Overview:

The DDEC began using Remedy, a help-desk tracker, in January 2003, to enable us to identify patterns of support needs, including peak times, common problems, as well as satisfaction with support services.

All telephone and email support calls from faculty and students received by distance learning are logged into the system.

An evaluation of calls received from September 2003 thru August 2004 revealed the following data and implications:

1. Most calls were received during the first three weeks of each academic term.

2. Most common help needs:
   - access
   - advisement
   - eCore
   - enrollment
   - quiz/surveys

3. The amount of time to complete a support request varied significantly, with the average response time of 12 minutes.

4. About 12% of the total 2354 callers responded to an automatic email asking them to evaluated the services they received, with a score of "10" being the highest and a "1" being the lowest. Table 1 below provides the response data.

Table 1. Response data on Quality of Service, with "10" being the highest and a "1" being the lowest score.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Christy</td>
<td>69</td>
<td>9.84</td>
<td>9.77</td>
<td>10.0</td>
<td>9.93</td>
<td>9.91</td>
<td>9.97</td>
</tr>
<tr>
<td>SAs</td>
<td>63</td>
<td>9.77</td>
<td>9.75</td>
<td>9.83</td>
<td>9.84</td>
<td>9.90</td>
<td>9.82</td>
</tr>
</tbody>
</table>

Other Detailed Data:

Average length of call: 12 minutes

Average number of calls per day: 10

Peak dates:

August 18, 2003 (1 st day of fall term): 55 calls
January 12, 2004 (4 th day of spring term): 57 calls
February 4, 2004 (peak of spring eCore problems): 69 calls
June 6, 2004 (1 st day of summer term): 44 calls
August 23, 2004 (1 st day of fall term): 43 calls
Weeks with daily average above 20 calls:
August 18 – 22, 2003 (1st week of fall term): 42 calls daily
January 5 – 9, 2004 (1st week of spring term): 30 calls daily
January 12-16, 2004 (eCore Vista problems): 37 calls daily
January 19-23, 2004 (eCore Vista problems): 24 calls daily
February 2-6, 2004 (eCore Vista problems): 27 calls daily
August 23-27, 2004 (1st week of fall term): 29 calls daily

Weeks with daily average 5 or fewer calls:
September 15-19, 2003
October 13 – 17, 2003
October 20-24, 2003
October 27-31, 2003
November 2-7, 2003
December 15-19, 2003
February 9-13, 2004
February 23-27, 2004
March 15-19, 2004
March 22-26, 2004
March 29 – April 2, 2004
April 5-9, 2004
April 11-16, 2004
June 28 – July 2, 2004
July 5-9, 2004

Daily average by Month:
August 2003: 19
September 2003: 8
October 2003: 5
November 2003: 5
December 2003: 5
January 2004: 28
February 2004: 12
March 2004: 5
April 2004: 4
May 2004: 10
June 2004: 9
July 2004: 6
August 2004: 14

Calls by technician:
Janet Gubbins: 758 calls (avg. 17 minutes)
Christy Talley: 552 calls (avg. 14 minutes)
Stacey Rowland: 410 calls (avg. 10 minutes)
Student Assistants: 634 calls (avg. 10 minutes)