



# **University of Washington Computing & Communications 2007 Customer Satisfaction Survey**

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# Acknowledgements

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## Introduction

This report provides a summary of the purposes, the methodology and the results of the customer satisfaction survey sponsored by UW Computing & Communications in February 2007. The survey is one means through which Computing & Communications can give a voice to their customers. It is a systematic way to identify what is working and what needs to be improved from the customers' vantage point.

This initiative can serve as one catalyst for helping C&C enhance the customer service oriented organization it aspires to be. The survey was one step in the action plan outlined by C&C. The survey data helps to establish the "current perception" customers have on a range of services provided. The survey data also quantifies how the varied customers rate these services and their interactions with the many people who provide support to the UW community.

This feedback will also help inform the follow on actions C&C can use to improve customer service. It is more evident given this data where C&C needs to focus the effort to improve. It is also apparent that some services are rated quite favorably by the community.

This survey was undertaken for the following purposes all of which helped guide the construct and design of the survey:

- To document where customers are satisfied along with where they are dissatisfied and to identify what gaps cause any disappointment in the customer experience.
- To find out what improvements are important to customers.
- To use this data to prioritize the continuous improvement initiatives that will make it easier for C&C customers to do their work.

The ultimate goal is to provide an excellent 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 customer's ability to use IT to get their work done. The survey findings on the following pages provide a sound basis for determining how Computing & Communications can focus their efforts to enhance the quality of the customer experience at UW.

Brian McDonald  
President  
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# Methodology

## Survey Population

The survey solicited feedback from three customer communities: faculty, students, and staff.

### 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

- Computing & Communications 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.

Population Breakdown		Major Cohort Counts	Target Sample Size (Returned surveys)	Anticipated Response Rate	Initial Sample Size	Final Sample Size	Actual Response Rate	Final Weighted Representation
<b>Faculty</b>		<b>5,453</b>	<b>200</b>	<b>25%</b>	<b>800</b>	<b>312</b>	<b>39%</b>	<b>42%</b>
<b>Students</b>		<b>37,232</b>	<b>200</b>	<b>40%</b>	<b>500</b>	<b>196</b>	<b>39%</b>	<b>27%</b>
Graduate		11,763	100	40%	250	107	42%	
Undergraduate		25,469	100	40%	250	86	34%	
<b>Staff</b>			<b>200</b>	<b>50%</b>	<b>400</b>	<b>230</b>	<b>58%</b>	<b>31%</b>
<b>TOTAL</b>			<b>600</b>	<b>35%</b>	<b>1,700</b>	<b>735</b>	<b>43%</b>	<b>100%</b>

The counts in the table above were obtained from the “Quick Facts” page available on UW’s site at <http://www.washington.edu/newsroom/profile/quickfacts.html>, and from “Faculty and Staff: Total Appointments by Type, Employment Status, and Campus 2005 Table F-2”, available at [http://www.washington.edu/admin/factbook/tafbf2\\_2005.pdf](http://www.washington.edu/admin/factbook/tafbf2_2005.pdf).

**Notes:**

- The Target Sample Size was derived assuming a Confidence Interval of .20 and a minimum Confidence Level of 95%.
- Each major cohort (faculty, students, staff) was intended to represent approximately 33% of the total. This would result in relative over-weighting of the faculty and staff, but under-weighting of students.

**Demographic Data**

Some demographic data for faculty and staff including department and campus was also captured.

**Help Services Sub-Surveys**

Two sub-surveys were conducted to gather data about C&C's two main providers of help services, help@cac and Nebula.

The help@cac sample was randomly selected from customers who had submitted help tickets within the twelve months preceding the survey. The Nebula sample was drawn from a list of active customers provided by Nebula. For both sub-surveys, the sample was reviewed to exclude C&C staff.

help@cac Sub-Survey	Target Sample Size (Returned surveys)	Anticipated Response Rate	Initial Sample Size	Final Sample Size	Actual Response Rate
All	100	50%	200	112	56%

Nebula Sub-Survey	Target Sample Size (Returned surveys)	Anticipated Response Rate	Initial Sample Size	Final Sample Size	Actual Response Rate
All	31	50%	62	53	85%

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# Survey Results Overview

## 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

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

### Faculty

Question	Mean	T Neg	Count
Q26c. The information available on how to use phone features	3.91	35%	232
Q10a. Spam blocking	3.96	29%	248
Q35d. Effectiveness of information on recovering from attacks	4.23	25%	77
Q26d. Voicemail	4.25	27%	224
Q20d. Temporary UW NetIDs for visitors using wireless	4.35	26%	57
Q20b. Availability of wireless connectivity	4.39	24%	168
Q10d. Webmail	4.43	19%	189

### Graduate Students

Question	Mean	T Neg	Count
Q10a. Spam blocking	3.90	31%	91
Q10d. Webmail	4.26	29%	76
Q22a. Network help: Clarity around who to go to for help with your questions	4.41	25%	51
Q10e. Mailing list management (Mailman)	4.43	17%	60
Q35d. Effectiveness of information on recovering from attacks	4.47	15%	34
Q30a. Accuracy of the UW Gen Info Line information provided	4.48	17%	23
Q20d. Temporary UW NetIDs for visitors using wireless	4.50	25%	16

### Undergraduates

Question	Mean	T Neg	Count
Q10a. Spam blocking	3.94	37%	70
Q10e. Mailing list management (Mailman)	4.06	28%	53
Q35d. Effectiveness of information on recovering from attacks	4.10	26%	31
Q35c. Effectiveness of information on keeping your computer secure	4.16	24%	37
Q22a. Network help: Clarity around who to go to for help with your questions	4.22	24%	41
Q35b. Timeliness of security software updates	4.28	19%	32
Q4a. help@cac overall	4.41	19%	27

### Staff

Question	Mean	T Neg	Count
Q10a. Spam blocking	3.93	36%	181
Q10d. Webmail	4.12	26%	132
Q26c. The information available on how to use phone features	4.21	23%	207
Q35d. Effectiveness of information on recovering from attacks	4.37	16%	43
Q22a. Network help: Clarity around who to go to for help with your questions	4.39	18%	158
Q27a. Telephone help: Clarity around who to go to for help with your questions	4.42	22%	156
Q30a. Accuracy of the UW Gen Info Line information provided	4.43	21%	68

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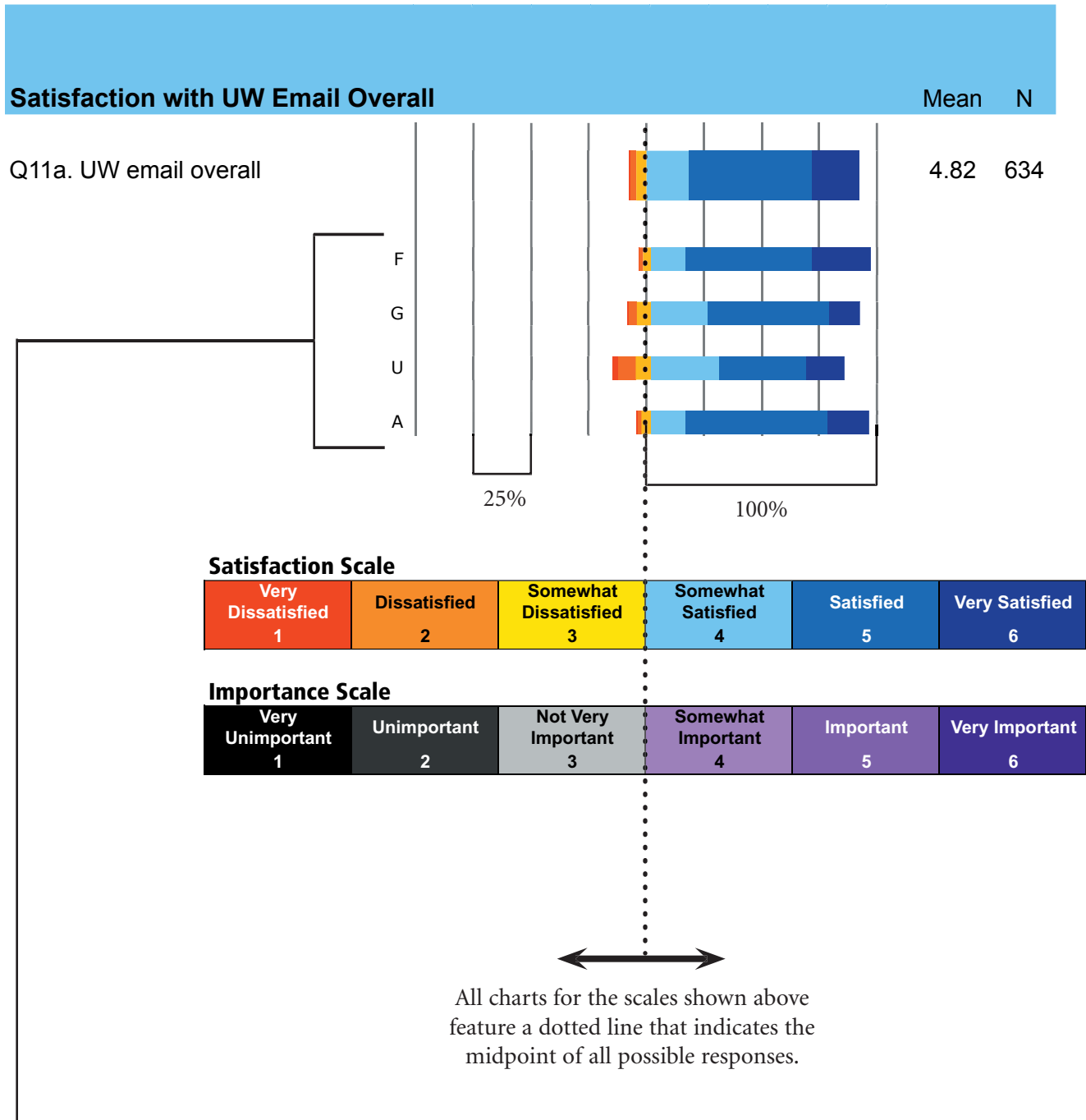


# Reading the Charts

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# Reading the Charts

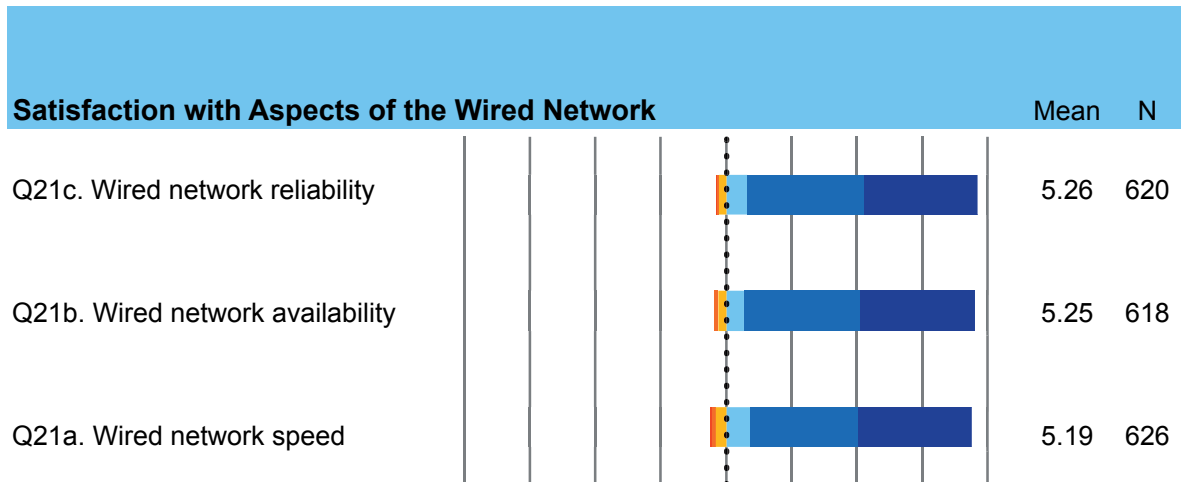
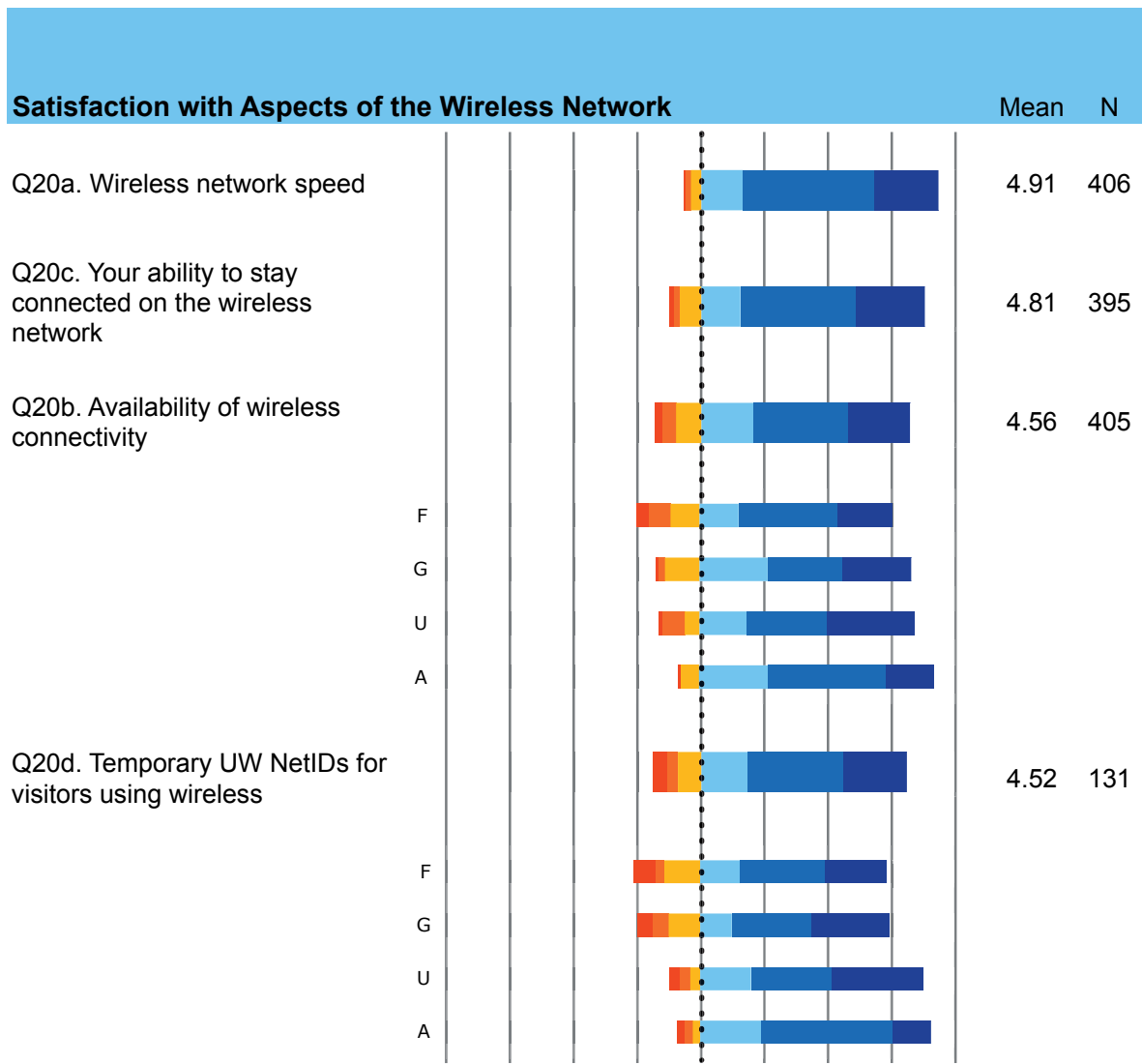
Throughout this report there are charts that show the percent responding for a given point in the scales depicted below. The diagram below illustrates the structure of these charts.



Approximately 20% of the questions, representing the most significant differences between cohorts within the community feature a breakout by cohort, in this case it's Faculty, Graduate Students, Undergraduate Students and And Staff (A)

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# Computing Network



<b>Q20a Wireless network speed</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.91	1%	2%	4%	17%	51%	25%	406	0.94	0.09
F	4.84	2%	3%	5%	15%	51%	25%	165		
G	5.01	0%	0%	3%	21%	49%	28%	80		
U	4.93	0%	6%	6%	13%	42%	34%	71		
A	4.93	0%	0%	2%	19%	62%	17%	90		

<b>Q20b Availability of wireless connectivity</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.57	3%	5%	10%	21%	37%	24%	405	1.26	0.12
F	4.39	5%	8%	11%	15%	39%	21%	168		
G	4.61	1%	2%	13%	27%	29%	27%	82		
U	4.73	1%	9%	6%	19%	31%	34%	70		
A	4.73	1%	0%	7%	27%	46%	19%	85		

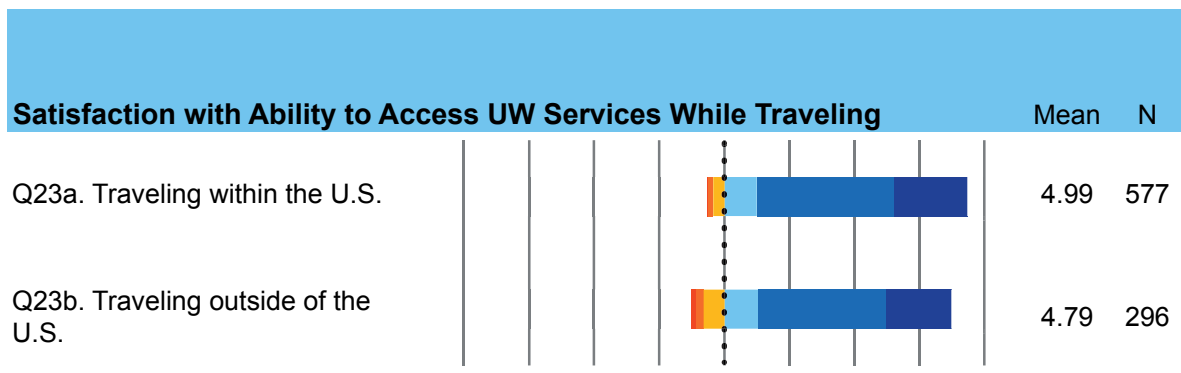
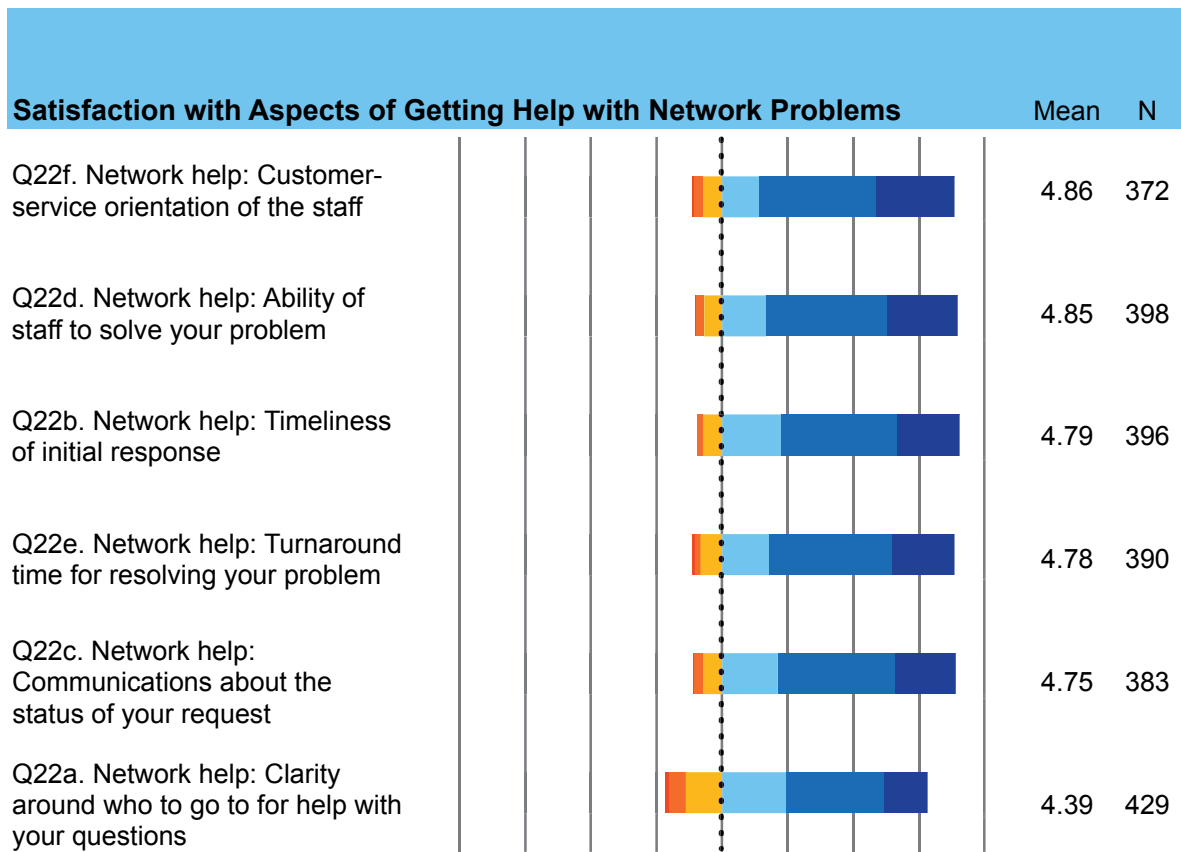
<b>Q20c Your ability to stay connected on the wireless network</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.82	2%	2%	8%	15%	45%	27%	395	1.09	0.11
F	4.62	4%	4%	10%	12%	47%	22%	161		
G	4.98	0%	0%	6%	20%	44%	30%	81		
U	5.00	1%	1%	9%	14%	32%	42%	69		
A	4.89	0%	0%	7%	18%	54%	21%	84		

<b>Q20d Temporary UW NetIDs for visitors using wireless</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.53	6%	4%	9%	18%	37%	25%	131	1.38	0.24
F	4.35	9%	4%	14%	16%	33%	25%	57		
G	4.50	6%	6%	13%	13%	31%	31%	16		
U	4.80	4%	4%	4%	20%	32%	36%	25		
A	4.64	3%	3%	3%	24%	52%	15%	33		

<b>Q21a Wired network speed</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.19	0%	1%	4%	9%	41%	43%	626	0.93	0.07
F	5.35	0%	1%	2%	8%	39%	50%	275		
G	5.26	0%	2%	2%	6%	48%	42%	90		
U	5.16	0%	3%	5%	11%	34%	47%	73		
A	4.95	2%	2%	7%	12%	44%	33%	188		

<b>Q21b Wired network availability</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.25	0%	1%	3%	7%	45%	44%	618	0.86	0.07
F	5.39	0%	0%	3%	4%	42%	51%	270		
G	5.17	1%	3%	1%	8%	46%	41%	90		
U	5.18	0%	1%	7%	8%	38%	45%	71		
A	5.12	1%	2%	2%	10%	51%	35%	187		

<b>Q21c Wired network reliability</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.27	0%	1%	3%	8%	45%	44%	620	0.82	0.06
F	5.40	0%	0%	3%	6%	41%	51%	271		
G	5.27	0%	1%	0%	10%	48%	41%	91		
U	5.24	0%	1%	3%	11%	39%	46%	70		
A	5.08	1%	1%	5%	9%	50%	34%	188		





<b>Q22a Network help: Clarity around who to go to for help with your questions</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.40	1%	6%	14%	24%	37%	17%	429	1.18	0.11
F	4.44	1%	8%	14%	22%	34%	21%	179		
G	4.41	0%	4%	22%	20%	39%	16%	51		
U	4.22	0%	7%	17%	32%	34%	10%	41		
A	4.39	3%	4%	11%	27%	42%	13%	158		

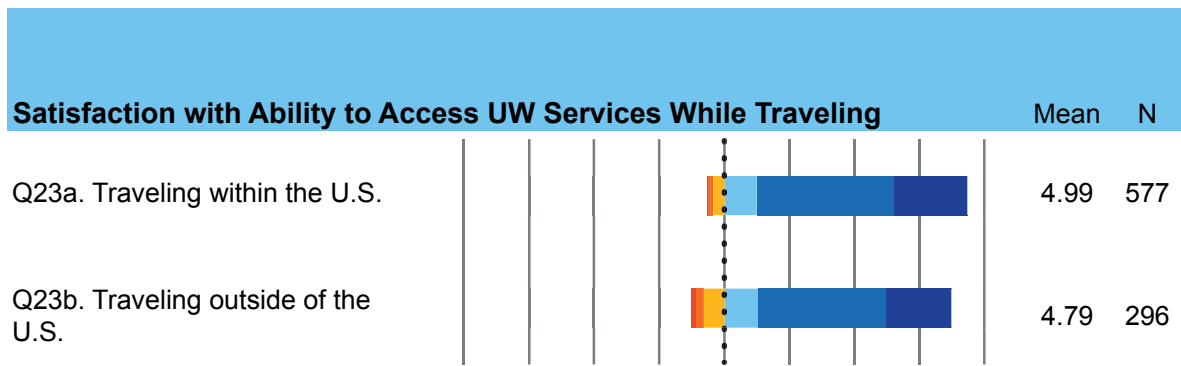
<b>Q22b Network help: Timeliness of initial response</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.80	0%	2%	7%	22%	44%	24%	396	0.97	0.10
F	4.91	0%	2%	9%	17%	42%	31%	163		
G	4.77	0%	2%	7%	23%	47%	21%	43		
U	4.65	0%	3%	0%	35%	54%	8%	37		
A	4.72	1%	2%	8%	25%	44%	21%	153		

<b>Q22c Network help: Communications about the status of your request</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.76	1%	3%	7%	21%	45%	23%	383	1.02	0.10
F	4.91	1%	3%	6%	17%	43%	30%	159		
G	4.59	0%	10%	8%	15%	46%	21%	39		
U	4.49	0%	3%	6%	40%	43%	9%	35		
A	4.71	1%	2%	9%	23%	47%	19%	150		

<b>Q22d Network help: Ability of staff to solve your problem</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.85	1%	3%	7%	17%	46%	27%	398	1.02	0.10
F	5.02	0%	1%	7%	15%	44%	33%	165		
G	4.70	3%	3%	15%	8%	48%	25%	40		
U	4.53	3%	5%	3%	34%	37%	18%	38		
A	4.80	0%	5%	5%	17%	50%	23%	155		

<b>Q22e Network help: Turnaround time for resolving your problem</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.78	1%	2%	8%	18%	47%	24%	390	1.04	0.10
F	4.96	1%	1%	10%	12%	44%	32%	161		
G	4.56	5%	3%	8%	21%	44%	21%	39		
U	4.50	0%	6%	11%	19%	56%	8%	36		
A	4.73	1%	3%	6%	23%	48%	19%	154		

<b>Q22f Network help: Customer-service orientation of the staff</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.87	1%	3%	7%	14%	45%	30%	372	1.08	0.11
F	5.01	1%	3%	6%	11%	43%	36%	157		
G	4.53	0%	11%	11%	16%	42%	21%	38		
U	4.69	0%	3%	11%	20%	46%	20%	35		
A	4.85	2%	2%	6%	15%	46%	27%	142		

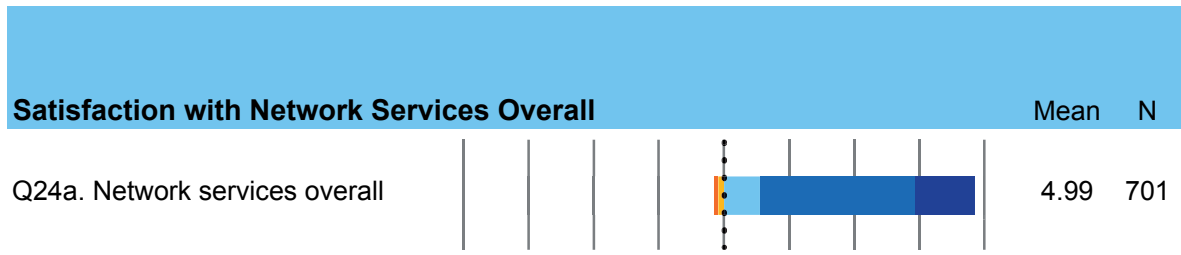


**Q23a Traveling within the U.S.**

	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.99	1%	2%	4%	12%	53%	28%	577	0.92	0.08
F	4.91	1%	2%	5%	14%	52%	26%	260		
G	5.20	0%	0%	3%	9%	53%	35%	91		
U	5.29	0%	0%	1%	9%	50%	40%	70		
A	4.88	1%	3%	4%	13%	55%	23%	156		

**Q23b Traveling outside of the U.S.**

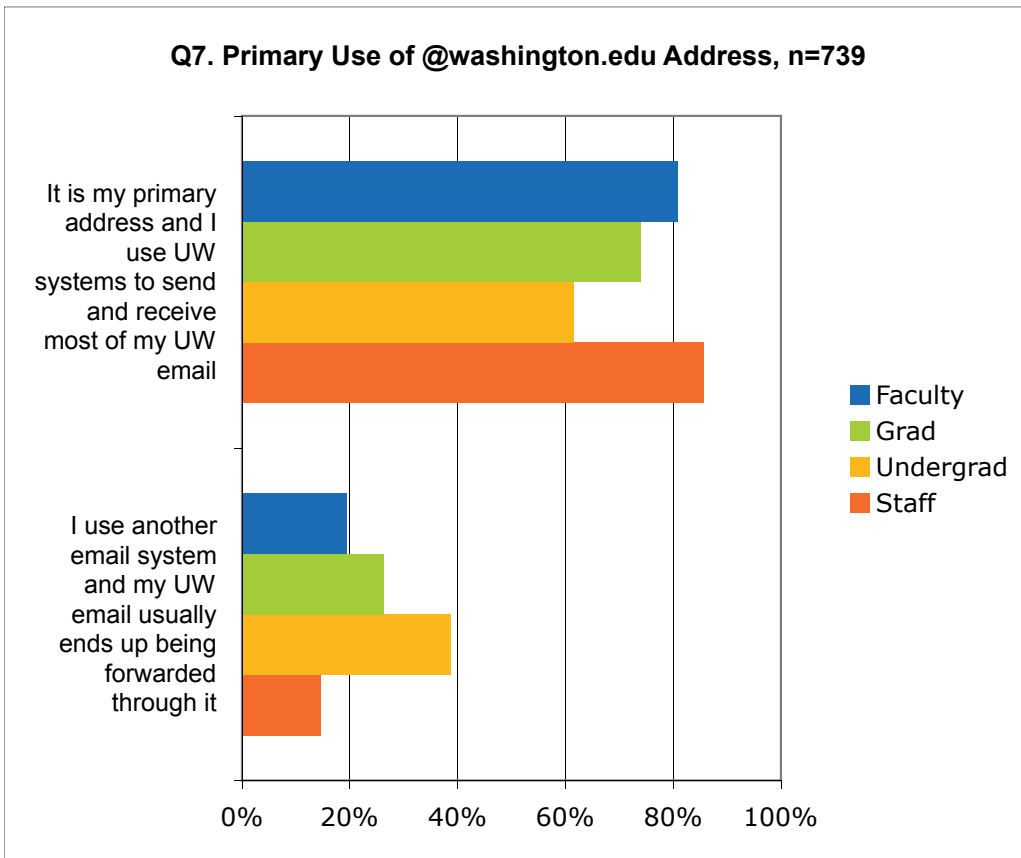
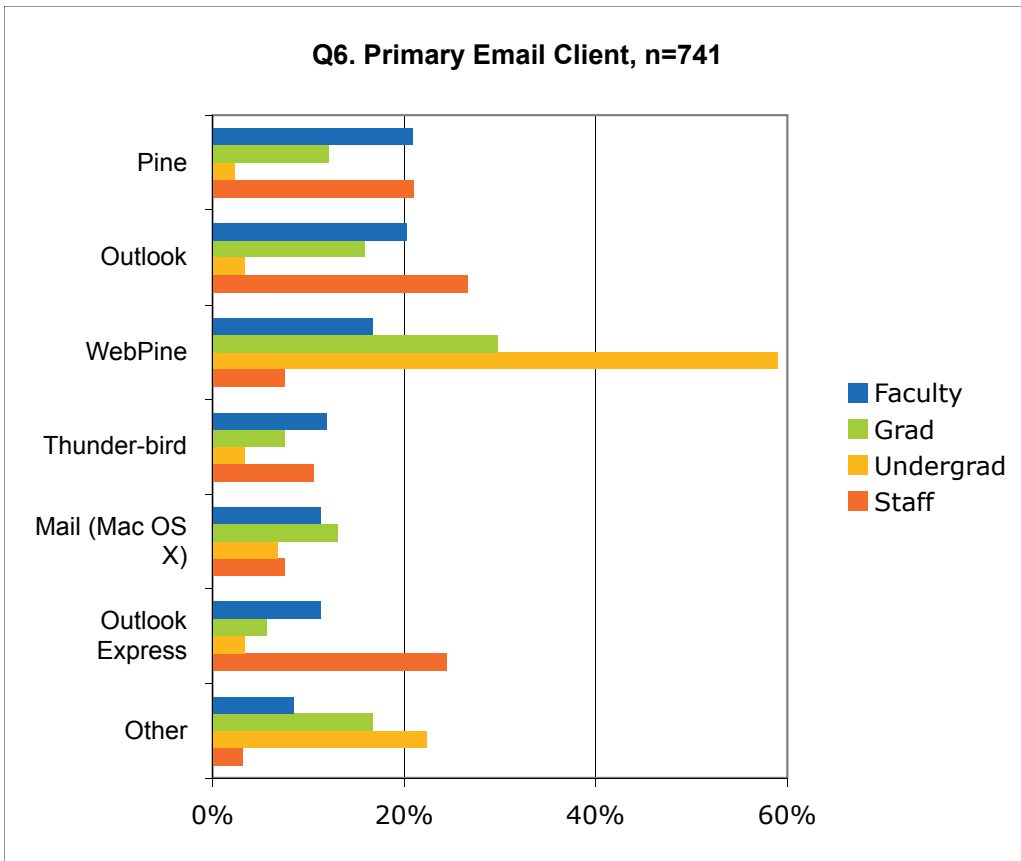
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.80	2%	3%	8%	13%	49%	25%	296	1.11	0.13
F	4.67	2%	4%	9%	16%	49%	20%	162		
G	4.96	4%	0%	9%	2%	51%	33%	45		
U	5.08	0%	0%	5%	14%	49%	32%	37		
A	4.85	2%	4%	6%	12%	50%	27%	52		



**Q24a Network services overall**

	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.00	0%	1%	2%	14%	60%	23%	701	0.78	0.06
F	5.06	0%	2%	1%	13%	56%	28%	299		
G	4.97	0%	2%	1%	17%	57%	22%	103		
U	4.96	0%	1%	0%	19%	60%	19%	83		
A	4.94	0%	1%	5%	12%	65%	18%	216		

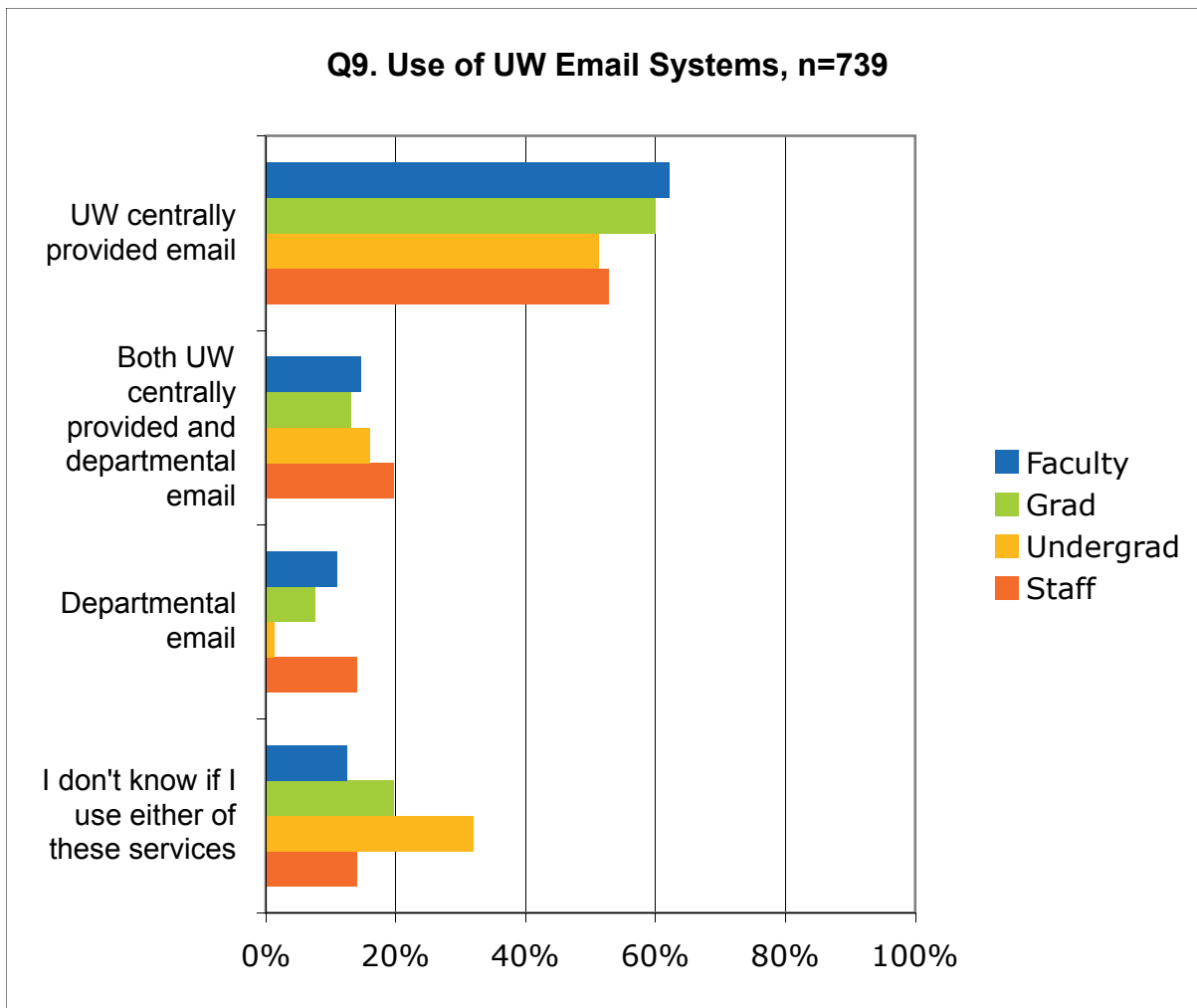
# Email and Webmail



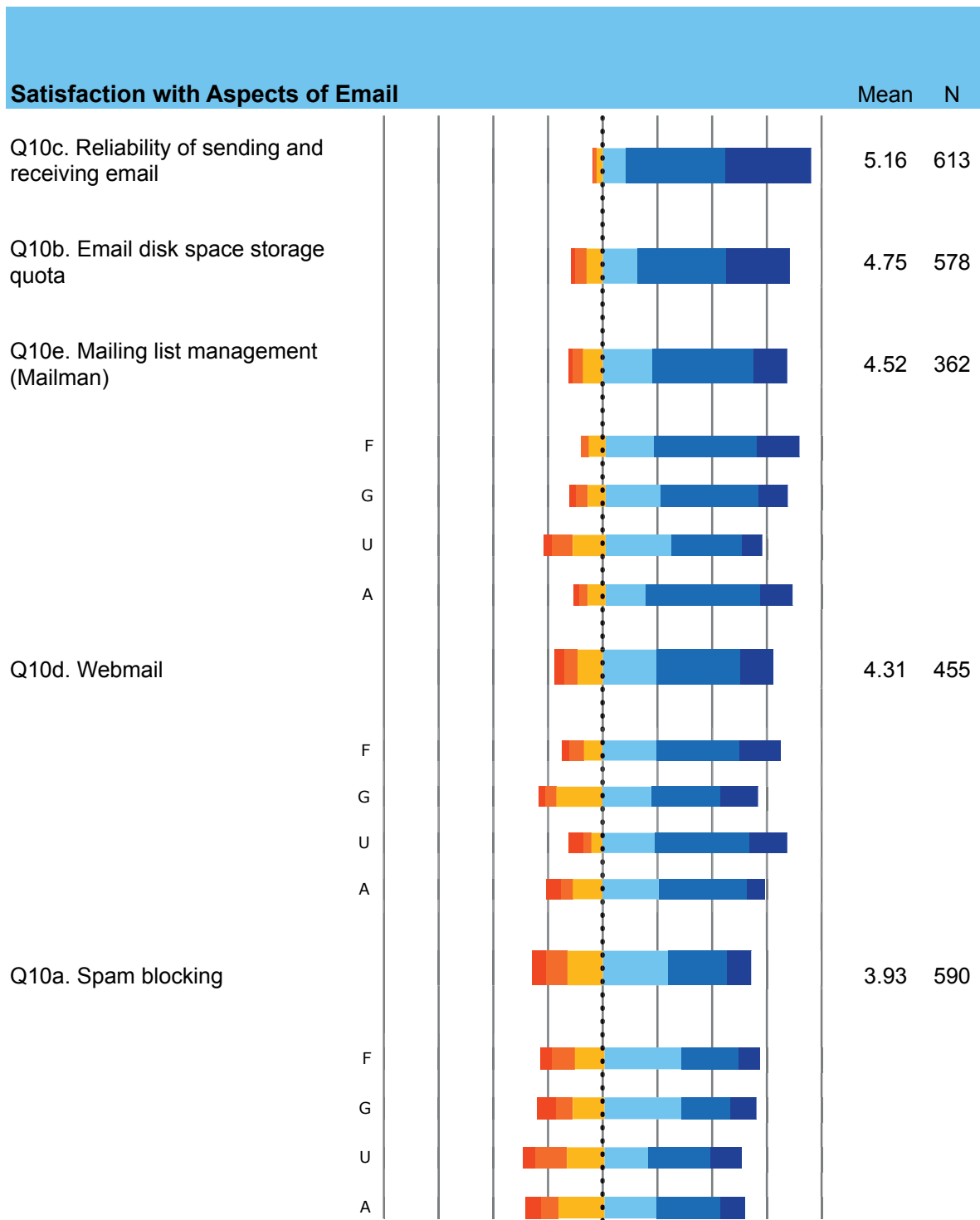
<b>Q6 What is the primary email client you use to access your UW email?</b>								
	WebPine	Outlook	Pine	Outlook Express	Mail (Mac OS X)	Thunderbird	Other	Count
<b>All</b>	21%	19%	17%	13%	10%	10%	10%	741
<b>F</b>	17%	20%	21%	11%	11%	12%	8%	313
<b>G</b>	30%	16%	12%	6%	13%	7%	17%	108
<b>U</b>	59%	3%	2%	3%	7%	3%	22%	90
<b>A</b>	7%	27%	21%	24%	7%	10%	3%	230

<b>Q7 Which of the following best describes your use of your washington.edu address:</b>				
	It is my primary address and I use UW systems to send and receive most of my UW email	I use another email system and my UW email usually ends up being forwarded through it	Count	
<b>All</b>	79%	21%	739	
<b>F</b>	81%	19%	315	
<b>G</b>	74%	26%	107	
<b>U</b>	61%	39%	88	
<b>A</b>	86%	14%	229	

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Q9 Which UW email services do you use?					
	UW centrally provided email	I don't know if I use either of these services	Both UW centrally provided and departmental email	Departmental email	Count
<b>All</b>	58%	16%	16%	10%	739
<b>F</b>	62%	12%	15%	11%	314
<b>G</b>	60%	20%	13%	7%	107
<b>U</b>	51%	32%	16%	1%	88
<b>A</b>	53%	14%	20%	14%	230





<b>Q10a Spam blocking</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	3.94	6%	10%	16%	30%	27%	11%	590	1.36	0.11
F	3.96	5%	10%	13%	35%	26%	10%	248		
G	3.90	9%	8%	14%	35%	22%	12%	91		
U	3.94	6%	14%	17%	20%	29%	14%	70		
A	3.93	7%	8%	21%	24%	29%	11%	181		

<b>Q10b Email disk space storage quota</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.75	2%	5%	7%	16%	41%	29%	578	1.21	0.10
F	4.85	2%	4%	8%	12%	42%	32%	240		
G	4.52	1%	11%	10%	17%	32%	28%	88		
U	4.52	4%	6%	7%	26%	29%	28%	69		
A	4.82	2%	3%	5%	17%	48%	25%	181		

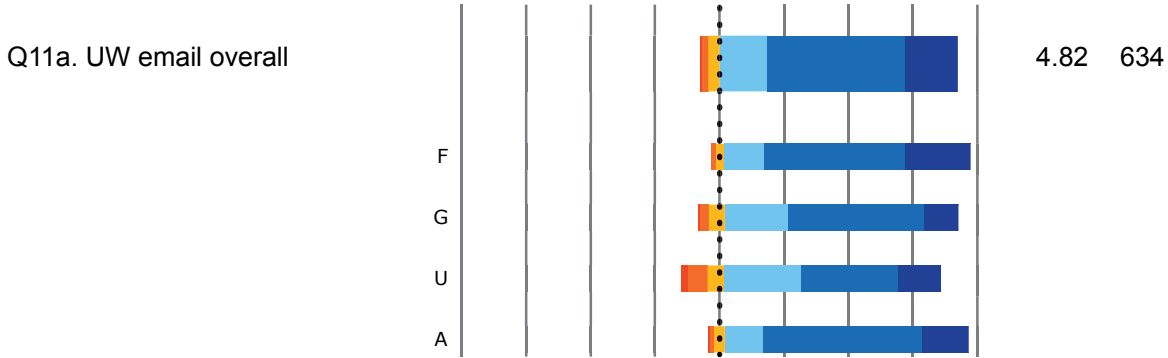
<b>Q10c Reliability of sending and receiving email</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.17	0%	1%	3%	10%	45%	39%	613	0.89	0.07
F	5.30	0%	1%	1%	9%	46%	44%	257		
G	5.13	0%	3%	4%	12%	38%	43%	93		
U	4.80	3%	1%	8%	16%	45%	27%	75		
A	5.15	1%	2%	3%	10%	49%	37%	188		

<b>Q10d Webmail</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.32	5%	6%	12%	25%	38%	15%	455	1.29	0.12
F	4.43	3%	7%	8%	25%	38%	19%	189		
G	4.26	3%	5%	21%	22%	32%	17%	76		
U	4.45	7%	3%	5%	24%	43%	17%	58		
A	4.12	7%	5%	14%	26%	40%	8%	132		

<b>Q10e Mailing list management (Mailman)</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.53	2%	5%	9%	23%	46%	15%	362	1.12	0.12
F	4.71	0%	4%	8%	22%	47%	19%	140		
G	4.43	3%	5%	8%	25%	45%	13%	60		
U	4.06	4%	9%	15%	30%	32%	9%	53		
A	4.58	3%	4%	8%	18%	52%	15%	109		

**Satisfaction with UW Email Overall**

Mean N



Q11a UW email overall										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.82	1%	3%	4%	18%	54%	20%	634	0.94	0.07
F	4.97	0%	2%	3%	15%	54%	25%	263		
G	4.63	1%	3%	6%	24%	52%	13%	98		
U	4.41	3%	8%	6%	29%	37%	17%	78		
A	4.88	1%	2%	4%	15%	61%	18%	195		

**Note: The following tables break out satisfaction ratings by primary email service. Generalized aspects such as spam-blocking and disk storage space are excluded.**

<b>Q10c. Reliability of sending and receiving email</b>								
	<b>Mean</b>	<b>VD</b>	<b>D</b>	<b>SD</b>	<b>SS</b>	<b>S</b>	<b>VS</b>	<b>Count</b>
Mail (Mac OS X)	5.20	0%	0%	2%	15%	45%	38%	60
Other	5.00	4%	0%	2%	13%	44%	36%	45
Outlook	5.18	0%	2%	3%	13%	41%	41%	114
Outlook Express	5.11	0%	2%	4%	10%	48%	36%	92
Pine	5.34	1%	1%	1%	4%	46%	46%	114
Thunderbird	5.19	0%	0%	8%	8%	42%	42%	52
WebPine	5.08	0%	3%	3%	11%	48%	34%	132
<b>All Email Clients</b>	<b>5.17</b>	<b>0%</b>	<b>1%</b>	<b>3%</b>	<b>10%</b>	<b>45%</b>	<b>39%</b>	<b>613</b>

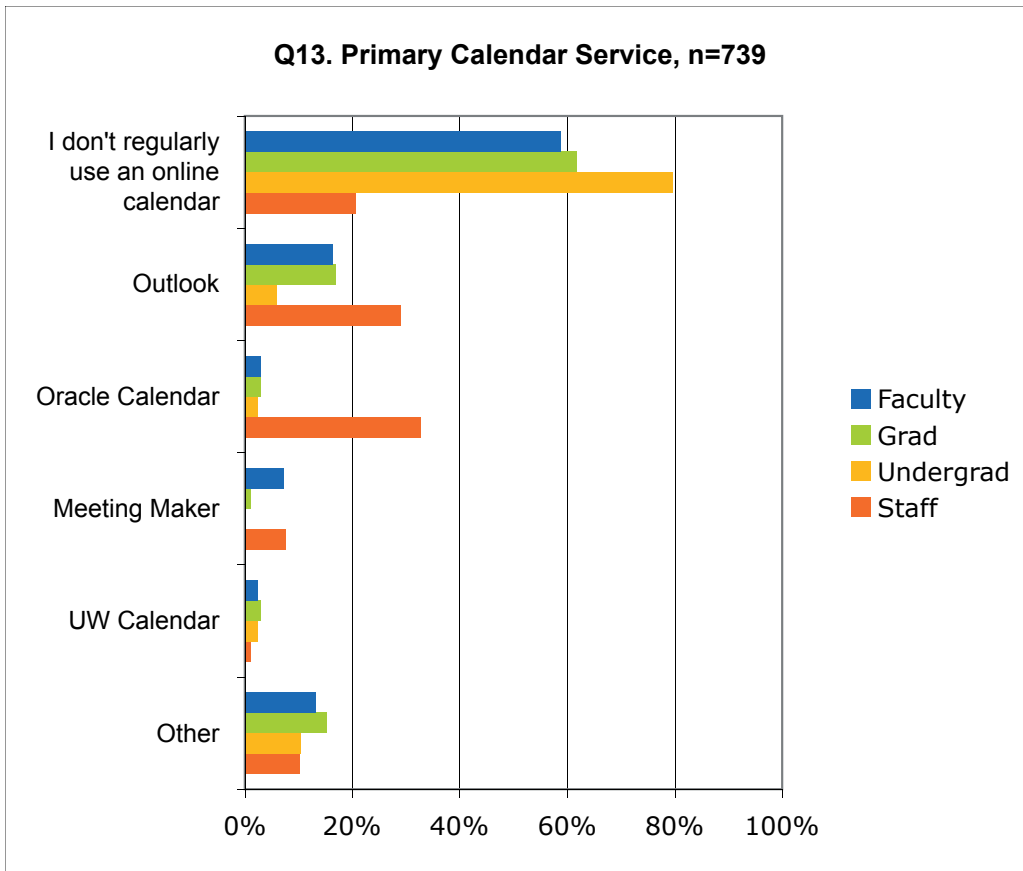
<b>Q10d. Webmail</b>								
	<b>Mean</b>	<b>VD</b>	<b>D</b>	<b>SD</b>	<b>SS</b>	<b>S</b>	<b>VS</b>	<b>Count</b>
Mail (Mac OS X)	3.89	11%	2%	17%	33%	30%	7%	46
Other	3.90	16%	6%	10%	19%	35%	13%	31
Outlook	4.36	4%	8%	11%	19%	38%	19%	89
Outlook Express	4.24	3%	6%	16%	29%	30%	16%	63
Pine	4.43	1%	6%	8%	31%	43%	11%	88
Thunderbird	3.98	5%	5%	24%	26%	36%	5%	42
WebPine	4.72	2%	4%	5%	19%	46%	23%	94
<b>All Email Clients</b>	<b>4.32</b>	<b>5%</b>	<b>5%</b>	<b>12%</b>	<b>25%</b>	<b>38%</b>	<b>15%</b>	<b>455</b>

<b>Q11a. UW email overall</b>								
	<b>Mean</b>	<b>VD</b>	<b>D</b>	<b>SD</b>	<b>SS</b>	<b>S</b>	<b>VS</b>	<b>Count</b>
Mail (Mac OS X)	4.72	0%	5%	2%	25%	53%	15%	60
Other	4.47	4%	4%	8%	24%	47%	14%	51
Outlook	4.95	1%	2%	4%	12%	54%	26%	121
Outlook Express	4.92	0%	1%	8%	11%	59%	22%	93
Pine	5.04	0%	1%	2%	14%	60%	24%	114
Thunderbird	5.04	0%	0%	0%	19%	58%	23%	52
WebPine	4.57	1%	4%	6%	27%	47%	14%	139
<b>All Email Clients</b>	<b>4.82</b>	<b>1%</b>	<b>3%</b>	<b>4%</b>	<b>18%</b>	<b>53%</b>	<b>20%</b>	<b>634</b>

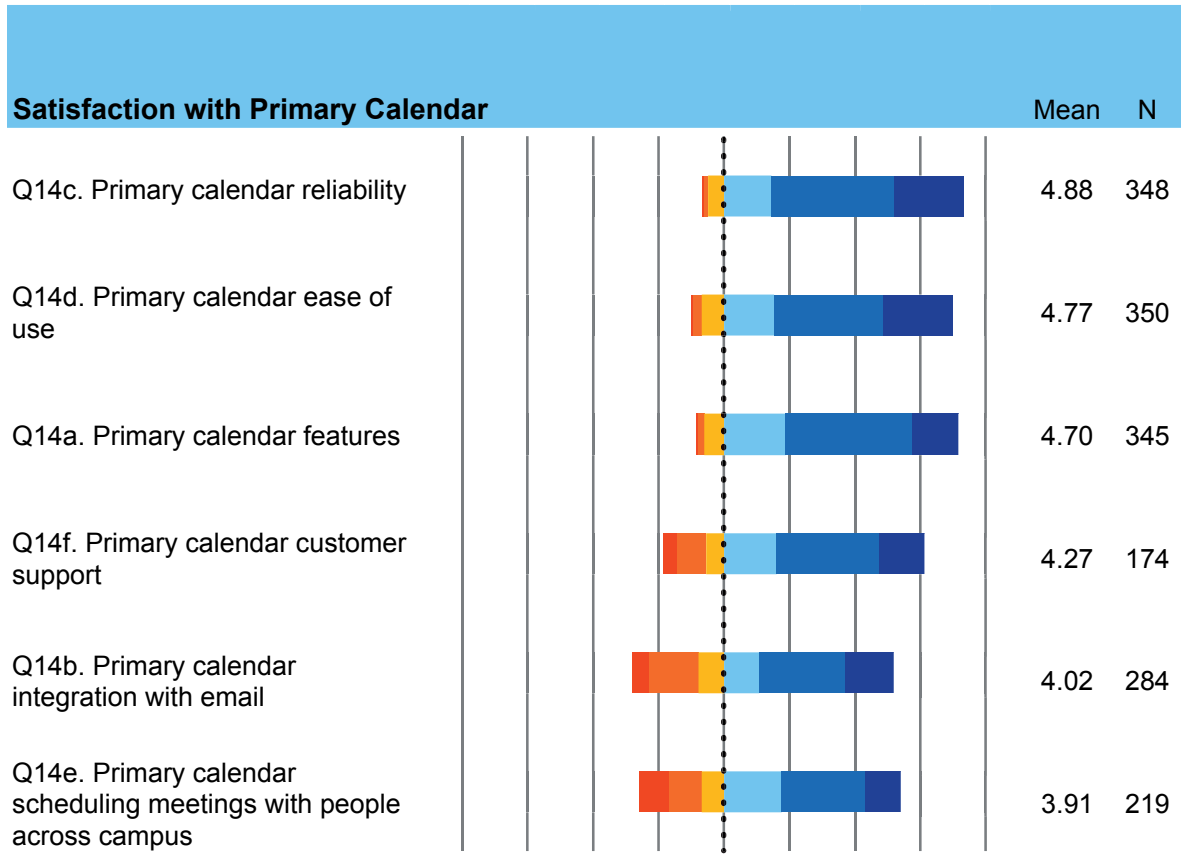
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# Calendaring

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<b>Q13 What is your primary calendar service?</b>							
	I don't regularly use an online calendar	Outlook	Oracle Calendar	Other	Meeting Maker	UW Calendar	Count
<b>All</b>	50%	19%	12%	12%	5%	2%	739
<b>F</b>	59%	16%	3%	13%	7%	2%	314
<b>G</b>	62%	17%	3%	15%	1%	3%	107
<b>U</b>	80%	6%	2%	10%	0%	2%	88
<b>A</b>	20%	29%	33%	10%	7%	1%	230





<b>Q14a Primary calendar features</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.70	0%	3%	8%	23%	48%	18%	345	0.95	0.10
F	4.59	0%	4%	9%	21%	53%	12%	116		
G	4.95	0%	0%	8%	23%	36%	33%	39		
U	5.15	0%	0%	5%	5%	60%	30%	20		
A	4.66	1%	2%	6%	28%	46%	16%	170		

<b>Q14b Primary calendar integration with email</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.03	7%	19%	10%	13%	33%	19%	284	1.59	0.18
F	3.95	2%	25%	8%	19%	34%	12%	97		
G	4.15	6%	18%	9%	15%	24%	27%	33		
U	4.11	0%	32%	11%	5%	21%	32%	19		
A	4.04	11%	13%	11%	10%	36%	19%	135		

<b>Q14c Primary calendar reliability</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.89	1%	1%	6%	18%	47%	27%	348	0.97	0.10
F	4.83	0%	2%	9%	18%	47%	24%	119		
G	5.18	0%	0%	8%	10%	38%	44%	39		
U	5.25	0%	0%	0%	20%	35%	45%	20		
A	4.82	2%	2%	4%	20%	50%	22%	170		

<b>Q14d Primary calendar ease of use</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.78	1%	3%	9%	19%	42%	27%	350	1.07	0.11
F	4.72	0%	4%	8%	22%	43%	23%	120		
G	5.08	0%	0%	8%	18%	33%	41%	39		
U	5.15	0%	5%	5%	5%	40%	45%	20		
A	4.71	1%	4%	9%	19%	43%	24%	171		

<b>Q14e Primary calendar scheduling meetings with people across campus</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	3.92	11%	12%	9%	22%	32%	14%	219	1.57	0.21
F	3.58	17%	17%	6%	23%	29%	9%	66		
G	4.25	5%	5%	20%	20%	30%	20%	20		
U	4.69	8%	0%	8%	8%	54%	23%	13		
A	3.97	10%	13%	8%	23%	32%	14%	120		

<b>Q14f Primary calendar customer support</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.28	6%	11%	7%	20%	39%	17%	174	1.43	0.21
F	4.04	6%	13%	11%	23%	36%	11%	53		
G	4.61	11%	6%	0%	17%	28%	39%	18		
U	4.90	0%	10%	0%	10%	50%	30%	10		
A	4.28	5%	11%	6%	20%	42%	15%	93		

**Note: The following tables break out satisfaction ratings by primary calendar service. The generalized aspect of customer support is excluded.**

<b>Q14a. Primary calendar features</b>								
	<b>Mean</b>	<b>VD</b>	<b>D</b>	<b>SD</b>	<b>SS</b>	<b>S</b>	<b>VS</b>	<b>Count</b>
MeetingMaker	4.18	0%	3%	16%	45%	34%	3%	38
Oracle Calendar	4.52	1%	2%	11%	27%	47%	12%	85
Other	4.87	0%	3%	7%	20%	43%	28%	76
Outlook	4.92	0%	2%	2%	17%	57%	21%	129
UW Calendar	4.23	0%	8%	23%	23%	31%	15%	13
<b>All Calendars</b>	<b>4.70</b>	<b>0%</b>	<b>3%</b>	<b>8%</b>	<b>23%</b>	<b>48%</b>	<b>18%</b>	<b>345</b>

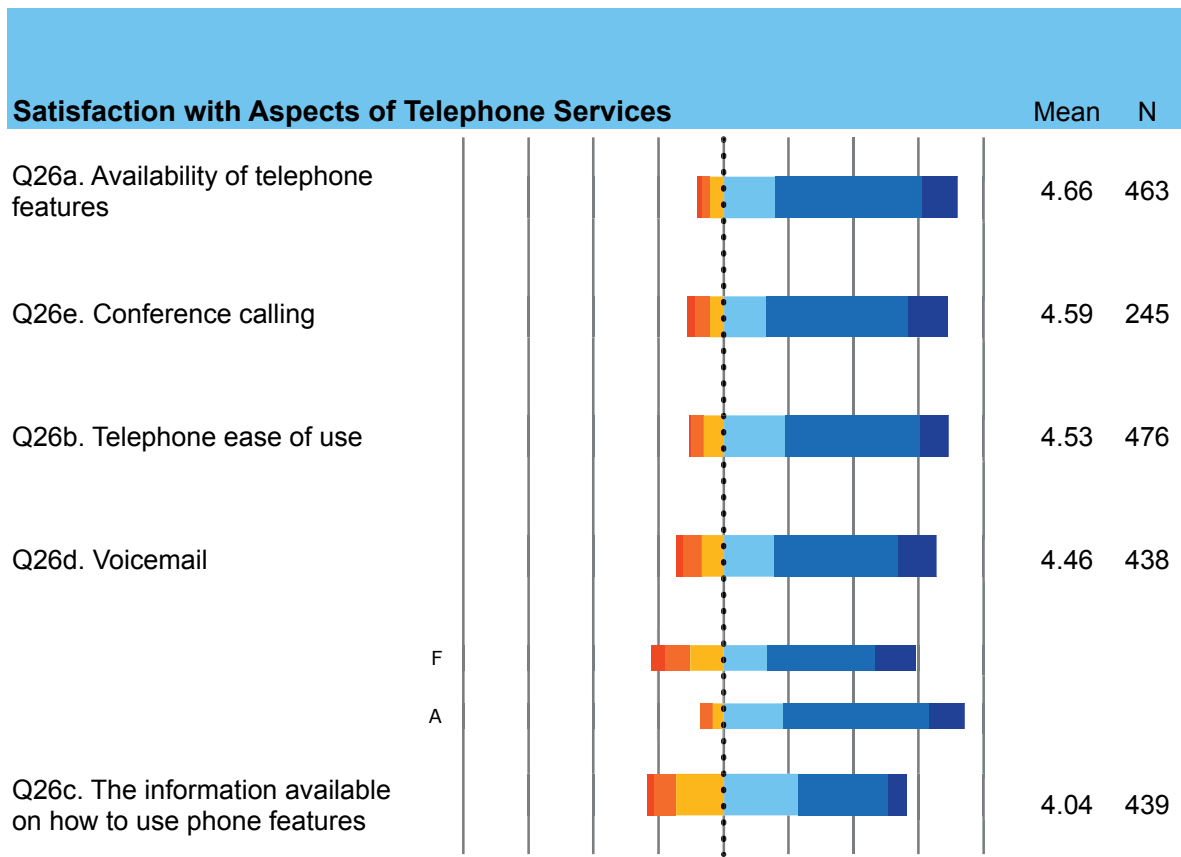
<b>Q14b. Primary calendar integration with email</b>								
	<b>Mean</b>	<b>VD</b>	<b>D</b>	<b>SD</b>	<b>SS</b>	<b>S</b>	<b>VS</b>	<b>Count</b>
MeetingMaker	3.46	8%	29%	8%	21%	29%	4%	24
Oracle Calendar	3.49	13%	24%	13%	12%	24%	13%	67
Other	3.86	5%	31%	6%	11%	28%	20%	65
Outlook	4.62	3%	5%	10%	13%	43%	25%	115
UW Calendar	3.36	9%	36%	0%	27%	18%	9%	11
<b>All Calendars</b>	<b>4.03</b>	<b>7%</b>	<b>19%</b>	<b>10%</b>	<b>13%</b>	<b>32%</b>	<b>19%</b>	<b>284</b>

<b>Q14c. Primary calendar reliability</b>								
	<b>Mean</b>	<b>VD</b>	<b>D</b>	<b>SD</b>	<b>SS</b>	<b>S</b>	<b>VS</b>	<b>Count</b>
MeetingMaker	4.46	0%	0%	15%	31%	46%	8%	39
Oracle Calendar	4.87	1%	0%	4%	24%	49%	23%	84
Other	5.13	1%	3%	4%	9%	39%	43%	76
Outlook	4.89	1%	2%	6%	14%	52%	25%	132
UW Calendar	4.69	0%	0%	8%	38%	31%	23%	13
<b>All Calendars</b>	<b>4.88</b>	<b>1%</b>	<b>1%</b>	<b>6%</b>	<b>18%</b>	<b>46%</b>	<b>26%</b>	<b>348</b>

<b>Q14d. Primary calendar ease of use</b>								
	<b>Mean</b>	<b>VD</b>	<b>D</b>	<b>SD</b>	<b>SS</b>	<b>S</b>	<b>VS</b>	<b>Count</b>
MeetingMaker	3.95	0%	13%	21%	31%	31%	5%	39
Oracle Calendar	4.59	2%	2%	10%	21%	47%	17%	86
Other	5.12	0%	1%	7%	13%	37%	42%	76
Outlook	4.99	0%	2%	5%	16%	47%	30%	132
UW Calendar	4.08	0%	15%	8%	46%	15%	15%	13
<b>All Calendars</b>	<b>4.77</b>	<b>1%</b>	<b>3%</b>	<b>9%</b>	<b>19%</b>	<b>41%</b>	<b>26%</b>	<b>350</b>

<b>Q14e. Primary calendar scheduling meetings with people across campus</b>								
	<b>Mean</b>	<b>VD</b>	<b>D</b>	<b>SD</b>	<b>SS</b>	<b>S</b>	<b>VS</b>	<b>Count</b>
MeetingMaker	3.83	9%	9%	13%	39%	22%	9%	23
Oracle Calendar	4.25	4%	10%	7%	29%	38%	12%	73
Other	3.06	31%	17%	11%	9%	17%	14%	35
Outlook	3.97	10%	15%	8%	16%	35%	15%	79
UW Calendar	4.43	14%	0%	0%	29%	29%	29%	7
<b>All Calendars</b>	<b>3.92</b>	<b>11%</b>	<b>12%</b>	<b>8%</b>	<b>22%</b>	<b>32%</b>	<b>14%</b>	<b>219</b>

# Telephone and Directory Services



<b>Q26a Availability of telephone features</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.66	2%	3%	5%	20%	57%	13%	463	1.01	0.09
F	4.54	3%	4%	7%	23%	48%	15%	248		
A	4.80	0%	2%	3%	17%	67%	11%	215		

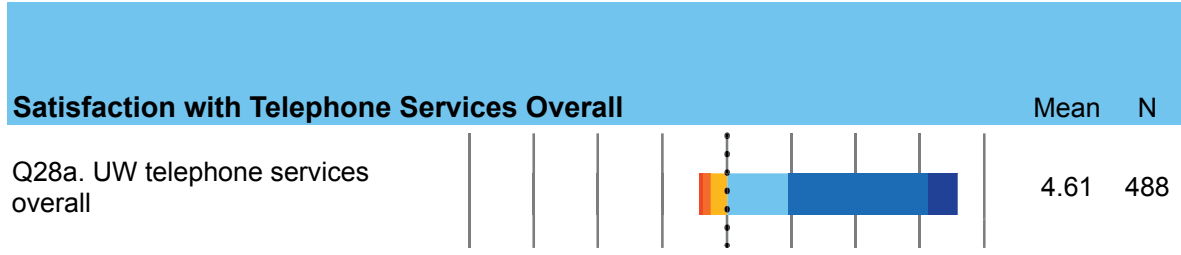
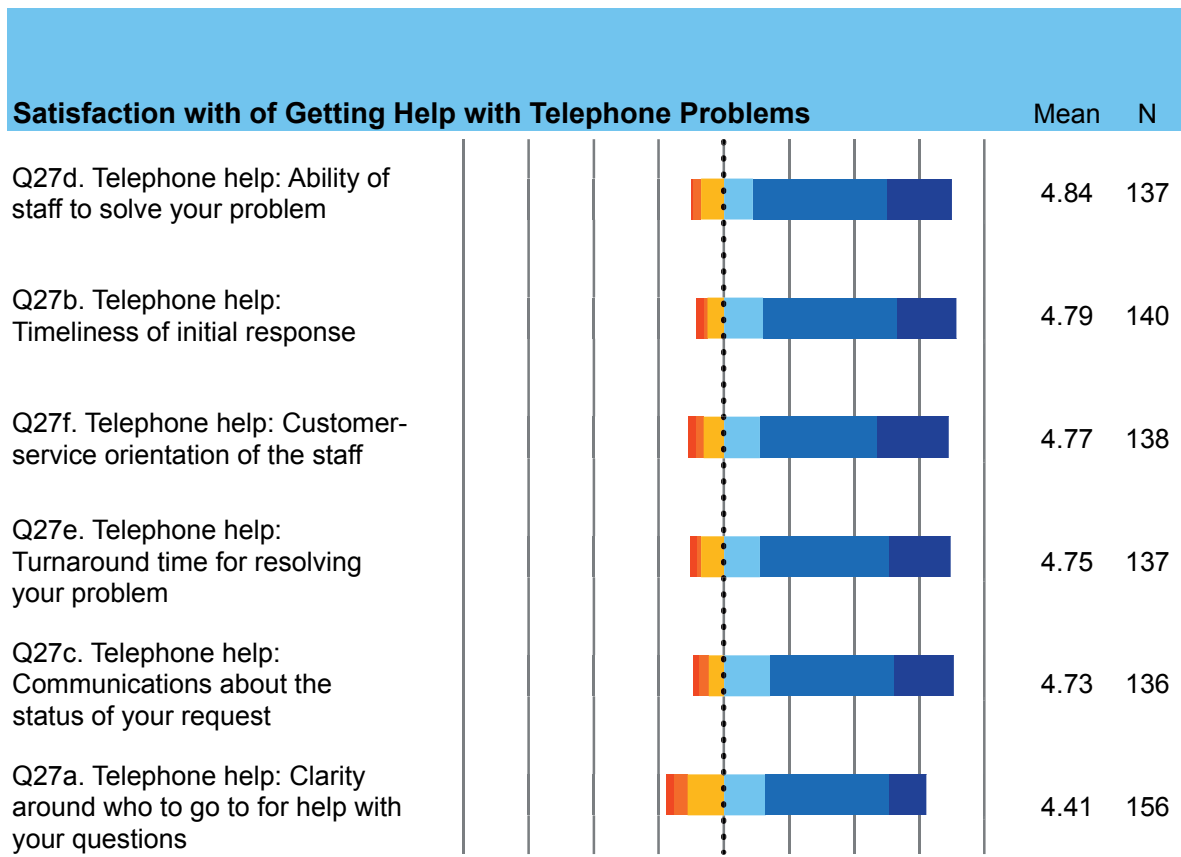
<b>Q26b Telephone ease of use</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.54	1%	5%	8%	24%	52%	11%	476	1.01	0.09
F	4.43	2%	5%	10%	26%	45%	12%	260		
A	4.66	0%	4%	5%	21%	60%	10%	216		

<b>Q26c The information available on how to use phone features</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.05	3%	8%	18%	29%	35%	7%	439	1.19	0.11
F	3.91	3%	11%	22%	28%	30%	6%	232		
A	4.21	3%	6%	14%	29%	40%	8%	207		

<b>Q26d Voicemail</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.46	3%	7%	8%	19%	48%	15%	438	1.21	0.11
F	4.25	5%	9%	13%	17%	41%	16%	224		
A	4.69	0%	5%	4%	22%	55%	14%	214		

<b>Q26e Conference calling</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.60	3%	6%	5%	16%	55%	15%	245	1.16	0.14
F	4.46	5%	4%	10%	17%	50%	15%	121		
A	4.73	1%	7%	1%	16%	60%	15%	124		

<b>Q28a UW telephone services overall</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.62	1%	3%	6%	24%	54%	11%	488	0.95	0.08
F	4.48	1%	5%	7%	27%	51%	9%	270		
A	4.79	1%	1%	5%	20%	58%	15%	218		



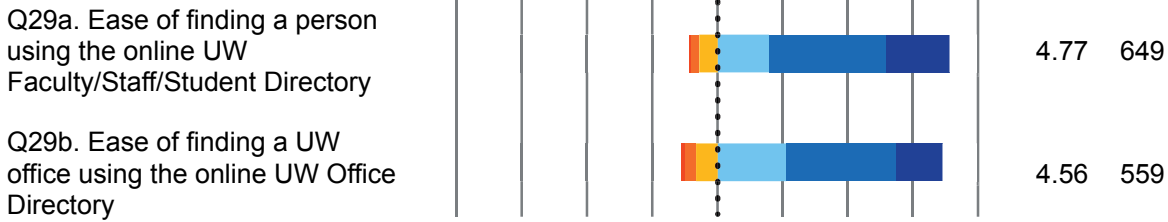
**Note: This question was only asked of staff.**

<b>Q27 Aspects of getting help with telephones</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
Q27a Clarity around who to go to for help with your questions	4.42	3%	5%	14%	16%	47%	14%	156	1.23	0.19
Q27b Timeliness of initial response	4.79	3%	1%	6%	15%	51%	23%	140	1.09	0.18
Q27c Communications about the status of your request	4.74	2%	4%	6%	18%	48%	23%	136	1.12	0.19
Q27d Ability of staff to solve your problem	4.85	1%	3%	9%	11%	52%	25%	137	1.04	0.17
Q27e Turnaround time for resolving your problem	4.76	3%	1%	9%	14%	50%	23%	137	1.13	0.19
Q27f Customer-service orientation of the staff	4.78	3%	3%	8%	14%	45%	28%	138	1.19	0.20

<b>Q28a UW telephone services overall</b>											
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-	
<b>All</b>	4.62	1%	3%	6%	24%	54%	11%	488	0.95	0.08	
<b>F</b>	4.48	1%	5%	7%	27%	51%	9%	270			
<b>A</b>	4.79	1%	1%	5%	20%	58%	15%	218			

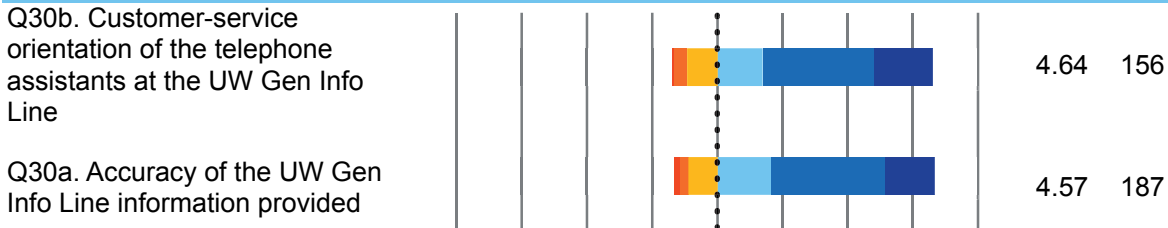
**Satisfaction with Aspects of UW Online Directories**

Mean N



**Satisfaction with Aspects of UW General Info Line**

Mean N





<b>Q29a Ease of finding a person using the online UW Faculty/Staff/Student Directory</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.78	1%	3%	7%	20%	45%	24%	649	1.05	0.08
F	4.79	1%	3%	7%	19%	44%	26%	266		
G	4.80	1%	2%	8%	15%	54%	20%	93		
U	4.67	1%	1%	7%	30%	39%	21%	70		
A	4.78	1%	4%	6%	20%	44%	25%	220		

<b>Q29b Ease of finding a UW office using the online UW Office Directory</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.57	2%	4%	8%	26%	42%	18%	559	1.10	0.09
F	4.56	2%	4%	8%	26%	44%	17%	232		
G	4.59	1%	3%	7%	25%	50%	13%	68		
U	4.47	0%	5%	11%	30%	40%	14%	57		
A	4.59	2%	4%	8%	26%	38%	22%	202		

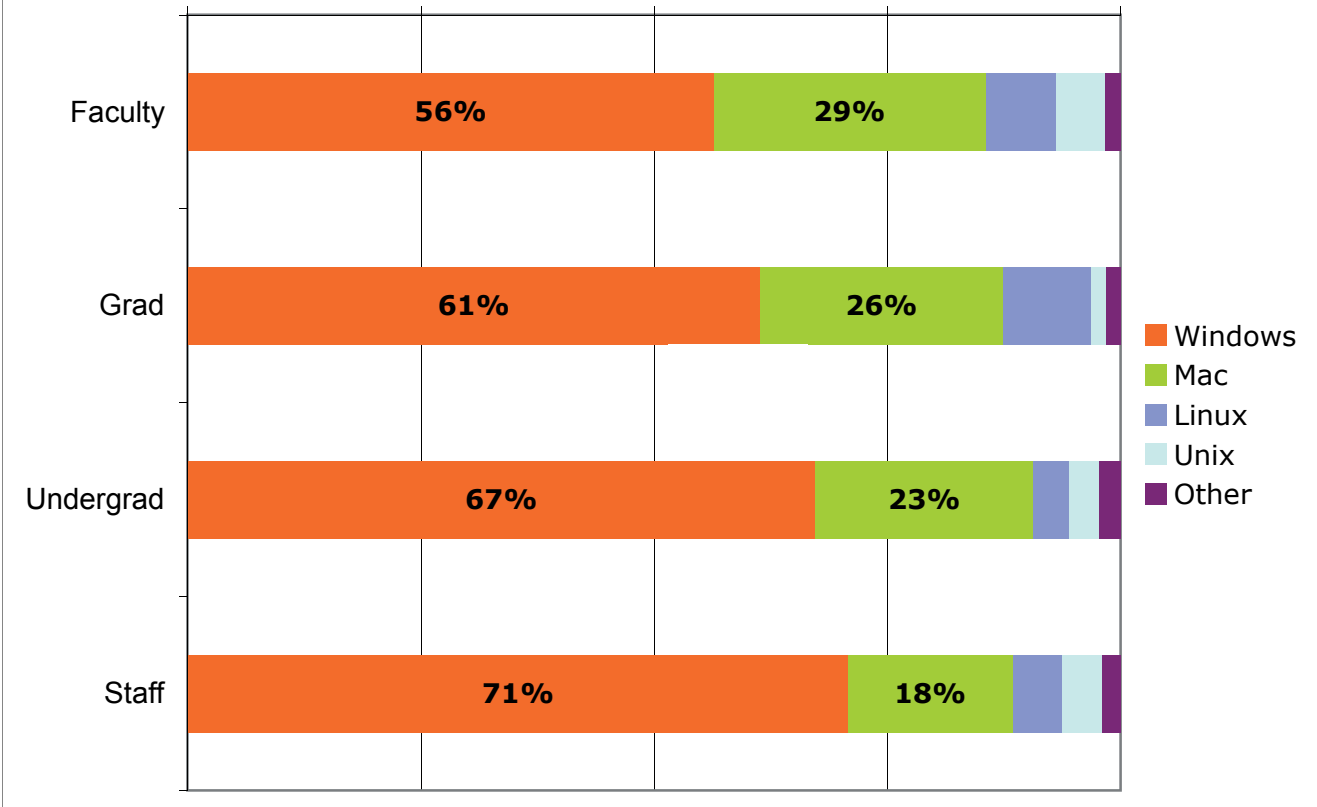
<b>Q30a Accuracy of the UW Gen Info Line information provided</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.58	2%	3%	11%	21%	43%	19%	187	1.14	0.16
F	4.68	4%	1%	11%	14%	45%	25%	73		
G	4.48	0%	0%	17%	26%	48%	9%	23		
U	4.78	0%	0%	4%	26%	57%	13%	23		
A	4.43	1%	7%	12%	25%	35%	19%	68		

<b>Q30b Customer-service orientation of the telephone assistants at the UW Gen Info Lin</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.64	1%	5%	12%	17%	43%	22%	156	1.14	0.18
F	4.61	2%	6%	11%	13%	48%	20%	54		
G	4.50	0%	0%	17%	28%	44%	11%	18		
U	4.48	0%	10%	10%	19%	48%	14%	21		
A	4.76	0%	5%	11%	17%	37%	30%	63		

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# Computing Environment

**Q31. Relative Use of Operating Systems, n=789**



<b>Q31a Windows</b>							
	<b>0%</b>	<b>1-20%</b>	<b>21-40%</b>	<b>41-60%</b>	<b>61-80%</b>	<b>81-100%</b>	<b>Count</b>
<b>All</b>	2%	9%	2%	4%	7%	75%	689
<b>F</b>	4%	8%	2%	4%	5%	76%	274
<b>G</b>	1%	16%	7%	4%	9%	64%	105
<b>U</b>	1%	13%	2%	1%	9%	74%	87
<b>A</b>	1%	6%	1%	4%	7%	80%	223

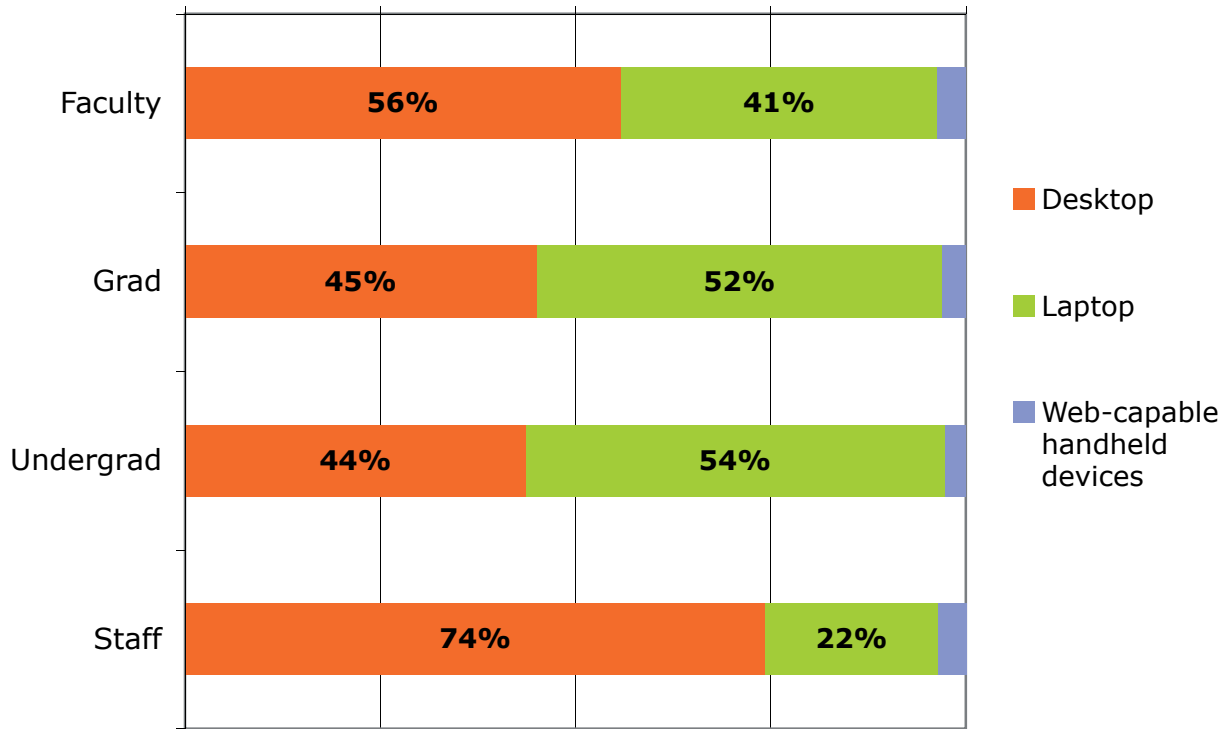
<b>Q31b Mac</b>							
	<b>0%</b>	<b>1-20%</b>	<b>21-40%</b>	<b>41-60%</b>	<b>61-80%</b>	<b>81-100%</b>	<b>Count</b>
<b>All</b>	49%	14%	3%	3%	7%	24%	409
<b>F</b>	45%	8%	2%	2%	6%	36%	165
<b>G</b>	46%	16%	3%	6%	13%	16%	68
<b>U</b>	44%	25%	3%	3%	5%	20%	61
<b>A</b>	59%	17%	3%	3%	5%	14%	115

<b>Q31c Linux</b>							
	<b>0%</b>	<b>1-20%</b>	<b>21-40%</b>	<b>41-60%</b>	<b>61-80%</b>	<b>81-100%</b>	<b>Count</b>
<b>All</b>	78%	11%	3%	2%	3%	3%	327
<b>F</b>	68%	17%	5%	3%	4%	4%	114
<b>G</b>	75%	11%	2%	3%	5%	5%	64
<b>U</b>	88%	8%	0%	0%	0%	4%	52
<b>A</b>	85%	6%	2%	3%	2%	2%	97

<b>Q31d Unix</b>							
	<b>0%</b>	<b>1-20%</b>	<b>21-40%</b>	<b>41-60%</b>	<b>61-80%</b>	<b>81-100%</b>	<b>Count</b>
<b>All</b>	79%	16%	2%	1%	1%	2%	322
<b>F</b>	71%	22%	2%	1%	1%	4%	113
<b>G</b>	85%	13%	2%	0%	0%	0%	60
<b>U</b>	90%	6%	0%	0%	2%	2%	51
<b>A</b>	79%	15%	2%	2%	1%	1%	98

<b>Q31e Other</b>							
	<b>0%</b>	<b>1-20%</b>	<b>21-40%</b>	<b>41-60%</b>	<b>61-80%</b>	<b>81-100%</b>	<b>Count</b>
<b>All</b>	94%	4%	0%	1%	1%	1%	294
<b>F</b>	95%	2%	0%	1%	1%	1%	99
<b>G</b>	93%	3%	2%	2%	0%	0%	58
<b>U</b>	92%	6%	0%	0%	0%	2%	48
<b>A</b>	93%	4%	0%	0%	1%	1%	89

**Q32. Relative Use of Desktops Versus Laptops Versus Web-Capable Handheld Devices, n=739**



<b>Q32a Desktop</b>							
	<b>0%</b>	<b>1-20%</b>	<b>21-40%</b>	<b>41-60%</b>	<b>61-80%</b>	<b>81-100%</b>	<b>Count</b>
<b>All</b>	4%	13%	5%	13%	19%	45%	677
<b>F</b>	5%	11%	5%	18%	23%	39%	280
<b>G</b>	4%	26%	9%	25%	18%	17%	99
<b>U</b>	4%	33%	10%	10%	15%	29%	80
<b>A</b>	2%	4%	1%	4%	16%	72%	218

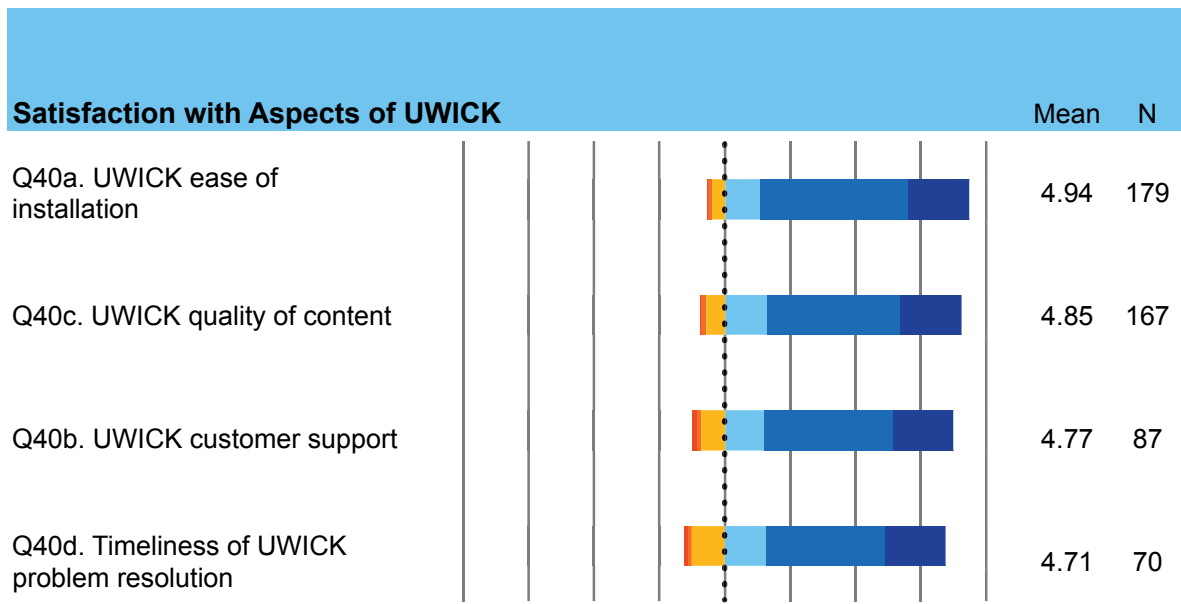
<b>Q32b Laptop</b>							
	<b>0%</b>	<b>1-20%</b>	<b>21-40%</b>	<b>41-60%</b>	<b>61-80%</b>	<b>81-100%</b>	<b>Count</b>
<b>All</b>	12%	27%	12%	14%	9%	26%	578
<b>F</b>	7%	27%	14%	18%	7%	27%	254
<b>G</b>	6%	17%	13%	18%	17%	30%	103
<b>U</b>	6%	16%	10%	10%	14%	44%	80
<b>A</b>	29%	41%	8%	5%	4%	13%	141

<b>Q32c Web-capable handheld devices</b>							
	<b>0%</b>	<b>1-20%</b>	<b>21-40%</b>	<b>41-60%</b>	<b>61-80%</b>	<b>81-100%</b>	<b>Count</b>
<b>All</b>	82%	14%	1%	0%	0%	2%	408
<b>F</b>	80%	16%	1%	0%	1%	2%	164
<b>G</b>	89%	7%	1%	1%	0%	1%	71
<b>U</b>	85%	14%	0%	0%	0%	2%	59
<b>A</b>	81%	16%	1%	1%	0%	2%	114

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# UWICK



<b>Q40a UWICK ease of installation</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.94	1%	1%	5%	13%	56%	23%	179	0.87	0.13
F	5.00	1%	0%	4%	12%	58%	25%	92		
G	5.04	0%	0%	8%	13%	46%	33%	24		
U	4.89	0%	6%	0%	11%	67%	17%	18		
A	4.80	0%	2%	7%	18%	56%	18%	45		

<b>Q40b UWICK customer support</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.77	2%	1%	9%	15%	49%	23%	87	1.09	0.23
F	4.84	2%	2%	8%	12%	49%	27%	49		
G	4.75	0%	0%	13%	13%	63%	13%	8		
U	4.75	0%	0%	13%	25%	38%	25%	8		
A	4.64	5%	0%	9%	18%	50%	18%	22		

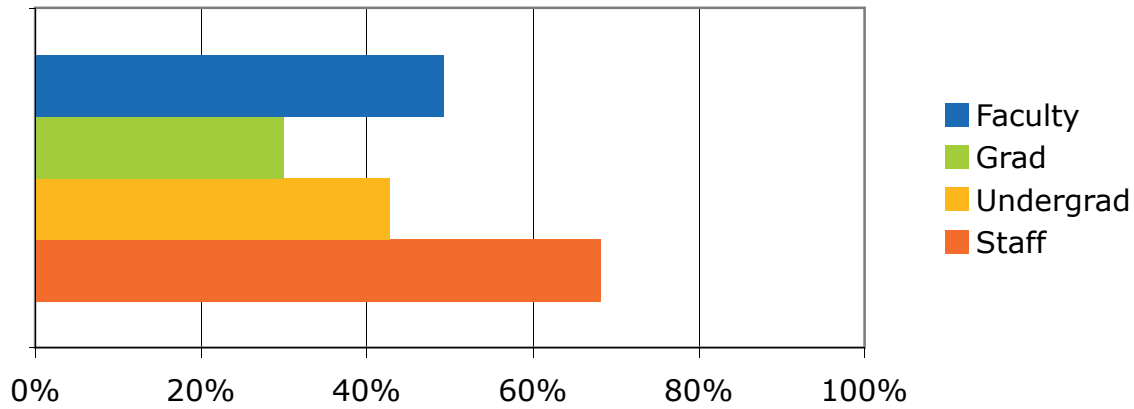
<b>Q40c UWICK quality of content</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.85	1%	2%	7%	16%	51%	23%	167	0.96	0.15
F	4.92	1%	1%	3%	19%	50%	26%	86		
G	4.83	0%	4%	9%	13%	48%	26%	23		
U	4.69	0%	6%	13%	6%	56%	19%	16		
A	4.79	0%	0%	12%	17%	52%	19%	42		

<b>Q40d Timeliness of UWICK problem resolution</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.71	1%	1%	13%	16%	46%	23%	70	1.09	0.26
F	4.83	3%	3%	8%	13%	48%	28%	40		
G	4.43	0%	0%	14%	29%	57%	0%	7		
U	4.50	0%	0%	33%	17%	17%	33%	6		
A	4.65	0%	0%	18%	18%	47%	18%	17		

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# Computer Security

**Q34. Percent Indicating That Every Aspect of Their Computer's Security Was Managed by Someone Else, n=646**



**Satisfaction with Aspects of Security**

Mean N

Q35b. Timeliness of security software updates

4.78 261

F

G

U

A

Q35a. Security software tools provided by UW

4.70 289

Q35c. Effectiveness of information on keeping your computer secure

4.46 277

Q35d. Effectiveness of information on recovering from attacks

4.28 185

<b>Q34 Is every single aspect of your computer's security managed by someone else?</b>			
	<b>Yes</b>	<b>No</b>	<b>Count</b>
<b>All</b>	52%	48%	646
<b>F</b>	49%	51%	260
<b>G</b>	30%	70%	97
<b>U</b>	43%	57%	82
<b>A</b>	68%	32%	207

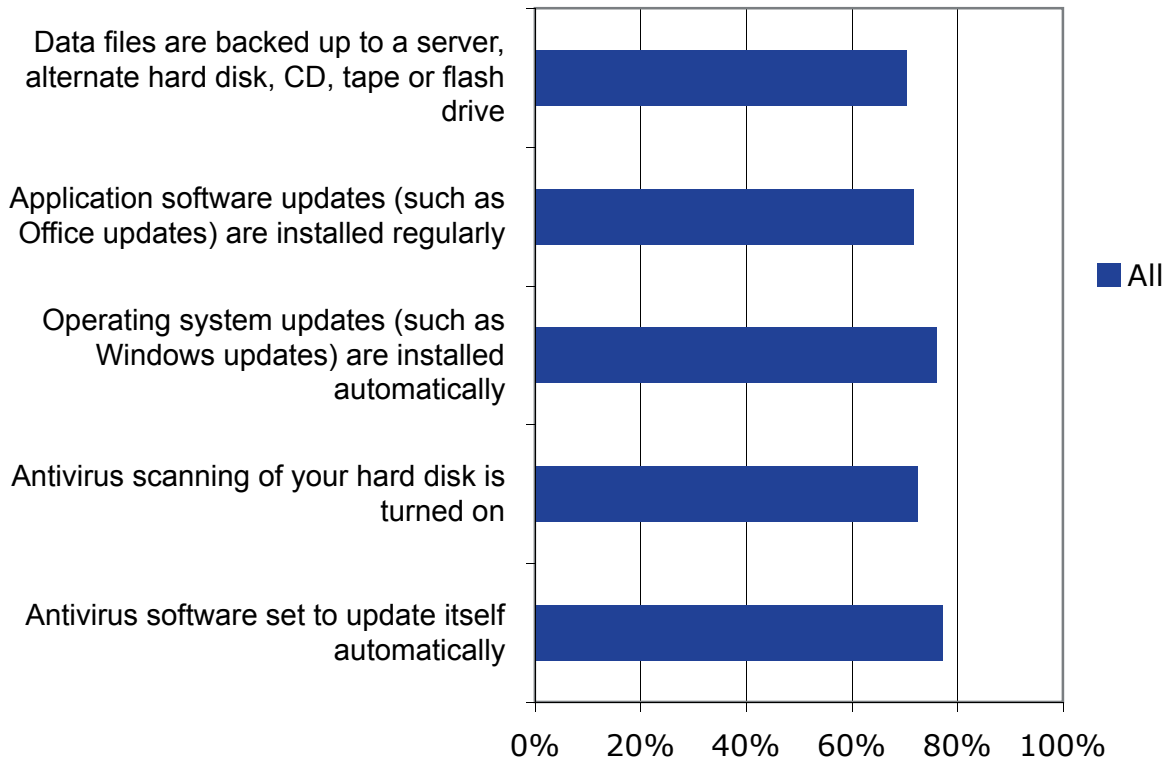
<b>Q35a Security software tools provided by UW</b>										
	<b>Mean</b>	<b>VD</b>	<b>D</b>	<b>SD</b>	<b>SS</b>	<b>S</b>	<b>VS</b>	<b>Count</b>	<b>Std. Dev.</b>	<b>95% CI+-</b>
<b>All</b>	4.71	2%	1%	7%	18%	57%	15%	289	0.97	0.11
<b>F</b>	4.77	2%	2%	5%	17%	54%	19%	139		
<b>G</b>	4.65	2%	2%	9%	13%	63%	11%	46		
<b>U</b>	4.44	0%	0%	18%	29%	44%	9%	34		
<b>A</b>	4.76	1%	0%	6%	17%	66%	10%	70		

<b>Q35b Timeliness of security software updates</b>										
	<b>Mean</b>	<b>VD</b>	<b>D</b>	<b>SD</b>	<b>SS</b>	<b>S</b>	<b>VS</b>	<b>Count</b>	<b>Std. Dev.</b>	<b>95% CI+-</b>
<b>All</b>	4.79	1%	2%	6%	18%	57%	17%	261	0.92	0.11
<b>F</b>	4.88	2%	2%	2%	17%	54%	23%	121		
<b>G</b>	4.73	0%	0%	10%	15%	68%	7%	41		
<b>U</b>	4.28	0%	3%	16%	38%	38%	6%	32		
<b>A</b>	4.88	1%	0%	6%	10%	66%	16%	67		

<b>Q35c Effectiveness of information on keeping your computer secure</b>										
	<b>Mean</b>	<b>VD</b>	<b>D</b>	<b>SD</b>	<b>SS</b>	<b>S</b>	<b>VS</b>	<b>Count</b>	<b>Std. Dev.</b>	<b>95% CI+-</b>
<b>All</b>	4.46	2%	4%	10%	23%	49%	11%	277	1.09	0.13
<b>F</b>	4.53	3%	2%	11%	20%	50%	14%	129		
<b>G</b>	4.51	2%	2%	7%	28%	51%	9%	43		
<b>U</b>	4.16	0%	8%	16%	35%	32%	8%	37		
<b>A</b>	4.47	1%	6%	9%	21%	54%	9%	68		

<b>Q35d Effectiveness of information on recovering from attacks</b>										
	<b>Mean</b>	<b>VD</b>	<b>D</b>	<b>SD</b>	<b>SS</b>	<b>S</b>	<b>VS</b>	<b>Count</b>	<b>Std. Dev.</b>	<b>95% CI+-</b>
<b>All</b>	4.29	4%	6%	11%	26%	42%	11%	185	1.22	0.18
<b>F</b>	4.23	8%	5%	12%	18%	45%	12%	77		
<b>G</b>	4.47	0%	3%	12%	29%	47%	9%	34		
<b>U</b>	4.10	0%	10%	16%	39%	26%	10%	31		
<b>A</b>	4.37	2%	9%	5%	28%	44%	12%	43		

**Q31. For Respondents Who Manage Some Aspect of Their Computer's Security, Percent Who Follow Specified Preventive Security Measures, n=336**





<b>Q36a Antivirus software set to update itself automatically</b>				
	<b>Yes</b>	<b>No</b>	<b>Don't Know</b>	<b>Count</b>
<b>All</b>	77%	12%	12%	417
<b>F</b>	78%	12%	9%	194
<b>G</b>	78%	13%	9%	77
<b>U</b>	73%	21%	6%	52
<b>A</b>	76%	3%	21%	94

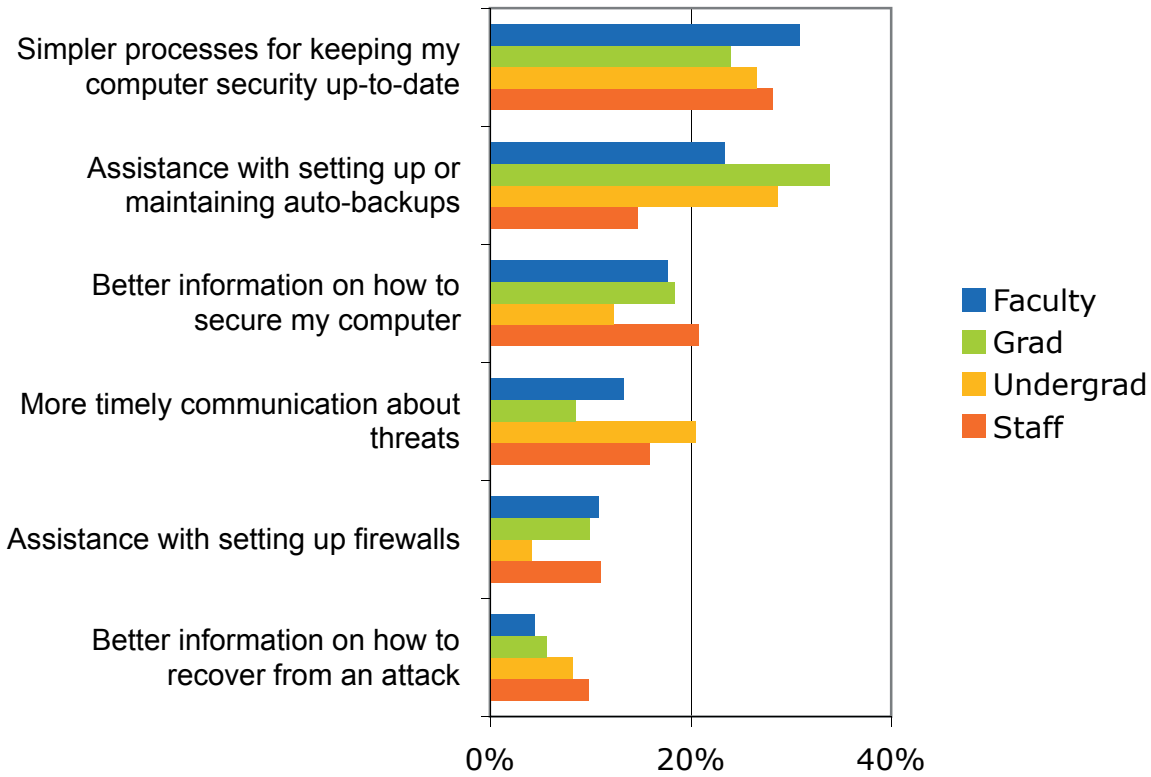
<b>Q36b Antivirus scanning of your hard disk is turned on</b>				
	<b>Yes</b>	<b>No</b>	<b>Don't Know</b>	<b>Count</b>
<b>All</b>	72%	13%	15%	416
<b>F</b>	74%	12%	14%	194
<b>G</b>	69%	18%	13%	77
<b>U</b>	77%	17%	6%	52
<b>A</b>	70%	6%	24%	93

<b>Q36c Operating system updates (such as Windows updates) are installed automatically</b>				
	<b>Yes</b>	<b>No</b>	<b>Don't Know</b>	<b>Count</b>
<b>All</b>	76%	14%	10%	415
<b>F</b>	75%	15%	10%	195
<b>G</b>	83%	11%	7%	76
<b>U</b>	67%	27%	6%	52
<b>A</b>	77%	8%	15%	92

<b>Q36d Application software updates (such as Office updates) are installed regularly</b>				
	<b>Yes</b>	<b>No</b>	<b>Don't Know</b>	<b>Count</b>
<b>All</b>	71%	14%	14%	414
<b>F</b>	72%	15%	13%	194
<b>G</b>	76%	12%	12%	76
<b>U</b>	63%	27%	10%	52
<b>A</b>	72%	5%	23%	92

<b>Q36e Data files are backed up to a server, alternate hard disk, CD, tape or flash drive</b>				
	<b>Yes</b>	<b>No</b>	<b>Don't Know</b>	<b>Count</b>
<b>All</b>	70%	20%	10%	413
<b>F</b>	75%	17%	8%	190
<b>G</b>	68%	25%	8%	77
<b>U</b>	52%	44%	4%	52
<b>A</b>	72%	7%	20%	94

**Q37. For Respondents Who Manage Some Aspect of Their Computer's Security, The Most Effective Means of Helping Respondents Protect Their Computer, n=361**

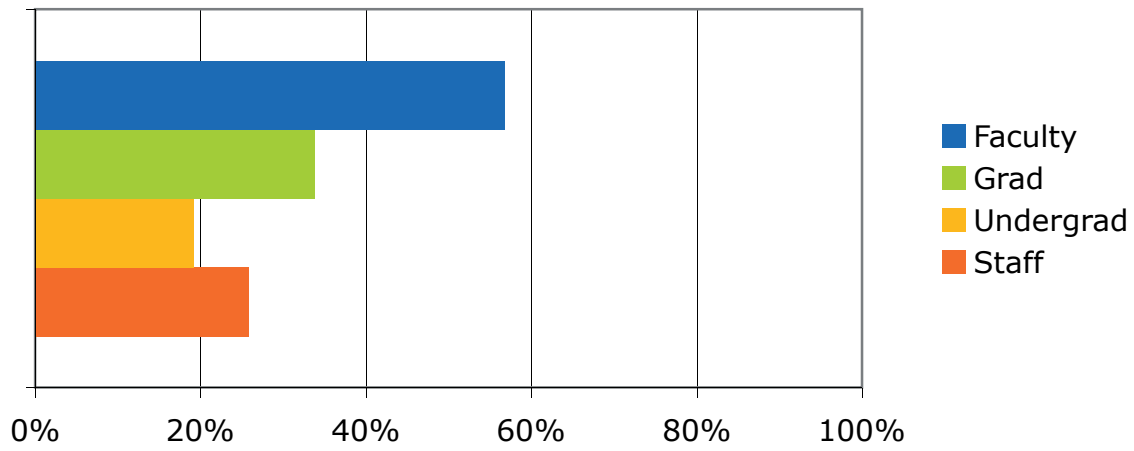


<b>Q37 Which one of the following would be most effective in helping you protect your computer? (Sel</b>							
	<b>Simpler processes for keeping my computer security up-to-date</b>	<b>Assistance with setting up or maintaining auto-backups</b>	<b>Better information on how to secure my computer</b>	<b>More timely communication about threats</b>	<b>Assistance with setting up firewalls</b>	<b>Better information on how to recover from an attack</b>	<b>Count</b>
<b>All</b>	28%	24%	18%	14%	10%	6%	361
<b>F</b>	31%	23%	18%	13%	11%	4%	159
<b>G</b>	24%	34%	18%	8%	10%	6%	71
<b>U</b>	27%	29%	12%	20%	4%	8%	49
<b>A</b>	28%	15%	21%	16%	11%	10%	82

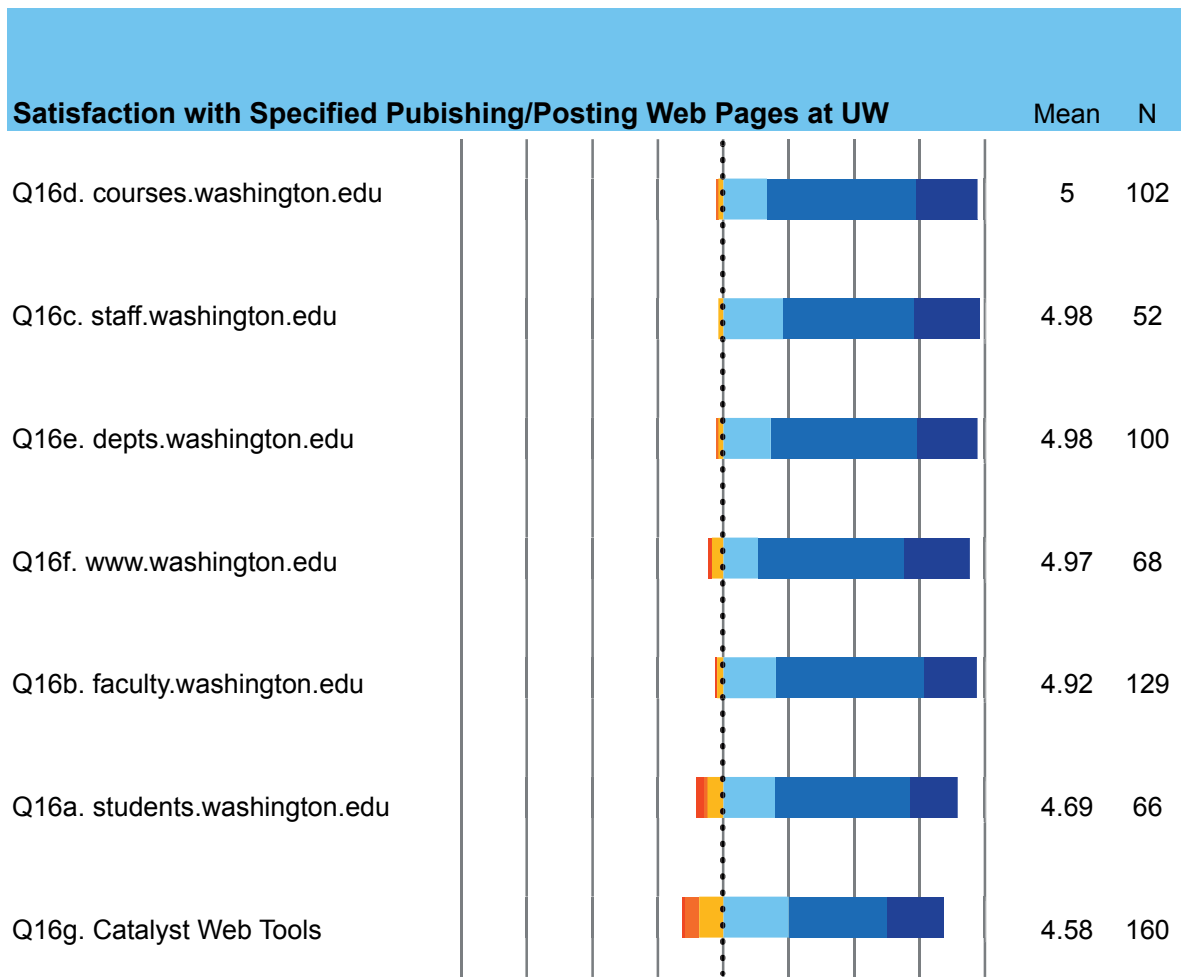
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# Web Publishing/Posting

**Q31. Percent of Respondents Who Publish to the Web, n=675**



<b>Q15 Do you publish/post Web pages anywhere at UW?</b>			
	<b>Yes</b>	<b>No</b>	<b>Count</b>
<b>All</b>	39%	61%	675
<b>F</b>	57%	43%	286
<b>G</b>	34%	66%	95
<b>U</b>	19%	81%	84
<b>A</b>	26%	74%	210





<b>Q16a students.washington.edu</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.70	3%	2%	6%	20%	52%	18%	66	1.08	0.26
F	4.75	0%	8%	8%	0%	67%	17%	12		
G	4.67	3%	0%	9%	27%	36%	24%	33		
U	4.63	6%	0%	0%	25%	56%	13%	16		
A	5.00	0%	0%	0%	0%	100%	0%	5		

<b>Q16b faculty.washington.edu</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.92	1%	0%	2%	20%	57%	20%	129	0.79	0.14
F	4.95	0%	0%	3%	21%	55%	21%	110		
G	4.29	14%	0%	0%	29%	43%	14%	7		
U	5.14	0%	0%	0%	14%	57%	29%	7		
A	5.00	0%	0%	0%	0%	100%	0%	5		

<b>Q16c staff.washington.edu</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.98	0%	0%	2%	23%	50%	25%	52	0.75	0.20
F	4.50	0%	0%	17%	33%	33%	17%	6		
G	4.93	0%	0%	0%	36%	36%	29%	14		
U	5.33	0%	0%	0%	0%	67%	33%	6		
A	5.04	0%	0%	0%	19%	58%	23%	26		

<b>Q16d courses.washington.edu</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.00	0%	1%	2%	17%	57%	24%	102	0.76	0.15
F	5.00	0%	2%	3%	18%	48%	29%	62		
G	5.00	0%	0%	0%	14%	71%	14%	21		
U	5.22	0%	0%	0%	11%	56%	33%	9		
A	4.80	0%	0%	0%	20%	80%	0%	10		

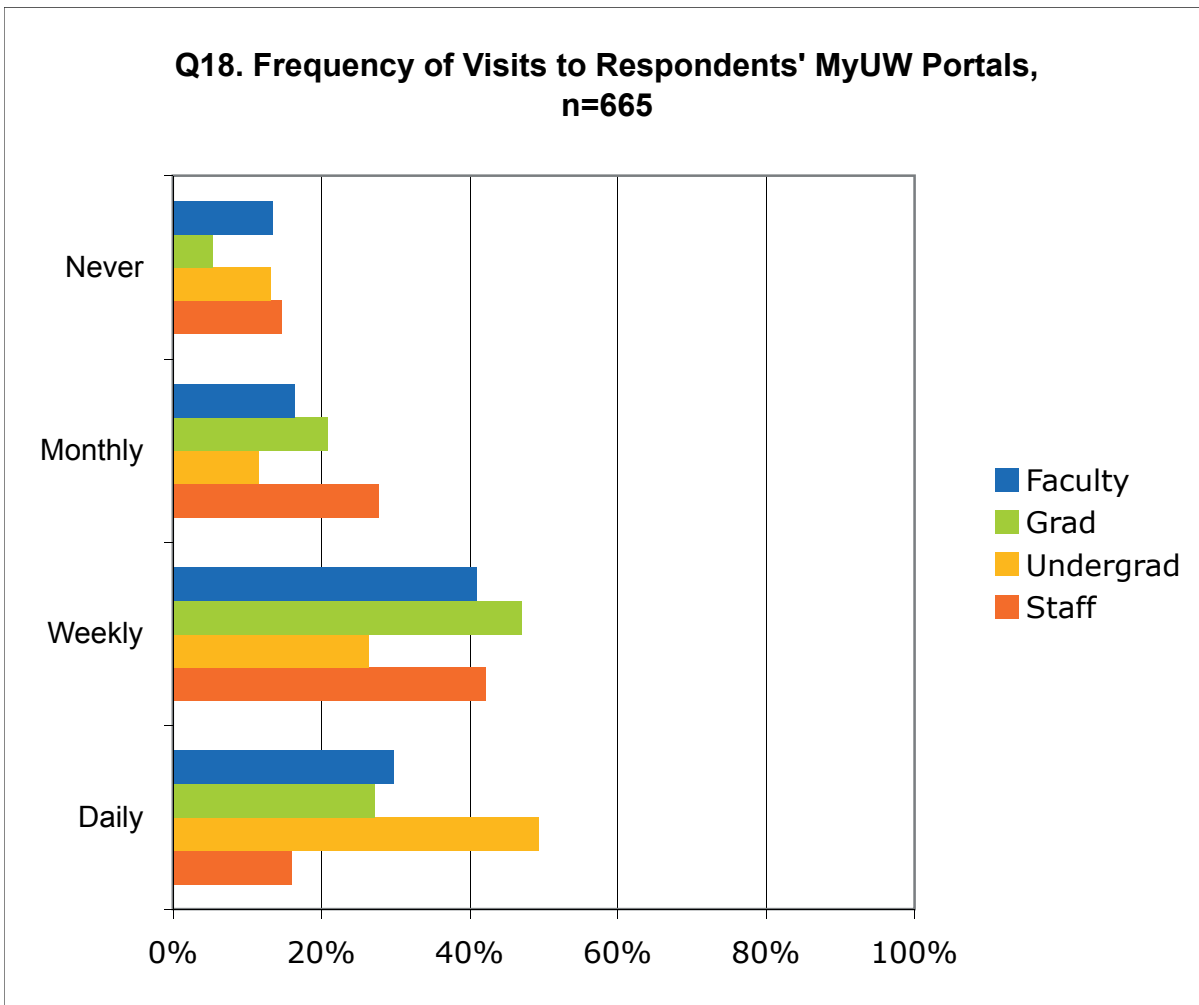
<b>Q16e depts.washington.edu</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.98	0%	1%	2%	18%	56%	23%	100	0.77	0.15
F	5.12	0%	0%	2%	18%	46%	34%	50		
G	4.90	0%	0%	0%	20%	70%	10%	10		
U	5.00	0%	0%	0%	11%	78%	11%	9		
A	4.77	0%	3%	3%	19%	61%	13%	31		

<b>Q16f www.washington.edu</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.97	1%	0%	4%	13%	56%	25%	68	0.90	0.21
F	5.11	4%	0%	4%	7%	44%	41%	27		
G	5.00	0%	0%	0%	13%	75%	13%	8		
U	5.29	0%	0%	0%	0%	71%	29%	7		
A	4.73	0%	0%	8%	23%	58%	12%	26		

<b>Q16g Catalyst Web Tools</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.58	1%	5%	9%	25%	38%	22%	160	1.15	0.18
F	4.50	1%	8%	10%	25%	35%	22%	92		
G	4.91	0%	5%	0%	23%	45%	27%	22		
U	4.67	0%	0%	17%	17%	50%	17%	12		
A	4.56	3%	0%	12%	29%	35%	21%	34		

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**MyUW**



Satisfaction with Aspects of MyUW		Mean	N
Q19b. MyUW reliability		5.12	631
Q19a. MyUW features		4.87	642
Q19d. MyUW quality of content		4.85	630
Q19c. MyUW ease of use		4.76	647

<b>Q18 How frequently do you visit the MyUW portal?</b>					
	Daily	Weekly	Monthly	Never	Count
All	27%	41%	20%	12%	665
F	30%	41%	16%	13%	294
G	27%	47%	21%	5%	96
U	49%	26%	11%	13%	61
A	16%	42%	28%	14%	214

<b>Q19a MyUW features</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.87	0%	0%	4%	21%	55%	19%	642	0.81	0.06
F	4.94	0%	0%	5%	17%	55%	23%	281		
G	4.73	0%	1%	2%	34%	49%	14%	95		
U	4.67	4%	0%	7%	22%	48%	19%	54		
A	4.90	0%	0%	3%	19%	59%	17%	212		

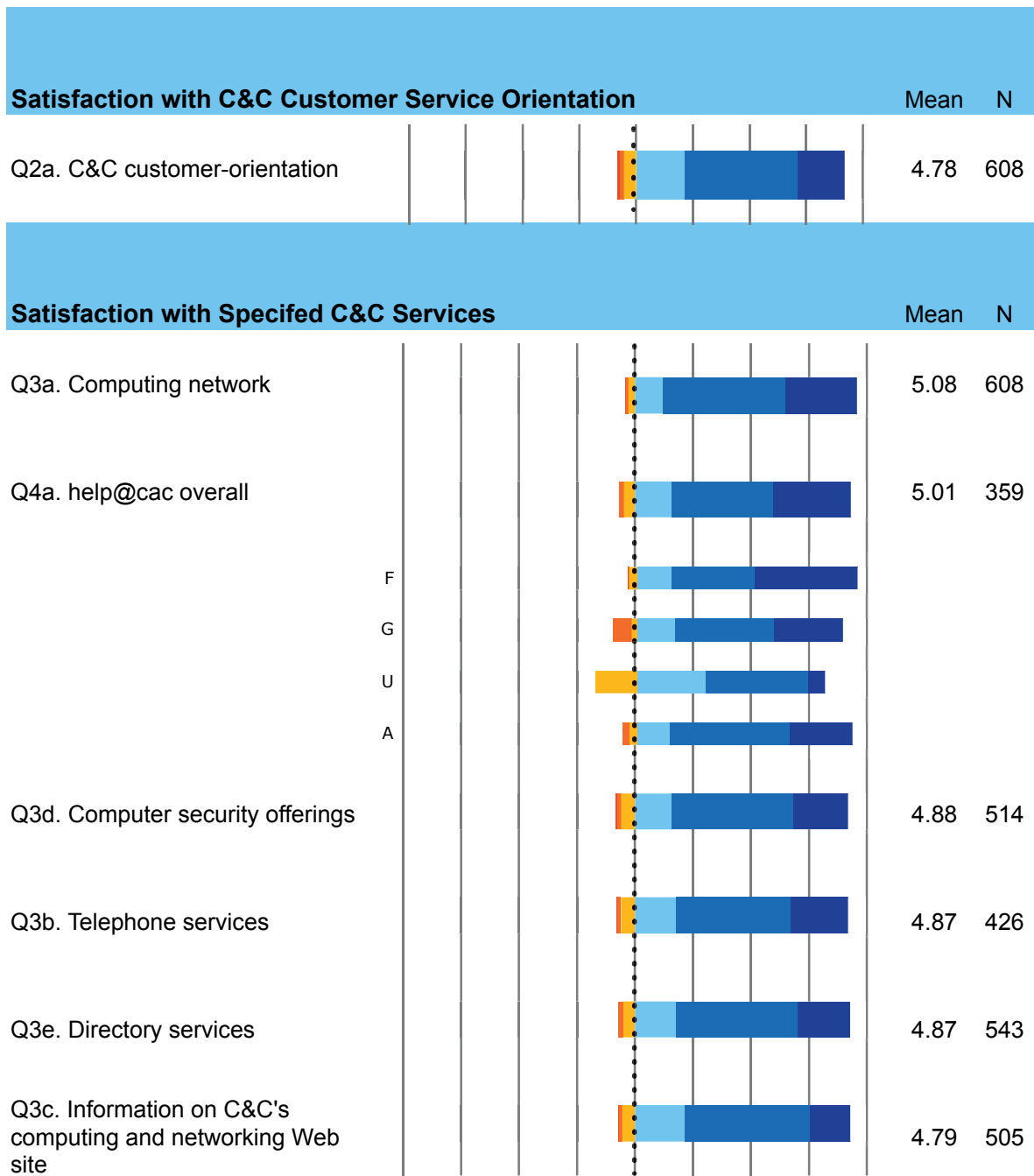
<b>Q19b MyUW reliability</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.12	0%	0%	1%	14%	55%	29%	631	0.70	0.05
F	5.17	0%	0%	1%	12%	53%	33%	275		
G	5.04	0%	0%	3%	19%	48%	30%	94		
U	4.94	0%	0%	2%	20%	59%	19%	54		
A	5.13	0%	0%	0%	13%	62%	26%	208		

<b>Q19c MyUW ease of use</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.76	1%	1%	9%	21%	47%	21%	647	0.96	0.07
F	4.82	1%	1%	8%	21%	47%	24%	285		
G	4.54	0%	0%	19%	28%	33%	20%	95		
U	4.73	4%	0%	7%	18%	51%	20%	55		
A	4.79	0%	2%	5%	20%	53%	18%	212		

<b>Q19d MyUW quality of content</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.86	1%	1%	4%	20%	55%	19%	630	0.85	0.07
F	4.89	1%	1%	5%	16%	55%	22%	273		
G	4.77	0%	1%	4%	28%	49%	17%	95		
U	4.68	4%	0%	9%	13%	58%	15%	53		
A	4.89	0%	0%	2%	23%	56%	18%	209		

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# C&C Overall





<b>Q2a C&amp;C customer-orientation</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.79	1%	2%	5%	21%	50%	21%	608	0.96	0.08
F	4.92	1%	1%	4%	19%	49%	26%	247		
G	4.67	2%	1%	6%	28%	42%	20%	83		
U	4.62	0%	1%	11%	23%	54%	11%	71		
A	4.73	1%	3%	5%	21%	52%	18%	207		

<b>Q3a Computing network</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.08	0%	1%	3%	12%	53%	31%	608	0.83	0.07
F	5.22	0%	1%	2%	9%	48%	39%	257		
G	5.00	0%	1%	5%	14%	54%	26%	87		
U	4.87	0%	0%	4%	24%	51%	20%	70		
A	5.02	1%	2%	3%	11%	59%	25%	194		

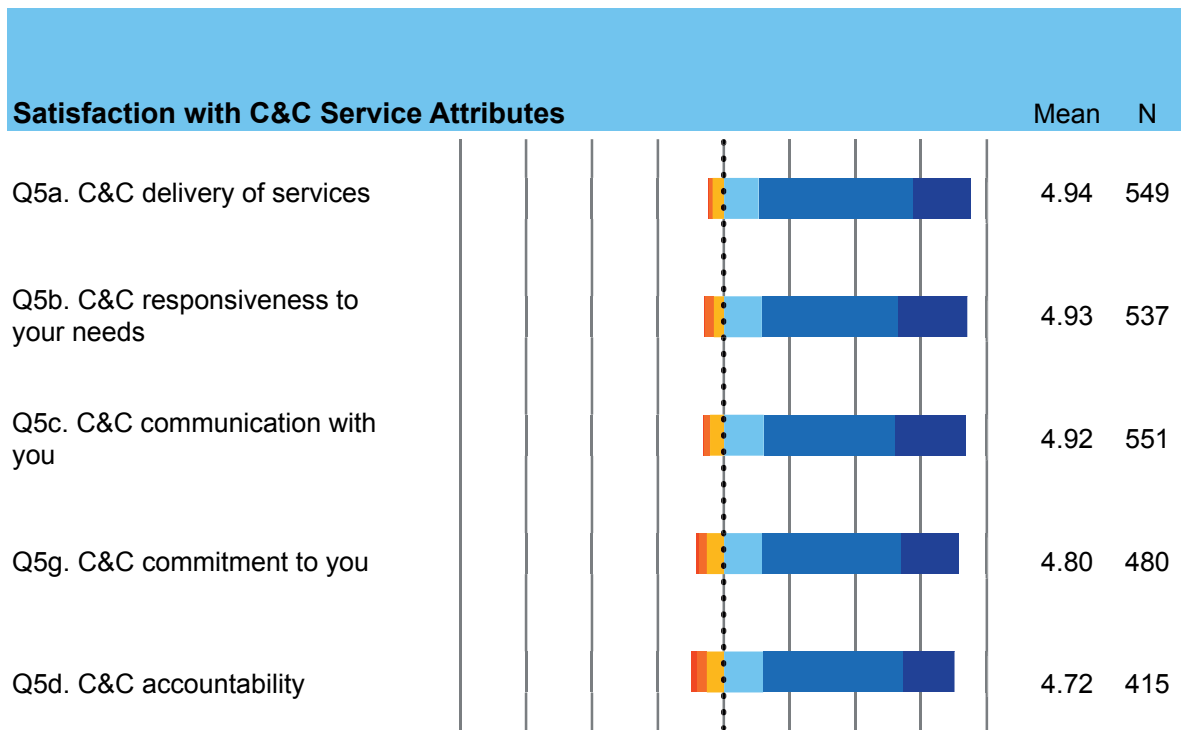
<b>Q3b Telephone services</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.88	1%	1%	6%	18%	50%	25%	426	0.95	0.09
F	4.79	1%	2%	7%	18%	49%	22%	228		
G										
U										
A	4.98	1%	1%	5%	17%	51%	27%	198		

<b>Q3c Information on C&amp;C's computing and networking Web site</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.79	0%	1%	6%	22%	54%	17%	505	0.87	0.08
F	4.94	0%	1%	4%	20%	50%	25%	213		
G	4.74	2%	0%	5%	27%	50%	17%	66		
U	4.58	0%	4%	7%	25%	58%	7%	57		
A	4.69	1%	2%	7%	21%	59%	11%	169		

<b>Q3d Computer security offerings</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.89	0%	2%	6%	16%	52%	24%	514	0.92	0.08
F	4.96	1%	1%	5%	17%	47%	30%	212		
G	4.81	0%	5%	9%	8%	56%	22%	64		
U	4.81	0%	2%	6%	17%	59%	16%	64		
A	4.86	0%	1%	6%	18%	55%	20%	174		

<b>Q3e Directory services</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.87	0%	2%	5%	18%	53%	22%	543	0.91	0.08
F	4.97	0%	2%	4%	15%	51%	27%	223		
G	4.78	1%	0%	7%	20%	54%	18%	74		
U	4.66	0%	3%	5%	25%	58%	9%	64		
A	4.86	1%	2%	5%	17%	52%	23%	182		

<b>Q4a help@cac overall</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	5.02	0%	2%	5%	16%	44%	34%	359	0.95	0.10
F	5.20	1%	0%	4%	15%	36%	45%	158		
G	4.84	0%	8%	3%	16%	43%	30%	37		
U	4.41	0%	0%	19%	30%	44%	7%	27		
A	4.97	0%	3%	4%	14%	53%	27%	137		



<b>Q5a C&amp;C delivery of services</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.95	0%	1%	4%	13%	59%	22%	549	0.83	0.07
F	5.07	0%	1%	3%	11%	58%	27%	236		
G	4.76	1%	6%	7%	6%	63%	18%	72		
U	4.74	0%	0%	4%	28%	58%	10%	50		
A	4.92	0%	1%	5%	16%	59%	20%	191		

<b>Q5b C&amp;C responsiveness to your needs</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.93	0%	3%	4%	14%	52%	26%	537	0.96	0.08
F	5.04	0%	2%	5%	11%	52%	31%	229		
G	4.85	2%	6%	3%	9%	56%	24%	66		
U	4.57	0%	2%	6%	32%	51%	9%	47		
A	4.91	1%	5%	2%	15%	51%	27%	195		

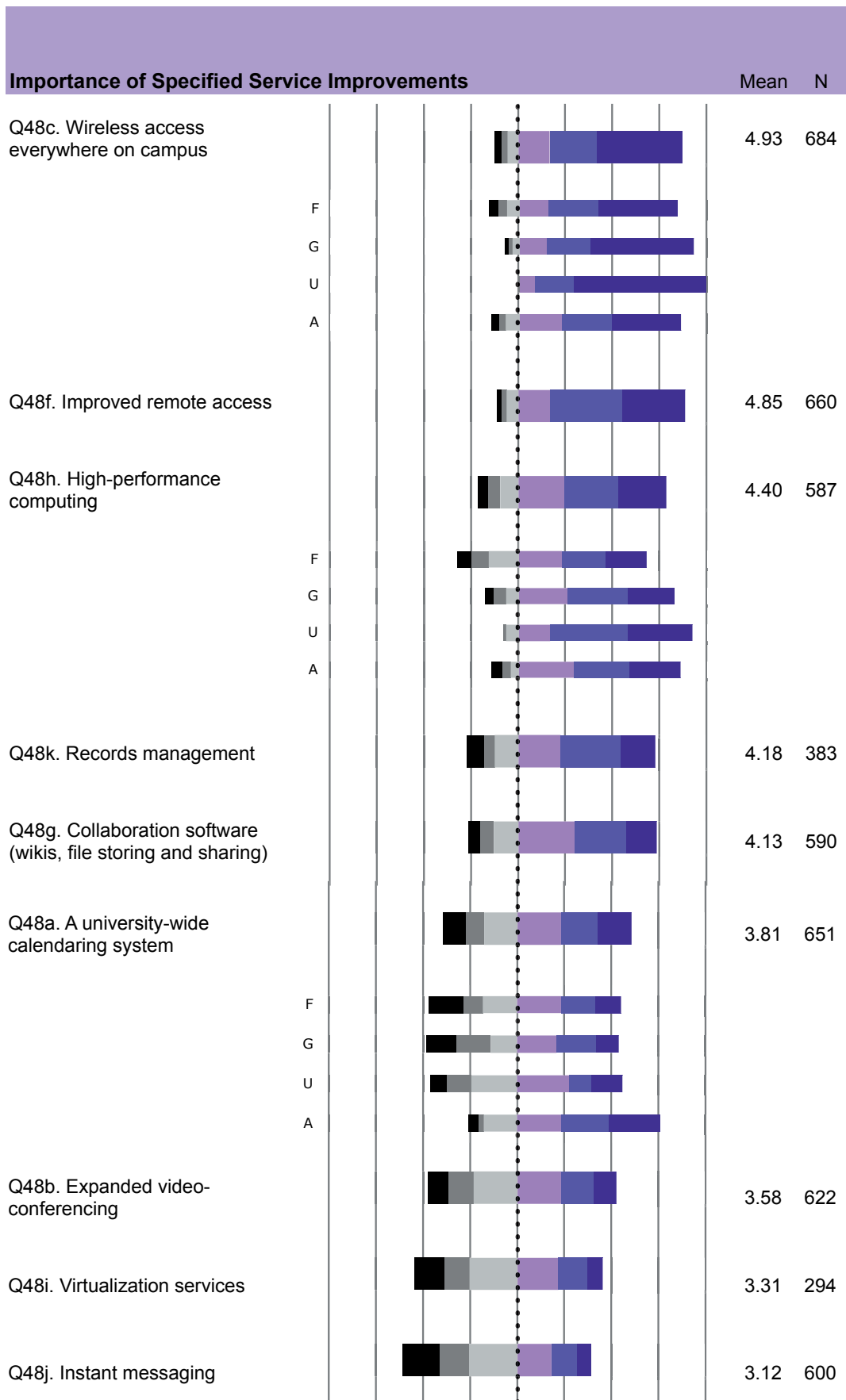
<b>Q5c C&amp;C communication with you</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.92	1%	2%	5%	15%	50%	27%	551	0.96	0.08
F	5.03	0%	2%	4%	13%	51%	30%	230		
G	4.77	2%	2%	8%	18%	49%	22%	65		
U	4.61	0%	2%	7%	30%	50%	11%	56		
A	4.93	2%	2%	6%	13%	50%	29%	200		

<b>Q5d C&amp;C accountability</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.72	2%	4%	7%	15%	53%	20%	415	1.10	0.11
F	4.81	1%	3%	6%	14%	51%	24%	143		
G	4.60	2%	6%	8%	13%	58%	13%	52		
U	4.62	0%	2%	6%	28%	56%	8%	50		
A	4.72	4%	4%	6%	12%	52%	22%	170		

<b>Q5g C&amp;C commitment to you</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
All	4.80	1%	3%	6%	15%	53%	22%	480	1.03	0.09
F	4.96	0%	2%	6%	13%	53%	27%	181		
G	4.76	3%	2%	8%	11%	56%	21%	63		
U	4.59	2%	0%	6%	31%	51%	10%	51		
A	4.72	2%	4%	7%	14%	52%	21%	185		

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# Possible New Services or Service Improvements



<b>Q48a A university-wide calendaring system</b>										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.81	12%	9%	18%	23%	20%	18%	651	1.60	0.12
F	3.53	18%	10%	18%	23%	18%	14%	266		
G	3.48	16%	18%	14%	21%	21%	12%	102		
U	3.69	9%	13%	24%	28%	11%	16%	80		
A	4.41	5%	3%	17%	23%	25%	27%	203		

<b>Q48b Expanded video-conferencing</b>										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.59	11%	13%	23%	23%	17%	12%	622	1.50	0.12
F	3.72	11%	12%	20%	23%	18%	16%	257		
G	3.37	13%	22%	19%	21%	13%	13%	95		
U	3.43	9%	15%	29%	27%	11%	9%	79		
A	3.59	12%	9%	27%	24%	20%	9%	191		

<b>Q48c Wireless access everywhere on campus</b>										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.93	4%	3%	6%	17%	25%	46%	684	1.31	0.10
F	4.79	5%	4%	7%	15%	26%	42%	284		
G	5.19	2%	2%	4%	14%	23%	55%	104		
U	5.58	0%	1%	0%	8%	20%	70%	83		
A	4.74	4%	3%	8%	23%	26%	37%	213		

<b>Q48f Improved remote access</b>										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.86	3%	3%	6%	17%	38%	33%	660	1.17	0.09
F	4.88	2%	3%	6%	17%	38%	35%	281		
G	4.71	5%	3%	8%	14%	38%	32%	95		
U	4.99	0%	4%	5%	16%	37%	37%	75		
A	4.86	2%	1%	6%	19%	40%	31%	209		

<b>Q48g Collaboration software (wikis, file storing and sharing)</b>										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.14	6%	7%	13%	30%	27%	16%	590	1.38	0.11
F	3.94	8%	9%	16%	31%	21%	15%	237		
G	4.29	8%	5%	9%	31%	21%	26%	98		
U	4.40	1%	9%	9%	31%	30%	20%	70		
A	4.21	5%	5%	13%	28%	37%	11%	185		

<b>Q48h High-performance computing</b>										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.41	5%	6%	10%	24%	29%	25%	587	1.41	0.11
F	4.11	7%	9%	16%	23%	23%	22%	238		
G	4.48	4%	7%	7%	26%	32%	24%	90		
U	5.00	0%	1%	7%	16%	41%	34%	73		
A	4.53	6%	4%	4%	29%	30%	27%	186		

<b>Q48i Virtualization services</b>										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.31	16%	13%	26%	22%	15%	8%	294	1.50	0.17
F	3.29	17%	16%	23%	21%	14%	10%	160		
A	3.34	16%	10%	28%	23%	17%	6%	134		

<b>Q48j Instant messaging</b>										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.13	20%	15%	26%	18%	14%	7%	600	1.52	0.12
F	2.84	25%	19%	23%	16%	11%	5%	237		
G	2.72	32%	17%	20%	16%	6%	8%	98		
U	3.55	11%	10%	30%	19%	21%	9%	80		
A	3.52	10%	11%	30%	22%	17%	9%	185		

<b>Q48k Records management</b>										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.18	9%	5%	13%	22%	32%	19%	383	1.48	0.15
F	3.70	14%	10%	14%	25%	25%	11%	195		
A	4.68	4%	1%	11%	20%	39%	26%	188		



# Getting Help with Computers



<b>Q50a Your peers or colleagues</b>										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.61	3%	4%	8%	25%	35%	25%	699	1.21	0.09
F	4.36	4%	6%	11%	28%	31%	20%	295		
G	5.21	0%	0%	2%	19%	36%	43%	102		
U	4.77	4%	2%	6%	19%	40%	30%	81		
A	4.62	2%	4%	8%	25%	40%	21%	221		

<b>Q50d Your local departmental support staff</b>										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	5.22	2%	2%	4%	12%	25%	55%	510	1.13	0.10
F	5.16	3%	2%	4%	12%	24%	54%	292		
A	5.29	1%	2%	3%	12%	26%	56%	218		

<b>Q50b C&amp;C help@cac</b>										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.95	7%	8%	19%	29%	22%	14%	637	1.39	0.11
F	3.81	9%	9%	19%	32%	19%	13%	272		
G	3.79	8%	10%	24%	23%	24%	11%	91		
U	3.71	11%	11%	12%	36%	24%	6%	66		
A	4.27	3%	7%	17%	27%	25%	21%	208		

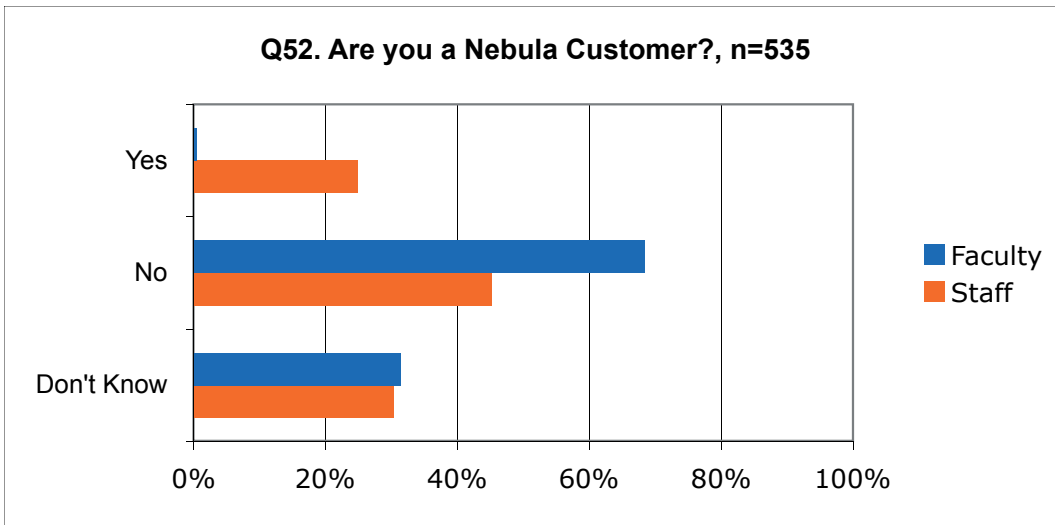
<b>Q50c Nebula</b>										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	2.75	48%	10%	6%	9%	11%	17%	198	2.00	0.28
F	1.62	73%	11%	4%	6%	3%	2%	93		
A	3.74	26%	10%	7%	10%	18%	30%	105		

<b>Q50e Information from C&amp;C's computing and networking Web site</b>										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.93	9%	6%	16%	32%	27%	10%	574	1.36	0.11
F	3.79	12%	7%	14%	34%	26%	8%	231		
G	3.89	6%	7%	22%	29%	24%	11%	94		
U	3.84	10%	9%	14%	30%	26%	10%	69		
A	4.17	6%	2%	15%	33%	32%	12%	180		

<b>Q50f Information from Web sites external to UW (Google, Microsoft, Yahoo, etc.)</b>										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.36	5%	5%	12%	26%	31%	21%	623	1.35	0.11
F	4.11	8%	7%	13%	27%	27%	18%	252		
G	4.67	2%	4%	6%	23%	41%	23%	98		
U	4.64	3%	1%	9%	28%	33%	25%	75		
A	4.40	4%	5%	14%	24%	31%	23%	198		

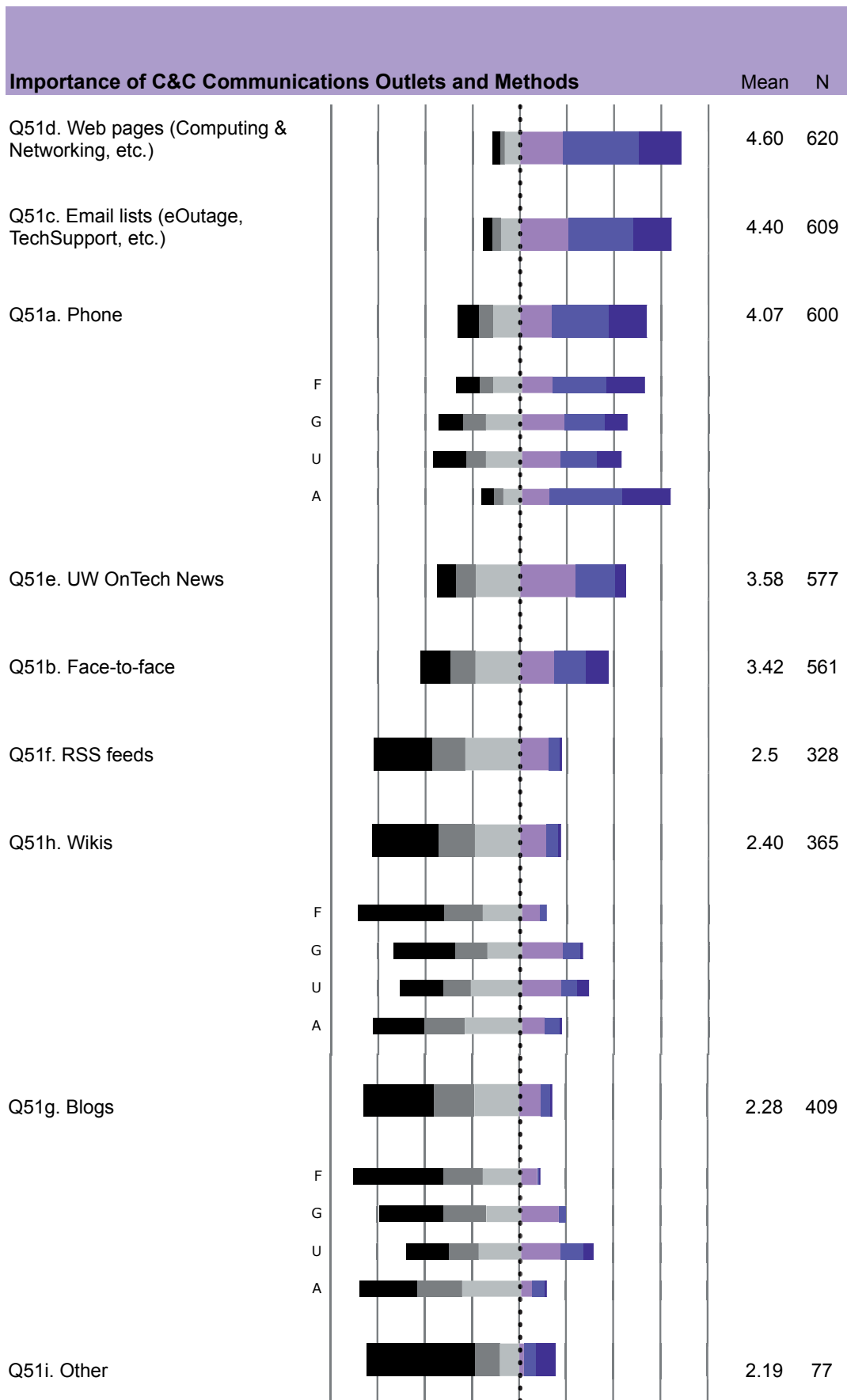
<b>Q50g Outside vendors</b>										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	2.74	28%	18%	20%	22%	9%	3%	471	1.44	0.13
F	2.45	39%	16%	16%	23%	5%	2%	192		
G	2.95	19%	19%	26%	24%	10%	3%	80		
U	3.17	14%	21%	22%	24%	16%	3%	58		
A	2.84	26%	19%	21%	19%	11%	4%	141		

<b>Q50h Other</b>										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.16	42%	9%	3%	5%	17%	23%	64	2.16	0.53
F	2.56	60%	8%	0%	0%	12%	20%	25		
G	4.69	6%	6%	13%	6%	25%	44%	16		
U	3.13	50%	0%	0%	13%	13%	25%	8		
A	2.53	47%	20%	0%	7%	20%	7%	15		



Q52 Are you a Nebula customer?				
	Yes	No	Don't Know	Count
<b>All</b>	10%	59%	31%	535
<b>F</b>	0%	68%	31%	313
<b>A</b>	25%	45%	30%	222

# How Customers Hear from C&C



<b>Q51a Phone</b>										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.08	11%	7%	14%	17%	30%	20%	600	1.60	0.13
F	4.02	13%	7%	15%	16%	29%	20%	245		
G	3.63	13%	12%	19%	23%	21%	12%	84		
U	3.53	18%	10%	19%	21%	19%	13%	68		
A	4.51	6%	5%	10%	15%	38%	26%	203		

<b>Q51b Face-to-face</b>										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.43	16%	13%	24%	18%	17%	12%	561	1.59	0.13
F	3.22	22%	15%	22%	13%	16%	12%	226		
G	3.34	11%	18%	25%	25%	11%	9%	79		
U	3.80	12%	14%	15%	17%	23%	18%	65		
A	3.59	13%	8%	28%	22%	18%	12%	191		

<b>Q51c Email lists (eOutage, TechSupport, etc.)</b>										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.41	5%	4%	10%	26%	34%	20%	609	1.32	0.10
F	4.16	7%	6%	13%	28%	29%	17%	245		
G	4.28	8%	7%	8%	24%	37%	17%	92		
U	4.61	3%	0%	11%	26%	42%	19%	74		
A	4.70	3%	3%	8%	24%	37%	26%	198		

<b>Q51d Web pages (Computing &amp; Networking, etc.)</b>										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	4.61	4%	2%	8%	23%	40%	23%	620	1.21	0.10
F	4.63	5%	2%	7%	23%	39%	24%	251		
G	4.47	8%	2%	10%	15%	45%	20%	91		
U	4.52	3%	3%	11%	23%	47%	15%	75		
A	4.67	2%	2%	8%	27%	36%	25%	203		

<b>Q51e UW OnTech News</b>										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	3.58	10%	10%	24%	29%	21%	6%	577	1.34	0.11
F	3.61	10%	10%	22%	31%	20%	6%	233		
G	3.28	13%	17%	20%	31%	14%	4%	83		
U	3.87	10%	3%	22%	22%	37%	4%	67		
A	3.59	8%	10%	27%	29%	20%	6%	194		

<b>Q51f RSS feeds</b>										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	2.50	31%	17%	29%	16%	5%	1%	328	1.29	0.14
F	2.25	39%	18%	27%	10%	4%	1%	135		
G	2.52	30%	20%	23%	23%	2%	2%	60		
U	2.98	23%	8%	31%	25%	10%	2%	48		
A	2.61	25%	20%	34%	13%	7%	1%	85		

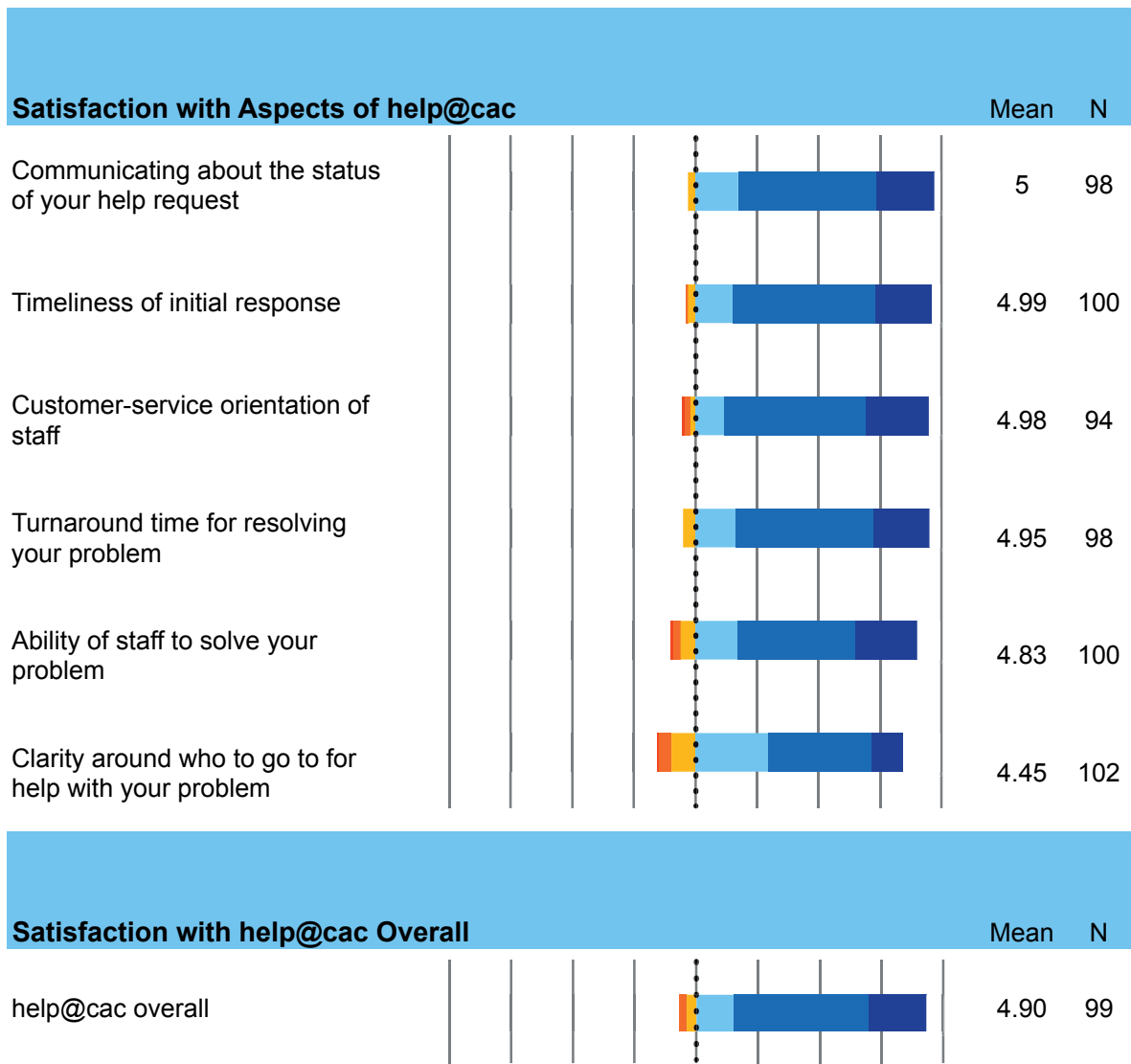
<b>Q51g Blogs</b>										
	Mean	VU	U	NVI	SI	I	VI	Count	Std. Dev.	95% CI+-
All	2.29	37%	21%	24%	11%	5%	1%	409	1.28	0.12
F	1.95	48%	21%	21%	8%	1%	1%	165		
G	2.37	34%	23%	19%	20%	4%	0%	70		
U	3.00	23%	16%	23%	21%	12%	5%	57		
A	2.37	31%	24%	32%	6%	7%	1%	117		

<b>Q51h Wikis</b>										
	<b>Mean</b>	<b>VU</b>	<b>U</b>	<b>NVI</b>	<b>SI</b>	<b>I</b>	<b>VI</b>	<b>Count</b>	<b>Std. Dev.</b>	<b>95% CI+-</b>
<b>All</b>	2.41	35%	19%	24%	14%	6%	1%	365	1.33	0.14
<b>F</b>	2.05	46%	20%	21%	10%	3%	0%	153		
<b>G</b>	2.63	32%	17%	18%	22%	9%	2%	65		
<b>U</b>	2.96	23%	15%	27%	21%	8%	6%	48		
<b>A</b>	2.56	27%	21%	30%	12%	8%	1%	99		

<b>Q51i Other</b>										
	<b>Mean</b>	<b>VU</b>	<b>U</b>	<b>NVI</b>	<b>SI</b>	<b>I</b>	<b>VI</b>	<b>Count</b>	<b>Std. Dev.</b>	<b>95% CI+-</b>
<b>All</b>	2.19	57%	13%	10%	3%	6%	10%	77	1.74	0.39
<b>F</b>	1.91	71%	6%	9%	3%	0%	12%	34		
<b>G</b>	1.79	57%	29%	0%	7%	7%	0%	14		
<b>U</b>	2.70	50%	0%	20%	0%	20%	10%	10		
<b>A</b>	2.74	37%	21%	16%	0%	11%	16%	19		



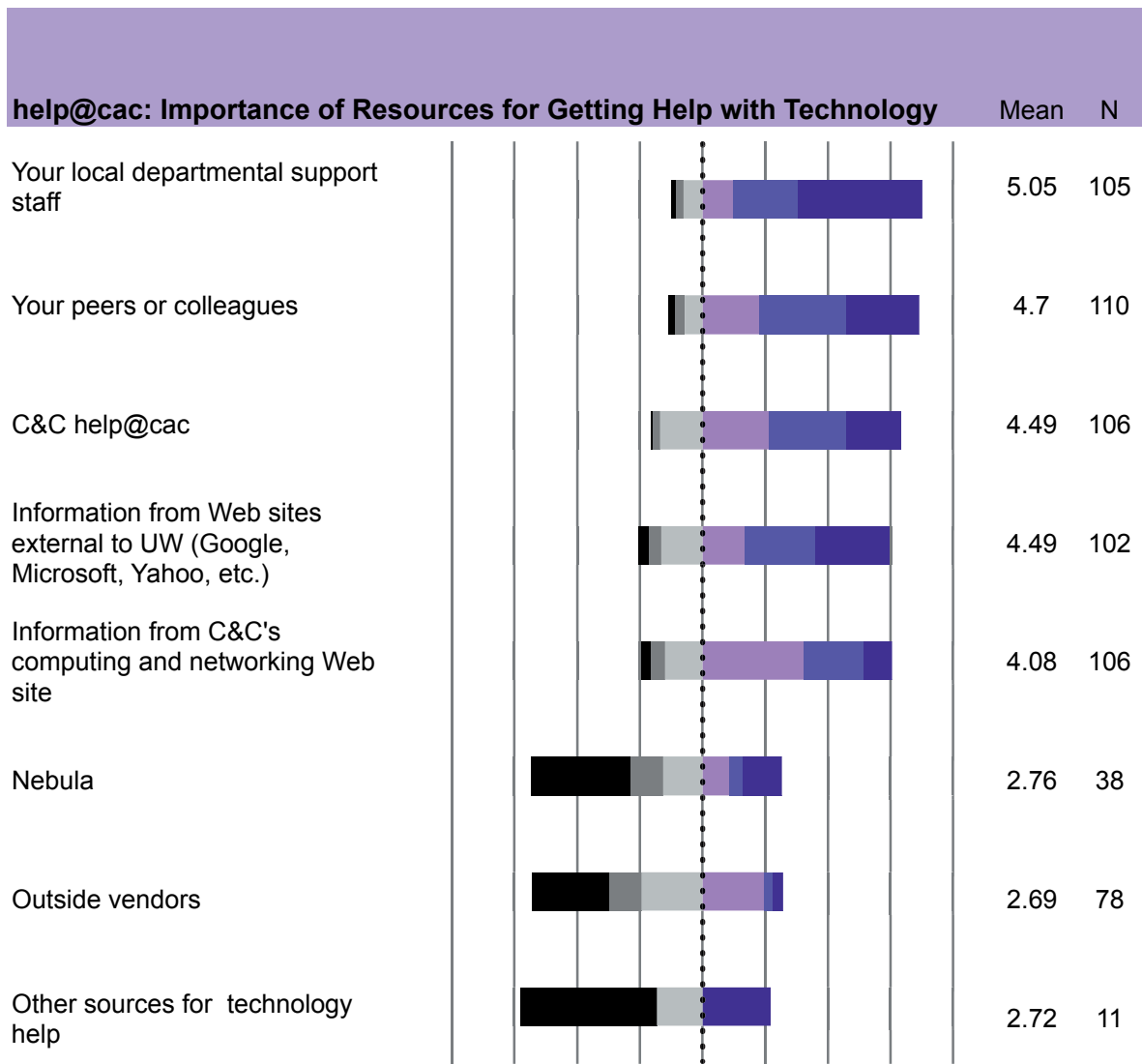
# help@cac Sub-Survey



<b>Q59. Satisfaction with aspects of help@cac</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
Communicating about the status of your	5.00	0%	0%	3%	17%	56%	23%	98	0.73	0.14
Timeliness of initial response	4.99	0%	1%	3%	15%	58%	23%	100	0.77	0.15
Customer-service orientation of staff	4.99	1%	2%	2%	12%	57%	26%	94	0.91	0.18
Turnaround time for resolving your prob	4.96	0%	0%	5%	16%	56%	22%	98	0.77	0.15
Ability of staff to solve your problem	4.83	1%	3%	6%	17%	48%	25%	100	1.04	0.20
Clarity around who to go to for help with	4.45	1%	5%	10%	29%	42%	13%	102	1.06	0.21

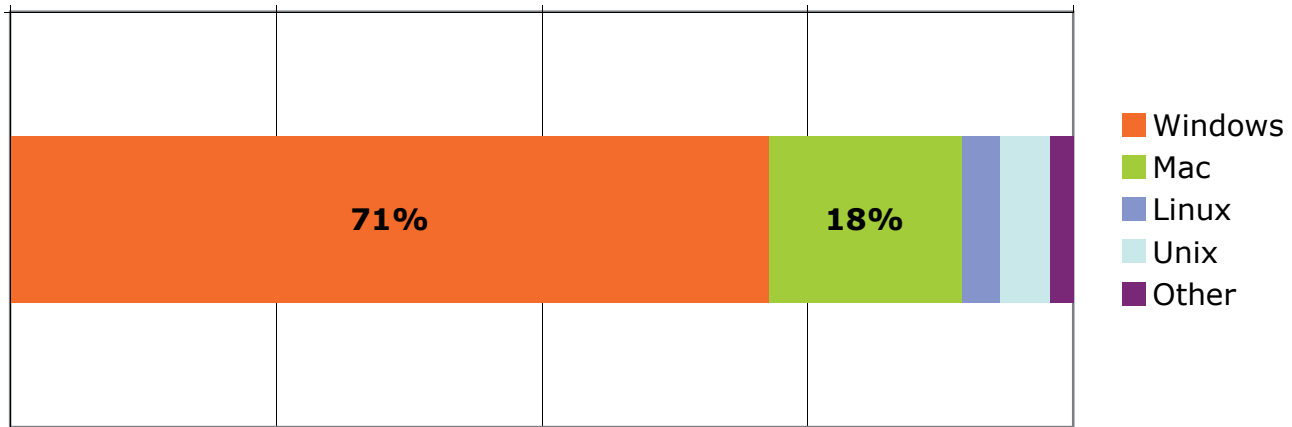
<b>Q60. Satisfaction with help@cac overall</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
help@cac overall	4.91	0%	3%	4%	15%	55%	23%	99	0.90	0.18

<b>Q61. What would most increase your satisfaction with help@cac problem resolution, n=78</b>	
Better Web-based self-help	46%
Faster resolution of my problems	32%
Faster response time for initial contact	31%
Having problems and/or solutions explained to me in less technical terms	31%
Better communication about the status of my request	29%
More knowledgeable staff	15%
Other	17%

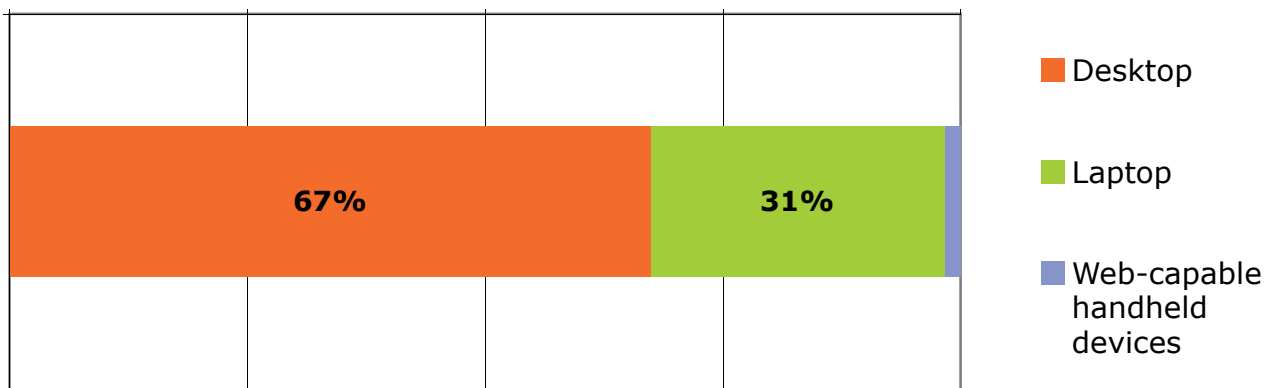


<b>Q50. Importance of sources for getting help with technology</b>										
	<b>Mean</b>	<b>VU</b>	<b>U</b>	<b>NVI</b>	<b>SI</b>	<b>I</b>	<b>VI</b>	<b>Count</b>	<b>Std. Dev.</b>	<b>95% CI+-</b>
<b>Your local departmental support staff</b>	5.06	2%	3%	8%	12%	26%	50%	105	1.22	0.23
<b>Your peers or colleagues</b>	4.70	3%	4%	7%	23%	35%	29%	110	1.22	0.23
<b>C&amp;C help@cac</b>	4.49	1%	3%	17%	26%	31%	22%	106	1.15	0.22
<b>Information from Web sites external to UW (Google, Microsoft, Yahoo, etc.)</b>	4.49	4%	5%	17%	17%	28%	29%	102	1.40	0.27
<b>Information from C&amp;C's computing and networking Web site</b>	4.08	4%	6%	15%	41%	24%	11%	106	1.19	0.23
<b>Nebula</b>	2.76	39%	13%	16%	11%	5%	16%	38	1.87	0.59
<b>Other sources for technology help</b>	2.73	55%	0%	18%	0%	0%	27%	11	2.24	1.32
<b>Outside vendors</b>	2.69	31%	13%	24%	24%	4%	4%	78	1.43	0.32

**Q31. help@cac: Relative Use of Operating Systems, n=112**



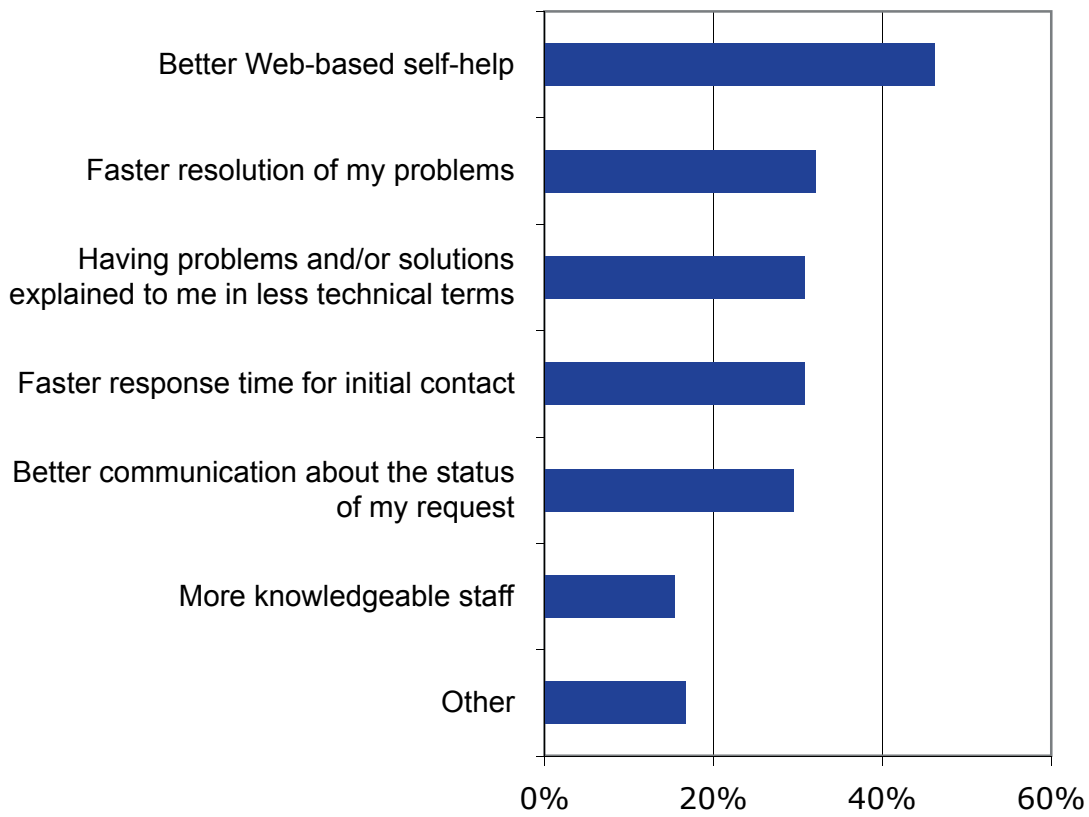
**Q32. help@cac: Relative Use Desktops Versus Laptops Versus Web-Capable Handheld Devices, n=112**



<b>Q31. Percent of computing time on operating systems</b>							
	<b>0%</b>	<b>1-20%</b>	<b>21-40%</b>	<b>41-60%</b>	<b>61-80%</b>	<b>81-100%</b>	<b>Count</b>
<b>Q31a. Windows</b>	1%	8%	4%	4%	8%	75%	108
<b>Q31b. Mac</b>	56%	19%	5%	1%	7%	12%	75
<b>Q31c. Linux</b>	85%	9%	3%	0%	3%	0%	67
<b>Q31d. Unix</b>	73%	19%	3%	4%	0%	0%	67
<b>Q31e. Other</b>	91%	6%	1%	0%	0%	1%	67

<b>Q32. Percent of computing time on devices</b>							
	<b>0%</b>	<b>1-20%</b>	<b>21-40%</b>	<b>41-60%</b>	<b>61-80%</b>	<b>81-100%</b>	<b>Count</b>
<b>Q32a. Desktop</b>	2%	11%	5%	13%	18%	51%	110
<b>Q32b. Laptop</b>	19%	37%	8%	16%	5%	14%	91
<b>Q32c. Web-capable handheld devices</b>	84%	16%	0%	0%	0%	0%	73

**Q61. What Would Increase Satisfaction with help@cac, n=78**

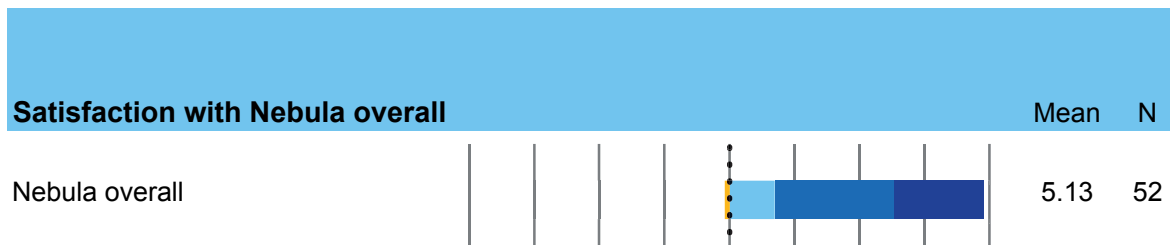
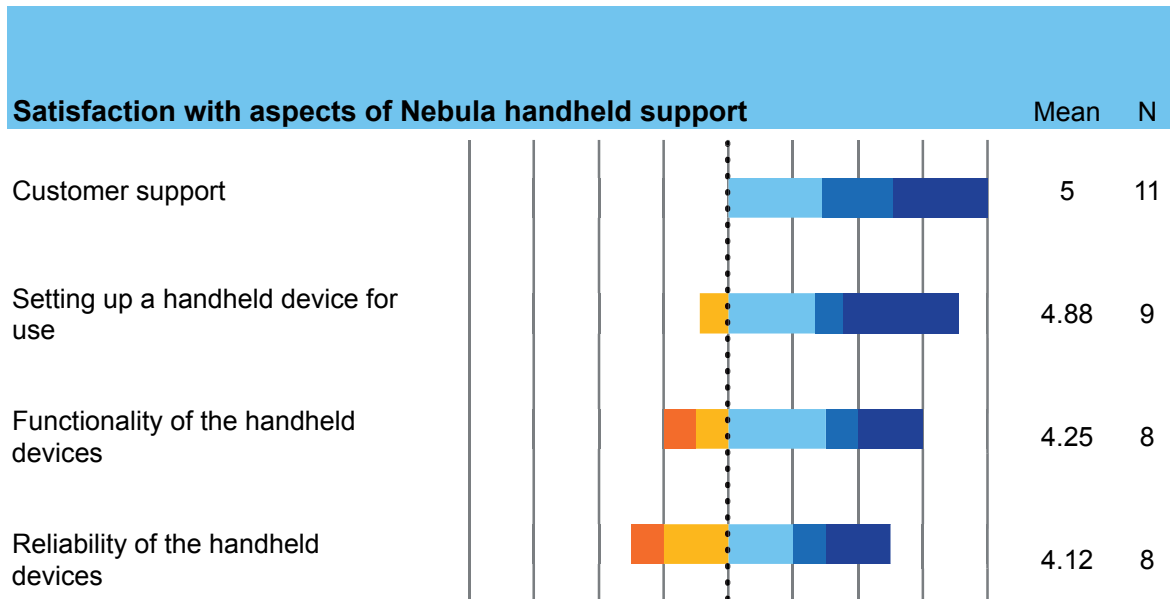
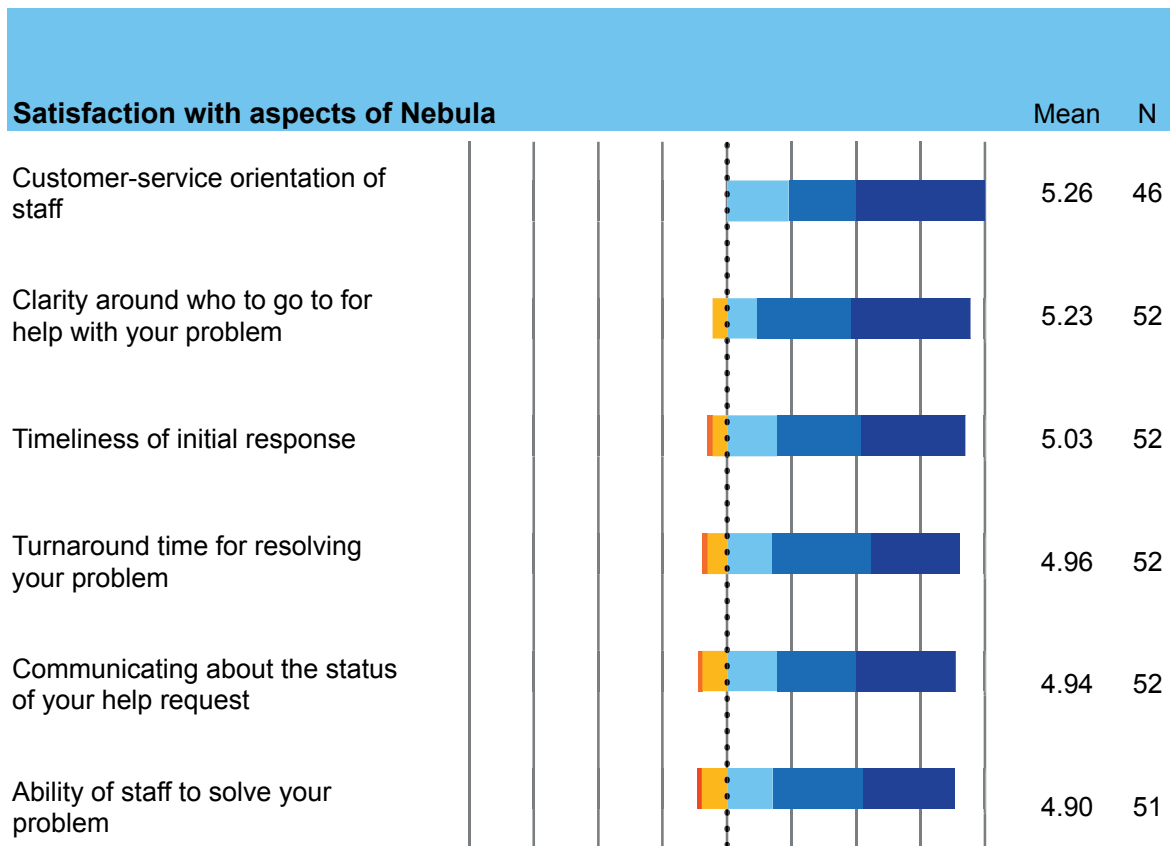




<b>Q61. What would most increase your satisfaction with help@cac problem resolution, n=78</b>	
<b>Better Web-based self-help</b>	46%
<b>Faster resolution of my problems</b>	32%
<b>Faster response time for initial contact</b>	31%
<b>Having problems and/or solutions explained to me in less technical terms</b>	31%
<b>Better communication about the status of my request</b>	29%
<b>More knowledgeable staff</b>	15%
<b>Other</b>	17%

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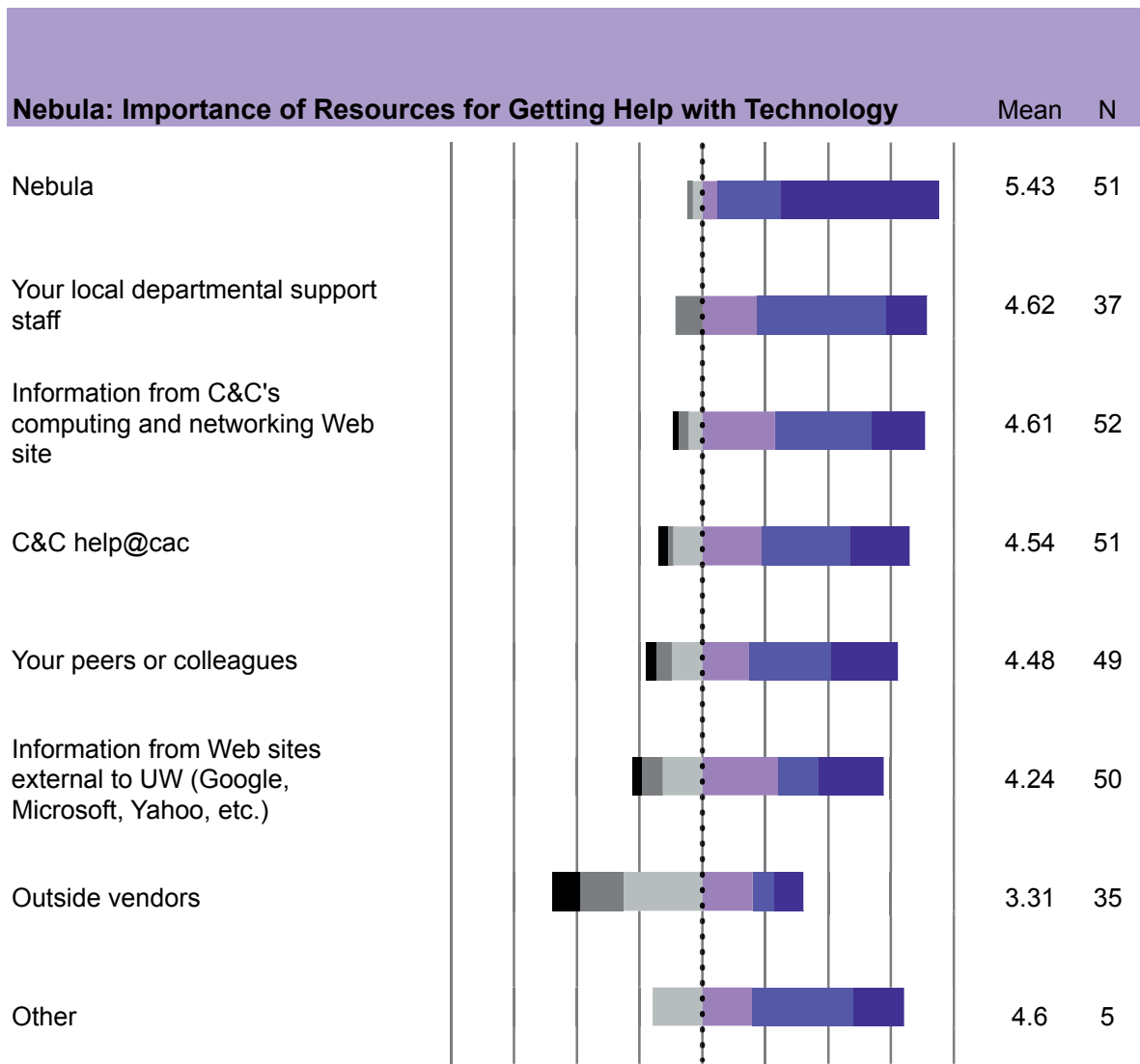
# Nebula Sub-Survey



<b>Q55. Satisfaction with aspects of Nebula</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
Customer-service orientation of staff	5.26	0%	0%	0%	24%	26%	50%	46	0.83	0.24
Clarity around who to go to for help with your problem	5.23	0%	0%	6%	12%	37%	46%	52	0.88	0.24
Timeliness of initial response	5.04	0%	2%	6%	19%	33%	40%	52	1.01	0.27
Turnaround time for resolving your problem	4.96	0%	2%	8%	17%	38%	35%	52	1.01	0.27
Communicating about the status of your help request	4.94	0%	2%	10%	19%	31%	38%	52	1.07	0.29
Ability of staff to solve your problem	4.90	2%	0%	10%	18%	35%	35%	51	1.12	0.31

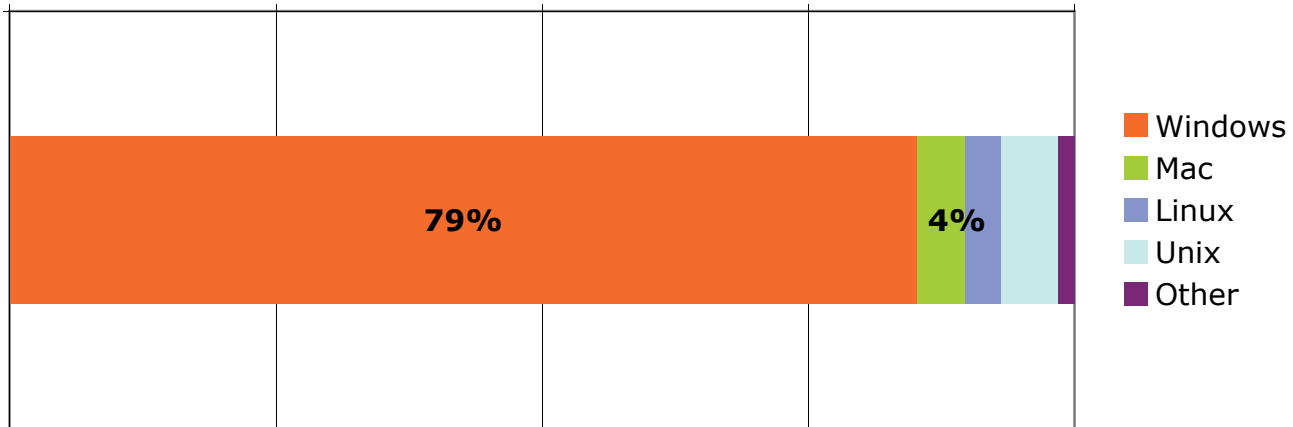
<b>Q56. Satisfaction with aspects of Nebula handheld support</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
Customer support	5.00	0%	0%	0%	36%	27%	36%	11	0.89	0.53
Setting up a handheld device for use	4.89	0%	0%	11%	33%	11%	44%	9	1.17	0.76
Functionality of the handheld devices	4.25	0%	13%	13%	38%	13%	25%	8	1.39	0.96
Reliability of the handheld devices	4.13	0%	13%	25%	25%	13%	25%	8	1.46	1.01

<b>Q57. Satisfaction with Nebula overall</b>										
	Mean	VD	D	SD	SS	S	VS	Count	Std. Dev.	95% CI+-
	5.13	0%	0%	2%	17%	46%	35%	52	0.77	0.21

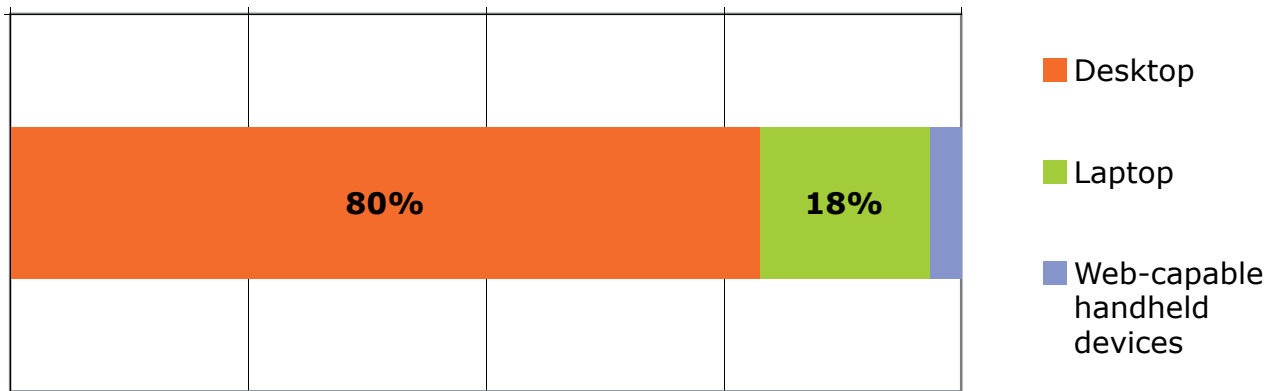


<b>Q50. Importance of sources for getting help with technology</b>										
	<b>Mean</b>	<b>VU</b>	<b>U</b>	<b>NVI</b>	<b>SI</b>	<b>I</b>	<b>VI</b>	<b>Count</b>	<b>Std. Dev.</b>	<b>95% CI+-</b>
<b>Nebula</b>	5.43	0%	2%	4%	6%	25%	63%	51	0.92	0.25
<b>Your local departmental support staff</b>	4.62	0%	11%	0%	22%	51%	16%	37	1.11	0.36
<b>Information from C&amp;C's computing and networking Web site</b>	4.62	2%	4%	6%	29%	38%	21%	52	1.12	0.31
<b>Other, please specify:</b>	4.60	0%	0%	20%	20%	40%	20%	5	1.14	1.00
<b>C&amp;C help@cac</b>	4.55	4%	2%	12%	24%	35%	24%	51	1.25	0.34
<b>Your peers or colleagues</b>	4.49	4%	6%	12%	18%	33%	27%	49	1.39	0.39
<b>Information from Web sites external to UW (Google, Microsoft, Yahoo, etc.)</b>	4.24	4%	8%	16%	30%	16%	26%	50	1.42	0.39
<b>Outside vendors</b>	3.31	11%	17%	31%	20%	9%	11%	35	1.47	0.49

**Q31. Nebula: Relative Use of Operating Systems, n=52**



**Q32. Nebula: Relative Use Desktops Versus Laptops Versus Web-Capable Handheld Devices, n=52**

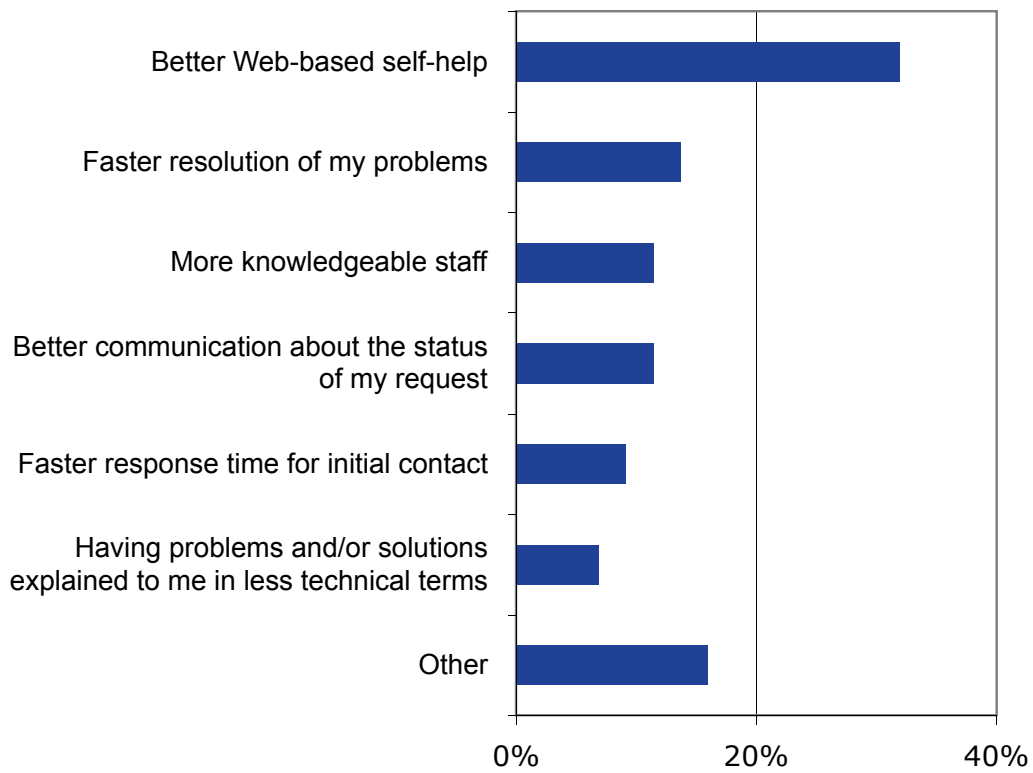




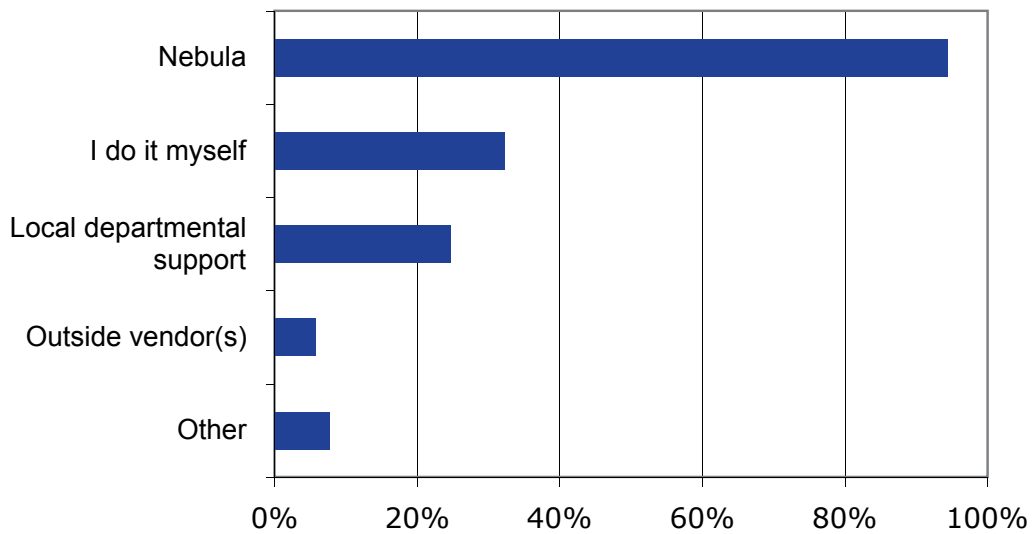
<b>Q31. Percent of computing time on operating systems</b>							
	<b>0%</b>	<b>1-20%</b>	<b>21-40%</b>	<b>41-60%</b>	<b>61-80%</b>	<b>81-100%</b>	<b>Count</b>
<b>Q31a. Windows</b>	0%	0%	2%	2%	16%	80%	51
<b>Q31b. Mac</b>	74%	16%	10%	0%	0%	0%	31
<b>Q31c. Linux</b>	89%	4%	4%	4%	0%	0%	27
<b>Q31d. Unix</b>	75%	18%	0%	7%	0%	0%	28
<b>Q31e. Other</b>	85%	15%	0%	0%	0%	0%	26

<b>Q32. Percent of computing time on devices</b>							
	<b>0%</b>	<b>1-20%</b>	<b>21-40%</b>	<b>41-60%</b>	<b>61-80%</b>	<b>81-100%</b>	<b>Count</b>
<b>Q32a. Desktop</b>	2%	4%	0%	6%	14%	75%	51
<b>Q32b. Laptop</b>	21%	55%	12%	3%	3%	6%	33
<b>Q32c. Web-capable handheld devices</b>	73%	23%	3%	0%	0%	0%	30

**Q58. What Would Most Increase Satisfaction with Nebula, n=44**



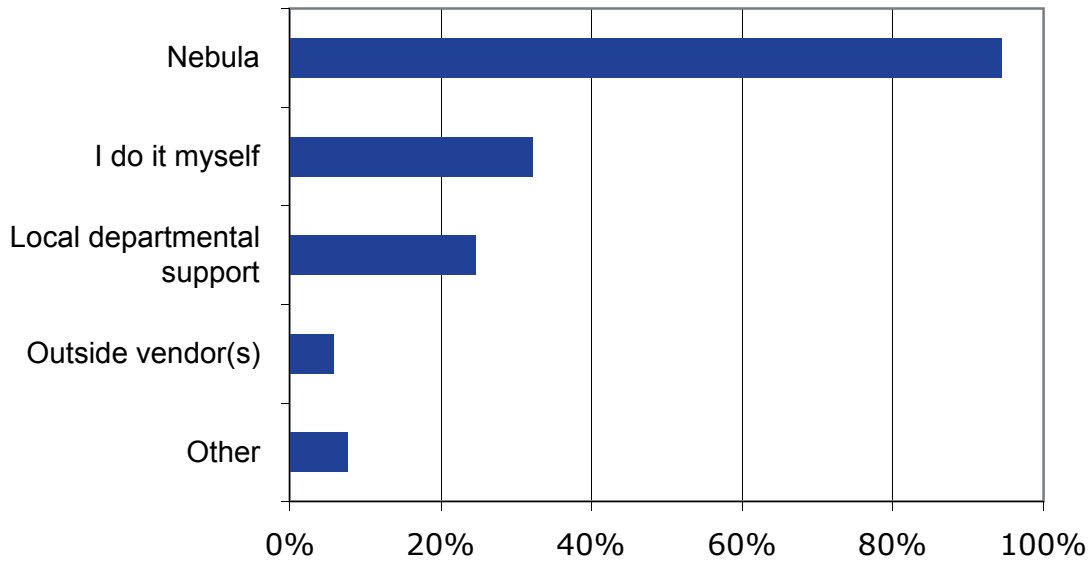
**Q49. Nebula: Who Provides Desktop Support for Respondents' Departments, n=53**



<b>Q58. What would most increase your satisfaction with Nebula problem resolution, n=44</b>	
Better Web-based self-help	32%
Faster response time for initial contactolution of my problems	14%
Better communication about the status of my request	11%
More knowledgeable staff	11%
Faster response time for initial contact	9%
Having problems and/or solutions explained to me in less technical terms	7%
Other	16%

<b>Q49. Providers of on-site desktop support for your department, n=53</b>	
Nebula	94%
I do it myself	32%
Local departmental support	25%
Other	8%
Outside vendor(s)	6%

**Q49. Nebula: Who Provides Desktop Support for Respondents' Departments, n=53**



# Appendix A

# The Survey Instrument

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## 2007 UW Computing & Communications Customer Satisfaction Survey

This survey is intended to gather information about **your** experiences using Computing & Communications (C&C) services, so please answer about your experiences only. Your feedback will help us reach our goal of providing excellent customer service.

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

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

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

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

**Thank you for taking our survey!**

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



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

**Q1 Please click on the box below to acknowledge you read the instructions on this page.**

Yes, I read them.

**Q2 How satisfied are you that C&C takes an approach that actively seeks to address the needs of customers like you?**

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

**Q3 How satisfied are you overall with the following C&C service areas?**

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A Don't Know
Computing network	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information on C&C's computing and networking Web site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer security offerings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Directory services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q4 If you have used help@cac in the past year, please rate your overall satisfaction with it.**

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

**Q5 How satisfied are you overall with the following aspects of C&C?**

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A Don't Know
Delivery of services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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"/>
Communication with you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accountability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Commitment to you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



**Email**

**Q6 What is the primary email client you use to access your UW email?**

- Mail (Macintosh OS X)
- Outlook
- Outlook Express
- Pine
- Thunderbird
- WebPine
- Other

**Q7 Which of the following best describes your use of your UW NetID@washington.edu address:**

- It is my primary address and I use UW systems to send and receive most of my UW email.
- I use another email service and my UW email usually ends up being forwarded through it.

**Q8 If you don't use UW email systems, please tell us why not.**

**Q9 Which UW email services do you use? (Select one.)**

- UW centrally provided email
- Departmental email
- Both UW centrally provided email and departmental email
- I don't know if I use either of these email services

If you selected "departmental email" above, please skip to the next page.

**Q10 How satisfied are you with the following aspects of UW email?**

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Spam blocking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Email disk space storage quota	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reliability of sending and receiving email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Webmail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mailing list management (Mailman)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q11 How satisfied are you with UW email overall?**

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

**Q12 Which of the following would most increase your satisfaction with UW email services? (Select all that apply.)**

- Better spam blocking
- Enhanced WebPine
- Additional choices for email clients (Outlook, etc.)
- More disk space for storing email messages
- Integration of email and calendaring
- More reliable sending and receiving
- Better mail list management (Mailman)
- Other, please specify:

## Calendar Services

**Q13 What is your primary calendar service?**

- Oracle Calendar
- UW Calendar (in MyUW)
- Outlook
- MeetingMaker
- I don't regularly use an online calendar.
- Other, please specify:

**If you selected "I don't regularly use an online calendar" above, please skip to the next page**

**Q14 Thinking about your primary calendar service selected above, how satisfied are you with the following aspects of it?**

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Features	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Integration with email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reliability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scheduling meetings with people across campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Web Publishing

**Q15 Do you publish/post Web pages anywhere at UW?**  
 Yes       No

If you answered no, please skip to the next page.

**Q16 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
students.washington.edu	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
faculty.washington.edu	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
staff.washington.edu	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
courses.washington.edu	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
depts.washington.edu	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
www.washington.edu	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Catalyst Web Tools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q17 What would increase your satisfaction with publishing/posting Web pages at UW? (Select all that apply.)**

- Easier ways to publish
- Integration with other collaborative tools
- Better information on how to create and post Web sites
- A content management system
- Wikis
- Blogs
- Other, please specify:

# MyUW

If you have never visited the MyUW portal, please skip to the next page.

**Q18 How frequently do you visit the MyUW portal?**

- Daily
- Weekly
- Monthly
- Less than monthly

**Q19 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
Features	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reliability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Computing Network

**Q20 How satisfied are you with the following aspects of UW's wireless network?**

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A Don't Know
Network speed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of wireless connectivity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your ability to stay connected	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Temporary UW NetIDs for visitors using wireless	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q21 How satisfied are you with the following aspects of UW's wired network?**

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

**Q22 How satisfied are you with the following aspects of UW's network help services?**

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A Don't Know
Clarity around who to go to for help with your questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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"/>
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"/>
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"/>
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"/>
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"/>

**Q23 How satisfied are you with your ability to access your UW Web resources (email, calendar, files, etc.) while...**

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A Don't Know
Traveling within the U.S.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traveling outside of the U.S.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q24 How satisfied are you with UW's computing network overall?**

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

**Q25 What would increase your satisfaction with UW's computing network?**

## Telephone Services

**Q26 How satisfied are you with the following aspects of UW telephone services?**

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Availability of features	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information available on how to use phone features	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Voicemail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conference calling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q27 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
Clarity around who to go to for help with your questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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"/>
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"/>
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"/>
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"/>
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"/>

**Q28 How satisfied are you with UW telephone services overall?**

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

## Directory Services

**Q29 How satisfied are you with the following aspects of online Directory Services?**

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A Don't Know
Ease of finding a person using the online UW Faculty/Staff/Student Directory	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of finding a UW office using the online UW Office Directory	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q30 How satisfied are you with the following aspects of the UW General Information Line (206-543-2100)?**

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A Don't Know
Accuracy of the information provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer-service orientation of the telephone assistants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Computing Environment

**Q31 What percentage of your computer time is on the following operating systems?**

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

**Q32 What percentage of your computer time is on the following?**

	0%	1-20%	21-40%	41-60%	61-80%	81-100%
Desktop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Laptop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web-capable handheld devices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q33 For each of the following types of computers, tell us when you anticipate purchasing or receiving a new one for what you do at UW.**

	0-6Months	7-12Months	13-18Months	19+Months	Not Expecting to Purchase or Receive
Desktop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Laptop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web-capable handheld device	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



## Security

**Q34** Is every single aspect of your computer's security managed by someone else?  
 Yes     No

If you answered yes, please skip to the next page.

**Q35** Please rate your satisfaction with the following aspects of UW's computer security offerings:

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A/Don't Know
Security software tools provided by UW	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of security software updates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Effectiveness of information on keeping your computer secure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Effectiveness of information on recovering from attacks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q36** Have you made a practice of following these preventive security measures?

	Yes	No	Don't Know
Antivirus software set to update itself automatically	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Antivirus scanning of your hard disk is turned on	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Operating system updates (such as Windows updates) are installed automatically	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Application software updates (such as Office updates) are installed regularly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Data files are backed up to a server, alternate hard disk, CD, tape or flash drive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q37** Which one of the following would be most effective in helping you protect your computer? (Select ONE.)

- More timely communication about threats
- Simpler processes for keeping my computer security up-to-date
- Better information on how to secure my computer
- Better information on how to recover from an attack
- Assistance with setting up or maintaining auto-backups
- Assistance with setting up firewalls

**Q38** How often do you handle the following types of sensitive UW community member information? (Pick a point on the scale that comes closest.)

	Daily	Weekly	Monthly	Less Than Monthly	Never
Other people's Social Security numbers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other people's medical records	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other people's salary or other financial information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q39** Are you aware of campus procedures for how sensitive information must be protected?

Yes     No

## UW Internet Connectivity Kit (UWICK)

**If you have NOT acquired a new copy of UWICK or one of its components within the past year, please skip to the next page.**

**Q40 Please rate your satisfaction with the following aspects of the UW Internet Connectivity Kit (UWICK):**

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A Don't Know
Ease of installation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of problem resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q41 How do you typically acquire UWICK? (Select ONE.)**

- Purchase a new CD at the UW Book Store
- Download it from the UW Web site
- Use a current CD purchased or downloaded and "burned" by someone else, including your local computing support staff
- N/A/Don't Know

## New/Improved Services

**Q48** The following new services or improvements to existing services are being considered. Please rate how important it is to you that we offer each, bearing in mind that we may not have the resources to offer all of them.

	Not At All Important1	Unimportant2	Not Very Important3	Somewhat Important4	Important5	Very Important6	N/A/Don't Know
A university-wide calendaring system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Expanded video-conferencing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wireless access everywhere on campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improved remote access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collaboration software (wikis, file storing and sharing)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
High-performance computing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Virtualization services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instant messaging	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Records management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## General Questions

**Q49** Who provides on-site desktop support for your department? (Select all that apply.)

- Local departmental support
- I do it myself
- Nebula
- Outside vendor(s)
- Contractor(s)
- Other, please specify:

**Q50 How IMPORTANT are the following sources to you in getting help with technology?**

	Very Unimportant 1	Unimportant 2	Not Very Important 3	Somewhat Important 4	Important 5	Very Important 6	N/A Don't Know
Your peers or colleagues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your local departmental support staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C&C help@cac	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Nebula	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information from C&C's computing and networking Web site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information from Web sites external to UW (Google, Microsoft, Yahoo, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outside vendors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other, please specify:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q53 How important are the following ways that C&C communicates with you?**

	Not At All Important 1	Unimportant 2	Not Very Important 3	Somewhat Important 4	Important 5	Very Important 6	N/A Don't Know
Phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Face-to-face	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Email lists (eOutage, TechSupport, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web pages (Computing & Networking, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
UW OnTech News	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
RSS feeds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blogs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wikis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other, please specify:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Q51 Are you a Nebula customer?**

Yes
  No
  Don't Know

**Q52** If you are not a Nebula customer, please tell us why not. (Select all that apply.)

- I don't know what Nebula is
- Cost
- Security concerns
- Other, please specify:

## One Thing

**Q53** What could C&C do that would make it easier for you to do what you do at UW?

## Did We Miss Anything?

**Q54** Was there anything we didn't ask about that you would like to comment on?

## Can We Help With Something Specific?

**Q55** Is there a specific issue you would like us to get back to you on? If so, please describe it below and **be sure to provide us with your name, email address and/or telephone number.**

**Please click the submit button below to send us your answers. The buttons below will disappear and a number of seconds may pass before you see a confirmation page, so please be patient.**

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# Appendix B

# Correlations and

# Additional Observations

## Correlations with “Satisfaction with C&C takes an approach that actively seeks to address the needs of customers like you” for All

Question	r2	n	Strength of Correlation
Q5g. C&C commitment to you	52%	480	<b>Moderate to High</b>
Q5d. C&C accountability	49%	415	
Q5a. C&C delivery of services	46%	549	
Q5b. C&C responsiveness to your needs	46%	537	
Q5c. C&C communication with you	40%	551	
Q3c. Information on C&C’s computing and networking Web site	40%	505	
Q4a. help@cac overall	37%	359	
Q24a. Network services overall	32%	701	
Q22d. Network help: Ability of staff to solve your problem	31%	398	
Q22f. Network help: Customer-service orientation of the staff	29%	372	<b>Moderate to Low</b>
Q22c. Network help: Communications about the status of your request	28%	383	
Q22e. Network help: Turnaround time for resolving your problem	28%	390	
Q16e. depts.washington.edu	27%	100	
Q3a. Computing network	27%	608	
Q3d. Computer security offerings	24%	514	
Q27f. Telephone help: Customer-service orientation of the staff	23%	138	
Q22a. Network help: Clarity around who to go to for help with your questions	23%	429	
Q27e. Telephone help: Turnaround time for resolving your problem	22%	137	
Q27c. Telephone help: Communications about the status of your request	22%	136	
Q40b. UWICK customer support	21%	87	
Q22b. Network help: Timeliness of initial response	21%	396	
Q3e. Directory services	21%	543	
Q16f. www.washington.edu	18%	68	<b>Low</b>
Q35c. Effectiveness of information on keeping your computer secure	17%	277	
Q10e. Mailing list management (Mailman)	17%	362	
Q27b. Telephone help: Timeliness of initial response	17%	140	
Q27a. Telephone help: Clarity around who to go to for help with your questions	17%	156	
Q16a. students.washington.edu	16%	66	
Q35d. Effectiveness of information on recovering from attacks	16%	185	
Q16c. staff.washington.edu	16%	52	
Q26e. Conference calling	16%	245	
Q19a. MyUW features	15%	642	
Q40d. Timeliness of UWICK problem resolution	15%	70	
Q40c. UWICK quality of content	15%	167	
Q16g. Catalyst Web Tools	15%	160	
Q20d. Temporary UW NetIDs for visitors using wireless	15%	131	



Question	r2	n	Strength of Correlation
Q19d. MyUW quality of content	14%	630	<b>Low</b>
Q27d. Telephone help: Ability of staff to solve your problem	14%	137	
Q35a. Security software tools provided by UW	14%	289	
Q11a. UW email overall	13%	634	
Q16d. courses.washington.edu	13%	102	
Q3b. Telephone services	12%	426	
Q35b. Timeliness of security software updates	12%	261	
Q30a. Accuracy of the UW Gen Info Line information provided	11%	187	
Q30b. Customer-service orientation of the telephone assistants at the UW Gen Info Line	10%	156	
Q10c. Reliability of sending and receiving email	10%	613	
Q19c. MyUW ease of use	10%	647	
Q29a. Ease of finding a person using the online UW Faculty/Staff/Student Directory	9%	649	<b>Very Low</b>
Q29b. Ease of finding a UW office using the online UW Office Directory	9%	559	
Q23b. Traveling outside of the U.S.	9%	296	
Q23a. Traveling within the U.S.	9%	577	
Q21b. Wired network availability	8%	618	
Q16b. faculty.washington.edu	8%	129	
Q19b. MyUW reliability	8%	631	
Q10d. Webmail	8%	455	
Q40a. UWICK ease of installation	8%	179	
Q26a. Availability of telephone features	7%	463	
Q28a. UW telephone services overall	7%	488	
Q21c. Wired network reliability	7%	620	
Q20c. Your ability to stay connected on the wireless network	7%	395	
Q10b. Email disk space storage quota	7%	578	
Q14e. Primary calendar scheduling meetings with people across campus	6%	219	
Q20a. Wireless network speed	6%	406	
Q20b. Availability of wireless connectivity	6%	405	
Q26b. Telephone ease of use	6%	476	
Q26c. The information available on how to use phone features	4%	439	
Q21a. Wired network speed	4%	626	
Q10a. Spam blocking	3%	590	
Q26d. Voicemail	2%	438	
Q14f. Primary calendar customer support	1%	174	
Q14c. Primary calendar reliability	1%	348	
Q14a. Primary calendar features	1%	345	
Q14b. Primary calendar integration with email	0%	284	
Q14d. Primary calendar ease of use	0%	350	

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

The following table quantifies 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 think about what service improvements might have the most impact.

Question	Mean	% Neg	Count	Total Dissat.
Q10a. Spam blocking	3.94	32%	590	191
Q26c. The information available on how to use phone features	4.05	30%	439	130
Q10d. Webmail	4.32	22%	455	100
Q22a. Network help: Clarity around who to go to for help with your questions	4.40	22%	429	93
Q10b. Email disk space storage quota	4.75	15%	578	84
Q26d. Voicemail	4.46	18%	438	80
Q29b. Ease of finding a UW office using the online UW Office Directory	4.57	14%	559	77
Q20b. Availability of wireless connectivity	4.57	18%	405	73
Q29a. Ease of finding a person using the online UW Faculty/Staff/Student Directory	4.78	11%	649	71
Q19c. MyUW ease of use	4.76	10%	647	67
Q26b. Telephone ease of use	4.54	13%	476	64
Q10e. Mailing list management (Mailman)	4.53	16%	362	57
Q5g. C&C commitment to you	4.80	11%	480	51
Q28a. UW telephone services overall	4.62	10%	488	51
Q5d. C&C accountability	4.72	12%	415	51
Q2a. C&C customer-orientation	4.79	8%	608	50
Q11a. UW email overall	4.82	8%	634	49
Q20c. Your ability to stay connected on the wireless network	4.82	12%	395	48
Q26a. Availability of telephone features	4.66	10%	463	47
Q35c. Effectiveness of information on keeping your computer secure	4.46	17%	277	46
Q22e. Network help: Turnaround time for resolving your problem	4.78	12%	390	45
Q5c. C&C communication with you	4.92	8%	551	44
Q22f. Network help: Customer-service orientation of the staff	4.87	12%	372	43
Q22c. Network help: Communications about the status of your request	4.76	11%	383	42
Q3d. Computer security offerings	4.89	8%	514	42
Q22d. Network help: Ability of staff to solve your problem	4.85	10%	398	41
Q5b. C&C responsiveness to your needs	4.93	7%	537	40
Q3e. Directory services	4.87	7%	543	40
Q35d. Effectiveness of information on recovering from attacks	4.29	21%	185	39
Q23a. Traveling within the U.S.	4.99	7%	577	39
Q23b. Traveling outside of the U.S.	4.80	13%	296	38
Q22b. Network help: Timeliness of initial response	4.80	10%	396	38
Q21a. Wired network speed	5.19	6%	626	38
Q3c. Information on C&C's computing and networking Web site	4.79	7%	505	37

Question	Mean	% Neg	Count	Total Dissat.
Q19d. MyUW quality of content	4.86	6%	630	36
Q27a. Telephone help: Clarity around who to go to for help with your questions	4.42	22%	156	35
Q3b. Telephone services	4.88	8%	426	35
Q26e. Conference calling	4.60	14%	245	34
Q5a. C&C delivery of services	4.95	6%	549	33
Q19a. MyUW features	4.87	5%	642	32
Q30a. Accuracy of the UW Gen Info Line information provided	4.58	17%	187	31
Q35a. Security software tools provided by UW	4.71	10%	289	30
Q10c. Reliability of sending and receiving email	5.17	5%	613	30
Q21b. Wired network availability	5.25	5%	618	30
Q20a. Wireless network speed	4.91	7%	406	28
Q30b. Customer-service orientation of the telephone assistants at the UW Gen Info Line	4.64	17%	156	27
Q3a. Computing network	5.08	4%	608	26
Q24a. Network services overall	5.00	4%	701	26
Q16g. Catalyst Web Tools	4.58	16%	160	25
Q4a. help@cac overall	5.02	7%	359	25
Q20d. Temporary UW NetIDs for visitors using wireless	4.53	19%	131	25
Q21c. Wired network reliability	5.27	4%	620	24
Q35b. Timeliness of security software updates	4.79	8%	261	22
Q27f. Telephone help: Customer-service orientation of the staff	4.78	14%	138	19
Q27e. Telephone help: Turnaround time for resolving your problem	4.76	13%	137	18
Q27d. Telephone help: Ability of staff to solve your problem	4.85	12%	137	17
Q27c. Telephone help: Communications about the status of your request	4.74	12%	136	16
Q40c. UWICK quality of content	4.85	10%	167	16
Q27b. Telephone help: Timeliness of initial response	4.79	11%	140	15
Q40a. UWICK ease of installation	4.94	7%	179	12
Q40b. UWICK customer support	4.77	13%	87	11
Q40d. Timeliness of UWICK problem resolution	4.71	16%	70	11
Q19b. MyUW reliability	5.12	1%	631	9
Q16a. students.washington.edu	4.70	11%	66	7
Q16f. www.washington.edu	4.97	6%	68	4
Q16b. faculty.washington.edu	4.92	3%	129	4
Q16e. depts.washington.edu	4.98	3%	100	3
Q16d. courses.washington.edu	5.00	3%	102	3
Q16c. staff.washington.edu	4.98	2%	52	1

