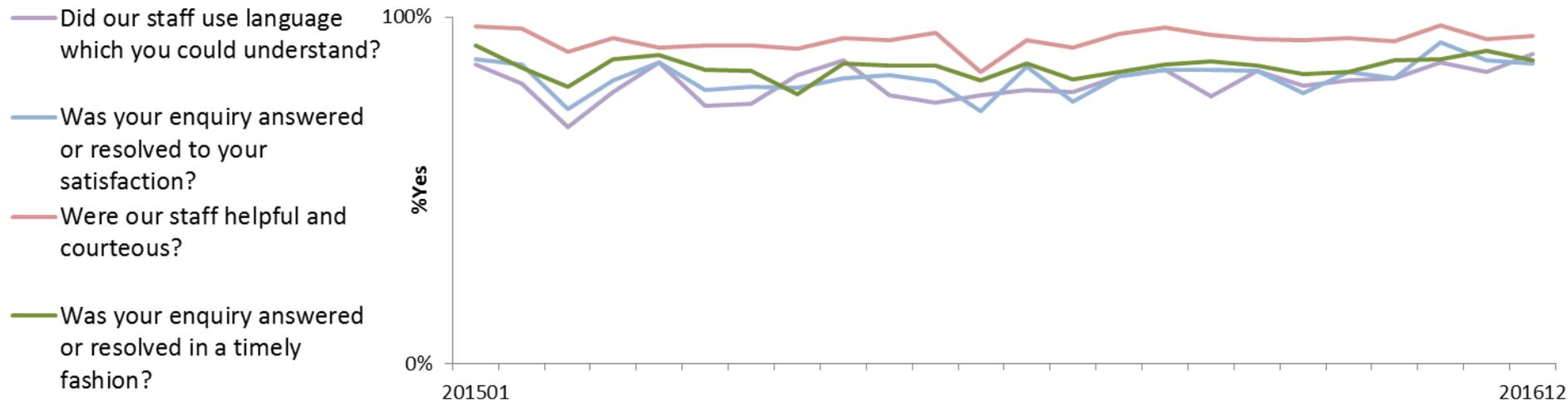


Help Services User Satisfaction

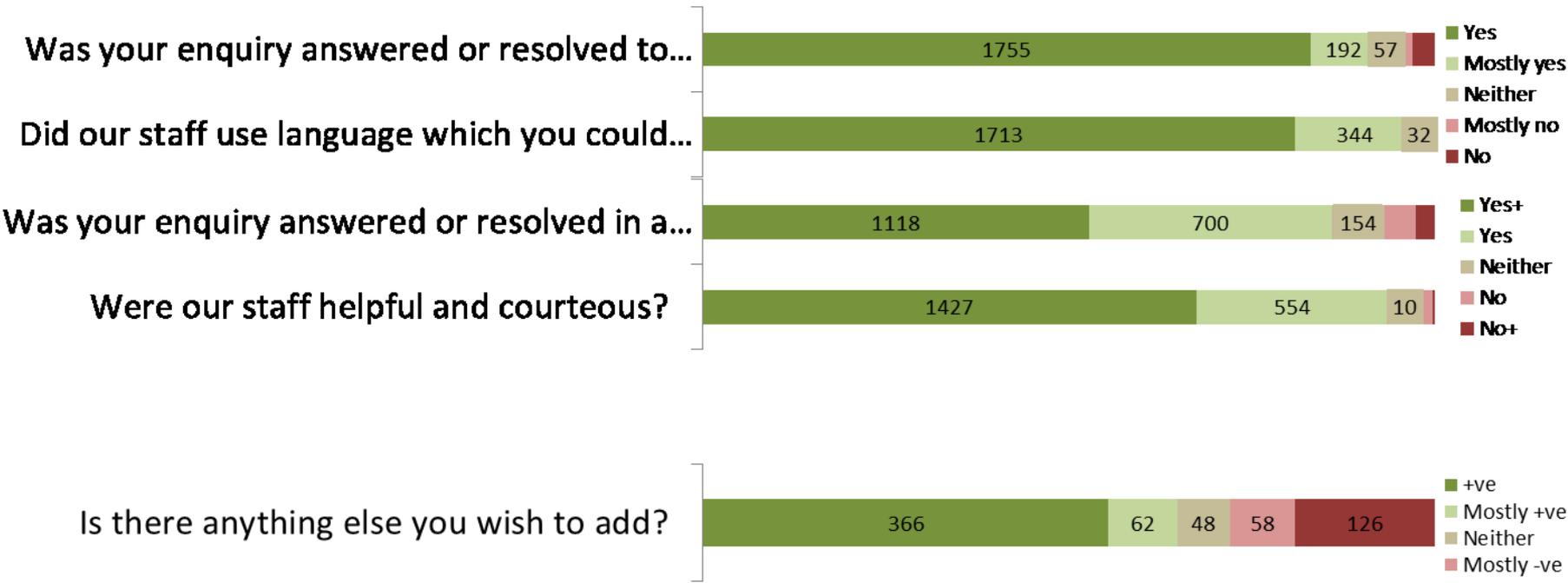


Weekly survey of 10% random sample of Help Services calls closed within last 7 days

- 10263 calls surveyed over last two years
- 21% response rate
 - Staff 21%, Student 40%, 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 Dec 2016

User Satisfaction



“XXX was incredibly helpful, there are no options in this survey that enable me to express how kind, clear, generous and diligent XXX was. The university is very lucky to have her as a librarian.” [from an AHSS research postgraduate](#)

“The Easter Bush IS team are very helpful, friendly, and I am always very impressed by how quickly they respond.” [from a MVM research postgraduate](#)

“Always very helpful and very kind to those who have little or no IT knowledge” [from a MVM staff user](#)

“I have found that the service on IS Helpline has got very good this year, and I am happy that lots of my recent questions have been resolved quickly. Thanks!” [from a USG staff user](#)

Help Services Oct/Nov 2016

User Satisfaction



“Everyone I was in contact with was very helpful and friendly. Thank you for a super swift and efficient response to my query.” [from an AHSS research postgraduate](#)

“XXX is always very helpful and considers the immediate question and wider issues, and resolves things very fast and well.” [from a MVM staff user](#)

“I was in such a panic about the file and IS help by reassuring us. They were so quick and helpful.” [from a USG staff user](#)

Help Services September 2016

User Satisfaction



“Effective and efficient responses and assistance. I truly appreciate it. Thank you so much.” [from an AHSS taught postgraduate](#)

“XXX was supportive, friendly and helpful - a great asset!” [from a SCE staff user](#)

“2 things- v prompt response but also the comfort as a distance learner of having a phone number should it be required. v good service” [from a MVM research postgraduate](#)

“Thanking your staff for making this task as simple as possible and very fast response and keeping the job open” [from a CSG staff user](#)

Help Services August 2016 User Satisfaction



“I was really impressed with the speed and efficacy of the responses- even available over the weekend! ” [from an AHSS undergraduate](#)

“I put many calls to the IS Helpline, and most are answered very fast, and very well. So I am a little more than just satisfied. Some calls do take longer though. But I understand that for the more technical calls.” [from a SCE staff user](#)

“The service is very good, quick, and helpful. It is satisfying. Thank you” [from an AHSS research postgraduate](#)

Help Services July 2016

User Satisfaction



“I've always found IT support extremely helpful and timely. If anyone says differently, they're wrong.” [from an AHSS research postgraduate](#)

“I am impressed by the efficiency with which my enquiry was dealt with, thanks!” [from an AHSS staff user](#)

“Very quick and efficient service!” [from a SCE research postgraduate](#)

“A great response now that there are additional staff resources dedicated to WGH site, previously there was nowhere near enough.” [from a MVM staff user](#)

Help Services June 2016

User Satisfaction



“Main Library (Special Collections) and New College Library staff very helpful - material for research quickly identified and produced”
from an alumni

“I am very happy, they really are very helpful.” from a AHSS research postgraduate

“I was very impressed by the promptness and helpfulness of all the staff I dealt with. Thank you :-)” from a visitor

“My query was answered and then I was given an extra piece of information to make sure it did not happen again.” from a MVM staff user

Help Services May 2016

User Satisfaction



“I was in a pickle before giving a seminar as somebody had changed the configuration of the computer in the seminar room. IT were there in double time and got everything sorted before all the students have entered the room. Can't fault the service!” [from a MVM staff user](#)

“The staff did excellent job it was only my laptop that refused to follow instructions and took much longer than expected. The staff is great - super patient and helpful (and funny!)” [from a AHSS research postgraduate](#)

“I am dyslexic, so your staff member's patience, pace of speaking and repetition of what was needed was hugely appreciated.” [from a USG staff user](#)

Help Services April 2016

User Satisfaction



“Fantastic service. Query resolved in no time, very accommodating.”
from a MVM undergraduate

“I am impressed with the services that was rendered to me.” from a
SCE taught postgraduate

“I have raised a number of calls recently; mostly answered promptly
with useful info. Shout out to XXX who created a web alias for us v
speedy. ” from a USG staff user

Help Services March 2016

User Satisfaction



“Help desk staff always very efficient and response/follow up always excellent ” [from an AHSS staff user](#)

“I was surprised by how quickly my question was answered especially as I am not one of your students” [from a visitor](#)

“Not being computer literate instructions were simple enough for even me to understand, thanks for being helpful.” [from a SCE staff user](#)

“I contacted your staff on a Saturday and was very pleased that I got a reply the same day. Very impressed!” [from an MVM applicant](#)

Help Services February 2016

User Satisfaction



“Great service and great people. Always pleasure to go along and get some advice.” [from a AHSS research postgraduate](#)

“I find the service very good and would like to specially mention XXX. She is very helpful and has dealt with a number of faults effectively and in record time.” [from a SCE staff user](#)

“I enquired about my student PIN not showing on MyEd, and it was solved extremely quickly, I was very happy with the service.” [from an AHSS undergraduate](#)

“I was very impressed by the prompt response to my query, and the helpfulness of YYY who sorted it out” [from an alumni](#)

Help Services January 2016

User Satisfaction



“As a visiting student I felt very well taken care of :)” **from a SCE visiting research postgraduate**

“Excellent rapid and effective response, and to a followup problem a couple of days later which was related to the original issue but I hadn’t noticed at the time.” **from a MVM staff user**

“It was just nice to have such a prompt and clear response which frankly I do not expect to get from many other universities.” **from a HSS applicant**

“The library staff were extremely diligent, professional and helpful.” **from a visitor**