Information Services – Service Desk Feedback
July to December 2018

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 second half of this year heralds a NPS score of 81.5%.

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 93.6% of 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.

Table of Content

1. Background.................................................................................................................... 2
2. Overview........................................................................................................................ 2
3. Objective........................................................................................................................ 2
4. Methodology.................................................................................................................. 2
5. Communication.............................................................................................................. 2
6. Incentive ........................................................................................................................ 2
7. Responses ..................................................................................................................... 2
8. Main Theme................................................................................................................... 2
9. Data Type ...................................................................................................................... 2
10. Survey Characteristics ............................................................................................... 2
11. Analysis......................................................................................................................... 2
   I. Customer Perception .................................................................................................. 2
      a. Service desk resolved the query/issue satisfactorily ........................................... 2
      b. Net Promoter Score (NPS)................................................................................ 3
   II. Customer comments – positive (111 comments).................................................. 3
   III. Customer comments – neither positive or negative (5 comments).................... 6
   IV. Customer comments – negative (13 comments)................................................. 6
   V. Customer comments – Other (8 comments)...................................................... 7
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 Online Surveys (formerly Bristol Online Surveys) 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**  
356 customers completed the questionnaire (same period last year 368)

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 2018  
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>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>3.9%</td>
</tr>
<tr>
<td>January – June 2017</td>
<td>92.3%</td>
<td>5.7%</td>
<td>2.0%</td>
</tr>
<tr>
<td>July – December 2017</td>
<td>91.7%</td>
<td>5.3%</td>
<td>3.1%</td>
</tr>
<tr>
<td>January – June 2018</td>
<td>90.4%</td>
<td>5.4%</td>
<td>4.2%</td>
</tr>
<tr>
<td>July - December 2018</td>
<td>93.6%</td>
<td>4.4%</td>
<td>2.0%</td>
</tr>
</tbody>
</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?” Six responders chose not to score

<table>
<thead>
<tr>
<th>No. of responders</th>
<th>Percentage</th>
<th>No. of responders</th>
<th>Percentage</th>
<th>No. of responders</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Promoters (9-10)</td>
<td>306</td>
<td>84.8%</td>
<td>308</td>
<td>86.3%</td>
<td>302</td>
</tr>
<tr>
<td>Passives (7-8)</td>
<td>41</td>
<td>11.3%</td>
<td>33</td>
<td>9.3%</td>
<td>37</td>
</tr>
<tr>
<td>Detractors (0-6)</td>
<td>14</td>
<td>3.9%</td>
<td>16</td>
<td>4.6%</td>
<td>16</td>
</tr>
<tr>
<td>NPS</td>
<td>80.9%</td>
<td></td>
<td>81.7%</td>
<td></td>
<td>81.5%</td>
</tr>
</tbody>
</table>

II. Customer comments – positive (111 comments)

1. I have always found the team to be extremely helpful, no matter how small or big our query is.
2. Team were very quick to respond to query
3. I rang the IT help desk regarding my issue and they were very accommodating and swift in helping me out.
4. Cant fault your representative, first class service and really quick
5. An extremely prompt response and resolution to my enquiry - thanks.
6. Queries and requests always efficiently dealt with - mine have predominantly been regarding SharePoint access
7. Very quick response - very helpful
8. Helpdesk very helpful as always, thank you!
9. Always excellent support provided by SSDT!
10. I was helped by [Staff member] who was extremely clear and friendly - the ideal combination for dealing with non-IT people like me!
11. It took a little while to resolve, but I would like to thank [Staff member] in particular for all his support.
12. The staff who dealt with my case were really helpful, friendly and polite. This was much appreciated.
13. Service from IT Infrastructure has as always been outstanding. Prompt, clear and the staff are always willing to assist in any way they can whilst being informative about the processes and procedures they follow. Every ticket resolved with the department has been a learning experience and has exceeded my expectations of customer service.
14. Query dealt with promptly
15. Good advice.
16. Very quick solution to my problem, as usual! Thanks!
17. The helpdesk team are always helpful and don't make me feel like an idiot when something's has gone wrong!
18. Thank you
19. Always very helpful and friendly. And solve our problems too!
20. very quick response
21. [Staff member] was amazingly helpful and I am very grateful indeed. I am hopeless at computers and all the steps I needed to take were explained with exceptional clarity, patience and friendliness.
22. Very quick response - particularly given it's the Summer holiday period, really helpful
23. The issue was dealt with quickly and efficiently
24. Very sweet and helpful lady
25. Couldn't work without the IT helpdesk!
26. Very very quick!
27. Fairly straightforward process and efficient.
28. Although my query took a while to be resolved it was resolved satisfactorily.
29. Very happy with the service.
30. The staff was helpful
31. Thank you for swift response.
32. Quick service and I am always amazed that although enquiries sent to a "generic" email address, the issue is easily picked up and dealt with different members of the team without needing to explain the whole thing over again.
33. Alway a very quick response
34. A man on the phone was very patient and kind
35. IT helpdesk always offer a helpful and patient approach to resolving issues on my PC.
36. Very quick and clear response. Thank you [Staff member].
37. As always, great and efficient service
38. Always a fantastic service given - efficient, polite.
39. Thank you for all your help! Always a good source of information and assistance when I’m having technical difficulties!
40. very quick turnaround, even on day 1 of week 0, thank you
41. In relation to this ticket (but also more broadly speaking), the IT Helpdesk staff are always extremely helpful and motivated to answer questions and/or resolve any issues. I’d like to take this opportunity to express my gratitude to the team for the time and effort they consistently invest into assisting the users of IT systems at the University.
42. Fast response, helpful information. Hopefully all the issues that needed to have been addressed have been resolved before I leave which will make the transition to an honorary post seamless
43. Excellent service
44. helpful as always :)
45. Fast, efficient service as always.
46. I always appreciate your swift and efficient work. Many thanks.
47. Wonderfully fast response - I had installed my scanner within 10 minutes of submitting my request. Thank you.
48. the helpdesk are always so willing and helpful, nothing is too much trouble. The service they provide is very much appreciated.
49. I always find the IT help desk team very helpful when assisting with problems and rarely have to wait long for a response. It is great to have their support when all else fails.
50. The campus support team are extremely helpful. Thank you!
51. I always have great service and help whenever I ring helpdesk or email. - Thank you
52. Kept me informed of the issue.
53. Job done as always
54. [Staff member] was extremely patient and most helpful, talking me through the steps to obtaining Office software. I am very grateful for the help I received and the problem is satisfactorily resolved.
55. Kent IT support is always quick and helpful.
56. I always find the team really helpful and also fast to respond. I have never been disappointed.
57. my problems over the years have always been solved as quickly as possible and with courtesy.
58. [Staff member] is a fantastic colleague who always provides exceptional support - thank you.
59. [Staff member] was extremely helpful, and his customer service was exceptional.
60. Speedy response and quick resolution
61. [Staff member] is always very knowledgeable, helpful and efficient in finding a resolution to any issues I may be having with my PC
62. Very efficient, as usual
63. [Staff member] was brilliant, quick, efficient and a delight to interact with! Thank you so much for your help and for resolving my issue so quickly :-) 
64. Good service and quick responses
65. The IS Team are always friendly, helpful and go above and beyond to help me with any IT queries/jobs.
66. IT provides a swift and responsive service.
67. fast and gave the right info
68. Good clear and polite responses to all of my questions. Eager to help me resolve the issue.
69. The ticket was dealt with very quickly, which helped me resolve my ticket even faster.
70. Your staff were very patient and understanding with my difficult and persistent requests.
71. Much easier than I thought and very quick in responding
72. excellent service, I explained my issue and was give clear direction as what to do next, and how to resolve my enquiry. Many thanks
73. I thought this might take a day or two but it was dealt with in a matter of hours
74. I had a problem accessing eduroam and the team were really helpful in terms of trying a good number of things. However, they then suggested a clean install rather than suggesting I upgrade from Windows 7 to 10 which is something I did for myself. Googling online showed me a free way to do that. I don't yet know whether my laptop will connect to eduroam now but will try again when I am next on campus.
75. Issue resolved speedily and improvements made to network set up (using both network ports rather than one and a router) to avoid a repeat of the problem, which is very helpful.
76. Excellent advice and information
77. Always wonderful to deal with! Thank you!
78. Everything was "Good". Problem fixed very quickly on first response.
79. the support staff was helpful but it would be much easier if Skype and other programmes were updated automatically
80. effective and timely response
81. Very quick response with all the necessary info.
82. Enquiries always dealt with promptly and efficiently. Great support.
83. Extremely efficient service. Thank you
84. Great support: problem immediately identified and efficiently resolved.
85. Resolved quickly and efficiently - nice work!
86. who else would I ask? Anyway, there're always helpful, polite, efficient and able to help. Keep up the good work
87. Sorted out quickly!
88. Very helpful!
89. Was fast and efficient - thanks!
90. Great support at a crucial time
91. I always recommend the Helpdesk service to colleagues and students. They can be sure of a prompt, informed and helpful response to any ICT queries.
92. [Staff member] and [Staff member] are always extremely nice and very supportive
93. You are always so helpful, understanding and supportive. Thank you. Special thank you to [Staff member] on this occasion.
94. Always a good service, friendly and helpful colleagues and support whenever needed.
95. The IT team is the best professional services team int he UoK. Their support is consistent and tailored to the needs of the needs of the academic customer i.e. working after time not just 9-5, being available over the weekends! Amazing team! Thank you for all your hard work! We are grateful!
96. I don't know why the question is phrased as "I would recommend our support" is there any other choice in support I would recommend? - Aside from that. Issue resolved. Very Professional, [Staff member] is always awesome.
97. Always great help from IS services
98. Very helpful.
99. Kent IT always very good. Thanks
100. I have always found IT support services extremely helpful. The staff are friendly, polite, patient and above all knowledgeable and competent. The services are really the first and an important port of call for the academic staff who encounter IT problems. My thanks for their help in resolving the various IT issues I have faced.
101. Staff both in library and Cornwallis spent hours trying and finally succeeding in sorting out an impasse with my iPhone and iPad email. I am most grateful
102. Always very helpful
103. the emailed help worked and I was very thankful
104. [Staff member] is always very knowledgeable and quick to help
105. Everything fine, efficient, swift. Thanks
106. Help and support was very quick and the team were able to answer my questions immediately. I was able to enter into correspondence with the team so this was useful to understand the process and make sure I was entering information correctly, thank you.

107. Excellent support as always. Thank you.

108. You guys are quick, efficient, friendly and helpful!! Thank you!

109. very quick and helpful.

110. The person who helped me was excellent. Polite and problem solved. Thanks.

111. Staff are always very helpful.

III. Customer comments – neither positive or negative (5 comments)

1. Very helpful over the phone. Only thing would be that in the a-z of IT resources, having a section just on forms is really confusing, I'd have never thought to look under forms, I was looking under b for blog!

2. I didn't have a important issue. I just wanted to inform the helpdesk about a phishing email I received.

3. As a Faculty Learning Technologist I am required to test new software to my team to establish if it is suitable for teaching purposes. As such it would very useful if I was able to have admin access to the PCUELTR01X. This would save Campus support from having to constantly come to the UELT seminar room to install a piece of software.

4. You were the only port of call for this ticket since originated it.

5. Basically I couldn't access journals on campus on a Uni desktop, I got a number of messages but essentially I couldn't get the service when and where I wanted it, not sure what else there is to say.

IV. Customer comments – negative (13 comments)

1. Issue was resolved, but there was a delay of a few days due to staff leave. It would have been helpful to have been informed of the likely delay.

2. IT did not actually do anything other than send me an email saying they would look into it and not to respond to the email.

3. I understand that resolving issues as quickly as possible is very important so different people in the team respond to tickets. However, I find it very helpful when the same person who initially picked up the ticket responds to any further emails I send them regarding that particular issue as I've been given different information from different people in the past and it becomes a little confusing sometimes! Otherwise a very helpful service.

4. Your email stated: "To view all your tickets, visit IT Services Help and Contacts (see below), and click 'View your queries'." and pointed to the link "Help and Contacts https://www.kent.ac.uk/itservices/help/index.html" I can't see any link labelled "View your queries" on this page!

5. Issues should not be reviewed weekly, it should be at least 3 times in a week.

6. Still cannot access VPN and advised to follow up with a call to IT.

7. I seem to have asked to complete this survey because I accessed the software license codes. My IBM AMOS software on my office PC needs an updated license code, yet when I tried to do so I was unsuccessful as I do not have administrator access. Therefore this page was not helpful in this instance as I will need a technician anyway.

8. Some Students are being returned to the Admin Team Helpdesk to sort out IT Issues. We are not IT Trained nor technologists. We are administrators. We then have to email IT Helpdesk for yourselves to resolve the issue. It would be helpful if the IT Support Person could find out the specifics and not just return a Student to Administration Office when it is an IT technical issue, not an administrative one.

9. I was originally told to see the library staff, who couldn't do anything about it and forwarded it back to the helpdesk. Library support staff put significant time into helping me resolve the situation, and didn't refer me elsewhere until they had assisted as much as possible. While I appreciate the issue being sorted swiftly, being passed on to the library team when they couldn't directly solve the problem was frustrating.
10. I understand that creating new network printers is not a priority but from submitting the form on 24th Oct to the ticket being resolved, 20th Nov was longest I have had to wait for this service.

11. Whilst this query was resolved satisfactorily, it is not remotely clear how tech support can be reached in person (the library IT desk is only so useful). It is also unclear who is in charge of what aspect of IT at the university. This also applies to people who actually provide the support themselves: this is not the first time I've enquired about EZ Proxy, and no-one knew what to do both times in the past.

12. Hi - the response I received from my enquiry didn't seem to be relevant to my original query. However, the initial issue was resolved, but I only knew this because I went and checked. A couple of other things, whilst I'm here (!) - in Admissions we don't have the technical prowess that the people in IT have. Sometimes we receive responses, where, truth be told, we don't know what's being said. Is there any chance the responders could speak a little more in layman terms and perhaps providing a bit of an explanation? We often don't know who has replied to the ticket as they sometimes aren't signed off (not all the time though!) Thank you for reading my feedback, none of it is negative, just thoughts on making it a bit easier for us.

13. Needed financial information deleted from an KVE query so that it was not held by us. Was informed that this could not be done (despite the fact it used to be possible manually at our end) and that the staff involved did not consider it a security risk.

V. Customer comments – Other (8 comments)

1. I have to contact you guys pretty frequently. Instead of contacting you, I'd really appreciate it if the library just had better access to journals and there weren't so many broken links in the search engine, or maybe the library kept a better record of expired subscriptions. This is the worst uni library I've ever encountered. And I've complained about this so many times, and I haven't met a PhD who disagrees. This is not a library that considers postgraduate research needs in any way. And quite frankly, I'm tired of having to tell you that. Or to fill out ridiculous surveys that you never actually listen to.

2. It is not clear what will happen if my book is not found

3. N/A

4. None

5. None

6. No

7. None.

8. None.