

## ITS-Med satisfaction survey January 1998

Methodology: Everyone whose work order was closed between from January 16 through January 22 was emailed the survey. The following types of work orders were excluded: call transfers, status inquiries, and follow-ups.

*Response rate: 43% (102 of 235)*

### Summary of results

- The respondents were representative of our callers and client base on all dimensions measured, including University rank (faculty vs. staff), type of computer used (Mac. Vs. Windows), type of call, and the unit resolving the call.
- Most respondents were satisfied with the response time (73%), technician's courtesy (90%), and resolution (79%) of their problem. Fewer, although still a majority, were very satisfied with the technician's skill (61%) and ITS-Med overall (54%).
- Respondents rated the skill of the worker significantly lower for information requests than for problem reports. They were also less satisfied when their work orders were information requests than when they were new service installations.
- People who said the problem was resolved to their satisfaction:
  - Were more likely to feel the problem was responded to reasonably quickly from the time they first requested service, ***regardless of the number of days it actually took to resolve the problem.***
  - Felt the ITS-Med staff member was more courteous
  - Felt the ITS-Med staff member was more skilled
- Speed in responding to the problem was twice as important in predicting satisfaction than either staff courtesy or skill.

## Details

### Who responded

29% Faculty  
71% Staff

25% Macintosh user  
75% Windows users

### Type of call

8% Emergency  
92% Normal

61% Problem report  
21% New service request  
19% Information request

### Work done by

71% Help Desk  
28% Desktop Support  
1% Systems Support

## Satisfaction

Was request resolved reasonably quickly from the time you first requested service?

73% yes  
16% somewhat  
11% not at all

*(88% of calls were resolved within our SLA limits)*

How courteous was the primary person who helped you?

90% very courteous  
7% somewhat courteous  
1% neither courteous nor discourteous  
1% somewhat discourteous  
1% very discourteous

How skilled was the primary person who helped you?

61% very skilled  
32% somewhat skilled  
3% neither skilled nor unskilled  
1% somewhat unskilled  
3% very unskilled

Perceptions of skill did not differ depending on

- whether the machine was a Macintosh or Windows
- whether the call was normal or emergency priority
- whether Desktop Support or the Help Desk did the work
- whether the caller was faculty or staff

***Respondents rated the skill of the worker significantly lower for information requests than for problem reports***

Was the problem resolved to your satisfaction?

79% yes  
13% somewhat  
8% not at all

People who said the problem was resolved to their satisfaction:

- Were more likely to feel the problem was responded to reasonably quickly from the time they first requested service, ***regardless of the number of days it actually took to resolve the problem.***
- Felt the ITS-Med staff member was more courteous
- Felt the ITS-Med staff member was more skilled

***Speed in responding to the problem was twice as important in predicting satisfaction than either staff courtesy or skill.***

- Respondents were less satisfied when their work orders were information requests than when they were new service installations.

Satisfaction with the problem's resolution did not differ depending on

- whether the machine was a Macintosh or Windows
- whether the call was normal or emergency priority
- whether Desktop Support or the Help Desk did the work
- whether the caller was faculty or staff

Why not?

3 people	It took too long to resolve
3 people	The staff member had to make a return visit or call
10 people	The staff member said the problem could not be solved

ON AVERAGE, how satisfied are you with ITS-Med OVERALL?

54% very satisfied  
28% somewhat satisfied  
2% neither satisfied nor dissatisfied  
12% somewhat dissatisfied  
4% very dissatisfied

Ratings of ITS-Med did not differ depending on

- whether the machine was a Macintosh or Windows
- whether the call was normal or emergency priority
- whether Desktop Support or the Help Desk did the work
- whether the caller was faculty or staff
- whether the call was an information request, problem report, or request for new service

## Ratings for problem categories

How **skilled** was the primary person who helped you?

- 1= very skilled
- 2= somewhat skilled
- 3= neither skilled nor unskilled
- 4= somewhat unskilled
- 5= very unskilled

Was the problem **resolved to your satisfaction**?

- 1= yes
- 2= somewhat
- 3= not at all

Category	Number of surveys returned	Skill	Resolved to satisfaction
AS400	5	1.0	1.0
New Service	4	1.0	1.0
Telnet	2	1.0	1.0
Virus	2	1.0	1.0
Bullet System	3	1.0	1.3
Web Browser	1	1.0	3.0
Eudora	9	1.2	1.1
QuickMail	3	1.3	1.3
Operating System	3	1.3	1.7
Productivity Tools	11	1.4	1.2
Meeting Maker XP	4	1.5	1.0
Network Access	6	1.5	1.0
Workgroup Computing	2	1.5	1.0
Printer	4	1.5	1.5
Project	2	1.5	1.5
Brio Query	2	1.5	2.0
Hardware (Mac or PC)	2	1.5	2.0
Remote Access	7	1.6	1.1
Swap Equipment	1	2.0	1.0
Microsoft Mail	5	2.0	1.2
Information Request	16	2.1	1.6
Oracle	2	2.5	1.5
NetID/Password	1	3.0	1.0
Billing	1	not rated	1.0

## Survey form

We are very interested in improving the quality of service we provide. Your experience with our services is the best gauge of how well we are doing and offers us the best direction for improving our performance. Recently, you called the ITS-Med Help Desk (5-3200). Please take a moment to give us feedback on the service you received and return it via email. If you have any questions about this survey, you may reach Susan Grajek, Associate Director of ITS-Med's Research and Communications, at 737-4150 or via email to [susan.grajek@yale.edu](mailto:susan.grajek@yale.edu).

1. Our records indicate that your request, "MS Mail address", was resolved in 0.0 days. Was it resolved reasonably quickly from the time you first requested service? (mark a 'X' next to your response)

- yes
- somewhat
- not at all

2. How courteous was the primary person who helped you? (mark a 'X' next to your response)

- very courteous
- somewhat courteous
- neither courteous nor discourteous
- somewhat discourteous
- very discourteous

3. How skilled was the primary person who helped you? (mark a 'X' next to your response)

- very skilled
- somewhat skilled
- neither skilled nor unskilled
- somewhat unskilled
- very unskilled

4a. Was the problem resolved to your satisfaction? (mark a 'X' next to your response)

- yes (PLEASE SKIP TO QUESTION 5)
- somewhat
- not at all

4b. Why not? (mark a 'X' next to all that apply)

- It took too long to resolve
- The staff member had to make a return visit or call
- The staff member said the problem could not be solved

5. ON AVERAGE, how would satisfied are you with ITS-Med OVERALL? (mark a 'X' next to your response)

- very satisfied. WHY? \_\_\_\_\_
- somewhat satisfied. WHY? \_\_\_\_\_
- neither satisfied nor dissatisfied. WHY? \_\_\_\_\_
- somewhat dissatisfied. WHY? \_\_\_\_\_
- very dissatisfied. WHY? \_\_\_\_\_