

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

All IS&T Queues Surveyed

4.57

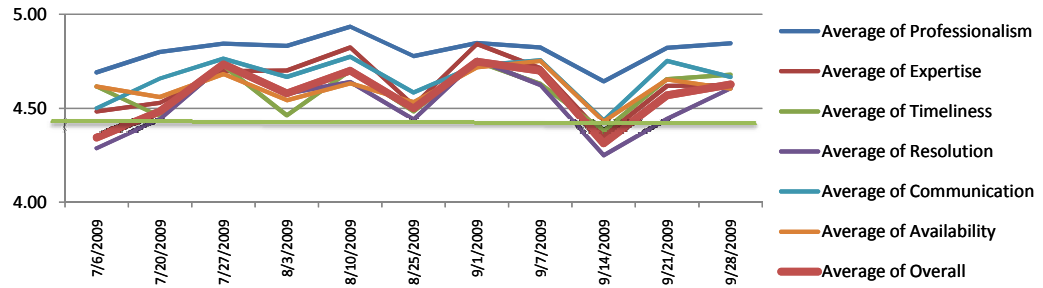
Goal = 4.5; N = 1006

Overall Satisfaction

4.31 lowest

4.75 highest

over the quarter



All Service Desk Queues

4.59

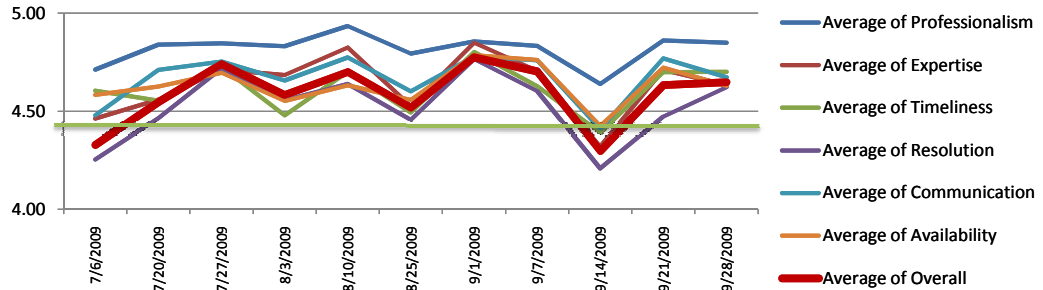
Goal = 4.5; N = 939

Overall Satisfaction

4.30 lowest

4.77 highest

over the quarter



Call Center

4.63

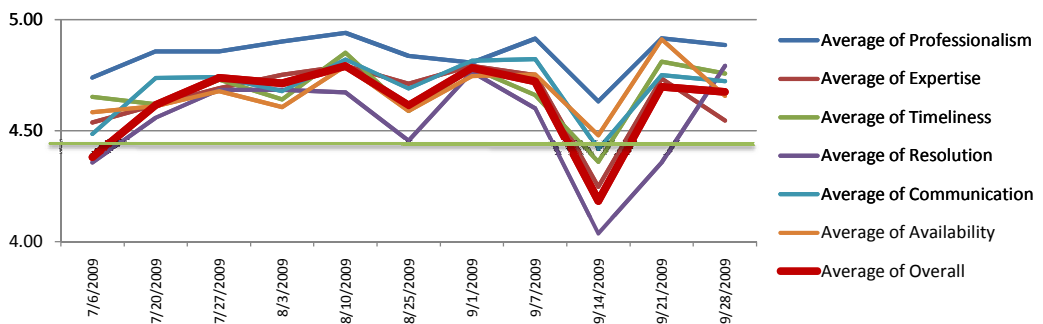
Goal = 4.5; N = 593

Overall Satisfaction

4.18 lowest

4.79 highest

over the quarter



HW SW Service Center

4.63

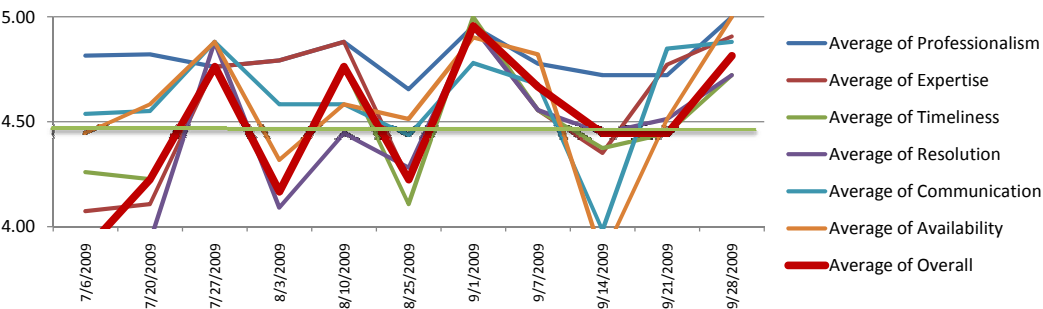
Goal = 4.5; N = 58

Overall Satisfaction

3.89 lowest

4.96 highest

over the quarter



Network::Requests

4.09

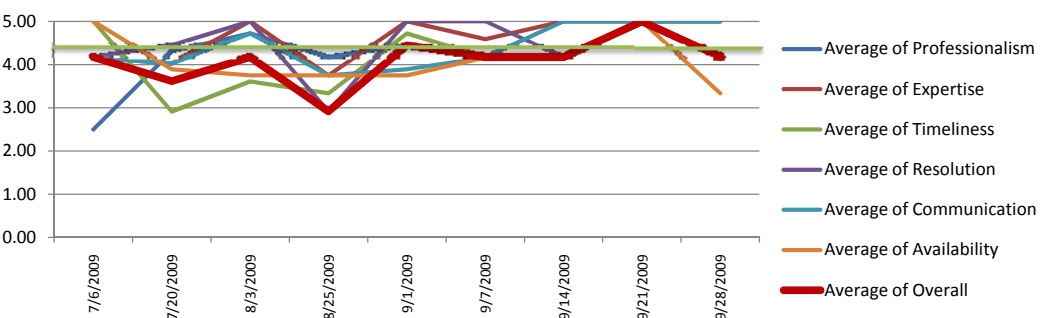
Goal = 4.5; N = 20

Overall Satisfaction

2.92 lowest

5.00 highest

over the quarter



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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

4.35

Goal = 4.5; N = 28
Overall Satisfaction
 3.33 lowest
 5.00 highest
 over the quarter

Professionalism
4.70

Expertise
4.48

Timeliness
4.59

Resolution
4.39

Communication
4.25

Availability
4.36

RCC Queues

4.60

Goal = 4.5; N = 58
Overall Satisfaction
 4.26 lowest
 5.00 highest
 over the quarter

Professionalism
4.79

Expertise
4.63

Timeliness
4.38

Resolution
4.50

Communication
4.61

Availability
4.61

Telecomm Queues

4.86

Goal = 4.5; N = 18
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

4.47

Goal = 4.5; N = 44
Overall Satisfaction
 3.89 lowest
 5.00 highest
 over the quarter

Professionalism
4.66

Expertise
n/a

Timeliness
4.27

Resolution
4.57

Communication
4.28

Availability
4.35

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

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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
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 Total	283	4.82	4.62	4.51	4.51	4.64	4.55	4.56	
3	Service Desk								
	Help Desk::Athena	16	4.61	4.48	4.64	4.27	4.11	4.36	4.27
	Help Desk::Business Help	28	4.85	4.69	4.70	4.78	4.78	4.67	4.76
	Help Desk::Call Center	195	4.81	4.60	4.64	4.49	4.69	4.68	4.58
	Help Desk::HDweb	5	4.50	4.00	4.50	3.50	4.83	4.50	4.00
	Help Desk::Presales	1	5.00	5.00	5.00	4.17	5.00	5.00	5.00
	Help Desk::Service Center	64	4.84	4.74	4.66	4.66	4.66	4.66	4.70
	Help Desk::UNIX/Linux	2	3.33	3.33	3.75	3.33	3.33	2.50	3.33
	RCC::BriggsField	8	4.52	4.64	4.40	4.29	4.72	4.76	4.52
	RCC::EastCampus	8	4.90	4.88	4.90	4.79	4.86	4.88	4.90
	RCC::MassAve	2	4.58	4.58	4.58	4.58	4.58	4.17	4.58
	RCC::NorthWest	12	5.00	4.92	4.58	5.00	4.85	4.88	4.86
	RCC::WestCampus	7	4.88	5.00	4.40	4.76	5.00	5.00	4.76
	Software::Matlab::Questions	3	4.44	4.44	4.44	3.61	4.17	3.89	3.89
	Telecom::3help	8	4.90	4.90	4.69	4.90	4.69	4.79	4.79
	Service Desk	359	4.80	4.64	4.64	4.53	4.67	4.66	4.61
	OIS								
Network::Requests	8	4.58	4.88	4.58	4.88	4.38	4.05	4.38	
TNIS::Trouble Calls	15	4.61	4.44	4.06	4.44	4.46	4.23	4.44	
OIS Total	23	4.60	4.58	4.24	4.58	4.43	4.17	4.42	
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 Total	396	4.79	4.63	4.61	4.54	4.66	4.63	4.59	
Grand Total	1006	4.80	4.61	4.57	4.52	4.65	4.60	4.56	

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

Fyear	(All)
FQtr	(All)
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
9/28/2009	Network::Requests	1022071	4.17	My only complaint is that I was not notified prior to the DNS change. This had a minor impact on our work but if the situation had been a little different it could have been a major impact. In fairness I need to admit that I did not specifically request this advance notification, I simply expected it.
	RCC::BriggsField	1030540	5.00	I asked for a round numbered ip and I got a 0.200. so I'm really really happy.
		1011629	5.00	Very helpful and really willing to help. Staff member even checked up on me when they did not hear from me for a while.
	RCC::NorthWest	1032396	5.00	Very happy with service.
				It was handled very quickly and worked great, thanks!
	RCC::WestCampus	1025030	4.17	my internet connection worked for only a day and then just stopped working. I believe a brief period of post-installation monitoring would help.
				took 24 hrs to have someone come out and during that time we were out a fax, scanner and printer. Made it difficult to process. Answer of what was wrong was: not the jack. Which didn't really help me determine what I should do from that point forward.
	TNIS::Trouble Calls	1027398	3.33	
				You cannot improve on the saintly patience and resourcefulness of Robin. The resolution of the problem, as in fact the problem itself, remains mysterious to both Robin and myself - but it is fixed. With gratitude, U. Ingrid Richardson
	Help Desk::Call Center	1030057	4.17	
		1029370	5.00	This ticket was pointing out typos on a 3-Down message
		1029212	5.00	It was GREAT! Thank you so much
				the staff's awareness and understanding of the MIT confluence wiki (in regards to storage, backup, and some of the features--like how the wiki can email) was not as good as I usually expect from IS&T
		1027813	3.33	
				I am very satisfied with your service, unfortunately and for some reason, students in China have problems accessing my Stellar website.
		1027498	5.00	
				The IS&T staff was excellent in helping resolve my difficulty. Thank you again to IS&T staff. Markus Zahn
		1026666	5.00	
		1024963	2.50	Why don't you remove ASAP the scam message in webmail homepage????
		1024476	5.00	It is very nice to be able to get help so easily.
				Generally I get great help from IS&T. In this case however, I presented a problem and they suggested a procedure to diagnose it. The problem is not repeatable and it occurs off and on. When the problem did not repeat he said very frankly that I should try the basic suggestions before presenting the problem to them. The thing is I have done that and it intermittently works correctly. I thought the reply was unprofessional.
	Help Desk::UNIX/Linux	1028579	2.50	
				The professional who supported me did an excellent work.
	Help Desk::Service Center	1030556	5.00	Thank you
				I would have appreciated being notified when the problem was identified and the new part was ordered, so I knew that the work was proceeding on schedule.
		1025912	5.00	
				Rob, PC Service has been excellent in responding to this call. The repair work was clearly explained as to what was done and what could not be done. Thanks for the wonderful service.
		1023352	5.00	
				The ribbon is still a little loose, but that's not the fault of IST; its easier to put back in place now and the keyboard and mouse, as you can see, are working mostly fine.
		1023207	4.17	

9/28/2009	Help Desk::Service Center	1021782	4.17	At 4:57 on friday I was sent as email saying I could pick my computer up any time before 4:45, meaning that I had to wait an extra 4 days to get my laptop.
	Help Desk::Business Help	1024909	3.33	The instructions were easy enough once the staff understood my problem, but that took 2 rounds of emails back and forth, so it took longer than I would have wished to solve the problem. Additionally, I still don't know if the problem has been resolved because I don't know if the time sheet revision email got to the person I sent it to and that they know what to do with it. I've not yet been paid for about 6 hours of work from 3 weeks ago.
9/21/2009	RCC::NorthWest	1004957	4.17	The process was smooth and effective. The only way to improve it would have been to receive a little more feedback by email or make it happen faster, but I'm actually happy with both of those aspects.
	TNIS::Trouble Calls	1020355	4.17	I came in to my office late at night (around 11PM) to do a literature search for a report that was due at the end of the week. I called IS&T after hours and therefore did not speak to a person but left a message. The problem was resolved by the next morning but I was not able to get any work done that night. One way to improve service might be to have 1 person on call for when issues like this happen at night.
	Help Desk::Call Center	1023536	5.00	My problem was solved on the phone in a shorter period of time than it took me to do this survey :)
		1022046	5.00	Excellent attitude and willingness to be responsive, and willing to consider not just the initial question.
		1021292	5.00	I've always found the staff on the IS&T help desk to be very helpful. Many thanks for once again resolving a problem for me. Patti Foley
		1018605	5.00	The only problem was that the web site I was pointed to to download the VPN config file for Mac OS 10.6 was not implemented yet but received the file promptly via email after requesting it.
		1015460	4.17	But the problem came again when I was in my new room 3-256, which I suspect of having put a jinx on me. After my computer had quit several times I went home. I may bring it in to your walk-in clinic, which is always wonderful, to see if someone could work some magic on it. Dave Wilson (Hi Rob! Best wishes! Dave)
	Help Desk::Service Center	1023108	5.00	Thanks great job its working well...
		1020463	1.67	I just needed a simple laptop battery diagnosis but had to leave computer with IS&T overnight and still did not get someone to look at it by the next day. I ended up going to the Genius Bar in the Apple store and had my battery replaced there.
		1017615	5.00	Just a comment on the overall satisfaction - this was a request for a repair that was time sensitive. I had very important files on the laptop that needed to be available to me for a report being written to senior executive management. I needed them within a very short time frame. Th Help Desk responded by sending requested files to me as promptly as possible from my hard drive, and by bumping the repair request up in the queue to ensure repair as quickly as possible. This was critical for me, and the Help Desk did a really great and professional job in responding to my need. Many thanks to all involved!
		1013776	5.00	Great service!
	Help Desk::HDweb	1016964	5.00	Thanks very much. Rick was extremely helpful, professional and friendly!
	Help Desk::Business Help	1022314	5.00	Clear and concise. Just what the client needed.
		1012998	5.00	So the help desk was great. They responded quickly and courteously. Sadly, they couldn't help, but they directed my ticket to someone who could, and then followed up later. The Personnel people who fixed the problem, I have some issues with, but the help desk people were just fine.
	Telecom::3help	1015718	5.00	Improve spelling on ticket decriptions :) [ticket 1015718,entitled "Brocken set 6172533810."]
	Edtech::Stellar	1022922	0.83	Fix things when they don't work, rather than saying it's not your job. Or at least, if functionalities are not working, don't show them to users. My problem relates to Stellar forum alerts, which are vital to TAs and students, and don't work.

9/21/2009	Software::Matlab::Questions	1020786	2.50	My problem is not yet resolved. bhkim@mit.edu : ticket number 1020786
				outages, all the units in Building 35 experienced hardship and confusion over repair activities. I tried to funnel all communications for the faculty, staff and students in my unit, however, I know that there were at least several concurrent help tickets, and likely many others from the other groups in my building. This may be a misperception, however, it seemed at times that identifying and fixing this building-wide problem was not a high priority and was driven primarily by community complaints. I would like to recognize the efforts of Shaun Palma and his staff who worked hard to locate the cause of the problem and were ultimately successful. In regard to building 35's wireless network, I understand that MIT is upgrading WAP hardware campus wide. Our building is using outdated hardware, which is prone to inconsistent service and bandwidth, but I understand the new Cisco WAP's will eliminate these problems as well as help IS&T to identify and deactivate network ports with multiple mac addresses. I ask that IS&T re-prioritize the Building 35 upgrade to a higher priority. This
9/14/2009	TNIS::Trouble Calls	1010913	4.17	would be a big help to building this older building's
	Help Desk::Call Center	1018213	1.67	I was just surprised and somewhat dismayed that three different IS&T reps don't know what ArcGIS is. I called a few different times with difficulties installing the software onto my mac. One technician, at approximately 5:30pm on Friday afternoon was rude and impatient. I don't know why since your call-in hours are until 6pm.
		1017459	5.00	This response applies to a few most recent issues, though this issue I figured out myself. Computing help often saves me time which I really appreciate.
		1017151	3.33	We never did figure out what had gone awry but the problem had resolved itself on it's own so there was little reason to continue the investigation. Hopefully it won't come up again
		1017046	5.00	Every time I called technical support I was very impressed by the promptitude, professionalism, and the kindness of the technician. This is extremely valuable, in particular for the research staff I'm part. Thanks! Aslan
		1016865	4.17	If you have a follow-up question related to the problem you were just helped on, it is difficult to contact the same person even a little bit later. And starting with a new person at the help desk on the same topic wastes a lot of time at both ends. Although the problem I had was resolved, when I now turn on my laptop, the window "Internet E-mail PO9.mit.edu Login" does not appear anymore asking for my password. This worries me, because it looks like anybody with access to my laptop could now open my e-mail, etc. Please contact me to fix this problem; best to call me at 781-646-4347. Thank you.
		1016593	5.00	No suggestions, but considerable praise. Your group was a great help, in an emergency, and I appreciated their help very much. (Thank you.) natapoff@mit.edu
		1016541	4.17	I would like my students to be able to use Stellar to sign up for workshops. I was told this is not possible. Can this feature be added? Roberta -- rpittore@mit.edu
		1015631	4.17	It didn't work, but I had been told it may happen
		1013858	3.33	resolution did not work. trying to determine which mailing lists I belong to, but the link sent did not seem to function properly.
		1013765	4.17	Seemed there was a lot of trial and error involved in solving this problem, when the real answer was "we don't know quite why this happens. we can try a dozen things, you can plug into a wall, or you can wait. This usually self-resolves in XX hours."
		1013423	4.17	Getting a 64bit version of the VPN for Windows would really help out.
		1013289	0.83	My boss had said that my personal computer could be serviced by your group...but when I called I was told that you do not service computers of employees...I do use this computer when I work at home from time to time but it is not my primary computer that I use at work on a daily basis.
		1012889	5.00	Staff helped, problem was solved immediately, very satisfied!

9/14/2009	Help Desk::Call Center	1012813	5.00	I was helped with a form that had a problem and the person helped me the best he could given the situation. I greatly appreciate the assistance I get from your staff.
		1010134	5.00	I've always had very good results!
		1009627	0.83	Issue was NOT resolved. See ticket conversation for details, but in essence the "spam quarantine" emails are WAY too verbose (I want mine weekly or biweekly, not daily), and some of my client software DOES NOT have the capability to implement a client-side message filter to move those emails to a different folder. What vendor of spam filtering doesn't allow you to change the frequency which which the quarantine messages are sent out? Every prior institution that I have been with made it easy to change the frequency of "spam quarantine" emails. And even in those cases, the 'default' is always a week or more.
		1007478	5.00	I am always happy to speak with the Help Desk. It is the computer I'm not always so happy with. Your staff has the patience of Job and the knowledge of Methusala! Keep up the good work. Fran Marrone p.s. I'm sure I will be contacting you for something computer related in the new future.
		1006021	5.00	The staff who assisted me was very courteous and so nice on the phone.
		992649	0.83	You sent me the feedback form but didn't actually solve my problem. It's still occurring and the IT staff haven't figured it out yet. Last I heard, you were still working on it, then you sent me the feedback form like it was done (?) selin@mit.edu
		818263	4.17	It took a long time to get my machine running properly. But, once a supervisor took control, it was fixed within minutes and it has been running well since.
		799570	1.67	My email account was broken into and all my emails were gone. I was told that I could not get my emails from the backup server because it was too much work.
		725944	3.33	The ticket was left in "waiting" for over a year (!). There wasn't enough followup with OIS staff.
		710923	0.83	I thought this was completed in September 2008 when I requested the change. Why did it take a year for this to be resolved? turbak@erl.mit.edu 3-8028
	Help Desk::UNIX/Linux	1012651	4.17	#6 did not apply because I submitted a ticket through email. It did take a day or two to get a response, but it indicated that I was dealing with a known issue which was good. Turns out the resolution was to wait which was one of the suggestions. RHEL is currently updating properly.
	Help Desk::Service Center	1017902	5.00	the person who looked at my hard-drive was great and got back to me on a friday afternoon which i was very please with however, the blond haired receptionist in the front was unhelpful (as in a previous experience). she makes one feel bad for asking for more detail about the case and always makes it impossible to chat to the person who worked on it - i find this most dissatisfying. She seems to just want to get rid of people.
		1010461	5.00	My computer works!!! It was cheap! It was fast! I'm more than satisfied, I'm practically smitten. Seriously though, I came in with a nebulous description, a limited budget and an extremely short timeline and despite my rudeness (I was stressed) I was treated with patience and respect. The hardware technician got to the root of my problem quickly and walked me through the process. Thanks you're welcome to contact me (though I have no idea why) moslin@mit.edu
		1009307	5.00	Great job guys. Everything was prompt and well done, very impressed. I will be bringing any future computer needs to you!
	Help Desk::HDweb	1012676	4.17	My website is still not indexed by Google, and though I appreciate the staff's intelligent and correct suggestions, I had already worked past that level before I contacted you. I am now at a loss as to how to fix this problem.

				Ticket repeatedly closed without reason or explanation saying "solved" but the problem was not solved and still remains unsolved IS&T distributing software claiming support but to date nobody I know has succeeded in installing 64-bit Matlab or Maple on 64-bit Ubuntu; not even a page on known workarounds; additional e-mail directing me to company for support but the issue is widespread.
9/14/2009	Help Desk::Athena	1008633	0.83	
	Telecom::3help	1015400	5.00	I am more than pleased with the service that I receive.
		1010363	5.00	THANK YOU
	Edtech::Stellar	1012462	5.00	I am very impressed with your overall service!!
				My question was about stellar, but I couldn't find a way to reach the stellar support team directly, so I submitted a ticket to the general IST system which I think made the turnaround time longer than it should have been (though, by at most a few hours). I don't know if there is any way to submit a ticket to stellar support directly, but the "support" link on Stellar links to the general ticket system.
		1011915	4.17	Weekend responses would be nice, but it is understandable that requests are handled during weekdays. One factor that I couldn't help was that I didn't receive the error myself, I only passed on the error message, so I wasn't able to help clarify directly.
		1011644	4.17	
9/7/2009	Help Desk::Call Center	1011210	5.00	Excellent service, no complaints.
		1010162	5.00	The service I received in resolving my issue exceeded my expectations in the results and timing.
				Hard to say if it IS possible to fix my problem, but the person who helped was only able to give me a "It's PROBABLY this..." type of answer.
		1009735	4.17	
		1009615	5.00	I realized my error before he could start on the case.
		1009348	5.00	Familiarity with ThreatFire anti-malware
				This particular helper was not as good as all the other helpers I have had. Usually the help from 31101 is very excellent and this one time was not. The helper was nice just not very skilled with my type of problem.
		1009306	2.50	
		1009188	5.00	Great Job! Thank you :)
		1008989	5.00	No problems - thanks.
		1008857	5.00	Service as superb, as always!
				I made a mistake in filling out my previous survey: if it is indexed to my ticket number please disregard and replace with this one. Registering my Macbook Air was easy with the help provided by the MIT problem resolution team member. He did an exceptional job that couldn't have been better.
		1008028	5.00	
				It is hard to fill out this survey because I worked with a number of different people and some were more helpful than others. Migrating from my Macbook to my Macbook Air was a nightmare--it took three days and I still ended up having to reinstall all software from CDs. That should not be the case. With previous laptops it was an easy process. This time I was close to sending the new computer back and buying something else.
		1007994	5.00	super great service!!!
				Bob was the person helping. He was obviously expert at what he was doing. He was relentless in trying to solve the problem. After all apparent avenues of troubleshooting were exhausted, he said he would consult someone else and would be sure to get back to me the next day. The follow-up was as promised---there was less a problem with my computer and the interface with MIT's computer system, than a glitch in how the system saw me as registered as a student at MIT. Thanks for the great support.
		1007949	5.00	
		1007494	5.00	Great customer service. I was very impressed and want to thank IST for helping me to quickly address this issue.
		1007489	4.17	My Problem was fix and four hours later I was notified with no explanation.

9/7/2009	Help Desk::Call Center	1006849	5.00	Despite the fact that it was close to or after 5 pm, on advice from the Walkins staff I called the IS&T phone line---someone named Jakob talked me through the process of setting things up so that Safari could access the certificate authority site, and I was able to register for my parking pass on the spot. Jakob was particularly clear in his verbal guidance, and patient. Once again I am delighted with the kind of help I received in this quasi-emergency situation (I was otherwise going to lose my parking spot), despite the fact that it was late in the day and at one of the busiest times of the year for your office.
		1004615	5.00	I ended up getting the certificate downloaded with no problem.
		1003842	5.00	Good job!
		1002133	4.17	Maybe a bit of feedback when I actually submitted the request. The problem was fixed, but I had no idea anything was being done for about 5 days.
		999541	4.17	it was tough because it was an intermittent problem - but the work around suggested was fine
		998791	4.17	The feedback I got on my problem was prompt and helpful. However, the reason I needed help is that MIT IS&T does not support my operating system (Windows Vista 64-bit), and therefore I had to set aside a large portion of my hard drive to run a virtual operating system that is supported. If MIT were quicker to support new software, I would have an extra 16 GB on my hard drive.
		996635	5.00	The problem was fully resolved. The IS&T personnel I dealt with were extremely helpful. thanks!
	Help Desk::Service Center	1003992	4.17	I seem to recall being able to track the status of a ticket online the few other times I've had to get help in the past year or so. Although I was given a ticket this time around as well, it wasn't made clear to me how to track that ticket number online, and with the new redesign of the IS&T website, it was hard for me to figure out where to go to do so.
		997278	5.00	The team got my laptop to Apple just a few days before the warranty expired -- that was key to getting my repair done! The turnaround was a little long (to be without my laptop), but I understand it is a factor when the machine has to be sent to the manufacturer.
		992672	2.50	The solution to my problem was to reinstall everything on the computer. I would expect a more thorough testing and diagnosing of the computer before such a time-wasting operation has to be performed. The tech tried one thing that didn't work and decided I should "reinstall everything". It took 5mins of his time but took 2 days of mine in solving the problem.
	Help Desk::HDweb	1006366	5.00	Very excellent service
	Help Desk::Business Help	1006618	4.17	The person I spoke to referred the matter to someone else and the program in question (SAPweb) was working again by the next morning. Thanks.
		1006602	5.00	Service was great for the problem. The SAP problem was not clear. I could not tell my order was not entered. I would like some sort of error message so I do not waste time. I had to reenter all my orders all data was lost.
	Help Desk::Athena	1007560	5.00	Great service, keep it up. Thank you.
9/1/2009	RCC::BriggsField	1002205		Everything was fine. The only problem turned out to be that my internet browser was not automatically redirected to the following website: https://nic.mit.edu:444/bin/dynareg?class=student I don't know why - the same problem with LAN and wireless. It would be helpful if you put this specific address on the website so if the automatic redirection doesn't work people can type it themselves.
	RCC::NorthWest	996897	5.00	Everything was OK. Problem still persist but it's not your fault. (and now I know how to avoid it)
		993328	4.17	Have an form on the website where we can input the MAC addresses we want added to the MIT network for Vonage modems and other such devices that can't users register to the network. Alternately, make users aware that if they want a MAC address added, to specify the address in the initial description of the work order.
	TNIS::Trouble Calls	998808	4.17	several days elapsed with no word whatsoever. i had to email again asking for status. the next day, got reply (finally!) that all was well.

9/1/2009	TNIS::Trouble Calls	987469	4.17	I had the impression that this specific issue (apparently a problem with a piece of equipment called repeater?) doesn't happen very often, but to all the people affected by the problem (rooms 26-009, 023 and 027), the delay in finding a solution more quickly generated some inconveniences. The network was on and off for roughly a week and a lot of time had to be invested in contacting the help desk several times and helping their team to get around the problem. Overall, the final solution (we were given static IP numbers for our computers) was very satisfying, though.
	Help Desk::Call Center	1004644	5.00	Keep it up
		1004310	5.00	This was terrific.
		1001305	3.33	The person who handled my ticket did a very good job, so I have no complaints there. I just was surprised that the issue I raised didn't really have a solution. I was given a workaround, which is fine, but hasn't actually solved the issue.
		999959	5.00	The suggestions I got were so clear, I was able to simply forward them to a student who was desperate for them.
		999435	5.00	Thanks!
		998893	5.00	Thank you for the excellent and great work, as always!
		998794	5.00	Yes, they were very helpful.
		998698	5.00	It was a simple request and was handle more quickly than the estimate, which was very nice.
			5.00	Very rapid solution, precisely what I needed. Thank you for the assistance.
	Help Desk::Service Center	1003512	5.00	I spent a good deal on this issue, and the staff was able to help me fix it quickly. They were very courteous and even continued to help me after being off his shift until we were able to resolve the issue.
		1001757	4.17	Dear Rob, My computer needs (as I understand) further attention. As am leaving tonight for couple of weeks, I did not leave my computer for further diagnostic-repair, as I did not want to be absent when everything will be taken care and you had to wait for my payment(if anything will be repaired). So, up to this point I was satisfied with very nice and professional manners of your staff. I will come immediately after my return. Thank you very much. L.Khachatryan I apologize for my not perfect (softly speaking) English. My best wishes to you and everybody who was taking care of my computer's problem.
		1001754	5.00	Staff did not respond to email necessarily so I had to call a few times to get an appointment. But I was asking for a next-day appointment so it is understandable.
		999011	5.00	I took advantage of the help desk in Stata center. I think this was great idea as I have lunch there every day and was able to get instant face to face advice. This was better than trying to resolve issues over the phone or having to take the time to walk over to IS&T. Again just want to say that I was extremely pleased with the quality of the advice and the eagerness to find a solution to my problem by the folks that helped me out.
		997070	5.00	They did a great job
		996222	5.00	Amazing service! I brought my laptop in, and they checked on the warranty, got the parts, and installed it in a week's time.
	Help Desk::HDweb	988741	0.83	Thanks! The problem, which seems to me not too complicated, isn't solve yet, although i contact you twice and told you your advise aren't helping. very bad service. why is it so difficult to redirect one web address to another?
	Help Desk::Athena	992799	1.67	I was unable to follow the set of instructions listed in the message i received. Instructions should be written in simpler terms, assume that I do not know anything about the subject, and give full and detailed instructions. More importantly, the instructions should be organized in a step by step manner and chronological order (first do this, second do this, third do this, etc). Ex: "You upload content by placing files inside of the AFS directory, located at /afs/athena/course/21/21f.315" does not help. I still have no idea how to access my locker, and upload files.

9/1/2009	Edtech::Stellar	996352	4.17	It was clear in my email exchanges that the problem I stated was not being understood on the other end. Once we finally resolved that, they were able to correct the problem. I did get an email though that told me that I should go through proper channels for faster service. My experience is that when I don't go to senior programmers, I do not get a prompt response. I also thought this email was a bit off putting.
8/25/2009	Network::Requests	988731	1.67	My ticket seems to be in limbo; no final statement has been made that it can't be solved, but no one seems to be working on it. (It's ticket 802383.)
	RCC::NorthWest	987089	5.00	Very helpful...although it might be nice to have an FAQ somewhere explaining how to connect game systems to the Internet (I know from a work standpoint it's not a priority, but I can't be the first person to have those questions).
	Help Desk::Call Center	997364	5.00	first rate all of the way -- what one expects from MIT!
		997176	5.00	The only reason I say things were not resolved entirely to my satisfaction is that it seems it was not possible to pull back my email having been sent to such a large list.
		996990	5.00	Excellent!
		996711	5.00	The links provided by MIT S&T led me to the directions I needed.
		996630	5.00	very patient with me, even caught a tech on the phone right before 5pm on a friday! thanks much.
		996599	4.17	This was a very simple matter, so no particular expertise was involved. I had confused "prebooking" with "registering" for a course, and called the Help desk to ask about the mechanism of prebooking. I was referred to the person who handles registrations for training. But at that point I'd figured out the problem and did register online for the class. There was Very Little interaction with the Help Desk.
		995844	4.17	I had to hold on the telephone for a while before my call was answered by a person -- unavoidable from your end, I'm sure, but the wait used some of my valuable time unproductively nonetheless. I do appreciate the attitude of your help people. They have never made me feel stupid because of my lack of computer skills or even my trouble explaining the problem I'm having. I have always found them to be patient and courteous. Thank you for that.
		995842	5.00	I would have never known how to do this without technical support. I'm hoping you will make this information available on the IS&T certificates website. Thanks!
		995596	4.17	The number of entries in the Deny list of the new Spam control system should not be limited to 200 addresses. Obviously there are more than 200 spammers on the web. I am surprised that the IS&T team did not think about this issue and has not resolved it yet.
		993818	5.00	No comments needed -- staff was professional, courteous and patient. Thank you.
		993405	5.00	My question was about how to register a visiting scholar's computer with the MIT network for a period longer than 14 days, which is the longest period allowable for visitors. I was told that the solution was for a student or staff member to log the visitor's computer onto the network using their own login details, which I have now done and this solution works. However, such a simple solution could easily be posted onto the website. On the visitor's login page, it simply states that 'formal registration' is required for a login period longer than 14 days, but does not specify what this procedure entails. Adding the information about how another person can log them in onto the webpage would be easy enough and very welcome. Thanks!
		992970	5.00	Thank you for your help. I could not have figure this! Victor I've been aware that Hermes can probably answer many of the problems out there already. Or at least this could the first step before either trying to troubleshoot it myself or calling business-
		992869	5.00	help.
		992347	5.00	You guys are the best!

8/25/2009	Help Desk::Call Center	992201	5.00	I am an enthusiastic fan and advocate of IS&T's support teams. I've always had the most positive experiences with courteous and quick-witted individuals and can't say enough about this important MIT resource. As always, many many thanks. Barrie Gleason
		990830	4.17	In my first call, the staff said he needed to ask someone who know more about Outlook but he never got back. I called the second time on another problem with Outlook and the staff then helped me solve both problems. I hope next time, I can get a response sooner after the first call.
		990704	5.00	Happy with IS&T
		990599	3.33	The problem was not able to be resolved because there is no way to turn off the new spam quarantine feature (which is something I want to do for my email). The staff were timely and able to explain things clearly, but I'm still slightly dis-satisfied with the result.
		990240	0.83	Got a quick response but it was to tell me that what I wanted to do wasn't possible -- not very satisfying. Specifically, I wanted to turn off the Spam Quarantine system, which I find more annoying than spam itself, and was told that this wasn't possible
		989799	5.00	Thank you for the wonderful IS&T staff at MIT!!!
		989720	2.50	When i tried to use email I rec'd message saying could not use "mit 527 port" . I returned about an hour ago and have been going through tons of email which is what I expected. But why couldn't I send or receive messages from abroad? home phone:203-854-4724 Melba Jezierski
<i>This view averages scores first by month of the fiscal y</i>		989659	5.00	Thank you for resolving this issue so swiftly and responsively.
		988357	5.00	an excellent service to us all!!!!
Fiscal Month / Group / Queue		987049	5.00	Thanks! (no hyphen in "Dissatisfied"....) Jane Connor, grammar wonk
		986953	5.00	Wow! As has been the case in a few other prior contacts with IS&T, I was very impressed with the IS&T staff. Person who helped me was knowledgeable, helpful, friendly and clear. You folks do a great job! I really appreciate having such great tech support! Thanks! Martha
		984042	4.17	Staff was good at trouble-shooting problem and explaining possible causes. There could be some improvement in the time it takes to get a response about scheduling an appointment by email. Otherwise, it should be clearly stated on the website that appointments are not necessary and problems should be handled on a walk-in basis only.
		981538	4.17	It took a couple of days, so in the meantime I was able to ask an IT person in my department about what to do, and that fixed the problem. The suggestion from the Help Desk that came was the same information that I had gotten. So that gave me more confidence to fix the problem that way. Thanks.
		981454	5.00	The problem was actually much simpler than I had thought it was. Thanks for our help.
		979174	4.17	Hello IS&T Department the person whom assisted me was truly patient with me and my situation.He gave me a couple of things to try and even though we never truly figured out what was the issue to this PDF problem. It hasn't happened since. Thank you once again for all the help and understanding not all MIT employee's are good with computers
		975377		the phone problem was fixed, but the source of caused the problem is still a mystery.
		973334	5.00	It was great. Thanks!
		970959	3.33	My ticket seemed lost for over two weeks as one consultant did not receive a response from another with additional information, where contacting the network group was required. I am also disappointed to see a new service being rolled out and the old one removed despite this issue having been raised by users of the EFL Alumni service when the Brightmail service was being tested initially with them.
	Help Desk::UNIX/Linux	985144	0.83	I resolved the issue on my own. seems that staff is un-knowledgeable in what is reported (in the open source community) as a common problem, easily resolved.

8/25/2009	Help Desk::Service Center	997434	1.67	I approached for the problem relating to disable the password from my acer laptop, which was password locked. I was advised to go for the backing up of the data from the hard drive and then going for the reformatting of the hard drive. this was not necessary. The password could have been unlocked with the help of an "windows utility disc", which I could get done for a price of \$27.00 as against a quoted price of ~ \$200.00 by IST !
		994086	5.00	I think it would be great to have a link on the IST website on how to access webmail via IPod Touch Mail. It would have saved me a lot of time if I can just do it online.
		992836	5.00	Great job! Thanks.
		992582	3.33	The staff member was great (courteous, willing to try different approaches to solve the problem at hand), but at the end of the day, the problem was not resolved. I'll end up searching online for a solution, which is fine I guess.
		991042	5.00	three mins in is&t office, 2 days waiting, all problem solved, awesome!
		986253	4.17	The part that was needed cost \$75 (including shipping) through MIT and \$23 through the internet. It would be helpful if IS&T showed comparison costs and noted that we are allowed to buy parts on our own.
		985366	1.67	I was redirected between IST and my IT department several times without any positive result. I still have the problem and now have nobody to resolve it. sergniko@mit.edu
		984901	5.00	Brilliantly fast and awesome service. Can't get any better than one-business-day turnaround on a system board replacement.
		978893	3.33	My initial request sat in the queue for a week. No one contacted me until I went to N42 and spoke with someone in person. After that, all went swimmingly.
		975503	4.17	Dell sent the wrong part and I asked about how I can contact them to get compensation for the extra week's worth of delay but received no response from IST.
	Help Desk::HDweb	987914	3.33	Staff should try to understand the problem before trying to resolve it (in my case, the staff resolved the issue he thought he was solving, but not what I voiced out for). frankly it was a waste of time when i found out in the end, but I appreciate their help nevertheless.
	Help Desk::Business Help	987411	3.33	the biggest frustration was that IS&T helpdesk didn't have access to MITSIS to replicate or diagnose the problem. After many back and forth and trying possible fixes (over the span of a week or so), they finally had to hand this issue over to the MITSIS people. Of course during this downtime, I couldn't do my job. Please improve this resolution time.
	Help Desk::Athena	993703	2.50	The lady helping me didn't even know the command to check the print queue in the server. After doing ... hmm I don't know for 20 minutes she told me " you seem to have checked everything yourself already.. let me get someone to email you later and help you with the problem"...
8/10/2009	Help Desk::Call Center	984862	5.00	Rob, my most sincere thanks for the job well done. It was fast, responsive, and professional. Thank you, John Donovan
		983851	4.17	My only disappointment is that there is no way to connect to the MIT VPN with 64 bit Windows Vista.
		983528	5.00	Eduardo was magnificent. He gets my strongest endorsement.
		982274	5.00	Thanks SO much for the help you provided, in all the above-mentioned ways that you did! I always hugely appreciate it!
		976242	5.00	Still not delighted with the problem that prompted me to seek assistance, but the response I got was extremely rapid, very helpful, and solved the problem.
		970728	4.17	I still don't understand whether the problem was systemic or not, but in any case it is no longer a problem, though i don't know why it restarted sending me my spam email summaries.
	Help Desk::UNIX/Linux	978736	5.00	The solutions provided works very well. Thanks very much.
	Help Desk::Service Center	972733	5.00	Learn how to repair ancient motherboards. Carry on, Rob!

				Fortunately, I was able to solve the problem myself - after about a day and a half of not being able to use the phone, I unplugged the ends of the cord in the handset and replugged them. That is all it took. However, I was disappointed in the service. No one got back to me after I placed the work order that my phone was not working. I could have described my problem on the phone. A repairman showed up 3 days after I placed the initial work order. By that time, I no longer needed him.
8/10/2009	Telecom::3help	981917	0.83	
8/3/2009	Network::Requests	970477	2.50	Better, more responsive communication.
				The issue for this case was that the wireless internet in my apartment (Tang 14-D) was incredibly slow. All of my roommates are having this problem, and our wireless internet works elsewhere on campus. Despite that I submitted a request for help, the issue was never resolved. The wireless has been acting the same way for a month now. Despite that the person I contacted was amiable and professional, basically they just told me that I should use an ethernet cord. I shouldn't have to do that since Tang is supposed to have wireless capabilities. I am submitting another request to try to get this fixed. You can contact me at jprich@mit.edu.
	RCC::WestCampus	964871	2.50	
	Help Desk::Call Center	979258	2.50	follow through is always an issue
		978900	4.17	I didn't gain a clear understanding of how to gain access to Brioquery functionality.
				Everything with the support staff was great. Everything online was attempted first. It was a step that wasn't there that fixed my problem. I hope that step is added to the troubleshooting procedures online. Still, a great support experience.
		977454	5.00	
				This was a complex problem combined with a certificates problem. Drew and the other people who worked on the issue were extremely professional and determined to reach resolution. I was very satisfied with the result.
		977312	5.00	
				One of the few times I have received a solution on the first call. Thanks - Eva
		977208	5.00	
				I am not sure if a problem was found, if you folks did anything or it just resolved itself and thus will show up again in the future. I received no communication from IS&T other than an automated message the ticket was created and the automated request for this survey. Some feedback on what the problem was and if there is anything I can do to prevent recurrence would be helpful. Dan dkallin@mit.edu
		977140	2.50	
				Your staff has always been prompt to reply, professional and quick to resolve my questions or problems. I'm very appreciative! Kate
		976957	5.00	
		976275	5.00	Thanks so much! Suzanne Corkin
		976192	5.00	Well done Thank you.
				This was a problem with my Outlook 2003 crashing whenever I tried to look in my inbox. Frozen one morning and only Ctrl-Alt-Delete effective to restart. On restart emails saved in folders could be viewed. Sometimes new emails were displayed in a list, but they could not be opened or replied to. On every restart when I tried to look in my Inbox the connection to I went back to Outlook it worked! So I called the help desk and told them 'problem solved'. I don't doubt that they would have eventually helped me through this, but I beat them to it this time. the MIT PO box chugged away until over 1000 emails processed (I has about 1700 there, awaiting deletion or sorting and saving)and then it crashed/froze again. I was able to view and work with my email in webmail.mit.edu. The fellow at the Help Desk drew a blank at the notice displayed at failure ("Fatal error: word too long"), admitted that he was not the greatest available with Outlook 2003, and told me he would check with someone else and get back to me. The next day, before he got back to me with an answer, I went into webmail (intuition) and threw out about half of my accumulated inbox and then when!
		975664	3.33	
		975574	5.00	The guy who helped me was great.
				I am now able to send email from the send items box. Many thanks for fixing this problem.
		975464	5.00	

8/3/2009	Help Desk::Call Center	975464	4.17	The problem that I had regarding resending a message from the send items box has not been resolved. I am still having the problem no one ever got back to me regarding this issue.
		975393	5.00	they helped me out very quickly. thanks! jd
		975021	5.00	The resolution to my problem was fast and precise. I was very satisfied with the IST interaction. However, the problem was created by poor instructions on the certificate website combined with my lack of computer skill. I was putting my entire id name with format "#####@mit.edu". I now know the "@mit.edu" is not required in this case. However, I have no idea why this is the case nor does the website provide an example of the acceptable input format. Finally, the error message was impossible to understand. jgermain@mit.edu
		974805	5.00	Resolved quickly, no problems.
		974349	5.00	so helpful and clear!
		974141	5.00	Thank you--best tech support that I have dealt with in a long time.
		974102	5.00	It was hard to hear the staff person-it seemed like I was on speaker phone so between the static and the staff person's accent I had to ask them to repeat things. Overall they were helpful and resolved the issue quickly.
		972440	4.17	Once my issues became 95% resolved (which I communicated through an email), I did not receive any reply communication to help resolve the remaining minor problems.
		971937	5.00	Special thanks to Jacob Morzinski for taking the time to reset my mail program on my MAC.
		968840	2.50	It took over a week to get any feedback whatsoever.
		968642	2.50	I phoned because when I renewed my certificates, I continued to get the error message the Safari could not identify the certificate authority and confidentiality might be breached (not their language but something like that). Waited at least 5 minutes to speak with someone. That person was pleasant, but unable to fix the problem. The resolution was that it wasn't very important for Safari to recognize the MIT certificate authority. But I find your e-mail "One of the IS&T problem resolution teams recently resolved ..." a bit self-aggrandizing, since no-one fixed the problem. They just decided it wasn't a problem.
		966884	4.17	i admit to being nearly computer illiterate. my correspondent was very patient. i've never before dealt with a certificate system and was confused by the enabling/disabling of certificates, which I thought could only be installed on one system per student. I was using a library computer and was concerned that if i were to install certificates on one machine, i wouldn't be able to install them on another...in retrospect this was a completely irrational worry, and I am now better acquainted with the concept.
	Help Desk::Service Center	971519	4.17	Repair took longer than expected due to long wait for replacement part, but staff (both on phone and in person) was very friendly. Were very accommodating and even agreed to transfer some files over for me from my system (although this ended up not happening due to arrival of replacement part).
		970503	5.00	Excellent, polite, professional!! Great job! The only thing that could be improved is to realize that when someone leaves their computer with you for the day then we're not able to receive/read the email that says "your computer is fixed, come get it." Thank you again - great job, well done!

				Everyone was knowledgeable, I'm sure; certainly had the expertise. I was dealt with in a timely fashion. The staff explained to me what they couldn't do clearly and in understandable language. Nonetheless, despite all that I feel as if I was badly let down. Let me explain. I was told that there was nothing that could be done about retrieving my data; that my hard disk was malfunctioning and I was given the names of three data retrieval companies and warned that they might well charge me at the rate of \$500 to \$1000. This was intended to be a helpful gesture and I took it as such. In the face of this dismal outcome I was personally unwilling to let the matter fall into commercial hands without giving it one more college try. So I went home, plugged in my external hard drive and as a last resort I Disk Warrior. This I feel in retrospect is something PC Service could have done or should have advised me to try. In any event I did it on my own. I got a message that said my disk was malfunctioning and that I should click on "Preview" and save all the data I could as quickly as possible. I didn't know
8/3/2009	Help Desk::Service Center	964933	0.83	
		963127	5.00	The problem was an intermittent power connector. The problem still exists but I decided it is manageable at this point.
		906853	1.67	Unfortunately, after my laptop spent over a week at IS&T, still no one was able to tell me what was wrong with it. I would be more satisfied if I knew at least what the problem was.
	Help Desk::Presales	972901	5.00	The question I was asking was about discounts on computers for personal purchases. My only suggestion is to make this information clearer in its initial presentation on this page: http://web.mit.edu/ecat/
	Help Desk::Business Help	977329	5.00	you are great- keep up the good work
		971785	2.50	I have been shuttled round and round on this issue--I have been told (1) that I now have access, (2) I can't have access until I have had training, (3) I am on the list to be notified when training is scheduled (4) I should put myself on this list, (5) I am already on the list.
		945283	0.83	Although I am very satisfied with the problem solving, I still think the system is too complicated. To get a T pass, I came here in June and finally I can get one for Sept.
	Software::Matlab::Questions	978026	5.00	Matlab licence problem created and resolved by Mathworks.
7/27/2009	Help Desk::Call Center	972264	5.00	My only comment is that I wouldn't have needed to call the Help Desk if the CertAid instructions were obviously linked from the certificate renewal web interface.
		972212	5.00	Help desk even had a sense of humor. I have been here at MIT for 11 years and have always gotten great service and expertise(and no attitude) from the computing help desk. Thanks!
		970876	4.17	We couldn't print to one of our printers. It could scan, it could copy, but it wouldn't accept printing instructions. After several days, it dawned on me to TURN THE PRINTER OFF, THEN ON AGAIN. Magic! So after all that trouble-shooting with Computing Help (who were terrific), the old Turn It Off/On worked! (Perhaps this should always be Step One!)
		969534	5.00	The problem was the email server outage last week, which I understand was pretty much beyond IS&T's control. But I did lose much of my inbox mail.
		969470	5.00	The instructions that I received from your team by email were much better than what was contained in the "official" document that I first tried to follow.
		969194	5.00	When calling three down (my first step since I am in at 7am) it is always a few days behind it is never about the current day. As others come in the office they come to me if they are having troubles I let them know I have notified the help desk and expect to hear from you when you open at 8am. Once I do get a hold of someone I always get my issues resolved in a timely professional manner.
		969033	5.00	Great follow-up!! My email went down at 9PM. I submitted a help ticket over our site, indicating that my mail didn't work and to call me. To my surprise, a rep actually called me early the next business day. By then my email wa back up. Really, I was surprised they called back. When is the last time a utilities provider or a credit card company actually called you back??

7/27/2009	Help Desk::Call Center	968851	5.00	Long time on hold after being told by recording that it would only be another minute.
		968486	5.00	The staffer who helped me was very patient with my difficulties using the web due to my vision loss.
		968340	5.00	Nothing to add. Thanks for the timely help.
				My email was down for several days, it came up and then went off line again. In fact even 2 weeks later (!!) I am still having email outages. When I called the service desk to get information about what is going on, the person could not give me any information about the reason of the problems, the time it will take to fix it and whether any of my emails are likely to be lost. In addition the person berated me because I was asking
		967713	1.67	questions!
		962276	5.00	ISt really helped find a fix to the problem, although we never quite figured what was going wrong. Thanks
				I received wonderful help and there is nothing that I can say needs improvement. Thank you for helping me so quickly and effectively.
		955503	5.00	
	Help Desk::Service Center	969578	5.00	My computer was analyzed and fixed very expertly, and I appreciate it very much. One problem though, my Office Software and Adobe Acrobat were not reinstalled. This is difficult as I needed to work on those problems and had to get new licenses because they had been installed on the computer and then taken off. If possible, in the future, it would be very helpful to have software like Office and Adobe Acrobat reinstalled. Thank you.
				I would recommend having a technician who is very familiar with Macs handle all Macs that come in for repair. The two technicians who initially looked at our computer tried to be as helpful as possible, but they lacked the expertise and it was only when a Mac person was brought in that we got a more accurate assessment as to what the possibilities were going to be. One of the initial techs was basically ready to write it off, assuming a hardware problem, but in fact all it required was an archival system install. One employee also tried strongly to dissuade us from taking a loaner computer, saying that the hardware diagnosis would probably be done that afternoon and we'd be buying a new computer the next day. As it turns out, we got our computer back early the following week, and the loaner computer was essential in helping my wife plan lessons and communicate with her students and TA during that time. I'm not sure what we'd have done without it. That said, we were both very pleased with the outcome and with the information we received as the computer was being worked on.
		956099	3.33	Thanks again!
	Help Desk::Business Help	970716	5.00	I appreciate it that Lisa was very nice and personable!
				Just try to be sure to check the messages and have someone return the call to the callers. A few people left messages and never heard back from anyone. But I am not even sure what number they called. So don't even sweat it. Keep up the good job, I never have any problem know matter when I call the help desk. Antoinette Browne 3-3795
		969923	5.00	
		969799	5.00	my question was triaged directly to the expert. i got the answer i needed. all are to be commended for getting this answer back to me.
		969488	5.00	Quick fix to this problem!
	Edtech::Stellar	966855	4.17	I wish I could just call a Stellar support person myself instead of having to funnel the questions through the general help desk.
7/20/2009	Network::Requests	965352	2.50	Learn to make better backups. Having thousands of us without email for over a day is a disaster.

7/20/2009	Network::Requests	965262	2.50	While I was obviously very pleased with the action IS&T took to bring back e-mail by Thursday night, I didn't get a confirmation about paging network or a reply to my ticket until 2:42 PM, although I sent this e-mail at 7:10 AM. The updates to 3down were also very sparse on details and repeated the same message multiple times, and early in the day they didn't mention whether Network staff was aware of the issue. I would have liked to know shortly after e-mailing and paging whether we'd gotten the attention of Network staff, or I needed to escalate and make sure someone was awake and looking at the issue. My contact information is geofft@mit.edu / 617-821-2546, if you care, but since this was a very very special ticket, I'm satisfied with the resolution. :)
		953711	4.17	well, I'm not sure if anything was done to solve my problem. I wasn't getting any emails with the exception of spamscreen summary messages. This went on for a few weeks and I then turned off the spam filter the same day I called in. After I turned it off, I started getting email again. The filter wasn't catching my real emails, they just weren't getting delivered. So I'm not sure if you did anything or if turning off the spam filter fixed the problem, but now I don't have a spam filter, but I am getting email.
	RCC::BriggsField	799994	2.50	This is a problem I have been having for a long time, with the wireless internet connection in W79, Simmons Hall. I still don't understand the problem, because the access point seems to be right outside my apartment door. I compromised by following the advice of your staff, and getting an ethernet connection--but it still doesn't address the problem of extremely poor internet connectivity in my apartment.
	RCC::EastCampus	956537	5.00	Perfect, as far as I can tell. Hardly half an hour passed before I had all the information I needed to configure my computer for its new hostname. Thanks!
	Software::Mobile Devices	962718	5.00	You might want to put a note either in Hermes or on the mobile device web page or both that says is you get an error message and have trouble connecting a Blackberry to the internet, try shutting it down, taking out the battery and then putting the battery back in and restarting. It worked beautifully.
	TNIS::Trouble Calls	859157	1.67	was not resolved in a timely manner, faculty & staff effected, delayed back ups & rendered crucial machines useless & intermittent for 2-3 days.
	Help Desk::Call Center	966814	4.17	I wish we could "hold" on the phone until we could speak with someone
		966567	5.00	This mail site repeatedly warns against phishing attempts. Yet I received an email request to renew my annual certificate, with personal password information. I got a notice that the MIT certificate was provided by an "unknown authority". All this was straightened out, but with a lot of wasted time. Something is wrong with the process! How am I to know that the link I click on in your email is not a phishing site, unless I phone the help desk and ask?
		966523	5.00	Continue to provide high level of quality (friendly) service!
		966282	5.00	I really appreciate their immediate reply and followup in this regard.
		966124	5.00	Thanks for the information.
		966029	5.00	amazing! I'd like to see ubuntu support expanded even more
		965908	1.67	SAPWeb error message about benefits enrollment said to contact computing-help, but helpdesk staff didn't know anything specific about the HR system compared to general SAP issues.
		965708	5.00	...but the outage itself was most annoying! (No doubt for you as much as for us, of course.)
		965552	3.33	We need some kind of chart that will tell us who to e-mail when we have problems
		965406	5.00	The gentleman that I spoke to was great. He tried every way he could to help me and explained things very clearly to me. He also got my internet working while the problem was resolved. Thank You. Joanna Love

7/20/2009	Help Desk::Call Center	965328	5.00	I liked that you not only sent out a blanket message to Webmail users -- but you also left me phone messages so that I knew what you were doing a what to expect. Very well done.
		965261	5.00	I appreciate getting a call back promptly and the email service was restored very quickly. Thank you.
		965254	5.00	several people called me left messages emailed me Thanks
		965251	4.17	Did not have any access to my email account for 12 hours. All email was recovered in the end although my productivity was severely restricted by the long delay in recovering my account.
		965249		My complaint was part of a major system wide failure. It took a long time to get my email back, but I assume that that was because the problem was a difficult one. Someone called me after everything was fixed to let me know that it was working again, which was nice, but of course I had already noticed.
		964374	5.00	Lots of different folk from the phone line and other IT staff helped me with what turned out to be a faulty hard drive on a new Dell. Everything's up and running fine now, and my tutorials from IT folks were always helpful. --DT
		964313	2.50	The individual who took my case was professional & courteous, and *really* trying to help me. He walked me through a number of steps, but the problem wasn't resolved. By his own admission, he said he would need to pass the case along to someone with more knowledge than he had. I felt he really tried to cover all the bases he could, he just needed to kick it up to someone else. While I waited for a callback from someone else at the help-desk, I contacted a colleague down the hall from me with more Dreamweaver experience than I, and we were able to recreate the Local View, and that appeared to solve the problem - so I told the helpdesk they could close the case.
		963575	5.00	Fantastic service! Thank-you Very Much!
		963376	5.00	The person walked me through the process to use Spam Quarantine. It's working very well. Many thanks. Fred Greene
		963099	5.00	This case was generated because our primary contact for the Exchange migration was on vacation and listed their backup as computing-help@mit.edu. Significant additional feedback will be provided through alternative channels.
		962667	5.00	Good, simple process. Much easier than I expected
		962328	5.00	Extremely helpful. I've been having quite a few internet connection problems, and repeated calls to Dell Support didn't solve them.
		962253	5.00	I truly appreciate the responce and guide you provided. They had the expertise needed for the request, and resolved my problem immediatly. Without their help, I would have had lost all my important emails. Thank you!
		962248	3.33	Everyone I dealt with was professional, courteous and willingly helpful. (especially the TSM rep that helped me recover). Any dissatisfaction has to do with the cost of webhosting. When our server went down we thought it would be best to start using MIT's resources, but the cost if oppressive for a lab that just wants to host a few small websites.
		962022	2.50	The low mark is based solely on the fact that we are in essence losing email filtering functionality with a change to this new system/service
		961988	3.33	I was told "this sometime nappens to postdocs, contact the HR department, they can 'turn on' access to the benefits enrolment page". At the HR department I was told this was incorrect, and the problem is that SAPweb enforces the 31-day rule for signing up for benefits incorrectly. Hence I resolved the issue by submitting paper forms. I suggest technical staff contacts the HR department (specifically Mandy Chan, mchann@MIT.EDU) and try to figure out what the problem with SAPweb is and corrects this.
		961965	5.00	Your professional help is very much appreciated. There isn't much room for improvement of your service since it is of top quality, at least in my estimation based on the service I received this time. Thank you again.

7/20/2009	Help Desk::Call Center	961836	4.17	Find ways to make the whole process of renewing personal certificates extremely easy. It should be one click of the button. . .without having old already expired certificates getting in the way. You are probably the wrong people to address this change but would sure appreciate forwarding it to someone who could affect change. Thanks!
		961525	5.00	There wasn't anything that required explaining -- I reported the problem and it was promptly fixed. A first rate experience.
		961002	5.00	The getting through part -- it's a little uncertain though I must say it's better than years back when I finally stopped even trying to get hep from IST. I've reached helped both times I've tried recently so I "own" the uneasy feeling I have when I call IST. So far so good. May take time to trust that it's going to continue to be that good. Thanks though for what you've done so far. The fellow who helped me was fabulous and I didn't come away feeling stupid but empowered. Nice. Especially nice since "information-giving-without-attitude" doesn't happen often at MIT. It was nice not to have to struggle to get the info and move on.
		960934	5.00	I can't really judge from my experience, I was just using the webmail.mit page to try to get into my email instead of the owa.mit page.
		960736	5.00	I am very proud of my alma mater. I shall return next June to attend my 60th graduation anniversary. Thanks for a job well done. I can be contacted by mail at 601 Laurel Avenue, Unit 708, San Mateo, CA 94401, or by email at fflee@mit.edu
		960253	4.17	There was a slip up and the aswer to my query was not sent until I followed up with a reminder. But the answer, when I did receive it, was most helpful and fully resolved the problem.
		960001	5.00	Whoever handled my case did an excellent job, issue was resolved instantly! Thank you!
		958625	5.00	Extremely helpful! Things are completely resolved now. Thank you for taking the time help, we were on the phone for quite a while trying to figure out the problems.
		957224	0.83	No one ever responded to my request. I sought outside expertise and the problem was solved in a timely and professional manner
		956543	0.83	Staff informed me that the issue had been resolved (server had crashed). When I tried to access the server, the same step failed with a different warning message. I still had to wait until the next morning to be able to use software server.
		956020	5.00	You all are doing fine. Sometimes a solution isn't clear-cut and there has to be some experimentation and consultation with staff, and this does not imply that the expertise is lacking. Quite the contrary -- hashing out a problem with others is a good way towards a solution. Sometimes there are kinks in the system that elude identification/resolution for a long time. However, more than once the IST people have called back ages later (weeks/months!) and say, "about that problem you had with ... we've been working on it and think we know how to fix it." Thanks.
		955939		Its most important however I forgotten the persons name, but she was not only helpful, but did it in most efficient way to resolve all the issues I had on that wicked morning. Thanks again (who ever you are) Leo :-)
		955756	5.00	All is well, it was a simple problem but I did not know how to fix it myself. The person at Help desk gave me the solution right away.
		947216		My problem was never resolved by IS&T. My main feedback is that you really need some sort of service outside of the usual 9-5 office hours. Troubles with the Matlab server began Friday at around 8pm of a three-day weekend. I could not wait until Monday to get help from IS&T and thus contacted other services.
		937481	1.67	Laptop has intermittent hardware problem (visible on clean installs of multiple OSes). MIT IS&T can't fix it, since the automated diagnostics only sometimes show something wrong.

7/20/2009	Help Desk::UNIX/Linux	961441	3.33	The staff who looked at my laptop were very friendly and willing to help. However all they could do was tell me that they needed to do the fixing within the \$60/hr period. I thought in the first 15 minutes they could do more, but they only explained to me what might be wrong (w/o looking at logs) and that they would need more time. That is probably true, I still appreciate their help and friendliness. In the end I did not leave my laptop for fixing. I couldn't pay the fee myself, and this was a WHOI laptop (not MIT) so I didn't know if the expense was covered, so I took it to WHOI instead (which means I had ride 2 hours just to go to the CIS department there).
	Help Desk::Service Center	961812	3.33	Basically, the job was handled professionally and the cost was reasonable. It would have been helpful if the repair people had noticed that there were severe lack of updates in the Windows OS. Fortunately, we--my cs grad student son and I were able to figure this out and avoid a very serious outcome. Perhaps that was too much to expect in this case--where the fan on my Dell was very satisfactorily updated. So I am satisfied with what was done but extremely grateful that my son was around to follow up on some very serious oversights!
		958605	5.00	I presented with a complicated issue that was more than just installing IE7, and it was not possible to resolve in the time I was at IS&T. The rep (Rick) spent a lot of time with me and trying to resolve the issue. But, ultimately, I need to make an appointment to have radical action taken (reinstall entire operating system). He helped as much as he could and was very patient. The fact that the issue was not resolved is not an indication of his level of service. He was great.
		957572	2.50	I brought a hard drive in for data recovery after a system crash in my laboratory. I needed to recover as quickly as possible in order to lose as little data as possible in a continuously running experiment. The staff at IST could simply have looked at my drive and told me they did not have an enclosure suitable for the SCSI connection on drive; when I came in I explicitly asked them to look at the connection before I left the drive with them. Instead, I lost twenty-four hours and learned after the close of business at IST that its staff would not be able to recover my data and I would have to look elsewhere.
		955913		the steep cost for is&t to look at my computer software shocked and turned me away. so i happily downloaded ubuntu for free :D
		942777	5.00	Staff were very knowledgeable and helpful. The repair was effective (if a bit lengthy but it was a major repair). A minor improvement suggestion would be to enable email tracking of ticket status (I had to check the ticket status by hand) and initial email notification of ticket number (the registration person gave me the ticket number but it'd be better if it were sent).
	Help Desk::Presales	962660	4.17	The response was better and more informative than I expected it just took longer than I was anticipating.
	Help Desk::Business Help	957024	4.17	Nothing went wrong here; it's just that my problem has no quick fix, requiring some rather serious work on the Purchase Order system to change things. I was satisfied with the clear explanations given, and got a new suggestion for a possible workaround that I'll try in the future. -- S. Tucker
		947057	5.00	Very helpful / quick response - thanks!
	Telecom::3help	964530	4.17	Since the man solving the issue called the phone in question from a tapped line, there was no way for me to call him directly to check the line. Instead, I had to ask him to hang up and call back in one minute, while I phoned a colleague to confirm the dial tone worked. In the future, having the repairman call from a line with a dedicated number would be beneficial. Thanks!
		960480	5.00	Marian Sindelir is superb and so with the assigned technician who came by and replaced the phone.

				I had made an error in my initial ticket. After updates were done by IS&T staff, I followed up by replying to the ticket. My follow-up included an acknowledgment of my error, and a request to make an additional update. I kept follow-up correspondence in the same ticket, since the second request was directly related to the first, and since the same person would be handling the problem. However, my follow-up email was essentially ignored. The ticket queue was changed, but nothing was done about the request in the email. Although the ticket is currently resolved, the problem has not been.
7/20/2009	Edtech::Stellar	957539	1.67	
	Software::Matlab::Questions	963592	5.00	Keep up the good work!
7/6/2009	RCC::WestCampus	947631	5.00	Knowing RCCs means I can cheat a little and ping them on zephyr, but very fast, thanks guys.
	Help Desk::Call Center	953477	5.00	Please obtain 64 bit Windows Vista support.
				My case invovled IE8 I think in the future, when Microsoft comes out with software which is not compatible with MIT sftware, it would be best to notify ahead of time not to upgrade, to prevent problems. Thanks
		953072	4.17	
		952442	0.83	I didn't receive any email.
		952114	5.00	Very quick response and got the information I needed! Thanks!
		951304	5.00	Thank you very much! I really appreciate your help!
				I wish I could remember the staff person's name. He was outstanding and very personable. I sincerely appreciated him taking time to help me.
		951282	5.00	
		950644	5.00	Every experience I've had with the IS&T Help Desk has been excellent. Please keep up the good work!
		950209	5.00	Everything was straightforward and helpful. Thanks
				This password problem started last year and I was told I had to go to your office to learn what my password is. When I called last week I was told you could change your password without knowing what the password is. One of problems was that I couldn't even get to the screen to update my certificate. Our department IT person did not know you could change the password on that screen. Maybe disseminating information to the people who need it (IT people) might have resolved this problem last year.
		950194	5.00	
		949389	4.17	Since Safari 4.0 is not supported yet, the success of this ticket was limited
				I think the IS&T Computer Help Desk does a great job. In the most recent case, the folks gave me the right answer that I was able to put into use immediately. I call the MIT Help Desk before calling OEM. The answers are MUCH better and I get things done quickly. MIT should bill OEM for answers about OEM equipment! IS&T has helped me a great deal during the past few years.
		949252	5.00	
		948922	5.00	The IS&T staff member was quick to respond and easily walked me through the resolution to my problem.
				Don't implement "features" in Webmail that are user unfriendly. The Spam Quarantine has no opt out and I would prefer spam that I can remove than the spam form this quarantine. I am not convinced that this cannot be avoided somehow.
		947874	0.83	
		943979	3.33	I was able to resolve on my own after speaking to the representative
				Only two of fivae floppies were copied. That may be OK. However I did not get a good explanation as to why the others did not copy. Also, thee was no indication two discs ere copied to a CD or where one let off and the other began.
		937326	1.67	kenruss@mit.edu
				My problem could have taken one person 20 seconds to solve, but the charge and your complicated way of placing orders and fulfilling them made it unreasonable. I ended up solving the problem with the help of a colleague. It isn't clear that you have an efficient way of handling small problems. galts@mit.edu
	Help Desk::Service Center	950017	1.67	
		948848	4.17	Same problem came back after a few days.

				Your person suggested that I needed to upload my operating system all over again, after I had brought the machine in and would take a few days to fix. I called Microsoft, somebody in India "shared" my desktop, trouble-shot, and fixed the whole thing in half an hour while I watched at my desk. In future, I suggest that for this problem, you have customers call Microsoft instead of indicating that you are a better resource.
7/6/2009	Help Desk::Service Center	946963	0.83	
	Help Desk::Business Help	926261	5.00	Everyone I spoke with was professional and courteous. I was very satisfied with the help I was given.
	Software::Matlab::Questions	918232	0.83	Felt like you weren't very interested in my problem. Took way too long and too many emails to solve. It just wasn't that difficult an issue (updating Matlab license), but it was impossible for me to do on my own.