



Client Support Satisfaction Survey April 1998

Methodology: Everyone whose work order was closed between from April 15 through April 28 was emailed the survey. The following types of work orders were excluded: call transfers, status inquiries, and follow-ups.

Response rate: 32% (124 of 386)

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.
- There are signs that users are more satisfied. 57% of respondents feel that ITS-Med is much (37%) or somewhat (20%) better than it was six months ago. Only 2% felt it has gotten worse. Although it is not statistically significant, 9% more users report feeling 'very satisfied' with ITS-Med overall than in January, and only 10% of respondents were dissatisfied, compared with 16% in January.
- Respondents feel response time and expertise have improved, based on the reasons giving for satisfaction and improvements in ITS-Med.
- Speed in resolving work orders is the single largest contributor to satisfaction with the resolution of the work order. Speed and the technician's skill account for approximately one-half the variance in satisfaction.

Satisfaction with ITS-Med

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

4/98	1/98	
63%	54%	very satisfied
22%	28%	somewhat satisfied
5%	2%	neither satisfied nor dissatisfied
7%	12%	somewhat dissatisfied
3%	4%	very dissatisfied

Respondents were asked to explain their ratings.

Common reasons for satisfaction included speed, expertise, helpfulness, follow-through, and courtesy.

Reasons for dissatisfaction included lack of expertise or follow-through, ongoing technical problems (with PPP, Eudora), not supporting the respondent's equipment or applications, and billing.

Compared to six months ago, how do you feel about ITS-Med's current service?

37%	much better than six months ago
20%	somewhat better than six months ago
41%	about the same as six months ago
1%	somewhat worse than six months ago
1%	much worse than six months ago

Respondents were asked to explain their ratings.

Common reasons for improvement included better turnaround time and increased expertise. A few people also mentioned Preferred Providers, noting the improved knowledge of their department.

Most people who said ITS-Med was about the same or worse explained that they are new, call very rarely, or were already very satisfied.