Scomis Education Service Desk Customer Experience Survey Report (14th July 2022 – 31st December 2022)

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.

From 14th July 2022 we changed our survey method from asking questions using Microsoft Forms and started using a more modern survey method of embedding icons into the resolution email. The customer selects one of four icons (Excellent, Good, Average or Poor) to let us know how satisfied they are with the **overall** quality of service they have received from Scomis on that occasion.

Upon selecting a satisfaction icon, the customer is asked to choose the **main** reason they selected that icon on this occasion. The options available are based around the **Cabinet Office Five Drivers of Customer Satisfaction.** The drivers are:

- **Timeliness**
  - Length of resolution
  - My ticket was resolved quickly
- **Staff Attitude**
  - Scomis staff attitude (positive or negative)
- **Information**
  - I was kept informed about progress
  - I wasn't kept informed about progress
  - Instructions were easy to understand
  - Instructions were hard to understand
- **Professionalism**
  - Scomis staff skills (positive or negative)
- **Delivery**
  - My ticket was not resolved

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

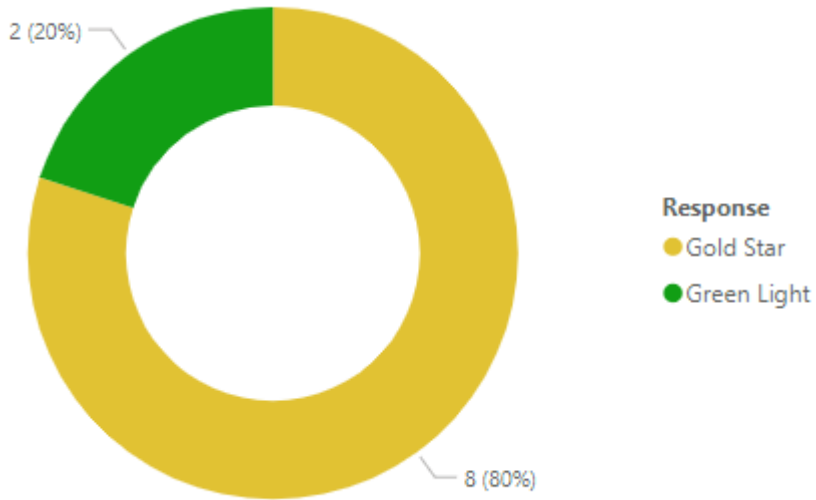Our target for customer satisfaction is 95%.

Below are the customer satisfaction results from the Education Service Desk Customer Experience survey for the period 14th July 2022 to 31st December 2022:
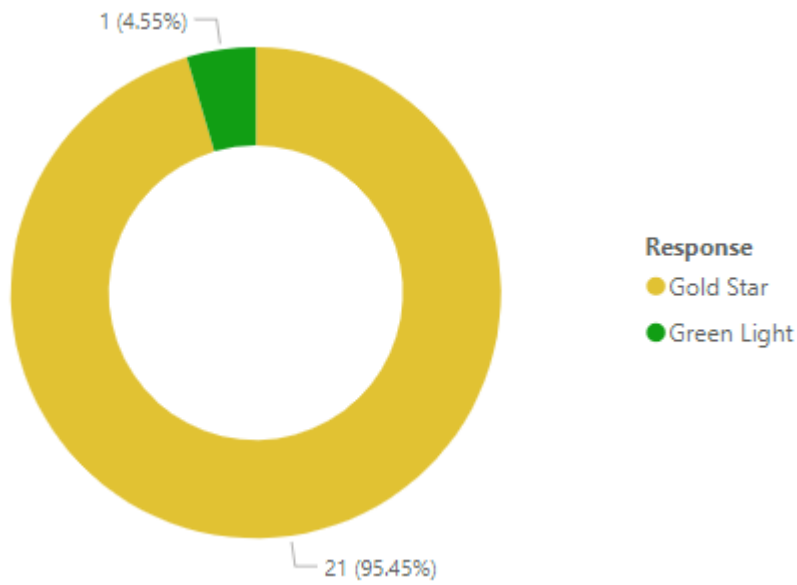
Number of responses received each month:

July	10
August	22
September	113
October	77
November	85
December	20

Ratings for each month:

July 100% satisfaction

August 100% satisfaction

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September 99% satisfaction

7 (6.19%)

Response
- Gold Star
- Green Light
- Yellow Light

105 (92.92%)
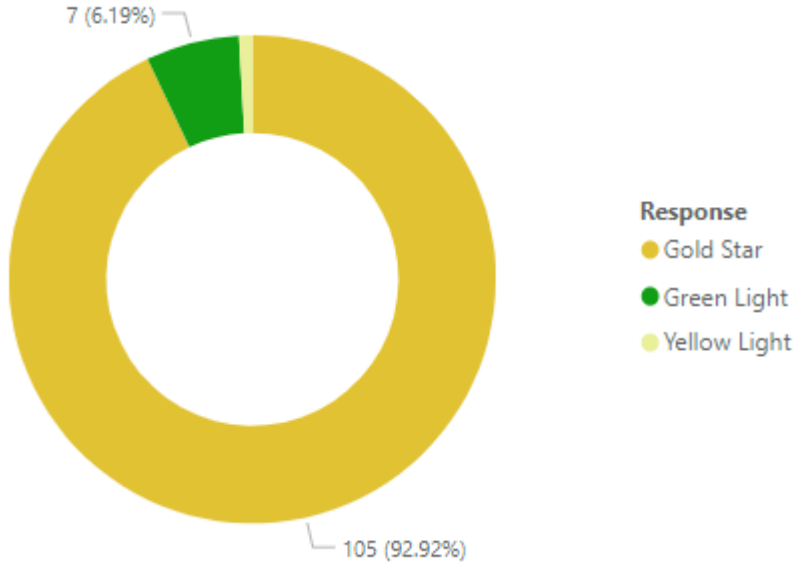
October 97% satisfaction

4 (5.19%) 2 (2.6%)

Response
- Gold Star
- Green Light
- Yellow Light

71 (92.21%)

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November 100% satisfaction

5 (5.88%)

Response
- Gold Star
- Green Light

80 (94.12%)

December 100% satisfaction

Response
- Gold Star

20 (100%)
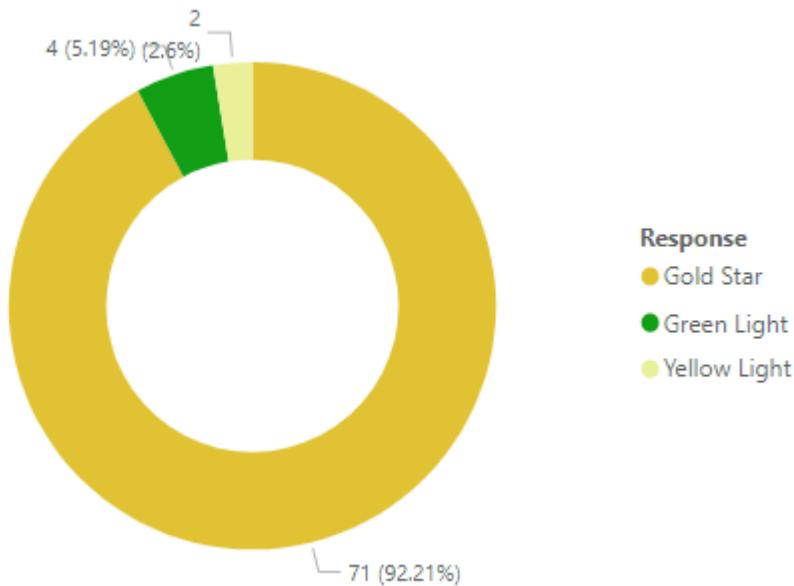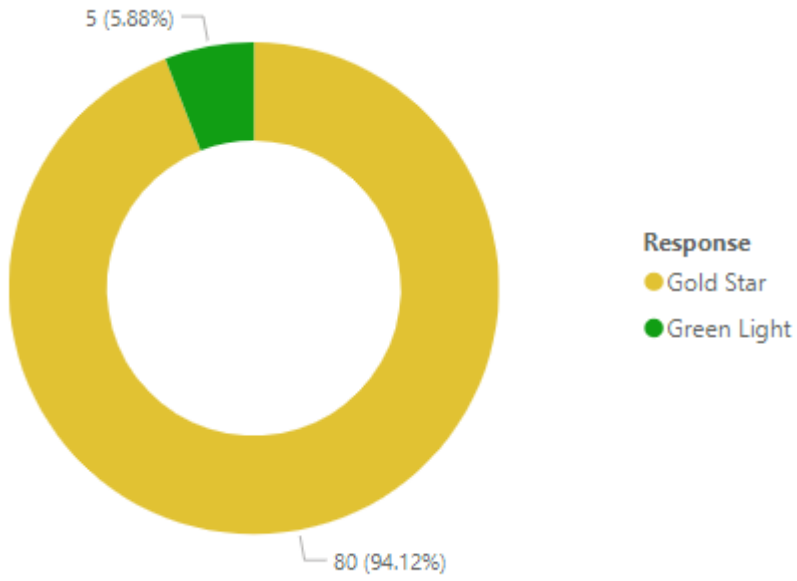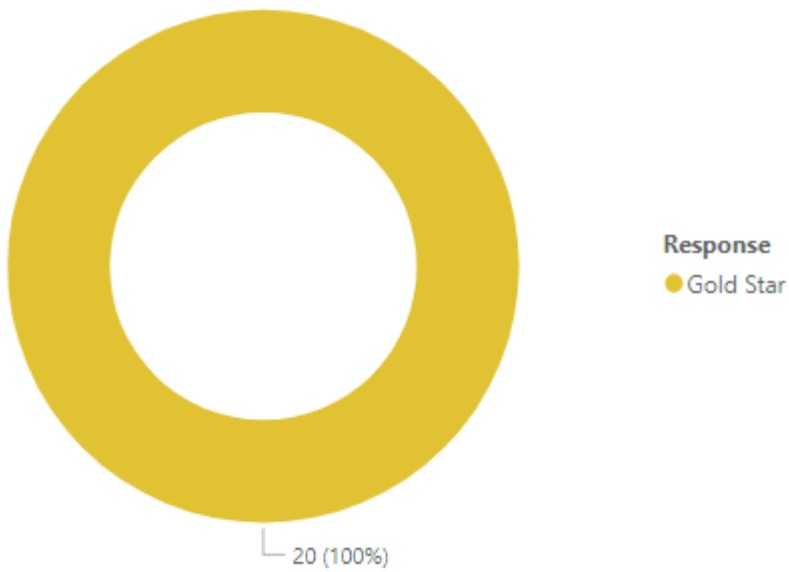
Compliments received

We received over 100 compliments in the period, some of which are below:

- The analyst solved an urgent issue this morning. Calm and logical and knowledgeable. Really appreciated the quick resolution.
- The analyst was amazing, she spent a lot of time on this issue but kept me updated at all times. Great customer support
- Excellent customer service. Thank you
- As always, staff are prompt and resolve things so quickly. We've only been with Scomis since the summer, but I am really impressed with the quality of help offered.
- The Analyst dealt with my request very efficiently and phoned me back immediately when the line was cut due to poor reception in this area. V good. thank you.
- The Analyst was really helpful, excellent knowledge of SIMS which helped to resolve my issue quickly. Thank you
- Thank you so much for a speedy response to my query and for solving the issue as well as giving me some further tips
- Staff are always amazing - we are all very lucky to have such great support.
- Fantastically helpfully. Fast and efficient service. Fully explained. Thank you
- Excellent prompt response with exactly the right information. Thanks!
- Amazed at how quickly I was contacted by telephone and my problem was solved quickly. The Analyst was very helpful, friendly and didn't make me feel useless. As always, thank you very much
- Over the moon with the help and support I have received - much appreciated - thank you so much
- The Analyst was very helpful, knowledgeable and took time to understand my query before helping. I didn't feel rushed or made to feel like I was incompetent! His customer service skills were excellent.
- all of your staff are great, friendly and helpful. Thank you so much.
- Once again, your staff have exceeded expectations with their assistance.
- The Analyst very helpfully resolved the issues I had. He spent time looking further into the background of the issue and resolved it swiftly and efficiently.
- I explained that I had a tight turn around with documents going out to parents this afternoon, The Analyst was completely tenacious in unpicking the fault and then finding a way to overcome the error. She was speedy at coming back to me and explained everything clearly so that I can resolve the issue myself should it happen again. So very grateful for her time and skill today.
- The colleague went over and above to help - pondering how to solve the problem during her evening off and ringing me first thing in the morning. She solved the problem and had a very friendly and helpful manner. A credit to the company.
- The Analyst was so helpful and really went the extra mile with my query - she was clear and concise and a real credit to your team. Thank you
- AND attitude!!! What a fantastic service! The Analyst was A-MA-ZIIIIING!!! Super thank you and have a great summer everyone.

Dissatisfaction

During the period there were 3 customers that selected 'Average' as their rating, and this is considered by Scomis to be dissatisfaction. One of the customers left the following comment, the other two did not submit a comment:

- This involved more applications than just Scomis so took longer to unpick. As always Scomis staff were helpful and polite.

Drivers

The leader board below shows which drivers were selected by customers to support the gold, green and yellow (excellent, good, and average) ratings.

Over the period customers have chosen Scomis Staff Skills as the main reason for their satisfaction rating.

Response driver	Gold Star	Green Light	Yellow Light	Total
Scomis staff skills	83	2	1	86
No Driver Selected	75	7	1	83
My ticket was resolved quickly	59	4		63
Scomis staff attitude	56	3		59
The instructions were easy to understand	25			25
I was kept informed of the progress	7	3		10
Length of resolution			1	1
Total	**305**	**19**	**3**	**327**

Version 4th January 2023

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