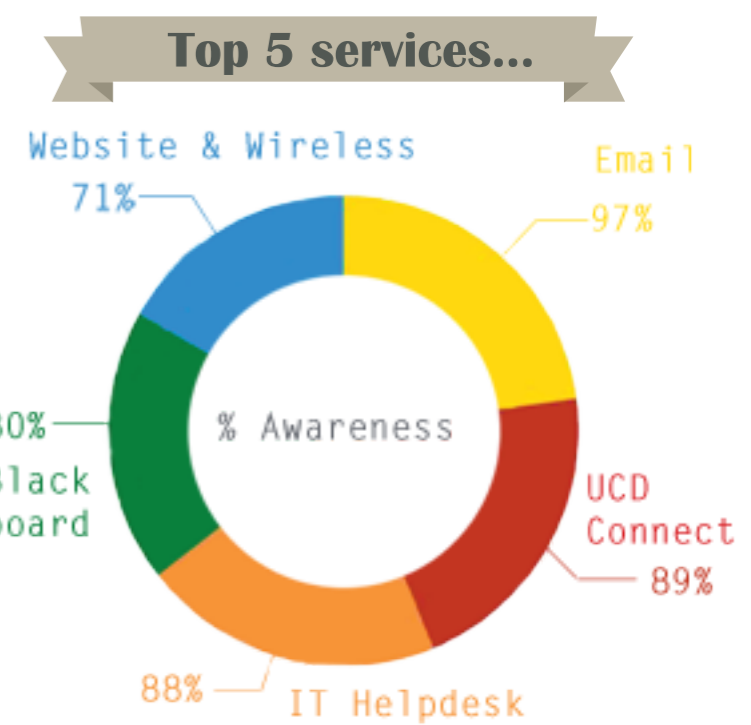


UCD IT Services Customer Engagement Survey Highlights

1,013
members of staff
responded to the survey

92%
of respondents felt IT Services
either met or exceeded
expectations

83%
of respondents said
they were satisfied
with IT services overall

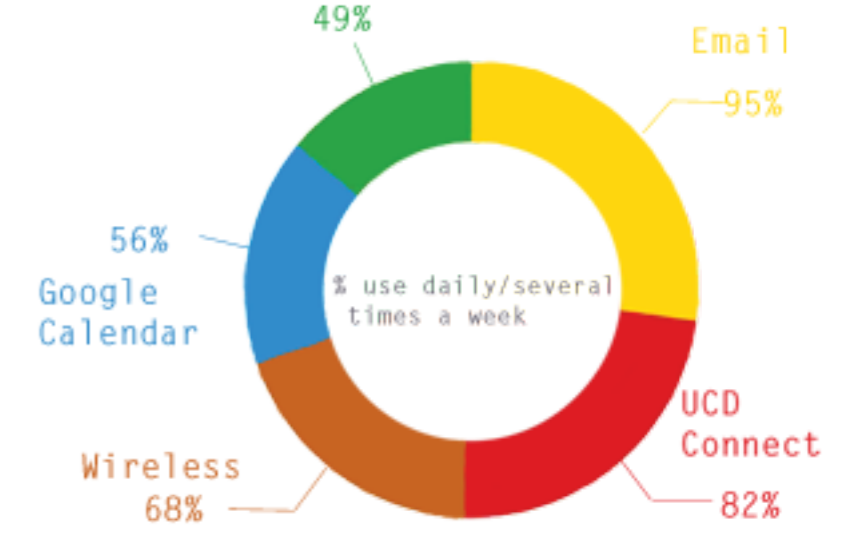


Dealing with your IT problem..

57%
of respondents had
an IT problem in the
past year

74%
of those who had an IT
problem last year, contacted
the IT Helpdesk or another IT
Services contact

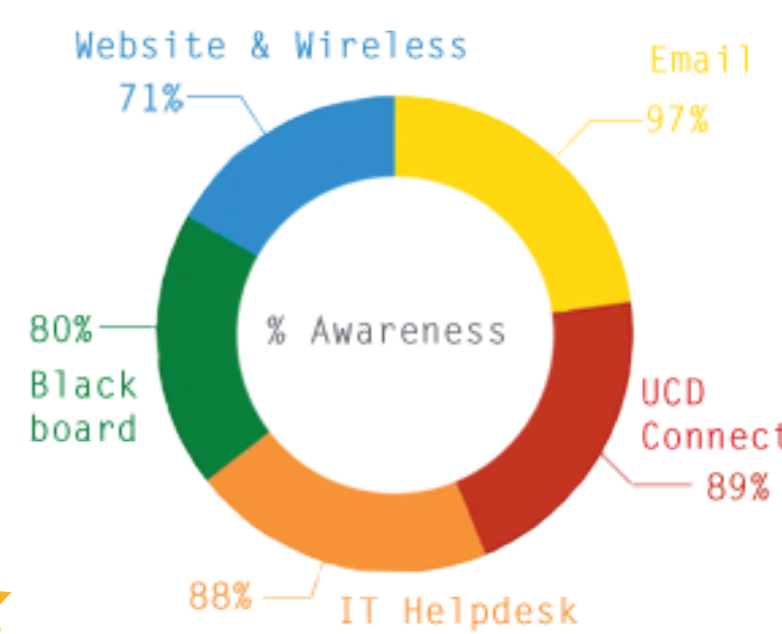
92%
of these were satisfied with
the level of professionalism
of dealing with their query



86%
were satisfied with the reliability
of service. 10% were unsure and
4% were dissatisfied

89%
of these were satisfied with
the time taken to resolve
their query, while 11% were
dissatisfied!

99%
of respondents said that
Reliability and Speed of
dealing with their request
were 'important' aspects of
service



Some comments received...

"The Helpdesk is the jewel in the crown of IT Services... they'll always get back to you and are willing to go the extra mile"

"Reliability of wireless network needs to be improved... Better support for Mac users"

"More training, on systems and software.."



**Thank you to UCD staff
for participating!**