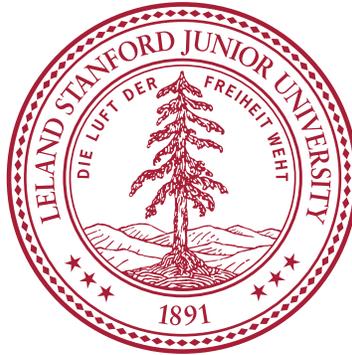


STANFORD UNIVERSITY



IT Services 2012 Customer Satisfaction Survey November 2012



Acknowledgements

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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?"

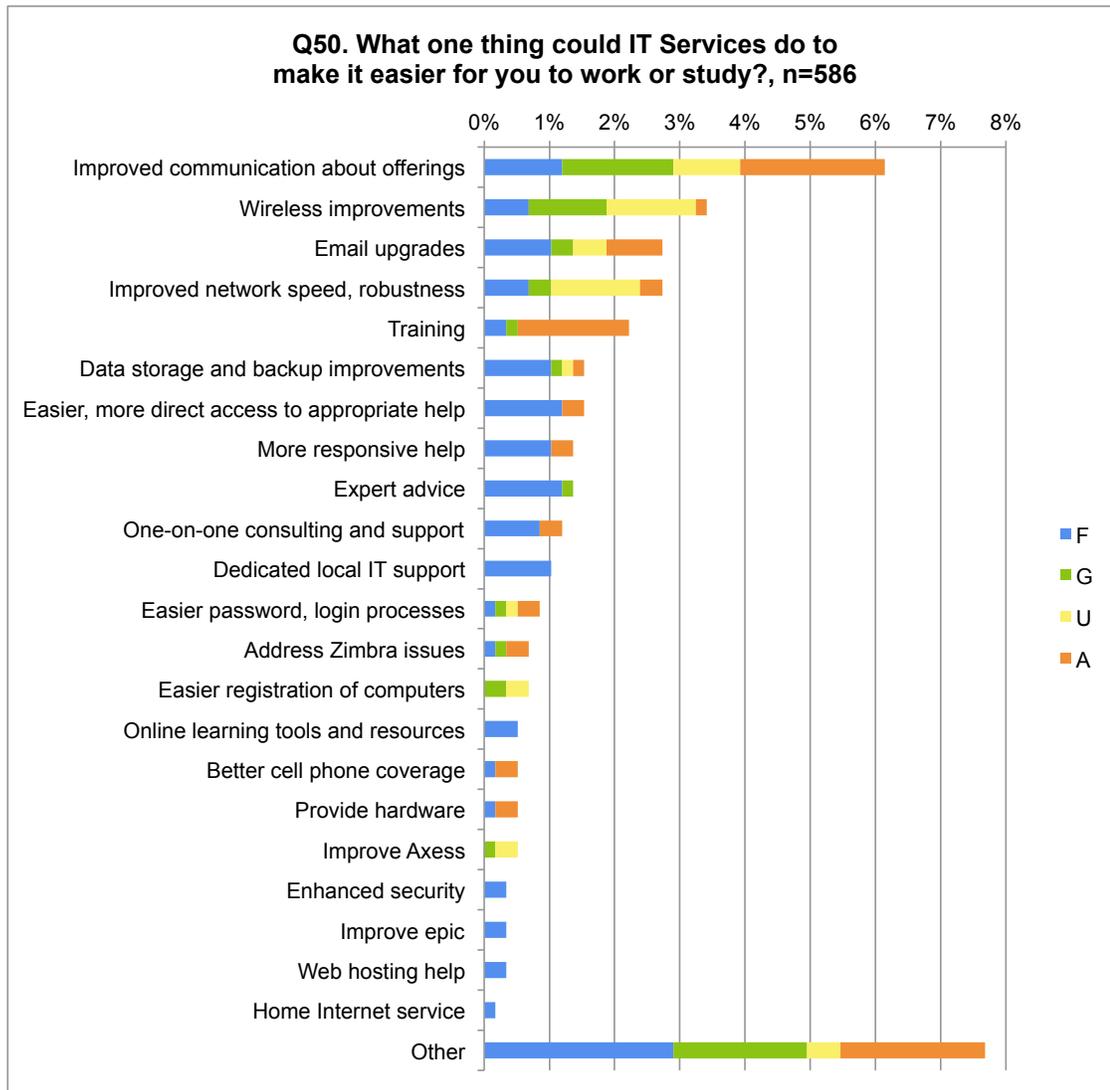
Network Services										
	2003	2005	2006	2007	2008	2009	2010	2011	2012	
Q18a. Signal strength/quality of wireless connection	---	4.28	4.31	4.43	4.44	4.51	4.83	4.64	4.71	0.06
Q18b. Availability of wireless network on campus	4.12	4.11	4.24	4.39	4.48	4.61	4.86	4.73	4.74	0.01
<i>Average of Q18c. Sponsored 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

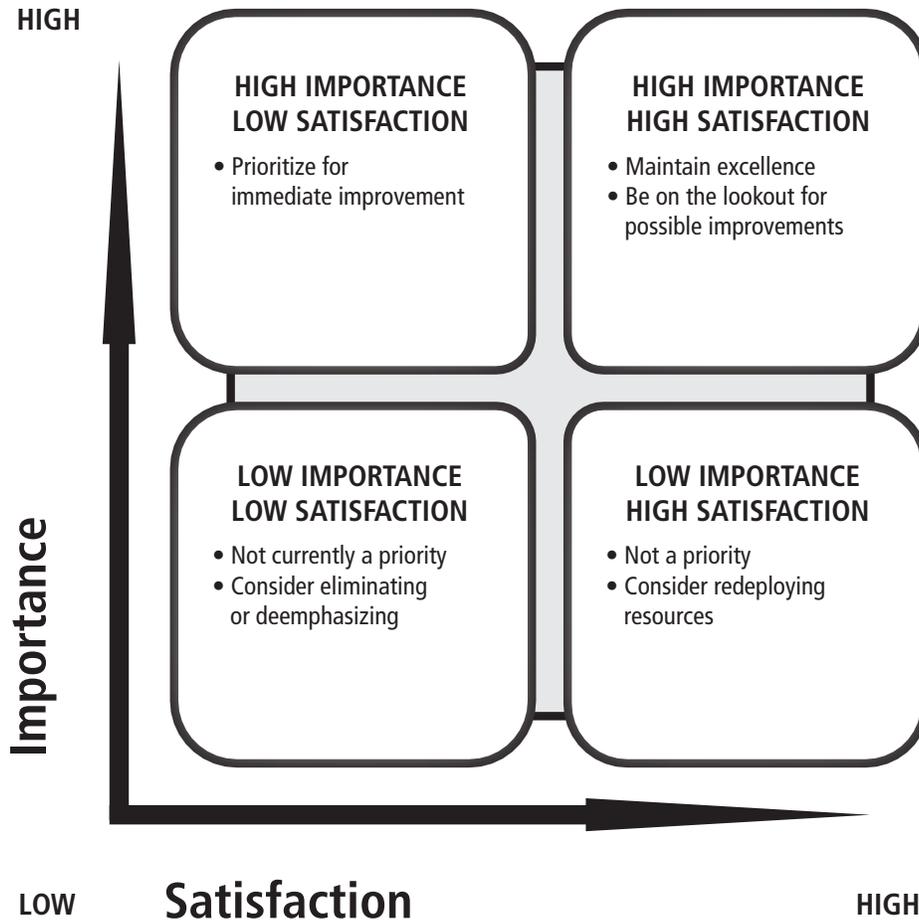
Question	Mean	Tot Neg**	Tot Pos**	Count
Q17e. Email quota	4.56	16%	84%	149
Q41j. Web Authentication	4.76	10%	90%	50
Q30a. Stanford Mobile Device Management Service (MDM)	4.77	10%	90%	71
Q39a. Communications provided by IT services to keep you informed about the services it provides	4.78	4%	96%	156
Q17b. 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

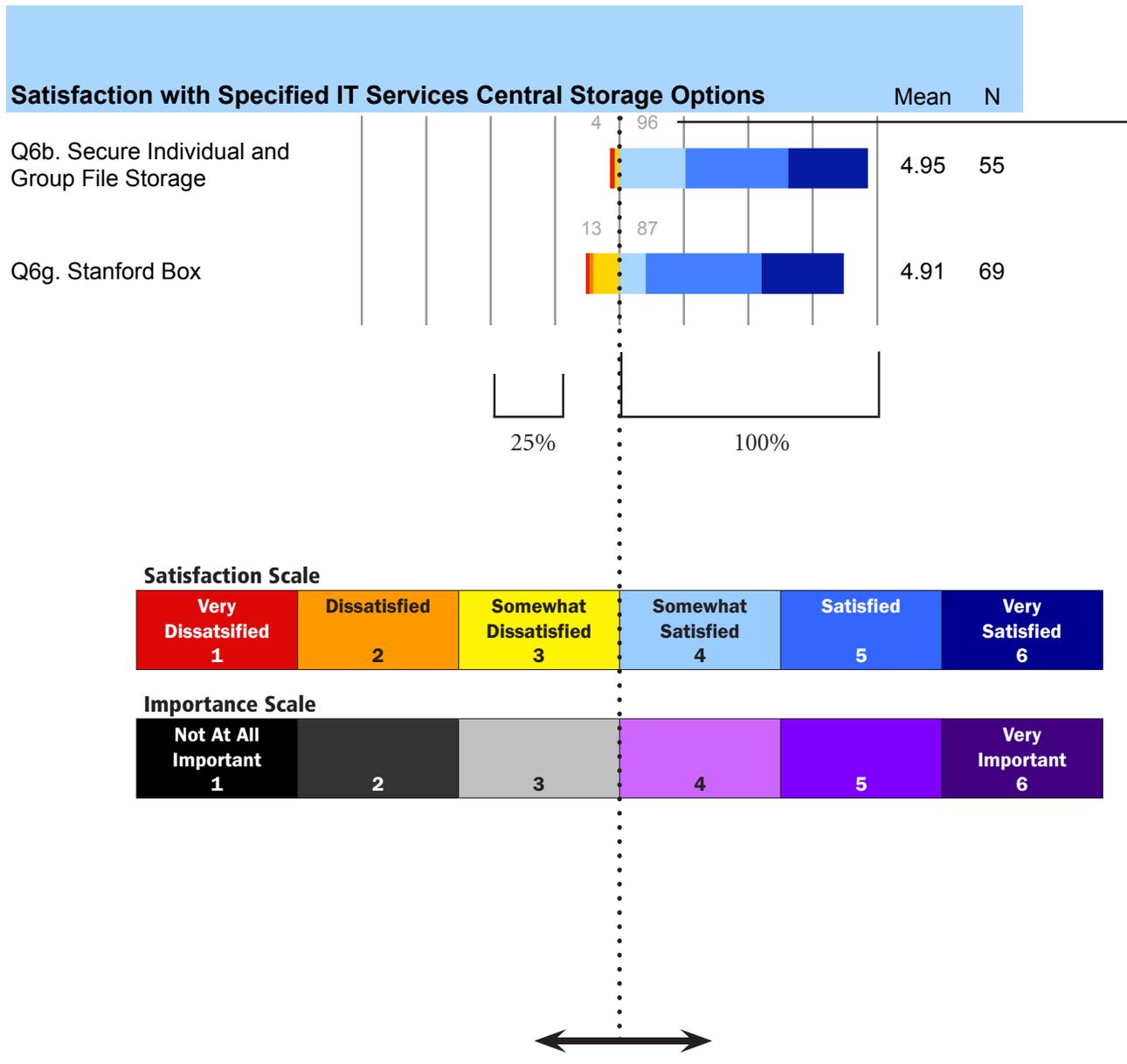
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Q43a. ITS keeps the IT systems it provides up and running	5.12	3%	97%	529
Q22b. Availability of wired network	5.11	6%	94%	423
Q22c. High-speed (gigabit) access to other universities	5.06	6%	94%	242
Q23a. Stanford's network overall	5.06	6%	94%	540
Q41g. 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

Reading the Charts

Reading the Charts

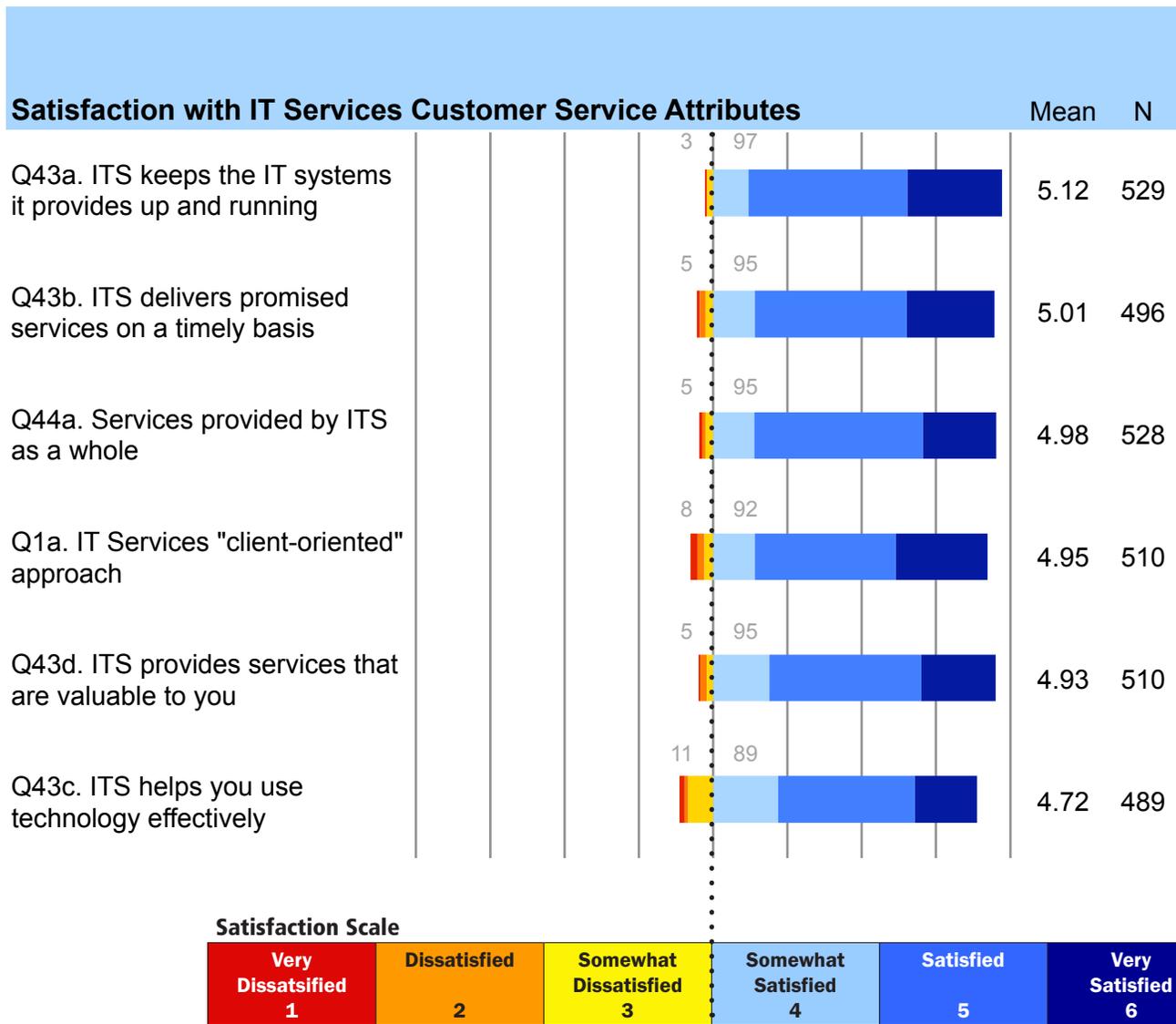
Throughout this report there are charts that show the percent responding for a given point in the scales depicted below. The diagram below illustrates the structure of these charts.



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.

Customer Service and Service Attributes



See Appendix A	<p>50. What is one thing IT Services could do that would make it easier for you to work or study?</p> <p>51. What are the two or three most important services IT Services provides you?</p> <p>52. Is there anything else you would like to comment on?</p>
----------------	---

Q1a IT Services "client-oriented" approach										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.95	2%	2%	3%	14%	47%	31%	510	1.08	0.09
F	4.92	4%	3%	5%	12%	39%	37%	171	1.24	0.19
G	4.93	0%	1%	4%	18%	54%	22%	94	0.82	0.17
U	4.83	3%	3%	1%	17%	56%	21%	78	1.02	0.23
A	5.04	2%	2%	1%	13%	48%	34%	167	1.05	0.16

Q43a ITS keeps the IT systems it provides up and running										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.12	1%	0%	2%	12%	53%	32%	529	0.80	0.07
F	5.11	1%	1%	3%	11%	49%	35%	166	0.91	0.14
G	5.17	1%	0%	1%	12%	52%	34%	109	0.79	0.15
U	5.03	0%	0%	2%	16%	57%	24%	91	0.71	0.15
A	5.17	1%	0%	1%	10%	57%	31%	163	0.73	0.11

Q43b ITS delivers promised services on a timely basis										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.01	1%	2%	3%	14%	51%	29%	496	0.93	0.08
F	4.91	2%	4%	4%	15%	42%	34%	158	1.16	0.18
G	5.05	1%	0%	3%	14%	54%	28%	102	0.84	0.16
U	5.04	0%	1%	2%	15%	54%	27%	84	0.80	0.17
A	5.07	1%	1%	1%	13%	57%	27%	152	0.79	0.12

Q43c ITS helps you use technology effectively										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.72	2%	1%	8%	22%	46%	21%	489	1.03	0.09
F	4.51	3%	3%	14%	20%	39%	21%	154	1.24	0.20
G	4.65	3%	1%	8%	23%	45%	20%	97	1.11	0.22
U	4.90	0%	0%	5%	21%	52%	21%	84	0.79	0.17
A	4.88	0%	0%	5%	23%	50%	21%	154	0.80	0.13

Q43d ITS provides services that are valuable to you										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.93	1%	2%	2%	19%	51%	25%	510	0.90	0.08
F	4.78	2%	4%	4%	20%	45%	25%	161	1.09	0.17
G	4.99	0%	1%	3%	17%	53%	25%	103	0.80	0.15
U	5.00	0%	1%	2%	17%	55%	25%	88	0.79	0.16
A	5.01	0%	2%	0%	19%	54%	25%	158	0.79	0.12

Q44a Services provided by ITS as a whole										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.98	1%	1%	2%	14%	57%	25%	528	0.87	0.07
F	4.79	2%	4%	5%	16%	51%	23%	166	1.08	0.16
G	5.02	1%	1%	3%	10%	61%	24%	109	0.83	0.16
U	5.05	0%	0%	1%	14%	65%	20%	88	0.62	0.13
A	5.12	1%	0%	1%	14%	56%	29%	165	0.74	0.11

General Support

Satisfaction with Aspects of 5-HELP					Mean	N
Q2a. 5-HELP: Timeliness of initial response to your inquiry	9	91			4.98	314
Q2d. 5-HELP: Ability to get through to a person	9	91			4.98	311
Q2b. 5-HELP: Ability to solve problem	10	90			4.92	314
Q2c. 5-HELP: Turnaround time for resolving your problem	11	89			4.85	313

Satisfaction with Aspects of HelpSU					Mean	N
Q3d. HelpSU: Ability to be routed to the correct service group	9	91			4.94	425
Q3b. HelpSU: Ability to solve problem	8	92			4.94	454
Q3a. HelpSU: Timeliness of initial response to your inquiry	8	92			4.88	461
Q3c. HelpSU: Turnaround time for resolving your problem	11	89			4.79	449

Satisfaction with Problem Resolution Overall					Mean	N
Q4a. Problem resolution overall	8	92			4.95	494

<p>See Appendix A</p>	<p>45. [If] you indicated you were less than satisfied with IT Services problem resolution, can you tell us more?</p>
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Q2a 5-HELP: Timeliness of initial response to your inquiry										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.98	2%	4%	4%	11%	44%	35%	314	1.11	0.12
F	4.99	2%	6%	3%	11%	38%	40%	121	1.20	0.21
G	4.76	3%	3%	5%	18%	47%	24%	38	1.13	0.36
U	4.67	0%	5%	19%	0%	57%	19%	21	1.15	0.49
A	5.09	1%	2%	1%	12%	46%	37%	134	0.99	0.17

Q2b 5-HELP: Ability to solve problem										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.92	2%	4%	4%	14%	41%	34%	314	1.15	0.13
F	4.83	3%	7%	4%	12%	36%	37%	121	1.33	0.24
G	4.70	3%	3%	3%	30%	38%	24%	37	1.13	0.36
U	4.70	0%	4%	13%	9%	57%	17%	23	1.06	0.43
A	5.09	1%	2%	3%	13%	44%	38%	133	0.97	0.17

Q2c 5-HELP: Turnaround time for resolving your problem										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.85	3%	3%	5%	16%	43%	30%	313	1.16	0.13
F	4.82	3%	4%	7%	11%	42%	33%	118	1.27	0.23
G	4.49	5%	5%	5%	24%	38%	22%	37	1.35	0.43
U	4.57	0%	4%	9%	26%	48%	13%	23	0.99	0.41
A	5.01	1%	1%	3%	16%	45%	33%	135	0.99	0.17

Q2d 5-HELP: Ability to get through to a person										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.98	1%	4%	4%	14%	41%	36%	311	1.10	0.12
F	4.96	2%	6%	3%	14%	35%	41%	118	1.22	0.22
G	4.89	0%	3%	5%	24%	37%	32%	38	1.01	0.32
U	4.59	0%	5%	18%	5%	59%	14%	22	1.10	0.46
A	5.09	2%	2%	1%	14%	45%	37%	133	0.99	0.17

Q3a HelpSU: Timeliness of initial response to your inquiry										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.88	1%	3%	3%	18%	47%	27%	461	1.01	0.09
F	4.97	2%	4%	3%	13%	43%	35%	152	1.12	0.18
G	4.81	1%	1%	5%	26%	43%	24%	88	0.97	0.20
U	4.61	0%	6%	3%	24%	55%	11%	62	0.96	0.24
A	4.94	0%	3%	3%	17%	50%	27%	159	0.92	0.14

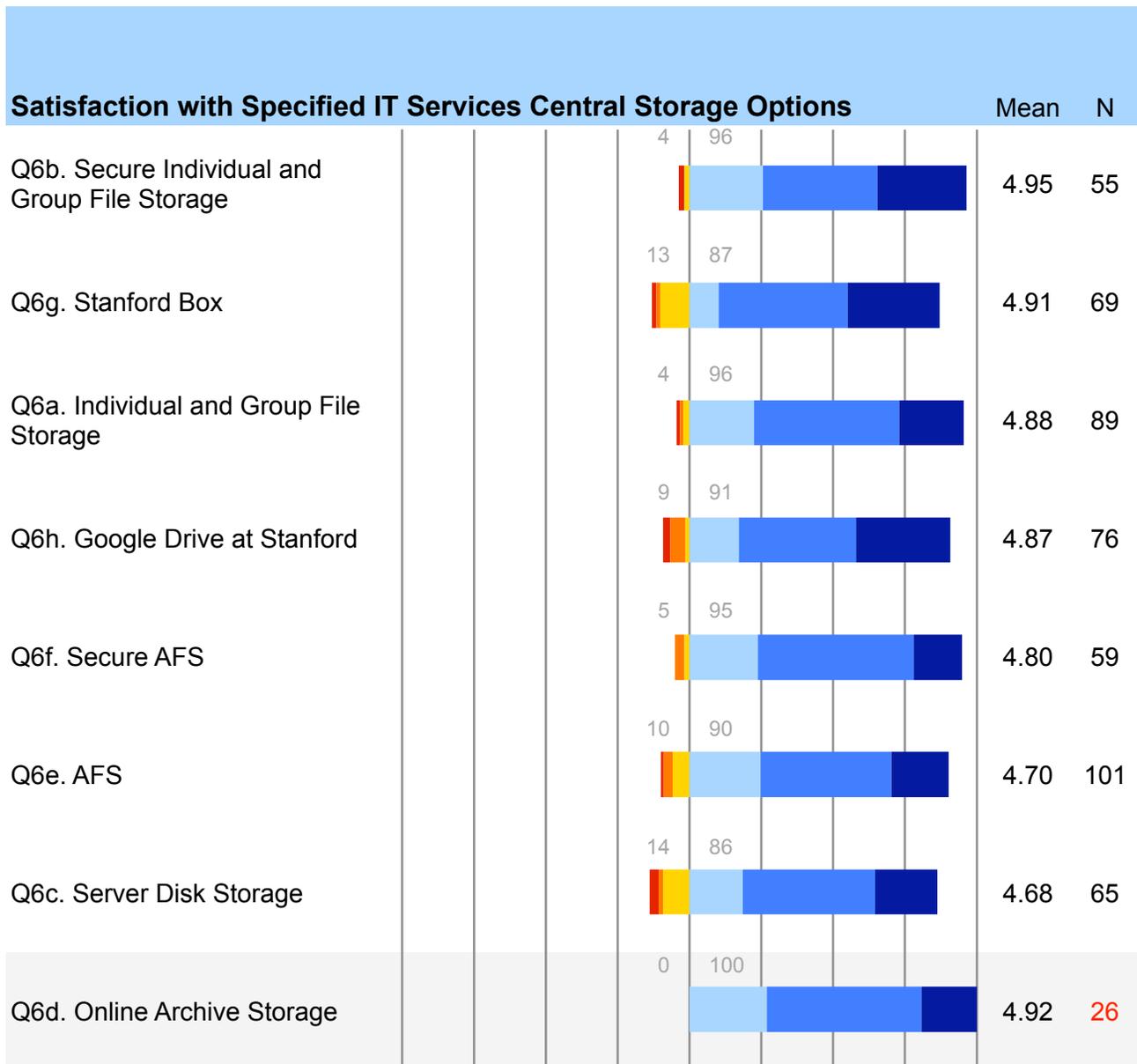
Q3b HelpSU: Ability to solve problem										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.94	2%	4%	2%	14%	46%	32%	454	1.11	0.10
F	4.84	5%	6%	2%	13%	37%	37%	150	1.36	0.22
G	5.08	2%	2%	2%	8%	47%	38%	85	1.07	0.23
U	4.76	2%	5%	3%	18%	52%	21%	62	1.08	0.27
A	5.03	1%	1%	1%	16%	53%	28%	157	0.84	0.13

Q3c HelpSU: Turnaround time for resolving your problem										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.79	2%	4%	6%	17%	46%	26%	449	1.10	0.10
F	4.74	3%	7%	6%	14%	37%	33%	148	1.34	0.22
G	4.87	1%	0%	6%	18%	52%	22%	82	0.91	0.20
U	4.52	0%	7%	11%	21%	44%	16%	61	1.10	0.28
A	4.91	1%	2%	4%	18%	52%	24%	158	0.92	0.14

Q3d HelpSU: Ability to be routed to the correct service group										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.94	2%	3%	4%	15%	43%	33%	425	1.09	0.10
F	4.87	4%	5%	6%	8%	40%	37%	141	1.31	0.22
G	5.07	1%	1%	3%	16%	41%	37%	75	0.99	0.22
U	4.89	0%	2%	5%	19%	49%	25%	57	0.90	0.23
A	4.96	1%	2%	3%	20%	43%	31%	152	0.96	0.15

Q4a Problem resolution overall										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.95	1%	3%	3%	15%	46%	31%	494	1.03	0.09
F	4.89	2%	7%	5%	12%	38%	38%	168	1.25	0.19
G	4.86	1%	1%	4%	22%	47%	24%	95	0.94	0.19
U	4.77	0%	5%	2%	20%	61%	14%	66	0.87	0.21
A	5.12	1%	1%	2%	13%	48%	35%	165	0.87	0.13

IT Services Central Data Storage Services



See Appendix A	8. What would increase your satisfaction with IT Services central storage?
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Q6a Individual and Group File Storage										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.88	1%	1%	2%	22%	51%	22%	89	0.90	0.19
F	4.53	3%	3%	3%	37%	33%	20%	30	1.17	0.42
G	5.11	0%	0%	0%	17%	56%	28%	18	0.68	0.31
U	5.00	0%	0%	0%	25%	50%	25%	4	0.82	0.80
A	5.03	0%	0%	3%	14%	62%	22%	37	0.69	0.22

Q6b Secure Individual and Group File Storage										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.95	2%	0%	2%	25%	40%	31%	55	0.97	0.26
F	4.61	6%	0%	0%	44%	22%	28%	18	1.24	0.57
G	5.36	0%	0%	0%	9%	45%	45%	11	0.67	0.40
U	5.50	0%	0%	0%	0%	50%	50%	2	0.71	0.98
A	4.96	0%	0%	4%	21%	50%	25%	24	0.81	0.32

Q6c Server Disk Storage										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.68	3%	2%	9%	18%	46%	22%	65	1.15	0.28
F	4.14	0%	0%	29%	36%	29%	7%	14	0.95	0.50
G	4.94	6%	0%	0%	17%	44%	33%	18	1.21	0.56
U	4.29	14%	0%	14%	0%	57%	14%	7	1.70	1.26
A	4.88	0%	4%	4%	15%	54%	23%	26	0.95	0.37

Q6d Online Archive Storage										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.92	0%	0%	0%	27%	54%	19%	26	0.69	0.26
F	4.80	0%	0%	0%	20%	80%	0%	5	0.45	0.39
G	5.20	0%	0%	0%	20%	40%	40%	10	0.79	0.49
U	5.00	0%	0%	0%	0%	100%	0%	1	-	-
A	4.70	0%	0%	0%	40%	50%	10%	10	0.67	0.42

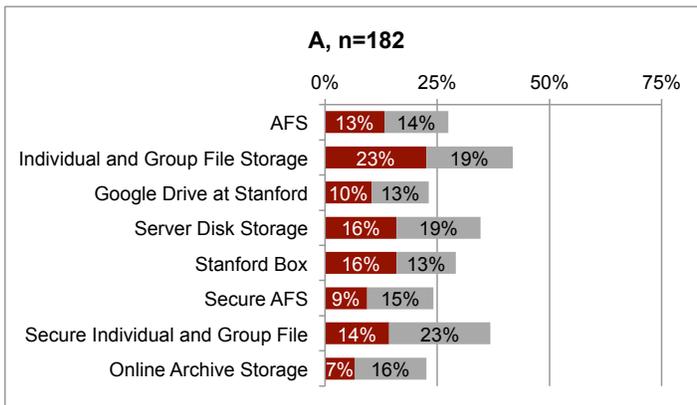
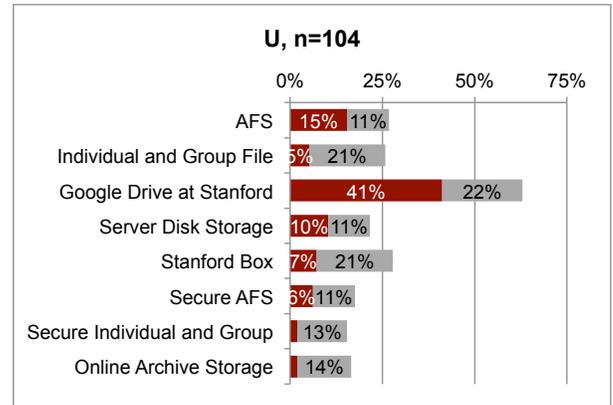
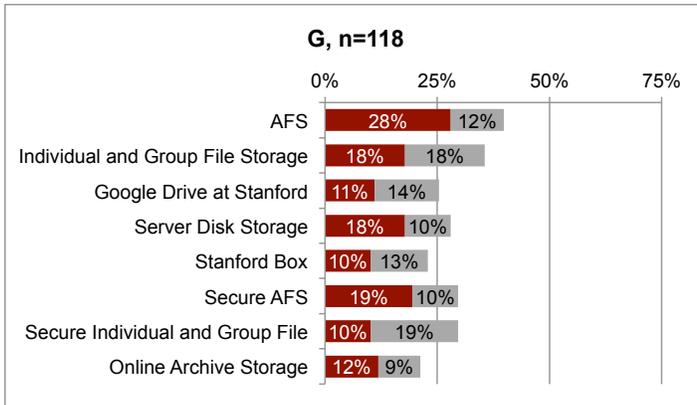
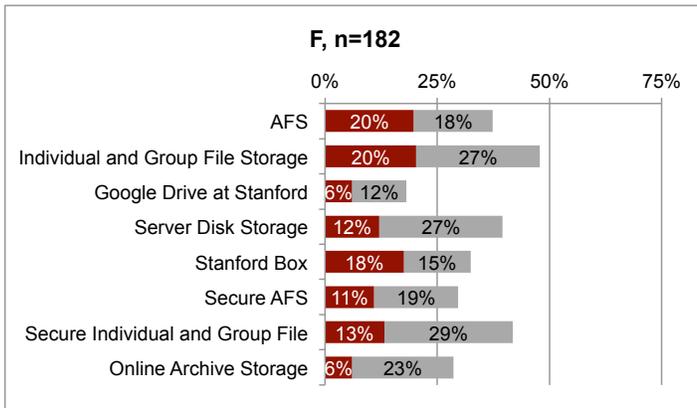
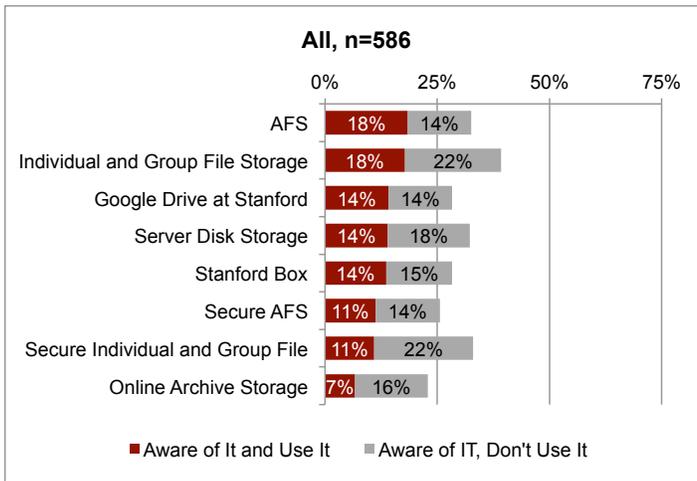
Q6e AFS										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.70	1%	3%	6%	25%	46%	20%	101	1.02	0.20
F	4.47	0%	6%	6%	38%	34%	16%	32	1.05	0.36
G	4.88	3%	0%	6%	15%	48%	27%	33	1.08	0.37
U	4.60	0%	7%	7%	13%	67%	7%	15	0.99	0.50
A	4.86	0%	0%	5%	29%	43%	24%	21	0.85	0.37

Q6f Secure AFS										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.80	0%	3%	2%	24%	54%	17%	59	0.87	0.22
F	4.56	0%	6%	0%	38%	44%	13%	16	0.96	0.47
G	5.00	0%	0%	0%	18%	64%	18%	22	0.62	0.26
U	4.17	0%	17%	17%	0%	67%	0%	6	1.33	1.06
A	5.00	0%	0%	0%	27%	47%	27%	15	0.76	0.38

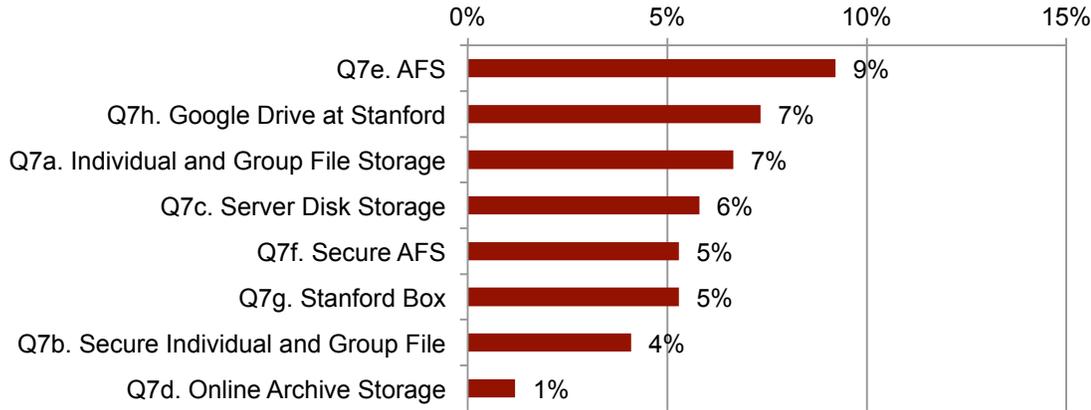
Q6g Stanford Box										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.91	1%	1%	10%	10%	45%	32%	69	1.09	0.26
F	4.81	4%	0%	15%	7%	41%	33%	27	1.27	0.48
G	5.09	0%	0%	0%	18%	55%	27%	11	0.70	0.41
U	5.00	0%	20%	0%	0%	20%	60%	5	1.73	1.52
A	4.92	0%	0%	12%	12%	50%	27%	26	0.93	0.36

Q6h Google Drive at Stanford										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.87	3%	5%	1%	17%	41%	33%	76	1.20	0.27
F	5.11	0%	11%	0%	0%	44%	44%	9	1.27	0.83
G	4.50	8%	8%	0%	8%	58%	17%	12	1.51	0.85
U	4.95	3%	3%	3%	22%	30%	41%	37	1.20	0.39
A	4.83	0%	6%	0%	22%	50%	22%	18	0.99	0.46

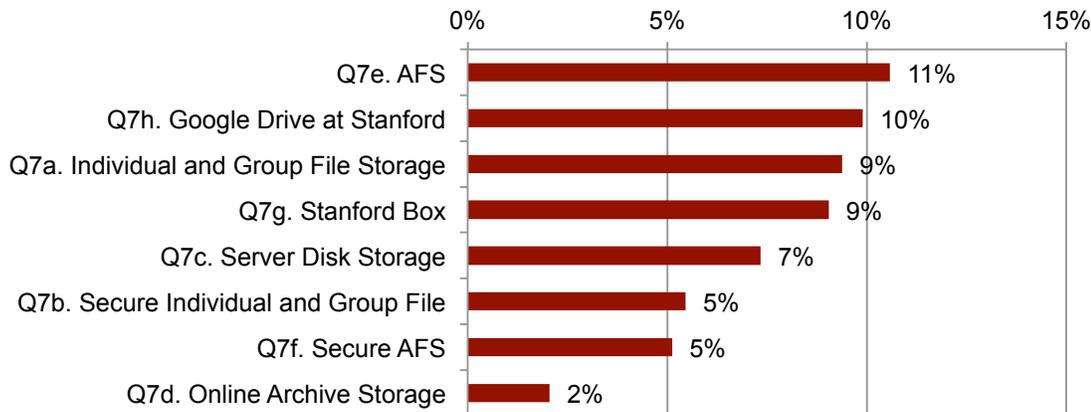
Results for Question 5, “How aware are you of (and do you use) the following IT Services central storage options?”



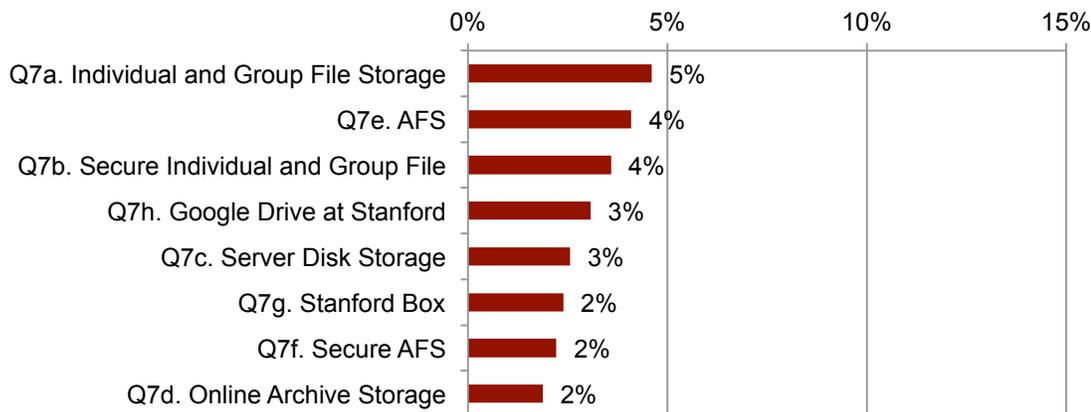
**Q7. Where Respondents Store Personal Data
(Visible Only to Them), n= 586**



**Q7. Where Respondents Store Group Data
(Visible Them and Others), n= 586**



Q7. Where Respondents Store Backup Data, n= 586



Q7a Individual and Group File Storage				
	Count	Personal Data (Visible Only to Me)	Group Data (Visible to Others and Me)	Backup Copies
All	586	7%	9%	5%
F	182	6%	8%	8%
G	118	8%	8%	4%
U	104	3%	3%	0%
A	182	8%	16%	4%

Q7b Secure Individual and Group File Storage				
	Count	Personal Data (Visible Only to Me)	Group Data (Visible to Others and Me)	Backup Copies
All	586	4%	5%	4%
F	182	3%	5%	5%
G	118	6%	4%	3%
U	104	1%	1%	0%
A	182	5%	9%	4%

Q7c Server Disk Storage				
	Count	Personal Data (Visible Only to Me)	Group Data (Visible to Others and Me)	Backup Copies
All	586	6%	7%	3%
F	182	4%	5%	3%
G	118	9%	8%	3%
U	104	5%	3%	1%
A	182	5%	12%	3%

Q7d Online Archive Storage				
	Count	Personal Data (Visible Only to Me)	Group Data (Visible to Others and Me)	Backup Copies
All	586	1%	2%	2%
F	182	1%	2%	1%
G	118	2%	3%	3%
U	104	2%	0%	0%
A	182	1%	3%	3%

Q7e AFS				
	Count	Personal Data (Visible Only to Me)	Group Data (Visible to Others and Me)	Backup Copies
All	586	9%	11%	4%
F	182	6%	14%	4%
G	118	20%	10%	10%
U	104	13%	6%	2%
A	182	3%	10%	2%

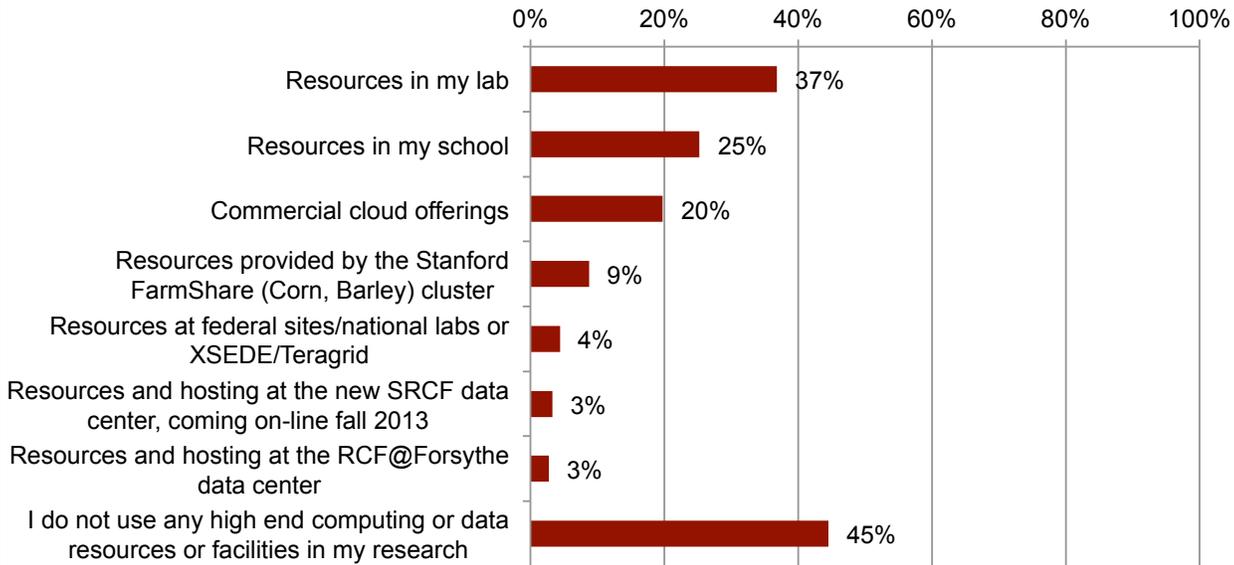
Q7f Secure AFS				
	Count	Personal Data (Visible Only to Me)	Group Data (Visible to Others and Me)	Backup Copies
All	586	5%	5%	2%
F	182	3%	6%	2%
G	118	15%	6%	6%
U	104	4%	2%	0%
A	182	2%	5%	1%

Q7g Stanford Box				
	Count	Personal Data (Visible Only to Me)	Group Data (Visible to Others and Me)	Backup Copies
All	586	5%	9%	2%
F	182	8%	10%	3%
G	118	6%	5%	2%
U	104	1%	3%	1%
A	182	5%	14%	3%

Q7h Google Drive at Stanford				
	Count	Personal Data (Visible Only to Me)	Group Data (Visible to Others and Me)	Backup Copies
All	586	7%	10%	3%
F	182	3%	3%	1%
G	118	7%	9%	3%
U	104	23%	28%	11%
A	182	3%	7%	2%

Research Computing

Q9. Which High-Performance, High-Throughput, and Large-Scale Resources Faculty Use or Anticipate Using in Their Research, n=182



See
Appendix
A

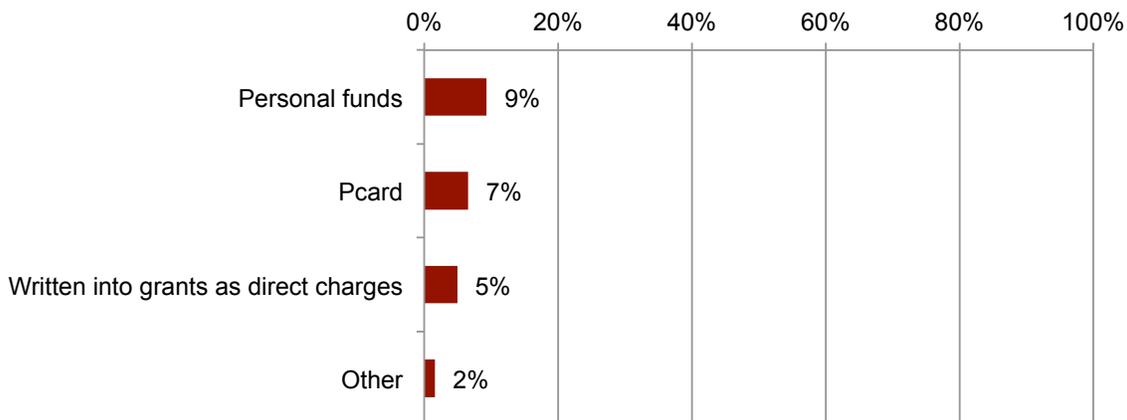
10a. Other means of paying for commercial cloud offerings

11. Other place where currently storing active research data

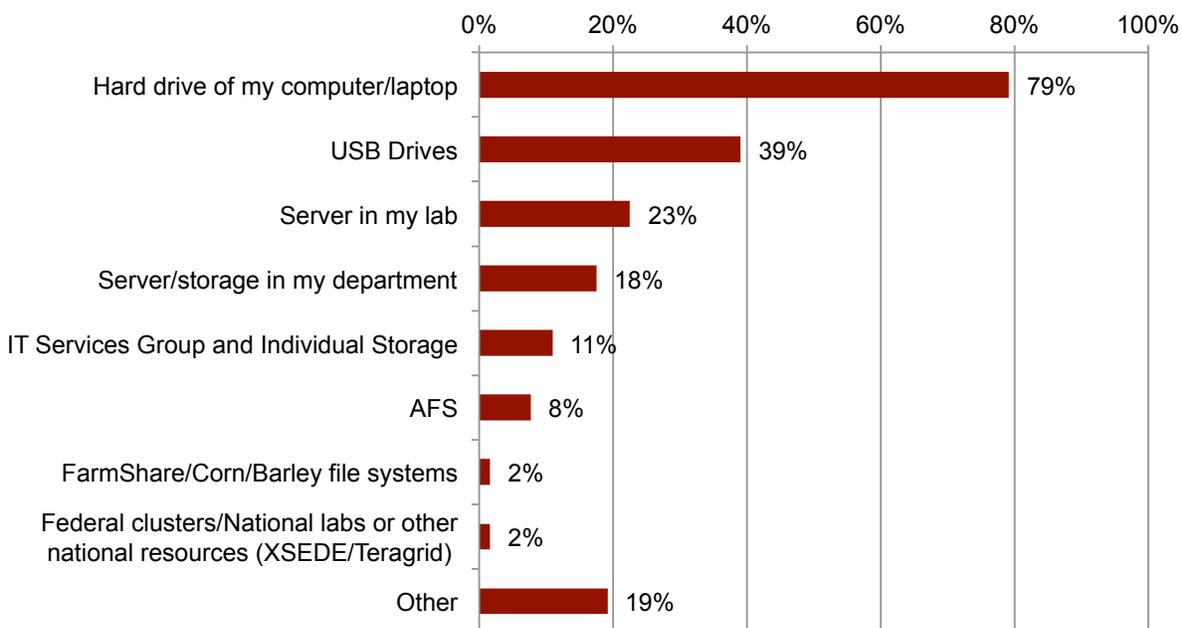
14. Other item necessary to advance research

15. What one thing could IT Services do that would make it easier for you to do your research computing on campus?

Q10. How Faculty Researchers Who Use Commercial Cloud Offerings Pay for Them, n=182



Q11. Where Faculty Currently Store Their Research Data, n=182



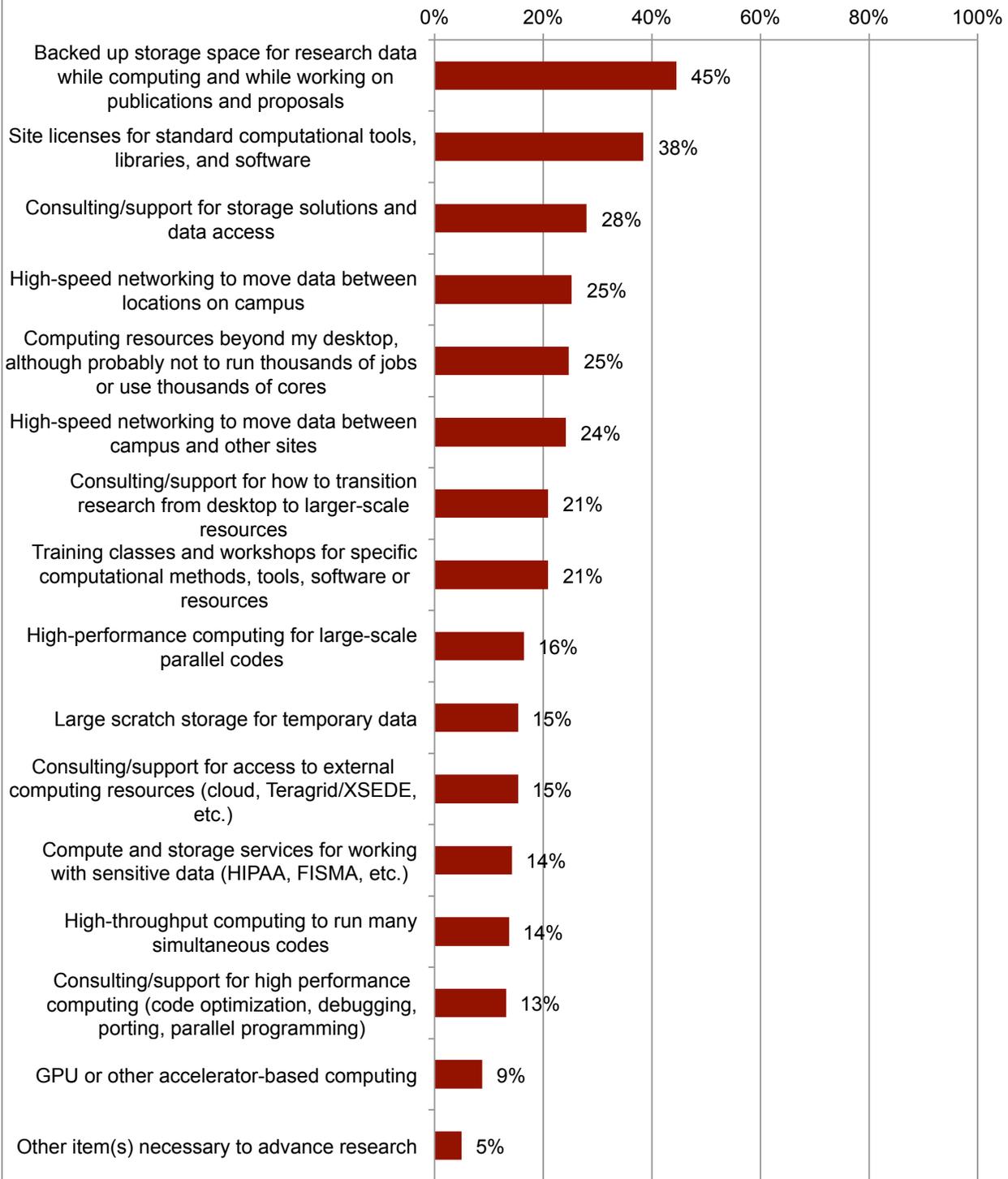
Q12 Are your CURRENT data storage needs be met by the combination of the above resources?

	Yes	No	Count
F	80%	20%	163

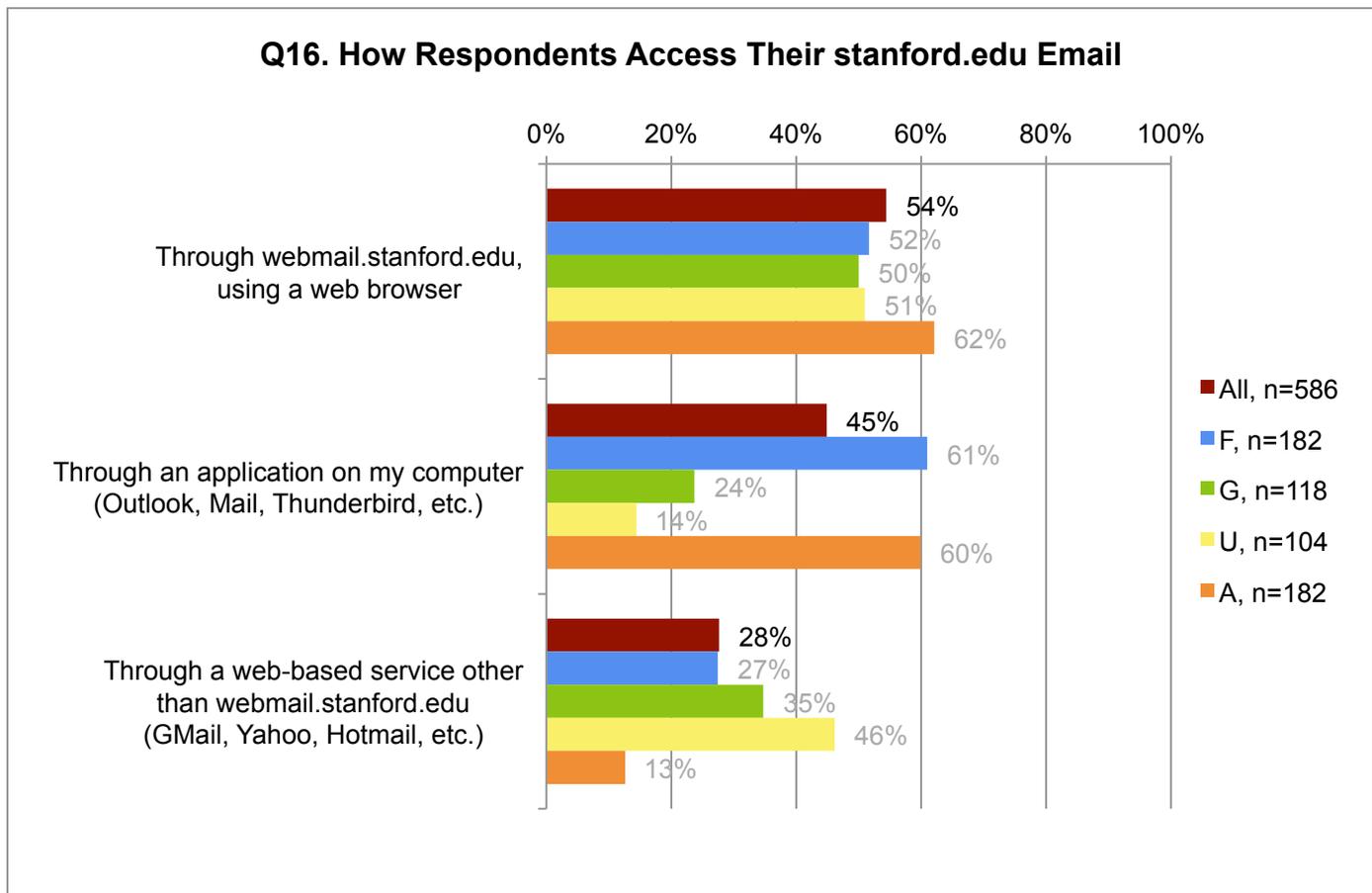
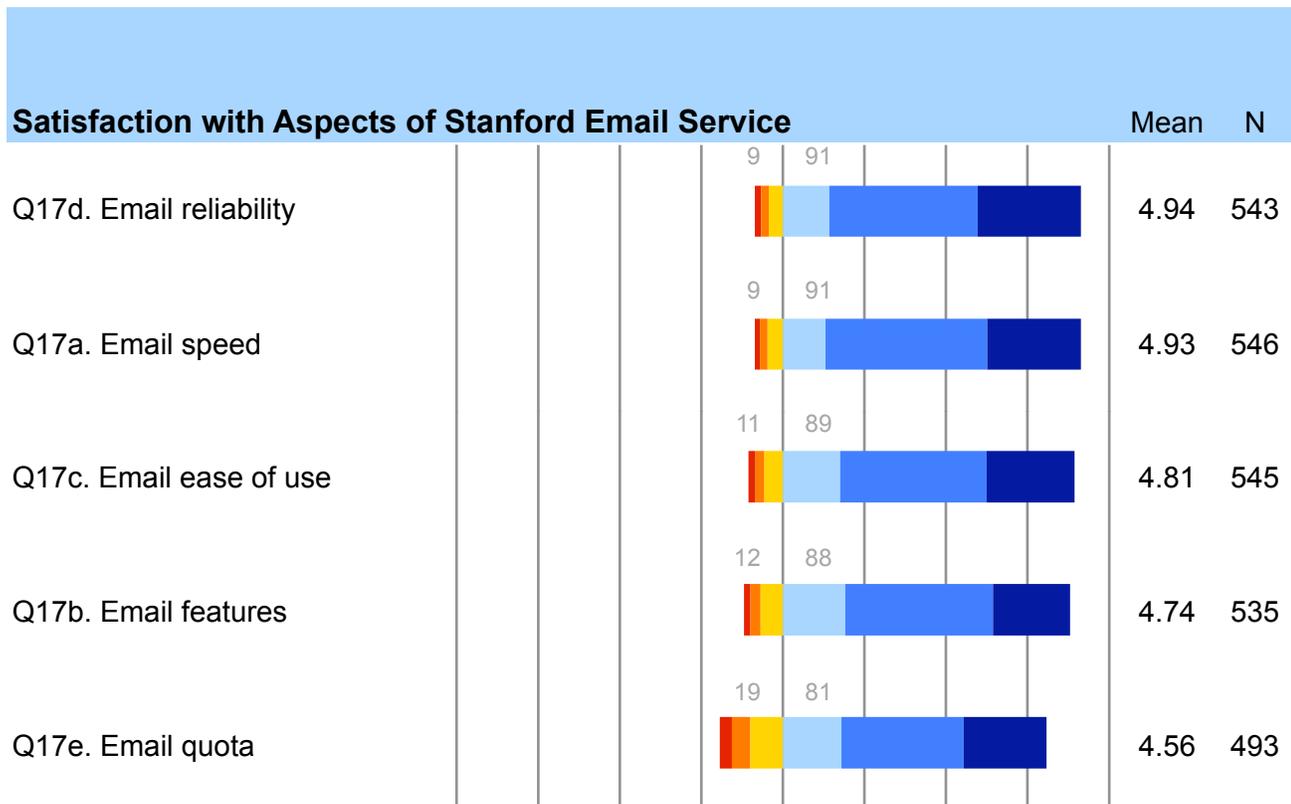
Q13 Will your ANTICIPATED data storage needs be met by the combination of the above resources?

	Yes	No	Count
F	64%	36%	163

Q14. Items Faculty Identified as Necessary for Their Research, n=182



Stanford Email



Q17a Email speed										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.93	2%	2%	5%	13%	50%	29%	546	1.03	0.09
F	4.70	2%	4%	7%	20%	46%	22%	169	1.12	0.17
G	4.97	1%	3%	6%	12%	46%	32%	108	1.04	0.20
U	5.22	1%	0%	2%	6%	54%	37%	98	0.79	0.16
A	4.96	2%	1%	4%	11%	53%	29%	171	1.02	0.15

Q17b Email features										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.74	2%	3%	7%	19%	45%	24%	535	1.11	0.09
F	4.45	4%	6%	7%	25%	43%	16%	163	1.23	0.19
G	4.77	1%	4%	8%	20%	41%	27%	106	1.11	0.21
U	5.07	1%	0%	6%	10%	48%	34%	96	0.93	0.19
A	4.80	2%	1%	7%	18%	49%	23%	170	1.02	0.15

Q17c Email ease of use										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.81	2%	3%	6%	18%	45%	27%	545	1.11	0.09
F	4.62	3%	5%	5%	23%	43%	22%	167	1.20	0.18
G	4.70	3%	3%	6%	22%	41%	25%	108	1.16	0.22
U	5.14	1%	1%	6%	6%	46%	40%	98	0.97	0.19
A	4.87	2%	2%	5%	16%	49%	26%	172	1.03	0.15

Q17d Email reliability										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.94	2%	2%	4%	14%	45%	32%	543	1.08	0.09
F	4.75	2%	4%	4%	20%	46%	24%	167	1.12	0.17
G	4.94	1%	4%	6%	15%	39%	36%	107	1.11	0.21
U	5.26	1%	1%	3%	4%	48%	43%	98	0.89	0.18
A	4.94	3%	1%	4%	13%	48%	30%	171	1.09	0.16

Q17e Email quota										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.56	4%	6%	10%	18%	38%	25%	493	1.32	0.12
F	4.23	6%	10%	14%	18%	31%	21%	155	1.48	0.23
G	4.58	2%	6%	11%	21%	34%	26%	106	1.26	0.24
U	5.16	1%	2%	2%	7%	47%	40%	83	0.98	0.21
A	4.56	4%	3%	9%	21%	42%	21%	149	1.24	0.20

Network Services

Satisfaction with Aspects of the Main Campus Wireless Network

						Mean	N
Q18c. Sponsored Wireless Guest				11	89	4.81	305
Q18b. Availability of wireless network on campus				13	87	4.74	496
Q18a. Signal strength/quality of wireless connection				13	87	4.71	507
Q18d. Visitor Wireless				15	85	4.69	284

Satisfaction with the Wireless Network in the Residences

						Mean	N
Q19a. Wireless in the residences				22	78	4.52	195

Q21 If you use a laptop, what percentage of your network time is spent plugged into the Stanford WIRED network?						
	0%	1-25%	36-50%	51-75%	76-100%	Count
All	38%	20%	7%	11%	25%	513
F	27%	26%	10%	15%	21%	168
G	47%	17%	10%	1%	26%	113
U	47%	15%	1%	10%	27%	98
A	37%	19%	5%	13%	26%	134

See Appendix A	20. Is there are a particular place on campus or in the residences where you would like to see wireless access added/enhanced?
	46. [If] you indicated you were less than satisfied with Stanford's network, can you tell us more?

Q18a Signal strength/quality of wireless connection										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.71	2%	4%	7%	19%	43%	25%	507	1.16	0.10
F	4.65	2%	5%	7%	20%	44%	22%	153	1.17	0.18
G	4.64	3%	5%	6%	23%	36%	27%	112	1.24	0.23
U	4.64	3%	3%	10%	16%	45%	22%	98	1.20	0.24
A	4.86	1%	3%	5%	17%	47%	27%	144	1.05	0.17

Q18b Availability of wireless network on campus										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.74	2%	4%	7%	19%	42%	26%	496	1.15	0.10
F	4.68	2%	6%	4%	21%	44%	23%	151	1.17	0.19
G	4.56	3%	6%	12%	17%	37%	26%	112	1.31	0.24
U	4.78	1%	2%	8%	24%	36%	29%	98	1.08	0.21
A	4.93	1%	2%	6%	15%	47%	29%	135	1.00	0.17

Q18c Sponsored Wireless Guest										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.81	2%	4%	6%	14%	47%	27%	305	1.14	0.13
F	4.86	2%	2%	6%	14%	49%	27%	96	1.08	0.22
G	4.60	3%	7%	7%	17%	40%	26%	58	1.32	0.34
U	4.57	6%	6%	6%	17%	42%	25%	53	1.38	0.37
A	5.02	0%	2%	4%	12%	53%	29%	98	0.87	0.17

Q18d Visitor Wireless										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.69	3%	4%	8%	15%	46%	24%	284	1.22	0.14
F	4.81	2%	3%	7%	13%	47%	28%	86	1.16	0.25
G	4.27	7%	5%	18%	16%	27%	25%	55	1.52	0.40
U	4.46	5%	8%	5%	19%	42%	20%	59	1.38	0.35
A	4.99	0%	1%	4%	13%	60%	23%	84	0.78	0.17

Q19a Wireless in the residences										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.52	6%	6%	10%	16%	32%	30%	195	1.45	0.20
G	4.49	5%	8%	10%	18%	30%	29%	102	1.45	0.28
U	4.55	6%	4%	11%	15%	33%	30%	93	1.46	0.30

Satisfaction with Aspects of Stanford's Wired Network

						Mean	N
Q22a. Reliability of wired network	7	93				5.13	419
Q22b. Availability of wired network	6	94				5.11	423
Q22c. High-speed (gigabit) access to other universities	6	94				5.06	242

Satisfaction with Stanford's Network Overall

						Mean	N
Q23a. Stanford's network overall	6	94				5.06	540

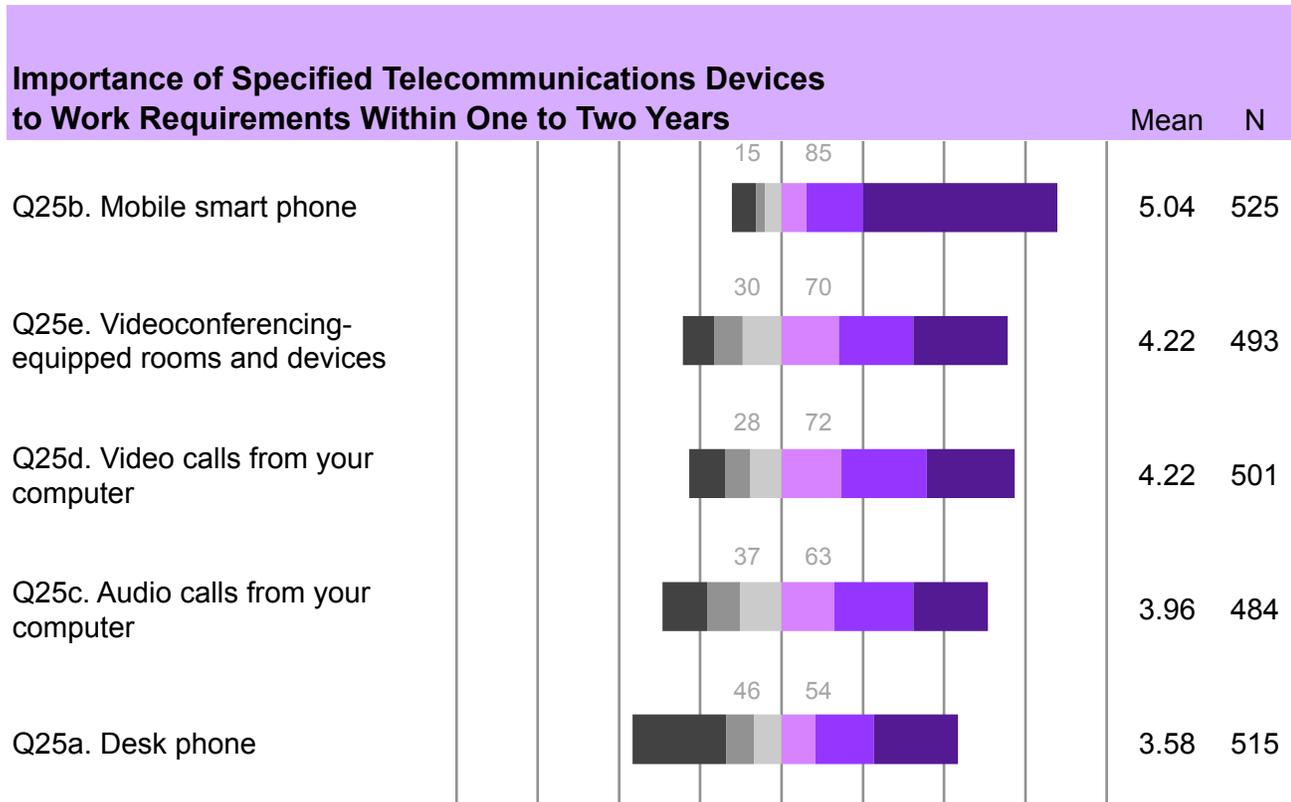
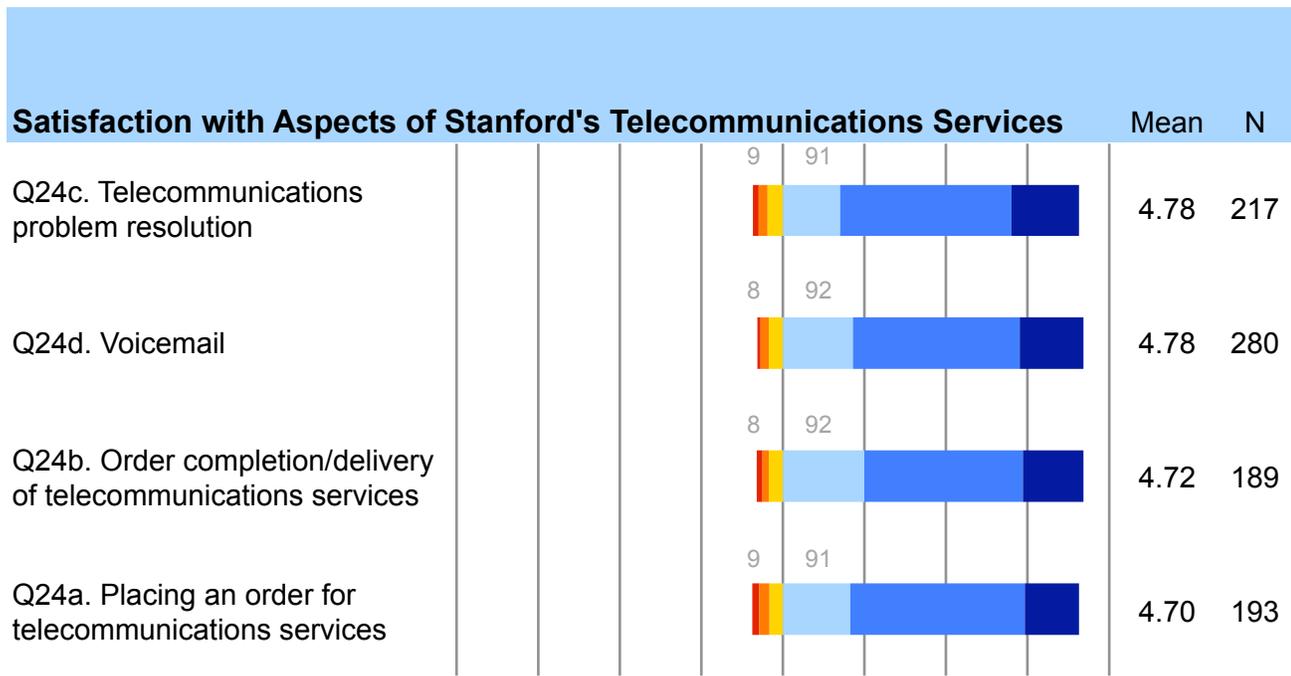
Q22a Reliability of wired network										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.13	1%	1%	4%	9%	46%	39%	419	0.97	0.09
F	5.10	1%	3%	5%	6%	45%	40%	151	1.06	0.17
G	5.17	1%	1%	3%	14%	34%	46%	76	1.01	0.23
U	5.08	4%	0%	4%	8%	44%	40%	50	1.14	0.32
A	5.16	0%	0%	4%	9%	53%	34%	142	0.76	0.12

Q22b Availability of wired network										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.11	2%	0%	3%	11%	45%	38%	423	0.99	0.09
F	5.08	3%	1%	5%	10%	43%	39%	152	1.08	0.17
G	5.11	1%	1%	3%	17%	36%	42%	76	1.01	0.23
U	5.00	6%	0%	2%	10%	45%	37%	51	1.23	0.34
A	5.19	1%	0%	2%	9%	53%	35%	144	0.78	0.13

Q22c High-speed (gigabit) access to other universities										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.06	2%	2%	2%	13%	43%	37%	242	1.04	0.13
F	4.99	3%	1%	5%	13%	43%	35%	79	1.10	0.24
G	5.15	2%	2%	2%	17%	30%	48%	54	1.09	0.29
U	4.94	6%	0%	0%	13%	48%	32%	31	1.24	0.44
A	5.12	0%	3%	1%	12%	51%	33%	78	0.85	0.19

Q23a Stanford's network overall										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.06	1%	2%	3%	12%	51%	31%	540	0.90	0.08
F	4.98	1%	2%	4%	13%	53%	28%	169	0.93	0.14
G	4.96	1%	3%	4%	16%	46%	31%	109	1.01	0.19
U	5.11	1%	1%	2%	11%	52%	33%	94	0.89	0.18
A	5.16	0%	1%	3%	8%	54%	34%	168	0.79	0.12

Telecommunications Services



<p>See Appendix A</p>	<p>26. Other telecommunications device rated for importance to work requirements with the next one to two years</p>
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Q24a Placing an order for telecommunications services										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.70	2%	3%	4%	21%	53%	17%	193	1.03	0.15
F	4.54	5%	4%	8%	16%	51%	16%	80	1.25	0.27
G	4.61	0%	4%	0%	39%	43%	13%	23	0.89	0.36
U	4.70	0%	10%	0%	10%	70%	10%	10	1.06	0.66
A	4.89	0%	1%	3%	21%	56%	19%	80	0.78	0.17

Q24b Order completion/delivery of telecommunications services										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.72	2%	2%	4%	25%	49%	19%	189	0.99	0.14
F	4.54	4%	4%	9%	21%	44%	19%	78	1.23	0.27
G	4.65	0%	0%	0%	48%	39%	13%	23	0.71	0.29
U	4.60	0%	10%	0%	20%	60%	10%	10	1.07	0.67
A	4.95	0%	0%	1%	23%	55%	21%	78	0.70	0.16

Q24c Telecommunications problem resolution										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.78	2%	3%	5%	18%	53%	21%	217	1.03	0.14
F	4.72	3%	2%	5%	17%	53%	20%	87	1.12	0.23
G	4.65	0%	4%	9%	30%	30%	26%	23	1.11	0.45
U	4.60	0%	10%	0%	20%	60%	10%	10	1.07	0.67
A	4.89	1%	2%	4%	14%	57%	22%	97	0.93	0.19

Q24d Voicemail										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.78	1%	3%	4%	21%	51%	20%	280	0.97	0.11
F	4.64	2%	2%	7%	25%	47%	17%	122	1.04	0.18
G	4.31	0%	6%	13%	38%	31%	13%	16	1.08	0.53
U	4.64	0%	9%	0%	18%	64%	9%	11	1.03	0.61
A	4.98	1%	2%	1%	17%	56%	24%	131	0.84	0.14

— TABLES ON FOLLOWING PAGE.

Q25a Desk phone										
	Mean	Not At All Important 1	2	3	4	5	Very Important 6	Count	Std. Dev.	95% CI+-
All	3.58	29%	9%	8%	10%	18%	26%	515	2.02	0.17
F	4.14	16%	7%	11%	11%	23%	32%	168	1.83	0.28
G	2.30	52%	13%	9%	11%	7%	7%	98	1.67	0.33
U	1.79	64%	16%	6%	6%	6%	1%	80	1.30	0.28
A	4.60	11%	5%	6%	11%	25%	42%	169	1.69	0.25

Q25b Mobile smart phone										
	Mean	Not At All Important 1	2	3	4	5	Very Important 6	Count	Std. Dev.	95% CI+-
All	5.04	7%	3%	5%	8%	18%	60%	525	1.52	0.13
F	5.24	6%	2%	4%	7%	14%	68%	168	1.41	0.21
G	4.97	7%	5%	5%	8%	19%	56%	103	1.54	0.30
U	5.45	1%	2%	2%	8%	19%	68%	93	1.01	0.20
A	4.64	13%	2%	8%	9%	19%	48%	161	1.76	0.27

Q25c Audio calls from your computer										
	Mean	Not At All Important 1	2	3	4	5	Very Important 6	Count	Std. Dev.	95% CI+-
All	3.96	14%	10%	13%	16%	24%	23%	484	1.71	0.15
F	4.21	12%	8%	10%	17%	23%	30%	149	1.71	0.27
G	3.88	12%	15%	11%	18%	25%	20%	101	1.68	0.33
U	3.88	8%	11%	20%	20%	28%	13%	85	1.48	0.31
A	3.81	19%	9%	13%	13%	23%	23%	149	1.84	0.30

Q25d Video calls from your computer										
	Mean	Not At All Important 1	2	3	4	5	Very Important 6	Count	Std. Dev.	95% CI+-
All	4.22	11%	8%	10%	18%	26%	27%	501	1.64	0.14
F	4.48	10%	6%	5%	20%	26%	34%	157	1.59	0.25
G	4.28	5%	13%	11%	19%	26%	27%	101	1.53	0.30
U	4.64	3%	2%	7%	26%	39%	23%	90	1.17	0.24
A	3.66	22%	9%	15%	12%	20%	22%	153	1.86	0.29

Q25e Videoconferencing-equipped rooms and devices										
	Mean	Not At All Important 1	2	3	4	5	Very Important 6	Count	Std. Dev.	95% CI+-
All	4.22	10%	9%	12%	18%	23%	29%	493	1.64	0.14
F	4.69	5%	3%	12%	17%	24%	39%	157	1.42	0.22
G	3.68	12%	20%	13%	19%	17%	20%	101	1.70	0.33
U	3.89	9%	11%	16%	24%	26%	14%	80	1.49	0.33
A	4.27	14%	6%	9%	14%	24%	33%	155	1.75	0.28

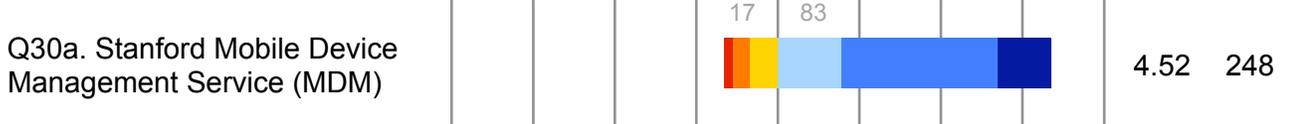
Q25f Other telecommunications rated for importance to work requirements within the next one to two years										
	Mean	Not At All Important 1	2	3	4	5	Very Important 6	Count	Std. Dev.	95% CI+-
All	3.56	33%	4%	4%	19%	15%	26%	54	2.06	0.55
F	5.25	0%	0%	13%	13%	13%	63%	8	1.16	0.81
G	3.27	36%	9%	0%	27%	0%	27%	11	2.15	1.27
U	2.43	57%	14%	0%	0%	14%	14%	7	2.15	1.59
A	3.46	36%	0%	4%	21%	21%	18%	28	2.01	0.74

Mobility

Satisfaction with Using Public stanford.edu Websites and Applications from Mobile Devices



Satisfaction with Stanford Mobile Device Management Service (MDM)



Q29 Do you use your mobile device (iPhone, iPad, Android, etc.) to access Stanford data?				
	Yes	No	I'm not sure	Count
All	59%	33%	8%	536
F	58%	33%	8%	165
G	64%	23%	14%	110
U	75%	20%	5%	96
A	48%	47%	4%	165

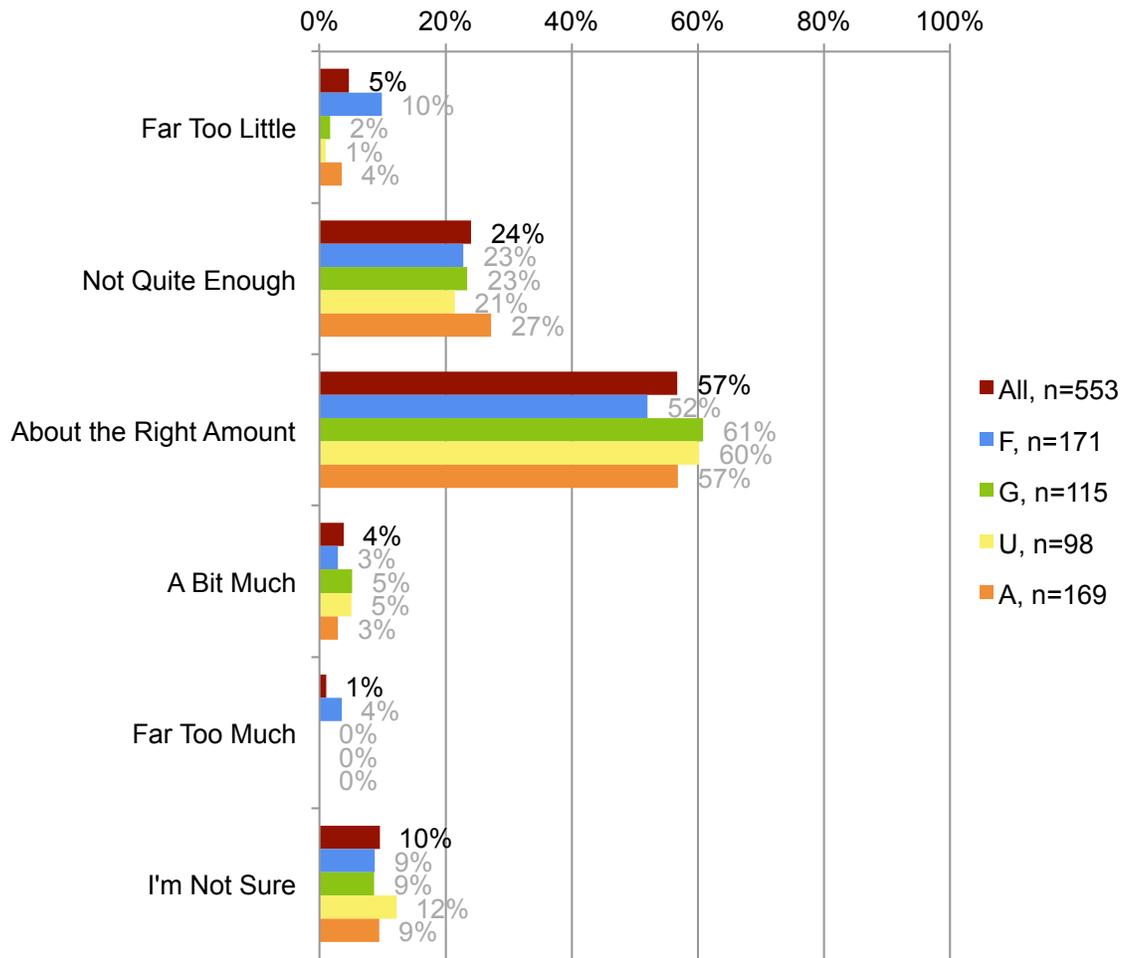
See Appendix A	28. Which applications would you like to see made more mobile-friendly at Stanford?
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Q27a stanford.edu mobile device experience										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.71	0%	2%	6%	21%	56%	13%	420	0.89	0.09
F	4.63	1%	3%	7%	24%	51%	14%	126	0.98	0.17
G	4.68	0%	3%	4%	23%	59%	10%	90	0.85	0.17
U	4.64	1%	3%	8%	18%	63%	9%	80	0.93	0.20
A	4.85	0%	1%	6%	19%	56%	18%	124	0.81	0.14

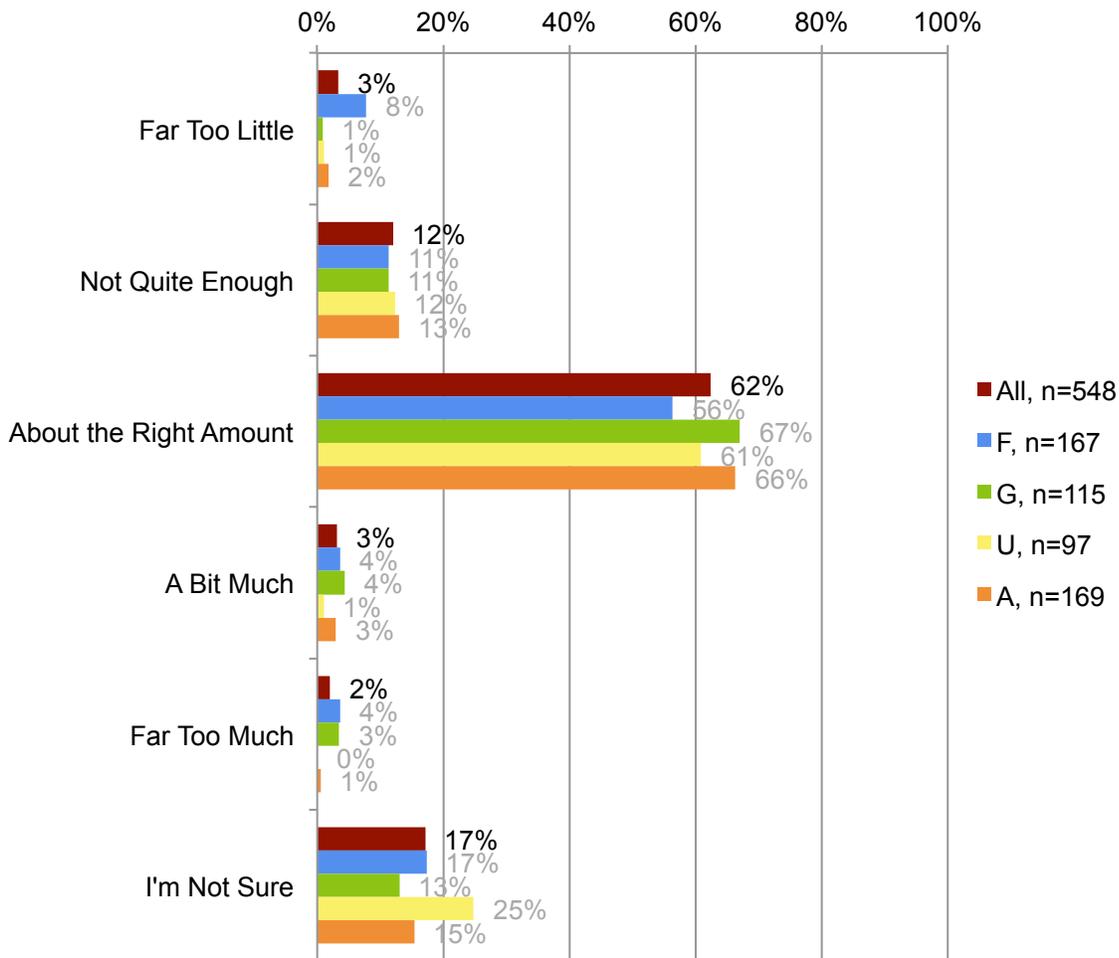
Q30a Stanford Mobile Device Management Service (MDM)										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.52	3%	5%	8%	20%	48%	16%	248	1.18	0.15
F	4.39	5%	5%	9%	20%	43%	16%	74	1.32	0.30
G	4.55	0%	6%	10%	25%	41%	18%	51	1.08	0.30
U	4.35	4%	10%	8%	19%	46%	13%	52	1.31	0.36
A	4.77	1%	1%	7%	15%	58%	17%	71	0.96	0.22

Information Security

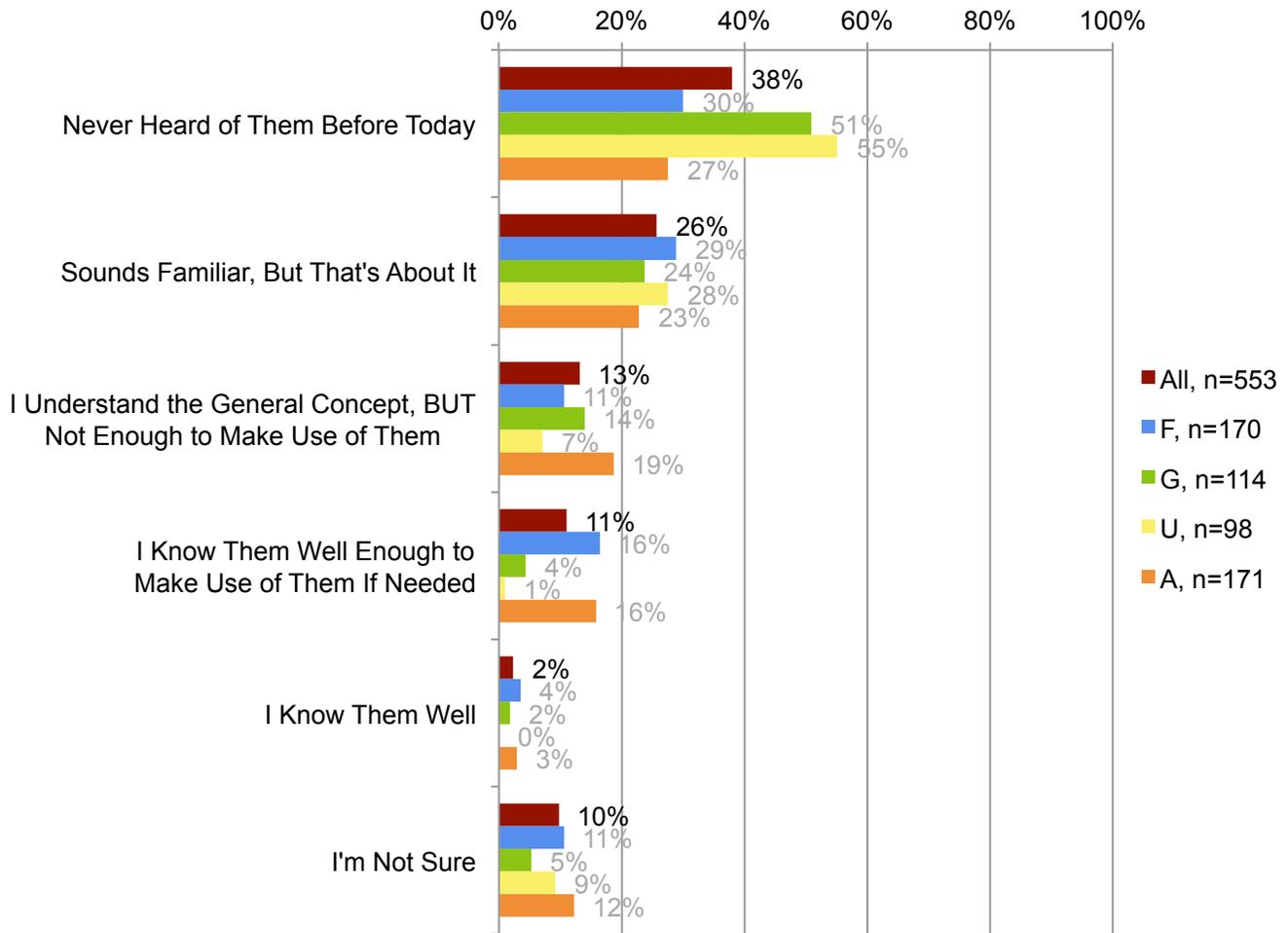
Q32. How Much Guidance on Information Security Respondents Feel They Are Provided by Stanford.



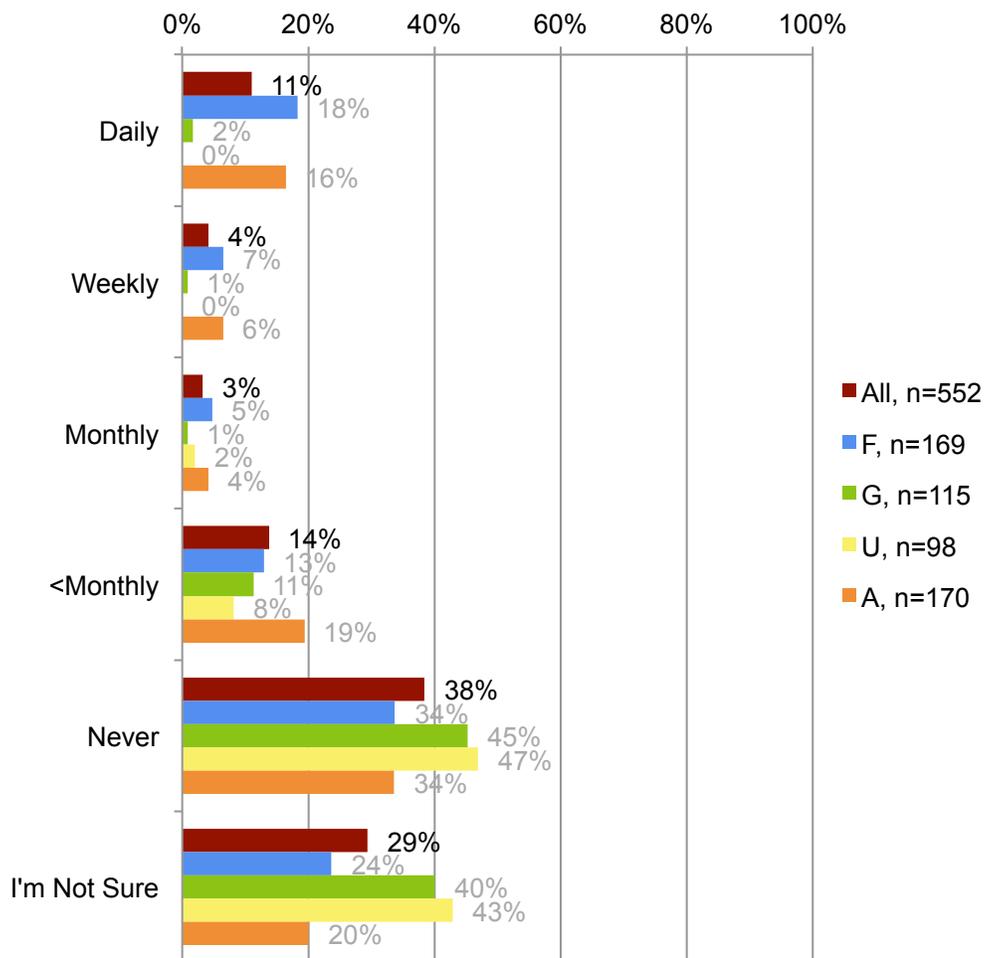
Q33. How Respondents Would Characterize the Level of Information Security Tools and Services Provided to Them by Stanford



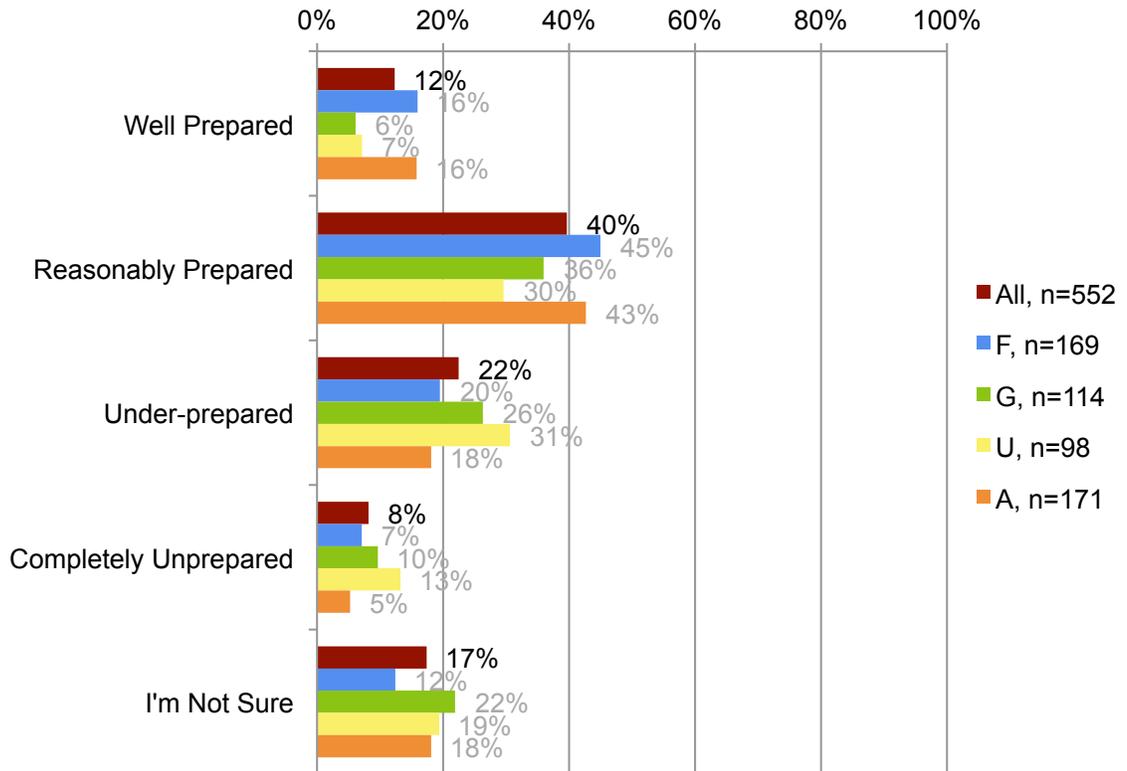
Q34. How Familiar Respondents Are with Stanford's Data Classification Guidelines



Q35. How Often Respondents Handle Restricted or Prohibited Data at Stanford



Q36. How Prepared Respondents Believe They Are to Prevent Security Incidents Involving Stanford Computing or Data Assets



Q37 Have you been the victim of a computer or data security incident of any sort (e.g., computer virus infection, online identity theft, stolen computing device, etc.) in the past 12 months?

	Yes	No	Count
All	9%	91%	550
F	13%	87%	169
G	5%	95%	114
U	8%	92%	98
A	8%	92%	169

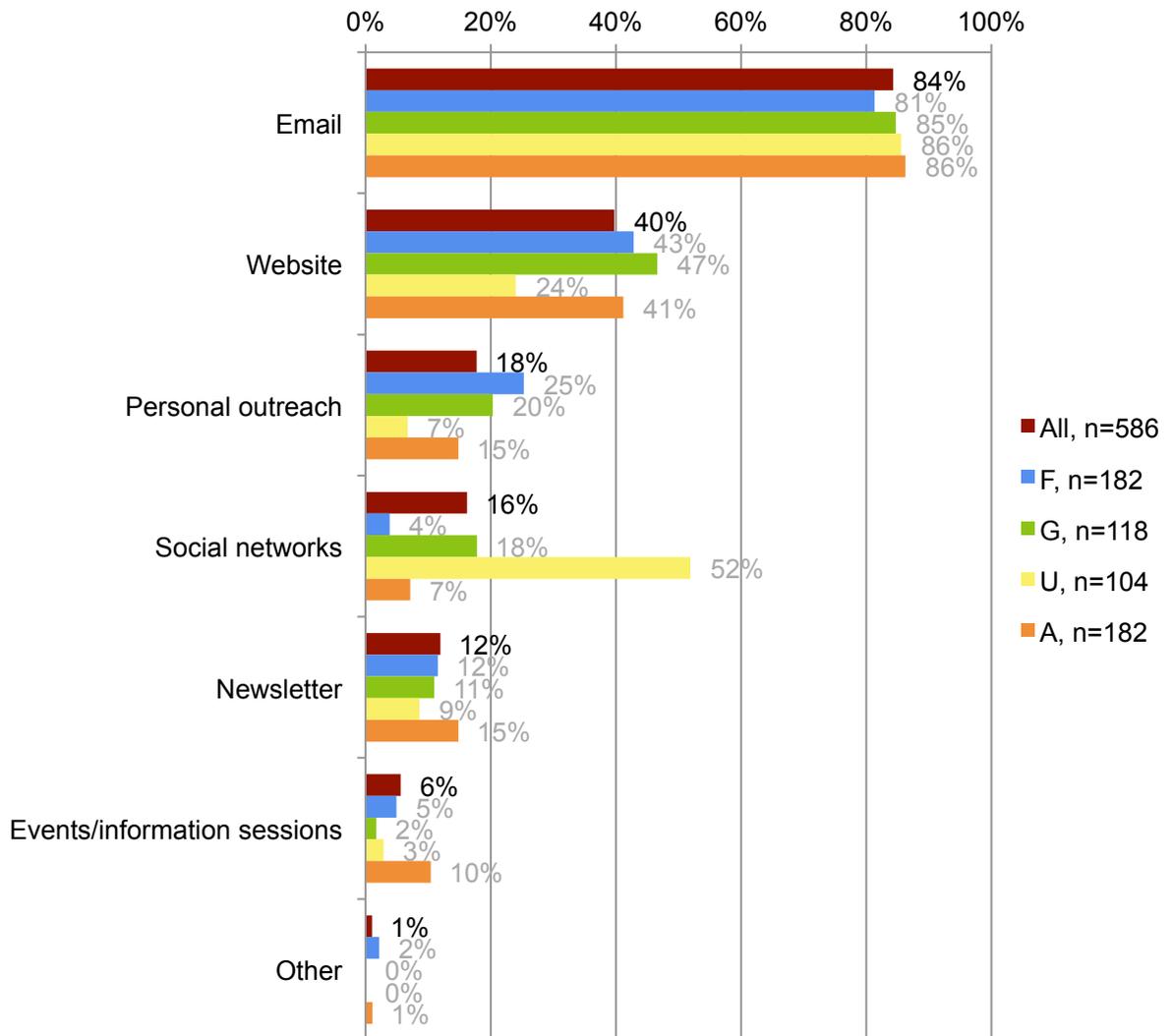
See Appendix A **38. What additional or expanded information security tools, services, or programs would you like to see offered at Stanford?**

Communications

Satisfaction with Communications by IT Services to Keep Customers' Informed About the Services It Provides

	Mean	N
Q39a. Communications provided by IT services to keep you informed about the services it provides	4.43	498

Q38b. Which Two Channels of Communication Respondents Say They Are Most Likely to Use to Stay Informed.



See Appendix A

38b. Other channel of communication respondents are most likely to use to stay informed
49. [If] you indicated you were less than satisfied with the communications provided by the IT Services organization to keep you informed about the services it provides, can you tell us more?

Q39a Communications provided by IT services to keep you informed about the services it provides										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.43	1%	4%	10%	32%	44%	10%	498	0.98	0.09
F	4.29	1%	5%	13%	31%	44%	6%	154	1.03	0.16
G	4.31	0%	6%	14%	31%	42%	8%	106	1.00	0.19
U	4.21	1%	5%	15%	40%	29%	10%	82	1.05	0.23
A	4.78	0%	1%	3%	29%	53%	15%	156	0.76	0.12

Web Services and Collaboration Tools

Satisfaction with Specified Web Services and Collaboration Tools				Mean	N
Q41g. Qualtrics Web Survey				5.05	61
Q41h. Stanford Box				4.88	66
Q41j. Web Authentication				4.87	152
Q41f. WWW/AFS Hosting				4.83	77
Q41l. Web Virtual Host				5.00	18
Q41k. Workgroup Integration				4.90	20
Q41i. MySQL Database				4.81	26
Q41e. Web Forms Service / Formbuilder				4.59	17
Q41b. WordPress with the Collaboration Tools Installer				4.42	12
Q41d. MediaWiki with the Collaboration Tools Installer				4.19	16
Q41c. Drupal with the Collaboration Tools Installer				4.17	6
Q41a. Stanford Sites (Drupal) web content management platform				4.14	29

Q41a Stanford Sites (Drupal) web content management platform										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.14	3%	3%	21%	24%	45%	3%	29	1.13	0.41
F	3.67	11%	11%	22%	22%	22%	11%	9	1.58	1.03
G	4.33	0%	0%	33%	0%	67%	0%	3	1.15	1.31
A	4.35	0%	0%	18%	29%	53%	0%	17	0.79	0.37

Q41b WordPress with the Collaboration Tools Installer										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.42	0%	8%	8%	25%	50%	8%	12	1.08	0.61
F	6.00	0%	0%	0%	0%	0%	100%	1	-	-
G	5.00	0%	0%	0%	0%	100%	0%	1	-	-
U	4.50	0%	0%	0%	50%	50%	0%	2	0.71	0.98
A	4.13	0%	13%	13%	25%	50%	0%	8	1.13	0.78

Q41c Drupal with the Collaboration Tools Installer										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.17	0%	0%	17%	50%	33%	0%	6	0.75	0.60
F	4.00	0%	0%	0%	100%	0%	0%	2	0.00	-
A	4.25	0%	0%	25%	25%	50%	0%	4	0.96	0.94

Q41d MediaWiki with the Collaboration Tools Installer										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.19	13%	6%	6%	6%	63%	6%	16	1.56	0.76
F	4.00	0%	33%	0%	0%	67%	0%	3	1.73	1.96
G	4.50	0%	0%	0%	50%	50%	0%	2	0.71	0.98
U	3.67	33%	0%	0%	0%	67%	0%	3	2.31	2.61
A	4.38	13%	0%	13%	0%	63%	13%	8	1.60	1.11

Q41e Web Forms Service / FormBuilder										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.59	6%	0%	0%	18%	76%	0%	17	1.00	0.48
F	5.00	0%	0%	0%	0%	100%	0%	1	-	-
G	4.50	0%	0%	0%	50%	50%	0%	6	0.55	0.44
U	5.00	0%	0%	0%	0%	100%	0%	2	0.00	-
A	4.50	13%	0%	0%	0%	88%	0%	8	1.41	0.98

Q41f WWW/AFS Hosting										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.83	0%	3%	4%	22%	51%	21%	77	0.89	0.20
F	4.62	0%	8%	4%	23%	50%	15%	26	1.06	0.41
G	5.05	0%	0%	0%	24%	48%	29%	21	0.74	0.32
U	4.91	0%	0%	9%	9%	64%	18%	11	0.83	0.49
A	4.84	0%	0%	5%	26%	47%	21%	19	0.83	0.38

Q41g Qualtrics Web Survey										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.05	2%	2%	2%	8%	59%	28%	61	0.92	0.23
F	4.80	0%	7%	7%	13%	47%	27%	15	1.15	0.58
G	5.40	0%	0%	0%	10%	40%	50%	10	0.70	0.43
U	4.88	0%	0%	0%	13%	88%	0%	16	0.34	0.17
A	5.20	5%	0%	0%	0%	55%	40%	20	1.11	0.48

Q41h Stanford Box										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.88	2%	2%	6%	15%	50%	26%	66	1.02	0.24
F	4.81	0%	4%	7%	19%	44%	26%	27	1.04	0.39
G	4.88	0%	0%	0%	13%	88%	0%	8	0.35	0.24
U	5.00	0%	0%	0%	0%	100%	0%	3	0.00	-
A	4.93	4%	0%	7%	14%	39%	36%	28	1.18	0.44

Q41i MySQL Database										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.81	0%	0%	4%	27%	54%	15%	26	0.75	0.29
F	4.75	0%	0%	0%	50%	25%	25%	4	0.96	0.94
G	5.20	0%	0%	0%	20%	40%	40%	5	0.84	0.73
U	4.86	0%	0%	0%	29%	57%	14%	7	0.69	0.51
A	4.60	0%	0%	10%	20%	70%	0%	10	0.70	0.43

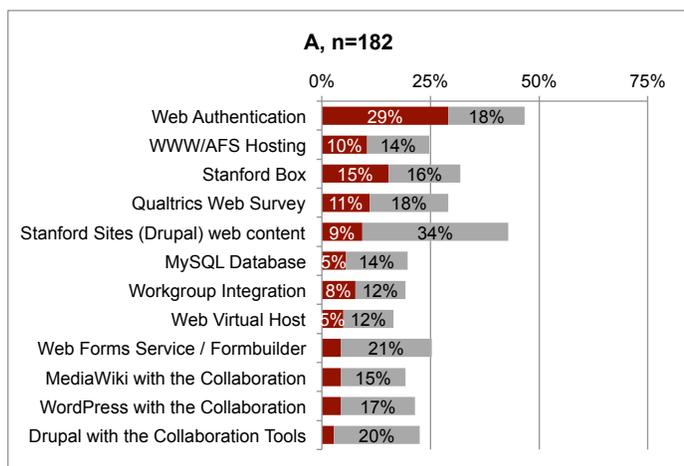
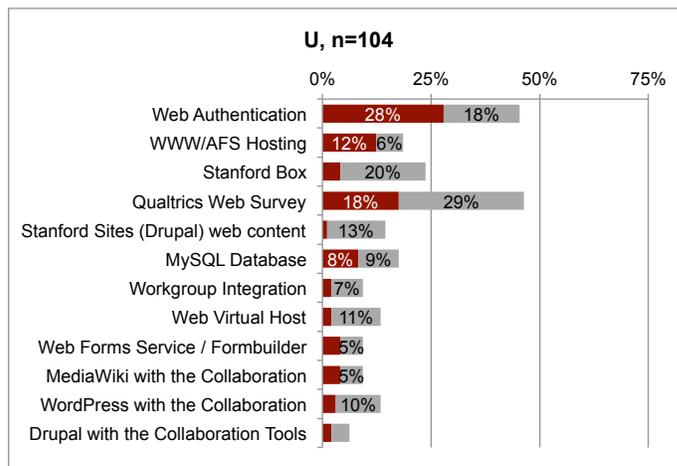
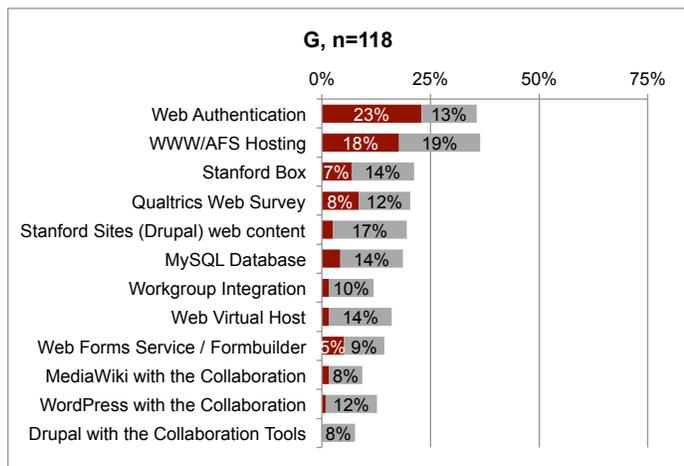
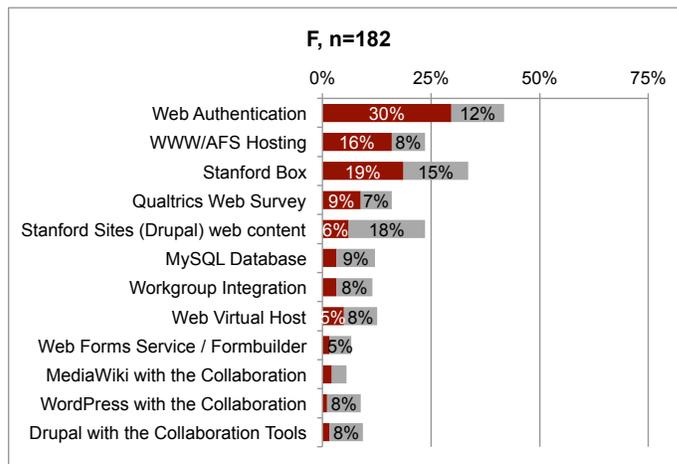
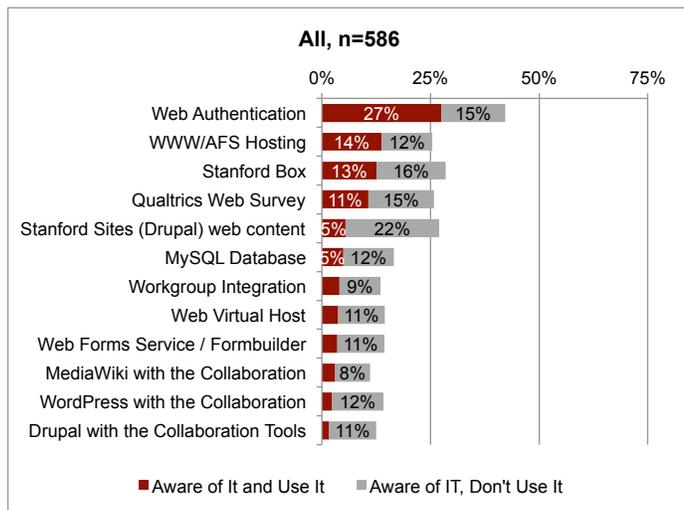
Q41j Web Authentication										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.87	2%	1%	4%	14%	60%	19%	152	0.93	0.15
F	4.98	0%	0%	4%	16%	57%	22%	49	0.75	0.21
G	4.81	0%	0%	11%	19%	48%	22%	27	0.92	0.35
U	4.92	0%	0%	0%	19%	69%	12%	26	0.56	0.22
A	4.76	6%	2%	2%	8%	64%	18%	50	1.20	0.33

Q41k Workgroup Integration										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.90	0%	0%	10%	5%	70%	15%	20	0.79	0.35
F	5.25	0%	0%	0%	0%	75%	25%	4	0.50	0.49
G	4.50	0%	0%	0%	50%	50%	0%	2	0.71	0.98
U	5.00	0%	0%	0%	0%	100%	0%	1	-	-
A	4.85	0%	0%	15%	0%	69%	15%	13	0.90	0.49

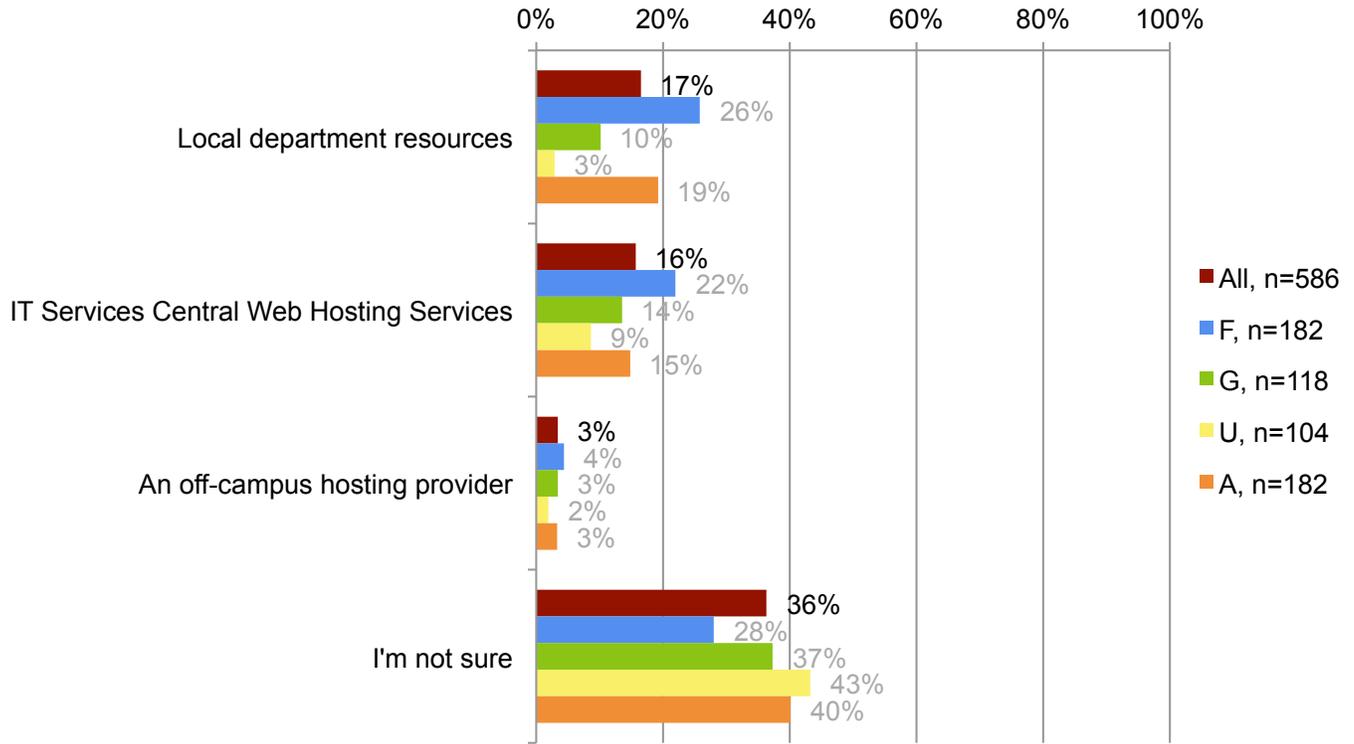
Q41l Web Virtual Host										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.00	0%	0%	0%	11%	78%	11%	18	0.49	0.22
F	5.20	0%	0%	0%	0%	80%	20%	5	0.45	0.39
G	5.00	0%	0%	0%	0%	100%	0%	2	0.00	-
U	5.00	0%	0%	0%	0%	100%	0%	2	0.00	-
A	4.89	0%	0%	0%	22%	67%	11%	9	0.60	0.39

Results for Question 40:

“How aware are you of the following IT Services web services and collaboration tools?”



Q42. Hosting Providers for Respondents Who Host or Maintain a Stanford Website for Their Stanford Work



Appendix A

The Full Text of

Written Comments

Q8. What would increase your satisfaction with IT Services central storage?

Responses to this question have been sorted by cohort and then alphabetically.

F: A consistent interface that promoted the “network advantage” of shared infrastructure and institutional knowledge and expectations.

F: Ability to obtain additional data space.

F: Almost always, more space for myself and students is most useful. I stopped using AFS regularly a long while ago due to connectivity drops, but actually rsync suffices. The ubiquity of dropbox with students has also become my goto way of sharing stuff, but this relies on personal allocations of space, and they have their own issues (changing timestamps for example). But as for box vs dropbox, dropbox has been the winner for ease of use with students.

F: Better information about it --

F: clear instructions (these may exist but I don't know where) that I could share with students who need these services. How do they get AFS space, for example?

F: Dropbox had a MUCH more convenient way of generating a link to a file right from the mac desktop. With BOX I have to go to the web site, log in, find my file, and execute several clicks to get the link. Also, the single sign on aspect does not work on my iPad when I am on certain networks. Right now I am in Tampa on the hotel's wifi and I can never finish the log on process.. This was never a problem with dropbox

F: Easier access on my computer, assurance of its safety and security, easier manipulation (as in Dropbox, for example) between what I have on my computer and what is stored on backup. I would like messages that says that backup is continuously working.

F: ecellent, very happy to have crash course as someone who doesn't always remember to back up files

F: Faster access and access form hospital computers

F: Fixing occasional syncing glitches with Stanford Box.

F: Having box work

F: I find Box less easy to use than other cloud storage systems such as Dropbox or Google Drive. Was happy to see that Google Drive was added as an option.

F: I've never seen the options described transparently. So I have/use a mish-mash of backup procedures and storage places (DropBox, Google Drive, iCloud...) instead of one uniform, transparent, robust system. This is not optimal, but I don't know what is optimal. It seems we keep learning of new options but never have the big picture;

F: If central storage did not destroy data stored on machines.

F: It is way too expensive. The whole server I purchased was only 1 year's worth of fees.

F: It was very difficult to find out about it, find out what the options were, and figure out how to use it. More information about options would be helpful.

F: It would be great if AFS could operate along the lines of Dropbox. I use AFS to serve my webpages, but I find it tedious

F: knowledge of it

F: larger free storage

F: More education about what is available AND how to use it

F: More email space

F: More information about how it works

F: more space

F: More space in Stanford Box

F: Navigating around in AFS is slightly awkward. Also, it would be good if I could use AFS to automatically back up some files on my laptop (e.g. all files with the extension ".tex".) Maybe it has that capability and I just don't know.

F: Really need to know what is available. does Stanford IT have cloud services?

F: Stanford Box is good, but the sync widget occasionally hangs and refuses to sync. Only solution is reboot. That is a problem I've never had when using Dropbox (now not permitted). I'd also like the ability to purchase larger amounts of storage on Stanford Box. The Server Disk Storage is not very useful to me as it is only accessible within the firewalled network, but my needs are met with Box in any event.

G: 1 account that stores everything, instead of having several locations to search for documents/files.

G: Better advertisement on what the storage options are.

G: Maybe make it easier to find, not so sure with this because I seldom use/know it.

G: More capacity.

G: more personal storage on AFS

G: More space. Other than that, it's pretty great.

G: More storage size

U: A better user interface

U: AFS tends to run slowly. Improved speed would help

U: Being able to combine my personal Google Drive storage with my Stanford Google Drive

U: I dislike the size limit of emails. I realize this isn't exactly part of storage issues, but it's hard to submit some projects to professors who prefer email when the google drive has such a small size limit for email attachments.

U: I'm not sure... it does it's job so I'm happy

U: Let more people know about it.

U: Many student groups run Wordpress and Drupal sites on Stanford AFS space. These services have built in update mechanisms, but it is infuriatingly difficult (speaking as a computer scientist) to get their automatic update mechanisms to work because they rely on either unsecure FTP or FTPS (FTPS is distinct from SFTP), neither of which is supported by Stanford. It would be tremendously helpful to

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either make a guide for how to get Wordpress and Drupal's automatic updates to work (they have modules to install that add SFTP support) or to add some alternate mechanisms that would facilitate these updates.

U: More space on AFS.

U: Outreach on other central storage beyond Google drive for more academic purposes.

U: Perhaps a less-complicated informational site, like a wiki? I know there's a wiki for some things, but the current site is pretty hard to navigate as someone unfamiliar with terminology, and that makes it difficult to learn about all the things I'm able to do.

A: I really like that I can access my documents from my home computer when I need to do work. However, the functioning ability doesn't work sometimes with syncing from the web directly to my computer and then I have to put in a help ticket (have done this more than several times). Also, my office computer is a PC so when other office staff that use MACs to view/edit documents it creates two files with in the same file storage. It's cluttered, sometimes confusing, but most of all it's really annoying to always see two files with the same name, but one is the MAC version that I am suppose to disregard.

A: I was not privy to this until I was invited. A flyer or email informing us that this is a Stanford feature that is available would be great.

A: I'm satisfied currently.

A: Increase our storage

A: is there a quick guide on how to access this?

A: Knowing a little more about the various types of storage and what type of storage they are good for...

A: Make it easier to login to Google Drive while logged into a Google account. Make it easier to manipulate files in AFS.

A: Making it easier/more intuitive to use & access. Promoting it more.

A: More options for how others can access or share the data. An easier process for adding emails for sharing the files or folders.

A: SkyDrive support

A: the ability to work with non-stanford.edu addresses

A: The size of the available central storage

Q10a. Other way of paying for commercial cloud offerings

F: Free

F: It's free

F: not currently using commercial cloud offerings yet

Q11a. Other where currently storing active research data

F: A lot of the data comes from commercial sources and is made available to me because I have a relationship with the company. I do not necessarily store this other than on their servers.

F: back-up drives for lab data

F: Box, Dropbox

F: carbonite

F: cloud

F: commercial cloud storage

F: crash plan

F: CrashPlan

F: CrashPlan; Time MACHine

F: Do not have research data

F: Don't really understand these things, but I am backed up somewhere in the university

F: Dropbox

F: dropbox - saved on multiple computers

F: Dropbox and I assume Stanford is backing up my hard drive in the office. I also use home PC plus laptop.

F: DropBox, Mozy Pro, M Drive (is that AFS?)

F: external drive

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F: google docs, iCloud

F: iCloud

F: my own NAS

F: none that are not HIPPA compliant and secure

F: onlive archive storage

F: Paper

F: Pegasus drive for backup

F: personal dropbox and external hard drive

F: Private server housed with IRT

Q14a. Other item(s) necessary to advance research

F: assistance with combining archival materials with mapping software

F: Bioinformatics for genomic data.

F: Computer with continuous Internet access is all I ask!

F: Do not do research

F: e-mail

F: hardware/printer maintenance and set-up help

F: HIPAA compliant storage

F: I maintain a website mappingmilitants.stanford.edu.

F: i mostly use microsoft word for my writing and research, i am a historian.

F: RNA-seq data storage and analysis, this may be one of the above, I am anMD not an IT PhD

Q15. What one thing could IT Services do to would make it easier for you to do your research computing on campus?

F: Be responsive. Follow through. I am continually having to remind the people who are attempting to help us of unresolved problems. The problem is NOT solved just by providing an SU ticket.

F: Better communication with them to see how we could maximize the use of resource offer by them

F: clarify key options and role of SUNetID-based permissions in accessing and protecting data.

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F: Consulting service that would meet with me and my team to hear about all that we do and then help us think through the best solution to how we can store files, use shared resources among projects, use shared bibliographic sites, and so on. I don't think we at all have the best/optimal solution (a mix of Dropbox, on campus sources, etc.).

F: Courses on access and using databases such as seer, Medicare, genome data sets. Ask it to take on a more educational rather than fix the bug role.

F: designate one IT person as the "go to" person for our needs for a major research project. Have that person help us figure out what we need and who we need to help us.

F: distribute a comprehensible (for the non-computer literate person) document regarding service offerings

F: Educate us as to what is available and how to use it

F: Ensure no loss of power

F: Everything about IT Services is hard. For a university with maybe the world's strongest CS department, we sure do lag in terms of general computer support.

F: Faster personal service for computer issues

F: FIX BOX

F: free backup and server services. It is silly to have to use private companies and run our own lab server for this kind of valuable and secure data.

F: Give me money to hire qualified RAs!

F: Give us a central easily accessible HIPAA-compliant storage unit unique to our clinical subgroup and easily accessible to all.

F: have a cloud solution with de-identification services for down load computational manipulations or a statistical package on the cloud to use for analytics.

F: have a easy access listing of available software

F: Help me understand options and opportunities.

F: Help us transition to back-ups in the cloud ? or even servers.

F: High performance computing. Better backup and storage. What we have is rather poor.

F: I am at the medical school. My problem with IT is I don't have a high level of confidence in consulting with them. I have had problems with my computer in the past when IT gets it hands on it. Because I am involved with both patient work and research, I dread the need for encryption as I believe I run the risk of losing work time due to computer-related problems that arise as a result of the encryption process.

F: I realize it's a complicated problem, but there seems to be lots of room for improvement in filtering the information that is mass emailed. Much of what gets in my Inbox is of no obvious use to me, yet I think it probably IS of NONobvious use to me but that I am missing the utility because little or no context is given for the service offered/provided.

F: I'm satisfied with what we have.

F: if there was a license agreement with STATA - we have to buy individual licenses (except for use with students in classes) and the software is very expensive.

F: Improve their attitude. Are experience has been very poor. If you don't use this specified equipment we don't want to talk to you. A turnaround time on a problem that should have taken a couple days took 3 weeks. No explanation how it all started to suddenly work. I see big problem with the SRCF building without a significant change in the way IT operates.

F: Instant tech support on the phone - rather than having to make an appointment etc to get from receptionist to technician.

F: It may well be the services are already available and I just do not know about it. I don't use HELP because it use to be poor and I now address issues I have by other means. My own efforts to back up data especially on my home machines is primitive. Portable hard drives seem to behave poorly.

F: It would be good if Stanford had a good, standard option for people to back up their PCs/laptops to AFS. Maybe that exists and I just don't know about it.

F: make housecalls to San Francisco!!! I know this isn't what you're looking for, but I have computer problems at home---usually involving one of the large printers I own and keep at home---and I have had repeatedly to call in some outside person in SF. Quite a few faculty live in San Francisco, and indeed often work at home.

F: Make the speed faster.

F: more accessible help for unix based servers

F: More space for Stanford Box

F: Most of this not relevant for me because I am based full time at the VA and rely on VA IT support.

F: none

F: Nothing

F: Offer more personalized consultation when I run into difficulties

F: Provide data interpretation resources for NGS

F: provide more information about the available shared secure storage

F: Provide more storage space

F: Provide more training classes on statistical methods

F: Provide off-site, automated backups

F: Provide solutions to simple, everyday problems. For example, I am looking for a calendar solution that is compliant with IT security policy while also allowing me to share my calendar and integrate home/work schedules into a single view. Critical to daily work, not particularly cutting-edge (as many of the items above are), but completely unsupported. Email support not much better. How can I share/store HIPAA data in research and collaborate with colleagues? These are not technical challenges as much as organizational, but IT services is doing poorly supporting these areas.

F: Provide sysadmin services for unix desktops and clusters.

F: Purchase and maintain (and this is the important part) a computing cluster with software that works

A9| Appendix A - Full Comments • Stanford Information Technology Services 2012 Client Survey and give rudimentary instructions to users about how to use it. Help pages or FAQs for using the software.

F: Reduce the cost of housing a cluster in Forsythe

F: Replace SOPHOS with a better system.

F: secure cloud services

F: Some of the IT service members are not familiar with the most recent issues. (Some students know more about what are available now than some consultants.) Appreciate quicker and surer service.

F: support for linux desktops

F: The annual MATLAB installation has gone much faster. Earth Science parallel computing has worked. I am not running code now.

F: The more that questions from the same lab tend to be routed to the same person, the easier it is to develop new practices over time.

F: the web afs is not user-friendly. i still don't know exactly how i can give permission to my students to access the folders on AFS. it's always been trial and error and sometimes it works, sometimes it doesn't.

F: training classes

F: Value colleagues such my CRC person so that he stays here! He is one of my most cherished colleagues.

F: We currently have a server that is administered by IT. It is very cumbersome to put new software on the server as IT does not allow us to do it. Also, IT is not always very responsive to our needs. We were told they could administer the server but then (after the fact) they said they don't support HP servers, only Dell. Since we have an HP server, folks at IT don't always seem to know what to do. Also, there is little in the way of consultation/training and that would be very helpful. We have recently started using the cloud for much computing and that seems to work, but again, we had to hire an external consultant to get this set up (did not even occur to me to ask IT).

F: What I need more than anything else is to have folks around who understand how to deal with pretty basic issues that emerge fairly regularly when I'm dealing with routine (non-complicated) problems. I have that at FSI (Freeman-Spogli Institute), where I have a research office. As an historian, and one who tends to work in archives and libraries, but am dependent on the computer for communications with colleagues and for writing, your services are rarely important to me, except, as I noted, for those computer experts who are near by and can help me with an immediate problem.

Q20. Is there a particular place on campus or in the residences where you would like to see WIRELESS access added/enhanced? (Please be as specific as possible.)

Responses to this question have been sorted by cohort and then by respondents' ratings for Q18b. Availability of wireless network on campus.

G: (VS) Better guest access in residences.

G: (VS) EV South

G: (VS) I live in studio 1 room 133. My internet is pretty slow for us being Stanford.

G: (VS) Lobby of Beckman Building has low wireless signal.

G: (S) Basement of Gates and Packard hall 1st floor- Internet can be spotty there

G: (S) Blackwelder Highrise has really poor wireless in the bedroom, eventhough in the kitchen is fine

G: (S) EV Blackwelder

G: (S) In the buildings, the school of education for example.

G: (S) On mobile devices, the signal tends to be weak in the oval/main quad area.

G: (S) outside the dormitory.... the wireless signal is almost zero...

G: (S) residences (graduate)

G: (S) Sometimes some rooms in my building (EV 34, #105) have a very weak signal and I have to relocate to a different room.

G: (S) Studio 2

G: (S) studio 3 coverage

G: (SS) common outdoor areas of EV

G: (SS) McFarland Building

G: (SS) near Lake Lagunita

G: (SS) Parking lot at Campus Drive/Escondido road

G: (SS) Rains 227

G: (SS) studio 2

G: (SS) The gyms (specifically Arillaga)

G: (SD) Along Bowdoin Dr.

G: (SD) Away from buildings

G: (SD) Escondido South

G: (SD) Munger residence

G: (SD) varian lobby and courtyard

G: (SD) Yes, outside the core campus area it sometimes doesn't work that well. Is there no way to make sure it works everywhere in the Stanford town limits?

G: (D) avery auqatic center. west tennis courts. oval.

G: (D) Escondido Road

G: (D) Mirrielees, Ujamaa, White Plaza area (Tresidder, Old Union)

G: (D) sometimes in my room in rains I don't get a very good signal

G: (D) There just seems to be tight limitation on how far away from campus or your residence you can get before the wireless goes away. I wish it was just expanded a little to the area surrounding current wireless areas.

G: (VD) EV Studio 4, Outside of engineering buildings, on all buses

G: (VD) Packard Building

U: (VS) Crothers Dorms, Practice athletic fields

U: (VS) golf course

U: (VS) Roble 1C wing

U: (VS) The Oval

U: (VS) ZAP residences

U: (S) add wireless access at post office, have more consistent wireless connection in the residences (Wilbur dorm, occasionally cannot connect to network)

U: (S) At Murray, sometimes my internet randomly cuts off. I usually disconnect and reconnect and it's fine, but I don't know why this happens. I've done this several times.

U: (S) At Suites, the wireless signal goes out a lot and sometimes just does not connect altogether. This happens for me and all my roommates.

U: (S) Between Roble and Lakeside Dining. My connection always disconnects there. Also, in the Hewlett building, the connection is always spotty

U: (S) Connection in Haus Mitt is very spotty, generally good but have to disconnect and reconnect after a few hours.

U: (S) Faisan (East Florenece Moore Hall)

U: (S) Gates building

U: (S) I sometimes have trouble getting wireless in the Engineering Quad (Y2E2/Huang area).

U: (S) In Herrin Hall

U: (S) My dorm room in Jerry keep losing wireless. Packard basement also has great difficulty connecting. I have heard Gates needs great improvement as well.

U: (S) our wireless speeds are pretty fast, but it's always nicer if they can go even faster

U: (S) Residence wireless (Alondra, FloMo) goes out frequently for no apparent reason. Easy to fix by troubleshooting from my laptop, but very inconvenient.

U: (S) Suites

U: (S) Suites (Governor's Corner)

U: (S) USPS Post Office could use wifi access.

U: (SS) Crothers Hall/Cromem has terrible wifi.

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U: (SS) does White Plaza and bookstore have Stanford wifi? sometimes the connections are very bad

U: (SS) econ building, mem aud, more reliable residences, tressider parking lot---I lose streaming when walking through, it is an annoying dead zone

U: (SS) Enhanced at Crothers Hall

U: (SS) Everywhere that is not close to a building.

U: (SS) Florence Moore - Loro

U: (SS) Football Stadium

U: (SS) I lived in Roth House last year on the first floor and my connection was painfully slow

U: (SS) I often have trouble accessing it around the Art Gallery/Cummings Art Building benches and make-shift seats. Once I'm inside the buildings it's fine, but something about the Art Gallery's building structure maybe has been messing with the connection.

U: (SS) I often host events in Stanford residences (ie, Branner Dining). Since these locations only have the Stanford Residences network and not the Stanford or Stanford Visitor networks, it's impossible for off campus guests to get on, which is inconvenient.

U: (SS) If there could somehow be wireless available on wilbur or stern field, I would be thrilled.

U: (SS) In between buildings - specifically around Lag and EAST/Yost/Murray

U: (SS) In my room in Mars, the connection in my residence is very tenuous.

U: (SS) Narnia

U: (SS) The field between Wilbur and Stern with the beach volleyball courts.

U: (SS) WiFi disconnects in the residences sometimes.

U: (SS) Wilbur field

U: (SD) CoHo, Libraries

U: (SD) Field between Wilbur/Stern. Basements of buildings (Law Library, Psych Building, etc.)

U: (SD) I live in Mirrielees, and the wireless internet connection is significantly slower than in other parts of campus

U: (SD) inside main quad buildings and along the corridors

U: (SD) Phi Sig first floor, Gilbert basement, on the side of the quad closer to meyer

U: (SD) Residences -- from time to time I still lost wireless

U: (D) Basement of Packard

U: (D) outside on stern field

U: (NR) Wallenberg

Q26. Other telecommunications rated for importance to work requirements within the next one to two years

Responses to this question have been sorted by cohort and then by respondents' importance ratings for Q25f. Other telecommunications rated for importance to work requirements within the next one to two years.

F: (Very Important 6) Better cell phone reception!!!!!!!!!!

F: (Very Important 6) Fast, HIPAA-compliant remote access to clinical monitoring networks in ICU's and neurology floors

F: (Very Important 6) Internet based video conferencing and collaboration tools

F: (Very Important 6) videoconferencing with VA Palo Alto should be a higher priority

F: (NR) gbit network access will be increasingly important with the large data sets we have

F: (NR) wireless network while travelling in airports, etc

G: (Very Important 6) projectors

G: (Very Important 6) Tablet

G: (NR) FREE multi-person video calls/conferences

A: (Very Important 6) Fully unified video + voice + communications + presence across desk, mobile, web. Integrated into email + business social platform e.g. Google Plus etc.

A: (Very Important 6) I have also used something called "voicegem" to put a more personal touch when contacting new international students...

A: (Very Important 6) Private Telephone Rooms/Equipment for voice/video calls in open-office environments

A: (NR) access all programs from home laptop

A: (4) VoIP to call international locations

Q28. Which applications would you like to see made more mobile-friendly at Stanford?

Responses to this question have been sorted by cohort and then by respondents' ratings for Q27a. stanford.edu mobile device experience.

F: (SS) all of them

F: (SS) Axess

F: (SS) axess, coursework

F: (SS) campus map, departmental website (history)

F: (SS) email. Currently dont know how to access folder from email, can only see recent emails.

F: (SS) Epic

F: (SS) Irrelevant if ATT doesn't get better, with Stanford's help. Can't get reception half the time to do anything!

F: (SS) Library access is very spotty on my I=pad.

F: (SS) Library search services

F: (SS) maps, calendars

F: (SS) maps/directories

F: (SS) Problem is more with iPhone than with Stanford.

F: (SS) wesbites

F: (SD) Axxess

F: (SD) Coursework Axxess

F: (SD) electronic medical record and PACS access

F: (SD) iPhone iPad

F: (SD) Not sure. I often have to reregister my device

F: (SD) The campus map!!!! Coursework; Axxess

F: (SD) webmail, axess, library.

F: (D) finding the desired website is obtuse and needs to be made more friendly

F: (D) Full EPIC

F: (D) Stanford app is clunky, slow and doesn't have good scheduling options, even for sports that are scheduled well in advance. Hard to find what I'm looking for. More for students, perhaps than faculty? One of the most important apps for me is the ability to use library services while I travel on my iphone and/or ipad. The proxy only works well sometimes and doesn't seem to stay up to date with new OS releases.

F: (VD) Stanford websites are SLOW!

G: (SS) Axxess

G: (SS) Cardinal, to pay for things at sports games - the app doesn't load or work on my iphone

G: (SS) Coursework

G: (SS) Facility hours, bus schedule ...

G: (SS) iPhone

G: (SS) Stanford maps, and also a directory of people at Stanford.

G: (SS) Stanford website, istanford

G: (SS) The map sometimes give wrong location of classrooms because of ambiguous location names used.

G: (SD) Admissions

G: (SD) coursework, axess

G: (SD) iPhone

G: (D) afs, badger

G: (D) Axess, Coursework, ExploreCourses

G: (D) Most Stanford websites aren't displayed readably on my cell phone. (If a website has several frames or more than 2 columns of formatted text, it's unreadably on my phone.)

U: (SS) coursework

U: (SS) Coursework, axess

U: (SS) explore courses

U: (SS) gostanford.com is difficult for my iPhone 5 to load

U: (SS) Mail, Axess

U: (SS) Maps. you can't always zoom in enough to read the buildings clearly and it does not search well for locations

U: (SS) The library section in the iStanford app does not work on my iphone.

U: (SS) Youtube streaming. Coursework.

U: (SD) Checking the Marguerite times/status, checking things on Axess

U: (SD) Make mobile sites for Stanford sites, please!

U: (SD) Simple enroll

U: (SD) the new gmail system

U: (SD) Webmail and coursework

U: (VD) coursework and axess NEED to be improved greatly on android.

A: (SS) Andriod. There is a lot of functionality relating to calendaring that do not work that well with Andriod. It bothers me that society and Stanford is becoming more dependent on MAC. I do not like MAC and do not want to work with iproducts. It would be nice (though I am in the minority) to have all of the regular functionality with my Andriod smart phone.

A: (SS) Drupal framework as a whole doesn't scale very well.

A: (SS) giving to stanford on-line

A: (SS) I don't use any specific Stanford applications. Due to all of the graphics it often takes a long time for my phone to upload Stanford pages.

A: (SS) Make the Postgrads app respond more quickly.

A: (SS) More windows phone support.

A: (SS) Stanford Map

A: (SS) Stanford webmail. I can only reach e-mails that are visible at the top of the page from my android phone.

A: (SS) webmail

A: (SS) webmail

A: (SD) All applications going forward should be mobile-friendly, in my opinion, whether on a smart phone, tablet, laptop or other mobile (i.e., NOT desktop-tethered) equipment.

A: (SD) gostanford.com

A: (SD) People directory (stanfordwho), Axxess, Benefits, Marguerite Schedules, Parking permit order

A: (SD) Responsive design across all sites seems like it should be a priority, particularly regarding student desire for helpful offerings.

A: (D) Axxess/PeopleSoft

Q31. What kind of fee-based training are you interested in?

Responses to this question have been sorted by cohort and then alphabetically.

F: Any

F: Any kind that would make me more at home with 21st century technology (I was one of the last users of a typewriter on the faculty and now can't live without my Apple MacBook Pro. But that's the extent of my ease with computers. I may be the last person using slides to lecture...

F: creating PDF and using ARobot. basic website development.

F: database creation and management

F: Excel for data management; SPSS; NVivo; Social Network Analysis software

F: high-throughput computing, cloud computing, server administration.

F: How to access and use medical data sets like seer Medicare, etc

F: How to retrieve backed up data How to use cloud computing to collaborate with other centers

F: I don't know what fee-based training is.

F: I don't like fee based training. (Mostly I don't have time for non-fee based training, either.)

F: I would like to learn how to access files that are stored on the server.

F: Improving PC performance

F: iphone

F: Need time to think about it. Give us some options, please?!

F: None, why would I want to pay a fee for my own institution to train me

F: None; grants will not pay for that. If fee training is needed, code is poorly written and Kludgy. Conflict of interest for ITSS exists. There will be like with Computerland and Wordstar a tendency to market a kludge and then sell lessons.

F: none. Training should be free and part of the reason one wants to work at Stanford.

F: not interested

F: Not interested.

F: not much

F: Nothing that, as faculty, costs me money.

F: one

F: software such as adobe, sigma plot

F: Stanford site-licensed software

G: Basic programming languages such as Javascript, Ruby, etc.

G: Courses on technical software use like Illustrator and Origin

G: fee-based? No fee-based anything

G: GIS

G: I don't know which "fee-based training" this question refers to.

G: I'm not sure I understand this question. Some examples of answers might help.

G: Introducing services in general, e.g. a session for the FTP client software

G: matlab, latex, stata, R, nitro

G: None - I'm not into anything fee-based at the moment

G: none that I can think of

G: none, would consider if it was free!

G: Probably not interested in paying for training

G: What is that? I don't understand this question.

G: What type of fee-based training? At this time, no fee-based training interests me. It should be covered by tuition.

G: What's that?

U: Basic Data Systems

U: Don't know what this is

U: fee based? none

U: Fee-based training? As in...training...I pay for? When I can troubleshoot everything I need to know for free? Well, if you're offering soldering classes I might bite.

U: How to get high speed Internet

U: I don't know what that is

U: I don't know what this is asking? none?

U: Learning how to use Excel!! For both Mac and PC users. And if Excel training is offered, publicize it more

U: linux

U: Mobile device

U: no clue..?

U: None. Only if it's free.

U: This question is unclear

U: What is that?

A: "Tips and Tricks" to get more out of the tools/software on staff's computers ... so many people use their apps so ineffectively. its sad. The Tips&Tricks training is such that it crosses multiple applications ... shows how to use a set of the most common Stanford apps most effectively with each other within an OS environment e.g., zimbra calendar and Mac ical calendar used together ... how to turn an email into an appointment on the calendar ... how to put info into a calendar event that's much better than creating a calendar event then sending an email to say what its about ... how to put your own notes into the calendar for a meeting when you can't enter notes to the meeting event because its someone else's event. There'd be one course for Mac platform and one for Windows ... prereq would be that you have to be an existing user of the apps covered in the course. Suggested apps for Mac: ical, Apple Mail, Zimbra calendar and mail, Apple address book, Zimbra contacts, Safari, firefox, MSWord, Google apps, maybe some other low cost apps like Snagit or just show how to Cmd-Shift-3/4 and explain how Snagit will do more. I think the best way to construct such a training course would be to get the info from lots of people ... do something collaborative or have a contest among IT staff ... submit tricks and tips they use ... have lots of small prizes so everyone is incented to contribute ... the 5th, 25th, 60th, etc. get \$10 starbucks cards, any entry used in the course gets a \$50 (max gift I think) Amazon gift certificate ... the best two get lunch with a VIP of their choice. Then... after first draft of the course is created publish it and buuild a collaborative community around it to keep it fresh and improving.

A: (not necessary)

A: Adobe Creative Suite

A: At this time, I can't think of anything that I would like to pursue.

A: Computer classes... Excel, Word, Outlook, Power Point, Illustrator, Photoshop (I realize these are offered already)

A: CPPS training, IT training, and Project management training

A: creating/maintaining websites; formatting for documents, spreadsheets, and reports;

A: data management, data security

A: Efficiency in EPIC

A: Excel and finance

A: From the survey I am assuming there are a number of Stanford apps I could be using. I might be interested in fee-based training to learn about the apps.

A: Graphic design

A: Hard to say, although I might answer more clearly given the options..

A: Help in Transferring old Stanford Movable Type blog.

A: Higher level computer training.

A: how to use iphone, create apps

A: How to use mobile devices to access to Stanford data

A: how to use the new tech.

A: how to use video conference equipment and how to skype.

A: I did the introduction to powerpoint class listed for both pc and mac... but I was VERY dissatisfied with the fact that the course focused primarily on pc's and will NEVER take another course again when I see anything falsely advertising the class as pc/mac!! I am strictly a mac person... and feel that I wasted my staff funds in that class! (You can have someone contact me at 723-1832 for further discussion.)

A: I don't know. What training can you offer?

A: I took a security device class and learned quite a bit. A class reminding us how important it is to keep information private is beneficial to every department.

A: I would like to know how to set up a website.

A: I would like to learn how to more effectively use Excell spread sheets. I would also like to learn how to use all of the features of my iphone and mac laptop

A: if fee based, none

A: Image processing: ImageJ, Adobe Photoshop, Illustrator Programing: Matlab, Java

A: intermediate/advanced python

A: iPhone classes to showcase the latest in apps and technology Wordpress classes Design classes Video editing classes Powerpoint design classes

A: MS Office & Web Design

A: not sure yet

A: Nothing at this time.

A: Photoshop

A: Prezi or intro to programming

A: Programming, e.g., scripting languages

A: Question is unclear.

A: Sending secure emails

A: Software Architecture

A: Statistical Analysis Assistance

A: Technologies such as web servers, programming languages

A: Training -- basic, intermediate and expert -- for optimal use of mobile equipment and applications.

A: Up to date software packages. For example, If I'm going to take a course in Adobe Photoshop or Illustrator, I should be learning on the current release of the software - especially because that is the version I will be forced to purchase.

A: Using ipad or iphone to host web based conference

A: using storage

A: Web 2.0 technologies: JQuery, CSS, Javascript, Application Development (examples using these technologies), App Development (iPhone/ Android)

A: web applications

A: Web development - PHP, Javascript, mySQL, JQuery

A: webinar

A: What do you have ??? Ad I do not know the options.

A: Working with large databases, accessing database information, SQL, Access training (advanced not basic)

Q38. What additional or expanded information security tools, services, or programs would you like to see offered at Stanford?

Responses to this question have been sorted by cohort and then alphabetically.

F: A better system than SOPHOS which has cost me hundreds of personal dollars in lost programs I purchased that needed to be needlessly reinstalled in trying to fix the SOPHOS backup crash plan conflict.

F: a general orientation would be good.

F: alert about new threats

F: An overview of security problems/threats and what to do about minimizing them is badly needed.

F: Assistance in selecting hardware

F: Automatic backup for all computers in VPUE

F: Free backup of data. Server access to store HIPPA-secure data.

F: I feel that Stanford lumps too much under the label of restricted data. For example, I do not do any patient-related or clinical research-related work on my computer. I have received perhaps two emails in the past 10 years that stated part of an employee's salary with the employee's name. Because of this exposure, my computer needs to be treated the same way as the computer of someone who does clinical work and has patient data or employee records? This doesn't make sense. Those computers with such sensitive information should require the very highest of security, with frequent checks as to

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where storage is located, what is on removable material etc. However, I am sure I am not alone and that there is a group of people with extremely limited access and data that may or may not be on their computer, yet need to go through the similar hoops as someone with highly sensitive material.

F: I think administrators need much more training -- incredible what gets sent on email. I am especially concerned with privacy issues for students and faculty.

F: I was never by my IT person that my Stanford laptop computer was not encrypted until I specifically asked, even though she had been here to service it just recently. Then I was told by my IT person that my computer was "too old" to encrypt. I contacted my department DFA to order a new laptop. I have had serious concerns that my IT person is not sufficiently trained and capable of doing the tasks that are asked of her.

F: I've addressed this earlier. There is currently a problem wherein security policy is deployed without the capacity to implement it, and without providing solutions. It is reasonable to prohibit use of dropbox from a security perspective, but then make Box a full replacement, complete with adequate support for installation, and the ability to purchase extra capacity. Likewise for email, calendar and other basic daily tools.

F: malware protection

F: More info. from my home dept. i.e. Grad School of Education IT dept.

F: More security protection while traveling, especially internationally.

F: More support for linux/unix workstations; not sure why sulinux is no longer supported.

F: Once again, I am a primitive when it comes to the computer. I use it for basic communications and writing, sometimes for web-based research. I am not wildly worried about security issues, though maybe I should be. I just don't know enough or, truth be told, care that much.

F: some kind of training for my team (more engaging than an online course) and specifically tailored for my lab group--about 20 people. I could definitely pull together these 20 people for a directed one-day, one-hour (or several hour) training on data security during our weekly lab session. I would be very interested in this particularly as we deal frequently with human subjects.

F: Sophos was a great help when I got a particularly bad problem. It would help if I knew more about how to encrypt my files.

F: Support for android mobile devices

F: The recent furor over a lost hard drive at SUMC is absurd. Departments have looked for encryption and backup guidance from IT for years and got NOTHING. Now suddenly we are to execute wide-scale encryption in a month?

F: Those which speed rather than impede our work speed. More scrambling and logins slow productivity

F: Web-based ability to encrypt a machine and have it so documented. I've never lost a computer or had one stolen, but I would feel better with locators on them, as with Apples.

F: Would like to know how protected I am for viruses, malware and any kind of hacking on or off campus on my devices.

G: Access to discounted laptop locks, like how P&TS has discounted bike helmets.

G: Although I don't know much about computer security, nor do I use my computer in many ways that would make security a priority, I do get the feeling when I am on the Stanford Network that security is a priority and that my ipad/iphone usage is somehow more protected than when I am connected through a different network

G: Can't think of any, mostly because I'm just not very aware of what I would be missing out on

G: go back to free norton

G: Hands on training in computer security, like a workshop on looking out for computer threats and addressing them.

G: I have no idea what Stanford's Data Classification Guidelines are. Maybe you should publish it more thoroughly.

G: I very much don't like that I have to give Stanford uncontrolled access to my personal computer in order to use it on the campus network (through BigFix, for example).

G: I'd like to see Stanford switching to Norton security from Sophos due to compatibility with a wider range of professional software and better security.

G: Maybe if I were more aware of all this stuff? Some of it, I don't even know what it is.

G: online identity theft prevention program.

G: Quick and easy guide rather than a video. Non-compliance with RIAA.

G: That video sent out earlier this year about safe computing was awesome, but perhaps a bit remedial. All students know not to give their social security number to a Nigerian prince via email. More information about illegal downloading (and other things students might ACTUALLY do) would be more useful.

G: The video that was sent out a couple of weeks ago was useful. Simple and digestible information like that for those of us who are not experts.

U: Bifix is an annoying antivirus device. I came into college with AVG, and Bigfix repeatedly fought against my AVG installation (thinking it was a virus).

U: Computer antivirus protection

U: Free anti-virus/malware stuff?

U: I don't know, I'm not experienced in these matters.

U: I think Stanford is doing a great job with this

U: I'm a computer scientist, so even without any training, I feel fine. I think that a lot of new Stanford students and faculty are unprepared, though. The issue isn't expanding information security tools, services, or programs, but rather figuring out how to integrate information security into people's habits.

U: Information about all of these services that I have never heard of -- I had no idea that I had these available to me.

U: It all works pretty well.

U: more wireless security. my credit card info was stolen in the past (though not within the past 12 months). i feel that could have been avoided

U: People on call/in person to fix virus-ridden computers.

U: raise awareness

U: Recommendations for computer security

U: Virus protection

A: Best practices for sharing confidential information (e.g. research results)

A: better blocking of spam

A: clarification as to what security for home computers that use VPN

A: How to ensure our computers are protected - encrypting, etc.

A: I don't recall having any training from Stanford regarding information security. I guess a minimum guidance such as a flyer in the new hire package that is distributed during orientation day would be a good start.

A: I would like to have a workshop for staff members in our office on this issue. I am assuming that it would take a phone call and planning... but it is something that would need follow up.

A: I would like to see MDM encryption offered for the Android platform. I recently purchased an Android phone and would like to be able to sync my calendar and work email to it in the event I need to use it for work. Because my group does not have the funds to provide me with a department cell phone, I was fine with purchasing my own smartphone and went with the device I have because I was familiar with it. Now I cannot use it for work and it is a little frustrating as it seems that there should be an alternative for people who choose not to purchase iOS devices.

A: is there insurance for iphones that are offered?

A: It would be helpful if the security office could provide site-specific guidance for offices that must use Social Security numbers all the time as part of daily processing.

A: It would be nice to have a *required* program (unless one already exists that I am unaware of) for faculty/staff/students - all the Stanford community - on the following: 1) Encryption of email / data, 2) Access to PHI and HIPAA and Encryption, 3) STARS required training, perhaps on phishing / spam / viruses, etc. IMHO it shouldn't be a requirement at the departmental level, it should be required at a university / hospital level.

A: Make sure that our personal data is secure and not stolen by outsiders.

A: Making sure that Sophos Anti-Virus is always running on my work MacBook Pro would be reassuring. For a while I was getting pop-up windows alerting me to the fact that the program was not running. I Googled the alert message and noticed that the problem seemed to be specific to Macs--some kind of bug. Considering we're such a Mac-centric campus, it would be good to know that all Stanford Desktop Tools are up and running.

A: More guidance to academic departments on how to manage restricted data. For example, I have not been able to convince my boss or admissions chair that we need to keep pdfs of applications (which contain whole SSNs and FERPA data) on a SECURE file server that transmits over a secure protocol, and that these should NEVER be sent over unencrypted email. I still routinely find unmasked SSNs in email attachments from faculty, postdocs, and other admins, though I've tried to remind them about "Secure: ".

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A: None that I could suggest for now. However, it would be nice to have a choice of antivirus program that we install on our computers. Sophos anti-virus slows down my laptop to unreasonable levels and often I have to wait 10 minutes or so until Sophos finishes to update or risk "freezing" my current working programs

A: Not sure at this time

A: Not that familiar with information security tools.

A: Quick Alert.

A: RFID asset tracking.

A: Single-site-contained tools, services and programs ... and this may already be there but, unfortunately, I am -- it seems --unaware of it.

A: Think it would be nice to have our computers backed up on a regular basis, as of right now, I don't know what is the procedure.

A: User training materials: Extremely easy to follow decision tree for determining what security is necessary to use and how to use it. (Easy to scan and skip to the parts that are relevant, able to go into greater depth if need be, but easy to skip if not necessary.) Currently, much of your documentation is hard to skim and find the relevant parts, so I keep putting it off - It isn't easy to see what I shouldn't put off. Google is an excellent documentation/training model - I promptly installed their 2 phase authentication program because I could easily understand its benefits, and I could walk through their training to implement it. I haven't implemented the Stanford mobile device protection, because I couldn't tell what it gave me that a mobile phone password and "Find iphone" already provided.

Q38b. Other channel of communication respondents are likely to use to stay informed

Responses to this question have been sorted by cohort and then alphabetically.

F: email from dept representative

F: limited phone messages

F: monthly email from IT director at the hospital/ univeristy

F: Never ever social networks. Refuse to use them.

F: Text message

A: Email newsletter would work well

A: meeting/training

Q45. You indicated you were less than satisfied with IT Services problem resolution. Can you tell us more?

Responses to this question have been sorted by cohort and then by respondents' ratings for Q4a. Problem resolution overall.

F: (SS) Could be a bit better with servicing computers currently in use. In the past, I requested laptops to be serviced but a few things could be fixed better.

F: (SS) Farmshare services have been excellent in helping me set up a group web page with cgi-bin directory for executables, mailman services, and giving me more disk space. However I have had a problem with sophos on my machine that has yet to be resolved over the past month or so...

F: (SS) In a nutshell, I would like to see an increase in the Context-to-Information ratio. I think you have lots of services that are useful that I don't know about and therefore don't use.

F: (SS) ITS personal is not always trained in MAC computers specificities, or has a set of pre-defined solutions that does not necessarily apply to my specific situation.

F: (SS) Often takes a long time to solve issues - I'm computer savvy and can fix most things myself. The hospital computer issue resolution team is particularly slow.

F: (SS) Roles of Stanford and Sprint in setup of mobile phone was unclear. Problem with wireless at home in Stanford West was resolved by me not technician (although he was very nice and professional). My office phone has still not been set up.

F: (SS) See previous comments.

F: (SS) Sometimes when a problem is identified, there is a lot of talk about a solution, but then nothing happens, and I end up finding a solution on my own.

F: (SS) The main issue is that IT appears to be more interested in closing the ticket than actually solving the problem.

F: (SS) Too long a delay in response time. I used to be able to call and speak to a person immediately, now I have to wait for a response.

F: (SS) Too time consuming

F: (SD) Getting access to epic is a real pain. Every time there is a change, it doesn't work. Getting it fixed is a real pain especially since I am so busy.

F: (SD) hard to get advice on unix system

F: (SD) I have had an ongoing series of problems with calendar, outlook, microsoft office, getting network connectivity. IT services have been helpful, responsive, and have spent a lot of time with me, but the problems are not resolved. I would estimate I have spent at least 20 hours working directly with IT in the past two months. I don't think it is necessarily the fault of IT services, but moving to Stanford has been extremely challenging on the technology front, even though I am using a new computer recommended by IT and software installed by IT.

F: (SD) slow service, no response, lack of knowledge, etc, but there are people who are very helpful, and at least trying their best.

F: (SD) stated previously

F: (D) giving permission to students to access AFS folders was never straight forward. i have to tell students to call IT every time. i wish you can just put a FAQ how to do that once and for all.

F: (D) I am impressed at how often they can't fix problem or in doing so create another. They don't integrate well with hospital it but this is improving

F: (D) I've indicated this on several earlier sites. IT does a good job with specific services that are IT initiatives, but desktop level support is lacking and several very basic functions are inadequate.

F: (D) In the last 6 months, I had three (fairly low tech) computing issues. IT Services did not resolve any of them.

F: (D) My department's in-house IT person is helpful. The rest of IT Services is not. It's faceless, lacks continuity, and doesn't resolve problems well.

F: (D) My request was basically batted around with very poor follow-up

F: (D) See answer to previous question.

F: (D) The process would work better if Departments or Centers had specific points of contact with IT Services. In particular, if there was someone (the one or two people for each department) I could call in my department or IT Services if I had a question and then they could help me find the right person to answer the question or solve my problem, I believe that would work better. As it is, I submit an SUHelp Request and typically if it's a problem I must solve, I'm able to find a workaround before IT Services gets back to me. When IT Services gets back to me they are unable to solve my problem and suggest a solution that I already knew about, so then I have to invest more time in trying to solve it. IT Services seems concerned with processing problems (which they are very good at doing), rather than solving the problem, which is understandable given that have no idea who I'm dealing with at IT Services and they don't know me. I'm just a help ticket number that they need to process.

F: (D) Timeliness of responses to acute problems for researchers reliant on decent computer access and upgrades for outcomes based research using electronic clinical data is not satisfactory. Also, there needs to be better secure and cheap/free storage facilities onsite for PHI-related research data. At the moment, AFS and secure AFS is woefully insufficient.

F: (D) You charge too much for your services. This should all be free and funded by the indirect costs that come with my grant funding.

F: (VD) I think I indicated my dissatisfaction throughout the survey in sufficient detail.

F: (VD) The shift to out of GSB has been incredibly challenging. I no longer get help outside from IT in general, b/c it takes too long, is too painful. I rather deal with moving slower or trying to figure it out on my own

G: (SS) actually not a it problem but just a different helpsu

G: (SS) HELP-SU took over over a month last year to follow up on my masters graduate transfer credit form. However, with other HELP-SU requests that I have submitted, they have been very receptive and responsive.

G: (SS) i don't know. i've only had one problem, and I solved it.

G: (SS) i recall i wasn't called back when i had trouble setting up my computer

G: (SS) I was just a little slow. It took a day to solve a network registration problem.

G: (SS) It seems that it is taking more time than ever before to get back to the person with the problem

G: (SS) It took my RCC over a week to setup my in-room internet connection, since I required a custom hostname and open firewall settings.;

G: (SS) network downtime and repeated DHCP routing issues in Clark has been unacceptable the past 18 months

G: (SS) Stanford OFWEB and Axxess are not user friendly at all. Co-workers and I complained before but no one is doing anything about it.

G: (SD) I've had problems both registering my wireless devices and sponsoring visitors to access the wireless network, and I found it difficult to get help to resolve these problems. I am definitely NOT a technology-oriented person, so some of the issues could well have been my lack of knowledge, but my issue is with finding the information and help to be able to resolve the issue.

G: (SD) responses not helpful

G: (SD) The residential wireless network does not automatically connect on my iPhone. It is a hassle to manually reconnect to the wireless every time I turn on my phone. IT said they couldn't solve the problem.

U: (SS) I mostly go through my RCC, who is occasionally unavailable.

U: (SS) In the past there's been miscommunication on the actual nature of the problem.

U: (SS) It just takes a while for a response, which is okay.

U: (SS) Long periods to hear a response in HelpSU.

U: (SS) Needs to be more easily contactable.

U: (SS) They generally provide canned answers that don't deal with my specific problems. They oftentimes note parts of websites I should look at (that I've already looked at).

U: (D) I asked for help using helpsu email address and instead of answering my question, I received an email almost a week later telling me I should call the help desk instead. I felt that 1) I should have received a more prompt response and 2) I should have been helped over the phone. I also feel that it should be much more self-explanatory to forward the @stanford.edu emails to other addresses.

A: (SS) A couple of times I did not receive the assistance requested. I was able to refer my issue to our local IT person who provided the answers quickly.

A: (SS) A lot of times, I'll get standard general answers that don't really answer my question or address my problem so it takes awhile to get someone to understand what it is I was asking in the first place.

A: (SS) Because we are not in the main building, we often have large lag times between the time we put in a request and by the time someone comes out. Also, my connection to the share drive is not always available and no one seems to be able to fix it 100% of the time.

A: (SS) I don't know if that is part of your survey, but there is a mess with naming campus locations. For example axess (IT service?) uses names for locations of final exams that are not recognized neither by Campus map (another IT resource?) nor by Registrar's Classroom (at registrar.stanford.edu/resource25/). The help person I contacted did not understand the problem at all.

A: (SS) ITSS sends us notices about patching they are doing (or sometimes they don't) that may affect

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our website. Then they tell us that their work is complete and that our site is up and running and that they've "tested" it. But almost always, this is not the case. Our home page is fine, but there is always a functionality problem that we must find and immediately get repaired. It's never a smooth process.

A: (SS) Sometimes the technicians don't understand our business process and don't seem interested in learning about it, which makes it harder for them to help us.

A: (SS) sometimes tickets can be open and unresolved for a long time

A: (SS) There have been 2 incidents, 1 where I recv'd incorrect information and my ticket was never logged. When it comes to phone services, there seems to be various people who get involved throughout the process. An example would be 1 person takes the information over the phone (5help) then another calls and asks for the same information, this also happens when submitting a help ticket. Then in some cases a 3rd person will call again requesting the information all over again to complete the work.

A: (SS) There is a longer lag time when I submit an issue if it's not perceived as urgent. I have to wait a full day or more to have issues resolved and it ends up being that I stop creating help tickets and just ignore the issue.

A: (SS) There was an incident that took weeks to resolve - it turned out it was a simple fix but I did not understand why it took so long for such a "simple" fix.

A: (SS) This mainly has to do with Web Auth issues and clunky framework of Drupal...

A: (SD) It was a complicated issue.

A: (SD) Response time needs improving. Solving IT software problems needs improving. No one seems to be dedicated to Stanford GSB. Solving of printer problems is extremely low in resolution and in response time.

A: (SD) they don't show up on time.

A: (D) I submitted a request for help with the Cisco SoftPhone three weeks ago. The issue is still not resolved, and I haven't received follow-up to our most recent communication to set up an appointment. I needed the SoftPhone for a project that began Monday, and I haven't been able to use it. (It is now Thursday. I contacted IT Services two weeks before I needed the SoftPhone.)

Q46. You indicated you were less than satisfied with Stanford's network. Can you tell us more?

Responses to this question have been sorted by cohort and then by respondents' ratings for Q23a. Stanford's network overall.

F: (SS) Have emailed IT for help setting class Coursework sites up, including things like office hour sign-up sheets, and have been given incorrect information and 'help' that in fact simply confused the issues. I go into Wallenberg Hall and I realize I know nothing about what is going on in there. I am sure there are countless resources I don't grasp or understand. The sophisticated use of smart panels, touching the screen etc: : I know it exists but have no idea how to do it.

F: (SS) I'm not sure what this refers to - the wireless network? My phone often has trouble picking up the signal.

F: (SS) It does constantly disconnect in certain buildings (e.g. Y2E2 offices).

F: (SS) It often seems to bog down and become slow for a few minutes to a half-hour. Then it comes back. Seems to happen in the afternoon a lot.

F: (SS) My system is slow sometimes when searching on the web. IT fixed it once and it was better. They came back to fix it again, and the original fix was still in place. When really slow they told me to go onto wireless.

F: (SS) Network access can be unpredictable esp with WIFI. There seems to be a disconnect with what is expected from users (encryption etc) as what is provided by the university. More IT support is badly needed for our department (anesthesia).

F: (SS) poor wireless connectivity and performance

F: (SS) Searching for topics on the Stanford website is obtuse. Sometimes even finding the topic is difficult. The order of the listings is total random. An example is the academic calendar. The academic calendar for the law school has higher priority than the academic calendar for the the entireb undergraduate program.

F: (SS) slows down and frequent dropouts at time

F: (SS) sometimes i will be sitting in my office (behind main quad) and my laptop will go disconnected all of a sudden. it has happened quite a few times already.

F: (SS) sometimes it is spotty and unreliable

F: (SS) the cable in my office did not work after one year

F: (SS) The mobile secure feature is too hard to use. Wireless access and cellular access on campus is miserable.

F: (SS) There is still no coherent approach to reconciling firewalls between medical school and hospitals. As a physician, this impacts my daily workflow in multiple ways. I view this as an organizational failure.

F: (SS) too slow, unreliable.

F: (SS) Too slow. Seems like it is down a lot.

F: (SD) Common work stop glitches that take a day or two to fix.

F: (SD) week wifi, not secure

F: (D) My building's wireless network is slow and spotty. The wired network is faster and more reliable but weird things happen. For example, if I bring my laptop into my building without having powered it down first, it freezes and crashes. Even if I bring it from the next building over. Also all of the Stanford-required security software installed on my machines is clumsy and buggy. Sometimes my laptop devotes itself to checking virus definitions at random and inconvenient times, like right before giving a big seminar presentation. I get useless error popups, have to do simple things repeatedly (for example I always have to tell Kerberos what my laptop's password is twice when I start up the machine. Lots of big and little problems.

F: (D) The dual hospital-university system is very cumbersome. I wish it could be integrated. I for example, have to go thru two duplicate sets of emails every day.

F: (D) WiFi is not available

F: (VD) see above.

G: (SS) Greater coverage in the common outdoor areas and near bus stops would be nice, if possible.

G: (SS) I have no idea about half of the IT services that were listed in this survey. Perhaps you can send a "Welcome to Stanford IT services, here are the awesome things we provide" guide for all incoming students. Im a 1st year grad student and didn't know I had a Stanford box etc.

G: (SS) Older Mac OS's not supported.

G: (SS) Sometimes wireless signal is very weak in the EV South residences

G: (SS) The wireless is terrible in Rains 227 and elsewhere

G: (SS) There is only wifi inside buildings, and sometimes not even all buildings. For example, I can't access networks in the medical school and hospitals.

G: (SS) We need more resources for non-CS, ordinary students. I know there are a lot of resources out there, but I have no idea what they are or how to use the. Need to connect ordinary, non-tech savvy students with IT resources.

G: (SS) When I'm using the wireless network with my laptop, at quite some places in my building (SIM1) the connection falls away frequently.

G: (SD) It is slow at times.

G: (SD) Really poor wifi in blackwelder highrise

G: (SD) Stanford's wireless is less-than-stellar outside of my residence. In areas somewhat removed from buildings (White Plaza, Serra Mall, Santa Teresa St, etc), wireless is dramatically slower. Residences like Mirrielees and Ujamaa are pretty bad even inside the building.

G: (SD) Wifi is bad all over campus and even in the residences

G: (D) It's very difficult to just set up internet on the campus. It's been very frustrating every time I leave campus for more than a week; this frustration also applies for a friend visiting, or even myself when I have a new device to get internet. I have to download so many new anti-virus programs and other random programs that I don't even use (aka kerberos). At my undergraduate institution (University of Texas at Austin). Internet was very easy to get, we just had to sign in into our ID and we were good to go (for wireless) The connection was very secure as well. It bothers me that I get emails from Stanford saying they're going to disconnect some of my devices, which is annoying. I appreciate the help that I've received from HelpSu, but I feel like the supposed "simple things" have become too complicated and cluttered to understand and follow through.

G: (D) The signal is weak and the connection is really slow

G: (VD) I still can't figure out how to set Webmail on my iPhone

U: (SS) I have trouble connecting to the internet from time to time in my dorm room.

U: (SS) It doesn't always work that well out here in Suites.

U: (SS) It's spotty at times, and doesn't work in areas around the edge of campus. It does work well in my residence though, so that's fine.

U: (SS) Sometimes the connection goes down.

U: (SS) The connection where I live (Mirrlees) is usually much slower than other parts of campus. I need to do hours of uploading, which significantly impacts the speed at which I can complete this when I am in Mirrieles.

U: (SS) The wireless is oftentimes shady and it's difficult to access and maintain on a smart phone.

U: (SD) Sometimes takes a while to load, occasionally can't get on at all, and don't always have service when not near dorm.

U: (D) The wireless everywhere is Much slower than it was last year

U: (VD) Too slow

A: (SS) At times networks are down.

A: (SS) Citrix remote login is very slow

A: (SS) Connecting through my mobile smart phone is sketchy across campus. (iphone 3gs)

A: (SS) i can hardly connect to the Internet by wifi in day time.

A: (SS) I forget the specific question(s) I was asked, but I have a feeling I answered them incorrectly. I'm pretty satisfied with Stanford's network. (I like this feature of asking a follow up question on the survey by the way).

A: (SS) I have continual network problems, especially with SUNAC. It's unreliable and kicks me off several times per day.

A: (SS) Signal not strong enough sometimes. Mail filter doesn't block enough spam.

A: (SS) the speed is not fast enough

A: (SS) There are instances where the connection slows down or stops.

A: (SD) see answer above.

A: (SD) Speed and reliability (as there seem to have been many outages recently) are concerns, as is the capability for enhanced/optimal use of all mobile devices/equipment and applications.

A: (SD) The wired network speed in my building is way, way too slow, so much so that it has a significant impact on our ability to get work done.

A: (D) wireless coverage in Medical School is really bad

Q47. What would increase your satisfaction with using public stanford.edu websites and applications from your mobile device

Responses to this questions have been sorted by cohort and then by respondents' ratings for Q27a. stanford.edu mobile device experience.

F: (SS) Better, more contemporary-feeling mobile version design, I guess. Eg, I'm not a fan of the mobile version of stanford.edu It feels a bit heavy and inelegant.

F: (SS) Bus schedules would be enormously helpful.

F: (SS) easier explanation for how to sign up, help from IT in signing up

F: (SS) I appreciate you asking, but my honest answer is I don't know. I do sometimes use my i-phone to browse to Stanford sites that I need to use for my work. It is of course difficult to use most of the regular Stanford webpages from an i-phone. On the other hand, I'm not sure which sites I would find most useful if they were reworked for small screens. I suggest you put loggers on all the major webpages to find out how often each is accessed by a small-screen device and use that objective data as your main source for planning changes.

F: (SS) map/location service

F: (SS) Maps. It would be helpful if there was an easy way to find where exactly certain rooms/lecture halls/buildings are in relation to my current location

F: (SS) Quicker load time. Might it be possible to keep some of the 'background' computing in the cloud and only give me the foreground of sites such as Axxess and other public websites? My own departmental website takes an age to load (too many photos, but that's not your problem). Thanks!

F: (SD) The campus maps function works poorly and is basically useless on the iphone. It would also be good to know which class rooms are equipped with DVI and VGA cables, what profs. need to bring to use their computers for presentation, and if the classrooms have mics with working batteries. That way lectures can go smoothly. I feel that IT needs to get these basics down before moving onto bells and whistles that most of us don't need on a regular basis. I taught a class yesterday where none of the equipment in the room worked, and I had to yell to a big lecture hall since the mic didn't have batteries. Stanford should do better than this.

G: (SS) Being able to read text well so that I could scroll through it easily, rather than having to enlarge the screen or squint to see things.

G: (SS) I really like the Stanford Facebook app. You did a great job making the course list accessible as well as maps and library searches. I think that any relevant service on the websites should be available on the app

G: (SS) make axess compatible with chrome.

G: (SS) Searching for classrooms and classes is the only thing I have used mobile for. So making that easy is good. Are there mobile apps for Android?

G: (SS) we already have email access if we need it via IMAP. Coursework mobile works decently well. Anyconnect lets us onto the vpn. What else do we need?

G: (SD) Coursework should have a mobile app and mobile friendly website. Same for axess, explorecourses and search works. These are the websites I use the most and find that they are not mobile friendly.

G: (SD) Nothing, it works pretty well.

G: (D) Many Stanford websites don't display correctly on my mobile web browser. For example, tables used to format the website might be displayed with one *character* per line in each column, which makes them inconvenient or impossible to read. See below for an illustration: T h i s i s a n n o y i n g t o r e a d . My satisfaction would be greatly increased if I could read the websites easier.

U: (SS) better screen size

U: (SS) If it fit to the screen of my phone, if I could set it up so my phone is linked to my Stanford email (I have a I19 Samsun Galaxy SII and can't get it to set up).

U: (SS) mobile versions! especially axess and the marguerite schedule

U: (SS) Stanford-made apps for android and IOS that allow us to check mail, calendar, and drive from our phone!

U: (SD) making it easier to get stanford mail on android devices

U: (VD) Simplicity, speed, responsiveness. All the great elements of a good interface. It should work seamlessly without making the user feel dehumanized.

A: (SS) 1% up time

A: (SS) faster loading.

A: (SS) From android phone, iStanford does not show anything. No schedule, no map etc.

A: (SS) I actually haven't used many of the apps or the public stanford.edu websites on my mobile device.

A: (SS) I do not usually access Stanford websites from my phone because they are too difficult to read on the small screen. I use my laptop. I might use them more if I had an ipad or tablet with a larger screen. I do use the application that accesses the Postgrads database which was built for the small phone screen.

A: (SS) I just got an iPhone for christmas and before that had a blackberry. I have not used the new phone for accessing stanford applications or websites

A: (SS) I really don't know about the mobile apps so I guess a brochure or some time of information that highlights the various mobile websites and apps.

A: (SS) Maybe having IT Services set everything up for me would be very helpful

A: (SS) More search criteria available.

A: (SS) To have the ability to use the functionality on my Android mobile device just as I would by logging onto a computer. Currently, the appointments portion does not work as well (i.e. if I accept an appointment it does not do the exact same on my mobile device). In addition, I am frustrated when I hear from IT that I should have an iPhone to have better options. I don't think that anyone should be forced into using a service or product, I love my Android and would like to have the same opportunitites as "i" users.

A: (SS) trusted security;

A: (SD) I haven't used my mobile device for Stanford.edu

A: (SD) I suppose ... pushing more notice of updates/new features and/or the updates/new features themselves to me.

A: (SD) increased service area by my carrier (AT&T) - there are too many dead spots on and around campus

A: (SD) It would be great to have the ability to have access to stanford websites

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A: (SD) To have all sites be optimized for use and viewing of mobile devices. The largest percentage of our audiences are students, who overwhelming would like to access content and conduct campus business through their mobile devices. It would also be great to better understand or be aware of what resources are available from IT services to help programs and departments to get up to speed on mobile-optimized delivery of content. These resources need to be better publicized. Thanks!

A: (D) Mobile-friendly design for axess.stanford.edu

Q48. What would increase your satisfaction with using the Stanford Mobile Device Management Service to secure and configure your iOS (iPhone, iPad, etc.) device?

Responses to this questions have been sorted by cohort and then by respondents' ratings for Q30a. Stanford Mobile Device Management Service (MDM).

F: (SS) I don't know since I don't use it.

F: (SS) I don't think the configuration choices are optimal. Perhaps they could be wrapped in a "standard" vs "custom" choice, where the standard choice only installs security and does not change any settings.

F: (SS) I'm not sure what this refers to - I'm assuming this is a question I gave a poor rating to on the initial survey? I probably did that because I have no understanding of how any of this works, and I probably should if it's something I'm expected to use.

F: (SS) NOT HAVING TO REENTER F8&*ING PASSWORD AFTER EVEN 15 SECONDS OR SO WITH PHONE OFF! PLEASE GIVE OPTION FOR LONGER DELAY BEFORE REQUIRING PASSWORD AGAIN.

F: (SS) that it would work more reliably. i have not yet gotten my ipad to fully register with mdm, even though the iphone was a breeze.

F: (D) the process for registering/securing my iPad was much too long and there didn't seem to be a clear thread to follow

F: (VD) I do not feel there is any need to improve it.

G: (SS) Connect to wifi. Sign in page comes up from a browser page to our sunetid account. Site has option to remember this device on this network. Click yes to that and then the device is now configured to the network and such.

G: (SS) I have only used the service once for my iPhone and that was three years ago, so the system may have changed since then. As I recall, my experience was satisfactory - it was substantially easier than getting my laptop computer on the network.

G: (D) Nothing really. It is a bit timely, but if that's what it takes, then that's ok.

U: (SS) Faster process

U: (SS) I'm indifferent, not really sure what this means but it sounds complicated. Simpler is better generally.

U: (D) I'm not quite sure what this service is, but it would be nice if I could connect my Stanford email

A35| Appendix A - Full Comments • Stanford Information Technology Services 2012 Client Survey to my iPhone

U: (D) iPhone

U: (VD) I'm not entirely sure.

A: (SS) Additional secure login features.

A: (SS) I have not had a problem with using the Stanford Mobile Device Management Service.

A: (SD) I don't like having to enter a seven-digit password every time I unlock my phone. My understanding is that the iPhone normally allows four-digit passwords, but in order to use Stanford MDM I have to increase to seven digits. Maybe I'm misunderstanding this.

A: (SD) I have no idea. I guess it's fine the way it is.

A: (SD) If possible -- as I realize there are a variety of security concerns, etc -- making Web authentication easier/quicker somehow.

Q49. You indicated you were less than satisfied with the communications provided by the IT Services organization to keep you informed about the services it provides. Can you tell us more?

Responses to this question have been sorted by cohort and then by respondents' ratings for Q39a. Communications provided by IT services to keep you informed about the services it provides.

F: (SS) 1) there are obviously a lot of IT services of which I am unaware 2) there are far too many IT surveys. Every single interaction generates a satisfaction survey. This is unnecessary and abusive

F: (SS) aside from the kinds of problems that need a Help SU ticket, it is hard to figure out whom to consult for specific challenges.

F: (SS) Based on the survey here, I can tell I don't know about a whole suite of security and file applications. Maybe I don't need to, but I was surprised that so many features were previously unknown to me.

F: (SS) Centralized services are less good than those that we get from our school IT department (which are every good and responsive)

F: (SS) Email feedback is poor, and I would prefer to call/contact IT direct rather than solely go thru' the website to launch tickets.

F: (SS) Getting access to epic is a real pain. Every time there is a change, it doesn't work. Getting it fixed is a real pain especially since I am so busy.

F: (SS) I feel I'm underinformed. Maybe when techs come to an office to troubleshoot they could also do brief demos of tools/services that seem relevant and/or would improve things?

F: (SS) I find it hard to know what services are available. There are several websites and the information is not always clear to the non- techie user

F: (SS) I find that the classrooms interface could be more user friendly. I'm a new faculty and have found Stanford computing less intuitive than Harvard's which is where I'm coming from.

F: (SS) I have not heard of many of the services that were mentioned in this survey. I may have missed them in some communication, I just don't know. In particular, I am not aware of services for

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large-scale data backup and archiving other than those that are offered (for a fee) by CMGM in the Med School

F: (SS) I just don't think I understand well in simple terms what is available or not for us to use

F: (SS) I just have never heard about many things mentioned

F: (SS) I know very little about IT

F: (SS) I think many in the math department aren't much aware of your services (storage, etc)

F: (SS) I would appreciate more information spoken in lay language about the services available from ITS, for instance DRupal website management. When I built a drupal website for my research group, ITS was not really available to help it seemed. Maybe there was a miscommunication about what we could expect in terms of services from ITS.

F: (SS) I'm not aware of most of the services mentioned in this survey.

F: (SS) If I knew what I should know I could tell you more!

F: (SS) In the past we got newsletters. I don't get these anymore. That was a good way for me to become aware of new offerings

F: (SS) It would be helpful to have more outreach: Someone from IT to stop by and check in about how we're doing, and what we're doing to see if there are any services they are offering that we could be taking advantage of.

F: (SS) minimize emails and maximize impact.

F: (SS) Need to discuss needs, problems and solutions with someone knowledgeable to bring my lab into the 21st century...

F: (SS) Rather than piecemeal communications, it'd be good to have a specific orientation at the beginning of the year for new faculty like myself, and not just quickly as part of the general orientation.

F: (SS) See earlier comment about the absent planning for HIPAA compliance.

F: (SS) See previous comments.

F: (SS) Send email with link to enumeration of options

F: (SS) Sometimes I've had difficulty finding info I wanted on the IT services website. However, I haven't looked for anything recently, so it's possible the website has improved since then.

F: (SS) the AFS problem was never resolved. I still don't know why it has to be such a pain to grant/change permission for accessing afs to my students.

F: (SS) The problem here is security vs capability. As security becomes its own niche in IT, there are conflicting messages: "Don't do this, and call someone else in IT to find out what you can do", is the broadcast message.

F: (SD) I don't know much about the services provided by IT Services. Part of this is my own fault--being too busy to seek out info. Part of this is that the info received doesn't seem particularly relevant or useful to me as a non-tech person. If the info were packaged in a way that made it seem more relevant and engaging I might see more benefit in it. Also, I'm not sure exactly where to go for IT help or where to go, for example, with help for websites, data security, etc.

F: (SD) I have no idea about all the services IT provides, and I would like to know more. Maybe streamlining the tools different departments or types of users might rely on or need to use would help prioritize what we could use. My students will need to use things for our future genomic data that I am unaware of and I suspect should anticipate.

F: (SD) I have no obvious way to find out about the services that are available. Since I am not very computer literate, I really don't know what questions to ask. You likely have services that would enhance my productivity but I am simply not aware of what even to ask.

F: (SD) I think it is hard to figure out the services I need, and where to find the information in the website.

F: (SD) I was unaware of a lot of services that might be useful (Stanford Box, etc)

F: (SD) It would be useful to put serious work into the IT website to make it more intuitive and user-friendly.

F: (SD) Many people do not know what is available... Including myself...

F: (SD) My office is in the Stanford Hospital, which you do not support. The IT service here is horrible, but I have no other options.

F: (SD) Past experience has made me avoid Stanford's IT service. I don't even bother to use my laptop or iPad on campus. Cell reception is also poor. Quite possibly they are now much better. However, I am obliged to use webmail and I think it is dreadful. I have endless problems. It has very few useful features especially when wanting to search old mail, which is vital First the search fails to find things, it only gets stuff from either the last few weeks or more than a year. The searching mail from 2005 slows it down and it is what has happened more recently that is relevant. I hear we may switch to gmail and that does not warm my heart either. I use Thunderbird at home but that is not that good either. The filter features are poor and it is flaky. Gone are days when I ran my email under VMS on a Digital machine.

F: (SD) Seems to be a very fractured system.

F: (SD) There's no good way to keep us informed about services. If I don't care about what you're emailing me about, I don't read it; but then when I DO have a need for something, because I didn't read those emails, I don't know that the resource is there. It's a difficult problem to solve!

F: (SD) We receive hundreds of E-mails a day. In addition to the E-mails, workshops to educate us as to what is available and how to use it, would be very useful

F: (D) I had no idea what services you all have. I assume if I needed something I would contact you to find out if you could help.

F: (D) I wish we had a dedicated IT Staff person in my (large) department. More generally: I don't feel I'm very up to date on recent innovations or services. This is an interesting poll, but it also seems symptomatic (of my cluelessness?) that I don't know enough to answer at least half the questions.

F: (D) same. In a nutshell, I would like to see an increase in the Context-to-Information ratio. I think you have lots of services that are useful that I don't know about and therefore don't use.

F: (VD) I have no idea really of what IT is capable of helping us with. Its a bit of a black box to me.

F: (VD) see above.

G: (SS) I get a lot of emails so emailing the information is not an effective way to communicate. I think if there was a clear website that held the information and the link to that was sent quarterly via email, that would be a more effective way to communicate with me.

G: (SS) I had no idea about most of the services that you apparently provide. I don't even know where I'd go to find a list of the services that you provide and how to use them.

G: (SS) I have heard of like 1% of the things you asked about in this survey

G: (SS) I seem to know very little about the services IT provides, and I wish I knew more. I don't often visit the IT website, so perhaps an email promoting services would be helpful. If IT has sent such emails in the past, I must have missed them.

G: (SS) I was unaware of many of the services provided by IT Services. Perhaps an email to the Stanford community at the start of the school year briefly describing the various services would be of help.

G: (SS) I'm not sure I know that much about Stanford IT Services or what they do. If I did need their help for something, I don't think I would realize it.

G: (SS) In the following question you gave a list of the services IT provides, I didn't know any of them.

G: (SS) IT communications easily get lost in the mass of communication students receive.

G: (SS) Many services I was not aware of or heard of indirectly. The Stanford Box I learnt about through a dissertation boot camp program.

G: (SS) should let us know more about the service available there

G: (SS) Thanks for the survey. I am glad to know there are more resources to explore about data storage. I do use my dept account to store files too large to send by email, but it seems that there are other options to explore.

G: (SS) There's a lot of computing services that I realize I'm not using, but I have no idea how I would hear about them, unless I personally know someone who uses them, often though their lab.

G: (SD) As far as I know, there is no central database or list of services offered by IT. If there is one, I am not aware of it, which is the problem. I admit the fault may lay with me, though, as I have not been particularly active searching.

G: (SD) I didn't even know what the words meant when you asked me if I was aware of a list of IT services you are providing. It seems safe to conclude that I am unaware of many of the services you provide.

G: (SD) I do not heard of many of these servises

G: (SD) I just don't really know what is available to me or how to access it.

G: (SD) i know very little of what you do and thus cannot make use of IT

G: (SD) I think the the IT services website has good resources about the services provided but the information is laid out more like a knowledge base/wiki rather than in a way that introduces new students and users to the services that are immediately useful for them.

G: (SD) I was not aware of a lot of services provided by IT services and mentioned in this survey. Better advertisement / news letters / short video explaining the different services offered by IT

A39| Appendix A - Full Comments • Stanford Information Technology Services 2012 Client Survey services would be extremely useful.

G: (SD) I'm dissatisfied because it sounds like you guys offer all this cool stuff but I have never heard of it and don't even know what it is so I can't use it. It sounds like you are doing a great job providing the stuff...to the people who know to look for it.

G: (SD) more

G: (SD) Other than wireless network I am pretty much unaware of other services they provide and I am not sure where I can learn more about those services.

G: (D) A short newsletter might be of interest to me.

G: (D) I had to learn via word-of-mouth about Stanford Box.

G: (D) I have not heard of most of these services or of any opportunities for related training.

G: (D) i just don't know anything about it, really

G: (D) Yes, during the course of this survey I realized that there are a number of services which could be useful for me that I didn't know that IT Services provided, such as: Stanford Google Drive, Web hosting and content management tools, data storage and so on.

U: (SS) few more emails about the services we can utilize

U: (SS) I didn't know about many of the services you guys provide. I suppose if I needed those services, I would actively go out and get informed.

U: (SS) I didn't know of any of the services that were listed in the survey. Maybe IT Services should do more outreach to freshman dorms.

U: (SS) I don't know a lot about the services, so I don't know what I'm missing.

U: (SS) I don't really know all that much about the services provided by IT Services. There could be more information provided through digital media.

U: (SS) I don't think I've ever been told about any services

U: (SS) I have little to no familiarity with what IT services are

U: (SS) I just don't really ever ask.

U: (SS) I just don't really know about most of these services, have never heard of them before.

U: (SS) I just haven't heard anything that I know of about the services available for students to use. I don't know where I would have received this information, or if I needed to seek it out on my own by Googling or something? I don't recall an email, and don't live in a campus residence so I don't have an RCC as a resource (not that when I did live on campus I learned about any of the resources from my RCC anyway).

U: (SS) I just realized I haven't heard about a lot of the services IT provides

U: (SS) I'm just not sure what the IT services are and how I use them, so I am unaware of the services it provides.

U: (SS) I'm unaware of most of the services listed in the survey.

U: (SS) Many of the services have never been mentioned or explained to me at all.

U: (SS) Perhaps it is my fault, but I never was informed about anything IT did. I'm sure you're doing a lot more than I'm aware of, but how are people going to know to use you as a resource when we don't even know what you provide?

U: (SS) They do not instill any interest for students. I see emails and I pass them because I don't see any relevant info. It's boring.

U: (SD) Before seeing this survey I would have said I was satisfied, but I didn't recognize half of the things I was being asked to evaluate.

U: (SD) I don't believe I've received any communications.

U: (SD) I had no idea about the Stanford Box and other such storage methods that IT services provided, and I would like to! Can you guys send us out an email about that kind of stuff? Thanks! :)

U: (SD) I had no idea what half the things this survey was asking about

U: (SD) I know very little about the services provided. What more can I say? I just don't know.

U: (SD) I simply don't know about the services provided.

U: (SD) I'm not exactly sure what it does? This doesn't have anything to do with how satisfied I am with IT services as a whole, just that I don't know too much about the services it provides? I don't think it's necessarily important that I know what IT services do either... so even if I do get emails on it I wouldn't take the time to read it.

U: (SD) Np

U: (D) I did not know about any of the services offered before this survey, so I would say that I am dissatisfied with the communication.

U: (D) I had no idea that Stanford provided this many services (see my "N/A" answers in past questions). I wish I knew about them and how to use them, but since there are so many, I don't even know where to begin.

U: (D) I haven't been informed of many of the technological features I have provided to me as a Stanford student.

U: (VD) I just haven't heard about anything

A: (SS) I am not exactly sure of all services offered and do not know where to access the info.

A: (SS) I am not aware of the many IT services that are provided.

A: (SS) I am not informed.

A: (SS) I am really unhappy about the move to google. I do not like gmail and it's functionality. In addition, I do not like google docs and will be very unhappy to move away from fileshare. I enjoy using fileshare because it's similar to the PC platform of saving, storing, editing documents. I also enjoy webmail because it acts a lot like Outlook. I am less than satisfied because I have not heard anything about the timeline of the transition. It would be nice for a slight bit of transparency, even if it's to say that nothing will be happening until Winter 2013 at the earliest, etc.

A: (SS) I have learned about services ITS offers over time. Would have been more helpful - made me more productive sooner - if I had an overview / basic intro to all the individual services ... best would be if they were presented through a 'profiled worker' example e.g., supervisor, manager, director

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create an example of each one and tell a story of the work s/he does and which ITS services / tools are being used. Then provide a summary of the tools with links to the info about that tool on your very extensive website. When I need help with a tool and go to your website pages on that tool I often find the answer i.e., what I was doing wrong :-) in summary, I think communications you provide would be better if you have processes / methods to introduce me to all the terrific material across the ITS sites.

A: (SS) I realized I didn't know about a lot of the services this survey was asking about so I think I wish I knew more.

A: (SS) I receive some of the best information about useful services available through word-of-mouth. This is fine, but seems risky to rely on as a source of information. There should be a more thorough method to consistently distribute information about new services available. Attending a tech briefing is many times not practical. Something like an email (similar to tech training offerings) that highlights new services, application, etc? Another example: I remember when we receive warning information when a new browser or operating system upgrade is not yet compatible with Stanford systems, but why is there never a notice when it does become compatible with our systems?

A: (SS) I'm a new employee so maybe I probably haven't read many newsletters/emails sent out by IT Services. Maybe consider sending out an informational newsletter to new employees, with a comprehensive list of services provided. Maybe there were handouts at the orientation session, but they were not pointed out to us.

A: (SS) I'm just not very aware of where I can get IT service help when needed; however we have a very helpful in-house IT staff at this office who pretty much covers all of our needs.

A: (SS) It seems to me they could provide more information. I am not familiar with many of the services they provide.

A: (SS) It would be helpful to know when software update packages are available or when upgrades are available for our systems.

A: (SS) ITS needs to be more outward looking in its stance, with respect to sharing what services it offers and its roadmap and plans. The roadmap of services needs to align better with customer needs. ITS needs to drive and enable the transition of all university capabilities administrivia as well as pedagogical - to mobile platforms with urgency.

A: (SS) Many ITS web pages are hard to read and navigate.

A: (SS) many resources are not communicated to the users

A: (SS) maybe send reminders to your website for updates and communication summaries

A: (SS) Not enough emphasis on security issues & backing up local systems.

A: (SS) Other than the classes offered I am not sure what would be applicable to my job.

A: (SS) Response time needs improving. Solving IT software problems needs improving. No one seems to be dedicated to Stanford GSB. Solving of printer problems is extremely low in resolution and in response time.

A: (SS) Several of the services I wasn't aware of. For example, I use WordPress.com to create course blogs for my students and for my teaching portfolio. I even pay extra for certain WordPress features like VideoPress and increased storage capacity. Now that I know that Stanford offers some kind of

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WordPress support, I'm curious to find out more. This is excellent. But I didn't know about it before taking this survey.

A: (SS) The message gets lost in the crowd.

A: (SS) There were a lot of services in this survey that I had never heard of before. Now I wonder if any of them might be useful to me.

A: (SS) We want consistent warnings when ITS is doing maintenance work that can impact our program. We are not always notified in advance.

A: (SS) You have a great website, but i can't always find what i need on it. Most of the time, i am using google to find what i need at your site...

A: (SD) Not enough general communication about service & policy changes. For example, I found out about both the Stanford Box.net and Google Docs availability from the "grapevine" of ITS people I know. There should be announcements in things like Stanford Report - run repeatedly since not everyone reads it every day.

A: (SD) Well, this survey mentions a lot of things I have never heard of. I imagine I could be better informed about what those are, right?

A: (SD) When the system experiences an issue, either an email or phone or text message should be sent to alert us of the university-wide problem.

A: (SD) You have mentioned a lot of services that I have never heard of before today. We really would like to have a platform where we can easily post schedules for faculty and fellows and schedules that is accessible from university and hospital computer stations.

Q50. What one thing could IT Services do to make it easier for you to work or study?

Responses to this question have been sorted by cohort and then by respondents' ratings for Q44a. Services provided by ITS as a whole.

F: (VS) Cloud storage solution

F: (VS) Create a secure blog for Stanford classes so that I wouldn't have to use blogger.com or wordpress.com

F: (VS) direct calls to folks rather than going thru Help.

F: (VS) easier way to attach documents in webmail

F: (VS) Fulltime departmentla IT staff

F: (VS) Get better cell phone reception on campus and faculty housing!!!!!!

F: (VS) Have a designated 'go to' person for an interdisciplinary research project

F: (VS) Have clear recommendations and options for backing up my laptop.

F: (VS) Improve wireless access in SOM facilities.

F: (VS) maintain Eudora

F: (VS) More colleagues like my CRC IT person

F: (VS) not so far

F: (VS) provide home internet service for faculty that don't live on the Stanford campus

F: (VS) Wish Zimbra were easier to search --

F: (S) Allow us to schedule appointments without using the SU Ticket interface.

F: (S) As I mentioned above, have a real person in Stanford departments and institutions who can offer quick advice and help. Since I also work from home on campus, it would be good to have those kinds of services offered at one's home. I will run into problems at home that I cannot solve and often do not get solved.

F: (S) Better epic integration to mobiles phones (both iOS and Android) and to iPads for external access of EPIC.

F: (S) clearly, there are a lot of resources that I'm not using that I could be using. I'd love to speak with a resource person, one on one, so that I could discuss my needs and perhaps find on-campus solutions.

F: (S) Data storage and backup in the range of 10-20 TB with gigabit ethernet access would be very helpful, as we work with large sets of microscopic image data.

F: (S) Do routine analysis of data security, software updates, backup status.

F: (S) Faster, easier access.

F: (S) fix box

F: (S) Fix the problem with SOPHOS

F: (S) Get Kerberos on the Mac working properly

F: (S) Getting access to epic is a real pain. Every time there is a change, it doesn't work. Getting it fixed is a real pain especially since I am so busy.

F: (S) Help with preparing a webpage for my lab, help with setting up collaboration tools.

F: (S) hope you do not change the email too often

F: (S) Improve AFS and make it more like Dropbox

F: (S) improve backbone. router upgrade to gb would improve local and collaborative productivity

F: (S) Improve wireless coverage and performance

F: (S) link us at the VA with the mother ship

F: (S) Linux support.

F: (S) More email storage. More permissive wireless network. I.e I can't sync across devices over wireless.

F: (S) More frequent and personalized communication (perhaps on the divisional level)

F: (S) more reliable wifi in buildings. easier contact mechanism

F: (S) More robust network

F: (S) personal improved on-site service

F: (S) provide information in a simple form that a computer-illiterate person (like me) can understand

F: (S) Provide me with a faster, more powerful computer.

F: (S) provide more back-up support, i.e., latex, powerpoint

F: (S) Provide more local services - in my home IT dept. I know and trust the people who work there. I don't know anyone personally at IT Services Central. But like the fact that I speak directly with a human when I call!

F: (S) Provide more options for various course tools and website hosting, especially as we transition to increased online learning options for students.

F: (S) Quick contact with inquiries from central IT

F: (S) regular communication about services in lay language; help with website construction and maintainance; more communication about important or interesting softwares for scholars in the humanities (voice recognition...)

F: (S) regular info seminar within my department

F: (S) Reliable backup program. This was offered to my laboratory in the past, but the storage capacity was inadequate and it never got done.

F: (S) Security support for accessing PHI on Android mobile devices

F: (S) Setup my office phone. Provide up to date hardware recommendations on the website. 24/7 tech support on the phone (the out of hours support is patchy).

F: (S) Speedier response times.

F: (S) Stanford websites are slow. One could die a natural death waiting for them. I work in my home study using Google fiber. Stanford is slower than other websites I use. Examples: Library, Stanford Who, Stanford You, etc.

F: (S) System admin services for unix machines and/or clusters. SOE is working on this but they may need some help. Perhaps ITS could provide sysadmin services on an individual basis while SOE could provide on a departmental basis. Either way I wish there was a more centralized sysadmin service we could use.

F: (S) teleconferencing support/software/facilities...

F: (SS) Access to my patients video-EEG monitoring, especially in the ICUs.

F: (SS) Email. Everyone uses different programs. It is hard to get help to coordinate smartphone, office computer and electronic calendars. I am sure I could be more efficient and up-to-date.

F: (SS) Follow up.

F: (SS) live chat followed by phone call or in person visit if problem still unresolved? that is if you don't have it already

F: (SS) Off site technical help.

F: (SS) Offer some server admin/DBA help from time to time

F: (SS) PLEASE standardize the address book issue between the hospital and work. I have a PC running outlook and zimbra. I can't even download the zimbra address book most of the time "server soap fault" because it's being restricted. I can't find hospital employees email addresses. It's hard oft to even find other attending physician email addresses and be certain I'm emailing the right person with HIPAA restricted information. My iphone does a better job of finding email addresses than my work computer or the zimbra web client. I emailed [my rep](#) a year ago and he said he'd been working for years to help unify the hospital and university emails. Why hasn't this happened yet?

F: (SS) Provide an IT consultant who would personalize IT services by meeting with me, learning about my research and teaching, figure out what specific tools would be useful for me to add to what I already use and help me to learn about them, install them, etc. Given how busy I am keeping up with teaching and research, I don't have sufficient time to look into new tools for data management, storage, etc.

F: (SS) provide informatiobn and help performing large scale back-up of all laoptops and desk-tops

F: (SS) Settle on one calendar service and work tirelessly to see it adopted and used regularly across campus.

F: (SS) sometimes I feel like it takes a while to escalate my problem to the person who has the solution; burn a lot of time trying things out in a new situation rather than getting to the person who has already solved this problem immediately

F: (SS) Teach me what I don't realize exists.

F: (SS) Workshops to educate us as to what is availble and how to use these resources

F: (SD) better response

F: (SD) Integrate better with hospital it systems

F: (SD) Provide more flexible solutions (e.g., the answer of "we never do that" isn't very satisfactory). Improve CourseWork a LOT.

F: (SD) provide more training

F: (SD) Sort out email

F: (D) Better personel services for researchers who rely upon IT for assistance for data access/storage/computer help. Any IT/computer issues are put in line with other users. This can be extremely debilitating for researchers if their computer systems need urgent repair when other less urgent requests are dealt with first. More IT personnel and in-person consultants should be considered for clinical researchers separate from non-reseachers/admin/clinicians.

F: (D) Help maintain our lab website (for free). you charge too much for every service you provide.

F: (D) Provide functional cross-platform calendar solutions.

F: (VD) bring IT services back to GSB

F: (VD) Hire competent people who can fix problems, alert us to problems, and make us aware of services that would be helpful to us. We have had such people in the past.

F: (VD) two things: solve our ongoing and escalating issues with data storage, and improve the network speed with which we connect to the server housing all of our data. it is pathetically slow.

F: (NR) 1. Better instructions for connectivity. If I need to connect a phone or laptop to the stanford network I generally need some IT help. 2. Cheaper and easier support for lab servers. The ability to share files is critical for many research efforts. This is not easy to set up or maintain in the Stanford environment.

F: (NR) Replace SHC IT

G: (VS) Email a list of services available to me.

G: (VS) free printing

G: (VS) I like that webmail incorporates other features like a calendar, tasks, etc. But I never access my email on a browser because Zimbra's interface looks like it's from 1998 and overall is extremely clunky. If it were better, I would probably use webmail for Stanford-related things instead of Mac Mail, iCal, and Reminders.

G: (VS) I like to take long walks on campus, and if the network could handle me listening to the streaming Naxos Music Library while walking through the main paths and more centrally located undeveloped areas (areas with trees...) I would be super stoked. (I am a music student)

G: (VS) Make sure wireless internet access is provided on campus even when not close to buildings

G: (VS) Not sure, I am overall satisfied with the IT services

G: (VS) SCPD videos available on phone.

G: (VS) Send me reminders about the kinds of tools I could use to study with groups and store my data

G: (VS) write some final papers for me!

G: (S) A more clear explanation about what services are available and could help my research to me more efficient.

G: (S) authentication of devices is vastly improved from a few years ago

G: (S) Better inform us about the services they are providing.

G: (S) Better outreach on available tools

G: (S) Drupal support team is technically very competent, but the request return time is a bit long.

G: (S) Easier access for guest on stanford-residences wireless as well as on-campus.

G: (S) Faster, more ubiquitous wireless

G: (S) Help me out when my computer is down

G: (S) Higher internet speed

G: (S) Improve the user interface in webmail - I now just direct the messages to my gmail due to its layout and structuring (e.g. threaded conversations).

G: (S) Introducing the services that may be useful to me.

G: (S) larger afs storage

G: (S) make classes and more exportable schedules to gcal

G: (S) Make it easier to register a computer.

G: (S) Make using licensed software off campus or even in the residences more seamless, especially for laptops.

G: (S) My life would be a lot easier if the Kerberos Authentication tool that's supposed to keep me logged in for 24 hours would also apply to Coursework. Coursework is the password-protected Stanford website I use the most, but I have to re-enter my password each time to use it.

G: (S) Probably more bandwidth/better wireless, but it's already pretty good.

G: (S) provide training sessions regarding advanced computer literacy, website maintenance, and the specific services available to students and employees.

G: (S) Send an overview email with the services you provide once a year to new people in the Stanford community and after that, once a year to refresh their memory. If you summarize them shortly and provide links to more information, it's up to the community to decide on what to use on how to use it (if necessary, with your help).

G: (S) Streamline the network registration process. It takes far too long to get a new device on the network.

G: (S) That it becomes easier to access printers.

G: (S) The computer registration process takes too long

G: (S) Training on services available

G: (S) wireless service

G: (S) You're doing fine!

G: (SS) Automatic connection to my iPhone in the graduate residences.

G: (SS) better wireless

G: (SS) improve the wifi for smart phones in blackwelder highrise, especially in the bedroom

G: (SS) Increase the strength of the wireless network.

G: (SS) Make me more aware of the services it provides; release a tutorial on how to remotely manage a corn machine with a graphical interface. I am only able to do ssh -Y, but I wanted to have it fully graphical; release a tutorial on how I can remotely access my personal computer from any computer on campus.

G: (SS) Provide more free online services related to our studies.

G: (SD) Stanford OFWEB and Axxess are not user friendly at all. Co-workers and I complained before but no one is doing anything about it.

G: (SD) Teach us what these services are

G: (D) Make it easier to access Stanford e-resources off campus

G: (VD) I wish we could send emails with larger size attachments through Webmail

U: (VS) Better wifi on the field between Wilbur and Stern.

U: (VS) Faster connection

U: (VS) Help get stanford mail onto my mobile phone/ other mail servers

U: (VS) Increase the email attachment size limit significantly.

U: (VS) Personally, there really isn't anything I can say I wish was improved. I'm highly satisfied with the IT services on campus.

U: (VS) tell me more about Stanford Box and other storage services

U: (VS) You guys do pretty well already, I can't think of anything.

U: (S) A 2 hour total informational session about everything that is offered and how we could use them to our advantage.

U: (S) Accessibility for registering wired internet computers (desktops) without a wireless card is currently next to impossible.

U: (S) Better internet connection in my room

U: (S) Better mobile internet access in Herrin Hall and Hewlett

U: (S) Better wireless

U: (S) Faster e-mail.

U: (S) get unbelievably fast internet.

U: (S) Give a little tutorial when you get to school on the tools available. (I haven't heard of a lot of them)

U: (S) If IT Services were to explain more of the tools available to me, I might use them more.

U: (S) Just work.

U: (S) make axess simpler

U: (S) Make device regristration faster and simpler, printing easier.

U: (S) Make more MATLAB licenses available. When I'm using the computer cluster in my dorm, on Wednesday nights (the day before problem sets are due) it is difficult to open up MATLAB since all the licenses are being used.

U: (S) Make Stanford Residences wireless network available on the Oval

U: (S) Make WiFi more reliable in the dorms.

U: (S) make wifi more widely available and reliable

U: (S) More easily searchable/navigable website with info about available services.

U: (S) More online storage space- maybe more dropbox space instead of box? I personally don't use box, but have used dropbox to share pics/videos/cad files for group projects and have run out of space (before the Space Race).

U: (S) no need to re-type my username and password on coursework, email, axess... etc every time I

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login to each one of the services

U: (S) Nothing really.

U: (S) Provide a video or workshop on all the services you offer.

U: (S) Somehow make the internet work more efficiently.

U: (S) Sometimes my internet randomly dies... would be easier if that didn't happen, but I guess that also partly depends on maybe other people taking up bandwidth.

U: (S) Things work pretty well!

U: (SS) Faster email, internet access everywhere on campus.

U: (SS) I can't think of anything

U: (SS) Improve staying wireless connection.

U: (SS) reliable internet connection in dorms and elsewhere.

U: (SS) strengthen the internet connection

U: (NR) Faster, stronger wireless network

A: (VS) A more intuitive website.

A: (VS) A one page document that highlights the key personnel and services that I can keep posted on my wall.

A: (VS) Allow MDM to be less obtrusive with the passcode entry. Perhaps passcoding access ONLY to sensitive applications and sensitive data. Or just make the timeout longer. Or more intelligent/easier (swipe pattern, image recognition/picking). I realize that once a phone is lost/stolen that it is safer for it to be locked, but does this actually prevent the theft of sensitive data (MDM does remote wipe, isn't that good enough)? I know that the passcode makes me strongly dislike interacting with my iPhone device and is making me strongly consider getting a personal device and not carry my work device when not required. (ie. it is deterring me from wanting to work)

A: (VS) Cellphone reception in the office.

A: (VS) Get rid of Zimbra and just use Outlook Make the email contact list easier to look up--e.g. alpha by last name or just plug in the name.

A: (VS) I think it would be useful for when employees start at Stanford to provide them with information about the difference between using the computer for work It would be help for new employees to learn more about using Stanford computers for buiness and for personal issues. When employees leave Stanford many times they have left behind an abundance of personal emails and documents that they may not want to have stored on Stanford hard drives. It is true that employees should not use Stanford computers for personal issues however they usually do. Before they leave they do not know how to transfer the information off the computer. Also we had one employee who actually destroyed all the documents because there was so much personal information on the computer.

A: (VS) I think the best thing ITS could do is the The 'tips & tricks' contest / online-training / community I mentioned. Second best, since I've been here 3 years, would be to provide the type of tools/services overview that I explained in the last question i.e., free form answer question like this that was asked because I said communications from ITS could be improved. I think that type overview

A50| Appendix A - Full Comments • Stanford Information Technology Services 2012 Client Survey would be helpful to me even today, 3+ years after beginning work here at Stanford.

A: (VS) I'm the wrong person to ask. I use the basic faculty stuff -- Axxess, Coursework & email.

A: (VS) Keep your focus on the real user...rather than trends.

A: (VS) Nothing that I can think of at the moment.

A: (VS) Provide a second monitor & more powerful processor. I deal with multiple programs at once and use very large spreadsheets

A: (VS) Revamp webmail... option to create contact lists within webmail. Maybe I'm crazy, but I just don't see that option without adding several emails within a single contact, which gives each email the same label.

A: (VS) Two things. First, increase the WebMail quota. Maybe I'm just spoiled with Gmail, but more storage would be great, especially because I can start to get quota warnings during a busy time of the quarter, when I have less time to sort through e-mail and delete particular files. Second, display listserv e-mails so that I can quickly search them. Right now I need to "Print" listserv e-mails so that they open in a new window for me to search for key terms.

A: (VS) When changing operating systems it's a challenge to learn it. Provide a class or web class or point me to the website to use to become familiar with it.

A: (S) Better outlook/zimbra coordination

A: (S) Clarify whether dropbox is considered secure by Stanford (e.g. for sharing confidential information)

A: (S) continue sending communications via email

A: (S) Faster wireless

A: (S) Get rid of webmail and get something different. It's clunky and not terribly user friendly.

A: (S) I think that providing advance notice of large rollouts would really help when we have to announce these items to our groups. It would be especially helpful to be able to provide exact guidelines. I only say this b/c the recent security rollout happened and there were a lot of questions I could not answer until a formal policy came out.

A: (S) Improve mobile device/equipment and applications services.

A: (S) info on services

A: (S) It would be nice to provide an even better pricing on IT equipments such as laptops, tablets for employees.

A: (S) Keep the webmail working

A: (S) Let me know what services are available to me (e.g., Qualtrics).

A: (S) Make information more available.

A: (S) Make my cell phone work on campus! It's not a university-issued phone, but I get work calls from my staff all the time. We have classes and events all over campus and we need to be able to reach one another. Also, many people in my office (including me) have little kids and must be reachable if there is an emergency. My land line in my office is fine when I'm in my office, but if I'm working on

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another part of campus (which happens often), I need to be reachable, for work and personal reasons.
It's just unacceptable to not have reliable cell phone coverage on campus.

A: (S) more coffee

A: (S) More information about new IT services

A: (S) Need much better back-up/sync system (GoodSync)for Mac computers. Current system slows down functionality of computer when running. Before I used TimeMachine and think this is much better. I prefer to have multiple back-up of files that are archived by date rather than syncing process. This provides better protection, I believe.

A: (S) New ordering system will hopefully make a difference.

A: (S) Nothing, I'm pretty happy with your current services.

A: (S) Offer easy access to remote desktop.

A: (S) Office tools for collaboration should be easier to use.

A: (S) proactively provide patches and updates to operating system

A: (S) Provide more trainings and give us information to utilize programs

A: (S) Provide supported productivity tools like syncable todo lists, research note tools a la evernote ...

A: (S) reliable and widely available Wifi educational services, e.g., classes, seminars, etc

A: (S) Response time is sometimes quick and sometimes very slow.

A: (S) Teach me the best way to post updated schedule changes for faculty and fellows to a website, etc so that when we make a change to the schedule a reminder goes out to let faculty /fellows now that an update has occurred. Alternatively, if we could have a webpage for just faculty and fellows and staff to log on to.

A: (S) The recent installation of wireless network in Beckman bldg. was a tremendous help. It made possible to use my laptop conveniently throughout lab space.

A: (S) The same person who takes the information either over the phone or via help ticket can also send you a follow up e-mail regarding status and completion information.

A: (S) Transfer my old Movable Type blog.

A: (S) Web authentication

A: (S) when you call the 5-help number they can tell you more solutions or trouble shooting then restart your computer. The person you get on the phone can be helpful instead of sending your request into the line and hope someone comes soon.

A: (SS) Cover Medical school with powerful wireless line

A: (SS) Faster network

A: (SS) give more information on what is happening in general meetings.

A: (SS) if you could increase the maximum attachment size for email, that would be great.

A: (SS) Improve websites so it is easier to learn and implement ITS products. Lower the effort for non-

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IT experts to find and use ITS products.

A: (SS) offer me practice to know all this a little bit complicated tools

A: (SS) one on one to discuss what's new.

A: (SS) Respond to my concern

A: (SS) Switch your web platform from Drupal to Wordpress, I think overall Wordpress sites are easier to use and have more plugins, it also requires less php work as well...

A: (SS) User friendly website where I could query with key words that would lead me to IT services that would be helpful but I don't know about.

A: (SS) Would love to know more about what tools are available and how to use them.

A: (SS) You need to have mac only based courses! The beginners PPT course I took would have been much better IF it would have focused more on mac based issues instead of PC based issues. I was very dissatisfied with the PPT course offered and billed as a pc/mac based course, since the course focused mostly on pc issues, and the screen shots were mostly of "how to" based on a pc. The 78 (or so) page handbook was ONLY for pc! And mac users were given a two page (front and back) "handout" which was a joke! I was so unhappy that I am thinking of NEVER taking a course again billed for pc/mac!! (I was so unhappy that the thought of getting my staff funds back has crossed my mind repeatedly!!)

A: (SD) Install HP/BW printers and equitrac systems that really work, and don't break down so much. When a new version is installed, give a little help regarding what is different. User is just sort of set adrift on their own. I don't really understand which staff groups handle what.

A: (NR) Making sure that our computers are upgraded when they need to be, making sure that our computers contain the programs that they need to have.

Q51. What are the two or three most important services IT Services provides you?

Responses to this question have been sorted by cohort and then by respondents' ratings for Q44a. Services provided by ITS as a whole.

F: (VS) AFS, email, coursework (is that part of IT?)

F: (VS) assistance when I have a technology problem and advice concerning the purchase of new equipment

F: (VS) class web pages, personal email, email list for classes, CourseWork site

F: (VS) Data backup

F: (VS) desktop/laptop support, email, web support

F: (VS) email smart phone support webmail and calendaring

F: (VS) email, email, email

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F: (VS) Encouragement, education and illumination from my IT CRC support Superb help from-another CRC support staff member at the worst time of year for him and his colleagues (the week before winter break) when my old laptop died. He could not have been more helpful and the brand new MacBook Pro I've been typing on since then has been flawless

F: (VS) Help desk

F: (VS) Help SU and phone help

F: (VS) Installing MATLAB, software upgrade and installation help

F: (VS) internet, installation of equipment and tech support

F: (VS) IT services has been generally very prompt and helpful in solving problems. Thank you!

F: (VS) Keep servers up and running, available during business hrs to trouble shoot, friendly

F: (VS) Laptop and PC support, support for the website

F: (VS) quick, trouble shooting service and installtions

F: (VS) solid networking infrastructure. secure data storage

F: (VS) Technical assistance when computers/programs fail

F: (VS) webmail, helpDesk

F: (S) a person to call for help an active program that scans incoming messages for spam and for viruses

F: (S) Access to site licenses, providing data backup, maintaining computer resources

F: (S) AFS, web serving (for web sites: my own, and my courses)

F: (S) Backup for my laptop. Internet connectivity.

F: (S) Backup, Email, Interconnectivity

F: (S) Computer network access Voicemail services

F: (S) Computer set up; making my devices sync with each other.

F: (S) Data storage.

F: (S) Desktop and laptop computer support

F: (S) e-mail address, wireless and wired network,

F: (S) e-mail, personal website

F: (S) Email

F: (S) email and IT service

F: (S) Email Pubmed Access to other university sites

F: (S) email webauthentication virtual hosts

F: (S) email, high-speed internet, phone

F: (S) email, web hosting, mobile phone,

F: (S) email. network

F: (S) Farmshare WWW and Group AFS services.

F: (S) fast reliable network; technical support

F: (S) fixing computer glitches

F: (S) Help in setting up new devices on the network. Fast ethernet.

F: (S) Help is the most important service.

F: (S) I did a website in Drupal and the Stanford servers could not host it. It was a huge waste of money. I have to have the site rebuilt in HTML. I consulted with many drupal experts--Drupal should not be recommended. You could provide undergrads to hire for website maintenance and updating. Whenever I have a web need, it's hard to find a good undergrad to pay.

F: (S) I guess I'm not sure about whether IT services provides the computer consultants in FSI, whom I use regularly. But that is the most important by far for my purposes. If IT is responsible for my email, then that, of course, is a huge deal. I use it a lot and regularly to communicate about work and get regular communications that are important to my work. Storage space and back up is important, too.

F: (S) internet, web server

F: (S) internet,wifi,

F: (S) mail, afs, network

F: (S) Online billing for cable (I'm a Resident Fellow in an undergrad dorm - hated paying by paper!).

F: (S) online support Data protection

F: (S) Reliable connectivity.

F: (S) Responsive and talented people to help at the Schol of Education

F: (S) support of lab server is helpful

F: (S) Tech support.

F: (S) telecommunications; wireless services

F: (S) Use of mobile phones, iPads or laptops for access to Stanford 's data

F: (S) web access to databases email

F: (S) Web hosting and file storage support for courses.

F: (S) webmail

F: (S) Wired Network Wireless Network

F: (S) Wireless, webmail, AFS.

F: (SS) Computer set-up and trouble-shooting. I haven't worked with IT on anything else.

F: (SS) email and basic network

F: (SS) email calendar service file service

F: (SS) email remote access

F: (SS) email, EPIC

F: (SS) Fixing desktop issues

F: (SS) help ticket immediate assistance with classroom issue

F: (SS) IT help at the department level: including PC purchasing, licensed software.

F: (SS) Keeping mobile phone and laptop secure

F: (SS) Keeps the systems running Security Trouble shooting

F: (SS) Network Service Security Computer set up, maintenance and troubleshooting

F: (SS) Reliable desktop; access to internet, including wireless devices; HelpDesk

F: (SS) server space, software licenses at bulk discount

F: (SS) web access and telephone.

F: (SS) wireless, phone, computer services

F: (SD) Email and internet access.

F: (SD) email support, server support

F: (SD) I don't know who is responsible for AXESS but that is also flaky. The design of the site is poor, It is really annoying when you have a class that is cross listed. It is also slow.

F: (SD) problem solving on computers, network

F: (D) 1. Network access and security 2. Email 3. Calendar

F: (D) Email AFS

F: (D) Network. Beyond that I don't care.

F: (D) nothing.

F: (D) The basics--respond promptly and resolve problems quickly.

F: (VD) data storage. networking that is functional. data storage again.

F: (NR) Email Stanford.Box.com file storage

G: (VS) Email

G: (VS) Email, server access

G: (VS) Hmm.. I don't know? Really feeling pretty fine over here.. but I'm not sure what is IT's doing vs. other services. In general, I find that the level of web connectivity and the number of services that are available to be dealt with remotely is just incredible at Stanford. Saves me a ton of time. There is much more that I can learn about the services you provide, so again, thanks for having me do the survey to remind me of all the options available to me.

G: (VS) i got a wonderful tutorial on classroom technology. the one-on-one really worked for me, and the man helping me was really pleasant and patient.

G: (VS) Internet access, coursework

G: (VS) Shared computational resources e.g. corn and barley, though I cannot recall whether these are in IT Services' purview or another such organization. The shared computational resources are immensely useful.

G: (VS) SimpleEnroll Webmail

G: (VS) Superior wireless access across campus

G: (VS) Webmail, Storage, Network access

G: (VS) Wifi, AFS

G: (VS) Wireless and fast connection.

G: (VS) Wireless internet, email service

G: (VS) Wireless network Central file storage Secure email and data transfer

G: (S) AFS, UNIX computing servers

G: (S) E-mail, network connectivity

G: (S) email afs

G: (S) Email and Calendar, AFS, Drupal

G: (S) email and internet.

G: (S) email wireless network

G: (S) Email, HelpSU, (wireless) internet for all devices.

G: (S) Email, remote access to the Corn (and hopefully, in the future, Barley) clusters.

G: (S) Email. General network connectivity. Static IP addresses.

G: (S) Good data speed, good access.

G: (S) Help SU

G: (S) HelpSU, webmail

G: (S) internet connectivity, email

G: (S) Internet, e-mail, security.

G: (S) Internet, securitty

G: (S) mailbox, coursework

G: (S) The Stanford Webmail, personal internet network assistance and maintenance!

G: (S) Webmail and Axess

G: (S) Webmail and webpage FAQ for IT Services.

G: (S) Webmail, AFS

G: (S) Webmail, Sophos

G: (S) WIFI anti-virus

G: (S) Wifi, email

G: (S) Wireless connection; Virus protection

G: (S) Wireless internet Email

G: (S) wireless network access email

G: (S) Wireless network and Remote desktop.

G: (S) wireless/wired internet, afs space, HELP-SU

G: (SS) 1. Wireless access 2. Email

G: (SS) AFS

G: (SS) Bill payment, online course registrations.

G: (SS) wireless

G: (SS) Wireless access in dorms and offices

G: (SS) Wireless and afs

G: (SS) Wireless internet, information security

G: (SD) Answers technical questions for me. Makes sure IT services I need to work are functioning adequately.

G: (SD) internet printing email

G: (SD) mailman lists -> would like for the mailing lists to update according to access (still get emails from classes I'm no longer signed up for internet.

G: (D) Make things more user friendly and provide more "lay man" resources for non CS people. Everything is way too technical and I end up not knowing/ using the IT services available even though I would like to.

G: (VD) Webmail On-campus network ?

G: (NR) afs, internet

G: (NR) email, afs

U: (VS) 1)emails about when servers will be down 2)suhelp emails

U: (VS) E-mail (with lists), AFS space, and free access to a security program like Sophos Anti-Virus.

U: (VS) Email

U: (VS) Great WiFi access, RCC and other immediate help, Google Mail

U: (VS) Internet, help with connecting mobile devices to network and/or email

U: (VS) keeping the wireless network fast and secure

U: (VS) Social networking and online Media.

U: (VS) Wireless internet and e-mail access

U: (VS) Wireless Internet, email

U: (VS) Wireless Internet, Problemshooting, and WebAuthentication

U: (VS) Wireless internet. Security software for computer.

U: (S) AFS and access to corn machines

U: (S) Computer cluster functionality.

U: (S) email coursework

U: (S) Email, although I don't use the Stanford webmail box. Wireless internet, although it would be great to have it one Wilbur field.

U: (S) email, axess

U: (S) Email, computer cluster use, and printing.

U: (S) Email, computer clusters

U: (S) email, internet

U: (S) Email, internet, journal access system.

U: (S) Email, WebAuth, Wireless

U: (S) Fast connection is all I really need.

U: (S) fast, reliable internet nearly ubiquitous WiFi

U: (S) gmail email, everything through axess

U: (S) Helping me out whenever I have problems with internet or like, something wrong with something in my room.

U: (S) I don't know the services so I can't answer the question.

U: (S) internet accessibility, google drive via stanford, stanford email

U: (S) Internet, HelpSU

U: (S) Internet.

U: (S) Mail and Axess

U: (S) secure network, good email service, connection to internet through mobile devices

U: (S) The network (both for me and guests). AFS space.

U: (S) Troubleshooting services and virus protection.

U: (S) Web email

U: (S) Wifi

U: (S) wifi, stanford web sites

U: (S) Wifi, WWW / AFS hosting

U: (S) Wifi! And the printers.

U: (S) Wireless connectivity, printing

U: (S) wireless internet

U: (SS) Email and internet.

U: (SS) Email, AFS space, web hosting

U: (SS) Network and coursework

U: (SS) network and security information

U: (SS) Wireless Help

U: (SD) M

U: (NR) I don't know.

U: (NR) Wireless internet

U: (NR) wireless network

A: (VS) 1. Remote access to my desktop when i work from home. 2. Personal service when requested.

A: (VS) Answers questions when I get stuck in applications, solves setup issues and helps out with numerous questions.

A: (VS) Computer upgrading and repair.

A: (VS) Data storage - Email Keep Applications working data protection

A: (VS) email and help desk support

A: (VS) Email Mobile services

A: (VS) Email, HelpSU tickets, the after business hours on call number (I haven't had to use it yet, but it is good to know it is there).

A: (VS) Email/calendar; network infrastructure (DNS, DHCP, backbone routing, wireless)

A: (VS) Fast network connectivity, Calendar, email is third today, I'd like third to be collaborative tools like wikis, Google docs, etc.but even though these exist the culture is not up to using them as effectively as they could.

A: (VS) hardware/software support

A: (VS) Helping me to fix my computers when problems arise. Directing me to the resources necessary to improve my computer.

A: (VS) helpsu when I have financial questions or charges to expenditure statements

A: (VS) networking, WebAuth, Workgroup Manager

A: (VS) Ordering and setting up new computers. Upkeep of computers. Instructions on how to use the computers.

A: (VS) Problem resolution, access to share drives, access to printers.

A: (VS) Problem solving technology issues Access to management software Consistent presence and

A60| Appendix A - Full Comments • Stanford Information Technology Services 2012 Client Survey communication about IT Services

A: (VS) quick response for AV or tech issues during an important meeting in one of our conference rooms.

A: (VS) Rapid response/ assistance with technical/ computer problems when they arise. Usually a fast turnaround. Excellent (almost personal) service when it matters most.

A: (VS) Reliable network. Keep us informed of network status, as needed. Quick turn around.

A: (VS) Solving issues with my personal computer, providing equipment rentals on a short-term basis.

A: (VS) Troubleshooting computer problems, server backup of work files.

A: (VS) VPN, software licensing, infrastructure for library services (web login, journal access)

A: (VS) WebMail and Stanford Box.

A: (VS) Webmail, and a lot of Axxess services.

A: (S) 1) Customer Service - your staff is awesome. 2) HelpSU. I don't have a third important service because my department has an in-house individual that handles our IT needs. I've only worked with the University ITS a few times. I know you have great people that work in ITS and wanted to use this opportunity that I appreciate all that they do. These are highly skilled individuals who have to work with difficult people / angry people (because by the time they contact you, someone is probably unhappy or upset... OR they think they are technical and really aren't, and that's just plain frustrating) and are always courteous and patient (at least the ones I have had to work with, but unfortunately I forgot their names). I also hope you survey your own staff to find out what improvements (if any) could be made and what they suggest.

A: (S) At the moment, Webmail and Stanford.Box.com

A: (S) Communications and network access.

A: (S) Computer support.

A: (S) coursework axess local math server

A: (S) drupal, mysql, networking

A: (S) E-mail, Wireless internet access

A: (S) E-mail. Tech support. Mailing list hosting.

A: (S) Email, Teleconference from Redwood City to Main Campus (especially in light of all the construction),

A: (S) Email, webex, drupal

A: (S) Email, wireless

A: (S) hardware help, security.

A: (S) help fix problems accessing shared server where most of my work lives

A: (S) help with computer needs help us with setting up back up programs

A: (S) HelpSU Tech courses through STAR

A: (S) How to encrypt personal computer and offering Qualtrics for free.

A: (S) I really only use ITS when ordering phones. At times, I have questions regarding SUNet IDs, but other than that, my interaction is limited.

A: (S) instant help

A: (S) IT education e-mail information

A: (S) Network and Stanford webmail are probably two most important ones (and most used)

A: (S) Network stability and security

A: (S) Networking and email

A: (S) Online software access

A: (S) phone, server access

A: (S) Problem solving and advice.

A: (S) Quick follow up to HELPSU requests for assistance. Protected shared servers.

A: (S) reliability of connecting to the network

A: (S) Since I'm at the Law School my dealings are almost always with our IT group. We have used AFS (which is very clunky) and have just begun to use Box, which seems a bit more complicated than need be.

A: (S) Support with upgrading, software installation, & problems.

A: (S) Telephone and cell phone issues.

A: (S) The department is off campus. Standing once a week, IT services support

A: (S) Training , support

A: (S) Voicemail, Email, Stanford websites

A: (S) WebAuth

A: (S) webmail / Eudora and wifi

A: (S) webmail, web authentication, websites

A: (S) Weekly ITS

A: (S) Wireless access for our guests

A: (S) Wireless service

A: (SS) AFS or webspace and Email

A: (SS) document sharing, secure email, and internet and phone connection

A: (SS) don;t know

A: (SS) email, web

A: (SS) Network, Network

A: (SS) Server space (scg3) Online help for server related features webmail.stanford.edu

A: (SS) Wireless internet service, support for my laptop

A: (SD) Software, hardware support and printer support

A: (NR) Not sure of these.

A: (NR) Qualtrics has been really great - I think learning more about what is available would be helpful. A coworker was using Qualtrics and that's how I heard about it but I'm sure there's so much more you provide that I am just not aware of.

Q52. Is there anything else you would like to comment on?

Responses to this question have been sorted by cohort and then by respondents' ratings for Q44a. Services provided by ITS as a whole.

F: (VS) Great job!

F: (VS) I am very pleased that my department is beginning to provide assistance and support for faculty who want to develop online blended courses and instruction

F: (VS) I would like to be more informed about how to backup my documents

F: (VS) IT folks are incredibly helpful and conscientious

F: (VS) Software licensing consultant in IT Services-is a treasure. I work with her on Mathematica licenses and she's so helpful.

F: (VS) Keep up the superb work, and let your colleagues know how much their devoted work is appreciated!

F: (S) My CRC consultant is great!

F: (S) At least for me, there is a kind of presumption about computer literacy that is annoying. Half of the time, I have no idea what you are talking about in this survey.

F: (S) Excellent staff and service. Everyone seems VERY smart and good at what they do. I have been helped A LOT by IT Services and am grateful for all help.

F: (S) I get most of my IT services from my local unit, so don't have much to say about university IT services.

F: (S) I mostly use SLAC it services

F: (S) I worked with IRT to setup my lab website. However, I want to make minor modifications over time on my own and am not experienced. The IRT suggests Dreamweaver (very expensive and complicated) or Contribute. But, I can't get Contribute for my Mac easily. There is no license available for this simple program on its own. This makes no sense. Why recommend it, but not offer the software license.

F: (S) I would like to have a larger quota for emails

F: (S) Most people at the medical center are using their wireless phones as their paging access. Coverage with Verizon is poor.

F: (S) mostly not relevant since I am at the VA full time.

F: (S) No. I'm generally satisfied. Thank you for what you do.

F: (S) Our support is very good - I particularly appreciate the patience of our support personell.

F: (S) Overall I am very happy with ITS.

F: (S) Taking the survey indicates that I do not know all f what is available. More communication.

F: (S) The most serious thing that happened to me in the last year was that my email program (Outlook, at the time) crashed and I lost all my saved emails. It turned out that they were not backed up by the Sophos system, and there was no explanation for why not. It took a great deal of effort to restore most - but not all - of the emails. But this was done in a way that made them not easily accessible. So it is still cumbersome to find older emails if I need them and nearly impossible to sort through them and delete what I don't need.

F: (S) The server hosting for my division's drupal website (dlcl.stanford.edu) is painfully slow and hard to credit when we are here at Stanford. The Tech support people who have come out and worked with me through my department and HelpSU have been excellent and effective (although they are clearly under time pressure). Harvard used student workers in its (FAS) IT support services rather than "adult" professionals - which I think in many cases resulted in a more up-to-date and responsive problem-solving service.

F: (S) Voice mail is too complicated. Get rid of desk phones. Do everything on my smart phone, please and save us money in the process! Not sure why we were given brand new desk phones when only my colleagues in their 80s use them!!

F: (S) wired availability has been very very good, however the last power outage in the hospital knocked out routers causing several local servers to require manual restarting. Is it possible to put the routers on emergency lines so that they stay up during power outages?

F: (SS) Gain a commitment from the administration to pick one system for each core business process and stick with it for at least 5 years at a time unless it is an abysmal failure and if it is a failure, admit it publicly, don't bury your failures (web service, email service, calendar service, file service, course management service, etc).

F: (SS) I am very pleased with the service from the Neurology-Neurosurgery IT support staff, less so with the ever-changing hospital support.

F: (SS) i find it frustrating that we have to pay for our cell phones from our faculty account - i rarely, if ever use my office phone, and pay a significant amount each month for this service. i use my cell phone for email and phone calls related to work all the time.

F: (SS) I have been making the above suggestion about more personalized IT services for at least ten years-- to no avail! Perhaps this is why so few faculty are willing to spend time answering your surveys.

F: (SS) I need help maintaining my 2 website blogs. I had to go to outside people to get help setting them up; and now I'm not sure how to change/expand/refine them.

F: (SS) I think Zimbra is weit

F: (SS) We're pretty self-contained, mainly because we can't afford to rely on others for our essential activities. Still, it would be good to have a better understanding of what resources are available, and the extent to which we can take advantage of them.

F: (D) This survey is too long

F: (D) We can do better! I'm not a generally dissatisfied sort of person--I like it here and feel lucky to be at Stanford. But IT Services here really is subpar.

F: (NR) I answered this assuming that Stanford IT is different from the law school's IT staff. The latter are terrific, and I have virtually never contacted the former.

G: (VS) A better wifi coverage on compus is desired. Now it seems that I can only get decent wifi signal near the buildings, but in places far away from the buildings such the Oval or parking lots the wifi signal is extremely weak. That affected me a lot when I was walking from building to buidling and talking on skype using wifi at the same time, and I usually lost wifi connection unexpectedly.

G: (VS) nope, keep up good work

G: (VS) Thanks!

G: (S) I am always surprised about tools you've hosted or provided for years. Often I find out about them because I see it alluded to on some random IT services page (e.g., formbuilder which i only learned about 5 minutes ago during this survey), then I have to search for more information since the IT website often doesn't get me there directly. Even when I find what I want, I usually don't know what it takes to get started using the tools or even know if the tool is something I can use (need to use/allowed to use). for example, MySQL server. getting started on this was painful since the steps required to use it are not posted anywhere (at least when I needed them last year). Without a lot of time from our IT rep, we wouldn't have known how to request access.

G: (S) I don't know whether this is the responsibility of IT Services but I hope there are websites detailing the procedures to access MATLAB or other applications of Stanford from my laptop.

G: (S) It would be nice to have a central place to see all the computing resources and services available to students

G: (S) It would be very helpful to have simple guides on all the services IT provides and how they may be of use for us, so we could utilize them.

G: (S) Thanks for keeping everything running smoothly, I think Stanford has the best IT services among all schools!

G: (S) Thanks for your hard work

G: (S) The simple-enroll in axess often get out of work. Why?

G: (SS) I am very unhappy about the security scan that a new computer has to pass before being connected to Stanford wireless. I also feel that the Big Fix client is intrusive, and I find the policy on its usage quite unclear.

G: (SS) Thank you for working so hard on behalf of students. I hope my answers don't come across as a critique of IT staff; rather, I would love to see the University invest more in a stronger wireless network.

G: (SD) Could you offer a workshop to help us make our personal webpages as academics? (I'm a PhD student)

U: (VS) I like that the Internet never goes down - that's fantastic.

U: (VS) nope, you guys are doing an awesome job!

U: (VS) Wide wireless coverage on campus. There's virtually nowhere on campus where you can't access internet. Extremely helpful. Keep it up.

U: (S) Axxess crashes a lot which is frustrating

U: (S) Axxess is a glitchy program--it's pretty hard to navigate.

U: (S) axess is too confusing

U: (S) I would love to know more information about what is offered! How do I find out?

U: (S) I'm happy with technology services here?

U: (S) No! Thank you!

U: (S) Nope everything is fine!

U: (S) Would have been nice to learn about access to corn machines freshman year instead of senior year.

U: (SS) I do not understand what happened to webmail. I thought it was going to google, but then I still see people logging into webmail. I am confused. I just use gmail, it's simpler.

U: (SS) I think the department should become more mobile phone friendly

U: (SD) M

U: (NR) What is IT Services?

A: (VS) Allow MDM to be less obtrusive with the passcode entry. Perhaps passcoding access ONLY to sensitive applications and sensitive data. Or just make the timeout longer. Or more intelligent/easier (swipe pattern, image recognition/picking). I realize that once a phone is lost/stolen that it is safer for it to be locked, but does this actually prevent the theft of sensitive data (MDM does remote wipe, isn't that good enough)? I know that the passcode makes me strongly dislike interacting with my iPhone device and is making me strongly consider getting a personal device and not carry my work device when not required. (ie. it is deterring me from wanting to work)

A: (VS) Great team! Always there to answer your questions; deal with your problem/ dilemma when needed.

A: (VS) I am a fairly new admin so I do not have the knowledge to properly comment.

A: (VS) In English language, I like WORD of the week/day send to me via email to build my vocabulary. Can we have something similar about IT? to build my knowledge. It can be a word definition, an application, a platform, a service, etc via email weekly/monthly to keep us update with what are out there. It should be short to get people to read it, if interested, one can click to a different link for more information.

A: (VS) ITS web sites should have more integration (links) with School and department level IT resources that complement or substitute

A: (VS) Keep up the great service! Thank you!~

A: (VS) Law School IT group is fabulous!

A: (VS) Not at this time.

A: (VS) Our IT personnel that we work with in Athletics are great.

A: (VS) Overall I'm very satisfied.

A: (VS) Super Great service from local support

A: (VS) Thank you for all the great work.

A: (VS) We have great IT service with our local support here at the Institute.

A: (VS) You guys are doing a great job providing capabilities communicating about those capabilities and fostering the adoption of those capabilities into day to day staff work should get more emphasis identifying, modeling and promoting best practices in use of all the wonderful tools you provide would, imho, significantly increase the value generated from the tools already in place.

ajchrist@stanford.edu

A: (S) 1) Cell phone reception isn't ideal. I use AT&T. I'm not sure if that's in the ITS realm or not, but it would be nice if you could put out a newsletter, or email blast discussing this (if it's allowed). I am sure someone already knows that the reception around here is spotty and unreliable. Whatever information you have on why this might be would be helpful to pass around. 2) Do you have a Wiki / Forum / Knowledge base that's online and searchable by the Stanford community (behind a web auth perhaps)? It would be a nice feature to offer for folks a database from which to look up answers to their questions prior to contacting you. I'd definitely use it. I'm lucky that we have 2 in house IT techs, but let's say something happened and they are unavailable... and I have a silly question I didn't want to send a HelpSU for; this would be nice. Thank you!

A: (S) Email crashes far too often.

A: (S) git services and integration with site development like drupal would be very useful.

A: (S) I am new to Stanford so there might be services that I am still unaware of.

A: (S) I live at Stanford West Apartments and have the Cardinal Cable Service. I am hearing impaired and rely on captions to enjoy this cable service. Unfortunately, all the HD channels do not have captions. I do not understand why it is taking so long to provide captions for HD channels and I am very disappointed with IT services that this not a major issue to be resolved.

A: (S) I really do like the team at 5-HELP, option 2. They have always been able to help me resolve any issues and have always been very professional and friendly!

A: (S) I really would like to learn more about all of these features that I have heard for the first time today.

A: (S) I work at HighWire, which has its own info support infrastructure. I interact with my local staff, they interact with SU ITSS as needed.

A: (S) I'm far from being an expert on network technologies and computers in general. I'm what you might call an educated user. I generally manage to figure out most problems on my own and often have to help students in the lab with connecting their computers to lab/department computers and

A67| Appendix A - Full Comments • Stanford Information Technology Services 2012 Client Survey printers. What I noticed is that the configuration and even “visibility” of many devices depends greatly on operation system one is using. The local network (as I see it) is chaotic and the only sure way to find a device is an IP address. It would be nice (if at all possible) to have to local network organized and easy to navigate.

A: (S) In general, I know that there are a lot of IT services out there that I do not currently take advantage of. Problem is finding the time to learn about and incorporate into workflow given demands of current workload!!

A: (S) No thank you.

A: (S) Not at this time, thank you!

A: (S) Overall, they do a very good job in a busy department.

A: (S) Tech moves at such a fast pace that it’s really difficult to keep up. For me, it’s like owning a car: I use it for practical purposes, appreciate the bare minimum to get me where I need to go, but the reason I pay a mechanic is b/c I have little interest or time for maintenance and extras.

A: (SS) Get update in classes

A: (SS) Help staff are usually extremely cordial.

A: (SS) I think you should start phasing out Drupal as it is a clunky framework that isn’t as user friendly as Wordpress. Harvard runs wordpress and i believe in the long run this is the right platform to use instead of paying for so many Drupal experts, you should be going with the industry standard platform, which is Wordpress. Also, I think your local classes need to speak more tech talk and not act like i have never used technology before. I know Stanford has an older population but I believe the pedagogy of IT is to assume we are all idiots, which isn’t the case. Also, I would like more design classes in how to organize information effectively as I maintain databases and build websites for professors.

A: (SS) Please give to the new professor practice or “lessons” about those important and crucial tools

A: (SS) Please have the director of IT course development contact me by phone. My direct line is 723-1832. Thank you, Rolando

A: (SS) to spent more time on training workers.

A: (NR) Regular backing up of our computers would be nice.

A: (NR) We typically work with R&DE IT group so it’s hard to give good feedback since they really handle everything IT related. We even have our own HelpSU website we go through. Wish I could be of more help!

Appendix B

The Survey Instrument

Stanford IT Services 2012 Satisfaction Survey

Thank you for your interest in helping IT Services evaluate our services and determine your future IT needs. If you complete the survey, we'll send you a \$10 certificate good at Stanford Dining locations. It's really easy:

Step 1: Answer the survey questions. That should only take you about 15 minutes. You don't have to finish the survey in one sitting. Your answers will be preserved if you exit the survey and return.

Step 2: Submit your answers. Your answers are sent anonymously.

Step 3: Optional: If you would like to receive a \$10 Stanford Dining Certificate, please provide your mailing address.

The survey asks about services delivered by Stanford University's IT Services unit. Use the N/A Don't Know option if you do not use the particular service or you get the service from another IT support group (e.g., Administrative Systems, MedIRT, School/Departmental IT group).

And thank you! IT Services appreciates your time in helping us evaluate our services and understand your future needs.

Client Service

How satisfied are you that IT Services takes a "client-oriented" approach to helping you?

Very Dissatisfied1	Dissatisfied2	Somewhat Dissatisfied3	Somewhat Satisfied4	Satisfied5	Very Satisfied6	Not Know7
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

General Support

IT Services provides problem resolution to the Stanford community through the Stanford IT Service Desk, which can be contacted in the following ways:

- * by phone at 5-HELP, contacted through 5-4357
- * on the web at HelpSU, contacted through <http://helpsu.stanford.edu>

How satisfied are you with the following aspects of 5-HELP (phone) services:

	Very Dissatisfied1	Dissatisfied2	Somewhat Dissatisfied3	Somewhat Satisfied4	Satisfied5	Very Satisfied6	N / Don't Know
Timeliness of initial response to your inquiry	<input type="radio"/>	<input type="radio"/>	<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"/>	<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"/>	<input type="radio"/>	<input type="radio"/>
Ability to get through to a person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How satisfied are you with the following aspects of HelpSU (online) services:

	Very Dissatisfied1	Dissatisfied2	Somewhat Dissatisfied3	Somewhat Satisfied4	Satisfied5	Very Satisfied6	N / Don't Know
Timeliness of initial response to your inquiry	<input type="radio"/>	<input type="radio"/>	<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"/>	<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"/>	<input type="radio"/>	<input type="radio"/>
Ability to be routed to the correct service group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How satisfied are you with problem resolution overall?

	Very Dissatisfied1	Dissatisfied2	Somewhat Dissatisfied3	Somewhat Satisfied4	Satisfied5	Very Satisfied6	N / Don't Know
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Data Storage Services

How aware are you of the following IT Services central storage options:

	I'm aware of it and use it	I'm aware of it, but don't use it	I'm not aware of it	N/A/Don't Know
Individual and Group File Storage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secure Individual and Group File Storage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Server Disk Storage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online Archive Storage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
AFS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secure AFS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stanford Box	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Google Drive at Stanford	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Data Storage Services

How satisfied are you with the following IT Services central storage options:

	Very Dissatisfied1	Dissatisfied2	Somewhat Dissatisfied3	Somewhat Satisfied4	Satisfied5	Very Satisfied6	N/A/Don't Know
Individual and Group File Storage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secure Individual and Group File Storage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Server Disk Storage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online Archive Storage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
AFS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Secure AFS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stanford Box	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Google Drive at Stanford	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What kinds of data do you store on each of the following IT Services central storage options? (Check all that apply.)

	Personal Data(Visible Only to Me)	Group Data(Visible to Others and Me)	Backup Copies	N/A/Don't Know
Individual and Group File Storage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Secure Individual and Group File Storage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Server Disk Storage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online Archive Storage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AFS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Secure AFS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stanford Box	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Google Drive at Stanford	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What would increase your satisfaction with IT Services central storage?

Research Computing

Which of the following high-performance, high-throughput, and large-scale data resources do you use or anticipate using in your research? (Check all that apply.)

- Resources in my lab
- Resources in my school
- Resources provided by the Stanford FarmShare (Corn, Barley) cluster
- Resources at federal sites/national labs or XSEDE/Teragrid
- Commercial cloud offerings
- Resources and hosting at the RCF@Forsythe data center
- Resources and hosting at the new SRCF data center, coming on-line fall 2013
- I do not use any high end computing or data resources or facilities in my research

How are you paying for commercial cloud offerings? (Check all that apply.)

- Personal funds
- Pcard
- Written into grants as direct charges
- Other, please specify:

Where do you currently store your active research data? (Check all that apply.)

- USB Drives
- Hard drive of my computer/laptop
- Server in my lab
- Server/storage in my department
- IT Services Group and Individual Storage
- AFS
- FarmShare/Corn/Barley file systems
- Federal clusters/National labs or other national resources (XSEDE/Teragrid)
- Other, please specify:

Are your CURRENT data storage needs being met by the combination of the above resources?

- Yes
- No

Will your ANTICIPATED data storage needs be met by the combination of the above resources?

- Yes
- No

Which of the following are necessary to advance your research? (Check all that apply.)

- High-performance computing for large-scale parallel codes
- High-throughput computing to run many simultaneous codes
- Computing resources beyond my desktop, although probably not to run thousands of jobs or use thousands of cores
- GPU or other accelerator-based computing
- Large scratch storage for temporary data
- Backed up storage space for research data while computing and while working on publications and proposals
- High-speed networking to move data between locations on campus
- High-speed networking to move data between campus and other sites
- Consulting/support for how to transition research from desktop to larger-scale resources
- Consulting/support for high performance computing (code optimization, debugging, porting, parallel programming)
- Consulting/support for access to external computing resources (cloud, Teragrid/XSEDE, etc.)
- Consulting/support for storage solutions and data access
- Compute and storage services for working with sensitive data (HIPAA, FISMA, etc.)
- Training classes and workshops for specific computational methods, tools, software or resources
- Site licenses for standard computational tools, libraries, and software
- Other, please specify:

What one thing could IT Services do to would make it easier for you to do your research computing on campus?

Network Services

Rate your overall satisfaction with these aspects of the main Stanford campus WIRELESS network (excluding Medical School and Hospitals):

	Very Dissatisfied1	Dissatisfied2	Somewhat Dissatisfied3	Somewhat Satisfied4	Satisfied5	Very Satisfied6	N / Don't Know
Signal strength/quality of connection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of network on campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sponsored Wireless Guest (full-service network access for up to two weeks; requires a Stanford sponsor)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visitor Wireless (for general visitors; short-term, limited bandwidth, no sponsor required)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How satisfied are you with the WIRELESS network in the residences? (S)

	Very Dissatisfied1	Dissatisfied2	Somewhat Dissatisfied3	Somewhat Satisfied4	Satisfied5	Very Satisfied6	N / Don't Know
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there a particular place on campus or in the residences where you would like to see WIRELESS access added/enhanced? (Please be as specific as possible.)

If you use a laptop, what percentage of your network time is spent plugged into the Stanford WIRED network?

- 0%
- 1-25%
- 26-50%
- 51-75%
- 76-100%

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

	Very Dissatisfied1	Dissatisfied2	Somewhat Dissatisfied3	Somewhat Satisfied4	Satisfied5	Very Satisfied6	N / Don't Know
Reliability of network	<input type="radio"/>	<input type="radio"/>	<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"/>	<input type="radio"/>	<input type="radio"/>
High-speed (gigabit) access to other universities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How satisfied are you with Stanford's network overall?

	Very Dissatisfied1	Dissatisfied2	Somewhat Dissatisfied3	Somewhat Satisfied4	Satisfied5	Very Satisfied6	N /A Don't Know
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Telecommunications

How satisfied are you with the following aspects of Stanford's telecommunications service:

	Very Dissatisfied1	Dissatisfied2	Somewhat Dissatisfied3	Somewhat Satisfied4	Satisfied5	Very Satisfied6	N /A Don't Know
Ordering services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Order completion/delivery	<input type="radio"/>	<input type="radio"/>	<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"/>	<input type="radio"/>	<input type="radio"/>
Voicemail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How important will the following be to your work requirements within the next one to two years:

	Not At All Important 1	2	3	4	5	Very Important 6	N /A Don't Know
Desk phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mobile smart phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Audio calls from your computer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Video calls from your computer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Videoconferencing-equipped rooms and devices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other - please specify:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Mobility

How satisfied are you with your experience in using public stanford.edu websites and applications from your mobile device (e.g., iPhone, iPad, Android)?

Very Dissatisfied1	Dissatisfied2	Somewhat Dissatisfied3	Somewhat Satisfied4	Satisfied5	Very Satisfied6	Not Know7
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Which applications would you like to see made more mobile-friendly at Stanford?

Do you use your mobile device (iPhone, iPad, Android, etc.) to access Stanford data?

- Yes
- No
- I'm not sure.

How satisfied are you with your experience using the Stanford Mobile Device Management Service (MDM) to secure and configure your iOS (iPhone, iPad, etc.) device?

Very Dissatisfied1	Dissatisfied2	Somewhat Dissatisfied3	Somewhat Satisfied4	Satisfied5	Very Satisfied6	Not Know7
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Training

What kind of fee-based training are you interested in?

Security

How much guidance on information security do you believe Stanford is providing to you?

- Far too little
- Not quite enough
- About the right amount
- A bit much
- Far too much
- I'm not sure.

How would you characterize the level of information security tools and services Stanford is providing to you?

- Far too little
- Not quite enough
- About the right amount
- A bit much
- Far too much
- I'm not sure.

How familiar are you with Stanford's Data Classification Guidelines?

- Never heard of them before today
- Sounds familiar, but that's about it
- I understand the general concept, but not enough to make use of them
- I know them well enough to make use of them if needed
- I know them well
- I'm not sure.

How often do you handle Restricted or Prohibited Data for Stanford?

- Daily
- Weekly
- Monthly
- Less frequently than monthly
- Never
- I'm not sure.

How prepared do you believe you are to prevent security incidents involving Stanford computing or data assets?

- Well prepared
- Reasonably prepared
- Underprepared
- Completely unprepared
- I'm not sure.

Have you been the victim of a computer or data security incident of any sort (e.g., computer virus infection, online identity theft, stolen computing device, etc.) in the past 12 months?

- Yes
- No

What additional or expanded information security tools, services, or programs would you like to see offered at Stanford?

How Best to Keep You Informed

Which TWO of the following channels of communication are you most likely to use to stay informed?

- Personal outreach
- Newsletter
- Social networks
- Website
- Email
- Events/information sessions
- Other, please specify:

How satisfied are you with the communications provided by IT Services to keep you informed about the services it provides?

Very Dissatisfied1	Dissatisfied2	Somewhat Dissatisfied3	Somewhat Satisfied4	Satisfied5	Very Satisfied6	Not/Don't Know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Web Services and Collaboration Tools

How aware are you of the following IT Services web services and collaboration tools:

	I'm aware of it and use it	I'm aware of it, but don't use it	I'm not aware of it	N/ADon't Know
Stanford Sites (Drupal) web content management platform	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WordPress with the Collaboration Tools Installer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drupal with the Collaboration Tools Installer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MediaWiki with the Collaboration Tools Installer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web Forms Service / Formbuilder	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WWW/AFS Hosting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Qualtrics Web Survey	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stanford Box	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MySQL Database	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web Authentication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workgroup Integration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web Virtual Host	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Web Services

How satisfied are you with the following IT Services web services:

	Very Dissatisfied1	Dissatisfied2	Somewhat Dissatisfied3	Somewhat Satisfied4	Satisfied5	Very Satisfied6	N / Don't Know
Stanford Sites (Drupal) web content management platform	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WordPress with the Collaboration Tools Installer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drupal with the Collaboration Tools Installer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MediaWiki with the Collaboration Tools Installer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web Forms Service / FormBuilder	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WWW/AFS Hosting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Qualtrics Web Survey	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stanford Box	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MySQL Database	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web Authentication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workgroup Integration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web Virtual Host	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you host or maintain a Stanford website for your Stanford work, who are your hosting provider(s)? (Check all that apply.)

- IT Services Central Web Hosting Services
- Local department resources
- An off-campus hosting provider
- I'm not sure

IT Services Overall

How satisfied are you with how well IT Services...

	Very Dissatisfied1	Dissatisfied2	Somewhat Dissatisfied3	Somewhat Satisfied4	Satisfied5	Very Satisfied6	N / Don't Know
Keeps the IT systems it provides up and running	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Delivers promised services on a timely basis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helps you use technology effectively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides services that are valuable to you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How satisfied are you as a whole with the services you have received from IT Services?

	Very Dissatisfied1	Dissatisfied2	Somewhat Dissatisfied3	Somewhat Satisfied4	Satisfied5	Very Satisfied6	N / Don't Know
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

IT Services Problem Resolution Follow Up

You indicated you were less than satisfied with IT Services problem resolution. Can you tell us more?

Stanford Network Follow Up

You indicated you were less than satisfied with Stanford's network. Can you tell us more?

IT Services Problem Resolution Follow Up

You indicated you were less than satisfied with IT Services problem resolution. Can you tell us more?

Stanford Network Follow Up

You indicated you were less than satisfied with Stanford's network. Can you tell us more?

Mobile Device Access to stanford.edu Follow Up

You indicated you were less than satisfied with your experience in using public stanford.edu websites and applications from your mobile device. Can you tell us more?

Stanford Mobile Device Management Service Follow Up

You indicated you were less than satisfied with your experience using the Stanford Mobile Device Management Service to secure and configure your iOS (iPhone, iPad, etc.) device. Can you tell us more?

IT Services Communications Follow Up

You indicated you were less than satisfied with the communications provided by the IT Services organization to keep you informed about the services it provides. Can you tell us more?

Final Questions

What one thing could IT Services do to make it easier for you to work or study?

What are the two or three most important services IT Services provides you?

Is there anything else you would like to comment on?

Please press the submit button below to send us your answers.
This may take a number of seconds, so please be patient.

Once this process is complete, you will see a confirmation page.

