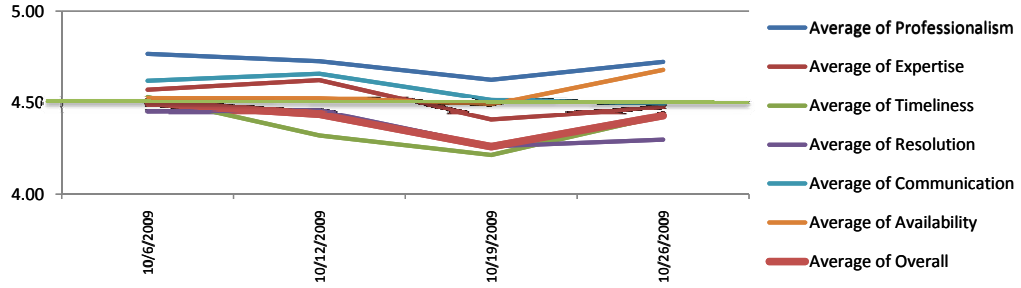


FY2010 Q2 -- RT Ticket Feedback / Client Satisfaction Survey Results

All IS&T Queues Surveyed

4.40

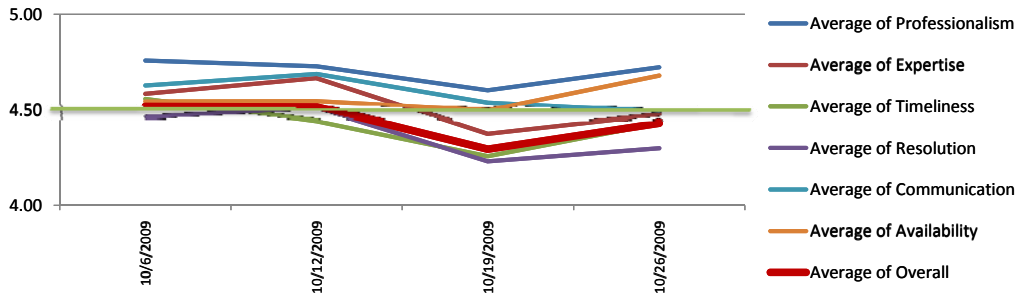
Goal = 4.5; N = 231
Overall Satisfaction
 4.26 lowest
 4.50 highest
 over the quarter



All Service Desk Queues

4.44

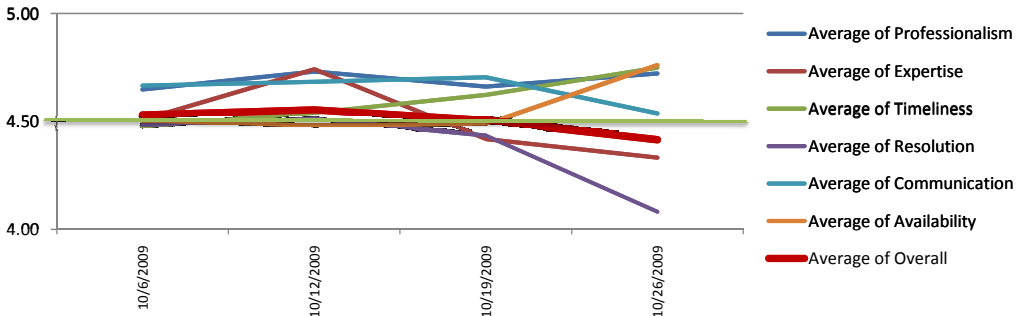
Goal = 4.5; N = 211
Overall Satisfaction
 4.29 lowest
 4.52 highest
 over the quarter



Call Center

4.50

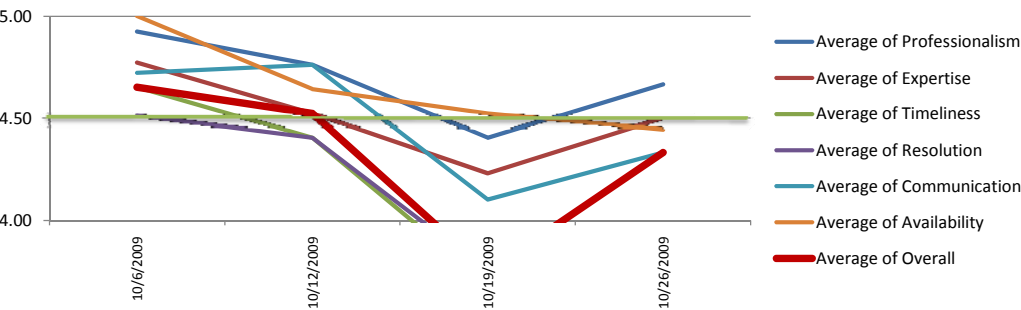
Goal = 4.5; N = 113
Overall Satisfaction
 4.42 lowest
 4.55 highest
 over the quarter



HW SW Service Center

4.31

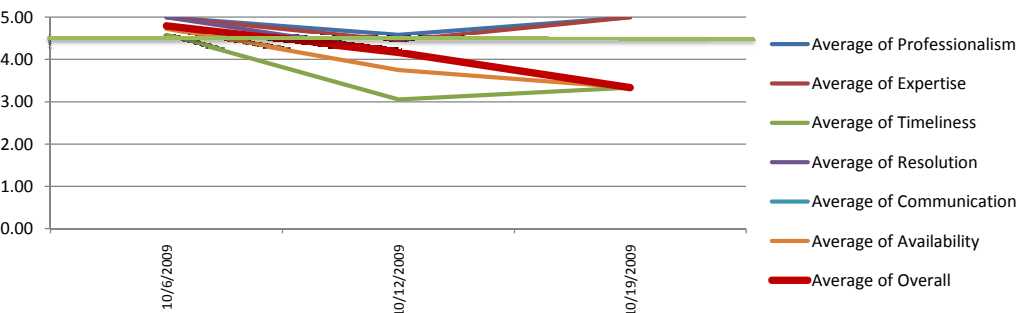
Goal = 4.5; N = 19
Overall Satisfaction
 3.75 lowest
 4.65 highest
 over the quarter



Network::Requests

4.10

Goal = 4.5; N = 8
Overall Satisfaction
 3.33 lowest
 4.79 highest
 over the quarter



FY2010 Q2 -- 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 the cumulative average across the Quarter. Monthly detail appears in the table on the next page.

Athena

3.89

Goal = 4.5; N = 9

Overall Satisfaction

2.50 lowest
5.00 highest
over the quarter

Professionalism
4.44

Expertise
4.17

Timeliness
4.65

Resolution
3.89

Communication
4.10

Availability
4.26

RCC Queues

4.36

Goal = 4.5; N = 19

Overall Satisfaction

4.17 lowest
4.50 highest
over the quarter

Professionalism
4.86

Expertise
4.69

Timeliness
4.28

Resolution
4.28

Communication
4.51

Availability
4.67

Telecomm Queues

4.72

Goal = 4.5; N = 4

Overall Satisfaction

4.17 lowest
5.00 highest
over the quarter

Professionalism
4.31

Expertise
4.31

Timeliness
4.17

Resolution
4.72

Communication
4.58

Availability
4.58

TNIS Queues

4.44

Goal = 4.5; N = 13

Overall Satisfaction

3.89 lowest
5.00 highest
over the quarter

Professionalism
5.00

Expertise
4.58

Timeliness
4.51

Resolution
4.44

Communication
4.79

Availability
4.86

EdTech::Stellar

2.44

Goal = 4.5; N = 7

Overall Satisfaction

0.83 lowest
4.00 highest
over the quarter

Professionalism
4.44

Expertise
3.54

Timeliness
2.39

Resolution
3.33

Communication
3.98

Availability
n/a

FY2010 Q2 -- RT Ticket Feedback / Client Satisfaction Survey Results

Survey Data Detail by Month by Group and Queue

Fiscal Month / Group / Queue		# of Responses	Professionalism	Expertise	Timeliness	Resolution	Communication	Availability	Overall
4	Service Desk								
	Help Desk::Athena	9	4.81	4.69	4.81	4.35	4.35	4.58	4.38
	Help Desk::Business Help	23	4.71	4.46	4.60	4.53	4.58	4.38	4.46
	Help Desk::Call Center	113	4.68	4.53	4.56	4.44	4.67	4.51	4.52
	Help Desk::HDweb	2	5.00	5.00	4.58	5.00	4.58	5.00	4.58
	Help Desk::Service Center	38	4.66	4.49	4.12	4.19	4.46	4.66	4.25
	Help Desk::UNIX/Linux	1	4.17	4.17	1.67	2.50	4.17	1.67	2.50
	RCC::BriggsField	3	5.00	5.00	4.72	5.00	5.00	5.00	5.00
	RCC::EastCampus	3	5.00	5.00	4.44	5.00	5.00	4.72	5.00
	RCC::MassAve	1	5.00	5.00	1.67	1.67	5.00	5.00	3.33
	RCC::NorthWest	6	5.00	4.58	4.17	4.50	4.58	4.58	4.67
	RCC::WestCampus	6	4.50	4.17	3.19	3.61	4.17	4.58	3.61
	Software::Matlab::Questions	2	5.00	5.00	5.00	5.00	5.00	5.00	4.58
	Telecom::3help	4	4.38	4.38	4.38	4.79	4.58	4.58	4.79
Service Desk	211	4.70	4.53	4.42	4.38	4.60	4.54	4.44	
OIS	Network::Requests	8	4.88	4.79	3.85	4.48	4.31	4.17	4.38
	TNIS::Trouble Calls	5	5.00	4.38	4.50	4.33	4.72	4.79	4.33
OIS Total	13	4.92	4.65	4.10	4.42	4.44	4.42	4.36	
ISDA	Edtech::Stellar	7	4.67	4.17	3.21	4.17	4.17	4.17	3.33
ISDA Total	7	4.67	4.17	3.21	4.17	4.17	4.17	3.33	
4 To		231	4.71	4.53	4.36	4.38	4.59	4.52	4.40
Grar		231	4.71	4.53	4.36	4.38	4.59	4.52	4.40

FY2010 Q2 -- RT Ticket Feedback / Client Satisfaction Survey Results

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

Fyear	2010
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
10/26/2009	Help Desk::Call Center	1059302	3.33	This was related to another ticket which was not resolved to my satisfaction (I was given information that was unclear, which led to this ticket) -- however, this ticket cleared things up satisfactorily.
		1057887	1.67	The answer to my inquiry as to whether there was any prospect of implementing certificates on Google's Chrome Browser was a brush off--essentially "I have no information on this." It would have been more helpful to tell me who makes decisions about implementing certificates and how to contact that person.
		1057603	5.00	Great response time and clear questions demonstrated a knowledge in the problem area.
		1056674	5.00	The reply was not completely satisfactory, but I believe that the difficiency was in limitations of the software involved rather than in the solution specified by the staff (that is, the limited capability of actively scanning the MIT LDAP e-mail address book from MS Outlook).
		1047695	5.00	You guys ALWAYS have the answers to my computer problems. I couldn't live without you! Dee Ippen
	Help Desk::Business Help	1058949	4.17	Always appreciate someone to help with questions.
10/19/2009	RCC::MassAve	1002166	3.33	I still have weak connection. The staff member that came was very nice, and understanding. I have no idea if he fixed it or not, because I still have very bad connection ONLY in my room(my computer works completely fine elsewhere.)
	RCC::WestCampus	993903	2.50	Communication among staffs who handle one same ticket should be improved. People sent to help resolve my problem should have at least some understanding of previous communications over the RCC ticket.
	Help Desk::Call Center	1053174	0.83	The help desk refused to increase the email quota for Professor Nancy Hopkins over the phone. Her quota had reached 89%. In my capacity as IT support for the Koch Institute I called to request an increase in her email quota. Dr Hopkins is the Amgen Professor of Biology at MIT and relies on her email for daily communications. I was told that she needs to send an email request to accounts@mit. This would not have resolved her problem at the time of the request. In the past my requests for quota increases for other MIT faculty have been handled courteously and promptly by the help desk staff. This time I was unable to resolve this problem with the aid of IS&T.
		1052665	3.33	the person was very unfriendly at begining. he said i was talking low tone. thats ok to tell him. but he shouted to say it. i dont like it at all. then i asked for his name & i said its wrong to talk like that.
		1052088	5.00	Robin was extremely patient and friendly, very professional. She did a great job! Charlotte Gibbs

				<p>The answer I got did not address my question, although it did resolve it. Here's what happened: I downloaded Windows 7, and shortly after I got an email with a serial number for windows XP. That was confusing, because I assumed that I would need to have a key to install the OS, and that the system sent me the wrong one. I attributed this to downloading the OS on the day it was released, and that the system was not yet up-to-date. The answer I got in response was that the serial number was already built into the OS, which it was when I tried to install. However, I had still received an email with a serial number for Windows XP. It seems to me the email I should have gotten would be one that directed me to the webpage clarifying how to activate the OS, and not an email with a serial number for the wrong installation. At any rate, the OS is installed and working, I just hope that the email going out for each install will be changed to reflect the proper procedure for activation! .</p>
10/19/2009	Help Desk::Call Center	1051501	2.50	<p>Thanks for providing a great service! pgholder@mit.edu I lost the call on my cell phone, but was lucky to call right back and get the same representative. I would suggest taking name an phone number as the very first info so that you can reconnect if the call is disconnected or a follow-up is needed. Takes time to come up to speed on problem. The service on my call was great. Thanks</p>
		1049592	5.00	
		1049163	4.17	<p>I was having issues getting Confluence to do what I would like. Ultimately I got a solution from IS&T that did *part* of what I wanted but not fully. I m not saying it was any fault of IS&T support.</p>
		1047218		<p>My immediate problem, that of not being able to get to my thalia archive, was resolved. The larger problem, that the homepage at thalia.mit.edu is out of date and does not provide instructions on how to actually access a thalia archive has not been addressed</p>
		1025817	5.00	<p>I rated everything as very satisfied except for number 3 because it took a few weeks from the time the ticket was initiated to the time I was contacted, but overall, I was very impressed by the professionalism and helpfulness of your staff. They were very thorough and courteous. Thank you for your help.</p>
	Help Desk::UNIX/Linux	1036420	2.50	<p>a little slow, but thanks</p>
	Help Desk::Service Center	1051734	3.33	<p>I did get fantastic help with back-up questions and also anti virus software. The walk staff (both people) were just great. But I was supposed to get an answer about the temp files via email. I havent heard back yet.</p>
		1048947	0.83	<p>The way my request has been treated was scandalous. The person in charge was just reading his emails and my request definitely bothered him. He did not pay any attention to my issue. He say upfront that it was a hardware problem, claim which was good for him as MIT does not do hardware. In fact, it appeared to have been a software problem (I had to reboot the whole system). I do not request that all the MIT technicians should be able to make a perfect scan of all problems encounter by a computer but in that precise case, there was definitely a willingness not to get into the issue. My case was cleared in less than 5 minutes.</p>
		1047855	5.00	<p>Thanks for getting everything done so quickly!</p>
		1047472	4.17	<p>Didn't resolve my issue of hangs while going to standby. I actually managed to resolve it myself with Lenovo support a day after I got it back.</p>
		1045191	4.17	<p>I had a frayed power cord, and the problem was obviously with the cord, but unfortunately I had to bring in my computer anyway. I found this annoying. Otherwise, my experience was a positive one.</p>
		1043954	4.17	<p>The person I initially talked to was friendly and helpful but didn't seem very knowledgeable and gave me some incorrect information. I was thoroughly pleased with my interactions with everyone else.</p>
		1040064	2.50	<p>I would hope that in the future I would be given a reasonable estimate on the timeframe--I was told it would be ~4 hours, and I couldn't pick it up until more than 24 hours later.</p>

10/19/2009	Help Desk::Service Center	1014331	0.83	Staff at MIT IS&T were courteous, but I was extremely disappointed with Dell's handling of the case, and with their misinformation regarding my warranty. My Dell laptop was under Complete Care Coverage and International Warranty. Then Dells told me: sorry, your international warranty is not really international, but you can transfer it in 24 hours. Except that the 24 hours warranty transfer time promised by DELL Hong Kong turned into two weeks! And then, Dell US still wouldn't repair my laptop I was now told that Complete Care Coverage was not transferable in the first place. 3 weeks of being told stories by Dell led do: ship the machine back to where you bought it OR have it fixed in the US Out of Warranty . It took me about 5 weeks in all to get my laptop back AND I had to pay for the repairs!!! The staff at MIT IS&T were professional and courteous, but they handled the case very slowly (maybe the slowness was also due to Dell, but I feel they probably could have speeded things up, 5 weeks is extremely long!) and didn't provide me with the right information straight away.
	Help Desk::Business Help	1053008	4.17	You didn't actually suggest the correct fix (remove expired certificates and restart browser) but might well have one so if I hadn't succeeded with this first.
	Edtech::Stellar	1053077	5.00	The Stellar Team including Christine Verick is very responsive. Stellar has many issues with outages, breaking, odd behavior. The team does respond though! Thank you, Alice
		1049819	5.00	I thought you guys did a terrific job and not only fulfilled my request, you answered my question as well. I did not think the process would be so efficient. Great job to all and many thanks, June Milligan at CopyTech!!
		702468	0.83	I filed the ticket on September 7th, 2008. Yes, 2008. That's more than 13 months ago. That was the beginning of the fall semester last year. It is unacceptable that at the most technological institute in the world, it takes 13 months to fix something.
10/12/2009	Network::Requests	1041189	4.17	My ticket was about a fairly vital part of the MIT web infrastructure, the MIT directory, which was clearly malfunctioning. Hearing something along the lines of "We have acknowledged your ticket and are working to fix it" would have been much appreciated, but I never got any response along those lines.
		1038705	3.33	I was reporting what looked like a service outage of a major service (Mailman lists), and didn't get a reply for several days. That said, based on the reply, it looked like it was an intermittent problem that they had spent the intervening time working on and trying to fix.
	RCC::BriggsField	1005944	5.00	Lisa was awesome!
	RCC::NorthWest	1045356	5.00	Great work! thanks. The online ticket option was very efficient
		1018629		Basically, I had put a complaint about the wired connection in my room. Nobody came for a long time and the connection started working again (don't know how). Then somebody contacted me for I time when they should come and check, but it was not required. Overall, since my problem was solved, I am happy.
	TNIS::Trouble Calls	1035732	1.67	I recieved email that the port in question was active, but when I went to use it, it was not. I need to re-open this ticket as it was not actually resolved.
	Help Desk::Call Center	1044707	5.00	I initially spoke on the telephone with April. She was very helpful in first suggesting that I might myself resolve the problem I was having with Outlook by closing and reopening my email account and once this proved not to be a solution by exploring the problem further. She was prompt in her exploration as well. Deb Bowser took over in implementing the solution and suggesting how I could complete it by implementing one or another of her suggestions to resolve what turned out to be the problem, that my email account had been moved to Exchange Server. I was able to implement her suggestions on my own and the entire problem I first presented to April has now been resolved satisfactorily. I do appreciate such excellent response and guidance from the IST staff. Clark Brayton

10/12/2009	Help Desk::Call Center	1043334	5.00	It would be useful to have this information on the web site because many people are using voip these days. I happen to have the technical background to ask the right questions but the average user would never have thought to check the MAC address and have IST register it.
		1042891	5.00	actually, the problem fixed itself while I was on the phone... but I've always had good luck with the folks on the other end of x3-1101.
		1039726	5.00	Very fast turnaround time.
		1037489	5.00	The only reason I wasn't 'very' satisfied with my resolution has nothing to do with the help desk's handling of my issue ... the product I'm using is not fully supported by MIT so I wasn't able to get complete satisfaction, but it works, and that's what counts.
		1037204	5.00	Thanks for making my day! The exchange migration has been a process, so this relatively quick resolution was fantastic. Thanks, Fred!
	Help Desk::Service Center	1042955	1.67	My laptop booted up once but then had the same problem the next time I tried booting it up. A Dell technician came to work on it but told me there was a problem with the motherboard, which was what I was told that IS&T replaced. So after IS&T replaced the motherboard and a Dell technician replaced the screen, the laptop still does not work.
		1033547	5.00	More emails regarding status of ticket? I was told I would receive one regarding my warranty status, but I never did... then surprise! my laptop was fixed! It was a pleasant surprise, but still...
		1031403	5.00	great work
	Help Desk::HDweb	1031892	5.00	I think IS&T at MIT does a great job! All of my computer issues have been solved, every time!
	Help Desk::Business Help	1041767	5.00	Elena Z called me quickly about my question and explained the options - the response from the DWH team was excellent.
	Help Desk::Athena	1022744	2.50	The resolution was that the problem could not be solved by email, i would have to come in person to get a solution. I have not had time to do this yet, so the problem is unsolved. I felt that more could have been done to understand the details of my problem and try to come to a resolution by email. I remain slightly dissatisfied, but realize that solutions over email are not always possible. I am still planning to come in for a visit when I can find the time.
	Edtech::Stellar	1021700	2.50	This issue took a particularly long time to resolve. I filed an initial report on September 23, 2009 and it was resolved October 14, 2009. At one point, I wrote an email to just remind the Stellar support group that the issue was still a problem and still unresolved. This kind of turn-around time is particularly poor and outweighs the professionalism and courtesy demonstrated by the staff. It reflects poorly on the organization.
10/6/2009	Network::Requests	1032917	4.17	I had to follow up a few times to see what was happening, so the whole thing took longer than I had hoped. Staff was great though.
	TNIS::Trouble Calls	1019389	5.00	Great work.
	Help Desk::Call Center	1039004	5.00	Thank you.
		1037397	5.00	Rick was great/ Totally knowledgeable and professional and super patient!
		1037341	5.00	The person I spoke with was extremely helpful, very patient, and friendly. Although he was not able to provide me with a particularly "clean/simple" solution to my problem - he <u>did</u> provide three suggestions which could enable a "work-around". When I mentioned this problem to our Admin (Dan Nocivelli) he was able find a solution to my problem: under "preferences in SimpleText - i needed to check the box that says "ignore rich text commands in html" - this allowed me to open html files as <u>text files</u> using: "Open with -- Simple text" and edit the html (when the box is not checked, SimpleText does not display the html code of html files - it just opens it as a website).
		1036190	5.00	When I was able to reach a live person the experience was excellent. It will be great if a live person was always available during business hours. Thanks

10/6/2009	Help Desk::Call Center	1033857	5.00	I had to place the call to help desk regarding my ticket because I didn't hear nothing after I created the ticket - it was around 5:00PM when I called and the staff were very useful - they knew about the problem but didn't notify us at all. After that the problem with TT was solve overnight. Thanks, Olimpia
		1033795	5.00	Jessica was extremely knowledgeable and helpful - thanks, IS&T!!!
		1033441	4.17	difficult task...old mac operating system ..9 ...using old eudora 5.2 for email...email frozen up ...no apparent work around ...time to buynew computer thanks for the help Bob Simha
		1033369	5.00	I miss the ammenities of Eudora. Is it possible to have both mail servers available? Can I use apple-mail without going through Comcast? Your service is always very good. I should have asked these questions of them when on the hone.
		1033164	0.83	I was in a jam because I had never received warning that I was nearing my mailbox capacity. I was desperate to start receiving emails asap. Despite this, the first person I talked to didn't mention to me that I could purge my deleted messages in order to start receiving my held emails sooner.
		1031105	0.83	The person I initially spoke to stated that he didn't know much about the software I was asking about, and I would need to speak with someone else within IS&T about my question. But then he still wanted to have a conversation about my problem, even though it was clear that he didn't really understand the problem I was having. It went beyond data-gathering - it was as if he was trying to solve the problem regardless of the fact that he didn't know anything about the program. At the end of our conversation, he said someone else would follow up with me. I then didn't hear anything from anyone for one week. And when I did hear back, the person who emailed me didn't really resolve my question (probably because the question wasn't accurately conveyed by the person who initially took my call). Frustrating!!!
		1030244	0.83	Never heard a thing back. It is possible that the responses were caught by my SPAM filters but i do not see anything. It was simply an informational email anyway to let you know that RPI might be blocking emails from mit.edu and that this may effect others at MIT.
		1030094	5.00	IS&T has always been great. I think it is one of the best services provided by MIT. Many thanks, Esra
		1029954	4.17	Problem was resolved in a reasonable time frame, but staff did not keep me informed of status of resolution of problem.
		1018485	5.00	My question was handled quickly and effectively. Really useful all around!
		1009292		For the first time since I first arrived at MIT in 1996, I had a mixed experience with the IS&T helpdesk. (My experience has otherwise been uniformly excellent.) On this particular occasion, it took three weeks to get the issue sorted, and it came to the point when I was feeling a little neglected. Some of the messages I received seemed to assume that the problem was something different from what it actually was, and gave me advice that didn't seem to address the issue. After a while I complained, and the issue was sorted -- to my full satisfaction -- almost immediately. I continue to believe that IS&T supplies some of the best university tech support in the country, and am enormously grateful for your help.
	Help Desk::Service Center	1034783	5.00	I received my laptop faster faster than I expect. Nothing to complain
		1032866	5.00	Service was very speedy - much appreciated. Since the problem was spyware, it would have been nice if the security system had been checked out before pick-up, since for some reason Symantec had been turned off.
		1030084	3.33	Acknowledgment that a ticket is started would be nice, so that the first time I hear back isn't 3 days after I drop off my laptop.
		1022340	5.00	Great job ... got all the data off an old computer.
		1008206	5.00	I have always found the help desk and its supporting offices to be very valuable.

10/6/2009	Help Desk::Business Help	1034836	5.00	The woman that helped me out was amazing! Extremely courteous and very enthusiastic to solve my problem.
		1033524	0.83	This is a useless survey. The problem was unresolved by staff and I had to figure out how to fix it on my own by messing around. Eventually I found that I could not select next day shipping, which I needed, or it would generate the error I encountered. I had to speak to three separate people to even approach someone who could help and everyone simply blamed some other department (procurement, IS&T, the "system"). I continue to be frustrated and irritated by the eCAT^3 system and find it a WASTE of time instead of SAVING time. It is SO much easier to call a vendor up and order what I want, with the shipping I want, and not have to wait for all this "system" nonsense to process my order, a system that everyone seems to be helpless to fix when it does go wrong (which it does reasonably often).
	Help Desk::Athena	1017680	2.50	I received a set of directions: I'm sure they were accurate, but the first step involved a screen appearing that didn't. Nope, not fixed yet. Let me try again... The assignment LISTING on the web page is still visible, even if the student can't access. It is the LISTING that is ALSO supposed be INVISIBLE. See the assignments LISTINGS visible to students (even with 2010 release dates) http://stellar.mit.edu/S/course/12/fa09/12.602/materials.html?too lset=hidden
	Edtech::Stellar	1009128	0.83	
	Software::Matlab::Questions	1037601	5.00	So far no improvement needed I requested a copy of charge and was answered immediately with no problems. What more could you ask for! Thanks, Joanne Gregory

This view averages scores first by month of the fiscal year, then by queue group and then by queue.

Fiscal Month / Group / Queue