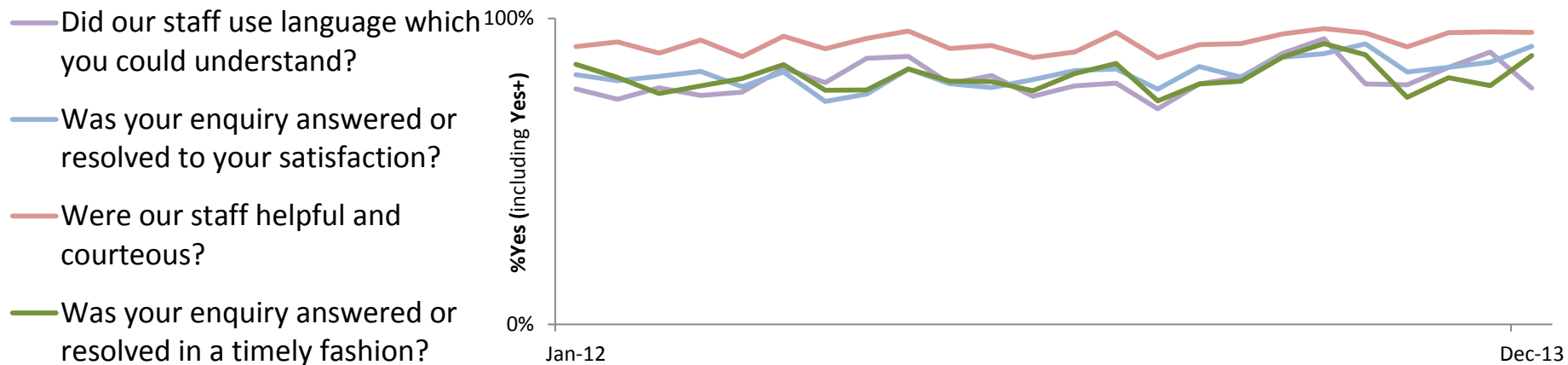


# Help Services User Satisfaction



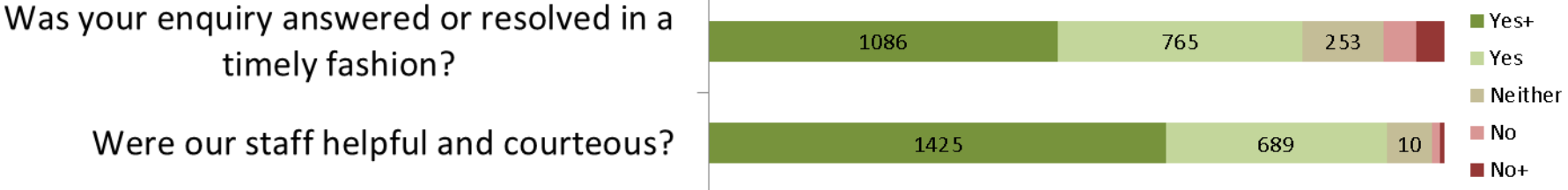
N = 2292, 20% response rate



Weekly survey of random 10% sample of Help Services calls with email addresses closed within last 7 days with no email sampled more than once within 6 months



# Help Services User Satisfaction



27% of those who responded to the survey left additional comments



N = 2292, 20% response rate

# Help Services December 2013 User Satisfaction



“excellent local support highly appreciated” from an MVM staff user

“This was my first time to use IS. I found them very helpful and the situation was resolved quickly, efficiently.” from an HSS staff user

“I had a query relating to trouble setting up a new email folder in my outlook inbox, something I’m sure is very trivial to an IT specialist but difficult for me! XXX responded to my query in an efficient and very helpful manner, thank you again.” from an SCE staff user

# Help Services November 2013

## User Satisfaction



“Great service - reply on a sunday to my enquiry, ILL sorted within 48 hours.” [from a MVM student](#)

“Keep the good work and keep progressing towards higher quality, efficiency and user-friendly means.” [from a HSS student](#)

“I have submitted 3 requests recently, and they have all been dealt with promptly. Thanks!” [from an MVM staff user](#)

# Help Services October 2013

## User Satisfaction



“I personally like the clarity of expression and courteous reply from the group. Well done” [from a MVM student](#)

“It is particularly useful and reassuring to receive an email on submitting your request, stating that your request has been logged and will be dealt with as soon as possible. Receiving a follow up to make sure your request has been properly dealt with is also hugely beneficial.” [from a HSS student](#)

“The enquiry was well followed up and professionally closed out - as an academic I really appreciate these little reminders by the IT team to make sure all is ok. Excellent!” [from an SCE staff user](#)

# Help Services September 2013

## User Satisfaction



“On every occasion I have contacted the helpline I have had very helpful and positive advice and assistance. Great job from XXX, YYY and the whole team.” [from a HSS staff user](#)

“The service was excellent - I was really very impressed.” [from a MVM student](#)

“Excellent - problem solved!” [from a HSS student](#)

“I use the service a lot for a variety of simple to quite technical queries and am almost always satisfied with the speed and professionalism of the response, particularly that provided by our own (School) computer officers.” [from an SCE staff user](#)

# Help Services August 2013

## User Satisfaction



“This was a support call where I was mediating service between end-user and 1st line. System worked well in transferring info and keeping all parties informed.” [from a Support Groups staff user](#)

“follow-up was particularly good, was contacted to check if my questions had been fully answered” [from a HSS student](#)

“I really am very happy with how quickly and efficiently my problem was resolved, thank you very much!” [from a MVM staff user](#)

“How do these guys ever know how to deal with so many different computers and software packages?” [from an SCE staff user](#)

# Help Services July 2013 User Satisfaction



“Fantastic. I’m always highly pleased with how far the staff go to deliver an A\* service.” [from a Support Groups staff user](#)

“...I couldn’t have done my work without their [IS Helpline] able assistance and it’s one of the things I have most appreciated about working at the University.” [from a HSS staff user](#)

“Staff patient and willing to assist. Didn’t have to wait too long to speak with someone and it was good to be able to talk with someone directly. I’m a new member of staff and impressed by level of service so far.” [from a SCE staff user](#)

“They went the extra mile to help me. Thank you.” [from an external user](#)



# Help Services June 2013 User Satisfaction



“Prompt response” & “Thank you for your help” **from two applicants**

“As with all other times I have used the service, I have found your service to be quick and resolve my issue speedily. Thank you!”  
**from a HSS student user**

“IS remote support for my Mac (s) has been excellent in the last few months, far better - more expert, effective and prompt - than I have ever had before.” **from a HSS staff user**

“Wasn’t previously aware of alerts section on website - useful to know about .....” **from a SCE staff user**

# Help Services May 2013 User Satisfaction



“I appreciate all the assistance, keep it up.” [from an applicant](#)

“The help I received was excellent, very personal and helpful.  
Great customer service.” [from a HSS student user](#)

“Excellent service - as always from XXX. Feel like he’s one of our  
team!” [from a MVM staff user](#)

“Query from an information consultant in another institution,  
answered promptly and pleasantly.” [from an external querant](#)

# Help Services April 2013

## User Satisfaction



“Not only was my question answered promptly and courteously, but the individual who assisted me was very friendly and personable. They ascertained the nuance of my question, and her response was incredibly warm. A very delightful assistance indeed!” [from a HSS student user](#)

“Just well done on the time scale, your staff provided a quick response and found the problem almost instantly, well done again to you guys.” [from a MVM staff user](#)

“I was very pleased with the politeness and promptness with which my issue was handled, as well as by the follow-up e-mail I received.” [from a HSS applicant](#)

# Help Services March 2013

## User Satisfaction



“In the last few occasions that I’ve had to ask for help, your staff have been amazing: really patient in explaining things I probably should have been able to work out on my own but had got stuck. ... Really impressed.” [from a HSS user](#)

“The support we have for PebblePad is outstanding. The students and mentors have encountered various issues, but the support staff have been perfectly helpful in resolving them. Thank you!” [from a MVM staff user](#)

“Good service on more than one occasion. Positive approach and clarity of language.” [from a HSS staff user](#)

# Help Services February 2013

## User Satisfaction



“I would like to thank all Edinburgh University staff for thier great job. I am currently in Morocco but I got all helps I need from the University, thank you to all of you” [from a HSS applicant](#)

“The helpdesk member of staff who answered my question was excellent - went above & beyond to help me” [from a HSS staff user](#)

“I’ve been with the University three months and have had to call upon IS many times. The standard of service is excellent at all times across all of the staff I have had the pleasure of dealing with.” [from a HSS staff user](#)

# Help Services January 2013

## User Satisfaction



“Very friendly and reassuring when trying frantically to hand in an essay late at night with a 15 minute deadline and the website not working all evening.” [from a MVM student](#)

“All good!” [from a HSS student](#)

“Complicated issue resolved very quickly and with little impact on my work.” [from a HSS staff user](#)

“A great Service is always provided and customer support is outstanding. Thank you.” [from a SCE staff user](#)

“I was grateful and impressed (I’m a new honorary Professor). The person who helped me did well.” [from a HSS staff user](#)