

Technology Support Center Survey Results

March 2008

Tickets closed by the TSC thru March: 1484
Number of surveys returned: 251
Return rate: 16.9%

Results:

Courtesy of the analyst: 1.13
Technical knowledge of the analyst: 1.23
Timeliness of the service provided: 1.25
Quality of the service provided: 1.17
Overall service experience: 1.18
TSC overall average rating: 1.19

Scale:

Very Satisfied = 1

Satisfied = 2

Neutral = 3

Dissatisfied = 4

Very Dissatisfied = 5

Additional Feedback
All questions get a 1. As usual, the IT staff was great. Even when the software was not successfully installed due to me not having updated the MAC X system (which I have now done), they remained attentive, polite and informative. Rachael and, especially, Kyle really know their stuff and give us faculty a sense of security knowing that level of expertise exists on campus.
analyst seemed unaware that the VPN server was failing at the time. This is probably not the analyst's fault; it points to the need to more quickly inform analysts of changing circumstances
Analyst was courteous and patient and let me follow him with his directions at my own pace.
Analyst was very courteous, professional and able to troubleshoot problem and facilitate a solution.
Analyst was very helpful.
As usual, I received assistance very quickly, and my technology problem was soon solved. They day was saved again! :)
Brad was extremely helpful, polite, knowledgeable. While the actual repair took awhile, Brad went above and beyond to ensure that I had a machine I could use to get my work done.
Brad was very courteous and called me as promised as soon as Web Time was back online.
Called helpdesk at 5pm on Thursday, had a message waiting for me at 8am on Friday. Problem was resolved quickly.
Chris and Laura were very persistent in getting HP to fix the problem. The process was long and frustrating, but through no fault of IT. I appreciate how hard they worked on my behalf.
Chris did a great job!
Chris did a great job!
Chris is AWESOME and persistant!
Could not get survey to open, but I was highly satisfied with all aspects.
Didnt always understand the computer jargon, but he was quick, helpful, and thorough, thank you!! Laura Harrison
Everyone is always soo helpful!
Everything went well, the service was provided much more quickly than expected, and Jim was friendly on top of doing a great job.
Excellent work sticking with a diffucult problem- thanks!
got what I needed from a pleasant competent person. Who could ask for more?
got what I needed, and it was done in a courteous manner. Very nice.
great service

Great Service. Thanks!!!!
He was proficient in walking me through the steps to correct the problem. Thanks to his direction, I was saved a lot of unnecessary wasted time.
He wasn't that familiar with the program that I was having problems with, but through his evaluative process was able to get it done in a timely manner. It took him approximately two minutes to complete the task. Next time it will probably only take him seconds. I'm impressed!
Helpdesk corrected the problem immediately and the support was excellent.
Hugely helpful. Thanks so much!!!
I am always impressed with ITS
I am very grateful for all the help I have been given. No matter how long it takes to find the solution or answer or if it just takes a few seconds everyone has been very polite and patient.
I appreciate that the issue was resolved right away over the phone and I didn't have to contact other departments or call other numbers. Thank you.
I brought my university laptop in because it was saying I had a virus. The tech called and said it was clean and fine and that I could pick the machine up. I got it home and the messages are still there.
I contact the support center frequently and have always been very impressed by the help the various individuals are able to provide. If the rest of the campus' mechanism for responding to questions, especially from prospective students, was as good as this, our enrollment would be higher.
I did not speak to the analyst. She quickly offered a solution, but it doesn't appear to work.
i didn't really need any kind of response i knew it was a scam just wanted to inform someone so maybe the filters could be improved
I had contact with 3 different people on a single problem. All were polite, but Kyle was outstanding!!! The first person could not correct the problem and when I called back, Kyle spent considerable effort and was able to find the solution. I was missing a host of files on outlook that had invaluable data and information that would have been a very serious loss, so his skill and assistance was especially appreciated. This is not the first time that he has done something like this--he is invaluable, and much more technical savvy than anyone else I have worked with.
I have always had good experiences with the help desk. If something strange is going to happen to a computer it will happen to mine and the help desk has always taken it in stride.
I like the short courses on computers and personal help from the IT staff is very good.
I put down '3' from quality of service only because the problem could neither be diagnosed nor solved, but resolved itself when work on the jinx server had been completed. Such is life in the cyber world.
I really appreciate this service and the promptness with which requests are answered.

I think it would be impossible to give too much GOOD FEEDBACK to the Technology Support Center. The Center sets and is the GOLD STANDARD for excellence in service. I, for one, am truly grateful for the Center's staff and the support, assistance, and help they give cheerfully, respectfully and graciously. Thank you. Terry Williams

I think that ITS support does a fabulous job. A few of us are on a first name basis and they are always willing to help whenever possible. Those situations they don't understand, they will personally come to my office to resolve the problem.

I WAS EXTREMELY SATISFIED WITH MY RECENT SERVICE. THANK YOU.

I was thoroughly satisfied with the service!

I was very satisfied on all counts. When I called back (Kathryn, I think @6014) was there waiting for me. Thanks. kwl

I was very satisfied, and very, very grateful!! Thanks. Susan

I worked with two people from the tech center. They were very helpful and got my computer working again. It took almost 2 and a half hours but it was worth it.

I would give a 5+ to Karen. She was very nice, polite, patient and professional. Thanks for your help. Don

It is understandable that you are having quite a few problems with the spam episode. It was reported to me that you think it will take as much as a month to get UMSL off the spam lists. That is a bit disappointing. I will not try to use UMSL as the email address that I use to send messages. Many of my messages have been rejected by other places without notice. It is only after speaking with these people that I discover that the email was not received. This is troubling because there is a problem and nothing was reported to the email community about there possibly being a problem. I also lost quite a few messages that had been sent to me during the three days I was not receiving mail. So the technician that I spoke to was courteous, but without my calling I would not have known about the problem. I forwarded all of the phishing emails to spam@umsl.edu but noone responded and said yes we are having a problem. I wish, there had been some way to let the UMSL email community know that you were experiencing such a problem and how long you think it will take to get it completely repaired. The technician was fine, but I am disappointed in the lack of communication from the technology department. I used to get emails from Don Lewis, Paula Grant, Paul Pratte, and others who reported when there were problems. I don't get these any more. Is it because I am retired or have you stopped reporting problems. Carol Kohfeld

It was the first time i went to get help and i am very happy the way I was treated. Moreover, they understood my problem and fixed it. Thank you so much.

ITS always keeps me happy. Thank you, Doug for being available.

Jim and I are still working on this. He is excellent!

Jim did a good job of helping me remember how to add my signature. It's working fine now. Thanks.

Jim Friese was great! He was knowledgeable, helpful, and very patient in resolving my computer issues.

Joe was very quick and very skilled.

John is great. Always helps me with a positive attitude and I am not very "techy". He is patient.
John was fantastic, super fast, knowledgeable and funny! Great to work with. Thanks John!
John was very helpful.
Karen was simply outstanding! On 2 different occasions last Thursday Karen worked to correct the issue with remote access. I had limited time on Thursday morning and she said that she would investigate further and get back to me on Thursday afternoon. She called me back on Thursday afternoon and again with remote access and more ideas from her investigation, she attempted to correct the issue. Even though the issue persisted, she said that she would continue to research the issue and would get back to me on Tuesday when I returned to the office. By 8:15 am on Tuesday, I had a voice message from Karen asking that I contact her. With remote access again, she persevered and corrected the problem and I am now able to use Internet Explorer. Access to IE was vital so that I could access the MyView training information.
Katherine is always extremely helpful when I speak with her on the helpline. She's patient and I have never had a single problem not solved by her specifically. She great!
Kathryn is always a pleasure to work with.
Kathryn is always very helpful, knowledgeable, patient and friendly. (this ticket was assigned to Karin May.)
Kathryn is nice and professional. She has been helpful the two or three times that she's worked with me.
Kathryn Rebe is always extremely helpful!
Kathryn was so great to work with. She never talks down to me or minimizes my questions or deadline needs. Her sense of humor helps when frustrating situations come up. I have complete trust in her ability to fix any problem or figure out how to fix it in short order. She always calls me back and remembers my previous computer problems, asking me how things are going since we fixed "it." Kathryn is stellar in every area and I feel very secure knowing she's there to help. I am sure she treats everyone the same as she treats me. Thanks for asking for my feedback!
Kyle handle the problem with my computer in a very timely and professional manner.
Luckily I don't have to call much, but I always get good service and get my problem solved quickly. All the Tech's that I have had a chance to talk to have always been very pleasant. Very glad to know that they are there when I have a problem.
My computer is working a bit slowly. I hope this is not related to changes made. My service did a fine job.
My question didn't involved technical skills of the analyst. I asked a question and although he wasn't sure, he obtained the answer very quickly.
Next time I should probably walk over and have analyst review things I am doing wrong, but that is on me.
Nichole was very helpful. We had a question about a function on our new printer and she did the research to get it up and running for us. Thanks Nichole!!!!
not unless someone can cure spam!!!

Quick, efficient service. Thank you.
Ran two system shutdown tests to make sure everything was okay and that default settings didn't disappear. Jim took all the time needed to make sure it wasn't just a quick fix and the problem wouldn't repeat itself. I really appreciate this. Jim, Rachel, and Stephanie were extremely helpful to me today.
Receptionist acknowledged me but she seemed preoccupied.
She was very courtesy, patient, and helpful. She was very knowledgeable. Superb!!!!
she was very friendly and helpful! She knew exactly what to do and she answered other questions that I had as well!
She was very helpful, professional and quick to find a solution that worked on both platforms. really appreciated all the help.
Stephanie was helpful and pleasant.
Thank you!
Thanks for your continues, high quality service.
thanks for your help and friendliness
Thanks!
Thanks.
The "sign-on" experience would have been better if it had worked the first time, rather than having to get it fixed by the support center. Milton Blood
The analyst gave me a Plan A set of directions which I followed and she also gave me Plan B. Unfortunately, Plan A did not work, I am now in the process of Plan B.
The analyst was very helpful and although the problem was resolved without an office visit, he did indicate that service to replace any defective equipment could be done immediately.
The analyst, John, was very courteous and professional. He was able to explain what I thought was a problem and readily showed me how he would be able to find the public folders. He spoke "terms" that I understood and mentioned features of Outlook 2008 I had not discovered.
The computer is working fine now, it wasn't when I took it in, so I've very pleased.
The help I got was wonderful, fast and clear. Thank you.
The issue is odd in that I can create a ticket but can't view my history; here is the response I recently received about this issue: Hi Terrence, I am working with Right Answers on the issue with your tickets not showing up in the knowledge base page. I am going to close our ticket here since I have a ticket open with them. It seems this is a known issue with them between UM campuses and their name resolution. I will let you know as soon as I hear anything on this. Thanks, Karin May System Support Analyst-Specialist Technology Support Center 211 Lucas Hall One University Blvd St. Louis MO 63121 314-516-6031 Fax 314-516-6274

The ITS folks are great, they are always willing to go the extra mile to eradicate any issues.
The staff is always very helpful.
The suggestion I received - Shut down your computer and start over - was all I needed and the problem corrected itself!
The tech was very good at her job.
The technician was very friendly, courteous, and knowledgeable. I hope I get her again the next time I have a problem.
There was some uncertainty about how packaging materials would be disposed. This should be the responsibility of the set-up person.
These answers to NOT apply to the subject of the work order, whom I am told will be further trained in TSC applications. I felt that the subject of the work order was very snooty; he left a bad taste in my mouth.
This service was extremely impressive!!!
They are very helpful and have solved my problem every time I have gone in there.
they are very helpful!
This survey and the instructions for how to give you feedback seem very poor.
This was a (seemingly) incredibly nasty problem to solve. It must also be a highly unusual problem. Karin was patient with me throughout the process. She is to be commended for her diligence in sticking with it.
this was a simple question with a simple answer (is peoplesoft down? Yes, ps is down and we don't know when it will be back up.
This was a very simple request about phishing e-mail I received.
This was exactly the information I needed and it is working perfectly.
this was one of the most efficient and nicest person I have dealt with - she was a huge help!!
Throughout my 6 years of having a desktop "laptop" computer, the services provided by the IT staff is as important as the hardware. Keep up the great service. Thanks for all of your help!
Thx
Totally outstanding service and extremely helpful!
tritonet seemed to be down in some areas of north and south campus but not in the tech support room. there was a couple of gals having a leisurely conversation and didn't seem to mind waiting customers.. not sure if they belonged to the office or were just having a break
Unfortunately there is no dropbox!
Very courteous and helpful

Very helpful.
very nice and friendly
Very nice and tried to help but UMSL does not have similar hardware resources available at BestBuy's Geek Squad or Software Center to help me with my problem. I need to pull a hard drive, plug it into a bench and copy the files onto my external hard drive, because it will take me weeks, if ever, to get a replacement power adaptor for an old Dell laptop that will not power up. Since this PC is not on the desktop plan, I am not entitled to any help and appreciated the conversation.
very pleasant experience speaking with the help desk. Thank you for you timely response and friendly manner.
very pleased with the results
Very quick email response. Thank you for the quick help.
Very satisfied!
What I really needed was a direct answer. I had contacted the Registrar's Office and they had told me to schedule an appt. and I did. I drove from Cape Girardeau to UMSL in February only to learn that I couldn't do my schedule until April! There needs to be better communication!
Wonderful!
You guys (and gals) are great!
You guys and gals are great!
You guys are doing a great job!
you guys are great!
You have been great. My wife, who is on the phone for an hour every time the home computer hiccups, must never learn of the wonderful service I get from you. Many thanks!! Michael Cunningham
Your group is always courteous and helpful. I don't know what we'd do w/o you. thanks, Jen