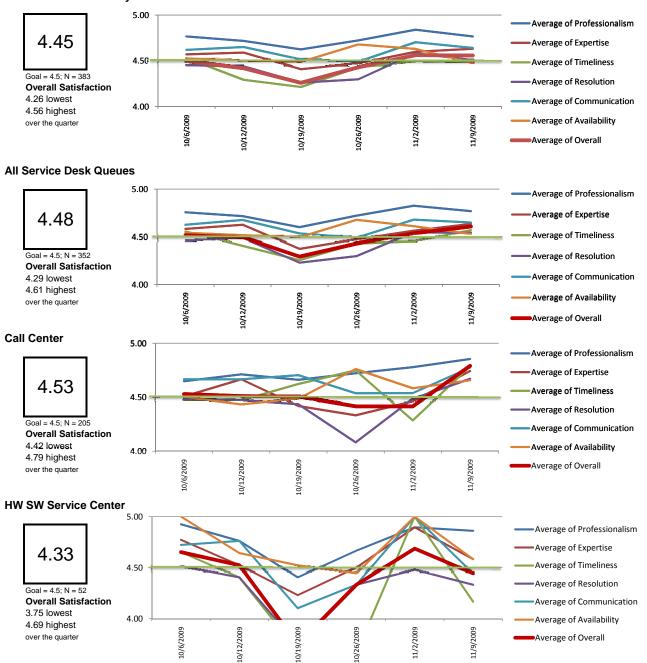
#### FY2010 Q2 -- RT Ticket Feedback / Client Satisfaction Survey Results

#### All IS&T Queues Surveyed



# all-Os-surveys xisb FT Ticket Feedback / Client Satisfaction Survey Results

These Queues have low enough response rates per week that a weekly graph would be misleading.

All scores presented are the cumulative average across the Quarter. Monthly detail appears in the table on the next page.

Athena	RCC Queues	Telecomm Queues	TNIS Queues

4.33

Goal = 4.5; N = 11

Overall Satisfaction

2.50 lowest

5.00 highest

over the quarter

Professionalism 4.67 Expertise

4.50
Timeliness
4.79

Resolution
4.33

Communication
4.46

**Availability** n/a Goal = 4.5; N = 28

Overall Satisfaction
4.17 lowest
4.79 highest

Professionalism 4.72

over the quarter

Expertise 4.65 Timeliness

4 33

Resolution 4.39

4.58 Availability

Communication

4.44

Goal = 4.5: N = 6

Overall Satisfaction
3.61 lowest
5.00 highest
over the quarter

Professionalism 4.41

Expertise 4.27 Timeliness

4.17 Resolution

Communication 4.41

4.44

Availability 4.41 4.49

Goal = 4.5; N = 7

Overall Satisfaction

3.89 lowest

5.00 highest
over the quarter

Professionalism 5.00

Expertise 4.72 Timeliness

4.68
Resolution

4.63

Communication
4.86

Availability 4.63

EdTech::Stellar Network::Requests

3.47

Goal = 4.5; N = 11

Overall Satisfaction

0.83 lowest

5.00 highest

over the quarter

Professionalism 4.67

Expertise 3.96

Timeliness 3.43

Resolution 4.00

Communication 4.39

**Availability** n/a

4.13

Goal = 4.5; N = 13

Overall Satisfaction

3.33 lowest

5.00 highest
over the quarter

Professionalism 4.83

Expertise 4.83

Timeliness

Resolution

Communication 4.28

Availability 3.53

## FY2010 Q2 -- RT Ticket Feedback / Client Satisfaction Survey Results

### Survey Data Detail by Month by Group and Queue

Fiscal Month	/ Group / Queue		# of Responses	Profess- ionalism	Expertise	Timeliness	Resolution	Commun- ication	۸vailablility	Overall
	4 Service Desk	Help Desk::Athena	9	4.81	4.69	4.81	4.35	4.35	4.58	4.38
		Help Desk::Business Help	23	4.71	4.46	4.60	4.53	4.58	4.38	4.46
		Help Desk::Call Center	114	4.68	4.51	4.54	4.43	4.67	4.50	4.51
		Help Desk::HDweb	2	5.00	5.00	4.58	5.00	4.58	5.00	4.58
		Help Desk::Service Center	38	4.66	4.49	4.12	4.19	4.46	4.66	4.25
		Help Desk::UNIX/Linux	1	4.17	4.17	1.67	2.50	4.17	1.67	2.50
		RCC::BriggsField	3	5.00	5.00	4.72	5.00	5.00	5.00	5.00
		RCC::EastCampus	3	5.00	5.00	4.44	5.00	5.00	4.72	5.00
		RCC::MassAve	1	5.00	5.00	1.67	1.67	5.00	5.00	3.33
		RCC::NorthWest	6	5.00	4.58	4.17	4.50	4.58	4.58	4.67
		RCC::WestCampus	6	4.50	4.17	3.19	3.61	4.17	4.58	3.61
		Software::Matlab::Questions	2	5.00	5.00	5.00	5.00	5.00	5.00	4.58
		Telecom::3help	4	4.38	4.38	4.38	4.79	4.58	4.58	4.79
	Service Desk Total		212	4.69	4.52	4.41	4.38	4.60	4.53	4.43
	OIS	Network::Requests	8	4.88	4.79	3.85	4.48	4.31	4.17	4.38
		TNIS::Trouble Calls	5	5.00	4.38	4.50	4.33	4.72	4.79	4.33
	OIS Total		13	4.92	4.65	4.10	4.42	4.44	4.42	4.36
	ISDA	Edtech::Stellar	7	4.67	4.17	3.21	4.17	4.17	4.17	3.33
	ISDA Total		7	4.67	4.17	3.21	4.17	4.17	4.17	3.33
4 Total			232	4.70	4.52	4.35	4.38	4.59	4.52	4.39
	5 Service Desk	Help Desk::Athena	2	5.00	5.00	5.00	5.00	5.00		5.00
		Help Desk::Business Help	15	4.89	4.52	4.44	4.58	4.83	4.38	4.67
		Help Desk::Call Center	91	4.81	4.59	4.51	4.57	4.64	4.62	4.58
		Help Desk::Service Center	14	4.88	4.76	4.64	4.42	4.72	4.81	4.58
		Help Desk::SIP	1	5.00	5.00	5.00	5.00	5.00	5.00	5.00
		Help Desk::UNIX/Linux	1	5.00	5.00	5.00	5.00	5.00	5.00	
		Mobile Devices	2	5.00	5.00	5.00	5.00	5.00		5.00
		RCC::BriggsField	2	4.58	5.00	3.75	4.58	5.00	4.58	4.58
		RCC::EastCampus	1	5.00	5.00	5.00	5.00	5.00	5.00	5.00
		RCC::MassAve	1	5.00	5.00	5.00	5.00	5.00	5.00	5.00
		RCC::NorthWest	2	0.83	2.92	2.92	2.92	0.83	2.92	2.92
		RCC::WestCampus	3	4.72	4.72	4.72	4.72	5.00	4.58	4.72
		Software::Licensing::Questions	3	4.72	4.72	4.72	5.00	5.00	4.58	4.72
		Telecom::3help	2	4.58	3.75	3.75	2.92	3.33	3.33	2.92
	Service Desk Total		140	4.80	4.60	4.51	4.55	4.67	4.57	4.57
	OIS	Network::Requests	5	4.79	4.83	3.50	4.17	4.58	3.61	4.00
		TNIS::Trouble Calls	2	5.00	5.00	5.00	5.00	5.00	4.17	4.58
	OIS Total		7	4.86	4.88	3.93	4.40	4.67	3.75	4.17
	ISDA	Edtech::Stellar	4	5.00	4.72	5.00	5.00	5.00	5.00	5.00
	ISDA Total		4	5.00	4.72	5.00	5.00	5.00	5.00	5.00
5 Total			151	4.81	4.61	4.49	4.55	4.67	4.56	4.56
Grand Total			383	4.75	4.56	4.41	4.44	4.62	4.53	4.46

## FY2010 Q2 -- RT Ticket Feedback / Client Satisfaction Survey Results

### Full Text of the Comments, newest to oldest, sorted by Queue

Fyear	2010
FQtr	Q2
Fmonth	(All)
Group	(All)
Comment	(Multiple Items)

Note: the most recent comments are at the top of this report

(Week	of)

veek of)				
	•		0	Total of Occurrent
44/0/0000	Queue	Case	Overall	Text of Comment
11/9/2009	Help Desk::SIP	1058779	5.00	Terrific The Software Release team saw my e-mails and was very
				quick to respond. However the group that was actually
				responsible for running the server hosting the Red Hat ISO
				images (whose e-mail address is nist@mit.edu) took two
				months to handle a simple request, and the Software Release
				team told me that internally they weren't even able to get in
				contact with that group about it. I expect a much better
	Network::Requests	1004072	2 50	response from that group in the future.
	NetworkNequests	1004072	2.30	We agreed on some documentation updates, but the case was
				closed without those being made. The page:
				http://ist.mit.edu/services/web/webreporting does not mention
		870889	2 50	that https pages must use an https link to counter.mit.edu.
		0.0000	2.00	I waited for more than a month to resolve the problem, but
				didn't get a reply from the office. Not until I resolved the
				problem by selling the printer and buying new other model, I
				received the message. This is not the first problem. I
				requested the service 3 times for the different reasons and the
	RCC::NorthWest	1033847	0.83	fastest reply was 2-weeks after the request. (I didn't get even a
				My problem was that whole residence building had a problem
				of internet access. I think it is better for residents to have some
	RCC::WestCampus	1072708	5.00	notice about similar problems in the future.
	-			I was able to fix the problem myself before a staff person came
				by downloading a newer version of Firefox. The staff was
	Help Desk::Call Center	1073663	5.00	coming to my office to fix the problem, but I called and
				As.suggested.l.will.bring.my.computer.to.211Mass.Ave.in.the.m
				orning.so.a.diagnostic.can.be.run.on.it.to.pinpoint.the.problem.
				so.the.job.has.not.been.completely.resolved.just.yetHowever
				,l.am.very.hopeful!My.sincere.thanks.to.those.with.whom.l.have
		1073601	5.00	.spoken.on.the.help.desk.as.they.have.been.most.helpful.Kate. The IS&T specialist who assisted me should be canonized a
				saint! He was extremely patient, respectful, and professional in
				coaching me through a host of diagnostic processes on a day
				that I could not even remember my password! Please extend
				my sincere gratitude for his exceptional assistance. MIT is
		1073419	5.00	fortunate to have him in this role. Toni Robinson,
				resolve my problem because they considered it to be a
				departmental issue. As I explained in my call, I has a time-
				critical problem which required MIT-level assistance because
				departmental staff were absent and there was very significant
				overlap with institute-wide security systems and lists. I
				eventually resolved the problem by waiting for departmental
				staff to return. This cost my research project about 20+ hours
				of time because I had 5 people waiting around stuck. So, I am
				dis-satisfied not with the staffer, who clearly explained policy,
				but by the lack of institute coordination and cooperation.
				Departments are small, by definition, and a more sensible
				system would have fall-back agreements so that when
				departmental staff are busy or sick, IS&T could step in and help
				keep things running. The problem turned out to be related to
				institute-level WINCE permissions, and had nothing to do with
		1073297	2.50	the departmental! server. Professor Flaxman, DUSP
				Being able to get instant computer help is one of the greatest
				things here at MITIt increases productivity for us all don't
		1073269	5.00	ever change!
				Overall it was a pleasant and very helpful interaction. Thank
		1072624	5.00	you!

unanswered for a day, which is MUCH TOO LONGIII Frustrated, I was lucky to get a person to help the next day with the aid of 1072267  1071806  1072141  1071907  1071907  107171  1071717  1071717  1071717  1071717  1071717  1071717  1071717  1071717  1071717  1071717  1071717  1071717  1071717  10717					Decrease to my velcemeil and small requests for help went
Ivas lucky to get a person to help the next day with the all of a sceretary. That person fixed the problem professionally.					Response to my voicemail and email requests for help went
1/8/2009 Help Desk::Call Center  1072267  1072180  1077190  1077191  107719					ļ
1072214   5.00   Knep up the great work.	11/9/2009	Help Desk::Call Center	1072267	5.00	, , , ,
1071808 1071717 107171 1071717	1,1,1,1,1,1		101 == 01		
1071771 1071771 1071771 1071771 1071771 1071771 1071771 10717771 1071771 1071771 1071771 1071771 1071771 1071771 1071771 10717771 10717771 10717771 10717771 10717771 10717771 10717771 107177771 10717771 10717771 10717771 10717771 10717771 10717771 107177771 10717771 10717771 10717771 10717771 10717771 10717771 107177771 10717771 10717771 10717771 10717771 10717771 10717771 107177771 10717771 10717771 10717771 10717771 10717771 10717771 107177771 107177771 1071771 1071			1072214	5.00	phone.
1071771  5.00 Thursday off to a wonderful start! 8.3 ** Tucker Was resource by minoritation in control in the start in the			1071808	5.00	
searching on "thunderbird bypass kerbores"). While I'm saitsfield at having boen able to find what I needed and to pass it along, it would speak well for IST if the consultant had potent there iffest. That said, she was very helpful ween though IST doesn't support Thunderbird, and I'm grateful. #6 - For my initial call, I neede up holding longer than I might have had there not been an announcement early on, giving estimated time to next consultant as "30 esconds". The was much the property of the property on the property of the property					
searching on "thunderbird bypass kerbores"). While I'm saitsfield at having boen able to find what I needed and to pass it along, it would speak well for IST if the consultant had potent there iffest. That said, she was very helpful ween though IST doesn't support Thunderbird, and I'm grateful. #6 - For my initial call, I neede up holding longer than I might have had there not been an announcement early on, giving estimated time to next consultant as "30 esconds". The was much the property of the property on the property of the property			1071771	5.00	Thursday off to a wonderful start!  #3 - ticket was resolved by information i found myself (google
it along, it would speak well for IST if the consultant had gotten there first. That said, she was very helpfure though IST doesn't support Thunderbird, and I'm grateful. #6- For my initial call, I ended up holding longer than pith have had there not been an announcement early on, glving estimated time to next consultant as "40 seconds". The walf was much 1069046 4.17 longer than that. A revised estimate might have been helpful.  The replacement of the hard disk by the MIT computer was considered to the hard disk by the MIT computer was considered to the hard disk by the MIT computer was considered to the hard disk by the MIT computer was considered to the hard disk by the MIT computer was considered to the hard disk by the MIT computer was considered to the hard disk by the MIT computer was considered to the hard disk by the MIT computer was considered to the hard disk by the MIT computer was considered to the hard disk by the MIT computer was considered to the hard disk by the mit considered to the hard disk by the mit considered considered to the hard disk by the mit considered very seen such opposite was entirely unnecessary. I have used the system for years without any problem is half combating asset were resorted to trying to use Casper to look at my screen and failed. The entire opisode was entirely unnecessary: I have used the system for years without any problem shall couldn't be expensed to the system for years without any problem conference, I am completely at my wit send and will likely stop using my and the problem conference, I am completely at my wit send and will likely stop using my 106904. The hard disk with research collaborators, to participate in belong to the like the was and were very guick to participate in belong to the like. This is compromising my ability to do my job - to talk with research collaborators, to participate in belong to the like the most support the problem of the most support that the was considered to the problem of the mit of the problem of the mit of the problem of t					
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Help Desk::Service Center   1072190					
Help Desk::Service Center  1072190  1066279  106					
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1066279   5.00   professional service, including the receptionist. carl paris ph.d. If I had simply been allowed to reset my kerberos password, as I requested, I could have taken care of everything myself. The "automated" method. Lincoln has developed is vastly inferior to the old method. At one point the IS&T staff member even resorated to trying to use Casper to look at my screen and failed. The entire episode was entirely unnecessary; I have used the system for years without any problems that I couldn't used the system for years without any problems that I couldn't link problem has not been solved in have repeatedly asked about the noise on telephone line now for TWO YEARS WITHOUT ANY CHANGE IN THE SITUATION AT ALL If you call me now at x3-5266, you will hear a loud buzzing on the line. This is compromising my ability to do my job - to talk with research collaborators, to participate in helephone conference. I am completely at my with send and will likely stop using my bene. Can I charge my monthly cell phone bill to your office?  Telecom::3help 1062564 0.35   Shone. Can I charge my monthly cell phone bill to your office?  The IS&T staff who handled my phone call and the ticket were great. They asked all the right questions to clarify my question, and were very quick to admit when they needed to transfer the question to other staff rather than giving me an incomplete or incorrect answer. The ticket was handled very quickly, and is a support of the promotion of the promotio					Your team did an excellent, brilliant, timely job, avoiding a
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11/2/2009   Network::Requests   1053098   5.00   continued help!					with are polite, helpful and extremely efficient, both with regard
RCC::NorthWest  1066280  5.00 It was great, thanks!  Got it fixed early and fast. When dealing with retail operations who are working off-line, getting thing fixed in a timely manner keeps them happy and make my job easier. Thanks for getting TNIS::Trouble Calls  1058270  4.17 Dunks back on-line. I believe the problem was an error by the person sending me emails. The tech support person therefore couldn't know what the exact problem was, but he made suggestions that allowed me to get the sender to correct her error.  Superb service, when the first course of action did not work (and the consultant was not sure why), he suggested a few 1067160  5.00 alternatives and got the job done. Thanks! You guys are terrific! Thank you very much for your patience. I am not exactly a "power user"- for example, when I try a new application for the first time and it is not intuitive where to go next, I find the help line personnel very professional and more 1067027  5.00 importantly, not intimidating in the least. Keep up the good Service overall was terrific, both on the phone and in person. Only thing was that they told me I had to make the Windows 7 disk bootable, which actually made it not work, so I had to go to Sloan IS&T to figure that out. Overall, great experience, and I					
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					disk bootable, which actually made it not work, so I had to go
1066489 4.17 never waited more than 30 seconds.					to Sloan IS&T to figure that out. Overall, great experience, and I
			1066489	4.17	never waited more than 30 seconds.

11/2/2009 Help Desk::Call Center 1066420		Rather than emailing me to follow up with another group at MIT, why not forward the message to them and copy me?
1 1/2/200   10/p 200   10/p 200		The photos I was trying to send never did reach there
	c	destination, even when I tried to send one at a time. I was able
	t	to send a group of 5 photos on my wife's Yahoo mail and I
1064901		received a cc. of the sent email w/in 5 min.
4004500		Actually, I was given no anwer(s) at all to my questions. The
1064562 1063747		person was very nice. However, there is still no answer.  Robin Lundgren was very helpful.
1003747		the man was really very helpful and was very patient with me l
1063119		cannot thank him enough
1061988		Superb, as usual.
	C	Overall, I was very satisfied that I was registered correctly, but I
		never received any email in response to my original questions,
		so I just assumed someone had taken care of it when it started
		working soon after. Therefore, where I said "does not apply" it's
4004000		because I never actually had any communication other than my
1061969		original email. I assume you're not open during the week-end because I didn't
1061246		hear from someone until Monday morning.
		Issue was resolved locally by disconnecting and reconnecting
1061237	t	the phone several times
	I	My only complaint is that MIT email went down on Saturday
		night, and there was no help desk to call, and I didn't get a
		response to a support request until Monday. Also, even the
	I	IS&T apparently knew about the problem, I couldn't find a
1061221		webpage listing known outages that would have saved me the
1001221	4.17	trouble of requesting support. I emailed computing neip about an Inbound email outage on
	f	friday evening. I gave an alternate email to be contacted at. I got
	r	no emails from IS&T saying they were aware of / working on the
		problem, and only finally got an email on sunday evening
		[48hours later] and that was after I'd already noticed the
		problem had been fixed. The explanation was very light on
		information. It just said there was an email outage, but not why
1061219		or what steps were taken to make sure it would not repeat itself. esw@alum.mit.edu [ticket 1061219]
1051219		Everything went great! Thanks a lot, IS&T!
1033323		Faster replies would be more helpful. The problem was
1052994		eventually resolved because of my own troubleshooting and
	l1	It took 6 weeks to get my issue resolved, with no one following
		up with reasons why there was a delay. However, once the
	1-	problem was finally acknowledged, it was resolved in a
1051991		satisfactory manner.
		This was a tough problem to handle over the phone, and I'm not sure what the problem really was. It wasn't something that
1051733		the person I spoke with was particularly familiar with.
1001700	Z.50 E	Although the staff and resolution was all handled wonderfully, I
	c	disagree with diagnosis. I spoke with a person who told me that
		my power cord did not work, however, upon my return home I
	I	managed to start my computer up using the AC adapter that
	I	they said I would need to replace. All I did was remove my
Unit But Out of the second	I	battery, plug in my computer, and the thing moved wonderfully.
Help Desk::Service Center		Thank you for the consultation anyways.
1049104		Outstanding, as always. Keep up the good work. the problem was systemwide and could not be solved by Help
	I	staff, but they responded to my query right away and called me
Help Desk::Business Help 1063402		back when they discovered the cause of the problem.
		You guys seem pretty slow posting stuff on 3-down (re: VOIP
1063348	3.33 s	service, Printing , etc.)
		This was an auto-generated error message from our Stellar
Edtech::Stellar 1059991		server informing us that a user was using an invalid email.
Mobile Devices 1066285		Andrew did a great job (as always!) This was related to another ticket which was not resolved to my
		This was related to another ticket which was not resolved to my satisfaction (I was given information that was unclear, which
	I	led to this ticket) however, this ticket cleared things up
10/26/2009 Help Desk::Call Center 1059302	I	satisfactorily.
100302		The answer to my inquiry as to whether there was any prospect
		of implementing certificates on Google's Chrome Browser was
		a brush offessentially "I have no information on this." It
		would have been more helpful to tell me who makes decisions
1057887		about implementing certificates and how to contact that
		Great response time and clear questions demonstrated a
1057603	5.00 k	knowledge in the problem area.

				The reply was not completely satisfactory, but I believe that the
				difficiency was in limitations of the software involved rather
				than in the solution specified by the staff (that is, the limitied capability of actively scanning the MIT LDAP e-mail address
10/26/2009	Help Desk::Call Center	1056674	5.00	book from MS Outlook).
		1047695	F 00	You guys ALWAYS have the answers to my computer
	Help Desk::Business Help	1058949		problems. I couldn't live without you! Dee Ippen Always appreciate someone to help with questions.
				I still have weak connection. The staff member that came was
				very nice, and understanding. I have no idea if he fixed it or not, because I still have very bad connection ONLY in my room( my
10/19/2009	RCC::MassAve	1002166	3.33	computer works completely fine elsewhere.)
				Communication among staffs who handle one same ticket
				should be improved. People sent to help resolve my problem should have at least some understanding of previous
	RCC::WestCampus	993903	2.50	communications over the RCC ticket.
	·			Professor Nancy Hopkins over the phone. Her quota had
				reached 89%. In my capacity as IT support for the Koch Institute
				I called to request an increase in her email quota. Dr Hopkins is
				the Amgen Professor of Biology at MIT and relies on her email
				for daily communications. I was told that she needs to send an email request to accounts@mit. This would not have resolved
				her problem at the time of the request. In the past my requests
				for quota increases for other MIT faculty have been handled
	Halp Dacky Call Captor	1053174	0.03	courteously and promptly by the help desk staff. This time I was unable to resolve this problem with the aid of IS&T.
	Help Desk::Call Center	1033174	0.63	the person was very unfriendly at begining. he said i was
				talking low tone. thats ok to tell him. but he shouted to say it. i
		1052665	2 22	dont like it at all. then i asked for his name & i said its wrong to talk like that.
		1032003	3.33	Robin was extremely patient and friendly, very professional.
		1052088	5.00	She did a great job! Charlotte Gibbs
				resolve it. Here's what happened: I downloaded Windows 7,
				and shortly after I got an email with a serial number for
				windows XP. That was confusing, because I assumed that I would need to have a key to install the OS, and that the system
				sent me the wrong one. I attributed this to downloading the OS
				on the day it was released, and that the system was not yet up-
				to-date. The answer I got in response was that the serial number was already built into the OS, which it was when I tried
				to install. However, I had still received an email with a serial
				number for Windows XP. It seems to me the email I should have
				gotten would be one that directed me to the webpage clarifying
				how to activate the OS, and not an email with a serial number for the wrong installation. At any rate, the OS is installed and
				working, I just hope that the email going out for each install will
				be changed to reflect the proper procedure for activation! .
		1051501	2.50	Thanks for providing a great service! pgholder@mit.edu I lost the call on my cell phone, but was lucky to call right
				back and get the same representative. I would suggest taking
				name an phone number as the very first info so that you can
				reconnect if the call is disconnected or a follow-up is needed.  Takes time to come up to speed on pronblem. The service on
		1049592	5.00	my call was great. Thanks
				I was having issues getting Confluence to do what I would
				like. Ultimately I got a solution from IS&T that did *part* of what I wanted but not fully. I m not saying it was any fault of IS&T
		1049163	4.17	support.
				My immediate problem, that of not being able to get to my
				thalia archive, was resolved. The larger problem, that the homepage at thalia.mit.edu is out of date and does not provide
				instructions on how to actually access a thalia archive has not
		1047218		been addressed I rated everything as very satisfied except for number 3
				because it took a few weeks from the time the ticket was
				initiated to the time I was contacted, but overall, I was very
		4005045		impressed by the professionalism and helpfulness of your staff.
	Help Desk::UNIX/Linux	1025817	5.00 2.50	They were very thorough and courteous. Thank you for your a little slow, but thanks
	Booking till till till till till till till til	1000420	2.50	I did get fantastic help with back-up questions and also anti
				virus software. The walk staff ( both people ) were just great.
	Help Desk::Service Center	1051734	3 33	But I was supposed to get an answer about the temp files via email. I havent heard back yet.
	Deskinder vide Genter	1001104	3.33	omain i navoni neara saek yeti

person in charge was just reading his emails an definitely bothered him. He did not pay any atter	
	ntion to my
issue. He say upfront that it was a hardware pro	blem, claim
which was good for him as MIT does not do har	dware. In fact, it
appeared to have been a software problem (I ha	d to reboot the
whole system). I do not request that all the MIT	
should be able to make a perfect scan of all pro	I
encounter by a computer but in that precise cas	·
definitely a willingness not to get into the issue.	. My case was
10/19/2009 Help Desk::Service Center 1048947 0.83 cleared in less than 5 minutes.	•
1047855 5.00 Thanks for getting everything done so quickly Didn't resolve my issue of hangs while going to	
actually managed to resolve it myself with Leno	-
1047472 4.17 day after I got it back.	vo support a
I had a frayed power cord, and the problem wa	s obviously
with the cord, but unfortunately I had to bring in	my computer
anyway. I found this annoying. Otherwise, my	experience was
1045191 4.17 a positive one.	
The person I initially talked to was friendly and	
didn't seem very knowledgeable and gave me s	
information. I was thoroughly pleased with my i	nteractions with
1043954 4.17 everyone else.	a reasonable
I would hope that in the future I would be giver estimate on the timeframeI was told it would be	
1040064 2.50 I couldn't pick it up until more than 24 hours late	
	·····
disappointed with Dell's handling of the case, a	I
misinformation regarding my warranty. My Dell	
under Complete Care Coverage and International Then Dells told me: sorry, your international wa	- 1
really international, but you can transfer it in 24	- 1
that the 24 hours warranty transfer time promise	• 1
Hong Kong turned into two weeks! And then, D	-
wouldn't repair my laptop I was now told that C	
Coverage was not transferable in the first place	•
being told stories by Dell led do: ship the mach	
where you bought it OR have it fixed in the US	
. It took me about 5 weeks in all to get my laptor	back AND I
had to pay for the repairs!!! The staff at MIT IS&	T were
professional and courteous, but they handled the	ne case very
slowly (maybe the slowness was also due to De	II, but I feel they
probably could have s! peeded things up, 5 wee	eks is extremely
1014331 0.83 long!) and didn't provide me with the right infor	
You didn't actually suggest the correct fix (rem	-
certificates and restart browser) but might well	have one so if I
Help Desk::Business Help 1053008 4.17 hadn't succeeded with this first.	
The Stellar Team including Christine Verick is	
Stellar has many issues with outages, breaking, Edtech::Stellar 1053077 5.00 The team does respond though! Thank you, Alic	·
Edtech::Stellar 1053077 5.00 The team does respond though! Thank you, Alic I thought you guys did a terrific job and not on	
request, you answered my question as well. I di	•
process would be so efficient. Great job to all al	
1049819 5.00 June Milligan at CopyTech!!	•
I filed the ticket on September 7th, 2008. Yes, 2	
more than 13 months ago. That was the beginni	-
semester last year. It is unacceptable that at the	
technological institute in the world, it takes 13 n	nonths to fix
702468 0.83 something.  My ticket was about a fairly vital part of the MI	T web
infrastructure, the MIT directory, which was clea	
malfunctioning. Hearing something along the li	•
acknowledged your ticket and are working to fix	
been much appreciated, but I never got any resp	
10/12/2009 Network::Requests 1041189 4.17 those lines.	2
I was reporting what looked like a service outa	ge of a major
service (Mailman lists), and didn't get a reply for	r several days.
That said, based on the reply, it looked like it was	as an
intermittent problem that they had spent the intermittent problem.	ervening time
1038705 3.33 working on and trying to fix.	
RCC::BriggsField 1005944 5.00 Lisa was awesome!	
RCC::NorthWest 1045356 5.00 Great work! thanks. The online ticket option was	as very efficient

	I			Basically, I had put a complaint about the wired connection in
				my room. Nobody came for a long time and the connection
				started working again (don't know how). Then somebody
				contacted me for I time when they should come and check, but
				it was not required. Overall, since my problem was solved, I am
10/12/2009	RCC::NorthWest	1018629		happy.
				I recieved email that the port in question was active, but when
	TNUO TOURING OF HE	4005700	4.07	I went to use it, it was not. I need to re-open this ticket as it
	TNIS::Trouble Calls	1035732	1.67	was not actually resolved.
				helpful in first suggesting that I might myself resolve the
				problem I was having with Outlook by closing and reopening
				my email account and once this proved not to be a solution by
				exploring the problem further. She was prompt in her
				exploration as well. Deb Bowser took over in implementing the solution and suggesting how I could complete it by
				implementing one or another of her suggestions to resolve
				what turned out to be the problem, that my email account had
				been moved to Exchange Server. I was able to implement her
				suggestions on my own and the entire problem I first presented
				to April has now been resolved satisfactorily. I do appreciate
	Help Desk::Call Center	1044707	5.00	such excellent response and guidance from the IST staff. Clark It would be useful to have this information on the web site
				because many people are using voip these days. I happen to
				have the technical backgrounnd to ask the right questions but
				the average user would never have thought to check the MAC
		1043334	5.00	address and have IST register it.
				actually, the problem fixed itself while I was on the phone
		4040004	5.00	but I've always had good luck with the folks on the other end of
		1042891 1039726		x3-1101.  Very fast turnaround time.
		1039720	3.00	I was told to contact somebody else. Perhaps, if another
				resource is more appropriate, the helper can CC that person
				instead of asking me to email him or her separately; it would
				save time to contact the right person via CC, even if the first
		1039654	3.33	contact cannot help me (which is OK).  The only reason I wasn't 'very' satisfied with my resolution has
				nothing to do with the help desk's handling of my issue the
				product I'm using is not fully supported by MIT so I wasn't able
		1037489	5.00	to get complete satisfaction, but it works, and that's what
				Thanks for making my day! The exchange migration has been
		1037204	5.00	a process, so this relatively quick resolution was fantastic.  Thanks, Fred!
		1037204	5.00	My laptop booted up once but then had the same problem the
				next time I tried booting it up. A Dell technician came to work
				on it but told me there was a problem with the motherboard,
				which was what I was told that IS&T replaced. So after IS&T
	Halm Dacky Samiles Contar	1042955	4.67	replaced the motherboard and a Dell technician replaced the
	Help Desk::Service Center	1042955	1.07	screen, the laptop still does not work.  More emails regarding status of ticket? I was told I would
				receive one regarding my warranty status, but I never did then
				surprise! my laptop was fixed! It was a pleasant surprise, but
		1033547		still
		1031403	5.00	great work I think IS&T at MIT does a great job! All of my computer
	Help Desk::HDweb	1031892	5.00	issues have been solved, every time!
	Their Book in Bwes	1001002	0.00	Elena Z called me quickly about my question and explained
	Help Desk::Business Help	1041767	5.00	the options - the response from the DWH team was excellent. The resolution was that the problem could not be solved by
				email, i would have to come in person to get a solution. I have
				not had time to do this yet, so the problem is unsolved. I felt
				that more could have been done to understand the details of my
				problem and try to come to a resolution by email. I remain
				slightly dissatisfied, but realize that solutions over email are not
		400000		always possible. I am still planning to come in for a visit when I
	Help Desk::Athena	1022744	2.50	can find the time.  This issue took a particularly long time to resolve. I filed an
				initial report on September 23, 2009 and it was resolved
				October 14, 2009. At one point, I wrote an email to just remind
				the Stellar support group that the issue was still a problem and
				still unresolved. This kind of turn-around time is particularly
	Edtach : Stall = "	4004700	2.52	poor and outweighs the professionalism and courtesy
	Edtech::Stellar	1021700	2.50	demonstrated by the staff. It reflects poorly on the organization.

				I had to follow up a few times to see what was happening, so
				the whole thing took longer than I had hoped. Staff was great
10/6/2009	Network::Requests	1032917	4.17	though.
	TNIS::Trouble Calls	1019389	5.00	Great work.
	Help Desk::Call Center	1039004	5.00	
				Rick was great/ Totally knowledgable and professional and
		1037397	5.00	super patient! The person i spoke with was extremely neiprui, very patient,
				and friendly. Although he was not able to provide me with a
				particularly "clean/simple" solution to my problem - he _did_
				provide three suggestions which could enable a "work-
				around". When I mentioned this problem to our Admin (Dan
				Nocivelli) he was able find a solution to my problem: under
				"preferences in SimpleText - i needed to check the box that
				says "ignore rich text commands in html" - this allowed me to
				open html files as _text files_ using: "Open with Simple text"
				and edit the html (when the box is not checked, SimpleText
		1037341	5.00	does not display the html code of html files - it just opens it as
				When I was able to reach a live person the experience was
		1036190	E 00	excellent. It will be great if a live person was always available
		1030190	5.00	during business hours. Thanks I had to place the call to help desk regarding my ticket
				because I didn't hear nothing after I created the ticket - it was
				around 5:00PM when I called and the staff were very useful -
				they knew about the problem but didn't notify us at all. After
		1033857	5.00	that the problem with TT was solve overnight. Thanks, Olimpi
				Jessica was extremely knowledgeable and helpful - thanks,
		1033795	5.00	IS&T!!!
				difficult taskold mac operating system9using old eudora
		1033441	4 17	5.2 for emailemail frozen upno apparent work aroundtim- to buynew computer thanks for the help Bob Simha
		1000441	7.17	I miss the ammenities of Eudora. Is it possible to have both
				mail servers available? Can I use apple-mail without going
				through Comcast? Your service is always very good. I should
		1033369	5.00	have asked these questions of them when on the hone.
				I was in a jam because I had never received warning that I was
				nearing my mailbox capacity. I was desperate to start receiving
				emails asap. Despite this, the first person I talked to didn't
		1033164	0.00	mention to me that I could purge my deleted messages in orde
		1033104	0.03	to start receiving my held emails sooner.
				about the software I was asking about, and I would need to
				speak with someone else within IS&T about my question. But
				then he still wanted to have a conversation about my problem,
				even though it was clear that he didn't really understand the
				problem I was having. It went beyond data-gathering - it was as if he was trying to solve the problem regardless of the fact that
				he didn't know anything about the program. At the end of our
				conversation, he said someone else would follow up with me.
				then didn't hear anything from anyone for one week. And when
				I did hear back, the person who emailed me didn't really resolv
				my question (probably because the question wasn't accurately
		1031105	0.83	conveyed by the person who initially took my call).
				Never heard a thing back. It is possible that the responses
				were caught by my SPAM filters but i do not see anything. It
				was simply an informational email anyway to let you know that
		400000		RPI might be blocking emails from mit.edu and that this may
		1030244	0.83	effect others at MIT.
		1030094	E 00	IS&T has always been great. I think it is one of the best services provided by MIT. Many thanks, Esra
		1030094	5.00	Problem was resolved in a reasonable time frame, but staff di
		1029954	4.17	not keep me informed of status of resolution of problem.
		.020001	7117	My question was handled quickly and effectively. Really usefu

almost immediately. I continue to believe that ISAT supplies some of the best university tech support in the country, and am enormously grateful for your help.  I received my laptop faster faster than I expect. Nothing to 5.00 complain  Service was very speedy - much appreciated. Since the problem was spyware, it would have been nice if the security system had been checked out before pick-up, since for some yestem had been checked out before pick-up, since for some Acknowledgment that a ticket is started would be nice, so that Acknowledgment that a ticket is started would be nice, so that 1030084  3.33 the first time I hear back isn't 3 days after I drop off my laptop.  108206  108206  108206  5.00 foreat job got all the data off an old computer.  I have always found help ack and its supporting offices 5.00 to be very valuable.  The woman that helped me out was amazing! Extremely around. Eventually I form was amazing! Extremely around. Eventually I for the separate people to even approach someone who could help and everyone simply blamed some other department (procurement, IS&T, the "system"). Lontinue for fursitated and irritated by the eCAT*3 system and find it a WASTE of time instead of SAVING time. It is SO much easily rocured as et of directions: I'm sure they were accurate, but want, with the shipping! want, and not have to wait for all this "system" nonsense to process my order, a system that everyone seems to be helpsets of its when it does go wrong  0.83 (which it does reasonably often).  I received a set of directions: I'm sure they were accurate, but USTING on the web page is still visible, even if the student carn't access. It is the Time Try again In he assignment  LISTING on the web page is still visible, even if the student (even with 2010 release dates)  Nope, not Tixed yet. I me they again In he assignment  LISTING on the web page is still visible, even if the student (even with 2010 release dates)  Nope, not Tixed yet. In he assignment  LISTING on the web page is still visible, even				mixed exp otherwise occasion, came to th the messa was some advice tha complaine	erience with the IS&T helpdesk. (My experience has been uniformly excellent.) On this particular it took three weeks to get the issue sorted, and it took three weeks to get the issue sorted, and it took three weeks to get the issue sorted. Some of ges I received seemed to assume that the problem thing different from what it actually was, and gave me to didn't seem to address the issue. After a while I do, and the issue was sorted — to my displacements.
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Help Desk::Service Center    1034783   S.00   Complain	10/6/2009	Help Desk::Call Center	1009292		
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This view averages scores first by month of the fiscal year, then by queue group and then by queue.

all-Qs-surveys.xlsb

Fiscal Month / Group / Queue