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

All IS&T Queues Surveyed
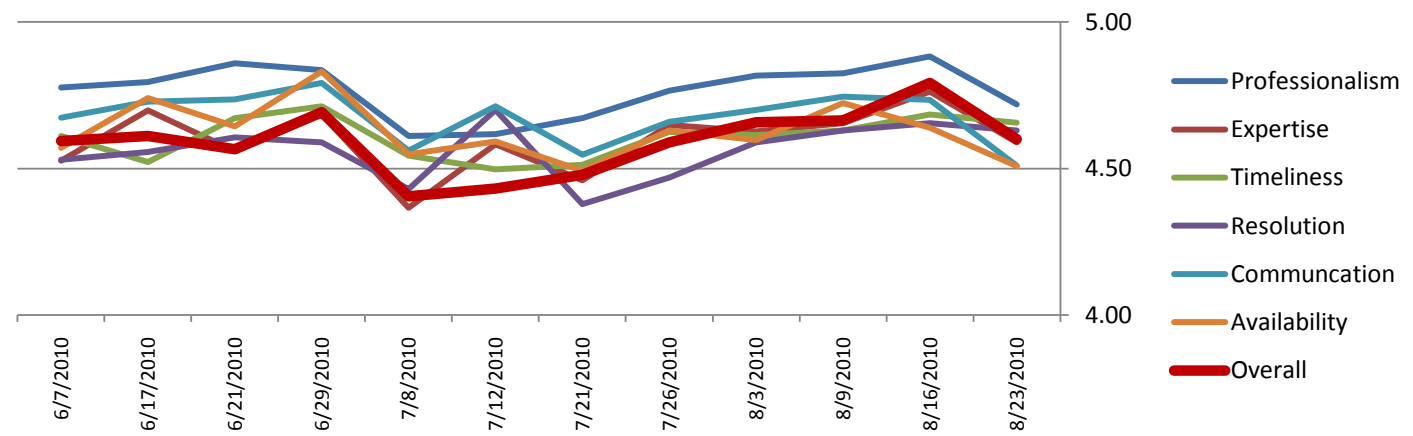
12 week average

4.59

Goal = 4.5; N = 895

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

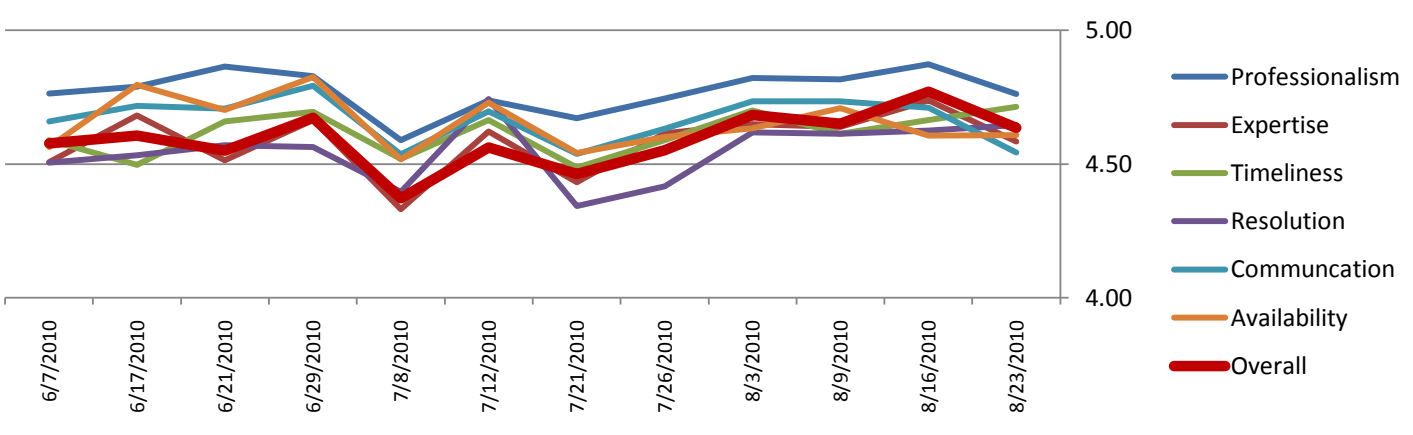Legend: Professionalism, Expertise, Timeliness, Resolution, Communcation, Availability, Overall

Dates: 6/7/2010, 6/17/2010, 6/21/2010, 6/29/2010, 7/8/2010, 7/12/2010, 7/21/2010, 7/26/2010, 8/3/2010, 8/9/2010, 8/16/2010, 8/23/2010 — scale 4.00 to 5.00

All Service Desk Queues

12 week average

4.59

Goal = 4.5; N = 822

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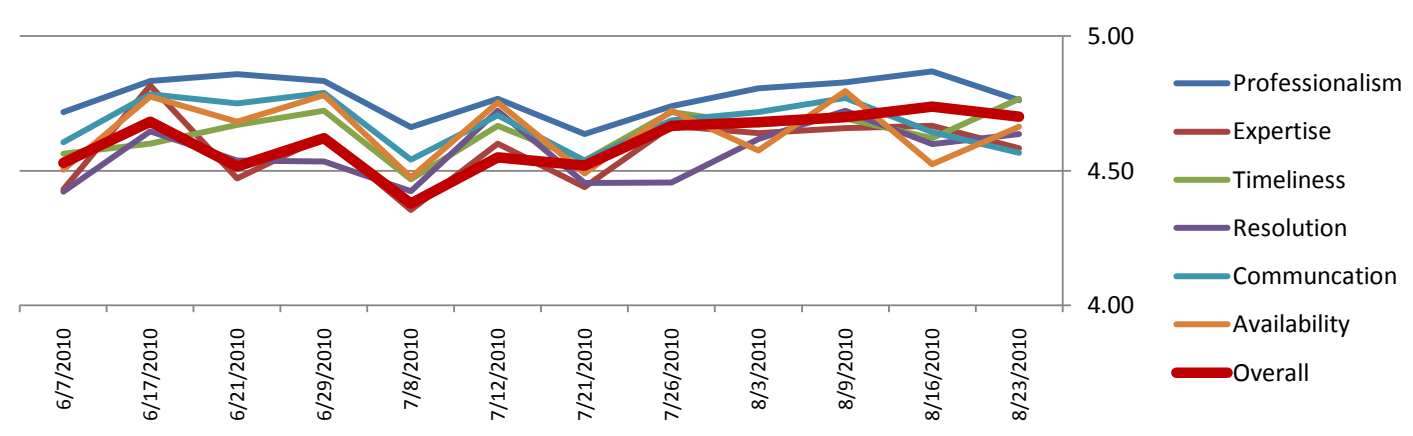4.37 lowest weekly
4.77 highest weekly
over the 12 weeks

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

Dates: 6/7/2010, 6/17/2010, 6/21/2010, 6/29/2010, 7/8/2010, 7/12/2010, 7/21/2010, 7/26/2010, 8/3/2010, 8/9/2010, 8/16/2010, 8/23/2010 — scale 4.00 to 5.00

Call Center

12 week average

4.61

Goal = 4.5; N = 670

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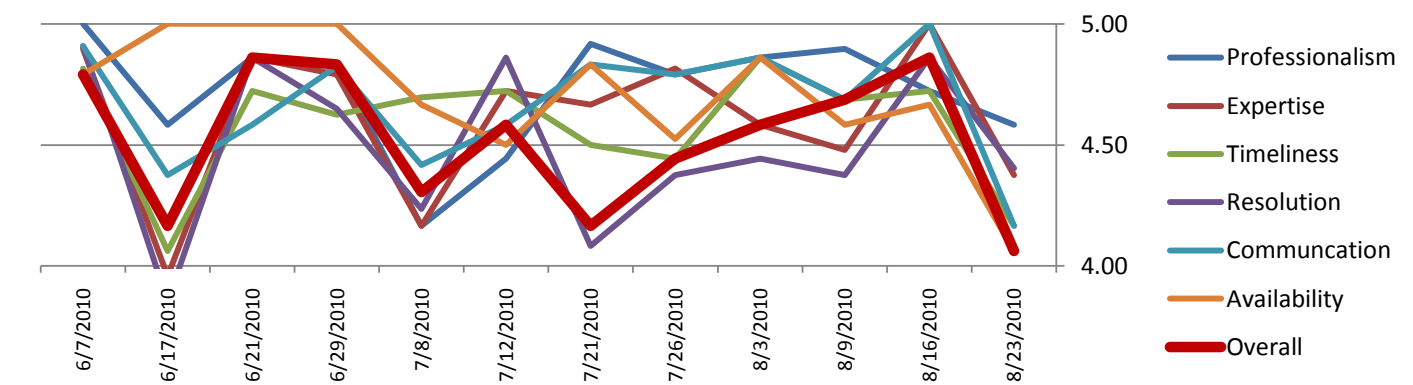4.38 lowest weekly
4.74 highest weekly
over the 12 weeks

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

Dates: 6/7/2010, 6/17/2010, 6/21/2010, 6/29/2010, 7/8/2010, 7/12/2010, 7/21/2010, 7/26/2010, 8/3/2010, 8/9/2010, 8/16/2010, 8/23/2010 — scale 4.00 to 5.00

Repair Center

12 week average

4.53

Goal = 4.5; N = 109

Overall Satisfaction
4.06 lowest weekly
4.86 highest weekly
over the 12 weeks

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

Dates: 6/7/2010, 6/17/2010, 6/21/2010, 6/29/2010, 7/8/2010, 7/12/2010, 7/21/2010, 7/26/2010, 8/3/2010, 8/9/2010, 8/16/2010, 8/23/2010 — scale 4.00 to 5.00

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-

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

These Queues have low enough response rates per week that a weekly graph would be misleading.
All scores presented are 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	RCC Queues	Telecomm Queues	TNIS Queues
Overall Satisfaction	**Overall Satisfaction**	**Overall Satisfaction**	**Overall Satisfaction**
12 week average	12 week average	12 week average	12 week average
4.79	**4.45**	**4.73**	**4.78**
Goal = 4.5; N = 25	Goal = 4.5; N = 33	Goal = 4.5; N = 19	Goal = 4.5; N = 31
3.33 lowest weekly	3.33 lowest weekly	3.33 lowest weekly	3.89 lowest weekly
5.00 highest weekly	5.00 highest weekly	5.00 highest weekly	5.00 highest weekly
over the 12 weeks	over the 12 weeks	over the 12 weeks	over the 12 weeks
Professionalism	**Professionalism**	**Professionalism**	**Professionalism**
4.73	4.73	4.81	4.86
Expertise	**Expertise**	**Expertise**	**Expertise**
4.77	4.63	4.66	4.92
Timeliness	**Timeliness**	**Timeliness**	**Timeliness**
4.73	3.97	4.48	4.73
Resolution	**Resolution**	**Resolution**	**Resolution**
4.72	4.43	4.41	4.91
Communication	**Communication**	**Communication**	**Communication**
4.71	4.39	4.58	4.88
Availability	**Availability**	**Availability**	**Availability**
4.60	4.48	4.79	4.63

EdTech::Stellar	Network::Requests
Overall Satisfaction	**Overall Satisfaction**
12 week average	12 week average
4.67	**4.45**
Goal = 4.5; N = 22	Goal = 4.5; N = 26
3.33 lowest	2.50 lowest
5.00 highest	5.00 highest
over the 12 weeks	over the 12 weeks
Professionalism	**Professionalism**
4.74	4.58
Expertise	**Expertise**
4.69	4.83
Timeliness	**Timeliness**
4.75	4.59
Resolution	**Resolution**
4.75	4.77
Communication	**Communication**
4.57	4.68
Availability	**Availability**
4.48	4.19

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

Survey Data Detail by Month by Group and Queue

Fiscal Month / Group / Queue			# of Responses	Profess-ionalism	Expertise	Timeliness	Resolution	Commun-ication	Availability	Overall
1	Service Desk	Help Desk::Athena	5	5.00	5.00	5.00	5.00	4.83	5.00	5.00
		Help Desk::Business Help	40	4.66	4.44	4.27	4.62	4.65	4.42	4.40
		Help Desk::Call Center	138	4.69	4.50	4.63	4.47	4.60	4.61	4.52
		Help Desk::HDweb	2	4.58	4.17	3.75	5.00	4.17		4.17
		Help Desk::Presales	1	5.00	5.00	5.00	5.00	5.00	5.00	5.00
		Help Desk::Service Center	38	4.56	4.55	4.58	4.33	4.66	4.66	4.35
		Help Desk::UNIX/Linux	6	4.72	4.17	4.50	3.75	4.44	4.50	4.03
		Mobile Devices	13	4.87	4.94	4.87	4.87	4.68	4.65	4.87
		RCC::EastCampus	3	4.72	3.75	3.33	4.72	4.44	3.75	4.17
		RCC::NorthWest	4	4.79	3.96	4.17	3.96	3.61	3.89	3.75
		Software::Licensing::Questions	3	5.00	4.17	5.00	4.58	5.00	5.00	4.72
		Software::Matlab::Questions	8	4.48	4.38	4.79	4.17	4.58	4.58	4.58
		Telecom::3help	3	4.72	3.89	3.89	3.33	3.89	4.72	4.58
	Service Desk Total		264	4.68	4.49	4.56	4.46	4.59	4.59	4.48
	OIS	Network::Requests	6	3.61	4.31	3.61	4.31	4.79	3.33	3.61
		TNIS::Trouble Calls	10	4.75	4.91	4.50	4.92	4.90	4.44	4.58
	OIS Total		16	4.32	4.67	4.17	4.69	4.86	4.05	4.22
	ISDA	Edtech::Stellar	3	5.00	5.00	5.00	5.00	5.00	5.00	5.00
	ISDA Total		3	5.00	5.00	5.00	5.00	5.00	5.00	5.00
	Dept Services	DITR::PLUS	2	5.00	5.00	5.00	5.00	5.00	5.00	5.00
	Dept Services Total		2	5.00	5.00	5.00	5.00	5.00	5.00	5.00
1 Total			285	4.67	4.51	4.55	4.49	4.61	4.56	4.48
2	Service Desk	Help Desk::Athena	8	4.69	4.79	4.58	4.69	4.69	4.17	4.79
		Help Desk::Business Help	28	4.88	4.71	4.75	4.78	4.68	4.56	4.72
		Help Desk::Call Center	168	4.81	4.62	4.69	4.66	4.69	4.68	4.71
		Help Desk::HDweb	1	5.00		5.00		5.00	5.00	5.00
		Help Desk::Service Center	28	4.76	4.58	4.58	4.51	4.63	4.51	4.52
		Help Desk::UNIX/Linux	1	5.00	5.00	5.00	5.00	5.00	5.00	5.00
		Mobile Devices	13	5.00	5.00	5.00	5.00	5.00	4.72	5.00
		RCC::EastCampus	2	5.00	4.58	5.00	5.00	4.58	5.00	4.58
		RCC::MassAve	2	5.00	5.00	5.00	5.00	5.00	5.00	5.00
		RCC::NorthWest	13	4.86	4.87	4.49	4.36	4.74	4.65	4.65
		RCC::WestCampus	2	5.00	5.00	5.00	5.00	5.00	5.00	5.00
		Software::Licensing::Questions	3	4.72	3.61	3.61	3.61	3.33	3.61	3.61
		Software::Matlab::Questions	5	4.33	4.17	4.00	3.00	4.17		3.61
		Telecom::3help	5	5.00	5.00	4.67	4.67	5.00	5.00	4.67
	Service Desk Total		279	4.82	4.65	4.67	4.62	4.68	4.64	4.69
	OIS	Network::Requests	6	5.00	5.00	4.17	5.00	5.00	5.00	5.00
		TNIS::Inbox	1	5.00	5.00	5.00	5.00	5.00	5.00	5.00
		TNIS::Trouble Calls	9	4.48	4.72	4.35	4.58	4.27	3.93	4.44
	OIS Total		16	4.70	4.83	4.32	4.76	4.55	4.38	4.67
	ISDA	Edtech::Stellar	3	4.72	4.72	4.72	4.72	4.72	4.72	4.72
		Help Desk::Stellar	9	4.72	4.44	4.35	4.35	4.44	4.17	4.44
	ISDA Total		12	4.72	4.51	4.44	4.44	4.51	4.33	4.51
	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
2 Total			308	4.81	4.66	4.65	4.63	4.67	4.62	4.68
Grand Total			593	4.74	4.59	4.60	4.56	4.64	4.59	4.58

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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
8/23/2010	DITR::PLUS	1321785	5.00	it was perfect. thanks
	Help Desk::Athena	1320487	3.33	My ticket was handled in a timely fashion. However, I never received email confirmation of that, so I waited for a few days. I called up and someone forwarded me the response that never got sent.
	Help Desk::Call Center	1325132	5.00	I was very pleased with how my issue was handled. thank you
		1323439	5.00	I was very pleased with the help I received. The person was very helpful, understanding, patient and knowledgeable. Thank you very much for your help! M. Beals
		1323255	5.00	Excellent experience in every way. I am not very computer literate and I was so pleased that the person assisting me was very patient and very respectful. Keep up the great work. Audrey Dobek-Bell
		1323186	5.00	It would have been helpful if the info to resolve my problem was online and there was a link to submit an online request. I think this might make sense since my request is probably very standard (I wanted to forward my mit email to my gmail account).
		1323087	2.50	The person was polite, but did not know anything. Very unusual! I can understand that she may just be starting, and I appreciate very much that she admitted to not knowing what to do.
		1322962	4.17	The problem was that I needed to get a fire wire, and IS&T had no idea where to get it on campus, so I went to the Apple Store and spent the $30...a less than satisfactory solution to a common problem, I would think.
		1321771	5.00	The tech support in Urban Studies and Planning ("Cron") does a superb job
		1321162	5.00	Good job!
		1317171	5.00	I received a very quick response with a solution that worked. Again, I was very impressed with the service from IST. Thanks
		1315666	5.00	I had two separate queries - the first resulted in a need for me to get expert help (A rogue JAVA file had to be removed in safe mode from my computer before I could update JAVA). Then I called back for help in restoring my e-mail which was done perfectly. Many thanks!
		1313835	5.00	No comments, save that the help desk has always been a spectacular -- and spectacularly effective - resource. Thanks!
		1309660	4.17	I needed to call into get someone to help me directly, and over the phone. None of the suggestions provided worked at all. ~A.
	Help Desk::Service Center	1320625	5.00	It took a 2.5 days from when I gave the Macbook to Sloan Technology Services to when I got it back because parts had to be ordered by ITS. During that time I had no machine, so it would have been nice if it could have been done faster. Everyone was very nice and everything works perfectly now, so I'm very satisfied overall.
		1296150	0.83	I needed to call many times, and the hold message stated the predicted wait time as "very short" In reality, it was over half an hour. The staff misdiagnosed the issue as a problem far more costly than what a second opinion at a different shop was able to diagnose and resolve for me.
	Help Desk::Stellar	1318611	4.17	Very simple problem, which the staff resolved with no troubles by email.

8/23/2010	Mobile Devices	1325504	5.00	I am new to MIT so part of my issue was to figure out how to get to someone who could help. I thought I put a request in online but a week went by and nothing happened - so I walked over to N42 via advice from a co-worker - help was not avaiable on the spot but I got a ticket number and the next afternoon I was contacted and my problem was resolved. Now I know what to do when my Blackberry loses its connection to the server. I think its more being new than anything else. Once I found the right path you guys were very helpful.
		1321471	5.00	Thanks!
8/16/2010	Edtech::Stellar	1307578	5.00	The staff who replied to my question were great and acted quickly. The only way the process could be improved is if there was a way for me (or other someone else in the Libraries) to directly manage Stellar privileges for library staff.
	Help Desk::Athena	1301505	5.00	Very good service. Only thing I would suggest is be a little more specific in saying which buttons to click.
		1294209	5.00	thanks for the wonderful work as always!
	Help Desk::Business Help	1318096	4.17	The first instructions Jessica gave me were very clear but were not helpful because what I needed was a new template. However once I explained that she contacted the eCat people and it got taken care of pretty quickly. Thanks!
		1296620	5.00	Do not have one complaint. Everything was handled in a more than timely manner.
		1281556	5.00	I appreciate that, although the issue had not been resolved yet, IST told me that at once, then carried through by letting me know when the matter had been resolved, even though it took some time. Also, thanks for letting me know exactly what the problem was and suggesting the go-around during my initial call.
	Help Desk::Call Center	1318241	3.33	Hold time was 10+ minutes
		1317017	5.00	Good job.
		1316920	4.17	After explaining my issue I got feedback and the problem was fixed although I was not told that I was good to go. I just happened to try again and it worked. So I assume they fixed it for me. Thanks.
		1316906	5.00	Barry was particularly helpful and went beyond the call of duty to help me troubleshoot other issues.
		1315398		The problem was not fixed but a work around was suggested
		1314946	5.00	already best :)
		1314552	4.17	i would have given 'very satisfied' to everything except it seems like it always takes a long time to speak to someone, am on hold forever; and the 'on hold music' breaks up making it more unpleasant to be on hold. aside from that, great service, thanks again for helping me
		1314530	5.00	No problem whatsoever. My issue was resolved. Did not have to wait too long on the phone.
	Help Desk::Service Center	1314940	5.00	thanks
	Mobile Devices	1317717	5.00	I found all those involved inn fixing my problem very helpful and efficient. Thank you!
		1316784	5.00	Service was very quick and effective, and all options were explained. Thanks for the help.
		1314311	5.00	Looking forward to "official" support of Android platform. :) I appreciate the effort that is being made to support Android users until then!
	Network::Requests	1316699	5.00	Thanks as always!
	RCC::NorthWest	1316087	4.17	despite the fact that i cannot still connect to the mit secure i am satisfied with the handling of the problem.
	Software::Matlab::Questions	1315930		After I did the complicated installation a screen message appeared saying I needed a compiler for xome parts to run. I looked for compilers and foundc that one wass suposed to be loaded. When I tried to load another compiler, thre screen said tht I needed to install Matlab 2010 which I did not have. However, I had just spent a couple of hours loading that. I hope things work when I need them for running the Argonne Labs program called PSAT which requires Matlab, Simulink, StateFlow, and the report genetrator toolbox. I tried to load those things today.
	TNIS::Inbox	1318873	5.00	I was amazed how responsive telecom was to my request. Keep up the good work!

Date	Category	Ticket	Score	Comment
8/9/2010	Help Desk::Athena	1306462	5.00	Even had my message forwarded tot he right spot when I forwarded it to the wrong spot! Yay!
	Help Desk::Business Help	1277996		Sorry, but in the delay between sending the query and receiving a call back, the problem was resolved (I suspect a temporary glitch either in the SAP system or my computer). For other problems in the past, though, I have always been impressed with the staff and their effort to make sure my problem was resolved satisfactorily. Thanks for asking.
	Help Desk::Call Center	1313405	5.00	I believe the person who helped me was Jacob. I could be wrong -- I'm sure the ticket has the data. Anyway,. he was great. Explained things well, walked me through my options, etc. And he didn't act snooty like some IT people do (I've not experienced that at MIT, just so you know). High marks. If he taught a mini-course on computer stuff, I would take it.
		1313353	5.00	Very helpful!
		1313322	5.00	Jessica was both competent and very helpful. Thanks!
		1310635	5.00	Problem resolution was very good .
		1310263	4.17	There was a 3 business day delay between my filing the ticket and receiving a response. It wasn't a big deal as I didn't urgently need to solve the problem but, given how simple it was to resolve, it probably could have been speedier. I'm not unhappy about it, just giving my $0.02
		1309887	5.00	Thanks so much to Bill! I adore the MIT HelpDesk
		1309787	5.00	Phone conversation was efficient and helpful. By the time I hung up, I'd resolved the problem. She didn't seem rushed and even waited to make sure everything worked.
		1309543	4.17	Person I spoke due was able to resolve the auto-reply message problem, but did know how to fix my iphone email access problem.
		1308992	5.00	The staff member was extremely helpful and showed me how to solve my problem right away. The only slight annoyance was how long I had to wait for someone to come to the phone. However, I can say your choice of music for people on hold is better than most.
		1308686	5.00	Thanks going out of your way to assist me.
		1308515	3.33	In general instruct your staff to speak slowly, and clearly. It is especially difficult when dealing with staff members who are not native English speakers. Many tend too garble their words and speak at a pace appropriate to their own native language.... which is very often fast relative to that common in US.
		1308313	5.00	Only thing I can think of is to be even quicker, although you already were very quick.
		1308106	5.00	Webmail was intermittently hosed over the weekend. I just needed some confirmation that it was, in fact, webmail that was hosed, and not my setup. As soon as somebody started looking at the ticket queue on Monday, they got right back to me with enough info. What more could anybody do? Nice job! and thanks again.
		1304344	5.00	I ended up solving the problem on my own...I had to restore the factory settings on my iPhone to install the MIT certificates. However, the technician I talked with was excellent and offered to work on my phone if I brought it in.
		1304263	3.33	My question was more organizational than technical in nature (I was trying to figure out who in IS&T I should contact about something, as opposed to getting an immediate problem solved), so maybe this wasn't the right forum for it. Even so, the first response I got back was frustrating because it didn't address my actual question, as if the representative hadn't actually read my email, or did read it but didn't know the answer, so decided to respond to a different question instead. I would have preferred an "I don't know", which would at least have saved me the time re-explaining myself. The second response was better because it gave me another email address to which I could direct my question, but it still felt like the staff wasn't equipped to deal with this kind of inquiry.

8/9/2010	Help Desk::Service Center	1312080	5.00	My only negative comment is that I'd asked to be notified by phone of any updates when I dropped off my laptop simply because I wouldn't be checking my email as religiously without a laptop, but instead only got the emailed updates to the ticket. Ticket responses were quite prompt and it worked out without a problem in the end, but I imagine this could be more problematic for someone without a smart phone.
	Mobile Devices	1305445	5.00	Matt Sullivan was fantastic. He was extremely responsive and knowledgeable.
	Software::Matlab::Questions	1308262	1.67	My original question was forwarded to matlab from IS&T and there was no response. After a couple of days I emailed matlab directly and in the response the staff said they thought they had answered this ticket already. Not sure what happened. I needed a timely response and I still don't have a complete answer to my question(s). Thanks for allowing the feedback!
	Telecom::3help	1312712	3.33	It would have been nice to be informed when I was back online. I went in, checked it myself and used it more than an hour ago. You are just repsonding now.
8/3/2010	Help Desk::Business Help	1293546	5.00	You guys do a fine job. You answer the phone when you are able to. When you are not able to; I know it's because you are too busy. I've been at MIT for 31 years; the level of professionalism and the ability of IST to respond to problems has greatly improved over time. You get better & better; even when you are short-staffed. Keep up the good work. I'm a big fan. I challenge any other university to support its clients as well as IST supports MIT. Can't be done. We are the best.
		1276677	3.33	I am very discouraged to find the documentation for this process is split between web pages and Hermes pages. There should be a reference on the web page telling me that it can be found in Hermes.
	Help Desk::Call Center	1307223	5.00	Justin Fleming is a great professional! Krieger lab is extremely satisfied with his service.
		1306433	4.17	niceeee
		1305290	5.00	Jozsef Doczi was very good assisting with the printer problem, he even called me back when we agreed to continue the conversation - I had a meeting while we were troubleshooting the problem and I had to go. Jozsef sent me the link to the update the printer information which it was outdated. Olimpia
		1304958	4.17	very good job. Staff went the extra mile to get important information.
		1304930	5.00	nothing! perfect!!
		1304009	5.00	I had a wonderful experience, and the operator was extremely helpful and clear.
		1303924	5.00	As usual, I'm impressed with the good work you all do, and the pleasant way in which you do it.
		1303879	5.00	Thanks!
		1303042	5.00	Great experience and very helpful. I often find that when I call IS&T I am helped in a timely and professional manner. This is one of the best resources on campus. THANK YOU!
		1303008	5.00	Great job!
		1302274	5.00	The person who helped me was terrific. I was able, with his help, to accomplish what I needed to and in a short amount of time. Many thanks!!
		1292596	5.00	Fabulous!
	Help Desk::Service Center	1304857	5.00	Just very, very well done.
		1299782	4.17	I was only slightly satisfied with the resolution because the initial issue, which was my computer crashing followed by the fan running, occurred the day my computer was returned. However, I have not had an issue since.

8/3/2010	Help Desk::Stellar	1304236	0.83	My overall dealings with Stellar this week have been horrible. There has been complete confusion about a simple request to provide websites for multiple sections of a class (21W.730) taught by different instructors. In addition, when I applied for a website for my other course, SP.401, Intro to Women's and Gender Studies, I was told that the course wasn't listed in the registrar's schedule. When I found the listing in about 5 seconds and sent it to Stellar, I was told that the problem was that the course was listed as SP-401, when it should have been SP.401. That may or may not be true, but wouldn't it make sense to check under SP.401? The impression is that these transactions are being handled completely by machine and not by an individual. Very, very poor service.
	Network::Requests	1299703		The ticket (requesting information) was logged on July 29th and I was contacted about the ticket about a week later. During that time, I was able to address my issue dealing directly with external (SAP) technical resources (I probably should have closed the ticket at that point). The support I receive from the Network team is usually very good... an understanding as to the expected response time for an RT ticket would be helpful.
7/26/2010	DITR::PLUS	1296753	5.00	Jessica Smith was terrific.
	Help Desk::Business Help	1300998	5.00	Most excellent services! I had a thread of emails with different staff members, but everytime i checked my email to see if someone responded to my latest emails, there was always a response!! (and i checked my email about every 5 minutes) Super fast (even though my problem was fairly simple)
	Help Desk::Call Center	1301040	4.17	this end of the system doesn't have the info to handle and answer the questions arising from the on line RFP system
		1300861	5.00	He was absolutely outstanding. This is a rave review! He knew what he was talking about. 10 ways to get to Katmandu and he knew them all. He was a gem.
		1299874	5.00	The issue was not resolved.
		1299634	5.00	Do I have to fill out a comment questionnaire every time? You all are great.
		1298914	5.00	I have had continuous success with the Help Desk and consider it an invaluable resource to one such as myself, who is a severely I/T challenged employee.
		1297999	5.00	Both the young man at the help desk and Matt Sullivan, to whom he routed me were superb.
		1297485	5.00	Outstanding support! Thank you.
		1297141	5.00	I dealt with Carl (or Karl) and I can't even begin to tell you how professional he was. He was excellent. He was tremendous.
		1295358	5.00	Thank you!
		1295280	3.33	Windows Live Mail is not supported by MIT Computing. So don't bother.
		1293721	5.00	Mark came down to see me at my desk. He helped figure out the solution and even followed up with me later to see if all was resolved.
		1289585	4.17	I tried the preliminary suggestions made by the Help Desk and, when those didn't work, I eventually found the answer I needed in Hermes. The article had been updated after I made my initial call, so I realize this was an evolving issue about a new situation (accessing Staples as a new vendor in ECAT).
		1284100	1.67	The first time I sent the message it appears the staff skimmed over the original message and answered the wrong question. My question was never directly answered, although I made my situation even more clear in the second e-mail. It was a pretty straightforward question about product keys, but the staff seemed more interested in just telling me to go download the ISO again rather than answering the actual question.
		1283108	5.00	No complaints overall. it was frustrating to have problems with the VPN to begin with--I spent a lot of time and money trying to sort out this problem--only to learn it was systemic, rather than a personal problem with my own computer/modem/internet connection speed. Perhaps this issue could not have been predicted...

7/26/2010	Help Desk::Call Center	1273537	4.17	I was having difficulty accessing Oracle calendar. I found out that we were not using Oracle anymore but using iCal, so they were really unable to help, as there was nothing they could do.
		1262807	0.83	The staff wouldn't believe there was a localized technical problem with a routine network service. They had to be told many times by multiple people over the course of a month that a network service wasn't properly configured. Backchannel emails on the tickets that leaked to the users indicated that the staff believed the users who were having trouble were simply incompetent and sought to forward the issue to a call center -- instead of thoroughly investigated whether there was an actual problem. It finally involved the recruitment of multiple administrators at a high level to get the issue addressed. This was a very dissatisfying experience for sure.
	Help Desk::Service Center	1299778	5.00	Not having uploaded (large) files for ftp for several, having gotten lazy/used to just using web browsers for ftp downloads and email for sending, I needed a quick refresher on using Fetch for uploading. A quick lesson during a brief walkin was all I needed -- both the official help desk person and other staff present were friendly, professional, and efficient. One suggestion, though -- an FAQ that browsers generally can be used for downloading larger files these days, but that Fetch (or the Windows etc equivalent) is still needed for uploading, would have saved the trip in the first place. I know -- I looked and looked before I made the trip/help request!
		1298367	4.17	I am satisfied in the way that the staff have been very professional, courteous, and trying to help. However, the laptop mysteriously started again after a couple of hours when it was diagnosized as system board problem. I didn't know the reason and hope someone can find out later. It is a Toshiba Portege A600. Thanks anyway.
		1291754	5.00	They did a fine job.
		1271870	3.33	They did change the hard drive (this was the actual hard problem) but the hard drive comes without a boot partition so I was not able to even turn the computer on. I guess this is a Dell problem but from my point of view the ticket was not resolved to my satisfaction and that is the reason of the low grade on item 4.
		1266440	2.50	i requested a puck up of my computer. however, the person who was supposed to deliver the computer got the message only 7 days later. Apparently typing down the pickup order doesnt work. Only after the ISNT staff went and requested the pickup in person it worked.
	Help Desk::UNIX/Linux	1297326	4.17	This particular problem, needing to reboot the RedHat linux package server, is a recurring one. Rebooting the server allows me to patch but hopefully a more permananent fix is being worked on. As always, I am very happy with the response of IS&T when I have a problem.
	RCC::EastCampus	1127808	2.50	Improve your ties to TNIS so that tickets like this don't take 6 months and three visits by you to resolve. Alternately, have someone knowlegeable about the actual network (rather than just computers) show up on the follow-up visits so that they are able to do something/ diagnose in a way other than what I am able to do myself (internet speed checks).

	Date	Category	Ticket	Score	Comment
					network at Edgerton (my understanding from other residents is that the wireless has had issues in the recent past as well, although they may have been resolved). The problem was "solved" quickly, but who knows how long it will last. I connect to my computer remotely from work (i.e. on MIT campus) frequently and these disruptions dramatically affect my ability to do this. The network needs to be legitimately fixed, not just temporarily patched up. I appreciate the hard work that the support staff put in, and I recognize that the state of the network is not their fault... but it seems unfair that housing that costs the same as S&P/Ashdown has a network that is at least a decade behind in technology and is far worse off in terms of reliability. Again, I want to emphasize that I don't believe that any of this is the fault of the network staff (except, perhaps, their constant belief that the network is permanently fi! xed when it obviously isn't). Perhaps this is a higher level funding issue. My time at MIT is slowly coming to an end so I personally
.	7/26/2010	RCC::NorthWest	1280048	0.83	have very little incentive to push for any major reworking of the
		Software::Matlab::Questions	1292538	4.17	I am not pleased with the policy underlying my issue, which is why the ticket was not resolved to my satisfaction.
		TNIS::Trouble Calls	1296237	5.00	I was very happy the problem was fixed within the hour of reporting the problem.
	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.

	Date	Category	Ticket	Score	Comment
	7/21/2010	Help Desk::Call Center	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.
			1270315	3.33	Unfortunately the staff didn't quite have an answer for me. I was able to make my project work enough to meet my deadline, but I will need to meet with someone in person, I think, to get this problem fully resolved. I always like working with the help desk staff, however, even if we can't always get the problem solved.
.			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.
.		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.
		Telecom::3help	1291969		This ticket was not handled. My phone still does NOT work properly, and no one told me anything that was going to be done about it.
		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!

7/12/2010	Help Desk::Call Center	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.
		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	1281774	5.00	I always have a positive experience dealing with your group. - Dan
		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.

7/8/2010	Help Desk::Call Center	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.
		1266720	4.17	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 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.
	Help Desk::UNIX/Linux	1276783	3.33	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 it. Eventually that checksum problem too was corrected, but it
	Mobile Devices	1278078	5.00	Matthew Sullivan is the best!!!!

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