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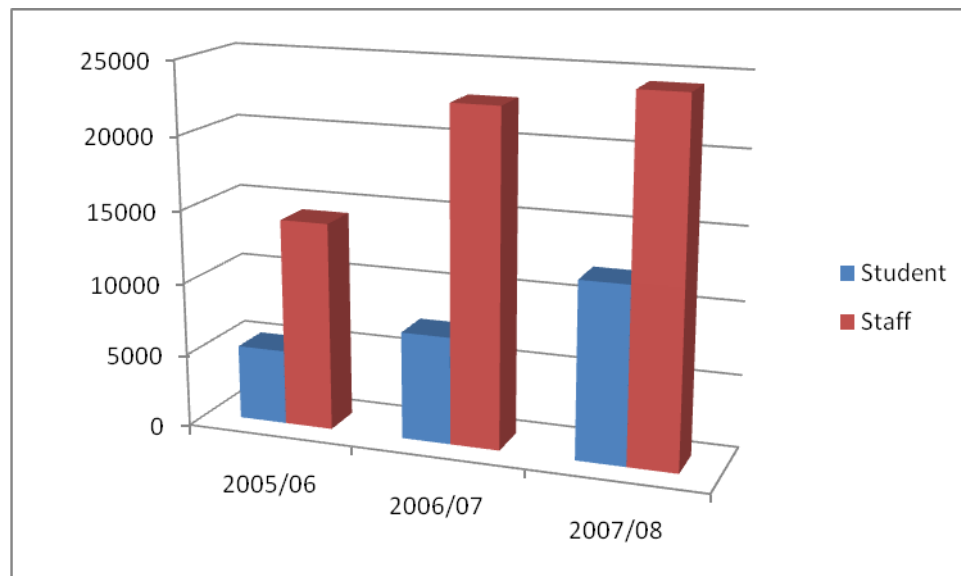
## Introduction

This service review was undertaken as part of a rolling programme of service reviews. The Helpdesk is the central contact point for CiCS and acts as a gateway to many of our services. As a result running a quality Helpdesk service is essential to CiCS.

This report should be read alongside our staff survey for a complete picture of the review as a whole.

## Usage Data

The table below shows contacts by students and staff, using any method (phone, email, drop-in, self service), to the Helpdesk for the past 3 years.



There has been a clear growth in contacts in both user types.

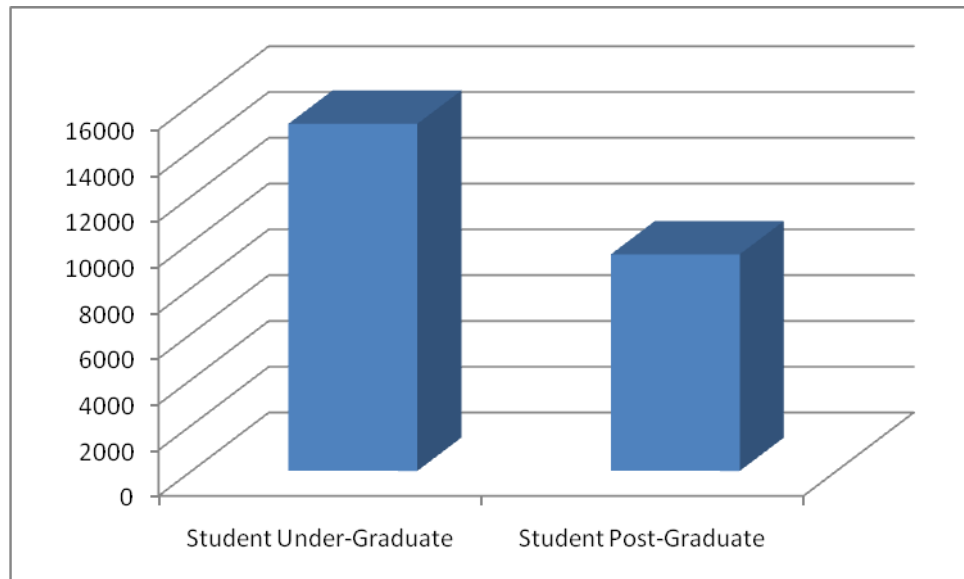
The graph below shows contacts over the last 3 years split into Under-Graduate and Post-Graduate.



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### Helpdesk



In 2007 21% of postgraduate students contacted the Helpdesk compared to 9% of Undergraduates. 65% of staff contacted the Helpdesk in 2007.

The table below shows usage comparison between staff and students. Staff use the Helpdesk service more than students. This is particularly significant as there are more students than staff. For example, in 2007/08 there were 5,773 staff (July 2007) to 23,914 students. This could be due to the fact that students tend to contact CiCS face to face in the staffed computing rooms or via the Computing Centre reception. It may also be that students are less aware of the service we provide.

#### User Feedback

A group was drawn together including Helpdesk staff in order to gather appropriate feedback. To establish what difficulties, if any, users were having with the Helpdesk service we first sent out an anonymous questionnaire to Helpdesk staff to establish what issues they could suggest.

Using the identified issues we designed a questionnaire to send out to all staff via email with a link to the online survey. This was sent out in August 2008 with a similar questionnaire going to students in March 2009.

#### User Analysis

In total the questionnaire was started by 339 (completed by 302 (82%)) people. This is a 1% student response rate, as opposed to an 8% staff response showing less interest in or awareness of the service.



## Key Findings (see Appendix 1 for full results)

### Respondent Information

We received responses from 78% of all Departments. The largest number of respondents by department was the Management School.

Department	No.
Management School	17
Civil and Structural Engineering	14
Electronic and Electrical Engineering	14
Chemistry	13
English Literature, Language and Linguistics, School of	13
Geography	13
Psychology	12
SCHARR (School of Health and Related Research)	12
History	11
Information Studies	11

Responses were received from 197 women (59%) and 139 (41%) men. There was a fairly even split between undergraduate (49%) and postgraduate (48%) respondents.

211 (63%) had contacted CiCS Helpdesk in the last 12 months. 122 (37%) had not. There was a larger proportion not contacting the Helpdesk than in the staff questionnaire where only 9% had not contacted.

### Not Contacted Helpdesk

Of those who had not contacted the Helpdesk the majority 84 (70%) hadn't needed to, 15 (13%) had not heard of the Helpdesk, 13 (16%) got information elsewhere, and 4 (3%) didn't want to contact them. The proportion that had not heard of the Helpdesk is larger than in the staff survey.

They accessed information from other sources particularly the internet (67%), CiCS website (47%) or a friend (47%). Again this differs from the staff survey as staff were more likely to ask the Departmental IT Technician or colleague.

Their comments indicate no major problems with the Helpdesk service (see Appendix 2 for all comments) although there is a comment about an email going unanswered.



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### Have Contacted Helpdesk

Method of Contact	Number	Percentage of total
Drop In	111	54%
Email	55	27%
Self Service	8	4%
Telephone	30	15%

The majority of student contacts are via drop-in. Again this differs from staff who are more likely to use the telephone.

Those who do use the Helpdesk are less likely to check the internet (32%) but do also check the CiCS website first (61%). They are less likely to ask anyone face to face for help (Departmental IT technician (15%), lecturer or staff member (15%)).

### Assessing the Response from Helpdesk

Was the response?	Yes (%)	No (%)	N/A (%)	Partly (%)	Total
Quick	<b>160 (83%)</b>	12 (6%)	2 (1%)	19 (10%)	193
Friendly	<b>148 (77%)</b>	17 (9%)	3 (2%)	25 (13%)	193
Helpful	<b>149 (77%)</b>	22 (11%)	1 (1%)	21 (11%)	193
Professional	<b>151 (80%)</b>	12 (6%)	5 (3%)	22 (11%)	190

In the main the Helpdesk responses are quick, friendly, helpful and professional. This is very similar to the staff responses with proportions being much the same. Comments, as in the staff survey (see Appendix 2), indicate that there are differing levels of customer service.

Resolving the enquiry	Yes (%)	No (%)	N/A (%)	Partly (%)	Total
Was your enquiry understood?	<b>164 (85%)</b>	15 (8%)	5 (3%)	9 (5%)	193
Did you receive useful advice?	<b>146 (75%)</b>	23 (12%)	9 (5%)	16 (8%)	194
Was your enquiry resolved?	<b>133 (69%)</b>	31 (16%)	3 (2%)	26 (13%)	193

The majority felt their enquiry was understood (85%), they receive useful advice (75%) and the enquiry was resolved (69%). Again the comments indicate mixed customer service. The figures indicating that their enquiries were resolved are slightly higher than for staff responses. This could be because their contacts were mainly via drop-in and therefore face to face. It could be that telephone contacts (staff main contact method) leads to more problems in clarifying and resolving the issue.

The majority of respondents contacted the helpdesk rarely (88%) or monthly (11%). Compared to staff students contact the helpdesk less often.



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There was support for the improvements suggested with 92% (responding with Quite or Very useful) wanting their previous calls accessed, 90% an automatic way to retrieve passwords and increase filestore and 73% wanting a recorded message if there is a major incident. This was higher than staff respondents and suggests students want more automated functions.

Other improvements were suggested and are listed in Appendix 2.

### Satisfaction with Helpdesk Services

88% of students are either very (52%) or mostly (36%) satisfied with the Helpdesk service.



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## Conclusions

Students are, in general, happy with the Helpdesk service although there are significant issues.

One of the main issues highlighted is about customer service. Students want to be treated with respect, in a friendly, helpful manner and not talked down to. This does occur in the majority of cases but there are some exceptions.

It is also interesting to compare usage of the Helpdesk by staff and students. Staff check with others first before telephoning. Students check on the internet first before using the drop-in service. Students also are keener on automatic processes to improve services.

There is also a significant issue of awareness of the Helpdesk. There was only a 1% response rate for this questionnaire and comments indicate students not being clear what services the Helpdesk provides.



Recommendations and Implementation Plan (carried over from staff survey but now including additions drawn from student survey – indicated with a \*)

Task	Deadline
<b>1. Training (technical and customer service)</b>	
<ul style="list-style-type: none"> <li>Investigate and introduce regular compulsory customer service training.</li> <li>Continue and expand provision of appropriate technical training sessions.</li> </ul>	
Create training group	Done (Jan 2009)
Produce training plan	February 2009
Implement training plan	March 2009 Onward
<b>2. Induction</b>	
Expand formal induction process for new staff.	
Produce formal induction plan	Done (March 2009)
Implement formal induction plan	March 2009 Onward
<b>3. Customer Service, Standards and Surveys</b>	
<ul style="list-style-type: none"> <li>Helpdesk staff to set Customer Service standards</li> <li>Regularly survey a percentage of customers (anonymously) after helpdesk contacts using customer service standards.</li> <li>Hold regular University Wide satisfaction surveys every 2 years.</li> </ul>	
Helpdesk staff to set and agree standards at IT Support Forum. The standards to include agreed greetings and when to request username. (Good Practice Guide)	July 2009
Standards to be included in induction process	July 2009
Standards to be use as a benchmark for regularly surveying customers	July 2009
Standards to be added to Support web pages	September 2009
Service Review every 2 years	Next review 2010
Introduce recording of telephone calls	November 2009
Investigate feasibility of longer opening hours	September 2009
*Investigate appointment system for drop-ins	September 2009
<b>4. Communication (general)</b>	
<ul style="list-style-type: none"> <li>Promote Self Service</li> <li>Promote Service Status page</li> <li>Review general communications i.e. website, other media.</li> <li>Communicate once an issue is resolved (automatically via Supportworks).</li> <li>Review Helpdesk policies and procedures</li> </ul>	
Produce Self Service Communication plan	July 2009
Produce Service Status Communication plan	Done (Feb 2009)



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### Helpdesk

Produce Helpdesk Communication plan	Done (March 2009)
* Clarify help and support services across CiCS	August 2009
* Create student focussed communication plan	September 2009
Implement communication plans	September 2009
Set Supportworks to communicate automatically when incident ends	Done (May 2009)
* Review Helpdesk website	By End September 2009
Review Helpdesk policies and procedures	February 2009 Onward
<b>5. Telephones</b> <ul style="list-style-type: none"> <li>Review phone system and procedures</li> <li>Change introductory phone message when there is a major incident.</li> </ul>	
Implement and document procedure for altering phone message during an Incident	July 2009
Create project group to review phone systems and procedures	May 2009
Carry out review	July 2009
Report and recommend	August 2009
Implement recommendations	September 2009
<b>6. Statistics</b> <ul style="list-style-type: none"> <li>Record student face to face contacts within Supportworks</li> <li>Analyse contact data within Supportworks</li> </ul>	
Investigate and, if feasible, introduce recording of face to face contacts (i.e. in the Information Commons) in Supportworks	Ongoing
Identify resources for regularly analysing Supportworks statistics	June 2009 ongoing
Analyse statistics and establish patterns	Once implemented – ongoing
Recommend improvements based upon evidence	Ongoing
<b>7. Technical Improvements</b> <ul style="list-style-type: none"> <li>Investigate introduction of automated online methods for user account management i.e. increasing filestore and retrieving password</li> <li>Examine mechanism for live feedback of helpdesk data</li> <li>Implement remote access of computers.</li> </ul>	
Investigate and, if possible, implement online user account management i.e. increase filestore, retrieve passwords	March 2009
Examine mechanism for live feedback of helpdesk usage data and implement if possible	September 2009
Implement remote access of computers (LogMeIn)	Done (Nov 2008)