

# Scomis Education Annual Customer Satisfaction Report (1st April 2020 to 31st March 2021)

## Training Services

Scomis provide a variety of training services to the professionals in supported schools. These services are delivered in the best way that suits the customer, via our e-learning platform ScoLearn, by face to face on-site, by remote one to one, by joining a Webinar, by signing up for a formally delivered course in a venue near to the school, or by attending one of our termly User Group meetings.

Scomis has been delivering training of this type to professional staff in schools for over 30 years with a high level of satisfaction from the customers. The Scomis Customer Service Standard target for overall customer satisfaction is 95%.

\*The figures for 2019-2020 are shown below, however no face to face training either in classrooms or schools took place during 2020-2021 in line with COVID 19 pandemic restrictions so the table does not include performance data for that period:

Training Satisfaction Questions	Performance 2019-2020	*Performance 2020-2021
How satisfied were you that the course delivered the outcome it promised and that it will help you to deal with any problems that may arise?	88.66%	N/A
How satisfied were you with the booking process?	95.33%	N/A
How satisfied are you that the course ran to the published timings?	96.37%	N/A
How satisfied were you that the trainer was competent and treated you fairly?	97.41%	N/A
How satisfied were you that the information given out on the course was accurate, comprehensive and included ways to keep you up to date? Target 95%	95.33%	N/A
How satisfied were you that the trainer was friendly, polite and sympathetic to your needs on the course? Target 95%	99.48%	N/A
How satisfied were you that your training venue was as clean and comfortable as possible?	98.45%	N/A
How satisfied were you with the course overall?	91.62%	N/A

## Scomis Service Desk Customer Experience Survey

The Scomis Service Desk Customer Experience Survey first went live on 10th September 2015. A link to the survey is included on the email sent to customers upon resolution of a logged call and is sent by all teams in Scomis. The information received from our customers allows Scomis to accurately measure satisfaction for all teams and identify which call the survey response

relates to should further investigation be required. The satisfaction rating of 95% has been achieved in all areas.

<b>Scomis Education Service Desk Satisfaction Survey Questions – Satisfaction Target 95%</b>	<b>Performance 2019-2020</b>	<b>Performance 2020-2021</b>
My contact with Scomis was handled in a competent manner and I was treated fairly.	99.04%	99.28%
The information I received was accurate and comprehensive.	98.80%	98.80%
My call was handled politely and sympathetically to my needs.	99.28%	99.05%
Overall, I am satisfied that Scomis responded quickly and effectively to my enquiry.	98.32%	98.91%
My contact with Scomis provided the outcome as promised by the service.	98.67%	99.15%

934 responses were received during this period, here are some examples of compliments received.

- Very helpful and polite customer service who knew the problem immediately, very happy with the service
- The analyst was awesome and very friendly and professional
- Very polite, patient guy who solved my problem
- Great help and cheerfulness
- Brilliantly dealt with, could not think of anyway today's support could have been improved
- Thank you so much - fantastic service
- The analyst couldn't have been more helpful. Thank you
- The analyst was very helpful and gave clear advice and directions. Many thanks
- Thank you so much with your patience with me. The team I speak to on your helpdesk are always helpful and knowledgeable and if they can't answer my question, will always find someone who can which is very much appreciated!
- Always receive a polite, friendly and knowledgeable response from the team. Thank you
- Really helpful and efficient with handling of my call.
- The Scomis rep was very calm and extremely understanding. She went through the whole process in a way that did not cause me any further anxiety. I would give her employee of the month if I could.
- Staff always polite and helpful when I have needed assistance.
- Clear, helpful advice as always
- Superb service, as always. Thanks!
- As always the support from Scomis was excellent. You can always rely on Scomis to help you when you need it.
- As always issue dealt with quickly - Thank you

## Scomis Annual Customer Satisfaction Survey

A total of 25,149 surveys were sent to Scomis Education customers on 11th June 2020. This survey was sent during the COVID-19 pandemic whilst Government restrictions around social distancing were in place. It was anticipated that this would likely have an impact on the number of responses received for the survey compared to previous years. The survey closed on 25th June 2020.

The survey was created using Microsoft Forms, and this supports that our methodology provides us with a reliable and accurate reflection of our customer's views.

The questions were constructed to ascertain the levels of customer satisfaction using the Cabinet Office Five Drivers of customer satisfaction. (Delivery, timeliness, professionalism, information and staff attitude) as mentioned in the Customer Service Excellence Award Scheme and are designed to ask our customers about their satisfaction with Scomis' services over the last 12 months.

It was completed by 175 customers who came from a range of Scomis' customer categories

We have compared the results of each question to our survey results from 2019-2020.

Annual Customer Satisfaction Survey Questions	Performance 2019-2020	Performance 2020-2021
How happy are you with the services you have received from Scomis over the last 12 months?	98.09%	99.43%
When you contact Scomis how happy are you with how quickly we respond to your issues and queries?	98.33%	n/a
NEW Question for 2020 survey: How happy are you with how quickly Scomis resolves your issues and queries?	NA	98.85%
How happy are you with the updates you receive from Scomis on the progress of your issues and queries?	98.09%	98.85%
How happy are you that the information Scomis has provided to you is complete and accurate?	97.61%	99.42%
How happy are you that Scomis staff always treat you fairly?	99.52%	100.00%
How happy are you that Scomis staff have a good understanding of your needs?	98.57%	99.43%

Examples of Compliments received during this period:

- Scomis continues to provide excellent, appropriate and friendly support to our Trust.
- The staff on the helplines go above and beyond at times. They are extremely patient and never talk down to me.
- Scomis provide a steadfast and reliable service -in times of such change it is good to have at least one thing you can depend on.

- From my perspective all I need is a reliable service, easy to administer -and proactive information on service status issues. We have all that from ScoMIS.
- Scomis continues to provide the best service desk function I've had support from in over 20 years. Thank you for your high standards.
- Although I have only been with the school since the end of February I have found SCOMIS to be invaluable when I raised queries with them.
- Thank you for being there when I've needed help. I have always been really pleased with the service we receive from Scomis. The staff are fantastic. Thank you for all your support.
- I would just like to say that scomis provide an exceptional service in bailing me out when ICT things go wrong . The staff are always extremely patient with me even when I have done something wrong where I should have known better !
- Thank you scomis and Keep up the excellent work.
- Thank you for quick support.

## Customer Feedback

Scomis recognises that customer feedback is an opportunity for us to learn and improve. We are committed to focusing on the needs of our customers and using customer feedback to improve our services. We value feedback about our services, recognise the right of our customers to make a complaint, compliment or suggestion about our services and encourage them to do so.

Our Scomis Customer Service Vision Statement highlights that 'We are committed to gaining your insight so that we can understand your experiences, measure your satisfaction levels and develop appropriate services to meet your needs'. Scomis are logging all dissatisfied customer responses onto the Customer Management system, allowing us to gain valuable insight about our customer needs and preferences, address any issues and where possible make service improvements to better meet our customers' needs and preferences. Our benchmark of satisfaction that we aim to achieve is 95%.

## Compliments and Complaints

Scomis monitor compliments, suggestions and complaints made by customers.

Scomis log all Formal Complaints on our Customer Management System and an acknowledgement will be sent within 3 working days. We will carry out an investigation within 10 working days or in complex cases this may take longer but we will keep you informed of the timescale.

Scomis received 6 official compliments during this reporting period 01/04/2020 – 31/03/2021, with 100% of responses being sent within the 10-day target.

The following compliments were received:

- The analyst was brilliant. She was so patient with me and was able to successfully fathom out how to solve the problem I was having. After taking me through the steps of solution, she rang me back as well as emailed me to check if I was managing on my own. I am so appreciative.

- I've finally sorted my SIMs login. I phoned Scomis this morning and they were absolutely brilliant”.
- I am incredibly grateful for the support and professionalism of the Scomis team, even under these very strange time. My experience of speaking to everyone had been amazing. Keep up the good work and stay safe and well. I have wood like to give special thanks to everyone who has worked or dealt with the Medical Tuition Service calls. Looking forward to the ongoing service you are providing. We at MTS would not be able to do the job we do for our students.
- Thank you for this information, it's been great to look and see what has been going on and where we can streamline calls to your team. Some of it has been out of our control and beyond our expertise. But that's why we have you guys to support us. Can I just thank you to all of the team, for the help and support, you give us to help our students and staff.
- I would like to feedback and say what excellent service I had yesterday from Scomis. I have to say the analyst did a fantastic job, overcame all kinds of obstacles as it wasn't straight forward and took far longer than expected and today working from home is so much easier thanks to him. He really did over and above and I am very grateful!
- We have recently migrated back to your Hosted SIMS platform and some of our key staff are VERY pleased with the speed of reports etc. I'm sending this email to thank you for making the transition so smooth and speedy. The analyst went above and beyond whilst looking at our external services and speedily resolving the issues he encountered completing the entire process in a day. Please pass on my thanks from myself and our new business manager.

Scomis have received 1 official complaint in this period, with 100% of responses being sent within the 10-day target.

The following complaint has been received:

### **Complaint**

Support requested for school admin server, complaint due to resolution taking over 48 hours.

### **Action Taken**

Communications with customer for access request to remote in to the admin machines.

All complaints are taken seriously and where practical, will result in changes to Scomis' internal processes. Scomis continue to welcome and encourage customers to provide feedback about the Scomis customer experience.

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

**Version 1 – 07-06-2021**