

ITS Customer Satisfaction Survey

Fall 2020



ITS Customer Satisfaction Survey

A Qualtrics survey distributed to LSU Faculty & Staff 10/02/20-10/23/20

Total of 19 possible questions

280 Comments

Total Responses



153

User Roles Who took the Survey



76%

Staff



24%

Faculty



Overall Satisfaction with ITS Service

70%



Customer Satisfaction Ratings



Overall Satisfaction with Service

70%



ITS is aligned with LSU mission and goals

71%



ITS is focused on the right priorities

74%



ITS values me as a customer

73%



ITS proactively looks for ways to help me do my job

56%



ITS changes do not disrupt my work

71%

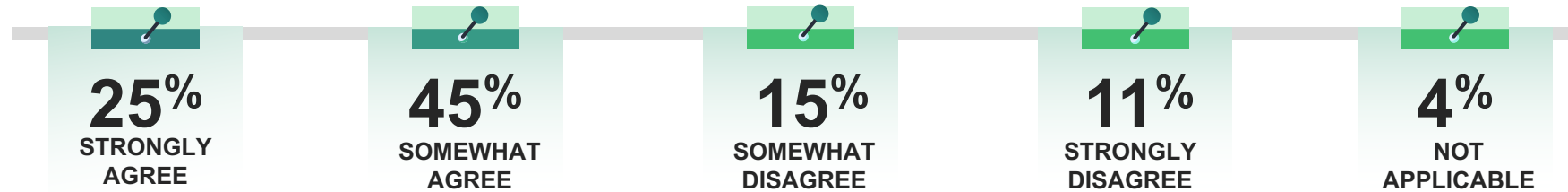


I am satisfied with the availability of IT Services

73%

Overall Satisfaction – 70%

I am a satisfied customer of ITS Services:



“Any query I've had, they responded in a timely manner and were quite helpful.”

“I always get a response and I escalate as needed. Folks are available in Teams for follow up or urgent issues.”

“GROK articles should be updated and written in non-technical language”

“Tickets are closed too quickly”

“The ITS help desk is wonderfully friendly, knowledgeable and efficient.”

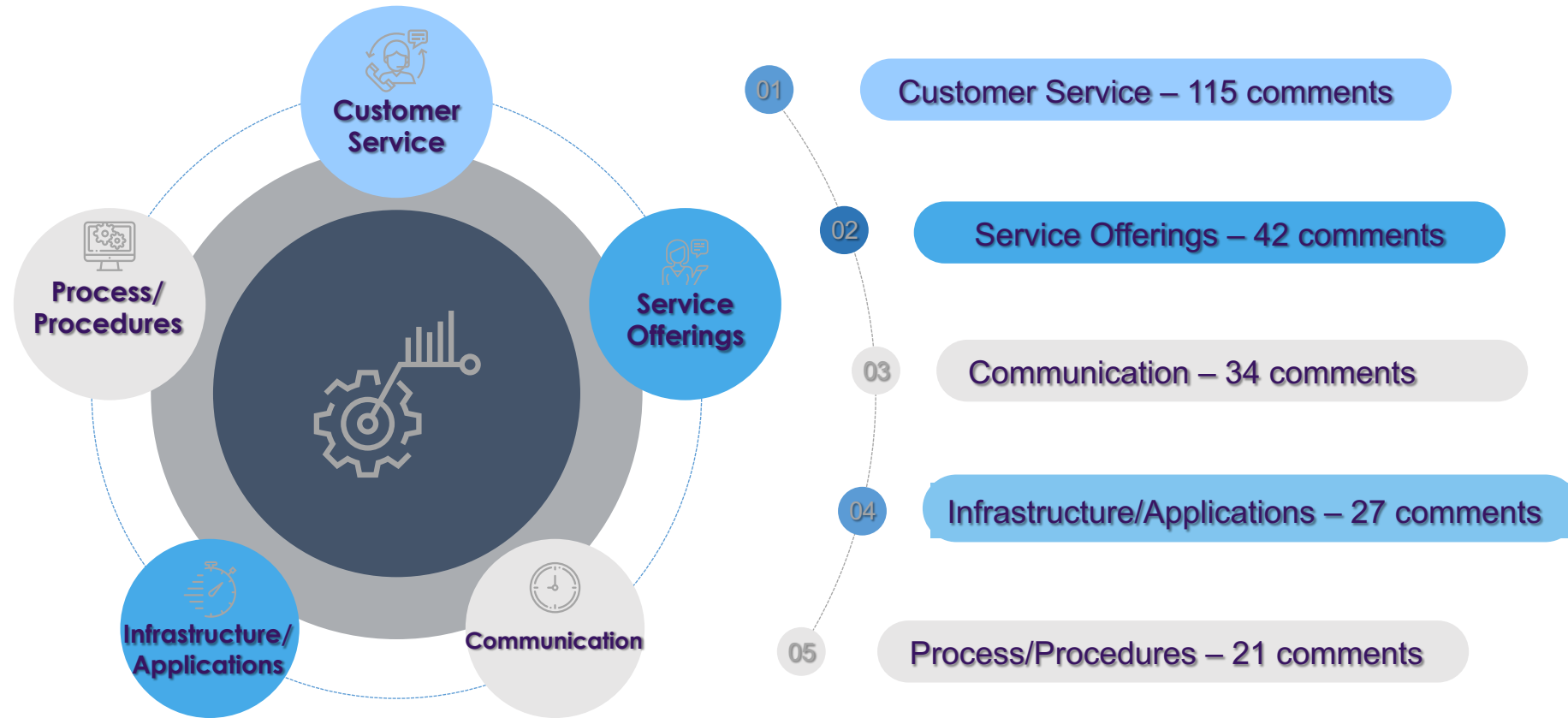
“Too difficult to purchase software”

“I think they are trying to improve their services”

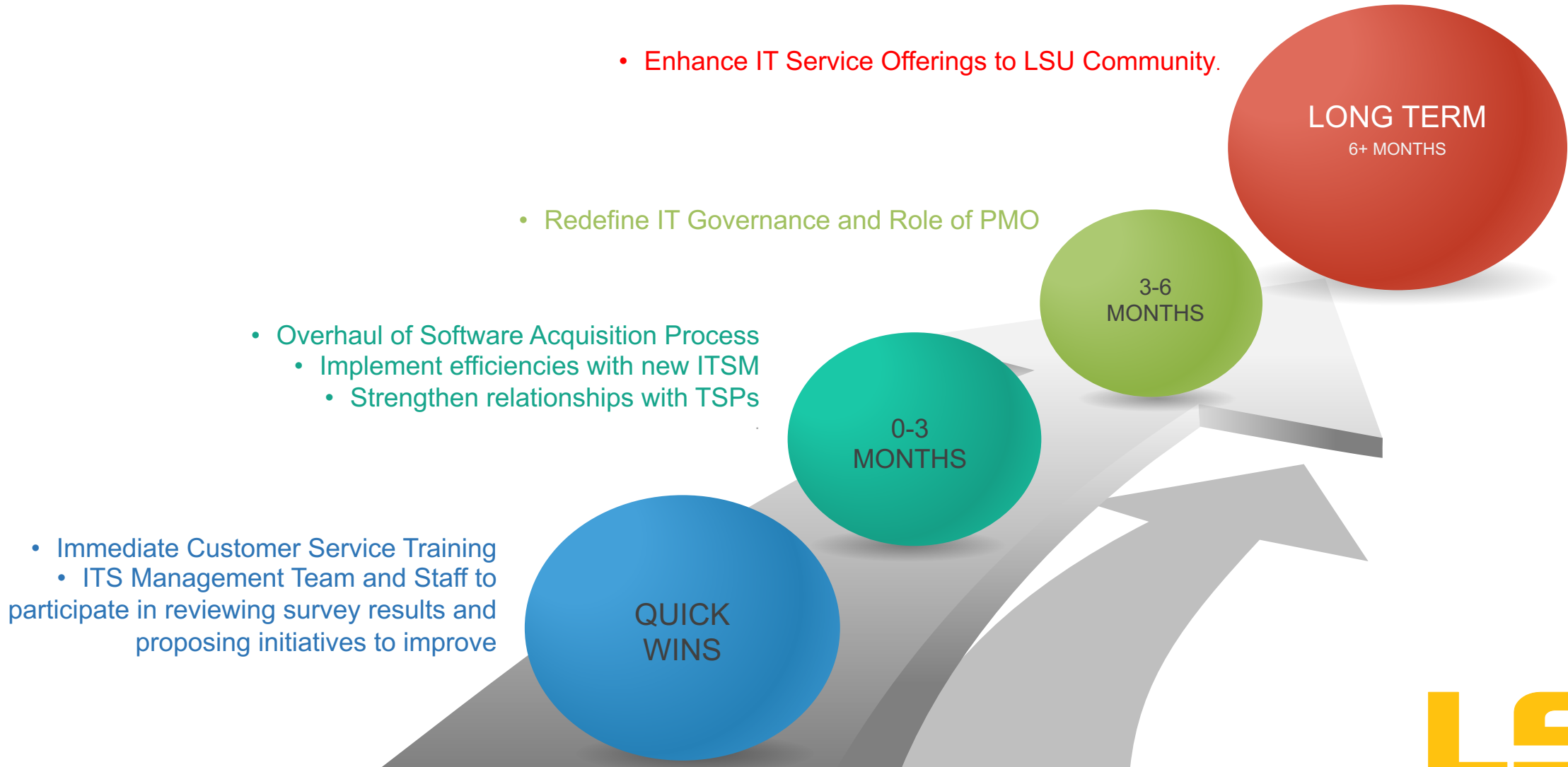
“Too busy so staff is reactive not proactive”



Top 5 Customer Satisfaction Themes



Short and Long Term Initiatives



Progress update – January 2021

- Customer Service is at the forefront of ITS staff meetings, discussions, and training.
- The PMO and Service Management groups are collaborating on an automated Software Acquisition Approval process to replace the manual forms currently completed for Security, Data, and Accessibility compliance. Significant efficiencies are scheduled to be rolled out to the LSU Community in February.
- A Local IT Support Committee was formed and meets with the CIO regularly to discuss issues and future initiatives.
- A new Unified Endpoint Configuration Management group is being formed within ITS to enhance desktop support, desktop engineering, application packaging, and endpoint security for the LSU community.