

Northeastern Information Services
Spring 2006 Community Satisfaction Survey

Responses grouped by category

Categories & Questions	Survey Mean	Faculty Mean/Total % Positive	Staff Mean/Total % Positive	Students Mean/Total % Positive *
IS Overall				
Information Services overall	4.73	4.64 - 90%	4.97 - 95%	4.42 - 87%
Customer-oriented approach	4.72	4.69 - 86%	4.93 - 92%	4.32 - 81%
Problem resolution overall	4.69	4.63 - 87%	4.87 - 92%	4.45 - 87%
Help Desk/Customer Support				
Help Desk/Call Center professionalism	5.02	4.99 - 92%	5.19 - 96%	4.68 - 86%
Help Desk/Call Center ability to solve your problem	4.75	4.70 - 87%	4.94 - 91%	4.39 - 80%
Help Desk/Call Center timeliness of response to your inquiry	4.71	4.66 - 88%	4.87 - 90%	4.40 - 82%
Help Desk/Call Center ability to get through to a person	4.58	4.49 - 85%	4.80 - 89%	4.33 - 84%
help.neu.edu overall **	4.23	4.10 - 76%	4.39 - 85%	4.18 - 85%
Network Services				
Network services overall	4.71	4.64 - 90%	4.91 - 94%	4.45 - 87%
NUNet: availability wired network ports	4.76	4.72 - 87%	4.93 - 93%	4.54 - 84%
NUNet: wired network performance (uptime)	4.76	4.75 - 91%	4.89 - 91%	4.49 - 82%
ResNet overall	4.43	NA	NA	4.43 - 87%
ResNet: network speed & reliability	4.48	NA	NA	4.48 - 90%
ResNet Resource Center support	4.44	NA	NA	4.44 - 91%
NUwave: wireless access to applications **	3.85	3.55 - 57%	4.13 - 71%	3.93 - 69%
NUwave: wireless signal strength **	3.76	3.49 - 53%	3.99 - 71%	3.87 - 65%
NUwave: availability of wireless connectivity **	3.58	3.20 - 44%	3.94 - 67%	3.78 - 60%

Notes: Ratings: 6 *Very Satisfied*, 5 *Satisfied*, 4 *Somewhat Satisfied*, 3 *Somewhat Dissatisfied*, 2 *Dissatisfied*, 1 *Very Dissatisfied*

* The survey was open to all faculty and a statistically significant sample of staff and students. Faculty and staff response rates yielded statistically significant results. Student response rates, while informative, were not statistically significant.

** Incremental actions for these questions attached

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Categories & Questions (continued)	Survey Mean	Faculty Mean/Total % Positive	Staff Mean/Total % Positive	Students Mean/Total % Positive *
Direct Student Services				
myNEU overall	4.61	4.51 - 87%	4.71 - 94%	4.67 - 90%
InfoCommons overall	4.18	NA	NA	4.18 - 82%
InfoCommons: software availability	4.49	NA	NA	4.49 - 89%
InfoCommons: workstation availability **	3.64	NA	NA	3.64 - 61%
InfoCommons: printing services **	3.56	NA	NA	3.56 - 59%
Classroom Services				
Blackboard overall	4.55	4.56 - 87%	NA	4.52 - 88%
Classroom A/V overall **	4.20	4.10 - 75%	NA	4.46 - 86%
Classroom A/V: equipment features **	4.35	4.27 - 79%	NA	4.57 - 88%
Classroom A/V: response time for related help/repair requests **	4.08	4.00 - 69%	NA	4.30 - 77%
Classroom A/V: equipment reliability **	3.94	3.85 - 68%	NA	4.18 - 70%
Desktop Technology Services				
Security documentation effectiveness	4.67	4.69 - 92%	4.84 - 91%	4.20 - 80%
Available selection of desktop software from Northeastern **	4.42	4.30 - 82%	4.74 - 91%	4.00 - 75%
Helpfulness of Northeastern-specific software documentation **	4.14	3.99 - 72%	4.28 - 79%	4.17 - 79%
Timeliness availability of new software after vendor release **	4.07	3.84 - 70%	4.36 - 74%	4.06 - 81%
Lotus Notes service **	3.92	3.75 - 64%	4.07 - 71%	4.02 - 74%

Notes: Ratings: 6 *Very Satisfied*, 5 *Satisfied*, 4 *Somewhat Satisfied*, 3 *Somewhat Dissatisfied*, 2 *Dissatisfied*, 1 *Very Dissatisfied*

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** Incremental actions for these questions noted attached

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Help Desk/Customer Support Incremental Actions

- ✓ Redesigned Information Services Web presence deployed (Aug 06)

Network Services Incremental Actions

- ✓ Expanded wireless authentication to increase application/information access (Spring 07)
- ✓ Proposal for 100% 'casual usage' wireless coverage submitted

Direct Student Services Incremental Actions

- ✓ Print management software operational within the InfoCommons (Aug 06)
 - Potential charge for excess print based on utilization patterns (Spring 07)
 - Improved print services should free up workstations due to reduced wait times for print delivery
- ✓ Workstation utilization monitoring software installed to allow InfoCommons staff to redirect students to open seats in other IS student computing facilities (Aug 06)

Classroom Services Incremental Actions

- ✓ Improved classroom A/V service model with 'replacement backpacks' (Fall 06)
- ✓ Off-hours repairs and room checking to reduce impact and improve reliability (Fall 06)
- ✓ 10 additional rooms completed (Aug 06)
 - 85% of the rooms are currently enabled with 28 remaining
- ✓ 100% A/V enablement of 'practical' registrar-scheduled classrooms proposal submitted

Desktop Technology Services Incremental Actions

- ✓ Implement software distribution portion of Northeastern On Demand to enable more timely software distribution to student computing labs and classrooms (Summer/Fall 06)
- ✓ Enable download of selected Northeastern supplied desktop software via myNEU and improve documentation (Fall/Spring 07)
- ✓ Upgrade Lotus Notes to release 6.5 (Oct 06) then 7.0 (Spring 07)
- ✓ Provide customer self-service desktop backup/restore capability (Spring 07)

Note: This survey was developed with MOR Associates who support similar efforts at MIT and Stanford and in partnership with Mark Putnam, Northeastern's Chief Planning Officer. As intended, it was a broad community satisfaction survey related to widely available and used IS services. It did not include questions regarding services which are either available to relatively small populations and/or services delivered in partnership with 'owning' functional organizations. Examples include student and financial systems, HR/Payroll, Enterprise Reporting, etc.