



IT SERVICES
2010 Client Satisfaction Survey
March, 2010

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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, 2010. 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
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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 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 2010 Sample Size and Response Rates

The Target Sample Size for “All” was derived assuming a Confidence Interval of .20 and a Confidence Level of 95%. Stanford received a 40% 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	168	27%	31%
Graduate Students	200	75	102	38%	51%
Undergraduate Students	250	75	85	30%	34%
Admin Staff	300	150	168	50%	56%
Total	1300	450	523	35%	40%

- 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 2009 Sample Size and Response Rates

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%

Overview of the Results

Executive Summary

In a random sampling of 1,300 members of the Stanford community, 523, or 40%, responded to the survey.

Ratings for Twenty-Eight Out of Fifty-Nine Measures Repeated from the 2009 Survey Saw Statistically Significant Improvement

Virtually every measure repeated from 2009 showed improvement, but only half were statistically significant. This does not necessarily mean the remaining improvements weren't real; they simply did not meet the test for significance. Three repeated measures saw declines, but the maximum decline was a trivial -0.03 on a scale of 1 to 6. A majority of measures set new high-water marks. Throughout this summary and overview, statistically significant improvements are highlighted in yellow.

Two Broadly Used Services, the Network and Help Services, Enjoyed Some of the Highest Gains

Various aspects of Network Services showed significant gains. The two that saw the highest gains, wireless signal strength and wireless availability, were also among the top ten dissatisfiers from 2009 in terms of the total number of all respondents who provided negative ratings. Wireless networking in the residences, saw a 0.29 gain, though, probably due to a smaller pool of respondents, didn't meet the threshold for statistical significance. Availability and reliability of the wired network had the highest ratings of all measures in this years survey.

Network Services								
	2003	2005	2006	2007	2008	2009	2010	Change
Q29a. Wireless signal strength/quality of connection	---	4.28	4.31	4.43	4.44	4.51	4.83	0.31
Q29b. Availability of wireless network on campus	4.12	4.11	4.24	4.39	4.48	4.61	4.86	0.25
Q29c. Wireless guest registration process	---	3.88	3.98	4.20	4.15	3.99	4.14	0.15
Q30a. Wireless networking in the residences	---	4.14	3.36	4.17	3.67	4.13	4.41	0.29
Q32a. Reliability of wired network	---	---	4.98	5.01	5.04	5.04	5.25	0.21
Q32b. Availability of wired network	---	---	4.92	5.02	5.05	5.06	5.26	0.21
Q32c. High-speed (gigabit) access to other universities	---	---	4.86	4.91	4.92	4.96	5.17	0.21
Q32a. Stanford network services overall	4.92	4.74	4.77	4.94	4.91	4.95	5.12	0.16

Perhaps further reflecting the perceptions of an improved network, another top ten dissatisfier from 2009, Webmail speed, also saw significant gains. (No other aspect of Webmail met that threshold.)

Webmail and Email								
	2003	2005	2006	2007	2008	2009	2010	Change
Q23a. Webmail speed	---	---	4.09	4.20	4.20	4.21	4.51	0.30

Over the years, various aspects of getting help have consistently been highly correlated with overall satisfaction with IT Services. It is well then that all but one measure of Help Services saw statistically significant improvement. These gains included another top dissatisfier from 2009, HelpSU turnaround time for resolving your problem.

5-HELP								
	2003	2005	2006	2007	2008	2009	2010	Change
Q11a. 5-HELP: Ability to get through to a person	4.57	4.43	4.43	4.44	4.68	4.52	4.76	0.24
Q11b. 5-HELP: Timeliness of initial response to your inquiry	4.54	4.45	4.49	4.46	4.71	4.48	4.78	0.30
Q11c. 5-HELP: Ability to solve problem	4.73	4.62	4.49	4.67	4.82	4.64	4.80	0.16
Q11d. 5-HELP: Turnaround time for resolving your problem	4.45	4.41	4.40	4.42	4.72	4.51	4.71	0.20

HelpSU								
	2003	2005	2006	2007	2008	2009	2010	Change
Q12a. HelpSU: Timeliness of initial response to your inquiry	---	---	---	---	4.66	4.62	4.85	0.22
Q12b. HelpSU: Ability to solve problem	4.98	4.69	4.62	4.64	4.74	4.61	4.88	0.28
Q12c. HelpSU: Turnaround time for resolving your problem	4.63	4.45	4.43	4.47	4.60	4.52	4.75	0.23

Problem Resolution Overall								
	2003	2005	2006	2007	2008	2009	2010	Change
Q13a. Problem resolution overall	4.75	4.60	4.62	4.62	4.73	4.66	4.87	0.22

After a Tough Start, Sophos Anti-Virus Has Gained Greater Acceptance

Sophos Anti-Virus was yet another top dissatisfier from 2009 to see significant gains, although it has a way to go to reach the high water mark set by Symantec/Norton Anti-Virus.

Security Software								
	2003	2005	2006	2007	2008	2009	2010	Change
Q44c. Sophos Antivirus (<i>introduced in 2009 survey, comparisons prior to 2009 are to Symantec/Norton Anti-Virus</i>)	---	---	4.90	4.94	4.79	4.32	4.69	0.37

Overall Ratings for IT Services Attributes and IT Services All Showed Significant Gains

They also set new high water marks across the board.

IT Services Overall								
	2003	2005	2006	2007	2008	2009	2010	Change
Q1a. Client-oriented approach	---	---	4.61	4.81	4.92	4.88	5.03	0.15
Q2a. Keep the IT systems up and running	---	---	4.95	5.11	5.10	5.07	5.23	0.16
Q2b. Delivers promised services on a timely basis	---	---	4.68	4.86	4.94	4.91	5.07	0.15
Q2c. Helps you use technology effectively	---	---	4.53	4.72	4.78	4.73	4.90	0.17
Q2d. Provides services that are valuable to you	---	---	4.67	4.92	4.97	4.92	5.05	0.13
Q3a. IT Services services as a whole	4.81	4.65	4.69	4.85	4.93	4.90	5.03	0.13

A New Routing Question Trimmed the Number of Respondents Rating Central Web Hosting So That Only Those Who Actually Hosted Sites Through Central Hosting Rated the Service

Four measure were repeated from 2009. Two showed significant improvement and one, restricting access via WebAuth received 100% positive ratings, a first in the history of Stanford's annual IT surveys.

Central Web Hosting Service (Hosting Respondents)*								
	2003	2005	2006	2007	2008	2009	2010	Change
Q49a. Web hosting: Restricting access via WebAuth	---	---	---	---	5.03	4.72	5.18	0.46
Q49b. Web hosting: Ease of setup and maintenance of web pages	---	---	---	---	4.62	4.43	4.84	0.41
Q49d. Web hosting: CGI (ability to run scripts and web apps)	---	---	---	---	4.63	4.35	4.69	0.33
Q49f. Web hosting: Databases for Groups and Departments (MySQL)	---	---	---	---	4.55	4.06	4.44	0.39

Despite Significant Gains in Speed, Webmail Continues to Be The Greatest Source of Dissatisfaction

Since 2007, and despite a 2007 upgrade to that service, Webmail has one of the greatest sources of dissatisfaction (due to its wide use and lower ratings). As was true in 2009, Webmail made modest gains in ratings. However, Webmail is still the greatest source of dissatisfaction for the community and it received some of the lowest ratings in the survey.

Question	Mean	Count of All Responses	Tot Neg	Total Dissatisfied
Q23b. Webmail features	4.18	441	27%	121
Q23c. Webmail ease of use	4.22	445	26%	115
Q23a. Webmail speed	4.51	445	18%	78
Q24a. Stanford email overall	4.61	475	15%	72
Q23d. Webmail reliability	4.64	436	13%	56

Remote Access While Traveling Outside the U.S. Is Still a Source of Dissatisfaction

In 2007, remote access while traveling outside the U.S. received the lowest overall rating of the survey. While some aspects of Webmail now have the lowest ratings, this is now the second lowest.

Remote Access								
	2003	2005	2006	2007	2008	2009	2010	Change
Q41a. Using broadband service from another provider at home (e.g., Comcast, AT&T)	---	---	4.56	4.52	4.66	4.76	4.73	-0.03
Q41b. Using on-site Internet services when traveling within the United States (e.g., hotel, Internet cafe, aircard)	---	---	4.42	4.39	4.42	4.37	4.59	0.22
Q41c. Using on-site Internet services when traveling internationally (e.g., hotel, Internet cafe, aircard)	---	---	4.09	3.92	4.12	4.04	4.24	0.20
Q41d. Using Stanford's VPN (Virtual Private Network) service	---	---	---	---	4.53	4.51	4.50	-0.01

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

Question	Mean	Tot Pos	Count
Q32b. Availability of wired network	5.26	96%	396
Q32a. Reliability of wired network	5.25	96%	400
Q2a. ITS keeps the IT systems it provides up and running	5.23	96%	493
Q32c. High-speed (gigabit) access to other universities	5.17	95%	239
Q33a. Stanford's network overall	5.12	96%	476
Q2b. ITS delivers promised services on a timely basis	5.07	94%	459
Q2d. ITS provides services that are valuable to you	5.05	95%	478
Q3a. IT Services services overall	5.03	93%	493
Q1a. IT Services "client-oriented" approach	5.03	94%	422
Q47b. Web hosting availability (up-time)	4.99	96%	361

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

Question	Mean	Tot Neg	Count
Q26a. Stanford Calendar (Zimbra)	4.12	27%	145
Q29c. Wireless guest registration process	4.14	31%	297
Q23b. Webmail features	4.18	27%	441
Q23c. Webmail ease of use	4.22	26%	445
Q41c. Using on-site Internet services when traveling internationally (e.g., hotel, Internet cafe, aircard)	4.24	26%	187
Q44b. Stanford's Security Self-Help Tool	4.27	20%	204
Q44a. BigFix	4.31	20%	219
Q34c. Telecommunications billing system/statements	4.41	18%	165
Q30a. Wireless in the residences	4.41	22%	177
Q41d. Using Stanford's VPN (Virtual Private Network) service	4.50	18%	206

* Minimum number of responses of 100.

Top Ten Areas of Satisfaction by Cohort Sorted by Mean*

Faculty

Question	Mean	Tot Pos	Count
Q2a. ITS keeps the IT systems it provides up and running	5.33	3%	156
Q32b. Availability of wired network	5.32	3%	132
Q32a. Reliability of wired network	5.29	3%	132
Q33a. Stanford's network overall	5.11	3%	149
Q32c. High-speed (gigabit) access to other universities	5.09	8%	74
Q1a. IT Services "client-oriented" approach	5.07	8%	142
Q2b. ITS delivers promised services on a timely basis	5.04	7%	148
Q3a. IT Services services overall	5.04	9%	159
Q2d. ITS provides services that are valuable to you	5.03	8%	151
Q47b. Web hosting availability (up-time)	4.96	6%	106

Graduate Students

Question	Mean	Tot Pos	Count
Q2a. ITS keeps the IT systems it provides up and running	5.22	99%	100
Q2b. ITS delivers promised services on a timely basis	5.16	99%	92
Q32b. Availability of wired network	5.16	94%	90
Q3a. IT Services services overall	5.14	98%	99
Q32a. Reliability of wired network	5.13	93%	91
Q49b. Web hosting: Ease of setup and maintenance of web pages	5.09	100%	23
Q2d. ITS provides services that are valuable to you	5.08	99%	96
Q49a. Web hosting: Restricting access via WebAuth	5.06	100%	18
Q47b. Web hosting availability (up-time)	5.04	98%	85
Q32c. High-speed (gigabit) access to other universities	5.03	93%	61

Undergraduates

Question	Mean	Tot Pos	Count
Q32a. Reliability of wired network	5.18	98%	51
Q32c. High-speed (gigabit) access to other universities	5.15	97%	34
Q2b. ITS delivers promised services on a timely basis	5.09	94%	66
Q32b. Availability of wired network	5.08	96%	51
Q2d. ITS provides services that are valuable to you	5.05	96%	74
Q2a. ITS keeps the IT systems it provides up and running	5.04	91%	77
Q33a. Stanford's network overall	5.03	94%	77
Q3a. IT Services services overall	4.92	92%	76
Q29b. Availability of wireless network on campus	4.91	90%	80
Q2c. ITS helps you use technology effectively	4.91	92%	66

* Minimum number of responses is 30.

Top Ten Areas of Dissatisfaction by Cohort Sorted by Mean*

Faculty

Question	Mean	Tot Neg	Count
Q41c. Using on-site Internet services when traveling internationally	4.05	31%	129
Q41d. Using Stanford's VPN (Virtual Private Network) service	4.10	27%	73
Q26a. Stanford Calendar (Zimbra)	4.14	24%	37
Q34c. Telecommunications billing system/statements	4.14	25%	56
Q23c. Webmail ease of use	4.15	30%	142
Q23b. Webmail features	4.16	31%	140
Q44a. BigFix	4.18	21%	77
Q29c. Wireless guest registration process	4.30	27%	92
Q46c. Stanford tools to securely store data and documents in a central location	4.32	22%	85
Q44b. Stanford's Security Self-Help Tool	4.32	17%	65

Graduate Students

Question	Mean	Tot Neg	Count
Q29c. Wireless guest registration process	4.03	33%	73
Q30a. Wireless in the residences	4.20	28%	97
Q44a. BigFix	4.22	22%	65
Q44b. Stanford's Security Self-Help Tool	4.27	17%	66
Q23b. Webmail features	4.29	23%	91
Q23c. Webmail ease of use	4.30	24%	92
Q26a. Stanford Calendar (Zimbra)	4.35	25%	20
Q23a. Webmail speed	4.46	20%	93
Q14d. Completed order timeliness for cable TV	4.49	16%	37
Q43a. Available selection of software	4.49	17%	92

Undergraduates

Question	Mean	Tot Neg	Count
Q44b. Stanford's Security Self-Help Tool	3.71	35%	31
Q29c. Wireless guest registration process	3.93	39%	57
Q23c. Webmail ease of use	3.94	29%	65
Q23b. Webmail features	3.98	34%	65
Q44c. Sophos Anti-virus	4.21	24%	38
Q43a. Available selection of software	4.26	24%	42
Q44d. Timeliness of security software updates	4.34	13%	32
Q23d. Webmail reliability	4.35	16%	69
Q23a. Webmail speed	4.37	22%	68
Q15c. Stanford Answers	4.39	19%	31

* Minimum number of responses is 30.

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

Administrative Staff

Question	Mean	Tot Pos	Count
Q32c. High-speed (gigabit) access to other universities	5.39	97%	70
Q32b. Availability of wired network	5.35	96%	123
Q32a. Reliability of wired network	5.32	96%	126
Q33a. Stanford's network overall	5.23	97%	149
Q2a. ITS keeps the IT systems it provides up and running	5.23	94%	160
Q1a. IT Services "client-oriented" approach	5.11	95%	147
Q47b. Web hosting availability (up-time)	5.09	96%	113
Q44d. Timeliness of security software updates	5.09	91%	82
Q15b. HelpSU: for submitting help requests	5.07	95%	149
Q43b. Ease of downloading and installing software	5.06	90%	102

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

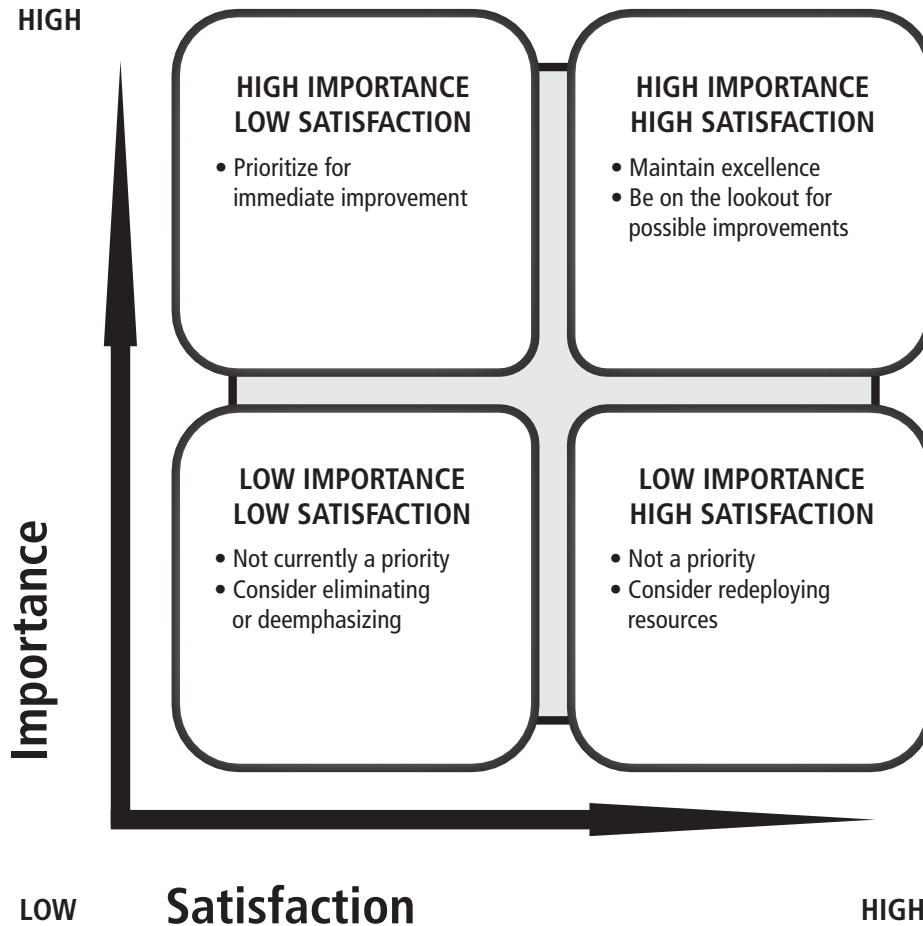
Administrative Staff

Question	Mean	Tot Neg	Count
Q26a. Stanford Calendar (Zimbra)	4.17	24%	82
Q29c. Wireless guest registration process	4.21	27%	75
Q23b. Webmail features	4.22	24%	145
Q23c. Webmail ease of use	4.35	22%	146
Q34c. Telecommunications billing system/statements	4.48	20%	46
Q34b. Telecommunications problem resolution	4.58	14%	77
Q44b. Stanford's Security Self-Help Tool	4.60	17%	42
Q34a. Ordering telecommunications services	4.61	17%	66
Q34d. Voicemail	4.63	14%	127
Q23d. Webmail reliability	4.65	11%	140

* Minimum number of responses is 30.

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 9 (Central web hosting databases for Groups and Departments (MySQL)) to a high of 493 (ITS keeps the IT systems it provides up and running). 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	Count of All Responses	Tot Neg	Total Dissatisfied
Q23b. Webmail features	4.18	441	27%	121
Q23c. Webmail ease of use	4.22	445	26%	115
Q29c. Wireless guest registration process	4.14	297	31%	91
Q23a. Webmail speed	4.51	445	18%	78
Q24a. Stanford email overall	4.61	475	15%	72
Q23d. Webmail reliability	4.64	436	13%	56
Q43a. Available selection of software	4.60	360	14%	50
Q12c. HelpSU: Turnaround time for resolving your problem	4.75	388	13%	50
Q29a. Signal strength/quality of wireless connection	4.83	418	12%	49
Q41c. Using on-site Internet services when traveling internationally (e.g., hotel, Internet cafe, aircard)	4.24	187	26%	49
Q41b. Using on-site Internet services when traveling within the United States (e.g., hotel, Internet cafe, aircard)	4.59	361	13%	47
Q12a. HelpSU: Timeliness of initial response to your inquiry	4.85	394	11%	44
Q13a. Problem resolution overall	4.87	434	10%	43
Q44a. BigFix	4.31	219	20%	43
Q44c. Sophos Anti-virus	4.69	304	14%	43
Q29b. Availability of wireless network on campus	4.86	409	10%	42
Q34d. Voicemail	4.54	269	16%	42
Q2c. ITS helps you use technology effectively	4.90	450	9%	40
Q44b. Stanford's Security Self-Help Tool	4.27	204	20%	40
Q30a. Wireless in the residences	4.41	177	22%	39
Q26a. Stanford Calendar (Zimbra)	4.12	145	27%	39
Q46d. Stanford tools to securely send and receive restricted data via email	4.64	302	13%	39
Q11d. 5-HELP: Turnaround time for resolving your problem	4.71	304	12%	37
Q41d. Using Stanford's VPN (Virtual Private Network) service	4.50	206	18%	37
Q15a. IT Services website	4.74	344	10%	36
Q11b. 5-HELP: Timeliness of initial response to your inquiry	4.78	306	11%	35
Q3a. IT Services services overall	5.03	493	7%	34
Q11c. 5-HELP: Ability to solve problem	4.80	305	11%	34
Q12b. HelpSU: Ability to solve problem	4.88	388	9%	34
Q11a. 5-HELP: Ability to get through to a person	4.76	304	11%	33
Q43b. Ease of downloading and installing software	4.91	364	9%	33
Q43c. Helpfulness of Stanford-specific software installation/configuration documentation	4.74	340	10%	33
Q46c. Stanford tools to securely store data and documents in a central location	4.70	290	11%	31
Q34c. Telecommunications billing system/statements	4.41	165	18%	29
Q15b. HelpSU: for submitting help requests	4.91	413	7%	29
Q2b. ITS delivers promised services on a timely basis	5.07	459	6%	28

Question	Mean	Count of All Responses	Tot Neg	Total Dissatisfied
Q34a. Ordering telecommunications services	4.52	183	15%	28
Q14a. Completed order timeliness for voice services	4.65	203	13%	27
Q34b. Telecommunications problem resolution	4.55	198	14%	27
Q2d. ITS provides services that are valuable to you	5.05	478	5%	25
Q1a. IT Services "client-oriented" approach	5.03	422	6%	24
Q44d. Timeliness of security software updates	4.81	292	8%	23
Q2a. ITS keeps the IT systems it provides up and running	5.23	493	4%	22
Q15c. Stanford Answers	4.65	177	12%	22
Q46a. Stanford tools to securely access University systems and applications	4.88	392	6%	22
Q46b. Stanford tools to protect the information/data that resides on your desktop/laptop	4.83	345	6%	22
Q33a. Stanford's network overall	5.12	476	4%	20
Q47a. Web hosting speed (page loading time)	4.89	362	6%	20
Q14b. Completed order timeliness for cell phones	4.67	127	15%	19
Q14d. Completed order timeliness for cable TV	4.46	83	19%	16
Q21d. Ease of sharing files with others via AFS	4.39	71	23%	16
Q32a. Reliability of wired network	5.25	400	4%	16
Q47b. Web hosting availability (up-time)	4.99	361	4%	16
Q32b. Availability of wired network	5.26	396	4%	16
Q14c. Completed order timeliness for data center services	4.71	104	13%	13
Q32c. High-speed (gigabit) access to other universities	5.17	239	5%	13
Q21a. OpenAFS desktop tool for interacting with AFS storage and features	4.52	73	16%	12
Q21c. Ease of managing your web content in AFS	4.59	78	14%	11
Q47c. Web Forms Service (formbuilder.stanford.edu)	4.77	135	8%	11
Q21e. AFS overall	4.65	89	10%	9
Q49b. Web hosting: Ease of setup and maintenance of web pages	4.84	74	9%	7
Q21b. WebAFS (aka Filedrawers) browser tool for interacting with AFS storage and features	4.49	47	13%	6
Q49d. Web hosting: CGI (ability to run scripts and web applications)	4.69	32	9%	3
Q49e. Web hosting: Installer and upgrade tools for Drupal, WordPress, and MediaWiki (collaboration tools)	4.78	23	13%	3
Q49f. Web hosting: Databases for groups and departments (MySQL)	4.44	9	22%	2
Q49a. Web hosting: Restricting access via WebAuth	5.18	66	0%	0

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

Faculty

Question	Mean	Count of All Responses	Tot Neg	Total Dissatisfied
Q23b. Webmail features	4.16	140	31%	43
Q23c. Webmail ease of use	4.15	142	30%	42
Q41c. Using on-site Internet services when traveling internationally (e.g., hotel, Internet cafe, aircard)	4.05	129	31%	40
Q41b. Using on-site Internet services when traveling within the United States (e.g., hotel, Internet cafe, aircard)	4.38	150	19%	28
Q23a. Webmail speed	4.41	140	19%	26
Q29c. Wireless guest registration process	4.30	92	27%	25
Q13a. Problem resolution overall	4.78	151	15%	23
Q24a. Stanford email overall	4.71	150	15%	22
Q12a. HelpSU: Timeliness of initial response to your inquiry	4.71	129	16%	21
Q34d. Voicemail	4.43	108	19%	21

Graduate Students

Question	Mean	Count of All Responses	Tot Neg	Total Dissatisfied
Q30a. Wireless in the residences	4.20	97	28%	27
Q29c. Wireless guest registration process	4.03	73	33%	24
Q23c. Webmail ease of use	4.30	92	24%	22
Q23b. Webmail features	4.29	91	23%	21
Q23a. Webmail speed	4.46	93	20%	19
Q29a. Signal strength/quality of wireless connection	4.64	99	17%	17
Q43a. Available selection of software	4.49	92	17%	16
Q24a. Stanford email overall	4.49	97	15%	15
Q44a. BigFix	4.22	65	22%	14
Q43b. Ease of downloading and installing software	4.82	92	13%	12

Undergraduates

Question	Mean	Count of All Responses	Tot Neg	Total Dissatisfied
Q23b. Webmail features	3.98	65	34%	22
Q29c. Wireless guest registration process	3.93	57	39%	22
Q23c. Webmail ease of use	3.94	65	29%	19
Q23a. Webmail speed	4.37	68	22%	15
Q24a. Stanford email overall	4.43	76	17%	13
Q30a. Wireless in the residences	4.68	80	15%	12
Q44b. Stanford's Security Self-Help Tool	3.71	31	35%	11
Q23d. Webmail reliability	4.35	69	16%	11
Q43a. Available selection of software	4.26	42	24%	10
Q44c. Sophos Anti-virus	4.21	38	24%	9

Staff

Question	Mean	Count of All Responses	Tot Neg	Total Dissatisfied
Q23b. Webmail features	4.22	145	24%	35
Q23c. Webmail ease of use	4.35	146	22%	32
Q24a. Stanford email overall	4.66	152	14%	22
Q12c. HelpSU: Turnaround time for resolving your problem	4.79	144	14%	20
Q26a. Stanford Calendar (Zimbra)	4.17	82	24%	20
Q29c. Wireless guest registration process	4.21	75	27%	20
Q23a. Webmail speed	4.71	144	13%	18
Q34d. Voicemail	4.63	127	14%	18
Q23d. Webmail reliability	4.65	140	11%	16
Q12a. HelpSU: Timeliness of initial response to your inquiry	4.95	147	10%	15

All Satisfaction Ratings Sorted from High to Low by Mean

Question	Mean	Tot Neg	Tot Pos	Count
Q32b. Availability of wired network	5.26	4%	96%	396
Q32a. Reliability of wired network	5.25	4%	96%	400
Q2a. ITS keeps the IT systems it provides up and running	5.23	4%	96%	493
Q49a. Web hosting: Restricting access via WebAuth	5.18	0%	100%	66
Q32c. High-speed (gigabit) access to other universities	5.17	5%	95%	239
Q33a. Stanford's network overall	5.12	4%	96%	476
Q2b. ITS delivers promised services on a timely basis	5.07	6%	94%	459
Q2d. ITS provides services that are valuable to you	5.05	5%	95%	478
Q3a. IT Services services overall	5.03	7%	93%	493
Q1a. IT Services "client-oriented" approach	5.03	6%	94%	422
Q47b. Web hosting availability (up-time)	4.99	4%	96%	361
Q15b. HelpSU: for submitting help requests	4.91	7%	93%	413
Q43b. Ease of downloading and installing software	4.91	9%	91%	364
Q2c. ITS helps you use technology effectively	4.90	9%	91%	450
Q47a. Web hosting speed (page loading time)	4.89	6%	94%	362
Q12b. HelpSU: Ability to solve problem	4.88	9%	91%	388
Q46a. Stanford tools to securely access University systems and applications	4.88	6%	94%	392
Q13a. Problem resolution overall	4.87	10%	90%	434
Q29b. Availability of wireless network on campus	4.86	10%	90%	409
Q12a. HelpSU: Timeliness of initial response to your inquiry	4.85	11%	89%	394
Q49b. Web hosting: Ease of setup and maintenance of web pages	4.84	9%	91%	74
Q46b. Stanford tools to protect the information/data that resides on your desktop/laptop	4.83	6%	94%	345
Q29a. Signal strength/quality of wireless connection	4.83	12%	88%	418
Q44d. Timeliness of security software updates	4.81	8%	92%	292
Q49c. Web hosting: Ease of managing your web content in AFS	4.80	8%	92%	66
Q11c. 5-HELP: Ability to solve problem	4.80	11%	89%	305
Q49e. Web hosting: Installer and upgrade tools for Drupal, WordPress, and MediaWiki (collaboration tools)	4.78	13%	87%	23
Q11b. 5-HELP: Timeliness of initial response to your inquiry	4.78	11%	89%	306
Q47c. Web Forms Service (formbuilder.stanford.edu)	4.77	8%	92%	135
Q11a. 5-HELP: Ability to get through to a person	4.76	11%	89%	304
Q12c. HelpSU: Turnaround time for resolving your problem	4.75	13%	87%	388
Q43c. Helpfulness of Stanford-specific software installation/configuration documentation	4.74	10%	90%	340
Q15a. IT Services website	4.74	10%	90%	344
Q11d. 5-HELP: Turnaround time for resolving your problem	4.71	12%	88%	304

Question	Mean	Tot Neg	Tot Pos	Count
Q14c. Completed order timeliness for data center services	4.71	13%	88%	104
Q46c. Stanford tools to securely store data and documents in a central location	4.70	11%	89%	290
Q44c. Sophos Anti-virus	4.69	14%	86%	304
Q49d. Web hosting: CGI (ability to run scripts and web applications)	4.69	9%	91%	32
Q14b. Completed order timeliness for cell phones	4.67	15%	85%	127
Q21e. AFS overall	4.65	10%	90%	89
Q15c. Stanford Answers	4.65	12%	88%	177
Q14a. Completed order timeliness for voice services	4.65	13%	87%	203
Q23d. Webmail reliability	4.64	13%	87%	436
Q46d. Stanford tools to securely send and receive restricted data via email	4.64	13%	87%	302
Q24a. Stanford email overall	4.61	15%	85%	475
Q43a. Available selection of software	4.60	14%	86%	360
Q41b. Using on-site Internet services when traveling within the United States (e.g., hotel, Internet cafe, aircard)	4.59	13%	87%	361
Q21c. Ease of managing your web content in AFS	4.59	14%	86%	78
Q34b. Telecommunications problem resolution	4.55	14%	86%	198
Q34d. Voicemail	4.54	16%	84%	269
Q21a. OpenAFS desktop tool for interacting with AFS storage and features	4.52	16%	84%	73
Q34a. Ordering telecommunications services	4.52	15%	85%	183
Q23a. Webmail speed	4.51	18%	82%	445
Q41d. Using Stanford's VPN (Virtual Private Network) service	4.50	18%	82%	206
Q21b. WebAFS (aka Filedrawers) browser tool for interacting with AFS storage and features	4.49	13%	87%	47
Q14d. Completed order timeliness for cable TV	4.46	19%	81%	83
Q49f. Web hosting: Databases for groups and departments (MySQL)	4.44	22%	78%	9
Q30a. Wireless in the residences	4.41	22%	78%	177
Q34c. Telecommunications billing system/statements	4.41	18%	82%	165
Q21d. Ease of sharing files with others via AFS	4.39	23%	77%	71
Q44a. BigFix	4.31	20%	80%	219
Q44b. Stanford's Security Self-Help Tool	4.27	20%	80%	204
Q41c. Using on-site Internet services when traveling internationally (e.g., hotel, Internet cafe, aircard)	4.24	26%	74%	187
Q23c. Webmail ease of use	4.22	26%	74%	445
Q23b. Webmail features	4.18	27%	73%	441
Q29c. Wireless guest registration process	4.14	31%	69%	297
Q26a. Stanford Calendar (Zimbra)	4.12	27%	73%	145

Satisfaction Ratings History from 2003 to 2010

Statistically significant changes are highlighted in yellow.

IT Services Overall								
	2003	2005	2006	2007	2008	2009	2010	Change
Q1a. Client-oriented approach	---	---	4.61	4.81	4.92	4.88	5.03	0.15
Q2a. Keep the IT systems up and running	---	---	4.95	5.11	5.10	5.07	5.23	0.16
Q2b. Delivers promised services on a timely basis	---	---	4.68	4.86	4.94	4.91	5.07	0.15
Q2c. Helps you use technology effectively	---	---	4.53	4.72	4.78	4.73	4.90	0.17
Q2d. Provides services that are valuable to you	---	---	4.67	4.92	4.97	4.92	5.05	0.13
Q3a. IT Services services as a whole	4.81	4.65	4.69	4.85	4.93	4.90	5.03	0.13

5-HELP								
	2003	2005	2006	2007	2008	2009	2010	Change
Q11a. 5-HELP: Ability to get through to a person	4.57	4.43	4.43	4.44	4.68	4.52	4.76	0.24
Q11b. 5-HELP: Timeliness of initial response to your inquiry	4.54	4.45	4.49	4.46	4.71	4.48	4.78	0.30
Q11c. 5-HELP: Ability to solve problem	4.73	4.62	4.49	4.67	4.82	4.64	4.80	0.16
Q11d. 5-HELP: Turnaround time for resolving your problem	4.45	4.41	4.40	4.42	4.72	4.51	4.71	0.20

HelpSU								
	2003	2005	2006	2007	2008	2009	2010	Change
Q12a. HelpSU: Timeliness of initial response to your inquiry	---	---	---	---	4.66	4.62	4.85	0.22
Q12b. HelpSU: Ability to solve problem	4.98	4.69	4.62	4.64	4.74	4.61	4.88	0.28
Q12c. HelpSU: Turnaround time for resolving your problem	4.63	4.45	4.43	4.47	4.60	4.52	4.75	0.23

Problem Resolution Overall								
	2003	2005	2006	2007	2008	2009	2010	Change
Q13a. Problem resolution overall	4.75	4.60	4.62	4.62	4.73	4.66	4.87	0.22

Telecommunications Services								
	2003	2005	2006	2007	2008	2009	2010	Change
Q34a. Ordering telecommunications services	---	---	---	---	4.42	4.35	4.52	0.17
Q34b. Telecommunications problem resolution	---	---	---	---	4.40	4.35	4.55	0.20
Q34c. Telephone billing system/statements	---	3.90	3.97	3.98	4.50	4.19	4.41	0.22
Q34d. Voicemail	4.69	4.46	4.31	4.41	4.58	4.56	4.54	-0.02

Webmail and Email								
	2003	2005	2006	2007	2008	2009	2010	Change
Q23a. Webmail speed	---	---	4.09	4.20	4.20	4.21	4.51	0.30
Q23b. Webmail features	---	---	3.91	3.97	3.84	4.12	4.18	0.06
Q23c. Webmail ease of use	---	---	4.10	4.12	3.88	4.16	4.22	0.05
Q23d. Webmail reliability	---	---	4.43	4.40	4.45	4.52	4.64	0.12
Q24a. Stanford email overall	---	4.84	4.60	4.62	4.53	4.49	4.61	0.12

Network Services								
	2003	2005	2006	2007	2008	2009	2010	Change
Q29a. Wireless signal strength/quality of connection	---	4.28	4.31	4.43	4.44	4.51	4.83	0.31
Q29b. Availability of wireless network on campus	4.12	4.11	4.24	4.39	4.48	4.61	4.86	0.25
Q29c. Wireless guest registration process	---	3.88	3.98	4.20	4.15	3.99	4.14	0.15
Q30a. Wireless networking in the residences	---	4.14	3.36	4.17	3.67	4.13	4.41	0.29
Q32a. Reliability of wired network	---	---	4.98	5.01	5.04	5.04	5.25	0.21
Q32b. Availability of wired network	---	---	4.92	5.02	5.05	5.06	5.26	0.21
Q32c. High-speed (gigabit) access to other universities	---	---	4.86	4.91	4.92	4.96	5.17	0.21
Q32a. Stanford network services overall	4.92	4.74	4.77	4.94	4.91	4.95	5.12	0.16

Remote Access								
	2003	2005	2006	2007	2008	2009	2010	Change
Q41a. Using broadband service from another provider at home (e.g., Comcast, AT&T)	---	---	4.56	4.52	4.66	4.76	4.73	-0.03
Q41b. Using on-site Internet services when traveling within the United States (e.g., hotel, Internet cafe, aircard)	---	---	4.42	4.39	4.42	4.37	4.59	0.22
Q41c. Using on-site Internet services when traveling internationally (e.g., hotel, Internet cafe, aircard)	---	---	4.09	3.92	4.12	4.04	4.24	0.20
Q41d. Using Stanford's VPN (Virtual Private Network) service	---	---	---	---	4.53	4.51	4.50	-0.01

Essential Stanford Software								
	2003	2005	2006	2007	2008	2009	2010	Change
Q43a. ESS: Available selection of software	5.03	4.52	4.62	4.48	4.40	4.41	4.60	0.19
Q43b. ESS: Ease of downloading and installing software	---	---	4.93	4.82	4.82	4.72	4.91	0.19
Q43c. ESS: Helpfulness of Stanford-specific software installation/configuration documentation	4.72	4.37	4.69	4.61	4.64	4.61	4.74	0.13

Security Software								
	2003	2005	2006	2007	2008	2009	2010	Change
Q44a. BigFix	---	---	4.39	4.26	4.09	4.16	4.31	0.15
Q44b. Stanford's Security Self-Help Tool	---	---	4.40	4.34	4.22	4.22	4.27	0.05
Q44c. Sophos Antivirus (<i>introduced in 2009 survey, comparisons prior to 2009 are to Symantec/Norton Anti-Virus</i>)	---	---	4.90	4.94	4.79	4.32	4.69	0.37
Q44d. Timeliness of security software updates	---	4.65	4.74	4.91	4.77	4.64	4.81	0.17

Web Resources for Computing								
	2003	2005	2006	2007	2008	2009	2010	Change
Q15a. ITS Services web site	---	---	4.48	4.61	4.81	4.57	4.74	0.17
Q15b. HelpSU web site	---	---	4.74	4.66	4.77	4.73	4.91	0.19
Q15c. Stanford Answers Self-Help Site	---	---	4.55	4.45	4.63	4.50	4.65	0.15

Timeliness of Completed Orders								
	2003	2005	2006	2007	2008	2009	2010	Change
Q14a. Completed order timeliness for voice services	---	---	---	---	---	4.50	4.65	0.15
Q14b. Completed order timeliness for cell phones	---	---	---	---		4.41	4.67	0.26
Q14c. Completed order timeliness for data center services	---	---	---	---		4.48	4.71	0.23
Q14d. Completed order timeliness for cable TV	---	---	---	---		4.45	4.46	0.00

Central Web Hosting Services (All Respondents)								
	2003	2005	2006	2007	2008	2009	2010	Change
Q47a. Web hosting speed (page loading time)	---	---	---	---	4.84	4.68	4.89	0.21
Q47b. Web hosting availability (up-time)	---	---	---	---	5.00	4.87	4.99	0.12

Central Web Hosting Service (Hosting Respondents)*								
	2003	2005	2006	2007	2008	2009	2010	Change
Q49a. Web hosting: Restricting access via WebAuth	---	---	---	---	5.03	4.72	5.18	0.46
Q49b. Web hosting: Ease of setup and maintenance of web pages	---	---	---	---	4.62	4.43	4.84	0.41
Q49d. Web hosting: CGI (ability to run scripts and web applications)	---	---	---	---	4.63	4.35	4.69	0.33
Q49f. Web hosting: Databases for Groups and Departments (MySQL)	---	---	---	---	4.55	4.06	4.44	0.39

Stanford Tools to Protect Data								
	2003	2005	2006	2007	2008	2009	2010	Change
Q46a. Stanford tools to securely access University systems and applications	---	---	---	---	---	4.88	4.88	0.00
Q46b. Stanford tools to protect the information/data that resides on your desktop/laptop	---	---	---	---	---	4.71	4.83	0.12
Q46c. Stanford tools to securely store data and documents in a central location	---	---	---	---	---	4.50	4.70	0.20
Q46d. Stanford tools to securely send and receive restricted data via email	---	---	---	---	---	4.63	4.64	0.00

* A routing question was introduced in this year's survey asking respondents to confirm that they hosted a site through Stanford's central web hosting service. Only those who confirmed saw Questions 49a through 49f, which asked directly about hosting a site through Stanford's central web hosting service.

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2009 to 2010 Satisfaction Ratings Changes by Cohort

The following table seeks to highlight notable changes in ratings for individual cohorts. A threshold of 30 responses was used to determine whether or not a change was included.

Positive changes greater than or equal to 0.4 are highlighted in blue.

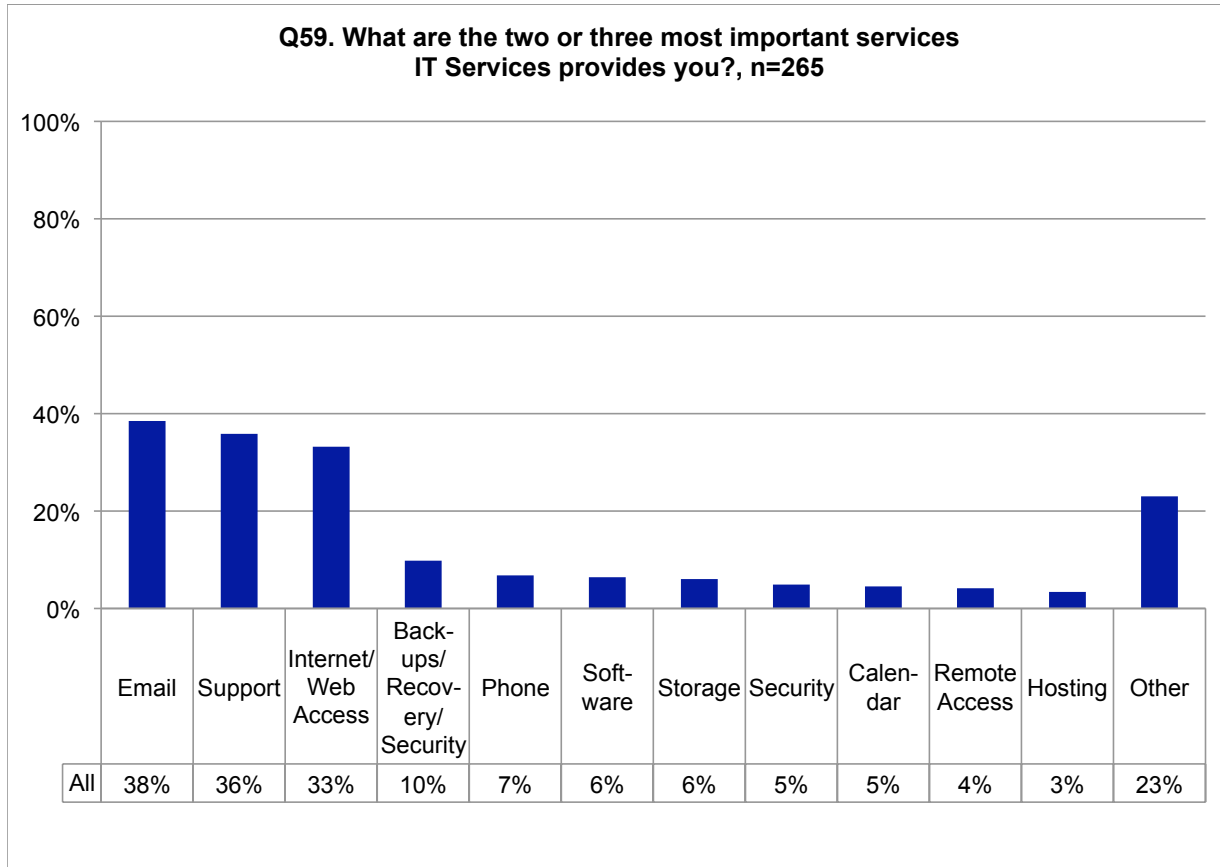
Negative changes greater than or equal to 0.4 are highlighted in yellow.

Question	Mean	All	F	G	U	A
Q1a. IT Services "client-oriented" approach	5.03	0.15	0.39	-0.14	-0.10	0.11
Q2a. ITS keeps the IT systems it provides up and running	5.23	0.16	0.31	-0.01	0.17	0.09
Q2b. ITS delivers promised services on a timely basis	5.07	0.15	0.29	0.07	0.14	0.06
Q2c. ITS helps you use technology effectively	4.90	0.17	0.33	-0.04	0.12	0.15
Q2d. ITS provides services that are valuable to you	5.05	0.13	0.21	0.11	0.02	0.13
Q3a. IT Services services overall	5.03	0.13	0.34	0.12	-0.02	-0.01
Q11a. 5-HELP: Ability to get through to a person	4.76	0.24	0.37	-0.02		0.25
Q11b. 5-HELP: Timeliness of initial response to your inquiry	4.78	0.30	0.52	0.00		0.23
Q11c. 5-HELP: Ability to solve problem	4.80	0.16	0.36	-0.15		0.14
Q11d. 5-HELP: Turnaround time for resolving your problem	4.71	0.20	0.38	-0.23		0.22
Q12a. HelpSU: Timeliness of initial response to your inquiry	4.85	0.22	0.34	0.03	0.22	0.16
Q12b. HelpSU: Ability to solve problem	4.88	0.28	0.49	0.08	0.14	0.17
Q12c. HelpSU: Turnaround time for resolving your problem	4.75	0.23	0.40	0.09	0.14	0.13
Q13a. Problem resolution overall	4.87	0.22	0.36	0.01	0.05	0.20
Q14a. Completed order timeliness for voice services	4.65	0.15	0.22			0.08
Q14b. Completed order timeliness for cell phones	4.67	0.26	0.14			0.47
Q14c. Completed order timeliness for data center services	4.71	0.23				0.28
Q14d. Completed order timeliness for cable TV	4.46	0.00		-0.45		
Q15a. IT Services website	4.74	0.17	0.24	-0.15	-0.07	0.38
Q15b. HelpSU: for submitting help requests	4.91	0.19	0.25	0.07	0.01	0.21
Q15c. Stanford Answers	4.65	0.15	0.56	-0.43	-0.06	0.06
Q23a. Webmail speed	4.51	0.30	0.55	0.07	0.15	0.24
Q23b. Webmail features	4.18	0.06	0.34	0.14	-0.18	-0.16
Q23c. Webmail ease of use	4.22	0.05	0.35	0.13	-0.31	-0.12
Q23d. Webmail reliability	4.64	0.12	0.31	0.16	-0.10	-0.02
Q24a. Stanford email overall	4.61	0.12	0.31	0.07	0.04	-0.01
Q29a. Signal strength/quality of wireless connection	4.83	0.31	0.43	0.00	0.39	0.36
Q29b. Availability of wireless network on campus	4.86	0.25	0.31	0.10	0.22	0.33
Q29c. Wireless guest registration process	4.14	0.15	0.12	0.31	0.28	-0.05
Q30a. Wireless in the residences	4.41	0.29		0.11	0.52	
Q32a. Reliability of wired network	5.25	0.21	0.25	0.03	0.31	0.20
Q32b. Availability of wired network	5.26	0.21	0.27	0.10	0.25	0.14
Q32c. High-speed (gigabit) access to other universities	5.17	0.21	0.14	-0.10	0.52	0.28
Q33a. Stanford's network overall	5.12	0.16	0.21	0.10	0.11	0.18

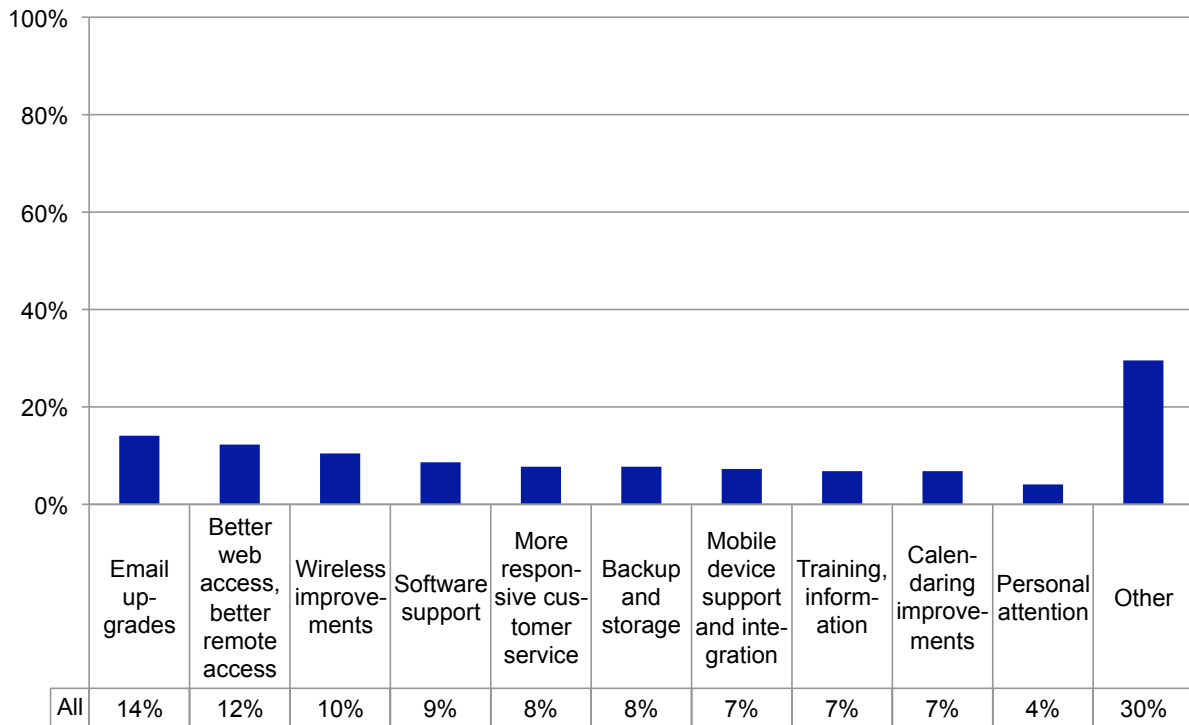
Question	Mean	All	F	G	U	A
Q34a. Ordering telecommunications services	4.52	0.17	0.37	-0.44		0.16
Q34b. Telecommunications problem resolution	4.55	0.20	0.43	0.01		0.11
Q34c. Telecommunications billing system/statements	4.41	0.22	0.34	-0.42		0.44
Q34d. Voicemail	4.54	-0.02	0.12			-0.21
Q41a. Using broadband service from another provider at home (e.g., Comcast, AT&T)	4.73	-0.03	-0.12	0.02	0.25	-0.07
Q41b. Using on-site Internet services when traveling within the United States (e.g., hotel, Internet cafe, aircard)	4.59	0.22	0.21	0.11	0.19	0.14
Q41c. Using on-site Internet services when traveling internationally (e.g., hotel, Internet cafe, aircard)	4.24	0.20	0.14			0.26
Q41d. Using Stanford's VPN (Virtual Private Network) service	4.50	-0.01	-0.39	-0.06		0.05
Q43a. Available selection of software	4.60	0.19	0.38	0.29	-0.32	0.10
Q43b. Ease of downloading and installing software	4.91	0.19	0.39	-0.06	0.06	0.09
Q43c. Helpfulness of Stanford-specific software installation/configuration documentation	4.74	0.13	0.28	0.04	-0.15	0.09
Q44a. BigFix	4.31	0.15	0.31	0.19		0.25
Q44b. Stanford's Security Self-Help Tool	4.27	0.05	0.44	0.17	-0.64	-0.12
Q44c. Sophos Anti-virus	4.69	0.37	0.57	0.42	-0.33	0.45
Q44d. Timeliness of security software updates	4.81	0.17	0.35	0.10	-0.20	0.12
Q46a. Stanford tools to securely access University systems and applications	4.88	0.00	0.06	0.03	-0.30	0.07
Q46b. Stanford tools to protect the information/data that resides on your desktop/laptop	4.83	0.12	0.09	0.31	-0.06	0.15
Q46c. Stanford tools to securely store data and documents in a central location	4.70	0.20	0.44	0.14	-0.25	0.27
Q46d. Stanford tools to securely send and receive restricted data via email	4.64	0.00	0.16	-0.03	-0.33	0.04
Q47a. Web hosting speed (page loading time)	4.89	0.21	0.11	0.27	0.22	0.30
Q47b. Web hosting availability (up-time)	4.99	0.12	0.07	0.07	-0.06	0.30
Q49a. Web hosting: Restricting access via WebAuth	5.18	0.46				
Q49b. Web hosting: Ease of setup and maintenance of web pages	4.84	0.41				
Q49d. Web hosting: CGI (ability to run scripts and web applications)	4.69	0.33				
Q49f. Web hosting: Databases for groups and departments (MySQL)	4.44	0.39				
Averages	4.73	0.18	0.29	0.03	0.03	0.15

Text Comment Analyses

The survey included a selection of general questions designed to provide respondents the opportunity to provide free-form comments. Results from three of those questions were categorized and charted. The n was based on the number of respondents who entered any comment at all. In some instances, respondents commented on more than one category and thus a single individual may appear in more than one category.



Q58. What is one thing IT Services could do that would make it easier for you to work or study?, n=220



Q7. What is one thing IT Services could do that would make it easier for you to do your research computing on campus?, n=69

