

## 2018 Carleton Satisfaction Survey for Students

### ITS Service Desk

	% Using Service	Number of Users
	13.2%	55

### Mean of Responses

	N	Avg.	Std. Dev.
My overall experience with the ITS Service Desk	53	7.8	2.6
Understanding of my needs and requirements	52	7.9	2.7
Availability to users (via telephone, voice mail, web, walk-in, etc.)	49	8.1	2.5
Response and resolutions provided within an acceptable time	53	7.8	2.6
Provision of effective advice, support, and guidance	52	7.8	2.5
Ability to resolve problems or issues	53	7.9	2.5
Helpful and courteous staff	51	8.1	2.4
Quality of information on ITS website	44	7.7	2.8

### Percentage of Responses

	Low	Med.	High
My overall experience with the ITS Service Desk	9.4%	22.6%	67.9%
Understanding of my needs and requirements	11.5%	17.3%	71.2%
Availability to users (via telephone, voice mail, web, walk-in, etc.)	10.2%	12.2%	77.6%
Response and resolutions provided within an acceptable time	9.4%	22.6%	67.9%
Provision of effective advice, support, and guidance	9.6%	25.0%	65.4%
Ability to resolve problems or issues	11.3%	20.8%	67.9%
Helpful and courteous staff	9.8%	19.6%	70.6%
Quality of information on ITS website	11.4%	22.7%	65.9%

**Source:** 2018 Carleton Satisfaction Survey for Students

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