

Stanford | University IT

2015 Client Satisfaction Survey

May 2015



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Contents

Introduction	a1
Stanford’s 2015 Sample Size and Response Rates	a3
Overview of the Results	ES-1
Reading the Charts	1
University IT Service Attributes	3
General Support.	7
University IT Communications	19
Network Services	27
Collaboration Tools	31
Research Computing	41
Central Data Storage Services	49
Telecommunications	57
Services.	57
Information Security Office	61
Web-Related Services	67
Administrative Systems.	73
Appendix A: The Full Text of Written Comments	A-1
Appendix B: The Survey Instruments.	B-1
University IT Survey	B1
Administrative Systems Survey	B29

Introduction

This report provides a summary of the purposes, the methodology and the results of the client satisfaction survey sponsored by University IT in May, 2015. The survey is one means through which University IT can give a voice to its clients. It is a systematic way to identify what is working and what needs to be improved from the clients' vantage point. This survey was undertaken for the following purposes all of which helped guide the construct and design of the survey.

- To document where clients are satisfied and dissatisfied, and to identify what gaps cause any disappointment in the client experience.
- To find out what improvements are important to clients.
- To use this data to prioritize the continuous improvement initiatives that will make it easier for University IT's clients to do their work.

The ultimate goal is to provide an excellent client IT experience that supports the teaching, learning, research and business needs of the Stanford community. In the near term the goal is to improve the clients' ability to use IT to get their work done. The survey findings on the following pages provide a sound basis for determining how University IT can focus its efforts to enhance the quality of the client experience at Stanford University.

Brian McDonald
President, MOR Associates

Survey Methodology

Survey Population

The survey solicited feedback from two client communities: faculty and administrative staff. Most of the survey data will be presented based on these two categories.

A supplementary survey was administered as a census to clients of Administrative Systems who work with AS in developing and deploying applications.

Selection Criteria - All Communities

- Had to have a full-service SUNet ID.
- Hospital employees were excluded.
- SLAC employees were excluded.
- University IT staff were excluded.
- Bargaining units were excluded.
- Visiting faculty were excluded.

Selection Criteria - Faculty

- Tenured, Tenure Line, Appointment Line are included.

Selection Criteria - Administrative Systems Supplementary Survey

- Included business owners and associated staff member who collaborate with AS in developing and/or deploying applications for the business owners and their communities.

The following table presents a summary of the population and sample size estimates that result from applying the above criteria.

Stanford's 2015 Sample Size and Response Rates

The Target Sample Size for “All” was derived assuming a Confidence Interval of .20 and a Confidence Level of 95%.

Stanford received a 43% response rate from the randomly selected population that was asked to complete the survey. This robust response rate increases the likelihood that these results accurately represent the views of the Stanford community.

Group	Initial Sample Size	Target No. Responses	Actual No. Responses	Projected Response Rate	Actual Response Rate
Faculty	550	150	172	27%	31%
Admin Staff	700	300	364	43%	52%
Total	1250	450	536	36%	43%
AS Applications Clients	426	-	151	-	35%

For any cumulative statistics there will be relative over and under weighting of the specific groups (faculty and staff) because each groups representation of the population is not equal to their target sample representation.

Stanford's 2012 Sample Size and Response Rates

Group	Initial Sample Size	Target No. Responses	Actual No. Responses	Projected Response Rate	Actual Response Rate
Faculty	550	150	182	27%	33%
Graduate Students*	200	75	118	38%	59%
Undergraduate Students*	250	75	104	30%	42%
Admin Staff	300	150	182	50%	61%
Total	1300	450	586	35%	45%

*Graduate and undergraduate students were not included in the survey because they were already being targeted by an unrelated university-wide survey.

Overview of the Results

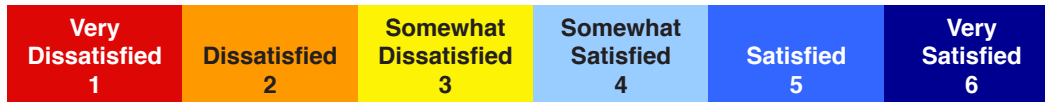
Executive Summary

In a random sampling of 1,250 faculty and staff members of the Stanford community, 536, or 43%, responded to the survey. Unlike all previous IT Services surveys, students were not included in the sample because of a conflict with another university-wide survey. With the exception of the table on page ES-17, any comparisons between this year’s survey and previous surveys look only at faculty and staff data.

Some Perspective on the Ratings

The Satisfaction Scale

A large proportion of the survey consisted of satisfaction questions that employed the following six-point scale. In addition to these selections, respondents had the option of selecting “N/A - Don’t Know” or skipping the question.



The Range of Ratings for Individual Question and Average Ratings for All Questions

The table below illustrates the range of ratings. This is useful for understanding the practical range of the scale that was used and what constitutes an excellent rating and what constitutes a poor rating. It should be noted that some questions are more likely to receive either higher or lower ratings. For example, based on MOR’s experience with other institutions, excellent ratings for courteousness and friendliness, while no doubt earned, are much easier to attain than excellent ratings for keeping clients informed.

Figures for “All” reflect questions with 100 or more responses; figures for faculty and staff reflect questions with 30 or more responses.

	Cohort	Question	Mean	Tot Neg**	Tot Pos**
Highest Individual Question Ratings from the Survey	ALL*	Q3c. 5-HELP staff are courteous and friendly	5.37	4%	96%
	Faculty*	Q3c. 5-HELP staff are courteous and friendly	5.45	1%	99%
	Staff**	Q3c. 5-HELP staff are courteous and friendly	5.33	1%	94%
Averages of All Question Ratings	ALL*	Average of All Questions	4.77	11%	89%
	Faculty*	Average All Questions	4.56	17%	83%
	Staff**	Average All Questions	4.81	9%	91%
Lowest Individual Question Ratings from the Survey	ALL*	Q13c. UIT keeping clients informed about new centrally-provided services that are introduced	4.23	24%	76%
	Faculty*	Q13c. UIT keeping clients informed about new centrally-provided services that are introduced	3.82	38%	62%
	Staff**	Q92k. SeRA (Stanford electronic Research Administration) efficiency in completing needed tasks	4.32	27%	63%

* Minimum number of respondents for “ALL” was 100; minimum number of respondents for faculty and staff was 30.

**Tot Pos represents the percent of respondents who selected Very Satisfied, Satisfied or Somewhat Satisfied;

Tot Neg represents the percent of respondents who selected either Very Dissatisfied, Dissatisfied or Somewhat Dissatisfied.

Major Findings and Themes

Ratings for Two Out of Twenty-Six Measures Repeated from the 2012 Survey Saw Statistically Significant Decreases; None Saw Statistically Significant Increases

In the 2012 survey, about two thirds of all repeated measures increased and about one third decreased. In this year's survey the ratio was reversed; seventeen measures decreased, ten increased. Counting measures with 30 or more responses, the average of all changes was -0.09 on a six-point scale. Changes in the seventeen measures *with 30 or more responses in both 2012 and 2015* are shown in the table below. Statistically significant changes are flagged in yellow.

Questions with 30 or More Responses in Both 2012 and 2015	2012	2015	Change
Q4b. HelpSU staff are knowledgeable	4.94	5.01	0.07
Q70c. Secure File Storage (individual or group)	4.81	4.87	0.06
Q70b. File Storage (individual and group)	4.81	4.83	0.03
Q3a. 5-HELP staff are available when needed	5.03	5.04	0.02
Q3b. 5-HELP staff are knowledgeable	4.97	4.96	-0.01
Q4a. HelpSU staff are available when needed	4.95	4.92	-0.03
Q4d. HelpSU staff resolve problems in a timely manner	4.82	4.78	-0.04
Q50a. Wired (Ethernet) network performance	5.13	5.06	-0.07
Q50b. Wireless (Wi-Fi) network performance	4.75	4.69	-0.07
Q50c. Wireless (Wi-Fi) network access	4.80	4.71	-0.09
Q79b. Traditional voicemail	4.81	4.70	-0.11
Q3d. 5-HELP staff resolve problems in a timely manner	4.92	4.80	-0.12
Q91q. Web Authentication ease of use	4.87	4.71	-0.16
Q83d. Qualtrics	5.03	4.85	-0.18
Q70g. AFS	4.62	4.41	-0.21
Q50d. Stanford Visitor - short-term wireless access for visitors, no sponsor required	4.90	4.63	-0.27
Q56a. Stanford Box	4.87	4.49	-0.38

Overall Measures for University IT Services Were Mixed

The question “University IT keeps the IT systems up and running,” a key measure of reliability, received the sixth highest rating in the survey. Two other overall measures, “University IT delivers promised services on a timely basis” and “University IT provides services that are valuable to you,” received above average ratings. Another measure, “UIT client-oriented approach” received average ratings. The lowest rated overall measure, “University IT helps you use technology effectively” scored in the bottom quartile of all satisfaction questions with 100 or more responses, though in MOR's experience, questions that ask about an IT organization's ability to help people use technology effectively tend to be lower than other overall measures.

Question	Mean	Tot Neg**	Tot Pos**	Count
Q95a. University IT keeps the IT systems up and running	5.09	5%	95%	491
Q95b. University IT delivers promised services on a timely basis	4.89	9%	91%	463
Q95d. University IT provides services that are valuable to you	4.80	9%	91%	476
Q1. UIT client-oriented approach	4.76	13%	87%	463
Q95c. University IT helps you use technology effectively	4.62	15%	85%	470

Help Services Received the Highest Ratings in the Survey

University IT received high ratings for all of its help services. Twenty of the 107 satisfaction questions in the survey asked about the quality of help services and eleven were ranked in the top 20. The three highest rated items in the survey were for courteousness and friendliness of the staff in each of the two University IT help units that were asked about.

Question	Mean	Tot Neg**	Tot Pos**	Count
Q3c. 5-HELP staff are courteous and friendly	5.37	4%	96%	247
Q4c. HelpSU staff are courteous and friendly	5.33	2%	98%	357
Q9c. HelpSU staff are courteous and friendly when troubleshooting specified AS applications	5.20	3%	97%	119

As Noted, University IT's Ability in Keeping the IT Systems Up and Running Was a Top-Rated Attribute; Another Key Measure of Reliability, Wired Network Performance Was Also Top-Rated

Question	Mean	Tot Neg**	Tot Pos**	Count
Q95a. University IT keeps the IT systems up and running	5.09	5%	95%	491
Q50a. Wired (Ethernet) network performance	5.06	7%	93%	421

StanfordYou Was the Highest Rated, Non-Help Service in the Survey, and Both Measures of StanfordYou Had the Lowest Negative Ratings of Any Widely Used Service, Including 0%

StanfordYou's ease of use received highly unusual 100% positive ratings. There was actually one person who indicated dissatisfaction, but 99.67% rounds to 100%. These figures were double-checked.

Question	Mean	Tot Neg**	Tot Pos**	Count
Q91o. StanfordYou (stanfordyou.stanford.edu) ease of use	5.10	0%	100%	303
Q92o. StanfordYou (stanfordyou.stanford.edu) efficiency in completing needed tasks	5.07	2%	98%	303

A Handful of "Ease of Use" Measures for Other Applications Were in the Top Twenty Ratings

Question	Mean	Tot Neg**	Tot Pos**	Count
Q92m. Sponsorship Manager (sponsorship.stanford.edu) efficiency in completing needed tasks	5.02	2%	98%	42
Q91a. Accounts (accounts.stanford.edu) ease of use	4.98	3%	97%	148
Q91m. Sponsorship Manager (sponsorship.stanford.edu) ease of use	4.98	5%	95%	43
Q91c. Axxess ease of use	4.97	5%	95%	456

**Tot Pos represents the percent of respondents who selected Very Satisfied, Satisfied or Somewhat Satisfied;

Tot Neg represents the percent of respondents who selected either Very Dissatisfied, Dissatisfied or Somewhat Dissatisfied.

Three Improvement Opportunities Were Highlighted by the Data, Though Email, a Top Source of Dissatisfaction in 2012, Wasn't Asked About

As described on page ES-13, one way to tease out improvement opportunities is to look at two measures together: the number of people who rated and therefore use a service and the percent of negative ratings a service received. The product of those calculations is the total number of survey respondents who are dissatisfied with a service. This figure appears as “Total Dissat” in the tables that follow. This is one way to determine which improvements might have the greatest impact.

University IT Communications and Other Items Related to the Ease of Accessing Information About Computing Received Among the Greatest Dissatisfaction Ratings

Questions about communications channels usually reveal a tension between efforts IT organizations make to communicate and clients' willingness to access the information available. That said, four measures of University IT communications were the top sources of dissatisfaction for the entire community.

Question	Mean	Count	% Neg	Total Dissat
Q13a. UIT keeping clients informed about the scope of centrally-provided IT services	4.30	435	23%	99
Q13c. UIT keeping clients informed about new centrally-provided services that are introduced	4.23	401	24%	98
Q13b. UIT keeping clients informed about changes made to existing centrally-provided services	4.27	399	23%	90
Q13e. UIT keeping clients informed about "policies that affect you"	4.42	431	19%	84

Wireless Network Availability and Reliability Is a Top Improvement Opportunity Identified by the Survey

Two of the top ten sources of dissatisfaction in the survey were related to wireless. Stanford Visitor wireless was the eleventh.

Question	Mean	Count	% Neg	Total Dissat
Q50b. Wireless (Wi-Fi) network performance	4.69	476	15%	73
Q50c. Wireless (Wi-Fi) network access	4.71	478	14%	65
Q50d. Stanford Visitor - short-term wireless access for visitors, no sponsor required	4.63	327	16%	53

Though Not a Top Source of Dissatisfaction Because of Its Smaller Reach, SeRA (Stanford electronic Research Administration) Received Among the Lowest Ratings for a Service with 100 or Greater Responses

Question	Mean	Count	% Neg	Total Dissat
Q92k. SeRA (Stanford electronic Research Administration) efficiency in completing needed tasks	4.31	124	22%	27
Q91k. SeRA (Stanford electronic Research Administration) ease of use	4.36	121	21%	25

Email Was Not Asked About In This Year’s Survey, But It Was the Top Source of Dissatisfaction in 2012

“Email quota” was the top source of dissatisfaction in 2012. Two other measures. “Email features” and “Email ease of use” were fifth and sixth top sources of dissatisfaction, respectively, in 2012. Email was not asked about in this latest survey, but was assumed to still be an issue.

A Supplementary Administrative Systems Survey Was Administered to Gather Feedback from Business Owners and Their Staff Who Work Directly with AS

A supplementary survey was administered as a census to clients of Administrative Systems who work with AS in developing and deploying applications.

The Main UIT Survey Responses and the AS Survey Asked Two Identical Ratings Questions About Widely Used Applications; Three Differences Between The Two Surveys Were Statistically Significant

Two ratings questions were asked in the main UIT survey and the AS survey:

Q91. How satisfied are you with the ease of use of the following applications?

Q91. How satisfied are you with how efficiently you can complete needed tasks using the following applications?

The table below illustrates the differences between the UIT sample and the AS sample for questions that received at least 30 responses in both surveys. Statistically significant differences are flagged in yellow.

Question	UIT	AS	Diff
Web Authentication efficiency in completing needed tasks	4.70	5.17	0.47
Web Authentication ease of use	4.71	5.07	0.37
iJournals efficiency in completing needed tasks	4.71	4.95	0.24
Expense Requests ease of use	4.43	4.66	0.23
Expense Requests efficiency in completing needed tasks	4.44	4.60	0.16
iJournals ease of use	4.71	4.86	0.16
Accounts (accounts.stanford.edu) efficiency in completing needed tasks	4.99	5.13	0.14
Accounts (accounts.stanford.edu) ease of use	4.98	5.05	0.07
StanfordYou (stanfordyou.stanford.edu) efficiency in completing needed tasks	5.07	5.14	0.07
Workgroup Manager (workgroup.stanford.edu) ease of use	4.78	4.85	0.06
SeRA (Stanford electronic Research Administration) ease of use	4.36	4.42	0.05
Axess efficiency in completing needed tasks	4.86	4.90	0.05
StanfordYou (stanfordyou.stanford.edu) ease of use	5.10	5.12	0.02
SeRA (Stanford electronic Research Administration) efficiency in completing needed tasks	4.31	4.31	0.01
Authority Manager (authority.stanford.edu) efficiency in completing needed tasks	4.78	4.72	-0.06
Axess ease of use	4.97	4.89	-0.08
Authority Manager (authority.stanford.edu) ease of use	4.78	4.62	-0.16
Sponsorship Manager (sponsorship.stanford.edu) efficiency in completing needed tasks	5.02	4.74	-0.28
PeopleSoft efficiency in completing needed tasks	4.63	4.18	-0.46
PeopleSoft ease of use	4.68	4.23	-0.46
Sponsorship Manager (sponsorship.stanford.edu) ease of use	4.98	4.47	-0.50

Unlike the Main UIT Survey, Which Asked About Products and Services, the AS Survey Also Asked About Their Processes, Which Are by Definition More Complex

The AS survey addressed a variety of aspects of doing projects with Administrative Systems:

- Initiating a project
- Planning a project
- Executing a project
- End results of the service solutions AS delivers
- The support AS provides for the products it delivers
- Specific aspects of AS staff

The Range of Ratings for AS Process Questions Was Narrower and More Negative Than the Range in the Main UIT Survey

For the main UIT survey, ratings ranged from a low of 4.20 to a high of 5.37 (for questions with 30 or more responses). For the AS survey, the range was 3.98 to 4.64. Looking at percents of negative ratings, the range in the main UIT survey was 0% to 24% and in the AS survey it was 13% to 34%.

The Ordered List of Sources of Dissatisfaction with AS Processes

As described on page ES-13, one way to tease out improvement opportunities is to look at two measures together: the number of people who rated and therefore use a service and the percent of negative ratings a service received. The product of those calculations is the total number of survey respondents who are dissatisfied with a service. This figure appears as “Total Dissat” in the table on the opposite page. This is one way to determine which improvements might have the greatest impact.

In the case of AS process questions, the top sources of dissatisfaction are hard to categorize, which suggests that a proper answer may lie in a case-by-case investigation.

Question	Mean	Count	% Neg	Total Dissat
Q5c. AS' responsiveness to improvement requests	4.09	110	34%	37
Q6d. Anticipate and address issues before they become problems	3.98	111	28%	31
Q4b. Ease of use for the end users	4.17	103	30%	31
Q3h. The length of time it took to complete the project(s), once approved	4.10	90	31%	28
Q4c. How efficiently end users can complete needed tasks	4.22	102	26%	27
Q6b. Fully explain important concepts and issues, so you are properly equipped to provide input	4.27	115	23%	27
Q6i. Coordinate effectively with each other	4.30	105	25%	26
Q1c. The process for deciding if a project should proceed	4.23	80	31%	25
Q4a. The fit of the solution(s) to end user needs	4.30	103	24%	25
Q6g. Communicate clearly and concisely	4.39	119	21%	25
Q6h. Keep you informed at all times	4.34	115	21%	24
Q5b. Reliability and stability of solutions	4.41	114	21%	24
Q4d. How closely the solution(s) match up with signed off requirements	4.29	94	26%	24
Q2c. The resource planning process	4.06	70	33%	23
Q3c. Problems are quickly identified and addressed	4.32	100	23%	23
Q3d. You are appropriately informed at all times	4.38	98	22%	22
Q6a. Are experts on project management, the context at Stanford, and relevant technologies	4.41	105	21%	22
Q6c. Listen carefully and ask questions to fully understand your needs	4.43	117	18%	21
Q1e. The length of time it takes to initiate a project, once approved	4.20	80	25%	20
Q3g. Stakeholders' input is sought and incorporated when appropriate	4.41	93	22%	20
Q5a. Quality of troubleshooting support provided	4.49	113	18%	20
Q6e. Are responsive to requests for information or help	4.58	117	17%	20
Q6f. Accurately represent what they will do and when they will do it.	4.38	115	17%	20
Q1b. The help you receive from AS staff in developing your initial proposal	4.39	80	24%	19
Q2b. The accuracy and completeness of the project charter in defining scope, timeline, outcomes	4.24	72	26%	19
Q3e. Steady progress is maintained until the project is done	4.42	96	20%	19
Q2d. The risk management process	4.13	64	28%	18
Q6j. Perform quality work and create quality deliverables	4.48	113	16%	18
Q1a. The process for suggesting a project	4.40	78	22%	17
Q1d. Communication about the status of your request(s) for a project.	4.49	81	21%	17
Q3f. The tools AS uses to monitor and communicate about the project are effective	4.43	92	18%	17
Q2a. The project charter development process	4.29	68	24%	16
Q3a. Meetings are efficient and productive	4.61	93	15%	14
Q3b. The right people are assigned to the right tasks	4.64	89	13%	12

Ten Highest Satisfaction Ratings from the General Survey Ratings Sorted by Mean*

Question	Mean	Tot Neg**	Tot Pos**	Count
Q3c. 5-HELP staff are courteous and friendly	5.37	4%	96%	247
Q4c. HelpSU staff are courteous and friendly	5.33	2%	98%	357
Q9c. HelpSU staff are courteous and friendly when troubleshooting specified AS applications	5.20	3%	97%	119
Q3e. 5-HELP staff speak clearly and concisely	5.17	6%	94%	246
Q91o. StanfordYou (stanfordyou.stanford.edu) ease of use	5.10	0%	100%	303
Q95a. University IT keeps the IT systems up and running	5.09	5%	95%	491
Q4e. HelpSU staff write clearly and concisely	5.08	5%	95%	337
Q92o. StanfordYou (stanfordyou.stanford.edu) efficiency in completing needed tasks	5.07	2%	98%	303
Q50a. Wired (Ethernet) network performance	5.06	7%	93%	421
Q3a. 5-HELP staff are available when needed	5.04	7%	93%	249

Ten Lowest Satisfaction Ratings from the General Survey Ratings Sorted by Mean*

Question	Mean	Tot Neg**	Tot Pos**	Count
Q13e. UIT keeping clients informed about "policies that affect you"	4.42	19%	81%	431
Q18b. Secure Computing website (securecomputing.stanford.edu) usefulness of content	4.42	17%	83%	132
Q18a. Secure Computing website (securecomputing.stanford.edu) ease of finding what you need	4.37	20%	80%	130
Q91k. SeRA (Stanford electronic Research Administration) ease of use	4.36	21%	79%	121
Q15b. University IT website (uit.stanford.edu) usefulness of content	4.35	17%	83%	143
Q92k. SeRA (Stanford electronic Research Administration) efficiency in completing needed tasks	4.31	22%	78%	124
Q13a. UIT keeping clients informed about the scope of centrally-provided IT services	4.30	23%	77%	435
Q13b. UIT keeping clients informed about changes made to existing centrally-provided services	4.27	23%	77%	399
Q15a. University IT website (uit.stanford.edu) ease of finding what you need	4.24	21%	79%	147
Q13c. UIT keeping clients informed about new centrally-provided services that are introduced	4.23	24%	76%	401

* Minimum number of respondents was 100.

**Tot Pos represents the percent of respondents who selected Very Satisfied, Satisfied or Somewhat Satisfied;
Tot Neg represents the percent of respondents who selected either Very Dissatisfied, Dissatisfied or Somewhat Dissatisfied.

Ten Highest Satisfaction Ratings from the General Survey by Cohort, Sorted by Mean*

Faculty

Question	Mean	Tot Neg**	Tot Pos**	Count
Q3c. 5-HELP staff are courteous and friendly	5.45	1%	99%	73
Q4c. HelpSU staff are courteous and friendly	5.38	2%	98%	104
Q3e. 5-HELP staff speak clearly and concisely	5.18	10%	90%	72
Q95a. University IT keeps the IT systems up and running	5.05	5%	95%	152
Q3b. 5-HELP staff are knowledgeable	4.97	11%	89%	72
Q50a. Wired (Ethernet) network performance	4.97	10%	90%	127
Q91o. StanfordYou (stanfordyou.stanford.edu) ease of use	4.95	0%	100%	79
Q4e. HelpSU staff write clearly and concisely	4.92	9%	91%	91
Q92o. StanfordYou (stanfordyou.stanford.edu) efficiency in completing needed tasks	4.91	3%	97%	79
Q3a. 5-HELP staff are available when needed	4.90	12%	88%	73

Staff

Question	Mean	Tot Neg**	Tot Pos**	Count
Q3c. 5-HELP staff are courteous and friendly	5.33	5%	95%	174
Q4c. HelpSU staff are courteous and friendly	5.31	2%	98%	253
Q9c. HelpSU staff are courteous and friendly when troubleshooting specified AS applications	5.20	3%	97%	119
Q3e. 5-HELP staff speak clearly and concisely	5.17	5%	95%	174
Q91o. StanfordYou (stanfordyou.stanford.edu) ease of use	5.15	0%	100%	224
Q4e. HelpSU staff write clearly and concisely	5.14	4%	96%	246
Q92o. StanfordYou (stanfordyou.stanford.edu) efficiency in completing needed tasks	5.13	2%	98%	224
Q50a. Wired (Ethernet) network performance	5.11	5%	95%	294
Q95a. University IT keeps the IT systems up and running	5.10	5%	95%	339
Q3a. 5-HELP staff are available when needed	5.10	5%	95%	176

* Minimum number of respondents was 30.

**Tot Pos represents the percent of respondents who selected Very Satisfied, Satisfied or Somewhat Satisfied;
Tot Neg represents the percent of respondents who selected Very Dissatisfied, Dissatisfied or Somewhat Dissatisfied.

Ten Lowest Satisfaction Ratings from the General Survey by Cohort, Sorted by Mean*

Faculty

Question	Mean	Tot Neg**	Tot Pos**	Count
Q17b. IT Services website (itservices.stanford.edu) usefulness of content	4.22	18%	82%	72
Q56d. BlueJeans	4.19	27%	73%	37
Q17a. IT Services website (itservices.stanford.edu) ease of finding what you need	4.11	26%	74%	74
Q13e. UIT keeping clients informed about "policies that affect you"	4.07	30%	70%	141
Q56a. Stanford Box	4.02	28%	72%	103
Q13a. UIT keeping clients informed about the scope of centrally-provided IT services	3.99	34%	66%	142
Q15b. University IT website (uit.stanford.edu) usefulness of content	3.98	30%	70%	44
Q13b. UIT keeping clients informed about changes made to existing centrally-provided services	3.94	35%	65%	127
Q15a. University IT website (uit.stanford.edu) ease of finding what you need	3.89	36%	64%	47
Q13c. UIT keeping clients informed about new centrally-provided services that are introduced	3.82	38%	62%	128

Staff

Question	Mean	Tot Neg**	Tot Pos**	Count
Q16a. Administrative Systems website (as.stanford.edu) ease of finding what you need	4.48	16%	84%	50
Q18a. Secure Computing website (securecomputing.stanford.edu) ease of finding what you need	4.46	15%	85%	81
Q13a. UIT keeping clients informed about the scope of centrally-provided IT services	4.45	17%	83%	293
Q83b. Stanford Sites Drupal	4.43	17%	83%	47
Q13b. UIT keeping clients informed about changes made to existing centrally-provided services	4.42	17%	83%	272
Q13c. UIT keeping clients informed about new centrally-provided services that are introduced	4.42	18%	82%	273
Q15a. University IT website (uit.stanford.edu) ease of finding what you need	4.41	14%	86%	100
Q91k. SeRA (Stanford electronic Research Administration) ease of use	4.38	21%	79%	42
Q5. answers.stanford.edu knowledgebase	4.37	17%	83%	30
Q92k. SeRA (Stanford electronic Research Administration) efficiency in completing needed tasks	4.32	27%	73%	41

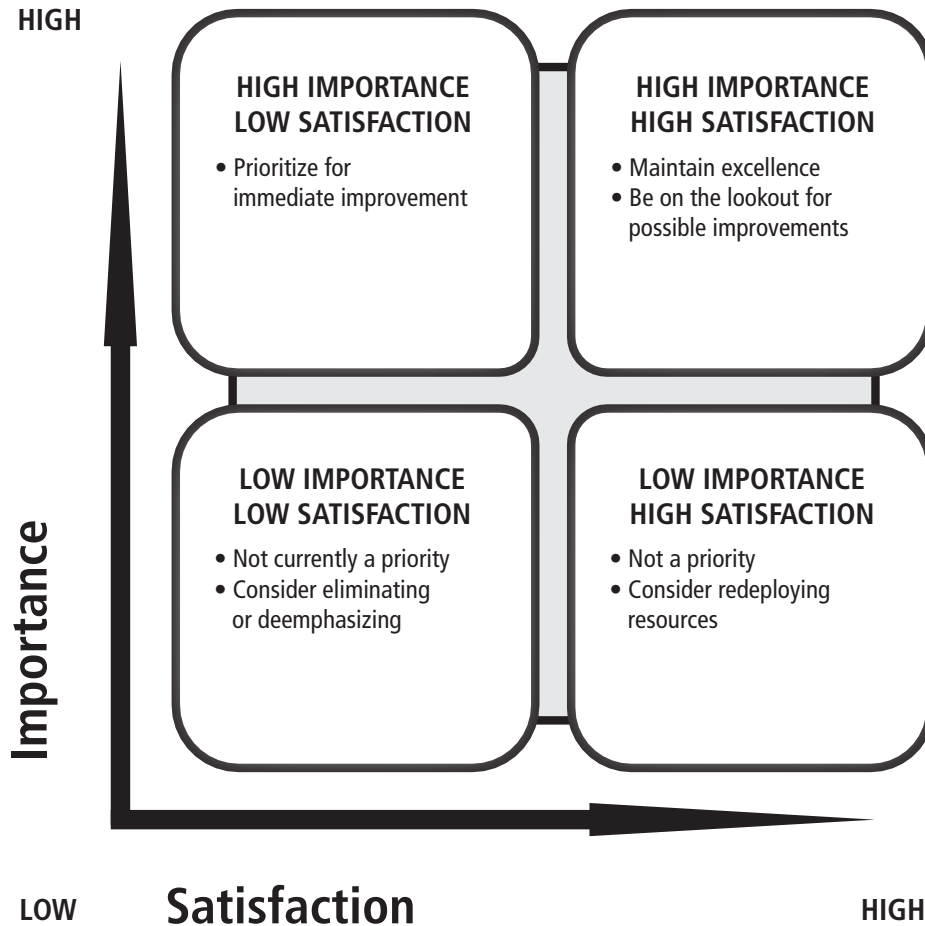
* Minimum number of respondents was 30.

**Tot Pos represents the percent of respondents who selected Very Satisfied, Satisfied or Somewhat Satisfied;

Tot Neg represents the percent of respondents who selected either Very Dissatisfied, Dissatisfied or Somewhat Dissatisfied.

Counts of Clients Expressing Dissatisfaction for Satisfaction Questions, Sorted by Total Dissatisfied

One method of interpreting the results of satisfaction questions and prioritizing possible improvement is to sort the results into a matrix with two axes, satisfaction and importance. The illustration below elaborates on the concept.



Typically, when these matrices are used, it presupposes that for any given satisfaction question, a parallel question was asked about the importance that respondents placed on the item being rated for satisfaction. This was not practical for this survey, given its length and breadth. However, in lieu of a question asking specifically about importance, we can infer some measure of importance by looking at the total number of respondents to each question. In this survey the number of responses for questions ranged from a low of 3 (Q11. Friday Open Labs) to a high of 491 (Q95a. University IT keeps the IT systems up and running). The following tables quantify the number of people who registered dissatisfaction with each of the services or service attributes *with response counts of 30 or more* that respondents were asked to rate for satisfaction. It is one way to get at the same type of information provided by the matrix, and to think about what service improvements might have the most impact. The tables also feature color coding to indicate how highly each item correlates with respondents' average satisfaction with the five overall UIT measures asked in the survey. This is another data point to consider when deciding which services to prioritize.

Counts of Customers Expressing Dissatisfaction for All Satisfaction Questions, Sorted by Total Dissatisfied, Plus Correlations with University IT Services Overall

Question	Mean	Count	% Neg	Total Dissat	R ²
Q13a. UIT keeping clients informed about the scope of centrally-provided IT services	4.30	435	23%	99	
Q13c. UIT keeping clients informed about new centrally-provided services that are introduced	4.23	401	24%	98	
Q13b. UIT keeping clients informed about changes made to existing centrally-provided services	4.27	399	23%	90	
Q13e. UIT keeping clients informed about "policies that affect you"	4.42	431	19%	84	
Q50b. Wireless (Wi-Fi) network performance	4.69	476	15%	73	
Q95c. University IT helps you use technology effectively	4.62	470	15%	71	
Q13d. UIT keeping clients informed about service outages	4.65	455	15%	69	
Q50c. Wireless (Wi-Fi) network access	4.71	478	14%	65	
Q1. UIT client-oriented approach	4.76	463	13%	58	
Q56a. Stanford Box	4.49	317	17%	53	
Q50d. Stanford Visitor - short-term wireless access for visitors, no sponsor required	4.63	327	16%	53	
Q4d. HelpSU staff resolve problems in a timely manner	4.78	364	13%	48	
Q79b. Traditional voicemail	4.70	385	12%	45	
Q95d. University IT provides services that are valuable to you	4.80	476	9%	44	
Q4f. HelpSU staff keep you informed about your issue(s)	4.79	348	12%	43	
Q95b. University IT delivers promised services on a timely basis	4.89	463	9%	40	
Q17a. IT Services website (itservices.stanford.edu) ease of finding what you need	4.42	248	16%	40	
Q79a. Desk phone service	4.80	432	9%	39	
Q92c. Access efficiency in completing needed tasks	4.86	458	8%	36	
Q3d. 5-HELP staff resolve problems in a timely manner	4.80	247	13%	32	
Q4a. HelpSU staff are available when needed	4.92	368	8%	31	
Q15a. University IT website (uit.stanford.edu) ease of finding what you need	4.24	147	21%	31	

Minimum number of responses was 30.

Color Coding of Text
Communications / Channels
Wireless Network
Help Services
Telecommunications
StanfordYou

Strength of Correlation with Average of All Overall Measures of University IT Services (Pearson's R ²)
Very Strong =>70%
Strong 40%-69%
Moderate 30-39%
Weak 20-29%
No or negligible 0-19%

Question	Mean	Count	% Neg	Total Dissat	R ²
Q50a. Wired (Ethernet) network performance	5.06	421	7%	29	
Q4b. HelpSU staff are knowledgeable	5.01	363	8%	28	
Q17b. IT Services website (itservices.stanford.edu) usefulness of content	4.54	243	11%	27	
Q92k. SeRA (Stanford electronic Research Administration) efficiency in completing needed tasks	4.31	124	22%	27	
Q92q. Web Authentication efficiency in completing needed tasks	4.70	227	11%	26	
Q18a. Secure Computing website (securecomputing.stanford.edu) ease of finding what you need	4.37	130	20%	26	
Q15b. University IT website (uit.stanford.edu) usefulness of content	4.35	143	17%	25	
Q91q. Web Authentication ease of use	4.71	231	11%	25	
Q91k. SeRA (Stanford electronic Research Administration) ease of use	4.36	121	21%	25	
Q95a. University IT keeps the IT systems up and running	5.09	491	5%	24	
Q56d. BlueJeans	4.49	160	15%	24	
Q18b. Secure Computing website (securecomputing.stanford.edu) usefulness of content	4.42	132	17%	23	
Q3b. 5-HELP staff are knowledgeable	4.96	245	9%	23	
Q91c. Axxess ease of use	4.97	456	5%	21	
Q3f. 5-HELP staff keep you informed about your issue(s)	4.94	228	9%	21	
Q56b. Stanford Google Apps (e.g., Google Docs, Google Drive)	4.75	200	10%	19	
Q70a. CrashPlan PROe	4.74	199	10%	19	
Q3a. 5-HELP staff are available when needed	5.04	249	7%	18	
Q4e. HelpSU staff write clearly and concisely	5.08	337	5%	18	
Q92d. Expense Requests efficiency in completing needed tasks	4.44	86	19%	16	
Q3e. 5-HELP staff speak clearly and concisely	5.17	246	6%	15	
Q91d. Expense Requests ease of use	4.43	86	15%	13	
Q16a. Administrative Systems website (as.stanford.edu) ease of finding what you need	4.35	63	21%	13	
Q16b. Administrative Systems website (as.stanford.edu) usefulness of content	4.45	62	19%	12	
Q5. answers.stanford.edu knowledgebase	4.20	49	24%	12	
Q9d. HelpSU staff resolve problems in a timely manner when troubleshooting specified AS applications	4.81	118	9%	11	
Q6. software.stanford.edu portal	4.71	93	11%	10	

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Question	Mean	Count	% Neg	Total Dissat	R ²
Q9a. HelpSU staff are available when needed when troubleshooting specified AS applications	4.96	120	8%	9	
Q83b. Stanford Sites Drupal	4.42	53	17%	9	
Q3c. 5-HELP staff are courteous and friendly	5.37	247	4%	9	
Q56g. Mailing lists (Mailman)	4.85	239	4%	9	
Q83d. Qualtrics	4.85	98	9%	9	
Q9e. HelpSU staff write clearly and concisely when troubleshooting specified AS applications	5.01	113	7%	8	
Q9f. HelpSU staff keep you informed about your issue(s) when troubleshooting specified AS applications	4.86	111	7%	8	
Q4c. HelpSU staff are courteous and friendly	5.33	357	2%	7	
Q9b. HelpSU staff are knowledgeable when troubleshooting specified AS applications	4.96	120	6%	7	
Q92b. Authority Manager (authority.stanford.edu) efficiency in completing needed tasks	4.78	77	9%	7	
Q92e. iJournals efficiency in completing needed tasks	4.71	73	10%	7	
Q91e. iJournals ease of use	4.71	72	10%	7	
Q92o. StanfordYou (stanfordyou.stanford.edu) efficiency in completing needed tasks	5.07	303	2%	6	
Q92a. Accounts (accounts.stanford.edu) efficiency in completing needed tasks	4.99	149	4%	6	
Q92h. PeopleSoft efficiency in completing needed tasks	4.63	46	13%	6	
Q91a. Accounts (accounts.stanford.edu) ease of use	4.98	148	3%	5	
Q92j. Secure Portal efficiency in completing needed tasks	4.86	57	9%	5	
Q91h. PeopleSoft ease of use	4.68	47	11%	5	
Q91b. Authority Manager (authority.stanford.edu) ease of use	4.78	77	6%	5	
Q9c. HelpSU staff are courteous and friendly when troubleshooting specified AS applications	5.20	119	3%	4	
Q91j. Secure Portal ease of use	4.93	57	7%	4	
Q56c. Confluence	4.56	34	12%	4	
Q70g. AFS	4.41	34	12%	4	
Q91s. Workgroup Manager (workgroup.stanford.edu) ease of use	4.78	32	9%	3	
Q70d. Server Storage	4.81	48	4%	2	

Minimum number of responses was 30.

Color Coding of Text	Strength of Correlation with Overall Measures of University IT Services (Pearson's R ²)
Communications	Very Strong =>70%
Wireless Network	Strong 40%-69%
Help Services	Moderate 30-39%
Telecommunications	Weak 20-29%
StanfordYou	No or negligible 0-19%

Question	Mean	Count	% Neg	Total Dissat	R ²
Q91m. Sponsorship Manager (sponsorship.stanford.edu) ease of use	4.98	43	5%	2	
Q92s. Workgroup Manager (workgroup.stanford.edu) efficiency in completing needed tasks	4.90	31	6%	2	
Q91o. StanfordYou (stanfordyou.stanford.edu) ease of use	5.10	303	0%	1	
Q92m. Sponsorship Manager (sponsorship.stanford.edu) efficiency in completing needed tasks	5.02	42	2%	1	
Q91n. SSL Certificate Services ease of use	4.87	30	3%	1	
Q92n. SSL Certificate Services efficiency in completing needed tasks	4.90	30	3%	1	
Q70b. File Storage (individual and group)	4.83	36	0%	0	
Q70c. Secure File Storage (individual or group)	4.87	31	0%	0	

2012 Results Recap - 20 Questions with the Highest Number of Dissatisfied Ratings

The table below is repeated from the 2012 report. In that survey, email was the greatest source of dissatisfaction in the community. Email was not asked about in this latest survey, but was assumed to still be an issue.

Note: This table includes student ratings.

Question	Mean	Count	% Neg	Total Dissat
Q17e. Email quota	4.56	493	19%	95
Q39a. Communications provided by IT services to keep you informed about the services it provides	4.43	498	15%	74
Q18a. Signal strength/quality of wireless connection	4.71	507	13%	66
Q18b. Availability of wireless network on campus	4.74	496	13%	64
Q17b. Email features	4.74	535	12%	64
Q17c. Email ease of use	4.81	545	11%	58
Q43c. ITS helps you use technology effectively	4.72	489	11%	55
Q3c. HelpSU: Turnaround time for resolving your problem	4.79	449	11%	51
Q17a. Email speed	4.93	546	9%	47
Q17d. Email reliability	4.94	543	9%	47
Q18d. Visitor Wireless	4.69	284	15%	43
Q19a. Wireless in the residences	4.52	195	22%	43
Q30a. Stanford Mobile Device Management Service (MDM)	4.52	248	17%	41
Q1a. IT Services "client-oriented" approach	4.95	510	8%	39
Q4a. Problem resolution overall	4.95	494	8%	38
Q3d. HelpSU: Ability to be routed to the correct service group	4.94	425	9%	38
Q27a. stanford.edu mobile device experience	4.71	420	9%	38
Q3b. HelpSU: Ability to solve problem	4.94	454	8%	36
Q3a. HelpSU: Timeliness of initial response to your inquiry	4.88	461	8%	35
Q18c. Sponsored Wireless Guest	4.81	305	11%	35

All Satisfaction Ratings

Sorted from High to Low by Mean

Question	Mean	Tot Neg**	Tot Pos**	Count
Q3c. 5-HELP staff are courteous and friendly	5.37	4%	96%	247
Q4c. HelpSU staff are courteous and friendly	5.33	2%	98%	357
Q9c. HelpSU staff are courteous and friendly when troubleshooting specified AS applications	5.20	3%	97%	119
Q3e. 5-HELP staff speak clearly and concisely	5.17	6%	94%	246
Q91o. StanfordYou (stanfordyou.stanford.edu) ease of use	5.10	0%	100%	303
Q95a. University IT keeps the IT systems up and running	5.09	5%	95%	491
Q4e. HelpSU staff write clearly and concisely	5.08	5%	95%	337
Q92o. StanfordYou (stanfordyou.stanford.edu) efficiency in completing needed tasks	5.07	2%	98%	303
Q50a. Wired (Ethernet) network performance	5.06	7%	93%	421
Q3a. 5-HELP staff are available when needed	5.04	7%	93%	249
Q92m. Sponsorship Manager (sponsorship.stanford.edu) efficiency in completing needed tasks	5.02	2%	98%	42
Q4b. HelpSU staff are knowledgeable	5.01	8%	92%	363
Q9e. HelpSU staff write clearly and concisely when troubleshooting specified AS applications	5.01	7%	93%	113
Q92a. Accounts (accounts.stanford.edu) efficiency in completing needed tasks	4.99	4%	96%	149
Q91a. Accounts (accounts.stanford.edu) ease of use	4.98	3%	97%	148
Q91m. Sponsorship Manager (sponsorship.stanford.edu) ease of use	4.98	5%	95%	43
Q91c. Axxess ease of use	4.97	5%	95%	456
Q9a. HelpSU staff are available when needed when troubleshooting specified AS applications	4.96	8%	93%	120
Q9b. HelpSU staff are knowledgeable when troubleshooting specified AS applications	4.96	6%	94%	120
Q3b. 5-HELP staff are knowledgeable	4.96	9%	91%	245
Q3f. 5-HELP staff keep you informed about your issue(s)	4.94	9%	91%	228
Q91j. Secure Portal ease of use	4.93	7%	93%	57
Q4a. HelpSU staff are available when needed	4.92	8%	92%	368
Q92s. Workgroup Manager (workgroup.stanford.edu) efficiency in completing needed tasks	4.90	6%	94%	31
Q92n. SSL Certificate Services efficiency in completing needed tasks	4.90	3%	97%	30
Q95b. University IT delivers promised services on a timely basis	4.89	9%	91%	463
Q70c. Secure File Storage (individual or group)	4.87	0%	100%	31
Q91n. SSL Certificate Services ease of use	4.87	3%	97%	30
Q92j. Secure Portal efficiency in completing needed tasks	4.86	9%	91%	57
Q92c. Axxess efficiency in completing needed tasks	4.86	8%	92%	458

**Tot Pos represents the percent of respondents who selected Very Satisfied, Satisfied or Somewhat Satisfied;

Tot Neg represents the percent of respondents who selected either Very Dissatisfied, Dissatisfied or Somewhat Dissatisfied.

Question	Mean	Tot Neg**	Tot Pos**	Count
Q9f. HelpSU staff keep you informed about your issue(s) when troubleshooting specified AS applications	4.86	7%	93%	111
Q56g. Mailing lists (Mailman)	4.85	4%	96%	239
Q83d. Qualtrics	4.85	9%	91%	98
Q70b. File Storage (individual and group)	4.83	0%	100%	36
Q70d. Server Storage	4.81	4%	96%	48
Q9d. HelpSU staff resolve problems in a timely manner when troubleshooting specified AS applications	4.81	9%	91%	118
Q3d. 5-HELP staff resolve problems in a timely manner	4.80	13%	87%	247
Q79a. Desk phone service	4.80	9%	91%	432
Q95d. University IT provides services that are valuable to you	4.80	9%	91%	476
Q4f. HelpSU staff keep you informed about your issue(s)	4.79	12%	88%	348
Q4d. HelpSU staff resolve problems in a timely manner	4.78	13%	87%	364
Q91s. Workgroup Manager (workgroup.stanford.edu) ease of use	4.78	9%	91%	32
Q92b. Authority Manager (authority.stanford.edu) efficiency in completing needed tasks	4.78	9%	91%	77
Q91b. Authority Manager (authority.stanford.edu) ease of use	4.78	6%	94%	77
Q1. UIT client-oriented approach	4.76	13%	87%	463
Q56b. Stanford Google Apps (e.g., Google Docs, Google Drive)	4.75	10%	91%	200
Q70a. CrashPlan PROe	4.74	10%	90%	199
Q92e. iJournals efficiency in completing needed tasks	4.71	10%	90%	73
Q50c. Wireless (Wi-Fi) network access	4.71	14%	86%	478
Q6. software.stanford.edu portal	4.71	11%	89%	93
Q91e. iJournals ease of use	4.71	10%	90%	72
Q91q. Web Authentication ease of use	4.71	11%	89%	231
Q92q. Web Authentication efficiency in completing needed tasks	4.70	11%	89%	227
Q79b. Traditional voicemail	4.70	12%	88%	385
Q50b. Wireless (Wi-Fi) network performance	4.69	15%	85%	476
Q91h. PeopleSoft ease of use	4.68	11%	89%	47
Q13d. UIT keeping clients informed about service outages	4.65	15%	85%	455
Q50d. Stanford Visitor - short-term wireless access for visitors, no sponsor required	4.63	16%	84%	327
Q92h. PeopleSoft efficiency in completing needed tasks	4.63	13%	87%	46
Q95c. University IT helps you use technology effectively	4.62	15%	85%	470
Q56c. Confluence	4.56	12%	88%	34
Q17b. IT Services website (itservices.stanford.edu) usefulness of content	4.54	11%	89%	243

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Question	Mean	Tot Neg**	Tot Pos**	Count
Q56d. BlueJeans	4.49	15%	85%	160
Q56a. Stanford Box	4.49	17%	83%	317
Q16b. Administrative Systems website (as.stanford.edu) usefulness of content	4.45	19%	81%	62
Q92d. Expense Requests efficiency in completing needed tasks	4.44	19%	81%	86
Q91d. Expense Requests ease of use	4.43	15%	85%	86
Q17a. IT Services website (itservices.stanford.edu) ease of finding what you need	4.42	16%	84%	248
Q13e. UIT keeping clients informed about "policies that affect you"	4.42	19%	81%	431
Q18b. Secure Computing website (securecomputing.stanford.edu) usefulness of content	4.42	17%	83%	132
Q83b. Stanford Sites Drupal	4.42	17%	83%	53
Q70g. AFS	4.41	12%	88%	34
Q18a. Secure Computing website (securecomputing.stanford.edu) ease of finding what you need	4.37	20%	80%	130
Q91k. SeRA (Stanford electronic Research Administration) ease of use	4.36	21%	79%	121
Q15b. University IT website (uit.stanford.edu) usefulness of content	4.35	17%	83%	143
Q16a. Administrative Systems website (as.stanford.edu) ease of finding what you need	4.35	21%	79%	63
Q92k. SeRA (Stanford electronic Research Administration) efficiency in completing needed tasks	4.31	22%	78%	124
Q13a. UIT keeping clients informed about the scope of centrally-provided IT services	4.30	23%	77%	435
Q13b. UIT keeping clients informed about changes made to existing centrally-provided services	4.27	23%	77%	399
Q15a. University IT website (uit.stanford.edu) ease of finding what you need	4.24	21%	79%	147
Q13c. UIT keeping clients informed about new centrally-provided services that are introduced	4.23	24%	76%	401
Q5. answers.stanford.edu knowledgebase	4.20	24%	76%	49

**Tot Pos represents the percent of respondents who selected Very Satisfied, Satisfied or Somewhat Satisfied;
 Tot Neg represents the percent of respondents who selected either Very Dissatisfied, Dissatisfied or Somewhat Dissatisfied.

Table continued from previous page.

Question (Fewer than 30 Responses)	Mean	Tot Neg**	Tot Pos**	Count
Q91r. Web Virtual Host ease of use	5.21	5%	95%	19
Q92f. MySQL Database efficiency in completing needed tasks	5.13	0%	100%	16
Q91p. SUPAD ease of use	5.10	5%	95%	21
Q92p. SUPAD efficiency in completing needed tasks	5.10	5%	95%	21
Q91f. MySQL Database ease of use	5.06	0%	100%	16
Q92r. Web Virtual Host efficiency in completing needed tasks	5.05	5%	95%	19
Q91l. Shared Facilities ease of use	5.00	6%	94%	16
Q70e. Backup and Recovery Service for Servers (BaRS)	5.00	0%	100%	7
Q11. Friday Open Labs	5.00	33%	67%	3
Q92l. Shared Facilities efficiency in completing needed tasks	4.75	13%	88%	16
Q92t. WWW/AFS Hosting efficiency in completing needed tasks	4.73	15%	85%	26
Q56e. Jira	4.72	16%	84%	25
Q83a. Stanford WordPress	4.67	15%	85%	27
Q92g. Nolij efficiency in completing needed tasks	4.67	0%	100%	9
Q83c. Form Builder (Web Forms Service)	4.65	15%	85%	26
Q91t. WWW/AFS Hosting ease of use	4.65	12%	88%	26
Q83f. Stanford Web Services' web design, development, and consulting services	4.64	14%	86%	28
Q91g. Nolij ease of use	4.56	11%	89%	9
Q83e. Downloadable web design/theme assets for Drupal, WordPress, and HTML websites	4.52	19%	81%	21
Q91i. OrderIT ease of use	4.50	22%	78%	18
Q56f. Stanford Instant Messaging (Adium, Pidgin)	4.48	19%	81%	27
Q70h. Secure AFS	4.42	11%	89%	19
Q92i. OrderIT efficiency in completing needed tasks	4.39	22%	78%	18

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