



IT SERVICES
2009 Client Satisfaction Survey
March, 2009

Acknowledgements

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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 March, 2009. 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 pages 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
President, MOR Associates

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.
- Respondents to the 2008 survey were excluded.

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 and off campus.

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 2009 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	550	150	169	27%	31%
Graduate Students	199	75	85	38%	43%
Undergraduate Students	250	75	95	30%	38%
Admin Staff	275	150	154	55%	56%
Total	1274	450	503	35%	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%.

Stanford's 2008 Sample Size and Response Rates

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%

Overview of the Results

Executive Summary

In a random sampling of 1,274 members of the Stanford community, 503, or 39%, responded to the survey.

Core Services Continued to Receive High Ratings

As has been the case in previous years, in overall terms clients are largely satisfied with the services provided by IT Services. As was the case in 2008, ITS received high marks for all services attributes with “Keeps the IT systems it provides up and running” scoring the highest overall mean in the survey (5.07 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. ITS keeps the IT systems it provides up and running	5.07	95%	466
Q26a. Stanford's network overall	4.95	94%	472
Q3a. IT Services services overall	4.90	93%	470
Q2d. IT Services provides services that are valuable to you	4.92	92%	417
Q2b. ITS delivers promised services on a timely basis	4.91	91%	432

Some Services, Most Notably Webmail, Showed Improvement

In 2007 and 2008 Webmail was one of the greatest sources of dissatisfaction despite a 2007 upgrade to that service. Due to its wide use, this service continues to have a greater impact on overall client satisfaction than many other services. This year Webmail made reasonable gains in ratings from all but faculty. Students rated Webmail features and Webmail ease of use a full 0.98 and 1.14 points higher, respectively. However, Webmail is still the greatest source of dissatisfaction for the community and it received some of the lowest ratings in the survey.

Ratings for “Wireless networking in the residences” showed the greatest ratings improvement.

5-HELP and HelpSU							
	2003	2005	2006	2007	2008	2009	Change
23a. Wireless networking in the residences	---	4.14	3.36	4.17	3.67	4.13	0.46
18b. Webmail features	---	---	3.91	3.97	3.84	4.12	0.28
18c. Webmail ease of use	---	---	4.10	4.12	3.88	4.16	0.28

A Few Services Gave Back Some of the Increases They Saw in 2008

5-HELP and “Telephone billing system/statements” were two services that enjoyed improved ratings in 2008, but saw declines in this latest round.

5-HELP							
	2003	2005	2006	2007	2008	2009	Change
7a. 5-HELP: Ability to get through to a person	4.57	4.43	4.43	4.44	4.68	4.52	-0.16
7b. 5-HELP: Timeliness of initial response to your inquiry	4.54	4.45	4.49	4.46	4.71	4.48	-0.23
7c. 5-HELP: Turnaround time for resolving your problem	4.45	4.41	4.40	4.42	4.72	4.51	-0.20
7d. 5-HELP: Ability to solve problem	4.73	4.62	4.49	4.67	4.82	4.64	-0.19

Telecommunications Services							
	2003	2005	2006	2007	2008	2009	Change
27d. Telephone billing system/statements	---	3.90	3.97	3.98	4.50	4.19	-0.31

Security Related Metrics Were Mixed

This year's survey marked a switch from Symantec Norton Anti-virus to Sophos Anti-virus. Sophos Anti-virus was rated 0.47 points lower, the largest downward shift in the survey.

Security Software							
	2003	2005	2006	2007	2008	2009	Change
35a. BigFix	---	---	4.39	4.26	4.09	4.16	0.07
35b. Stanford's Security Self-Help Tool	---	---	4.40	4.34	4.22	4.22	0.01
35c. Sophos Antivirus (<i>compared to Symantec/Norton Anti-Virus</i>)	---	---	4.90	4.94	4.79	4.32	-0.47
35d. Timeliness of security software updates	---	4.65	4.74	4.91	4.77	4.64	-0.13

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 4.04, but iPass itself had the rating of 3.58, the lowest for any question in the survey.

Overview of Strategic Questions from the Survey

The survey included strategic questions that asked about importance (using a 6-point scale) 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 telephony devices and/or services available. For this broad collection of questions, clearly the greatest level of interest was for central data storage and backup—and various aspects of it.

Question	Tot Likely to Use	Count
Q5c. Central data storage that allows you to access or store electronic files no matter where you are (with a computer and Internet connection)	68%	310
Q5d. Central data storage with additional file-sharing features such as version tracking, checkin/checkout of files, file searching, and workflow management	48%	204
Q14a. Central server backup	73%	344

Question	Mean	Tot Imp	Count
Q15a. Backed up daily	4.88	85%	383
Q15b. Ability to define access privileges	4.94	85%	370
Q15c. Ability to share stored data with others	4.53	80%	350
Q15d. Ability to have different versions of stored data	4.16	69%	284
Q15e. Encryption of stored data	4.12	67%	274

One question in the survey asked respondents to rate the importance of specific telephony devices to their work in the next one to two years. Cell phones topped the list, thanks mostly to students who largely don't have a need for desk phones. This student bias was reflected in the detailed results for desk phones and cell phones, but interestingly faculty valued cell phones almost as much as desk phones.

Question	Mean	Tot Imp	Count
Q30c. Cell phone	4.94	82%	359
Q30d. Converged Device (e.g., iPhone, Windows Mobile Device, etc.)	4.21	69%	259
Q30a. Desk phone	4.25	68%	297
Q30b. A WiFi VoIP phone that works only on campus	2.44	28%	95

Q30a Desk phone										
	Mean	1-VU	2	3	4	5	6-VI	Count	Std. Dev.	95% CI+-
All	4.25	16%	10%	6%	9%	18%	41%	439	1.92	0.18
F	4.94	5%	7%	5%	8%	21%	54%	165	1.52	0.23
G	2.67	37%	22%	7%	13%	17%	5%	60	1.69	0.43
U	2.32	48%	16%	13%	12%	3%	9%	69	1.63	0.38
A	5.03	6%	6%	3%	6%	22%	57%	145	1.49	0.24

Q30c Cell Phone										
	Mean	1-VU	2	3	4	5	6-VI	Count	Std. Dev.	95% CI+-
All	4.94	9%	5%	3%	7%	16%	60%	436	1.65	0.16
F	4.79	13%	6%	4%	4%	13%	60%	163	1.85	0.28
G	5.06	3%	7%	4%	10%	17%	58%	69	1.41	0.33
U	5.52	3%	1%	3%	5%	13%	76%	79	1.08	0.24
A	4.72	11%	6%	3%	10%	19%	50%	125	1.73	0.30

Google Apps

This survey marked the first time the survey asked about the use of Google's full suite of free applications, or "Apps" as they are called. Respondents saying they either used or will use various Google Apps ranged from a high of 66% for Gmail to a low of 49% for Google Calendar. Google Calendar also topped the list of calendaring services people used for their Stanford work (42% of all respondents used it), besting Sundial (24%).

Q6a Gmail				
	Used it	Will Use	Don't Use	Count
All	46%	21%	34%	496
F	45%	14%	41%	169
G	60%	26%	14%	84
U	55%	30%	15%	94
A	32%	19%	49%	149

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

Question	Mean	Tot Pos	Count
Q2a. ITS keeps the IT systems it provides up and running	5.07	95%	466
Q25b. Availability of wired network	5.06	93%	400
Q25a. Reliability of wired network	5.04	92%	401
Q25c. High-speed (gigabit) access to other universities	4.96	91%	222
Q26a. Stanford's network overall	4.95	94%	472
Q2d. ITS provides services that are valuable to you	4.92	93%	459
Q2b. ITS delivers promised services on a timely basis	4.91	91%	432
Q3a. IT Services services overall	4.90	93%	470
Q1a. IT Services "client-oriented" approach	4.88	91%	402
Q37a. Stanford tools to securely access University systems and applications	4.88	94%	407

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

Question	Mean	Tot Neg	Count
Q32c. Using Stanford's iPass service when traveling	3.58	41%	69
Q22c. Wireless guest registration process	3.99	36%	270
Q32e. Using on-site Internet services when traveling internationally (e.g., hotel, Internet cafe, aircard)	4.04	32%	136
Q38f. Web hosting: Databases for Groups and Departments (MySQL)	4.06	31%	35
Q18b. Webmail features	4.12	29%	410
Q23a. Wireless in the residences	4.13	37%	152
Q35a. BigFix	4.16	26%	165
Q18c. Webmail ease of use	4.16	26%	415
Q27c. Telecommunications billing system/statements	4.19	26%	149
Q18a. Webmail speed	4.21	25%	419

Top Ten Areas of Satisfaction by Cohort Sorted by Mean

Faculty

Question	Mean	Tot Pos	Count
Q25b. Availability of wired network	5.05	93%	150
Q25a. Reliability of wired network	5.03	92%	150
Q2a. ITS keeps the IT systems it provides up and running	5.03	92%	159
Q25c. High-speed (gigabit) access to other universities	4.95	88%	84
Q26a. Stanford's network overall	4.90	93%	160
Q38b. Web hosting reliability (up-time)	4.90	94%	77
Q2d. ITS provides services that are valuable to you	4.82	88%	154
Q38a. Web hosting speed (time before page begins to load)	4.77	90%	79
Q2b. ITS delivers promised services on a timely basis	4.75	85%	145
Q32b. Using broadband service from another provider at home (e.g., Comcast, AT&T)	4.73	87%	118

Graduate Students

Question	Mean	Tot Pos	Count
Q2a. ITS keeps the IT systems it provides up and running	5.23	98%	82
Q11c. Stanford Answers	5.23	100%	13
Q25c. High-speed (gigabit) access to other universities	5.13	95%	39
Q1a. IT Services "client-oriented" approach	5.13	97%	63
Q25a. Reliability of wired network	5.10	91%	68
Q2b. ITS delivers promised services on a timely basis	5.09	93%	75
Q25b. Availability of wired network	5.06	91%	69
Q32a. Using Stanford DSL service at home	5.04	100%	25
Q3a. IT Services services overall	5.02	99%	83
Q10a. Completed order timeliness for voice services	5.00	100%	12

Undergraduates

Question	Mean	Tot Pos	Count
Q37a. Stanford tools to securely access University systems and applications	5.04	97%	72
Q2d. ITS provides services that are valuable to you	5.03	97%	87
Q37d. Stanford tools to securely send and receive restricted data via email	5.02	97%	59
Q2b. ITS delivers promised services on a timely basis	4.95	95%	81
Q3a. IT Services services overall	4.94	96%	89
Q26a. Stanford's network overall	4.91	92%	93
Q38c. Web hosting: Restricting access via WebAuth	4.88	96%	24
Q1a. IT Services "client-oriented" approach	4.87	92%	71
Q2a. ITS keeps the IT systems it provides up and running	4.87	94%	86
Q25a. Reliability of wired network	4.87	89%	70

Top Ten Areas of Dissatisfaction by Cohort Sorted by Mean

Faculty

Question	Mean	Tot Neg	Count
Q32c. Using Stanford's iPass service when traveling	3.26	48%	54
Q38f. Web hosting: Databases for Groups and Departments (MySQL)	3.80	40%	20
Q18c. Webmail ease of use	3.80	39%	135
Q27c. Telecommunications billing system/statements	3.80	39%	46
Q18b. Webmail features	3.82	37%	134
Q10d. Completed order timeliness for cable TV	3.83	42%	12
Q18a. Webmail speed	3.86	34%	137
Q35a. BigFix	3.87	33%	55
Q37c. Stanford tools to securely store data and documents in a central location	3.88	38%	81
Q38e. Web hosting: CGI (ability to run scripts and web applications)	3.88	32%	25

Graduate Students

Question	Mean	Tot Neg	Count
Q22c. Wireless guest registration process	3.72	42%	53
Q35a. BigFix	4.03	32%	37
Q23a. Wireless in the residences	4.08	37%	59
Q35b. Stanford's Security Self-Help Tool	4.11	29%	38
Q18b. Webmail features	4.15	31%	61
Q18c. Webmail ease of use	4.18	31%	62
Q34a. Available selection of software	4.20	22%	64
Q35c. Sophos Anti-virus	4.28	20%	46
Q38c. Web hosting: Restricting access via WebAuth	4.39	17%	18
Q18a. Webmail speed	4.40	21%	63

Undergraduates

Question	Mean	Tot Neg	Count
Q22c. Wireless guest registration process	3.65	48%	62
Q32f. Using Stanford's VPN (Virtual Private Network) service	3.88	29%	17
Q32a. Using Stanford DSL service at home	4.12	30%	33
Q23a. Wireless in the residences	4.15	37%	93
Q18b. Webmail features	4.16	28%	81
Q18a. Webmail speed	4.22	28%	82
Q18c. Webmail ease of use	4.24	21%	82
Q10a. Completed order timeliness for voice services	4.27	9%	22
Q35a. BigFix	4.28	23%	39
Q35b. Stanford's Security Self-Help Tool	4.35	18%	40

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

Administrative Staff

Question	Mean	Tot Pos	Count
Q25b. Availability of wired network	5.21	97%	111
Q2a. ITS keeps the IT systems it provides up and running	5.14	96%	139
Q25a. Reliability of wired network	5.12	96%	113
Q25c. High-speed (gigabit) access to other universities	5.10	97%	59
Q26a. Stanford's network overall	5.06	99%	135
Q3a. IT Services services overall	5.01	97%	143
Q1a. IT Services "client-oriented" approach	5.00	94%	125
Q37a. Stanford tools to securely access University systems and applications	4.98	95%	128
Q35d. Timeliness of security software updates	4.97	96%	67
Q2b. ITS delivers promised services on a timely basis	4.97	94%	131

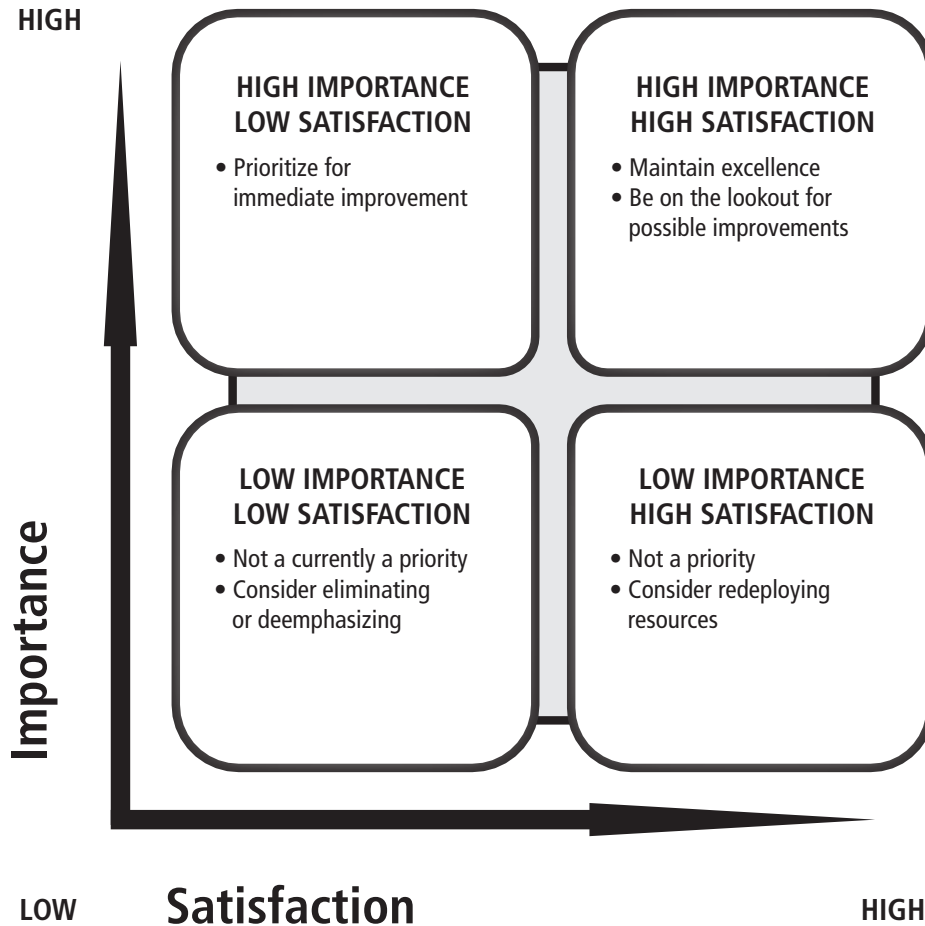
Top Ten Areas of Dissatisfaction by Cohort Sorted by Total Mean - Continued

Administrative Staff

Question	Mean	Tot Neg	Count
Q27c. Telecommunications billing system/statements	4.04	30%	53
Q22c. Wireless guest registration process	4.26	26%	73
Q38e. Web hosting: CGI (ability to run scripts and web applications)	4.35	22%	23
Q18b. Webmail features	4.38	19%	134
Q32e. Using on-site Internet services when traveling internationally (e.g., hotel, Internet cafe, aircard)	4.40	20%	35
Q38f. Web hosting: Databases for Groups and Departments (MySQL)	4.40	20%	15
Q10b. Completed order timeliness for cell phones	4.41	19%	37
Q27a. Ordering telecommunications services	4.45	12%	58
Q18a. Webmail speed	4.47	17%	137
Q38d. Web hosting: Ease of setup and maintenance of web pages	4.47	21%	34

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 61 (Central web hosting databases for Groups and Departments (MySQL)) to a high of 472 (Stanford's network 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
Q18b. Webmail features	4.12	29%	410	117
Q18c. Webmail ease of use	4.16	26%	415	107
Q18a. Webmail speed	4.21	25%	419	106
Q22c. Wireless guest registration process	3.99	36%	270	96
Q19a. Stanford email overall	4.49	18%	461	84
Q22a. Signal strength/quality of wireless connection	4.51	18%	400	72
Q18d. Webmail reliability	4.52	16%	410	67
Q8c. HelpSU: Turnaround time for resolving your problem	4.52	19%	348	65
Q22b. Availability of wireless network on campus	4.61	15%	388	58
Q35c. Sophos Anti-virus (compared to Symantec/Norton)	4.32	22%	258	57
Q23a. Wireless in the residences	4.13	37%	152	56
Q32d. Using on-site Internet services when traveling within the United States (e.g., hotel, Internet cafe, aircard)	4.37	23%	247	56
Q8a. HelpSU: Timeliness of initial response to your inquiry	4.62	16%	352	55
Q34a. Available selection of software	4.41	16%	337	54
Q9a. Problem resolution overall	4.66	14%	389	54
Q7b. 5-HELP: Timeliness of initial response to your inquiry	4.48	19%	273	53
Q37c. Stanford tools to securely store data and documents in a central location	4.50	17%	286	50
Q8b. HelpSU: Ability to solve problem	4.61	14%	350	49
Q7d. 5-HELP: Turnaround time for resolving your problem	4.51	18%	268	49
Q7a. 5-HELP: Ability to get through to a person	4.52	18%	271	48
Q2c. ITS helps you use technology effectively	4.73	10%	423	43
Q32e. Using on-site Internet services when traveling internationally (e.g., hotel, Internet cafe, aircard)	4.04	32%	136	43
Q34d. Helpfulness of Stanford-specific software installation/configuration documentation	4.61	14%	307	43
Q35a. BigFix	4.16	26%	165	43
Q35b. Stanford's Security Self-Help Tool	4.22	24%	176	42
Q7c. 5-HELP: Ability to solve problem	4.64	15%	270	41
Q2b. ITS delivers promised services on a timely basis	4.91	9%	432	39
Q11b. HelpSU: for submitting help requests	4.73	11%	349	39
Q27c. Telecommunications billing system/statements	4.19	26%	149	39
Q34c. Ease of downloading and installing software	4.72	11%	341	39
Q32b. Using broadband service from another provider at home (e.g., Comcast, AT&T)	4.76	12%	321	39

Question	Mean	Tot Neg	Count of All Responses	Total Dissatisfied
Q37d. Stanford tools to securely send and receive restricted data via email	4.63	13%	292	39
Q1a. IT Services "client-oriented" approach	4.88	9%	402	37
Q27d. Voice mail	4.56	16%	232	36
Q27b. Telecommunications problem resolution	4.35	20%	172	35
Q37b. Stanford tools to protect the information/data that resides on your desktop/laptop	4.71	10%	343	35
Q2d. ITS provides services that are valuable to you	4.92	7%	459	32
Q32f. Using Stanford's VPN (Virtual Private Network) service	4.51	20%	157	31
Q3a. IT Services services overall	4.90	7%	470	31
Q25a. Reliability of wired network	5.04	8%	401	31
Q32a. Using Stanford DSL service at home	4.50	18%	157	29
Q26a. Stanford's network overall	4.95	6%	472	29
Q27a. Ordering telecommunications services	4.35	19%	148	28
Q32c. Using Stanford's iPass service when traveling	3.58	41%	69	28
Q34b. Timeliness of Stanford release of updated software versions after vendor release	4.58	10%	278	28
Q38d. Web hosting: Ease of setup and maintenance of web pages	4.43	20%	142	28
Q25b. Availability of wired network	5.06	7%	400	27
Q35d. Timeliness of security software updates	4.64	11%	236	25
Q38a. Web hosting speed (time before page begins to load)	4.68	14%	184	25
Q11d. IT Services website	4.57	12%	216	25
Q2a. ITS keeps the IT systems it provides up and running	5.07	5%	466	24
Q37a. Stanford tools to securely access University systems and applications	4.88	6%	407	23
Q10a. Completed order timeliness for voice services	4.50	15%	143	22
Q10b. Completed order timeliness for cell phones	4.41	20%	104	21
Q11a. Stanford's Central Computing Website	4.69	10%	210	20
Q25c. High-speed (gigabit) access to other universities	4.96	9%	222	20
Q38e. Web hosting: CGI (ability to run scripts and web applications)	4.35	20%	82	16
Q11c. Stanford Answers	4.50	14%	107	15
Q10c. Completed order timeliness for data center services	4.48	16%	89	14
Q38b. Web hosting reliability (up-time)	4.87	8%	181	14
Q38c. Web hosting: Restricting access via WebAuth	4.72	11%	133	14
Q10d. Completed order timeliness for cable TV	4.45	19%	64	12
Q38f. Web hosting: Databases for Groups and Departments (MySQL)	4.06	31%	35	11

Top Ten Counts of Individual Cohorts Expressing Dissatisfaction for All Satisfaction Questions, Sorted by Total Dissatisfied

Faculty

Question	Mean	Tot Neg	Count of All Responses	Total Dissatisfied
Q18c. Webmail ease of use	3.80	39%	135	52
Q18b. Webmail features	3.82	37%	134	49
Q18a. Webmail speed	3.86	34%	137	47
Q19a. Stanford email overall	4.41	24%	158	38
Q32d. Using on-site Internet services when traveling within the United States (e.g., hotel, Internet cafe, aircard)	4.17	29%	127	37
Q32e. Using on-site Internet services when traveling internationally (e.g., hotel, Internet cafe, aircard)	3.91	36%	101	36
Q7b. 5-HELP: Timeliness of initial response to your inquiry	4.17	31%	114	35
Q8c. HelpSU: Turnaround time for resolving your problem	4.25	26%	129	34
Q9a. Problem resolution overall	4.42	23%	146	33
Q37c. Stanford tools to securely store data and documents in a central location	3.88	38%	81	31

Graduate Students

Question	Mean	Tot Neg	Count of All Responses	Total Dissatisfied
Q22c. Wireless guest registration process	3.72	42%	53	22
Q23a. Wireless in the residences	4.08	37%	59	22
Q18b. Webmail features	4.15	31%	61	19
Q18c. Webmail ease of use	4.18	31%	62	19
Q19a. Stanford email overall	4.42	24%	71	17
Q34a. Available selection of software	4.20	22%	64	14
Q18a. Webmail speed	4.40	21%	63	13
Q35a. BigFix	4.03	32%	37	12
Q35b. Stanford's Security Self-Help Tool	4.11	29%	38	11
Q18d. Webmail reliability	4.60	18%	60	11

Undergraduates

Question	Mean	Tot Neg	Count of All Responses	Total Dissatisfied
Q23a. Wireless in the residences	4.15	37%	93	34
Q22c. Wireless guest registration process	3.65	48%	62	30
Q18a. Webmail speed	4.22	28%	82	23
Q18b. Webmail features	4.16	28%	81	23
Q22a. Signal strength/quality of wireless connection	4.48	22%	91	20
Q18c. Webmail ease of use	4.24	21%	82	17
Q19a. Stanford email overall	4.40	17%	86	15
Q18d. Webmail reliability	4.45	17%	82	14
Q22b. Availability of wireless network on campus	4.69	14%	90	13
Q32a. Using Stanford DSL service at home	4.12	30%	33	10

Staff

Question	Mean	Tot Neg	Count of All Responses	Total Dissatisfied
Q18b. Webmail features	4.38	19%	134	26
Q18a. Webmail speed	4.47	17%	137	23
Q22c. Wireless guest registration process	4.26	26%	73	19
Q18c. Webmail ease of use	4.47	14%	136	19
Q8c. HelpSU: Turnaround time for resolving your problem	4.66	15%	117	18
Q18d. Webmail reliability	4.67	13%	134	17
Q27c. Telecommunications billing system/statements	4.04	30%	53	16
Q7d. 5-HELP: Turnaround time for resolving your problem	4.65	15%	103	15
Q8a. HelpSU: Timeliness of initial response to your inquiry	4.78	12%	119	14
Q19a. Stanford email overall	4.66	10%	146	14

Satisfaction Ratings Changes from 2003 to 2008

Negative changes are flagged with red.

Declines greater than 0.5 are highlighted in yellow

Gains greater than 0.5 are highlighted in blue

Q/Abbrev	2009 Mean	All	Fac	Staff	Grads	Ugrads
Q1a. IT Services "client-oriented" approach	4.88	-0.04	-0.11	-0.17	0.35	0.05
Q2a. ITS keeps the IT systems it provides up and running	5.07	-0.03	-0.03	-0.16	0.22	0.05
Q2b. ITS delivers promised services on a timely basis	4.91	-0.03	-0.02	-0.13	0.07	0.05
Q2c. ITS helps you use technology effectively	4.73	-0.06	-0.06	-0.19	0.10	0.04
Q2d. ITS provides services that are valuable to you	4.92	-0.05	-0.03	-0.23	0.03	0.15
Q3a. IT Services services overall	4.90	-0.03	-0.08	-0.12	0.15	0.07
Q7a. 5-HELP: Ability to get through to a person	4.52	-0.16	-0.17	-0.15	-0.41	0.52
Q7b. 5-HELP: Timeliness of initial response to your inquiry	4.48	-0.23	-0.30	-0.17	-0.31	0.26
Q7d. 5-HELP: Turnaround time for resolving your problem	4.51	-0.20	-0.19	-0.23	-0.30	0.20
Q7c. 5-HELP: Ability to solve problem	4.64	-0.19	-0.14	-0.27	-0.20	0.28
Q8a. HelpSU: Timeliness of initial response to your inquiry	4.62	-0.04	-0.11	-0.04	0.23	-0.24
Q8b. HelpSU: Ability to solve problem	4.61	-0.13	-0.28	-0.18	0.17	0.01
Q8c. HelpSU: Turnaround time for resolving your problem	4.52	-0.08	-0.18	-0.11	0.19	-0.07
Q9a. Problem resolution overall	4.66	-0.08	-0.11	-0.22	0.18	0.17
Q10a. Completed order timeliness for voice services	4.50	-0.03	-0.11	0.05	0.50	-0.28
Q10b. Completed order timeliness for cell phones	4.41	-0.29	-0.30	-0.48	-0.17	0.30
Q10c. Completed order timeliness for data center services	4.48	-0.11	-0.88	-0.09	0.67	0.45
Q10d. Completed order timeliness for cable TV	4.45	0.10	-0.71	-0.27	0.57	0.85
Q11a. Stanford's Central Computing Website	4.69	-0.15	-0.32	-0.20	0.15	-0.02
Q11b. HelpSU: for submitting help requests	4.73	-0.04	-0.19	-0.01	0.19	-0.03
Q11c. Stanford Answers	4.50	-0.12	-0.27	-0.11	0.43	-0.31
Q11d. IT Services website	4.57	-0.24	-0.29	-0.37	0.01	-0.12
Q18a. Webmail speed	4.21	0.01	-0.38	-0.06	0.40	0.54
Q18b. Webmail features	4.12	0.28	-0.19	0.25	0.58	0.98
Q18c. Webmail ease of use	4.16	0.28	-0.24	0.31	0.40	1.14
Q18d. Webmail reliability	4.52	0.07	-0.26	0.09	0.31	0.50
Q19a. Stanford email overall	4.49	-0.04	-0.23	-0.14	0.10	0.44
Q22a. Signal strength/quality of wireless connection	4.51	0.07	-0.10	-0.13	0.35	0.31
Q22b. Availability of wireless network on campus	4.61	0.12	0.06	-0.07	0.29	0.24
Q22c. Wireless guest registration process	3.99	-0.16	-0.08	-0.26	-0.27	0.12
Q23a. Wireless in the residences	4.13	0.46	-	-	0.69	0.23
Q25a. Reliability of wired network	5.04	0.00	-0.04	-0.13	0.16	0.18
Q25b. Availability of wired network	5.06	0.00	-0.05	0.03	0.02	0.12

Q/Abbrev	2009 Mean	All	Fac	Staff	Grads	Ugrads
Q25c. High-speed (gigabit) access to other universities	4.96	0.05	0.02	-0.08	0.39	0.02
Q26a. Stanford's network overall	4.95	0.04	-0.01	-0.12	0.25	0.22
Q27a. Ordering telecommunications services	4.35	-0.07	-0.02	-0.25	0.35	-0.03
Q27b. Telecommunications problem resolution	4.35	-0.05	-0.16	-0.12	-0.07	0.36
Q27c. Telecommunications billing system/statements	4.19	-0.31	-0.60	-0.79	0.58	0.48
Q27d. Voice mail	4.56	-0.01	0.04	-0.11	0.37	-0.10
Q32a. Using Stanford DSL service at home	4.50	-0.29	-0.30	-0.21	0.04	-0.47
Q32b. Using broadband service from another provider at home (e.g., Comcast, AT&T)	4.76	0.10	0.14	0.08	-0.05	0.22
Q32d. Using on-site Internet services when traveling within the United States (e.g., hotel, Internet cafe, aircard)	4.37	-0.04	-0.10	-0.14	0.25	0.17
Q32e. Using on-site Internet services when traveling internationally (e.g., hotel, Internet cafe, aircard)	4.04	-0.08	-0.02	-0.19	-	-
Q34a. Available selection of software	4.41	0.02	-0.17	0.20	-0.11	0.35
Q34b. Timeliness of Stanford release of updated software versions after vendor release	4.58	0.02	-0.11	0.01	0.07	0.33
Q34c. Ease of downloading and installing software	4.72	-0.10	-0.30	0.06	0.02	0.07
Q34d. Helpfulness of Stanford-specific software installation/configuration documentation	4.61	-0.04	-0.22	0.11	-0.09	0.38
Q35a. BigFix	4.16	0.07	0.11	0.00	-0.10	0.59
Q35b. Stanford's Security Self-Help Tool	4.22	0.01	-0.54	0.20	0.06	0.68
Q35c. Sophos Anti-virus	4.32	-0.47	-0.78	-0.56	-0.48	0.40
Q35d. Timeliness of security software updates	4.64	-0.13	-0.43	-0.06	0.01	0.30
Q32f. Using Stanford's VPN (Virtual Private Network) service	4.51	-0.02	0.19	-0.10		
Q38a. Web hosting speed (time before page begins to load)	4.68	-0.16	-0.17	-0.31	0.11	-0.25
Q38b. Web hosting reliability (up-time)	4.87	-0.13	-0.27	-0.32	0.28	0.04
Q38c. Web hosting: Restricting access via WebAuth	4.72	-0.31	-0.44	-0.50	-0.32	0.05
Q38d. Web hosting: Ease of setup and maintenance of web pages	4.43	-0.19	-0.16	-0.62	0.08	-0.06
Q38e. Web hosting: CGI (ability to run scripts and web applications)	4.35	-0.28	-0.32	-0.59	0.08	0.09
Q38f. Web hosting: Databases for Groups and Departments (MySQL)	4.06	-0.49	0.02	-0.88	-	-
Average	4.54	-0.06	-0.17	-0.14	0.16	0.20

Satisfaction Ratings History from 2003 to 2008

IT Services Overall							
	2003	2005	2006	2007	2008	2009	Change
1. Customer-oriented approach	---	---	4.61	4.81	4.92	4.88	-0.04
2a. Keep the IT systems up and running	---	---	4.95	5.11	5.10	5.07	-0.03
2b. Delivers promised services on a timely basis	---	---	4.68	4.86	4.94	4.91	-0.03
2c. Helps you use technology effectively	---	---	4.53	4.72	4.78	4.73	-0.05
2d. Provides services that are valuable to you	---	---	4.67	4.92	4.97	4.92	-0.05
3. IT Services services as a whole	4.81	4.65	4.69	4.85	4.93	4.90	-0.03

5-HELP							
	2003	2005	2006	2007	2008	2009	Change
7a. 5-HELP: Ability to get through to a person	4.57	4.43	4.43	4.44	4.68	4.52	-0.16
7b. 5-HELP: Timeliness of initial response to your inquiry	4.54	4.45	4.49	4.46	4.71	4.48	-0.23
7c. 5-HELP: Turnaround time for resolving your problem	4.45	4.41	4.40	4.42	4.72	4.51	-0.20
7d. 5-HELP: Ability to solve problem	4.73	4.62	4.49	4.67	4.82	4.64	-0.19

HelpSU							
	2003	2005	2006	2007	2008	2009	Change
8a. HelpSU: Timeliness of initial response to your inquiry	---	---	---	---	4.66	4.62	-0.04
8b. HelpSU: Ability to solve problem	4.98	4.69	4.62	4.64	4.74	4.61	-0.13
8c. HelpSU: Turnaround time for resolving your problem	4.63	4.45	4.43	4.47	4.60	4.52	-0.08

Problem Resolution Overall							
	2003	2005	2006	2007	2008	2009	Change
9a. Problem resolution overall	4.75	4.60	4.62	4.62	4.73	4.66	-0.08

Telecommunications Services							
	2003	2005	2006	2007	2008	2009	Change
27a. Ordering telecommunications services	---	---	---	---	4.42	4.35	-0.07
27b. Telecommunications problem resolution	---	---	---	---	4.40	4.35	-0.05
27c. Voice mail	4.69	4.46	4.31	4.41	4.58	4.56	-0.01
27d. Telephone billing system/statements	---	3.90	3.97	3.98	4.50	4.19	-0.31

Webmail and Email							
	2003	2005	2006	2007	2008	2009	Change
18a. Webmail speed	---	---	4.09	4.20	4.20	4.21	0.01
18b. Webmail features	---	---	3.91	3.97	3.84	4.12	0.28
18c. Webmail ease of use	---	---	4.10	4.12	3.88	4.16	0.28
18d. Webmail reliability	---	---	4.43	4.40	4.45	4.52	0.07
19. Stanford email overall	---	4.84	4.60	4.62	4.53	4.49	-0.04

Network Services							
	2003	2005	2006	2007	2008	2009	Change
22a. Wireless signal strength/quality of connection	---	4.28	4.31	4.43	4.44	4.51	0.07
22b. Availability of wireless network on campus	4.12	4.11	4.24	4.39	4.48	4.61	0.12
22c. Wireless guest registration process	---	3.88	3.98	4.20	4.15	3.99	0.16
23a. Wireless networking in the residences	---	4.14	3.36	4.17	3.67	4.13	0.46
25a. Reliability of wired network	---	---	4.98	5.01	5.04	5.04	0.00
25b. Availability of wired network	---	---	4.92	5.02	5.05	5.06	0.01
25c. High-speed (gigabit) access to other universities	---	---	4.86	4.91	4.92	4.96	0.05
26a. Stanford network services overall	4.92	4.74	4.77	4.94	4.91	4.95	0.04

Remote Access							
	2003	2005	2006	2007	2008	2009	Change
32a. Working from home using Stanford DSL service	---	---	4.54	4.41	4.79	4.50	-0.29
32b. Working from home using other Internet service provider	---	---	4.56	4.52	4.66	4.76	0.10
32d. Remote access while traveling within the U.S.	---	---	4.42	4.39	4.42	4.37	-0.04
32e. Remote access while traveling within the U.S.	---	---	4.09	3.92	4.12	4.04	-0.08
32f. Using Stanford's VPN service	---	---	---	---	4.53	4.51	-0.02

Essential Stanford Software							
	2003	2005	2006	2007	2008	2009	Change
34a. ESS: Available selection of software	5.03	4.52	4.62	4.48	4.40	4.41	0.02
34b. ESS: Timeliness of Stanford release of updated versions after vendor release	4.74	4.42	4.64	4.57	4.55	4.58	0.02
34c. ESS: Ease of downloading and installing software	---	---	4.93	4.82	4.82	4.72	-0.10
34d. ESS: Helpfulness of Stanford-specific software installation/configuration documentation	4.72	4.37	4.69	4.61	4.64	4.61	-0.04

Security Software							
	2003	2005	2006	2007	2008	2009	Change
35a. BigFix	---	---	4.39	4.26	4.09	4.16	0.07
35b. Stanford's Security Self-Help Tool	---	---	4.40	4.34	4.22	4.22	0.01
35c. Sophos Antivirus (compared to Symantec/Norton Anti-Virus)	---	---	4.90	4.94	4.79	4.32	-0.47
35d. Timeliness of security software updates	---	4.65	4.74	4.91	4.77	4.64	-0.13

Web Resources for Computing							
	2003	2005	2006	2007	2008	2009	Change
11a. Stanford's Central Computing Website	---	---	4.71	4.70	4.83	4.69	-0.15
11b. HelpSU	---	---	4.74	4.66	4.77	4.73	-0.04
11c. Self-Help Site	---	---	4.55	4.45	4.63	4.50	-0.12
11d. ITS Services website	---	---	4.48	4.61	4.81	4.57	-0.24

Timeliness of Completed Orders							
	2003	2005	2006	2007	2008	2009	Change
Q10a. Completed order timeliness for voice services	---	---	---	---	---	4.50	-0.03
Q10b. Completed order timeliness for cell phones	---	---	---	---		4.41	-0.29
Q10c. Completed order timeliness for data center services	---	---	---	---		4.48	-0.11
Q10d. Completed order timeliness for cable TV	---	---	---	---		4.45	0.10

Central Web Hosting Service							
	2003	2005	2006	2007	2008	2009	Change
Q38a. Web hosting speed (time before page begins to load)	---	---	---	---	4.84	4.68	-0.16
Q38b. Web hosting reliability (up-time)	---	---	---	---	5.00	4.87	-0.13
Q38c. Web hosting: Restricting access via WebAuth	---	---	---	---	5.03	4.72	-0.31
Q38d. Web hosting: Ease of setup and maintenance of web pages	---	---	---	---	4.62	4.43	-0.19
Q38e. Web hosting: CGI (ability to run scripts and web applications)	---	---	---	---	4.63	4.35	-0.28
Q38f. Web hosting: Databases for Groups and Departments (MySQL)	---	---	---	---	4.55	4.06	-0.49