

**Performance Summary Report  
Technical Support (HELP Desk)  
January 2010**

**Summary of Results**

The overall rate of customer satisfaction with the technical support service provided by Morgan's HELP Desk remained high at over 90% in December 2009. Overall Satisfaction is the primary indicator of performance that is monitored for this operation. With one exception, results for other indicators for the month of December generally varied only slightly from those for recent months.

Indicator	Oct-Dec 2007	Jan–Aug 2008	Oct 2009	Nov 2009	Dec 2009
<b>% of Customers Satisfied – Overall Level of Satisfaction with Service</b>	82%	86%	93%	94%	91%
Very Satisfied	42%	46%	78%	84%	78%
Satisfied	40%	40%	15%	10%	13%
<b>% of Customers – Problem Solved to Satisfaction of Customer</b>	86%	94%	98%	100%	87%
<b>% of Customers – Technician Adequately Explained Problem</b>	93%	94%	90%	100%	93%
<b>Amount of Time from Call to Arrival of Technician</b>					
Same Day	38%	28%	46%	20%	33%
Next Day	17%	30%	22%	60%	27%
More than One Day	45%	42%	32%	20%	40%
<b>Help Desk Operator Was Courteous</b>	100%	99%	97%	100%	100%
<b>Technician Was Courteous</b>	96%	93%	100%	100%	100%
<b>Received Follow-up Call from Help Desk Operator to check on customer satisfaction with service</b>	14%	19%	34%	20%	47%

<b>Consistently at or above 90%</b>
<b>Improving Performance</b>
<b>No Consistent Trend</b>
<b>Declining Performance</b>

### ***Other Results***

The percentage of respondents who reported receiving a follow-up call from the HELP Desk operator increased significantly in December. It was the one indicator that showed substantial change. Increasing the frequency of follow-up calls has been a priority of management because it represents a means for quickly addressing any unsolved problems on the part of the client.

### ***Attachment***

- Survey results for December 2009

### ***Point of Contact for Comments and Additional Information***

Cynthia Mendoza-Robinson, Director of Management and Performance Analysis (x4596)

Email: [cynthia.mendoza@morgan.edu](mailto:cynthia.mendoza@morgan.edu)


# Planning & IT Satisfaction Survey

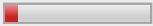


**Description:** Attached is a Word file with the actual survey along with two excel files. The "Technician List" is the first drop down box that should appear within the survey and the "Programmer List" is the second box that should appear within the survey.

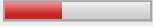
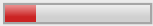
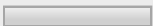




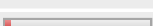
**Date Created:** 9/23/2009 11:15:05 PM


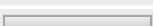
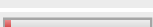
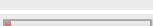
**Date Range:** 9/28/2009 12:00:00 AM - 12/23/2009 11:59:00 PM



**Total Respondents:** 146

Q1. What type of service did you recently receive?			
Count	Percent		
25	100.00%		Technical (i.e., e-mail, virus, printer, phone, software)
25	Respondents		

Q2. What is your classification?			
Count	Percent		
2	8.70%		Faculty
21	91.30%		Staff
0	0.00%		Student
23	Respondents		

Q3. What was your call regarding?			
Count	Percent		
9	39.13%		Desktop support
5	21.74%		Network issue(s)
0	0.00%		Computer labs
0	0.00%		Residence Life
5	21.74%		Telephones
1	4.35%		Security incident(s)
2	8.70%		E-mail
1	4.35%		Other (please specify)
23	Respondents		

Q4. Who discovered your technical issue?			
Count	Percent		
21	91.30%		Self-identified
0	0.00%		A technician
1	4.35%		An employee within your department
1	4.35%		Other (please specify)
23	Respondents		

Q5. Was the Help Desk operator courteous?			
Count	Percent		
23	100.00%		Yes
0	0.00%		No
23	Respondents		

Q6. Which of the following answers best applies to your call?

Count	Percent		
6	26.09%		The Help Desk operator helped me solve the problem I was having.
15	65.22%		The Help Desk operator had to send a technical person to solve the problem.
0	0.00%		I was able to resolve the issue without the assistance of the Help Desk.
2	8.70%		None of the above
23	Respondents		

Q8. When did the technician arrive?

Count	Percent		
5	33.33%		Same day
4	26.67%		Next day
6	40.00%		More than one day
15	Respondents		

Q9. Did the technician assigned to your incident contact you prior to the visit to schedule an arrival date and time?

Count	Percent		
6	40.00%		Yes
9	60.00%		No
15	Respondents		

Q10. Was the technician courteous?

Count	Percent		
15	100.00%		Yes
0	0.00%		No
15	Respondents		

Q11. Did the technician adequately explain your problem to you?

Count	Percent		
14	93.33%		Yes
1	6.67%		No
15	Respondents		

Q12. Was the technician able to solve the problem to your satisfaction?

Count	Percent		
13	86.67%		Yes
2	13.33%		No
15	Respondents		

Q13. Did you receive a follow-up call from the Help Desk to ensure that your problem was solved?

Count	Percent		
7	46.67%		Yes
8	53.33%		No
15	Respondents		

Q14. Please rate your overall level of satisfaction with the service you received from the technician:

Count	Percent		
12	80.00%		Very satisfied
2	13.33%		Moderately satisfied
0	0.00%		Moderately dissatisfied
1	6.67%		Very dissatisfied
15	Respondents		

Q15. Please rate your overall level of satisfaction with the service you received from the Help Desk operator:

Count	Percent		
18	78.26%		Very satisfied
3	13.04%		Moderately satisfied
0	0.00%		Moderately dissatisfied
2	8.70%		Very dissatisfied
23	Respondents		

Q24. Do you have any additional comments or suggestions?

Count	Percent		
7	30.43%		Yes (please explain)
16	69.57%		No
23	Respondents		