

Client Satisfaction Report

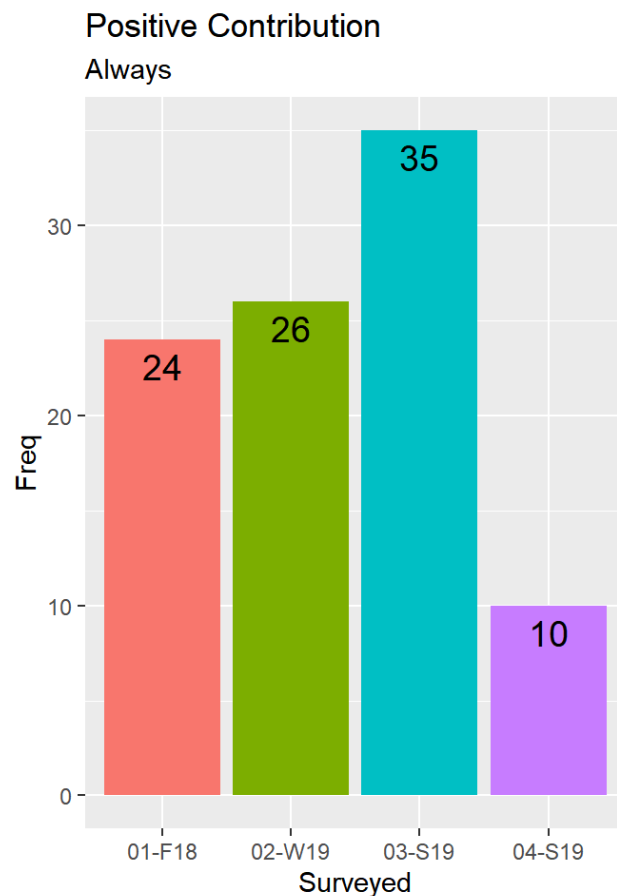
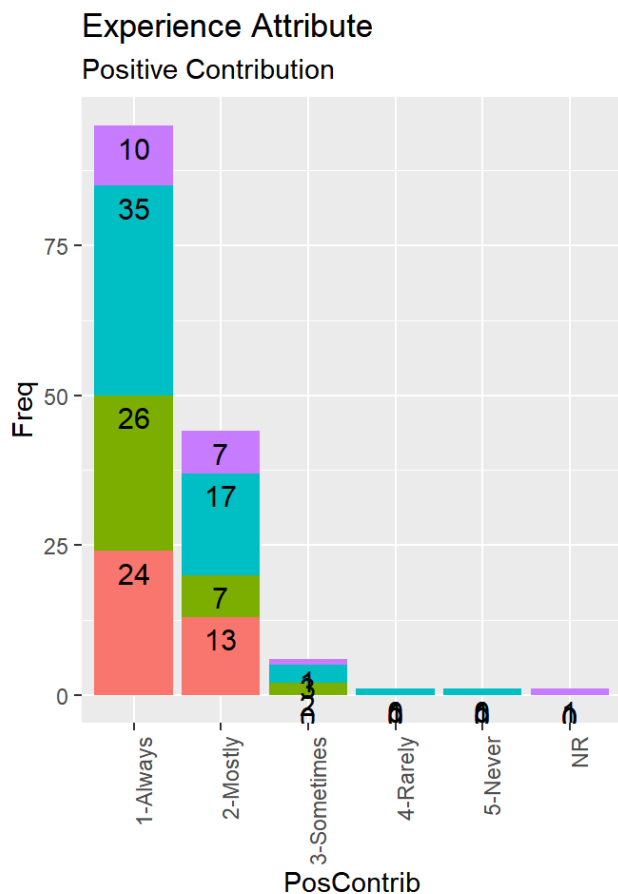
Part 1 of 3: Response Data View

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

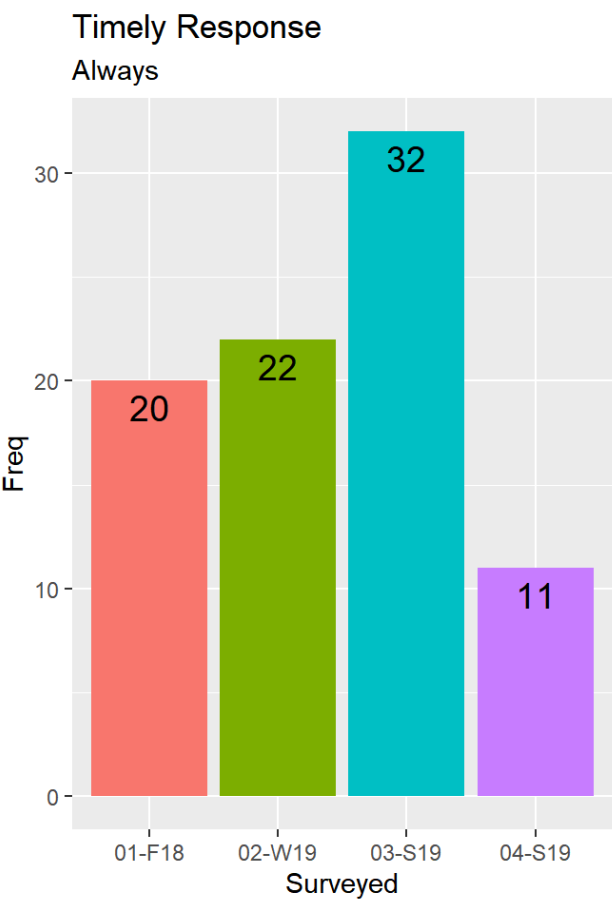
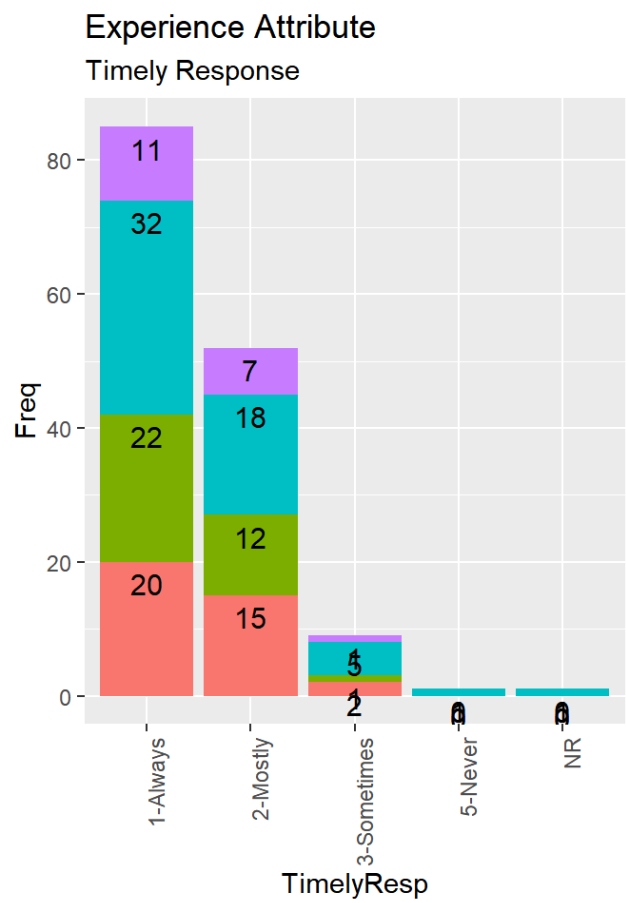


Change in 'Always' rating over period is: -14

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	32	18	5	1	1
04-S19	11	7	1	0	0

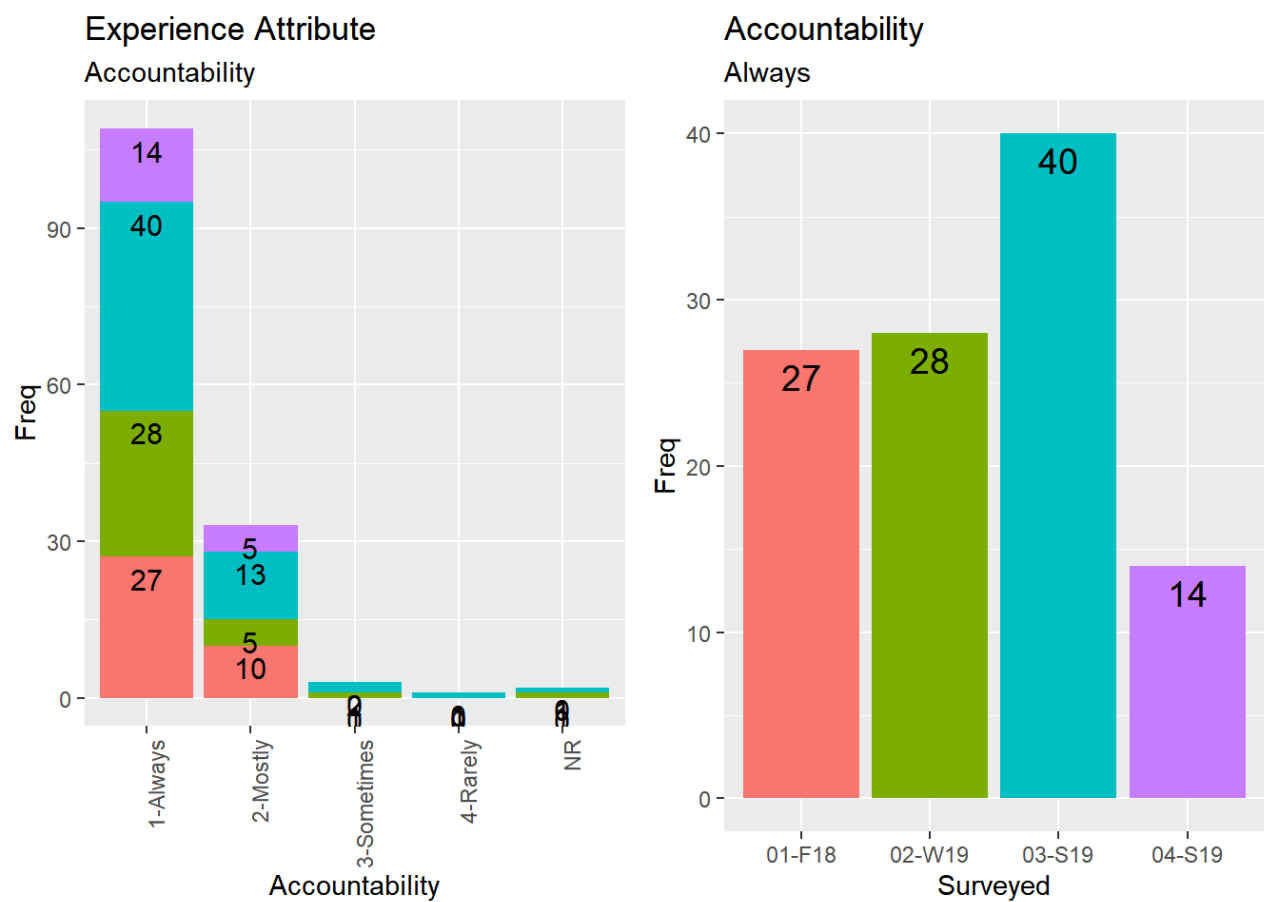


Change in 'Always' rating over period is: -9

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

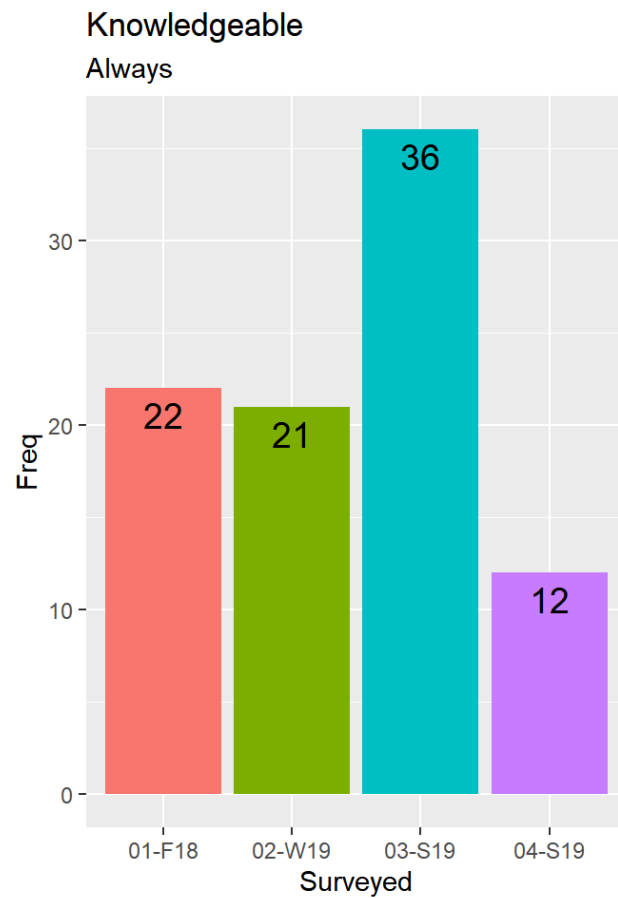
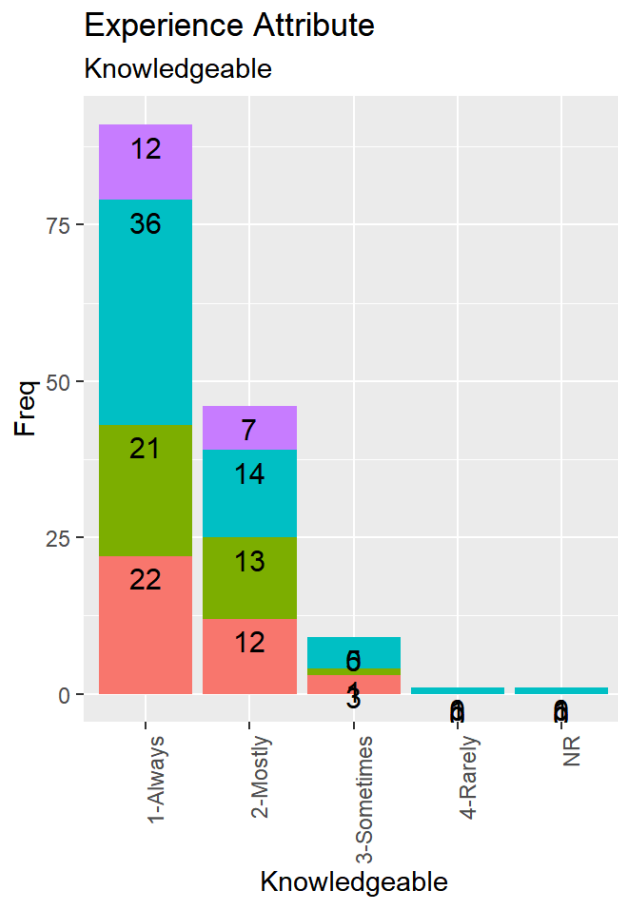


Change in 'Always' rating over period is: -13

Experience Attribute 4: Staff is Knowledgeable

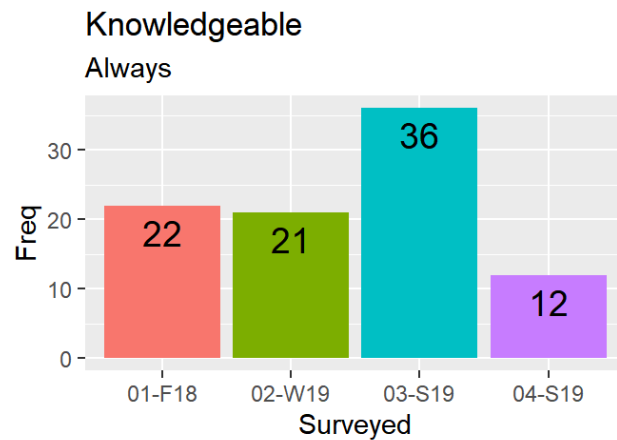
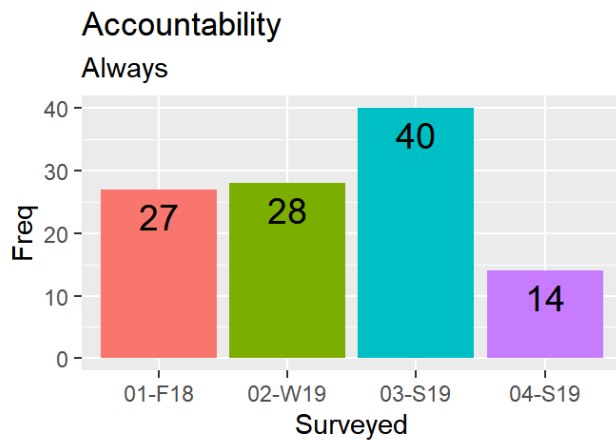
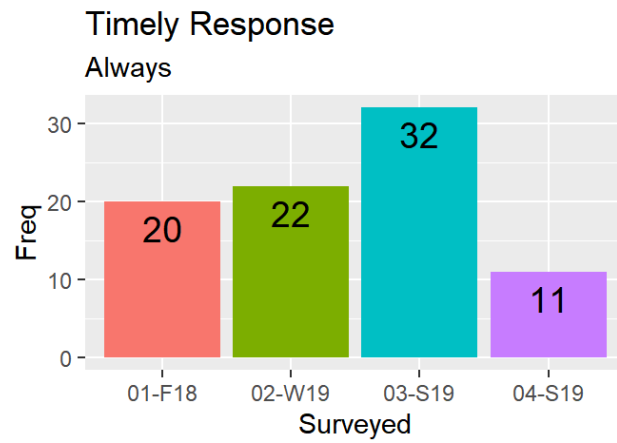
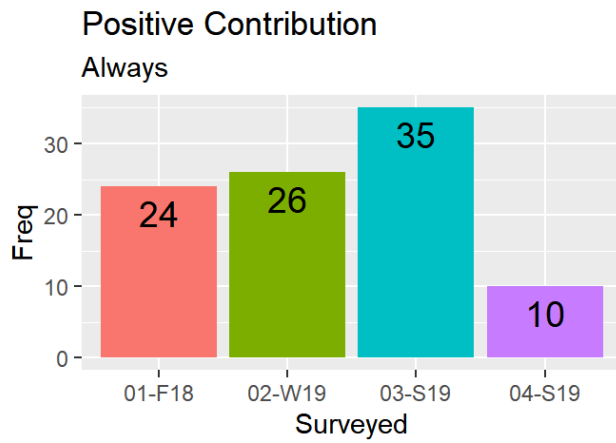
Data Summary - All Surveys

	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: -10

Experience Attributes Summary



Experience Attributes - Change Over Period of Surveys

Positive Contribution: -14

Timely Response : -9

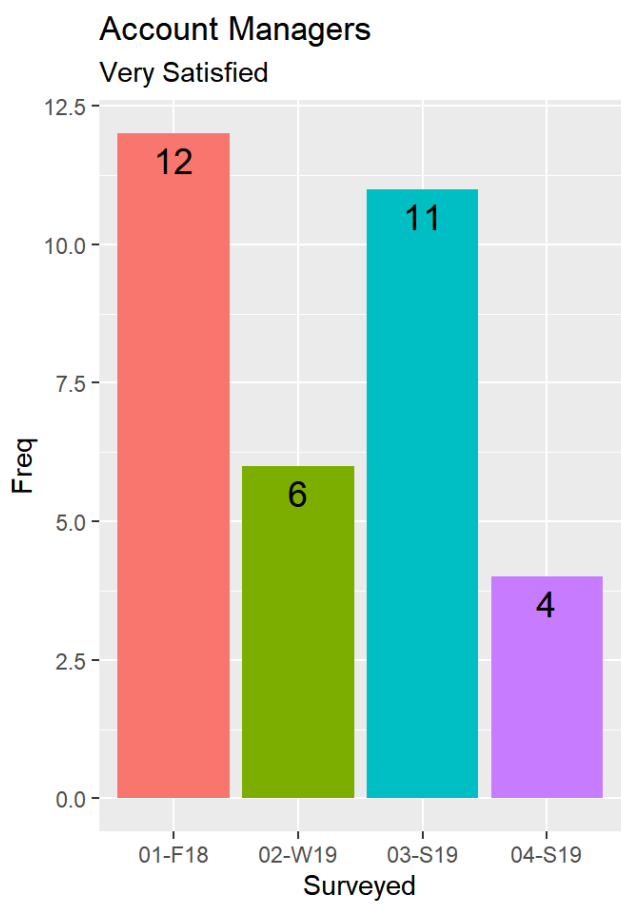
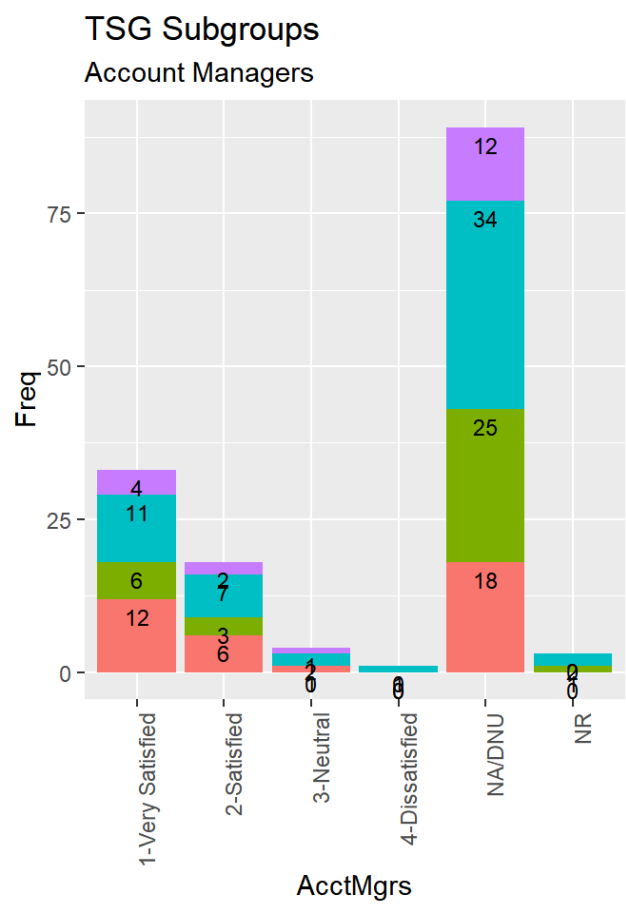
Is Accountable : -13

Knowledgeable Staff : -10

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

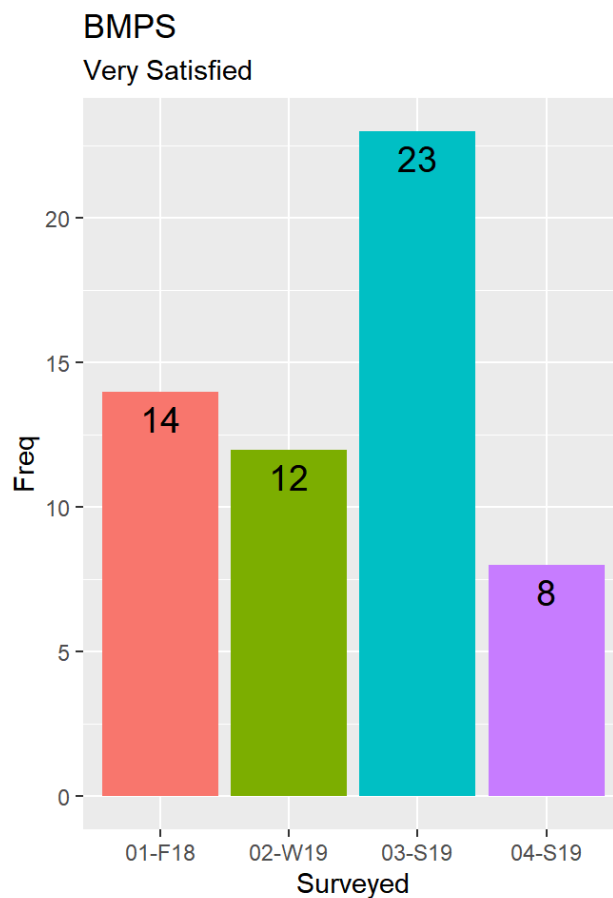
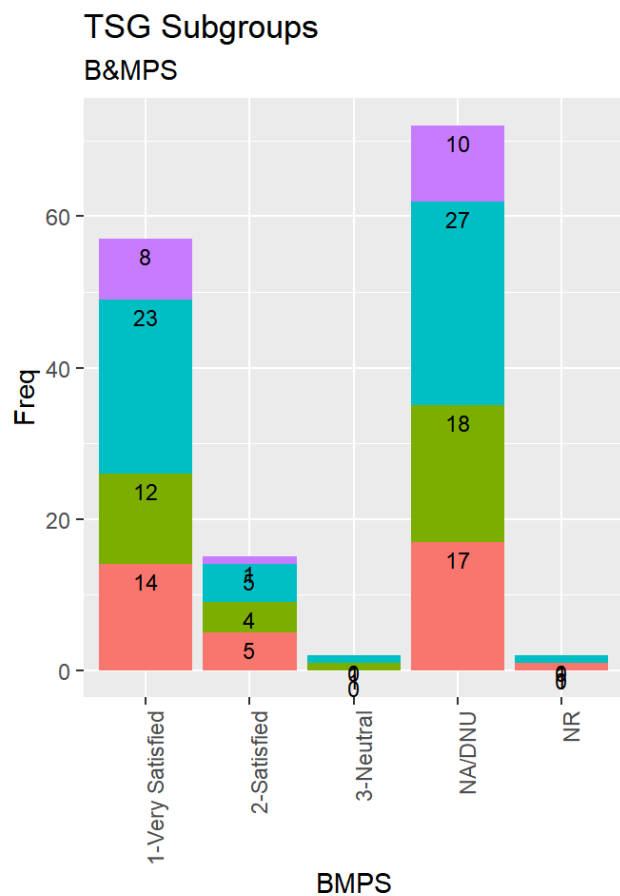


Change in 'Always' rating over period is: -8

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

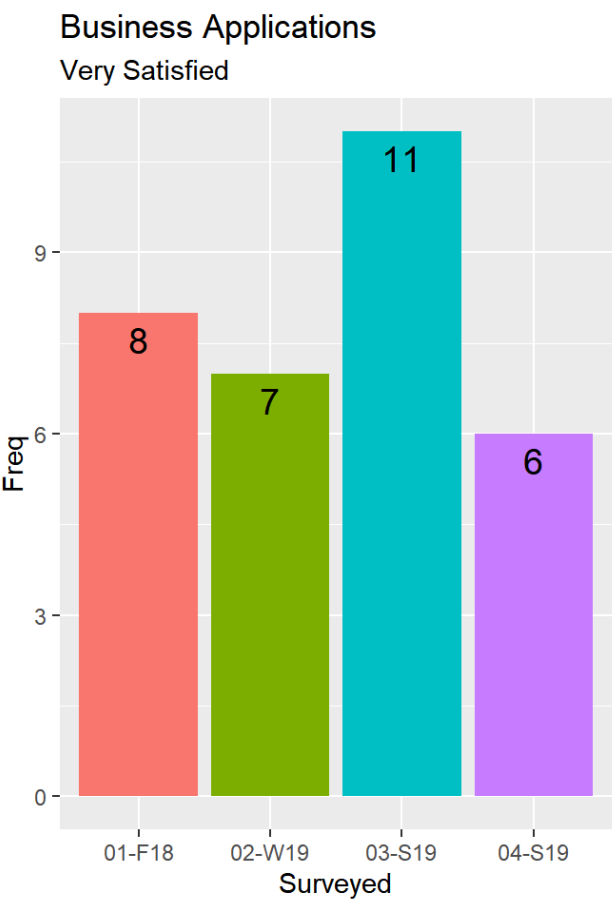
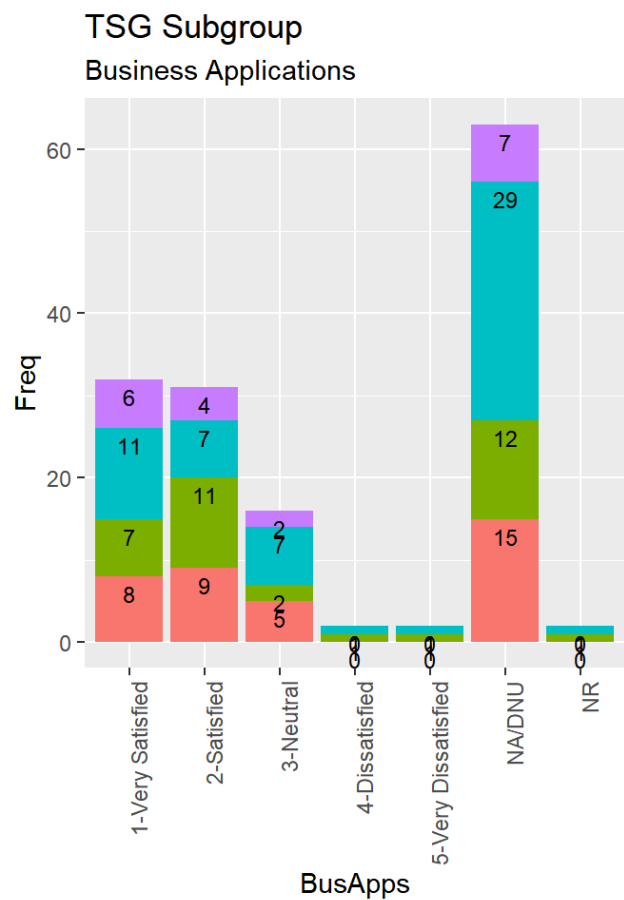


Change in 'Always' rating over period is: -6

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

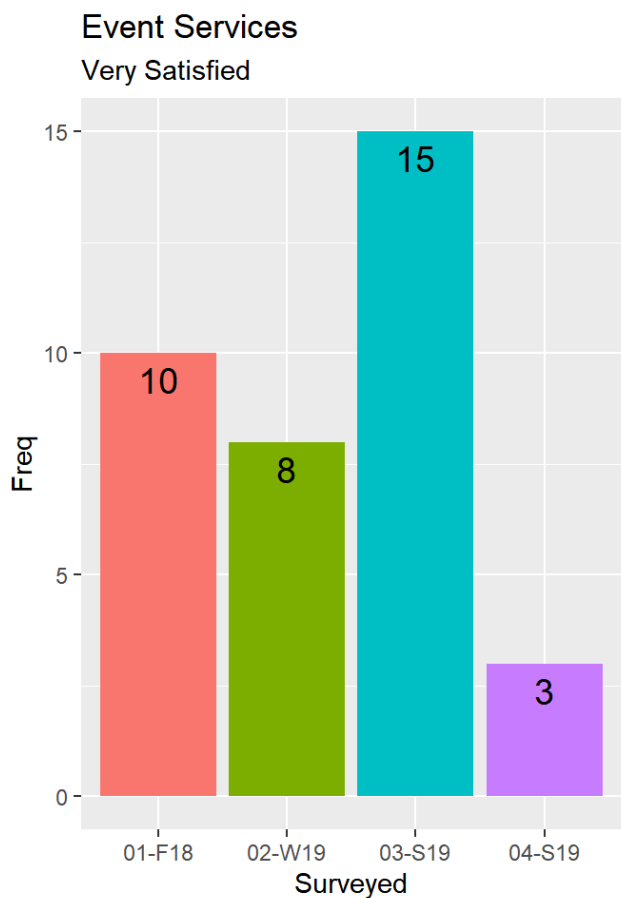
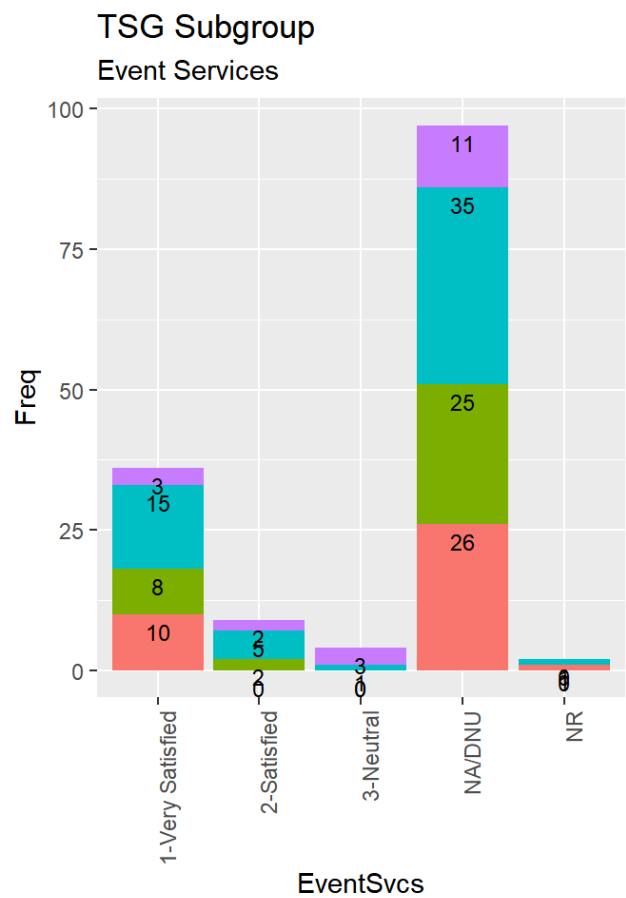


Change in 'Always' rating over period is: -2

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

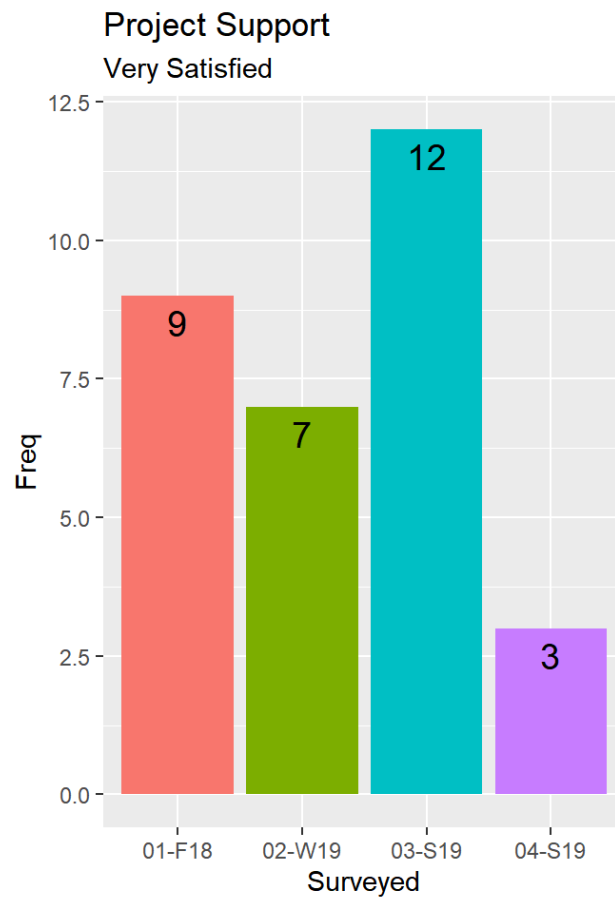
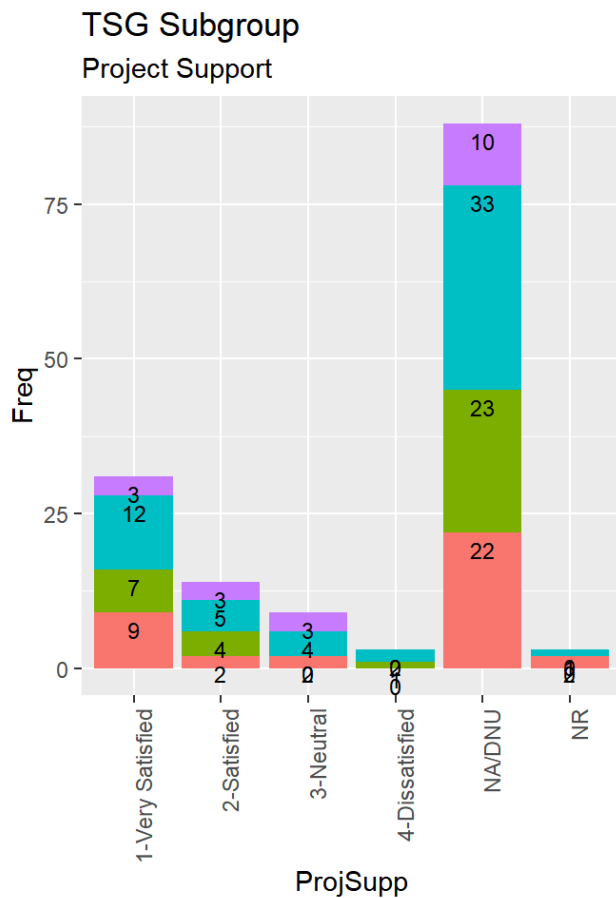


Change in 'Always' rating over period is: -7

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

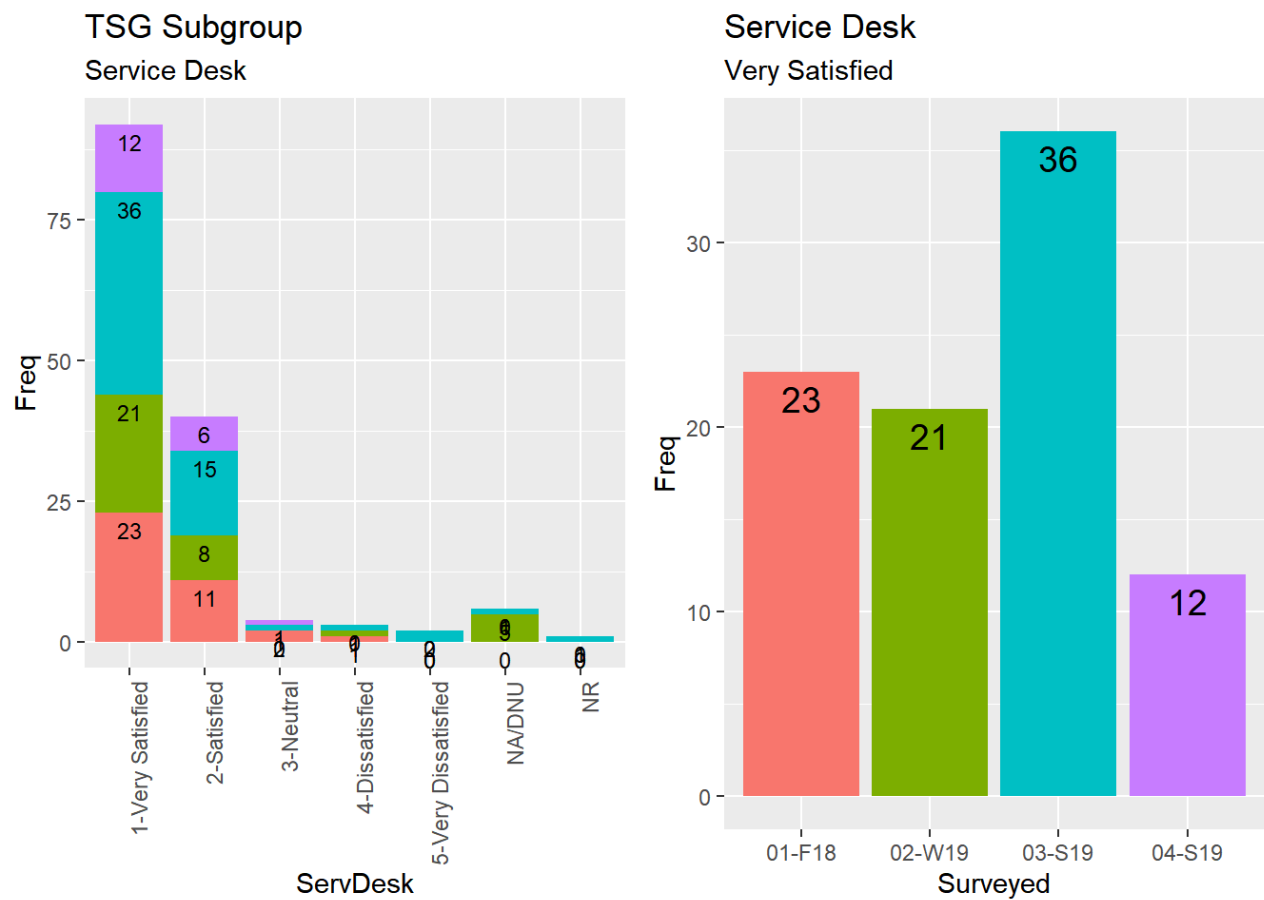


Change in 'Always' rating over period is:-6

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

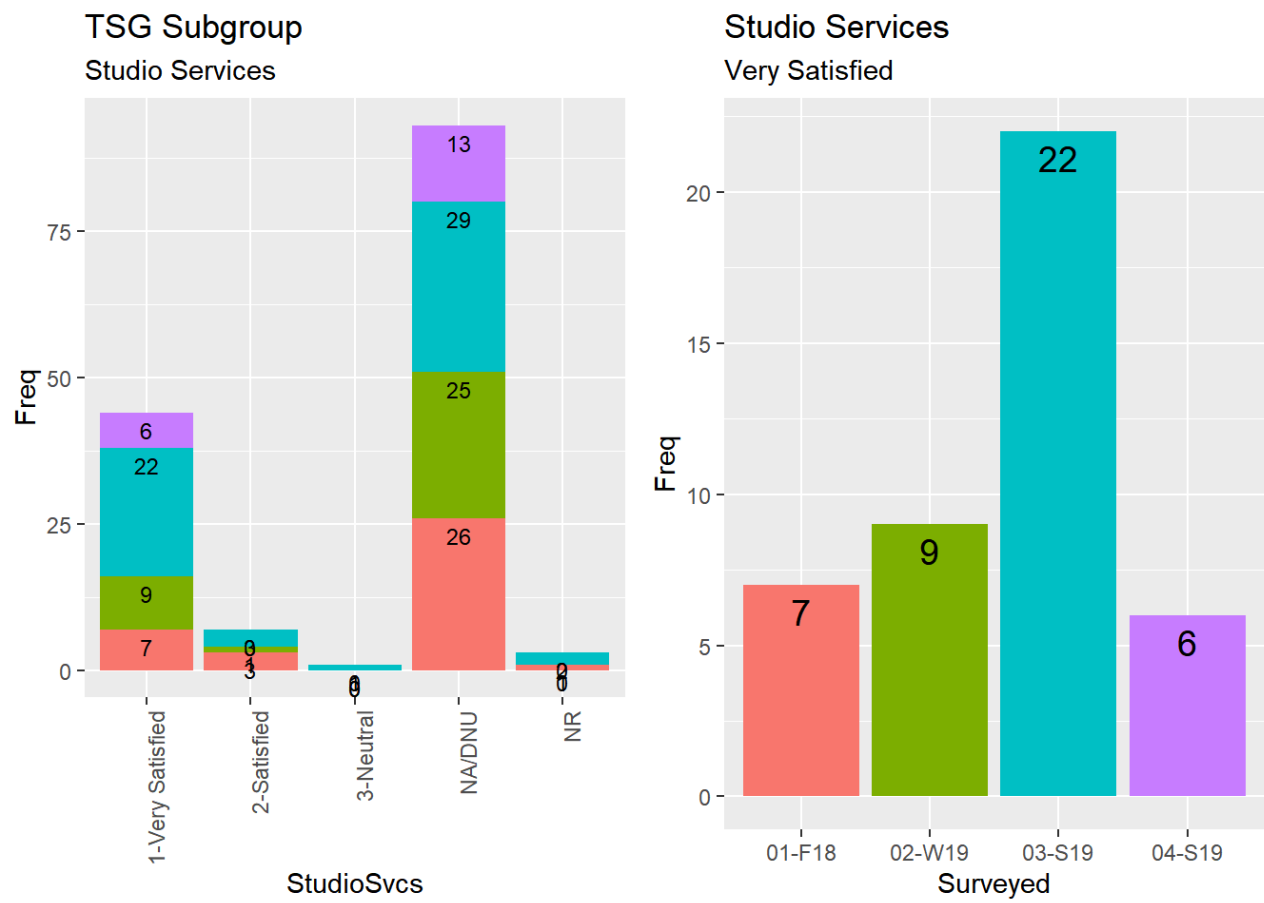


Change in 'Always' rating over period is: -11

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	29	2
04-S19	6	0	0	13	0

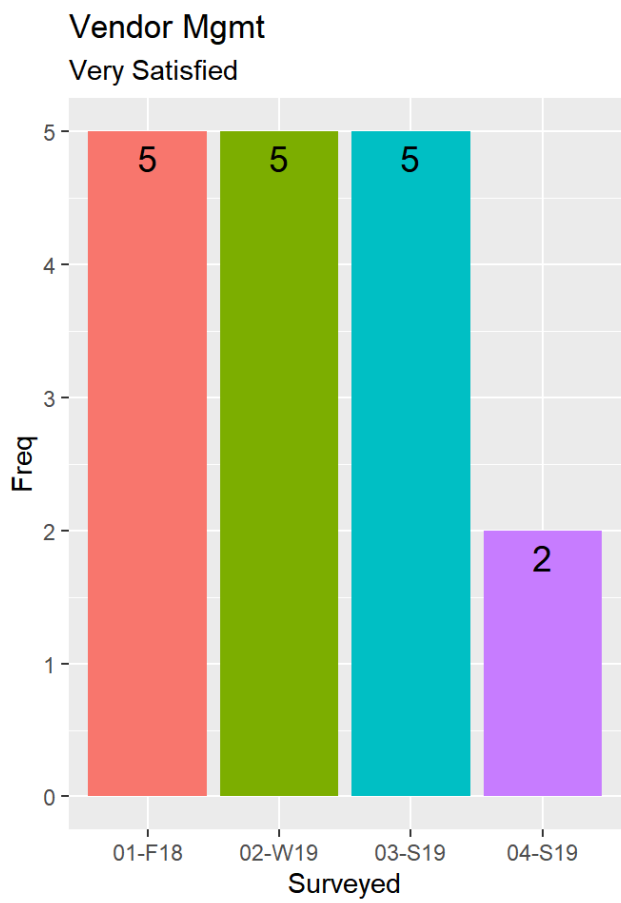
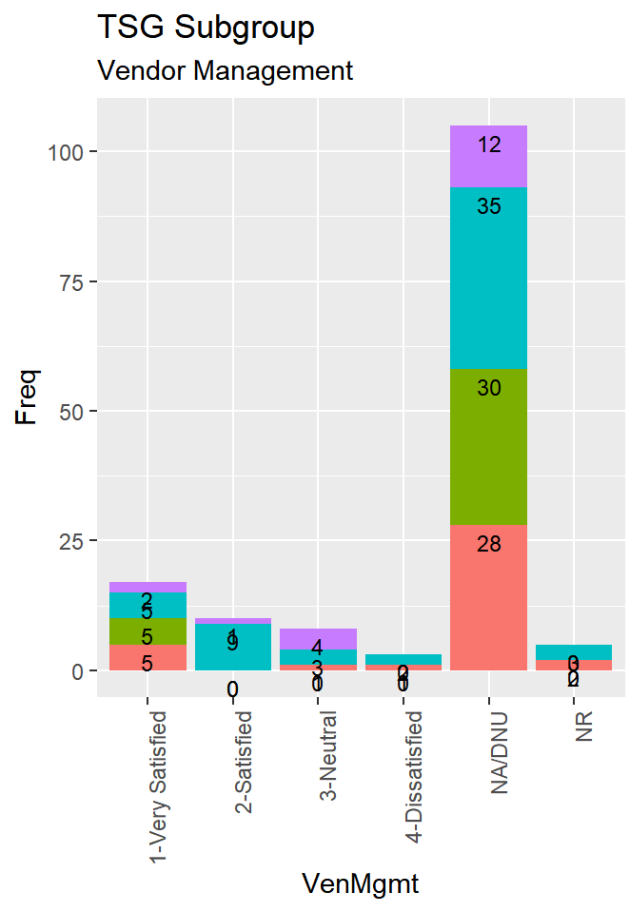


Change in 'Always' rating over period is: -1

Group Performance: Vendor Management

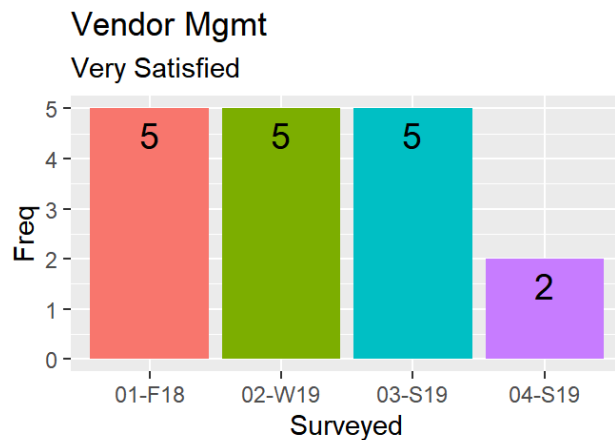
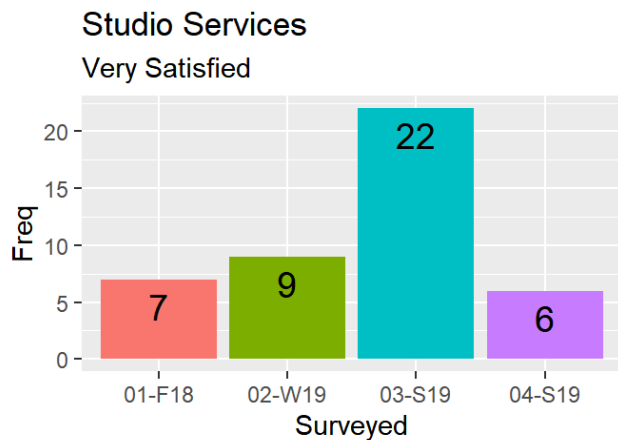
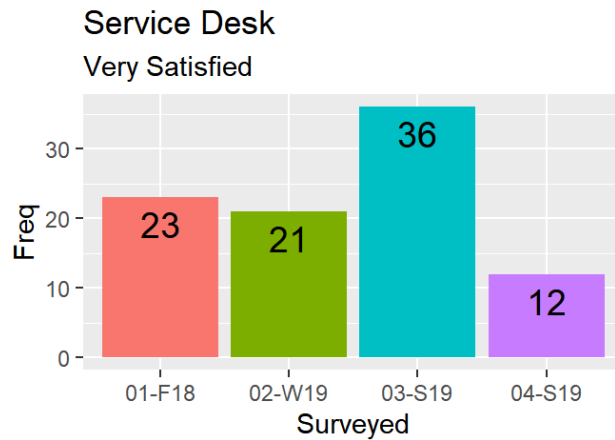
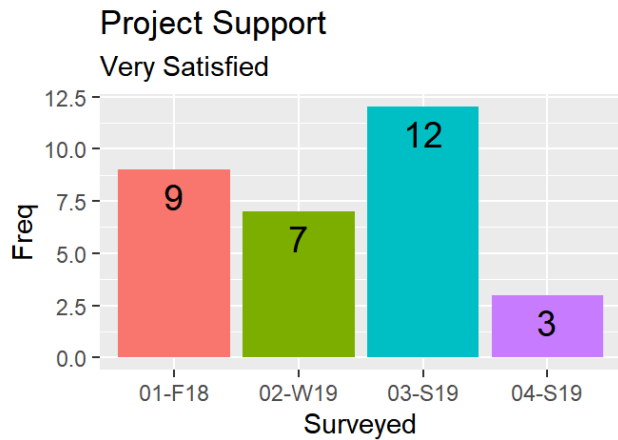
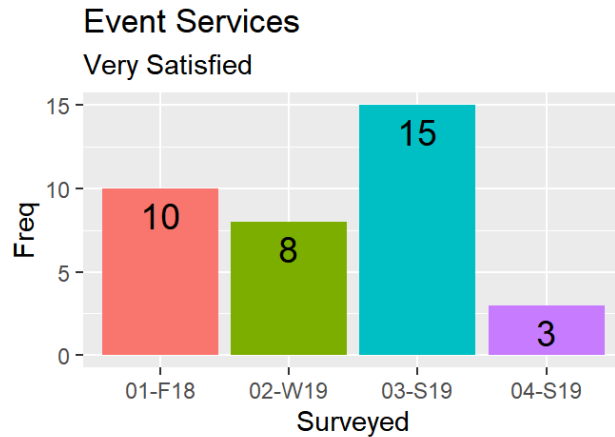
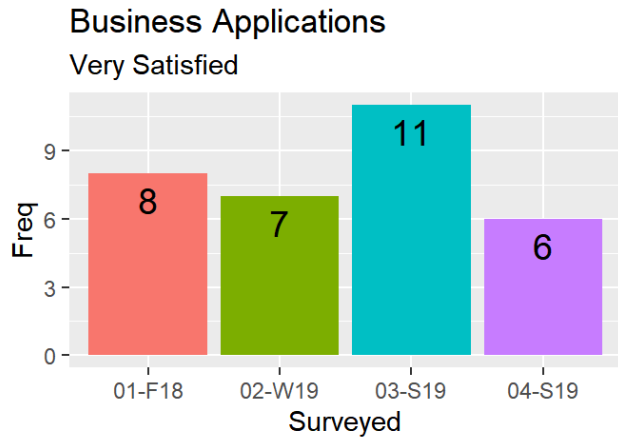
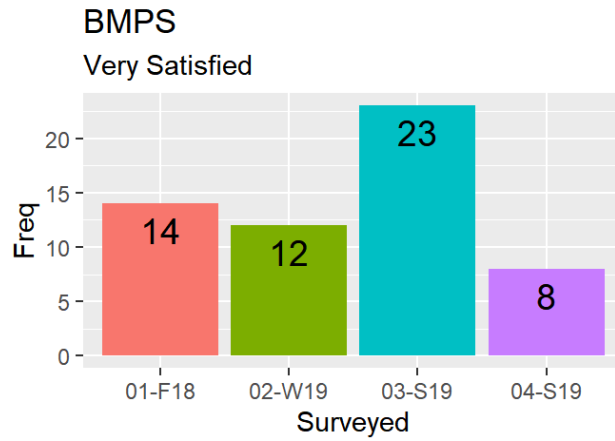
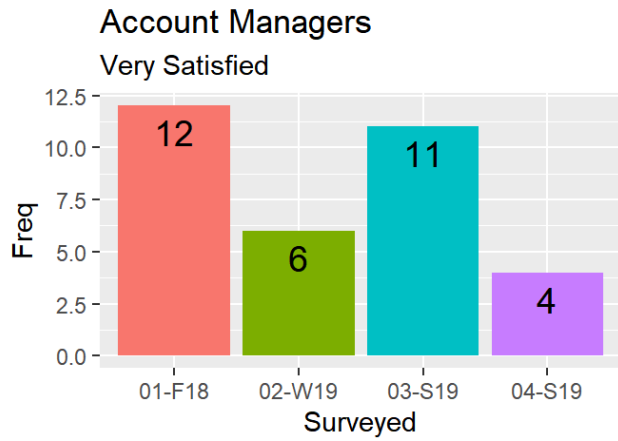
Data Summary - All Surveys

	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



Group Performance - Improvement Over Period of Surveys

Account Managers: -8

BMPS: -6

Business Applications:-2

Event Services: -7

Project Support: -6

Service Desk: -11

Studio Services: -1

Vendor Management: -3

[End of Report]