

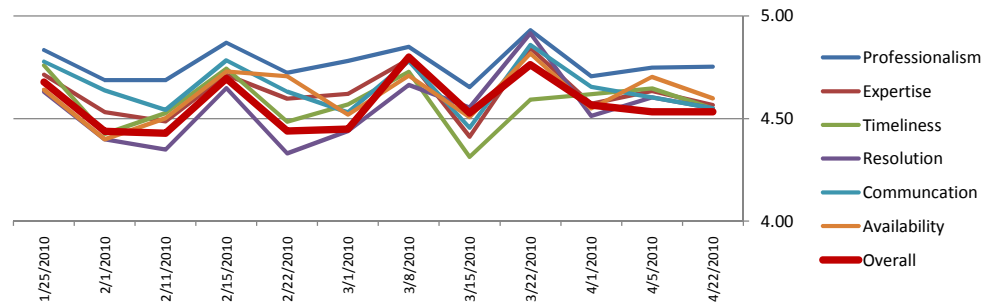
FY2010 Q4 -- RT Ticket Feedback / Client Satisfaction Survey Results

All IS&T Queues Surveyed

12 week average

4.57

Goal = 4.5; N = 876
Overall Satisfaction
 4.43 lowest weekly
 4.80 highest weekly
 over the 12 weeks

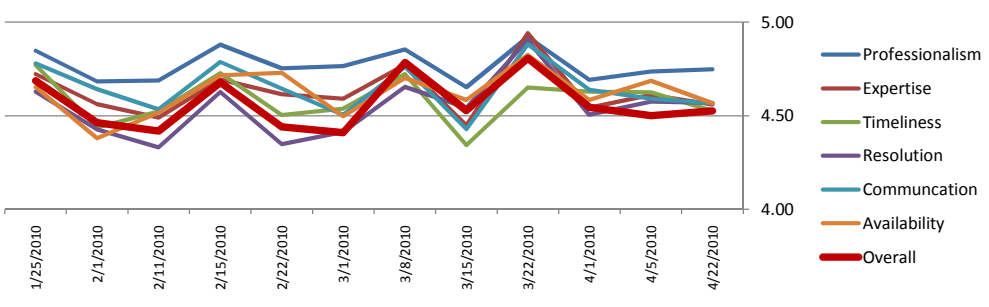


All Service Desk Queues

12 week average

4.56

Goal = 4.5; N = 803
Overall Satisfaction
 4.41 lowest weekly
 4.81 highest weekly
 over the 12 weeks

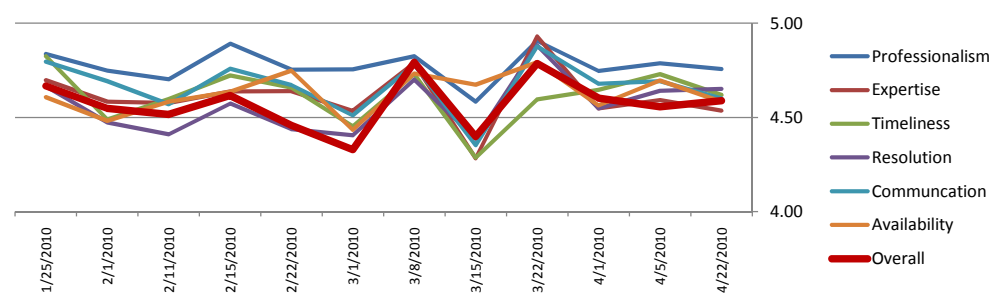


Call Center

12 week average

4.57

Goal = 4.5; N = 600
Overall Satisfaction
 4.33 lowest weekly
 4.79 highest weekly
 over the 12 weeks

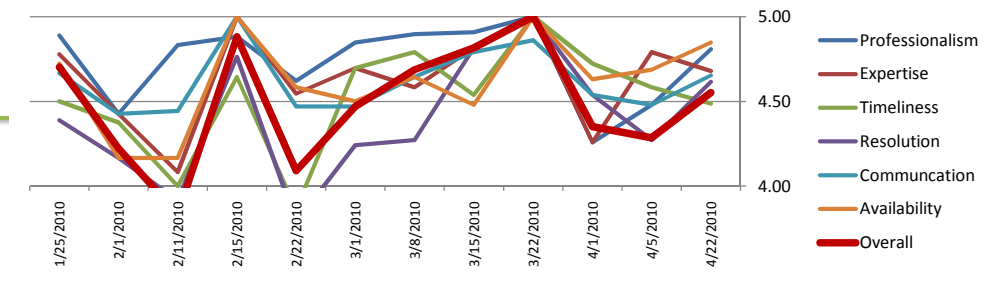


Repair Center

12 week average

4.49

Goal = 4.5; N = 123
Overall Satisfaction
 3.83 lowest weekly
 5.00 highest weekly
 over the 12 weeks



Interpreting the Report

The scores and charts on the first two pages show cumulative averages over 12 weeks of client responses to our per-ticket survey questions. Each ticket belongs to a specific queue, and scores are reported at the queue level on page 3. The IS&T level rolls up all the surveys; Service Desk rolls up many CSS queues; Call Center is a subset of that and excludes the Repair Center, which is shown on its own. For all the charts, the 12-week window rolls forward each week, and the scores are always across that window.

The multiline charts try to convey the rhythm of service performance over time and the relative levels of satisfaction by service dimension. A high-performing service would have all its lines flowing consistently at or above 4.5 and not too far apart from each other. Some queues have survey responses too intermittent to graph with weekly readings; those are show using only summary numbers for each dimension. The numbers are 12-week averages.

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

FY2010 Q4 -- 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 a Quarterly average, to smooth out sparse data. Monthly detail appears in the table on the next page.
 Note: the big box score of "Overall Satisfaction" refers to question 7 on the survey, not an aggregate of the other scores listed below.

Athens

Overall Satisfaction
12 week average



Goal = 4.5; N = 42
 0.83 lowest weekly
 5.00 highest weekly
 over the 12 weeks

Professionalism
n/a

Expertise
4.07

Timeliness
3.96

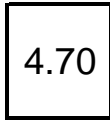
Resolution
4.13

Communication
4.25

Availability
n/a

RCC Queues

Overall Satisfaction
12 week average



Goal = 4.5; N = 51
 4.10 lowest weekly
 5.00 highest weekly
 over the 12 weeks

Professionalism
n/a

Expertise
n/a

Timeliness
4.55

Resolution
4.73

Communication
4.63

Availability
n/a

Telecomm Queues

Overall Satisfaction
12 week average



Goal = 4.5; N = 29
 3.61 lowest weekly
 5.00 highest weekly
 over the 12 weeks

Professionalism
n/a

Expertise
4.76

Timeliness
4.65

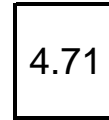
Resolution
4.78

Communication
n/a

Availability
n/a

TNIS Queues

Overall Satisfaction
12 week average



Goal = 4.5; N = 25
 3.33 lowest weekly
 5.00 highest weekly
 over the 12 weeks

Professionalism
4.69

Expertise
4.60

Timeliness
4.69

Resolution
4.71

Communication
4.51

Availability
n/a

EdTech::Stellar

Overall Satisfaction
12 week average



Goal = 4.5; N = 34
 1.67 lowest
 5.00 highest
 over the 12 weeks

Professionalism
4.59

Expertise
4.18

Timeliness
3.89

Resolution
4.32

Communication
n/a

Availability
4.40

Network::Requests

Overall Satisfaction
12 week average



Goal = 4.5; N = 20
 4.17 lowest
 5.00 highest
 over the 12 weeks

Professionalism
4.83

Expertise
4.64

Timeliness
4.51

Resolution
4.69

Communication
n/a

Availability
n/a

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

Survey Data Detail by Month by Group and Queue

Fiscal Month / Group / Queue	# of Responses	Professionalism	Expertise	Timeliness	Resolution	Communication	Availability	Overall
10 Service Desk								
Help Desk::Athena	16	4.90	4.53	4.84	4.74	4.74	4.72	4.67
Help Desk::Business Help	15	4.82	4.52	4.56	4.62	4.35	4.32	4.39
Help Desk::Call Center	127	4.77	4.56	4.68	4.61	4.67	4.69	4.62
Help Desk::HDweb	1	5.00	5.00	1.67	4.17	4.17	2.50	3.33
Help Desk::Presales	2	5.00	4.58	5.00	5.00	4.58	5.00	4.58
Help Desk::Service Center	30	4.56	4.58	4.58	4.50	4.57	4.73	4.43
Help Desk::UNIX/Linux	3	4.17	3.89	3.61	3.61	4.58	2.92	3.89
Mobile Devices	7	4.64	4.76	4.64	4.64	4.76	4.58	4.64
RCC::BriggsField	4	4.79	5.00	5.00	5.00	4.58	4.58	4.79
RCC::EastCampus	3	4.44	4.58	3.89	4.17	3.89	4.58	4.44
RCC::MassAve	1	4.17	4.17	4.17	2.50	4.17	4.17	4.17
RCC::NorthWest	9	4.63	4.26	3.43	3.98	3.89	4.17	3.89
RCC::WestCampus	8	4.83	4.83	4.17	3.85	4.58	4.44	4.06
Software::Licensing::Questions	2	5.00	5.00	5.00	5.00	5.00	4.17	5.00
Software::Matlab::Questions	4	4.17	4.38	4.79	4.79	4.17	4.72	4.38
Telecom::3help	5	5.00	5.00	4.83	5.00	4.79	4.44	4.83
Service Desk Total	237	4.73	4.57	4.58	4.55	4.59	4.61	4.52
OIS								
Network::Requests	4	4.79	4.38	4.38	4.38	4.44	4.17	4.38
TNIS::Trouble Calls	7	4.67	5.00	5.00	4.67	4.38	4.83	5.00
OIS Total	11	4.72	4.72	4.75	4.54	4.40	4.58	4.75
ISDA								
Edtech::Stellar	8	4.90	4.69	4.58	4.38	4.52	4.72	4.58
ISDA Total	8	4.90	4.69	4.58	4.38	4.52	4.72	4.58
Dept Services								
DITR::PLUS	4	5.00	5.00	5.00	5.00	5.00	5.00	5.00
Dept Services Total	4	5.00	5.00	5.00	5.00	5.00	5.00	5.00
10 Total	260	4.74	4.59	4.59	4.55	4.59	4.61	4.54
Grand Total	260	4.74	4.59	4.59	4.55	4.59	4.61	4.54

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

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

Fyear	2010
FQtr	Q4
Fmonth	(All)
Group	(All)
Comment	(Multiple Items)

Note: the most recent comments are at the top of this report

(Week of...)

	Queue	Case	Overall	Text of Comment
4/22/2010	DITR::PLUS	1214673	5.00	I feel very fortunate to have a team working with us with an incredible level of technical expertise and wonderful personable manners!
	Edtech::Stellar	1210920	2.50	Had an issue with an old section search function on Stellar that wasn't working. Stellar Help told me that updating my skins would "resolve the issue." However, after updating, the section search was unavailable. After I re-contacted the help desk, they told me that that function would not be available on Stellar. This would have been nice to know before I updated each section skin and spent over an hour reorganizing and trying to find the "Section Search" that disappeared.
	Help Desk::Athena	1207457	5.00	Great response to what I thought was a very esoteric issue in an extremely timely manner. Thanks!
		1199200	5.00	Excellent, knowledgeable reply to my query!
	Help Desk::Business Help	1214237	5.00	Thanks so much, it was very pleasant.
		1207373	5.00	It was the user who kept using a wrong password after I kept asking her check her password. The problem was resolved after the user finally realized she was using a wrong password. I was still very satisfied with the IS&T support staff who was very responsive and professional. Thanks!
	Help Desk::Call Center	1216882	5.00	The current problem was relatively simple -- nice for a change. I just needed to know how I could get my laptop battery replaced. The desk people are great.
		1216389	5.00	What happened was that your staff was unable to solve the problem. But they were, as always, extremely nice, cooperative, friendly. Rather, I solved the problem with the help of my departmental wizard. Then, I wrote back to your staff telling them what the solution was to help in case there were future calls. Since you do not yet support iPad, your failure to know the answer was completely understandable. In the above survey I did not selected "very dissatisfied" for question 2. (about expertise) because "dissatisfied" has a decidedly negative connotation. I wasn't dissatisfied, after all. I asked for help they couldn't yet provide for perfectly good reasons. So I went elsewhere. But I would hardly want to say that I was "dissatisfied." I think it is terrific that your staff was willing to try, which they did.
		1216093	5.00	This was great! I emailed with a question (and didn't have to sit on hold on the telephone) and got an answer quickly that solved my problem.
		1215751	0.83	The internet access in my office was cut off at 3 PM on a Friday before a holiday weekend. I had no idea why and was neither informed by email or telephone. I thought it was a problem with my network card. On Sunday I tried several methods to restore my internet, and changing my network card worked. Then on Tuesday my internet stopped working again. Only after contacting the IT of my department did I find out that I had a virus. IST could have told me the reason for my internet access being stopped and prevented me from all these measures to restore access, which probably ended up causing more problems for the network.
		1215508	5.00	great!
		1214012	4.17	Had to call a second time to get a response, though I was promised a callback from my first call. The second person was very helpful and provided a solution.

4/22/2010	Help Desk::Call Center	1213493	5.00	The expertise on the helpdesk helped me solve a naggy problem with VMware on my machine that was kind of weird. I had done google searches on the error without much success. They pointed me to an article that solved the problem on the 1st try. Job well done. Thanks
		1212626	5.00	My issue took three emails, and the end result was that I received the information I requested in my initial request. The intervening communications were requests for non-essential information and repeating content of my previous emails. Integration of information from ongoing issue resolution would have saved my time and IS&T's time.
		1210330	5.00	Perfect performance!
		1210009	5.00	I usually get the info and support I need and appreciate your assistance very much, especially as no questions are treated as stupid!!
		1209905	5.00	I was unable to get my Certificate approved on Explorer - but we got around it using Firefox so I never went back to the original problem
		1209734	1.67	quite true, it seems sodexo staff changed away from MIT emails instead. Not quite sure why this information is not available to IS&T. email trail: -----Original Message----- From: Shiba Nemat-Nasser Sent: Wednesday, April 21, 2010 10:51 AM To: 'computing-help@MIT.EDU' Subject: RE: URGENT: Requisition 0011198672/JV 104062392 [help.mit.edu #1209734] Hi there, Just FYI, that person is still with MIT/Sodexo, and we have tracked down the correct email. IS&T should probably set up some kind of forwarding set up for sodexo emails, but no need to follow up on this any further on my account. Philip Cotoni Controller Sodexo Campus Services 100 William T Morrissey Blvd Dorchester Ma 02125 Umass Office - 617-287-5036 Umass Fax - 617-287-5024 MIT Office - 617-452-2052 MIT Fax - 617-253-7891 Cell - 617-904-8275 phil.cotoni@sodexo.com Shiba Nemat-Nasser MIT Sloan School, E53-360 30 Wadsworth Street, Cambridge, MA 02139! 617-253-4950 voice 617-258-7579 fax shiba@mit.edu -----Original Message----- From: computing-help@MIT.EDU [mailto:computing-help@MIT.EDU] Sent: Thursday, April 15, 2010 12:32 PM To: Shiba Nemat-Nasser
		1207310	2.50	The "solution" was to have me install the old version of VPN. Staff weren't able to resolve my issue with the new VPN.
		1206595	5.00	The message I want to pass on is that it was only after I e-mailed Tim McGovern, and then contacted by Jozsef, that I received any service at all, and it was outstanding. The service provided by contacting <help@mit.edu> has been completely dissatisfactory.
		1206186	5.00	Items 3 and 6 are listed as a 5, not a 6 since I had to wait for someone to call me back with an answer.
		1206158	5.00	Great Job
		1206051		All my questions re: purchase of Ipad touch were handled courteously and professionally, however it was disappointing that MIT can't offer more competitive pricing. Ultimately we purchased our itouch from Best Buy because they had much better pricing. I thought MIT offered better than retail prices, but was disappointed to learn that I was wrong.
		1205469	5.00	Thanks!
		1203443	5.00	IS&T is a great resource!
		1190099	1.67	The response time was so long that I forgot what and how many files were "lost" and so I never pursued it - seemed like a waste of time at that point. In generally very happy with the service the help desk provides but in this instance, not so much.
	Help Desk::Service Center	1211291	3.33	My keyboard was replaced, but I will need to bring the laptop back to IS&T again this week because the new keyboard isn't functioning properly. It would have been nice if the keyboard had been tested before returning it to me.

4/22/2010	Help Desk::Service Center	1208547	4.17	I have always been very pleased with IS&T service. For this ticket, however, I found that technician who I had been scheduled to meet with had too little understanding of Apple computers to really answer my question. He told me that Apple does not support Boot Camp, which is not true, and therefore he couldn't advise me about it. Eventually, however, he did find another technician who could answer my questions.
		1204473	5.00	I would've appreciated being told a little more information when I brought my computer in. I wasn't entirely sure if the fix was covered under my warranty, how long it would take to fix, etc. I was able to ask these questions but it would've been nice if this and other information was volunteered. But otherwise I was so happy with the help I was given. It was a huge relief that I didn't have to spend the time calling tech support and getting it fixed on my own. You should advertise to students more that you'll service Dells and such for free when they're under warranty. I didn't entirely know this when I went in to IS&T, I was just hoping for a suggestion on how to get help from tech support. Thanks!
	Help Desk::UNIX/Linux	1207572	5.00	Staff was friendly and helpful. Thanks!
	RCC::MassAve	1211375	4.17	Even though the wireless connection has improved, only the connection MIT GUEST works. I have not been able to connect to MIT or MIT N.
	RCC::NorthWest	1177926	1.67	This ticket took over 1 month to fix the wireless internet. As treasurer of Edgerton house, I see that we are charged \$15 for internet connectivity per month; hence, I am disappointed that the problem took so long to resolve.
	RCC::WestCampus	1100270	2.50	I'm not sure things have really improved in terms of the wireless network at W85. It may be a technical problem, however. It seems like residents are continuing to set up their own access points because they feel dissatisfied with the connectivity afforded by MIT. I should also point out that this gets increasingly frustrating as we near the end of the term and everyone is stressed. Again, I'm not sure the fix is as much technical as it is educating users.
	Telecom::3help	1204164	4.17	My land line stops working every 2nd month. That's a pretty bad level of service...
	TNIS::Trouble Calls	1210713		Shortly after I submitted the ticket, the problem resolved itself and I canceled the ticket before IS&T had a chance to address it.
		1205993	5.00	It is very important for workers in offices to have any problems fixed right away. The technician was dispatched immediately and I was back up within two hours of the report of a problem. Q5 I rated less, but I'm sure if I had been "interested" in the reason then I could have gotten more information. The fact is I did not ask and it was not important to the particular job at hand.
4/5/2010	DITR::PLUS	1204089	5.00	Jess Smith is fantastic.
	Help Desk::Athena	1191413	3.33	My dissatisfaction is due to the fact that I was ORIGINALLY told that I was basically out of luck. It was only when I persisted that I was put in touch with the service that does tape backups. In addition, the person who originally responded failed to remind me that I might look in the OldFiles folder --- I eventually was reminded, several days later, but by then it was too late. Once I was put in touch with the right people, everything was great.
	Help Desk::Business Help	1202469	5.00	I'm very please how quickly I was being helped. Thank you!
		1200926	3.33	I left eDACCAs page displayed to see if there would be a time-out. After 30 minutes or so, the page is still displayed, so I don't think the change has been made to the entire EMPLOYEES tab.

4/5/2010	Help Desk::Business Help	1198565	1.67	This is the second time recently that the ticketing system has failed to notify me of a response to my help ticket. I thought that no one was responding to my request and it wasn't until I received this survey that I knew it was closed. It was settled in 3 days, but I didn't know it. If the people responding to the ticket need to manually copy the requester, they should be told, but this seems like a problem with the ticketing system. I also feel like they should have checked that I was satisfied with the result before closing the ticket. I just checked on my problem now, and it is resolved perfectly, but it seems weird that I didn't know any action had been taken, and that they closed the ticket without knowing if my problem was resolved.
	Help Desk::Call Center	1204519	5.00	ALWAYS extremely satisfied with your responses. You perform a much needed service. Many thanks. Professor David Paul
		1204062	5.00	I have to say it was pretty much perfect. He understood my question precisely. He asked just the right questions. And then the answer was catered perfectly to my level of expertise (which was pretty high, so he didn't make me go through a lot of details that he could tell I already knew). I was really very, very pleased.
		1202660	5.00	As good as possible. The staff member could not have done any more short of bringing me a coffee!
		1201592	2.50	My problem isn't with the handling of the ticket, it is with the level of communication in general from IS&T regarding TSM policies. Neither I, my system administrator, nor anyone in my department was aware that the reduced level of backup was occurring with our subscription. It was not clear at all to us, and in fact we were never told that even Outlook will not be backed up if it isn't closed when TSM is running. It took me 4 days from the instigation of the trouble ticket to when I found this information out. While the response I got was professional, it came way too late for me to attempt to retrieve information from the crashed hard drive since I had already sent it back to Dell. Because of that, I've lost almost 10 years worth of work, and only the last 2 because I had a local hard drive back up. TSM was useless to me in regards to anything I cared about, and my department is now going with our own backup system that we know we can trust. I think that better communication on the part of services needs to happen with IS&T and the end users.
		1201539	4.17	it wasn't help desks fault my ticket could not be resolved to my satisfaction
		1201002	5.00	I had contacted the HelpDesk a day or so earlier to resolve this same problem, but was not given the attention (or the same solution)to resolve the problem. My follow-up call was handled in a very efficacy and professional manner. These two experiences with the HelpDesk were like night and day. -- Dorothy x.3-1570, dotf@mit.edu
		1200210	5.00	The staff handled my problem extremely quickly; and, thus I was able to finish my task immediately which made me very, very, happy!!!
		1196682	4.17	It was good
		1195359	5.00	Thanks!
		1194317	5.00	I like what IS&T does to help with questions. I cannot think of anything at this time to improve what you provide.
	Help Desk::Service Center	1200101	4.17	you guys were definitely helpful, but more than a bit harsh when I dropped my laptop off - I guess I had really done a number on it, but it would have been appreciated if you had been a bit nicer, maybe had a sense of humor. Ah well, not a big deal, you fixed my laptop! thank you! :-)
		1197488		I was pleased with the work, but did have to wait four days to get my machine back because some people were out sick and nobody was able to take over and look at it. In conversation with some people who asked how my machine was doing, I explained that people were out and nobody was looking at it. I then got immediate attention, received an email explaining the software problem I was experiencing, and voila, the next day, my machine was delivered to me all fixed. Thank you.

4/5/2010	Help Desk::Service Center	1195781	4.17	The laptop was formatted but the original problem was not solved (a problem with the monitor not working). The staff never checked out whether the monitor worked and so the formatting was useless.
		1195435	2.50	The issues I was having were fixed perfectly. However, the tech broke my LCD backlight, and now I have to go back in today to get that fixed.
		1175814	5.00	Very satisfied. I didn't really understand the process at first (particularly what triggered a "billable" action versus a "non-billable" action), but the staff was able to explain.
	Mobile Devices	1198773	5.00	Matt Sullivan is fantastic!
	RCC::EastCampus	1034528	4.17	Problem was never really addressed. I ended up moving my computer to be closer to the wireless router in the hall. I'm still convinced that residents in the building have wireless routers that are disturbing the MIT wireless network. No big deal. Thanks again. James
	Telecom::3help	1202937	5.00	I noticed that the fax machine is NO LONGER showing the "phone off hook" message; so I am assuming that the jack had a problem that got fixed by MIT IT so THANK YOU and I am very satisfied.
4/1/2010	Edtech::Stellar	1181202	5.00	Response was thoughtful and timely. Very pleased with how it was resolved.
	Help Desk::Athena	1190454	5.00	My issue was thoroughly resolved by IS&T. They even followed-up a week or so after their first response to check in, and in fact that proved very useful because I still hadn't quite been able to fix the issue and had kind of given up for the time being. Had they not gotten back in touch I probably would have had to start another ticket in a few months when I remembered I still needed to fix the issue! Many thanks to everyone for their help.
		1147706	4.17	The fact that I asked about a widespread problem and was told "we've never heard of this" suggests that IS&T isn't very aware of the state of the Athena system from the user's point of view. Although I've always found IS&T to be very responsive when I report problems, most users don't bother to complain, so problems go undetected for months. It would make the system more useful if support staff were more proactive in checking for non-functioning hardware and software.
	Help Desk::Business Help	1198406	5.00	As if turned out, I didn't realize that the "error icon" was permanently at the top of the window as an indicator, so there wasn't actually a "problem"! The staff member courteously pointed this out to me, and I am now better informed! Thanks!
		1183475	1.67	Problem has not been resolved
	Help Desk::Call Center	1198300	5.00	I don't remember who is was that helped me, but she was excellent and helped me solved some other problems I was having as well....extremely pleased. Thanks, Cathy, cmbourg@mit.edu
		1198106	5.00	The help line is always so nice, and never makes me feel like an idiot for not knowing how to solve my own computer problems :)
		1196768	5.00	Sean Davis was the person who helped me. He has helped my office for other computer issues and we find him to be very helpful, knowledgeable and to do a good job.
		1195681		With regards to this ticket. I'm Satisfied with the Outcome. However, the IST help desk personal that I interacted with three times in the past leaves great room for improvement. He was a bureaucrat that had the license for the MIT license agreements memorized and refused to listen to the customer. He even refused to provide his name so I could not file a formal complaint against him.
		1195505	4.17	I didn't get a direct answer to my question, but the tech was able to provide an alternative solution.
		1195394	5.00	The IS&T team solved my problem, so I am of course very grateful, and that might contribute, in part, to the very high satisfaction ratings. But, even if they had not solved my problem, they were very professional, clear, and timely. Great job! This is a great resource for MIT.
		1193815	5.00	Excellent service. Problem was addressed within an hour with the reactivation of MAC address.
		1193689	5.00	The IST desk person knew what she was doing, she promptly had answers to all my questions.

4/1/2010	Help Desk::Service Center	1195315	5.00	I honestly can't think of a thing to do differently -- you guys rock!
		1193392	4.17	I was told that my laptop was not under warranty and only the hard drive was covered. I had to contact dell and prove that my laptop was fully covered before the repairs were done. Overall work done and staff were excellent.
		1193303	0.83	The problem returns soon. I
		1161427	5.00	Everyone who assisted me with this--from the folks I spoke with when I called in to the service representative who thoroughly explained the repair to me and gave me an accurate time estimate were wonderfully patient, professional and helpful.
	Mobile Devices	1191914	4.17	There were some confusions regarding which problems we should contact Verizon rather IS & T. The IS & T website has no instructions. Andrew Munchbach was very prompt and helpful with resolving the problems.
		1185120	5.00	Andrew (I think) is always the one that helps me and I'd give him and A+. He's a nice guy too. We appreciate you all over there. Rob Butler
	Network::Requests	1197617	4.17	This happened a few years ago when a student became an employee and the personal url was following the record.
	RCC::WestCampus	1160828	3.33	I still have issues with slow connectivity, but at least the connection is no longer being dropped every 20 minutes or so. The speeds of the connection at times slow to a crawl, which was something I never experienced before the wireless router upgrades.
	Software::Matlab::Questions	1196174	4.17	While that issue was resolved (the accurate ticket was emailed to me), I still don't have a functional MatLab license. I have a new ticket for that.
	TNIS::Trouble Calls	1196761	5.00	I submitted request via web, so did not deal with a person. However, the response turnaround was very quick and the issue was resolved the same day.

