

ERSC Customer Service Satisfaction Survey

	FY18	FY19
Total Survey emails sent	57,194	69,900
# of responses	1,396	1,306
Response Rate	2.4%	1.9%

Survey Responses (October 1, 2017 - June 30, 2018)	1035		1306	
	# of customers responding "Yes"	%	# of customers responding "Yes"	%
Was the Staff Member you interacted courteous?	948	91.6%	1,211	92.7%
Did the ERSC representative understand your question/ concern	897	86.7%	1,176	90.0%
Did you receive a clear and comprehensive response?	827	79.9%	1117	85.5%
Did you receive a timely resoulution to your question?	854	82.5%	1064	81.5%

Survey Responses (July 1, 2017 - September 30, 2017)	361	
	# of customers responding Yes	%
Was the Staff Member you interacted courteous?	345	95.6%
Did you receive a timely resoulution to your question?	312	86.4%

How satisfied were you overall with your interaction with ERSC?		
Very Satisfied	240	66.5%
Satisfied	64	17.7%
Very Dissatisfied	26	7.2%
Dissatisfied	16	4.4%
Neutral	13	3.6%

ERSC Customer Service Satisfaction Survey

	FY15	
	Telephone	emails
Total number of customer issues resolved	19,517	16,448
# of customers responded to the survey	1,222	267
Response Rate	6.3%	1.6%

FY16		
Telephone		emails
17952		21527
1127		334
6.3%		1.6%

FY17		
Telephone		emails
20131		25,551
966		320
4.8%		1.3%

Survey Responses	Telephone		email	
	# of customers responding Yes	%	# of customers responding Yes	%
Was the Staff Member you interacted courteous?	1,170	95.7%	247	92.5%
Did you receive a timely resolution to your question?	1,096	89.7%	230	86.1%
How satisfied were you overall with your interaction with ERSC?				
Very Dissatisfied	58	4.75%	23	8.61%
Dissatisfied	44	3.60%	14	5.24%
Neutral	53	4.34%	17	6.37%
Satisfied	227	18.58%	36	13.48%
Very Satisfied	840	68.74%	177	66.29%

Telephone		email	
# of customers responding Yes	%	# of customers responding Yes	%
1074	95.3%	297	88.9%
973	86.3%	255	76.3%
47	4.2%	57	17.1%
60	5.3%	34	10.2%
54	4.8%	20	6.0%
189	16.8%	49	14.7%
767	68.1%	174	52.1%

Telephone		email	
# of customers responding Yes	%	# of customers responding Yes	%
918	95.0%	281	87.8%
871	90.2%	254	79.4%
54	5.59%	50	15.63%
51	5.28%	29	9.06%
43	4.45%	22	6.88%
156	16.15%	39	12.19%
662	68.53%	180	56.25%