a 2007 release of an upgrade to Webmail, the second greatest source of dissatisfaction in the survey, but the one with the greatest impact by far, was Webmail. As was true in 2007, it scored the absolute lowest amongst undergraduates, with 62% giving it's ease of use a negative rating and 55% giving its features a negative rating. Administrative staff joined undergraduates this year in giving these two aspect of Webmail their lowest ratings. Webmail also figured prominently in the lowest ratings by faculty and graduate students. Reflecting a trend we have seen at many other institutions, the text comments revealed that Stanford's Webmail was being compared unfavorably to Gmail in terms of functionality and capacity and some people are choosing Gmail as their primary email client. On a related note, some of the text comments included complaints about the amount of storage space available for email and documents and people have a hard time understanding why Stanford can't easily provide what Google gives away. When asked what improvements were important for improving email, 86% of all respondents rated “More storage space” as being important.

| Question | Mean | Tot Neg | Count |
|------------------------------------|------|---------|-------|
| Q19b. Stanford webmail features | 3.84 | 38% | 400 |
| Q19c. Stanford webmail ease of use | 3.88 | 38% | 402 |
| Q19a. Stanford webmail speed | 4.20 | 28% | 399 |

Remote Access While Traveling Outside the U.S. Still Has a Ways to Go

In 2007, remote access while traveling outside the U.S. received the lowest overall rating of the survey. Since then, iPass has been offered to the community to address this need and ratings for this service went from 3.92 to 4.12, still one of the lowest ratings in the survey (sixth lowest).

Overview of Strategic Questions from the Survey

The survey included strategic questions that asked about importance, usefulness and likelihood of use. Many were geared toward learning about respondents’ preferences around specific services, such as the importance of shared storage features or the importance of having specific services available for phones and mobile devices. One asked about the importance of various improvements to Stanford email. For this broad collection of questions, clearly the greatest level of interest was for improvements to Stanford email.

| Question | Mean | Tot Imp | Count |
|---|------|---------|-------|
| Q20d. More disk space | 4.90 | 86% | 396 |
| Q20b. More reliable sending and receiving | 4.72 | 83% | 395 |
| Q20a. Better tools for user-controlled spam filtering | 4.68 | 83% | 414 |

Following email, higher percentages of people rated as important having a number common web-based services available on their phones and mobile devices, specifically, email (75%), calendaring (74%), and Stanford’s directory (64%). An interesting side note accompanying these figures were the results for a question asking about the importance of telecommunications “solutions” over the next one to two years: 71% of respondents said desk phones were important; 86% said cell phones were important.

| Question | Mean | Tot Imp | Count |
|--------------------------|------|---------|-------|
| Q31a. Email | 4.50 | 75% | 392 |
| Q31d. Calendar | 4.40 | 73% | 391 |
| Q31b. Stanford Directory | 4.00 | 64% | 385 |

Another strategic question in the survey asked about the importance of having a variety of collaborative capabilities, specifically, instant messaging, blogs, wikis, podcasting, and videoconferencing. Amongst these choices, only two had 50% or more of respondents rating them as important: videoconferencing at 62% and instant messaging at 50%.

| Question | Mean | Tot Imp | Count |
|------------------------|------|---------|-------|
| Q6f. Videoconferencing | 3.96 | 62% | 405 |
| Q6a. Instant messaging | 3.39 | 50% | 424 |
| Q6c. Wiki | 3.40 | 47% | 374 |
| Q6e. Webcam | 3.07 | 41% | 394 |
| Q6d. Podcast | 2.83 | 35% | 392 |
| Q6b. Blog | 2.67 | 31% | 404 |

Of all the cohorts, faculty were most interested in videoconferencing (73%).

| Q6f | Videoconferencing | | | | | | | Count | Std. Dev. | 95% CI+- |
|-----|-------------------|------|-----|-----|-----|-----|------|-------|-----------|----------|
| | Mean | 1-VU | 2 | 3 | 4 | 5 | 6-VI | | | |
| All | 3.96 | 13% | 11% | 14% | 17% | 20% | 25% | 405 | 1.72 | 0.17 |
| F | 4.34 | 12% | 8% | 8% | 14% | 25% | 34% | 146 | | |
| G | 3.65 | 12% | 12% | 23% | 23% | 14% | 17% | 84 | | |
| U | 3.59 | 10% | 20% | 20% | 19% | 10% | 20% | 59 | | |
| A | 3.88 | 18% | 8% | 11% | 16% | 24% | 22% | 116 | | |

Undergrads were most interested in instant messaging (74%), and faculty actually seemed to frown on instant messaging with a relatively meager 36% rating it as important and fully 38% explicitly rating it as “Not At All Important”.

| Q6a | Instant messaging | | | | | | | Count | Std. Dev. | 95% CI+- |
|-----|-------------------|------|-----|-----|-----|-----|------|-------|-----------|----------|
| | Mean | 1-VU | 2 | 3 | 4 | 5 | 6-VI | | | |
| All | 3.39 | 27% | 13% | 10% | 15% | 15% | 20% | 424 | 1.90 | 0.18 |
| F | 2.76 | 38% | 17% | 10% | 14% | 10% | 12% | 147 | | |
| G | 3.68 | 18% | 14% | 13% | 16% | 15% | 24% | 85 | | |
| U | 4.32 | 11% | 8% | 8% | 17% | 26% | 31% | 65 | | |
| A | 3.44 | 28% | 10% | 11% | 14% | 16% | 21% | 127 | | |

Top Ten Satisfaction Ratings from the General Survey Ratings Sorted by Mean

| Question | Mean | Tot Pos | Count |
|---|------|---------|-------|
| Q2a. IT Services keeps the IT systems it provides up and running | 5.10 | 94% | 429 |
| Q25b. Availability of wired network | 5.05 | 94% | 360 |
| Q25a. Reliability of wired network | 5.04 | 94% | 362 |
| Q41c. Central web hosting restricting access via WebAuth | 5.03 | 95% | 101 |
| Q41b. Central web hosting reliability (up-time) | 4.99 | 96% | 146 |
| Q2d. IT Services provides services that are valuable to you | 4.97 | 92% | 417 |
| Q2b. IT Services delivers promised services on a timely basis | 4.94 | 91% | 390 |
| Q3a. IT Services services as a whole | 4.93 | 94% | 431 |
| Q1a. IT Services customer-oriented approach | 4.92 | 93% | 385 |
| Q25c. High-speed (gigabit) wired network access to other universities | 4.92 | 90% | 202 |

Ten Lowest Satisfaction Ratings from the General Survey Ratings Sorted from Lowest to Highest by Mean

| Question | Mean | Tot Neg | Count |
|--|------|---------|-------|
| Q23a. Wireless in the residences | 3.67 | 45% | 120 |
| Q19b. Stanford webmail features | 3.84 | 38% | 400 |
| Q19c. Stanford webmail ease of use | 3.88 | 38% | 402 |
| Q37b. SpySweeper | 3.92 | 35% | 216 |
| Q37a. BigFix | 4.09 | 28% | 141 |
| Q32d. Using Stanford services while traveling outside the U.S. | 4.12 | 27% | 202 |
| Q22c. Wireless network guest registration process | 4.15 | 29% | 247 |
| Q19a. Stanford webmail speed | 4.20 | 28% | 399 |
| Q37c. Stanford's Security Self-Help Tool | 4.22 | 25% | 144 |
| Q36a. Free and discounted software selection | 4.31 | 21% | 330 |

Top Ten Areas of Satisfaction by Cohort Sorted by Mean

Faculty

| Question | Mean | Tot Pos | Count |
|---|------|---------|-------|
| Q41b. Central web hosting reliability (up-time) | 5.16 | 98% | 55 |
| Q41c. Central web hosting restricting access via WebAuth | 5.16 | 90% | 31 |
| Q25b. Availability of wired network | 5.09 | 95% | 127 |
| Q25a. Reliability of wired network | 5.08 | 96% | 129 |
| Q2a. IT Services keeps the IT systems it provides up and running | 5.05 | 91% | 149 |
| Q41a. Central web hosting speed (time before page begins to load) | 4.94 | 94% | 54 |
| Q25c. High-speed (gigabit) wired network access to other universities | 4.93 | 90% | 59 |
| Q26a. Stanford's network overall | 4.91 | 95% | 142 |
| Q37d. Symantec/Norton Antivirus | 4.89 | 94% | 108 |
| Q2d. IT Services provides services that are valuable to you | 4.86 | 88% | 148 |

Graduate Students

| Question | Mean | Tot Pos | Count |
|--|------|---------|-------|
| Q7c. 5-HELP: Turnaround time for resolving your problem | 5.17 | 96% | 24 |
| Q7d. 5-HELP: Ability to solve problem | 5.13 | 96% | 23 |
| Q25b. Availability of wired network | 5.04 | 97% | 71 |
| Q7a. 5-HELP: Ability to get through to a person | 5.04 | 96% | 24 |
| Q7b. 5-HELP: Timeliness of initial response to your inquiry | 5.04 | 96% | 24 |
| Q2b. IT Services delivers promised services on a timely basis | 5.03 | 96% | 78 |
| Q2a. IT Services keeps the IT systems it provides up and running | 5.01 | 94% | 86 |
| Q32a. Using Stanford services while working from home using Stanford DSL service | 5.00 | 91% | 34 |
| Q25a. Reliability of wired network | 4.94 | 91% | 70 |
| Q2d. IT Services provides services that are valuable to you | 4.94 | 93% | 85 |

Undergraduates

| Question | Mean | Tot Pos | Count |
|--|------|---------|-------|
| Q8a. HelpSU: Timeliness of initial response to your inquiry | 4.92 | 100% | 26 |
| Q2b. IT Services delivers promised services on a timely basis | 4.90 | 94% | 50 |
| Q2d. IT Services provides services that are valuable to you | 4.89 | 94% | 54 |
| Q3a. IT Services services as a whole | 4.88 | 98% | 57 |
| Q41d. Central web hosting ease of setup and maintenance of web pages | 4.83 | 94% | 18 |
| Q1a. IT Services customer-oriented approach | 4.83 | 98% | 46 |
| Q2a. IT Services keeps the IT systems it provides up and running | 4.82 | 93% | 57 |
| Q41c. Central web hosting restricting access via WebAuth | 4.82 | 94% | 17 |
| Q41b. Central web hosting reliability (up-time) | 4.81 | 95% | 21 |
| Q11b. helpsu.stanford.edu (HelpSU: for submitting help requests) | 4.81 | 92% | 26 |

Top Ten Areas of Dissatisfaction by Cohort Sorted by Mean

Faculty

| Question | Mean | Tot Neg | Count |
|--|------|---------|-------|
| Q37b. SpySweeper | 3.43 | 48% | 65 |
| Q37a. BigFix | 3.76 | 35% | 34 |
| Q32d. Using Stanford services while traveling outside the U.S. | 3.93 | 31% | 106 |
| Q19b. Stanford webmail features | 4.01 | 34% | 134 |
| Q19c. Stanford webmail ease of use | 4.04 | 34% | 134 |
| Q27a. Telecommunications ordering services | 4.08 | 32% | 53 |
| Q27b. Problem resolution for phone orders | 4.09 | 27% | 44 |
| Q19a. Stanford webmail speed | 4.24 | 28% | 134 |
| Q12d. IT Services uses postcards and Stanford Daily ads to convey meaningful information | 4.26 | 15% | 47 |
| Q32c. Using Stanford services while traveling within the U.S. | 4.26 | 24% | 134 |

Graduate Students

| Question | Mean | Tot Neg | Count |
|--|------|---------|-------|
| Q23a. Wireless in the residences | 3.40 | 53% | 58 |
| Q19b. Stanford webmail features | 3.57 | 48% | 79 |
| Q19c. Stanford webmail ease of use | 3.78 | 41% | 80 |
| Q22c. Wireless network guest registration process | 3.98 | 32% | 59 |
| Q19a. Stanford webmail speed | 4.00 | 34% | 79 |
| Q37b. SpySweeper | 4.02 | 34% | 47 |
| Q37c. Stanford's Security Self-Help Tool | 4.05 | 35% | 43 |
| Q37a. BigFix | 4.13 | 31% | 39 |
| Q36a. Free and discounted software | 4.13 | 28% | 75 |
| Q32d. Using Stanford services while traveling outside the U.S. | 4.17 | 26% | 35 |

Undergraduates

| Question | Mean | Tot Neg | Count |
|---|------|---------|-------|
| Q19c. Stanford webmail ease of use | 3.10 | 62% | 60 |
| Q19b. Stanford webmail features | 3.18 | 55% | 60 |
| Q22c. Wireless network guest registration process | 3.53 | 42% | 38 |
| Q37c. Stanford's Security Self-Help Tool | 3.67 | 38% | 24 |
| Q19a. Stanford webmail speed | 3.68 | 40% | 60 |
| Q37a. BigFix | 3.69 | 34% | 29 |
| Q23a. Wireless in the residences | 3.92 | 37% | 62 |
| Q19d. Stanford webmail reliability | 3.95 | 28% | 60 |
| Q21a. Stanford email overall | 3.95 | 32% | 63 |
| Q36a. Free and discounted software | 4.07 | 26% | 46 |

Top Ten Areas of Satisfaction by Cohort Sorted by Total Mean - Continued

Administrative Staff

| Question | Mean | Tot Pos | Count |
|--|------|---------|-------|
| Q2a. IT Services keeps the IT systems it provides up and running | 5.31 | 99% | 137 |
| Q41f. Central web hosting databases for Groups and Departments (MySQL) | 5.28 | 100% | 18 |
| Q41c. Central web hosting restricting access via WebAuth | 5.28 | 100% | 29 |
| Q25a. Reliability of wired network | 5.25 | 97% | 108 |
| Q25c. High-speed (gigabit) wired network access to other universities | 5.18 | 95% | 65 |
| Q26a. Stanford's network overall | 5.18 | 98% | 128 |
| Q25b. Availability of wired network | 5.18 | 95% | 107 |
| Q1a. IT Services customer-oriented approach | 5.17 | 98% | 131 |
| Q2d. IT Services provides services that are valuable to you | 5.16 | 96% | 130 |
| Q3a. IT Services services as a whole | 5.14 | 97% | 137 |

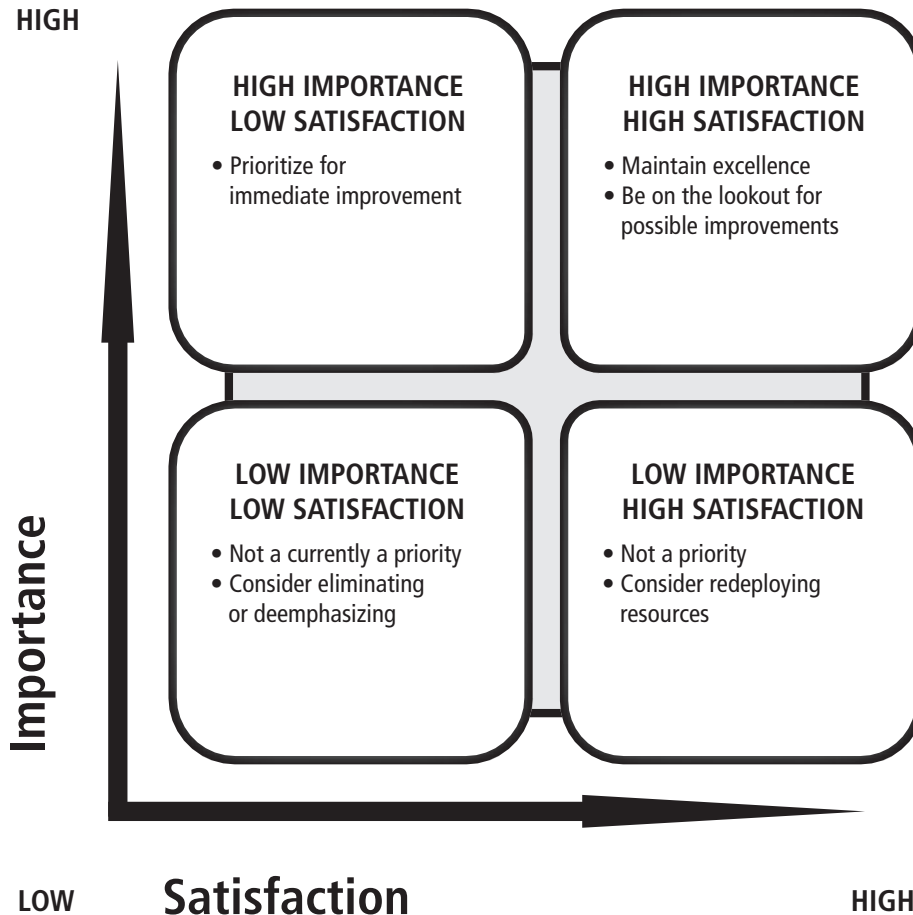
Top Ten Areas of Dissatisfaction by Cohort Sorted by Total Mean - Continued

Administrative Staff

| Question | Mean | Tot Neg | Count |
|--|------|---------|-------|
| Q19b. Stanford webmail features | 4.13 | 29% | 127 |
| Q19c. Stanford webmail ease of use | 4.16 | 29% | 128 |
| Q37b. SpySweeper | 4.23 | 26% | 66 |
| Q22c. Wireless network guest registration process | 4.52 | 22% | 64 |
| Q37c. Stanford's Security Self-Help Tool | 4.52 | 16% | 44 |
| Q19a. Stanford webmail speed | 4.53 | 18% | 126 |
| Q35a. ESS: available selection of software | 4.57 | 12% | 100 |
| Q19d. Stanford webmail reliability | 4.58 | 16% | 125 |
| Q32d. Using Stanford services while traveling outside the U.S. | 4.59 | 19% | 37 |
| Q27b. Problem resolution for phone orders | 4.60 | 22% | 45 |

Counts of Clients Expressing Dissatisfaction for Satisfaction Questions, Sorted by Total Dissatisfied

One method of interpreting the results of satisfaction questions and prioritizing possible improvement is to sort the results into a matrix with two axes, satisfaction and importance. The illustration below elaborates on the the concept.



Typically, when these matrices are used, it presupposes that for any given satisfaction question, a parallel question was asked about the importance that respondents placed on the item being rated for satisfaction. This was not practical for this survey, given its length and breadth. However, in lieu of a question asking specifically about importance, we can infer some measure of importance by looking at the total number of respondents to each question. In this survey the number of responses for questions asked of all cohorts ranged from a low of 51 (Central web hosting databases for Groups and Departments (MySQL)) to a high of 438 (Stanford email overall). The following tables quantify the number of people who registered dissatisfaction with each of the services or service attributes that respondents were asked to rate for satisfaction. It is one way to get at the same type of information provided by the matrix to think about what service improvements might have the most impact.

Counts of All Clients Expressing Dissatisfaction for All Satisfaction Questions, Sorted by Total Dissatisfied

| Question | Mean | Tot Neg | Count of All Responses | Total Dissatisfied |
|--|------|---------|------------------------|--------------------|
| Q19b. Stanford webmail features | 3.84 | 38% | 400 | 153 |
| Q19c. Stanford webmail ease of use | 3.88 | 38% | 402 | 152 |
| Q19a. Stanford webmail speed | 4.20 | 28% | 399 | 111 |
| Q37b. SpySweeper | 3.92 | 35% | 216 | 75 |
| Q21a. Stanford email overall | 4.53 | 16% | 438 | 72 |
| Q19d. Stanford webmail reliability | 4.45 | 18% | 393 | 71 |
| Q22c. Wireless network guest registration process | 4.15 | 29% | 247 | 71 |
| Q36a. Free and discounted software | 4.31 | 21% | 330 | 70 |
| Q22a. Wireless network signal strength/quality of connection | 4.44 | 18% | 358 | 66 |
| Q22b. Availability of wireless network on campus | 4.48 | 18% | 347 | 63 |
| Q35a. ESS: available selection of software | 4.40 | 18% | 348 | 62 |
| Q22d. Wireless network ability to stay connected | 4.49 | 17% | 347 | 60 |
| Q12b. IT Services arranges the navigation on its web pages so that it's easy to find links to what I need | 4.43 | 17% | 339 | 58 |
| Q32c. Using Stanford services while traveling within the U.S. | 4.42 | 19% | 305 | 57 |
| Q23a. Wireless in the residences | 3.67 | 45% | 120 | 54 |
| Q32d. Using Stanford services while traveling outside the U.S. | 4.12 | 27% | 202 | 54 |
| Q8c. HelpSU: Turnaround time for resolving your problem | 4.60 | 17% | 312 | 53 |
| Q8a. HelpSU: Timeliness of initial response to your inquiry | 4.66 | 15% | 316 | 46 |
| Q12a. IT Services communicates outage and other high-impact service news that helps me take appropriate action | 4.77 | 13% | 348 | 44 |
| Q8b. HelpSU: Ability to solve problem | 4.74 | 14% | 317 | 44 |
| Q9a. Problem resolution overall | 4.73 | 12% | 357 | 43 |
| Q2c. IT Services helps you use technology effectively | 4.78 | 11% | 381 | 42 |
| Q32b. Using Stanford services while working from home using other Internet service provider | 4.66 | 14% | 291 | 41 |
| Q37a. BigFix | 4.09 | 28% | 141 | 40 |
| Q35b. ESS: Timeliness of Stanford release of updated versions after vendor release | 4.55 | 13% | 301 | 40 |
| Q2b. IT Services delivers promised services on a timely basis | 4.94 | 9% | 390 | 36 |
| Q37c. Stanford's Security Self-Help Tool | 4.22 | 25% | 144 | 36 |
| Q37d. Symantec/Norton Antivirus | 4.79 | 12% | 311 | 36 |
| Q7a. 5-HELP: Ability to get through to a person | 4.68 | 14% | 243 | 35 |
| Q11b. helpsu.stanford.edu (HelpSU: for submitting help requests) | 4.77 | 11% | 309 | 35 |
| Q27d. Voice mail | 4.58 | 17% | 199 | 34 |
| Q7b. 5-HELP: Timeliness of initial response to your inquiry | 4.71 | 13% | 240 | 32 |
| Q2d. IT Services provides services that are valuable to you | 4.97 | 8% | 417 | 32 |
| Q12c. IT Services provides clearly-written service descriptions and instructions | 4.65 | 9% | 317 | 30 |

| Question | Mean | Tot Neg | Count of All Responses | Total Dissatisfied |
|---|------|---------|------------------------|--------------------|
| Q7c. 5-HELP: Turnaround time for resolving your problem | 4.72 | 13% | 236 | 30 |
| Q1a. IT Services customer-oriented approach | 4.92 | 7% | 385 | 27 |
| Q3a. IT Services services as a whole | 4.93 | 6% | 431 | 27 |
| Q12d. IT Services uses postcards and Stanford Daily ads to convey meaningful information | 4.50 | 14% | 192 | 27 |
| Q7d. 5-HELP: Ability to solve problem | 4.82 | 11% | 234 | 26 |
| Q35d. ESS: Helpfulness of Stanford-specific software documentation | 4.64 | 8% | 301 | 25 |
| Q2a. IT Services keeps the IT systems it provides up and running | 5.10 | 6% | 429 | 24 |
| Q26a. Stanford's network overall | 4.91 | 6% | 419 | 24 |
| Q27a. Telecommunications ordering services | 4.42 | 19% | 129 | 24 |
| Q35c. ESS: Ease of installing software | 4.82 | 7% | 340 | 24 |
| Q27b. Problem resolution for phone orders | 4.41 | 21% | 110 | 23 |
| Q37e. Timeliness of security software updates | 4.77 | 8% | 259 | 22 |
| Q25b. Availability of wired network | 5.05 | 6% | 360 | 21 |
| Q10a. Order completion time for voice services | 4.52 | 15% | 132 | 20 |
| Q25a. Reliability of wired network | 5.04 | 6% | 362 | 20 |
| Q25c. High-speed (gigabit) wired network access to other universities | 4.92 | 10% | 202 | 20 |
| Q32a. Using Stanford services while working from home using Stanford DSL service | 4.79 | 13% | 152 | 19 |
| Q40a. Stanford VPN | 4.53 | 19% | 102 | 19 |
| Q41d. Central web hosting ease of setup and maintenance of web pages | 4.62 | 16% | 115 | 18 |
| Q11c. answers.stanford.edu (Self-Help Site) | 4.63 | 15% | 116 | 17 |
| Q27c. Telecommunications billing system/statements | 4.50 | 16% | 109 | 17 |
| Q39a. Departmental firewall | 4.84 | 10% | 177 | 17 |
| Q10d. Order completion time for cable TV | 4.35 | 25% | 60 | 15 |
| Q11d. it-services.stanford.edu (our organization's website) | 4.81 | 7% | 192 | 14 |
| Q10b. Order completion time for cell phones | 4.71 | 14% | 92 | 13 |
| Q12e. IT Services publishes print and online documents whose look-and-feel is appropriate to Stanford's image | 4.82 | 5% | 231 | 12 |
| Q11a. computing.stanford.edu (Stanford's Central Computing Website) | 4.83 | 5% | 217 | 10 |
| Q10c. Order completion time for data center services | 4.59 | 12% | 73 | 9 |
| Q41a. Central web hosting speed (time before page begins to load) | 4.83 | 6% | 145 | 9 |
| Q41f. Central web hosting databases for Groups and Departments (MySQL) | 4.55 | 14% | 51 | 7 |
| Q41e. Central web hosting scripts (CGI) | 4.64 | 12% | 58 | 7 |
| Q41b. Central web hosting reliability (up-time) | 4.99 | 4% | 146 | 6 |
| Q41c. Central web hosting restricting access via WebAuth | 5.03 | 5% | 101 | 5 |

Counts of All Faculty Expressing Dissatisfaction for All Satisfaction Questions, Sorted by Total Dissatisfied

| Question | Mean | Tot Neg | Count of All Responses | Total Dissatisfied |
|---|------|---------|------------------------|--------------------|
| Q19b. Stanford webmail features | 4.01 | 34% | 134 | 45 |
| Q19c. Stanford webmail ease of use | 4.04 | 34% | 134 | 45 |
| Q19a. Stanford webmail speed | 4.24 | 28% | 134 | 37 |
| Q32d. Using Stanford services while traveling outside the U.S. | 3.93 | 31% | 106 | 33 |
| Q32c. Using Stanford services while traveling within the U.S. | 4.26 | 24% | 134 | 32 |
| Q37b. SpySweeper | 3.43 | 48% | 65 | 31 |
| Q22a. Wireless network signal strength/quality of connection | 4.49 | 21% | 126 | 27 |
| Q9a. Problem resolution overall | 4.53 | 19% | 134 | 26 |
| Q22b. Availability of wireless network on campus | 4.44 | 22% | 120 | 26 |
| Q36a. Free and discounted software selection | 4.27 | 22% | 120 | 26 |
| Q2c. IT Services helps you use technology effectively | 4.54 | 19% | 133 | 25 |
| Q8c. HelpSU: Turnaround time for resolving your problem | 4.43 | 21% | 118 | 25 |
| Q2b. IT Services delivers promised services on a timely basis | 4.77 | 18% | 137 | 24 |
| Q27d. Voice mail | 4.26 | 26% | 91 | 24 |
| Q22d. Wireless network ability to stay connected | 4.55 | 20% | 116 | 23 |
| Q35a. ESS: available selection of software | 4.37 | 18% | 125 | 23 |
| Q8a. HelpSU: Timeliness of initial response to your inquiry | 4.48 | 18% | 120 | 22 |
| Q22c. Wireless network guest registration process | 4.27 | 26% | 86 | 22 |
| Q7a. 5-HELP: Ability to get through to a person | 4.44 | 21% | 102 | 21 |
| Q7b. 5-HELP: Timeliness of initial response to your inquiry | 4.46 | 20% | 99 | 20 |
| Q8b. HelpSU: Ability to solve problem | 4.60 | 17% | 121 | 20 |
| Q12b. IT Services arranges the navigation on its web pages so that it's easy to find links to what I need | 4.34 | 18% | 110 | 20 |
| Q1a. IT Services customer-oriented approach | 4.79 | 14% | 140 | 19 |
| Q21a. Stanford email overall | 4.64 | 13% | 146 | 19 |
| Q2d. IT Services provides services that are valuable to you | 4.86 | 12% | 148 | 18 |
| Q3a. IT Services services as a whole | 4.78 | 12% | 151 | 18 |
| Q7c. 5-HELP: Turnaround time for resolving your problem | 4.47 | 19% | 96 | 18 |
| Q19d. Stanford webmail reliability | 4.65 | 13% | 132 | 17 |
| Q27a. Telecommunications ordering services | 4.08 | 32% | 53 | 17 |
| Q32b. Using Stanford services while working from home using other Internet service provider | 4.59 | 15% | 112 | 17 |
| Q35b. ESS: Timeliness of Stanford release of updated versions after vendor release | 4.53 | 16% | 107 | 17 |
| Q7d. 5-HELP: Ability to solve problem | 4.60 | 16% | 95 | 15 |
| Q11b. helpsu.stanford.edu (HelpSU: for submitting help requests) | 4.69 | 13% | 106 | 14 |
| Q12c. IT Services provides clearly-written service descriptions and instructions | 4.52 | 13% | 104 | 14 |
| Q2a. IT Services keeps the IT systems it provides up and running | 5.05 | 9% | 149 | 13 |

| Question | Mean | Tot Neg | Count of All Responses | Total Dissatisfied |
|--|------|---------|------------------------|--------------------|
| Q12a. IT Services communicates outage and other high-impact service news that helps me take appropriate action | 4.73 | 11% | 110 | 12 |
| Q27b. Problem resolution for phone orders | 4.09 | 27% | 44 | 12 |
| Q37a. BigFix | 3.76 | 35% | 34 | 12 |
| Q40a. Stanford VPN | 4.29 | 24% | 51 | 12 |
| Q41d. Central web hosting ease of setup and maintenance of web pages | 4.36 | 27% | 45 | 12 |
| Q32a. Using Stanford services while working from home using Stanford DSL service | 4.64 | 17% | 64 | 11 |
| Q10a. Order completion time for voice services | 4.35 | 22% | 49 | 11 |
| Q39a. Departmental firewall | 4.69 | 12% | 78 | 9 |
| Q11c. answers.stanford.edu (Self-Help Site) | 4.27 | 22% | 37 | 8 |
| Q35c. ESS: Ease of installing software | 4.85 | 7% | 123 | 8 |
| Q35d. ESS: Helpfulness of Stanford-specific software documentation | 4.60 | 7% | 109 | 8 |
| Q26a. Stanford's network overall | 4.91 | 5% | 142 | 7 |
| Q12d. IT Services uses postcards and Stanford Daily ads to convey meaningful information | 4.26 | 15% | 47 | 7 |
| Q37d. Symantec/Norton Antivirus | 4.89 | 6% | 108 | 7 |
| Q10b. Order completion time for cell phones | 4.64 | 18% | 33 | 6 |
| Q25b. Availability of wired network | 5.09 | 5% | 127 | 6 |
| Q25c. High-speed (gigabit) wired network access to other universities | 4.93 | 10% | 59 | 6 |
| Q27c. Telecommunications billing system/statements | 4.41 | 16% | 37 | 6 |
| Q11d. it-services.stanford.edu (our organization's website) | 4.63 | 8% | 60 | 5 |
| Q25a. Reliability of wired network | 5.08 | 4% | 129 | 5 |
| Q37c. Stanford's Security Self-Help Tool | 4.42 | 15% | 33 | 5 |
| Q37e. Timeliness of security software updates | 4.85 | 4% | 92 | 4 |
| Q11a. computing.stanford.edu (Stanford's Central Computing Website) | 4.82 | 4% | 77 | 3 |
| Q12e. IT Services publishes print and online documents whose look-and-feel is appropriate to Stanford's image | 4.76 | 4% | 72 | 3 |
| Q41a. Central web hosting speed (time before page begins to load) | 4.94 | 6% | 54 | 3 |
| Q41c. Central web hosting restricting access via WebAuth | 5.16 | 10% | 31 | 3 |
| Q41f. Central web hosting databases for Groups and Departments (MySQL) | 3.78 | 33% | 9 | 3 |
| Q10d. Order completion time for cable TV | 4.55 | 18% | 11 | 2 |
| Q41e. Central web hosting scripts (CGI) | 4.20 | 20% | 10 | 2 |
| Q10c. Order completion time for data center services | 4.84 | 5% | 19 | 1 |
| Q41b. Central web hosting reliability (up-time) | 5.16 | 2% | 55 | 1 |

Counts of All Graduate Students Expressing Dissatisfaction for All Satisfaction Questions, Sorted by Total Dissatisfied

| Question | Mean | Tot Neg | Count of All Responses | Total Dissatisfied |
|--|------|---------|------------------------|--------------------|
| Q19b. Stanford webmail features | 3.57 | 48% | 79 | 38 |
| Q19c. Stanford webmail ease of use | 3.78 | 41% | 80 | 33 |
| Q23a. Wireless in the residences | 3.40 | 53% | 58 | 31 |
| Q19a. Stanford webmail speed | 4.00 | 34% | 79 | 27 |
| Q36a. Free and discounted software selection | 4.13 | 28% | 75 | 21 |
| Q21a. Stanford email overall | 4.32 | 23% | 88 | 20 |
| Q22a. Wireless network signal strength/quality of connection | 4.29 | 23% | 86 | 20 |
| Q22c. Wireless network guest registration process | 3.98 | 32% | 59 | 19 |
| Q12b. IT Services arranges the navigation on its web pages so that it's easy to find links to what I need | 4.26 | 24% | 72 | 17 |
| Q19d. Stanford webmail reliability | 4.29 | 22% | 76 | 17 |
| Q22b. Availability of wireless network on campus | 4.41 | 19% | 85 | 16 |
| Q22d. Wireless network ability to stay connected | 4.38 | 19% | 85 | 16 |
| Q37b. SpySweeper | 4.02 | 34% | 47 | 16 |
| Q35a. ESS: available selection of software | 4.32 | 20% | 76 | 15 |
| Q37c. Stanford's Security Self-Help Tool | 4.05 | 35% | 43 | 15 |
| Q37a. BigFix | 4.13 | 31% | 39 | 12 |
| Q8a. HelpSU: Timeliness of initial response to your inquiry | 4.60 | 20% | 55 | 11 |
| Q12a. IT Services communicates outage and other high-impact service news that helps me take appropriate action | 4.72 | 15% | 65 | 10 |
| Q37d. Symantec/Norton Antivirus | 4.76 | 15% | 67 | 10 |
| Q8c. HelpSU: Turnaround time for resolving your problem | 4.56 | 17% | 54 | 9 |
| Q32c. Using Stanford services while traveling within the U.S. | 4.38 | 16% | 55 | 9 |
| Q32d. Using Stanford services while traveling outside the U.S. | 4.17 | 26% | 35 | 9 |
| Q10d. Order completion time for cable TV | 4.37 | 27% | 30 | 8 |
| Q35b. ESS: Timeliness of Stanford release of updated versions after vendor release | 4.50 | 12% | 66 | 8 |
| Q9a. Problem resolution overall | 4.71 | 11% | 62 | 7 |
| Q11b. helpsu.stanford.edu (HelpSU: for submitting help requests) | 4.68 | 12% | 57 | 7 |
| Q12d. IT Services uses postcards and Stanford Daily ads to convey meaningful information | 4.49 | 18% | 39 | 7 |
| Q26a. Stanford's network overall | 4.67 | 8% | 84 | 7 |
| Q8b. HelpSU: Ability to solve problem | 4.71 | 11% | 55 | 6 |
| Q2c. IT Services helps you use technology effectively | 4.87 | 8% | 78 | 6 |
| Q2d. IT Services provides services that are valuable to you | 4.94 | 7% | 85 | 6 |
| Q25a. Reliability of wired network | 4.94 | 9% | 70 | 6 |
| Q25c. High-speed (gigabit) wired network access to other universities | 4.73 | 13% | 45 | 6 |
| Q27c. Telecommunications billing system/statements | 4.36 | 24% | 25 | 6 |
| Q2a. IT Services keeps the IT systems it provides up and running | 5.01 | 6% | 86 | 5 |

| Question | Mean | Tot Neg | Count of All Responses | Total Dissatisfied |
|---|------|---------|------------------------|--------------------|
| Q32b. Using Stanford services while working from home using other Internet service provider | 4.71 | 11% | 45 | 5 |
| Q35c. ESS: Ease of installing software | 4.85 | 7% | 74 | 5 |
| Q1a. IT Services customer-oriented approach | 4.78 | 6% | 68 | 4 |
| Q3a. IT Services services as a whole | 4.87 | 5% | 86 | 4 |
| Q10c. Order completion time for data center services | 4.33 | 19% | 21 | 4 |
| Q12c. IT Services provides clearly-written service descriptions and instructions | 4.68 | 6% | 66 | 4 |
| Q37e. Timeliness of security software updates | 4.66 | 8% | 53 | 4 |
| Q41d. Central web hosting ease of setup and maintenance of web pages | 4.53 | 13% | 30 | 4 |
| Q2b. IT Services delivers promised services on a timely basis | 5.03 | 4% | 78 | 3 |
| Q11a. computing.stanford.edu (Stanford's Central Computing Website) | 4.71 | 6% | 51 | 3 |
| Q11c. answers.stanford.edu (Self-Help Site) | 4.80 | 12% | 25 | 3 |
| Q11d. it-services.stanford.edu (our organization's website) | 4.84 | 6% | 49 | 3 |
| Q12e. IT Services publishes print and online documents whose look-and-feel is appropriate to Stanford's image | 4.70 | 6% | 50 | 3 |
| Q35d. ESS: Helpfulness of Stanford-specific software documentation | 4.75 | 5% | 64 | 3 |
| Q41b. Central web hosting reliability (up-time) | 4.69 | 9% | 32 | 3 |
| Q41f. Central web hosting databases for Groups and Departments (MySQL) | 4.23 | 23% | 13 | 3 |
| Q32a. Using Stanford services while working from home using Stanford DSL service | 5.00 | 9% | 34 | 3 |
| Q10a. Order completion time for voice services | 4.50 | 11% | 18 | 2 |
| Q25b. Availability of wired network | 5.04 | 3% | 71 | 2 |
| Q27a. Telecommunications ordering services | 4.65 | 10% | 20 | 2 |
| Q27d. Voice mail | 4.38 | 15% | 13 | 2 |
| Q41a. Central web hosting speed (time before page begins to load) | 4.59 | 6% | 32 | 2 |
| Q41e. Central web hosting scripts (CGI) | 4.59 | 12% | 17 | 2 |
| Q7a. 5-HELP: Ability to get through to a person | 5.04 | 4% | 24 | 1 |
| Q7b. 5-HELP: Timeliness of initial response to your inquiry | 5.04 | 4% | 24 | 1 |
| Q7c. 5-HELP: Turnaround time for resolving your problem | 5.17 | 4% | 24 | 1 |
| Q7d. 5-HELP: Ability to solve problem | 5.13 | 4% | 23 | 1 |
| Q10b. Order completion time for cell phones | 4.63 | 6% | 16 | 1 |
| Q27b. Problem resolution for phone orders | 4.85 | 8% | 13 | 1 |
| Q41c. Central web hosting restricting access via WebAuth | 4.71 | 4% | 24 | 1 |

Counts of All Undergraduates Expressing Dissatisfaction for All Satisfaction Questions, Sorted by Total Dissatisfied

| Question | Mean | Tot Neg | Count of All Responses | Total Dissatisfied |
|--|------|---------|------------------------|--------------------|
| Q19c. Stanford webmail ease of use | 3.10 | 62% | 60 | 37 |
| Q19b. Stanford webmail features | 3.18 | 55% | 60 | 33 |
| Q19a. Stanford webmail speed | 3.68 | 40% | 60 | 24 |
| Q23a. Wireless in the residences | 3.92 | 37% | 62 | 23 |
| Q21a. Stanford email overall | 3.95 | 32% | 63 | 20 |
| Q19d. Stanford webmail reliability | 3.95 | 28% | 60 | 17 |
| Q22c. Wireless network guest registration process | 3.53 | 42% | 38 | 16 |
| Q22d. Wireless network ability to stay connected | 4.17 | 20% | 65 | 13 |
| Q37d. Symantec/Norton Antivirus | 4.14 | 27% | 49 | 13 |
| Q12a. IT Services communicates outage and other high-impact service news that helps me take appropriate action | 4.27 | 27% | 45 | 12 |
| Q36a. Free and discounted software | 4.07 | 26% | 46 | 12 |
| Q35a. ESS: available selection of software | 4.23 | 26% | 47 | 12 |
| Q22a. Wireless network signal strength/quality of connection | 4.17 | 17% | 65 | 11 |
| Q37b. SpySweeper | 4.08 | 29% | 38 | 11 |
| Q22b. Availability of wireless network on campus | 4.45 | 15% | 65 | 10 |
| Q37a. BigFix | 3.69 | 34% | 29 | 10 |
| Q12b. IT Services arranges the navigation on its web pages so that it's easy to find links to what I need | 4.43 | 20% | 46 | 9 |
| Q37c. Stanford's Security Self-Help Tool | 3.67 | 38% | 24 | 9 |
| Q25b. Availability of wired network | 4.71 | 15% | 55 | 8 |
| Q26a. Stanford's network overall | 4.69 | 12% | 65 | 8 |
| Q32b. Using Stanford services while working from home using other Internet service provider | 4.27 | 22% | 37 | 8 |
| Q35d. ESS: Helpfulness of Stanford-specific software documentation | 4.30 | 20% | 40 | 8 |
| Q37e. Timeliness of security software updates | 4.24 | 21% | 38 | 8 |
| Q25a. Reliability of wired network | 4.69 | 11% | 55 | 6 |
| Q32c. Using Stanford services while traveling within the U.S. | 4.43 | 14% | 42 | 6 |
| Q35b. ESS: Timeliness of Stanford release of updated versions after vendor release | 4.43 | 14% | 42 | 6 |
| Q25c. High-speed (gigabit) wired network access to other universities | 4.61 | 15% | 33 | 5 |
| Q32d. Using Stanford services while traveling outside the U.S. | 4.13 | 21% | 24 | 5 |
| Q2a. IT Services keeps the IT systems it provides up and running | 4.82 | 7% | 57 | 4 |
| Q10d. Order completion time for cable TV | 3.56 | 44% | 9 | 4 |
| Q35c. ESS: Ease of installing software | 4.53 | 9% | 45 | 4 |
| Q2b. IT Services delivers promised services on a timely basis | 4.90 | 6% | 50 | 3 |
| Q2c. IT Services helps you use technology effectively | 4.76 | 6% | 49 | 3 |
| Q2d. IT Services provides services that are valuable to you | 4.89 | 6% | 54 | 3 |
| Q7a. 5-HELP: Ability to get through to a person | 4.00 | 27% | 11 | 3 |

| Question | Mean | Tot Neg | Count of All Responses | Total Dissatisfied |
|---|------|---------|------------------------|--------------------|
| Q7c. 5-HELP: Turnaround time for resolving your problem | 4.36 | 27% | 11 | 3 |
| Q12d. IT Services uses postcards and Stanford Daily ads to convey meaningful information | 4.42 | 12% | 26 | 3 |
| Q12e. IT Services publishes print and online documents whose look-and-feel is appropriate to Stanford's image | 4.76 | 8% | 37 | 3 |
| Q7b. 5-HELP: Timeliness of initial response to your inquiry | 4.18 | 18% | 11 | 2 |
| Q7d. 5-HELP: Ability to solve problem | 4.36 | 18% | 11 | 2 |
| Q8b. HelpSU: Ability to solve problem | 4.73 | 8% | 26 | 2 |
| Q9a. Problem resolution overall | 4.62 | 6% | 34 | 2 |
| Q11a. computing.stanford.edu (Stanford's Central Computing Website) | 4.69 | 6% | 32 | 2 |
| Q11b. helpsu.stanford.edu (HelpSU: for submitting help requests) | 4.81 | 8% | 26 | 2 |
| Q12c. IT Services provides clearly-written service descriptions and instructions | 4.63 | 5% | 40 | 2 |
| Q27c. Telecommunications billing system/statements | 4.08 | 17% | 12 | 2 |
| Q32a. Using Stanford services while working from home using Stanford DSL service | 4.59 | 9% | 22 | 2 |
| Q41a. Central web hosting speed (time before page begins to load) | 4.71 | 10% | 21 | 2 |
| Q41e. Central web hosting scripts (CGI) | 4.64 | 14% | 14 | 2 |
| Q1a. IT Services customer-oriented approach | 4.83 | 2% | 46 | 1 |
| Q3a. IT Services services as a whole | 4.88 | 2% | 57 | 1 |
| Q8c. HelpSU: Turnaround time for resolving your problem | 4.73 | 4% | 26 | 1 |
| Q10b. Order completion time for cell phones | 4.29 | 14% | 7 | 1 |
| Q10c. Order completion time for data center services | 4.25 | 13% | 8 | 1 |
| Q11c. answers.stanford.edu (Self-Help Site) | 4.75 | 6% | 16 | 1 |
| Q11d. it-services.stanford.edu (our organization's website) | 4.80 | 5% | 20 | 1 |
| Q41b. Central web hosting reliability (up-time) | 4.81 | 5% | 21 | 1 |
| Q41c. Central web hosting restricting access via WebAuth | 4.82 | 6% | 17 | 1 |
| Q41d. Central web hosting ease of setup and maintenance of web pages | 4.83 | 6% | 18 | 1 |
| Q41f. Central web hosting databases for Groups and Departments (MySQL) | 4.36 | 9% | 11 | 1 |
| Q8a. HelpSU: Timeliness of initial response to your inquiry | 4.92 | 0% | 26 | 0 |
| Q10a. Order completion time for voice services | 4.56 | 0% | 9 | 0 |
| Q27a. Telecommunications ordering services | 4.50 | 0% | 10 | 0 |
| Q27b. Problem resolution for phone orders | 4.38 | 0% | 8 | 0 |
| Q27d. Voice mail | 4.50 | 0% | 8 | 0 |

Counts of All Administrative Staff Expressing Dissatisfaction for All Satisfaction Questions, Sorted by Total Dissatisfied

| Question | Mean | Tot Neg | Count of All Responses | Total Dissatisfied |
|--|------|---------|------------------------|--------------------|
| Q19b. Stanford webmail features | 4.13 | 29% | 127 | 37 |
| Q19c. Stanford webmail ease of use | 4.16 | 29% | 128 | 37 |
| Q19a. Stanford webmail speed | 4.53 | 18% | 126 | 23 |
| Q19d. Stanford webmail reliability | 4.58 | 16% | 125 | 20 |
| Q8c. HelpSU: Turnaround time for resolving your problem | 4.76 | 16% | 114 | 18 |
| Q37b. SpySweeper | 4.23 | 26% | 66 | 17 |
| Q8b. HelpSU: Ability to solve problem | 4.90 | 14% | 115 | 16 |
| Q22c. Wireless network guest registration process | 4.52 | 22% | 64 | 14 |
| Q8a. HelpSU: Timeliness of initial response to your inquiry | 4.82 | 11% | 115 | 13 |
| Q21a. Stanford email overall | 4.80 | 9% | 141 | 13 |
| Q11b. helpsu.stanford.edu (HelpSU: for submitting help requests) | 4.88 | 10% | 120 | 12 |
| Q12b. IT Services arranges the navigation on its web pages so that it's easy to find links to what I need | 4.63 | 11% | 111 | 12 |
| Q35a. ESS: available selection of software | 4.57 | 12% | 100 | 12 |
| Q22b. Availability of wireless network on campus | 4.66 | 14% | 77 | 11 |
| Q32b. Using Stanford services while working from home using other Internet service provider | 4.87 | 11% | 97 | 11 |
| Q36a. Free and discounted software | 4.65 | 12% | 89 | 11 |
| Q7a. 5-HELP: Ability to get through to a person | 4.91 | 9% | 106 | 10 |
| Q12a. IT Services communicates outage and other high-impact service news that helps me take appropriate action | 5.00 | 8% | 128 | 10 |
| Q12c. IT Services provides clearly-written service descriptions and instructions | 4.76 | 9% | 107 | 10 |
| Q12d. IT Services uses postcards and Stanford Daily ads to convey meaningful information | 4.68 | 13% | 80 | 10 |
| Q27b. Problem resolution for phone orders | 4.60 | 22% | 45 | 10 |
| Q32c. Using Stanford services while traveling within the U.S. | 4.72 | 14% | 74 | 10 |
| Q7b. 5-HELP: Timeliness of initial response to your inquiry | 4.92 | 8% | 106 | 9 |
| Q35b. ESS: Timeliness of Stanford release of updated versions after vendor release | 4.67 | 10% | 86 | 9 |
| Q2c. IT Services helps you use technology effectively | 5.00 | 7% | 121 | 8 |
| Q7c. 5-HELP: Turnaround time for resolving your problem | 4.88 | 8% | 105 | 8 |
| Q9a. Problem resolution overall | 4.98 | 6% | 127 | 8 |
| Q22a. Wireless network signal strength/quality of connection | 4.73 | 10% | 81 | 8 |
| Q22d. Wireless network ability to stay connected | 4.79 | 10% | 81 | 8 |
| Q27d. Voice mail | 4.94 | 9% | 87 | 8 |
| Q7d. 5-HELP: Ability to solve problem | 5.01 | 8% | 105 | 8 |
| Q39a. Departmental firewall | 4.96 | 8% | 99 | 8 |
| Q40a. Stanford VPN | 4.76 | 14% | 51 | 7 |

| Question | Mean | Tot Neg | Count of All Responses | Total Dissatisfied |
|---|------|---------|------------------------|--------------------|
| Q10a. Order completion time for voice services | 4.68 | 13% | 56 | 7 |
| Q32d. Using Stanford services while traveling outside the U.S. | 4.59 | 19% | 37 | 7 |
| Q35c. ESS: Ease of installing software | 4.91 | 7% | 98 | 7 |
| Q37c. Stanford's Security Self-Help Tool | 4.52 | 16% | 44 | 7 |
| Q2b. IT Services delivers promised services on a timely basis | 5.10 | 5% | 125 | 6 |
| Q35d. ESS: Helpfulness of Stanford-specific software documentation | 4.78 | 7% | 88 | 6 |
| Q37d. Symantec/Norton Antivirus | 5.06 | 7% | 87 | 6 |
| Q37e. Timeliness of security software updates | 5.03 | 8% | 76 | 6 |
| Q37a. BigFix | 4.62 | 15% | 39 | 6 |
| Q2d. IT Services provides services that are valuable to you | 5.16 | 4% | 130 | 5 |
| Q10b. Order completion time for cell phones | 4.89 | 14% | 36 | 5 |
| Q11c. answers.stanford.edu (Self-Help Site) | 4.82 | 13% | 38 | 5 |
| Q11d. it-services.stanford.edu (our organization's website) | 4.95 | 8% | 63 | 5 |
| Q27a. Telecommunications ordering services | 4.70 | 11% | 46 | 5 |
| Q25b. Availability of wired network | 5.18 | 5% | 107 | 5 |
| Q3a. IT Services services as a whole | 5.14 | 3% | 137 | 4 |
| Q1a. IT Services customer-oriented approach | 5.17 | 2% | 131 | 3 |
| Q10c. Order completion time for data center services | 4.72 | 12% | 25 | 3 |
| Q12e. IT Services publishes print and online documents whose look-and-feel is appropriate to Stanford's image | 4.99 | 4% | 72 | 3 |
| Q25a. Reliability of wired network | 5.25 | 3% | 108 | 3 |
| Q25c. High-speed (gigabit) wired network access to other universities | 5.18 | 5% | 65 | 3 |
| Q27c. Telecommunications billing system/statements | 4.83 | 9% | 35 | 3 |
| Q32a. Using Stanford services while working from home using Stanford DSL service | 5.00 | 9% | 32 | 3 |
| Q2a. IT Services keeps the IT systems it provides up and running | 5.31 | 1% | 137 | 2 |
| Q11a. computing.stanford.edu (Stanford's Central Computing Website) | 5.05 | 4% | 57 | 2 |
| Q26a. Stanford's network overall | 5.18 | 2% | 128 | 2 |
| Q41a. Central web hosting speed (time before page begins to load) | 4.95 | 5% | 38 | 2 |
| Q10d. Order completion time for cable TV | 4.80 | 10% | 10 | 1 |
| Q41b. Central web hosting reliability (up-time) | 5.11 | 3% | 38 | 1 |
| Q41d. Central web hosting ease of setup and maintenance of web pages | 5.09 | 5% | 22 | 1 |
| Q41e. Central web hosting scripts (CGI) | 4.94 | 6% | 17 | 1 |
| Q41c. Central web hosting restricting access via WebAuth | 5.28 | 0% | 29 | 0 |
| Q41f. Central web hosting databases for Groups and Departments (MySQL) | 5.28 | 0% | 18 | 0 |

2003—2008 Satisfaction Ratings, Changes Since 2007

| ITSS Overall | | | | | | |
|--|------|------|------|------|------|--------|
| | 2003 | 2005 | 2006 | 2007 | 2008 | Change |
| 1. Customer-oriented approach | --- | --- | 4.61 | 4.81 | 4.92 | 0.11 |
| 2a. Keep the IT systems up and running | --- | --- | 4.95 | 5.11 | 5.10 | -0.01 |
| 2b. Delivers promised services on a timely basis | --- | --- | 4.68 | 4.86 | 4.94 | 0.08 |
| 2c. Helps you use technology effectively | --- | --- | 4.53 | 4.72 | 4.78 | 0.06 |
| 2d. Provides services that are valuable to you | --- | --- | 4.67 | 4.92 | 4.97 | 0.05 |
| 3. IT Services services as a whole | 4.81 | 4.65 | 4.69 | 4.85 | 4.93 | 0.08 |

| 5-HELP | | | | | | |
|--|------|------|------|------|------|--------|
| | 2003 | 2005 | 2006 | 2007 | 2008 | Change |
| 7a. 5-HELP: Ability to get through to a person | 4.57 | 4.43 | 4.43 | 4.44 | 4.68 | 0.24 |
| 7b. 5-HELP: Timeliness of initial response to your inquiry | 4.54 | 4.45 | 4.49 | 4.46 | 4.71 | 0.25 |
| 7c. 5-HELP: Turnaround time for resolving your problem | 4.45 | 4.41 | 4.40 | 4.42 | 4.72 | 0.30 |
| 7d. 5-HELP: Ability to solve problem | 4.73 | 4.62 | 4.49 | 4.67 | 4.82 | 0.15 |

| HelpSU | | | | | | |
|--|------|------|------|------|------|--------|
| | 2003 | 2005 | 2006 | 2007 | 2008 | Change |
| 8b. HelpSU: Ability to solve problem | 4.98 | 4.69 | 4.62 | 4.64 | 4.74 | 0.10 |
| 8c. HelpSU: Turnaround time for resolving your problem | 4.63 | 4.45 | 4.43 | 4.47 | 4.60 | 0.13 |

| Problem Resolution Overall | | | | | | |
|--------------------------------|------|------|------|------|------|--------|
| | 2003 | 2005 | 2006 | 2007 | 2008 | Change |
| 9a. Problem resolution overall | 4.75 | 4.60 | 4.62 | 4.62 | 4.73 | 0.11 |

| Telecommunications Services | | | | | | |
|--|------|------|------|------|------|--------|
| | 2003 | 2005 | 2006 | 2007 | 2008 | Change |
| 27d. Voice mail | 4.69 | 4.46 | 4.31 | 4.41 | 4.58 | 0.17 |
| 27c. Telephone billing system/statements | --- | 3.90 | 3.97 | 3.98 | 4.50 | 0.52 |

| Webmail and Email | | | | | | |
|-----------------------------|------|------|------|------|------|--------|
| | 2003 | 2005 | 2006 | 2007 | 2008 | Change |
| 19a. Webmail speed | --- | --- | 4.09 | 4.20 | 4.20 | 0.00 |
| 19b. Webmail features | --- | --- | 3.91 | 3.97 | 3.84 | -0.13 |
| 19c. Webmail ease of use | --- | --- | 4.10 | 4.12 | 3.88 | -0.24 |
| 19d. Webmail reliability | --- | --- | 4.43 | 4.40 | 4.45 | 0.05 |
| 21a. Stanford email overall | --- | 4.84 | 4.60 | 4.62 | 4.53 | -0.09 |

| Network Services | | | | | | |
|--|------|------|------|------|------|--------|
| | 2003 | 2005 | 2006 | 2007 | 2008 | Change |
| 22a. Wireless signal strength/quality of connection | --- | 4.28 | 4.31 | 4.43 | 4.44 | 0.01 |
| 22b. Availability of wireless network on campus | 4.12 | 4.11 | 4.24 | 4.39 | 4.48 | 0.09 |
| 22c. Wireless guest registration process | --- | 3.88 | 3.98 | 4.20 | 4.15 | -0.05 |
| 23a. Wireless networking in the residences | --- | 4.14 | 3.36 | 4.17 | 3.67 | -0.50 |
| 25a. Reliability of wired network | --- | --- | 4.98 | 5.01 | 5.04 | 0.03 |
| 25b. Availability of wired network | --- | --- | 4.92 | 5.02 | 5.05 | 0.03 |
| 25c. High-speed (gigabit) access to other universities | --- | --- | 4.86 | 4.91 | 4.92 | 0.01 |
| 26a. Stanford network services overall | 4.92 | 4.74 | 4.77 | 4.94 | 4.91 | -0.03 |

| Remote Access | | | | | | |
|--|------|------|------|------|------|--------|
| | 2003 | 2005 | 2006 | 2007 | 2008 | Change |
| 32a. Working from home using Stanford DSL service | --- | --- | 4.54 | 4.41 | 4.79 | 0.38 |
| 32b. Working from home using other Internet service provider | --- | --- | 4.56 | 4.52 | 4.66 | 0.14 |
| 32c. Remote access while traveling within the U.S. | --- | --- | 4.42 | 4.39 | 4.42 | 0.03 |
| 32d. Remote access while traveling outside the U.S. | --- | --- | 4.09 | 3.92 | 4.12 | 0.20 |

| Essential Stanford Software | | | | | | |
|---|------|------|------|------|------|--------|
| | 2003 | 2005 | 2006 | 2007 | 2008 | Change |
| 35a. ESS: Available selection of software | 5.03 | 4.52 | 4.62 | 4.48 | 4.40 | -0.08 |
| 35b. ESS: Timeliness of Stanford release of updated versions after vendor release | 4.74 | 4.42 | 4.64 | 4.57 | 4.55 | -0.02 |
| 35c. ESS: Ease of installing software | --- | --- | 4.93 | 4.82 | 4.82 | 0.00 |
| 35d. ESS: Helpfulness of Stanford-specific software documentation | 4.72 | 4.37 | 4.69 | 4.61 | 4.64 | 0.03 |

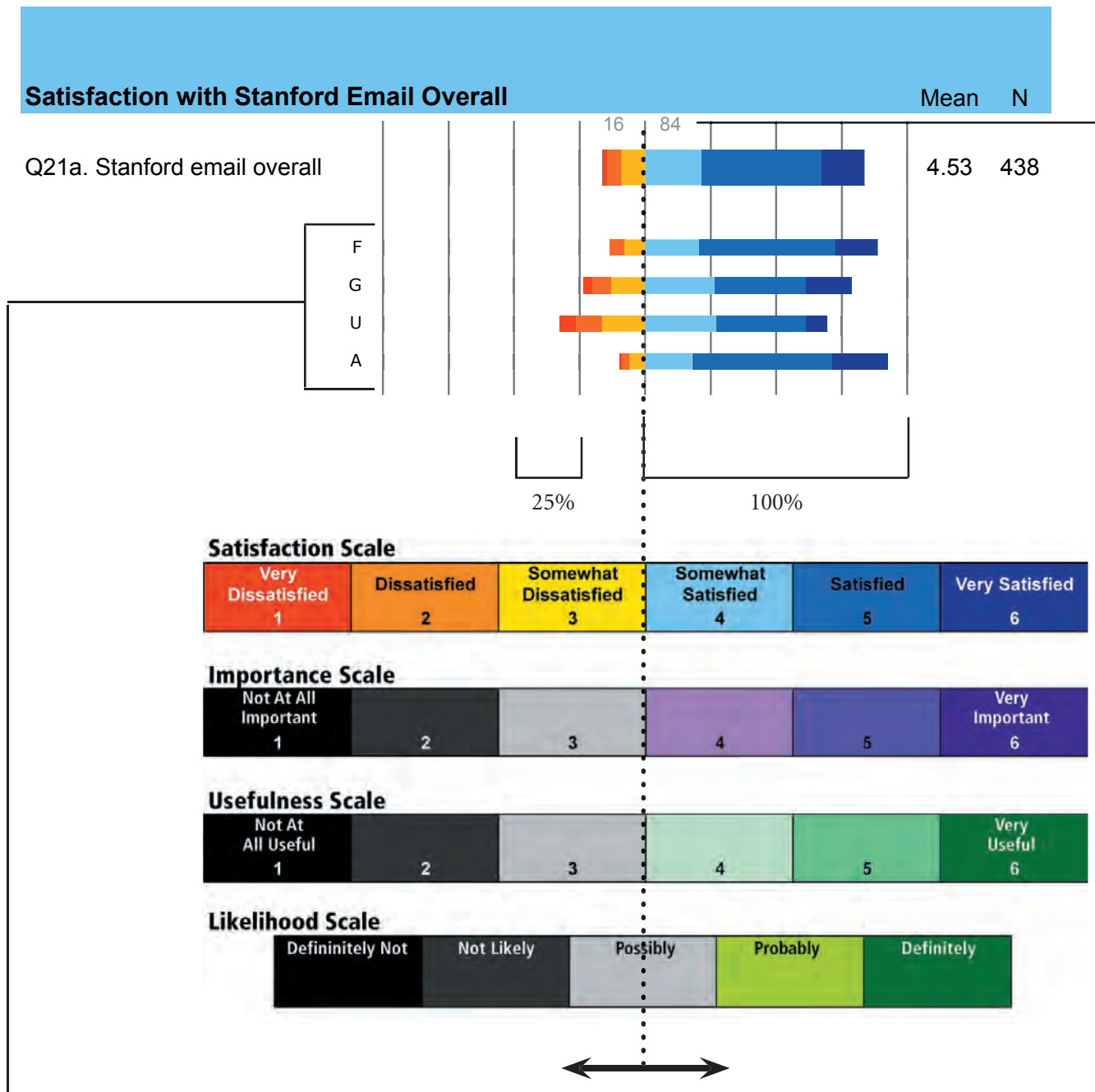
| Security Software | | | | | | |
|--|------|------|------|------|------|--------|
| | 2003 | 2005 | 2006 | 2007 | 2008 | Change |
| 37a. BigFix | --- | --- | 4.39 | 4.26 | 4.09 | -0.17 |
| 37b. SpySweeper | --- | --- | 4.29 | 4.02 | 3.92 | -0.10 |
| 37c. Stanford's Security Self-Help Tool | --- | --- | 4.40 | 4.34 | 4.22 | -0.12 |
| 37d. Symantec/Norton Anti-Virus | --- | --- | 4.90 | 4.94 | 4.79 | -0.15 |
| 37e. Timeliness of security software updates | --- | 4.65 | 4.74 | 4.91 | 4.77 | -0.14 |

| Web Resources for Computing | | | | | | |
|---|------|------|------|------|------|--------|
| | 2003 | 2005 | 2006 | 2007 | 2008 | Change |
| 11a. Stanford's Central Computing Website | --- | --- | 4.71 | 4.70 | 4.83 | 0.13 |
| 11b. HelpSU | --- | --- | 4.74 | 4.66 | 4.77 | 0.11 |
| 11c. Self-Help Site | --- | --- | 4.55 | 4.45 | 4.63 | 0.18 |
| 11d. ITS Services website | --- | --- | 4.48 | 4.61 | 4.81 | 0.20 |

Reading the Charts

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.

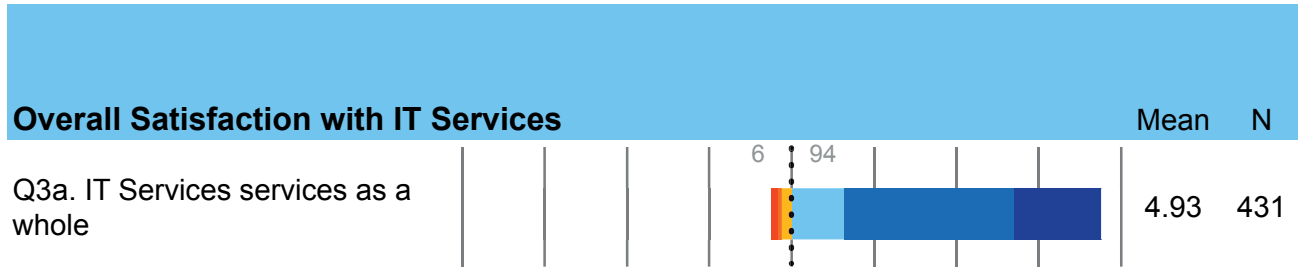
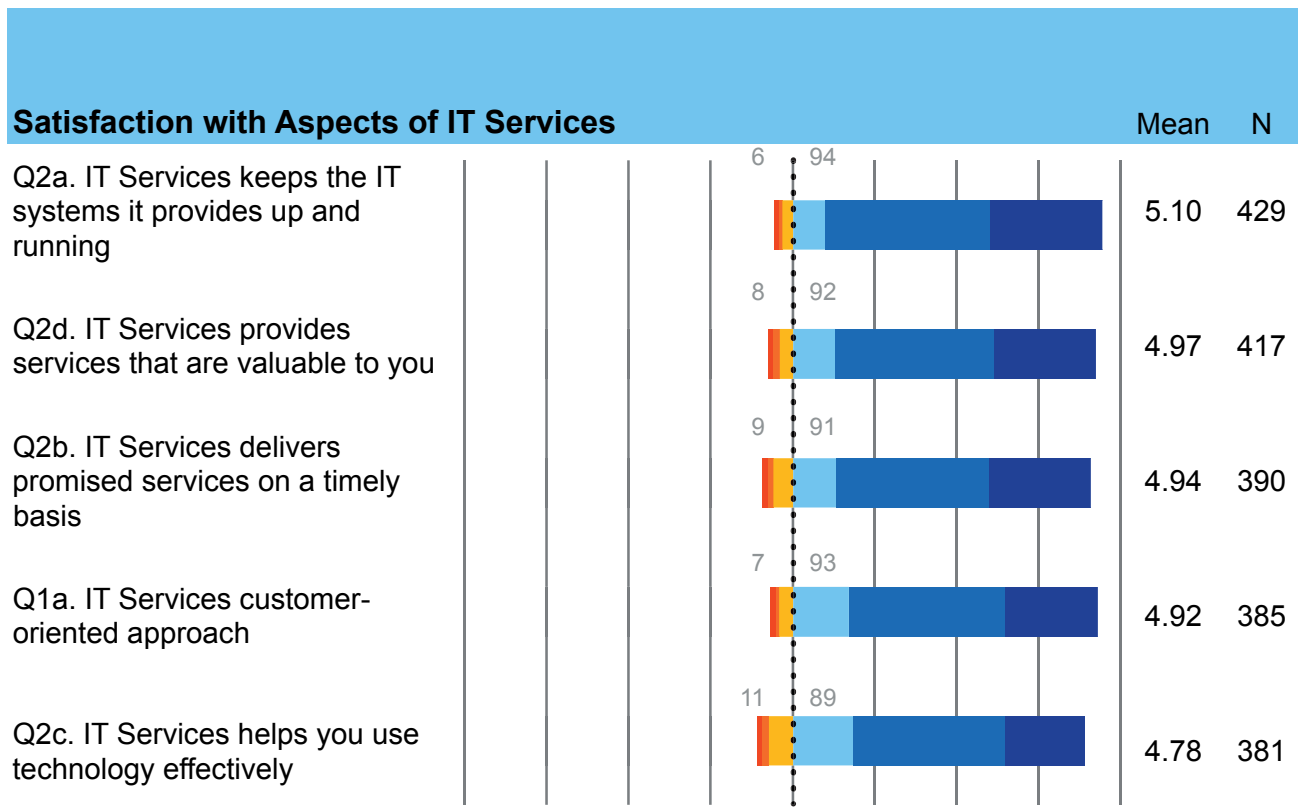


Approximately 20% of the questions, representing the most significant differences between cohorts within the community feature a breakout by cohort, in this case it's Faculty, Graduate students, Undergraduates and Administrative Staff

All charts for the scales shown above feature a dotted line that indicates the midpoint of all possible responses.

The total percents on either side of the midpoint are represented as whole numbers.

Customer Service and Service Attributes



| Q1a IT Services customer-oriented approach | | | | | | | | | | |
|---|------|----|----|----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.92 | 2% | 1% | 4% | 17% | 48% | 28% | 385 | 1.00 | 0.10 |
| F | 4.79 | 3% | 2% | 9% | 17% | 38% | 31% | 140 | | |
| G | 4.78 | 3% | 1% | 1% | 24% | 50% | 21% | 68 | | |
| U | 4.83 | 0% | 0% | 2% | 26% | 59% | 13% | 46 | | |
| A | 5.17 | 1% | 0% | 2% | 11% | 53% | 34% | 131 | | |

| Q2a IT Services keeps the IT systems it provides up and running | | | | | | | | | | |
|--|------|----|----|----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 5.10 | 1% | 1% | 3% | 10% | 50% | 34% | 429 | 0.93 | 0.09 |
| F | 5.05 | 1% | 2% | 5% | 13% | 38% | 40% | 149 | | |
| G | 5.01 | 2% | 0% | 3% | 10% | 56% | 28% | 86 | | |
| U | 4.82 | 0% | 2% | 5% | 12% | 70% | 11% | 57 | | |
| A | 5.31 | 1% | 0% | 0% | 5% | 52% | 42% | 137 | | |

| Q2b IT Services delivers promised services on a timely basis | | | | | | | | | | |
|---|------|----|----|-----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.94 | 2% | 2% | 6% | 13% | 47% | 31% | 390 | 1.04 | 0.10 |
| F | 4.77 | 3% | 4% | 11% | 13% | 34% | 35% | 137 | | |
| G | 5.03 | 1% | 1% | 1% | 15% | 51% | 29% | 78 | | |
| U | 4.90 | 0% | 0% | 6% | 18% | 56% | 20% | 50 | | |
| A | 5.10 | 1% | 1% | 3% | 10% | 54% | 31% | 125 | | |

| Q2c IT Services helps you use technology effectively | | | | | | | | | | |
|---|------|----|----|-----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.78 | 2% | 2% | 7% | 18% | 46% | 24% | 381 | 1.06 | 0.11 |
| F | 4.54 | 2% | 4% | 13% | 21% | 39% | 21% | 133 | | |
| G | 4.87 | 3% | 0% | 5% | 19% | 46% | 27% | 78 | | |
| U | 4.76 | 0% | 0% | 6% | 27% | 53% | 14% | 49 | | |
| A | 5.00 | 2% | 2% | 3% | 12% | 52% | 30% | 121 | | |

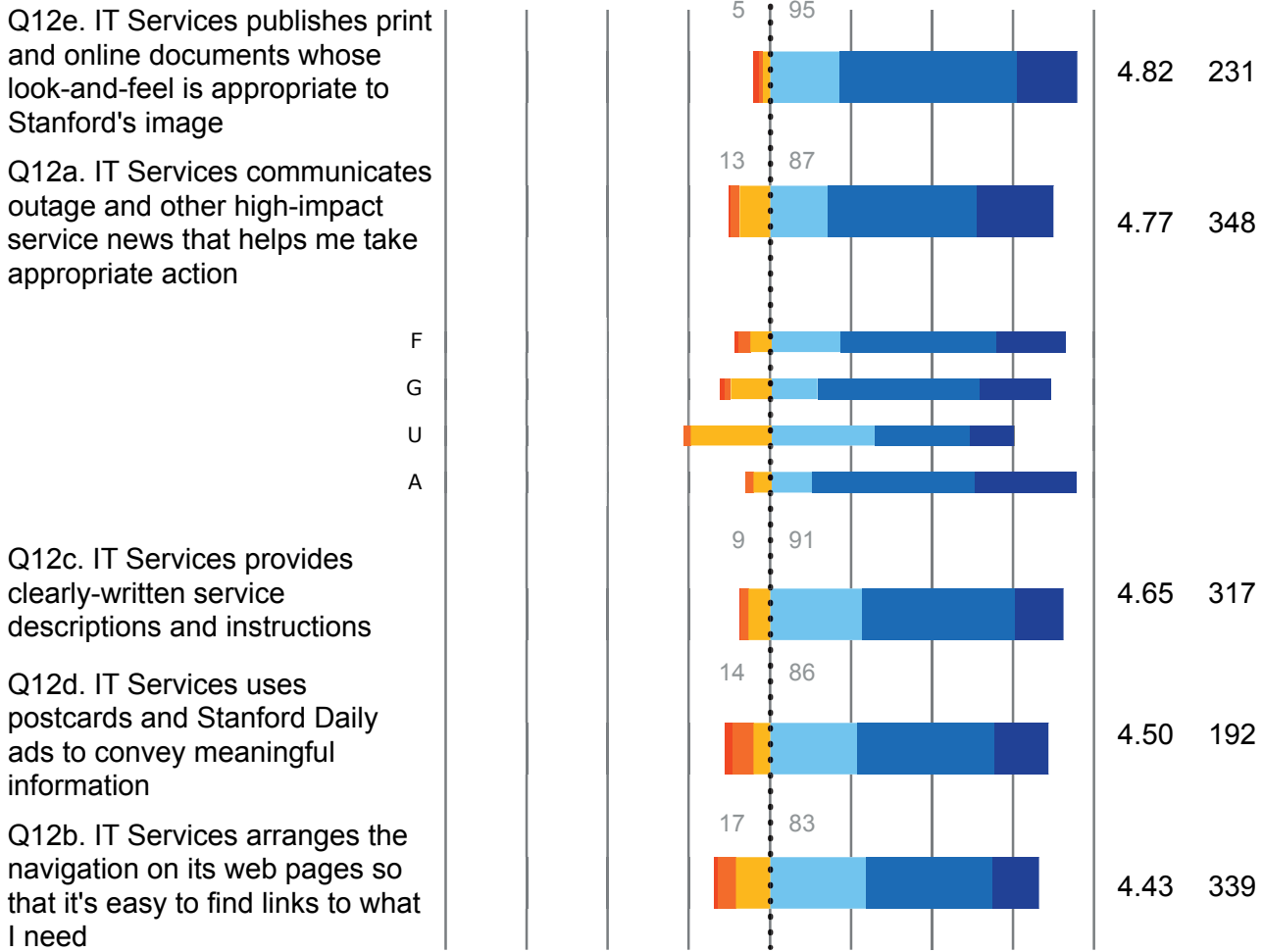
| Q2d IT Services provides services that are valuable to you | | | | | | | | | | |
|---|------|----|----|----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.97 | 2% | 2% | 4% | 13% | 48% | 31% | 417 | 1.02 | 0.10 |
| F | 4.86 | 2% | 3% | 7% | 15% | 41% | 32% | 148 | | |
| G | 4.94 | 2% | 0% | 5% | 16% | 47% | 29% | 85 | | |
| U | 4.89 | 0% | 2% | 4% | 19% | 56% | 20% | 54 | | |
| A | 5.16 | 2% | 2% | 0% | 6% | 55% | 35% | 130 | | |

| Q3a IT Services services as a whole | | | | | | | | | | |
|--|------|----|----|----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.93 | 2% | 1% | 3% | 16% | 51% | 26% | 431 | 0.99 | 0.09 |
| F | 4.78 | 3% | 1% | 8% | 17% | 46% | 25% | 151 | | |
| G | 4.87 | 3% | 1% | 0% | 20% | 51% | 24% | 86 | | |
| U | 4.88 | 0% | 2% | 0% | 21% | 63% | 14% | 57 | | |
| A | 5.14 | 1% | 1% | 1% | 11% | 52% | 34% | 137 | | |

Communications

Satisfaction with Aspects of IT Services Communication

Mean N



| IT Services communicates outage and other high-impact service news that helps me take appropriate action | | | | | | | | | | |
|---|-------------|-----------|----------|-----------|-----------|----------|-----------|--------------|------------------|-----------------|
| Q12a | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.77 | 1% | 3% | 9% | 18% | 46% | 24% | 348 | 1.03 | 0.11 |
| F | 4.73 | 1% | 4% | 6% | 21% | 47% | 21% | 110 | | |
| G | 4.72 | 2% | 2% | 12% | 14% | 49% | 22% | 65 | | |
| U | 4.27 | 0% | 2% | 24% | 31% | 29% | 13% | 45 | | |
| A | 5.00 | 0% | 2% | 5% | 13% | 49% | 30% | 128 | | |

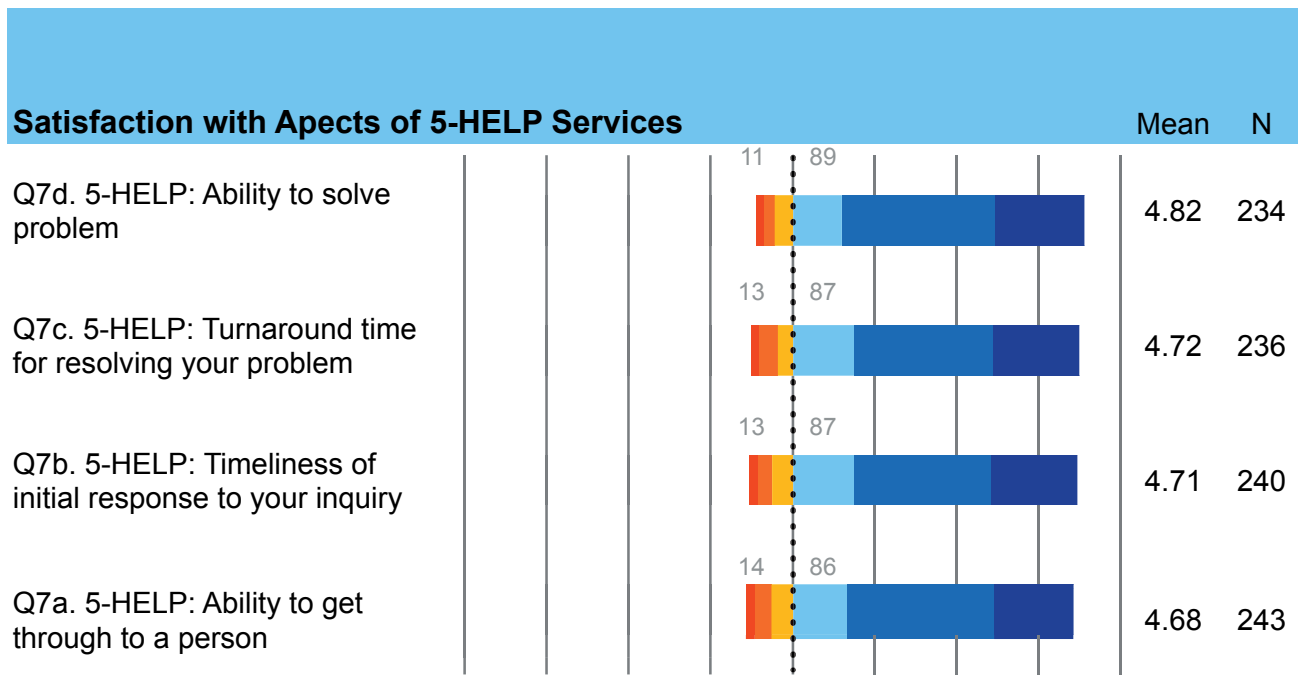
| IT Services arranges the navigation on its web pages so that it's easy to find links to what I need | | | | | | | | | | |
|--|-------------|-----------|----------|-----------|-----------|----------|-----------|--------------|------------------|-----------------|
| Q12b | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.43 | 1% | 6% | 11% | 29% | 39% | 14% | 339 | 1.09 | 0.12 |
| F | 4.34 | 2% | 7% | 9% | 33% | 35% | 14% | 110 | | |
| G | 4.26 | 1% | 6% | 17% | 31% | 33% | 13% | 72 | | |
| U | 4.43 | 0% | 2% | 17% | 24% | 48% | 9% | 46 | | |
| A | 4.63 | 0% | 5% | 5% | 28% | 43% | 18% | 111 | | |

| IT Services provides clearly-written service descriptions and instructions | | | | | | | | | | |
|---|-------------|-----------|----------|-----------|-----------|----------|-----------|--------------|------------------|-----------------|
| Q12c | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.65 | 0% | 3% | 7% | 28% | 47% | 15% | 317 | 0.93 | 0.10 |
| F | 4.52 | 0% | 5% | 9% | 32% | 39% | 15% | 104 | | |
| G | 4.68 | 2% | 0% | 5% | 30% | 50% | 14% | 66 | | |
| U | 4.63 | 0% | 0% | 5% | 35% | 53% | 8% | 40 | | |
| A | 4.76 | 0% | 3% | 7% | 21% | 50% | 19% | 107 | | |

| IT Services uses postcards and Stanford Daily ads to convey meaningful information | | | | | | | | | | |
|---|-------------|-----------|----------|-----------|-----------|----------|-----------|--------------|------------------|-----------------|
| Q12d | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.50 | 3% | 6% | 5% | 27% | 42% | 17% | 192 | 1.18 | 0.17 |
| F | 4.26 | 2% | 9% | 4% | 43% | 32% | 11% | 47 | | |
| G | 4.49 | 5% | 3% | 10% | 23% | 38% | 21% | 39 | | |
| U | 4.42 | 0% | 4% | 8% | 38% | 42% | 8% | 26 | | |
| A | 4.68 | 3% | 8% | 3% | 16% | 50% | 21% | 80 | | |

| IT Services publishes print and online documents whose look-and-feel is appropriate to Stanford's image | | | | | | | | | | |
|--|-------------|-----------|----------|-----------|-----------|----------|-----------|--------------|------------------|-----------------|
| Q12e | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.82 | 2% | 1% | 2% | 22% | 55% | 19% | 231 | 0.92 | 0.12 |
| F | 4.76 | 1% | 1% | 1% | 29% | 49% | 18% | 72 | | |
| G | 4.70 | 2% | 2% | 2% | 30% | 46% | 18% | 50 | | |
| U | 4.76 | 0% | 0% | 8% | 22% | 57% | 14% | 37 | | |
| A | 4.99 | 3% | 1% | 0% | 8% | 65% | 22% | 72 | | |

General Support



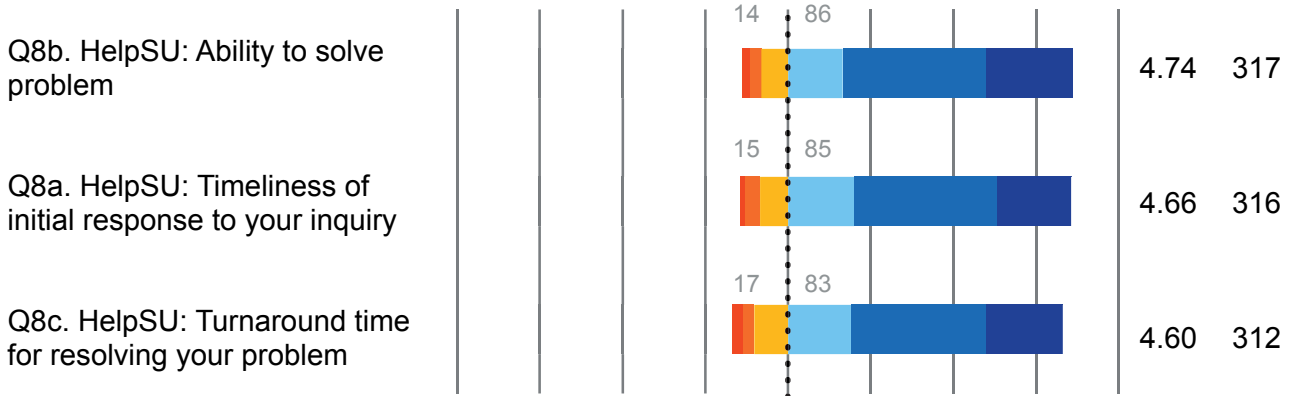
| Q7a 5-HELP: Ability to get through to a person | | | | | | | | | | |
|---|------|----|----|----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.68 | 3% | 5% | 7% | 16% | 45% | 24% | 243 | 1.22 | 0.15 |
| F | 4.44 | 4% | 8% | 9% | 19% | 41% | 20% | 102 | | |
| G | 5.04 | 4% | 0% | 0% | 17% | 42% | 38% | 24 | | |
| U | 4.00 | 9% | 9% | 9% | 18% | 55% | 0% | 11 | | |
| A | 4.91 | 1% | 3% | 6% | 14% | 48% | 28% | 106 | | |

| Q7b 5-HELP: Timeliness of initial response to your inquiry | | | | | | | | | | |
|---|------|----|----|----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.71 | 3% | 4% | 6% | 19% | 42% | 26% | 240 | 1.21 | 0.15 |
| F | 4.46 | 4% | 8% | 8% | 19% | 38% | 22% | 99 | | |
| G | 5.04 | 4% | 0% | 0% | 17% | 42% | 38% | 24 | | |
| U | 4.18 | 0% | 9% | 9% | 45% | 27% | 9% | 11 | | |
| A | 4.92 | 2% | 1% | 6% | 16% | 46% | 29% | 106 | | |

| Q7c 5-HELP: Turnaround time for resolving your problem | | | | | | | | | | |
|---|------|----|----|-----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.72 | 3% | 6% | 5% | 19% | 42% | 26% | 236 | 1.21 | 0.15 |
| F | 4.47 | 4% | 8% | 6% | 19% | 43% | 20% | 96 | | |
| G | 5.17 | 4% | 0% | 0% | 13% | 38% | 46% | 24 | | |
| U | 4.36 | 0% | 9% | 18% | 18% | 36% | 18% | 11 | | |
| A | 4.88 | 1% | 4% | 3% | 20% | 44% | 29% | 105 | | |

| Q7d 5-HELP: Ability to solve problem | | | | | | | | | | |
|---|------|----|----|----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.82 | 2% | 3% | 6% | 15% | 47% | 27% | 234 | 1.13 | 0.14 |
| F | 4.60 | 3% | 5% | 7% | 19% | 43% | 22% | 95 | | |
| G | 5.13 | 4% | 0% | 0% | 13% | 39% | 43% | 23 | | |
| U | 4.36 | 9% | 0% | 9% | 27% | 36% | 18% | 11 | | |
| A | 5.01 | 0% | 3% | 5% | 10% | 52% | 30% | 105 | | |

Satisfaction with Aspects of HelpSU Services



Satisfaction with Problem Resolution Overall

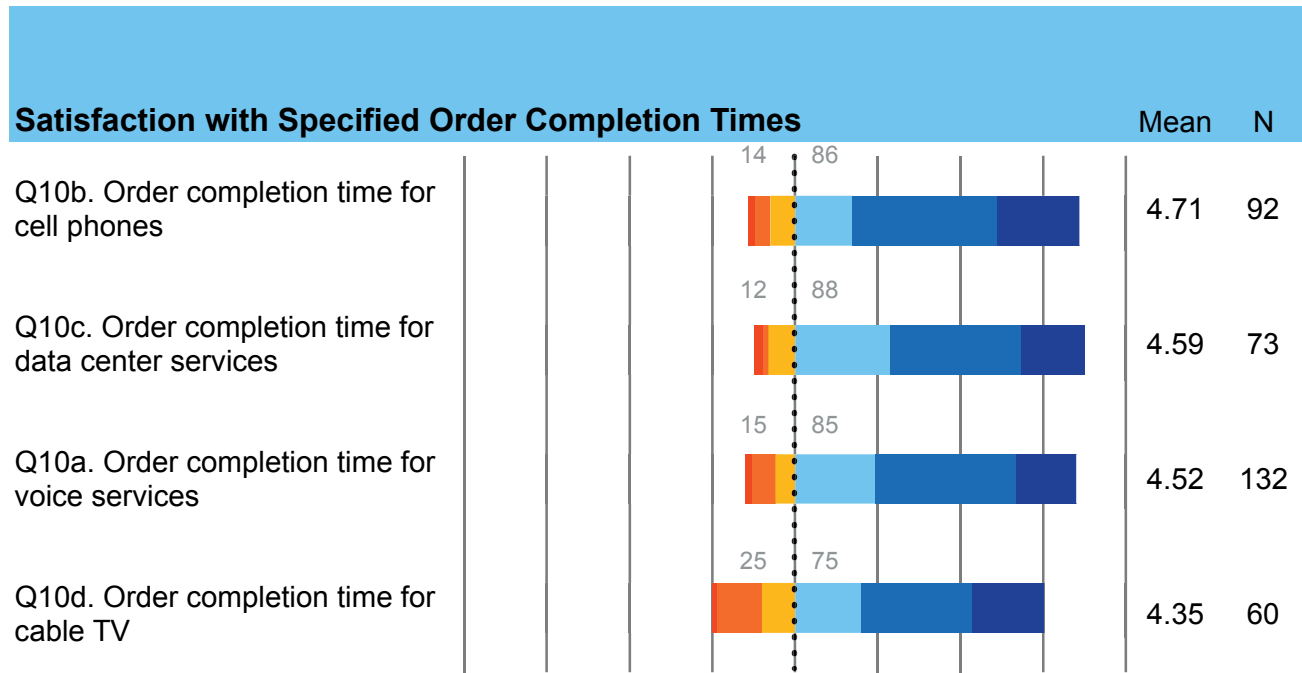


| Q8a HelpSU: Timeliness of initial response to your inquiry | | | | | | | | | | |
|---|------|----|----|-----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.66 | 2% | 4% | 9% | 20% | 43% | 22% | 316 | 1.14 | 0.13 |
| F | 4.48 | 2% | 8% | 9% | 22% | 43% | 17% | 120 | | |
| G | 4.60 | 2% | 2% | 16% | 20% | 35% | 25% | 55 | | |
| U | 4.92 | 0% | 0% | 0% | 27% | 54% | 19% | 26 | | |
| A | 4.82 | 2% | 3% | 6% | 17% | 44% | 28% | 115 | | |

| Q8b HelpSU: Ability to solve problem | | | | | | | | | | |
|---|------|----|----|-----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.74 | 2% | 3% | 8% | 16% | 44% | 26% | 317 | 1.16 | 0.13 |
| F | 4.60 | 2% | 4% | 10% | 17% | 46% | 20% | 121 | | |
| G | 4.71 | 5% | 4% | 2% | 24% | 35% | 31% | 55 | | |
| U | 4.73 | 0% | 0% | 8% | 27% | 50% | 15% | 26 | | |
| A | 4.90 | 1% | 3% | 10% | 10% | 43% | 33% | 115 | | |

| Q8c HelpSU: Turnaround time for resolving your problem | | | | | | | | | | |
|---|------|----|----|-----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.60 | 4% | 3% | 10% | 19% | 41% | 23% | 312 | 1.24 | 0.14 |
| F | 4.43 | 4% | 5% | 12% | 19% | 42% | 18% | 118 | | |
| G | 4.56 | 6% | 2% | 9% | 28% | 26% | 30% | 54 | | |
| U | 4.73 | 0% | 0% | 4% | 31% | 54% | 12% | 26 | | |
| A | 4.76 | 3% | 3% | 11% | 12% | 44% | 28% | 114 | | |

| Q9a Problem resolution overall | | | | | | | | | | |
|---------------------------------------|------|----|----|-----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.73 | 3% | 3% | 6% | 18% | 47% | 23% | 357 | 1.14 | 0.12 |
| F | 4.53 | 4% | 5% | 10% | 15% | 46% | 19% | 134 | | |
| G | 4.71 | 6% | 0% | 5% | 23% | 37% | 29% | 62 | | |
| U | 4.62 | 3% | 0% | 3% | 32% | 50% | 12% | 34 | | |
| A | 4.98 | 0% | 2% | 4% | 14% | 52% | 28% | 127 | | |

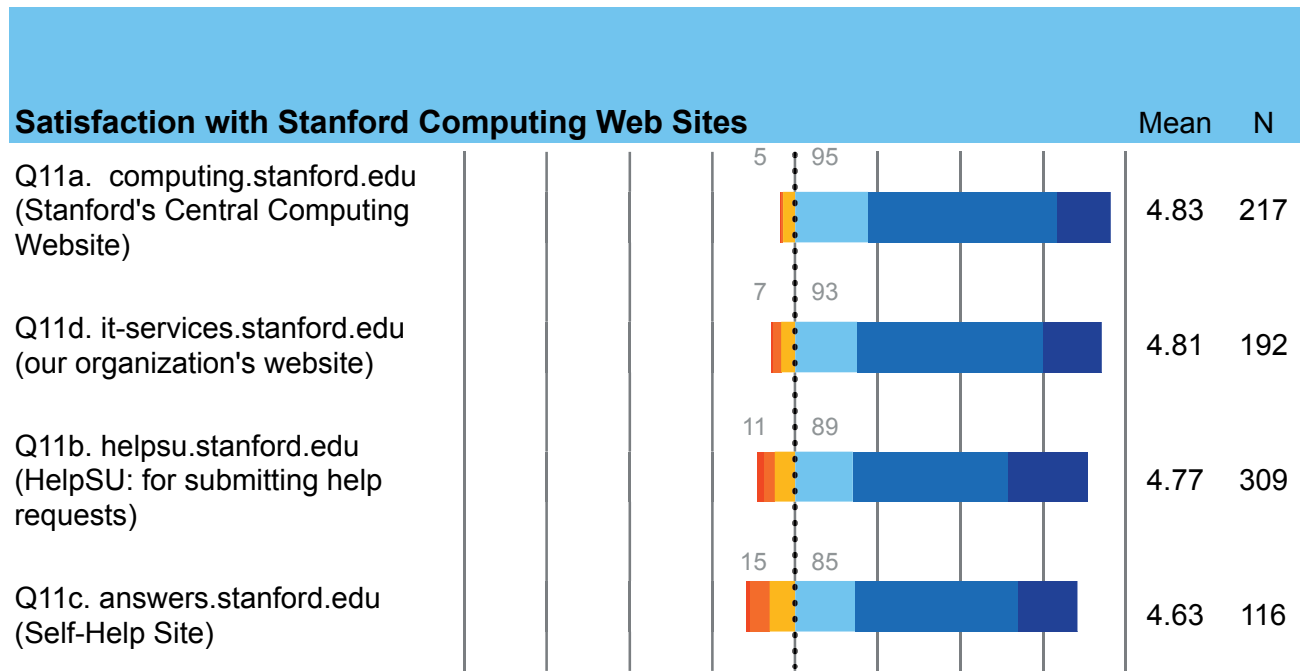


| Q10a Order completion time for voice services | | | | | | | | | | |
|--|------|----|-----|----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.52 | 2% | 7% | 6% | 24% | 42% | 18% | 132 | 1.19 | 0.20 |
| F | 4.35 | 4% | 12% | 6% | 18% | 41% | 18% | 49 | | |
| G | 4.50 | 6% | 6% | 0% | 33% | 33% | 22% | 18 | | |
| U | 4.56 | 0% | 0% | 0% | 44% | 56% | 0% | 9 | | |
| A | 4.68 | 0% | 4% | 9% | 23% | 45% | 20% | 56 | | |

| Q10b Order completion time for cell phones | | | | | | | | | | |
|---|------|----|----|-----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.71 | 2% | 4% | 8% | 17% | 43% | 25% | 92 | 1.18 | 0.24 |
| F | 4.64 | 3% | 6% | 9% | 12% | 45% | 24% | 33 | | |
| G | 4.63 | 6% | 0% | 0% | 31% | 44% | 19% | 16 | | |
| U | 4.29 | 0% | 0% | 14% | 43% | 43% | 0% | 7 | | |
| A | 4.89 | 0% | 6% | 8% | 11% | 42% | 33% | 36 | | |

| Q10c Order completion time for data center services | | | | | | | | | | |
|--|------|----|----|-----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.59 | 3% | 1% | 8% | 29% | 40% | 19% | 73 | 1.10 | 0.25 |
| F | 4.84 | 0% | 5% | 0% | 21% | 53% | 21% | 19 | | |
| G | 4.33 | 5% | 0% | 14% | 43% | 14% | 24% | 21 | | |
| U | 4.25 | 0% | 0% | 13% | 50% | 38% | 0% | 8 | | |
| A | 4.72 | 4% | 0% | 8% | 16% | 52% | 20% | 25 | | |

| Q10d Order completion time for cable TV | | | | | | | | | | |
|--|------|----|-----|-----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.35 | 2% | 13% | 10% | 20% | 33% | 22% | 60 | 1.38 | 0.35 |
| F | 4.55 | 0% | 18% | 0% | 9% | 55% | 18% | 11 | | |
| G | 4.37 | 3% | 10% | 13% | 20% | 27% | 27% | 30 | | |
| U | 3.56 | 0% | 22% | 22% | 33% | 22% | 0% | 9 | | |
| A | 4.80 | 0% | 10% | 0% | 20% | 40% | 30% | 10 | | |



| Q11a computing.stanford.edu (Stanford's Central Computing Website) | | | | | | | | | | |
|---|------|----|----|----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.83 | 0% | 0% | 4% | 22% | 57% | 16% | 217 | 0.79 | 0.10 |
| F | 4.82 | 0% | 0% | 4% | 27% | 52% | 17% | 77 | | |
| G | 4.71 | 2% | 2% | 2% | 24% | 59% | 12% | 51 | | |
| U | 4.69 | 0% | 0% | 6% | 28% | 56% | 9% | 32 | | |
| A | 5.05 | 0% | 0% | 4% | 11% | 63% | 23% | 57 | | |

| Q11b helpsu.stanford.edu (HelpSU: for submitting help requests) | | | | | | | | | | |
|--|------|----|----|----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.77 | 2% | 3% | 6% | 17% | 47% | 24% | 309 | 1.10 | 0.12 |
| F | 4.69 | 2% | 4% | 8% | 20% | 44% | 23% | 106 | | |
| G | 4.68 | 5% | 2% | 5% | 18% | 47% | 23% | 57 | | |
| U | 4.81 | 0% | 0% | 8% | 19% | 58% | 15% | 26 | | |
| A | 4.88 | 1% | 4% | 5% | 15% | 47% | 28% | 120 | | |

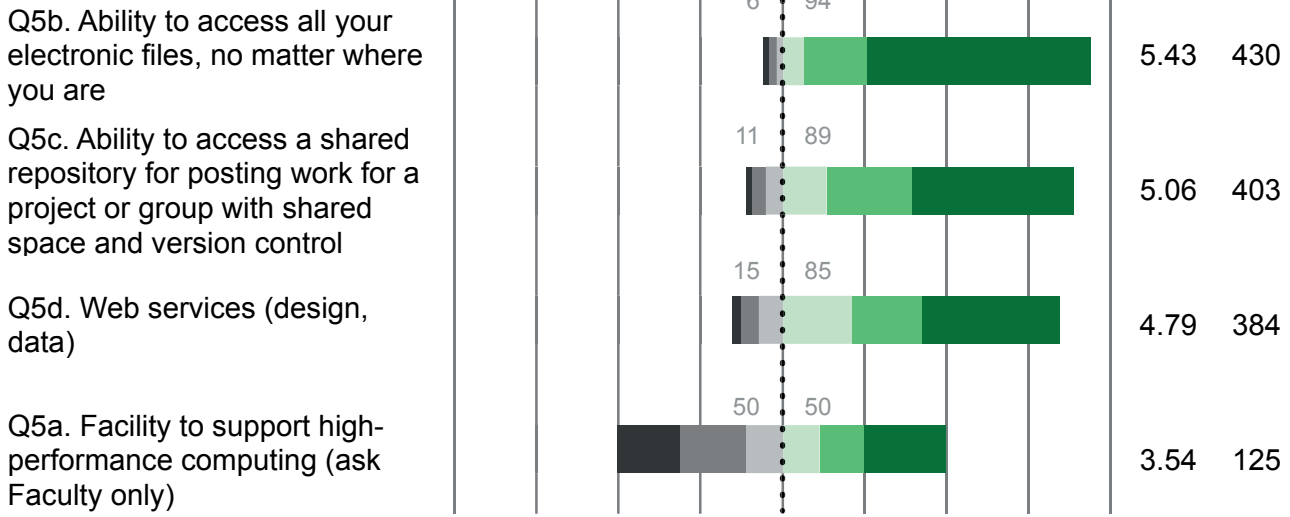
| Q11c answers.stanford.edu (Self-Help Site) | | | | | | | | | | |
|---|------|----|-----|-----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.63 | 1% | 6% | 8% | 18% | 49% | 18% | 116 | 1.11 | 0.20 |
| F | 4.27 | 0% | 16% | 5% | 24% | 43% | 11% | 37 | | |
| G | 4.80 | 4% | 0% | 8% | 8% | 60% | 20% | 25 | | |
| U | 4.75 | 0% | 6% | 0% | 25% | 50% | 19% | 16 | | |
| A | 4.82 | 0% | 0% | 13% | 16% | 47% | 24% | 38 | | |

| Q11d it-services.stanford.edu (our organization's website) | | | | | | | | | | |
|---|------|----|----|----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.81 | 1% | 3% | 4% | 19% | 56% | 18% | 192 | 0.90 | 0.13 |
| F | 4.63 | 0% | 8% | 0% | 27% | 50% | 15% | 60 | | |
| G | 4.84 | 2% | 0% | 4% | 16% | 61% | 16% | 49 | | |
| U | 4.80 | 0% | 0% | 5% | 20% | 65% | 10% | 20 | | |
| A | 4.95 | 0% | 0% | 8% | 13% | 56% | 24% | 63 | | |

Strategic Choices

Usefulness of Specified Items in Completing Daily Tasks

N

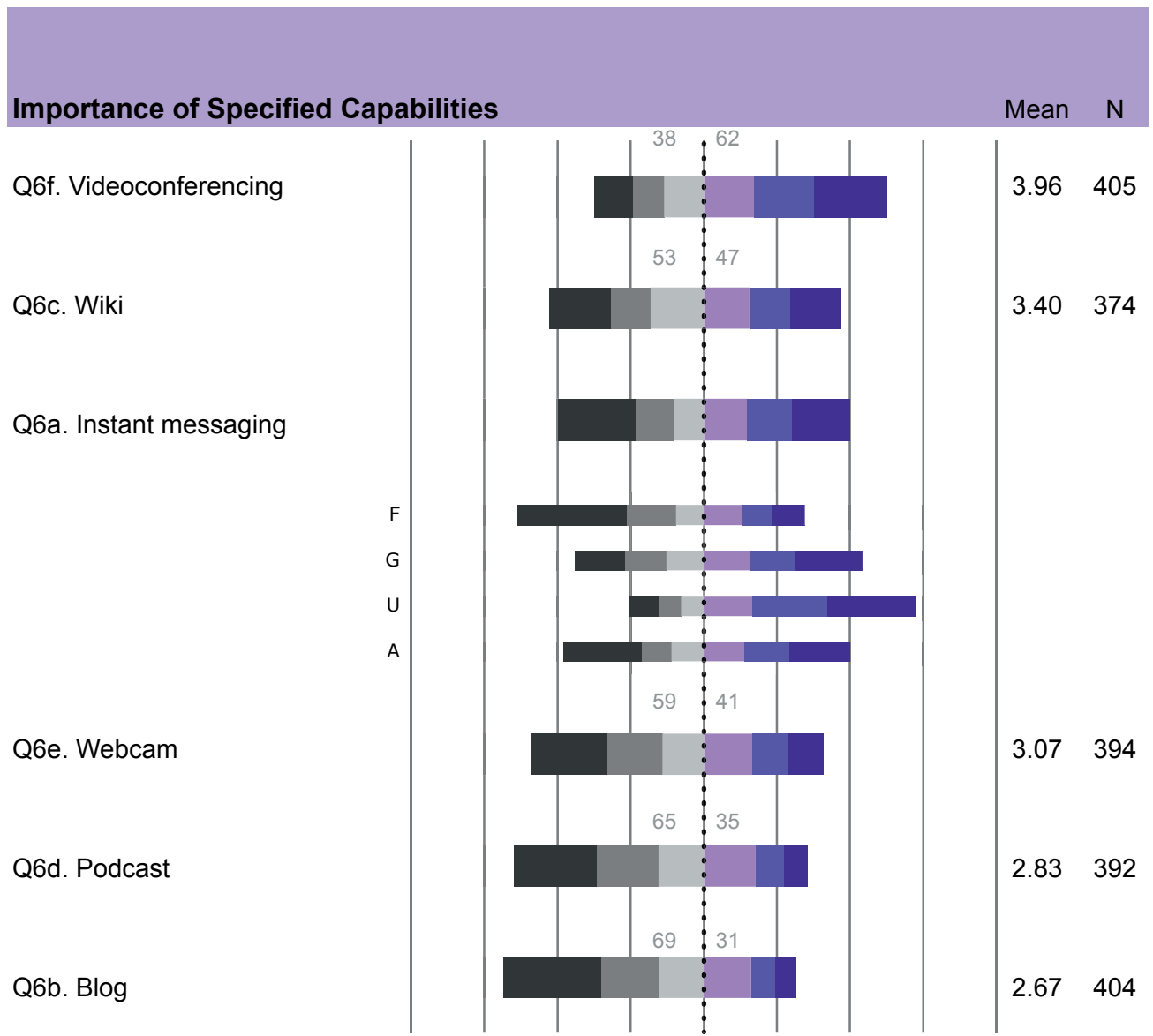


| Q5a Facility to support high-performance computing (ask Faculty only) | | | | | | | | | | |
|--|------|---------------------------|-----|-----|-----|-----|------------------|-------|-----------|----------|
| | Mean | 1-Not At All Useful | 2 | 3 | 4 | 5 | 6-Very Useful | Count | Std. Dev. | 95% CI+- |
| All | 3.54 | 19% | 20% | 11% | 11% | 14% | 25% | 125 | 1.89 | 0.33 |
| F | 3.54 | 19% | 20% | 11% | 11% | 14% | 25% | 125 | | |

| Q5b Ability to access all your electronic files, no matter where you are | | | | | | | | | | |
|---|------|---------------------------|----|----|----|-----|------------------|-------|-----------|----------|
| | Mean | 1-Not At All Useful | 2 | 3 | 4 | 5 | 6-Very Useful | Count | Std. Dev. | 95% CI+- |
| All | 5.43 | 2% | 2% | 2% | 7% | 19% | 68% | 430 | 1.07 | 0.10 |
| F | 5.29 | 4% | 3% | 1% | 8% | 18% | 66% | 146 | | |
| G | 5.43 | 2% | 1% | 3% | 6% | 19% | 68% | 88 | | |
| U | 5.44 | 0% | 5% | 0% | 6% | 24% | 65% | 63 | | |
| A | 5.59 | 0% | 1% | 2% | 7% | 17% | 73% | 133 | | |

| Q5c Ability to access a shared repository for posting work for a project or group with shared space and version control | | | | | | | | | | |
|--|------|---------------------------|----|----|-----|-----|------------------|-------|-----------|----------|
| | Mean | 1-Not At All Useful | 2 | 3 | 4 | 5 | 6-Very Useful | Count | Std. Dev. | 95% CI+- |
| All | 5.06 | 2% | 4% | 5% | 13% | 26% | 49% | 403 | 1.23 | 0.12 |
| F | 4.72 | 4% | 7% | 6% | 16% | 30% | 37% | 141 | | |
| G | 5.13 | 2% | 2% | 6% | 12% | 25% | 53% | 85 | | |
| U | 5.03 | 0% | 3% | 5% | 20% | 30% | 43% | 61 | | |
| A | 5.43 | 0% | 2% | 4% | 9% | 20% | 66% | 116 | | |

| Q5d Web services (design, data) | | | | | | | | | | |
|--|------|---------------------------|----|----|-----|-----|------------------|-------|-----------|----------|
| | Mean | 1-Not At All Useful | 2 | 3 | 4 | 5 | 6-Very Useful | Count | Std. Dev. | 95% CI+- |
| All | 4.79 | 3% | 5% | 7% | 21% | 22% | 42% | 384 | 1.34 | 0.13 |
| F | 4.84 | 2% | 5% | 9% | 18% | 21% | 45% | 137 | | |
| G | 4.77 | 1% | 6% | 6% | 26% | 21% | 40% | 78 | | |
| U | 4.57 | 2% | 7% | 5% | 31% | 29% | 26% | 58 | | |
| A | 4.87 | 5% | 5% | 6% | 17% | 19% | 49% | 111 | | |



| Q6a Instant messaging | | | | | | | | | | |
|------------------------------|------|------|-----|-----|-----|-----|------|-------|-----------|----------|
| | Mean | 1-VU | 2 | 3 | 4 | 5 | 6-VI | Count | Std. Dev. | 95% CI+- |
| All | 3.39 | 27% | 13% | 10% | 15% | 15% | 20% | 424 | 1.90 | 0.18 |
| F | 2.76 | 38% | 17% | 10% | 14% | 10% | 12% | 147 | | |
| G | 3.68 | 18% | 14% | 13% | 16% | 15% | 24% | 85 | | |
| U | 4.32 | 11% | 8% | 8% | 17% | 26% | 31% | 65 | | |
| A | 3.44 | 28% | 10% | 11% | 14% | 16% | 21% | 127 | | |

| Q6b Blog | | | | | | | | | | |
|-----------------|------|------|-----|-----|-----|-----|------|-------|-----------|----------|
| | Mean | 1-VU | 2 | 3 | 4 | 5 | 6-VI | Count | Std. Dev. | 95% CI+- |
| All | 2.67 | 33% | 20% | 15% | 16% | 8% | 7% | 404 | 1.60 | 0.16 |
| F | 2.38 | 41% | 22% | 11% | 16% | 5% | 5% | 140 | | |
| G | 2.83 | 27% | 23% | 15% | 17% | 10% | 7% | 86 | | |
| U | 3.19 | 17% | 24% | 17% | 16% | 14% | 11% | 63 | | |
| A | 2.63 | 38% | 12% | 20% | 15% | 7% | 8% | 115 | | |

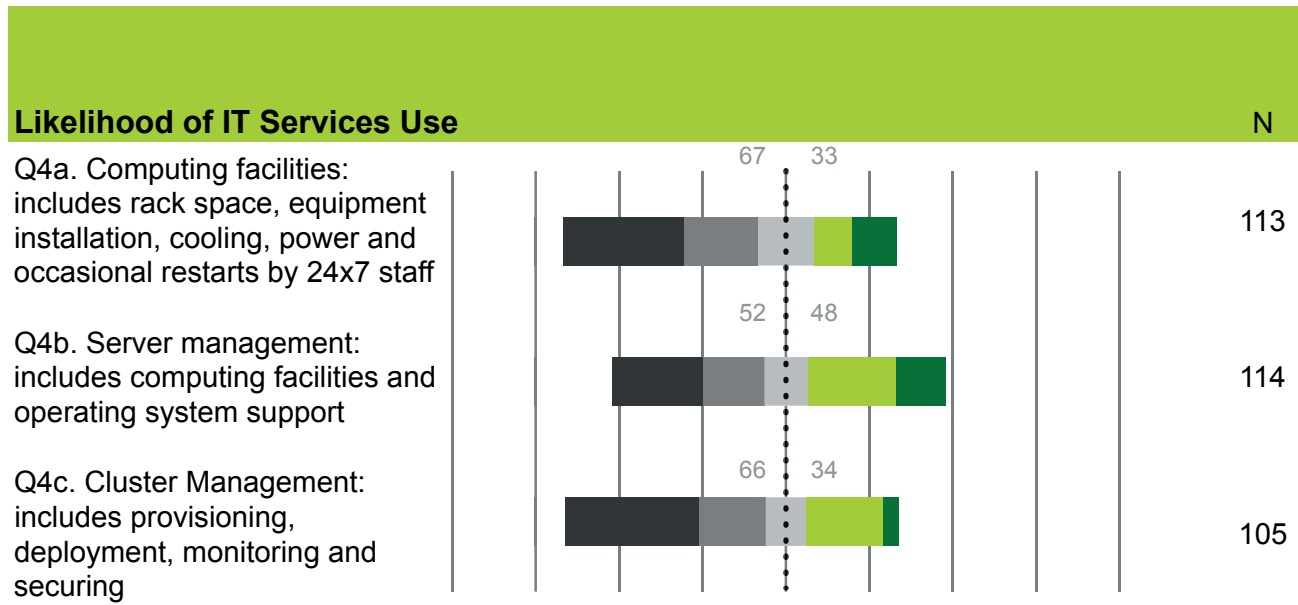
| Q6c Wiki | | | | | | | | | | |
|-----------------|------|------|-----|-----|-----|-----|------|-------|-----------|----------|
| | Mean | 1-VU | 2 | 3 | 4 | 5 | 6-VI | Count | Std. Dev. | 95% CI+- |
| All | 3.40 | 21% | 14% | 18% | 16% | 14% | 17% | 374 | 1.76 | 0.18 |
| F | 3.12 | 26% | 18% | 16% | 16% | 9% | 16% | 128 | | |
| G | 3.68 | 14% | 14% | 18% | 19% | 14% | 21% | 85 | | |
| U | 3.95 | 6% | 13% | 19% | 18% | 27% | 16% | 62 | | |
| A | 3.18 | 30% | 8% | 21% | 11% | 12% | 17% | 99 | | |

| Q6d Podcast | | | | | | | | | | |
|--------------------|------|------|-----|-----|-----|-----|------|-------|-----------|----------|
| | Mean | 1-VU | 2 | 3 | 4 | 5 | 6-VI | Count | Std. Dev. | 95% CI+- |
| All | 2.83 | 28% | 21% | 16% | 18% | 10% | 8% | 392 | 1.61 | 0.16 |
| F | 2.65 | 33% | 23% | 15% | 12% | 10% | 7% | 137 | | |
| G | 2.96 | 21% | 24% | 18% | 22% | 6% | 9% | 85 | | |
| U | 2.87 | 22% | 30% | 10% | 23% | 8% | 7% | 60 | | |
| A | 2.94 | 32% | 11% | 18% | 18% | 13% | 8% | 110 | | |

| Q6e Webcam | | | | | | | | | | |
|-------------------|------|------|-----|-----|-----|-----|------|-------|-----------|----------|
| | Mean | 1-VU | 2 | 3 | 4 | 5 | 6-VI | Count | Std. Dev. | 95% CI+- |
| All | 3.07 | 26% | 19% | 14% | 17% | 12% | 12% | 394 | 1.73 | 0.17 |
| F | 3.01 | 26% | 22% | 13% | 15% | 12% | 13% | 136 | | |
| G | 3.19 | 20% | 22% | 16% | 18% | 7% | 16% | 85 | | |
| U | 3.49 | 16% | 16% | 16% | 21% | 19% | 13% | 63 | | |
| A | 2.80 | 35% | 15% | 14% | 16% | 11% | 9% | 110 | | |

| Q6f Videoconferencing | | | | | | | | | | |
|------------------------------|------|------|-----|-----|-----|-----|------|-------|-----------|----------|
| | Mean | 1-VU | 2 | 3 | 4 | 5 | 6-VI | Count | Std. Dev. | 95% CI+- |
| All | 3.96 | 13% | 11% | 14% | 17% | 20% | 25% | 405 | 1.72 | 0.17 |
| F | 4.34 | 12% | 8% | 8% | 14% | 25% | 34% | 146 | | |
| G | 3.65 | 12% | 12% | 23% | 23% | 14% | 17% | 84 | | |
| U | 3.59 | 10% | 20% | 20% | 19% | 10% | 20% | 59 | | |
| A | 3.88 | 18% | 8% | 11% | 16% | 24% | 22% | 116 | | |

Note: This question set was asked of faculty only and refers to research computing needs, specifically.

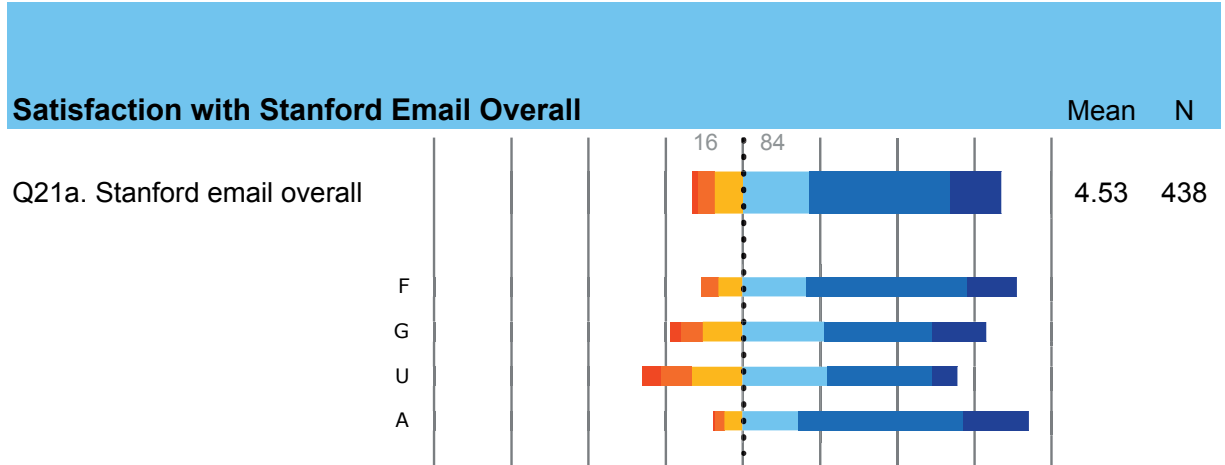
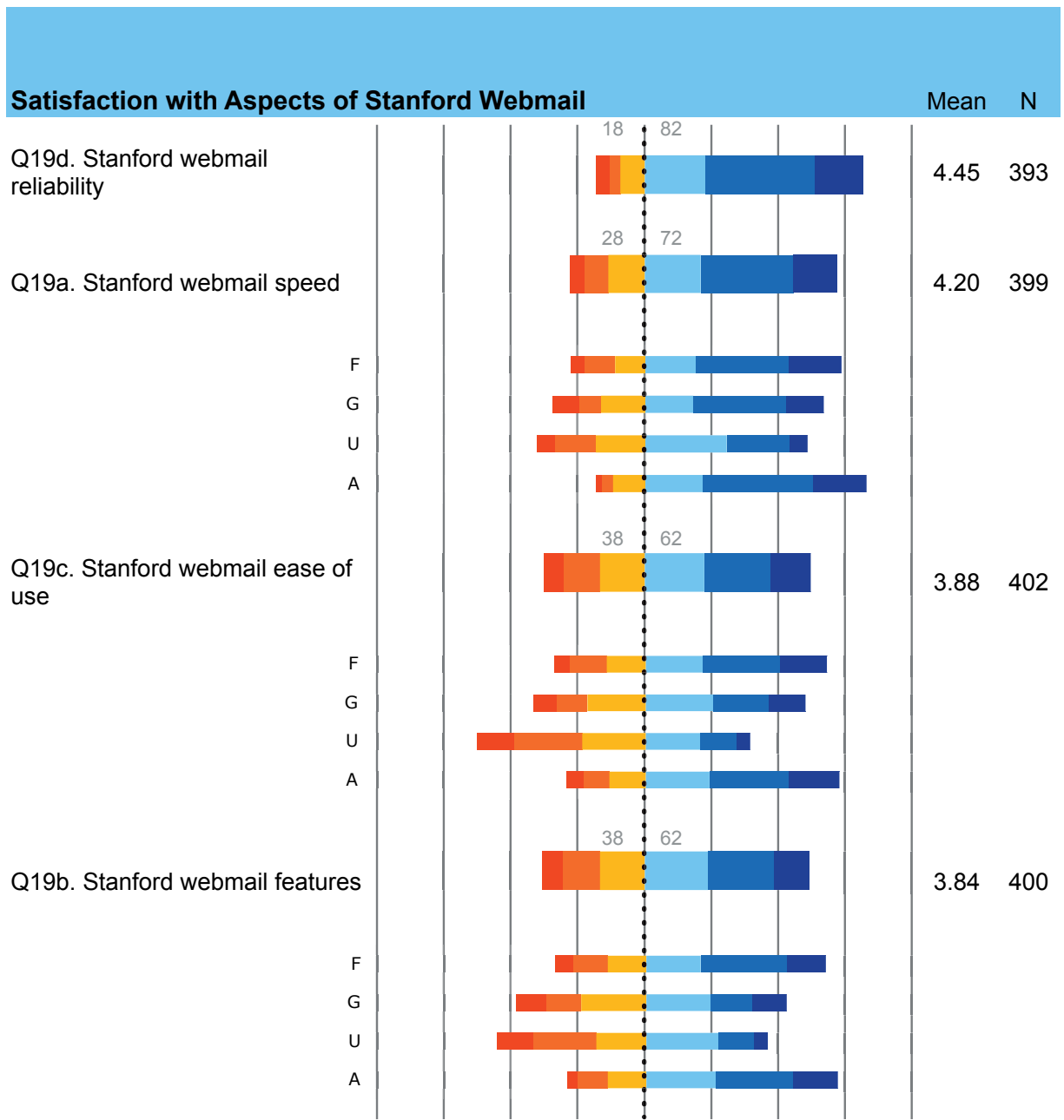


| Computing facilities: includes rack space, equipment installation, cooling, power and occasional restarts by 24x7 staff | | | | | | |
|--|------------------------|-----------------|-------------------------------------|---------------|----------------------|--------------|
| Q4a | Highly Unlikely | Unlikely | Neither Likely /Nor Unlikely | Likely | Highly Likely | Count |
| All | 36% | 22% | 17% | 12% | 13% | 113 |
| F | 36% | 22% | 17% | 12% | 13% | 113 |

| Server management: includes computing facilities and operating system support | | | | | | |
|--|------------------------|-----------------|-------------------------------------|---------------|----------------------|--------------|
| Q4b | Highly Unlikely | Unlikely | Neither Likely /Nor Unlikely | Likely | Highly Likely | Count |
| All | 27% | 18% | 13% | 26% | 15% | 114 |
| F | 27% | 18% | 13% | 26% | 15% | 114 |

| Cluster Management: includes provisioning, deployment, monitoring and securing | | | | | | |
|---|------------------------|-----------------|-------------------------------------|---------------|----------------------|--------------|
| Q4c | Highly Unlikely | Unlikely | Neither Likely /Nor Unlikely | Likely | Highly Likely | Count |
| All | 40% | 20% | 12% | 23% | 5% | 105 |
| F | 40% | 20% | 12% | 23% | 5% | 105 |

Email and Webmail



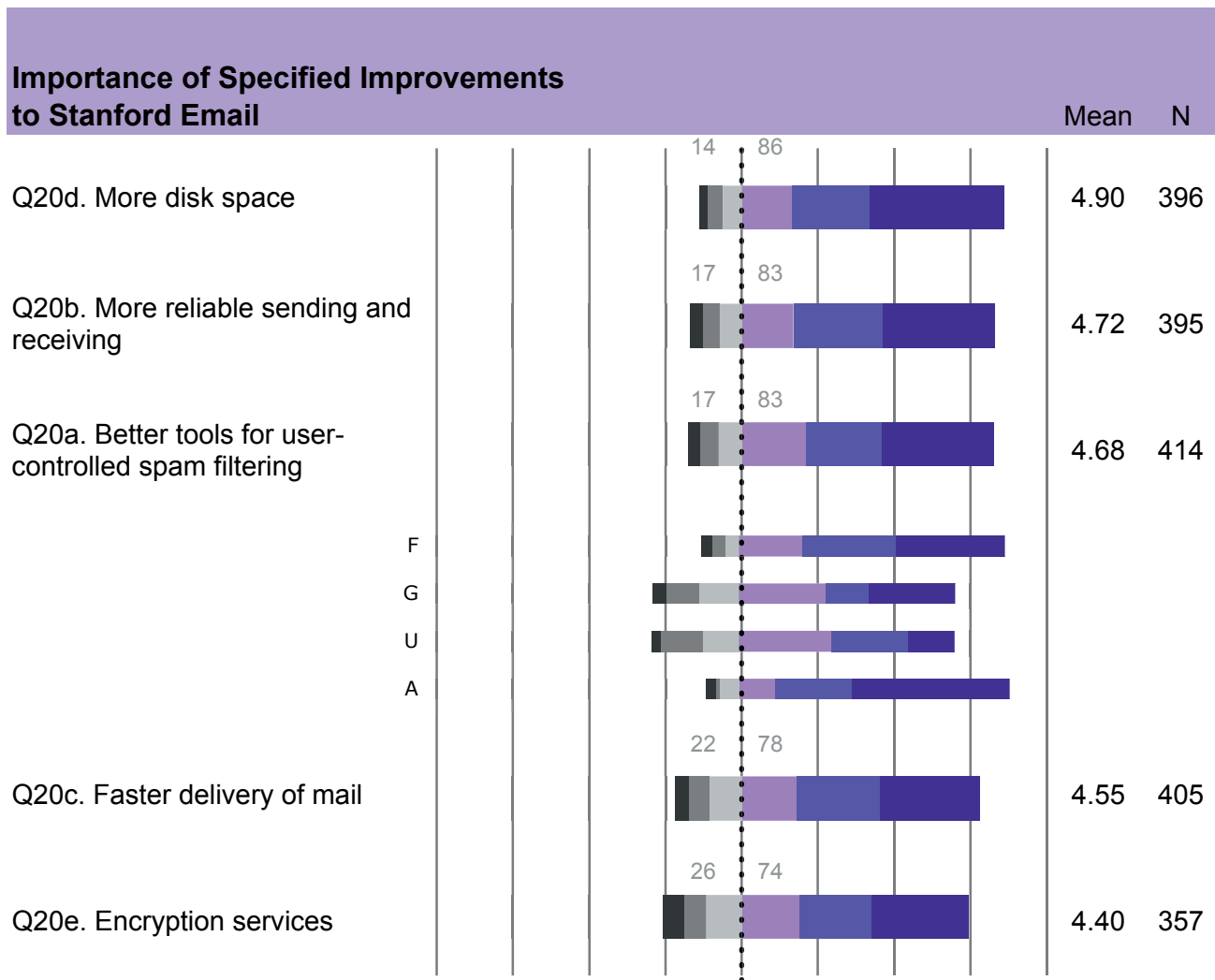
| Q19a Stanford webmail speed | | | | | | | | | | |
|------------------------------------|------|-----|-----|-----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.20 | 6% | 9% | 14% | 21% | 35% | 17% | 399 | 1.40 | 0.14 |
| F | 4.24 | 5% | 11% | 11% | 19% | 34% | 19% | 134 | | |
| G | 4.00 | 10% | 8% | 16% | 18% | 34% | 14% | 79 | | |
| U | 3.68 | 7% | 15% | 18% | 30% | 23% | 7% | 60 | | |
| A | 4.53 | 2% | 4% | 12% | 21% | 40% | 20% | 126 | | |

| Q19b Stanford webmail features | | | | | | | | | | |
|---------------------------------------|------|-----|-----|-----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 3.84 | 8% | 14% | 17% | 24% | 25% | 13% | 400 | 1.47 | 0.14 |
| F | 4.01 | 7% | 13% | 14% | 20% | 32% | 14% | 134 | | |
| G | 3.57 | 11% | 13% | 24% | 24% | 15% | 13% | 79 | | |
| U | 3.18 | 13% | 23% | 18% | 27% | 13% | 5% | 60 | | |
| A | 4.13 | 4% | 11% | 14% | 26% | 28% | 17% | 127 | | |

| Q19c Stanford webmail ease of use | | | | | | | | | | |
|--|------|-----|-----|-----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 3.88 | 8% | 13% | 17% | 22% | 25% | 15% | 402 | 1.50 | 0.15 |
| F | 4.04 | 6% | 13% | 14% | 21% | 28% | 17% | 134 | | |
| G | 3.78 | 9% | 11% | 21% | 25% | 20% | 14% | 80 | | |
| U | 3.10 | 13% | 25% | 23% | 20% | 13% | 5% | 60 | | |
| A | 4.16 | 6% | 9% | 13% | 23% | 29% | 19% | 128 | | |

| Q19d Stanford webmail reliability | | | | | | | | | | |
|--|------|-----|-----|-----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.45 | 5% | 4% | 9% | 23% | 41% | 18% | 393 | 1.28 | 0.13 |
| F | 4.65 | 2% | 2% | 9% | 23% | 43% | 20% | 132 | | |
| G | 4.29 | 11% | 0% | 12% | 24% | 36% | 18% | 76 | | |
| U | 3.95 | 8% | 12% | 8% | 27% | 38% | 7% | 60 | | |
| A | 4.58 | 3% | 5% | 8% | 20% | 42% | 22% | 125 | | |

| Q21a Stanford email overall | | | | | | | | | | |
|------------------------------------|------|----|-----|-----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.53 | 2% | 5% | 9% | 22% | 45% | 16% | 438 | 1.15 | 0.11 |
| F | 4.64 | 0% | 5% | 8% | 21% | 51% | 16% | 146 | | |
| G | 4.32 | 3% | 7% | 13% | 26% | 34% | 17% | 88 | | |
| U | 3.95 | 6% | 10% | 16% | 27% | 33% | 8% | 63 | | |
| A | 4.80 | 1% | 3% | 6% | 18% | 52% | 21% | 141 | | |



| Q20a Better tools for user-controlled spam filtering | | | | | | | | | | |
|---|------|------|-----|-----|-----|-----|------|-------|-----------|----------|
| | Mean | 1-VU | 2 | 3 | 4 | 5 | 6-VI | Count | Std. Dev. | 95% CI+- |
| All | 4.68 | 4% | 6% | 8% | 21% | 25% | 37% | 414 | 1.38 | 0.13 |
| F | 4.79 | 4% | 4% | 4% | 21% | 31% | 36% | 139 | | |
| G | 4.23 | 5% | 11% | 13% | 29% | 14% | 29% | 84 | | |
| U | 4.07 | 3% | 14% | 12% | 31% | 25% | 15% | 59 | | |
| A | 5.11 | 3% | 2% | 6% | 12% | 25% | 52% | 132 | | |

| Q20b More reliable sending and receiving | | | | | | | | | | |
|---|------|------|----|-----|-----|-----|------|-------|-----------|----------|
| | Mean | 1-VU | 2 | 3 | 4 | 5 | 6-VI | Count | Std. Dev. | 95% CI+- |
| All | 4.72 | 4% | 5% | 7% | 17% | 29% | 37% | 395 | 1.39 | 0.14 |
| F | 4.70 | 2% | 7% | 7% | 21% | 29% | 34% | 131 | | |
| G | 4.32 | 8% | 9% | 10% | 21% | 22% | 31% | 78 | | |
| U | 4.61 | 3% | 8% | 5% | 19% | 36% | 29% | 59 | | |
| A | 5.03 | 5% | 0% | 7% | 10% | 31% | 46% | 127 | | |

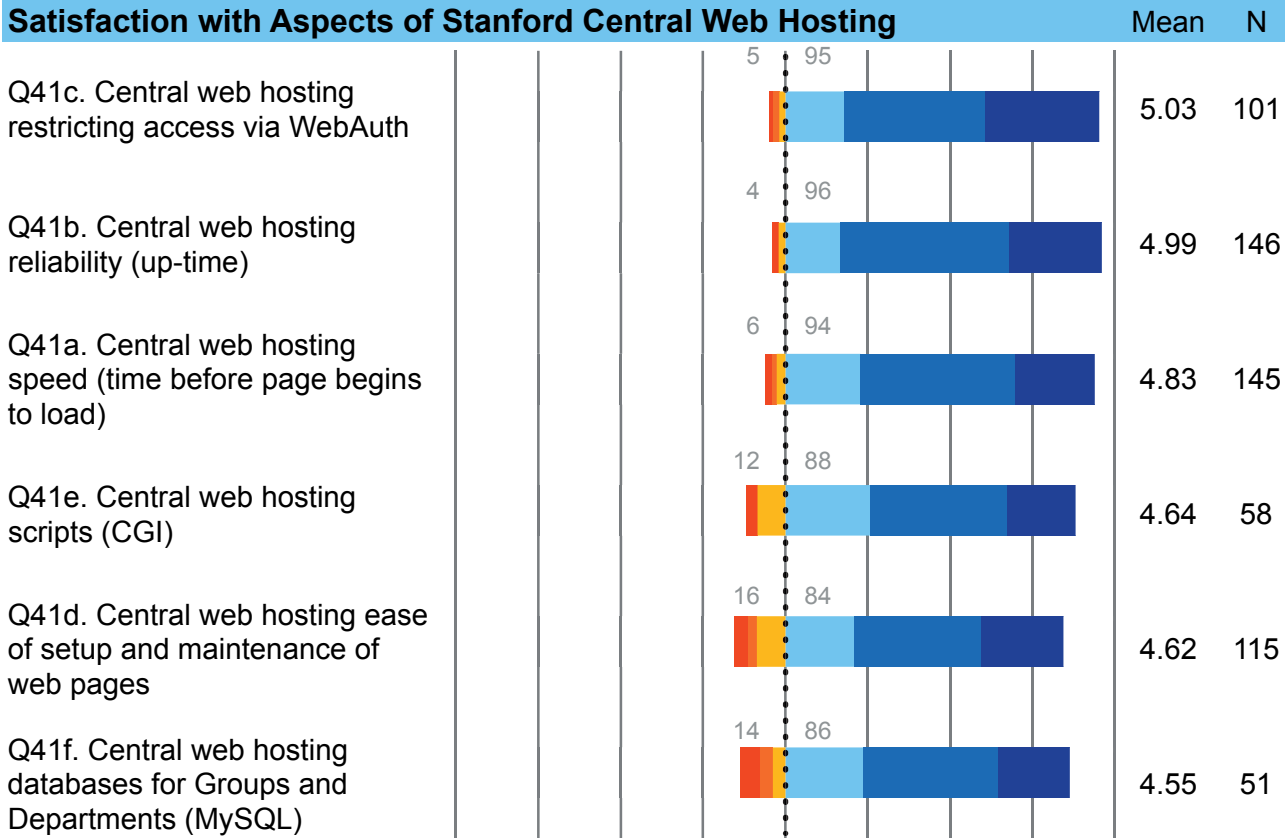
| Q20c Faster delivery of mail | | | | | | | | | | |
|-------------------------------------|------|------|-----|-----|-----|-----|------|-------|-----------|----------|
| | Mean | 1-VU | 2 | 3 | 4 | 5 | 6-VI | Count | Std. Dev. | 95% CI+- |
| All | 4.55 | 5% | 7% | 11% | 18% | 27% | 33% | 405 | 1.44 | 0.14 |
| F | 4.49 | 2% | 9% | 13% | 19% | 27% | 30% | 134 | | |
| G | 4.10 | 7% | 11% | 20% | 17% | 16% | 29% | 83 | | |
| U | 4.64 | 3% | 7% | 3% | 24% | 34% | 29% | 59 | | |
| A | 4.85 | 6% | 2% | 5% | 15% | 32% | 40% | 129 | | |

| Q20d More disk space | | | | | | | | | | |
|-----------------------------|------|------|----|-----|-----|-----|------|-------|-----------|----------|
| | Mean | 1-VU | 2 | 3 | 4 | 5 | 6-VI | Count | Std. Dev. | 95% CI+- |
| All | 4.90 | 3% | 5% | 6% | 16% | 26% | 44% | 396 | 1.31 | 0.13 |
| F | 4.68 | 3% | 8% | 10% | 20% | 16% | 44% | 133 | | |
| G | 5.01 | 2% | 5% | 6% | 17% | 17% | 54% | 84 | | |
| U | 5.00 | 3% | 3% | 2% | 14% | 36% | 41% | 58 | | |
| A | 5.01 | 2% | 2% | 5% | 14% | 37% | 40% | 121 | | |

| Q20e Encryption services | | | | | | | | | | |
|---------------------------------|------|------|-----|-----|-----|-----|------|-------|-----------|----------|
| | Mean | 1-VU | 2 | 3 | 4 | 5 | 6-VI | Count | Std. Dev. | 95% CI+- |
| All | 4.40 | 7% | 7% | 12% | 19% | 24% | 32% | 357 | 1.54 | 0.16 |
| F | 4.10 | 8% | 11% | 12% | 22% | 22% | 24% | 122 | | |
| G | 4.22 | 9% | 4% | 19% | 18% | 22% | 27% | 77 | | |
| U | 4.42 | 6% | 8% | 8% | 23% | 29% | 27% | 52 | | |
| A | 4.88 | 5% | 4% | 8% | 13% | 25% | 46% | 106 | | |

Web Services

Satisfaction with Aspects of Stanford Central Web Hosting



| Q41a Central web hosting speed (time before page begins to load) | | | | | | | | | | |
|---|------|----|----|-----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.83 | 2% | 1% | 3% | 23% | 47% | 24% | 145 | 1.01 | 0.16 |
| F | 4.94 | 2% | 2% | 2% | 17% | 50% | 28% | 54 | | |
| G | 4.59 | 6% | 0% | 0% | 41% | 28% | 25% | 32 | | |
| U | 4.71 | 0% | 0% | 10% | 29% | 43% | 19% | 21 | | |
| A | 4.95 | 0% | 3% | 3% | 13% | 61% | 21% | 38 | | |

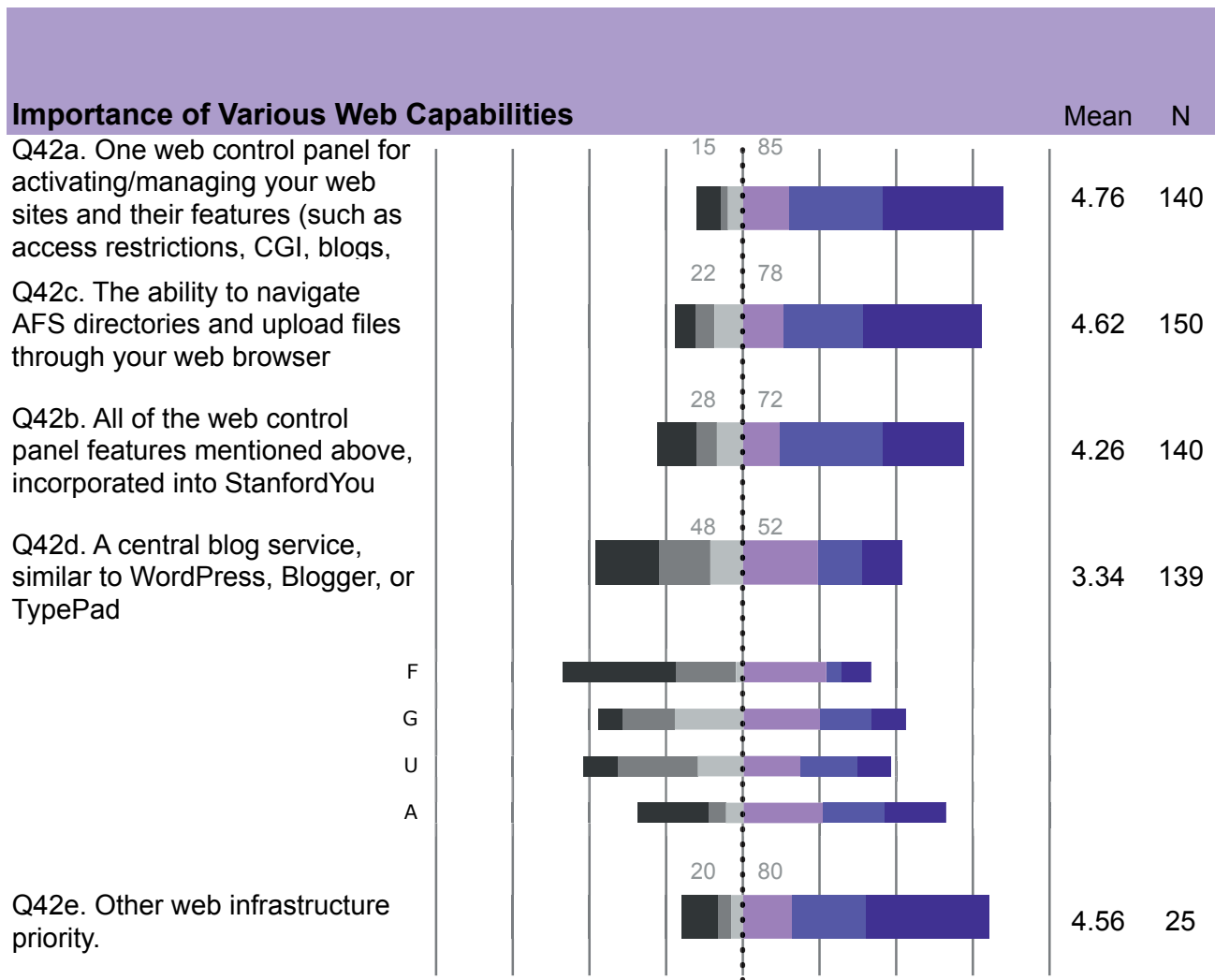
| Q41b Central web hosting reliability (up-time) | | | | | | | | | | |
|---|------|----|----|----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.99 | 2% | 0% | 2% | 16% | 51% | 28% | 146 | 0.93 | 0.15 |
| F | 5.16 | 2% | 0% | 0% | 11% | 53% | 35% | 55 | | |
| G | 4.69 | 6% | 0% | 3% | 28% | 34% | 28% | 32 | | |
| U | 4.81 | 0% | 0% | 5% | 29% | 48% | 19% | 21 | | |
| A | 5.11 | 0% | 0% | 3% | 8% | 66% | 24% | 38 | | |

| Q41c Central web hosting restricting access via WebAuth | | | | | | | | | | |
|--|------|----|----|----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 5.03 | 1% | 2% | 2% | 18% | 43% | 35% | 101 | 0.97 | 0.19 |
| F | 5.16 | 0% | 6% | 3% | 6% | 35% | 48% | 31 | | |
| G | 4.71 | 4% | 0% | 0% | 38% | 33% | 25% | 24 | | |
| U | 4.82 | 0% | 0% | 6% | 24% | 53% | 18% | 17 | | |
| A | 5.28 | 0% | 0% | 0% | 10% | 52% | 38% | 29 | | |

| Q41d Central web hosting ease of setup and maintenance of web pages | | | | | | | | | | |
|--|------|----|----|-----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.62 | 4% | 3% | 9% | 21% | 38% | 25% | 115 | 1.27 | 0.23 |
| F | 4.36 | 9% | 2% | 16% | 16% | 33% | 24% | 45 | | |
| G | 4.53 | 3% | 7% | 3% | 30% | 33% | 23% | 30 | | |
| U | 4.83 | 0% | 0% | 6% | 28% | 44% | 22% | 18 | | |
| A | 5.09 | 0% | 0% | 5% | 14% | 50% | 32% | 22 | | |

| Q41e Central web hosting scripts (CGI) | | | | | | | | | | |
|---|------|-----|----|-----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.64 | 3% | 0% | 9% | 26% | 41% | 21% | 58 | 1.12 | 0.29 |
| F | 4.20 | 10% | 0% | 10% | 30% | 40% | 10% | 10 | | |
| G | 4.59 | 6% | 0% | 6% | 35% | 24% | 29% | 17 | | |
| U | 4.64 | 0% | 0% | 14% | 21% | 50% | 14% | 14 | | |
| A | 4.94 | 0% | 0% | 6% | 18% | 53% | 24% | 17 | | |

| Q41f Central web hosting databases for Groups and Departments (MySQL) | | | | | | | | | | |
|--|------|-----|-----|----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.55 | 6% | 4% | 4% | 24% | 41% | 22% | 51 | 1.32 | 0.36 |
| F | 3.78 | 22% | 11% | 0% | 11% | 44% | 11% | 9 | | |
| G | 4.23 | 8% | 8% | 8% | 31% | 23% | 23% | 13 | | |
| U | 4.36 | 0% | 0% | 9% | 55% | 27% | 9% | 11 | | |
| A | 5.28 | 0% | 0% | 0% | 6% | 61% | 33% | 18 | | |



| Q42a One web control panel for activating/managing your web sites and their features (such as access restrictions, CGI, blogs, and group MySQL databases). | | | | | | | | | | |
|---|------|------|----|----|-----|-----|------|-------|-----------|----------|
| | Mean | 1-VU | 2 | 3 | 4 | 5 | 6-VI | Count | Std. Dev. | 95% CI+- |
| All | 4.76 | 8% | 2% | 5% | 15% | 31% | 39% | 140 | 1.47 | 0.24 |
| F | 4.79 | 13% | 3% | 3% | 3% | 33% | 46% | 39 | | |
| G | 4.85 | 3% | 0% | 6% | 26% | 29% | 35% | 34 | | |
| U | 4.63 | 7% | 4% | 4% | 26% | 22% | 37% | 27 | | |
| A | 4.75 | 8% | 3% | 8% | 10% | 35% | 38% | 40 | | |

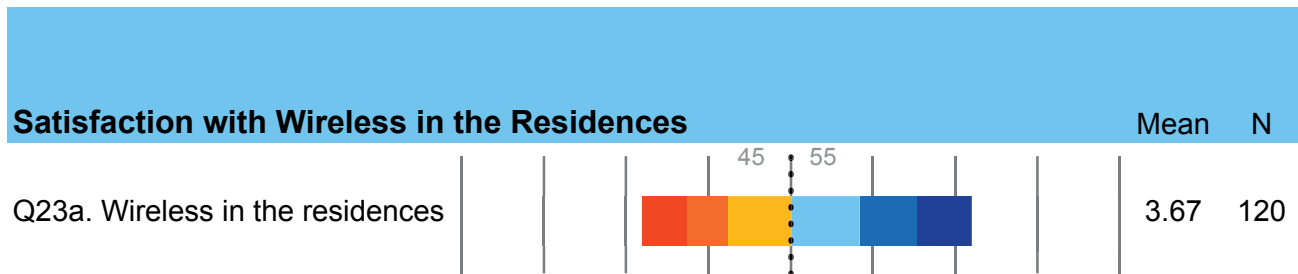
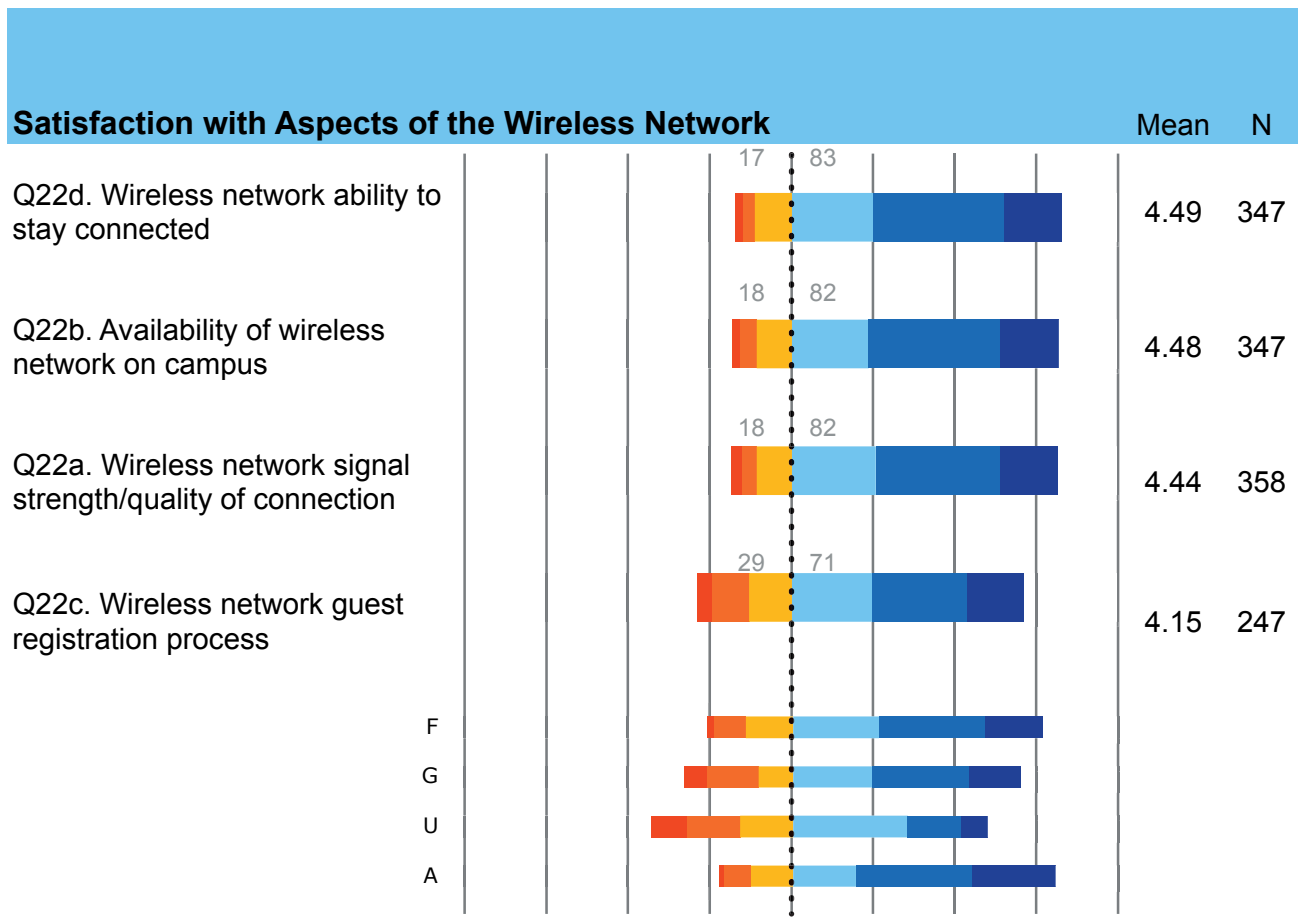
| Q42b One web control panel for activating/managing your web sites and their features (such as access restrictions, CGI, blogs, and group MySQL databases) incorporated into StanfordYou | | | | | | | | | | |
|--|------|------|-----|-----|-----|-----|------|-------|-----------|----------|
| | Mean | 1-VU | 2 | 3 | 4 | 5 | 6-VI | Count | Std. Dev. | 95% CI+- |
| All | 4.26 | 13% | 6% | 9% | 12% | 34% | 26% | 140 | 1.69 | 0.28 |
| F | 4.00 | 21% | 7% | 5% | 12% | 30% | 26% | 43 | | |
| G | 4.36 | 6% | 12% | 6% | 15% | 36% | 24% | 33 | | |
| U | 4.33 | 15% | 0% | 7% | 19% | 33% | 26% | 27 | | |
| A | 4.43 | 8% | 5% | 16% | 5% | 35% | 30% | 37 | | |

| Q42c The ability to navigate AFS directories and upload files through your web browser | | | | | | | | | | |
|---|------|------|----|-----|-----|-----|------|-------|-----------|----------|
| | Mean | 1-VU | 2 | 3 | 4 | 5 | 6-VI | Count | Std. Dev. | 95% CI+- |
| All | 4.62 | 7% | 6% | 9% | 13% | 26% | 39% | 150 | 1.54 | 0.25 |
| F | 4.28 | 14% | 7% | 9% | 16% | 14% | 40% | 43 | | |
| G | 4.87 | 3% | 5% | 8% | 10% | 36% | 38% | 39 | | |
| U | 4.52 | 4% | 7% | 11% | 19% | 30% | 30% | 27 | | |
| A | 4.80 | 5% | 5% | 10% | 10% | 27% | 44% | 41 | | |

| Q42d A central blog service, similar to WordPress, Blogger, or TypePad | | | | | | | | | | |
|---|------|------|-----|-----|-----|-----|------|-------|-----------|----------|
| | Mean | 1-VU | 2 | 3 | 4 | 5 | 6-VI | Count | Std. Dev. | 95% CI+- |
| All | 3.34 | 21% | 17% | 11% | 24% | 14% | 13% | 139 | 1.70 | 0.28 |
| F | 2.73 | 37% | 20% | 2% | 27% | 5% | 10% | 41 | | |
| G | 3.58 | 8% | 17% | 22% | 25% | 17% | 11% | 36 | | |
| U | 3.41 | 11% | 26% | 15% | 19% | 19% | 11% | 27 | | |
| A | 3.74 | 23% | 6% | 6% | 26% | 20% | 20% | 35 | | |

| Q42e Other web infrastructure priority | | | | | | | | | | |
|---|------|------|-----|-----|-----|-----|------|-------|-----------|----------|
| | Mean | 1-VU | 2 | 3 | 4 | 5 | 6-VI | Count | Std. Dev. | 95% CI+- |
| All | 4.56 | 12% | 4% | 4% | 16% | 24% | 40% | 25 | 1.71 | 0.67 |
| F | 5.67 | 0% | 0% | 0% | 0% | 33% | 67% | 3 | | |
| G | 3.29 | 29% | 14% | 14% | 14% | 0% | 29% | 7 | | |
| U | 5.00 | 0% | 0% | 0% | 33% | 33% | 33% | 6 | | |
| A | 4.89 | 11% | 0% | 0% | 11% | 33% | 44% | 9 | | |

Network Services



| Q22a Wireless network signal strength/quality of connection | | | | | | | | | | |
|--|------|----|----|-----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.44 | 3% | 4% | 11% | 26% | 38% | 18% | 358 | 1.22 | 0.13 |
| F | 4.49 | 2% | 6% | 13% | 17% | 42% | 20% | 126 | | |
| G | 4.29 | 3% | 6% | 14% | 28% | 33% | 16% | 86 | | |
| U | 4.17 | 5% | 5% | 8% | 43% | 32% | 8% | 65 | | |
| A | 4.73 | 4% | 0% | 6% | 23% | 43% | 23% | 81 | | |

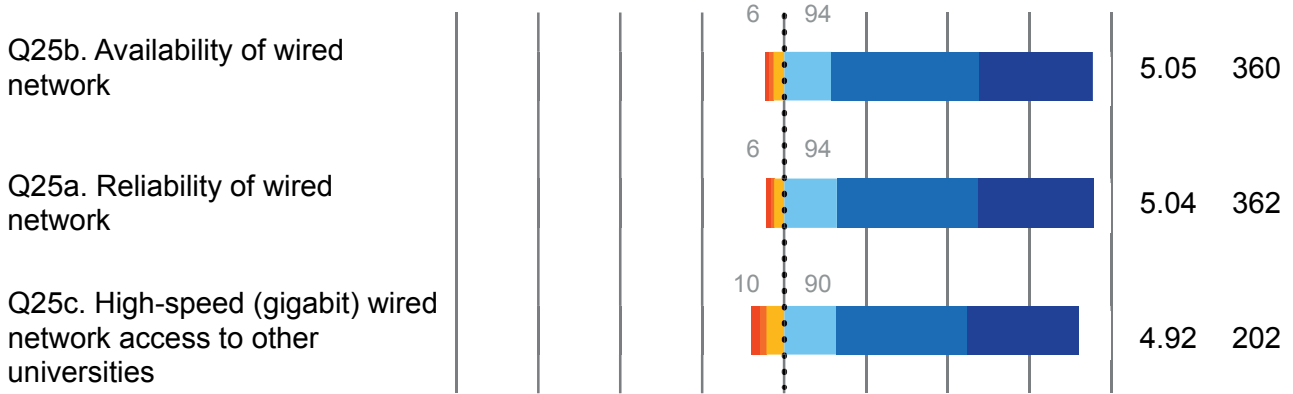
| Q22b Availability of wireless network on campus | | | | | | | | | | |
|--|------|----|----|-----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.48 | 2% | 5% | 11% | 24% | 40% | 18% | 347 | 1.19 | 0.13 |
| F | 4.44 | 3% | 8% | 12% | 18% | 42% | 18% | 120 | | |
| G | 4.41 | 4% | 7% | 8% | 25% | 39% | 18% | 85 | | |
| U | 4.45 | 0% | 3% | 12% | 34% | 38% | 12% | 65 | | |
| A | 4.66 | 3% | 1% | 10% | 22% | 40% | 23% | 77 | | |

| Q22c Wireless network guest registration process | | | | | | | | | | |
|---|------|-----|-----|-----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.15 | 4% | 11% | 13% | 25% | 29% | 17% | 247 | 1.40 | 0.17 |
| F | 4.27 | 2% | 9% | 14% | 26% | 31% | 17% | 86 | | |
| G | 3.98 | 7% | 15% | 10% | 24% | 29% | 15% | 59 | | |
| U | 3.53 | 11% | 16% | 16% | 34% | 16% | 8% | 38 | | |
| A | 4.52 | 2% | 8% | 13% | 19% | 34% | 25% | 64 | | |

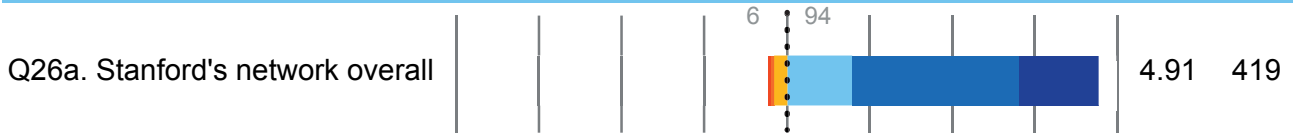
| Q22d Wireless network ability to stay connected | | | | | | | | | | |
|--|------|----|----|-----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.49 | 3% | 3% | 11% | 25% | 40% | 18% | 347 | 1.16 | 0.12 |
| F | 4.55 | 2% | 4% | 14% | 16% | 45% | 19% | 116 | | |
| G | 4.38 | 4% | 5% | 11% | 28% | 38% | 15% | 85 | | |
| U | 4.17 | 2% | 5% | 14% | 45% | 26% | 9% | 65 | | |
| A | 4.79 | 4% | 0% | 6% | 19% | 47% | 25% | 81 | | |

| Q23a Wireless in the residences | | | | | | | | | | |
|--|------|-----|-----|-----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 3.67 | 13% | 13% | 19% | 21% | 18% | 17% | 120 | 1.63 | 0.29 |
| G | 3.40 | 17% | 16% | 21% | 19% | 12% | 16% | 58 | | |
| U | 3.92 | 10% | 10% | 18% | 23% | 23% | 18% | 62 | | |

Satisfaction with Aspects of the Wired Network



Satisfaction with Stanford's Network Overall



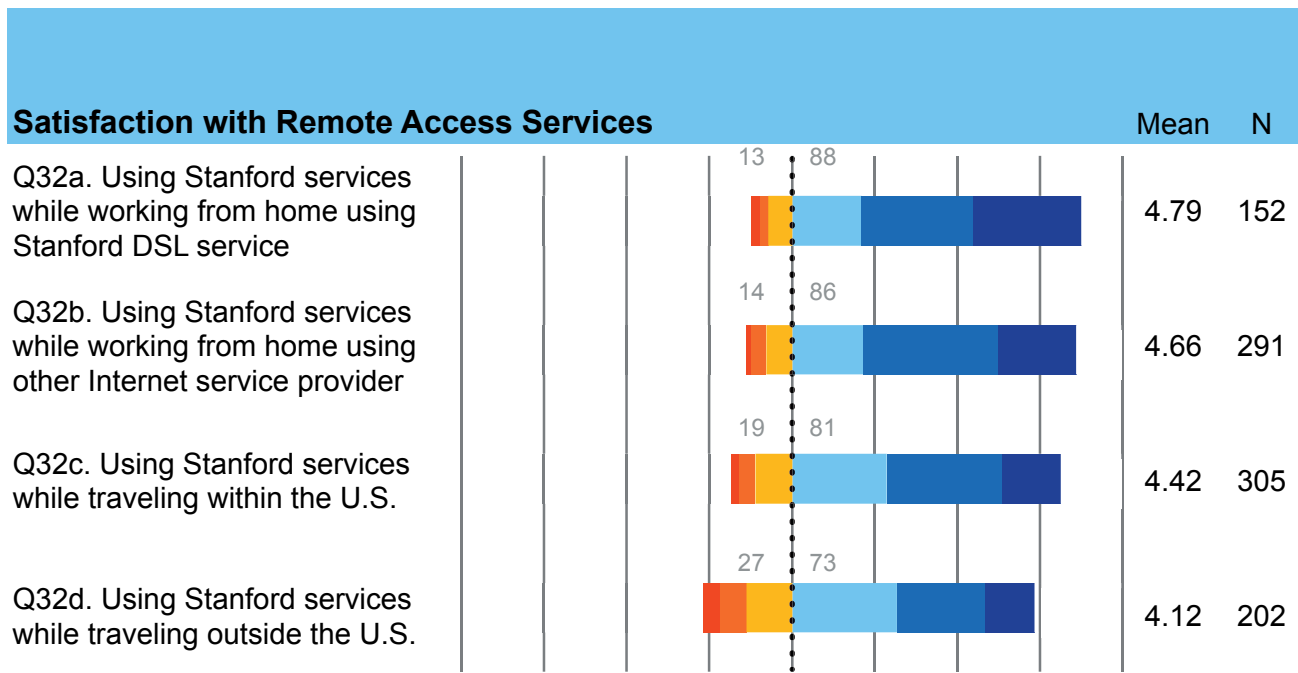
| Q25a Reliability of wired network | | | | | | | | | | |
|--|------|----|----|----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 5.04 | 1% | 1% | 3% | 16% | 43% | 35% | 362 | 0.98 | 0.10 |
| F | 5.08 | 2% | 1% | 2% | 16% | 44% | 36% | 129 | | |
| G | 4.94 | 1% | 0% | 7% | 19% | 40% | 33% | 70 | | |
| U | 4.69 | 0% | 5% | 5% | 25% | 42% | 22% | 55 | | |
| A | 5.25 | 2% | 0% | 1% | 9% | 44% | 44% | 108 | | |

| Q25b Availability of wired network | | | | | | | | | | |
|---|------|----|----|-----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 5.05 | 1% | 1% | 3% | 14% | 45% | 35% | 360 | 0.96 | 0.10 |
| F | 5.09 | 1% | 2% | 2% | 14% | 45% | 36% | 127 | | |
| G | 5.04 | 1% | 0% | 1% | 17% | 51% | 30% | 71 | | |
| U | 4.71 | 0% | 4% | 11% | 24% | 35% | 27% | 55 | | |
| A | 5.18 | 2% | 1% | 2% | 8% | 47% | 40% | 107 | | |

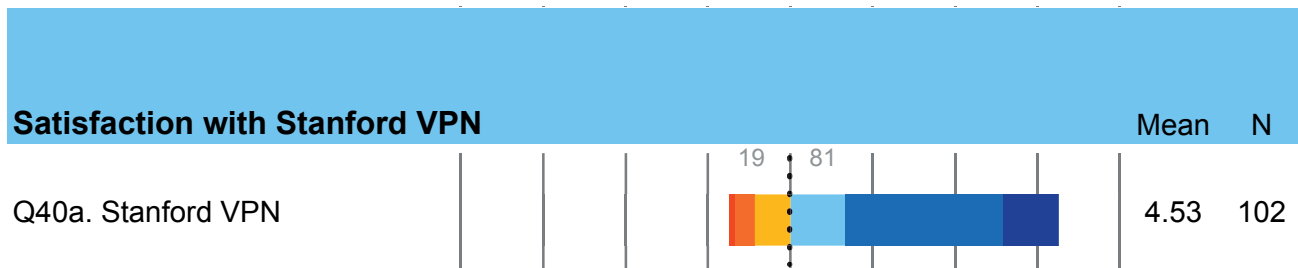
| Q25c High-speed (gigabit) wired network access to other universities | | | | | | | | | | |
|---|------|----|----|----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.92 | 2% | 2% | 5% | 16% | 40% | 34% | 202 | 1.14 | 0.16 |
| F | 4.93 | 2% | 3% | 5% | 15% | 39% | 36% | 59 | | |
| G | 4.73 | 4% | 0% | 9% | 18% | 42% | 27% | 45 | | |
| U | 4.61 | 0% | 6% | 9% | 30% | 27% | 27% | 33 | | |
| A | 5.18 | 3% | 0% | 2% | 8% | 46% | 42% | 65 | | |

| Q26a Stanford's network overall | | | | | | | | | | |
|--|------|----|----|-----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.91 | 1% | 1% | 4% | 20% | 50% | 24% | 419 | 0.89 | 0.09 |
| F | 4.91 | 1% | 1% | 3% | 21% | 49% | 25% | 142 | | |
| G | 4.67 | 2% | 0% | 6% | 30% | 44% | 18% | 84 | | |
| U | 4.69 | 0% | 2% | 11% | 25% | 43% | 20% | 65 | | |
| A | 5.18 | 0% | 1% | 1% | 9% | 59% | 30% | 128 | | |

Remote Access



| Q33 Awareness of iPass service. | | | |
|---------------------------------|-----|-----|-------|
| | Yes | No | Count |
| All | 30% | 70% | 219 |
| F | 34% | 66% | 123 |
| A | 25% | 75% | 96 |



| Using Stanford services while working from home using Stanford DSL service | | | | | | | | | | |
|---|-------------|-----------|----------|-----------|-----------|----------|-----------|--------------|------------------|-----------------|
| Q32a | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.79 | 3% | 3% | 7% | 21% | 34% | 33% | 152 | 1.21 | 0.19 |
| F | 4.64 | 3% | 5% | 9% | 19% | 36% | 28% | 64 | | |
| G | 5.00 | 3% | 0% | 6% | 18% | 32% | 41% | 34 | | |
| U | 4.59 | 0% | 0% | 9% | 45% | 23% | 23% | 22 | | |
| A | 5.00 | 3% | 3% | 3% | 13% | 38% | 41% | 32 | | |

| Using Stanford services while working from home using other Internet service provider | | | | | | | | | | |
|--|-------------|-----------|----------|-----------|-----------|----------|-----------|--------------|------------------|-----------------|
| Q32b | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.66 | 2% | 4% | 8% | 22% | 41% | 24% | 291 | 1.16 | 0.13 |
| F | 4.59 | 1% | 5% | 9% | 25% | 38% | 21% | 112 | | |
| G | 4.71 | 2% | 4% | 4% | 20% | 47% | 22% | 45 | | |
| U | 4.27 | 0% | 5% | 16% | 35% | 32% | 11% | 37 | | |
| A | 4.87 | 3% | 3% | 5% | 13% | 43% | 32% | 97 | | |

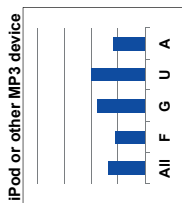
| Using Stanford services while traveling within the U.S. | | | | | | | | | | |
|--|-------------|-----------|----------|-----------|-----------|----------|-----------|--------------|------------------|-----------------|
| Q32c | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.42 | 3% | 5% | 11% | 29% | 35% | 18% | 305 | 1.20 | 0.13 |
| F | 4.26 | 2% | 7% | 15% | 28% | 36% | 13% | 134 | | |
| G | 4.38 | 4% | 5% | 7% | 35% | 31% | 18% | 55 | | |
| U | 4.43 | 0% | 5% | 10% | 38% | 33% | 14% | 42 | | |
| A | 4.72 | 4% | 1% | 8% | 20% | 38% | 28% | 74 | | |

| Using Stanford services while traveling outside the U.S. | | | | | | | | | | |
|---|-------------|-----------|----------|-----------|-----------|----------|-----------|--------------|------------------|-----------------|
| Q32d | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.12 | 5% | 8% | 14% | 32% | 27% | 15% | 202 | 1.33 | 0.18 |
| F | 3.93 | 6% | 11% | 14% | 32% | 26% | 10% | 106 | | |
| G | 4.17 | 6% | 3% | 17% | 34% | 23% | 17% | 35 | | |
| U | 4.13 | 0% | 4% | 17% | 50% | 21% | 8% | 24 | | |
| A | 4.59 | 5% | 5% | 8% | 16% | 35% | 30% | 37 | | |

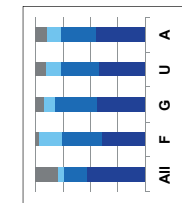
| Stanford VPN | | | | | | | | | | |
|---------------------|-------------|-----------|----------|-----------|-----------|----------|-----------|--------------|------------------|-----------------|
| Q40a | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.53 | 2% | 6% | 11% | 17% | 48% | 17% | 102 | 1.18 | 0.23 |
| F | 4.29 | 4% | 4% | 16% | 25% | 37% | 14% | 51 | | |
| A | 4.76 | 0% | 8% | 6% | 8% | 59% | 20% | 51 | | |

Mobile Devices

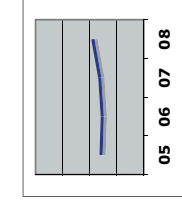
Percent of Population Using Device At All



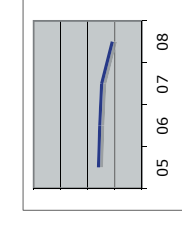
Frequency of Use for Work or Study by Device Users



Mean Days of Faculty Use, Per Year 2005-2007 by Device Users



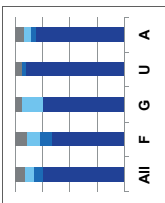
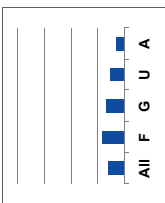
Percentage of Faculty Using Device at All 2005-2007



Q33g iPod or other MP3 device

| | Mean Annual Days of Use | | | | |
|-----|-------------------------|------|------|------|-----|
| | 2005 | 2006 | 2007 | 2008 | |
| All | 145 | 140 | 149 | 173 | 35% |
| F | 141 | | | | 28% |
| G | 90 | | | | 45% |
| U | 64 | | | | 50% |
| A | 141 | | | | 29% |

iPhone

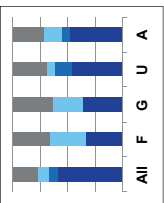
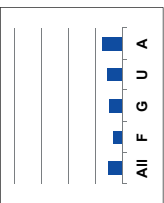


Q34f iPhone

| | Mean Annual Days of Use | | | | |
|-----|-------------------------|------|------|------|-----|
| | 2005 | 2006 | 2007 | 2008 | |
| All | 435 | 435 | 435 | 435 | 15% |
| F | 142 | 142 | 142 | 142 | 21% |
| G | 87 | 87 | 87 | 87 | 17% |
| U | 63 | 63 | 63 | 63 | 14% |
| A | 143 | 143 | 143 | 143 | 8% |

New in 2008

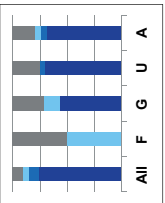
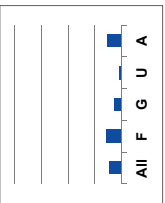
Other cell phone with data capabilities (Internet)



Q34e Other cell phone with data capabilities (Internet)

| | Mean Annual Days of Use | | | | |
|-----|-------------------------|------|------|------|-----|
| | 2005 | 2006 | 2007 | 2008 | |
| All | 432 | 432 | 432 | 432 | 13% |
| F | 140 | 140 | 178 | 227 | 8% |
| G | 86 | 86 | 86 | 86 | 12% |
| U | 64 | 64 | 64 | 64 | 14% |
| A | 142 | 142 | 142 | 142 | 18% |

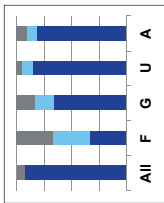
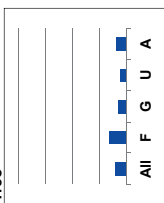
Palm OS device



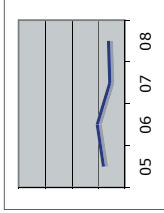
Q34a Palm OS device

| | Mean Annual Days of Use | | | | |
|-----|-------------------------|------|------|------|-----|
| | 2005 | 2006 | 2007 | 2008 | |
| All | 438 | 438 | 438 | 438 | 12% |
| F | 144 | 144 | 307 | 261 | 15% |
| G | 88 | 88 | 88 | 88 | 8% |
| U | 63 | 63 | 63 | 63 | 3% |
| A | 143 | 143 | 143 | 143 | 14% |

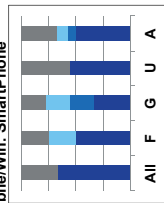
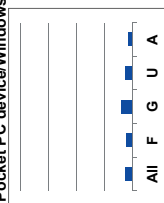
Treo



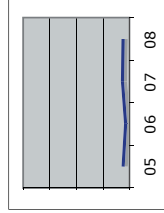
| Q34d | Treo | Mean Annual Days of Use | | | | | | | | |
|------|-------|-------------------------|------|------|------|------|-----|-----|-----|-----|
| | | Used at All | 2005 | 2006 | 2007 | 2008 | | | | |
| All | Daily | 8% | 0% | 1% | 1% | 90% | 472 | 10% | 350 | 314 |
| F | Daily | 13% | 0% | 1% | 1% | 85% | 166 | 16% | 337 | 314 |
| G | Daily | 5% | 0% | 1% | 1% | 93% | 89 | 7% | | |
| U | Daily | 2% | 0% | 2% | 2% | 95% | 78 | 6% | | |
| A | Daily | 9% | 0% | 0% | 1% | 90% | 139 | 9% | | |



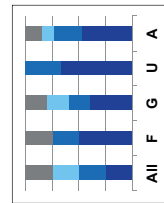
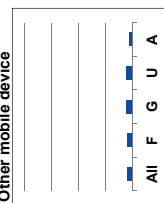
Pocket PC device/Windows Mobile/Win. SmartPhone



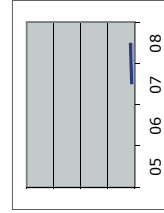
| Q34b | Pocket PC device/Windows Mobile/Win. SmartPhone | Mean Annual Days of Use | | | | | | | | |
|------|---|-------------------------|------|------|------|------|-----|-----|-----|-----|
| | | Used at All | 2005 | 2006 | 2007 | 2008 | | | | |
| All | Daily | 3% | 0% | 1% | 2% | 94% | 434 | 6% | | |
| F | Daily | 4% | 0% | 0% | 3% | 94% | 141 | 6% | 253 | 185 |
| G | Daily | 3% | 2% | 2% | 2% | 90% | 88 | 10% | | 204 |
| U | Daily | 3% | 0% | 2% | 2% | 94% | 63 | 6% | | |
| A | Daily | 3% | 0% | 0% | 1% | 96% | 142 | 4% | | |



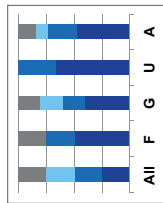
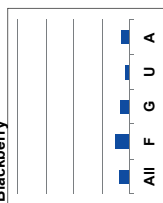
Other mobile device



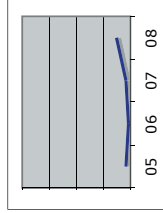
| Q34h | Other mobile device | Mean Annual Days of Use | | | | | | | | |
|------|---------------------|-------------------------|------|------|------|------|-----|----|----|-----|
| | | Used at All | 2005 | 2006 | 2007 | 2008 | | | | |
| All | Daily | 3% | 2% | 1% | 1% | 94% | 328 | 4% | | |
| F | Daily | 4% | 2% | 0% | 0% | 94% | 96 | 4% | NA | 261 |
| G | Daily | 3% | 1% | 1% | 1% | 93% | 76 | 5% | | |
| U | Daily | 4% | 2% | 0% | 2% | 93% | 56 | 6% | | |
| A | Daily | 1% | 1% | 1% | 1% | 96% | 100 | 3% | | |



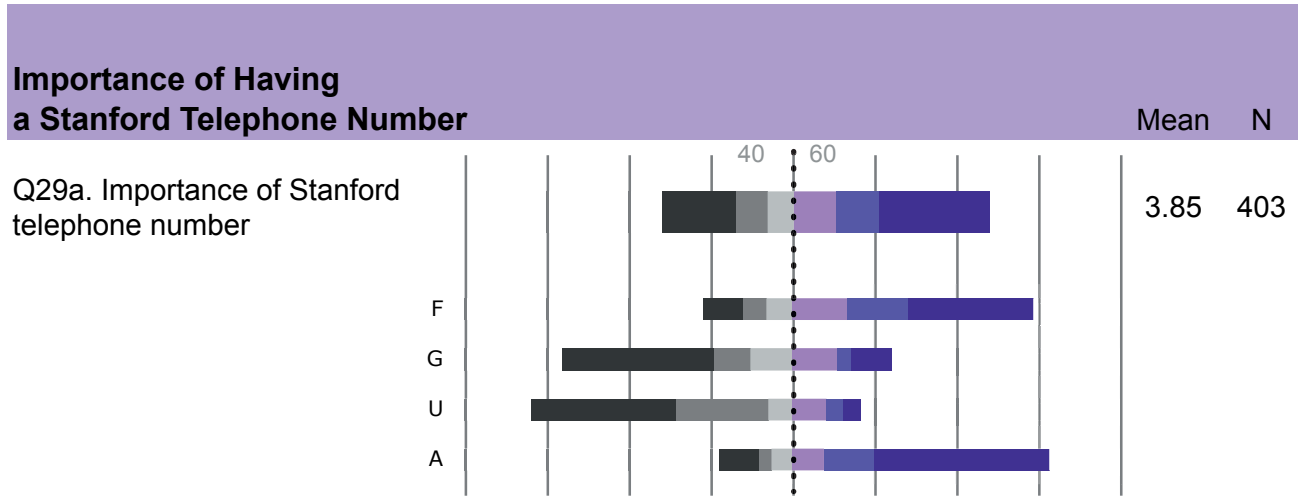
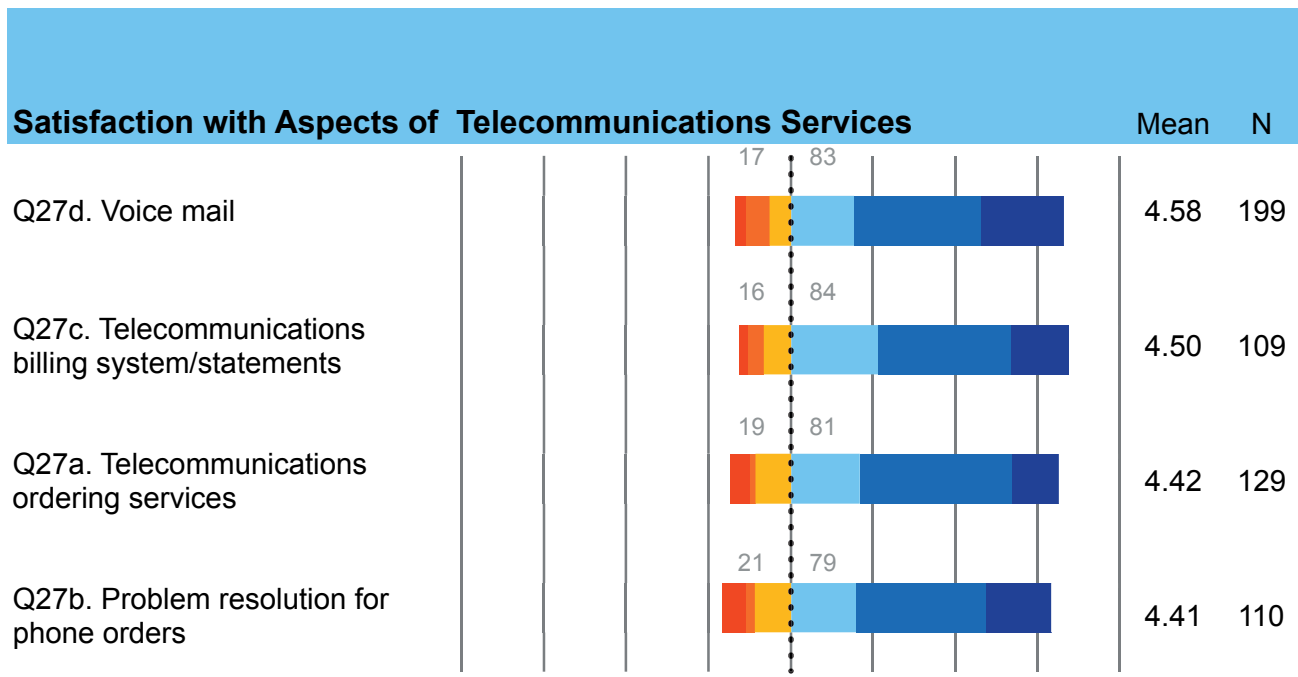
Blackberry



| Q34c | Blackberry | Mean Annual Days of Use | | | | | | | | |
|------|------------|-------------------------|------|------|------|------|-----|-----|-----|-----|
| | | Used at All | 2005 | 2006 | 2007 | 2008 | | | | |
| All | Daily | 7% | 1% | 0% | 1% | 90% | 438 | 9% | | |
| F | Daily | 10% | 1% | 0% | 2% | 86% | 147 | 13% | 365 | 313 |
| G | Daily | 7% | 0% | 1% | 1% | 91% | 88 | 9% | | |
| U | Daily | 0% | 2% | 2% | 2% | 95% | 63 | 5% | | |
| A | Daily | 6% | 1% | 0% | 1% | 92% | 140 | 7% | | |



Telecommunications



| Q27a Telecommunications ordering services | | | | | | | | | | |
|--|------|-----|----|-----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.42 | 6% | 2% | 11% | 21% | 47% | 14% | 129 | 1.26 | 0.22 |
| F | 4.08 | 11% | 4% | 17% | 13% | 43% | 11% | 53 | | |
| G | 4.65 | 5% | 0% | 5% | 20% | 55% | 15% | 20 | | |
| U | 4.50 | 0% | 0% | 0% | 60% | 30% | 10% | 10 | | |
| A | 4.70 | 2% | 0% | 9% | 22% | 50% | 17% | 46 | | |

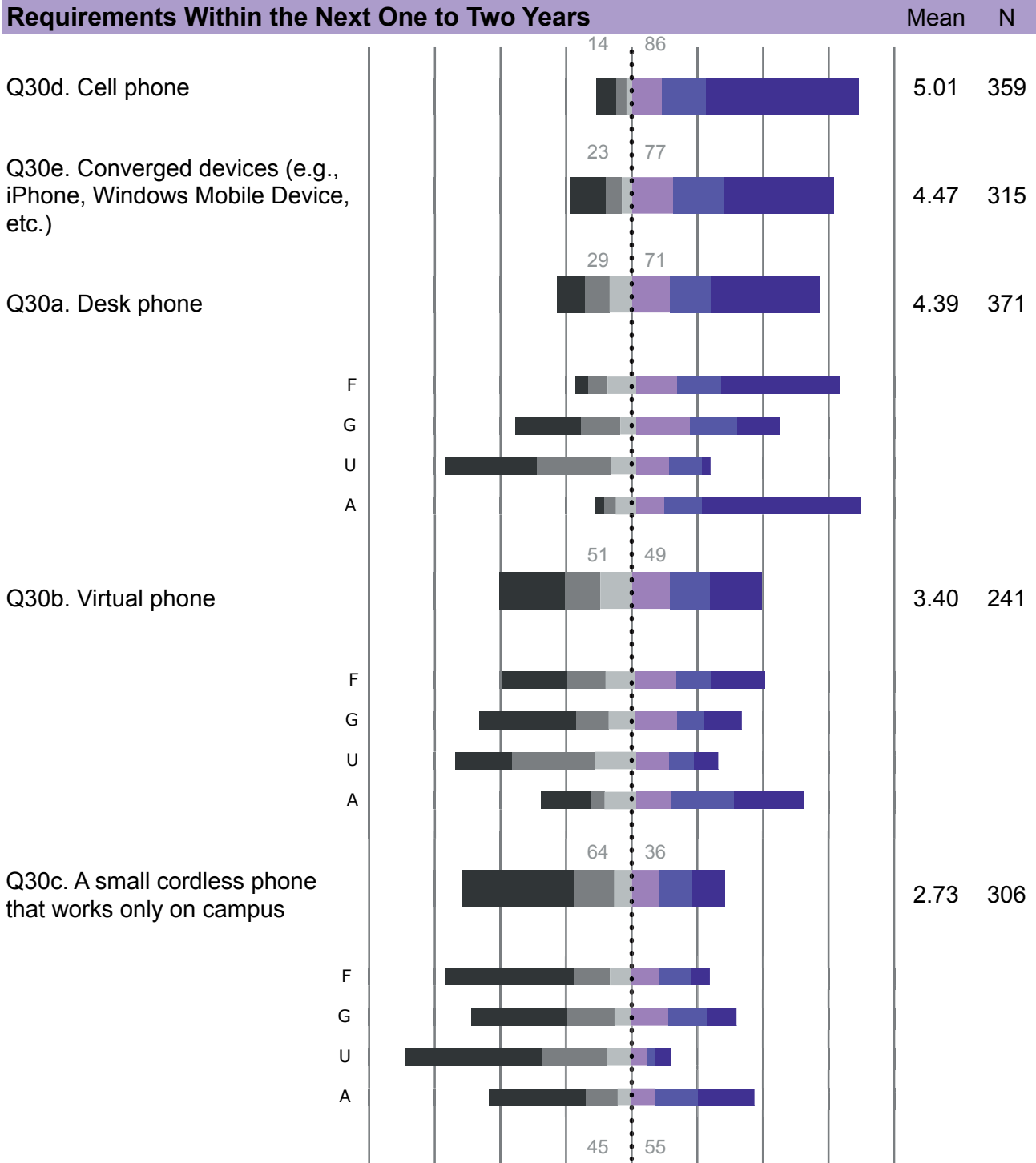
| Q27b Problem resolution for phone orders | | | | | | | | | | |
|---|------|-----|----|-----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.41 | 7% | 3% | 11% | 20% | 39% | 20% | 110 | 1.38 | 0.26 |
| F | 4.09 | 14% | 5% | 9% | 20% | 36% | 16% | 44 | | |
| G | 4.85 | 8% | 0% | 0% | 15% | 46% | 31% | 13 | | |
| U | 4.38 | 0% | 0% | 0% | 75% | 13% | 13% | 8 | | |
| A | 4.60 | 2% | 2% | 18% | 11% | 44% | 22% | 45 | | |

| Q27c Telecommunications billing system/statements | | | | | | | | | | |
|--|------|----|----|-----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.50 | 3% | 5% | 8% | 27% | 40% | 17% | 109 | 1.18 | 0.22 |
| F | 4.41 | 3% | 8% | 5% | 27% | 43% | 14% | 37 | | |
| G | 4.36 | 8% | 8% | 8% | 16% | 36% | 24% | 25 | | |
| U | 4.08 | 0% | 0% | 17% | 67% | 8% | 8% | 12 | | |
| A | 4.83 | 0% | 0% | 9% | 20% | 51% | 20% | 35 | | |

| Q27d Voice mail | | | | | | | | | | |
|------------------------|------|-----|-----|-----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.58 | 4% | 7% | 7% | 19% | 39% | 25% | 199 | 1.32 | 0.18 |
| F | 4.26 | 4% | 11% | 11% | 20% | 35% | 19% | 91 | | |
| G | 4.38 | 15% | 0% | 0% | 23% | 38% | 23% | 13 | | |
| U | 4.50 | 0% | 0% | 0% | 63% | 25% | 13% | 8 | | |
| A | 4.94 | 1% | 5% | 3% | 14% | 44% | 33% | 87 | | |

| Q29a Importance of Stanford telephone number | | | | | | | | | | |
|---|------|------|-----|-----|-----|-----|------|-------|-----------|----------|
| | Mean | 1-VU | 2 | 3 | 4 | 5 | 6-VI | Count | Std. Dev. | 95% CI+- |
| All | 3.85 | 23% | 10% | 8% | 13% | 13% | 34% | 403 | 1.99 | 0.19 |
| F | 4.37 | 12% | 7% | 8% | 17% | 18% | 38% | 142 | | |
| G | 2.57 | 46% | 11% | 13% | 14% | 4% | 13% | 72 | | |
| U | 2.21 | 44% | 28% | 7% | 11% | 5% | 5% | 57 | | |
| A | 4.71 | 12% | 4% | 6% | 10% | 15% | 53% | 132 | | |

Importance of Specified Solutions to Work Requirements Within the Next One to Two Years



| Q30a Desk phone | | | | | | | | | | |
|------------------------|------|------|-----|-----|-----|-----|------|-------|-----------|----------|
| | Mean | 1-VU | 2 | 3 | 4 | 5 | 6-VI | Count | Std. Dev. | 95% CI+- |
| All | 4.39 | 11% | 9% | 9% | 15% | 16% | 41% | 371 | 1.75 | 0.18 |
| F | 4.65 | 5% | 7% | 11% | 16% | 17% | 45% | 139 | | |
| G | 3.40 | 25% | 15% | 6% | 21% | 18% | 16% | 68 | | |
| U | 2.50 | 34% | 28% | 9% | 13% | 13% | 3% | 32 | | |
| A | 5.08 | 3% | 5% | 8% | 11% | 14% | 60% | 132 | | |

| Q30b Virtual phone | | | | | | | | | | |
|---------------------------|------|------|-----|-----|-----|-----|------|-------|-----------|----------|
| | Mean | 1-VU | 2 | 3 | 4 | 5 | 6-VI | Count | Std. Dev. | 95% CI+- |
| All | 3.40 | 25% | 13% | 12% | 15% | 15% | 20% | 241 | 1.88 | 0.24 |
| F | 3.40 | 25% | 14% | 12% | 16% | 13% | 21% | 77 | | |
| G | 2.93 | 37% | 12% | 11% | 16% | 11% | 14% | 57 | | |
| U | 2.84 | 22% | 31% | 16% | 13% | 9% | 9% | 32 | | |
| A | 3.99 | 19% | 5% | 12% | 13% | 24% | 27% | 75 | | |

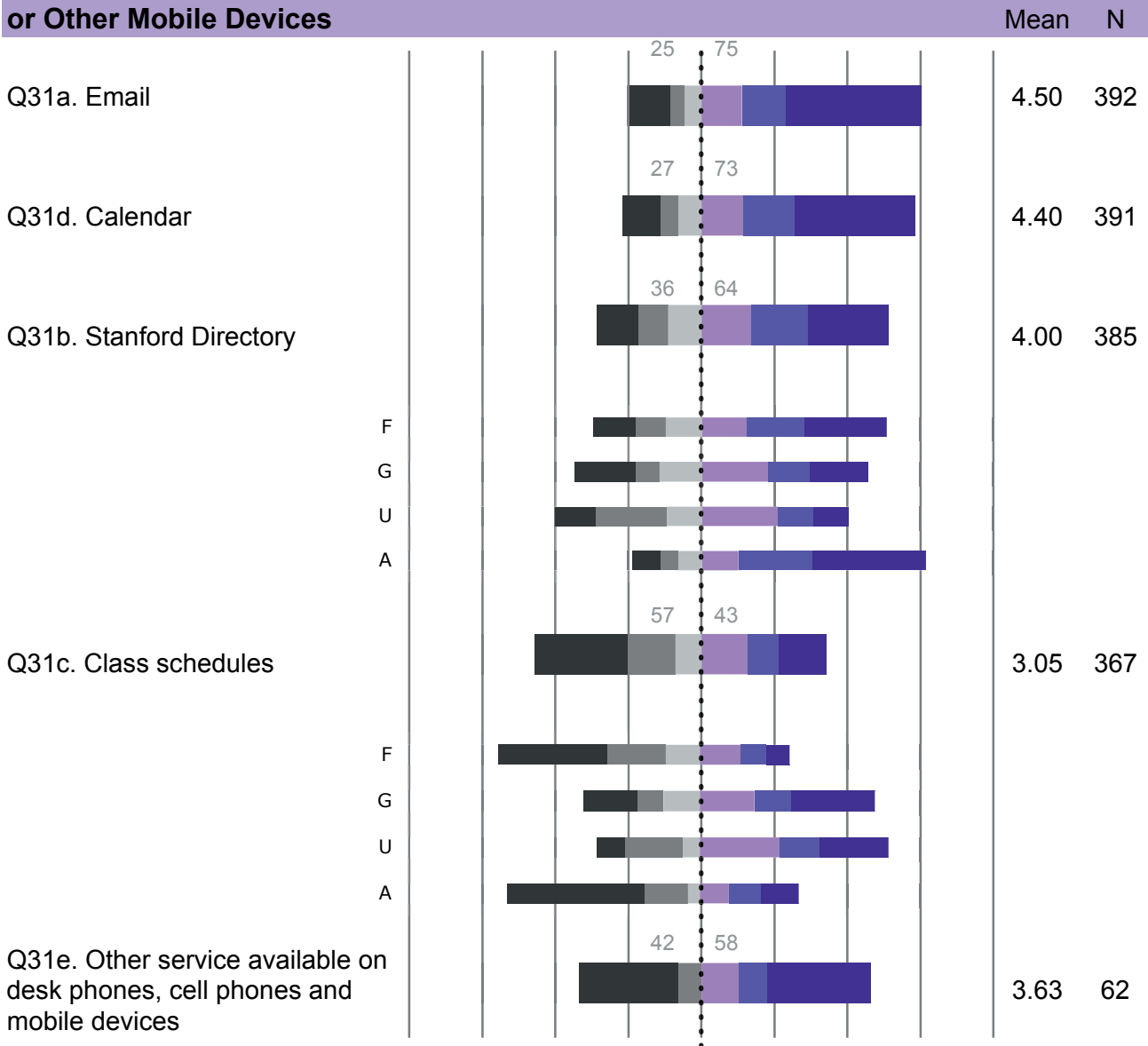
| Q30c A small cordless phone that works only on campus | | | | | | | | | | |
|--|------|------|-----|----|-----|-----|------|-------|-----------|----------|
| | Mean | 1-VU | 2 | 3 | 4 | 5 | 6-VI | Count | Std. Dev. | 95% CI+- |
| All | 2.73 | 42% | 15% | 7% | 10% | 13% | 12% | 306 | 1.88 | 0.21 |
| F | 2.45 | 49% | 14% | 8% | 11% | 12% | 7% | 111 | | |
| G | 2.86 | 37% | 17% | 6% | 14% | 14% | 11% | 63 | | |
| U | 2.03 | 52% | 24% | 9% | 6% | 3% | 6% | 33 | | |
| A | 3.20 | 36% | 12% | 5% | 9% | 16% | 21% | 99 | | |

| Q30d Cell phone | | | | | | | | | | |
|------------------------|------|------|----|----|-----|-----|------|-------|-----------|----------|
| | Mean | 1-VU | 2 | 3 | 4 | 5 | 6-VI | Count | Std. Dev. | 95% CI+- |
| All | 5.01 | 8% | 4% | 2% | 11% | 17% | 58% | 359 | 1.53 | 0.16 |
| F | 5.14 | 7% | 5% | 1% | 8% | 16% | 64% | 133 | | |
| G | 4.92 | 9% | 4% | 3% | 9% | 18% | 57% | 74 | | |
| U | 5.55 | 0% | 0% | 2% | 12% | 14% | 71% | 42 | | |
| A | 4.70 | 10% | 5% | 4% | 16% | 18% | 47% | 110 | | |

| Q30e Converged devices (e.g., iPhone, Windows Mobile Device, etc.) | | | | | | | | | | |
|---|------|------|----|-----|-----|-----|------|-------|-----------|----------|
| | Mean | 1-VU | 2 | 3 | 4 | 5 | 6-VI | Count | Std. Dev. | 95% CI+- |
| All | 4.47 | 13% | 6% | 4% | 16% | 19% | 42% | 315 | 1.77 | 0.20 |
| F | 4.63 | 13% | 4% | 3% | 15% | 15% | 50% | 115 | | |
| G | 4.19 | 18% | 7% | 1% | 21% | 18% | 35% | 68 | | |
| U | 4.32 | 6% | 9% | 12% | 21% | 26% | 26% | 34 | | |
| A | 4.52 | 13% | 6% | 3% | 12% | 23% | 42% | 98 | | |

| Q30f Other important solutions within the next 1-2 years. | | | | | | | | | | |
|--|------|------|-----|-----|-----|-----|------|-------|-----------|----------|
| | Mean | 1-VU | 2 | 3 | 4 | 5 | 6-VI | Count | Std. Dev. | 95% CI+- |
| All | 3.55 | 33% | 10% | 2% | 12% | 10% | 33% | 42 | 2.18 | 0.66 |
| F | 3.88 | 38% | 0% | 0% | 13% | 0% | 50% | 8 | | |
| G | 2.57 | 50% | 14% | 0% | 14% | 7% | 14% | 14 | | |
| U | 2.50 | 33% | 17% | 17% | 33% | 0% | 0% | 6 | | |
| A | 4.79 | 14% | 7% | 0% | 0% | 21% | 57% | 14 | | |

Importance of Having of Specified Services Available on Desk Phones, Cell Phones, or Other Mobile Devices



| Q31a Email | | | | | | | | | | |
|-------------------|------|------|----|-----|-----|-----|------|-------|-----------|----------|
| | Mean | 1-VU | 2 | 3 | 4 | 5 | 6-VI | Count | Std. Dev. | 95% CI+- |
| All | 4.50 | 14% | 5% | 6% | 14% | 15% | 46% | 392 | 1.81 | 0.18 |
| F | 4.60 | 14% | 4% | 6% | 12% | 11% | 53% | 137 | | |
| G | 4.37 | 17% | 1% | 5% | 21% | 15% | 41% | 81 | | |
| U | 3.98 | 15% | 8% | 12% | 23% | 13% | 29% | 52 | | |
| A | 4.69 | 12% | 6% | 4% | 7% | 21% | 50% | 122 | | |

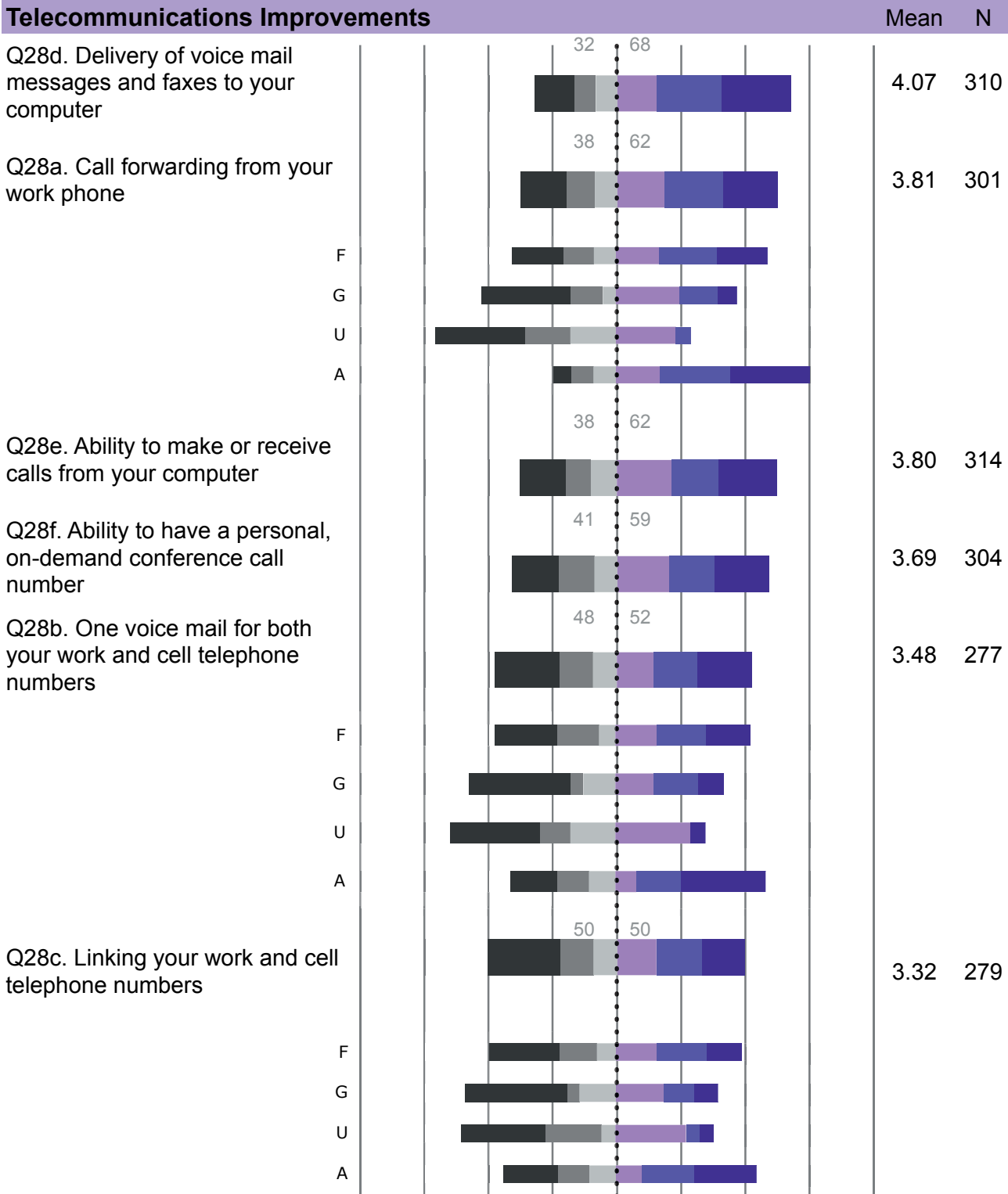
| Q31b Stanford Directory | | | | | | | | | | |
|--------------------------------|------|------|-----|-----|-----|-----|------|-------|-----------|----------|
| | Mean | 1-VU | 2 | 3 | 4 | 5 | 6-VI | Count | Std. Dev. | 95% CI+- |
| All | 4.00 | 14% | 10% | 11% | 17% | 19% | 28% | 385 | 1.76 | 0.18 |
| F | 3.99 | 15% | 10% | 12% | 15% | 20% | 28% | 137 | | |
| G | 3.61 | 21% | 8% | 14% | 22% | 14% | 20% | 76 | | |
| U | 3.34 | 14% | 24% | 12% | 26% | 12% | 12% | 50 | | |
| A | 4.53 | 10% | 6% | 8% | 12% | 25% | 39% | 122 | | |

| Q31c Class schedules | | | | | | | | | | |
|-----------------------------|------|------|-----|-----|-----|-----|------|-------|-----------|----------|
| | Mean | 1-VU | 2 | 3 | 4 | 5 | 6-VI | Count | Std. Dev. | 95% CI+- |
| All | 3.05 | 32% | 16% | 9% | 16% | 11% | 16% | 367 | 1.87 | 0.19 |
| F | 2.61 | 38% | 20% | 12% | 14% | 9% | 8% | 136 | | |
| G | 3.84 | 19% | 9% | 13% | 19% | 13% | 29% | 80 | | |
| U | 3.86 | 10% | 20% | 6% | 27% | 14% | 24% | 51 | | |
| A | 2.62 | 47% | 15% | 4% | 10% | 11% | 13% | 100 | | |

| Q31d Calendar | | | | | | | | | | |
|----------------------|------|------|----|-----|-----|-----|------|-------|-----------|----------|
| | Mean | 1-VU | 2 | 3 | 4 | 5 | 6-VI | Count | Std. Dev. | 95% CI+- |
| All | 4.40 | 13% | 6% | 8% | 14% | 18% | 41% | 391 | 1.78 | 0.18 |
| F | 4.35 | 17% | 6% | 9% | 8% | 15% | 46% | 136 | | |
| G | 4.43 | 13% | 2% | 9% | 18% | 18% | 39% | 82 | | |
| U | 4.27 | 6% | 8% | 12% | 29% | 21% | 25% | 52 | | |
| A | 4.50 | 12% | 7% | 5% | 12% | 19% | 44% | 121 | | |

| Q31e Other services available on desk phones, cell phones and mobile dev. | | | | | | | | | | |
|--|------|------|-----|----|-----|-----|------|-------|-----------|----------|
| | Mean | 1-VU | 2 | 3 | 4 | 5 | 6-VI | Count | Std. Dev. | 95% CI+- |
| All | 3.63 | 34% | 8% | 0% | 13% | 10% | 35% | 62 | 2.20 | 0.55 |
| F | 3.67 | 33% | 11% | 0% | 6% | 11% | 39% | 18 | | |
| G | 2.75 | 58% | 0% | 0% | 17% | 0% | 25% | 12 | | |
| U | 3.09 | 27% | 18% | 0% | 36% | 9% | 9% | 11 | | |
| A | 4.38 | 24% | 5% | 0% | 5% | 14% | 52% | 21 | | |

Importance of Specified Telecommunications Improvements



| Q28a Call forwarding from your work phone | | | | | | | | | | |
|--|------|------|-----|-----|-----|-----|------|-------|-----------|----------|
| | Mean | 1-VU | 2 | 3 | 4 | 5 | 6-VI | Count | Std. Dev. | 95% CI+- |
| All | 3.81 | 18% | 11% | 9% | 19% | 23% | 21% | 301 | 1.79 | 0.20 |
| F | 3.69 | 20% | 12% | 9% | 17% | 23% | 20% | 128 | | |
| G | 2.95 | 35% | 13% | 5% | 25% | 15% | 8% | 40 | | |
| U | 2.47 | 35% | 18% | 18% | 24% | 6% | 0% | 17 | | |
| A | 4.43 | 7% | 9% | 9% | 17% | 28% | 31% | 116 | | |

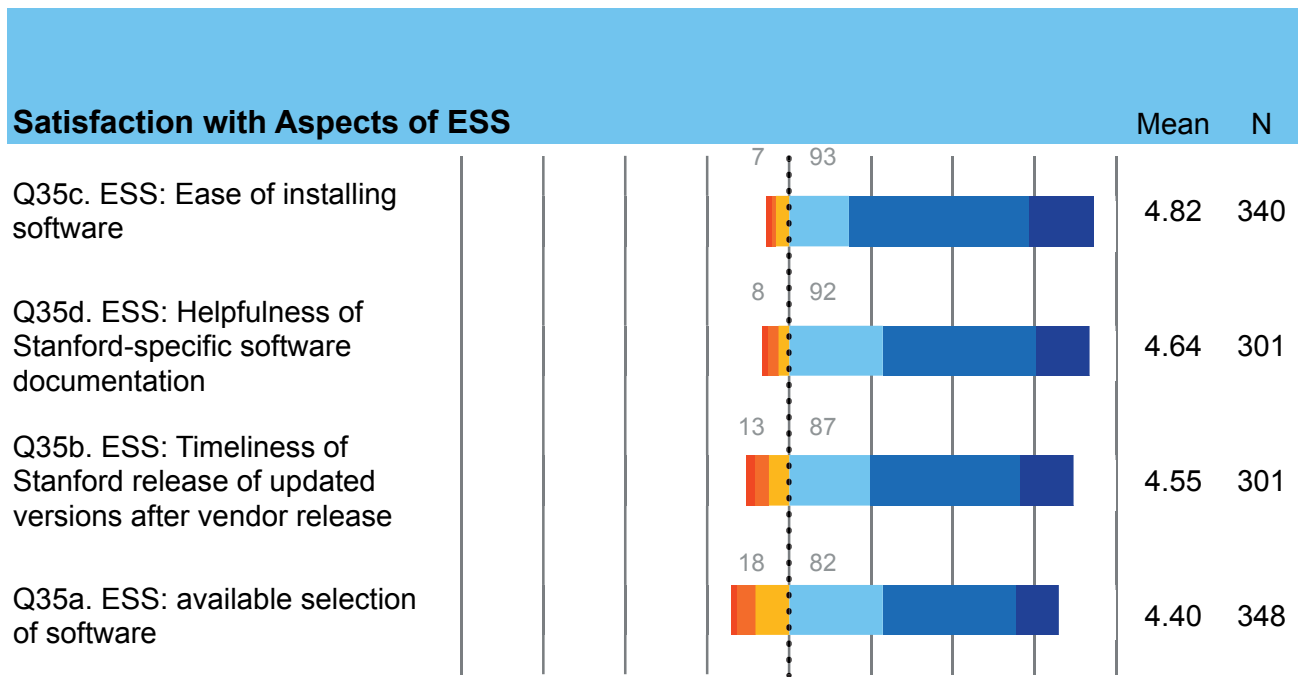
| Q28b One voice mail for both your work and cell telephone numbers | | | | | | | | | | |
|--|------|------|-----|-----|-----|-----|------|-------|-----------|----------|
| | Mean | 1-VU | 2 | 3 | 4 | 5 | 6-VI | Count | Std. Dev. | 95% CI+- |
| All | 3.48 | 25% | 13% | 9% | 14% | 17% | 21% | 277 | 1.91 | 0.22 |
| F | 3.41 | 24% | 16% | 7% | 16% | 20% | 17% | 123 | | |
| G | 2.95 | 40% | 5% | 13% | 15% | 18% | 10% | 40 | | |
| U | 2.65 | 35% | 12% | 18% | 29% | 0% | 6% | 17 | | |
| A | 3.93 | 19% | 12% | 10% | 8% | 18% | 33% | 97 | | |

| Q28c Linking your work and cell telephone numbers | | | | | | | | | | |
|--|------|------|-----|-----|-----|-----|------|-------|-----------|----------|
| | Mean | 1-VU | 2 | 3 | 4 | 5 | 6-VI | Count | Std. Dev. | 95% CI+- |
| All | 3.32 | 28% | 13% | 9% | 15% | 18% | 16% | 279 | 1.87 | 0.22 |
| F | 3.27 | 28% | 15% | 7% | 16% | 20% | 14% | 122 | | |
| G | 2.86 | 40% | 5% | 14% | 19% | 12% | 10% | 42 | | |
| U | 2.67 | 33% | 22% | 6% | 28% | 6% | 6% | 18 | | |
| A | 3.70 | 22% | 12% | 10% | 10% | 21% | 25% | 97 | | |

| Q28d Delivery of voice mail messages and faxes to your computer | | | | | | | | | | |
|--|------|------|-----|-----|-----|-----|------|-------|-----------|----------|
| | Mean | 1-VU | 2 | 3 | 4 | 5 | 6-VI | Count | Std. Dev. | 95% CI+- |
| All | 4.07 | 16% | 8% | 8% | 15% | 25% | 27% | 310 | 1.78 | 0.20 |
| F | 4.26 | 14% | 8% | 6% | 15% | 29% | 29% | 133 | | |
| G | 3.33 | 26% | 9% | 15% | 22% | 13% | 15% | 46 | | |
| U | 3.35 | 20% | 20% | 5% | 25% | 20% | 10% | 20 | | |
| A | 4.30 | 14% | 6% | 9% | 12% | 27% | 32% | 111 | | |

| Q28e Ability to make or receive calls from your computer | | | | | | | | | | |
|---|------|------|-----|-----|-----|-----|------|-------|-----------|----------|
| | Mean | 1-VU | 2 | 3 | 4 | 5 | 6-VI | Count | Std. Dev. | 95% CI+- |
| All | 3.80 | 18% | 10% | 10% | 21% | 18% | 23% | 314 | 1.78 | 0.20 |
| F | 3.72 | 22% | 9% | 8% | 21% | 17% | 23% | 134 | | |
| G | 3.76 | 16% | 10% | 16% | 22% | 12% | 24% | 50 | | |
| U | 3.88 | 8% | 13% | 13% | 38% | 8% | 21% | 24 | | |
| A | 3.90 | 16% | 10% | 9% | 18% | 25% | 22% | 106 | | |

Software



| Q35a ESS: available selection of software | | | | | | | | | | |
|--|------|----|----|-----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.40 | 2% | 6% | 10% | 28% | 41% | 13% | 348 | 1.12 | 0.12 |
| F | 4.37 | 1% | 6% | 11% | 30% | 41% | 11% | 125 | | |
| G | 4.32 | 3% | 4% | 13% | 33% | 34% | 13% | 76 | | |
| U | 4.23 | 2% | 6% | 17% | 30% | 30% | 15% | 47 | | |
| A | 4.57 | 2% | 6% | 4% | 23% | 51% | 14% | 100 | | |

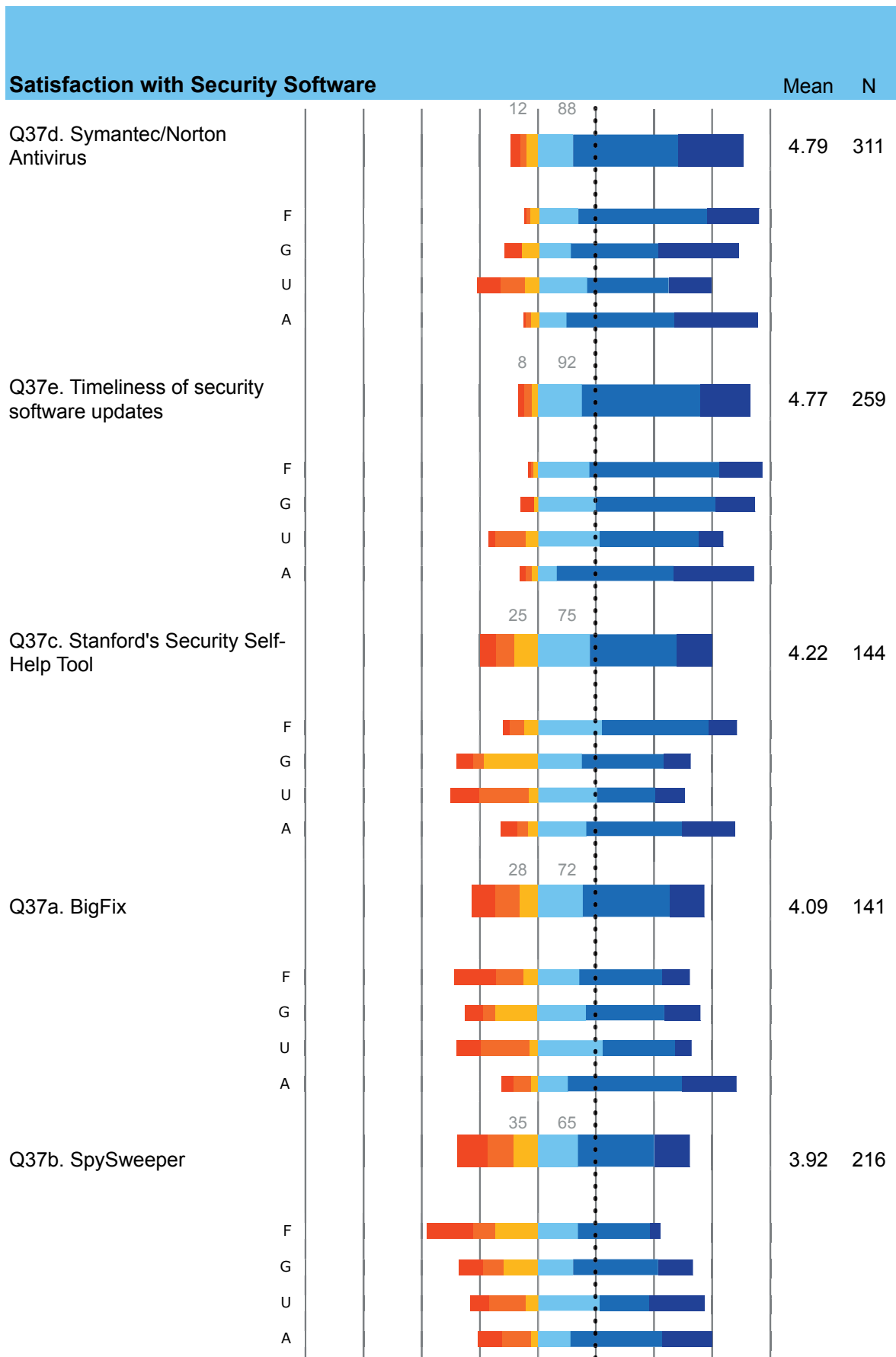
| Q35b ESS: Timeliness of Stanford release of updated versions after vendor release | | | | | | | | | | |
|--|------|----|----|----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.55 | 3% | 4% | 6% | 25% | 46% | 16% | 301 | 1.14 | 0.13 |
| F | 4.53 | 2% | 5% | 9% | 22% | 46% | 16% | 107 | | |
| G | 4.50 | 3% | 5% | 5% | 33% | 36% | 18% | 66 | | |
| U | 4.43 | 5% | 2% | 7% | 31% | 40% | 14% | 42 | | |
| A | 4.67 | 3% | 3% | 3% | 17% | 56% | 16% | 86 | | |

| Q35c ESS: Ease of installing software | | | | | | | | | | |
|--|------|----|----|----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.82 | 2% | 1% | 4% | 18% | 55% | 20% | 340 | 0.96 | 0.10 |
| F | 4.85 | 2% | 0% | 5% | 20% | 52% | 21% | 123 | | |
| G | 4.85 | 3% | 0% | 4% | 18% | 54% | 22% | 74 | | |
| U | 4.53 | 2% | 4% | 2% | 29% | 53% | 9% | 45 | | |
| A | 4.91 | 2% | 1% | 4% | 11% | 60% | 21% | 98 | | |

| Q35d ESS: Helpfulness of Stanford-specific software documentation | | | | | | | | | | |
|--|------|----|----|-----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.64 | 2% | 3% | 3% | 29% | 47% | 16% | 301 | 1.01 | 0.11 |
| F | 4.60 | 1% | 3% | 4% | 36% | 42% | 15% | 109 | | |
| G | 4.75 | 2% | 2% | 2% | 30% | 47% | 19% | 64 | | |
| U | 4.30 | 3% | 8% | 10% | 33% | 33% | 15% | 40 | | |
| A | 4.78 | 2% | 3% | 1% | 17% | 59% | 17% | 88 | | |

| Q36a Free and discounted software | | | | | | | | | | |
|--|------|----|-----|-----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.31 | 3% | 6% | 12% | 28% | 38% | 13% | 330 | 1.20 | 0.13 |
| F | 4.27 | 2% | 8% | 13% | 30% | 38% | 11% | 120 | | |
| G | 4.13 | 4% | 4% | 20% | 33% | 24% | 15% | 75 | | |
| U | 4.07 | 7% | 11% | 9% | 33% | 26% | 15% | 46 | | |
| A | 4.65 | 1% | 4% | 7% | 18% | 55% | 15% | 89 | | |

Security



| Q37a BigFix | | | | | | | | | | |
|--------------------|------|-----|-----|-----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.09 | 10% | 11% | 8% | 19% | 38% | 15% | 141 | 1.54 | 0.25 |
| F | 3.76 | 18% | 12% | 6% | 18% | 35% | 12% | 34 | | |
| G | 4.13 | 8% | 5% | 18% | 21% | 33% | 15% | 39 | | |
| U | 3.69 | 10% | 21% | 3% | 28% | 31% | 7% | 29 | | |
| A | 4.62 | 5% | 8% | 3% | 13% | 49% | 23% | 39 | | |

| Q37b SpySweeper | | | | | | | | | | |
|------------------------|------|-----|-----|-----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 3.92 | 13% | 11% | 11% | 17% | 33% | 15% | 216 | 1.63 | 0.22 |
| F | 3.43 | 20% | 9% | 18% | 17% | 31% | 5% | 65 | | |
| G | 4.02 | 11% | 9% | 15% | 15% | 36% | 15% | 47 | | |
| U | 4.08 | 8% | 16% | 5% | 26% | 21% | 24% | 38 | | |
| A | 4.23 | 11% | 12% | 3% | 14% | 39% | 21% | 66 | | |

| Q37c Stanford's Security Self-Help Tool | | | | | | | | | | |
|--|------|-----|-----|-----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.22 | 7% | 8% | 10% | 22% | 38% | 15% | 144 | 1.41 | 0.23 |
| F | 4.42 | 3% | 6% | 6% | 27% | 45% | 12% | 33 | | |
| G | 4.05 | 7% | 5% | 23% | 19% | 35% | 12% | 43 | | |
| U | 3.67 | 13% | 21% | 4% | 25% | 25% | 13% | 24 | | |
| A | 4.52 | 7% | 5% | 5% | 20% | 41% | 23% | 44 | | |

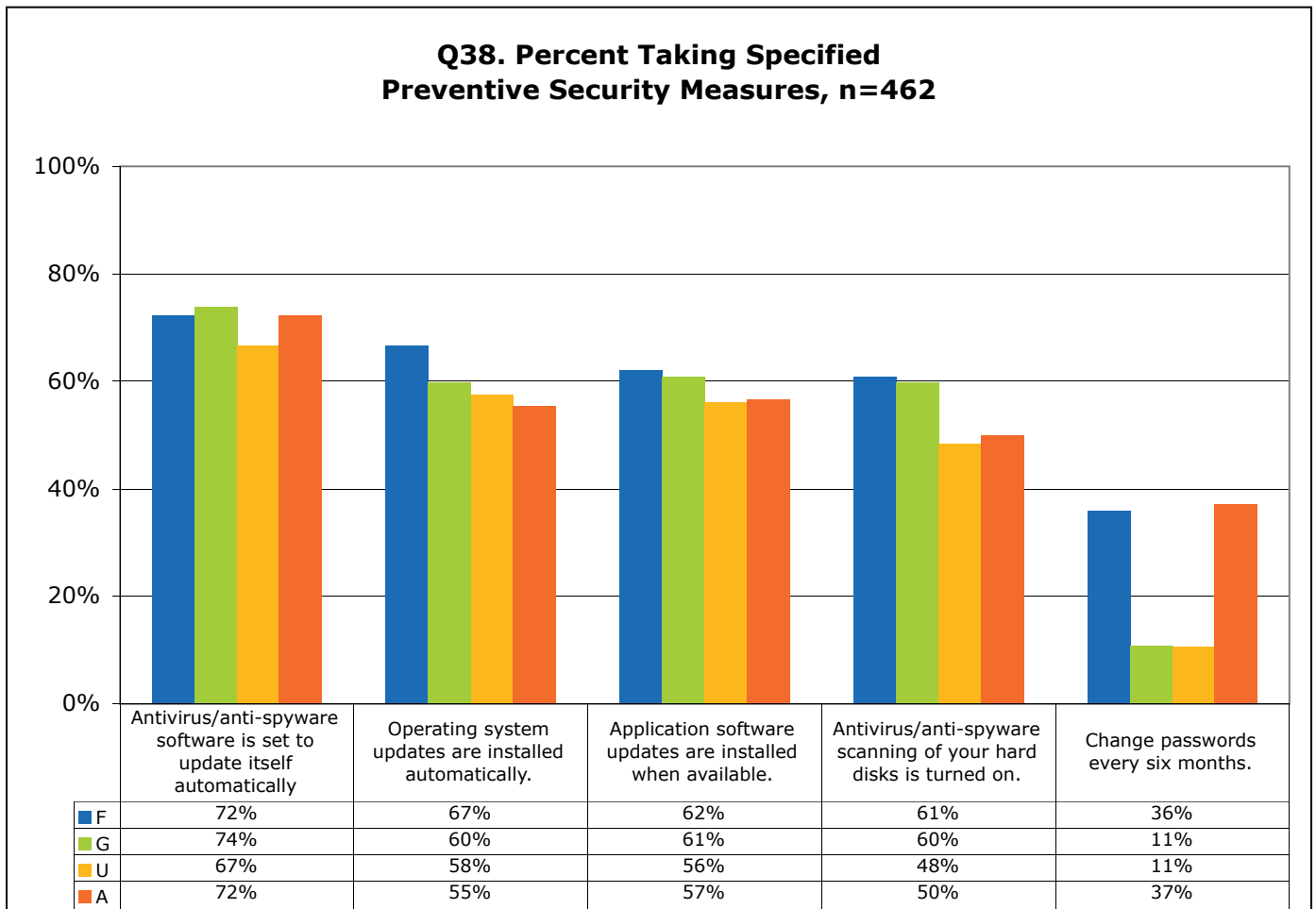
| Q37d Symantec/Norton Antivirus | | | | | | | | | | |
|---------------------------------------|------|-----|-----|----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.79 | 4% | 3% | 5% | 15% | 45% | 28% | 311 | 1.21 | 0.13 |
| F | 4.89 | 1% | 2% | 4% | 17% | 55% | 22% | 108 | | |
| G | 4.76 | 7% | 0% | 7% | 13% | 37% | 34% | 67 | | |
| U | 4.14 | 10% | 10% | 6% | 20% | 35% | 18% | 49 | | |
| A | 5.06 | 1% | 2% | 3% | 11% | 46% | 36% | 87 | | |

| Q37e Timeliness of security software updates | | | | | | | | | | |
|---|------|----|-----|----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.77 | 3% | 3% | 3% | 19% | 51% | 22% | 259 | 1.08 | 0.13 |
| F | 4.85 | 1% | 1% | 2% | 22% | 55% | 18% | 92 | | |
| G | 4.66 | 6% | 0% | 2% | 25% | 51% | 17% | 53 | | |
| U | 4.24 | 3% | 13% | 5% | 26% | 42% | 11% | 38 | | |
| A | 5.03 | 3% | 3% | 3% | 8% | 50% | 34% | 76 | | |

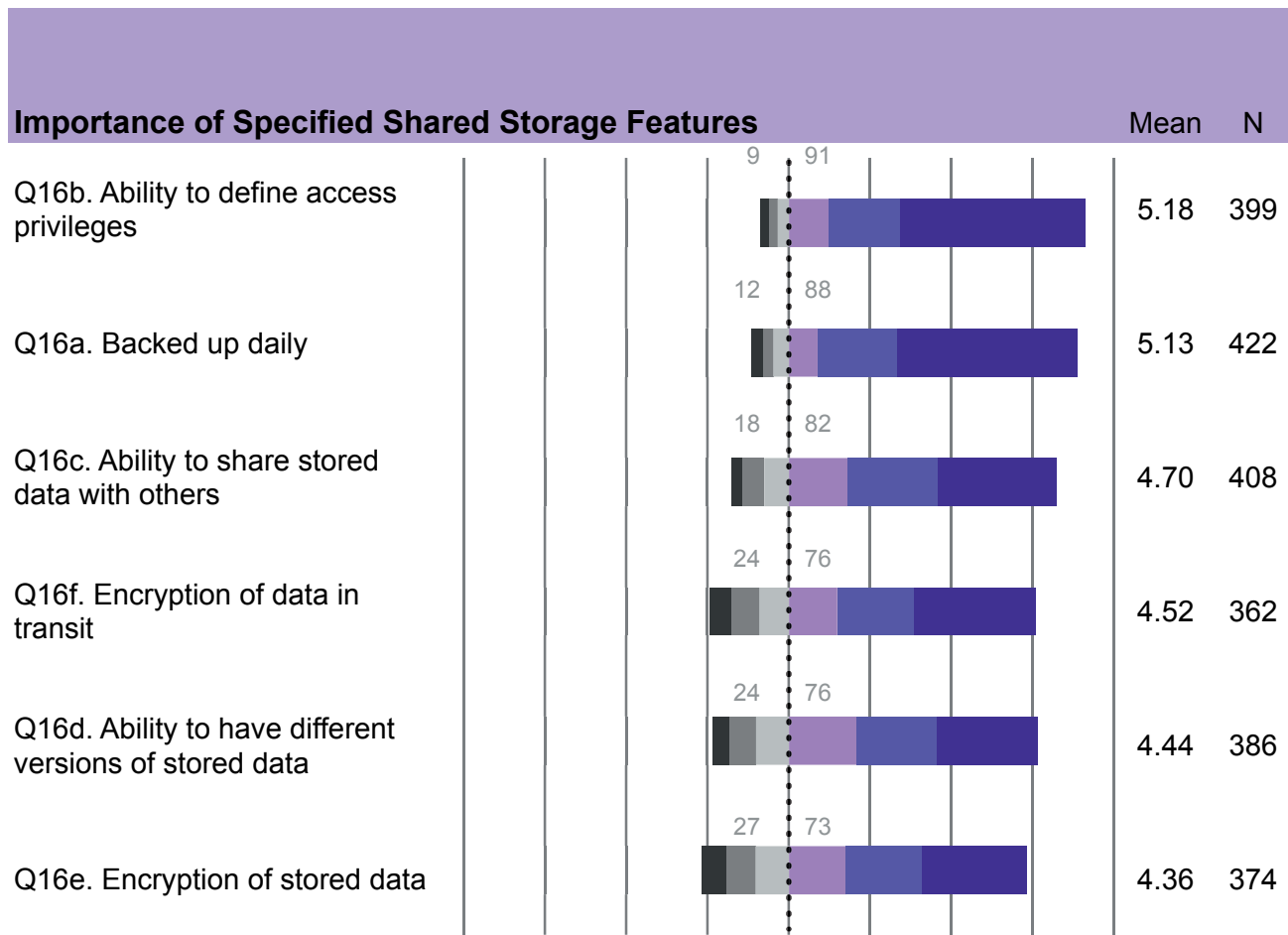
Satisfaction with Departmental Firewall



| Q39a Departmental firewall | | | | | | | | | | |
|----------------------------|------|----|----|----|-----|-----|-----|-------|-----------|----------|
| | Mean | VD | D | SD | SS | S | VS | Count | Std. Dev. | 95% CI+- |
| All | 4.84 | 1% | 3% | 5% | 12% | 58% | 21% | 177 | 1.00 | 0.15 |
| F | 4.69 | 1% | 5% | 5% | 15% | 58% | 15% | 78 | | |
| A | 4.96 | 1% | 2% | 5% | 9% | 58% | 25% | 99 | | |



Data Storage



| Do you store data outside University Central Storage? | | | |
|---|-----|-----|-------|
| Q17 | Yes | No | Count |
| All | 43% | 57% | 424 |
| F | 51% | 49% | 145 |
| G | 44% | 56% | 87 |
| U | 52% | 48% | 62 |
| A | 28% | 72% | 130 |

| Q16a Backed up daily | | | | | | | | | | |
|-----------------------------|------|------|----|-----|-----|-----|------|-------|-----------|----------|
| | Mean | 1-VU | 2 | 3 | 4 | 5 | 6-VI | Count | Std. Dev. | 95% CI+- |
| All | 5.13 | 4% | 3% | 5% | 9% | 24% | 55% | 422 | 1.29 | 0.12 |
| F | 5.27 | 4% | 2% | 3% | 6% | 22% | 62% | 143 | | |
| G | 4.79 | 6% | 6% | 4% | 14% | 29% | 41% | 85 | | |
| U | 4.79 | 3% | 5% | 10% | 13% | 31% | 39% | 62 | | |
| A | 5.36 | 2% | 2% | 6% | 6% | 20% | 64% | 132 | | |

| Q16b Ability to define access privileges | | | | | | | | | | |
|---|------|------|----|----|-----|-----|------|-------|-----------|----------|
| | Mean | 1-VU | 2 | 3 | 4 | 5 | 6-VI | Count | Std. Dev. | 95% CI+- |
| All | 5.18 | 3% | 3% | 4% | 12% | 22% | 57% | 399 | 1.22 | 0.12 |
| F | 5.17 | 4% | 4% | 4% | 11% | 17% | 61% | 132 | | |
| G | 5.07 | 2% | 4% | 4% | 15% | 26% | 50% | 82 | | |
| U | 5.16 | 2% | 0% | 2% | 22% | 26% | 48% | 58 | | |
| A | 5.28 | 2% | 2% | 4% | 8% | 23% | 61% | 127 | | |

| Q16c Ability to share stored data with others | | | | | | | | | | |
|--|------|------|-----|-----|-----|-----|------|-------|-----------|----------|
| | Mean | 1-VU | 2 | 3 | 4 | 5 | 6-VI | Count | Std. Dev. | 95% CI+- |
| All | 4.70 | 3% | 7% | 8% | 18% | 28% | 37% | 408 | 1.38 | 0.13 |
| F | 4.46 | 6% | 10% | 6% | 23% | 21% | 34% | 138 | | |
| G | 4.61 | 2% | 10% | 7% | 16% | 35% | 30% | 83 | | |
| U | 4.53 | 0% | 3% | 16% | 26% | 34% | 21% | 58 | | |
| A | 5.09 | 3% | 2% | 6% | 10% | 28% | 50% | 129 | | |

| Q16d Ability to have different versions of stored data | | | | | | | | | | |
|---|------|------|-----|-----|-----|-----|------|-------|-----------|----------|
| | Mean | 1-VU | 2 | 3 | 4 | 5 | 6-VI | Count | Std. Dev. | 95% CI+- |
| All | 4.44 | 5% | 8% | 10% | 21% | 25% | 31% | 386 | 1.49 | 0.15 |
| F | 4.34 | 9% | 10% | 6% | 23% | 19% | 34% | 128 | | |
| G | 4.31 | 4% | 12% | 13% | 18% | 27% | 27% | 83 | | |
| U | 4.57 | 0% | 4% | 14% | 27% | 32% | 23% | 56 | | |
| A | 4.59 | 6% | 5% | 10% | 18% | 26% | 35% | 119 | | |

| Q16e Encryption of stored data | | | | | | | | | | |
|---------------------------------------|------|------|-----|-----|-----|-----|------|-------|-----------|----------|
| | Mean | 1-VU | 2 | 3 | 4 | 5 | 6-VI | Count | Std. Dev. | 95% CI+- |
| All | 4.36 | 8% | 9% | 10% | 18% | 23% | 32% | 374 | 1.60 | 0.16 |
| F | 4.13 | 10% | 12% | 10% | 17% | 21% | 29% | 126 | | |
| G | 4.09 | 5% | 14% | 16% | 22% | 20% | 23% | 81 | | |
| U | 4.79 | 4% | 4% | 11% | 16% | 25% | 41% | 56 | | |
| A | 4.60 | 9% | 5% | 6% | 15% | 27% | 38% | 111 | | |

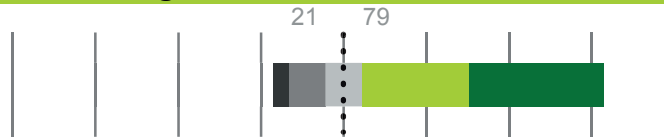
| Q16f Encryption of data in transit | | | | | | | | | | |
|---|------|------|-----|-----|-----|-----|------|-------|-----------|----------|
| | Mean | 1-VU | 2 | 3 | 4 | 5 | 6-VI | Count | Std. Dev. | 95% CI+- |
| All | 4.52 | 7% | 9% | 9% | 15% | 23% | 37% | 362 | 1.58 | 0.16 |
| F | 4.30 | 9% | 13% | 7% | 15% | 23% | 33% | 125 | | |
| G | 4.25 | 5% | 11% | 16% | 20% | 20% | 29% | 76 | | |
| U | 5.02 | 0% | 4% | 9% | 13% | 28% | 45% | 53 | | |
| A | 4.72 | 8% | 5% | 6% | 12% | 24% | 44% | 108 | | |

Likelihood of Backups to Central Storage

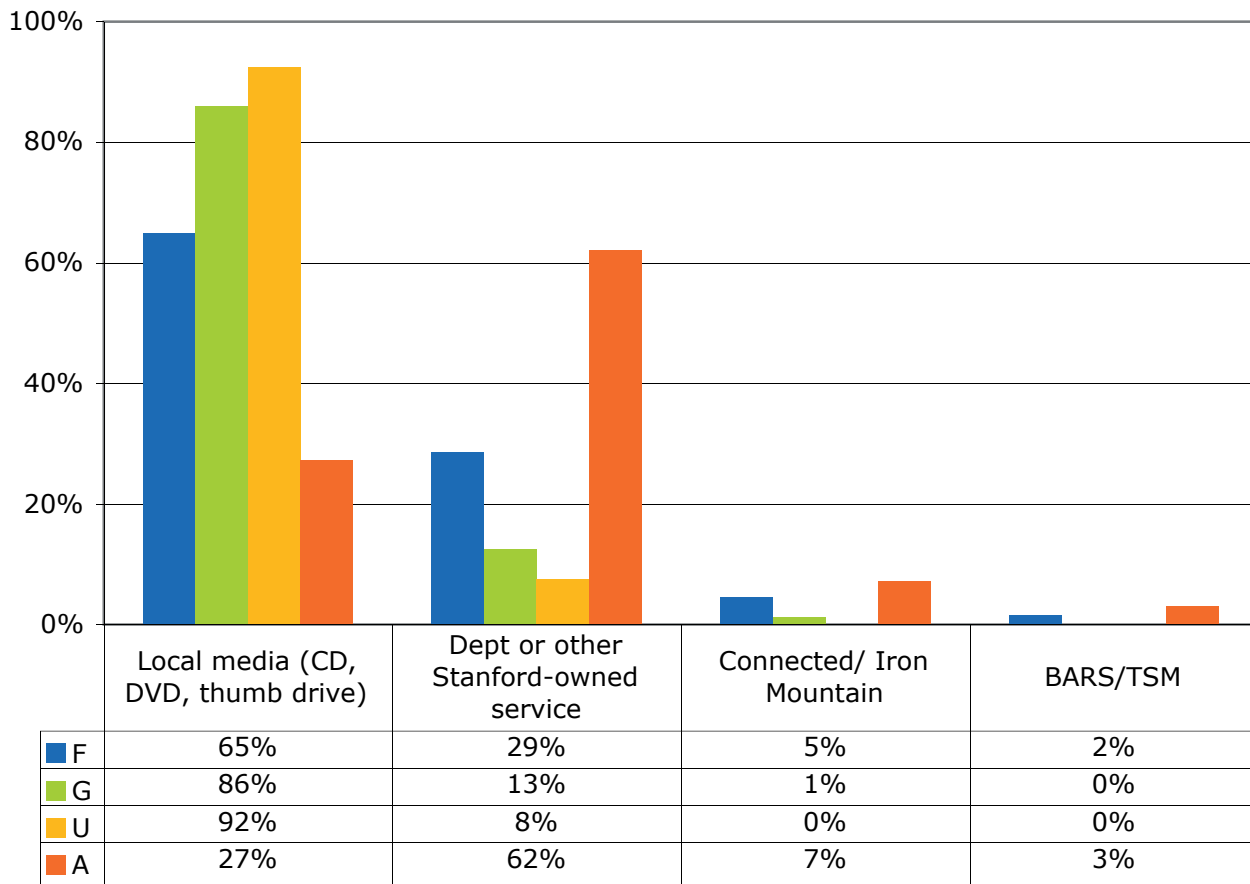
N

Q15. Central server backup likelihood

404

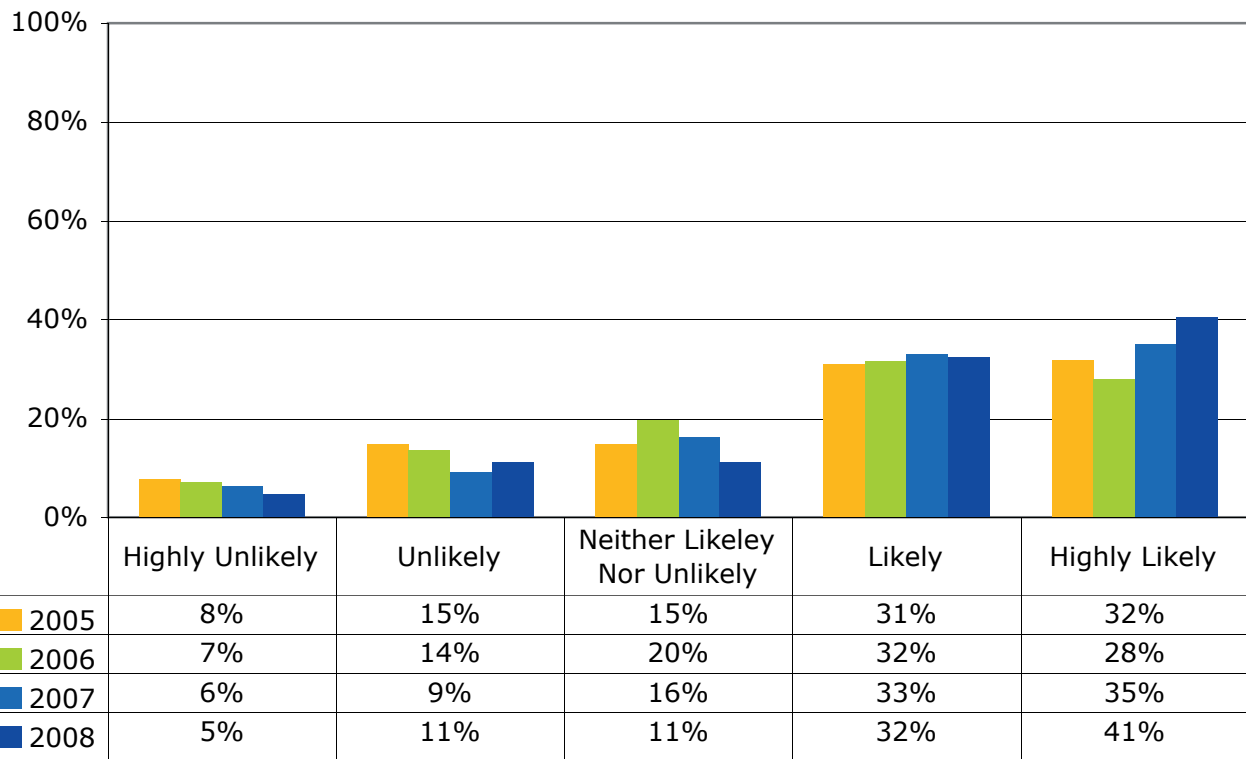


Q13. Where Respondents Are Backing Up Data, n=385



| Q15a Central server backup likelihood | | | | | | |
|---------------------------------------|-----------------|----------|------------------------------|--------|---------------|-------|
| | Highly Unlikely | Unlikely | Neither Likely /Nor Unlikely | Likely | Highly Likely | Count |
| All | 5% | 11% | 11% | 32% | 41% | 404 |
| F | 5% | 13% | 9% | 34% | 39% | 141 |
| G | 2% | 11% | 11% | 38% | 39% | 85 |
| U | 0% | 8% | 21% | 35% | 37% | 63 |
| A | 9% | 10% | 10% | 25% | 46% | 115 |

Likelihood to Backup Files to a Central Server, All Respondents from 2005 to 2008



| Q14. Largest Amount of Storage Space Currently Needed | | | | | |
|--|--------------|------------------------------|--------------------------------|----------------------|--------------------------|
| GB Needed | Count | Percent of Population | Total GB For This Group | Cumulative GB | Cum. Pct. Of Pop. |
| 1-5 | 53 | 31% | 107 | 107 | 31% |
| 6-10 | 11 | 6% | 106 | 213 | 38% |
| 11-25 | 12 | 7% | 247 | 460 | 45% |
| 26-50 | 11 | 6% | 460 | 920 | 51% |
| 50-100 | 27 | 16% | 2580 | 3500 | 67% |
| 101-250 | 15 | 9% | 3120 | 6620 | 76% |
| 251-500 | 18 | 11% | 8620 | 15240 | 86% |
| 501-1024 | 15 | 9% | 15236 | 30476 | 95% |
| 1025-3072 | 4 | 2% | 11192 | 41668 | 98% |
| >3072 | 4 | 2% | 59152 | 100820 | 100% |
| TOTALS | 170 | 100% | 100820 | | |

Note: These tables were created from the text responses to the question, "What is the largest amount of storage space you currently need allotted to you?" Values of less than 1GB were rounded up to 1GB.

Raw Data

| Q14. Largest Amount of Storage Space Currently Needed | | | | | | |
|--|------------|-----------|-----------|-----------|-----------|--|
| GB Needed | All | F | G | U | A | |
| 1 | 32 | 6 | 14 | 7 | 5 | |
| 2 | 7 | 1 | 3 | 1 | 2 | |
| 3 | 4 | | 2 | 1 | 1 | |
| 4 | 1 | | | 1 | | |
| 5 | 9 | 2 | 4 | 3 | | |
| 6 | 1 | | 1 | | | |
| 10 | 10 | 3 | 5 | 2 | | |
| 15 | 1 | | | 1 | | |
| 17 | 1 | 1 | | | | |
| 20 | 7 | 3 | 2 | 1 | 1 | |
| 25 | 3 | 1 | 2 | | | |
| 30 | 3 | 1 | 1 | 1 | | |
| 40 | 3 | | | 1 | 2 | |
| 50 | 5 | 3 | | 1 | 1 | |
| 60 | 2 | | | 2 | | |
| 80 | 2 | | 1 | 1 | | |
| 100 | 23 | 8 | 5 | 7 | 3 | |
| 150 | 1 | 1 | | | | |
| 160 | 2 | | 1 | | 1 | |
| 200 | 7 | 1 | 1 | 1 | 4 | |
| 250 | 5 | 3 | 1 | | 1 | |
| 300 | 1 | | | | 1 | |
| 320 | 1 | | | | 1 | |
| 500 | 16 | 11 | 1 | 2 | 2 | |
| 900 | 1 | 1 | | | | |
| 1024 | 14 | 10 | 1 | | 3 | |
| 2048 | 1 | 1 | | | | |
| 3000 | 1 | 1 | | | | |
| 3072 | 2 | 1 | | | 1 | |
| 8192 | 1 | 1 | | | | |
| 10000 | 1 | 1 | | | | |
| 20480 | 2 | 2 | | | | |
| TOTALS | 170 | 63 | 45 | 33 | 29 | |

Appendix A

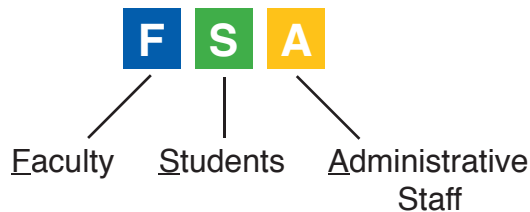
The Survey Instrument

Stanford IT Services 2008 Satisfaction Survey



Note On Questions In the Survey Instrument

While the majority of questions were directed at all three cohorts (faculty, students and administrative staff), some questions in the survey were directed at only one or two cohorts. These questions have been flagged with a colored letter box indicating which cohort(s) were asked.



Client Service

| | | | | | | | |
|-----------|---|-----------------------|----------------------------|-------------------------|-----------------------|-----------------------|-----------------------|
| Q1 | How satisfied are you that IT Services takes a "client-oriented" approach to helping you? | | | | | | |
| | Very Dissatisfied 1 | Dissatisfied 2 | Somewhat Dissatisfied 3 | Somewhat Satisfied 4 | Satisfied 5 | Very Satisfied 6 | N/A Don't Know |
| | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Q2 | Please rate your satisfaction with how well IT Services... | | | | | | |
| | Very Dissatisfied 1 | Dissatisfied 2 | Somewhat Dissatisfied 3 | Somewhat Satisfied 4 | Satisfied 5 | Very Satisfied 6 | N/A Don't Know |
| | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Q3 | How satisfied are you as a whole with the services provided by the IT Services organization? | | | | | | |
| | Very Dissatisfied 1 | Dissatisfied 2 | Somewhat Dissatisfied 3 | Somewhat Satisfied 4 | Satisfied 5 | Very Satisfied 6 | N/A Don't Know |
| | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Research Computing Priorities (ask Faculty only)

Q4 How likely would you be to use IT Services for the following research computing needs?

| | Highly Unlikely | Unlikely | Neither Likely Nor Unlikely | Likely | Highly Likely | N/ADon't Know |
|--|-----------------------|-----------------------|-----------------------------|-----------------------|-----------------------|-----------------------|
| F Computing facilities: includes rack space, equipment installation, cooling, power and occasional restarts by 24x7 staff | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| F Server management: includes computing facilities and operating system support | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| F Cluster Management: includes provisioning, deployment, monitoring and securing | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

IT Services Priorities

Q5 How useful would the following be in completing your daily work:

| | Not At All Useful 1 | 2 | 3 | 4 | 5 | Very Useful 6 | N/ADon't Know |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| F Facility to support high-performance computing (ask Faculty only) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Ability to access all your electronic files, no matter where you are | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Ability to access a shared repository for posting work for a project or group with shared space and version control | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Web services (design, data) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q6 How important is it to have the following capabilities:

| | Not At All Important 1 | 2 | 3 | 4 | 5 | Very Important 6 | N/ADon't Know |
|-------------------|------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Instant messaging | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Blog | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Wiki | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Podcast | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Webcam | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Videoconferencing | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

General Support

IT Services provides problem resolution to the Stanford community through the IT Help Desk, which can be contacted in the following ways:

- * 5-HELP, contacted through 5-4357
- * HelpSU, contacted through <http://helpsu.stanford.edu>

Q7 Please rate your satisfaction with the following aspects of 5-HELP (phone) services:

| | Very Dissatisfied1 | Dissatisfied2 | Somewhat Dissatisfied3 | Somewhat Satisfied4 | Satisfied5 | Very Satisfied6 | N/A/Don't Know |
|--|-----------------------|-----------------------|------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Ability to get through to a person | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Timeliness of initial response to your inquiry | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Turnaround time for resolving your problem | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Ability to solve problem | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q8 Please rate your satisfaction with the following aspects of HelpSU (online) services:

| | Very Dissatisfied1 | Dissatisfied2 | Somewhat Dissatisfied3 | Somewhat Satisfied4 | Satisfied5 | Very Satisfied6 | N/A/Don't Know |
|--|-----------------------|-----------------------|------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Timeliness of initial response to your inquiry | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Ability to solve problem | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Turnaround time for resolving your problem | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q9 How satisfied are you with problem resolution overall?

| | Very Dissatisfied1 | Dissatisfied2 | Somewhat Dissatisfied3 | Somewhat Satisfied4 | Satisfied5 | Very Satisfied6 | N/A/Don't Know |
|--|-----------------------|-----------------------|------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q10 Please rate your satisfaction with the length of time it takes to receive your completed order for:

| | Very Dissatisfied1 | Dissatisfied2 | Somewhat Dissatisfied3 | Somewhat Satisfied4 | Satisfied5 | Very Satisfied6 | N/A/Don't Know |
|----------------------|-----------------------|-----------------------|------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Voice services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Cell phones | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Data center services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Cable TV | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q11 Please rate your satisfaction with the following Web sites as resources for computing at Stanford:

| | Very Dissatisfied 1 | Dissatisfied 2 | Somewhat Dissatisfied 3 | Somewhat Satisfied 4 | Satisfied 5 | Very Satisfied 6 | N/A/Don't Know |
|--|------------------------|-----------------------|----------------------------|-------------------------|-----------------------|-----------------------|-----------------------|
| (Stanford's Central Computing Website) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| (HelpSU: for submitting help requests) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| (Self-Help Site) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| (our organization's website) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q12 Please rate your satisfaction with how well IT Services:

| | Very Dissatisfied 1 | Dissatisfied 2 | Somewhat Dissatisfied 3 | Somewhat Satisfied 4 | Satisfied 5 | Very Satisfied 6 | N/A/Don't Know |
|--|------------------------|-----------------------|----------------------------|-------------------------|-----------------------|-----------------------|-----------------------|
| Communicates outage and other high-impact service news that helps me take appropriate action | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Arranges the navigation on its web pages so that it's easy to find links to what I need | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Provides clearly-written service descriptions and instructions | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Uses postcards and Stanford Daily ads to convey meaningful information | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Publishes print and online documents whose look-and-feel is appropriate to Stanford's image | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Data Storage Services

Q13 Where are you backing up data today?

- BARS / TSM
- Connected / Iron Mountain
- Department or other Stanford-owned service
- Local media (CD, DVD, thumb drive)

Other, please specify:

Q14 What is the largest amount of storage space you currently need allotted to you?

Q15 How likely would you be to store your files on a central server instead of your computer to ensure they are backed up and protected?

| | | | | | | |
|--|-----------------------|-----------------------|--------------------------------|-----------------------|-----------------------|-----------------------|
| | Highly Unlikely | Unlikely | Neither Likely Nor Unlikely | Likely | Highly Likely | N/ADon't Know |
| | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q16 How important are the following shared storage features:

| | Not At AllImportant 1 | 2 | 3 | 4 | 5 | VeryImporta nt 6 | N/ADon't Know |
|---|-----------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Backed up daily | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Ability to define access privileges | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Ability to share stored data with others | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Ability to have different versions of stored data | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Encryption of stored data | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Encryption of data in transit | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q17 Do you store data outside University Central Storage?

- Yes No

Q18 If you store data outside University Central Storage, where do you store it?

Email

Q19 How satisfied are you with the following aspects of Stanford Webmail:

| | Very Dissatisfied 1 | Dissatisfied 2 | Somewhat Dissatisfied 3 | Somewhat Satisfied 4 | Satisfied 5 | Very Satisfied 6 | N/A/Don't Know |
|-------------|------------------------|-----------------------|----------------------------|-------------------------|-----------------------|-----------------------|-----------------------|
| Speed | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Features | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Ease of use | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Reliability | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q20 How important would the following improvements be in increasing your satisfaction with Stanford email?

| | Not At All Important 1 | 2 | 3 | 4 | 5 | Very Important 6 | N/A/Don't Know |
|---|------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Better tools for user-controlled spam filtering | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| More reliable sending and receiving | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Faster delivery of mail | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| More disk space | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Encryption services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q21 How satisfied are you with Stanford email overall?

| | Very Dissatisfied 1 | Dissatisfied 2 | Somewhat Dissatisfied 3 | Somewhat Satisfied 4 | Satisfied 5 | Very Satisfied 6 | N/A/Don't Know |
|--|------------------------|-----------------------|----------------------------|-------------------------|-----------------------|-----------------------|-----------------------|
| | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Network Services

Q22 Rate your overall satisfaction with these aspects of the Stanford WIRELESS network:

| | Very Dissatisfied1 | Dissatisfied2 | Somewhat Dissatisfied3 | Somewhat Satisfied4 | Satisfied5 | Very Satisfied6 | N/A/Don't Know |
|---------------------------------------|-----------------------|-----------------------|------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Signal strength/quality of connection | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Availability of network on campus | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Guest registration process | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Ability to stay connected | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q23 How satisfied are you with the WIRELESS network in the residences? (ask Students only)

S

| | Very Dissatisfied1 | Dissatisfied2 | Somewhat Dissatisfied3 | Somewhat Satisfied4 | Satisfied5 | Very Satisfied6 | N/A/Don't Know |
|--|-----------------------|-----------------------|------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q24 Is there a particular place on campus where you would like to see WIRELESS access added?

Q25 Rate your overall satisfaction with these aspects of the Stanford WIRED network:

| | Very Dissatisfied1 | Dissatisfied2 | Somewhat Dissatisfied3 | Somewhat Satisfied4 | Satisfied5 | Very Satisfied6 | N/A/Don't Know |
|---|-----------------------|-----------------------|------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Reliability of network | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Availability of network | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| High-speed (gigabit) access to other universities | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q26 How satisfied are you with Stanford's network overall?

| | Very Dissatisfied1 | Dissatisfied2 | Somewhat Dissatisfied3 | Somewhat Satisfied4 | Satisfied5 | Very Satisfied6 | N/A/Don't Know |
|--|-----------------------|-----------------------|------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Telecommunications Services

Q27 Please rate your satisfaction with the following aspects of Stanford's telecommunications system:

| | Very Dissatisfied ¹ | Dissatisfied ² | Somewhat Dissatisfied ³ | Somewhat Satisfied ⁴ | Satisfied ⁵ | Very Satisfied ⁶ | N/A/Don't Know |
|-------------------------------------|--------------------------------|---------------------------|------------------------------------|---------------------------------|------------------------|-----------------------------|-----------------------|
| Ordering services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Problem resolution for phone orders | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Billing system/statements | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Voice mail | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q28 How important would the following service improvements be for your Stanford work?

| | Not At All Important ¹ | 2 | 3 | 4 | 5 | Very Important ⁶ | N/A/Don't Know |
|--|-----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------------|-----------------------|
| Call forwarding from your work phone | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| One voice mail for both your work and cell telephone numbers | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Linking your work and cell telephone numbers | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Delivery of voice mail messages and faxes to your computer | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Ability to make or receive calls from your computer | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Ability to have a personal, on-demand conference call number | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q29 How important is it that you have a Stanford phone number (e.g. 725-xxxx, 736-xxxx)?

| | Not At All Important ¹ | 2 | 3 | 4 | 5 | Very Important ⁶ | N/A/Don't Know |
|--|-----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------------|-----------------------|
| | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q30 How important will the following solutions be to your work requirements within the next one to two years?

| | Not At All Important ¹ | 2 | 3 | 4 | 5 | Very Important ⁶ | N/A/Don't Know |
|---|-----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------------|-----------------------|
| Desk phone | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Virtual phone | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| A small cordless phone that works only on campus | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Cell phone | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Converged devices (e.g., iPhone, Windows Mobile Device, etc.) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Other, please specify below | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q31 Please rate the importance of having the following available on your desk phone, cell phone or other mobile device:

| | Not At All Important 1 | 2 | 3 | 4 | 5 | Very Important 6 | N/A Don't Know |
|-----------------------------|------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Email | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Stanford Directory | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Class schedules | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Calendar | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Other, please specify below | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Remote Access

Q32 How satisfied are you with your ability to use Stanford services under the following circumstances?

| | Very Dissatisfied ¹ | Dissatisfied ² | Somewhat Dissatisfied ³ | Somewhat Satisfied ⁴ | Satisfied ⁵ | Very Satisfied ⁶ | N/A/Don't Know |
|---|--------------------------------|---------------------------|------------------------------------|---------------------------------|------------------------|-----------------------------|-----------------------|
| Working from home using Stanford DSL service | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Working from home using other Internet service provider | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| While traveling within the U.S. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| While traveling outside the U.S. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q33 Are you aware of Stanford's new iPass mobile wireless service that connects remote users to Stanford's network? (ask Faculty and Staff only)

F A

Yes No

Mobile Devices

Q34 How often do you use the following mobile devices for work or study?

| | Daily | Weekly | Monthly | Less Than Monthly | Never |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Palm OS device | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Pocket PC device/Windows Mobile/Windows SmartPhone | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Blackberry | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Treo | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Other cell phone with data capabilities (Internet) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| iPhone | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| iPod or other MP3 device | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Other, please specify below | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Software

Q35 Please rate your satisfaction with the following aspects of the free software available at the Essential Stanford Software (ESS) site (e.g., Eudora, Symantec/Norton Antivirus, BigFix):

| | Very Dissatisfied1 | Dissatisfied2 | Somewhat Dissatisfied3 | Somewhat Satisfied4 | Satisfied5 | Very Satisfied6 | N/A Don't Know |
|---|-----------------------|-----------------------|------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Available selection of software | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Timeliness of Stanford release of updated versions after vendor release | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Ease of installing software | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Helpfulness of Stanford-specific software documentation | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q36 How satisfied are you with the selection of free and discounted software Stanford makes available to you?

| | Very Dissatisfied1 | Dissatisfied2 | Somewhat Dissatisfied3 | Somewhat Satisfied4 | Satisfied5 | Very Satisfied6 | N/A Don't Know |
|--|-----------------------|-----------------------|------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Security

Q37 Please rate your satisfaction with the following security software:

| | Very Dissatisfied1 | Dissatisfied2 | Somewhat Dissatisfied3 | Somewhat Satisfied4 | Satisfied5 | Very Satisfied6 | N/A Don't Know |
|---|-----------------------|-----------------------|------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| BigFix | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| SpySweeper | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Stanford's Security Self-Help Tool | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Symantec/Norton Antivirus | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Timeliness of security software updates | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q38 Which of the following preventive measures do you follow regularly? (Check all that apply)

- Antivirus/antispyware software is set to update itself automatically
- Antivirus/antispyware scanning of your hard disks is turned on
- Operating system updates are installed automatically
- Application software updates (such as Office) are installed when available
- Change passwords every six months

Q39 Please rate your satisfaction with your departmental firewall. (ask Faculty and Staff only)

| F A | Very Dissatisfied1 | Dissatisfied2 | Somewhat Dissatisfied3 | Somewhat Satisfied4 | Satisfied5 | Very Satisfied6 | N/A Don't Know |
|-----|-----------------------|-----------------------|------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q40 If you use Stanford's public Virtual Private Network (VPN), please rate your satisfaction with the service. (ask Faculty and Staff only)

| F A | Very Dissatisfied1 | Dissatisfied2 | Somewhat Dissatisfied3 | Somewhat Satisfied4 | Satisfied5 | Very Satisfied6 | N/A Don't Know |
|-----|-----------------------|-----------------------|------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Web Services

Q41 If you host or maintain a web site at Stanford, how satisfied are you with the following features of Stanford's central web hosting service:

| | Very Dissatisfied ¹ | Dissatisfied ² | Somewhat Dissatisfied ³ | Somewhat Satisfied ⁴ | Satisfied ⁵ | Very Satisfied ⁶ | N/A/Don't Know |
|--|--------------------------------|---------------------------|------------------------------------|---------------------------------|------------------------|-----------------------------|-----------------------|
| Speed (time before page begins to load) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Reliability (up-time) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Restricting access via WebAuth | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Ease of setup and maintenance of web pages | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Scripts (CGI) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Databases for Groups and Departments (MySQL) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q42 As IT Services considers web infrastructure priorities, how important is it to have the following capabilities:

| | Not At All Important 1 | 2 | 3 | 4 | 5 | Very Important 6 | N/A Don't Know |
|---|------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| One web control panel for activating/managing your web sites and their features (such as access restrictions, CGI, blogs, and group MySQL databases). | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| All of the web control panel features mentioned above, incorporated into StanfordYou | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The ability to navigate AFS directories and upload files through your web browser | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| A central blog service, similar to WordPress, Blogger, or TypePad | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Other: please describe below | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | | | | | | | |

Final Questions

Q43 What is one thing IT Services could do to improve the way it communicates about its services?

Q44 What is one thing IT Services could do that would make it easier for you to work or study?

Q45 Anything else?

**Please press the submit button below to send us your answers.
This may take a number of seconds, so please be patient.**

Once this process is completed, you will see a confirmation page.

Appendix B

Other Observations

The Relationship between Specific Services and Overall Satisfaction with Information Technology Services

The table below presents the relationship between the service ratings questions and the expressed satisfaction with “IT Services overall.” The column labeled R2 indicates the strength of this relationship and is often used as a derived measure of importance. It should be noted that the individual question percentages are not additive because they typically overlap in what they measure.

| Question | R2* | N | Strength of correlation |
|--|-----|-----|-------------------------|
| Q1a. IT Services customer-oriented approach | 71% | 385 | High |
| Q2c. IT Services helps you use technology effectively | 69% | 381 | |
| Q2b. IT Services delivers promised services on a timely basis | 69% | 390 | |
| Q2d. IT Services provides services that are valuable to you | 66% | 417 | |
| Q2a. IT Services keeps the IT systems it provides up and running | 58% | 429 | Moderate to High |
| Q9a. Problem resolution overall | 47% | 357 | |
| Q7d. 5-HELP: Ability to solve problem | 37% | 234 | |
| Q7c. 5-HELP: Turnaround time for resolving your problem | 35% | 236 | |
| Q7b. 5-HELP: Timeliness of initial response to your inquiry | 33% | 240 | |
| Q8b. HelpSU: Ability to solve problem | 32% | 317 | |
| Q41f. Central web hosting databases for Groups and Departments (MySQL) | 30% | 51 | Moderate to Low |
| Q11d. it-services.stanford.edu (our organization’s website) | 30% | 192 | |
| Q8c. HelpSU: Turnaround time for resolving your problem | 30% | 312 | |
| Q7a. 5-HELP: Ability to get through to a person | 29% | 243 | |
| Q10a. Order completion time for voice services | 27% | 132 | |
| Q27b. Problem resolution for phone orders | 27% | 110 | |
| Q12c. IT Services provides clearly-written service descriptions and instructions | 25% | 317 | |
| Q11c. answers.stanford.edu (Self-Help Site) | 23% | 116 | |
| Q41d. Central web hosting ease of setup and maintenance of web pages | 23% | 115 | |
| Q27a. Telecommunications ordering services | 23% | 129 | |
| Q41e. Central web hosting scripts (CGI) | 22% | 58 | |
| Q35d. ESS: Helpfulness of Stanford-specific software documentation | 22% | 301 | |
| Q10b. Order completion time for cell phones | 22% | 92 | |
| Q11b. helpsu.stanford.edu (HelpSU: for submitting help requests) | 22% | 309 | |
| Q26a. Stanford’s network overall | 21% | 419 | |
| Q35c. ESS: Ease of installing software | 21% | 340 | |

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|--|-----|-----|----------|
| Q27c. Telecommunications billing system/statements | 20% | 109 | Low |
| Q8a. HelpSU: Timeliness of initial response to your inquiry | 20% | 316 | |
| Q12b. IT Services arranges the navigation on its web pages so that it's easy to find links to what I need | 19% | 339 | |
| Q41c. Central web hosting restricting access via WebAuth | 18% | 101 | |
| Q12d. IT Services uses postcards and Stanford Daily ads to convey meaningful information | 18% | 192 | |
| Q11a. computing.stanford.edu (Stanford's Central Computing Website) | 17% | 217 | |
| Q21a. Stanford email overall | 17% | 438 | |
| Q12a. IT Services communicates outage and other high-impact service news that helps me take appropriate action | 16% | 348 | |
| Q22b. Availability of wireless network on campus | 16% | 347 | |
| Q40a. Stanford VPN | 16% | 102 | |
| Q25c. High-speed (gigabit) wired network access to other universities | 16% | 202 | |
| Q35b. ESS: Timeliness of Stanford release of updated versions after vendor release | 14% | 301 | |
| Q27d. Voice mail | 14% | 199 | |
| Q23a. Wireless in the residences | 14% | 120 | |
| Q12e. IT Services publishes print and online documents whose look-and-feel is appropriate to Stanford's image | 13% | 231 | |
| Q32a. Using Stanford services while working from home using Stanford DSL service | 13% | 152 | |
| Q19b. Stanford webmail features | 13% | 400 | |
| Q41b. Central web hosting reliability (up-time) | 13% | 146 | |
| Q41a. Central web hosting speed (time before page begins to load) | 13% | 145 | |
| Q22a. Wireless network signal strength/quality of connection | 12% | 358 | |
| Q19c. Stanford webmail ease of use | 11% | 402 | |
| Q35a. ESS: available selection of software | 11% | 348 | Very Low |
| Q36a. Free and discounted software | 11% | 330 | |
| Q22d. Wireless network ability to stay connected | 10% | 347 | |
| Q10c. Order completion time for data center services | 10% | 73 | |
| Q19a. Stanford webmail speed | 9% | 399 | |
| Q10d. Order completion time for cable TV | 9% | 60 | |
| Q19d. Stanford webmail reliability | 9% | 393 | |
| Q32d. Using Stanford services while traveling outside the U.S. | 9% | 202 | |
| Q25a. Reliability of wired network | 9% | 362 | |
| Q25b. Availability of wired network | 8% | 360 | |
| Q37a. BigFix | 8% | 141 | |
| Q37c. Stanford's Security Self-Help Tool | 8% | 144 | |
| Q39a. Departmental firewall | 7% | 177 | |
| Q37e. Timeliness of security software updates | 6% | 259 | |
| Q22c. Wireless network guest registration process | 6% | 247 | |
| Q32c. Using Stanford services while traveling within the U.S. | 5% | 305 | |
| Q37d. Symantec/Norton Antivirus | 4% | 311 | |
| Q37b. SpySweeper | 2% | 216 | |
| Q32b. Using Stanford services while working from home using other Internet service provider | 1% | 291 | |

