

Information Services Group  
Customer Satisfaction Report  
2017

The Information Services Group carries out a Customer Satisfaction Survey on 1005 of all calls closed through IS Helpline. The survey is set so that no one receives a repeat survey within 6 months.

This report contains the data from all respondents between 1 January and 31 December 2017

The survey contains 4 questions

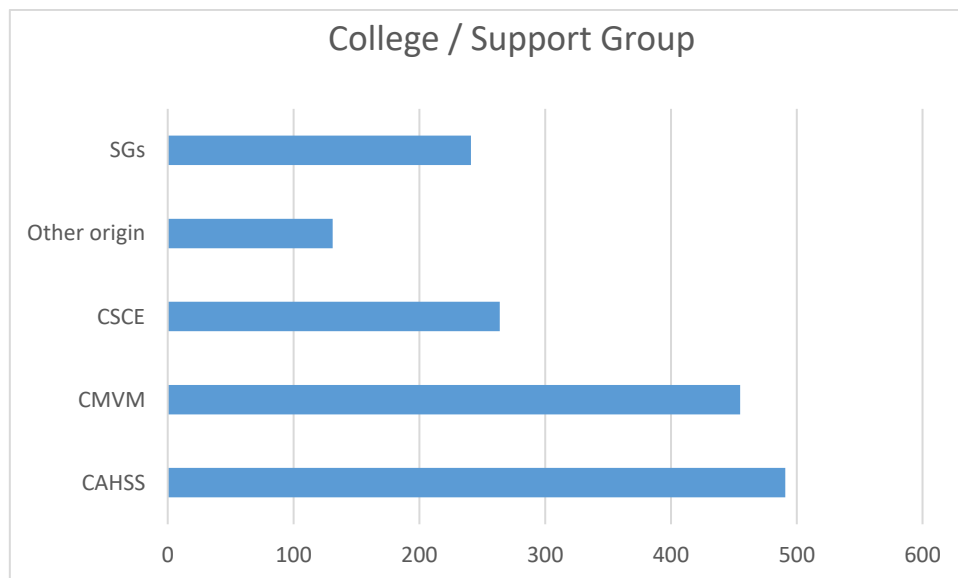
- Were our staff helpful and courteous?
- Did they use language that you could understand?
- Did you receive timely assistance?
- What was your overall satisfaction with the help you received?

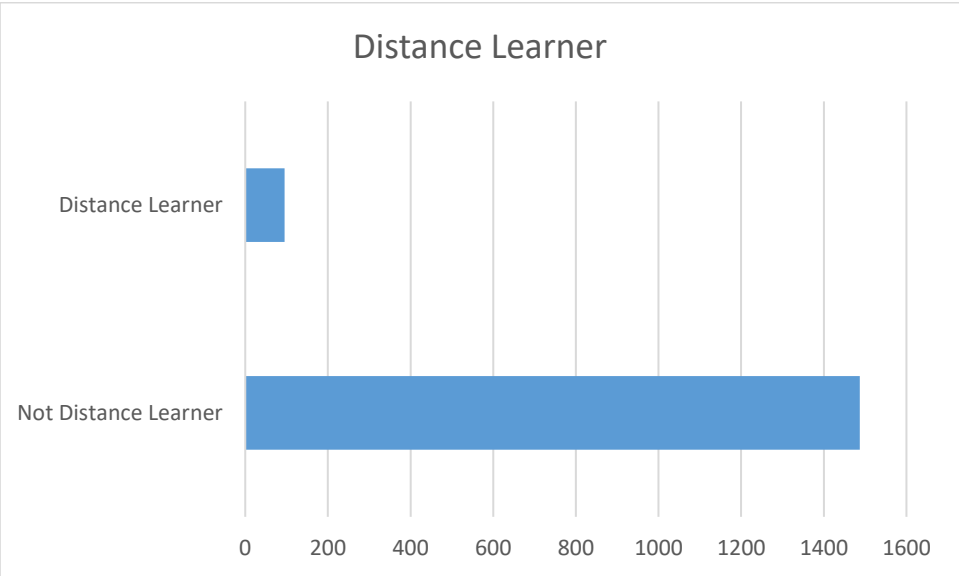
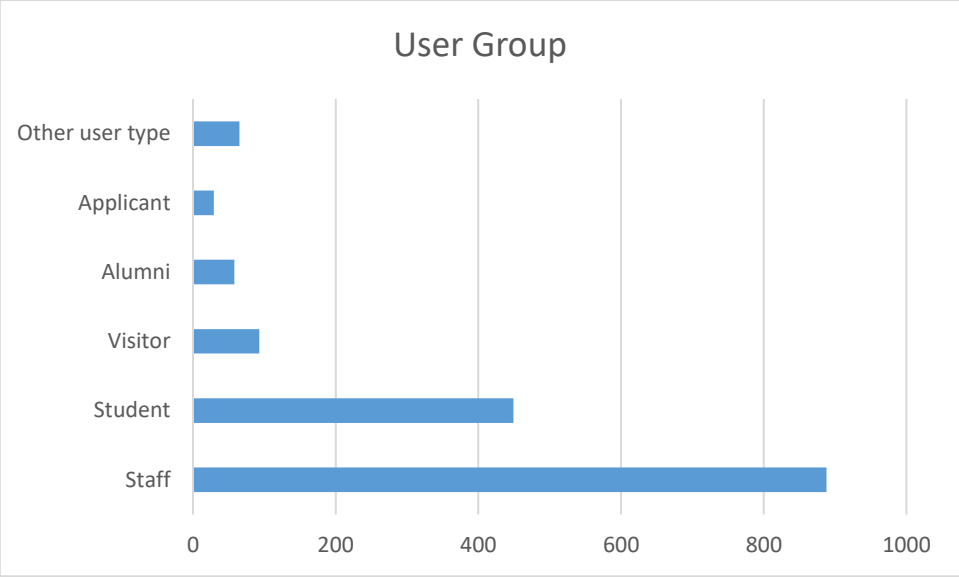
In 2017 we surveyed 6580 users and received 1582 responses, a return of 24%

Our overall response and satisfaction has increased by 3% against 2016

### 2017 Demographic

(Full figures are listed in the final appendix)





## 2017 Responses

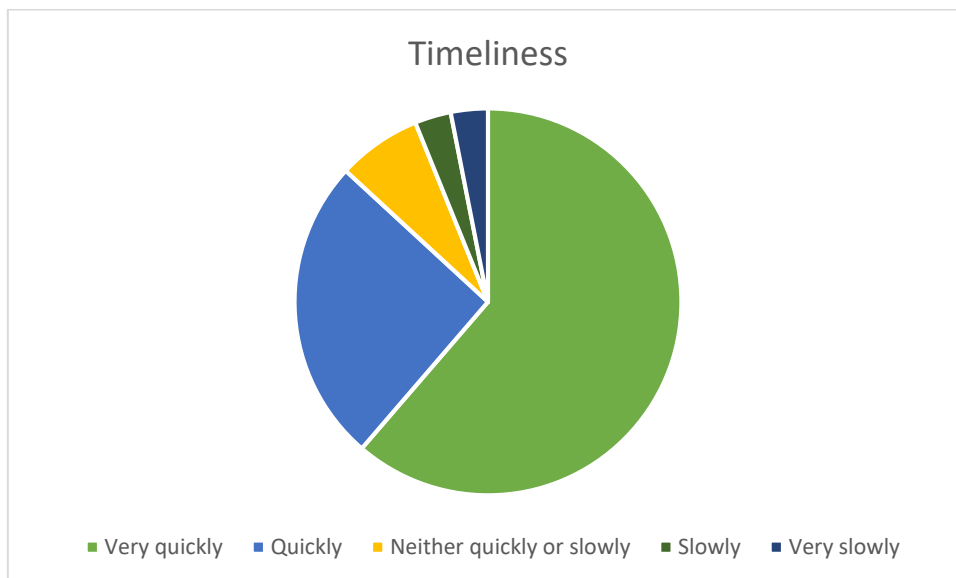
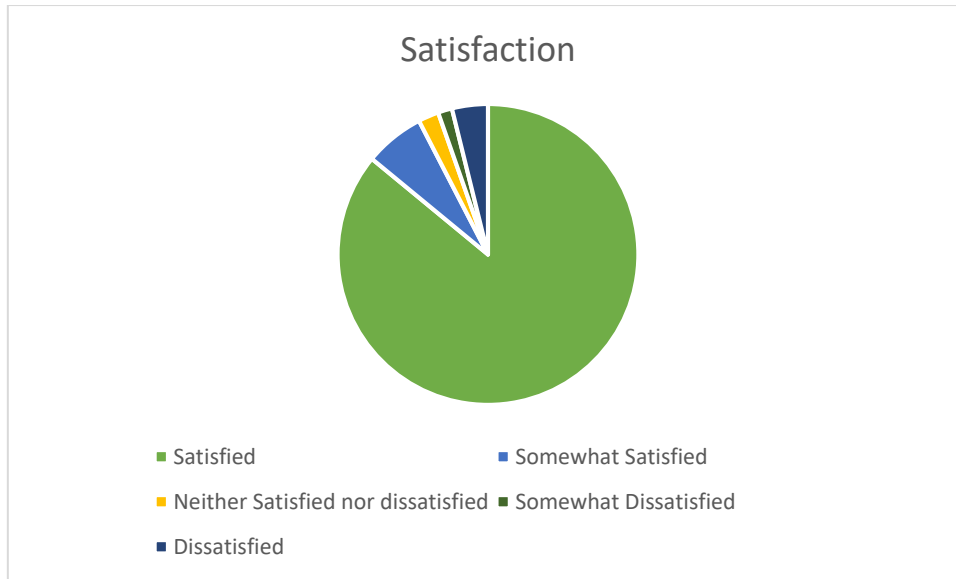
Of the 1582 who responded

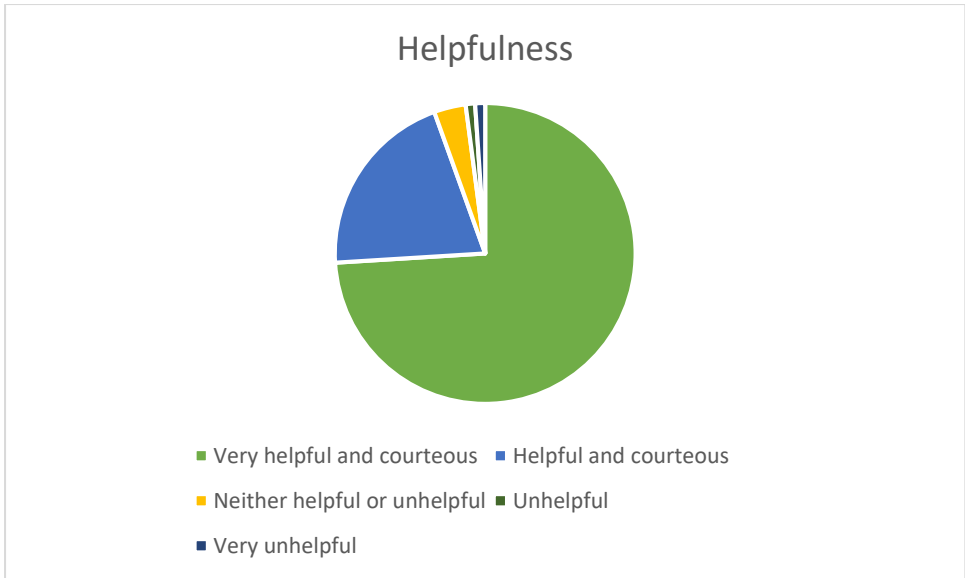
92% were satisfied overall with the service received

86% were satisfied with the speed of service

94% found our staff to be helpful and courteous

85% found the solution offered to be clear and understandable





**Appendix**

**Full data**

|                                    | Total | %   |
|------------------------------------|-------|-----|
| Total responses                    | 1582  |     |
|                                    |       |     |
| <b>Satisfaction</b>                |       |     |
| Satisfied                          | 1360  | 86% |
| Somewhat Satisfied                 | 102   | 6%  |
| Neither Satisfied nor dissatisfied | 35    | 2%  |

|                                |      |     |
|--------------------------------|------|-----|
| Somewhat Dissatisfied          | 24   | 2%  |
| Dissatisfied                   | 61   | 4%  |
|                                |      |     |
| <b>Timeliness</b>              |      |     |
| Very quickly                   | 970  | 61% |
| Quickly                        | 404  | 26% |
| Neither quickly or slowly      | 111  | 7%  |
| Slowly                         | 48   | 3%  |
| Very slowly                    | 49   | 3%  |
|                                |      |     |
| <b>Helpfulness</b>             |      |     |
| Very helpful and courteous     | 1171 | 74% |
| Helpful and courteous          | 324  | 20% |
| Neither helpful or unhelpful   | 54   | 3%  |
| Unhelpful                      | 16   | 1%  |
| Very unhelpful                 | 17   | 1%  |
|                                |      |     |
| <b>Language</b>                |      |     |
| Very clear                     | 1358 | 86% |
| Mostly clear                   | 186  | 12% |
| Understandable with effort     | 17   | 1%  |
| Confusing                      | 14   | 1%  |
| Incomprehensible               | 7    | 0%  |
|                                |      |     |
| <b>College / Support group</b> |      |     |
| CAHSS                          | 491  | 31% |
| CMVM                           | 455  | 29% |
| CSCE                           | 264  | 17% |
| Other origin                   | 131  | 8%  |
| SGs                            | 241  | 15% |
|                                |      |     |
| <b>User Group</b>              |      |     |
| Staff                          | 888  | 56% |
| Student                        | 449  | 28% |
| Visitor                        | 93   | 6%  |
| Alumni                         | 58   | 4%  |
| Applicant                      | 29   | 2%  |
| Other user type                | 65   | 4%  |
|                                |      |     |
| <b>Distance Learner</b>        |      |     |
| Not Distance Learner           | 1487 | 94% |
| Distance Learner               | 95   | 6%  |