

# Client Satisfaction Report

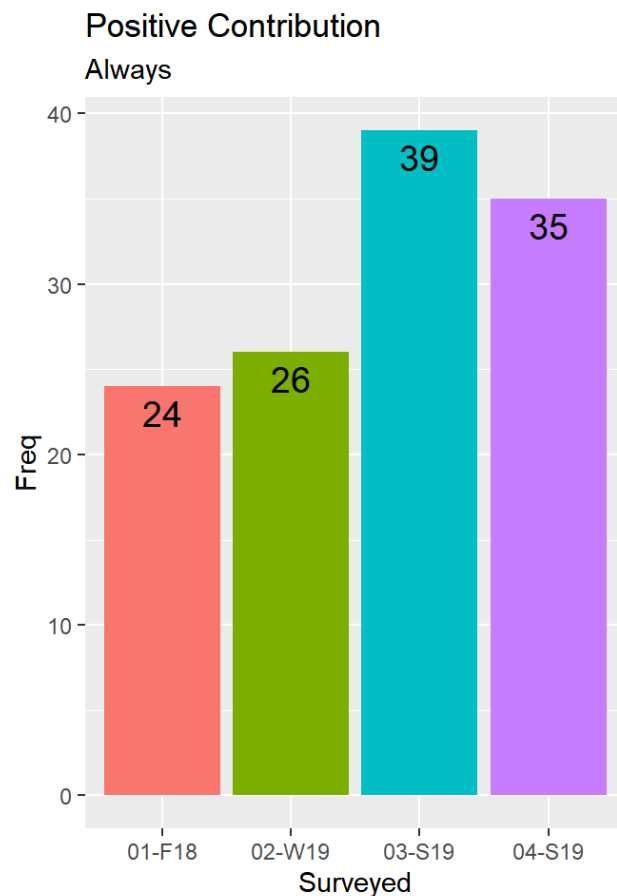
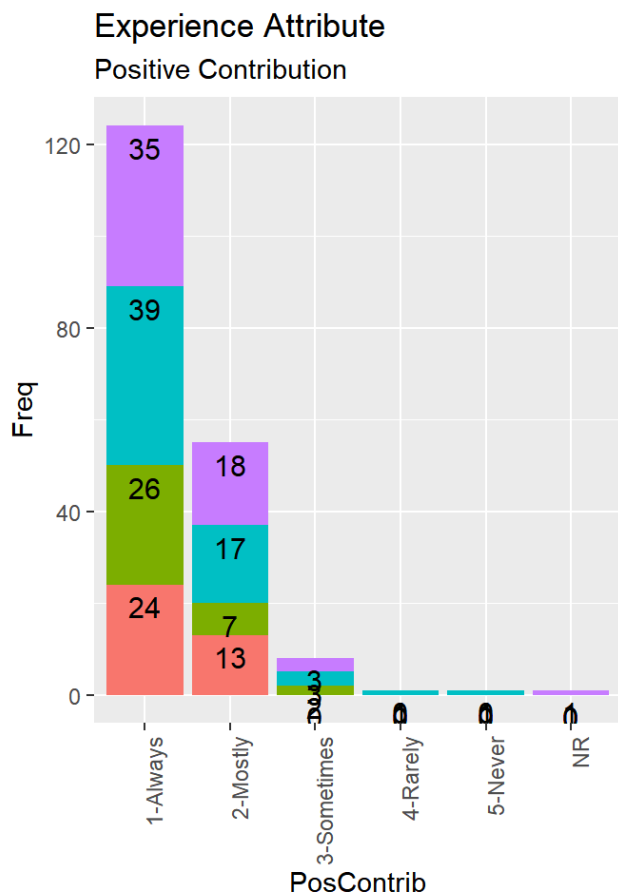
## Part 1 of 3: Base Responses View

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

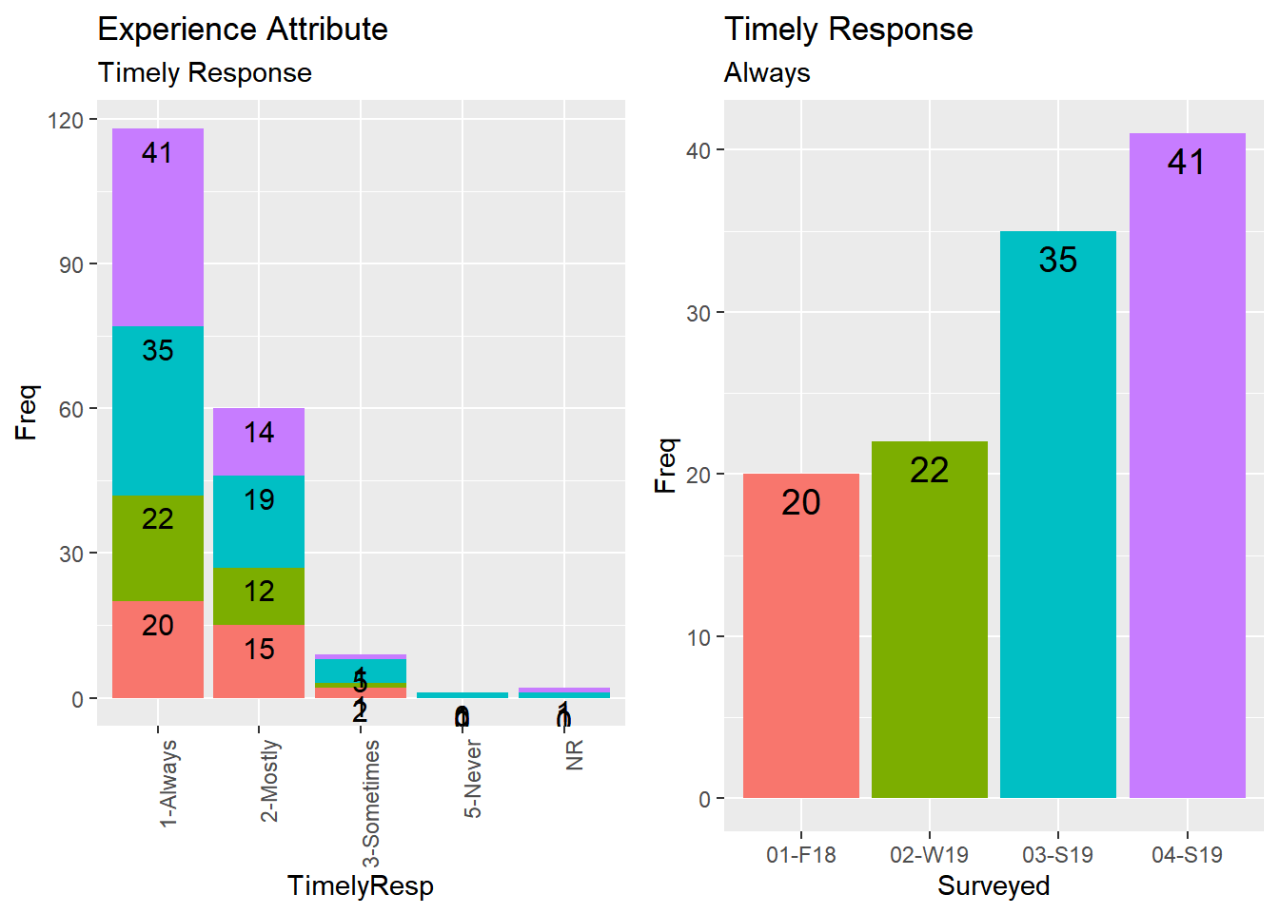


Change in 'Always' rating over period is: 11

# Experience Attribute 2: 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

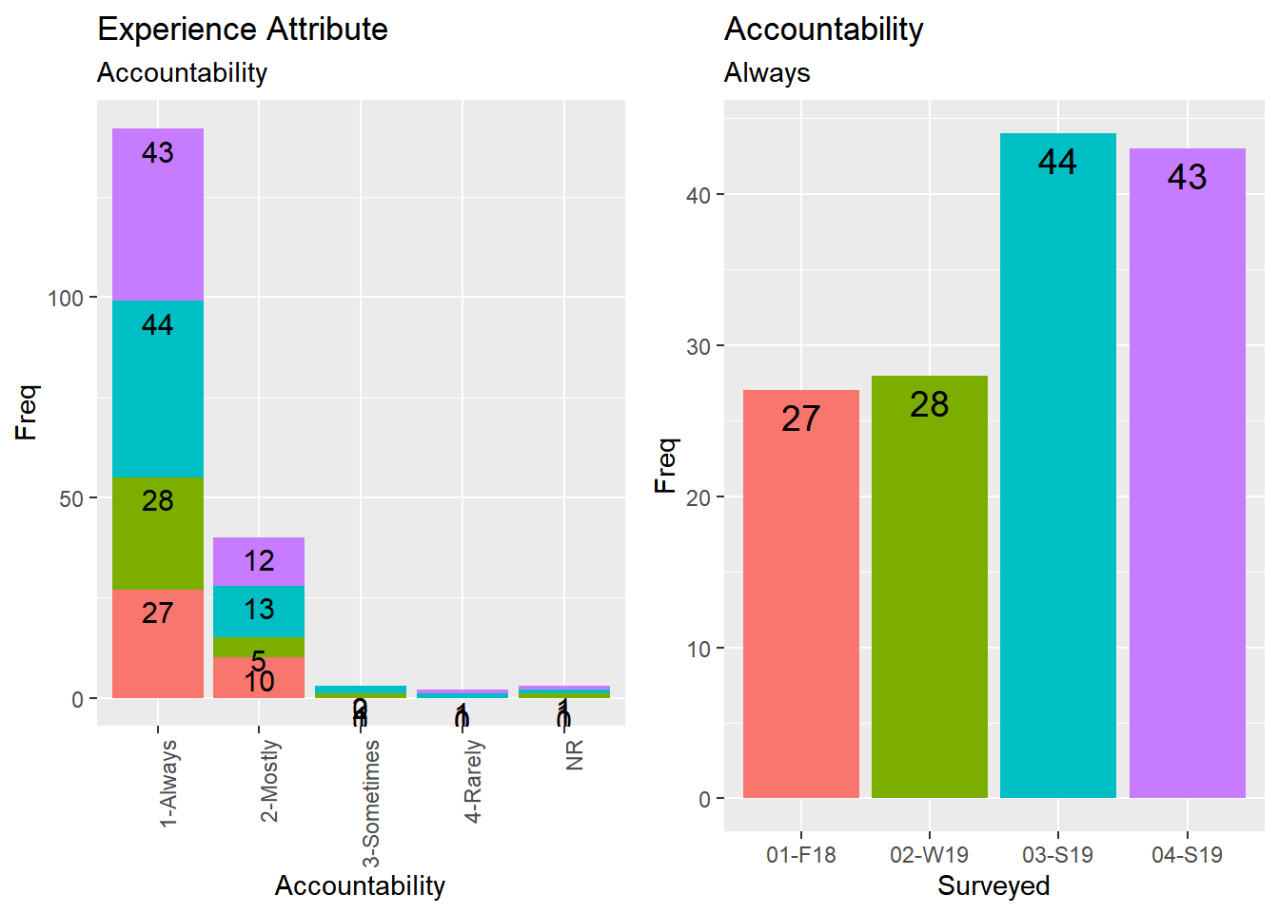


Change in 'Always' rating over period is: 21

# 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

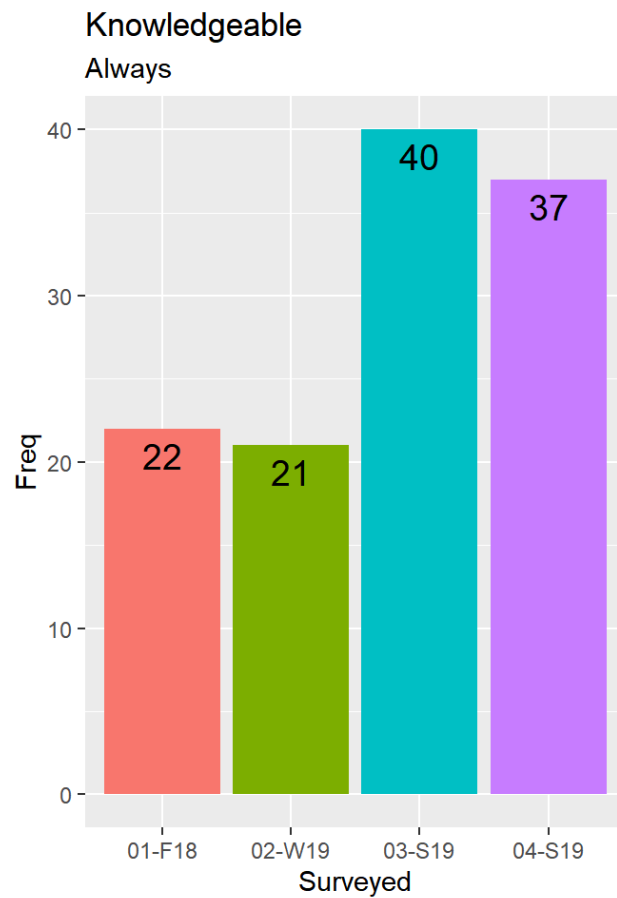
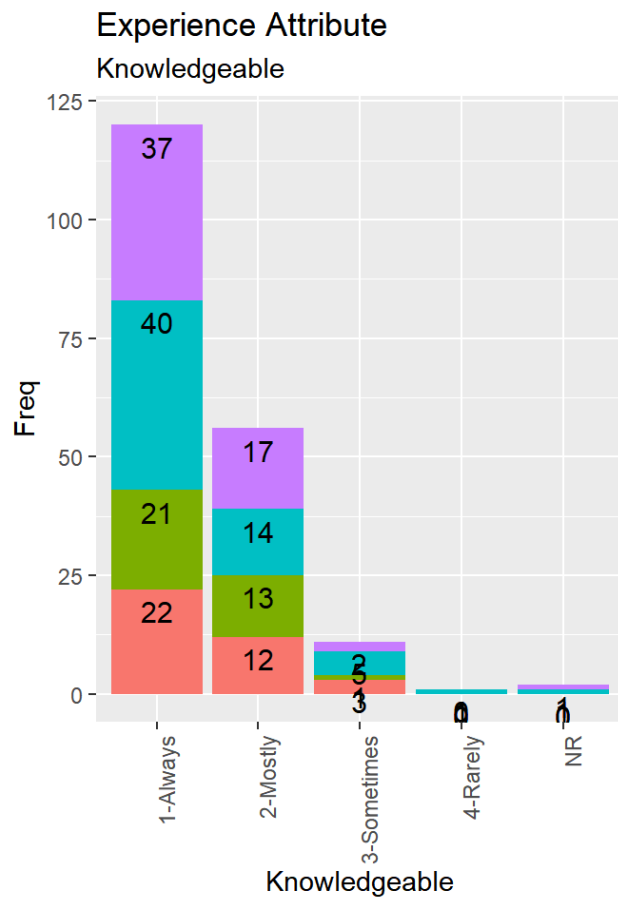


Change in 'Always' rating over period is: 16

# Experience Attribute 4: Staff is Knowledgeable

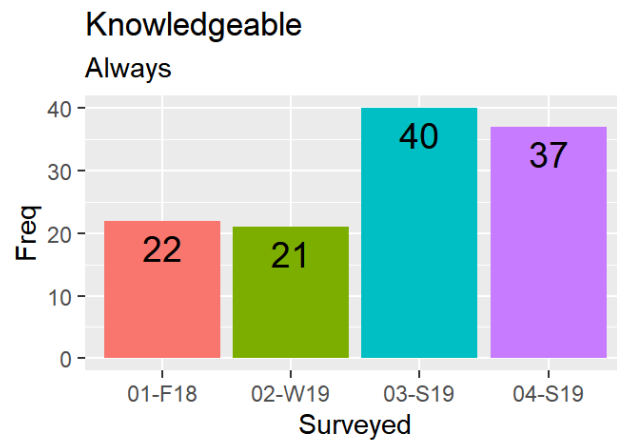
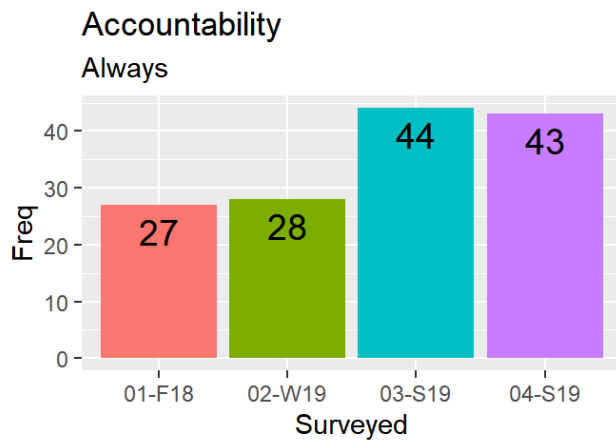
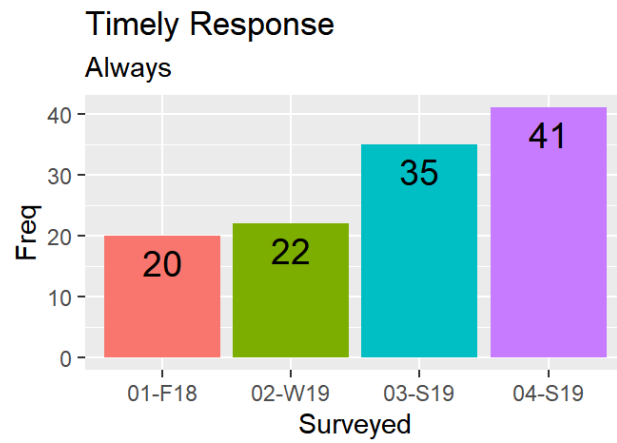
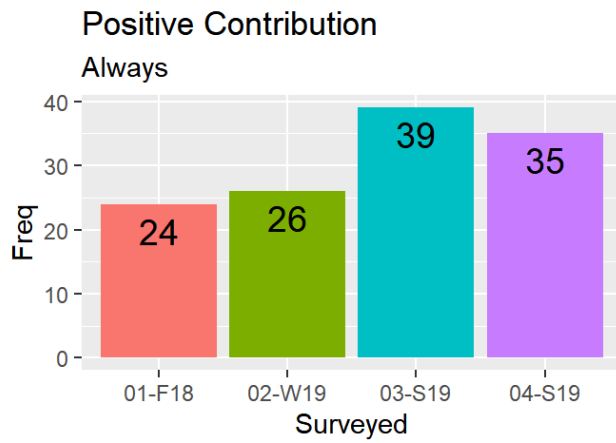
## Data Summary - All Surveys

	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: 15

# Experience Attributes Summary



## Experience Attributes - Change Over Period of Surveys

**Positive Contribution: 11**

**Timely Response : 21**

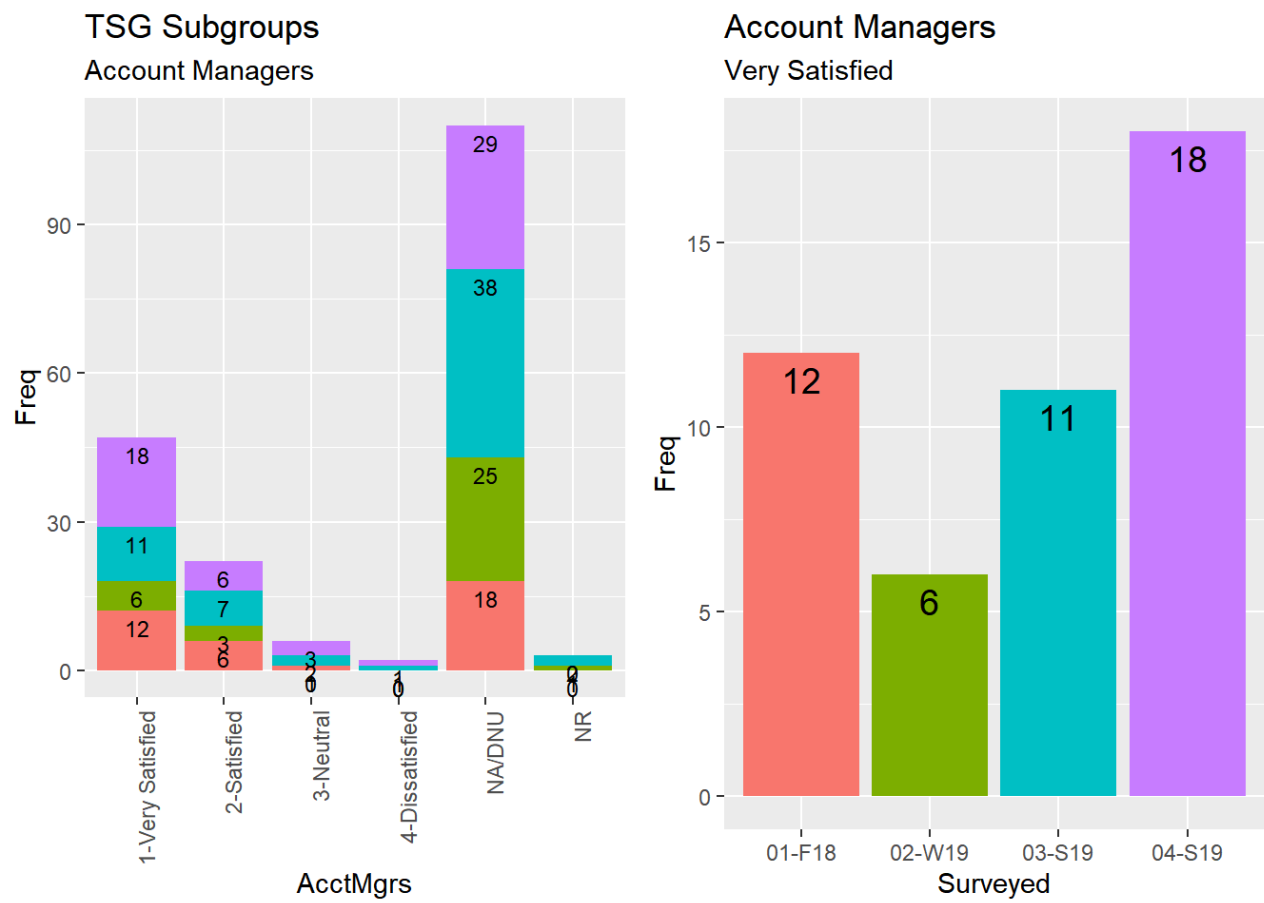
**Is Accountable : 16**

**Knowledgeable Staff : 15**

# 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

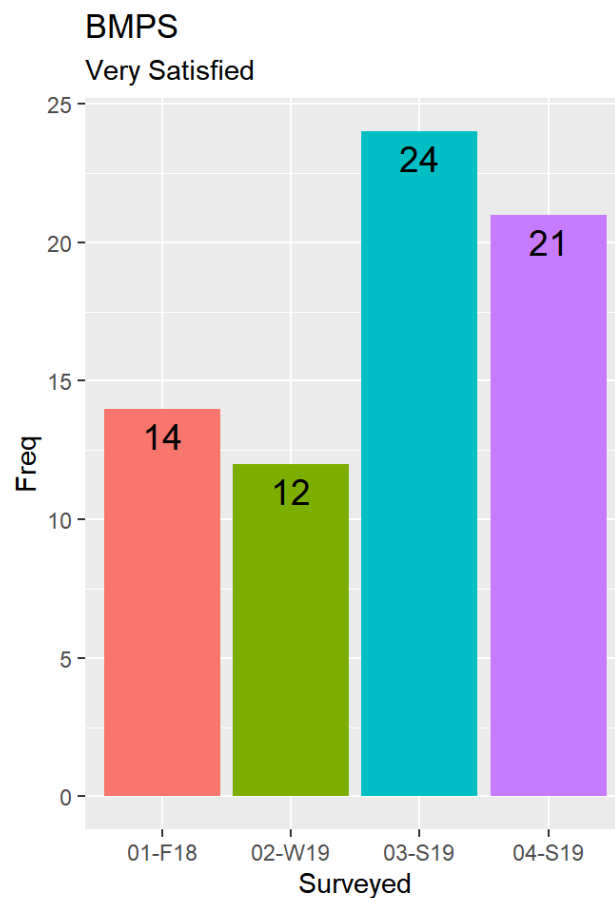
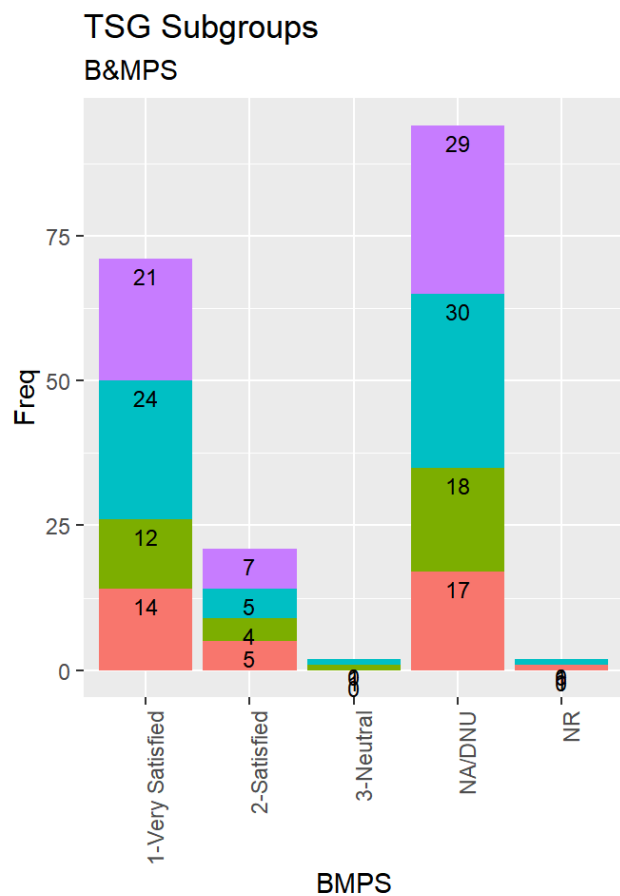


Change in 'Always' rating over period is: 6

# 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

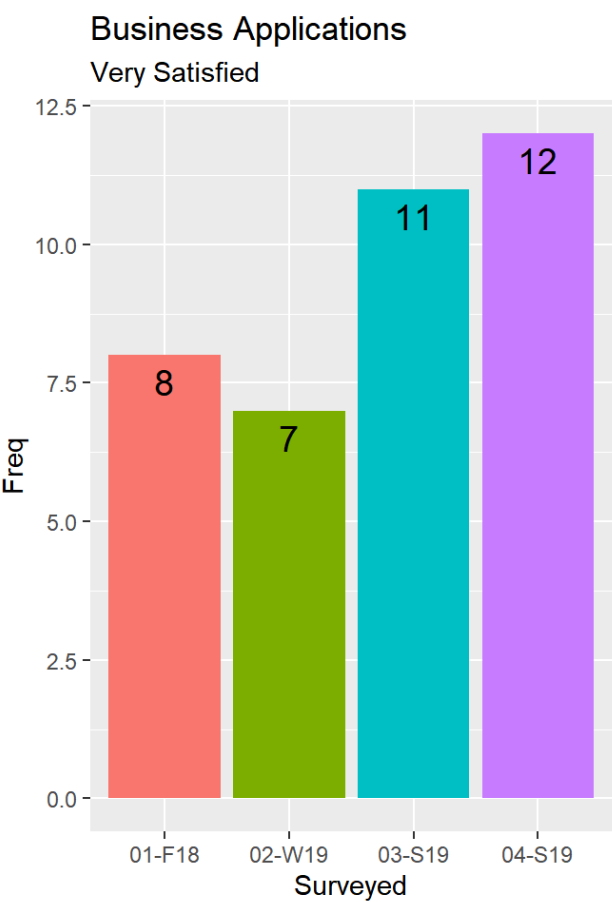
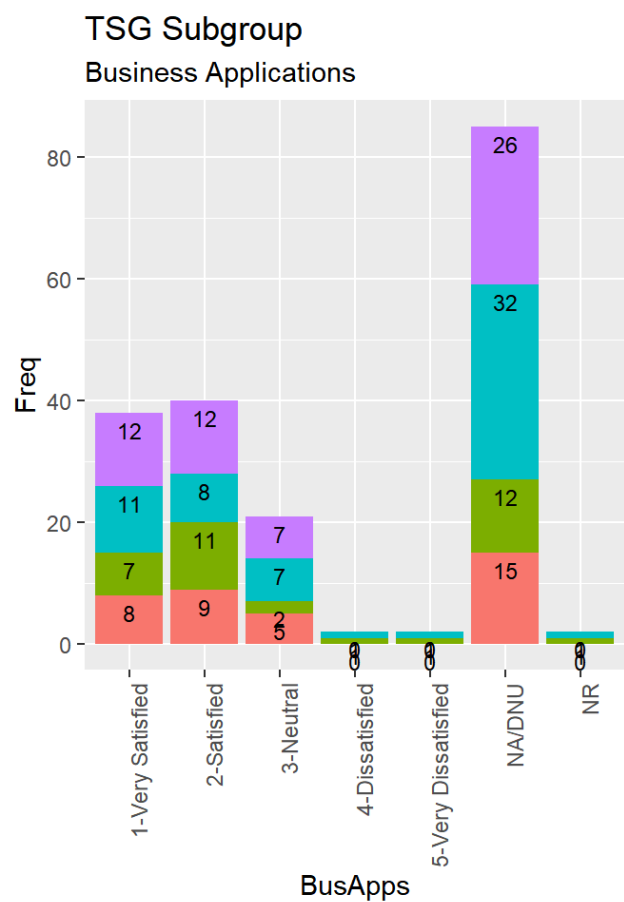


Change in 'Always' rating over period is: 7

# 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



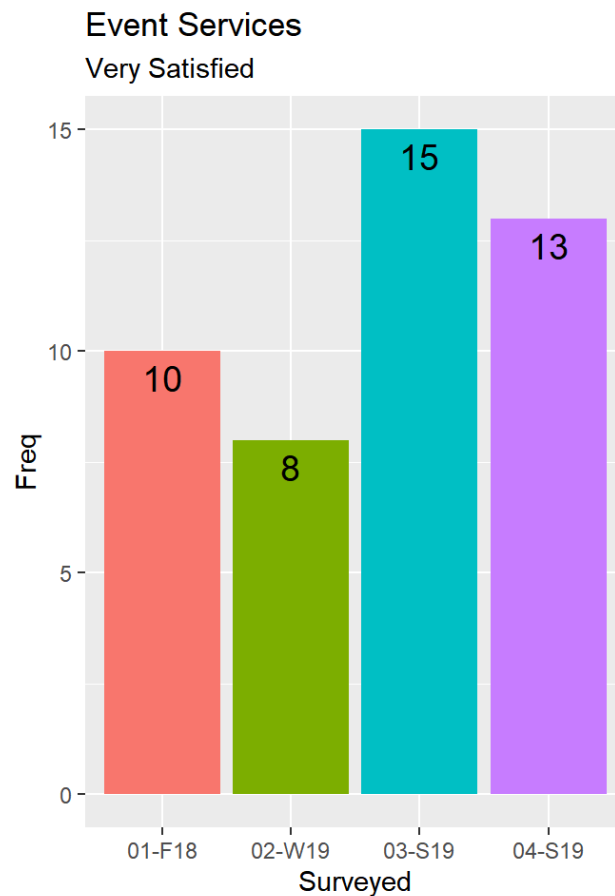
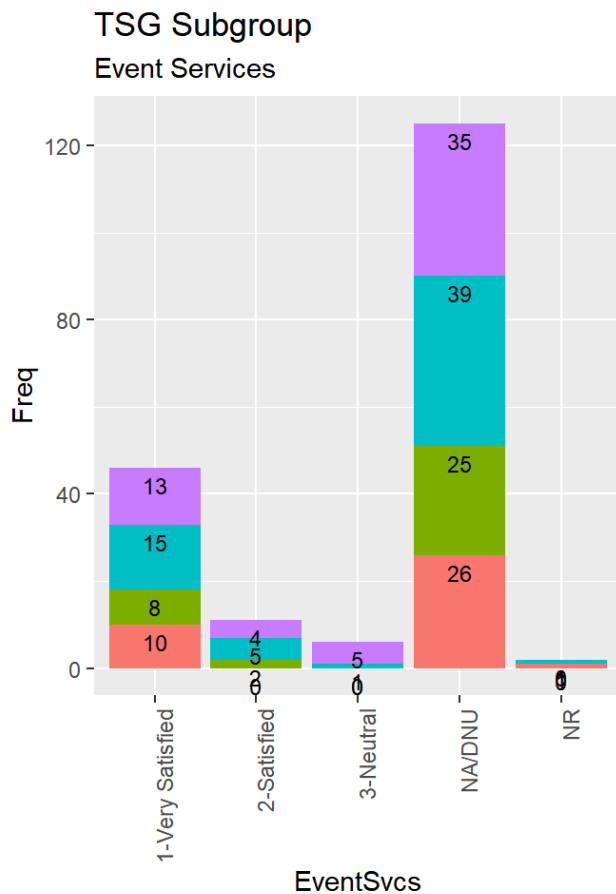
Change in 'Always' rating over period is: 4



# 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

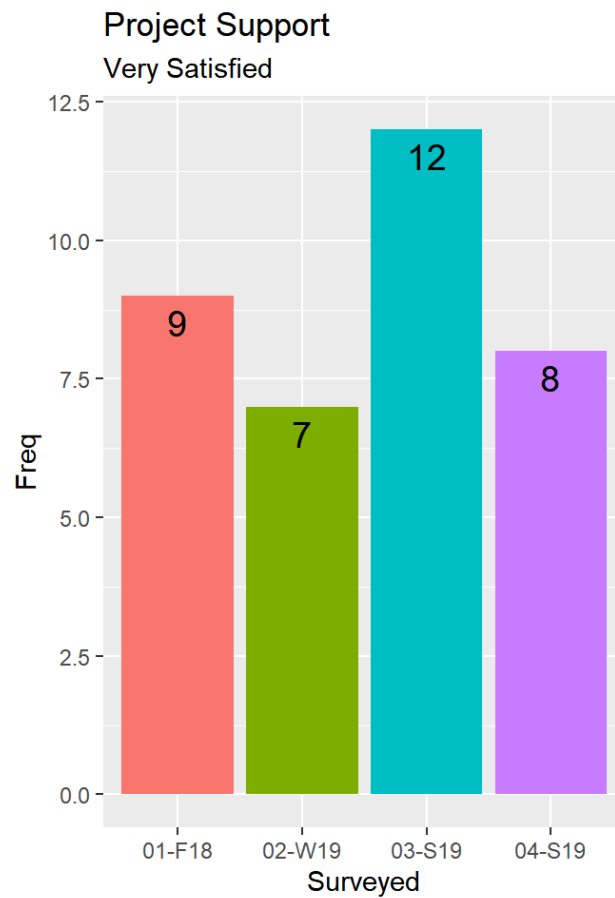
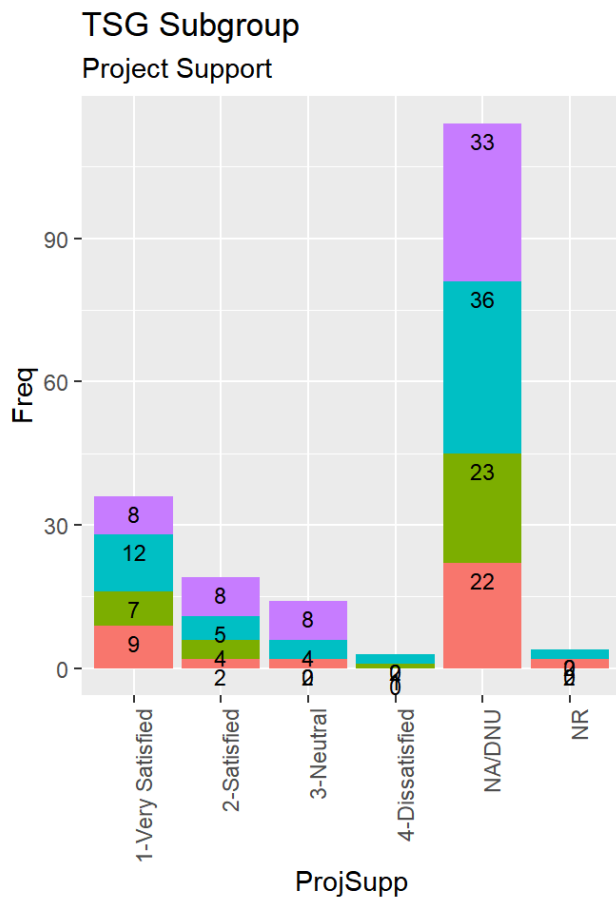


Change in 'Always' rating over period is: 3

# 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

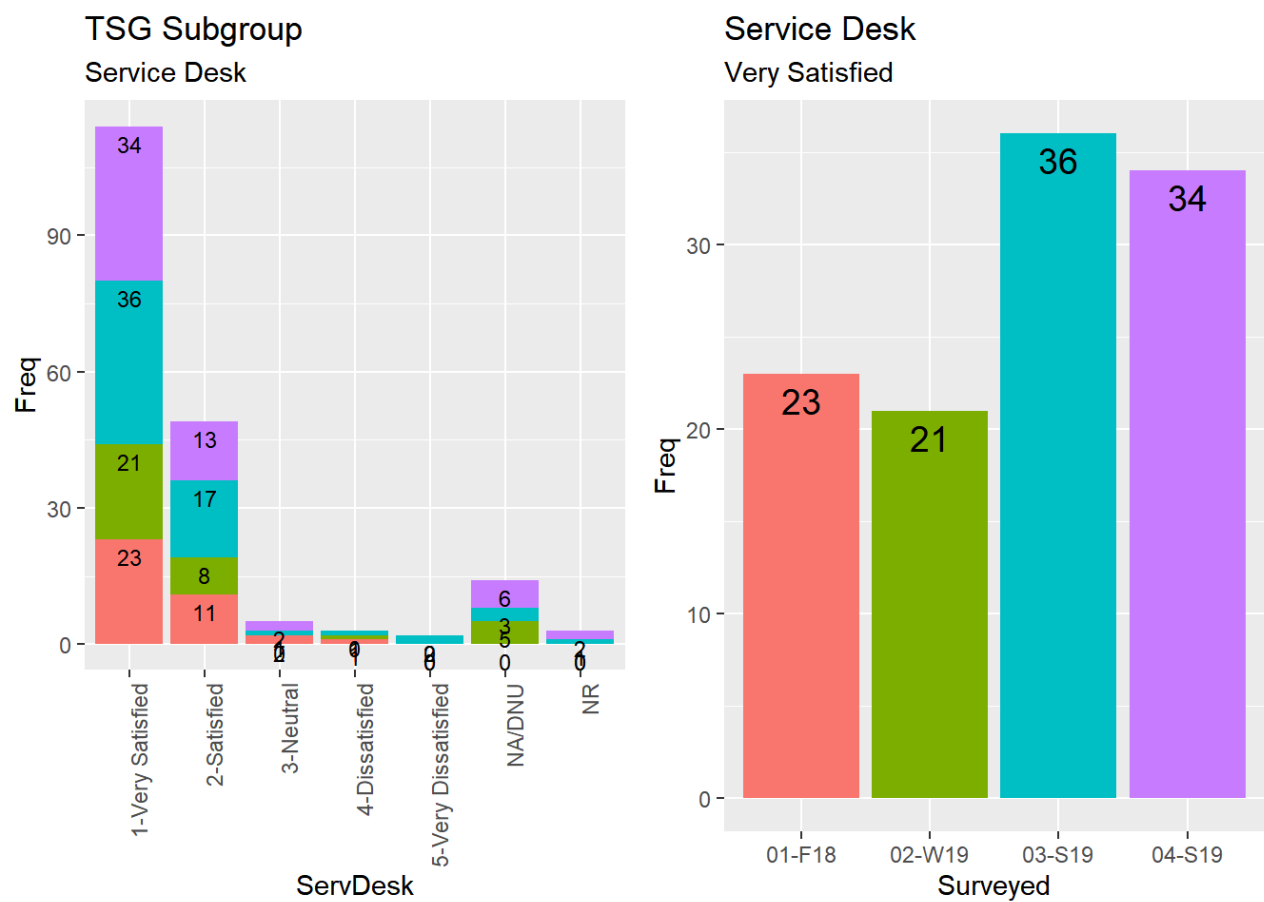


Change in 'Always' rating over period is:-1

# 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

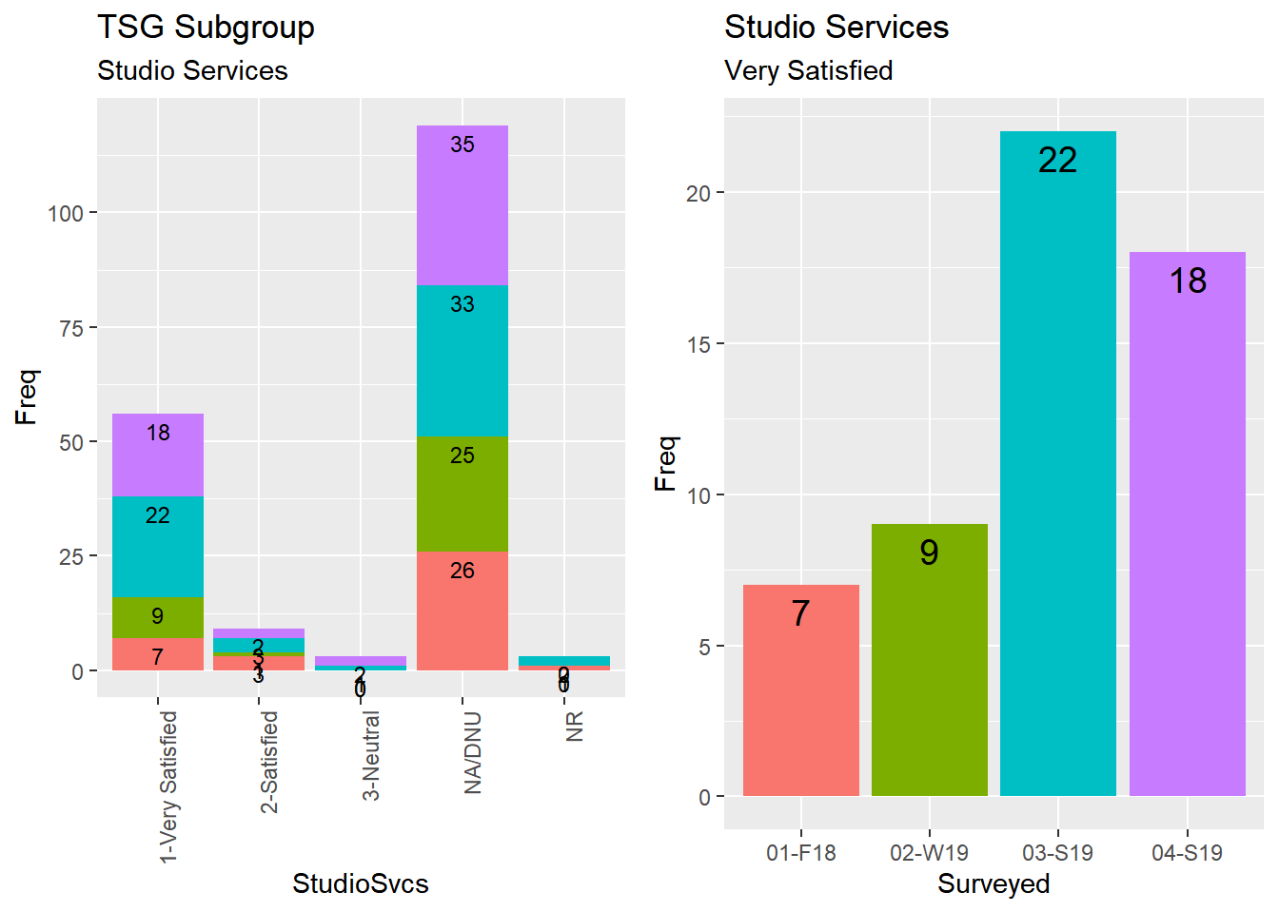


Change in 'Always' rating over period is: 11

# 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

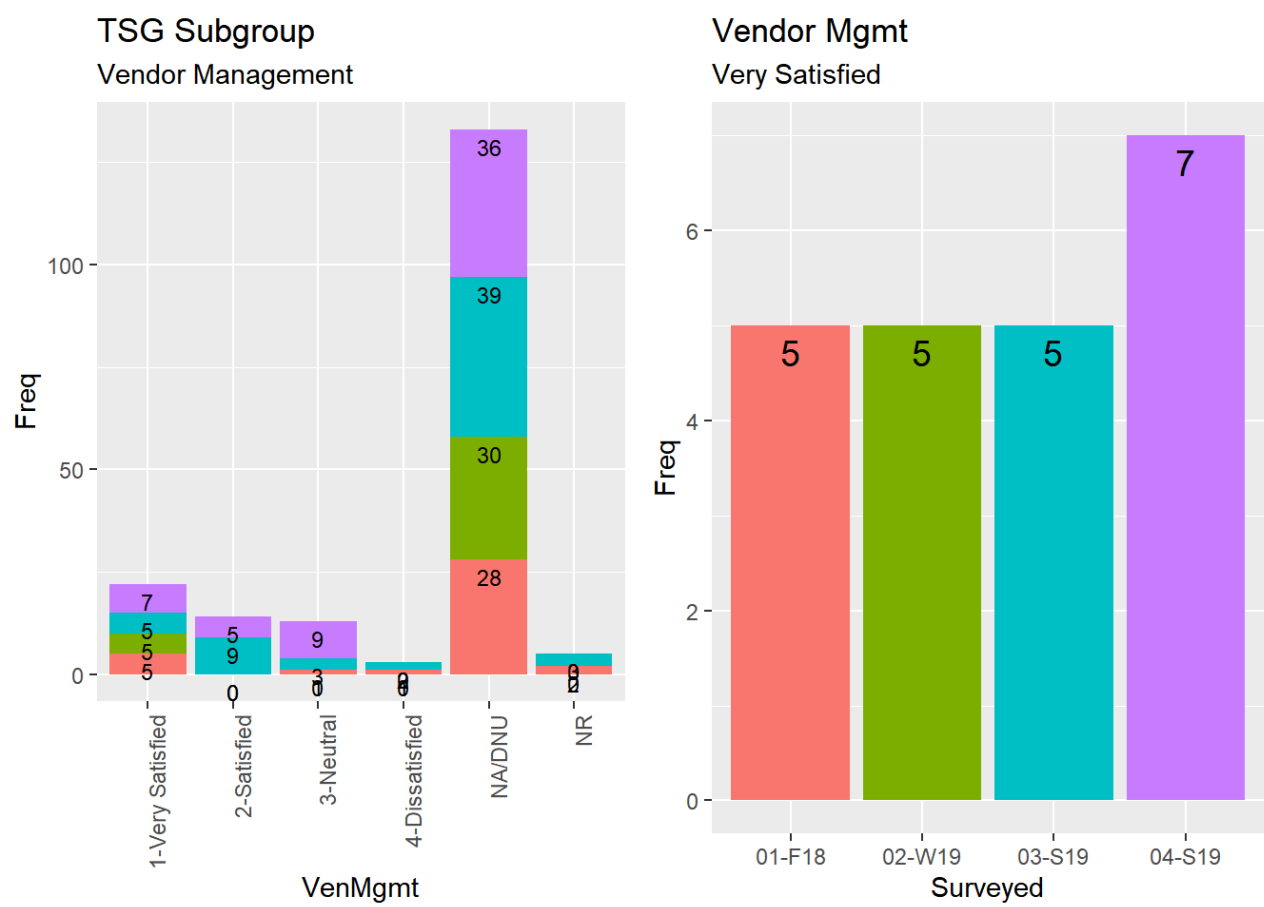


Change in 'Always' rating over period is: 11

# Group Performance: Vendor Management

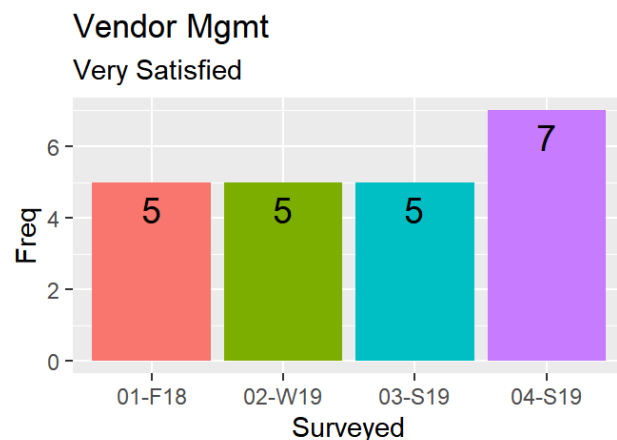
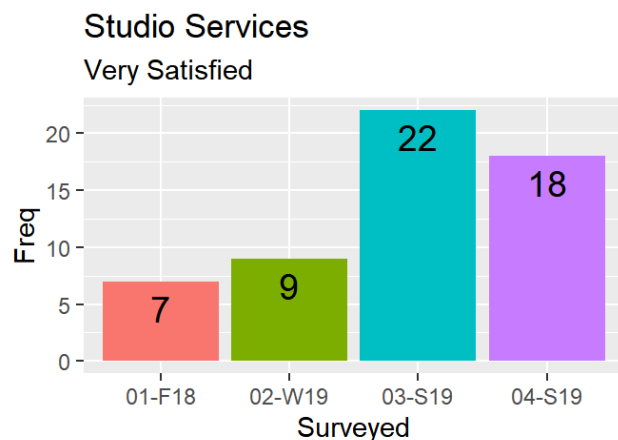
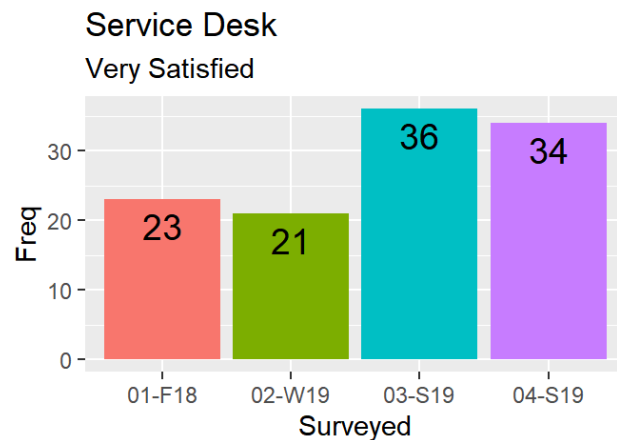
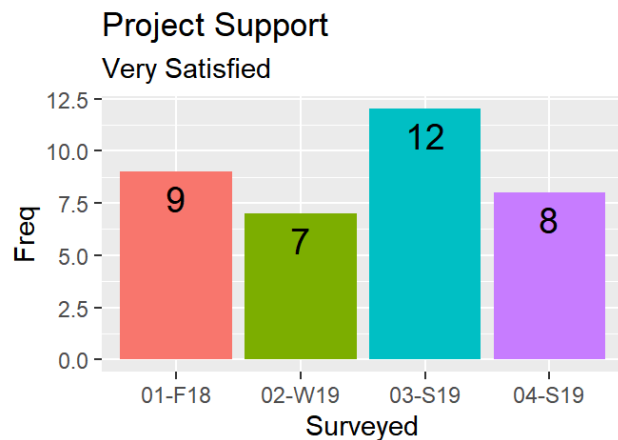
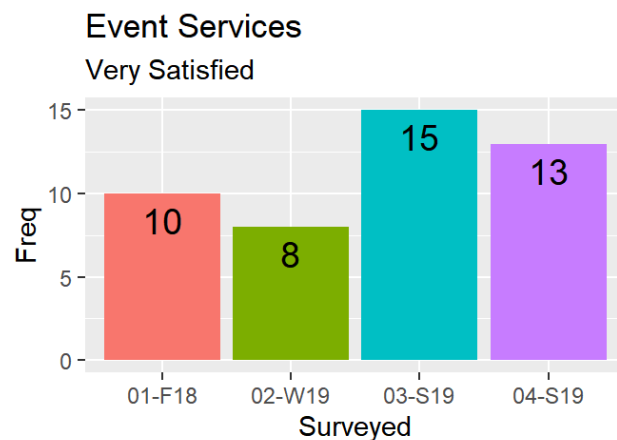
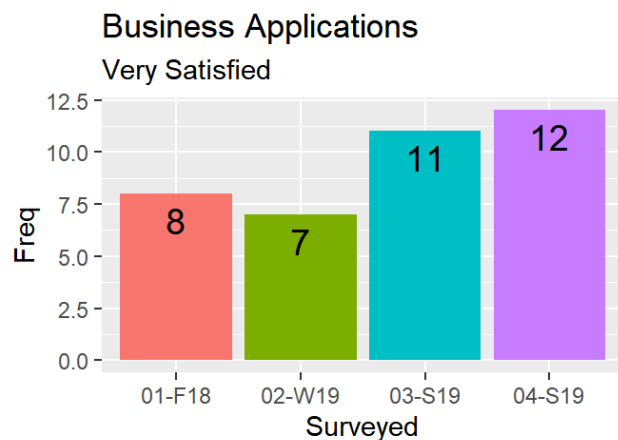
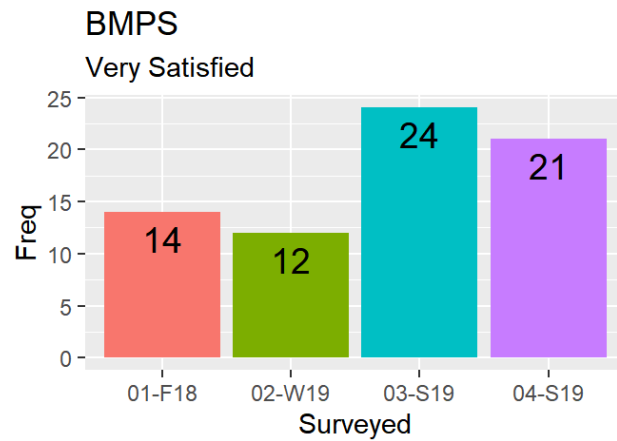
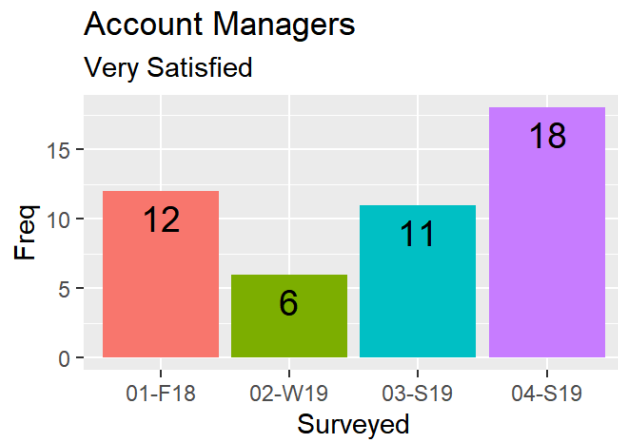
Data Summary - All Surveys

	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: 2

# Group Performance Summary



Group Performance - Improvement Over Period of Surveys

**Account Managers: 6**

**BMPS: 7**

**Business Applications:4**

**Event Services: 3**

**Project Support: -1**

**Service Desk: 11**

**Studio Services: 11**

**Vendor Management: 2**

[End of Report]