Preisidium’s UMBC User Satisfaction Survey Results (8/16 to 10/1)

- 54 responses; 1014 surveys were sent (5% response rate)
- Out of the 54 responses 54% were students; 31% were faculty/staff; 15% did not designate
- 46% have called the helpdesk 2 or more times and 33% called for the first time
- 67% of the responses said the helpdesk was knowledgeable
- 83% of the responses said the helpdesk was courteous
- 68% were highly satisfied, or satisfied with the helpdesk
- 74% would recommend the helpdesk

DoIT’s Review of Presidium “Tickets” by Time of Day & Frequency

Criteria: All tickets between 1/1 and 5/1, 2010.
- Distinguished by student vs. faculty/staff
- Distinguished by time of origin
  - Tickets created M-F between 8 a.m. and 6 p.m.
  - Tickets created outside this time (late nights and on weekends)

Results
- Students:
  M-F from 8 to 6 = 340 tickets
  Late night/ weekend = 143 tickets

- Faculty/Staff:
  M-F from 8 to 6 = 208 tickets
  Late night/ weekend = 48 tickets