

Scomis Education Service Desk Customer Experience Survey Report (1st January 2024 – 31st December 2024)

The resolution email sent to customers upon closure of their tickets contains icons embedded into the email. Customers can select one of the 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%.

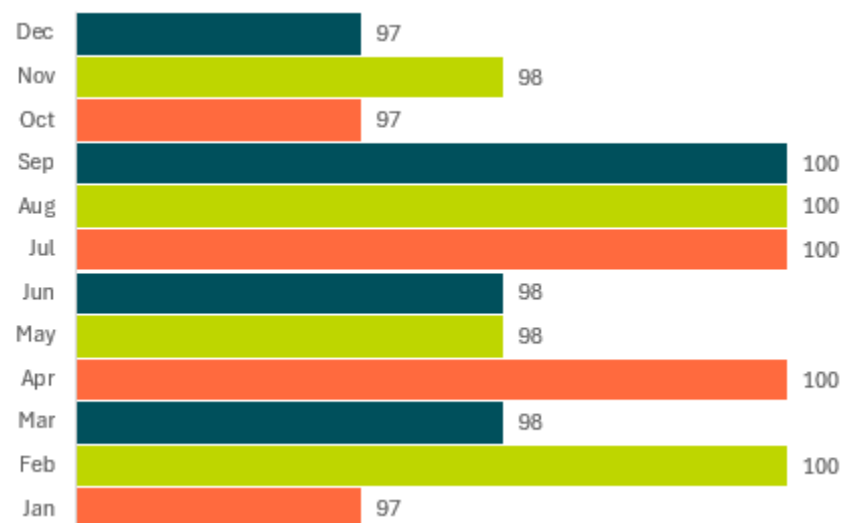
Below is the customer satisfaction results from the survey for the period 1st January 2024 to 31st December 2024:

Number of responses received each month:

January	102
February	63
March	59

April	49
May	57
June	71
July	74
August	18
September	97
October	66
November	63
December	30

Ratings for each month (%):



Compliments received

We received over 350 compliments in the period, some of which are below:

- Thank you - another issue solved and lots of time saved :)
- I am always so impressed with your magnificent, PATIENT!!, and knowledgeable staff. Thank you so much
- As always, a very reliable and quick service. Thank you very much!
- Brilliant that your opening hours are so early, and my request was actioned immediately!
- Such lovely friendly staff

- Phone answered promptly. Really helpful and friendly and issue resolved within minutes. Thank you so much
- Amazing as always what would all the schools do without you all!
- my ticket was resolved quickly and explained thoroughly. Thank you.
- Patient, understanding and friendly service. Thank you so much.
- Always helpful and friendly staff, never make you feel you are wasting their time. Nice to have such support.
- As always, very helpful and knowledgeable whenever needed.
- Always find staff really keen to help and very patient!
- Brilliant, helpful Staff.
- My query was answered quickly and efficiently

Dissatisfaction

During the period 3 customers selected **Average** as their rating, and 8 that selected **Poor**, these are considered by Scomis to be dissatisfaction.

Drivers

The leader board below shows which drivers were selected by customers to support the gold, green, yellow and red (Excellent, good, average and poor) 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	Red Light	Total
Scomis staff skills	251	2			253
No Driver Selected	155	23	2	4	184
My ticket was resolved quickly	160	5			165
Scomis staff attitude	80	5			85
I was kept informed of the progress	30	4			34
The instructions were easy to understand	21	2			23
My ticket was not resolved				4	4
Length of resolution			1		1
Total	697	41	3	8	749

Version: 5th February 2025