

Information Services Group  
Customer Satisfaction Report  
2018

The Information Services Group carries out a Customer Satisfaction Survey on 100% of all calls closed through IS Helpline. The survey is set so that no one receives a repeat survey within 6 months.

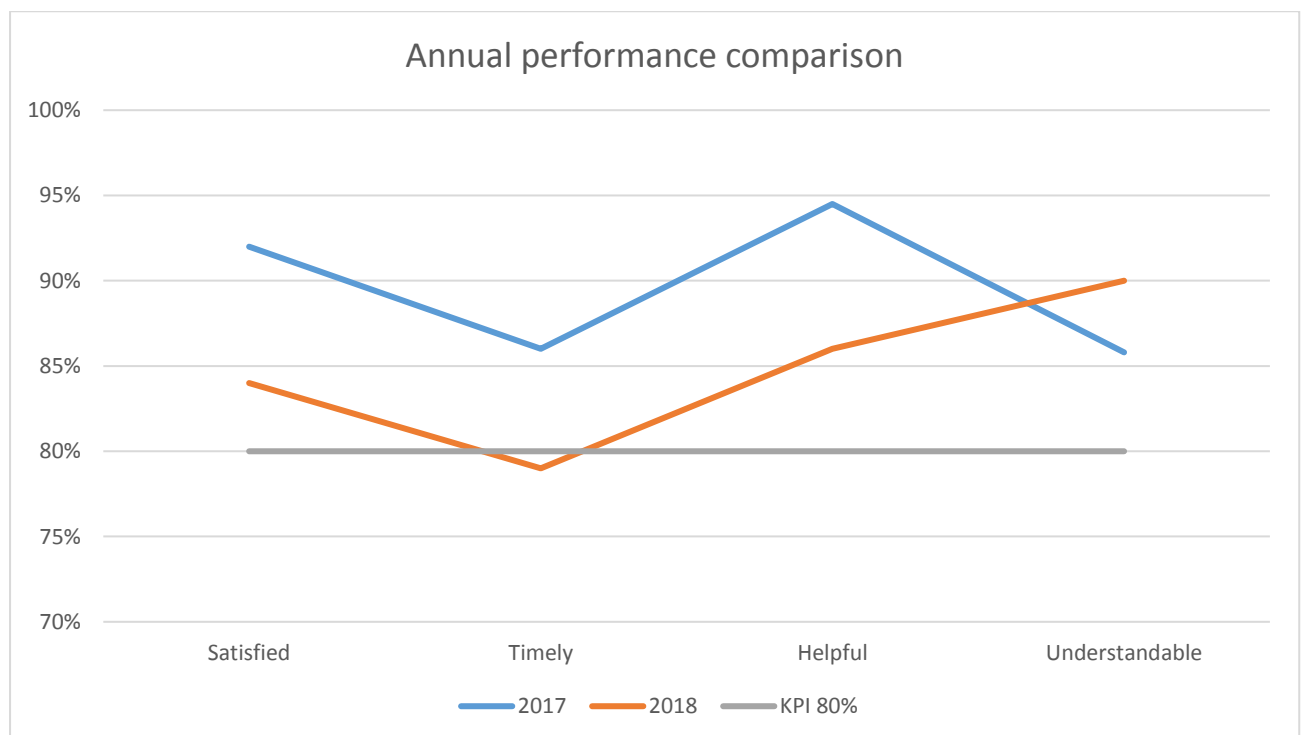
This report contains the data from all respondents between 1 January and 31 December 2018

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?

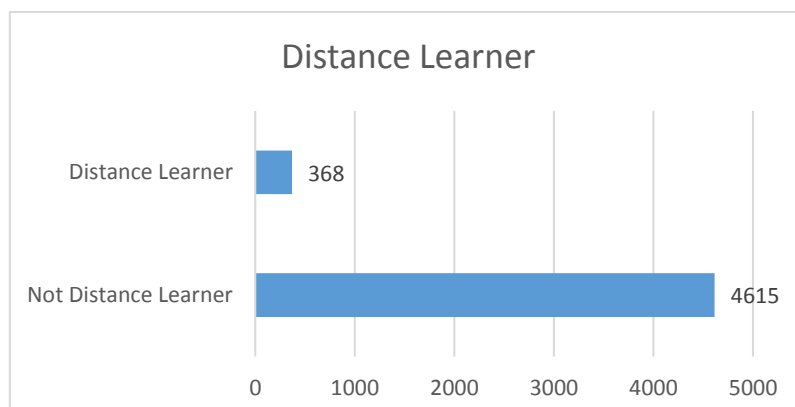
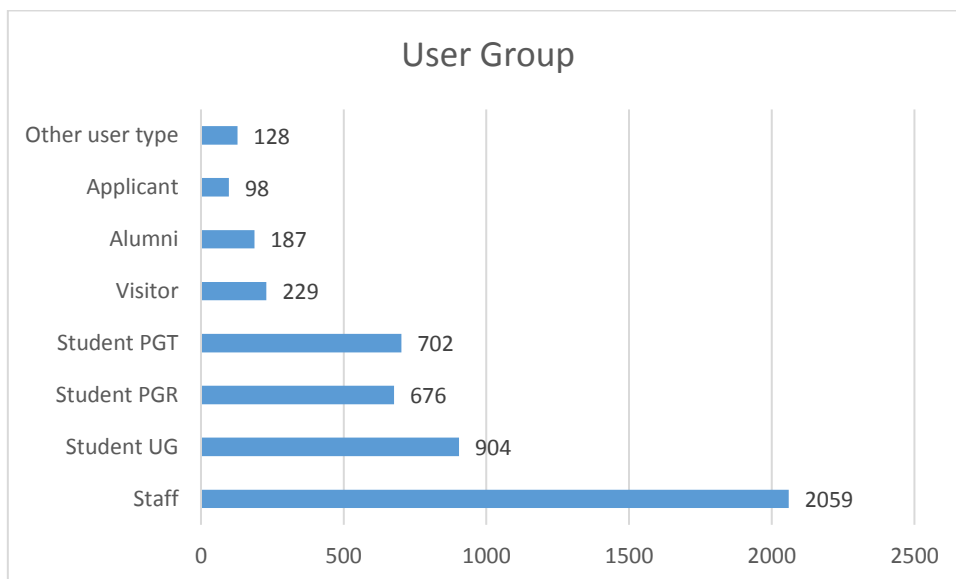
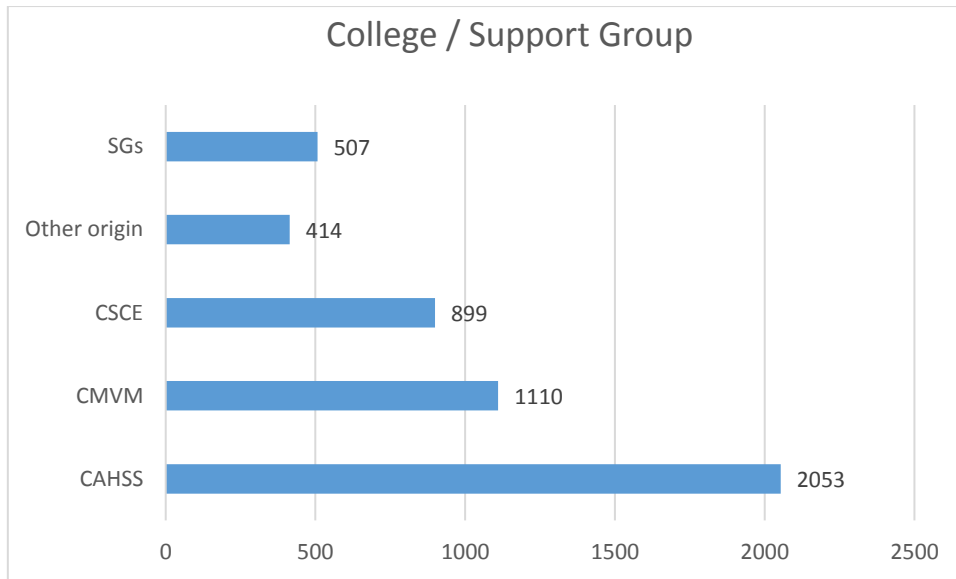
In 2018 we surveyed 33183 users and received 5442 responses, a return of 16%

Our overall response and satisfaction has decreased by 8% on 2017, this could be due to us now surveying all callers as opposed to a smaller percentage, meaning there is more likelihood of survey fatigue having an impact.



## 2018 Demographic

(Full figures are listed in the final appendix)



## 2018 Responses

Of the 5442 who responded

84% were satisfied overall with the service received

79% were satisfied with the speed of service

86% found our staff to be helpful and courteous

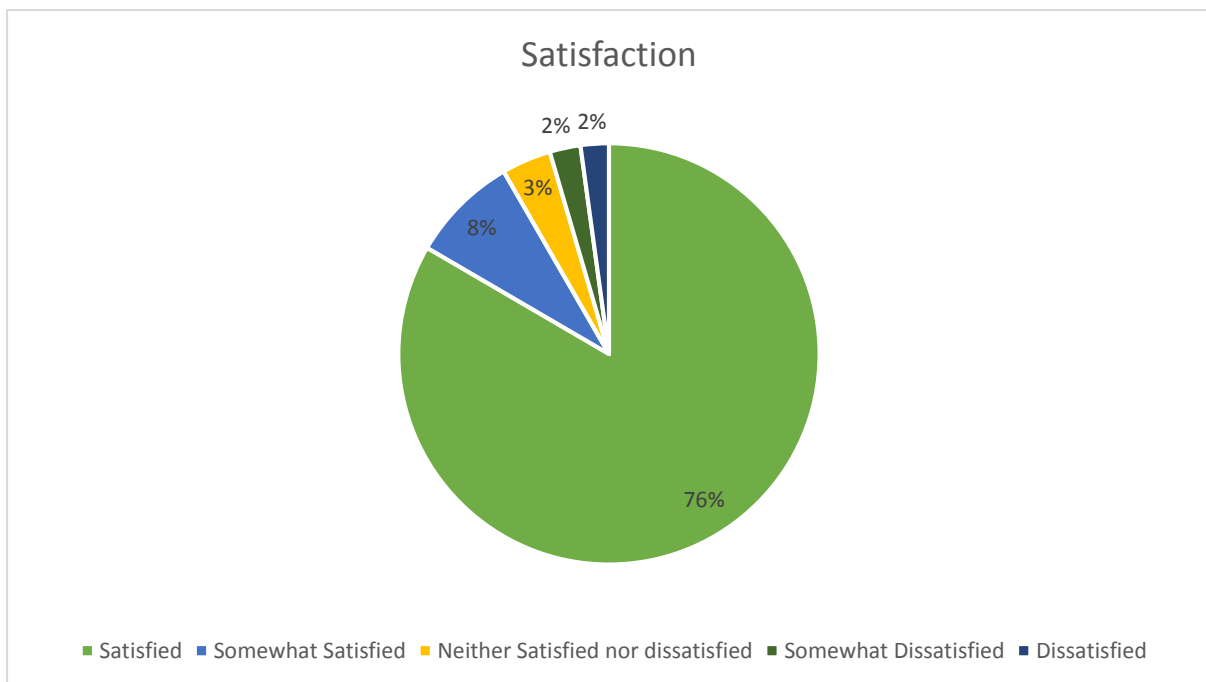
90% found the solution offered to be clear and understandable

We've seen an 8% decrease in overall satisfaction, a 7% decrease in the timeliness of resolution and an 8% decrease in helpfulness. There has been a 4% increase in Understandability.

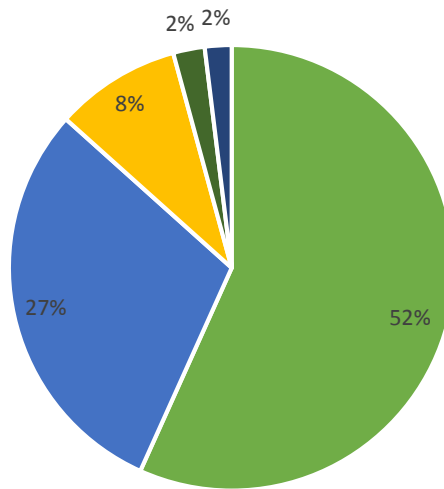
Overall the decrease in satisfaction indicates that our service was not meeting the needs of our users in 2018 and that the proposed IS Helpline service improvements being implemented in Q1 of 2019 should have a positive impact on our feedback.

The proposed changes will ensure we have adequate staff levels to support telephone enquiries.

They will also ensure that our first time and first line fixes can improve.

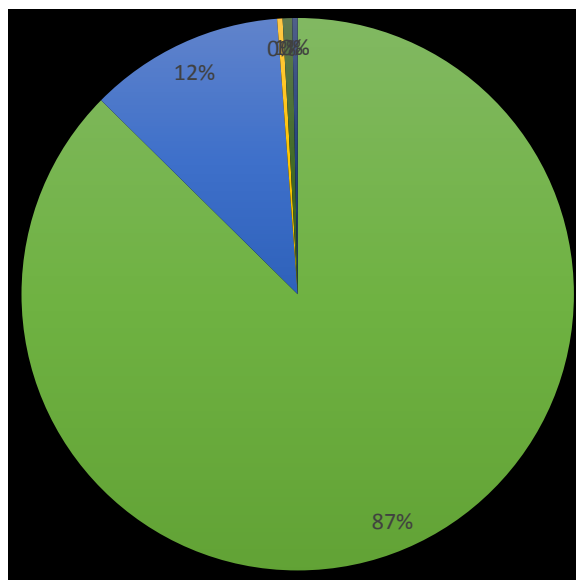


### Timeliness



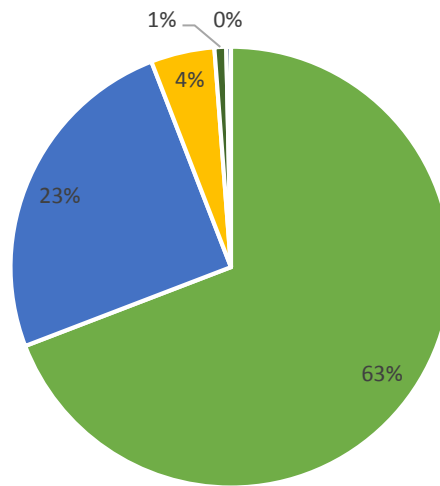
■ Very quickly ■ Quickly ■ Neither quickly or slowly ■ Slowly ■ Very slowly

### Language



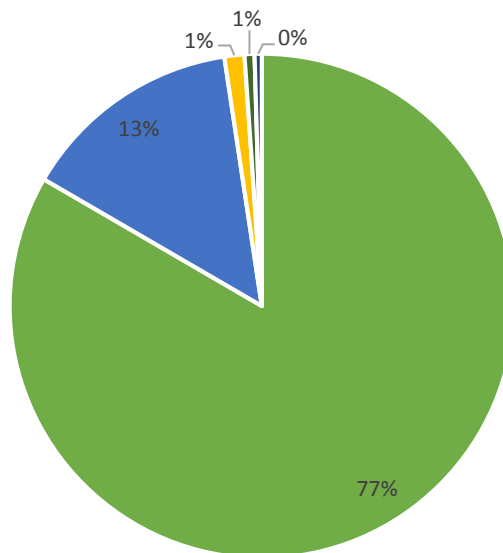
■ Very clear ■ Mostly clear ■ Understandable with effort ■ Confusing ■ Incomprehensible

### Helpfulness



- Very helpful and courteous
- Helpful and courteous
- Neither helpful or unhelpful
- Unhelpful
- Very unhelpful

### Language



- Very clear
- Mostly clear
- Understandable with effort
- Confusing
- Incomprehensible

## Appendix

<b>Satisfaction</b>		2018
Satisfied	4156	76%
Somewhat Satisfied	412	8%
Neither Satisfied nor dissatisfied	189	3%
Somewhat Dissatisfied	118	2%
Dissatisfied	108	2%
<b>Timeliness</b>		
Very quickly	2827	52%
Quickly	1490	27%
Neither quickly or slowly	455	8%
Slowly	114	2%
Very slowly	97	2%
<b>Helpfulness</b>		
Very helpful and courteous	3447	63%
Helpful and courteous	1243	23%
Neither helpful or unhelpful	233	4%
Unhelpful	43	1%
Very unhelpful	17	0%
<b>Language</b>		
Very clear	4164	77%
Mostly clear	711	13%
Understandable with effort	64	1%
Confusing	32	1%
Incomprehensible	23	0%

<b>College / Support group</b>		
CAHSS	2053	38%
CMVM	1110	20%
CSCE	899	17%
Other origin	414	8%
SGs	507	9%
<b>User Group</b>		
Staff	2059	38%
Student UG	904	17%
Student PGR	676	12%
Student PGT	702	13%
Visitor	229	4%

Alumni	187	3%
Applicant	98	2%
Other user type	128	2%
<b>Distance Learner</b>		
Not Distance Learner	4615	85%
Distance Learner	368	7%