

ITS Customer Service Survey Comparision
 FY2006 to FY2009

	FY2006 totals	FY 2006 %	FY2007 totals	FY2007 %	FY2008 totals	FY2008 %	FY2009 totals	FY2009 %
1. Your status								
Student	66	37.714%	4	5.195%	1	1.087%	123	65.775%
Faculty	37	21.143%	27	35.065%	36	39.130%	20	10.695%
Staff	71	40.571%	44	57.143%	54	58.696%	42	22.460%
Other	1	0.571%	2	2.597%	1	1.087%	2	1.070%
Total	175	100.000%	77	100.000%	92	100.000%	187	100.000%
2. When was the last time you contacted the UVI Helpdesk								
within the last 24 hours	7	4.000%	16	20.779%	5	5.435%	23	12.299%
within the last week	47	26.857%	26	33.766%	29	31.522%	39	20.856%
within the last month	42	24.000%	24	31.169%	40	43.478%	52	27.807%
within the last semester	33	18.857%	7	9.091%	18	19.565%	29	15.508%
within the last year	9	5.143%	2	2.597%	0	0.000%	19	10.160%
don't remember	18	10.286%	1	1.299%	0	0.000%	15	8.021%
not contacted the helpdesk	19	10.857%	1	1.299%	0	0.000%	10	5.348%
Total	175	100.000%	77	100.000%	92	100.000%	187	100.000%
3. Using your most recent experience, how did you contact the UVI Helpdesk								
By Telephone	126	72.000%	46	59.740%	68	73.913%	108	57.754%
In Person	14	8.000%	5	6.494%	1	1.087%	51	27.273%
By email	26	14.857%	23	29.870%	23	25.000%	16	8.556%
By Web	7	4.000%	2	2.597%	0	0.000%	0	0.000%
not contacted the helpdesk	2	1.143%	1	1.299%	0	0.000%	12	6.417%
Total	175	100.000%	77	100.000%	92	100.000%	187	100.000%
4. If you have not contacted the helpdesk before, why not? (do not respond if you have contacted the helpdesk)								
I didn't know it existed	73	41.714%	1	100.000%	0	0.000%	1	9.091%
Quality of service I require	0	0.000%	0	0.000%	0	0.000%	1	9.091%
Services of the Helpdesk.	56	32.000%	0	0.000%	0	0.000%	4	36.364%
No particular reason	38	21.714%	0	0.000%	0	0.000%	4	36.364%
Other:	8	4.571%	0	0.000%	0	0.000%	1	9.091%
Total	175	100.000%	1	100.000%	0	0.000%	11	100.000%
5. How long did you wait before receiving acknowledgement of your inquiry receipt?								
Immediately	42	24.000%	25	32.468%	30	32.609%	69	38.983%
Between 1-4 hours	40	22.857%	16	20.779%	32	34.783%	34	19.209%
Between 5-8 hours	8	4.571%	4	5.195%	8	8.696%	5	2.825%
Within 24 hours	29	16.571%	26	33.766%	14	15.217%	23	12.994%
More than 24 hours	33	18.857%	3	3.896%	5	5.435%	12	6.780%
I never received a response or reply	23	13.143%	3	3.896%	3	3.261%	34	19.209%
Total	175	100.000%	77	100.000%	92	100.000%	177	100.000%
6.Competence								
Unsatisfied	25	14.286%	1	1.299%	5	5.435%	21	11.230%
Satisfied	58	33.143%	45	58.442%	39	42.391%	100	53.476%
Above Expectations	59	33.714%	12	15.584%	34	36.957%	27	14.439%
Excellent	33	18.857%	19	24.675%	14	15.217%	39	20.856%
Total	175	100.000%	77	100.000%	92	100.000%	187	100.000%
% Satisfied		85.714%		98.701%		94.565%		88.770%
7. Professionalism								
Unsatisfied	17	9.714%	2	2.597%	4	4.211%	12	6.417%
Satisfied	54	30.857%	39	50.649%	34	35.789%	107	57.219%
Above Expectations	59	33.714%	15	19.481%	38	40.000%	32	17.112%
Excellent	45	25.714%	21	27.273%	19	20.000%	36	19.251%
Total	175	100.000%	77	100.000%	95	100.000%	187	100.000%
% Satisfied		90.286%		97.403%		95.789%		93.583%

8. Listening Skills								
Unsatisfied			3	3.896%	3	3.261%	13	6.952%
Satisfied			40	51.948%	34	36.957%	104	55.615%
Above Expectations			14	18.182%	38	41.304%	30	16.043%
Excellent			20	25.974%	17	18.478%	40	21.390%
Total	0		77	100.000%	92	100.000%	187	100.000%
% Satisfied				96.104%		96.739%		93.048%
9. Appropriate Attitude								
Unsatisfied			3	3.896%	3	3.158%	17	9.091%
Satisfied			42	54.545%	31	32.632%	100	53.476%
Above Expectations			14	18.182%	39	41.053%	30	16.043%
Excellent			18	23.377%	22	23.158%	40	21.390%
Total	0		77	100.000%	95	100.000%	187	100.000%
% Satisfied				96.104%		96.842%		90.909%
10. Patience								
Unsatisfied			2	2.597%	1	1.087%	17	9.091%
Satisfied			40	51.948%	32	34.783%	98	52.406%
Above Expectations			15	19.481%	38	41.304%	30	16.043%
Excellent			20	25.974%	21	22.826%	42	22.460%
Total	0		77	100.000%	92	100.000%	187	100.000%
% Satisfied				97.403%		98.913%		90.909%
11. Courtesy								
Unsatisfied	12	6.857%	1	1.299%	1	1.087%	18	9.626%
Satisfied	47	26.857%	36	46.753%	31	33.696%	95	50.802%
Above Expectations	68	38.857%	18	23.377%	39	42.391%	29	15.508%
Excellent	48	27.429%	22	28.571%	21	22.826%	45	24.064%
Total	175	100.000%	77	100.000%	92	100.000%	187	100.000%
% Satisfied		93.143%		98.701%		98.913%		90.374%
12. Clarity								
Unsatisfied	23	13.143%	5	6.494%	4	4.348%	14	7.487%
Satisfied	51	29.143%	40	51.948%	33	35.870%	106	56.684%
Above Expectations	68	38.857%	11	14.286%	37	40.217%	28	14.973%
Excellent	33	18.857%	21	27.273%	18	19.565%	39	20.856%
Total	175	100.000%	77	100.000%	92	100.000%	187	100.000%
% Satisfied		86.857%		93.506%		95.652%		92.513%
13. Did your inquiry require an on-site visit or further telephone consultation from a UVI Helpdesk technician ?								
Yes	100	57.143%	44	61.111%	65	72.222%	74	41.573%
No	75	42.857%	28	38.889%	25	27.778%	104	58.427%
Total	175	100.000%	72	100.000%	90	100.000%	178	100.000%
14. Timeliness of resolution of issue								
Unsatisfied	26	14.857%	15	19.481%	42	45.652%	40	21.390%
Satisfied	42	24.000%	33	42.857%	35	38.043%	79	42.246%
Above Expectations	53	30.286%	14	18.182%	8	8.696%	31	16.578%
Excellent	54	30.857%	15	19.481%	7	7.609%	37	19.786%
Total	175	100.000%	77	100.000%	92	100.000%	187	100.000%
% Satisfied		85.143%		80.519%		54.348%		78.610%
15. Knowledgeability and Competence								
Unsatisfied			4	5.195%	14	15.217%	24	12.834%
Satisfied			38	49.351%	58	63.043%	85	45.455%
Above Expectations			16	20.779%	13	14.130%	30	16.043%
Excellent			19	24.675%	7	7.609%	48	25.668%
Total	0		77	100.000%	92	100.000%	187	100.000%

% Satisfied			94.805%		84.783%		87.166%	
16. Concern for your issue								
Unsatisfied		9	11.688%	22	23.913%	34	18.182%	
Satisfied		35	45.455%	50	54.348%	80	42.781%	
Above Expectations		15	19.481%	12	13.043%	28	14.973%	
Excellent		18	23.377%	8	8.696%	45	24.064%	
Total	0	77	100.000%	92	100.000%	187	100.000%	
% Satisfied			88.312%		76.087%		81.818%	
17. Courtesy and Professionalism								
Unsatisfied		7	9.091%	7	7.609%	20	10.695%	
Satisfied		32	41.558%	57	61.957%	93	49.733%	
Above Expectations		15	19.481%	19	20.652%	26	13.904%	
Excellent		23	29.870%	9	9.783%	48	25.668%	
Total	0	77	100.000%	92	100.000%	187	100.000%	
% Satisfied			90.909%		92.391%		89.305%	
18. Clarity in explanation								
Unsatisfied		12	15.584%	18	19.565%	21	11.230%	
Satisfied		35	45.455%	53	57.609%	95	50.802%	
Above Expectations		14	18.182%	13	14.130%	26	13.904%	
Excellent		16	20.779%	8	8.696%	45	24.064%	
Total	0	77	100.000%	92	100.000%	187	100.000%	
% Satisfied			84.416%		80.435%		88.770%	
19. About how long did it take to get your problem resolved?								
Immediate resolution	51	29.143%	12	15.789%	8	8.696%	68	37.778%
Less than 24 hours	33	18.857%	21	27.632%	13	14.130%	27	15.000%
1 - 2 - 5 days	37	N/A		N/A		N/A	n/a	N/A
Between 1 - 3 days	N/A	N/A	19	25.000%	40	43.478%	35	19.444%
Between 3 - 5 days	N/A	N/A	13	17.105%	10	10.870%	10	5.556%
More than a week	24	13.714%	4	5.263%	6	6.522%	13	7.222%
Problem is still unresolved	30	17.143%	7	9.211%	15	16.304%	27	15.000%
Total	175	100.000%	76	100.000%	92	100.000%	180	100.000%
20. Was the time required to solve your problem:								
Less than expected	37	21.143%	14	18.667%	10	11.236%	36	20.225%
Just what was expected	78	44.571%	36	48.000%	36	40.449%	86	48.315%
Longer than expected	32	18.286%	18	24.000%	23	25.843%	32	17.978%
Way too long	28	16.000%	7	9.333%	20	22.472%	24	13.483%
Total	175	100.000%	75	100.000%	89	100.000%	178	100.000%
21. How comfortable are you with our new technology advances?								
Not Comfortable		8	10.811%	50	55.556%	42	22.703%	
Comfortable		43	58.108%	31	34.444%	108	58.378%	
Very Comfortable		23	31.081%	9	10.000%	35	18.919%	
Total		74	100.000%	90	100.000%	185	100.000%	
% Comfortable			89.189%		44.444%		77.297%	
PROJECTS COMPARISON 06 -09								
22. (Year FY2007) Do you feel you were adequately informed about the implementation of Outlook?								
Yes		57	78.082%					
No		16	21.918%					
Total		73	100.000%					
22. (Year 2008) Do you feel you were adequately informed about the recent Network Infrastructure Upgrades at UVI								
Yes				31	34.831%			
No				58	65.169%			

Total				89	100.000%			
22. (Year 2009) Do you feel you were adequately informed about the recent updates to BanWeb and understand what it can be used for?								
Yes						98	54.444%	
No						82	45.556%	
Total						180	100.000%	
23.(Year FY2007) Do you feel that the technical support is satisfactory for the implementation of Outlook?								
Very dissatisfied		5	6.849%					
Dissatisfied		3	4.110%					
Indifferent		11	15.068%					
Satisfied		43	58.904%					
Very satisfied		11	15.068%					
Total		73	100.000%					
23. Year (FY2008) Do you feel that the technical support is satisfactory for the implementation of the new Network Infrastructure at UVI?								
Very dissatisfied				36	41.379%			
Dissatisfied				11	12.644%			
Indifferent				17	19.540%			
Satisfied				22	25.287%			
Very satisfied				1	1.149%			
Total				87	100.000%			
23. Year (FY2009) Do you feel that the technical support is available for customers who have issues with BanWeb at UVI?								
Very dissatisfied						6	3.390%	
Dissatisfied						28	15.819%	
Indifferent						56	31.638%	
Satisfied						68	38.418%	
Very satisfied						19	10.734%	
Total						177	100.000%	
24. (FY2007) Do you know about the Outlook training?								
Yes		70	92.105%					
No		6	7.895%					
Total		76	100.000%					
24.(2008) Do you know about the opportunity for technology training including Blackboard training?								
Yes				73	80.220%			
No				18	19.780%			
Total				91	100.000%			
24.(2009) Do you know about the opportunity for technology training including Blackboard and videoconferencing?								
Yes						64	35.359%	
No						117	64.641%	
Total						181	100.000%	
25. Overall, how satisfied are you with the customer service experience given by our Help!Desk Unit?								
Very dissatisfied	14	8.000%	2	2.703%	4	4.545%	9	5.000%
Dissatisfied	16	9.143%	3	4.054%	8	9.091%	18	10.000%
Indifferent	25	14.286%	7	9.459%	19	21.591%	25	13.889%
Satisfied	70	40.000%	41	55.405%	46	52.273%	92	51.111%
Very satisfied	50	28.571%	21	28.378%	11	12.500%	36	20.000%
Total	175	100.000%	74	100.000%	88	100.000%	180	100.000%
% Satisfied		68.571%		83.784%		64.773%		71.111%
26. Would you contact the UVI Helpdesk for assistance again?								
Yes	161	92.000%	75	98.684%	87	95.604%	154	88.000%
No	14	8.000%	1	1.316%	4	4.396%	21	12.000%
Total	175	100.000%	76	100.000%	91	100.000%	175	100.000%