



ITS-Med Satisfaction Survey April 1999

Methodology: Everyone whose work order was closed between April 22 and May 4 or whose Help Desk call was closed between April 30 and May 4 was emailed the survey. The following types of work orders and calls were excluded: call transfers, status inquiries, and follow-ups.

*Response rate: 32% (35 of 108) for the Help Desk
39% (68 of 175) for Desktop Support*

Summary of results and conclusions

- Clients continue to be quite satisfied with ITS-Med and our ability to resolve their work orders quickly and to their satisfaction.
- Overall satisfaction with ITS-Med has not changed compared to previous surveys in January, April, and November 1998. In May 1999, 88% of respondents were satisfied with ITS-Med and 7% were dissatisfied.
- When respondents were asked to explain their overall satisfaction with ITS-Med, they commonly said speed, expertise, helpfulness, and courtesy. Respondents cited delays, mistakes, poor communications and lack of follow-up, and expense as reasons for dissatisfaction.
- The primary influences on work order or call satisfaction were the speed with which the problem was resolved and the ITS-Med staff member's perceived expertise. Staff and Windows users gave higher satisfaction ratings than faculty and Macintosh users.
- Staff courtesy contributes to ITS-Med's overall reputation, but not to satisfaction with individual work orders.
- Although Macintosh users were less satisfied with the results of individual work orders, their satisfaction with ITS-Med overall is no different from Windows users.
- Respondents rated the skill of Desktop Support technicians significantly lower in May than in the previous survey (November 1998) ($F(1,115)=2.05, p<.05$). This may have been due to the Netscape Mail conversion.
- Clients seem to be more satisfied with the Help Desk than with Desktop Support: Respondents using the Help Desk were more likely to feel their issue had been resolved quickly enough and to their satisfaction and were more satisfied with ITS-Med overall (all significant at $p<.05$ level). There were no differences between Help Desk and Desktop Support staff in perceived courtesy and skill.
- This survey also asked about satisfaction with electronic mail. Eight-one percent of respondents were satisfied with their email service and 11% were dissatisfied. Satisfaction levels were similar among all email packages (Eudora, Netscape, Pine, QuickMail).

Results

Appendix B contains a copy of the survey form.

Background

Help Desk callers

Type of call

68% Problem report
32% Information request
0% New service request

Desktop Support clients

Type of call

63% Normal priority
35% Emergency
2% Non-supported

51% New service request
46% Problem report
3% Service cancellation

Work done by

78% Desktop Support
18% Systems Support
4% Help Desk

Satisfaction with specific call or work order

Help Desk and Desktop Support satisfaction was not separated before November 1998.

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

5/99 Desktop Support	5/99 Help Desk	11/98 Desktop Support	11/98 Help Desk	4/98	1/98	
69%	84%	64%	67%	79%	73%	yes
21%	16%	21%	10%	11%	16%	somewhat
10%	0%	15%	23%	10%	11%	not at all

Help Desk users were significantly more satisfied in May than in November 1998 ($F(1,69)=6.34, p<.05$).

How courteous was the primary person who helped you?

5/99 Desktop Support	5/99 Help Desk	11/98 Desktop Support	11/98 Help Desk	4/98	1/98	
88%	94%	91%	90%	87%	90%	very courteous
8%	3%	2%	2%	7%	7%	somewhat courteous
4%	3%	6%	7%	2%	1%	neither courteous nor discourteous
0%	0%	0%	0%	4%	1%	somewhat discourteous
2%	0%	2%	0%	0%	1%	very discourteous

How skilled was the primary person who helped you?

5/99 Desktop Support	5/99 Help Desk	11/98 Desktop Support	11/98 Help Desk	4/98	1/98	
53%	73%	85%	68%	68%	61%	very skilled
38%	18%	8%	18%	19%	32%	somewhat skilled
6%	6%	6%	8%	8%	3%	neither skilled nor unskilled
3%	3%	2%	0%	4%	1%	somewhat unskilled
0%	0%	0%	5%	1%	3%	very unskilled

Perceived expertise of Desktop Support staff decreased from November 1998 to May (F(1,115)=2.05, p<.05).

Was the problem resolved to your satisfaction?

5/99 Desktop Support	5/99 Help Desk	11/98 Desktop Support	11/98 Help Desk	4/98	1/98	
66%	88%	76%	64%	79%	79%	yes
26%	9%	18%	10%	13%	13%	somewhat
8%	3%	6%	26%	8%	8%	not at all

If 'not at all,' why not?

6 people It took too long to resolve

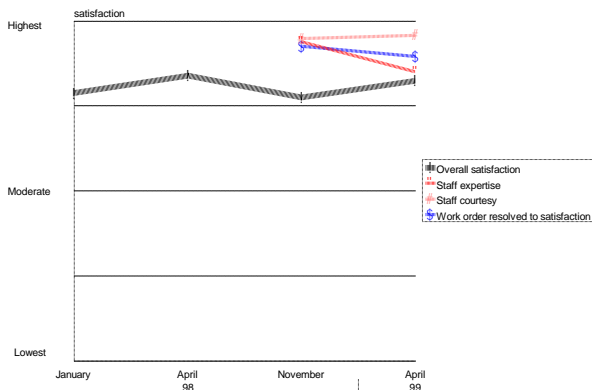
8 people The staff member had to make a return visit or call

4 person The staff member said the problem could not be solved

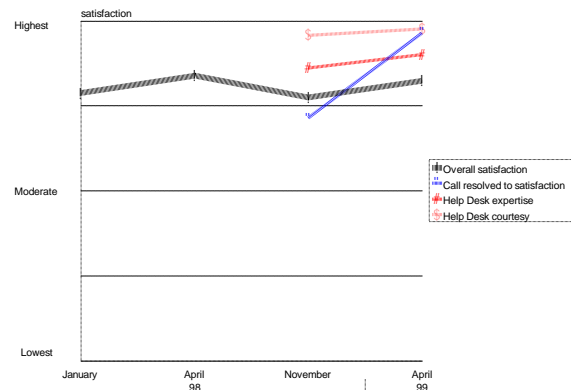
Help Desk users were significantly more satisfied in May than in November 1998 (F(1,69)=7.21, p<.01).

The primary influences on satisfaction were the speed with which the problem was resolved (r=.64, p<.001) and the ITS-Med staff member's perceived expertise (r=.49, p<.001). Staff (r=.28, p<.05) and Windows users (r=.26, p<.05) were more satisfied than faculty and Macintosh users.

ITS-Med Satisfaction Surveys: Work orders



ITS-Med Satisfaction Surveys: Help Desk calls



Satisfaction with email

Overall, how satisfied are you with your email service?

5/99	
48%	very satisfied
33%	somewhat satisfied
8%	neither satisfied nor dissatisfied
8%	somewhat dissatisfied
3%	very dissatisfied

Respondents were asked to explain their ratings. Appendix A lists the reasons they gave. The most common reason for satisfaction was lack of problems. People who were dissatisfied cited slow performance, bugs, and difficulty learning a new email system.

How satisfied are you with ITS-Med's response when you have problems with email?

5/99	
58%	very satisfied
22%	somewhat satisfied
12%	neither satisfied nor dissatisfied
7%	somewhat dissatisfied
0%	very dissatisfied

Which email package do you use?

5/99	
52%	Netscape
42%	Eudora
5%	Pine
3%	QuickMail

The email package people used was not related to their satisfaction.

Appendix B

Survey forms

For work orders:

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, an ITS-Med technician came to service your computer. 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.

Before we ask about our most recent service visit, please answer two questions on ITS-Med overall:

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

- very satisfied. WHY?_____
- somewhat satisfied. WHY?_____
- neither satisfied nor dissatisfied. WHY?_____
- somewhat dissatisfied. WHY?_____
- very dissatisfied. WHY?_____

2. Compared to six months ago, how do you feel about ITS-Med's current service? (mark an 'X' next to your response)

- much better . WHY?_____
- somewhat better . WHY?_____
- about the same as six months ago. WHY?_____
- somewhat worse . WHY?_____
- much worse . WHY?_____

Now, please tell us about our most recent service visit:

3. Our records indicate that your request, «Category», was resolved in «days» days. Was it resolved reasonably quickly from the time you first requested service? (mark an 'X' next to your response)

- yes
- somewhat
- not at all

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

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

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

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

6a. Was the problem resolved to your satisfaction? (mark an 'X' next to your response)

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

- 6b. Why not? (mark an '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

much worse . WHY?_____

Finally, we'd like to ask you three questions about our email service.

7. Overall, how satisfied are you with your email service?
- very satisfied. WHY?_____
 - somewhat satisfied. WHY?_____
 - neither satisfied nor dissatisfied. WHY?_____
 - somewhat dissatisfied. WHY?_____
 - very dissatisfied. WHY?_____

- 8 Next, how satisfied are you with ITS-Med's response when you have problems with email?
- very satisfied.
 - somewhat satisfied.
 - neither satisfied nor dissatisfied.
 - somewhat dissatisfied.
 - very dissatisfied.

9. Which email package do you use?
- Netscape Mail
 - Eudora
 - Pine
 - Other, Please Specify:

Thank you for your time!

For Help Desk calls:

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.

Before we ask about your most recent call to the Help Desk, please answer two questions on ITS-Med overall:

1. ON AVERAGE, how would satisfied are you with ITS-Med OVERALL? (mark an 'X' next to your response)
- very satisfied. WHY?_____
 - somewhat satisfied. WHY?_____
 - neither satisfied nor dissatisfied. WHY?_____
 - somewhat dissatisfied. WHY?_____
 - very dissatisfied. WHY?_____
2. Compared to six months ago, how do you feel about ITS-Med's current service? (mark an 'X' next to your response)
- much better . WHY?_____
 - somewhat better . WHY?_____
 - about the same as six months ago. WHY?_____
 - somewhat worse . WHY?_____
 - much worse . WHY?_____

Now, please tell us about your most recent call to the Help Desk:

3. Our records indicate that your request, «Category», was resolved in «days_to_complete» days. Was it resolved reasonably quickly from the time you first requested service? (mark an 'X' next to your response)

- yes
- somewhat
- not at all

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

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

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

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

6a. Was the problem resolved to your satisfaction? (mark an 'X' next to your response)

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

6b. Why not? (mark an '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

- much worse . WHY? _____

Finally, we'd like to ask you three questions about our email service.

7. Overall, how satisfied are you with your email service?

- very satisfied. WHY? _____
- somewhat satisfied. WHY? _____
- neither satisfied nor dissatisfied. WHY? _____
- somewhat dissatisfied. WHY? _____
- very dissatisfied. WHY? _____

8 Next, how satisfied are you with ITS-Med's response when you have problems with email?

- very satisfied.
- somewhat satisfied.
- neither satisfied nor dissatisfied.
- somewhat dissatisfied.
- very dissatisfied.

9. Which email package do you use?

- Netscape Mail
- Eudora
- Pine
- Other, Please Specify:

Thank you for your time!