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| UW-IT 2011 Satisfaction Survey



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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 UW Information Technology in May, 2011. The survey is one means through which UW-IT 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 UW-IT's 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 UW 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 UW-IT can focus its efforts to enhance the quality of the client experience at UW.

Brian McDonald
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Survey Methodology

Survey Population

The survey solicited feedback from three client communities: faculty, students and administrators. Most of the survey data will be presented based on these three categories. In cases where cumulative data is presented, each category was intended to be one-third of the combined statistic.

Selection Criteria - Faculty and Research Academic

- Tenured and tenure track faculty are included.
- Part-time faculty are not included.

Selection Criteria - Students

- Includes undergraduates and graduates.

Selection Criteria - Staff

- UW-IT staff are excluded.
- Bargaining units are included.

UW Sample Size Estimates

The following table presents a summary of the population and sample size estimates that resulted from applying the above criteria and served as the guide to sampling strategy.

UW's 2011 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%. The survey received a 35% 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 UW community.

Group	Initial Sample Size	Target No. Responses	Actual No. Responses	Projected Response Rate	Actual Response Rate
Faculty	800	200	276	25%	35%
Graduate Students	400	100	123	25%	31%
Undergraduate Students	400	100	83	25%	21%
Admin Staff	500	200	263	40%	53%
Total	2100	600	745	29%	35%

- For any cumulative statistics there will be relative over and under weighting of the specific groups (faculty, students and staff) because each groups representation of the population is not equal to their target sample representation of 33%.

UW's 2007 Sample Size and Response Rates

Group	Initial Sample Size	Target No. Responses	Actual No. Responses	Projected Response Rate	Actual Response Rate
Faculty	800	200	312	25%	39%
Graduate Students	250	100	107	40%	42%
Undergraduate Students	250	100	86	40%	34%
Admin Staff	400	200	230	50%	58%
Total	1,700	600	735	35%	43%

Overview of the Results

Executive Summary

Major Findings and Themes

The wired network is seen as widely available and very reliable.

As was true in 2007, UW-IT is perceived as a reliable provider of wired network service. On a six-point satisfaction scale, reliability and availability of the wired network garnered the highest ratings for a major service, at 5.20 and 5.18, respectively. Another measure of network reliability, MyUW portal reliability, also received high ratings.

Question	Mean	Tot Sat	Count
Q26c. Wired network reliability	5.20	96%	534
Q26b. Wired network availability	5.18	96%	545
Q26a. Wired network speed	5.10	94%	548
Q22b. MyUW portal reliability	5.08	97%	631

WIFI is a possible improvement area.

Respondents are much less satisfied with the WIFI network: WIFI coverage was rated at 4.47 and was the top dissatisfier in the survey; WIFI reliability was one of the top five dissatisfiers, with a rating of 4.69.

Question	Mean	Tot Diss	Count
Q25b. WIFI coverage area	4.47	18%	530

Overall data network ratings declined significantly.

All of the ratings for aspects of UW data networks declined from 2007, though only UW data networks overall registered a decline that was statistically significant.

Question	2007	2011	Change
Q25a. WIFI network speed	4.91	4.79	-0.12
Q25b. WIFI coverage area	4.57	4.47	-0.09
Q25c. WIFI network reliability	4.82	4.69	-0.12
Q26a. Wired network speed	5.19	5.10	-0.10
Q26b. Wired network availability	5.25	5.18	-0.08
Q26c. Wired network reliability	5.27	5.20	-0.07
Q27. UW data networks overall	5.08	4.92	-0.16

help@uw.edu received positive ratings.

Three aspects of UW-IT’s main help service, help@uw.edu, were among the top ten ratings in the survey, ranging from 5.00 to 5.03. These are high ratings. Since help services tend to correlate with overall satisfaction, this level of performance likely contributes to positive impressions people have of UW-IT.

Question	Mean	Tot Sat	Count
Q4e. help@uw.edu: Customer-service orientation of the staff	5.03	93%	250
Q4a. help@uw.edu: Timeliness of initial response	5.01	96%	270
Q4b. help@uw.edu: Communications about the status of your request	5.01	94%	268

Telephone customer service received positive, improved ratings.

Two aspects of telephone customer service were among the top ten ratings in the survey.

Question	Mean	Tot Pos	Count
Q32a. UW telephone customer service: Timeliness of initial response	5.02	96%	138
Q32e. UW telephone customer service: Customer-service orientation of the staff	5.00	92%	133

Ratings two aspects of telephone customer service increased significantly from 2007.

Question	2007	2011	Change
Q32a. UW telephone customer service: Timeliness of initial response	4.79	5.02	0.23
Q32b. UW telephone customer service: Communications about the status of your request	4.74	4.98	0.24

UW desktop telephone services overall also increased significantly.

Question	2007	2011	Change
Q29. UW desktop telephone services overall	4.62	4.83	0.21

UW cellular coverage overall received the lowest rating in the survey.

Only faculty and staff were asked this question.

Question	Mean	Tot Neg	Count
Q31. UW cellular coverage overall	4.20	26%	178

Nebula Managed Desktop received lower ratings.

Another help service, Nebula Managed Desktop, received four of the five lowest ratings in the survey (for a service with 30 or more responses). Nebula primarily services administrative staff and some faculty and has a much smaller number of clients than help@uw.edu, telephone customer service, or catalysthelp@uw.edu, the three major help providers asked about in the survey. Though only affecting about 45 of the 744 respondents to the survey, satisfaction ratings for Nebula clients were highly correlated with satisfaction ratings for UW-IT overall. It should be noted that a new service model for Nebula Managed desktops was established in July 2010 to recover all costs associated with the service. Customers went from a full-service model paying a set monthly fee for all services to a monthly fee for basic service with an hourly consulting fee for any additional assistance.

Question	Mean	Tot Diss	Count
Q8b. Nebula: Communications about the status of your request	4.34	22%	41
Q8c. Nebula: Ability of staff to solve your problem	4.33	23%	40
Q9. Nebula overall	4.28	22%	32
Q8d. Nebula: Turnaround time for resolving your problem	4.21	28%	39

UW Email was rated lower than competing offerings.

Since 2007, the range of choices for email has expanded, and other email modes received higher ratings, especially Google Apps. This is consistent with what we are seeing at other institutions.

Question	Mean	Count
Q15b. UW Google Apps for email	5.06	141
Q15c. UW Windows Live for email	4.91	32
Q15d. UW Exchange	4.77	132
Q15a. UW Email (Alpine, deskmail)	4.50	399

Some items that were among the ten lowest ratings may not come as a surprise.

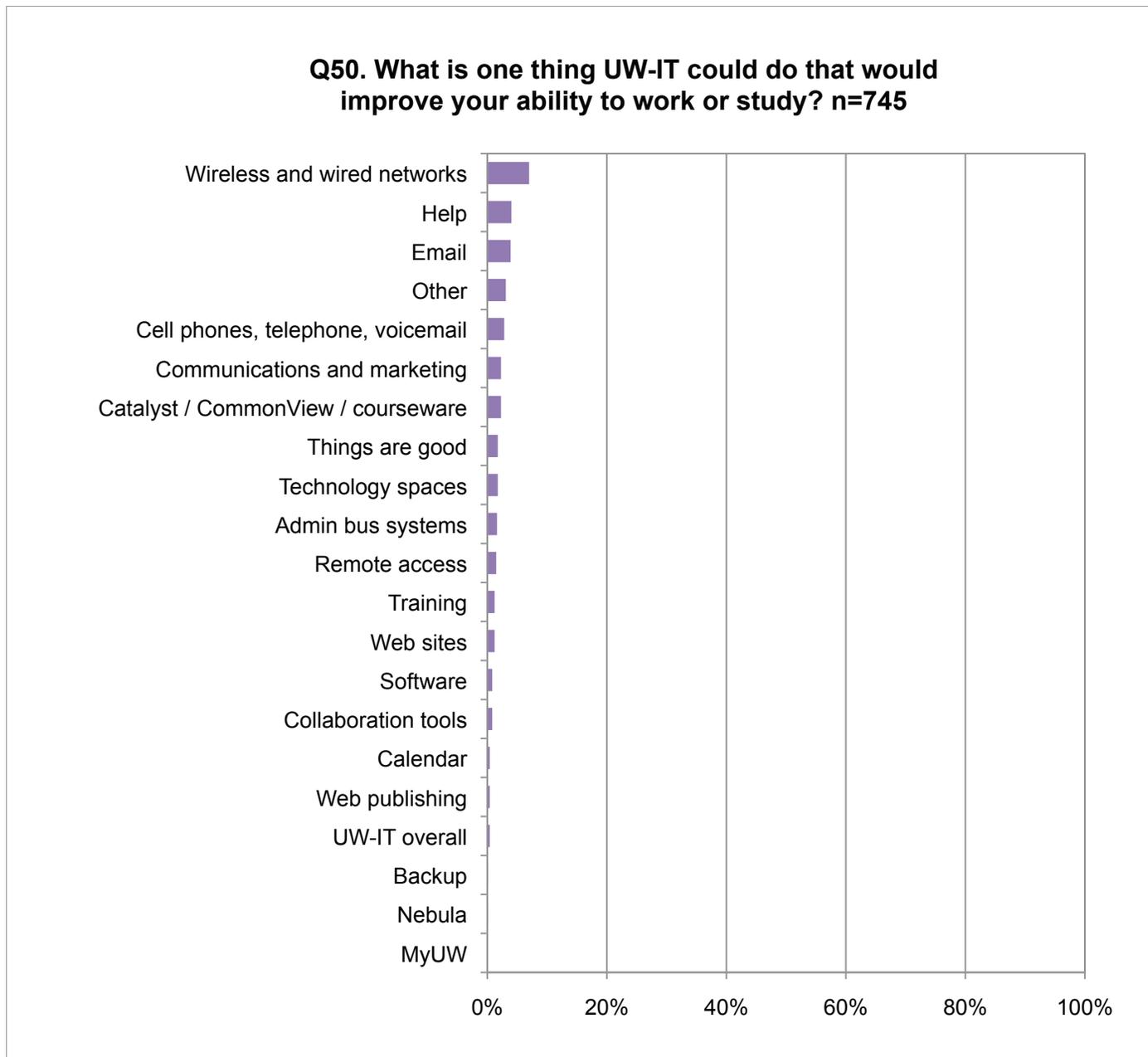
The items below were among the bottom ten ratings for questions that had 100 or more respondents. The highest rating of 4.67, while not a high rating, is not a low rating either. Additionally, some of these items revolve around things that are common sources of frustration, such as fees and wrestling with technology.

Question	Mean	Tot Neg	Count
Q24b. IT Connect Web site ability to find what you need	4.39	18%	282
Q24c. IT Connect Web site ability to use with a mobile device	4.54	18%	123
Q2f. UW-IT value for the cost	4.60	16%	358
Q17a. Catalyst Web Tools (e.g. CommonView, GoPost, etc.) for collaboration	4.63	10%	376
Q10c. catalysthelp@uw.edu: Ability of staff to solve your problem	4.64	15%	145
Q19g. Catalyst Web Tools (e.g., CommonView) for web publishing	4.67	16%	115

Responses to the survey’s open-ended text questions largely mirrored the ratings results

In response to Question 50, “What is one thing UW-IT could do to improve your ability to work or study?,” comments were offered by 244 respondents, about one-third of all 745 survey respondents. We categorized these comments by the names of major sections of the survey (Help, Email, Network, etc) and added additional categories if respondents focused on something that wasn’t asked about in the survey (Software, Training, etc.). Some comments applied to multiple categories and were counted in every category to which they applied. Some sections of the survey, such as MyUW, received very few or no comments at all.

The following chart shows the ranking of these categories by the percentage of all respondents. This analysis is consistent with the ratings results from the survey.



Additional observations and notes from our text analysis

We broke down the comments by cohort (Faculty, Graduate Students, Undergraduate Students and Administrative Staff) to look for differences in emphasis among the comments made by each. Here are some of our observations sorted by the volume of comments within major categories.

Network

The comments made by graduate students were almost exclusively about wireless coverage.

In the network category, the top two subcategories were wireless coverage and speed as one might expect. But the third most frequently mentioned subcategory was problems in the Health Sciences Building, almost all from faculty.

The network, mainly wireless coverage, was the number one concern for the graduate and undergraduate students; it was number two for faculty; it was much further down the list for administrative users.

Help

For the help category, we found clusters of comments about responsiveness, availability, and customer service. Help was the number one issue for administrative users and number three for faculty; help was not mentioned at all by graduate students and only once by an undergraduate. Administrative staff were primarily concerned with the availability of UW-IT help staff and then with help staff responsiveness. Faculty -and only faculty- mentioned the relative lack of support for Macintosh computers.

Email

In the email category, complaints about Alpine led the list, followed by Exchange and mobile device integration. Email was the top concern for faculty, primarily about the behavior and usability of Alpine. Faculty also mentioned the need for better integration with iPhones and support for a Macintosh email client.

Telephone

Telephone subcategories emphasized cell coverage most of all, followed by voice mail and issues with troublesome landline connections. Faculty -and only faculty- mentioned better integration with their email systems.

Communications

Within communications, “I didn’t know you did X” surfaced the most, followed by “I don’t know who does what.” Administrative staff voiced the most concerns over not knowing who precisely in UW-IT is responsible for what, and they wished for more proactive outreach with tips and ideas on how to do things better. Faculty, graduate students and administrators voiced the “I didn’t know you did X” complaint in about equal numbers; no undergraduates mentioned this.

Catalyst/courseware

Within the Catalyst/courseware category, comments were voiced mainly by faculty, and they mostly described the need for improvements in specific features and improvements to the usability of various web interfaces.

Administrative business systems

Administrative users mentioned administrative business systems as often as they mentioned UW-IT communications, both of which tied for second in numbers of comments, followed by the network.

Technology spaces

There was a noticeable cluster of undergraduate student comments about broken equipment in the technology spaces.

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

Question	Mean	Tot Pos	Count
Q26c. Wired network reliability	5.20	96%	534
Q26b. Wired network availability	5.18	96%	545
Q26a. Wired network speed	5.10	94%	548
Q22b. MyUW portal reliability	5.08	97%	631
Q15b. UW Google Apps for email	5.06	96%	141
Q4e. help@uw.edu: Customer-service orientation of the staff	5.03	93%	250
Q32a. UW telephone customer service: Timeliness of initial response	5.02	96%	138
Q4a. help@uw.edu: Timeliness of initial response	5.01	96%	270
Q4b. help@uw.edu: Communications about the status of your request	5.01	94%	268
Q32e. UW telephone customer service: Customer-service orientation of the staff	5.00	92%	133

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

Question	Mean	Tot Neg	Count
Q31. UW cellular coverage overall	4.20	26%	178
Q24b. IT Connect Web site ability to find what you need	4.39	18%	282
Q25b. WIFI coverage area	4.47	18%	530
Q15a. UW Email (Alpine, deskmail)	4.50	19%	399
Q24c. IT Connect Web site ability to use with a mobile device	4.54	18%	123
Q2f. UW-IT value for the cost	4.60	16%	358
Q17a. Catalyst Web Tools (e.g. CommonView, GoPost, etc.) for collaboration	4.63	10%	376
Q10c. catalysthelp@uw.edu: Ability of staff to solve your problem	4.64	15%	145
Q2d. UW-IT flexibility	4.65	14%	474
Q19g. Catalyst Web Tools (e.g., CommonView) for web publishing	4.67	16%	115

* Minimum number of responses of 100.

Top Ten Areas of Satisfaction by Cohort Sorted by Mean*

Faculty

Question	Mean	Tot Pos	Count
Q26c. Wired network reliability	5.38	99%	224
Q26b. Wired network availability	5.33	99%	230
Q4b. help@uw.edu: Communications about the status of your request	5.21	98%	99
Q26a. Wired network speed	5.21	96%	232
Q4a. help@uw.edu: Timeliness of initial response	5.19	98%	100
Q4e. help@uw.edu: Customer-service orientation of the staff	5.15	97%	92
Q22b. MyUW portal reliability	5.13	98%	245
Q27. UW data networks overall	5.09	98%	234
Q10a. catalysthelp@uw.edu: Timeliness of initial response	5.05	95%	66
Q4c. help@uw.edu: Ability of staff to solve your problem	5.04	95%	98

Grad Students

Question	Mean	Tot Pos	Count
Q15b. UW Google Apps for email	5.24	100%	45
Q26c. Wired network reliability	5.19	97%	73
Q26b. Wired network availability	5.14	96%	72
Q22b. MyUW portal reliability	5.10	98%	113
Q26a. Wired network speed	5.05	96%	74
Q17b. UW Google Apps (e.g. Calendar, Sites, Docs, etc.) for collaboration	4.97	95%	38
Q2e. UW-IT commitment to you	4.96	97%	67
Q2b. UW-IT responsiveness to your needs	4.93	98%	85
Q2a. UW-IT quality of services	4.90	95%	100
Q2c. UW-IT communication with you	4.90	95%	87

Undergraduate Students

Question	Mean	Tot Pos	Count
Q22a. MyUW portal features	4.92	93%	61
Q2e. UW-IT commitment to you	4.88	93%	41
Q22d. MyUW portal quality of content	4.85	95%	59
Q22b. MyUW portal reliability	4.84	92%	62
Q2c. UW-IT communication with you	4.81	93%	43

* Minimum number of responses of 30.

Top Ten Areas of Dissatisfaction by Cohort Sorted by Mean*

Faculty

Question	Mean	Tot Neg	Count
Q31. UW cellular coverage overall	4.11	31%	110
Q15a. UW Email (Alpine, deskmail)	4.46	17%	196
Q24b. IT Connect Web site ability to find what you need	4.51	11%	105
Q17a. Catalyst Web Tools (e.g. CommonView, GoPost, etc.) for collaboration	4.60	11%	141
Q2f. UW-IT value for the cost	4.62	20%	117
Q25b. WIFI coverage area	4.62	13%	225
Q2d. UW-IT flexibility	4.63	17%	175
Q32f. UW telephone customer service: Value for the cost	4.66	16%	38
Q10c. catalysthel@uw.edu: Ability of staff to solve your problem	4.67	15%	67
Q33. Telephone customer service overall	4.69	11%	54

Grad Students

Question	Mean	Tot Neg	Count
Q15a. UW Email (Alpine, deskmail)	4.30	20%	44
Q22c. MyUW portal ease of use	4.37	18%	115
Q25b. WIFI coverage area	4.46	13%	105
Q24b. IT Connect Web site ability to find what you need	4.47	16%	45
Q4d. help@uw.edu: Turnaround time for resolving your problem	4.52	19%	31
Q17a. Catalyst Web Tools (e.g. CommonView, GoPost, etc.) for collaboration	4.55	12%	91
Q4c. help@uw.edu: Ability of staff to solve your problem	4.56	21%	34
Q5. help@uw.edu overall	4.68	18%	34
Q25c. WIFI network reliability	4.69	13%	109
Q22d. MyUW portal quality of content	4.71	6%	114

Undergraduate Students

Question	Mean	Tot Neg	Count
Q25c. WIFI network reliability	3.85	35%	65
Q25b. WIFI coverage area	4.02	37%	63
Q25a. WIFI network speed	4.14	25%	65
Q27. UW data networks overall	4.38	19%	64
Q26b. Wired network availability	4.45	18%	51

* Minimum number of responses of 30.

Top Ten Areas of Satisfaction and Dissatisfaction for Staff Sorted by Mean

Staff - Top Satisfaction

Question	Mean	Tot Pos	Count
Q26b. Wired network availability	5.19	96%	192
Q26c. Wired network reliability	5.13	94%	188
Q32e. UW telephone customer service: Customer-service orientation of the staff	5.12	93%	85
Q32a. UW telephone customer service: Timeliness of initial response	5.10	95%	88
Q26a. Wired network speed	5.09	92%	192
Q33. Telephone customer service overall	5.08	95%	91
Q22b. MyUW portal reliability	5.07	97%	211
Q32b. UW telephone customer service: Communications about the status of your request	5.06	94%	86
Q32d. UW telephone customer service: Turnaround time for resolving your problem	5.01	92%	87
Q27. UW data networks overall	4.99	95%	184

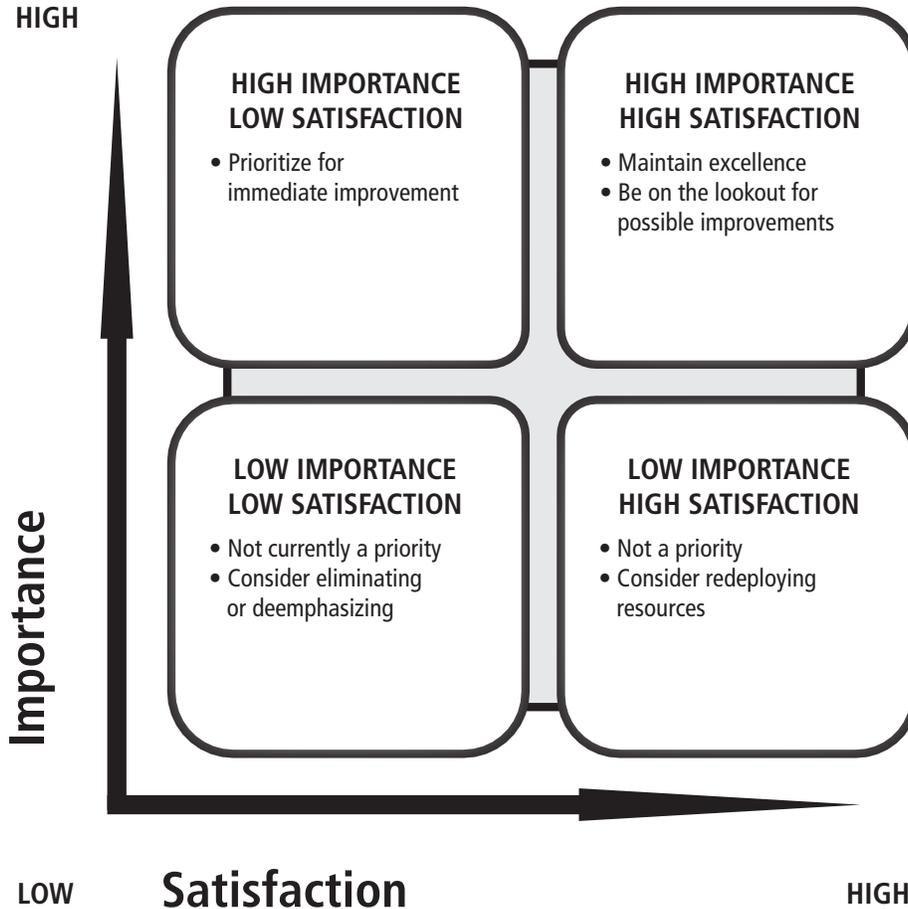
Staff - Top Dissatisfaction

Question	Mean	Tot Neg	Count
Q37c. Student Administrative	4.20	27%	30
Q24b. IT Connect Web site ability to find what you need	4.22	26%	119
Q37b. Finance	4.29	21%	56
Q8d. Nebula: Turnaround time for resolving your problem	4.30	21%	33
Q24c. IT Connect Web site ability to use with a mobile device	4.32	25%	44
Q37d. Enterprise Data Warehouse Reporting	4.33	37%	30
Q31. UW cellular coverage overall	4.34	19%	68
Q8a. Nebula: Timeliness of initial response	4.40	20%	35
Q8b. Nebula: Communications about the status of your request	4.40	20%	35
Q19g. Catalyst Web Tools (e.g., CommonView) for web publishing	4.40	27%	30

* Minimum number of responses of 30.

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 asked of all cohorts ranged from a low of 4 (Q19j. Microsoft Spaces) to a high of 636 (Q22a. MyUW portal features). The following tables quantify the number of people who registered dissatisfaction with each of the services or service attributes that respondents were asked to rate for satisfaction. It is one way to get at the same type of information provided by the matrix to think about what service improvements might have the most impact.

Counts of All Clients Expressing Dissatisfaction for All Satisfaction Questions, Sorted by Total Dissatisfied

Question	Mean	Count of All Responses	Tot Neg	Total Dissatisfied
Q25b. WIFI coverage area	4.47	530	18%	96
Q22c. MyUW portal ease of use	4.67	636	12%	76
Q15a. UW Email (Alpine, deskmail)	4.50	399	19%	74
Q25c. WIFI network reliability	4.69	539	13%	71
Q2d. UW-IT flexibility	4.65	474	14%	66
Q2f. UW-IT value for the cost	4.60	358	16%	59
Q24b. IT Connect Web site ability to find what you need	4.39	282	18%	52
Q25a. WIFI network speed	4.79	546	9%	51
Q2b. UW-IT responsiveness to your needs	4.86	548	9%	49
Q2e. UW-IT commitment to you	4.78	464	10%	48
Q2c. UW-IT communication with you	4.84	547	9%	47
Q31. UW cellular coverage overall	4.20	178	26%	47
Q29. UW desktop telephone services overall	4.83	444	9%	38
Q1. UW-IT addresses your IT needs	4.81	529	7%	37
Q17a. Catalyst Web Tools (e.g. CommonView, GoPost, etc.) for collaboration	4.63	376	10%	37
Q2a. UW-IT quality of services	4.88	584	6%	35
Q22d. MyUW portal quality of content	4.85	618	6%	35
Q26a. Wired network speed	5.10	548	6%	34
Q27. UW data networks overall	4.92	587	5%	32
Q22a. MyUW portal features	4.88	636	4%	27
Q4d. help@uw.edu: Turnaround time for resolving your problem	4.83	260	10%	27
Q4c. help@uw.edu: Ability of staff to solve your problem	4.88	269	9%	25
Q26b. Wired network availability	5.18	545	4%	23
Q26c. Wired network reliability	5.20	534	4%	22
Q10c. catalysthel@uw.edu: Ability of staff to solve your problem	4.64	145	15%	22
Q24c. IT Connect Web site ability to use with a mobile device	4.54	123	18%	22
Q5. help@uw.edu overall	4.93	251	8%	20
Q10d. catalysthel@uw.edu: Turnaround time for resolving your problem	4.71	142	13%	18
Q19g. Catalyst Web Tools (e.g., CommonView) for web publishing	4.67	115	16%	18
Q22b. MyUW portal reliability	5.08	631	3%	18
Q37a. HR/Payroll	4.69	157	11%	18
Q4e. help@uw.edu: Customer-service orientation of the staff	5.03	250	7%	17
Q24a. IT Connect Web site quality of content	4.78	280	6%	17
Q11. catalysthel@uw.edu overall	4.77	135	12%	16
Q15d. UW Exchange	4.77	132	12%	16
Q37b. Finance	4.40	84	19%	16
Q32c. UW telephone customer service: Ability of staff to solve your problem	4.88	138	11%	15
Q4b. help@uw.edu: Communications about the status of your request	5.01	268	6%	15
Q10a. catalysthel@uw.edu: Timeliness of initial response	4.90	144	9%	13
Q32f. UW telephone customer service: Value for the cost	4.76	98	13%	13
Q4a. help@uw.edu: Timeliness of initial response	5.01	270	4%	12
Q10b. catalysthel@uw.edu: Communications about the status of your request	4.86	143	8%	12
Q32d. UW telephone customer service: Turnaround time for resolving your problem	4.93	137	9%	12
Q8d. Nebula: Turnaround time for resolving your problem	4.21	39	28%	11
Q32e. UW telephone customer service: Customer-service orientation of the staff	5.00	133	8%	11

Question	Mean	Count of All Responses	Tot Neg	Total Dissatisfied
Q33. Telephone customer service overall	4.93	145	8%	11
Q37c. Student Administrative	4.38	64	17%	11
Q37d. Enterprise Data Warehouse Reporting	4.39	33	33%	11
Q8f. Nebula: Value for the cost	3.79	29	34%	10
Q10e. catalysthelp@uw.edu: Customer-service orientation of the staff	4.89	138	7%	10
Q24d. IT Connect Web site news items	4.78	178	6%	10
Q8c. Nebula: Ability of staff to solve your problem	4.33	40	23%	9
Q8b. Nebula: Communications about the status of your request	4.34	41	22%	9
Q6d. NOC: Turnaround time for resolving your problem	4.75	52	15%	8
Q8a. Nebula: Timeliness of initial response	4.43	40	20%	8
Q19e. depts.washington.edu	4.86	80	10%	8
Q32b. UW telephone customer service: Communications about the status of your request	4.98	136	6%	8
Q43a. Odegaard Learning Commons (2nd floor computers)	4.38	52	15%	8
Q9. Nebula overall	4.28	32	22%	7
Q8e. Nebula: Customer-service orientation of the staff	4.51	39	18%	7
Q17b. UW Google Apps (e.g. Calendar, Sites, Docs, etc.) for collaboration	4.95	157	4%	7
Q6b. NOC: Communications about the status of your request	4.80	51	12%	6
Q6c. NOC: Ability of staff to solve your problem	4.79	52	12%	6
Q15b. UW Google Apps for email	5.06	141	4%	6
Q32a. UW telephone customer service: Timeliness of initial response	5.02	138	4%	6
Q6e. NOC: Customer-service orientation of the staff	5.04	49	10%	5
Q7. NOC overall	4.89	46	11%	5
Q12c. Odegaard Help Desk: Ability of staff to solve your problem	4.85	34	12%	4
Q19h. UW Sharepoint for web publishing	4.35	20	20%	4
Q12d. Odegaard Help Desk: Turnaround time for resolving your problem	4.97	32	9%	3
Q12e. Odegaard Help Desk: Customer-service orientation of the staff	5.06	33	9%	3
Q17c. UW Windows Live (e.g. SkyDrive, Messenger, etc.) for collaboration	4.56	25	12%	3
Q6a. NOC: Timeliness of initial response	5.00	52	4%	2
Q13. Odegaard Learning Commons Help Desk overall	5.16	32	6%	2
Q15c. UW Windows Live for email	4.91	32	6%	2
Q19b. faculty.washington.edu	5.00	53	4%	2
Q19c. staff.washington.edu	5.03	29	7%	2
Q19d. courses.washington.edu	4.93	46	4%	2
Q12a. Odegaard Help Desk: Timeliness of initial response	5.26	35	3%	1
Q12b. Odegaard Help Desk: Communications about the status of your request	5.12	34	3%	1
Q19a. students.washington.edu	5.23	26	4%	1
Q19f. www.washington.edu	4.89	18	6%	1
Q19i. Google Sites	4.74	23	4%	1
Q19j. Microsoft Spaces	3.75	4	25%	1
Q43b. Odegaard Technology Studios (Collaboration, Digital Presentation, and Sound Studios)	5.12	17	0%	0
Q43c. Videoconference Studios (Odegaard 320, Health Sciences T-239)	5.21	14	0%	0
Q43d. Mary Gates Hall Media Studio	5.43	7	0%	0
Q43e. Mary Gates Hall Access Technology Center (ATC)	5.00	9	0%	0
Q43f. Suzzallo Collaboration Studio	4.89	9	0%	0

Top Ten Counts of Individual Cohorts Expressing Dissatisfaction for All Satisfaction Questions, Sorted by Total Dissatisfied

Faculty

Question	Mean	Count of All Responses	Tot Neg	Total Dissatisfied
Q15a. UW Email (Alpine, deskmail)	4.46	196	17%	34
Q31. UW cellular coverage overall	4.11	110	31%	34
Q2d. UW-IT flexibility	4.63	175	17%	30
Q29. UW desktop telephone services overall	4.69	241	12%	30
Q25b. WIFI coverage area	4.62	225	13%	29
Q2f. UW-IT value for the cost	4.62	117	20%	23
Q2b. UW-IT responsiveness to your needs	4.91	213	10%	21
Q2e. UW-IT commitment to you	4.76	181	12%	21
Q22c. MyUW portal ease of use	4.81	248	8%	21
Q2c. UW-IT communication with you	4.88	215	9%	20

Graduate Students

Question	Mean	Count of All Responses	Tot Neg	Total Dissatisfied
Q22c. MyUW portal ease of use	4.37	115	18%	21
Q25b. WIFI coverage area	4.46	105	13%	14
Q25c. WIFI network reliability	4.69	109	13%	14
Q17a. Catalyst Web Tools (e.g. CommonView, GoPost, etc.) for collaboration	4.55	91	12%	11
Q15a. UW Email (Alpine, deskmail)	4.30	44	20%	9
Q4c. help@uw.edu: Ability of staff to solve your problem	4.56	34	21%	7
Q22a. MyUW portal features	4.77	116	6%	7
Q22d. MyUW portal quality of content	4.71	114	6%	7
Q24b. IT Connect Web site ability to find what you need	4.47	45	16%	7
Q27. UW data networks overall	4.76	105	6%	6

Undergraduates

Question	Mean	Count of All Responses	Tot Neg	Total Dissatisfied
Q25b. WIFI coverage area	4.02	63	37%	23
Q25c. WIFI network reliability	3.85	65	35%	23
Q25a. WIFI network speed	4.14	65	25%	16
Q27. UW data networks overall	4.38	64	19%	12
Q26b. Wired network availability	4.45	51	18%	9
Q22c. MyUW portal ease of use	4.58	62	15%	9
Q2f. UW-IT value for the cost	4.51	37	19%	7
Q43a. Odegaard Learning Commons (2nd floor computers)	4.04	28	25%	7
Q26c. Wired network reliability	4.67	49	12%	6
Q2d. UW-IT flexibility	4.54	39	13%	5

Staff

Question	Mean	Count of All Responses	Tot Neg	Total Dissatisfied
Q24b. IT Connect Web site ability to find what you need	4.22	119	26%	31
Q25b. WIFI coverage area	4.45	137	22%	30
Q15a. UW Email (Alpine, deskmail)	4.58	141	19%	27
Q22c. MyUW portal ease of use	4.69	211	12%	25
Q2d. UW-IT flexibility	4.62	183	14%	25
Q2b. UW-IT responsiveness to your needs	4.79	206	11%	23
Q2f. UW-IT value for the cost	4.50	134	17%	23
Q2e. UW-IT commitment to you	4.72	175	13%	22
Q2c. UW-IT communication with you	4.77	202	10%	20
Q1. UW-IT addresses your IT needs	4.73	184	10%	18

Satisfaction Ratings from the General Survey Sorted by Mean

Question	Mean	Count
Q12a. Odegaard Help Desk: Timeliness of initial response	5.26	35
Q26c. Wired network reliability	5.20	534
Q26b. Wired network availability	5.18	545
Q13. Odegaard Learning Commons Help Desk overall	5.16	32
Q12b. Odegaard Help Desk: Communications about the status of your request	5.12	34
Q26a. Wired network speed	5.10	548
Q22b. MyUW portal reliability	5.08	631
Q15b. UW Google Apps for email	5.06	141
Q12e. Odegaard Help Desk: Customer-service orientation of the staff	5.06	33
Q6e. NOC: Customer-service orientation of the staff	5.04	49
Q4e. help@uw.edu: Customer-service orientation of the staff	5.03	250
Q32a. UW telephone customer service: Timeliness of initial response	5.02	138
Q4a. help@uw.edu: Timeliness of initial response	5.01	270
Q4b. help@uw.edu: Communications about the status of your request	5.01	268
Q32e. UW telephone customer service: Customer-service orientation of the staff	5.00	133
Q19b. faculty.washington.edu	5.00	53
Q6a. NOC: Timeliness of initial response	5.00	52
Q32b. UW telephone customer service: Communications about the status of your request	4.98	136
Q12d. Odegaard Help Desk: Turnaround time for resolving your problem	4.97	32
Q17b. UW Google Apps (e.g. Calendar, Sites, Docs, etc.) for collaboration	4.95	157
Q19d. courses.washington.edu	4.93	46
Q32d. UW telephone customer service: Turnaround time for resolving your problem	4.93	137
Q33. Telephone customer service overall	4.93	145
Q5. help@uw.edu overall	4.93	251
Q27. UW data networks overall	4.92	587
Q15c. UW Windows Live for email	4.91	32
Q10a. catalysthelp@uw.edu: Timeliness of initial response	4.90	144
Q10e. catalysthelp@uw.edu: Customer-service orientation of the staff	4.89	138
Q7. NOC overall	4.89	46
Q32c. UW telephone customer service: Ability of staff to solve your problem	4.88	138
Q22a. MyUW portal features	4.88	636
Q4c. help@uw.edu: Ability of staff to solve your problem	4.88	269
Q2a. UW-IT quality of services	4.88	584
Q19e. depts.washington.edu	4.86	80
Q10b. catalysthelp@uw.edu: Communications about the status of your request	4.86	143
Q2b. UW-IT responsiveness to your needs	4.86	548
Q12c. Odegaard Help Desk: Ability of staff to solve your problem	4.85	34
Q22d. MyUW portal quality of content	4.85	618
Q2c. UW-IT communication with you	4.84	547
Q4d. help@uw.edu: Turnaround time for resolving your problem	4.83	260
Q29. UW desktop telephone services overall	4.83	444
Q1. UW-IT addresses your IT needs	4.81	529
Q6b. NOC: Communications about the status of your request	4.80	51
Q25a. WIFI network speed	4.79	546
Q6c. NOC: Ability of staff to solve your problem	4.79	52
Q2e. UW-IT commitment to you	4.78	464
Q24d. IT Connect Web site news items	4.78	178
Q24a. IT Connect Web site quality of content	4.78	280

Question	Mean	Count
Q11. catalysthelp@uw.edu overall	4.77	135
Q15d. UW Exchange	4.77	132
Q32f. UW telephone customer service: Value for the cost	4.76	98
Q6d. NOC: Turnaround time for resolving your problem	4.75	52
Q10d. catalysthelp@uw.edu: Turnaround time for resolving your problem	4.71	142
Q37a. HR/Payroll	4.69	157
Q25c. WIFI network reliability	4.69	539
Q22c. MyUW portal ease of use	4.67	636
Q19g. Catalyst Web Tools (e.g., CommonView) for web publishing	4.67	115
Q2d. UW-IT flexibility	4.65	474
Q10c. catalysthelp@uw.edu: Ability of staff to solve your problem	4.64	145
Q17a. Catalyst Web Tools (e.g. CommonView, GoPost, etc.) for collaboration	4.63	376
Q2f. UW-IT value for the cost	4.60	358
Q24c. IT Connect Web site ability to use with a mobile device	4.54	123
Q8e. Nebula: Customer-service orientation of the staff	4.51	39
Q15a. UW Email (Alpine, deskmail)	4.50	399
Q25b. WIFI coverage area	4.47	530
Q8a. Nebula: Timeliness of initial response	4.43	40
Q37b. Finance	4.40	84
Q37d. Enterprise Data Warehouse Reporting	4.39	33
Q24b. IT Connect Web site ability to find what you need	4.39	282
Q43a. Odegaard Learning Commons (2nd floor computers)	4.38	52
Q37c. Student Administrative	4.38	64
Q8b. Nebula: Communications about the status of your request	4.34	41
Q8c. Nebula: Ability of staff to solve your problem	4.33	40
Q9. Nebula overall	4.28	32
Q8d. Nebula: Turnaround time for resolving your problem	4.21	39
Q31. UW cellular coverage overall	4.20	178

The questions below had fewer than 30 responses.

Question	Mean	Count
Q43d. Mary Gates Hall Media Studio	5.43	7
Q19a. students.washington.edu	5.23	26
Q43c. Videoconference Studios (Odegaard 320, Health Sciences T-239)	5.21	14
Q43b. Odegaard Technology Studios (Collaboration, Digital Presentation, and Sound Studios)	5.12	17
Q19c. staff.washington.edu	5.03	29
Q43e. Mary Gates Hall Access Technology Center (ATC)	5.00	9
Q19f. www.washington.edu	4.89	18
Q43f. Suzzallo Collaboration Studio	4.89	9
Q19i. Google Sites	4.74	23
Q17c. UW Windows Live (e.g. SkyDrive, Messenger, etc.) for collaboration	4.56	25
Q19h. UW Sharepoint for web publishing	4.35	20
Q8f. Nebula: Value for the cost	3.79	29
Q19j. Microsoft Spaces	3.75	4

Changes in Satisfaction Ratings from 2007 to 2011*

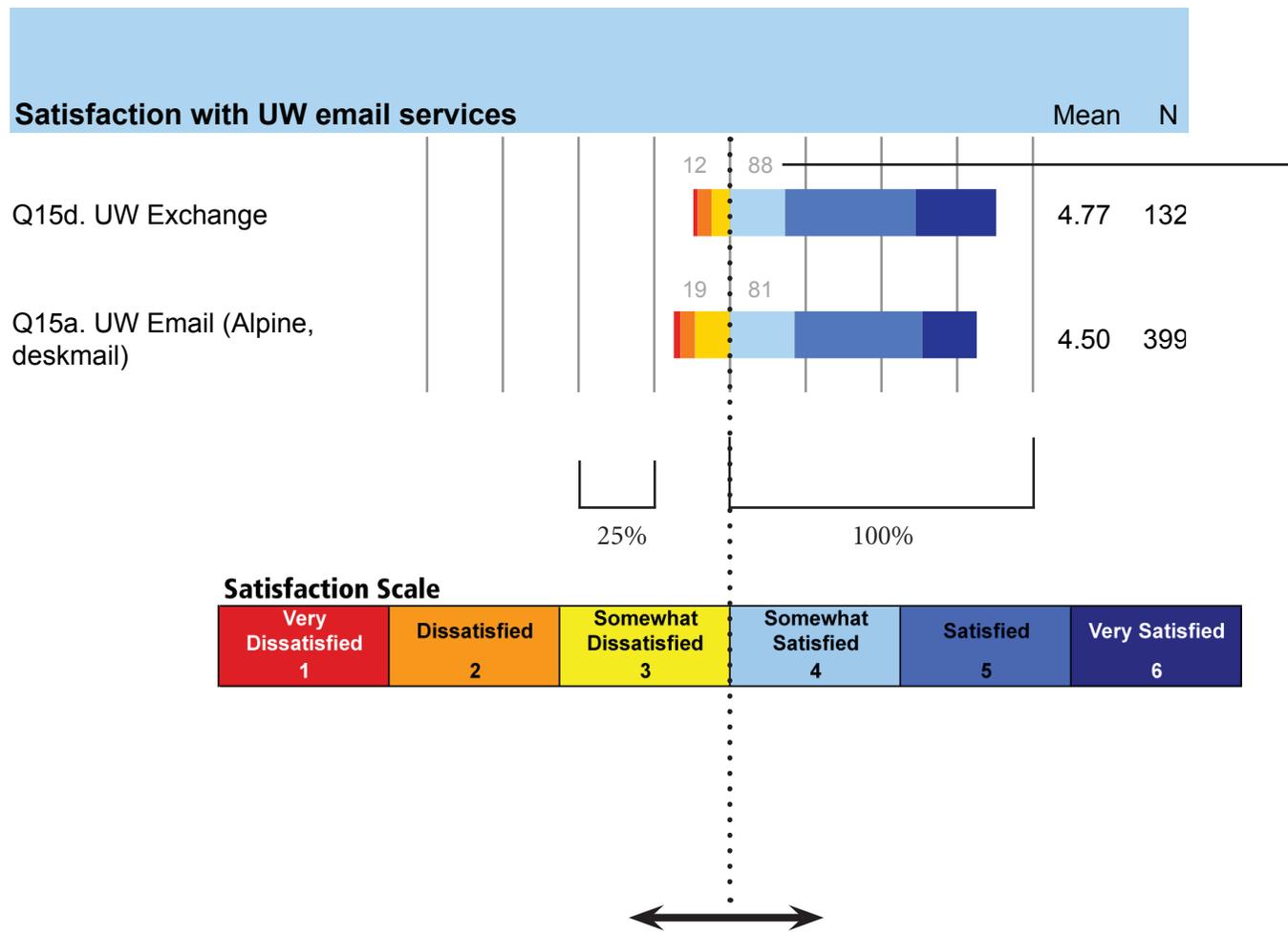
Question	2007	2011	Change
Q1. UW-IT addresses your IT needs	4.79	4.81	0.03
Q2a. UW-IT quality of services	4.95	4.88	-0.07
Q2b. UW-IT responsiveness to your needs	4.93	4.86	-0.07
Q2c. UW-IT communication with you	4.92	4.84	-0.08
Q2e. UW-IT commitment to you	4.80	4.78	-0.02
Q5. help@uw.edu overall	5.02	4.93	-0.09
Q6a. NOC: Timeliness of initial response	4.80	5.00	0.20
Q6b. NOC: Communications about the status of your request	4.76	4.80	0.05
Q6c. NOC: Ability of staff to solve your problem	4.85	4.79	-0.07
Q6d. NOC: Turnaround time for resolving your problem	4.78	4.75	-0.03
Q6e. NOC: Customer-service orientation of the staff	4.87	5.04	0.17
Q15a. UW Email (Alpine, deskmail)	4.82	4.50	-0.32
Q17a. Catalyst Web Tools (e.g. CommonView, GoPost, etc.)	4.58	4.63	0.05
Q19a. students.washington.edu	4.70	5.23	0.53
Q19b. faculty.washington.edu	4.92	5.00	0.08
Q19c. staff.washington.edu	4.98	5.03	0.05
Q19d. courses.washington.edu	5.00	4.93	-0.07
Q19e. depts.washington.edu	4.98	4.86	-0.12
Q19f. www.washington.edu	4.97	4.89	-0.08
Q22a. MyUW portal features	4.87	4.88	0.01
Q22b. MyUW portal reliability	5.12	5.08	-0.04
Q22c. MyUW portal ease of use	4.76	4.67	-0.09
Q22d. MyUW portal quality of content	4.86	4.85	-0.01
Q25a. WIFI network speed	4.91	4.79	-0.12
Q25b. WIFI coverage area	4.57	4.47	-0.09
Q25c. WIFI network reliability	4.82	4.69	-0.12
Q26a. Wired network speed	5.19	5.10	-0.10
Q26b. Wired network availability	5.25	5.18	-0.08
Q26c. Wired network reliability	5.27	5.20	-0.07
Q27. UW data networks overall	5.08	4.92	-0.16
Q29. UW desktop telephone services overall	4.62	4.83	0.21
Q32a. UW telephone customer service: Timeliness of initial response	4.79	5.02	0.23
Q32b. UW telephone customer service: Communications about the status of your request	4.74	4.98	0.24
Q32c. UW telephone customer service: Ability of staff to solve your problem	4.85	4.88	0.04
Q32d. UW telephone customer service: Turnaround time for resolving your problem	4.76	4.93	0.18
Q32e. UW telephone customer service: Customer-service orientation of the staff	4.78	5.00	0.22

*Statistically significant improvements are highlighted in blue; statistically significant declines are highlighted in yellow.

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 scale shown above feature a dotted line that indicates the midpoint of all possible responses.

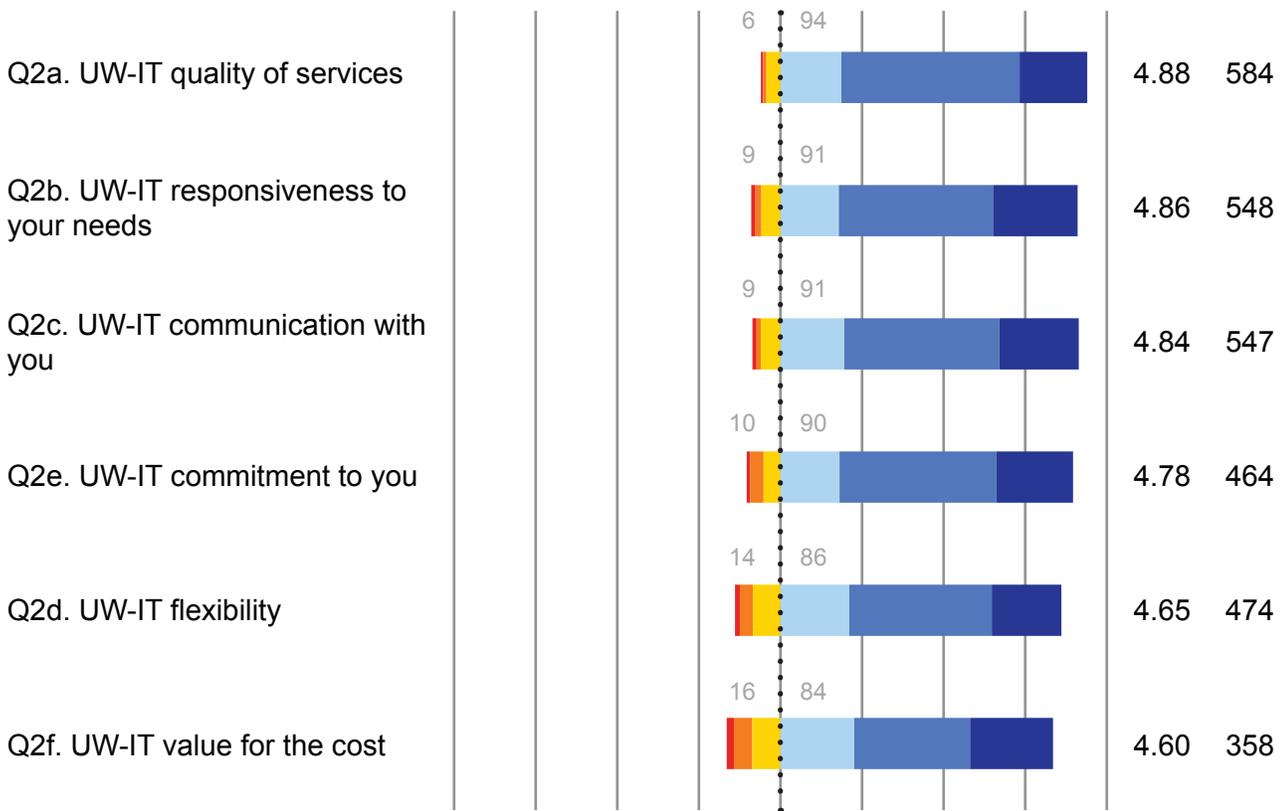
The total percents on either side of the midpoint are represented as whole numbers.

UW-IT Overall

Satisfaction that UW-IT addresses your information technology needs Mean N



Satisfaction with aspects of UW-IT overall Mean N



See Appendix A **Q50. What is one thing UW-IT could do that would improve your ability to work or study?**

Q1 UW-IT addresses your IT needs										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.81	1%	1%	4%	19%	55%	19%	529	0.92	0.08
F	4.88	0%	0%	5%	19%	54%	21%	207	0.85	0.12
G	4.87	0%	1%	1%	19%	67%	12%	93	0.66	0.13
U	4.73	4%	2%	2%	18%	53%	20%	45	1.16	0.34
A	4.73	2%	2%	5%	20%	52%	18%	184	1.04	0.15

Q2a UW-IT quality of services										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.88	1%	1%	4%	19%	55%	21%	584	0.87	0.07
F	4.96	0%	0%	4%	18%	53%	25%	227	0.82	0.11
G	4.90	0%	1%	4%	16%	62%	17%	100	0.76	0.15
U	4.69	2%	2%	2%	27%	53%	14%	49	0.96	0.27
A	4.81	1%	1%	6%	19%	53%	20%	208	0.93	0.13

Q2b UW-IT responsiveness to your needs										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.86	1%	2%	6%	18%	47%	26%	548	1.01	0.08
F	4.91	0%	2%	8%	16%	45%	29%	213	1.00	0.13
G	4.93	0%	0%	2%	24%	53%	21%	85	0.74	0.16
U	4.80	2%	2%	2%	20%	52%	20%	44	1.02	0.30
A	4.79	2%	2%	6%	17%	46%	26%	206	1.12	0.15

Q2c UW-IT communication with you										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.84	1%	1%	6%	20%	48%	24%	547	0.99	0.08
F	4.88	1%	1%	7%	18%	45%	28%	215	1.02	0.14
G	4.90	0%	0%	5%	18%	60%	17%	87	0.73	0.15
U	4.81	0%	2%	5%	23%	49%	21%	43	0.91	0.27
A	4.77	2%	2%	6%	21%	45%	24%	202	1.07	0.15

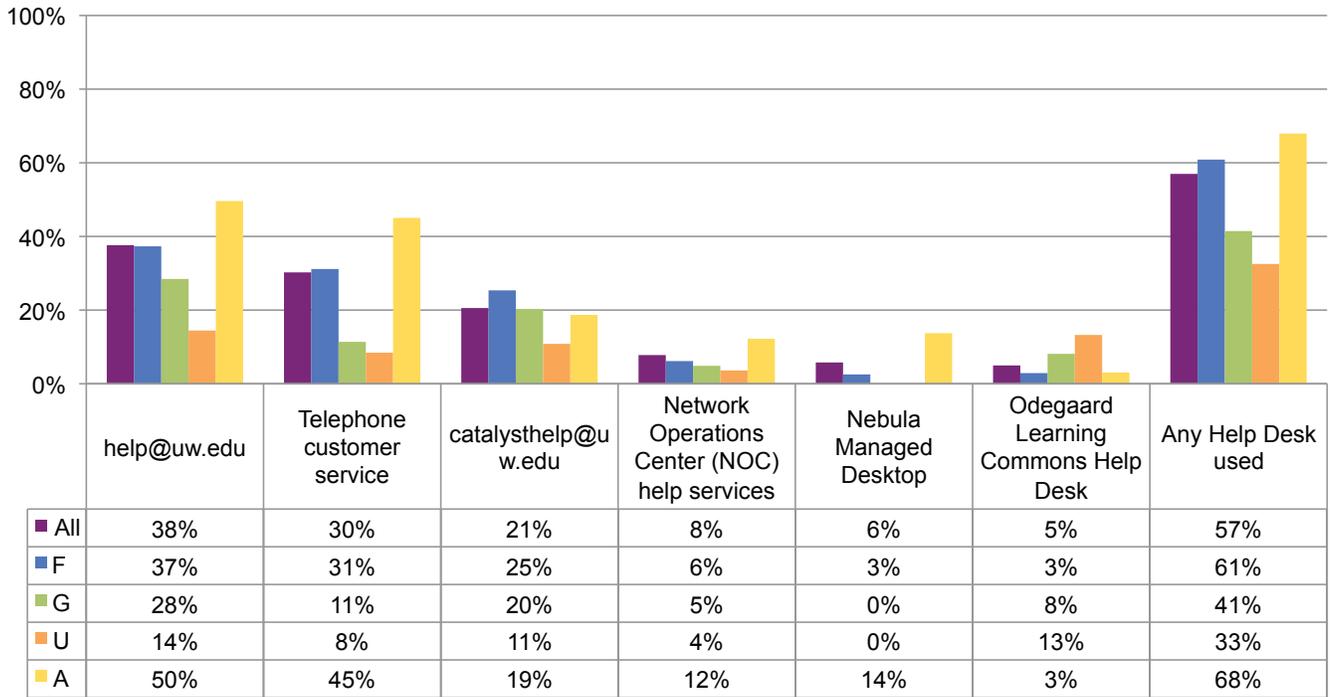
Q2d UW-IT flexibility										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.65	1%	4%	8%	21%	44%	21%	474	1.11	0.10
F	4.63	1%	6%	10%	19%	40%	24%	175	1.19	0.18
G	4.86	0%	0%	8%	18%	55%	19%	77	0.82	0.18
U	4.54	0%	5%	8%	33%	36%	18%	39	1.05	0.33
A	4.62	3%	4%	7%	22%	44%	20%	183	1.16	0.17

Q2e UW-IT commitment to you										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.78	1%	4%	5%	18%	48%	23%	464	1.06	0.10
F	4.76	1%	4%	7%	18%	46%	24%	181	1.08	0.16
G	4.96	0%	0%	3%	21%	54%	22%	67	0.75	0.18
U	4.88	0%	5%	2%	17%	51%	24%	41	0.98	0.30
A	4.72	2%	6%	5%	17%	47%	23%	175	1.15	0.17

Q2f UW-IT value for the cost										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.60	2%	6%	9%	23%	35%	25%	358	1.24	0.13
F	4.62	3%	6%	10%	14%	39%	27%	117	1.33	0.24
G	4.80	0%	0%	9%	29%	37%	26%	70	0.93	0.22
U	4.51	3%	8%	8%	27%	24%	30%	37	1.37	0.44
A	4.50	2%	7%	7%	26%	34%	22%	134	1.26	0.21

Help Services

Q3. Which sources of help have you used in the last year, n=744



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Satisfaction with aspects of help@uw.edu

Mean N

Q4e. help@uw.edu: Customer-service orientation of the staff



5.03 250

Q4a. help@uw.edu: Timeliness of initial response



5.01 270

Q4b. help@uw.edu: Communications about the status of your request



5.01 268

Q4c. help@uw.edu: Ability of staff to solve your problem



4.88 269

Q4d. help@uw.edu: Turnaround time for resolving your problem



4.83 260

Satisfaction with help@uw.edu overall

Mean N

Q5. help@uw.edu overall



4.93 251

Q4a help@uw.edu: Timeliness of initial response										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.01	1%	1%	3%	15%	53%	28%	270	0.86	0.10
F	5.19	0%	0%	2%	12%	51%	35%	100	0.72	0.14
G	4.74	3%	3%	0%	24%	53%	18%	34	1.05	0.35
U	5.09	0%	0%	0%	9%	73%	18%	11	0.54	0.32
A	4.94	1%	1%	5%	16%	52%	26%	125	0.90	0.16

Q4b help@uw.edu: Communications about the status of your request										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.01	1%	1%	4%	16%	47%	31%	268	0.92	0.11
F	5.21	0%	0%	2%	17%	38%	42%	99	0.80	0.16
G	4.74	3%	0%	3%	24%	56%	15%	34	0.96	0.32
U	5.18	0%	0%	0%	9%	64%	27%	11	0.60	0.36
A	4.91	1%	2%	6%	15%	49%	27%	124	1.00	0.18

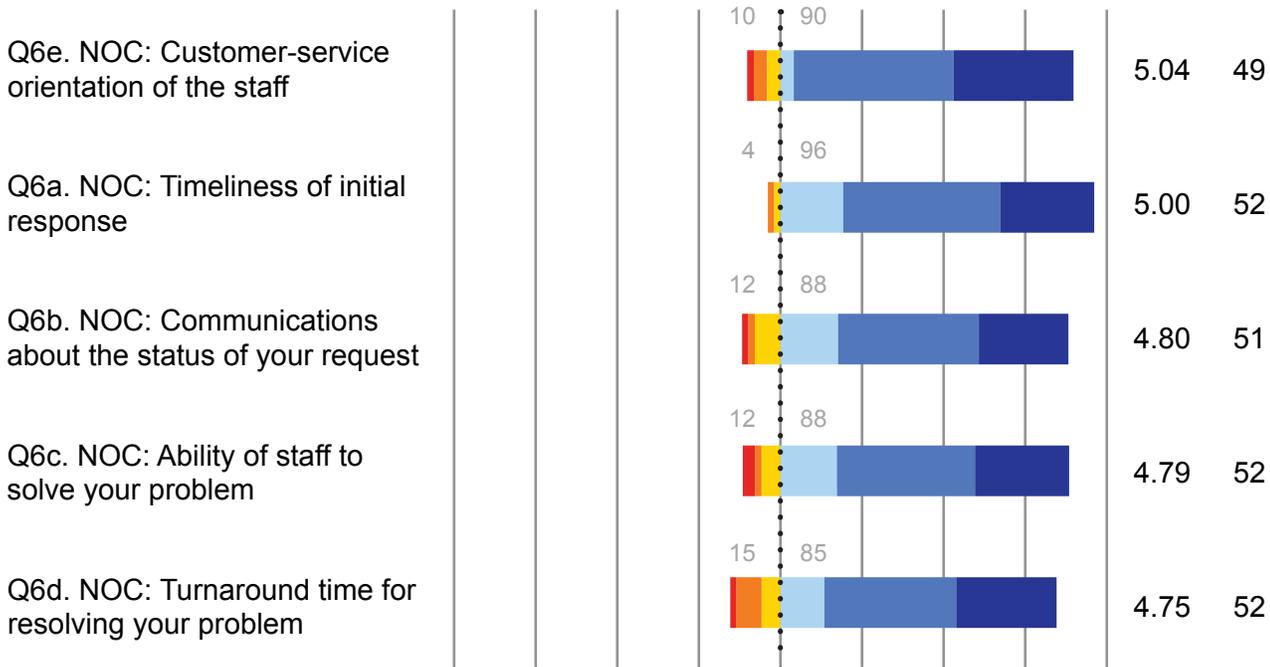
Q4c help@uw.edu: Ability of staff to solve your problem										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.88	2%	3%	5%	17%	43%	30%	269	1.09	0.13
F	5.04	2%	1%	2%	15%	45%	35%	98	1.00	0.20
G	4.56	3%	6%	12%	12%	47%	21%	34	1.28	0.43
U	4.91	0%	0%	9%	18%	45%	27%	11	0.94	0.56
A	4.84	2%	3%	5%	20%	41%	29%	126	1.10	0.19

Q4d help@uw.edu: Turnaround time for resolving your problem										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.83	2%	2%	6%	17%	46%	27%	260	1.10	0.13
F	4.99	1%	2%	4%	14%	47%	32%	98	0.99	0.20
G	4.52	6%	3%	10%	13%	48%	19%	31	1.36	0.48
U	5.11	0%	0%	11%	0%	56%	33%	9	0.93	0.61
A	4.77	2%	2%	7%	20%	43%	25%	122	1.10	0.20

Q4e help@uw.edu: Customer-service orientation of the staff										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.03	1%	2%	4%	14%	46%	34%	250	0.98	0.12
F	5.15	1%	1%	1%	16%	39%	41%	92	0.94	0.19
G	4.81	0%	0%	10%	19%	52%	19%	31	0.87	0.31
U	5.20	0%	0%	0%	10%	60%	30%	10	0.63	0.39
A	4.97	1%	4%	4%	10%	48%	32%	117	1.06	0.19

Q5 help@uw.edu overall										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.93	0%	3%	5%	15%	49%	27%	251	0.96	0.12
F	5.02	0%	3%	2%	14%	50%	30%	92	0.91	0.19
G	4.68	0%	3%	15%	6%	65%	12%	34	0.98	0.33
U	5.00	0%	0%	0%	27%	45%	27%	11	0.77	0.46
A	4.92	1%	3%	4%	18%	45%	30%	114	1.01	0.19

Satisfaction with aspects of UW network help services through NOC Mean N



Satisfaction with UW network help services through NOC overall Mean N



Q6a NOC: Timeliness of initial response										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.00	0%	2%	2%	19%	48%	29%	52	0.86	0.23
F	5.07	0%	0%	7%	14%	43%	36%	14	0.92	0.48
G	5.33	0%	0%	0%	0%	67%	33%	6	0.52	0.41
U	5.33	0%	0%	0%	0%	67%	33%	3	0.58	0.65
A	4.86	0%	3%	0%	28%	45%	24%	29	0.92	0.33

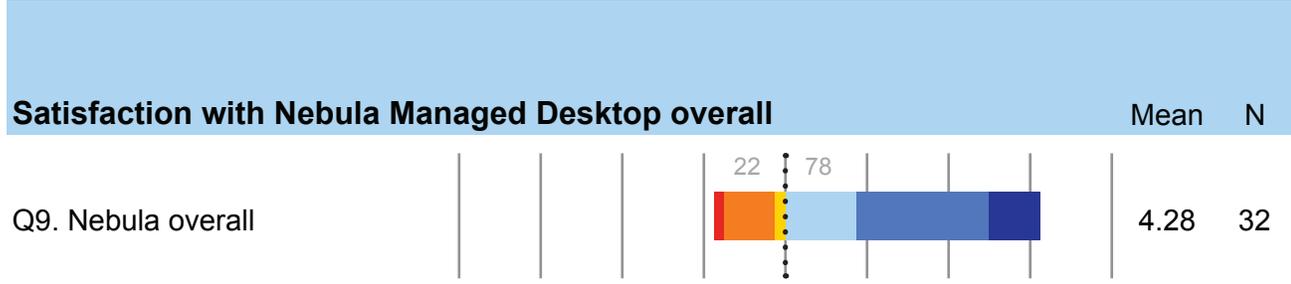
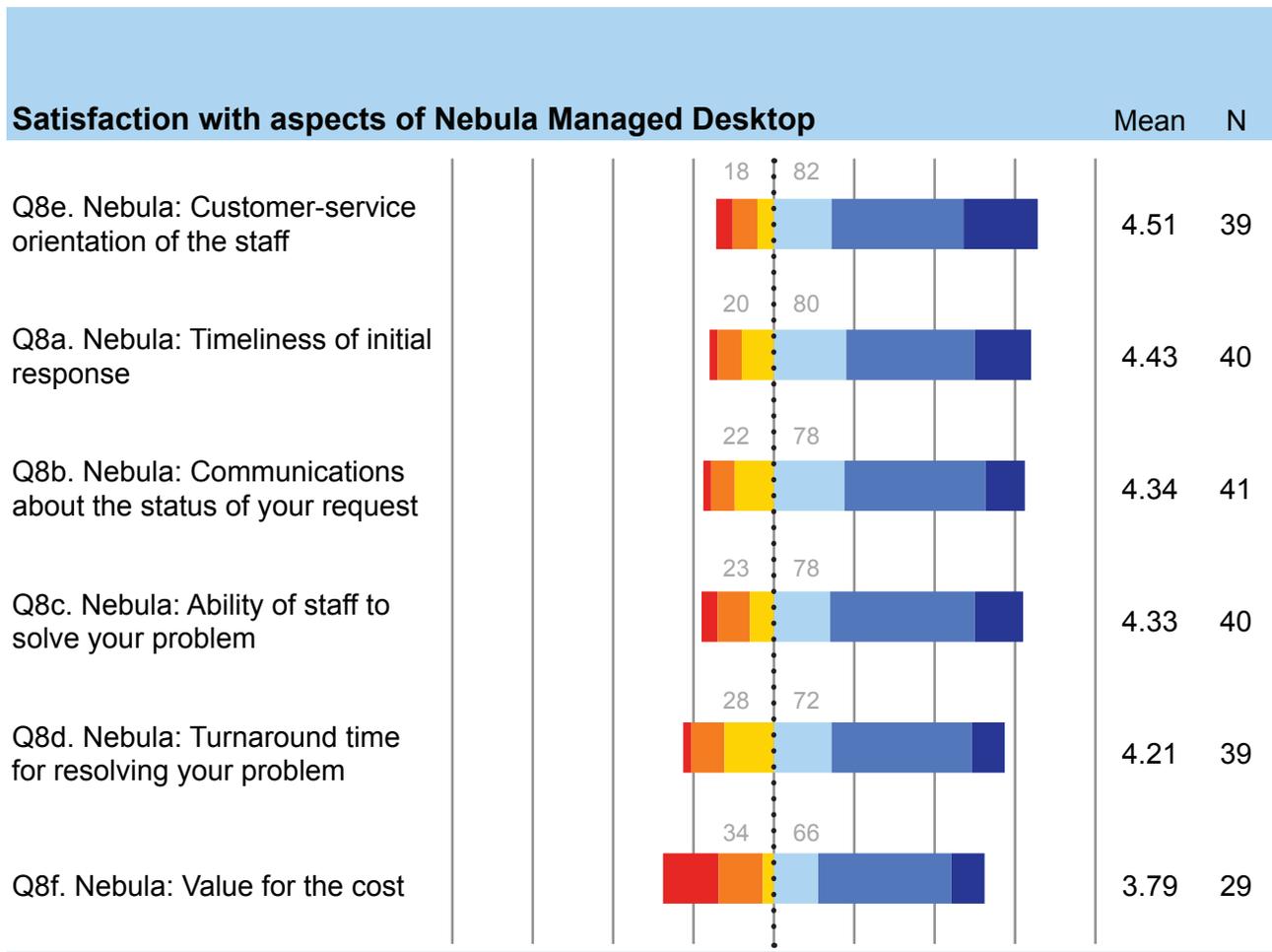
Q6b NOC: Communications about the status of your request										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.80	2%	2%	8%	18%	43%	27%	51	1.11	0.31
F	4.79	0%	0%	14%	21%	36%	29%	14	1.05	0.55
G	5.17	0%	0%	0%	17%	50%	33%	6	0.75	0.60
U	5.00	0%	0%	0%	33%	33%	33%	3	1.00	1.13
A	4.71	4%	4%	7%	14%	46%	25%	28	1.24	0.46

Q6c NOC: Ability of staff to solve your problem										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.79	4%	2%	6%	17%	42%	29%	52	1.21	0.33
F	5.14	0%	0%	0%	29%	29%	43%	14	0.86	0.45
G	5.00	0%	0%	17%	0%	50%	33%	6	1.10	0.88
U	5.00	0%	0%	0%	33%	33%	33%	3	1.00	1.13
A	4.55	7%	3%	7%	14%	48%	21%	29	1.38	0.50

Q6d NOC: Turnaround time for resolving your problem										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.75	2%	8%	6%	13%	40%	31%	52	1.28	0.35
F	4.86	0%	7%	0%	21%	43%	29%	14	1.10	0.58
G	5.17	0%	0%	0%	17%	50%	33%	6	0.75	0.60
U	5.67	0%	0%	0%	0%	33%	67%	3	0.58	0.65
A	4.52	3%	10%	10%	10%	38%	28%	29	1.45	0.53

Q6e NOC: Customer-service orientation of the staff										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.04	2%	4%	4%	4%	49%	37%	49	1.14	0.32
F	5.07	0%	7%	0%	0%	64%	29%	14	1.00	0.52
G	5.40	0%	0%	0%	0%	60%	40%	5	0.55	0.48
U	5.67	0%	0%	0%	0%	33%	67%	3	0.58	0.65
A	4.89	4%	4%	7%	7%	41%	37%	27	1.31	0.49

Q7 NOC overall										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.89	4%	2%	4%	7%	54%	28%	46	1.20	0.35
F	5.15	0%	0%	8%	0%	62%	31%	13	0.80	0.44
G	5.17	0%	0%	0%	17%	50%	33%	6	0.75	0.60
U	5.50	0%	0%	0%	0%	50%	50%	2	0.71	0.98
A	4.64	8%	4%	4%	8%	52%	24%	25	1.44	0.56



Q8a Nebula: Timeliness of initial response										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.43	3%	8%	10%	23%	40%	18%	40	1.26	0.39
F	4.60	0%	0%	20%	20%	40%	20%	5	1.14	1.00
A	4.40	3%	9%	9%	23%	40%	17%	35	1.29	0.43

Q8b Nebula: Communications about the status of your request										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.34	2%	7%	12%	22%	44%	12%	41	1.22	0.37
F	4.00	0%	17%	17%	33%	17%	17%	6	1.41	1.13
A	4.40	3%	6%	11%	20%	49%	11%	35	1.19	0.40

Q8c Nebula: Ability of staff to solve your problem										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.33	5%	10%	8%	18%	45%	15%	40	1.38	0.43
F	3.50	17%	17%	17%	17%	17%	17%	6	1.87	1.50
A	4.47	3%	9%	6%	18%	50%	15%	34	1.26	0.42

Q8d Nebula: Turnaround time for resolving your problem										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.21	3%	10%	15%	18%	44%	10%	39	1.28	0.40
F	3.67	0%	17%	50%	0%	17%	17%	6	1.51	1.20
A	4.30	3%	9%	9%	21%	48%	9%	33	1.24	0.42

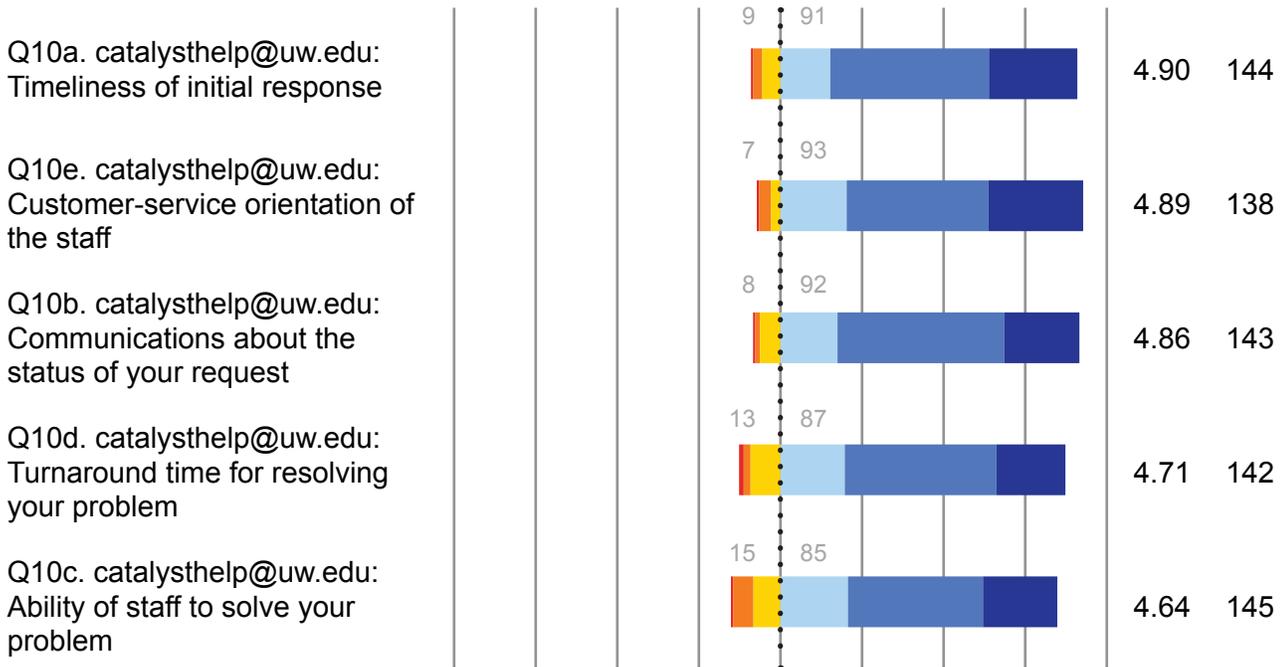
Q8e Nebula: Customer-service orientation of the staff										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.51	5%	8%	5%	18%	41%	23%	39	1.39	0.44
F	4.50	0%	17%	17%	0%	33%	33%	6	1.64	1.31
A	4.52	6%	6%	3%	21%	42%	21%	33	1.37	0.47

Q8f Nebula: Value for the cost										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	3.79	17%	14%	3%	14%	41%	10%	29	1.74	0.63
F	3.17	33%	17%	0%	17%	17%	17%	6	2.14	1.71
A	3.96	13%	13%	4%	13%	48%	9%	23	1.64	0.67

Q9 Nebula overall										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.28	3%	16%	3%	22%	41%	16%	32	1.40	0.48
F	3.40	0%	40%	20%	20%	0%	20%	5	1.67	1.47
A	4.44	4%	11%	0%	22%	48%	15%	27	1.31	0.49

Satisfaction with aspects of catalysthelph@uw.edu

Mean N



Satisfaction with catalysthelph@uw.edu overall

Mean N



Q10a catalysthelp@uw.edu: Timeliness of initial response										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.90	1%	3%	6%	15%	49%	27%	144	1.00	0.16
F	5.05	0%	2%	3%	18%	44%	33%	66	0.88	0.21
G	5.04	0%	0%	9%	9%	52%	30%	23	0.88	0.36
U	4.89	0%	0%	0%	22%	67%	11%	9	0.60	0.39
A	4.61	2%	7%	9%	13%	50%	20%	46	1.22	0.35

Q10b catalysthelp@uw.edu: Communications about the status of your request										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.86	1%	1%	6%	17%	51%	23%	143	0.94	0.15
F	5.00	0%	0%	6%	17%	48%	29%	65	0.85	0.21
G	5.00	0%	0%	4%	17%	54%	25%	24	0.78	0.31
U	5.00	0%	0%	0%	11%	78%	11%	9	0.50	0.33
A	4.56	2%	4%	9%	20%	49%	16%	45	1.14	0.33

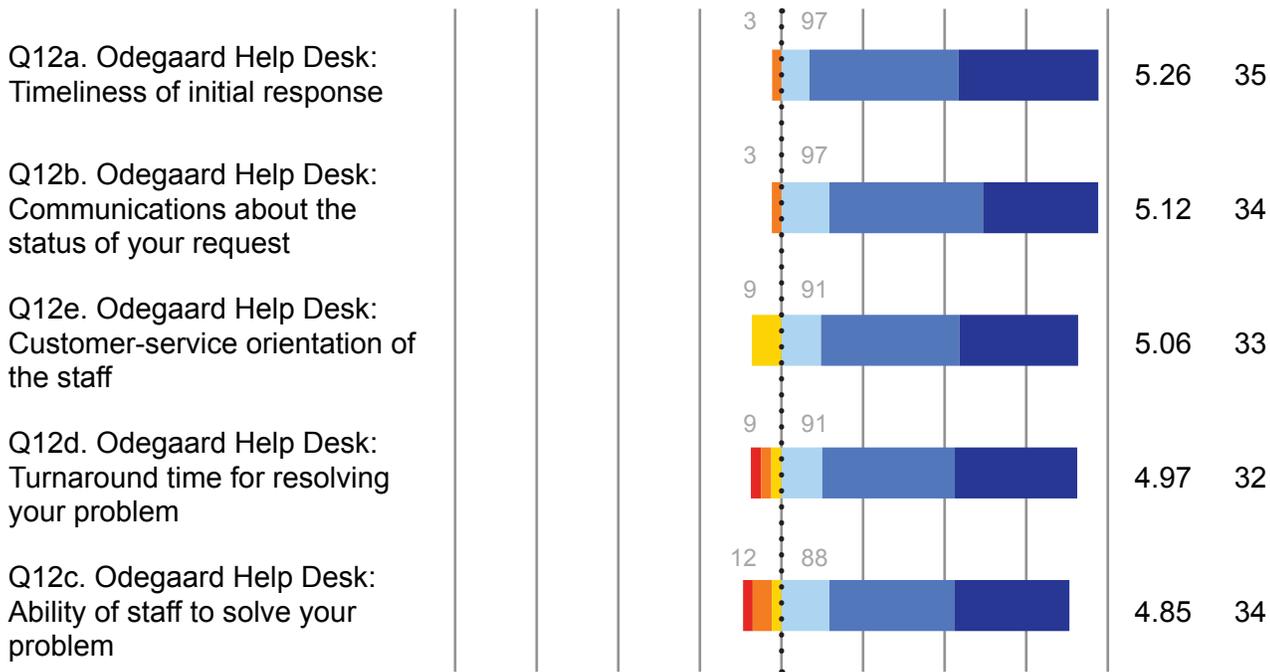
Q10c catalysthelp@uw.edu: Ability of staff to solve your problem										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.64	1%	6%	8%	21%	41%	23%	145	1.15	0.19
F	4.67	1%	7%	6%	18%	42%	25%	67	1.22	0.29
G	4.83	0%	0%	13%	13%	52%	22%	23	0.94	0.38
U	4.89	0%	0%	0%	33%	44%	22%	9	0.78	0.51
A	4.46	0%	9%	11%	26%	35%	20%	46	1.19	0.34

Q10d catalysthelp@uw.edu: Turnaround time for resolving your problem										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.71	1%	2%	9%	20%	46%	21%	142	1.06	0.17
F	4.82	2%	0%	8%	21%	45%	24%	66	0.99	0.24
G	4.82	0%	0%	14%	14%	50%	23%	22	0.96	0.40
U	5.11	0%	0%	0%	11%	67%	22%	9	0.60	0.39
A	4.42	2%	7%	11%	22%	42%	16%	45	1.22	0.36

Q10e catalysthelp@uw.edu: Customer-service orientation of the staff										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.89	1%	4%	3%	20%	43%	29%	138	1.02	0.17
F	4.94	2%	3%	5%	14%	45%	32%	65	1.09	0.26
G	5.04	0%	0%	4%	17%	48%	30%	23	0.82	0.34
U	5.00	0%	0%	0%	25%	50%	25%	8	0.76	0.52
A	4.71	0%	7%	0%	31%	38%	24%	42	1.07	0.32

Q11 catalysthelp@uw.edu overall										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.77	1%	2%	9%	20%	44%	24%	135	1.04	0.17
F	4.84	2%	0%	11%	18%	39%	31%	62	1.09	0.27
G	4.88	0%	0%	8%	17%	54%	21%	24	0.85	0.34
U	4.88	0%	0%	0%	25%	63%	13%	8	0.64	0.44
A	4.59	0%	7%	7%	24%	41%	20%	41	1.12	0.34

Satisfaction with aspects of Odegaard Learning Commons Help Desk Mean N



Satisfaction with Odegaard Learning Commons Help Desk overall Mean N



Q12a Odegaard Help Desk: Timeliness of initial response										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.26	0%	3%	0%	9%	46%	43%	35	0.85	0.28
F	5.75	0%	0%	0%	0%	25%	75%	8	0.46	0.32
G	4.70	0%	10%	0%	10%	70%	10%	10	1.06	0.66
U	5.11	0%	0%	0%	22%	44%	33%	9	0.78	0.51
A	5.63	0%	0%	0%	0%	38%	63%	8	0.52	0.36

Q12b Odegaard Help Desk: Communications about the status of your request										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.12	0%	3%	0%	15%	47%	35%	34	0.88	0.30
F	5.75	0%	0%	0%	0%	25%	75%	8	0.46	0.32
G	4.70	0%	10%	0%	20%	50%	20%	10	1.16	0.72
U	4.89	0%	0%	0%	33%	44%	22%	9	0.78	0.51
A	5.29	0%	0%	0%	0%	71%	29%	7	0.49	0.36

Q12c Odegaard Help Desk: Ability of staff to solve your problem										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.85	3%	6%	3%	15%	38%	35%	34	1.28	0.43
F	5.86	0%	0%	0%	0%	14%	86%	7	0.38	0.28
G	4.10	10%	10%	10%	20%	30%	20%	10	1.66	1.03
U	4.56	0%	11%	0%	22%	56%	11%	9	1.13	0.74
A	5.25	0%	0%	0%	13%	50%	38%	8	0.71	0.49

Q12d Odegaard Help Desk: Turnaround time for resolving your problem										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.97	3%	3%	3%	13%	41%	38%	32	1.20	0.42
F	5.86	0%	0%	0%	0%	14%	86%	7	0.38	0.28
G	4.10	10%	10%	10%	20%	30%	20%	10	1.66	1.03
U	4.86	0%	0%	0%	29%	57%	14%	7	0.69	0.51
A	5.38	0%	0%	0%	0%	63%	38%	8	0.52	0.36

Q12e Odegaard Help Desk: Customer-service orientation of the staff										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.06	0%	0%	9%	12%	42%	36%	33	0.93	0.32
F	5.71	0%	0%	0%	0%	29%	71%	7	0.49	0.36
G	4.44	0%	0%	22%	33%	22%	22%	9	1.13	0.74
U	4.78	0%	0%	11%	11%	67%	11%	9	0.83	0.54
A	5.50	0%	0%	0%	0%	50%	50%	8	0.53	0.37

Q13 Odegaard Learning Commons Help Desk overall										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.16	0%	3%	3%	13%	38%	44%	32	0.99	0.34
F	6.00	0%	0%	0%	0%	0%	100%	5	0.00	
G	4.60	0%	10%	0%	30%	40%	20%	10	1.17	0.73
U	5.11	0%	0%	11%	11%	33%	44%	9	1.05	0.69
A	5.38	0%	0%	0%	0%	63%	38%	8	0.52	0.36

Satisfaction with aspects of UW telephone customer service

Mean N

Q32a. UW telephone customer service: Timeliness of initial response



5.02 138

Q32e. UW telephone customer service: Customer-service orientation of the staff



5.00 133

Q32b. UW telephone customer service: Communications about the status of your request



4.98 136

Q32d. UW telephone customer service: Turnaround time for resolving your problem



4.93 137

Q32c. UW telephone customer service: Ability of staff to solve your problem



4.88 138

Q32f. UW telephone customer service: Value for the cost



4.76 98

Satisfaction with UW telephone customer service overall

Mean N

Q33. Telephone customer service overall



4.93 145

Q32a UW telephone customer service: Timeliness of initial response										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.02	1%	1%	3%	12%	58%	25%	138	0.82	0.14
F	4.88	0%	2%	2%	20%	58%	18%	50	0.80	0.22
A	5.10	1%	0%	3%	8%	58%	30%	88	0.83	0.17

Q32b UW telephone customer service: Communications about the status of your request										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.98	1%	1%	4%	13%	57%	24%	136	0.86	0.14
F	4.84	0%	2%	4%	18%	60%	16%	50	0.82	0.23
A	5.06	1%	0%	5%	9%	56%	29%	86	0.87	0.18

Q32c UW telephone customer service: Ability of staff to solve your problem										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.88	1%	3%	7%	13%	49%	28%	138	1.03	0.17
F	4.73	0%	2%	10%	18%	55%	16%	51	0.92	0.25
A	4.98	1%	3%	6%	10%	45%	34%	87	1.09	0.23

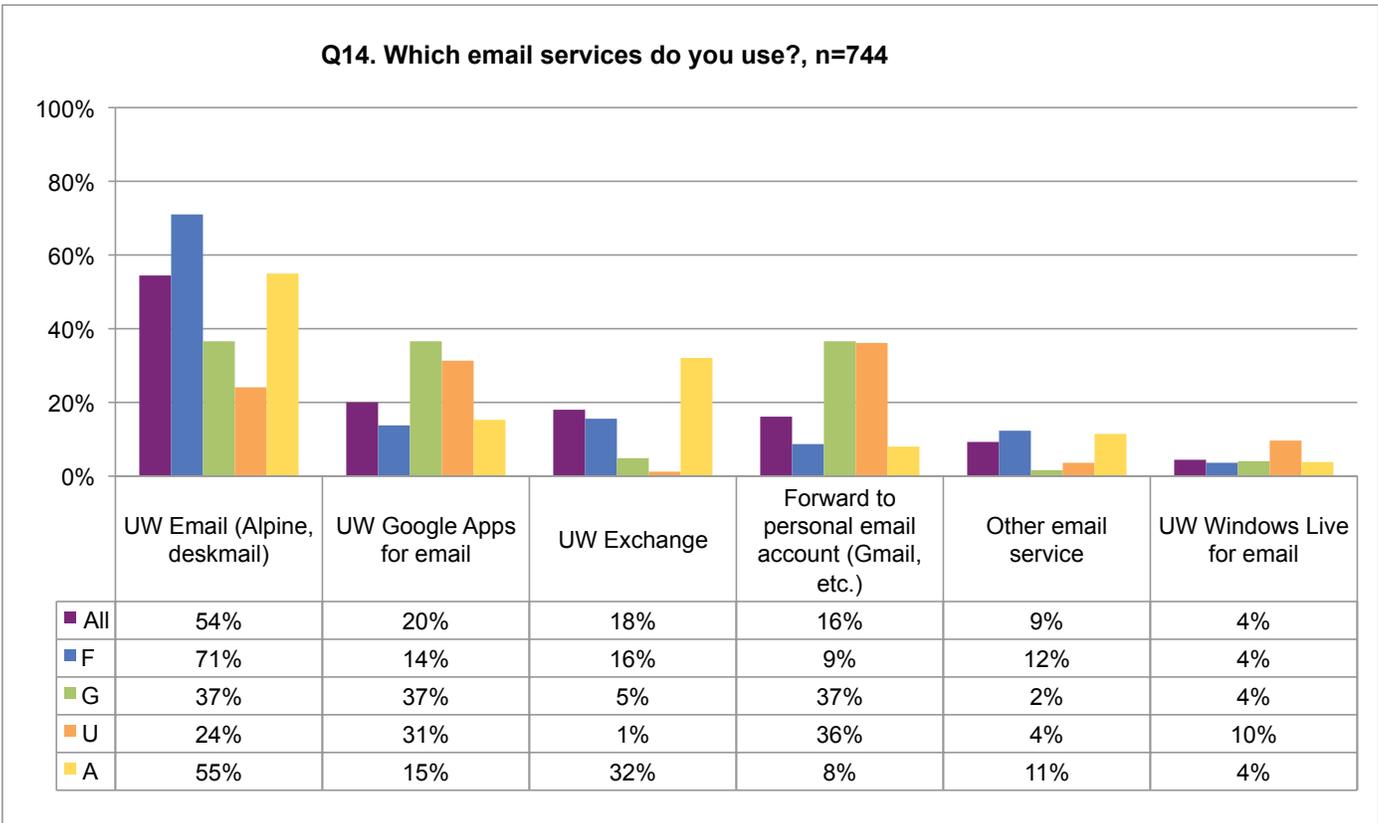
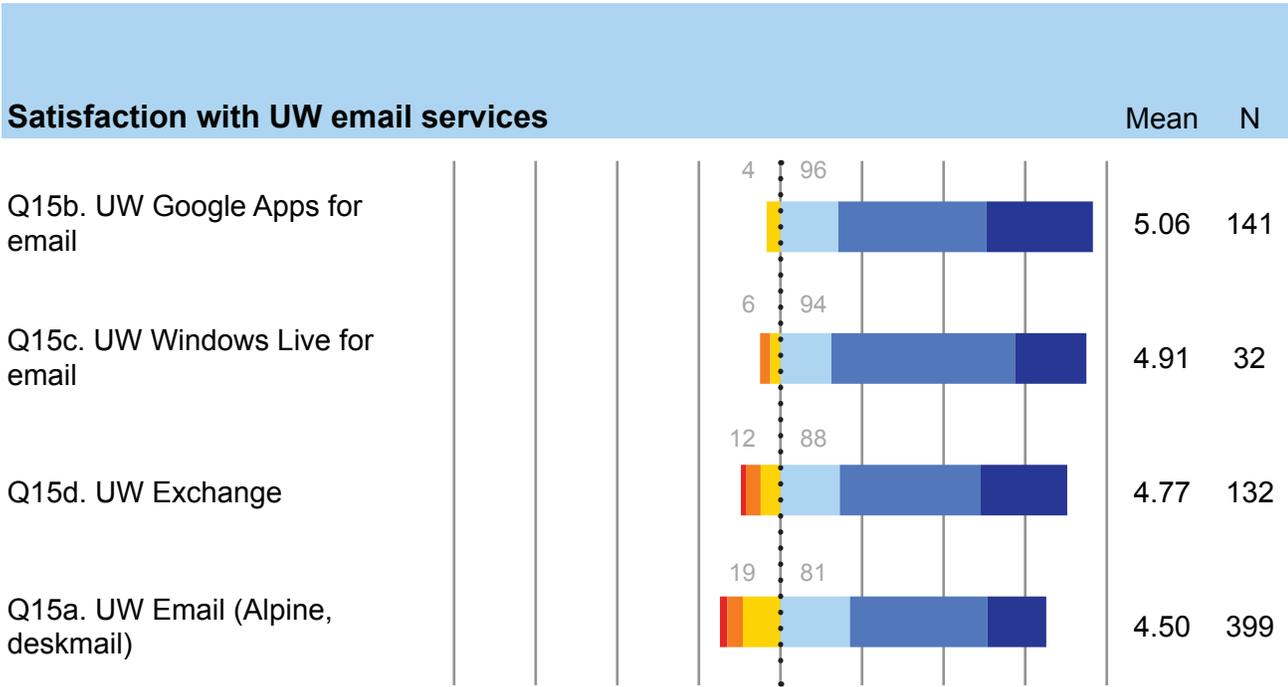
Q32d UW telephone customer service: Turnaround time for resolving your problem										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.93	1%	1%	7%	14%	50%	28%	137	0.96	0.16
F	4.80	0%	2%	8%	20%	48%	22%	50	0.95	0.26
A	5.01	1%	1%	6%	10%	51%	31%	87	0.97	0.20

Q32e UW telephone customer service: Customer-service orientation of the staff										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.00	1%	2%	5%	11%	49%	32%	133	0.98	0.17
F	4.79	0%	2%	8%	15%	58%	17%	48	0.90	0.25
A	5.12	1%	2%	4%	9%	44%	40%	85	1.02	0.22

Q32f UW telephone customer service: Value for the cost										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.76	2%	2%	9%	15%	48%	23%	98	1.10	0.22
F	4.66	3%	0%	13%	18%	45%	21%	38	1.12	0.36
A	4.82	2%	3%	7%	13%	50%	25%	60	1.10	0.28

Q33 Telephone customer service overall										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.93	1%	1%	6%	14%	54%	25%	145	0.92	0.15
F	4.69	0%	4%	7%	20%	54%	15%	54	0.95	0.25
A	5.08	1%	0%	4%	10%	54%	31%	91	0.87	0.18

UW Email and Online Collaboration Tools



Q15a UW Email (Alpine, deskmail)										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.50	2%	5%	12%	21%	42%	18%	399	1.18	0.12
F	4.46	3%	6%	9%	24%	41%	17%	196	1.22	0.17
G	4.30	0%	9%	11%	32%	36%	11%	44	1.11	0.33
U	4.83	0%	0%	22%	11%	28%	39%	18	1.20	0.55
A	4.58	2%	3%	14%	15%	48%	18%	141	1.15	0.19

Q15b UW Google Apps for email										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.06	0%	0%	4%	18%	45%	33%	141	0.82	0.14
F	4.88	0%	0%	3%	29%	44%	24%	34	0.81	0.27
G	5.24	0%	0%	0%	16%	44%	40%	45	0.71	0.21
U	5.20	0%	0%	4%	16%	36%	44%	25	0.87	0.34
A	4.92	0%	0%	11%	11%	54%	24%	37	0.89	0.29

Q15c UW Windows Live for email										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.91	0%	3%	3%	16%	56%	22%	32	0.89	0.31
F	4.78	0%	0%	11%	22%	44%	22%	9	0.97	0.63
G	5.00	0%	0%	0%	20%	60%	20%	5	0.71	0.62
U	4.63	0%	13%	0%	13%	63%	13%	8	1.19	0.82
A	5.20	0%	0%	0%	10%	60%	30%	10	0.63	0.39

Q15d UW Exchange										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.77	2%	5%	6%	18%	43%	27%	132	1.14	0.19
F	4.72	2%	7%	5%	12%	51%	23%	43	1.22	0.37
G	5.33	0%	0%	0%	17%	33%	50%	6	0.82	0.65
U	3.00	0%	0%	100%	0%	0%	0%	1		
A	4.77	1%	4%	6%	22%	40%	27%	82	1.10	0.24

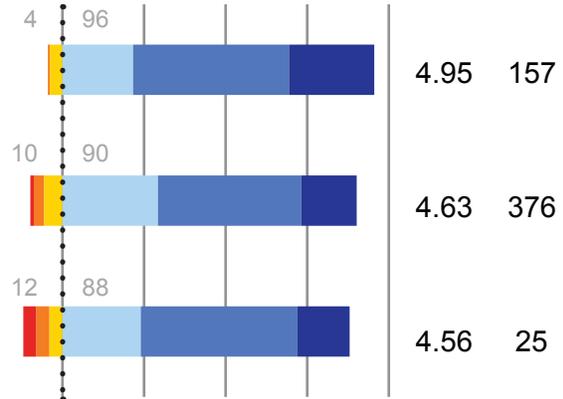
Satisfaction with UW online collaboration tools

Mean N

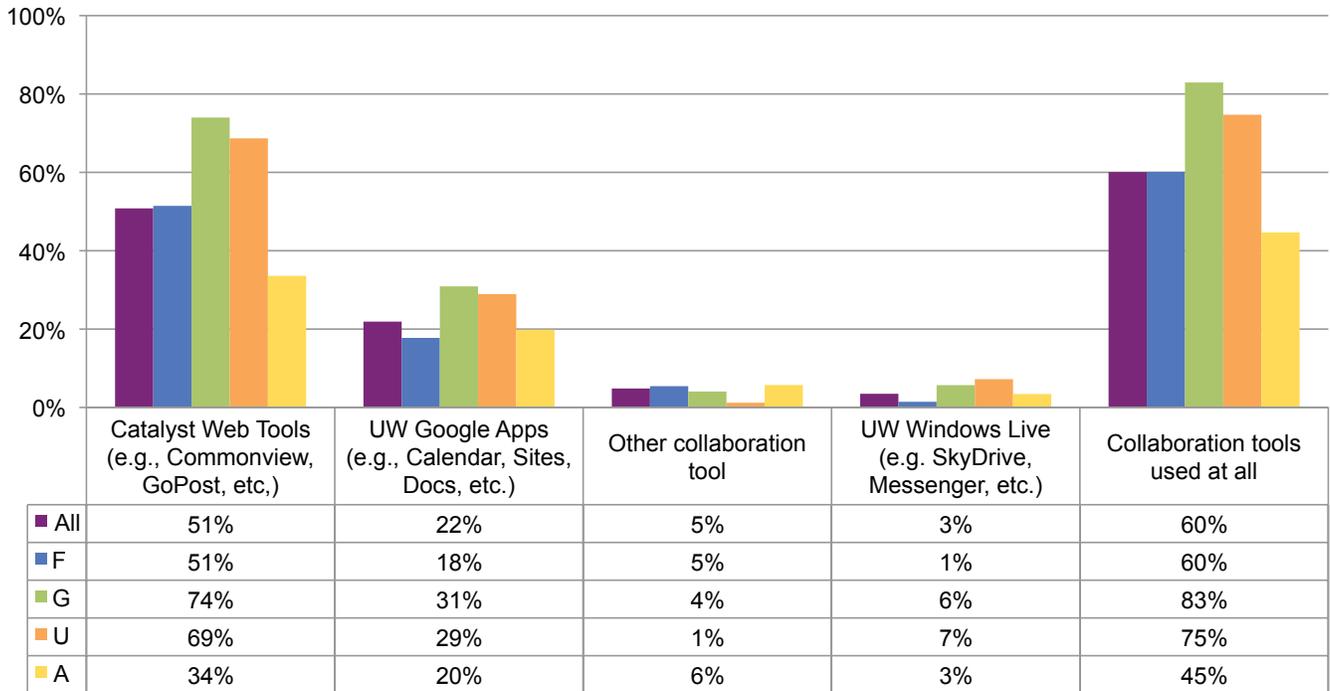
Q17b. UW Google Apps (e.g. Calendar, Sites, Docs, etc.) for collaboration

Q17a. Catalyst Web Tools (e.g. CommonView, GoPost, etc.) for collaboration

Q17c. UW Windows Live (e.g. SkyDrive, Messenger, etc.) for collaboration



Q16. Which online collaboration tools do you use?, n=744



See Appendix A

Q16a. Other collaboration tools used.

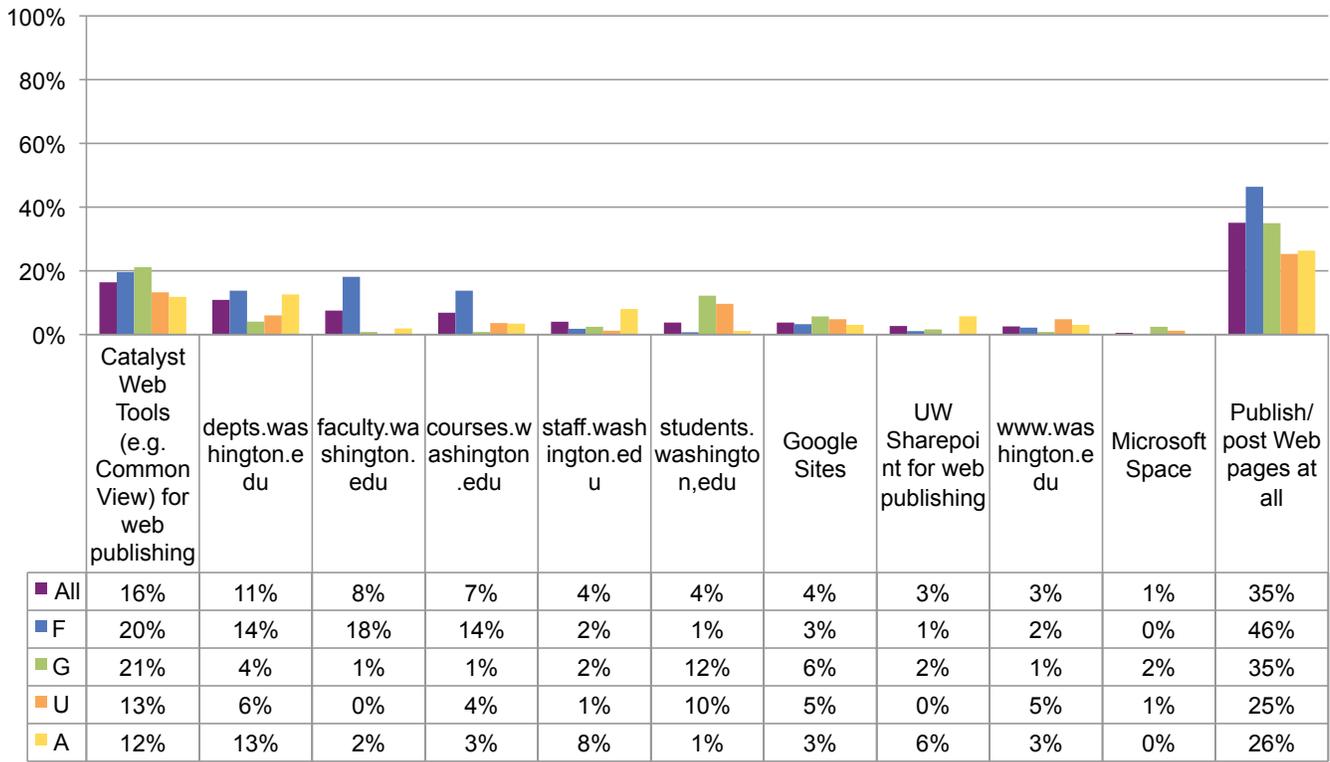
Q17a Catalyst Web Tools (e.g. CommonView, GoPost, etc.) for collaboration										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.63	1%	3%	6%	29%	44%	17%	376	1.00	0.10
F	4.60	1%	2%	7%	29%	45%	16%	141	1.00	0.16
G	4.55	0%	3%	9%	33%	40%	15%	91	0.97	0.20
U	4.74	4%	2%	2%	19%	58%	16%	57	1.04	0.27
A	4.68	0%	6%	2%	32%	38%	22%	87	1.03	0.22

Q17b UW Google Apps (e.g. Calendar, Sites, Docs, etc.) for collaboration										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.95	0%	1%	4%	22%	48%	26%	157	0.83	0.13
F	4.87	0%	0%	4%	24%	51%	20%	45	0.79	0.23
G	4.97	0%	3%	3%	24%	37%	34%	38	0.97	0.31
U	5.17	0%	0%	4%	9%	52%	35%	23	0.78	0.32
A	4.90	0%	0%	4%	24%	51%	22%	51	0.78	0.21

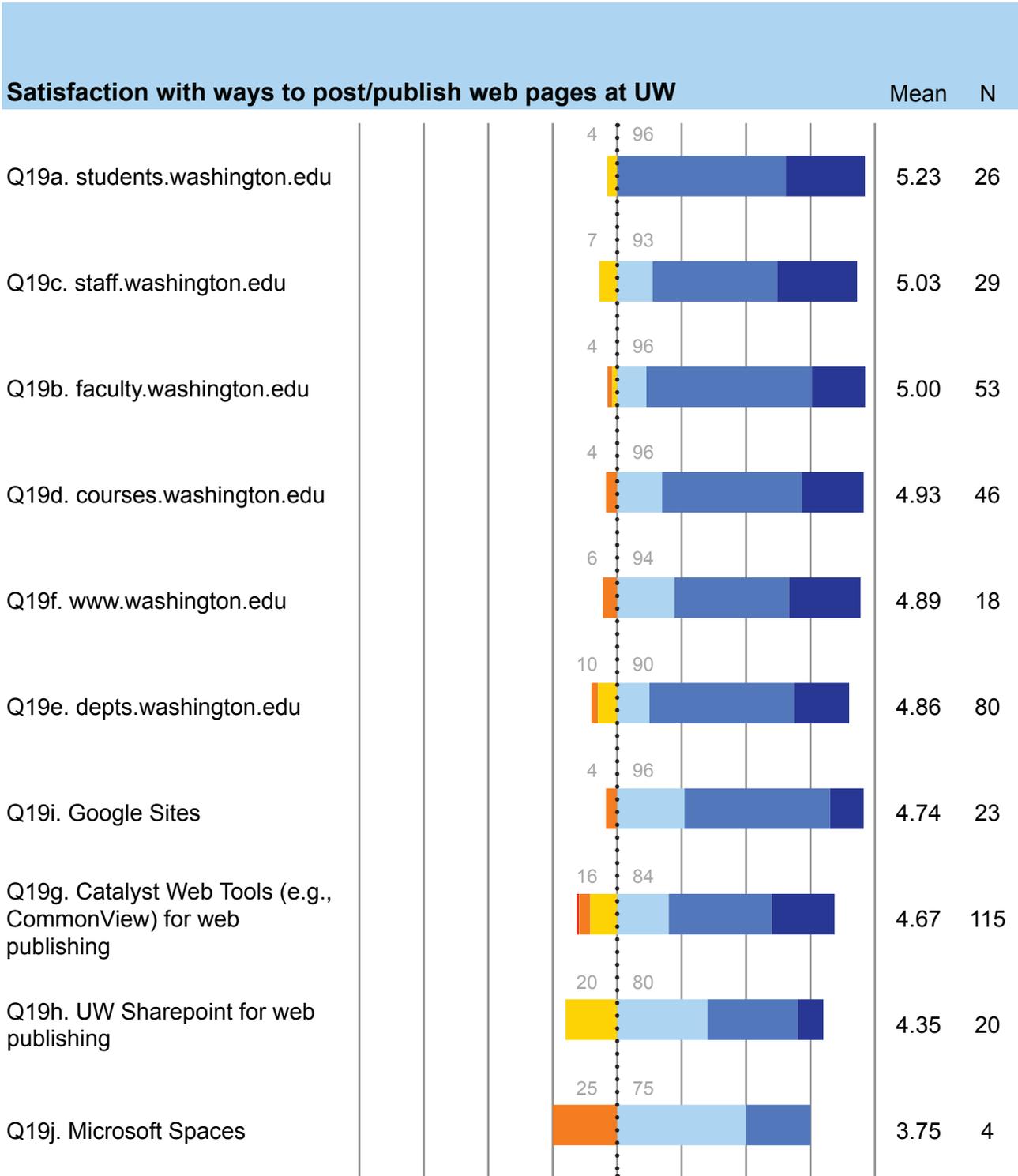
Q17c UW Windows Live (e.g. SkyDrive, Messenger, etc.) for collaboration										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.56	4%	4%	4%	24%	48%	16%	25	1.19	0.47
F	4.67	0%	0%	0%	33%	67%	0%	3	0.58	0.65
G	4.86	0%	0%	14%	14%	43%	29%	7	1.07	0.79
U	4.50	17%	0%	0%	0%	67%	17%	6	1.76	1.41
A	4.33	0%	11%	0%	44%	33%	11%	9	1.12	0.73

Publishing/Posting Web Pages at UW

Q18. Do you post/publish Web pages on any of the following?, n=744



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<p>See Appendix A</p>	<p>Q20. What would increase your satisfaction with publishing/posting Web pages at UW?</p>
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Q19a students.washington.edu										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.23	0%	0%	4%	0%	65%	31%	26	0.65	0.25
F	5.00	0%	0%	0%	0%	100%	0%	2	0.00	
G	4.86	0%	0%	7%	0%	93%	0%	14	0.53	0.28
U	5.71	0%	0%	0%	0%	29%	71%	7	0.49	0.36
A	6.00	0%	0%	0%	0%	0%	100%	3	0.00	

Q19b faculty.washington.edu										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.00	0%	2%	2%	11%	64%	21%	53	0.76	0.20
F	4.96	0%	2%	2%	13%	64%	19%	47	0.78	0.22
G	5.00	0%	0%	0%	0%	100%	0%	1		
A	5.40	0%	0%	0%	0%	60%	40%	5	0.55	0.48

Q19c staff.washington.edu										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.03	0%	0%	7%	14%	48%	31%	29	0.87	0.31
F	5.60	0%	0%	0%	0%	40%	60%	5	0.55	0.48
G	5.00	0%	0%	0%	0%	100%	0%	2	0.00	
U	6.00	0%	0%	0%	0%	0%	100%	1		
A	4.86	0%	0%	10%	19%	48%	24%	21	0.91	0.39

Q19d courses.washington.edu										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.93	0%	4%	0%	17%	54%	24%	46	0.90	0.26
F	4.97	0%	3%	0%	17%	57%	23%	35	0.82	0.27
G	5.00	0%	0%	0%	0%	100%	0%	1		
U	6.00	0%	0%	0%	0%	0%	100%	1		
A	4.67	0%	11%	0%	22%	44%	22%	9	1.22	0.80

Q19e depts.washington.edu										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.86	0%	3%	8%	13%	56%	21%	80	0.92	0.20
F	4.97	0%	0%	3%	16%	63%	18%	38	0.68	0.22
G	4.60	0%	0%	0%	40%	60%	0%	5	0.55	0.48
U	5.00	0%	0%	0%	25%	50%	25%	4	0.82	0.80
A	4.76	0%	6%	15%	3%	48%	27%	33	1.20	0.41

Q19f www.washington.edu										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.89	0%	6%	0%	22%	44%	28%	18	1.02	0.47
F	5.20	0%	0%	0%	0%	80%	20%	5	0.45	0.39
G	5.00	0%	0%	0%	0%	100%	0%	1		
U	5.00	0%	0%	0%	25%	50%	25%	4	0.82	0.80
A	4.63	0%	13%	0%	38%	13%	38%	8	1.41	0.98

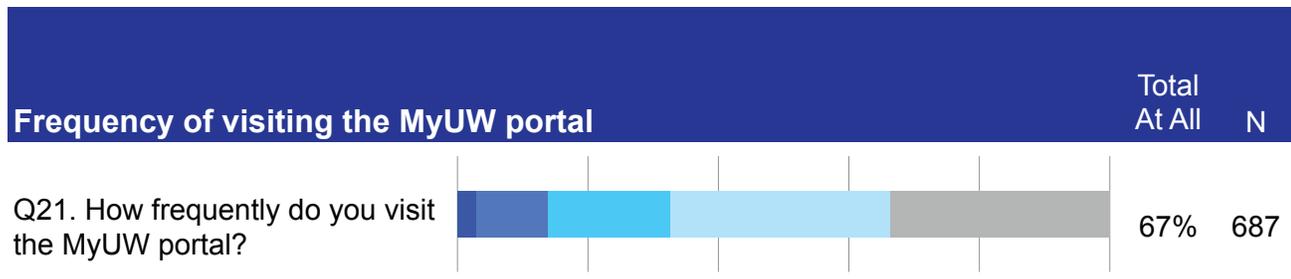
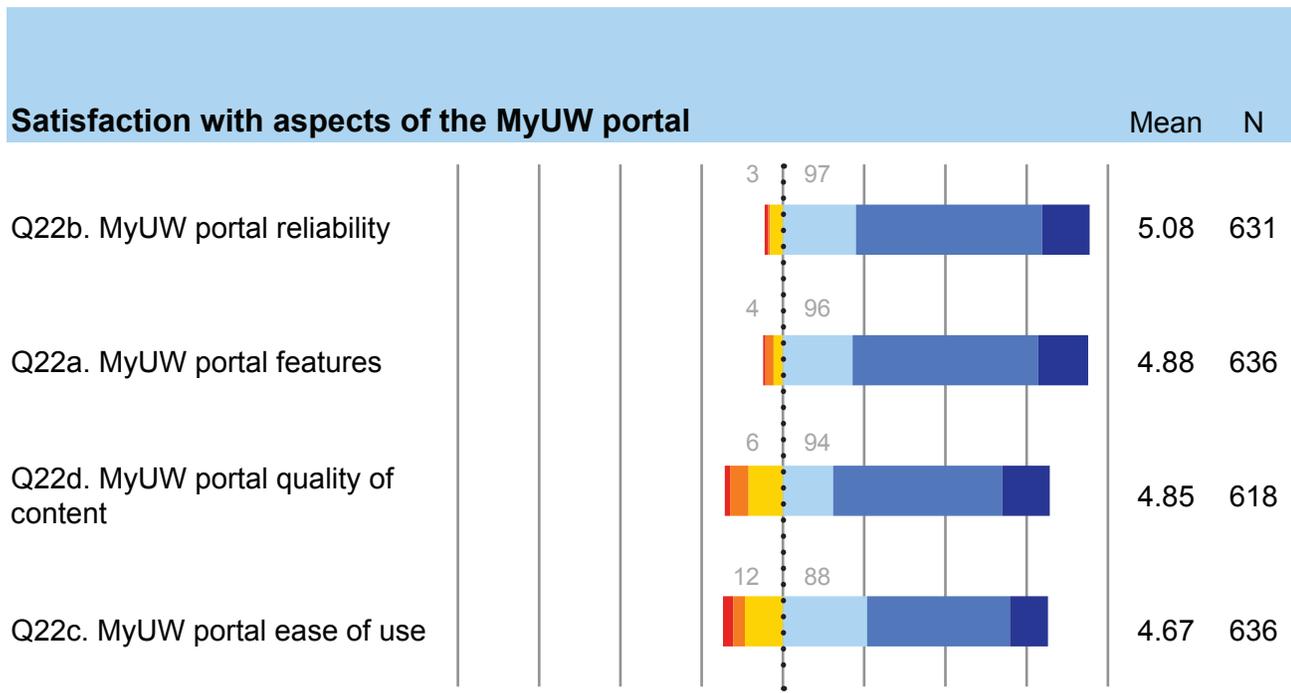
Q19g Catalyst Web Tools (e.g., CommonView) for web publishing										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.67	1%	4%	10%	20%	40%	24%	115	1.14	0.21
F	4.80	0%	2%	10%	20%	42%	26%	50	1.01	0.28
G	4.65	0%	8%	4%	23%	46%	19%	26	1.09	0.42
U	4.89	11%	0%	0%	11%	33%	44%	9	1.62	1.06
A	4.40	0%	7%	20%	20%	33%	20%	30	1.22	0.44

Q19h UW Sharepoint for web publishing										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.35	0%	0%	20%	35%	35%	10%	20	0.93	0.41
F	5.00	0%	0%	0%	33%	33%	33%	3	1.00	1.13
G	5.00	0%	0%	0%	0%	100%	0%	2	0.00	
A	4.13	0%	0%	27%	40%	27%	7%	15	0.92	0.46

Q19i Google Sites										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.74	0%	4%	0%	26%	57%	13%	23	0.86	0.35
F	4.88	0%	0%	0%	25%	63%	13%	8	0.64	0.44
G	4.83	0%	0%	0%	33%	50%	17%	6	0.75	0.60
U	5.00	0%	0%	0%	33%	33%	33%	3	1.00	1.13
A	4.33	0%	17%	0%	17%	67%	0%	6	1.21	0.97

Q19j Microsoft Spaces										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	3.75	0%	25%	0%	50%	25%	0%	4	1.26	1.23
G	4.33	0%	0%	0%	67%	33%	0%	3	0.58	0.65
U	2.00	0%	100%	0%	0%	0%	0%	1		

MyUW



Frequency



Q21	How frequently do you visit the MyUW portal?					Count
	Always	Frequently	Sometimes	Rarely	Never	
All	3%	11%	19%	34%	34%	687
F	2%	16%	20%	31%	31%	270
G	4%	3%	19%	26%	48%	121
U	5%	2%	3%	36%	55%	66
A	3%	12%	21%	40%	23%	230

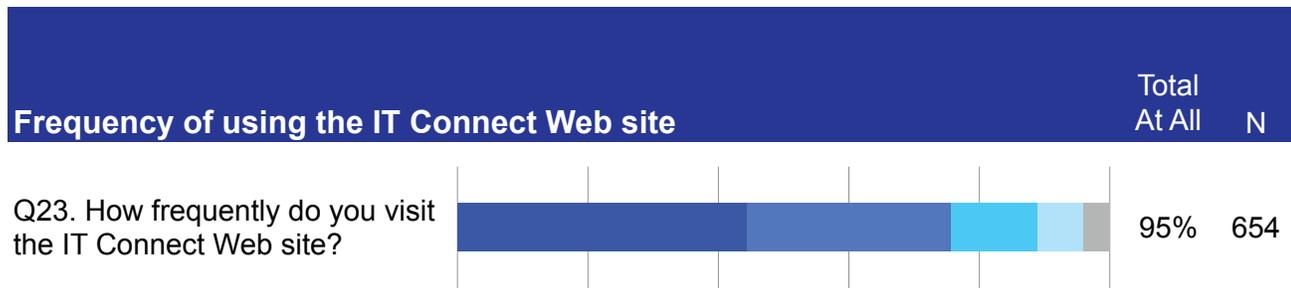
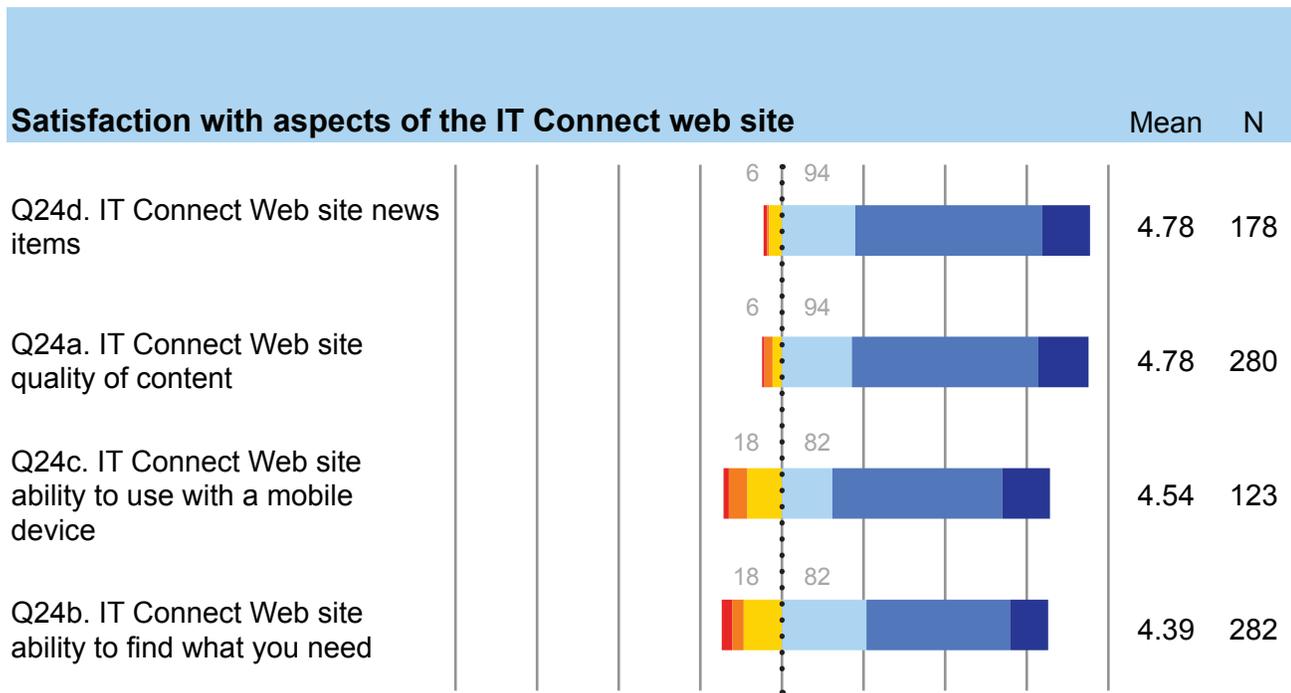
Q22a MyUW portal features										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.88	1%	1%	3%	19%	58%	18%	636	0.81	0.06
F	4.93	1%	0%	2%	19%	57%	20%	245	0.80	0.10
G	4.77	1%	1%	4%	21%	61%	12%	116	0.82	0.15
U	4.92	0%	3%	3%	16%	52%	25%	61	0.92	0.23
A	4.89	0%	1%	2%	20%	59%	18%	214	0.79	0.11

Q22b MyUW portal reliability										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.08	0%	1%	2%	13%	56%	28%	631	0.78	0.06
F	5.13	0%	0%	2%	12%	56%	30%	245	0.73	0.09
G	5.10	0%	1%	1%	14%	56%	28%	113	0.73	0.13
U	4.84	2%	5%	2%	16%	52%	24%	62	1.07	0.27
A	5.07	0%	0%	2%	13%	57%	27%	211	0.76	0.10

Q22c MyUW portal ease of use										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.67	1%	2%	9%	23%	47%	18%	636	1.00	0.08
F	4.81	1%	1%	7%	21%	49%	22%	248	0.93	0.12
G	4.37	0%	5%	13%	31%	40%	10%	115	1.01	0.19
U	4.58	3%	3%	8%	23%	44%	19%	62	1.18	0.29
A	4.69	0%	2%	9%	22%	48%	18%	211	0.98	0.13

Q22d MyUW portal quality of content										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.85	0%	1%	4%	22%	53%	20%	618	0.86	0.07
F	4.88	1%	0%	5%	20%	53%	22%	240	0.87	0.11
G	4.71	0%	4%	3%	25%	56%	12%	114	0.85	0.16
U	4.85	0%	5%	0%	25%	44%	25%	59	0.98	0.25
A	4.89	0%	0%	5%	20%	54%	20%	205	0.82	0.11

IT Connect



Frequency



Q23	How frequently do you visit the IT Connect Web site?					Count
	Always	Frequently	Sometimes	Rarely	Never	
All	44%	31%	13%	7%	4%	654
F	45%	33%	15%	3%	4%	254
G	46%	33%	11%	6%	4%	114
U	69%	22%	6%	2%	2%	64
A	36%	32%	14%	14%	4%	222

Q24a IT Connect Web site quality of content										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.78	1%	3%	3%	21%	57%	15%	280	0.88	0.10
F	4.84	0%	3%	1%	22%	58%	17%	102	0.82	0.16
G	4.84	0%	0%	0%	30%	57%	14%	44	0.64	0.19
U	5.00	0%	8%	0%	0%	69%	23%	13	1.00	0.54
A	4.68	2%	2%	6%	21%	55%	14%	121	0.99	0.18

Q24b IT Connect Web site ability to find what you need										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.39	3%	4%	12%	26%	44%	12%	282	1.14	0.13
F	4.51	3%	1%	8%	30%	49%	10%	105	1.01	0.19
G	4.47	0%	2%	13%	31%	42%	11%	45	0.94	0.28
U	4.69	0%	15%	0%	15%	38%	31%	13	1.38	0.75
A	4.22	5%	5%	16%	22%	41%	11%	119	1.28	0.23

Q24c IT Connect Web site ability to use with a mobile device										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.54	2%	6%	11%	15%	52%	15%	123	1.14	0.20
F	4.72	0%	2%	9%	15%	63%	11%	46	0.86	0.25
G	4.64	0%	5%	14%	14%	50%	18%	22	1.09	0.46
U	4.55	0%	9%	9%	18%	45%	18%	11	1.21	0.72
A	4.32	5%	9%	11%	16%	43%	16%	44	1.38	0.41

Q24d IT Connect Web site news items										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.78	1%	1%	4%	22%	57%	15%	178	0.85	0.12
F	4.88	0%	2%	2%	13%	73%	10%	60	0.67	0.17
G	4.96	0%	0%	0%	22%	59%	19%	27	0.65	0.24
U	4.91	0%	0%	9%	9%	64%	18%	11	0.83	0.49
A	4.63	3%	0%	6%	31%	44%	16%	80	1.00	0.22

UW Data Networks

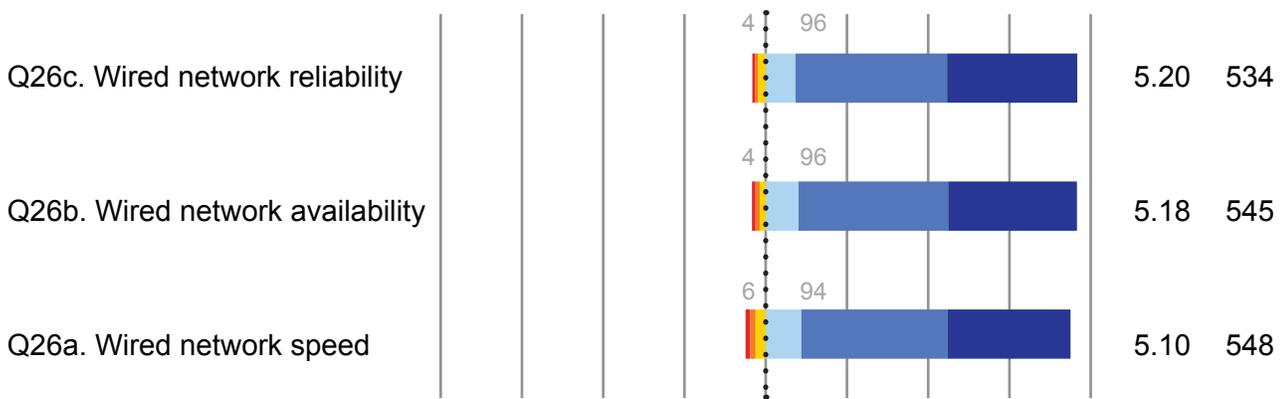
Satisfaction with aspects of UW's WiFi network

Mean N



Satisfaction with aspects of UW's wired network

Mean N



Satisfaction with UW data networks overall

Mean N



Q25a WIFI network speed										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.79	2%	3%	5%	21%	45%	25%	546	1.07	0.09
F	4.90	0%	2%	5%	20%	48%	26%	230	0.91	0.12
G	4.89	2%	2%	1%	20%	51%	24%	108	0.97	0.18
U	4.14	9%	5%	11%	28%	34%	14%	65	1.42	0.35
A	4.83	1%	5%	4%	20%	42%	29%	143	1.09	0.18

Q25b WIFI coverage area										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.47	3%	6%	9%	24%	39%	19%	530	1.24	0.11
F	4.62	1%	4%	7%	24%	43%	20%	225	1.10	0.14
G	4.46	3%	4%	7%	33%	38%	15%	105	1.13	0.22
U	4.02	10%	8%	19%	14%	33%	16%	63	1.54	0.38
A	4.45	3%	9%	10%	19%	36%	23%	137	1.34	0.22

Q25c WIFI network reliability										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.69	3%	4%	7%	19%	45%	23%	539	1.16	0.10
F	4.87	0%	2%	5%	19%	49%	24%	226	0.93	0.12
G	4.69	2%	4%	7%	20%	45%	22%	109	1.12	0.21
U	3.85	12%	12%	11%	20%	32%	12%	65	1.59	0.39
A	4.81	2%	3%	7%	16%	44%	28%	139	1.14	0.19

Q26a Wired network speed										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.10	1%	2%	3%	11%	45%	38%	548	0.99	0.08
F	5.21	1%	1%	2%	9%	44%	42%	232	0.90	0.12
G	5.05	0%	1%	3%	16%	49%	31%	74	0.84	0.19
U	4.66	8%	0%	2%	14%	60%	16%	50	1.26	0.35
A	5.09	1%	3%	5%	10%	41%	41%	192	1.04	0.15

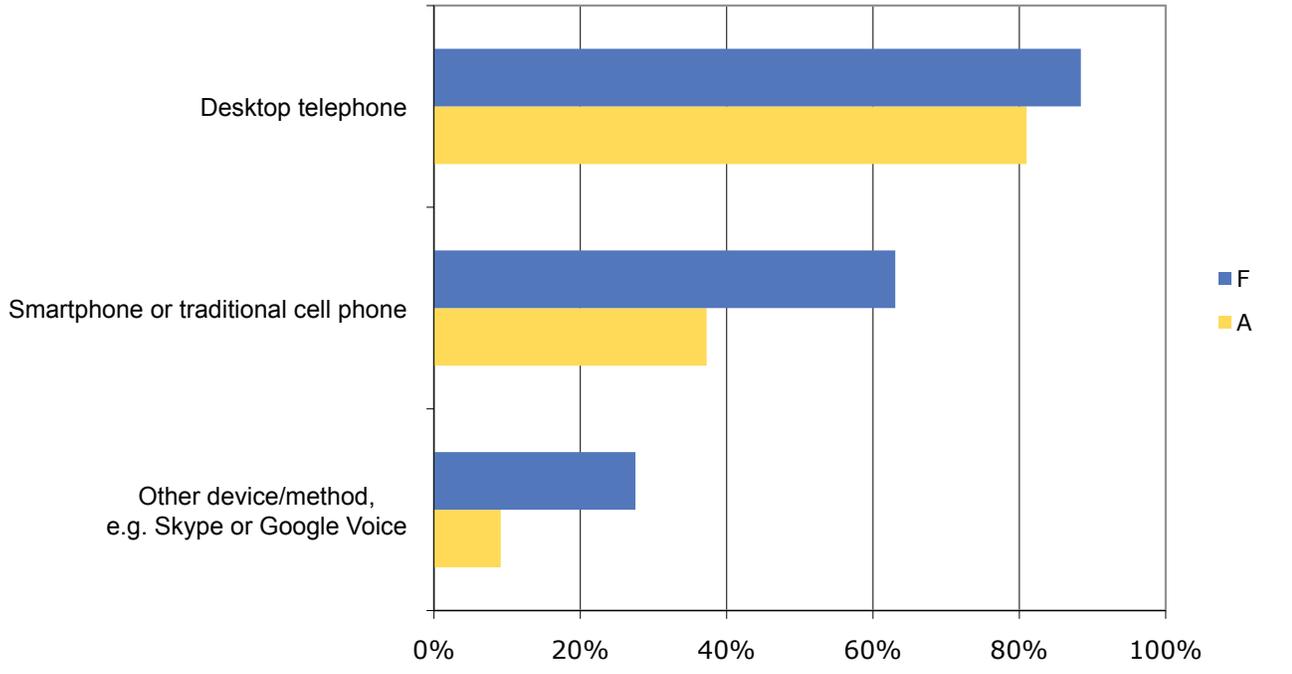
Q26b Wired network availability										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.18	1%	1%	2%	10%	46%	40%	545	0.91	0.08
F	5.33	0%	1%	0%	9%	44%	46%	230	0.73	0.09
G	5.14	0%	1%	3%	10%	53%	33%	72	0.81	0.19
U	4.45	10%	2%	6%	14%	53%	16%	51	1.42	0.39
A	5.19	1%	2%	2%	11%	44%	41%	192	0.89	0.13

Q26c Wired network reliability										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.20	1%	1%	2%	9%	47%	40%	534	0.88	0.07
F	5.38	0%	0%	1%	8%	42%	48%	224	0.68	0.09
G	5.19	0%	1%	1%	8%	55%	34%	73	0.76	0.17
U	4.67	6%	2%	4%	8%	65%	14%	49	1.21	0.34
A	5.13	1%	1%	4%	11%	44%	39%	188	0.96	0.14

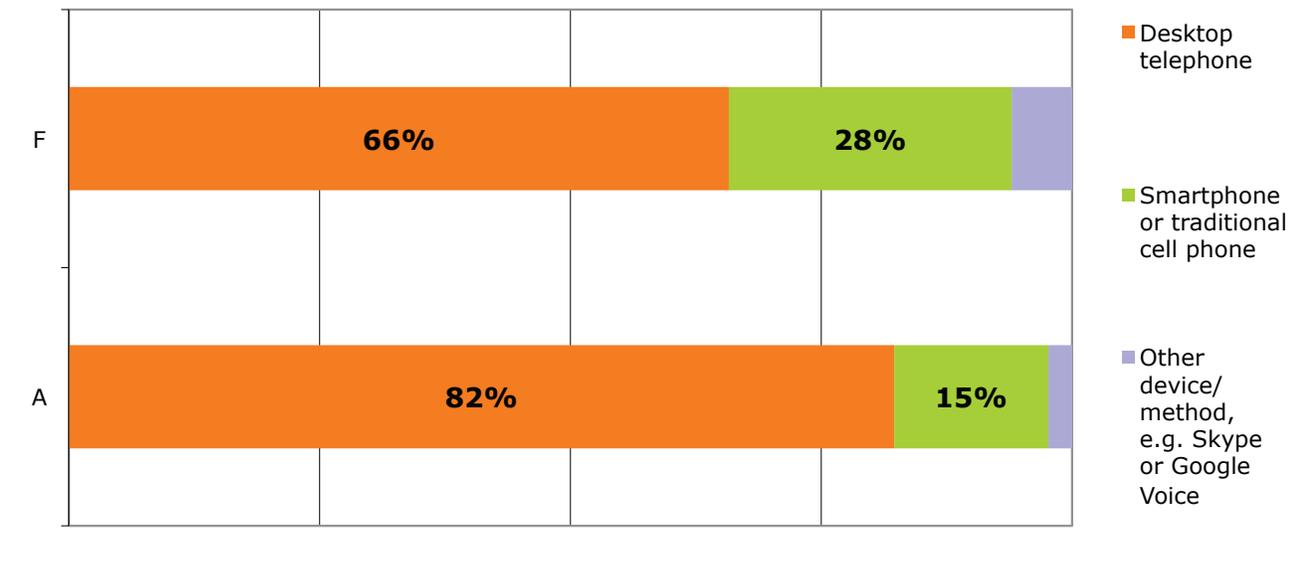
Q27 UW data networks overall										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.92	1%	1%	4%	18%	53%	24%	587	0.89	0.07
F	5.09	0%	0%	2%	17%	52%	29%	234	0.74	0.09
G	4.76	1%	1%	4%	24%	56%	14%	105	0.85	0.16
U	4.38	5%	3%	11%	20%	53%	8%	64	1.18	0.29
A	4.99	1%	1%	3%	16%	52%	28%	184	0.89	0.13

Desktop Telephones and Cellular Coverage

Q28. Percent of all respondents using devices for UW work at all, n=539



Q28. Relative use of devices for UW work telephone calls, n=539



Q28a Desktop telephone							
	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Count
All	7%	11%	6%	8%	14%	54%	490
F	7%	17%	7%	10%	15%	44%	262
A	7%	4%	4%	6%	13%	66%	228

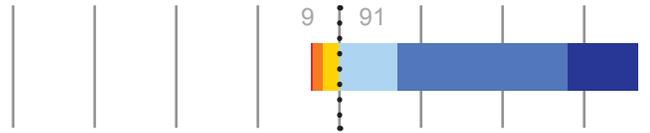
Q28b Smartphone or traditional cell phone							
	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Count
All	35%	31%	9%	8%	7%	9%	419
F	25%	33%	12%	9%	9%	12%	231
A	48%	29%	6%	7%	4%	6%	188

Q28c Other telephony device/method (e.g. Skype or Google Voice)							
	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Count
All	72%	21%	3%	1%	2%	0%	359
F	60%	31%	5%	2%	3%	0%	189
A	86%	11%	2%	1%	1%	1%	170

Satisfaction with UW desktop telephone services overall

Mean N

Q29. UW desktop telephone services overall

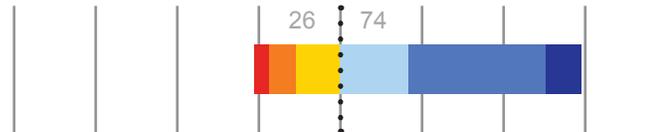


4.83 444

Satisfaction with UW cellular coverage overall

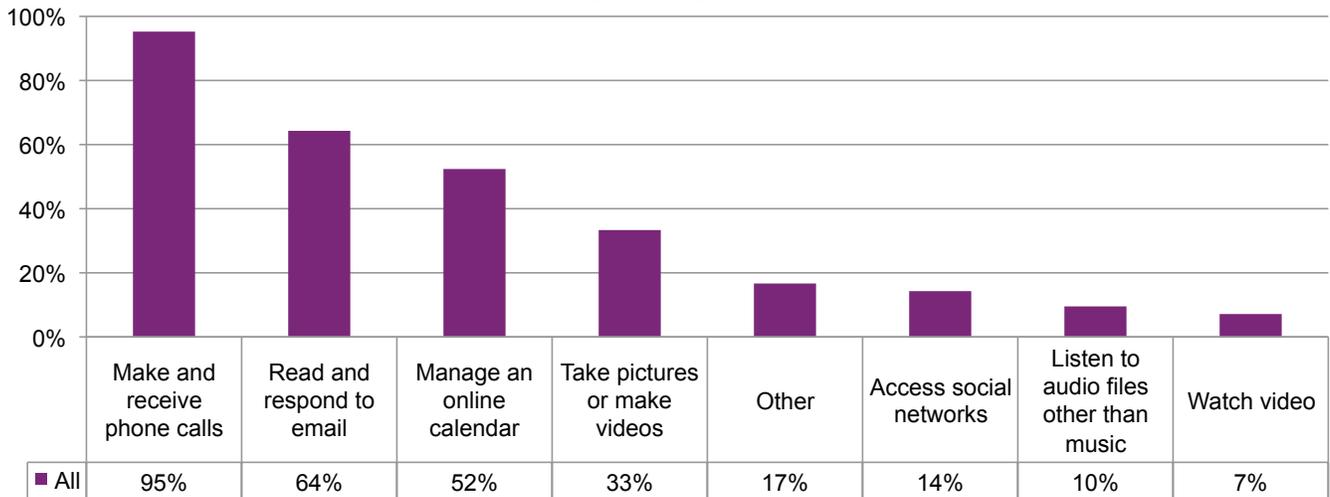
Mean N

Q31. UW cellular coverage overall



4.20 178

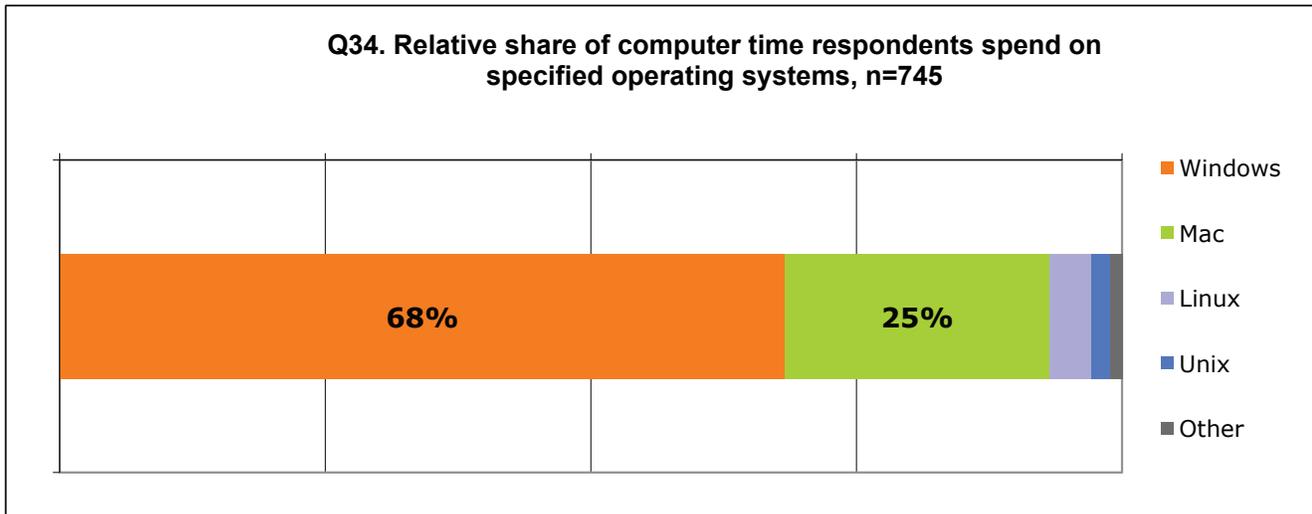
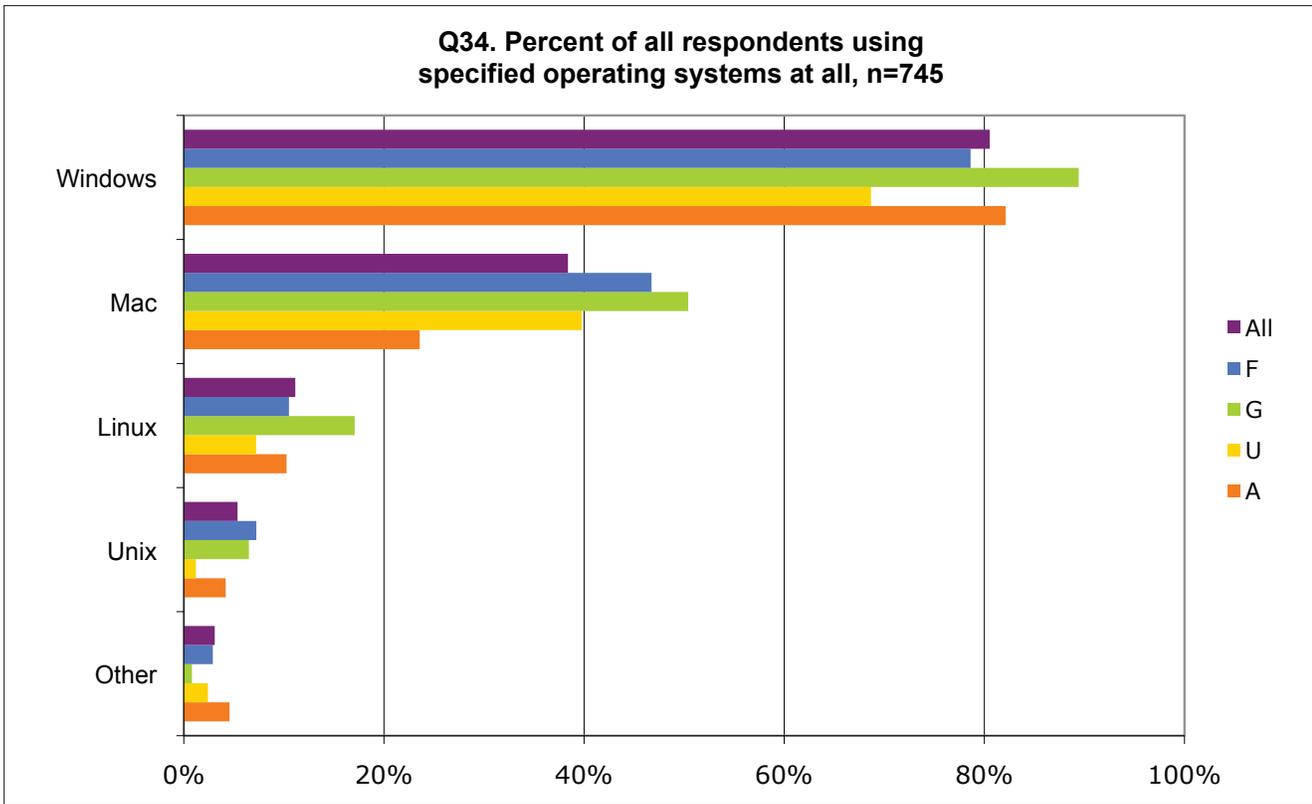
Q30. Which activities do you use your UW mobile phone for?, n=42



Q29 UW desktop telephone services overall										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.83	0%	3%	5%	18%	52%	21%	444	0.95	0.09
F	4.69	0%	5%	7%	19%	51%	18%	241	1.02	0.13
A	4.99	0%	1%	2%	17%	54%	26%	203	0.83	0.11

Q31 UW cellular coverage overall										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.20	4%	8%	13%	21%	42%	11%	178	1.30	0.19
F	4.11	5%	9%	16%	18%	40%	11%	110	1.36	0.25
A	4.34	3%	7%	9%	25%	46%	10%	68	1.19	0.28

Computing Environment



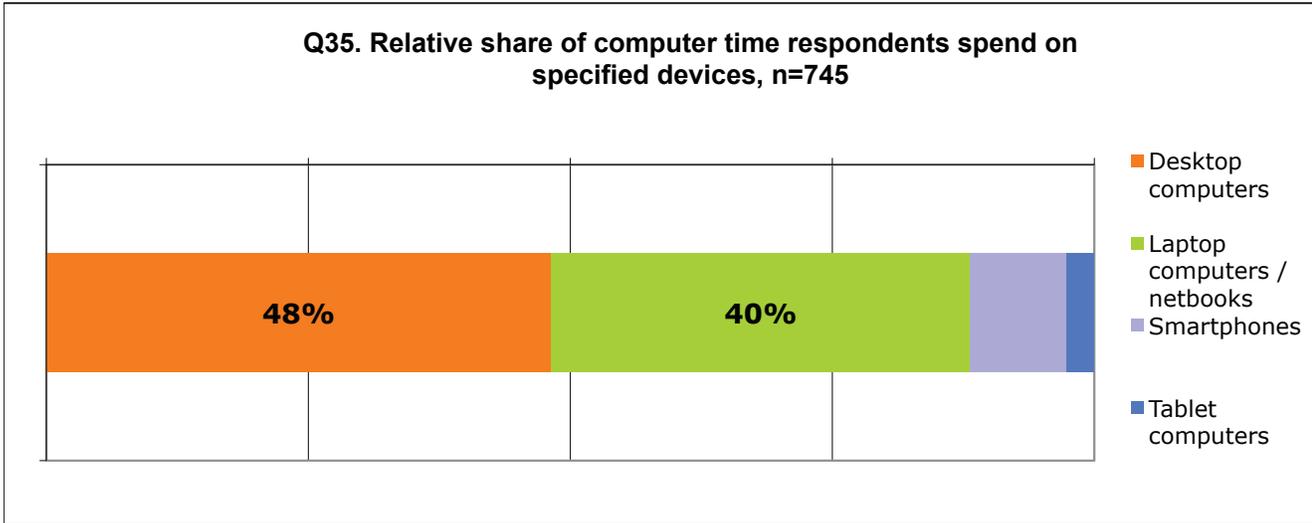
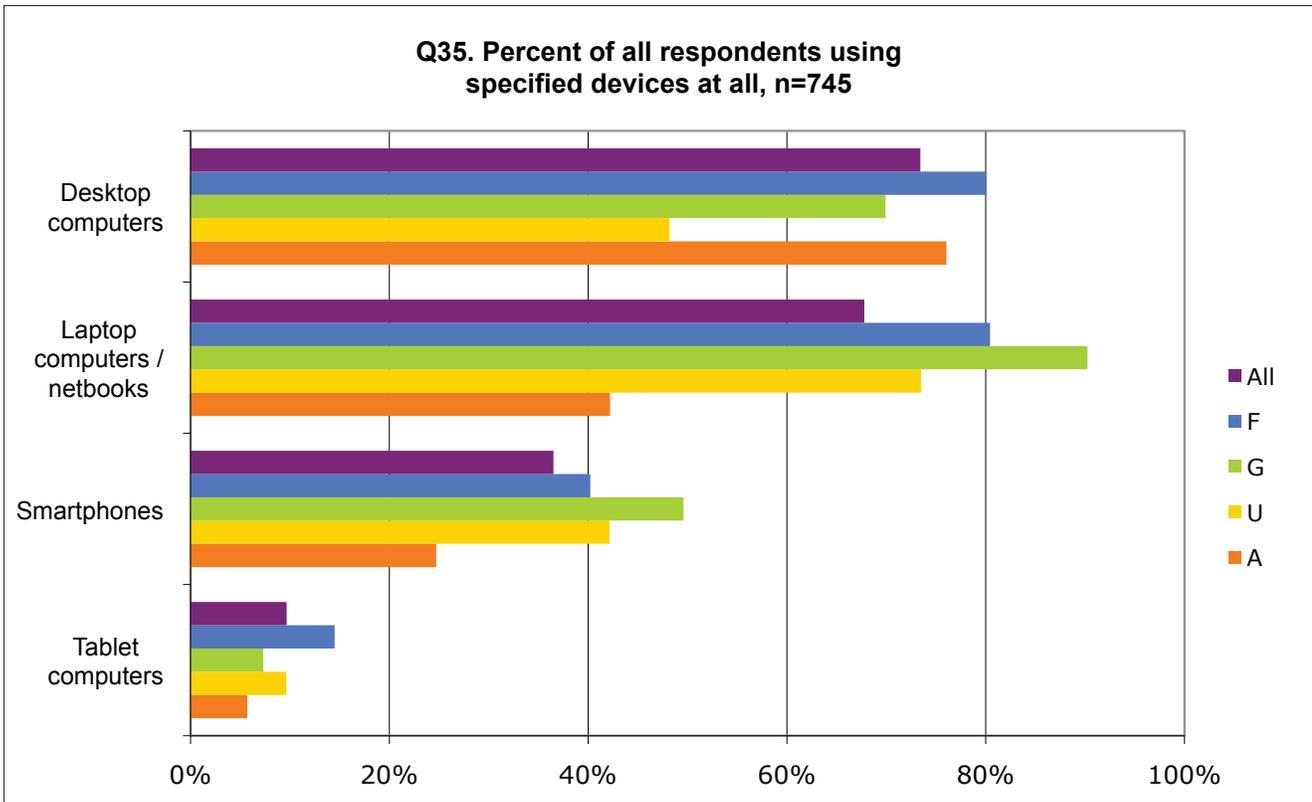
Q34a Windows							
	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Count
All	4%	12%	6%	6%	10%	62%	628
F	6%	13%	6%	7%	12%	56%	230
G	4%	17%	8%	6%	11%	54%	115
U	7%	16%	5%	5%	2%	66%	61
A	3%	8%	5%	4%	10%	71%	222

Q34b Mac							
	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Count
All	35%	19%	5%	8%	10%	24%	437
F	23%	17%	5%	7%	13%	35%	168
G	24%	22%	6%	13%	16%	18%	82
U	40%	16%	4%	7%	7%	25%	55
A	53%	19%	5%	6%	4%	14%	132

Q34c Linux							
	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Count
All	76%	14%	4%	2%	2%	2%	339
F	75%	13%	5%	3%	2%	3%	115
G	68%	18%	5%	3%	3%	3%	65
U	87%	4%	2%	4%	2%	0%	45
A	76%	16%	2%	1%	3%	3%	114

Q34d Unix							
	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Count
All	87%	8%	1%	2%	1%	1%	316
F	81%	12%	1%	2%	2%	2%	108
G	86%	5%	2%	5%	2%	0%	59
U	98%	0%	0%	2%	0%	0%	43
A	90%	9%	0%	0%	1%	0%	106

Q34e Other							
	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Count
All	92%	5%	0%	1%	1%	1%	296
F	92%	5%	0%	1%	1%	1%	96
G	98%	2%	0%	0%	0%	0%	51
U	95%	0%	0%	2%	2%	0%	42
A	89%	8%	0%	1%	0%	2%	107



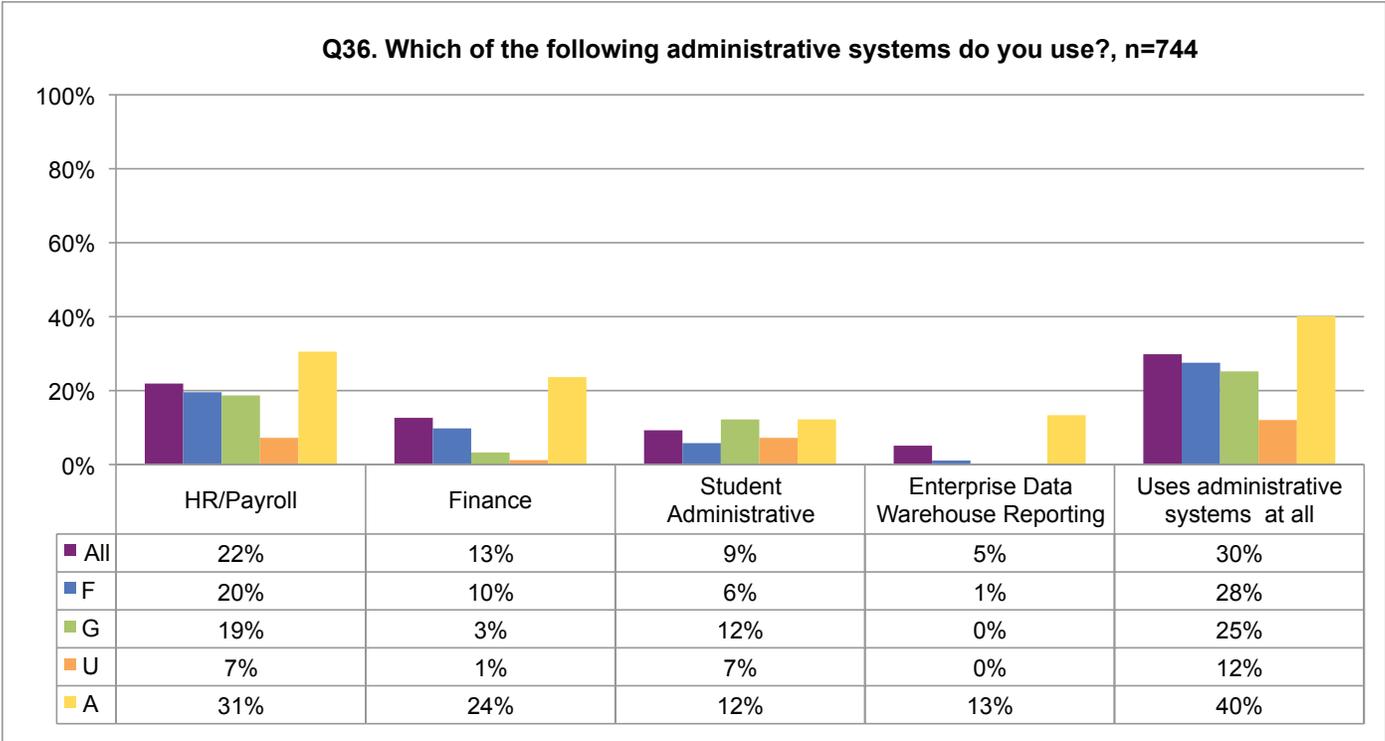
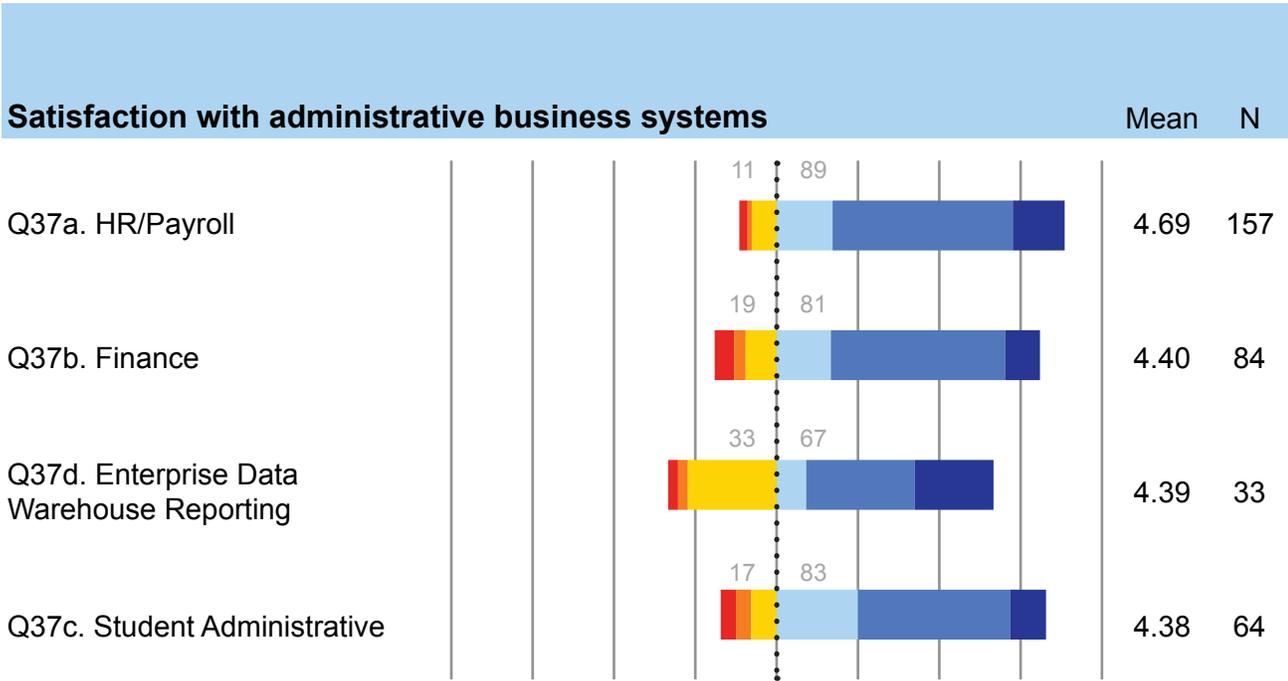
Q35a Smartphones (iPhone, Android, etc.)							
	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Count
All	47%	34%	11%	4%	1%	2%	518
F	44%	40%	13%	2%	0%	2%	197
G	37%	33%	16%	5%	4%	4%	97
U	44%	27%	8%	11%	3%	6%	63
A	60%	30%	8%	2%	1%	0%	161

Q35b Tablet computers (iPad, etc.)							
	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Count
All	83%	11%	3%	2%	1%	1%	418
F	75%	17%	6%	1%	1%	0%	163
G	88%	8%	3%	0%	1%	0%	73
U	84%	2%	2%	8%	0%	4%	49
A	89%	9%	0%	2%	0%	1%	133

Q35c Laptop computers / netbooks							
	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Count
All	15%	21%	12%	16%	13%	22%	596
F	8%	24%	17%	18%	12%	21%	242
G	5%	8%	9%	17%	32%	29%	117
U	6%	6%	2%	25%	15%	46%	65
A	35%	31%	11%	9%	2%	12%	172

Q35d Desktop computers							
	0%	1-20%	21-40%	41-60%	61-80%	81-100%	Count
All	10%	20%	9%	14%	13%	34%	610
F	7%	18%	11%	23%	15%	26%	237
G	15%	39%	16%	13%	12%	6%	101
U	27%	51%	5%	4%	2%	11%	55
A	8%	6%	5%	7%	13%	61%	217

Administrative Business Systems



<p>See Appendix A</p>	Q38. What would increase your satisfaction with HR/Payroll?
	Q39. What would increase your satisfaction with Finance?
	Q40. What would increase your satisfaction with Student Administrative?
	Q41. What would increase your satisfaction with Enterprise Data Warehouse Reporting?

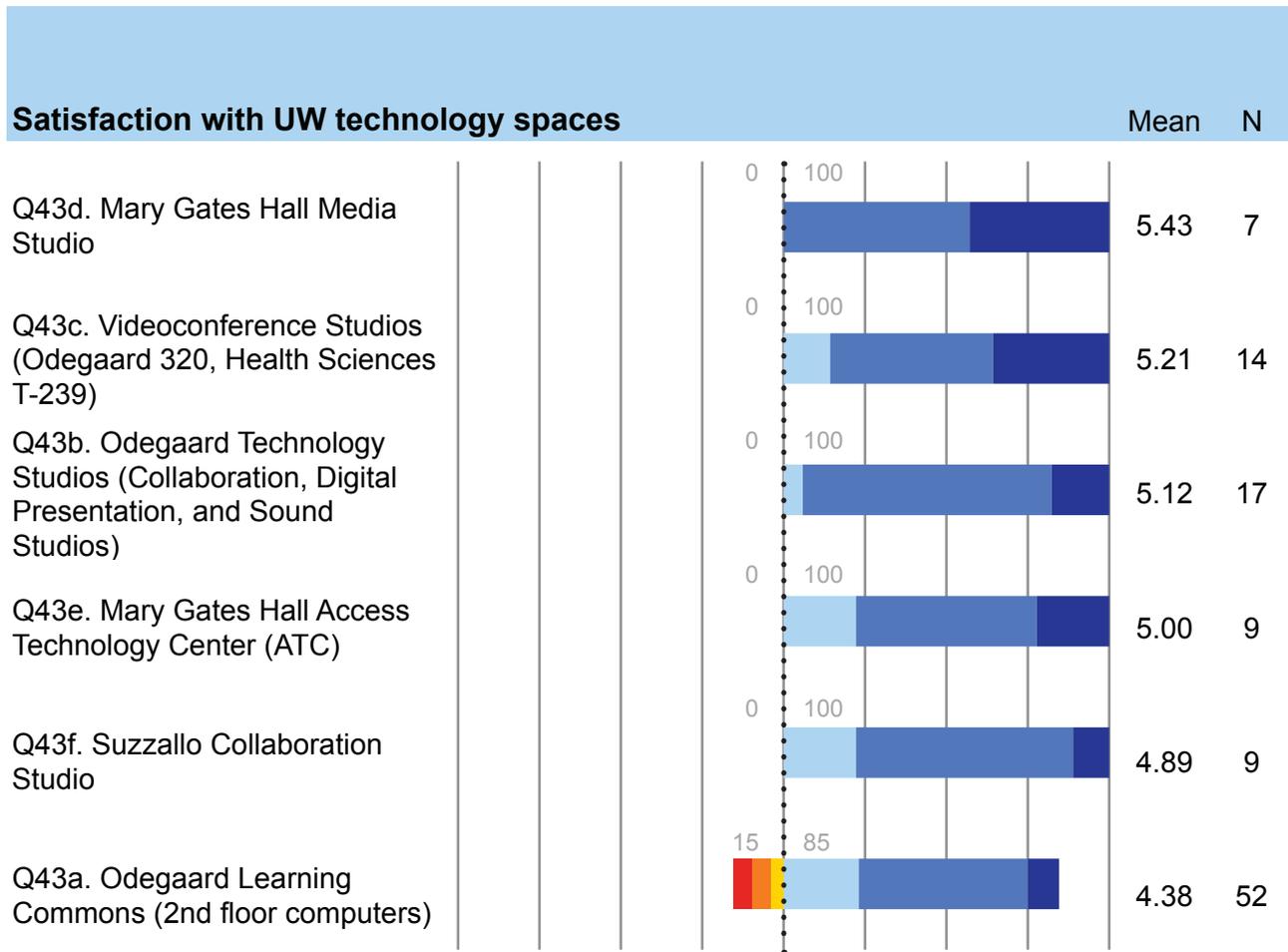
Q37a HR/Payroll										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.69	3%	1%	8%	17%	55%	16%	157	1.04	0.16
F	4.96	0%	2%	6%	12%	55%	25%	51	0.89	0.25
G	4.81	0%	0%	0%	29%	62%	10%	21	0.60	0.26
U	4.83	0%	0%	0%	17%	83%	0%	6	0.41	0.33
A	4.48	5%	1%	11%	18%	52%	13%	79	1.20	0.26

Q37b Finance										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.40	6%	4%	10%	17%	54%	11%	84	1.26	0.27
F	4.57	0%	0%	17%	22%	48%	13%	23	0.95	0.39
G	5.00	0%	0%	0%	0%	100%	0%	4	0.00	
U	5.00	0%	0%	0%	0%	100%	0%	1		
A	4.29	9%	5%	7%	16%	52%	11%	56	1.41	0.37

Q37c Student Administrative										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.38	5%	5%	8%	25%	47%	11%	64	1.21	0.30
F	4.20	0%	13%	7%	40%	27%	13%	15	1.21	0.61
G	4.77	0%	0%	0%	31%	62%	8%	13	0.60	0.33
U	4.83	0%	0%	0%	17%	83%	0%	6	0.41	0.33
A	4.20	10%	3%	13%	17%	43%	13%	30	1.47	0.53

Q37d Enterprise Data Warehouse Reporting										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.39	3%	3%	27%	9%	33%	24%	33	1.37	0.47
F	5.00	0%	0%	0%	33%	33%	33%	3	1.00	1.13
A	4.33	3%	3%	30%	7%	33%	23%	30	1.40	0.50

UW Technology Spaces



<p>See Appendix A</p>	Q44. What would increase your satisfaction with Odegaard Learning Commons?
	Q45. What would increase your satisfaction with Odegaard Technology Studios?
	Q46. What would increase your satisfaction with Videoconference Studios?
	Q47. What would increase your satisfaction with Mary Gates Hall Media Studio?
	Q48. What would increase your satisfaction with Mary Gates Hall Access Technology Center?
	Q49. What would increase your satisfaction with Suzzallo Collaboration Studio?

Q43a Odegaard Learning Commons (2nd floor computers)										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.38	6%	6%	4%	23%	52%	10%	52	1.25	0.34
F	5.00	0%	0%	0%	0%	100%	0%	3	0.00	
G	4.27	9%	0%	0%	36%	55%	0%	11	1.19	0.70
U	4.04	7%	11%	7%	25%	46%	4%	28	1.35	0.50
A	5.30	0%	0%	0%	10%	50%	40%	10	0.67	0.42

Q43b Odegaard Technology Studios (Collaboration, Digital Presentation, and Sound Studios)										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.12	0%	0%	0%	6%	76%	18%	17	0.49	0.23
G	4.80	0%	0%	0%	20%	80%	0%	5	0.45	0.39
U	5.17	0%	0%	0%	0%	83%	17%	6	0.41	0.33
A	5.33	0%	0%	0%	0%	67%	33%	6	0.52	0.41

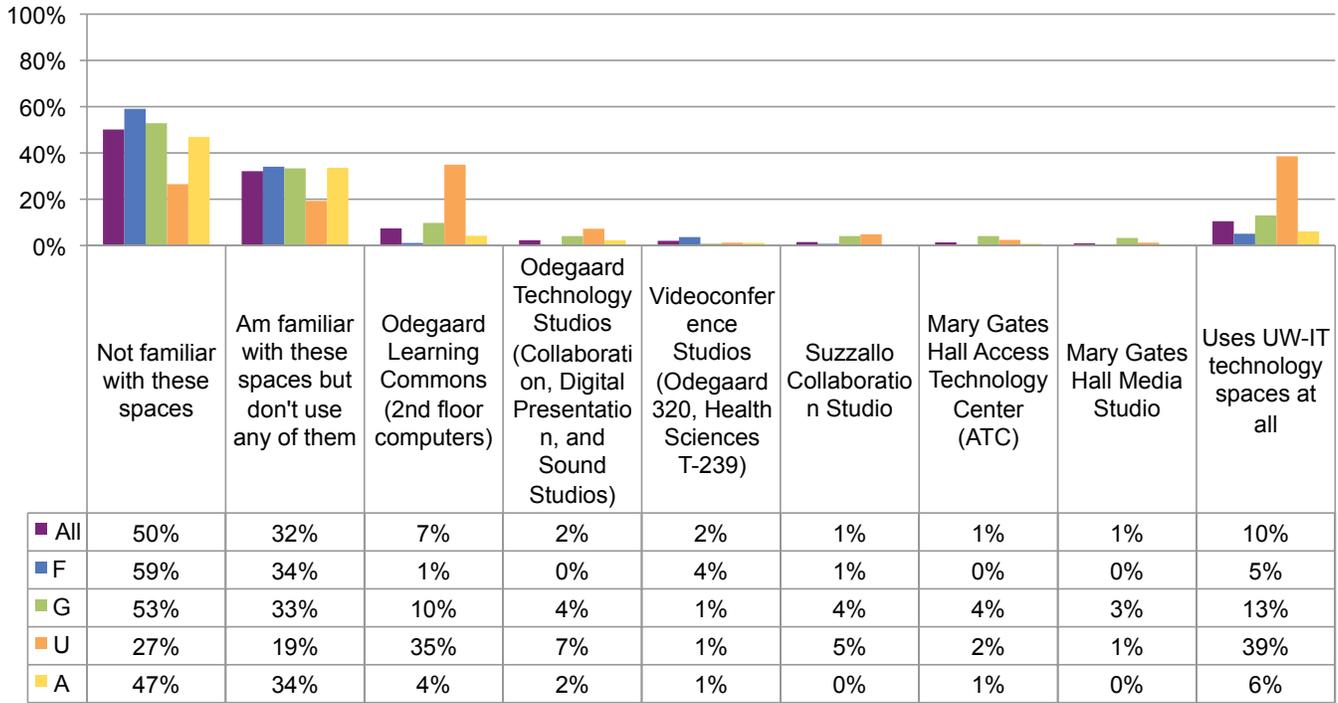
Q43c Videoconference Studios (Odegaard 320, Health Sciences T-239)										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.21	0%	0%	0%	14%	50%	36%	14	0.70	0.37
F	5.33	0%	0%	0%	11%	44%	44%	9	0.71	0.46
G	5.00	0%	0%	0%	0%	100%	0%	1		
U	4.00	0%	0%	0%	100%	0%	0%	1		
A	5.33	0%	0%	0%	0%	67%	33%	3	0.58	0.65

Q43d Mary Gates Hall Media Studio										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.43	0%	0%	0%	0%	57%	43%	7	0.53	0.40
F	6.00	0%	0%	0%	0%	0%	100%	1		
G	5.25	0%	0%	0%	0%	75%	25%	4	0.50	0.49
U	5.00	0%	0%	0%	0%	100%	0%	1		
A	6.00	0%	0%	0%	0%	0%	100%	1		

Q43e Mary Gates Hall Access Technology Center (ATC)										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.00	0%	0%	0%	22%	56%	22%	9	0.71	0.46
F	5.00	0%	0%	0%	0%	100%	0%	1		
G	5.00	0%	0%	0%	25%	50%	25%	4	0.82	0.80
U	5.00	0%	0%	0%	0%	100%	0%	2		
A	5.00	0%	0%	0%	50%	0%	50%	2	1.41	1.96

Q43f Suzallo Collaboration Studio										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.89	0%	0%	0%	22%	67%	11%	9	0.60	0.39
F	5.00	0%	0%	0%	0%	100%	0%	1		
G	5.00	0%	0%	0%	25%	50%	25%	4	0.82	0.80
U	4.75	0%	0%	0%	25%	75%	0%	4	0.50	0.49

Q42. Which UW-IT technology spaces do you use?, n=744



Appendix A

The Full Text of

Written Comments

Q16. Specify other collaboration tool used

F: blackboard

F: Blackboard

F: Clearly there are tools that I don't know how to access or use.

F: FTP site for filesharing

F: google calendar (not UW though)

F: google docs

F: google docs; syncplicity; locally hosted wikis

F: I have several web pages that are hosted by UW

F: I submit grades online.

F: I use UW CSE Google Apps.

F: iCal

F: Is Outlook Express in this category?

F: MedHub

F: Moodle

F: Outlook Calendar

F: send documents back and forth using windows outlook; save documents on shared files in nursing

F: Shared files on a terminal server, accessible from anywhere in the world, secure, and on which I can have accounts for my collaborators. This is administered and provided by CSDE here at the UW.

F: shared space on a server where each individual can edit docs and then repost to shared space

F: Sharepoint

F: Skype

F: Skype

F: SugarSync

F: Wikis, non-UW Google Apps

G: DropBox

G: Google Docs for my personal account

G: I am a dig media grad student, we change technology like people change socks... to many to list

G: Moodle

G: Moodle

G: Moodle

G: Sharepoint

A: basecamp

MOR Associates, Inc.

A: Catalyst Surveys

A: Central Desktop

A: Doodle for scheduling, dept intranet for info sharing

A: Doodle, Survey Monkey, DropBox, BaseCamp

A: eprocurement, myfinancial desktop

A: gmail

A: I live mostly in the LabMed computer system. Sorry

A: I use dropbox for personal reasons. I think the uw should get into using dropbox.

A: iCal, Dropbox and intranet and departmental server, Google docs (non-UW)

A: internet explorer

A: Microsoft Outlook

A: Moodle

A: Outlook

A: personal Google Apps

A: Sharepoint

A: Sharepoint

A: Sharepoint

A: Sharepoint

A: Skype

A: UUF Room requests

Q20. What would increase your satisfaction with publishing/posting Web pages at UW?

Responses to this question have been sorted by cohort and then by satisfaction with publishing/posting Web pages at UW.

F: (VS) It seems now that to get any level of basic service one must provide a budget number, even if the problem is just getting access to a server for a student. That has been upsetting. Everyone has budget problems, not just UWIT.

F: (VS) There are so many programs for updating our webpages (frontpage, Webexpressions, etc) and no consistence between who uses what - so I've just had to teach myself. It's be nice if there was 1 supported program and a place to call when we got stuck on it - but that would require all the individual users to change and is very unlikely. I know the problem is with the users.

F: (S) ability for multiple students to edit single documents simultaneously

F: (S) bring back simplesite for the users that still want to use it. altho catalyst/commonview have some good features, there are nasty aspects as well. why no uw moodle server ?

F: (S) Common view is very clunky and slow. A more user friendly program would be desirable.

F: (SS) Better tools to manage upload/download and to create the webpages (templates, enhanced image/video capability).

F: (SS) Better tools to prepare the site offline.

F: (SS) don't do alot of this; easier end-user controls might be nice

F: (SS) Ease of use

F: (SS) Electronic reserve at UW is clunky and hard to use. It'd be great if it were a more user-friendly tool

F: (SS) Have a better assignment manager for communicating between commonview and the gradebook. Cleaner workspace access directly to other catalyst tools.

F: (SS) I didn't know I could post with UW - I just use google sites through Google.

F: (SS) If I could have a common view that would easily allow me to create an archive of prior course materials. For example, I teach a series of four courses and I like using one page for all of them as much of the content is carried forward in to future quarters.

F: (SS) more flexibility

F: (SS) More time to learn more tools. I built my site in the late 80s early 90s. A lot has changed since then, but I simply have no time to even consider learning new tools.

F: (SS) Restoration of the functionality to publish and manage web pages that were created with SimpleSite. CommonView is a dog by comparison.

F: (SS) Sharepoint is really confusing to use; I don't think like microsoft.

F: (SS) The Catalyst editing facility is clunky as is the ability to establish links.

F: (SD) Catalyst web pages do a few things well (posting files and announcements) but there isn't a lot of flexibility. Or if there is, it isn't apparent to the user. The appearance of the pages are very bland and apparently one can't do much to change that.

F: (SD) If there was more effort to explain how these services worked! the services are 1) poorly explained/advertised; 2) not user-friendly.

F: (SD) It would be helpful for my collaborators if it were possible to post large files (5-20 GB) that are available for

download (say 10x per month) by my collaborators.

F: (D) Make it easy. There was a transition and I have not figured out how to update my webpage easily since then.

G: (S) easier posting. on google docs the documents don't transfer over with formatting it very well. Also very slow if multiple people are viewing documents

G: (SS) 1) If the Catalyst Common View pages were more customizable, while maintaining the simplicity of the editing process. 2) I have never been able to download papers turned in through the Drop-Box as a batch, and I would like to. 3) The management of the Common View seems to be time consuming, because navigating between views can be slow, and the back button can sign you out. 4) Sometimes I want to be able to quickly move a document from one quarter's Common View page to another quarter, and it would be great to be able to click and drag/drop documents like this in between the different pages that I've created in Common View. 5) I'd like to be able to embed a video (from youtube), but all I've been able to do is embed a link.

G: (SS) A little easier and faster..

G: (SS) Ease of use of the publishing software. It offers a lot of options but at the expense of complexity. It is therefore very difficult to do something that seems like basic web page design. Why not use an out of box solution?

G: (SS) It seems clunky, not necessarily easy to use.

G: (SS) itouch apps

G: (SS) More helpful guides on how to carry out web publishing. Are there web tutorials?

G: (SD) system is very slow while editing and not as easy to use as word.

G: (D) It should be more user friendly. As a TA I have to design a course website with no training.

A: (VS) Avoiding issues with Sharepoint.

A: (VS) Google Apps to meet not just FERPA but HIPPA standards.

A: (S) catalyst is extremely slow, and often thinks my browsers can't do cookies (mac 10.6.n, up to date omniweb & safari; all other uw sites work reliably). catalyst also displays very poorly if you increase font size enough to be readable. there need to be better admin tools for catalyst, too. We are considering moving all of our department course directories there, but it's going to be very tedious to set up every quarter. I'd like to be able to provide a list of courses/groups, and have it auto copy a template for each course with that group as administrator (which I can do on ovid with scripts, but catalyst has more stuff for the users such as gradebook and course list integration)

A: (S) Common view should be replaced with more options. Not user friendly, and produces ugly pages. There are free open-source options that can do better.

A: (S) Simple site was a loss. Common view is inferior. We used simple site. But we've gone back to other methods rather than use common view.

A: (S) Standardized templates - everyone may not use them, but many should and it can be easier for faster deployment. What I like about some services, is the ability to fill out a form and that data populates the web page. a tiny example is the way doctors update their bio and profile on UWMedicine's site. I know that I am in the minority here, but many departments just don't have the time or expertise, and tools like templates. forms to upload info etc. could help them have a stronger, more accurate and robust website.

A: (S) To have a centralized communication platform at the SPH that I could plug my dept info into and have it be featured for audiences throughout the SPH and beyond. It'd help create a unified message, improve efficiency and help us know more about one another (we're so separate right now - each dept doing amazing things, but in relative isolation)

A: (SS) Easier access to reroute to the home page/previous pages.

A: (SS) flexibility

A: (SS) I get an immediate email regarding receipt of the problem or request, but sometimes several days if not weeks before a resolution. I usually end up looking elsewhere for help. I am not on site at UW so do not have the ability to go and find someone.

A: (SS) If it were easier to use

A: (SS) Many of the projects I support fall into the category of 'unsupported research', yet they have very broad reach in terms of research subject matter, scholarly audience, and helping to raise the profile of the UW institution. But because these are 'unsupported research', there are no budget numbers associated with the research projects and, consequently, no way to increase the amounts of storage available on UW servers.

A: (SS) Some of the editing functions are slow to respond and I often find that changing font size for example is challenging.

A: (SS) Training and accessible, responsive help.

A: (SS) Upgraded server hardware and more software options (python wsgi, ruby).

A: (SS) With less available assistance, and more being asked of me as a general staff person web hosting at the UW needs to be easier with more ways of troubleshooting. There is little (and often out of date) information on how to host departmental web pages, and little assistance available - yet there is an expectation that we will have worldclass web sites that reflect our world class academics. It is frustrating.

A: (SD) A piece of software like Microsoft Word that I could publish directly to my web page

A: (SD) actual support for a wiki

A: (SD) Catalyst is rather clunky and there is a lot of wait time while each screen refreshes. I would be more pleased if it were possible to do more editing on a single page and then hit the "update" key. Seems like the user experience could be better.

A: (SD) Common View - More flexibility in format/template, the ability to "tighten" the look through WYSIWYG without having to get into HTML. Depts - Access to editing software.

A: (SD) current posting is too slow for people filling out the questionnaire

A: (SD) More help from the person who is supposed to be the support person. He is great at telling me what to do, but I do it infrequently, and it takes longer for him to tell me than it would for him to just do it. I am not interested in learning to do something I need to do so infrequently that I have to ask every time I do it. It is NOT intuitive.

A: (SD) More sophisticated access tools. Easier upload of extra features like MySQL

A: (SD) Would like a centrally-managed content management system for department web sites. The UW has been very flexible with allowing webmasters to install their own tools, but the tools become out of date and webmasters move on. Maintenance then becomes a problem.

Q38. What would increase your satisfaction with HR/Payroll?

Responses to this question have been sorted by cohort and then by satisfaction with HR/Payroll.

F: (SS) An HR system

F: (SS) Improved ability to find information/definitions

F: (SD) OWLS is a super clunky system to learn to use and not very flexible. Moving to a more modern payroll system would be great. Develop some online tutorials on how to perform non-routine functions in OWLS.

F: (SD) UW Hires is not an intuitive system. The layout is awkward and too many steps are necessary to advance to the next screen or filter our applicants.

F: (D) Having alternate timekeepers for remote workers than myself

G: (SS) Better website

G: (SS) upgrade

G: (SS) We currently submit a paper copy to payroll. This is simply silly for a salaried employee.

U: (SS) Clearer website design with an option to see amount earned each day.

A: (SS) ability to better explain paychecks and payroll processes to UW staff

A: (SS) Better interface with Lab Med computer systems. Can be cumbersome from some workbench computers.

A: (SS) Easier to query. Training courses on using the system. Easier to search records. Faster search results.

A: (SS) Less complications, more reliability

A: (SS) less cumbersome/all sides looking at same screens

A: (SS) site is down or inaccessible at times, site can be cumbersome to make updates on and no clear reason behind the problem. Would like simple, clear directions for processes as can't always remember how it is suppose to be done.

A: (SS) systems set up for quicker data entry

A: (SS) Training in OWLS/OPUS on a monthly basis to train new employees. The system is not intuitive and it takes an individual months of trial and error to learn their job duties.

A: (SD) I don't have other systems to compare to, but the systems do not seem interconnected and it would be helpful to have one place to complete multiple HR and Payroll transactions.

A: (SD) Make online payroll timecards easier to create.

A: (SD) More user-friendly interface.

A: (SD) New infrastructure with connected systems. It is really burdensome to train new employee on the 7 or more completely separate systems (OPUS, UW Timesheet, ETR/PTR, OWLS, Data Warehouse, eFEC, GCCR, other???) to function at a basic level as a Payroll coordinator or backup. In addition, UWHires is hands-down the worst stand-alone system at UW. I am convinced it alerts potential applicants for administrative jobs that UW may not be a place they want to work.

A: (SD) Not sure how this info will be used so I don't want to share in this section.

A: (SD) One system for the campus with flexibility to accept electronic data feeds from departmental systems.

A: (SD) Restricting "maintenance" times until after 22:00

A: (SD) The staff OWLS payroll system works great, but the online payroll reporting for Student Employees is

horrible. It can't seem to handle the load. My student employees constantly complain they get error messages when trying to put in their hours and it can take up to 3 tries to submit a timesheet. Submitting 6 student timesheets online should take me 3 minutes, but usually takes about 15 because each page loads so slowly and I get tons of error messages and have to reload pages.

A: (SD) The system is often down. The time sheet approval page has a very slow response time. More reliable service would help

A: (D) the system repeatedly crashes when I try to log in and approve timesheets, very time consuming and requests for fixes to the system have been met with "we know there is a problem, keep trying", I spent close to 45 minutes one day trying to approve a timesheet for a staff member.

A: (VD) I am simply an approver on the UW Timesheet System. It is the absolute worst tool that I have had to work with during my time at UW. The system is CONSTANTLY crashing under heavy load. It gets to the point where I cannot complete my duties due to this tool failing so terribly. I have about 18 students with 4 tabs each that I need to verify and approve. This takes me FAR TOO LONG using the UW Timesheet System because of the system crashing. Please fix this.

A: (VD) The HR system on Keynes is not queryable. Also, I can't get at the info I need in EDW to meet the operational needs of my College. Specifically, I can't get to gender and ethnicity info.

A: (VD) Unsure, but HEPPS/KEYNES is too cumbersome and unforgiving.

Q39. What would increase your satisfaction with Finance?**Responses to this question have been sorted by cohort and then by satisfaction with Finance**

F: (SS) Easier access to projections of budgets as routine reports

F: (SS) explanations in plain English, or at least explaining what some of the financial jargon means, using full names of things instead of all the acronyms.

F: (SS) I would like to know, in MyFD, if a budget has activity or not without clicking into it.

F: (SS) Improved ability to find information/definitions

F: (SS) timely responses.

F: (SD) Better tools to handle budgets and expenses. View original budget for a grant and compare with current. Clear view of encumbrances, receipts from purchases, trips, etc. for reconciliation.

A: (SS) Ability to drill down on JV entries in MyFD and see the JV itself.

A: (SS) Better reporting functions/ease of use

A: (SS) Interconnected systems is #1 for me. I should be able to see internal notes on PO status etc. in MyFinancialDesktop as well as FIN etc.

A: (SS) more customized reporting options

A: (SS) Paperless records.

A: (SS) Windows based purchasing system and FIN system.

A: (SD) One system for the campus with flexibility to accept electronic data feeds from departmental systems.

A: (SD) The finance systems are very difficult to navigate and there are too many systems from which you must find individual bits of info. A more integrated, streamlined and user-friendly system would help.

A: (SD) Unsure, but HEPPS/KEYNES is too cumbersome and unforgiving.

A: (D) Better reporting system. MyFD has many limitations. Would like to be able to attach documents. There is also the challenge of PCA codes and the challenge of working with other UW groups that don't use or recognize them. e.g. Creative communications, Commuter Services.

A: (D) If there was a detailed description for the individual transactions so you know what the charge is for. Currently it is a code and there is no key to translate the code.

A: (D) Replace the Legacy systems with something much easier to use and that has historical information.

A: (VD) BGT is worthless. The appointment numbers don't match with HR. BGT and FIN don't allow you to query the data. I use my own web based reports developed 10 years ago to meet the financial tracking and reporting needs of my College. Reporting Services is getting there in making the financial data more accessible. It would help if the financial desktop reports were accurate. Self Sustaining budgets like 14-1009 have never shown revenue like it should.

A: (VD) FIN is unusable. Reporting is analog making analysis impossible. It is not possible to see both sides of an accounting entry, making research impossible. On the plus side, data isn't being purged as quickly.

A: (VD) I use the system GMETaBS. It is terrible. To begin with, every time I go to the website, I get a message saying "The security certificate presented by this website was not issued by a trusted certificate authority" and I bypass the warning. I think it is funny that the UW's own website is viewed as unsafe by my browser (explorer). Then it is often incredibly slow, taking between 10 and 20 SECONDS for the program to respond to a mouse click. Last, although it isn't a technical problem, it is a poorly designed way to keep track of how people spend their time. I'm forced to

describe each work-day as two half-day activities. Many times the people whose data I'm entering do more than two things in a day, or they don't do work on the weekend, but I'm forced to pick an "activity" for the weekend so as to fill in the boxes. It is not impressive to say the least. You'd think an institution the caliber of the University of Washington's School of Medicine would have a far more sophisticated means to track how their graduates in medical training spend their time. As a user, the program to me is a joke.

A: (VD) There is not enough space to write a response. The systems are utterly inadequate in every respect. They are ancient. No unsubsidized business or organization could survive using such old technology. And now, with less funding available, it will be even more difficult to modernize. I have spent most of my career in the private sector and would be happy to elaborate on my comments.

Q40. What would increase your satisfaction with Student Administrative?

Responses to this question have been sorted by cohort and then by satisfaction with Student Administrative.

F: (SS) More time to learn the available tools.

F: (SS) Simpler, easier to use

F: (SS) The system is not always intuitive, for example, to find the specific thesis requirements I have to do a UW google search. It would be great to have requirements specific to my UW student status on my home page

F: (SD) Make Grades reporting and Course management easier to use and more fool-proof.

F: (D) A web-based system. There are too many screens and obscure procedures.

F: (D) Ability to query to obtain a data set.

G: (SS) Less clutter on the webpage

A: (SS) EARS - The ability to print quarterly class lists. The ability to print list of graduation applications (alumni) by major/quarter/year and their status. The ability to print lists of registered students by major.

A: (SS) More (and easily accessible) help and menus.

A: (SS) SDB is clunky, but I must use it for certain things (mainly student account related activities)

A: (SD) A new system

A: (SD) Replace the Legacy system with something more user-friendly.

A: (SD) Replacing SDB

A: (SD) SDB is outdated and difficult to use. Looking forward to new student system. It's difficult that you have to switch between SDB and EARS to have complete access to a student record. I duplicate efforts when I want to know information about a student because I have to log into two different systems to view different data about the same student. Also, SDB doesn't track important information such as first generation/low-income status, affiliation with groups such as LSAMP, what about awards and honors- shouldn't this information also be tracked rather than departments having to have yet another database to store it? This information is kept in yet another database. We need our information all in one easily to use place. Additionally, we need access to this data to download and aggregate data as needed - see comments for EDW.

A: (D) More intuitive controls, more user friendly graphical interface, updated use in general. Right now, unless you are well versed (and even that's not enough sometimes), the system is very hard to mitigate through and the information provided on the screen is hard to follow.

A: (VD) The SDB has GOT TO GO.

A: (VD) The SDB screens only allow you to see one student at a time. They don't allow flexible queries. I use MS Access and odbc connection to UWSDB for my student info needs.

Q41. What would increase your satisfaction with Enterprise Data Warehouse Reporting?

Responses to this question have been sorted by cohort and then by satisfaction with Data Warehouse Reporting.

F: (SS) Better layout. Larger fonts.

A: (SS) A lot of progress has been made in improving reporting in this system. Great job!

A: (SS) Cheat sheet for new users

A: (SD) Better understanding of how to run/find reports

A: (SD) Classes to teach the user how to better create reports.

A: (SD) ease of use; broader sorting options (not contacting hrdsst when we need more detailed reports run).

A: (SD) EDW has been a great addition to the data needs for academic advisers but we need more. It helps to have current snapshots of data but what about historical data - like when a department is undergoing 10yr review I had to go back to paper files, and dept. kept databases to try and put together the information. Also, it's disappointing that small departments are at a disadvantage for utilizing EDW since we do not have access to IT support to create internal databases. While I can export the data from EDW I do not then have a way to deal with the data to track/aggregate/etc. I have some technical skills to create Access databases but not the time to do so. It seems like other Departments have fancy databases that connect with EDW data to query what they want, when they want. In a time where we are supposed to be doing more with less, it seems like sharing databases and other IT resources with small departments can be critical in reaching this goal.

A: (SD) Faster turn around for new reports. More data, there's a lot that's still not accessible.

A: (SD) Finding the URL can be difficult if it is not saved. It seems like a lot of steps to recover data, but the steps are easy.

A: (SD) Flexibility to create my own reports.

A: (SD) Reports need better description. Would like to create own report with specific data.

A: (D) Provide WAY more JSON, XML access documentation. I am an IT professional, and can tell you it is a mess. How about some working code examples? How about a forum for questions? Follow the open source model of support and communication.. Community input, plus have someone who knows what they are talking about monitor the forums.

Q44. What would increase your satisfaction with Odegaard Learning Commons (2nd floor computers)?

Responses to this question have been sorted by cohort and then by satisfaction with Odegaard Learning Commons.

G: (SS) better plug ins

G: (SS) I feel that the network speed is sometimes slow. Some people are working on games, which is a little distracting. If the space is a little more quiet, I feel that that would be helpful.

G: (SS) Lots of people..

G: (VD) The computer key boards are so dirty, they seem to have their own eco-systems growing between keys. The key-boards must be cleaned at least once a day. People speak very loudly in this space, and hard to do any thinking while working on the computer. Have a designated quite section for 2nd floor computers

U: (SS) A way to get the gamers off the computers

U: (SS) Half of the computers are broken or not working on any given day.

U: (SS) More computers that work. I know you can't dictate how busy it is at any particular time, but I feel like every time I go in there, there are at least a dozen to two dozen computers not working.

U: (SS) Previously there were a lot of issues where you couldn't log in to the computers. all of the computers were taken and the only free ones were the ones that UW net id wouldn't work on.

U: (SD) Linux machines.

U: (SD) There are always so many broken computers

U: (D) it would not recognize my username/password therefore i could not log on to any of the computers. it was not just one computer, but several computers acted similarly.

U: (VD) I used to go here earlier in the year. So many computers were always down. When I did try to use them, it took forever to log on, if it even worked at all. The computers at suzzallo are much quicker to log onto.

U: (VD) More moderators, I can never find a computer in the rare event that I actually need one... There are tons of people playing video games or watching tv, when I actually need to do work... Also keep maintenance on the computers, we pay a ton of money and only 2/3 of them work...

A: (SS) Better availability of technical help when needed.

Q48. What would increase your satisfaction with Mary Gates Hall Access Technology Center (ATC)?

Responses to this question have been sorted by cohort and then by satisfaction with Mary Gates Hall Access Technology Center (ATC).

A: (SS) More work stations available at peak times.

Q50. What is one thing UW-IT could do that would improve your ability to work or study?

Responses to this question have been sorted by cohort and then by satisfaction with “UW-IT addresses your information technology needs.”

F: (VS) ability sort/search e-mail in Alpine can be slow and cumbersome; would be nice to have more than 50 e-mails per page displayed.

F: (VS) I find it extremely difficult to find anything on uw sites, esp. searches w/in UW sites; can cost me hours of time.

F: (VS) I guess i would like to know more about the available services.

F: (VS) Improve cell phone coverage, within buildings.

F: (VS) Improved wifi

F: (VS) It's annoying having to maintain two separate email accounts, since we are not allowed to forward our UW medicine accounts to the UW gmail service. It would be helpful to be able to do this, so I can use my gmail account exclusively. I find the web alpine interface, while acceptable, still somewhat cumbersome to navigate.

F: (VS) More on-line tutorials for IT services and computer applications.

F: (VS) Nothing that I can think of....I should also say that my technology needs are fairly minimal. I use email, of course, and it's great to be able to google information from classroom podia, especially Youtube. There are some aspects of PINE that I liked more than Alpine - immediate UW directory info, for example, while composing an email, but I've gotten used to Alpine. As a professor I also work a lot from home - and accessing the UW network is very easy as long as the system is up and running.

F: (VS) Probably easier to vet/give specific feedback at the time of service, so more/easier ways to feedback in the moment

F: (VS) Provide better cell phone and WIFI coverage on campus. There are many dead areas and very weak areas. If this is unavaodiable, perhaps UW-IT should provide a map of campus dead areas, so people can avoid those areas.

F: (VS) Reach out and map all of the available v.c. capacities on campus and consolidate to share expenses.

F: (VS) The Catalyst web site is too slow.

F: (S) 1) UW should make cloud computing available to all faculty for research purposes. 2) UW should better advertise all resources available to students, staff, and faculty. There are services available that I just learned about on this survey.

F: (S) A University-wide adopted calendar system would be really helpful in communicating with those outside my department. A shared courseware system, such as Commonview, would also be helpful in my work communicating with other departments. Right now this is a challenge as everybody is using something different. Offer tech workshops in the afternoon so all staff may attend.

F: (S) alpine should be better indexed for faster searching

F: (S) better cell phone coverage at UWMC

F: (S) Better library proxy integration

F: (S) Build the enterprise data warehouse so that common, but essential, information could on grants, personnel, etc., could be obtained from a single source.

F: (S) Catalyst grade reporting could be more flexible (or easier to understand). It doesn't seem possible to "weight" individual project grades except by broad categories, e.g. "homework", quizzes", etc. Would be desirable to weight each incident within a category.

F: (S) Catalyst is painful to use for anything complicated. My department uses it quite a lot to get information from the faculty, and it can be a huge time-sink since it involves so much clicking through web pages, often with no information about what is coming.

F: (S) Easier remote access to my personal desktop computer, a home drive or accessible UW repository for my personal data and remote access to UW systems.

F: (S) Faster system if possible. The computers in Health Sciences are still slow to log in, even with the new computer terminals

F: (S) Fewer passwords for all UW stuff would be nice.

F: (S) Fix the state budget! UW-IT is doing a pretty amazing job, all things considered.

F: (S) fix wifi and cellular dead spots at HMC and UWMC

F: (S) Have some sort of reimbursement for the use of my smartphone for university work--

F: (S) Having uninterrupted email and access to programs such as ORCA.

F: (S) I had an issue with my sophos protection thing, which the IT staff tried to fix. They sort of fixed it. The response time was excellent, but the issue kept on recurring.

F: (S) I use a very old computer system at home, and the UW home page loads very slowly because of all the graphics. I suspect other members of the public have this problem, too. The home page ought to be simplified so it loads quickly.

F: (S) I would like to be able to backup my data onto the UW's domain, however, I work with very large datasets (~10 gigs a piece), and the upload speeds are too slow to make it worth waiting for them to upload onto the domain. I usually take my laptop home at the end of the day, so leaving it overnight to transfer the files is also not an option. It would be nice if there was a faster/easier way to transfer data to the domain.

F: (S) Increase ethernet speed in Health Sciences BB tower

F: (S) Increase storage space for UW exchange server, at least for faculty. 2 gigs is not enough. Cloud storage options would also be great.

F: (S) Increase wireless bandwidth.

F: (S) Insure overall wi-fi for the Health Sciences area.

F: (S) It's a major inconvenience that Catalyst surveys and webpages won't open with Microsoft's IE, since some of my other software doesn't run well on anything but IE.

F: (S) Keep Catalyst and Catalyst drop-in help desk. I now use Catalyst for all my classes and regularly post a variety of class-related material on my catalyst websites

F: (S) Keep high Reliability

F: (S) Make catalyst more user-friendly

F: (S) Make instructions for switching to UW Windows Live more friendly (and correct). Inform people how to use Exchange.

F: (S) minimize the time from opening my computer to doing my work (time spent finding my different webpages, logging in, etc)

F: (S) More technical help with technology in the classrooms.

F: (S) My office phone has voice mail, but the voice mail is unable to activate the light that tells me I have mail. I have missed numerous important calls by not having visual feedback to check for a phone message. I hope the new system where you can have your phone send you an email with a voice attachment will solve this problem for me.

F: (S) Nothing, other than buy me a fancy laptop.

F: (S) ORCA available on Ipad

F: (S) Provide an easier way of backing up UW Google mail. Have UWIT staff that can help troubleshoot email issues (or other technology issues) on hand around campus (not way out on University Ave/Tower bldg)

F: (S) Provide better graphics abilities and overall design flexibility on common view.

F: (S) Provide better service around UWMC

F: (S) provide better support for Apple products

F: (S) provide new laptops

F: (S) providing cheap work related software

F: (S) Short e-mails on how to I would like it to include ideas I hadn't thought of before, so that I could increase my productivity.

F: (S) The "SERVICE" for the smart phone and cell phone discount programs through the UW is horrible, my project director spent over 40 hours of her time talking to T-Mobil about cell phone coverage problems and then, when we switched to ATT, we had similar problems with SERVICE in their ability to help us (simply they billed us for 3 service data plans when we ordered two, they wanted my project director to come into a store in person to take care of their mistake)...the service of both was the most incompetent service I have ever witnessed, so either the folks who do the UW contracts are not trained well or these services are horrible all around.

F: (S) The land line phones are not that great. It is too hard to get to voice mail and my phone does not notify me if I have a message.

F: (S) The web Alpine software for e-mail is very frustrating to use. It is constantly cycling and reloading information.

F: (S) uw email and calendar are not good products

F: (SS) 1) Faster turn-around time on requests, with a complete answer/reply on the first go-round. 2) When multiple e-mails are needed, there can be a delay of days or weeks between correspondences, resulting in a very long process.

F: (SS) A less clunky system to filter e-mail

F: (SS) A more fully functional data dictionary for the UW DataWarehouse

F: (SS) Alpine is horribly, horribly slow and unreliable. It's generally not usable for someone with a lot of e-mails. Search functions require finding the right mailbox, clicking on it, waiting (a long time) till it opens, and then typing a search term and then waiting an extremely long time to find the message. Many times, because I can't remember which folder I placed mail in, I never do find the message I'm looking for in Alpine. When I'm away from my IMAP computer, I almost can't use e-mail. Alpine also doesn't reliably save my sent messages (which is absolutely critical). I would forward my messages to gmail, but I'm a clinician and can't do this with sensitive patient info. One option would be to improve the gmail security so clinicians can use gmail and just get rid of Alpine! I think it may be beyond repair.

F: (SS) better support within my department for the Mac platform. support for skype (which is necessary for my international work)

F: (SS) continue to expand WiFi access across campus

F: (SS) Continue to listen to the faculty about changes that can be made to commonview. These are the changes that are important! I was told that a couple changes could be easily made but it is still a year later and nothing has changed.

F: (SS) Faster internet and improved Common View on Catalyst

F: (SS) I rely on Alpine when I work off-campus (and often out-of-country). It really is cumbersome, I have such a hard time sorting (it sometimes just won't do a search!) Is there anyway to make it easier to use, more similar to Outlook?

F: (SS) Improve Catalyst

F: (SS) Improve Exchange. It works VERY POORLY with Mac.

F: (SS) Improve search function on Alpine

F: (SS) make us more aware of services available - specially the older generation who are not as tech savvy.

F: (SS) more customer service when I have problems connecting while traveling .. more attention to service with groups off campus

F: (SS) More site licensed software (matlab, adobe).

F: (SS) Offer technology training classes that are convenient to the Health Sciences buildings.

F: (SS) The email SPAM filters are absolutely terrible. I delete 10-15 spam messages PER DAY in my Exchange inbox. This really seems unacceptable in this day and age of technology.

F: (SS) Wireless and cell phone service in HMC ED.

F: (SD) Development of templates for IT use.

F: (SD) faster and more reliable internet speed Data backup

F: (SD) Focus on stuff that only they can do.

F: (SD) Get better IT personnel at UW Bothell.

F: (SD) improve unix support

F: (SD) Provide more service to faculty and staff who are paying the IT fee. Don't charge for every little thing.

F: (SD) They could make their services more clear, more user friendly, more oriented to the need of (in my case) faculty.

F: (D) have email compatible with i-phone

F: (NR) Better cell phone reception in some areas on campus. Dumbing down some of the convoluted processes to respond to questionnaires and access of some programs.

F: (NR) Better proxy service when logging in from off-campus. It doesn't always seem to work, especially when I'm out of state.

F: (NR) Better service for Macs. The very few times I contacted UW-IT, it seemed that they refused to support macs.

F: (NR) better wifi

F: (NR) Better WiFi coverage!

F: (NR) email program for macintosh products just does not work well.

F: (NR) Faster connections.

F: (NR) Have better integration of the Exchange server with iPhone calendars. This is badly broken and very frustrating now. We need experts or good online instructions--our departmental IT guy cannot figure it out either.

F: (NR) Help with web site generation for classes

F: (NR) Improve connection speed (and coverage for wireless) in offices and labs building-wide (without charging individuals to improve their particular offices and labs, specially when all it takes is to click a button or lay a couple of feet of cable =>\$100 for 15 minutes?)

F: (NR) Increase scope of services to cover short supply in schools IT support.

F: (NR) Learn to service MACs

F: (NR) Make cell phone signal available for underground labs.

F: (NR) make email navigation simpler and user friendly.

F: (NR) Make it less easy to mess things up (tests, course page) on Catalyst. I like to give the students online quizzes but it lets you upload multiple choice quizzes without marking any of the answers correct, and then whatever answer the students give it scores wrong and then they freak out.

F: (NR) More awareness. I am not aware of half of the things on the survey.

F: (NR) My office phone stopped working 6 days ago. A work order was submitted 5 days ago, and my phone is still not fixed! My phone service repair hasn't even been scheduled yet. This has a strong negative impact on my work because none of my collaborators have been able to speak to me on the phone during the last week!

F: (NR) occasionally we need wireless in my office/lab but it doesn't seem to be available (HSB RR616,620)

F: (NR) provide an alternative to moodle

F: (NR) Provide better remote access to my desktop

F: (NR) Restore SimpleSite or a program that has equivalent functionality to create and edit web instructional sites that faculty spent many months creating, but that were made useless because CommonView has no backwards compatibility.

F: (NR) speed up catalyst operations

F: (NR) Speed.

F: (NR) You could make it easier to log onto UW e-mail. As the system exists now, I (1) connect to the UW homepage; (2) click for MyUW; (3) click to get into MyUW, then enter userid and password; (4) click for WebAlpine; (5) click to enter WebAlpine. That's a lot of steps. Why, in particular, does the last one still exist? It made sense when the switchover from Pine to Alpine was going on, but it now seems completely unnecessary.

G: (VS) Install some enclosed private cubicals (that are sound proof) in certain dedicated libraries or study areas.

G: (VS) More coverage of internet access.

G: (S) available podiums in class with technology that actually is up-to-date and works all the time... also if there can be inhouse Mac connectors so that there is equal support for mac users... i am not a mac user, but a high percentage of mac users are at UW and it sometime through off things when they have to search for cables and connectors....

G: (S) Better coverage of wifi

G: (S) better the WiFi at Odegaard By george

G: (S) Better wireless in health sciences.

G: (S) catalyst tools. 1. there should be one space for course and inside each space dropbox, discussions, etc. and not separate. 2. encourage faculty to use it

G: (S) I would like to have some information that I can save on-line lecture to either CD or my computer so that I can listen during my long commute hours.

G: (S) Improved reliability

G: (S) It would be helpful if Wi-Fi coverage area was in ALL classrooms (it was either completely absent in some of the rooms I've taught in, or attended meetings in) and ALL UW housing (including student family housing--not just dorms.)

G: (S) It's a minor thing, but there seem to be a lot of wireless connection issues, especially in Mary Gates Hall. My co-workers and I often have trouble getting access to the network for chunks of time upon startup. Other than that, everything's great!

G: (S) Let students use a trial version of Kindle.

G: (S) Make it easier to remotely connect to office desktops.

G: (S) Make it possible to open Blackboard and email from the same page.

G: (S) Make the free Microsoft software more accessible (e.g. provide physical media -- CD-ROMs).

G: (S) More computers in suzalo/allen

G: (S) More pervasive wireless with better connection reliability.

G: (S) Should be able to open the UW mail very easily on smart phones, which I am unable to do it now. Make us aware of the differnt IT spaces you were talking about in the survey as I don't even know that they exist.

G: (S) so far so good....

G: (S) There needs to be a massive overhaul of the on campus wifi network; it is very unreliable, often disconnecting or slowing down extremely, and coverage is spotty in many places.

G: (S) Upgrade coverage at Kirkland Campus

G: (SS) Add high power wifi outside of buildings to cover whole campus.

G: (SS) Faster network infrastructure would help cloud sharing.

G: (SS) Give us more software choices

G: (SS) Improve the reliability and coverage of the wireless network. (For example, the network routinely forgets my "long-term" MAC registration, depending on where I am located.)

G: (SS) It is sometimes difficult to know what kind of services are available. If I can have a list for it, that would be helpful.

G: (SS) online lectures available via my ipad or itouch

G: (SS) PACCAR Hall's Wifi kicks me off due to the number of devices that are connecting within the building. At 12:30 each day, if I actually do get on-line, the speed is very slow. If there is one thing that you could do to help me, please increase the bandwidth of device connections and data transfer for PACCAR Hall.

G: (NR) Don't know. I'm not familiar enough with the work of UW-IT to answer this question.

G: (NR) Easier email setup for university email.

G: (NR) Improve wireless coverage. Increase storage capacity.

G: (NR) more qualitative software training

G: (NR) Provide listing of available resources (including fax machines for students, video and teleconference areas, meeting spaces, etc.)

G: (NR) There are many students who prepare for bar exam after graduation. It is necessary for law school to provide access to internet for them.

U: (VS) Faster internet on registration days.

U: (VS) Fix all the broken computers in Odegaard, a lot of computers are constantly down and don't seem to get fixed until a quarter later.

U: (VS) HAVE A PLACE WHERE I COULD GO AND ASK THEM ABOUT HOW TO CONNECT MY LAP TOP WITH THE UW SERVER/INTERNET.. i FEEL LIKE I HAVE NO ONE TO HELP ME WITH THIS

U: (S) Better WiFi in Odegaard

U: (S) Every time I switched between classes in Paccar and MGH, I would have to wait 5-10 minutes for my IP address to reset before I could get online again. Sometimes it just wouldn't work at all. Is there a way to better connect UW buildings so that this doesn't happen?

U: (S) Faster WIFI

U: (S) full campus wifi coverage. also get tmobile to build another antenna near the med center.

U: (S) Get me Solidworks.

U: (S) Improve wireless internet connection.

U: (S) Make more computers with the ability to print. Put a few in the Cherry Parks building.

U: (S) More access to remote desktop for programs such as MATLAB. During AMATH 301 the remote desktop, as well as all desktop computers with MATLAB would fill up on days when the homework was due so sometimes it was nearly impossible to work on homework or turn it in.

U: (S) More outlets for laptops on the silent study floor in Odegaard. Linux machines.

U: (S) More print stations in more locations.

U: (S) Not have broken computers

U: (S) Provide more general, up-to-date features in the library computers

U: (SS) more internet availability and reliability. More effective management of use of the shared computer resources at Odegaard. Some more shared computers at Suzallo.

U: (SS) More wifi coverage

U: (SS) One thing that I sometimes like to use is the printing computers at Odegaard. However, the computers often don't function properly. For those students that need to quickly print something out, this is a really useful tool and I think UW-IT should try to find a way to make workable solutions for students waiting in line to print something out that shouldn't take too long.

U: (SD) Access to Sharepoint workspace site. I'm surprised there is no UW student access since this is a popular technology in the workplace. Being able to practice administrating a sharepoint site would have been a huge advantage

U: (VD) blackboard connection is poor, sometimes it would freeze, takes awhile to upload/download content. Instructions on how to use blackboard features are confusing or unknown

U: (NR) faster internet

- U: (NR) The internet connection, though it is good for the most part, sometimes it doesn't work depending on where you are on campus.
- U: (NR) The printers in the student WCG area near the student store never seem work. I had to print something several weeks ago and they were not working at that time. On Wednesday I tried again and they were not working again. I needed something printed before class and was unable to print. The person next to me said they were not working so I don't think it was me but the printer.
- U: (NR) Wifi network availability in odegard between 11am-1pm is unusable and very inconvenient
- A: (VS) a general VPN client/server pool to allow external users to securely connect to P172 resources or others that are designated as "campus only" in their firewall rules, etc.
- A: (VS) As a BAR reconciler, I would appreciate anything you could do, to make the document requesting and receiving process easier
- A: (VS) Everything is fine. Thanks
- A: (VS) Find ways to offer free or very affordable desktop video conferencing services (like skype)
- A: (VS) I am satisfied with the response I get from IT
- A: (VS) I can't think of anything. I am very satisfied overall.
- A: (VS) Increase work to make UW Hires faster and more intuitive for candidates and employees.
- A: (VS) Keep the net-ops help desk informed of services they provide, so I don't have to post to the tech-support mailing list to find out net-ops provides updates for network switches.
- A: (VS) Sometimes the wireless access is hard to access - doesn't seem strong or reliable at times.
- A: (VS) They are doing fine.
- A: (S) Access to more data and the support to keep/track this data in internal dept. databases. I would be able to do my job much better if I had a better way to track student data/personnel data but don't have the necessary skills/access to skilled people or time to create databases to do these things. If UW-IT could provide sample databases for common needs departments could take these and personalize them for their own needs. I have lots more I can say about what we need in terms of databases if you want to hear it! :)
- A: (S) Allow South Lake Union IT staff to assist us on site, currently there is an on-site group of IT staff but they are not allowed to assist anyone here, so if we require in-person assistance we have to wait until IT can send someone over.
- A: (S) Better customer support for "Protect Network" (gives non UW affiliated individuals access to catalyst tools). Our office uses this regularly, and it usually works well. When there are problems/questions, however, Protect Network customer service is weak to non-existent (no response).
- A: (S) Change the IT-Connect home page to be mostly a table of contents, with a link to a new News-only page. I know it's possible to find everything through the Resources and Popular Topics links, but having an alphabetical listing of major topics/resources and links under each would be a big improvement.
- A: (S) Continue with your efforts to move people off of Web Pine for email and onto more sophisticated platforms.
- A: (S) For the services I am clear are handled by UW IT I have always found help and support. I am not always sure what is handled by UW IT vs the School's IT or facilities office.
- A: (S) Get a telephone messaging system for the labs in Health Sciences that records the date and time of messages received. Caller ID would also be nice. I know that some individuals on campus are able to receive these services on their phone messaging system, but I have been told that they are not possible for our lab.

A: (S) I've contacted UW-IT with an issue around connecting remotely from my home computers to my new(er) Windows 7 machine. I've received a reply from UW-IT, it didn't work and being part time I found a less than satisfying workaround.

A: (S) Improve cellular phone coverage. My cell phone does not receive a signal in my office in Health Science and my mechanics can not receive or make out going calls in most mechanical spaces around campus.

A: (S) improve/update Alpine. Need more help with Google Docs etc

A: (S) integrated, campus-wide calendaring

A: (S) It would really help me to receive training on how to archive and store email, data and documents. Each employee seems to be on their own to figure out how to maintain an email account long term. Another issue is how best to maintain department computers/laptops so that they are not overloaded and running less than optimally. Also, many of the online training and information are Windows/PC based and not transferable to Mac instruction.

A: (S) Make work email easily accessible from a Blackberry phone.

A: (S) Maybe inform us what new tools are available for us to use that may help to make our work more efficient. Provide more free training on how to use some of the tools available.

A: (S) More frequent (than once per quarter) workshops on various tech tools.

A: (S) My ability to *send* email from off-campus seems to break once or twice a year. If that would stop, UW-IT would be everything I need.

A: (S) My recent experience was with the UWIT Billing help system. There seemed to be a lot of ways communications were a problem. I got the billing error resolved, but I don't think anyone was happy with the process.

A: (S) Over the phone trouble shooting is fine if the problem is easily fix but sometimes you need a live person to fix your computer or phone. And I never see an IT person who isn't running to their next job, half the time they are out the door before you have a chance to log on and see if the "fix" has really fixed the problem. I think the U needs to hire more people and not run the IT people they have into the ground.

A: (S) Overall good systems, the HR timesheet approval could be improved. Some of the Catalyst tools like CollectIt aren't straightforward, could benefit from clearer use instructions, I know it's a dream but getting everyone on the same calendaring systems would be very helpful. Perhaps this is fixed but the fact that the AVAYA system doesn't register time of phone calls received is frustrating.

A: (S) Provide a consistent support person for our area to help develop a more personal/human relationship rather than a rotating cast of characters.

A: (S) Provide telephone tech. consultations for major programs (Dreamweaver, Adobe), make the web systems for accessing help more accessible (keyword searches).

A: (S) Remove some filters at workbench.

A: (S) The cost of hosting in the UW data center and backups is too high. I would like to utilize the services, but cannot justify it at current rates.

A: (S) Unsure. Most of my issue are with UWMC computer programs such as EPIC and ORCA

A: (S) Upgrade your 60's era technology, rather than simply putting a Windows interface on it.

A: (S) Who to contact... make sure it is clear on the websites, links, and navigation.

A: (S) Windows software help. We have strong, but limited help for Windows issues.

A: (SS) Better SPSS support

- A: (SS) Continue to make its websites more navigable, the “new” ITConnect site is a big improvement but keep going.
- A: (SS) Decrease the amount of time the server and email goes down and become inaccessible.
- A: (SS) Faster networks - the older building are so slow.
- A: (SS) Have a more robust WIFI system
- A: (SS) More services for Macs.
- A: (SS) Offer low-/no-cost computer orientation to new employees. My productivity would've been greatly enhanced by a 60-minute intensive tutoring session (could be with a student) to get me up-to-date on the UW IT's best practices and general IT tools that staff might not know about, but would benefit from. I know my way around computer systems, but I can tell that there are tools and functions that would be helpful, but which I simply don't have time to look into and train myself on. Gunnar's quick and excellent trainings showed me how much info can be imparted in a short amount of time.
- A: (SS) Provide better land line telephones. Many problems with echos, inability to hear or be heard, difficulty on conference calls.
- A: (SS) Provide more one-on-one in person assistance as needed. For a technologically handicapped person like myself, the in-person, one on one help is invaluable when needed, but I assume budgetary constraints makes this very difficult.
- A: (SS) Single server for all School of Medicine employees Move all to MS Exchange
- A: (SS) Solve the problem of long load times when I open attachments.
- A: (SS) speedier connections for Catalyst tools (off campus links)
- A: (SS) Support a complete HRIS system for campus.
- A: (SS) Update the network.
- A: (SS) UW's cell/smart/pad phone
- A: (SS) VPN access. Support for Mac
- A: (SD) Clearly state in plain english, not techno-speak, what you can help with and what you cannot.
- A: (SD) Don't take down systems in the middle of the day. Do it at night for less impact.
- A: (SD) I think Catalyst is great and I like it very much. But, whenever I sent in questions, I have never heard back from UW IT.
- A: (SD) I work in the School of Dentistry. There needs to be more help hired to help out with issues we are having. Most of the time when you call there is no answer and I usually don't see anyone for days if at all. Poor Anita who works in IT is running around mostly by herself since they have no one else. The net work in our building...the B-wing of the Health Science Building sucks. It needs to be redone but no one will foot the bill.
- A: (SD) More communication during the onboarding process; it's really difficult to navigate this system when the resources aren't even known to new employees.
- A: (SD) UWNETID logins should be 10 hours instead of 8. I find it annoying to have to login again 1 hour before going home and I usually remain logged when I leave which defeats the purpose.
- A: (SD) Work more closely with the other IT support people in the Health Sciences Group.
- A: (D) Answer questions w/o fear of being charged.

A: (D) Continue to open all Admin systems to departments via XML, JSON, and start a community of people in the U who are successfully providing solutions. Provide LOTS of code examples, or simply centralize them, and offer a set of tools that can be highly modified.

A: (D) Offer more support to individual departments. Many of the IT people in my area are difficult to work with and unreliable in terms of availability. Because our group is grant funded (I think that is why) I can't just call IT for help. I have to go thru my departments IT group which is nether efficient, timely nor helpful.

A: (VD) I most look forward to an integrated (Exchange-based?) email/calendaring system. Our current decentral-ized, do-it-yourself calendaring system is incredibly inefficient. My second request (I know you didn't ask) would be to provide decent connectivity for all.

A: (VD) Provide less sarcastic and snot feed back. Email/Txt when APs, switches, and routers are down that affect my subnet. Email/txt when broadcast storms are creating latency. Email or text when APs are going up/down more than 3 times in a five minute period. Provide the shared coverage at Cascadia/UW Bothell that was contracted. Inform your customers when you renumber your wireless and wired networks with a 48hr minimum notice before you conduct this work.

A: (VD) We could use an ERP system.

A: (NR) Better speed on Nebula system.

A: (NR) Cover my mobile phone services.

A: (NR) Desktop Telephone - Call log does not indicate whether a caller left a voicemail message. Voicemail is not efficiently integrated, too many steps and descriptions when retrieving messages, not efficient. General phone use feels clunky.

A: (NR) Have a list of all of the computer labs on campus and what they offer and to whom.

A: (NR) Hours available for computer access.

A: (NR) Improve wireless reliability across campus, and in every building.

A: (NR) Keep CORE services (network, telephones, web publishing, email) seamless and not fancy but rock solid reliable and simple to understand. Keep software licenses for critical business and scientific apps easy to find and covered (free) within normal UW tech budgets.

A: (NR) Keep investing in Catalyst tools and other "web 2.0" tools. I really think these are valuable and useful ways to collaborate, communicate, and share information.

A: (NR) Non-instructor office staff do not have access to Catalyst course lists and course mailing lists. Access to this would help lessen the need for and time spent on some personal mailing lists.

A: (NR) nothing, they are doing a very good job, those people are superv they know what they are doing, they need a raise

A: (NR) recieving news letter and the hours be more flexible for employees.

A: (NR) Smile more often

A: (NR) speed to resolve issues

A: (NR) Start upgrading 100 megabit network switches to gigabit -- we move large files on the network (video, brain scans, virtual hard disks). Another thing I would like is a web interface to the phone system -- retrieve voice mails, configure settings.

A: (NR) The reliability of and access to campus wifi is becoming increasingly important.

A: (NR) You could make wireless more accessible between buildings so that you can more easily work outside on your laptop or smart phone.

Q51. Are there any aspects of the services that UW-IT provides that you think require too much time and energy?

Responses to this question have been sorted by cohort and then by satisfaction with “UW-IT addresses your information technology needs.”

F: (VS) Catalyst.

F: (VS) connecting different catalyst tools to each other

F: (VS) Finding things

F: (VS) Hourly billing cuts down interaction

F: (VS) Trying to manipulate grades in Gradebook. It should be easier to customize and experiment with different grading percentages and formulas (more like Excel).

F: (S) Changing passwords. It is fine to change the passwords frequently but not being able to use passwords that were similar or have been used in the past can be difficult. It would be nice to be able to at some point use old passwords (after a year? which would be 2 cycles of changing passwords).

F: (S) Getting the various technologies I use in the classroom to work, i.e. dvd/video, computers, projectors. They often work, but are not reliable. I always have to bring back-up with me.

F: (S) Hard to get immediate help for something - I usually have to ask someone in our office.

F: (S) I find it difficult to find answers to questions on the web pages. Use of “help” rather than web resources means too much delay in getting an answer. It should be possible to make it easier to find information on the web to answer questions.

F: (S) I have had trouble with accessing the new phone call-in number--IT staff locally say that this service is centrally located in Seattle.

F: (S) Installing updates to any software or operating systems on a domain computer is annoying - we shouldn't have to ask IT just to be able to install minor updates or new versions of things.

F: (S) It's crucial to have technology support at the departmental level

F: (S) MEd Hub is clunky. I can never recall the password because I use it infrequently and it needs to change too much. Having to change passwords a lot and having too many passwords is my main concern about UW IT stuff.

F: (S) Most of us are overwhelmed with workloads, trying to pick up responsibilities of those who have been laid off or reduced in hours, trying to live up to an expectation of quality that is becoming harder to achieve under current budgetary restrictions. So anything that UW-IT can do to streamline things would help. On the other hand, I'm NOT asking to learn more new software! Sometimes some of the changes that occur seem to be just for the sake of changing. But we work in a constantly evolving environment, so I don't suppose I can continue to be employed here and not learn new stuff.

F: (S) Switching my e-mail over to Windows live was a pain, and it would have been nice to know how to prevent important e-mails from being sent to junk mail.

F: (S) The phone number needs to be more obvious on the website. That is the only reason I go to the website.

F: (S) There are some cumbersome features of the Web Alpine email system, steps that could be accomplished with one click but require two (or more). From the My UW page, it's two clicks to get into the email box (unnecessary). I admit that it is much improved over Web Pine.

F: (S) UW service is actually pretty good compared to other institutions. Before improving too much now, I suggest rising community's awareness of what is already available and how to best use it.

F: (S) UW-IT is fantastic. The response time and experience has been really great for me. Much better than my college-level support.

F: (S) Wi-Fi coverage in classrooms. It would be nice to have the ability to turn off in classrooms.

F: (S) Yes, for the most part I don't contact them because my past experience has been too difficult. A) communicating the problem, B) having the person understand the problem, C) resolving the problem. Usually the process breaks down for one of these reasons. I do try to resolve on my own and thus do not use UW-IT.

F: (S) Yes, the ones I do not use or am not familiar with.

F: (SS) Exchange has weird behaviors. I've tried to get help but w/o success.

F: (SS) I had a recent experience with Catalyst that two technicians couldn't resolve. The department was using it to collect information on rating students applying for admission. My submission looked ridiculous (as it was used during an admissions meeting) and no-one could help. Aren't there other avenues I could have gone to when the regular route does not fix things? Would be nice if you told us what to do. I still feel upset when I think about the experience.

F: (SS) Inability for physicians to personally delete notes in ORCA that are erroneous. With this feature out of a physician's control, it is a big pain to have to call IT help services to delete an erroneous note. And when I ask to have it deleted, often I have to follow up on it myself, only to find that several weeks later it still isn't deleted.

F: (SS) long distance calls from the hospital are inconvenient

F: (SS) Searching in my email

F: (SS) Setting up e-mail and managing mail filters

F: (SS) The online tutorials and navigation tools don't suit my needs. At any given time, I have maybe 10 minutes to find and learn this thing I'm looking for. If I don't succeed the first time, I never go back. I don't have the time to waste.

F: (SS) The phone voicemail system is terrible, and directions for using it are even worse. Clear instructions would be helpful.

F: (SS) The UW Webpage ... too many clicks ... too hard to find things ... too much slow geewiz video. Better Catalyst tools. Some folks are quite happy as is, others would like to see more Moodle-like features, others are very unhappy over the loss of SimpleSite.

F: (SS) trying to find things on the website

F: (SS) When services switch, faculty have the burden of adopting the new platform. It should be less time-consuming and onerous.

F: (SD) Most: I am not technology averse, yet I find using technology at the UW more difficult--more challenging--than using technology at almost every other institution I have been involved with. The single exception is the UW Libraries, which is far more user friendly than (e.g.) Catalyst.

F: (SD) The UW Bothell IT personnel. I have only dealt with the help desk people, and the lower-level technicians. The help desk people give completely inappropriate answers about how to trouble shoot a problem. The technicians literally take weeks to respond to work tickets. They don't have any familiarity with many software packages that are offered by UW (ex., SAS, SDC Platinum), so more than once, they refused to give administrative rights to install packages on my work machine that come, for example, from the Foster School or from the UW IT main website. When I called for help, they would invariably tell me that I would have to walk my laptop over to their building and leave it with them. I don't think that faculty members should be acting as couriers for the IT department--they should use remote access or come and look at the machine. Eventually I learned never to ask them for anything because it is a waste of time. Because of that, my UW laptop is not really useful. Unfortunately, their ineffectiveness limits my ability to conduct research, and when I used to call them for help, they seemed to enjoy knowing that they had that power.

F: (SD) They should give up on Alpine, etc and let commercial apps rule wherever possible.

F: (D) the alpine software for blocking junk is archaic and not user friendly

F: (NR) All of it. I've been here 50 plus years and only real help that saves time is in xray....PACS

F: (NR) Because CommonView is inadequate for my teaching tasks, I have lost months of productive time trying to rebuilt my teaching sites from scratch. That's too much time and energy.

F: (NR) catalyst operations - it is SLOW

F: (NR) email access and catalyst access

F: (NR) No. The work you do is great and well appreciated! We just want more of it!

F: (NR) ORCA, but who knows who provides it.

F: (NR) posting grades in Catalyst is complicated and burdensome

F: (NR) The grading system is fiddly and hard to recall, and not well documented.

G: (S) I put off the change in email until the last minute, because it was time consuming... I don't like that I have to re-enter my user name and password for the new email if i access it from the portal...

G: (S) opening up UW email. I have to go to login to myuw.net, open up online mail, and again login to UW email. I have to login twice to check my mails. It would be great to have a direct webpage to the mail page. (May be I'm not aware of that)

G: (S) Switching from Alpine e-mail to UW gmail was very complicated and required a lot of time and energy. There needs to be a simpler process.

G: (S) Tuition payment page is hard to navigate

G: (S) Web alpine isn't great... could be improved for speed and ease of use.

G: (SS) I feel that it is a little inconvenient that we cannot use uw e-mail address after June 2011.

G: (SS) The Catalyst tools are not that flexible

G: (NR) Not so much time and energy, but money. It's costly to call IT so most people in my department use google to try to resolve their issues. Calling IT has become the very last resort because departments like mine can't afford the additional cost. We already have to pay for our accounts, why must we pay for customer service on top of that?

U: (VS) The amount of times wifi is unable to connect. You literally have to have an ethernet cord some of the time to even get online.

U: (S) I think the UW tries to manage too many websites are so they are mostly all mediocre.

U: (S) Waiting in line for a print station

U: (SS) Myuw is confusing

U: (SS) Waiting for catalyst to boot up. Seriously, that takes 5-10 minutes to just start! It's not my connection either. Everything else works fine.

A: (VS) As a technical developer working for UWIT (IM) I miss the level of Nebula support we used to have with "Gold" workstations. We no longer have anyone devoted to dealing with issues specific to the development environment and managing the testing and installation. At the same time, we have increased the amount of time we hold on to our hardware, and the older computers tend to require more time and attention. While I am capable of figuring things out on my own, I am spending increasingly more time on this instead of on tasks that are considered to be my primary work. For example, for a good two months now, my laptop has not been able to sustain a charge for longer than 25 minutes. I have resorted to taking notes manually during meetings, because I don't have time to follow up and figure out the issue. Needless to say, operating in this way drastically reduces my overall productivity.

A: (VS) I think in some cases UWHires was worked on before asking users for feedback or priority. Then we were asked to test the changes. It became clear that if we had been asked for feedback first, then we would have made alternate suggestions. It's frustrating to take time to test a system change that you know you will never use.

A: (VS) No, the services you provide are all needed, and worth the time and effort.

A: (VS) They are doing fin.

A: (VS) Yes, the website updating should be left to website people, especially things like Joomla, but I don't believe this has anything to do with UW-IT; it's more a department issue.

A: (S) Catalyst - submitting grades for 1-2 students for independent study/research takes too long and is cumbersome for faculty. It would be much better rather than having to create a gradebook first for each quarter to just have a "submit grades here" button where your current classes come up and you can assign grades. Most faculty teaching small classes do not want to use the gradebook just submit grades. WebQ- is a great resource for instructors but it would be helpful to have a "webQ warehouse" where instructors teaching the same courses can store quiz questions by topic. That way when an instructor wants to create a quiz, they can go to the "warehouse" and select questions already written by previous instructors. Converting Alpine mail to Google - I use Thunderbird while at work but want to convert my mail to Google. I can't figure out the correct settings, despite reading the UW-IT instructions several times. It has taken me too long to figure this out but I also don't think it's worth it to call Nebula to get help.

A: (S) Continual and constant changing of passwords. Let me reuse a password, after it changes every 3-4 times.

A: (S) Decentralized services have pushed some work back to offices... training on systems is helpful.

A: (S) Finding things via your navigation on the web site has been a problem. Please put in two top level navigation links: New User link to all the Newuser id stuff, including associating an international student employee with a new OPUS appointment. The last time I tried to find this just using your navigation as available on your web site I had to give up. Eliminate jargon and have your web developers actually watch customers try to use what they think is effective. I think they may get a good lesson. your help desk is vary capable and awys provides prompt advice on where to go to do things, but they seem to be the only people with answers. You can find out all the neat stuff UWIT can do for you from your website navigation, you just can't find out how to actually do it.

A: (S) Finding who to call or email for services. Maintaining email quantity is difficult and tedious. Using Alpine is meticulous and slow.

A: (S) I can't think of anything

A: (S) Less upper management more IT workers

A: (S) Nebula - not worth it for most departments; they don't have enough resources to keep up with the demand.

A: (S) No, operations concerning UW-IT run smoothly here at the PNSN.

A: (S) Not that I know of or familiar with, but then I don't use most of the tools that are available.

A: (S) Outlook Email is so bloated and confusing as are most Microsoft Products but that comment doesn't help much either. I believe employees are always overwhelmed with updates/upgrades that interfere with the daily workflow.

A: (S) The only thing recently is that we've been struggling to get a contractor connected to our network to use shared folders. That's taking a little longer than expected, but part of that is due to people's schedules on our team.

A: (S) Travelling to our site when there are people with the necessary skills that can assist right here.

A: (S) Trying to find troubleshooting help and information.

A: (S) UW Exchange is too expensive to roll out to everybody but it is causing confusion because of overlap with ITS's Exchange offering. We need to unify this across campus!

A: (S) Yes to change the labeler roll I have to call IT when the machine goes off line, needs to take more time to go off line

A: (SS) Because I work off campus and do not log into the financial systems on a daily basis, I feel like I need to spend needless time searching for how to get to such things as My Financial Desktop from the UW homepage.

A: (SS) Billing

A: (SS) IT Connect is difficult to find and use anything in that site, especially if you are in IT support.

A: (SS) Not that I can think of. Please keep the telephone service - I use e-mail all the time, but every once in awhile you really need someone to talk you through a problem.

A: (SS) SharePoint system is awkward/cumbersome to use, having to login at every step is tedious

A: (SD) All services are too complex. 5 different storage options are offered. I just need one to store everything. Several email options are offered. I just need one, reliable email account I can use throughout my time with the UW.

A: (SD) Clearly state on your website, in plain english, not techno-speak, what you can help with and what you cannot. Too difficult to try to translate what is common to you but to end users leaves us frustrated and confused. Technology changes too fast, never sure what UW IT should be contacted for or provides vs departmental tech team.

A: (D) UW Cell phones. No one in our department has one or needs one. We should not all be paying for this, as it should be out-sourced entirely in a group purchasing agreement and charged per use with Verizon.

A: (VD) I feel that many of the services simply don't translate to our department so it's hard for me to evaluate. Historically, there seemed to be an emphasis on "toys", but one positive outgrowth of the financial issues has been a re-commitment to core services. This is appreciated.

A: (VD) Mobile devices you shouldn't support.

A: (VD) They seem to travel en masse to meetings. Their time is valuable, I would much rather one person report back and give the rest more time to code.

A: (NR) Explaining problems to help staff. Sometimes they are great; other times they treat customers like morons. We're not all technology idiots. Thoroughly read our emails - don't ask us questions that we just answered.

A: (NR) No. I know resources are tight, but it doesn't feel like there is a plan to address and unify technology.

A: (NR) or too much money?

A: (NR) Over all, I'm very happy with UW-IT. I especially LOVE catalyst and all it has to offer. I think that the next project that the catalyst team should take on is an in house, easy to use, means to create internal wikipedia-type pages. I would love to have the chance to write what I know somewhere more searchable and that others can add too/edit. I'm sure there are ways to do that now, but I'm not that techie. What I love about everything offered by catalyst is that 1) I can do it, even though I'm not that techie, and 2) I can trust it. Part of my fear with launching my own wiki project is that I'm concerned I might choose the wrong program to host the process. I love that catalyst is so trust worthy.

A: (NR) Sometimes in Alpine the back one page goes back all the pages or more than one after one click... it is irritating when i have lots of emails

A: (NR) This voice mail change thing is taking up some time.

A: (NR) UW Timesheet System.

A: (NR) When the above are not hit, it eats up time fast.

Q52. Was there anything we didn't ask about that you would like to comment on?

Responses to this question have been sorted by cohort and then by satisfaction with "UW-IT addresses your information technology needs."

F: (VS) Excellent staff at UW Tech, terrific collaboration for our APEC work. Thank you.

F: (VS) I appreciate the timeliness of responses to concerns (password issues, printer issues...)

F: (VS) I'm sorry to see that UW is getting out of the business of providing and storing its own e-mail. There should be a single campus e-mail system (such as Microsoft Outlook, with Online Web Access) with only "u.washington.edu" or "uw.edu" e-mail addresses. I don't trust Gmail, Yahoo, or any other outside online e-mail service to securely manage and store my private work e-mail.

F: (VS) IT and library access; often cumbersome to access e- journals from off campus

F: (S) Health Sciences was not listed at all on choices for where I use computer services.

F: (S) I am on the Bothell campus so some of the questions don't apply. Also, my answers about the Help Desk pertain to the UWB help desk.

F: (S) i am satisfied with what is provided. It serves my need quite adequately. Thanks

F: (S) I do not understand why phones are paid from direct costs from research grants and are not paid for within the indirect costs the University captures.

F: (S) I frequently have problems with Catalyst Gradebook hanging in the middle of grade entries, both on my work and home Mac. This can be quite frustrating, as it involves quitting Catalyst, losing some data, and starting again. Also, while I like the flexibility of Catalyst workspaces, they are still a rather bare-bones alternative to a traditional course web page. I wish we had better campus-wide access to good web-authoring software and better templates for course web pages.

F: (S) I want to express how great it is that UW lets us run advanced computing services off of our web accounts, like drupal, wordpress, mysql, etc. This has been hugely helpful for my research.

F: (S) IT service has improved significantly in the last several years. My interactions with most (but not all) have been much more pleasant and helpful. One area that is still a sporadic problem is when IT comes into workspace and is updating things there is little notice and little regard for people that are working. It would be nice if there was a little more forewarning and trying to figure out times that would impact patient care less. The other issue is that there are still some (but it seems significantly less) IT workers that are not very pleasant to deal with. They will often either be rude (perhaps this is the individual personality) or they just talk down to you or don't listen to what the real problem is. I would stress that this is significantly improved from several years ago but still the weakest part of IT division.

F: (S) Much of the information that faculty and administrators need, especially for research administration, is difficult if not impossible for individuals to access directly. You have to know whom to ask, and even then it is not easy to get it. The 'one stop shop' often talked about for research administration would make a huge difference in the efficiency of faculty who are trying to write grants, teach, etc with limited time.

F: (S) Overall, IT is very responsive and good at communicating, but the actual time of response for them to fix or work on anything they can't do remotely is exceptionally slow.

F: (S) Pagers don't get reception in the Health Sciences library classrooms!! Can we fix that?

F: (S) Since cell phone service is becoming so important it might be useful for someone to talk to our providers, it's such a problem and again consumes too much energy given the discount received.

F: (SS) Do something drastic about Alpine or find a better webmail client... I'm sure there are open-source solutions out there!

F: (SS) I have some concern about the safety of UW Google. I would like to trust that the IT folks would make it secure enough.

F: (SS) I know you do your best. So thank you.

F: (SS) Many questions assume presence on the Seattle campus. I am on the Tacoma campus. There were no questions about services here.

F: (SS) Most of my dissatisfaction is a result of the tech person (Anita Dotson) being in too much of a hurry and not knowing solutions to my problems.

F: (SS) My face-to-face interactions with IT have been very helpful, so really my only complaint is on the responsiveness. Maybe they are overworked?

F: (SS) My understanding that many of your costs are covered by a very high per person charge to the units. Since departments pay this not individuals questions about value for money seem silly

F: (SS) The organization of the MyUW page seems very inappropriate. It seems to be organized to highlight every aspect EXCEPT ACADEMICS. Nothing of the academic nature is upfront. You have to hunt for it. Instead, prominence seems to be given to all of the modern day PC-bullcrap---to the extent that the CYA game seems the prime purpose of MyUW.

F: (SS) The reason i'm slightly dissatisfied with IT is that I sent an email to some IT address I found on the web site and my email box quota being full (not help@....). I got an immediate response back about someone getting back to me in 48 hrs but don't think i ever got anything back!

F: (SS) The user community has no control on the cost of IT services. It operates as a UW monopoly and it is extremely difficult to figure out what costs what and whether that cost is reasonable.

F: (SS) Too much pointless content, but that is not just a UW-IT issue. Who the hell needs a UW-Today when the UW-Weekly was too much.

F: (SS) Unfortunately, UW IT has to overcome years of neglect and a previous nearly total disregard of the user and nearly total lack of service ethic. There have always been some great people but top down, not so much. Overcoming that is your biggest problem/opportunity

F: (SS) We need some MAC support for apps and for the help desk. Our dept uses a fair number of MACs and they are not supported by most UW IT services.

F: (SS) Yes. It is ironic that I clicked to submit my answers to this survey and the application "froze." It then reset and I was forced to complete it again.

F: (SD) "information technology" implies computer support, and the quality of unix/linux support seems to have gone downhill quickly in the last few years

F: (SD) Communication on overall infrastructure issues and relations to other departments - for instance, the fragmentation of IP ranges across campuses without consulting with the tri-campus units that must work across campuses impacted my work and many of my colleagues work (adding probably several weeks of work for several of us). I work in the UW Libraries and we had to renegotiate licenses and costs with hundreds of vendors/companies and then internally we are still negotiating with each other on payment change costs due to this and how we are going to pay for it across at least four separate campus/funds (involving about 70 people). Additionally, the initial name change/abbreviation for your department completely neglected to take into account that the abbreviation was being used by a whole UW campus (UWT), which indicated a lack of awareness of tri-campus needs once again.

F: (SD) Health science videoconference facility was very expensive when I used it last summer, and the rates changed between the time we booked the facility and our event - we were charged the higher rate though we had been quoted a rate at the lower price. That was frustrating. Also, we paid for extra setup time though we didn't really require it.

F: (SD) The learning technologies personnel are really quick to respond, and knowledgeable, so it's hard to understand why the IT technicians, who work in the same office, are so abrasive and ineffective.

F: (SD) what are your benchmarks for service? on the academic side, we have student credit hours, majors graduated, and a long list of metrics devised by the provost's office. we don't know what yours are, we only know what you are charging us per head. not a situation that lends itself to building confidence among your customer base.

F: (SD) Whether we are satisfied, overall, with the help we get at the UW to use technology to improve our teaching, research, and service; and to this I would answer 'no.'

F: (NR) Before CommonView was introduced, we were told that it would be wonderful. It would have been smarter to have made more effort to _ask_ us whether it would be wonderful for us, or not, rather than pre-supposing or hoping that it would be great for everyone. As a result, the kindest spin that I can put on it is that the higher echelons decided to drop SimpleSite apparently without knowing about the many hours that faculty have spent developing SimpleSite webpages (that were not simply flat database structures) as teaching tools, and the waste of faculty time that introducing CommonView and canceling SimpleSite has created.

F: (NR) I like to use Pine because it can be operated without a mouse, which lets me go through my mail more quickly. There used to be a self-installing download for Windows which was pre-configured for the UW, but I can't find that any more. I don't like Alpine because it requires using a mouse, at least as far as I can tell.

F: (NR) I only use Children's Hospital IT services, not UW

F: (NR) I used to use Moodle in my other position at the University of Illinois. I find the ability to make a class website on catalyst unsatisfactory.

F: (NR) I very rarely use UW IT because I am located at the Hutch and use their IT.

F: (NR) I work at the Bothell campus. This survey didn't seem to address anything about Bothell campus issues.

F: (NR) I'm NOT sure that using either Microsoft or Google's mail systems is a good idea. I hear LOTS of complaints from the student about the services that would be unacceptably unreliable for the faculty. DON'T switch if at all possible!!

F: (NR) I'm not sure. Our school IT is overworked and I have a lot of IT issues that don't get addressed (e.g. backup, setting up a tower to get better cell reception, etc.) because they have no time and there is no one else I can go to.

F: (NR) Most of my IT services are provided by my department

F: (NR) need to make it clear you are NOT about computerized medical record (ORCA/EPIC) -- for that is truly terrible.

F: (NR) Three things. (1) It is frustrating not to be able to send documents larger than about 2MB as attachments. (At least, that was the size limit last time I checked.) In my field, music (audio) files are a professional necessity, and they are usually too big. (2) In WebAlpine, I cannot permanently set images from specific senders to come up automatically, despite what the buttons on the screen promise. I've mentioned this to the Help desk before, and all I got was a vague "Gee, that's a glitch in the system; we'll have to work on that." So far, nothing seems to have been done. (3) You could improve users' understanding of what's going on in WebAlpine by revising the automatically displayed messages that sometimes are displayed in the yellow-highlighted bar at the top of the screen, such as "Folder Drafts in Collection 0 does not exist" (what the hell does that mean?!) and other such cryptic language. We're not all IT jocks, you know -- in fact, most of us aren't.

F: (NR) What is the evidence that the overwhelming addiction to computers and 'IT' has made medical care better or cost effective. IT seems the switch to computers and the explosive increasing cost of medical care were coincident!?

G: (VS) I am actually a UWB student so most of this survey is irrelevant to me. If at all possible you should check for this information in advance so that students, staff, and faculty that actually utilize your services are the ones responding to the survey. As I'm sure you are well aware, this will ensure that the answers you get more accurately represent your primary constituency, thus giving you a more accurate survey.

G: (S) I am not able to figure out how to get discount from At&t via UW-IT.

G: (S) I find Moodle to be confusing and I still have problems accessing the site, even after seeking technical support.

G: (S) I have the impression that departments develop their own solutions to things independently, in part because they want to have dedicated staff and in part because of the way the budget is set up. It seems like it would be more efficient to encourage general systems for common services.

G: (S) I love having FTP access/space is available to transfer items between my office and personal computer for research purposes. It is invaluable. Please don't get rid of this anytime soon.

G: (S) I think many students do not even know about the free Microsoft software available through UWare. This is a tremendous value for UW students, and information regarding this program should more widely disseminated.

G: (S) I use my portal all the time... so i think that works well... i wish that when i logged on to the portal, i did not have to click un-lock for the library sources... sometimes i forget, do my search, then have to go back, click unlock and re-search...

G: (S) No WIFI outside of buildings in quad areas. Limited connectivity in Smith Hall.

G: (S) Yes, you do not ask specifically where we do receive sufficient WiFi. Thank you.

G: (SS) One of my help request emails apparently got lost for six months and was found the other day. No big deal, but this should not happen.

G: (SS) The users' manners are not good at Odegaard library, and we sometimes see the trashes at the computer area.

G: (NR) I simply rely more on home tech than institutional tech- mostly because I'm a grad student.

G: (NR) Software: A site license for Windows wasn't important to me. Mathematica for student use would have been better.

G: (NR) There are many students who prepare for bar exam after graduation. It is necessary for law school to provide access to internet for them.

U: (VS) I feel that there needs to be more access to computers in mid-campus so near Mary Gates or Allen/Suzzallo Library. Since the Mary Gates Computer Lab was taken out, I haven't been able to find a good middle ground between the Health Sciences Library and Odegaard for computer usage.

U: (VS) nope keep up the good work

U: (S) I really think you guys miss how many outlets are needed on the silent study floor. I see people walking around the entire floor every couple of minutes during most of the afternoon and into the evening. Thank you.

U: (S) I think more computers, and more updates on computers, available in central locations are more valuable to students than funding specific departmental technology needs

U: (S) i think you guys should clean the keyboards and mice more often.

U: (S) Most things work well and are convenient

U: (S) The Blackboard business school site is badly designed and does not work well.

U: (SS) I don't really use the library computers anymore but when I do, I often see multiple users playing video games or surfing on social media sites when there are students walking around attempting to find an open computer. I think there needs to be better enforcement when it comes academic work time. Obviously, there might not be enough human resources to maintain this, but if librarian assistants could occasionally check on people's screens during peak hours, it possibly could help those that are looking for computers or not doing their work.

U: (NR) It would be cool if you could secure a similar deal for access to Apple software

U: (NR) Not having enough ethernet ports in the dorms is a problem. It prevents group study and is a detriment. Also, I am not sure of the pros/cons if wifi, but I don't understand why we don't have it in the dorms when everywhere else on campus and generally in the modern world does?

U: (NR) You should upgrade all computers on campus to Windows 7

A: (VS) I believe it is unfortunate to see a shift in where public domain information, such as email with alpine, is kept. It seems such information continues to move over to corporate entities, such as Google and Microsoft. While cheap from a monetary point-of-view, this information belongs to the public, and nothing is free. These companies can and do scan and gather statistics on the information which is worth enough to them to provide 'free' services. My main concern is whether the public will have all the rights to view this information upon request as they always have.

A: (VS) I can't think of anything, except I wish we could do tablets as opposed to laptops for ease of use and traveling purposes.

A: (VS) No, you people do a great job. Thanks!

A: (VS) UW IT Staff has fantastic customer service. Any time I have a computer problem I know a fix is a phone call away. For bigger issues, the IT Tech guys at Harborview are here within 24 hours, often sooner. This is great turn around as they are very busy.

A: (VS) When you asked about Finance I assumed you ment PAS and FIN, I use PAS the most but prefer MyFinancial. I don't use FIN as much because I am used to using easily navigatable software such as microsoft Excel, WORD, Quickbooks (which is kind of fussy too, but not as confusing as FIN).

A: (VS) YES!!!! There are some services you should provide but don't. So, Colleges or departments have to provide the service. Specifically, I am referring to software licensing across campus, like you do with Microsoft's Campus Agreement. It costs the UW more overall to license some software packages, than it would if some central authority, such as UW-IT, site licensed the software for all of campus. UWare was an attempt at this, but failed due to lack of funding. Another area is running license servers. I currently run license servers for Matlab, Mathematica, Maple, Tecplot, Ansys, and Labview. These packages are available to staff and faculty across campus. UW-IT should be running the license servers on their central computers, not me.

A: (S) Everyone has been very helpful when assisting me by phone and remotely assisting as well. Overall I think the help desk does a really good job.

A: (S) Exposing institutional data for units to consume through web services (e.g. Student web service, Financial web service) has been an immense help to our work. Please continue to develop and advertise this service.

A: (S) Generally very satisfied with UW-IT resources and services. I've been associated with the UW for many years, and C&C/UW Technology/UW-IT has been steadily improving and keeping up with (or ahead of!) changing technologies. Keep up the good work!

A: (S) How come there cannot just be ONE password? A super password that lets me go to all the different places I need to go. I have at least 5 different areas that all require a password. Our computer system is so safe, we cannot get into it ourselves.

A: (S) I feel unsure about what is included in general Nebula support and am hesitant to call Nebula for help worrying that it will cost money. Maybe more information about what's included in our pricing and what is considered "extra" would help. I also don't know if I'm asking a question that is beyond the normal help, does the person stop to tell me that it will cost extra or do they help then charge us later?

A: (S) I prefer a Mac system; would like more programs that are seamless with this operating system

A: (S) I work at the Bothell Campus, so my responses apply to to here and not Seattle main campus.

A: (S) I work off site and am not linked to a UW network, therefore I have little cause to interact with UW-IT services.

A: (S) Improve customer service. IT help staff always seem rushed and not committed to giving patient and kind customer service. I expect IT to kindly help me with computer troubles, just as I would kindly help them with my area of specialty.

A: (S) More training and brush up classes on office programs like Excel, power point, etc. I wanted to brush up in Excel but the one class that was offer this term filled up totally between the 4:30pm posting (after I left work) and the next morning when I opened my email at 7:00am. If a class is that popular why offer only one?

A: (S) Simply said the UW got into its current problems because it was not managed as a system. Each area has functioned as its own fiefdom/cost center. Hopefully the approach for managing the IT functions of the University will take on a systems approach and no longer can we rely on the excuse that the UW is so big and complicated that it can't be managed. It can be managed from a systems approach. Thank You.

A: (S) The issues that prompted this surevey had to do with the UWIT Billing help system, which is separate from you usual help email. You may wish to put billing issues as part of your query back at beginning of the survey.

A: (SS) 1) Offer low-/no-cost computer orientation to new employees. The Graduate School did for me on the MyGrad Program and it was great - got me launched right away. 2) Have a site where we can ask questions and then have a response posted (benefit more than just the person who asked) 3) Peer mentoring is another great idea for getting staff to be more informed and efficient.

A: (SS) As an HR professional it is concerning to me that we are unable to shutoff access to UW email accounts for employees who are being terminated. This should be a simple request with the written support of a central HR office. It seems we open ourselves up to unnecessary liability by allowing former employees to continue to access their accounts and send/receive email as if they are still employees when in fact they are not.

A: (SS) I find it interesting that this survey was not conducted through the catalyst survey instrument. I assume this is because an outside group created the surve, but it still reflects poorly not to have an IT use the very tools it provides.

A: (SS) I think that overall, given your customer base size, and the lack of funding, you do a great job with what you have. I hope you get more funding, because we want to stay a first class University.

A: (SS) ready to use shared calendar system for group internal use: Google Calendar, Outlook Exchange, SharePoint have all come up short. If you want us to use a particular system it had better be reliable, flexible and easy to access.

A: (SS) to expand UW's subscription online to more (all relevant) international journals

A: (SS) UW-IT makes me most happy when it's seamless. You've spent a big chunk of your goodwill from me just by asking me to take this survey.

A: (SS) We are an off campus site which makes communications and assistance more complicated and is probably less efficient than on campus sites.

A: (SS) Yes--I know Web ALPine is a bit of a sacred cow but it can be really clunky and click-heavy. A lot of industry standard minimum programming seem to go ignored. For example, ALPine seems to lose certain state information when the user momentarily goes to another screen. It gets really tiresome to have to go back and re-click the radio buttons that I had just clicked a moment earlier. Another issue: I support permitting more bandwidth for email storage. The upper limit of 1GB is very low in comparison to many other e-mail service providers. I sometimes receive work-related 20-30MB of e-mail data a day, which invariably puts me over the limit. I know there a lot of academic arguments for why your storage limit is 1GB per account (e.g. finite budgets, finite bandwidth on current machines, not wanting to encourage or become responsible for storing so much data, etc...) but honestly, it is not keeping with the exponential growth of data, applications, decline in memory prices etc... If I can buy a tarabyte of external storage for under \$90 today, surely the UW should be able to update its maximum data storage levels to keep pace. Put another way, I have been at the UW for over seven years and during that time have seen an explosion in the computing world in terms of available memory capacity corresponding with a decline in the cost of memory. Our situation is akin to when there is hyper-inflation in a country but the wages do not change to compensate. Usually there is some connection and coordination to keep things proportionate. I know this is a sensitive subject and that the current limits have their fans and support, but I wanted to add my two cents to the issue in hopes that it would be addressed. Thanks!

A: (SD) For virtually all IT challenges that I am confronted with, I choose to find “work around” solutions instead of contacting the Help Desk. Most past contact with Help Desk has not been helpful. I’m sure some of the problems stem from the way in which Windows Vista is deployed -- that is, the standard image that was installed on my laptop. I consider “self sufficiency” the best approach to interacting with technology at the UW. There are no services that I wish to buy.

A: (SD) No..thank you for asking

A: (SD) Transition to departmental responsibility for cellphones was miserable. With even more mobile devices now being used by staff we need your guidance to know what is recommended, to be avoided, is a good value and is allowed or disallowed by univesity policy.

A: (D) I would love, love, love to have one phone number that I can call to get help with technology-related issues. The system here is very disjointed compared to other organizations I have worked in. It would be nice if our computers were on common servers or set up in such a way that anyone in IT could get access to my computer to help me. If our department IT person is busy or sick, it takes days and sometimes weeks to get help.

A: (D) Why are we in the late 2000’s only now realizing a CIO with financial responsibilites to the entire university is a good idea? Where are all of the custom versions of centralized services we need as a department? Why is there not centralized software licensing agreements for everything university-wide? How about state-wide? Why are we IT folks at the department level building all of this stuff from cobbled together UW IT legacy systems, just now being opened up to XML and JSON? People Soft, Oracle, Open source anyone?

A: (VD) Continue to offer flexibility to other campus that you provide service to allowing us to reboot APs, Switches, Routers if you are not able to respond with in 24hrs.

A: (VD) Despite the negative tone in much of the above, I do feel UWIT has made improvements. And finally, as relates to an early question (specifically about HR systems), I just checked my system access tracking database (an Excel workbook I created because no template exists) and counted 26 unique systems that I need to provide access to and training on for each new administrative employee. I suspect that UWIT considers this out-of-scope, but it seems that a corporate IT dept would focus on eliminating this level of inefficiency.

A: (VD) Several people in our office cannot send attachments in emails. We’re working on it, but it’s taking a lot of time for us to troubleshoot this. I would really prefer it just get fixed.

A: (NR) After hours computer IT Help Desk has been very helpful!

A: (NR) I am located off campus and have little support from UW IT tech services.

A: (NR) I like being able to connect with Alpine at home when I can't make it in.

A: (NR) I was initially hesitant to complete this survey because, honestly, I don't know exactly who/what UW IT is. What is the scope of UW IT? As a student, I use departmental computer labs from time to time, but it's unclear how much of a role UW IT plays in managing these labs versus the department itself. As a staff member, I work on Nebula-managed computers, and it is unclear precisely where Nebula and UW IT intersect -- if at all. If I stop and think about it, I use quite a broad range of IT 'products', but I don't necessarily know whether each service is provided/managed by IT, Nebula, my department, or some other group entirely. To whom do I owe praise, and to whom should I direct my concerns?

A: (NR) I work in the Computer Science Department, so we have our own wifi and an extensive support staff. I rarely go outside the department for IT services.

A: (NR) I would suggest that UWIT expand communication with staff across campus. There are potential partnerships that should be explored and leveraged.

A: (NR) I'm trying to get our department to publish an e-newsletter to students and advisory board members (some who are not at the UW) that can be created and sent directly from the application or posted to a web site accessed by both students and board members (some who do not have UWNNetIDs) but not viewable to the general public.

A: (NR) It's a love/hate relationship. You keep us functioning, but... Having switched from a school with its own IT staff, it's a severe downgrade to have to rely on UW IT. Especially when they mess up the job and have to come back and re-do it. Most of the Catalyst Tools are awful. Not well-designed, not intuitive, and hard for non-technical users to navigate and use. Give up the fight and dump them - there are far better products available for course management. You need a good technical editor to go through most of your IT Connect materials and make them more user-friendly. It would be nice to have more workshops for intermediate & advanced topics. I look at the May schedule and there is nothing useful. And fix "Catalyst Log-in Hell" so you can back out of the log-in screen. That's the major reason most in-house websites open pages in a new window. Providing convenient back-up options for Homer sites.

A: (NR) Keep up the good work.

A: (NR) Most online surveys, such as this one, fail (in my view) by not providing access to questions before survey participants are asked to provide responses.

A: (NR) The email system does not seem to play well with other email clients. The two times I have called with email questions, whoever answers the phones has had to ask someone else. Today (Friday) the only person who could help me had already left for the weekend (had left around 3:15pm). I am in the middle of trying to recover access to my sent mail and am in a bit of a panic. It doesn't help that another person had a bunch of their email deleted (or lost) by you without their permission. Furthermore, I had trouble communicating with the person who answered the phone.

A: (NR) you cover everything

Appendix B

The Survey Instrument

2011 UW Information Technology Satisfaction Survey

This survey is intended to gather information about **your** experiences using UW Information Technology services, so please answer about your experiences only. Your feedback will help us further our goal of providing excellent customer service.

This survey may take about 10 minutes to complete. Please note that your answers will be captured as you go along, but the survey will not be counted as complete until you press the 'submit' button at the end of the survey.

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

PRIVACY STATEMENT: This survey is confidential. Though it collects personally identifiable information, this information is strictly and solely for the purpose of ensuring that we send reminders only to those people who have not responded. It does not collect or record identifying information regarding the computer you use to enter your responses.

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

Thank you for taking our survey!

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

**PLEASE
SKIP IT!**



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

UW Information Technology Provided Services Overall

How satisfied are you that UW Information Technology (UW-IT) addresses your information technology needs?

		Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Q1		<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 UW-IT overall?

		Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Q2a	Quality of services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q2b	Responsiveness to your needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q2c	Communication with you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q2d	Flexibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q2e	Commitment to you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q2f	Value for the cost	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Help Services

Q3 Which of the following sources of help with computing have you used in the past year? (Select all that apply.)

- help@uw.edu
- Network Operations Center (NOC) help services
- Telephone customer service
- Nebula Managed Desktop
- catalysthelp@uw.edu
- Odegaard Learning Commons Help Desk
- None of the above.

Nebula Managed Desktop

How satisfied are you with the following aspects of Nebula Managed Desktop?

		Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A Don't Know
Q8a	Timeliness of initial response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q8b	Communications about the status of your request	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q8c	Ability of staff to solve your problem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q8d	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"/>
Q8e	Customer-service orientation of the staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q8f	Value for the cost	<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 Nebula Managed Desktop overall?

		Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A Don't Know
Q9		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

catalysthelp@uw.edu

How satisfied are you with the following aspects of catalysthelp@uw.edu?

		Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A Don't Know
Q10a	Timeliness of initial response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q10b	Communications about the status of your request	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q10c	Ability of staff to solve your problem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q10d	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"/>
Q10e	Customer-service orientation of the staff	<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 catalysthelp@uw.edu overall?

		Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A Don't Know
Q11		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Odegaard Learning Commons Help Desk

How satisfied are you with the following aspects of Odegaard Learning Commons Help Desk?

		Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A Don't Know
Q12a	Timeliness of initial response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q12b	Communications about the status of your request	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q12c	Ability of staff to solve your problem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q12d	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"/>
Q12e	Customer-service orientation of the staff	<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 Odegaard Learning Commons Help Desk overall?

		Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A Don't Know
Q13		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Email

Q14 Which UW email services do you use? (Select all that apply.)

- UW Email (Alpine, deskmail)
- UW Google Apps
- UW Windows Live
- UW Exchange
- I forward to my personal email account (Gmail, etc.)
- Other
- I don't know.

Email

How satisfied are you with the following email service(s) overall?

		Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A Don't Know
Q15a	UW Email (Alpine, deskmail)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q15b	UW Google Apps	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q15c	UW Windows Live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q15d	UW Exchange	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Online Collaboration Tools

Q16 Which of the following online collaboration tools do you use? (Select all that apply.)

- Catalyst Web Tools (e.g. CommonView, GoPost, etc.)
- UW Google Apps (e.g. Calendar, Sites, Docs, etc.)
- UW Windows Live (e.g. SkyDrive, Messenger, etc.)
- Other, please specify below
- None of the above.

Q16a Other collaboration tool used

Online Collaboration Tools

How satisfied are you with the following online collaboration tool(s) overall?

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Q17a Catalyst Web Tools(e.g. CommonView, GoPost, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q17b UW Google Apps(e.g. Calendar, Sites, Docs, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q17c UW Windows Live(e.g. SkyDrive, Messenger, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Web Publishing

Q18 Do you publish/post Web pages on any of the following? (Select all that apply.)

- students.washington.edu
- faculty.washington.edu
- staff.washington.edu
- courses.washington.edu
- depts.washington.edu
- www.washington.edu
- Catalyst Web Tools (e.g., CommonView)
- UW Sharepoint
- Google Sites
- Microsoft Spaces
- I don't publish/post Web pages on any of the above.

Web Publishing

How satisfied are you with the following for publishing/posting Web pages at UW?

		Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Q19a	students.washington.edu	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q19b	faculty.washington.edu	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q19c	staff.washington.edu	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q19d	courses.washington.edu	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q19e	depts.washington.edu	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q19f	www.washington.edu	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q19g	Catalyst Web Tools (e.g., CommonView)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q19h	UW Sharepoint	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q19i	Google Sites	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q19j	Microsoft Spaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Web Publishing

Q20 What would increase your satisfaction with publishing/posting Web pages at UW?

MyUW

Q21 How frequently do you visit the MyUW portal?

- Daily
- Weekly
- Monthly
- Less than monthly
- Never

MyUW

How satisfied are you with the following aspects of the MyUW portal?

		Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Q22a	Features	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q22b	Reliability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q22c	Ease of use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q22d	Quality of content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

IT Connect Web Site

Q23 How frequently do you visit the IT Connect Web site?

- Daily
- Weekly
- Monthly
- Less than monthly
- Never

IT Connect Web Site

How satisfied are you with the following aspects of the IT Connect Web site?

		Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Q24a	Quality of content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q24b	Ability to find what you need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q24c	Ability to use with a mobile device	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q24d	News items	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Data Networks

How satisfied are you with the following aspects of UW's **WIFI** networks?

		Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Q25a	Network speed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q25b	Coverage area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q25c	Network reliability	<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 UW's **wired** networks?

		Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Q26a	Network speed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q26b	Network availability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q26c	Network reliability	<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 UW's data networks overall?

		Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Q27		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Telephone Services

What percentage of your telephone calls for your UW work are made on the following?

		0%	1-20%	21-40%	41-60%	61-80%	81-100%
Q28a	Desktop telephone	<input type="radio"/>					
Q28b	Smartphone or traditional cell phone	<input type="radio"/>					
Q28c	Other (e.g. Skype or Google Voice)	<input type="radio"/>					

How satisfied are you with UW desktop telephone services overall?

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Q29	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q30 Which of the following activities, if any, do you use your UW-provided mobile phone for? (Select all that apply.)

- I don't have a UW-provided mobile phone.
- Make and receive phone calls
- Read and respond to email
- Take pictures or make videos
- Manage an online calendar
- Listen to audio files other than music
- Watch video
- Access social networks
- Other

How satisfied are you with UW's cellular coverage overall?

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Q31	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

UW Telephone Customer Service

How satisfied are you with the following aspects of UW's telephone customer service?

		Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A Don't Know
Q32a	Timeliness of initial response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q32b	Communications about the status of your request	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q32c	Ability of staff to solve your problem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q32d	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"/>
Q32e	Customer-service orientation of the staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q32f	Value for the cost	<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 UW's telephone customer service overall?

		Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A Don't Know
Q33		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Computing Environment

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

		0%	1-20%	21-40%	41-60%	61-80%	81-100%
Q34a	Windows	<input type="radio"/>					
Q34b	Mac	<input type="radio"/>					
Q34c	Linux	<input type="radio"/>					
Q34d	Unix	<input type="radio"/>					
Q34e	Other	<input type="radio"/>					

What percentage of your computer time is on the following?

		0%	1-20%	21-40%	41-60%	61-80%	81-100%
Q35a	Smartphones (iPhone, Android, etc.)	<input type="radio"/>					
Q35b	Tablet computers (iPad, etc.)	<input type="radio"/>					
Q35c	Laptop computers / netbooks	<input type="radio"/>					
Q35d	Desktop computers	<input type="radio"/>					

Administrative Business Systems

Q36 Which of the following administrative systems do you use? (Select all that apply.)

- HR/Payroll
- Finance
- Student Administrative
- Enterprise Data Warehouse Reporting
- None of the above.

Administrative Business Systems

How satisfied are you with the ease of use of the following administrative system(s)?

		Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Q37a	HR/Payroll	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q37b	Finance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q37c	Student Administrative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q37d	Enterprise Data Warehouse Reporting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Administrative Business Systems

Q38 What would increase your satisfaction with HR/Payroll?

Q39 What would increase your satisfaction with Finance?

Q40 What would increase your satisfaction with Student Administrative?

Q41 What would increase your satisfaction with Enterprise Data Warehouse Reporting?

Technology Spaces

Q42 Which UW-IT technology spaces do you use?

- Odegaard Learning Commons (2nd floor computers)
- Odegaard Technology Studios (Collaboration, Digital Presentation, and Sound Studios)
- Videoconference Studios (Odegaard 320, Health Sciences T-239)
- Mary Gates Hall Media Studio
- Mary Gates Hall Access Technology Center (ATC)
- Suzzallo Collaboration Studio
- I am familiar with these spaces, but I don't use any of them.
- I am not familiar with these spaces.

Technology Spaces

How satisfied are you with the technologies offered in the following space(s)?

		Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Q43a	Odegaard Learning Commons (2nd floor computers)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q43b	Odegaard Technology Studios (Collaboration, Digital Presentation, and Sound Studios)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q43c	Videoconference Studios (Odegaard 320, Health Sciences T-239)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q43d	Mary Gates Hall Media Studio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q43e	Mary Gates Hall Access Technology Center (ATC)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q43f	Suzzallo Collaboration Studio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Technology Spaces

Q44 What would increase your satisfaction with Odegaard Learning Commons (2nd floor computers)?

Q45 What would increase your satisfaction with Odegaard Technology Studios (Collaboration, Digital Presentation, and Sound Studios)?

Q46 What would increase your satisfaction with Videoconference Studios (Odegaard 320, Health Sciences T-239)?

Q47 What would increase your satisfaction with Mary Gates Hall Media Studio?

Q48 What would increase your satisfaction with Mary Gates Hall Access Technology Center (ATC)?

Q49 What would increase your satisfaction with Suzzallo Collaboration Studio?

General Questions

Q50 What is one thing UW-IT could do that would improve your ability to work or study?

Q51 Are there any aspects of the services that UW-IT provides that you think require too much time and energy?

Did We Miss Anything?

Q52 Was there anything we didn't ask about that you would like to comment on?

Appendix C

Correlations and

Additional Observations

Correlations with “UW-IT addresses your IT needs” for All*

Question	r2	n*	Strength of Correlation
Q8b. Nebula: Communications about the status of your request	66%	41	Moderate to High
Q8c. Nebula: Ability of staff to solve your problem	65%	40	
Q8f. Nebula: Value for the cost	60%	29	
Q9. Nebula overall	60%	32	
Q8d. Nebula: Turnaround time for resolving your problem	60%	39	
Q8e. Nebula: Customer-service orientation of the staff	55%	39	
Q2e. UW-IT commitment to you	55%	464	
Q2a. UW-IT quality of services	55%	584	
Q2b. UW-IT responsiveness to your needs	54%	548	
Q12d. Odegaard Help Desk: Turnaround time for resolving your problem	49%	32	
Q17c. UW Windows Live (e.g. SkyDrive, Messenger, etc.) for collaboration	48%	25	
Q2d. UW-IT flexibility	47%	474	
Q2f. UW-IT value for the cost	46%	358	
Q8a. Nebula: Timeliness of initial response	45%	40	
Q2c. UW-IT communication with you	45%	547	
Q12a. Odegaard Help Desk: Timeliness of initial response	44%	35	
Q13. Odegaard Learning Commons Help Desk overall	43%	32	
Q12c. Odegaard Help Desk: Ability of staff to solve your problem	42%	34	
Q5. help@uw.edu overall	39%	251	
Q19f. www.washington.edu	32%	18	
Q15c. UW Windows Live for email	31%	32	
Q12e. Odegaard Help Desk: Customer-service orientation of the staff	30%	33	Moderate to Low
Q12b. Odegaard Help Desk: Communications about the status of your request	28%	34	
Q32f. UW telephone customer service: Value for the cost	28%	98	
Q4c. help@uw.edu: Ability of staff to solve your problem	27%	269	
Q4d. help@uw.edu: Turnaround time for resolving your problem	27%	260	
Q32d. UW telephone customer service: Turnaround time for resolving your problem	25%	137	
Q10b. catalysthelp@uw.edu: Communications about the status of your request	24%	143	
Q4e. help@uw.edu: Customer-service orientation of the staff	22%	250	
Q24a. IT Connect Web site quality of content	22%	280	
Q10c. catalysthelp@uw.edu: Ability of staff to solve your problem	22%	145	
Q4b. help@uw.edu: Communications about the status of your request	21%	268	
Q11. catalysthelp@uw.edu overall	21%	135	
Q32c. UW telephone customer service: Ability of staff to solve your problem	21%	138	Low
Q33. Telephone customer service overall	20%	145	
Q10d. catalysthelp@uw.edu: Turnaround time for resolving your problem	20%	142	
Q7. NOC overall	20%	46	
Q43a. Odegaard Learning Commons (2nd floor computers)	19%	52	
Q17b. UW Google Apps (e.g. Calendar, Sites, Docs, etc.) for collaboration	19%	157	
Q19i. Google Sites	18%	23	
Q17a. Catalyst Web Tools (e.g. CommonView, GoPost, etc.) for collaboration	18%	376	
Q10a. catalysthelp@uw.edu: Timeliness of initial response	17%	144	
Q24b. IT Connect Web site ability to find what you need	17%	282	

* Minimum number of responses of 30.

Question	r2	n*	Strength of Correlation
Q6e. NOC: Customer-service orientation of the staff	17%	49	Low
Q15d. UW Exchange	16%	132	
Q4a. help@uw.edu: Timeliness of initial response	16%	270	
Q32e. UW telephone customer service: Customer-service orientation of the staff	16%	133	
Q24c. IT Connect Web site ability to use with a mobile device	15%	123	
Q15b. UW Google Apps for email	15%	141	
Q10e. catalysthelp@uw.edu: Customer-service orientation of the staff	15%	138	
Q22a. MyUW portal features	14%	636	
Q19d. courses.washington.edu	14%	46	
Q22d. MyUW portal quality of content	14%	618	
Q19g. Catalyst Web Tools (e.g., CommonView) for web publishing	14%	115	
Q32a. UW telephone customer service: Timeliness of initial response	14%	138	
Q22b. MyUW portal reliability	13%	631	
Q24d. IT Connect Web site news items	13%	178	
Q6c. NOC: Ability of staff to solve your problem	12%	52	
Q32b. UW telephone customer service: Communications about the status of your request	12%	136	
Q27. UW data networks overall	12%	587	
Q15a. UW Email (Alpine, deskmail)	11%	399	
Q6d. NOC: Turnaround time for resolving your problem	11%	52	
Q19c. staff.washington.edu	11%	29	
Q26c. Wired network reliability	10%	534	Very Low
Q26b. Wired network availability	10%	545	
Q6b. NOC: Communications about the status of your request	10%	51	
Q26a. Wired network speed	10%	548	
Q29. UW desktop telephone services overall	10%	444	
Q22c. MyUW portal ease of use	9%	636	
Q19a. students.washington.edu	8%	26	
Q6a. NOC: Timeliness of initial response	8%	52	
Q37d. Enterprise Data Warehouse Reporting	8%	33	
Q19e. depts.washington.edu	7%	80	
Q25c. WIFI network reliability	6%	539	
Q25b. WIFI coverage area	6%	530	
Q25a. WIFI network speed	6%	546	
Q37a. HR/Payroll	5%	157	
Q37b. Finance	5%	84	
Q19b. faculty.washington.edu	4%	53	
Q31. UW cellular coverage overall	3%	178	
Q19h. UW Sharepoint for web publishing	1%	20	
Q43b. Odegaard Technology Studios (Collaboration, Digital Presentation, and Sound Studios)	1%	17	
Q37c. Student Administrative	0%	64	

