Information Services
Service Desk Feedback
January to June 2017

Report and Analysis
Executive Summary

For this survey we are using a Net Promoter Score (NPS) as a customer satisfaction metric. NPS is used by businesses as a management tool to measure performance. The first six month of this year heralds a NPS score of 82.1%.

Scoring is calculated using a 0 to 10 scale, those who score 9 – 10 are known as Promoters (loyal enthusiasts who are likely to refer others); those who score 7 – 8 are identified as Passives (satisfied but unenthusiastic); and those who score 0 – 6 are called Detractors (unhappy and likely to share negative feedback). NPS is determined by subtracting the percentage of Detractors from Promoters – Passives count towards the total number of respondents but do not directly affect the overall net score.

Overall the NPS together with the 92.3% - respondents agreeing that they feel we resolved their issues satisfactorily- paints a positive picture of our IT Service Desk.

Our ongoing challenge is to maintain standards, grow the NPS and increase satisfaction where we can. We recognised that it is never going to be possible to resolve all our customer’s IT queries, but we do take our role seriously and try where we can to resolve their issues and keep them informed.

The IT Service Desk Manager checks feedback weekly and follows up directly with customers on any issues as necessary. He also passes on all 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 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 customer with an invitation to complete a short
   survey on their experience with the Service Desk.

3. Objective
   To measure satisfaction with the service delivered in order to improve service
   delivery in 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
   359 customers completed the questionnaire (last year 336)

8. Main Theme
   I. Customer perception

9. Data Type
   I. Closed questions
   II. Open comments eliciting feedback

10. Survey Characteristics
    I. Questionnaire launched 1 January, closed 30 June 2017
    II. 2 closed optional questions
    III. 1 comment box (optional) inviting customer to share general comments
    IV. Customers wishing to receive a response invited to leave their details

11. Analysis
    I. Customer Perception
       a. Service desk resolved the query/issue satisfactorily

<table>
<thead>
<tr>
<th>Year</th>
<th>Agree</th>
<th>Neither agree or disagree</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>January – June 2014</td>
<td>91.9%</td>
<td>6.9%</td>
<td>2.0%</td>
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<tr>
<td>July – December 2014</td>
<td>88.1%</td>
<td>6.2%</td>
<td>5.7%</td>
</tr>
<tr>
<td>January – June 2015</td>
<td>91.7%</td>
<td>5.4%</td>
<td>2.9%</td>
</tr>
<tr>
<td>July – December 2015</td>
<td>94.3%</td>
<td>4.7%</td>
<td>1.0%</td>
</tr>
<tr>
<td>January – June 2016</td>
<td>89.3%</td>
<td>4.9%</td>
<td>5.8%</td>
</tr>
<tr>
<td>July – December 2016</td>
<td>92.0%</td>
<td>4.1%</td>
<td>3.8%</td>
</tr>
<tr>
<td>January – June 2017</td>
<td>92.3%</td>
<td>5.7%</td>
<td>2.0%</td>
</tr>
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</table>
b. Net Promoter Score (NPS)

The score is calculated based on responses to a single question: “How likely is it that you would recommend our support to a colleague, if they might need our help?” Five responders chose not to score

<table>
<thead>
<tr>
<th></th>
<th>January-June 2016</th>
<th>July-December 2016</th>
<th>January-June 2017</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>No. of respondents</strong></td>
<td><strong>Promoters (9-10)</strong></td>
<td><strong>Passives (7-8)</strong></td>
<td><strong>Detractors (0-6)</strong></td>
</tr>
<tr>
<td><strong>No. of respondents</strong></td>
<td><strong>Percentage</strong></td>
<td><strong>No. of respondents</strong></td>
<td><strong>Percentage</strong></td>
</tr>
<tr>
<td>Promoters (9-10)</td>
<td>282</td>
<td>85%</td>
<td>305</td>
</tr>
<tr>
<td>Passives (7-8)</td>
<td>31</td>
<td>9%</td>
<td>33</td>
</tr>
<tr>
<td>Detractors (0-6)</td>
<td>18</td>
<td>5%</td>
<td>10</td>
</tr>
<tr>
<td><strong>NPS</strong></td>
<td>80%</td>
<td><strong>84.7%</strong></td>
<td><strong>82.1%</strong></td>
</tr>
</tbody>
</table>
34. Very helpful in dealing with a security issue - thanks.
35. [Staff member] is always very efficient and helpful
36. I find that the Medway helpdesk staff are exceptionally helpful and quick in resolving issues.
37. I've always found IS to be extremely helpful and knowledgeable
38. Brilliant service from start to finish. Once again, IS saves the day!
39. I am always happy with the service provided, everyone is always really helpful during ticket service, or by phone.
40. Very quick response
41. Very helpful suggestions and a quick response. Much appreciated!
42. it has taken a few hours of waiting (I logged the problem at 8.45; the help came at 10.10), but the process itself and the outcome were fast and great!
43. Very happy with the excellent service that was provided
44. Very friendly and helpful person at the other end ([staff member]). Thank you!
45. I went to the support office, as the problem was in the same building, and got immediate help, hence the support was ideal.
46. As always, I'm very happy with the support provided by the IT Support team.
47. Great support guided me through the web address & screens to help connect a printer.
48. I was so pleased with the prompt response & solving of my problem.
49. Fast efficient response from User Platforms to provide the information requested
50. Excellent service, provided quickly and efficiently.
51. So far, every time I have had an issue with the Kent website the response has been helpful and prompt. Well done, ladies and gentlemen.
52. This was an easy query, but I've always find the IT helpdesk helpful, even with more challenging issues.
53. The service was swift and accurate.
54. I find your team always very helpful whatever the nature of my query
55. It's a great service!
56. Helpful and knowledgeable staff
57. good
58. I had been trying to work this out for at least a week and it was resolved in less than one day.
59. Thanks for the quick reply
60. I am always impressed with the staff's patience when dealing with queries.
61. The IT Helpdesk are always so quick to respond when I have a query. A professional service can always be guaranteed whatever the problem, it is much appreciated. Thank you.
62. A quick response providing expert advice.
63. Great help from SSDT as always :)
64. Helpful and friendly service.
65. I know we are continuing to have issues with our wifi but I do believe you the IT department is working diligently on it and are taking us seriously and appreciate all the efforts to resolve the issues.
66. Very good and friendly service.
67. Very helpful and solved the problem speedily
68. The guys who helped me were great. They couldn't have been more helpful.
69. The response was timely and the IT helpdesk team were incredibly helpful and informative, and resolved the query quickly and professionally.
70. Thank you as always :-)
71. Excellent service
72. Staff are helpful, knowledgeable and professional
73. Appreciated being kept informed of the progress, and I'm very happy with the outcome.
74. The IT team is always happy to help, I do not have anything negative to say!
75. good, fast, accurate support and help
76. Thank you for speedily sorting everything out, really appreciated!
77. My query was dealt with very efficiently.
78. Dealt with quickly and effectively
79. This seems to have been quite a knotty problem. Thanks for your continued efforts, and to [staff member] for volunteering services via home phone over the weekend - much appreciated. Service was always prompt and courteous
80. Very fast, great service.
81. The issue was successfully resolved, for which I'm very grateful.
82. The University Software office/team have always been extremely helpful.
83. Very fast and friendly service
84. Advice went straight to the point and gave appropriate options. Excellent as usual
85. Although it appeared to be a trickier issue to resolve than first thought, the team very incredibly patient with offering alternate suggestions until we had resolved the issue.
86. My request was dealt with promptly and efficiently
87. Always quick, logical and helpful service, thank you.
88. On phone to advisor, potential solutions were explored that took into account my needs.
89. The problem was possibly related to another ongoing issue with folders but the cause was found and resolved quickly and efficiently.
90. Happy with the support received as always
91. I appreciated willingness to be flexible and to explore options which helped us to arrive at a satisfactory conclusion.
92. Extremely fast and helpful - excellent service.
93. [Staff member] is most excellent
94. Great service. Many thanks.
95. You have always been really helpful and have resolved all requests in a short amount of time (even if these have been last-minute requests). Thank you!
96. All was good in the end, thanks - but a bit shocked to be invited to take my computer in for checking 30 miles away!
97. I was very glad that there was a follow up email to confirm that I had no login issues
98. v nice helpful support guys patient and kind
99. There were very helpful, very patient - my computer is very old and very slow. Who else would I ask?
100. My query was clearly and promptly resolved, though the result was a bit disappointing.
101. Please convey my thanks to [staff member], he replaced a number of new PCs we recently purchased in UELT and at all times has been very helpful and efficient and answered any questions I had whilst he was here.
102. [Staff member] helped me quickly and efficiently, it was great.
103. Very rapid, patent efficient and helpful service
104. Very helpful
105. Your help was fast and efficient as ever. Much appreciated :)
106. As always – [staff member] saved the day!
107. Quick, informative and helpful response, patient with my ignorance of IT
108. Fast service
109. [Staff member] was super helpful as always!
110. Usual efficient service
111. Extremely helpful and efficient, very friendly staff!
112. My ticket was resolved quickly, I still have no idea what was actually wrong but I could get back on with my work so I was happy, many thanks.
113. very quick and clear reply
114. Amazing. Thank you for all your help.
115. Really quick service and a friendly employee
116. I received a prompt reply to my query with helpful advice on how to resolve the issue and achieve the desired outcome. Problem solved, thank you!
117. [Staff member] spent a considerable amount of time on the phone with me, resolving issues with access to eduroam on the Medway campus. He talked me through each stage, which involved a software download and transfer. I needed my laptop for interviews that morning and there wasn't much time to get it connected. As always, the Helpdesk team have been heroic (because when you meet an IT problem you need it resolving quickly). They are always patient and polite. They never make me feel like my request is unreasonable, or something I should have been able to resolve myself. I can't rate them and the service highly enough.
118. As always; quick response and solution. Much appreciated!!
119. This was a minor issue that I'd waited 18 months to get fixed - and it was resolved within 2 hours, so I don't know why I didn't ask before! Unusually, I didn't get an email to say that it was done; I just noticed it had happened, and had to check Footprints for the final message.
120. Very helpful member of staff who resolved issue quickly
121. good service
122. Lovely, friendly service as always! thanks
123. Resolved efficiently and understood type of access required for external user.
124. Staff offered a fast response, and were helpful in every way.
125. I still haven't resolved my problem and will need to go to the library to sort it out, but that's my fault for trying to do it before I received the guidance email from IS. I always find IS support extremely good, so this comment isn't a negative addressed to them, I'm very grateful for the service we get.
126. Excellent service as usual
127. Very prompt and efficient... thank you
128. The team are always extremely efficient and helpful.
129. My problem was resolved quickly and efficiently.
130. I have always found ISS very helpful. I am grateful they are there!
131. Very quick response and issue was dealt with and resolved with no fuss at all.
132. Prompt and friendly support, service is brilliant, the bright and personable staff are a massive asset.
133. A top team of the UoK with a high level of professionalism, up-to-date skills and understanding of the academic needs and friendliness that saves a lot of time. One of the best elements of the provision is their online hands-on support as they are able to connect to my computer at home or the office (Medway campus) and resolve all my issues. I feel proud to work for the UoK. The IT team adds significantly to my staff experience. Thank you to all members of this amazing team and special thanks to [staff member] for his outstanding commitment and support on some tricky issues.
Many thanks,
[Staff member]
134. Keep up the great support and work.
135. This is an ongoing problem that many others experience. [Staff member] is doing his best to resolve it.
136. Your system is at fault, so problem couldn't be resolved. Great help though by your guys

III. Customer comments – neither positive or negative (11 comments)
1. The follow up query from Campus Support arrived 10 working days after I first asked for help. Perhaps an email in the interim period to say "I'm sorry/ we are busy etc."
2. You contacted me about renewal of email box
3. N/A
4. I hope if you introduce students more about your services, through providing workshops or short courses about, for example, HPC Cluster Service.
5. Why don’t the university have an agreement with Microsoft to provide Office for staff?
6. Whilst I am always happy to use your service which I find very efficient, there is nowhere else that I could recommend my colleagues to go for this type of support. The above question seems odd.
7. A full scan was recommended to be extra safe - still not completed this as it seems to take more than a working day, so there is still a small chance that I have a problem.
8. This is not a criticism as the service I received was excellent. The ticket was regarding account creation/reactivation. I thought it might be helpful if there was an instruction guide attached that I could sent to the staff on how to activate them as I used the information on the website re activation and it wasn’t relevant. The names were created in bulk.
9. None to speak of
10. In the end this was resolved due to the help of Pearson Edexcel rather than Kent University!
11. I think you need to update the title of this survey from 2016 to 2017? :p

IV. Customer comments – negative (20 comments)
1. Received no reply to this, wasn’t expecting much of one either.
2. I was re-sent to another IT department, and 3 days later I still have the same problem.
3. I use my Kent account regularly, even though I left years ago. Resetting my password was quite inconvenient as I had to contact the office for my old student number. This seems like it could be a much easier, automated process
4. There was a previous email directly relating to this email list removal and it was confirmed that it was to be deleted, however it wasn’t
5. I am unhappy that there was no warning about cutting file access to older versions of mac especially when the new version currently does not have VPN access at the university.
6. I need resolution of this problem by today not next Wednesday. I need access to a workshop to download my work and examine others work - all by Wednesday.
7. The response could have been much quicker. The automatic reply implies that the issue will be responded to within 24 hours but it actually took far longer than this.
8. Please do not send ‘automatic’ emails about need to change passwords to external borrowers (Sconul users) if they only apply to current staff or students. This causes confusion.
9. Turn around was quite long and my colleague became frustrated with the wait for the laptop. (1month build) the build was completed well in the end though and I understand that these things happen.
10. My query was not resolved, as I still don’t know why the mail merge I set up did not work. I will follow up on the original enquiry.