

Client Satisfaction Report

2019-2020 Survey Results

December 2019 (Survey 1)

Introduction to Quarter 1 Results (Fall, 2019)

The 2019-2020 OCIO customer sat survey poses 6 questions to a randomly selected sample of 25% of the entire TMC population. By randomly selecting 4 groups and re-running the survey 4 times, it makes it possible to see if any corrections or improvements made along the way have improved the overall scores.

The 6 questions are grouped into 3 categories. The categories and questions are:

Empathy

- 1A. TSG representatives are always able to understand my problems / needs.
- 1B. TSG representatives ask the right questions and listen to my input.
- 1C. TSG representatives stay in touch until my problems are resolved or my needs are met.

Expertise

- 2A. TSG representatives always have the knowledge to address my needs.
- 2B. TSG representatives address my needs completely and professionally.

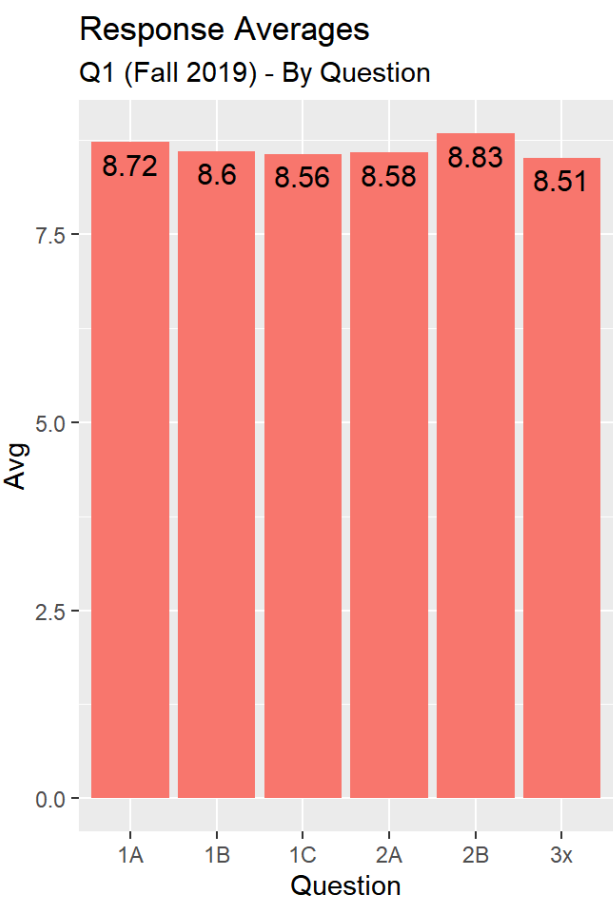
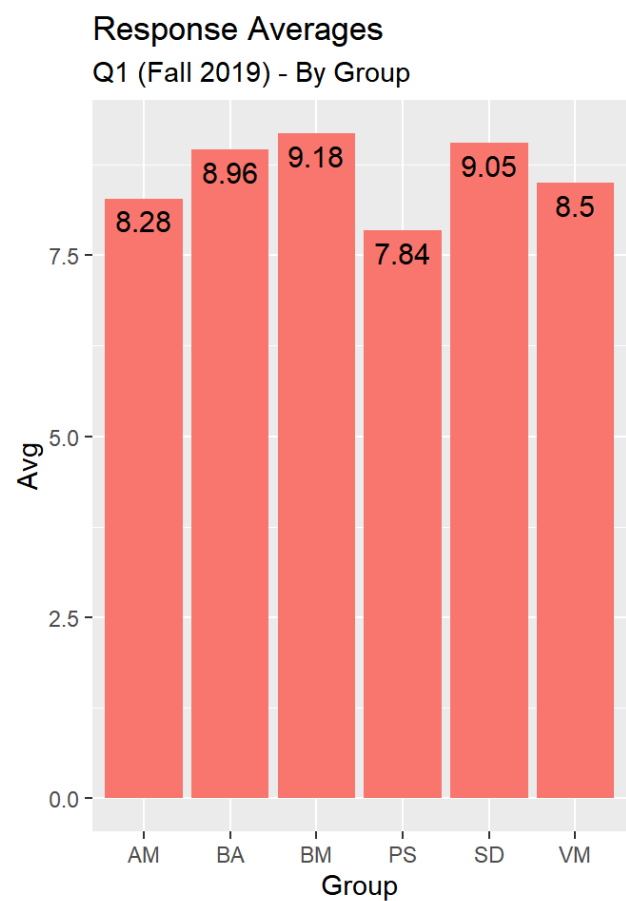
Efficiency

- 3x. TSG representatives always resolve my needs or problems within my required timeframes

The charts that follow depict several views of the Q1 data:

- The group-wide rollups by question - that is, how the OCIO did overall
- Breakouts by group, showing how each of the 6 groups performed on each question
- Breakouts by each question, comparing each of the 6 groups to one another

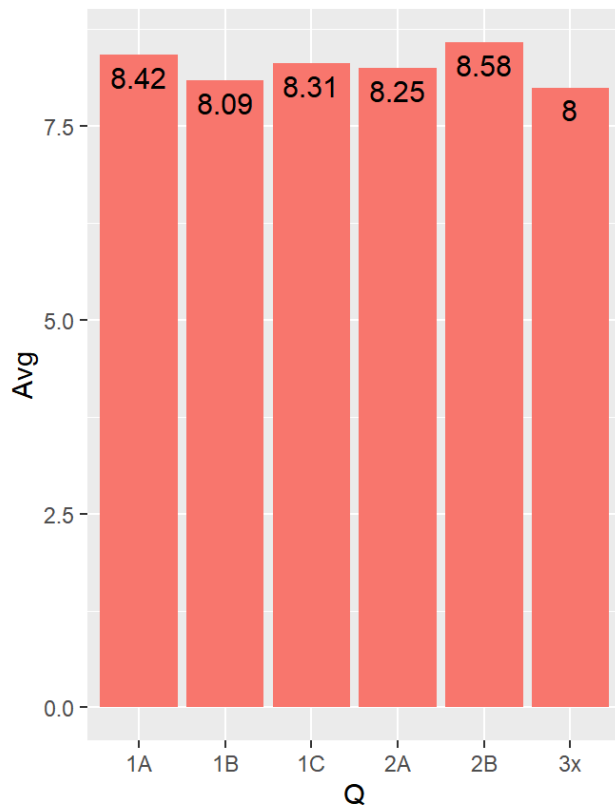
Summary Charts



Group Breakouts

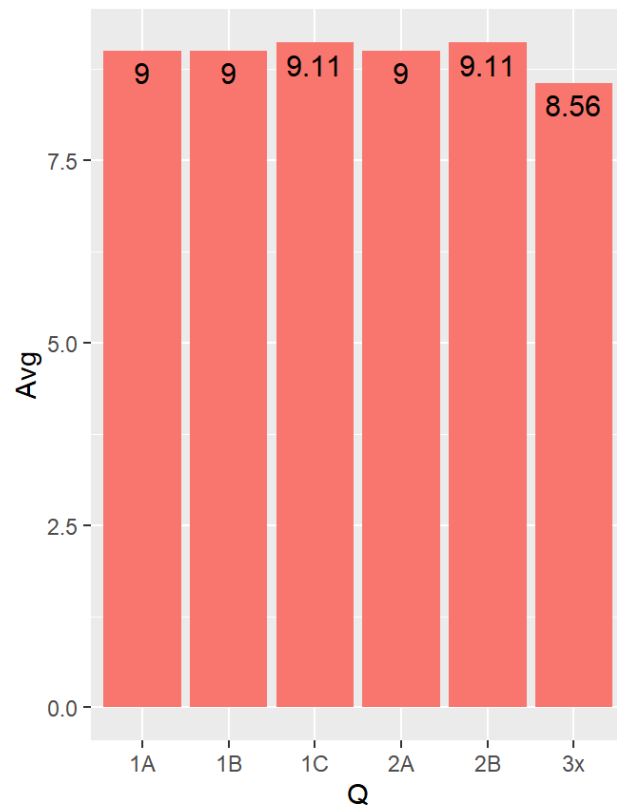
Account Managers

Q1 (Fall 2019) Average Score = 8.28



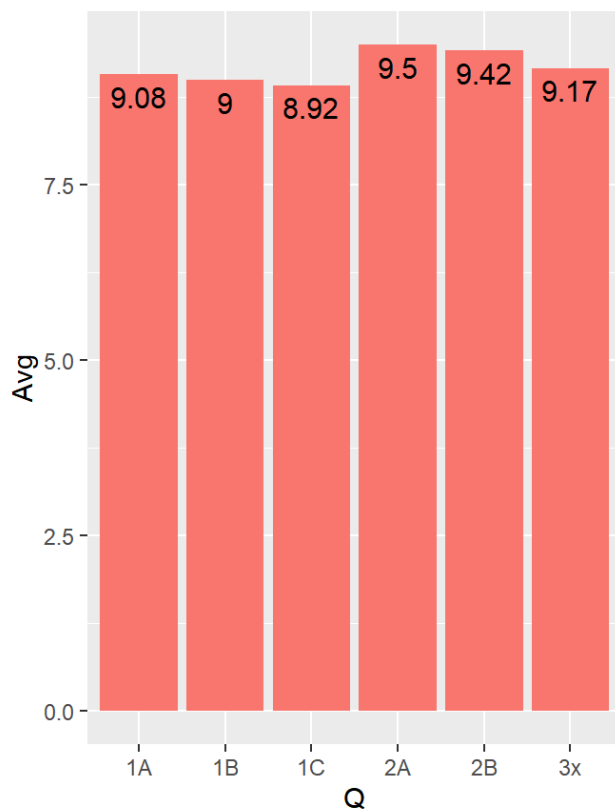
Business Analysts

Q1 (Fall 2019) Average Score = 8.96



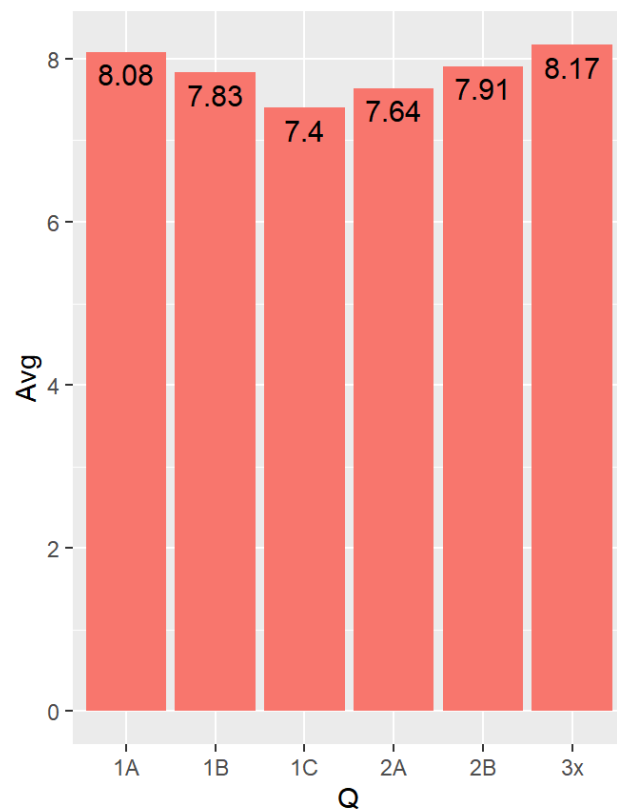
B&MPS

Q1 (Fall 2019) Average Score = 9.18



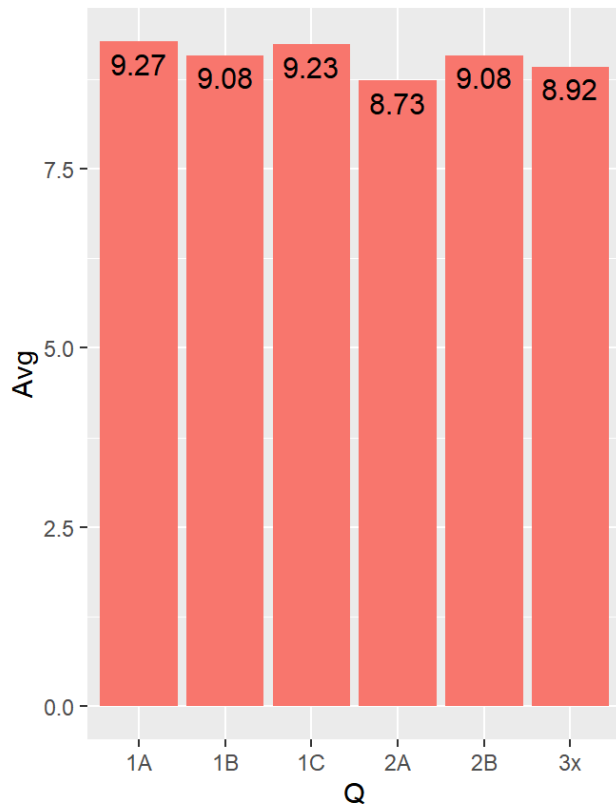
Project Support

Q1 (Fall 2019) Average Score = 7.84



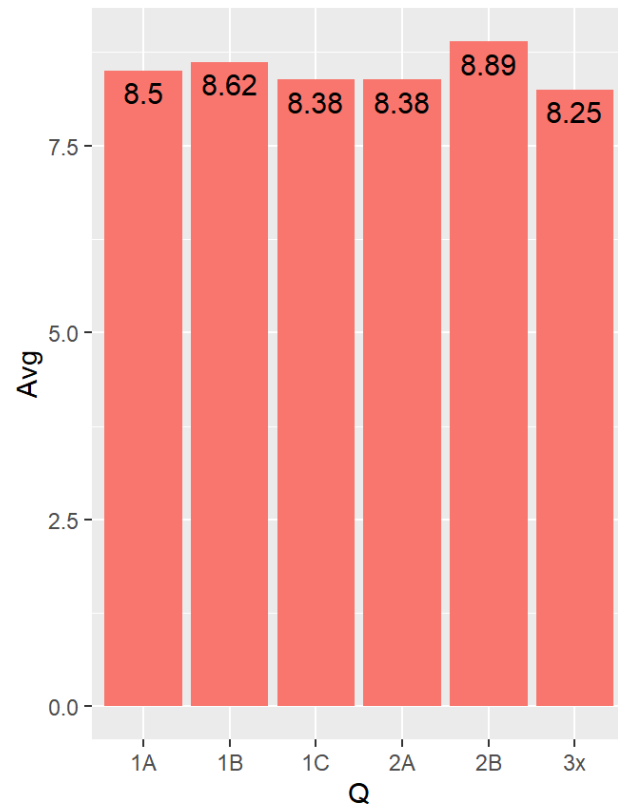
Service Desk

Q1 (Fall 2019) Average Score = 9.05



Vendor Managers

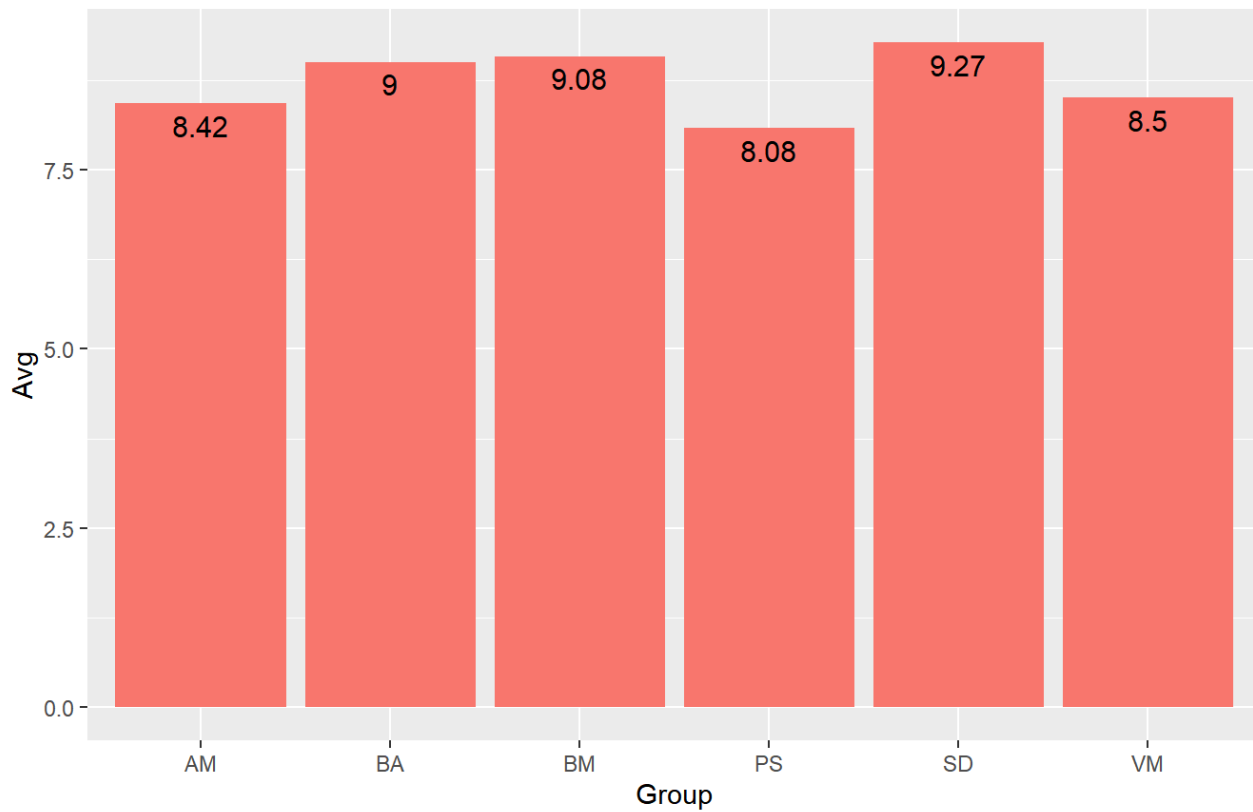
Q1 (Fall 2019) Average Score = 8.5



Question Breakouts

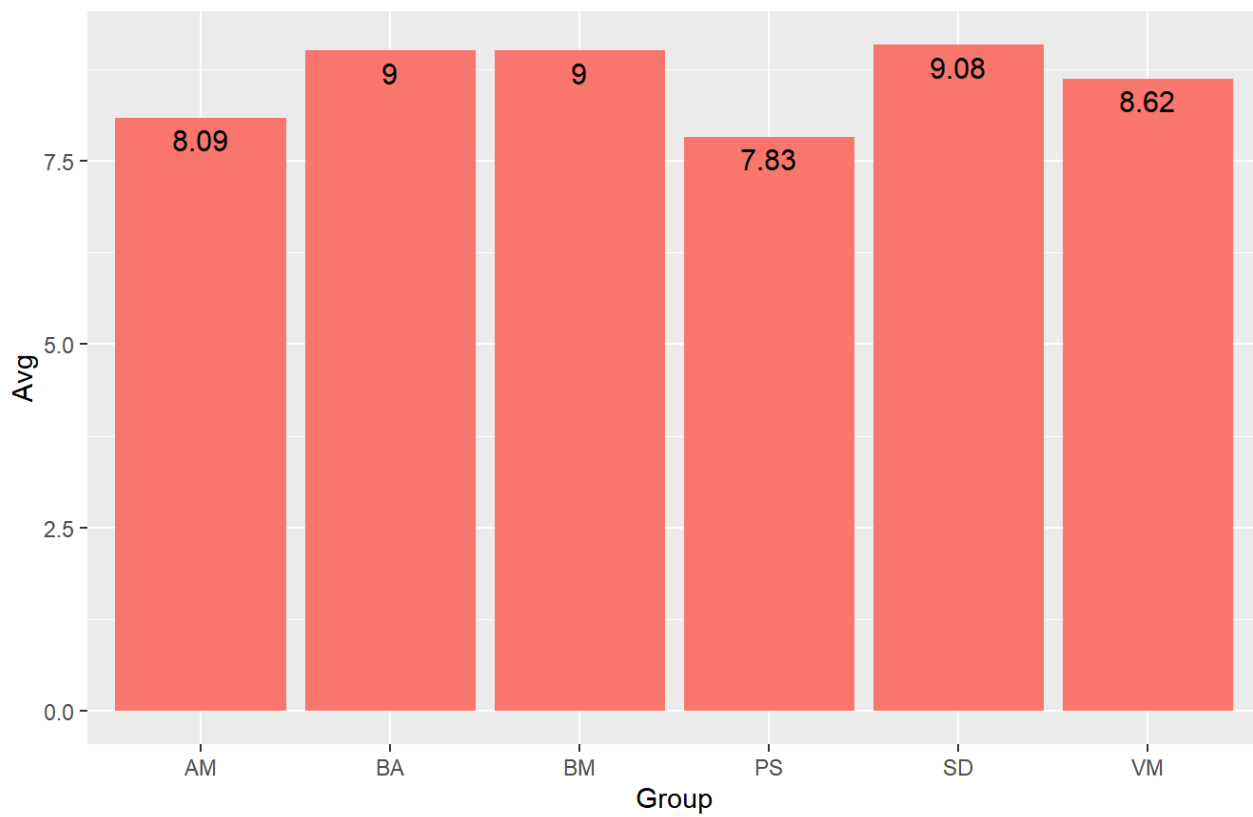
Q1A

Q1 (Fall 2019) Averages by Group - OA = 8.72



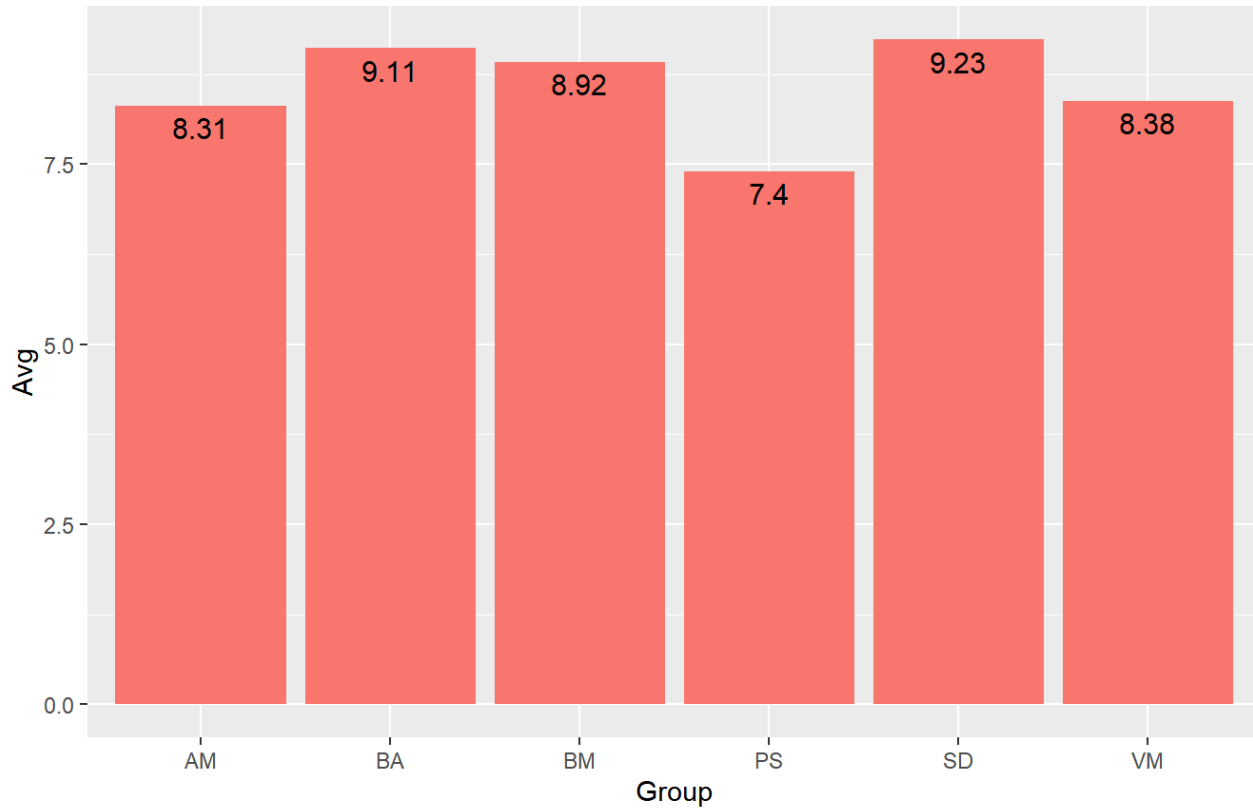
Question Q1B

Q1 (Fall 2019) Averages by Group - OA = 8.6



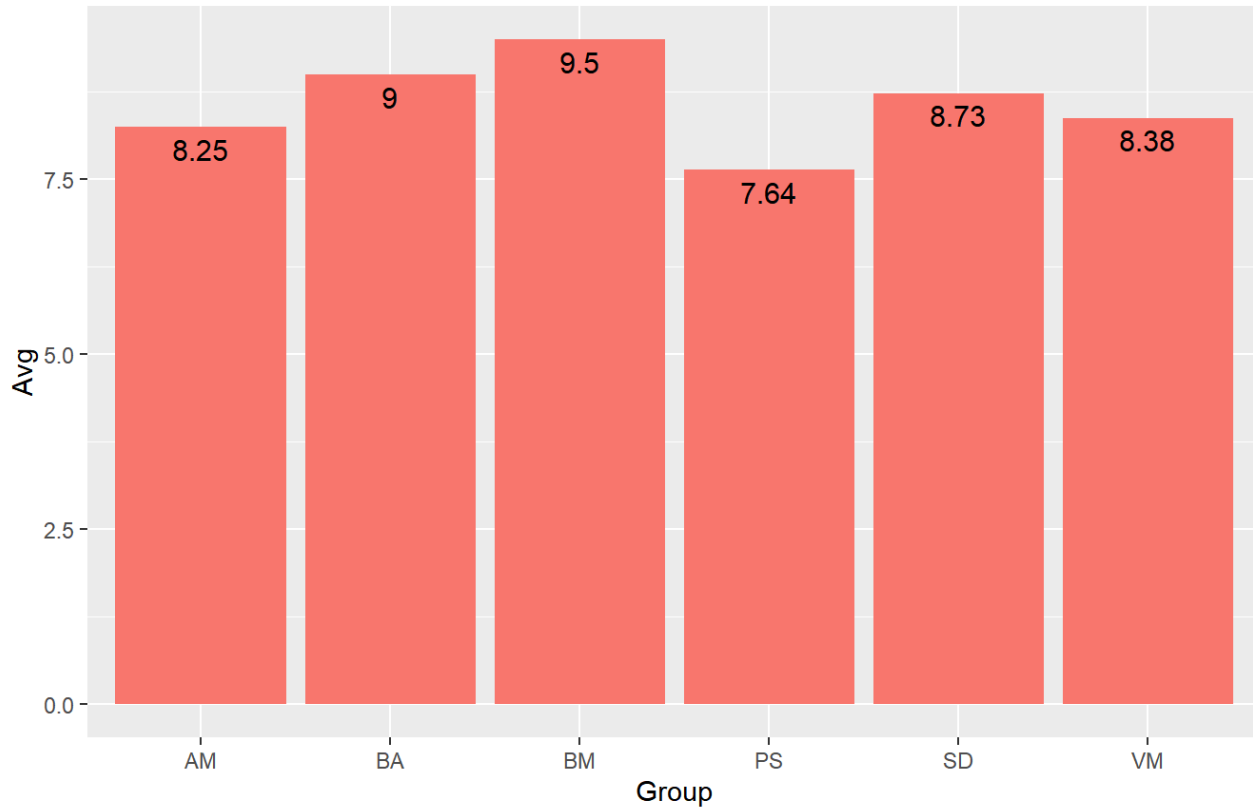
Question Q1C

Q1 (Fall 2019) Averages by Group - OA = 8.56



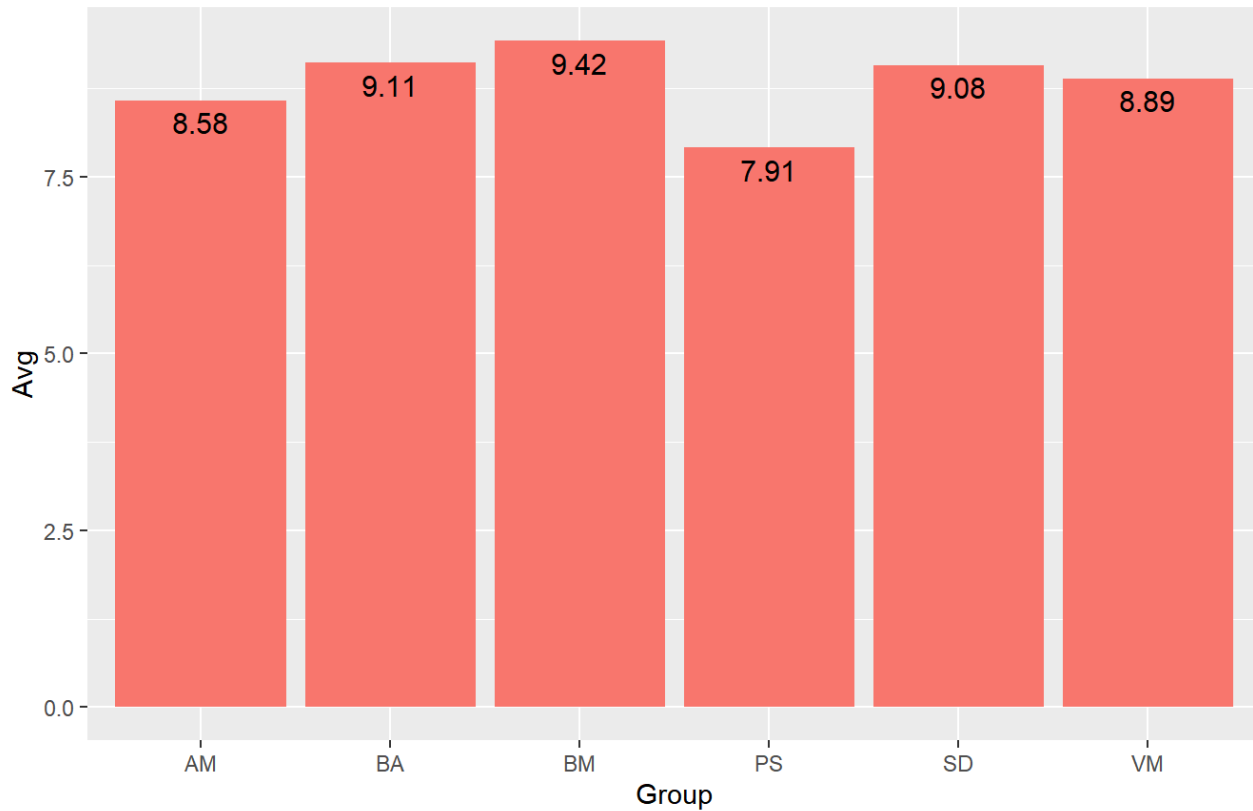
Question Q2A

Q1 (Fall 2019) Averages by Group - OA = 8.58



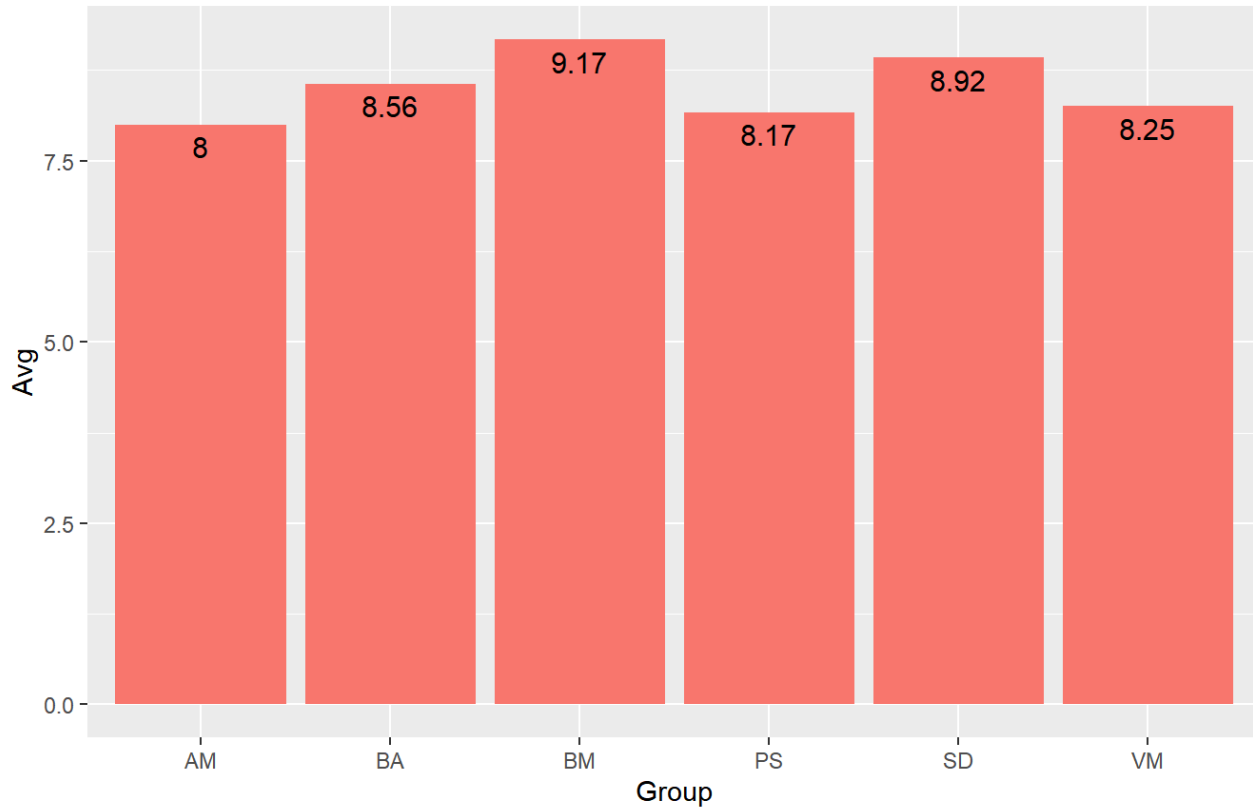
Question Q2B

Q1 (Fall 2019) Averages by Group - OA = 8.83



Question 3x

Q1 (Fall 2019) Averages by Group - OA = 8.51



[End of Report]