



James Madison University
Information Technology Help Desk

Random Customer Satisfaction Survey Results for Kathryn Shedden

IT Help Desk Manager: Debby Boyle 

Survey Dates: May 2015 - December 2017

Number of Surveys Completed by Customers: 164

Role of Customers: Applicant, Student, Alumni, Faculty, Staff and Affiliate

Ratings on a scale of 1-5 (*5 is very satisfied, 4 is satisfied, 3 is neutral, 2 is dissatisfied and 1 is very dissatisfied*):

- Courtesy 5.0
- Timeliness 4.9
- Skills Knowledge 4.9
- Quality of Resolution 4.9
- Overall Rating 4.9

Customer Comments

Many of Katie's customers felt compelled to write additional complimentary comments in their surveys. Here is a sampling of those comments:

- Kathryn Shedden was great! She was very helpful and professional.
- Outstanding, efficient and professional service!
- Practical advice delivered in a patient, professional manner...
- Katie was knowledgeable, courteous, and helpful. The whole experience was great!
- Kathryn was awesome - very helpful and professional.
- Thanks for the best help desk experience I have ever had. Well done!
- Worker accidentally gave me incorrect information and promptly called me back to reconcile herself. She was fantastic!
- Katie did a great job - got a timely answer to my question!
- Wonderfully friendly and very knowledgeable. I always appreciate these folks!!!
- Katie has helped me on more than one occasion, and she always answers my questions fully and accurately.
- Katie was awesome! She was very knowledgeable, helpful, and patient. As a non-technical person, I appreciate these qualities.
- She was very helpful and kind!
- Great! Everything was fixed in less than a minute.
- You're doing great! Not only was the printing problem solved, but the assistant checked to be sure the fix was not just temporary
- She fixed my problem immediately! I anticipated fighting with my computer for hours trying to get this to work, and in a matter of minutes, she resolved it for me. Thank you so much!
- Exceptional support. Thank you for saving me so much time.



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- Katie is a whiz. She found a way for me to access Canvas very quickly when I was locked out. She was very reassuring and friendly as she troubleshooted. In addition, I learned some tips for troubleshooting with Canvas for myself. A very pleasant and informative experience for me as a GA assistant for LTLE in Memorial Hall.
- She was very courteous, patient, helpful and solved the problem. Thank you very much.
- She did a great job! We were off the phone in less than 10 minutes. LOVE that!!
- Very supportive and patient and helpful. Thanks.
- Very professional, prompt, and courteous service--thanks so much!
- Katy (sp?) was great. She not only gave me the CIT contact information, she also transferred me to them. Her telephone skills and friendly tone was very refreshing. Excellent service.
- Technician was pleasant and helpful. Great customer service.
- I had a quick question, and Katie handled it without hesitation; I appreciated (and admire) her cheeriness at 8am on a rainy day, too. Thanks!
- As always, the service was outstanding; fast, courteous, and very helpful. Thank you! Your organization could teach so many others how to provide consistent and excellent customer service. I am always pleased.
- My question was resolved quickly by the person helping me.
- Katie was very patient and willing to keep trying different things, including asking someone else on staff. She did a great job, never sounding frustrated even though it was a problem she'd never encountered. Great job!
- Katie was very friendly and explained what could have been happening to my computer and quickly came up with a solution.
- Excellent help- very patient
- She was very professional and friendly
- Well done in her communication and problem-solving
- Katie was so patient and most helpful.
- Katie was quite helpful and knowledgeable of the current influx of calls.
- She was amazing and helpful and so nice. My problem was fixed almost immediately.
- The person who helped me was incredible! She was patient, knowledgeable, and willing to work through the problem until we had it resolved.