

Common Start

Regarding Your Case About: \${e://Field/CaseSubject}
Opened: \${e://Field/CaseOpenDate}
Closed: \${e://Field/CaseCloseDate}

You recently had an interaction with \${e://Field/SupportTypeReadable}. We are very interested to know if you were satisfied with the support service we provided. Visit [OIT Survey Results](#) for the results of this survey.

What would you say best describes your level of satisfaction with our service?

- Very Satisfied
- Somewhat Satisfied
- Neither Satisfied nor Dissatisfied
- Somewhat Dissatisfied
- Very Dissatisfied

We are sorry to hear that we did not earn your satisfaction with your recent contact. We would like to have an OIT representative contact you within one business day in order to try to resolve this issue to your satisfaction. May we contact you for this purpose? If not, we would still like your input on this survey so we can do better next time.

- Yes
- No

Was the issue you contacted us about resolved?

- Yes
- I don't know yet
- No

What is your understanding as to why your problem or issue was not resolved?

- It turns out that the issue is not in an area that OIT controls
- Current university or security policies prevent resolving this issue
- OIT was unable to recreate my issue
- OIT could not resolve my issue
- OIT would not resolve my issue
- No reason was given
- Other (please let us know)

If you find out that the issue is not resolved, please contact us again via e-mail at Help@colorado.edu about case number: \${e://Field/CaseNumber}

IT Service Center

We are very pleased to hear that you were satisfied!

Thinking back on our service, what was the single most important part of your experience that led to your satisfaction?

- My issue was resolved quickly
- The person who helped me was friendly
- My issue was treated with the appropriate level of urgency
- The person who helped me treated me with respect
- The person who helped me was technically competent
- Was there something else that satisfied you? Please enter that below.
- The person who helped me really listened to me

We are sorry to hear that we did not earn your satisfaction.

Thinking back on our service, what was the single most important part of your experience that led to your lack of satisfaction?

- My issue was not resolved quickly
- The person who helped me was not friendly
- My issue was not treated with the appropriate level of urgency
- The person who helped me did not treat me with respect
- The person who helped me was not technically competent
- Was there something else that dissatisfied you? Please enter that below.
- The person who helped me did not really listen to me

General Desktop Support**We are very pleased to hear that you were satisfied!**

Thinking back on our service, what was the single most important part of your experience that led to your satisfaction?

- My wait time was minimal
- The person who helped me was friendly
- Once I met with a technician, the issue was resolved quickly
- The person who helped me treated me with respect
- The person who helped me was technically competent
- The environment was welcoming
- The person who helped me really listened to me
- Was there something else that satisfied you? Please enter that below.

We are sorry to hear that we did not earn your satisfaction.

Thinking back on our service, what was the single most important part of your experience that led to your dissatisfaction?

- My wait time was too long
- The person who helped me was not friendly
- Once I met with a technician, the issue was not resolved quickly
- The person who helped me did not treat me with respect
- The person who helped me was not technically competent
- The environment was not welcoming
- The person who helped me did not really listen to me
- Was there something else that dissatisfied you? Please enter that below.

Dedicated Desktop Support

We are very pleased to hear that you were satisfied!

Thinking back on our service, what was the single most important part of your experience that led to your satisfaction?

- The issue was resolved quickly
- My issue was treated with the appropriate level of urgency
- The person who helped me was technically competent
- The person who helped me really listened to me
- The person who helped me was friendly
- The person who helped me treated me with respect
- Was there something else that satisfied you? Please enter that below.

We are sorry to hear that we did not earn your satisfaction.

Thinking back on our service, what was the single most important part of your experience that led to your dissatisfaction?

- The issue was not resolved quickly
- The person who helped me was not technically competent
- The person who helped me did not really listen to me
- The person I talked to was not friendly
- The person who helped me did not treat me with respect
- Was there something else that dissatisfied you? Please enter that below.

Managed Services**We are very pleased to hear that you were satisfied!**

Thinking back on our service, what was the single most important part of your experience that led to your satisfaction?

- The issue was resolved quickly
- The person who helped me was technically competent
- The person who helped me really listened to me
- The person who helped me was friendly
- The person who helped me treated me with respect
- Was there something else that satisfied you? Please enter that below.

We are sorry to hear that we did not earn your satisfaction.

Thinking back on our service, what was the single most important part of your experience that led to your dissatisfaction?

- The issue was not resolved quickly
- The person who helped me was not technically competent
- The person who helped me did not really listen to me
- The person I talked to was not friendly
- The person who helped me did not treat me with respect
- Was there something else that dissatisfied you? Please enter that below.

Research Computing

We are very pleased to hear that you were satisfied!

Thinking back on our service, what was the single most important part of your experience that led to your satisfaction?

- The issue was resolved quickly
- The person who helped me was friendly
- My issue was treated with the appropriate level of urgency
- The person who helped me treated me with respect
- The person who helped me was technically competent
- Was there something else that satisfied you? Please enter that below.
- The person who helped me really listened to me

We are sorry to hear that we did not earn your satisfaction.

Thinking back on our service, what was the single most important part of your experience that led to your dissatisfaction?

- The issue was not resolved quickly
- The person I talked to was not friendly
- My issue was not treated with the appropriate level of urgency
- The person who helped me did not treat me with respect
- The person who helped me was not technically competent
- Was there something else that dissatisfied you? Please enter that below.
- The person who helped me did not really listen to me

IT Security**We are very pleased to hear that you were satisfied!**

Thinking back on our service, what was the single most important part of your experience that led to your satisfaction?

- The issue was resolved quickly
- The person who helped me was friendly
- My issue was treated with the appropriate level of urgency
- The person who helped me treated me with respect
- The person who helped me was technically competent
- The person I talked to adequately explained the problem and how to avoid it in the future
- The person who helped me really listened to me
- Was there something else that satisfied you? Please enter that below.

We are sorry to hear that we did not earn your satisfaction.

Thinking back on our service, what was the single most important part of your experience that led to your dissatisfaction?

- The issue was not resolved quickly
- The person I talked to was not friendly
- My issue was not treated with the appropriate level of urgency
- The person who helped me did not treat me with respect
- The person who helped me was not technically competent
- The person I talked to did not adequately explain the problem and how to avoid it in the future
- The person who helped me did not really listen to me
- Was there something else that dissatisfied you? Please enter that below.

Classroom or lab support

We are very pleased to hear that you were satisfied!

Thinking back on our service, what was the single most important part of your experience that led to your satisfaction?

- The issue was resolved quickly
- My issue was treated with the appropriate level of urgency
- The person who helped me was technically competent
- The person who helped me really listened to me
- The person who helped me communicated clearly
- The person who helped me was friendly
- The person who helped me treated me with respect

Was there something else that satisfied you? Please enter that below.

We are sorry to hear that we did not earn your satisfaction.

Thinking back on our service, what was the single most important part of your experience that led to your dissatisfaction?

- The issue was not resolved quickly
- My issue was not treated with the appropriate level of urgency
- The person who helped me was not technically competent
- The person who helped me did not really listen to me
- The person who helped me did not communicate clearly
- The person who helped me was not friendly
- The person who helped me did not treat me with respect

Was there something else that dissatisfied you? Please enter that below.

Academic Technology

We are very pleased to hear that you were satisfied!

Thinking back on our service, what was the single most important part of your experience that led to your satisfaction?

- The issue was resolved quickly
- My issue was treated with the appropriate level of urgency
- The consultant who helped me was technically competent
- The consultant who helped me really listened to me
- The consultant communicated clearly
- The consultant who helped me was friendly
- The consultant who helped me treated me with respect
- The consultant understood my teaching needs
- The consultant explained things in a way I could understand

Was there something else that satisfied you? Please enter that below.

We are sorry to hear that we did not earn your satisfaction.

Thinking back on our service, what was the single most important part of your experience that led to your dissatisfaction?

- The issue was not resolved quickly
- My issue was not treated with the appropriate level of urgency
- The consultant who helped me was not technically competent
- The consultant who helped me did not really listen to me
- The consultant did not communicate clearly
- The consultant who helped me was not friendly
- The consultant who helped me did not treat me with respect
- The consultant did not understand my teaching needs
- The consultant did not explain things in a way I could understand

Was there something else that dissatisfied you? Please enter that below.

Network Servicing

We are very pleased to hear that you were satisfied!

Thinking back on our service, what was the single most important part of your experience that led to your satisfaction?

- My issue was resolved quickly
- The person who helped me was friendly
- My issue was treated with the appropriate level of urgency
- The person who helped me treated me with respect
- The person who helped me was technically competent
- Was there something else that satisfied you? Please enter that below.
- The person who helped me really listened to me

We are sorry to hear that we did not earn your satisfaction.

Thinking back on our service, what was the single most important part of your experience that led to your lack of satisfaction?

- My issue was not resolved quickly
- The person who helped me was not friendly
- My issue was not treated with the appropriate level of urgency
- The person who helped me did not treat me with respect
- The person who helped me was not technically competent
- Was there something else that dissatisfied you? Please enter that below.
- The person who helped me did not really listen to me

General Desktop Support In-Office**We are very pleased to hear that you were satisfied!**

Thinking back on our service, what was the single most important part of your experience that led to your satisfaction?

- The issue was resolved quickly
- The person who helped me was friendly
- My issue was treated with the appropriate level of urgency
- The person who helped me treated me with respect
- The person who helped me was technically competent
- Was there something else that satisfied you? Please enter that below.
- The person who helped me really listened to me

We are sorry to hear that we did not earn your satisfaction.

Thinking back on our service, what was the single most important part of your experience that led to your dissatisfaction?

- The issue was not resolved quickly
- The person I talked to was not friendly
- My issue was not treated with the appropriate level of urgency
- The person who helped me did not treat me with respect
- The person who helped me was not technically competent
- Was there something else that dissatisfied you? Please enter that below.
- The person who helped me did not really listen to me

Common End

These surveys are most valuable to OIT when we are able to organize the summarized results by type of respondent: student, faculty, staff, etc. All information corresponding to individual respondents is kept in complete confidence.

Are you okay with your response being associated with your role on campus (student, faculty, staff, etc.)?

- Yes
- No, please do not associate my response with my role on campus

Thank you very much for your time answering our questions. Your input will be used to improve OIT's service. You can view the most recent survey results and our plans for improvement here:

If there is anything else you would like to tell us, please do so below, and thank you.

This is the end of the survey. Once you click the button below, you are done and can't change your responses!