

Florida Gulf Coast University
Computing Services – Help Desk
User Satisfaction Survey

Spring 2007

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

Responses per technician

	Frequency
No technician named	93
Josh Campbell	36
Evan Flechsig	25
Bernard Davis	22
Brandon Chavis	20
Drew Lehtomaa	16
Vince Gambo	8
Multiple Techs	5
Tim Shannon	5
Grover Young	4
Keith Bullock	3
Lorinda Conley	3
Sven Hahues	3
Don't Remember	2
Bo Young	1
John Wynkoop	1
Judson McCormick	1
Total	248

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 12/04/2006 to 04/27/2007

19.3% responding left the service date blank

80.6% completed the service date item.

USER RATING OF SERVICE COMPONENTS

	Poor		Fair		Good		Excellent		Valid	Missing	Total
	n	%	n	%	n	%	n	%			
Response time	6	2.5	1	0.4	18	7.5	216	89.6	241	7	248
Knowledge	3	1.3	2	0.8	29	12.2	204	85.7	238	10	248
Professionalism	4	1.7			21	8.7	216	89.6	241	7	248
Courtesy	4	1.7			18	7.5	217	90.8	239	9	248

98.3% of the users, who rated the technician's professionalism, found them to be good or excellent.

97.5% of the users, who rated the technician's courtesy, rated them as good or excellent.

97.9% of the users, who rated the technician's knowledge, found the knowledge level good or excellent.

97.1% of the users, who rated the response time, felt it was good or excellent.

Suggestions for a reasonable response time.

Acceptable response should be no more than 24 hours.

It depends on the priority of the problem. I believe my problem should have been addressed 2-4 hours after calling the help desk.

24 hours or less.

WITHIN 24 HOURS

Within 24 hrs. is a reasonable response time.

ASAP

Suggestions for improvement in knowledge:

Their supervisors could explain to them how to add an email acct to an existing inbox and explain the forms associated with getting approval for this sort of thing.

N/A

Suggestions for improvement in professionalism:

The technician is minimally inclined to be helpful or flexible.

He could've addressed me in a more professional way instead of talking back to me

FOLLOW-UP PHONE CALL OR EMAIL AT THE VERY LEAST

Suggestions for improvement in courtesy:

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FOLLOW-UP PHONE CALL OR EMAIL AT THE VERY LEAST

He could've been more polite instead of being sarcastic

The technician incompetence could be alleviated if he were less rude, more flexible and show more care for the institution which pays his salary.

Was your challenge resolved?							
	No		Yes		Valid	Missing	Total
	n	%	n	%			
Resolved	24	9.9	219	90.1	243	5	248

90.1% of those who responded regarding resolution of the challenge that necessitated their call to the help desk, reported that the challenge was resolved.

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

54 respondents contributed Positive Comments:

We were able to solve a few more issues that I was having resolved, so I did not have to submit more work orders. This was very nice to get all the things done in one help session.

Drew was patient and collaborative with other IT staff and persevered to resolve my issue and also made some other PC management recommendations that have helped with the processing speed of my PC.

Excellent service!

Very good service!

I always appreciate Evans help.

Quick easy fix. Josh patiently walked me through it.

Mr. Wynkoop has always been a valuable asset to me and to the university police department on several projects in the past.

The assistance provided to me on numerous occasions has been outstanding.

The professional courtesy of technicians, the efficiency of the Department and the essentiality to the University are worthy of praise.

Thank you very much.

(Excellent)^3

Quick, efficient, professional, and excellent service.

Sven is always helpful no matter what kind of problem I have.

Technician was very polite and knowledgeable. He said that he would further research the problem and get back to me. Thank you.

I appreciate the professionalism and the courtesy shown to me. Evan will be an asset for any organisation.

I am a graduate student working under Dr. Judi Gibbons in the Prevention and Wellness department. So, having said that, as it was one of their computers, I don't know if I should have gotten this survey.

If so, yes, Evan is wonderful. I have worked on issues with him in the past and he is top notch.

great service!

This was not a difficult question, but it was still handled professionally.

For this situation Josh was very professional and courteous.

When notified the difficulty was immediately diagnosed and resolved by the technician.

The professionalism displayed by Brandon as well as others within your department has always been excellent.

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Evan was a great help! It would be helpful to let Exchange Server administrators know that mailbox names are not resolving when setting up an Outlook Profile via VPN. I should have suggested that. We were able to work around it by using Remote Desktop.

Brandon was great. As a new faculty member here at FGCU, I was impressed by the profesionalism of the computer services personnel. Keep up the good work!

Drew is always great in handling problems and he is very knowledgeable.

Great to work with. Thoroughly explained everything to me and solved my problem.

I just wanted to take a moment to let you know that Evan is always so helpful, professional and very proficient and always willing to do his best to help me with my computer services needs.

Sincerely,

Sonia Casanova

Evan also got rid of a pop up message about having a possible counterfiet windows program. He was very helpful.

We appreciate Evan's prompt response to our problem. Thank you!

Upon initial contact to the help desk with Evan more than willing to service my computer needs the interruption which prevented my access and normal operation was resolved immediately.

The professionalism represented by this employee and his department are indeed superior.

The Parking Services Division extends its gratitude. Thank you and enjoy your day.

This was the first time that I have met Evan. He called in advance to ask if I would be availabe at a certain time and arrived within the time he said he would arrive. He was polite, new what he was doing, explained what he did and was in and out within a few minutes. Thank him personally for his service.

Brandon resolved an issue with my new laptop in a very professional and expedient manner. I really appreciated his assistance.

As usual it was good service

All of the technicians are very professional and helpful when I send in a request or call with a question.

Evan is always nice and very helpful!

Thanks.

Great as usual

Everything went very smooth. Thanks

windows defender error 0X8050800c...I could not have asked for a more satisfactory response. Brandon is very valuable as a support to us with computer problems. thank you for hiring such personable people.

Thank you for fixing the problem! :)

I was lucky to have Evan answer the phone when I had problems a second time to be able to assist my call knowing the history of the problem. He was a great help first thing on a Monday morning!

Problem solved very quickly and efficiently. Thanks.

Evan was again, Very Helpful and Professional!!!

I only use workorders to take care of computers that need to be swiped before disposed of and it's a great system. Thanks! :)

Josh is always very helpful and courteous when I call.

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So far, all experiences with IT have been wonderful. Please keep up the good work!

Always a pleasure to have FGCU staff assist.

I appreciate the work and professionalism.

Very prompt and friendly.

Tim was very helpful and courteous. Thank you.

Great Team Work, and great service. Dewie

Everyone I spoke to was extremely helpful and very accomodating. I appreciate that my tower was able to be checked out after my departure on Friday and was returned prior to my arrival on Monday morning. Thanks again, Jessica

I love the fact that you guys can take control of our computers from your area. That is so very helpful.

Thank you.

I found Evan to be very helpful and courteous during this process. Thanks!

I appreciated the service, quick response time.

Good work!

Evan has always been a great help.

thank you for your speedy help!

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as always, very good service from your department.

I think all of your staff are great. Its a pleasure working with them!!

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

I've double computer screens and there was a mal function and the font sizes were enlarged. The technical checked on and resolved the issue. The system works.

Thanks

The employee I spoke to did not have access to the information he needed to help me with my problem. I wanted to add an additional email address to my inbox and neither of us knew that my supervisor needed to fill out a form to gain access to this email account. A few days later another technician contacted me and well as my supervisors stating that a form needed to be filled out in order to add this email address to my inbox. I beleive one of my supervisors have filled out this form however as of yesterday I still was not able to add the email address to my inbox. I am going to check if it will work after I complete this survey. I do not think this was the technicians fault I just think he did not have access to the materials he needed to complete my request.

Thanks for the assistance you provide.

The technician did not understand my question, or I did not communicate it clearly. I already knew how to create shortcuts; my question was how to retrieve the tool bar missing from Banner after a recent Banner upgrade. I should have called another department on campus, not the Helpdesk. My mistake!

We are waiting to receive the ordered additional memory and then it will be installed

Thanks

Thank you

We had a bit of a miscommunication. The technician thought I would be in my office all day, but I was on the main campus teaching most of the day. He came by my office and on his second visit our Administrative Assistant, Eliane Smith, let him into my office. I believe the machine was left in

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place and the problem was fixed remotely. The next day, my problem was resolved. Thanks!

None

I am able to print to the Canon copier right after the tech leaves, however the next day I am not able to print. I believe he said that someone is stealing our ip address (I could be mistaken on this, but that is what it sounded like). I believe they were going to check it out once they got back to the office.

While what was done remotely helps somewhat the problem remained. It was taken care of by Vince at 1506. He came and go the computer and reloaded windows. I will have the computer tomorrow 12/20 at 12:30.

Thanks,

Thanks!

Resolved the issue on my side first.

The challenge was about software to our access system. This issue has been going on for some time. We have determined that we will have to get a technician for this software here along with a technician from Computing Services to rectify the issues.

The problem revolved around the misuse of the computer by a department member. Unfortunately the answer we were looking for was not readily available, but [the technician] is still working on it.

Brandon assisted on Thursday, April 5 and recommended course of action.

Josh followed up on Monday, April 9. Computer was picked up.

Computer was returned on Tuesday, April 10.

This information - how to modify SPAM notification frequency - should be made available to everyone on a proactive basis.

no complaints!

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the computer didn't have a tag number on it so they could not fix it.

I didn't receive an email saying the workorder was closed, but since I received the survey I'm guessing it's been done.

I don't know if [his] knowledge is F, G, or E...or if my file is so corrupted I just need to start over.

We unfortunately were not able to figure out why the "scanning software" for the HP scanner would not install correctly on my new computer. We installed it on an old one nearby and although it is awaiting more memory and is slow, we are able to get the job done. I'm assuming the scanning will speed up once the new memory is installed.

[He] was able to finally get this program to work correctly.

THANKS!

Once I submitted the problem, it was 2 days before I was contacted. Once I was contacted, the problem was resolved very speedily.

File has not been restored.

11 respondents contributed comments for issues that Need Attention

The technicians' names have been removed leaving just the issues.

I have two pending work orders. [the technician] responded on Thursday on one of them, with indication that he would be out of the office on Friday but would work on his assigned work order today.

There has been no follow up regarding the "port" work order.

Work order closed without ever contacting me. I am still experiencing the issue.

I still have the problem, as I cannot get the access to the server on the Naples campus to work properly. Both Patti and myself can get e-mail most of the time, but cannot connect to the main server on Marlin, Jade and Quartz to access the files I need. This has been going on for almost 2

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weeks, with no resolution to the issue in sight. The guys tested everything and got a response, and I can use wireless to connect outside the building, but the line inside the building is blocking me. I understand that Comcast is going to put in a new line, but how much longer do I have to wait to get my work done properly?

I was never notified that anyone showed up to address our problem.

I was never notified if that problem was even resolved.

No one has provided me with any additional information since I called in the issue.

I have just checked the problem pc (2/27/07 7:45am) - the problem still exists.

Unfortunately the way it had to be resolved meant my screen resolution had to be changed and my eyesight is poor meaning I now have a harder time seeing items on the screen.

Problem could not be resolved - apparently a software issue w/ no possible resolution

I called the tech department because I couldn't use any of the programs needed for me to do my job. When I called the department, everybody was at lunch. I thought it was odd to have everybody at lunch at the same time when people may need help fixing their computers. I had to call back to get somebody to help me, when I did I was put on hold for about 5 minutes, and was then told somebody would call me back. I was unable to do any work for almost 2 hours.

Help desk forms used to change and add new e-mail accounts are obsolete and have been so for more than a year. The forms do not reflect the expansion of FGCU.

[He] fixed the phone temporarily. Our phone is still going in and out of service. Everytime we lose the ethernet connection we unplug the phone and plug it back in and it will work temporarily. I have been told that a lot of our phone lines are fried and we will have to get them re-wired.

I have always had a good experience with Computing Services, but this time I was not pleased. I called on Friday 2/2/07 and talked to a technician, but no one came out that day. Since the East Box Office did not have a phone, I was bombarded with phone calls in my office (West Box Office) about Colin Powell. We did not have a phone at all in the East Box Office on Saturday 2/3/07 when we released tickets for Colin Powell so it made it very difficult to communicate that day with my staff. I

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called again first thing on Monday, and the guy on the phone said someone had changed the priority status to low instead of high. I reiterated how important that phone is because we deal with hundreds of customers a day with that phone. He changed it back to high, but no one came out that day. [The technician] came out to the arena on Tuesday around 11am. He came to my office and explained to me that the phone lines are fried, and I asked for a phone number to reach him in case we continued to have problems. By this time I was very frustrated that our situation was not resolved yet. [The technician] called me in my office from the broken phone and I said, "oh is it working now" and he replied, "we are talking aren't we?" I believe that was very unprofessional and not necessary. I simply asked him that because our phone would work temporarily and go out again. He then starting talking to my staff member and asked her if I am always like that. As a customer of the help desk I would appreciate more professional service in the future. Like I said before, I have always had a good experience with the help desk but this time I was very unhappy and our problem still exists.

THIS IS NOT THE CASE. MY DRIVERS ARE STILL NOT UPDATED; I STILL CAN'T HEAR VOICEMAIL OVER THE SPEAKERS; THIS TECHNICIAN NEVER CONTACTED ME (I CHECKED MY MISSED CALLS); NO ONE EVER CAME BY (THERE IS NO INDICATION, MESSAGES, A NOTE?); SO I BELIEVE THAT MY WORK ORDER WAS CANCELED OR CLOSED OUT WITHOUT ANY SERVICE; I AM NOT RE-SUBMITTING MY REQUEST; I EXPECT YOUR DEPARTMENT TO RE-ENTER IT FOR ME AND DISPATCH THE APPROPRIATE PERSONNEL. THANK YOU. ~IRMA SANCHEZ 590-7580

I am unable to complete this feedback form accurately, as several "contacts" have taken place. Call to help desk 3/15 - referred to [The first technician]. [The first technician] set up secondary email address (initially handled promptly) and referred back to Help Desk to establish a rule (responses to secondary email address to go directly to a folder).

Later on 3/15 [A second technician] attempted to develop a rule, but it did not work - needed to discuss with [The first technician]. SVoss followed up on 3/16 - [The second technician] out of the office, [The third technician] referred to [The first technician]. SVoss left voicemail message for [The first technician] 3/16 - no response. SVoss called Help Desk 3/19 am - [The fourth technician] referred to online HelpDesk log, which seems to indicate [A second technician] and [The first technician] (out of office until afternoon) are to work on the issue. SVoss called 3/19 pm - [A fifth technician] indicated [A second technician] out of office today. Issue still unresolved - no response received.

On 3/15 during initial contact(s) to Computing Services, it was expressed that this was a time-sensitive issue. (Most likely minor in the grand scheme of Help Desk customer issues, but time-sensitive on this end).
