The Staff Survey: Questions Asked Only of Staff

Administrative Staff-Specific Questions

Rate your satisfaction with performing these administrative functions on the Web:

	Very Dissatisfied 1	Dissatisfied 2	SomewhatDissatisfied 3	SomewhatSatisfied 4	Satisfied 5	Very Satisfied 6	N/ADon't Know
Employee self-service for benefits	○	○	○	○	○	○	○
Employee self-service for updating personal information	○	○	○	○	○	○	○
Creating, changing or cloning journal vouchers	○	○	○	○	○	○	○
Departmental parking passes	○	○	○	○	○	○	○
Creating or displaying non-partner requisitions	○	○	○	○	○	○	○
Approving requisitions	○	○	○	○	○	○	○
Approving credit card transactions	○	○	○	○	○	○	○

How important is it to have these SAP functions on the Web?

	Very Unimportant 1	Unimportant 2	Somewhat Unimportant3	SomewhatImportant4	Important5	VeryImportant 6	N/ADon't Know
Procurement	○	○	○	○	○	○	○
Transactions	○	○	○	○	○	○	○
Journal vouchers	○	○	○	○	○	○	○
Requisitions	○	○	○	○	○	○	○
Change orders	○	○	○	○	○	○	○

What other SAP GUI (graphical user interface) functions do you think should be ported to the Web?

Rate your satisfaction with the following aspects of SAP support:

	Very Dissatisfied 1	Dissatisfied 2	SomewhatDissatisfied 3	SomewhatSatisfied 4	Satisfied 5	Very Satisfied 6	N/ADon't Know
Communications before system rollouts	○	○	○	○	○	○	○
Training for new administrative functions	○	○	○	○	○	○	○
IS&T responsiveness to your needs when developing administrative systems	○	○	○	○	○	○	○

How would you describe the change, if any, of SAP functionality over the past year and a half?

	Much Worse	Worse	Somewhat Worse	Somewhat Better	Better	Much Better	N/ADon't Know
SAP functionality change	○	○	○	○	○	○	○

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If you publish on the Web, please rate your satisfaction with these kinds of web publishing support:

	Very Dissatisfied 1	Dissatisfied 2	SomewhatDissatisfied 3	SomewhatSatisfied 4	Satisfied 5	Very Satisfied 6	N/ADon't Know
Troubleshooting	○	○	○	○	○	○	○
Consulting/advising	○	○	○	○	○	○	○
Application development	○	○	○	○	○	○	○

If you publish on the Web and don't use IS&T web publishing support, why don't you?

If you develop or modify databases, please rate your satisfaction with these kinds of database development support:

	Very Dissatisfied 1	Dissatisfied 2	SomewhatDissatisfied 3	SomewhatSatisfied 4	Satisfied 5	Very Satisfied 6	N/ADon't Know
Troubleshooting	○	○	○	○	○	○	○
Consulting/advising	○	○	○	○	○	○	○
Application development	○	○	○	○	○	○	○

If you develop or modify databases and don't use IS&T database development support, why don't you?

What can IS&T improve about the support we provide for web publishing or database development?

Please rate your satisfaction with the telephone-related ordering process for the following:

	Very Dissatisfied 1	Dissatisfied 2	SomewhatDissatisfied 3	SomewhatSatisfied 4	Satisfied 5	Very Satisfied 6	N/ADon't Know
Move/add/change telephone service	○	○	○	○	○	○	○
Cellular phone service	○	○	○	○	○	○	○
iPASS	○	○	○	○	○	○	○
Voice Mail	○	○	○	○	○	○	○
Calling Cards	○	○	○	○	○	○	○
Tether	○	○	○	○	○	○	○

If you requested installation of a new telephone/network jack (hardware only) in the past year, please indicate your satisfaction with the following:

	Very Dissatisfied 1	Dissatisfied 2	SomewhatDissatisfied 3	SomewhatSatisfied 4	Satisfied 5	Very Satisfied 6	N/ADon't Know
The request process	○	○	○	○	○	○	○
Communication on the status	○	○	○	○	○	○	○
The timeliness of the jack installation	○	○	○	○	○	○	○
Price	○	○	○	○	○	○	○

If you requested that an existing jack be activated for network service, please indicate your satisfaction with the following:

	Very Dissatisfied 1	Dissatisfied 2	SomewhatDissatisfied 3	SomewhatSatisfied 4	Satisfied 5	Very Satisfied 6	N/ADon't Know
The request process	○	○	○	○	○	○	○
Communication on the status	○	○	○	○	○	○	○
The timeliness of the activation	○	○	○	○	○	○	○
Price	○	○	○	○	○	○	○

If you were involved in a major office move or renovation in the past year, please indicate your satisfaction with the following:

	Very Dissatisfied 1	Dissatisfied 2	SomewhatDissatisfied 3	SomewhatSatisfied 4	Satisfied 5	Very Satisfied 6	N/ADon't Know
Communication on the status	○	○	○	○	○	○	○
Quality of the resulting telephone service	○	○	○	○	○	○	○
Quality of the resulting network service	○	○	○	○	○	○	○

Select a point on the scale that best describes your use of the following:

	Never Heard of It	Heard of It But Won't Use It	Planning on Using It	Use It Occasionally	Use It Regularly
Licensed software (Windows XP, Microsoft Office)	○	○	○	○	○
Spam filtering	○	○	○	○	○
Spam autopurge	○	○	○	○	○
Moderated mailing lists	○	○	○	○	○
TSM backup	○	○	○	○	○

What would increase your satisfaction with the business systems provided by MIT?

How satisfied are you that IS&T takes a "customer-oriented" approach to helping you?

	Very Dissatisfied 1	Dissatisfied 2	SomewhatDissatisfied 3	SomewhatSatisfied 4	Satisfied 5	Very Satisfied 6	N/ADon't Know
"Customer-oriented" approach	○	○	○	○	○	○	○