

Appendix 2 – verbatim comments

NB: Please note that both positive and negative comments which included staff names have been removed.

Type of staff (Other)

academic related
Union
Academic related
Academic related
Academic Related
admin
clinical surgery
Consultancy
counsellor
Events
Honorary research fellow
Information assistant
Librarian
Library
Library
Library staff
MTU
porter
Prof
Research Development Assistant
Research fellow (honorary)
Research Support Coordinator
Research Technician
Retired
Retired
retired academic
retired academic (Emeritus Professor)
Retired Hon Clinical Lecturer
Secretarial
Sloth
Union Officer
Unit Manager
Was research but retired in July

Was the response friendly, helpful etc? Further Comments

Although the staff on the Helpdesk couldn't help directly with the problem they did keep me informed of what was happening.

As always, response was first class!
Can't remember exactly what it was, but the service from CICS is always quick and professional; friendly is more hit-and-miss. At the time we did not have a departmental technician, so were completely reliant on CICS for service.
could not sort out my wireless access
Despite working for the same department, I expect members of staff on the helpdesk to address me with some professionalism and politeness rather than casually as if I'm their "mate"
Difficulty contacting many people in CiCS. They hide behind answerphones, or do not come out to departments.
Every time I contact them they are rude and don't tend to believe you when you say you've already checked certain things. You just feel like you're hindering them and the attitude is always terrible.
Everyone was very helpful.
excellent - timely, relevant advice
Excellent service
Helpdesk has been very helpful whenever I've used them for the last year or so. Thanks.
I always find the helpdesk are very patient and ease me through any problems I have as I have limited computer knowledge
I am tired of contacting the helpdesk and being spoken down to because I am not as IT literate as the staff there.
I contacted helpdesk on behalf of a user who had email problems. When i explained that the user was using MS outlook the helpdesk person proceeded to laugh, snigger and insist that outlook was the problem as it was "crap"!!! I tried to explain that the user was experiencing the same issues in muse and webmail but this didn't seem to register with the helpdesk operator. Eventually I gave up and rang back later speaking to another helpdesk operator who identified a problem with the users account and fixed it.
I could feel the person on the helpdesk get frustrated with me as I need things to be explained in a simple way & sometimes the tone of voice that was used made me feel stupid.
I find that sometimes when I call the helpdesk, the staff are very casual to me on the telephone. I heard a man swearing in the background once during my conversation. Is this common behaviour of the helpdesk staff?
I got an answer of no to my question, but I knew this to be untrue. I pursued this issue with the person I was speaking with and eventually got directed to some CiCS web pages telling me the information I wanted to know. When confronted that this person had contradicted himself, he argued he had not.
I have found helpdeks staff in the past to be unfriendly and quite abrupt, however I have also found some people to be more than friendly.
I have found most times I've contacted CICS that the person on the end of the phone has been condescending and a little rude. There is no continuity if your query relates to a previous enquiry
I have just started working at the university and think the helpdesk is a shambles.
I have rung the CICS helpline a number of times of the last few years, and almost every time I get very off-hand 'it's not really my job' response.
I needed to request more space on our shared drive. They responded within an hour or two, and provided the space we needed.
I never expect a friendly, welcoming response from CICS staff & call only if I am without any other resource. Very occasionally I am surprised by a positive response - which is usually from a female (with apologies for any suggestion of stereotyping, but that's my experience).

I noticed a definite improvement when I contacted the service last time. Whether I was just lucky, i am not sure.
I really appreciate that they don't let on how dim my understanding is of technical issues!
I receive requests from the helpdesk. Most of the helpdesk staff are friendly and give an indication of who they are, sometimes this is not the case as happened during my last contact. Often there is key information missing from a request and no indication of what steps have been tried, either by the originator of the problem or by the helpdesk staff. This can be picked up by me calling the particular member of helpdesk staff to clarify what has happened - if they have given their name in the request.
I sense that the helpdesk staff are under a lot of pressure and I do not envy their job especially when our departments' staff showed a great reluctance in manning the SAP helpdesk. I feel that they are expected to be all things to all people and have to know a heck of a lot of information with the number of calls they have to answer about all things technical. I couldn't do their job.
I spoke to a man on helpdesk who was very unhelpful and rude and shouted down the telephone at me. This man would not listen to me and was very angry. This does not put CiCS in a very good light in my opinion.
I was given a cut and paste response directing me to the cics website. This did not answer one of my quite specific questions at all.
I was simply told that the person who dealt with licences was on holiday and there was nothing that could be done.
I was very impressed with the speed, efficiency, and helpfulness of the response I received when I accidentally deleted a large number of important emails from the server, and wanted to know whether they could be restored.
Initial request for help was sealt with and i recieved some help but a subsequent question (10 mins later) was not acknowledged or replied to
It depends on who you get. There is one person who is consistently unfriendly and has a very cold telephone manner. Every one else is very helpful.
It takes a long time for the helpdesk to answer the telephone sometimes which is very frustrating as I cannot continue doing my work.
It was helpful but also directed me to not contact agian because it wasn't your department which felt a bit abrupt.
It was open day and a saturday morning and equipment broke. We could not contact anyone by phone or by knocking and ringing the bell at Housfield road.
It was related to a suspected intermittent comms fault, which makes it difficult to judge the response.
it was someone I already knew personally
My experience has been that the Helpdesk has always been extremely helpful
My query was with increasing the memory/space on my system, which I assume would be a standard request. However the individual needed to go away and confer with colleagues about what to do. This would be fine, however rather than "could you please hold the line for a few moments?", I was told "just hang on a minute while I ask about it". Telephone professionalism has often been an issue when I have called the helpdesk.
Never make you feel foolish - even when it is a simple error!!
Response was timely, and very useful.
Staff member was not able to resolve the problem but did try. It wasn't their attitude which was unhelpful; it was the fact that the problem was not solved.

Talking more broadly about the helpdesk in general and not just the last time I contacted you - the level of service depends on who you get. There is one chap in particular I find very condescending and he talks to you as if you are an IT expert yourself. He also is quick to interrupt you mid sentence. He has very little customer care skills. He is much too quick and impatient in his explanations and sometimes baffles me rather than helps!! Other staff I find to be much better.
The default response to any question seems to be "no".
The IT helpdesk staff are very rude and helpful. They treat their customers like idiots. I finally managed to sort out my problem by looking it up on Google! And yes, the information on the CICS website was wrong.
The job (someone had to come to my PC) wasn't passed on to the relevant IT people (Med IT, who help us but I wasn't aware of that at the time or would have contacted them directly) for a good week to ten days. This led to a significant delay in my IT problem being resolved.
The majority of people who I talk to on the helpdesk are helpful and professional apart from one person. I hate talking to this person because he is very rude to me. If he is so stressed out, why is he working on the helpdesk? why doesn't he get a job that doesn't involve working on a helpdesk?
The problem is still ongoing and hasn't been resolved
The query was regarding a colleague's computer and it was decided the other member of staff should contact the CiCS helpdesk
The response to the telephone call was quick. However, the time before last when I reported my PC crashing all the time I was informed someone would come to look at the PC. No-one ever came but events took over and I did get a new PC so I didn't need to chase it up.
The response was quick to my call but it was to do with the printing system being down and although this was known in CiCS it had not been communicated to the Library where a lot of printing takes place. I have different experiences depending on whether the query is about my personal account or on behalf of the Library. The personal enquiries are dealt with speedily and efficiently but the systemwide problems are not fully "joined up" within CiCS.
The response was reasonably quick, friendly and helpful. I'm not sure what else is required to make it "professional" so I ticked N/A.
The spelling on the email I received was very poor
The team are all of the above. A small team that provide an excellent service to so many staff.
There is no consistency concerning who you deal with when calling the helpdesk. I am treated differently all of the time depending on who I get to talk to.
There seems to be one person on helpdesk who is in the wrong job and should not be in a customer services role. All other staff are really helpful and friendly.
They didn't provide a solution to enquiry about software imposed by CICS; the previous software we used could fulfill the function we require but we don't know if we can use it i.e. presumably the Helpdesk simply answers the qs it is asked but does not pass on information/queries to other sections of CICS?
THis query was regarding setting up WIFI and felt that my question, which was reasonably straightforward, did not receive a straight answer... however I have had other queries which have been resolved much more professionally and wouldnt wish to paint to much of a negative picture.
We don't have a departmental IT technician, as far as I am aware, so it is great to have CICS people there to answer calls in a quick and friendly manner.
we had problems saving the contents of a website and my student who went to the helpdesk was advised to contact the person who had created the website ... i was given a phone number to call for more information and called but the person never returned my call.

When I called CIS was not working. They didn't have a clue when the service was going to be back up. Where is the communication within your department? No one called us back to tell us it was working again, so we were left to guess.

Yes

You have a missing category - can't remember!

Was your Enquiry resolved? Further Comments

Actually more than to my satisfaction. I had not realised the level of service that was available.
as above

Couldn't help with the problem.

Excellent!

Great service! Keep it up.

Helpdesk staff answer the calls quickly and I get the feeling that they want me off the telephone quickly.

I can understand if your services fail, but at a busy time of year we need to carry on with our work and could not because the service was not working.

I find it difficult getting through to the helpdesk, sometimes, and its very frustrating. When I call I would prefer it to ring rather than listen to some faceless man telling me someone will deal with my call shortly. There's no point having him say that.

I find that helpdesk staff are not very technically aware

I really appreciate the help CICS gives - always really helpful and accessible.

I sorted the problem myself in the end but I had already stated in my original email the resources I had already tried but I was referred back to them (MICROSOFT HELP) even though I had said they were less than helpful

I think this man went out of his way to be unhelpful to me when I called.

I usually prefix my requests with " I know I'm being thick but..." I think my queries are usually simple for them, but frustrating for me. I find it easier to ask someone rather than looking on the internet as I ften find too much jargon that I do not understand. Speaking to someone directly, I can address that problem by asking them to explain in words I can understand.

I wanted my query sorted out and spoke to a very unhelpful man who just wasted my time.

I was most politely told that I had been hoaxed.

I was told that the fault would be reported but not given any follow-up so, for example, no call back to say what the timescale might be. This is very difficult to cope with when working at the frontline. Staff need to know what to tell customers.

I was told what I needed to do to resolve the problem, but I had hoped there would be an easier, less time consuming solution!

In truth, I'd be completely 'lost' without this service if it wasn't available, even though my queries are very infrequent

It was a printer problem that could not really be solved by a talk to helpdesk. I arranged collection for workshop...

It was an access / password problem to part of the SchARR website. CICS said it was a departmental access problem. The departmental IT help desk said it was a CICS password problem. Therefore it never got sorted out because neither helpdesk solved it so I still cannot access what I was looking for. Luckily it is not very important.

It was related to a suspected intermittent comms fault, which makes it difficult to judge the response. - A known comms fault had been found previously and not solved technically. A work around was implemented. - This query was raised in case the original fault was still a factor, but

this was not really considered.
It was when SAP first came in and we were told not to give out our passwords and I was told without my password the query could not be looked at
Never completely confident that CiCs will resolve the issue.
Nope. Great work.
Our website was hacked they helped me through every step to make sure it was secure.
Partly
problem was a complete failure of a PC. Helpdesk were only able to pass the problem on as a work item, and were not in a position to tell me when it would be resolved.
Query regarded email account space. I was told to delete what I could but I'm going to face the same issue again at some point soon.
Seemed to get a different response from each person I spoke to, although each person was helpful and friendly and the query was resolved in the end, the conflicting responses wasted a lot of time.
Set me on the right course for a solution.
Sometimes a thankless task to be on the Helpdesk, so would like to mention that they are much appreciated!
still can't access eduroam
The CICS service is excellent. Having worked in another university where IT support was far from satisfactory, I find this service very welcome. Every time I have contacted CICS, I have received helpful advice.
The help I get, and have had for years, from CiCS Helpdesk, is of exceptional quality and always provided with efficiency and a friendly smile. It's one of the (rare) bits of the University which is *not* broken, so although I would welcome improvements, for example greater resources allowing more staff to be employed to help, I hope you won't 'fix' something that seems to me to work very well indeed.
The helpdesk staff seem systematically under-trained. The promise of usually answering a query under 24 hours is woefully inadequate. Guesses have been presented as fact. No sense of urgency is shown when this is appropriate. Even when a mistake by CiCS is the cause of the problem.
The information that was provided didn't solve the problem with my computer, but I was passed on to someone who could help me further.
The length of time it takes to resolve problems is unacceptable
The response was helpful however the problem has still not been resolved.
There is a distinct lack of consistency concerning the support given by each individual helpdesker
There is a problem with helpdesk staff not knowing all the solutions to problems with all the software I use. I always have to be called back by someone in CiCS who is familiar with Ansys or matlab. Why can't I call these experts directly?
They understood my question, then mislead me with a 'no' answer.
When I was trying to set-up an internet connection to the UoS network on my personal laptop on campus, I kept getting forwarded to the web pages but I didn't have access to the internet - this was my query.
Your staff need to be told that it is unacceptable to shout, get angry at and undermine another member of staffs dignity no matter how technically superior they feel. I think the helpdesk should be called the UNHELPFUL desk.

Other Suggestions for Improvements

allow me to increase myfilestore. Empower the end user to do things as opposed to wasting time calling and waiting to get through to someone
An online interactive version [live chat] where CiCs are able to view the customers screen from your screen if need be - to see what the problem is [where applicable].
Apart from increasing its resources to make it even better, no. A significant number of Uni staff/students work off campus so don't have access to on-line alternatives when their service fails; the telephone access is of huge importance to them (by which I mean to me!) so please don't make it as bad as 'the others' by sticking an infuriating recorded message onto it.
Be polite!
Better communication with users about systemwide faults - could there be a contact at each Library for example who gets a phone call about problems?
Better customer service
Better customer service and politeness
Better staff training in basic customer service
Better training for the helpdesk staff. Sometimes I have been given the wrong information and when I have queried it been given the 'stuck record' treatment.
Call us back when the services are working. Ensure they are working fully when we are called back.
Callers should be put through to a member of CiCS staff with the skills and authority to correct the problem. Such people, even if identified, cannot be called directly because they use caller ID to disregard calls from outside CiCS. On the rare occasions that they do answer they are often openly offended that someone dared to address them
can't helpdeskers fix problems on my PC from where they are sat in CiCS?
CiCs helpdesk is good, but sometimes we have to wait a long tome if a CiCs member of staff has to visit the department
CICS staff quite often have a mightier than thou attitude, which does not help when you are faced with a frustrating computer problem.
Could be more helpful to Mac users.
Display your faq prominently.
General improvemnts to the structure of information on the CiCs web pages would reduce my need to contact the helpdesk thus saving everyone's time
get helpdesk staff who are technical and know what they are talking about
Get some intensive training in terms of improving your customer service!
Give them all some training in IT
Given the slipperiness of academic working hours, some kind of longer opening times / more dynamic online support would be appreciated, but I recognise that this has significant resource implications.
Helpdesk should be open longer than 9-5pm. If I work late I need to contact them and there is no way I can do this at the moment beyond 6pm
I and other colleagues often get the impression that just because we are not all super whizzy at computers and do not know all the correct terminology that the helpdesk often get frustrated with you the caller especially if you don't grasp something right away or cannot give the right information straight away. A helpdesk should be a service; we call because we are not experts.
I don't think I should be able to see staff playing games and generally lazing about through the window from reception.
I find the women easier to deal with.
I have been very grateful in the past when CICS have helped with queries re: my home computer as well as re : the university office one - has been a real life saver

I just think that anyone on the helpdesk always needs to remember that there are huge variations in IT competence from staff making queries...I rarely use the helpdesk and everyone is always helpful but there is a risk that people do not always understand variations in abilities
I like the fact that CICS staff deal with the problems, not machines. Please do not go for automatisisation of the service if people could help more. I think your current judgement re this is very good.
I often have to speak on behalf of students and despite explaining that we are calling from one of the university's satllite libraries there is an assumption that we are all based in Sheffield.
I would suppose the CICS creates a record of all issues reported like these concerning software, so that similar issues be delt with faster.
if a problem cannot be resolved by phone, being given a priority rating would be useful with a clear related time for resolution (e.g high priority = 4 hours, medium priority = next working day, low priority means within five working days)
If someone doesn't know the answer, that they don't end the conversation there, but see if they can find out. Sometimes this happens, sometimes it doesn't - depends on the person.
In a fantasy world I could ring you up and get immediate and perfect advice. Given that that's impossible, I think you do a great job. Thank you
Increased professionalism of the front desk staff in the computer centre.
It has been improved recently but a more friendly attitude from some of the staff would not go amiss, also acceptance that all people are not complete computer experts, that why we're often asking advice.
It would be useful to have a separate email address that one could forward phishing or virus emails to for blocking university-wide
It would help if the staff didn't sound so bored when talking to you, or patronising when they are talking you through a problem.
Just an appreciation that we don't all have the time to look for IT solutions ourselves, so it would be really nice to have expert, friendly advice immediatly available.
list of problems generally found
Longer opening hours
longer opening times, until 19.00 weekdays, 13.00 to 18.00 weekends
more consistency between helpdesk staff and access to query as mentioned in previous question
More knowledge of macintosh computers.
more people
Most of the time the helpdesk operators are knowledgable, helpful and professional. However there appear to be some operators who have zero customer service skills and even less ability to communicate at any level. Surely a dedicated team of well trained helpdesk operators is the solution.
No
no
no
No there fantastic.
No, other than sometimes there are insufficient Helderks assistants. Often this coincides with staff shortages and my own need for a rapid reply.
Noe really
Not really. All of my contact has been resolved in the best possible way, IMHO.
Not sure how a recorded message of known probs will help if your query is not about that and you have to listen to info you dont want. Could the 'known problem' info be published online
Owning an enquiry i.e. if they can't answer it then finding out who can (and letting us know

this!).
Put messages on the voicemail when a server is down, record queries, so you don't have to repeat. Sound confident when dealing with queries, rather than "oh I'm not sure". Even if you are unsure, say, you'll look into it and get back to you. The customer doesn't need to know if that person knows or not, they just want a resolution.
Questions from the previous Item 13 "How useful would the following improvements be?" Q.: A recorded message when you call Helpdesk if a specific service is not available telling you how long it may take to fix. A.: This question is unclear. How does the Helpdesk know what service you are phoning about when you dial 21111, so how can the recorded message help? Q.: Automated (online) methods to allow you to increase your filestore and retrieve lost passwords? A.: Increasing your filestore would obviously help if you wanted to do this remotely, for example, but would the system put an automatic cap on how much capacity you wanted, and would it also apply to e-mail capacity. However, with retrieving lost passwords, there could be security issues, for example, with phishing on the increase, would this provide more vulnerabilities, and which passwords do you mean? For example, network passwords, or passwords set via browsers, or both? Q.: Helpdesk staff access a record of any previous contact about issues at the beginning of your conversation so you can continue with your enquiry without repeating yourself. A.: The presumption here is that CiCS staff type in your user-name at the head of the telephone call and put recent enquiries on the screen, but it isn't clear how a current enquiry could be matched with a previous enquiry without listening to the whole of the current query first. Otherwise the CiCS staff could be constantly interrupting with suggestions as to what the current query might be (it could be a slight variant on a previous query).
Sack the idiot I had to speak to!
Send your helpdesk on some course to learn some manners
Service has improved noticeably in the last 12 months, so please keep doing whatever you have been doing!
Some of the people are less than helpful. Recently I reported a problem with my Callender - I was told there were no problems with the system and I should keep a record of when it failed - it turned out there was a problem that affected all my colleagues and the helpdesk could not be bothered to check
Some quick indication of how long it will take CiCS to respond to your query when leaving Voicemail message
some staff on the phone could be more friendly, I sometimes feel like an inconvenience for asking questions
Staff attitudes vary enormously from very friendly and helpful to rude and patronising. Also their level of understanding of the technical issues seems to vary (although most seem technically very competent). Some staff will do everything they can to help and others are real 'jobs-worths'. A more consistent approach, with the emphasis on friendly and customer-focused would help. At the moment it is very much the luck of the draw.
Staff being more understanding and explaining things to me. I am a secretary I am not a technician, I do not know about computers, Don't expect me too - thats the help desks job!!!!
Staff with patience. We have no IT staff in our dept and are not IT staff ourselves. Some Helpdesk staff can be quite patronising.
Support Outlook!!
That they don't assume we are idiots without plenty of computer experience and knowledge ourselves!
The helpdesk is fine, the managed desktop on the other hand....
The present system works very well.
The response from the helpdesk is very variable and depends on who you get.

The staff could be more customer service focused
The 'status' page could be better (or could be multiple pages). I realise there's lots of services, but if the most commonly enquired about, such as mail, file and print servers were permanently featured - possibly on different pages - it would speed up responses to questions I get about "My X is not working" as I'd be able to say "Yes, the server has failed" or get on with investigating further.
The welcome message is too loud!
There is a reluctance to send CiCs staff to actually see computers when it is not really considered that showing someone how to fix a problem can stop it from happening again. It can take a long time to get a problem solved - especially if your departmental IT technician cannot solve the problem
there should always be someone to contact when events are occurring on campus
Training in customer service techniques and how to demonstrate a 'can-do' attitude rather than a 'can't do'.
Try to use plain English where possible as it can be quite intimidating sometimes to be spoken to in 'technical language' and be unable to understand what is being said. Most operators are understanding of this though.
When any problem or failure occurs on Iceberg, it would be nice to keep users updated regularly so that we know what's happening, preferably by emails.
When working at home recently, I discovered that the helpdesk now closes at 6pm and isn't open at weekends. This hasn't always been the case and it isn't very useful for researchers who very often have to work outside the standard office hours to meet deadlines.
Why has he been allowed to continually behave like this?
You provide an excellent service and if people could be bothered to look at the website more often they would find most of what they need unless, like me you have an elderly pc that keeps stalling!!!

Any Other Comments?

all positive
allow for anonymous feedback via an online webform
Allow us to call the people who look after CIS as the helpdesk know nothing so its a waste of time calling them. They haven't a clue when a service will be back up and running so my phone call is wasted
always courteous and helpful. Thanks
Always find that being able to speak to someone at the end of the phone instead of dealing with an automated system is so helpful. Please don't add too many functions for automated assistance!
As well as e-mailing the Helpdesk, there could be an online form link PROMINENTLY labelled on the CiCS Home Page, with responses to enquirers via e-mail, and it could also include a type of "bug reporting" system such as those found on operating system distribution web-sites.
Based on previous experience of the CiCS Helpdesk over the last 8 years, I avoid using the Helpdesk at all costs.
Been using it for very many years and I think service has improved year on year - especially if the constant change of IT is taken into consideration.
Carry out a semi-annual customer satisfaction survey.
CiCS helpdesk is great. However sometimes it is difficult to know whether to contact CiCs or our individual department IT group, who are not as knowledgeable as CiCS.
Competent and efficient service.

Continuing to evolve the FAQ/Expert online systems perhaps with some current hot issues (not network status) would be helpful.
difficult to get through to by phone. I tend to be away from my desk quite a bit so callback is awkward. would it be useful to prompt for a preferred callback time window? phone is better than email for the sort of queries I tend to have
Helpfulness, Friendliness depends on individuals but two of the last 3 operators were very helpful. The other was abrupt
How does it relate to the service at the IC? I am never sure when to phone the helpdesk and when to phone the IC. Sometimes the IC will respond quicker and sort things out, other times they will refer you to the helpdesk - bit confusing.
I access Helpdesk fairly often, probably bi-monthly. This is not monthly, but not rarely either. Advisors vary in their responses and attitudes; some are unfriendly and quite arrogant, not always helpful in their explanations
I appreciate the drop-in service greatly as it helps me solve problems with my laptop quickly and without a lot of fuss!
I can read the FAQs without CiCS's help
I do not want Office 2007. I'm happy with what I already use
I find CICS very helpful, very prompt service.
I have always found them helpful and able to clarify or assist with any query that I have had.
I have been very satisfied with the service provided.
I have had mixed experiences using the Helpdesk - people who are extremely helpful & some who make me feel like I'm wasting they're time!
I think it would be useful to publicise the service more widely, and perhaps a briefing at the ACS Forum about what it available and the latest developments/changes, would benefit a wider audience.
I would just like to pass on my thanks and appreciation to them.
I would like to be able to complain about helpdesk and staff on it anonamously. There needs to be a feedback form that should be able to fill in when an inccident happens
I would still like to know why my BT YAHOO - internet explorer results in me timed out of MUSE within seconds whereas the plain IE works ok!
I'm not a techno-whizz-kid and I'm always grateful that the Helpdesk staff are very patient with my sometimes inane queries.
In general I've been very impressed with the high level of service provided and the knowledgeability of the staff.
In order to work efficiently and effectively I need a trouble free computer that doesn't frequently lockup or throw me out of standard applications and where I can have more than 6 applications running at the same time
In the main I find it a very useful service. If htere is a weakness it is in handling less routine or queries that require a more complex consideration or response.
It is almost always helpful!
I've always been impressed by the speed of response if I've left an email or telephone message and the fact that everything has always been sorted out for me either while I've been on the phone or after a few minutes. The staff are also very friendly.
Keep up the good work!
Less defensiveness would be helpful
Longer opening hours
Making sneery comments about a user's password is not a professional way to respond to helpdesk queries

Most problems have been resolved when I have contacted the helpdesk, the only problems I have had are with problems specific to macintosh computers where there seems limited backup.
nICE TO HEAR AND TALK TO A VOICE RATHER THAN AN AUTOMATIVE RESPONSE
no
no
no
No. I always find the people I talk to patient, knowledgeable and helpful.
Overall I have been very pleased with the service the helpdesk have given and have never had any problems.
Please don't replace it with an email only service!
Some of them sound tired and bored and it seems like its a chore for them to pick up a telephone.
Stop sounding so bored!
Tend to have a varied level of service, from very helpful to not very helpful - inconsistent.
The Helpdesk seems fine to me, and the improvements you mentioned in this survey would be welcomed.
The kind of service you receive when calling the helpdesk is very hit and miss depending on who answers the call. Most of the helpdesk staff are approachable friendly and professional but I have had the misfortune of having to deal with one or two who make you feel like a complete idiot. They assume that everyone is ultra computer literate but if that was the case they wouldn't have a job surely? On the whole the service is fab but when I have called and got a known patroniser I admit to putting the phone down and calling again later. My suggestion to improve the service is for the minority to learn from the majority.
There are not enough women. I find the women more understanding and helpful than the men.
There needs to be more people on the helpdesk because sometimes I cannot get through on the odd occasion I do telephone.
They do a grand job!!!
they need to bahave more professionally
They need to LISTEN more to what we are trying to describe. I wouldn't expect them to be completely familiar with my working practices, so why do they assume I know all about theirs?
Very good on the whole
When I have used telephone contact I have usually had a good response from polite and Knowledgeable staff
When services go down and come back up we are never told. The info on the status page is never updated quickly. I think CiCS just bumble along. They need to pull their socks up
You are helpful and appreciated as so much of our work is influenced by computers and I only have a small amount of computer knowledge.
You can nearly always get through on the phone first time which is very impressive. E-mail responses are also reasonably quick. Some more mundane tasks could be automated via the website, which could also have more troubleshooting info. Also a clear index to the FAQs and instructions would be helpful (like the A-Z on the HR website) since finding what you're looking for can be time-consuming.
Gold stars for long and splendid service.
Helpdesk could be improved if the hours were extended beyond 5pm as students and staff work late into the evening and would need support. However, technical support would be needed from those who look after the servers if services do go down. Overall, I think the helpdesk do a good job given that they do not receive much support from colleagues within their department.

I have always found response to be absolutely first class. Always a feeling that the person on the helpdesk is pleased to help, and will do all s/he can to solve the problem whatever the effort. Also explanations are patient and effective!

I've heard very good things about CICS from others but never used CICS myself.

Keep up the good work - CICS is one of the few examples of a UoS central service actually doing its job well, without fuss or excuses, and not making me have to grit my teeth before getting in touch.

Keep up the good work!

When I have contacted the Helpdesk in the past, they have, indeed, been helpful.