

# FY2011 Q1 -- RT Ticket Feedback / Client Satisfaction Survey Results

## All IS&T Queues Surveyed

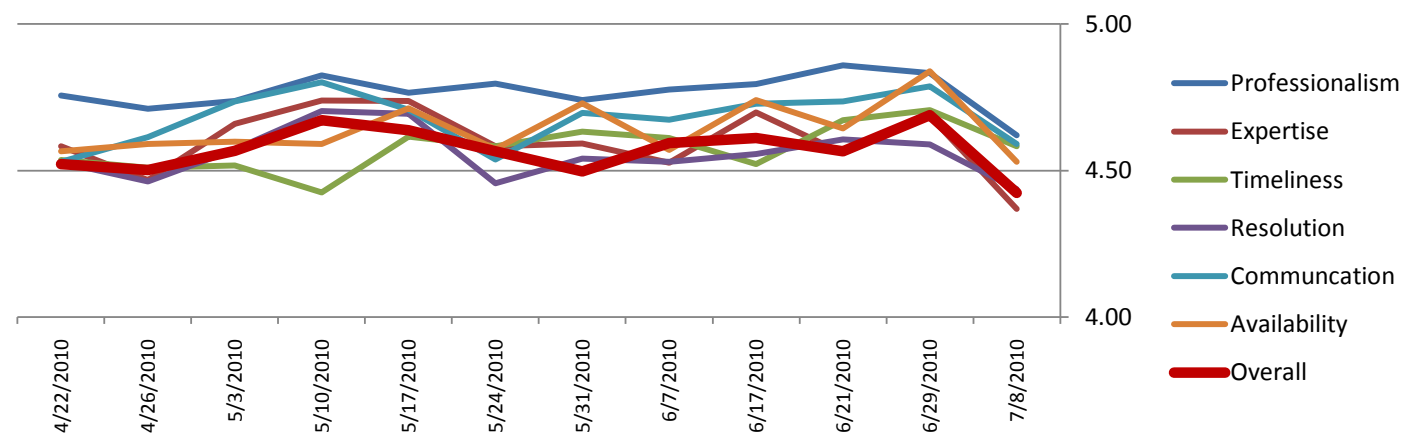
12 week average

4.57

Goal = 4.5; N = 856

### Overall Satisfaction

4.42 lowest weekly  
4.69 highest weekly  
over the 12 weeks



## All Service Desk Queues

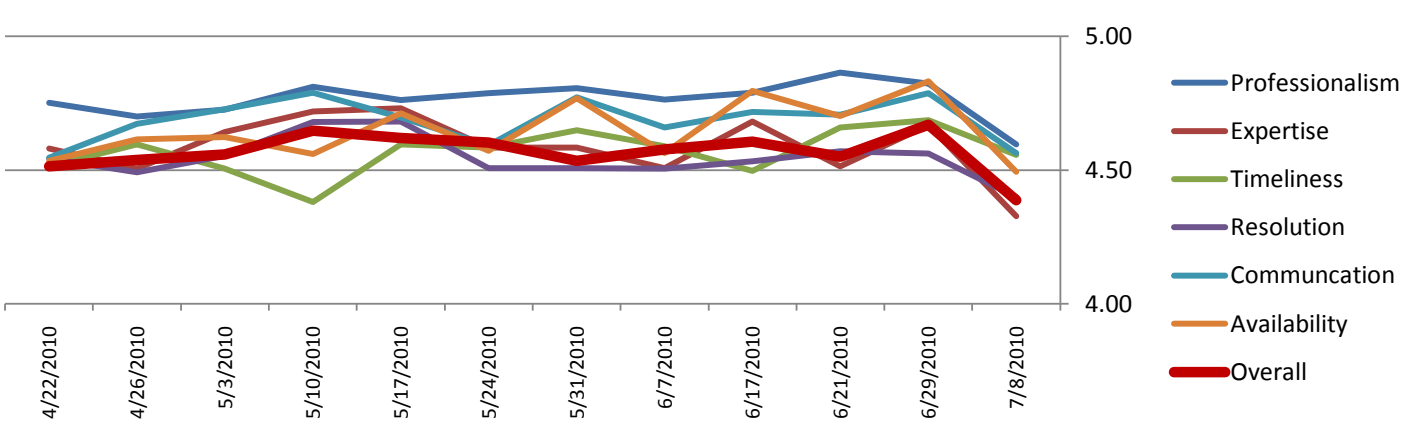
12 week average

4.57

Goal = 4.5; N = 787

### Overall Satisfaction

4.39 lowest weekly  
4.67 highest weekly  
over the 12 weeks



## Call Center

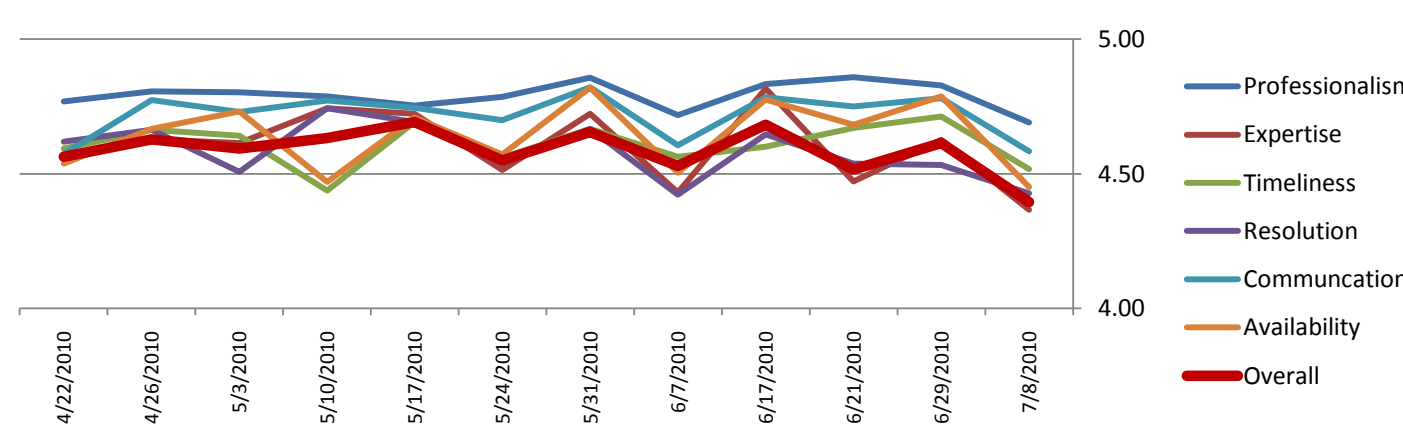
12 week average

4.59

Goal = 4.5; N = 597

### Overall Satisfaction

4.40 lowest weekly  
4.69 highest weekly  
over the 12 weeks



## Repair Center

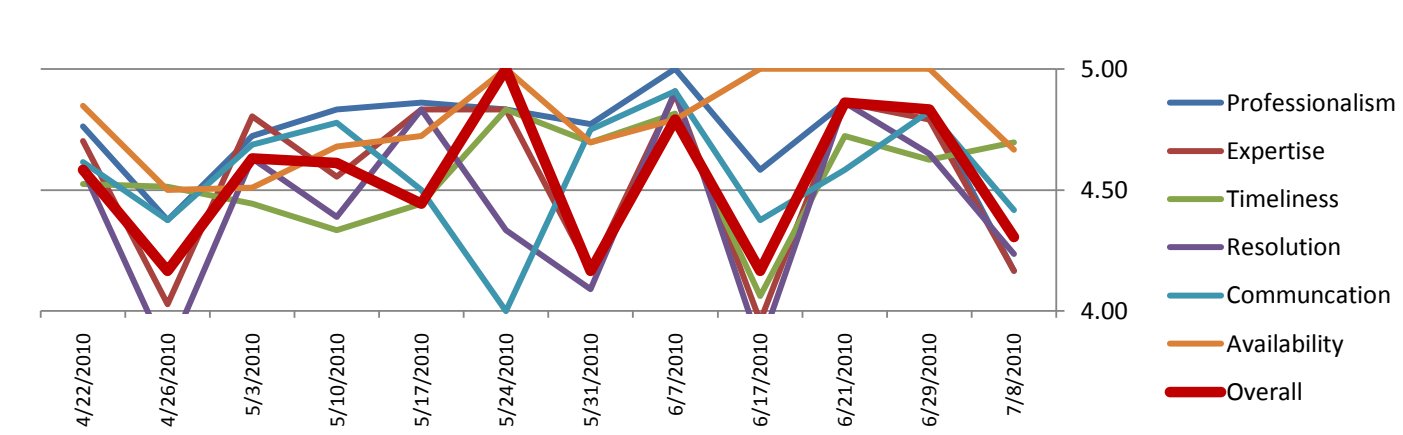
12 week average

4.55

Goal = 4.5; N = 136

### Overall Satisfaction

4.17 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.

## Athena

**Overall Satisfaction**  
12 week average

4.55

Goal = 4.5; N = 31  
3.33 lowest weekly  
5.00 highest weekly  
over the 12 weeks

**Professionalism**  
4.51

**Expertise**  
4.41

**Timeliness**  
4.61

**Resolution**  
4.58

**Communication**  
4.57

**Availability**  
n/a

## RCC Queues

**Overall Satisfaction**  
12 week average

4.32

Goal = 4.5; N = 41  
3.33 lowest weekly  
5.00 highest weekly  
over the 12 weeks

**Professionalism**  
4.57

**Expertise**  
n/a

**Timeliness**  
3.70

**Resolution**  
4.39

**Communication**  
4.33

**Availability**  
n/a

## Telecomm Queues

**Overall Satisfaction**  
12 week average

4.86

Goal = 4.5; N = 22  
4.17 lowest weekly  
5.00 highest weekly  
over the 12 weeks

**Professionalism**  
n/a

**Expertise**  
4.93

**Timeliness**  
4.76

**Resolution**  
4.91

**Communication**  
n/a

**Availability**  
n/a

## TNIS Queues

**Overall Satisfaction**  
12 week average

4.89

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

**Professionalism**  
4.83

**Expertise**  
4.83

**Timeliness**  
4.85

**Resolution**  
4.85

**Communication**  
4.65

**Availability**  
n/a

## EdTech::Stellar

**Overall Satisfaction**  
12 week average

4.37

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

**Professionalism**  
n/a

**Expertise**  
4.34

**Timeliness**  
4.20

**Resolution**  
4.62

**Communication**  
n/a

**Availability**  
4.61

## Network::Requests

**Overall Satisfaction**  
12 week average

4.43

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

**Professionalism**  
n/a

**Expertise**  
4.69

**Timeliness**  
4.58

**Resolution**  
4.64

**Communication**  
n/a

**Availability**  
4.33

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## Survey Data Detail by Month by Group and Queue

Fiscal Month / Group / Queue			# of Responses	Professionalism	Expertise	Timeliness	Resolution	Communication	Availability	Overall	
1	Service Desk	Help Desk::Athena	2	5.00	5.00	5.00	5.00	5.00	5.00	5.00	
		Help Desk::Business Help	11	4.42	3.71	3.75	4.08	4.58	3.98	3.79	
		Help Desk::Call Center	30	4.69	4.51	4.71	4.52	4.57	4.53	4.54	
		Help Desk::Service Center	12	4.17	4.17	4.70	4.24	4.42	4.67	4.31	
		Help Desk::UNIX/Linux	1	5.00	4.17	3.33	3.33	4.17		3.33	
		Mobile Devices	4	5.00	5.00	4.58	4.58	4.58	4.44	4.79	
		RCC::EastCampus	1	5.00		5.00	5.00	5.00		5.00	
		Software::Licensing::Questions	3	5.00	4.17	5.00	4.58	5.00	5.00	4.72	
		Software::Matlab::Questions	1	4.17	4.17	5.00	4.17	3.33		4.17	
		Service Desk Total	65	4.60	4.33	4.56	4.40	4.56	4.49	4.39	
		OIS									
			Network::Requests	1	5.00	5.00	5.00	5.00	5.00	5.00	5.00
			TNIS::Trouble Calls	1	5.00	5.00	5.00	5.00	5.00	5.00	5.00
		OIS Total	2	5.00	5.00	5.00	5.00	5.00	5.00	5.00	
ISDA											
	Edtech::Stellar	2	5.00	5.00	5.00	5.00	5.00	5.00	5.00		
ISDA Total	2	5.00	5.00	5.00	5.00	5.00	5.00	5.00			
<b>1 Total</b>		<b>69</b>	<b>4.62</b>	<b>4.37</b>	<b>4.58</b>	<b>4.44</b>	<b>4.59</b>	<b>4.53</b>	<b>4.42</b>		
<b>Grand Total</b>		<b>69</b>	<b>4.62</b>	<b>4.37</b>	<b>4.58</b>	<b>4.44</b>	<b>4.59</b>	<b>4.53</b>	<b>4.42</b>		



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

Fyear	2011
FQtr	Q1
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
7/8/2010	Help Desk::Business Help	1282177	1.67	I wanted to use the Mozilla browser and it wouldn't work; Have to use IE browser which is lousy; no explanation as to why this can't be resolved. Others in the office are able to use firefox browser to place order.
		1281504	1.67	I sent an email one day and get no response in 24h. I called in the meantime but waited on line for too long, and decided to quit. I called the next day and finally talked to someone.
		1277703	2.50	I called the helpdesk the Friday before the 4th of July weekend. The person I talked to promised to get someone on the case. The problem resolved itself during the weekend, but noone contacted me until a week later.
		1249013	4.17	They fixed the problem: eCat3 not accepting "UN" (units) as a measure of quantity. I just hope that when updates are done for eCat3 that the system doesn't revert to not accepting "UN". This was the 2nd time I had this problem.
		1198531	1.67	I contacted the computer help desk on 4/2/2010. At that point there were already 4 additional tickets with a similar problem. The issue was not resolved until 7/9/2010. I don't understand how this took over 3 months to fix. I am happy it is now fixed. Better late then never.
	Help Desk::Call Center	1282558	5.00	It was a satisfying experience.
		1281924	4.17	most helpful most of the time
		1281457		I asked if there was an e-mail alias to replace the aac-aquery, where one might post a query about lost keys. I was told to contact campus police - although they are not particularly helpful.
		1281453	5.00	Deb did a really fantastic job.
		1280939	3.33	The person I spoke with was helpful. I am not too computer savvy so it took me a bit longer to resolve independent of the help. Thank you
		1280424	5.00	I had a very specific problem and I got a quick, easy to follow solution which fixed the issue right away. I was very pleased.
		1279565	5.00	Everything was handled very professionally. Great service. Thank you.
		1259519	1.67	What we need at MIT is technical support that can handle "non-common" problems, not answers like "we don't support that". If you just do the obvious and easy stuff, then what is the point of support ?
		1241174	1.67	This ticket took a VERY long time to get resolved. I often went weeks without being updated on the progress, so it seemed like I was being ignored. The solutions seemed strange and fragile (why would setting language preferences cause a blocked sender to get through?) It did get resolved eventually though
	Help Desk::Service Center	1273217	5.00	A++++ -- THANKS for a really helpful and smooth interaction!
		1257844	5.00	Thank you...
		1250292	4.17	This issue is still not resolved and I will be following up again on it.

				request to have someone check on the service. Then the response did not indicate whether anything might have been done in those 24 hours to fix the problem simply that at that point it looked like it was working. The problem I had reported had in fact gone away, but the update service was still not working at the time that I got the response. Instead, any attempt to run up2date produced the dreaded message to the effect that the metafile had a bad checksum. I tried using "yum clean" followed by "yum update" to make sure that the problem was not something at our end. That didn't fix it. This condition had happened in my experience numerous times in the past and it was always corrected when the MIT satellite was put back into synchronization with the RedHat servers. It was because of this ongoing problem that we had switched most of our servers over from the MIT satellite service to using the paid-for commercial service directly from RedHat. I did not report this problem, in part due to past failures to get anything done about it. Eventually that checksum problem too was corrected, but it
7/8/2010	Help Desk::UNIX/Linux	1276783	3.33	
	Mobile Devices	1278078	5.00	Matthew Sullivan is the best!!!!







