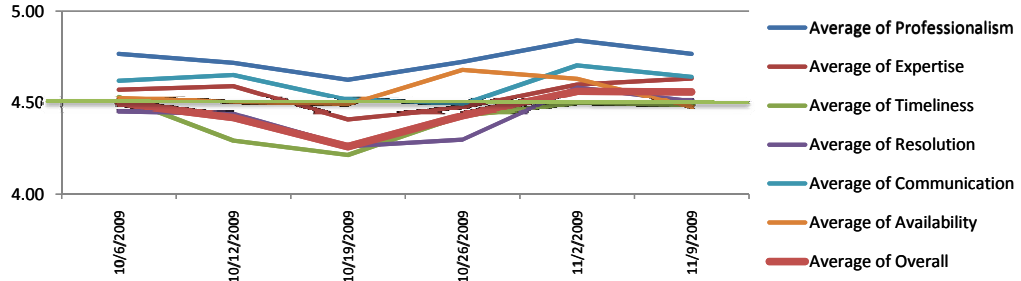


## FY2010 Q2 -- RT Ticket Feedback / Client Satisfaction Survey Results

### All IS&T Queues Surveyed

4.45

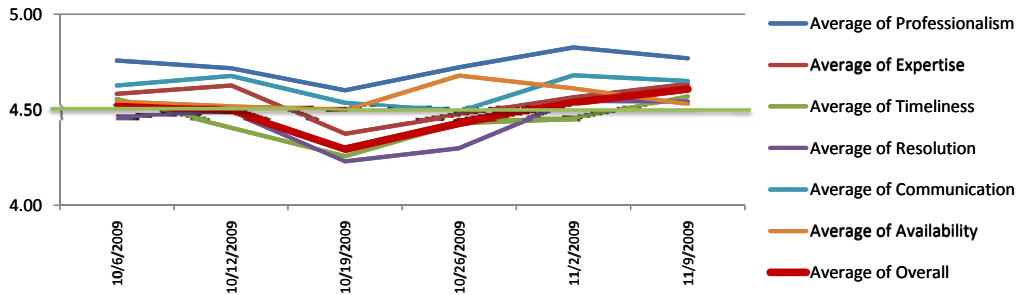
Goal = 4.5; N = 383  
**Overall Satisfaction**  
 4.26 lowest  
 4.56 highest  
 over the quarter



### All Service Desk Queues

4.48

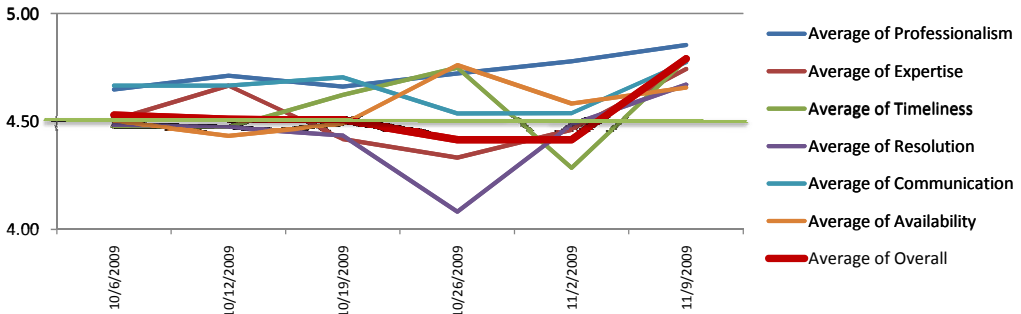
Goal = 4.5; N = 352  
**Overall Satisfaction**  
 4.29 lowest  
 4.61 highest  
 over the quarter



### Call Center

4.53

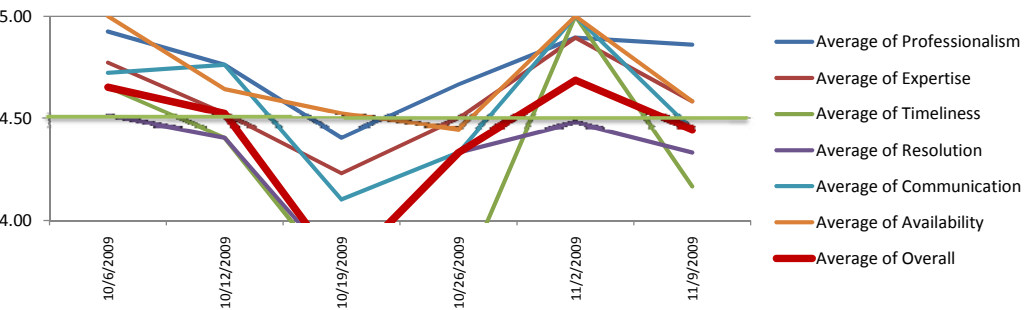
Goal = 4.5; N = 205  
**Overall Satisfaction**  
 4.42 lowest  
 4.79 highest  
 over the quarter



### HW SW Service Center

4.33

Goal = 4.5; N = 52  
**Overall Satisfaction**  
 3.75 lowest  
 4.69 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

4.33

Goal = 4.5; N = 11  
**Overall Satisfaction**  
 2.50 lowest  
 5.00 highest  
 over the quarter

**Professionalism**  
4.67

**Expertise**  
4.50

**Timeliness**  
4.79

**Resolution**  
4.33

**Communication**  
4.46

**Availability**  
n/a

## RCC Queues

4.43

Goal = 4.5; N = 28  
**Overall Satisfaction**  
 4.17 lowest  
 4.79 highest  
 over the quarter

**Professionalism**  
4.72

**Expertise**  
4.65

**Timeliness**  
4.33

**Resolution**  
4.39

**Communication**  
4.58

**Availability**  
4.55

## Telecomm Queues

4.44

Goal = 4.5; N = 6  
**Overall Satisfaction**  
 3.61 lowest  
 5.00 highest  
 over the quarter

**Professionalism**  
4.41

**Expertise**  
4.27

**Timeliness**  
4.17

**Resolution**  
4.44

**Communication**  
4.41

**Availability**  
4.41

## TNIS Queues

4.49

Goal = 4.5; N = 7  
**Overall Satisfaction**  
 3.89 lowest  
 5.00 highest  
 over the quarter

**Professionalism**  
5.00

**Expertise**  
4.72

**Timeliness**  
4.68

**Resolution**  
4.63

**Communication**  
4.86

**Availability**  
4.63

## EdTech::Stellar

3.47

Goal = 4.5; N = 11  
**Overall Satisfaction**  
 0.83 lowest  
 5.00 highest  
 over the quarter

**Professionalism**  
4.67

**Expertise**  
3.96

**Timeliness**  
3.43

**Resolution**  
4.00

**Communication**  
4.39

**Availability**  
n/a

## Network::Requests

4.13

Goal = 4.5; N = 13  
**Overall Satisfaction**  
 3.33 lowest  
 5.00 highest  
 over the quarter

**Professionalism**  
4.83

**Expertise**  
4.83

**Timeliness**  
3.69

**Resolution**  
4.22

**Communication**  
4.28

**Availability**  
3.53

## FY2010 Q2 -- 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	Communi- cation	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	114	4.68	4.51	4.54	4.43	4.67	4.50	4.51
		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
		<b>Service Desk Total</b>	<b>212</b>	<b>4.69</b>	<b>4.52</b>	<b>4.41</b>	<b>4.38</b>	<b>4.60</b>	<b>4.53</b>	<b>4.43</b>
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	
<b>OIS Total</b>	<b>13</b>	<b>4.92</b>	<b>4.65</b>	<b>4.10</b>	<b>4.42</b>	<b>4.44</b>	<b>4.42</b>	<b>4.36</b>		
ISDA	Edtech::Stellar	7	4.67	4.17	3.21	4.17	4.17	4.17	3.33	
<b>ISDA Total</b>	<b>7</b>	<b>4.67</b>	<b>4.17</b>	<b>3.21</b>	<b>4.17</b>	<b>4.17</b>	<b>4.17</b>	<b>3.33</b>		
<b>4 Total</b>	<b>232</b>	<b>4.70</b>	<b>4.52</b>	<b>4.35</b>	<b>4.38</b>	<b>4.59</b>	<b>4.52</b>	<b>4.39</b>		
5	Service Desk	Help Desk::Athena	2	5.00	5.00	5.00	5.00	5.00	5.00	
		Help Desk::Business Help	15	4.89	4.52	4.44	4.58	4.83	4.38	4.67
		Help Desk::Call Center	91	4.81	4.59	4.51	4.57	4.64	4.62	4.58
		Help Desk::Service Center	14	4.88	4.76	4.64	4.42	4.72	4.81	4.58
		Help Desk::SIP	1	5.00	5.00	5.00	5.00	5.00	5.00	5.00
		Help Desk::UNIX/Linux	1	5.00	5.00	5.00	5.00	5.00	5.00	5.00
		Mobile Devices	2	5.00	5.00	5.00	5.00	5.00		5.00
		RCC::BriggsField	2	4.58	5.00	3.75	4.58	5.00	4.58	4.58
		RCC::EastCampus	1	5.00	5.00	5.00	5.00	5.00	5.00	5.00
		RCC::MassAve	1	5.00	5.00	5.00	5.00	5.00	5.00	5.00
		RCC::NorthWest	2	0.83	2.92	2.92	2.92	0.83	2.92	2.92
		RCC::WestCampus	3	4.72	4.72	4.72	4.72	5.00	4.58	4.72
		Software::Licensing::Questions	3	4.72	4.72	4.72	5.00	5.00	4.58	4.72
		Telecom::3help	2	4.58	3.75	3.75	2.92	3.33	3.33	2.92
<b>Service Desk Total</b>	<b>140</b>	<b>4.80</b>	<b>4.60</b>	<b>4.51</b>	<b>4.55</b>	<b>4.67</b>	<b>4.57</b>	<b>4.57</b>		
OIS	Network::Requests	5	4.79	4.83	3.50	4.17	4.58	3.61	4.00	
	TNIS::Trouble Calls	2	5.00	5.00	5.00	5.00	5.00	4.17	4.58	
<b>OIS Total</b>	<b>7</b>	<b>4.86</b>	<b>4.88</b>	<b>3.93</b>	<b>4.40</b>	<b>4.67</b>	<b>3.75</b>	<b>4.17</b>		
ISDA	Edtech::Stellar	4	5.00	4.72	5.00	5.00	5.00	5.00	5.00	
<b>ISDA Total</b>	<b>4</b>	<b>5.00</b>	<b>4.72</b>	<b>5.00</b>	<b>5.00</b>	<b>5.00</b>	<b>5.00</b>	<b>5.00</b>		
<b>5 Total</b>	<b>151</b>	<b>4.81</b>	<b>4.61</b>	<b>4.49</b>	<b>4.55</b>	<b>4.67</b>	<b>4.56</b>	<b>4.56</b>		
<b>Grand Total</b>	<b>383</b>	<b>4.75</b>	<b>4.56</b>	<b>4.41</b>	<b>4.44</b>	<b>4.62</b>	<b>4.53</b>	<b>4.46</b>		

## 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
11/9/2009	Help Desk::SIP	1058779	5.00	Terrific
				The Software Release team saw my e-mails and was very quick to respond. However the group that was actually responsible for running the server hosting the Red Hat ISO images (whose e-mail address is nist@mit.edu) took two months to handle a simple request, and the Software Release team told me that internally they weren't even able to get in contact with that group about it. I expect a much better response from that group in the future.
	Network::Requests	1004072	2.50	We agreed on some documentation updates, but the case was closed without those being made. The page: <a href="http://ist.mit.edu/services/web/webreporting">http://ist.mit.edu/services/web/webreporting</a> does not mention that https pages must use an https link to counter.mit.edu.
		870889	2.50	I waited for more than a month to resolve the problem, but didn't get a reply from the office. Not until I resolved the problem by selling the printer and buying new other model, I received the message. This is not the first problem. I requested the service 3 times for the different reasons and the fastest reply was 2-weeks after the request. (I didn't get even a
	RCC::NorthWest	1033847	0.83	My problem was that whole residence building had a problem of internet access. I think it is better for residents to have some notice about similar problems in the future.
	RCC::WestCampus	1072708	5.00	I was able to fix the problem myself before a staff person came by downloading a newer version of Firefox. The staff was coming to my office to fix the problem, but I called and
	Help Desk::Call Center	1073663	5.00	As.suggested.I.will.bring.my.computer.to.211Mass.Ave.in.the.morning.so.a.diagnostic.can.be.run.on.it.to.pinpoint.the.problem..so.the.job.has.not.been.completely.resolved.just.yet...However,I.am.very.hopeful!My.sincere.thanks.to.those.with.whom.I.have.spoken.on.the.help.desk.as.they.have.been.most.helpful.Kate.
		1073601	5.00	The IS&T specialist who assisted me should be canonized a saint! He was extremely patient, respectful, and professional in coaching me through a host of diagnostic processes on a day that I could not even remember my password! Please extend my sincere gratitude for his exceptional assistance. MIT is fortunate to have him in this role. Toni Robinson,
		1073419	5.00	The staffer clearly explained that they would not be able to resolve my problem because they considered it to be a departmental issue. As I explained in my call, I has a time-critical problem which required MIT-level assistance because departmental staff were absent and there was very significant overlap with institute-wide security systems and lists. I eventually resolved the problem by waiting for departmental staff to return. This cost my research project about 20+ hours of time because I had 5 people waiting around stuck. So, I am dis-satisfied not with the staffer, who clearly explained policy, but by the lack of institute coordination and cooperation. Departments are small, by definition, and a more sensible system would have fall-back agreements so that when departmental staff are busy or sick, IS&T could step in and help keep things running. The problem turned out to be related to institute-level WINCE permissions, and had nothing to do with the departmental ! server. Professor Flaxman, DUSP
		1073297	2.50	Being able to get instant computer help is one of the greatest things here at MIT...It increases productivity for us all... don't ever change!
		1073269	5.00	Overall it was a pleasant and very helpful interaction. Thank you!
		1072624	5.00	

				Response to my voicemail and email requests for help went unanswered for a day, which is MUCH TOO LONG!!! Frustrated, I was lucky to get a person to help the next day with the aid of a secretary. That person fixed the problem professionally.
11/9/2009	Help Desk::Call Center	1072267	5.00	
		1072214	5.00	Outstanding service, right from the person who answered the phone.
		1071808	5.00	Keep up the great work.
		1071771	5.00	Thank you very much for all of your help! You set my Thursday off to a wonderful start!
				#3 - ticket was resolved by information I found myself (google searching on "thunderbird bypass kerberos"). While I'm satisfied at having been able to find what I needed and to pass it along, it would speak well for IST if the consultant had gotten there first. That said, she was very helpful even though IST doesn't support Thunderbird, and I'm grateful. #6 - For my initial call, I ended up holding longer than I might have had there not been an announcement early on, giving estimated time to next consultant as "40 seconds". The wait was much longer than that. A revised estimate might have been helpful.
		1069046	4.17	The replacement of the hard disk by the MIT computer services was very speedy. The re-imaging of my computer was done by DITR contractor who is dependable and always finds the necessary time to accommodate our staff.
	Help Desk::Service Center	1072190	5.00	Your team did an excellent, brilliant, timely job, avoiding a crisis for me. I have never seen such good technical and professional service, including the receptionist. carl paris ph.d.
		1066279	5.00	If I had simply been allowed to reset my kerberos password, as I requested, I could have taken care of everything myself. The "automated" method Lincoln has developed is vastly inferior to the old method. At one point the IS&T staff member even resorted to trying to use Casper to look at my screen and failed. The entire episode was entirely unnecessary; I have used the system for years without any problems that I couldn't fix myself following web page instructions.
	Help Desk::Business Help	1072597	3.33	This problem has not been solved! I have repeatedly asked about the noise on telephone line now for TWO YEARS WITHOUT ANY CHANGE IN THE SITUATION AT ALL! If you call me now at x3-5266, you will hear a loud buzzing on the line. This is compromising my ability to do my job - to talk with research collaborators, to participate in telephone conferences. I am completely at my wit's end and will likely stop using my phone. Can I charge my monthly cell phone bill to your office?
	Telecom::3help	1062564	0.83	The IS&T staff who handled my phone call and the ticket were great. They asked all the right questions to clarify my question, and were very quick to admit when they needed to transfer the question to other staff rather than giving me an incomplete or incorrect answer. The ticket was handled very quickly, and allowed me to get the information I needed. Thanks!
	Edtech::Stellar	1069435	5.00	In general, The people who handle the issues I request help with are polite, helpful and extremely efficient, both with regard to followup and timeliness of response. thank you for your continued help!
11/2/2009	Network::Requests	1053098	5.00	It was great, thanks!
	RCC::NorthWest	1066280	5.00	Got it fixed early and fast. When dealing with retail operations who are working off-line, getting thing fixed in a timely manner keeps them happy and make my job easier. Thanks for getting Dunks back on-line.
	TNIS::Trouble Calls	1058270	4.17	I believe the problem was an error by the person sending me e-mails. The tech support person therefore couldn't know what the exact problem was, but he made suggestions that allowed me to get the sender to correct her error.
	Help Desk::Call Center	1067400	5.00	Superb service, when the first course of action did not work (and the consultant was not sure why), he suggested a few alternatives and got the job done. Thanks!
		1067160	5.00	You guys are terrific! Thank you very much for your patience. I am not exactly a "power user"- for example, when I try a new application for the first time and it is not intuitive where to go next, I find the help line personnel very professional and more importantly, not intimidating in the least. Keep up the good Service overall was terrific, both on the phone and in person.
		1067027	5.00	Only thing was that they told me I had to make the Windows 7 disk bootable, which actually made it not work, so I had to go to Sloan IS&T to figure that out. Overall, great experience, and I never waited more than 30 seconds.
		1066489	4.17	

11/2/2009	Help Desk::Call Center	1066420	3.33	Rather than emailing me to follow up with another group at MIT, why not forward the message to them and copy me?
		1064901	4.17	The photos I was trying to send never did reach there destination, even when I tried to send one at a time. I was able to send a group of 5 photos on my wife's Yahoo mail and I received a cc. of the sent email w/in 5 min.
		1064562	1.67	Actually, I was given no answer(s) at all to my questions. The person was very nice. However, there is still no answer.
		1063747	5.00	Robin Lundgren was very helpful.
		1063119	5.00	the man was really very helpful and was very patient with me I cannot thank him enough
		1061988	5.00	Superb, as usual.
		1061969	4.17	Overall, I was very satisfied that I was registered correctly, but I never received any email in response to my original questions, so I just assumed someone had taken care of it when it started working soon after. Therefore, where I said "does not apply" it's because I never actually had any communication other than my original email.
		1061246	3.33	I assume you're not open during the week-end because I didn't hear from someone until Monday morning.
		1061237		Issue was resolved locally by disconnecting and reconnecting the phone several times
		1061221	4.17	My only complaint is that MIT email went down on Saturday night, and there was no help desk to call, and I didn't get a response to a support request until Monday. Also, even tho IS&T apparently knew about the problem, I couldn't find a webpage listing known outages that would have saved me the trouble of requesting support.
		1061219	2.50	I emailed computing help about an inbound email outage on friday evening. I gave an alternate email to be contacted at. I got no emails from IS&T saying they were aware of / working on the problem, and only finally got an email on sunday evening [48hours later] and that was after I'd already noticed the problem had been fixed. The explanation was very light on information. It just said there was an email outage, but not why or what steps were taken to make sure it would not repeat itself. esw@alum.mit.edu [ticket 1061219]
		1059929	5.00	Everything went great! Thanks a lot, IS&T!
		1052994	3.33	Faster replies would be more helpful. The problem was eventually resolved because of my own troubleshooting and it took 6 weeks to get my issue resolved, with no one following up with reasons why there was a delay. However, once the problem was finally acknowledged, it was resolved in a satisfactory manner.
		1051991	2.50	This was a tough problem to handle over the phone, and I'm not sure what the problem really was. It wasn't something that the person I spoke with was particularly familiar with.
		1051733	2.50	Although the staff and resolution was all handled wonderfully, I disagree with diagnosis. I spoke with a person who told me that my power cord did not work, however, upon my return home I managed to start my computer up using the AC adapter that they said I would need to replace. All I did was remove my battery, plug in my computer, and the thing moved wonderfully.
	Help Desk::Service Center	1062544	3.33	Thank you for the consultation anyways.
		1049164	5.00	Outstanding, as always. Keep up the good work.
	Help Desk::Business Help	1063402	5.00	the problem was systemwide and could not be solved by Help staff, but they responded to my query right away and called me back when they discovered the cause of the problem.
		1063348	3.33	You guys seem pretty slow posting stuff on 3-down (re: VOIP service, Printing , etc.)
	Edtech::Stellar	1059991		This was an auto-generated error message from our Stellar server informing us that a user was using an invalid email.
	Mobile Devices	1066285	5.00	Andrew did a great job (as always!)
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
		1057603	5.00	Great response time and clear questions demonstrated a knowledge in the problem area.

10/26/2009	Help Desk::Call Center	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.
				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.
	Help Desk::Call Center	1053174	0.83	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.
		1052665	3.33	
		1052088	5.00	Robin was extremely patient and friendly, very professional. She did a great job! Charlotte Gibbs
				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! .
		1051501	2.50	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
		1049592	5.00	
				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.
		1049163	4.17	
				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
		1047218		
				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 Desk::UNIX/Linux	1025817	5.00	
		1036420	2.50	a little slow, but thanks
				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.
	Help Desk::Service Center	1051734	3.33	

10/19/2009	Help Desk::Service Center	1048947	0.83	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.
		1047855	5.00	Thanks for getting everything done so quickly!
		1047472	4.17	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.
		1045191	4.17	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.
		1043954	4.17	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.
		1040064	2.50	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.
		1014331	0.83	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
	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



10/12/2009	RCC::NorthWest	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	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
		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 backgroundnd 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.
		1039654	3.33	I was told to contact somebody else. Perhaps, if another resource is more appropriate, the helper can CC that person instead of asking me to email him or her separately; it would save time to contact the right person via CC, even if the first contact cannot help me (which is OK).
		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
		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. 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.
	Help Desk::Athena	1022744	2.50	
	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 _did_ provide three suggestions which could enable a "work-around". When I mentioned this problem to our Admin (Dan Nocivelli) he was able to 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 _text files_ 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
		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
		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 solved overnight. Thanks, Olympia
		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 buy new computer thanks for the help Bob Simha
		1033369	5.00	I miss the amenities 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 home.
		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).
		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 affect 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!

10/6/2009	Help Desk::Call Center	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.
	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.
	Edtech::Stellar	1009128	0.83	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) <a href="http://stellar.mit.edu/S/course/12/fa09/12.602/materials.html?too">http://stellar.mit.edu/S/course/12/fa09/12.602/materials.html?too</a> lset=hidden
	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.

