

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

Spring / Summer  
2006

### Survey Response Rate

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

### Responses per technician

N	Responses		Name of Technician
		%	
1	1.0%	Drew Lehtomaa	
1	1.0%	Eugene Hoyt	
1	1.0%	Laura Koenigs	
1	1.0%	Sven Hahues	
1	1.0%	Tim McCarthy	
2	2.1%	Bernard	
2	2.1%	Brandon	
2	2.1%	Josh	
2	2.1%	Judson	
3	3.1%	Bo Young	
3	3.1%	John Wynkoop	
8	8.3%	Unknown	
9	9.4%	Chuck	
11	11.5%	multiple techs	
49	51.0%	Blank	
<b>96</b>	<b>100.0%</b>	<b>Total</b>	

The number of responses per technician is too low to report results by technician.

### Service dates ranged from 03/10/2006 to 06/29/2006

31.3% responding left the service date blank

68.8% completed the service date item.

(Recommend that a brief summary of the service be sent with the invitation. Summary should include, date of request, name of technician, and short description of the challenge reported.)

**User rating of service components**

	Poor		Fair		Good		Excellent		Valid	Missing	Total
	N	%	N	%	N	%	N	%	N	N	N
Response Time					11	12.4	78	87.6	89	7	96
Knowledge	1	1.1	2	2.2	9	10.0	78	86.7	90	6	96
Professionalism			2	2.2	9	10.0	79	87.8	90	6	96
Courtesy					8	8.9	82	91.1	90	6	96

100% of the users who rated the response time, felt it was good or excellent.

100% of the users who rated the technician's courtesy, rated them as good or excellent.

97.8% of the users who rated the technician's professionalism, found them to be good or excellent.

96.7% of the users who rated the technician's knowledge, found the knowledge level good or excellent.

**Suggestions for improvement in knowledge:**

I'd like to see guidelines for creating secure passwords. A great start would be to read "Perfect Passwords" by Mark Burnett  
ISBN: 1597490415

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I wish I knew. He was very helpful but I think any of us who can't help normally seek for a supervisor or someone who is more knowledgeable for help or advice.

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How to set up VPN access on my laptop from home or while travelling.

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**Suggestions for improvement in courtesy:**

Perhaps give handout on creating a more secure password to enlighten the end user about how to do it and why it's so important.

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I would have preferred he put me on hold or get back with me later to resolve the problem I have at hand.

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	Was your challenge resolved?						
	No		Yes		Total	Missing	Total
	N	%	N	%	N	N	N
Resolved	5	5.6	84	94.4	89	7	96

94.4% 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.**

**33 respondents contributed Positive Comments:**

Nice person and careful, precise worker

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Bernard Davis did a fantastic job of setting my computer up while I was out sick that Monday (05/22/06). All of my important files were transferred to my new computer and my desk was left just how I left it the previous work day. When I returned to work on Tuesday, I was very pleased to see my new computer all set up for me. Thank you.

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Aside from being knowledgeable and helpful, everyone I spoke with and encountered at IT was courteous, friendly, and capable.

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Help Deask always excellent---Chuck, Bo, Lorinda, Brandon, Drew--give them hiigh marks.

Roy Mumme

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We always receive great survice

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Updates were installed and working perfectly.  
I still have a problem with "Spam," however, a separate appt will be needed for me to work with the technician to resolve this problem. I am confident that she/her will help me to reset the filters to end the spam that is still "leaking" through to my email.

Thanks for the help.

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I can not remember the name of the person that helped me but it was a genteleman and he was great.

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All the technicians are always very helpful, however, Chuck Bryan is by far one of the most helpful, professional, and knowledgeable of the group.

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I was helped several times the week of 6/5/06 by different technicians - all were excellent!

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I called your techs several times after having my hard drive re-formatted and each time the tech was polite, and courteous. If the tech did not know the answer he/she immediately found the answer for me. NO EXEPTIONS!!! Great job!

Now if Dell Computers would have the same response all my home computer problems would be resolved.

Thank-you and your staff for all of your help.

Danny Harvey

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Could not enter date as we use your department quite often. We have been vary satisfied in the service we receive from your department. The response times vary due to the work load like our department and that is understandable. If the tech cannot get here we at least get a call from them to ask what the problem is. Some times by doing this they can complete work ticket by taking over the computer. There is always a follow up to our calls, especially if there is going to be a delay in completion or another problem. Overall very satisfied.

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Very helpful, clear explanations of how to print via the photocopier.

Thanks so much!

maz

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I was in a crunch trying to print four images that I had scanned earlier but my printer did not want to print them because it perceived them as containing viruses but I needed the documents printed for an important meeting early the next day. Beau assisted me and walked me through the process until its completion. This took until about 7:00 p.m. I am very grateful for his help and for sticking it out until it was completed.

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There was a loud annoying noise in the PC. Chuck called first to set up time, then checked problem and ordered parts. When in he repaired. All ok now.

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Excellent!! Super Friendly. Always willing to answer questions and submit work orders based on phone calls, that were meant to be short answer questions and end up taking more time.

Very appreciated friendly service.

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I honestly cannot remember when Chuck was here last but he fixed the problem with my computer's disk space. I want to say that knowing how busy your department can get or is, I like that someone is always willing to help and they are very friendly. Thanks always for your help.

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I appreciate Eugene's willingness to actually observe our process to gain a better understanding of the issues we run into....thanks!

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I talked to someone else in the department prior to speaking with John. Everyone was very professional and John was very helpful in resolving the issue.

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Thanks John.

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I know how to use computer programs, but I am not computer literate and it is always nice to know that there is a "calm" friendly face to help me when I have problems with the hardware or network.

Thanks for your help!

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Judson is always so helpful and courteous to everyone in the Student Activities department!

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Superb service.

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every time I have ever called the helpdesk, they have been very helpful and treated my issue as if it were the most important thing they had to do on that day.

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I was very pleased with the help I received, and my problem (which was urgent)was quickly resolved.

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Always quick to resolve my issues, thanks for all the help!

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Over the last several weeks, technicians (named above) have been very helpful--always very friendly and efficient.

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My Helpdesk experience has always been a good one. Keep up the good work.

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Everyone is so great there! You always help when we need it - thank you!!!

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You have a great team. Thanks to all for your expertise!

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Everyone is always very helpful and knowledgeable. Which makes my life a whole lot easier.

Thank you,

April Lattanzi  
#1169

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As always, a good job. as the university has grown I know less of the technicians and would like to meet them. Perhaps this is just the price of growth

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Excellent work

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I have never worked with anyone in IT who wasn't knowledgeable as well as professional. You guys are great!

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Debra

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### **10 respondents contributed Neutral Comments**

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Waiting for a card to fix.

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I do not remember the date it was between 4/20/2006 and 4/24/2006

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Did not speak to technician - work order was placed incorrectly.

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I need to do VPN at home, and we were not able to set it up while my new laptop was at the office on Campus. I then went out of town for a week. I've been sent written directions, and now that I'm back in town, I will attempt to set VPN up at home, using the directions I was e-mailed.

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I no longer am having problems.

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Still getting error messages, but no problems.

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Can't remember the date exactly

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Unsure if challenge is completely resolved. Have not tried to log on at home. However, challenge was resolved by receiving the needed information.

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Another recent problem I have been having is the messages getting sent to my mail box saying that my email is full. I have been at fgc for 4 months? I delete a lot! What is going on. Can't we increase the size of faculty mailboxes?

Thanks

You guys are doing a good job fighting an uphill battle.

Matthew Purdy - Waterfront & Outdoor Pursuits Coordinator

Campus Recreation -239-826-3219

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I honestly don't remember specifically what my last call was about. However, all of my issues within the last 2-3 months have always been addressed quickly and professionally.

Regarding this survey - the 'date' that I am 'forced' to put in is not valid. I'm only entering it because I can't get past this page without doing so. I do not remember the date of my last call to the HelpDesk.

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I did not have any interaction with the technician during the repair. I based my response on my discussion with the helpdesk over the phone.

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#### **4 respondents contributed comments Needing Attention**

I had requested that Dr. Roberts' laptop be prepared for me to log on and access, from Miami, not only my e-mail but also the marlin\_share drive and my departmental share folder. (I had a very important proposal to submit while I was attending a conference.)

We thought the laptop was adequately set up and tested, but in Miami I could not even log onto the computer--hence, no web mail and no files from the share drive or our share folder. Dr. Roberts was not able to log onto the computer for a full day, but he was eventually able to log on and access his web mail. I never could. I spent about 20 minutes on the phone on Monday, May 8, with various helpdesk personnel, but nobody could figure out how I could use that laptop.

I don't know how to rate this disaster except from my final perspective, which was below poor. Everything seemed to be very well taken care of and tested here, but from Miami--nothing.

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I do not remember the exact day I put in the request, however, I do know there was at least a 48 to 72 hour window from the time I put in the request to the time someone actually called on me.

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Although service was good, I was made to feel I had troubled the help desk.

For my specific issue, I could not get an exact answer about how long my password could be, what characters I could use, and I received some inaccurate information about how to create a secure password for our network. (A secure password is one that uses a combination of spaces, upper case and lower case letters and symbols and characters, is over 15 characters long, does not end with numbers, and is not one of the 500 most commonly used passwords. Also, you shouldn't return any google hits with your password -or very few.)

Mostly I felt like a troubled IT; what I was trying to do was implement my own regular "Change all your passwords to make the FGCU network more secure day" for myself. Because, it's a good thing to do.

Thank you for your help.

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When I called x1188, I informed the tech about the error message I keep receiving on a daily basis (Warning message about hard drive space). I informed the tech how I perform a "disk clean up" just about everyday (currently) and it doesn't seem to work, thus, I'm calling for professional help. The technician asked me for my computer's red cross icon which I don't have and due to my computer not having this icon which I know provides the computer's name or some sort of number address the problem could not be fixed. The tech only suggested to keep doing the disk clean up. I'm still receiving this pop up message and cannot seem to resolve the problem.

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