

Scomis Education Service Desk Customer Experience Survey Report (1st April 2020 – 31st March 2021)

The resolution email sent to customers upon closure of their tickets contains a link to a survey asking for feedback about their experience of their individual support or service requests.

The survey questions are based around the **Cabinet Office Five Drivers of Customer Satisfaction**. The drivers are:

- **Timeliness**
- **Staff Attitude**
- **Information**
- **Professionalism**
- **Delivery**

The feedback we receive from this survey is used to identify learning and where possible make service improvements.

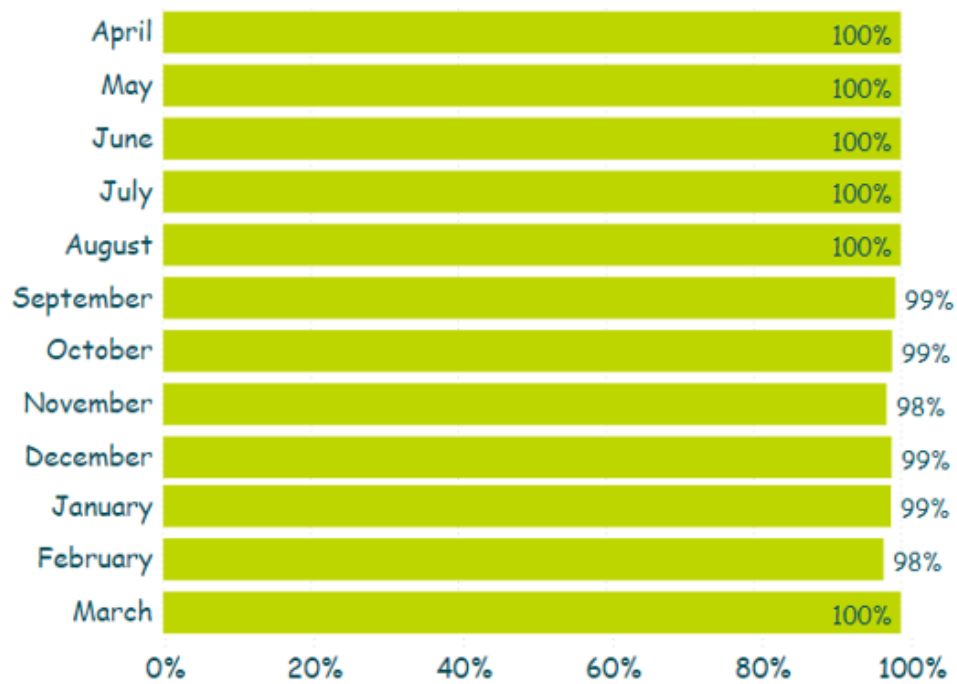
Our target for customer satisfaction is 95%.

Below are the customer satisfaction results from the Education Service Desk Customer Experience survey for the period 1st April 2020 to 31st March 2021:

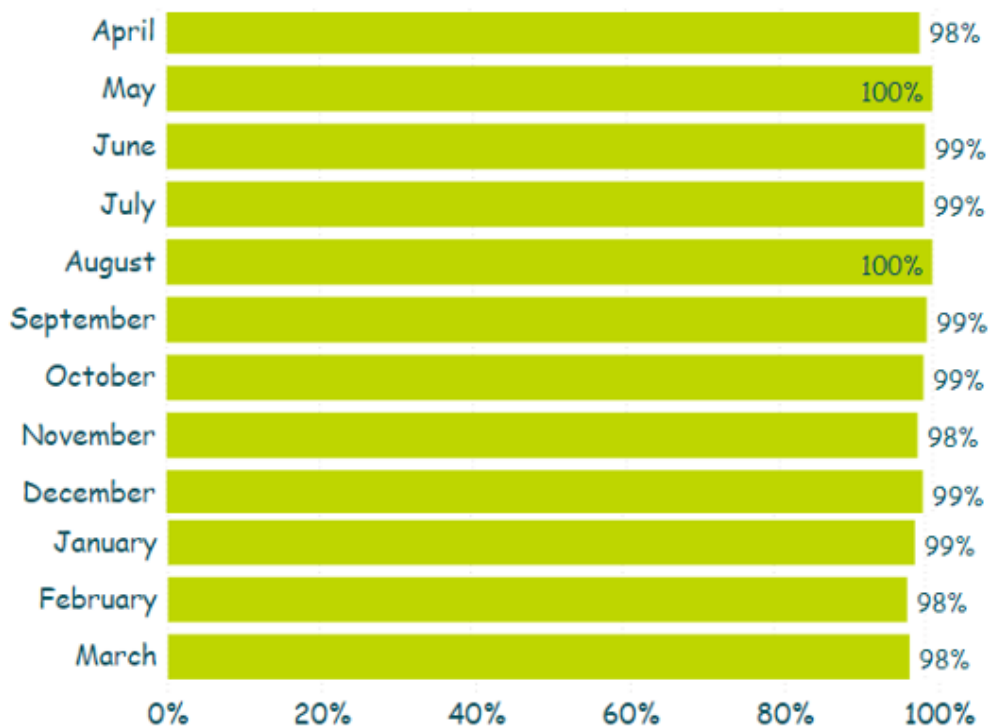
Number of responses received each month:

April	60
May	55
June	103
July	91
August	33
September	138
October	86
November	104
December	81
January	76
February	43
March	64

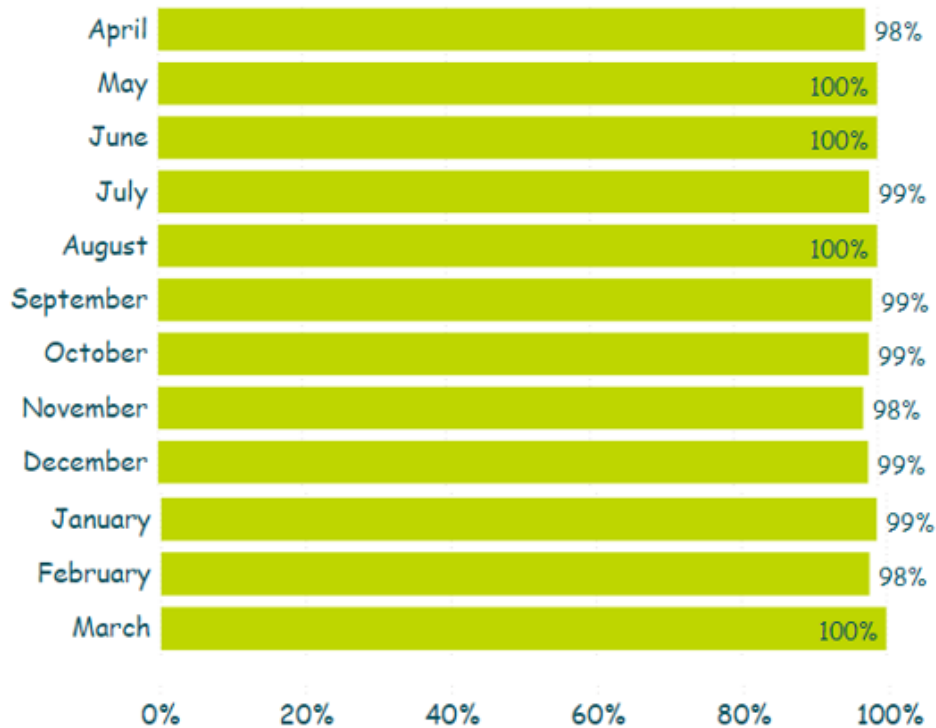
Q1. My contact with Scomis was handled in a competent manner and I was treated fairly



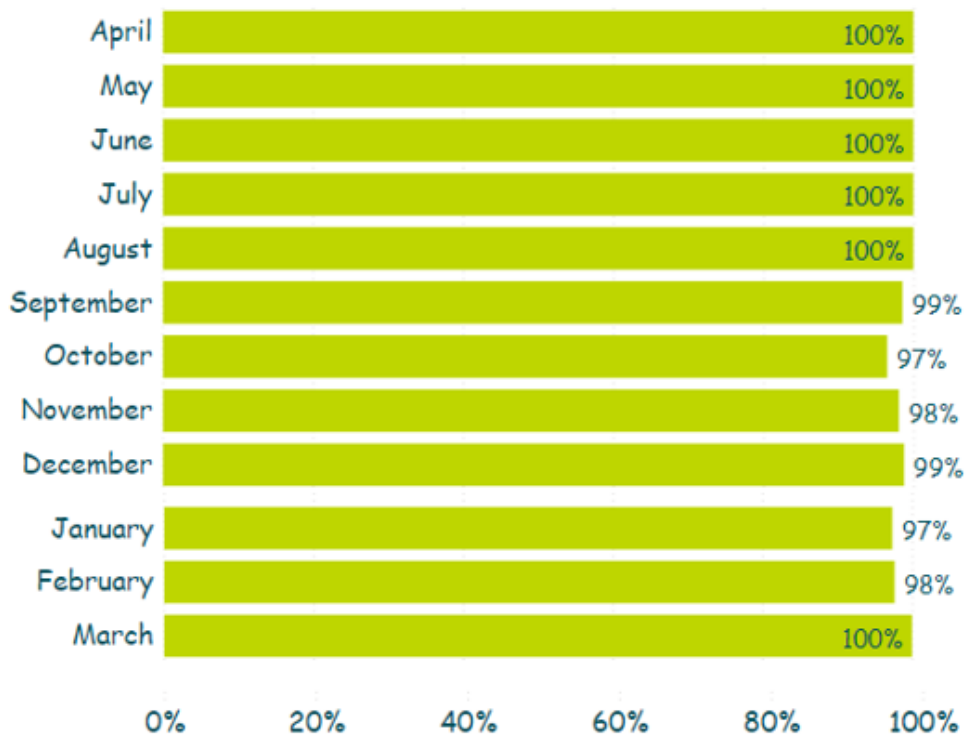
Q2. The information I received was accurate and comprehensive



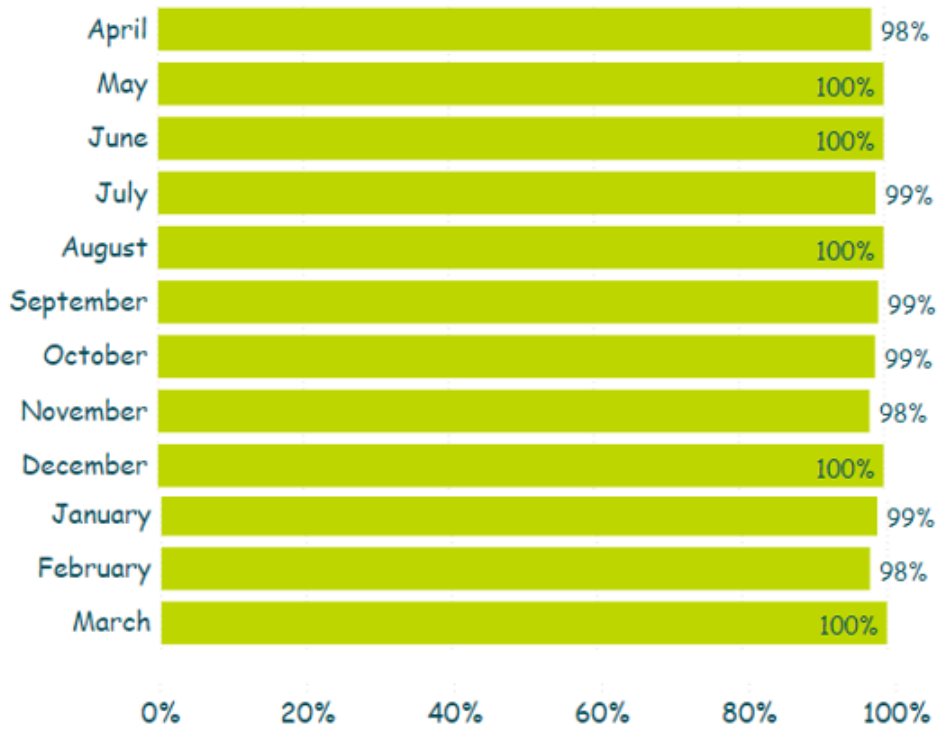
Q3. My call was handled politely and sympathetically to my needs



Q4. Overall, I am satisfied that Scomis responded quickly and effectively to my enquiry



Q5. My contact with Scomis ICT provided the outcome as promised by the service



[Devon County Council Privacy Notice for Customer Feedback](#)