

FY2010 Q4 -- RT Ticket Feedback / Client Satisfaction Survey Results

All IS&T Queues Surveyed

12 week average

4.58

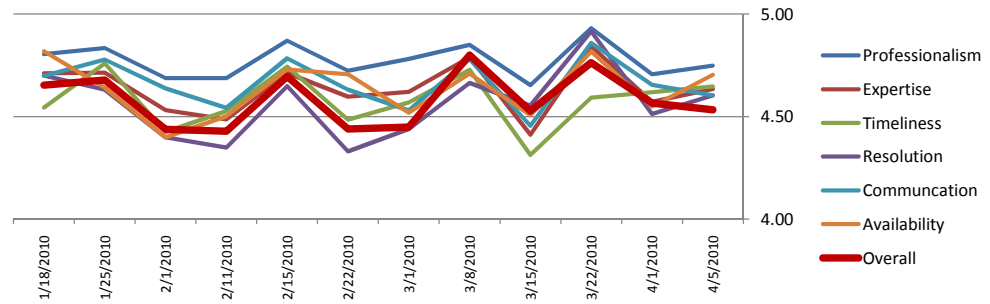
Goal = 4.5; N = 829

Overall Satisfaction

4.43 lowest weekly

4.80 highest weekly

over the 12 weeks



All Service Desk Queues

12 week average

4.58

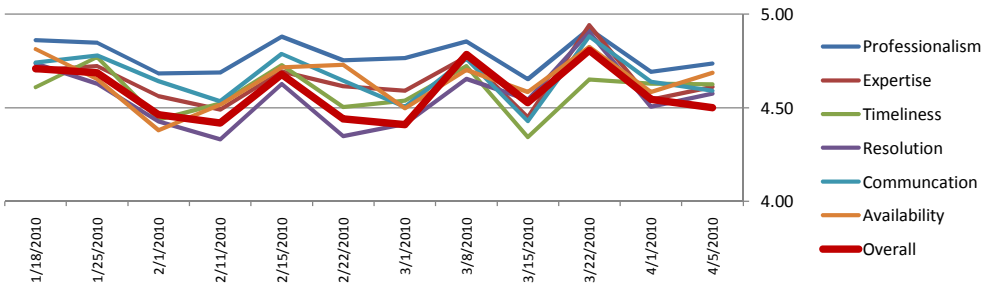
Goal = 4.5; N = 757

Overall Satisfaction

4.41 lowest weekly

4.81 highest weekly

over the 12 weeks



Call Center

12 week average

4.58

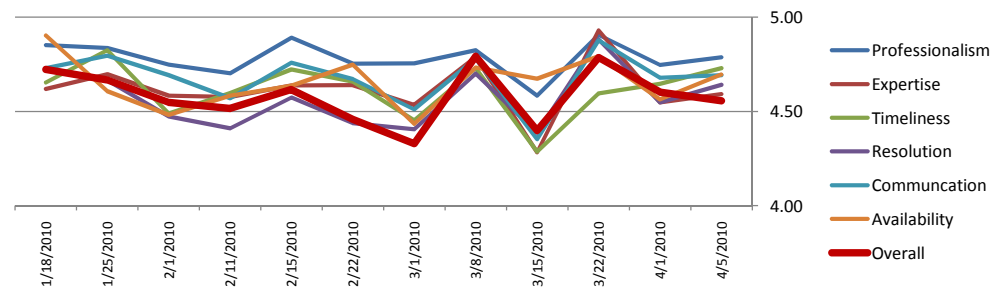
Goal = 4.5; N = 566

Overall Satisfaction

4.33 lowest weekly

4.79 highest weekly

over the 12 weeks



Repair Center

12 week average

4.51

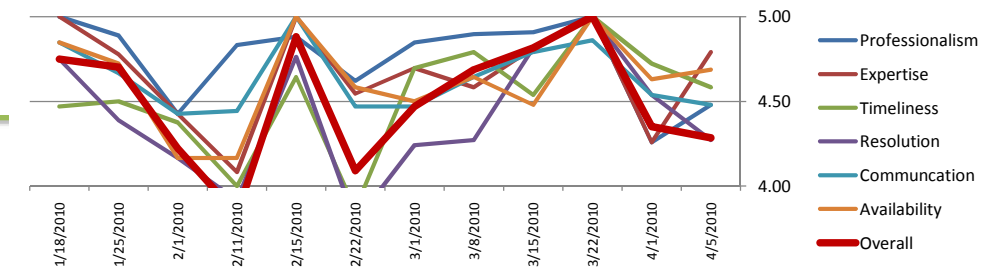
Goal = 4.5; N = 121

Overall Satisfaction

3.83 lowest weekly

5.00 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.

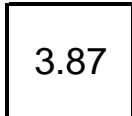
Detailed results by month by queue are shown on the third page showing up to 3 months and resetting at the beginning of the quarter. Color-

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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 = 36
0.83 lowest weekly
5.00 highest weekly
over the 12 weeks

Professionalism
n/a

Expertise
4.07

Timeliness
3.96

Resolution
4.14

Communication
4.26

Availability
n/a

RCC Queues

Overall Satisfaction
12 week average



Goal = 4.5; N = 43
4.17 lowest weekly
5.00 highest weekly
over the 12 weeks

Professionalism
n/a

Expertise
n/a

Timeliness
4.59

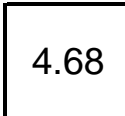
Resolution
4.80

Communication
4.65

Availability
n/a

Telecomm Queues

Overall Satisfaction
12 week average



Goal = 4.5; N = 28
3.61 lowest weekly
5.00 highest weekly
over the 12 weeks

Professionalism
n/a

Expertise
4.76

Timeliness
4.68

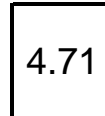
Resolution
4.78

Communication
n/a

Availability
n/a

TNIS Queues

Overall Satisfaction
12 week average



Goal = 4.5; N = 23
3.33 lowest weekly
5.00 highest weekly
over the 12 weeks

Professionalism
4.72

Expertise
4.60

Timeliness
4.69

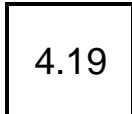
Resolution
4.78

Communication
4.65

Availability
n/a

EdTech::Stellar

Overall Satisfaction
12 week average



Goal = 4.5; N = 36
1.67 lowest
5.00 highest
over the 12 weeks

Professionalism
4.59

Expertise
4.20

Timeliness
3.86

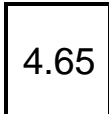
Resolution
4.38

Communication
n/a

Availability
4.35

Network::Requests

Overall Satisfaction
12 week average



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

Professionalism
4.80

Expertise
4.68

Timeliness
4.47

Resolution
4.62

Communication
n/a

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	
10	Service Desk									
	Help Desk::Athena	9	4.81	4.17	4.72	4.63	4.63	4.64	4.44	
	Help Desk::Business Help	9	4.79	4.48	4.35	4.38	4.07	4.06	4.07	
	Help Desk::Call Center	68	4.81	4.66	4.79	4.66	4.79	4.77	4.71	
	Help Desk::Service Center	17	4.36	4.51	4.66	4.41	4.51	4.66	4.32	
	Help Desk::UNIX/Linux	1	2.50	2.50	1.67	1.67		0.83	1.67	
	Mobile Devices	5	4.67	4.67	4.50	4.50	4.67	4.67	4.67	
	RCC::BriggsField	1	5.00	5.00	5.00	5.00	5.00	5.00	5.00	
	RCC::EastCampus	1	4.17		3.33		2.50	5.00	4.17	
	RCC::NorthWest	5	4.83	4.50	4.00	4.50	4.17	4.44	4.33	
	RCC::WestCampus	5	4.72	4.72	4.00	3.67	4.17	4.17	4.00	
	Software::Matlab::Questions	3	4.44	4.44	4.72	4.72	4.17	4.72	4.44	
	Telecom::3help	3	5.00	5.00	5.00	5.00	5.00	5.00	5.00	
	Service Desk Total	127	4.71	4.58	4.63	4.54	4.61	4.63	4.52	
	OIS									
	Network::Requests	3	4.72	4.44	4.44	4.17	4.17	3.75	4.44	
	TNIS::Trouble Calls	4	4.72	5.00	5.00	5.00	4.72	4.72	5.00	
OIS Total	7	4.72	4.72	4.76	4.58	4.50	4.33	4.76		
ISDA										
Edtech::Stellar	5	5.00	5.00	4.50	4.83	5.00	4.67	4.83		
ISDA Total	5	5.00	5.00	4.50	4.83	5.00	4.67	4.83		
Dept Services										
DITR::PLUS	1	5.00	5.00	5.00	5.00	5.00	5.00	5.00		
Dept Services Total	1	5.00	5.00	5.00	5.00	5.00	5.00	5.00		
10 Total		140	4.73	4.60	4.63	4.56	4.63	4.63	4.55	
Grand Total		140	4.73	4.60	4.63	4.56	4.63	4.63	4.55	

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

Fyear	2010
FQtr	Q4
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
4/5/2010	RCC::EastCampus	1034528	4.17	Problem was never really addressed. I ended up moving my computer to be closer to the wireless router in the hall. I'm still convinced that residents in the building have wireless routers that are disturbing the MIT wireless network. No big deal. Thanks again. James
	Help Desk::Call Center	1204519	5.00	ALWAYS extremely satisfied with your responses. You perform a much needed service. Many thanks. Professor David Paul
		1204062	5.00	I have to say it was pretty much perfect. He understood my question precisely. He asked just the right questions. And then the answer was catered perfectly to my level of expertise (which was pretty high, so he didn't make me go through a lot of details that he could tell I already knew). I was really very, very pleased.
		1202660	5.00	As good as possible. The staff member could not have done any more short of bringing me a coffee!
		1201592	2.50	My problem isn't with the handling of the ticket, it is with the level of communication in general from IS&T regarding TSM policies. Neither I, my system administrator, nor anyone in my department was aware that the reduced level of backup was occurring with our subscription. It was not clear at all to us, and in fact we were never told that even Outlook will not be backed up if it isn't closed when TSM is running. It took me 4 days from the instigation of the trouble ticket to when I found this information out. While the response I got was professional, it came way too late for me to attempt to retrieve information from the crashed hard drive since I had already sent it back to Dell. Because of that, I've lost almost 10 years worth of work, and only the last 2 because I had a local hard drive back up. TSM was useless to me in regards to anything I cared about, and my department is now going with our own backup system that we know we can trust. I think that better communication on the part of services needs to happen with IS&T and the end users.
		1201539	4.17	it wasn't help desks fault my ticket could not be resolved to my satisfaction
		1201002	5.00	I had contacted the HelpDesk a day or so earlier to resolve this same problem, but was not given the attention (or the same solution)to resolve the problem. My follow-up call was handled in a very efficacy and professional manner. These two experiences with the HelpDesk were like night and day. -- Dorothy x.3-1570, dotf@mit.edu
		1200210	5.00	The staff handled my problem extremely quickly; and, thus I was able to finish my task immediately which made me very, very, happy!!!
		1196682	4.17	It was good
		1195359	5.00	Thanks!
		1194317	5.00	I like what IS&T does to help with questions. I cannot think of anything at this time to improve what you provide.
	Help Desk::Service Center	1200101	4.17	you guys were definitely helpful, but more than a bit harsh when I dropped my laptop off - I guess I had really done a number on it, but it would have been appreciated if you had been a bit nicer, maybe had a sense of humor. Ah well, not a big deal, you fixed my laptop! thank you! :-)

4/5/2010	Help Desk::Service Center	1197488		I was pleased with the work, but did have to wait four days to get my machine back because some people were out sick and nobody was able to take over and look at it. In conversation with some people who asked how my machine was doing, I explained that people were out and nobody was looking at it. I then got immediate attention, received an email explaining the software problem I was experiencing, and voila, the next day, my machine was delivered to me all fixed. Thank you.
		1195781	4.17	The laptop was formatted but the original problem was not solved (a problem with the monitor not working). The staff never checked out whether the monitor worked and so the formatting was useless.
		1195435	2.50	The issues I was having were fixed perfectly. However, the tech broke my LCD backlight, and now I have to go back in today to get that fixed.
		1175814	5.00	Very satisfied. I didn't really understand the process at first (particularly what triggered a "billable" action versus a "non-billable" action), but the staff was able to explain.
	Help Desk::Business Help	1202469	5.00	I'm very please how quickly I was being helped. Thank you!
		1200926	3.33	I left eDACC page displayed to see if there would be a time-out. After 30 minutes or so, the page is still displayed, so I don't think the change has been made to the entire EMPLOYEES tab.
		1198565	1.67	This is the second time recently that the ticketing system has failed to notify me of a response to my help ticket. I thought that no one was responding to my request and it wasn't until I received this survey that I knew it was closed. It was settled in 3 days, but I didn't know it. If the people responding to the ticket need to manually copy the requester, they should be told, but this seems like a problem with the ticketing system. I also feel like they should have checked that I was satisfied with the result before closing the ticket. I just checked on my problem now, and it is resolved perfectly, but it seems weird that I didn't know any action had been taken, and that they closed the ticket without knowing if my problem was resolved.
	Help Desk::Athena	1191413	3.33	My dissatisfaction is due to the fact that I was ORIGINALLY told that I was basically out of luck. It was only when I persisted that I was put in touch with the service that does tape backups. In addition, the person who originally responded failed to remind me that I might look in the OldFiles folder --- I eventually was reminded, several days later, but by then it was too late. Once I was put in touch with the right people, everything was great.
	Telecom::3help	1202937	5.00	I noticed that the fax machine is NO LONGER showing the "phone off hook" message; so I am assuming that the jack had a problem that got fixed by MIT IT so THANK YOU and I am very satisfied.
	Mobile Devices	1198773	5.00	Matt Sullivan is fantastic!
	DITR::PLUS	1204089	5.00	Jess Smith is fantastic.
4/1/2010	Network::Requests	1197617	4.17	This happened a few years ago when a student became an employee and the personal url was following the record.
	RCC::WestCampus	1160828	3.33	I still have issues with slow connectivity, but at least the connection is no longer being dropped every 20 minutes or so. The speeds of the connection at times slow to a crawl, which was something I never experienced before the wireless router upgrades.
	TNIS::Trouble Calls	1196761	5.00	I submitted request via web, so did not deal with a person. However, the response turnaround was very quick and the issue was resolved the same day.
	Help Desk::Call Center	1198300	5.00	I don't remember who is was that helped me, but she was excellent and helped me solved some other problems I was having as well....extremely pleased. Thanks, Cathy, cmbourg@mit.edu
		1198106	5.00	The help line is always so nice, and never makes me feel like an idiot for not knowing how to solve my own computer problems :)
		1196768	5.00	Sean Davis was the person who helped me. He has helped my office for other computer issues and we find him to be very helpful, knowledgeable and to do a good job.

4/1/2010	Help Desk::Call Center	1195681		With regards to this ticket. I'm Satisfied with the Outcome. However, the IST help desk personal that I interacted with three times in the past leaves great room for improvement. He was a bureaucrat that had the license for the MIT license agreements memorized and refused to listen to the customer. He even refused to provide his name so I could not file a formal complaint against him.
		1195505	4.17	I didn't get a direct answer to my question, but the tech was able to provide an alternative solution.
		1195394	5.00	The IS&T team solved my problem, so I am of course very grateful, and that might contribute, in part, to the very high satisfaction ratings. But, even if they had not solved my problem, they were very professional, clear, and timely. Great job! This is a great resource for MIT.
		1193815	5.00	Excellent service. Problem was addressed within an hour with the reactivation of MAC address.
		1193689	5.00	The IST desk person knew what she was doing, she promptly had answers to all my questions.
	Help Desk::Service Center	1195315	5.00	I honestly can't think of a thing to do differently -- you guys rock!
		1193392	4.17	I was told that my laptop was not under warranty and only the hard drive was covered. I had to contact dell and prove that my laptop was fully covered before the repairs were done. Overall work done and staff were excellent.
		1193303	0.83	The problem returns soon. I
		1161427	5.00	Everyone who assisted me with this--from the folks I spoke with when I called in to the service representative who thoroughly explained the repair to me and gave me an accurate time estimate were wonderfully patient, professional and helpful.
	Help Desk::Business Help	1198406	5.00	As if turned out, I didn't realize that the "error icon" was permanently at the top of the window as an indicator, so there wasn't actually a "problem"! The staff member courteously pointed this out to me, and I am now better informed! Thanks!
		1183475	1.67	Problem has not been resolved
	Help Desk::Athena	1190454	5.00	My issue was thoroughly resolved by IS&T. They even followed-up a week or so after their first response to check in, and in fact that proved very useful because I still hadn't quite been able to fix the issue and had kind of given up for the time being. Had they not gotten back in touch I probably would have had to start another ticket in a few months when I remembered I still needed to fix the issue! Many thanks to everyone for their help.
		1147706	4.17	The fact that I asked about a widespread problem and was told "we've never heard of this" suggests that IS&T isn't very aware of the state of the Athena system from the user's point of view. Although I've always found IS&T to be very responsive when I report problems, most users don't bother to complain, so problems go undetected for months. It would make the system more useful if support staff were more proactive in checking for non-functioning hardware and software.
	Edtech::Stellar	1181202	5.00	Response was thoughtful and timely. Very pleased with how it was resolved.
	Software::Matlab::Questions	1196174	4.17	While that issue was resolved (the accurate ticket was emailed to me), I still don't have a functional MatLab license. I have a new ticket for that.
	Mobile Devices	1191914	4.17	There were some confusions regarding which problems we should contact Verizon rather IS & T. The IS & T website has no instructions. Andrew Munchbach was very prompt and helpful with resolving the problems.
		1185120	5.00	Andrew (I think) is always the one that helps me and I'd give him and A+. He's a nice guy too. We appreciate you all over there. Rob Butler

