

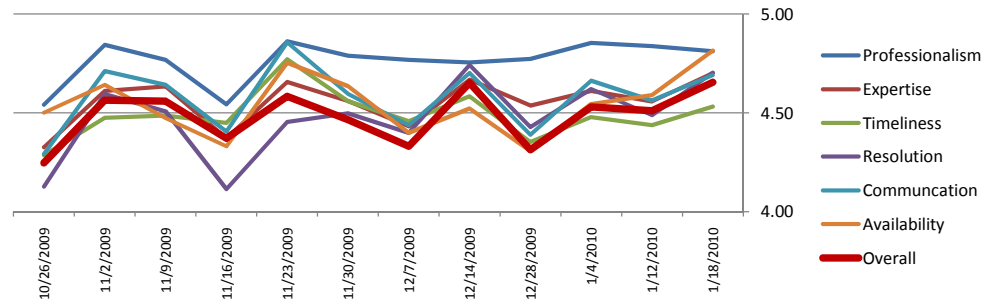
FY2010 Q3 -- RT Ticket Feedback / Client Satisfaction Survey Results

All IS&T Queues Surveyed

12 week average

4.48

Goal = 4.5; N = 760
Overall Satisfaction
 4.25 lowest weekly
 4.65 highest weekly
 over the 12 weeks

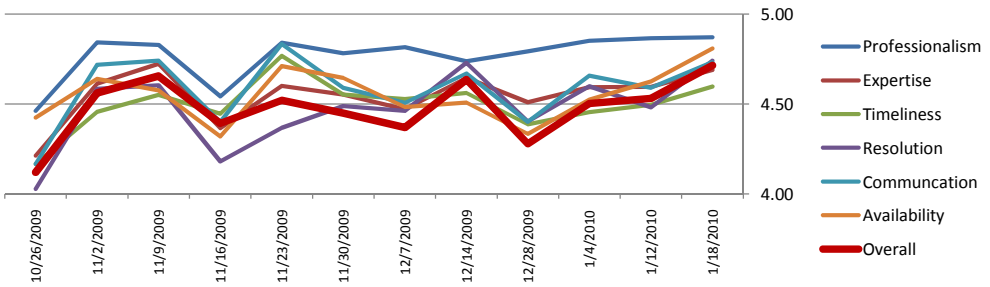


All Service Desk Queues

12 week average

4.48

Goal = 4.5; N = 685
Overall Satisfaction
 4.12 lowest weekly
 4.71 highest weekly
 over the 12 weeks

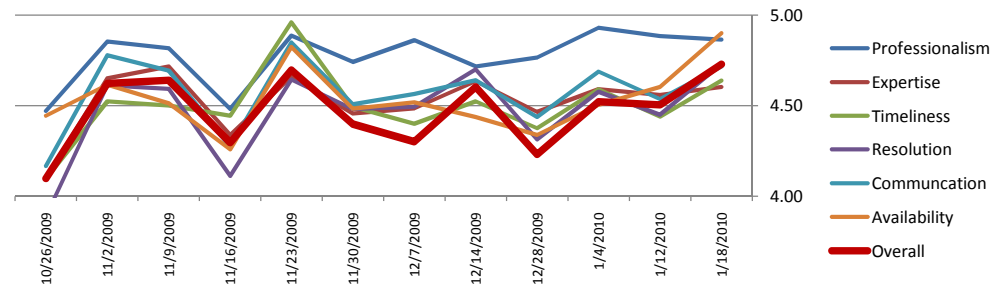


Call Center

12 week average

4.47

Goal = 4.5; N = 512
Overall Satisfaction
 4.10 lowest weekly
 4.73 highest weekly
 over the 12 weeks

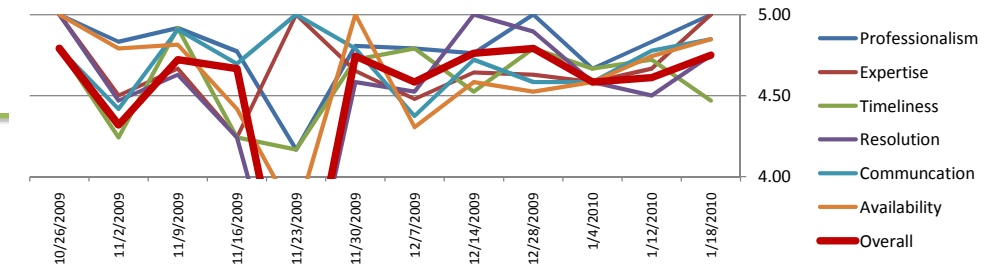


Repair Center

12 week average

4.52

Goal = 4.5; N = 111
Overall Satisfaction
 2.92 lowest weekly
 4.79 highest weekly
 over the 12 weeks



Interpreting the Report

The scores and charts on the first two pages show cumulative averages over 12 weeks of client responses to our per-ticket survey questions. Each ticket belongs to a specific queue, and scores are reported at the queue level on page 3. The IS&T level rolls up all the surveys; Service Desk rolls up many CSS queues; Call Center is a subset of that and excludes the Repair Center, which is shown on its own. For all the charts, the 12-week window rolls forward each week, and the scores are always across that window.

The multiline charts try to convey the rhythm of service performance over time and the relative levels of satisfaction by service dimension. A high-performing service would have all its lines flowing consistently at or above 4.5 and not too far apart from each other. Some queues have survey responses too intermittent to graph with weekly readings; those are shown using only summary numbers for each dimension. The numbers are 12-week averages.

Detailed results by month by queue are shown on the third page showing up to 3 months and resetting at the beginning of the quarter. Color-

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These Queues have low enough response rates per week that a weekly graph would be misleading.
 All scores presented are a Quarterly average, to smooth out sparse data. Monthly detail appears in the table on the next page.
 Note: the big box score of "Overall Satisfaction" refers to question 7 on the survey, not an aggregate of the other scores listed below.

Athena

Overall Satisfaction
12 week average



Goal = 4.5; N = 25
 3.75 lowest weekly
 5.00 highest weekly
 over the 12 weeks

Professionalism
4.86

Expertise
4.73

Timeliness
4.52

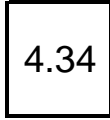
Resolution
4.77

Communication
4.68

Availability
n/a

RCC Queues

Overall Satisfaction
12 week average



Goal = 4.5; N = 46
 3.33 lowest weekly
 5.00 highest weekly
 over the 12 weeks

Professionalism
4.71

Expertise
4.61

Timeliness
4.10

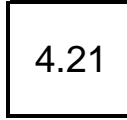
Resolution
4.48

Communication
4.45

Availability
n/a

Telecomm Queues

Overall Satisfaction
12 week average



Goal = 4.5; N = 16
 0.83 lowest weekly
 5.00 highest weekly
 over the 12 weeks

Professionalism
4.35

Expertise
4.28

Timeliness
4.35

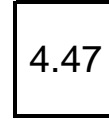
Resolution
4.00

Communication
4.43

Availability
4.60

TNIS Queues

Overall Satisfaction
12 week average



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

Professionalism
4.80

Expertise
4.63

Timeliness
4.48

Resolution
4.48

Communication
4.47

Availability
n/a

EdTech::Stellar

Overall Satisfaction
12 week average



Goal = 4.5; N = 31
 1.67 lowest
 5.00 highest
 over the 12 weeks

Professionalism
4.37

Expertise
4.49

Timeliness
4.22

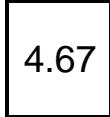
Resolution
4.09

Communication
4.43

Availability
4.41

Network::Requests

Overall Satisfaction
12 week average



Goal = 4.5; N = 32
 3.61 lowest
 5.00 highest
 over the 12 weeks

Professionalism
4.82

Expertise
4.66

Timeliness
4.59

Resolution
4.60

Communication
4.66

Availability
n/a

FY2010 Q3 -- RT Ticket Feedback / Client Satisfaction Survey Results

Survey Data Detail by Month by Group and Queue

Fiscal Month / Group / Queue		# of Responses	Professionalism	Expertise	Timeliness	Resolution	Communication	Availability	Overall
7	Service Desk								
	Help Desk::Athena	4	5.00	5.00	3.96	5.00	4.79	4.44	4.58
	Help Desk::Business Help	14	4.94	4.74	4.82	4.76	4.70	4.58	4.88
	Help Desk::Call Center	127	4.88	4.53	4.59	4.52	4.62	4.65	4.52
	Help Desk::HDweb	1	5.00	5.00	2.50	4.17	4.17	5.00	5.00
	Help Desk::Service Center	36	4.84	4.75	4.63	4.60	4.75	4.73	4.64
	Mobile Devices	7	5.00	4.88	4.29	4.88	4.76	4.72	4.64
	RCC::BriggsField	1	4.17	4.17	4.17	4.17	4.17	4.17	4.17
	RCC::EastCampus	1	5.00	5.00	5.00	5.00	5.00	5.00	5.00
	RCC::MassAve	2	5.00	5.00	5.00	5.00	5.00	5.00	5.00
	RCC::NorthWest	4	4.58	4.79	4.38	4.79	4.58	3.96	4.38
	RCC::WestCampus	12	4.63	4.70	3.54	4.72	4.54	4.35	4.31
	Software::Licensing::Questions	4	4.79	4.79	4.38	4.79	4.79	4.17	4.79
	Software::Matlab::Questions	4	5.00	4.58	4.38	4.79	4.79	4.79	4.79
	Telecom::3help	5	4.67	4.50	4.33	4.67	4.58	4.79	4.50
	Service Desk Total	222	4.86	4.62	4.51	4.60	4.66	4.63	4.57
	OIS								
Network::Requests	8	5.00	4.88	4.38	5.00	4.86	4.83	4.69	
TNIS::Trouble Calls	5	4.67	4.33	3.83	4.83	4.17	4.33	4.33	
OIS Total	13	4.86	4.65	4.17	4.94	4.55	4.58	4.55	
ISDA									
Edtech::Stellar	12	4.38	4.55	4.31	4.24	4.27	4.69	4.38	

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

Fyear	2010
FQtr	Q3
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
1/18/2010	RCC::NorthWest	1085773	2.50	The issue was resolved very promptly but I had no communication from the IS&T office until weeks later. I appreciate that the problem was fixed, but it would be nice to have better communication.
	Help Desk::Call Center	1133447	5.00	I appreciate your having a pointer to the info about the pobox problem displayed at the webmail login page, with a clear explanation at the 3down page. Once I knew that it wasn't just a problem with my account, and that you were working on it, waiting for a resolution was much less stressful. Good job and quick fix!
		1133000	5.00	Great service! Thank you.
		1132862	5.00	many thanks---IST is one of the best things here at MIT
		1132636	5.00	Excellent help
		1132558	5.00	It was helpful just having another person on the phone line, plus she was helpful.
		1132349	5.00	Staff were fast and effective. Great service!
		1131643	5.00	My IS&T rep was very knowledgeable, friendly and helpful. Thank you!
		1131143	4.17	Explain why sender blocker alone does not work with Outlook Email, thereby requiring moving the liwt to Symantec Brightmail Gateway.
		1130344	5.00	I had a difficult time finding the VPN for 64-bit Windows on the IS&T website. I emailed and got a very quick response directing me to the URL.
		1129079	5.00	Ultimately I solved this myself after hanging up with the helpdesk, but it was the guy's patient encouragement that helped me understand where the problem was and I could systematically work through it (using Malwarebytes for one step, then re-running MacAfee)to delete the evil files. Thanks!
		1126445	5.00	Always appreciated when, in the case that a person on your team can't answer a question, that person then finds someone else among the computing-help group who can answer it and solve it. You have a great pool of knowledge to draw from, and we are best served when, in a difficult case, your team takes advantage of your greater resources and communicates with one another to help solve a given problem and to teach us. No doubt everyone wins. Computing Help is an invaluable service to the MIT community! Best, Francis
		1123661	4.17	maybe have live chat instead of talking over the phone, really hard to hear them over a cell phone at MIT.
		1041743	0.83	This situation may never have been resolved. I just kept receiving emails asking if it was okay to close the ticket, and when I responded that it wasn't, I just never heard anything until the next email asking if it was okay to close the ticket. I finally just gave up.
	Help Desk::Service Center	1128641	5.00	Thank you very much!
		1122590	5.00	Excellent and very professional service accomplished in a very professional timely manner.

1/18/2010	Help Desk::Service Center	1074750	3.33	The process was long, there were no updates to the ticket, I called every day with the ticket number and the person on the phone had to go and find the update on my PC. I was without my laptop for over a week. Additionally, my Outlook folders were never backed up as I had thought they were on a daily basis. I was later told, that if Outlook is open, then Outlook does not back up folders in the normal process. I have lost all my outlook history. This was totally unexpected and it should be made very clear to those using the back up service that this is the process. I now have a back up outlook folder that backs up when I close outlook and then will be backed up to the server the following day. A good work around, too bad it is wasn't done initially.
	Help Desk::Business Help	1132900	5.00	Huey Chan investigated the problem and provided the fix in a very timely manner. I am very pleased with the service. Thank you.
	Edtech::Stellar	1131187	5.00	I was very pleased with the way the staff helped me with my issue. They were courteous and helpful and I would not hesitate to ask more questions or recommend someone consult them for help.
		1130794	5.00	Response was immediate and addressed the issue completely. A+! Brent
	Software::Matlab::Questions	1122072	4.17	I think the person was out of the office (found out by phone), but responded back immediately when scheduled to get back, so I was very thankful! The staff member was extremely professional and answered the question completely to my satisfaction, also pointing me in the right direction for additional information. My recommendation is that if we email people specifically to vlsi-XXX@mit.edu, where XXX is the topic, if they are out of office, then maybe there could be an auto-respond (if that method doesn't already exist). But, just to be clear, I was very happy... :)
	Software::Licensing::Questions	1127124	5.00	Everything was done just right.
1/12/2010	RCC::WestCampus	1018802	5.00	Everything was done perfectly, but there was a lot of mess left around from the job that was not cleaned at all. But thank you very much!
	TNIS::Trouble Calls	1083372	3.33	This ticket actually covers two internet connection outages (the problem recurred after it was fixed). I was pretty dissatisfied with the handling of my ticket on the first occasion - it took over 2 weeks for IST to fix the internet connection on my work computer, and it just broke again a few weeks later. Although I had no trouble contacting an IST rep about the issue, the people I spoke to told me that they didn't have the expertise to fix the problem. (But when my PI called up, they managed to find someone with expertise and fix the problem within 24 hours.) I was quite satisfied with the second handling of my ticket -- the problem was fixed within 24 hours.
	Help Desk::Call Center	1125421	0.83	the question was not answered
		1125397	2.50	Could have offered advice to avoid this occurrence potentially repeating (however, I did not request this advice).
		1125354	5.00	Thank you for this follow-up. Your IST "Help Line" staff member could not have been more helpful and patient. For many years, I have used remote access software (TIMBUKTU) to control my office computer from home. I would like to do the same from my Lap-top when travelling or vacationing. Basically, I need to get onto the Internet with my lap-top, and I would like my lap-top to have independent capability to do so (i.e., be wireless). Your staff member and I discussed the availability of such capability through companies such as AT&T which I had investigated. While monthly charges for such service are quite reasonable, a contract of 12 to 24 months is also required, and I need it only until June 30. If such service can be obtained at a lower cost, either through MIT or otherwise, neither your staff member nor I know of it. If you would care to discuss this further, please contact me at jmdhosi@mit.edu, or x3-3301, or at home, 617-527-5916. (I will not be on campus tomorrow! .)
		1125165	4.17	Clearer directions on whether an ECAT issue needs to be solved through IS&T or Procurement.
		1125152	5.00	Great work, thanks!

				All that needed to happen was the router needed to be reset. I don't understand why this took 4 days, especially since it can be reset remotely. 4 days without internet is a long time for an office of grad students, especially when programs like MatLab require us to be logged in to the network. On the plus side - the guy who came to fix the problem was very good.
1/12/2010	Help Desk::Call Center	1125073	1.67	
		1124739	5.00	IS&T is awesome!
				began an IAP class with more than 50 people. We could not get a stable internet connection. I have a lot of IT experience and called the help desk; when they didn't have a good suggestion and kept misunderstanding (believing that individual people had pc problems), I suggested to them that they reset the routers. Instead, they took the ticket, did nothing, and no person ever came, though I was promised an in-person visit. I called multiple times that day and was ultimately told that I should not expect the routers to be able to support the students. On Wednesday, filled with frustration, I called again and was very aggressive in my requests. I believe that request got a second ticket number and within a few minutes, I got an email that the routers were resetting. This solved the problem. I am extremely disappointed that clearly explaining that an entire class could not get consistent web access was not! a red flag to a help desk person; nor was explaining that the class was on web technology or that it was a one week class.
		1123474	0.83	Thank you for asking about my experience.
		1123383	5.00	Thank you. The solution worked out great!
		1122407	5.00	I have in general been very satisfied in dealing with your office.
		1121960	5.00	Alas, you can't protect me from myself! Plunge ahead, ignore the warnings, splat.
		1121930	5.00	It was a dramatic and challenging problem, and the staffer who helped me walked me through the steps perfectly, with an excellent outcome.
	Help Desk::Service Center	1124291	1.67	Staff misidentified the problem. They did not fix it.
		1121909	5.00	The diagnostic and repair were done much more quickly than I was expecting. Thanks!
		1083253	5.00	Jake is the man.
	Help Desk::Business Help	1120737	5.00	I love calling IST, its always so easy and helpful. Thanks so much for your PATIENCE and support.
	Help Desk::Athena	1123520	5.00	Really excellent job, thank you very much, Amy!
	Edtech::Stellar	1121317	5.00	I would have put down very satisfied for all questions; however, I still haven't checked the advice. I'll get back to IS&T if I need more help.
		1117156	5.00	I was surprised and happy to get regular updates on the status of my problem. That was incredibly helpful! The only less than excellent thing was how long it took to fix my problem. Hence the "satisfied" mark above rather than "very satisfied". However, since IS&T needed to talk with the registrar about this, I realize that it was not entirely under anyone's control. It was still fixed in a timely manner, just not lightning fast.
	Software::Licensing::Questions	1119603	5.00	I was happy that SPSS is now installable on Macs!
	Mobile Devices	1120356	5.00	Excellent Service
				The slow wireless problem was fixed by installing a router inside the common area in my room. The staff were extremely professional, and when I had told them about the problem, gave me a clear outline about the reason for the slow wireless, as well as how long it would take to fix it during a general meeting in Tang. My wireless connection is now indescribably better, and has alleviated a huge inconvenience. I am very impressed with how professionally my problem was addressed, so thank you!
1/4/2010	RCC::WestCampus	1011374	5.00	
	Help Desk::Call Center	1119488	5.00	Great service!
		1117940	5.00	The performance of the staff is outstanding when I communicate a problem, but the performance of IS&T is unsatisfactory when it needs to be proactive. When the Spam system was changed there was no notification on how to deal with it. We lost the ability to operate through webmail and were not informed about the new website for spam management. The new system was spamming mail from MIT faculty and students! Couldn't this have been debugged before implementation?

1/4/2010	Help Desk::Call Center	1117851	5.00	Improving? Are you kidding? You did GREAT!
		1117518	4.17	In general, I found the service at IST very professional and excellent. In this case, the problem was not resolved as we didn't know why the proposed solution did not work. I finally and subsequently walked into your office with my laptop on Mass Ave and got it fixed right there on the spot. So, now, the problem has been resolved, via an on-site visit to your office.
		1117515	5.00	I got to use the new online network, where the staff member could access my computer to help me remedy the issue. I highly recommend it and was very satisfied with my experience.
		1117462		As always, the IS&T support is fast, accurate, and complete! You are doing a fantastic job!
		1117419	3.33	I didn't get much help from IS&T - I called over the phone and was told that the problem did not sound familiar. The only advice I was given was to download the free MIT virus software, but to do that I needed to delete my current software which is better rated. I proceeded to work on the problem myself, and it is not yet solved.
		1117262	4.17	all my fault
		1116781	0.83	I had a webex problem. I do not want to talk to the general webex people - I do that too much already. I wanted to talk with someone knowledgeable about it AT MIT, because I didn't receive the normal email that should tell me about my recording of my meeting, and I wanted to know whether MIT had set something different as a default. (I've been using someone else's webex service and NEVER had this problem.) All I got from MIT was a pointer to the webex people - completely uninformative and not helpful. I wanted facts, not another forward pointer.
		1116722	5.00	I've found that if it is something the Help Desk staff can answer, the service is quite satisfactory. If they have to hand it off to someone else, eg networking, it is like it goes in a black hole. one 2009 item took 5-6 months to resolve. HD did do a nice job with periodic checkins, but when it was finally resolved, the case wasn't updated with any explanation - what had suddenly stopped working just as suddenly and inexplicably restarted working.
		1116388	4.17	re #4 - The difficulty had to do with the number of addressees exceeding the capacity of the IMAP mail system. There were over 90 addressees. The suggestion was that I break up the addressee list into at least two parts., which I did. Guess I'm just envious that *some* folks can manage sending to about 100 addressees, but we can't. Melissa Fox for Ron Prinn
		1116119	4.17	A somewhat unusual circumstance regarding this ticket was that I immediately received the automatic response and ticket number; then waited a few days for an Emailed resolution that did not arrive. I then went to the web-interface, entered the ticket number, and found out that it had been answered. I am puzzled as to why the answer did not arrive to me via Email.
		1115984	5.00	Thank you so much for your help!!
		1115961	5.00	He was great! He was extremely thoughtful, committed, and resourceful in helping with a complex issue. Much gratitude!
		1115247	2.50	The process of taking ownership of files in Windows 7 (in this case files that were created under XP) is complex -- sometimes works, sometimes doesn't. Sometimes when it works the permissions gained are lost on the next bootup. I am sympathetic with you guys, to whom Windows 7 is still new. But there must be some straightforward way to solve this type of problem and get the administrator access to these files once and for all.

				<p>The IS&T department actually did not resolve my ticket problem. I use a Mac and when I have problems the team often cannot help me on the spot and need to call me back. When I called this time the woman asked me to make sure my resolution was at the highest, which it was. The zoom had been turned on (I didn't know Macs had a zoom function). But other than fixing the resolution she had no idea how to fix my problem. She took my information and said someone would get back to me. In the mean time I did a google search and found the solution myself. I called IS&T back to make sure they didn't spend time trying to fix my solved problem when they could be using helping someone else out. Overall I am dissatisfied by their general lack of knowledge on Macs. I realize they predominately use and fix PCs, but if you work at the Help Desk you need to know other machines than PCs. Many faculty, staff, and student use Macs today and the IS&T staff really needs to be as proficient on the ! Macs as PCs. I am thankful the Help Desk exists, but they need to take a course on Macs.</p>
1/4/2010	Help Desk::Call Center	1114359	2.50	
		1109288	4.17	<p>you guys did a great job, it just took a while. I assume that had something to do with the fact that this occurred over christmas break. Anyway, nice work.</p>
	Help Desk::Service Center	1117488	5.00	<p>The PC Repair service in Bldg. N41 is a great resource. Thank you.</p>
		1115312	5.00	<p>The information (PC Service Repair backups) were forwarded to me the next day. Thanks for the fast turn-around. I was asked, "In the future you can contact me directly rather than open an RT case. I can be reached at: jronald@mit.edu or at 617-253-0815." That's fine, it's just that sometimes this is how emails get missed. At least by sending the request to RT, it's in the system, and I can check to see if there's been any action noted in the case. All-in-all, I have what I need, and that's a positive.</p>
		1084282	3.33	<p>The issues with my computer were resolved quickly, but the email to tell me that I could pick up my computer came several weeks later because someone hadn't hit send on the email that they had drafted. I tried to ask about the status of my computer several times over email, but got no response. Aside from that, all of the actual work with the computer was satisfactory.</p>
	Help Desk::Business Help	1120306	5.00	<p>I got a fast, reasonable suggestion for my problem, along with an invitation to write back if it didn't work --which the help desk responder new might be the case. It didn't work, so I'll be back if another possible solution does not work out.</p>
		1118592	5.00	<p>As always, your staff was a more than helpful.</p>
		1118297	5.00	<p>The only reason I gave a 5 on #2 is because they could not solve the problem immediately as were not sure how to fix it. However, I received emails quickly with several possible solutions and ultimately everything was fixed. Great job!</p>
	Telecom::3help	1111041	4.17	<p>Thank you for fixing the trouble. However, I was not notified the completion of the request, so i had to wait and find out that it was fixed. But overall, I appreciate your help very much!</p>
	Mobile Devices	1118790	5.00	<p>Only problem was that I dropped in during walk-in hours (4:30 PM) but no one was around to help. However they were able to help me first thing the next morning. Being able to have my problem fixed on the spot would have taken satisfaction from 95% to 100%.</p>
		1107518	4.17	<p>Let me know when the service has been undertaken and completed. I stopped getting emails for a day and had no idea why. This might be due to my use of Pine. Send a follow up with links to appropriate resources to deal with change. I suspected I was being migrated to the exchange server but had to go to some lengths to figure out how to access my mail online and through my mobile device.</p>

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

Fiscal Month / Group / Queue