

Executive Summary

Themes Clients Emphasized

The survey underscored the importance respondents place on connectivity and reliability. The wired network is an important conduit over which considerable information travels, and C&C is perceived as a reliable provider of this service. The community is interested in being connected from where ever people are, so they would like to see significant improvement in the availability of the wireless network. Customers answering this survey believe connectivity is important whether you are logging on from a campus network jack, a remote location, or accessing the wireless net.

Email is increasingly seen as an important part of people’s daily communications. Respondents recorded considerable dissatisfaction with the amount of spam, and lower ratings were registered for webmail. Respondents also felt the email disk quota was too limited and the mailing list function could be improved.

Various aspects of telephone services received lower ratings. One of these, “The information on how to use phone features” received the second lowest rating in the survey.

Calendaring, particularly the integration of email and calendaring, garnered some dissatisfaction. The difficulty in setting up meetings creates some dissatisfaction in the community, though this is less of an issue with people who use Oracle Calendar.

High Customer Satisfaction

Customers are generally satisfied with most services. Highest amongst them are the wired network, reliability of both email and MyUW, and web publishing. Though help@cac appears amongst the highest ratings, undergraduates were less satisfied than most with this service.

The Wired and Wireless Networks

The feedback from the community indicates most C&C customers are satisfied or very satisfied with the wired network and somewhat dissatisfied with the availability of the wireless network. The lack of wireless availability is more of a concern to faculty and students than it is to staff.

Question	Mean	Tot Pos	Count
Q6a. Wired network reliability	5.26	89%	620

Question	Mean	Tot Neg	Count
Q20d. Guest access to the wireless network	4.52	19% all 27% fac	131
Q20b. Availability of the wireless network	4.56	18% all 24% fac	405

Highlights from the Text Comments

Respondents were given a number of opportunities to share feedback on issues that were important to them and that may or may not have been covered in the survey. For the most part, the broad strokes of what they shared are reflected in the survey data, such as a desire for more wireless connectivity.

Possible Improvements Rated for Importance

When respondents were asked to rate the importance of possible new or improved services, “Wireless access everywhere on campus” garnered the highest importance ratings:

Question	Mean	Tot Imp	Count
Q48c. Wireless access everywhere on campus	4.93	88%	684

Perhaps reflecting a latent wish for ever more mobile computing, respondents identified “improved remote access” as their second choice for possible improvements:

Question	Mean	Tot Imp	Count
Q48f. Improved remote access	4.85	88%	660

Satisfaction Ratings from the General Survey Sorted by Mean

Question	Mean	Count
Q21c. Wired network reliability	5.27	620
Q21b. Wired network availability	5.25	618
Q21a. Wired network speed	5.19	626
Q10c. Reliability of sending and receiving email	5.17	613
Q19b. MyUW reliability	5.12	631
Q3a. Computing network	5.08	608
Q4a. help@cac overall	5.02	359
Q16d. courses.washington.edu	5.00	102
Q24a. Network services overall	5.00	701
Q23a. Ability to access UW Web services while traveling within the U.S.	4.99	577
Q16c. staff.washington.edu	4.98	52
Q16e. depts.washington.edu	4.98	100
Q16f. www.washington.edu	4.97	68
Q5a. C&C delivery of services	4.95	549
Q40a. UWICK ease of installation	4.94	179
Q5b. C&C responsiveness to your needs	4.93	537
Q16b. faculty.washington.edu	4.92	129
Q5c. C&C communication with you	4.92	551
Q20a. Wireless network speed	4.91	406
Q3d. Computer security offerings	4.89	514
Q3b. Telephone services	4.88	426
Q19a. MyUW features	4.87	642
Q3e. Directory services	4.87	543
Q22f. Network help: Customer-service orientation of the staff	4.87	372
Q19d. MyUW quality of content	4.86	630
Q22d. Network help: Ability of staff to solve your problem	4.85	398
Q40c. UWICK quality of content	4.85	167
Q27d. Telephone help: Ability of staff to solve your problem	4.85	137
Q11a. UW email overall	4.82	634
Q20c. Your ability to stay connected on the wireless network	4.82	395
Q5g. C&C commitment to you	4.80	480
Q23b. Ability to access UW Web services while traveling outside of the U.S.	4.80	296
Q22b. Network help: Timeliness of initial response	4.80	396
Q27b. Telephone help: Timeliness of initial response	4.79	140
Q3c. Information on C&C's computing and networking Web site	4.79	505
Q2a. C&C customer-orientation	4.79	608
Q35b. Timeliness of security software updates	4.79	261
Q22e. Network help: Turnaround time for resolving your problem	4.78	390
Q27f. Telephone help: Customer-service orientation of the staff	4.78	138
Q29a. Ease of finding a person using the online UW Faculty/Staff/Student Directory	4.78	649

Q40b. UWICK customer support	4.77	87
Q19c. MyUW ease of use	4.76	647
Q27e. Telephone help: Turnaround time for resolving your problem	4.76	137
Q22c. Network help: Communications about the status of your request	4.76	383
Q10b. Email disk space storage quota	4.75	578
Q27c. Telephone help: Communications about the status of your request	4.74	136
Q5d. C&C accountability	4.72	415
Q40d. Timeliness of UWICK problem resolution	4.71	70
Q35a. Security software tools provided by UW	4.71	289
Q16a. students.washington.edu	4.70	66
Q26a. Availability of telephone features	4.66	463
Q30b. Customer-service orientation of the telephone assistants at the UW Gen Info Line	4.64	156
Q28a. UW telephone services overall	4.62	488
Q26e. Conference calling	4.60	245
Q16g. Catalyst Web Tools	4.58	160
Q30a. Accuracy of the UW Gen Info Line information provided	4.58	187
Q29b. Ease of finding a UW office using the online UW Office Directory	4.57	559
Q20b. Availability of wireless connectivity	4.57	405
Q26b. Telephone ease of use	4.54	476
Q10e. Mailing list management (Mailman)	4.53	362
Q20d. Temporary UW NetIDs for visitors using wireless	4.53	131
Q35c. Effectiveness of information on keeping your computer secure	4.46	277
Q26d. Voicemail	4.46	438
Q27a. Telephone help: Clarity around who to go to for help with your questions	4.42	156
Q22a. Network help: Clarity around who to go to for help with your questions	4.40	429
Q10d. Webmail	4.32	455
Q35d. Effectiveness of information on recovering from attacks	4.29	185
Q26c. The information available on how to use phone features	4.05	439
Q10a. Spam blocking	3.94	590

The survey featured a question set about calendaring systems. It asked respondents to identify their primary calendaring system, and then it asked them to rate their primary calendar system. Thus the results below are generalized and cannot be attributed to a specific calendaring system.

Question	Mean	Count
Q14d. Primary calendar ease of use	4.78	350
Q14c. Primary calendar reliability	4.89	348
Q14a. Primary calendar features	4.70	345
Q14b. Primary calendar integration with email	4.03	284
Q14e. Primary calendar scheduling meetings with people across campus	3.92	219
Q14f. Primary calendar customer support	4.28	174

Top Seven Areas of Satisfaction by Cohort Sorted from Highest to Lowest by Mean

Faculty

Question	Mean	T Pos	Count
Q21c. Wired network reliability	5.40	97%	271
Q21b. Wired network availability	5.39	96%	270
Q21a. Wired network speed	5.35	97%	275
Q10c. Reliability of sending and receiving email	5.30	98%	257
Q3a. Computing network	5.22	96%	257
Q4a. help@cac overall	5.20	96%	158
Q19b. MyUW reliability	5.17	98%	275

Graduate Students

Question	Mean	T Pos	Count
Q21c. Wired network reliability	5.27	99%	91
Q21a. Wired network speed	5.26	96%	90
Q23a. Ability to access UW Web services while traveling within the U.S.	5.20	97%	91
Q21b. Wired network availability	5.17	94%	90
Q10c. Reliability of sending and receiving email	5.13	92%	93
Q19b. MyUW reliability	5.04	97%	94
Q40a. UWICK ease of installation	5.04	92%	24

Undergraduates

Question	Mean	T Pos	Count
Q23a. Traveling within the U.S.	5.29	99%	70
Q21c. Wired network reliability	5.24	96%	70
Q21b. Wired network availability	5.18	92%	71
Q21a. Wired network speed	5.16	92%	73
Q23b. Ability to access UW Web services while traveling outside of the U.S.	5.08	95%	37
Q20c. Your ability to stay connected on the wireless network	5.00	88%	69
Q24a. Network services overall	4.96	99%	83

Staff

Question	Mean	T Pos	Count
Q10c. Reliability of sending and receiving email	5.15	95%	188
Q19b. MyUW reliability	5.13	100%	208
Q21b. Wired network availability	5.12	95%	187
Q21c. Wired network reliability	5.08	93%	188
Q16c. staff.washington.edu	5.04	100%	26
Q3a. Computing network	5.02	95%	194
Q3b. Telephone services	4.98	94%	198