UIS Service Desk takes action based on customer satisfaction survey results [1]

May 19, 2016 by UIS Communications [2]

In March of 2016, the UIS Service Desk asked System Administration staff to help us improve our services by completing a brief survey. We would like to thank those who completed the survey and provided us with detailed suggestions about how we can better support you.

UIS heard you loud and clear and we've already started making some changes to better serve you. We wanted to share the top issues you identified and what UIS is working on to address them today and over the next several months.

As a reminder, the objective of the UIS survey was fourfold. We wanted to:

- Create a System Administration customer satisfaction baseline
- Give a voice to customers to help target improvement areas
- Use quantifiable data to prioritize improvements
- Maximize customer satisfaction and improve the services offered to System Administration.

The top issues you identified were as follows:

- Technical expertise
- Response and resolution times
- Diminished effectiveness of the student services model.

You provided several recommendations and UIS is moving forward with the following.

In progress/Completed:

- **Customer support communication:** UIS has implemented procedures to provide timely and more frequent feedback.
- **Staffing model:** We have moved away from a student-only staffing model to a student-augmented staffing model. The Service Desk now includes three full-time employees and we will still have some students onboard to assist:

  - William Shelby Jr., Service Desk Team Lead
  - Matthew Barnhart, Service Desk Technician
  - Taryn Butler, Service Desk Technician

Planned:

- **Technician training:** UIS is working on a plan to standardize technician training that includes ongoing professional development.
- **Customer support communication:** Create additional system-generated customer notifications on request status and built in management escalations on aging requests.
- **Self-help and documentation:** Implement a formal knowledge management program that includes standardized documentation and the consolidation of knowledge into a single platform. Develop in-house and purchase of an off-the-shelf help knowledge management library to aid in content development and distribution.

The UIS Service Desk thanks you for your patience as we implement changes to address the issues you identified to service you better. We'd love to hear what you think so far – please send your feedback to help@cu.edu [3]! We'll reach out again for your input on how we are doing as we get more of these new processes and tools in place.

As always, please contact the UIS Service Desk at 303-860-help(4357) or help@cu.edu [3] with any service-related questions or comments.

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