

FY2011 Q2 -- RT Ticket Feedback / Client Satisfaction Survey Results

All IS&T Queues Surveyed

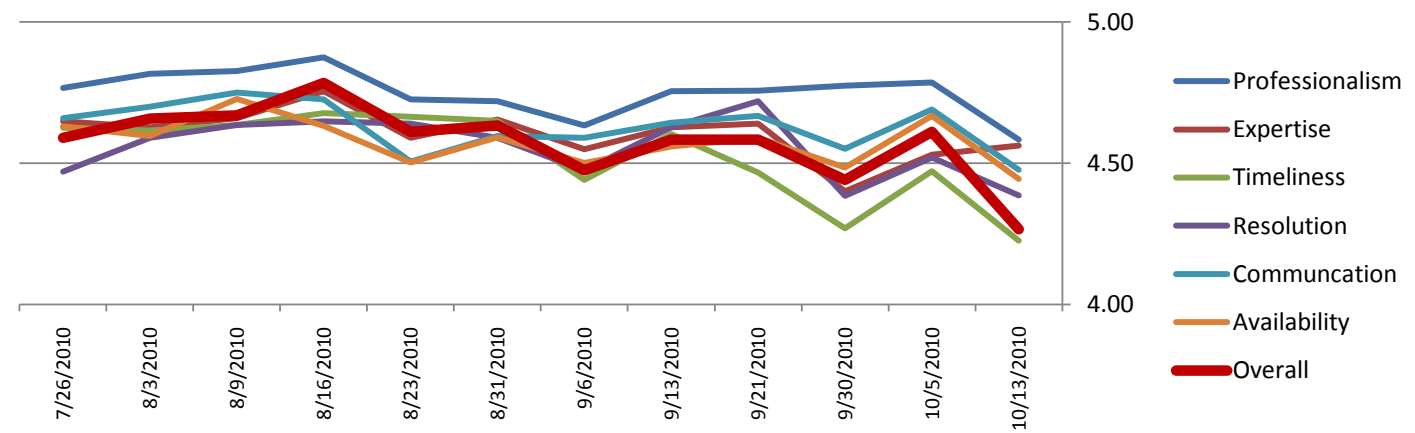
12 week average

4.58

Goal = 4.5; N = 863

Overall Satisfaction

4.27 lowest weekly
4.78 highest weekly
over the 12 weeks



All Service Desk Queues

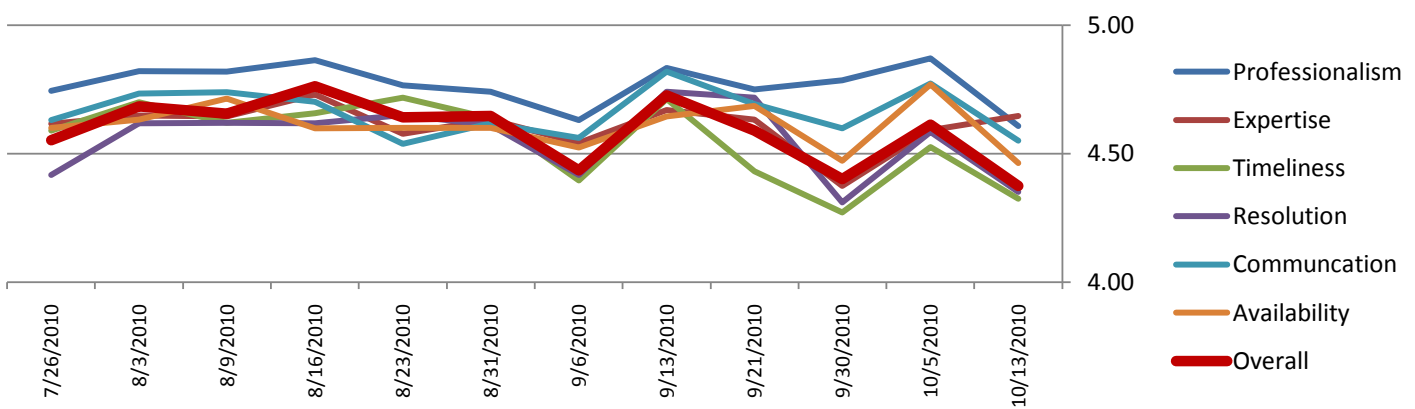
12 week average

4.59

Goal = 4.5; N = 762

Overall Satisfaction

4.38 lowest weekly
4.76 highest weekly
over the 12 weeks



Call Center

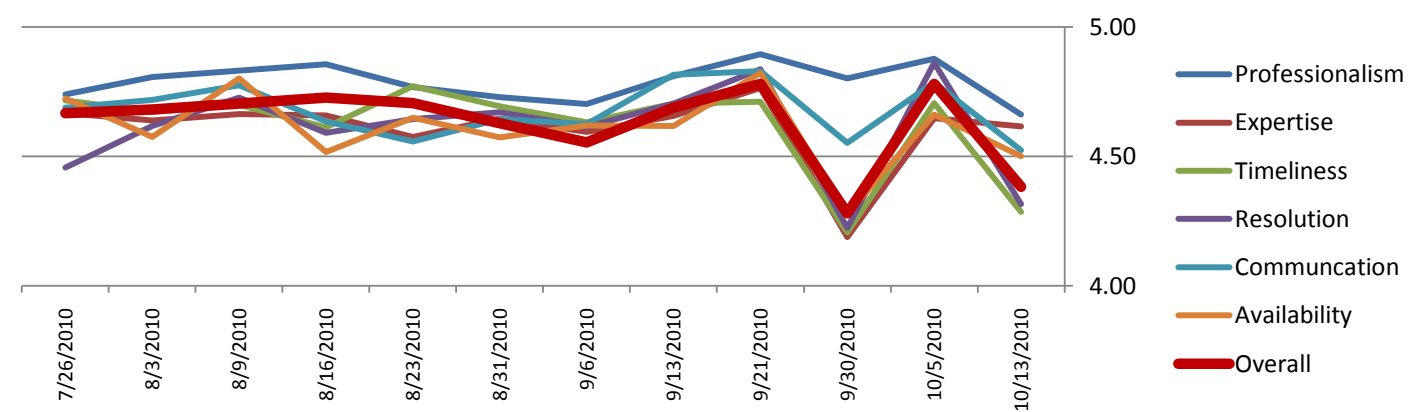
12 week average

4.63

Goal = 4.5; N = 583

Overall Satisfaction

4.28 lowest weekly
4.78 highest weekly
over the 12 weeks



Repair Center

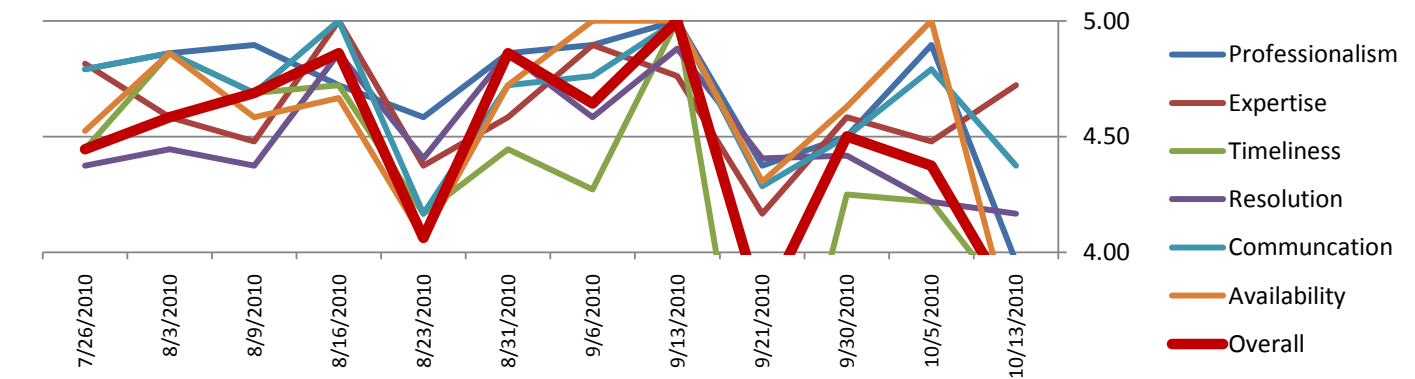
12 week average

4.46

Goal = 4.5; N = 96

Overall Satisfaction

3.75 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

4.61

Goal = 4.5; N = 27
 2.08 lowest weekly
 5.00 highest weekly
 over the 12 weeks

Professionalism
4.76

Expertise
4.53

Timeliness
4.49

Resolution
4.56

Communication
4.53

Availability
4.25

RCC Queues

Overall Satisfaction
12 week average

4.39

Goal = 4.5; N = 66
 3.50 lowest weekly
 4.90 highest weekly
 over the 12 weeks

Professionalism
4.66

Expertise
4.56

Timeliness
4.34

Resolution
4.27

Communication
4.49

Availability
4.42

Telecomm Queues

Overall Satisfaction
12 week average

4.60

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

Professionalism
4.82

Expertise
4.52

Timeliness
4.28

Resolution
4.32

Communication
4.41

Availability
4.81

TNIS Queues

Overall Satisfaction
12 week average

n/a

Goal = 4.5; N = 40
 2.50 lowest weekly
 5.00 highest weekly
 over the 12 weeks

Professionalism
4.31

Expertise
4.35

Timeliness
3.96

Resolution
4.43

Communication
4.05

Availability
4.04

EdTech::Stellar

Overall Satisfaction
12 week average

4.70

Goal = 4.5; N = 26
 3.33 lowest
 5.00 highest
 over the 12 weeks

Professionalism
4.73

Expertise
4.78

Timeliness
4.70

Resolution
4.70

Communication
4.66

Availability
4.65

Network::Requests

Overall Satisfaction
12 week average

4.09

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

Professionalism
4.59

Expertise
4.83

Timeliness
4.50

Resolution
4.62

Communication
4.34

Availability
4.49

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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	
4	Service Desk	Help Desk::Athena	4	5.00	4.17	4.79	4.58	5.00	4.72	5.00	
		Help Desk::Business Help	16	4.89	4.72	4.61	4.94	4.70	4.67	4.70	
		Help Desk::Call Center	33	4.69	4.58	4.39	4.33	4.56	4.41	4.47	
		Help Desk::Presales	1	5.00	5.00	5.00	5.00	5.00	5.00	5.00	
		Help Desk::Service Center	20	4.71	4.52	4.13	4.21	4.71	4.77	4.25	
		Help Desk::UNIX/Linux	1	5.00	4.17	2.50	5.00	5.00		3.33	
		Mobile Devices	8	4.79	4.90	4.90	5.00	4.79	5.00	4.90	
		RCC::EastCampus	3	5.00	5.00	5.00	4.72	5.00	5.00	4.72	
		RCC::NorthWest	3	4.58	3.75	3.61	3.33	4.44	4.17	3.61	
		RCC::WestCampus	2	5.00	5.00	5.00	5.00	5.00	5.00	5.00	
		Telecom::3help	5	4.79	4.67	4.83	4.79	4.67	4.72	4.83	
		Service Desk Total		96	4.77	4.61	4.45	4.49	4.68	4.65	4.52
		OIS	Network::Requests	1	5.00	5.00	5.00	5.00	5.00	5.00	0.83
			TNIS::Inbox	2	3.75	5.00	3.33	4.58	3.75	3.75	3.75
			TNIS::Trouble Calls	3	3.33	1.94	1.94	3.06	2.50	2.50	4.17
		OIS Total		6	3.75	3.17	2.92	3.89	3.33	3.50	3.33
		ISDA	Help Desk::Stellar	5	4.58	4.67	4.67	4.67	4.58	4.44	4.67
ISDA Total		5	4.58	4.67	4.67	4.67	4.58	4.44	4.67		
4 Total		107	4.71	4.54	4.37	4.46	4.60	4.57	4.47		
Grand Total		107	4.71	4.54	4.37	4.46	4.60	4.57	4.47		

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

Fyear	2011
FQtr	Q2
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
10/13/2010	Help Desk::Business Help	1371564	5.00	Nothing, When ever I call the help line I an always satisfied.
		1363049	5.00	My email was responded to immediatly. It took several days for the problem to be investigated and resolved and the help desk got back to us as soon as they determined what the problem was.
		1336174	4.17	The ticket was originally submitted by RLE's IT member Bill Adams in early September on my behalf. Although he had indicated that it was my PC which was having the problem, I suspect the MIT Help Desk might have been communicating with him about the problem. Unfortunately, Bill is extremely busy and I suspect he probably didn't respond to your emails to follow-up. I wished I would have been cc'd on any emails sent to him, but I am only assuming that this is what happened. About a month later, I called the Help Desk again, and Lisa Robinson was extremely helpful. She turned the problem over to Jennifer at the business help desk, who called me a day or two later, and we finally resolved the issue over the phone using the remote desktop feature. Jennifer was excellent in her persistence and knowledge. While it took a while to address the problem directly (about a month), once we connected, the service was excellent. I hope these comments are useful to you. Sincerely, Dorot! hy Fleischer dotf@mit.edu, x3-1570
	Help Desk::Call Center	1373816	5.00	Wasn't able to resolve the problem using IE browser...but was able to with a differnt web browser. I would have liked it if I could still use IE for ECAT, but it's not that big of a deal. THANKS FOR THE HELP!!!
		1371466	2.50	Service was fine. I just did not get my problem resolved due to guidelines.
		1371259	5.00	I immediatly got two great responses from Mark Van Dyke and Elizabeth. Thanks!
		1355786	0.83	I submitted my problem on 9/27. I didn't receive a response until 10/12. In addition, my problem was misunderstood. I submitted that attachments were being stripped in my email programs, but not on my iPhone. This got understood by IST as that attachments were being stripped in my email on my iphone. All in all, a very unsatisfactory experience. If I hadn't been able to resolve the issue myself, what would I have done?
		1260434	4.17	Unfortunately my issue couldnt be resolved, but it was no fault of the techs, just the computer systems we use.
		1203655	4.17	I ended up having to figure this one out on my own, and we recently set a department policy that staff members can no longer use a moira mailing list as an alias but must change their Kerberos principals instead.
	Help Desk::Service Center	1356029	0.83	It took the staff 4 working days to send the order after I already approved the order. Overall, it took them 10 working days to do a simple change. Therefore, the service is too expensive for its low quality.
	Network::Requests	1374553	0.83	pretty perfect
	RCC::NorthWest	1369296	5.00	Static IP request was granted w/in 24 hours. Perfect service, no complaints.
	Telecom::3help	1372519	5.00	The issue was a campus-wide failure, so resolution of my ticket per se does not apply. I had an email back from Gretchen Hamson at 3 help immediatly following my inquiry..
	TNIS::Inbox	1372143	2.50	They did not keep me updated and the phones were down for 4 hours. When they were back up, I found out b/c I called them not because they notified me in a timely fashion.

10/13/2010	TNIS::Trouble Calls	1365489	3.33	Glad things were eventually able to be resolved but it shouldn't take a week to fix a phone issue. thanks.
		1335463	5.00	Thanks!
10/5/2010	Help Desk::Business Help	1363051		This is not an appropriate transaction to seek feedback on. My question and problem was better addressed to the vendor, Apple, whom I did contact and from whom I received resolution to my problem.
		1351996	2.50	My Brio problem was resolved by Maija Ahlquist, not the Help Desk staff. I contacted Maija directly after the Help Desk was not able to assist with my problem. They were perfectly nice, but didn't know how to help me.
	Help Desk::Call Center	1366480	4.17	The first person I spoke to did not know the answer.
		1365847	5.00	All of the above ratings apply to the help I got from Jacob, but not to the person (forgot his name)who tried to help me before and who only made things worse.
		1365114	5.00	I submitted my request during a department-wide staff meeting and did not receive a response for almost a full business day. All I needed was for someone to send me the registration key for the software - this was not a complicated issue, and yet it took disproportionately long to resolve.
		1363276	5.00	he staff were ale to put up with my flustering in a calm and reasoned manner. Good Job!
	Help Desk::Service Center	1358976	5.00	everything worked perfect
		1355986	5.00	After dropping off computer, I called a few days later to find the status. The technician had already determined the problem and gotten an estimate for repair. I had supplied a cost object number when dropping off the computer, but I think there would have been an additional delay to authorize the charge if I had not called. Other than this worry about an efficient and fastest process, the entire experience was great and the other people in my department were also impressed and plan to turn to IS&T more often in the future. (Most of us had no idea that there are options for Macs other than the Apple store in Cambridgeside.)
	Help Desk::Stellar	1364528	5.00	I didn't have the need to deal with anyone in person - everything was handled quickly and efficiently.
		1355437	4.17	There was an inquiry letter into the problem on Monday or so. However, the problem had already resolved itself during the weekend.
	Help Desk::UNIX/Linux	1361363	3.33	Please fix the problem permanently! This "out of sync" issue with the Red Hat Update/patching server has been around for 3 years now! Please fix it!
	Mobile Devices	1367071	5.00	Thank you! Not sure how much of this actually applies - everything was handled via email; I did not have personal contact with anyone. I was able to get my Blackberry set up without any difficulty.
	RCC::EastCampus	1364732	5.00	Wouldn't change a thing. Submitted a simple request, got great, immediate, help. Thanks! ... can I have more hostnames, though? That'd be sweet.
	RCC::NorthWest	1332254	1.67	Faster reaction.... I still have issue with the same problem, which was not only with UBUNTU but also with WINDOWS
	Telecom::3help	1365495	5.00	I had no problems get help promptly. Thanks, Joanne Gregory

