



Performance Excellence Program

Category 7

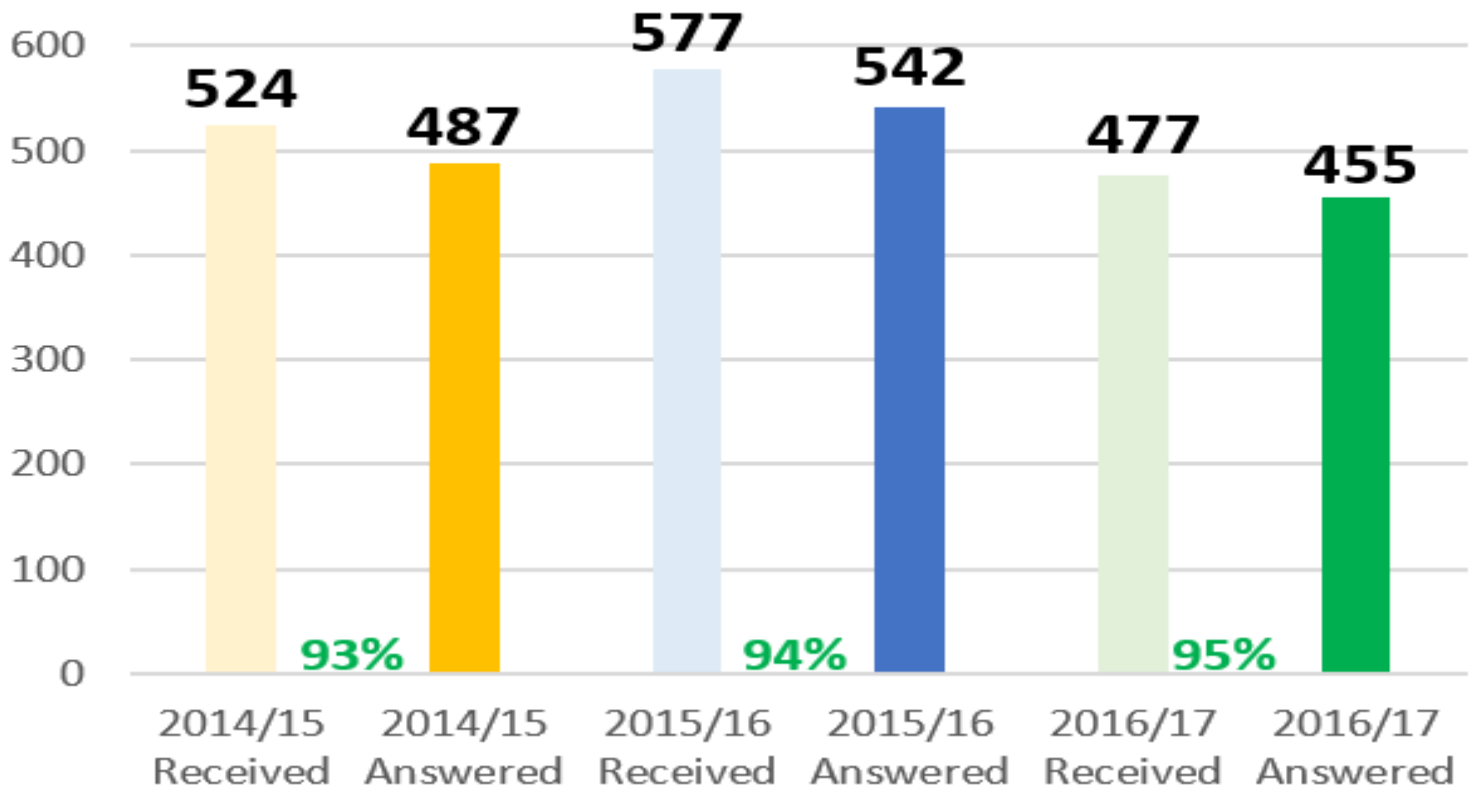
Customer Care Center Support Results

Answered Calls and Support Requests

Week 32 – 3 Year Trend Ending February 10, 2017 - 95%



Week 32 Comparison

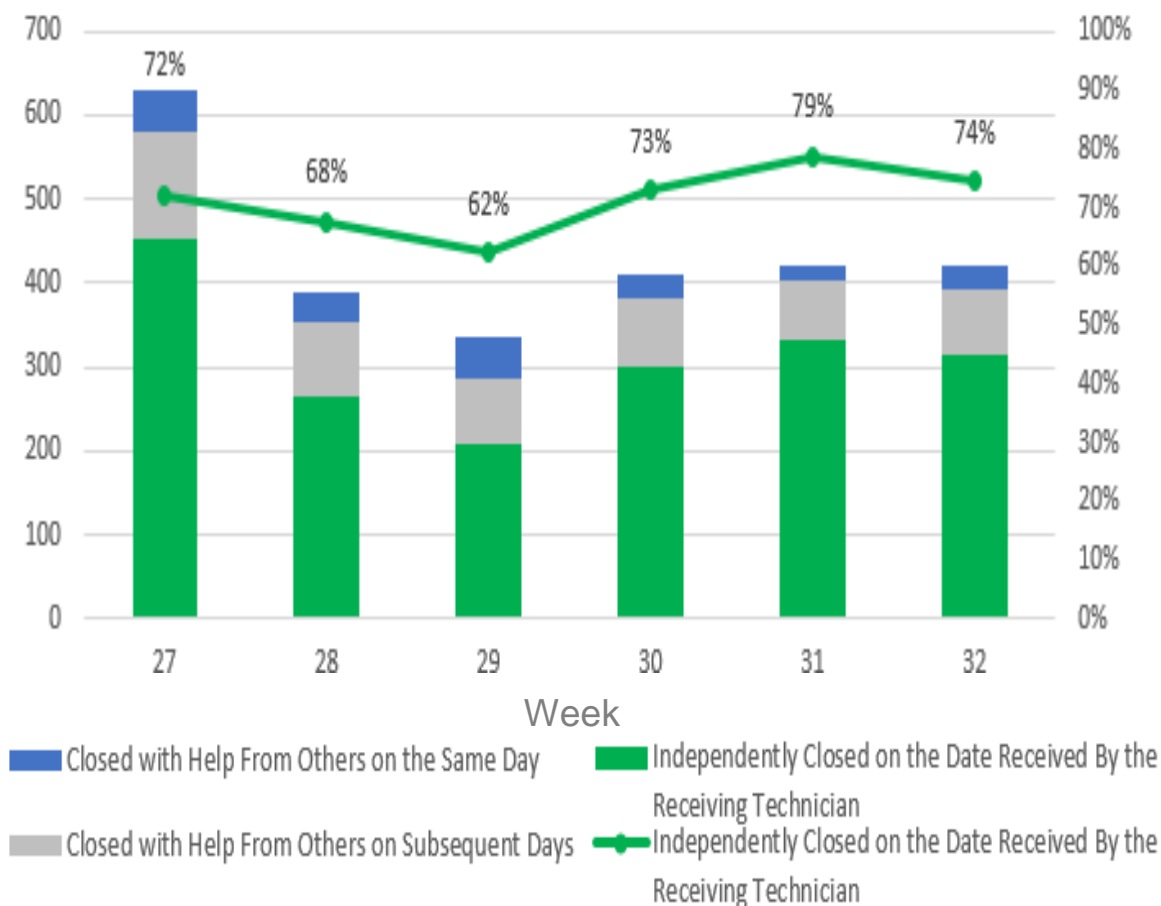


Answer 90% of the calls and support requests coming in to the Customer Care Center.



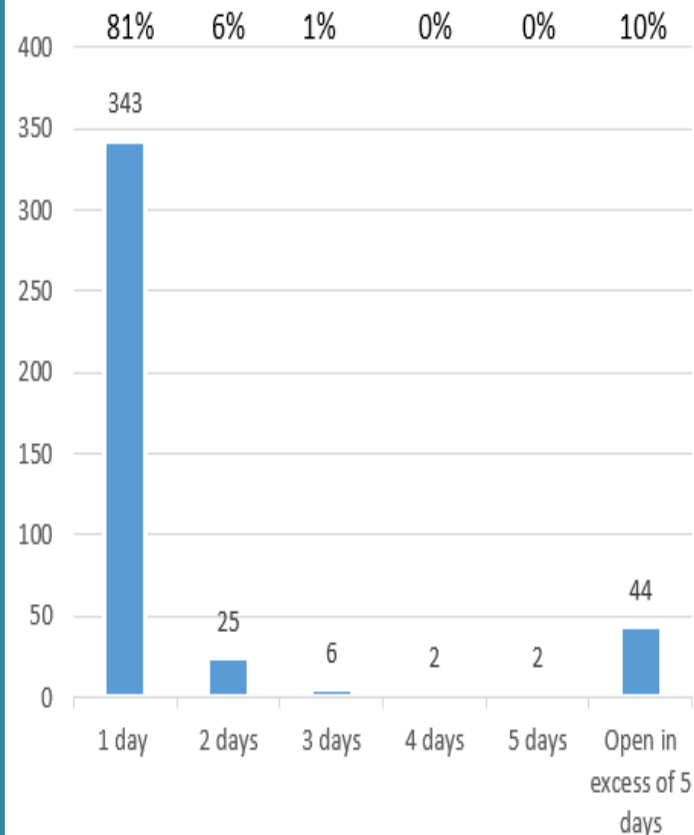
Customer Care Center Key Performance Indicators

January 2017 – June 2017



CCC KPI Resolve at least 70% of received requests independently.

Age of Service Requests Created by the Customer Care Center

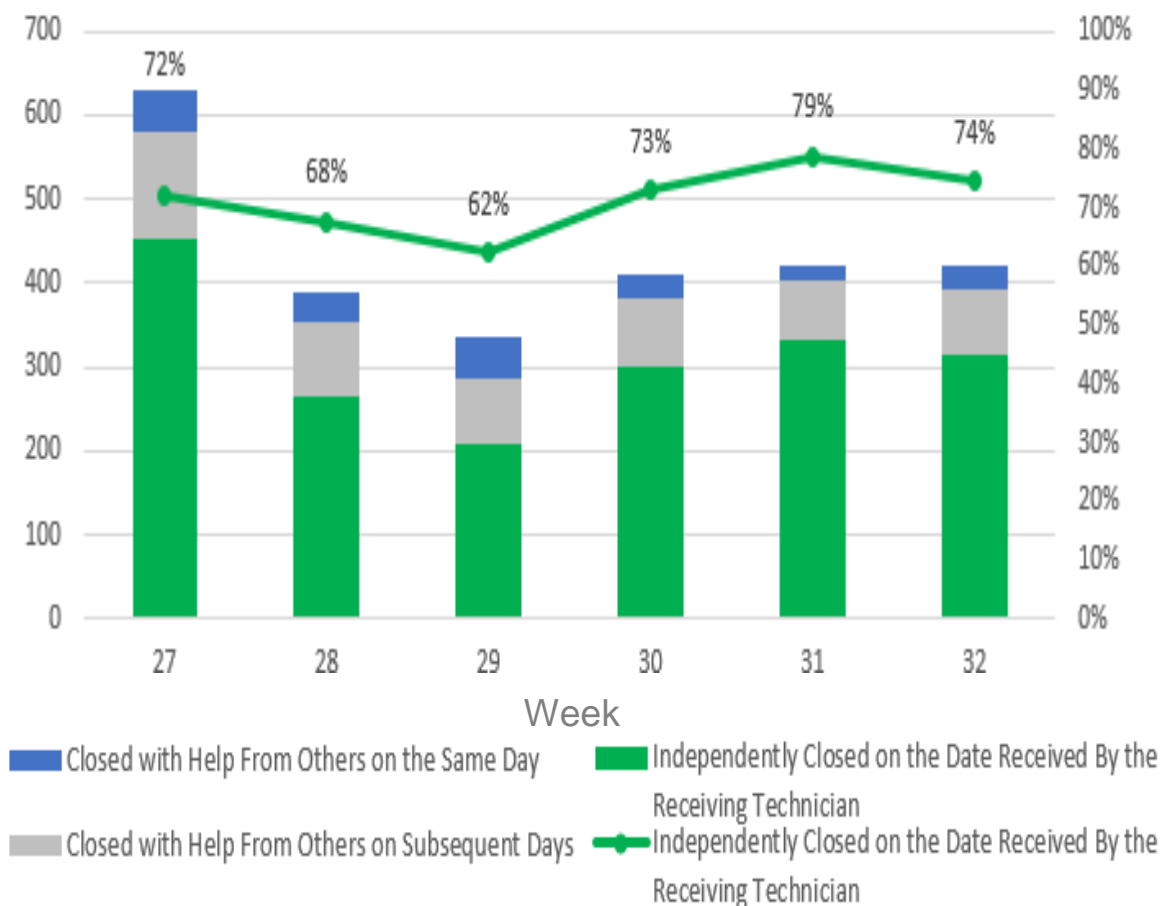


CCC KPI Resolve at least 50% of created request within one day.



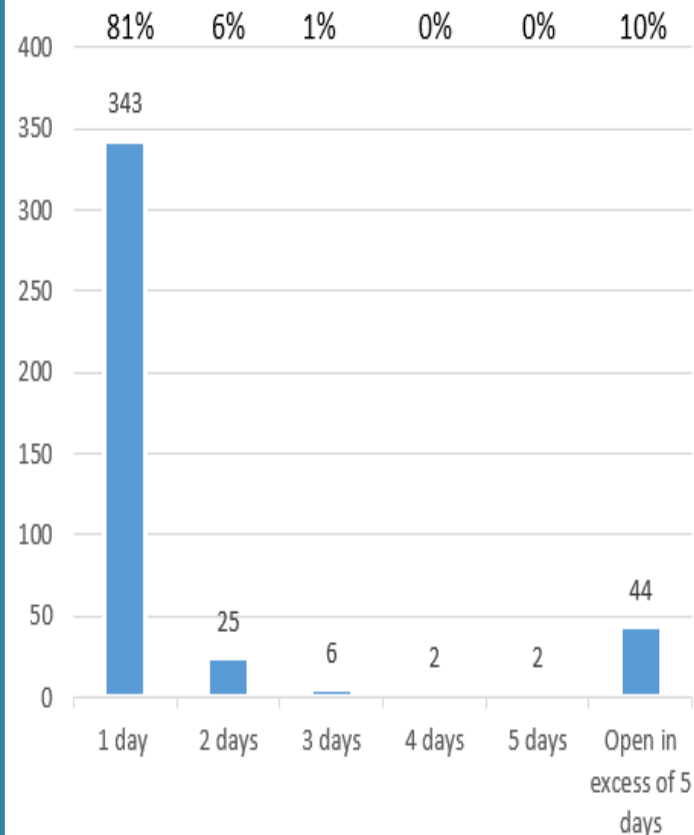
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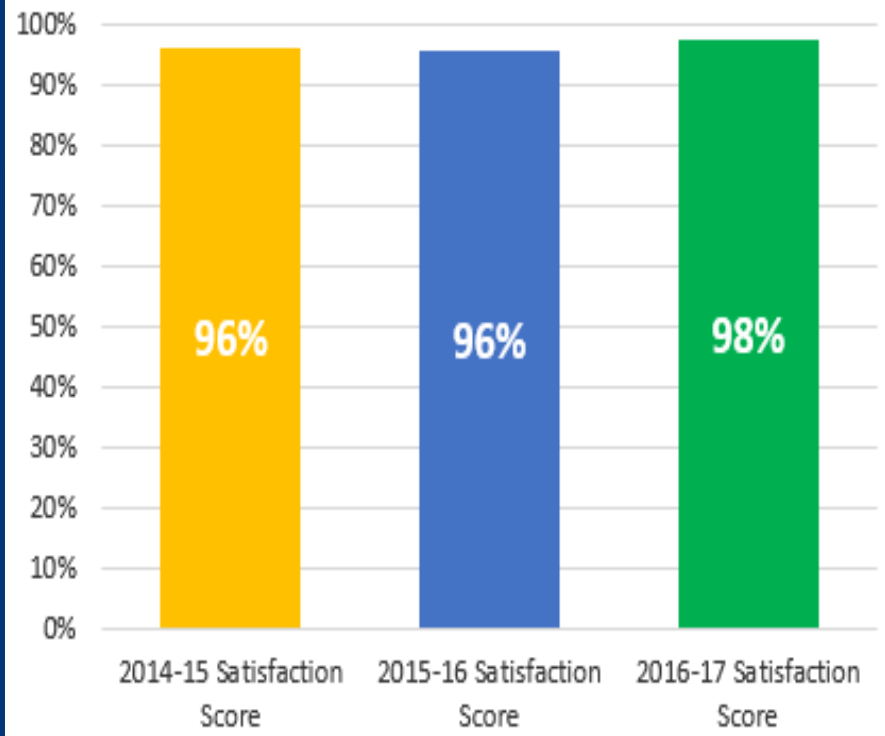
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Results

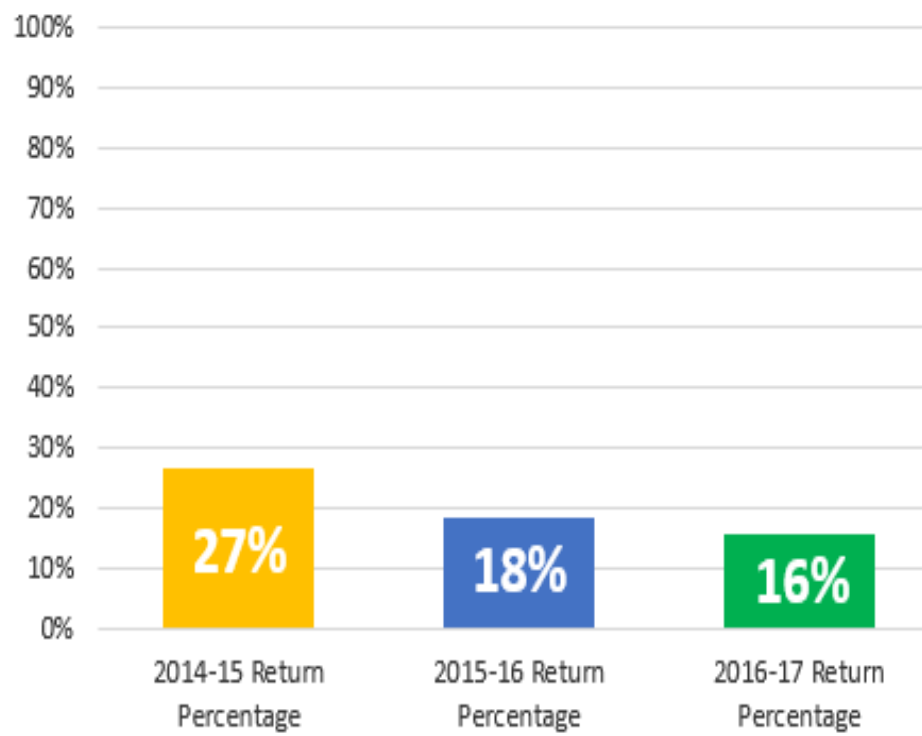
Customer Satisfaction Survey Results 3 Year Trend - Week 32 for the Week Ending February 10, 2017



Week 32



Week 32



Achieve customer satisfaction levels of at least 90% as measured by customer follow-up surveys (very good, excellent) for all service requests.



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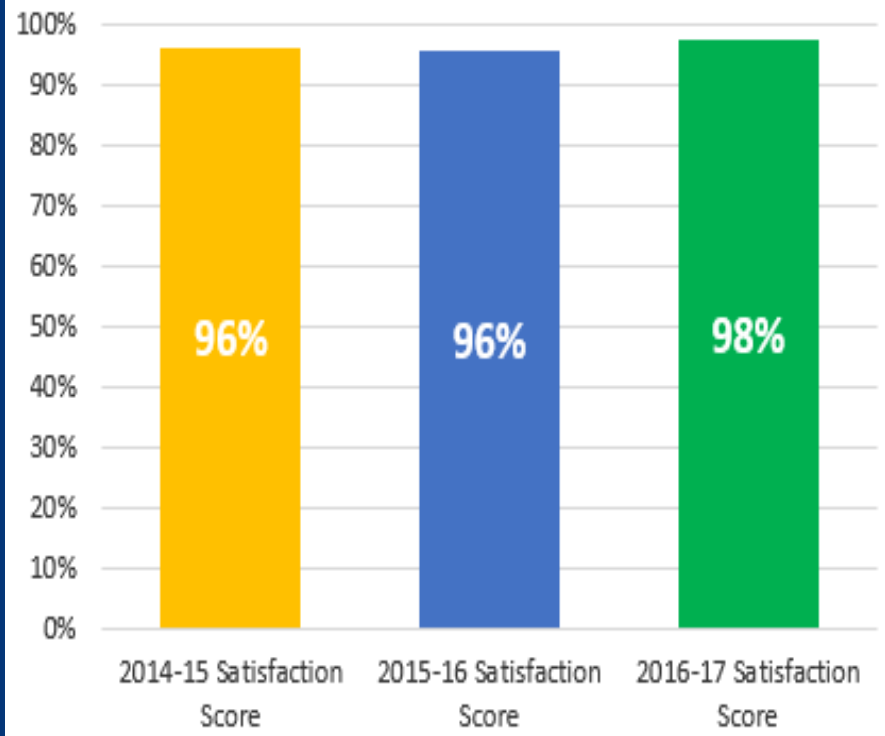
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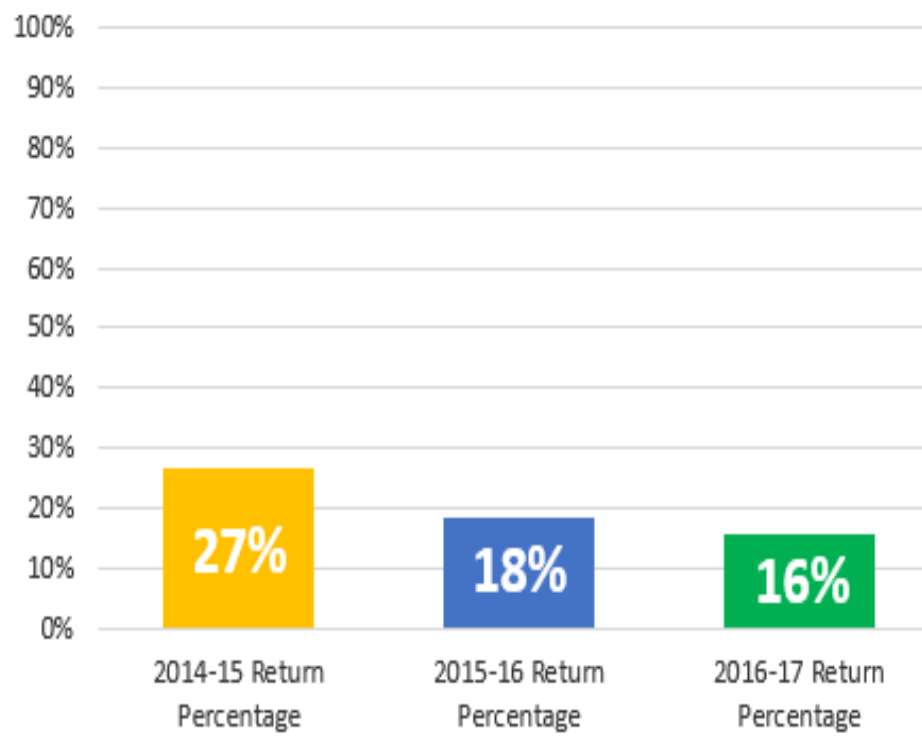
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Service Level Response Time Results Average Age Comparison to Service Level Agreement For the week of February 10, 2017



Service Age Expectations and Counts	Target Resolution	2014-15 Results		2015-16 Results			2016-17 Results			15/16 - 16/17 Age Change
		Average	Count	Average	Count	%	Average	Count	%	
SLA Dependent Request	(Days)	2.4	1393	2.4	511	71%	3.1	1606	86%	0
1-2 High/Testing Service Request	1	1.3	6	2.0	53		1.0	1		-1.0
1-3 Instructional Service Request	3	2.5	1021	2.4	74		3.5	1043		1.1
1-4 Administrative Service Request	4	2.3	181	3.2	229		2.3	403		-0.9
2-3 Instructional Security Access	3	1.7	18	1.4	16		1.1	38		-0.3
2-4 Administrative Security Access	4	1.7	164	1.3	138		1.1	72		-0.2
2-7 VOIP Implementation Review	5						7.2	32		
3-4 Administrative Acquisition	4	2.3	3	19.0	1					
7-1 Inventory Information Query	3						2.0	1		
7-2 Inventory Audit Process	20			30.0						
7-3 Inventory Submitted Discrepancy	4						1.5	2		
7-5 Inventory Equipment Moves - New	2						4.2	6		
7-6 Inventory Equipment Moves - Existing	3						5.1	8		
Non SLA Dependent				11.5	205	29%	11.5	267	14%	
Total				5	716		4.3	1873		-0.7

kpi Complete service requests within the designated target resolution times as agreed upon in our Service Level Agreement.