FY2011 Q1 -- RT Ticket Feedback / Client Satisfaction Survey Results

All IS&T Queues Surveyed
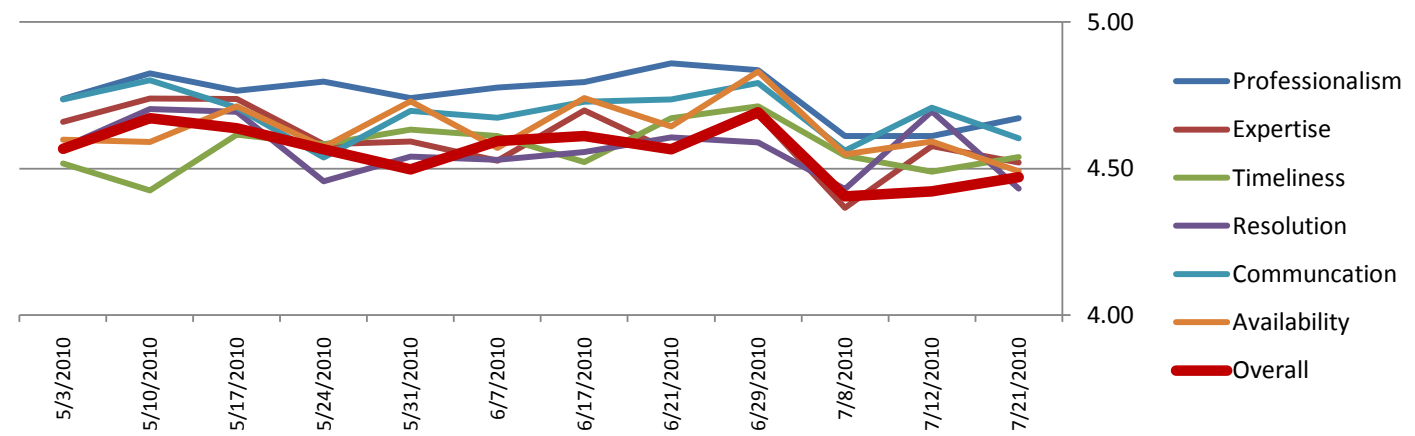
12 week average

4.56

Goal = 4.5; N = 796

Overall Satisfaction
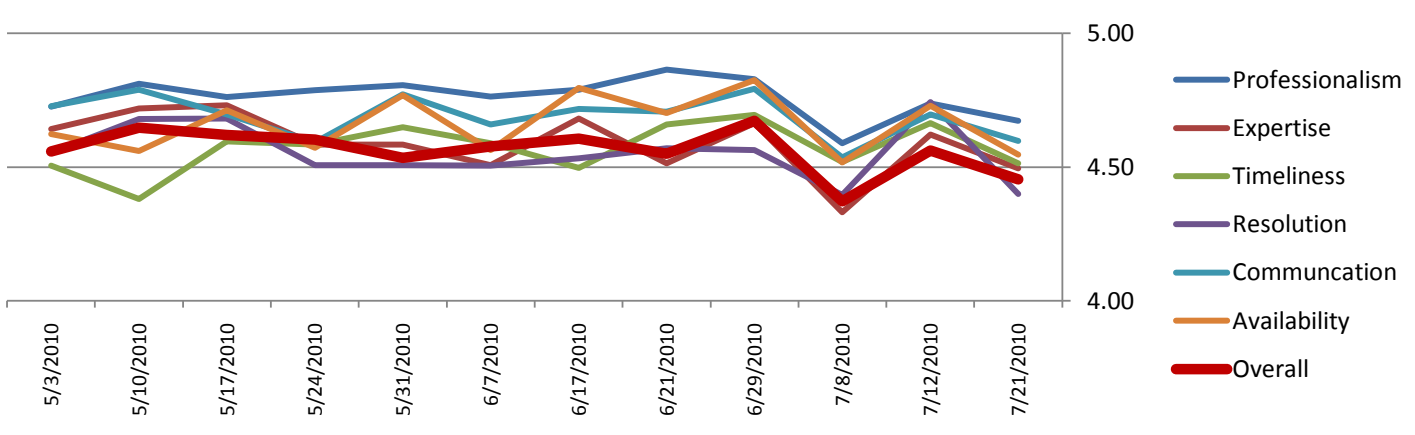4.40 lowest weekly
4.69 highest weekly
over the 12 weeks

Legend: Professionalism, Expertise, Timeliness, Resolution, Communcation, Availability, Overall

All Service Desk Queues

12 week average

4.56

Goal = 4.5; N = 736

Overall Satisfaction
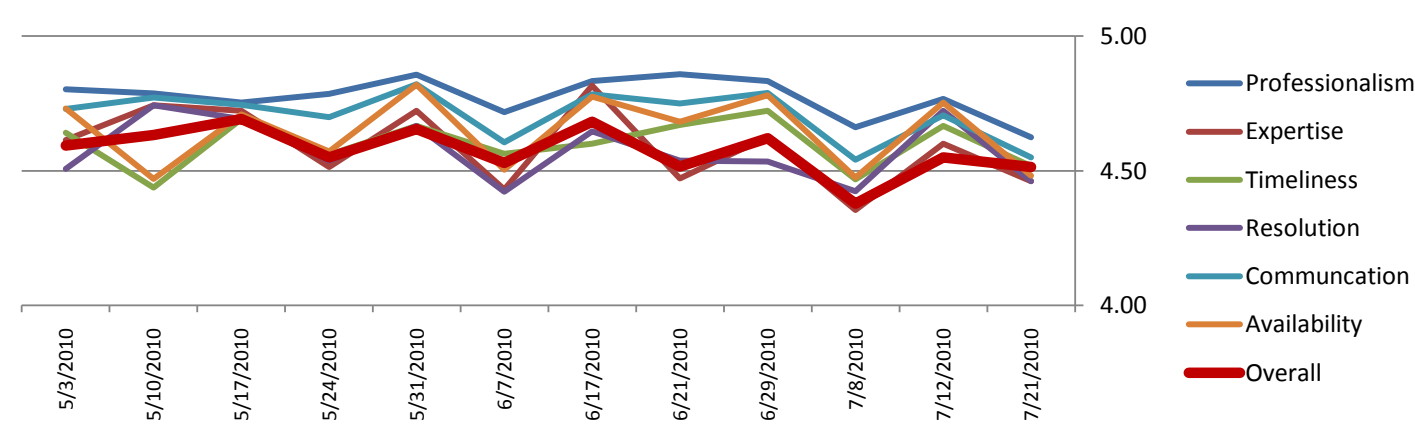4.37 lowest weekly
4.67 highest weekly
over the 12 weeks

Legend: Professionalism, Expertise, Timeliness, Resolution, Communcation, Availability, Overall

Call Center

12 week average

4.58

Goal = 4.5; N = 573

Overall Satisfaction
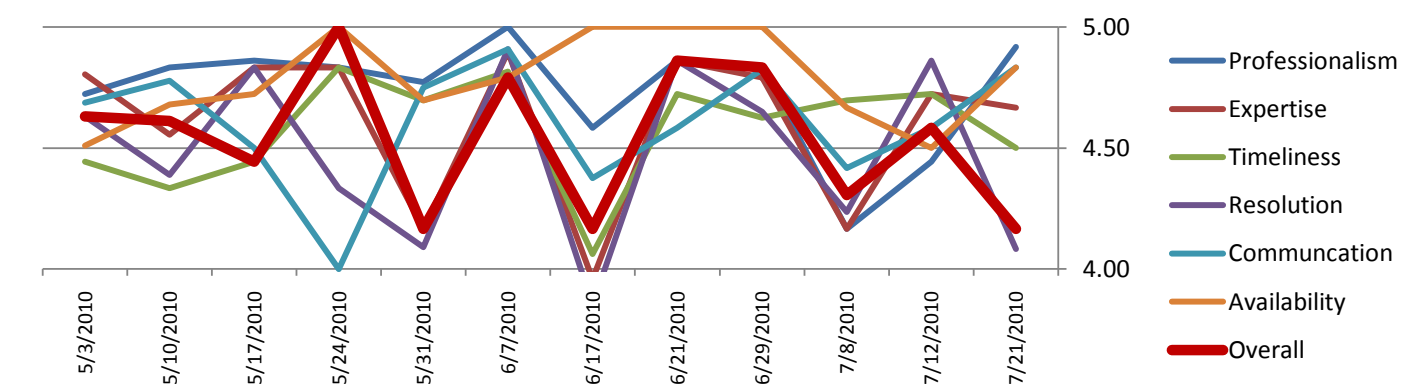4.38 lowest weekly
4.69 highest weekly
over the 12 weeks

Legend: Professionalism, Expertise, Timeliness, Resolution, Communcation, Availability, Overall

Repair Center

12 week average

4.55

Goal = 4.5; N = 127

Overall Satisfaction
4.17 lowest weekly
5.00 highest weekly
over the 12 weeks

Legend: Professionalism, Expertise, Timeliness, Resolution, Communcation, Availability, Overall

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

4.69

Goal = 4.5; N = 32
3.33 lowest weekly
5.00 highest weekly
over the 12 weeks

Professionalism
4.58

Expertise
4.62

Timeliness
4.68

Resolution
4.58

Communication
4.71

Availability
n/a

RCC Queues

Overall Satisfaction
12 week average

4.39

Goal = 4.5; N = 37
3.33 lowest weekly
5.00 highest weekly
over the 12 weeks

Professionalism
4.59

Expertise
n/a

Timeliness
3.75

Resolution
4.44

Communication
4.43

Availability
n/a

Telecomm Queues

Overall Satisfaction
12 week average

4.86

Goal = 4.5; N = 22
4.17 lowest weekly
5.00 highest weekly
over the 12 weeks

Professionalism
n/a

Expertise
4.93

Timeliness
4.83

Resolution
4.84

Communication
n/a

Availability
n/a

TNIS Queues

Overall Satisfaction
12 week average

4.81

Goal = 4.5; N = 30
3.89 lowest weekly
5.00 highest weekly
over the 12 weeks

Professionalism
4.79

Expertise
4.94

Timeliness
4.78

Resolution
4.86

Communication
4.73

Availability
4.62

EdTech::Stellar

Overall Satisfaction
12 week average

4.37

Goal = 4.5; N = 23
1.67 lowest
5.00 highest
over the 12 weeks

Professionalism
n/a

Expertise
4.34

Timeliness
4.20

Resolution
4.62

Communication
n/a

Availability
4.61

Network::Requests

Overall Satisfaction
12 week average

4.18

Goal = 4.5; N = 24
1.25 lowest
5.00 highest
over the 12 weeks

Professionalism
n/a

Expertise
4.65

Timeliness
4.37

Resolution
4.53

Communication
n/a

Availability
4.02

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Survey Data Detail by Month by Group and Queue

Fiscal Month / Group / Queue			# of Responses	Profess-ionalism	Expertise	Timeliness	Resolution	Commun-ication	Availability	Overall
1	Service Desk	Help Desk::Athena	4	5.00	5.00	5.00	5.00	5.00	5.00	5.00
		Help Desk::Business Help	38	4.64	4.41	4.23	4.59	4.63	4.40	4.37
		Help Desk::Call Center	95	4.68	4.45	4.63	4.49	4.57	4.58	4.48
		Help Desk::HDweb	2	4.58	4.17	3.75	5.00	4.17		4.17
		Help Desk::Service Center	29	4.49	4.46	4.63	4.32	4.62	4.70	4.32
		Help Desk::UNIX/Linux	4	4.58	3.96	4.17	3.54	4.17	4.44	3.75
		Mobile Devices	10	4.83	4.92	4.83	4.83	4.75	4.63	4.83
		RCC::EastCampus	2	5.00	5.00	4.58	5.00	5.00	5.00	5.00
		Software::Licensing::Questions	3	5.00	4.17	5.00	4.58	5.00	5.00	4.72
		Software::Matlab::Questions	5	4.50	4.50	4.67	4.50	4.33	4.58	4.50
		Telecom::3help	1	5.00	5.00	5.00	4.17	5.00	5.00	4.17
	Service Desk Total		193	4.66	4.47	4.56	4.50	4.60	4.59	4.45
	OIS	Network::Requests	4	2.92	3.96	2.92	3.96	4.58	2.92	2.92
		TNIS::Trouble Calls	7	4.64	4.86	4.29	4.88	4.86	4.31	4.40
	OIS Total		11	4.02	4.50	3.79	4.55	4.79	3.75	3.86
	ISDA	**Edtech::Stellar**	**2**	**5.00**	**5.00**	**5.00**	**5.00**	**5.00**	**5.00**	**5.00**
	ISDA Total		**2**	**5.00**	**5.00**	**5.00**	**5.00**	**5.00**	**5.00**	**5.00**
	Dept Services	DITR::PLUS	1	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
1 Total			207	4.63	4.48	4.53	4.51	4.62	4.54	4.43
Grand Total			207	4.63	4.48	4.53	4.51	4.62	4.54	4.43

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

Fyear	2011
FQtr	Q1
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
7/21/2010	DITR::PLUS	1295272	5.00	Awesome service, as usual! Thank you.
	Help Desk::Business Help	1295044	5.00	Regarding this particular case, I don't have any complaint,everything was handled profesionally and in timing manners, thank you very much
		1291385	5.00	Ticket was resolved in a few minutes. Usually it takes a day or more to get a response. Probably you do not have a lot of people available during the summer so I was happy that this got resolved so fast.
		1288077	5.00	System worked perfectly, feedback was timely and accurate and just as importantly I was confident that my problem would be resolved I answered "does not apply" to question 6 because I had no reason to contact a person directly
	Help Desk::Call Center	1295140	5.00	Very helpful!!!!!
		1294828	5.00	D-space was revealed to have a problem checking that I'm working from a campus computer but it was a wonderful experience to get help from someone who approached my little technical problem like a real scientist (which, I gather, he is.) Thanks to whoever is in charge for putting such super competent people in the position to help. Donca Steriade
		1293937		Very helpful and patient!
		1293220	5.00	Staff was very patient and thorough. He did a great job.
		1293087		The answers above pertain to the session with the Help Desk on July 28. b) This second comment concerns the email message to me from Rob Smyser titled "your feedback on Help Ticket 1293087...", July 28, 2010, 9:50:15 am. Please do not spend more than a moment (even if that) on this comment of mine: it may simply be some minor problem associated with my particular computer; and, as you will note at the end of these comments, I have resolved the issue concerning my comment b), herein. The problem concerns the P.S. in Smyser's message to me and the link given in that P.S. ("P.S. to look over your ticket again, you can use this url: https://help.mit.edu/Ticket/Display.html?id=1293087 (Note: help.mit.edu will require a certificate in your browser to identify you as being able to display the ticket.") When I click on the link shown in the P.S. of your message, I am not able to "look over" ticket 1293087. Clicki! ng on that link brings up a window headed "The website "help.mit.edu" requires a client certificate". I am going to call this WINDOW A. And underneath appears Frederick D. Greene (Massachusetts Inst. of Tech.)
		1292673	5.00	We just had a tiny bit of difficulty because the administrator was on vacation. Overall, IS&T did a great job. Thank you.
		1292502	5.00	The scores apply to Joe -- excellent service. I spoke with someone else earlier; he was not as helpful as Joe -- so I don't know to whom this ticket number applies.
		1287843	3.33	While I realize the issue was one that was outside MIT Help Desk expertise, I've had such good experiences with the Help Desk in the past, that I guess I expect miracles. My dissatisfaction is more a matter that some of people helping me treated me as if I was slightly incompetent. While I'm no MIT student, I am reasonably capable on a computer and just need coaching to resolve issues.
		1281999	5.00	IS&T is the best!
		1275476	1.67	IS&T doesn't seem to support Maple.
		1258072	0.83	The problem is still unresolved but after a considerable amount of time was simply told "we don't support that". I am left with no recourse it seems... No, not satisfactory at all.

	Date	Category	ID	Score	Comment
.	7/21/2010	Help Desk::Service Center	1294910	2.50	The staff was unable to recover the data from the hard drive but was very clear about where I might be able to get it fixed (for a price).
			1291932	5.00	Wanted to add that the PC service staff immediately recognized the problem with the laptop I brought in, and had it fixed (mother board replacement) within a couple of days. Great service!
.			1286795	0.83	I was handled very courteously and professionally. What was very disappointing was that I would have to leave my laptop -- my only machine -- for 4-5 days. Who can leave a production machine that long? I offered to bring it in at the exact time that they could start working on it, since I am just down the street. No, we cannot do that. So, I did not bring it in at all. I understand having many jobs ahead of mine and the time needed to do my job. Nevertheless, there has got to be a better way to handle this. Louis Goldish 617-429-3556 lgoldish@mit.edu
			1286781	5.00	You guys are the best! I really appreciate your fast, friendly and competent service.
.		Help Desk::UNIX/Linux	1291401	2.50	The staff didn't understand my issue. But I understand that this should be handled by residential tech support. Thank you.
		TNIS::Trouble Calls	1287948	5.00	In general, the wait to talk to someone on the help line is about 10 minutes. It's rather frustrating.
	7/12/2010	Help Desk::Business Help	1285639	5.00	Thank you for your help!
.			1284771	2.50	My question was quick and time-sensitive--it would be great to get faster feedback on simple questions.
			1265865	4.17	Everyone was helpful except one person emailed me at the wrong email address, which made the process a little more difficult.
			1211169	3.33	I think I have filed the problems since Spring semester and it just got solved now. It's certainly not solved in a timely manner.
		Help Desk::Call Center	1289242	5.00	Thank YOU for taking such good care of me and our machines! Everyone was fantastic - pleasant, efficient, and with excellent communication.
			1288789	3.33	The issue was not resolved.
.			1286935	0.83	The person I spoke with suggested a fix which no longer applied, which resulted in time wasted. I eventually found the solution to my problem (changing a master password) under firefox preferences. pogo@mit.edu
			1286672	5.00	Christine was super helpful and fixed my issues very quickly! Thanks!
			1285770	5.00	Jacob Morzinski took my call, and he very thoroughly researched the problem and suggested solutions. The issue involved my not receiving email messages from a listserve at Mass. General Hospital, where I'm a brain cancer patient. Jacob explained that the outside firm being used, talk.netatlantic.com, has a bad reputation, and MIT's spam quarantine company blocks mail coming from them. I passed along Jacob's explanation, and MGH was grateful for the "heads up." I was VERY impressed with Jacob's professionalism & his help!
			1284820	5.00	Excellent service for which we are very grateful. Laurie May
			1284801	4.17	You did very well.
			1279278	5.00	keep doing what you are doing the way you are doing it, very good job.
			1273725	5.00	Thanks for all the ongoing help!!
.			1270617	1.67	Not everyone at MIT is a computer expert. When I call for help, I don't want to hear what website I should go to. Folks seem to get attitude when asked to dummy down how to fix the problems. It is a last ditch effort for me to call. I ended up fixing the problem myself.
		Help Desk::HDweb	1273296	3.33	I got some basic guidance on an issue that wasn't fully an IS&T issue, but it would have been great if someone really took control and went the extra mile.
		Help Desk::Service Center	1286061		This problem is not yet resolved. The case is still open.
			1284928	5.00	Thank you IS&T! As usual, the best service @ MIT!
			1283568	5.00	Always a friendly and helpful office. Very good about letting you know the time to fix something and it's always done right.

7/12/2010	Help Desk::Service Center	1283162	4.17	Overall, I was satisfied with the service. There's only one thing I didn't feel comfortable. When I got my desktop back, I asked the person if there's any password installed, and she said no. So I left my desktop in my room, went to work, came back in the evening, and when I turned the power on, there was a password, which turned out to be impossible for me to solve by myself with the hint. Thus, I had to wait till the next day to be able to access my desktop. I think people should clearly tell us about the password when we get our computer back, so that we don't have to call back.
		1281922	4.17	Since a new machine would come with an OS pre-installed, it's not clear why there was a charge of $90 to re-install the OS on the replacement harddrive. Other than that, fantastic, friendly, prompt service.
	Network::Requests	1268096	1.67	The customer needs to be kept up to date with what is happening with problem resolution - including updating the ticket itself so that the customer can see what has been done at a point in time.
7/8/2010	Help Desk::Business Help	1282177	1.67	I wanted to use the Mozilla browser and it wouldn't work; Have to use IE browser which is lousy; no explanation as to why this can't be resolved. Others in the office are able to use firefox browser to place order.
		1281504	1.67	I sent an email one day and get no response in 24h. I called in the meantime but waited on line for too long, and decided to quit. I called the next day and finally talked to someone.
		1279603	5.00	Thank you!
		1277703	2.50	I called the helpdesk the Friday before the 4th of July weekend. The person I talked to promised to get someone on the case. The problem resolved itself during the weekend, but noone contacted me until a week later.
		1249013	4.17	They fixed the problem: eCat3 not accepting "UN" (units) as a measure of quantity. I just hope that when updates are done for eCat3 that the system doesn't revert to not accepting "UN". This was the 2nd time I had this problem.
		1198531	1.67	I contacted the computer help desk on 4/2/2010. At that point there were already 4 additional tickets with a similar problem. The issue was not resolved until 7/9/2010. I don't understand how this took over 3 months to fix. I am happy it is now fixed. Better late then never.
	Help Desk::Call Center	1282558	5.00	It was a satisfying experience.
		1281924	4.17	most helpful most of the time
		1281457		I asked if there was an e-mail alias to replace the aac-aoquery, where one might post a query about lost keys. I was told to contact campus police - although they are not particularly helpful.
		1281453	5.00	Deb did a really fantastic job.
		1280939	3.33	The person I spoke with was helpful. I am not too computer savvy so it took me a bit longer to resolve independent of the help. Thank you
		1280424	5.00	I had a very specific problem and I got a quick, easy to follow solution which fixed the issue right away. I was very pleased.
		1279565	5.00	Everything was handled very professionaly. Great service. Thank you.
		1268973	1.67	Respond after being supplied with requested information (e.g. software version). Suggest troubleshooting paths/options or if stumped or unable to assist, suggest recommend sources of relevant information to independently pursue. Prioritize efforts to assist with consideration of impairment of job function. If staff are unavailable to help in a timely manner, indicate an expectation of when a reply will be sent reason and reason for delay.

				computing-help, I was able to pinpoint the source of the problem. Unfortunately, computing-help was not able to identify the actual cause and therefore could not suggest a solution or more importantly a means to determine if the problem happens again. The problem is rather esoteric so I am not sure that it would be reasonable to expect computing-help to resolve it. Computing-help did a good job in helping with my individual problem, but I would have liked to see someone address it at a higher level. As things stand now, any use of ESS on tables with compound keys is suspect. That includes accessing most of the data warehouse tables. I would think that the IS&T folks who are recommending FileMaker, especially as a tool to access the Data Warehouse, would want to confirm that something in my table definitions or the way I set up the ESS caused the problem, and probably identify what was wrong so they could instruct o! thers not to make the same mistake. The fact that I'm the only one reporting this problem doesn't mean it isn't happening elsewhere. The nature
7/8/2010	Help Desk::Call Center	1266720	4.17	of the problem is such that it's much more likely to go
		1259519	1.67	What we need at MIT is technical support that can handle "non-common" problems, not answers like "we don't support that". If you just do the obvious and easy stuff, then what is the point of support ?
		1241174	1.67	This ticket took a VERY long time to get resolved. I often went weeks without being updated on the progress, so it seemed like I was being ignored. The solutions seemed strange and fragile (why would setting language preferences cause a blocked sender to get through?) It did get resolved eventually though
	Help Desk::Service Center	1273217	5.00	A++++ -- THANKS for a really helpful and smooth interaction!
		1257844	5.00	Thank you...
		1250292	4.17	This issue is still not resolved and I will be following up again on it.
				request to have someone check on the service. Then the response did not indicate whether anything might have been done in those 24 hours to fix the problem simply that at that point it looked like it was working. The problem I had reported had in fact gone away, but the update service was still not working at the time that I got the response. Instead, any attempt to run up2date produced the dreaded message to the effect that the metafile had a bad checksum. I tried using "yum clean" followed by "yum update" to make sure that the problem was not something at our end. That didn't fix it. This condition had happened in my experience numerous times in the past and it was always corrected when the MIT satellite was put back into synchronization with the RedHat servers. It was because of this ongoing problem that we had switched most of our servers over from the MIT satellite service to using the paid-for commercial serv! ice directly from RedHat. I did not report this problem, in part due to past failures to get anything done about
	Help Desk::UNIX/Linux	1276783	3.33	it. Eventually that checksum problem too was corrected, but it
	Mobile Devices	1278078	5.00	Matthew Sullivan is the best!!!!

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