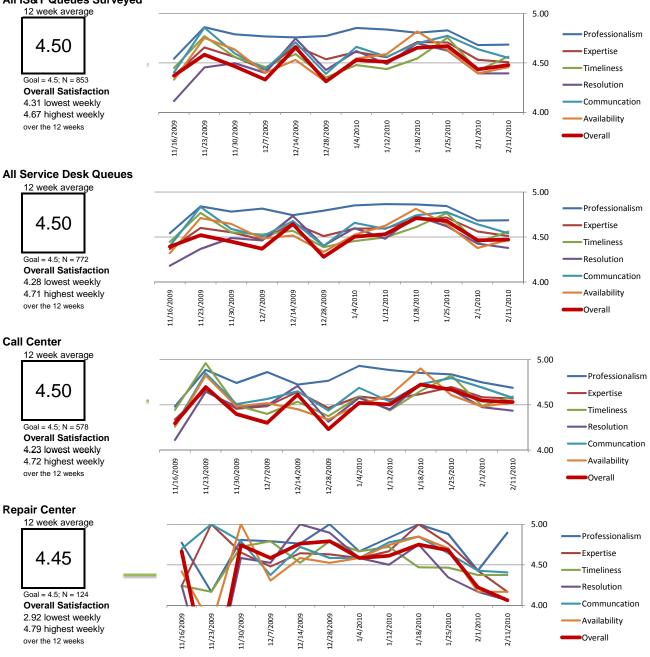
all-Qs-surveys.xlsb FY2010 Q3 -- RT Ticket Feedback / Client Satisfaction Survey Results

All IS&T Queues Surveyed



Interpreting the Report

The scores and charts on the first two pages show cumulative averages over 12 weeks of client responses to our per-ticket survey questions. Each ticket belongs to a specific queue, and scores are reported at the queue level on page 3. The IS&T level rolls up all the surveys; Service Desk rolls up many CSS queues; Call Center is a subset of that and excludes the Repair Center, which is shown on its own. For all the charts, the 12-week window rolls forward each week, and the scores are always across that window.

The multiline charts try to convey the rhythm of service performance over time and the relative levels of satisfaction by service dimension. A high-performing service would have all its lines flowing consistently at or above 4.5 and not too far apart from each other. Some queues have survey responses too intermittent to graph with weekly readings; those are show using only summary numbers for each dimension. The numbers are 12-week averages.

Detailed results by month by queue are shown on the third page showing up to 3 months and resetting at the beginning of the quarter. Color-

-Os-surveys xlsb Y2010 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 12 week average



Goal = 4.5: N = 30 3.33 lowest weekly 5.00 highest weekly over the 12 weeks

Professionalism 4.83

Expertise 4.73

Timeliness 4.48

Resolution 4.69

Communication 4.72

Availability n/a

EdTech::Stellar

Overall Satisfaction 12 week average



Goal = 4.5; N = 39 1.67 lowest 5.00 highest over the 12 weeks

Professionalism 4.37

Expertise 4.42

Timeliness 4.34

Resolution 4.15

Communication 4.45

Availability 4.32 **RCC Queues Overall Satisfaction**

12 week average



Goal = 4.5: N = 47 3.33 lowest weekly 5.00 highest weekly over the 12 weeks

Professionalism 4.80

Expertise 4.75

Timeliness 4.37

Resolution 4.57

Communication 4.52

Availability n/a

Telecomm Queues Overall Satisfaction

12 week average



0.83 lowest weekly 5.00 highest weekly over the 12 weeks

Professionalism 4.33

Expertise 4.28

Timeliness 4.27

Resolution 4.03

Communication 4.43

Availability 4 47 **TNIS Queues**

Overall Satisfaction 12 week average

4.33

Goal = 4.5: N = 26 2.92 lowest weekly 5.00 highest weekly over the 12 weeks

Professionalism 4.66

Expertise 4.46

Timeliness 4.38

Resolution 4.41

Communication 4.40

Availability 4.31

Network::Requests





Goal = 4.5; N = 31 3.61 lowest 5.00 highest

Professionalism 4.82

Expertise 4.69

4.52

Resolution 4.53

Communication

Overall Satisfaction

over the 12 weeks

Timeliness

4.62

Availability n/a

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

Survey Data Detail by Month by Group and Queue

7 Service Desk Heip Desk::Athena 5 5.00 4.17 5.00 4.83 4.44 Heip Desk::Business Heip 26 4.93 4.77 4.90 4.81 4.81 4.69 Heip Desk::Call Center 10 5.00 5.00 2.50 4.17 5.00 4.83 4.90 4.38 4.90 4.38 4.90 4.38 4.90 4.38 4.90 4.79 4.76 Mobile Devices 8 5.00 4.83 4.67	Fiscal Month / Group / Queue		# of Responses	Profess- ionalism	Expertise	limeliness	Resolution	Commun- ication	∆vailablility	Overall
Heip Desk::Call Center 180 4.86 4.57 4.65 4.64 4.67 4.63 Heip Desk::HDweb 1 5.00 2.50 4.17 4.17 4.17 4.17 Heip Desk::Presales 1 4.17 4.17 4.17 4.17 4.17 4.17 Mobile Devices 8 5.00 4.90 4.38 4.90 4.79 4.76 RCC::BriggsField 2 4.58 4.58 4.58 4.58 4.58 4.17 RCC::BriggsField 2 5.00 <	7 Service Desk	Help Desk::Athena	5							4.67
Heip Desk:::Presales 1 5.00 5.00 2.50 4.17 <td></td> <td>Help Desk::Business Help</td> <td>26</td> <td>4.93</td> <td>4.77</td> <td>4.90</td> <td>4.81</td> <td>4.81</td> <td>4.69</td> <td>4.90</td>		Help Desk::Business Help	26	4.93	4.77	4.90	4.81	4.81	4.69	4.90
Heip Dask::Presales 1 4.17		Help Desk::Call Center	180	4.86	4.57	4.65	4.54	4.67	4.63	4.54
Help Desk::Service Center 50 4.85 4.75 4.58 4.52 4.72 4.72 Mobile Devices 8 5.00 4.90 4.38 4.90 4.78 4.76 RCC::BriggsField 2 4.58 4.50 5.00 5.		Help Desk::HDweb	1	5.00	5.00	2.50	4.17	4.17	5.00	5.00
Mobile Devices 8 5.00 4.90 4.38 4.90 4.79 4.76 RCC::BriggsField 2 4.58 4.58 4.58 4.58 4.58 4.58 RCC::BriggsField 2 5.00 5.		Help Desk::Presales	1	4.17	4.17	4.17	4.17	4.17	4.17	4.17
RCC::BridgsField 2 4.58 4.68 4.58 4.61 4.53 4.67 4.53 4.67 4.79 4.79 4.17 500 <td></td> <td>Help Desk::Service Center</td> <td>50</td> <td>4.85</td> <td>4.75</td> <td>4.58</td> <td>4.52</td> <td>4.72</td> <td>4.72</td> <td>4.65</td>		Help Desk::Service Center	50	4.85	4.75	4.58	4.52	4.72	4.72	4.65
RCC::EastCampus 1 5.00 <td></td> <td>Mobile Devices</td> <td>8</td> <td>5.00</td> <td>4.90</td> <td>4.38</td> <td>4.90</td> <td>4.79</td> <td>4.76</td> <td>4.69</td>		Mobile Devices	8	5.00	4.90	4.38	4.90	4.79	4.76	4.69
RCC::MassAve 2 5.00 4.67 4.13 RCC::WestCampus 12 4.63 4.70 3.54 4.72 4.54 4.35 Software::Licensing::Questions 5 5.00 4.67 4.50 4.63 4.67 4.79 Telecom::3help 8 5.00 4.85 4.58 4.61 4.69 4.61 4.63 OIS Network::Requests 6 5.00 4.88 4.38 5.00 4.86 4.83 ISDA Edtech::Stellar 14 4.74 4.55 4.11 4.88 4.51 4.47 ISDA Edtech::Stellar 14 4.46 4.62 4.40 4.35 4.42 4.72 'Total 38 8.70 4.55		RCC::BriggsField	2	4.58	4.58	4.58	4.58	4.58	4.17	4.58
RCC::NorthWest 5 4.67 4.83 4.50 4.83 4.67 4.17 RCC::WestCampus 12 4.63 4.70 3.54 4.72 4.54 4.35 Software::Licensing::Questions 4 4.79 4.79 4.33 4.67 4.79 4.17 Software::Matlab::Questions 5 5.00 4.67 4.50 4.83 4.67 4.79 Torreact 310 4.85 4.48 4.69 4.64 4.69 4.64 OIS Network::Requests 8 5.00 4.83 4.61 4.69 4.64 OIS Network::Requests 8 5.00 4.88 4.61 4.69 4.64 OIS Total 14 4.74 4.55 4.17 3.75 4.72 4.17 4.17 ISDA Edtech::Stellar 14 4.74 4.55 4.61 4.68 4.63 Total		RCC::EastCampus	1	5.00	5.00	5.00	5.00	5.00	5.00	5.00
RCC::WestCampus 12 4.63 4.70 3.54 4.72 4.54 4.35 Software::Licensing::Questions 4 4.79 4.73 4.38 4.79 4.79 4.79 Software::Mattab::Questions 5 5.00 4.67 4.50 4.83 4.67 4.86 Service Desk Total Telecom::3help 8 4.65 4.48 4.69 4.67 4.86 OIS Network::Requests 8 5.00 4.88 4.38 5.00 4.88 4.38 4.61 4.69 4.64 OIS Total TNIS::Trouble Calls 6 4.44 4.77 3.75 4.17 4.17 ISDA Edtech::Stellar 14 4.74 4.55 4.11 4.88 4.51 4.47 ISDA Total 14 4.46 4.62 4.40 4.35 4.42 4.72 7 Total 38 4.83 4.64 4.55 4.61 4.68 4.63 7 Total 38 4.83 4.64 4.55 4.61 4.68 4.63		RCC::MassAve	2	5.00	5.00	5.00	5.00	5.00	5.00	5.00
Software::Licensing::Questions Software::Maltab::Questions Telecom::3help 4 4.79 4.79 4.38 4.79 4.79 4.79 Service Desk Total 5 5.00 4.67 4.50 4.83 4.67 4.79 OIS Network::Requests TINS::Trouble Calls 310 4.85 4.65 4.58 4.61 4.69 4.58 OIS Total ISDA Edtech::Stellar 14 4.74 4.55 4.11 4.88 4.51 4.47 ISDA Edtech::Stellar 14 4.74 4.55 4.11 4.88 4.61 4.62 Y Total 14 4.46 4.62 4.40 4.35 4.42 4.72 Y Total 338 4.64 4.65 4.61 4.68 4.63 Y Total 338 4.63 4.64 4.55 4.61 4.68 4.63 Y Total 4.9 4.83 4.64 4.55 4.61 4.68 4.63 Y Total 4.9 4.55 4.50		RCC::NorthWest	5	4.67	4.83	4.50	4.83	4.67	4.17	4.50
Software:::Mattab:::Ouestions Telecom::3help 5 5.00 4.67 4.50 4.83 4.67 4.79 Service Desk Total Tolecom::3help 8 4.69 4.65 4.48 4.69 4.67 4.80 OIS Network::Requests TNIS::Trouble Calls 8 5.00 4.88 4.38 5.00 4.86 4.83 OIS Total Edtech::Stellar 14 4.74 4.55 4.11 4.88 4.51 4.47 ISDA Edtech::Stellar 14 4.46 4.62 4.40 4.33 5.42 4.72 Y Total 338 4.83 4.64 4.62 4.40 4.33 4.42 4.72 Y Total 338 4.83 4.64 4.55 4.61 4.68 4.63 Y Total 338 4.83 4.64 4.55 4.53 4.42 4.72 Y Total Help Desk::Call Center 38 4.63 4.63 4.63 4.63 Y Total Help Desk::Call Cent		RCC::WestCampus	12	4.63	4.70	3.54	4.72	4.54	4.35	4.31
Telecom::3help 8 4.69 4.58 4.48 4.69 4.67 4.86 OIS Network::Requests TNIS::Trouble Calls 310 4.85 4.65 4.58 4.61 4.69 4.64 OIS Network::Requests TNIS::Trouble Calls 6 4.44 4.17 3.75 4.27 4.17 4.17 OIS Total 14 4.46 4.62 4.40 4.35 4.42 4.72 ISDA Edtech::Stellar 14 4.46 4.62 4.40 4.35 4.42 4.72 'Total 38 4.83 4.64 4.55 4.61 4.68 4.63 * 7 Total 38 4.83 4.64 4.55 4.61 4.68 4.63 * 8 Service Desk Help Desk::Athena 15 4.56 4.40 4.23 4.46 4.17 Help Desk::Call Center 8 4.70 4.55 4.38 4.63 4.49 Help Desk::Call Center 24 4.58 4.34		Software::Licensing::Questions	4	4.79	4.79	4.38	4.79	4.79	4.17	4.79
Service Desk Total OIS Network::Requests TNIS::Trouble Calls 310 4.85 4.65 4.58 4.61 4.69 4.64 OIS TNIS::Trouble Calls 6 4.44 4.17 3.75 4.72 4.17 4.17 ISDA Edtech::Stellar 14 4.46 4.62 4.40 4.35 4.42 4.72 ISDA Total 14 4.46 4.62 4.40 4.35 4.42 4.72 ISDA Total 14 4.46 4.62 4.40 4.35 4.42 4.72 ISDA Total 14 4.46 4.62 4.40 4.35 4.42 4.72 7 Total 38 8.83 4.64 4.55 4.61 4.68 4.63 8 Service Desk Help Desk::Athena 15 4.56 4.40 4.23 4.46 4.17 Help Desk::Business Help 14 4.82 4.88 4.76 4.88 4.86 4.81 Help Desk::Call Center 8 4.70 <td< td=""><td></td><td>Software::Matlab::Questions</td><td>5</td><td>5.00</td><td>4.67</td><td>4.50</td><td></td><td>4.67</td><td>4.79</td><td>4.83</td></td<>		Software::Matlab::Questions	5	5.00	4.67	4.50		4.67	4.79	4.83
OIS Network::Requests TNIS::Trouble Calls 8 5.00 4.88 4.33 5.00 4.86 4.83 OIS Total ISDA Edtech::Stellar 14 4.74 4.55 4.11 4.88 4.51 4.47 ISDA Edtech::Stellar 14 4.46 4.62 4.40 4.35 4.42 4.72 ISDA Total 14 4.46 4.62 4.40 4.35 4.42 4.72 ISDA Total 14 4.46 4.62 4.40 4.35 4.42 4.72 Y Total 338 4.83 4.64 4.55 4.61 4.68 4.63 8 Service Desk Help Desk::Athena Help Desk::Business Help 14 4.82 4.88 4.76 4.88 4.63 4.49 Help Desk::Call Center 8 4.70 4.55 4.33 4.63 4.49 Help Desk::Presales 1 5.00 3.33 5.00 5.00 5.00 5.00 5.00 5.00 5.00 5.00		Telecom::3help	8	4.69	4.58	4.48	4.69	4.67	4.86	4.58
TNIS::Trouble Calls 6 4.44 4.17 3.75 4.72 4.17 4.17 OIS Total ISDA Edtech::Stellar 14 4.74 4.55 4.11 4.88 4.51 4.47 ISDA Edtech::Stellar 14 4.46 4.62 4.40 4.35 4.42 4.72 ISDA Total 14 4.46 4.62 4.40 4.35 4.42 4.72 ISDA Total Help Desk::Athena 15 4.56 4.40 4.32 4.46 4.62 8 Service Desk Help Desk::Athena 15 4.56 4.40 4.43 4.46 4.63 8 Service Desk Help Desk::Call Center 88 4.70 4.55 4.61 4.63 9 Desk::Presales 1 5.00 3.33 5.00 5.00 5.00 9 Desk::Presales 1 5.00 5.00 5.00 5.00 5.00 5.00 5.00 9 10 Desk::Service Center 24 4.58 4.34 4.38 4.13 4.42 4.17			310	4.85	4.65	4.58	4.61	4.69	4.64	4.60
OIS Total ISDA Edtech::Stellar 14 4.74 4.55 4.11 4.88 4.51 4.47 ISDA Edtech::Stellar 14 4.46 4.62 4.40 4.35 4.42 4.72 ISDA Total 14 4.46 4.62 4.40 4.35 4.42 4.72 Total 338 4.83 4.64 4.55 4.61 4.68 4.63 8 Service Desk Help Desk::Athena 15 4.56 4.40 4.23 4.46 4.61 Help Desk::Business Help 14 4.82 4.88 4.76 4.88 4.63 4.49 Help Desk::Call Center 88 4.70 4.55 4.38 4.63 4.49 Help Desk::Service Center 24 4.58 4.33 4.13 4.42 4.72 Help Desk::Service Center 24 4.58 4.34 4.38 4.13 4.24 4.17 Mobile Devices 4 5.00 5.00 5.00 5.00 5.00	OIS	Network::Requests	8	5.00	4.88		5.00	4.86	4.83	4.69
ISDA Edtech::Stellar 14 4.46 4.62 4.40 4.35 4.42 4.72 ISDA Total 14 4.46 4.62 4.40 4.35 4.42 4.72 Total 338 4.83 4.64 4.55 4.61 4.68 4.63 8 Service Desk Help Desk::Athena 15 4.56 4.40 4.40 4.23 4.46 4.17 Help Desk::Business Help 14 4.82 4.88 4.76 4.88 4.63 4.81 Help Desk::Call Center 88 4.70 4.55 5.00 5.00 4.17 2.50 Help Desk::Presales 1 5.00 3.33 2.50 5.00 4.17 2.50 Help Desk::Presales 1 5.00 3.33 2.50 5.00 4.17 2.50 Help Desk::Service Center 24 4.58 4.34 4.38 4.13 4.42 4.17 Mobile Devices 4 5.00 5.00 5.00 5.00 5.00 5.00 5.00 RCC::WestCampus 1 <th< td=""><td></td><td>TNIS::Trouble Calls</td><td>6</td><td>4.44</td><td></td><td>3.75</td><td>4.72</td><td></td><td>4.17</td><td>4.17</td></th<>		TNIS::Trouble Calls	6	4.44		3.75	4.72		4.17	4.17
ISDA Total 14 4.46 4.62 4.40 4.35 4.42 4.72 Total 338 4.83 4.64 4.55 4.61 4.68 4.63 8 Service Desk Help Desk::Athena 15 4.56 4.40 4.23 4.46 4.17 Help Desk::Call Center 88 4.70 4.55 4.55 4.38 4.63 4.83 4.64 4.72 4.46 4.17 Help Desk::Call Center 88 4.70 4.55 4.55 4.38 4.63 4.84 Help Desk::Presales 1 5.00 3.33 2.50 5.00 5.00 5.00 Help Desk::Service Center 24 4.58 4.34 4.38 4.13 4.42 4.17 Mobile Devices 4 5.00										4.46
Total 338 4.83 4.64 4.55 4.61 4.68 4.63 8 Service Desk Help Desk::Athena 15 4.56 4.40 4.40 4.23 4.46 4.17 Help Desk::Business Help 14 4.82 4.88 4.76 4.88 4.64 4.41 Help Desk::Call Center 88 4.70 4.55 4.55 4.38 4.63 4.49 Help Desk::PlDweb 1 5.00 3.33 2.50 5.00 4.17 2.50 Help Desk::Presales 1 5.00 5.00 3.33 5.00 5.00 5.00 5.00 5.00 4.17 2.50 Help Desk::Presales 1 5.00		Edtech::Stellar								4.46
8 Service Desk Help Desk::Athena 15 4.56 4.40 4.23 4.46 4.17 Help Desk::Business Help 14 4.82 4.88 4.76 4.88 4.86 4.81 Help Desk::Call Center 88 4.70 4.55 4.55 4.38 4.63 4.49 Help Desk::Call Center 88 4.70 4.55 4.55 4.38 4.63 4.49 Help Desk::Presales 1 5.00 3.33 2.50 5.00 4.17 2.50 Help Desk::Presales 1 5.00 3.33 2.50 5.00 4.17 2.50 Help Desk::Service Center 24 4.58 4.34 4.38 4.13 4.42 4.17 Mobile Devices 4 5.00										4.46
Heip Desk::Business Help 14 4.82 4.88 4.76 4.88 4.86 4.81 Help Desk::Call Center 88 4.70 4.55 4.55 4.38 4.63 4.49 Help Desk::HDweb 1 5.00 3.33 2.50 5.00 4.17 2.50 Help Desk::Presales 1 5.00 5.00 3.33 5.00 5.00 5.00 Help Desk::Service Center 24 4.58 4.34 4.38 4.13 4.42 4.17 Mobile Devices 4 5.00 4.79 4.79 4.58 5.00 RCC::NorthWest 3 5.00 5.00 5.00 5.00 5.00 5.00 Software::Licensing::Questions 1 5.00 5.00 5.00 5.00 5.00 5.00 5.00 Telecom::3help 5 4.17 4.17 3.67 4.40 4.59 4.42 OIS Network::Requests 1 5.00 5.00 5.00 5.00 5.00 5.00 5.00 5.00 5.00 5.00 5.00 <					-		-			4.59
Help Desk::Call Center 88 4.70 4.55 4.55 4.38 4.63 4.49 Help Desk::HDweb 1 5.00 3.33 2.50 5.00 4.17 2.50 Help Desk::Presales 1 5.00 5.00 3.33 5.00 5.00 5.00 Help Desk::Service Center 24 4.58 4.34 4.38 4.13 4.42 4.17 Mobile Devices 4 5.00 4.79 4.79 4.79 4.58 5.00 RCC::NorthWest 3 5.00 5.00 5.00 5.00 5.00 5.00 Software::Licensing::Questions 1 5.00 5.00 5.00 5.00 5.00 Telecom::3help 5 4.17 4.17 3.67 4.00 3.89 3.67 Service Desk Total 157 4.68 4.54 4.50 4.40 4.59 4.42 OIS Network::Requests 1 5.00 4.50 5.00 5.00 5.00 5.00 5.00 5.00 5.00 5.00 5.00 5.00 5.	8 Service Desk									4.39
Heip Desk::HDweb 1 5.00 3.33 2.50 5.00 4.17 2.50 Help Desk::Presales 1 5.00 5.00 3.33 5.00 5.00 5.00 Help Desk::Service Center 24 4.58 4.34 4.38 4.13 4.42 4.17 Mobile Devices 4 5.00 4.79 4.79 4.58 5.00 RCC::NorthWest 3 5.00 5.00 5.00 5.00 5.00 5.00 Software::Licensing::Questions 1 5.00 5.00 5.00 5.00 5.00 5.00 Service Desk Total 157 4.68 4.54 4.50 4.40 4.59 4.42 OIS Network::Requests 1 5.00 5.00 5.00 5.00 5.00 OIS Total TNIS::Trouble Calls 2 5.00 4.44 4.58 4.72										4.88
Heip Desk::Presales 1 5.00 3.33 5.00 5.00 Heip Desk::Service Center 24 4.58 4.34 4.38 4.13 4.42 4.17 Mobile Devices 4 5.00 4.79 4.79 4.79 4.58 5.00 RCC::NorthWest 3 5.00 5.00 5.00 5.00 5.00 5.00 RCC::WestCampus 1 5.00 5.00 5.00 5.00 5.00 5.00 Software::Licensing::Questions 1 5.00 5.00 5.00 5.00 5.00 Telecom::3help 5 4.17 4.17 3.67 4.00 3.89 3.67 Service Desk Total 157 4.68 4.54 4.50 4.40 4.59 4.42 OIS Network::Requests 1 5.00 4.17 4.17 3.33 4.17 4.17 OIS Total 1 5.00 4.58 5.00 5.00 5.00 5.00										4.50
Heip Desk::Service Center 24 4.58 4.34 4.38 4.13 4.42 4.17 Mobile Devices 4 5.00 4.79 4.79 4.79 4.58 5.00 RCC::NorthWest 3 5.00 5.00 5.00 5.00 5.00 5.00 Software::Licensing::Questions 1 5.00 5.00 5.00 5.00 5.00 Telecom::3help 5 4.17 4.17 3.67 4.00 3.89 3.67 Service Desk Total Network::Requests 1 5.00 4.17 4.17 3.33 4.17 4.12 OIS Network::Requests 1 5.00 4.17 4.17 3.33 4.17 4.17 OIS Total TNIS::Trouble Calls 2 5.00 4.44 4.58 4.72			-							3.33
Mobile Devices 4 5.00 4.79 4.79 4.79 4.79 4.58 5.00 RCC::NorthWest 3 5.00 4.41 4.51 4.41 4.51 4.41 4.51 4.41 4.51 4.51 4.51 4.51 4.51 4.51 4.51 4.51 5.00 5.00 5.00			-							5.00
RCC::NorthWest 3 5.00										4.17
RCC::WestCampus 1 5.00			-							4.79
Software::Licensing::Questions Telecom::3help 1 5.00<									5.00	5.00
Telecom::3help 5 4.17 4.17 3.67 4.00 3.89 3.67 Service Desk Total 157 4.68 4.54 4.50 4.40 4.59 4.42 OIS Network::Requests 1 5.00 4.17 4.17 3.33 4.17 4.17 TNIS::Trouble Calls 2 5.00 4.58 5.00 5.00 5.00 OIS Total 3 5.00 4.44 4.58 4.72			-							5.00
Service Desk Total 157 4.68 4.54 4.50 4.40 4.59 4.42 OIS Network::Requests 1 5.00 4.17 3.33 4.17 4.17 TNIS::Trouble Calls 2 5.00 4.58 5.00 5.00 5.00 OIS Total 3 5.00 4.44 4.72 4.44 4.58 4.72										5.00
OIS Network::Requests 1 5.00 4.17 3.33 4.17 4.17 TNIS::Trouble Calls 2 5.00 4.58 5.00 5.00 5.00 OIS Total 3 5.00 4.44 4.72 4.44 4.58 4.72		I elecom::3help								3.67
TNIS::Trouble Calls 2 5.00 4.58 5.00 5.00 5.00 5.00 OIS Total 3 5.00 4.44 4.72 4.44 4.58 4.72										4.47
OIS Total 3 5.00 4.44 4.72 4.44 4.58 4.72	OIS									4.17
		INIS:: I rouble Calls								4.58
14 4.02 4.30 4.29 4.64 4.30		EdtachuStallar								4.44 4.35
	IJUA	Eulechilolellar	14	4.02	4.55	4.30	4.29	4.04	4.33	4

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

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

Fyear FQtr Fmonth Group	2010 Q3 (All) (All)	N	ote: the most re	ecent comments are at the top of this report
Comment Veek of)	(Multiple Items)			
	0	6	Quanell	Taut of Communit
2/11/2010	Queue RCC::NorthWest	Case 1145649	Overall 5.00	Text of Comment the RCC is awesome! thanks for solving the problem! In answers to questions I and 5, ive put two because I had
				two very different experiences with the staff that solved this ticket for me, and the answers differ between them. Person one
				is who I got on the phone in the first place: I didn't feel she wasn't very courteous, and for me that got in the way of her professionalism. Likewise, I had some trouble understanding her explanations despite my computer expertise. Person number two, the one who has assigned to the ticket, and the one who solved it was the opposite: I didn't get a chance to talk to him on the phone, but just by the email exchange, I felt I was dealing with a professional, courteous and patient staff, and he explained everything concisely and in a very understandable
	TNIS::Trouble Calls	1142259	4.17	manner. Thanks! I Believe that IS&T did the job they could, but if you go to
				Google, (not MIT-Google), and type "csbi", the first thing that comes up is "CSBi at MIT", which is just where I wanted to go. It does not come up at all on MIT-Google. That is really bad! It is
	Help Desk::Call Center	1154516	2.50	also true for the Broad Institute (even though it is now independent, it still has MIT affiliations and should be there!!!) If you're going to turn away people with non-standard OEMs
		1154028	1.67	but tell them to scrap their computer, you might as well help them salvage what they can.
				The staff member was courteous and was able to put a registration request for my Lifesize conference unithowever, he admittedly did not know if any other settings would need to
		1153383		be adjusted directly on my unit.
		1152589 1152560	5.00	Thank goodness for 64-bit VPN!
		1151834	5.00	
				I found out the problem caused it after sending email to help
		1151111		desk. This case was not solved by them. The staff member I spoke to suggested a solution to my request that I did not think of and that much better than what I
		1151080	5.00	us asking for. the quick turnaround was especially helpful - I was trying to
				update a wiki and had a problem because a setting in IE8 was not done - VPF had just upgraded to IE8. The issue was
				resolved in less than 1/2 a day. In reviewing the ticket, I see it would have been resolved quicker if I had sent a screen shot with my first inquiry - then the help staff could have seen exactly what I was seeing. But I was very pleased that they
		1150605	E 00	understood the problem and had the knowledge immediately a
		1150695 1150158	5.00	hand to tell me how to resolve it. Much appreciated. Regards, You're wonderful! better links for setting up apple mail on different OSs would'v
		1150081	5.00	avoided the problem (probably not your job) My e-mail pointed out multiple problems, the first of which ha
				already been fixed (I was simply providing information in case was needed to determine why, when, or where something wen wrong). The staff did not read past the first line of my e-mail, responded saying that the problem was fixed, and closed the
		1150060	0.83	ticket. The remaining problems are still not fixed. The help was great, thank you! Separately, it'd be nice if you
		1149937	5.00	would officially support Chrome. The person who first answered my question gave me incorrec
		1149186	1.67	information about TechTime. It seems to me that you folks should all know what's up with something that big.
		1149127		My experience was excellent all the way aroundmy problem was cleared up immediately and explained well.
		1148898 1148636	5.00	

				I rated the response to my request for help. On the other
				hand, I was very unhappy that some misconfiguration of a ma
2/11/2010	Help Desk::Call Center	1148151	4.17	server caused email not to reach me.
				I solved my problems myself while waiting for an email back
				so I had very little interaction. I think my problems were not
		1147392	4.17	with MIT but internal to my imac My guestion was about a non-supported program, but IST s
				tried to help I appreciated it. Turns out, the program issued
		1142429	5.00	fix that was necessary to solve the issue.
				Actually, your staff did not resolve my problem. They could
		1141602		not figure out what the problem was. A friend figured it out. Nothing was really resolved. The behavior with
				SpamQuarantine didn't continue or happen more than once s the team considered it resolved. The lost message that I
				released was never recovered and the team said it was
				probably a server error and left it at that. I simply accepted t
				situation and moved on. I wouldn't consider it "resolved" in
		1131559	2.50	any true sense of the word.
				Excellent service. The problem was actually later traced to
				Microsoft Update, which they pulled, however at the time I
				visited IS&T the media storm had not yet broken so the advice
	Help Desk::Service Center	1152009	5.00	received on saving my data was correct. They helped me with things that did not seem technically
		1148644	4 17	possible.
			7.17	Quick response with a clear explanation of the problem and
		1147888	5.00	fast return of my repaired Macbook pro. Great service!
		1107373	2.50	I ended up figuring out issue better than the advice that I go
				When I called I was very frustrated and your staff member v
				wonderful in helping me find a short cut to get my order in!
	Help Desk::Business Help	1154339 1152340		Thanks so much for being there when I needed help the mos Good job!
		1152540	5.00	Everything was perfect! Thanks for always answering
				questions clearly, and for being patient and gentle with less
		1150587	5.00	than savvy computer users!
		1149263	5.00	
				My answer was received promptly and I was notified that it
		444700	5.00	was turned over to someone else and the results were
		1144766	5.00	immediate. Thank you. the guy was fantastic: he did even more than I hoped for, in
	Help Desk::Athena	1149098	5 00	much simpler way than I thought would need to be done.
			0.00	I was able to resolve the issue before the Help desk looked
		1147961	4.17	into it.
		1138748	5.00	You did great.
	T	4447075	5.00	Don't know about expertise level, but my phone jack was re
	Telecom::3help	1147275	5.00	attached to the wall in fine fashion. Solve the problem, at least. The problem is still unsolved:
				incoming phone calls do not ring or only ring once then cut
				Telephone machine is ruled out: it works at my office well an
				another phone working elsewhere does not work with my ho
		1145053	1.67	phone line.
	Edtech::Stellar	1146573	5.00	Many thanks.
				Staff discovered on its own that the source of the problem was that its message was sent to my Athena account and no
				was that its message was sent to my Athena account and no my math account, so I never received it. Staff then sent a co
	Software::Licensing::Questions	1141112	5.00	to my math account, and my problem was solved.
			0.00	Keep the help line hours going. I was particularly glad that
				help line does not stop at 5:00 on Friday since I needed help
2/1/2010	Help Desk::Call Center	1148060		after 5:00 to get the mailing out.
		1146955		The response is prompt and right for the problem.
		1146741	5.00	fantastic service! No recommendations - you all are wonderful! Thanks for
		1146740	5 00	providing such great service.
		1140/40	5.00	The information and service I received was extremely helpf
				and the attendant was very knowledgeable on the subject.
		1146597	5.00	Excellent experience.
		1146485	5.00	Thanks for the helpMishtu
				The person I spoke with was very knowledgeable and helpe
		1145984	5.00	reduce the time it took me to resolve my issue.
		1145400	E 00	Terrific help and very patient with my questions! Could not
		1145409	5.00	have been a better experience. this was great! Got a quick self-do solution to an annoying
				problem. Did it and the problem has stopped. It doesn't get
				problem. Did it and the broblem has stopped. It doesn't der

				What Desktop Support had not resolved over a 4 week perio
				Jozsef Doczi took care of in about 24 hours. As always, good
2/1/2010	Help Desk::Call Center	1145266		professional support.
		1144913	5.00	your staff is always expert, helpful and collegial. Bravo!
				question not answered help desk person said he could not
		1142667	1 67	answer my question without seeing the server in question. H said my issue was not straightforward or easy to answer.
		1142007	1.07	I was hoping that IS&T supported server side mail sorting,
				similar to what Google Apps offer in their Filters/Labels. MIT
				has a Google Apps account but does not allow mail to pass
				through it, nor is there a suitable alternative. It took a few day
		1141214	3.33	to hear back from IS&T.
				The response took long enough I was able to solve my own
		1141129	2.50	problem before they got back to me about it.
		1110000	5 00	They never got back to me with the ticket! I ended up solving
		1140803	5.00	the problem myself. The helper suggested I change my password and helped me
				through the process. When I did, the mail got back to normal.
		1136173	5 00	Thank you. CVC
			0.00	Lately, I seem to spend a lot of time on hold when I call. The
				consultant does usually email back, but I'd rather talk to a
		1135197	4.17	person.
				Handled thru e-mail and corrected the situation by using
				Malware virus detector. I've used IT many times at MIT. IT do
		1134817	5.00	a good job at handling computer issues, in a timely way.
				I have contacted IS&T many times for an array of issues and
		4424000	5.00	have always been very pleased with the service. The respons
		1134000	5.00	have always been prompt and thorough. Thanks! Problems with MIT antivirus software were not cleared.
				Antivirus software fails to download virus definitions updates
				from the respository even after formatting hard drive and
	Help Desk::Service Center	1147751	4.17	reinstalling windows.
	•			Very competent staff; they diagnosed and fixed a complicate
		1143957		problem. I could not be happier. Thanks so much, I nank you for the reedback opportunity. My laptop either
				stopped working (complete freeze) or would not start with the
				power button. The IST tech thinks it is due to the hard disk.
				seems to more connected to the logic board (why would a dis
				problem cause it to abruptly stop or not start?) but I am not t expert. The tech recommended, reasonably, that I replace the
				machine, which is four years hold. I cannot argue with the
				decision, which seems correct, even though I am not happy
		1141630	4.17	with the longevity of the machine.
				When explaining the terms of my extended Apple Care
				warranty, the associate seemed condescending for my not
				knowing every detail of the warranty and angry that I would a
				what those terms are. In the future, a more understanding
				response in a less harsh tone would leave more more satisfie
		1139730		with the service
		1075082	4.17	they're good and helpful.
				In the past when I have come to get advice about buying a
				computer, the staff was not very knowledgeable about PC's, only Macs, so it was great to talk to someone who really knew
	Help Desk::Presales	1147488	5.00	the differences between the different PCs.
	Theip DeskPresales	114/400	3.00	The mist person who responded dian t have the expertise to
				solve the problem, but didn't realize it so he sent a reply the
				confused me further. Eventually he realized what was neede
				& sent me to another address but I got no immediate
				response from that email. I found a web page on the right
				topic, and send a help request from that site - but it was sent
				the first address. Eventually the second address responded,
				commented that they now saw that the web page had to be
				corrected to send messages to the right address, and answe
		1122074		my question. The answer was not what I had hoped it would
	Help Desk::HDweb	1122871	3.33	be but that's another problem that has nothing to do with the I was impressed by April that she kept coming back to me to
				try and figure out the problem I was having with SAP. She ev
				went as far as going to others to ask for their help. Thank yo
	Help Decky Business Help	1037412	5.00	again April.
	neip Deskbusiliess neib			
	Help Desk::Business Help	1001412	0.00	The answer I got was essentially "Not our problem". In fact t
	neip Deskbusiliess neip			The answer I got was essentially "Not our problem". In fact t answer was two-pronged; the second part was not even

been better to include the student on the reply to a) give him the answer asap and b) minimize the # of emails. I'm not sure i this is because of a limitation in RT or staff procedure, but if you could look into it I think that would be helpful. There are lots of service providers on campus like me who, instead of juu referring students to ISAT, like to go the extra mile to contact you on their behalf, so it would be useful to consider the best 3.33 workflow around this. Thank you. Troblem Was reported in trait ling in the morning (9-9:30am) but was not fixed until the next day. I can't do my job without a phone especially during the first week of classes as all sorts o urgent things come up throughout the day. I was forced to use my personal cell phone, not only to follow up to find out why the technician had not come out yet, but to take care of MIT bus uses. The phone was fixed when I arrived the next day, so had no interaction with the technician, but I needed it fixed the sections under the same course number, 21M.302. We assign different homework assignments, but we cannot use the Stella different homework assignments, but we cannot use the Stella different homework assignments, but we cannot use the Stella in 1137043 4.171 Thank you for your help. I never had the opportunity to speak directly with staff, whch for me was somewhat of a dissepointment information was provided via email; the information was clear and helpful, but a phone call may have been a tot easier for someone who started out using a munual typewriter! resolve my problem. At the end of the semester, I review the comments written by my students in order to give them a grad on their written participation in the course. Since a significance number of the since has to handle many urgent issues at the end of the term. The December break led to further delays in handling the problem. When the team did focus on the problem, I supplied as much information as I					concern. I'm a staff member at MIT who wrote in with a
2/1/2010 Help Desk::Athena 1135862 3.33 1135862 3.33 profilow cound labs. Thank you urgent things concerved to its of the day. I was for its of my job without a phone especially during the day. I was for its orm job without a phone especially during the day. I was for its orm job without a phone especially during the day. I was for its orm job without a phone especially during the day. I was for its orm job without a phone especially during the day. I was for its orm job without a phone especially during the day. I was for its ore do use my personal cell phone, not not ju to follow up to find out why the technician had not come our yet, but to take care of MIT business. The phone was first when I arrived the next day. So had no interaction with the technician, but I needed it fixed the phone ealing where had not a dissopnithment information was provided via email, the information was clear and helpful, but a phone ealing where had it dissopnithment information was provided via was mail, the information was clear and helpful, but a phone call may have been a lat easier for someone who started phone call may have been a lat das its disponithment information was provided via wanil; the informatin was clear and helpful.					email) to involve him in the correspondence). However, the person who wrote back, while giving a helpful and accurate
2/1/2010 Help Desk::Athena 1135862 3.33 infinition in Te or staff procedure, but if you could look into it 1 think that would be helpful. There are to sof a service providers on campus like me who, instead of juur reforing students to ISAT, like to go the service maint in the service is a service in the set of the					wasn't a big time sink for me to forward the response onto the student in question, it seems less than efficient and would have
2/1/2010 Help Desk::Athena 1135862 3.33 workflow arcund this. Thank you: 2/1/2010 Help Desk::Athena 1135862 3.33 workflow arcund this. Thank you: 2/1/2010 Help Desk::Athena 1135862 3.33 workflow arcund this. Thank you: - Problem Was reported first uning in the morning (s-9:3) camp but was not Kired until the next day. Ican't do my job without a phone especially during the first week of classes as all sorts or urgent things come up throughout the day. I was forced to use my personal cell phone, not only to follow up to find out why the technician had not come out yet, but to take care of MIT business. The phone was fixed when a firved the next day. So had no interaction with the technician, but needed it fixed the first means on the set of my class. We have two sections under the same course number, 211M.302. We assign different homework assignments, but we cannot use the Stella Edtech::Stellar 1137043 4.17 Thank you for your help. Inver had the opportunity to speak directly with staff, whef for me was somewhat of a disappointem information was provided via email; the information was learned helpful, but a phone call may have bea to teasier for someone who started on the written participation in the course. Sine a significance number of their comments or this task. ANN yu seful solution would have needed to be very prompt. I am sure that the problem. Store a significance number of their some and problem. At the earne of this store as a neans of storing key student documents. I realize that some problems just cannot be solved. I only hope that I d					the answer asap and b) minimize the # of emails. I'm not sure if
2/1/2010 Heip Desk::Athena 1135662 3.33 vool on their behaft, so it would be useful to consider the best workflow around this. Thank you. 2/1/2010 Heip Desk::Athena 1135662 3.33 workflow around this. Thank you. Problem Was reported trist thing in the morning (9 -9: susm), but was not fixed until the next day. I can the omy job without a phone especially during the first week of classes as all sorts our ugent things come up throughout the day. I was forced to use my personal cell phone, not only to follow up to find out why the technician had no interaction with the technician, but I needed It fixed the first week of classes. We have two sections under the same course number, 21M 302. We assign different homework assignments, but we cannot use the Stella does not meet the needs of my class. We have two sections under the same course number, 21M 302. We assign different homework assignments, but we cannot use the Stella homework page to do this. Edtech::Stellar 1143482 2.50 1130528 1130528 1130528 4.17 Voit using a manual typewriter! resolve my problem. At the end of the semester, I review the comments writen by my students in order to give them a grad on their writen participation in the course. Since a significance number of their comments had disappered from our stellar course site. I was unable to carry out this task. Any urgent issues at the end of the semester, I review the course of the set as a mans of storing key student in order to give them a grad on their writen participation in the courourse. Theceember break led to furthere delays in handling the p					lots of service providers on campus like me who, instead of just
but was not fixed until the next day. I can't do my job without a phone especially during the first week of classes as all sorts of urgent things come up throughout the day. I was forced to use my personal cell phone, not only to follow up to find out why the technician had not come out yet, but to take care of MIT business. The phone was fixed when I arrived the next day, so had no interaction with the technician, but I needed it fixed the same day. Telecom::3help 1144642 1.65 same day. Edtech::Stellar 1143482 2.50 homework page to do this. 1137043 4.17 Thank you for your help. 11380528 4.10 in rever had the opportunity to speak directly with staff, whch for we was somewhat of a dissopointment information was provided via email; the information was clear and helpful, but a phone call may have been a lot easier for someone who stated out using a manual typewriter! resolve my problem. At the end of the semester, I review the comments written by my students in order to give them a grad on their written participation in the course. Since a significance number of their comments had disappeared from our stellar course site, I was unable to carry out this task. Any urgent usloution would have needed to be very promy. I an sure that the problem. I tend here on the term a grad of their written participation in the course. Since a significance number of their comments had disappeared from our stellar course site, I was unable to carry out this task. Any urgent uslout on would have needed to be very promy. I an sure that the problem. I submit in order to give them a grad of their written participation in the course. Since a significance number of their comments had disappeared from our stellar course site, I was unable to carry out this task. Any urgent usues at the end of the term. The December break led to fourther delays in handling the problem. When the team did focus on the problem, I supplied as means of storing key student documents. I realize that some problem sijust cannot be solved. I do not encounter a similar	2/1/2010	Help Desk::Athena	1135862	3.33	you on their behalf, so it would be useful to consider the best workflow around this. Thank you.
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email that the network issue has been resolved. Hence we					
undid all of the cabling and after a while the network went					
I deciminante Martin de made all de made all de made all de made de martin de martin de					-
down again. We had to redo all the work again to provide internet access which was a bit frustrating. It would be useful					
in the future to completely diagnose the problem and solve it					in the future to completely diagnose the problem and solve it
1/25/2010 TNIS::Trouble Calls 1129857 3.33 before notifying the contact person that the problem is solved. Help Desk::Call Center 1140093 5.00 Great, as usual.					
Nothing. The problem needs to be resolved by my financial 1139851 5.00 officer.		· ·	1139851	5.00	
The individual who helped me was courteous, polite, and				5.00	The individual who helped me was courteous, polite, and
helpful. However, I called earlier in the day and IS&T was closed for a period of time (about 2 hours) in the early					• • •
afternoon. I am not sure if this happens daily or whether it was					afternoon. I am not sure if this happens daily or whether it was
a specific case, but it was frustrating to find that they were not 1139111 4.17 actually open 9-5 as stated.					a specific case, but it was frustrating to find that they were not

				I simply could not figure out what to do in order to get to the
				point that would allow me to do what I wanted (which was to
				start a website on my MIT webspace in order to practice
				Dreamweaver - I couldn't figure out how to get to the correct
1/25/2010	Help Desk::Call Center	1138999		spot without maybe messing up my connection to my office's
		1137747		It was an excellent experience!
		1137715	5.00	Staff member was very thorough and also very good-natured! I submitted this ticket for someone who contacted me
				regarding the recent phishing incident. The answer came
				promptly and I was able to use that for anyone else who
		1137401	5.00	contacted me with the same issue.
				It seemed like I got a form response, because it said (roughly),
				"This is spam, don't respond to it." Which I already knew
				because I had sent it in as a report on the spam that I was
		1137074	3.33	getting.
				i was just forwarding a spam email. there was no resolution
				really needed. but I was responded to in a timely professional
		1136952		manner. thanks!
		1136260	4.17	My problem was simply the lack of support of 64-bit windows This small trouble, as it turned out, stemmed more from a
				peculiarity of my own MacBook Pro laptop than from any flaw
				of your system. But your staff person whom i happened to
				reach via your 253-xxxx help phone number proved to be well
				informed about that oddity too, and so we together sorted
		1136256	5.00	things out quite quickly. Thanks again.
		1136111		Building was a little hard to find.
		1135950	4.17	Unfortunativ there was no solution to the issue
				I said "satisfied" rather than "very satisfied" because it did
				take five consultations over 90 minutes to accomplish the
				downloading to my new computer of Microsoft Word. However,
				that was better than (on my own) not being able to do it at all
				(in intermittent attempts over the previous two days). In a way,
				the fact that it took several IS&T people to solve the problem
		1135089	4 47	made me feel like I wasn't such a dope to be unable to do it
		1133069	4.17	myself. Thanks for the help! I had some old word perfect files on my new laptop. It is not
				readable on it. Your staff member did her best but through no
				fault of hers the problem was not solved. I do have the files
				also on a zip disk so I can print out the important files on my
		1135085		older desktop computer.
				I haven't yet tried the fix so don't know if it will work. Found
				out that an old version of kerberos is needed for secure crt on
				my MIT desktop and need to try installing that on my home
				computer before seeing if the secure crt under Windows 7 64
				bit will work on my home computer. Roberta Crumrine
		1135028		(robertac@mit.edu)
		1134606	5.00	always courteous and good service I called the first time and was given the contact information for
				Dell for ordering a computer and receiving an educational
				discount (I am an MIT student). The person at IS&T told me
				though that she couldn't give me the id# over the phone and
				that she would email it to me. I never received the email (even
				checked my junk mail). I called again and the 2nd person gave
		1134595	2.50	me the id# I needed.
				iPASS is slated to be dropped on June 30th. However you
				guys removed the download as of 1/15/10. I would suggest
				waiting until the date that support will end be the date that the
		4.0.0.		any software is removed from the general download area not
		1134344		just iPASS
		1128428	0.83	Problem was never solved. I solved the problem myself. Was surprised and happy that the diagnostic Jake ran on my
				machine allowed me to get my battery replaced by Apple under
	Help Desk::Service Center	1138330	5.00	warranty.
	hop beak der vice Center	130330	5.00	My computer was fixed in two days and everything went really
		1134376	5.00	smoothly. Thanks!!!
			0.50	The only thing that particularly bothered me was that my
				computer went in with XP Professional and came back with XP.
				I ended up downloading and installing 7 so it ended up okay,
		1128815	3.33	but paying \$90 to have the wrong OS installed was slightly

				The professional who asnswered my call explained that most
				likely it was a system issue expereinced bu multiple useres, but
				he still suggested recording my call and getting back if I still
				have problems later on. Issue has been resolved within a few
				hours and I felt I was in a comfortable position to wait. Thank
1/25/2010	Help Desk::Business Help	1139807	5.00	you for great service.
				Everything was handled quickly, professionally and to my
				utmost satisfaction. Lets face it, from time to time sometimes
		1139772	5.00	hickup in technology happens. Thanks!
				I rated question 6 at a 4, but do understand and note that the
				delay was a result of high call volume. Otherwise, the team was
		1139548	5.00	great. Detlamphone Dan Vongphayboun
				I had dealt with this problem in the past yet wasn't really
				satisfied with the solution. This time, the person was
				experienced and knew just how to fix the problem - excellent! I
		1135592	5.00	took very little time and the problem is permanently resolved.
				The staff is, and has always been, the best support staff I have
		4440024	5.00	used in 15 years of industry, and 7 years in academia. Thanks
		1119834	5.00	to everyone who has helped me! -Blade The issue was resolved very promptly but I had no
				communication from the IS&T office until weeks later. I
				appreciate that the problem was fixed, but it would be nice to
1/18/2010	RCC::NorthWest	1085773	2 50	have better communication.
1/10/2010		1003773	2.30	I appreciate your having a pointer to the info about the pobox
				problem displayed at the webmail login page, with a clear
				explanation at the 3down page. Once I knew that it wasn't just
				a problem with my account, and that you were working on it,
				waiting for a resolution was much less stressful. Good job and
	Help Desk::Call Center	1133447	5.00	quick fix!
		1133000		Great service! Thank you.
		1132862		many thanksIST is one of the best things here at MIT
		1132636		Excellent help
				It was helpful just having another person on the phone line,
		1132558	5.00	plus she was helpful.
		1132349	5.00	Staff were fast and effective. Great service!
				My IS&T rep was very knowledgeable, friendly and helpful.
		1131643	5.00	Thank you!
				Explain why sender blocker alone does not work with Outlook
				Email, thereby requiring moving the liwt to Symantec
		1131143	4.17	Brightmail Gatwway.
				I had a difficult time finding the VPN for 64-bit Windows on the
				IS&T website. I emailed and got a very quick response directing
		1130344	5.00	me to the URL.
				Ultimately I solved this myself after hanging up with the
				helpdesk, but it was the guy's patient encouragement that
				helped me understand where the problem was and I could
		4400070	F	systematically work through it (using Malwarebytes for one
		1129079	5.00	step, then re-running MacAffee)to delete the evil files. Thanks!
				team can't answer a question, that person then finds someone
				else among the computing-help group who can answer it and
				solve it. You have a great pool of knowledge to draw from, and
				we are best served when, in a difficult case, your team takes
				advantage of your greater resources and communicates with
				one another to help solve a given problem and to teach us. No
				doubt everyone wins. Computing Help is an invaluable service
		1126445	5.00	to the MIT community! Best, Francis
		1120445	5.00	maybe have live chat instead of talking over the phone, really
		1123661	1 17	hard to hear them over a cell phone at MIT.
		1125001	4.17	This situation may never have been resolved. I just kept
				receiving emails asking if it was okay to close the ticket, and
				when I responded that it wasn't, I just never heard anything
				, , juot no no na any ang
				until the next email asking if it was okay to close the ticket.
		1041743	0.83	until the next email asking if it was okay to close the ticket. I finally just gave up.
	Help Desk::Service Center	1041743		finally just gave up.
	Help Desk::Service Center	1041743 1128641		

				called every day with the ticket number and the person on the
				phone had to go and find the update on my PC. I was without
				my laptop for over a week. Additionally, my Outlook folders
				were never backed up as I had thought they were on a daily
				basis. I was later told, that if Outlook is open, then Outlook
				does not back up folders in the normal process. I have lost all
				my outlook history. This was totally unexpected and it should
				be made very clear to those using the back up service that this
				is the process. I now have a back up oulook folder that backs
				up when I close outlook and then will be backed up to the
				server the following day. A good work around, too bad it is
1/18/2010	Help Desk::Service Center	1074750	3.33	wasn't done initially.
				Huey Chan investigated the problem and provided the fix in a
				very timely manner. I am very pleased with the service. Thank
	Help Desk::Business Help	1132900	5.00	you.
				I was very pleased with the way the staff helped me with my
				issue. They were courteous and helpful and I would not
				hesitate to ask more questions or recommend someone consult
	Edtech::Stellar	1131187	5.00	them for help.
				Response was immediate and addressed the issue completely.
		1130794	5.00	A+! Brent I think the person was out of the office (found out by phone),
				but responded back immediately when scheduled to get back,
				so I was very thankful! The staff member was extremely
				professional and answered the question completely to my
				satisfaction, also pointing me in the right direction for
				additional information. My recommendation is that if we email
				people specifically to vIsI-XXX@mit.edu, where XXX is the
				topic, if they are out of office, then maybe there could be an
				auto-respond (if that method doesn't already exist). But, just
	Software::Matlab::Questions	1122072	4.17	to be clear, I was very happy :)
	Software::Licensing::Questions	1127124		Everything was done just right.
	U			Everything was done perfectly, but there was a lot of mess left
				around from the job that was not cleaned at all. But thank you
1/12/2010	RCC::WestCampus	1018802	5.00	very much!
				This ticket actually covers two internet connection outages
				(the problem recurred after it was fixed). I was pretty
				dissatisfied with the handling of my ticket on the first occasion -
				- it took over 2 weeks for IST to fix the internet connection on
				my work computer, and it just broke again a few weeks later.
				Although I had no trouble contacting an IST rep about the
				issue, the people I spoke to told me that they didn't have the
				expertise to fix the problem. (But when my PI called up, they
				managed to find someone with expertise and fix the problem
	TNIS::Trouble Calls	1083372	2 22	within 24 hours.) I was quite satisfied with the second handling of my ticket the problem was fixed within 24 hours.
	Help Desk::Call Center	1125421	0.83	
	neip beskttoun oentei	1120421	0.00	Could have offered advice to avoid this occurrence potentially
		1125397	2.50	repeating (however, I did not request this advice).
				mank you for ano follow up: four for theip Ento stan
				member could not have been more helpful and patient. For
				many years, I have used remote access software (TIMBUKTU) to
				control my office computer from home. I would like to do the
				same from my Lap-top when travelling or vacationing.
				Basically, I need to get onto the Internet with my lap-top, and I
				would like my lap-top to have independent capability to do so
				(i.e., be wireless). Your staff member and I discussed the
				availability of such capability through companies such as AT&T
				which I had investigated. While monthly charges for such
				service are quite reasonable, a contract of 12 to 24 months is
				also required, and I need it only until June 30. If such service
				can be obtained at a lower cost, either through MIT or
				otherwise, neither your staff member nor I know of it. If you
		4405054	F 00	would care to discuss this further, please contact me at
		1125354	5.00	jmdhosi@mit.edu, or x3-3301, or at home, 617-527-5916. (I will
		1125465	4 47	Clearer directions on whether an ECAT issue needs to be
		1125165 1125152	4.17	solved through IS&T or Procurement. Great work, thanks!
		1123132	5.00	All that needed to happen was the router needed to be reset. I
				don't understand why this took 4 days, especially since it can
				be reset remotely. 4 days without internet is a long time for an
				office of grad students, especially when programs like MatLab
				require us to be logged in to the network. On the plus side -
		1125073	1.67	the guy who came to fix the problem was very good.

	Help Desk::Call Center	1124739	5.00	IS&T is awesome!
				began an IAP class with more than 50 people. We could not get
				a stable internet connection. I have a lot of IT experience and
				called the help desk; when they didn't have a good suggestion
				and kept misunderstanding (believing that individual people
				had pc problems), I suggested to them that they reset the
				routers. Instead, they took the ticket, did nothing, and no
				person ever came, though I was promised an in-person visit. I
				called multiple times that day and was ultimately told that I
				should not expect the routers to be able to support the
				students. On Wednesday, filled with frustration, I called again
				and was very aggressive in my requests. I believe that request
				got a second ticket number and within a few minutes, I got an
				email that the routers were resetting. This solved the problem.
				I am extremely disappointed that clearly explaining that an
				entire class could not get consistent web access was not ! a
				red flag to a help desk person; nor was explaining that the
		1123474	0.83	class was on web technology or that it was a one week class.
		1123383		Thank you. The solution worked out great!
		1122407	5.00	
		1122407	5.00	Alas, you can't protect me from myself! Plunge ahead, ignore
		1121960	E 00	
		1121900	5.00	the warnings, splat. It was a dramatic and challenging problem, and the staffer
		1101000	F 66	who helped me walked me through the steps perfectly, with an
	Hala Daalas Camila - Osatas	1121930		excellent outcome.
¹	Help Desk::Service Center	1124291	1.67	
		4404000		The diagnostic and repair were done much more quickly than I
		1121909		was expecting. Thanks!
		1083253	5.00	
				I love calling IST, its always so easy and helpful. Thanks so
	Help Desk::Business Help	1120737		much for your PATIENCE and support.
P	Help Desk::Athena	1123520	5.00	
				I would have put down very satisfied for all questions;
				however, I still haven't checked the advice. I'll get back to IS&T
	Edtech::Stellar	1121317	5.00	if I need more help.
				I was surprised and happy to get regular updates on the status
				of my problem. That was incredibly helpful! The only less than
				excellent thing was how long it took to fix my problem. Hence
	I			the Manufa Continue of the second the state of the second se
				the "satisfied" mark above rather than "very satisfied".
				However, since IS&T needed to talk with the registrar about
				However, since IS&T needed to talk with the registrar about this, I realize that it was not entirely under anyone's control. It
	scores first by month of the fiscal y	1117156		However, since IS&T needed to talk with the registrar about this, I realize that it was not entirely under anyone's control. It was still fixed in a timely manner, just not lightning fast.
	Software::Licensing::Questions	1119603	5.00	However, since IS&T needed to talk with the registrar about this, I realize that it was not entirely under anyone's control. It was still fixed in a timely manner, just not lightning fast. I was happy that SPSS is now installable on Macs!
	Software::Licensing::Questions			However, since IS&T needed to talk with the registrar about this, I realize that it was not entirely under anyone's control. It was still fixed in a timely manner, just not lightning fast. I was happy that SPSS is now installable on Macs! Excellent Service
	Software::Licensing::Questions	1119603	5.00	However, since IS&T needed to talk with the registrar about this, I realize that it was not entirely under anyone's control. It was still fixed in a timely manner, just not lightning fast. I was happy that SPSS is now installable on Macs! Excellent Service The slow wireless problem was fixed by installing a router
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iscal Month / Gro I 1/4/2010 I	Software::Licensing::Questions Mobile Devices RCC::WestCampus	1119603 1120356 1120356 111011374 111374 1119488 1117940 1117851 11177518	5.00 5.00 5.00 5.00 5.00 5.00 4.17	However, since IS&T needed to talk with the registrar about this, I realize that it was not entirely under anyone's control. It was still fixed in a timely manner, just not lightning fast. I was happy that SPSS is now installable on Macs! Excellent Service 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 Great service! 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? Improving? Are you kidding? You did GREAT! In general, I found the service at IST very professional and excellent. In this case, the problem was not resolved as we didn't know why the proposed solution did not work. I fnally and subsequently walked into your office with my labtop on Mass Ave and got it fixed right there on the spot. So, now, the problem has been resolved, via an on-site visit to your office. I got to use the new online network, where the staff member could access my computer to help me remedy the issue. I
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scal Month / Gro I	Software::Licensing::Questions Mobile Devices RCC::WestCampus	1119603 1120356 1120356 111011374 111374 1119488 1117940 1117851 11177518	5.00 5.00 5.00 5.00 5.00 5.00 4.17	However, since IS&T needed to talk with the registrar about this, I realize that it was not entirely under anyone's control. It was still fixed in a timely manner, just not lightning fast. I was happy that SPSS is now installable on Macs! Excellent Service 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 Great service! 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? Improving? Are you kidding? You did GREAT! In general, I found the service at IST very professional and excellent. In this case, the problem was not resolved as we didn't know why the proposed solution did not work. I fnally and subsequently walked into your office with my labtop on Mass Ave and got it fixed right there on the spot. So, now, the problem has been resolved, via an on-site visit to your office. I got to use the new online network, where the staff member could access my computer to help me remedy the issue. I

someone knowledgeable about it ATT, because I din't receive the normal email that should tell me about my recording of my meeting, and I vanted to know whether MT had sat something different as a default. (I've been using someone elee's webex service and NEVER had this problem.) All I got from MT was a pointer to the webex people - completely 1116781 0.83 uninformative and not helpful. I vareful facts, not another Tev Fortom tart II is Someone else, egn etworking, II 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 hockins, but when it was finally resolved, the case wasn't updated with any explanation - what had souddenly stopped working just as suddenly and 1116722 5.00 in 24.00 months are solved. The discussion was that I break up the addresses but we arrive. How working its as suddenly and 1116788 0.17 addresses, but we carrive. Molisa Fox for Prinn A somewhat unusual circumstance regarding this ficter was that I itmediately received the automatic response and ticket unumber, then waited a few days for an Emailed resolution that did not arrive. I then weaver did not arrive to me via Email 1111594 5.00 Thank you so much for your help! He was greater to the web-interface, entered the ticket number, and found out that it had been answered. I an 1111594 5.00 Thank you so much for your help! He was greater to a so why the anomaly existent. Then were cased the was greater to a so why the anomaly existent. When the weak there is the solution that did not arrive to the web-interface. I an ticket number, and found out that it had been answered. I an ticket number, and found out that it had been answered. I an ticket number, and found out that it had been answered. I an ticket number, and found out that it had been answered. I an ticket number, and found out that it had been answered. I an ticket number, and found out that it had been answered. I an ticket number, and found out that it had been answered in the provide a so why the many advect the was that I					
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		Help Desk::Service Center	1117488	5.00	you.

			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: ironald@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
	1115312	5 00	the system, and I can check to see if there's been any action
1/4/2010 Help Desk::Service Center	1115312	5.00	noted in the case. All-in-all, I have what I need, and that's a 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,
	1084282	2 22	all of the actual work with the computer was satisfactory.
	1004202	3.33	I got a fast, reasonable suggestion for my problem, along with
			an invitation to write back if it didn't workwhich the help desk
			responder new might be the case. It didn't work, so I'll be back
Help Desk::Business Help	1120306	5 00	if another possible solution does not work out.
Theip DeskDusiness help	1118592		As always, your staff was a more than helpful.
	1110332	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 guickly with several possible
	1118297	5.00	solutions and ultimately everything was fixed. Great job!
		0.00	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
Telecom::3help	1111041	4.17	it was fixed. But overall, I appliciate your help very much!
			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
Mobile Devices	1118790	5.00	95% to 100%.
			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
	1107518	4.17	online and through my mobile device.