

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

Summary of Results

The overall rate of customer satisfaction with the technical support services provided by Morgan's HELP Desk remained at 98% in August. One hundred percent of respondents rated both the Help Desk operator and technician as courteous. The number of calls addressed on the same day that the call was received improved to its highest level ever. Meanwhile, the number of callers who reported receiving a follow-up call more than doubled in comparison to July.

Indicator	Oct–Dec 2007	Jan–Aug 2008	Oct–Dec 2009	Jan-Jun 2010	July 2010	Aug 2010
% of Customers Satisfied – Overall Level of Satisfaction with Service	82%	86%	93%	95%	98%	98%
Very Satisfied	42%	46%	80%	77%	72%	76%
Satisfied	40%	40%	13%	18%	26%	22%
% of Customers – Problem Solved to Satisfaction of Customer	86%	94%	95%	94%	100%	90%
% of Customers – Technician Adequately Explained Problem	93%	94%	94%	88%	90%	88%
Amount of Time from Call to Arrival of Technician						
Same Day	38%	28%	33%	34%	31%	50%
Next Day	17%	30%	36%	42%	46%	20%
More than One Day	45%	42%	31%	24%	23%	30%
Help Desk Operator Was Courteous	100%	99%	99%	99%	100%	100%
Technician Was Courteous	96%	93%	100%	99%	100%	100%
Received Follow-up Call from Help Desk Operator to check on customer satisfaction with service	14%	19%	34%	35%	17%	50%

Consistently at or above 90%
Improving Performance
No Consistent Trend
Declining Performance

Attachments

- Survey results for August 2010

Point of Contact for Comments and Additional Information

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Planning and IT Satisfaction Survey

Description: I have made some modifications to the survey. These changes are either crossed out or highlighted in the attached document.

Date Created: 12/16/2009 2:39:55 PM

Date Range: 1/4/2010 12:00:00 AM - 12/23/2010 11:59:00 PM

Total Respondents: 315

Q1. What type of service did you recently receive?			
Count	Percent		
18	85.71%		Technical (i.e., e-mail, virus, printer, phone, software)
3	14.29%		Programming (i.e., report, data file, labels, APEX, Banner)
21 Respondents			

Q2. What is your classification?			
Count	Percent		
3	18.75%		Faculty
13	81.25%		Staff
0	0.00%		Student
16 Respondents			

Q3. What was your call regarding?			
Count	Percent		
4	25.00%		Desktop support (e.g., hardware, software, virus, printer, PC set up)
5	31.25%		Network issue(s) (e.g., Clean Access, login or password, internet connection)
0	0.00%		Computer labs
0	0.00%		Residence Life
4	25.00%		Telephones (e.g., phone jack, long distance service, voicemail, new service)
0	0.00%		Security incident(s)
2	12.50%		E-mail (e.g., e-mail features, password, unlock account, account creation, spam mail)
1	6.25%		Other (please specify)
16 Respondents			

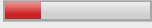

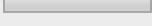
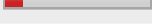
Q4. Was this the first time you contacted the Help Desk regarding this issue?			
Count	Percent		
6	37.50%		Yes
10	62.50%		No
16 Respondents			

Q5. Who discovered your technical issue?			
Count	Percent		
15	93.75%		I did
0	0.00%		A technician
0	0.00%		An employee within my department
1	6.25%		Other (please specify)
0	0.00%		Not applicable
16 Respondents			

Q6. Was the Help Desk operator courteous?

Count	Percent		
16	100.00%		Yes
0	0.00%		No
16 Respondents			

Q7. Which of the following answers best applies to your call?

Count	Percent		
4	25.00%		The Help Desk operator helped me solve the problem I was having.
10	62.50%		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	12.50%		None of the above
16 Respondents			

Q9. When did the technician arrive?

Count	Percent		
5	50.00%		Same day
2	20.00%		Next day
3	30.00%		More than one day
0	0.00%		Not applicable
10 Respondents			

Q10. Did the technician assigned to your incident contact you prior to the visit to schedule an arrival date and time?

Count	Percent		
2	25.00%		Yes
6	75.00%		No
8 Respondents			

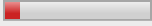
Q11. Was the technician courteous?

Count	Percent		
10	100.00%		Yes
0	0.00%		No
10 Respondents			



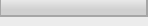
Q12. Did the technician adequately explain your problem to you?

Count	Percent		
7	87.50%		Yes
1	12.50%		No
8 Respondents			

Q13. Was the technician able to solve the problem to your satisfaction?

Count	Percent		
9	90.00%		Yes
1	10.00%		No
10 Respondents			

Q14. Did you receive a follow-up call from the Help Desk within one week of having problem solved?

Count	Percent		
3	50.00%		Yes
3	50.00%		No
0	0.00%		Not applicable
6 Respondents			

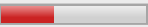

Q15. Please rate your overall level of satisfaction with the service you received from the technician:

Count	Percent		
7	70.00%		Very satisfied
3	30.00%		Moderately satisfied
0	0.00%		Moderately dissatisfied
0	0.00%		Very dissatisfied
10 Respondents			

Q16. Please rate your overall level of satisfaction with the service you received from the Help Desk operator:

Count	Percent		
13	81.25%		Very satisfied
2	12.50%		Moderately satisfied
0	0.00%		Moderately dissatisfied
1	6.25%		Very dissatisfied
16 Respondents			

Q25. Do you have any additional comments or suggestions?

Count	Percent		
7	36.84%		Yes (please explain)
12	63.16%		No
19 Respondents			