

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

Summer / Fall  
2006

### Survey Response Rate

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

### Responses per technician

	Frequency	Percent
John Wynkoop	1	0.2
Davis Bernard	1	0.2
Anthony Emory	2	0.5
Darcie Porter	3	0.7
Sven Hahues	4	1.0
Kevin Maloney	4	1.0
Keith Bullock	4	1.0
Vince Gambo	5	1.2
Lorinda Conley	5	1.2
Tim Shannon	9	2.2
Judson McCormick	9	2.2
multiple techs	11	2.7
Can't remember	11	2.7
Grover Young	19	4.7
Brandon Chavis	22	5.5
Bernard Davis	23	5.7
Evan Flechsig	33	8.2
Josh Campbell	38	9.5
Drew Lehtomaa	49	12.2
Blank	149	37.1

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 06/30/2006 to 12/07/2006

24.3% responding left the service date blank

75.6% 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	5	1.3	6	1.5	34	8.6	352	88.7	397	5	402
Knowledge	3	.8	3	.8	45	11.3	346	87.2	397	5	402
Professionalism	1	.3	1	.3	37	9.3	358	90.2	397	5	402
Courtesy	1	.3	2	.5	25	6.4	365	92.9	393	9	402

99.5% of the users who rated the technician’s professionalism, found them to be good or excellent.

99.3% of the users who rated the technician’s courtesy, rated them as good or excellent.

98.5% of the users who rated the technician’s knowledge, found the knowledge level good or excellent.

97.3% of the users who rated the response time, felt it was good or excellent.

**Suggestions for a reasonable response time.**

24 to 48 hours. I had one that was closer to 3 months & one that was about 3 weeks, and one that was one week. ????? I am guessing at the time frames.

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From the user's perspective, I think "witin 24 hours" is reasonable for non-ergent requests.

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At least 2-3 days

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Ideally within 48 hrs - however, I realize that may not always be possible.

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15 minutes

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24 hours is fine, if it actually worked.

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within the hour

**Suggestions for improvement in knowledge:**

Be responsible and get back with the requestor in an appropriate time with an answer to the problem. If that is impossible, stay in contact advising what is being done to try to solve the problem.

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I have not gotten any feedback except that the Help Desk staff were working on it. No one really seemed to understand the problem recently and I received no feedback from my last inquiry.

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improv knowledge of mobile devices

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I don't have a problem with someone not immediately knowing how to fix a problem, but when they say they need to consult and I hear nothing further I would say that's an issue.

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**Suggestions for improvement in professionalism:**

Not much really. Perhaps a clearer understanding of the situations when departmental policy can be curbed.

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	Was your challenge resolved?						
	No		Yes		Total	Missing	Total
	N	%	N	%	N	N	N
Resolved	24	6.1	372	93.9	396	6	402

93.9% 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.**

**122 respondents contributed Positive Comments:**

Lorinda continues to do a great job for our department.

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The technician was very helpful.

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Keith really helped me update email system. Works much better.  
Anna

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Great job

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It was a great help. Thank you!

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Technician was very polite and very professional. Problem could not be resolved over the phone. Came to office. Took one look and said you have no speakers. Monitor was

changed out to flat screen a couple of weeks ago when I was out of the office and no one, including me, ever noticed the absence of speakers.

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Everyone at the Help Desk staff always assist me with excellence.

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I would like to thank the Help Desk Staff, every time I call for assistance they are very professional and helpful to me.

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I appreciate the fact that Bernard came immediately and took care of our issue since we needed the computers and table removed as soon as possible

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Your techs have always been available and willing to help with any matter that I have come to them with.

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Judson is always VERY helpful and fast to respond to the office of Student Activities!

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I was impressed with the timely manner of the response and that everything could be fixed over the phone.

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Great job!

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Perfect!!:)

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Thank you all for your help.

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Thanks for getting my problem resolved ... connection to the internet.  
I was able to get right back to work as a result of your prompt attention.

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Bernard was very professional and helpful. I was pleased with his manner, response time, and thorough knowledge of my problem. I would not hesitate to call and ask for his assistance again.

Thanks!

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Very patient and helpful technician.

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Bo was very helpful. He responded to my request (add personal folders back in to Outlook) immediately. I was very satisfied with the quality of services he provided.

Thank you!

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Since the issue was a bit unusual, as per Bo Young, it is reasonable that it took a couple of weeks to have the issue resolved. In order to figure out the source of the problem, we went through a process of elimination, where Bo had me test different scenarios. Due to the many applications/systems I have installed on my computer, which enable be to perform my job, I had requested Bo to consider reloading the computer as a last resource, which he complied. Initially, he thought it was a hardware issue, but soon, after testing, he concluded that it was a software related issue and that the next step would be to re-image the computer. However, I insisted that prior of him reloading the computer to replace the motherboard as a final attempt to resolve the issue. He relented agreed with me. It has now been four days (including the weekend) since the motherboard was replaced and my computer so far has not had any problem.

I feel that Bo Young did a good job troubleshooting my computer. He also was very polite and patient. He took his time to educate me regarding the issue and possible solutions, which I very much appreciated. He responded quickly to my initial request and followed up very often (some times twice a day) to learn about the results of the many tests we performed, and to evaluate its results, so he could move forward on troubleshoot the issue.

I was satisfied with the quality of services Bo had provided.

Thank you!

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Very friendly and helpful staff. Thanks a bunch!

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Evan knew exactly what I needed and solved my problem quickly. Thanks Evan!

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Although the first technician did was not able to help me directly, he took the initiative to research the answer to my problem and pass it along to someone who could help. Very good!

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Three cheers to Evan. He could not have been more attentive and helpful. Give him a raise! :-)

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This was a last minute request and everyone was very accomodating. Thank you!

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Your folks have always been helpful and have resolved any issues or questions in a timely manner. Keep up the great work.

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I have always received excellent service from the help desk.

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I Have always received excellent assistance from your team. Many thanks!

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Service was brief and efficient. Thank you.

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After creating the rule, this morning two e-mails from colortheworld came through. Sigrid

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My problem was quickly resolved and have not had problems since. Thank you

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Thanks for always being there to help!

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Thank you! Drew was very helpful.

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Very efficient in resolveing Avaya phone problem.

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He had a class, but turned me over to someone else who solved the problem.

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Thank you for your assistance!

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Drew referred me to a more appropriate source of assistance. He did have the knowledge of where I needed to go for help but did not get into the resolution of the problem. I did not expect him to. I'm very pleased with the responses I've gotten from this department.

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Drew has been most helpful. Prompt, courteous and knowledgeable. Being an outside location I rely on computer services for my lifeline to FGCU main campus. Thank you for all you do to keep us "connected." Hilda

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Everytime I call they take care of the problem right way if they can.

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In my experiences, IT has always been extremely helpful and efficient.

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I have always encountered a quick response time, efficient service, and polite, courteous, and helpful staff. thank you.

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Always excellent service. ED B

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Evan brings a calming and professionalism to the dilemma. He has amazing people skills which are communicated over the phone. He is a great asset to your department.

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Brandon fixed my problem on the spot! Thank you.

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As usual, your technician was able to solve my problem immediately, over the phone. Thanks!

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Didn't make me feel like an idiot for asking a very basic question. Made me feel like I would be comfortable calling for help again the future.

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IT support continues to be one of the single most reliable departments on campus. Keep up the great work.

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Whenever I call for "HELP" it is always answered with speed and courtesy! I love these people who are there for me all the time!

Pat

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I was happy to get such a quick response

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as always, the service was great and to our satisfaction. thank you

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Evan's proficiency and professionalism exceeded expectations; he was very helpful and very courteous.

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He quickly found that I was not the only one having trouble with Outlook sending e-mail messages,  
and I was relieved that he and his colleagues corrected the problem so fast.  
Thanks so much evan  
jean-paul

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always courteous, and thorough. I have no complaints.

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Everyone's patience at the computer desk is outstanding. When I call I am usually at the end of my computer knowledge and pressed for time to get the job done and out. Tim gave me point by point instruction so I could keep notes to be able to do the job myself. Hats off to your outstanding staff. Hilda

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My experiences have always been positive with your staff.

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You have excellent personnel. Every time I need help not only I get it but I get it in an efficient and effective manner. Thank you

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Mr. Campbell was extremely helpful and solved my problem in minutes. I was highly impressed.

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All of my problems have been resolved very quickly.

Thank you.

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Always have great results from this department

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Great service

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Quick response. Thanks

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Wow, speed of service was fantastic!

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Thank you so much for the professional and patient way my questions are answered. I appreciate all of you.

LCP

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No complaints!

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Thank you! :)

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Technician could not fix problem on his end. We had to eliminate some of our files in order to free up space. He told us what to do to fix the problem on our end, and we did eliminate some old files to free up space.

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keep up the good work!

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If remember correctly, it was a network problem that was affecting the whole campus. I'm glad our techs get the problems resolved in a timely manner.

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Vince was very helpful and courteous!

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I can't comment on professionalism or courtesy because I wasn't present when it was fixed. i just know that I was told by my supervisor that there was a problem and then it was fixed really fast!

D.

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Evan was on the phone with me for a very long time to resolve this problem. He was cheerful, professional and very knowledgeable. It was a pleasure to work with him and he fixed the problem!!!!

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quick and thorough

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Very well handled. Thanks.]

Joe

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Evan did an excellent job in resolving my 'issues'. He is very courteous and very professional. It is obvious that he really likes what he is doing! Thanks!

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As always, the support was exceptional.

Kevin

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Technician's attitude and professionalism was commendable. He was proactive in resolving additional concerns I had.

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Evan is always very friendly and helpful.

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Thank you for your quick response!

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Drew was very helpful in setting up my Treo 650 to sync with my computer.

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Drew was very helpful.

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Fabulous! Thank you!

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Many thanks for all the good help!

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He was very patient and helpful. Thanks so much!

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Evan is amazing. I have yet to find a problem he hasn't been able to solve and solve it quickly. Thank you Evan for all your help!!

~Todd

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Thank you very much!

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Thank you for your prompt help!!! Drew solved the problem immediately while I waited.

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This is about the third time that Drew has been extremely helpful to this technologically-challenged person!!

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He was very polite and worked quickly to resolve the printing issues. Thank you for the quick response time.

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Great job!!

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I really appreciated Bernard's quick response to picking up my computer and returning it repaired within a couple of hours. Outstanding!

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I was in a bind, I had a deadline for a major project and needed immediate help. Evan went out of his way to get the problem resolved so that I could complete the project.

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I am a hands-on learner and really appreciate the fact that I could get training on just the issues I needed.

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I can always rely on the services of the Helpdesk!

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Very helpful.

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Give him a raise!

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Josh was a big help. Thanks Josh!!!

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He should get a raise.

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I had called about this several months ago and was basically told the situation couldn't be resolved there was something wrong with my home computer. This time Bo resolved it within a matter of 30 minutes tops, I was thrilled.

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I was very impressed. I knew our technicians were good, but to have them also be courteous and quick is a bonus and gives me reason to have full confidence in them should I need assistance in the future.

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Your staff is personable and professional. Thank you

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Really like that they can take control and fix the problem!

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I always get a quick courteous response and the help I need.

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Anthony was a huge help to the Alico Arena staff with out implementation of our new local server. Without his knowledge and hard work, our operations would have suffered tremendously. We appreciate the short amount of time it took him to complete this project and the attention he gave us if something went wrong with our ticketing system. If we need Computing Services help with any other projects, I would love to work with Anthony again!

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I was out of town when it was done but a new PC was installed - totally excellent.

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I often call the help desk and do not know what I would do without this service. Sometimes I feel so computer illiterate but the techs make me feel like they are more than willing to help me through my dilemma.

Thanks for the Help Desk!!!!

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Was unable to type. It was determined that the keyboard was not functionign properly and had to be replaced. Received loaner and problem addressed. more importantly, there was not much time between the request for assistance and the assistance provided. This enabled me to continue with my works in a timely manner.

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Trying to stop students from using the CRN mailing funtion to sell textbooks. Tough filter it looks like. Technician was great and explained it to me.

B Hobbs

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I've dealt with brandon several times on different issues since I first started the job here last month and he's always been attentive and helpful. He didn't always know the answer, which is perfectly ok, and/but he DID always get an answer for me.

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Great guy did a great job at a busy time of the semester

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Lorinda was able to resolve 2 problems that had previously been only partially resolved.

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Thank you to the Help Desk. I appreciate their help on all of our issues. We find their response time quick and the technicians very professional.

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He was great to work with and took care of the request very efficiently and with professionalism

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Service was prompt, professional and efficient.

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Evan is always very friendly and helpful! I have heard other staff comment on this as well.

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You truly need more people like Darcie that know the intimate structures of an application. Sometimes we can know an application for only the purposes in which we use it, but the application can do so much more for us when we take the time to truly know what it is capable of doing. I know Excel and Word very well, so when I get stumped, it's nice to know that I can call someone who knows the product as well or better so find a solution. Darcie was that person for me and she went the extra mile to make sure I did not have to re-do my speadsheet when the problem kept reoccurring.

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I could not understand computers without the help desk

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Wonderful to have you there.

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great and fast

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The technicians responded in less than 24 hours and tried various strategies to resolve the problem. I am very pleased with their attitudes and work performance.

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As always, the support staff was great in helping me.

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Thank you

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Everyone has been really great as we are going through our transition here in the office.

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

Having a few software problems due to reassignment of drive letter (which fixed the usb), but it's not so critical that it stops me from getting the work done.

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I find that faculty have very good technical support. One reason I feel that way is because I have been here since inception and know a number of the people.

As an aside: I do feel that we have lost the "small" feel of the place however and I can see how that could create problems for your office. You might consider "assigning" someone to each college so that the staff and faculty have a name and face to think of when they deal with computing services. I am not sure that this is possible under the current resource problems though.

I appreciate the help I get and continue to support computer services.

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I would even say that the response time was some times very poor. Sometimes I have wondered if you ever recieved my request or jsut forgot about that waterfront guy. However I know that you have minimal staff & do the best that you can. I always appreciate your help. Everyone is always very nice once they get one the job. So great job at staying positive in a highly busy environment.

Thanks

Matthew Purdy

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Phone was replaced.

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Our printer stopped working. Turns out we need a new printer.

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I didn't meet the tachnician personally

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In fairness to the technician on the response time, this problem called for a complete reload of the software on my machine and a 24 hour response time was unrealistic. It was necessary to negotiate a suitable time to give up my machine for half a day

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TELECOMM REFERRED ME TO YOUR DEPT AFTER I REPORTED PROBS WITH THE VM AND PHONE LIGHT  
NO EXPLANATION WAS GIVEN IN RESOLVING MY ISSUE--THEY WERE JUST GLITCHES  
THE VM WAS FORWARDED TO ANOTHER EMAIL AFTER WHICH IT OPENED UP AND WAS HEARD  
THAT'S WHAT I WAS TOLD TO DO NEXT TIME I COULDN'T OPEN OR HEAR A VM  
THE PHONE LIGHT INDICATOR I WAS TOLD WAS A GLITCH,TOO, AND IT COULD ONLY BE MANUALLY TURNED OFF (IT STAYED ON EVEN AFTER I WENT THRU VM'S)  
HOWEVER, I NOTICED AFTER THE LAST POWER OUTAGE ON CAMPUS, THE PHONE RESET ITSELF I GUESS, AND NOW THE LIGHT ONLY IS ON WHEN I HAVE VM'S IN MY INBOX  
SO YEAH PROBS ARE RESOLVED NOW  
THE TECHS ARE ALWAYS HELPFUL AND FRIENDLY AND ARE VERY OPEN

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The issue I had started the week classes started. I had talked to some other technicians and no one resolved the issue. I had talked personally to a tech who said he would get to

it, but never did, so after a week and a half I completed a work order online thinking this would speed up the process/response time. Another week and a half went by with no response. I then called Computer Services reaching Evan. He was extremely nice and helpful and had my issue resolved in less than 5 minutes. I wish had talked to him 3 weeks ago. He will now be my point man. Thank you Evan!!

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So often at this outside location we are not aware of where the trouble is located. Our computers the Edison hook up, FGCU's site problem. I was made aware of where the problem originated quickly and told Edison would be notified. Thanks

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The actual challenge was a pop-up block issue not slow computer.

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the person helping me had a slight speech impairment but that did not in any way affect the speed of his speech or ability to be understood

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Could not open a file.

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It took a while and work with Gateway to get it resolved but we appear to have fixed the problem!!

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The technician did an excellent job fixing my printer problem. The only complaint I have does not relate to him, but I encountered this problem at 5pm on Friday, November 3 right before a men's basketball game. I called the helpdesk because I thought a technician was there until 7pm, but I did not get a call back. Since my printer did not work we were unable to process credit card sales in the West Box Office that night. Other than that I am very pleased with the service provided to me.

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It was not possible to address the problem remotely. I was calling from home about updating software on a University computer I have checked out to use at home. He indicated that I would have to bring the computer into the University to update the Windows software, that it could not be accomplished over a VPN connection.

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The issue was resolved without the assistance of your staff. I was able to resolve it with the assistance of a former colleague.

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Unfortunately, the problem re-occurred today (12/4/06). I went directly to the technician since he had handled my request originally and since it was so recent. He again

responded quickly, telling me that there was indeed an ongoing intermittent problem with the VPN server.

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First attempt at resolving issue a week ago did not resolve the issue due to rule established in mailbox. Second attempt was successful.

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I am sorry I don't remember the exact date the technician worked with me; however, he helped me install a program to convert word to PDF files and visa versa. He was efficient in his assistance and he got the job done. We actually installed PDF writer, but it appears we needed to install the converter too. I did not know that and have not as yet had time to call again to get that other piece installed. I'll call later, when I know that is actually what we need. He was very helpful and courteous in taking care of what I needed. Thanks

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I needed a electric cable for a laptop

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This applies most calls I have had to put into the help desk. I forget what day I last called.

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I will have to call for support assistance when I am at my remote computer. The suggestion given to resolve this matter did not work.

Thanks

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The technician told me that the firewall was being updated, but to date I am still receiving spam that I have put on the spam list.

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The technicians are always courteous and receptive. If they don't know the answer they consult someone and responds to me in a timely manner.

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The technicians helped resolve a student problem with a sprint connection, the technician resolved a battery recall issue. The technician resolved a PD wireless connection and a laptop wireless connection

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**21 respondents contributed comments for issues that Need Attention**  
**The technicians' names have been removed leaving just the issues.**

This was a problem that had been ongoing for several months. It was eventually resolved, but initially those that I talked with could not find the cause and gave me implausible reasons just to "close" the work order. This was very frustrating. Apparently, some staff could not figure out what was causing the problem, so they attributed it to implausible causes. One technician was very helpful and said to let him know the next time the problem occurred. I did so, and he and another technician worked diligently to find out what was really causing the problem. I appreciate their assistance.

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I can't say that the challenge was resolved because the faculty was over his e-mail limit and could not receive further communication e-mails from me regarding the upcoming College retreat.

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I received a reply on Aug 25 (three days after). So I guess I needed to check "Poor" for the question about response time although I did not experience any significant problem for those three days.

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There was no response time once the technician put the order through. I contacted the technician by email on August 29th asking to let me know what was going on. the technician's response, "Patricia, I have been out of the office and haven't had a chance to investigate." I didn't hear anything from the technician so I put in a work order myself because I needed my printer ASAP. I was hoping and praying someone else would be assigned to my new work order. I am an Accountant and I print constantly. Data Voice came in to repair another printer and since they check in with me, I asked for their assistance. They repaired my printer and I emailed the help desk to close both WO #'s 22285 and 22033.

This was my first experience with computer services not responding nor assisting with the problem.

I suggest the technician spend less time smoking and more time responding to her work orders.

Trish

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Not enough space on the AASS share drive to meet my transfer of a file from AAED share drive.

The reason for my problem was explained but it will take a lot of my time to fix it.

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This call would not have been necessary if you had notified users that the server change was going to cause the problem.

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I was quite happy with this experience with IT. However, the previous week, I had difficulty getting my printer hooked up. I called on Wed., 9/7, and spoke with someone on the Help Desk who said he'd take care of it. I never heard anything more from him. On Thursday I called again and spoke with someone else. He couldn't find a previous work ticket submitted one for me. Finally, on Friday, the printer was hooked up.

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A work order was placed by a technician to try and resolve my problem, but as of 10/3 I have not heard back from anyone. I will email the technician assigned to my request.

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The technician was able to run spyware to find and remove some funky things that were slowing my computer and keeping some functions from working. He promised he'd call when he was finished, but did not. Since half of my teaching load consists of online classes, I needed to use my computer as soon as the problem was fixed; not receiving that phone call when everything was done kept me from getting back on immediately to do my work. When I received the completed work order, the technician wrote that my user profile might be corrupted, but I have not heard any follow-up on whether it actually is or isn't corrupted. I am still concerned.

Overall, I am happy that my computer is working well again, and how quickly the technician responded but because of the note that my profile might be corrupted, I am worried that the problem isn't actually solved.

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He gave me the Nero software but it was not the right version because I still cannot burn CD's/DVD's so I cannot finish my project at the office.

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I'm still having the problem with my laptop. I guess it was a temporary solution.

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The technician helped me to access the student email directory. Apparently there is some problem with the system that, when you access it from the web, it throws a "fgcu-turtle" address into the address box instead of the correct pathway. The technician was not able to make any changes to the protocol but was able to help me put in the correct web address. He assured me that he would turn in my problem for further action.

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I had to provide some assistance.

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There is still an outstanding order (WO #26919) out that was related to the initial problem. Apparently my cable is damaged and they need to fix it.

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This is the first time that I have not been properly assisted by the Help Desk. I have complained about this problem for about a year now, and it is not resolved. I was told that new software would solve the problem, but this has not happened as yet.

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It was not the technician's fault at all, but it took like a week and a half for someone to finally come down, I sent two work orders in. It might not have seemed to be a major issue, but I thought it would have been resolved much quicker than it was. However, the technician was very knowledgeable and professional, he did exactly what we needed. Thankyou.

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I submitted a request about spam. Spoke to the technician on the phone and explained all error messages I was getting. Next thing I heard was that the ticket was closed as I had not responded to him. Our last phone conversation that he would have to take the problem to someone else and I never heard from him again. The original ticket was submitted on 7/20, it was closed on 9/6 - that day I opened another ticket but have not had it acknowledged.

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I believe the service is not complete and am waiting for it.

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I wouldn't complain about service from computing services because you do a fine job, but since you asked...

Computing services said it could not provide our department with an answer through our email request or over the phone. You told us that we had to show up in person with an ID for you to provide us with information. Two of us went in person with an ID to the computing services office, but no one asked to see an ID once we were there.

We understand the need for policies and procedures. We have them also. Yet, it wasted our time to be required to go to computing services to present an ID that no one asked to see after we were there. We didn't make an issue of it, and while we were there everyone was professional and our question was answered.

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The only problem I've ever had is now and then the Helpdesk lines are busy for an hour or so at a time, usually first thing in the a.m.

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The only problem was after fixing one problem there arose others that weren't addressed at the time the first problem was resolved. In other words the technicians seemed to be in a hurry and left my computer unuseable. Outlook did not work and I lost all my files in my Outlook personal folder. We had to reset up just about everything. But when I called to report all this, it was handled very well. I just wish that it had been done correctly the first time.

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