The Student Survey:
Questions Asked Only of Grad Students and Undergraduates

Student-Specific Questions

Please rate the importance of the following group workspace resources:

	Very Unimportant 1	Unimportant 2	Somewhat Unimportant 3	Somewhat Important 4	Important 5	Very Important 6	N/A Don't Know
Printer	◯	◯	◯	◯	◯	◯	◯
Scanner	◯	◯	◯	◯	◯	◯	◯
Whiteboard with capture (scanning)	◯	◯	◯	◯	◯	◯	◯
Large display	◯	◯	◯	◯	◯	◯	◯
Multimedia workstations	◯	◯	◯	◯	◯	◯	◯
Conference table	◯	◯	◯	◯	◯	◯	◯
Soft lounge seating	◯	◯	◯	◯	◯	◯	◯
Reservable by groups	◯	◯	◯	◯	◯	◯	◯
Audio or video conferencing tools	◯	◯	◯	◯	◯	◯	◯

For standard computer clusters on campus, how important are the following to you?

	Very Unimportant 1	Unimportant 2	Somewhat Unimportant 3	Somewhat Important 4	Important 5	Very Important 6	N/A Don't Know
Standard workstations and printers	○	○	○	○	○	○	○
2D and 3D visualization capabilities	○	○	○	○	○	○	○
Multimedia features	○	○	○	○	○	○	○
Gaming capabilities	○	○	○	○	○	○	○

What specialty software would you like to see in the labs?

If you have used Athena Consultants (OLC) within the past year, please rate your satisfaction with the following:

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A Don't Know
Ability to get through to a person	○	○	○	○	○	○
Responsiveness to your messages	○	○	○	○	○	○
Timeliness of resolution	○	○	○	○	○	○
Professionalism	○	○	○	○	○	○
Technical competence	○	○	○	○	○	○

If you have used Residential Computing Consultants (RCC) within the past year, please rate your satisfaction with the following:

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A Don't Know
Ability to get through to a person	○	○	○	○	○	○	○
Responsiveness to your messages	○	○	○	○	○	○	○
Timeliness of resolution	○	○	○	○	○	○	○
Professionalism	○	○	○	○	○	○	○
Technical competence	○	○	○	○	○	○	○

How important are the following in getting help with your computer?

	Very Unimportant 1	Unimportant 2	Somewhat Unimportant 3	Somewhat Important 4	Important 5	Very Important 6	N/A Don't Know
Information outside of MIT (e.g., Google, Microsoft)	○	○	○	○	○	○	○
General MIT web pages	○	○	○	○	○	○	○
IS&T website	○	○	○	○	○	○	○
PC Service	○	○	○	○	○	○	○
Help Desk	○	○	○	○	○	○	○
RCCs	○	○	○	○	○	○	○
Athena Consulting	○	○	○	○	○	○	○
Official local department expert	○	○	○	○	○	○	○
Other students	○	○	○	○	○	○	○

How important is it to have the following services in your room?

	Very Unimportant 1	Unimportant 2	Somewhat Unimportant 3	Somewhat Important 4	Important 5	Very Important 6	N/A Don't Know
A wired phone	○	○	○	○	○	○	○
Adequate cell phone reception	○	○	○	○	○	○	○
Voice over Internet (VoIP)	○	○	○	○	○	○	○
Campuslink (long-distance service from a wired phone)	○	○	○	○	○	○	○

If you have a strong preference for a particular wireless carrier, who is it and why?

[text box]

Rate your satisfaction with these aspects of printing at MIT:

	Very Dissatisfied 1	Dissatisfied 2	Somewhat Dissatisfied 3	Somewhat Satisfied 4	Satisfied 5	Very Satisfied 6	N/A Don't Know
Printer location convenience	○	○	○	○	○	○	○
Ease of configuring your computer to use MIT printers	○	○	○	○	○	○	○
Availability of specialty printers (e.g., color, large format, photo, etc.)	○	○	○	○	○	○	○
Reliability of printers	○	○	○	○	○	○	○

If you purchased a computer in the past year, how important were MIT hardware recommendations in guiding your purchase?

	Very Unimportant 1	Unimportant 2	Somewhat Unimportant 3	Somewhat Important 4	Important 5	Very Important 6	N/A Don't Know
Hardware recommendation importance	○	○	○	○	○	○	○

If you bought a laptop, please rate the importance of these features:

	Very Unimportant 1	Unimportant 2	Somewhat Unimportant 3	Somewhat Important 4	Important 5	Very Important 6	N/A Don't Know
High performance	○	○	○	○	○	○	○
Light weight	○	○	○	○	○	○	○
Recreational features (e.g., DVD, gaming capability)	○	○	○	○	○	○	○
Screen size	○	○	○	○	○	○	○
Battery life	○	○	○	○	○	○	○
Wireless connectivity	○	○	○	○	○	○	○

If they were available, how likely would you be to use loaner laptops under the following circumstances?

	Highly Unlikely	Unlikely	Neither Likely Nor Unlikely	Likely	Highly Likely	N/A Don't Know
Semester-long loan for a particular class.	○	○	○	○	○	○
Project-long loan for a specific project	○	○	○	○	○	○
Short-term loan to use expensive software	○	○	○	○	○	○
Short term loan while your own is being repaired	○	○	○	○	○	○
Presenting at or attending a conference	○	○	○	○	○	○

If you own a computer, other than email applications, what are the five software applications you use most often on it?

What programs do you need but don't have access to?

What, if anything, can you do on Athena that you can't do elsewhere?

What, if anything, can you do elsewhere that you can't do on Athena?

What expectations about computing at MIT did you have when you came that were not met?