2012 Harvard University
IT Survey for Staff
Results and Analysis

July 12, 2012
Overview

- Distributed to 5,193 staff in Central Administration, Divinity School, FAS, and Radcliffe

- May 17 (Wed) – June 1 (Fri)

- All responses were anonymous

- 31% response rate (1,627 total)
Key Findings: Technology

- Most staff (98%) are comfortable using technology

- On average, staff use 3 devices for work; desktops and laptops account for 63%

- Approximately 50% report that Exchange is “very easy and reliable”; 40% say “somewhat”

- Gmail and Google Cal are the primary alternatives to Exchange, especially in FAS

- Nearly all staff (91%) use departmental shared drives; 68% on a daily basis

- 70% of staff use Accellion, 46% use Google Docs, and 36% use Dropbox
Overall Satisfaction with HUIT Services

Overall, how would you rate the services provided by Harvard University Information Technology (HUIT)?
Key Findings: Performance and Strategy

- Overall satisfaction with HUIT’s performance is positive, especially in operational areas:
  - Keeping the systems up and running (reliability / availability)
  - Delivering services on a timely basis

- Staff are somewhat less satisfied with regard to strategic, value-based measures:
  - Helping you use technology effectively
  - Providing services that are valuable to you
Satisfaction with IT Support

How would you rate the IT support you receive?

Very satisfied

Somewhat satisfied

Not too satisfied

Not satisfied at all

Getting through to someone

Getting an initial response quickly

Solving your problem

Following through to resolution
Key Findings: Support

- 75% rely on HUIT and HCL IT for desktop and helpdesk support; 18% use local providers

- Demand for IT support is strong: 40% contact us every few weeks or less

- Satisfaction with IT support is high, with room for improvement in problem solving and follow-through to resolution

- Many staff (40%) are purchasing computers and equipment from TPS. Satisfaction is high, with room for improvement in product selection
Key Findings: Other

- Most staff consider the Harvard phone service to be very reliable

- Most staff know how to report an IT security issue, but few can find Harvard’s Enterprise Information Security Policy online

- Most staff (88%) want to hear from us via email; 8% prefer the web
Comments: Recurring Themes

What are the two most important things HUIT can do to improve your IT experience?

Customer Service
- “When I call the help desk. . It can be inconsistent.”
- “Quicker response time to requests.”
- “Be patient with less tech-literate people.”
- “Keep the local feel even while centralizing.”

Desktop Experience
- “Make my computer faster please.”
- “Support the most up-to-date software. We tend to be behind.”

Email and Calendar
- “Get everyone on a single Exchange server, so we don’t have to create doodle polls to schedule meetings.”
- “Improve the stability of Outlook.”

“Improve wireless access on campus .”
Appendix
### Total Responses

<table>
<thead>
<tr>
<th>School or Unit</th>
<th>Response</th>
<th>Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Divinity School</td>
<td>48</td>
<td>54%</td>
</tr>
<tr>
<td>Radcliffe Institute</td>
<td>40</td>
<td>42%</td>
</tr>
<tr>
<td>FAS</td>
<td>776</td>
<td>30%</td>
</tr>
<tr>
<td>Central Administration</td>
<td>549</td>
<td>27%</td>
</tr>
<tr>
<td>Total</td>
<td>1,413</td>
<td>100%</td>
</tr>
</tbody>
</table>
## Central Administration Responses

<table>
<thead>
<tr>
<th>Area</th>
<th>Responses</th>
<th>Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Harvard University Press</td>
<td>33</td>
<td>42%</td>
</tr>
<tr>
<td>LASPAU, Academic and Professional Program for the Americas</td>
<td>16</td>
<td>38%</td>
</tr>
<tr>
<td>Harvard Planning and Project Management</td>
<td>19</td>
<td>37%</td>
</tr>
<tr>
<td>Office of the President, Provost, and EVP</td>
<td>60</td>
<td>37%</td>
</tr>
<tr>
<td>Financial Administration</td>
<td>83</td>
<td>33%</td>
</tr>
<tr>
<td>Harvard University Library</td>
<td>36</td>
<td>31%</td>
</tr>
<tr>
<td>Harvard Human Resources</td>
<td>40</td>
<td>26%</td>
</tr>
<tr>
<td>Campus Services</td>
<td>115</td>
<td>26%</td>
</tr>
<tr>
<td>Alumni Affairs and Development</td>
<td>55</td>
<td>19%</td>
</tr>
<tr>
<td>Harvard Public Affairs and Communications</td>
<td>11</td>
<td>17%</td>
</tr>
<tr>
<td>...</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total: Central Administration</td>
<td>549</td>
<td>27%</td>
</tr>
</tbody>
</table>
Overall Satisfaction with HUIT Services

Overall, how would you rate the services provided by Harvard University Information Technology (HUIT)?

<table>
<thead>
<tr>
<th>Question</th>
<th>Very satisfied</th>
<th>Somewhat satisfied</th>
<th>Not too satisfied</th>
<th>Not satisfied at all</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Keeping the systems up and running</td>
<td>63%</td>
<td>33%</td>
<td>4%</td>
<td>1%</td>
<td>1,308</td>
</tr>
<tr>
<td>Delivering services on a timely basis</td>
<td>52%</td>
<td>37%</td>
<td>9%</td>
<td>2%</td>
<td>1,298</td>
</tr>
<tr>
<td>Helping you use technology effectively</td>
<td>37%</td>
<td>45%</td>
<td>14%</td>
<td>4%</td>
<td>1,291</td>
</tr>
<tr>
<td>Providing services that are valuable to you</td>
<td>42%</td>
<td>44%</td>
<td>12%</td>
<td>2%</td>
<td>1,288</td>
</tr>
</tbody>
</table>

- Satisfied: 82% - 96%
- Somewhat satisfied or less: 38% - 63%
- Room for improvement:
  - Helping you use technology effectively
  - Providing services that are valuable to you
Technology Use

- 69% of Staff are “very comfortable” using technology; 29% are “somewhat comfortable”
- Device Utilization*

<table>
<thead>
<tr>
<th>Device</th>
<th>Harvard-owned</th>
<th>Personally-owned</th>
<th>Responses</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>PC/Windows Desktop</td>
<td>952</td>
<td>92</td>
<td>1,044</td>
<td>24%</td>
</tr>
<tr>
<td>PC/Windows Laptop</td>
<td>715</td>
<td>156</td>
<td>871</td>
<td>20%</td>
</tr>
<tr>
<td>iPhone</td>
<td>173</td>
<td>383</td>
<td>556</td>
<td>13%</td>
</tr>
<tr>
<td>Mac Laptop</td>
<td>225</td>
<td>206</td>
<td>431</td>
<td>10%</td>
</tr>
<tr>
<td>Mac Desktop</td>
<td>296</td>
<td>84</td>
<td>380</td>
<td>9%</td>
</tr>
<tr>
<td>Tablet**</td>
<td>70</td>
<td>262</td>
<td>312</td>
<td>7%</td>
</tr>
<tr>
<td>Standard Cell Phone</td>
<td>57</td>
<td>222</td>
<td>279</td>
<td>6%</td>
</tr>
<tr>
<td>BlackBerry</td>
<td>165</td>
<td>34</td>
<td>199</td>
<td>5%</td>
</tr>
<tr>
<td>Android</td>
<td>27</td>
<td>160</td>
<td>187</td>
<td>4%</td>
</tr>
<tr>
<td>Other (*)</td>
<td>29</td>
<td>35</td>
<td>84</td>
<td>2%</td>
</tr>
<tr>
<td>Total</td>
<td>2,709</td>
<td>1,634</td>
<td>4,343</td>
<td>100%</td>
</tr>
</tbody>
</table>

* Includes HUIT staff

** 20 respondents listed “iPad” under “Other”. These have been reclassified as personally-owned tablets.
FAS Email Utilization

<table>
<thead>
<tr>
<th>Answer</th>
<th>Response</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>I only use FAS Exchange email for my work.</td>
<td>507</td>
<td>72%</td>
</tr>
<tr>
<td>I use FAS Exchange in addition to another email system for my work.</td>
<td>107</td>
<td>15%</td>
</tr>
<tr>
<td>I do not use FAS Exchange email. I use a different email system for my work.</td>
<td>94</td>
<td>13%</td>
</tr>
<tr>
<td>Total</td>
<td>708</td>
<td>100%</td>
</tr>
</tbody>
</table>

- **Ease of Use**
  - Very easy: 51%
  - Somewhat easy: 41%
  - Somewhat difficult: 7%
  - Very difficult: 1%

- **Reliability**
  - Very reliable: 50%
  - Somewhat reliable: 42%
  - Not too reliable: 6%
  - Not reliable at all: 2%

- **Other email systems**
  - Gmail: 46%
  - Departmental mail server: 24% (many reported “Outlook”)
  - Other: 30% (many reported “Outlook”)


FAS Calendar Utilization

### Ease of Use

- Very easy: 49%
- Somewhat easy: 41%
- Somewhat difficult: 9%
- Very difficult: 2%

### Reliability

- Very reliable: 50%
- Somewhat reliable: 38%
- Not too reliable: 9%
- Not reliable at all: 2%

### Other calendar systems

- Google Calendar: 48%
- Other: 52% (many reported “Outlook”)

<table>
<thead>
<tr>
<th>Answer</th>
<th>Response</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>I only use the FAS Exchange calendar for my work.</td>
<td>370</td>
<td>53%</td>
</tr>
<tr>
<td>I use FAS Exchange in addition to another calendar system for my work.</td>
<td>101</td>
<td>15%</td>
</tr>
<tr>
<td>I do not use the FAS Exchange calendar. I use a different calendar system for my work.</td>
<td>222</td>
<td>32%</td>
</tr>
<tr>
<td>Total</td>
<td>693</td>
<td>100%</td>
</tr>
</tbody>
</table>
ICEmail Utilization

<table>
<thead>
<tr>
<th>Answer</th>
<th>Response</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>I only use ICEmail for my work-related email.</td>
<td>375</td>
<td>63%</td>
</tr>
<tr>
<td>I use ICEmail in addition to another email system for my work.</td>
<td>191</td>
<td>32%</td>
</tr>
<tr>
<td>I do not use ICEmail. I use a different email system for my work.</td>
<td>32</td>
<td>5%</td>
</tr>
<tr>
<td>Total</td>
<td>598</td>
<td>100%</td>
</tr>
</tbody>
</table>

- **Ease of Use**
  - Very easy: 51%
  - Somewhat easy: 40%
  - Somewhat difficult: 8%
  - Very difficult: 1%

- **Reliability**
  - Very reliable: 50%
  - Somewhat reliable: 45%
  - Not too reliable: 5%
  - Not reliable at all: 0%

- **Other email systems**
  - Gmail: 16%
  - Other: 84% (many reported “Outlook”)
ICEmail Calendar Utilization

<table>
<thead>
<tr>
<th>Answer</th>
<th>Response</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>I only use the ICEmail calendar for my work.</td>
<td>358</td>
<td>61%</td>
</tr>
<tr>
<td>I use ICEmail in addition to another calendar system for my work.</td>
<td>123</td>
<td>21%</td>
</tr>
<tr>
<td>I do not use the ICEmail calendar. I use a different calendar system for my work.</td>
<td>102</td>
<td>17%</td>
</tr>
<tr>
<td>Total</td>
<td>583</td>
<td>100%</td>
</tr>
</tbody>
</table>

- **Ease of Use**
  - Very easy: 44%
  - Somewhat easy: 47%
  - Somewhat difficult: 8%
  - Very difficult: 1%

- **Reliability**
  - Very reliable: 48%
  - Somewhat reliable: 43%
  - Not too reliable: 8%
  - Not reliable at all: 1%

- **Other calendar systems**
  - Google Calendar: 18%
  - Other: 83% (many reported “Outlook”)
# Shared Tools *

Do you currently use any of the following tools in your job? If yes, how often?

<table>
<thead>
<tr>
<th>Tool</th>
<th>Every day</th>
<th>A few times a week</th>
<th>A few times a month</th>
<th>Less than a few times a month</th>
<th>Never</th>
<th>Utilization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shared File Server / Departmental Drives</td>
<td>976</td>
<td>171</td>
<td>94</td>
<td>68</td>
<td>129</td>
<td>91%</td>
</tr>
<tr>
<td>Secure File Transfer / Accellion</td>
<td>88</td>
<td>196</td>
<td>306</td>
<td>408</td>
<td>425</td>
<td>70%</td>
</tr>
<tr>
<td>Google Docs</td>
<td>94</td>
<td>110</td>
<td>168</td>
<td>277</td>
<td>774</td>
<td>46%</td>
</tr>
<tr>
<td>Dropbox</td>
<td>95</td>
<td>64</td>
<td>109</td>
<td>233</td>
<td>909</td>
<td>36%</td>
</tr>
<tr>
<td>Evernote</td>
<td>33</td>
<td>24</td>
<td>22</td>
<td>77</td>
<td>1218</td>
<td>11%</td>
</tr>
<tr>
<td>Other File Sharing or Storage Tools</td>
<td>88</td>
<td>45</td>
<td>52</td>
<td>70</td>
<td>819</td>
<td>24%</td>
</tr>
</tbody>
</table>

* Includes HUIT staff
# Primary Source for Desktop and Helpdesk Support

Where do you primarily go for IT desktop and helpdesk support?

<table>
<thead>
<tr>
<th>Answer</th>
<th>Response</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Harvard University Information Technology (HUIT)</td>
<td>857</td>
<td>68%</td>
</tr>
<tr>
<td>Local IT support provider in my Department or School</td>
<td>230</td>
<td>18%</td>
</tr>
<tr>
<td>Harvard College Library IT Services (HCL ITS)</td>
<td>83</td>
<td>7%</td>
</tr>
<tr>
<td>FAS Research Computing Group</td>
<td>42</td>
<td>3%</td>
</tr>
<tr>
<td>Institute for Quantitative Social Science (IQSS)</td>
<td>14</td>
<td>1%</td>
</tr>
<tr>
<td>Other *</td>
<td>24</td>
<td>2%</td>
</tr>
<tr>
<td>I do not use IT support</td>
<td>16</td>
<td>1%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>1,266</td>
<td>100%</td>
</tr>
</tbody>
</table>

* A number of “other” responses included DLS and local HUIT field techs

- **On average, how often do you contact IT support?**
  - Every few days: 8%
  - Every few weeks: 32%
  - Every few months: 37%
  - Less than every few months: 23%
# Satisfaction with IT Support

How would you rate the IT support you receive?

<table>
<thead>
<tr>
<th>Question</th>
<th>Very satisfied</th>
<th>Somewhat satisfied</th>
<th>Not too satisfied</th>
<th>Not satisfied at all</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Getting through to someone</td>
<td>71%</td>
<td>26%</td>
<td>2%</td>
<td>1%</td>
<td>1,238</td>
</tr>
<tr>
<td>Getting an initial response quickly</td>
<td>62%</td>
<td>30%</td>
<td>7%</td>
<td>1%</td>
<td>1,236</td>
</tr>
<tr>
<td>Solving your problem</td>
<td>52%</td>
<td>38%</td>
<td>8%</td>
<td>2%</td>
<td>1,237</td>
</tr>
<tr>
<td>Following through to resolution</td>
<td>57%</td>
<td>33%</td>
<td>8%</td>
<td>2%</td>
<td>1,233</td>
</tr>
</tbody>
</table>

- Satisfied: 90% - 97%
- Somewhat satisfied or less: 29% - 48%
- Room for improvement:
  - Solving your problem
  - Following through to resolution
Technology Products and Services

- 503 staff (40%) purchased a computer or software from TPS in the last 2-3 years.

For the purchase(s) you made, please rate your experience:

<table>
<thead>
<tr>
<th>Question</th>
<th>Very satisfied</th>
<th>Somewhat satisfied</th>
<th>Not too satisfied</th>
<th>Not satisfied at all</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Selection of products</td>
<td>54%</td>
<td>41%</td>
<td>5%</td>
<td>1%</td>
<td>499</td>
</tr>
<tr>
<td>Knowledge of staff</td>
<td>61%</td>
<td>35%</td>
<td>4%</td>
<td>1%</td>
<td>482</td>
</tr>
<tr>
<td>Courtesy of staff</td>
<td>69%</td>
<td>26%</td>
<td>3%</td>
<td>1%</td>
<td>489</td>
</tr>
<tr>
<td>Convenience of shopping</td>
<td>63%</td>
<td>30%</td>
<td>5%</td>
<td>2%</td>
<td>499</td>
</tr>
</tbody>
</table>

- Satisfied: 93% - 96%
- Somewhat satisfied or less: 30% - 47%
- Room for improvement:
  - Selection of products
  - Knowledge of staff
Telecommunications

☐ How would you rate your Harvard-provided telephone service?
   - Very reliable: 61%
   - Somewhat reliable: 34%
   - Not too reliable: 4%
   - Not reliable at all: 1%

☐ Do you use the HUIT Telecom website to get information about campus telephone service?
   - Yes: 20%
   - No: 80%

☐ Thinking about your last HUIT Telecom-related experience, was your service request completed satisfactorily?
   - Yes: 80%
   - No: 20%
Information Security

- How confident are you in your ability to report a suspected IT security issue?
  - Very confident: 41%
  - Somewhat confident: 44%
  - Not too confident: 13%
  - Not confident at all: 2%

- Do you know where to find the Harvard Enterprise Information Security Policy online?
  - Yes: 37%
  - No: 63%

- * How clear or unclear do you find the definition of High-Risk Confidential Information above?
  - Very clear: 72%
  - Somewhat clear: 25%
  - Not too clear: 3%
  - Not clear at all: 1%

* The text of the definition for HRCI appeared just above this question.
Communications

- How would you primarily like HUIT to communicate with you about its services?
  - Email: 88%
  - HUIT Website: 8%
  - Gatherings / Forums: 2%
  - Facebook / Twitter: 0%
  - Other: 2%