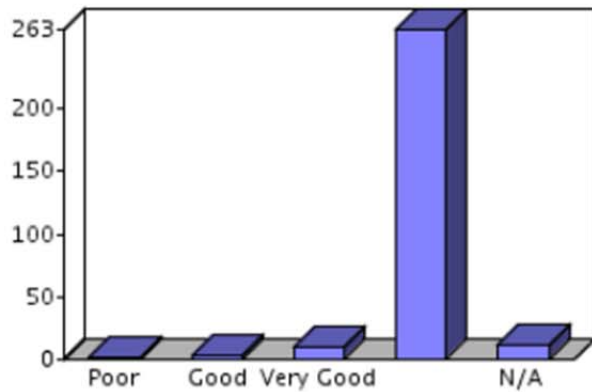


These results are for the Help Desk/Customer Care Center, the work group responsible for technology trouble-shooting. Similar surveys are being developed for other work groups.

## Fall 2010 to Summer 2011 Customer Satisfaction Survey Results

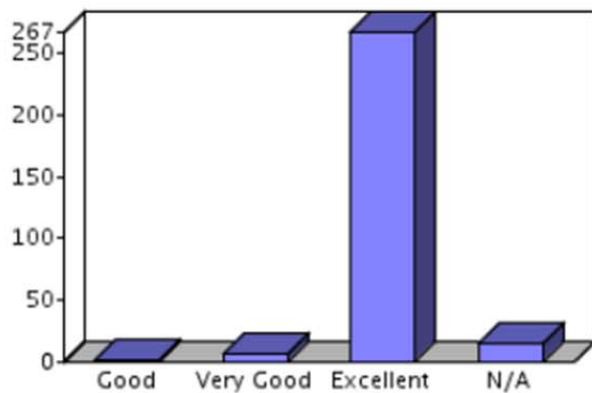
### 1. How would you rate the effectiveness of the Help Desk in solving your computer problem?



Option	Count	Percent	Cum. count	Cum. percent	Cum. sum
1. Poor	2	0.69%	2	0.69%	2
2. Good	4	1.38%	6	2.07%	10
3. Very Good	10	3.45%	16	5.52%	40
4. Excellent	263	90.69%	279	96.21%	1092
5. N/A	11	3.79%	290	100.0%	1147
Total	290	100%	290	100%	1147

Median: 4.0                      Minimum value: 1  
 Total responses: 290            Maximum value: 5

### 2. How would you rate the Help Desk Staff's computer related knowledge?



Option	Count	Percent	Cum. count	Cum. percent	Cum. sum
2. Good	2	0.69%	2	0.69%	4
3. Very Good	6	2.07%	8	2.76%	22
4. Excellent	267	92.07%	275	94.83%	1090
5. N/A	15	5.17%	290	100.0%	1165
Total	290	100%	290	100%	1165

Median: 4.0                      Minimum value: 2  
 Total responses: 290            Maximum value: 5

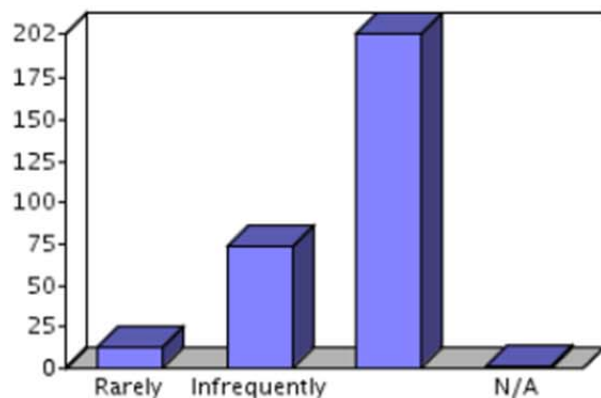
### 3. How would you rate customer service of the Help Desk Staff?



Option	Count	Percent	Cum. count	Cum. percent	Cum. sum
2. Good	1	0.34%	1	0.34%	2
3. Very Good	10	3.45%	11	3.79%	32
4. Excellent	271	93.45%	282	97.24%	1116
5. N/A	8	2.76%	290	100.0%	1156
Total	290	100%	290	100%	1156

Median: 4.0      Minimum value: 2  
 Total responses: 290      Maximum value: 5

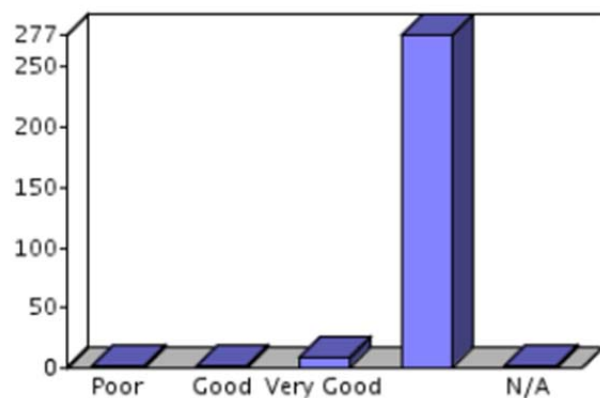
### 4. How often have you asked for help from the Help Desk?



Option	Count	Percent	Cum. count	Cum. percent	Cum. sum
1. Rarely	13	4.48%	13	4.48%	13
2. Infrequently	74	25.52%	87	30.0%	161
3. Frequently	202	69.66%	289	99.66%	767
4. N/A	1	0.34%	290	100.0%	771
Total	290	100%	290	100%	771

Median: 3.0      Minimum value: 1  
 Total responses: 290      Maximum value: 4

### 6. Overall your Help Desk experience was/is:



Option	Count	Percent	Cum. count	Cum. percent	Cum. sum
1. Poor	2	0.69%	2	0.69%	2
2. Good	1	0.34%	3	1.03%	4
3. Very Good	8	2.76%	11	3.79%	28
4. Excellent	277	95.52%	288	99.31%	1136
5. N/A	2	0.69%	290	100.0%	1146
Total	290	100%	290	100%	1146

Median: 4.0  
Total responses: 290

Minimum value: 1  
Maximum value: 5