



ITS-Med Satisfaction Survey November 1999

Methodology: Everyone whose work order was closed between November 18 and December 1 or whose Help Desk call was closed between November 23 and November 30 was emailed the survey. The following types of work orders and calls were excluded: call transfers, status inquiries, and follow-ups.

*Response rate: 32% (89 of 218) for the Help Desk
29% (50 of 174) for Desktop Support*

Summary of results and conclusions

- Overall satisfaction with ITS-Med is at its highest level. Almost all clients are either very (67%) or somewhat (26%) satisfied with ITS-Med.
- Clients continue to be quite satisfied with our ability to resolve their work orders quickly and to their satisfaction, and with Desktop Support and Help Desk staff's skill and courtesy.
- The primary influences on work order or call satisfaction were the speed with which the problem was resolved, the ITS-Med staff member's perceived expertise, and whether the problem could be resolved.
- When respondents were asked to explain their overall satisfaction with ITS-Med, they commonly said speed, expertise, responsiveness, resolution of problems and courtesy. Respondents cited delays, lack of follow-up, lack of expertise, not resolving problems and inconsistent service as reasons for dissatisfaction.
- Faculty and staff did not differ in their ratings of ITS-Med. Post-doctoral fellows tended to be the least satisfied.
- There were no significant differences in skill or courtesy ratings among individual desktop support or help desk staff.
- This survey also asked about satisfaction with Year 2000 efforts. Eighty-four percent of respondents were satisfied with the School's guidance on Year 2000 issues and 2% were dissatisfied. Eighty-eight percent of respondents felt prepared for Year 2000 and 7% felt unprepared.

Results

Appendix B contains a copy of the survey form.

Background

Help Desk callers

Affiliation

69% Staff
22% Faculty
6% Student
3% Post-doctoral fellow

Type of call

73% Problem report
17% Information request
10% Other (Project X, new service request)

Desktop Support clients

Affiliation

68% Staff
22% Faculty
9% Post-doctoral fellow

Type of call

57% Normal priority
43% Emergency

19% New service request
71% Problem report
10% Year 2000 work

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?

	11/99 Desktop Support	11/99 Help Desk	5/99 Desktop Support	5/99 Help Desk	11/98 Desktop Support	11/98 Help Desk	4/98	1/98
yes	66%	83%	69%	84%	64%	67%	79%	73%
somewhat	20%	8%	21%	16%	21%	10%	11%	16%
not at all	14%	8%	10%	0%	15%	23%	10%	11%

Faculty were most satisfied and post-doctoral fellows were least satisfied ($F(4,105)=2.93$ $p<.05$).

How courteous was the primary person who helped you?

	11/99 Desktop Support	11/99 Help Desk	5/99 Desktop Support	5/99 Help Desk	11/98 Desktop Support	11/98 Help Desk	4/98	1/98
very courteous	90%	93%	88%	94%	91%	90%	87%	90%
somewhat courteous	8%	4%	8%	3%	2%	2%	7%	7%
neither courteous nor discourteous	2%	2%	4%	3%	6%	7%	2%	1%
somewhat discourteous	0%	1%	0%	0%	0%	0%	4%	1%
very discourteous	0%	0%	2%	0%	2%	0%	0%	1%

How skilled was the primary person who helped you?

	11/99 Desktop Support	11/99 Help Desk	5/99 Desktop Support	5/99 Help Desk	11/98 Desktop Support	11/98 Help Desk	4/98	1/98
very skilled	69%	77%	53%	73%	85%	68%	68%	61%
somewhat skilled	29%	13%	38%	18%	8%	18%	19%	32%
neither skilled nor unskilled	2%	8%	6%	6%	6%	8%	8%	3%
somewhat unskilled	0%	1%	3%	3%	2%	0%	4%	1%
very unskilled	0%	1%	0%	0%	0%	5%	1%	3%

Was the problem resolved to your satisfaction?

	11/99 Desktop Support	11/99 Help Desk	5/99 Desktop Support	5/99 Help Desk	11/98 Desktop Support	11/98 Help Desk	4/98	1/98
yes	70%	79%	66%	88%	76%	64%	79%	79%
somewhat	22%	12%	26%	9%	18%	10%	13%	13%
not at all	8%	8%	8%	3%	6%	26%	8%	8%

If 'not at all,' why not?

4 people It took too long to resolve

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

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

The primary influences on satisfaction were the speed with which the problem was resolved ($r=.63$, $p<.001$), the ITS-Med staff member's perceived expertise ($r=.51$, $p<.001$), and whether the problem could be resolved ($r=.42$, $p<.05$).

Satisfaction with Year 2000

How prepared do you feel your office or lab is for Year 2000 issues?

11/99	
49%	very prepared
39%	somewhat prepared
6%	neither prepared nor unprepared
4%	somewhat unprepared
3%	very unprepared

How satisfied are you with the School of Medicine's guidance on Year 2000 issues?

11/99	
52%	very satisfied
32%	somewhat satisfied
14%	neither satisfied nor dissatisfied
2%	somewhat dissatisfied
0%	very dissatisfied

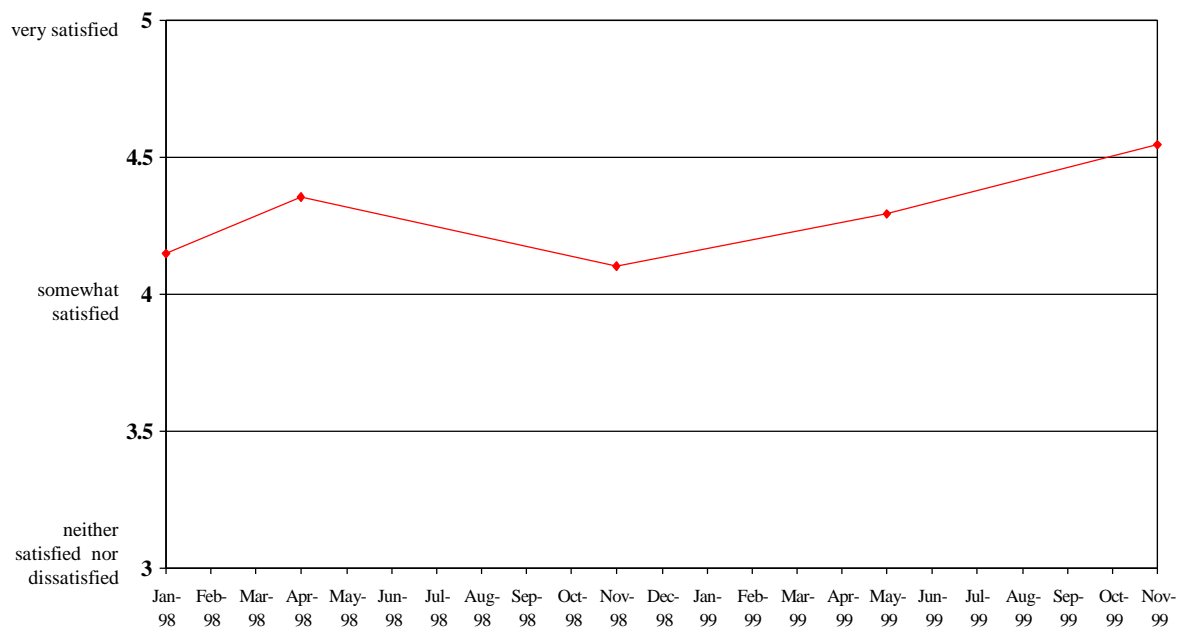
General Satisfaction

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

	11/99	5/99	11/98	4/98	1/98
very satisfied	67%	50%	56%	63%	54%
somewhat satisfied	26%	38%	18%	22%	28%
neither satisfied nor dissatisfied	3%	6%	12%	5%	2%
somewhat dissatisfied	3%	7%	7%	7%	12%
very dissatisfied	1%	0%	6%	3%	4%

- The most recent experience with ITS-Med was related to overall satisfaction: Respondents who were satisfied with their work orders and help desk calls were also satisfied with ITS-Med (correlations ranged from .25 to .62, all significant at the $p < .01$ level or greater).
- People who felt more prepared for Year 2000 ($r = .27, p < .01$) and people who were more satisfied with Year 2000 support ($r = .35, p < .001$) were also more satisfied with ITS-Med.
- Post-doctoral fellows were significantly less satisfied than others ($F(4,102) = 3.67, p < .05$).
- Satisfaction has reached its highest level ($F(4,538) = 3.47, p < .01$):

Overall satisfaction with ITS-Med



Respondents were asked to explain their ratings. Appendix A lists the reasons they gave. Common reasons for satisfaction included speed, expertise, responsiveness, resolution of problems and courtesy. Reasons for dissatisfaction included delays, lack of follow-up, lack of expertise, not resolving problems and inconsistent service.

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

	11/99	5/99	11/98	4/98
much better than six months ago	34%	25%	33%	37%
somewhat better than six months ago	26%	32%	26%	20%
about the same as six months ago	40%	39%	37%	41%
somewhat worse than six months ago	0%	4%	4%	1%
much worse than six months ago	0%	0%	0%	1%

Respondents were asked to explain their ratings. Appendix A lists the reasons they gave.

The most common reasons for improvement was faster response time and increased expertise. People who were dissatisfied cited delays, lack of follow-up & lack of expertise.

Appendix B

Survey forms

For work orders:

Recently, an ITS-Med Desktop Support technician provided you with the following service: «issue»

Please take a moment to give us feedback on the service you received and return it via email. 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. If you have any questions about this survey, you may reach Susan Grajek, Director of Marketing for ITS-Med, at 737-4150 or via email to susan.grajek@yale.edu.

1. Our records indicate that your call 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

2. 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

3. 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

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

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

4b. 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

Now, please tell us about how you feel about ITS-Med overall:

5. 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? _____

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

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

Finally, we'd like to ask you two questions about the Year 2000 problem.

7. How prepared do you feel your office or lab is for Year 2000 issues?

- very prepared
- somewhat prepared
- neither prepared nor unprepared
- somewhat unprepared
- very unprepared

8 How satisfied are you with the School of Medicine's guidance on Year 2000 issues?

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

Thank you for your time!

For Help Desk calls:

Recently, you called the ITS-Med Help Desk (5-3200) about the following: «issue»

Please take a moment to give us feedback on the service you received and return it via email. 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. If you have any questions about this survey, you may reach Susan Grajek, Director of Marketing for ITS-Med, at 737-4150 or via email to susan.grajek@yale.edu.

1. Our records indicate that your call 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

2. 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

3. 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

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

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

4b. 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

Now, please tell us about how you feel about ITS-Med overall:

5. 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? _____

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

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

Finally, we'd like to ask you two questions about the Year 2000 problem.

7. How prepared do you feel your office or lab is for Year 2000 issues?

- very prepared
- somewhat prepared
- neither prepared nor unprepared
- somewhat unprepared
- very unprepared

8 How satisfied are you with the School of Medicine's guidance on Year 2000 issues?

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

Thank you for your time!