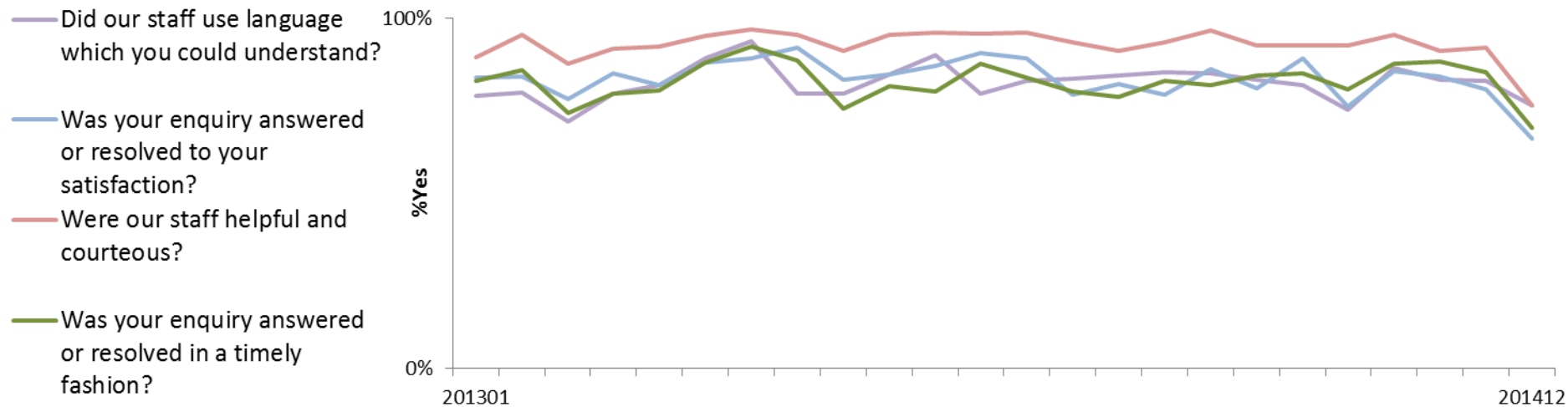


Help Services User Satisfaction

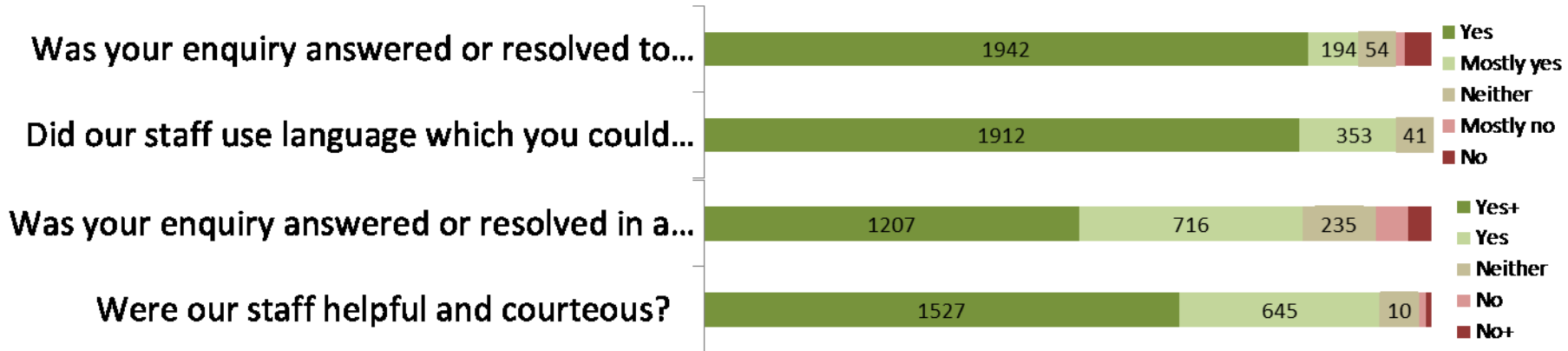


Weekly survey of 10% sample of Help Services calls closed within last 7 days

- 11210 calls surveyed over last two years
- 21% response rate
 - Staff 27%, Student 19%, Visitor 12%
- Randomly selected
- Selected calls must have a valid email address
- No email sampled more than once every 6 months



Help Services User Satisfaction



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



Help Services December 2014 User Satisfaction



“I appreciated the staff member’s eagerness to solve my issue and was pleasantly surprised when he even called to assist me.”
from a HSS staff user

“I like the online helpdesk, they are always quick and have a good sense of humour and always help, but I would like to be able to speak to a human directly sometimes.” from a MVM staff user

“Very impressed with the staff and their patience with me as an obvious learner in technology.” from a HSS research postgraduate

Help Services November 2014 User Satisfaction



“Dealt with very quickly and completely solved the problem which I think I caused! I was very keen to access my account and was able to do so easily after my e-mail reply. Thank you very much!” [from a HSS undergraduate](#)

“XXX was very patient with my nomadic existence, and managed to finally catch me in the office. He phoned at the prearranged time on every occasion.” [from a MVM staff user](#)

“The lady who helped me with Talis Aspire was friendly and laid back; it is always nice to work with someone like that, especially in academia. This also made the whole process less intimidating).” [from a HSS research postgraduate](#)

Help Services October 2014 User Satisfaction



“Excellent friendly service.” [from an Alumni](#)

“I work across more than one organisation now, and have worked for several in the past. Without question the IT support provided is the best I have ever experienced. Staff members, although busy, are helpful, knowledgeable and courteous.” [from a MVM staff user](#)

“I am always impressed by the speedy and thoughtful responses from IS - particularly in relation to Moodle queries.” [from a distance HSS staff user](#)

“I really appreciate the Laptop Clinic, very helpful and friendly staff!” [from a HSS research postgraduate](#)

Help Services September 2014 User Satisfaction



“Am happy” **from a SCE taught postgraduate**

“Staff member went above and beyond to help me fix the issue.”
from a MVM staff user

“I have had a few queries from new members of staff with regard to their staff cards. I duly e-mailed yourselves and received responses very promptly with answers to the queries. Excellent service - thank you.” **from a HSS staff user**

“The lady serving me was very helpful in finding a locker for me despite all the postgraduate lockers being taken.” **from a MVM research postgraduate**

Help Services August 2014 User Satisfaction



“An impressive service.” [from a HSS visitor](#)

“The lady was great - helpful, competent and friendly. I was very pleased.” [from a HSS staff user](#)

“Our IT guys are “Simply the Best!”” [from a MVM staff user](#)

Help Services July 2014 User Satisfaction



“Great engagement!” [from a SCE alumni](#)

“They were very helpful, the woman on the phone was very nice and made applying for a new student card very simple.” [from a HSS student](#)

“I contacted the service at 9.30 hoping the issue could be resolved and it was dealt with really promptly which was helpful as I was an academic member of staff needing to work from home that night.” [from a HSS staff user](#)

“The SBMS IT team have always been extremely helpful. ... they have always responded very quickly for anything urgent.” [from a MVM staff user](#)

Help Services June 2014 User Satisfaction



“I have found the University’s IS staff extremely helpful and charming any time I have dealt with them over the last two years” [from a MVM staff user](#)

“Having a next-day result is actually pretty impressive.” [from a HSS UG student](#)

“Always get excellent service when I contact IS. Particularly appreciate the help because I am a long term visitor using my own computer.” [from a HSS visitor](#)

Help Services May 2014 User Satisfaction



“The person who assisted with my problem is worth mentioning; XXX was incredibly helpful and solved the issue within minutes. I’d previously tried to get a solution directly from <external company>, to no avail. Many thanks!” [from a SCE PGR student](#)

“Excellent service, very prompt reply to my query, I was very impressed” [from a MVM staff user](#)

“Thank you, your services is Excellent, Once again, Thank you so much!!” [from a HSS applicant \(distant learner\)](#)

“The reply was prompt and I was provided with all the information require. They were very helpful. Thank you!” [from a HSS UG student](#)

Help Services April 2014 User Satisfaction



“Staff was very understanding of my circumstances and helped me accordingly.” [from a MVM UG student](#)

“Always high quality support from the IS Help Services, and this was no exception - thank you!” [from a MVM staff user](#)

“I was give good answers in a timely fashion by people who were very kind and very patient. Thank you so much!!” [from a HSS PGR student](#)

“It is with great relief that we have colleagues who can deal with our enquiries in an efficient and effective manner...and, importantly, in an empathetic manner. Thank you.” [from a support group staff user](#)

Help Services March 2014

User Satisfaction



“XXX was particularly helpful, and gave my problem the time and attention it needed. I couldn’t have asked for more.” [from a HSS PGR student](#)

“I was dealing with YYY and he was extremely helpful and responded very quickly to resolve all my issues. He even responded out of business hours...” [from a MVM staff user](#)

“I admire not only the willingness and the availability of the staff to applicants, but also the speed of response to many questions of mine.” [from an applicant](#)

“Brilliant, speedy and polite...as always!” [from a HSS staff user](#)

Help Services February 2014

User Satisfaction



“My query was ... migration to Office 365. After I submitted my query IS team were floor walking in my building dealing with issues on a 1:1 basis. ... I like the personal approach which I appreciate isn't always possible in such a large organisation! The guys were very pleasant and helpful.” [from a SAS staff user](#)

“I'd asked a specific question... I needed precision as it related to proofs for a forthcoming publication of mine. The response was exactly what I required.” [from a HSS staff user](#)

“Staff were very patient with me, I'm not used to working with Macs and they guided me through what to do in order to find the information I needed re this upgrade.” [from a MVM visitor](#)

Help Services January 2014

User Satisfaction



“I am partially deaf and sometimes struggle to hear over the phone but XXX was extremely helpful and took time to explain things clearly over the phone.” [from a HSS PGT student](#)

“I was very impressed at the helpfulness and knowledge of the LTSTS technician who met with me to discuss AV facilities in the recently renovated DHT lecture theatres” [from a HSS staff user](#)

“... the support staff completed the task I was carrying out, and also tidied up after themselves. I was very impressed by the clear and detailed response.” [from a SCE staff user](#)