

## Satisfaction with ITS-Med services

### General perceptions of services

(based on 1997 Annual Survey: 206 respondents, 74% response rate)

Expertise rating	very high	somewhat high	neither high nor low	somewhat low	very low
Help Desk	31%	31%	19%	13%	5%
Desktop Support	33%	26%	16%	20%	6%
Computer training classes	22%	44%	29%	2%	2%

*Note: Faculty rated the expertise of Desktop Support staff significantly lower than did M&P staff.*

Courtesy rating	very high	somewhat high	neither high nor low	somewhat low	very low
Help Desk	52%	21%	13	8%	6%
Desktop Support	44%	39%	16%	2%	0%
Computer training classes	43%	47%	11%	0%	0%