

data transfer

ESO ESM
Audio Conferencing
End User Survey

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Background

- Purpose of the survey:
 - The purpose of the Audio Conferencing End User Survey was to obtain feedback on Fannie Mae’s audio conferencing services, including scheduling, security, and overall end user experience.
- Survey methodology:
 - The survey ran from 10/31/2006 – 11/10/2006.
 - The survey was sent to the employees in the Single Family and Finance business units as they are the most frequent users of audio conferencing services.
 - There are approximately 1765 employees in Single Family and Finance.
 - This was considered a statistically valid sample of all of Fannie Mae (95% confidence interval with a 5% margin of error).
 - The survey invitation was sent from the Corporate Communications “News You Need to Know” mailbox.
- Responses:
 - The final response rate was $354/1765 = 20\%$



Executive Summary – Key Findings

- Overall findings: satisfaction with audio conferencing services is average, ranging from 2.9 to 3.2 and that there are still areas of improvement.
- Two areas which came up the most in the open-ended comments was that 1) MMLs are frequently overbooked and 2) there's a general concern about security on audio conferences.
- Introductory Questions:
 - 64% of respondents use many or most of the features of the phone
 - 76% of respondents spend 6 or less hours on audio conferences each week
- Scheduling Questions:
 - Satisfaction with the ability to schedule audio conferences averages 3.2/5.0
 - 64% of respondents (Frequently/All the Time) indicate that when their conference runs past the scheduled time, there's another conference scheduled for the same MML
 - 87% of respondents schedule 0-5 conferences each week
- Security Questions:
 - 24% of respondents indicate that they Frequently/All the Time have someone join the call that was not invited
 - 79% of respondents would like the feature of being able to identify who's on the line and speaking
 - 82% of respondents would like the feature of being able to remove uninvited attendees
 - Satisfaction with security levels averages only a 2.9/5.0

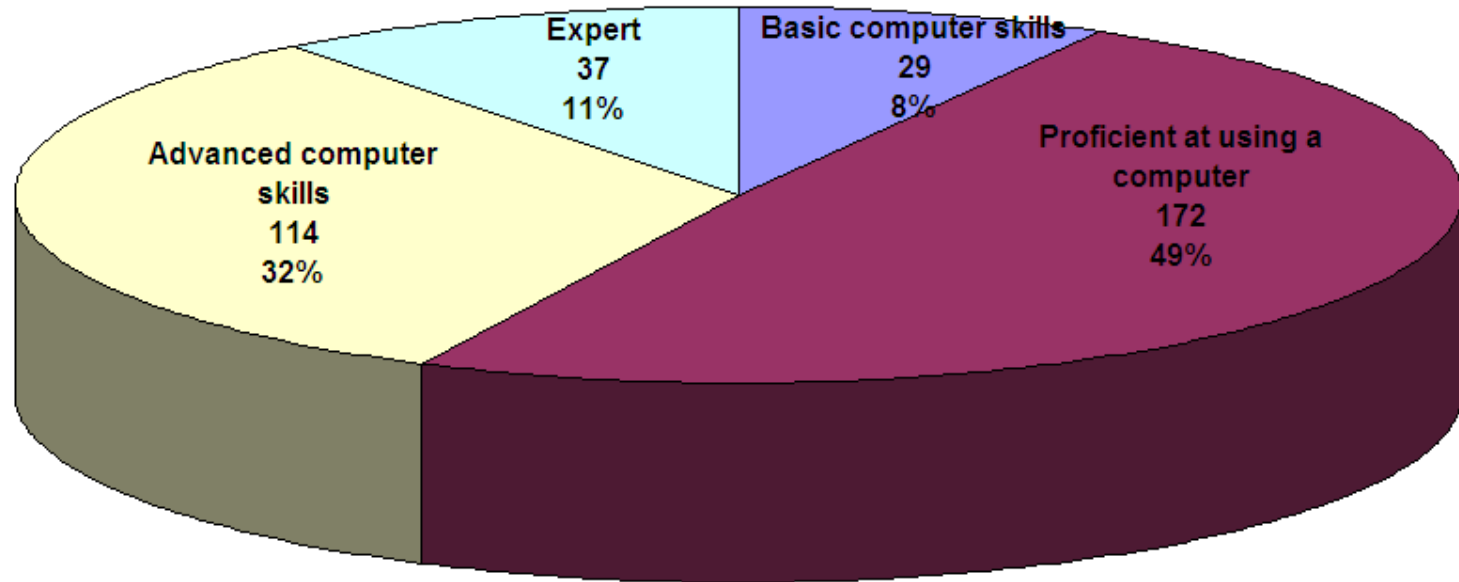
Executive Summary – Key Findings (Cont'd)

- End User Experience Questions:
 - 38% of respondents indicate they don't use any audio conferencing functions
 - 62% of respondents consider the availability of the audio conferencing system to be Very Important or Critical
 - 44% of respondents indicate they Rarely/Never participate in conferences using NetMeeting, LiveMeeting, or WebEx
- Closing Questions:
 - Overall satisfaction with audio conferencing offerings averages a 3.0/5.0

Introductory Questions

- 1. Rate your computer expertise?
- 2. Rate your use of the features and functions of the current Cisco IP phones?
- 3. How many hours do you spend weekly using Fannie Mae's audio conference services (i.e. Meet Me Lines "MML")?

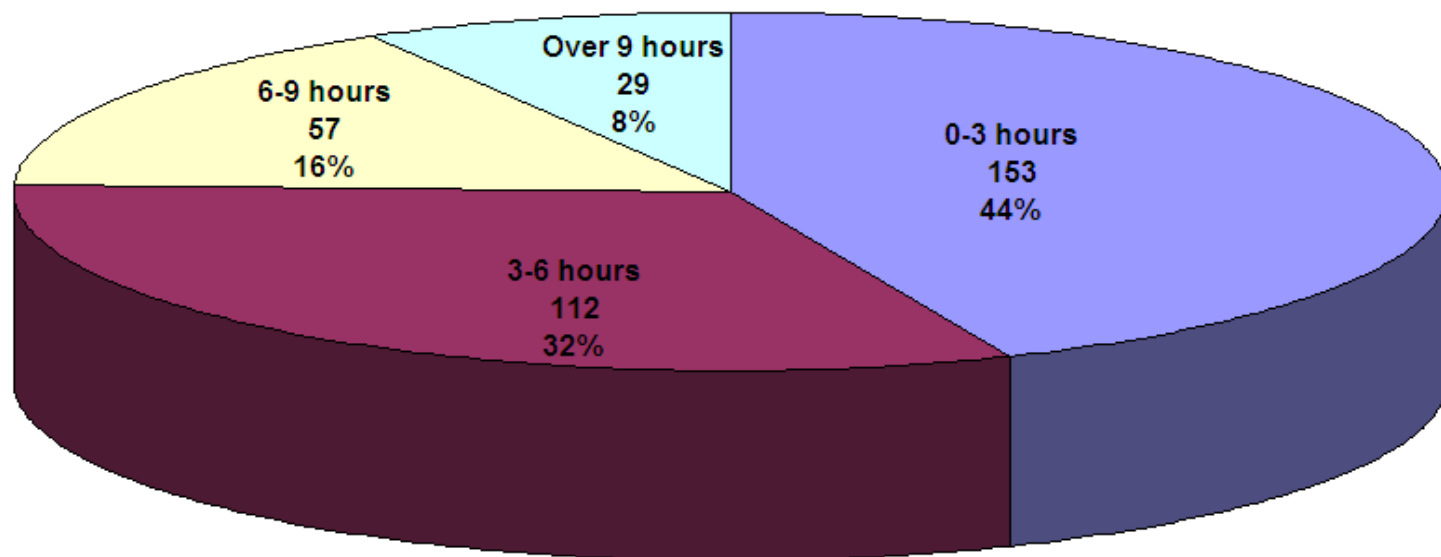
1. Rate your computer expertise?



2. How would you rate your use of the features and functions of the current Cisco IP phones?

Response	Count	%
Use the phone to make calls and check voice mail only	28	8.0%
Use some of the basic features (Hold, Transfer)	98	28.2%
Use many of the features of the phone (Hold, Transfer, Conference, Call Park, Speed Dials)	156	44.8%
Use most of the features of the phone	66	19.0%

3. How many hours do you spend weekly using Fannie Mae's audio conference services (i.e. Meet Me Lines "MML")?

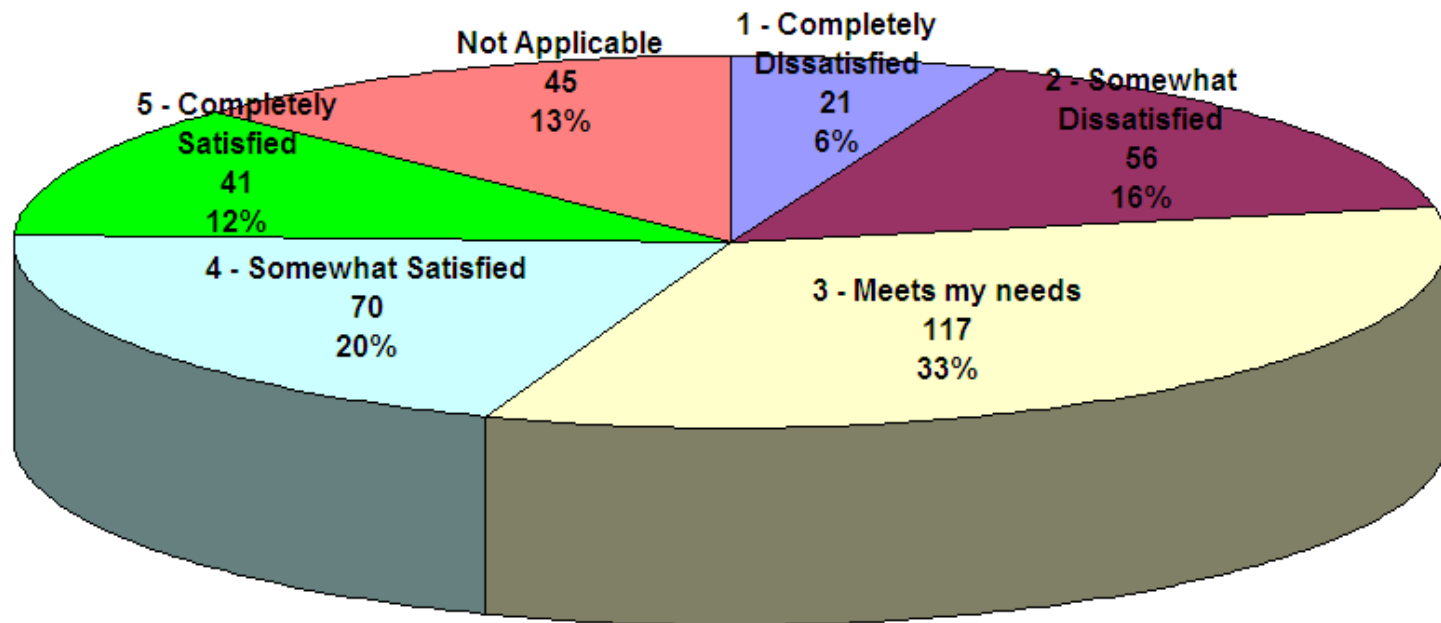


76% of respondents spend 6 or less hours on audio conferences each week

Scheduling Questions

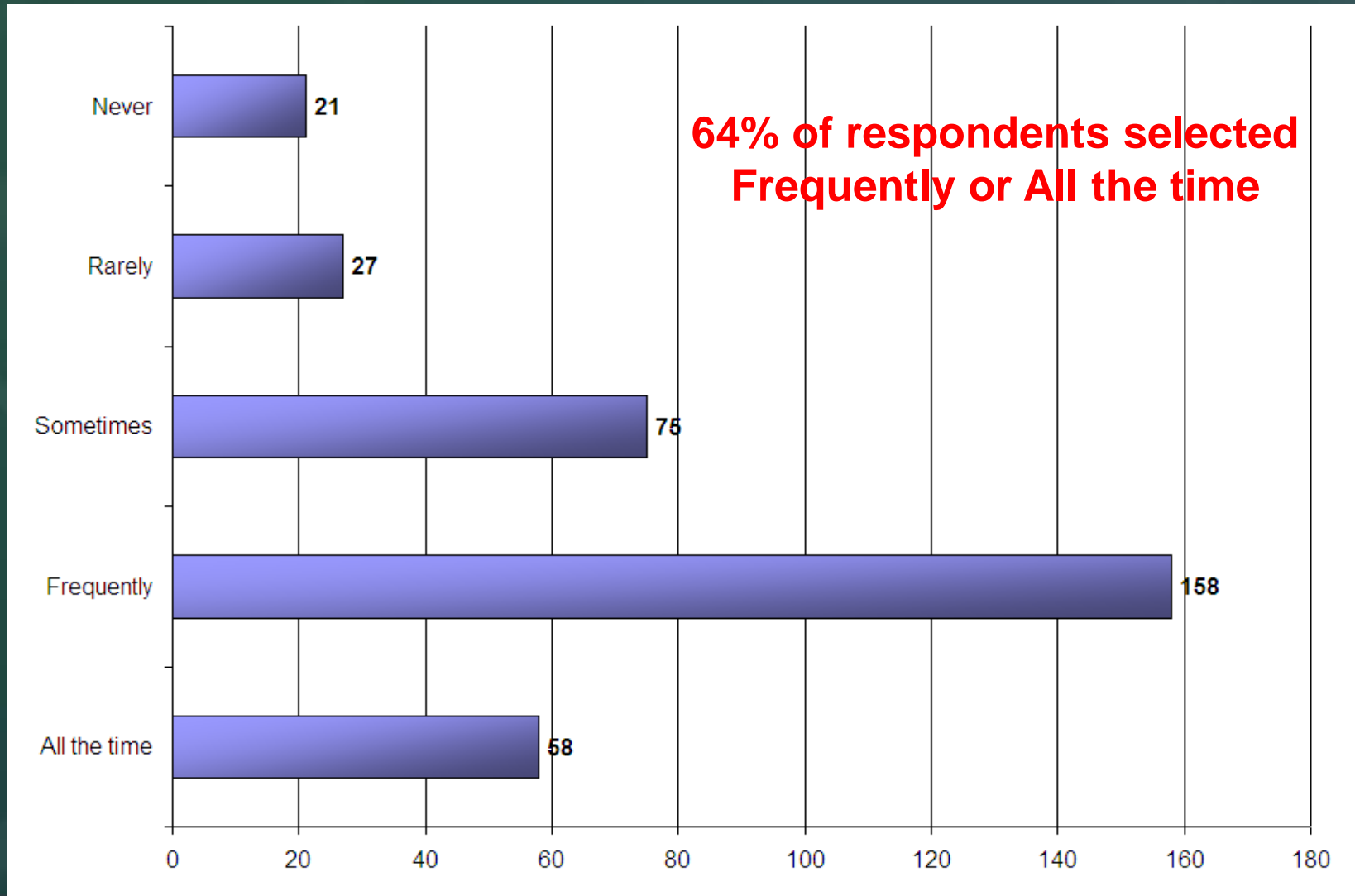
- 4. How satisfied are you with the ability to schedule audio conferences?
- 5. When your audio conference does run past the scheduled time, how often, on average, is there another audio conference scheduled to use the same MML and the situation requires that you end your audio conference and/or move it to another MML?
- 6. On average, how many audio conferences, per week, do you schedule using Resource Scheduler in Outlook?

4. How satisfied are you with the ability to schedule audio conferences?



Average Score: 3.2

5. When your audio conference does run past the scheduled time, how often, on average, is there another audio conference scheduled to use the same MML and the situation requires that you end your audio conference and/or move it to another MML?



6. On average, how many audio conferences, per week, do you schedule using Resource Scheduler in Outlook?

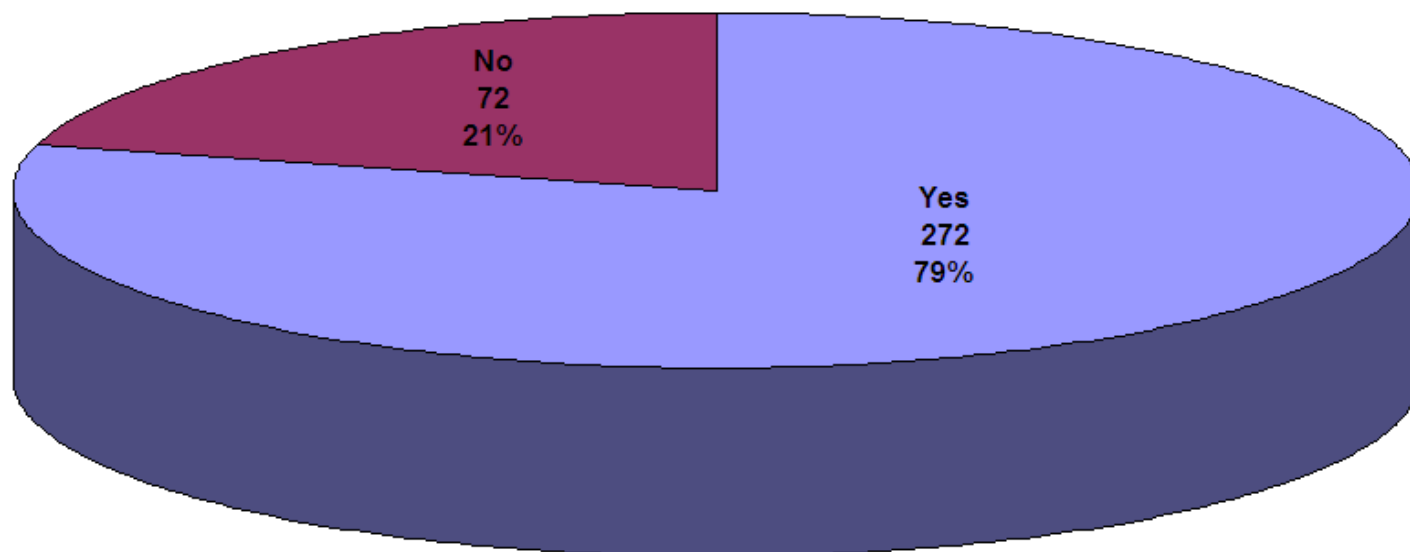
Response	Count	%
0-5 audio conferences	301	87.0%
6-10 audio conferences	37	10.7%
11-15 audio conferences	6	1.7%
More than 15 audio conferences	2	0.6%

87% of respondents schedule 0-5 audio conferences each week

Security Questions

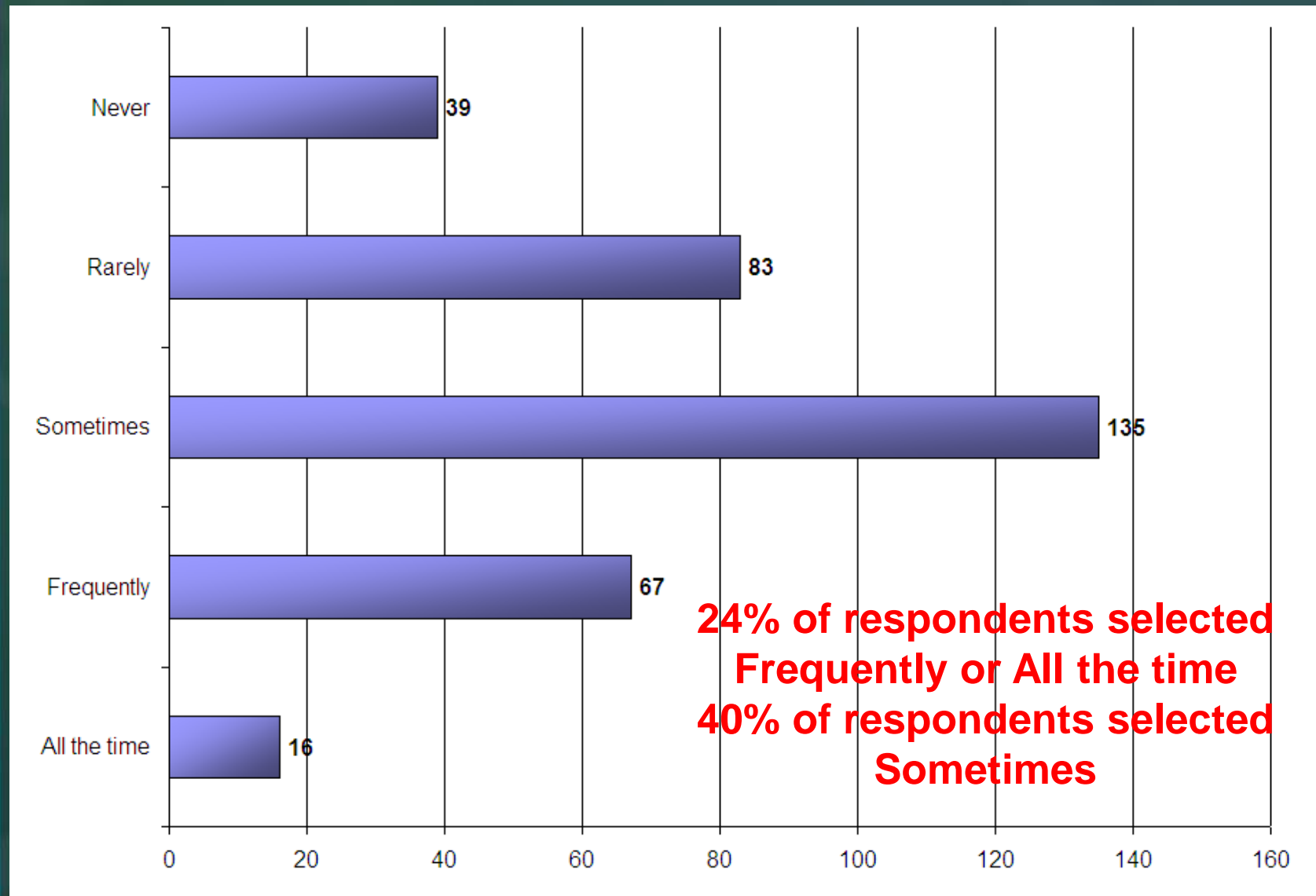
- 7. If you could see a list of registered users in a conference and be able to identify which user is speaking, do you think this would enhance your audio conference usage and/or experience?
- 8. On average, how often do you have a person join your audio conference that was not an invited attendee?
- 9. If a security feature were available to remove uninvited attendees from an audio conference, would that be a useful feature for your audio conferences?
- 10. Overall, how satisfied are you with the current security levels provided by the current audio conferencing system? This includes the use of PIN numbers and random MML numbers.

7. If you could see a list of registered users in a conference and be able to identify which user is speaking, do you think this would enhance your audio conference usage and/or experience?

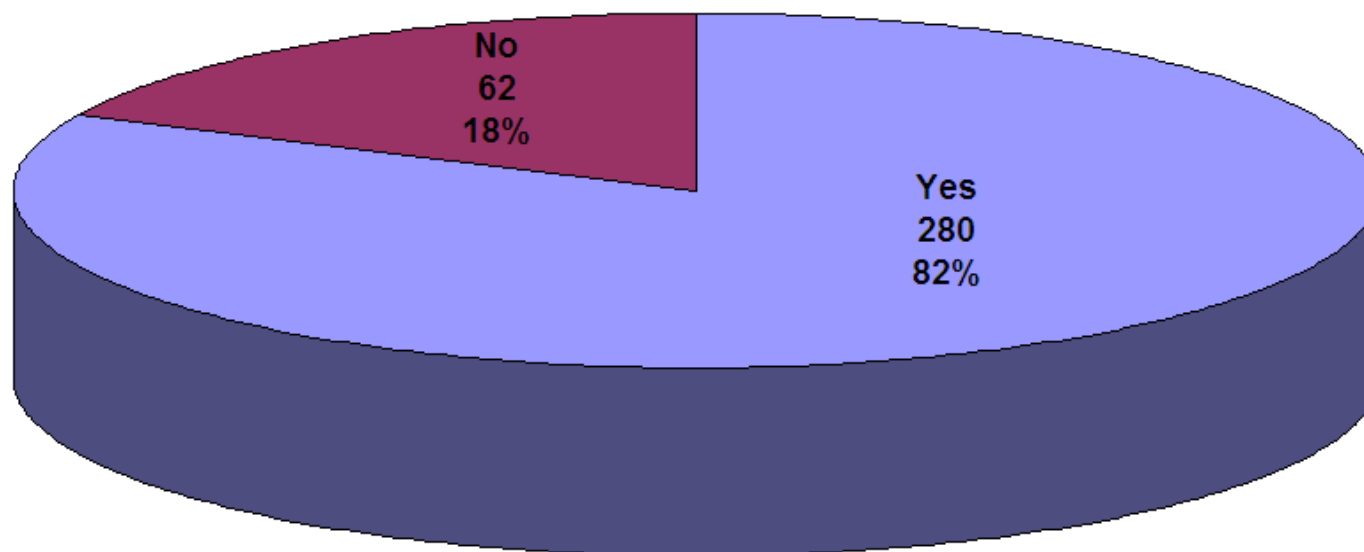


79% of respondents believe it would be helpful to be able to see registered users in a conference and be able to identify who was speaking

8. On average, how often do you have a person join your audio conference that was not an invited attendee?

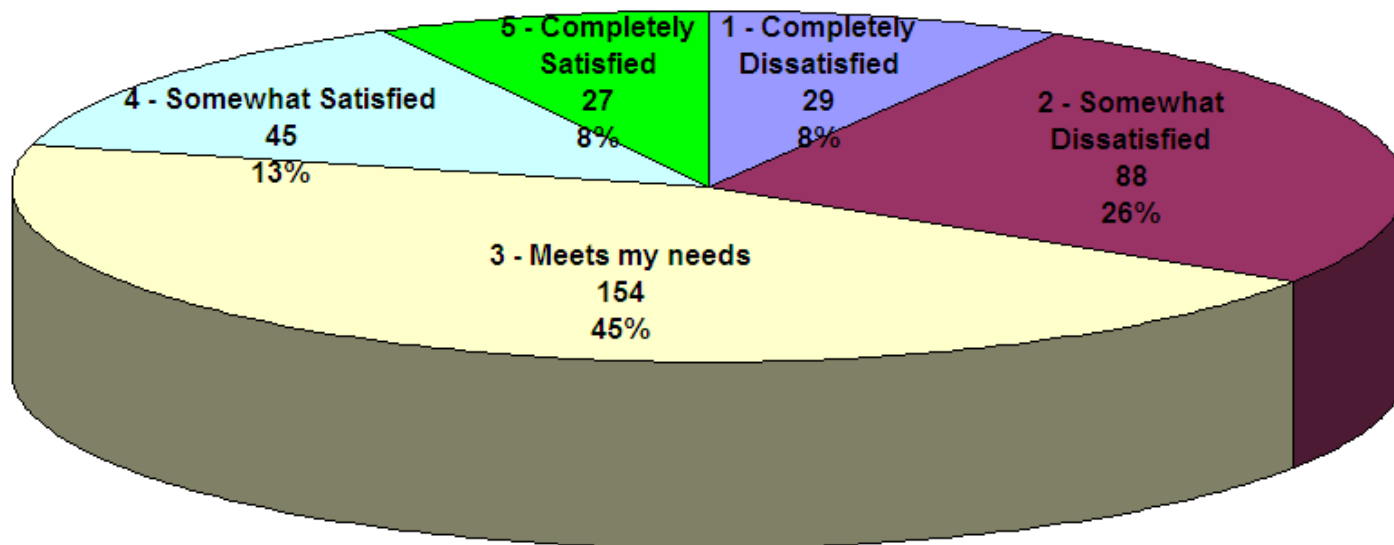


9. If a security feature to remove uninvited attendees from an audio conference were available, would that be a useful feature for your audio conferences?



82% of respondents believe it would be helpful to be able to remove uninvited attendees

10. Overall, how satisfied are you with the current security levels provided by the current audio conferencing system? This includes the use of PIN numbers and random MML numbers.

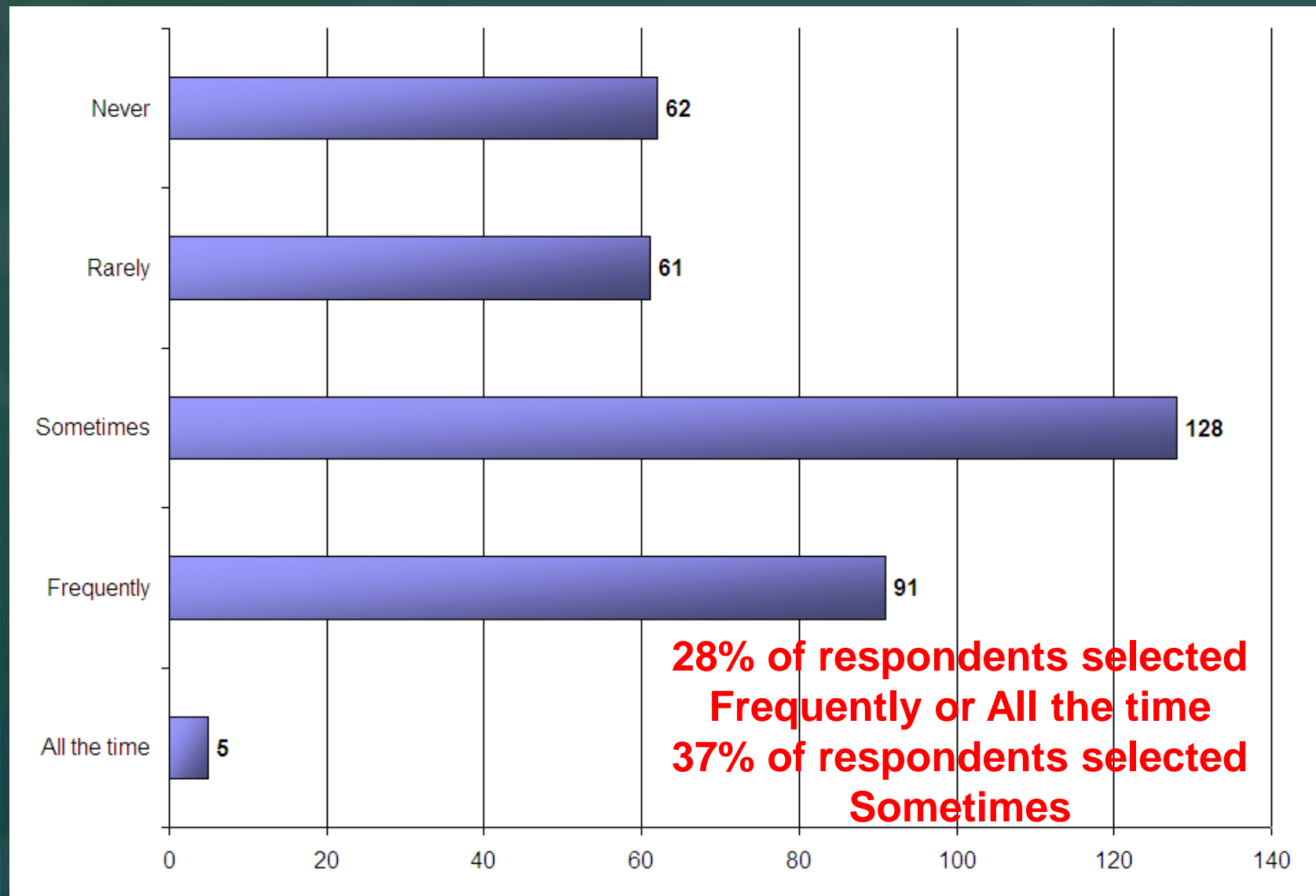


Average Score: 2.9

End User Experience Questions

- 11. How often are you the Moderator or Conference Host for audio conference calls?
- 12. When serving as the host of an audio conference, the Telephony User Interface (TUI) provides a set of menus and prompts that you use to interact with the audio conference system from your telephone. Which of the following statements most accurately describes your knowledge of and interaction with the current audio conference TUI?
- 13. How important do you consider the availability of the audio conferencing system to be for you to conduct business?
- 14. How often do the Fannie Mae audio conferences (MML) that you participate in also employ the use of a web/desktop conferencing solution like Netmeeting, LiveMeeting, or WebEx?

11. How often are you the Moderator or Conference Host for audio conference calls?



12. When serving as the host of an audio conference, the Telephony User Interface (TUI) provides a set of menus and prompts that you use to interact with the audio conference system from your telephone. Which of the following statements most accurately describes your knowledge of and interaction with the current audio conference TUI?

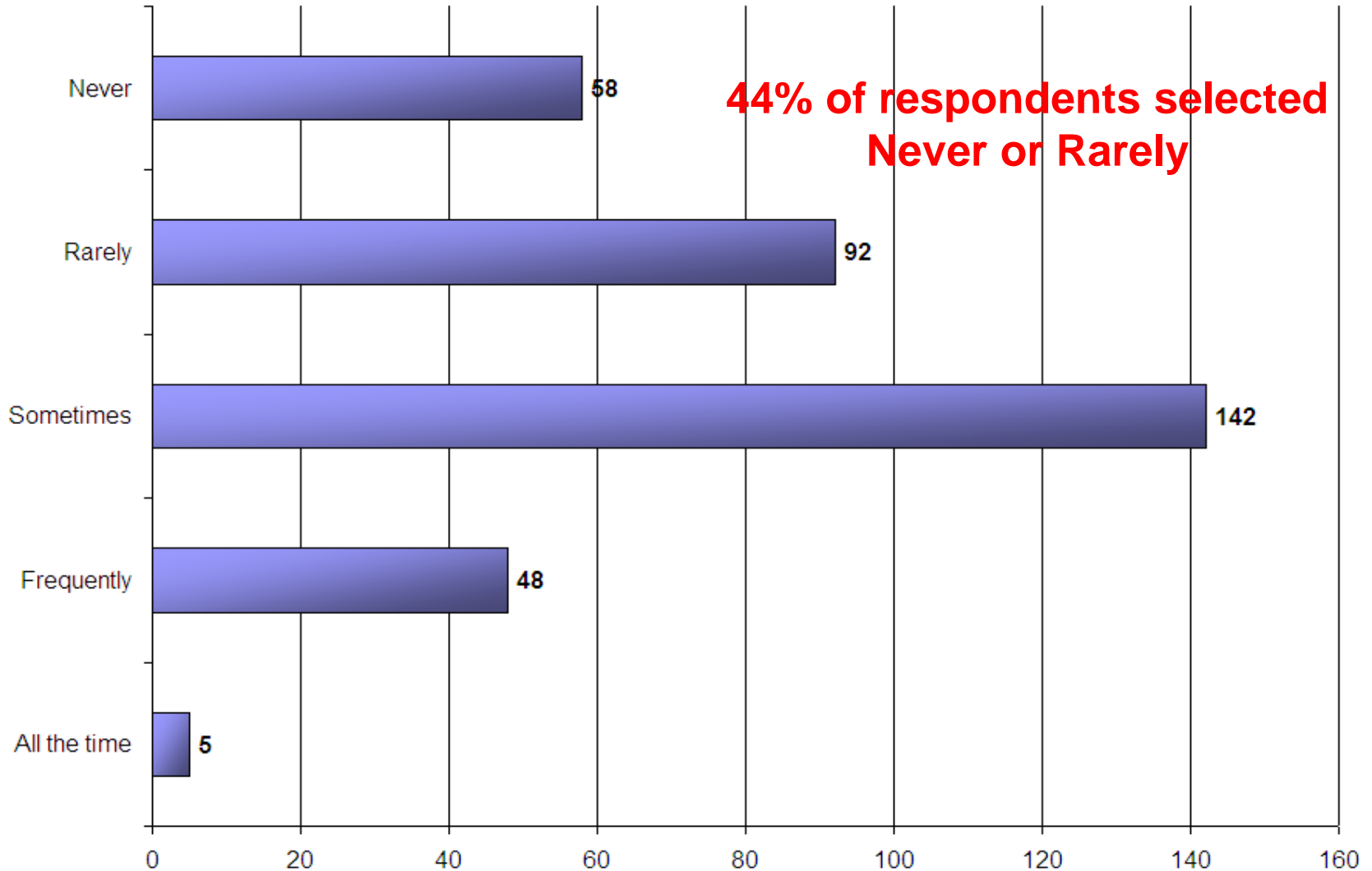
Response	Count	%
I do not use any of the audio conference functions.	130	37.5%
I use the basic audio conference functions.	138	39.8%
I use some of the more advanced functions of audio conferencing.	10	2.9%
I use a most of the advanced functions of audio conferencing.	0	0.0%
Not Applicable	69	19.9%

13. How important do you consider the availability of the audio conferencing system to be for you to conduct business?

Response	Count	%
Not Important - if the audio conference system was not available, it wouldn't affect my ability to do business.	16	4.6%
Slightly Important - if the audio conference system was not available, it would be inconvenient but I could still conduct business.	29	8.4%
Important	86	24.9%
Very Important - if the audio conference system was not available, I could still conduct business but my productivity would be affected.	125	36.2%
Critical - if the audio conference system was not available, I could not conduct business.	89	25.8%

87% of respondents consider the availability of the audio conferencing system to be Important, Very Important, or Critical

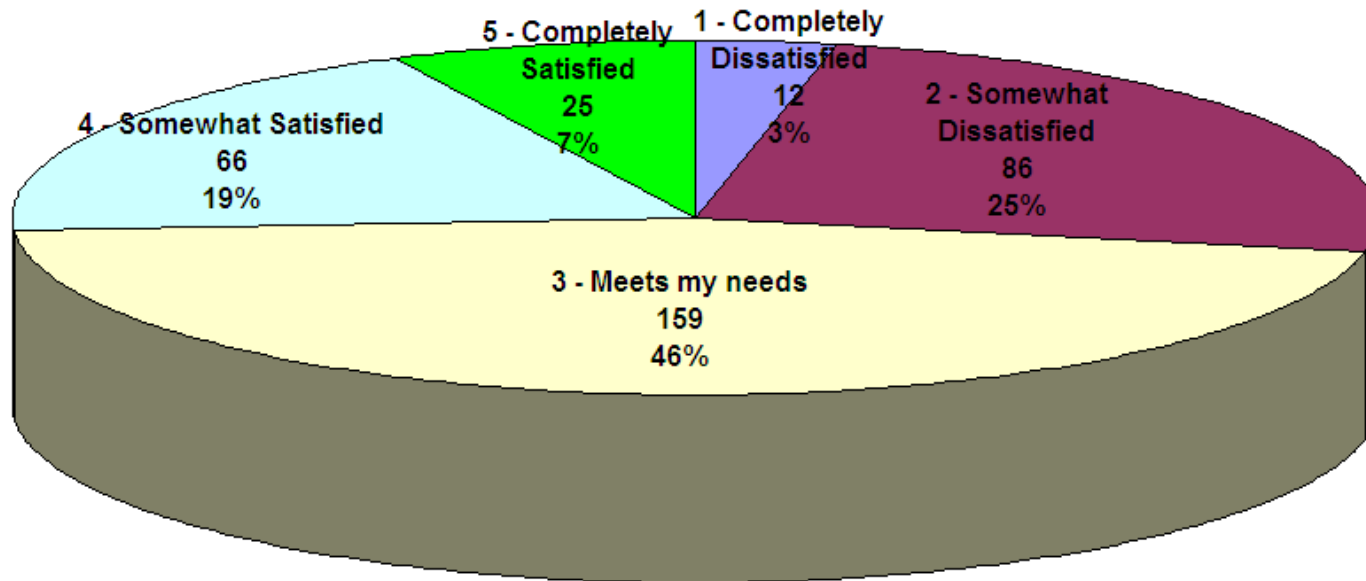
14. How often do the Fannie Mae audio conferences (MML) that you participate in also employ the use of a web/desktop conferencing solution like Netmeeting, LiveMeeting, or WebEx?



Closing Questions

- 15. Overall, how satisfied are you with the current audio conference offerings provided by Fannie Mae?
- 16. Other comments about audio conferencing

15. Overall, how satisfied are you with the current audio conference offerings provided by Fannie Mae?



Average Score: 3.0

16. Other comments about audio conferencing

- There were 125 responses to Question 16.
- Some of the recurring themes found in the open-ended question:
 - Respondents indicated that MMLs are frequently double-booked
 - Respondents are concerned about the lack of security on MMLs
 - Unannounced attendees
 - PINs are re-used
 - External lenders sometimes calling in when another confidential call is ending
 - Many opt to use AT&T conference lines because for security reasons
 - Respondents want more robust features
 - Outlook Scheduler – want MMLs to be updated when a call is re-scheduled
 - Want NetMeeting, LiveMeeting, and WebEx rolled out throughout the firm
 - Respondents want more information on MMLs
 - Some respondents indicated that they want information on how to use the advanced TUI features
 - Some respondents indicated that they would like additional training