Computing Service

Survey report

Year 2009

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Introduction to the Computing Service survey 2009

The CS user survey was carried out between May 27 and June 3, 2009

All researchers, fellows, academic personnel and staff of the EUI received an e-mail inviting them to fill in an online form with 23 questions: 17 concerning the IT services and 6 concerning the users role. Their anonymity was guaranteed.

The objective of the survey was to measure the user satisfaction level concerning many aspects of the IT services provided by the CS during the last academic year.

The survey was sent to 1030 registered members of the EUI. By its end 343 users had seen the form, 190 started the survey and 185 had fully completed the survey

The following report is summarizing the results and comparing them with those from the previous year ([1]).

Among the many possible comparisons, visible in the following tables, there are few major indications:

a) There is a general overall satisfaction level about the CS. This value increased by 15%, the users who were either satisfied or very satisfied moved from 70% to 85%.

b) 10% of the users moved from EUI desktop PCs to laptops (or netbooks).

c) There was a decrease of Windows XP users compensated by an increase of Windows Vista and Mac OS users.

d) A significant improvement is registered concerning the availability/continuity of the IT services. When work obstructions are reported the major reasons concern: printer faults, Wi-Fi connection problem, and access to e-resources.

e) There has been an improvement in satisfaction regarding the CS web pages, Internet access and printing facilities.

f) The need of support for the research software, offered by the Lab Assistant, seemed to become less requested, as the number of users expressing "no opinion" increased significantly.

In conclusion, the main areas of enhancement, that are already the object of improvement activity or will be duly considered for the next year development plan, are: Mailbox Size, Disk size (G:drive), Printing hardware reliability, Wi-Fi coverage or ease of connection and Internet/download speed.

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[1] Few questions were asked only in 2009, in this case the comparison was not possible and only 2009 data are reported.

PART A: BACKGROUND

Figure 1: General satisfaction overall with the Computing Service facilities and services
(numbers represent the number of answers)
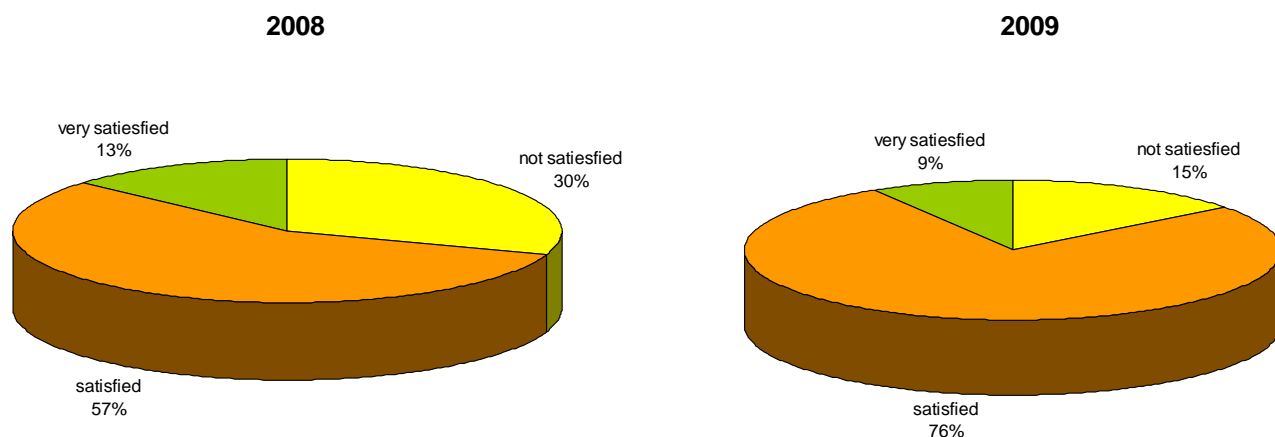
2008

2009

2008

Category	Not satisfied		Satisfied		Very satisfied		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	2	40%	2	40%	1	20%	5	2%
other	0	0%	1	25%	3	75%	4	2%
prof	8	47%	7	41%	2	12%	17	7%
res	50	32%	86	55%	20	13%	156	66%
staff	12	21%	38	68%	6	11%	56	24%
Total 2008	72	30%	134	56%	32	13%	238	100%

2009

Category	Not satisfied		Satisfied		Very satisfied		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	2	15%	9	69%	2	15%	13	7%
other	1	10%	8	80%	1	10%	10	5%
professor	1	14%	5	71%	1	14%	7	4%
researcher	17	13%	98	78%	11	9%	126	68%
staff	6	20%	23	77%	1	3%	30	16%
Total	27	15%	143	77%	16	9%	186	100%

Figure 2: Summary of Answers
(Percentage with respect to the total by department, location and permanency, respectively)

By department
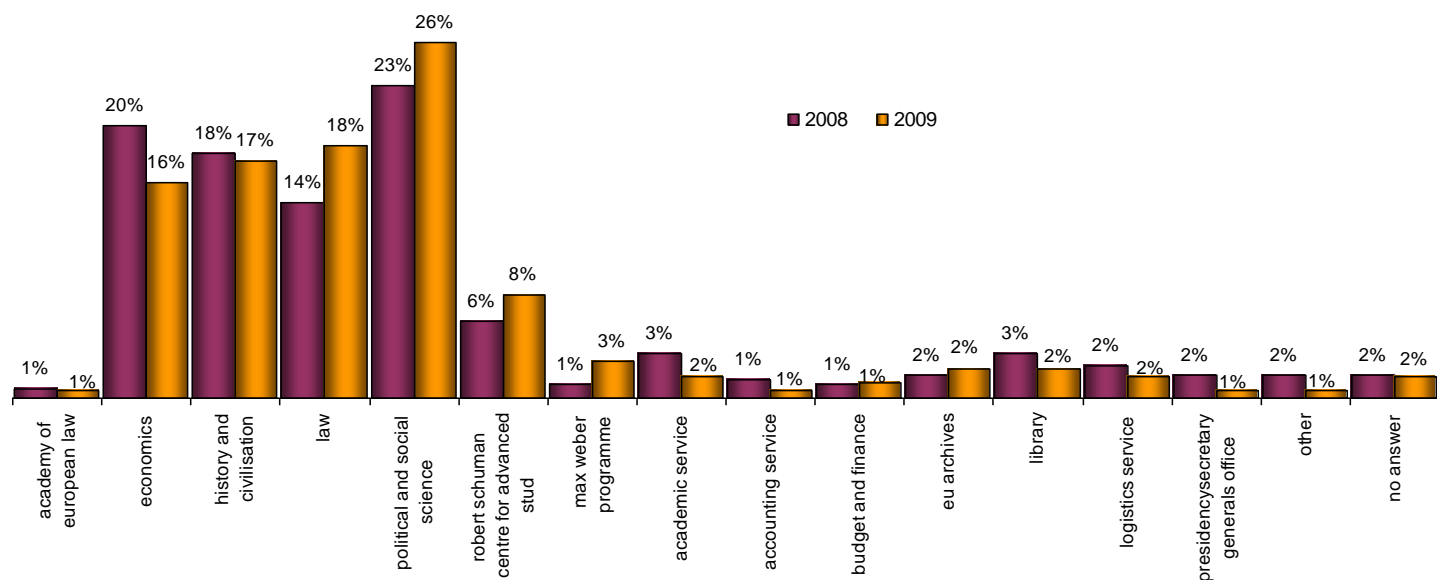
By location
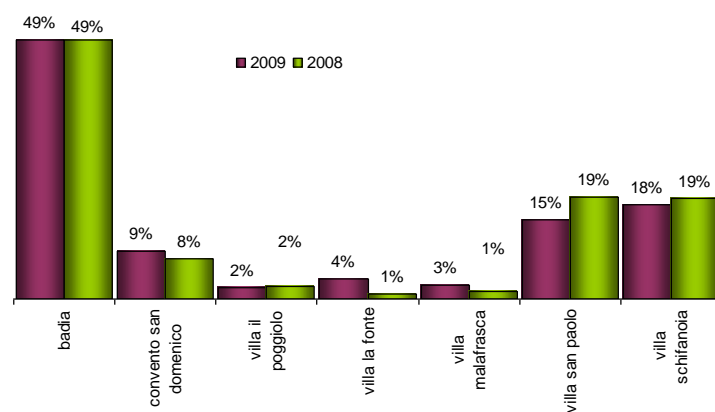
By permanency at EUI

Q22. Resource more commonly use for your everyday work/research (*)

2008

Category	EUI PC		EUI Laptop		Personal Laptop		Personal Netbook		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	8	73%	1	9%	2	18%	0	0%	11	100%
other	2	50%	1	25%	1	25%	0	0%	4	100%
professor	13	59%	6	27%	3	14%	0	0%	22	100%
researcher	47	25%	4	2%	139	73%	0	0%	190	100%
staff	75	97%	2	3%	0	0%	0	0%	77	100%
Total	145	48%	14	5%	145	48%	0	0%	304	100%

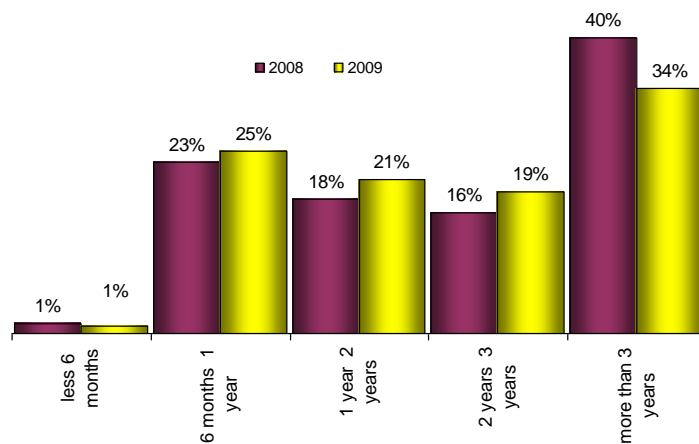(*) Notice that the differences in frequency with respect to the totals in Figure 2 (by category) come from the fact that people use one or more resources for everyday work.

2009

Category	EUI PC		EUI Laptop		Personal Laptop		Personal Netbook		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	8	57%	0	0%	5	36%	1	7%	14	100%
other	8	53%	1	7%	6	40%	0	0%	15	100%
professor	3	43%	2	29%	2	29%	0	0%	7	100%
researcher	35	23%	2	1%	115	75%	1	1%	153	100%
staff	30	86%	4	11%	0	0%	1	3%	35	100%
Total	84	38%	9	4%	128	57%	3	1%	224	100%

(*) Notice that the differences in frequency with respect to the totals in Figure 2 (by category) come from the fact that people use one or more resources for everyday work.

Q23. Operating system more commonly use for your everyday work/research (*)

2008

Category	Windows NT or 2000		Windows XP Professional		Windows XP Home		Windows Vista		MAC Os		Linux		Do not know		Other		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	1	14%	5	71%	1	14%	0	0%	0	0%	0	0%	0	0%	0	0%	7	100%
other	1	50%	1	50%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	2	100%
professor	4	25%	6	38%	2	13%	0	0%	2	13%	0	0%	2	13%	0	0%	16	100%
researcher	4	2%	51	27%	59	32%	24	13%	34	18%	10	5%	4	2%	1	1%	187	100%
staff	9	12%	58	76%	2	3%	0	0%	1	1%	0	0%	4	5%	2	3%	76	100%
Total	19	6%	130	43%	64	21%	27	9%	37	12%	10	3%	11	4%	3	1%	301	100%

(*) Notice that the differences in frequency with respect to the totals in Figure 2 (by category) come from the fact that people use one or more operating systems for everyday work.

2009

Category	Windows NT or 2000		Windows XP Professional		Windows XP Home		Windows Vista		MAC Os		Linux		Do not know		Other		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	8	57%	0	0%	3	21%	2	14%	1	7%	0	0%	0	0%	14	100%
other	1	8%	6	50%	3	25%	1	8%	0	0%	0	0%	1	8%	0	0%	12	100%
professor	0	0%	2	22%	1	11%	1	11%	3	33%	0	0%	1	11%	1	11%	9	100%
researcher	3	2%	24	17%	29	20%	41	29%	33	23%	5	4%	0	0%	7	5%	142	100%
staff	5	14%	20	56%	3	8%	0	0%	3	8%	1	3%	4	11%	0	0%	36	100%
Total	9	4%	60	28%	36	17%	46	22%	41	19%	7	3%	6	3%	8	4%	213	100%

(*) Notice that the differences in frequency with respect to the totals in Figure 2 (by category) come from the fact that people use one or more operating systems for everyday work.

<u>Other kind of operating system (2009):</u> Obuntu (I have an hardrive partition), Windows for Mac, Open office, Windows Vista Business, Mac OS at work, Windows XP on my laptop which I also use extensively, Open Office, kubuntu, Win 7 RC

PART B: GENERAL COMPUTING SERVICE

Q1. After the series of interruptions at Easter 2008, and until the announced closure for rewiring over Easter 2009, the IT infrastructure was continuously up and running. Still, you might have had difficulties accessing other IT resources. Over that period of one year, how often do you believe your work was obstructed due to the unavailability of Computing Services resources?

2008

Category	never		once		twice		3 times		more than 3 times		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	2	29%	0	0%	1	14%	1	14%	3	43%	7	100%
other	1	50%	0	0%	0	0%	1	50%	0	0%	2	100%
professor	2	13%	0	0%	0	0%	4	25%	10	63%	16	100%
researcher	20	11%	30	16%	26	14%	19	10%	87	48%	182	100%
staff	28	34%	7	8%	13	16%	2	2%	33	40%	83	100%
Total	53	18%	37	13%	40	14%	27	9%	133	46%	290	100%

2009

Category	never		once		twice		3 times		more than 3 times		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	2	15%	4	31%	2	15%	1	8%	4	31%	13	100%
other	3	30%	1	10%	4	40%	0	0%	2	20%	10	100%
professor	2	29%	0	0%	2	29%	1	14%	2	29%	7	100%
researcher	31	24%	17	13%	28	22%	15	12%	39	30%	130	100%
staff	10	33%	7	23%	3	10%	4	13%	6	20%	30	100%
Total	48	25%	29	15%	39	21%	21	11%	53	28%	190	100%

Nature of the obstruction, 2009 (*)

category	General PC breakdown (disk, display, mouse, etc.)		Local or public multifunction printer breakdown.		Could not access research software (MatLab, Gauss, High Speed Computing,etc..).		Could not access administration software/database (INAZ, Events, Anagenesis, FIS, etc.)		Was asked to change my password but was unable to do it.		No more space on disk (e.g., G: drive).		Could not connect to Wi-Fi.		Could not access electronic resources.		Other, see description	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	4	15%	6	22%	2	7%	0	0%	0	0%	2	7%	8	30%	4	15%	1	4%
other	1	5%	3	16%	3	16%	2	11%	0	0%	4	21%	1	5%	2	11%	3	16%
professor	0	0%	2	20%	2	20%	0	0%	1	10%	0	0%	2	20%	2	20%	1	10%
researcher	21	9%	58	25%	10	4%	2	1%	8	3%	30	13%	43	19%	45	19%	15	6%
staff	8	17%	8	17%	0	0%	12	26%	0	0%	11	24%	0	0%	5	11%	2	4%
Total	34	10%	77	23%	17	5%	16	5%	9	3%	47	14%	54	16%	58	17%	22	7%

(*) Notice that the differences in total frequency with respect to the totals in Figure 2 (by category) come from the fact that people experienced more than one type of listed obstructions.

Other kind of obstruction:
a) could not access email account
b) could not use outlook
c) mailbox was unavailable
d) cannot access VPN
e) Works in vsp, no access to G:
f) No internet connection in Vasco da Gama room.
g) breakdown of internet connection
h) silly system for pay for prints, difficult to reach print server, bad compatibility with Mac OS X
i) network not available
j) Mac has had problems with connecting to printers since changing password. Very disruptive.
k) could not access my webmail
l) Internet was very, very slow while I had to do some extensive online-research
m) non-delivery of e-mails
n) internet breakdown
o) no obstructions
p) the EUI email was not working
q) Mac Software, even if converted to .doc, does not work on EUI computers and printers
r) Lost mails (both, inbound and outbound)
s) Normal.dot templates changing, keyboard problem, etc.
t) Disconnected from my printer (twice)
u) Could not connect to JSTOR
v) could not install Eui
w) printer

Q2. Following the users' suggestion from last years survey a service was deployed to automatically detect and fix general computer problems. In several circumstances the system made it possible to intervene even before the users could realize it. This was particularly useful during off-hour periods. Excluding announced interruptions for upgrading the IT systems, over the last year, please state your satisfaction with the availability of the IT systems:

After working hours during the week

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	1	8%	5	38%	5	38%	2	15%	13	100%
other	1	10%	4	40%	2	20%	3	30%	10	100%
professor	0	0%	5	71%	0	0%	2	29%	7	100%
researcher	8	6%	61	47%	32	25%	29	22%	130	100%
staff	2	7%	14	47%	8	27%	6	20%	30	100%
Total	12	6%	89	47%	47	25%	42	22%	190	100%

During Saturday

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	1	8%	5	38%	5	38%	2	15%	13	100%
other	1	10%	2	20%	2	20%	5	50%	10	100%
professor	0	0%	5	71%	0	0%	2	29%	7	100%
researcher	10	8%	53	41%	31	24%	36	28%	130	100%
staff	0	0%	10	33%	5	17%	15	50%	30	100%
Total	12	6%	75	39%	43	23%	60	32%	190	100%

During Sunday

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	1	8%	5	38%	5	38%	2	15%	13	100%
other	1	10%	3	30%	1	10%	5	50%	10	100%
professor	0	0%	5	71%	0	0%	2	29%	7	100%
researcher	12	9%	46	35%	28	22%	44	34%	130	100%
staff	0	0%	10	33%	5	17%	15	50%	30	100%
Total	14	7%	69	36%	39	21%	68	36%	190	100%

During EUI closure

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	1	8%	4	31%	5	38%	3	23%	13	100%
other	3	30%	2	20%	1	10%	4	40%	10	100%
professor	1	14%	4	57%	0	0%	2	29%	7	100%
researcher	20	15%	43	33%	20	15%	47	36%	130	100%
staff	1	3%	11	37%	3	10%	15	50%	30	100%
Total	26	14%	64	34%	29	15%	71	37%	190	100%

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Q3. The EUI provides connection methods that permit an off-campus computer to access local IT resources (e.g. the G: disk, the library E-resources, Intranet documents) as thought it were located on campus. This is possible in two ways: by connecting an off-campus PC using a telephone line (i.e. dialing a special telephone number as described in our Web pages) or using a modern ADSL connection (also called broadband Internet connection) together with a program called VPN (Virtual Private Network) made available via our Web pages. Please state your satisfaction with the following aspects:

EUI modem dial-up
2008

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	1	25%	0	0%	3	75%	4	100%
other	0	0%	0	0%	0	0%	1	100%	1	100%
professor	4	25%	1	6%	1	6%	10	63%	16	100%
researcher	8	5%	20	13%	2	1%	130	81%	160	100%
staff	4	6%	12	17%	3	4%	51	73%	70	100%
Total	16	6%	34	14%	6	2%	195	78%	251	100%

2009

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	1	8%	0	0%	12	92%	13	100%
other	1	10%	2	20%	0	0%	7	70%	10	100%
professor	1	14%	0	0%	0	0%	6	86%	7	100%
researcher	6	5%	9	7%	1	1%	114	88%	130	100%
staff	0	0%	7	23%	1	3%	22	73%	30	100%
Total	8	4%	19	10%	2	1%	161	85%	190	100%

Publicity given to VPN availability

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	5	38%	2	15%	6	46%	13	100%
other	1	10%	3	30%	1	10%	5	50%	10	100%
professor	2	29%	2	29%	1	14%	2	29%	7	100%
researcher	22	17%	41	32%	18	14%	49	38%	130	100%
staff	3	10%	5	17%	1	3%	21	70%	30	100%
Total	28	15%	56	29%	23	12%	83	44%	190	100%

Ease of obtaining VPN software

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	5	38%	3	23%	5	38%	13	100%
other	2	20%	2	20%	2	20%	4	40%	10	100%
professor	2	29%	2	29%	2	29%	1	14%	7	100%
researcher	15	12%	43	33%	30	23%	42	32%	130	100%
staff	5	17%	6	20%	2	7%	17	57%	30	100%
Total	24	13%	58	31%	39	21%	69	36%	190	100%

Ease of employing VPN software

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	1	8%	5	38%	2	15%	5	38%	13	100%
other	2	20%	2	20%	2	20%	4	40%	10	100%
professor	1	14%	3	43%	2	29%	1	14%	7	100%
researcher	24	18%	34	26%	28	22%	44	34%	130	100%
staff	4	13%	5	17%	3	10%	18	60%	30	100%
Total	32	17%	49	26%	37	19%	72	38%	190	100%

Reliability of VPN connections

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	1	8%	5	38%	2	15%	5	38%	13	100%
other	0	0%	4	40%	0	0%	6	60%	10	100%
professor	1	14%	1	14%	2	29%	3	43%	7	100%
researcher	20	15%	37	28%	22	17%	51	39%	130	100%
staff	2	7%	6	20%	2	7%	20	67%	30	100%
Total	24	13%	53	28%	28	15%	85	45%	190	100%

Software (or service) speed when accessed via VPN
2008

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	1	25%	0	0%	3	75%	4	100%
other	0	0%	0	0%	0	0%	1	100%	1	100%
professor	1	6%	4	25%	3	19%	8	50%	16	100%
researcher	31	19%	44	28%	20	13%	65	41%	160	100%
staff	6	9%	17	24%	2	3%	45	64%	70	100%
Total	38	15%	66	26%	25	10%	122	49%	251	100%

2009

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	2	15%	5	38%	0	0%	6	46%	13	100%
other	2	20%	2	20%	0	0%	6	60%	10	100%
professor	1	14%	1	14%	2	29%	3	43%	7	100%
researcher	21	16%	44	34%	14	11%	51	39%	130	100%
staff	3	10%	5	17%	1	3%	21	70%	30	100%
Total	29	15%	57	30%	17	9%	87	46%	190	100%

Q4. How easy is it for you to carry out the following using your portable PC?
Notice the question for 2008 was "How easy is it for you to carry out the following using your Operating system?".

Connect to EUI shared printers (multifunction photocopiers)
2008

Category	Impossible		Not easy		Easy		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	0	0%	0	0%	0	0%	0	0%
other	0	0%	0	0%	0	0%	0	0%	0	0%
professor	1	50%	0	0%	0	0%	1	50%	2	100%
researcher	23	36%	22	34%	14	22%	5	8%	64	100%
staff	0	0%	1	33%	1	33%	1	33%	3	100%
Total	24	35%	23	33%	15	22%	7	10%	69	100%

2009

Category	Impossible		Not easy		Easy		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	1	8%	3	23%	2	15%	7	54%	13	100%
other	1	10%	4	40%	2	20%	3	30%	10	100%
professor	0	0%	3	43%	0	0%	4	57%	7	100%
researcher	22	17%	57	44%	35	27%	16	12%	130	100%
staff	1	3%	2	7%	3	10%	24	80%	30	100%
Total	25	13%	69	36%	42	22%	54	28%	190	100%

Email
2008

Category	Impossible		Not easy		Easy		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	0	0%	0	0%	0	0%	0	0%
other	0	0%	0	0%	0	0%	0	0%	0	0%
professor	0	0%	0	0%	2	100%	0	0%	2	100%
researcher	2	3%	12	19%	49	77%	1	2%	64	100%
staff	0	0%	0	0%	2	67%	1	33%	3	100%
Total	2	3%	12	17%	53	77%	2	3%	69	100%

2009

Category	Impossible		Not easy		Easy		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	0	0%	7	54%	6	46%	13	100%
other	0	0%	2	20%	5	50%	3	30%	10	100%
professor	0	0%	1	14%	5	71%	1	14%	7	100%
researcher	1	1%	13	10%	109	84%	7	5%	130	100%
staff	0	0%	0	0%	14	47%	16	53%	30	100%
Total	1	1%	16	8%	140	74%	33	17%	190	100%

Use high speed computing resources (Citrix or CASPUR)
2008

Category	Impossible		Not easy		Easy		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	0	0%	0	0%	0	0%	0	0%
other	0	0%	0	0%	0	0%	0	0%	0	0%
professor	0	0%	0	0%	0	0%	2	100%	2	100%
researcher	6	9%	5	8%	8	13%	45	70%	64	100%
staff	0	0%	1	33%	0	0%	2	67%	3	100%
Total	6	9%	6	9%	8	12%	49	71%	69	100%

2009

Category	Impossible		Not easy		Easy		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	0	0%	2	15%	11	85%	13	100%
other	0	0%	0	0%	0	0%	10	100%	10	100%
professor	0	0%	0	0%	0	0%	7	100%	7	100%
researcher	7	5%	3	2%	25	19%	95	73%	130	100%
staff	0	0%	0	0%	2	7%	28	93%	30	100%
Total	7	4%	3	2%	29	15%	151	79%	190	100%

Use library e-resources
2008

Category	Impossible		Not easy		Easy		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	0	0%	0	0%	0	0%	0	0%
other	0	0%	0	0%	0	0%	0	0%	0	0%
professor	0	0%	2	100%	0	0%	0	0%	2	100%
researcher	3	5%	15	23%	45	70%	1	2%	64	100%
staff	0	0%	0	0%	1	33%	2	67%	3	100%
Total	3	4%	17	25%	46	67%	3	4%	69	100%

2009

Category	Impossible		Not easy		Easy		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	1	8%	7	54%	5	38%	13	100%
other	1	10%	1	10%	4	40%	4	40%	10	100%
professor	0	0%	2	29%	3	43%	2	29%	7	100%
researcher	3	2%	15	12%	105	81%	7	5%	130	100%
staff	0	0%	1	3%	6	20%	23	77%	30	100%
Total	4	2%	20	11%	125	66%	41	22%	190	100%

Connect to shared network driver (G: drive, etc.)
2008

Category	Impossible		Not easy		Easy		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	0	0%	0	0%	0	0%	0	0%
other	0	0%	0	0%	0	0%	0	0%	0	0%
professor	0	0%	1	50%	0	0%	1	50%	2	100%
researcher	11	17%	21	33%	15	23%	17	27%	64	100%
staff	0	0%	0	0%	1	33%	2	67%	3	100%
Total	11	16%	22	32%	16	23%	20	29%	69	100%

2009

Category	Impossible		Not easy		Easy		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	2	15%	2	15%	9	69%	13	100%
other	0	0%	3	30%	3	30%	4	40%	10	100%
professor	1	14%	1	14%	1	14%	4	57%	7	100%
researcher	13	10%	35	27%	44	34%	38	29%	130	100%
staff	2	7%	2	7%	5	17%	21	70%	30	100%
Total	16	8%	43	23%	55	29%	76	40%	190	100%

Connect to WIRELESS (radio) network
2008

Category	Impossible		Not easy		Easy		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	0	0%	0	0%	0	0%	0	0%
other	0	0%	0	0%	0	0%	0	0%	0	0%
professor	0	0%	1	50%	0	0%	1	50%	2	100%
researcher	11	17%	21	33%	28	44%	4	6%	64	100%
staff	0	0%	0	0%	1	33%	2	67%	3	100%
Total	11	16%	22	32%	29	42%	7	10%	69	100%

2009

Category	Impossible		Not easy		Easy		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	3	23%	4	31%	6	46%	13	100%
other	1	10%	2	20%	1	10%	6	60%	10	100%
professor	1	14%	0	0%	3	43%	3	43%	7	100%
researcher	12	9%	38	29%	63	48%	17	13%	130	100%
staff	0	0%	2	7%	4	13%	24	80%	30	100%
Total	14	7%	45	24%	75	39%	56	29%	190	100%

Connect to WIRED network (with a cable)

Category	Impossible		Not easy		Easy		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	0	0%	8	62%	5	38%	13	100%
other	0	0%	2	20%	3	30%	5	50%	10	100%
professor	0	0%	0	0%	4	57%	3	43%	7	100%
researcher	3	2%	2	2%	113	87%	12	9%	130	100%
staff	0	0%	1	3%	6	20%	23	77%	30	100%
Total	3	2%	5	3%	134	71%	48	25%	190	100%

Q5. How easy is it for you to carry out the following using the EUI desktop PC?

Connect to EUI shared printers (multifunction photocopiers)

Category	Impossible		Not easy		Easy		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	1	8%	11	85%	1	8%	13	100%
other	1	10%	2	20%	7	70%	0	0%	10	100%
professor	0	0%	0	0%	6	86%	1	14%	7	100%
researcher	0	0%	7	5%	108	83%	15	12%	130	100%
staff	0	0%	1	3%	24	80%	5	17%	30	100%
Total	1	1%	11	6%	156	82%	22	12%	190	100%

Email

Category	Impossible		Not easy		Easy		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	0	0%	13	100%	0	0%	13	100%
other	0	0%	1	10%	9	90%	0	0%	10	100%
professor	0	0%	0	0%	6	86%	1	14%	7	100%
researcher	0	0%	3	2%	114	88%	13	10%	130	100%
staff	0	0%	0	0%	26	87%	4	13%	30	100%
Total	0	0%	4	2%	168	88%	18	9%	190	100%

Use high speed computing resources (Citrix or CASPUR)

Category	Impossible		Not easy		Easy		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	1	8%	4	31%	8	62%	13	100%
other	0	0%	0	0%	2	20%	8	80%	10	100%
professor	0	0%	0	0%	0	0%	7	100%	7	100%
researcher	2	2%	2	2%	32	25%	94	72%	130	100%
staff	0	0%	0	0%	4	13%	26	87%	30	100%
Total	2	1%	3	2%	42	22%	143	75%	190	100%

Use library e-resources

Category	Impossible		Not easy		Easy		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	0	0%	12	92%	1	8%	13	100%
other	0	0%	1	10%	6	60%	3	30%	10	100%
professor	0	0%	1	14%	5	71%	1	14%	7	100%
researcher	1	1%	3	2%	114	88%	12	9%	130	100%
staff	0	0%	2	7%	12	40%	16	53%	30	100%
Total	1	1%	7	4%	149	78%	33	17%	190	100%

Connect to shared network driver (G: drive, etc.)

Category	Impossible		Not easy		Easy		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	1	8%	9	69%	3	23%	13	100%
other	0	0%	0	0%	9	90%	1	10%	10	100%
professor	0	0%	0	0%	6	86%	1	14%	7	100%
researcher	1	1%	1	1%	109	84%	19	15%	130	100%
staff	0	0%	0	0%	26	87%	4	13%	30	100%
Total	1	1%	2	1%	159	84%	28	15%	190	100%

Q6. Please state your satisfaction with the following CS facilities and services:

Computing service web pages
2008

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	2	50%	0	0%	2	50%	4	100%
other	0	0%	0	0%	1	100%	0	0%	1	100%
professor	7	44%	3	19%	0	0%	6	38%	16	100%
researcher	33	20%	89	54%	27	16%	15	9%	164	100%
staff	21	30%	29	42%	5	7%	14	20%	69	100%
Total	61	24%	123	48%	33	13%	37	15%	254	100%

2009

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	1	8%	7	54%	5	38%	0	0%	13	100%
other	0	0%	8	80%	0	0%	2	20%	10	100%
professor	2	29%	3	43%	0	0%	2	29%	7	100%
researcher	17	13%	82	63%	17	13%	14	11%	130	100%
staff	5	17%	15	50%	4	13%	6	20%	30	100%
Total	25	13%	115	61%	26	14%	24	13%	190	100%

Email
2008

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	1	25%	1	25%	2	50%	0	0%	4	100%
other	0	0%	0	0%	1	100%	0	0%	1	100%
professor	5	31%	8	50%	3	19%	0	0%	16	100%
researcher	48	29%	81	49%	30	18%	5	3%	164	100%
staff	8	12%	35	51%	21	30%	5	7%	69	100%
Total	62	24%	125	49%	57	22%	10	4%	254	100%

2009

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	1	8%	5	38%	7	54%	0	0%	13	100%
other	2	20%	7	70%	1	10%	0	0%	10	100%
professor	2	29%	3	43%	2	29%	0	0%	7	100%
researcher	30	23%	71	55%	28	22%	1	1%	130	100%
staff	3	10%	18	60%	8	27%	1	3%	30	100%
Total	38	20%	104	55%	46	24%	2	1%	190	100%

Internet Access
2008

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	2	50%	1	25%	1	25%	0	0%	4	100%
other	0	0%	0	0%	1	100%	0	0%	1	100%
professor	5	31%	9	56%	2	13%	0	0%	16	100%
researcher	51	31%	77	47%	32	20%	4	2%	164	100%
staff	10	14%	38	55%	16	23%	5	7%	69	100%
Total	68	27%	125	49%	52	20%	9	4%	254	100%

2009

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	3	23%	6	46%	4	31%	0	0%	13	100%
other	1	10%	6	60%	3	30%	0	0%	10	100%
professor	2	29%	4	57%	1	14%	0	0%	7	100%
researcher	15	12%	83	64%	30	23%	2	2%	130	100%
staff	2	7%	19	63%	8	27%	1	3%	30	100%
Total	23	12%	118	62%	46	24%	3	2%	190	100%

Printing
2008

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	2	50%	1	25%	1	25%	0	0%	4	100%
other	0	0%	0	0%	1	100%	0	0%	1	100%
professor	3	19%	9	56%	4	25%	0	0%	16	100%
researcher	71	43%	74	45%	18	11%	1	1%	164	100%
staff	9	13%	41	59%	13	19%	6	9%	69	100%
Total	85	33%	125	49%	37	15%	7	3%	254	100%

2009

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	1	8%	10	77%	2	15%	0	0%	13	100%
other	2	20%	6	60%	2	20%	0	0%	10	100%
professor	1	14%	5	71%	1	14%	0	0%	7	100%
researcher	36	28%	76	58%	15	12%	3	2%	130	100%
staff	4	13%	21	70%	4	13%	1	3%	30	100%
Total	44	23%	118	62%	24	13%	4	2%	190	100%

Scanning
2008

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	2	50%	1	25%	0	0%	1	25%	4	100%
other	0	0%	1	100%	0	0%	0	0%	1	100%
professor	1	6%	4	25%	5	31%	6	38%	16	100%
researcher	53	32%	54	33%	10	6%	47	29%	164	100%
staff	8	12%	40	58%	12	17%	9	13%	69	100%
Total	64	25%	100	39%	27	11%	63	25%	254	100%

2009

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	9	69%	4	31%	0	0%	13	100%
other	2	20%	5	50%	2	20%	1	10%	10	100%
professor	1	14%	5	71%	0	0%	1	14%	7	100%
researcher	45	35%	56	43%	13	10%	16	12%	130	100%
staff	3	10%	17	57%	5	17%	5	17%	30	100%
Total	51	27%	92	48%	24	13%	23	12%	190	100%

Photocopying
2008

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	4	100%	0	0%	0	0%	4	100%
other	0	0%	0	0%	1	100%	0	0%	1	100%
professor	1	6%	7	44%	6	38%	2	13%	16	100%
researcher	37	23%	99	60%	26	16%	2	1%	164	100%
staff	10	14%	39	57%	13	19%	7	10%	69	100%
Total	48	19%	149	59%	46	18%	11	4%	254	100%

2009

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	9	69%	4	31%	0	0%	13	100%
other	1	10%	6	60%	2	20%	1	10%	10	100%
professor	0	0%	4	57%	2	29%	1	14%	7	100%
researcher	15	12%	82	63%	25	19%	8	6%	130	100%
staff	3	10%	20	67%	6	20%	1	3%	30	100%
Total	19	10%	121	64%	39	21%	11	6%	190	100%

Software packages available on conference room laptops

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	1	8%	2	15%	3	23%	7	54%	13	100%
other	2	20%	3	30%	0	0%	5	50%	10	100%
professor	0	0%	3	43%	0	0%	4	57%	7	100%
researcher	9	7%	41	32%	7	5%	73	56%	130	100%
staff	4	13%	7	23%	2	7%	17	57%	30	100%
Total	16	8%	56	29%	12	6%	106	56%	190	100%

Q7. Works are in progress to increase our current Internet speed by the end of the year. With our current speed it takes, on average, 1minute to download a 5MB file. This experience may vary according the number of users that are using the network. With reference to this figure how do you judge your experience when downloading files:

Download speed

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	7	54%	3	23%	3	23%	0	0%	13	100%
other	5	50%	3	30%	2	20%	0	0%	10	100%
professor	2	29%	2	29%	2	29%	1	14%	7	100%
researcher	47	36%	67	52%	10	8%	6	5%	130	100%
staff	7	23%	14	47%	4	13%	5	17%	30	100%
Total	68	36%	89	47%	21	11%	12	6%	190	100%

Q8. Please state your satisfaction with the Computing Services facilities/services for the Researchers:

Research software available
2008

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	0	0%	0	0%	0	0%	0	0%
other	0	0%	0	0%	0	0%	0	0%	0	0%
professor	0	0%	0	0%	0	0%	0	0%	0	0%
researcher	28	18%	86	54%	20	13%	25	16%	159	100%
staff	0	0%	1	20%	0	0%	4	80%	5	100%
Total	28	17%	87	53%	20	12%	29	18%	164	100%

2009

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	7	54%	3	23%	3	23%	13	100%
other	1	10%	2	20%	1	10%	6	60%	10	100%
professor	1	17%	1	17%	1	17%	3	50%	6	100%
researcher	19	15%	69	54%	11	9%	29	23%	128	100%
staff	0	0%	4	16%	0	0%	21	84%	25	100%
Total	21	12%	83	46%	16	9%	62	34%	182	100%

Research software licenses for personal PCs
2008

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	0	0%	0	0%	0	0%	0	0%
other	0	0%	0	0%	0	0%	0	0%	0	0%
professor	0	0%	0	0%	0	0%	0	0%	0	0%
researcher	47	30%	60	38%	14	9%	38	24%	159	100%
staff	1	20%	0	0%	0	0%	4	80%	5	100%
Total	48	29%	60	37%	14	9%	42	26%	164	100%

2009

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	4	31%	1	8%	8	62%	13	100%
other	1	10%	2	20%	0	0%	7	70%	10	100%
professor	1	17%	2	33%	1	17%	2	33%	6	100%
researcher	36	28%	47	37%	13	10%	32	25%	128	100%
staff	0	0%	4	17%	0	0%	20	83%	24	100%
Total	38	21%	59	33%	15	8%	69	38%	181	100%

Subsidy for IT purchases (laptop, printer etc.)
2008

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	0	0%	0	0%	0	0%	0	0%
other	0	0%	0	0%	0	0%	0	0%	0	0%
professor	0	0%	0	0%	0	0%	0	0%	0	0%
researcher	43	27%	50	31%	14	9%	52	33%	159	100%
staff	1	20%	0	0%	0	0%	4	80%	5	100%
Total	44	27%	50	30%	14	9%	56	34%	164	100%

2009

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	1	8%	3	23%	2	15%	7	54%	13	100%
other	0	0%	1	10%	2	20%	7	70%	10	100%
professor	1	17%	2	33%	0	0%	3	50%	6	100%
researcher	36	28%	42	33%	8	6%	42	33%	128	100%
staff	0	0%	3	13%	0	0%	21	88%	24	100%
Total	38	21%	51	28%	12	7%	80	44%	181	100%

Your Print Quota
2008

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	0	0%	0	0%	0	0%	0	0%
other	0	0%	0	0%	0	0%	0	0%	0	0%
professor	0	0%	0	0%	0	0%	0	0%	0	0%
researcher	32	20%	70	44%	52	33%	5	3%	159	100%
staff	1	20%	0	0%	0	0%	4	80%	5	100%
Total	33	20%	70	43%	52	32%	9	5%	164	100%

2009

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	1	8%	7	54%	3	23%	2	15%	13	100%
other	0	0%	3	30%	0	0%	7	70%	10	100%
professor	0	0%	3	50%	1	17%	2	33%	6	100%
researcher	30	24%	63	50%	28	22%	6	5%	127	100%
staff	0	0%	5	21%	2	8%	17	71%	24	100%
Total	31	17%	81	45%	34	19%	34	19%	180	100%

Number of terminal rooms
2008

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	0	0%	0	0%	0	0%	0	0%
other	0	0%	0	0%	0	0%	0	0%	0	0%
professor	0	0%	0	0%	0	0%	0	0%	0	0%
researcher	45	28%	78	49%	23	14%	13	8%	159	100%
staff	0	0%	0	0%	1	20%	4	80%	5	100%
Total	45	27%	78	48%	24	15%	17	10%	164	100%

2009

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	3	23%	1	8%	9	69%	13	100%
other	0	0%	0	0%	1	10%	9	90%	10	100%
professor	0	0%	2	33%	0	0%	4	67%	6	100%
researcher	23	18%	86	67%	11	9%	8	6%	128	100%
staff	0	0%	4	17%	0	0%	20	83%	24	100%
Total	23	13%	95	52%	13	7%	50	28%	181	100%

Number of terminal room PCs available
2008

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	0	0%	0	0%	0	0%	0	0%
other	0	0%	0	0%	0	0%	0	0%	0	0%
professor	0	0%	0	0%	0	0%	0	0%	0	0%
researcher	62	39%	70	44%	17	11%	10	6%	159	100%
staff	0	0%	0	0%	1	20%	4	80%	5	100%
Total	62	38%	70	43%	18	11%	14	9%	164	100%

2009

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	4	31%	1	8%	8	62%	13	100%
other	0	0%	0	0%	1	10%	9	90%	10	100%
professor	0	0%	2	33%	0	0%	4	67%	6	100%
researcher	38	30%	70	55%	9	7%	11	9%	128	100%
staff	0	0%	4	17%	0	0%	20	83%	24	100%
Total	38	21%	80	44%	11	6%	52	29%	181	100%

Space available in terminal rooms

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	4	31%	1	8%	8	62%	13	100%
other	1	10%	0	0%	1	10%	8	80%	10	100%
professor	0	0%	2	33%	0	0%	4	67%	6	100%
researcher	28	22%	79	62%	13	10%	8	6%	128	100%
staff	0	0%	4	17%	0	0%	20	83%	24	100%
Total	29	16%	89	49%	15	8%	48	27%	181	100%

Environmental conditions (Heating, air conditioning, noise etc.)

2008

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	0	0%	0	0%	0	0%	0	0%
other	0	0%	0	0%	0	0%	0	0%	0	0%
professor	0	0%	0	0%	0	0%	0	0%	0	0%
researcher	72	45%	71	45%	8	5%	8	5%	159	100%
staff	1	20%	0	0%	0	0%	4	80%	5	100%
Total	73	45%	71	43%	8	5%	12	7%	164	100%

2009

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	5	42%	1	8%	6	50%	12	100%
other	1	11%	1	11%	1	11%	6	67%	9	100%
professor	1	17%	2	33%	0	0%	3	50%	6	100%
researcher	58	45%	55	43%	10	8%	5	4%	128	100%
staff	3	12%	5	20%	0	0%	17	68%	25	100%
Total	63	35%	68	38%	12	7%	37	21%	180	100%

PART C: NETWORK SERVICES

Q9. Please state how satisfied you are with the following aspects of the EUI Network infrastructure:

Availability of sockets for WIRED network
2008

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	1	25%	2	50%	1	25%	0	0%	4	100%
other	0	0%	0	0%	1	100%	0	0%	1	100%
professor	1	6%	5	31%	2	13%	8	50%	16	100%
researcher	22	14%	68	43%	32	20%	38	24%	160	100%
staff	5	7%	18	26%	7	10%	40	57%	70	100%
Total	29	12%	93	37%	43	17%	86	34%	251	100%

2009

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	2	15%	4	31%	2	15%	5	38%	13	100%
other	1	10%	1	10%	0	0%	8	80%	10	100%
professor	0	0%	3	43%	1	14%	3	43%	7	100%
researcher	18	14%	68	52%	15	12%	29	22%	130	100%
staff	2	7%	5	17%	3	10%	20	67%	30	100%
Total	23	12%	81	43%	21	11%	65	34%	190	100%

Speed of WIRED network
2008

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	1	25%	2	50%	1	25%	0	0%	4	100%
other	0	0%	0	0%	1	100%	0	0%	1	100%
professor	4	25%	7	44%	2	13%	3	19%	16	100%
researcher	49	31%	54	34%	24	15%	33	21%	160	100%
staff	11	16%	27	39%	4	6%	28	40%	70	100%
Total	65	26%	90	36%	32	13%	64	25%	251	100%

2009

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	5	38%	3	23%	2	15%	3	23%	13	100%
other	1	10%	2	20%	0	0%	7	70%	10	100%
professor	2	29%	3	43%	0	0%	2	29%	7	100%
researcher	22	17%	66	51%	18	14%	24	18%	130	100%
staff	3	10%	8	27%	3	10%	16	53%	30	100%
Total	33	17%	82	43%	23	12%	52	27%	190	100%

Reliability of WIRED network
2008

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	1	25%	2	50%	1	25%	0	0%	4	100%
other	0	0%	0	0%	1	100%	0	0%	1	100%
professor	3	19%	7	44%	2	13%	4	25%	16	100%
researcher	36	23%	69	43%	21	13%	34	21%	160	100%
staff	7	10%	29	41%	6	9%	28	40%	70	100%
Total	47	19%	107	43%	31	12%	66	26%	251	100%

2009

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	4	31%	2	15%	3	23%	4	31%	13	100%
other	1	10%	3	30%	0	0%	6	60%	10	100%
professor	2	29%	2	29%	1	14%	2	29%	7	100%
researcher	4	3%	82	63%	20	15%	24	18%	130	100%
staff	2	7%	10	33%	2	7%	16	53%	30	100%
Total	13	7%	99	52%	26	14%	52	27%	190	100%

Coverage of WIRELESS (radio) network
2008

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	2	50%	1	25%	0	0%	1	25%	4	100%
other	1	100%	0	0%	0	0%	0	0%	1	100%
professor	5	31%	3	19%	0	0%	8	50%	16	100%
researcher	56	35%	50	31%	12	8%	42	26%	160	100%
staff	8	11%	16	23%	3	4%	43	61%	70	100%
Total	72	29%	70	28%	15	6%	94	37%	251	100%

2009

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	5	38%	2	15%	2	15%	4	31%	13	100%
other	3	30%	1	10%	0	0%	6	60%	10	100%
professor	2	29%	2	29%	0	0%	3	43%	7	100%
researcher	39	30%	54	42%	5	4%	32	25%	130	100%
staff	4	13%	4	13%	2	7%	20	67%	30	100%
Total	53	28%	63	33%	9	5%	65	34%	190	100%

Speed of WIRELESS (radio) network
2008

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	1	25%	0	0%	3	75%	4	100%
other	1	100%	0	0%	0	0%	0	0%	1	100%
professor	3	19%	3	19%	0	0%	10	63%	16	100%
researcher	50	31%	57	36%	12	8%	41	26%	160	100%
staff	7	10%	12	17%	4	6%	47	67%	70	100%
Total	61	24%	73	29%	16	6%	101	40%	251	100%

2009

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	3	23%	4	31%	2	15%	4	31%	13	100%
other	1	10%	2	20%	0	0%	7	70%	10	100%
professor	1	14%	3	43%	0	0%	3	43%	7	100%
researcher	31	24%	60	46%	7	5%	32	25%	130	100%
staff	2	7%	4	13%	3	10%	21	70%	30	100%
Total	38	20%	73	38%	12	6%	67	35%	190	100%

Reliability of WIRELESS (radio) network
2008

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	1	25%	0	0%	3	75%	4	100%
other	1	100%	0	0%	0	0%	0	0%	1	100%
professor	2	13%	3	19%	1	6%	10	63%	16	100%
researcher	53	33%	57	36%	9	6%	41	26%	160	100%
staff	6	9%	14	20%	4	6%	46	66%	70	100%
Total	62	25%	75	30%	14	6%	100	40%	251	100%

2009

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	3	23%	1	8%	3	23%	6	46%	13	100%
other	2	20%	1	10%	0	0%	7	70%	10	100%
professor	1	14%	3	43%	0	0%	3	43%	7	100%
researcher	34	26%	57	44%	6	5%	33	25%	130	100%
staff	1	3%	4	13%	3	10%	22	73%	30	100%
Total	41	22%	66	35%	12	6%	71	37%	190	100%

PART D: EMAIL

Q10. Please state how satisfied you are with the following aspects of the EUI e-mail service.

Mailbox size
2008

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	2	50%	1	25%	1	25%	0	0%	4	100%
other	0	0%	0	0%	1	100%	0	0%	1	100%
professor	11	69%	5	31%	0	0%	0	0%	16	100%
researcher	76	48%	56	35%	19	12%	8	5%	159	100%
staff	25	38%	28	43%	8	12%	4	6%	65	100%
Total	114	47%	90	37%	29	12%	12	5%	245	100%

2009

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	7	54%	6	46%	0	0%	0	0%	13	100%
other	7	70%	3	30%	0	0%	0	0%	10	100%
professor	5	71%	2	29%	0	0%	0	0%	7	100%
researcher	83	64%	39	30%	7	5%	1	1%	130	100%
staff	16	53%	11	37%	2	7%	1	3%	30	100%
Total	118	62%	61	32%	9	5%	2	1%	190	100%

Speed
2008

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	2	50%	1	25%	1	25%	0	0%	4	100%
other	0	0%	0	0%	1	100%	0	0%	1	100%
professor	5	31%	9	56%	2	13%	0	0%	16	100%
researcher	41	26%	91	57%	23	14%	4	3%	159	100%
staff	12	18%	36	55%	13	20%	4	6%	65	100%
Total	60	24%	137	56%	40	16%	8	3%	245	100%

2009

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	3	23%	7	54%	3	23%	0	0%	13	100%
other	2	20%	6	60%	2	20%	0	0%	10	100%
professor	2	29%	4	57%	1	14%	0	0%	7	100%
researcher	25	19%	87	67%	15	12%	3	2%	130	100%
staff	5	17%	17	57%	7	23%	1	3%	30	100%
Total	37	19%	121	64%	28	15%	4	2%	190	100%

SPAM filtering

2008

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	2	50%	2	50%	0	0%	4	100%
other	0	0%	0	0%	1	100%	0	0%	1	100%
professor	4	25%	8	50%	4	25%	0	0%	16	100%
researcher	33	21%	70	44%	48	30%	8	5%	159	100%
staff	14	22%	39	60%	6	9%	6	9%	65	100%
Total	51	21%	119	49%	61	25%	14	6%	245	100%

2009

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	2	15%	5	38%	6	46%	0	0%	13	100%
other	4	40%	4	40%	2	20%	0	0%	10	100%
professor	1	14%	4	57%	1	14%	1	14%	7	100%
researcher	17	13%	57	44%	49	38%	7	5%	130	100%
staff	6	20%	20	67%	3	10%	1	3%	30	100%
Total	30	16%	90	47%	61	32%	9	5%	190	100%

Virus Guard

2008

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	2	50%	2	50%	0	0%	4	100%
other	0	0%	0	0%	1	100%	0	0%	1	100%
professor	2	13%	8	50%	5	31%	1	6%	16	100%
researcher	15	9%	81	51%	42	26%	21	13%	159	100%
staff	3	5%	34	52%	21	32%	7	11%	65	100%
Total	20	8%	125	51%	71	29%	29	12%	245	100%

2009

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	1	8%	6	46%	6	46%	0	0%	13	100%
other	1	10%	6	60%	3	30%	0	0%	10	100%
professor	0	0%	4	57%	1	14%	2	29%	7	100%
researcher	4	3%	60	46%	44	34%	22	17%	130	100%
staff	4	13%	18	60%	5	17%	3	10%	30	100%
Total	10	5%	94	49%	59	31%	27	14%	190	100%

Computing Service - Survey report, Year 2008-2009

Security
2008

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	3	75%	1	25%	0	0%	4	100%
other	0	0%	0	0%	1	100%	0	0%	1	100%
professor	0	0%	10	63%	4	25%	2	13%	16	100%
researcher	15	9%	85	53%	39	25%	20	13%	159	100%
staff	3	5%	40	62%	14	22%	8	12%	65	100%
Total	18	7%	138	56%	59	24%	30	12%	245	100%

2009

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	6	46%	5	38%	2	15%	13	100%
other	0	0%	8	80%	2	20%	0	0%	10	100%
professor	0	0%	6	86%	1	14%	0	0%	7	100%
researcher	3	2%	65	50%	40	31%	22	17%	130	100%
staff	2	7%	16	53%	5	17%	7	23%	30	100%
Total	5	3%	101	53%	53	28%	31	16%	190	100%

Reliability
2008

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	2	50%	1	25%	1	25%	0	0%	4	100%
other	0	0%	0	0%	1	100%	0	0%	1	100%
professor	3	19%	11	69%	2	13%	0	0%	16	100%
researcher	38	24%	84	53%	29	18%	8	5%	159	100%
staff	6	9%	36	55%	15	23%	8	12%	65	100%
Total	49	20%	132	54%	48	20%	16	7%	245	100%

2009

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	1	8%	6	46%	5	38%	1	8%	13	100%
other	2	20%	7	70%	1	10%	0	0%	10	100%
professor	1	14%	5	71%	1	14%	0	0%	7	100%
researcher	11	8%	78	60%	27	21%	14	11%	130	100%
staff	1	3%	19	63%	6	20%	4	13%	30	100%
Total	16	8%	115	61%	40	21%	19	10%	190	100%

E-Mail Web Access (postoffice.eui.eu)
2008 *(Outlook Web Access)*

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	2	50%	1	25%	1	25%	0	0%	4	100%
other	0	0%	0	0%	1	100%	0	0%	1	100%
professor	4	25%	9	56%	2	13%	1	6%	16	100%
researcher	41	26%	72	45%	22	14%	24	15%	159	100%
staff	10	15%	36	55%	12	18%	7	11%	65	100%
Total	57	23%	118	48%	38	16%	32	13%	245	100%

2009

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	2	15%	7	54%	4	31%	0	0%	13	100%
other	4	40%	4	40%	2	20%	0	0%	10	100%
professor	0	0%	5	71%	2	29%	0	0%	7	100%
researcher	28	22%	66	51%	31	24%	5	4%	130	100%
staff	2	7%	22	73%	5	17%	1	3%	30	100%
Total	36	19%	104	55%	44	23%	6	3%	190	100%

PART E: SECURITY

Q11. How confident are you that your EUI desktop PC is protected?

2009

Category	Very confident		Confident		Not confident		Do not know		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	2	15%	9	69%	1	8%	1	8%	13	100%
other	2	20%	8	80%	0	0%	0	0%	10	100%
professor	3	43%	4	57%	0	0%	0	0%	7	100%
researcher	38	29%	72	55%	2	2%	18	14%	130	100%
staff	4	13%	16	53%	5	17%	5	17%	30	100%
Total	49	26%	109	57%	8	4%	24	13%	190	100%

Q12. Which of the following preventive measures do you take regularly for your personal laptop or PC? (*)

2008

Category	Antivirus/antispyware software is set to update itself automatically		Antivirus/antispyware scanning of your hard disks is turned on		Operating system updates are installed automatically		Application software updates(such as Office)		Backup		Change passwords every 6 months		I do not use a personal PC or Laptop		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	4	22%	3	17%	4	22%	3	17%	2	11%	2	11%	0	0%	18	100%
other	0	0%	0	0%	0	0%	1	100%	0	0%	0	0%	0	0%	1	100%
professor	9	19%	7	15%	7	15%	4	8%	13	27%	7	15%	1	2%	48	100%
researcher	114	21%	82	15%	104	19%	85	16%	110	20%	45	8%	4	1%	544	100%
staff	31	23%	18	13%	18	13%	12	9%	21	15%	20	15%	16	12%	136	100%
Total	158	21%	110	15%	133	18%	105	14%	146	20%	74	10%	21	3%	747	100%

(*) Notice that the differences in total frequency with respect to the totals in Figure 2 (by category) come from the fact that people take more than one preventive measures for their laptop.

2009

Category	Antivirus/antispyware software is set to update itself automatically		Antivirus/antispyware scanning of your hard disks is turned on		Operating system updates are installed automatically		Application software updates(such as Office)		Backup		Change passwords every 6 months		I do not use a personal PC or Laptop		None		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	10	20%	11	22%	7	14%	7	14%	9	18%	5	10%	1	2%	0	0%	50	100%
other	8	22%	7	19%	8	22%	4	11%	5	14%	4	11%	1	3%	0	0%	37	100%
professor	4	14%	4	14%	5	18%	6	21%	6	21%	3	11%	0	0%	0	0%	28	100%
researcher	105	23%	71	15%	87	19%	71	15%	88	19%	35	8%	0	0%	4	1%	461	100%
staff	16	21%	9	12%	12	16%	7	9%	11	14%	16	21%	3	4%	3	4%	77	100%
Total	143	22%	102	16%	119	18%	95	15%	119	18%	63	10%	5	1%	7	1%	653	100%

(*) Notice that the differences in total frequency with respect to the totals in Figure 2 (by category) come from the fact that people take more than one preventive measures for their laptop.

Q13. The EUI and the CS in particular have put constraints in place to assure data protection and security. What is your preference?

Category	Higher security		Lower security		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	5	38%	4	31%	4	31%	13	100%
other	5	50%	3	30%	2	20%	10	100%
professor	2	29%	3	43%	2	29%	7	100%
researcher	55	42%	33	25%	42	32%	130	100%
staff	11	37%	6	20%	13	43%	30	100%
Total	78	41%	49	26%	63	33%	190	100%

PART F: IT AND WEB SERVICES

Q14. How important are the following features to you?

Facility to support high-performance computing

Category	Not important		Important		Very important		Do not know		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	1	8%	3	23%	7	54%	2	15%	13	100%
other	1	10%	3	30%	2	20%	4	40%	10	100%
professor	1	14%	2	29%	2	29%	2	29%	7	100%
researcher	26	20%	43	33%	33	25%	28	22%	130	100%
staff	0	0%	13	43%	5	17%	12	40%	30	100%
Total	29	15%	64	34%	49	26%	48	25%	190	100%

Encryption of stored data

Category	Not important		Important		Very important		Do not know		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	3	23%	3	23%	2	15%	5	38%	13	100%
other	5	50%	1	10%	2	20%	2	20%	10	100%
professor	2	29%	2	29%	0	0%	3	43%	7	100%
researcher	31	24%	44	34%	13	10%	42	32%	130	100%
staff	3	10%	7	23%	2	7%	18	60%	30	100%
Total	44	23%	57	30%	19	10%	70	37%	190	100%

Encryption of data in transit

Category	Not important		Important		Very important		Do not know		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	2	15%	3	23%	3	23%	5	38%	13	100%
other	5	50%	1	10%	2	20%	2	20%	10	100%
professor	3	43%	0	0%	0	0%	4	57%	7	100%
researcher	27	21%	44	34%	17	13%	42	32%	130	100%
staff	3	10%	7	23%	2	7%	18	60%	30	100%
Total	40	21%	55	29%	24	13%	71	37%	190	100%

Personal webpage support services

Category	Not important		Important		Very important		Do not know		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	4	31%	3	23%	4	31%	2	15%	13	100%
other	5	50%	3	30%	1	10%	1	10%	10	100%
professor	0	0%	6	86%	1	14%	0	0%	7	100%
researcher	31	24%	56	43%	24	18%	19	15%	130	100%
staff	6	20%	11	37%	1	3%	12	40%	30	100%
Total	46	24%	79	42%	31	16%	34	18%	190	100%

Ability to access shared repository for posting work for a project or group with shared space and version control

Category	Not important		Important		Very important		Do not know		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	4	31%	5	38%	0	0%	4	31%	13	100%
other	3	30%	3	30%	3	30%	1	10%	10	100%
professor	1	14%	4	57%	1	14%	1	14%	7	100%
researcher	26	20%	54	42%	16	12%	34	26%	130	100%
staff	3	10%	7	23%	5	17%	15	50%	30	100%
Total	37	19%	73	38%	25	13%	55	29%	190	100%

Possibility to subscribe and unsubscribe to EUI emailing lists

Category	Not important		Important		Very important		Do not know		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	2	15%	7	54%	3	23%	1	8%	13	100%
other	4	40%	2	20%	1	10%	3	30%	10	100%
professor	2	29%	3	43%	1	14%	1	14%	7	100%
researcher	25	19%	62	48%	19	15%	24	18%	130	100%
staff	6	20%	11	37%	1	3%	12	40%	30	100%
Total	39	21%	85	45%	25	13%	41	22%	190	100%

Voice over IP (e.g. Skype)

Category	Not important		Important		Very important		Do not know		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	7	54%	5	38%	1	8%	13	100%
other	2	20%	5	50%	2	20%	1	10%	10	100%
professor	4	57%	2	29%	1	14%	0	0%	7	100%
researcher	21	16%	49	38%	50	38%	10	8%	130	100%
staff	5	17%	11	37%	1	3%	13	43%	30	100%
Total	32	17%	74	39%	59	31%	25	13%	190	100%

Video conferencing

Category	Not important		Important		Very important		Do not know		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	2	15%	5	38%	4	31%	2	15%	13	100%
other	2	20%	5	50%	1	10%	2	20%	10	100%
professor	3	43%	3	43%	1	14%	0	0%	7	100%
researcher	43	33%	41	32%	26	20%	20	15%	130	100%
staff	6	20%	12	40%	2	7%	10	33%	30	100%
Total	56	29%	66	35%	34	18%	34	18%	190	100%

Video conferencing via web

Category	Not important		Important		Very important		Do not know		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	2	15%	4	31%	4	31%	3	23%	13	100%
other	2	20%	5	50%	1	10%	2	20%	10	100%
professor	3	43%	3	43%	1	14%	0	0%	7	100%
researcher	42	32%	44	34%	25	19%	19	15%	130	100%
staff	7	23%	10	33%	1	3%	12	40%	30	100%
Total	56	29%	66	35%	32	17%	36	19%	190	100%

Webcasting (putting your conference online)

Category	Not important		Important		Very important		Do not know		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	6	46%	3	23%	1	8%	3	23%	13	100%
other	3	30%	2	20%	1	10%	4	40%	10	100%
professor	5	71%	1	14%	1	14%	0	0%	7	100%
researcher	58	45%	36	28%	14	11%	22	17%	130	100%
staff	7	23%	7	23%	0	0%	16	53%	30	100%
Total	79	42%	49	26%	17	9%	45	24%	190	100%

Instant messaging

Category	Not important		Important		Very important		Do not know		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	7	54%	3	23%	1	8%	2	15%	13	100%
other	4	40%	3	30%	1	10%	2	20%	10	100%
professor	5	71%	1	14%	1	14%	0	0%	7	100%
researcher	45	35%	45	35%	23	18%	17	13%	130	100%
staff	10	33%	7	23%	0	0%	13	43%	30	100%
Total	71	37%	59	31%	26	14%	34	18%	190	100%

Blog

Category	Not important		Important		Very important		Do not know		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	8	62%	0	0%	1	8%	4	31%	13	100%
other	6	60%	0	0%	1	10%	3	30%	10	100%
professor	4	57%	2	29%	1	14%	0	0%	7	100%
researcher	60	46%	35	27%	15	12%	20	15%	130	100%
staff	11	37%	5	17%	0	0%	14	47%	30	100%
Total	89	47%	42	22%	18	9%	41	22%	190	100%

Wiki

Category	Not important		Important		Very important		Do not know		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	6	46%	5	38%	0	0%	2	15%	13	100%
other	4	40%	2	20%	1	10%	3	30%	10	100%
professor	4	57%	2	29%	0	0%	1	14%	7	100%
researcher	48	37%	42	32%	16	12%	24	18%	130	100%
staff	7	23%	5	17%	0	0%	18	60%	30	100%
Total	69	36%	56	29%	17	9%	48	25%	190	100%

Podcasts

Category	Not important		Important		Very important		Do not know		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	7	54%	2	15%	0	0%	4	31%	13	100%
other	4	40%	3	30%	1	10%	2	20%	10	100%
professor	5	71%	1	14%	0	0%	1	14%	7	100%
researcher	49	38%	38	29%	10	8%	33	25%	130	100%
staff	8	27%	3	10%	0	0%	19	63%	30	100%
Total	73	38%	47	25%	11	6%	59	31%	190	100%

PART G: USERS SUPPORT
Q15. Please state your Satisfaction with Site Office support.

Publicity given to the Site Office service

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	8	62%	3	23%	2	15%	13	100%
other	1	10%	7	70%	1	10%	1	10%	10	100%
professor	3	43%	4	57%	0	0%	0	0%	7	100%
researcher	18	14%	57	44%	11	8%	44	34%	130	100%
staff	10	33%	15	50%	2	7%	3	10%	30	100%
Total	32	17%	91	48%	17	9%	50	26%	190	100%

Availability of the Site Office by email

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	4	31%	8	62%	1	8%	13	100%
other	1	10%	6	60%	3	30%	0	0%	10	100%
professor	0	0%	6	86%	1	14%	0	0%	7	100%
researcher	7	5%	51	39%	26	20%	46	35%	130	100%
staff	1	3%	17	57%	11	37%	1	3%	30	100%
Total	9	5%	84	44%	49	26%	48	25%	190	100%

Availability of the Site Office by phone

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	4	31%	5	38%	4	31%	13	100%
other	2	20%	7	70%	1	10%	0	0%	10	100%
professor	1	14%	4	57%	1	14%	1	14%	7	100%
researcher	7	5%	24	18%	10	8%	89	68%	130	100%
staff	4	13%	19	63%	5	17%	2	7%	30	100%
Total	14	7%	58	31%	22	12%	96	51%	190	100%

Availability of the Site office in person

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	4	31%	8	62%	1	8%	13	100%
other	1	10%	5	50%	3	30%	1	10%	10	100%
professor	3	43%	3	43%	1	14%	0	0%	7	100%
researcher	13	10%	47	36%	23	18%	47	36%	130	100%
staff	3	10%	13	43%	14	47%	0	0%	30	100%
Total	20	11%	72	38%	49	26%	49	26%	190	100%

Helpfulness

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	4	31%	9	69%	0	0%	13	100%
other	1	10%	6	60%	3	30%	0	0%	10	100%
professor	0	0%	5	71%	2	29%	0	0%	7	100%
researcher	13	10%	46	35%	31	24%	40	31%	130	100%
staff	1	3%	13	43%	15	50%	1	3%	30	100%
Total	15	8%	74	39%	60	32%	41	22%	190	100%

Ability to resolve
2008

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	2	50%	0	0%	2	50%	0	0%	4	100%
other	0	0%	0	0%	1	100%	0	0%	1	100%
professor	6	38%	5	31%	5	31%	0	0%	16	100%
researcher	48	29%	58	35%	34	20%	27	16%	167	100%
staff	13	18%	31	44%	22	31%	5	7%	71	100%
Total	69	27%	94	36%	64	25%	32	12%	259	100%

2009

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	2	15%	2	15%	9	69%	0	0%	13	100%
other	2	20%	6	60%	2	20%	0	0%	10	100%
professor	1	14%	3	43%	2	29%	1	14%	7	100%
researcher	22	17%	40	31%	24	18%	44	34%	130	100%
staff	2	7%	16	53%	12	40%	0	0%	30	100%
Total	29	15%	67	35%	49	26%	45	24%	190	100%

Time to resolve
2008

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	2	50%	1	25%	1	25%	0	0%	4	100%
other	0	0%	0	0%	1	100%	0	0%	1	100%
professor	7	44%	3	19%	6	38%	0	0%	16	100%
researcher	41	25%	56	34%	37	22%	33	20%	167	100%
staff	15	21%	29	41%	23	32%	4	6%	71	100%
Total	65	25%	89	34%	68	26%	37	14%	259	100%

2009

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	5	38%	7	54%	1	8%	13	100%
other	1	10%	7	70%	2	20%	0	0%	10	100%
professor	1	14%	4	57%	1	14%	1	14%	7	100%
researcher	17	13%	45	35%	21	16%	47	36%	130	100%
staff	5	17%	14	47%	11	37%	0	0%	30	100%
Total	24	13%	75	39%	42	22%	49	26%	190	100%

Q16. Please state your satisfaction with the following:

Service point for laptops

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	3	23%	2	15%	8	62%	13	100%
other	1	10%	2	20%	0	0%	7	70%	10	100%
professor	1	14%	2	29%	0	0%	4	57%	7	100%
researcher	13	10%	27	21%	9	7%	81	62%	130	100%
staff	2	7%	6	20%	0	0%	22	73%	30	100%
Total	17	9%	40	21%	11	6%	122	64%	190	100%

Support for Research software offered by the Lab Assistants
2008

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	0	0%	0	0%	0	0%	0	0%	0	0%
other	0	0%	0	0%	0	0%	0	0%	0	0%
professor	0	0%	0	0%	0	0%	0	0%	0	0%
researcher	47	30%	60	38%	14	9%	38	24%	159	100%
staff	1	20%	0	0%	0	0%	4	80%	5	100%
Total	48	29%	60	37%	14	9%	42	26%	164	100%

2009

Category	Not satisfied		Satisfied		Very satisfied		No opinion		Total	
	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)	frequency	(%)
fellow	1	8%	3	23%	2	15%	7	54%	13	100%
other	0	0%	1	10%	1	10%	8	80%	10	100%
professor	1	14%	1	14%	0	0%	5	71%	7	100%
researcher	10	8%	28	22%	10	8%	82	63%	130	100%
staff	0	0%	4	13%	0	0%	26	87%	30	100%
Total	12	6%	37	19%	13	7%	128	67%	190	100%