



Survey Key: ZS44338

This is an anonymous survey.

The number of people who took this survey by 5/11/2006 7:59:58 AM is: 295




## 2005 Technology Support Center (Helpdesk) Customer Survey

Please answer each question honestly and candidly. If a question does not apply to you, please leave the question blank. Your feedback is important to us. Thank you for helping us improve the services at the Technology Support Center (Helpdesk).

				Faculty	Staff	Student
1.	Please select your position:		<input type="radio"/> [101]	<input type="radio"/> [191]	<input type="radio"/> [1]	

				Never	Once a month	Once a week	Several times a week
2.	How often do you contact the Technology Support Center (Helpdesk)?		<input type="radio"/> [21]	<input type="radio"/> [230]	<input type="radio"/> [18]	<input type="radio"/> [6]	

On a scale of 1 (Worst) to 7 (Best), please rate the Technology Support Center (Helpdesk) in the following areas:										
				1 (Worst)	2	3	4	5	6	7 (Best)
3.	Promptness answering the phone:		<input type="radio"/> [0]	<input type="radio"/> [3]	<input type="radio"/> [16]	<input type="radio"/> [28]	<input type="radio"/> [43]	<input type="radio"/> [107]	<input type="radio"/> [85]	
4.	Promptness returning telephone calls:		<input type="radio"/> [3]	<input type="radio"/> [7]	<input type="radio"/> [12]	<input type="radio"/> [32]	<input type="radio"/> [55]	<input type="radio"/> [94]	<input type="radio"/> [63]	
5.	Courtesy:		<input type="radio"/> [0]	<input type="radio"/> [0]	<input type="radio"/> [8]	<input type="radio"/> [15]	<input type="radio"/> [37]	<input type="radio"/> [91]	<input type="radio"/> [131]	
6.	Ability to solve your problems over the telephone:		<input type="radio"/> [2]	<input type="radio"/> [6]	<input type="radio"/> [9]	<input type="radio"/> [32]	<input type="radio"/> [58]	<input type="radio"/> [99]	<input type="radio"/> [75]	
7.	Ability to solve your problems over by an on-site visit:		<input type="radio"/> [1]	<input type="radio"/> [2]	<input type="radio"/> [5]	<input type="radio"/> [15]	<input type="radio"/> [29]	<input type="radio"/> [80]	<input type="radio"/> [102]	
8.	Windows Experience:		<input type="radio"/> [0]	<input type="radio"/> [0]	<input type="radio"/> [4]	<input type="radio"/> [13]	<input type="radio"/> [38]	<input type="radio"/> [96]	<input type="radio"/> [96]	
9.	Macintosh Experience:		<input type="radio"/> [5]	<input type="radio"/> [7]	<input type="radio"/> [8]	<input type="radio"/> [16]	<input type="radio"/> [11]	<input type="radio"/> [26]	<input type="radio"/> [21]	

10.	Dial-In Experience:		<input type="radio"/> [1]	<input type="radio"/> [3]	<input type="radio"/> [5]	<input type="radio"/> [17]	<input type="radio"/> [19]	<input type="radio"/> [36]	<input type="radio"/> [40]
11.	VPN Experience:		<input type="radio"/> [5]	<input type="radio"/> [3]	<input type="radio"/> [3]	<input type="radio"/> [13]	<input type="radio"/> [15]	<input type="radio"/> [29]	<input type="radio"/> [30]
12.	Overall satisfaction with your experiences with the Technology Support Center (Helpdesk):		<input type="radio"/> [0]	<input type="radio"/> [4]	<input type="radio"/> [5]	<input type="radio"/> [17]	<input type="radio"/> [51]	<input type="radio"/> [103]	<input type="radio"/> [99]

13. What improvements would you like to see made to the Technology Support Center (Helpdesk):

[longer hours]

[I need the e-mail of the person who I can e-mail for strongly suggesting mygateway system options changes?]

[I feel the Helpdesk has come a long way. I love the dial in service and find the communication better.]

[More evening hours (until 9pm, or maybe even 10pm).]

[At this time, I cannot think of any improvements that should be made. I have had a positive experience each time I have called teh TSC. I appreciate the patience they demonstrate each time I call. If the person who answers the phone can't resolve my problem, he or she will readily admit it and ask for help.]

[I have been really pleased with the help received.]

[More OTC testing lab space - could IT add/ convert any facilities? - Not your responsibility directly, but would certainly help when students are in a 'log jam']

[I call in only once or twice a year when I encounter some problem. The problem is always solved, and so I don't know how that service could be improved.]

[At times I've spoken with a person or two whose English language skills were weak and that made communicating the problem and finding a solution difficult.]

[You might want to add a category of N/A to your survey. You may want to consider sending surveys after each call is closed, as well as an annual overall survey. The competence and courtesy of the TSC personnel vary widely.]

[More efficient phone tree; ability to request staff member; at times I feel I am the one being patient with a novice staff member; more courtesy, patience with, and respect for hard working faculty callers who are frustrated with technologies they may not understand.]

[Easier to reach]

[more Mac support.]

[Maybe "house calls" where a staff person can actually come to the faculty office to help them with their own machine instead of just talking with them over the phone.]

[You might think about an emergency/priority option when dialing in. This alerts the help desk that something needs to happen now. Have your crack tech available for that line. If the call is not an emergency it is rerouted to another person,]

[Actual software support assistance. There is no one to call with software questions. The addition of staff maybe expensive.]

[They need to get up and go out and help people.]

[I would like to see a separate telephone number or shorter greeting on the auto attendant when you call X6034. Also, I think giving an e-mail address out is not very efficient over the main message. Make it an option if people want it. Finally, please make the e-mail option on your website to submit work orders easier to find. I have to always hunt for it. Should be right on the

main web page with a red cross or something for us dull types to find easily.]

[There need to be longer hours. I teach a computer course to non-traditional students, who may not sit down to do their coursework until the evening. That is when they need to be able to contact the Help desk, as they are employed during the day, when the desk is traditionally open. Saturday hours would also be helpful to this group.]

[I called the help desk on a weekend to ask how to establish the dial-up connection from home ( I had just bought a new computer) and they told me to call on Monday whne "those folks" were available" I found the information on the web, on my own a few hours later" The help desk should be able to give a caller simple information about this simple task, at least guide the caller to the UMSL site or tab where the information is located. This was the only time I called the help desk in about a years. Just a suggestion...Thanks.]

[provide better Mac support, espeically VPN]

[When an on-site visit is required, it takes a very long time to get someone to actually make the visit. Often they will schedule the visit and then fail to show up. Also, while they are good with small problems, they dont' seem to know much about the overall functioning of the system. They accidentally erased all the data from my harddrive and failed to back it up before trying to transfer it, and then in trying to "recover" it, they overwrote most of what was left. Not good. Still, if I'm having trouble with a password they are fine.]

[Helpdesk staff should have more knowledge of MS-Office to assist with software problems.]

[A designated tech for each department would be helpful instead of just the next available tech.]

[The help desk is great! I couldn't do my job without their help. Thanks.]

[can't think of any.]

[Better understanding of standard MS software issues and understanding of advanced features. More prompt return (ore return at all) of phone calls. I'm often told we'll look into it and see if we can find an answer, but then I never hear back. It would be nice to be told even if they don't find an answer so you know one way or another.]

[I would like to see the people who answer the phones have a better command of the English language. It gets difficult sometimes when you have to leave a message in order to have someone call you back.]

[I'm very satisfied with the response and help I've been given by the center. Everyone is very courteous and helpful.]

[Generally, the help is great and when the staff does not know something, it seems an effort is made to try and find an answer.This is an office I have no hesitations about contacting. I don't know what VPN is, so I skipped it.]

[They've always done a great job for me. I'd like to mention, I think I've only had to call them maybe 4 or 5 times in a year, as I've been lucky that things usually work out.]

[-]

[I have a bit of trouble understanding some people, but we work it out.]

[The staff have been very good to work with. I think some ambiguity is present when it comes to software that is either offered by the systems office or umsl's campus office.]

[I'm not always helped with the problem I call about. Sometimes the person who answers the phone has to contact someone else to help.]

[You guys are doing a great job. During my time at the University, your office has just gotten better and more responsive to the users. Keep up the great work.]

[Just improve the knowledge base and respone time for what you are doing.]

[More knowledge of Macintosh.]

[I think that I may have talked to everyone in the Helpdesk department and have found them all to be prompt, couteous, friendly, and knowledgable. They recognize a situation that requires a visit quickly and arrive the same day to correct the problem.]

[Since I have not had to call them at all the past several years, I don't think I should complete the survey.]

[I've called a couple of times about how to format a R/W data CD so that I can make changes to a saved file, but I have never received instructions or help. Instead they tell me that I should be using a USB port. The problem is that my department doesn't have USB ports, we have R/W data CDs. I appreciate the suggestion about newer technology but I still don't know how to correctly format a R/W data CD. I've ended up wasting a lot of CDs because I can't make changes to the files I've stored on them.]

[I call rarely and suggest you change the options in #2 above. When I do, I am always well served.]

[I personally do not like any automated answering phone system for any customer service jobs.]

[Often, my questions don't fall under any of the categories listed in the automated phone system. Even if my question isn't software related, I know that someone will answer the phone if I choose that option, so I do it every time. Otherwise, I'm forced to leave a message which often is not returned within a reasonable amount of time (in my opinion). Thanks for the survey!]

[I can't think of any necessary improvements.]

[I really don't use technology support all that often, but when I do I feel I receive good service. They are always willing to laugh with me on some of my stupid questions. They seem to know their stuff. I have not had a problem they could not fix.]

[Sometimes cannot understand the person on the phone. Don't seem very ambitious to help especially the late afternoon people this is when it seems difficult to get people to answer or put on hold for long periods of time.]

[I haven't had to use this service more than twice - unable to say improvements are needed.]

[There is a couple of staff that I would rather NOT deal with. But OVERALL, most staff are very good. I have to say in general that I am very satisfied and I can't think of any improvements as my issues have always been resolved.]

[I can't really think of any improvements. My experience with the Help Desk has always been positive. When I get myself in a jam, they are able to talk me out of it and provide interesting and good information. I love it when they can take control of my computer, see the problem, and help me solve it. The Help Desk is a wonderful service and something UM-St. Louis has done right.]

[I can't think of any improvements. I have had very positive experiences with the staff and services.]

[I do not utilize the help desk for advanced technological needs, so I am quite satisfied with the level of support given.]

[Let Katherine train all the phone answering folks - she has fabulous people skills and a large knowledge base. She could teach them how not to mumble and be knowledgeable about MAC's as well as PC's. Please ask the older Help Desk employee's not to be so snippy and condescending. It doesn't help to constantly correct callers when we don't know the correct wording. It would be kinder if the Help Desk person would answer the question gently and not make the person calling feel stupid. We are frustrated when we call and may not say things exactly. But we're trying to get it all out for them.]

[I think it is good, just sometimes, it is quite slow to have new account of mygateway]

[I would like the personnel to be more receptive to helping; it comes across like we should know everything-- which it true but then we would not need a "helpdesk." I would be referring to a few bad apples. Kathryn is great!! Laura P. is great!!]

[I've observed a renewed customer-focus in the Technology Support Center. Introducing oneself, collecting information and returning calls are routines I appreciate! Good work. An improvement to consider is a follow-up call a week after a trouble-shooting experience to check if things are still working as the customer expects.]

[It would be nice if you didn't have to go through the menu before you can speak with someone.]

[Comment: #9 and #11 above should not be viewed as my judgement of the staff. I don't use these systems. Your survey needs a comment section]

[It would be helpful if we could get more help about a wider range of things. More knowledge

about Macintosh computers and software is needed. Also, we need someone who can help staff with Access--this is a Microsoft product AND databases are something that university staff frequently use. it is terrible that you can't get any help on campus for staff.]

[I think they are doing a great job. Sometimes a problem takes a while to solve, but they always stick with it until the solution is found.]

[extend the hours--at least weekends, but ideally, 24/7]

[some NA-- great staff]

[I find the Help Desk staff competent, unfailingly polite, and amazingly persistent with follow-up. Talking with people from other institutions and businesses, I think we are VERY fortunate in our support network and technology tools. Keep up the good work.]

[Better communication among the various IT departments. I can't tell you the number of times I've called and been told a different area handles that and someone else will handle that. About a year ago our dept. bought a new printer...getting the port for it and having it installed was a NIGHTMARE...we were told 87 different things by 87 different people and it ended up disrupting our department's work considerably...I will say that I have noticed an improvement lately in both the competence and professionalism of the helpdesk staff...]

[My request for service is perhaps every few months.]

[Better follow and response to phone inquiries.]

[More hours in operation]

[The mechanical answering service needs to be changed so that the most frequent transfer is push 1, second push 2 etc. Nobody wants to know where they are physically and that is the first on the recorded message.]

[When calling in about issues on our computers they seem to try to help but often the problem returns as if nothing were done the next day.]

[On-line step-by-step procedure for managers, indicating requirements to connect a new employee to a DSP. And the opposite, to disconnect an employee that has left the office/university.]

[My experiences w/women who take my calls have always been positive. There is at least one man who seems to feel it is a chore beneath his technical abilities to help someone who may be less knowledgeable than he. He was rude and insulting, questioning why someone with my limited computer experience was ever hired. Having received both my undergraduate and graduate degrees from this University, I feel more than qualified to complete the duties my job entails. If I were as rude to students as he was to me, I wouldn't have a job.]

[I appreciate the accessibility and availability of the center. The staff has been quite helpful to me.]

[Consider providing more help over the phone. As long as clients know that the help may be limited, there might be a way to provide some services. It would help not to be told that we have to bring the computer in. I've really appreciated when Joel has been willing to try to help over the phone.]

[None]

[a faster network, alerting us when steamboat has gone down.]

[There are a couple of males there who could use a little phone etiquette training (especially that heavy breather!). I am not unhappy with the services at all, but there are plenty of times that I feel like I am getting 'canned' answers, and information. ]

[People could be nicer.]

[You guys are lifesavers, thanks!]

[More help during the Holidays.]

[None, they are doing a great job]

[wish I didn't need them as much]

[I have always have had "great" help from the helpdesk. I am very satisfied.]

[More help with Mac issues, especially OS X 10.4 for us 9.2 people. Although there usually is at least one Mac knowledgeable person to call back.]

[Later hours.]

[I use the Technology Support Center occasionally, but on average less than once a month. I have been quite pleased with the knowledge and courtesy exhibited by the persons who have helped me. Thank you!]

[longer hours/more days of availability]

[the voicemail to get a live person is too long]

[The recorded message is quite long. Maybe several lines would be more efficient. It is frustrating to have a student in my office and try to reach a support person without waiting for all of the possible options. I think you all do an excellent job! Nancy Boehnker, Advisor, CoBA, 487 SSB]

[I don't find the Helpdesk very knowledgeable. I would like to see better support.]

[I think they're doing a very good job.]

[I am not full time and work mainly in the community. In order to do my job I find I often have to work on my personal laptop. I cannot afford to buy software like Norton Anti-virus. You should make this available for free to all...it could save you a great deal of money in the long run. You really need to train more people on MAC.]

[All my experiences have been excellent - especially with Louisa Lee.]

[Open longer. More MAC knowledgeable people.]

[Improve this survey. I don't use Macintosh and there is no response for N/A.]

[My experiences with the Technology Support Center have been outstanding. I appreciate their knowledge and courtesy. I work on both PC's and Mac's and regardless of which machine, or what software, I am having a problem with, they have been able to solve it. Although I am a technological idiot, they never treat me as such. I appreciate that very much.]

[More MAC expertise.]

14. What additional services would you like to see offered at the Technology Support Center (Helpdesk):

[Overall, I think you all do a very nice job.]

[Better service in helping customers to dial into their work site computers.]

[I can't think of any.]

[thank you for the knowledgeable people. they have the ability to be at rest to resolve our difficulties. diana katz katzd@msx.umsl.edu]

[I don't know.]

[Some on-line directions for installing the dial-up system on a new computer and the same for changing passwords. Sometime in the past, I printed out directions for the former, but things change and updates are needed.]

[It would be helpful to be able to use the online problem submission page to see if any progress is being made on open calls.]

[I know it is difficult to maintain a good attitude when you are an expert and the person asking questions is a novice, but it is so important for the novice not to be made to feel like a total idiot. Help with specific software would be nice.]

[Saturday hours.]

[??]

[The technician assignment by department would increase the level of communication and confidence we have for your staff.]

[can't think of any.]

[Knowledge of frequently used office programs: EXCELL and ACCESS.]

[See above.]

[Do they have any pamphlets to assist us in dealing with upgrades? It might sound silly, but when I had a problem earlier this year, a whole different version of the programs I had been using were installed; it seemed as if everything I did for weeks required more time, trying to find my files,

and finding ways to do things easier. It would have been nice to have a little booklet/cheat sheet to mention some of the changes. Specially for things that are commonly used, such as printing labels and envelopes.]

[-]

[No idea. Thanks guys and gals for your help.]

[I would like to see more along the lines of maintenance software and its use. What should caring concerned staff be doing to create a more stable personal computing environment.]

[Faster Dial-in service.]

[Assistance on home computers with dial-up.]

[I would like to see the technology department send out info on new technologies available; what it's good for, how much it should cost, where to purchase a good one. Something (flyer, newsletter, email, etc) that says "hey, keep your eyes out for USB ports! They're good for... and a good one should cost about..."]

[I know so little, I don't know what I need until I need it.]

[I can't think of any additional services.]

[I would like to see more free training classes available through out the year.]

[None. I was very satisfied with the assistance I received.]

[Maybe some classes for us Technical Techy's to learn about troubleshooting so we don't have to call the Help Desk as we could TRY all the "steps taught" first before we call.]

[I'm not really qualified to say because they've been able to help me on everything I ever needed help on. Maybe I'm low-maintenance, or maybe they're pretty comprehensive, or some of both. But, just keep doing what you're doing well.]

[Again, I can't think of anything.]

[Free on-site consultation. It is my understanding that if I ever need Tech support to come out it's a minimum \$75.00 charge...(this may be misinformation given to me by the department), however, I would like to be able to have staff come to my office at least once free a semester if I have a pressing issue...at this point, I just "live with it" if it can't be answered over the phone...(i.e. trying to get my PDA to sync with my computer).]

[Have answers that involve more than "reboot your computer". And folks that are backup for our switchboard need to speak distinctly and ask questions if they aren't sure of the destination of the call. It only takes another second or two. Please give the Help Desk folks caller ID on their phones. They will then know who they are talking with from the beginning of the call...and the correct spelling of our names! Thanks for asking for our input. We appreciate it.]

[On #2, there was no option for "rarely". #7 did not make sense. There was no "NA" on any of the questions.]

[strong connect with other service like meadows. but i think it is its problem]

[No additions; The online work order is a great feature. Keep up the good work!]

[SAS, SPSS and other statistical analysis software are increasingly being requested and used -- there needs to be a source of general knowledge and problem-solving available. It's logical that the Technology Support Center offer this service, perhaps for a charge (depending on the length of time or complexity of the problem).]

[More support for specific software.]

["Service" should be redefined as "same day service". For many people on this campus (and I think especially for administrators since I am one) not being able to send and receive e-mail or word process documents is equivalent to not being able to get any work done. The notion that everyone can wait 2 or 3 days for someone to come to help with a computer is stone age. We need to get our technology support into the 21st century.]

[I would like to see the IT services in general consider setting up classes on particular tools that are available on campus such as Qualrus, SPSS, SAS, etc. as well as continuing options to learn about Centra and clickers, etc.]

[I think the spectrum is good.]

[Some kind of spy blocker and ad blocker that WORKS!]

[I would like to have a Microsoft Office Software specialist.]

[I don't know if Joyce Boss works through this office, but she is fabulous. She is always courteous and has solved every problem I have ever had.]

[None]

[na. I think they do a great job]

[Assistance with technical problems involving personal computers]

[ADDITIONAL INFORMATION ON QUESTIONS: I contact the help desk occasionally, maybe once every 6 months. I've primarily needed assistance with e-mail (passwords, viruses) or hardware malfunctions.]

[they are great folks]

[Sometimes I need help at home. I purchased a Compact from Best Buy. I would be glad to pay for services from the help desk instead of Geek Squad.]

[Wish there was help for us at-home faculty users on weekends. Maybe a line where we would leave our message and someone on call could call us back after a while. I wouldn't expect the place to be staffed 24/7.]

[Short "refresher courses" on windows beyond the basics.]

[More Macintosh support and more Macintosh knowledge.]

[Shorter time to get problems solved, not having to wait so long.]

[More support for end-user software.]

[Thank you very much for your help!!]

[Whatever problem I have, they are always willing to try to help me work through it. I am amazed at their knowledge base! Please tell them how much they are appreciated.]

[A service to remove old software from a computer when we get a new on the Desk program. Otherwise, I am quite satisfied with the Tech Support people. Mary Fowler is great, Joel (Law) and Matt have been very helpful this past year. I think it is a fine crew over there.]

### **End of Survey**