Merced College Student HelpDesk
Evaluation
Fall 2016

Background

The Merced College Student HelpDesk provides technical assistance to students 24/7. Help is provided for issues such as accessing Blackboard and the Merced College portal, resetting passwords, and other problems. A Student HelpDesk support person is available by phone and on-site at the Merced Campus Monday through Friday from 8 am to 5 pm. A third party provider is available by phone and online chat after hours, on weekends, and when the support person is not available.

In, Fall 2016, Merced College Information Technology Services (ITS), in collaboration with the Merced College Office of Institutional Effectiveness (OIE), conducted a survey to measure satisfaction with the support provided by the Student HelpDesk.

Methodology

A survey was administered via SurveyMonkey to all Merced College students through the MC-student listserv November 1-14, 2016.
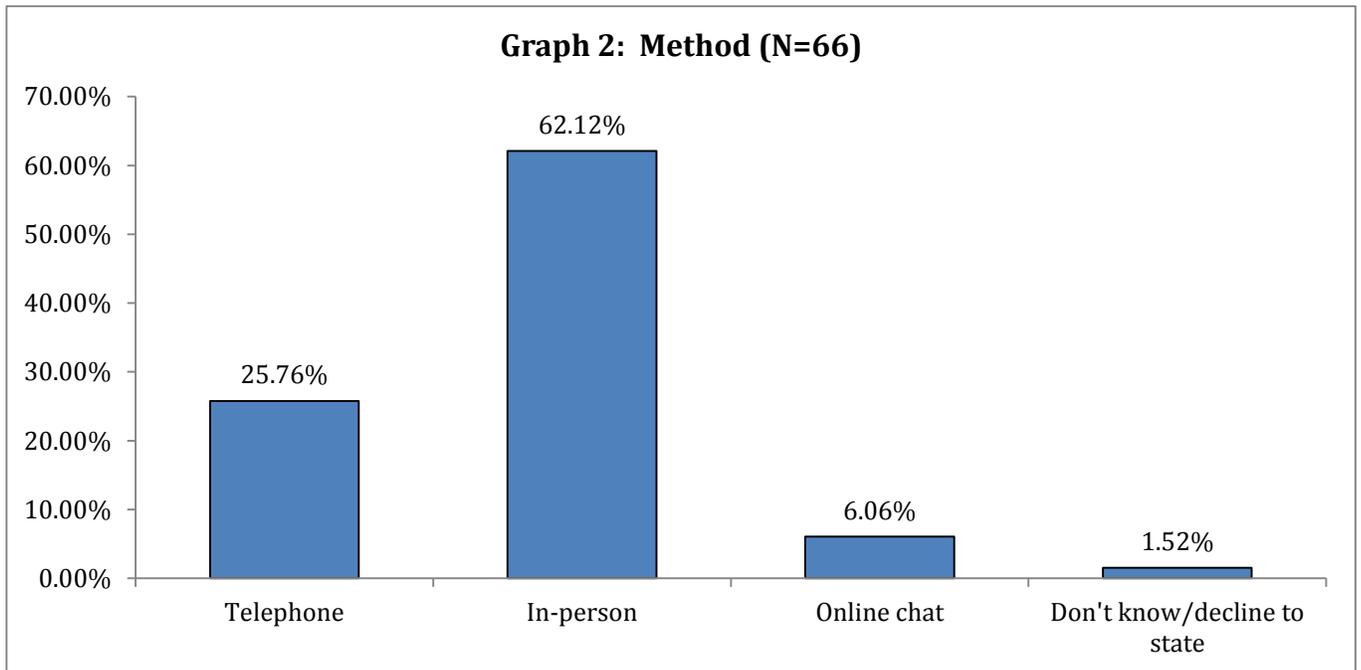
A copy of the survey instrument can be found in Appendix A.
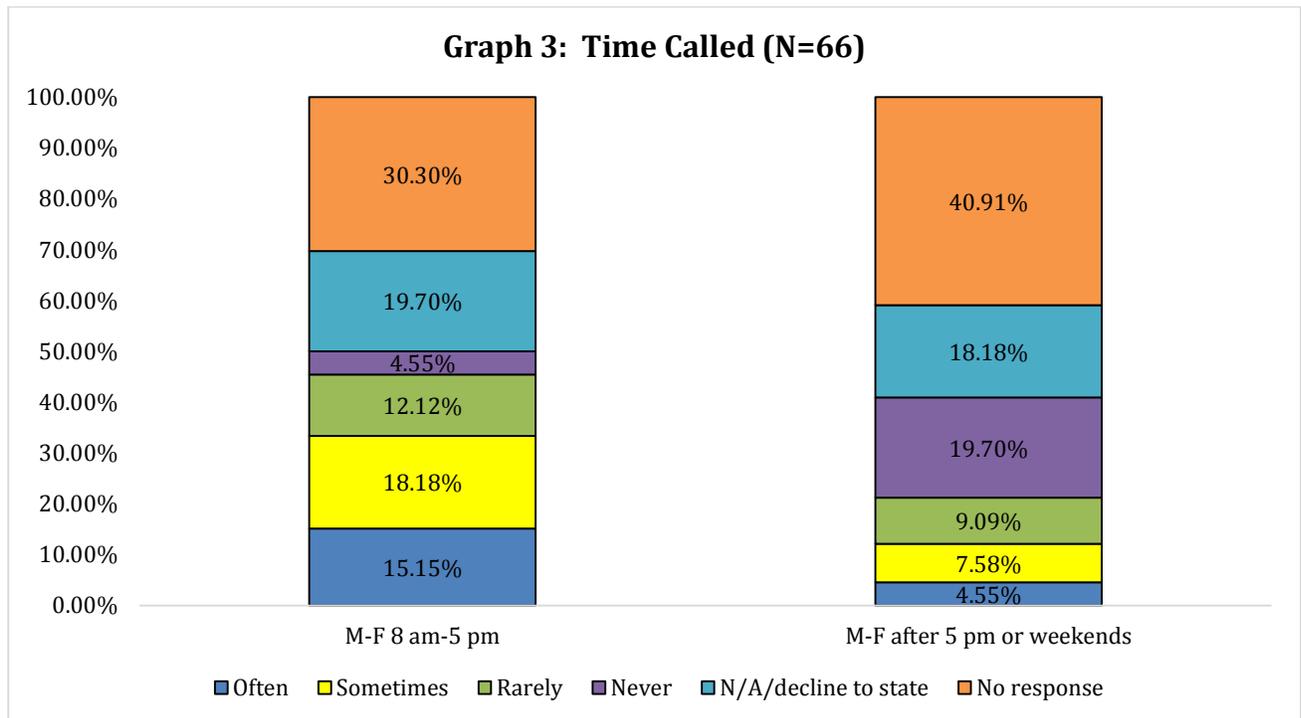
Summary of Results

A total of 101 students responded. Of these, almost a third (31.68%) had not contacted the Student HelpDesk. About one quarter (23.76%) requested help once a semester. This may suggest students may have only infrequent need of the HelpDesk. This may suggest those who did not contact the HelpDesk may not have had a need. Comments made by respondents may also suggest students may not be aware of the HelpDesk.

Graph 1: Use (N=101)
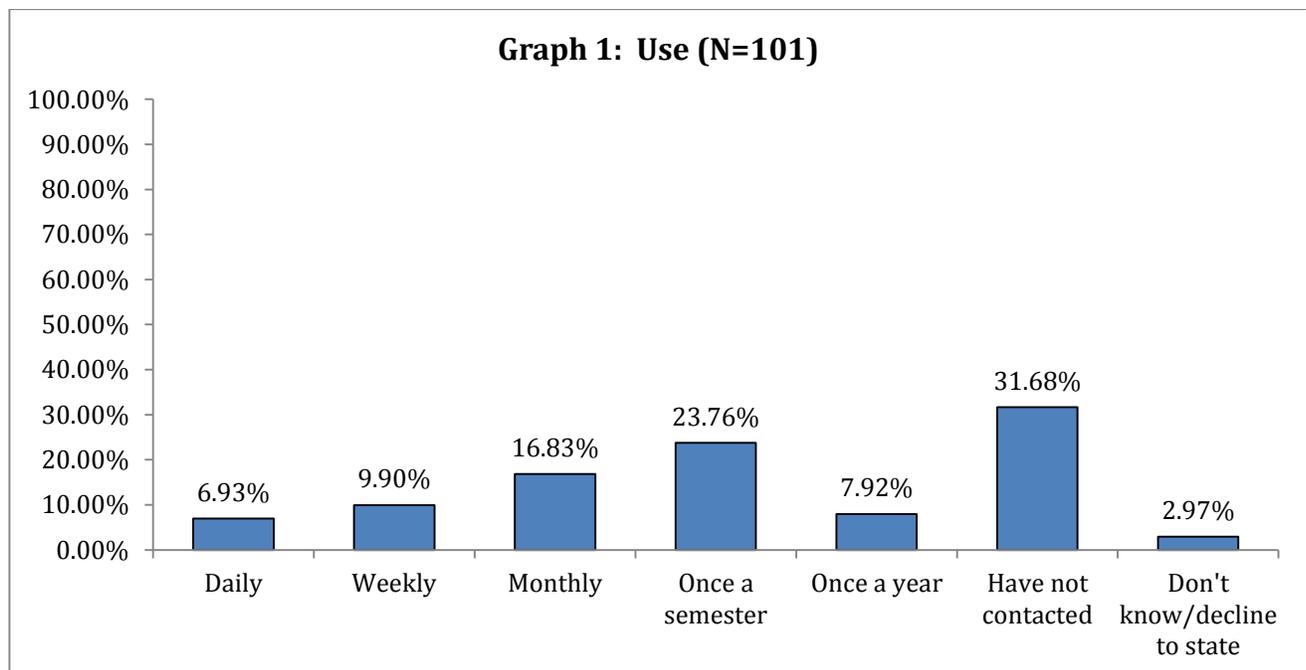
Almost two-thirds (65.08%) of respondents who contacted the help-desk did so in person. This may suggest students may prefer to contact the HelpDesk in person.

Graph 2: Method (N=66)

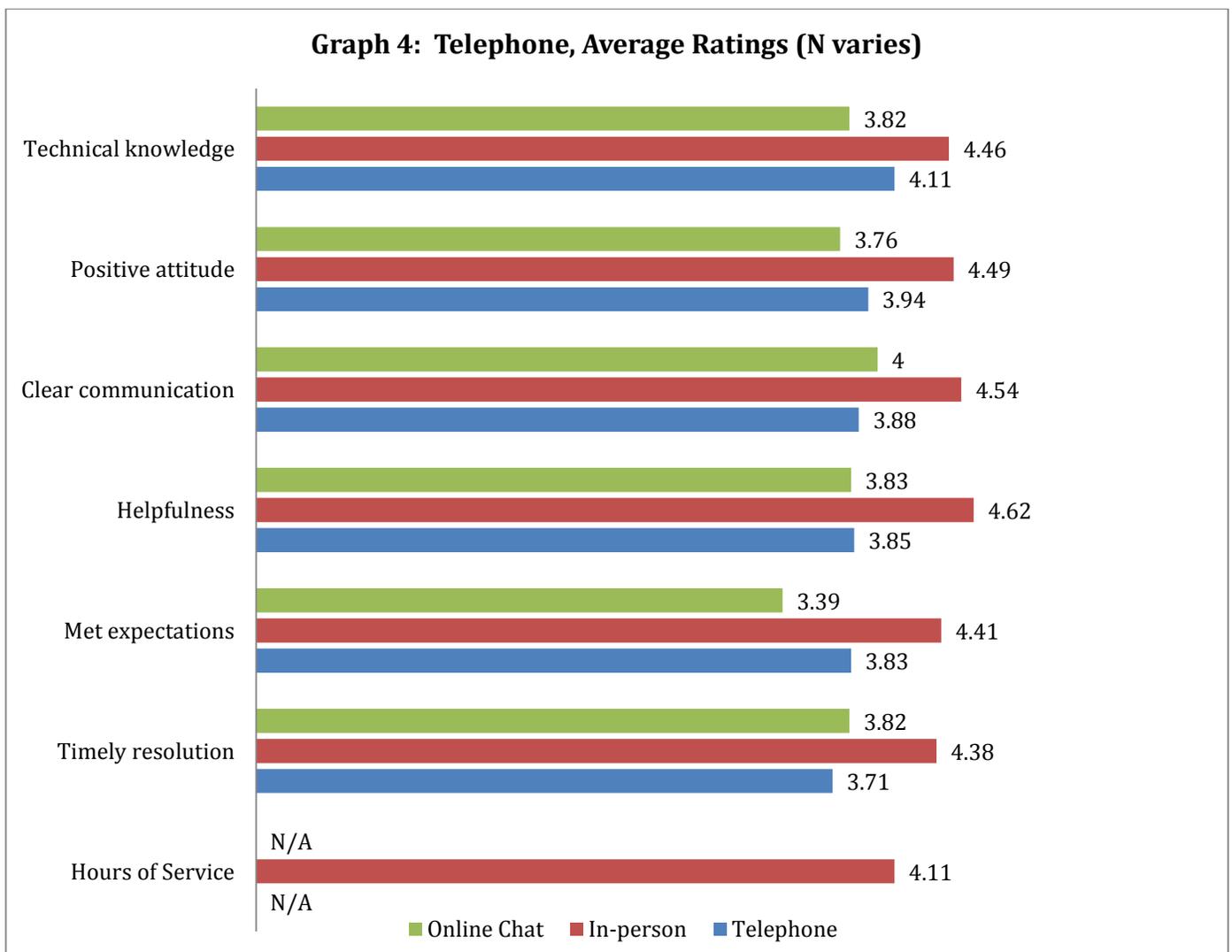| Method	Percentage
Telephone	25.76%
In-person	62.12%
Online chat	6.06%
Don't know/decline to state	1.52%

Of those contacting the HelpDesk by telephone, a larger percentage appear to contact the HelpDesk between 8:00 am and 5:00 pm Monday through Friday. This may suggest that there may be less demand evenings and weekends. However, conclusions should be drawn with caution as a large percentage of respondents did not answer the question.

Graph 3: Time Called (N=66)

	M-F 8 am-5 pm	M-F after 5 pm or weekends
Often	15.15%	4.55%
Sometimes	18.18%	7.58%
Rarely	12.12%	9.09%
Never	4.55%	19.70%
N/A/decline to state	19.70%	18.18%
No response	30.30%	40.91%

On average, on a scale of 1 to 5 with 1 being "poor" and 5 being "excellent", respondents who contacted the HelpDesk by telephone rated technical knowledge highest (4.11) and resolution within a reasonable time frame (3.71) lowest. The difference between the highest and lowest rated was .40. This may suggest that the HelpDesk person may be very knowledgeable, but there may be opportunities for improvement with regards to timeliness.

All aspects of in-person support were rated highly. Helpfulness (4.62) was rated highest, and hours of service (4.11) was rated lowest. There was .51 difference between the highest and lowest rated. Over half of this (.27) was between the lowest and second lowest rated. This may suggest that, while hours of service was rated highly, there may still be opportunities for providing more convenient hours for students.

Respondents rated clear communication (4.00) highest with regards to online chat and met expectations (3.39) lowest. The difference between the highest and lowest rated was .61. This may suggest opportunities to better meet students' expectations.

Graph 4: Telephone, Average Ratings (N varies)

| Category	Online Chat	In-person	Telephone
Technical knowledge	3.82	4.46	4.11
Positive attitude	3.76	4.49	3.94
Clear communication	4	4.54	3.88
Helpfulness	3.83	4.62	3.85
Met expectations	3.39	4.41	3.83
Timely resolution	3.82	4.38	3.71
Hours of Service	N/A	4.11	N/A

Overall, respondents rated their satisfaction with the Student HelpDesk support **4.13**. This may indicate students overall may be satisfied with the service.
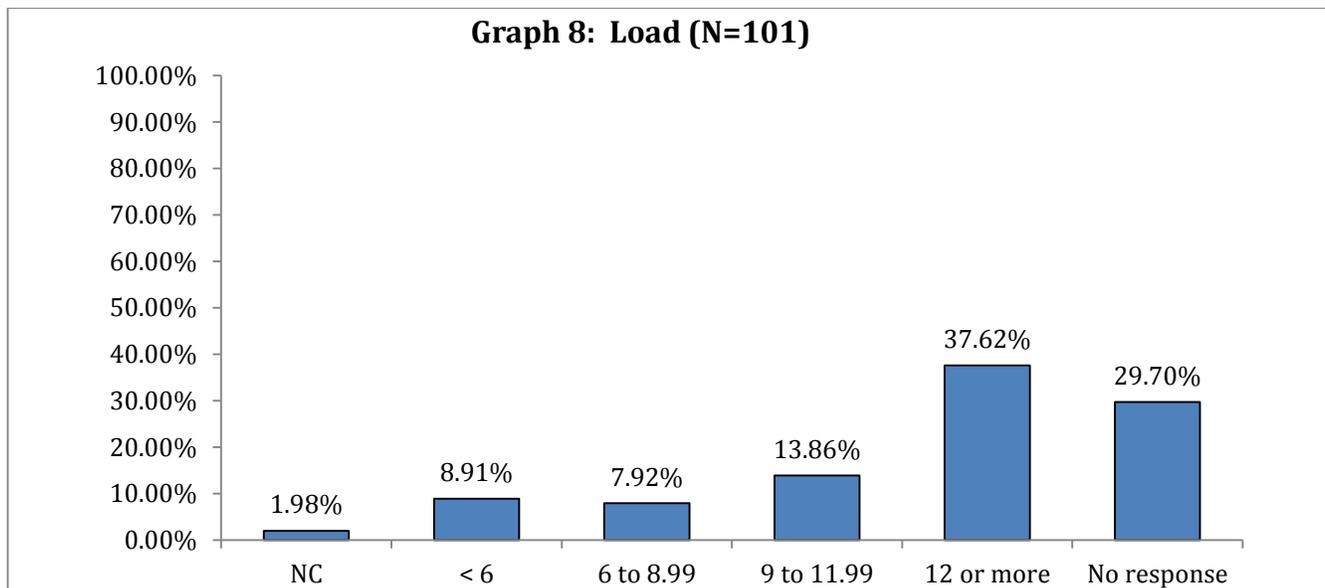
Respondents provided a number of additional comments regarding the HelpDesk. The most frequent was that the HelpDesk was able to assist them (5). A full list of responses can be found in Appendix B.

Demographics

Almost two-thirds (62.38%) of respondents primarily attended the Merced Campus. This reflects the fact that Merced is the primary campus.

Graph 7: Location (N=101)

| Merced	Los Banos	No respons
62.38%	9.90%	27.72%
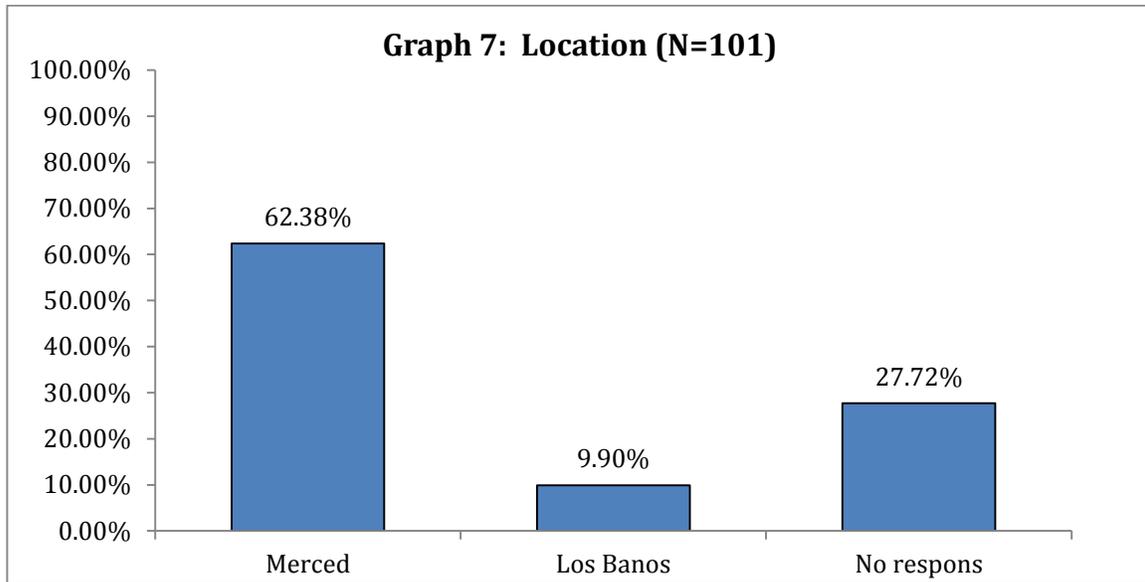
Over a third (37.62%) of respondents were enrolled full-time (12 or more units). This may suggest full-time students may be more likely to use the HelpDesk.
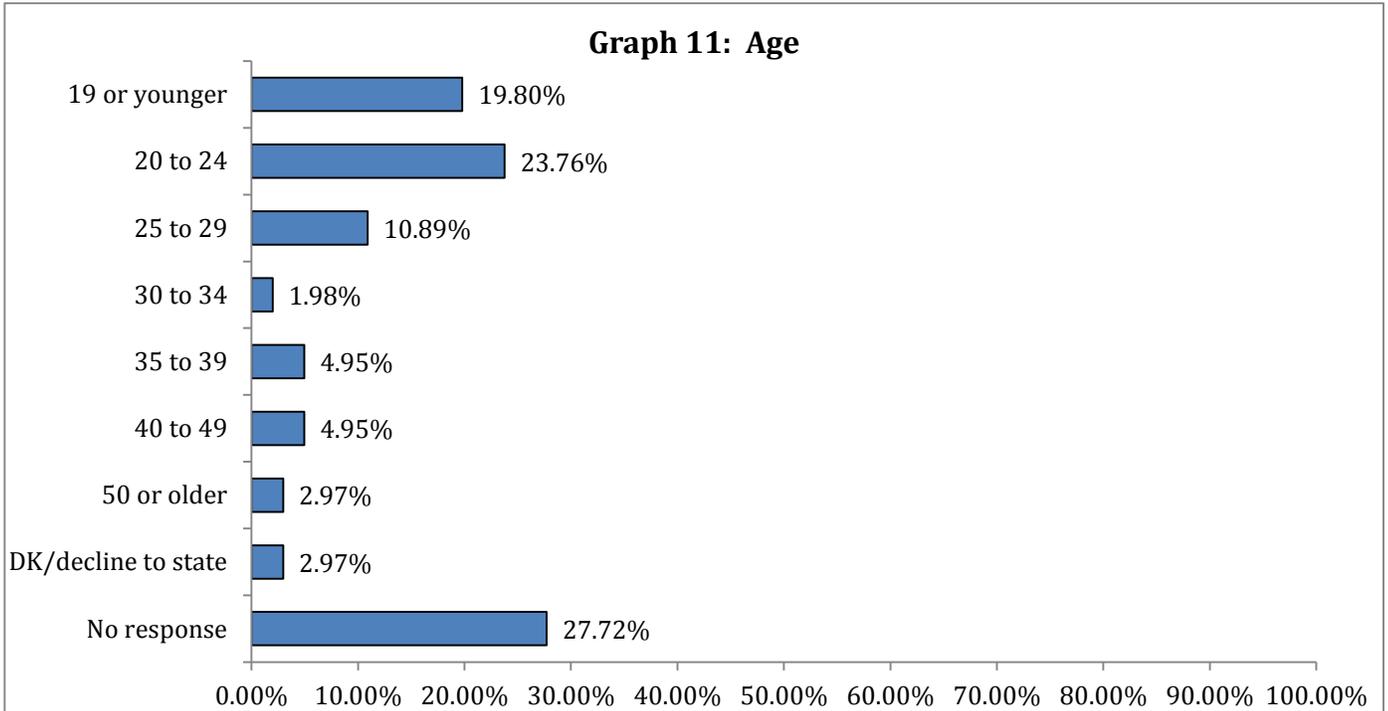
Graph 8: Load (N=101)

NC	< 6	6 to 8.99	9 to 11.99	12 or more	No response
1.98%	8.91%	7.92%	13.86%	37.62%	29.70%

The majority of respondents had been attending Merced College for more than one semester.
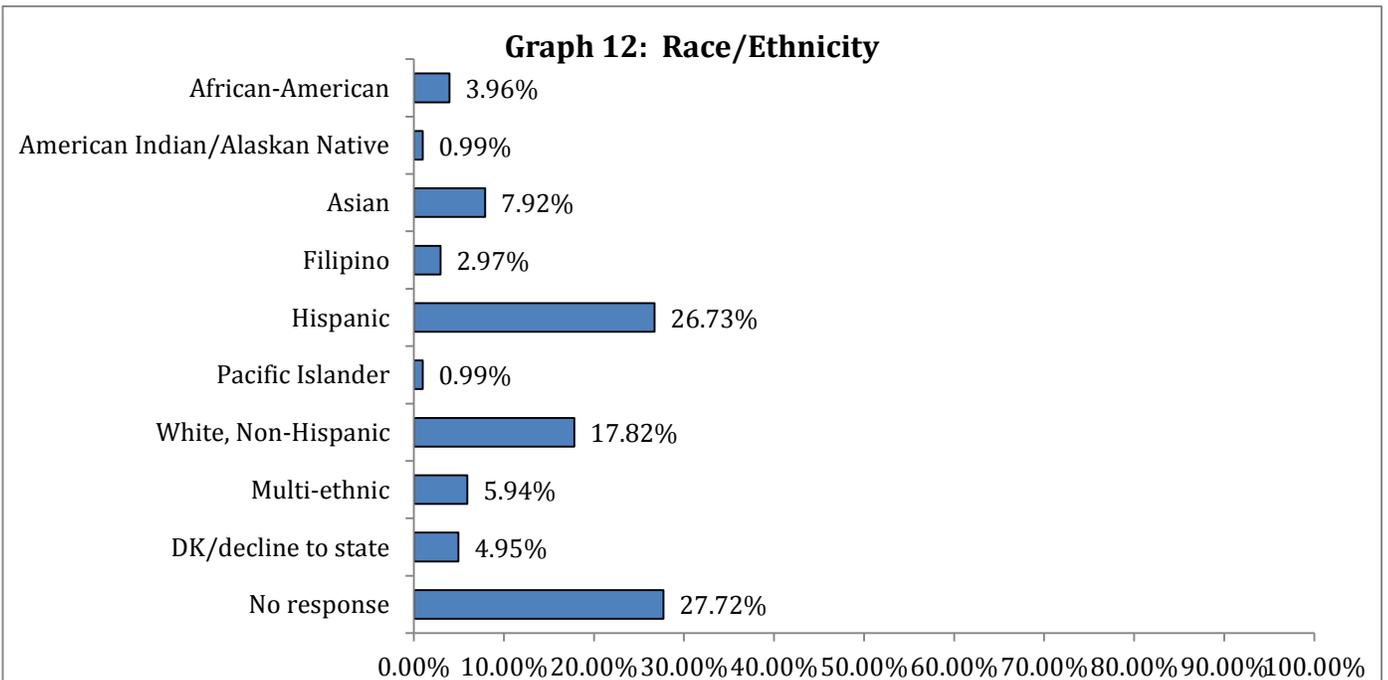
Graph 9: Length of Enrollment (N=101)
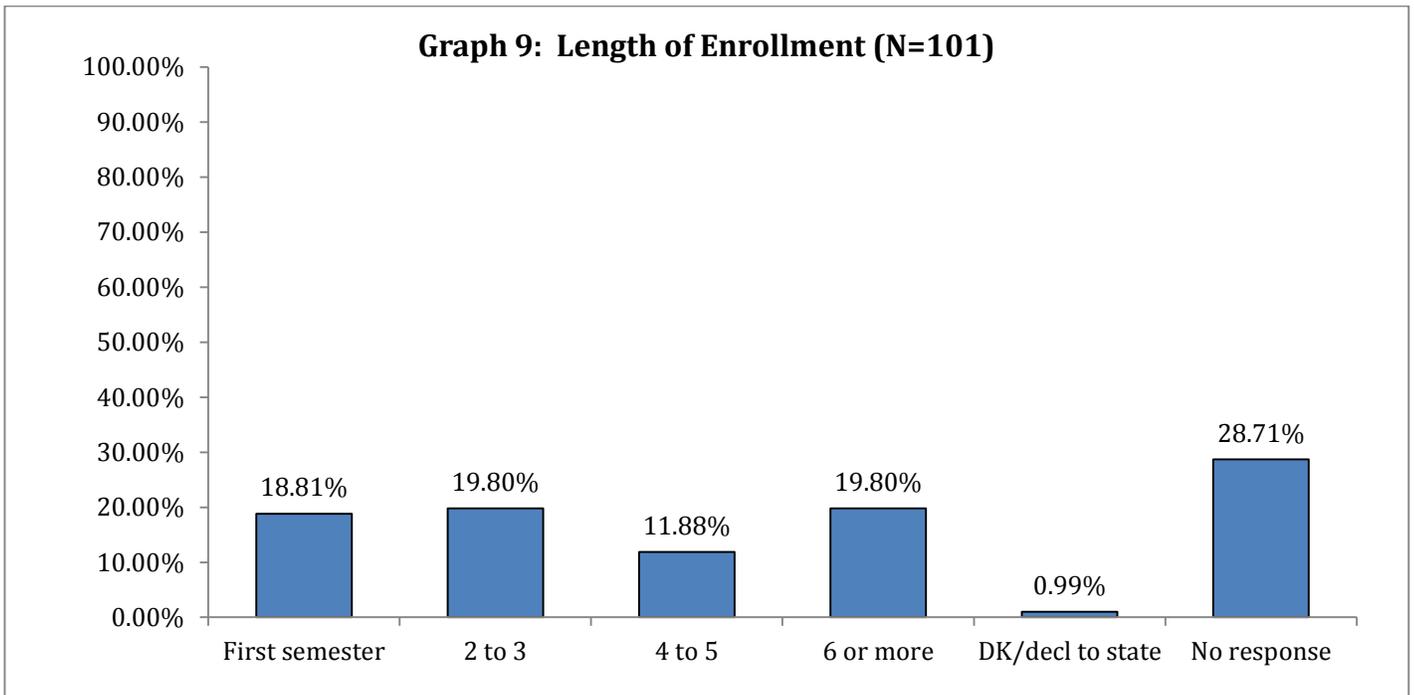
Half (50.50%) of respondents were female and only about 20% (19.80%) were male. Over one-fourth (27.72%) did not respond. The relative proportion of males was drastically lower than the college as a whole. (40.47% male vs. 57.93% female) (Fall 2015 Quick Facts). This may suggest females may be more likely to use the HelpDesk.

Graph 10: Gender (N=101)
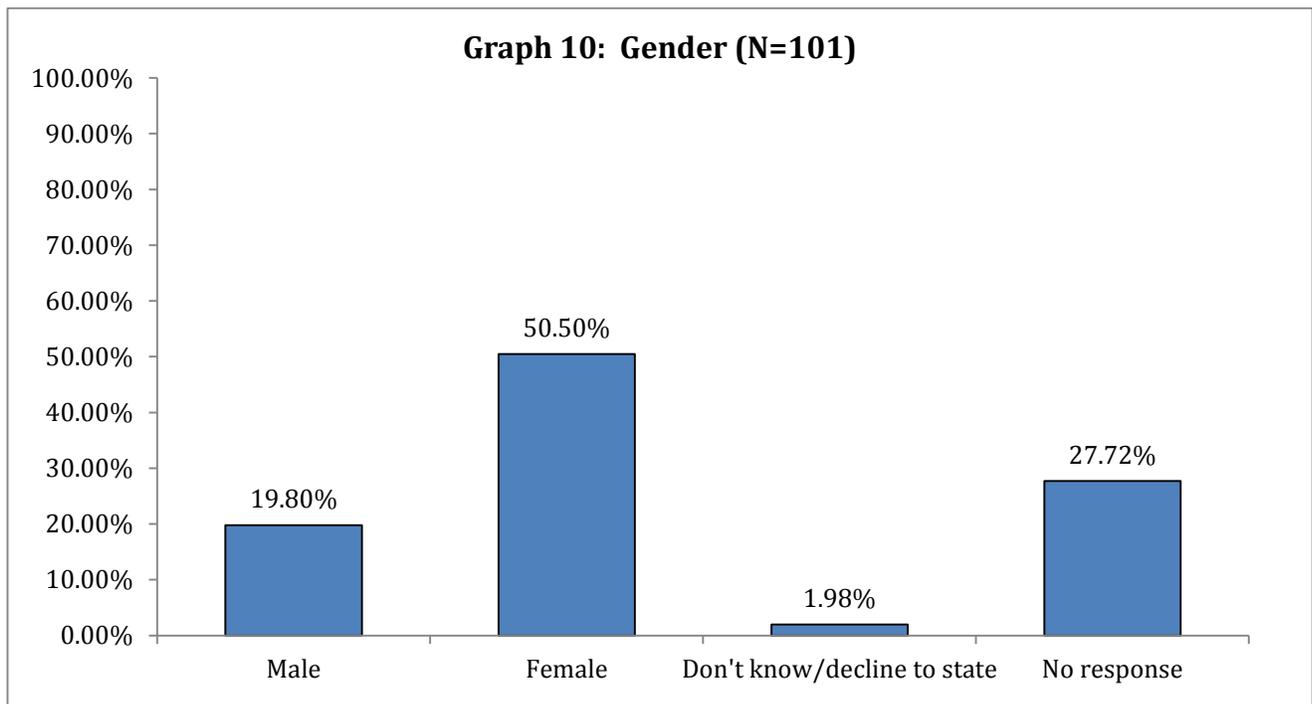
The largest percentage of respondents were 20 to 24 (23.76%). This reflects the population of the college as a whole.

Graph 11: Age

Category	Percentage
19 or younger	19.80%
20 to 24	23.76%
25 to 29	10.89%
30 to 34	1.98%
35 to 39	4.95%
40 to 49	4.95%
50 or older	2.97%
DK/decline to state	2.97%
No response	27.72%

The largest percentage of respondents (26.73%) were Hispanic. This reflects the college overall.

Graph 12: Race/Ethnicity

Category	Percentage
African-American	3.96%
American Indian/Alaskan Native	0.99%
Asian	7.92%
Filipino	2.97%
Hispanic	26.73%
Pacific Islander	0.99%
White, Non-Hispanic	17.82%
Multi-ethnic	5.94%
DK/decline to state	4.95%
No response	27.72%

Respondents predominantly spoke English as their primary language (47). A full list of responses can be found in Appendix B.

Suggestions

OIE commends ITS for conducting an evaluation of the Student HelpDesk. OIE suggests the following:

1. ITS could consider incorporating feedback from this survey to improve the Student HelpDesk experience.
2. ITS should consider conducting periodic evaluations of the HelpDesk.
3. In addition to surveying all students for feedback, ITS could consider administering evaluations to each student who uses the HelpDesk following each use. It could be administered similarly to other evaluations, such as counseling.

OIE is available for any follow-up as needed.

Andrea Hall-Cuccia
Sr. Research Analyst
Merced College Office of Institutional Effectiveness
November 21, 2016

Student HelpDesk Survey Fall 2016

Introduction

Dear Merced College Student,

The Merced College Student HelpDesk provides technical assistance to students 24/7. A Student HelpDesk support person is available by phone and on-site at the Merced Campus Monday through Friday from 8 am to 5 pm. A third party provider is available by phone and online chat after hours, on weekends, and when the support person is not available.

Merced College Information Technology Services (ITS), in collaboration with the Merced College Office of Institutional Effectiveness (OIE), is conducting a brief, confidential survey to measure your satisfaction with the support provided by the Student HelpDesk. There are no perceived risks or benefits associated with this survey. Results will be used to improve the Student HelpDesk experience in the future.

This voluntary survey will take approximately 5 minutes to complete.
The survey will close at 4 pm Monday, November 14, 2016.
If you have any questions regarding this survey, please contact OIE at research@mccd.edu or by phone at (209)384-6370.
Thank you for your participation.
Sincerely,
Arlis Bortner

Chief Technology Officer
(209)381-6570
arlis.bortner@mccd.edu

Use

* 1. Approximately how often do you request support from the Student HelpDesk?

◯ Daily
Weekly
◯ Monthly
Once a semester

◯ Once a year

◯ I have not contacted the Student HelpDesk

◯ Don't know/decline to state

Use cont'd

2. How do you **most frequently** contact the Student HelpDesk?

◯ Telephone
In-person
◯ Online Chat
Don't know/decline to state

◯

Satisfaction

3. Please rate the Student HelpDesk **telephone** support on the following. If you have **not** used **telephone** support, please check N/A/Decline to state.

	Excellent	Good	Neutral	Fair	Poor	N/A/Decline to state
Positive attitude	○	○	○	○	○	○
Clear communication	○	○	○	○	○	○
Helpfulness	○	○	○	○	○	○
Technical knowledge	○	○	○	○	○	○
Resolution within a reasonable time frame	○	○	○	○	○	○
Met expectations						

4. If you contact the Student HelpDesk by telephone, how frequently do you call during the following times?

	Often	Sometimes	Rarely	Never	N/A/Decline to state
Monday-Friday 8:00 am - 5:00 pm	○	○	○	○	○
Monday-Friday after 5:00 pm, Saturday, or Sunday					

5. Please rate the Student HelpDesk **in-person** support on the following. If you have **not** used **in-person** support, please check N/A/Decline to state.

	Excellent	Good	Neutral	Fair	Poor	N/A/Decline to state
Positive attitude	○	○	○	○	○	○
Clear communication	▢	▢	▢	▢	▢	▢
Helpfulness	○	○	○	○	○	○
Technical knowledge	▢	▢	▢	▢	▢	▢
Resolution within a reasonable time frame	○	○	○	○	○	○
Hours of service	▢	▢	▢	▢	▢	▢
Met expectations	○	○	○	○	○	○

6. Please rate the Student HelpDesk **online chat** support on the following:

	Excellent	Good	Neutral	Fair	Poor	N/A/Decline to state
Positive attitude	○	○	○	○	○	○
Clear communication	▢	▢	▢	▢	▢	▢
Helpfulness	○	○	○	○	○	○
Technical knowledge	▢	▢	▢	▢	▢	▢
Resolution within a reasonable time frame	○	○	○	○	○	○
Met expectations	▢	▢	▢	▢	▢	▢

7. Please rate your overall satisfaction with the Student HelpDesk support.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	N/A/Decline to state
Overall	○	○	○	○	○	○

8. Please provide any comments that can help improve the Student HelpDesk.

Demographics (optional)

9. Please indicate the primary campus location you attend.

◯ Merced Campus

◯ Los Banos Campus

◯ Off-Campus Location(s) (Delhi, Livingston, Mariposa, Dos Palos, etc.)
◯ Distance Education/Online
◯ Don't know/decline to state

10. How many units are you currently enrolled in at Merced College

◯ Non-Credit only

◯ Less than 6 units

◯ At least 6 but less than 9 units

◯ At least 9 but less than 12 units

12 or more units

11. Counting this one, how many **primary** semesters (fall or spring) have you been a student at Merced College?

◯ This is my first semester

◯ 2 to 3

◯ 4 to 5

◯ 6 or more

Don't know/decline to state

12. Please indicate your gender.

○ Male

○ Female

○ Don't know/decline to state

13. Please indicate your age.

○ 19 or younger

○ 20-24
○ 25-29
○ 30-34
○ 35-39
○ 40-49
○ 50+
○ Don't know/decline to state

14. Please indicate your race/ethnicity.

○ African-American

○ American Indian/Alaskan Native

○ Asian
○ Filipino
○ Hispanic
○ Pacific Islander

○ White, Non-Hispanic

○ Multi-ethnic

○ Don't know/decline to state

15. What is your primary language?

[   ]

Thank you!

Thank you for taking the time to provide this valuable feedback. Your answers will help improve the Student HelpDesk.

Sincerely
, Arlis
Bortner
Chief Technology
Officer (209)381-6570
arlis.bortner@mccd.edu

Appendix B: Comments

Q. 8: Please provide any comments that can help improve the Student HelpDesk.
1 Nothing.
2 I like that there is a student help desk. I haven't had to use it much. but every time I did it was helpful.
3 Just if we call for help on the phone to have a better and positive attitude.
4 Great customer service and they are always able to solve my problem.
5 I shouldn't have to leave a message everytime before getting help. Why doesn't he ever answer the phone?
6 People working for the student help desk are often very rude. Whenever I needed help I would describe the problem to them and I would just get a random answer that had nothing to do with my problem.
7 i believe they do a great job and hopefully one day i could use their service.
8 The online and over-the-phone help desk has never been able to help me resolve my problem. It is pointless to call. They don't seem to have a knowledge base any bigger than the average college student.
9 The in person help is great but the online chat or phone support after hours is horrible. They can't solve any problems and just tell you to "ask your teacher" or "contact the help desk during school"
10 Answer the telephone instead of sending us to voicemail.
11 The student help desk is very helpful and they are very nice.
12 Longer hours of availability would be more helpful.
13 What services do you provide?
14 I live far from campus and ended up having to leave school to deal with a medical problem... I was feeling very ill and trying to leave school on good terms, with intentions of returning once I'm functioning normally again. Anyways, anyone I went to for help or direction was very kind and understanding to me. I'm thankful when my health crashed that the school helped me seek direction and to inform the right people about financial aid and informing my teachers. I was really struggling and having a lot of pain, it was sweet to get the kind of help and compassion that I received.
15 What would you even go to them for????
16 I only had a couple of problems in the past when the Wi-Fi system was being upgraded and connecting was nearly impossible at some times
17 n/a
18 They help us with anything we need.
19 They are there when you need them, people who have never needed them do not know how good this is.
20 What do you guys do?
21 At the Merced College in Los Banos I think what needs to be improved on, is for people that are working at the student helpdesk. They really need so answer their phones when someone calls for help with something. When I call for help with something I call and sometimes they pick up and sometimes they don't, or when I leave a message they don't get back to me on time, or I would have to call back.
22 NA
23 When needing help to get my name changed on college records, it was way too complicated. NOone seemed authorized to do anything. It's why I had to go in person. Even then , the "right " person was not there and it still wasn't done for a while.

24 Nothing to comment on 11/4/2016 9:16 AM

Q. 15: What is your primary language?
1 Spanish
2 English
3 english
4 English
5 English
6 Punjabi
7 Spanish
8 english
9 Japanese
10 ENLISH
11 English
12 english
13 English
14 english
15 English
16 English
17 spanish
18 english
19 English
20 english
21 English
22 English
23 English
24 hmong
25 English
26 English
27 english
28 Englsh
29 english
30 english
31 English
32 Hmong/English
33 English
34 Bisaya (Filipino)
35 American English
36 English
37 english
38 Spanish
39 English
40 English
41 English
42 Spanish
43 English
44 Spanish
45 English

46 English
47 English
48 English
49 Hmong
50 English
51 English
52 English
53 english
54 hindi
55 English
56 English
57 English
58 English
59 Enough
60 English