



HELP DESK SURVEY, 2005

**OFFICE OF INFORMATION TECHNOLOGY,
MONTCLAIR STATE UNIVERSITY**

Office of Institutional Research

September 2005

Selected Findings

2005 Survey

Members of the MSU community rely mainly on the Help Desk and peers to solve their technology problems.

- Over 41% of survey respondents said they normally relied upon the Help Desk to solve their technology problems, while 40% relied on friends and colleagues. Fewer respondents (12%) relied on local Tech Teams or themselves (7%). [Table 1]

Significantly more Help Desk users say that their technology problems are *always* solved upon initial contact.

- Over 21% of respondents said their technology issues were always resolved on initial contact by the Help Desk, compared to 13% who relied on peers, and 6% who relied on Tech Teams. [Table 2]

More Help Desk users agree that their technology problems are resolved within a reasonable amount of time.

- Nearly 23% of respondents “strongly agreed” that their issues were resolved in a reasonable amount of time by the Help Desk, compared to 16% who used Tech Teams, and 13% who relied on peers. [Table 3]

Over eight of ten Help Desk users agree that HD staff members are professional and courteous.

- Nearly 84% of respondents “agreed” or “strongly agreed” that Help Desk staff members were professional and courteous. This matched the percentage who said that Tech Team members were professional and courteous. [Table 4]

More Help Desk users “strongly agree” that HD staff members are knowledgeable and competent.

- Over one quarter (25.9%) of survey respondents “strongly agreed” that Help Desk staff were knowledgeable and competent, just edging out the proportion (25.8%) who said that Tech Team members were knowledgeable and competent. [Table 5]

Nearly three quarters of Help Desk users agree that they are informed about the status of their open calls.

- Nearly 74% of respondents “agreed” or “strongly agreed” that Help Desk staff members kept them apprised of the status of their open calls, compared to 70% of Tech Team users who shared those opinions. [Table 6]

Significantly more Help Desk users rate the overall quality of the service they receive as “outstanding.”

- Over 25% of survey respondents said the service they received from Help Desk staff members was “outstanding,” compared to 16% who relied on Tech Teams, and 5% who relied on their peers. [Table 7]

Nearly a fifth of respondents have utilized training resources.

- Approximately 19% of survey respondents said they took advantage of training opportunities at the University. [Table 8]

2004-2005 Trends

The percent of MSU community members who rely mainly on the Help Desk to solve their technology problems declined.

- Between 2004 and 2005, the percent of survey respondents who said they normally relied upon the Help Desk to solve their technology problems declined from 47% to 41%. Reliance on Tech Teams also declined (19% to 12%). Many more survey respondents said they relied on friends and colleagues (26% in 2004 versus 40% in 2005) to help them solve problems. [Table 9]

The percent of Help Desk users saying that their technology problems are *always* or *usually* solved upon initial contact rose.

- Between 2004 and 2005, the percent of respondents who said their technology issues were “always” resolved on initial contact by the Help Desk rose from 13% to 21%, and the percent who said their problems were “usually” solved on initial contact increased from 24% to 33%. [Table 10]

More Help Desk users in 2005 agree that their technology problems are resolved within a reasonable amount of time.

- Between 2004 and 2005, the percent of respondents who “strongly agreed” that their issues were resolved in a reasonable amount of time by the Help Desk rose from 12% to 23%, while the percent who “agreed” with this sentiment increased from 37% to 52%. [Table 11]

Opinions about the professionalism and courtesy of Help Desk staff members improved.

- Between 2004 and 2005, the percent of respondents who “strongly agreed” that Help Desk staff members were professional and courteous rose from 25% to 33%. [Table 12]

Opinions about the knowledge and competence of Help Desk staff members improved.

- Between 2004 and 2005, the percent of respondents who “strongly agreed” that Help Desk staff members were knowledgeable and competent rose from 15% to 26%, while the percent who “agreed” with this sentiment increased from 42% to 47%.. [Table 13]

More Help Desk users feel they are informed about the status of their open calls.

- Between 2004 and 2005, the percent of respondents who “strongly agreed” that Help Desk staff members kept them apprised of the status of their open calls rose from 15% to 28%, while the percent who “agreed” with the statement rose from 35% to 46%. [Table 14]

More Help Desk users rate the overall quality of the service they receive as “outstanding.”

- Between 2004 and 2005, the percent of respondents who rated the service they received from Help Desk staff members as “outstanding” increased from 15% to 25%, while the percent who said the service they received was “good” rose from 35% to 43%. [Table 15]

TABLE 1: WHO DO YOU NORMALLY CONTACT FOR TECH SUPPORT?

Response	Valid Pct.
Help Desk	41.2%
Local Tech Team	11.6%
Friend or Colleague	40.1%
Nobody	7.2%

Chart 1: Who Do You Normally Contact for Tech Support?

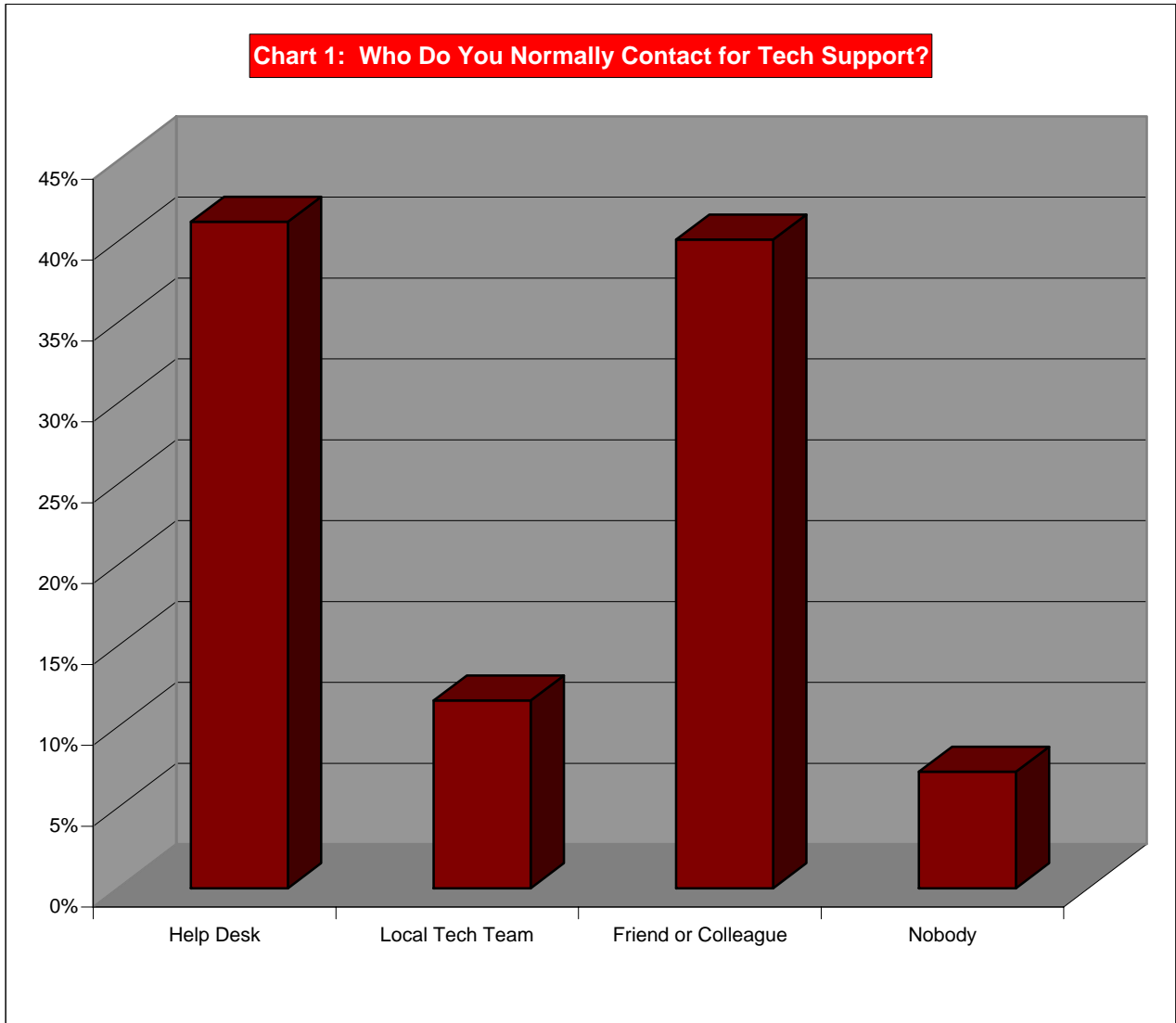


TABLE 2: IS ISSUE RESOLVED IN INITIAL CONTACT?

Response	Who do you contact?			
	Help Desk Valid Pct.	Local Tech Team Valid Pct.	Friend or Colleague Valid Pct.	Nobody Valid Pct.
Always	21.1%	6.3%	12.6%	5.0%
Usually	33.3%	56.3%	36.9%	25.0%
Sometimes	36.0%	34.4%	44.1%	20.0%
Never	9.6%	3.1%	6.3%	50.0%

Chart 2: Is Issue Resolved in Initial Contact?

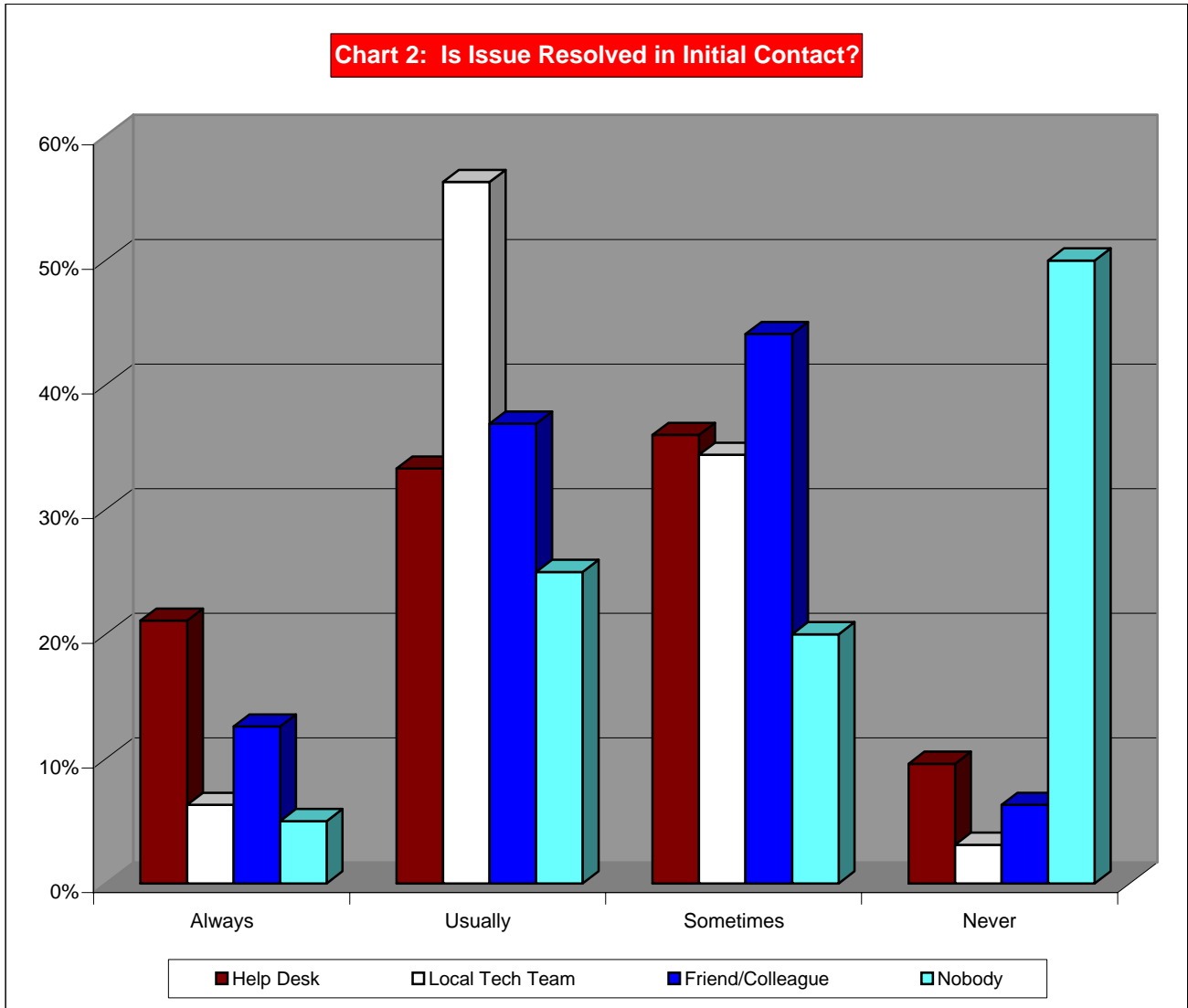


TABLE 3: ISSUES ARE RESOLVED WITHIN A REASONABLE AMOUNT OF TIME

Response	Who do you contact?			
	Help Desk Valid Pct.	Local Tech Team Valid Pct.	Friend or Colleague Valid Pct.	Nobody Valid Pct.
Strongly Agree	22.7%	16.1%	13.4%	0.0%
Agree	51.8%	51.6%	38.1%	35.7%
Neutral	14.5%	16.1%	26.8%	42.9%
Disagree	6.4%	16.1%	16.5%	7.1%
Strongly Disagree	4.5%	0.0%	5.2%	14.3%

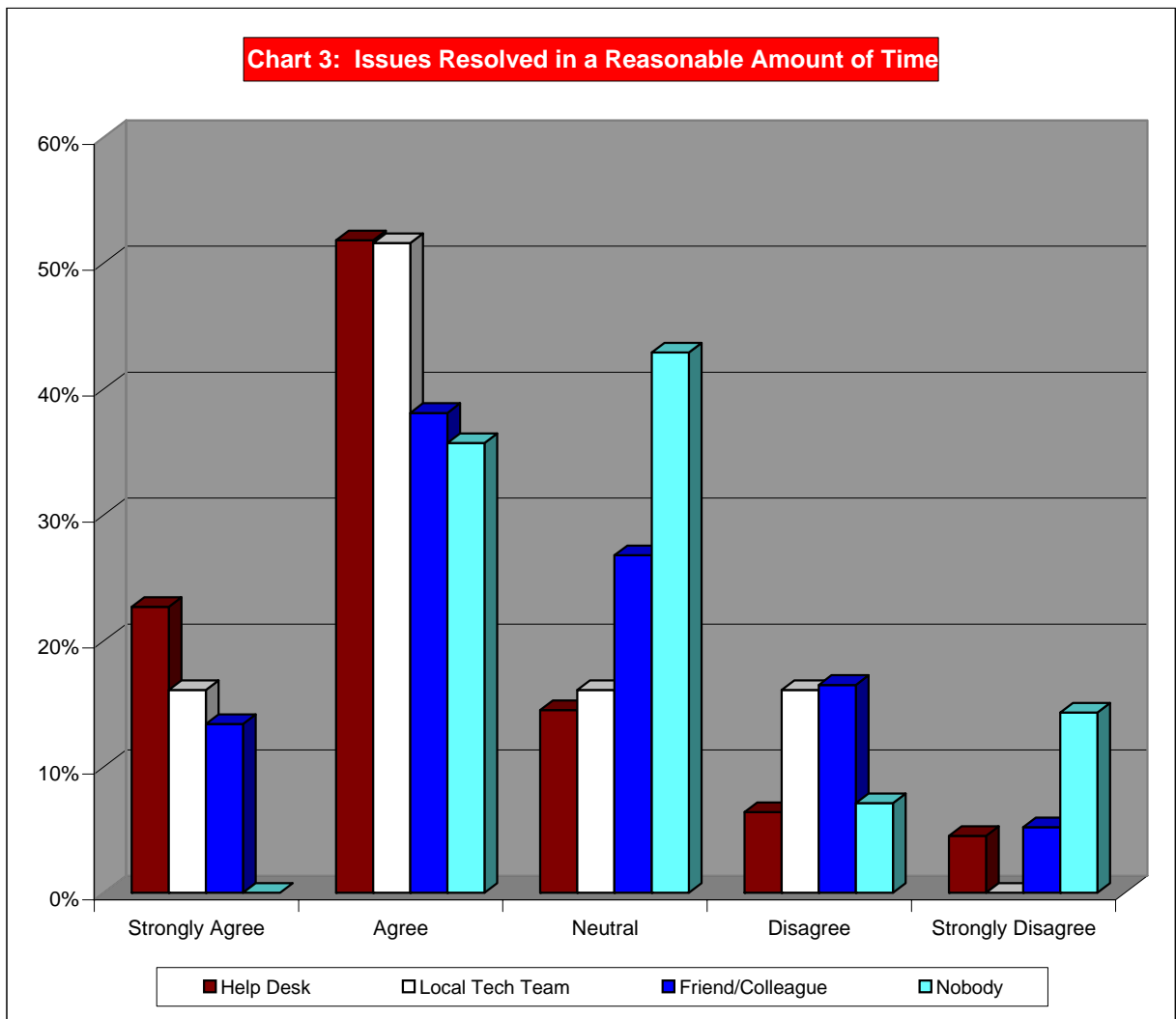


TABLE 4: RESPONDERS ARE PROFESSIONAL AND COURTEOUS

Response	Who do you contact?			
	Help Desk Valid Pct.	Local Tech Team Valid Pct.	Friend or Colleague Valid Pct.	Nobody Valid Pct.
Strongly Agree	33.0%	38.7%	16.7%	7.7%
Agree	50.9%	45.2%	45.8%	15.4%
Neutral	10.7%	3.2%	28.1%	69.2%
Disagree	3.6%	6.5%	8.3%	0.0%
Strongly Disagree	1.8%	6.5%	1.0%	7.7%

Chart 4: Responders Are Professional and Courteous

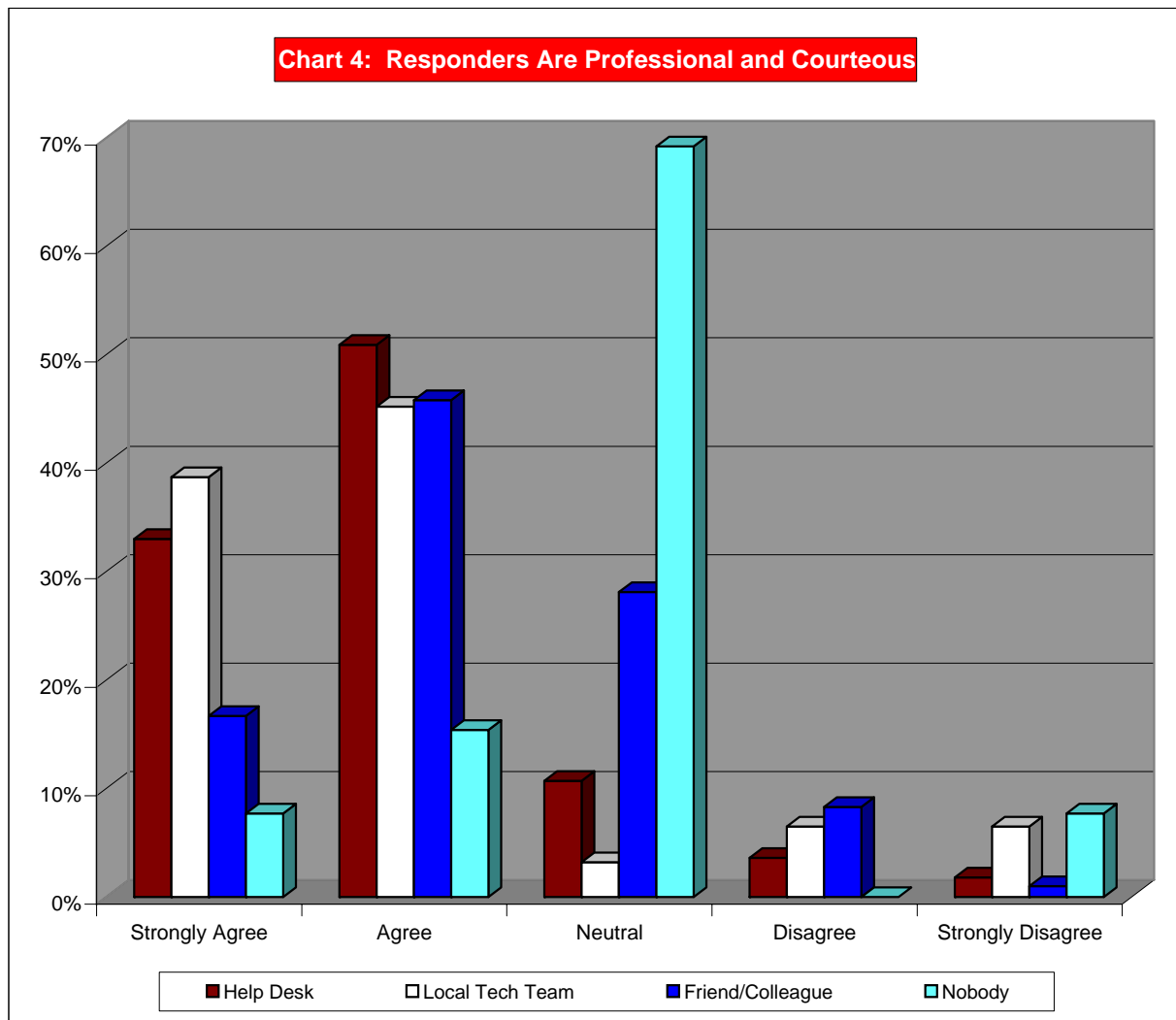


TABLE 5: RESPONDERS ARE KNOWLEDGEABLE AND COMPETENT

Response	Who do you contact?			
	Help Desk Valid Pct.	Local Tech Team Valid Pct.	Friend or Colleague Valid Pct.	Nobody Valid Pct.
Strongly Agree	25.9%	25.8%	13.3%	0.0%
Agree	47.3%	61.3%	53.1%	23.1%
Neutral	17.0%	3.2%	22.4%	53.8%
Disagree	5.4%	3.2%	9.2%	15.4%
Strongly Disagree	4.5%	6.5%	2.0%	7.7%

Chart 5: Responders Are Knowledgeable and Competent

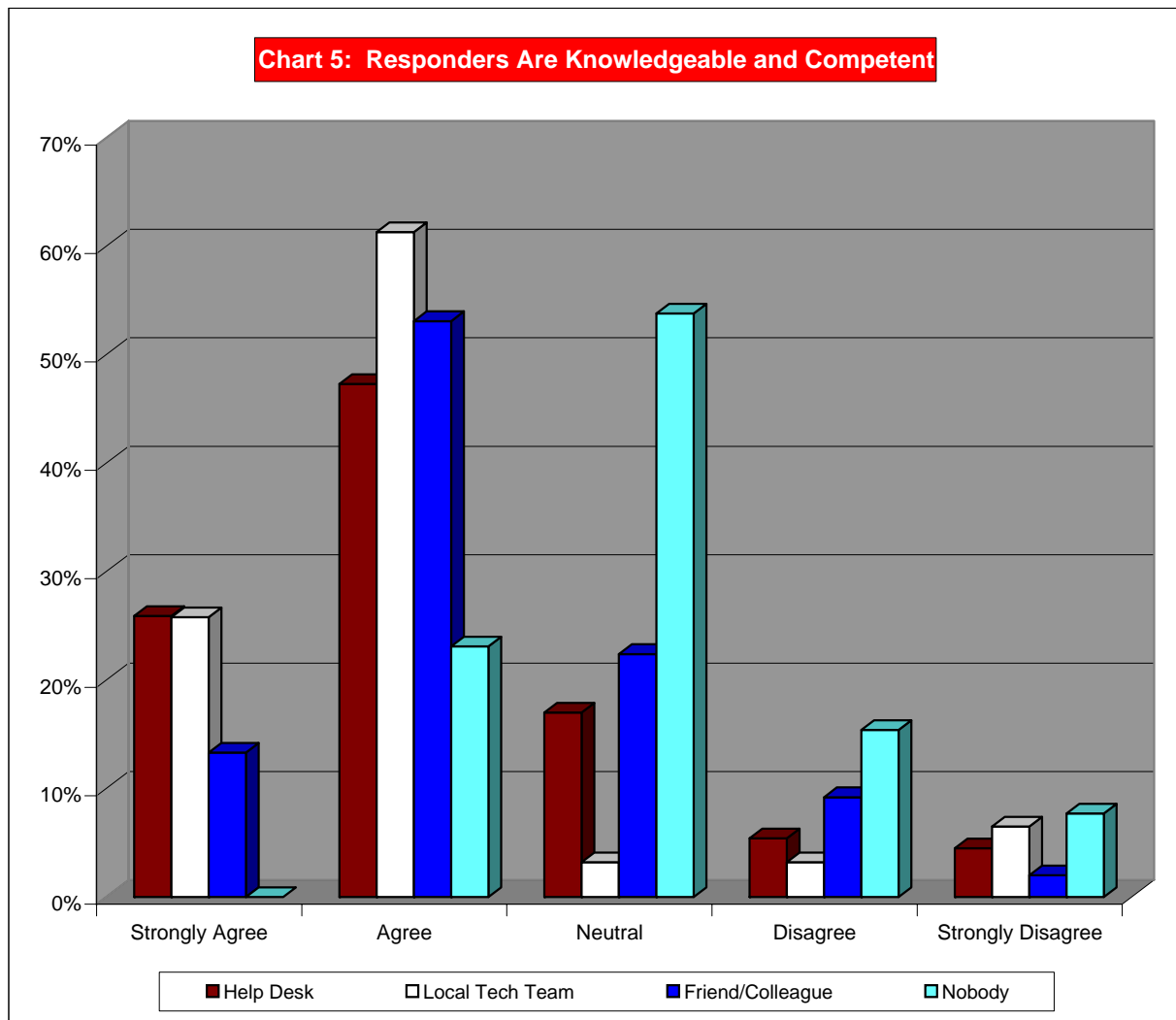


TABLE 6: I'M APPRISED OF THE STATUS OF MY OPEN CALLS

Response	Who do you contact?			
	Help Desk Valid Pct.	Local Tech Team Valid Pct.	Friend or Colleague Valid Pct.	Nobody Valid Pct.
Strongly Agree	27.9%	33.3%	10.9%	7.7%
Agree	45.9%	36.7%	42.4%	15.4%
Neutral	13.5%	20.0%	31.5%	53.8%
Disagree	8.1%	3.3%	13.0%	7.7%
Strongly Disagree	4.5%	6.7%	2.2%	15.4%

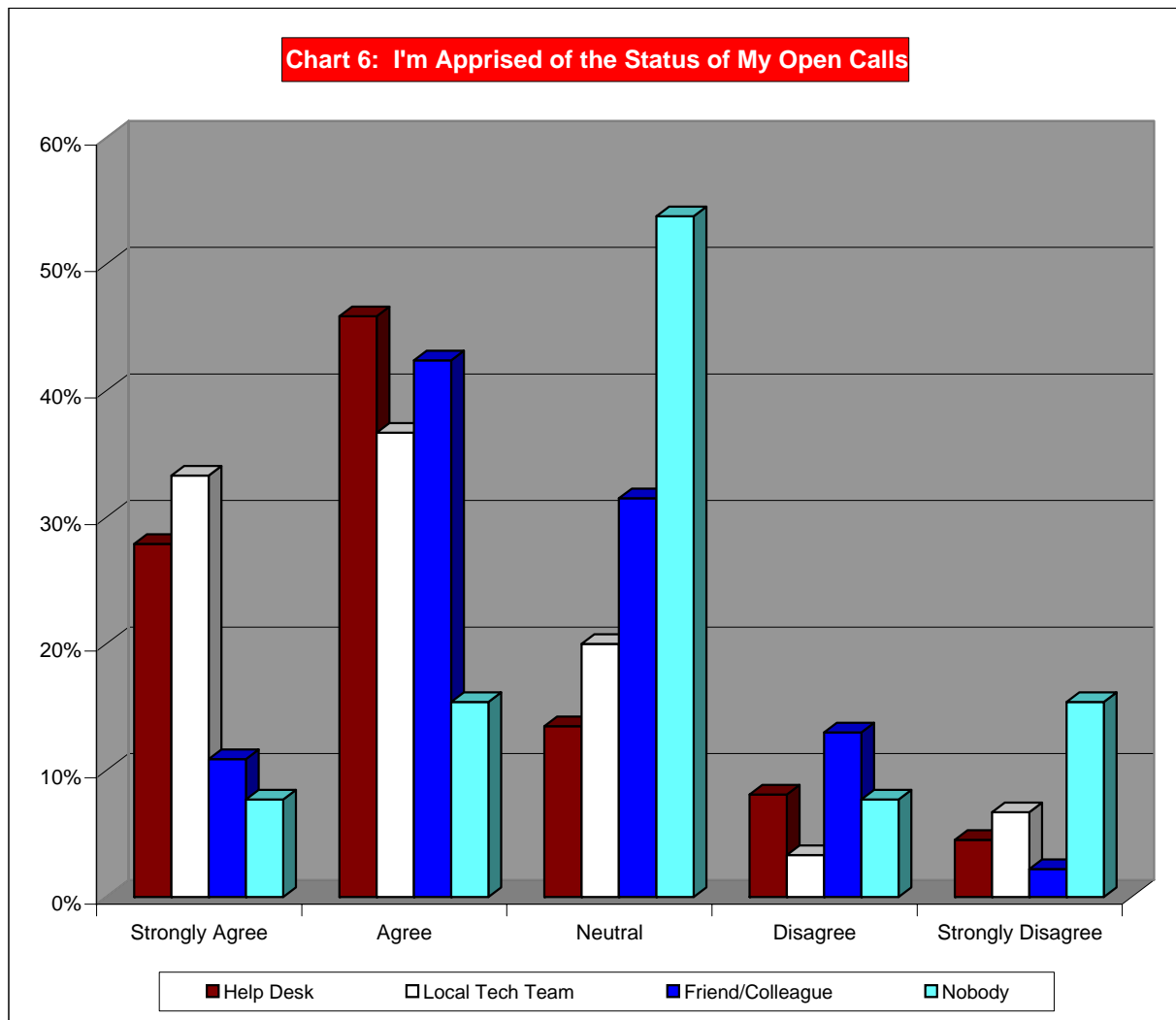


TABLE 7: OVERALL QUALITY OF THE EXPERIENCE

Response	Who do you contact?			
	Help Desk Valid Pct.	Local Tech Team Valid Pct.	Friend or Colleague Valid Pct.	Nobody Valid Pct.
Outstanding	25.4%	15.6%	5.4%	0.0%
Good	43.0%	53.1%	45.0%	15.0%
Average	20.2%	18.8%	29.7%	55.0%
Fair	6.1%	3.1%	9.9%	10.0%
Poor	5.3%	9.4%	9.9%	20.0%

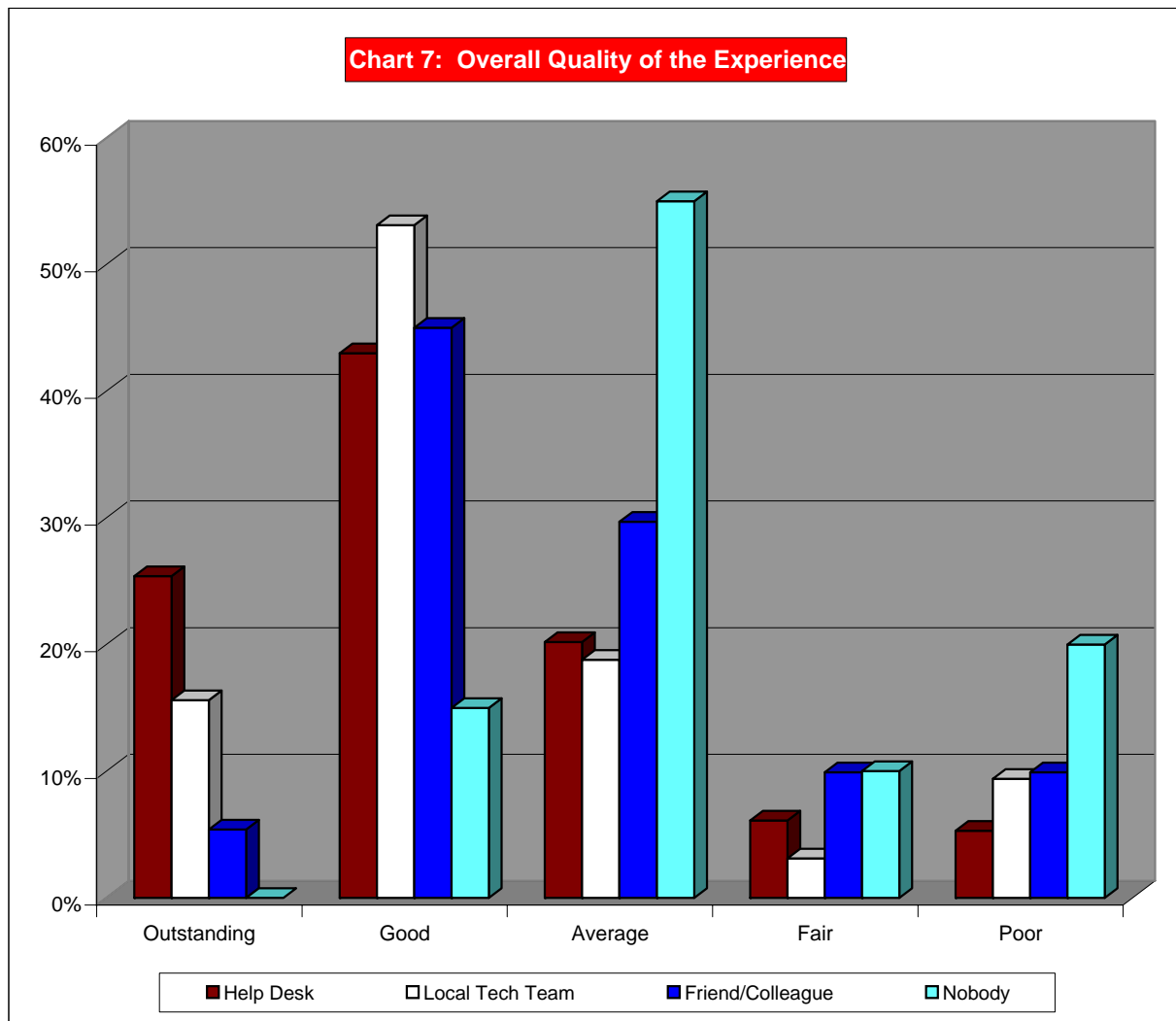


TABLE 8: HAVE YOU UTILIZED RESOURCES FOR TRAINING?

Response	Valid Pct.
Yes	18.6%
No	81.4%

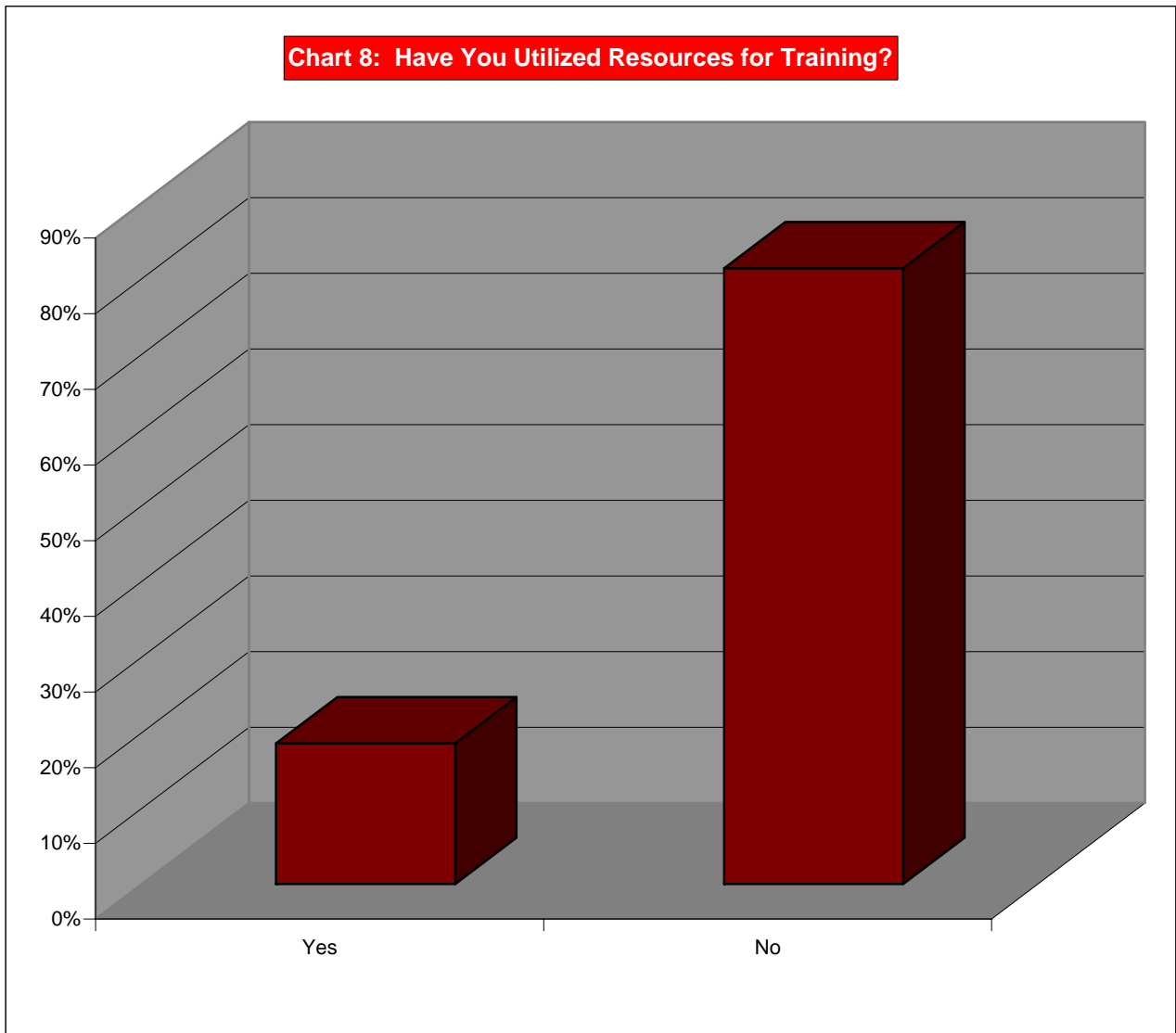


TABLE 9: WHO DO YOU NORMALLY CONTACT FOR TECH SUPPORT: 2004-05

Response	2004 Valid Pct.	2005 Valid Pct.
Help Desk	46.8%	41.2%
Local Tech Team	19.2%	11.6%
Friend or Colleague	26.2%	40.1%
Nobody	6.2%	7.2%

Chart 9: Who Do You Normally Contact for Tech Support: 2004-05

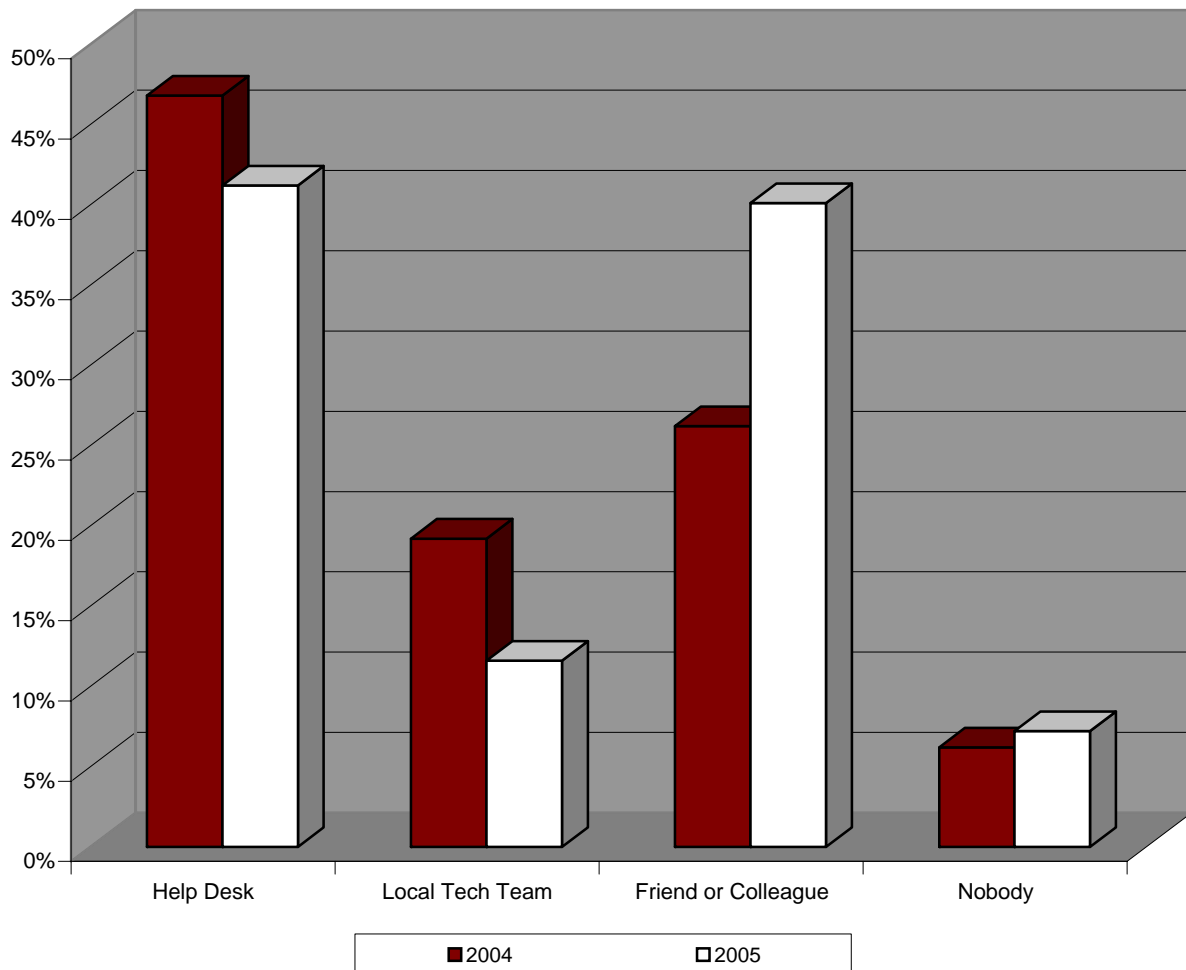


TABLE 10: IS ISSUE RESOLVED IN INITIAL CONTACT: 2004-05

Response	Who do you contact?							
	Help Desk		Local Tech Team		Friend or Colleague		Nobody	
	2004	2005	2004	2005	2004	2005	2004	2005
Always	12.7%	21.1%	21.1%	6.3%	3.7%	12.6%	0.0%	5.0%
Usually	24.3%	33.3%	46.5%	56.3%	44.4%	36.9%	33.3%	25.0%
Sometimes	50.3%	36.0%	28.2%	34.4%	44.4%	44.1%	33.3%	20.0%
Never	12.7%	9.6%	4.2%	3.1%	7.4%	6.3%	33.3%	50.0%

Chart 10: Help Desk Success at Initial Contact: 2004-05

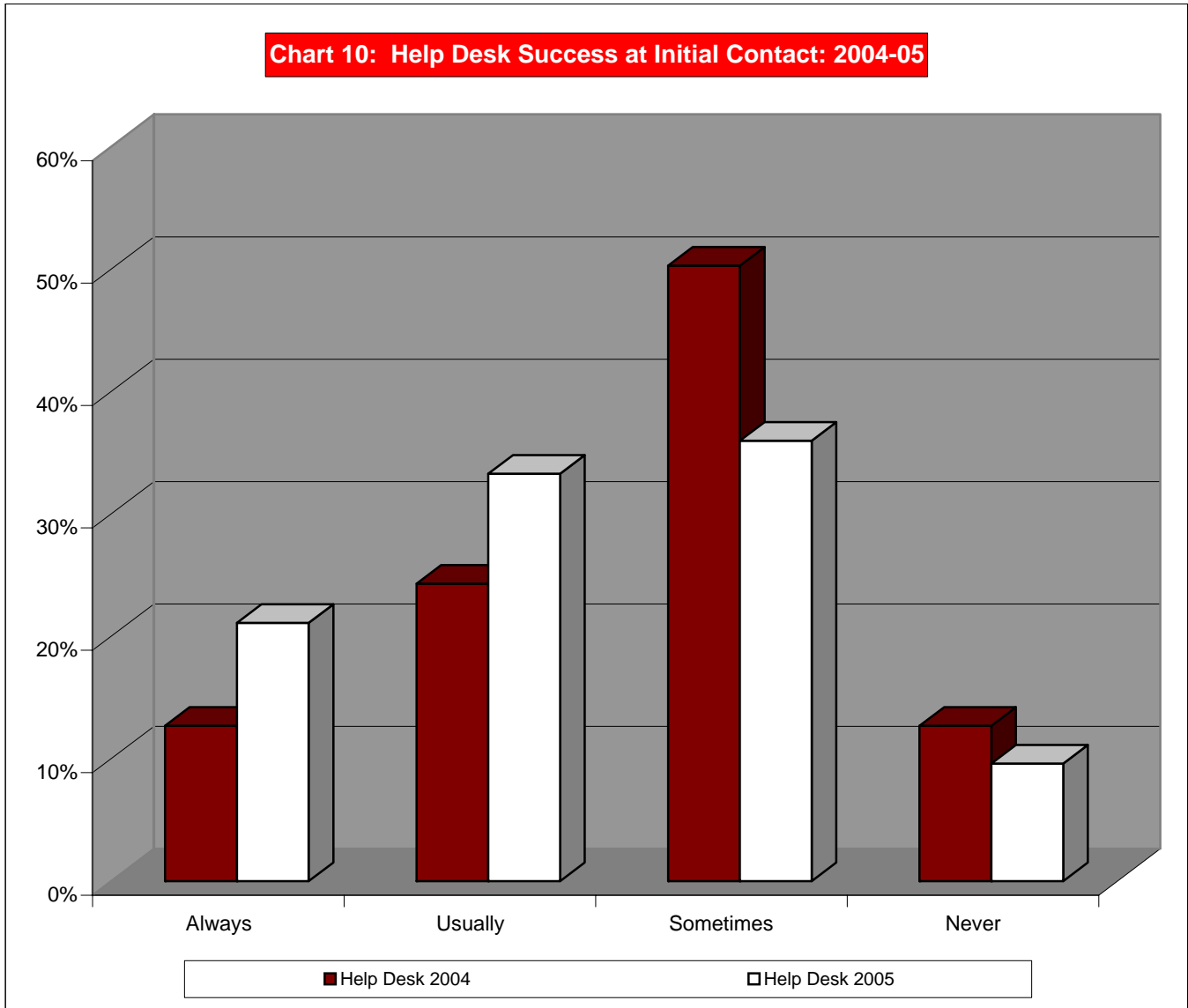


TABLE 11: ISSUES ARE RESOLVED WITHIN A REASONABLE AMOUNT OF TIME: 2004-05

Response	Who do you contact?							
	Help Desk		Local Tech Team		Friend or Colleague		Nobody	
	2004	2005	2004	2005	2004	2005	2004	2005
Strongly Agree	11.6%	22.7%	30.4%	16.1%	12.5%	13.4%	33.3%	0.0%
Agree	36.6%	51.8%	40.6%	51.6%	45.8%	38.1%	33.3%	35.7%
Neutral	18.0%	14.5%	13.0%	16.1%	29.2%	26.8%	33.3%	42.9%
Disagree	33.7%	6.4%	15.9%	16.1%	12.5%	16.5%	0.0%	7.1%
Strongly Disagree	0.0%	4.5%	0.0%	0.0%	0.0%	5.2%	0.0%	14.3%

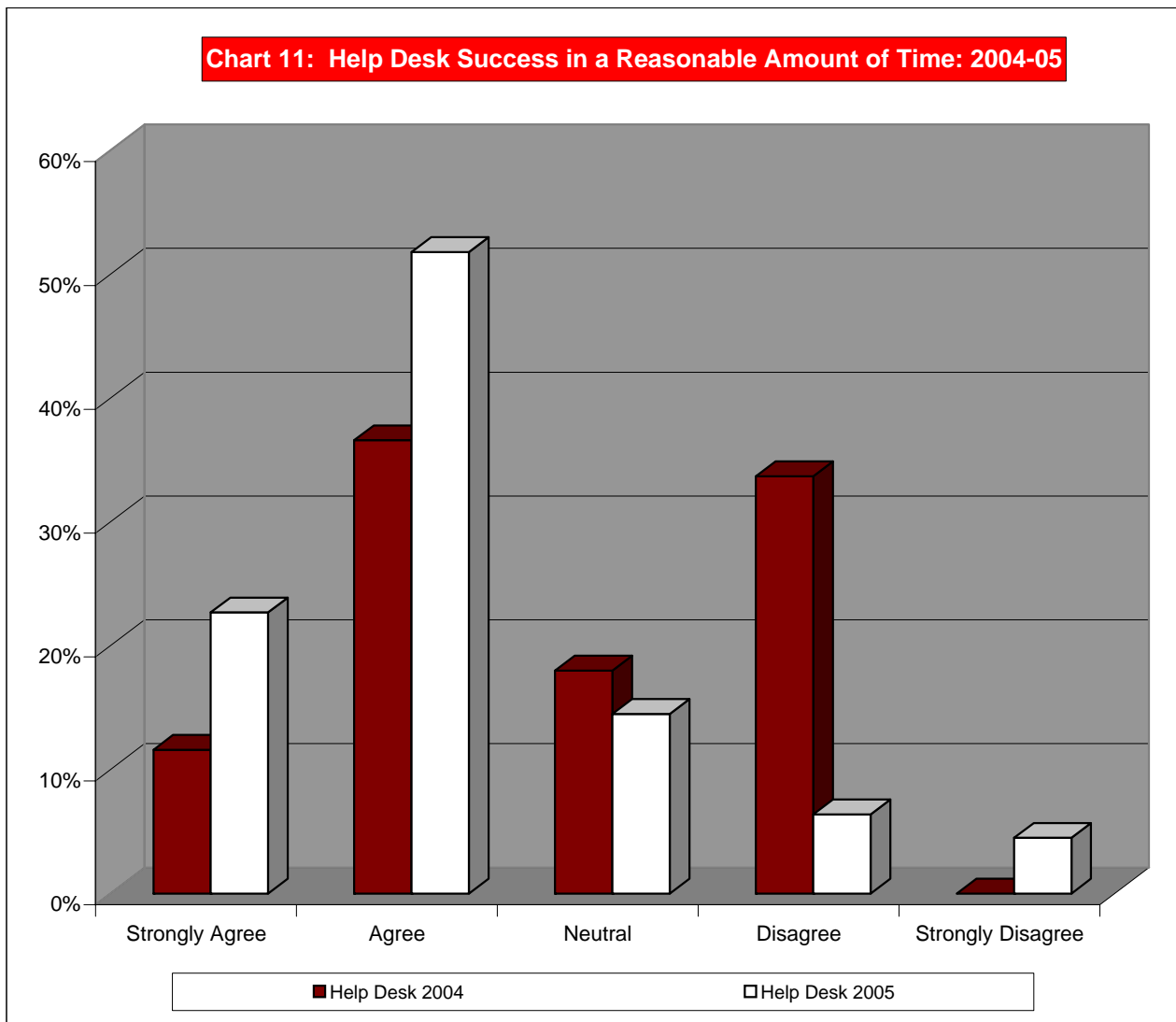


TABLE 12: RESPONDERS ARE PROFESSIONAL AND COURTEOUS: 2004-05

Response	Who do you contact?							
	Help Desk		Local Tech Team		Friend or Colleague		Nobody	
	2004	2005	2004	2005	2004	2005	2004	2005
Strongly Agree	25.0%	33.0%	45.1%	38.7%	20.8%	16.7%	33.3%	7.7%
Agree	50.6%	50.9%	39.4%	45.2%	41.7%	45.8%	33.3%	15.4%
Neutral	18.6%	10.7%	12.7%	3.2%	29.2%	28.1%	33.3%	69.2%
Disagree	4.7%	3.6%	2.8%	6.5%	4.2%	8.3%	0.0%	0.0%
Strongly Disagree	1.2%	1.8%	0.0%	6.5%	4.2%	1.0%	0.0%	7.7%

Chart 12: Help Desk Responders Professional & Courteous: 2004-05

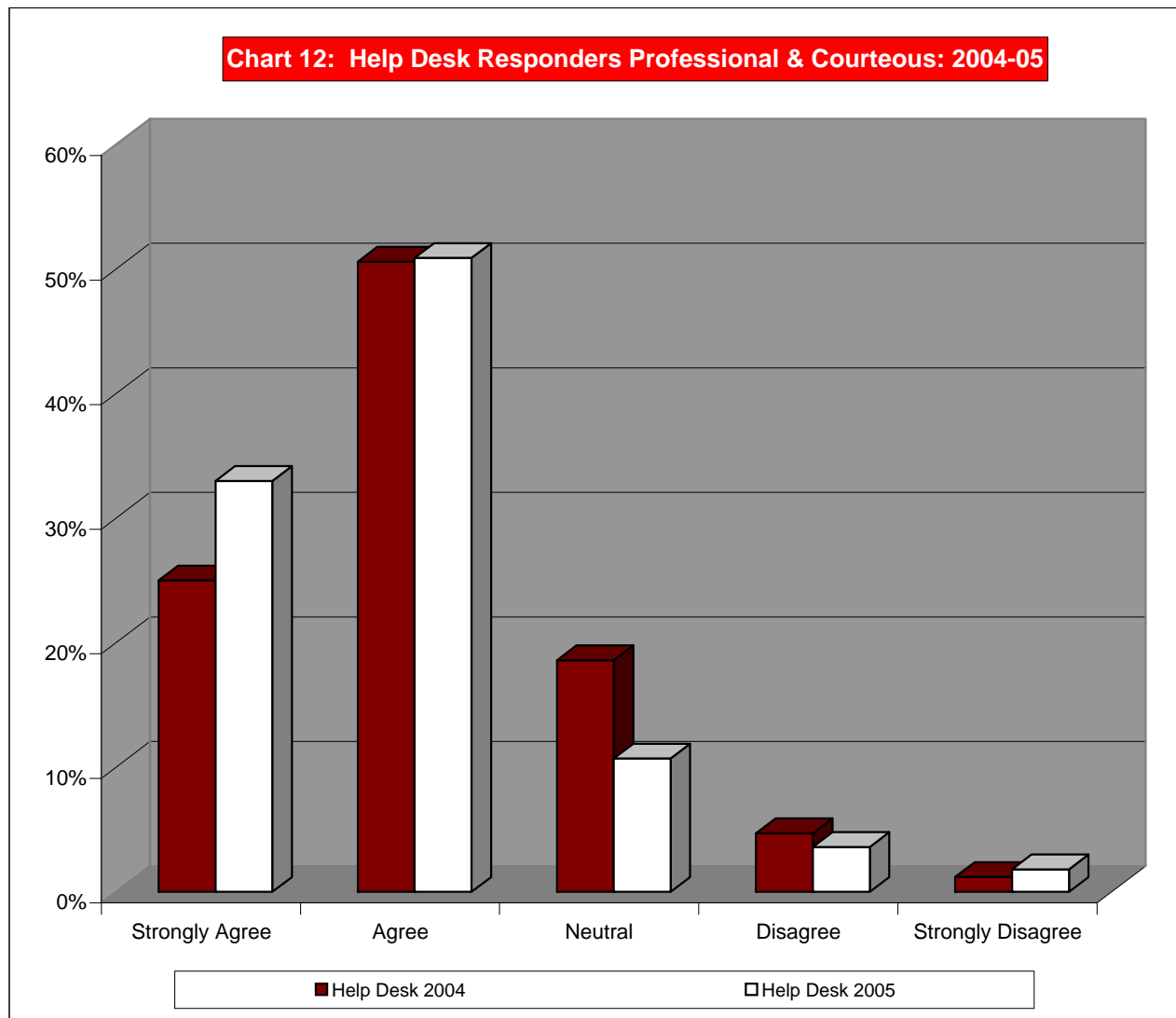


TABLE 13: RESPONDERS ARE KNOWLEDGEABLE AND COMPETENT: 2004-05

Response	Who do you contact?							
	Help Desk		Local Tech Team		Friend or Colleague		Nobody	
	2004	2005	2004	2005	2004	2005	2004	2005
Strongly Agree	14.5%	25.9%	35.7%	25.8%	25.0%	13.3%	33.3%	0.0%
Agree	41.9%	47.3%	44.3%	61.3%	33.3%	53.1%	33.3%	23.1%
Neutral	26.7%	17.0%	8.6%	3.2%	37.5%	22.4%	0.0%	53.8%
Disagree	14.0%	5.4%	10.0%	3.2%	0.0%	9.2%	33.3%	15.4%
Strongly Disagree	2.9%	4.5%	1.4%	6.5%	4.2%	2.0%	0.0%	7.7%

Chart 13: Help Desk Responders Knowledgeable/Competent: 2004-05

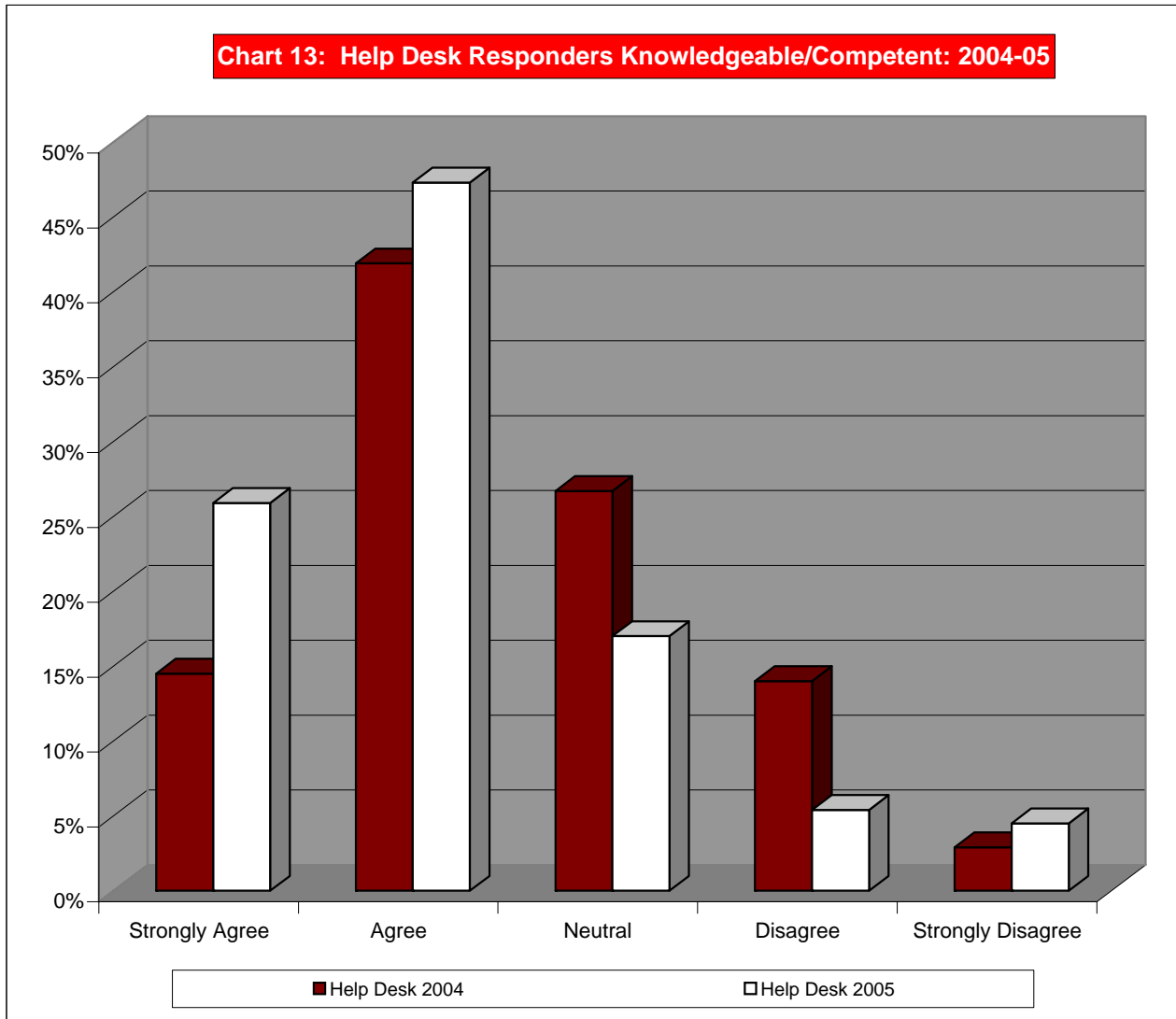


TABLE 14: I'M APPRISED OF THE STATUS OF MY OPEN CALLS: 2004-05

Response	Who do you contact?							
	Help Desk		Local Tech Team		Friend or Colleague		Nobody	
	2004	2005	2004	2005	2004	2005	2004	2005
Strongly Agree	14.8%	27.9%	24.6%	33.3%	13.0%	10.9%	33.3%	7.7%
Agree	34.9%	45.9%	40.6%	36.7%	43.5%	42.4%	33.3%	15.4%
Neutral	25.4%	13.5%	15.9%	20.0%	34.8%	31.5%	33.3%	53.8%
Disagree	21.3%	8.1%	15.9%	3.3%	8.7%	13.0%	0.0%	7.7%
Strongly Disagree	3.6%	4.5%	2.9%	6.7%	0.0%	2.2%	0.0%	15.4%

Chart 14: Help Desk Keeps Users Apprised of Call Status: 2004-05

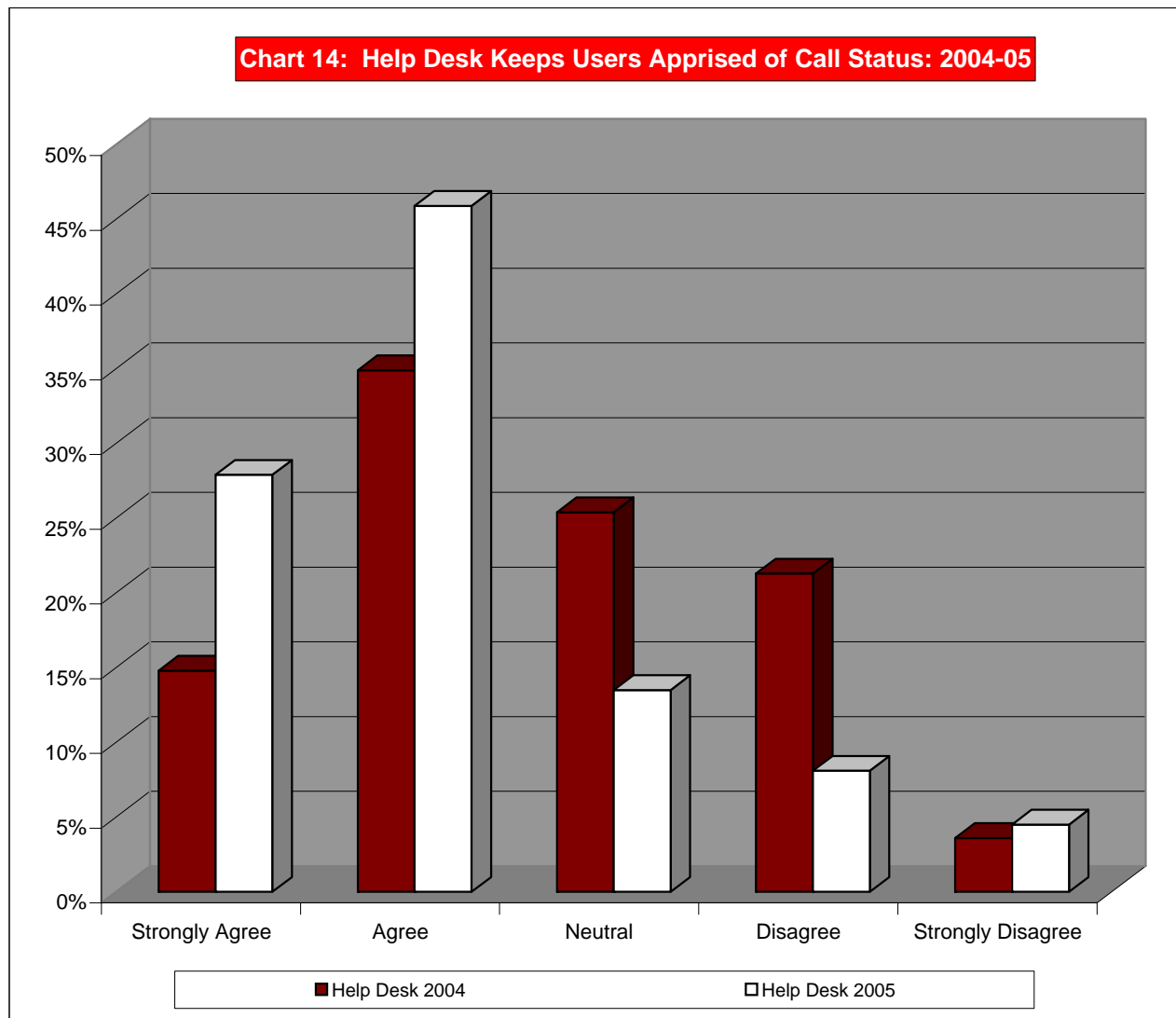
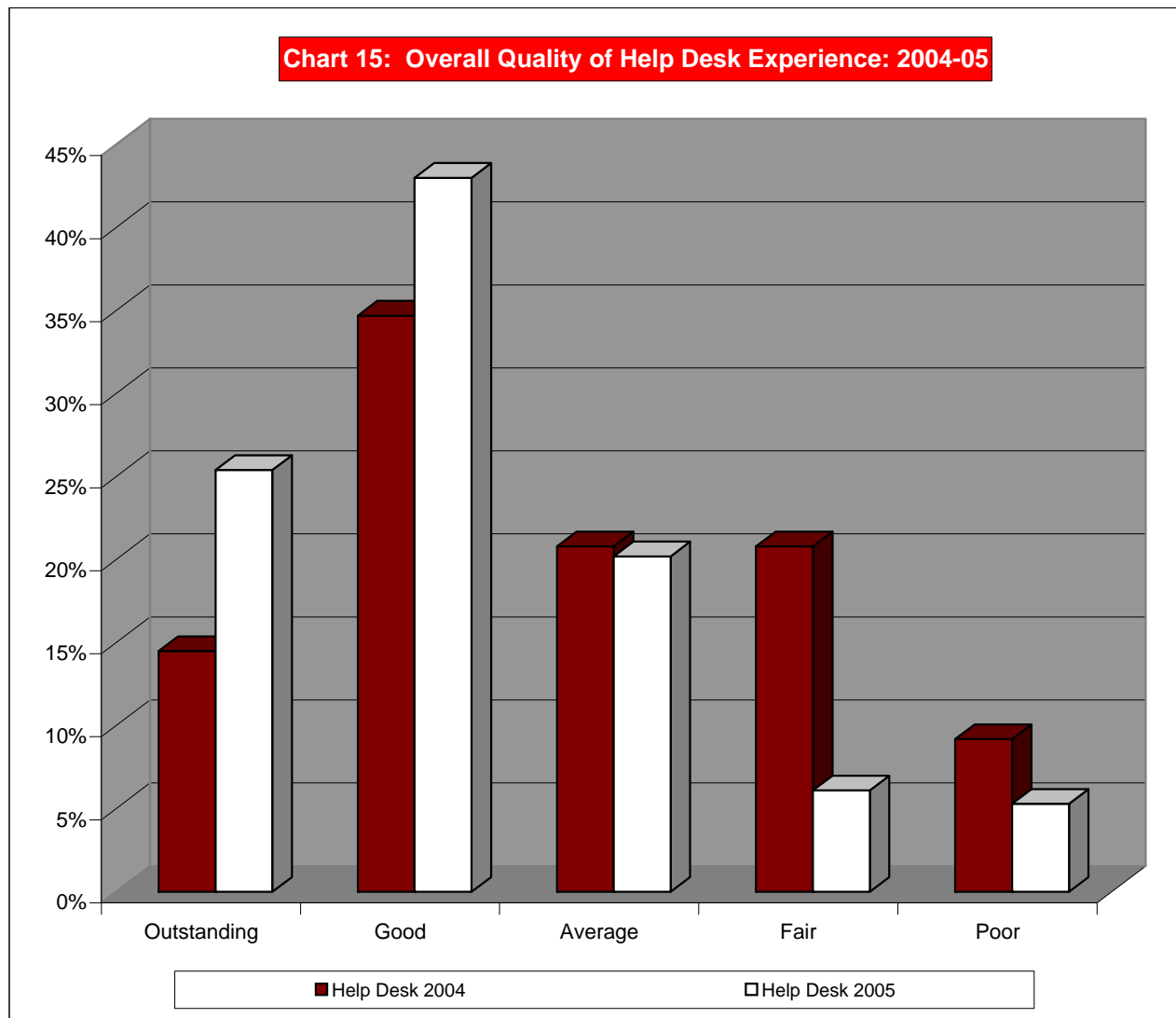


TABLE 15: OVERALL QUALITY OF THE EXPERIENCE: 2004-05

Response	Who do you contact?							
	Help Desk		Local Tech Team		Friend or Colleague		Nobody	
	2004	2005	2004	2005	2004	2005	2004	2005
Outstanding	14.5%	25.4%	31.0%	15.6%	8.0%	5.4%	33.3%	0.0%
Good	34.7%	43.0%	38.0%	53.1%	36.0%	45.0%	33.3%	15.0%
Average	20.8%	20.2%	19.7%	18.8%	36.0%	29.7%	33.3%	55.0%
Fair	20.8%	6.1%	4.2%	3.1%	16.0%	9.9%	0.0%	10.0%
Poor	9.2%	5.3%	7.0%	9.4%	4.0%	9.9%	0.0%	20.0%

Chart 15: Overall Quality of Help Desk Experience: 2004-05



HELP DESK SUVEY 2005 RESULTS

Who Do You Contact?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Help Desk	114	41.2	41.2	41.2
Local Tech Team	32	11.6	11.6	52.7
Friend or Colleague	111	40.1	40.1	92.8
Nobody	20	7.2	7.2	100.0
Total	277	100.0	100.0	

Is Issue Resolved in Initial Contact?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Always	41	14.8	14.8	14.8
Usually	102	36.8	36.8	51.6
Sometimes	105	37.9	37.9	89.5
Never	29	10.5	10.5	100.0
Total	277	100.0	100.0	

Issues Are Resolved within a Reasonable Amount of Time

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Agree	43	15.5	17.1	17.1
Agree	115	41.5	45.6	62.7
Neutral	53	19.1	21.0	83.7
Disagree	29	10.5	11.5	95.2
Strongly Disagree	12	4.3	4.8	100.0
Total	252	91.0	100.0	
Missing SYSMIS	25	9.0		
Total	277	100.0		

Responders Professional and Courteous

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Agree	66	23.8	26.2	26.2
Agree	117	42.2	46.4	72.6
Neutral	49	17.7	19.4	92.1
Disagree	14	5.1	5.6	97.6
Strongly Disagree	6	2.2	2.4	100.0
Total	252	91.0	100.0	
Missing SYSMIS	25	9.0		
Total	277	100.0		

Responders Knowledgeable and Competent

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	50	18.1	19.7	19.7
	Agree	127	45.8	50.0	69.7
	Neutral	49	17.7	19.3	89.0
	Disagree	18	6.5	7.1	96.1
	Strongly Disagree	10	3.6	3.9	100.0
	Total	254	91.7	100.0	
Missing	SYSMIS	23	8.3		
Total		277	100.0		

I'm Apprised of the Status of My Open Calls

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	52	18.8	21.1	21.1
	Agree	103	37.2	41.9	63.0
	Neutral	57	20.6	23.2	86.2
	Disagree	23	8.3	9.3	95.5
	Strongly Disagree	11	4.0	4.5	100.0
	Total	246	88.8	100.0	
Missing	SYSMIS	31	11.2		
Total		277	100.0		

Overall Quality of Experience

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Outstanding	40	14.4	14.4	14.4
	Good	119	43.0	43.0	57.4
	Average	73	26.4	26.4	83.8
	Fair	21	7.6	7.6	91.3
	Poor	24	8.7	8.7	100.0
	Total	277	100.0	100.0	

Have Utilized Resources for Training

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	49	17.7	18.6	18.6
	No	214	77.3	81.4	100.0
	Total	263	94.9	100.0	
Missing	SYSMIS	14	5.1		
Total		277	100.0		

CROSSTABS: HELP DESK SURVEY 2005 RESULTS

Is Issue Resolved in Initial Contact? * Who Do You Contact?

Crosstab

			Who Do You Contact?				Total
			Help Desk	Local Tech Team	Friend or Colleague	Nobody	
Is Issue Resolved in Initial Contact?	Always	Count	24	2	14	1	41
		% within Who Do You Contact?	21.1%	6.3%	12.6%	5.0%	14.8%
	Usually	Count	38	18	41	5	102
		% within Who Do You Contact?	33.3%	56.3%	36.9%	25.0%	36.8%
	Sometimes	Count	41	11	49	4	105
		% within Who Do You Contact?	36.0%	34.4%	44.1%	20.0%	37.9%
	Never	Count	11	1	7	10	29
		% within Who Do You Contact?	9.6%	3.1%	6.3%	50.0%	10.5%
Total		Count	114	32	111	20	277
		% within Who Do You Contact?	100.0%	100.0%	100.0%	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	47.126 ^a	9	.000
Likelihood Ratio	34.192	9	.000
Linear-by-Linear Association	6.962	1	.008
N of Valid Cases	277		

a. 4 cells (25.0%) have expected count less than 5. The minimum expected count is 2.09.

Issues Are Resolved within a Reasonable Amount of Time * Who Do You Contact?

Crosstab

			Who Do You Contact?				Total
			Help Desk	Local Tech Team	Friend or Colleague	Nobody	
Issues Are Resolved within a Reasonable Amount of Time	Strongly Agree	Count % within Who Do You Contact?	25 22.7%	5 16.1%	13 13.4%	0 .0%	43 17.1%
	Agree	Count % within Who Do You Contact?	57 51.8%	16 51.6%	37 38.1%	5 35.7%	115 45.6%
	Neutral	Count % within Who Do You Contact?	16 14.5%	5 16.1%	26 26.8%	6 42.9%	53 21.0%
	Disagree	Count % within Who Do You Contact?	7 6.4%	5 16.1%	16 16.5%	1 7.1%	29 11.5%
	Strongly Disagree	Count % within Who Do You Contact?	5 4.5%	0 .0%	5 5.2%	2 14.3%	12 4.8%
Total		Count % within Who Do You Contact?	110 100.0%	31 100.0%	97 100.0%	14 100.0%	252 100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	24.774 ^a	12	.016
Likelihood Ratio	27.263	12	.007
Linear-by-Linear Association	13.204	1	.000
N of Valid Cases	252		

a. 7 cells (35.0%) have expected count less than 5. The minimum expected count is .67.

Responders Professional and Courteous * Who Do You Contact?

Crosstab

			Who Do You Contact?				Total
			Help Desk	Local Tech Team	Friend or Colleague	Nobody	
Responders Professional and Courteous	Strongly Agree	Count % within Who Do You Contact?	37 33.0%	12 38.7%	16 16.7%	1 7.7%	66 26.2%
	Agree	Count % within Who Do You Contact?	57 50.9%	14 45.2%	44 45.8%	2 15.4%	117 46.4%
	Neutral	Count % within Who Do You Contact?	12 10.7%	1 3.2%	27 28.1%	9 69.2%	49 19.4%
	Disagree	Count % within Who Do You Contact?	4 3.6%	2 6.5%	8 8.3%	0 .0%	14 5.6%
	Strongly Disagree	Count % within Who Do You Contact?	2 1.8%	2 6.5%	1 1.0%	1 7.7%	6 2.4%
Total	Count % within Who Do You Contact?	112 100.0%	31 100.0%	96 100.0%	13 100.0%	252 100.0%	

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	48.437 ^a	12	.000
Likelihood Ratio	45.755	12	.000
Linear-by-Linear Association	16.686	1	.000
N of Valid Cases	252		

a. 8 cells (40.0%) have expected count less than 5. The minimum expected count is .31.

Responders Knowledgeable and Competent * Who Do You Contact?

Crosstab

			Who Do You Contact?				Total
			Help Desk	Local Tech Team	Friend or Colleague	Nobody	
Responders Knowledgeable and Competent	Strongly Agree	Count % within Who Do You Contact?	29 25.9%	8 25.8%	13 13.3%	0 .0%	50 19.7%
	Agree	Count % within Who Do You Contact?	53 47.3%	19 61.3%	52 53.1%	3 23.1%	127 50.0%
	Neutral	Count % within Who Do You Contact?	19 17.0%	1 3.2%	22 22.4%	7 53.8%	49 19.3%
	Disagree	Count % within Who Do You Contact?	6 5.4%	1 3.2%	9 9.2%	2 15.4%	18 7.1%
	Strongly Disagree	Count % within Who Do You Contact?	5 4.5%	2 6.5%	2 2.0%	1 7.7%	10 3.9%
Total		Count % within Who Do You Contact?	112 100.0%	31 100.0%	98 100.0%	13 100.0%	254 100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	28.361 ^a	12	.005
Likelihood Ratio	30.767	12	.002
Linear-by-Linear Association	6.634	1	.010
N of Valid Cases	254		

a. 8 cells (40.0%) have expected count less than 5. The minimum expected count is .51.

I'm Apprised of the Status of My Open Calls * Who Do You Contact?

Crosstab

			Who Do You Contact?				Total
			Help Desk	Local Tech Team	Friend or Colleague	Nobody	
I'm Apprised of the Status of My Open Calls	Strongly Agree	Count % within Who Do You Contact?	31 27.9%	10 33.3%	10 10.9%	1 7.7%	52 21.1%
	Agree	Count % within Who Do You Contact?	51 45.9%	11 36.7%	39 42.4%	2 15.4%	103 41.9%
	Neutral	Count % within Who Do You Contact?	15 13.5%	6 20.0%	29 31.5%	7 53.8%	57 23.2%
	Disagree	Count % within Who Do You Contact?	9 8.1%	1 3.3%	12 13.0%	1 7.7%	23 9.3%
	Strongly Disagree	Count % within Who Do You Contact?	5 4.5%	2 6.7%	2 2.2%	2 15.4%	11 4.5%
Total	Count % within Who Do You Contact?	111 100.0%	30 100.0%	92 100.0%	13 100.0%	246 100.0%	

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	33.295 ^a	12	.001
Likelihood Ratio	32.989	12	.001
Linear-by-Linear Association	11.762	1	.001
N of Valid Cases	246		

a. 8 cells (40.0%) have expected count less than 5. The minimum expected count is .58.

Overall Quality of Experience * Who Do You Contact?

Crosstab

			Who Do You Contact?				Total
			Help Desk	Local Tech Team	Friend or Colleague	Nobody	
Overall Quality of Experience	Outstanding	Count % within Who Do You Contact?	29 25.4%	5 15.6%	6 5.4%	0 .0%	40 14.4%
	Good	Count % within Who Do You Contact?	49 43.0%	17 53.1%	50 45.0%	3 15.0%	119 43.0%
	Average	Count % within Who Do You Contact?	23 20.2%	6 18.8%	33 29.7%	11 55.0%	73 26.4%
	Fair	Count % within Who Do You Contact?	7 6.1%	1 3.1%	11 9.9%	2 10.0%	21 7.6%
	Poor	Count % within Who Do You Contact?	6 5.3%	3 9.4%	11 9.9%	4 20.0%	24 8.7%
Total	Count % within Who Do You Contact?	114 100.0%	32 100.0%	111 100.0%	20 100.0%	277 100.0%	

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	39.130 ^a	12	.000
Likelihood Ratio	41.718	12	.000
Linear-by-Linear Association	22.422	1	.000
N of Valid Cases	277		

a. 6 cells (30.0%) have expected count less than 5. The minimum expected count is 1.52.

HELP DESK SURVEY 2004 RESULTS

Who Do You Contact?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Help Desk	173	46.8	47.5	47.5
	Local Tech Team	71	19.2	19.5	67.0
	Friend or Colleague	97	26.2	26.6	93.7
	Nobody	23	6.2	6.3	100.0
	Total	364	98.4	100.0	
Missing	SYSMIS	6	1.6		
Total		370	100.0		

Is Issue Resolved in Initial Contact?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Always	38	10.3	13.8	13.8
	Usually	89	24.1	32.4	46.2
	Sometimes	120	32.4	43.6	89.8
	Never	28	7.6	10.2	100.0
	Total	275	74.3	100.0	
Missing	SYSMIS	95	25.7		
Total		370	100.0		

Issues are Resolved within a Reasonable Amount of Time

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	45	12.2	16.7	16.7
	Agree	103	27.8	38.3	55.0
	Neutral	49	13.2	18.2	73.2
	Disagree	72	19.5	26.8	100.0
	Total	269	72.7	100.0	
Missing	SYSMIS	101	27.3		
Total		370	100.0		

Responders Professional and Courteous

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	82	22.2	30.3	30.3
	Agree	126	34.1	46.5	76.8
	Neutral	49	13.2	18.1	94.8
	Disagree	11	3.0	4.1	98.9
	Strongly Disagree	3	.8	1.1	100.0
	Total	271	73.2	100.0	
Missing	SYSMIS	99	26.8		
Total		370	100.0		

Responders Knowledgeable and Competent

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	57	15.4	21.1	21.1
	Agree	112	30.3	41.5	62.6
	Neutral	62	16.8	23.0	85.6
	Disagree	32	8.6	11.9	97.4
	Strongly Disagree	7	1.9	2.6	100.0
	Total	270	73.0	100.0	
Missing	SYSMIS	100	27.0		
Total		370	100.0		

I'm Apprised of the Status of My Open Calls

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	46	12.4	17.4	17.4
	Agree	99	26.8	37.4	54.7
	Neutral	63	17.0	23.8	78.5
	Disagree	49	13.2	18.5	97.0
	Strongly Disagree	8	2.2	3.0	100.0
	Total	265	71.6	100.0	
Missing	SYSMIS	105	28.4		
Total		370	100.0		

Overall Quality of Experience

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Outstanding	50	13.5	18.3	18.3
	Good	98	26.5	35.9	54.2
	Average	60	16.2	22.0	76.2
	Fair	43	11.6	15.8	91.9
	Poor	22	5.9	8.1	100.0
	Total	273	73.8	100.0	
Missing	SYSMIS	97	26.2		
Total		370	100.0		

CROSSTABS: HELP DESK SURVEY 2004 RESULTS

Is Issue Resolved in Initial Contact? * Who Do You Contact?

Crosstab

			Who Do You Contact?				Total
			Help Desk	Local Tech Team	Friend or Colleague	Nobody	
Is Issue Resolved in Initial Contact?	Always	Count	22	15	1	0	38
		% within Who Do You Contact?	12.7%	21.1%	3.7%	.0%	13.9%
	Usually	Count	42	33	12	1	88
		% within Who Do You Contact?	24.3%	46.5%	44.4%	33.3%	32.1%
	Sometimes	Count	87	20	12	1	120
		% within Who Do You Contact?	50.3%	28.2%	44.4%	33.3%	43.8%
	Never	Count	22	3	2	1	28
		% within Who Do You Contact?	12.7%	4.2%	7.4%	33.3%	10.2%
Total		Count	173	71	27	3	274
		% within Who Do You Contact?	100.0%	100.0%	100.0%	100.0%	100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	25.471 ^a	9	.002
Likelihood Ratio	26.543	9	.002
Linear-by-Linear Association	2.965	1	.085
N of Valid Cases	274		

a. 6 cells (37.5%) have expected count less than 5. The minimum expected count is .31.

Issues are Resolved within a Reasonable Amount of Time * Who Do You Contact?

Crosstab

			Who Do You Contact?				Total
			Help Desk	Local Tech Team	Friend or Colleague	Nobody	
Issues are Resolved within a Reasonable Amount of Time	Strongly Agree	Count % within Who Do You Contact?	20 11.6%	21 30.4%	3 12.5%	1 33.3%	45 16.8%
	Agree	Count % within Who Do You Contact?	63 36.6%	28 40.6%	11 45.8%	1 33.3%	103 38.4%
	Neutral	Count % within Who Do You Contact?	31 18.0%	9 13.0%	7 29.2%	1 33.3%	48 17.9%
	Disagree	Count % within Who Do You Contact?	58 33.7%	11 15.9%	3 12.5%	0 .0%	72 26.9%
Total		Count % within Who Do You Contact?	172 100.0%	69 100.0%	24 100.0%	3 100.0%	268 100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	23.456 ^a	9	.005
Likelihood Ratio	23.497	9	.005
Linear-by-Linear Association	10.242	1	.001
N of Valid Cases	268		

a. 6 cells (37.5%) have expected count less than 5. The minimum expected count is .50.

Responders Professional and Courteous * Who Do You Contact?

Crosstab

			Who Do You Contact?				Total
			Help Desk	Local Tech Team	Friend or Colleague	Nobody	
Responders Professional and Courteous	Strongly Agree	Count % within Who Do You Contact?	43 25.0%	32 45.1%	5 20.8%	1 33.3%	81 30.0%
	Agree	Count % within Who Do You Contact?	87 50.6%	28 39.4%	10 41.7%	1 33.3%	126 46.7%
	Neutral	Count % within Who Do You Contact?	32 18.6%	9 12.7%	7 29.2%	1 33.3%	49 18.1%
	Disagree	Count % within Who Do You Contact?	8 4.7%	2 2.8%	1 4.2%	0 .0%	11 4.1%
	Strongly Disagree	Count % within Who Do You Contact?	2 1.2%	0 .0%	1 4.2%	0 .0%	3 1.1%
Total	Count % within Who Do You Contact?	172 100.0%	71 100.0%	24 100.0%	3 100.0%	270 100.0%	

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	15.655 ^a	12	.208
Likelihood Ratio	15.087	12	.237
Linear-by-Linear Association	.206	1	.650
N of Valid Cases	270		

a. 11 cells (55.0%) have expected count less than 5. The minimum expected count is .03.

Responders Knowledgeable and Competent * Who Do You Contact?

Crosstab

			Who Do You Contact?				Total
			Help Desk	Local Tech Team	Friend or Colleague	Nobody	
Responders Knowledgeable and Competent	Strongly Agree	Count % within Who Do You Contact?	25 14.5%	25 35.7%	6 25.0%	1 33.3%	57 21.2%
	Agree	Count % within Who Do You Contact?	72 41.9%	31 44.3%	8 33.3%	1 33.3%	112 41.6%
	Neutral	Count % within Who Do You Contact?	46 26.7%	6 8.6%	9 37.5%	0 .0%	61 22.7%
	Disagree	Count % within Who Do You Contact?	24 14.0%	7 10.0%	0 .0%	1 33.3%	32 11.9%
	Strongly Disagree	Count % within Who Do You Contact?	5 2.9%	1 1.4%	1 4.2%	0 .0%	7 2.6%
Total		Count % within Who Do You Contact?	172 100.0%	70 100.0%	24 100.0%	3 100.0%	269 100.0%

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	27.480 ^a	12	.007
Likelihood Ratio	31.438	12	.002
Linear-by-Linear Association	6.068	1	.014
N of Valid Cases	269		

a. 9 cells (45.0%) have expected count less than 5. The minimum expected count is .08.

I'm Apprised of the Status of My Open Calls * Who Do You Contact?

Crosstab

			Who Do You Contact?				Total
			Help Desk	Local Tech Team	Friend or Colleague	Nobody	
I'm Apprised of the Status of My Open Calls	Strongly Agree	Count % within Who Do You Contact?	25 14.8%	17 24.6%	3 13.0%	1 33.3%	46 17.4%
	Agree	Count % within Who Do You Contact?	59 34.9%	28 40.6%	10 43.5%	1 33.3%	98 37.1%
	Neutral	Count % within Who Do You Contact?	43 25.4%	11 15.9%	8 34.8%	1 33.3%	63 23.9%
	Disagree	Count % within Who Do You Contact?	36 21.3%	11 15.9%	2 8.7%	0 .0%	49 18.6%
	Strongly Disagree	Count % within Who Do You Contact?	6 3.6%	2 2.9%	0 .0%	0 .0%	8 3.0%
Total	Count % within Who Do You Contact?	169 100.0%	69 100.0%	23 100.0%	3 100.0%	264 100.0%	

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	11.025 ^a	12	.527
Likelihood Ratio	12.442	12	.411
Linear-by-Linear Association	4.266	1	.039
N of Valid Cases	264		

a. 9 cells (45.0%) have expected count less than 5. The minimum expected count is .09.

Overall Quality of Experience * Who Do You Contact?

Crosstab

			Who Do You Contact?				Total
			Help Desk	Local Tech Team	Friend or Colleague	Nobody	
Overall Quality of Experience	Outstanding	Count % within Who Do You Contact?	25 14.5%	22 31.0%	2 8.0%	1 33.3%	50 18.4%
	Good	Count % within Who Do You Contact?	60 34.7%	27 38.0%	9 36.0%	1 33.3%	97 35.7%
	Average	Count % within Who Do You Contact?	36 20.8%	14 19.7%	9 36.0%	1 33.3%	60 22.1%
	Fair	Count % within Who Do You Contact?	36 20.8%	3 4.2%	4 16.0%	0 .0%	43 15.8%
	Poor	Count % within Who Do You Contact?	16 9.2%	5 7.0%	1 4.0%	0 .0%	22 8.1%
Total	Count % within Who Do You Contact?	173 100.0%	71 100.0%	25 100.0%	3 100.0%	272 100.0%	

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	22.639 ^a	12	.031
Likelihood Ratio	24.733	12	.016
Linear-by-Linear Association	4.203	1	.040
N of Valid Cases	272		

a. 8 cells (40.0%) have expected count less than 5. The minimum expected count is .24.