Computing & Telecommunications Services

Monthly Report

September 2014
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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, 1958 surveys were sent. Of that number, CaTS received 405 completed surveys (20.7% of the surveys offered). Results are shown below.
Did the analyst or technician explain the situation in clear terms?

<table>
<thead>
<tr>
<th>Rating</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
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<td>11</td>
</tr>
<tr>
<td>2 (Below Average)</td>
<td>4</td>
</tr>
<tr>
<td>3 (Average)</td>
<td>67</td>
</tr>
<tr>
<td>4 (Very Clearly)</td>
<td>323</td>
</tr>
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</table>

Was your incident or problem resolved?

- Yes, 373
- No, 32
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 108 completed surveys from full time faculty members.

![Graph showing survey results](image)

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

   - 1 (Poor): 1
   - 2 (Below Average): 1
   - 3 (Average): 10
   - 4 (Above Average): 96

2. **How quickly was your question or problem answered?**

   - 1 (Too Long): 0
   - 2 (Below Average): 2
   - 3 (Average): 14
   - 4 (Very Quickly): 92
Did the analyst or technician explain the situation in clear terms?

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>1 (Not Clearly)</td>
<td>1</td>
</tr>
<tr>
<td>2 (Below Average)</td>
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</tr>
<tr>
<td>3 (Average)</td>
<td>10</td>
</tr>
<tr>
<td>4 (Very Clearly)</td>
<td>97</td>
</tr>
</tbody>
</table>

Was your incident or problem resolved?

- Yes, 101
- No, 7
HEAT Ticket Survey Results (Students Only)

CaTS also sends surveys to students when their tickets are closed. For the month of September, CaTS received 91 completed surveys from WSU students.

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

![Bar chart showing the distribution of ratings for the quality of service.]

- 1 (Poor): 4
- 2 (Below Average): 4
- 3 (Average): 16
- 4 (Above Average): 67

How quickly was your question or problem answered?

![Bar chart showing the distribution of response times.]

- 1 (Too Long): 7
- 2 (Below Average): 5
- 3 (Average): 27
- 4 (Very Quickly): 52
Did the analyst or technician explain the situation in clear terms?

<table>
<thead>
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<td>3 (Average)</td>
<td>30</td>
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<tr>
<td>4 (Very Clearly)</td>
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</table>

Was your incident or problem resolved?

- Yes, 78
- No, 13
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 5,989 phone calls. The below chart represents the number of calls taken by the Help Desk for the last year to date (October 2013 to September 2014).
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 2,051 training videos. The below chart represents the number of training videos viewed for the last year to date (October 2013 to September 2014).
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 1,423 Bomgar sessions. The below chart represents Bomgar usage for the last year to date (October 2013 to September 2014).
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, 1,374 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 2013 to September 2014).
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 2013 to September 2014).