

Overview of the Results

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

	Mean	Tot Pos	Count
13a. Reliability of wired network	4.98	93%	427
3e. HelpSU: Ease of submitting online request	4.96	92%	382
36a. Keeps the IT systems it provides up and running	4.95	95%	473
3c. HelpSU: Professionalism	4.94	93%	379
20c. ESS: Ease of installing software	4.93	96%	394
13b. Availability of wired network	4.92	91%	427
25d. Symantec/Norton Antivirus	4.90	92%	378
2d. 5-HELP: Professionalism	4.84	91%	342
14. Stanford network Services overall	4.77	93%	469
24a. Timeliness of security software updates	4.74	95%	413

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

	Mean	Tot Neg	Count
18b. Stanford Web Mail features	3.91	34%	463
9b. Telephone billing system/statements	3.97	31%	239
12c. Wireless guest registration process	3.98	34%	229
15e. Ability to use Stanford services while traveling outside the U.S.	4.09	28%	224
18a. Stanford Web Mail speed	4.09	29%	472
18c. Stanford Web Mail ease of use	4.10	27%	468
21d. Sftwr Lic: Cost	4.13	25%	213
15a. Ability to use Stanford services working from home using Stanford modem	4.19	25%	165
12b. Availability of wireless network on campus	4.24	25%	367
25b. SpySweeper	4.29	25%	287

Top Ten Areas of Satisfaction by Cohort Sorted by Mean

Faculty

Question	Mean	Tot Pos	Count
13a. Reliability of wired network	5.05	96%	142
3c. HelpSU: Professionalism	5.01	92%	112
36a. Keeps the IT systems it provides up and running	4.99	95%	159
20c. ESS: Ease of installing software	4.93	94%	134
25d. Symantec/Norton Antivirus	4.93	94%	127
3e. HelpSU: Ease of submitting online request	4.92	89%	112
2d. 5-HELP: Professionalism	4.88	91%	116
13b. Availability of wired network	4.87	90%	144
24a. Timeliness of security software updates	4.81	96%	138
21e. Sftwr Lic: Responsiveness of staff to your requests	4.78	92%	59

Students

Question	Mean	Tot Pos	Count
3e. HelpSU: Ease of submitting online request	4.91	94%	101
25d. Symantec/Norton Antivirus	4.90	92%	125
20c. ESS: Ease of installing software	4.86	96%	134
13a. Reliability of wired network	4.82	90%	135
36a. Keeps the IT systems it provides up and running	4.78	94%	141
13b. Availability of wired network	4.77	88%	131
3c. HelpSU: Professionalism	4.73	90%	100
13c. High-speed (gigabit) access to other universities	4.71	86%	93
20d. ESS: Helpfulness of Stanford-specific software documentation	4.62	91%	128
14. Stanford network services overall	4.60	91%	152

Administrative Staff (95% or more satisfied)

Question	Mean	Tot Pos	Count
13b. Availability of wired network	5.10	95%	152
13c. High-speed (gigabit) access to other universities	5.09	94%	90
13a. Reliability of wired network	5.06	94%	150
36a. Keeps the IT systems it provides up and running	5.05	97%	173
3c. HelpSU: Professionalism	5.02	96%	167
3e. HelpSU: Ease of submitting online request	5.02	93%	169
20c. ESS: Ease of installing software	5.01	98%	126
2d.5-HELP: Professionalism	4.96	93%	149
25a. BigFix	4.94	97%	68
14. Stanford network services overall	4.94	96%	159

Top Areas of Dissatisfaction by Cohort Sorted by Mean

Faculty

Question	Mean	Tot Neg	Count
15e. Ability to use Stanford services while traveling outside the U.S.	3.94	37%	106
9b. Telephone billing system/statements	3.97	30%	64
18b. Web Mail features	4.01	33%	146
12b. Availability of network on campus	4.12	26%	133
18c. Web Mail ease of use	4.14	29%	149
25b. SpySweeper	4.16	30%	83
12c. Wireless guest registration process	4.16	29%	70
21c. Sftwr Lic: Ease of ordering/purchasing	4.16	21%	76
21d. Sftwr Lic: Cost	4.17	23%	77
18a. Web Mail speed	4.19	29%	150

Students

Question	Mean	Tot Neg	Count
S2. Wireless networking in the residences	3.36	49%	108
9c. Voice mail	3.37	45%	60
18b. Web Mail features	3.52	47%	148
21d. Sftwr Lic: Cost	3.55	42%	69
12c. Wireless guest registration process	3.60	47%	88
18a. Web Mail speed	3.66	45%	148
25a. BigFix	3.72	40%	57
15a. Ability to use Stanford services working from home using Stanford modem	3.74	37%	46
S10e. Central File Storage (AFS)	3.79	34%	85
18c. Web Mail ease of use	3.89	33%	148

Administrative Staff

Question	Mean	Tot Neg	Count
9b. Telephone billing system/statements	4.02	30%	89
15e. Ability to use Stanford services while traveling outside the U.S.	4.15	20%	46
18b. Web Mail features	4.17	23%	169
18c. Web Mail ease of use	4.25	21%	171
12c. Wireless guest registration process	4.28	23%	71
9a. Telephone problem resolution	4.34	22%	116
18a. Web Mail speed	4.37	16%	174
15a. Ability to use Stanford services working from home using Stanford modem	4.38	20%	69
A2c. Ability to submit multiple requests at time of order	4.42	20%	71
2a. 5-HELP: Ability to get through to a person	4.45	17%	151

2003—2006 Satisfaction Ratings, Changes Since 2005

The questions below were asked in 2003, 2005 and 2006.

5-HELP				
	2003	2005	2006	Chnge Since 2005
2a. 5-HELP: Ability to get through to a person	4.57	4.43	4.43	0.00
2b. 5-HELP: Timeliness of initial response to your inquiry	4.54	4.45	4.49	0.04
2c. 5-HELP: Turnaround time for resolving your problem	4.45	4.41	4.40	-0.01
2d. 5-HELP: Professionalism	5.05	4.81	4.84	0.03
2e. 5-HELP: Ability to solve problem	4.73	4.62	4.49	-0.12

HelpSU				
	2003	2005	2006	Chnge
3a. HelpSU: Timeliness of initial response to your inquiry	4.77	4.53	4.59	0.06
3b. HelpSU: Turnaround time for resolving your problem	4.63	4.45	4.43	-0.03
3c. HelpSU: Professionalism	5.14	4.89	4.94	0.05
3d. HelpSU: Ability to solve problem	4.98	4.69	4.62	-0.08
3e. HelpSU: Ease of submitting online request	4.69	4.89	4.96	0.07

Problem Resolution Overall				
	2003	2005	2006	Chnge
4. Problem resolution	4.75	4.60	4.62	0.02

Telecommunications Services				
	2003	2005	2006	Chnge
9c. Voice mail	4.69	4.46	4.31	-0.15
11. Telecommunications overall	4.74	4.43	4.44	0.01

Network Services				
	2003	2005	2006	Chnge
12b. Availability of wireless network on campus	4.12	4.11	4.24	0.14
14. Stanford network services overall	4.92	4.74	4.77	0.03

Essential Stanford Software				
	2003	2005	2006	Chnge
20a. ESS: Available selection of software	5.03	4.52	4.62	0.10
20b. ESS: Timeliness of Stanford release of updated versions after vendor release	4.74	4.42	4.64	0.21
20d. ESS: Helpfulness of Stanford-specific software documentation	4.72	4.37	4.69	0.32

ITSS Overall				
	2003	2005	2006	Chnge
37. IT Services services as a whole	4.81	4.65	4.69	0.04

2005—2006 Satisfaction Ratings, Changes Since 2005

The questions below were asked in 2005 and 2006 only.

Additional Questions			
	2005	2006	Chnge Since 2005
1. Customer-oriented approach	4.54	4.61	0.07 *
9a. Telephone problem resoluion	4.25	4.26	0.01
9b. Billing system/statements	3.90	3.97	0.07
12a. Wireless signal strength/quality of connection	4.28	4.31	0.03
12c. Wireless guest registration process	3.88	3.98	0.10
S2. Wireless networking in the residences	4.14	3.36	-0.78
19. Stanford email overall	4.84	4.6	-0.24
21a. Sftwr Lic: Available selection of software	4.30	4.45	0.15 **
21b. Sftwr Lic: Timeliness of updates	4.18	4.56	0.38 **
21c. Sftwr Lic: Ease of ordering/purchasing	4.16	4.3	0.14 **
24a. Timeliness of security software updates	4.65	4.74	0.09
24b. Effectiveness of documentation and instructions in securing your computer and preventing attacks	4.45	4.53	0.08
24c. Effectiveness of documentation and instructions in recovering from incidents	4.27	4.41	0.14

Additional Questions (Students Only)			
	2005	2006	Chnge Since 2005
S10a. Web development and publishing tools	4.03	4.13	0.10
S10b. Email quota	3.94	4.27	0.33
S10c. Wired network bandwidth	4.36	4.48	0.12
S10d. Cable TV	3.96	4.02	0.06
S10e. Central File Storage (AFS)	3.94	3.79	-0.15

IT Services Site and Ordering Methods (Administrative Staff Only)			
	2005	2006	Chnge Since 2005
A1a. IT Services site	4.46	4.51	0.05
A1b. Online HelpSU request	4.57	4.93	0.36
A1c. Phone-in HelpSU request	4.25	4.73	0.48
A2a. Time to complete order form/communicate necessary information	4.39	4.64	0.25
A2b. Ease of access to ordering method	4.45	4.66	0.21
A2c. Ability to submit multiple requests at time of order	4.09	4.42	0.33
A2d. Time interval between submission of order and completion of order	4.17	4.57	0.40

* This question was asked of all cohorts in 2006, but only of administrative staff in 2005. These figures compare the results for administrative staff only from both surveys.

** These questions were asked of all cohorts in 2006, but only of students in 2005. These figures compare the results for students only from both surveys.

Service Improvements from the General Survey That Are Important to Enhancing Client Satisfaction Top Ratings Sorted by Mean

	Somewhat Important	Important	Very Important	Total Imp	Mean	Std Dev	99% CI+-	Count
17a. Better spam filtering	15%	21%	56%	91%	5.18	1.15	0.08	766
17b. Better centralized spam auto-deletion	16%	21%	51%	87%	4.98	1.35	0.10	750
17c. Better virus detection	16%	20%	47%	83%	4.87	1.39	0.10	753
17d. More reliable sending and receiving	19%	24%	38%	81%	4.70	1.37	0.10	739
6b. Self-help information on services you already have	22%	32%	28%	82%	4.61	1.25	0.10	635
6a. General information about services, features, rates and ordering	22%	31%	28%	81%	4.58	1.28	0.10	648
6c. News and status of systems and services (e.g., service outages)	19%	31%	26%	76%	4.47	1.35	0.10	636
17e. More disk space	18%	25%	31%	74%	4.44	1.51	0.11	744
34d. Expanded wireless networking	16%	24%	30%	69%	4.18	1.73	0.14	624