

Webster University User Services **Help Desk and ResTech**

Since taking its first call in June 2003 the Webster University Help Desk has assisted over 40,000 ([HLC3d_HD_Contact_Statistics.pdf](#)) students in a wide range of issues. During this same time period we have logged a total of 92,130 ([HLC3d_HD_Contact_Statistics.pdf](#)) contacts to the Help Desk.

We average a first call resolution rate for student contacts of 72% ([HLC3d_HD_Contact_Statistics.pdf](#)). Our overall first call resolution rate for all types of contacts is 62% ([HLC3d_HD_Contact_Statistics.pdf](#)).

We assist all types of users with 39 different categories ([HLC3d_HD_Student_Support_Outline.pdf](#)) of issues and hundreds of subtypes for those categories. Our main areas of support are for our Connections Portal, which has accounted for 32% ([HLC3d_HD_Contact_Statistics.pdf](#)) of our contacts since its launch in May 2005 and Online Classes which has accounted for 12% ([HLC3d_HD_Contact_Statistics.pdf](#)) of our total contacts since we started support in August 2004.

From our first full year of contacts in 2004 to end of year 2006 our contacts have increased 144% ([HLC3d_HD_Support_Evolution.pdf](#)).

Staffing has increased from one full time and two part time workers in June 2003 to 5 full time, 3 part time and approximately 20 student workers. Help Desk is continually expanding its efforts to maintain a well trained staff and provide quality service to both internal departments, faculty and students. In 2007 a full time Help Desk trainer was hired to oversee these functions and help create and maintain [service level agreements](#) ([HLC3d_HD_Support_Evolution.pdf](#)).

We have also created another branch of Help Desk known as ResTech which services students personally owned computers. Since its inception in August 2006, ResTech has serviced over 150 ([HLC3d_HD_Resident_Student_Tech_Support_Initiative.pdf](#)) student computers.