

Submit survey to ITS Help Desk Satisfaction

\*\* Mandatory fields are highlighted and preceded by an asterisk

\*Title: Survey Results: Dropbox submission not appearing

Original Call Information

Workspace: Canisius College Help Desk

Title: Dropbox submission not appearing

Call Number: 88

Assignees: Chris Filkins

Survey Information

Based on your recent experience, how satisfied are you with the service you received? Very Dissatisfied Dissatisfied Neither Satisfied Satisfied

Based on your recent experience, would you use our service again? Definitely Not Probably Not Maybe Probably Definitely

Please specify your satisfaction level with our customer service representatives with regard to:

Timeliness of response to your inquiries Very Dissatisfied Dissatisfied Neither Satisfied Satisfied

Frequency of contact to satisfy your needs Very Dissatisfied Dissatisfied Neither Satisfied Satisfied

Technical knowledge Very Dissatisfied Dissatisfied Neither Satisfied Satisfied

Understanding your needs Very Dissatisfied Dissatisfied Neither Satisfied Satisfied

Ability to resolve a problem Very Dissatisfied Dissatisfied Neither Satisfied Satisfied

Professionalism Very Dissatisfied Dissatisfied Neither Satisfied Satisfied

How satisfied are you with the support you received? Very Dissatisfied Dissatisfied Neither Satisfied Satisfied

How satisfied are you with the effectiveness of the solution?      Very Dissatisfied      Very Satisfied

**Contact Information**

**\*Last Name**   **\*First Name**  
**Department**   **\*Email Address** [filkins1@canisius.edu](mailto:filkins1@canisius.edu)  
**\*User ID**      **Phone**  
**Building**      **Room**  
**User Title**

**Comment**

Submit

Click the SUBMIT button to send your survey. There is no need to reply to this email. You will receive an email confirmation if your survey is successfully registered. Please contact [filkinsc@canisius.edu](mailto:filkinsc@canisius.edu) if you experience problems using this form.

Be sure to click the submit button only once. A separate survey will be entered each time the button is clicked.