



Performance Excellence Program

Category 7

Customer Care Center Support Results

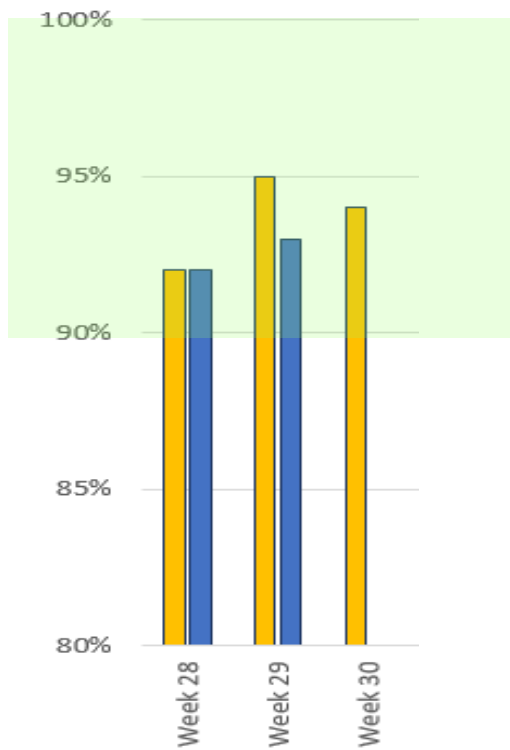
Answered Calls and Support Requests

Week Ending January 15, 2016 - 93%

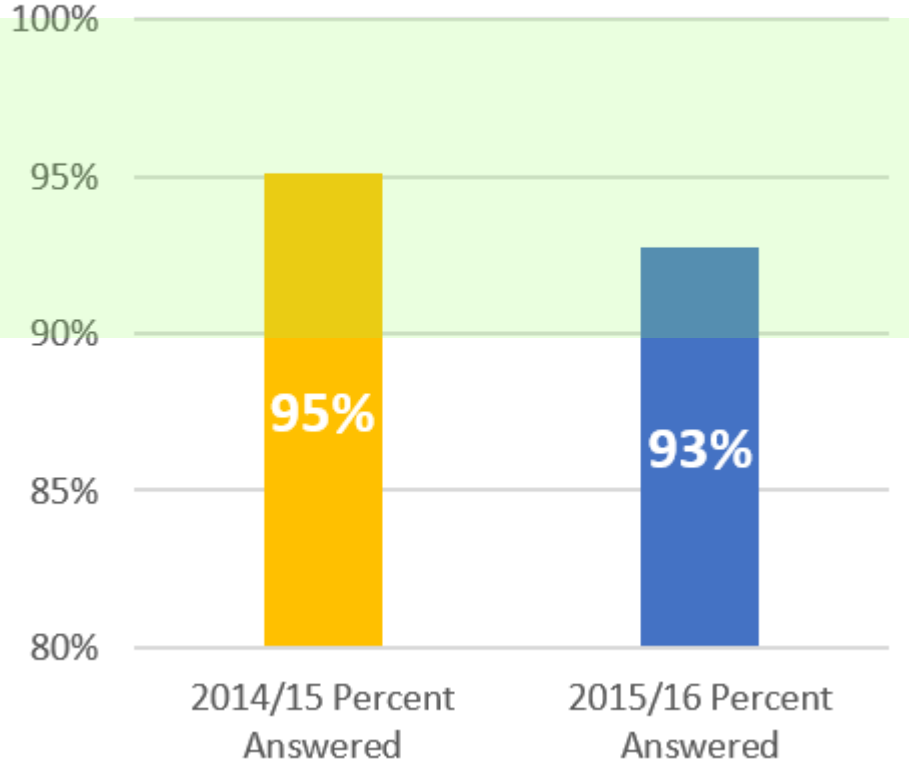


2014/15
Compared To
2015/16

Current Semester Result Comparison



Week 29 Comparison



2014-2015 Information

2015-2016 Information



Answer 90% of the calls and support requests coming in to the Customer Care Center.