

## 2017 Carleton Satisfaction Survey for Employees

### ITS - Service Desk

	% Using Service	Number of Users
	80.8%	719

### Mean of Responses

	ITS - Service Desk		
	N	Avg.	Std. Dev.
My overall satisfaction with the Service Desk at Information Technology Services	707	8.3	1.8
Understanding of my needs and requirements.	700	8.3	1.8
Ability to contact the Service Desk (via telephone, e-mail, voice mail, web, walk-in, etc.)	705	8.5	1.7
Response within an acceptable time	705	8.4	1.8
Provision of quality, responsive and helpful service	705	8.4	1.9
Knowledgeable and helpful staff	700	8.4	1.8
The ease of finding ITS Online Help Centre	517	8.0	2.0
The quality and value of content on the ITS Online Help Centre	486	7.9	2.1

### Percentage of Responses

	ITS - Service Desk		
	Low	Med.	High
My overall satisfaction with the Service Desk at Information Technology Services	4.7%	18.2%	77.1%
Understanding of my needs and requirements.	4.7%	19.0%	76.3%
Ability to contact the Service Desk (via telephone, e-mail, voice mail, web, walk-in, etc.)	3.5%	14.9%	81.6%
Response within an acceptable time	4.0%	18.4%	77.6%
Provision of quality, responsive and helpful service	5.1%	16.7%	78.2%
Knowledgeable and helpful staff	4.6%	16.6%	78.9%
The ease of finding ITS Online Help Centre	7.2%	23.4%	69.4%
The quality and value of content on the ITS Online Help Centre	7.6%	26.5%	65.8%

**Source:** Carleton Satisfaction Survey for Employees, 2017

**Notes:** 1. % -> percentage of respondents where: Low - 1,2,3,4; Med. - 5,6,7; High - 8,9,10.

### Would you prefer to have the option to contact the ITS Service Desk via an online Chat session?

	Yes		No	
	%	#	%	#
	39.3%	346	60.7%	534

**Source:** Carleton Satisfaction Survey for Employees, 2017