The General Survey: Questions Asked of All Participants

2007 MIT Information Technology Survey

This survey is intended to gather information about your experiences using MIT's IT services, so please answer about your experiences only. Your feedback will help us reach our goal of providing excellent customer service.

This survey may take about 15 minutes to complete. Please note that your answers will not be captured until you press the submit button at the end of the survey.

During the survey, please do not use your browser's FORWARD and BACK buttons. Instead, always use the buttons on the bottom of each survey page to move forward or backward.

PRIVACY STATEMENT: To ensure confidentiality, this survey is being administered by MOR Associates, an outside consulting firm. Your responses will be submitted directly, and only, to them. Though the survey instrument collects personally identifiable information, MOR Associates will use this information strictly and solely for the purpose of ensuring that reminders are sent only to those people who have not responded. It does not collect or record identifying information regarding the computer you use to enter your responses.

Please click the NEXT button at the bottom of this page to begin the survey.

Thank you for taking our survey!

If you encounter any question for which you are uncertain about the subject or for which you have no experience,

PLEASE SKIP IT!

OR CHECK "N/A Don't Know."

Please click on the box below to acknowledge you read the instructions on this page.

☐ Yes, I read them.

Software

Rate your satisfaction with the following:

	Very Dissatisfied 1	Dissatisfied 2	SomewhatDissatisfied 3	SomewhatSatisfied 4	Satisfied 5	Very Satisfied 6	N/ADon't Know
Selection of software from MIT	○	○	○	○	○	○	○
Timeliness of MIT release of new software after vendor release	○	○	○	○	○	○	○
Software download page (web.mit.edu/software)	○	○	○	○	○	○	○
Helpfulness of software documentation on the IS&T website	○	○	○	○	○	○	○

What additional software do you need to do your work?

Computing Network

Rate your satisfaction with the following types of MIT networks.

	Very Dissatisfied 1	Dissatisfied 2	SomewhatDissatisfied 3	SomewhatSatisfied 4	Satisfied 5	Very Satisfied 6	N/ADon't Know
Wireless network	○	○	○	○	○	○	○
Wired network	○	○	○	○	○	○	○

Rate your satisfaction with the following aspects of wireless networking at MIT.

	Very Dissatisfied 1	Dissatisfied 2	SomewhatDissatisfied 3	SomewhatSatisfied 4	Satisfied 5	Very Satisfied 6	N/ADon't Know
Availability of wireless connectivity	○	○	○	○	○	○	○
Signal strength	○	○	○	○	○	○	○
The registration process for getting a connection	○	○	○	○	○	○	○

If you experienced difficulty with wireless networking at MIT due to low signal strength, where was it?

During the past year, how frequently have you experienced problems--while on campus--performing the following tasks over the MIT network?

	Never	Less Than Monthly	Monthly	Weekly	Daily	N/ADon't Know
Sending email	○	○	○	○	○	○
Receiving email	○	○	○	○	○	○
Browsing the Web	○	○	○	○	○	○

How satisfied are you with Network Services overall?

	Very Dissatisfied 1	Dissatisfied 2	SomewhatDissatisfied 3	SomewhatSatisfied 4	Satisfied 5	Very Satisfied 6	N/ADon't Know
Network Services overall	○	○	○	○	○	○	○

Email and WebMail

Rate your satisfaction with the following aspects of spam screening:

	Very Dissatisfied 1	Dissatisfied 2	SomewhatDissatisfied 3	SomewhatSatisfied 4	Satisfied 5	Very Satisfied 6	N/ADon't Know
Spam screening effectiveness	○	○	○	○	○	○	○
Ease of setting your spam screening thresholds	○	○	○	○	○	○	○

How important would the following improvements be in increasing your satisfaction with MIT email?

	Very Unimportant 1	Unimportant 2	Somewhat Unimportant3	SomewhatImportant4	Important5	VeryImportant 6	N/ADon't Know
Better spam filtering	○	○	○	○	○	○	○
More reliable sending and receiving	○	○	○	○	○	○	○
More quota space for storing email	○	○	○	○	○	○	○
Other, please specify:	○	○	○	○	○	○	○

If you use WebMail, rate your satisfaction with the following aspects of it.

	Very Dissatisfied 1	Dissatisfied 2	SomewhatDissatisfied 3	SomewhatSatisfied 4	Satisfied 5	Very Satisfied 6	N/ADon't Know
Speed	○	○	○	○	○	○	○
Ease of use	○	○	○	○	○	○	○
Features	○	○	○	○	○	○	○

How satisfied are you overall with MIT email?

	Very Dissatisfied 1	Dissatisfied 2	SomewhatDissatisfied 3	SomewhatSatisfied 4	Satisfied 5	Very Satisfied 6	N/ADon't Know
Email overall	○	○	○	○	○	○	○

Remote Access

How satisfied are you with your ability to use MIT email and web services...

	Very Dissatisfied 1	Dissatisfied 2	SomewhatDissatisfied 3	SomewhatSatisfied 4	Satisfied 5	Very Satisfied 6	N/ADon't Know
While traveling in the U.S.	○	○	○	○	○	○	○
While traveling outside the U.S.	○	○	○	○	○	○	○

Computer Security

Which of these preventive measures have you made a practice of following? (Check all that apply.)

☐ Antivirus scanning of your hard disks is turned on

☐ Antivirus software set to update itself automatically

☐ Operating system (such as Windows) updates installed automatically

☐ Application software (such as Office) updates installed automatically

What specific help do you think you need to keep your computing environment safer?

How often in the course of your work at MIT do you handle the following kinds of sensitive information?

	Never	Less Than Monthly	Monthly	Weekly	Daily	N/ADon't Know
Other people's data files and email	○	○	○	○	○	○
Other people's medical records	○	○	○	○	○	○
Student grades	○	○	○	○	○	○
Other people's salary or other financial information	○	○	○	○	○	○

Are you aware of agreed-upon procedures for how sensitive information will be protected?

☐ Yes   ☐ No

How often are your data files backed up to a server, alternate hard disk, CD or tape?

	Never	Less Than Monthly	Monthly	Weekly	Daily	N/ADon't Know
Data backup frequency	○	○	○	○	○	○

Help Services

If you have used the Help Desk within the past year, rate your satisfaction with the following:

	Very Dissatisfied 1	Dissatisfied 2	SomewhatDissatisfied 3	SomewhatSatisfied 4	Satisfied 5	Very Satisfied 6	N/ADon't Know
Ability to get through to a person	○	○	○	○	○	○	○
Timeliness of resolution	○	○	○	○	○	○	○
Professionalism	○	○	○	○	○	○	○
Technical ability	○	○	○	○	○	○	○
Clarity around who to go to for help	○	○	○	○	○	○	○

If you have worked with the Help Desk <u>more than once over the past year</u>, what best indicates any change in services over time?

	Much Worse	Worse	About the Same	Better	Much Better	N/ADon't Know
If you have worked with the help desk more than once over...	○	○	○	○	○	○

How satisfied are you with computer problem resolution overall?

	Very Dissatisfied 1	Dissatisfied 2	SomewhatDissatisfied 3	SomewhatSatisfied 4	Satisfied 5	Very Satisfied 6	N/ADon't Know
IS&T problem resolution overall	○	○	○	○	○	○	○

Rate the importance of the following in terms of increasing your satisfaction with problem resolution:

	Very Unimportant 1	Unimportant 2	Somewhat Unimportant 3	SomewhatImportant 4	Important 5	VeryImportant 6	N/ADon't Know
Better web-based self-help	○	○	○	○	○	○	○
Explanations in less technical terms	○	○	○	○	○	○	○
Faster response time	○	○	○	○	○	○	○

IS&T is considering additional client support methods. How likely would you be to take advantage of the following methods?

	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	HighlyLikely	N/ADon't Know
Use web chat with Help Desk staff	○	○	○	○	○	○
Allow remote access to your computer by Help Desk staff	○	○	○	○	○	○
Access the same knowledge base used by Help Desk staff	○	○	○	○	○	○
Better search engine	○	○	○	○	○	○

Learning About Technology

Thinking about your experiences over the past year, rate how important the following sources of information have been for learning about new services or upgrades:

	Very Unimportant 1	Unimportant 2	Somewhat Unimportant 3	Somewhat Important 4	Important 5	Very Important 6	N/A Don't Know
Hands-on training classes	○	○	○	○	○	○	○
Quick-Start lunchtime sessions	○	○	○	○	○	○	○
IS&T web pages	○	○	○	○	○	○	○
IS&T email announcements	○	○	○	○	○	○	○
is&t newsletter	○	○	○	○	○	○	○
Articles in TechTalk	○	○	○	○	○	○	○
IS&T Relationship Management Team	○	○	○	○	○	○	○
Departmental AO or local IT resources	○	○	○	○	○	○	○
Coworkers (informal)	○	○	○	○	○	○	○

What would increase your satisfaction with how IS&T provides you with the information you need?

Telephone Services

Rate your satisfaction with the following aspects of MIT's traditional telephone system (ISDN/Analog):

	Very Dissatisfied 1	Dissatisfied 2	SomewhatDissatisfied 3	SomewhatSatisfied 4	Satisfied 5	Very Satisfied 6	N/ADon't Know
Availability of features	○	○	○	○	○	○	○
Voice Mail	○	○	○	○	○	○	○
Problem resolution	○	○	○	○	○	○	○

Rate your satisfaction with the following aspects of MIT's telephone system:

	Very Dissatisfied 1	Dissatisfied 2	SomewhatDissatisfied 3	SomewhatSatisfied 4	Satisfied 5	Very Satisfied 6	N/ADon't Know
MIT's operators	○	○	○	○	○	○	○
NameConnector Service (automated switchboard)	○	○	○	○	○	○	○
Voice over IP (VoIP) pilot	○	○	○	○	○	○	○

How satisfied are you with MIT telephone services overall?

	Very Dissatisfied 1	Dissatisfied 2	SomewhatDissatisfied 3	SomewhatSatisfied 4	Satisfied 5	Very Satisfied 6	N/ADon't Know
Telephone Services overall	○	○	○	○	○	○	○

What would increase your satisfaction with MIT telephone services?

If you experienced difficulty with cell phone reception at MIT, where was the problem and what cell provider were you using?

Which of the following best describes your involvement with MIT's cellular discount program?

- ☐ I have a Verizon account through MIT.
- ☐ I have a Sprint/Nextel account through MIT.
- ☐ I have a Cingular account through MIT.
- ☐ I have a T-Mobile account through MIT.
- ☐ I wasn't aware there was a discount program.
- ☐ I knew there was a discount program, but I'm not using it.

Hardware Recommendations and Repairs

Rate the following hardware services provided by IS&T.

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A Don't Know
Hardware recommendations	○	○	○	○	○	○	○
Carry-in hardware repair	○	○	○	○	○	○	○
Onsite hardware repair	○	○	○	○	○	○	○

What percentage of your computer time is on the following platforms?

	0%	1-20%	21-40%	41-60%	61-80%	100%
Desktop	○	○	○	○	○	○
Laptop	○	○	○	○	○	○
Mobile device	○	○	○	○	○	○

What percentage of your computer time is on the following operating systems?

	0%	1-20%	21-40%	41-60%	61-80%	81-100%
Windows Vista	○	○	○	○	○	○
Windows XP	○	○	○	○	○	○
Macintosh OS X	○	○	○	○	○	○
Linux	○	○	○	○	○	○
Unix	○	○	○	○	○	○
Mobile device operating system	○	○	○	○	○	○

Select the description below that best describes your proficiency with using computers.

	Novice	Basic Skills	Intermediate	Advanced	Expert
Computer proficiency	○	○	○	○	○

How often do you use the following mobile technologies?

	Never	Less Than Monthly	Monthly	Weekly	Daily	N/A Don't Know
Palm OS device	○	○	○	○	○	○
Windows Mobile device	○	○	○	○	○	○
Cell phone with data capabilities	○	○	○	○	○	○
Blackberry device	○	○	○	○	○	○
Symbian device	○	○	○	○	○	○

If you don't have one already, how likely are you to acquire a mobile device in the next year?

	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	N/A Don't Know
Likelihood to acquire mobile device	○	○	○	○	○	○

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

TechTime

Rate your satisfaction with the following TechTime services:

	Very Dissatisfied 1	Dissatisfied 2	SomewhatDissatisfied 3	SomewhatSatisfied 4	Satisfied 5	Very Satisfied 6	N/ADon't Know
Personal calendaring	○	○	○	○	○	○	○
Shared calendaring	○	○	○	○	○	○	○
MIT conference room reservation service	○	○	○	○	○	○	○
An integrated calendaring and email solution	○	○	○	○	○	○	○

Are there any other services you would like to see added to TechTime?

[   ]

General Services

Rate the importance of the following to your work:

	Very Unimportant 1	Unimportant 2	Somewhat Unimportant3	SomewhatImportant4	Important5	VeryImportant 6	N/ADon't Know
A university-wide calendaring system	○	○	○	○	○	○	○
Desktop computer backup and recovery service	○	○	○	○	○	○	○
Onsite desktop support and repair (contracts or plans)	○	○	○	○	○	○	○
Automatic software security/virus patch upgrades	○	○	○	○	○	○	○
Networked file storage services	○	○	○	○	○	○	○
Assistance with creating and maintaining websites	○	○	○	○	○	○	○

Thinking about possible new services, how important would it be to you that MIT provide any of the following?

	Very Unimportant 1	Unimportant 2	Somewhat Unimportant3	SomewhatImportant4	Important5	VeryImportant 6	N/ADon't Know
Local help desks (other than N42)	○	○	○	○	○	○	○
Geolocating	○	○	○	○	○	○	○
An MIT-specific 'Facebook'	○	○	○	○	○	○	○
Wi-Max	○	○	○	○	○	○	○
Server co-location	○	○	○	○	○	○	○
MIT-labeled cellular service	○	○	○	○	○	○	○
Posting documents to a restricted site	○	○	○	○	○	○	○
Working on shared documents from distributed locations using a secure site	○	○	○	○	○	○	○
Accessing video-conferencing	○	○	○	○	○	○	○
Easy to create blogs	○	○	○	○	○	○	○
Podcasting tools	○	○	○	○	○	○	○

How satisfied are you with the following aspects of IS&T?

	Very Dissatisfied 1	Dissatisfied 2	SomewhatDi ssatisfied 3	SomewhatS atisfied 4	Satisfied 5	Very Satisfied 6	N/ADon't Know
Delivery of services	○	○	○	○	○	○	○
Responsiveness to your needs	○	○	○	○	○	○	○
Keeps the IT systems up and running	○	○	○	○	○	○	○
Keeping you informed about IT at MIT	○	○	○	○	○	○	○

How satisfied are you with IS&T as a whole?

	Very Dissatisfied 1	Dissatisfied 2	SomewhatDi ssatisfied 3	SomewhatS atisfied 4	Satisfied 5	Very Satisfied 6	N/ADon't Know
IS&T overall	○	○	○	○	○	○	○

Select a point on the scale below that best describes any change in IS&T services over the past year.

	Much Worse	Worse	Somewhat Worse	Somewhat Better	Better	Much Better	N/ADon't Know
IS&T services change over the past year.	○	○	○	○	○	○	○

What could IS&T do to make it easier for you to do your work?

Can We Help with Something Specific?

Is there a specific issue you would like us to get back to you on? If so, please describe it below and be sure to provide us with your name, email address and/or telephone number.