

Client Satisfaction Report

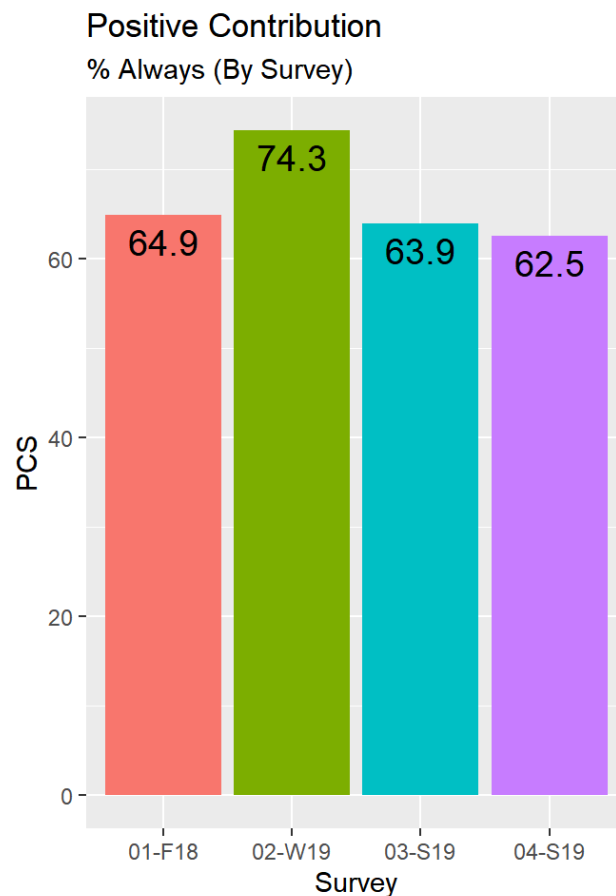
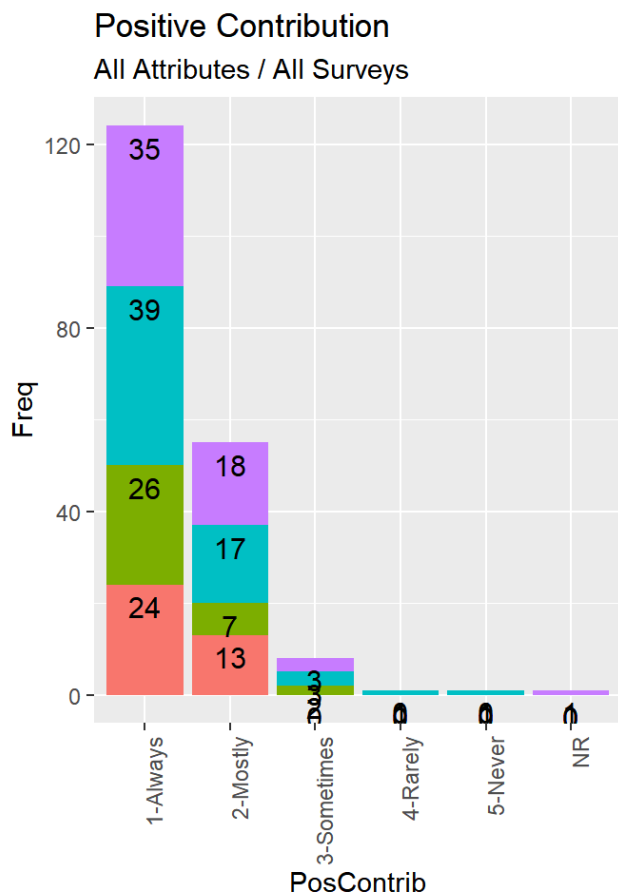
Part 2 of 3: Percents View

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	39	17	3	1	1	0
04-S19	35	18	3	0	0	1

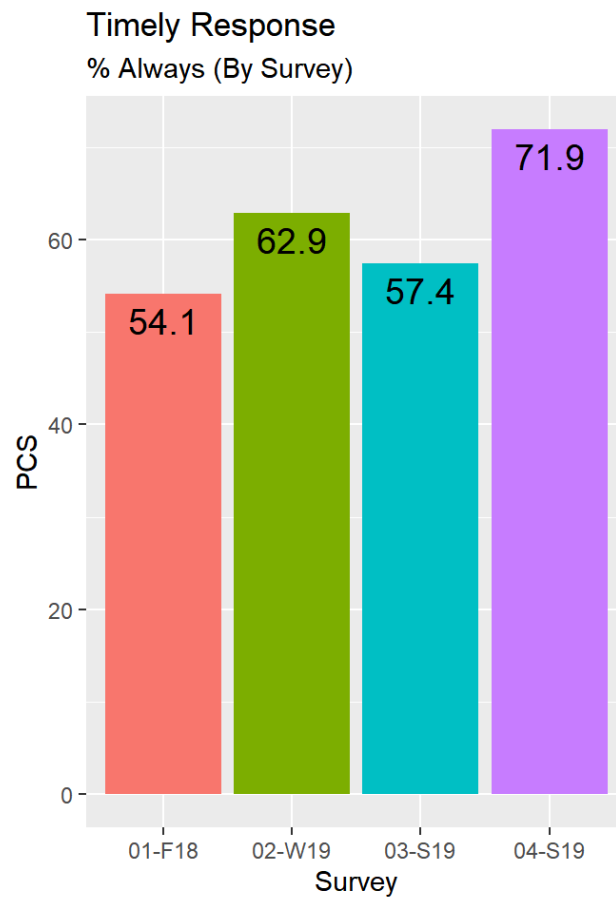
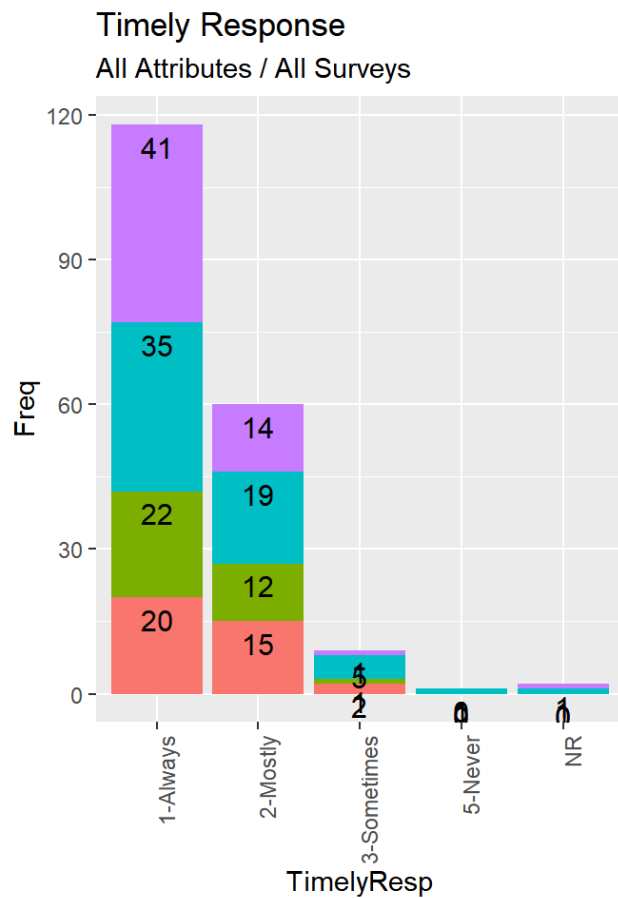


Change in 'Always' rating over period is:-2.4%

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	35	19	5	1	1
04-S19	41	14	1	0	1

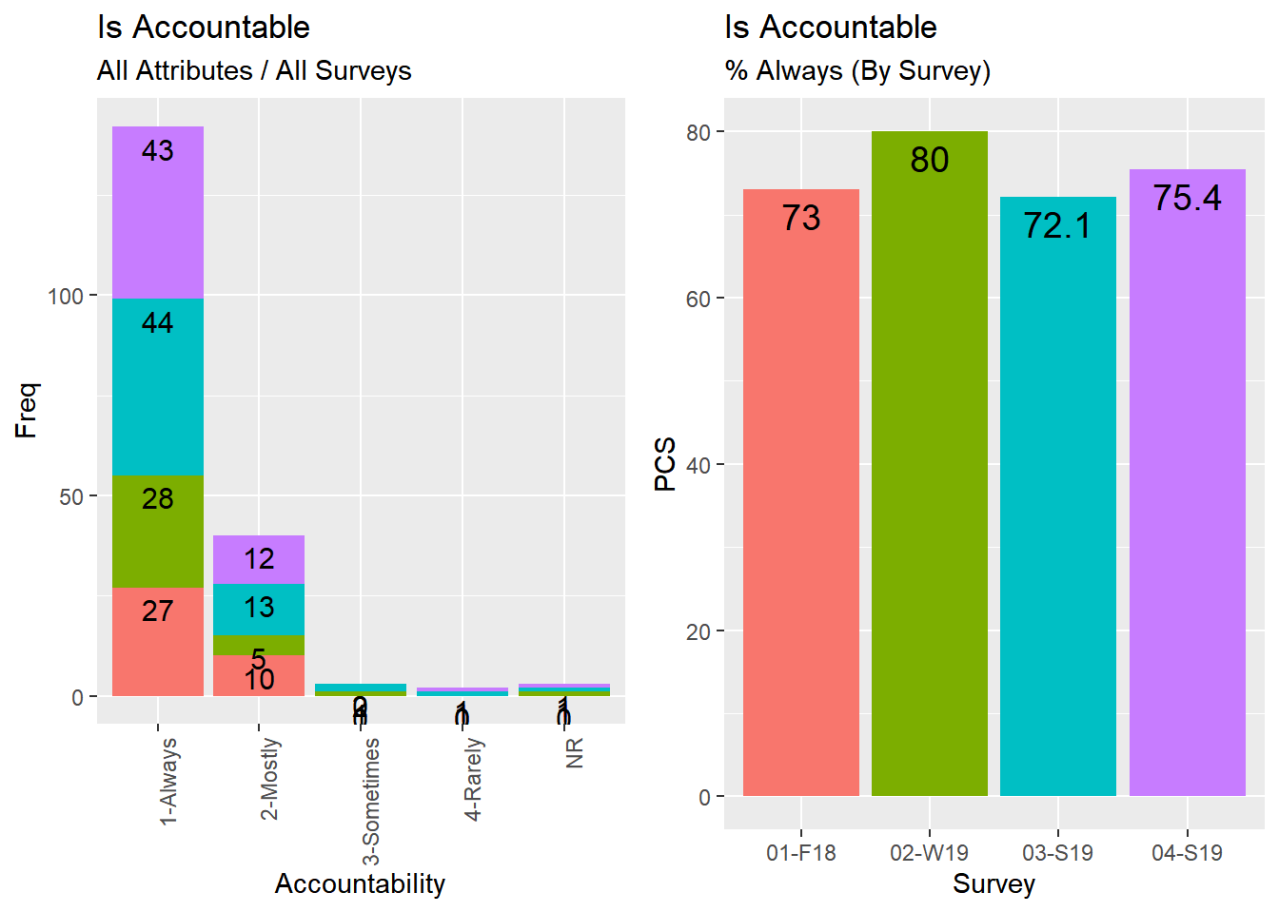


Change in 'Always' rating over period is:17.8%

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	44	13	2	1	1
04-S19	43	12	0	1	1

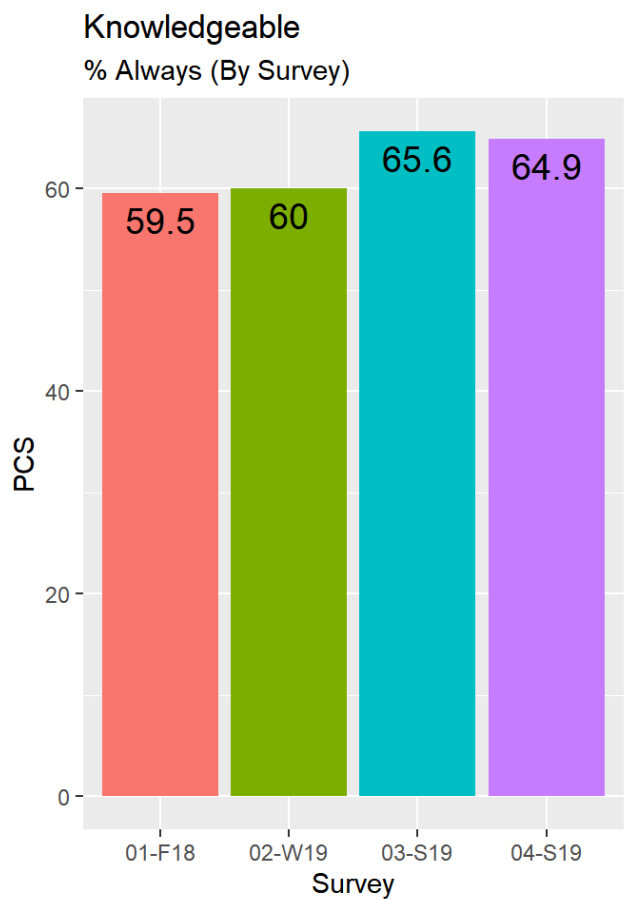
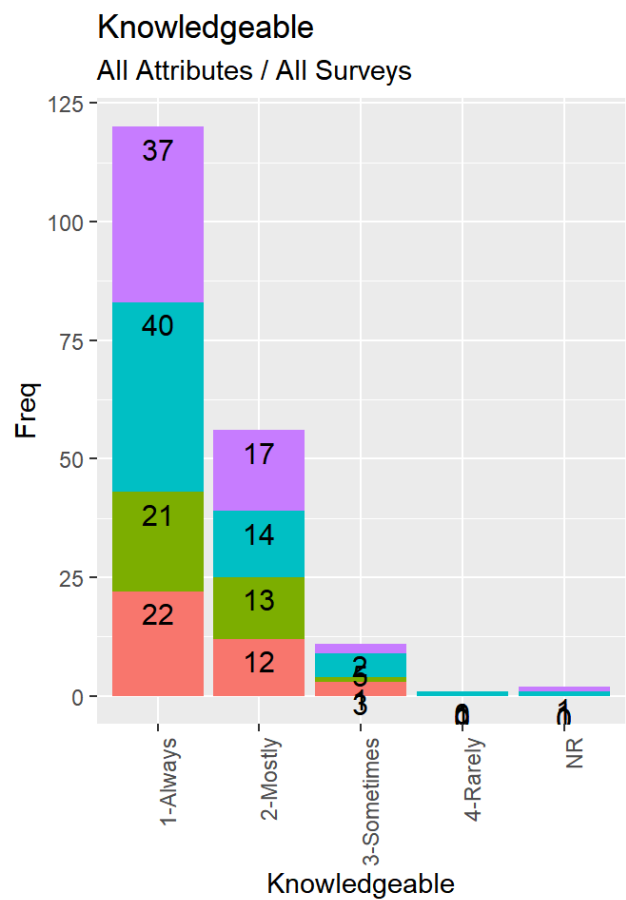


Change in 'Always' rating over period is: 2.4%

Experience Attribute 4: Staff is Knowledgeable

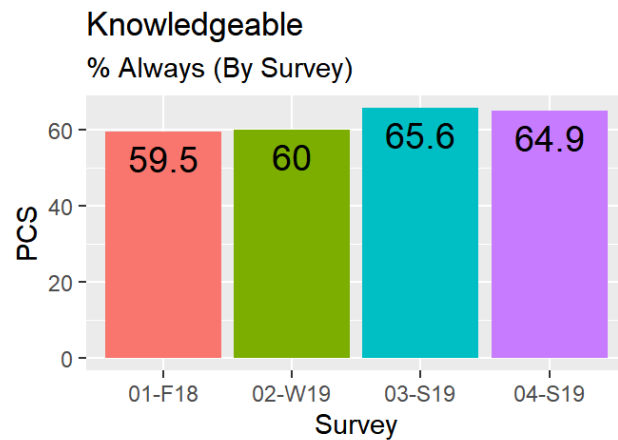
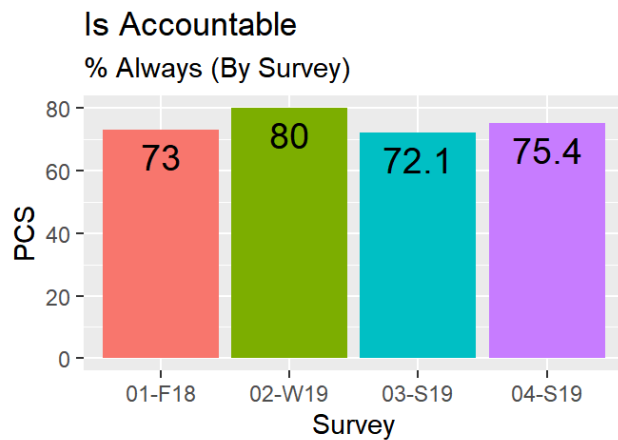
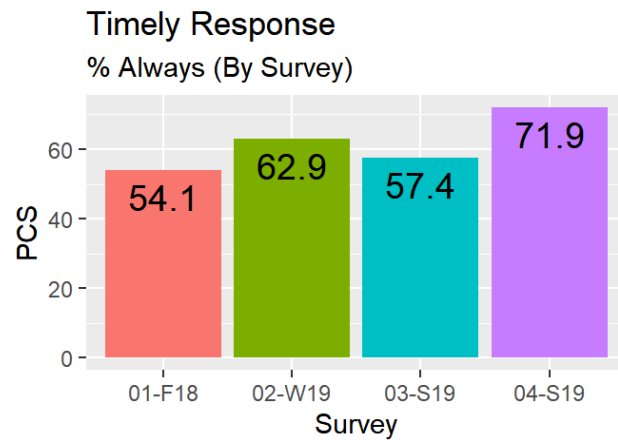
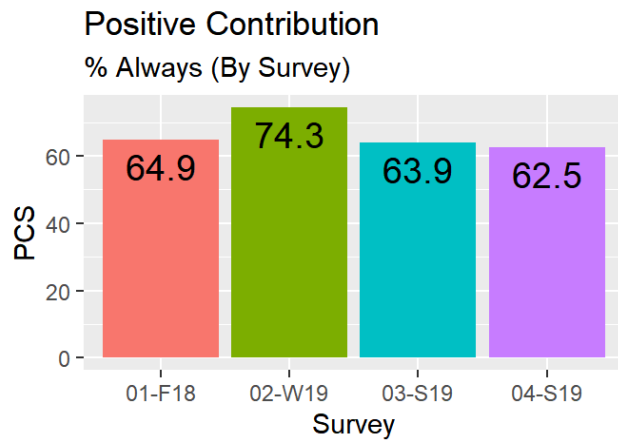
Data Summary - All Surveys

	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	40	14	5	1	1
04-S19	37	17	2	0	1



Change in 'Always' rating over period is: 5.4%

Experience Attributes Summary



Experience Attributes - Improvement Over Period of Surveys

Positive Contribution: -2.4%

Timely Response : 17.8%

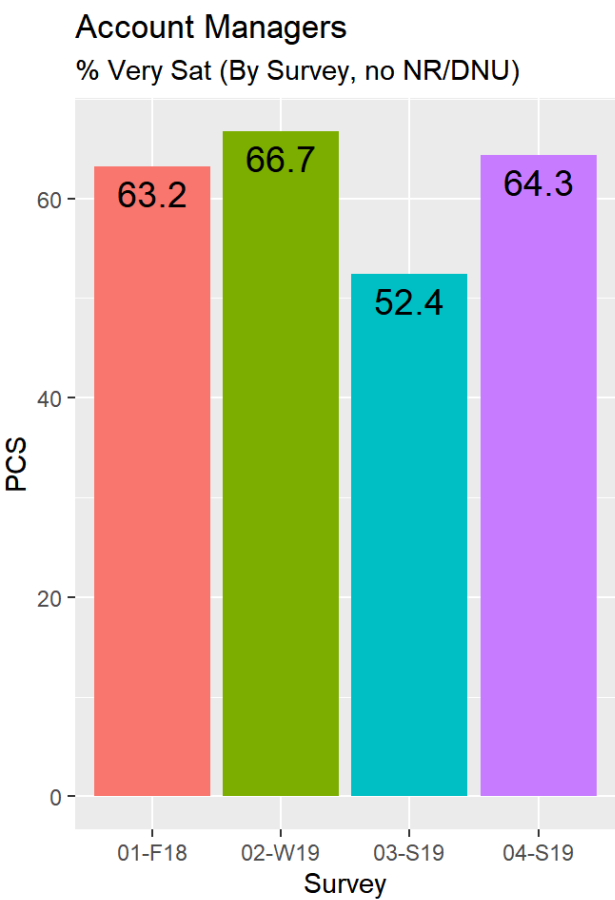
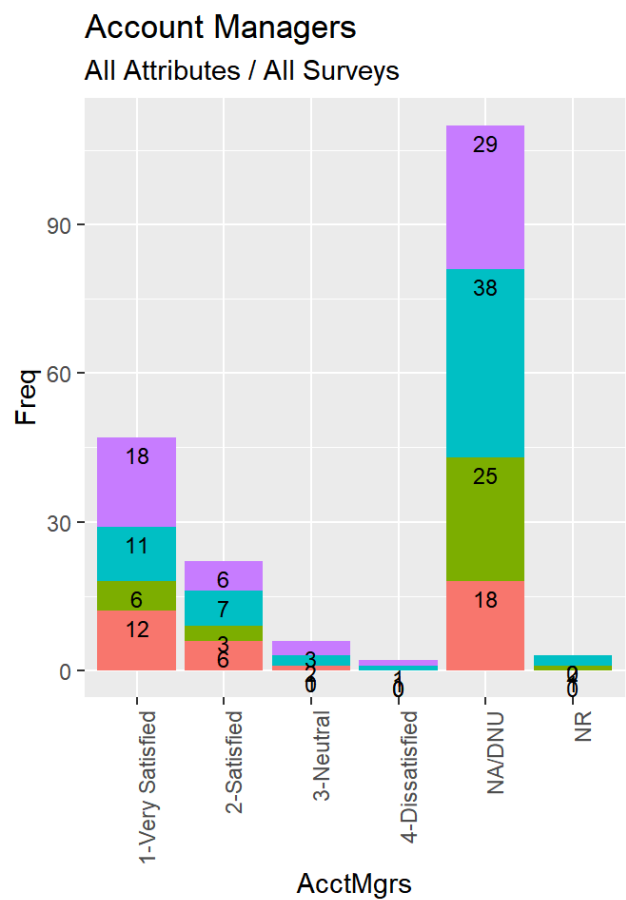
Is Accountable : 2.4%

Knowledgeable Staff : 5.4%

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	38	2
04-S19	18	6	3	1	29	0

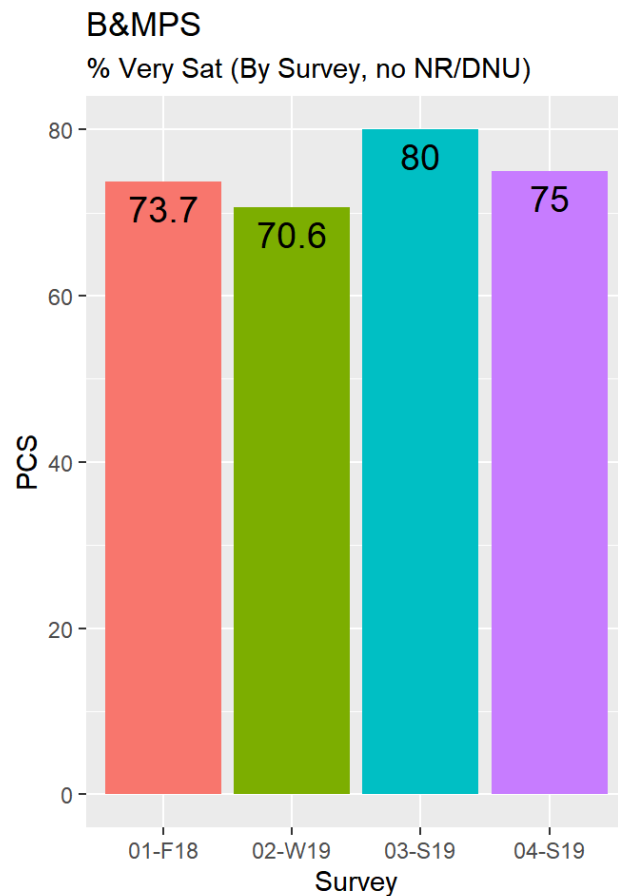
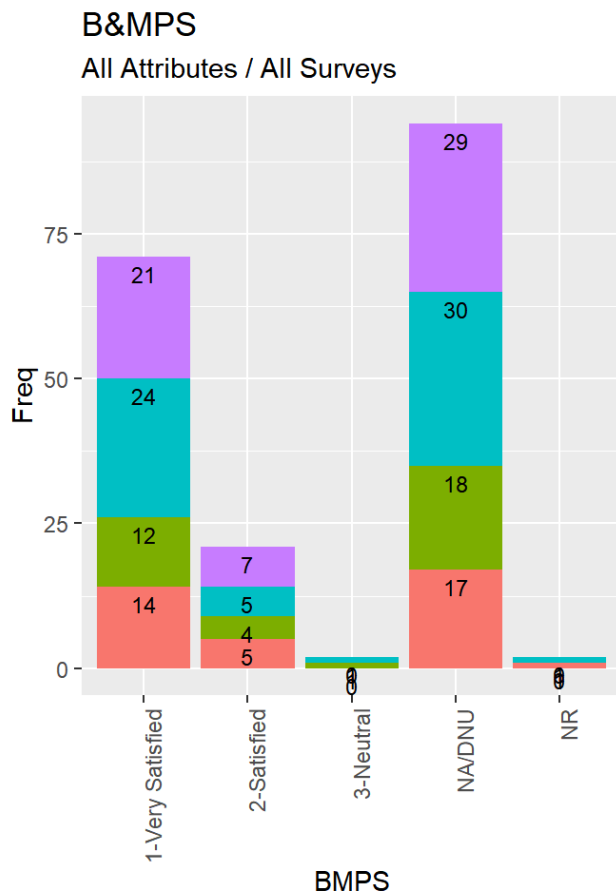


Change in 'Always' rating over period is: 1.1%

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	24	5	1	30	1
04-S19	21	7	0	29	0

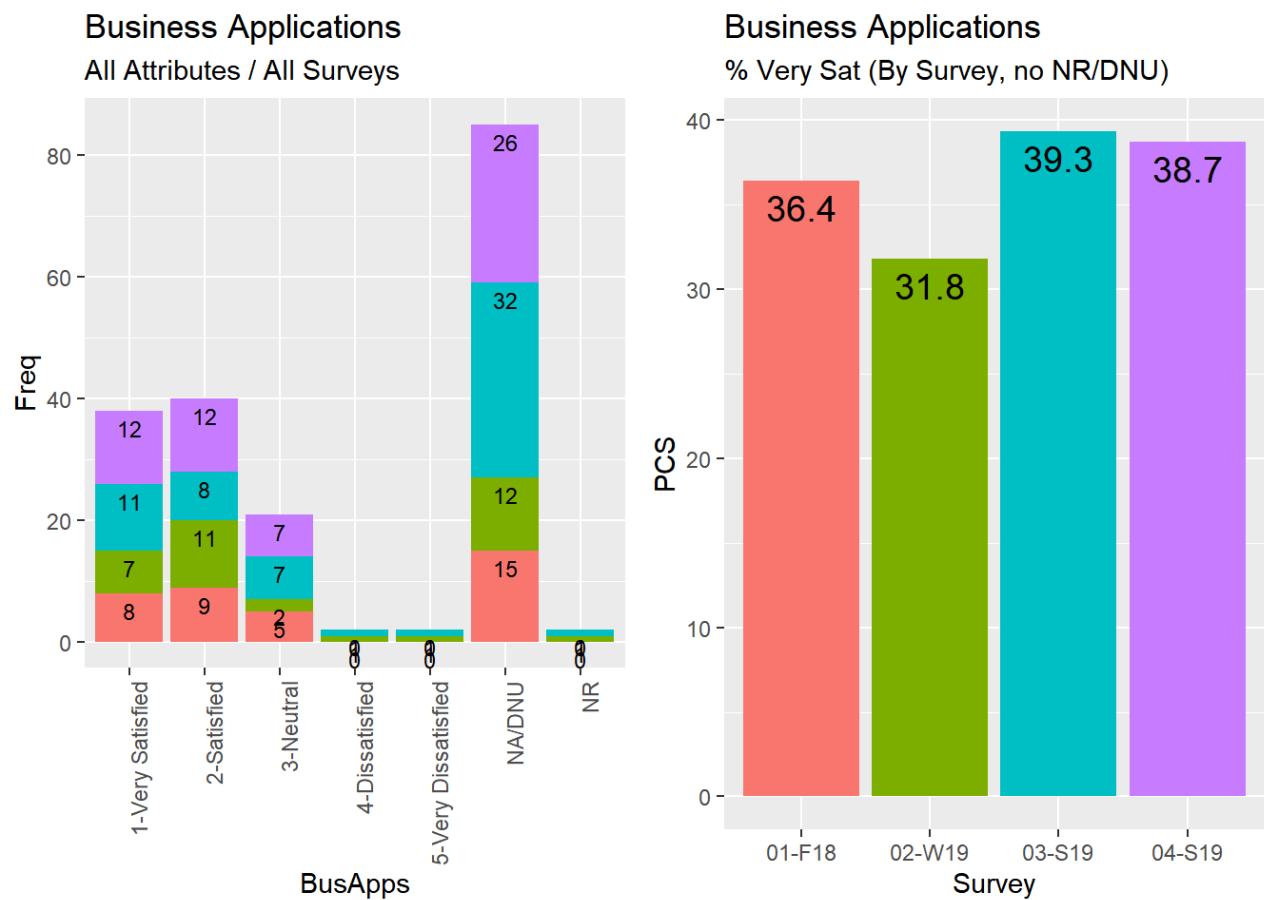


Change in 'Always' rating over period is: 1.3%

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	8	7	1	1	32	1
04-S19	12	12	7	0	0	26	0

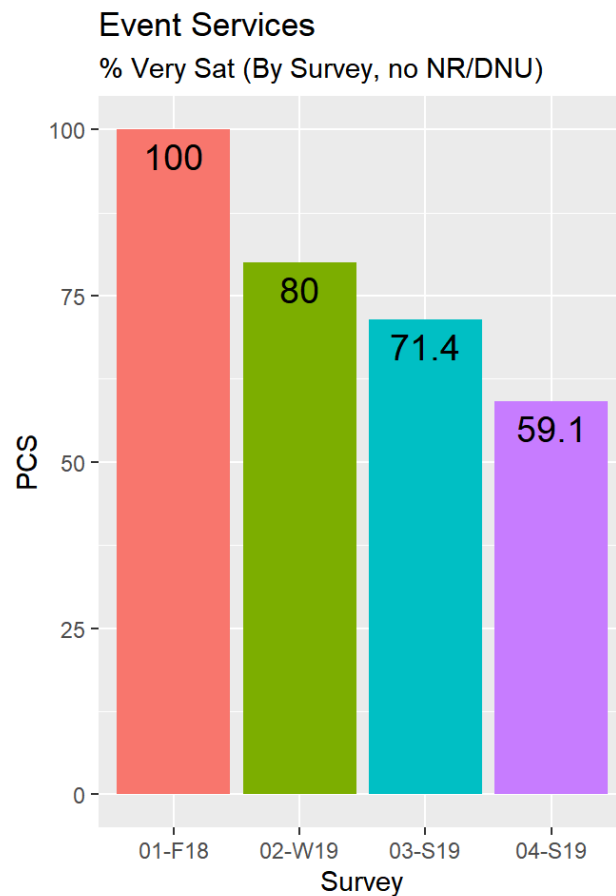
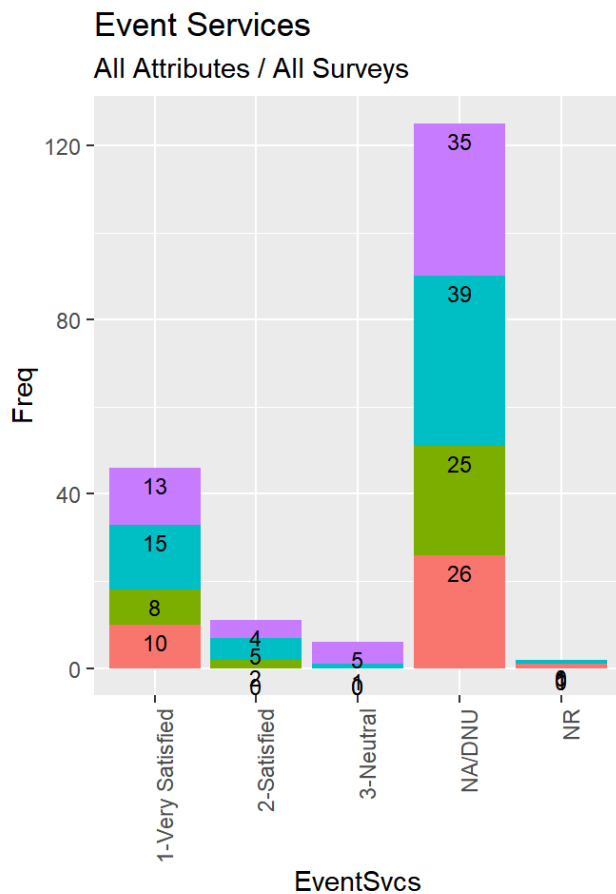


Change in 'Always' rating over period is: 2.3%

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	39	1
04-S19	13	4	5	35	0

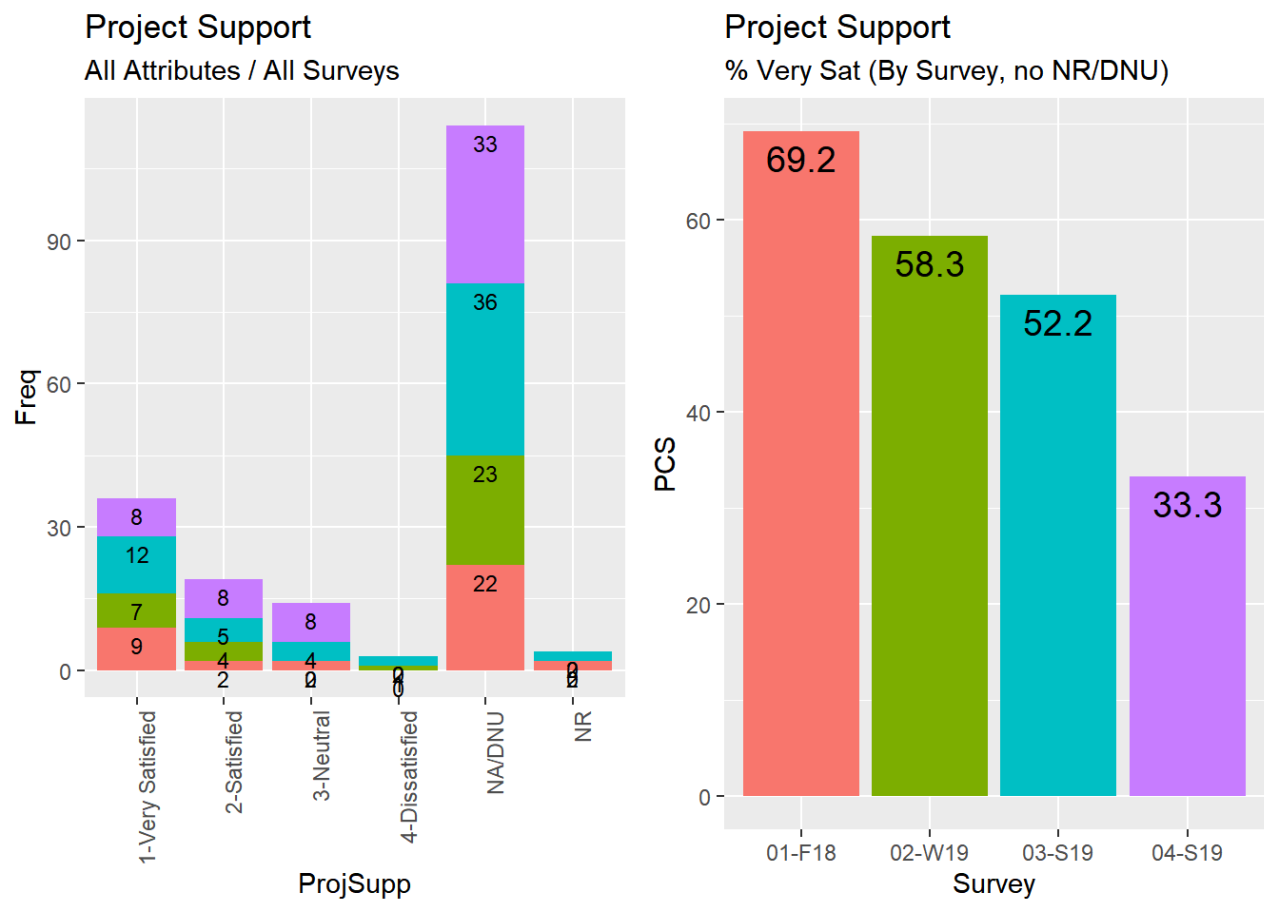


Change in 'Always' rating over period is: -40.9%

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	36	2
04-S19	8	8	8	0	33	0

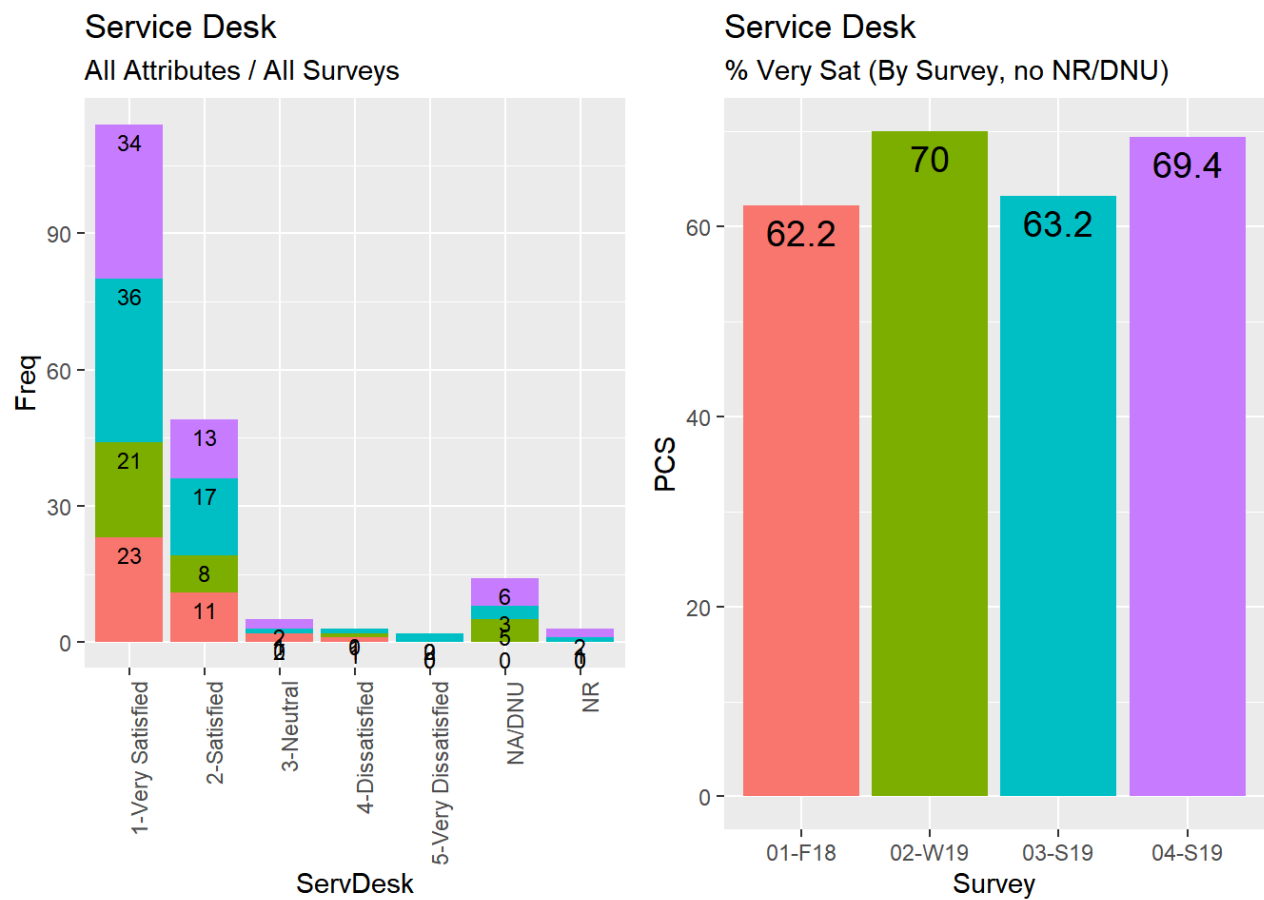


Change in 'Always' rating over period is: -35.9%

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	17	1	1	2	3	1
04-S19	34	13	2	0	0	6	2

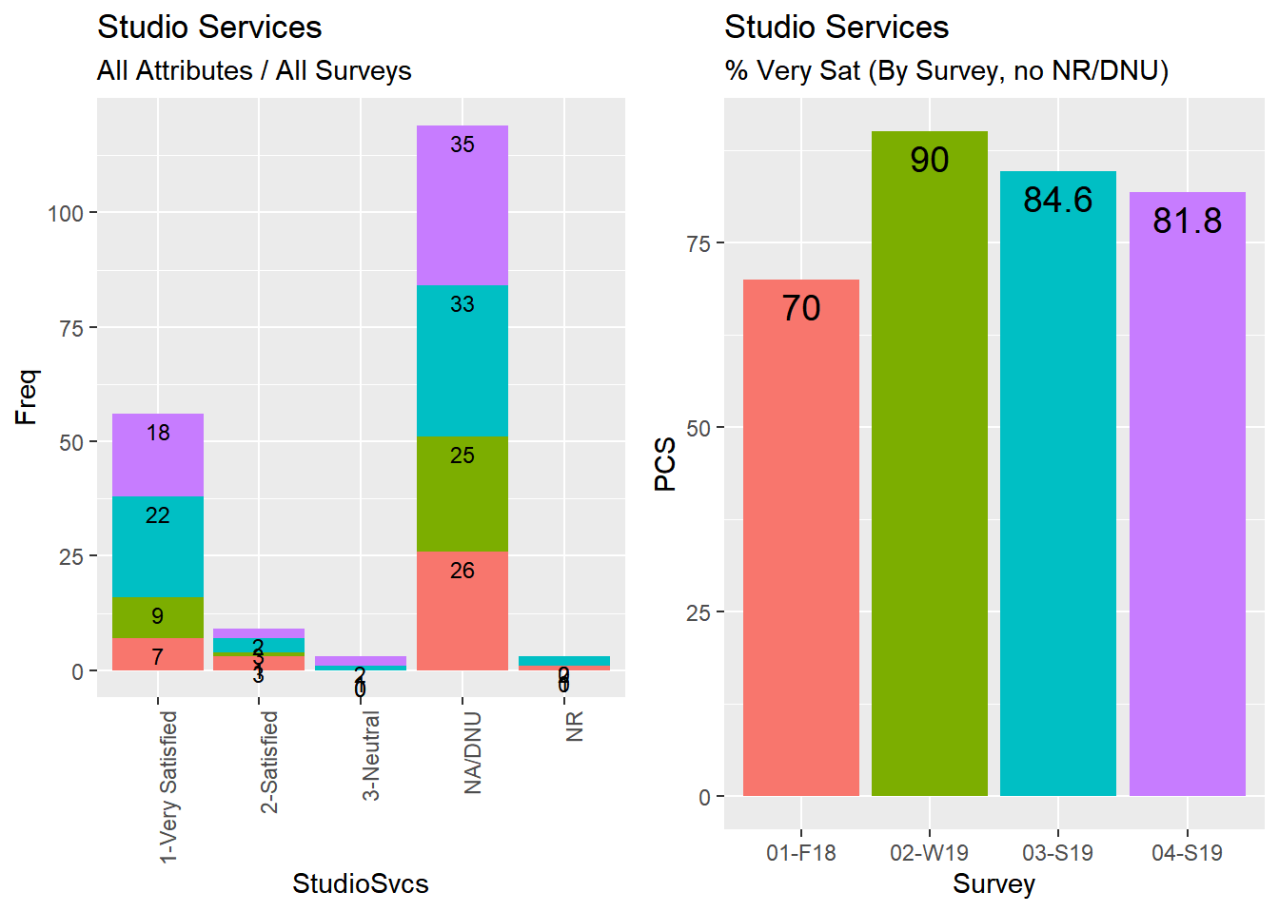


Change in ‘Always’ rating over period is: 7.2%

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	33	2
04-S19	18	2	2	35	0



Change in ‘Always’ rating over period is: 11.8%

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	39	3
04-S19	7	5	9	0	36	0

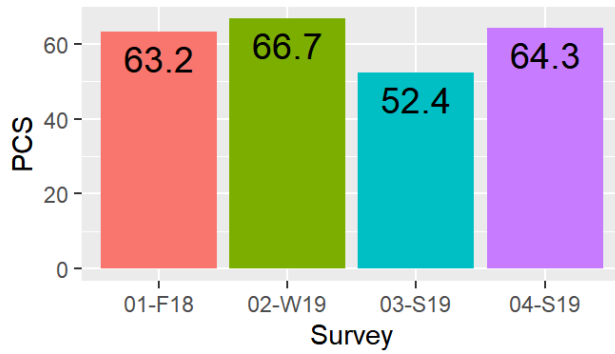


Change in 'Always' rating over period is: -38.1%

Group Performance Summary

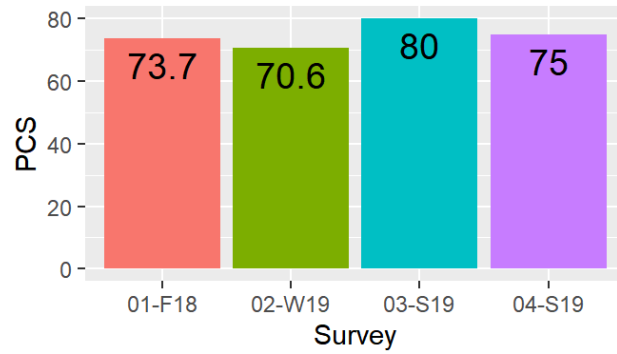
Account Managers

% Very Sat (By Survey, no NR/DNU)



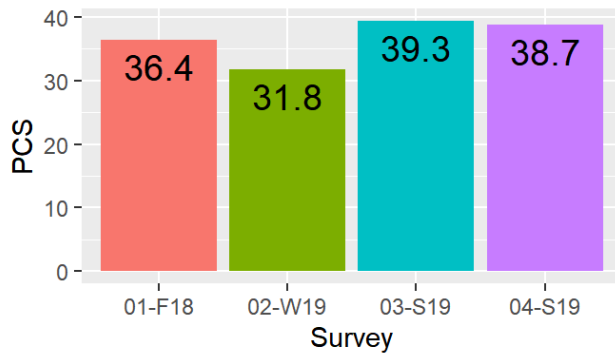
B&MPS

% Very Sat (By Survey, no NR/DNU)



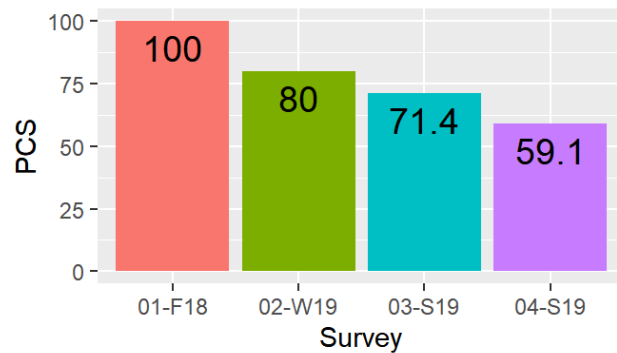
Business Applications

% Very Sat (By Survey, no NR/DNU)



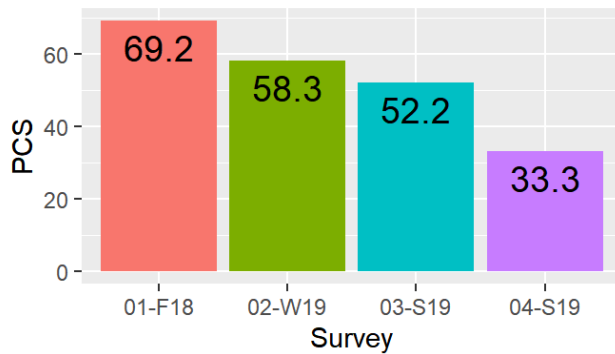
Event Services

% Very Sat (By Survey, no NR/DNU)



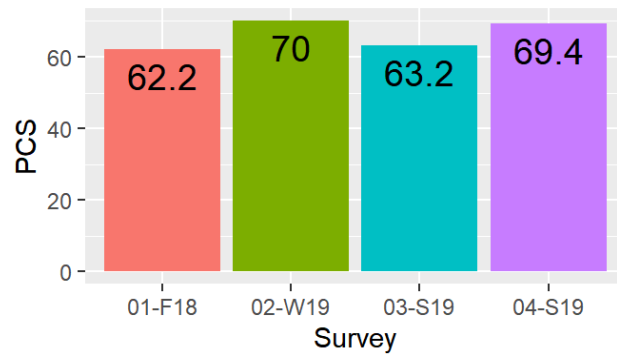
Project Support

% Very Sat (By Survey, no NR/DNU)



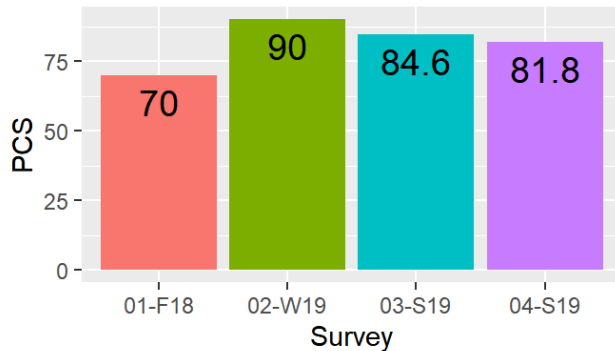
Service Desk

% Very Sat (By Survey, no NR/DNU)



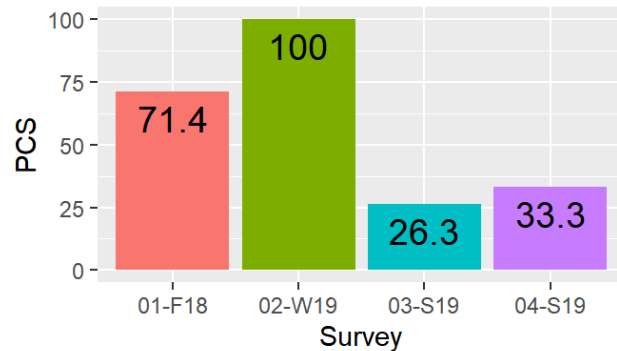
Studio Services

% Very Sat (By Survey, no NR/DNU)



Vendor Management

% Very Sat (By Survey, no NR/DNU)



Group Performance - Improvement Over Period of Surveys

Account Managers: 1.1%

BMPS: 1.3%

Business Applications:2.3%

Event Services: -40.9%

Project Support: -35.9%

Service Desk: 7.2%

Studio Services: 11.8%

Vendor Management: -38.1%

[End of Report]