

Department: Technology Support Services
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98-99 IE Plan Responses to Performance Standards

Outcome	Performance Indicator	Actual Results and Responses to Performance Standard
1	A	85% of follow up letter respondents were satisfied.
	B	More than 2% of weekly calls to the helpdesk were complaints
	C	
	D	
2	A	All calls for requests are completed over the phone
	B	
	C	
	D	
3	A	Avg time to completion of Help Desk requests ranges from hours to weeks
	B	Technology Equipment Requests fall under same time span
	C	Turn around time for completion of request will have to be addresses again
	D	
4	A	
	B	
	C	
	D	
5	A	
	B	
	C	
	D	
6	A	
	B	
	C	
	D	
7	A	
	B	
	C	
	D	
8	A	
	B	
	C	
	D	
9	A	
	B	
	C	
	D	
10	A	
	B	
	C	
	D	