

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

## **Instructions**

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

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

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

# General Support

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

\* 5-HELP, contacted through 5-4357

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

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

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

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

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

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

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

**Q4 How satisfied are you with problem resolution overall?**

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

**QS9 How important are the following in getting help with your computer?**

	<i>Not at all important</i> 1	<i>Not important</i> 2	<i>Neutral</i> 3	<i>Important</i> 4	<i>Very important</i> 5
Information outside of Stanford (Google, Apple, Microsoft, Red Hat, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ITSS Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5-HELP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
HelpSU	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
RCCs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student Help Desk (Meyer Help Desk)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Residential Computing website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Training

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

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

## Telecommunications Services

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

	<i>Very Dissatisfied 1</i>	<i>Dissatisfied 2</i>	<i>Neutral 3</i>	<i>Satisfied 4</i>	<i>Very Satisfied 5</i>
Availability of features	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Voice mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Billing system/statements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q8** How satisfied are you with ITSS telecommunications services overall?

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

## Network Services

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

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

**Q54 If you use the wireless network in the residences, how satisfied are you with it?**

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

**Q55 If you use wireless in any of the following locations, how often do you experience problems with connectivity?**

	<i>Always</i>	<i>Usually</i>	<i>Sometimes</i>	<i>Rarely</i>	<i>Never</i>	<i>Not sure</i>
Dining halls	<input type="radio"/>					
On-campus food and coffee houses	<input type="radio"/>					
Classrooms	<input type="radio"/>					
Residences	<input type="radio"/>					
Libraries	<input type="radio"/>					
Main Quad	<input type="radio"/>					
School of Engineering buildings	<input type="radio"/>					
Law School buildings	<input type="radio"/>					
GSB buildings	<input type="radio"/>					
Medical School buildings	<input type="radio"/>					

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

	<i>Very Dissatisfied</i> <sup>1</sup>	<i>Dissatisfied</i> <sup>2</sup>	<i>Neutral</i> <sup>3</sup>	<i>Satisfied</i> <sup>4</sup>	<i>Very Satisfied</i> <sup>5</sup>
Reliability of network	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of network	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q11 How satisfied are you Stanford network services overall?**

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

## Remote Access

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

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

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

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

# Email

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

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

**Q15 Other email client:**

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

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

**Q17 How satisfied are you overall with Stanford email?**

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

# Software

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

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

**QS8 What percentage of your computing time is spent on the following hardware?**

	0%	20%	40%	60%	80%	100%
Desktop	<input type="radio"/>					
Laptop	<input type="radio"/>					

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

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

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

**QS1 Please rate your satisfaction with the Axxess system.**

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

**QS2 What would increase your satisfaction with Axxess?**

**QS3 Please rate your satisfaction with the following aspects of Software Licensing--discounted licensed software (e.g., Matlab, SPSS, SAS, Mathematica):**

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

**QS7 Please rate your satisfaction with the following aspects of Pubsw: the Unix software tree (e.g., GCC, Emacs, TeX, R)**

	<i>Very Dissatisfied</i> 1	<i>Dissatisfied</i> 2	<i>Neutral</i> 3	<i>Satisfied</i> 4	<i>VerySatisfied</i> 5
Availability of software for course and research needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of updates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Documentation and announcements of software packages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stability of the software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Security

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

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

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

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

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

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

## Data Backup Services

**Q24 How often does your computer get backed up:**

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

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

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

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

# Portable Technologies

**Q27 How often do you use the following portable technologies?**

	<i>Daily</i>	<i>Weekly</i>	<i>Monthly</i>	<i>Less Than Monthly</i>	<i>Never</i>
Palm OS device	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pocket PC device	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blackberry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treo	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other cell phone with data capabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
iPod or other MP3 device	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
High capacity storage devices other than iPods or other MP3 devices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other, please specify below	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q28 Other portable device as referenced above:**

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

# General Summary

**Q30 Please indicate how important the following are to you:**

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

**QS6 Please rate the importance of the following cluster options:**

	Not at all important <sup>1</sup>	Not important <sup>2</sup>	Neutral <sup>3</sup>	Important <sup>4</sup>	Very important <sup>5</sup>
Special function/reserved Unix clusters (e.g., specific software or cluster room reservations)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Moving away from on-site cluster access to remote access only	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Space available in AFS home directory	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**QS10 Please select the three activities you do most often on the Leland Cluster machines (Elaine, Cardinal, etc):**

- Problem sets, programming, simulations, or other homework assignments
- Research on Web for class work
- Communication activities (e.g., newsgroups, Zephyr, etc.)
- Read and send email
- Browse the Web

Other, please specify:

**QS11 Please rate your satisfaction with the following ITSS services:**

	Very Dissatisfied <sup>1</sup>	Dissatisfied <sup>2</sup>	Neutral <sup>3</sup>	Satisfied <sup>4</sup>	Very Satisfied <sup>5</sup>
Web development or publishing tools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Email quota	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wired network bandwidth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cable TV	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Central File Storage (AFS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web portal for service ordering (phones, cable TV, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**QS12** What expectations about computing did you have when you came to Stanford that were not met?

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

*Very Dissatisfied*1



*Dissatisfied*2



*Neutral*3



*Satisfied*4



*Very Satisfied*5



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