Computing & Telecommunications Services

Monthly Report

November 2013
# Table of Contents

HEAT Ticket Survey Results (All Clients) .......................................................................................................................... 2  
HEAT Ticket Survey Results (Full Time Faculty Only) ......................................................................................................... 4  
Help Desk Phone Calls .......................................................................................................................................................... 6  
Atomic Learning .................................................................................................................................................................. 7  
Bomgar .................................................................................................................................................................................. 8  
Laptops2Go ........................................................................................................................................................................ 9  
Walk-in Support (Help Desk Office) .................................................................................................................................. 10
HEAT Ticket Survey Results (All Clients)

HEAT is the system used by CaTS to submit, track, and resolve help desk tickets for the university. When a ticket is closed by a CaTS Client Services representative, a survey for that ticket is sent to the client. This survey asks four basic questions, which you can see in the charts below. For the month of November, 1,247 surveys were sent. Of that number, CaTS received 296 completed surveys (23.7% of the surveys offered). Results are shown below.

![How would you rate the quality of the service you were given?](chart1.png)

![How quickly was your question or problem answered?](chart2.png)
Did the analyst or technician explain the situation in clear terms?

<table>
<thead>
<tr>
<th>1 (Not Clearly)</th>
<th>2 (Below Average)</th>
<th>3 (Average)</th>
<th>4 (Very Clearly)</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>1</td>
<td>44</td>
<td>246</td>
</tr>
</tbody>
</table>

Did the analyst or technician explain the situation in clear terms?

- 5 responses were not clearly explained.
- 1 response was below average.
- 44 responses were average.
- 246 responses were very clearly explained.

Was your incident/problem resolved?

- 269 responses indicated yes.
- 27 responses indicated no.
HEAT Ticket Survey Results (Full Time Faculty Only)

As mentioned previously, CaTS uses the HEAT ticketing system to submit, track, and resolve help desk tickets for the university. When a ticket is closed for a full time faculty member, a survey is automatically sent to that faculty member. These surveys ask the same four basic questions shown previously. For the month of November, CaTS received 78 completed surveys from full time faculty members.

How would you rate the quality of the service you were given?

How quickly was your question or problem resolved?
Did the analyst or technician explain the situation in clear terms?

<table>
<thead>
<tr>
<th>Rating</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 (Not Clearly)</td>
<td>1</td>
</tr>
<tr>
<td>2 (Below Average)</td>
<td>0</td>
</tr>
<tr>
<td>3 (Average)</td>
<td>10</td>
</tr>
<tr>
<td>4 (Very Clearly)</td>
<td>67</td>
</tr>
</tbody>
</table>

Was your incident/problem resolved?

<table>
<thead>
<tr>
<th>Resolution</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>72</td>
</tr>
<tr>
<td>No</td>
<td>6</td>
</tr>
</tbody>
</table>
Help Desk Phone Calls

The CaTS Help Desk fields calls from university faculty, staff, and students on a daily basis. For the month of November, CaTS took 4657 phone calls. The below chart represents the number of calls taken by the Help Desk for the last year to date (December 2012 to November 2013).

![Graph showing phone calls taken by Help Desk from December 2012 to November 2013]
Atomic Learning

Atomic Learning offers video tutorials on current and popular software titles, including Microsoft Office and products from Adobe. All university faculty, staff, and students have access to the full library of videos included in Atomic Learning. In November, Atomic Learning users watched 831 training videos. The below chart represents the number of training videos viewed for the last year to date (December 2012 to November 2013).
Bomgar

Bomgar is a system used by the CaTS Help Desk to remotely connect to a user’s computer in order to provide advanced technical support. During the month of November, CaTS initiated 609 Bomgar sessions. The below chart represents Bomgar usage for the last year to date (December 2012 to November 2013).
Laptops2Go

Laptops2Go is a program offered by the CaTS Help Desk that allows registered students to checkout a laptop for free for up to four hours. During the month of November, 1211 laptops were checked out from our Laptops2Go desk, located on the second floor of the Dunbar Library. The below chart represents the number of laptops checked out for the last year to date (December 2012 to November 2013).
Walk-in Support (Help Desk Office)

The CaTS Help Desk assists clients 7 days a week at our support desk located in 025 Library Annex. Students who work the front desk keep a tally of the number of clients who visit our office for support. The below chart represents the number of walk-ins at the Help Desk office for the last year to date (December 2012 to November 2013).

![Number of Walk-ins to Help Desk Last Year to Date](chart.png)