From: "Cypress College" <helpdesk@cypresscollege.edu>
To: Mkavanaugh@cypresscollege.edu
Date: 9/30/2010 10:36 AM
Subject: Customer Survey Results

CASE #: 7184
CUSTOMER: Gail Smead
COMPANY: 

CASE ONE LINE DESCRIPTION: Short cut is not working

COMPLETE CASE HISTORY BELOW:
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Case History:
Thursday September 30, 2010 8:24 AM Opened By [Ismat Kahlon]
CASE ASSIGNED TO GROUP: Desktop Group
CASE PRIORITY SET TO: User Degraded-5

Case History:
Thursday September 30, 2010 10:29 AM Updated By [Paul Hamblin]
CASE ASSIGNED TO TECH: Andy Majdalawi
CASE STATUS CHANGED TO: Closed
CATEGORY CHANGED TO [Time Spent==15 Minutes]

---CASE SUMMARY---:
One of the computers has shortcut for a folder on the shared drive and it is not working. This is for permissions to students to a folder on "K" drive. Please check and repair.

---CASE RESOLUTION---:
completed

Customer Survey Results for Case: 7184

QUESTION: Did your trouble request initiate with a call to the Media Services?
ANSWER: NO

QUESTION: If your service call required assistance from a Multimedia Technician (Multimedia issues with projectors, overheads, VCR’s, ect.), please rate the service provided! (5 being highest, 1 being lowest)

QUESTION: Did your trouble request initiate with a call to the Academic Computing Help Desk?
ANSWER: YES

QUESTION: How would you rate the customer service from the Academic Computing Help Desk? (1 being the lowest, 5 being the highest)
ANSWER: 1-5 Choice Button-5

QUESTION: If your service call required assistance from a Computer Technician (Computer, or network support, ect.), please rate the service provided! (5 being highest, 1 being lowest)
ANSWER: 1-5 Choice Button-5

QUESTION: Are you satisfied with the service provided? (If not please explain below)
ANSWER: YES
QUESTION: Rate the overall quality of service provided (1 being the lowest, 5 being the highest)
ANSWER: 1-5 Choice Button-5

QUESTION: Do you have any comments you would like to add (These comments are forwarded to the Director of Academic Computing)
ANSWER: Got it fixed fast and perfect as always!!! Thanks :)}