2015 TechQual+ Survey Results
Minimum Service Level (2013-2015)

Takeaway: Has risen moderately across the board.
Desired Service Level (2013-2015)

Takeaway: Has risen slightly in some categories (e.g., wireless).

Overall Change: +0.07
Minimum and Desired Service Levels

2015 TechQual Service Level Results
Perceived Service Levels

Takeaway: We continue to strive to meet minimum expectations.
Perceived Service Level (2013-2015)

Takeaway: Has declined in some areas.

Overall Change: -0.18
Service Adequacy Gap

Takeaway: It has widened noticeably.

2013 - 2015
timely resolution comments – common themes

response time
other
understaffed
ticketing system
itss students
contact/reassignment
communication

number of comments

response time: majority critical, some neutral
other: majority neutral, some positive
understaffed: majority neutral, some critical
ticketing system: majority neutral
itss students: majority neutral, some critical
contact/reassignment: majority neutral
communication: majority neutral
Knowledgeable Support Comments – Common Themes

- **Other**
  - Critical: 15
  - Suggestion: 5
  - Neutral: 3
  - Positive: 2

- **ITSS Students**
  - Critical: 10
  - Suggestion: 8
  - Neutral: 2
  - Positive: 1

- **Staff**
  - Critical: 5
  - Suggestion: 10
  - Neutral: 2
  - Positive: 3

- **Contact/Reassignment**
  - Critical: 3
  - Suggestion: 7
  - Neutral: 2
  - Positive: 3

- **Resolution Time**
  - Critical: 2
  - Suggestion: 3
  - Neutral: 2
  - Positive: 3

- **Communication**
  - Critical: 1
  - Suggestion: 1
  - Neutral: 2
  - Positive: 3

- **Knowledge base**
  - Critical: 2
  - Suggestion: 1
  - Neutral: 2
  - Positive: 3

Legend:
- Red: Critical
- Yellow: Suggestion
- Gray: Neutral
- Green: Positive
Technology Classroom Comments – Common Themes

- Shortage of Mediated Rooms
- Other
- Lack of Technology
- Outdated Technology
- Scheduling

Number of Comments

Critical  Suggestion  Neutral  Positive

- Shortage of Mediated Rooms: Critical
- Other: Suggestion, Neutral
- Lack of Technology: Critical, Suggestion
- Outdated Technology: Critical
- Scheduling: Critical, Suggestion
Wireless Comments – Common Themes

- Coverage: 45 comments
  - Critical: 35
  - Suggestion: 7
  - Neutral: 3
  - Positive: 0
- Other: 10 comments
  - Critical: 5
  - Suggestion: 2
  - Neutral: 3
- Connection Issues: 8 comments
  - Critical: 5
  - Suggestion: 2
  - Neutral: 1
- NAC/Security: 6 comments
  - Critical: 4
  - Suggestion: 1
  - Neutral: 1
- Ease of Use: 1 comment
  - Critical: 1
- Speed: 1 comment
  - Critical: 1