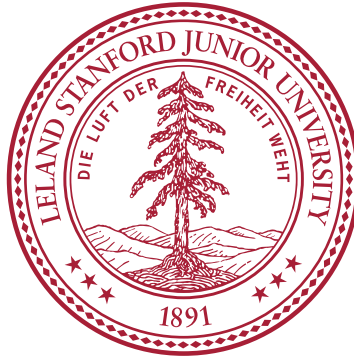


STANFORD UNIVERSITY



IT Services 2012 Customer Satisfaction Survey November 2012



Acknowledgements

The Stanford IT Services Client Satisfaction Team consisted of the following:

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MOR Associates, an external consulting firm, acted as project manager for this effort, analyzing the data and preparing this report. MOR Associates specializes in continuous improvement, strategic thinking and leadership development. MOR Associates has conducted a number of large-scale satisfaction surveys for IT organizations in higher education, including MIT, Northeastern University, the University of Chicago, and others.



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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 November, 2012. The survey is one means through which IT Services can give a voice to their clients. It is a systematic way to identify what is working and what needs to be improved from the clients' vantage point. This survey was undertaken for the following purposes all of which helped guide the construct and design of the survey.

- To document where clients are satisfied along with where they are dissatisfied and to identify what gaps cause any disappointment in the client experience.
- To find out what improvements are important to clients.
- To use this data to prioritize the continuous improvement initiatives that will make it easier for IT Services' clients to do their work.

The ultimate goal is to provide an excellent client IT experience that supports the teaching, learning, research and business needs of the Stanford community. In the near term the goal is to improve the clients' ability to use IT to get their work done. The survey findings on the following pages provide a sound basis for determining how IT Services can focus its efforts to enhance the quality of the client experience at Stanford University.

Brian McDonald
President, MOR Associates

Survey Methodology

Survey Population

The survey solicited feedback from four client communities: faculty, graduate students, undergraduate students, and administrators. Most of the survey data will be presented based on these four categories.

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 2012 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 45% 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	182	27%	33%
Graduate Students	200	75	118	38%	59%
Undergraduate Students	250	75	104	30%	42%
Admin Staff	300	150	182	50%	61%
Total	1300	450	586	35%	45%

- For any cumulative statistics there will be relative over and under weighting of the specific groups (faculty, graduate students, undergraduate students, and staff) because each groups representation of the population is not equal to their target sample representation.

Stanford's 2011 Sample Size and Response Rates

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%

Overview of the Results

Executive Summary

In a random sampling of 1,300 members of the Stanford community, 586, or 45%, responded to the survey.

Ratings for Seven Out of Twenty-Five Measures Repeated from the 2011 Survey Saw Statistically Significant Increases; None Saw Statistically Significant Declines.

In the 2011 survey, all but a few measures repeated from 2010 showed improvement, with 2011 ratings declining an average of 0.07 on a six-point scale. This year's survey saw more mixed changes, with about two thirds of all repeated measures increasing and about one third decreasing. The average of all changes was an increase of 0.09. Seven of the increasing measures were statistically significant, none of the declines were.

All Measures of Telecommunications Services Increased Statistically Significantly and Set New High-Water Marks

Besides being statistically significant, these improvements are notable for three reasons: they are relatively large; ratings for these items have historically been fairly steady; and the mean for each measure represents a new high-water mark.

Telecommunications Services										
	2003	2005	2006	2007	2008	2009	2010	2011	2012	Change
Q24a. Placing an order for telecommunications services	---	---	---	---	4.42	4.35	4.52	4.45	4.70	0.25
Q24b. Order completion/delivery of telecommunications services	---	---	---	---	---	4.45	4.66	4.42	4.72	0.31
Q24c. Telecommunications problem resolution	---	---	---	---	4.40	4.35	4.55	4.42	4.78	0.36
Q24d. Voicemail	4.69	4.46	4.31	4.41	4.58	4.56	4.54	4.52	4.78	0.25

The Second, and Only Other Service to See Statistically Significant Increases Was 5-HELP. It Too Set New High-Water Marks

5-HELP saw across-the-board increases. Three were statistically significant and all set new high-water marks.

5-HELP										
	2003	2005	2006	2007	2008	2009	2010	2011	2012	Change
Q2d. 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	4.98	0.22
Q2a. 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	4.98	0.27
Q2b. 5-HELP: Ability to solve problem	4.73	4.62	4.49	4.67	4.82	4.64	4.80	4.78	4.92	0.14
Q2c. 5-HELP: Turnaround time for resolving your problem	4.45	4.41	4.40	4.42	4.72	4.51	4.71	4.65	4.85	0.19

Measures for HelpSU and Problem Resolution Overall Set New High-Water Marks

Though they didn't increase statistically significantly, all remaining help services measures, except for "HelpSU ability to solve problem" set new high-water marks.

HelpSU										
	2003	2005	2006	2007	2008	2009	2010	2011	2012	Change
Q3a. HelpSU: Timeliness of initial response to your inquiry	---	---	---	---	4.66	4.62	4.85	4.77	4.88	0.11
Q3b. HelpSU: Ability to solve problem	4.98	4.69	4.62	4.64	4.74	4.61	4.88	4.80	4.94	0.15
Q3c. HelpSU: Turnaround time for resolving your problem	4.63	4.45	4.43	4.47	4.60	4.52	4.75	4.66	4.79	0.13
Q3d. HelpSU: Ability to be routed to the correct service group	---	---	---	---	---	---	---	---	4.94	---

Problem Resolution Overall										
	2003	2005	2006	2007	2008	2009	2010	2011	2012	Change
Q4a. Problem resolution overall	4.75	4.60	4.62	4.62	4.73	4.66	4.87	4.82	4.95	0.13

Ratings for Network Services Remained Steady, Though New Measures of Guest Access to Stanford's Wireless Network Suggest Huge Improvements

Two new questions this year asked about Stanford's current offerings for providing guest access to the wireless network: Sponsored Wireless Guest and Visitor Wireless. Each had dramatically higher ratings than the ratings for the single question they replaced, "wireless guest registration process." The new questions are dissimilar enough from the previous question to preclude analysis for statistical significance, but guest access to the wireless network had long been a pain point and was regularly and frequently commented on. This year, the ratings for Sponsored Wireless Guest and Visitor Wireless are, on average, 0.67 higher, and there wasn't a single comment about guest wireless in the question, "What one thing could IT Services do to make it easier for you to work or study?"

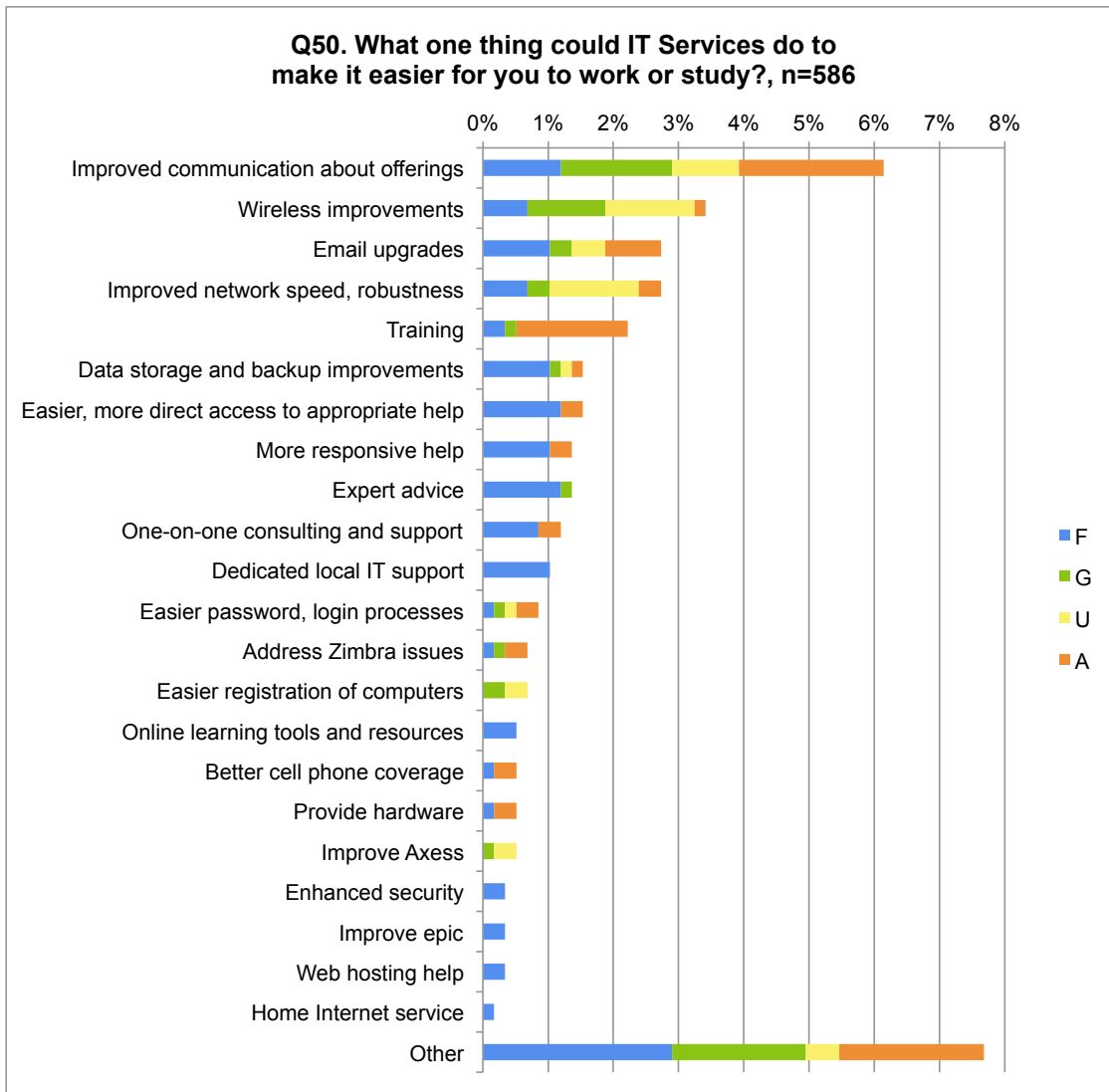
Network Services										
	2003	2005	2006	2007	2008	2009	2010	2011	2012	
Q18a. Signal strength/quality of wireless connection	---	4.28	4.31	4.43	4.44	4.51	4.83	4.64	4.71	0.06
Q18b. Availability of wireless network on campus	4.12	4.11	4.24	4.39	4.48	4.61	4.86	4.73	4.74	0.01
<i>Average of Q18c. Sponsored Wireless Guest (4.81) and Q18d. Visitor Wireless (4.69) (formerly wireless guest registration process)</i>	---	3.88	3.98	4.20	4.15	3.99	4.14	4.08	4.75	0.67
Q19a. Wireless in the residences	---	4.14	3.36	4.17	3.67	4.13	4.41	4.57	4.52	-0.05
Q22a. Reliability of wired network	---	---	4.98	5.01	5.04	5.04	5.25	5.18	5.13	-0.05
Q22b. Availability of wired network	---	---	4.92	5.02	5.05	5.06	5.26	5.18	5.11	-0.07
Q22c. High-speed (gigabit) access to other universities	---	---	4.86	4.91	4.92	4.96	5.17	4.94	5.06	0.12
Q23a. Stanford's network overall	4.92	4.74	4.77	4.94	4.91	4.95	5.12	5.02	5.06	0.04

Overall Measure for IT Services Trended Slightly Downward, Though Not Statistically Significantly

IT Services Overall										
	2003	2005	2006	2007	2008	2009	2010	2011	2012	Change
Q1a. IT Services "client-oriented" approach	---	---	4.61	4.81	4.92	4.88	5.03	4.95	4.95	-0.02
Q43a. ITS keeps the IT systems it provides up and running	---	---	4.95	5.11	5.10	5.07	5.23	5.17	5.12	-0.05
Q43b. ITS delivers promised services on a timely basis	---	---	4.68	4.86	4.94	4.91	5.07	5.03	5.01	-0.02
Q43c. ITS helps you use technology effectively	---	---	4.53	4.72	4.78	4.73	4.90	4.81	4.72	-0.09
Q43d. ITS provides services that are valuable to you	---	---	4.67	4.92	4.97	4.92	5.05	5.02	4.93	-0.09
Q44a. Services provided by ITS as a whole	4.81	4.65	4.69	4.85	4.93	4.90	5.03	4.98	4.98	0.00

“One Thing” Text Comment Analysis

The survey included a selection of general questions designed to provide respondents the opportunity to provide free-form comments. One, in particular, “What one thing could IT Services do to make it easier for you to work or study?” is intended to see if there are issues that are important to respondents that weren’t asked about. Results to this question typically mirror the issues rising to the top in the ratings results, and that was true for this years survey.



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

Question	Mean	Tot Neg**	Tot Pos**	Count
Q22a. Reliability of wired network	5.13	7%	93%	419
Q43a. ITS keeps the IT systems it provides up and running	5.12	3%	97%	529
Q22b. Availability of wired network	5.11	6%	94%	423
Q23a. Stanford's network overall	5.06	6%	94%	540
Q43b. ITS delivers promised services on a timely basis	5.01	5%	95%	496
Q2a. 5-HELP: Timeliness of initial response to your inquiry	4.98	9%	91%	314
Q44a. Services provided by ITS as a whole	4.98	5%	95%	528
Q2d. 5-HELP: Ability to get through to a person	4.98	9%	91%	311
Q4a. Problem resolution overall	4.95	8%	92%	494
Q1a. IT Services "client-oriented" approach	4.95	8%	92%	510

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

Question	Mean	Tot Neg**	Tot Pos**	Count
Q39a. Communications provided by IT services to keep you informed about the services it provides	4.43	15%	85%	498
Q19a. Wireless in the residences	4.52	22%	78%	195
Q30a. Stanford Mobile Device Management Service (MDM)	4.52	17%	83%	248
Q17e. Email quota	4.56	19%	81%	493
Q18d. Visitor Wireless	4.69	15%	85%	284
Q24a. Placing an order for telecommunications services	4.70	9%	91%	193
Q6e. AFS	4.70	10%	90%	101
Q27a. stanford.edu mobile device experience	4.71	9%	91%	420
Q18a. Signal strength/quality of wireless connection	4.71	13%	87%	507
Q43c. ITS helps you use technology effectively	4.72	11%	89%	489

* Minimum number of respondents: 100

**Tot Pos represents the percent of respondents who selected either Very Satisfied, Satisfied or Somewhat Satisfied;
Tot Neg represents the percent of respondents who selected either Very Dissatisfied, Dissatisfied or Somewhat Dissatisfied.

Top Seven Areas of Satisfaction by Cohort Sorted from High to Low by Mean*

Faculty

Question	Mean	Tot Neg**	Tot Pos**	Count
Q43a. ITS keeps the IT systems it provides up and running	5.11	5%	95%	166
Q22a. Reliability of wired network	5.10	9%	91%	151
Q22b. Availability of wired network	5.08	8%	92%	152
Q2a. 5-HELP: Timeliness of initial response to your inquiry	4.99	11%	89%	121
Q22c. High-speed (gigabit) access to other universities	4.99	9%	91%	79
Q23a. Stanford's network overall	4.98	7%	93%	169
Q41j. Web Authentication	4.98	4%	96%	49

Graduate Students

Question	Mean	Tot Neg**	Tot Pos**	Count
Q22a. Reliability of wired network	5.17	5%	95%	76
Q43a. ITS keeps the IT systems it provides up and running	5.17	2%	98%	109
Q22c. High-speed (gigabit) access to other universities	5.15	6%	94%	54
Q22b. Availability of wired network	5.11	5%	95%	76
Q3b. HelpSU: Ability to solve problem	5.08	7%	93%	85
Q3d. HelpSU: Ability to be routed to the correct service group	5.07	5%	95%	75
Q43b. ITS delivers promised services on a timely basis	5.05	4%	96%	102

Undergraduates

Question	Mean	Tot Neg**	Tot Pos**	Count
Q17d. Email reliability	5.26	5%	95%	98
Q17a. Email speed	5.22	3%	97%	98
Q17e. Email quota	5.16	6%	94%	83
Q17c. Email ease of use	5.14	8%	92%	98
Q23a. Stanford's network overall	5.11	4%	96%	94
Q22a. Reliability of wired network	5.08	8%	92%	50
Q17b. Email features	5.07	7%	93%	96

* Minimum number of respondents: 30

**Tot Pos represents the percent of respondents who selected either Very Satisfied, Satisfied or Somewhat Satisfied;
Tot Neg represents the percent of respondents who selected either Very Dissatisfied, Dissatisfied or Somewhat Dissatisfied.

Top Seven Areas of Dissatisfaction by Cohort Sorted from Low to High by Mean*

Faculty

Question	Mean	Tot Neg**	Tot Pos**	Count
Q17e. Email quota	4.23	30%	70%	155
Q39a. Communications provided by IT services to keep you informed about the services it provides	4.29	19%	81%	154
Q30a. Stanford Mobile Device Management Service (MDM)	4.39	20%	80%	74
Q17b. Email features	4.45	17%	83%	163
Q6e. AFS	4.47	13%	88%	32
Q43c. ITS helps you use technology effectively	4.51	20%	80%	154
Q6a. Individual and Group File Storage	4.53	10%	90%	30

Graduate Students

Question	Mean	Tot Neg**	Tot Pos**	Count
Q18d. Visitor Wireless	4.27	31%	69%	55
Q39a. Communications provided by IT services to keep you informed about the services it provides	4.31	20%	80%	106
Q2c. 5-HELP: Turnaround time for resolving your problem	4.49	16%	84%	37
Q19a. Wireless in the residences	4.49	23%	77%	102
Q30a. Stanford Mobile Device Management Service (MDM)	4.55	16%	84%	51
Q18b. Availability of wireless network on campus	4.56	21%	79%	112
Q17e. Email quota	4.58	19%	81%	106

Undergraduates

Question	Mean	Tot Neg**	Tot Pos**	Count
Q39a. Communications provided by IT services to keep you informed about the services it provides	4.21	21%	79%	82
Q30a. Stanford Mobile Device Management Service (MDM)	4.35	21%	79%	52
Q18d. Visitor Wireless	4.46	19%	81%	59
Q3c. HelpSU: Turnaround time for resolving your problem	4.52	18%	82%	61
Q19a. Wireless in the residences	4.55	22%	78%	93
Q18c. Sponsored Wireless Guest	4.57	17%	83%	53
Q3a. HelpSU: Timeliness of initial response to your inquiry	4.61	10%	90%	62

* Minimum number of respondents: 30

**Tot Pos represents the percent of respondents who selected either Very Satisfied, Satisfied or Somewhat Satisfied;
Tot Neg represents the percent of respondents who selected either Very Dissatisfied, Dissatisfied or Somewhat Dissatisfied.

Top Seven Areas of Satisfaction by Cohort Sorted from High to Low by Mean* - Continued

Administrative Staff

Question	Mean	Tot Neg**	Tot Pos**	Count
Q22b. Availability of wired network	5.19	3%	97%	144
Q43a. ITS keeps the IT systems it provides up and running	5.17	2%	98%	163
Q22a. Reliability of wired network	5.16	4%	96%	142
Q23a. Stanford's network overall	5.16	4%	96%	168
Q22c. High-speed (gigabit) access to other universities	5.12	4%	96%	78
Q4a. Problem resolution overall	5.12	4%	96%	165
Q44a. Services provided by ITS as a whole	5.12	1%	99%	165

Top Seven Areas of Dissatisfaction by Cohort Sorted from Low to High by Mean - Continued

Administrative Staff

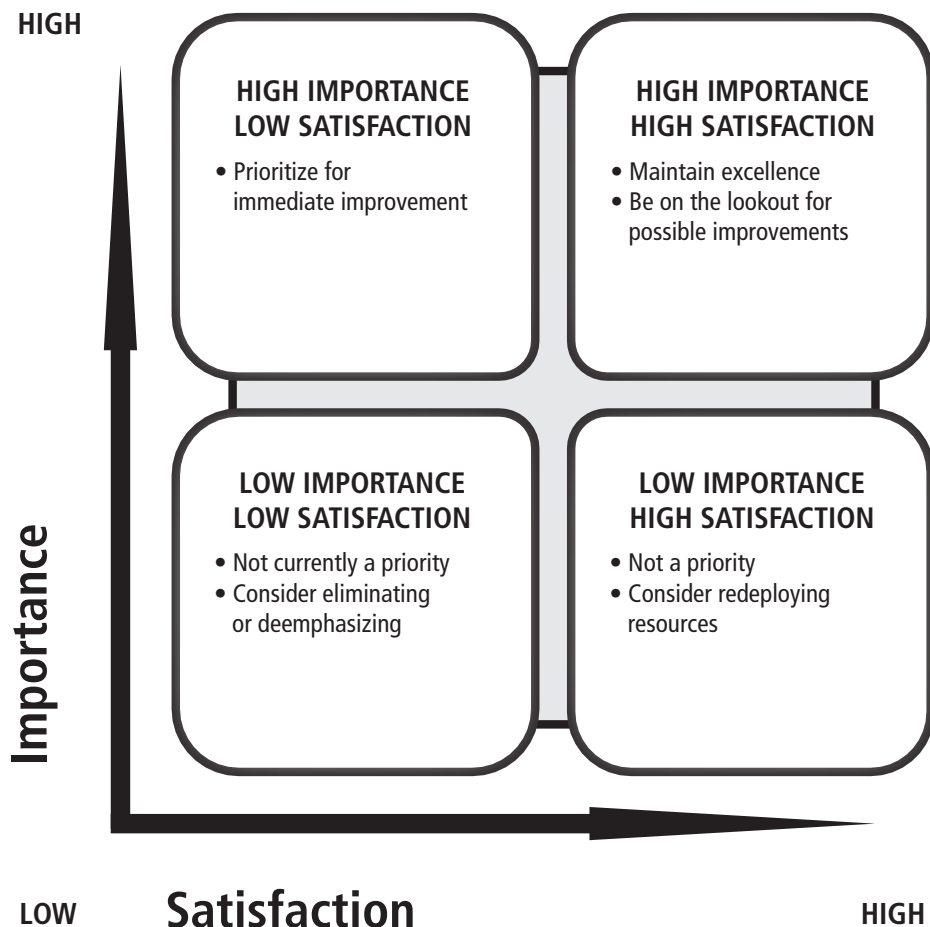
Question	Mean	Tot Neg**	Tot Pos**	Count
Q17e. Email quota	4.56	16%	84%	149
Q41j. Web Authentication	4.76	10%	90%	50
Q30a. Stanford Mobile Device Management Service (MDM)	4.77	10%	90%	71
Q39a. Communications provided by IT services to keep you informed about the services it provides	4.78	4%	96%	156
Q17b. Email features	4.80	10%	90%	170
Q27a. stanford.edu mobile device experience	4.85	6%	94%	124
Q18a. Signal strength/quality of wireless connection	4.86	9%	91%	144

* Minimum number of respondents: 30

**Tot Pos represents the percent of respondents who selected either Very Satisfied, Satisfied or Somewhat Satisfied;
Tot Neg represents the percent of respondents who selected either Very Dissatisfied, Dissatisfied or Somewhat Dissatisfied.

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 ranged from a low of 6 (Q41c. Drupal with the Collaboration Tools Installer) to a high of 546 (Q17a. Email speed). The following tables quantify the number of people who registered dissatisfaction with each of the services or service attributes *with response counts of 30 or more* that respondents were asked to rate for satisfaction. It is one way to get at the same type of information provided by the matrix, and to think about what service improvements might have the most impact. The tables also feature color coding to indicate how highly each item correlates with respondents' satisfaction with IT Services overall. This is another data point to consider when deciding which services to prioritize.

Counts of Customers Expressing Dissatisfaction for All Satisfaction Questions, Sorted by Total Dissatisfied, Plus Correlations with IT Services Overall

Question	Mean	Count	Tot. Neg	Total Dissat	R ²
Q17e. Email quota	4.56	493	19%	95	
Q39a. Communications provided by IT services to keep you informed about the services it provides	4.43	498	15%	74	
Q18a. Signal strength/quality of wireless connection	4.71	507	13%	66	
Q18b. Availability of wireless network on campus	4.74	496	13%	64	
Q17b. Email features	4.74	535	12%	64	
Q17c. Email ease of use	4.81	545	11%	58	
Q43c. ITS helps you use technology effectively	4.72	489	11%	55	
Q3c. HelpSU: Turnaround time for resolving your problem	4.79	449	11%	51	
Q17a. Email speed	4.93	546	9%	47	
Q17d. Email reliability	4.94	543	9%	47	
Q18d. Visitor Wireless	4.69	284	15%	43	
Q19a. Wireless in the residences	4.52	195	22%	43	
Q30a. Stanford Mobile Device Management Service (MDM)	4.52	248	17%	41	
Q1a. IT Services "client-oriented" approach	4.95	510	8%	39	
Q4a. Problem resolution overall	4.95	494	8%	38	
Q3d. HelpSU: Ability to be routed to the correct service group	4.94	425	9%	38	
Q27a. stanford.edu mobile device experience	4.71	420	9%	38	
Q3b. HelpSU: Ability to solve problem	4.94	454	8%	36	
Q3a. HelpSU: Timeliness of initial response to your inquiry	4.88	461	8%	35	
Q18c. Sponsored Wireless Guest	4.81	305	11%	35	
Q2c. 5-HELP: Turnaround time for resolving your problem	4.85	313	11%	34	
Q2b. 5-HELP: Ability to solve problem	4.92	314	10%	32	
Q23a. Stanford's network overall	5.06	540	6%	30	

Minimum number of responses was 30.

Color Coding of Text
Email
Wireless Network

Strength of Correlation with IT Services Overall (Pearson's R ²)
Very Strong =>70%
Strong 40%-69%
Moderate 30-39%
Weak 20-29%
No or negligible 0-19%

Question	Mean	Count	Tot. Neg	Total Dissat	R ²
Q2a. 5-HELP: Timeliness of initial response to your inquiry	4.98	314	9%	29	
Q22a. Reliability of wired network	5.13	419	7%	28	
Q43b. ITS delivers promised services on a timely basis	5.01	496	5%	27	
Q2d. 5-HELP: Ability to get through to a person	4.98	311	9%	27	
Q44a. Services provided by ITS as a whole	4.98	528	5%	25	X
Q43d. ITS provides services that are valuable to you	4.93	510	5%	25	
Q22b. Availability of wired network	5.11	423	6%	24	
Q24d. Voicemail	4.78	280	8%	22	
Q24c. Telecommunications problem resolution	4.78	217	9%	20	
Q24a. Placing an order for telecommunications services	4.70	193	9%	18	
Q43a. ITS keeps the IT systems it provides up and running	5.12	529	3%	15	
Q22c. High-speed (gigabit) access to other universities	5.06	242	6%	15	
Q24b. Order completion/delivery of telecommunications services	4.72	189	8%	15	
Q41j. Web Authentication	4.87	152	7%	10	
Q6e. AFS	4.70	101	10%	10	
Q6g. Stanford Box	4.91	69	13%	9	
Q6c. Server Disk Storage	4.68	65	14%	9	
Q6h. Google Drive at Stanford	4.87	76	9%	7	
Q41h. Stanford Box	4.88	66	9%	6	
Q41f. WWW/AFS Hosting	4.83	77	6%	5	
Q6a. Individual and Group File Storage	4.88	89	4%	4	
Q41g. Qualtrics Web Survey	5.05	61	5%	3	
Q6f. Secure AFS	4.80	59	5%	3	
Q6b. Secure Individual and Group File Storage	4.95	55	4%	2	

All Satisfaction Ratings Sorted from High to Low by Mean

Question	Mean	Tot Neg**	Tot Pos	Count
Q22a. Reliability of wired network	5.13	7%	93%	419
Q43a. ITS keeps the IT systems it provides up and running	5.12	3%	97%	529
Q22b. Availability of wired network	5.11	6%	94%	423
Q22c. High-speed (gigabit) access to other universities	5.06	6%	94%	242
Q23a. Stanford's network overall	5.06	6%	94%	540
Q41g. Qualtrics Web Survey	5.05	5%	95%	61
Q43b. ITS delivers promised services on a timely basis	5.01	5%	95%	496
Q41i. Web Virtual Host	5.00	0%	100%	18
Q2a. 5-HELP: Timeliness of initial response to your inquiry	4.98	9%	91%	314
Q44a. Services provided by ITS as a whole	4.98	5%	95%	528
Q2d. 5-HELP: Ability to get through to a person	4.98	9%	91%	311
Q6b. Secure Individual and Group File Storage	4.95	4%	96%	55
Q4a. Problem resolution overall	4.95	8%	92%	494
Q1a. IT Services "client-oriented" approach	4.95	8%	92%	510
Q3d. HelpSU: Ability to be routed to the correct service group	4.94	9%	91%	425
Q3b. HelpSU: Ability to solve problem	4.94	8%	92%	454
Q17d. Email reliability	4.94	9%	91%	543
Q43d. ITS provides services that are valuable to you	4.93	5%	95%	510
Q17a. Email speed	4.93	9%	91%	546
Q6d. Online Archive Storage	4.92	0%	100%	26
Q2b. 5-HELP: Ability to solve problem	4.92	10%	90%	314
Q6g. Stanford Box	4.91	13%	87%	69
Q41k. Workgroup Integration	4.90	10%	90%	20
Q3a. HelpSU: Timeliness of initial response to your inquiry	4.88	8%	92%	461
Q41h. Stanford Box	4.88	9%	91%	66
Q6a. Individual and Group File Storage	4.88	4%	96%	89
Q6h. Google Drive at Stanford	4.87	9%	91%	76
Q41j. Web Authentication	4.87	7%	93%	152
Q2c. 5-HELP: Turnaround time for resolving your problem	4.85	11%	89%	313
Q41f. WWW/AFS Hosting	4.83	6%	94%	77
Q18c. Sponsored Wireless Guest	4.81	11%	89%	305
Q17c. Email ease of use	4.81	11%	89%	545
Q41i. MySQL Database	4.81	4%	96%	26
Q6f. Secure AFS	4.80	5%	95%	59
Q3c. HelpSU: Turnaround time for resolving your problem	4.79	11%	89%	449
Q24c. Telecommunications problem resolution	4.78	9%	91%	217

Question	Mean	Tot Neg	Tot Pos	Count
Q24d. Voicemail	4.78	8%	92%	280
Q18b. Availability of wireless network on campus	4.74	13%	87%	496
Q17b. Email features	4.74	12%	88%	535
Q24b. Order completion/delivery of telecommunications services	4.72	8%	92%	189
Q43c. ITS helps you use technology effectively	4.72	11%	89%	489
Q18a. Signal strength/quality of wireless connection	4.71	13%	87%	507
Q27a. stanford.edu mobile device experience	4.71	9%	91%	420
Q6e. AFS	4.70	10%	90%	101
Q24a. Placing an order for telecommunications services	4.70	9%	91%	193
Q18d. Visitor Wireless	4.69	15%	85%	284
Q6c. Server Disk Storage	4.68	14%	86%	65
Q41e. Web Forms Service / Formbuilder	4.59	6%	94%	17
Q17e. Email quota	4.56	19%	81%	493
Q30a. Stanford Mobile Device Management Service (MDM)	4.52	17%	83%	248
Q19a. Wireless in the residences	4.52	22%	78%	195
Q39a. Communications provided by IT services to keep you informed about the services it provides	4.43	15%	85%	498
Q41b. WordPress with the Collaboration Tools Installer	4.42	17%	83%	12
Q41d. MediaWiki with the Collaboration Tools Installer	4.19	25%	75%	16
Q41c. Drupal with the Collaboration Tools Installer	4.17	17%	83%	6
Q41a. Stanford Sites (Drupal) web content management platform	4.14	28%	72%	29