



IT Customer Satisfaction Survey Outcome

Version 20141229

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Chief Information Officer

Dec 29, 2014

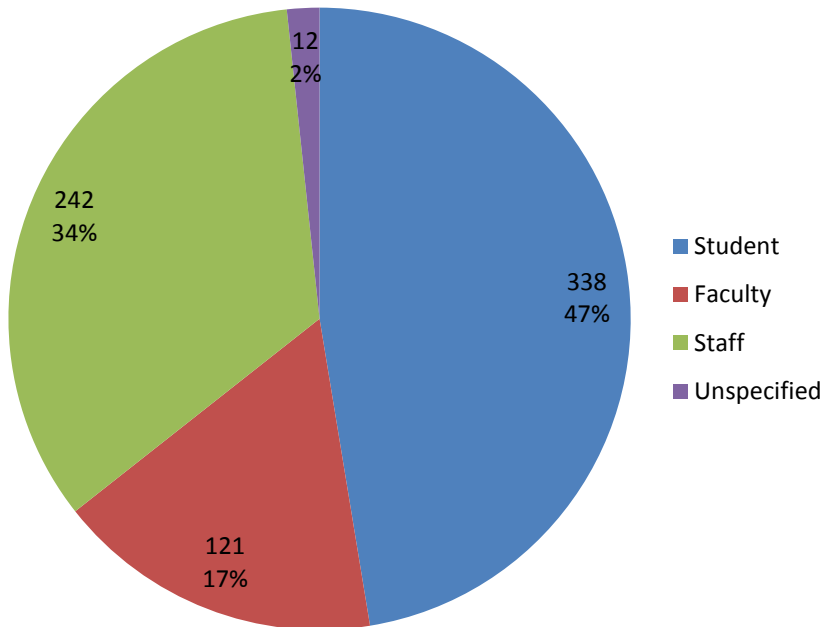
American University of Beirut

- Announced by email to AUB Campus and AUB MC members who benefit from/use IT support services:
 - Students
 - Faculty
 - Staff
- Survey was open for 2 weeks from Oct 27 to Nov 9, 2014
- Email reminder was sent half way through, and deadline extended by 1 week to Nov 16, 2014
- Key areas addressed:
 - Contact Experience with IT
 - IT Helpdesk Performance
 - IT Services Delivery
 - IT Projects Delivery
- Questions measured on a four point scale:
 - Strongly Agree
 - Agree
 - Disagree
 - Strongly Disagree
- And an additional option to measure awareness
- Report by counting the % responses:
 - Satisfied (Agree or Strongly Agree)
 - Dissatisfied (Disagree or Strongly Disagree)

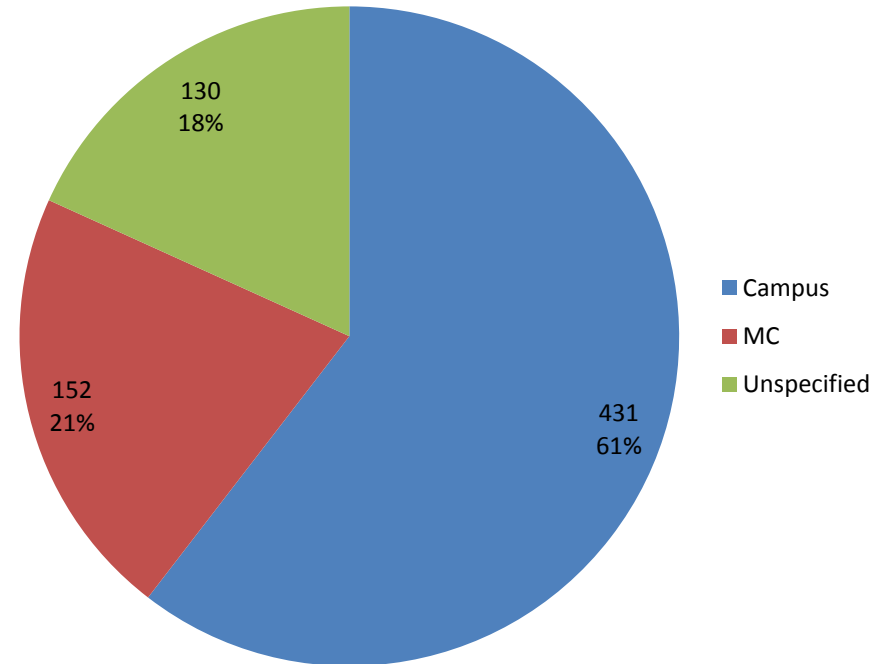
Good score	More than 85% of respondents are satisfied
Acceptable score	70% to 85% of respondents are satisfied
Bad score	Less than 70% of respondents are satisfied
- Also measured awareness as a percentage of respondents

713 people responded
 which is approximately **5%** of the population

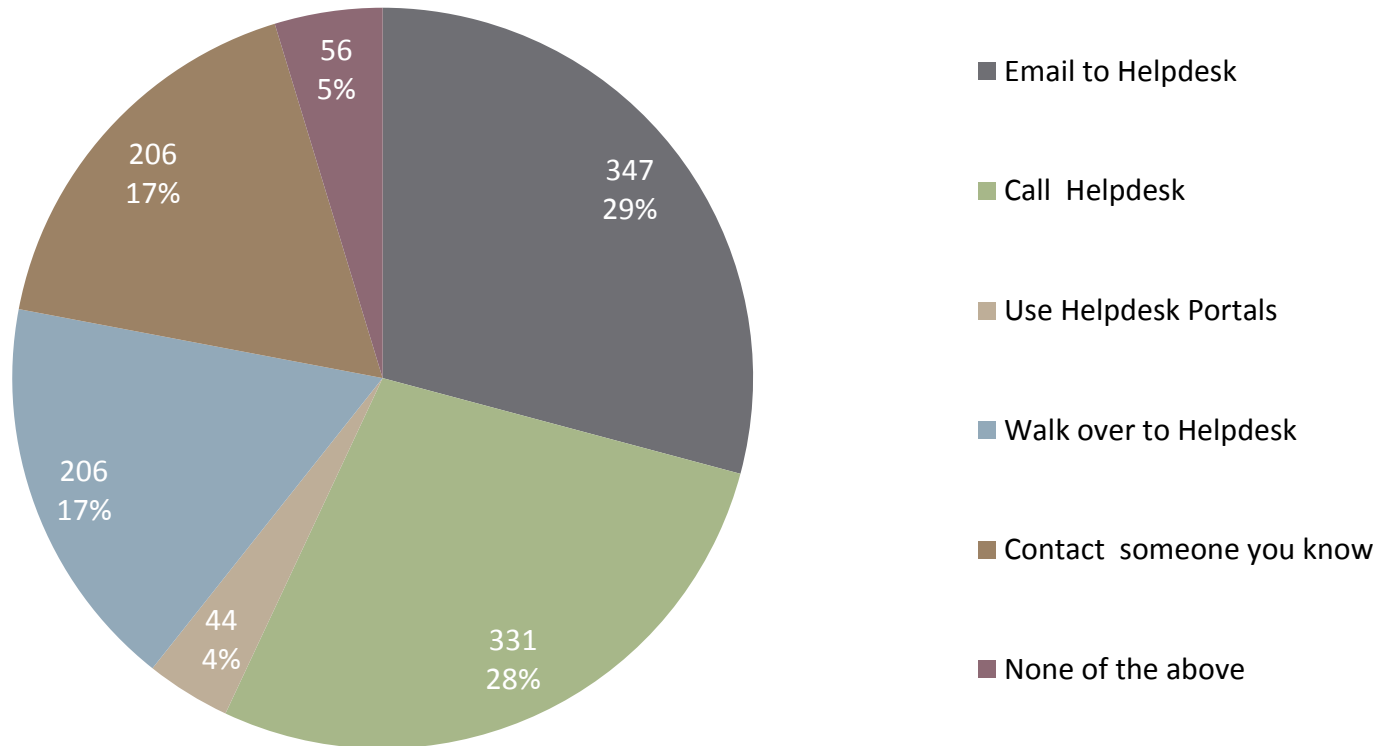
Survey Respondents by Category



Survey Respondents by Site

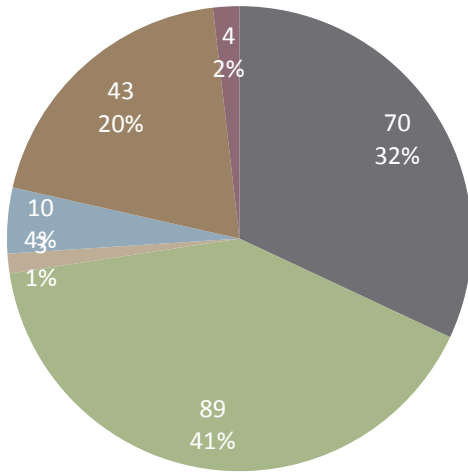


Total Constituents

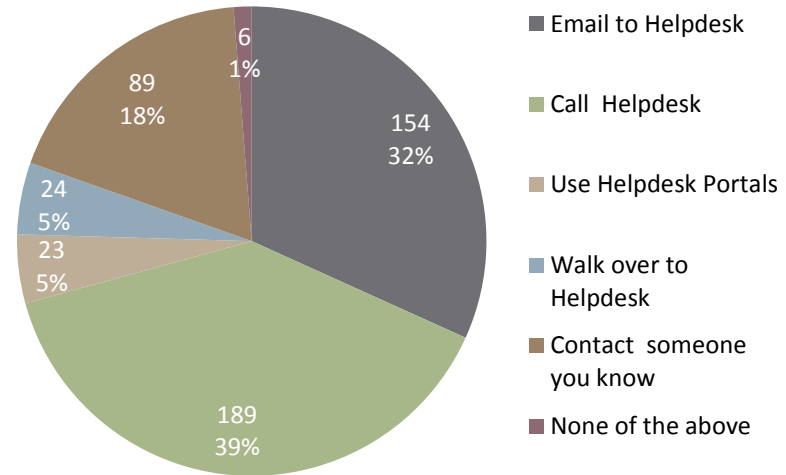


How Do You Contact Us? (cont'd)

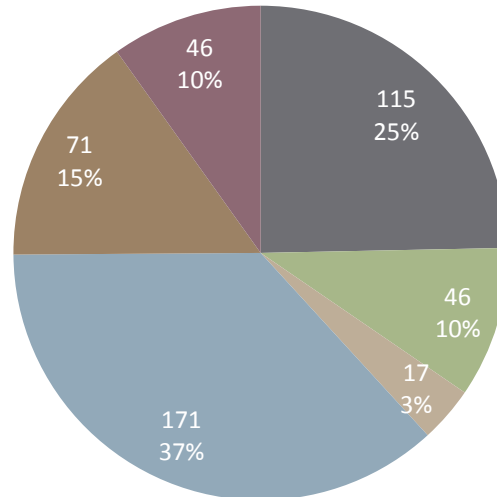
Faculty



Staff



Students



- Faculty and Staff most commonly **send emails** or **call** the Helpdesk.
- Students normally **walk over** to the Helpdesk center in Van Dyck bldg.

84%

of responses are "Satisfied"

Overall Satisfaction with	Faculty	Staff	Student	Total
Helpdesk	79%	88%	87%	86%
IT Services	70%	89%	83%	83%
Project Delivery	68%	82%	85%	81%
Total	74%	86%	85%	84%

How satisfactory are your interactions with the Helpdesk?

86%

of responses are “Satisfied”

	Faculty	Staff	Student	Total
Calls and Emails to the Helpdesk staff are answered promptly	78%	91%	87%	86%
I am kept informed on progress and receive timely updates	72%	81%	91%	83%
The information I receive is clear	77%	91%	87%	86%
IT staff are courteous and listen to my needs	93%	95%	90%	92%
IT staff are knowledgeable about the topic of request	88%	91%	87%	88%
I am satisfied with the turnaround time on my requests	72%	79%	83%	79%
Current support hours are sufficient	80%	92%	91%	89%
IT staff are available when I need them	73%	80%	84%	80%
Overall, I am satisfied by the Helpdesk performance	78%	90%	87%	86%

Do the services delivered by IT meet your needs?

83%

of responses are "Satisfied"

The services offered by IT meet my needs:	Faculty	Staff	Student	Total
Network (Internet, cable Wired and Wireless access by devices)	55%	80%	60%	66%
Website (Campus, Medical Center and departmental sites)	78%	91%	82%	84%
Email & collaboration tools	80%	93%	90%	89%
Printing Services provided by IT	73%	90%	78%	81%
Public Labs setup, access, and availability	66%	88%	75%	77%
Enterprise Servers, Storage and Backup Services	61%	90%	81%	82%
Telephones and Pagers Services	61%	94%	87%	85%
Audio/Video and Multi-media Services	57%	86%	79%	78%
AUBsis, and other student and faculty applications	80%	94%	80%	84%
eLearning Services	90%	96%	87%	90%
Enterprise applications for staff and faculty (Banner, Oracle, ...)	59%	79%	88%	79%
MC HIS Business applications (HRS, Billing, SMS, Scheduling, ...)	77%	87%	85%	85%
MC HIS Clinical applications (EHR, Dashboards, CPOE, HRS, ...)	62%	85%	90%	83%
MC HIS Imaging applications (Radiology, Cardiology, BMD, Radiation Oncology, ...)	63%	96%	93%	89%
Reports and information services	62%	89%	89%	85%
IT/Information Security Awareness	68%	85%	91%	86%
High Performance Computing (HPC)	43%	93%	78%	80%
Technology Consultancy Services (Security, Networking, Configuration, ...)	58%	85%	83%	81%

Overall, do the projects delivered by IT meet your needs?

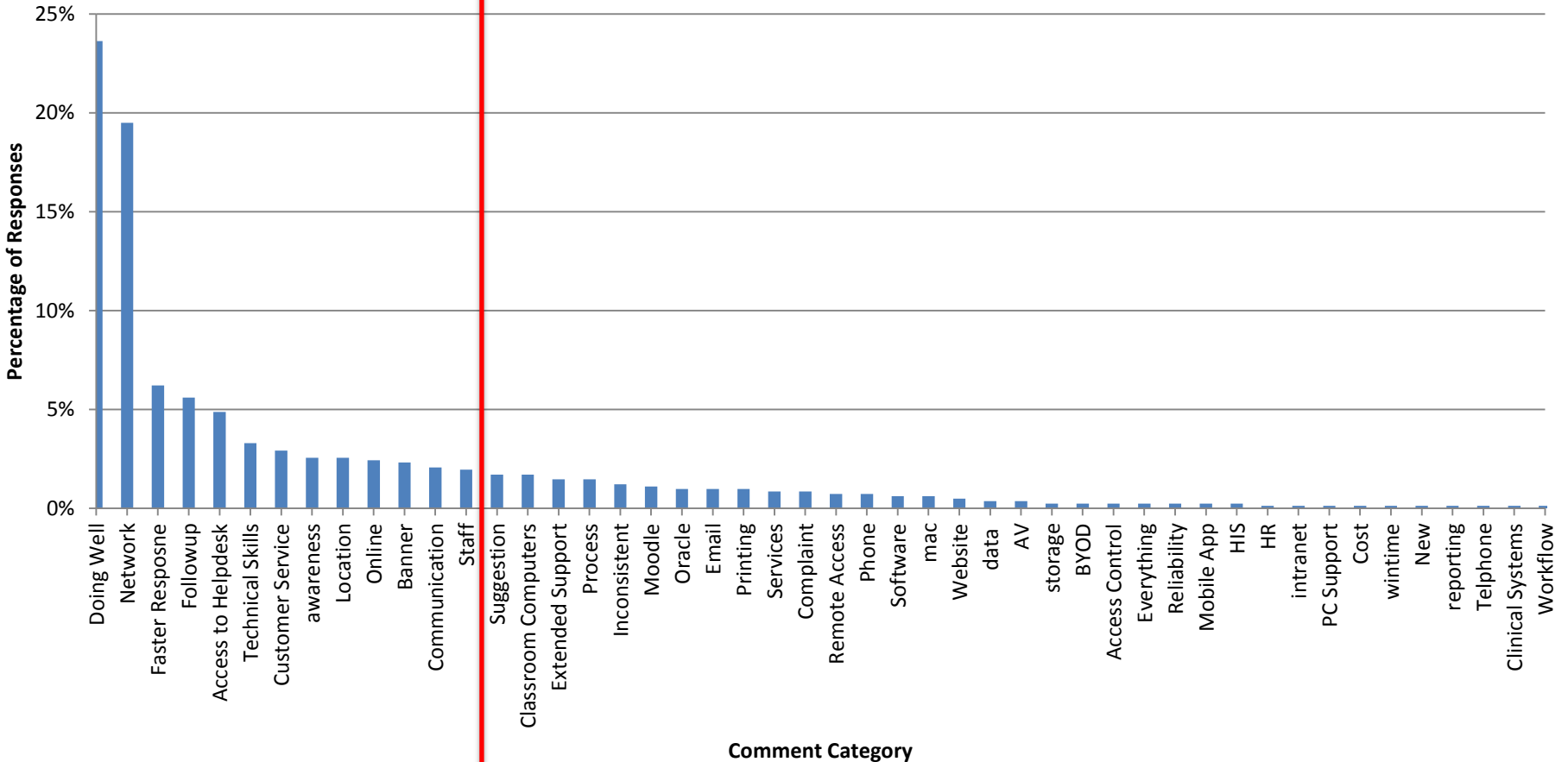
81%

of responses are “Satisfied”

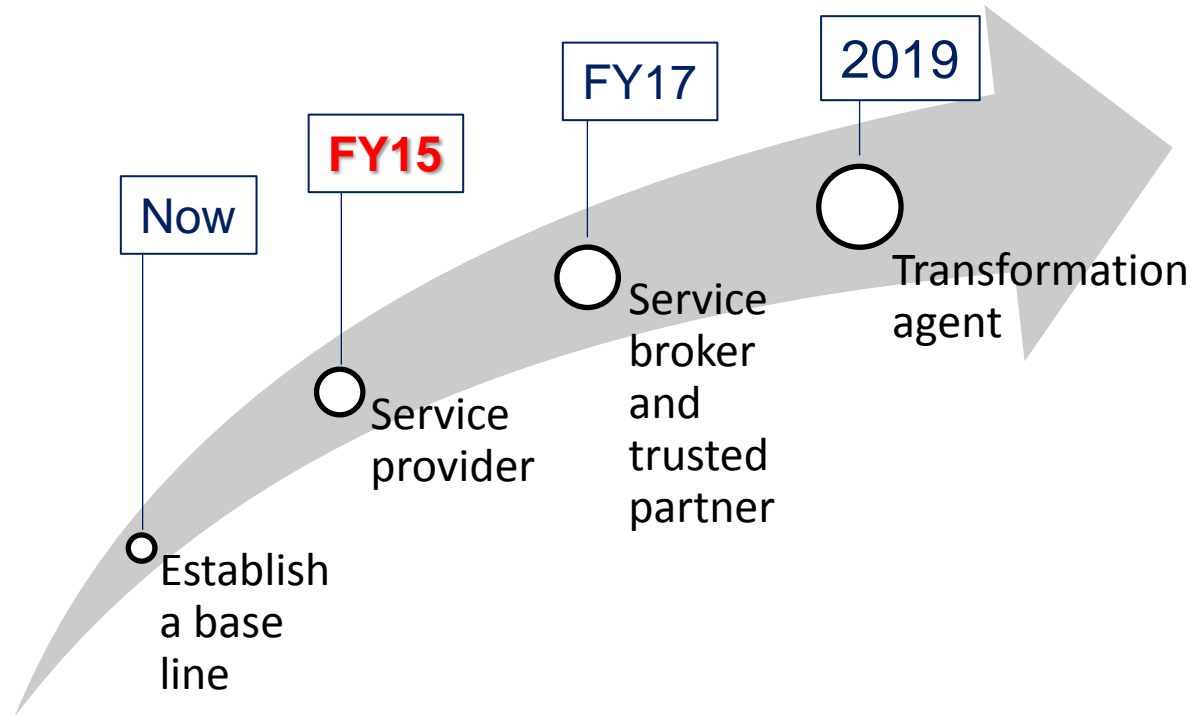
IT Project delivery meets my needs:	Faculty	Staff	Student	Total
The IT Team is able to gather my requirements and assess needs properly	85%	93%	89%	90%
The IT Team provides the right support during project implementation (development, training and testing)	69%	88%	88%	85%
The IT Team manages communication related to the project well	73%	81%	90%	83%
The IT Team manages the roll-out of new applications/services well	64%	83%	86%	82%
IT projects are always on time	51%	63%	80%	68%
The applications are always accessible and available for use	66%	83%	79%	79%
The projects rolled out by IT always meet my needs	62%	80%	85%	79%

80%

Comment Category (%)



- Most comments where complimentary
 - Staff are the most satisfied, followed by students and then faculty.
- The vast majority of complaints are about connectivity
 - Performance of internet and WiFi
 - Reliability of network
 - Ease of connectivity to WiFi
- Support service improvements include
 - Better response and follow up
 - Faster resolution times
 - Improved technical and customer service skills of support staff
- Other areas that need attention
 - Better awareness of services
 - Banner performance
 - Oracle ease of use
 - Printing and scanning
 - HIS availability



Establish a stable and predictable operational model that provides **exceptional service and project delivery with focus on improving**

- Network performance and connectivity
- Customer service and technical support
- Functionality and ease of use of enterprise systems and services