

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

All IS&T Queues Surveyed

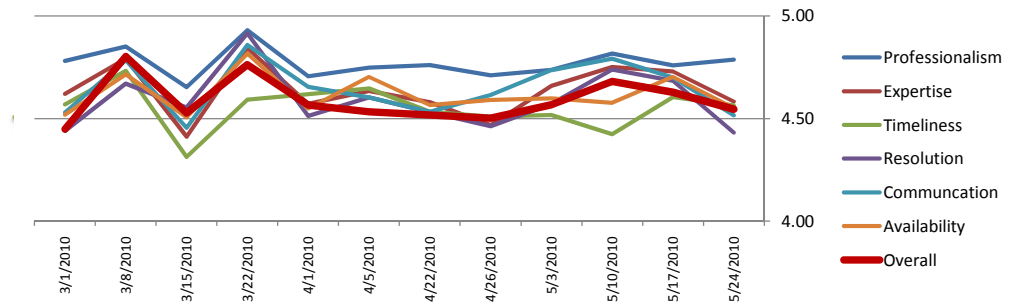
12 week average

4.59

Goal = 4.5; N = 796

Overall Satisfaction

4.45 lowest weekly
4.80 highest weekly
over the 12 weeks



All Service Desk Queues

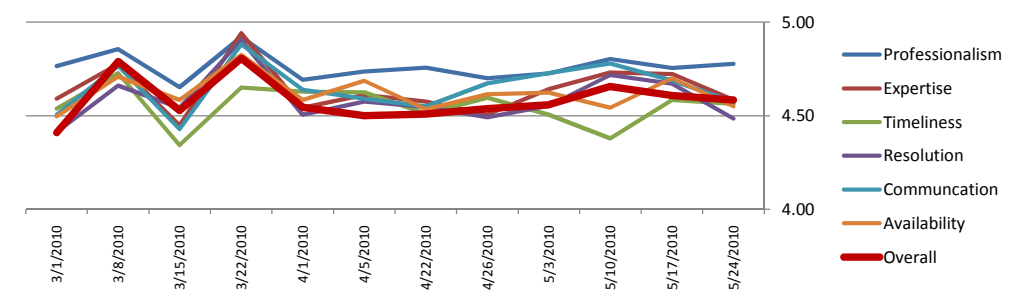
12 week average

4.59

Goal = 4.5; N = 727

Overall Satisfaction

4.41 lowest weekly
4.81 highest weekly
over the 12 weeks



Call Center

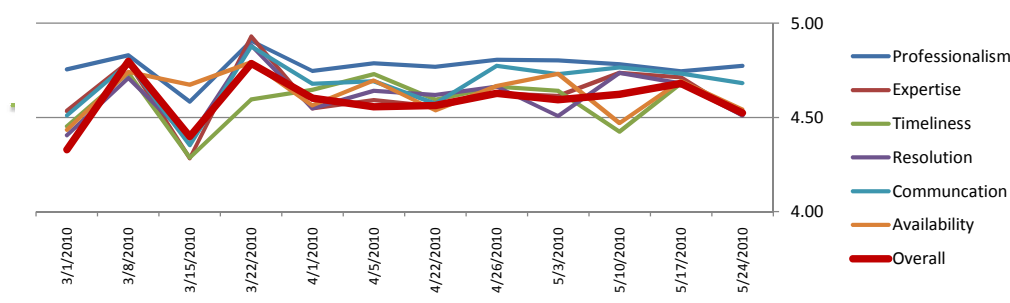
12 week average

4.59

Goal = 4.5; N = 530

Overall Satisfaction

4.33 lowest weekly
4.80 highest weekly
over the 12 weeks



Repair Center

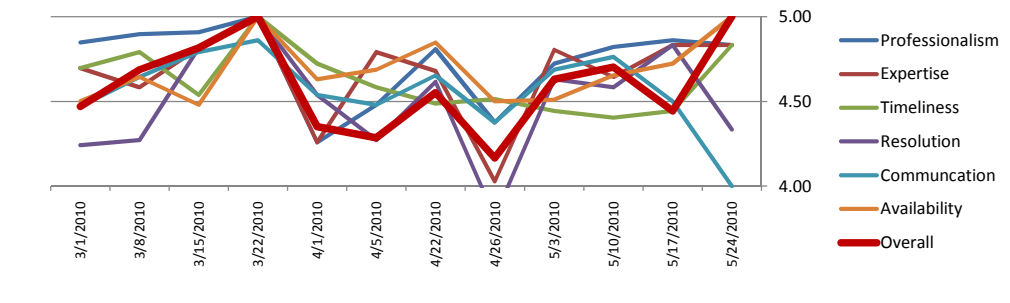
12 week average

4.59

Goal = 4.5; N = 119

Overall Satisfaction

4.17 lowest weekly
5.00 highest weekly
over the 12 weeks



Interpreting the Report

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

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

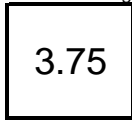
Detailed results by month by queue are shown on the third page showing up to 3 months and resetting at the beginning of the quarter. Color-

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These Queues have low enough response rates per week that a weekly graph would be misleading.
 All scores presented are a Quarterly average, to smooth out sparse data. Monthly detail appears in the table on the next page.
 Note: the big box score of "Overall Satisfaction" refers to question 7 on the survey, not an aggregate of the other scores listed below.

Athena

Overall Satisfaction
12 week average



Goal = 4.5; N = 35
 0.83 lowest weekly
 5.00 highest weekly
 over the 12 weeks

Professionalism
4.03

Expertise
3.91

Timeliness
3.85

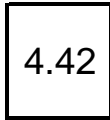
Resolution
4.09

Communication
4.10

Availability
n/a

RCC Queues

Overall Satisfaction
12 week average



Goal = 4.5; N = 54
 3.54 lowest weekly
 5.00 highest weekly
 over the 12 weeks

Professionalism
n/a

Expertise
n/a

Timeliness
4.07

Resolution
4.52

Communication
4.49

Availability
n/a

Telecomm Queues

Overall Satisfaction
12 week average



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

Professionalism
n/a

Expertise
4.94

Timeliness
4.68

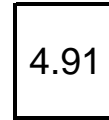
Resolution
4.90

Communication
n/a

Availability
n/a

TNIS Queues

Overall Satisfaction
12 week average



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

Professionalism
4.81

Expertise
4.83

Timeliness
4.85

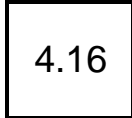
Resolution
4.82

Communication
4.63

Availability
n/a

EdTech::Stellar

Overall Satisfaction
12 week average



Goal = 4.5; N = 21
 1.67 lowest
 5.00 highest
 over the 12 weeks

Professionalism
4.71

Expertise
4.13

Timeliness
3.92

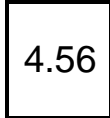
Resolution
4.27

Communication
n/a

Availability
4.40

Network::Requests

Overall Satisfaction
12 week average



Goal = 4.5; N = 18
 3.06 lowest
 5.00 highest
 over the 12 weeks

Professionalism
4.80

Expertise
4.61

Timeliness
4.48

Resolution
4.57

Communication
n/a

Availability
n/a

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Survey Data Detail by Month by Group and Queue

| Fiscal Month / Group / Queue | | | # of Responses | Professionalism | Expertise | Timeliness | Resolution | Communication | Availability | Overall | |
|------------------------------|--------------|--------------------------------|---------------------|-----------------|-------------|-------------|-------------|---------------|--------------|-------------|-------------|
| 10 | Service Desk | Help Desk::Athena | 19 | 4.78 | 4.52 | 4.78 | 4.69 | 4.69 | 4.67 | 4.63 | |
| | | Help Desk::Business Help | 18 | 4.75 | 4.51 | 4.54 | 4.64 | 4.36 | 4.35 | 4.40 | |
| | | Help Desk::Call Center | 168 | 4.80 | 4.59 | 4.66 | 4.61 | 4.69 | 4.67 | 4.61 | |
| | | Help Desk::HDweb | 1 | 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 | 42 | 4.50 | 4.42 | 4.56 | 4.31 | 4.51 | 4.67 | 4.35 | |
| | | Help Desk::UNIX/Linux | 5 | 4.33 | 4.17 | 4.00 | 4.00 | 4.58 | 3.54 | 4.17 | |
| | | Mobile Devices | 10 | 4.75 | 4.83 | 4.75 | 4.75 | 4.83 | 4.72 | 4.75 | |
| | | 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 | 10 | 4.67 | 4.33 | 3.58 | 4.08 | 4.00 | 4.17 | 4.00 | |
| | | RCC::WestCampus | 10 | 4.64 | 4.64 | 4.00 | 3.92 | 4.48 | 4.33 | 4.08 | |
| | | Software::Licensing::Questions | 2 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | 4.17 | 5.00 | |
| | | Software::Matlab::Questions | 5 | 4.17 | 4.33 | 4.67 | 4.67 | 4.17 | 4.58 | 4.33 | |
| | | Telecom::3help | 7 | 4.86 | 4.88 | 4.76 | 4.86 | 4.72 | 4.50 | 4.86 | |
| | | Service Desk Total | | 307 | 4.73 | 4.56 | 4.58 | 4.53 | 4.60 | 4.60 | 4.52 |
| | | OIS | Network::Requests | 7 | 4.76 | 4.05 | 3.57 | 3.69 | 4.03 | 3.67 | 3.81 |
| | | | TNIS::Trouble Calls | 7 | 4.67 | 5.00 | 5.00 | 4.67 | 4.38 | 4.83 | 5.00 |
| | | OIS Total | | 14 | 4.72 | 4.44 | 4.23 | 4.10 | 4.17 | 4.25 | 4.36 |
| | | ISDA | Edtech::Stellar | 12 | 4.85 | 4.55 | 4.51 | 4.58 | 4.42 | 4.81 | 4.65 |
| | | ISDA Total | | 12 | 4.85 | 4.55 | 4.51 | 4.58 | 4.42 | 4.81 | 4.65 |
| | | Dept Services | DITR::PLUS | 6 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 |
| Dept Services Total | | 6 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | | |
| 10 Total | | 339 | 4.74 | 4.56 | 4.57 | 4.53 | 4.59 | 4.60 | 4.53 | | |
| 11 | Service Desk | Help Desk::Athena | 7 | 4.17 | 4.29 | 4.40 | 4.40 | 4.52 | 4.67 | 4.40 | |
| | | Help Desk::Business Help | 18 | 4.68 | 4.49 | 4.44 | 4.85 | 4.56 | 4.31 | 4.63 | |
| | | Help Desk::Call Center | 113 | 4.88 | 4.72 | 4.63 | 4.63 | 4.80 | 4.71 | 4.66 | |
| | | Help Desk::Presales | 2 | 2.92 | 2.92 | 2.92 | 2.92 | 2.92 | 2.92 | 2.92 | |
| | | Help Desk::Service Center | 43 | 4.79 | 4.76 | 4.48 | 4.60 | 4.60 | 4.63 | 4.66 | |
| | | Help Desk::SIP | 1 | 5.00 | 5.00 | 5.00 | 4.17 | 5.00 | 5.00 | | |
| | | Help Desk::UNIX/Linux | 4 | 4.58 | 4.38 | 3.54 | 3.54 | 4.44 | 3.54 | 3.33 | |
| | | Mobile Devices | 3 | 4.72 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | |
| | | RCC::EastCampus | 4 | 4.58 | 4.58 | 3.33 | 5.00 | 4.72 | 4.44 | 4.17 | |
| | | RCC::MassAve | 1 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | |
| | | RCC::NorthWest | 6 | 4.72 | 4.72 | 3.75 | 4.31 | 4.44 | 4.44 | 4.44 | |
| | | RCC::WestCampus | 3 | 3.89 | 4.17 | 3.89 | 4.44 | 5.00 | 3.89 | 3.89 | |
| | | Software::Licensing::Questions | 3 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | |
| | | Telecom::3help | 4 | 4.79 | 5.00 | 4.58 | 5.00 | 5.00 | 4.79 | 5.00 | |
| | | Service Desk Total | | 212 | 4.76 | 4.67 | 4.49 | 4.61 | 4.70 | 4.59 | 4.60 |
| | | OIS | Network::Requests | 4 | 5.00 | 5.00 | 5.00 | 4.79 | 4.79 | 5.00 | 4.79 |
| | | | TNIS::Trouble Calls | 8 | 4.88 | 4.88 | 4.69 | 4.79 | 4.83 | 4.33 | 4.69 |
| | | OIS Total | | 12 | 4.92 | 4.92 | 4.79 | 4.79 | 4.81 | 4.63 | 4.72 |
| | | ISDA | Edtech::Stellar | 5 | 4.83 | 4.67 | 4.67 | 4.33 | 4.33 | 4.58 | 4.50 |
| | | ISDA Total | | 5 | 4.83 | 4.67 | 4.67 | 4.33 | 4.33 | 4.58 | 4.50 |
| | | Dept Services | DITR::PLUS | 1 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 |
| | | Dept Services Total | | 1 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 | 5.00 |
| | | 11 Total | | 230 | 4.77 | 4.68 | 4.51 | 4.61 | 4.70 | 4.60 | 4.61 |
| Grand Total | | 569 | 4.75 | 4.61 | 4.55 | 4.56 | 4.63 | 4.60 | 4.56 | | |

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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 |
|-----------|---------------------------|---------|---------|--|
| 5/24/2010 | Help Desk::Call Center | 1247186 | 5.00 | Nope, my experience was perfect and I got help right away! |
| | | 1247004 | 5.00 | I am continually pleased from the expert help I get from the MIT help-line. |
| | | 1246122 | 5.00 | Very patient and thorough. THanks! John DeTore |
| | | 1246106 | 2.50 | I still can't figure how to do a search in MS Outlook. |
| | | 1245598 | 5.00 | Help desk was perfect. Walked me through the online sites and showed me where I departed from the needed step in the online help document. |
| | | 1245132 | 5.00 | This problem arose after a new hard drive installation when IS personnel were in transition from on-site to evening staffing. I was a bit anxious about connecting with an IS person directly, this was handled very professionally and responsibly. Justin called me back from the train station immediately after he heard about my problem and tried to talk me thru it. He finally solved the problem by referring me directly to the step-by-step instructions for that situation. I was very relieved. |
| | | 1244592 | 4.17 | The person helping me was patient and really tried to figure out the issue but couldn't. I asked our admin person about it later and he was able to fix it temporarily but the problem is back. I still have no idea what's going on. It is annoying and intermittent. |
| | | 1244322 | 5.00 | great job...very helpful person |
| | | 1243873 | 5.00 | As usual, you were very helpful! |
| | | 1243647 | 5.00 | The person who helped me was professional and knowledgeable. I was very satisfied with the service rendered Thank you |
| | | 1243410 | 5.00 | Great job. Very helpful. |
| | | 1241401 | 2.50 | I never got a response from the Help Desk. Mark said it must be AT&T's fault. I called AT&T and they said it must be MIT's fault. Neither party seems to want to talk to each other to resolve this. Mark suggested using VPN which does get around the problem, but it not as convenient and has its own issues. |
| | Help Desk::Service Center | 1246883 | 5.00 | I cant imagine what could be improved - you guys are always amazing! |
| | | 1245579 | 5.00 | The person who helped me with my PC was very helpful, but 15 minutes is too short. I asked if I could stay until I am done with installing WINXP on my new hard drive (just in case I ran into a different problem), and the response was "no, I have to go back to my lab, install windows and if there is a new problem, I can always come back." |
| | | 1243278 | 5.00 | Its pretty good now |
| | Network::Requests | 1246096 | 4.17 | Information received from support differed from information on IS&T webpage. It would have been reassuring to know which information was correct -- web page or response from IS&T support. |
| | Telecom::3help | 1240046 | 5.00 | Excellent job! I emailed about my phone not working early in the day and the problem was solved by the end of the day! |

| | | | | |
|-----------|---------------------------|---------|------|--|
| 5/17/2010 | Help Desk::Business Help | 1240819 | 5.00 | This question started with a discrepancy between a DWH report and a record in SAP. Huey Chan investigated the problem very quickly and responded with information. Sometimes I ask a question and the answer is over my head technically. However, other senior people more familiar with the issue (root cause was two MIT IDs for same person), were able to take it forward and resolve the problem. The employee (formerly a student) emailed "I will be quite relieved when the other number finally has been permanently terminated. This has been going on for around a decade now..." So there was a happy outcome as well for this employee. My thanks to Huey. |
| | | 1240061 | 5.00 | I was very happy with the resolution of this ticket (i.e., quickly and friendly professionals). |
| | Help Desk::Call Center | 1240039 | | One of your team walked me through a repair, but neglected to recommend that I restart my computer, so the fix seemed not to register. After an additional call, which got cut off, I called my assistant, who recommended I reboot. That proved to be the solution--so I guess I'd say, mixed bag on this one. LH |
| | | 1238971 | 5.00 | I got the exact information I needed to complete a task on time and in a timely manner. |
| | | 1238693 | | By 8am the problem resolved itself and the ticket was cancelled. Dissatisfied that you don't have anyone on staff until 9am. |
| | | 1238391 | 5.00 | Thank you for your continuing great service and kindness! |
| | | 1237658 | 5.00 | very nice and knowledgeable person |
| | | 1234334 | 2.50 | The girl I was working with over the phone told me some software needed to be reinstalled, which I had no access to use it. Terre Dilworth came in a couple of days later and resolved the problem in 15 mins. |
| | Help Desk::Service Center | 1221158 | 5.00 | Everything was great! Staff was personable and helpful. They were very clear about the process (time, costs, procedure...) and were very open with me about what my options were. Absolutely zero complaints. |
| | | 1194941 | 2.50 | There was some confusion about how long it would take to transfer files from one computer to another, and I was misinformed by a couple staff members as to the possibility of getting the computer back within the same day. In the end it worked out, but it was a very confusing week or so! |
| | | 1177007 | 4.17 | The computer was too old to be repaired. |
| | RCC::NorthWest | 1205404 | 3.33 | We had wireless connectivity issues for weeks before it was finally resolved. A faster response and fix would have been appreciated. |
| 5/10/2010 | Help Desk::Athena | 1234064 | 5.00 | My problem of not being able to log on to Athena was due to exceeding my size quota. It would be handy to get a reminder via email when getting close to the quota and what happens when you go over it. The Help Desk was able to resolve my issue on the telephone and was very polite while doing so. Thanks again for the help. |
| | Help Desk::Business Help | 1233827 | 4.17 | It appears that my issue was resolved but I was never notified to that effect - or perhaps the issue resolved itself. |
| | | 1224542 | 1.67 | I had a simple question. Had brio-query been updated the night before? I was finding discrepancies between Sap and brio in account amounts. I answered the question myself when the following day I checked both SAP and Brio - they now agreed in their amounts. I was referred to another person, who had to check and did not seem to understand my question. In fact it seems she made more out of the problem than was needed |
| | Help Desk::Call Center | 1235457 | 5.00 | April was great! Thanks! |
| | | 1233181 | 5.00 | I came away thinking "it's great to work at MIT where I can get answers to IT questions so quickly and helpfully." |
| | | 1232787 | 5.00 | IS&T help desk once again comes through efficiently and helpfully. Many thanks again. |
| | | 1231854 | 5.00 | The person who handled my call was excellent and deserves to be commended. John Deuch |

| | | | | |
|-----------|---------------------------|---------|------|--|
| 5/10/2010 | Help Desk::Call Center | 1231716 | 5.00 | I sent the same e-mail to two addresses (don't recall the exact addresses at this time, one was accounts at mit edu, and the other was helpdesk or something to that effect). I sent it to both addresses since I was not sure how long the delay would be in answering, and also I was not sure to whom I should have addressed my e-mail. I received two separate, and slightly different, answers from both recipients. As the addresses were visible in the :cc field, it would have perhaps been clearer to me, if I had only received a reply from one recipient (who would have notified the other, that the issue is already being dealt with). All in all, however, I was extremely pleased with the service I got. It was exemplary. |
| | | 1231406 | 5.00 | I would be really helpful if you could fix the problem of not being able to use personal wireless printers though. This is a huge inconvenience especially considering I paid extra to get a wireless printer when I bought it because at the time it worked fine at MIT. |
| | | 1231140 | 5.00 | excellent! thank you! |
| | | 1231100 | 5.00 | The help ticket process was quite straightforward and the help staff were able to answer my question very quickly. In my case, they just had to send a link to the Hermes knowledge base (one I was unable to find while searching the IS&T website). Better integration between the IS&T search function and the Hermes knowledge base would have allowed me to answer my own question. But again, I am very satisfied with the service provided by the help staff. |
| | | 1230980 | 3.33 | Student referred me to online web help that was of an earlier Mac OS, so I fixed the problem myself after researching the web. |
| | | 1230798 | 5.00 | A bit slower reaching you folks than in the past -- maybe 5 minutes on hold. Other than that, you guys were great! |
| | | 1230415 | 5.00 | My first experience with IT at MIT--very positive! Thank you. |
| | Help Desk::Service Center | 1234185 | 4.17 | Problem was minor, presumably could have taken significantly less time. Took 24 hours, probably could have been solved in 15 minutes. |
| | | 1233680 | 4.17 | My "slight dissatisfaction" is due to my battery being out of warranty, even though I'm still covered by Dell's hardware warranty. The staff was helpful in explaining this and directed me to Dell's website so that I can buy a new battery. It would be nice if MIT had student discounts for this type of thing, since they can be expensive (\$150). |
| | | 1231944 | 5.00 | You have done great work |
| | Help Desk::UNIX/Linux | 1231872 | 5.00 | Fine service, thanks. |
| | | 1015704 | 4.17 | Sorry - hadn't realized this ticket was still open but I see that it was closed the other day. The MIT Satellite service was unreliable for us; we've gone back to RHN for the foreseeable future. |
| | | 981425 | 0.83 | Red Hat Enterprise Linux is supposedly fully supported, and that should mean that MIT's satellite update server (which we are required to use) should work. Delays of days to weeks to get answers to basic tickets (which presumably affect all users on campus) are unacceptable, as is the fact that IS&T knows about a problem with the server and hasn't been able to fix it for months. The machine that is affected is used for day-to-day work in the lab. Being unable to update is a security problem, and malfunctions that prevent us from installing new packages is a significant waste of time that would otherwise be spent doing research. If you'd like to contact me, my email address is luto@mit.edu. |
| | RCC::EastCampus | 1136801 | 4.17 | The first five weeks of my ticket's life were hardly useful, but once Stuart Peloquin was on the scene, everything went smoothly- I was impressed by his attentiveness and range of resources used to help solve my problem. Thanks! |
| | RCC::NorthWest | 1223263 | 5.00 | Help service was good, and actually this problem was originated from the re-wiring of the network and misconfiguration "just before the weekend". So for the whole weekend, wired network on my floor was off. If this happened during the week, the fix would be fast. I suggest network-related work should be done on early weekdays so that possible problems can be reported and fixed in a timely manner. |

| | | | | |
|-----------|---------------------------|---------|------|--|
| 5/10/2010 | RCC::NorthWest | 1223217 | 4.17 | The only issue was that the problem started on a Friday, but the router couldn't be rebooted or replaced until Monday. I have a wireless connection as well, so it wasn't the end of the world, but three days would be a long time to be without internet access otherwise. |
| | Telecom::3help | 1231923 | 5.00 | It was broken; now it works. It took a little longer than I'd anticipated, but otherwise I'm pleased. |
| | TNIS::Trouble Calls | 1232492 | 5.00 | Thank you for your support! The speed at which the problem was resolved is greatly appreciated by me and the MPC staff. |
| 5/3/2010 | Edtech::Stellar | 1228801 | 5.00 | is & t is very very good ... |
| | Help Desk::Business Help | 1229459 | 4.17 | I actually learned that already had the SAPgui access requested. But, the staff pointed me to the right person (s) in OSP to discover this. |
| | | 1228724 | 5.00 | Great job -- thanks |
| | | 1224491 | 4.17 | Staff were helpful. The problem is that SAP Web is not user friendly, resulting in wasted time. |
| | Help Desk::Call Center | 1225637 | 5.00 | an early iPad adopter and SAP, SAPweb, ECAT user, I would be happy to beta test any MIT enterprise applications... Bob robob@mit.edu |
| | | 1223054 | 5.00 | not really a computer help desk problem, but they helped me anyway; researched it fast, found the right answer. |
| | | 1217252 | 5.00 | they understood my problem and solved it promptly |
| | | 1086285 | 2.50 | Our problem still isn't resolved. Seems to be some kind of bug unique to this particular person's machine that our internal IT people will continue to work on. I was just hoping that the Computing Help team might have more information or ideas than we could come up with on our own. |
| | Help Desk::Service Center | 1224590 | 5.00 | Thanks!! |
| | | 1222776 | 5.00 | any possibility of subsidies to students? \$60/hr is a lot for undergrads to have to dish out. |
| | Help Desk::SIP | 1228301 | 5.00 | It was very useful to get a quick response. |
| | RCC::WestCampus | 1225049 | 2.50 | While the problem was solved, better communication would have been appreciated. The primary person in contact with me asked me for dates and times that would be convenient for someone to come by and take a look at the problem, which I replied to, but he never sent me emails confirming whether or not the dates and times I suggested were OK. Fortunately, the problem was ultimately fixed without someone having to come by, but the lack of communication was frustrating. |
| | Telecom::3help | 1223878 | 5.00 | Trouble with the Emergency Operations Center conference bridge experienced over the weekend was immediately addressed Monday Morning by Collin Murray and Dave Russell. It was fixed before I got to work, with others also checking in on the trouble to make sure it was addressed immediately. Can't ask for better service! |
| | TNIS::Trouble Calls | 1217467 | 5.00 | Network staff ALWAYS does an excellent job! |
| 4/26/2010 | DITR::PLUS | 1219541 | 5.00 | Jess Smith is wonderful, smart, cheerful (even though I grumble!) |
| | | 1218220 | 5.00 | The above responses are for my interactions with Jess Smith of the DITR-Plus team. |
| | Edtech::Stellar | 1215696 | 5.00 | I think you guys did a great job! |
| | | 1214590 | 4.17 | I may have been spoiled by prior experiences seeking similar help from Stellar (seeking to make "functional" the student e-mail lists from "old" (1-to-3-years in the past) class websites, but this recent experience was haunted to more delay, explanations that were initially not clear (or were downright mistaken), marked by a few "false starts." In the end: full satisfaction -- but I actually did waste roughly 30 to 60 minutes of my time, following bum-leads, before the "problem" was solved (at the Stellar end, not mine). |
| | Help Desk::Business Help | 1213356 | 5.00 | thanks for the help |

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|-----------|---------------------------|---------|------|--|
| 4/26/2010 | Help Desk::Call Center | 1220848 | 4.17 | I wanted to make a backup of my email to my local hard drive in a format that I could view in another email client like Outlook. They showed me a way of downloading all of my email as a single text file. This was good in that it will preserve the correspondence and contact information. However, it does not preserve attachments, and it is not as easily searchable based on database fields (date, sender, etc.). I found it quite surprising that there is not a straightforward way to do this operation either through Webmail or through some other software (e.g. ftp). In the future, it might be cool if MIT could offer a service whereby they sell a DVD backup of a mailbox in Outlook format. I would imagine that it would be handy for many people, for example, graduating students. |
| | | 1220065 | | I never heard anything back about this, and the problem has not been resolved. |
| | | 1219888 | 5.00 | I was having a problem connecting from home to the VPN using Win7 64-bit. Staff was able to suggest some things to try and I determined that the issue is my router. I was able to connect to the VPN from another network, so I'm trying to resolve my router issue. |
| | | 1219861 | 1.67 | My situation went from bad to worse. I ultimately had to nuke my computer and start all over again. It appeared as everything was better, but then nothing would work. |
| | | 1219125 | 5.00 | None at all. It was excellent. Admittedly my question was straightforward, but I'm still impressed. |
| | | 1218701 | 5.00 | Couldn't be improved, really. |
| | | 1210026 | 5.00 | Service was great from Donyatta Small - she was personable, helpful and patient. Every contact I have IS&T improves my impression of its efficiency and the helpfulness of the staff. |
| | | 1197039 | 2.50 | Hi I'm the one who finally figured out what the problem was. I left a message or two and it took a long time for anyone to get back to me. Everyone I spoke to was very nice, but didn't fix the problem. (Entourage was trying to sync with an attachment, so every two minutes it would stop and try and sync. Everything else stopped on the program) |
| | Help Desk::Service Center | 1222182 | 4.17 | Follow through with the actual problem due to IST technical issues, and update ticket holder with the latest status until problem resolved. As it is now, I still cannot logon to any of the available wireless stations in certain locations of Barker library (e.g. te Reading Room), while others apparently can. When I move outside of the reading room, I have good signal. What causes that? |
| | | 1222162 | 5.00 | This was excellent personal service. Thank you! |
| | | 1219960 | 5.00 | Thank you for the diagnosis and a SIMPLE solution. |
| | | 1218360 | 4.17 | Warranty repairs could have been completed prior to attempt at data recovery, so waiting period could have been reduced by one day. |
| | | 1186030 | 0.83 | People should be more professional, honest and responsible |
| | Mobile Devices | 1221534 | 5.00 | Ekaterina Kononov was the agent who helped me. She lasered in onto my issue and even though she did not know the answer off the top of her head I had an email from her within 10 mins of my conversation with her. She is awesome! Big thank you to her. |
| | | 1221023 | 5.00 | Simple request, fast response, did what was needed |
| | | 1181893 | 5.00 | Matthew Sullivan has been my lifesaver! He has expertly, professionally, knowledgeably, and clearly handled so many of my problems -- many times where others couldn't. He has also been extremely proactive, identifying ways to help me in areas that I haven't even identified as issues. He is patient and incredible in explaining technical information. I couldn't be more satisfied. Clone him -- and make sure he is happy, as he is a real gem! |
| | Network::Requests | 1220650 | 5.00 | 12 Minutes to resolution. That is awesome. Steve |
| | | 1218442 | 1.67 | Please react in a much more timely fashion when it concerns the VoIP phones. People depend on these phones to conduct daily Institute business and many cannot be without phone service for extended periods of time. |

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| 4/26/2010 | Telecom::3help | 1220061 | 5.00 | The problems I did have were not with IS&T but with faulty equipment. Marian was wonderful in trying to get the repair person out here numerous times to get this resolved in a timely manner. I think her for her efforts and persistence! Valerie DiNardo |
| 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. |
| | | 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 |
| | | 1213453 | 5.00 | I've had several conversations recently with the staff and, as always, I'm impressed with them and grateful for their help and patience. In this case, there are several issues related to my desire to keep my present computer functioning and not replace it. I plan to bring it in soon so you can give it a look. Many thanks |

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| 4/22/2010 | Help Desk::Call Center | 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 | I told a person was no longer with the institute. This was not 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: |
| | | 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 Ipod 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. |
| | | 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. |

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| 4/22/2010 | Help Desk::Service Center | 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 night be a technical problem, however. It seems like residents are continuing to set up their own access points because the 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 eDACCA 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. |
| | | 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 |

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| 4/5/2010 | Help Desk::Call Center | 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 v 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. |
| | | 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 |

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| 4/5/2010 | 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 it 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 it was that helped me, but she was excellent and helped me solve some other problems I was having as well....extremely pleased. Thanks, Cathy, cmbourq@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 person 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. |
| | 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. |

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| 4/1/2010 | Mobile Devices | 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. |

