

Computing Services – Help Desk User Satisfaction Survey

2/12/2008

Florida Gulf Coast University

Office of Planning & Institutional Performance

Survey Response Rate

	Number of users invited to complete the satisfaction survey
211	Number of users responding
	Response Rate

Responses Per Technician

Anthony Emery	4
Bernard Davis	16
Bo Young	1
Brandon Chavis	14
do not remember	1
Drew Lehtomaa	1
Evan Flechsig	25
George Young	2
Jeff	1
Josh Campbell	3
Ken Beauvais	2
Lorinda Conley	2
Megan Levitt	44
Mendez	1
Multiple techs	3
Olexiy Kovtunencko	18
Robert Porter	42
Scott Phillips	2
Sven Hahues	1
Tim Shannon	2
Tommy	1
Vince Gambo	11
(blank)	14
Grand Total	211

The number of responses per technician is too varied to report results by technician. Results should not be compared between technicians.

Service dates ranged from 12/06/2007 to 2/11/2008

	User rating of service components								Missing	
	Poor		Fair		Good		Excellent		Valid	blank
	N	%	N	%	N	%	N	%		
Response Time	1	0.5	4	1.9	23	11.0	181	86.6	209	2
Knowledge			5	2.4	35	16.7	169	80.9	209	2
Professionalism					29	13.8	181	86.2	210	1
Courtesy			2	1.0	18	8.7	188	90.4	208	3

100% of the users who rated the technician’s professionalism, found them to be good or excellent.

99.1% of the users who rated the technician’s courtesy, rated them as good or excellent.

97.6% of the users who rated the technician’s knowledge, found the knowledge level good or excellent.

97.6% of the users who rated the response time, felt it was good or excellent.

Suggestions for a reasonable response time.

2-3 hours

24h

A couple hours

The same day

Suggestions for improvement in courtesy

He asked what the problem was, did his job, and left.

Listen first, repeat, then tell me what to do, or walk me through without all the talk-over

Was your challenge resolved?

	Valid				Missing		
	Yes	No	Total	blank	Total		
Resolved	198	95.2	10	4.8	208	3	211

Additional comments were sorted into 3 groups. Positive, Neutral, Needs Attention.

66 respondents contributed Positive Comments:

all was great

THANK YOU! There is nothing worse than being locked out of Banner when you are so busy...even though I made the mistake myself. I appreciate your help!

Evan is always very helpful

The technician bent over backwards to resolve the problem.

Vincent has always been excellent, professional and courteous with me and my department.

The whole process was expertly done.

Computer services always helpful.

Thanks Robert. Your skill is impressive.

The technician was very friendly and easy to work with. He even recommended other helpful programs and updates.

Everyone over there is ALWAYS so helpful!

I'm from AETS and had an angel student on the line. I did all i could from my side, but he was still having a PC problem where he couldn't type in the text box. Help desk assured me that he can fix the problem from that point on.

He didn't know the answer right off the top of his head, but found it very quickly.

Robbie called me back within an hour to let me know everything had been taken care of - everyone over there is GREAT!

Judson is always helpful and teaches me something while fixing my problem. He also adjusts himself to my learning speed, a courtesy I appreciate.

I really appreciate the fast and flexible response. The broadcast of the FGCU basketball game depended on getting this problem resolved quickly.

This issue was user error. I was impressed that the technician not only paid attention to the hardware & software, but he paid attention to the user, catching my error and resolving the challenge. Great Job.

Thanks very much! It worked perfectly!

Megan is super. Very helpful.

Prompt assistance and resolution of problelm.

Apart from providing excellent service Evan spent time showing me how I could resolve the problem should it occur in the future (i.e. he spent time showing me how to create personal folders and also how to give those folders Identifiable names rather than

Computing ServicesThe Help Desk, Mr. Davis and company provide an invaluable service to the FGCU community.Thank you very much.

Computing Services help desk has been a great resource to Alico Arena and my staff. They have always provided good customer service and are timely in resolving any issues with our box office and office computers or network connection. Keep up the good work.

Excellent help!

Fine service.

Great service - as always

Thank you for turning a problem into a pleasurable experience!

Megan's customer service skills are excellent!!

EVERYONE is always very helpful.

Megan was quite knowledgeable and professional. She was a great help and her efforts were much appreciated. Thanks again!

It was a very smooth transfer! Thanks! Debora

As always, response speedy, efficient, friendly and successfully completed.

All of my experiences have been positive.

[the technician] was not able to solve my problem. I eventually solved it myself.

Brandon turned off the computer and logged on and it solved the problem I had been having. I was then able to log in without difficulty. Thank you for your help and quick response. Dr. H.

Great work to Jeff from IKON!!!

Your staff always provides a prompt and excellent service to our offices of First Year Advising and Eagle View Orientation.

The helpdesk staff are always friendly and professional.

Evan was very friendly and professional.

things seem to be working just fine now

As always, we could not get along with out the support your office provides. Thanks Kay

very helpful. he made sure that everything was resolved before he left.

Bernard is always ready and available to help whenever I call or make a request. He is a great asset to your department as he was when he worked in the Housing office. thanks

Megan was terrific! Even though we don't know where the Incredimail came from, it sure had taken over. Megan was able to walk me through it and restore everything to normal. She was highly knowledgeable and easily took care of my dilemma. Thanks, Megan!

Megan was very nice and very helpful and knowledgeable. All your technicians have always provided great service to our department. A million thanks!

Computing Services is always prompt in their response time and help us continue to operate quickly. I appreciate Olexiy's patience in resolving my issue; as it took the better portion of 3-4 hours to completely fix the problem. You all Rock!

Very helpful! Excellent phone skills!

I recently retired from Penn State. I can say that your tech support group is at least the equal of theirs, with response times often quicker.

Thanks for your help!

Bernard was very helpful and determined to fix my problem. Each item I noted he took the time to investigate and fix. Thanks! Now, if you could only get that "pop up" that says that Outlook is looking for "whatever", that would make things easier.

Robert acted in a professional manner and gave me the site address to access the anti virus from home. the problem was that i just could not access it from there. After consulting with Josh i found that i was not entering the correct sign on.

Thank you

My wife actually worked with the technician, since the problem was logging in from our home. She reported the assistance was helpful, courteous and successful.

I did not have any personal contact with the technician and therefore find it difficult to rate courtesy and professionalism. He did follow up with an email as well, and I was quite grateful for his help!

This was an error (on my part) that I should have known about. When explained to me briefly, I saw the light! Thanks for your help guys, you're doing a great job. Jean

Evan is always knowledgeable and very polite.

Bernard is always very helpful when I call.

The best support team going. Thank you for all your help, Dewie

Yes, Robert assisted in deleting some files that looked to be unnecessary and suggested I reboot my computer. It appears that the problem is resolved.

I have had nothing but good experiences with Computing Services.

My situation was handled very quickly.

The assistance was excellent, as usual!

Great staff!

They were terrific

I'm sorry I don't remember the technician's name, but he was most helpful and knowledgeable about instructing me on the use of the digital recorder and connecting it to my computer, supplying me with the necessary cable. Thank you!

Transfer of Professor to Tech Rep

Since Ken did not know the information that I was looking for, he asked a fellow colleague. It was a learning lesson for all of us. Now we all know that toner can be ordered directly from Ikon. Ken was very helpful in trying to obtain the information

15 respondents contributed Neutral Comments (technicians names have been removed from these comments with the exception of positive statements within the comment)

My error and we couldn't recover files.

My mistake. Sorry he had to walk over for nothing.

Printer was broken. Consulted helpdesk on whether we should attempt to repair it or just replace it.

It is still difficult to have more than one WORD document open at a time and move between them. If I have three open (which I sometimes need to do), I end up having to close the third since I cannot move among the three of them.

This has not been resolved as yet.

[the technician] would not have been able to access information to assist me (I don't think), but [the technician] was very nice.

My prior ticket was reopened, however, I have still not received a solution to the problem.

Though [the technician] was able to discover the reason for the error messages, I am unable to change the student's email address within ANGEL. How it was transferred into ANGEL incorrectly is still a mystery. She seems to be getting some email and not others.

This is related to another problem that I have frequently encountered in the Naples office: trying to get Outlook to upload and download on the network without repeatedly crashing. It was part of this process that the server locked me out of the network.

Roni Forsyth was asked to keep a log of when her calendar shuts down. [a technician] is going to contact Roni again this week.

The challenge could not be resolved, but [the technician] called me back with the necessary steps to take to get the proper authority to secure the change.

the technician had not heard of the problem before and was unable to dial in to my computer to actually see my problem (word characters stacking onto of themselves). while we were on the phone, i signed out and back in again and that solved the problem.

To some degree. I guess we have to live with outlook being slow, it takes quit a long time sometimes to open the calendars.

I still cannot send email through Eudora. I send email through my former university. I however have no problems getting emails.

[the technician] didn't have an immediate solution to my problem, but found some resources on the internet for me that did the trick.

One respondent contributed comments for issues that Need Attention

The technician's name has been removed leaving just the issues.

Technician did not listen to my problem or seem to understand what I was saying, [the technician] just talked over me. However, after she walked me through it, I saw the problem. You had changed the ORDER of choices we have to use to get to the class list.

Two respondents contributed comments regarding this survey

I don't remember what the problem was. Sorry. But one thing I wanted to let you know that I have talked to some faculty and staff who have indicated (and chuckled) that it is silly to get help desk logs and surveys regarding a quick question/answer to the

You could improve survey response if you send the form immediately after "resolution" is achieved and if you pre-populate the form with the date of service, the technician's name, etc.
