Overall the responses and comments paint a very positive picture of the IT Service Desk with 85% of customers saying they feel that Service Desk cared about their query or issue – 88% of customers said they felt their query or issue had been resolved.

The ongoing challenge is now to maintain standards to ensure all customers contacting Service Desk are made to feel the team care about their queries or issues.

And whilst it is recognised that it is never going to be possible to resolve everyone’s IT query, the Service Desk team take seriously their role of trying to keep the customer informed.

The IT Service Desk Manager checks feedback weekly and follows up directly with customers on any issues as necessary. He also passes on positive comments to relevant teams and follows up as necessary with any negative comments on a weekly basis.

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1. **Background**
   To help us monitor and improve the IS Service Desk, customers using the service are (selected at random by Footprints) invited to share their feedback about the service they received. Every 10th ticket is sent an email with the survey link, provided the customer has not been invited to complete the survey within the past month.

2. **Overview**
   A link is sent to randomly selected customers with invitation to complete a short survey on their experience with Service Desk.
3. **Objective**
To measure satisfaction with the service delivered in order to improve service delivery the future

4. **Methodology**
The survey is web-based using the Bristol Online Survey (BOS) software

5. **Communication**
Randomly selected customers receive an email with a link to a short survey which they are invited to complete

6. **Incentive**
No incentive offered

7. **Responses**
388 (same period last year 142) customers completed the questionnaire

8. **Main Theme**
   I. Customer perception

9. **Data Type**
   I. Closed questions (yes/no and agree/disagree)
   II. Open comments eliciting feedback

10. **Survey Characteristics**
   I. Questionnaire launched 1 July, closed 31 December 2014
   II. 2 closed optional questions
   III. 1 comment box (optional) inviting customer to share general comments
   IV. Customers wishing to receive feedback invited to leave their details

11. **Analysis**
   I. **Customer perception**
      a. **Service desk cared about the query/issue** – when compared with the same period last year a slightly lower percentage of customers agreed that Service Desk cared about their query or issue; the percentages are similar to the same period two years.

      | Year                      | Agree  | Neither agree or disagree | Disagree |
      |---------------------------|--------|---------------------------|----------|
      | May to December 2012      | 86.5%  | 12.5%                     | 1.0%     |
      | January to June 2013      | 81.3%  | 17.1%                     | 1.6%     |
      | July to December 2013     | 87.9%  | 11.3%                     | 0.7%     |
      | January to June 2014      | 89.1%  | 10.9%                     | 0.0%     |
      | July to December 2014     | 85.1%  | 13.9%                     | 1.0%     |

      b. **Service desk resolved the query/issue satisfactorily** – when compared with the same period last year a slightly higher percentage of customers agreed that Service Desk had resolved their issue satisfactorily

      | Year                      | Agree  | Neither agree or disagree | Disagree |
      |---------------------------|--------|---------------------------|----------|
      | May to December 2012      | 86.1%  | 9.6%                      | 4.3%     |
      | January to June 2013      | 87.0%  | 7.9%                      | 5.1%     |
      | July to December 2013     | 87.9%  | 7.9%                      | 9.6%     |
      | January to June 2014      | 91.9%  | 6.9%                      | 2.0%     |
      | July to December 2014     | 88.1%  | 6.2%                      | 5.7%     |
## II. Customer comments – positive comments (151 comments)

1. I had previously called the helpdesk to seek advice on what network adapters to purchase. I believe at that point it should have been recognised that additional assistance would have been required. [Campus Support staff] handled the situation incredibly well given the additional issues that cropped up as a result of the call so a big thank you to James for being so persistent in resolving what could have been time consuming issues.

2. A prompt service. A member of the team called me back today and took control remotely. Many thanks.

3. Actioned promptly and with a positive outcome

4. All dealt with professionally and swiftly. Very good service

5. All emails were answered quickly with all information I needed

6. Always quick and efficient

7. Always very helpful and very efficient at what you do. Thank you for always being so helpful and kind.

8. Colleagues answering my query were very helpful, providing me links to further info and giving advice. However, I had resolved the issue by other means.

9. DEALT with promptly - thank you

10. [SDS staff] went out of her way to help. Many thanks.

11. Effective as always

12. Efficient

13. Emails were replied to quickly, and were helpful. I honestly thought it would take longer, as I know it’s a busy time of year with the new students signing up for accounts, etc. but I was pleasantly surprised

14. Everyone who we dealt with was professional and completed work as described and on time.

15. Everything was handled efficiently

16. Everything worked splendidly, as always

17. Excellent communication and outcome

18. Excellent prompt response. I have always been impressed with the service I receive from the library and IT staff- always polite and helpful.

19. Excellent service

20. Excellent service many thanks!

21. Excellent service - problem resolved speedily and immediately.

22. Excellent service as usual. :

23. Excellent service!

24. Excellent service, very helpful. Thank you.

25. Excellent! Sky responded really quickly and even set up the new role for me.

26. Fast and efficient service.

27. Fast service from your helpful team. As always you help me do my job, so thank you

28. Friendly and approachable staff

29. [Service Desk staff] was amazing in resolving my issue with my printer and computer. He was very patient and tried to suggest options without having to take the drastic decision of deleting my profile. Even though
this was the end result, his diligence in making sure everything was backed up meant the impact was minimal.

30. [Service Desk staff] was patient helpful and professional
31. [Service Desk staff] was very helpful and even resolved an issue I didn't think could be resolved!
32. [Service Desk staff] was very helpful at all times
33. Generally the IT team can usually resolve my query quickly. In some event where more tricky issues, they were very helpful
34. Good customer service, thank you
35. Great job!
36. Great level of service from [Service Desk staff].
37. Great service as usual. [Campus Support staff] was able to resolve the issue quickly and efficiently, as is his way. Thanks
38. [Campus Support staff] Is very helpful.
39. Helpful and polite response.
40. Helpful and quick, thank you!
41. Helpful Instructions from the Helpdesk person
42. I always have great help from IS services, which includes helpdesk, web team and [SDS helpdesk].
43. I always receive a fast and effective response to any request I submit. Everyone who deals with my request is brilliant, polite and always has a good sense of humour. Thank you.
44. I got an email this year which I am very happy about usually I just get cut off as I have no University of Kent email account
45. I have always found the IT Helpdesk to be very helpful and my queries have always been resolved quickly.
46. I have always received a very prompt response
47. I have always received excellent support from the colleagues in this service
48. I'm not sure the problem has been resolved. I have done my best to delete items from Bodiam--but many of these are not my own documents and I don't know what they are.
49. I'm pretty sure the problem I reported was solved perfectly.
50. I've always found the helpdesk team extremely prompt and helpful
51. Information support services are a really welcome source of support for people. Nothing is ever too much trouble; you always follow up to make sure that an outstanding problem has been resolved. Thank you, I, as do many others, really appreciate your help.
52. Information Support was very helpful and efficient in resolving my problem, caused by my own error in deleting the wrong file. I wouldn't have blamed them for being cross (I was pretty cross with myself), but far from it - they lived up to their title splendidly. I have no criticisms and much gratitude.
53. Information Services exceeded expectations by referring me to additional experts and meeting me in person to provide substantial help with my query.
54. Information Services always provide a speedy and helpful response to the many queries I submit to them. The team always feel like they care about issues raised and try to resolve them as quickly as possible.
55. Issue resolved as quickly as possible, the person who helped me explained everything well and also was very vigilant, checking the status of an unknown icon ... very helpful. Thank you!
56. It resolved itself, but I had a prompt reply which I was pleased with.
57. Just wanted to say thank you for all the support Learning and Development get from Campus Support. They are always so helpful and willing. Thank you.
58. [Service Desk staff] was prompt and very helpful.
59. [Service Desk staff] was superb as usual (he's helped me before). Efficient, polite and got the job done in no time. Many thanks.
60. My problem was dealt efficiently and computer returned the same day
61. My query was dealt with quite quickly and the person I spoke to was indeed very helpful.
62. My query was resolved in a timely manner and resolved the issue. Thank you
63. My request was dealt with extremely quickly and my new mailbox is set up and working. Many thanks.
64. My request was resolved quickly, efficiently and with no fuss. Many thanks.
65. Nice and quick turnaround
66. [Campus Support staff] from AVS actually rang me up first to remind me of this annual event which I thought was a great example of anticipating customer needs
67. [Campus Support staff] is very helpful indeed
68. [Campus Support staff] was incredibly helpful and sorted out problems which cropped up on the day, and were not included in the ticket.
69. No complaints whatsoever. All colleagues have been exceptionally helpful [Campus Support staff] and apologies if I have forgotten anybody else. This echoes my team's opinion too
70. Nothing to add really, problem resolved very quickly.
71. Personally, I find the helpdesk always acts promptly to my requests. This is always much appreciated, where a request has been harder to rectify a member of the IT helpdesk team has phoned me to investigate the problem...
72. Polite fast and helpful
73. Polite, clear message to say that query being dealt with.
74. Prompt and efficient help.
75. Prompt and helpful response to query.
76. Prompt and helpful!
77. Query resolved swiftly and clearly. Thank you.
78. Quick response
79. Quick response which was appreciated.
80. Quick, excellent response
81. Quick, friendly, drama free service. With special thanks to [SDS staff]
82. Really pleased with the service provided. Helpful staff.
83. Resolution was implemented by return
84. Resolved very quickly + extra advice given.
85. Resolved very speedily and efficiently, many thanks
86. Response took 2 days, but all resolved satisfactorily
87. [Service Desk staff] was very helpful and patience, and dealt with the problem in a timely and effective manner.
88. Speedy and uncomplicated solution to my problem - thanks!
89. Speedy turn around for the request for a new mailing list
90. Support was outstanding. Many thanks.
91. Thank you!!
92. Thank you for always being so helpful and quick to respond to requests.
93. Thank you for resolving my issue so quickly
94. Thank you very much
95. Thank you!
96. THANK YOU! So quick and friendly reply, even during weekend!
97. Thank you! The people who come to help are always very friendly and helpful.
98. The AVS team who set up on the day were really great and helpful. Nick Coleman who called me to check the requirements was polite and helpful. There were no problems and the storage of equipment was as requested. The only thing I would change was the online booking form which I felt was limited in how to request services (only 3 items per request).
99. The IS team are incredibly friendly and efficient, and always do good work. With regards to this specific query, it is confusing as to which part of the University to go to with a request - my initial query related to the POS codes in the Programmes Plant, yet this appeared to be followed up by admissions with some of the Programmes Plant amended later, by a separate team.
100. The IS team are quick, helpful and responsive.
101. The issue was not resolved. I was advised to contact another IT team, and they haven't responded to my inquiry.
102. The issue was resolved incredibly quickly which was a massive help to our external employee. Thank you
103. The Moodle Developers have been incredibly responsive given their other commitments and the communication between them and us Faculty Learning Technologists have been great while dealing with issues such as this.
104. The new email address was set up very quickly and the communication and instructions clear and helpful.
105. The problem was resolved very quickly and easily (within the hour)
106. The request came back completed very quickly which has enabled me to get a new member of the team linked up with the relevant folders she needs to access Thank you!
107. The response was very quick!
108. The solution you provided me with was very clear and easy to put into place (I am an IT illiterate so I very much welcome it).
109. The support received on this ticket was excellent. After some initial problems diagnosing the issue (which is not a criticism - identifying the issue was probably the most difficult part of this ticket) a fix was very quickly created and implemented.
The team on the helpdesk are the friendliest and helpful people you could wish to have at the end of the phone when you have a problem. Always cheery, willing to help, and most important of all they solve our issues! Thank you, we really appreciate your help...

The ticket was dealt with very quickly.

This issue was rapidly and efficiently resolved. Many thanks.

[Service Desk staff] did a great job.

[Service Desk staff] has been very patient with me. Thank you.

Very efficient and helpful.

Very efficient, quick and straightforward.

Very fast response.

Very happy.

Very happy.

Very helpful and friendly!

Very helpful and patient.

Very helpful as always. An excellent and necessary support service.

Very helpful dealing with a tricky problem. Very pleased to get it resolved.

Very helpful person and advice!

Very helpful service, thanks!

Very helpful, thank you - the problem is now resolved.

Very helpful.

Very pleased.

Very pleased with the continuing support your team give.

Very prompt response.

Very quick and clear response.

Very quick and efficient! Thank you.

Very quick at dealing with all new lists.

Very quick response.

Very quick response.

Very quick response and resolution to the problem.

Very quick service. Only put in the request at 14.35 and received confirmation the shared email box had been set up at 16.02.

Very quick to respond and helpful advice.

Very quick turnaround - and overall you guys have been invaluable the past couple of weeks with lots of different queries we’ve had!

Very quick turnaround, thank you.

Very quickly done, directed to the right place to find what I needed.

Very quickly done.

Very speedy and efficient service thank you.

Very speedy and just what I needed.

Very speedy and satisfactory response. Well done!

Very speedy response to my query, most impressed.

Was great to get this arranged as quickly as the team can now plan and advertise the sessions before annual leave hinders progress.

While [Service Desk staff] was very keen and tried his utmost to help, as always, unfortunately the issue couldn't be resolved by Information.
Support Services and we had to go to HP direct which is on-going. However [Service Desk staff] did provide us with enough information to do this ourselves.

149. Whilst my problem took some time to fix the IT helpdesk did continue to offer help and doggedly pursued the outcome.

150. You were quick to respond to the additional query I had and also flexible to complete the request.

151. Your prompts to reset my password were very helpful as I am working abroad at present and missed the earlier prompt. Once I logged on and followed the instructions from IT services, all was dealt with promptly.

III. **Customer comments – neither positive/negative (23 comments)**

1. Although someone replied to me, it did take several days, by which time I’d resolved the issue - a quicker response would have been appreciated.

2. First response from the team was apparently not sent to me so I had to chase for response.

3. General response but actions given had already been taken and had to respond.

4. I had to say neither agree nor disagree to the second question as the long version of the emails has not been introduced for post graduate students but the way in which the query was handled was satisfactory in that the matter is going to be taken forward for further consideration.

5. Managed to download Chrome without admin rights.

6. Normally I would say Helpdesk is very helpful, in this case I think they tried but simply didn’t have all the facts possibly?

7. I was very concerned at the time because I thought that I had lost quite a bit of work on Moodle and couldn't open any other Moodle pages. I did check the next day that the page was there and that I hadn't messed up my account completely. Your message was then reassuring.

8. on-going issue

9. Only that I don't know how my query was resolved - I suddenly could delete old messages on OWA!

10. Part of the issue lies with a 3rd party who are providing a service on Information Services’ behalf (Microsoft in this case). Unfortunately issues rose by University of Kent (and probably many others) are unlikely to be reacted to unless they represent a serious security threat or similar. Where workarounds exist or are possible, these appear to be the normal response from the 3rd party. I’m of the opinion that IS should run these services in-house and not contract them out to 3rd parties over which we have limited control/impact. Kent was pioneering in its information service provisions in the 80s and 90s, everything done in-house by highly skilled staff. The slide towards out-sourcing, requiring less skilled staff in-house, leads to the remainder being constrained in various subtle ways that are not always apparent.

11. Pestering people with weekly emails managing their accounts to be closed when you know that HR is (very slowly) dealing with their new contracts drive people crazy! Perhaps keep this in mind for the future? Thanks
12. The advice given on the phone was missing essential information but this did not change the outcome.

13. The email response said that they do not have the instructions that I need since the OS X Yosemite that I use is only a week old but that they should be the same as the instructions provided for OS 10.9 on the Kent website. Actually, the instructions on the website are for 10.8 and they do not apply for Yosemite. So, that is a non-solution. Maybe, I could have been invited to bring the laptop to the helpdesk so that they have a look for themselves. In the email, I've also been suggested to use Web Print instead. It indeed is an alternative but the downside to it is that I cannot specify the pages that I want to print. So, every time that I'll have to print part of a document, I'll need [to] make a copy of it, remove unwanted pages from the copy, and then upload it. This is going to be a quite cumbersome process. But since you are unable to do the setup, I'll make do. Thanks anyway.

14. The file has been corrupt for some time I believe. That there was no solution is not a great concern and not entirely surprising. Thank you for your help.

15. The IT account procedure and the permission to print are very strange: to connect my pc to a printer of University, I need an IT account, but to obtain this IT account I need to print a doc (previously completed online). In general I think it could be useful for visiting foreign PhD students like me, to have a contact with other PhD candidates of Univ. of Kent. In this way it is easier to know information about the university (and its courses, etc.) and even to meet some people.

16. The query was in two parts: I wanted a resource calendar which auto accepted. The form to request the resource didn't include a field to request auto accept, even with conflicts. So I have had to come back to helpdesk for help with this. It would have been useful to have a field to provide additional information in the form so that it was a 1 step process.

17. The ticket raising process gives very long replies and often two replies with no indication of the original query. When we are extremely busy it is very difficult to keep track of all the tickets raised and the responses if the original enquiry is not shown.

18. There is obviously a bug in the report parameter, despite it being set up exactly as in other reports that do work correctly. The issue was not resolved, but the ticket set to "resolved" as there was no certainty over why the parameter was not displaying.

19. There should be an option to sign in on the jobs homepage

20. This ticket was resolved within a couple of hours but two weeks later I received further emails suggesting an update from me was required urgently concerning previously requested information. No information had previously been requested.

21. Unfortunately I am still unable to link the mp3 files to the streaming server so I was a little surprised that this ticket has been classified as 'resolved'. I have converted the files as suggested, but still they are not opening. Furthermore, I have received two other queries regarding files on the streaming server which are not opening. I believe that Matt Wilson has returned from annual leave today so I am hoping that he may be able to resolve the three outstanding queries.

22. Tried best to resolve. Wasn't possible as file was corrupted
23. Well, your agent did his part by forwarding my email to someone else who theoretically should be able to answer my question, but that next person in the chain has not followed through yet by way of a response to me. I am hopeful this will be forthcoming soon.

IV. Customer comments – negative responses (16 comments)

1. As an employee who is not tech savvy and who has an administrative role my expectation is that IT/IS technical staff should assist with any purchase of an electronic device such as a laptop or tablet and ensure this device meets the University's requirements. In addition, I would expect that IT/IS technical staff intervene and help rather than leaving a member of staff on their own to figure it out for themselves.

2. First of all, the email contained vague directions/instructions as to what was expected of us. It stated - reply needed - but when I replied I got numerous emails from various people each asking me a different thing. Although I provided all the necessary info but I was asked again and again to provide info that I had already provided. The issue was magically resorted, not sure how, I think my department took care of the renewal so the whole thing was unnecessary anyway.

3. Have not received a reply so far.

4. I asked them to forward my issue to a relevant department since they could not solve it and got an email saying I would have to do it myself, unacceptable.

5. I didn't have the admin rights to make the changes they suggested - it should have been forwarded to the staff member who did to be actioned as I can't actually fix the problem myself.

6. I don't know if the book requested has been purchased or not. If it has been purchased, I don't know how long it will take until it is available. If another copy of the book is available in the library and I simply had not found it in the catalogue, I have not been informed about it either. I don't know what the current status is.

7. I have still an issue that is unresolved.

8. I'm not sure the problem has been resolved. I have done my best to delete items from Bodiam – but many of these are not my own documents and I don't know what they are.

9. It hasn't been resolved yet so I can't say. I have certainly had to spend a lot of time trying to sort this out.

10. My original request seemed to fall into a black hole and I had to chase it up to get any action. However, once Brian Heaton was assigned to the case 11 days after my initial request, then the response was very fast and efficient.

11. The advice I was given was not helpful at all. Somehow the problem seems to have been resolved, in that my reading list is now connected to my Moodle module, but I don't know how.

12. The ticket number has been set to resolved, but I was never given a solution. The last email I received said that someone would "try and work out what had happened".

13. The ticket system seems awkward and clumsy. Please can we see our original query and prior responses in each email sent to us (when you have multiple queries it sometimes can be hard to understand generic
responses). Also, I don't need to receive an email each time the ticket is
handed on, this is meaningless information and simply fills my inbox

14. The ticket wasn't resolved - I was told that as the journal links is provided
by a third party provider there's nothing that can be done. The result is
that students who want to find a journal we do have electronic access to
will not be provided a direct link to that journal and indeed it will not show
when students search for it. Given the course has 400+ students on it;
this is likely to give me a headache.

15. This ticket took 6 days to answer

16. Would appreciate it if the member of Helpdesk staff who originally picked
up the query had read my email more carefully (where the details of the
query were clearly outlined), which might then have resulted in them not
assuming I didn't know what I was doing and had made the helpdesk
request in error.