EUI Computing Services Survey 2010

Survey Overview

Introduction to the Computing Service survey 2010

The CS user survey was carried out between March 17 and March 31, 2010.

All researchers, fellows, academic personnel and staff of the EUI received an e-mail inviting them to fill in an online form with 12 questions: 7 concerning the IT services and 5 concerning the user's role.

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. This year's questionnaire was also designed taking into account the suggestions expressed by the RICT after the past year's survey: i.e. provide a more balanced voting choice, minimize the dropout after starting the questionnaire and extend the publication period in order to involve more users.

Users' anonymity was guaranteed.

The survey was sent to 1150 registered members of the EUI. By its end 353 users had seen the form, 235 started the survey and 232 fully completed the survey (the dropout after starting the survey was close to zero).

Out of this 80% of the respondents are in the Academic/Research area, 15% in the Administration.

Taking into account both the analytic results and the free text comments it turns out there is a strong and wide request for fast internet/download speed, much larger e-mail or file disk space, wider Wi-Fi coverage, improvement of the service points for laptops and research software tutor support.

The solutions to the first two issues, Internet/download speed and e-mail space needs, are currently in progress as they were known. The requests for wider and more "spatially continuous" Wi-Fi coverage and larger disk space will be taken into account in the CS development plan for the next year, while comments about the quality of service points for laptops and research software tutoring will be the object of a further analysis and tackled in the following months.

The requests for new/faster PCs and better VPN connections are also recurrent. Part of them are caused by the lack of Internet bandwidth and disk space just mentioned. Nevertheless both issues are already foreseen in the CS planning and will be the object of an upgrade during the first half of 2011.

Among the positive points we find: Business continuity, quantity/quality of the research software, high-speed resources for research, CS web pages, and the conference room software package.

Marco Rulent - 04/2010

Survey Statistics	
Viewed	353
Started	235
Completed	232
Completion Rate	98.72%
Drop Outs (After Starting)	3
➢ Average time taken to complete survey : 8 minute(s)	

1) Please state your satisfaction with the following CS facilities and services:

Internet Access

Frequency Analysis

	Answer	Count	Percent	20%	40%	60%	80%	100%
⌃	Very unsatisfied	17	7.30%					
⌃	Unsatisfied	36	15.45%					
⌃	Neither satisfied nor dissatisfied	24	10.30%					
⌃	Satisfied	99	42.49%					
⌃	Very Satisfied	55	23.61%					
⌃	Not a user of this service	2	0.86%					
	Total	233	100%					

Download speed

Frequency Analysis

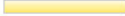|	Answer	Count	Percent	20%	40%	60%	80%	100%
⌃	Very unsatisfied	37	15.88%					
⌃	Unsatisfied	60	25.75%					
⌃	Neither satisfied nor dissatisfied	38	16.31%					
⌃	Satisfied	65	27.90%					
⌃	Very Satisfied	26	11.16%					
⌃	Not a user of this service	7	3.00%					
	Total	233	100%					

Email

Frequency Analysis

	Answer	Count	Percent	20%	40%	60%	80%	100%
⊗	Very unsatisfied	34	14.59%					
⊗	Unsatisfied	55	23.61%					
⊗	Neither satisfied nor dissatisfied	29	12.45%					
⊗	Satisfied	73	31.33%					
⊗	Very Satisfied	38	16.31%					
⊗	Not a user of this service	4	1.72%					
	Total	233	100%					
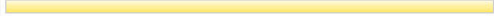
Number of PCs available in the terminal rooms

Frequency Analysis

|	Answer	Count	Percent	20%	40%	60%	80%	100%
⊗	Very unsatisfied	10	4.29%					
⊗	Unsatisfied	28	12.02%					
⊗	Neither satisfied nor dissatisfied	26	11.16%					
⊗	Satisfied	52	22.32%					
⊗	Very Satisfied	17	7.30%					
⊗	Not a user of this service	100	42.92%					
	Total	233	100%					

Research software available in the terminal room

	Frequency Analysis							
	Answer	Count	Percent	20%	40%	60%	80%	100%
⊗	Very unsatisfied	7	3.00%					
⊗	Unsatisfied	7	3.00%					
⊗	Neither satisfied nor dissatisfied	36	15.45%					
⊗	Satisfied	46	19.74%					
⊗	Very Satisfied	14	6.01%					
⊗	Not a user of this service	123	52.79%					
	Total	233	100%					

High speed computing resources (Citrix or CASPUR)

	Frequency Analysis							
	Answer	Count	Percent	20%	40%	60%	80%	100%
⊗	Very unsatisfied	5	2.15%					
⊗	Unsatisfied	3	1.29%					
⊗	Neither satisfied nor dissatisfied	23	9.87%					
⊗	Satisfied	22	9.44%					
⊗	Very Satisfied	3	1.29%					
⊗	Not a user of this service	177	75.97%					
	Total	233	100%					

VPN connection

Frequency Analysis

	Answer	Count	Percent					
				20%	40%	60%	80%	100%
⊗	Very unsatisfied	12	5.15%					
⊗	Unsatisfied	29	12.45%					
⊗	Neither satisfied nor dissatisfied	30	12.88%					
⊗	Satisfied	56	24.03%					
⊗	Very Satisfied	21	9.01%					
⊗	Not a user of this service	85	36.48%					
	Total	233	100%					

Easiness to connect to shared network drives (G:drive, etc.) from your laptop PC

Frequency Analysis

	Answer	Count	Percent					
				20%	40%	60%	80%	100%
⊗	Very unsatisfied	28	12.02%					
⊗	Unsatisfied	38	16.31%					
⊗	Neither satisfied nor dissatisfied	28	12.02%					
⊗	Satisfied	51	21.89%					
⊗	Very Satisfied	26	11.16%					
⊗	Not a user of this service	62	26.61%					
	Total	233	100%					

User Support (Site Office)

Frequency Analysis

	Answer	Count	Percent	20%	40%	60%	80%	100%
⏫	Very unsatisfied	19	8.15%					
⏫	Unsatisfied	21	9.01%					
⏫	Neither satisfied nor dissatisfied	31	13.30%					
⏫	Satisfied	72	30.90%					
⏫	Very Satisfied	58	24.89%					
⏫	Not a user of this service	32	13.73%					
	Total	233	100%					

Service Point for laptops

Frequency Analysis

	Answer	Count	Percent	20%	40%	60%	80%	100%
⏫	Very unsatisfied	13	5.58%					
⏫	Unsatisfied	17	7.30%					
⏫	Neither satisfied nor dissatisfied	25	10.73%					
⏫	Satisfied	23	9.87%					
⏫	Very Satisfied	15	6.44%					
⏫	Not a user of this service	140	60.09%					
	Total	233	100%					

Support for Research software offered by the Research Software Tutors

Frequency Analysis

	Answer	Count	Percent	20%	40%	60%	80%	100%
⌃	Very unsatisfied	8	3.43%					
⌃	Unsatisfied	13	5.58%					
⌃	Neither satisfied nor dissatisfied	21	9.01%					
⌃	Satisfied	20	8.58%					
⌃	Very Satisfied	9	3.86%					
⌃	Not a user of this service	162	69.53%					
	Total	233	100%					

Computing service web pages

Frequency Analysis

	Answer	Count	Percent	20%	40%	60%	80%	100%
⌃	Very unsatisfied	14	6.01%					
⌃	Unsatisfied	29	12.45%					
⌃	Neither satisfied nor dissatisfied	62	26.61%					
⌃	Satisfied	77	33.05%					
⌃	Very Satisfied	15	6.44%					
⌃	Not a user of this service	36	15.45%					
	Total	233	100%					

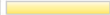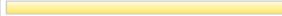Software packages available in the laptop equipping the conferences room
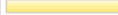
	Answer	Count	Percent	Frequency Analysis
				20% 40% 60% 80% 100%
⊗	Very unsatisfied	10	4.39%	
⊗	Unsatisfied	13	5.70%	
⊗	Neither satisfied nor dissatisfied	35	15.35%	
⊗	Satisfied	41	17.98%	
⊗	Very Satisfied	10	4.39%	
⊗	Not a user of this service	119	52.19%	
	Total	228	100%	

2) Excluding announced interruptions for upgrading the IT systems, over the last year, please state your satisfaction with the availability of the IT systems:
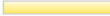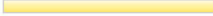
After working hours during the week

	Answer	Count	Percent	Frequency Analysis
				20% 40% 60% 80% 100%
⊗	Very unsatisfied	8	3.43%	
⊗	Unsatisfied	16	6.87%	
⊗	Neither satisfied nor dissatisfied	32	13.73%	
⊗	Satisfied	113	48.50%	
⊗	Very Satisfied	45	19.31%	
⊗	I am not at the EUI in this period	19	8.15%	
	Total	233	100%	

During Week-Ends

Frequency Analysis

	Answer	Count	Percent	20%	40%	60%	80%	100%
⊗	Very unsatisfied	7	3.00%					
⊗	Unsatisfied	16	6.87%					
⊗	Neither satisfied nor dissatisfied	39	16.74%					
⊗	Satisfied	102	43.78%					
⊗	Very Satisfied	44	18.88%					
⊗	I am not at the EUI in this period	25	10.73%					
	Total	233	100%					

During EUI Summer/Easter closure

Frequency Analysis

	Answer	Count	Percent	20%	40%	60%	80%	100%
⊗	Very unsatisfied	9	3.86%					
⊗	Unsatisfied	20	8.58%					
⊗	Neither satisfied nor dissatisfied	43	18.45%					
⊗	Satisfied	79	33.91%					
⊗	Very Satisfied	24	10.30%					
⊗	I am not at the EUI in this period	58	24.89%					
	Total	233	100%					

3) If your work was obstructed due to the unavailability of Computing Services resources please select the nature of the obstruction?

3) If your work was obstructed due to the unavailability of Computing Services resources please select the nature of the obstruction?

Frequency Analysis

	Answer	Count	Percent	20%	40%	60%	80%	100%
⊗	Never	48	10.08%					
⊗	General PC breakdown (disk, display, mouse, etc.)	34	7.14%					
⊗	Internet down	99	20.80%					
⊗	E-mail down	96	20.17%					
⊗	Cannot access research software (MatLab, Gauss, High Speed Computing,etc..).	14	2.94%					
⊗	Cannot access administration software/database (INAZ, Events, Anagenesis, FIS, etc.)	19	3.99%					
⊗	No more space on disk (e.g., G: drive).	78	16.39%					
⊗	Cannot connect to Wi-Fi	66	13.87%					
⊗	Other	22	4.62%					
	Total	476	100%					

4) Please state how satisfied you are with the following aspects of the EUI Network infrastructure:

Coverage of WIFI(wireless) network

Frequency Analysis

	Answer	Count	Percent	20%	40%	60%	80%	100%
⊗	Very unsatisfied	15	6.44%					
⊗	Unsatisfied	40	17.17%					
⊗	Neither satisfied nor dissatisfied	32	13.73%					
⊗	Satisfied	69	29.61%					
⊗	Very Satisfied	5	2.15%					
⊗	Not a user of this service	72	30.90%					
	Total	233	100%					

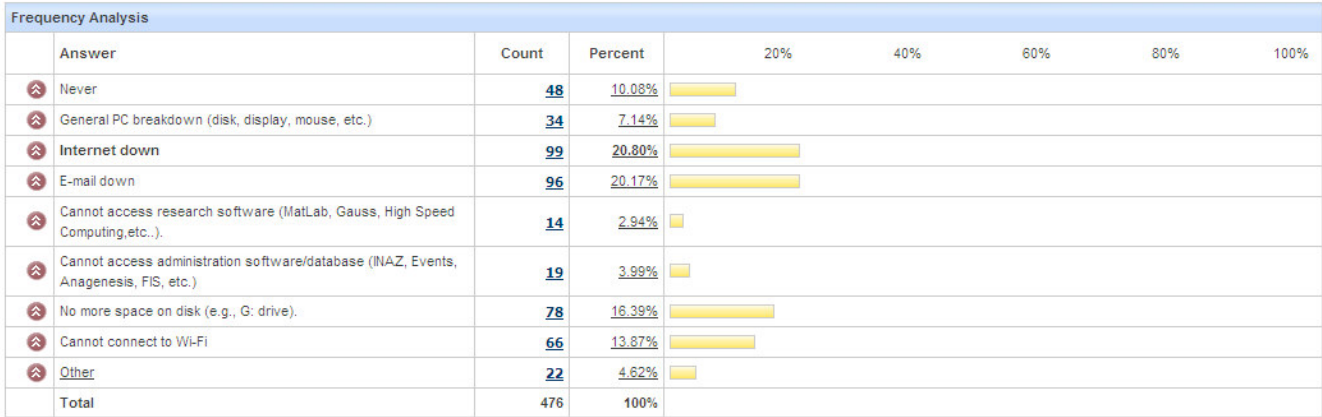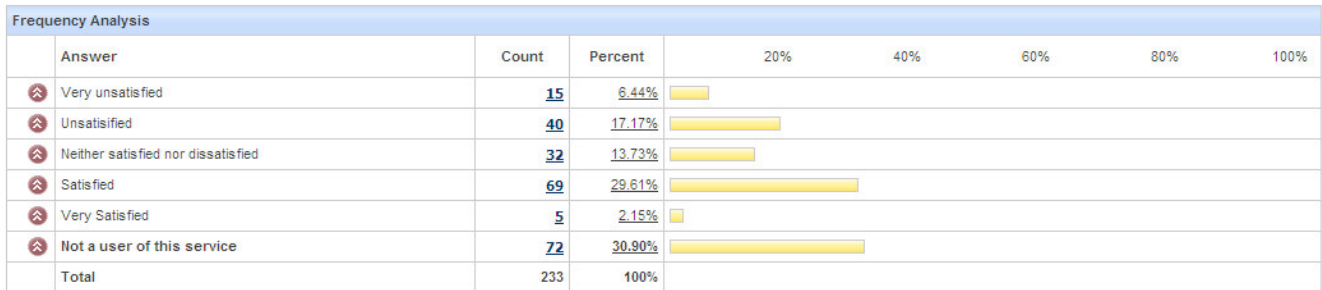Speed of WIFI (wireless) network

Frequency Analysis				
	Answer	Count	Percent	
	Very unsatisfied	20	8.58%	
	Unsatisfied	40	17.17%	
	Neither satisfied nor dissatisfied	41	17.60%	
	Satisfied	48	20.60%	
	Very Satisfied	7	3.00%	
	Not a user of this service	77	33.05%	
	Total	233	100%	

Reliability of WIFI (wireless) network

Frequency Analysis				
	Answer	Count	Percent	
	Very unsatisfied	14	6.01%	
	Unsatisfied	35	15.02%	
	Neither satisfied nor dissatisfied	49	21.03%	
	Satisfied	51	21.89%	
	Very Satisfied	7	3.00%	
	Not a user of this service	77	33.05%	
	Total	233	100%	

Easiness to connect to WIFI (wireless) network

	Answer	Count	Percent					
Frequency Analysis				20%	40%	60%	80%	100%
⇧	Very unsatisfied	20	8.58%					
⇧	Unsatisfied	28	12.02%					
⇧	Neither satisfied nor dissatisfied	31	13.30%					
⇧	Satisfied	60	25.75%					
⇧	Very Satisfied	18	7.73%					
⇧	Not a user of this service	76	32.62%					
	Total	233	100%					

Availability of sockets for WIRED network

	Answer	Count	Percent					
Frequency Analysis				20%	40%	60%	80%	100%
⇧	Very unsatisfied	10	4.29%					
⇧	Unsatisfied	16	6.87%					
⇧	Neither satisfied nor dissatisfied	38	16.31%					
⇧	Satisfied	51	21.89%					
⇧	Very Satisfied	23	9.87%					
⇧	Not a user of this service	95	40.77%					
	Total	233	100%					

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

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

Frequency Analysis

	Answer	Count	Percent	20%	40%	60%	80%	100%
⊗	Higher security with many constraints	68	29.18%					
⊗	Lower security with fewer constraints	70	30.04%					
⊗	No opinion	95	40.77%					
	Total	233	100%					

6) How satisfied are you overall with the Computing Service facilities and services?

6) How satisfied are you overall with the Computing Service facilities and services?

Frequency Analysis

	Answer	Count	Percent	20%	40%	60%	80%	100%
⊗	Very unsatisfied	12	5.15%					
⊗	Unsatisfied	42	18.03%					
⊗	Neither satisfied nor dissatisfied	44	18.88%					
⊗	Satisfied	109	46.78%					
⊗	Very satisfied	26	11.16%					
⊗	No opinion	0	0.00%					
	Total	233	100%					

7) Please indicate your department:

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	Answer	Count	Percent	20%	40%	60%	80%	100%
⊗	Academy of European Law	0	0.00%					
⊗	Economics	28	12.02%					
⊗	History and Civilisation	35	15.02%					
⊗	Law	42	18.03%					
⊗	**Political and Social Science**	45	19.31%					
⊗	Robert Schuman Centre for Advanced Studies	27	11.59%					
⊗	Max Weber Programme	9	3.86%					
⊗	Academic Service	9	3.86%					
⊗	Accounting Service	0	0.00%					
⊗	Budget and Finance	6	2.58%					
⊗	EU Archives	1	0.43%					
⊗	Library	11	4.72%					
⊗	Logistics Service	8	3.43%					
⊗	Personnel Service	1	0.43%					
⊗	Presidency/Secretary Generals Office	2	0.86%					
⊗	Other	4	1.72%					
⊗	No Answer	5	2.15%					
	Total	233	100%					

8) Please indicate to which group you belong

8) Please indicate to which group you belong

	Answer	Count	Percent	20%	40%	60%	80%	100%
⊗	**Researcher**	132	56.65%					
⊗	EUI Faculty Professor	9	3.86%					
⊗	Fellow	24	10.30%					
⊗	Administrative staff	53	22.75%					
⊗	Other	11	4.72%					
⊗	No Answer	4	1.72%					
	Total	233	100%					

9) How long have you been at the EUI?

9) How long have you been at the EUI?

Frequency Analysis

	Answer	Count	Percent	20%	40%	60%	80%	100%
⇧	Less 6 months	19	8.15%					
⇧	6 Months - 1 year	44	18.88%					
⇧	1 year - 2 years	46	19.74%					
⇧	2 years - 3 years	41	17.60%					
⇧	More than 3 years	83	35.62%					
	Total	233	100%					

10) Where is your office/working space located?

10) Where is your office/working space located?

Frequency Analysis

	Answer	Count	Percent	20%	40%	60%	80%	100%
⇧	Badia	123	52.79%					
⇧	Convento San Domenico	14	6.01%					
⇧	Scuolina	0	0.00%					
⇧	Villa il Poggiolo	3	1.29%					
⇧	Villa la Fonte	10	4.29%					
⇧	Villa Malafrasca	9	3.86%					
⇧	Villa San Paolo	18	7.73%					
⇧	San Paolino	9	3.86%					
⇧	Villa Schifanoia	38	16.31%					
⇧	Villa San Felice	5	2.15%					
⇧	Villa Pagliaiuola	4	1.72%					
	Total	233	100%					

11) Which do you more commonly use for your everyday work/research?

11) Which do you more commonly use for your everyday work/research?

Frequency Analysis

	Answer	Count	Percent	20%	40%	60%	80%	100%
⊗	EUI PC	106	45.49%					
⊗	EUI laptop	2	0.86%					
⊗	Personal laptop	125	53.65%					
	Total	233	100%					

12) Please choose which operating system you use most commonly for your everyday work?

12) Please choose which operating system you use most commonly for your everyday work?

Frequency Analysis

	Answer	Count	Percent	20%	40%	60%	80%	100%
⊗	Windows NT or 2000	9	3.44%					
⊗	Windows XP Professional	85	32.44%					
⊗	Windows XP Home	29	11.07%					
⊗	Windows Vista	39	14.89%					
⊗	Windows 7	20	7.63%					
⊗	MAC OS	55	20.99%					
⊗	Linux	7	2.67%					
⊗	Do not know	16	6.11%					
⊗	Other	2	0.76%					
	Total	262	100%					