

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

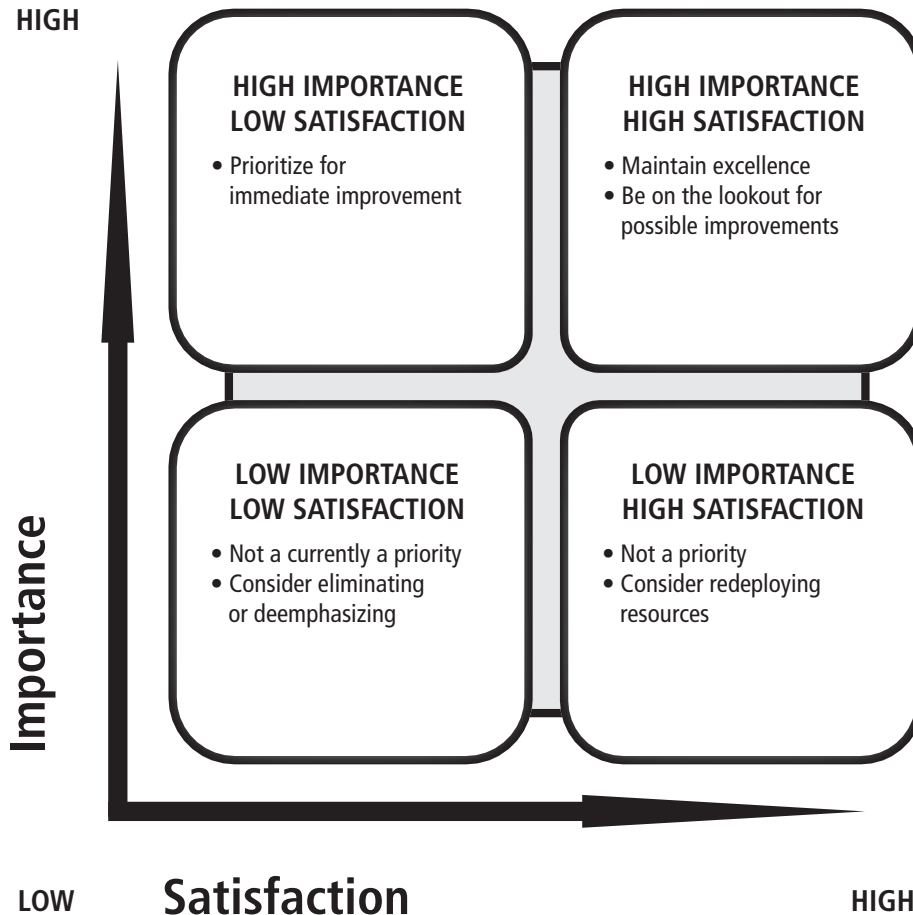
Top Ten Areas of Dissatisfaction by Cohort Sorted by Total Mean - Continued

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

