IT Customer Satisfaction Survey

Outcome

Version 20141229

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Chief Information Officer
Methodology

- 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 halfway 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)

- Also measured awareness as a percentage of respondents

- 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
713 people responded which is approximately 5% of the population.
How Do You Contact Us?

- **Total Constituents**
  - Email to Helpdesk: 347 (29%)
  - Call Helpdesk: 331 (28%)
  - Use Helpdesk Portals: 206 (17%)
  - Walk over to Helpdesk: 206 (17%)
  - Contact someone you know: 44 (4%)
  - None of the above: 56 (5%)
• Faculty and Staff most commonly send emails or call the Helpdesk.
• Students normally walk over to the Helpdesk center in Van Dyck bldg.
Overall Satisfaction

84% of responses are “Satisfied”

<table>
<thead>
<tr>
<th>Overall Satisfaction with</th>
<th>Faculty</th>
<th>Staff</th>
<th>Student</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Helpdesk</td>
<td>79%</td>
<td>88%</td>
<td>87%</td>
<td>86%</td>
</tr>
<tr>
<td>IT Services</td>
<td>70%</td>
<td>89%</td>
<td>83%</td>
<td>83%</td>
</tr>
<tr>
<td>Project Delivery</td>
<td>68%</td>
<td>82%</td>
<td>85%</td>
<td>81%</td>
</tr>
<tr>
<td>Total</td>
<td>74%</td>
<td>86%</td>
<td>85%</td>
<td>84%</td>
</tr>
</tbody>
</table>
How satisfactory are your interactions with the Helpdesk?

86% of responses are “Satisfied”

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

Do the services delivered by IT meet your needs?

83% of responses are “Satisfied”

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

81% of responses are “Satisfied”

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

Percentage of Responses

Comment Category (%)

80%

Comment Category

Doing Well
Network
Faster Response
Followup
Access to Helpdesk
Technical Skills
Customer Service
awareness
Location
Online
Banner
Communication
Staff
Suggestion
Classroom Computers
Extended Support
Process
Inconsistent
Moodle
Oracle
Email
Printing
Services
Complaint
Remote Access
Phone
Software
mac
Website
data
AV
BYOD
storage
Access Control
Everything
Reliability
Mobile App
HIS
HR
intranet
PC Support
Cost
wintime
New
reporting
Telphone
Clinical Systems
Workflow
Most comments were 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
Proposed Next Steps

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