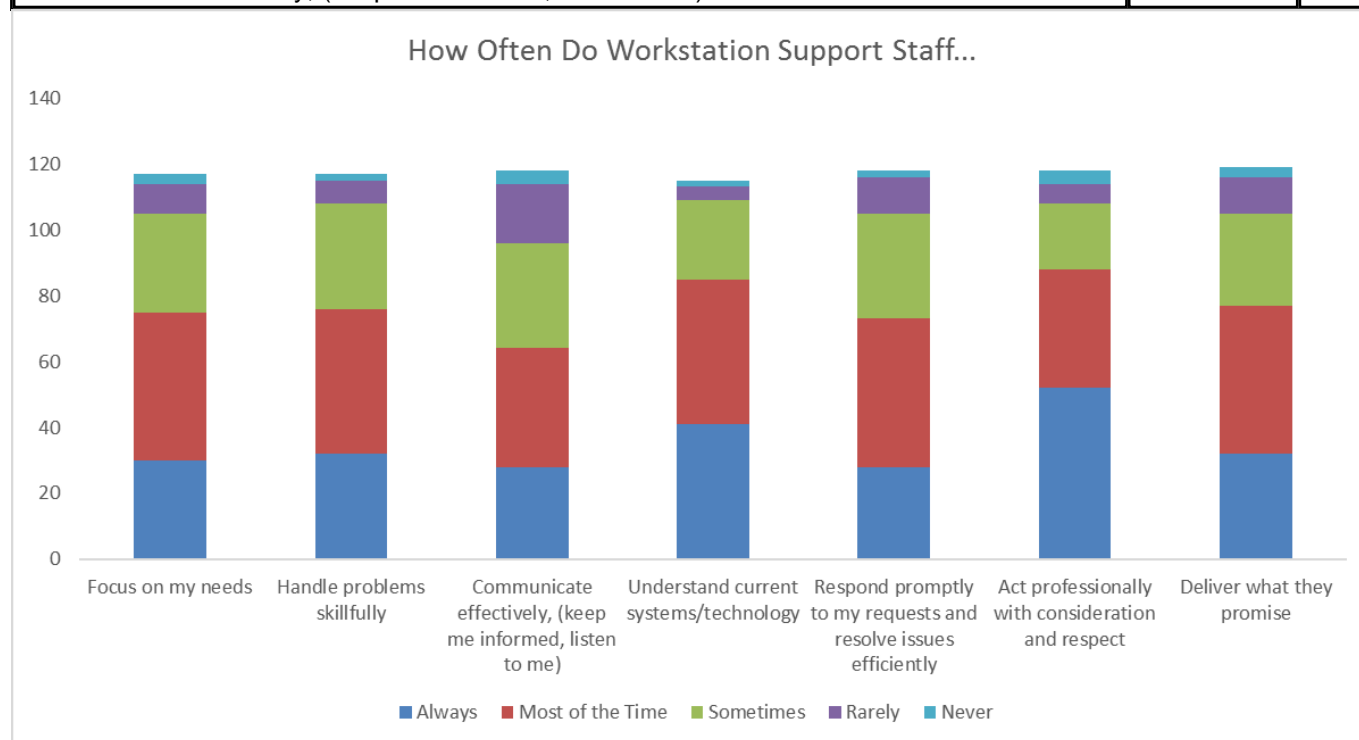


Workstation Support Staff Behaviors

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/workstation-support-staff-behaviors>