This year 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 months of this year heralds a NPS score of 80%, the second half of the year has scored 84.7%.

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% - 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 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 the IS 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
350 customers completed the questionnaire (same period last year 389)

8. Main Theme
I. Customer Perception

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

10. Survey Characteristics
I. Questionnaire launched 1 July, closed 31 December 2016
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 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>July to December 2013</td>
<td>87.9%</td>
<td>7.9%</td>
<td>9.6%</td>
</tr>
<tr>
<td>July to December 2014</td>
<td>88.1%</td>
<td>6.2%</td>
<td>5.7%</td>
</tr>
<tr>
<td>July to December 2015</td>
<td>94.3%</td>
<td>4.7%</td>
<td>1%</td>
</tr>
<tr>
<td>July to December 2016</td>
<td>92%</td>
<td>4.1%</td>
<td>3.8%</td>
</tr>
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b. Net Promoter Score (NPS)

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

<table>
<thead>
<tr>
<th>Number of responders</th>
<th>Percentage</th>
</tr>
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<tbody>
<tr>
<td>Promoters (9-10)</td>
<td>305</td>
</tr>
<tr>
<td>Passives (7-8)</td>
<td>33</td>
</tr>
<tr>
<td>Detractors (0-6)</td>
<td>10</td>
</tr>
<tr>
<td>NPS</td>
<td></td>
</tr>
</tbody>
</table>

II. Customer comments – positive comments (122 comments)

1. Very quick and efficient
2. Excellent, timely and courteous advice. Thank you-makes life easier!!
3. Fantastic team, excellent support, thank you for the hard work
4. Everyone involved in my query responded really quickly. I felt looked after.
5. [Staff name] is always very helpful and knowledgeable.
6. Very quick and efficient. When I asked if there was a more simple way to tackle my query, this was given to me also. So thank you very much. Service is always outstanding and staff are always extremely helpful.
7. Always helpful and speedy!
8. Fantastic, fast professional help as always!
9. Good support, just my issue couldn't be resolved.
10. Quick response, very professional
11. I love your service, but didn't love the result. Great work, and prompt as always.
12. Quick and efficient.
13. Very efficient support as always
14. The system seems to work well but I mostly contact the SITS team
15. Simple and easy
16. The service we received from the IT helpdesk is always exemplary.
17. This was a late request which was arranged very quickly, efficiently and responded to immediately. Great work, thank you.
18. Very helpful
19. Always very helpful and 99.9% of the time problems are resolved. Keep up the good work!
20. Excellent timely service, as always.
21. My query was initially resolved with advice on how to get round a reduced facility which was the result of system changes. I really appreciated that the Helpdesk then got back to me later when the facility was fully restored.
22. Excellent service
23. I've always found the support service very good. Very quick to respond, friendly and willing to assist. Any problems I've experienced have quickly been resolved.
25. I've always been impressed with the standard of response time and communication when using this service.
26. [Staff name] kindly talked through how the portable speaker kit worked and was very accommodating by letting us have access to the Grimond store (where the summer school was being held) so we could store the equipment safely.
27. Your team was very helpful, co-ordinated, and prompt.
29. Efficient, helpful service
30. Whilst I am very happy with the service and my recommendation would be 10 anyway, it was also partly based on the fact I thought you were the only people we could contact so I certainly wouldn’t recommend anyone else.
31. Excellent, very prompt support. I’m extremely grateful
32. This helpdesk ticket was very straightforward and was fixed with ease.
33. N/A - as good as it always is.
34. [Staff name] was very helpful. Excellent communication skills. Especially as I was not clear
35. Three IT Tech Support Desk personnel have provided high quality technical expertise in effort to sort technical issues on my laptop. First, huge thanks go to [Staff name] for his help on Tues 2 Aug 2016! Second, many thanks to [Staff name] (on Wed 17th Aug) and [Staff name] (on Thurs 18th Aug) for their assistance in resolving SPSS v.24 issues on my laptop!
36. The helpdesk made the right guess about the problem. The handover from one to another seems to have lost some info from the initial enquiry but they were both helpful. Thank you!
37. Although the issue was not resolved, I was shown how to search for the email that I needed. [Staff name] was very helpful.
38. Always very quick to reply and very helpful
39. speedy response and very helpful
40. Always a good service.
41. IS always very helpful!
42. Extremely good service, couldn't be better.
43. Applying for an IT login is very straight forward and the response is very quick.
44. Extremely fast response! The IT helpdesk are always very helpful - much appreciated. Couldn't have done my job without you lately! Thank you.
45. Very fast and friendly reply
46. The service was very fast and efficient. Thank you.
47. [Staff name] was very helpful in a problem that baffled both of us, but we found a workaround.
48. They are so helpful and reply to the emails very quickly
49. [Staff name] pointed me to the source of the issue so that I could resolve things quickly.
50. I have always found the helpdesk team very helpful and have extreme patience.
51. I have found the help-desk extremely efficient and helpful in resolving any problems that I have contacted them about and strongly recommend them to colleagues. May the team flourish!
52. Excellent patience and efficient service. Very grateful!
53. Always a swift and helpful response from the team, a much appreciated service.
54. I would have preferred not to have two Kent accounts... one for my undergrad, one for my Masters, presumably when I start my PhD I'll get another email account and have to daisychain the others to forward emails from the others. However, given that this is the situation we find ourselves in, the support, advice and help was exemplary, very rapid and provided a reasonable workaround. Thanks for your help.
55. All members of the team dealt with my issue very efficiently and offered an excellent response each time. Many thanks for all your help.
56. Sorted out my problem - thanks :) 
57. Very quick response to my enquiry and also excellent suggestions as to how to resolve my issue
58. technician was very friendly and polite
59. I find your service very efficient and useful
60. Excellent, prompt resolution of my query/request
61. My problem was dealt with very quickly, I am not very good with IT but it was done in a way that I could understand - which was great!
62. I have contacted the Helpdesk several times recently and every time I have received a prompt and helpful response.
63. Speedy resolution (within 10 minutes) and informative advice on how to prevent future problems.
64. The service was so fast and my issue was then resolved very quickly. I was even helped after 5pm which was amazing. I would love to have the times that this service available as I did not see them anywhere.
65. My issue was a challenge as nothing was really wrong but obviously something was haha, the team tried everything they could and it didn't work, they then suggested I go home and back up then wipe my pc which I did and it is now working perfectly so they helped me greatly!
66. Quick response to my problem. Thanks very much.
67. Mailing list was set up in a very timely fashion which was incredibly useful.
68. Very fast response - and sorted out the issue.
69. Very pleased with the rapid response to my query, thanks.
70. Very quick response. Fixed the problem.
71. Always very helpful staff
72. Response was quick and effective.
73. problem solved very quickly
74. Very helpful and speedy response by [Staff name] to my short notice request. Thank you.
75. My log in came up for review. I emailed them straight back and my line manager and was told it was all sorted within hardly any time at all.
76. Always impressed with the service we receive when contacting.
77. I made a mistake applying for staff IT accounts but it was resolved by one of your team quickly. Thank you.
78. All groovy
79. Great service. Thanks [Staff name]
80. Colleagues at the IT helpdesk have been very helpful and were patient in dealing with my issue. In the end, the issue couldn't be fully resolved in the way I would like, but that was not within the control of the IT staff.
81. Always friendly and efficient service, professional staff. Thank you.
82. the prompt response was also appreciated
83. thanks
84. really quick response time
85. A prompt, helpful reply as always - couldn't ask for more!
86. Thank you
87. I find you are always extremely helpful and manage to solve problems very quickly.
88. Very helpful with quick replies to solve the issue quickly.
89. Thanks to Catherine for quick and helpful service
90. The A/V Loans team is always a pleasure to work with!
91. Everything was very good. All in time, no problems with the equipment. You made the meeting run very smoothly. Thank you very much.
92. I have always found the information services team very helpful and quick to respond. p.s who else would i recommend??
93. [Staff name] was extremely helpful
94. Problem was sorted very promptly!
95. swiftly dealt with, thank you
96. I was extremely impressed with the advice and support I received to buy a laptop for the Music Department. [Staff name] did some excellent research to find the best
model for me and everyone was very helpful after it had built it for me and helped me set up various things. I would certainly recommend this service to colleagues

97. Turned around ticket quickly.

98. Matters and requests have always been dealt with very quickly and efficiently - very impressed with the service that Kent IS provide! :)

99. Very friendly and quick response to my e-mail. Everything resolved very quickly - it was a very minor issue but I felt that I could go back to the helpdesk again with confidence.

100. Requested query to be addressed outside of usual timeframe for dealing with this type of query and it was resolved extremely promptly - thank you

101. IT Helpdesk are great, you're always really helpful and speedy at resolving issues. You also never make me feel like I'm asking a stupid question even if I am asking a stupid question.

102. Thank you for all the help.

103. Solved the issue quickly and in a friendly manner. Great work!

104. I have found all the colleagues to be incredibly helpful and quick to respond. I have nothing than praise for all the colleagues behind helpdesk@kent.ac.uk. All enquiries (and you get a lot from us: SSPSSR PG Office) have been met with excellent response. Huge thanks to all of you

105. Had no issues fast and effect with dealing with request

106. Excellent help and advice provided

107. Quick, easy and a load of worry off of my mind!

108. Question answered in full and problem resolved.

109. [Staff name] was very helpful and patient

110. excellent service

111. Very helpful

112. This is one of the best services I've received -- without fail, competent, fast, patient.

113. response was quick and effective

114. Response to this (and previous) requests was speedy. If the team can't help, signposting is always provided.

115. Professional and accurate advice.

116. The support I've had was excellent, given that I was teaching in a cafeteria (Sports Pavilion). [Staff name] had set up the system and provided an excellent service throughout the two days I was teaching there. Please could you pass on my thanks to him.

117. very helpful and supportive, even gave me a cable to ensure that it was not the problem.

118. Always being helpful, usually situations are resolved very swiftly.

119. Always helpful and quick to resolve any issues. Thanks.

120. We have a good working relationship with our Medway IT colleagues which makes organising events easier

121. Excellent support (and patience!) from [Staff name].

122. I never usually do surveys but you lot are always so helpful - Thank you

III. Customer comments – neither positive or negative comments (14 comments)

1. Above question is ridiculous - we don't have any choice

2. The time taken to respond would have been problematic if I hadn't been able to use the PC of a colleague on leave, but I realise that you will have had other issues to resolve throughout the day also

3. The individual staff were very helpful, from the initial call to the follow up call the next day apologizing for the delay, the member or staff who collected the machine and the help desk staff who I had to call to reinstate the missing programmes. If the re-
build had incorporated my standard programmes that would have been much better than me having to call again and spend time on the phone. I have still to call quality and stds about one programme but simply do not have the bandwith to do this today. So people great, but systems might need a tweak!

4. It wasn't an issue I could fix myself, so in a similar situation, a colleague would have to contact you!

5. [Staff name] was unable to solve the issue, however, it seems to be fault with the software. He has logged this as something which needs to be resolved

6. How likely is it that you would recommend our support to a colleague, if they might need our help? 10 Extremely likely, there is no alternative

7. possibly windows 8 issue need laptop to be built with widows 10 but cannot afford to be without laptop for a long period at the moment

8. My issue is ongoing. The fix has yet to be tested.

9. Not really the best ticket to do this for but you guys usually get around to stuff quite quickly network wise, the software support can sometimes take its time.

10. A mapped list of how network sockets are configured would be useful so we can more easily verify which devices can be used.

11. Hi [Staff name]'s suggestion did not work re licensing SPSS at home - I can get the free trial OK, but then it doesn't allow me to put in the renewal code to licence for the whole year. Think I will have to bring the laptop onto campus and ask for help...

12. Although matters have been resolved and the records appearing on ID Plus are now correct, we feel as though something weird happened in the background. This may just be a quirk with ID Plus and nothing to do with IT helpdesk so we will continue to monitor any similar issues in future. Very difficult to explain in this message but if you want to chat to us in person, will be happy to discuss.

13. I think, as a Mac user, I'd advocate for wider knowledge of MacOS in IT, especially as we're having more people using this, but I've certainly noticed an increase in skills over the last few years - today the call concerning adding printers took a couple of calls but when we found someone with knowledge of MacOS, the solution was quick and efficient and impressive.

14. You're the main port of call for support, so we need to go through you for support anyway! Not a case of recommending you, but a case of 'these are the people to talk to'

IV. Customer comments – negative comments (17 comments)

1. We were initially told that this problem was fixed but when we went to use the room again, the IT was still not working properly. This time the screen on the laptop was working but would not talk to the projector. We had to telephone IT again and wait for someone to come along to fix this issue. This meant that we unable to start on time, which reflected badly on our service and made us look unprofessional. It also meant that our workshop overrun by 30 minutes which was inconvenient for both students and staff. However, the matter does now appear to have been resolved and I hope we will have no further problems over the next few weeks.

2. I shall reply to explain why the solution proposed does not work and await a reply

3. IT tried to resolve the issue, but it persists, which is frustrating.

4. I asked you to do something, you told me how to do it myself, but you could have done it yourselves.

5. My Kent IT account has still not been reinstated.

6. We would prefer not to receive spam/phishing emails.

7. My issue hasn't been resolved yet.

8. Unfortunately, my request for a restricted access folder was not completed satisfactorily as the folder was not restricted to the folder was set up with access by all staff. A further problem was noted that other folders with restricted access had
been opened up to all pharmacy staff causing a data protection breach. Whist this cannot be linked with this specific request the fact that this request was not completed correctly is disappointing.

9. There is some ambiguity as to who is responsible for giving support for Lupino. In the Lupino itself there is information suggesting IT support is responsible listing the number 4888. On the phone, the impression is given that it is the responsibility of the IT person at the School of Arts. Given that the Lupino is supposed to be accessible and booked for all school of the university, I feel that the support should reflect that.

10. One thing which is difficult with visitor accounts is sometimes we ask for PC access and this is not set up with the account creation. In addition we receive lots of reminder emails related to Visitor Account which are we don't need to receive. For example we set up an account to be active from 2nd November and on the 30th October we received an email asking for an update to the ticket - which would have been to have returned the signed form. However, it is before the date the account should be active. We also receive emails to ask us if the accounts are still being used after the 'expiry' date.

11. Unfortunately, Outlook crashed again shortly after but it was at the end of my working day so I left and it was sorted this morning.

12. I find it extraordinary that something as fundamental at the VPN is compromised to the extent that a leading manufacturer has chosen no longer to support the particular technology, and that the university has no stated timeframe for fixing the problem. In the meantime it is also not providing any funding for VPN software that will handle its outdated system on the latest Mac OS. This means that incoming new students are unable to use VPN without shelling out €49, and that existing users are having to choose between not installing updates and spending €49.

13. I had to follow up on my initial request and then was given some fairly vague and random information as to the status of my request. After asking further questions it appeared that my initial request had not been actioned and an apology was issued for the confusion. I have not yet been able to check if my VPN application has been successfully approved.

14. They people who tried to deal with the situation ridiculed me and seemed unbothered about the situation.

15. Issue was resolved satisfactorily although issue came about because there was more than one member of staff working on my message and one of the members had not read the notes I had made when setting up access for a 'new' member of staff.

16. Great idea, however I didn't receive a response for 2 hours. During this time I was able to resolve the issue although had it been more urgent I would not have known what to do.

17. Little slow, responded instantly (1/2hr) when further information was requested. After this I had to manually follow up and request status 2 days later, which then processed and completed the ticket. Although this was the week before Christmas so can understand that it is a busy period which can affect response times.