



**TECHNOLOGY SERVICE & SUPPORT
SATISFACTION SURVEY
SPRING 2007**

Office of Institutional Research

July 2007



Montclair State University

TECHNOLOGY SERVICE AND SUPPORT SATISFACTION SURVEY

Spring 2007

*Office of Institutional Research
Montclair State University*

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Selected Findings

The following is a presentation of selected findings from the *MSU Technology Service and Support Satisfaction Survey* conducted in the Spring 2007 semester. Respondent comments were included to further illustrate points made in the text.

The vast majority of survey respondents sought answers to their technology questions from members of the MSU community.

Approximately 98% of survey respondents said they looked to members of the MSU for help with their technology problems. Of that percentage, almost 69% responded that they “often” or “occasionally” sought assistance with hardware/software from the help desk, while 58% stated they contacted the tech teams. When asked whom they contacted with the *most frequency*, 47% of respondents stated they contacted the University Help Desk, slightly more than 39% contacted the Local Distributed Tech Teams, and the remainder (14%) sought help from MSU friends or colleagues. Fifty-nine percent of respondents had contacted the help desk this semester, and nearly 57% had contacted tech teams. Approximately one fifth of all respondents had sought help that week from either the help desk (19.8%) or local tech teams (23.2%).

Respondents use various means of communication (e.g., walk-in, phone call, or email) to open support calls.

Eighty-seven percent of respondents used the telephone in order to seek support from the help desk, while local tech teams were contacted by phone approximately half of the (or 46%). Local tech teams (28%) were far more likely to entertain “walk-ins” than was the help desk (7%). Nearly 25% of respondents said they emailed their local tech teams for *initial* support, while only about 6% of respondents contacted the help desk via email.

“...it would be very helpful to have a rep come to the problem...often it can't be fixed over the phone...”

“...the Technology hotline is cumbersome, involving multiple missed messages...”

“My experience with the helpdesk has been excellent. The students who answer the phones are very helpful and very professional – whether they are answering questions directly or forwarding questions to another office.”

“The IT department used to come in person...now that they are in University Hall it really is frustrating sometimes when they try to solve the problem over the phone...it takes several calls until they come to the office and fix the problem...”

“Three times I directed questions via email to IT. No one ever replied.”

Respondents generally agreed that the help desk and local tech teams responded to problems or questions within a reasonable amount of time, and the amount of time taken to resolve problems was also generally acceptable.

Nearly 87% of respondents who contacted the helpdesk “agreed” or “somewhat agreed” that the amount of time they waited for a call to be resolved was appropriate, compared to 91% of respondents who felt that way about their local tech teams. More respondents also felt their problems were resolved “the same day” by local tech teams (63%) than by the help desk (58%). Eighty-one percent of respondents who contacted the help desk “agreed” or “somewhat agreed” that the length of time they waited for issues to be resolved was appropriate, compared to 85.8% of respondents who contacted local tech teams.

“The Tech support is good overall. Sometimes it would be nice for a speedy response, but with busy times during the year this is not always an option.”

Respondents were generally satisfied with the support they received both from local distributed tech teams and the help desk.

Over 82% of respondents indicated they were “very satisfied” or “satisfied” with their most recent experience while contacting the help desk, compared to nearly 87% of respondents who worked with their local tech teams. When describing their *overall experience* with technology support, over 80% of respondents said they were “very satisfied” or “satisfied” with the help desk, compared to 86% of respondents who used their local tech teams.

Respondents generally agreed that technicians were able to solve their problems and explain issues to users. They also seemed satisfied with the alacrity of the support teams to solve their issues. A majority of respondents agreed that technicians were knowledgeable and competent, with 83% holding that opinion of help desk staff, and 89% feeling this way about local tech team staff. Similar percentages of respondents agreed that technicians identified problems quickly.

Many respondents also reported that they did not need to request assistance more than once in order to resolve their problems. Over 78% of respondents said this about the help desk, while over 81% said this with regard to local tech teams. More than half of all respondents agreed that the first person they contacted helped them resolve their problems (54% said this of the help desk, while 67% said it of local tech teams).

Nearly 95% of respondents agreed that help desk technicians handled issues with courtesy and professionalism, compared to approximately 94% who felt that way about technicians from local tech teams. Respondents were less likely to agree that technicians helped them to understand the solution to their issue, with 75% saying this about help desk technicians, and 84% saying it about local tech team technicians.

“...technicians jump in too fast to fix what they think the problem is...I would appreciate [them] more...if they would slow down and listen before diving in, then having to come back and re-do what they only half fixed.”

“I find the helpline staff to be helpful. I have often had a problem resolved...on the phone. If that doesn’t happen, the technicians who are sent have been extremely helpful in solving my problems.”

“The most annoying problem is having to make multiple request[s] to completely(sp) resolve issues...”



Note: The following findings are of those respondents who replied that they never seek assistance from anyone at MSU for software or hardware problems.

Respondents who did not use University resources to solve technology problems described themselves as “problem-solvers.”

Approximately 58% of those respondents who sought help outside of MSU stated they enjoyed researching and solving their own problems. Over one-third of these individuals sought help from the hardware/software manufacturers’ tech support teams, and a similar percentage said they sought help from support pages on the vendors’ support pages, FAQ areas, or “user-group” sites.

One-third of those who sought help outside the University said they did so because they “needed immediate solutions” to their problems, and they did not “have time to wait for help.” Approximately 25% of those who said they sought help for their tech related issues outside of the University said they weren’t aware of resources/support available on campus.

“Most of the time I am able to resolve the problem myself so I do not need that much help but the technology in classrooms is always maintained well so I do not have too much need for IT support.”

“No real input to be had here. The network resources I have available to me for researching things on the internet and my MSU mail services are top...I never had an issue with any IT service offered.”



Additional comments worth including revolved around genuinely valid concerns from the respondents. They did not center on questions in the survey, but have been included for consideration:

“I want to encourage provision of tech support at night. Large number of evening classes dictates need for strong and readily available support.”

“The Tech staff and the people who work at the helpdesk need to know who handles what. When the copy room printers are out of toner, there seems to be confusion on their part as to who is supposed to take care of that situation.”

“More Mac support is needed...since the university does offer to distribute Macintosh computers to its recent/new hires.”

Tables and Charts

TABLE 1: DO YOU SEEK TECH SUPPORT FROM WITHIN THE MSU COMMUNITY?

When you have a question or problem related to either computer hardware or software, do you seek help from anyone who is a member of the MSU community?

	Valid Percent
Usually seek help from someone at MSU	66.7%
Sometimes seek help from someone at MSU	21.3%
Rarely, but on occasion, seek help from someone at MSU	10.1%
Never seek help from anyone at MSU, including MSU friends or colleagues	2.0%
Number of respondents	606

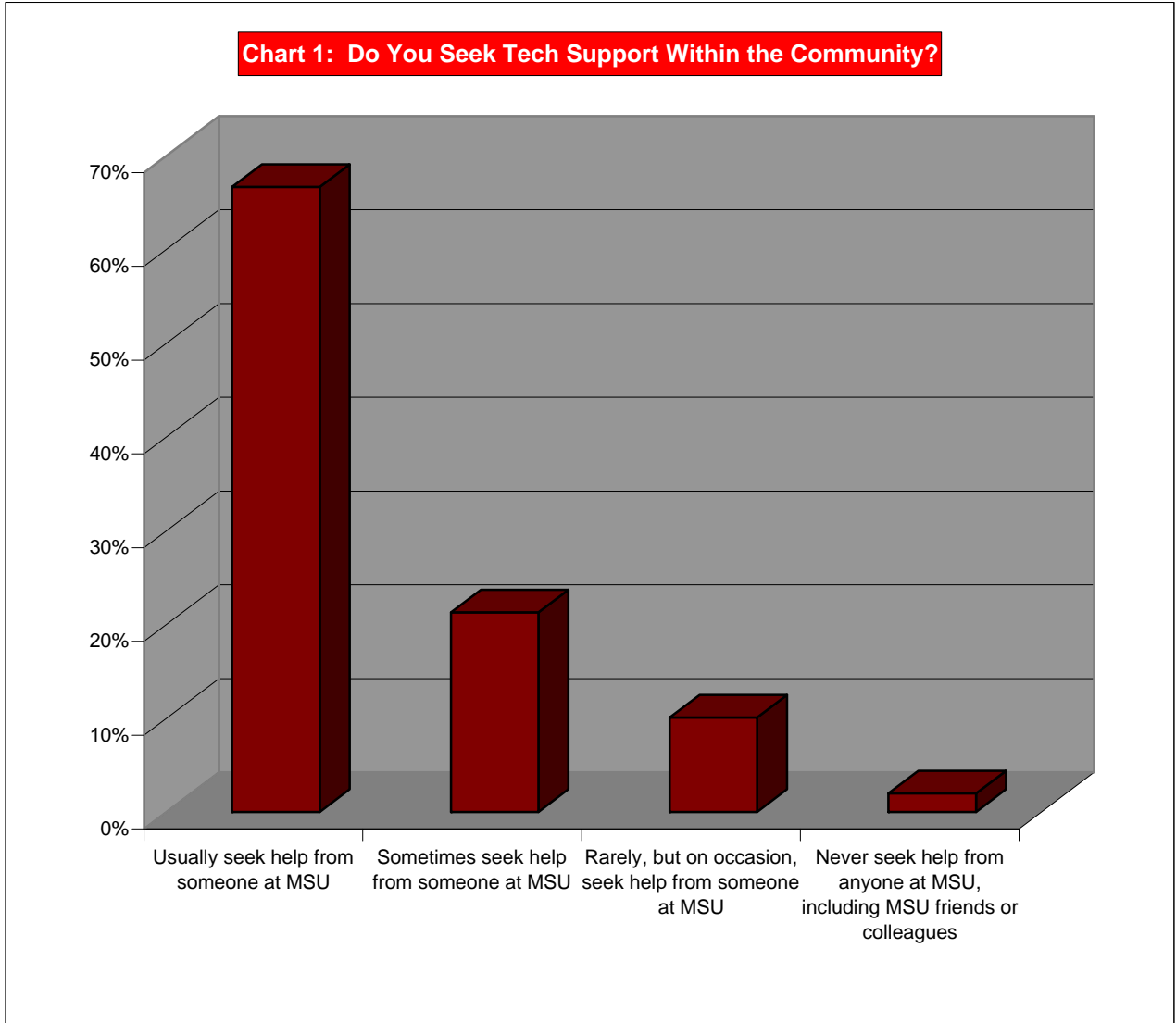


TABLE 2: HOW OFTEN DO YOU RELY ON THESE TECH SUPPORT RESOURCES?

When you have a technology (hardware/software) question or problem, how often do you contact each of the following for assistance?

Valid Percent Responding "Often" or "Occasionally"

MSU Central / University Help Desk	68.6%
MSU Local / Distributed Tech Teams	58.2%
A Montclair State Friend or Colleague	54.3%

Chart 2: How Often Do You Rely on These Tech Support Resources?

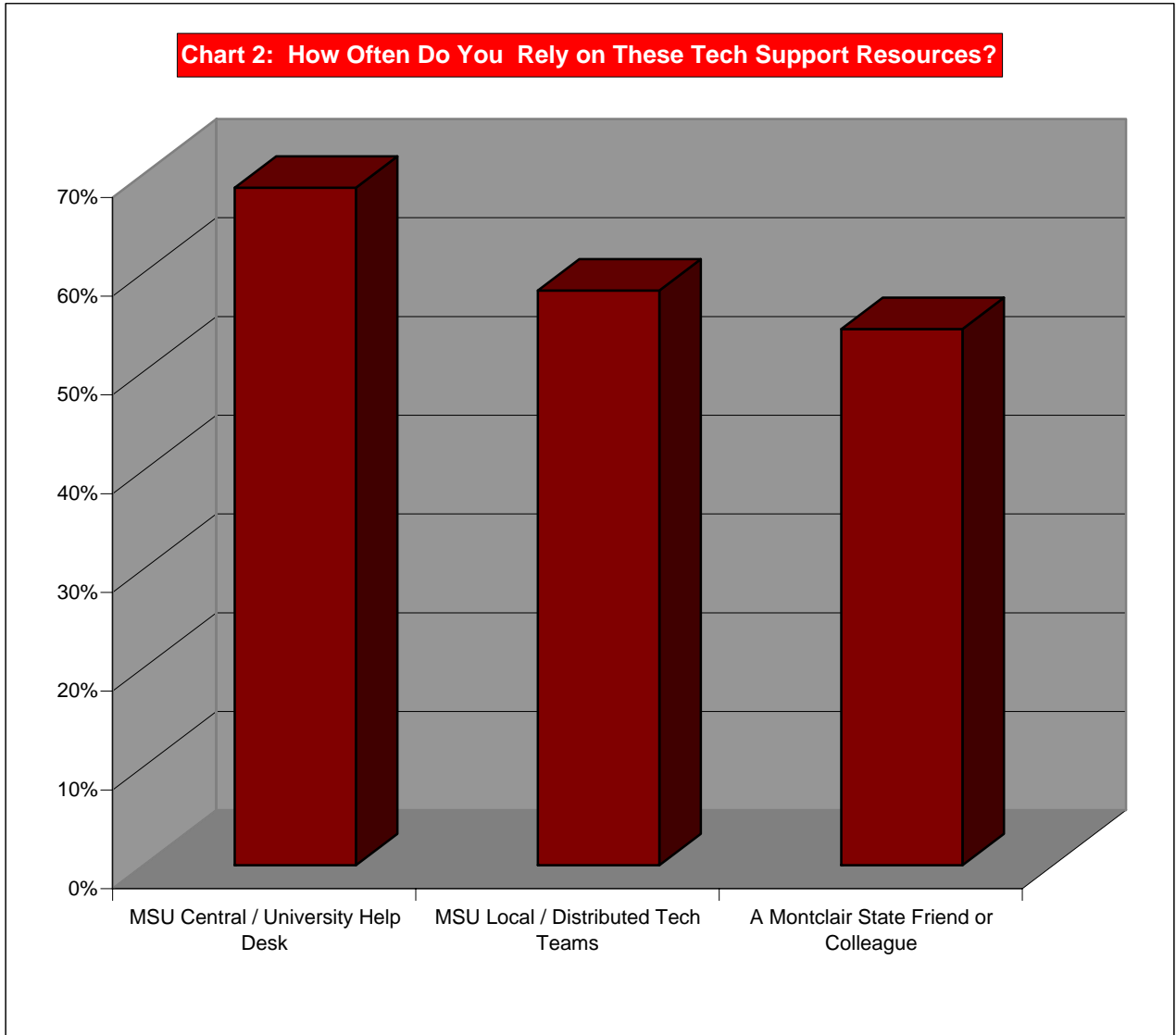


TABLE 3: WHICH TECH SUPPORT RESOURCE DO YOU USE MOST FREQUENTLY?

Choosing from the three options in question #2, who do you contact MOST FREQUENTLY?

	Valid Percent
MSU Central / University Help Desk	46.7%
MSU Local / Distributed Tech Teams	39.2%
A Montclair State Friend or Colleague	14.1%
Number of respondents	595

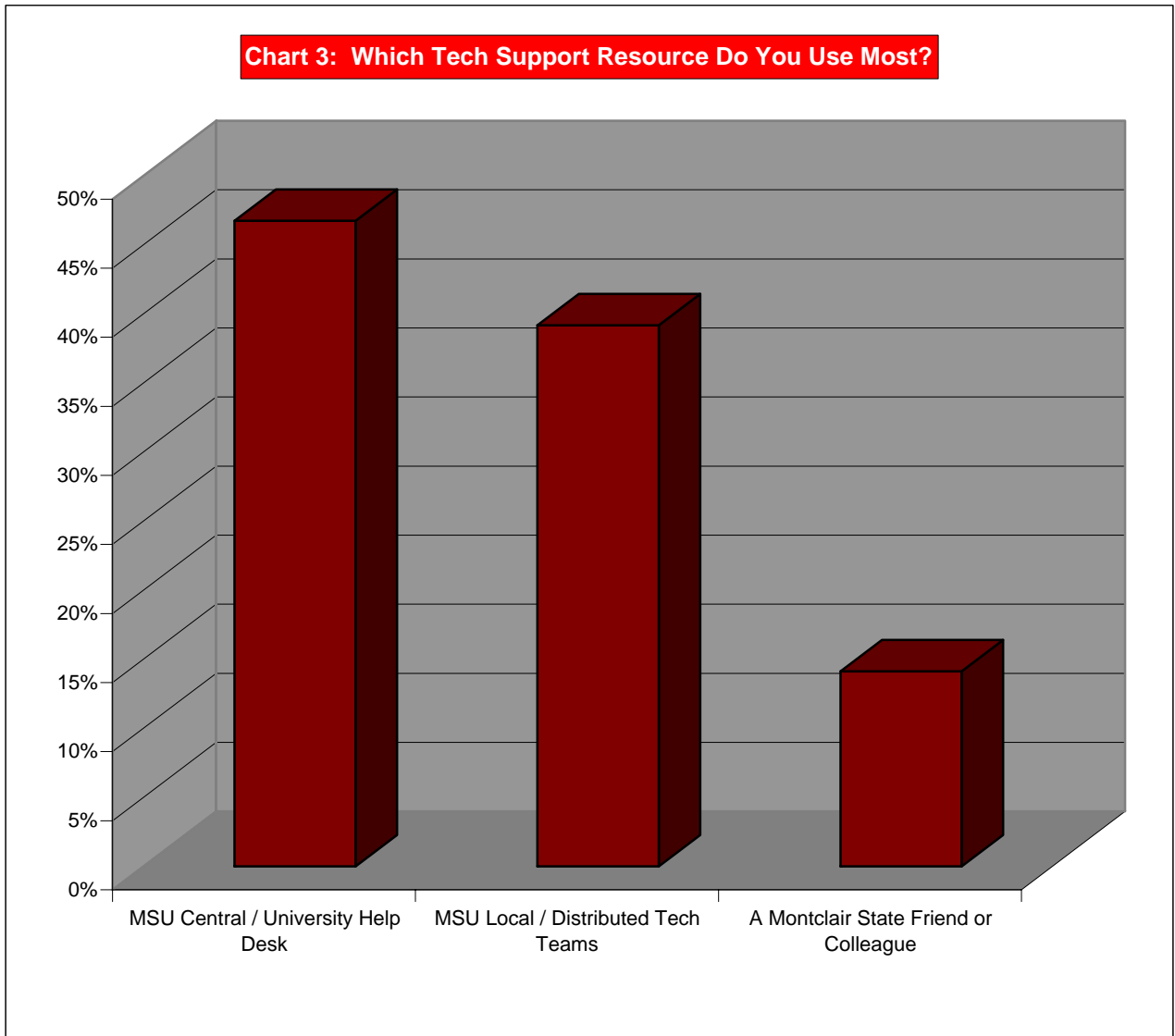


TABLE 4: WHEN WAS YOUR LAST CONTACT WITH TECH SUPPORT?

When was the last time you contacted Technology Support?	Who do you contact most?		
	University Help Desk Valid Pct.	Local Tech Teams Valid Pct.	Friends / Colleagues Valid Pct.
Today	5.0%	7.7%	1.2%
This Week	19.8%	23.2%	14.3%
This Semester	59.0%	56.7%	59.5%
Last Semester or Before	15.1%	11.2%	19.0%
Not Applicable	1.1%	1.3%	6.0%

Chart 4: When Was Your Last Contact With Tech Support?

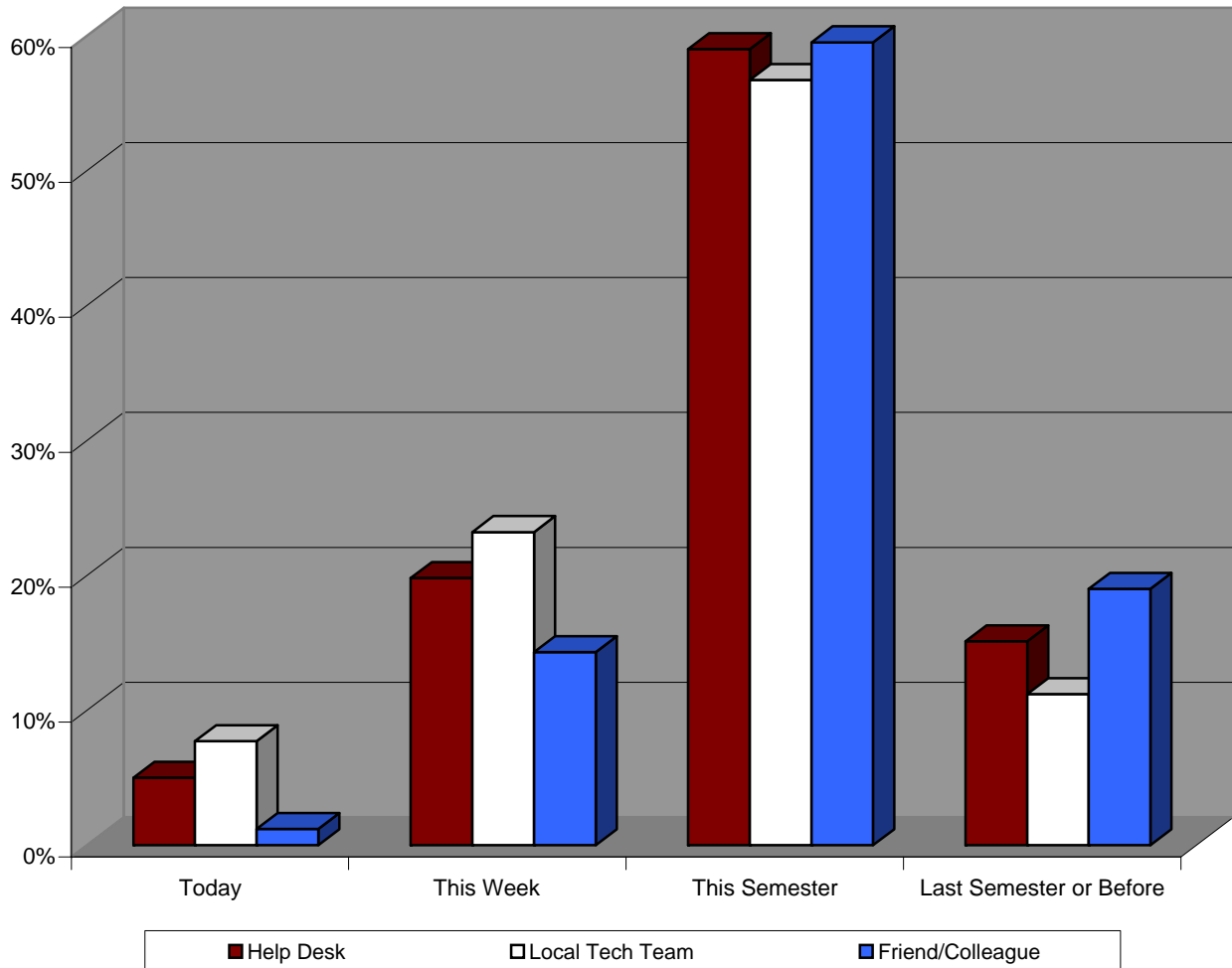


TABLE 5: HOW DID YOU CONTACT TECH SUPPORT?

In your most recent experience with Technology Support, how did you make the initial contact?	Who do you contact most?		
	University Help Desk Valid Pct.	Local Tech Teams Valid Pct.	Friends / Colleagues Valid Pct.
Walk-In	6.5%	27.6%	23.8%
Phone	87.0%	45.7%	56.0%
Email	6.5%	25.0%	11.9%
Not Applicable	0.0%	1.7%	8.3%

Chart 5: How Did You Contact Tech Support?

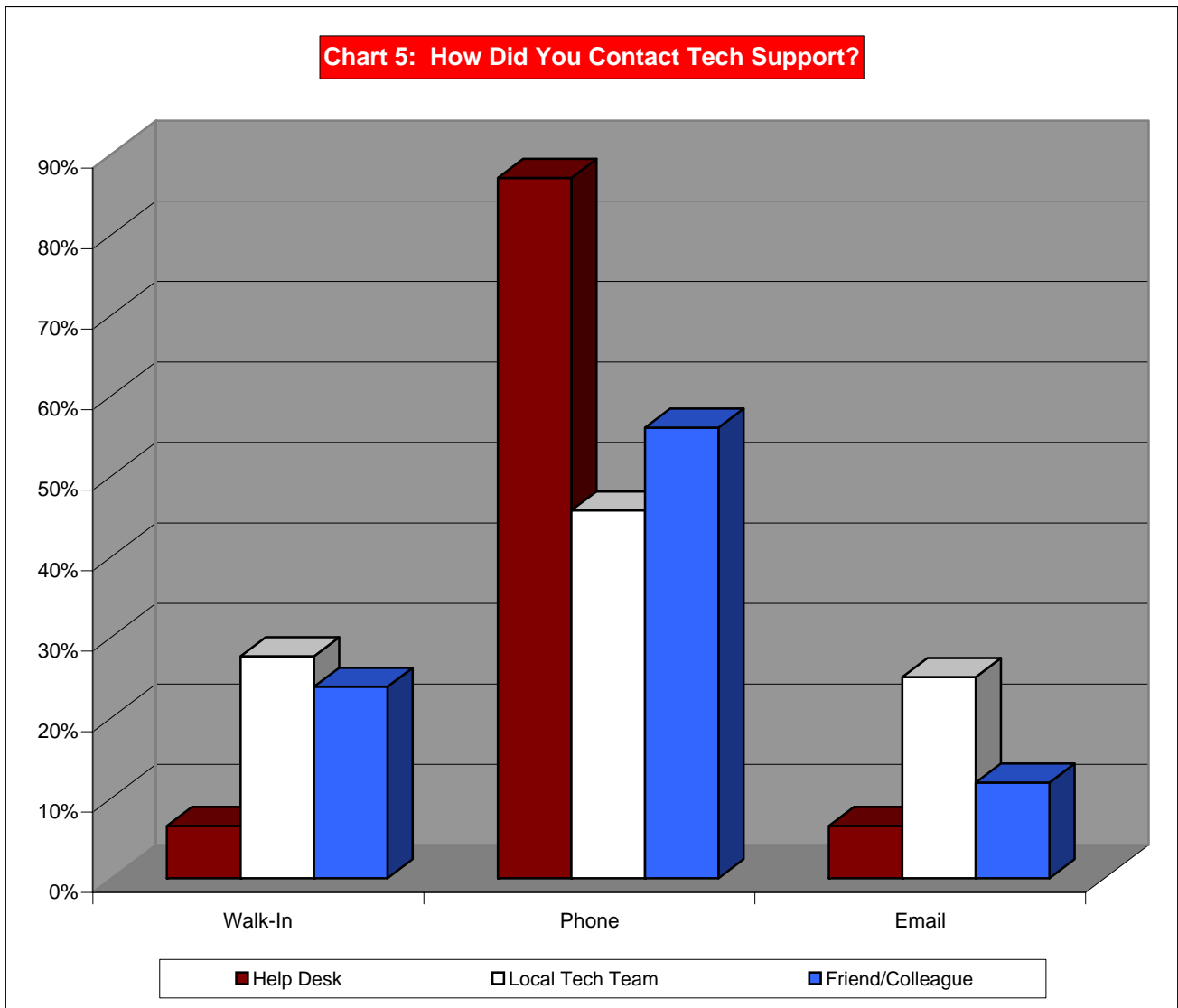


TABLE 6: DID YOU RECEIVE TIMELY ACKNOWLEDGEMENT OF YOUR REQUEST?

Generally, on initial contact, the length of time you wait for your request to be addressed/ acknowledged is appropriate.	Who do you contact most?		
	University Help Desk Valid Pct.	Local Tech Teams Valid Pct.	Friends / Colleagues Valid Pct.
Agree	63.4%	71.6%	49.4%
Somewhat Agree	23.1%	19.4%	21.7%
Somewhat Disagree	8.8%	3.9%	10.8%
Disagree	2.9%	3.9%	7.2%
No Opinion	1.8%	1.3%	10.8%

Chart 6: Did You Get Timely Acknowledgement of Your Request?

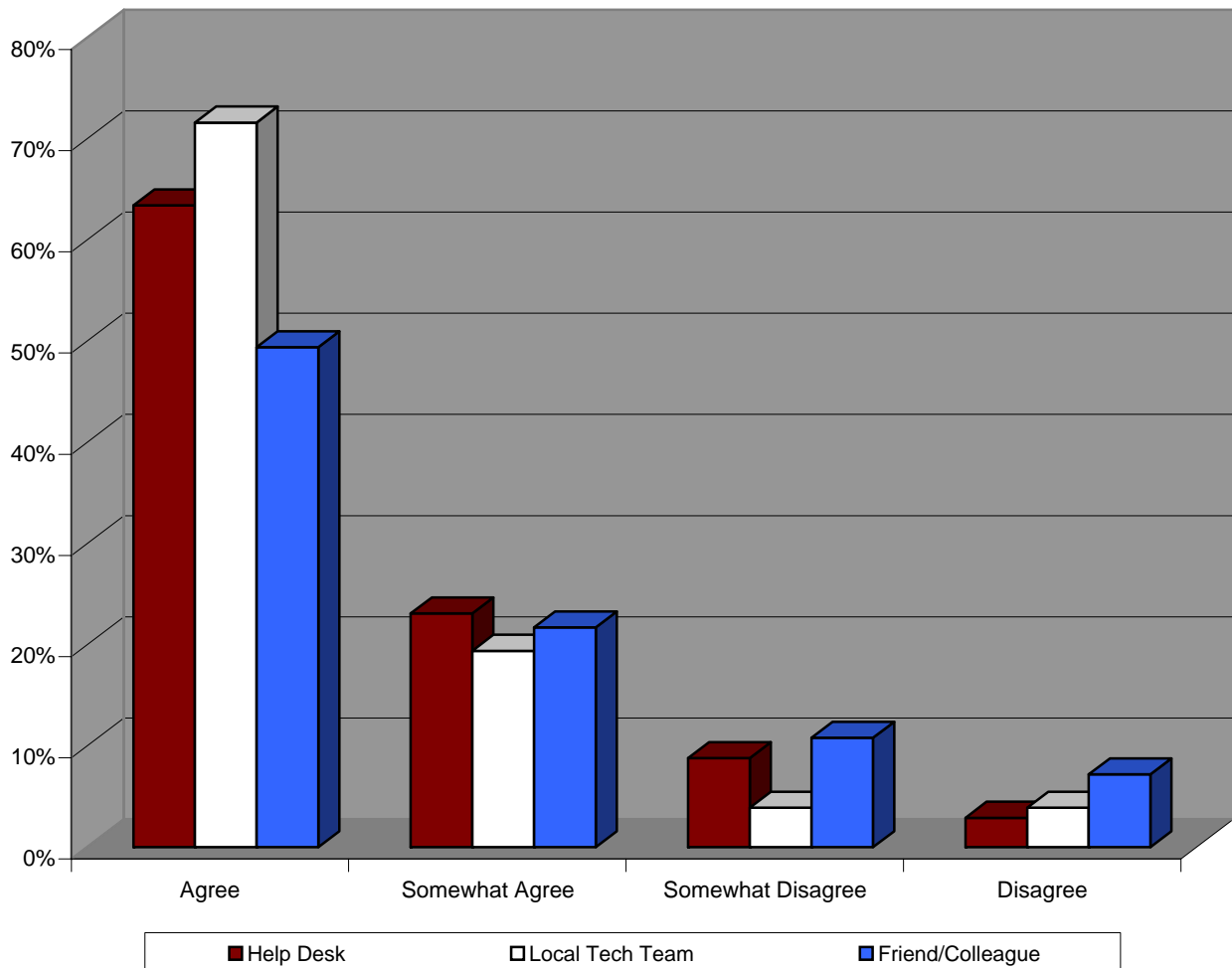


TABLE 7: HOW LONG DOES IT GENERALLY TAKE TO RESOLVE REQUESTS?

Generally, how long would you say it takes to resolve requests when contacting Technology Support?	Who do you contact most?		
	University Help Desk Valid Pct.	Local Tech Teams Valid Pct.	Friends / Colleagues Valid Pct.
Immediately/Initial Contact	13.5%	18.3%	13.6%
Less than a day	44.0%	44.5%	45.7%
2-3 days	31.3%	25.8%	23.5%
4-5 days	6.9%	6.1%	9.9%
6 or more days	4.4%	5.2%	7.4%

Chart 7: How Long Does It Take to Resolve Requests?

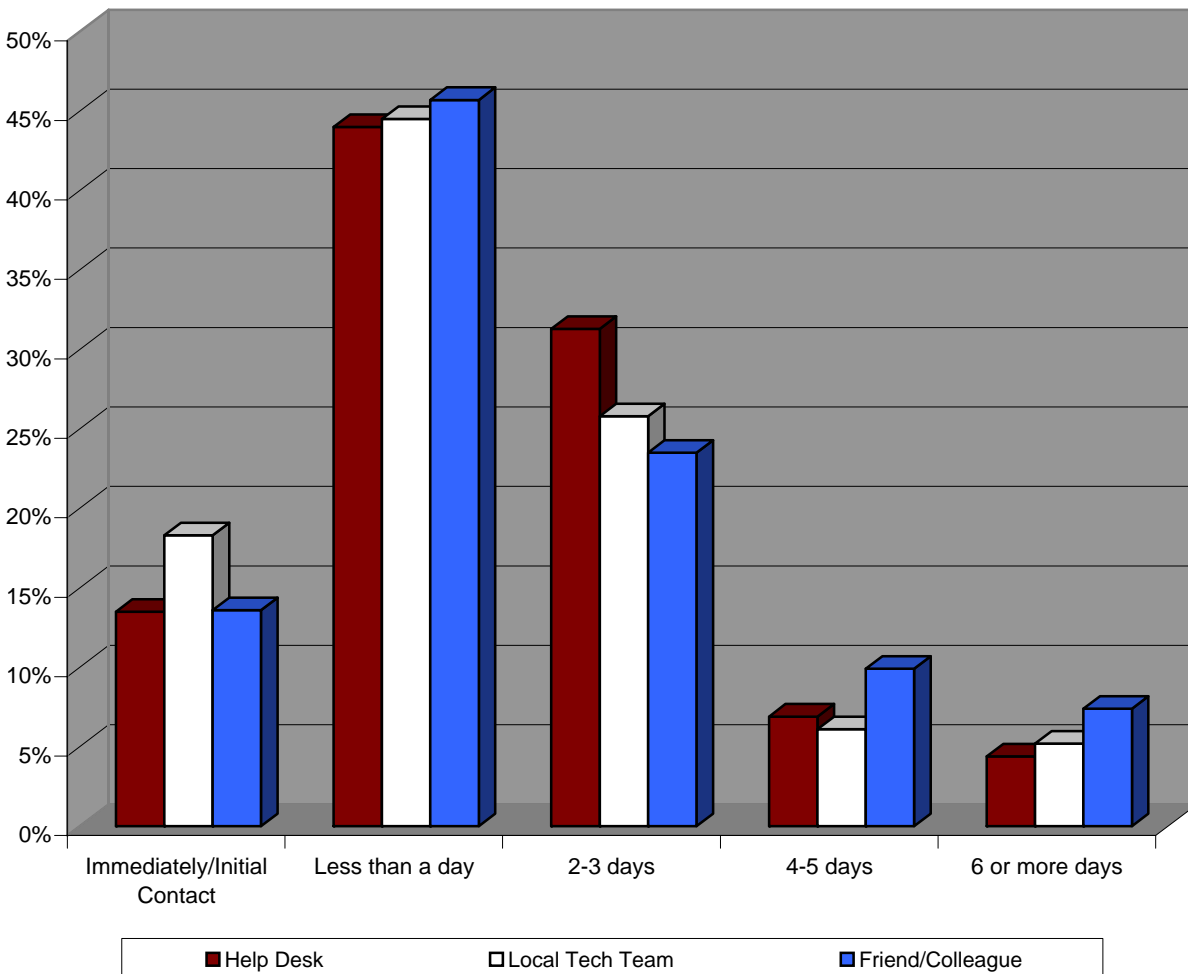


TABLE 8: DID YOU RECEIVE TIMELY RESOLUTION OF YOUR PROBLEM?

Generally, the length of time you have to wait for issues to be resolved once contacting Technology Support is appropriate.	Who do you contact most?		
	University Help Desk Valid Pct.	Local Tech Teams Valid Pct.	Friends / Colleagues Valid Pct.
Agree	51.3%	63.9%	42.9%
Somewhat Agree	30.0%	21.9%	19.0%
Somewhat Disagree	11.4%	7.7%	13.1%
Disagree	5.9%	4.7%	14.3%
No Opinion	1.5%	1.7%	10.7%

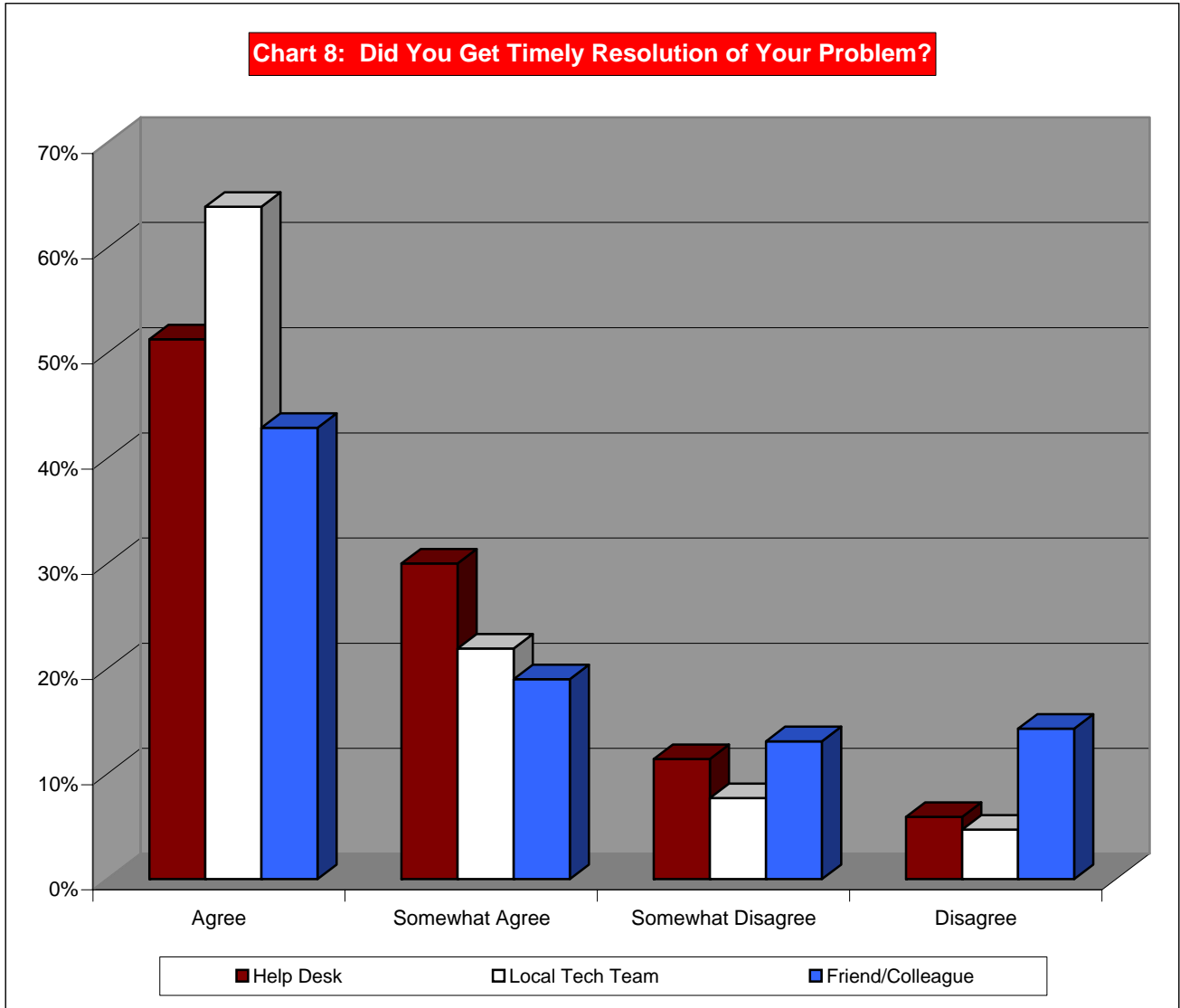


TABLE 9: SATISFACTION WITH MOST RECENT TECH SUPPORT EXPERIENCE

Thinking of your MOST RECENT experience when contacting Technology Support, are you...	Who do you contact most?		
	University Help Desk Valid Pct.	Local Tech Teams Valid Pct.	Friends / Colleagues Valid Pct.
Very Satisfied	35.3%	45.4%	23.5%
Satisfied	47.4%	41.4%	42.0%
Neutral	7.7%	8.8%	22.2%
Dissatisfied	7.7%	3.1%	7.4%
Very Dissatisfied	1.8%	1.3%	4.9%

Chart 9: Satisfaction With Most Recent Tech Support Experience

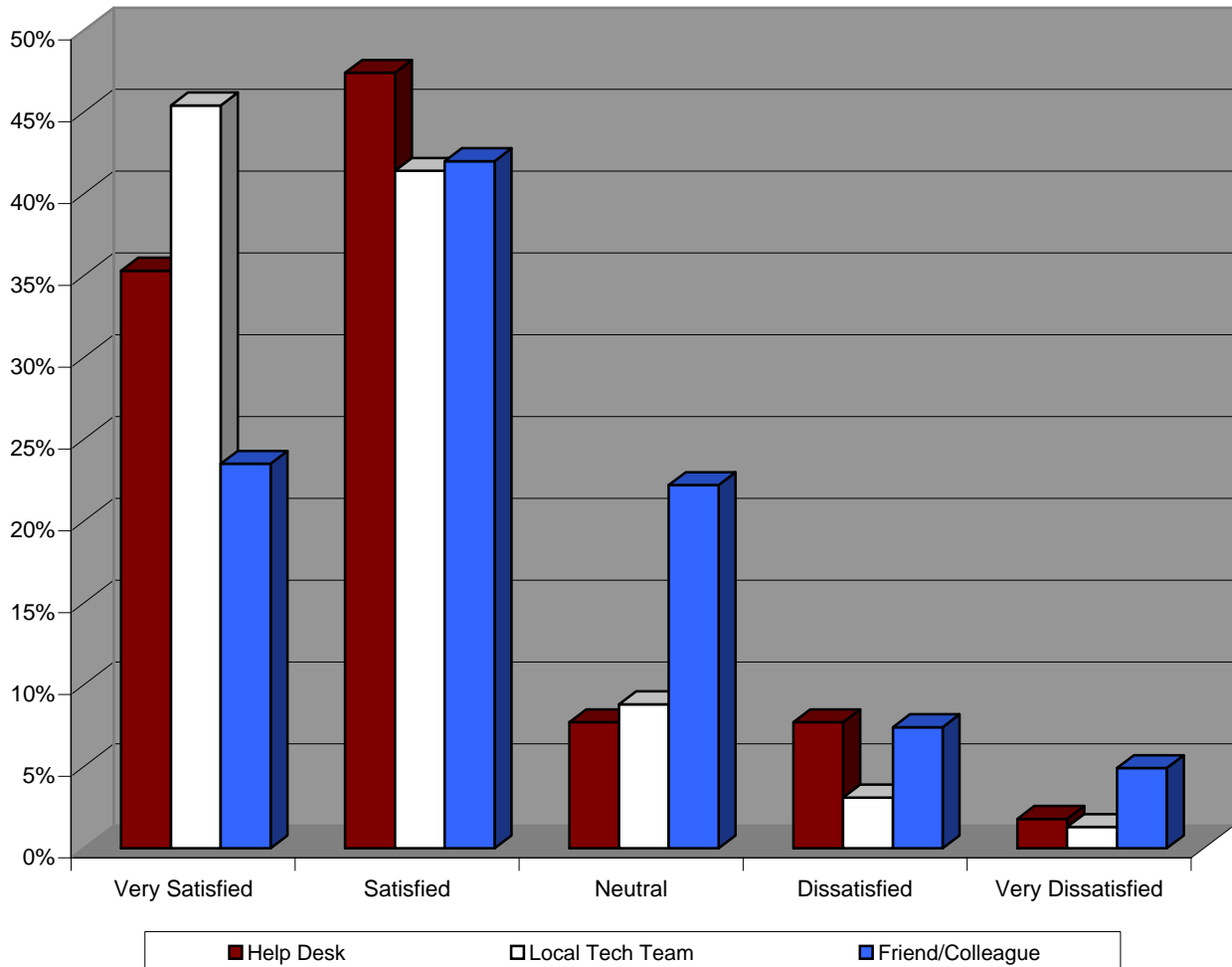


TABLE 10: OVERALL SATISFACTION WITH TECHNOLOGY SUPPORT

Thinking of your OVERALL experience when contacting Technology Support, are you...	Who do you contact most?		
	University Help Desk Valid Pct.	Local Tech Teams Valid Pct.	Friends / Colleagues Valid Pct.
Very Satisfied	28.0%	38.8%	21.0%
Satisfied	52.0%	47.3%	44.4%
Neutral	13.3%	8.0%	19.8%
Dissatisfied	6.3%	4.9%	12.3%
Very Dissatisfied	0.4%	0.9%	2.5%

Chart 10: Overall Satisfaction With Technology Support

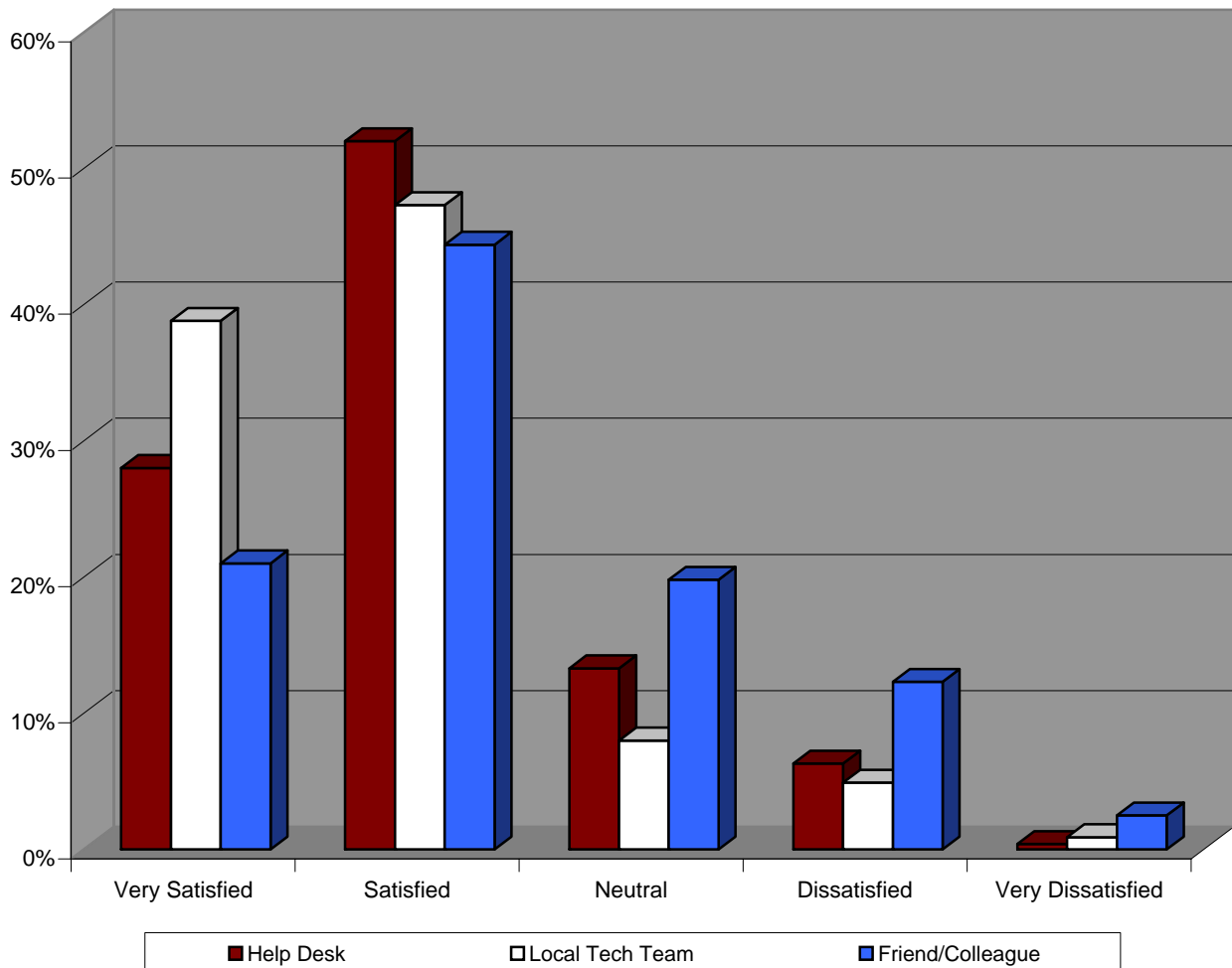


TABLE 11: QUALITY OF SERVICE FROM TECHNOLOGY SUPPORT

Who do you contact most?

	University Help Desk Valid Pct. [1]	Local Tech Teams Valid Pct. [1]	Friends / Colleagues Valid Pct. [1]
Generally, the technician(s) responding to my request can quickly identify the problem.	81.2%	89.6%	65.4%
Generally, the technician(s)...appear(s) to be knowledgeable and competent.	82.8%	89.5%	59.7%
Generally, the technician(s)...help(s) me to understand the solution to my issue.	75.1%	83.9%	56.8%
Generally, the technician(s)...handle(s) issues with courtesy and professionalism.	94.9%	93.5%	79.1%
Generally, I do not need to request assistance more than once in order to resolve the problem.	78.2%	81.4%	62.9%

[1] Percent responding "Agree" or "Somewhat Agree."

Chart 11: Quality of Service from Technology Support

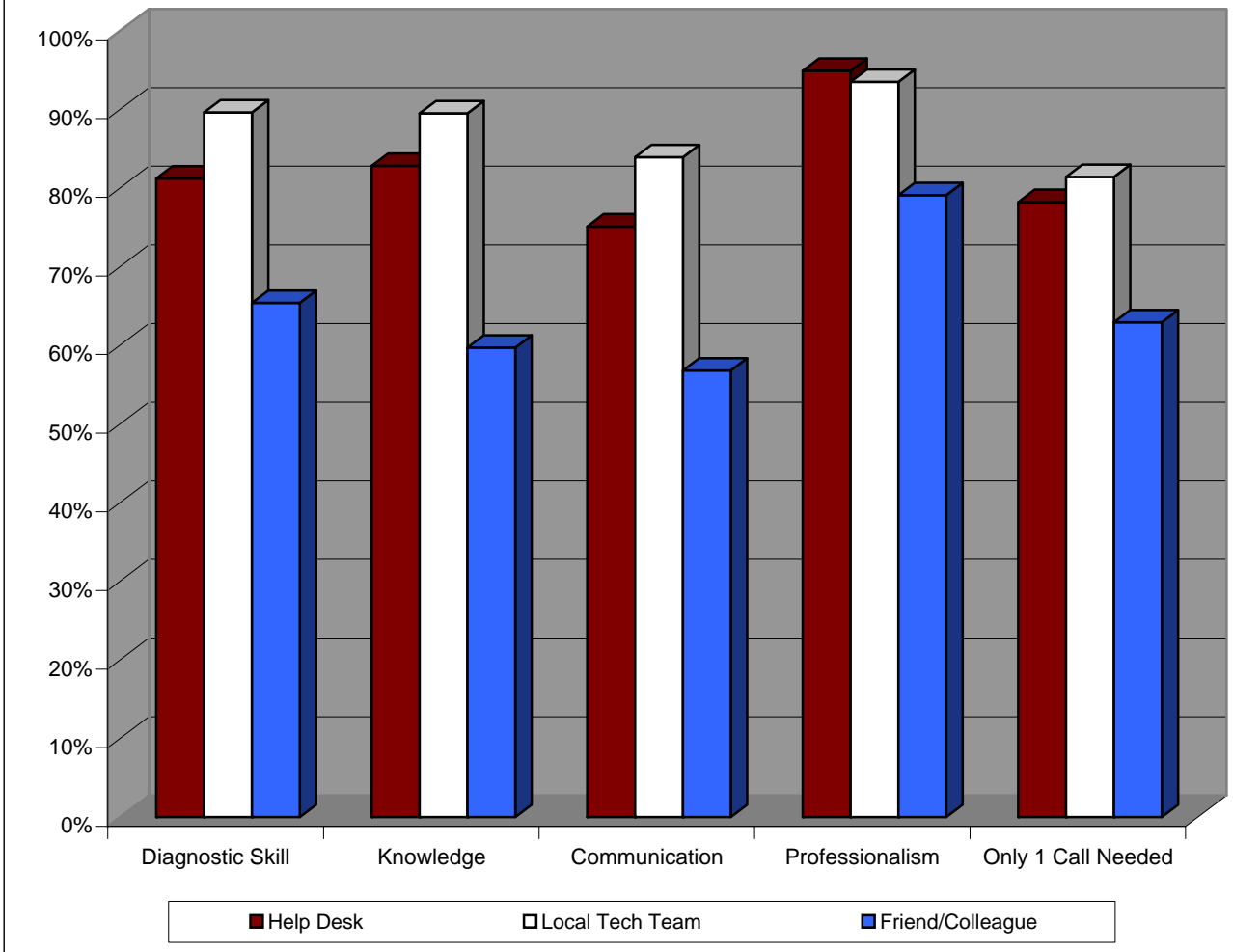


TABLE 12: FINAL RESOLUTION OF PROBLEMS

Does someone other than the group that you initially contact usually resolve your question or problem?	Who do you contact most?		
	University Help Desk Valid Pct.	Local Tech Teams Valid Pct.	Friends / Colleagues Valid Pct.
Yes	20.7%	12.6%	27.8%
No	53.9%	66.5%	45.6%
Not Sure	25.5%	20.9%	26.6%

Chart 12: Final Resolution of Problems

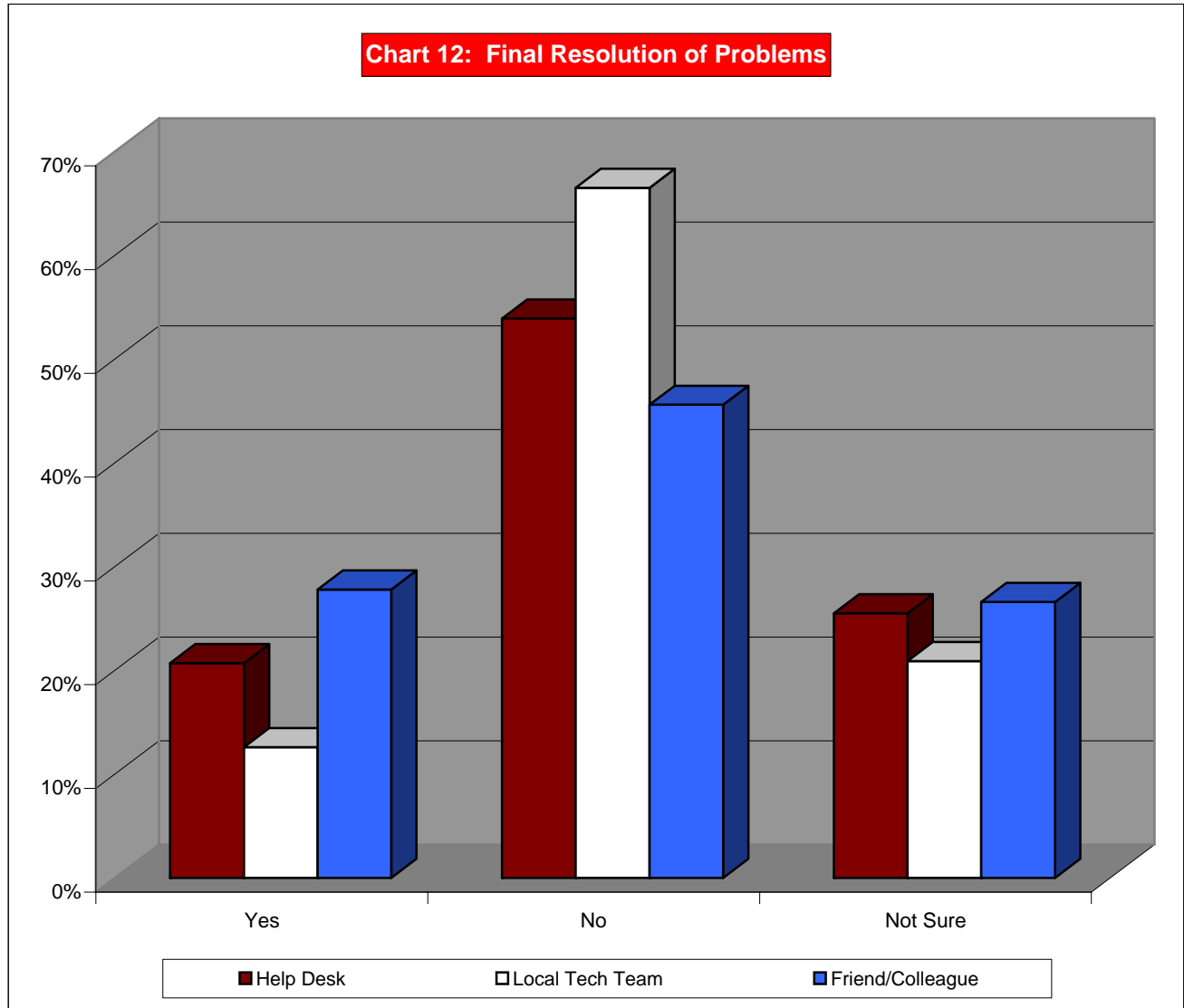


TABLE 13: WHAT RESOURCES DO YOU USE OUTSIDE MSU TO SOLVE PROBLEMS?

You indicated in question #1 that you never seek help from anyone at MSU for assistance with computer hardware or software questions or problems. What resources do you use?

Valid Percent [1]

I call or email tech support personnel employed by the hardware/software vendors	33.3%
I post questions on newsgroups or listservs	8.3%
I call or email friends, colleagues, or acquaintances who are not members of the MSU community	33.3%
I use the "Help" features built into my operating system (e.g., Windows) or software application(s)	16.7%
I read printed manuals and reference documents provided by the hardware/software vendors	16.7%
I read printed, third-party manuals, reference works, and "how to" books	16.7%
I read online manuals and reference documents located on the hardware and software vendor web sites	33.3%
I read online manuals and reference documents located on established third-party web sites (e.g., "user group" sites)	16.7%
I read FAQ's, threaded user-group discussions, etc. found on the support pages of vendor web sites	33.3%
I read FAQ's, threaded user-group discussions, etc. found on established third party (e.g., "user group" sites)	33.3%
I read tips from web sites of "non-established" groups or individuals that I located using a search engine such as Google	25.0%
None. I rely solely on my own knowledge and experience with computer hardware and software.	33.3%
None. I have never had a computer hardware or software question or problem.	8.3%
I use resources not mentioned above.	0.0%
Number of respondents	12

[1] Multiple responses were allowed.

TABLE 14: HOW IMPORTANT ARE THESE OUTSIDE RESOURCES TO YOU?

Please indicate how important each resource is to you in helping you to answer questions and solve problems regarding hardware and software.

Valid Percent Responding "Essential" or "Very Important"

I call or email tech support personnel employed by the hardware/software vendors	50.0%
I post questions on newsgroups or listservs	33.3%
I call or email friends, colleagues, or acquaintances who are not members of the MSU community	33.3%
I use the "Help" features built into my operating system (e.g., Windows) or software application(s)	33.3%
I read printed manuals and reference documents provided by the hardware/software vendors	33.3%
I read printed, third-party manuals, reference works, and "how to" books	16.7%
I read online manuals and reference documents located on the hardware and software vendor web sites	33.3%
I read online manuals and reference documents located on established third-party web sites (e.g., "user group" sites)	25.0%
I read FAQ's, threaded user-group discussions, etc. found on the support pages of vendor web sites	50.0%
I read FAQ's, threaded user-group discussions, etc. found on established third party (e.g., "user group" sites)	50.0%
I read tips from web sites of "non-established" groups or individuals that I located using a search engine such as Google	50.0%
None. I rely solely on my own knowledge and experience with computer hardware and software.	91.7%
None. I have never had a computer hardware or software question or problem.	25.0%
I use resources not mentioned above.	16.7%

Number of respondents

12

TABLE 15: REASONS WHY HELP IS SOUGHT OUTSIDE THE MSU COMMUNITY

Listed below are some reasons why a person might not seek help from members of the MSU community to answer questions or solve problems related to hardware/software. To what extent are these your reasons?

Valid Percent Responding
"Major Reason" or "Moderate Reason"

I did not know that resources existed on the MSU campus to help me.	25.0%
I don't use a computer, and have no need for tech support.	8.3%
I knew help was available on campus, but I didn't know who to contact.	16.7%
When I have a problem, I need an immediate solution. I don't have time to wait for help.	33.3%
I enjoy researching answers and solving problems myself.	58.3%
I don't know anyone on campus to ask for help.	16.7%
I tried to get help in the past, and had no luck. Now I don't even bother asking.	0.0%
I don't believe that anyone at MSU can help me solve my technology problems.	16.7%
Someone else in my department deals with technical problems.	8.3%
Number of respondents	12

Appendix

Methodological Note

In January 2007, representatives of the Distributed Technology Support Groups and the Office of Information Technology asked the Office of Institutional Research (OIR) to review a satisfaction survey developed by its members. Subsequent to this, it was agreed that OIR would convert the instrument to an online form, and administer the survey via email and the Internet to all full- and part-time MSU employees during the spring 2007 semester.

On April 18, 2007, emails were sent to 2,305 employees inviting them to complete the online survey. A reminder was sent on April 25, 2007 to 2,082 employees, and on May 2, 2007, a final invitation was sent to the remaining 1,815 employees who had not yet responded to the survey. The survey remained open through Commencement weekend (May 18, 2007), and on May 21, 2007 the final data were downloaded from the survey server. The survey was removed from the Internet on May 21st.

A total of 609 employees responded to the MSU Technology Service and Support Satisfaction Survey. The overall response rate, which excludes from consideration 56 individuals to whom email messages could not be delivered, was 27.1% (see Table A-1).

It should be noted that differences between respondents and the universe of employees invited to complete the survey were statistically significant on several demographic variables (see Table A-2). More females responded to the survey than expected, as did more individuals categorized as Asian/Pacific Islander and more resident and non-resident aliens. On the other hand, differences between respondents and the total population with respect to age were not statistically significant.

Respondents also differed from the universe of employees with respect to two characteristics of employment (see Table A-3). Significantly more full-time employees responded to the survey than expected, and fewer individuals employed as adjuncts, service workers, and skilled craftsmen participated. In contrast, respondents were representative of the overall population with respect to when they were hired at the University. Survey results should be approached with these differences in mind.

TABLE A-1: SURVEY RESPONSE RATE

	Total Number Invited	Number Undeliverable	Number of Usable Surveys	Survey Response Rate [1]
Spring 2007 MSU Employees	2,305	56	609	27.1%

[1] The response rate equals the number of usable surveys divided by the total number of survey announcements mailed or emailed minus the number of messages that were undeliverable.

TABLE A-2: REPRESENTATIVENESS OF SURVEY RESPONDENTS - DEMOGRAPHICS

Representativeness by Age

<i>Age Category</i>	Total Population		Survey Respondents		Expected Frequencies	Chi-Square
	Number	Percent	Number	Percent		
Less than 25	26	1%	4	1%	7	2.68
25 to 34	370	16%	90	15%	98	
35 to 44	554	24%	155	25%	147	
45 to 54	586	25%	157	26%	155	
55 to 64	583	25%	158	26%	154	
65 and over	183	8%	45	7%	48	
Missing	3		0			
Totals	2,305		609			df=5

Are the differences between groups statistically significant at the .05 level?

No

Is the sample representative of the total population on this scale?

Yes

Representativeness by Sex

<i>Sex</i>	Total Population		Survey Respondents		Expected Frequencies	Chi-Square
	Number	Percent	Number	Percent		
Female	1,309	57%	390	64%	346	12.87
Male	994	43%	219	36%	263	
Missing	2		0			
Totals	2,305		609			df=1

Are the differences between groups statistically significant at the .05 level?

Yes

Is the sample representative of the total population on this scale?

No

Representativeness by Race/Ethnicity/Residency

<i>Racial/Ethnic/Residence Category</i>	Total Population		Survey Respondents		Expected Frequencies	Chi-Square
	Number	Percent	Number	Percent		
American Indian/Alaskan Native	4	0%	0	0%	1	16.43
Asian/Pacific Islander	108	6%	46	8%	31	
Black, non-Hispanic	302	15%	76	14%	86	
Hispanic	193	10%	49	9%	55	
White, non-Hispanic	1303	67%	365	65%	372	
Non-Resident Alien	49	3%	23	4%	14	
Missing/Other	346		50			
Totals	2305		609			df=5

Are the differences between groups statistically significant at the .05 level?

Yes

Is the sample representative of the total population on this scale?

No

Representativeness by Visa Status/Residency

<i>Visa/Citizenship Status</i>	Total Population		Survey Respondents		Expected Frequencies	Chi-Square
	Number	Percent	Number	Percent		
U.S. Citizen	2,176	94%	559	92%	575	9.87
Resident Alien/Permanent Res.	80	3%	27	4%	21	
Non-Resident Alien	49	2%	23	4%	13	
Missing	0		0			
Totals	2,305		609			df=2

Are the differences between groups statistically significant at the .05 level?

Yes

Is the sample representative of the total population on this scale?

No

TABLE A-3: REPRESENTATIVENESS OF SURVEY RESPONDENTS - EMPLOYMENT CHARACTERISTICS

Representativeness by Full- vs. Part-time Status

<i>Full- vs. Part-time Status</i>	Total Population		Survey Respondents		Expected Frequencies	Chi-Square
	Number	Percent	Number	Percent		
Full-time	1,452	63%	500	82%	384	95.39
Part-time	853	37%	109	18%	225	
Missing	0		0			
Totals	2,305		609			df=1

Are the differences between groups statistically significant at the .05 level?
 Is the sample representative of the total population on this scale?

Yes
No

Representativeness by EEO Employment Category

<i>EEO Category</i>	Total Population		Survey Respondents		Expected Frequencies	Chi-Square
	Number	Percent	Number	Percent		
Clerical/Secretarial	390	17%	121	20%	103	159.10
Exec./Admin./Managerial	116	5%	52	9%	31	
Faculty	521	23%	181	30%	138	
Faculty (Adjunct)	579	25%	67	11%	153	
Librarian	15	1%	7	1%	4	
Professional (Support/Service)	392	17%	157	26%	104	
Service/Maintenance	147	6%	4	1%	39	
Service/Maintenance (Security)	32	1%	2	0%	8	
Skilled Crafts	61	3%	3	0%	16	
Technical/Paraprofessional	27	1%	5	1%	7	
Technical/Paraprofessional (Libr.)	25	1%	10	2%	7	
Missing	0		0			
Totals	2,305		609			

Are the differences between groups statistically significant at the .05 level?
 Is the sample representative of the total population on this scale?

Yes
No

Representativeness by Hire Date

<i>Decade Hired</i>	Total Population		Survey Respondents		Expected Frequencies	Chi-Square
	Number	Percent	Number	Percent		
1950's	2	0%	0	0%	1	2.92
1960's	25	1%	4	1%	7	
1970's	136	6%	38	6%	36	
1980's	259	11%	77	13%	68	
1990's	505	22%	129	21%	133	
2000's	1,378	60%	361	59%	364	
Missing	0		0			
Totals	2,305		609			df=5

Are the differences between groups statistically significant at the .05 level?
 Is the sample representative of the total population on this scale?

No
Yes

1. When you have a question or problem related to either computer hardware or software, do you seek help from anyone who is a member of the MSU community?

- Usually seek help from someone at MSU [Will complete questions 2-16.]
- Sometimes seek help from someone at MSU [Will complete questions 2-16.]
- Rarely, but on occasion, seek help from someone at MSU [Will complete questions 2-16.]
- Never seek help from anyone at MSU (including MSU friends or colleagues) [Will skip to question #2N.]

2. When you have a technology (hardware/software) question or problem, how often do you contact each of the following for assistance?

	Often	Occasionally	Rarely	Never	Not Applicable
MSU Central / University Help Desk (x7971, 5th Floor, University Hall)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MSU Local / Distributed Tech Team (CSAM CORE, CHSS Tech Team, SBUS Technical Support Team, or person in your area/department SPECIFICALLY HIRED to handle technical requests.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A Montclair State friend or colleague	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Choosing from the three options in question #2, who do you contact MOST FREQUENTLY? [Choose only one.]

- MSU Central / University Help Desk
- MSU Local / Distributed Tech Team
- A Montclair State friend or colleague

When answering the remainder of these questions, please consider ONLY the organization you contact **MOST FREQUENTLY**, as indicated in QUESTION THREE (3) above. From this point on, the organization you contact **MOST FREQUENTLY** will be referred to as "Technology Support."

4. When was the last time you contacted Technology Support?

- Today
- This Week
- This Semester
- Last Semester or Before
- Not Applicable

5. In your most recent experience with Technology Support, how did you make the initial contact?

- Walk-In
- Phone
- Email
- Not Applicable

6. Generally, on initial contact, the length of time you wait for your request to be addressed / acknowledged is appropriate.

- Agree
- Somewhat Agree
- Somewhat Disagree
- Disagree
- No Opinion

7. Generally, how long would you say it takes to resolve requests when contacting Technology Support?

- Immediately / Initial Contact
- Less than a day
- 2-3 days
- 4-5 days
- Over 6 days

8. Generally, the length of time you have to wait for issues to be resolved once contacting Technology Support is appropriate.

- Agree
- Somewhat Agree
- Somewhat Disagree
- Disagree
- No Opinion

Please remember to keep in mind the contact you consult **MOST FREQUENTLY**, as indicated in QUESTION THREE (3), when answering the remainder of these questions. The organization you contact **MOST FREQUENTLY** will be referred to as "**Technology Support**."

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
9. Thinking of your MOST RECENT experience when contacting Technology Support, are you...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Thinking of your OVERALL experience when contacting Technology Support, are you...	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Agree	Somewhat Agree	Neutral	Somewhat Disagree	Disagree
11. Generally, the technician(s) responding to my request can quickly identify the problem.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Generally, the technician(s) responding to my request appear(s) to be knowledgeable and competent.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Generally, the technician(s) responding to my request help(s) me to understand the solution to my issue.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Generally, the technician(s) responding to my request handle(s) issues with courtesy and professionalism.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Generally, I do not need to request assistance more than once in order to resolve the problem.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. Does someone other than the group that you initially contact usually resolve your question or problem?					
<input type="radio"/> No					
<input type="radio"/> I'm not sure					
<input type="radio"/> Yes					

[Skip to end - open-ended questions.]

2N You indicated in question #1 that you never seek help from anyone at MSU for assistance with computer hardware or software questions or problems. What resources do you use to answer questions and/or to solve problems? [Select all that apply.]

- I call or email tech support personnel employed by the hardware/software vendors
- I post questions on newsgroups or listservs
- I call or email friends, colleagues, or acquaintances who are not members of the MSU community
- I use the "Help" features built into my operating system (e.g., Windows) or software application(s)
- I read printed manuals and reference documents provided by the hardware/software vendors
- I read printed, third-party manuals, reference works, and "how to" books
- I read online manuals and reference documents located on the hardware and software vendor web sites
- I read online manuals and reference documents located on established third-party web sites (e.g., "user group" sites)
- I read FAQ's, threaded user-group discussions, etc. found on the support pages of vendor web sites
- I read FAQ's, threaded user-group discussions, etc. found on established third party (e.g., "user group" sites)
- I read tips from web sites of "non-established" groups or individuals that I located using a search engine such as Google
- None. I rely solely on my own knowledge and experience with computer hardware and software.
- None. I have never had a computer hardware or software question or problem.
- I use resources not mentioned above. [Please list the resources you used that are not mentioned above.]

3N Please indicate how important each resource is to you in helping you to answer questions and solve problems regarding hardware and software.

	Essential	Very Important	Somewhat Important	Not Important	Don't Use/ Can't Judge
Tech support personnel employed by hardware/software vendors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newsgroups/Listservs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Non-MSU friends and colleagues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"Help" features built into your operating system/software applications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Printed manuals/reference materials from vendors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Printed manuals/reference materials from third parties	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online manuals/reference materials from vendors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online manuals/reference materials from third parties	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
FAQ's, threaded discussions, etc. on vendor web sites	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
FAQ's, threaded discussions, etc. on third party web sites	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tips located on various sites using Google or other search engines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My own knowledge and experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My "luck" at having never had a question or problem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
"Other" resources I mentioned in question 2N	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4N Listed below are some reasons why a person might not seek help from members of the MSU community to answer questions or solve problems related to hardware/software. To what extent are these your reasons?

	Major Reason	Moderate Reason	Minor Reason	Not a Reason	Don't Know/ Can't Judge
I did not know that resources existed on the MSU campus to help me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I don't use a computer, and have no need for tech support.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I knew help was available on campus, but I didn't know who to contact.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
When I have a problem, I need an immediate solution. I don't have time to wait for help.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I enjoy researching answers and solving problems myself.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I don't know anyone on campus to ask for help.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I tried to get help in the past, and had no luck. Now I don't even bother asking.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I don't believe that anyone at MSU can help me solve my technology problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Someone else in my department deals with technical problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[Everyone answers these questions.]

We are interested in any input you might have that has not been captured by the questions in this survey. Please use the space below to share with us any thoughts, feelings, ideas, or any other information that you believe will help improve the provision of technology support and service.

Your responses to this survey are confidential. However, if you wish to provide your name you may do so voluntarily below. Providing your name is OPTIONAL.

Name

MSU Technology Service and Support Satisfaction Survey, 2007

1. When you have a question or problem related to either computer hardware or software, do you seek help from anyone who is a member of the MSU community?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Usually seek help from someone at MSU	404	66.3	66.7	66.7
	Sometimes seek help from someone at MSU	129	21.2	21.3	88.0
	Rarely but on occasion seek help from someone at MSU	61	10.0	10.1	98.0
	Never seek help from anyone at MSU including MSU friends or	12	2.0	2.0	100.0
	Total	606	99.5	100.0	
Missing	-1	3	.5		
Total		609	100.0		

2. When you have a technology (hardware/software) question or problem, how often do you contact each of the following for assistance?

MSU Central / University Help Desk (x7971, 5th floor, University Hall)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Often	184	30.2	32.7	32.7
	Occasionally	202	33.2	35.9	68.7
	Rarely	115	18.9	20.5	89.1
	Never	57	9.4	10.1	99.3
	Not Applicable	4	.7	.7	100.0
	Total	562	92.3	100.0	
Missing	-1	47	7.7		
Total		609	100.0		

MSU Local / Distributed Tech Team (CSAM CORE, CHSS Tech Team, SBUS Technical Support Team, or person in your area/department SPECIFICALLY HIRED to handle technical requests.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Often	163	26.8	30.6	30.6
	Occasionally	147	24.1	27.6	58.3
	Rarely	83	13.6	15.6	73.9
	Never	84	13.8	15.8	89.7
	Not Applicable	55	9.0	10.3	100.0
	Total	532	87.4	100.0	
Missing	-1	77	12.6		
Total		609	100.0		

A Montclair State friend or colleague

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Often	72	11.8	14.5	14.5
	Occasionally	198	32.5	39.8	54.3
	Rarely	132	21.7	26.6	80.9
	Never	73	12.0	14.7	95.6
	Not Applicable	22	3.6	4.4	100.0
	Total	497	81.6	100.0	
Missing	-1	112	18.4		
Total		609	100.0		

3. Choosing from the three options in question #2, who do you contact MOST FREQUENTLY?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	MSU Central / University Help Desk	278	45.6	46.7	46.7
	MSU Local / Distributed Tech team	233	38.3	39.2	85.9
	A Montclair State friend or colleague	84	13.8	14.1	100.0
	Total	595	97.7	100.0	
Missing	-1	14	2.3		
Total		609	100.0		

Crosstabs

4. When was the last time you contacted Technology Support? * Most Used Crosstabulation

			Most Used			Total
			MSU Central / University Help Desk	MSU Local / Distributed Tech team	A Montclair State friend or colleague	
4. When was the last time you contacted Technology Support?	Today	Count	14	18	1	33
		% within Most Used	5.0%	7.7%	1.2%	5.5%
	This Week	Count	55	54	12	121
		% within Most Used	19.8%	23.2%	14.3%	20.3%
	This Semester	Count	164	132	50	346
		% within Most Used	59.0%	56.7%	59.5%	58.2%
	Last Semester or Before	Count	42	26	16	84
		% within Most Used	15.1%	11.2%	19.0%	14.1%
	Not Applicable	Count	3	3	5	11
		% within Most Used	1.1%	1.3%	6.0%	1.8%
Total	Count	278	233	84	595	
	% within Most Used	100.0%	100.0%	100.0%	100.0%	

5. In your most recent experience with Technology Support, how did you make the initial contact? * Most Used Crosstabulation

			Most Used			Total
			MSU Central / University Help Desk	MSU Local / Distributed Tech team	A Montclair State friend or colleague	
5. In your most recent experience with Technology Support, how did you make the initial contact?	Walk-In	Count	18	64	20	102
		% within Most Used	6.5%	27.6%	23.8%	17.2%
	Phone	Count	241	106	47	394
		% within Most Used	87.0%	45.7%	56.0%	66.4%
	Email	Count	18	58	10	86
		% within Most Used	6.5%	25.0%	11.9%	14.5%
	Not Applicable	Count	0	4	7	11
		% within Most Used	.0%	1.7%	8.3%	1.9%
	Total	Count	277	232	84	593
		% within Most Used	100.0%	100.0%	100.0%	100.0%

6. Generally, on initial contact, the length of time you wait for your request to be addressed/acknowledged is appropriate. * Most Used Crosstabulation

			Most Used			Total
			MSU Central / University Help Desk	MSU Local / Distributed Tech team	A Montclair State friend or colleague	
6. Generally, on initial contact, the length of time you wait for your request to be addressed/acknowledged is appropriate.	Agree	Count	173	166	41	380
		% within Most Used	63.4%	71.6%	49.4%	64.6%
	Somewhat Agree	Count	63	45	18	126
		% within Most Used	23.1%	19.4%	21.7%	21.4%
	Somewhat Disagree	Count	24	9	9	42
		% within Most Used	8.8%	3.9%	10.8%	7.1%
	Disagree	Count	8	9	6	23
		% within Most Used	2.9%	3.9%	7.2%	3.9%
	No Opinion	Count	5	3	9	17
		% within Most Used	1.8%	1.3%	10.8%	2.9%
Total	Count	273	232	83	588	
	% within Most Used	100.0%	100.0%	100.0%	100.0%	

7. Generally, how long would you say it takes to resolve requests when contacting Technology Support? * Most Used Crosstabulation

			Most Used			Total
			MSU Central / University Help Desk	MSU Local / Distributed Tech team	A Montclair State friend or colleague	
7. Generally, how long would you say it takes to resolve requests when contacting Technology Support?	Immediately / Initial contact	Count	37	42	11	90
		% within Most Used	13.5%	18.3%	13.6%	15.4%
	Less than a day	Count	121	102	37	260
		% within Most Used	44.0%	44.5%	45.7%	44.4%
	2-3 days	Count	86	59	19	164
		% within Most Used	31.3%	25.8%	23.5%	28.0%
	4-5 days	Count	19	14	8	41
		% within Most Used	6.9%	6.1%	9.9%	7.0%
	Over 6 days	Count	12	12	6	30
		% within Most Used	4.4%	5.2%	7.4%	5.1%
Total	Count	275	229	81	585	
	% within Most Used	100.0%	100.0%	100.0%	100.0%	

8. Generally, the length of time you have to wait for issues to be resolved once contacting Technology Support is appropriate. * Most Used Crosstabulation

			Most Used			Total
			MSU Central / University Help Desk	MSU Local / Distributed Tech team	A Montclair State friend or colleague	
8. Generally, the length of time you have to wait for issues to be resolved once contacting Technology Support is appropriate.	Agree	Count	140	149	36	325
		% within Most Used	51.3%	63.9%	42.9%	55.1%
	Somewhat Agree	Count	82	51	16	149
		% within Most Used	30.0%	21.9%	19.0%	25.3%
	Somewhat Disagree	Count	31	18	11	60
		% within Most Used	11.4%	7.7%	13.1%	10.2%
	Disagree	Count	16	11	12	39
		% within Most Used	5.9%	4.7%	14.3%	6.6%
	No Opinion	Count	4	4	9	17
		% within Most Used	1.5%	1.7%	10.7%	2.9%
Total	Count	273	233	84	590	
	% within Most Used	100.0%	100.0%	100.0%	100.0%	

9. Thinking of your MOST RECENT experience when contacting Technology Support, are you... * Most Used Crosstabulation

			Most Used			Total
			MSU Central / University Help Desk	MSU Local / Distributed Tech team	A Montclair State friend or colleague	
9. Thinking of your MOST RECENT experience when contacting Technology Support, are you...	Very Satisfied	Count	96	103	19	218
		% within Most Used	35.3%	45.4%	23.5%	37.6%
	Satisfied	Count	129	94	34	257
		% within Most Used	47.4%	41.4%	42.0%	44.3%
	Neutral	Count	21	20	18	59
		% within Most Used	7.7%	8.8%	22.2%	10.2%
	Dissatisfied	Count	21	7	6	34
		% within Most Used	7.7%	3.1%	7.4%	5.9%
	very Dissatisfied	Count	5	3	4	12
		% within Most Used	1.8%	1.3%	4.9%	2.1%
Total	Count	272	227	81	580	
	% within Most Used	100.0%	100.0%	100.0%	100.0%	

10. Thinking of your OVERALL experience when contacting Technology Support, are you... * Most Used Crosstabulation

			Most Used			Total
			MSU Central / University Help Desk	MSU Local / Distributed Tech team	A Montclair State friend or colleague	
10. Thinking of your OVERALL experience when contacting Technology Support, are you...	Very Satisfied	Count	76	87	17	180
		% within Most Used	28.0%	38.8%	21.0%	31.3%
	Satisfied	Count	141	106	36	283
		% within Most Used	52.0%	47.3%	44.4%	49.1%
	Neutral	Count	36	18	16	70
		% within Most Used	13.3%	8.0%	19.8%	12.2%
	Dissatisfied	Count	17	11	10	38
		% within Most Used	6.3%	4.9%	12.3%	6.6%
	very Dissatisfied	Count	1	2	2	5
		% within Most Used	.4%	.9%	2.5%	.9%
Total	Count	271	224	81	576	
	% within Most Used	100.0%	100.0%	100.0%	100.0%	

11. Generally, the technician(s) responding to my request can quickly identify the problem. * Most Used Crosstabulation

			Most Used			Total
			MSU Central / University Help Desk	MSU Local / Distributed Tech team	A Montclair State friend or colleague	
11. Generally, the technician(s) responding to my request can quickly identify the problem.	Agree	Count	117	123	26	266
		% within Most Used	42.4%	53.2%	32.1%	45.2%
	Somewhat Agree	Count	107	84	27	218
		% within Most Used	38.8%	36.4%	33.3%	37.1%
	Neutral	Count	21	8	15	44
		% within Most Used	7.6%	3.5%	18.5%	7.5%
	Somewhat Disagree	Count	21	10	8	39
		% within Most Used	7.6%	4.3%	9.9%	6.6%
	Disagree	Count	10	6	5	21
		% within Most Used	3.6%	2.6%	6.2%	3.6%
	Total	Count	276	231	81	588
		% within Most Used	100.0%	100.0%	100.0%	100.0%

12. Generally, the technician(s) responding to my request appear(s) to be knowledgeable and competent. * Most Used Crosstabulation

			Most Used			Total
			MSU Central / University Help Desk	MSU Local / Distributed Tech team	A Montclair State friend or colleague	
12. Generally, the technician(s) responding to my request appear(s) to be knowledgeable and competent.	Agree	Count	150	139	32	321
		% within Most Used	54.7%	60.4%	39.0%	54.8%
	Somewhat Agree	Count	77	67	17	161
		% within Most Used	28.1%	29.1%	20.7%	27.5%
	Neutral	Count	29	14	21	64
		% within Most Used	10.6%	6.1%	25.6%	10.9%
	Somewhat Disagree	Count	14	8	6	28
		% within Most Used	5.1%	3.5%	7.3%	4.8%
	Disagree	Count	4	2	6	12
		% within Most Used	1.5%	.9%	7.3%	2.0%
Total	Count	274	230	82	586	
	% within Most Used	100.0%	100.0%	100.0%	100.0%	

13. Generally, the technician(s) responding to my request help(s) me to understand the solution to my issue. * Most Used Crosstabulation

			Most Used			Total
			MSU Central / University Help Desk	MSU Local / Distributed Tech team	A Montclair State friend or colleague	
13. Generally, the technician(s) responding to my request help(s) me to understand the solution to my issue.	Agree	Count	131	123	31	285
		% within Most Used	48.0%	53.2%	38.3%	48.7%
	Somewhat Agree	Count	74	71	15	160
		% within Most Used	27.1%	30.7%	18.5%	27.4%
	Neutral	Count	33	23	23	79
		% within Most Used	12.1%	10.0%	28.4%	13.5%
	Somewhat Disagree	Count	29	10	6	45
		% within Most Used	10.6%	4.3%	7.4%	7.7%
	Disagree	Count	6	4	6	16
		% within Most Used	2.2%	1.7%	7.4%	2.7%
Total	Count	273	231	81	585	
	% within Most Used	100.0%	100.0%	100.0%	100.0%	

14. Generally, the technician(s) responding to my request handle(s) issues with courtesy and professionalism. * Most Used Crosstabulation

			Most Used			Total
			MSU Central / University Help Desk	MSU Local / Distributed Tech team	A Montclair State friend or colleague	
14. Generally, the technician(s) responding to my request handle(s) issues with courtesy and professionalism.	Agree	Count	201	171	48	420
		% within Most Used	73.1%	74.0%	59.3%	71.6%
	Somewhat Agree	Count	60	45	16	121
		% within Most Used	21.8%	19.5%	19.8%	20.6%
	Neutral	Count	10	9	14	33
		% within Most Used	3.6%	3.9%	17.3%	5.6%
	Somewhat Disagree	Count	4	4	2	10
		% within Most Used	1.5%	1.7%	2.5%	1.7%
	Disagree	Count	0	2	1	3
		% within Most Used	.0%	.9%	1.2%	.5%
Total	Count	275	231	81	587	
	% within Most Used	100.0%	100.0%	100.0%	100.0%	

15. Generally, I do not need to request assistance more than once in order to resolve the problem. * Most Used Crosstabulation

			Most Used			Total
			MSU Central / University Help Desk	MSU Local / Distributed Tech team	A Montclair State friend or colleague	
15. Generally, I do not need to request assistance more than once in order to resolve the problem.	Agree	Count	125	127	30	282
		% within Most Used	46.3%	56.2%	37.0%	48.9%
	Somewhat Agree	Count	86	57	21	164
		% within Most Used	31.9%	25.2%	25.9%	28.4%
	Neutral	Count	19	23	11	53
		% within Most Used	7.0%	10.2%	13.6%	9.2%
	Somewhat Disagree	Count	29	13	12	54
		% within Most Used	10.7%	5.8%	14.8%	9.4%
	Disagree	Count	11	6	7	24
		% within Most Used	4.1%	2.7%	8.6%	4.2%
Total	Count	270	226	81	577	
	% within Most Used	100.0%	100.0%	100.0%	100.0%	

16. Does someone other than the group that you initially contact usually resolve your question or problem. * Most Used Crosstabulation

			Most Used			Total
			MSU Central / University Help Desk	MSU Local / Distributed Tech team	A Montclair State friend or colleague	
16. Does someone other than the group that you initially contact usually resolve your question or problem.	No	Count	146	153	36	335
		% within Most Used	53.9%	66.5%	45.6%	57.8%
	I am not sure	Count	69	48	21	138
		% within Most Used	25.5%	20.9%	26.6%	23.8%
	Yes	Count	56	29	22	107
		% within Most Used	20.7%	12.6%	27.8%	18.4%
Total	Count	271	230	79	580	
	% within Most Used	100.0%	100.0%	100.0%	100.0%	