# 2013 MIT Student Quality of Life

Launched March 3, 2013

#### ZINTRO Welcome MIT Student!

Thank you for taking part in this survey examining MIT undergraduate and graduate student quality of life. We would like your candid opinions about the environment at MIT and factors that affect your ability to have a fulfilling and productive academic and personal life.

The survey is voluntary, and you may answer as few or as many questions as you wish. The data will be treated as confidential and results will not be reported in any form that would identify an individual. Thank you in advance for your willingness to participate in this survey.

### SURVEY INSTRUCTIONS

Once you submit a section by hitting the "next" button, your answers will be saved for that section. After you have submitted a section, you may go back to it by using the "back" button at the end of each section. If you cannot complete the survey in one sitting, you may return to the survey at a later time by returning to the link you received by email. Your previously submitted answers will be displayed for you to edit if you wish. If you have questions about this survey, or encounter difficulties in taking it, please contact MIT Institutional Research at ess@mit.edu.

### **Overall Satisfaction**

satisf 1. Overall, how satisfied are you being a student at MIT?

- O Very satisfied (5)
- O Somewhat satisfied (4)
- O Neither dissatisfied nor satisfied (3)
- O Somewhat dissatisfied (2)
- O Very dissatisfied (1)

satqual 2. Overall, how would you rate the quality of:

	Poor (1)	Fair (2)	Good (3)	Very Good (4)	Excellent (5)
Your academic experience at MIT? (1)	O	O	0	0	O
Your student life experience at MIT? (2)	0	O	0	O	O
Your personal development opportunities at MIT? (3)	0	O	0	0	O
Your professional development opportunities at MIT? (4)	O	O	0	0	O

### Answer If EXPERIMENT =a

doover1 3. If you could decide all over again whether to be \${e://Field/TYPETEXT} student at MIT, what would you decide?

- O I would choose to come to MIT. (3)
- O I would have second thoughts. (2)
- O I would choose not to come to MIT. (1)

dowhy1 3a. Please describe the reasons why you might have second thoughts or choose to not come to MIT.

browser Browser Meta Info

ZTIMEP1 Timing First Click (1) Last Click (2) Page Submit (3) Click Count (4)

## **Your Work**

wo	rkload 1. Overall, how would you rate your academic and research workload?
$\mathbf{O}$	Much too light (1)
O	Too light (2)
O	About right (3)
O	Too heavy (4)
$\mathbf{C}$	Much too heavy (5)
	rkcompar 2. How would you rate your workload now as compared to when you were a \${e://Field/PRIORTEXT}? My rkload is
O	Much lighter (1)
$\mathbf{O}$	Somewhat lighter (2)
O	Comparable to that time (3)
$\mathbf{O}$	Somewhat heavier (4)
O	Much heavier (5)
hou	urs 3. During a typical week this academic year, how many hours did you spend doing the following?  Attending scheduled classes or labs (1)

## term 4. About this term:

Studying or doing research outside of class (2)

	Yes (1)	No (2)
Are you enrolled in courses this term? (1)	O	O
If TYPE =UG	Q	$\circ$
Do you have a UROP this term? (2)	)	)
If TYPE =UG		$\circ$
Are you working for pay at MIT (other than a UROP) this term? (3)		9
Do you currently hold a job outside of MIT? (4)	O	O
If TYPE =G	Q	$\circ$
Do you have a research assistantship (RA) appointment? (5)		9
If TYPE =G	$\mathbf{O}$	$\circ$
Do you have a teaching assistantship (TA) appointment? (6)		9
If TYPE =G	$\mathbf{O}$	$\circ$
Do you have a partial fellowship? (7)		9
If TYPE =G		
Do you have a full fellowship? (8)		)

fundstable 5. Do you or have you had a stable source of funding to pay for your educa	tion?
Yes, for my entire program (1)	
Yes, for part of my program (2)	
O No (3)	
O Not sure (4)	
thesis 6. Are you currently working on your thesis (undergrad, masters, PhD)?	
O Yes (1)	
O No (2)	
O Not applicable (e.g., my program does not require a thesis) (3)	

ZTIMEP2 Timing First Click (1) Last Click (2) Page Submit (3) Click Count (4)

## **Your Work and Activities**

balanced 7. How do you feel about your level of participation in these aspects of life at MIT during the current academic year? I did the following...

		About the right amount (2)	More than I would have liked (3)
Study (1)	<b>O</b>	O	<b>O</b>
Attend lectures/presentations not for class (2)	<b>O</b>	O	O
Attend class lectures and recitation sections (3)	<b>O</b>	O	<b>O</b>
Interact with faculty outside class (4)	<b>O</b>	O	<b>O</b>
Volunteer or other public service activity (5)	<b>O</b>	<b>O</b>	<b>O</b>
Work for pay (6)	<b>O</b>	O	O
Relax and socialize outside class (7)	<b>O</b>	O	O
Participate in varsity athletics (8)	<b>O</b>	O	O
Exercise regularly or participate in club or intramural sports (9)	<b>O</b>	O	O
Participate in extracurricular activities (10)	<b>O</b>	O	O
Teach (11)	<b>O</b>	O	O
Conduct research (12)	<b>O</b>	O	<b>O</b>
Spend time with family (13)	<b>O</b>	O	<b>O</b>
Other (14)	O	O	<b>O</b>

workagree 8. Please indicate your level of agreement or disagreement with the following statements: Please mark N/A (not applicable) if you feel the item does not apply to you.

I am a capable student, at least on an equal plane with others. (1)	
I am able to learn as well as my peers. (2)	
Even if I feel overwhelmed by my academic workload, I can rise to the challenge. (3)	
For the most part, my workload has been manageable. (4)	Strongly
My chosen major or program is a good fit for me. (5)	disagree (1)
i know what is expected of the to graduate from with (0)	Somewhat
i do not reer ram prepared for me after graduating from with (7)	disagree (2)
Il am effective at managing my time (X)	Neither agree nor disagree (3)
I typically overcommit myself. (9)	Somewhat
It is important to my research advisor that I am physically on campus to do my research work. (10)	agree (4)
	Strongly agree
I believe my research advisor has realistic expectations of my work. (12)	(5) N/A (9)
I have access to the resources, advising and mentorship that allow me to succeed at MIT. (13)	
I am not confident in my ability to succeed academically at MIT. (14)	
I am not confident in my ability to get along socially at MIT. (15)	

ZTIMEP3 Timing First Click (1) Last Click (2) Page Submit (3) Click Count (4)

# **Campus Climate**

dimensions 1. Based on your experience and observation, rate the general climate for students at MIT along the dimensions below.

MIT is	
Hostile:Friendly (1)	
Impersonal:Caring (2)	
Not intellectual:Intellectual (3)	
Intolerant of diversity:Embracing of diversity (4)	
Dangerous:Safe (5)	
Too easy academically:Too hard academically (6)	6 unlabeled radio buttons with these values: 1 (-3) 2 (-2) 3 (-1) 4 (1) 5 (2) 6 (3)
A place that discourages learning: A place that promotes learning (7)	
Non-collaborative:Collaborative (8)	
Non-competitive:Competitive (9)	
Hindering of personal relationships:Facilitating of personal relationships (10)	
Boring:Exhilarating (11)	
Stressful:Calm (12)	
Hindering of student/faculty interaction: Facilitating of student/faculty interaction (13)	

places 2. Please list up to three places, groups, or activities on campus where you feel especially WELCOME, SUPPORTED OR COMFORTABLE, and up to three places, groups, or activities where you DO NOT feel especially welcome, supported or comfortable. If you can't think of any, please put an X in the box and move to the next section.

	Places, groups, or activities on campus	
	Where I feel welcome, supported or comfortable: (1)	Where I DO NOT feel welcome, supported or comfortable: (2)
(1)		
(2)		
(3)		

ZTIMEP4 Timing First Click (1) Last Click (2) Page Submit (3) Click Count (4)

# **Campus Climate**

campclim 3. Please indicate your level of agreement or disagreement with the following statements: Please mark N/A (not applicable) if you feel the item does not apply to you.

I have friends at MIT. (1)	
I spend a significant amount of time on extracurricular activities. (2)	
My advisor thinks it is important for me to spend time on extra-curricular activities and activities for my personal development (e.g., training, additional classes) in general. (3)	
I do not have friends where I live or near where I live during the academic year. (4)	
I am proud to be a student at MIT. (5)	Strongly
Faculty members are willing to talk with me individually. (6)	Strongly disagree (1)
Faculty members give me positive reinforcement for my accomplishments. (7)	_Somewhat
Faculty members treat me fairly. (8)	disagree (2)
I feel that a diversified student body is important for MIT's continued academic excellence. (9)	Neither agree
I feel that the climate and opportunities for female students at MIT are at least as good as those for male students. (10)	nor disagree (3) Somewhat
I feel that the climate and opportunities for international students at MIT are at least as good as those for non-international students. (11)	agree (4) Strongly agree
I feel that the climate and opportunities for students of a racial minority at MIT are at least as good as those for non-minority students. (12)	(5) N/A (9)
My department creates a collegial and supportive environment. (13)	
I do not have enough opportunities to explore a wide variety of academic interests. (14)	
I believe that others think I do not belong at MIT. (15)	
I do not feel that I belong at MIT. (16)	
I feel I would be welcomed into any extra-curricular activity I choose to be a part of at MIT. (17)	

MITimprove 4. If you would like to see improvement in the climate at MIT, what remedies or strategies would you suggest?

ZTIMEP4B Timing First Click (1) Last Click (2) Page Submit (3) Click Count (4)

## **Personal Experience**

overwhelm 1. Within the current school year, how often have you felt overwhelmed by all you had to do? Never (1) Occasionally (2) Often (3) Very Often (4)

isolated 2. Within the current school year, how often have you felt isolated? Never (1) Occasionally (2) Often (3) Very Often (4)

stress2006 3. Within the current school year, how would you rate the overall level of academic stress you have experienced? No stress1 (1) 2 (2) 3 (3) 4 (4) Average 5 (5) Stress 6 (6) 7 (7) 8 (8) 9 (9) Tremendous stress10 (10)

stresses 4. Below are potential sources of stress that you may experience as a student. Please indicate how each has effected you during the current academic year. Mark N/A (not applicable) if you feel the item does not apply to you.

Balancing multiple commitments (academic, extra-curricular, personal) (1)	
Managing the workload for my courses (2)	
Managing my research workload (3)	
Availability of resources needed for my research (4)	
Relationship with advisor (5)	
Expectation to perform as well as my peers (6)	
Competitive atmosphere on campus (7)	
Academic relationship with peers (e.g., classmates, labmates) (8)	
Paying for school (9)	
Lack of campus community (10)	
Concerns about life after MIT (11)	
Involvement in extra-curricular or co-curricular activities (12)	
Inability to pursue outside interests and avocations (13)	
Bias/discrimination/unfairness (14)	
Lack of time to think and reflect (15)	Not source of stress (1)
• • • •	Slightly stressful (2)
Your health (17)	Moderately stressful (3)
Ability to maintain a healthy diet (18)	Very stressful (4)
2031 01 111118 (13)	N/A (9)
Commuting to and from campus (20)	
Relationship with roommates (21)	
Relationship with friends (22)	
Relationship with spouse, or partner, boyfriend/girlfriend (23)	
Inability to communicate well with others (24)	
Immigration matters (25)	
Family obligations (26)	
Childcare (27)	
Managing personal or household responsibilities (28)	
Feeling unsafe (29)	
Being able to practice my faith (30)	
Other (31)	
Other (32)	

stressturn 4. Thinking about the items you rated as sources of stress above, where or to whom do you currently turn to for the support you need to deal with the issue(s)?

mitreduce 5. Is there anything MIT could reasonably do to help students reduce stress?

ZTIMEP5 Timing First Click (1) Last Click (2) Page Submit (3) Click Count (4)

# **Health & Well-Being**

MITmedhealth 1. How	you would you describe y	our overall ph	vsical health?

- O Excellent (4)
- **O** Good (3)
- **O** Fair (2)
- **O** Poor (1)

days 2. On how many of the past 7 days did you... Please estimate if needed.

	0 (0)	1 (1)	2 (2)	3 (3)	4 (4)	5 (5)	6 (6)	7 (7)
Get enough sleep so that you felt rested when you woke up? (1)	0	0	0	0	0	0	0	0
Feel exhausted (not as a result of physical activity)? (2)	O	O	O	O	0	O	0	O
Eat at least 3 times per day? (3)	O	O	O	O	0	O	0	O
Eat fruits and vegetables at most meals? (4)	0	0	0	O	O	O	O	O
Use coffee, caffeine, energy drinks, or other substances to stay awake? (5)	O	O	O	O	O	O	O	O
Feel bothered by second hand smoke? (6)	O	O	O	O	O	O	O	O
Spend some time during the day for recreation or entertainment? (7)	O	O	O	O	O	O	O	O

wellagree 3. Please indicate your level of agreement or disagreement with the following statements:

I try to regularly participate in physical activities or exercises. (1)	
I try to maintain a healthy and balanced diet. (2)	Strongly disagree (1)
If MEALPLAN =Y	Somewhat disagree (2)
Participating in the campus dining plan has provided me opportunities to meet and socialize with peers. (3)	Neither agree nor disagree (3)
I know where to get help when I am not feeling well. (4)	Somewhat agree (4)
My major/program is a place where students may comfortably bring up personal and/or family responsibilities. (5)	Strongly agree (5) N/A (9)
I am able to attend to any spiritual needs I may have while at MIT. (6)	

healthsat 4. How satisfied are you with...

		Generally		,	N/A
	dissatisfied	dissatisfied	satisfied	satisfied	(5)
	(1)	(2)	(3)	(4)	
The food services MIT provides during the day? (1)	O	O	O	O	O
The food services MIT provides in the evening / at night? (2)	O	O	O	O	O
The athletic and recreational facilities MIT provides? (3)	O	O	O	O	O
The health services MIT provides? (4)	O	O	O	O	O

MIThelpwel 5. What one thing could MIT reasonably do to better support your health and wellness?

ZTIMEP6 Timing First Click (1) Last Click (2) Page Submit (3) Click Count (4)

## **MIT Student Resource Awareness**

useresrc 1. Please indicate if you are aware of any of the following resources, and if you have used them. The list of resources mentioned will be available at the end of the survey with links to additional information.

If TYPE =UG				
S3: Student Support Services (1)				
Active Minds (2)				
If TYPE =G				
REFS: Resources For Easing Friction and Stress (3)				
My academic department staff (4)				
MIT Mental Health and Counseling (5)				
Community Wellness at MIT Medical (6)				
If TYPE =G				
Spouses & Partners @ MIT (7)				
Medlinks (8)				
ISO: International Students Office (9)				
GSC: Graduate Student Council (10)				
Ombuds Office (11)	Aware of resource, USE IT (1)			
MIT Together (12)	Aware of resource, PLAN TO			
Student Life and Learning Resource Directory (13)	USE IF NEEDED (2) Aware of resource, DO NOT			
Writing and Communication Center (14)	LISE OR PLAN TO LISE (3)			
Tutorial Services (departmental and Tutorial Services Room) (15)	Not awareof resource (4)			
ODGE: Office of the Dean for Graduate Education (16)	,			
OME: Office of Minority Education (17)				
GECD: Global Education and Career Development (18)				
Student Disabilities Services (19)				
Center for Academic Excellence site (20)				
DSL: Dean for Student Life (21)				
MIT Residential Life (22)				
If ADDR =MIT UG Or ADDR =MIT GRAD				
Housemaster at my residence hall (23)				
If ADDR =MIT UG Or ADDR =FSILG				
GRT or RA at my residence hall (24)				
Student Outreach and Support (25)				
MIT Religious Life / Chaplains (26)				

resagree 2. Please indicate your level of agreement or disagreement with the following statements:

resagree 2. Please indicate your level of agreement or disagreement with the following statements:				
I have friends at MIT with whom I can talk if something is bothering me. (1)				
I do not know someone at MIT outside my group of friends with whom I can talk if something is bothering me. (2)				
I have a support network outside of MIT to whom I can talk if something is bothering me. (3)	]			
I do not feel comfortable approaching my academic or research advisor when I need help with non-academic issues. (4)				
I do not feel comfortable approaching my academic or research advisor when I need help with academic issues. (5)				
I do not feel comfortable approaching faculty (other than my advisor) when I need help with non-academic				
I do not feel comfortable approaching faculty (other than my advisor) when I need help with academic issues.  (7)				
If ADDR =MIT GRAD Or ADDR =MIT UG				
I feel comfortable approaching my housemaster when I need support. (8)				
If ADDR =FSILG Or ADDR =MIT UG	nor disagree (3) Somewhat			
I feel comfortable approaching my GRT/RA when I need support. (9)	agree (4)			
My major/program does a good job informing students about available sources of support. (10)	Strongly agree			
MIT does a good job informing students about available sources of support. (11)				
MIT provides the support I need to help me succeed academically. (12)				
MIT provides the support I need to help me succeed outside of my academic life. (13)	]			
My advisor(s) seem to care about me as a person. (14)	]			
I can generally find the information I need about MIT policies and procedures when needed. (15)	]			
The MIT administration is responsive to student concerns. (16)	]			
Extra-curricular programs have enhanced my personal growth. (17)	]			
Extra-curricular programs have enhanced my academic experiences. (18)				
Students have access to adequate space and facilities on campus for group meetings, activities, and programs. (19)				

ZTIMEP7 Timing First Click (1) Last Click (2) Page Submit (3) Click Count (4)

## **About You**

spouse 1. Do you have a spouse or partner? Yes (1) No (2)

spousedet Tell us about your spouse or partner:

speaseact fell as about your spease or partition.				
	Yes (1)	No (2)		
Is your spouse or partner enrolled in school at MIT? (1)	O	O		
Is your spouse or partner enrolled in school, but not at MIT? (2)	O	O		
Is your spouse or partner employed? (3)	O	O		
Does your spouse or partner live in the same household as you at this time? (4)	O	O		

# Answer If TYPE =G

kids 1a. How many children do you have in total?

0 (1) Currently expecting (2) 1 (3) 2 (4) 3 (5) 4 (6) 5 (7) more than 5 (8)

kidlive 1b. Do some or all of your children live in the same household as you at this time? Yes (1) No (2)

O SI	re 1c. Which description best describes your childcare arrangements? pouse/relative (1)
	aid nanny/babysitter (2)
	hild care center at MIT (3) hild care center outside of MIT (4)
	icensed family child care home (5)
	other (please specify) (6)
	do not use childcare resources (7)
	ot sure yet (8)
•	an 1d. If applicable, do you plan to have any children while you are a graduate student at MIT?
	plan to have children while at MIT (1) am considering having children while at MIT (2)
	am considering having children after I leave MIT (3)
	do not plan to have children (4)
	ave not decided (5)
	er If TYPE =G
MIIIne	elpkid 1e. Is there anything MIT could reasonably do to help parents with the care of young children?
	2. Are you currently caring for or managing care for someone who is ill, disabled, aging and/or in need of special services?  1) No (2)
Whe	re you Live
O R O F O O	ence 1. Which of the following best describes where you are living now? esidence hall or other campus housing (1) raternity, Sorority or Independent Living Group (FSILG) (2) off Campus Residence (house, apartment, etc.) within a 15 minute walk from MIT (3) off Campus Residence (house, apartment, etc.) more than a 15 minute walk from MIT (4) other, please specify (5)
ressat	tis 2. At the moment, how satisfied are you with your housing situation?
	ery satisfied (1)
	omewhat satisfied (2) leither dissatisfied nor satisfied (3)
	omewhat dissatisfied (4)
	ery dissatisfied (5)
offbet	tter 3. You indicated you currently live off-campus. All things considered, which of the following best describes your gs?
OI	would prefer living off campus for my entire MIT program. (1)
	would prefer to live on campus for my entire MIT program. (2)
	would prefer to live on campus for my first year at MIT, and then move off campus for the remainder of my program. (3)
O 0	ther - please describe (4)
follow	sts 4. How much do you (and your spouse or partner, if applicable) spend on average PER MONTH on each of the ving housing costs? Please include only your portion of the expense if you share with non-dependent roommates  Rent or mortgage, residence fees, condo fees, dorm tax (1)  Basic utilities (heat, water, electricity) (2)
	Other utilities (land-line, cable, internet) (3) Other (please specify) (4)
ZTIME	EP8 Timing First Click (1) Last Click (2) Page Submit (3) Click Count (4)

### **About You**

gender 1. What is your gender? Male (1) Female (2) (3)				
sexorient 2. What is your sexual orientation?  Heterosexual (1) Gay or Lesbian (2) Bisexual (3) Unsure (4) Other (5)				
relig 3. Which religious, spiritual, or philosophical tradition do you practice or identify with?				
O Buddhist (1)				
O Protestant (2) O Roman Catholic (3)				
O Another type of Christian (Orthodox, LDS, etc.) (4)				
O Hindu (5)				
O Jewish (6)				
O Muslim (7)				
O Some other religious, spiritual, or philosophical tradition (8)				
O Spiritual but do not identify with a religious tradition or group (9)				
O Atheist (10)				
O Agnostic (11)				
O Other (12)				
O None (13)				
paredu 4. What is the highest level of education completed by your parents or stepparents?				
O No high school diploma (1)				
O High school diploma or equivalent (2)				
O Post-secondary school other than college (3)				
O Some college or associate's degree (4)				
O Bachelor's degree (5)				
O Graduate or Professional degree (6)				
O Unsure/Don't Know (7)				
homelang 5. At home, what language(s) does your family speak?				
O Entirely/mostly English (1)				
O A mix of English and other language(s) (2)				
O Entirely/mostly language(s) other than English (3)				
<u> </u>				
Answer If CIT = I Or CIT = P				
usschool 6. Is MIT the first school you attended in the U.S.? Yes (1) No (2)				
ZTIMEP9 Timing First Click (1) Last Click (2) Page Submit (3) Click Count (4)				
Answer If EXPERIMENT =b				

doover2 Summing Up 1. If you could decide all over again whether to be \${e://Field/TYPETEXT} student at MIT, what would you decide?

- O I would choose to come to MIT. (3)
- O I would have second thoughts. (2)
- O I would choose not to come to MIT. (1)

dowhy2 1a. Please describe the reasons why you might have second thoughts or choose to not come to MIT.

### **Your Comments**

MITpositive 1. Please use a few words to describe the one or two most positive aspects of the current MIT environment for you.

MITnegativ 2. Please use a few words to describe the one or two most negative aspects of the current MIT environment for you.

MITexperie 3. Do you have other comments you'd like to share about your experience at MIT?

almostdone This is the last page of survey questions. If you wish to review your responses, please use the "Back" button below, or select "Next" to select your preferred survey incentives.

ZTIMEP10 Timing First Click (1) Last Click (2) Page Submit (3) Click Count (4)

ZX11 Evaluate MIT Work & Activities Campus Climate Personal Experience Health & Well-Being Student Resources Your Background Summing Up

### ZTHANKS Thank You!

prize Thank you for taking the time to complete the survey! Everyone who completes the survey will be entered into a drawing, and we'd like to know which prize you would prefer if you are picked as a winner. Please select one preference for each category below. In addition to the prizes listed below, survey completers will also be eligible for TechCash credits of \$100 (25 awarded), \$50 (50 awarded) and \$25 (75 awarded).

Grand Prize (2 awarded) (1)	Bose Wave® music system III (1)	iRobot Roomba 770 (2)	Apple iPad Wi-Fi (16 GB) with Retina Display (3)	\$500 TechCASH (4)	I do not wish to be entered in the drawing. (5)
2nd Prize (5 awarded) (2)	Bose QuietComfort 15 Acoustic Noise Cancelling headphones (1)	Xbox 360 with Kinect and Games from Harmonix (2)	Apple iPad Mini with WiFi (3)	\$300 TechCASH (4)	I do not wish to be entered in the drawing. (5)
3rd Prize (10 awarded) (3)	Bose SIE2 sport headphones (1)	Kindle Paperwhite with 3G (2)	Apple iPod Nano (3)	\$150 TechCASH (4)	I do not wish to be entered in the drawing. (5)

thatsall This is the last page of the survey. If you wish to review your responses, please use the "Back" button below, or select "Submit Survey" to save and complete your survey. Once you select "Submit Survey" you will not be able to review or change your responses.

- \* Many of the products above have an MIT connection:
- Dr. Amar Bose '51, SM '52, SCD '56 founded Bose Corporation in 1964.
- iRobot was founded by former professor and Artificial Intelligence Laboratory Director Rodney Brooks with his former students Helen Greiner '89, SM '90 and Colin Angle '89, SM '91.
- Harmonix Music Systems (creators of Rock Band and Dance Central) was founded by Alex Rigopulos '92, SM '94
  and Eran Egozy '95, MNG '95.
- Apple currently employs more than 100 MIT alumni.
- The Kindle Paperwhite uses E Ink display technology, which was founded in 1997 as a spin-off from research done at the MIT Media Lab.

ZTIMEP11 Timing First Click (1) Last Click (2) Page Submit (3) Click Count (4)