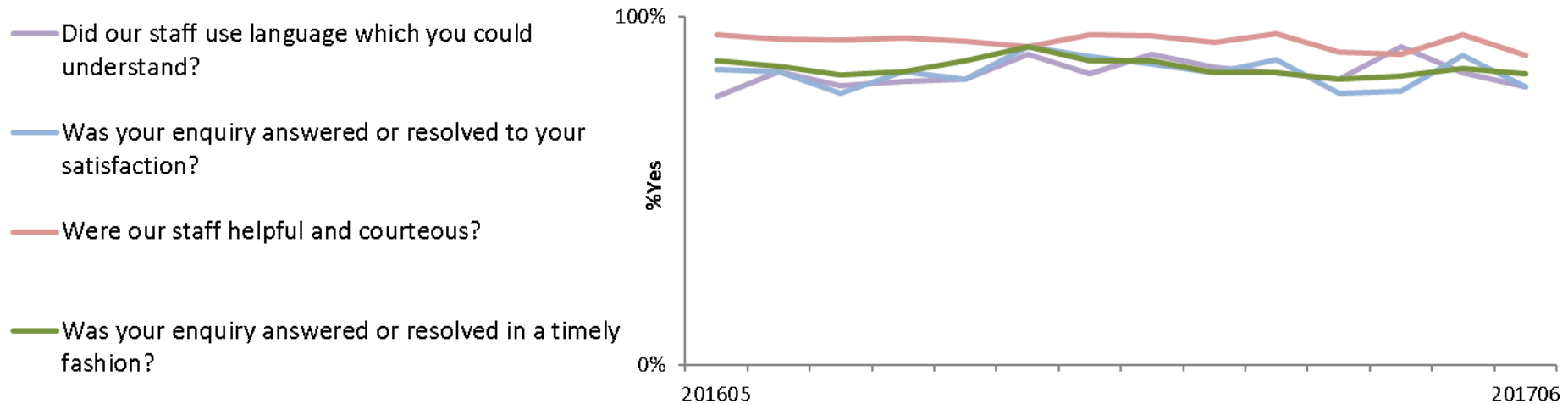


# Help Services User Satisfaction

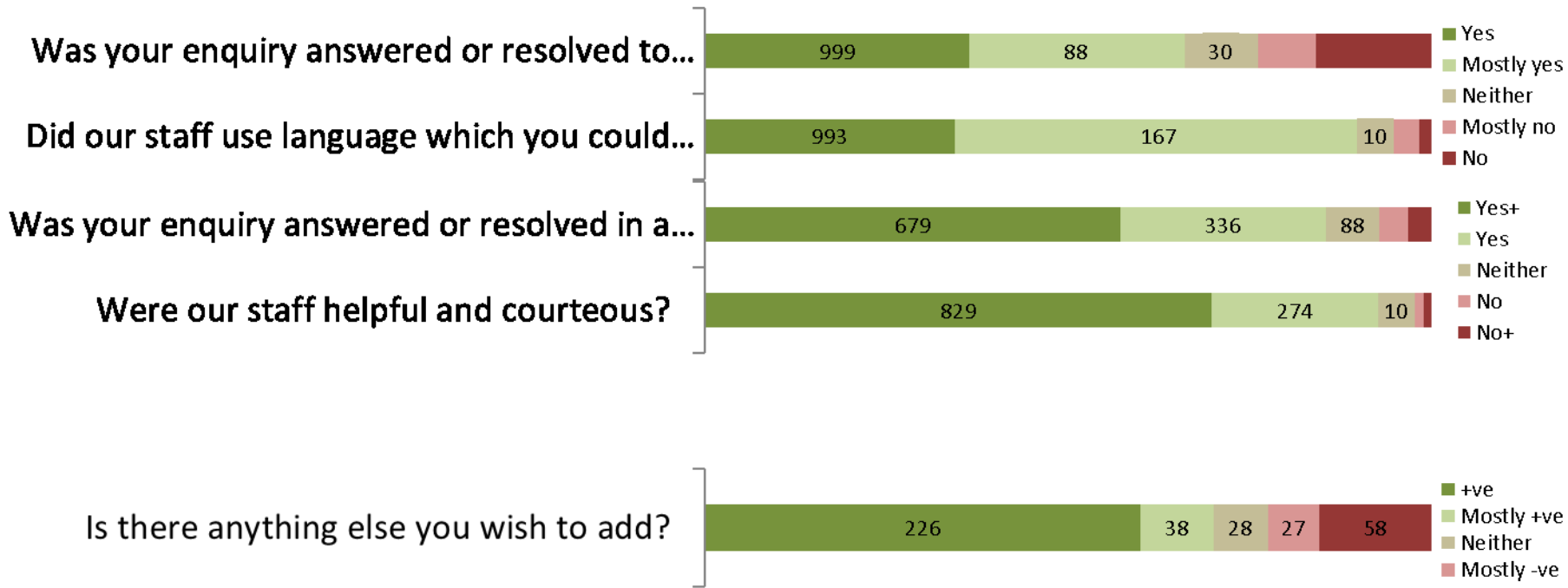


Weekly survey of 30% random sample of Help Services calls closed within last 7 days

- 8315 calls surveyed over last year
- 14% response rate
  - Staff 18%, Student 11%, 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 June 2017

## User Satisfaction



“My query was done over the phone. Excellent communication and didn't have to be on hold.” [from a SCE undergraduate](#)

“Extremely pleased by the service and conduct of the staff member. He was so pleasant” [from a CSG staff user](#)

“The remote assistance was superb.” [from an AHSS research postgraduate](#)

# Help Services May 2017 User Satisfaction



“Thank you very much for your quick response and great help.”  
from a taught postgraduate

“Always very happy with your service!” from a MVM staff user

“I am not always in the office but XXX was extremely effective and considerate in coordinating our timetables in order to fix my problem as quickly as possible. Very pleasant and engaging manner on the phone. ” from an AHSS visitor

“you have done well in responding when I have responded/your performance was super” from a MVM applicant

# Help Services April 2017

## User Satisfaction



“It couldn't have been handled better. Not in this case - everything I required was delivered in an a la carte fashion, and was much appreciated.” [from a MVM staff user](#)

“Great response especially as I have no relationship with Edinburgh.” [from a visitor](#)

“IS have been extremely helpful. ” [from an AHSS visitor](#)

“The person responding to my inquiry went beyond the IT problem and directed me to the resources that I was looking for (an academic statement). Well done. He or she is an asset to your organisation.” [from a SCE alumni](#)

“Great response especially as I have no relationship with Edinburgh.” [from an external enquiry](#)

# Help Services March 2017

## User Satisfaction



“I am a big fan! I have never experienced anything other than magnificent service!” [from a MVM staff user](#)

“All Unidesk guidance provided to me so far has been informative, clear and factual. The answers are always there. Fantastic guidance and support so far guys!” [from a visitor](#)

“XXX was awesome and went out of his way to do some troubleshooting to replicate my issue and come up with a definite solution, instead of just a "maybe try this because we're not 100% sure" solution. ” [from an AHSS taught postgraduate](#)

# Help Services February 2017

## User Satisfaction



“I was very impressed with the speed of the reply and the documents sent to help myself and my colleague to complete remote access” [from a MVM staff user](#)

“The response was out of normal working hours by email. Totally beyond expectation” [from a SCE alumni](#)

“Thank you for getting to the point quickly, and for explaining what I need to do straightaway. Also, for not laughing when I ask something I know I should know how to do, or I've done before a long time ago.” [from an AHSS staff user](#)

# Help Services January 2017

## User Satisfaction



“All staff have been brilliantly helpful and I can never say a big enough thank you to XXX for recovering precious Linux file for me and YYY for helping me get remote desktop connection working from my home computer. IS are AWESOME - THANK YOU.” [from a MVM research postgraduate](#)

“I found it particularly helpful that you booked the duties of the servitors etc. on my behalf, without even asking. I feel reassured by your response.” [from a SCE staff user](#)

“Generally, I wish that every public service staff member had the same professional attitude that Ed.Uni. staff have.” [from an AHSS applicant](#)