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# STANFORD UNIVERSITY

| IT Services 2011 Client Satisfaction Survey



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# 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, 2011. 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 2011 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                  | 162                  | 27%                     | 29%                  |
| Graduate Students      | 200                 | 75                   | 100                  | 38%                     | 50%                  |
| Undergraduate Students | 250                 | 75                   | 93                   | 30%                     | 37%                  |
| Admin Staff            | 300                 | 150                  | 169                  | 50%                     | 56%                  |
| Total                  | 1300                | 450                  | 524                  | 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 2010 Sample Size and Response Rates

| 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%                  |





# Overview of the Results

## Executive Summary

In a random sampling of 1,300 members of the Stanford community, 524, or 40%, responded to the survey.

### Ratings for Five Out of Thirty-Nine Measures Repeated from the 2010 Survey Saw Statistically Significant Declines. None Saw Statistically Significant Increases

In the 2010 survey, virtually every measure repeated from 2009 showed improvement, with ratings increasing an average of 0.18 on a six-point scale. This year's survey saw an equally broad, though smaller retreat, with repeated measures declining an average of 0.07. This suggests that some *portion* of last year's gains might have been attributable to random fluctuations. It is important to note that the majority of this year's ratings are higher than 2009 ratings.

### Some Aspects of Webmail and Network Services That Saw Statistically Significant Gains in 2010 Also Saw Statistically Significant Declines in 2011

Statistically significant changes in this year's survey are highlighted in yellow. Rating pairs that increased significantly from 2009 to 2010 are highlighted in blue.

| Webmail and Email            |      |      |      |      |      |      |      |      |        |
|------------------------------|------|------|------|------|------|------|------|------|--------|
|                              | 2003 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | Change |
| Q19a. Webmail speed          | ---  | ---  | 4.09 | 4.20 | 4.20 | 4.21 | 4.51 | 4.33 | -0.18  |
| Q19b. Webmail features       | ---  | ---  | 3.91 | 3.97 | 3.84 | 4.12 | 4.18 | 4.00 | -0.18  |
| Q19c. Webmail ease of use    | ---  | ---  | 4.10 | 4.12 | 3.88 | 4.16 | 4.22 | 4.10 | -0.12  |
| Q19d. Webmail reliability    | ---  | ---  | 4.43 | 4.40 | 4.45 | 4.52 | 4.64 | 4.62 | -0.02  |
| Q21a. Stanford email overall | ---  | 4.84 | 4.60 | 4.62 | 4.53 | 4.49 | 4.61 | 4.48 | -0.13  |

### Ratings for Wireless Networking in The Residences Continued to Improve. As Was True in 2010, Availability And Reliability of the Wired Network Had the Highest Ratings Of All Measures in This Year's Survey.

| Network Services  |      |      |      |      |      |      |      |      |        |
|---|------|------|------|------|------|------|------|------|--------|
|   | 2003 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | Change |
| Q25a. Wireless signal strength/quality of connection    | ---  | 4.28 | 4.31 | 4.43 | 4.44 | 4.51 | 4.83 | 4.64 | -0.19  |
| Q25b. Availability of wireless network on campus        | 4.12 | 4.11 | 4.24 | 4.39 | 4.48 | 4.61 | 4.86 | 4.73 | -0.13  |
| Q25c. Wireless guest registration process               | ---  | 3.88 | 3.98 | 4.20 | 4.15 | 3.99 | 4.14 | 4.08 | -0.06  |
| Q26a. Wireless networking in the residences             | ---  | 4.14 | 3.36 | 4.17 | 3.67 | 4.13 | 4.41 | 4.57 | 0.16   |
| Q28a. Reliability of wired network                      | ---  | ---  | 4.98 | 5.01 | 5.04 | 5.04 | 5.25 | 5.18 | -0.07  |
| Q28b. Availability of wired network                     | ---  | ---  | 4.92 | 5.02 | 5.05 | 5.06 | 5.26 | 5.18 | -0.08  |
| Q28c. High-speed (gigabit) access to other universities | ---  | ---  | 4.86 | 4.91 | 4.92 | 4.96 | 5.17 | 4.94 | -0.23  |
| Q29a. Stanford network services overall                 | 4.92 | 4.74 | 4.77 | 4.94 | 4.91 | 4.95 | 5.12 | 5.02 | -0.10  |

### IT Services Is Seen as a Reliable Provider of Services

All five of the top ratings from this year's survey were directly related to reliability.

| Question   | Mean | Tot Pos | Count |
|--|------|---------|-------|
| Q28a. Reliability of wired network                       | 5.18 | 95%     | 426   |
| Q28b. Availability of wired network                      | 5.18 | 95%     | 422   |
| Q2a. ITS keeps the IT systems it provides up and running | 5.17 | 96%     | 508   |
| Q43b. Availability (up-time)                             | 5.05 | 96%     | 369   |
| Q2b. ITS delivers promised services on a timely basis    | 5.03 | 94%     | 481   |

**Two New Questions in This Year’s Survey Scored in the Top Ten and Bottom Ten Ratings, Respectively**

A new question asked how satisfied respondents were with their ability to read email via their mobile device. It had high ratings, but there was no Stanford service specifically associated with this question.

| Question                           | Mean | Tot Pos | Count |
|------------------------------------|------|---------|-------|
| Q39b. Email via your mobile device | 4.98 | 89%     | 304   |

Another new question, Stanford email storage, was the top dissatisfier from this year’s survey. In the text comments, people compared Google’s email storage limits favorably to Stanford’s.

| Question                           | Mean | Tot Neg | Count |
|------------------------------------|------|---------|-------|
| Q20a. Stanford email storage space | 4.07 | 34%     | 449   |

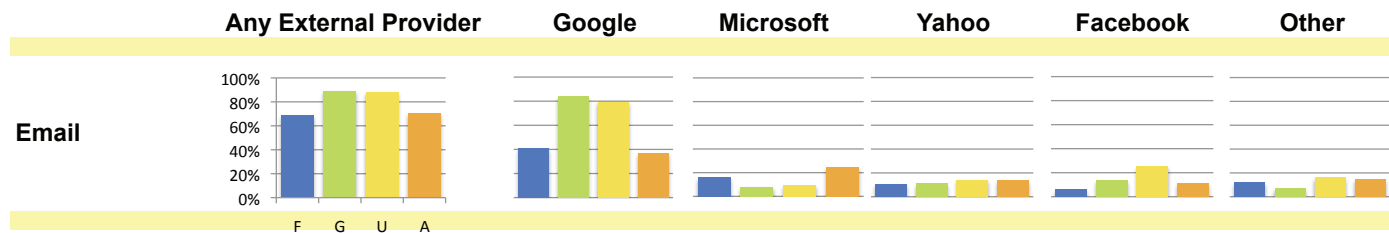
**Webmail Continues to Be a Source of Dissatisfaction**

Since 2007, and despite a 2007 upgrade to that service, Webmail has been one of the greatest sources of dissatisfaction (due to its wide use and lower ratings). This year, other than email storage space, 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 |
|---------------------------|------|------------------------|---------|--------------------|
| Q19b. Webmail features    | 4.00 | 442                    | 32%     | 141                |
| Q19c. Webmail ease of use | 4.10 | 447                    | 29%     | 131                |
| Q19a. Webmail speed       | 4.33 | 448                    | 23%     | 102                |
| Q19d. Webmail reliability | 4.62 | 435                    | 13%     | 57                 |

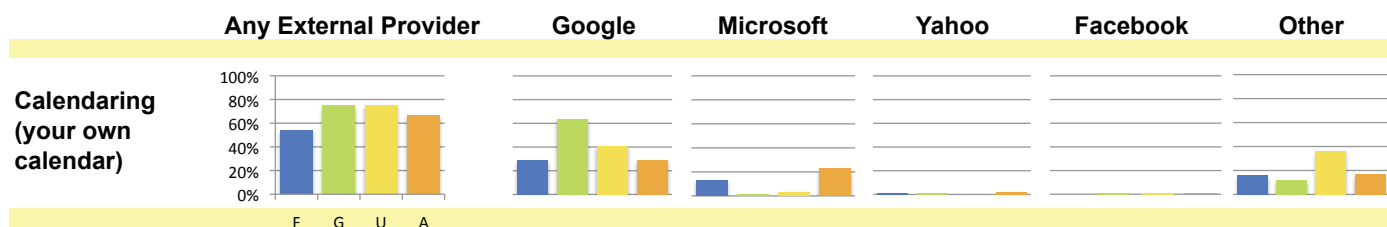
**Google Is the Dominant Player Among External Service Providers**

This year’s survey asked respondents which external providers they used for a variety of activities. The charts below reflect the responses for the most common activity, email. Though this is but one example, it is representative of the relative strength of Google compared to other external service providers.



Another question in the survey asked people to rate their comfort with developing a formal relationship with either Google or Microsoft, to wit: “Would you be comfortable using the following external service providers for your Stanford work/studies, if there was a contract in place with Stanford that safeguarded privacy and intellectual property?” While 60% of respondents would be comfortable with having such an arrangement with Microsoft, 90% would be comfortable with Google.

Further evidence of Google’s ascendancy can be found by comparing the results for which external service providers people used for calendaring in 2010 against the results for a 2010 question asking people to rate their satisfaction with Google Calendar. This chart below illustrates that Google is the overwhelming choice for calendaring in 2011.



The table below reflects the percents using Google from the chart above and shows the percent who rated Google Calendar in 2010. While not an exact comparison, it serves as a rough measure of Google’s growing popularity.

| Question   | All       | F        | G         | U         | A        |
|--|-----------|----------|-----------|-----------|----------|
| 2011 Q8. Uses Google Calendar (for own calendar) | 38%       | 29%      | 64%       | 41%       | 29%      |
| 2010 Q26f. Satisfaction with Google Calendar     | 25%       | 20%      | 38%       | 27%       | 20%      |
| Change from 2010 to 2011 (absolute/relative)     | 13% / 52% | 9% / 45% | 26% / 68% | 14% / 51% | 9% / 45% |

**Mobile Device Choices Shifting, But Overall Adoption Rates Appear Static for the Time Being**

In a very short space of time, the use of mobile devices has become a key element of computing everywhere, a phenomenon we are seeing here at Stanford and at all of the other schools we work with.

The 2009 survey asked respondents to identify which mobile devices they used for work or study. The 2010 survey asked which devices they used or intended to use in the next six months. The table below compares the answers and illustrates the rapid growth in the use of mobile devices, particularly iPhones, iPads, and Android devices.

| Device  | 2010 | 2011 | Intend to Use w/in 6 Months |
|---|------|------|-----------------------------|
| iPhone  | 36%  | 42%  | 11%                         |
| iPod or other portable media player (2010) / iPod Touch | 21%  | 13%  | 4%                          |
| Kindle or other e-reader (2010) / iPad (2011)           | 6%   | 12%  | 17%                         |
| Android device  | 2%   | 7%   | 6%                          |
| Windows Mobile device                                   | 3%   | 2%   | 1%                          |
| Blackberry  | 9%   | 6%   | 1%                          |
| Other Internet cell phone                               | 9%   | 6%   | 3%                          |

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

| Question   | Mean | Tot Pos | Count |
|--|------|---------|-------|
| Q28a. Reliability of wired network                       | 5.18 | 95%     | 426   |
| Q28b. Availability of wired network                      | 5.18 | 95%     | 422   |
| Q2a. ITS keeps the IT systems it provides up and running | 5.17 | 96%     | 508   |
| Q43b. Central Web hosting availability (up-time)         | 5.05 | 96%     | 369   |
| Q2b. ITS delivers promised services on a timely basis    | 5.03 | 94%     | 481   |
| Q2d. ITS provides services that are valuable to you      | 5.02 | 94%     | 488   |
| Q29a. Stanford's network overall                         | 5.02 | 95%     | 487   |
| Q3a. Services provided by ITS as a whole                 | 4.98 | 95%     | 512   |
| Q39b. Email via your mobile device                       | 4.98 | 89%     | 304   |
| Q1a. IT Services "client-oriented" approach              | 4.95 | 94%     | 452   |

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

| Question  | Mean | Tot Neg | Count |
|---|------|---------|-------|
| Q19b. Webmail features  | 4.00 | 32%     | 442   |
| Q20a. Stanford email storage space  | 4.07 | 34%     | 449   |
| Q30d. Telecommunications billing system/statements  | 4.08 | 28%     | 130   |
| Q25c. Guest registration process on wireless network  | 4.08 | 34%     | 328   |
| Q19c. Webmail ease of use   | 4.10 | 29%     | 447   |
| Q41a. BigFix  | 4.15 | 27%     | 234   |
| Q39e. stanford.edu websites and applications that require a SUNet ID via your mobile device | 4.18 | 23%     | 260   |
| Q41b. Stanford's Security Self-Help Tool  | 4.24 | 24%     | 212   |
| Q39a. iStanford via your mobile device  | 4.25 | 22%     | 165   |
| Q23c. Stanford Calendar overall   | 4.31 | 20%     | 122   |

\* Minimum number of responses of 100.

## Top Ten Areas of Satisfaction by Cohort Sorted by Mean\*

### Faculty

| Question   | Mean | Tot Pos | Count |
|--|------|---------|-------|
| Q28a. Reliability of wired network                       | 5.18 | 94%     | 139   |
| Q2a. ITS keeps the IT systems it provides up and running | 5.13 | 94%     | 157   |
| Q28b. Availability of wired network                      | 5.07 | 92%     | 137   |
| Q43b. Central Web hosting availability (up-time)         | 4.99 | 94%     | 113   |
| Q39b. Email via your mobile device                       | 4.98 | 89%     | 112   |
| Q29a. Stanford's network overall                         | 4.97 | 91%     | 151   |
| Q28c. High-speed (gigabit) access to other universities  | 4.91 | 89%     | 80    |
| Q1a. IT Services "client-oriented" approach              | 4.85 | 88%     | 143   |
| Q2b. ITS delivers promised services on a timely basis    | 4.83 | 85%     | 149   |
| Q3a. Services provided by ITS as a whole                 | 4.82 | 87%     | 159   |

### Graduate Students

| Question   | Mean | Tot Pos | Count |
|--|------|---------|-------|
| Q28b. Availability of wired network                      | 5.24 | 99%     | 86    |
| Q28a. Reliability of wired network                       | 5.21 | 98%     | 86    |
| Q2b. ITS delivers promised services on a timely basis    | 5.16 | 97%     | 90    |
| Q2a. ITS keeps the IT systems it provides up and running | 5.12 | 98%     | 95    |
| Q43b. Central Web hosting availability (up-time)         | 5.11 | 99%     | 75    |
| Q2d. ITS provides services that are valuable to you      | 5.11 | 96%     | 95    |
| Q39b. Email via your mobile device                       | 5.09 | 91%     | 55    |
| Q3a. Services provided by ITS as a whole                 | 5.06 | 98%     | 96    |
| Q43a. Central Web hosting speed (page loading time)      | 4.95 | 96%     | 75    |
| Q2c. ITS helps you use technology effectively            | 4.93 | 90%     | 89    |

### Undergraduates

| Question   | Mean | Tot Pos | Count |
|--|------|---------|-------|
| Q28b. Availability of wired network                      | 5.16 | 94%     | 67    |
| Q2a. ITS keeps the IT systems it provides up and running | 5.16 | 97%     | 86    |
| Q2d. ITS provides services that are valuable to you      | 5.14 | 97%     | 78    |
| Q2b. ITS delivers promised services on a timely basis    | 5.13 | 100%    | 77    |
| Q3a. Services provided by ITS as a whole                 | 5.07 | 99%     | 88    |
| Q43a. Central Web hosting speed (page loading time)      | 5.06 | 97%     | 69    |
| Q29a. Stanford's network overall                         | 5.05 | 95%     | 86    |
| Q13a. Problem resolution overall                         | 5.04 | 96%     | 48    |
| Q28a. Reliability of wired network                       | 5.01 | 91%     | 68    |
| Q25b. Availability of wireless network on campus         | 5.01 | 90%     | 84    |

\* Minimum number of responses is 30.

## Top Ten Areas of Dissatisfaction by Cohort Sorted by Mean\*

### Faculty

| Question  | Mean | Tot Neg | Count |
|---|------|---------|-------|
| Q30d. Telecommunications billing system/statements  | 3.88 | 35%     | 48    |
| Q19b. Webmail features  | 3.95 | 33%     | 135   |
| Q20a. Stanford email storage space  | 4.03 | 34%     | 139   |
| Q19c. Webmail ease of use   | 4.07 | 28%     | 137   |
| Q30c. Telecommunications problem resolution   | 4.08 | 32%     | 65    |
| Q41a. BigFix  | 4.08 | 32%     | 72    |
| Q39e. stanford.edu websites and applications that require a SUNet ID via your mobile device | 4.12 | 27%     | 90    |
| Q39a. iStanford via your mobile device  | 4.17 | 21%     | 48    |
| Q23a. Stanford Calendar: performance on your mobile device                                  | 4.18 | 24%     | 34    |
| Q19a. Webmail speed   | 4.22 | 24%     | 139   |

### Graduate Students

| Question  | Mean | Tot Neg | Count |
|---|------|---------|-------|
| Q25c. Guest registration process on wireless network  | 3.68 | 42%     | 74    |
| Q20a. Stanford email storage space  | 3.74 | 40%     | 84    |
| Q41a. BigFix  | 3.83 | 32%     | 65    |
| Q39a. iStanford via your mobile device  | 3.95 | 30%     | 40    |
| Q41b. Stanford's Security Self-Help Tool  | 4.03 | 24%     | 59    |
| Q39e. stanford.edu websites and applications that require a SUNet ID via your mobile device | 4.15 | 25%     | 53    |
| Q19b. Webmail features  | 4.16 | 28%     | 86    |
| Q19c. Webmail ease of use   | 4.34 | 24%     | 86    |
| Q41c. Sophos Anti-virus   | 4.36 | 22%     | 73    |
| Q21a. Stanford email overall  | 4.38 | 24%     | 88    |

### Undergraduates

| Question  | Mean | Tot Neg | Count |
|---|------|---------|-------|
| Q19c. Webmail ease of use   | 3.85 | 37%     | 82    |
| Q19b. Webmail features  | 3.88 | 38%     | 81    |
| Q25c. Guest registration process on wireless network  | 3.95 | 39%     | 61    |
| Q41b. Stanford's Security Self-Help Tool  | 3.98 | 36%     | 42    |
| Q41a. BigFix  | 4.07 | 29%     | 42    |
| Q19a. Webmail speed   | 4.10 | 31%     | 81    |
| Q39e. stanford.edu websites and applications that require a SUNet ID via your mobile device | 4.13 | 19%     | 53    |
| Q20a. Stanford email storage space  | 4.15 | 34%     | 79    |
| Q21a. Stanford email overall  | 4.23 | 23%     | 83    |
| Q39d. Public stanford.edu websites and applications via your mobile device                  | 4.26 | 18%     | 50    |

\* 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 |
|--|------|---------|-------|
| Q28b. Availability of wired network                      | 5.25 | 95%     | 132   |
| Q28a. Reliability of wired network                       | 5.25 | 95%     | 133   |
| Q2a. ITS keeps the IT systems it provides up and running | 5.25 | 98%     | 170   |
| Q29a. Stanford's network overall                         | 5.13 | 97%     | 153   |
| Q28c. High-speed (gigabit) access to other universities  | 5.12 | 95%     | 73    |
| Q2d. ITS provides services that are valuable to you      | 5.11 | 97%     | 166   |
| Q43b. Central Web hosting availability (up-time)         | 5.11 | 97%     | 114   |
| Q2b. ITS delivers promised services on a timely basis    | 5.08 | 96%     | 165   |
| Q1a. IT Services "client-oriented" approach              | 5.07 | 96%     | 161   |
| Q39b. Email via your mobile device                       | 5.06 | 92%     | 84    |

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

### Administrative Staff

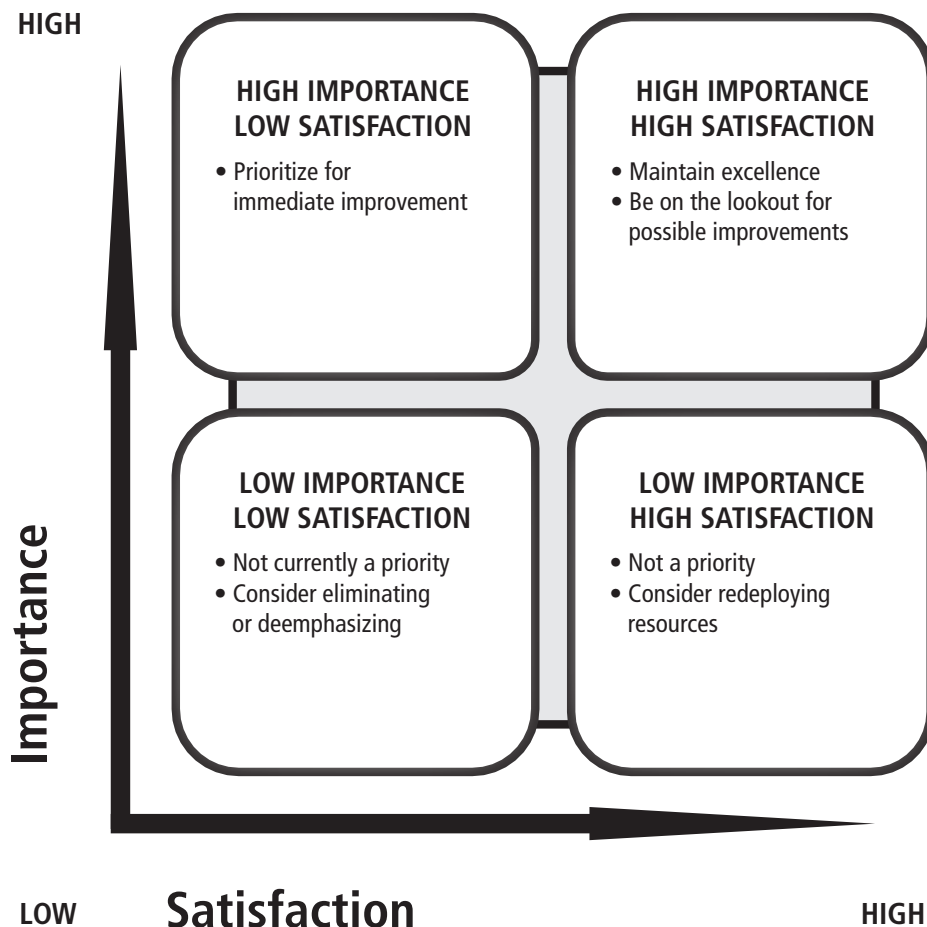
| Question  | Mean | Tot Neg | Count |
|---|------|---------|-------|
| Q30d. Telecommunications billing system/statements  | 3.96 | 33%     | 45    |
| Q23a. Stanford Calendar: performance on your mobile device                                  | 4.00 | 25%     | 32    |
| Q19b. Webmail features  | 4.04 | 30%     | 140   |
| Q23b. Stanford Calendar: Importing or combining calendars from different services           | 4.06 | 31%     | 32    |
| Q19c. Webmail ease of use   | 4.14 | 30%     | 142   |
| Q25c. Guest registration process on wireless network  | 4.22 | 29%     | 86    |
| Q20a. Stanford email storage space  | 4.26 | 31%     | 147   |
| Q39e. stanford.edu websites and applications that require a SUNet ID via your mobile device | 4.31 | 22%     | 64    |
| Q39a. iStanford via your mobile device  | 4.37 | 20%     | 35    |
| Q23c. Stanford Calendar overall   | 4.41 | 21%     | 70    |

\* 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 65 (Q23b. Stanford Calendar: Importing or combining calendars from different services) to a high of 512 (Q3a. Services provided by ITS as a whole). 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 |
|---|------|------------------------|---------|--------------------|
| Q20a. Stanford email storage space  | 4.07 | 449                    | 34%     | 153                |
| Q19b. Webmail features  | 4.00 | 442                    | 32%     | 141                |
| Q19c. Webmail ease of use   | 4.10 | 447                    | 29%     | 131                |
| Q25c. Guest registration process on wireless network  | 4.08 | 328                    | 34%     | 110                |
| Q19a. Webmail speed   | 4.33 | 448                    | 23%     | 102                |
| Q21a. Stanford email overall  | 4.48 | 475                    | 19%     | 90                 |
| Q25a. Signal strength/quality of wireless connection  | 4.64 | 438                    | 16%     | 70                 |
| Q25b. Availability of wireless network on campus  | 4.73 | 428                    | 15%     | 65                 |
| Q12c. HelpSU: Turnaround time for resolving your problem                                    | 4.66 | 395                    | 16%     | 63                 |
| Q41a. BigFix  | 4.15 | 234                    | 27%     | 63                 |
| Q41c. Sophos Anti-virus   | 4.59 | 341                    | 18%     | 62                 |
| Q39e. stanford.edu websites and applications that require a SUNet ID via your mobile device | 4.18 | 260                    | 23%     | 61                 |
| Q19d. Webmail reliability   | 4.62 | 435                    | 13%     | 57                 |
| Q12b. HelpSU: Ability to solve problem  | 4.80 | 401                    | 13%     | 53                 |
| Q13a. Problem resolution overall  | 4.82 | 434                    | 12%     | 52                 |
| Q11d. 5-HELP: Turnaround time for resolving your problem                                    | 4.65 | 304                    | 17%     | 52                 |
| Q12a. HelpSU: Timeliness of initial response to your inquiry                                | 4.77 | 404                    | 13%     | 51                 |
| Q41b. Stanford's Security Self-Help Tool  | 4.24 | 212                    | 24%     | 51                 |
| Q2c. ITS helps you use technology effectively   | 4.81 | 473                    | 10%     | 49                 |
| Q30e. Voicemail   | 4.52 | 273                    | 18%     | 49                 |
| Q11a. 5-HELP: Ability to get through to a person  | 4.76 | 310                    | 15%     | 47                 |
| Q11c. 5-HELP: Ability to solve problem  | 4.78 | 309                    | 15%     | 45                 |
| Q11b. 5-HELP: Timeliness of initial response to your inquiry                                | 4.72 | 309                    | 14%     | 44                 |
| Q39c. Calendar via your mobile device   | 4.67 | 246                    | 16%     | 40                 |
| Q39d. Public stanford.edu websites and applications via your mobile device                  | 4.39 | 237                    | 16%     | 37                 |

| Question  | Mean | Count of All Responses | Tot Neg | Total Dissatisfied |
|---|------|------------------------|---------|--------------------|
| Q30d. Telecommunications billing system/statements  | 4.08 | 130                    | 28%     | 36                 |
| Q39a. iStanford via your mobile device  | 4.25 | 165                    | 22%     | 36                 |
| Q34a. Using Stanford's VPN (Virtual Private Network) SSL or client-based service                            | 4.65 | 283                    | 12%     | 35                 |
| Q26a. Wireless in the residences  | 4.57 | 178                    | 19%     | 34                 |
| Q39b. Email via your mobile device  | 4.98 | 304                    | 11%     | 32                 |
| Q2b. ITS delivers promised services on a timely basis   | 5.03 | 481                    | 6%      | 31                 |
| Q30c. Telecommunications problem resolution   | 4.42 | 178                    | 17%     | 31                 |
| Q2d. ITS provides services that are valuable to you   | 5.02 | 488                    | 6%      | 30                 |
| Q1a. IT Services "client-oriented" approach   | 4.95 | 452                    | 6%      | 29                 |
| Q3a. Services provided by ITS as a whole  | 4.98 | 512                    | 5%      | 28                 |
| Q29a. Stanford's network overall  | 5.02 | 487                    | 5%      | 26                 |
| Q23c. Stanford Calendar overall   | 4.31 | 122                    | 20%     | 25                 |
| Q43a. Central Web hosting speed (page loading time)   | 4.89 | 374                    | 7%      | 25                 |
| Q41d. Stanford Whole Disk Encryption  | 4.44 | 116                    | 21%     | 24                 |
| Q30b. Order completion/delivery of telecommunications services  | 4.42 | 156                    | 15%     | 23                 |
| Q23b. Stanford Calendar: Importing or combining calendars from different services                           | 3.94 | 65                     | 34%     | 22                 |
| Q28a. Reliability of wired network  | 5.18 | 426                    | 5%      | 22                 |
| Q28b. Availability of wired network   | 5.18 | 422                    | 5%      | 22                 |
| Q30a. Placing an order for telecommunications services  | 4.45 | 162                    | 14%     | 22                 |
| Q28c. High-speed (gigabit) access to other universities   | 4.94 | 257                    | 7%      | 19                 |
| Q2a. ITS keeps the IT systems it provides up and running  | 5.17 | 508                    | 4%      | 18                 |
| Q23a. Stanford Calendar: performance on your mobile device  | 4.08 | 72                     | 25%     | 18                 |
| Q34b. Using SUNAC (Stanford Network Access Control) to access resources protected by departmental firewalls | 4.69 | 142                    | 11%     | 16                 |
| Q43b. Central Web hosting availability (up-time)  | 5.05 | 369                    | 4%      | 14                 |

## 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 |
|--|------|------------------------|---------|--------------------|
| Q20a. Stanford email storage space                           | 4.03 | 139                    | 34%     | 47                 |
| Q19b. Webmail features                                       | 3.95 | 135                    | 33%     | 44                 |
| Q19c. Webmail ease of use                                    | 4.07 | 137                    | 28%     | 38                 |
| Q11d. 5-HELP: Turnaround time for resolving your problem     | 4.33 | 123                    | 29%     | 36                 |
| Q19a. Webmail speed  | 4.22 | 139                    | 24%     | 34                 |
| Q11a. 5-HELP: Ability to get through to a person             | 4.50 | 125                    | 26%     | 32                 |
| Q11b. 5-HELP: Timeliness of initial response to your inquiry | 4.44 | 126                    | 25%     | 32                 |
| Q12c. HelpSU: Turnaround time for resolving your problem     | 4.48 | 132                    | 24%     | 32                 |
| Q13a. Problem resolution overall                             | 4.63 | 150                    | 21%     | 32                 |
| Q11c. 5-HELP: Ability to solve problem                       | 4.53 | 125                    | 25%     | 31                 |

### Graduate Students

| Question   | Mean | Count of All Responses | Tot Neg | Total Dissatisfied |
|--|------|------------------------|---------|--------------------|
| Q20a. Stanford email storage space                   | 3.74 | 84                     | 40%     | 34                 |
| Q25c. Guest registration process on wireless network | 3.68 | 74                     | 42%     | 31                 |
| Q19b. Webmail features                               | 4.16 | 86                     | 28%     | 24                 |
| Q19c. Webmail ease of use                            | 4.34 | 86                     | 24%     | 21                 |
| Q21a. Stanford email overall                         | 4.38 | 88                     | 24%     | 21                 |
| Q26a. Wireless in the residences                     | 4.43 | 92                     | 23%     | 21                 |
| Q41a. BigFix   | 3.83 | 65                     | 32%     | 21                 |
| Q19a. Webmail speed                                  | 4.48 | 85                     | 19%     | 16                 |
| Q41c. Sophos Anti-virus                              | 4.36 | 73                     | 22%     | 16                 |
| Q41b. Stanford's Security Self-Help Tool             | 4.03 | 59                     | 24%     | 14                 |

## Undergraduates

| Question   | Mean | Count of All Responses | Tot Neg | Total Dissatisfied |
|--|------|------------------------|---------|--------------------|
| Q19b. Webmail features                               | 3.88 | 81                     | 38%     | 31                 |
| Q19c. Webmail ease of use                            | 3.85 | 82                     | 37%     | 30                 |
| Q20a. Stanford email storage space                   | 4.15 | 79                     | 34%     | 27                 |
| Q19a. Webmail speed                                  | 4.10 | 81                     | 31%     | 25                 |
| Q25c. Guest registration process on wireless network | 3.95 | 61                     | 39%     | 24                 |
| Q21a. Stanford email overall                         | 4.23 | 83                     | 23%     | 19                 |
| Q41b. Stanford's Security Self-Help Tool             | 3.98 | 42                     | 36%     | 15                 |
| Q19d. Webmail reliability                            | 4.46 | 80                     | 18%     | 14                 |
| Q26a. Wireless in the residences                     | 4.69 | 85                     | 15%     | 13                 |
| Q41a. BigFix   | 4.07 | 42                     | 29%     | 12                 |

## Staff

| Question   | Mean | Count of All Responses | Tot Neg | Total Dissatisfied |
|--|------|------------------------|---------|--------------------|
| Q20a. Stanford email storage space                           | 4.26 | 147                    | 31%     | 45                 |
| Q19b. Webmail features                                       | 4.04 | 140                    | 30%     | 42                 |
| Q19c. Webmail ease of use                                    | 4.14 | 142                    | 30%     | 42                 |
| Q19a. Webmail speed  | 4.47 | 143                    | 19%     | 27                 |
| Q25c. Guest registration process on wireless network         | 4.22 | 86                     | 29%     | 25                 |
| Q25a. Signal strength/quality of wireless connection         | 4.63 | 118                    | 19%     | 22                 |
| Q21a. Stanford email overall                                 | 4.69 | 155                    | 14%     | 21                 |
| Q12c. HelpSU: Turnaround time for resolving your problem     | 4.74 | 146                    | 14%     | 20                 |
| Q12a. HelpSU: Timeliness of initial response to your inquiry | 4.81 | 149                    | 12%     | 18                 |
| Q30e. Voicemail  | 4.64 | 124                    | 14%     | 17                 |

## All Satisfaction Ratings Sorted from High to Low by Mean

| Question  | Mean | Tot Neg | Tot Pos | Count |
|---|------|---------|---------|-------|
| Q28a. Reliability of wired network  | 5.18 | 5%      | 95%     | 426   |
| Q28b. Availability of wired network   | 5.18 | 5%      | 95%     | 422   |
| Q2a. ITS keeps the IT systems it provides up and running  | 5.17 | 4%      | 96%     | 508   |
| Q43b. Central Web hosting availability (up-time)  | 5.05 | 4%      | 96%     | 369   |
| Q2b. ITS delivers promised services on a timely basis   | 5.03 | 6%      | 94%     | 481   |
| Q2d. ITS provides services that are valuable to you   | 5.02 | 6%      | 94%     | 488   |
| Q29a. Stanford's network overall  | 5.02 | 5%      | 95%     | 487   |
| Q3a. Services provided by ITS as a whole  | 4.98 | 5%      | 95%     | 512   |
| Q39b. Email via your mobile device  | 4.98 | 11%     | 89%     | 304   |
| Q1a. IT Services "client-oriented" approach   | 4.95 | 6%      | 94%     | 452   |
| Q28c. High-speed (gigabit) access to other universities   | 4.94 | 7%      | 93%     | 257   |
| Q43a. Central Web hosting speed (page loading time)   | 4.89 | 7%      | 93%     | 374   |
| Q13a. Problem resolution overall  | 4.82 | 12%     | 88%     | 434   |
| Q2c. ITS helps you use technology effectively   | 4.81 | 10%     | 90%     | 473   |
| Q12b. HelpSU: Ability to solve problem  | 4.80 | 13%     | 87%     | 401   |
| Q11c. 5-HELP: Ability to solve problem  | 4.78 | 15%     | 85%     | 309   |
| Q12a. HelpSU: Timeliness of initial response to your inquiry  | 4.77 | 13%     | 87%     | 404   |
| Q11a. 5-HELP: Ability to get through to a person  | 4.76 | 15%     | 85%     | 310   |
| Q25b. Availability of wireless network on campus  | 4.73 | 15%     | 85%     | 428   |
| Q11b. 5-HELP: Timeliness of initial response to your inquiry  | 4.72 | 14%     | 86%     | 309   |
| Q34b. Using SUNAC (Stanford Network Access Control) to access resources protected by departmental firewalls | 4.69 | 11%     | 89%     | 142   |
| Q39c. Calendar via your mobile device   | 4.67 | 16%     | 84%     | 246   |
| Q12c. HelpSU: Turnaround time for resolving your problem  | 4.66 | 16%     | 84%     | 395   |
| Q11d. 5-HELP: Turnaround time for resolving your problem  | 4.65 | 17%     | 83%     | 304   |
| Q34a. Using Stanford's VPN (Virtual Private Network) SSL or client-based service                            | 4.65 | 12%     | 88%     | 283   |
| Q25a. Signal strength/quality of wireless connection  | 4.64 | 16%     | 84%     | 438   |
| Q19d. Webmail reliability   | 4.62 | 13%     | 87%     | 435   |
| Q41c. Sophos Anti-virus   | 4.59 | 18%     | 82%     | 341   |
| Q26a. Wireless in the residences  | 4.57 | 19%     | 81%     | 178   |
| Q30e. Voicemail   | 4.52 | 18%     | 82%     | 273   |
| Q21a. Stanford email overall  | 4.48 | 19%     | 81%     | 475   |
| Q30a. Placing an order for telecommunications services  | 4.45 | 14%     | 86%     | 162   |
| Q41d. Stanford Whole Disk Encryption  | 4.44 | 21%     | 79%     | 116   |
| Q30c. Telecommunications problem resolution   | 4.42 | 17%     | 83%     | 178   |
| Q30b. Order completion/delivery of telecommunications services  | 4.42 | 15%     | 85%     | 156   |
| Q39d. Public stanford.edu websites and applications via your mobile device                                  | 4.39 | 16%     | 84%     | 237   |

| Question  | Mean | Tot Neg | Tot Pos | Count |
|---|------|---------|---------|-------|
| Q19a. Webmail speed   | 4.33 | 23%     | 77%     | 448   |
| Q23c. Stanford Calendar overall   | 4.31 | 20%     | 80%     | 122   |
| Q39a. iStanford via your mobile device  | 4.25 | 22%     | 78%     | 165   |
| Q41b. Stanford's Security Self-Help Tool  | 4.24 | 24%     | 76%     | 212   |
| Q39e. stanford.edu websites and applications that require a SUNet ID via your mobile device | 4.18 | 23%     | 77%     | 260   |
| Q41a. BigFix  | 4.15 | 27%     | 73%     | 234   |
| Q19c. Webmail ease of use   | 4.10 | 29%     | 71%     | 447   |
| Q23a. Stanford Calendar: performance on your mobile device                                  | 4.08 | 25%     | 75%     | 72    |
| Q25c. Guest registration process on wireless network  | 4.08 | 34%     | 66%     | 328   |
| Q30d. Telecommunications billing system/statements  | 4.08 | 28%     | 72%     | 130   |
| Q20a. Stanford email storage space  | 4.07 | 34%     | 66%     | 449   |
| Q19b. Webmail features  | 4.00 | 32%     | 68%     | 442   |
| Q23b. Stanford Calendar: Importing or combining calendars from different services           | 3.94 | 34%     | 66%     | 65    |

## Satisfaction Ratings History from 2003 to 2011

Statistically significant changes are highlighted in yellow.

| IT Services Overall                               |      |      |      |      |      |      |      |      |        |
|---|------|------|------|------|------|------|------|------|--------|
|   | 2003 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | Change |
| Q1a. Client-oriented approach                     | ---  | ---  | 4.61 | 4.81 | 4.92 | 4.88 | 5.03 | 4.95 | -0.08  |
| Q2a. Keep the IT systems up and running           | ---  | ---  | 4.95 | 5.11 | 5.10 | 5.07 | 5.23 | 5.17 | -0.06  |
| Q2b. Delivers promised services on a timely basis | ---  | ---  | 4.68 | 4.86 | 4.94 | 4.91 | 5.07 | 5.03 | -0.04  |
| Q2c. Helps you use technology effectively         | ---  | ---  | 4.53 | 4.72 | 4.78 | 4.73 | 4.90 | 4.81 | -0.09  |
| Q2d. Provides services that are valuable to you   | ---  | ---  | 4.67 | 4.92 | 4.97 | 4.92 | 5.05 | 5.02 | -0.03  |
| Q3a. IT Services services as a whole              | 4.81 | 4.65 | 4.69 | 4.85 | 4.93 | 4.90 | 5.03 | 4.98 | -0.05  |

| 5-HELP   |      |      |      |      |      |      |      |      |        |
|--|------|------|------|------|------|------|------|------|--------|
|  | 2003 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 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 | 4.76 | 0.00   |
| Q11b. 5-HELP: Timeliness of initial response to your inquiry | 4.54 | 4.45 | 4.49 | 4.46 | 4.71 | 4.48 | 4.78 | 4.72 | -0.06  |
| Q11c. 5-HELP: Ability to solve problem                       | 4.73 | 4.62 | 4.49 | 4.67 | 4.82 | 4.64 | 4.80 | 4.78 | -0.02  |
| Q11d. 5-HELP: Turnaround time for resolving your problem     | 4.45 | 4.41 | 4.40 | 4.42 | 4.72 | 4.51 | 4.71 | 4.65 | -0.06  |

| HelpSU   |      |      |      |      |      |      |      |      |        |
|--|------|------|------|------|------|------|------|------|--------|
|  | 2003 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | Change |
| Q12a. HelpSU: Timeliness of initial response to your inquiry | ---  | ---  | ---  | ---  | 4.66 | 4.62 | 4.85 | 4.77 | -0.08  |
| Q12b. HelpSU: Ability to solve problem                       | 4.98 | 4.69 | 4.62 | 4.64 | 4.74 | 4.61 | 4.88 | 4.80 | -0.08  |
| Q12c. HelpSU: Turnaround time for resolving your problem     | 4.63 | 4.45 | 4.43 | 4.47 | 4.60 | 4.52 | 4.75 | 4.66 | -0.09  |

| Problem Resolution Overall       |      |      |      |      |      |      |      |      |        |
|----------------------------------|------|------|------|------|------|------|------|------|--------|
|                                  | 2003 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | Change |
| Q13a. Problem resolution overall | 4.75 | 4.60 | 4.62 | 4.62 | 4.73 | 4.66 | 4.87 | 4.82 | -0.05  |

| Telecommunications Services                 |      |      |      |      |      |      |      |      |        |
|---|------|------|------|------|------|------|------|------|--------|
|   | 2003 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | Change |
| Q30a. Ordering telecommunications services  | ---  | ---  | ---  | ---  | 4.42 | 4.35 | 4.52 | 4.45 | -0.07  |
| Q30c. Telecommunications problem resolution | ---  | ---  | ---  | ---  | 4.40 | 4.35 | 4.55 | 4.42 | -0.13  |
| Q30d. Telephone billing system/statements   | ---  | 3.90 | 3.97 | 3.98 | 4.50 | 4.19 | 4.41 | 4.08 | -0.33  |
| Q30e. Voicemail                             | 4.69 | 4.46 | 4.31 | 4.41 | 4.58 | 4.56 | 4.54 | 4.52 | -0.02  |

| Webmail and Email            |      |      |      |      |      |      |      |      |        |
|------------------------------|------|------|------|------|------|------|------|------|--------|
|                              | 2003 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | Change |
| Q19a. Webmail speed          | ---  | ---  | 4.09 | 4.20 | 4.20 | 4.21 | 4.51 | 4.33 | -0.18  |
| Q19b. Webmail features       | ---  | ---  | 3.91 | 3.97 | 3.84 | 4.12 | 4.18 | 4.00 | -0.18  |
| Q19c. Webmail ease of use    | ---  | ---  | 4.10 | 4.12 | 3.88 | 4.16 | 4.22 | 4.10 | -0.12  |
| Q19d. Webmail reliability    | ---  | ---  | 4.43 | 4.40 | 4.45 | 4.52 | 4.64 | 4.62 | -0.02  |
| Q21a. Stanford email overall | ---  | 4.84 | 4.60 | 4.62 | 4.53 | 4.49 | 4.61 | 4.48 | -0.13  |



| Network Services  |      |      |      |      |      |      |      |      |        |
|---|------|------|------|------|------|------|------|------|--------|
|   | 2003 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | Change |
| Q25a. Wireless signal strength/quality of connection    | ---  | 4.28 | 4.31 | 4.43 | 4.44 | 4.51 | 4.83 | 4.64 | -0.19  |
| Q25b. Availability of wireless network on campus        | 4.12 | 4.11 | 4.24 | 4.39 | 4.48 | 4.61 | 4.86 | 4.73 | -0.13  |
| Q25c. Wireless guest registration process               | ---  | 3.88 | 3.98 | 4.20 | 4.15 | 3.99 | 4.14 | 4.08 | -0.06  |
| Q26a. Wireless networking in the residences             | ---  | 4.14 | 3.36 | 4.17 | 3.67 | 4.13 | 4.41 | 4.57 | 0.16   |
| Q28a. Reliability of wired network                      | ---  | ---  | 4.98 | 5.01 | 5.04 | 5.04 | 5.25 | 5.18 | -0.07  |
| Q28b. Availability of wired network                     | ---  | ---  | 4.92 | 5.02 | 5.05 | 5.06 | 5.26 | 5.18 | -0.08  |
| Q28c. High-speed (gigabit) access to other universities | ---  | ---  | 4.86 | 4.91 | 4.92 | 4.96 | 5.17 | 4.94 | -0.23  |
| Q29a. Stanford network services overall                 | 4.92 | 4.74 | 4.77 | 4.94 | 4.91 | 4.95 | 5.12 | 5.02 | -0.10  |

| Remote Access  |      |      |      |      |      |      |      |      |        |
|--|------|------|------|------|------|------|------|------|--------|
|  | 2003 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | Change |
| Q34a. Using Stanford's VPN (Virtual Private Network) service | ---  | ---  | ---  | ---  | 4.53 | 4.51 | 4.50 | 4.65 | 0.15   |

| Security Software  |      |      |      |      |      |      |      |      |        |
|--|------|------|------|------|------|------|------|------|--------|
|  | 2003 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | Change |
| Q41a. BigFix   | ---  | ---  | 4.39 | 4.26 | 4.09 | 4.16 | 4.31 | 4.15 | -0.16  |
| Q41b. Stanford's Security Self-Help Tool   | ---  | ---  | 4.40 | 4.34 | 4.22 | 4.22 | 4.27 | 4.24 | -0.03  |
| Q41c. 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 | 4.59 | -0.10  |

| Timeliness of Completed Telecommunications Orders  |      |      |      |      |      |      |      |      |        |
|--|------|------|------|------|------|------|------|------|--------|
|  | 2003 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | Change |
| Q30b. Order completion/delivery of telecommunications services ( <i>comparisons based on averages for completed order timeliness for voice/cell services</i> ) | ---  | ---  | ---  | ---  | ---  | 4.45 | 4.66 | 4.42 | -0.24  |

| Central Web Hosting Services (All Respondents) |      |      |      |      |      |      |      |      |        |
|--|------|------|------|------|------|------|------|------|--------|
|  | 2003 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | Change |
| Q43a. Web hosting speed (page loading time)    | ---  | ---  | ---  | ---  | 4.84 | 4.68 | 4.89 | 4.89 | 0.00   |
| Q43b. Web hosting availability (up-time)       | ---  | ---  | ---  | ---  | 5.00 | 4.87 | 4.99 | 5.05 | 0.06   |
|  |      |      |      |      |      |      |      |      |        |
| Stanford Calendar (Zimbra)                     |      |      |      |      |      |      |      |      |        |
|  | 2003 | 2005 | 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | Change |
| Q23c. Stanford Calendar overall                | ---  | ---  | ---  | ---  | ---  | ---  | 4.12 | 4.31 | 0.19   |

## 2010 to 2011 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 0.3 are highlighted in blue.

Negative changes greater than or equal to 0.3 are highlighted in yellow.

The threshold for the 2010 report was 0.4.

| Question   | Mean | All   | F     | G     | U     | A     |
|--|------|-------|-------|-------|-------|-------|
| Q1a. IT Services “client-oriented” approach                  | 4.95 | -0.07 | -0.22 | -0.08 | 0.19  | -0.04 |
| Q2a. ITS keeps the IT systems it provides up and running     | 5.17 | -0.06 | -0.21 | -0.10 | 0.12  | 0.02  |
| Q2b. ITS delivers promised services on a timely basis        | 5.03 | -0.04 | -0.21 | -0.01 | 0.04  | 0.06  |
| Q2c. ITS helps you use technology effectively                | 4.81 | -0.09 | -0.25 | 0.00  | 0.05  | -0.06 |
| Q2d. ITS provides services that are valuable to you          | 5.02 | -0.03 | -0.22 | 0.02  | 0.09  | 0.05  |
| Q3a. Services provided by ITS as a whole                     | 4.98 | -0.05 | -0.22 | -0.08 | 0.15  | 0.05  |
| Q11a. 5-HELP: Ability to get through to a person             | 4.76 | 0.00  | -0.15 | 0.26  |       | -0.06 |
| Q11b. 5-HELP: Timeliness of initial response to your inquiry | 4.72 | -0.06 | -0.24 | 0.09  |       | -0.05 |
| Q11c. 5-HELP: Ability to solve problem                       | 4.78 | -0.02 | -0.30 | -0.03 |       | 0.13  |
| Q11d. 5-HELP: Turnaround time for resolving your problem     | 4.65 | -0.06 | -0.33 | 0.19  |       | 0.02  |
| Q12a. HelpSU: Timeliness of initial response to your inquiry | 4.77 | -0.08 | -0.10 | -0.02 | 0.08  | -0.13 |
| Q12b. HelpSU: Ability to solve problem                       | 4.80 | -0.09 | -0.18 | -0.19 | 0.01  | 0.02  |
| Q12c. HelpSU: Turnaround time for resolving your problem     | 4.66 | -0.09 | -0.17 | -0.10 | 0.01  | -0.05 |
| Q13a. Problem resolution overall                             | 4.82 | -0.06 | -0.15 | -0.12 | 0.21  | -0.02 |
| Q19a. Webmail speed  | 4.33 | -0.19 | -0.20 | 0.02  | -0.27 | -0.24 |
| Q19b. Webmail features                                       | 4.00 | -0.17 | -0.21 | -0.12 | -0.11 | -0.18 |
| Q19c. Webmail ease of use                                    | 4.10 | -0.11 | -0.08 | 0.03  | -0.08 | -0.21 |
| Q19d. Webmail reliability                                    | 4.62 | -0.02 | -0.16 | 0.06  | 0.11  | 0.03  |
| Q21a. Stanford email overall                                 | 4.48 | -0.12 | -0.24 | -0.12 | -0.21 | 0.03  |
| Q23c. Stanford Calendar overall                              | 4.31 | 0.19  | 0.08  |       |       | 0.24  |
| Q25a. Signal strength/quality of wireless connection         | 4.64 | -0.18 | -0.21 | -0.11 | -0.03 | -0.34 |
| Q25b. Availability of wireless network on campus             | 4.73 | -0.12 | -0.22 | -0.12 | 0.10  | -0.17 |
| Q25c. Guest registration process on wireless network         | 4.08 | -0.06 | 0.02  | -0.35 | 0.02  | 0.01  |
| Q26a. Wireless in the residences                             | 4.57 | 0.15  |       | 0.24  | 0.02  |       |
| Q28a. Reliability of wired network                           | 5.18 | -0.07 | -0.11 | 0.08  | -0.16 | -0.07 |
| Q28b. Availability of wired network                          | 5.18 | -0.08 | -0.25 | 0.09  | 0.09  | -0.10 |
| Q28c. High-speed (gigabit) access to other universities      | 4.94 | -0.23 | -0.18 | -0.22 | -0.28 | -0.26 |
| Q29a. Stanford’s network overall                             | 5.02 | -0.10 | -0.13 | -0.13 | 0.02  | -0.10 |

| Question   | Mean | All   | F     | G     | U    | A     |
|--|------|-------|-------|-------|------|-------|
| Q30a. Placing an order for telecommunications services                           | 4.45 | -0.07 | -0.15 |       |      | -0.10 |
| Q30b. Order completion/delivery of telecommunications services                   | 4.42 | -0.24 | -0.24 |       |      | -0.38 |
| Q30c. Telecommunications problem resolution                                      | 4.42 | -0.13 | -0.29 |       |      | 0.01  |
| Q30d. Telecommunications billing system/statements                               | 4.08 | -0.33 | -0.27 |       |      | -0.52 |
| Q30e. Voicemail  | 4.52 | -0.02 | -0.03 |       |      | 0.01  |
| Q34a. Using Stanford's VPN (Virtual Private Network) SSL or client-based service | 4.65 | 0.15  | 0.39  | -0.05 |      | 0.12  |
| Q41a. BigFix   | 4.15 | -0.17 | -0.10 | -0.38 |      | -0.21 |
| Q41b. Stanford's Security Self-Help Tool   | 4.24 | -0.03 | -0.08 | -0.24 | 0.27 | 0.10  |
| Q41c. Sophos Anti-virus  | 4.59 | -0.10 | 0.01  | -0.35 | 0.18 | -0.19 |
| Q43a. Central Web hosting speed (page loading time)                              | 4.89 | 0.00  | -0.16 | -0.03 | 0.37 | -0.01 |
| Q43b. Central Web-hosting availability (up-time)                                 | 5.05 | 0.06  | 0.03  | 0.07  | 0.20 | 0.02  |
| Averages   | 4.66 | -0.07 | -0.15 | -0.05 | 0.04 | -0.07 |

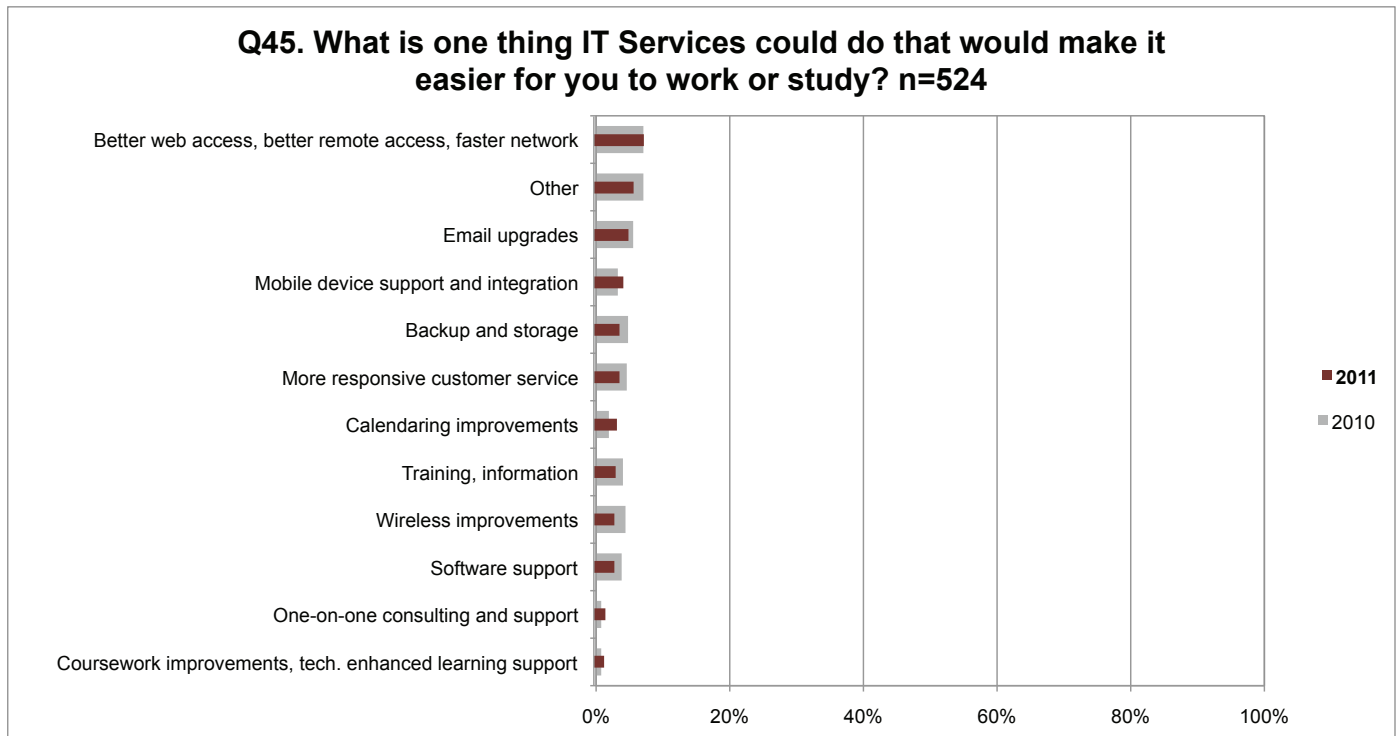
## Text Comment Analyses

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 total number of all survey respondents. In some instances, respondents commented on more than one category and thus a single individual may appear in more than one category.

The charts also feature similar data from the 2010 survey. To ensure rater consistency, we did a fresh assessment of the 2010 responses to map the responses to 2011 categories.

### One Thing

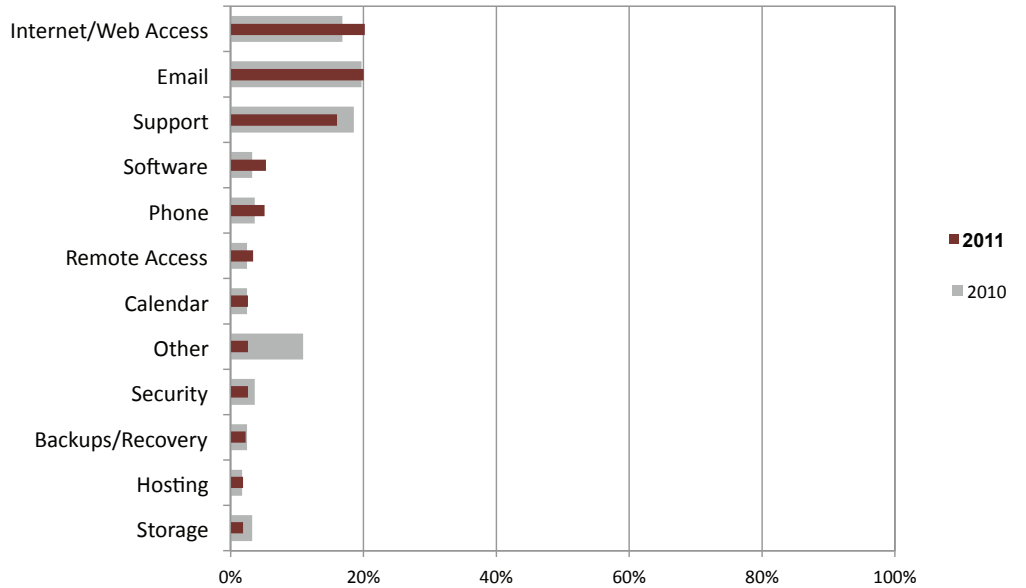
Comments this year mostly mirrored those from 2009. Exceptions were upticks in comments about mobile device support and integration and comments about Coursework improvements and improved technology enhanced learning support. Another uptick occurred in comments asking for more one-on-one consulting from IT staff. Comments about wireless networking declined, perhaps reflecting increased ratings for wireless in the residences.



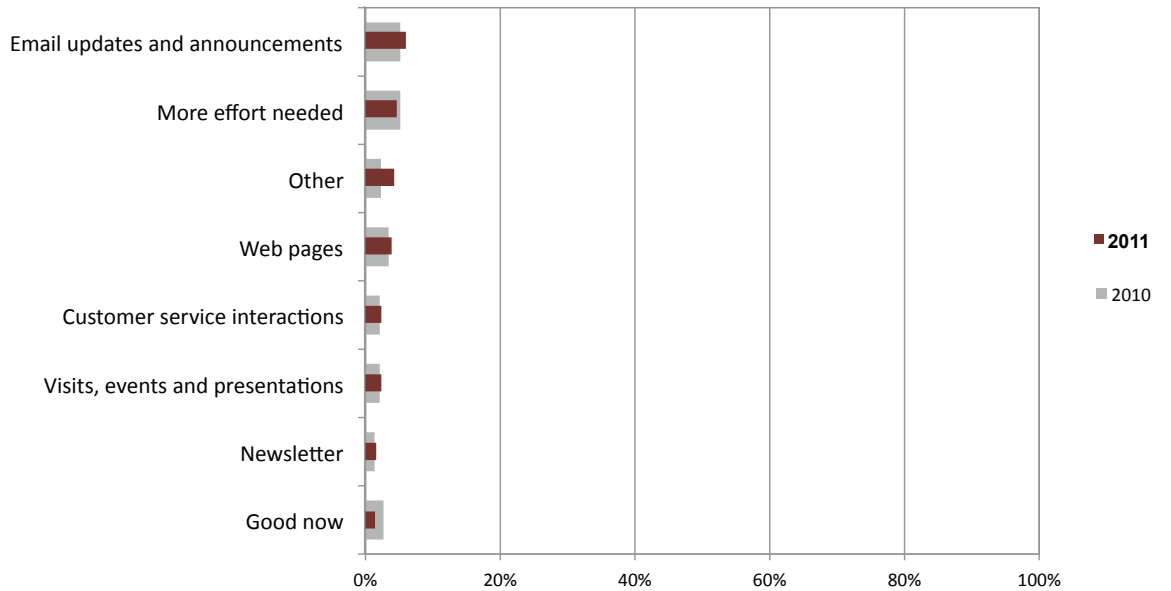
### Two or Three Most Important Services Provides by IT Services

Again, the number and type of comments were largely similar to 2009, but if there was movement, it tended toward a view of IT Services as a utility provider versus as a provider of expertise. For example, there were more comments about Web access, software, phones, and remote access, and there were fewer comments about support, security, and storage. There were differences among the cohorts. The respondents mentioning the Internet and email were dominated by the graduate and undergraduate students, along with many faculty. A different set of respondents dominated by the administrative staff and other faculty tended to identify technical support as most important.

**Q46. What are the two or three most important services IT Services provides you? n=524**



**Q47. What is one thing IT Services could do to improve the way it communicates about its services? n=524**





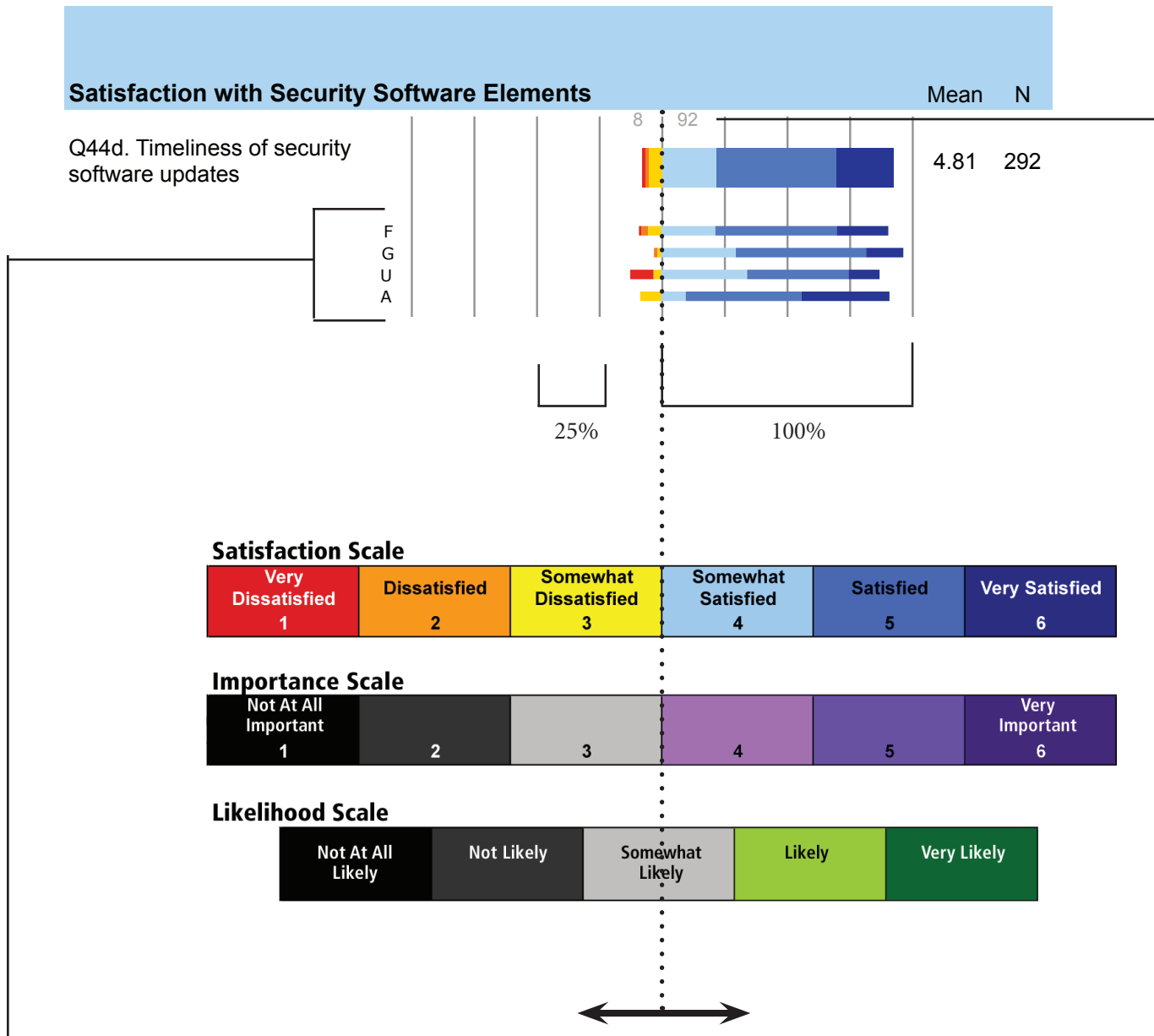
# Reading the Charts





# Reading the Charts

Throughout this report there are charts that show the percent responding for a given point in the scales depicted below. The diagram below illustrates the structure of these charts.



Approximately 10% of the questions, representing the most significant differences between cohorts within the community feature a breakout by cohort, in this case it's Faculty, Graduate students, Undergraduates and Administrative Staff

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

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

