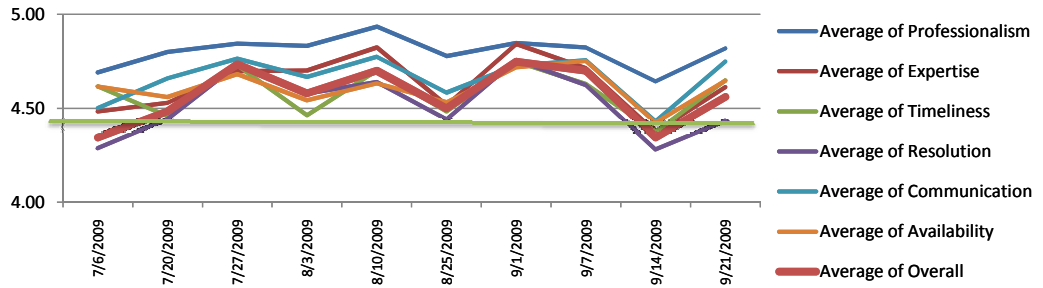


FY2010 Q1 -- RT Ticket Feedback / Client Satisfaction Survey Results

All IS&T Queues Surveyed

4.57

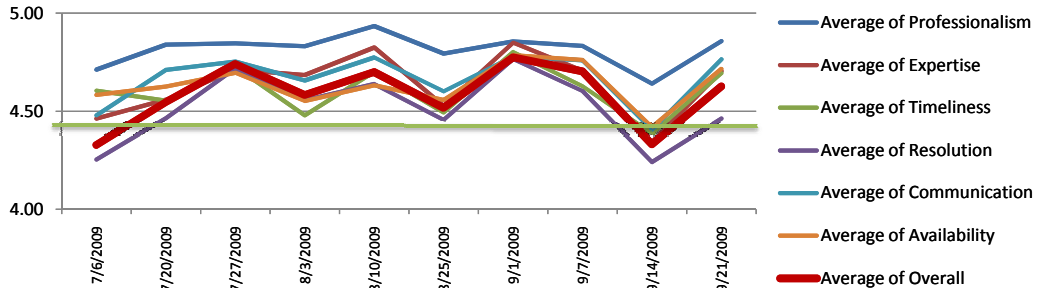
Goal = 4.5; N = 946
Overall Satisfaction
 4.34 lowest
 4.75 highest
 over the quarter



All Service Desk Queues

4.59

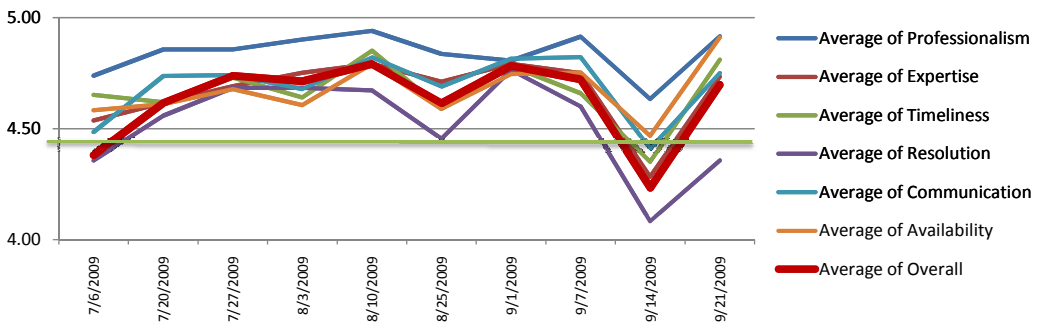
Goal = 4.5; N = 883
Overall Satisfaction
 4.33 lowest
 4.77 highest
 over the quarter



Call Center

4.63

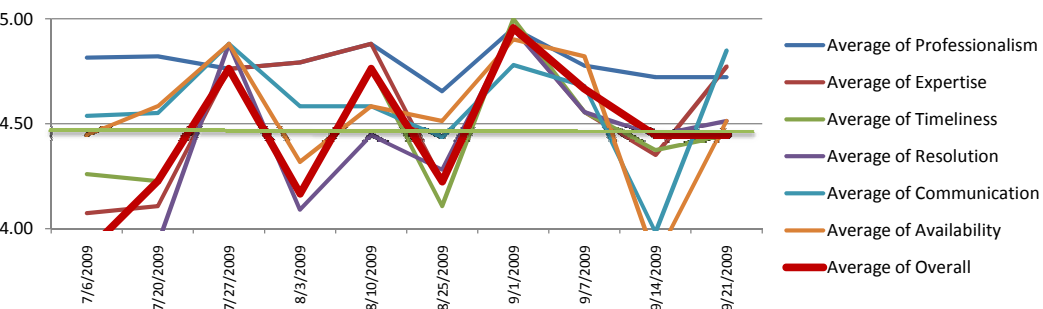
Goal = 4.5; N = 567
Overall Satisfaction
 4.23 lowest
 4.79 highest
 over the quarter



HW SW Service Center

4.62

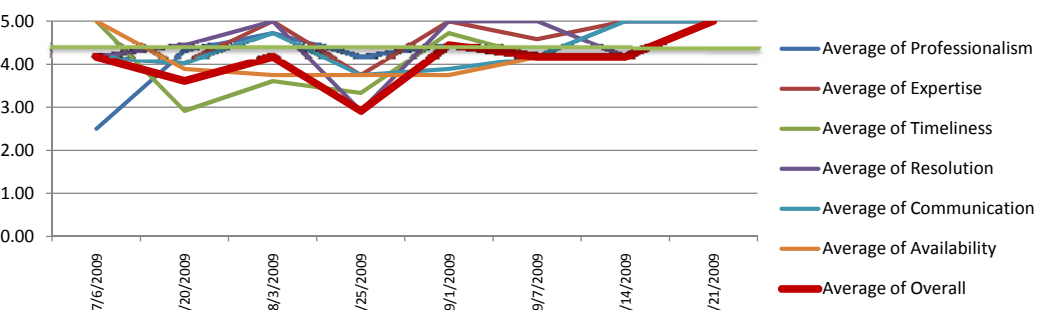
Goal = 4.5; N = 50
Overall Satisfaction
 3.89 lowest
 4.96 highest
 over the quarter



Network::Requests

4.08

Goal = 4.5; N = 19
Overall Satisfaction
 2.92 lowest
 5.00 highest
 over the quarter



FY2010 Q1 -- 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 the cumulative average across the Quarter. Monthly detail appears in the table on the next page.

Athena

4.34

Goal = 4.5; N = 25
Overall Satisfaction
 3.33 lowest
 5.00 highest
 over the quarter

Professionalism
4.67

Expertise
4.45

Timeliness
4.58

Resolution
4.38

Communication
4.26

Availability
4.38

RCC Queues

4.58

Goal = 4.5; N = 50
Overall Satisfaction
 4.26 lowest
 5.00 highest
 over the quarter

Professionalism
4.77

Expertise
4.60

Timeliness
4.34

Resolution
4.49

Communication
4.61

Availability
4.58

Telecomm Queues

4.86

Goal = 4.5; N = 17
Overall Satisfaction
 4.58 lowest
 5.00 highest
 over the quarter

Professionalism
4.77

Expertise
4.77

Timeliness
4.49

Resolution
4.77

Communication
4.44

Availability
4.86

TNIS Queues

4.48

Goal = 4.5; N = 40
Overall Satisfaction
 3.89 lowest
 5.00 highest
 over the quarter

Professionalism
4.66

Expertise
n/a

Timeliness
4.28

Resolution
4.62

Communication
4.26

Availability
4.30

EdTech::Stellar

4.42

Goal = 4.5; N = 23
Overall Satisfaction
 2.92 lowest
 5.00 highest
 over the quarter

Professionalism
4.70

Expertise
4.48

Timeliness
4.59

Resolution
4.51

Communication
4.88

Availability
n/a

FY2010 Q1 -- RT Ticket Feedback / Client Satisfaction Survey Results

Survey Data Detail by Month by Group and Queue

Fiscal Month / Group / Queue		# of Responses	Profess- ionalism	Expertise	Timeliness	Resolution	Communi- cation	Availability	Overall
1	Service Desk								
	Help Desk::Athena	6	4.58	4.58	4.44	4.58	4.50	4.58	4.58
	Help Desk::Business Help	17	4.80	4.71	4.66	4.71	4.64	4.62	4.69
	Help Desk::Call Center	227	4.84	4.63	4.66	4.56	4.70	4.63	4.62
	Help Desk::Presales	3	4.72	4.72	4.17	4.72	4.72	4.17	4.44
	Help Desk::Service Center	31	4.81	4.25	4.36	3.97	4.63	4.61	4.25
	Help Desk::UNIX/Linux	1	4.17	4.17	4.17	2.50	5.00	5.00	3.33
	RCC::BriggsField	3	4.44	4.17	3.89	3.61	4.44	4.58	3.89
	RCC::EastCampus	2	5.00	4.58	4.17	4.58	5.00	5.00	4.58
	RCC::MassAve	1	5.00	4.17	5.00	2.50	5.00	4.17	3.33
	RCC::NorthWest	1	5.00	5.00	3.33	5.00	5.00	5.00	5.00
	RCC::WestCampus	4	5.00	5.00	5.00	5.00	5.00	5.00	5.00
	Software::Matlab::Questions	5	4.33	3.83	4.83	4.00	3.96	4.79	3.67
	Software::Mobile Devices	3	5.00	5.00	5.00	5.00	5.00	5.00	5.00
	Telecom::3help	3	4.72	4.72	4.44	4.72	4.17	4.72	4.72
	Service Desk	307	4.82	4.58	4.61	4.49	4.68	4.64	4.56
	OIS								
Network::Requests	7	4.05	4.05	3.21	4.40	4.05	4.05	3.69	
TNIS::Trouble Calls	6	4.83	4.50	4.17	4.72	4.00	4.50	4.31	
OIS Total	13	4.38	4.24	3.65	4.55	4.03	4.24	3.97	
ISDA									
Edtech::Stellar	7	4.40	4.44	4.17	4.29	5.00	3.54	4.17	
ISDA Total	7	4.40	4.44	4.17	4.29	5.00	3.54	4.17	
1 To	327	4.79	4.57	4.57	4.49	4.66	4.60	4.53	
2	Service Desk								
	Help Desk::Athena	6	4.86	4.31	4.58	4.72	4.44	4.17	4.44
	Help Desk::Business Help	20	4.63	4.42	4.29	4.58	4.56	4.58	4.42
	Help Desk::Call Center	171	4.88	4.74	4.65	4.57	4.71	4.63	4.68
	Help Desk::HDweb	1	5.00	3.33	4.17	2.50	4.17	4.17	3.33
	Help Desk::Presales	4	4.79	4.38	4.58	4.58	4.79	4.44	4.79
	Help Desk::Service Center	48	4.72	4.46	4.22	4.26	4.49	4.47	4.29
	Help Desk::UNIX/Linux	3	4.72	3.61	4.17	3.61	4.17	3.89	3.61
	RCC::BriggsField	1	5.00	5.00	5.00	5.00	5.00	5.00	5.00
	RCC::MassAve	1	5.00	5.00	5.00	5.00	5.00	5.00	5.00
	RCC::NorthWest	4	5.00	4.72	4.58	4.79	4.79	4.44	5.00
	RCC::WestCampus	4	4.58	4.17	3.96	4.17	4.58	5.00	4.17
	Software::Matlab::Questions	3	5.00	5.00	4.58	5.00	5.00	5.00	5.00
	Telecom::3help	7	4.86	4.58	4.29	4.86	4.58	4.17	4.40
	Service Desk	273	4.83	4.62	4.52	4.51	4.65	4.57	4.57
	OIS								
	Network::Requests	5	4.50	4.50	3.50	4.17	4.33	3.75	3.67
TNIS::Trouble Calls	3	4.72	5.00	4.72	4.72	4.44	4.44	4.72	
OIS Total	8	4.58	4.64	3.96	4.38	4.38	4.05	4.06	
ISDA									
Edtech::Stellar	2	4.58	4.58	5.00	5.00	5.00	5.00	5.00	
ISDA Total	2	4.58	4.58	5.00	5.00	5.00	5.00	5.00	
2 To	283	4.82	4.62	4.51	4.51	4.64	4.55	4.56	
3	Service Desk								
	Help Desk::Athena	13	4.51	4.42	4.62	4.23	4.10	4.38	4.23
	Help Desk::Business Help	22	4.85	4.76	4.73	4.92	4.77	4.79	4.81
	Help Desk::Call Center	169	4.80	4.62	4.62	4.46	4.69	4.68	4.59
	Help Desk::HDweb	4	4.38	3.75	4.38	3.13	4.79	4.38	3.75
	Help Desk::Service Center	55	4.82	4.71	4.65	4.65	4.63	4.62	4.68
	Help Desk::UNIX/Linux	1	4.17	4.17	4.17	4.17	4.17	4.17	4.17
	RCC::BriggsField	5	4.17	4.38	3.96	3.75	4.44	4.58	4.17
	RCC::EastCampus	7	4.88	4.86	4.88	4.88	4.83	4.86	4.88
	RCC::MassAve	2	4.58	4.58	4.58	4.58	4.58	4.17	4.58
	RCC::NorthWest	9	5.00	4.91	4.44	5.00	4.91	4.83	4.81
	RCC::WestCampus	6	5.00	5.00	4.58	5.00	5.00	5.00	4.86
	Software::Matlab::Questions	3	4.44	4.44	4.44	3.61	4.17	3.89	3.89
	Telecom::3help	7	5.00	5.00	4.76	5.00	4.88	4.88	5.00
	Service Desk	303	4.79	4.65	4.62	4.53	4.67	4.67	4.61
	OIS								
	Network::Requests	7	4.52	4.88	4.52	4.86	4.29	4.17	4.40
TNIS::Trouble Calls	12	4.58	4.44	4.03	4.51	4.47	4.09	4.44	
OIS Total	19	4.56	4.61	4.21	4.63	4.40	4.12	4.43	
ISDA									
Edtech::Stellar	14	4.88	4.58	4.64	4.64	4.76	4.68	4.49	
ISDA Total	14	4.88	4.58	4.64	4.64	4.76	4.68	4.49	
3 To	336	4.78	4.64	4.60	4.54	4.66	4.63	4.60	
Grar									
	946	4.80	4.61	4.56	4.52	4.65	4.60	4.56	