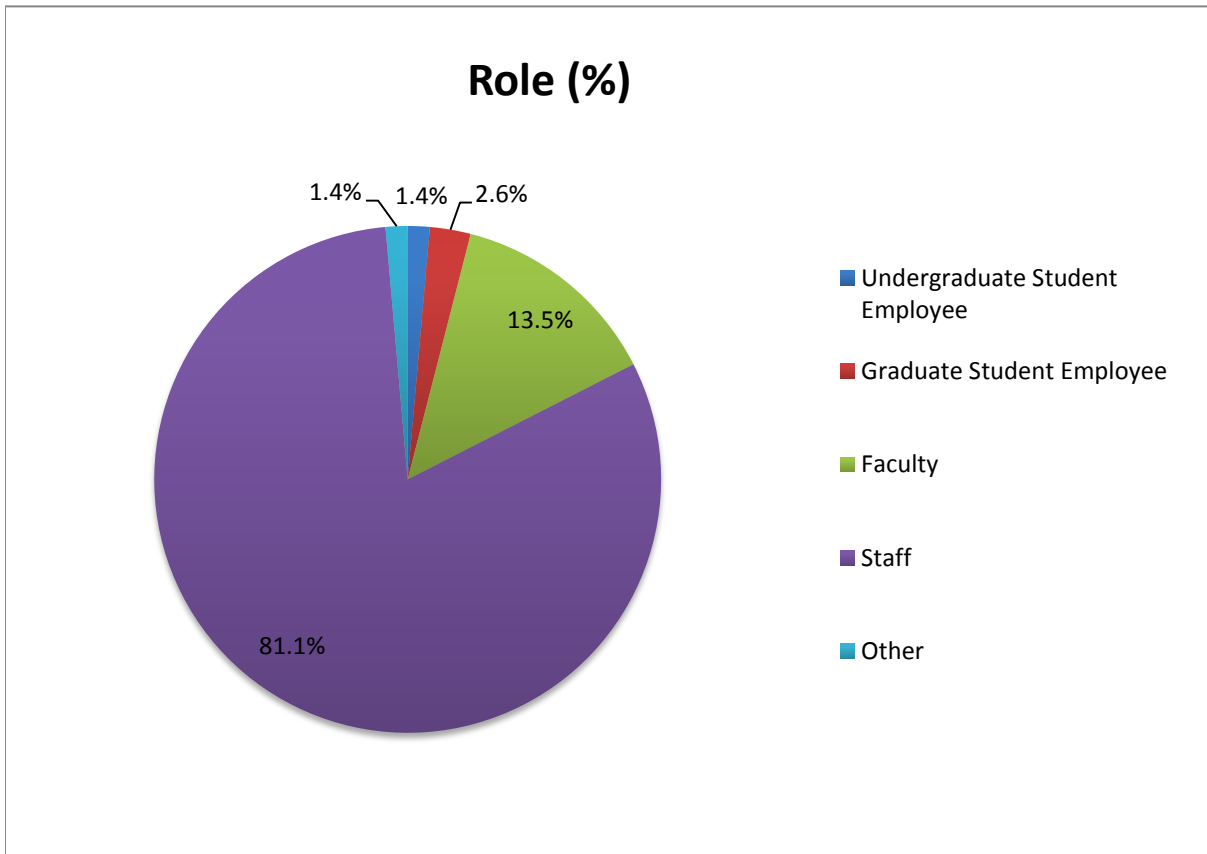
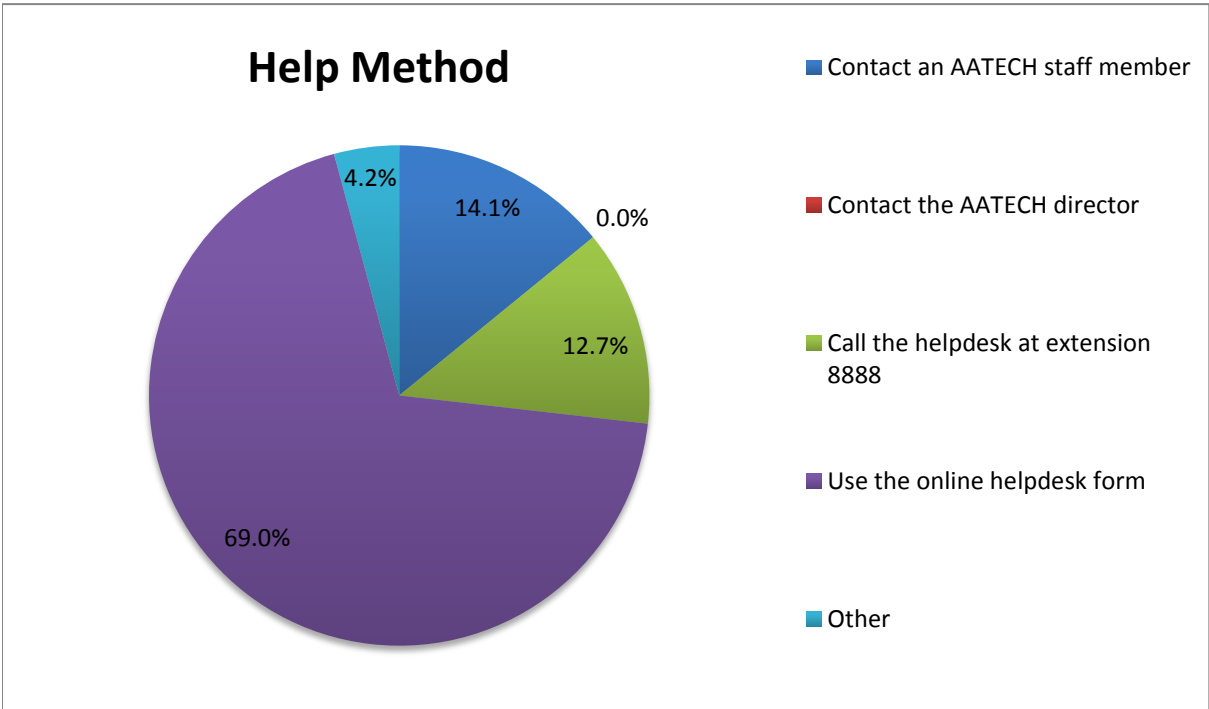


2011 AATECH Quality Survey Results

Role		
	Frequency	Percent
Undergraduate Student Employee	1	1.4%
Graduate Student Employee	2	2.6%
Faculty	10	13.5%
Staff	60	81.1%
Other	1	1.4%
Total	74	100.0%



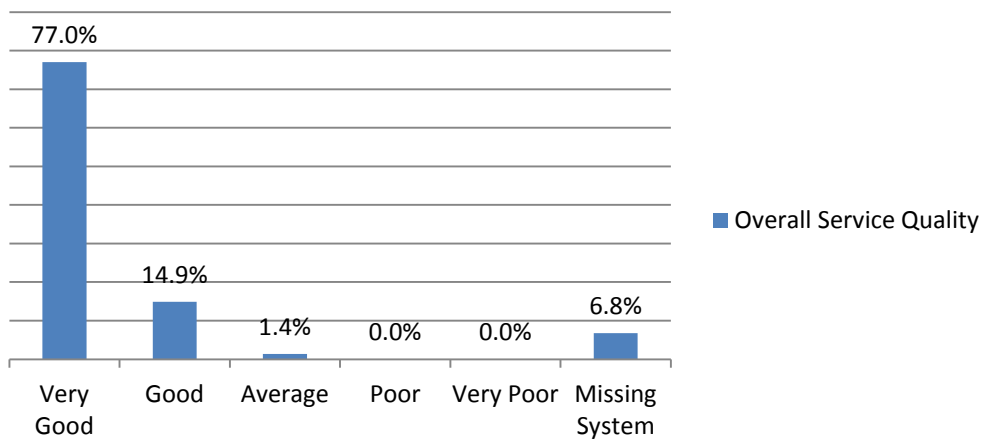
Help Method		
	Frequency	Percent
Contact an AATECH staff member	10	14.1%
Contact the AATECH director	0	0.0%
Call the helpdesk at extension 8888	9	12.7%
Use the online helpdesk form	49	69.0%
Other	3	4.2%
Missing System	0	0.0%
Total	71	100.0%



Overall Service Quality

	Frequency	Percent
Very Good	57	77.0%
Good	11	14.9%
Average	1	1.4%
Poor	0	0.0%
Very Poor	0	0.0%
Missing System	5	6.8%
Total	74	100.00%
Mean	4.81	

Overall Service Quality %



What is the most important thing AATECH could change to improve our service quality?

Hard to say. You do a great job. Maybe refresh us occasionally on who the staff members are and their backgrounds/specialites. Sometimes I forgot who all is on the AA-Tech team.

Answer calls so that we do not have to go through help desk. Especially important when giving a test to a large amount of students and computers are not working.[]

Be available to answer quick questions....phone is not answered requiring message to be left.

The 8888 Helpdesk.

Not a thing, the department is wonderful.

I have no suggestions as AATECH is doing a fine job!

When I call the Help Desk I frequently get. Student worker who may not understand faculty needs.

Computer speed

No recommendations for improvement. I'm sure you need more resources.

PLEASE NEVER leave LSON. The service has been exceptional and far better than when we had our own LSP.

Maintain the high quality assistance you have always provided.

Quality of service has always been outstanding.

Give the option on the online form to indicate when a high priority situation exists. I don't expect folks to run up here immediately every time, but I do wish there was a system in place where they might give a quick call back for high priority stuff so we can get a better idea about the expected down time for no work around situations.

N/A

They are excellent

Can't think of any improvements needed.

We have been very pleased with the customer service given by AATECH reps.

AATECH has done everything I ever requested. I don't see a need for improvement at this time.

Can't think of anything

Please provide any additional feedback or comments you have regarding AATECH.

Excellent group.

Great Staff! Meri and Racheal are always so friendly!

Eddie was really nice and patient. He kept coming back to fix lingering issues as they came up. I was very pleased with his work and his great customer service.

I don't stress when I have an issue because I know the staff will take care of my problem with my pc.

I appreciate the quality and expertise of AATECH. Particularly, Dr. Robert Jackson, Asa Covington, and Rachel Cottam are extremely responsive, highly professional and courteous! Thanks!

Always excellent response and service.

Great service!

I can only say good things about AATech. I would be lost without their help, and they are always so prompt. Really nice people, too!

NONE

Great folks....very supportive and helpful.

I appreciate the fast response to any problem our office has. AATECH are very courteous and friendly. They are always patient to explain what they are doing and give easy to understand directions.

Always great help, courteous manner, quick response, and genuinely nice people.

You all do a great job!

Best IT group I've ever worked with--entire staff is outstanding and provides great customer service

Would like to see more training sessions offered.

There doesn't seem to be a consistent way in which completed jobs are checked on. I often get a phone call from someone who didn't do the job him/herself. Personally, I don't want a phone call. I don't mind the emails.

I continue to be impressed with the prompt, courteous and professional service I get from AATECH. They take care to explain things to me in layman terms so I can help myself as well.

Thanks for the excellent service and promptness in solving our problems and keeping us updated. You are a top notch group!

AATECH employees are a delight to work with and understand the needs of my department.

The people you have working in AATECH are wonderful. They are friendly and knowledgeable. Your department is good because of them.

Always helpful, kind, timely

From a customer service standpoint I really appreciate how friendly and good-natured the staff is...it really helps when you're frustrated with the system! They are consistent in this attitude.