

Stanford Information Technology Systems & Services (ITSS) Client Satisfaction Survey

Instructions

Welcome to the 2005 ITSS Client Satisfaction Survey. Your responses are strictly confidential and will be analyzed by an outside consulting firm, MOR Associates, Inc.

This survey is estimated to take fifteen minutes. For each of the following questions, mark the field that most honestly describes your experiences with ITSS services over the past year. There are comment boxes throughout the survey, so please share your thoughts when you want to offer specific comments or suggestions.

If you have not used a service or tool, please skip the question.

General Support

ITSS provides problem resolution to the Stanford community through several services including:

* 5-HELP, contacted through 5-4357

* HelpSU, contacted through <http://helpsu.stanford.edu>

Q1 Please rate your satisfaction with the following aspects of 5-HELP services:

	<i>Very Dissatisfied</i> 1	<i>Dissatisfied</i> 2	<i>Neutral</i> 3	<i>Satisfied</i> 4	<i>Very Satisfied</i> 5
Ability to get through to a person	<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"/>
Turnaround time for resolving your problem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professionalism	<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"/>

Q2 Please rate your satisfaction with the following aspects of HelpSU services:

	<i>Very Dissatisfied</i> 1	<i>Dissatisfied</i> 2	<i>Neutral</i> 3	<i>Satisfied</i> 4	<i>Very Satisfied</i> 5
Timeliness of initial response to your inquiry	<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"/>
Professionalism	<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"/>
Ease of submitting online request	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3 Please rate the importance of the following in terms of increasing your satisfaction with problem resolution:

	<i>Very Unimportant</i> 1	<i>Unimportant</i> 2	<i>Neutral</i> 3	<i>Important</i> 4	<i>Very Important</i> 5
Faster response time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having problems and/or solutions explained to me in less technical terms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Better web-based help information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q4 How satisfied are you with problem resolution overall?

	<i>Very Dissatisfied</i> 1	<i>Dissatisfied</i> 2	<i>Neutral</i> 3	<i>Satisfied</i> 4	<i>Very Satisfied</i> 5
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Training

Q5 What computer-related knowledge or skills do you need to enhance the way you get your work done?

Q6 How would you like to learn about these areas or skills?

Telecommunications Services

Q7 Please rate your satisfaction with the following aspects of Stanford's telephone system:

	<i>Very Dissatisfied 1</i>	<i>Dissatisfied 2</i>	<i>Neutral 3</i>	<i>Satisfied 4</i>	<i>Very Satisfied 5</i>
Availability of features	<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"/>
Problem resolution	<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"/>

Q8 How satisfied are you with ITSS telecommunications services overall?

<i>Very Dissatisfied 1</i>	<i>Dissatisfied 2</i>	<i>Neutral 3</i>	<i>Satisfied 4</i>	<i>Very Satisfied 5</i>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Network Services

Q9 Rate your overall satisfaction with these aspects of the Stanford WIRELESS network:

	<i>Very Dissatisfied</i> 1	<i>Dissatisfied</i> 2	<i>Neutral</i> 3	<i>Satisfied</i> 4	<i>Very Satisfied</i> 5
Signal strength	<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"/>
Guest registration process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q10 Rate your overall satisfaction with these aspects of the Stanford WIRED network:

	<i>Very Dissatisfied</i> 1	<i>Dissatisfied</i> 2	<i>Neutral</i> 3	<i>Satisfied</i> 4	<i>Very Satisfied</i> 5
Reliability of network	<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"/>

Q11 How satisfied are you Stanford network services overall?

	<i>Very Dissatisfied</i> 1	<i>Dissatisfied</i> 2	<i>Neutral</i> 3	<i>Satisfied</i> 4	<i>Very Satisfied</i> 5
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Remote Access

Q12 How satisfied are you with your ability to use Stanford services:

	<i>Very Dissatisfied</i> 1	<i>Dissatisfied</i> 2	<i>Neutral</i> 3	<i>Satisfied</i> 4	<i>Very Satisfied</i> 5
Working from home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
While traveling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q13 Please rate the importance of the following in terms of increasing your satisfaction with remote access to Stanford from home or while traveling.

	<i>Very Unimportant</i> 1	<i>Unimportant</i> 2	<i>Neutral</i> 3	<i>Important</i> 4	<i>Very Important</i> 5
Additional high-speed internet options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Subscription for world-wide dial up service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Subscription for wireless hot-spot service (Starbucks, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Email

Q14 What percentage of the time do you spend working with the following email client applications to access your Stanford email?

	0%	20%	40%	60%	80%	100%
Eudora	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Microsoft Outlook	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Microsoft Entourage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Apple Mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unix (Pine, Elm, Mutt, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Browser mail (Mozilla, Thunderbird, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web Mail	<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"/>

Q15 Other email client:

Q16 How important would the following improvements be in increasing your satisfaction with Stanford email?

	Very Unimportant 1	Unimportant 2	Neutral 3	Important 4	Very Important 5
Better spam filtering	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Better centralized spam auto-deletion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Better virus detection	<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"/>
More disk space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q17 How satisfied are you overall with Stanford email?

	Very Dissatisfied 1	Dissatisfied 2	Neutral 3	Satisfied 4	Very Satisfied 5
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Software

Q18 What percentage of your computing time is spent using the following operating systems?

	0%	20%	40%	60%	80%	100%
Windows XP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Windows 2000	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mac OS X	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Linux	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Solaris	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other UNIX	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q19 Please rate your satisfaction with the following aspects of the Essential Stanford Software (ESS) offering (e.g., PC/MacLeland, Eudora, BigFix and SpySweeper):

	Very Dissatisfied ¹	Dissatisfied ²	Neutral ³	Satisfied ⁴	Very Satisfied ⁵
Available selection of software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of Stanford release of new software after vendor release	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Functionality of Stanford installers	<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"/>

Q20 What additional software do you need to do your work?

QF1 Please rate your satisfaction with Axxess student administration.

	Very Dissatisfied ¹	Dissatisfied ²	Neutral ³	Satisfied ⁴	Very Satisfied ⁵
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

QF2 What would increase your satisfaction with Axxess?

QF3 Please rate your satisfaction with the following aspects of Software Licensing--discounted licensed software (e.g., Matlab, SPSS, SAS, Mathematica):

	Very Dissatisfied ¹	Dissatisfied ²	Neutral ³	Satisfied ⁴	Very Satisfied ⁵
Available selection of software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of ordering/purchasing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of updates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responsiveness of staff to your requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

QF4 Please rate your satisfaction with the following aspects of Pubsw: the Unix software tree (e.g., GCC, Emacs, TeX, R)

	<i>Very Dissatisfied</i> 1	<i>Dissatisfied</i> 2	<i>Neutral</i> 3	<i>Satisfied</i> 4	<i>Very Satisfied</i> 5
Available selection of software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of updates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Documentation and announcements of software packages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stability/reliability of software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Security

Q21 Please rate your satisfaction with the following aspects of computer security:

	<i>Very Dissatisfied</i> 1	<i>Dissatisfied</i> 2	<i>Neutral</i> 3	<i>Satisfied</i> 4	<i>Very Satisfied</i> 5
Timeliness of security software updates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Effectiveness of documentation and instructions in preventing attacks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Effectiveness of documentation and instructions in recovering from attacks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Software tools provided by ITSS (e.g., BigFix, SpySweeper, Security Self-Help tool)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q22 Which of the following preventative measures do you follow regularly? (Check all that apply.)

- Antivirus/antispymware software set to update itself automatically
- Antivirus/antispymware scanning of your hard disks is turned on
- Operating system updates installed automatically
- Application software updates (such as Office) installed regularly
- Data files are backed up to a server, alternate hard disk or CDRW

Q23 How important would the following be for increasing your satisfaction with computer security?

	<i>Very Unimportant</i> 1	<i>Unimportant</i> 2	<i>Neutral</i> 3	<i>Important</i> 4	<i>Very Important</i> 5
More timely communication about threats	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Simpler processes/tools for keeping my computer security up-to-date	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Better security related documentation on how to secure my computer or recover from attacks.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Data Backup Services

Q24 How often does your computer get backed up:

	<i>Daily</i>	<i>Weekly</i>	<i>Monthly</i>	<i>Less Than Monthly</i>	<i>Never</i>
By you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
By someone else	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q25 How likely would you be to store your files on a central server instead of your computer to ensure that they are backed up?

	<i>Highly Unlikely</i>	<i>Unlikely</i>	<i>Neither Likely Nor Unlikely</i>	<i>Likely</i>	<i>Highly Likely</i>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q26 What would improve your satisfaction with data backup and recovery?

QF6 Please rate the importance of the following file storage services and qualities:

	<i>Not at all important</i> ¹	<i>Not important</i> ²	<i>Neutral</i> ³	<i>Important</i> ⁴	<i>Very important</i> ⁵
Large amount of short-term disk space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Large amount of long-term disk space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Long-term archival storage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
High-speed input/output	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Central space management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Self-managed storage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

QF7 What other ITSS storage services or qualities are important?

Portable Technologies

Q27 How often do you use the following portable technologies?

	<i>Daily</i>	<i>Weekly</i>	<i>Monthly</i>	<i>Less Than Monthly</i>	<i>Never</i>
Palm OS device	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pocket PC device	<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	<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"/>
High capacity storage devices other than iPods or other MP3 devices	<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"/>

Q28 Other portable device as referenced above:

Q29 Are there applications or services you would like to be able to access via handheld devices that you cannot at this time?

General Summary

Q30 Please indicate how important the following are to you:

	<i>Not at all important</i> 1	<i>Not important</i> 2	<i>Neutral</i> 3	<i>Important</i> 4	<i>Very important</i> 5
A university-wide calendaring system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wireless access in more campus locations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Backup and recovery service at desktop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal desktop support and repair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The most current Essential Stanford Software (ESS) upgrades	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Central file storage services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stanford cell phone services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Automatic software/virus patch upgrades	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Remote access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

QF5 Please rate the importance of the following existing resources in supporting your teaching and research.

	<i>Not at all important</i> 1	<i>Not important</i> 2	<i>Neutral</i> 3	<i>Important</i> 4	<i>Very important</i> 5
AFS file hosting (for file or WWW sharing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wireless networking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
High performance computing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instant messaging	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mobile devices (e.g., PDAs, tablet PCs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collaboration software (e.g., application sharing, conferencing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronic portfolio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

QF8 What other ITSS resources are important in supporting your teaching and research?

Q31 How satisfied are you as a whole with ITSS services?

	<i>Very Dissatisfied</i> 1	<i>Dissatisfied</i> 2	<i>Neutral</i> 3	<i>Satisfied</i> 4	<i>Very Satisfied</i> 5
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q32 What is one thing ITSS could do that would make it easier for you to do your work?