Computing & Telecommunications Services

Monthly Report

September 2013
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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 September, 1,833 surveys were sent. Of that number, CaTS received 331 completed surveys (18% of the surveys offered). Results are shown below.

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

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

<table>
<thead>
<tr>
<th>Rating</th>
<th>Count</th>
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<tbody>
<tr>
<td>1 (Not Clearly)</td>
<td>7</td>
</tr>
<tr>
<td>2 (Below Average)</td>
<td>3</td>
</tr>
<tr>
<td>3 (Average)</td>
<td>47</td>
</tr>
<tr>
<td>4 (Very Clearly)</td>
<td>274</td>
</tr>
</tbody>
</table>

Was your incident/problem resolved?

- Yes: 298
- No: 33

[Graphs showing the distribution of responses]
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 September, CaTS received 77 completed surveys from full time faculty members.

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

- 1 (Poor): 1
- 2 (Below Average): 1
- 3 (Average): 16
- 4 (Above Average): 59

**How quickly was your question or problem resolved?**

- 1 (Too Long): 2
- 2 (Below Average): 1
- 3 (Average): 16
- 4 (Very Quick): 58
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>
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<tr>
<td>2 (Below Average)</td>
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<tr>
<td>3 (Average)</td>
<td>9</td>
</tr>
<tr>
<td>4 (Very Clearly)</td>
<td>66</td>
</tr>
</tbody>
</table>

Was your incident/problem resolved?

- Yes: 70
- No: 7
Help Desk Phone Calls

The CaTS Help Desk fields calls from university faculty, staff, and students on a daily basis. For the month of September, CaTS took 5954 phone calls. The below chart represents the number of calls taken by the Help Desk for the last year to date (October 2012 to September 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 September, Atomic Learning users watched 2309 training videos. The below chart represents the number of training videos viewed for the last year to date (October 2012 to September 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 September, CaTS initiated 607 Bomgar sessions. The below chart represents Bomgar usage for the last year to date (October 2012 to September 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 September, 1441 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 (October 2012 to September 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 (October 2012 to September 2013).