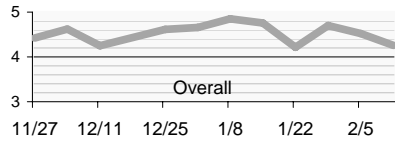


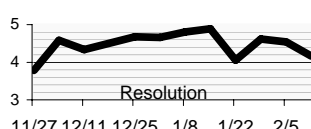
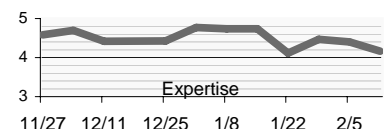
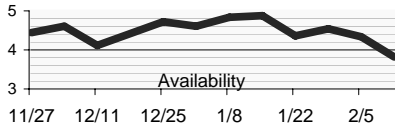
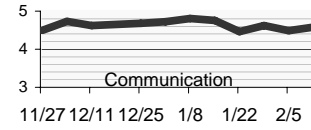
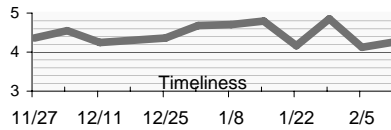
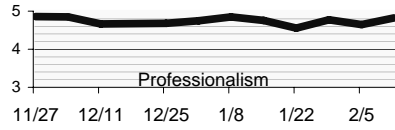
Average scores (on 6-division 1-5 Likert scale) for satisfaction with aspects of customer service



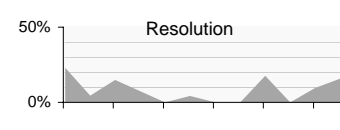
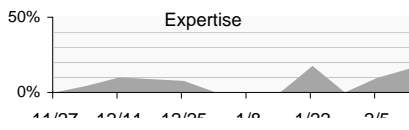
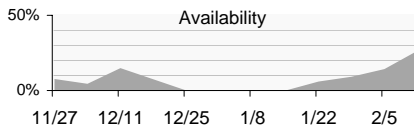
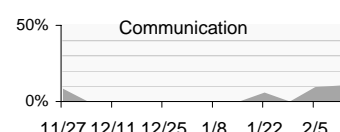
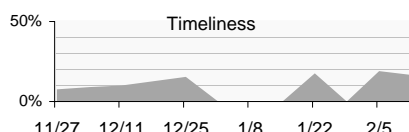
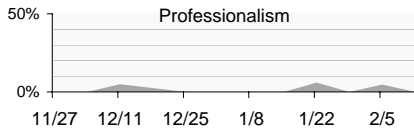
**For the month:
% of client respondents saying they are
Satisfied or Very Satisfied Overall**

82%

1. Happiness with Individual dimensions of client experience



2. Unhappiness: % of responses that were NOT Satisfied (scores of 1-3)



3. Comments by week

"Overall" rating

Week beginning 02/05/2007. N =21 (44.%) ; 4.52 overall

The staff was very pleasant and explained the problem to me and how to avoid it in the future. The service was A+ Case 375016	5.00
While Tanya at the front was very nice and helpful, the people in the back didn't really listen to the issue and thus I had to come back 3 times. The first 2, I immediately opened up the computer to find it wasn't fixed. This would hvae take 10 seconds of testing to determine. Finally, after I had wiped the hard drive and figured out how to reproduce the hardware issue, they insisted it was a software problem. This was frustrating. I had to stand there and beg for them to look at it again. Eventually, they ordered a new motherboard and the problem was fixed, but it could have been handled better. Case 370975	2.50
I have called in the past regarding various issues, and your service has been excellent! However, for this case, the help staff guy was talking to me in an extremely condescending fashion. He was impatient. I tried to ask questions. He answered too quickly for me to comprehend or write down the steps and I asked him to repeat, but he still went at the same rate, and didn't explain clearly (to me). I understand my issue was an issue that you don't support, but still, the help staff guy can talk to the client in a nice, non-impatient way. Case 372585	1.67
I first called over the phone and was told that if I came to the office, a specialist would be able to do more than what I was doing myself at home. When I arrived at the office, first I was not given a number and so I needed to wait there. Also, I was told that there was nothing more than what I had already done that could be done. Case 376747	3.33

In the beginning the case was poorly handled, so it took too long to solve it. However, after contacting the supervisor, he offered a temporary solution that solved my problem. At the end, they compensated for the delay so I am satisfied. Case 354636	4.17
Week beginning 02/12/2007. N =19 (40.%) ; 4.25 overall	
I was sent on a wild goose chase first and then got the correct answers. All in a polite manner. Case 379803	2.50
Your office couldn't solve my problem so you referred me to OLC . . . however, they aren't the right people to handle the problem either. Oh well... Case 381227	1.67
I didn't know there was this 5-day period during when you can install the downloaded windows. I understand (now) that this info was already written down on the webpage, but was not very clearly visible. If this 5-day criterion could be brought into attention more easily, I think it would help many others. Case 378547	4.17
Let me use your wireless network longer. Case 381472	5.00
They fixed my problem with one response to my email. I am very satisfied with the experience. Case 380656	5.00
Phone line was busy at time but spoke to three different staff memebers. Each was courteous and effective. Case 380954	5.00
1. After my request for assistance, it took 6 days for a response that boiled down to "sorry, we can't help you with that". 2. I realize that your primary function is for on-campus issues, and helping out an alumnus is "above the call of duty" - so there is but so much I could reasonably expect. 3. Another resource for the solution to my problem could have been offered. After all, this IS MIT - so SOMEBODY could have helped me! 4. My contact info is: Dr. Glenn E. Boley (540) 967-2522 drglenn@alum.mit.edu Case 375363	1.67