

**Faculty of Commerce
IT Equipment and Support
Staff Satisfaction Survey 2002**

This survey is to provide feedback regarding the provision of information technology equipment and service to staff of the Faculty of Commerce for **Second Semester, 2002**. Please return it to the IT Services pigeonhole on level 5 in Hobart or Jane Smith pigeonhole in Launceston.

1. How do you rate the *quality* of the software available to you

Poor Below Avg Average Above Avg Excellent Don't Know/Not Applic

2. How do you rate the overall *quality* of the IT equipment available to you?

Poor Below Avg Average Above Avg Excellent Don't Know/Not Applic

3. How do you rate the *response time* when contacting the Help Desk

Poor Below Avg Average Above Avg Excellent Don't Know/Not Applic

4. How do you rate the *response time* of Commerce Faculty IT Support Staff after a job has been logged by the Help Desk

Poor Below Avg Average Above Avg Excellent Don't Know/Not Applic

5. How do you rate the *level of service* provided by the Faculty Of Commerce IT Support Staff

Poor Below Avg Average Above Avg Excellent Don't Know/Not Applic

If you have any comments, or suggestions for additional services, please provide in the area below.

School

Faculty Office Accounting and Finance Economics Management

Contact Details (Optional)

Name _____ Email _____

If you would be interested in attending a focus group session, or being involved in future IT development in the Commerce Faculty, please fill in the Contact Details above and check this box: