Shared Services Organization (SSO)

Quarterly Feedback Survey (April – June 2018)
Q1 - What Division/School/College are you a part of?

Survey Population: Approx. 1500
- Clients (Inclusive of OPP Users)
- AS Users (Inclusive of all channels, SP, Sub., Approvers)

# of Respondents: 156
Q3 - Did you use the AggieService ticketing system during the last quarter (April - June 2018)?
Q40 - What type of AggieService user are you? (Please mark all that apply)
Target: 85%

- Experience,
- Accuracy,
- Communications,
- Consistency,
- Timeliness,
- Customer Service

### AggieService and Service Desk

**Percentage Combined**

<table>
<thead>
<tr>
<th>Period</th>
<th>Service Desk</th>
<th>AggieService</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul-Sept 2017</td>
<td>87</td>
<td>87</td>
</tr>
<tr>
<td>Oct-Dec 2017</td>
<td>87</td>
<td>87</td>
</tr>
<tr>
<td>Jan-Mar 2018</td>
<td>87</td>
<td>91</td>
</tr>
<tr>
<td>Apr-Jun 2018</td>
<td>98</td>
<td>91</td>
</tr>
</tbody>
</table>

- Blue line: Service Desk
- Red line: AggieService
Q4 - Please rate your experience with AggieService during the last quarter (April - June 2018):

- 27% Good
- 33% Very Good
- 31% Excellent

Color key:
- Red: Poor
- Purple: Fair
- Blue: Good
- Green: Very Good
- Yellow: Excellent
Q18 - Did you interact with/submit requests to the SSO Service Desk team during the last quarter (April - June 2018)?
Q19 - Please rate your experience with SSO Service Desk during the last quarter (April - June 2018):

- 28% Good
- 42% Very Good
- 28% Excellent

Legend:
- Poor
- Fair
- Good
- Very Good
- Excellent
AggieService & Service Desk

Common Feedback Themes

- Timeliness of Processing
  - Case routing
  - Timely Responses

- System
  - Easy to Use
  - Faster resolution has been increasing – efficiency
  - Confusion on who will see/receive case notifications
  - What’s needed for each case – checklist
  - Client management of cases/tracking
  - “Legend” so clients know what form to submit
  - Request for system “tips” / enhanced use of system

- Customer Service/Communications
  - Consistently high ratings
  - Continued improvement in subject matter expertise and appropriate transitions to SP
  - Consolidated communications, confusion with internal case notes, (i.e. emailing inside case)

- Training
  - Self-service solutions
  - FAQs/Knowledge

Key Implementations

- Tools
  - Checklists
  - Short Clip Videos – Pilot

- Communications – Feedback Implementation Vehicles
  - Change Request Log
    - i.e. approvals, tracking, case comms., routing, status, viewing cases, case draft, case editing, training, knowledge, service, lightning, navigation, visual
  - Prioritization of “tips”

- Resources
  - Knowledgebase (40 articles, vetting/review, request survey)

- Training
  - AggieService 101
  - AggieService “Beyond the Basics”
Q6 - Did you interact with/submit requests to SSO Finance for purchasing or disbursement voucher related...
Q7 - Please rate your experience with SSO Finance for purchasing or disbursement voucher related acc

- 37% Good
- 34% Very Good
- 26% Excellent
Finance / Purchasing & DVs

Common Feedback Themes

Staff Knowledge
- Subject Matter Expertise

Processing
- Accuracy
- Timeliness / Improvement Needed

Customer Service, Communications
- Average to high rankings
- Consistency in communication / Improvement Needed

Key Implementations

Engagement Communications
- Client focused communications inside OPP system (i.e less abbreviations)
- Consistency in Communications throughout end-to-end process

Consistency in Process & Communication
- Sustainable
- During Fiscal Quarter Seasons
- Client Expectations and Communication of SPAs
Q9 - Did you interact with/submit requests to the SSO Leaves team last quarter (April - June 2018)?
Q10 - Please rate your experience with SSO Leaves during the last quarter (April - June 2018):

- Poor: 4%
- Fair: 26%
- Good: Very Good: 26%
- Excellent: 61%

Legend:
- Poor
- Fair
- Good
- Very Good
- Excellent
Leaves

Common Feedback
Themes

Overall Feedback
- Customer Service
- Communications
- Staff knowledge
- Processing Times

Key Implementations

Engagement Communications
- Efforts to engage and solicit feedback
- 5 Client Visits / Phone, email, in-person
PeopleServices / HR & Payroll

Percentage Combined

Good, Very Good, Excellent


HR Student Actions
90 | 90 | 90 | 94

HR Staff Actions
77 | 96 | 77 | 98

Payroll
94 | 96 | 98 | 98
Q26 - Did you interact with/submit requests to the SSO HR team for staff actions during the last quarter (April - June 2018)?
Q28 - Please rate your experience with SSO HR for staff actions during the last quarter (April - June 2018):

- 22% Good
- 39% Very Good
- 33% Excellent
Q12 - Did you interact with/submit requests to the SSO HR team for student actions during the last quarter (April - June 2018)?
Q13 - Please rate your experience with SSO HR for student actions during the last quarter (April - June 2018):

- 17% Good
- 33% Very Good
- 38% Excellent
Q15 - Did you interact with/submit requests to the SSO Payroll team during the last quarter (April - June 2018)?
Q16 - Please rate your experience with SSO Payroll during the last quarter (April - June 2018):

- 20% Good
- 42% Very Good
- 36% Excellent
People Services / HR & Payroll

Common Feedback
Themes

Customer Service, Communications
- Friendliness
- Overall high-levels of customer service remain consistent
- Staff/Resources – Ensuring work continues

Key Implementations

Consistency in Process & Communication
- Solidify back-up partner within all positions
- Develop and publish calendar year-end deadlines early/Sept. 30th
- Process for timesheet reminders in lieu of UCPath

Tools, Process Improvement
- DocuSign
- Payroll Clients / Onboarding Only
- Communication inside the case
Q21 - Did you receive exceptional service from anyone at the SSO?

SSO Recognitions:
Approx. 25

Additional Service Channel Recognitions:
Approx. 10