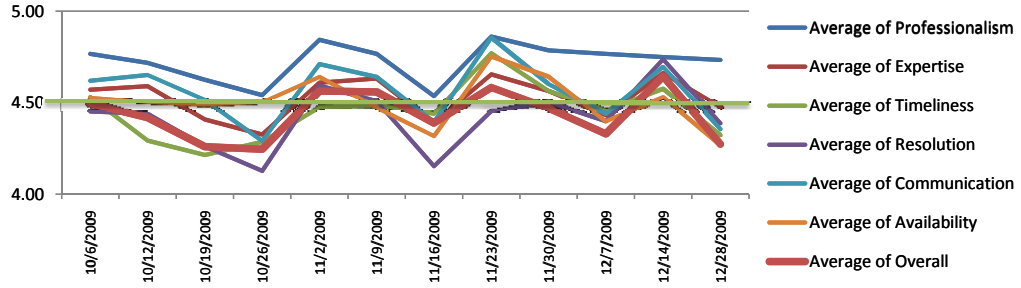


## FY2010 Q2 -- RT Ticket Feedback / Client Satisfaction Survey Results

### All IS&T Queues Surveyed

4.44

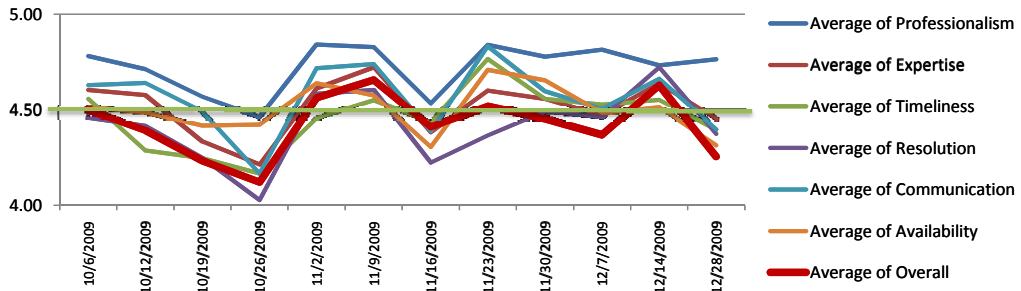
Goal = 4.5; N = 707  
**Overall Satisfaction**  
 4.25 lowest  
 4.64 highest  
 over the quarter



### All Service Desk Queues

4.42

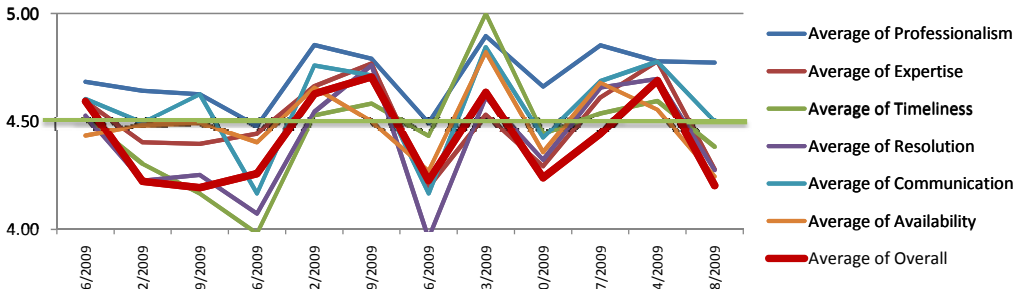
Goal = 4.5; N = 639  
**Overall Satisfaction**  
 4.12 lowest  
 4.66 highest  
 over the quarter



### Call Center

4.42

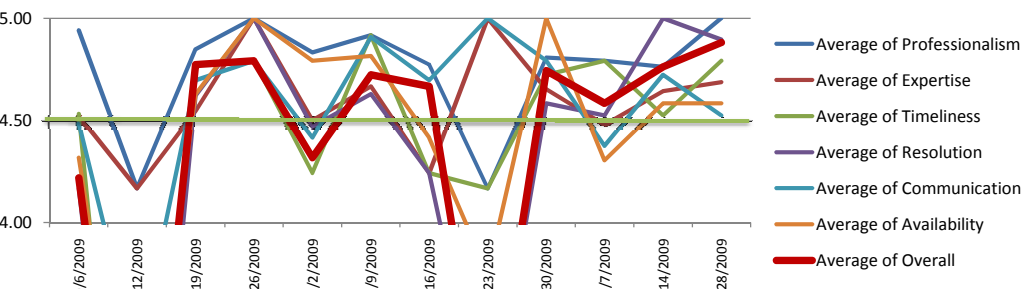
Goal = 4.5; N = 351  
**Overall Satisfaction**  
 4.19 lowest  
 4.71 highest  
 over the quarter



### HW SW Service Center

4.30

Goal = 4.5; N = 104  
**Overall Satisfaction**  
 2.08 lowest  
 4.88 highest  
 over the quarter

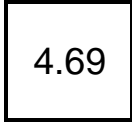


# FY2010 Q2 -- RT Ticket Feedback / Client Satisfaction Survey Results

These Queues have low enough response rates per week that a weekly graph would be misleading. All scores presented are 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



Goal = 4.5; N = 29  
3.75 lowest  
5.00 highest  
over the quarter

**Professionalism**  
4.80

**Expertise**  
4.68

**Timeliness**  
4.58

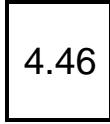
**Resolution**  
4.61

**Communication**  
4.67

**Availability**  
n/a

## RCC Queues

### Overall Satisfaction



Goal = 4.5; N = 48  
3.06 lowest  
5.00 highest  
over the quarter

**Professionalism**  
4.76

**Expertise**  
4.63

**Timeliness**  
4.42

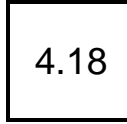
**Resolution**  
4.52

**Communication**  
4.55

**Availability**  
4.60

## Telecomm Queues

### Overall Satisfaction



Goal = 4.5; N = 14  
0.83 lowest  
5.00 highest  
over the quarter

**Professionalism**  
4.31

**Expertise**  
4.21

**Timeliness**  
4.31

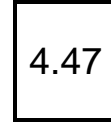
**Resolution**  
4.00

**Communication**  
4.44

**Availability**  
4.63

## TNIS Queues

### Overall Satisfaction



Goal = 4.5; N = 26  
2.92 lowest  
5.00 highest  
over the quarter

**Professionalism**  
4.80

**Expertise**  
4.66

**Timeliness**  
4.55

**Resolution**  
4.42

**Communication**  
4.51

**Availability**  
n/a

## EdTech::Stellar

### Overall Satisfaction



Goal = 4.5; N = 19  
1.67 lowest  
5.00 highest  
over the quarter

**Professionalism**  
4.68

**Expertise**  
4.41

**Timeliness**  
4.00

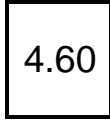
**Resolution**  
4.03

**Communication**  
4.37

**Availability**  
4.27

## Network::Requests

### Overall Satisfaction



Goal = 4.5; N = 23  
3.61 lowest  
5.00 highest  
over the quarter

**Professionalism**  
4.75

**Expertise**  
4.56

**Timeliness**  
4.56

**Resolution**  
4.44

**Communication**  
4.56

**Availability**  
4.57

# 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	14	4.52	4.40	4.35	4.29	4.52	4.49	
		Help Desk::Business Help	18	4.85	4.58	4.12	4.35	4.61	4.33	4.26
		Help Desk::Call Center	110	4.64	4.48	4.31	4.33	4.54	4.46	4.35
		Help Desk::HDweb	2	4.17	2.50	4.17	2.50	4.17	4.17	2.92
		Help Desk::Service Center	34	4.89	4.58	4.47	4.27	4.57	4.42	4.34
		RCC::BriggsField	4	5.00	5.00	5.00	5.00	5.00	5.00	5.00
		RCC::EastCampus	5	3.83	4.17	4.58	4.33	4.33	4.17	4.33
		RCC::MassAve	1	5.00	3.33	3.33	4.17	4.17	5.00	0.83
		RCC::NorthWest	6	4.86	4.58	4.58	4.58	4.72	4.58	4.58
		RCC::WestCampus	8	4.58	4.58	4.58	4.90	4.69	4.52	4.79
		Software::Matlab::Questions	3	5.00	5.00	5.00	5.00	5.00	5.00	5.00
		Telecom::3help	6	4.17	4.00	3.67	4.00	4.00	4.38	3.83
		<b>Service Desk Total</b>	<b>211</b>	<b>4.67</b>	<b>4.48</b>	<b>4.35</b>	<b>4.34</b>	<b>4.55</b>	<b>4.47</b>	<b>4.35</b>
		OIS	Network::Requests	6	5.00	4.58	4.86	4.58	4.86	5.00
	TNIS::Trouble Calls	8	4.79	4.79	4.58	4.79	4.76	4.76	4.64	
<b>OIS Total</b>	<b>14</b>	<b>4.88</b>	<b>4.70</b>	<b>4.70</b>	<b>4.70</b>	<b>4.81</b>	<b>4.87</b>	<b>4.74</b>		
ISDA	Edtech::Stellar	9	4.81	4.72	3.61	4.17	4.54	4.69	4.35	
<b>ISDA Total</b>	<b>9</b>	<b>4.81</b>	<b>4.72</b>	<b>3.61</b>	<b>4.17</b>	<b>4.54</b>	<b>4.69</b>	<b>4.35</b>		
<b>4 Total</b>	<b>234</b>	<b>4.69</b>	<b>4.50</b>	<b>4.34</b>	<b>4.36</b>	<b>4.57</b>	<b>4.50</b>	<b>4.38</b>		
5	Service Desk	Help Desk::Athena	11	4.85	4.77	4.77	4.85	4.70	4.52	4.85
		Help Desk::Business Help	26	4.84	4.60	4.58	4.57	4.72	4.52	4.62
		Help Desk::Call Center	163	4.74	4.52	4.55	4.45	4.60	4.51	4.50
		Help Desk::HDweb	2	5.00	5.00	5.00	5.00	5.00	5.00	5.00
		Help Desk::Presales	1	5.00	5.00	5.00	5.00	5.00	5.00	5.00
		Help Desk::Service Center	47	4.80	4.53	4.51	4.41	4.71	4.71	4.54
		Help Desk::UNIX/Linux	3	4.72	4.72	5.00	5.00	4.72	4.72	4.72
		Mobile Devices	14	4.52	4.70	4.29	4.46	4.42	4.31	4.46
		RCC::BriggsField	3	4.72	5.00	3.33	4.44	4.44	4.72	4.17
		RCC::EastCampus	1	5.00	5.00	5.00	5.00	5.00	5.00	5.00
		RCC::NorthWest	6	5.00	5.00	5.00	4.17	5.00	5.00	4.17
		RCC::WestCampus	6	4.86	4.58	4.17	4.44	4.58	4.67	4.44
		Software::Licensing::Questions	8	4.79	4.88	3.85	4.38	4.76	4.72	4.38
		Telecom::3help	3	4.44	4.44	4.72	4.17	5.00	5.00	4.72
<b>Service Desk Total</b>	<b>294</b>	<b>4.76</b>	<b>4.58</b>	<b>4.52</b>	<b>4.47</b>	<b>4.64</b>	<b>4.57</b>	<b>4.52</b>		
OIS	Network::Requests	8	4.40	4.27	4.38	4.38	4.29	4.38	4.40	
	TNIS::Trouble Calls	9	4.81	4.44	4.44	4.07	4.29	4.29	4.17	
<b>OIS Total</b>	<b>17</b>	<b>4.64</b>	<b>4.36</b>	<b>4.41</b>	<b>4.22</b>	<b>4.29</b>	<b>4.33</b>	<b>4.27</b>		
ISDA	Edtech::Stellar	3	4.72	4.72	4.72	3.89	4.72	4.44	4.44	
<b>ISDA Total</b>	<b>3</b>	<b>4.72</b>	<b>4.72</b>	<b>4.72</b>	<b>3.89</b>	<b>4.72</b>	<b>4.44</b>	<b>4.44</b>		
<b>5 Total</b>	<b>314</b>	<b>4.75</b>	<b>4.57</b>	<b>4.52</b>	<b>4.45</b>	<b>4.63</b>	<b>4.55</b>	<b>4.51</b>		
6	Service Desk	Help Desk::Athena	4	5.00	4.58	4.38	4.58	4.79	4.58	4.58
		Help Desk::Business Help	7	4.88	4.58	4.76	4.86	4.58	4.67	4.76
		Help Desk::Call Center	78	4.79	4.59	4.52	4.55	4.67	4.48	4.49
		Help Desk::Service Center	23	4.86	4.60	4.71	4.81	4.52	4.49	4.73
		Mobile Devices	7	4.05	4.17	3.69	4.17	3.75	3.75	3.45
		RCC::BriggsField	1	5.00	5.00	5.00	5.00	5.00	5.00	5.00
		RCC::EastCampus	2	4.17	4.17	2.50	3.75	2.50	2.92	2.50
		RCC::MassAve	1	5.00	5.00	5.00	5.00	5.00	5.00	5.00
		RCC::WestCampus	4	4.44	4.17	4.72	4.17	4.17	4.72	4.44
		Software::Licensing::Questions	1	5.00	4.17	4.17	4.17	4.17	4.17	4.17
		<b>Software::Matlab::Questions</b>	<b>1</b>	<b>5.00</b>	<b>1.67</b>	<b>3.33</b>	<b>0.83</b>	<b>2.50</b>	<b>4.17</b>	<b>1.67</b>
		Telecom::3help	5	4.83	4.67	4.83	4.33	5.00	4.67	4.50
		<b>Service Desk Total</b>	<b>134</b>	<b>4.77</b>	<b>4.54</b>	<b>4.50</b>	<b>4.54</b>	<b>4.54</b>	<b>4.44</b>	<b>4.44</b>
		OIS	Network::Requests	9	4.58	4.69	4.17	4.26	4.17	3.96
	TNIS::Trouble Calls	9	4.64	4.58	4.38	4.72	4.72	4.67	4.63	
<b>OIS Total</b>	<b>18</b>	<b>4.61</b>	<b>4.64</b>	<b>4.26</b>	<b>4.49</b>	<b>4.39</b>	<b>4.23</b>	<b>4.40</b>		
ISDA	Edtech::Stellar	7	4.76	4.31	4.29	4.31	4.31	4.17	4.40	
<b>ISDA Total</b>	<b>7</b>	<b>4.76</b>	<b>4.31</b>	<b>4.29</b>	<b>4.31</b>	<b>4.31</b>	<b>4.17</b>	<b>4.40</b>		
<b>6 Total</b>	<b>159</b>	<b>4.75</b>	<b>4.54</b>	<b>4.46</b>	<b>4.52</b>	<b>4.51</b>	<b>4.41</b>	<b>4.44</b>		
<b>Grand Total</b>	<b>707</b>	<b>4.73</b>	<b>4.54</b>	<b>4.45</b>	<b>4.44</b>	<b>4.58</b>	<b>4.50</b>	<b>4.45</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
12/28/2009	Network::Requests	1108320	5.00	The service was very fast and efficient.
		1105763	2.50	3-4 months back, I noticed that several tickets take a really long time to be answered. I think its getting better these days. Sometimes they were not even cared for or the ticket getting closed by someone without our concern. It would be nice to have the person, who created the ticket, to close the ticket.
		1061865	2.50	I was surprised that my request took two months to resolve. I have not yet followed the instructions in the link, but I fear that it will be inadequate in preparing me for my task ahead. That said, I do appreciate the help; I know you are busy and work hard.
	RCC::EastCampus	906602	0.83	This ticket took over a month to resolve. It was the one of the WORST tickets I had to deal with. I'm not exactly sure who was looking into what but every time I called, I never got a straight answer. I had to keep waiting for the person to find out what was going on. The person who stayed on top of this case did fine but the actual person who was working on this problem took a LONG time. I opened this case on May 19 with case 904171 and it wasn't solved until July 9th. I never even got an answer as to why this file kept getting blocked. I can't even answer number 2 because I never spoke to the person handling the case so I have no idea if they knew what they were doing.
	RCC::WestCampus	1110590		this was an auto-generated message from my out of office assistant.
	TNIS::Trouble Calls	1106703	5.00	The ticket did not really need follow up. I was just passing info on. Thanks
	Help Desk::Call Center	1111590	5.00	Thank You for the excellent service
		1110742		IS&T was not able to repair a Toshiba so this survey would not apply. However, I am grateful someone called me to let me know.
		1109496	3.33	The Help Desk was not able to help me, but it was because they don't have experience with "Back to my mac" use for remote connections. They were very professional and courteous in explaining that they don't have this expertise.
		1107952	4.17	Very difficult to find the correct person to log a telephone problem.
		1107409	5.00	Very patient, very knowledgeable.
		1106448	5.00	MIT IS is the best!
		1098339	5.00	They really did a great job, no complaints whatsoever!
		1098324	0.83	It took almost a week to reply to some emails and it was always a different person so hard to explain situation properly- It took too long and had to get help from others in the department.
		1040450	1.67	No feedback for two months on mail being lost and then no information in the ticket except "resolved" does not give me confidence that the problem has actually been resolved.
	Help Desk::Service Center	1112668		although you do not officially support Adobe Acrobat I was glad the consultant was able to help me.
		1106888	5.00	Great service. Problem resolved quickly. Couldn't be better!!!
	Help Desk::Business Help	1105311	4.17	Overall, a great response to the issue!
	Edtech::Stellar	1112642	5.00	great!
		1107105	5.00	staff person went back and checked on the status of backup several times to make sure it was working properly!

12/28/2009	Mobile Devices	1106804	5.00	I had scheduling conflicts, and the IS&T team, specifically Aaron Swift, was VERY helpful in both completing the work in a timely manner, and notifying me upon completion. I understand that often everyone wants their computer worked on first. The staff was MOST helpful, and I cannot say enough praise about the professionalism with which my unique (and perhaps pushy) requests were met. Please make sure this praise gets to the right people.
		1096683	1.67	Advice was not appropriate for Windows 7 - was based on XP version of Windows. When I pointed that out, second response ignored the basic issue - that links to remediate stuff in Windows 7 are different than XP; so I gave up.
12/14/2009	RCC::WestCampus	1100957	5.00	The staff person provided me with an alternative - that I could readily follow - to what I was trying to do. I would still like to know if it is possible to have two different sets (# and widths) of columns on one excel spreadsheet.
	TNIS::Trouble Calls	1096169	4.17	This ticket had two parts to it - the first was for two computers in Building 46 that had lost internet connectivity and the second was for 2 Time Clocks in 46 that could no longer communicate with my server in Building 16. The computer issue was resolved pretty quickly by the network people but the Time Clocks took somewhat longer. I have had repeated difficulties with Time Clocks in 46 and, as I understand it, some vlan connection for these clocks has to be hard set when connectivity is lost. From my end it would be nice if the network people were aware of this so whenever things are being done to the network in 46 that cause my Time Clocks to lose connectivity they would know automatically to do the hard set for the Time Clocks.
	Help Desk::Call Center	1105524	5.00	And I'm able to get in now.
		1105520	5.00	amazing! super fast reaction! perfect! thanks!
		1103592	4.17	whoever helped me had great patience with my poor understanding of terms used to describe uploading of files to web sites.
		1102776	5.00	Since I was not here when the technician arrived, I was very surprised at the speed of my request. Ordered one day the next day the job was complete.
		1102600	5.00	Automate the licensing process for Mathematica
		1101979	5.00	Mark and Jared were great!
		1100827	5.00	Jozsef Doczi was extremely professional as well as knowledgeable. It was a pleasure to work with him.
		1100776	5.00	Had my computer fixed before I expected it! Great job. Thanks.
		1100653	5.00	prompt service thank you
		1100397	5.00	Thank you for the prompt and courteous service.
		1094286	5.00	Jake rocks.
		1080293	4.17	Since your team couldn't reproduce the problem that I reported, and couldn't locate any previous reports of it, I concluded that either my software or my hardware is misbehaving. I therefore asked for the case to be closed. I'll reinstall the OS and, if the problem recurs, I'll assume that it is a hardware problem.
	Help Desk::Service Center	1105389	5.00	THANK YOU & Happy Holidays!
		1074630	4.17	It took a few tries. I needed CSS staff to kick this over to OIS, and once they did that, all was fixed.
	Help Desk::Business Help	1102137	5.00	Bill was really friendly, he saw me immediately, and he resolved my problem relatively quickly and efficiently. I am very pleased with his service.
	Edtech::Stellar	1105086	5.00	Great efficient work.
		1100694	4.17	Unusual circumstances as I recollect. Some times things happen and you need a quick resolve and that is not possible. One the vernacular on both ends do not match up. A person who may not have the ability to resolve through no fault of their own; some persons have better expertise in certain areas. In this case no one else was available. 1) I may not been as clear as I would have liked to be. 2) The person was very professional and courteous. 3) There were other times I have used IS&T and have had great results and only once that it was questionable. So overall rating of IS & T is very satisfied.
	Mobile Devices	1038179	0.83	Awful and disappointing support!

12/7/2009	Network::Requests	1093352	5.00	Jennifer Shang was amazing in handling my query! She took the time to really understand the problem and did everything she could think of to address my dilemma as we spoke on the phone. She had to put me on hold a couple of times to ask her supervisor to explain in detail what I needed to do to get a copy of MS Office for an MIT grad student who had an MIT computer. The IS&T website I went to that is the maze that is the Microsoft Campus Agreement (MSCA) at URL <a href="http://ist.mit.edu/services/software/xp-professional">http://ist.mit.edu/services/software/xp-professional</a> and <a href="https://msca.mit.edu/cgi-bin/windows">https://msca.mit.edu/cgi-bin/windows</a> does not state anywhere what is was Jennifer told me must be done. I think it's a shame that both Jennifer and I had to spend 20 minutes on the phone to decipher something which should be explained in much more detail on those websites. Jennifer should be commended for her tenacity, patience, and good humor she exhibited throughout our interaction. Kathryn Fischer (kafisch@mit.edu, x3-6270). Thank you for giving me the opportunity to comment on this ticket.
	TNIS::Trouble Calls	1096681	5.00	Can't evaluate the interpersonal questions, because there was no personal communication. They just fixed it. I would have been pleased by a call or email to say when it was done.
		1095202	3.33	The ticket took longer than I had expected. The length of time itself was not quite so frustrating; I was more frustrated that I was given very little indication that it would take so long. The only estimate that was given was 1.5 to 2 hours of labor; there was no mention that I would not have my computer for 48 hours, and that would have been very useful to know.
	Help Desk::Call Center	1097082	5.00	Their help was very fast and resolved my problem at once. I was very satisfied by their kind and fast service.
		1096383	5.00	I dropped off my laptop, whose screen was completely dysfunctional; two or three days later, I got a call saying it was replaced. You guys were fantastic. Thanks so much!
		1095069	1.67	Only person I spoke to was when I called the problem in to telecommunications. The problem is still not resolved, when you call the number still getting the crackling sound
		1092765	4.17	This was typical of my interactions with the staff of IST via email - they did what I needed them to do but I never got a single word from an actual person - I got one email with the license info I had requested, forwarded without comment, and an auto-generated email announcing that the help ticket was closed. In this case the case-closed email actually arrived before the information I requested. My questions about the process were ignored, presumably under the assumption that the info I was sent would fix everything. This time that was the case, since this was a relatively routine thing, but are you really too busy to follow up help requests to make sure I actually got helped, instead of informing me that I have been without actually checking?
		1092061	5.00	The person is very very helpful and professional. Sorry I forgot her name.
		1091737	4.17	problem was unusually specific & peculiar, not surprising noone had the requisite expertise, fortunately I was finally able to resolve it myself, but apart from that people were very helpful & cooperative
		1091056	5.00	Very pleasant and efficient. I was really impressed with the turnaround time. Thank you
		1087115	3.33	There seems to be a disconnect between the RCC and the IST personnel and they can only refer to each other. So I first called the IST who referred me to the RCC who confirmed there was a problem who referred me to the IST. Once the right person was here, things were fixed pretty quickly, but it probably took 4-5 for that to happen.
		1060718	3.33	The issue is the non-performance of supported software, rather than anything you can do to improve service itself. It may be that some other domain of IS&T needs to improve.
	Help Desk::Service Center	1095160	5.00	We discussed the problem, and tried some remedies that didn't take effect right away. Later, the effects did come, and the problems are gone. THANKS for being there!
		1089135	5.00	Very minor problem, solved immediately.
		1071875	4.17	I don't know what you did, but internet works now. Thank you.

12/7/2009	Help Desk::Business Help	1096955	5.00	I received a prompt reply, which was great. In the meanwhile I figured out how to solve the problem. So the staff response was very good, perhaps the documentation going in could have been clearer.
		1091029	5.00	Could not have been better handled.
		1086940	4.17	Email notice of when to expect someone may be nice.
	Help Desk::Athena	1087080	5.00	You did perfect this time!
	Software::Matlab::Questions	1093251	1.67	Importing of pdf documents into Word did not work when using "insert picture from file". The resize box was there, but no image. The help desk suggested that I should use png format. This format could be imported from a file, but since it is not a vector format my problem was not solved. So I called Microsoft, who suggested that I import the pdf graphic by dragging it into the document, which worked fine.
11/30/2009	Network::Requests	1091833	5.00	Excellent help!
	RCC::BriggsField	1088407	4.17	One thing that could have been explained better was what enterprise access to my wireless account was. But I was impressed with the quickness of the response and I got what I needed. thanks
		1083914	4.17	Problem was supposed to be solved in 1-2 business days; took 5 business days instead... Maybe hire more people (!).
	RCC::NorthWest	1087812	0.83	My problem was not resolved, and the email I got did not respond to the note I left when setting up my Stellar site. My course is jointly offered by Course 4 and Course 11: 4.211J/11.016J. I requested that it appear both places rather than just as 11.016. It should also appear under 4.211. spirn@mit.edu
	Help Desk::Call Center	1090733	5.00	If it would be possible to talk with the actual technician, such that he/she may get a better idea or to ask him/her questions regarding future usage of the system, that would be most beneficial. Thank you for your support.
		1088406	3.33	i am annoyed that you can't help a problem like this! i am sure it is common enough among our colleagues. it would be helpful if you guys wrote a general help page for mounting backup disks to macs and pcs using a wireless router. yes, each system has its quirks, but surely there are some general things that need doing? thanks, arthurs@mit.edu
		1087139	4.17	I wish the RCC's could perform a reset on the router device that the ethernet wires are connected to. This way it could have been resolved in the evening when the RCC visited our apartment, rather than having to wait for the next work day. We really depend on the wired Internet, especially since the wireless network is so problematic because of reception issues and "illegal" access points that other residents put up and disrupt our wireless reception.
		1087127	5.00	excellent work, as always
		1086868	0.83	While a workaround was implemented to the specific problem... I was actually trying to report a flaw in the page / the system, which wasn't addressed.
		1086365	5.00	Always excellent and professional.
		1083128	5.00	exceedingly terrific!!
		1082923	3.33	The ticket is still open.
		1080975	1.67	The ticket was sent to me when the Stellar website no longer had a "Message of the Day," which involved my issue with the website, so my conflict couldn't expessedly be said to have been resolved or not.
		1079491	2.50	I was unhappy with the amount of time it took to get back to me. I was off-campus and needed help right away so I could access my email. The content of the messages was helpful but it took several days to get back to me once I had provided the staff with the relevant information.
		1077105	4.17	Alice was phenomenal... she really helped me out. Chris was helpful but not as specific and clear cut with his answers as I would have liked. Overall a great service! thanks
		1074083	5.00	I am very happy that the staff was able to help me to activate Windows 7 even though it is brand new and not fully supported. They offered many suggestions, until the problem was finally resolved. I also appreciate that they communicated with me on a level of my expertise - often tech support will ask things like "is it turned on?" etc., but the staff here did not waste anv of mv time like that.

11/30/2009	Help Desk::Call Center	1068842	4.17	This ticket concerned my suggestion to have the iPass service include inflight internet access now offered by Gogoinflight on a number of US airlines (including nearly all domestic flights on Delta) The IS&T staff was very responsive, knowledgeable, and informative, and will look into the possibility. So in that sense this ticket is complete. However, I don't know yet whether iPass now includes Gogoinflight. I just flew on Delta yesterday, but it was an overseas flight and therefore didn't offer the internet service onboard. -- RSG
	Help Desk::Service Center	1090931	5.00	I am extremely satisfied with the help I received at IST/.
		1090278	5.00	Service was great. I got just the help I needed. Thanks!
		1082787	5.00	You were very kind in a big crunch. Even though my problem wasn't quite solvable, I appreciated your fast response and efforts to figure things out.
		1082251	5.00	Sharon went above and beyond the call of duty.
	Help Desk::Presales	1085101	5.00	The staff member that helped me, Fred Baars, went above and beyond my question to give great help.
	Help Desk::HDweb	1082207	5.00	It was all easy and straight forward. Matthew Sullivan did a superb job.
	Help Desk::Business Help	1084062	5.00	I have been very pleased with all of my recent interactions with the HelpDesk team. Thank you
11/23/2009	RCC::WestCampus	1062249	4.17	The problem wound up going away on it's own. In the meantime, it took some time for someone to get back to me (several days), but that was OK in this instance.
	TNIS::Trouble Calls	1069534	5.00	Nothing to improve at this time. Matt Sullivan handled my ticket. He arrived promptly and was very knowledgeable. Also showed me additional functions that I was not aware of.
	Help Desk::Call Center	1083429	5.00	Despite not officially offering support for the Droid, with your help I was able to set up my e-mail and its working perfectly. Thanks!
		1083382	5.00	I was very satisfied with the service. Thank you.
		1083292	5.00	I made a typo on my first submission so the printer setup didn't work. I wrote back to Camilla and she fixed it promptly. Thanks. Jim
		1082885	0.83	Regarding ticket 1082885, the person I spoke with did not provide an adequate solution for the problem. Re-adding my MAC address to the VLAN did not work. Our VLAN administrator eventually found out from IS&T, that wireless routing to the VLAN was no longer supported. Given that the reason for the problem was ultimately explained by someone from Network operations / IS&T, I felt that the person I spoke with could have directly referred me. As for the actual problem of not having wireless routing to the VLAN after the wireless "upgrade", it would have been better if IS&T had notified building occupants of the change in services before the upgrade or at least provided an IS&T contact for problems.
		1082795	5.00	A Girl by the Elizabeth was very nice and she was professional handling my needs! Thanks, Lourenco
	Help Desk::Service Center	1069189	0.83	The initial phone contact was helpful and courteous. She was not able to resolve my question so she created a ticket. The only response to the ticket was that it was passed on to the Mobile Devices Team. That was the last I heard until the request for survey. Luckily I no longer have the need to get a new device.
	Help Desk::Athena	1083034	5.00	I can think of nothing else, as my issue was resolved quickly (even faster than I thought possible) and everyone explained what was happening, why and what my new environment would both look like and operate. Kudos to all involved, it was a very positive experience.
11/16/2009	RCC::EastCampus	1072023	5.00	I am hats off to your staff. They are terrific.
	RCC::NorthWest	1080333		The problem was resolved before I had any specific response from help.
	RCC::WestCampus	1073168	4.17	It was fast, which was great.
	TNIS::Trouble Calls	1078340	4.17	I don't think there is anything that IS&T can do about this problem. My dissatisfaction has to do with the current management of Core 16, Aeronautics and Astronautics.
	Help Desk::Call Center	1080064	5.00	I ended up resolving the issue myself, but the staff did still respond in a timely and very polite manner.



11/16/2009	Help Desk::Call Center	1079950	5.00	The tech team member understood my question and said he would get the answer and call back. He did so. The support was very helpful and, in fact, it was 'a teachable moment' for me, as I learned a new thing: how to access the track changes menu.
		1079640	5.00	The service is excellent! Thank you so much!
		1078966	0.83	It was not resolved
		1075457	5.00	I had already gone through the self-help page on the website but could still not access the benefits office enrollment. The woman I talked to was very knowledgeable and courteous (and patient) and walked me through all the steps until I was successful. Mandana Sassanfar
		1075398	3.33	I was told that the staff could not repair my lenovo because it was a consumer brand. I bought that laptop specifically because the school supports lenovo's. This turned out not be an issue, but if this is true, I think the website should clarify what types of lenovo's the school support.
		1074788	5.00	I was impressed at how quickly my computer had so many parts fixed/replaced. However, my new screen now has a few new problems, so I may have to come back in for more service. Overall, though, I was very pleased.
		1073553	5.00	I cannot yet get the Blackberry e-mail to fully synchronize both ways with Outlook.
		1071972	5.00	Please disregard the survey I submitted a minute ago. I misread the categories. The experience was completely satisfactory.
		1069453	1.67	I was passed off to the company that makes MATLAB for help with the installation. However, I could not get anywhere with that company because I did not even get far enough in the installation to have a license number, which the MATLAB website won't let you send in a request for help without. So I'm still without a suitable resolution to my problem.
		1068691	3.33	Having to have a switch rebooted that takes over 48 hours, and having to call back in order to get it done I find ridiculous. Not only that but now the issue has come back, and I am not sure how long it will take this time to fix. Also, putting "My shift was about to end so I wasn't able to get much more details." in a public ticket isn't the best idea either. It is unprofessional, and all of the info was in the ticket from when it was originally opened since this was a reoccurring issue.
		1059838	1.67	I did not speak to any staff. I was told in short order by email to delete my cookies, which really isn't very helpful because it's a pretty last-ditch solution for something that was hardly discussed. I was having a very specific problem accessing a very specific site, and I found a work-around myself. Your diagnostic interview phase of this process determines how well or poorly the service will be rendered. Nothing was asked of me (how can I know whether I provide the information you needed to assess the problem?). Thanks for asking, Pasty (pasty@mit.edu)
	Help Desk::UNIX/Linux	1028350	5.00	The service was fantastic! Larry Egan validated my problems with my "lemon" Mac, and helped me get it replaced. Service beyond the call of duty. I am very happy with my new computer. PC
	Help Desk::Service Center	1080205		Mark told me that Lisa would call back within a minute; after five minutes, I called him again. He put me on hold for more than a minute or two. I finally called "Benefits" because Lisa had written that she couldn't reach me via my phone number and Benefits would have the information. Benefits told me to call IS&T. I was not happy to go in circles. When someone (Jennifer?) responded to the email saying I still needed help, she said the Benefits people did not stick to their posted deadline anyway. If the FSA page says to call IS&T, shouldn't IS&T try to fix things? If they don't think it's their business, please do not put the number on the FSA page; send us right to Benefits, who will tell us to call IS&T. How would you feel with such a run-around? Thanks for your imagination of my predicament.

11/16/2009	Help Desk::Service Center	1078064	5.00	The service is exceptionally good. All the responses are kind and truly helpful. Thank you so much for your wonderful service.
		1075209	2.50	the staff was only certified to work with dell, lenovo, and mac systems and they did not feel comfortable looking at a custom machine. fail.
		1075076	5.00	This is just my message: Robin Lundgren did a GREAT job. When she was not sure how to solve my problem, she took time to consult with other IT colleagues and get their advice and then sent me instructions that worked. This is one of the reasons I say "Women help women"...
		1074059	4.17	After they came and found out that the Ethernet plug had been switched off, it was a quick and easy fix for them, and our internet started working perfectly after that. Thank you very much!
		1070979	5.00	The first person seemed confused, but Jozsef was great.
		1070085	5.00	It was difficult being without my computer for so long, but it certainly wasn't because of your staff, as Dell sent a defective part. I brought my laptop to you because your reputation is stellar and from beginning to end your staff proved that you deserve that reputation. Many thanks!
	Help Desk::Business Help	1080105	5.00	As it happens, the iPhone, even once certificates were set, could not get me on line to sign up for healthcare. It would be very nice if IS&T could help with MIT's online needs. Chris
		1075140	5.00	Thanks!
	Edtech::Stellar	1079606	3.33	Even though the staff was friendly and professional, due to the technical difficulties my issue was resolved. But I understand it was not the staff's fault. Overall, I would rate "satisfied"
	Mobile Devices	1075713	5.00	nothing that i can come up with right now. you guys did great
		1069762	4.17	I was confused about how much the total service would cost - because I was told \$100 for the 160 GB harddrive, \$150 for the 500 GB harddrive, and \$90 for the installation service, but I was only charged \$100 for the harddrive - which affected my decision because I thought it would have cost \$240 if I got the 500GB HD. So please be more explicit about whether or not an installation fee is included in the price. thank you.
11/9/2009	Network::Requests	1073419	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, Ombudsperson
		1069435	5.00	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!
		1033847	0.83	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 reply for the other one.)
	TNIS::Trouble Calls	1062564	0.83	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?
	Help Desk::Call Center	1073663	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 cancelled.

11/9/2009	Help Desk::Call Center	1073601	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. Batv
		1072708	5.00	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.
		1072267	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.
		1071771	5.00	Thank you very much for all of your help! You set my Thursday off to a wonderful start!
		1066279	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.
		1004072	2.50	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.
	Help Desk::Service Center	1073297	2.50	The staffer clearly explained that IS&T wouldn't even try 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 mflaxman@mit.edu
		1073269	5.00	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!
		1072190	5.00	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::Business Help	1072597	3.33	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.
		1072214	5.00	Outstanding service, right from the person who answered the phone.

11/9/2009	Help Desk::Business Help	1069046	4.17	#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.
	Help Desk::Athena	1072624	5.00	Overall it was a pleasant and very helpful interaction. Thank you!
		1071808	5.00	Keep up the great work.
	Software::Licensing::Questions	870889	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.
	Mobile Devices	1058779	5.00	Terrific
11/2/2009	RCC::WestCampus	1052994	3.33	Faster replies would be more helpful. The problem was eventually resolved because of my own troubleshooting and not IST.
	Help Desk::Call Center	1067160	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!
<i>This view averages scores first by month of the fiscal y</i>		1066285	5.00	Andrew did a great job (as always!)
		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.
<i>Fiscal Month / Group / Queue</i>		1063747	5.00	Robin Lundgren was very helpful.
		1063348	3.33	You guys seem pretty slow posting stuff on 3-down (re: VOIP service, Printing , etc.)
		1063119	5.00	the man was really very helpful and was very patient with me I cannot thank him enough
		1062544	3.33	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. Thank you for the consultation anyways.
		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.
		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.
		1053098	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!
		1051991	2.50	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.
		1051733	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. iqk@mit.edu

11/2/2009	Help Desk::Call Center	1051516	4.17	Overall, the experience was good, except the turnaround time was slow compared to when I had previously had problems and sent it directly to lenovo. Also, windows xp was installed and I did not know that I would be charged for this- when I enquired about htis the charge was removed, which was nice as I was never told about it and would have installed it myself otherwise. I like being able to chck the ticket online.
		1049164	5.00	Outstanding, as always. Keep up the good work.
	Help Desk::Service Center	1066489	4.17	Service overall was terrific, both on the phone and in person. 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.
		1066280	5.00	It was great, thanks!
		1064562	1.67	Actually, I was given no anwer(s) at all to my questions. The person was very nice. However, there is still no answer.
		1061988	5.00	Superb, as usual.
		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]
	Help Desk::HDweb	1067027	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 work.
	Help Desk::Business Help	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?
		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.
		1061246	3.33	I assume you're not open during the week-end because I didn't hear from someone until Monday morning.
		1059929	5.00	Everything went great! Thanks a lot, IS&T!
		1058270	4.17	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.
	Help Desk::Athena	1067400	5.00	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.
10/26/2009	Network::Requests	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).
	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.
		1058949	4.17	Always appreciate someone to help with questions.
		1047695	5.00	You guys ALWAYS have the answers to my computer problems. I couldn't live without you! Dee lppen
	Help Desk::HDweb	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.
	Edtech::Stellar	1057603	5.00	Great response time and clear questions demonstrated a knowledge in the problem area.

10/19/2009	Network::Requests	1052088	5.00	Robin was extremely patient and friendly, very professional. She did a great job! Charlotte Gibbs
		1025817	5.00	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.
	RCC::EastCampus	1052665	3.33	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.
	TNIS::Trouble Calls	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.
	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.
		1051501	2.50	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! . Thanks for providing a great service! pgholder@mit.edu
		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!!
		1049592	5.00	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 mv call was great. Thanks
		1049163	4.17	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.
		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!

10/19/2009	Help Desk::Call Center	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.
		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.
	Help Desk::Service Center	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
		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.
		1047218		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
	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.
		1036420	2.50	a little slow, but thanks
		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 to: 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.
		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.
	Edtech::Stellar	1051734	3.33	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.
		1002166		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.)
10/12/2009	RCC::BriggsField	1037204	5.00	Thanks for making my day! The exchange migration has been a process, so this relatively quick resolution was fantastic. Thanks, Fred!
	RCC::WestCampus	1005944	5.00	Lisa was awesome!
	Help Desk::Call Center	1045356	5.00	Great work! thanks. The online ticket option was very efficient
		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.

10/12/2009	Help Desk::Call 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.
		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.
		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.
		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
		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.
		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.
		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.
	Help Desk::Service Center	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.
	Help Desk::Business Help	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
		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	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).



10/12/2009	Help Desk::Athena	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.
		1031892	5.00	I think IS&T at MIT does a great job! All of my computer issues have been solved, every time!
	Telecom::3help	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.
10/6/2009	Network::Requests	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
	RCC::MassAve	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.
	RCC::NorthWest	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 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 a website).
	TNIS::Trouble Calls	1029954	4.17	Problem was resolved in a reasonable time frame, but staff did not keep me informed of status of resolution of problem.
	Help Desk::Call Center	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
		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
		1034783	5.00	I received my laptop faster faster than I expect. Nothing to complain
		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.
		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.
		1019389	5.00	Great work.
		1018485	5.00	My question was handled quickly and effectively. Really useful all around!
		1008206	5.00	I have always found the help desk and its supporting offices to be very valuable.

10/6/2009	Help Desk::Service Center	1037397	5.00	Rick was great/ Totally knowledgeable and professional and super patient!
		1034836	5.00	The woman that helped me out was amazing! Extremely courteous and very enthusiastic to solve my problem.
		1033795	5.00	Jessica was extremely knowledgeable and helpful - thanks, IS&T!!!
		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).
		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.
		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.
		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?tooset=hidden">http://stellar.mit.edu/S/course/12/fa09/12.602/materials.html?tooset=hidden</a>
	Help Desk::Business Help	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
	Help Desk::Athena	1039004	5.00	Thank you.
		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 hone.
	Telecom::3help	1030094	5.00	IS&T has always been great. I think it is one of the best services provided by MIT. Many thanks, Esra
		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.