Overall Customer Satisfaction Survey Score

Monthly Average on 5-point Scale (1 Very Dissatisfied - 5 Very Satisfied)

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<tbody>
<tr>
<td>Surveys sent</td>
<td>2575</td>
<td>2858</td>
<td>2940</td>
<td>2520</td>
<td>2039</td>
<td>2551</td>
<td>2223</td>
<td>2682</td>
<td>2564</td>
<td>2818</td>
<td>2901</td>
<td>2577</td>
</tr>
<tr>
<td>Surveys received</td>
<td>421</td>
<td>486</td>
<td>459</td>
<td>394</td>
<td>329</td>
<td>354</td>
<td>334</td>
<td>496</td>
<td>409</td>
<td>421</td>
<td>456</td>
<td>392</td>
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<tr>
<td>Response Rate</td>
<td>16%</td>
<td>17%</td>
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<td>14%</td>
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**Target:** Overall Satisfaction score of 4.5

**Analysis:** Consistently above target, but below industry standard

**Notes:** * Education Industry Average Score sourced from HDI; ** Excludes SPAM ServiceNow ticket categories.

**Sources:** HDI Customer Satisfaction Index Service UCB CSS IT’s raw data
Average Business Hours to Resolve Incident Tickets

Target: The 45 business hours is based on 9-hour business work days (5 business days total).
Analysis: Average resolve time is well below target.
Notes: *Excludes Service Request and SPAM ServiceNow ticket categories.
Source: ServiceNow

Created by CSS Metrics Team
Target: 8 business hours to first customer contact
Analysis: Consistently exceeding target.
Notes: *Includes Incident and Service Request tickets
Source: ServiceNow
Number of Answered Calls by Assignment Group per Month

- **Jan**: Target: n/a, Analysis: none, Notes: none
- **Feb**: Target: n/a, Analysis: none, Notes: none
- **Mar**: Target: n/a, Analysis: none, Notes: none
- **Apr**: Target: n/a, Analysis: none, Notes: none
- **May**: Target: n/a, Analysis: none, Notes: none
- **Jun**: Target: n/a, Analysis: none, Notes: none

Source: TASKE reporting system

Created by CSS Metrics Team