

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

All IS&T Queues Surveyed

12 week average

4.52

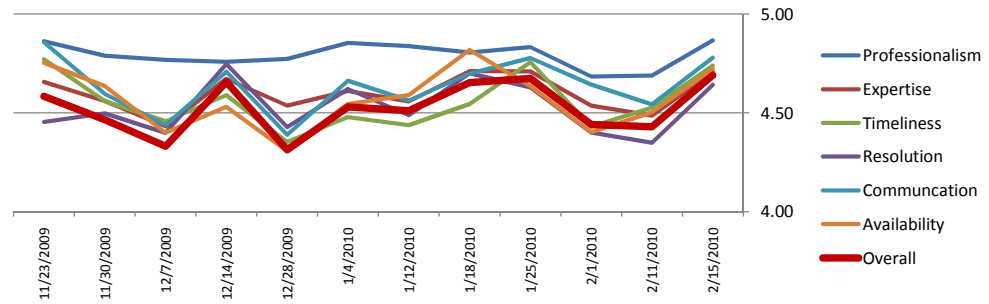
Goal = 4.5; N = 850

Overall Satisfaction

4.31 lowest weekly

4.69 highest weekly

over the 12 weeks



All Service Desk Queues

12 week average

4.52

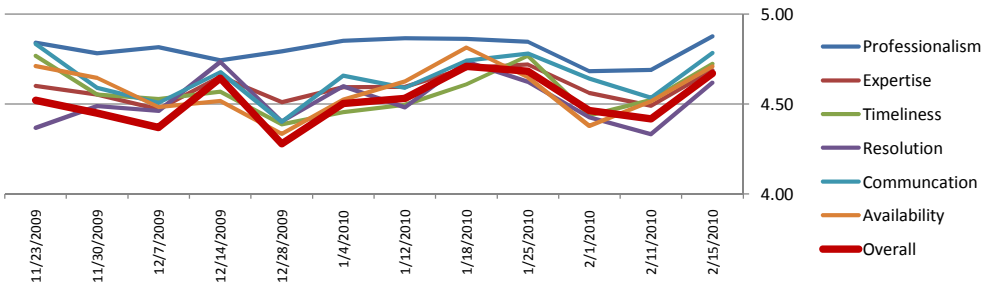
Goal = 4.5; N = 767

Overall Satisfaction

4.28 lowest weekly

4.71 highest weekly

over the 12 weeks



Call Center

12 week average

4.53

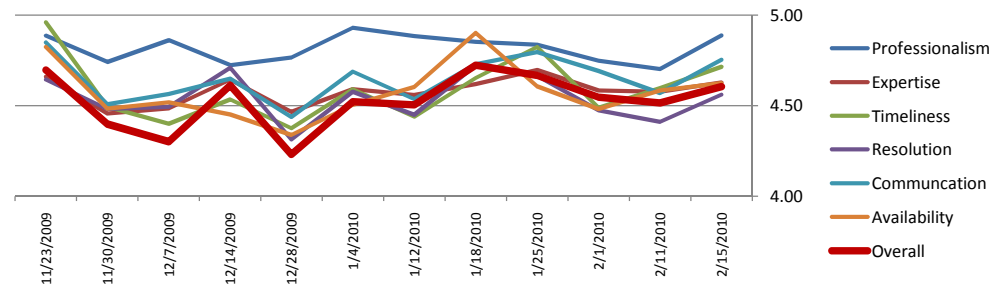
Goal = 4.5; N = 575

Overall Satisfaction

4.23 lowest weekly

4.72 highest weekly

over the 12 weeks



Repair Center

12 week average

4.45

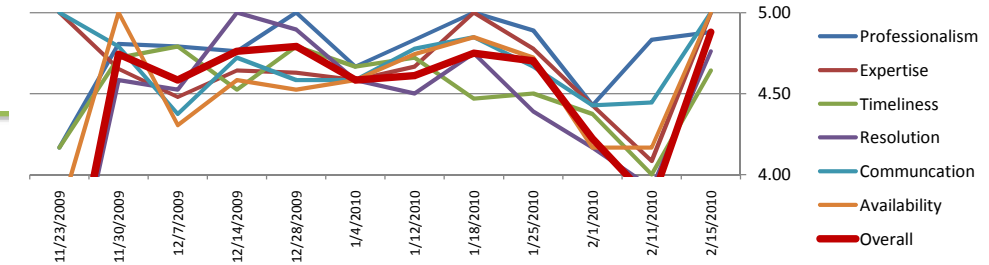
Goal = 4.5; N = 123

Overall Satisfaction

2.92 lowest weekly

4.88 highest weekly

over the 12 weeks



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-

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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.

Athens

Overall Satisfaction
12 week average



Goal = 4.5; N = 29
 3.33 lowest weekly
 5.00 highest weekly
 over the 12 weeks

Professionalism
n/a

Expertise
4.77

Timeliness
4.51

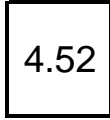
Resolution
4.73

Communication
4.75

Availability
n/a

RCC Queues

Overall Satisfaction
12 week average



Goal = 4.5; N = 45
 3.33 lowest weekly
 5.00 highest weekly
 over the 12 weeks

Professionalism
4.76

Expertise
4.71

Timeliness
4.37

Resolution
4.59

Communication
4.51

Availability
n/a

Telecomm Queues

Overall Satisfaction
12 week average



Goal = 4.5; N = 25
 3.61 lowest weekly
 5.00 highest weekly
 over the 12 weeks

Professionalism
4.63

Expertise
4.52

Timeliness
4.58

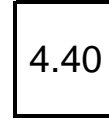
Resolution
4.41

Communication
4.80

Availability
4.72

TNIS Queues

Overall Satisfaction
12 week average



Goal = 4.5; N = 24
 2.92 lowest weekly
 5.00 highest weekly
 over the 12 weeks

Professionalism
4.69

Expertise
4.53

Timeliness
4.42

Resolution
4.46

Communication
4.47

Availability
n/a

EdTech::Stellar

Overall Satisfaction
12 week average



Goal = 4.5; N = 40
 1.67 lowest
 5.00 highest
 over the 12 weeks

Professionalism
4.38

Expertise
4.43

Timeliness
4.35

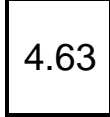
Resolution
4.15

Communication
4.45

Availability
4.32

Network::Requests

Overall Satisfaction
12 week average



Goal = 4.5; N = 29
 3.61 lowest
 5.00 highest
 over the 12 weeks

Professionalism
4.75

Expertise
4.69

Timeliness
4.55

Resolution
4.53

Communication
4.55

Availability
n/a

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Survey Data Detail by Month by Group and Queue

Fiscal Month / Group / Queue		# of Responses	Profess- -ionalism	Expertise	Timeliness	Resolution	Communi- -cation	Availability	Overall		
7	Service Desk	Help Desk::Athena	5	5.00	5.00	4.17	5.00	4.83	4.44	4.67	
		Help Desk::Business Help	26	4.93	4.77	4.90	4.81	4.81	4.69	4.90	
		Help Desk::Call Center	180	4.86	4.57	4.65	4.54	4.67	4.63	4.54	
		Help Desk::HDweb	1	5.00	5.00	2.50	4.17	4.17	5.00	5.00	
		Help Desk::Presales	1	4.17	4.17	4.17	4.17	4.17	4.17	4.17	
		Help Desk::Service Center	51	4.85	4.75	4.59	4.53	4.72	4.73	4.66	
		Mobile Devices	8	5.00	4.90	4.38	4.90	4.79	4.76	4.69	
		RCC::BriggsField	2	4.58	4.58	4.58	4.58	4.58	4.17	4.58	
		RCC::EastCampus	1	5.00	5.00	5.00	5.00	5.00	5.00	5.00	
		RCC::MassAve	2	5.00	5.00	5.00	5.00	5.00	5.00	5.00	
		RCC::NorthWest	5	4.67	4.83	4.50	4.83	4.67	4.17	4.50	
		RCC::WestCampus	12	4.63	4.70	3.54	4.72	4.54	4.35	4.31	
		Software::Licensing::Questions	4	4.79	4.79	4.38	4.79	4.79	4.17	4.79	
		Software::Matlab::Questions	5	5.00	4.67	4.50	4.83	4.67	4.79	4.83	
		Telecom::3help	8	4.69	4.58	4.48	4.69	4.67	4.86	4.58	
		Service Desk Total	311	4.85	4.65	4.58	4.61	4.69	4.64	4.60	
		OIS	Network::Requests	8	5.00	4.88	4.38	5.00	4.86	4.83	4.69
TNIS::Trouble Calls	6		4.44	4.17	3.75	4.72	4.17	4.17	4.17		
OIS Total	14	4.74	4.55	4.11	4.88	4.51	4.47	4.46			
ISDA	Edtech::Stellar	14	4.46	4.62	4.40	4.35	4.42	4.72	4.46		
ISDA Total	14	4.46	4.62	4.40	4.35	4.42	4.72	4.46			
7 Total		339	4.83	4.65	4.56	4.61	4.68	4.64	4.59		
8	Service Desk	Help Desk::Athena	16	4.56	4.44	4.44	4.28	4.50	4.17	4.43	
		Help Desk::Business Help	17	4.85	4.75	4.80	4.90	4.89	4.72	4.85	
		Help Desk::Call Center	121	4.76	4.58	4.61	4.41	4.65	4.56	4.52	
		Help Desk::HDweb	1	5.00	3.33	2.50	5.00	4.17	2.50	3.33	
		Help Desk::Presales	1	5.00	5.00	3.33	5.00	5.00	5.00	5.00	
		Help Desk::Service Center	33	4.65	4.44	4.32	4.22	4.54	4.35	4.24	
		Help Desk::UNIX/Linux	1	5.00	4.17	2.50	1.67	5.00	5.00	3.33	
		Mobile Devices	6	5.00	4.86	4.86	4.86	4.72	5.00	4.86	
		RCC::EastCampus	1	4.17	4.17	5.00	5.00	4.17	5.00	5.00	
		RCC::NorthWest	4	5.00	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	5.00	
		Software::Licensing::Questions	1	5.00	5.00	5.00	5.00	5.00	5.00	5.00	
		Software::Matlab::Questions	2	4.58	4.58	4.17	5.00	4.17	4.17	4.58	
		Telecom::3help	7	4.29	4.17	4.05	4.17	4.17	4.05	3.93	
		Service Desk Total	212	4.73	4.56	4.54	4.43	4.63	4.51	4.49	
		OIS	Network::Requests	2	4.58	4.58	4.58	4.17	4.17	4.58	4.58
			TNIS::Trouble Calls	3	5.00	4.72	5.00	5.00	5.00	5.00	4.72
OIS Total	5	4.79	4.67	4.83	4.67	4.58	4.79	4.67			
ISDA	Edtech::Stellar	16	4.67	4.43	4.43	4.38	4.69	4.47	4.43		
ISDA Total	16	4.67	4.43	4.43	4.38	4.69	4.47	4.43			
8 Total		233	4.73	4.56	4.54	4.43	4.64	4.51	4.49		
Grand Total		572	4.79	4.61	4.55	4.54	4.66	4.59	4.55		

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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
2/22/2010	TNIS::Trouble Calls	1155993	5.00	The response was quicker than I expected. Please extend my sincere thanks to the IS&T team. They have always been responsive to my needs.
	Help Desk::Call Center	1166528	5.00	NO additional comments. My ticket was handled perfectly and resolved in a timely manner. Thank you as always, Amina Hamzaoui
		1166458	1.67	I was told that you aren't certified to work on Toshiba laptops, and that the best help he could offer me was to either mail away to Microsoft for a CD or take my laptop to Microcenter and ask their Geek squad. I think this was abominable seeing as it was not an issue with the laptop itself, but more that Windows had crashed. IS&T was reluctant to provide me any service, and I think that this is ridiculous considering the caliber of technology at this university. Furthermore, I believe that this probably happens to many students across campus because not everyone owns a Dell or the few select laptops which you are actually certified to fix.
		1165908	5.00	Jacob was extremely helpful in researching the issue and finding the solution, quite professional and polite in the process.
		1165749	5.00	Telephone help was very good. My problem was not solvable, but I more or less expected that it would be a problem in the HP software, and nothing you could do about it. So I hoped for a happy resolution, but didn't expect it. Your guy was really great. Thanks.
		1164224	1.67	I emailed your staff for assistance in finding a higher end PC for my professor as I don't have much time to do that. I was directed to the main shopping page with the one PC and one Apple to choose from. If we are expected to research such requests ourselves and purchase it outside of our MIT internal purchasing then I just needed to know that.
		1163095	4.17	I thought the staff did a good job. Unfortunately, the problem I had with my computer was not something they could fix because Apple does not support products over 5 years old.
		1162145	4.17	with regards to my ticket, i would like to say that the staff gave me more credit than I deserve in their confidence in me following the procedure to authenticate windows 7. The section that was relevant to my problem was not very prominent on the page so I inadvertently looked over it the first time, it had to be explicitly pointed out. If this was done in the first place the problem would have been resolved much sooner. Thank you.
		1162111	0.83	I have not received any emails about a loaner laptop, so the issue is not resolved.
		1161362	0.83	No one acknowledged my ticket - just closed it.
		1142585	5.00	Fred was extremely helpful, courteous, and patient. As a graduate student, my availability to answer non-critical emails is limited so I appreciated Fred's persistence in trying to resolve my ticket, and the manner in which he approached it (he wasn't pushy at all).
	Help Desk::Service Center	1161825	4.17	My wireless network stopped working 3 days later.

				manner (my own availability was the bottleneck). The only 2 comments I have are: 1. I had a key not working in my keyboard. They ran a 4-hour hardware test on my laptop (rendering me pretty much out o work during that time) only to agree that this indeed is the problem and that a new keyboard should be ordered. I'm not the pro, but I'm not 100% convinced the 4-hour test was a necessary step. I take their (your?) word for it. 2. When I brought my laptop in for the first time, it was in standby mode with several applications opened. No one explained to me they will have to turn it off during diagnostics. It was quite annoying to find out they shut it down. I would much rather be told that in advance so that I can gracefully close my applications, save files, etc. Perhaps it is assumed that people know that, but apparently, we don't all think about it in advance, even being MIT smart cookies. So I suggest adding this ! step to the receptionist: ask (remind) people to gracefully shut their session down and turn off the machine before leaving it for diagnosis/repair Again, other than those
2/22/2010	Help Desk::Service Center	1156700	4.17	
		1154214	5.00	Excellent, prompt service, as always. Thank you! The job took longer than I expected and was incomplete. I asked specifically for data retrieval from one folder and was told that all of the data were retrieved from that folder but when I tried to transfer the data it was clear that only a small percentage of data from that folder was able to be recovered. I called a number of times to find out about the status of my job and met with varied types of responses. One man who I spoke with was very helpful and attentive but the others did not really give me much information.
		1149556	3.33	
	Help Desk::Business Help	1165416	5.00	Very, friendly and knowledgeable. Thanks! They took forever to help me do what I needed them to do. And then blamed it on me not telling them what my problem was. And even after they gave me a "solution" the problem persisted. It's as if they only wanted my problem to be solved temporarily and they didn't really even try to explain to me what the problem was so that I might be able to come up with a permanent solution myself.
	Edtech::Stellar	1156966	2.50	
2/15/2010	Network::Requests	1159165	5.00	The turn-around on this request was excellent. solution could have been posted in knowledge base and I could have looked it up
	Help Desk::Call Center	1160192	5.00	
		1160141	5.00	The service was great and the problem was solved.
				Staff was extremely helpful. The problem, however, is murky. The question: how risky is it to upgrade to Snow Leopard? The staff gave me advice with respect to Photoshop, for example. Don't upgrade because older models of Photoshop have had problems with Snow Leopard. I checked on the net. Some older models do have problems but others apparently don't. The bottom line: the fit between Snow Leopard and one's own computer array of applications is very idiosyncratic. Therefore, if it's not broken, don't upgrade it. I wish there were a more definite way of dealing with this problem, but your staff couldn't be more helpful.
		1159338	5.00	
		1158982	5.00	I was surprised at the speed of response, it was excellent.
				was that there was nothing further I needed to do about roles; I just needed to wait. This was not true. So, my temp and our fiscal officer wasted a bunch of time because the roles were not set up for the work they needed to do. Hi Deb, This is Michael from the MIT Computing Help Desk writing in response to your email regarding SAP authorizations for user jcourt. The reason John is not able to access SAP is because he is too new. It usually takes 48 hours following the creation of an Athena account for users to have authorizations in SAP. The servers are reset every night and need to be reset twice for SAP authorization. If he created his account yesterday, then he may be able to use it tomorrow, but if he created it today, chances are he will not be able to log into SAP. I checked his authorizations using RolesWeb and his current status is 'other' rather than 'employee' and he has no authorizations. This means that he will need to wait, either one night or two, depending on when his account was created. I apologize for any inconvenience this causes. Regards, =Michael Benitez=
		1158114	1.67	

2/15/2010	Help Desk::Call Center	1158101	1.67	I was directed to a web page that was supposed to walk me through the process, but it wasn't applicable. I have 3 Macs, none of which print to the MIT wireless printer and I can't seem to get any help. Seems like simple stuff, but apparently not. So, in conclusion, nice guy, but unhelpful experience.
		1158049	5.00	Stuart was very helpful.
		1144113	3.33	The e-mail exchange on this issue was rather circular, with no specific response to my comments saying that what was suggested in the e-mail did not solve the problem. Once I called in, the problem was resolved.
	Help Desk::Service Center	1141503	5.00	Everything worked out very fine. thanks, Tom
	Help Desk::Athena	1156845	5.00	Excellent
	Help Desk::Athena	1140238	5.00	In retrospect, my question was probably a dumb one, so extra thanks for being polite.
	Telecom::3help	1157741	5.00	Phones were dead. I called. Phones were upgraded and fixed within 20 minutes. WOW!
2/11/2010	RCC::NorthWest	1145649	5.00	the RCC is awesome! thanks for solving the problem!
	TNIS::Trouble Calls	1142259	4.17	In answers to questions 1 and 5, I've put N/A 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 manner. Thanks!
	Help Desk::Call Center	1154516	2.50	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 also true for the Broad Institute (even though it is now independent, it still has MIT affiliations and should be there!!!)
		1154028	1.67	If you're going to turn away people with non-standard OEMs but tell them to scrap their computer, you might as well help them salvage what they can.
		1153383	4.17	The staff member was courteous and was able to put a registration request for my Lifesize conference unit...however, he admittedly did not know if any other settings would need to be adjusted directly on my unit.
		1152589	5.00	Thank goodness for 64-bit VPN!
		1152560	5.00	Thanks for your help.
		1151834	5.00	Absolutely terrific! Thank you!
		1151272	5.00	Everything is perfect with your service. Have a great day!!
		1151111		I found out the problem caused it after sending email to help desk. This case was not solved by them.
		1151080	5.00	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 was asking for.
		1150695	5.00	the quick turnaround was especially neiprur - 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 understood the problem and had the knowledge immediately at hand to tell me how to resolve it. Much appreciated. Regards, Linda
		1150158	5.00	You're wonderful!
		1150081	5.00	better links for setting up apple mail on different OSs would've avoided the problem (probably not your job)
		1150060	0.83	My e-mail pointed out multiple problems, the first of which had already been fixed (I was simply providing information in case it was needed to determine why, when, or where something went wrong). The staff did not read past the first line of my e-mail, responded saying that the problem was fixed, and closed the ticket. The remaining problems are still not fixed.

2/11/2010	Help Desk::Call Center	1149937	5.00	The help was great, thank you! Separately, it'd be nice if you would officially support Chrome.
		1149186	1.67	The person who first answered my question gave me incorrect information about TechTime. It seems to me that you folks should all know what's up with something that big.
		1149127	5.00	My experience was excellent all the way around--my problem was cleared up immediately and explained well.
		1148898	5.00	Thank you! Everyone is always so helpful AND patient!
		1148151	4.17	I rated the response to my request for help. On the other hand, I was very unhappy that some misconfiguration of a mail server caused email not to reach me.
		1148052	2.50	The problem of having to occasionally re-send mails persists despite the suggested minor change to my IMAP configuration.
		1147844	1.67	Young woman who took the case didn't know what she was doing, then took several days to get back to me..and came back with erroneous information. The MIT library subsequently solved the problem!
		1147392	4.17	I solved my problems myself while waiting for an email back, so I had very little interaction. I think my problems were not with MIT but internal to my imac
		1142429	5.00	My question was about a non-supported program, but IST still tried to help -- I appreciated it. Turns out, the program issued a fix that was necessary to solve the issue.
		1141621	4.17	The email advice I received was helpful. I still needed to find someone in my department to show me how to make the changes suggested. I need a level of detail that did not come in the email advice. And--yes--I'm technologically challenged!
		1141602		Actually, your staff did not resolve my problem. They could not figure out what the problem was. A friend figured it out.
		1131559	2.50	Nothing was really resolved. The behavior with SpamQuarantine didn't continue or happen more than once so 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 the situation and moved on. I wouldn't consider it "resolved" in any true sense of the word.
	Help Desk::Service Center	1152009	5.00	Excellent service. The problem was actually later traced to a Microsoft Update, which they pulled, however at the time I visited IS&T the media storm had not yet broken so the advice I received on saving my data was correct.
		1148644	4.17	They helped me with things that did not seem technically possible.
		1147888	5.00	Quick response with a clear explanation of the problem and fast return of my repaired Macbook pro. Great service!
		1144150	1.67	IS&T was unable to recover data from my hard drive and recommended I go to a very expensive specialty lab. I found a program online (GetDataBack) and was actually able to recover most the data relatively cheaply. The staff should be aware of these solutions.
		1107373	2.50	I ended up figuring out issue better than the advice that I got.
	Help Desk::Business Help	1154339	5.00	When I called I was very frustrated and your staff member was wonderful in helping me find a short cut to get my order in!
		1152340	5.00	Thanks so much for being there when I needed help the most. Good job!
		1150587	5.00	Everything was perfect! Thanks for always answering questions clearly, and for being patient and gentle with less than savvy computer users!
		1149263	5.00	Always prompt, friendly & helpful. Thanks
		1144766	5.00	My answer was received promptly and I was notified that it was turned over to someone else and the results were immediate. Thank you.
	Help Desk::Athena	1149098	5.00	the guy was fantastic: he did even more than I hoped for, in a much simpler way than I thought would need to be done.
		1147961	4.17	I was able to resolve the issue before the Help desk looked into it.
		1138748	5.00	You did great.
	Telecom::3help	1147275	5.00	Don't know about expertise level, but my phone jack was re-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 off. Telephone machine is ruled out: it works at my office well and another phone working elsewhere does not work with my home phone line.
2/11/2010	Telecom::3help	1145053	1.67	
	Edtech::Stellar	1146573	5.00	Many thanks.
	Software::Licensing::Questions	1141112	5.00	Staff discovered on its own that the source of the problem was that its message was sent to my Athena account and not to my math account, so I never received it. Staff then sent a copy to my math account, and my problem was solved.
2/1/2010	Help Desk::Call Center	1148060	5.00	Keep the help line hours going. I was particularly glad that the help line does not stop at 5:00 on Friday since I needed help after 5:00 to get the mailing out.
		1146955	5.00	The response is prompt and right for the problem.
		1146741	5.00	fantastic service!
		1146740	5.00	No recommendations - you all are wonderful! Thanks for providing such great service.
		1146597	5.00	The information and service I received was extremely helpful and the attendant was very knowledgeable on the subject.
		1146485	5.00	Excellent experience.
		1145984	5.00	Thanks for the help. -Mishtu
		1145409	5.00	The person I spoke with was very knowledgeable and helped reduce the time it took me to resolve my issue.
		1145307	5.00	Terrific help and very patient with my questions! COuld not have been a better experience.
		1145266	5.00	this was great! Got a quick self-do solution to an annoying problem. Did it and the problem has stopped. It doesn't get much better than that!
		1144913	5.00	What Desktop Support had not resolved over a 4 week period, Jozsef Doczi took care of in about 24 hours. As always, good, professional support.
		1142667	1.67	your staff is always expert, helpful and collegial. Bravo!
		1141214	3.33	question not answered -- help desk person said he could not answer my question without seeing the server in question. He said my issue was not straightforward or easy to answer. 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 days to hear back from IS&T.
		1141129	2.50	The response took long enough I was able to solve my own problem before they got back to me about it.
		1140803	5.00	They never got back to me with the ticket! I ended up solving the problem myself.
		1136173	5.00	The helper suggested I change my password and helped me through the process. When I did, the mail got back to normal. Thank you. CVC
		1135197	4.17	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 person.
		1134817	5.00	Handled thru e-mail and corrected the situation by using Malware virus detector. I've used IT many times at MIT. IT does a good job at handling computer issues, in a timely way.
		1134000	5.00	I have contacted IS&T many times for an array of issues and I have always been very pleased with the service. The responses have always been prompt and thorough. Thanks!
	Help Desk::Service Center	1147751	4.17	Problems with MIT antivirus software were not cleared. Antivirus software fails to download virus definitions updates from the repository even after formatting hard drive and reinstalling windows.
		1143957		Very competent staff; they diagnosed and fixed a complicated problem. I could not be happier. Thanks so much,

2/1/2010	Help Desk::Service Center	1141630	4.17	Thank you for the feedback 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. It seems to more connected to the logic board (why would a disk problem cause it to abruptly stop or not start?) but I am not the 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 with the longevity of the machine.
		1139730	3.33	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 ask what those terms are. In the future, a more understanding response in a less harsh tone would leave more more satisfied with the service
		1075082	4.17	they're good and helpful.
	Help Desk::Presales	1147488	5.00	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 the differences between the different PCs.
	Help Desk::HDweb	1122871	3.33	The first person who responded didn't have the expertise to solve the problem, but didn't realize it... so he sent a reply that confused me further. Eventually he realized what was needed & 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 to 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 answered my question. The answer was not what I had hoped it would be... but that's another problem that has nothing to do with the team's response.
	Help Desk::Business Help	1037412	5.00	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 even went as far as going to others to ask for their help. Thank you again April.
	Help Desk::Athena	1139241	1.67	The answer I got was essentially "Not our problem". In fact the answer was two-pronged; the second part was not even addressed, probably because they needed to do something.
		1135862	3.33	The less that satisfied responses above refer to my one main concern. I'm a staff member at MIT who wrote in with a question regarding a student (who I cc'd (and noted this in the email) to involve him in the correspondence). However, the person who wrote back, while giving a helpful and accurate answer, failed to include the student in the reply. While it 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 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 if 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 just referring students to IS&T, like to go the extra mile to contact you on their behalf, so it would be useful to consider the best workflow around this. Thank you.
	Telecom::3help	1144642	1.67	Problem was reported first thing 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 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 I had no interaction with the technician, but I needed it fixed the same day.
	Edtech::Stellar	1143482	2.50	Stellar 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 Stellar homework page to do this.
		1137043	4.17	Thank you for your help.

2/1/2010	Edtech::Stellar	1130528	4.17	i never had the opportunity to speak directly with staff, which for me was somewhat of a disappointment information was provided via email; the information was clear and helpful, but a phone call may have been a lot easier for someone who started out using a manual typewriter!
		1101509	1.67	resolve my problem. At the end of the semester, I review the comments written by my students in order to give them a grade 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 useful solution would have needed to be very prompt. I am sure that the problem resolution team 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 could, but they were unable to retrieve the lost comments or to figure out why they disappeared. I am disappointed since I depend upon the reliability of my stellar site as a means of storing key student documents. I realize that some problems just cannot be solved. I only hope that I do not encounter a similar loss of material this semester. I have tried to move away from making paper copies of all student work, but that strategy will only work if the stellar copies remain accessible.
	Mobile Devices	1130589	5.00	Matthew Sullivan, who helped, was exceptionally helpful.
1/25/2010	TNIS::Trouble Calls	1129857	3.33	Since the network outage lasted for a bit we change our network topology temporarily to provide internet access involving a bit of cabling. Unfortunately the staff sent us an email that the network issue has been resolved. Hence we undid all of the cabling and after a while the network went 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 before notifying the contact person that the problem is solved.
	Help Desk::Call Center	1140093	5.00	Great, as usual.
		1139851	5.00	Nothing. The problem needs to be resolved by my financial officer.
		1139111	4.17	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 a specific case, but it was frustrating to find that they were not actually open 9-5 as stated.
		1138999	3.33	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 spot without maybe messing up my connection to my office's website).
		1137747	5.00	It was an excellent experience!
		1137715	5.00	Staff member was very thorough and also very good-natured!
		1137401	5.00	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 contacted me with the same issue.
		1137074	3.33	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 getting.
		1136952	5.00	i was just forwarding a spam email. there was no resolution really needed. but I was responded to in a timely professional manner. thanks!
		1136260	4.17	My problem was simply the lack of support of 64-bit windows
		1136256	5.00	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 things out quite quickly. Thanks again.
		1136111	5.00	Building was a little hard to find.

1/25/2010	Help Desk::Call Center	1135950	4.17	Unfortunately there was no solution to the issue...
		1135089	4.17	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 made me feel like I wasn't such a dope to be unable to do it myself. Thanks for the help!
		1135085		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 older desktop computer.
		1135028	4.17	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 (robertac@mit.edu)
		1134606	5.00	always courteous and good service
		1134595	2.50	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 me the id# I needed.
		1134344	5.00	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 any software is removed from the general download area not just iPASS
		1128428	0.83	Problem was never solved. I solved the problem myself.
	Help Desk::Service Center	1138330	5.00	Was surprised and happy that the diagnostic Jake ran on my machine allowed me to get my battery replaced by Apple under warranty.
		1134376	5.00	My computer was fixed in two days and everything went really smoothly. Thanks!!!
		1128815	3.33	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, but paying \$90 to have the wrong OS installed was slightly annoying.
		1124914	5.00	Excellent job IS&T...keep it up!
	Help Desk::Business Help	1139807	5.00	The professional who answered my call explained that most likely it was a system issue experienced by multiple users, 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 you for great service.
		1139772	5.00	Everything was handled quickly, professionally and to my utmost satisfaction. Lets face it, from time to time sometimes hiccup in technology happens. Thanks!
		1139548	5.00	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 great. Detlamphone Dan Vongphayboun
		1135592	5.00	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! It took very little time and the problem is permanently resolved.
		1119834	5.00	The staff is, and has always been, the best support staff I have used in 15 years of industry, and 7 years in academia. Thanks to everyone who has helped me! -Blade
1/18/2010	RCC::NorthWest	1085773	2.50	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 have better communication.

				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 quick fix!
1/18/2010	Help Desk::Call Center	1133447	5.00	
		1133000	5.00	Great service! Thank you.
		1132862	5.00	many thanks---IST is one of the best things here at MIT
		1132636	5.00	Excellent help
		1132558	5.00	It was helpful just having another person on the phone line, plus she was helpful.
		1132349	5.00	Staff were fast and effective. Great service!
		1131643	5.00	My IS&T rep was very knowledgeable, friendly and helpful. Thank you!
<i>This view averages scores first by month of the fiscal y</i>		1131143	4.17	Explain why sender blocker alone does not work with Outlook Email, thereby requiring moving the liwt to Symantec Brightmail Gateway.
		1130344	5.00	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 me to the URL.
<i>Fiscal Month / Group / Queue</i>		1129079	5.00	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 systematically work through it (using Malwarebytes for one step, then re-running MacAfee)to delete the evil files. Thanks!
		1126445	5.00	Always appreciated when, in the case that a person on your 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 to the MIT community! Best, Francis
		1123661	4.17	maybe have live chat instead of talking over the phone, really hard to hear them over a cell phone at MIT.
		1041743	0.83	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 until the next email asking if it was okay to close the ticket. I finally just gave up.
	Help Desk::Service Center	1128641	5.00	Thank you very much!
		1122590	5.00	Excellent and very professional service accomplished in a very professional timely manner.
		1074750	3.33	The process was long, there were no updates to the ticket, I 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 outlook 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 wasn't done initially.
	Help Desk::Business Help	1132900	5.00	Huey Chan investigated the problem and provided the fix in a very timely manner. I am very pleased with the service. Thank you.
	Edtech::Stellar	1131187	5.00	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 them for help.
		1130794	5.00	Response was immediate and addressed the issue completely. 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 vlsi-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 to be clear, I was very happy... :)
1/18/2010	Software::Matlab::Questions	1122072	4.17	
	Software::Licensing::Questions	1127124	5.00	Everything was done just right.
1/12/2010	RCC::WestCampus	1018802	5.00	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 very much!
	TNIS::Trouble Calls	1083372	3.33	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 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	the question was not answered
		1125397	2.50	Could have offered advice to avoid this occurrence potentially repeating (however, I did not request this advice).
		1125354	5.00	Thank you for this follow-up. Your IST "Help Line" staff 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 would care to discuss this further, please contact me at jmdhosi@mit.edu, or x3-3301, or at home, 617-527-5916. (I will not be on campus tomorrow! .)
		1125165	4.17	Clearer directions on whether an ECAT issue needs to be solved through IS&T or Procurement.
		1125152	5.00	Great work, thanks!
		1125073	1.67	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 - the guy who came to fix the problem was very good.
		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 class was on web technology or that it was a one week class.
1/12/2010	Help Desk::Call Center	1123474	0.83	Thank you for asking about my experience.
		1123383	5.00	Thank you. The solution worked out great!
		1122407	5.00	I have in general been very satisfied in dealing with your office.
		1121960	5.00	Alas, you can't protect me from myself! Plunge ahead, ignore the warnings, splat.
		1121930	5.00	It was a dramatic and challenging problem, and the staffer who helped me walked me through the steps perfectly, with an excellent outcome.
	Help Desk::Service Center	1124291	1.67	Staff misidentified the problem. They did not fix it.
		1121909	5.00	The diagnostic and repair were done much more quickly than I was expecting. Thanks!
		1083253	5.00	Jake is the man.
	Help Desk::Business Help	1120737	5.00	I love calling IST, its always so easy and helpful. Thanks so much for your PATIENCE and support.
	Help Desk::Athena	1123520	5.00	Really excellent job, thank you very much, Amy!
	Edtech::Stellar	1121317	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 if I need more help.
		1117156	5.00	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 the "satisfied" mark above rather than "very satisfied". 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	I was happy that SPSS is now installable on Macs!
	Mobile Devices	1120356	5.00	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 you!
1/4/2010	RCC::WestCampus	1011374	5.00	Great service!
	Help Desk::Call Center	1119488	5.00	
		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!
		1117518	4.17	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 finally and subsequently walked into your office with my laptop 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.

1/4/2010	Help Desk::Call Center	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 forward pointer.
		1116722	5.00	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.
		1116388	4.17	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
		1116119	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.
		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!
		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 srill new. But there must be some straighforwad way to solve thie type of problem and get the administrator access to these files once and for all.

				The IS&T department actually did not resolve my ticket 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.
1/4/2010	Help Desk::Call Center	1114359	2.50	
		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 positive.
		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.