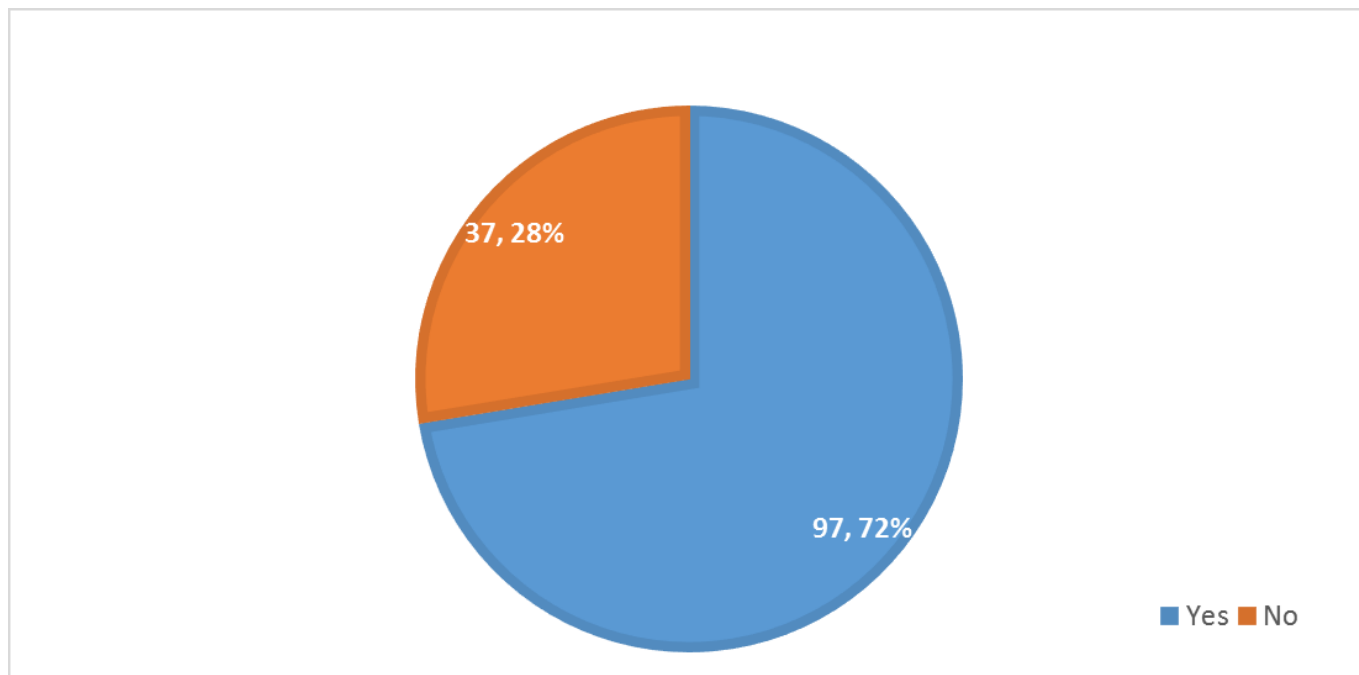


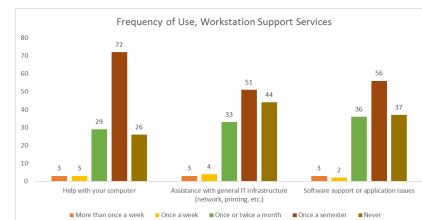
Workstation Support

The survey asked staff to consider the services offered by Workstation Support, a unit within LIT. Most respondents agreed that they "understand how the work of this group fits with or supports the work of my department."

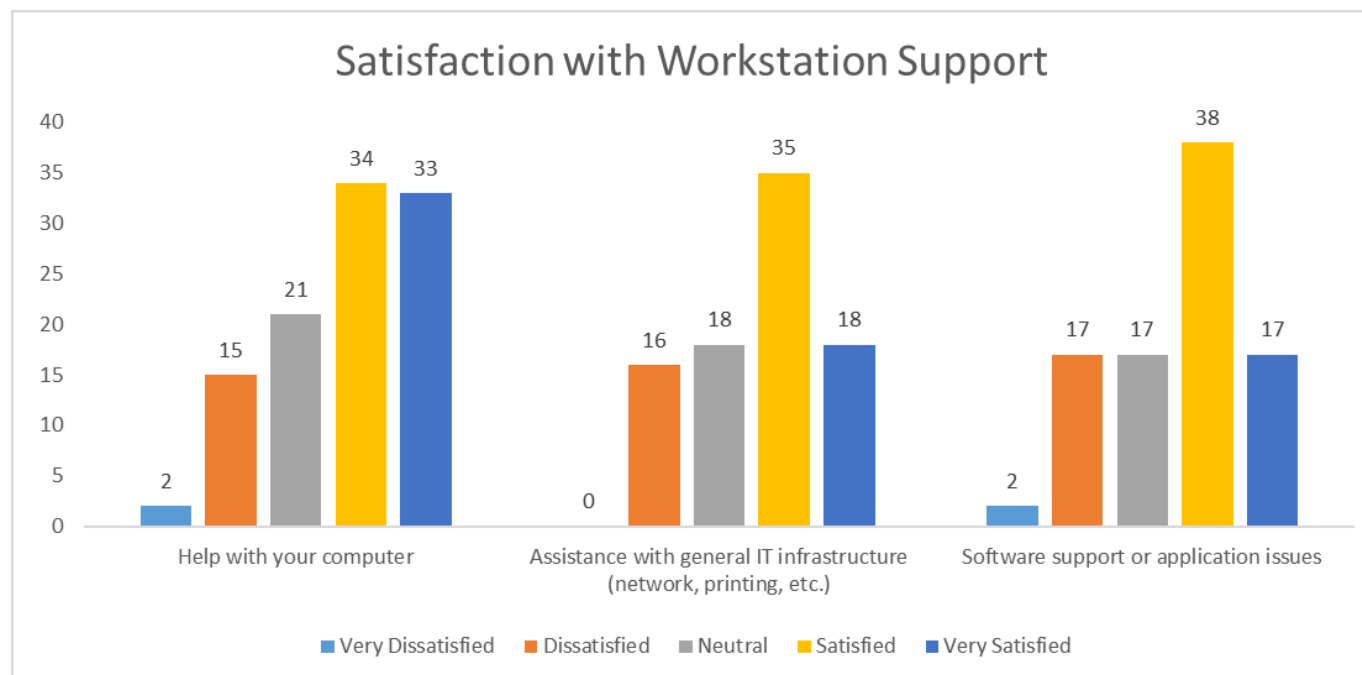


Note that in the pie chart above the display shows the raw number of responses, comma, and then the percent.

The survey also asked respondents to indicate how frequently they used the services of Workstation Support to



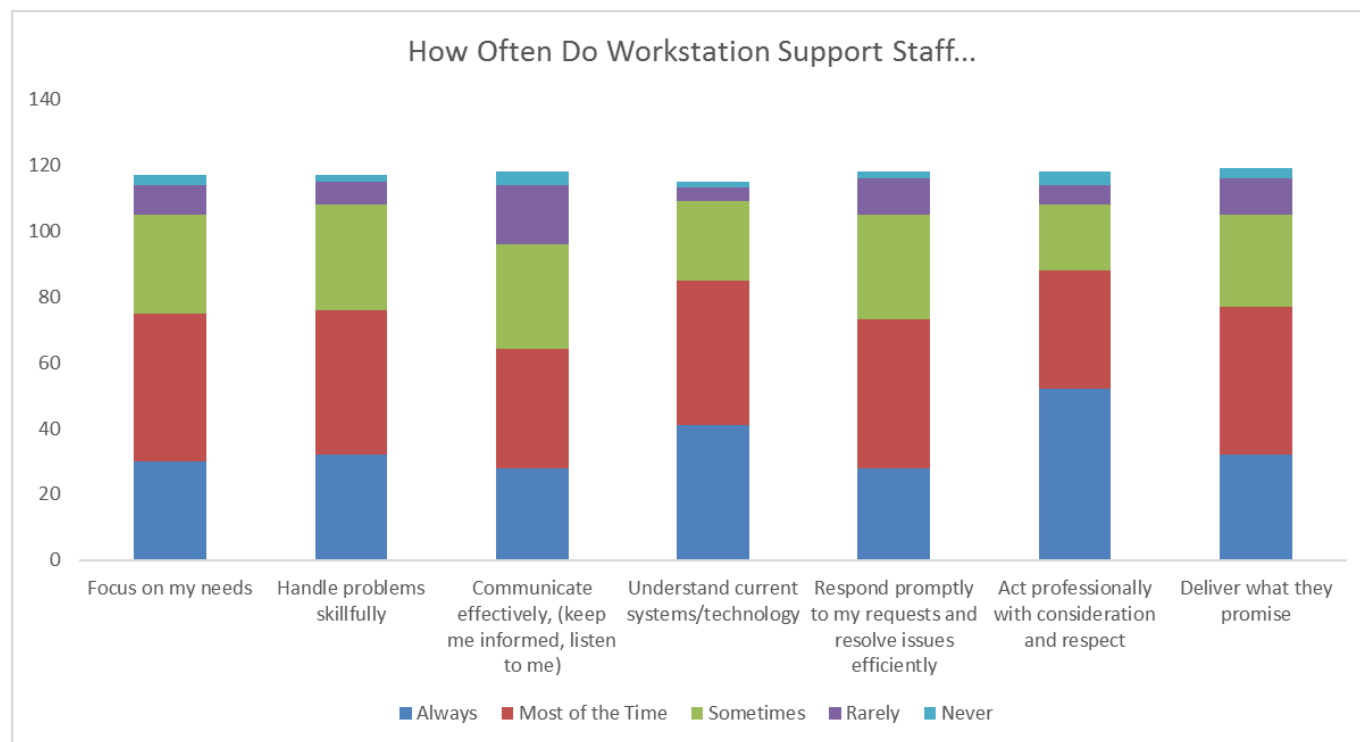
The survey also asked respondents to indicate satisfaction (from 1=Very Dissatisfied to 5 Ver Dissatisfied) in these same three areas.



Workstation Support Staff Behaviors

The survey asked respondents to consider seven behaviors that Workstation Support staff should exhibit, and then to rate how often staff exhibited that behavior. Frequency scale used was 1=Never, 2= Rarely, 3=Sometimes, 4=Often and 5 = Always.

	Average	# Responses
Act professionally with consideration and respect	4.1	118
Understand current systems/technology	4.0	115
Handle problems skillfully	3.8	117
Deliver what they promise	3.8	119
Focus on my needs	3.8	117
Respond promptly to my requests and resolve issues efficiently	3.7	118
Communicate effectively, (keep me informed, listen to me)	3.6	118



Source URL: <https://web.library.yale.edu/library-it-satisfaction-survey-2014/workstation-support>