

# Client Satisfaction Report

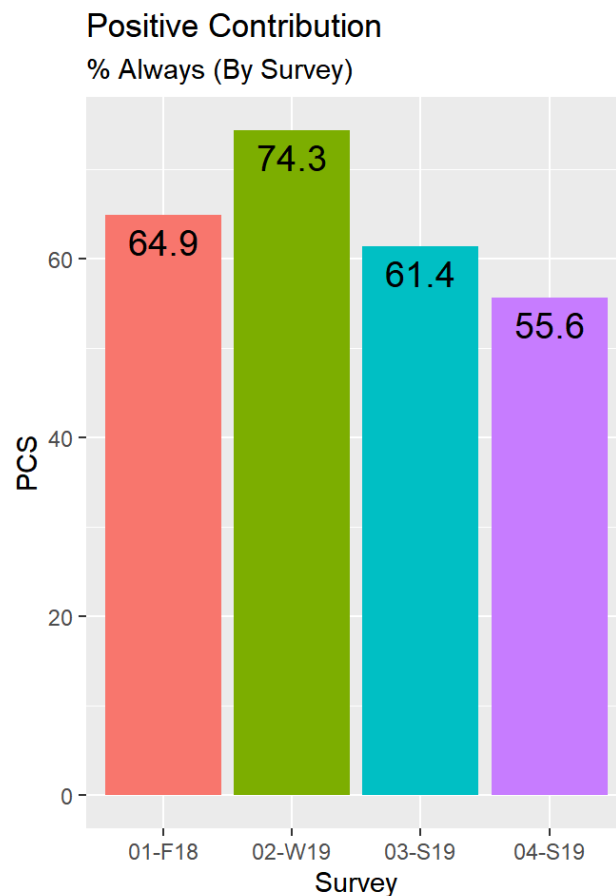
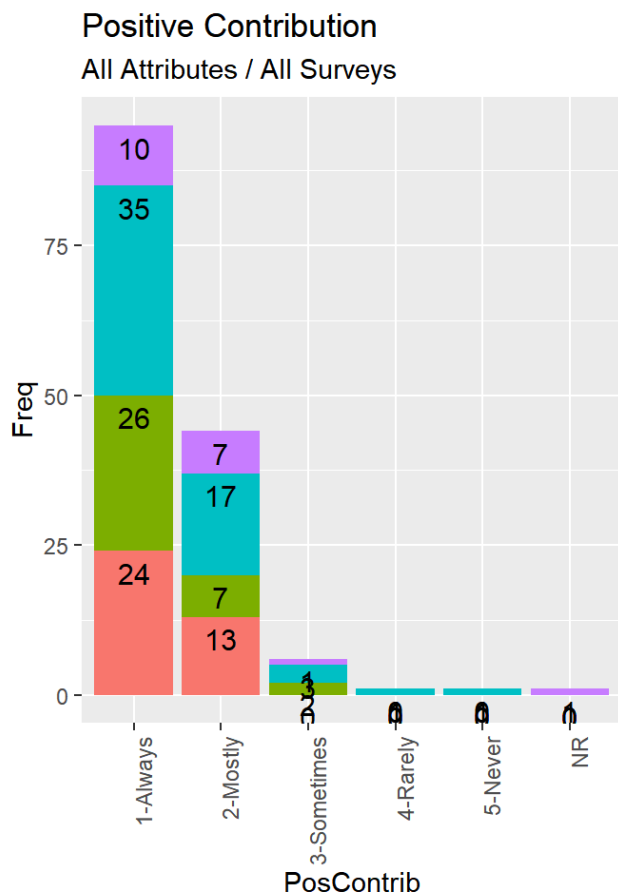
## Part 2 of 3: Percents View

August 2019 (Surveys 1-4)

### Experience Attribute 1: Makes a Positive Contribution

Data Summary - All Surveys

	1-Always	2-Mostly	3-Sometimes	4-Rarely	5-Never	NR
01-F18	24	13	0	0	0	0
02-W19	26	7	2	0	0	0
03-S19	35	17	3	1	1	0
04-S19	10	7	1	0	0	1

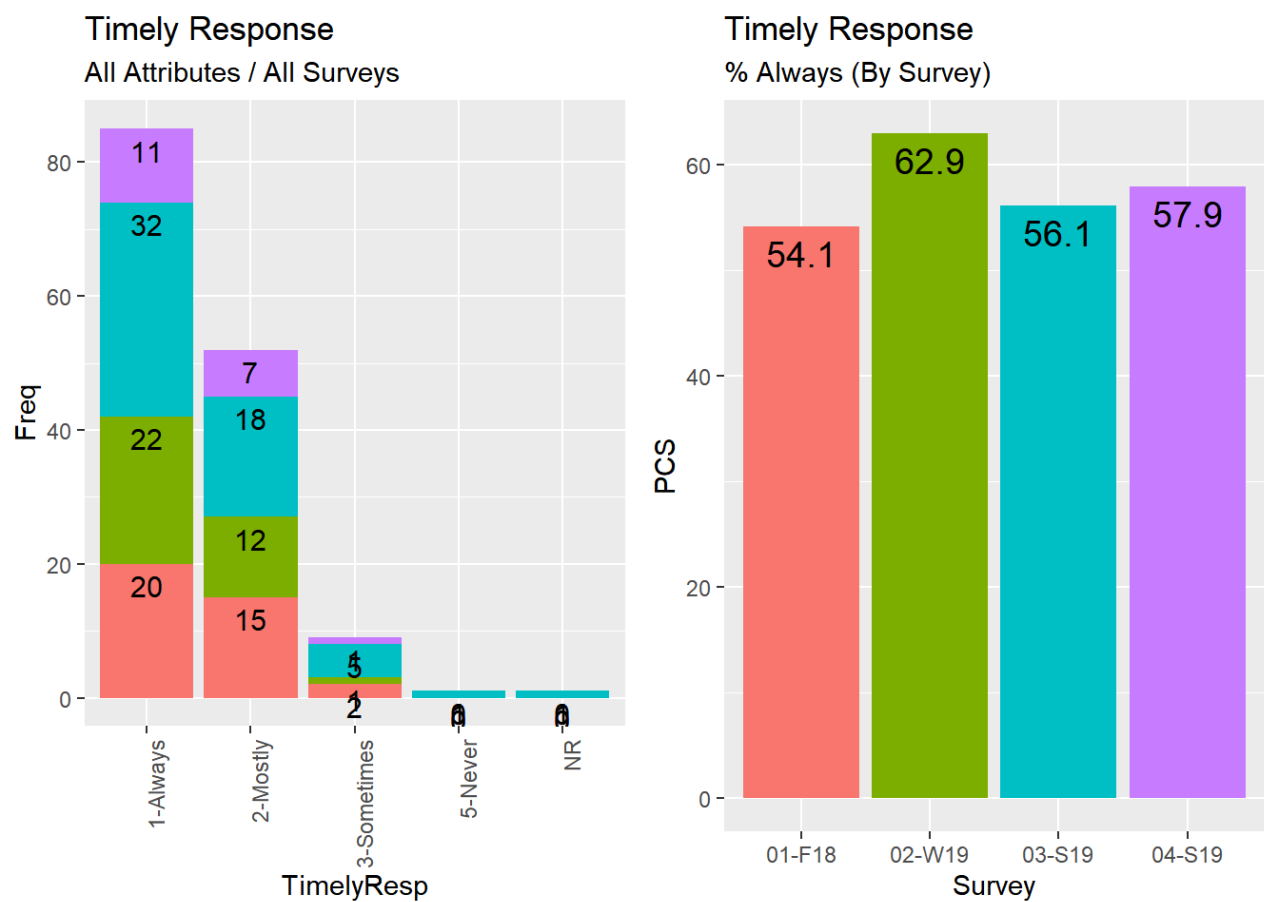


Change in 'Always' rating over period is:-9.3%

# Experience Attribute 2: Provides a Timely Response

Data Summary - All Surveys

	1-Always	2-Mostly	3-Sometimes	5-Never	NR
01-F18	20	15	2	0	0
02-W19	22	12	1	0	0
03-S19	32	18	5	1	1
04-S19	11	7	1	0	0

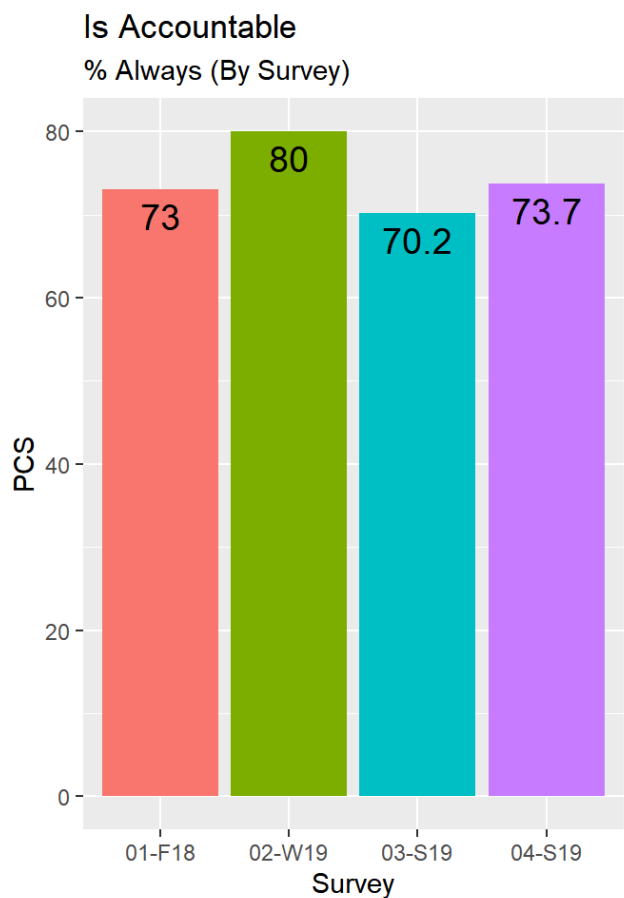
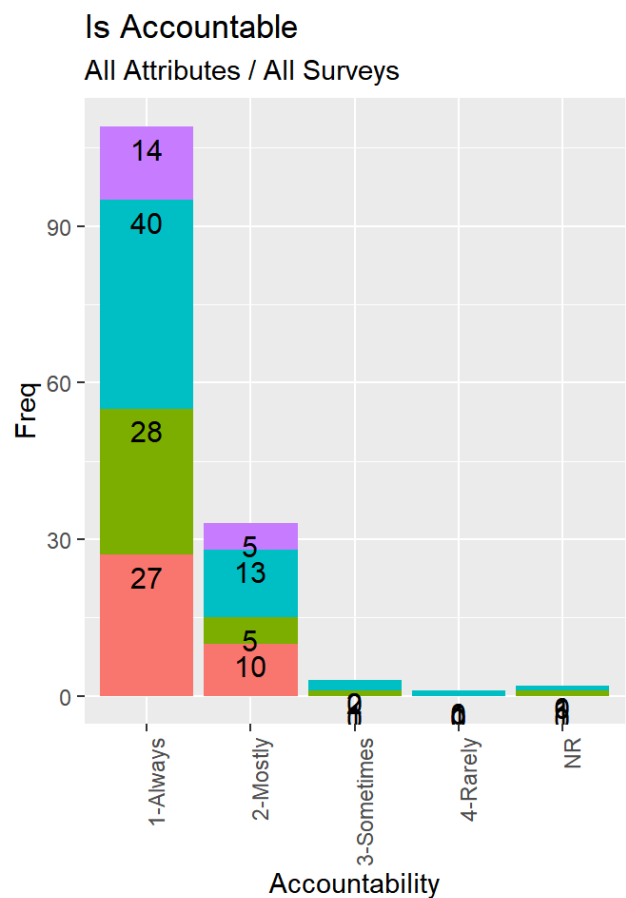


Change in 'Always' rating over period is:3.8%

# Experience Attribute 3: Staff is Accountable

Data Summary - All Surveys

	1-Always	2-Mostly	3-Sometimes	4-Rarely	NR
01-F18	27	10	0	0	0
02-W19	28	5	1	0	1
03-S19	40	13	2	1	1
04-S19	14	5	0	0	0

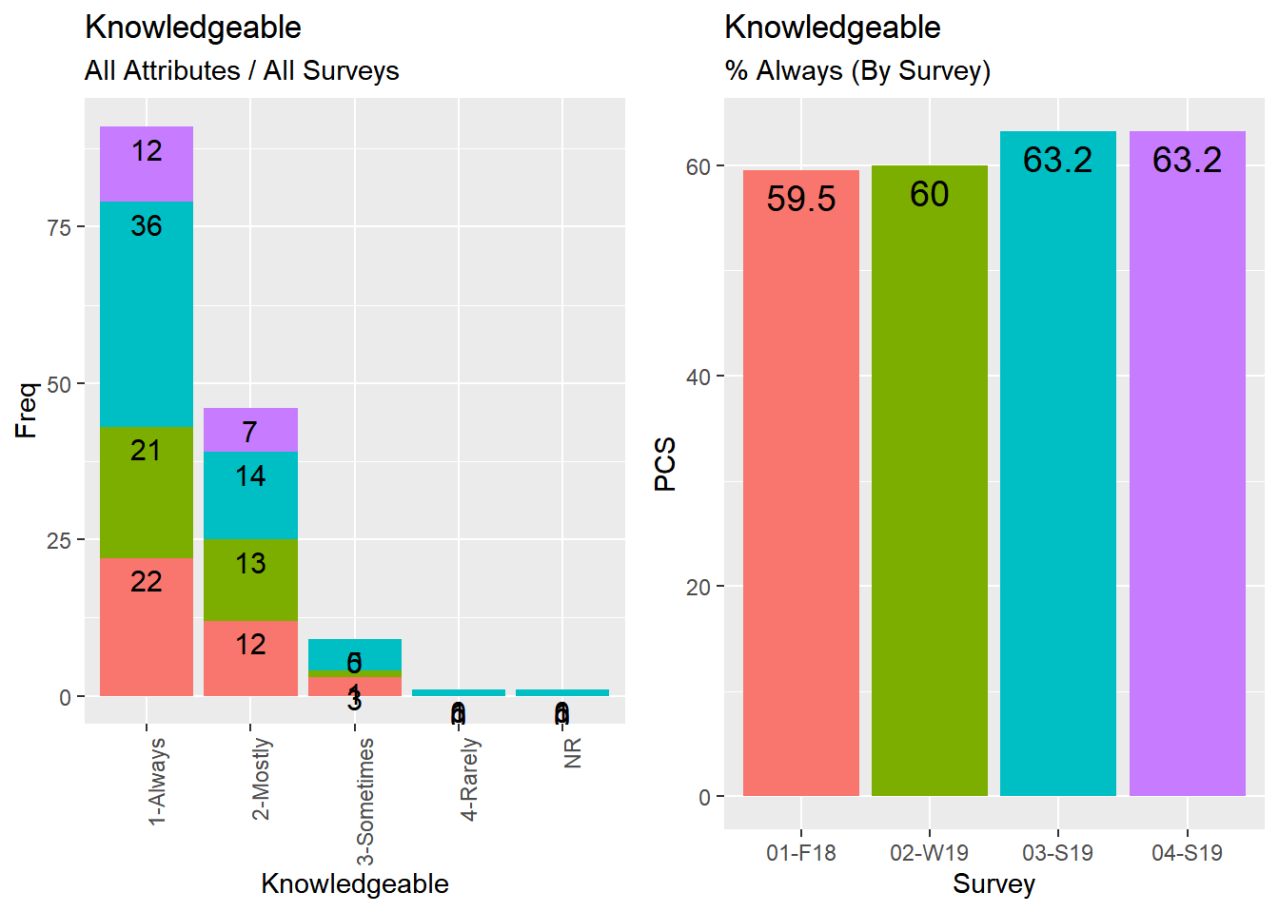


Change in 'Always' rating over period is: 0.7%

# Experience Attribute 4: Staff is Knowledgeable

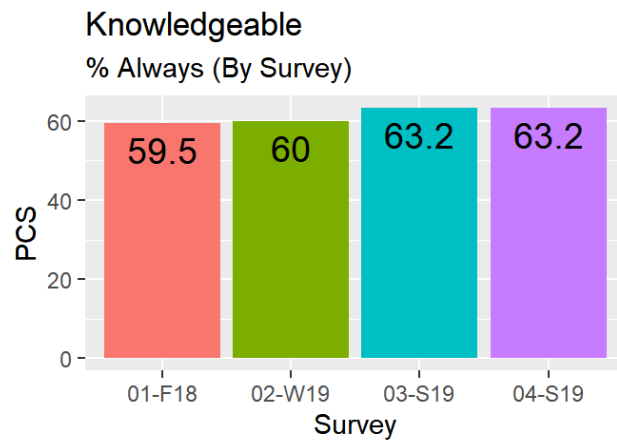
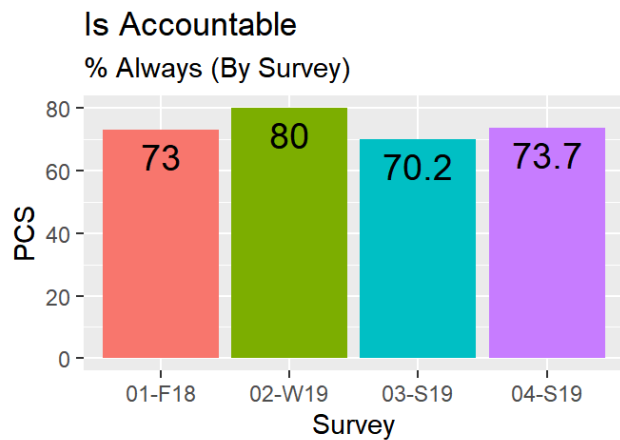
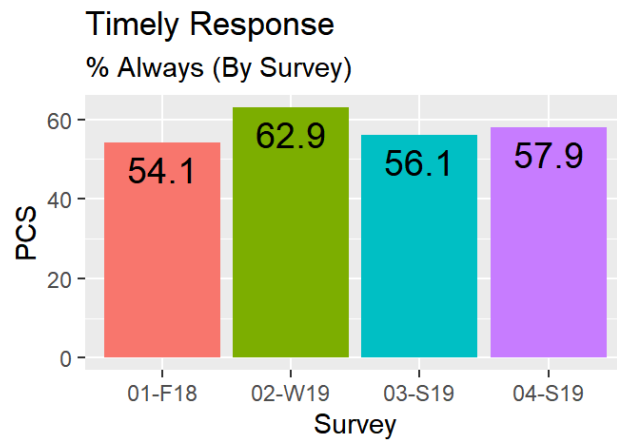
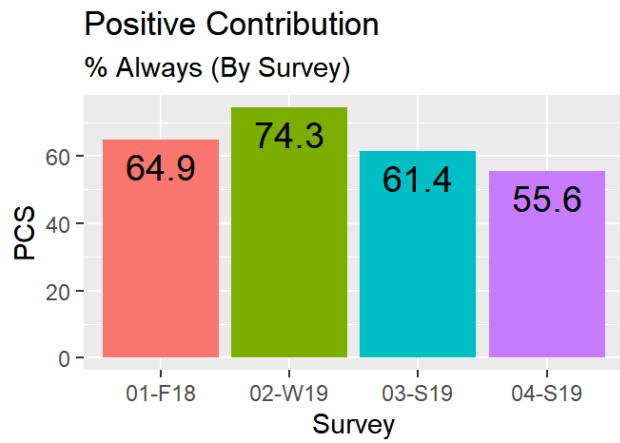
Data Summary - All Surveys

	1-Always	2-Mostly	3-Sometimes	4-Rarely	NR
01-F18	22	12	3	0	0
02-W19	21	13	1	0	0
03-S19	36	14	5	1	1
04-S19	12	7	0	0	0



Change in 'Always' rating over period is: 3.7%

# Experience Attributes Summary



## Experience Attributes - Improvement Over Period of Surveys

**Positive Contribution: -9.3%**

**Timely Response : 3.8%**

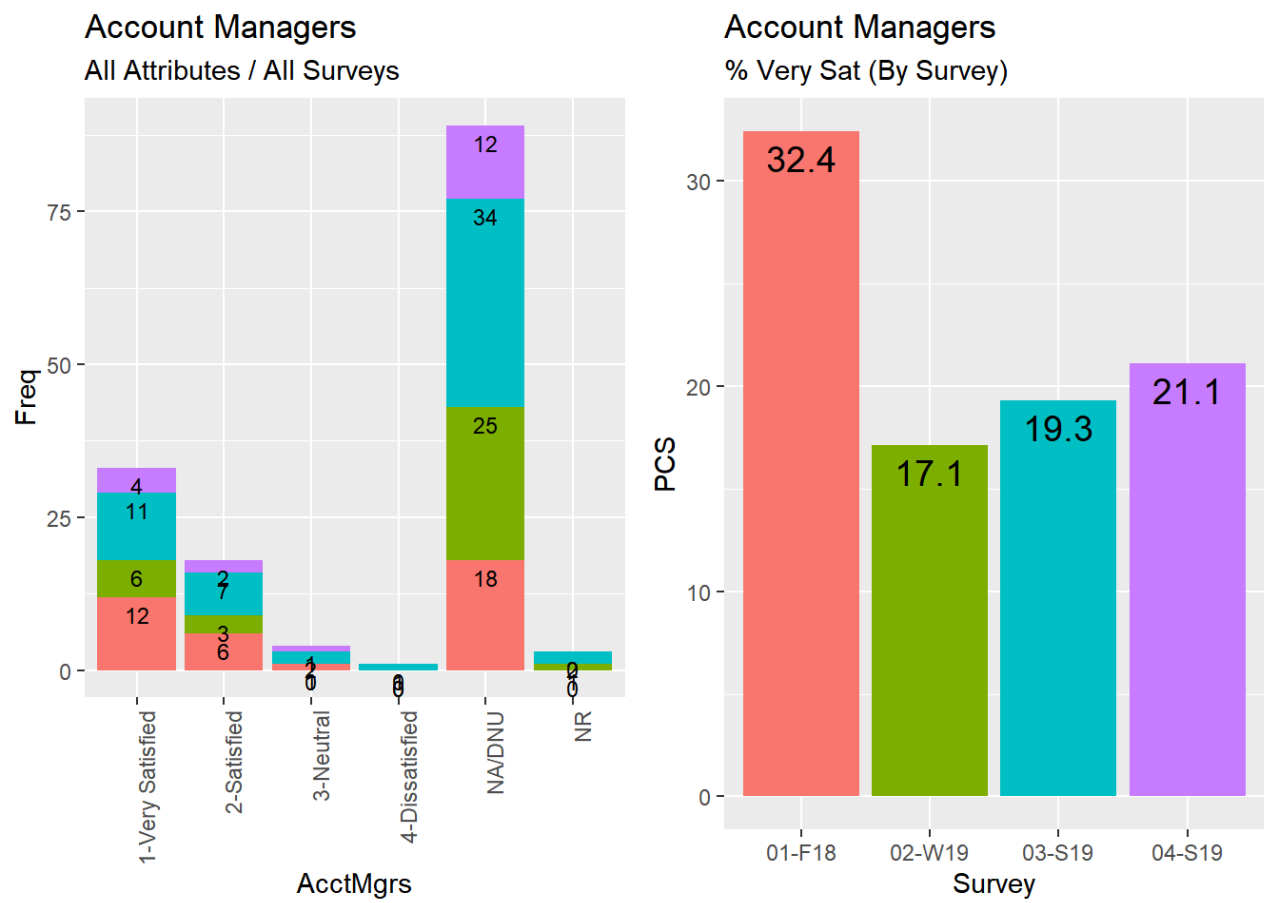
**Is Accountable : 0.7%**

**Knowledgeable Staff : 3.7%**

# Group Performance: Account Managers

## Data Summary - All Surveys

	1-Very Satisfied	2-Satisfied	3-Neutral	4-Dissatisfied	NA/DNU	NR
01-F18	12	6	1	0	18	0
02-W19	6	3	0	0	25	1
03-S19	11	7	2	1	34	2
04-S19	4	2	1	0	12	0

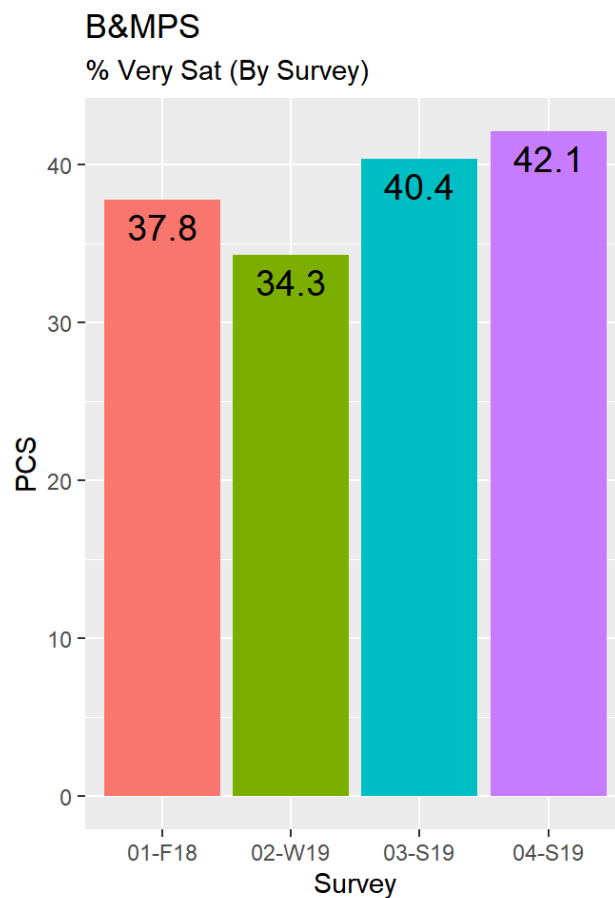
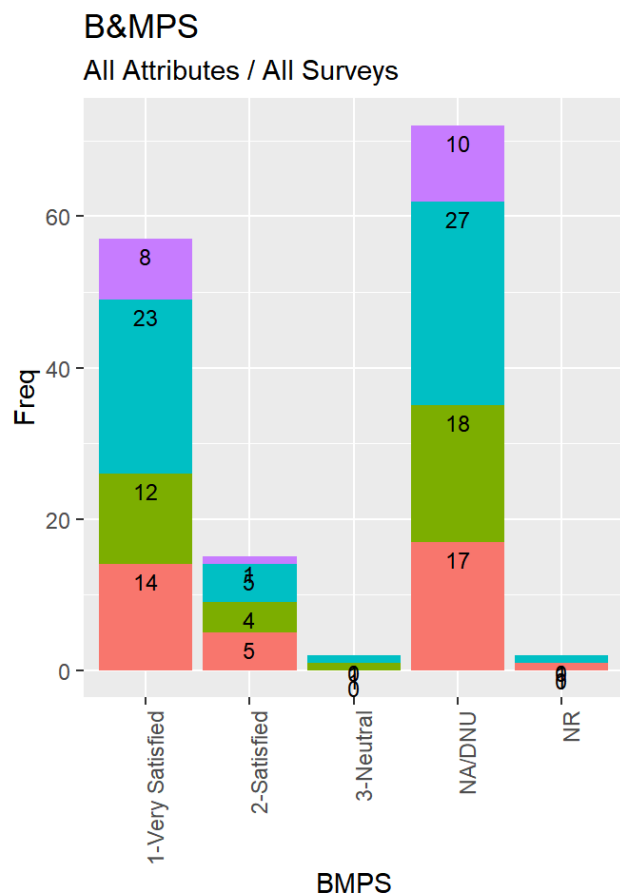


Change in 'Always' rating over period is: -11.3%

# Group Performance: B&MPS

## Data Summary - All Surveys

	1-Very Satisfied	2-Satisfied	3-Neutral	NA/DNU	NR
01-F18	14	5	0	17	1
02-W19	12	4	1	18	0
03-S19	23	5	1	27	1
04-S19	8	1	0	10	0

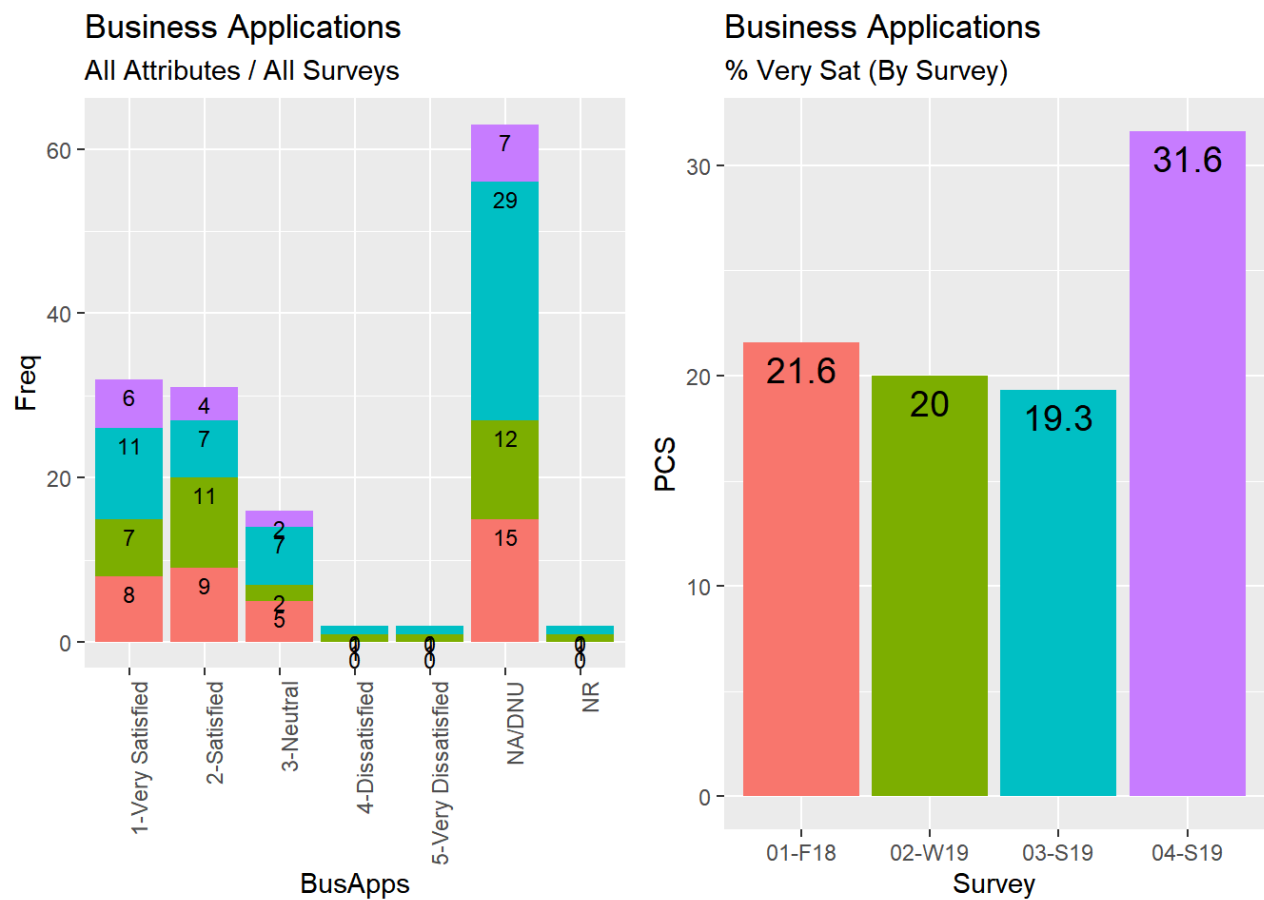


Change in 'Always' rating over period is: 4.3%

# Group Performance: Business Applications

## Data Summary - All Surveys

	1-Very Satisfied	2-Satisfied	3-Neutral	4-Dissatisfied	5-Very Dissatisfied	NA/DNU	NR
01-F18	8	9	5	0	0	15	0
02-W19	7	11	2	1	1	12	1
03-S19	11	7	7	1	1	29	1
04-S19	6	4	2	0	0	7	0



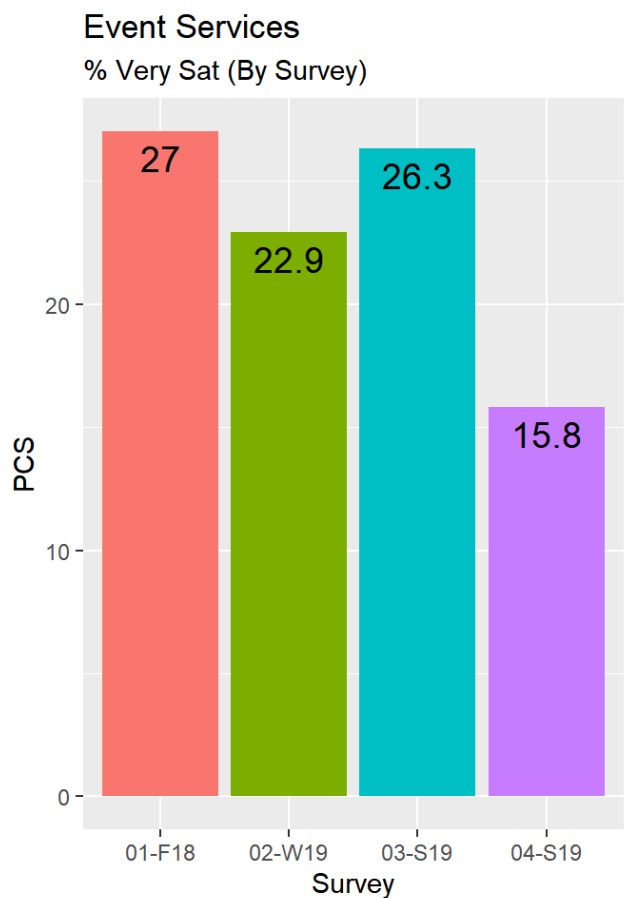
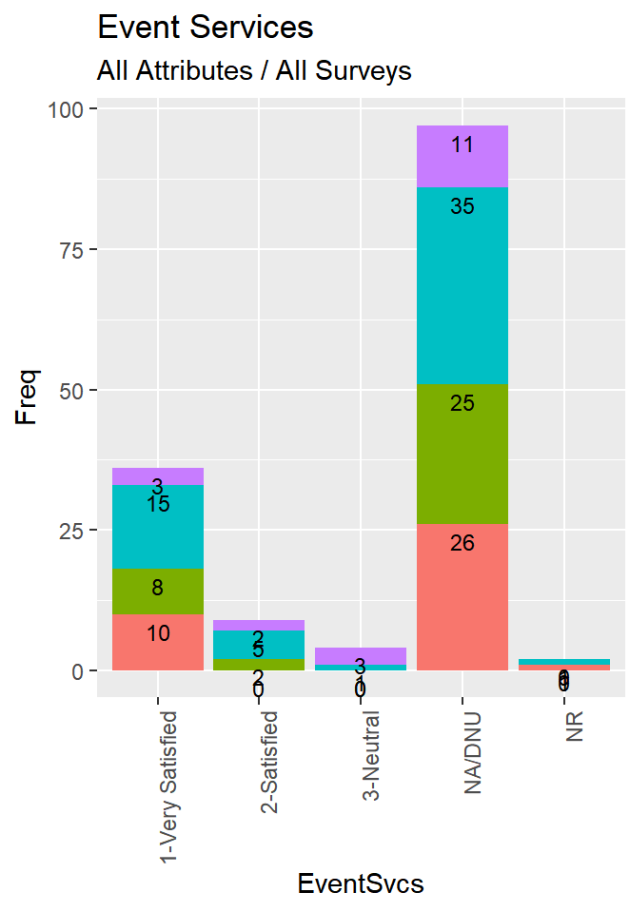
Change in 'Always' rating over period is: 10%



# Group Performance: Event Services

## Data Summary - All Surveys

	1-Very Satisfied	2-Satisfied	3-Neutral	NA/DNU	NR
01-F18	10	0	0	26	1
02-W19	8	2	0	25	0
03-S19	15	5	1	35	1
04-S19	3	2	3	11	0

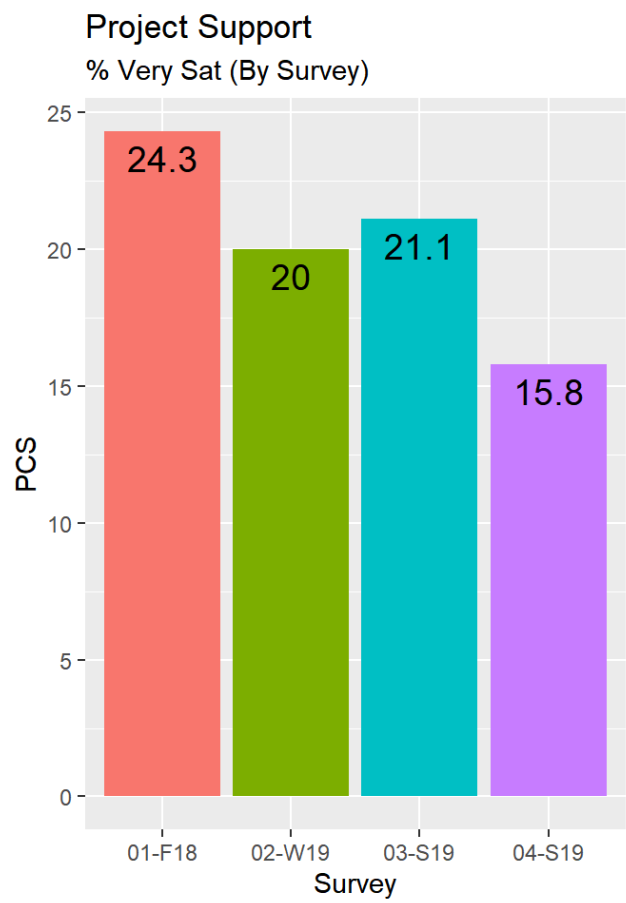
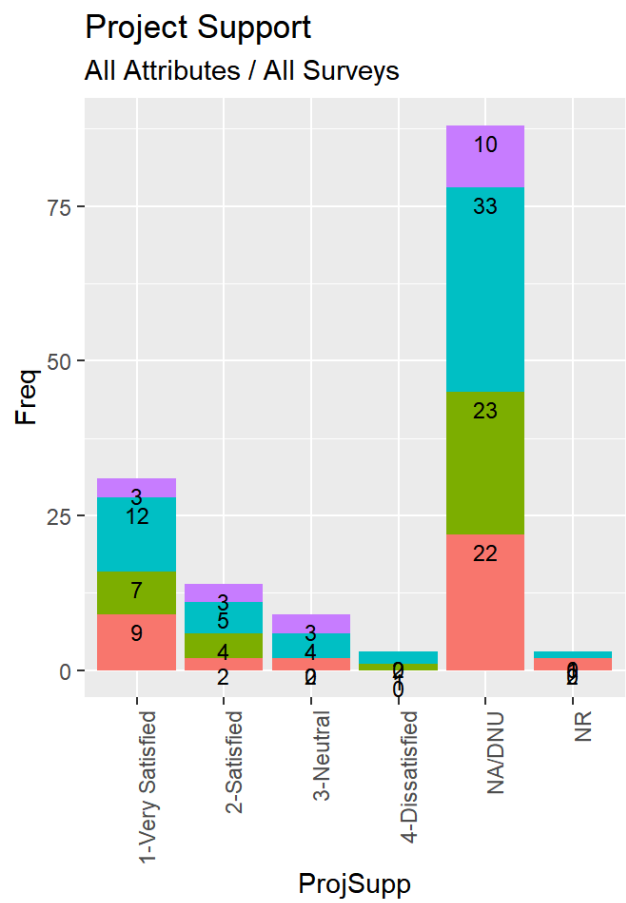


Change in 'Always' rating over period is: -11.2%

# Group Performance: Project Support

## Data Summary - All Surveys

	1-Very Satisfied	2-Satisfied	3-Neutral	4-Dissatisfied	NA/DNU	NR
01-F18	9	2	2	0	22	2
02-W19	7	4	0	1	23	0
03-S19	12	5	4	2	33	1
04-S19	3	3	3	0	10	0

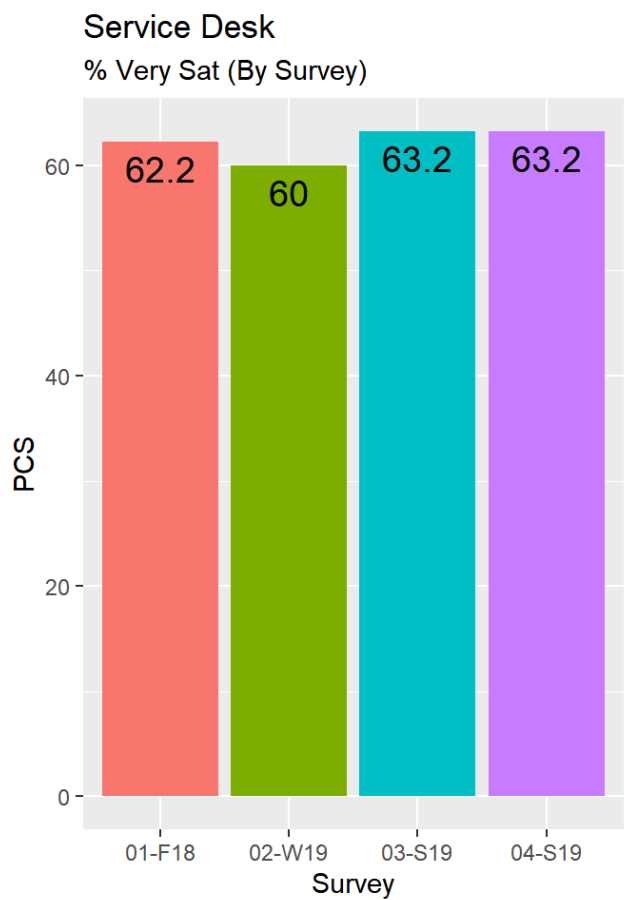
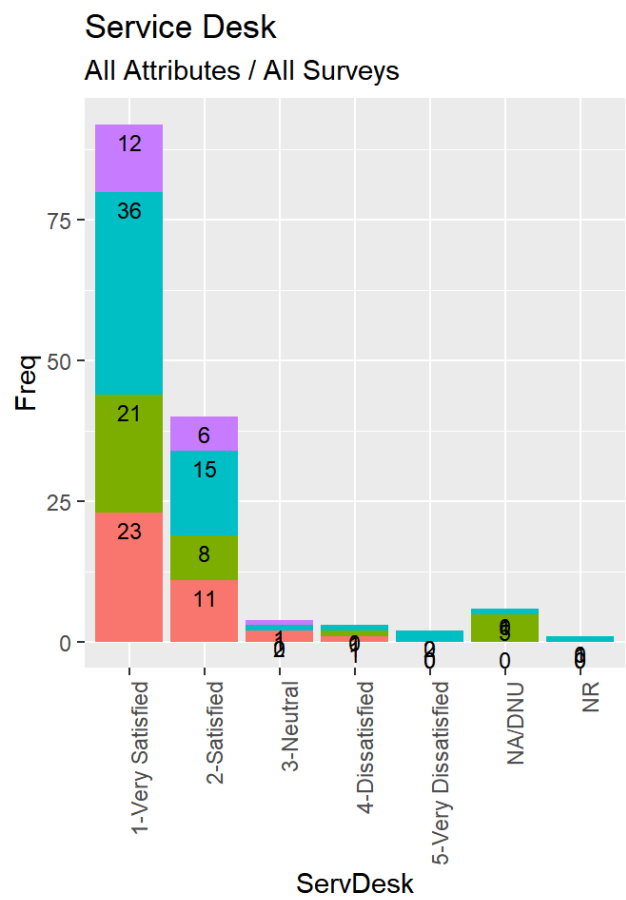


Change in 'Always' rating over period is: -8.5%

# Group Performance: Service Desk

## Data Summary - All Surveys

	1-Very Satisfied	2-Satisfied	3-Neutral	4-Dissatisfied	5-Very Dissatisfied	NA/DNU	NR
01-F18	23	11	2	1	0	0	0
02-W19	21	8	0	1	0	5	0
03-S19	36	15	1	1	2	1	1
04-S19	12	6	1	0	0	0	0

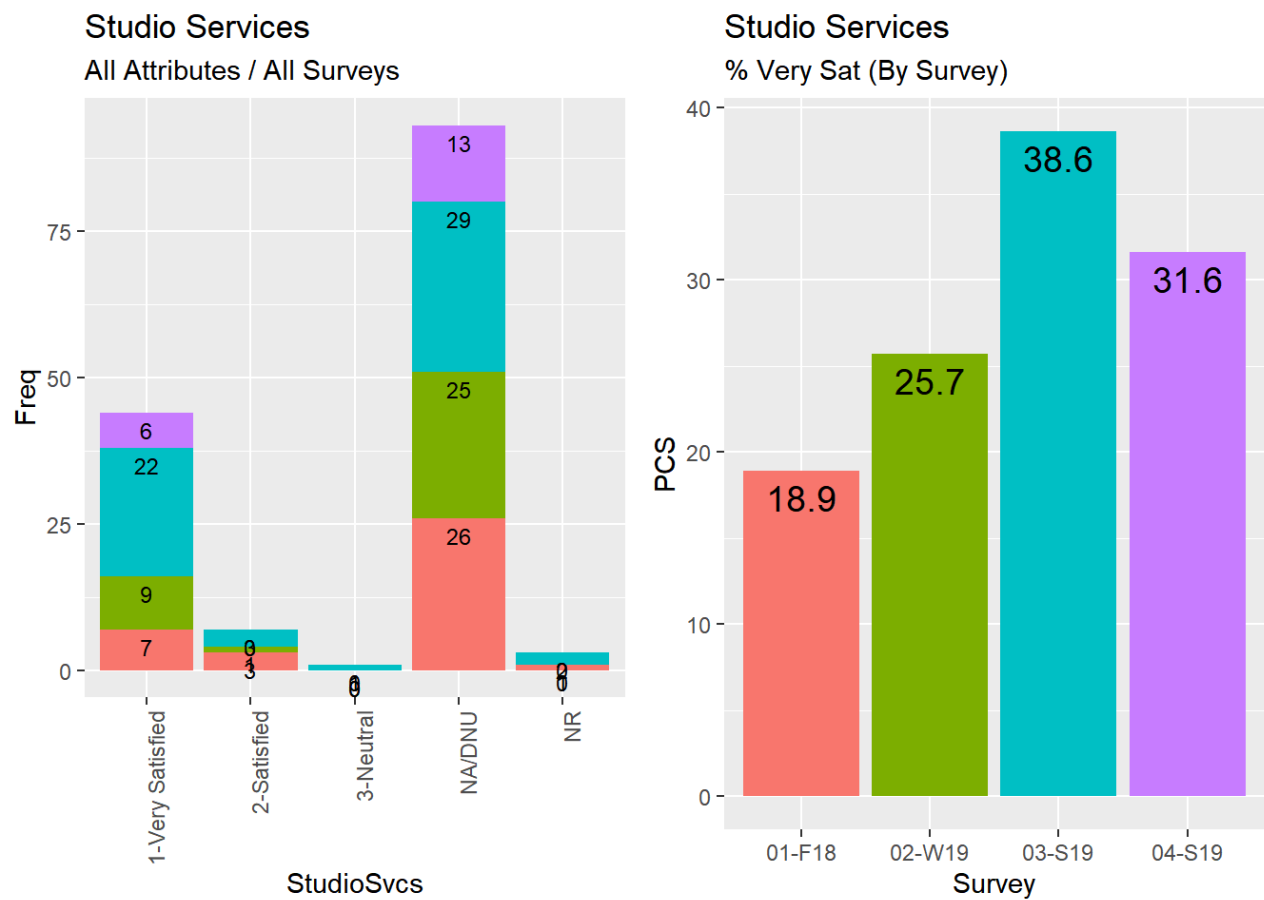


Change in 'Always' rating over period is: 1%

# Group Performance: Studio Services

## Data Summary - All Surveys

	1-Very Satisfied	2-Satisfied	3-Neutral	NA/DNU	NR
01-F18	7	3	0	26	1
02-W19	9	1	0	25	0
03-S19	22	3	1	29	2
04-S19	6	0	0	13	0

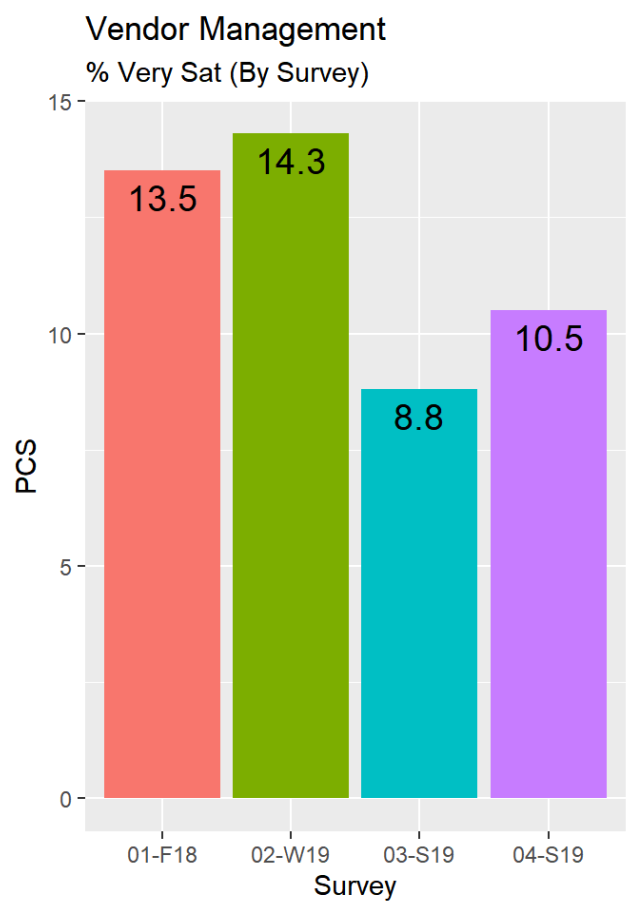
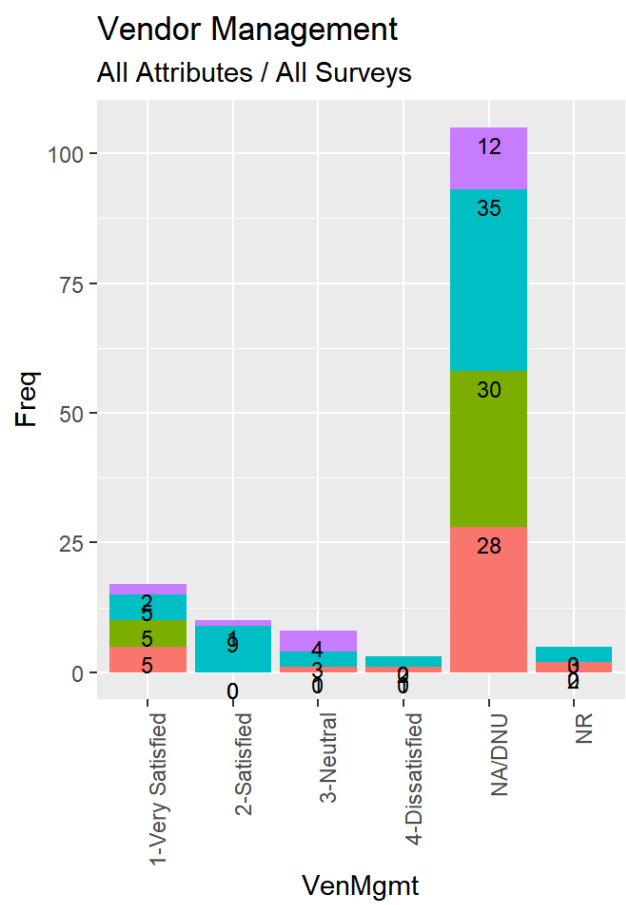


Change in ‘Always’ rating over period is: 12.7%

# Group Performance: Vendor Management

## Data Summary - All Surveys

	1-Very Satisfied	2-Satisfied	3-Neutral	4-Dissatisfied	NA/DNU	NR
01-F18	5	0	1	1	28	2
02-W19	5	0	0	0	30	0
03-S19	5	9	3	2	35	3
04-S19	2	1	4	0	12	0

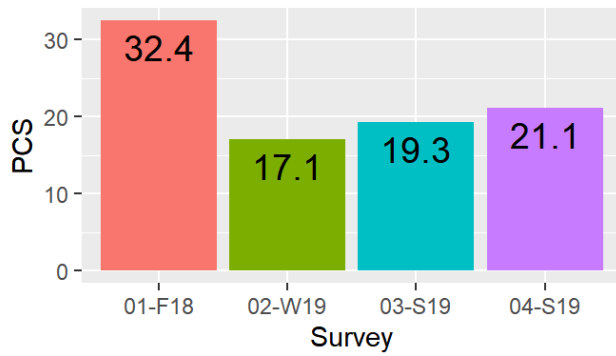


Change in 'Always' rating over period is: -3%

# Group Performance Summary

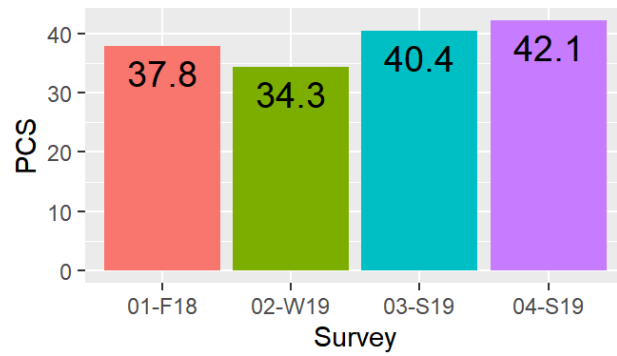
## Account Managers

% Very Sat (By Survey)



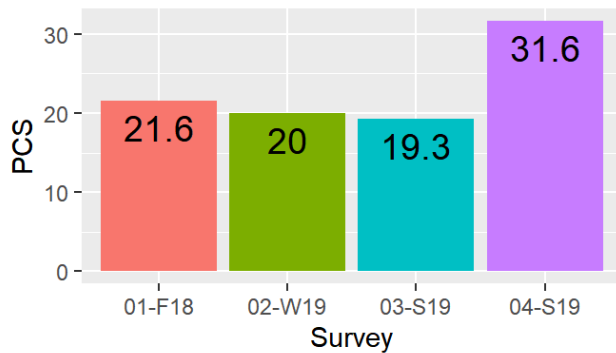
## B&MPS

% Very Sat (By Survey)



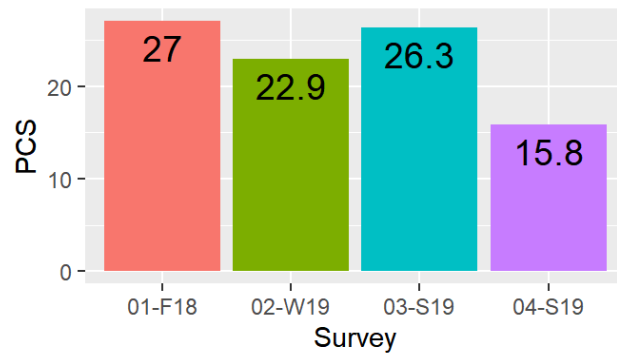
## Business Applications

% Very Sat (By Survey)



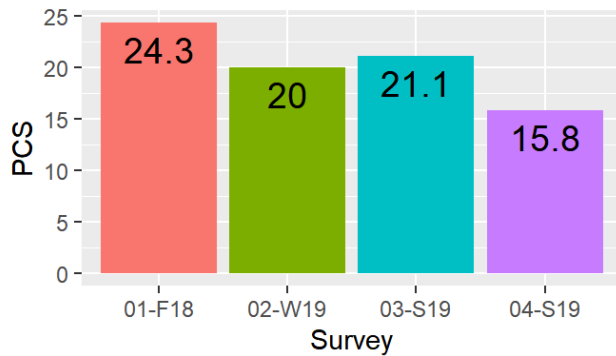
## Event Services

% Very Sat (By Survey)



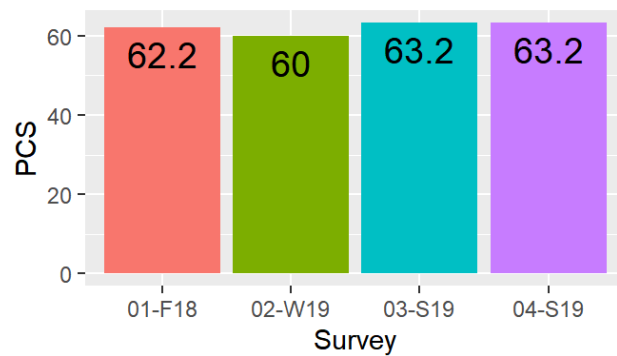
## Project Support

% Very Sat (By Survey)



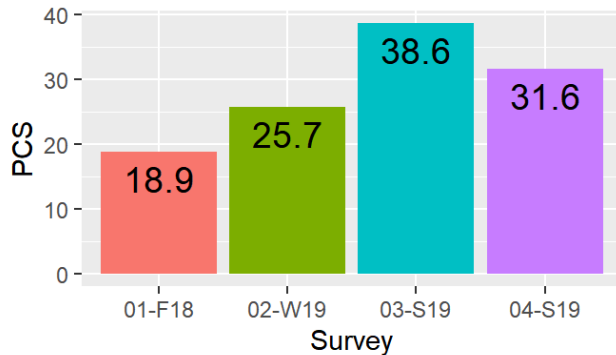
## Service Desk

% Very Sat (By Survey)



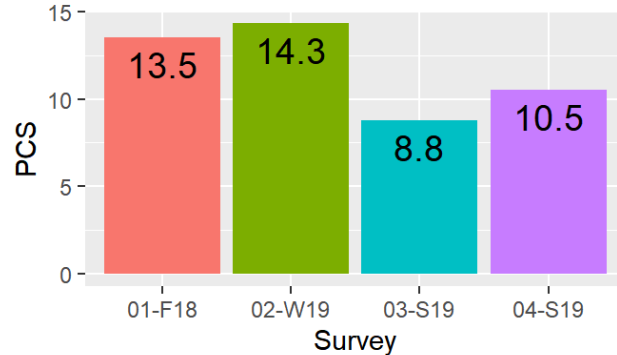
## Studio Services

% Very Sat (By Survey)



## Vendor Management

% Very Sat (By Survey)



## Group Performance - Improvement Over Period of Surveys

**Account Managers: -11.3%**

**BMPS: 4.3%**

**Business Applications:10%**

**Event Services: -11.2%**

**Project Support: -8.5%**

**Service Desk: 1%**

**Studio Services: 12.7%**

**Vendor Management: -3%**

[End of Report]