Information Technology’s Satisfaction Survey

2007 Results

Each week a survey is randomly sent out to 30% of callers in our call tracking database whose service ticket was recently closed. An email is sent to the customer inviting him or her to click on a web link and answer three yes/no questions. The number of responses to the survey has diminished over the past year as we have decreased the percentage of surveys being sent out. Here are the results:

<table>
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</table>

962 | 87 | 965 | 74 | 1062 | 6

Satisfaction Rate: 92% 93% 99%

Note: All responses are optional at the question level. Totals may not be consistent for each category.
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Any survey response that has an answer of “no” for any of the three questions are followed up by the manager of the IT group responsible for that call’s resolution to find out how we can do better in the future or to resolve a problem that may not have been completely resolved at the time the call in the database was closed.

Here is a sample email message that is sent weekly to 30% of callers:

From: itssurvey@ccsu.edu [mailto:itssurvey@ccsu.edu]
Subject: ITS Customer Survey

How Did We Do?

Dear <Client Name>,

Information Technology is committed to providing excellent service to our clients. Recently a support call was opened on your behalf with the IT Help Desk. Please complete this brief, three question survey so we can ensure that you received a high quality of service. Your participation will help us identify areas of improvement.

Click here to access the survey: http://www.ccsu.edu/its/usersupport/surveys/its_satsurvey.htm

CallID: xxxxxxxx

Date Opened: yyyy-mm-dd

Date Closed: yyyy-mm-dd

Call Description:

Subject: Description of call is entered here.
Information Technology’s Satisfaction Survey

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Webpage where clients can respond to the survey:

Customer Satisfaction Survey

Recently Information Technology Services provided you with technical assistance. This survey will help us to determine the quality of support you received as well as identify areas of improvement. Your input would be greatly appreciated.

Thank You.

Call ID: ___________________________  Date: 3-19-2008

1. Did we resolve your problem?  Yes  No
2. Did we resolve your problem in a timely manner?  Yes  No
3. Were you treated with courtesy and respect?  Yes  No
4. Comments (Optional)

Submit Form