

# Conservation and Land Management

## Customer Survey

29<sup>th</sup> March 2006  
Version 2.00

Author: Garry Morris

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Customer Survey – March 2006



## Document Control

Document Prepared by:

Name	Title	Initials	Date
Name			
Garry Morris	Customer Coordinator	GCM	07-03-2006

Document verified by:

Name	Title	Initials	Date

Distribution List:

Name	Title	Initials	Date

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Glossary

Acronym	Full Name

## **1. Introduction**

The purpose of this document is to show and provide responses to the Customer Survey conducted by ISS during March 2006.

## **2. The Questionnaire**

### **2.1 Aims of the Questionnaire**

The aim of the Survey is to set a benchmark on the current services provided by ISS to CALM staff and to gather feedback/suggestions on services that CALM staff would like from ISS.

### **2.2 The Questions**

The questionnaire was sent to all CALM and Conservation all users as an ISS Broadcast on the evening of 28<sup>th</sup> February 2006 called 'We need your help!'

There are 28 questions covering all aspects of support.

The questions predominantly request feedback based on a grading however some are yes/no with areas for comment.

Please see **Appendix B** for list of Questions.

The questions can also be seen on line by clicking the following link,

<http://calmweb.calm.wa.gov.au/drb/csd/imb/iss/isscsd/survey/survey.html>

### **2.3 The Grading**

Respondents were asked to grade the ISS Service using a scale of 1 to 5 where

- |   |                        |
|---|------------------------|
| 1 | Very Dissatisfied,     |
| 2 | Dissatisfied,          |
| 3 | Satisfied,             |
| 4 | Very Satisfied and     |
| 5 | Exceeded Expectations. |

### **2.4 Respondents**

This report is collated from 150 Responses between the 28<sup>th</sup> February and 28<sup>th</sup> March 2006.

### **2.5 Ongoing Analysis**

ISS included on the 2<sup>nd</sup> March 2006 a link to the questionnaire in the 'closed job' e-mails requesting customers to provide either the feedback or complete the questionnaire.

A further questionnaire will be considered 6 months and 12 months from the date of the first e-mail. These subsequent questionnaires will continue to monitor service by ISS to CALM Staff.



### 3. Analysis of Questions

This section lists the questions and average answers.

#### 3.1 Question 1

**Q:** *Can you please rate your overall satisfaction with the people that you spoke to or e-mailed in relation to this matter?*

Q	Avg Response
The time it took for you to be connected to a person	4
Telephone manner	4
Friendliness	4
Responsiveness/helpfulness	4
Their ability to understand your request	4
Their ability to help you or refer you to the appropriate person	4
The urgency/priority assigned to your request	4
The involvement you had in assigning the appropriate urgency/priority to your request	3
The number of people you had to speak with to resolve the problem	4

#### 3.2 Question 2

**Q:** *Was the problem resolved on the first <Medium> (Phone/e-mail)*

Q	Response
Yes (Skip to Q4)	45%
No	55%

#### 3.3 Question 3

**Q:** *If your call was not resolved on the first call, how satisfied were you with the speed of call back?*

Q	Response
The time taken for you to receive a call back	3
The knowledge about your request of each person/people that you spoke to	4
The number of call backs (Initiated by them or you) that were required to fix the problem	3
The method that they used to contact you back (eg telephone, email etc)	4

### 3.4 Question 4

**Q:** *Were you guided through the solution or did the service desk fix the problem remotely?*

Q	Response
Guided through	38%
Service Desk/Remotely (Skip to Q6)	62%
How satisfied were you that the problem was solved in this way?	4

### 3.5 Question 5

**Q:** *Please rate your satisfaction with the guided help:*

Q	Avg Response
The language/terminology/Jargon that they used	4
The tasks that they asked you to go through	4
The time that it took you to go through the steps	4
The Speed that you were asked to go through all of the steps	4

Additionally people were asked

**Q:** *If the same problem reoccurred, do you think you would be able to fix it yourself following the same steps without calling the Service Desk*

Yes	23%
No	43%
Don't Know	34%

### 3.6 Question 6

**Q:** *Please rate your satisfaction with the resolution of the problem in terms of:*

Q	Avg Response
How acceptable the solution is to you	4
The time it took from when you first contacted the service desk until the problem was resolved	4
Has the problem reoccurred since it was fixed	
Yes	14%
No	80%
Don't Know	6%

### 3.7 Question 7

**Q:** *Can you suggest any other ways that the service desk can provide you with assistance, such as a regular emailed newsletter or frequently asked questions on the website?*

Q	
e-mail newsletter	27%
FAQ's on Website	39%
Other (Please specify)	See comments
No Response	22%

Comments:

1. "Can the recorded message when you phone, nothing beasts being spoken to personally"
2. "I feel we get too many broadcast e-mails, I wouldn't use a FAQ Website"
3. "Having a training day that familiarises CALM staff with ISS – what they do, who they are and what their role in the organisation is."
4. "Set up a user Group or a discussion site"
5. "URL's to chat rooms on ICT hardware and Software issues."
6. "...are on the intranet where the latest helpdesk announcements can be viewed incl scheduled downtime, maintenance, advice on upgrades, FAQ on how/when to upgrade software on PC".
7. "List and schedule of work plans posted and maintained on the ISS website."
8. My problem is trying to get hold of people and then having them put the job on the same priority as what I think it should be. What is a low priority for them is a high priority of me other wise it would not be a problem."
9. "I think there might be value in a professional development program related to updating staff knowledge about computer programs and trouble shooting to enable us to avoid stuffing up the computer through inappropriate use or stupid self-initiated attempts to resolve a glitch."
10. "We don't have much time to read missives from helpful staff - direct fixes are the best for me."
11. "Clamweb forum perhaps?"
12. "No - I like to talk to a person"

### 3.8 Question 8

**Q:** *Do you have any other comments about the service desk?*

There was a great response to this question, with 60 out of the 150 respondents making comments.

See **Appendix A** for responses.

The responses have not been edited.

Please note that many responses towards the end are based on specific calls rather than historical experience. This is due to the implementation of request for responses in e-mails at the closing of a call.

## Appendix A: Question 8 Responses – General Comments

1. "I have had good service from the help desk".
2. "...They have always been very helpful & their knowledge has been outstanding. I would suggest that skills such as php and development using Mysql would be of enormous benefit."
3. "... I personally think it is a good idea that all new incoming Helpdesk staff are given a tour showing them (Crawley) which are two different departments, it's a lot easier to have a discussion about some things when the people you are speaking to have actually been to see the differences".
4. "Overall, my experience with the help desk people has been very good..."
5. "Very helpful and important to have this service".
6. "1. Please never under-staff the desk." "2. Can we have a system that accepts me anywhere without the inordinate delays we currently experience". "3. WIFI network services – are they an option for mobile staff?"
7. "My first contact with the helpdesk was in 2000. The service provided now as compared to then has markedly improved. It appears that the people answering the telephones the upfront now have the skill to solve simple problems which did not appear to be the case early on."
8. "I feel the helpdesk provides a good service. At times when the helpdesk staff cannot help and a consultant is required, the consultant response is too long."
9. "The service desk too quickly says it's not their problem and suggests YOU do more or contact other persons. The service desk assumes you know everything about the systems on your PC, generally you do not."
10. "Spam spam and more spam. Took years to find a partial solution. Getting worse again. Took several 'communications' before I was told there is a spam mail address. No body else here had heard of it either but most complain of spam. Time wasting. E.g why ask for my email when to send me an email, you hit "new" then the pull-down menu for "To"?"
11. "Service has improved, had some rather rude people previously, new staff are great."
12. "It's a great Service"
13. "I think you do a good job despite the pressures you face every day. You're in the frontline of some not-so-happy customers and I appreciate its not always easy to deal with them. People like Richard, Christian and Norm are a pleasure to work with but probably aren't acknowledged as much as they should be, so keep up your good work :)"
14. "Generally helpful and friendly staff"
15. "My last contact was with helpdesk yesterday and the issue has not been resolved as it needed a computer disc that is supposed to be available here in Warren region which is hard to locate. My original computer started to work again which meant my problem could be avoided rather than fixed"
16. "For very easy to solve issues it is sometimes a bit annoying to have to log a job and be put in a cue when it could take 1 minute to fix a small problem with which you don't have the expertise to deal with. But overall I think the Helpdesk does a great job. "
17. "In the past few months problems have been solved much more easily than for a period before that time. I find that using the website to submit requests is much easier for me than to have initial phone contact. I find that most of the guys that you speak to at the helpdesk will try to speak to you with terminology that you can understand and are very patient."
18. "First contact is quite good and then the knowledge on some aspects e.g microsoft application / settings etc falls away"
19. "The Service desk do an OK job given their situation. The Service Desk can't fix an inadequate IT infrastructure, poor bandwidth, lack of an SOE etc and the poor decisions that have lead to this situation. Continuous improvement at the helpdesk is to be commended, but what CALM needs is significant and continuous improvement

- in it's decision making processes and in the implementation and management of it's IT. I know that many people unfairly target the helpdesk for all their IT problems when the cause and fault lie elsewhere. Emails and FAQ's could help the CSD to be more pro-active by addressing or heading off generic problems . File management, impact of images on file size, inappropriate or unhelpful usage of bandwidth and storage, office application tips."
- 20 "I always have good service from Helpdesk"
- 21 "By asking about the most recent interaction, you may be missing something important to people. Ensure that the service desk staff ask the caller what they want as priority rating - don't assign it arbitrarily. Name and number are not at my discretion - as advised in the info at the start of the questionnaire!! It won't submit without those fields filled in."
- 22 "Unfortunately the above is based on a hazy memory as it is several months since I contacted them and have had 2 months LSL in that time. Thus it is more of a general impression than of a specific instance although I did use the latest email I could find as my main case. Answers to questions 5 only apply to another case of which I have an even hazier memory and no email to guide me."
- 23 "Good at inter-personals. No sweat, problem solving approach much appreciated."
- 24 "1. Questionarre did not allow comments on on-going problems that have not been fixed. Therefore dissatisfaction ratings at Q6 2. Would like more regular 1 on 1 Help Service at Crawley"
- 25 "My most recent contact with Helpdesk was in April 2005 when I moved from Kensington to Geraldton and had some problems getting access to the share drive up here and accessing my own files. Luckily the problem was easily fixed within 24 hours and the technician was very helpful, which was fantastic. This was a marked contrast from my previous experiences with Helpdesk several years ago when I had to order 2 computers in the space of 2 months because I started a new job, then had a laptop stolen. The replacement laptop then had to have its harddrive completely replaced due to mechanical problems and then returned to Helpdesk for other problems, which caused considerable disruption to my works program. My experiences with Helpdesk then were far from acceptable due to: - technicians being highly unsympathetic with the problems I was experiencing and when instructed to do something on my computer and stating that I didn't understand, being told "I don't have time for this" by the technician. - Being supplied with a laptop with an old version of Windows, when Windows XP was supplied with the laptop, but then taken off and replaced with this older version of Windows only to be told, "oh we don't support this newer version of Windows". - replacement laptops taking 4 weeks to be supplied and similar times for repairs to be completed. - continually supplying unreliable models of laptops (Toshiba) that develop faults that require them to be returned to the supplier. This not only occurred in my instance but with other staff who had the same model of laptop as me. I realise this was a problem partiucular to my model of laptop, but surely this should suggest that this brand is less than reliable. However, still Toshiba laptops are supplied to staff. These issues are completely unacceptable. I realise that these problems ocured some years ago and considerable effort has been made to improve the service of Helpdesk which is much appreciated and can be commended. Technicians at Helpdesk are now more friendly and helpful and having a system of beng able to track your query is excellent (although I am not quite sure how the process of prioritisation occurs - this seems a little ad hoc. Maybe there needs to be an explanation on CALM web as to how jobs are prioritised.) However, I have spoken to staff recently (within the past week) who have been supplied with new computers who have had to wait months for their delivery, then have had to return them immediately to Helpdesk due to problems, which suggests that adequate testing of computers is not occurring. I can appreciate that CALM is a large department and Helpdesk must be very busy dealing with problems from all over the State. However, computer problems and being without a computer can be incredibly disruptive and sometimes may prevent a person from doing their job at all. There needs to be systems in place to ensure that the supply and repair of computers is adequate and timely. The process has been improved over recent years, but I feel there is still a

- long way to go. Thank you for providing the opportunity to comment and I hope my comments are useful."
- 26 "Have received good service every time. As District Manager and the workload received daily, I only question the priority rating sometimes given to my requests for assistance. While on the last occasion it was given a high priority, on several previous instances this did not occur - meaning the issue was not resolved until 1-2 days later. This inconvenience is particularly unsatisfactory during our fire season and our busy tourist season. However the response to my last request, was very good."
- 27 "Become MAC friendly. I have to contact the helpdesk to change my password as your system does not allow me to do remotely. Mac are an excellent system that are not as prone to virus' so you should support it. Not impressed with how small the storage on the shared drive is - we are supposed to use shared drive as backup system and you keep asking us to clear space - don't you think its time to boost the storage capacity?? Not impressed with yahoo and hotmail emails now not able to be received."
- 28 "I have been impressed recently by the improved service from Helpdesk. My last few calls have been connected to someone who can help me very quickly and they have resolved my problem quickly and efficiently. I have been dealing with Helpdesk for a number of years now and the service has improved over the years. Keep it up!"
- 29 "Very happy with the polite friendly manner which staff have shown during each problem encountered."
- 30 "Richard assisted with solving the last problem and each time I have dealt with him he has been extremely courteous and helpful and always cheerful...phoning back to see that everything is OK. Many thanks"
- 31 "keep up the excellent work guys well done"
- 32 "very happy with service provided"
- 33 "The service has improved lately. Still some problems. I would guess that the number of staff to the number of calls is where the problems are. This survey should cover multiple jobs. You can only answer for one."
- 34 "richard was very helpful and made my call so much easier to understand"
- 35 "The service has greatly improved in the past 2-3 months...before that reaching the helpdesk via phone was virtually impossible. Immediate password changes (done by First Level Support -- ie Helpdesk operator) would be very appreciated. Waiting for 1-2 hours for a pwd change is frustrating."
- 36 "Good to have them available whenever they are required. Great service!"
- 37 "I more around the state considerably and find it difficult to be at my nominated base (Bunbury) for extended periods during the summer this can make it difficult to resolve problems as if you locate me I often do not have my computer open or online to solve the problem. I think alot of my dissatisfaction with the system is due to my inability to work effectively when using the internet/intranet from other centres such as Kensington, Albany, Manjimup."
- 38 "Some of these were strange questions as they assume only one problem and so I have assumed all my last year's problems as one. Most of us have more than one and the response from ISS varies. Some problems have need very specification and received it and I am very happy with the outcome. On other occasions when the computer or operating system is blamed we find it annoying because the issues are not resolved and though we might like a new PC sadly funds are also lacking. The major problem faced by my Unit and largely everyone on this campus is storage. I am incredulous that even after the big upgrades in recent years the sever capacities are still as miserly as they ever have been. I am stunned that switches are out of ports (no room for expansion). But more recently we have been struck with a really annoying problem in the last 6 months. Many of our computers are freezing for up to 30 second to a minute on every mouse click when we go to "Save as" comand or try to open email documents. The helpdesk as not been very helpful in this. It is a general malaise but when we sent a request to helpdesk it is treated as a single occurance. It is not. It is persistant. I is difficult not wonder whether or not the sercuity and auditing softwares are not responsible for these occurrences"
- 39 "Everyone was really helpful and friendly and eventually the unusual problem was fixed."

- 40 "Couldn't answer question 4 - no option provided for 'Didn't fix request'. (NB. I have had to tick something to submit the survey). My last significant interaction with ISS was in regard to the storage space required to effectively do the Department's work, including archiving of government documents. This has not been fixed. 1. I find it totally unacceptable that a whole Division in CALM (and one that creates and maintains large quantities of scientific data and related information) is confined to a single network drive the size of the one in my laptop. 2. I find it totally unacceptable that staff are being asked by ISS to purchase DVD writers to do their own backup of corporate data. This is not a corporate data management strategy! 3. I find it unacceptable that, in my conversations with ISS over this matter, I was the one who had to initiate discussion of the planned Storage Area Network (SAN). Ie. no mention of a future corporate solution was offered in order to indicate the existence of some plan addressing the nature of my problem. I find it unacceptable that, on investigation, it appears that the SAN is only to be implemented with sufficient storage to meet existing needs - as exhibited by the current storage situation. To my knowledge, no survey has been performed to determine the amount of corporate data already off-line and not archived or backed up in any reliable corporate system. This includes the email archive situation. In other words, the SAN will be full on the first day of operation, and further ad hoc-ery required by staff in order to preserve corporate information. And that's only those with training or interest in backup techniques - I suspect there is actually a lot of CALM corporate data not effectively backed up at all. Apart from getting on with providing the Department with an effective long-term strategy for proper corporate data management, including archiving and disaster recovery, ISS should look at: 1. informing staff of future work plans that affect all staff (see Q.7) 2. creating a proper and effective data storage infrastructure, and 3. training all staff in essential methods of data storage and backup. GOM"
- 41 "It must be hard for you not to get frustrated with people, but you always show patience and courtesy. Well done! I have had no problems with the system you have of emailing requests - same good service. Some people have ordered new computers and you tell them it will be ready tomorrow, then tomorrow, then by the end of the week. I think it would be best to be honest and say "I'm sorry but a set-up will take at least a week, can you work on another computer while you are waiting?" or even provide a loan laptop in that time period. Just an idea. Some people complain that they have not had good service, but they don't always make their request clear or follow the required procedures."
- 42 "Furthermore to having FAQs perhaps have something similar to many information based services which provide 'discussion boards' on their sites. This would allow users to chase up problems online and find the solution. (could link to external links when appropriate such as issues with ArcView or windows)."
- 43 "I have been having difficulty in my requests being addressed. Once the relevant staff actually receive the request, they are extremely helpful. It would appear the problem is that my requests aren't being forwarded through. It recently took 4 emails before a request was logged."
- 44 "In my personal experience this support is very good. However, many staff complain about it, perhaps because they are unaware of the complexity of the issues involved. Although not a Service Desk issue in itself, there is a serious problem with backup storage and tools for CORPORATE data. Currently there is simply not enough available space on our servers, and there is no adequate standard tool for backing up data. This needs urgent remedy. It is outrageous to suggest the use of personal DVD or CD burners to back up corporate data."
- 45 "The fella that sorted my problem was very patient with my lack of computer genius."
- 46 "Great prompt service"
- 47 "the general friendliness and helpfulness of most of the people I have spoken to is great and even small requests are not ignored."
- 48 "Lately the service has improved immensely from what it once was. You seem to have people in that are genuinely interested in personally solving your problem and it makes a big difference."
- 49 "Excellent service."

- 50 "Darren Ciccone was my contact with this request and nothing was too much trouble,  
my problem was resolved quickly, very professionally and with an invitation to call  
back if problem arose again. Very much appreciated!"
- 51 "Terrible service. It took a full week for someone to even contact me about the  
problem. And it was clearly a problem that needed prompt attention. I don't think I'd  
even bother contacting helpdesk next time. Completely no help whatsoever"
- 52 "Resolved the task quickly and efficiently. Thanks Please note that I do not think that  
Q5 requires a response if ones answer to Q4 is B....nevertheless I responded to Q5  
with 3's in order to submit the form"
- 53 "Thanks Christian"
- 54 "You are doing a good job."
- 55 "Very friendly, extremely helpful especially when dealing with a computer illiterate  
person, and they are learning Jaws keystrokes as well (program for blind people)."
- 56 "Very friendly and efficient"
- 57 "I can understand rivalries between internal and external IT operators, but Emiel is  
able to come here to pick up and drop off hardware as necessary, unlike ISS. His  
turnaround time was also excellent, and although he did not find my email, everything  
else was set up as required. An appreciation in ISS for the assistance that external  
operators can provide with hardware would be a good thing. (At least until such time  
as ISS runs a pickup/dropoff service!)Thanks for the brilliant service on this request -  
friendly, quick, easy and resolved."
- 58 "Friendly, fast and service"
- 59 "Did not fix problem. IT updated driver as requested but I still cannot print images  
from ArcView. Referred to GIS section."
- 60 "Current helpdesk personnel are all very professional and friendly in their approach."



## Appendix B the Questions

This questionnaire will allow us to set a benchmark on the service the Help Desk is providing to the staff of CALM. It will assist us in continual improvement of services. The questionnaire is based on the last time you called the Help Desk.

Please take the time to respond, your comments are essential to us.

At the end you will be requested to fill in your name and number, this is totally at your discretion.

For each question we would like you to rate your satisfaction using a scale of 1 to 5 where 1 is Very Dissatisfied, 2 is Dissatisfied, 3 is Satisfied, 4 is Very Satisfied and 5 is Exceeded Expectations.

### Q1. Can you please rate your overall satisfaction with the people that you spoke to or emailed in relation to this matter?

	1	2	3	4	5
1.1. The time it took for you to be connected to a person .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2. Telephone manner .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3. Friendliness .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4. Responsiveness/helpfulness .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.5. Their ability to understand your request .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.6. Their ability to help you or refer you to the appropriate person .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.7. The urgency/priority assigned to your request .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.8. The involvement you had in assigning the appropriate urgency/priority to your request .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.9. The number of people you had to speak with to resolve the problem .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Q2. Was the problem resolved on the first <MEDIUM>?

- 2.1. Yes ..... ☐ Skip to Q4  
No ..... ☐

### Q3. If your call was not resolved on the first call, how satisfied were you with the speed of call back?

	1	2	3	4	5
3.1. The time taken for you to receive a call back .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2. The knowledge about your request of each person/people that you spoke to .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3. The number of call backs (initiated by them or you) that were required to fix the problem ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.4. The method that they used to contact you back (eg telephone, email etc) .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Q4. Were you guided through the solution or did the service desk fix the problem remotely?

- 4.1 Guided through ☐  
4.2 Service Desk/remotely ☐ Skip to Q6

- 4.1. And how satisfied were you that the problem was solved in this way? ..... 1 2 3 4 5  
☐ ☐ ☐ ☐ ☐
- Q5. Please rate your satisfaction with your guided help:**
- 5.1. The language/terminology/jargon that they used ..... 1 2 3 4 5  
☐ ☐ ☐ ☐ ☐
- 5.2. The tasks that they asked you to go through ..... ☐ ☐ ☐ ☐ ☐
- 5.3. The time that it took you to go through all of the steps ..... ☐ ☐ ☐ ☐ ☐
- 5.4. The speed that you were asked to go through all of the steps..... ☐ ☐ ☐ ☐ ☐
- 5.5. If the same problem reoccurred, do you think you would be able to fix it yourself following the same steps without calling the Service Desk?  
 Yes..... ☐  
 No ..... ☐  
 Don't know..... ☐

- Q6. Please rate your satisfaction with the resolution of the problem in terms of:**
- 6.1. How acceptable the solution is to you ..... 1 2 3 4 5  
☐ ☐ ☐ ☐ ☐
- 6.2. The time it took from when you first contacted the service desk until the problem was resolved ☐ ☐ ☐ ☐ ☐
- 6.3. Has the problem reoccurred since it was fixed?  
 Yes..... ☐  
 No ..... ☐  
 Don't know..... ☐

- Q7. Can you suggest any other ways that the service desk can provide you with assistance, such as a regular emailed newsletter or frequently asked questions on the website?**
- Email newsletter ..... ☐  
 FAQs on website ..... ☐  
 Other (please specify).....

- Q8. Do you have any other comments about the service desk?**

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That's the end of the survey. Thank you very much for your time.

Name: <NAME>

Office/Location: <Office>

Phone number: <PHONE>

Email: <Email>