

## Appendix 2 – Verbatim Comments

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

### Type of student - (other)

4th year PhD student
ELT
english langauge
Erasmus Scholarship Exchange Student
Erasmus Student
International
Master
Masters part time
MBA
MSc in Psychotherapy
MSc. Environmental and Energy Engineering
PhD
PhD
PhD. Student
Postgraduate/Part Time Lecturer
Visiting Student

### Why didn't you contact the Helpdesk?

I know more than them
i tried to contact them once, through the link provided on the website, and never get a reply back.
No much help. Can deal with problems myself. Have removed viruses from other students' PCs faster than CiCS without scaremongering.

### Was the response friendly, helpful etc? Further Comments

All my recent contact has been very helpful- one occasion someone supported me in identifying what kind of spec I needed for what I wanted to do- when planning to buy new machine. Nice to have helpful, unbiased support.
Although I got a response, it did not solve my query.
Am still awaiting response for a problem reported on 25th February.

Emailed multiple times prior to my drop-in with no replies (I eventually got a reply TWO WEEKS later). Also, I was then fobbed off with the response that CICS didn't support the service I was having troubles with. If this was so, then how come it was working for 18 months before-hand and then has continued to work ever since (it started working 10 days after 'dropping-in'). [The service in question was the forwarding through a web based email service which would then display on my laptop through IMAP]. Also the response of "I'm not very good with Macs, you'll have to wait for someone who is" was shoddy at best. Surely a computing service helpdesk should train everyone on the most popular OS's and always have someone on hand that can handle questions on one of the most increasingly popular OS's around - my question incidentally had nothing to do with my OS and was purely web based...RIDICULOUS service and I wonder where my tuition fee money goes. Evidently not on the CICS staff as they are frustratingly incapable of answering a question clearly and need some serious training. I would make a better CICS worker than 90% of the CICS workers I have ever met. This department needs a real shake up as it is stuck working in a time when real-time computing wasn't major...now it is a necessity and the fact that I can't get my email because someone doesn't understand my question properly is ridiculous (IT WAS A WEB BASED QUESTION NOT AN OS BASED QUESTION) /Rant over

expensive to replace ucards. can't really cost you £5 can they.

I am blind and use assistive technology. CICS are often at a loss when I tell them this and suggest that I seek help elsewhere. The problem then is that the people who support me with assistive technology cannot help me with university resources. So the two sources of help fail to integrate and I am back to square 1.

I am still awaiting a reply, almost a week later.

I ask for anti-virus CD and the response is good.

I asked about a printer problem and was told to ask within the department - including contact name.

I didn't realise there was a status page - the information desk in the Information Commons told me this information

I feel the staff in the CICS centre, especially the receptionist I dealt with, were rude and unhelpful. Information given to me regarding my query was information I already knew and the idea of going out of their way to help deal with a problem seem to fill them with disbelief. Overall very disappointing from a department which should be built on service to make someone who doesn't know as much about computers as them (which is sort of the point) feel stupid and talk down to them is completely unacceptable

I had a problem with my desktop computer and the staff were adamant that they could not help at all unless I took the entire computer down to the CICS building, from the endcliffe village! I may have well not tried asking for their help.

I had to leave a message as no one answered telephone. It was during normal office hours as I checked them online.

I have had to use CICS often and they have always been extremely helpful.

I like the e-mail that confirms that my e-mail has been received so I at least know that I'm in the system. After that I am impressed with the rapid response.

I needed some help to enable my internet account, but I must go to my webmail to find my login (in www.yahoo.fr). With their own computer (left-side of the desk) they haven't been able to log in this website and asked me to go in an internet cafe. It's not professional. However, they were cool and a lot of people has helped me

I spoke to a guy who was absolutely fantastic, really helpful and friendly, especially as it was the last thing on a Friday afternoon.

I thought they went the extra mile by suggesting where else I could get help for the problem with my USB drive.

I was trying to find out how the university disposed of large batteries and electrical equipment. The women on reception told me quite curtly that CICS didn't deal with such things and that I should ask my department. I had already done so, but she had no better idea of where to direct me.
Initial assistance at the help desk was not friendly at all, nearly turned back straight away. Things improved.
It couldnt have been better
It is the person that I always ask for that is important - One staff member knows about MACS, other people in CICS are less familiar.
it was a problem in the system of muse
It was very freindly and helpful.
Not exactly service with a smile.
Response was fantastic! Could not have been better!
The CICS helpdesk was useful and I guess professional - it was all via email. HOwever the CICS porters that came to pick up my computer to be fixed were very rude to my colleagues. I was away from the office and my colleagues were concerned about my computer being taken away and asked the porters for details and they replied very rudely. Furthermore they weren't wearing anything official that would identify them as University staff so how were my colleagues to know there weren't outsiders "stealing" my coputer.
the first person i went to was the cics man in st georges/mec eng it department
The male staff who attended my session was really unfriendly although eventually I understood why MOLE does not work with the latest Internet Explorer (Beta 8). I downgraded my software and solved my problem. But the the whole inquiry and the thought to be in the same room with that same staff in future makes me think twice before approaching CiCS again. Please improve customer service skills, the reception is doing great though.
The man was impatient and just kept raising his voice higher and higher. I went home seething and phoned another friend re the problem it turned out that rather than being an idiot as the cics helpdesk made me feel my version of windows was incompatable with the university system.
The person I spoke to was really rude.
The reception staff and IT experts seemed angered that someone would want their help, and treated me as an inconvenience. However, my laptop was fixed quickly and the IT expert was friendly when I went to collect it.
the response wasnt helpful, as to fix the problem my computer would have to have been returned to the manufacturers, not because of any lack of skill on CiCS part
The staff were very helpful, and not in the least bit annoyed that I hadn't understood the information already on the CiCS web page properly.
THERE WAS NO ONE AVAILABLE TO HELP ME! THE PLACE WAS EMPTY! I WAS SO DISAPPOINTED!
They were INCREDIBLY helpful. I had a problem with a website I was making for a politics unit, and although the technician did not know the answer, he was able to phone a colleague on the university web team. Saved my project from certain doom!
Very good- don't treat you like you are stupid even if you are!
Very Patient

### Was your Enquiry resolved? Further Comments

I couldnt get into MUSE - which later I found wasnt working but was advised to load another browser - firefox. This was perhaps not necessary. It might have been useful on the library homepage tp put a note that MUSE wasnt working incase people are not aware of the
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existence or location of the homepage.
I felt as though the enquiry had been taken seriously and was dealt with satisfactorily.
I had a very bad virus. The virus was removed successfully but I wasn't given advice on how I should deal with this in the future or how to avoid getting viruses - maybe this advice doesn't exist !
I listed two problems and one was answered well but the other was sort of forgotten about and the problem I had this exists.
It saved me money, too.
Problem was solved, yes. Experience - very unpleasant.
The matter is still ongoing. I have not yet received a response regarding the upgrade of qualitative data analysis software on the managed desktop
The one occasion i contacted the helpdesk was in query of a potn. update of the MOLE system as it currently doesn't work with either of the latest versions of firefox or IE. The person who dealt with my enquiry was unaware of plans to update MOLE
The problem (inability to use muse or webmail due to "too many requests coming from my server") proved to be transient. I rang CiCS in the morning as I was the first person to arrive in my office. The helpdesk person tried logging in himself and had no problems, so he recommended trying another machine. however, i waited a bit and was able to log on later.
The problem couldn't be solved by Cics unfortunately as it was a hardware issue with my laptop
the problem was resolved.
The reception people should have better knowledge of computers. I wanted some simple settings for Thunderbird, and to get my query resolved would have required booking an appointment with a technician. I gave up and consulted my department!
THERE WAS NO ONE AVAILABLE TO HELP ME! THE PLACE WAS EMPTY! I WAS SO DISAPPOINTED!
Understood exactly what i was trying to do and made the necessary changes for it to happen quickly and efficiently.

### Other Suggestions for Improvements

Actually giving help with technically difficult IT problems, instead of providing excuses as to why the question/problem cannot be answered/solved by the helpdesk. I would hope that the staff on the helpdesk would have a much greater knowledge of IT than can be found by just 'google-ing' for a solution.
Advertise more. Many of my friends had never heard of you, and when I told them about you they were very surprised to hear that your services were free (as long as they were students at this university) and you offered largely the same services as a computer repair place, which they all had previously gone to in the past.
advertising what you do, so that people understand the service that you can provide
Allow people to speak to the experts around their query, even if this means returning at another time.
ALWAYS BE AVAILABLE!
An automated message is quite good, but if that isn't what you are calling about they can be annoying!
CiCS should have a feedback box at its office to allow students to appraise them when providing service
Do not become overly automated. It is helpful to be able to consult a human being!

Employ helpful and friendly front of house staff. Have longer opening hours - 9-5pm isn't always helpful. Even 9-6pm would be so much better for those who work in the day.
Following from my previous comment, how can the CICS helpdesk help you if you have to take the entire computer to them, there must be an alternative (and when I asked them to come to me instead, they said that the equipment that they use to determine any faults is too large and heavy to transport, as if it is easy to walk to them with a desktop).
Get better staff or train the staff to a better standard. Also improve on their manners. The last time I went, they were sitting around drinking cups of coffee and gossiping whilst I waited over 15 minutes to get seen to. Unacceptable!
I advice to put one or two "unlocked" computers to spare several people (because Computers are locked into muse, and people in the desk seems to be unable to go somewhere else in the net with them)
I am satisfied with CiCS helpdesk, but would like to make a suggestion on emails: is it possible to download all emails to hard disk in an easy way (currently i have to open and copy them one by one...very labourious) ?
i dont know of th help desk in the ic counts as part of the cics service, but on numerous times when i have approached them, staff were on facebook not working or chatting with their cllleagues. surely they can better utilise their time and uni money!
I have found that CICS and the Helpdesk among the most useful and professional services on campus. Some of the other departments should take note!
I would like to have more supprt for Mac problems, e.g. someone who really knwos the MAC system.
I wouldn't really know when to call it, or what they can do, particularly regarding my own personal laptop - I assume I need to sort it out for myself - so maybe a list of services if there isn't one, or make it a bit more obvious if there is one.
Manners!
Maybe there is an existing on line service, that I've not found out, but like a MSN conversation could be useful
more patience from staff
More professional service offered by porters.
more staff to avoid long waiting times and meaning less stress for the staff (so they can be more friendly)
More staff to reduce waiting times.
no
No they were fantastic when i contacted them - very prompt
no. keep up the good work!
none
ongoing status of problem/issue
on-line booking appointment system for problems that may last more than 10 minutes to avoid queues
Sometimes useful to take information spoken over the phone, rather than insisting it to be written in an email
Spot on helpful service
Staff should have greater awareness of the most commonly used assistive technology packages for visually impaired and dyslexic users, so that they can give instructions using appropriate language and with some understanding of how the user is working. It can be very wearing when you have to explain how you are working in detail as well as having to explain your query and there can be a lot of frustration on both sides of the conversation.
toututorials how to fix problems step by step
Um...the website could remember what you asked before, and maybe some preferences (e.g. I use a Mac)

## Any Other Comments?

always have problems with my computer - would like to know where i could get help & what i could get help with
CICS makes the technical lives of most nontechnical students worth living!!!
Don't know what sort of problems they sort out
Email helpdesk has been very useful in the past. They have solved a lot of my queries. Could do with a few extra staff in busy periods though as it took nearly 3 weeks to get an email alias at the start of the semester.
Every time I've contacted the Helpdesk I've been really impressed with the service I've received. The people I've spoken to have been really helpful and have always done what they said they were going to do. May seem obvious, but actually helpdesks don't always do this!
Fantastic Service! People were great - very friendly and extremely helpful!
Great job, well done!
I am unsure what services you provide. For example, I got a virus on my personal laptop and wondered if that was something that the university computer support services would help me with. I asked a number of other people and they didn't seem to know either. I suggest maybe more widespread publication of your services would be welcomed
I appreciate the assistance that CiCS provide even on privately owned laptops. The technicians are friendly and competently provides useful advise where necessary.
I came in one time to sort out some driver issues Id been having with my laptops video card. I was allowed to talk to a techy immediately without filling in any forms which is great. I am quite tech-savvy, and so I was delighted at how willing the staff were to openly discuss the problem with me. Whereas most IT helpcenters I've used exclude the customer from the process of problemsolving, CICS staff allowed me to be very much involved. Because of this, I thoroughly enjoyed the service, and even more importantly, consider it a learning experience. Outstanding, unique staff.
I don't really know what the CICS help desk does around the University. May be if e-mails were sent around weekly from the CICS department/help desk saying what it as actually does then more people would know what it does, where it is etc.
I find the helpdesk staff very approachable and very helpful I t was just this last occasion I perhaps didnt get the right advice.
I have probably contacted them twice since I've been at the university, but about quite significant issues and really I would have got the same level of help if I hadn't contacted them.
I think it is not massively clear what services the helpdesk offers and the cost of the services. I haven't tried to find out more but my current opinion of the CICS helpdesk is that they will try to fix your computer and it'll be free but I would have no idea what kind of probelems are suitable to turn up at CICS with and what are unsuitable so probably wouldn't use the service because of this.
improve customer service at the front desk
it is sometimes a life saver. thank you very much for all the help.
Know nothing about it, wouldn't know how to contact them if I needed to, not sure what services they provide - just networked computers or private computers for example?
may need more publication
No, as it is working very well
Please improve customer service skills among technical staff, eventhough we are only students who they attend to.
thanks

The CICS service is still not up the level. The philosophy is maintenance after a problem. It should be preventable maintenance. And yes, it must be more response, robust and fast. Should follow the models of large corporations who follow modular service models which look after sections of the IT infrastructure and form a seamless integration with users and the supply nodes and also as a solution point for users. I found the departmental IT staff to inept who always asks to contact CICS for any problem. There is a definite lack of understanding there and it must be looked into urgently.

The first issue I contacted helpdesk about has never been solved by them and I was not the first with that problem (our room is not connected to the university network) - we now use a wireless connection.

The first time registration of computer involves VPN connection setup. The assistance is not all the time available to rectify the problem. It might involve wrong configuration but can be solved but initiative are sometimes not taken to look in to the problem rather avoiding them by stating the problem with the PC itself. I have rectified some of my friends problem when they faced such assistance.

The staff vary quite a bit in helpfulness/human communication skills. A good one will empathise, listen, ask the appropriate questions and then involve you into the answer. the less good ones take the problem, get on with it and come back and you still don't know what they did because they don't tell you (it's a secret). Better communication and empowerment of service users might be explored so we don't keep going back for the same things.

They did not reply at all!

They were helpful over the phone when I had internet problems in halls in first year but their contact details are not that readily available

They were the most efficient part of the university administration and support services that I have dealt with!

Very helpful and friendly

we're looking for a better one.

When I contacted them in the past to set up my own laptop connection to the Uni network, they were very helpful, and sorted my connection out very quickly.

Whenever I have contacted CiCS, you have always been very helpful. You explain you protocols well to service users, so I've known what to expect and when. Occasionally I've wished you were a little faster, but nonetheless your service has been of good quality. Sadly I still can't seem to use Outlook 2007 to send/receive emails on a university connection (maybe I should contact you about this!). Thanks.

Would be nice if the knowledge base was a little more fleshed out for highly self-sufficient IT users like myself.