




Survey Results -- Overview



SPP Request Management System Survey (GI Q3, 2017)

Respondents: 66 displayed, 70 total **Status:** Closed

Launched Date: 06-30-2017 **Closed Date:** 10-02-2017

Display: **Manage Filters**

1. Satisfaction		Response Total	Response Percent
Very Dissatisfied		1	1%
Somewhat Dissatisfied		0	0%
Somewhat Satisfied		6	9%
Very Satisfied		63	90%
Total Respondents			70

2. Resolved?		Response Total	Response Percent
Yes		66	94%
No		4	6%
Total Respondents			70

3. Resolution Comment		Full Response
1.	I closed the request do to lack of response. The information was no longer needed so I closed it., I closed the request do to lack of response. The information was no longer needed so I closed it.,; I closed the request do to lack of response. The information was no longer needed so I closed it., I closed the request do to lack of response. The information was no longer needed so I closed it.,; I closed the request do to lack of response. The information was no longer needed so I closed it., I closed the request do to lack of response. The information was no longer needed so I closed it.,	VIEW
2.	The issue resolved on its own in few days, SPP IT did not even complete a diagnosis on the issue in 7 days	VIEW
3.	Need assist with an error that we were experiencing with the new factor authentication Lorie Bailey was able to identify the root cause of our connectivity problem and assist with getting the issue resolved and she follow-up to ensure that our issue was resolved. Thank so much Lorie Excellent work.	VIEW

4. Please let us know how we did at the following:					
	Poor	Fair	Good	Excellent	Response Total
a. Understanding your needs	0% (0)	1% (1)	16% (11)	82% (56)	68
b. Exhibiting a professional attitude	0% (0)	1% (1)	9% (6)	90% (61)	68
c. Demonstrating sufficient knowledge	0% (0)	1% (1)	9% (6)	90% (61)	68
d. Delivering a timely solution	1% (1)	1% (1)	13% (9)	84% (57)	68
e. Delivering a quality solution	1% (1)	1% (1)	12% (8)	85% (58)	68
f. Resolving your issue	1% (1)	1% (1)	7% (5)	90% (61)	68
Total Respondents					408

5. Do you have any suggestions for improving our service?		Full Response
1.	, , I am surprised a request that is almost a year old had no followup by anyone. Shouldn't you get reports on requests that have not been addressed in a timely manner? It took six weeks to get a final answer. The ball got dropped somewhere along the way. Better internal reporting of open issues would help missing simple requests like this one.; , , I am surprised a request that is almost a year old had no followup by anyone. Shouldn't you get reports on requests that have not been addressed in a timely manner? It took six weeks to get a final answer. The ball got dropped somewhere along the way. Better internal reporting of open issues would help missing simple requests like this one.; , , I am surprised a request that is almost a year old had no followup by anyone. Shouldn't you get reports on requests that have not been addressed in a timely manner? It took six weeks to get a final answer. The ball got dropped somewhere along the way. Better internal reporting of open issues would help missing simple requests like this one.	VIEW
2.	None.	VIEW
3.	No	VIEW
4.	Lorie Bailey is Outstanding; She called me and explained exactly what I needed to do in the SPP Portal. she goes above and beyond for customer service!	VIEW
5.	None	VIEW
6.	No	VIEW
7.	Adding follow up questions through this service makes things much more difficult than having a conversation with someone. I find entering questions through this system much less useful than talking to someone at SPP directly.	VIEW
8.	None	VIEW
9.	Man beyond delivering the password for the ICCP handbook in person with a wax seal, I don't know of anything.	VIEW
10.	none at this time	VIEW

6. Please provide any additional comments about your service experience.		Full Response
1.	, Normally I get great service on my requests but this one must have fallen thru the cracks.,; , Normally I get great service on my requests but this one must have fallen thru the cracks.,; , Normally I get great service on my requests but this one must have fallen thru the cracks.,	VIEW
2.	My representative Sonya Hall was very responsive and helpful.	VIEW
3.	Thanks Justin for the quick turn around!!	VIEW

4.	Drew McGilvray provided the needed information and was very helpful. He always works hard to provide answers.	VIEW
5.	All employers should have more Lorie Bailey employed!!!	VIEW
6.	Thanks Justin for the quick turn around.	VIEW
7.	NA	VIEW
8.	Lorie Bailey is the best!	VIEW
9.	The prompt response to my question was much appreciated; SurveyAnswerTextNull	VIEW
10.	Lorie Bailey is always excellent to work with. Always knowledgeable, friendly, and efficient.	VIEW
11.	The customer Service Rep was responsive, but the IT Specialist was not	VIEW
12.	Very helpful and resolved my issue in a timely manner!	VIEW
13.	I want to thank Sherry Hamilton, she did a great job, I know when I ask for her help, she will get the answers I need.	VIEW
14.	Sonya always does a great job when responding to my questions. She is very prompt.	VIEW
15.	From start to finish my issue was resolved in about an hour. Great service compared to the service I have been receiving from other providers. Thanks!	VIEW
16.	It was really a great experience. My issue was resolved very quickly and professionally. I wish all support calls went this well!	VIEW
17.	Quick, responsive. Just like an electric car.	VIEW
18.	Closing a RMS ticket is very difficult. I have tried to follow the instruction and have varying results of success.	VIEW
19.	none at this time	VIEW
20.	Teleconference with SPP SME's brought us understanding and also resulted in SPP language enhancement. Nice job!	VIEW
21.	Sonya was very professional and knowledgeable with my issue. Very much appreciative!! Thank you, Sandy	VIEW

Survey Results -- Overview

SPP Request Management System Survey (PRJQ3, 2017)

Respondents: 10 displayed, 10 total

Status: Closed

Launched Date: 06-30-2017

Closed Date: 10-02-2017

Display:

[Manage Filters](#)

1. Satisfaction

	Response Total	Response Percent
Very Dissatisfied	0	0%
Somewhat Dissatisfied	0	0%
Somewhat Satisfied	1	10%
Very Satisfied	9	90%
Total Respondents		10

2. Resolved?

	Response Total	Response Percent
Yes	10	100%
No	0	0%
Total Respondents		10

3. Resolution Comment

No responses were entered for this question.

Total Respondents 0

(skipped this question) 10

4. Please let us know how we did at the following:




	Poor	Fair	Good	Excellent	Response Total
a. Understanding your needs	0% (0)	0% (0)	40% (4)	60% (6)	10
b. Exhibiting a professional attitude	0% (0)	0% (0)	10% (1)	90% (9)	10
c. Demonstrating sufficient knowledge	0% (0)	0% (0)	30% (3)	70% (7)	10
d. Delivering a timely solution	0% (0)	0% (0)	30% (3)	70% (7)	10
e. Delivering a quality solution	0% (0)	0% (0)	30% (3)	70% (7)	10
f. Resolving your issue	0% (0)	0% (0)	30% (3)	70% (7)	10
Total Respondents					60


5. Do you have any suggestions for improving our service?	Full Response
1. Make sure emails are very detailed so RMS tickets don't have to ask for details.	VIEW

6. Please provide any additional comments about your service experience.	Full Response
1. Don Martin promptly provided the information required to help me.	VIEW
2. I was very pleased with the prompt response I received	VIEW

Survey Results -- Overview

SPP Request Management System Survey (NFCQ3, 2017)			
Respondents: 10 displayed, 10 total	Status: Closed		
Launched Date: 06-30-2017	Closed Date: 10-02-2017		
Display: Display all pages and questions	Manage Filters		

1. Satisfaction			
		Response Total	Response Percent
Very Dissatisfied		1	10%
Somewhat Dissatisfied		0	0%
Somewhat Satisfied		2	20%
Very Satisfied		7	70%
Total Respondents			10

2. Resolved?			
		Response Total	Response Percent
Yes		10	100%
No		0	0%
Total Respondents			10

3. Resolution Comment			
No responses were entered for this question.			
Total Respondents			0
(skipped this question)			10

4. Please let us know how we did at the following:					
	Poor	Fair	Good	Excellent	Response Total
a. Understanding your needs	0% (0)	0% (0)	20% (2)	80% (8)	10
b. Exhibiting a professional attitude	0% (0)	0% (0)	10% (1)	90% (9)	10
c. Demonstrating sufficient knowledge	0% (0)	0% (0)	20% (2)	80% (8)	10
d. Delivering a timely solution	0% (0)	10% (1)	10% (1)	80% (8)	10
e. Delivering a quality solution	0% (0)	10% (1)	10% (1)	80% (8)	10
f. Resolving your issue	0% (0)	10% (1)	10% (1)	80% (8)	10
Total Respondents					60

5. Do you have any suggestions for improving our service?		Full Response
1.	No	VIEW
2.	Not much more that can be done beyond resetting a password.	VIEW

6. Please provide any additional comments about your service experience.		Full Response
1.	Lorie Bailey was a tremendous help in getting what I needed. I understand that SPP utilizes the RMS ticketing system to track issues, however Lorie Bailey took it upon her herself to walk me through the process which is very cumbersome and spent over an hour getting me the information that I needed given that my current employee who handles SPP is out. Her customer service and professionalism is off the charts and I am very grateful that she not only personally helped me but followed up a few times to ensure I had everything that I needed.	VIEW
2.	None	VIEW