

Staff satisfaction with IT Services



Griffith University Staff



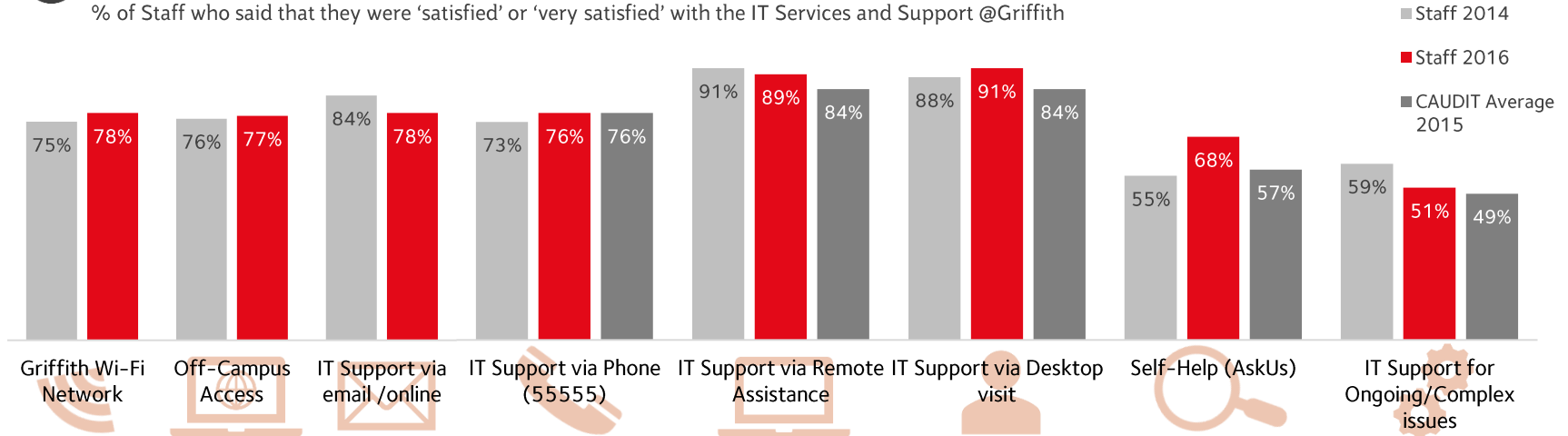
CAUDIT* Group Average for Staff 2015

+ 4% MORE satisfied than the CAUDIT average for overall staff satisfaction with IT Service Quality

*NOTE: CAUDIT refers to Council of Australasian University Directors of Information Technology

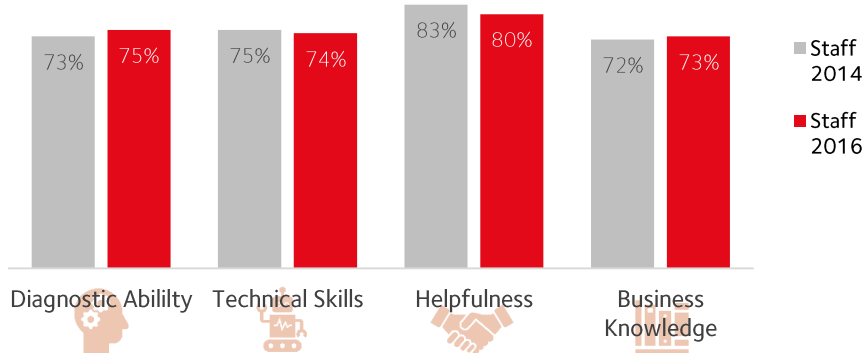
Staff ratings of IT Services and Support at Griffith

% of Staff who said that they were 'satisfied' or 'very satisfied' with the IT Services and Support @Griffith

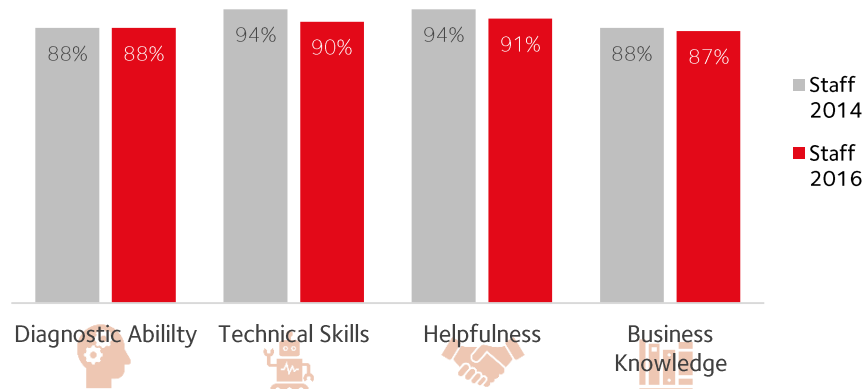


Staff ratings of IT support staff competencies (IT Service Centre & Field Services staff)

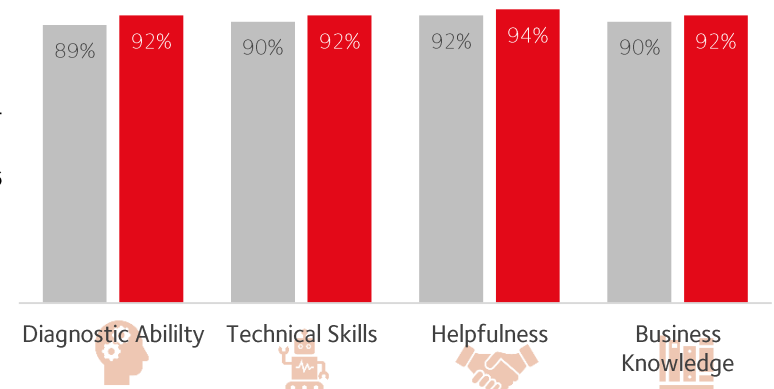
Phone - IT support staff



Remote Assistance - IT support staff



Onsite desktop - IT support staff



Staff IT support preferences

% of Staff who said that they prefer this mode of IT Support

23%

IT Support via Remote Assistance

39%

IT Support via Phone (55555)

12%

IT Support via Desktop visit

12%

IT Support via eMail

7%

IT Support via Self-help (AskUs)

IT Services & Support – Comments from Griffith Users

Griffith Wi-Fi Network

"there are still a few areas on campus I have noticed fail to get proper reception to the wifi network."

Network service coverage will be improved in Griffith's Wireless Development Project, 2017.

IT Support via email or webform

"while receipt of jobs is quickly acknowledged it can take a few days...to filter down to the appropriate section to deal with"

Procedures have been put in place to ensure that emails are checked several times daily and responded to that day, unless escalation to another team is required.

'AskUs' / IT Self-help resources

"sometimes keywords used...don't match up with results that are provided"

INS has appointed a small team of service-focussed staff, to expand our Self-help resources.

"what users have told us." Griffith's response

Response rate

The Survey cohort consisted of 2,000 Griffith staff, of whom 535 responded giving a survey response rate of... **26.8%**

This is above the typical response rate for the sector of around 18%.

Survey Info.

Griffith University along with many other universities in Australia & New Zealand participate in a benchmarking exercise for IT Service Quality. The IT Service Quality Survey is a short survey which asks about staff experiences with IT Support Services. The Survey was conducted in May 2016