



Results

Survey 29219

Number of records in this query:	211
Total records in survey:	211
Percentage of total:	100.00%





Field summary for 1

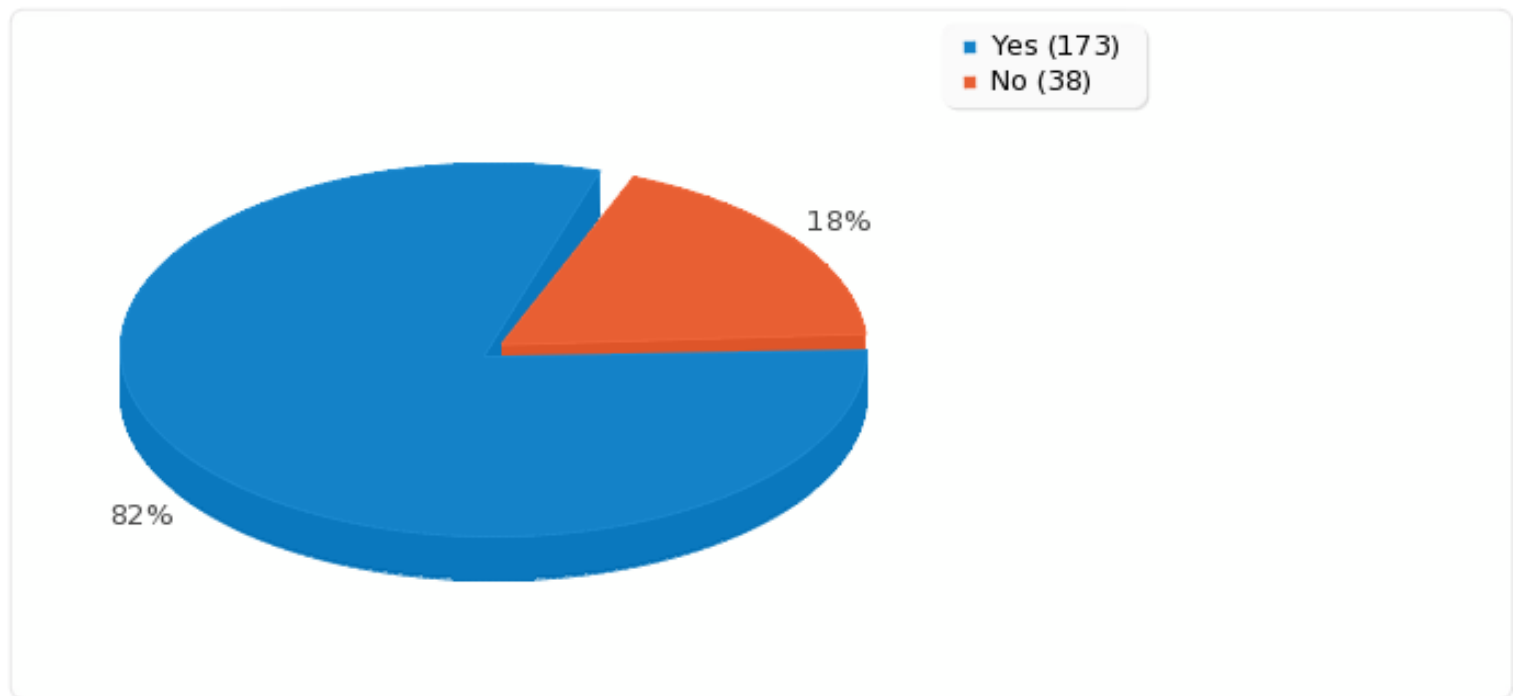
Do you currently make use of the services provided by the PHAS IT staff?

Answer	Count	Percentage
Yes (Yes)	173	81.99%
No (No)	38	18.01%
No answer	0	0.00%



Field summary for 1

Do you currently make use of the services provided by the PHAS IT staff?





Field summary for 1a

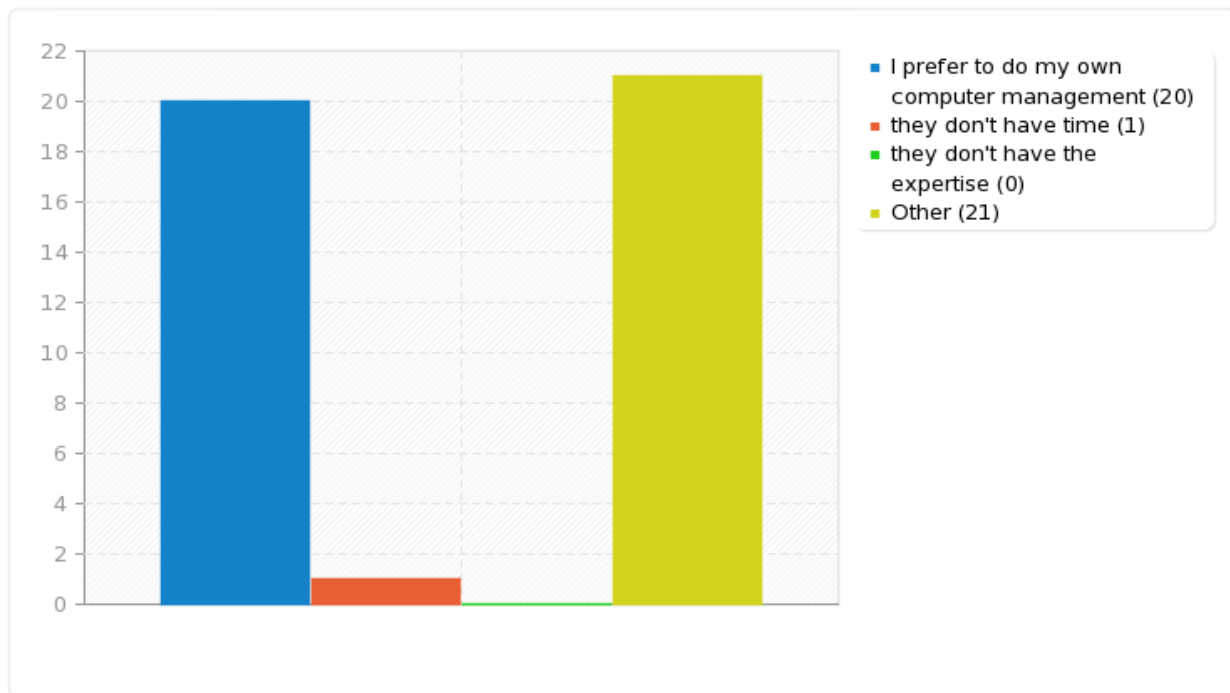
Why not?

Answer	Count	Percentage
I prefer to do my own computer management (pref)	20	9.48%
they don't have time (time)	1	0.47%
they don't have the expertise (exp)	0	0.00%
Other	21	9.95%



Field summary for 1a

Why not?





Field summary for 2(court)

Please indicate your level of agreement/disagreement with the following statements:

[The PHAS IT staff are courteous and pleasant to deal with.]

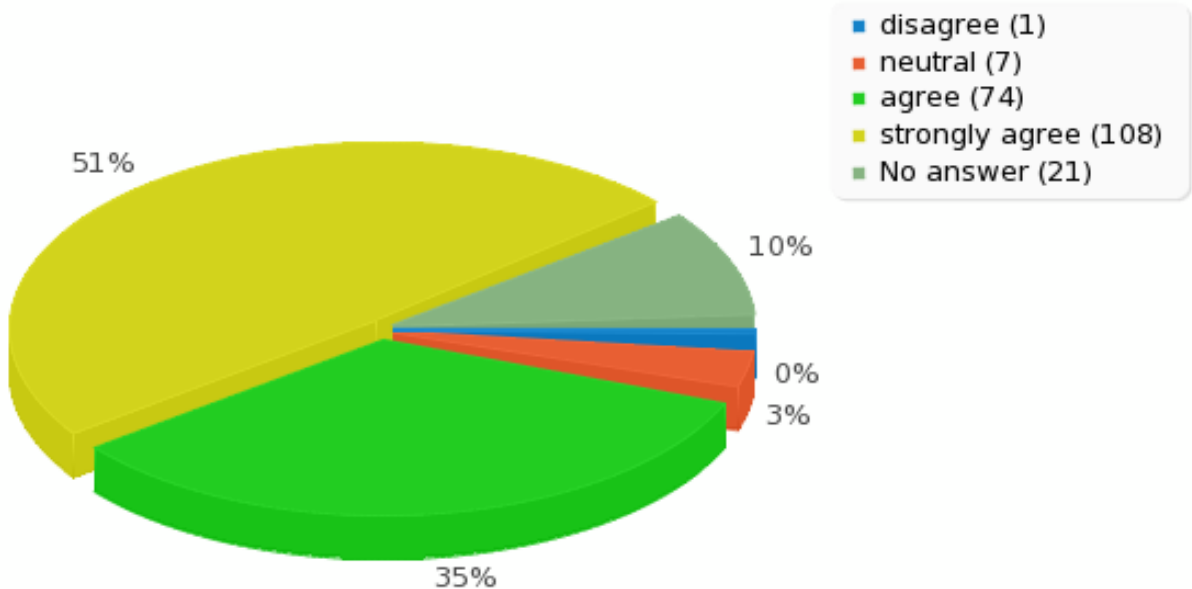
Answer	Count	Percentage
strongly disagree (stdis)	0	0.00%
disagree (dis)	1	0.47%
neutral (neut)	7	3.32%
agree (agree)	74	35.07%
strongly agree (sagre)	108	51.18%
No answer	21	9.95%



Field summary for 2(court)

Please indicate your level of agreement/disagreement with the following statements:

[The PHAS IT staff are courteous and pleasant to deal with.]





Field summary for 2(help)

Please indicate your level of agreement/disagreement with the following statements:

[The PHAS IT staff have gone out of their way to help me.]

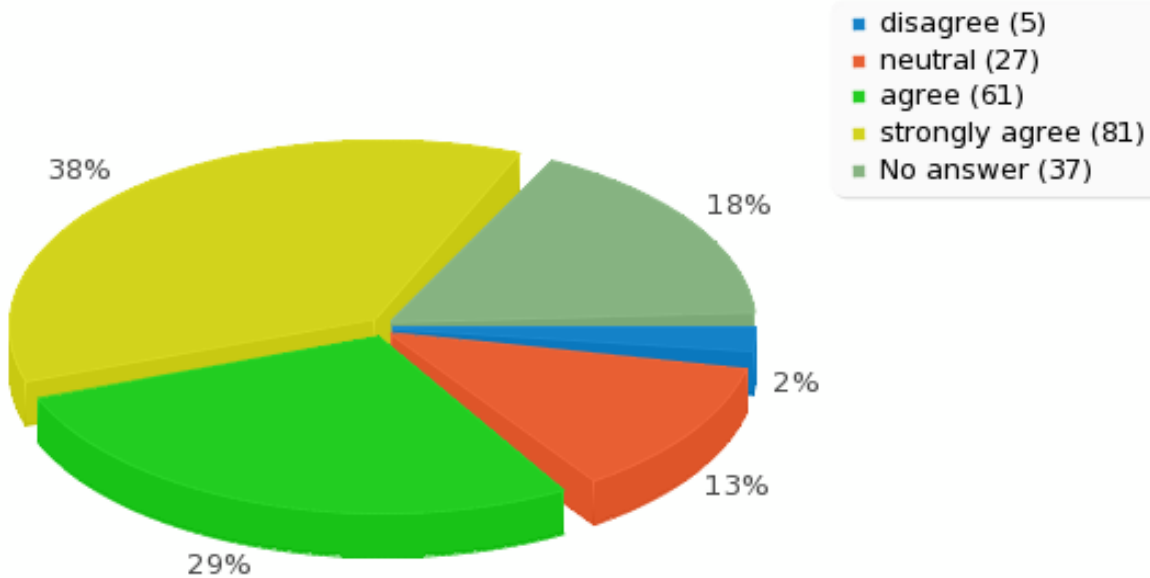
Answer	Count	Percentage
strongly disagree (stdis)	0	0.00%
disagree (dis)	5	2.37%
neutral (neut)	27	12.80%
agree (agree)	61	28.91%
strongly agree (sagre)	81	38.39%
No answer	37	17.54%



Field summary for 2(help)

Please indicate your level of agreement/disagreement with the following statements:

[The PHAS IT staff have gone out of their way to help me.]





Field summary for 2(intim)

Please indicate your level of agreement/disagreement with the following statements:

[I feel intimidated or uneasy about seeking help from the PHAS IT staff.]

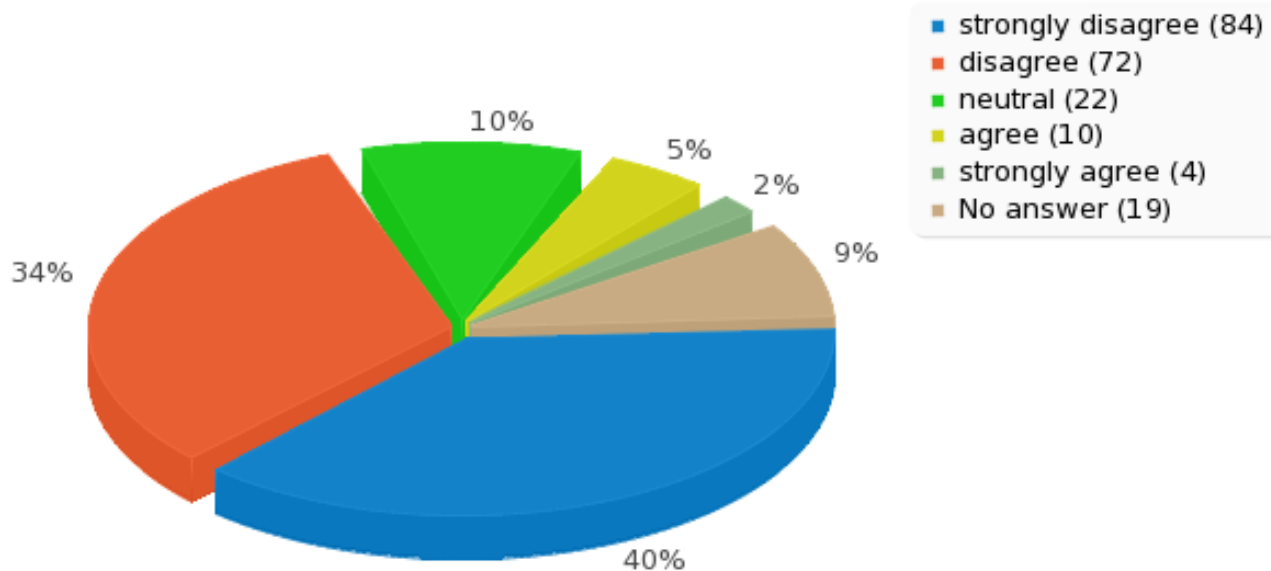
Answer	Count	Percentage
strongly disagree (stdis)	84	39.81%
disagree (dis)	72	34.12%
neutral (neut)	22	10.43%
agree (agree)	10	4.74%
strongly agree (sagre)	4	1.90%
No answer	19	9.00%



Field summary for 2(intim)

Please indicate your level of agreement/disagreement with the following statements:

[I feel intimidated or uneasy about seeking help from the PHAS IT staff.]





Field summary for 2(prompt)

Please indicate your level of agreement/disagreement with the following statements:

[The PHAS IT staff are prompt in resolving problems and issues.]

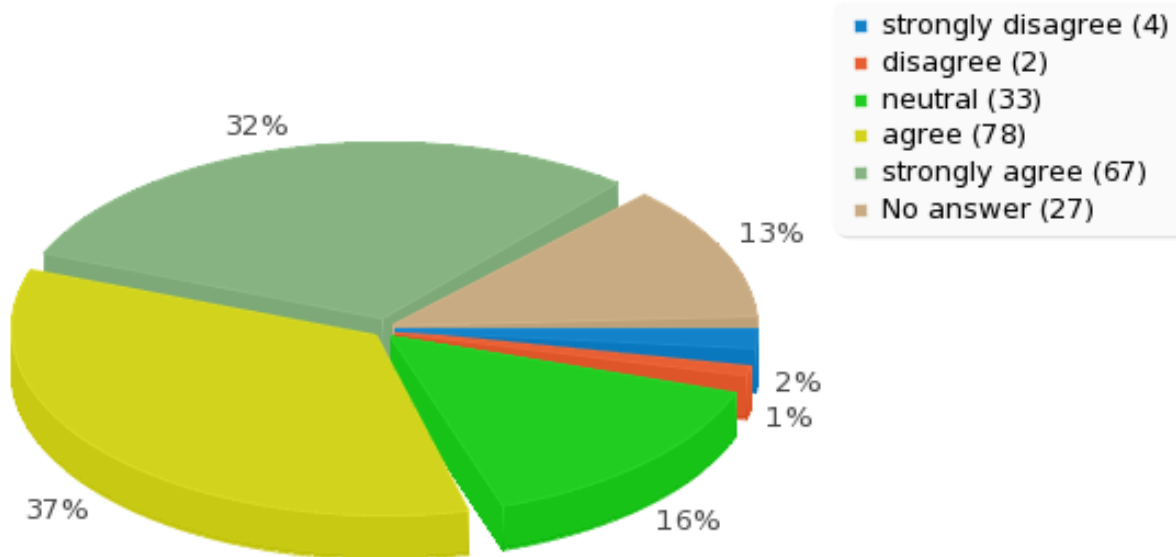
Answer	Count	Percentage
strongly disagree (stdis)	4	1.90%
disagree (dis)	2	0.95%
neutral (neut)	33	15.64%
agree (agree)	78	36.97%
strongly agree (sagre)	67	31.75%
No answer	27	12.80%



Field summary for 2(prompt)

Please indicate your level of agreement/disagreement with the following statements:

[The PHAS IT staff are prompt in resolving problems and issues.]





Field summary for 2(satis)

Please indicate your level of agreement/disagreement with the following statements:

[I am in general satisfied with the level of support provided by the PHAS IT staff.]

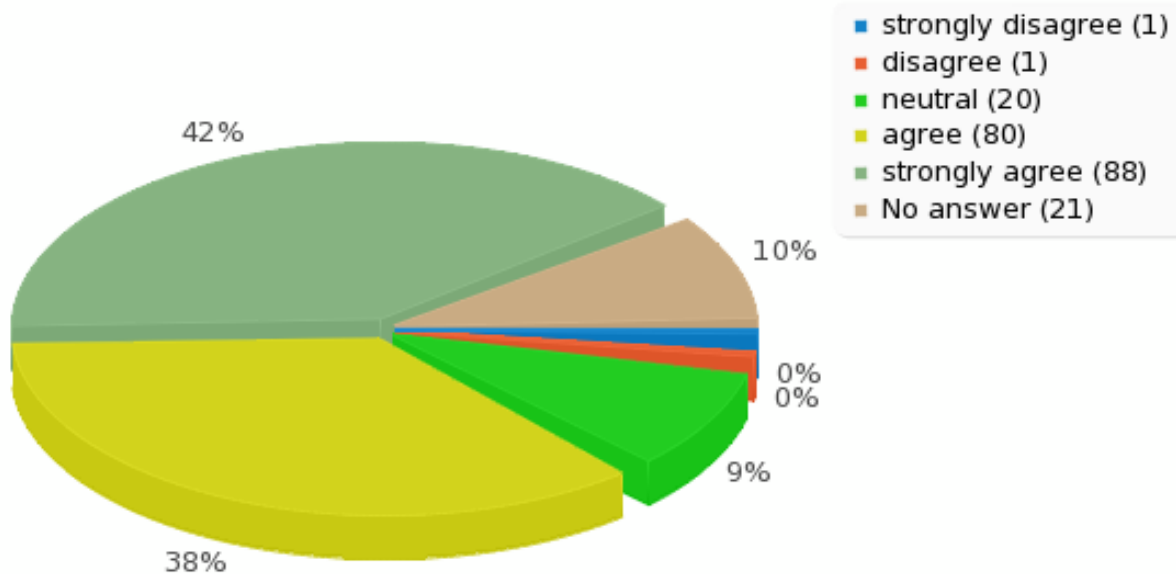
Answer	Count	Percentage
strongly disagree (stdis)	1	0.47%
disagree (dis)	1	0.47%
neutral (neut)	20	9.48%
agree (agree)	80	37.91%
strongly agree (sagre)	88	41.71%
No answer	21	9.95%



Field summary for 2(satis)

Please indicate your level of agreement/disagreement with the following statements:

[I am in general satisfied with the level of support provided by the PHAS IT staff.]





Field summary for 3(win)

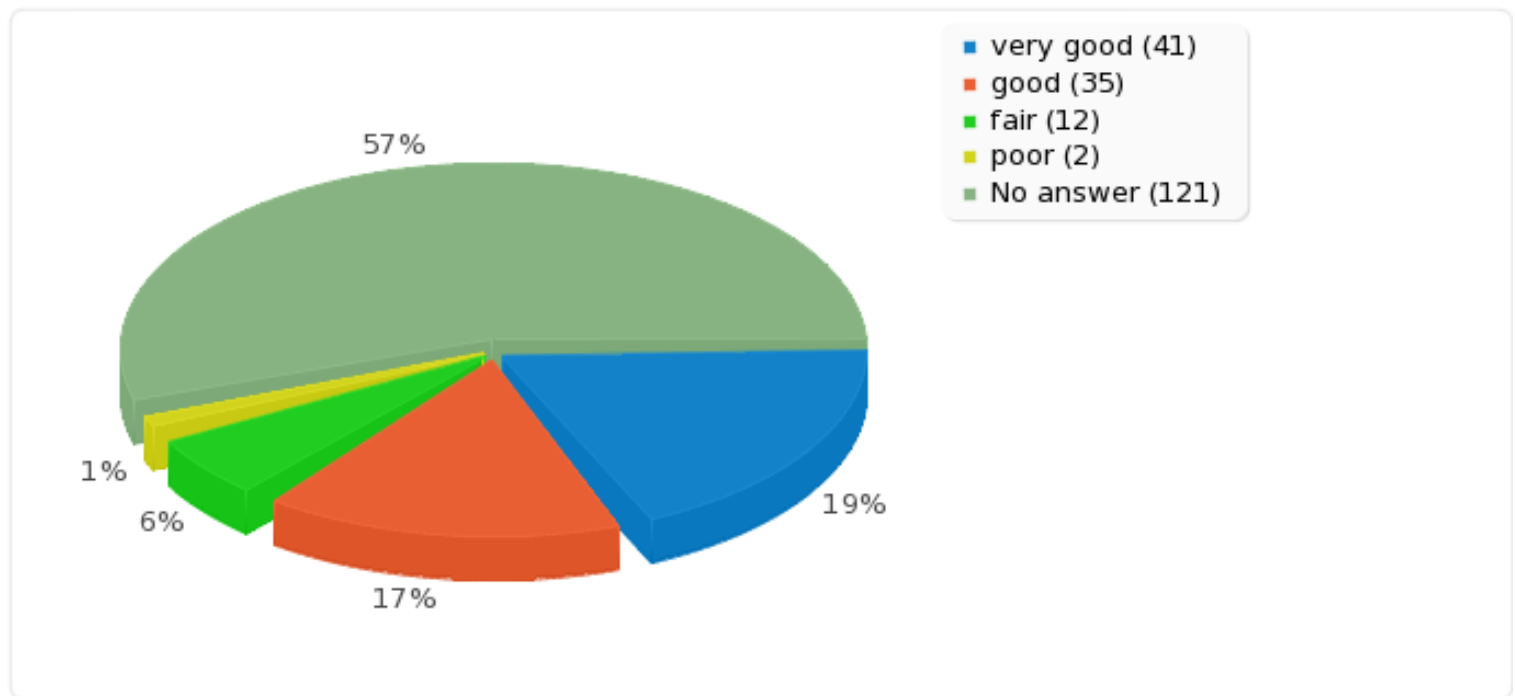
Please rate the PHAS IT staff on the following criteria?
[support for MS windows operating system]

Answer	Count	Percentage
very good (vgood)	41	19.43%
good (good)	35	16.59%
fair (fair)	12	5.69%
poor (poor)	2	0.95%
very poor (vpoor)	0	0.00%
No answer	121	57.35%



Field summary for 3(win)

Please rate the PHAS IT staff on the following criteria?
[support for MS windows operating system]





Field summary for 3(osx)

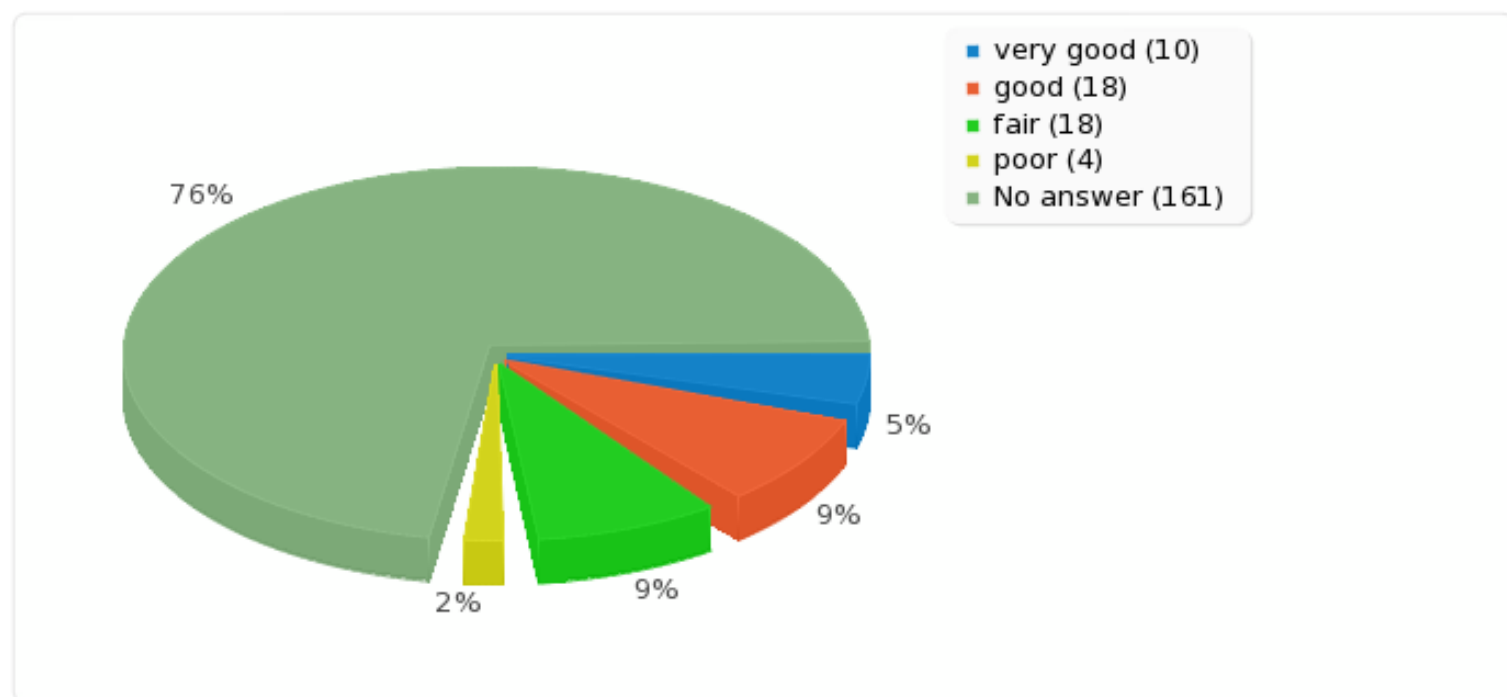
Please rate the PHAS IT staff on the following criteria?
[support for OS/X operating system (Macs)]

Answer	Count	Percentage
very good (vgood)	10	4.74%
good (good)	18	8.53%
fair (fair)	18	8.53%
poor (poor)	4	1.90%
very poor (vpoor)	0	0.00%
No answer	161	76.30%



Field summary for 3(osx)

Please rate the PHAS IT staff on the following criteria?
[support for OS/X operating system (Macs)]





Field summary for 3(linux)

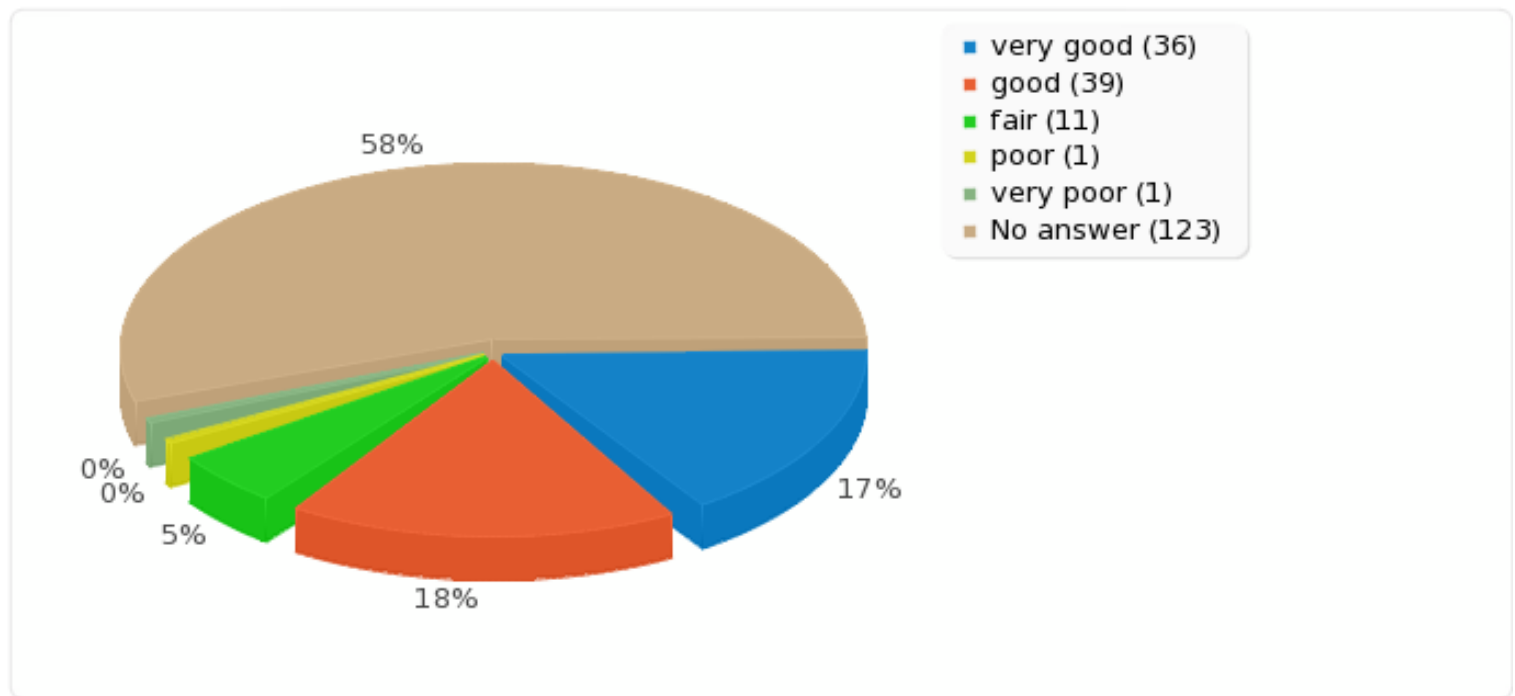
Please rate the PHAS IT staff on the following criteria?
[support for Linux operating systems]

Answer	Count	Percentage
very good (vgood)	36	17.06%
good (good)	39	18.48%
fair (fair)	11	5.21%
poor (poor)	1	0.47%
very poor (vpoor)	1	0.47%
No answer	123	58.29%



Field summary for 3(linux)

Please rate the PHAS IT staff on the following criteria?
[support for Linux operating systems]





Field summary for 4

What services would you like to see the PHAS IT staff expand their support for?

Answer	Count	Percentage
Answer	34	16.11%
No answer	177	83.89%



Field summary for 4

What services would you like to see the PHAS IT staff expand their support for?

