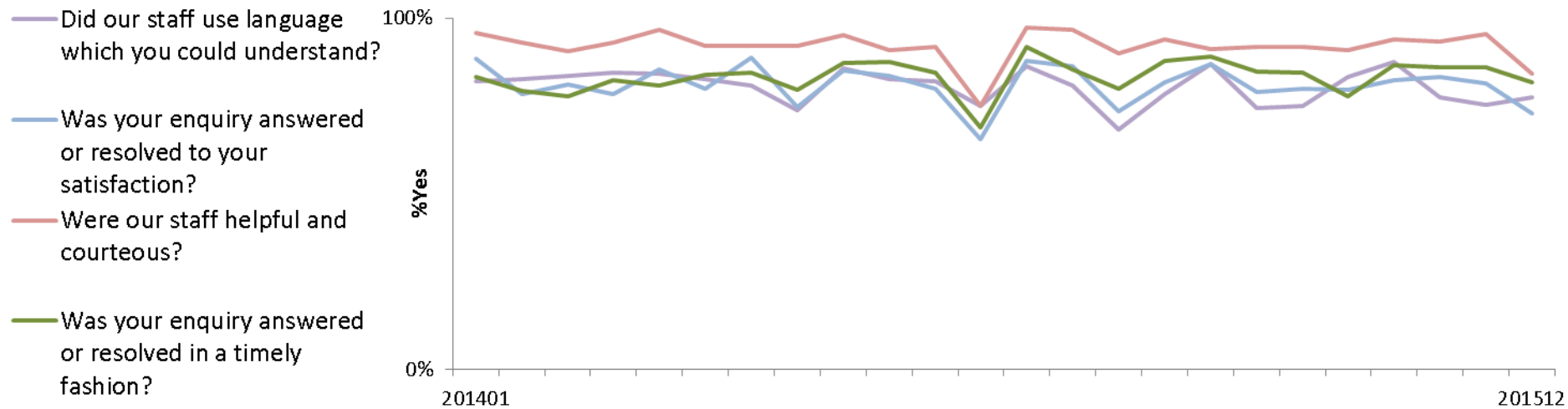


# Help Services User Satisfaction

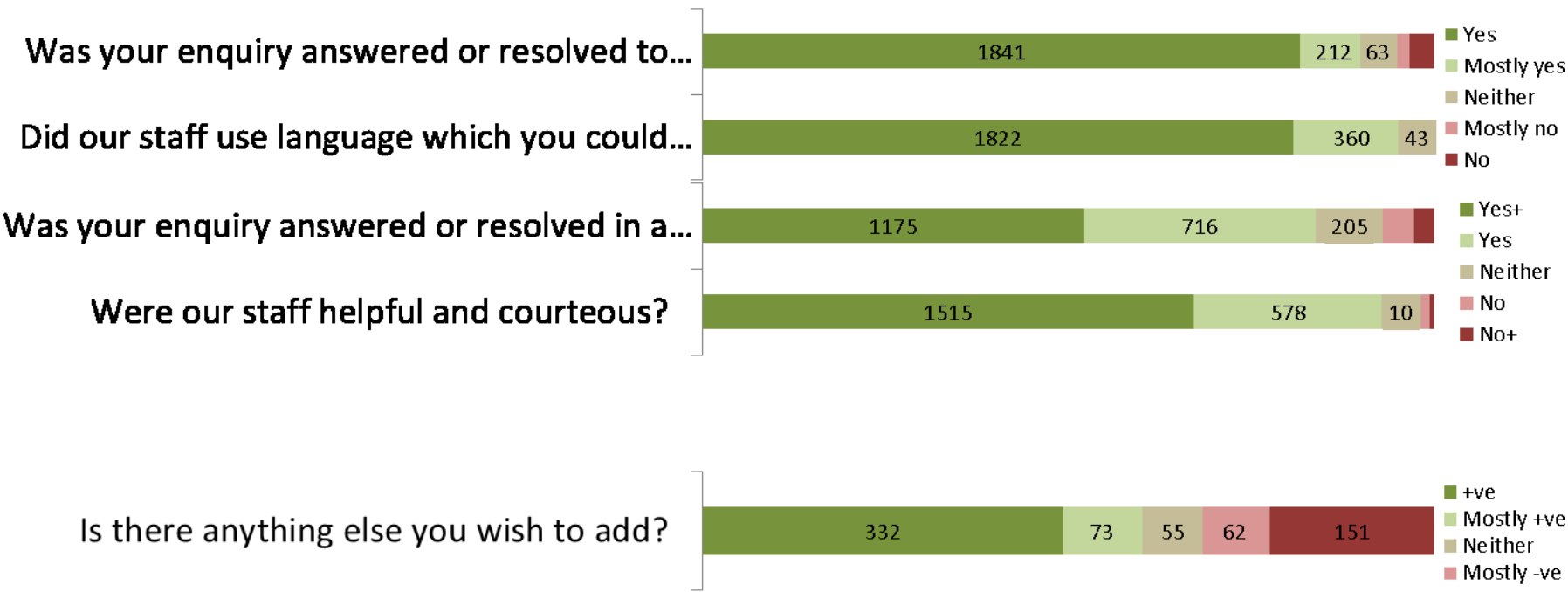


Weekly survey of 10% random sample of Help Services calls closed within last 7 days

- 10519 calls surveyed over last two years
- 21% response rate
  - Staff 22%, Student 37%, Visitor 9%
- Selected calls must have a valid email address
- No email sampled more than once every 6 months



# Help Services User Satisfaction



# Help Services December 2015

## User Satisfaction



“Fantastic work from everyone I have had the chance to work with. They have been extremely helpful and accessible. If there is a particular problem it has now mostly been resolved.” [from a staff user](#)

“Extremely accommodating and helpful - I look forward to a long, pleasant relationship with the librarians in the ECA. (I’m going for a PhD.)” [from a HSS taught postgraduate](#)

“IS Help staff always strive to fully understand the background to the problems or tasks I request their assistance with so that they can provide the best solution.” [from a HSS staff user](#)

# Help Services November 2015

## User Satisfaction



“I think the help desk offers a great service, every query has been dealt with very quickly and all issues resolved. Thanks so much!”

from a [MVM research postgraduate](#)

“I had another of these recently which I intended to fill in and was too busy, so I’m glad of another opportunity. I’ve had several requests in recently and my positive responses apply to them all. I am a frequent user of these services and am always impressed with the courteous and speedy response I get, and welcome every opportunity to say so. I’ve recently had to make requests about Moodle and Resource Lists and the same quality of service applies to both.” [from a HSS staff user](#)

# Help Services October 2015

## User Satisfaction



“Was a tricky problem to solve and the staff that helped me repeatedly responded promptly and went out of their way to help me - very happy with the service” [from a MVM taught postgraduate](#)

“I've had several requests in recently and my positive responses apply to them all. I am a frequent user of these services and am always impressed with the courteous and speedy response I get, and welcome every opportunity to say so. I've recently had to make requests about Moodle and Resource Lists and the same quality of service applies to both.” [from a HSS staff user](#)

“Thank you. I have always been impressed by the speed and efficiency of the response provided any time I have had a problem.” [from a USG staff user](#)

# Help Services September 2015

## User Satisfaction



“As ever, the service was incredible! Thanks!” [from a MVM research postgraduate](#)

“XXX of the KB Murray Library Level 1 help desk was very friendly and helpful ” [from a SCE undergraduate](#)

“I’m completely happy with the service received and have not had any issues with slow responses or confusing information. Staff, whether contact is via email or over the telephone are always friendly, helpful and courteous. ” [from a CSG staff user](#)

“Outstanding service all round” [from a HSS alumni](#)

“Very helpful and very patient helping me get orientated and checking all was sorted THANK YOU Excellent professional help”  
[from a MVM research postgraduate](#)

# Help Services August 2015

## User Satisfaction



“Great service quickly.” from a MVM research postgraduate

“Very fast response with IT staff member visiting my office in person - much appreciated.” from a SCE staff user

“I always find IS Skills very helpful and friendly and able to assist with any queries” from a USG staff user

“Brilliant, as usual!” from a HSS staff user

# Help Services July 2015

## User Satisfaction



“I’ve had several contacts with the team. All very positive.” **from a HSS research postgraduate**

“Very helpful. Very impressed!” **from a MVM staff user**

“I always feel confident you’re going to solve my problem, and as quickly as possible.” **from a USG staff user**

“Huge thank you to the staff who helped me organise a last minute tele-conference. Great help and much appreciated!!” **from a HSS staff user**



# Help Services June 2015

## User Satisfaction



“It has to be underlined that your staff has really been very kind and helpful!” [from a HSS research postgraduate](#)

“I submit a lot of tickets and I always get an excellent service.” [from a SCE staff user](#)

“I particularly liked the facility where remote access was carried out. It gave me the reassurance that my particular PC problem was being resolved in front of me and gave me a sense of involvement and completion.” [from a CSG staff user](#)

“Laptop clinic is a great service. The staff are good in saying they don’t know if they don’t rather than pretending they do know. It is very confidence building for the laptop user.” [from a HSS staff user](#)

# Help Services May 2015

## User Satisfaction



“I’m very grateful to XXX for his timely, professional, helpful, and kind willingness to engage with the issue of my missing email. I don’t think we’ve found out why some of my email goes missing in both directions ..., but I know he’s on the case for when it happens. Most people when faced by something that seems to be unsolvable just give up, but he’s got perseverance and I really appreciate it! ”

from a HSS staff user

“Reply was swift, personalised and helpful, so I was able to solve my problem quickly” from a MVM user

“Personal visit to sort it out” from a USG staff user

# Help Services April 2015

## User Satisfaction



“I was seeking SPSS, and it was dealt with very quickly.” [from a HSS undergraduate](#)

“I rang and the phone was answered quickly by XXX, who helped me to solve a password problem very quickly. Good service.” [from a HSS staff user](#)

“I am Emeritus and a remote user, which makes solutions difficult on occasion. The response was appropriate to my circumstances.” [from a SCE staff user](#)

“The two staff in the Laptop clinic were particularly helpful” [from a MVM user](#)

“Unusually quick and reliable service :-)” [from a USG staff user](#)

# Help Services March 2015

## User Satisfaction



“I needed help with creating posters, so I could get students to create them in groups, and the IS staff could not have been more helpful.” [from a HSS staff user](#)

“The mobile device clinic is an extremely valuable service for a very wide range of members of the university community” [from a HSS visitor](#)

“I am very satisfied the way you take into action to help the students. The staff is very polite and helpful. I am very thankful to them. ” [from a SCE research postgraduate](#)

“I really appreciate the help of Laptop Clinic staff, who stayed longer just to make sure my computer is working.” [from a HSS research postgraduate](#)

# Help Services February 2015

## User Satisfaction



“I have always been completely satisfied with how every query I have submitted has been handled.” [from a MVM research postgraduate](#)

“Great work here, my issue was dealt with very swiftly and in virtually no time. Thanks!” [from a HSS staff user](#)

“I like how you can track your request online and add information. Brilliant!” [from a SCE undergraduate](#)

“I was very pleased with being able to log on as I had hoped thanks to the help I got.” [from an alumni](#)

# Help Services January 2015

## User Satisfaction



“The two members of staff, who were manning the Mobile Devices Clinic in the main library in January, could not have been more helpful. Gold star to both!” [from a HSS research postgraduate](#)

“I have found IS staff to be very accommodating with researchers schedule. This is very commendable. I wish to thank the people who have helped me in the past few weeks/months.” [from a MVM staff user](#)

“I liked the progress updates.” [from a SCE undergraduate](#)

“I have always found IS staff to be very helpful [and] endeavour to find solutions and appreciate how anxious IT problems make people as well as tailoring what they say to reflect the IT knowledge of the person with the problem.” [from a support groups staff user](#)