

DDEC Help Desk Evaluation  
Fall 2003 through Summer 2004

**Overview:**

The DDEC began using Remedy, a help-desk tracker, in January 2003, to enable us to identify patterns of support needs, including peak times, common problems, as well as satisfaction with support services.

All telephone and email support calls from faculty and students received by distance learning are logged into the system.

An evaluation of calls received from September 2003 thru August 2004 revealed the following data and implications:

1. Most calls were received during the first three weeks of each academic term.
2. Most common help needs:
  - access
  - advisement
  - eCore
  - enrollment
  - quiz/surveys
3. The amount of time to complete a support request varied significantly, with the average response time of 12 minutes.
4. About 12% of the total 2354 callers responded to an automatic email asking them to evaluate the services they received, with a score of "10" being the highest and a "1" being the lowest. Table 1 below provides the response data.

**Table 1. Response data on Quality of Service, with "10" being the highest and a "1" being the lowest score.**

Total # of calls = 2354 Response rate on Quality of Service survey = 12%	Number Responses	Response Time Avg. Score	Solution Time Avg. Score	Courtesy Avg. Score	Technical Knowledge Avg. Score	Support Overall Avg. Score	Professionalism Avg. Score
Overall	284	9.67	9.68	9.88	9.79	9.71	9.82
Christy	69	9.84	9.77	10.0	9.93	9.91	9.97
Stacey	66	9.79	9.77	9.83	9.73	9.74	9.72
Janet	86	9.38	9.51	9.86	9.70	9.63	9.78
SAs	63	9.77	9.75	9.83	9.84	9.90	9.82

**Other Detailed Data:**

Average length of call: 12 minutes

Average number of calls per day: 10

Peak dates:

August 18, 2003 (1 st day of fall term): 55 calls

January 12, 2004 (4 th day of spring term): 57 calls

February 4, 2004 (peak of spring eCore problems): 69 calls

June 6, 2004 (1 st day of summer term): 44 calls

August 23, 2004 (1 st day of fall term): 43 calls

Weeks with daily average above 20 calls:

August 18 – 22, 2003 (1 st week of fall term): 42 calls daily

January 5 – 9, 2004 (1 st week of spring term): 30 calls daily

January 12-16, 2004 (eCore Vista problems): 37 calls daily

January 19-23, 2004 (eCore Vista problems): 24 calls daily

February 2- 6, 2004 (eCore Vista problems): 27 calls daily

August 23-27, 2004 (1 st week of fall term): 29 calls daily

Weeks with daily average 5 or fewer calls:

September 15-19, 2003

October 13 – 17, 2003

October 20-24, 2003

October 27-31, 2003

November 2- 7, 2003

December 15-19, 2003

February 9-13, 2004

February 23-27, 2004

March 15-19, 2004

March 22-26, 2004

March 29 – April 2, 2004

April 5-9, 2004

April 11-16, 2004

June 28 – July 2, 2004

July 5-9, 2004

Daily average by Month:

August 2003: 19

September 2003: 8

October 2003: 5

November 2003: 5

December 2003: 5

January 2004: 28

February 2004: 12

March 2004: 5

April 2004: 4

May 2004: 10

June 2004: 9

July 2004: 6

August 2004: 14

Calls by technician:

Janet Gubbins: 758 calls (avg. 17 minutes)

Christy Talley: 552 calls (avg. 14 minutes)

Stacey Rowland: 410 calls (avg. 10 minutes)

Student Assistants: 634 calls (avg. 10 minutes)

*UWG Distance & Distributed Education Center  
1803 Maple Street, Carrollton, Georgia 30118  
Phone: 678-839-6248 Fax:678-839-0636 EMail: [distance@westga.edu](mailto:distance@westga.edu)*

*Last updated: October 28, 2004*