

| 2000-2001 ETS Customer Service Survey : Computing | | | | | | Total |
|---|--|------------|-----------|------------|------------|------------|
| | | (low) | | | (high) | Responses: |
| Operations | | | | | | |
| Questions/Ratings | | 1 | 2 | 3 | 4 | |
| 1 - Completes request promptly | | 1 | | 1 | 11 | |
| 2 - Provides accurate information | | | 1 | 1 | 11 | |
| 3 - Exhibits helpfulness & courtesy | | 1 | | 1 | 11 | |
| 4 - Overall rating | | | 1 | 1 | 10 | |
| Total Operations | | 2 | 2 | 4 | 43 | 51 |
| Total Percentages | | 4% | 4% | 8% | 84% | |
| Programming | | | | | | |
| Questions/Ratings | | 1 | 2 | 3 | 4 | |
| 1 - Completes request promptly | | | | | 11 | |
| 2 - Provides accurate information | | | | | 11 | |
| 3 - Exhibits helpfulness & courtesy | | | | 1 | 11 | |
| 4 - Overall rating | | | | 1 | 11 | |
| Total Programming: | | 0 | 0 | 2 | 44 | 46 |
| Total Percentages: | | 0% | 0% | 4% | 96% | |
| Help Desk | | | | | | |
| Questions/Ratings | | 1 | 2 | 3 | 4 | |
| 1 - Completes request promptly | | 2 | 2 | 7 | 39 | |
| 2 - Provides accurate information | | 3 | 1 | 3 | 42 | |
| 3 - Exhibits helpfulness & courtesy | | 3 | 1 | 3 | 43 | |
| 4 - Overall rating | | 2 | 1 | 7 | 39 | |
| Total Help Desk: | | 10 | 5 | 20 | 163 | 198 |
| Total Percentages: | | 5% | 3% | 10% | 82% | |
| Technical Support | | | | | | |
| Questions/Ratings | | 1 | 2 | 3 | 4 | |
| 1 - Completes request promptly | | 3 | 1 | 4 | 11 | |
| 2 - Provides accurate information | | 2 | 1 | 1 | 14 | |
| 3 - Exhibits helpfulness & courtesy | | 2 | | 2 | 14 | |
| 4 - Overall rating | | 2 | 1 | 2 | 13 | |
| Total Technical Support: | | 9 | 3 | 9 | 52 | 73 |
| Total Percentages: | | 12% | 4% | 12% | 71% | |
| Web Development | | | | | | |
| Questions/Ratings | | 1 | 2 | 3 | 4 | |
| 1 - Completes request promptly | | 2 | | | 3 | |
| 2 - Provides accurate information | | 2 | | | 3 | |
| 3 - Exhibits helpfulness & courtesy | | 2 | | | 3 | |
| 4 - Overall rating | | 2 | | | 3 | |
| Total Web Development: | | 8 | 0 | 0 | 12 | 20 |
| Total Percentages: | | 40% | 0% | 0% | 60% | |
| Totals for Computing: | | | | | | |
| | | 29 | 10 | 35 | 314 | 388 |
| | | 7% | 3% | 9% | 81% | |