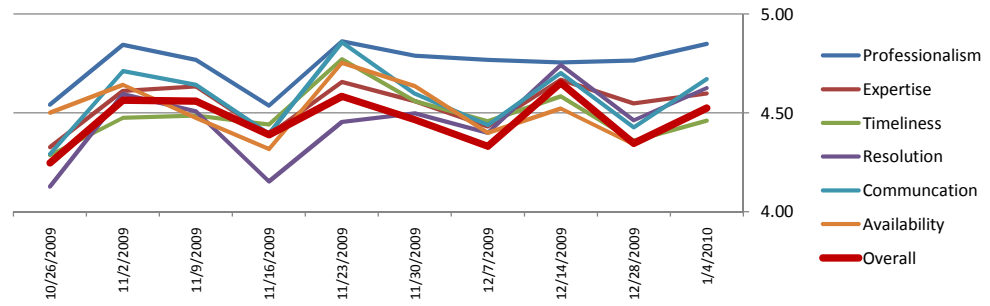


FY2010 Q3 -- RT Ticket Feedback / Client Satisfaction Survey Results

All IS&T Queues Surveyed

4.52

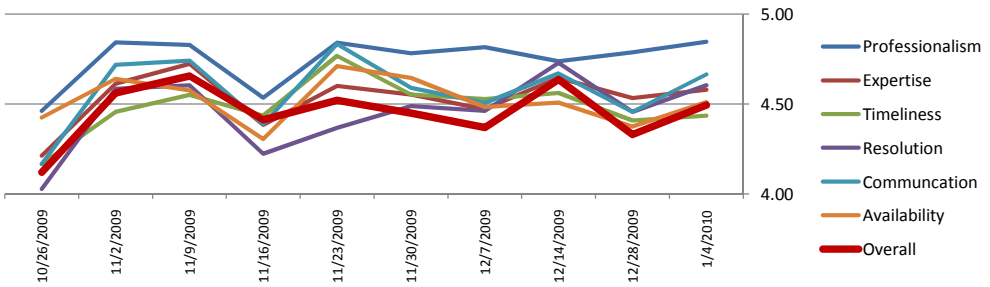
Goal = 4.5; N = 93
Overall Satisfaction
 4.52 lowest
 4.52 highest
 over the quarter



All Service Desk Queues

4.49

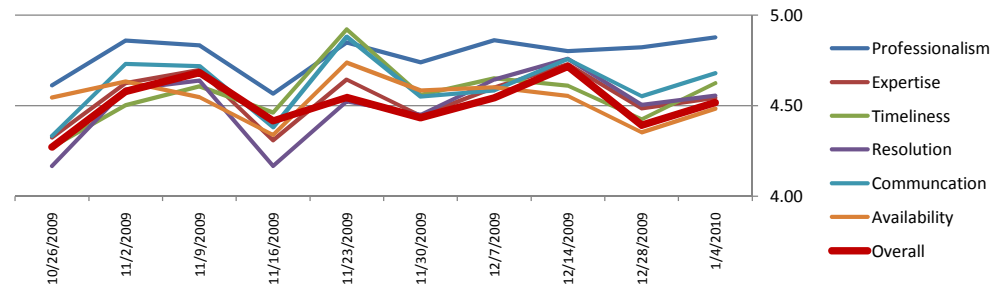
Goal = 4.5; N = 86
Overall Satisfaction
 4.49 lowest
 4.49 highest
 over the quarter



Call Center

4.47

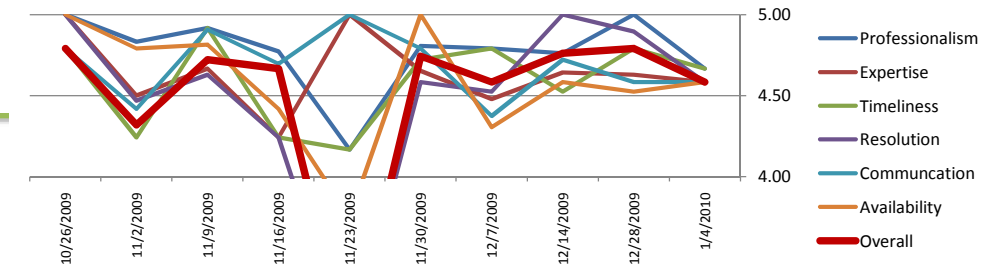
Goal = 4.5; N = 49
Overall Satisfaction
 4.47 lowest
 4.47 highest
 over the quarter



Repair Center

4.38

Goal = 4.5; N = 10
Overall Satisfaction
 4.58 lowest
 4.58 highest
 over the quarter

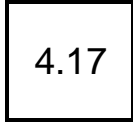


FY2010 Q3 -- RT Ticket Feedback / Client Satisfaction Survey Results

These Queues have low enough response rates per week that a weekly graph would be misleading. All scores presented are a Quarterly average, to smooth out sparse data. Monthly detail appears in the table on the next page. Note: the big box score of "Overall Satisfaction" refers to question 7 on the survey, not an aggregate of the other scores listed below.

Athena

Overall Satisfaction



Goal = 4.5; N = 1
4.17 lowest
4.17 highest
over the quarter

Professionalism
5.00

Expertise
5.00

Timeliness
3.33

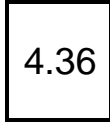
Resolution
5.00

Communication
5.00

Availability
3.33

RCC Queues

Overall Satisfaction



Goal = 4.5; N = 12
4.36 lowest
4.36 highest
over the quarter

Professionalism
4.70

Expertise
4.72

Timeliness
3.65

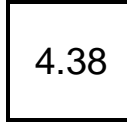
Resolution
4.74

Communication
4.65

Availability
4.39

Telecomm Queues

Overall Satisfaction



Goal = 4.5; N = 4
4.38 lowest
4.38 highest
over the quarter

Professionalism
4.58

Expertise
4.38

Timeliness
4.17

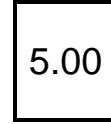
Resolution
4.58

Communication
4.44

Availability
4.72

TNIS Queues

Overall Satisfaction



Goal = 4.5; N = 1
5.00 lowest
5.00 highest
over the quarter

Professionalism
5.00

Expertise
5.00

Timeliness
5.00

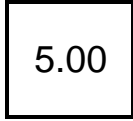
Resolution
5.00

Communication
5.00

Availability
5.00

EdTech::Stellar

Overall Satisfaction



Goal = 4.5; N = 3
5.00 lowest
5.00 highest
over the quarter

Professionalism
4.72

Expertise
4.72

Timeliness
4.72

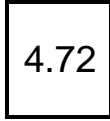
Resolution
4.72

Communication
5.00

Availability
5.00

Network::Requests

Overall Satisfaction



Goal = 4.5; N = 3
4.72 lowest
4.72 highest
over the quarter

Professionalism
5.00

Expertise
5.00

Timeliness
4.72

Resolution
5.00

Communication
4.58

Availability
4.58

FY2010 Q3 -- RT Ticket Feedback / Client Satisfaction Survey Results

Survey Data Detail by Month by Group and Queue

Fiscal Month / Group / Queue		# of Responses	Professionalism	Expertise	Timeliness	Resolution	Communication	Availability	Overall	
7	Service Desk	Help Desk::Athena	1	5.00	5.00	3.33	5.00	5.00	3.33	4.17
		Help Desk::Business Help	4	5.00	4.79	5.00	4.58	5.00	5.00	5.00
		Help Desk::Call Center	49	4.91	4.50	4.61	4.54	4.66	4.46	4.47
		Help Desk::Service Center	10	4.67	4.58	4.67	4.58	4.58	4.58	4.58
		Mobile Devices	5	5.00	4.83	4.00	4.83	4.67	4.58	4.50
		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::WestCampus	10	4.58	4.63	3.42	4.67	4.54	4.38	4.25
		Software::Matlab::Questions	1	5.00	5.00	5.00	5.00	5.00	5.00	5.00
		Telecom::3help	4	4.58	4.38	4.17	4.58	4.44	4.72	4.38
		Service Desk Total	86	4.85	4.58	4.43	4.60	4.66	4.51	4.49
		OIS	3	5.00	5.00	4.72	5.00	4.58	4.58	4.72
			1	5.00	5.00	5.00	5.00	5.00	5.00	5.00
		OIS Total	4	5.00	5.00	4.79	5.00	4.72	4.72	4.79
ISDA	3	4.72	4.72	4.72	4.72	5.00	5.00	5.00		
ISDA Total	3	4.72	4.72	4.72	4.72	5.00	5.00	5.00		
7 Total		93	4.85	4.60	4.46	4.63	4.67	4.53	4.52	
Grand Total		93	4.85	4.60	4.46	4.63	4.67	4.53	4.52	

FY2010 Q3 -- RT Ticket Feedback / Client Satisfaction Survey Results

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

Fyear	2010
FQtr	Q3
Fmonth	(All)
Group	(All)
Comment	(Multiple Items)

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

(Week of...)

	Queue	Case	Overall	Text of Comment
1/4/2010	RCC::WestCampus	1011374	5.00	The slow wireless problem was fixed by installing a router inside the common area in my room. The staff were extremely professional, and when I had told them about the problem, gave me a clear outline about the reason for the slow wireless, as well as how long it would take to fix it during a general meeting in Tang. My wireless connection is now indescribably better, and has alleviated a huge inconvenience. I am very impressed with how professionally my problem was addressed, so thank
	Help Desk::Call Center	1119488	5.00	Great service!
		1117940	5.00	The performance of the staff is outstanding when I communicate a problem, but the performance of IS&T is unsatisfactory when it needs to be proactive. When the Spam system was changed there was no notification on how to deal with it. We lost the ability to operate through webmail and were not informed about the new website for spam management. The new system was spamming mail from MIT faculty and students! Couldn't this have been debugged before implementation?
		1117851	5.00	Improving? Are you kidding? You did GREAT!
		1117515	5.00	I got to use the new online network, where the staff member could access my computer to help me remedy the issue. I highly recommend it and was very satisfied with my experience.
		1117462		As always, the IS&T support is fast, accurate, and complete! You are doing a fantastic job!
		1117419	3.33	I didn't get much help from IS&T - I called over the phone and was told that the problem did not sound familiar. The only advice I was given was to download the free MIT virus software, but to do that I needed to delete my current software which is better rated. I proceeded to work on the problem myself, and it is not yet solved.
		1117262	4.17	all my fault
		1116781	0.83	I had a webex problem. I do not want to talk to the general webex people - I do that too much already. I wanted to talk with someone knowledgeable about it AT MIT, because I didn't receive the normal email that should tell me about my recording of my meeting, and I wanted to know whether MIT had set something different as a default. (I've been using someone else's webex service and NEVER had this problem.) All I got from MIT was a pointer to the webex people - completely uninformative and not helpful. I wanted facts, not another I've found that if it is something the Help Desk staff can answer, the service is quite satisfactory. If they have to hand it off to someone else, eg networking, it is like it goes in a black hole. one 2009 item took 5-6 months to resolve. HD did do a nice job with periodic checkins, but when it was finally resolved, the case wasn't updated with any explanation - what had suddenly stopped working just as suddenly and inexplicably restarted working.
		1116722	5.00	re #4 - The difficulty had to do with the number of addressees exceeding the capacity of the IMAP mail system. There were over 90 addressees. The suggestion was that I break up the addressee list into at least two parts., which I did. Guess I'm just envious that *some* folks can manage sending to abot 100 addressees, but we can't. Melissa Fox for Ron Prinn
		1116388	4.17	A somewhat unusual circumstance regarding this ticket was that I immediately received the automatic response and ticket number; then waited a few days for an Emailed resolution that did not arrive. I then went to the web-interface, entered the ticket number, and found out that it had been answered. I am puzzled as to why the answer did not arrive to me via Email.
		1116119	4.17	
		1115984	5.00	Thank you so much for your help!!
		1115961	5.00	He was great! He was extremely thoughtful, committed, and resourceful in helping with a complex issue. Much gratitude!

1/4/2010	Help Desk::Call Center	1115247	2.50	The process of taking ownership of files in Windows 7 (in this case files that were created under XP) is complex -- sometimes works, sometimes doesn't. Sometimes when it works the permissions gained are lost on the next bootup. I am sympathetic with you guys, to whom Windows 7 is still new. But there must be some straightforward way to solve this type of problem and get the administrator access to these files once and for all.
		1114359	2.50	problem. I use a Mac and when I have problems the team often cannot help me on the spot and need to call me back. When I called this time the woman asked me to make sure my resolution was at the highest, which it was. The zoom had been turned on (I didn't know Macs had a zoom function). But other than fixing the resolution she had no idea how to fix my problem. She took my information and said someone would get back to me. In the mean time I did a google search and found the solution myself. I called IS&T back to make sure they didn't spend time trying to fix my solved problem when they could be using helping someone else out. Overall I am dissatisfied by their general lack of knowledge on Macs. I realize they predominately use and fix PCs, but if you work at the Help Desk you need to know other machines than PCs. Many faculty, staff, and student use Macs today and the IS&T staff really needs to be as proficient on the ! Macs as PCs. I am thankful the Help Desk exists, but they need to take a course on Macs.
		1109288	4.17	you guys did a great job, it just took a while. I assume that had something to do with the fact that this occurred over christmas break. Anyway, nice work.
	Help Desk::Service Center	1117488	5.00	The PC Repair service in Bldg. N41 is a great resource. Thank you.
		1115312	5.00	The information (PC Service Repair backups) were forwarded to me the next day. Thanks for the fast turn-around. I was asked, "In the future you can contact me directly rather than open an RT case. I can be reached at: jronald@mit.edu or at 617-253-0815." That's fine, it's just that sometimes this is how emails get missed. At least by sending the request to RT, it's in the system, and I can check to see if there's been any action noted in the case. All-in-all, I have what I need, and that's a
		1084282	3.33	The issues with my computer were resolved quickly, but the email to tell me that I could pick up my computer came several weeks later because someone hadn't hit send on the email that they had drafted. I tried to ask about the status of my computer several times over email, but got no response. Aside from that, all of the actual work with the computer was satisfactory.
	Help Desk::Business Help	1120306	5.00	I got a fast, reasonable suggestion for my problem, along with an invitation to write back if it didn't work --which the help desk responder new might be the case. It didn't work, so I'll be back if another possible solution does not work out.
		1118592	5.00	As always, your staff was a more than helpful.
		1118297	5.00	The only reason I gave a 5 on #2 is because they could not solve the problem immediately as were not sure how to fix it. However, I received emails quickly with several possible solutions and ultimately everything was fixed. Great job!
	Telecom::3help	1111041	4.17	Thank you for fixing the trouble. However, I was not notified the completion of the request, so i had to wait and find out that it was fixed. But overall, I appreciate your help very much!
	Mobile Devices	1118790	5.00	Only problem was that I dropped in during walk-in hours (4:30 PM) but no one was around to help. However they were able to help me first thing the next morning. Being able to have my problem fixed on the spot would have taken satisfaction from 95% to 100%.
		1107518	4.17	Let me know when the service has been undertaken and completed. I stopped getting emails for a day and had no idea why. This might be due to my use of Pine. Send a follow up with links to appropriate resources to deal with change. I suspected I was being migrated to the exchange server but had to go to some lengths to figure out how to access my mail online and through my mobile device.

This view averages scores first by month of the fiscal year, then by queue group and then by queue.

Fiscal Month / Group / Queue