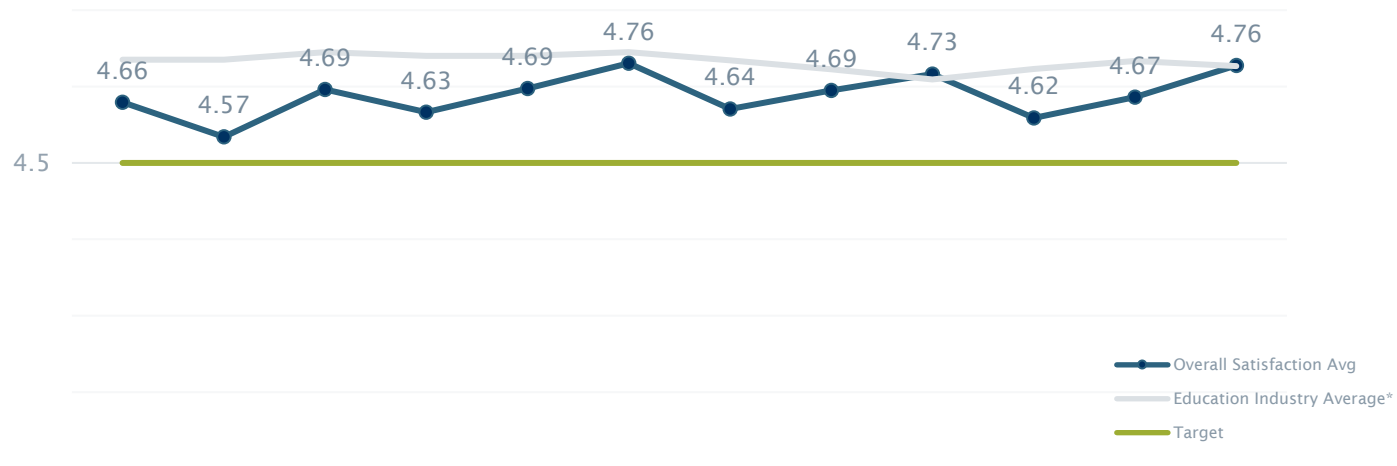


Overall Customer Satisfaction Survey Score

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



Response Rate Information

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Surveys sent	2223	2682	2564	2818	2901	2577	2420	2783	2750	2524	2165	2063
Surveys received	334	0	409	421	456	392	371	384	459	394	321	301
Response Rate	15%	0%	16%	15%	16%	15%	15%	14%	17%	16%	15%	15%

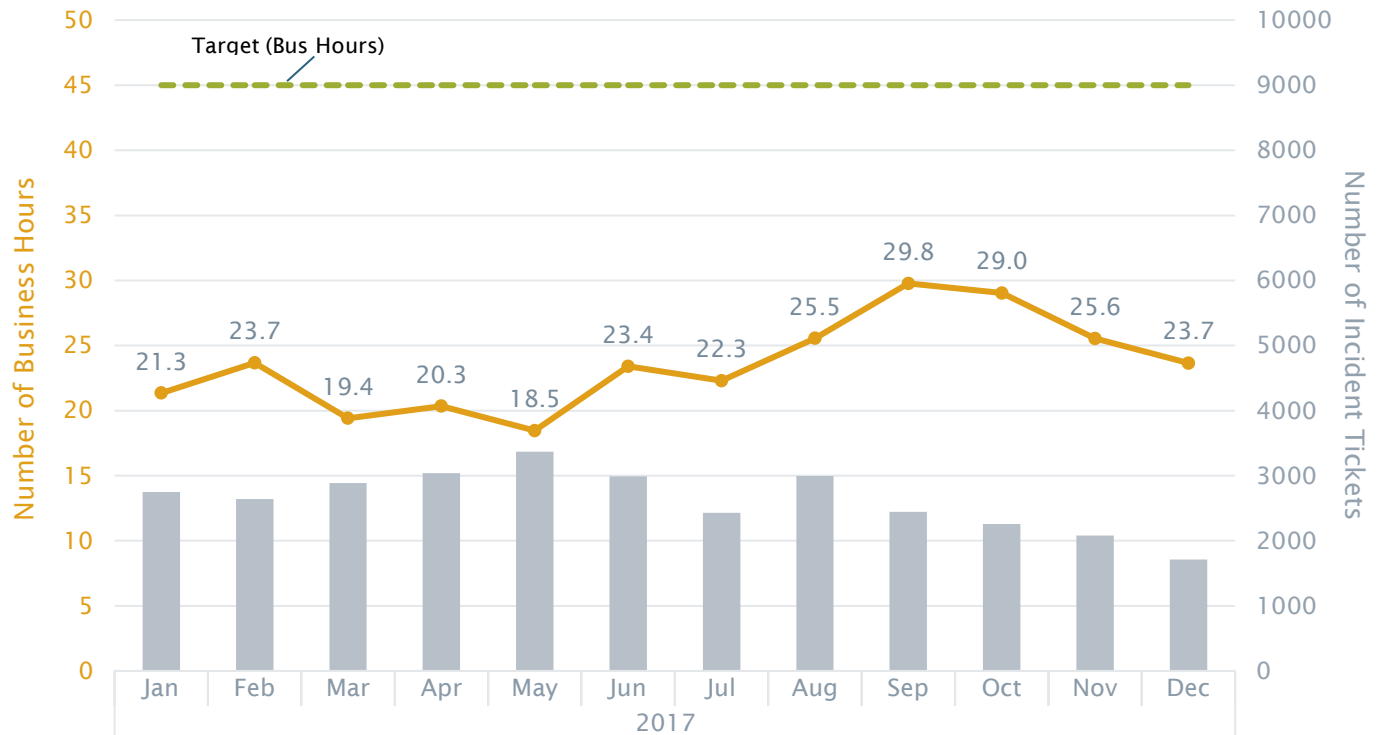
Target: Overall Satisfaction score of 4.5

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



■ Number of Incident Tickets*	2748	2639	2886	3039	3368	2990	2428	2993	2447	2257	2083	1710
● Average Business Hours	21.3	23.7	19.4	20.3	18.5	23.4	22.3	25.5	29.8	29.0	25.6	23.7
--- Target (Bus Hours)	45	45	45	45	45	45	45	45	45	45	45	45

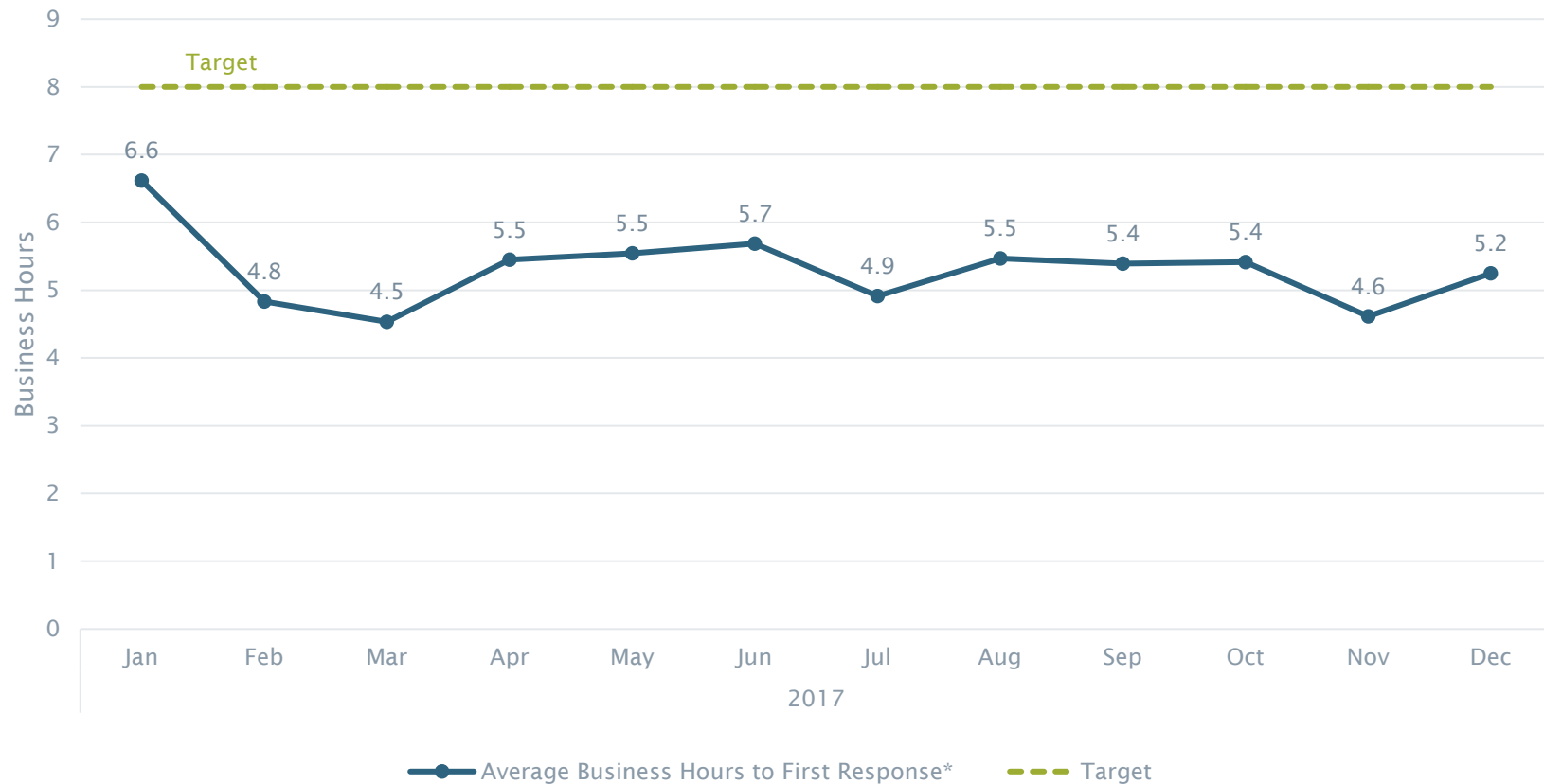
Target: The 45 business hours is based on 9-hour business work days (5 business days total).

Analysis: Average resolve time is well below target.

Notes: *Excludes Service Request and SPAM ServiceNow ticket categories.

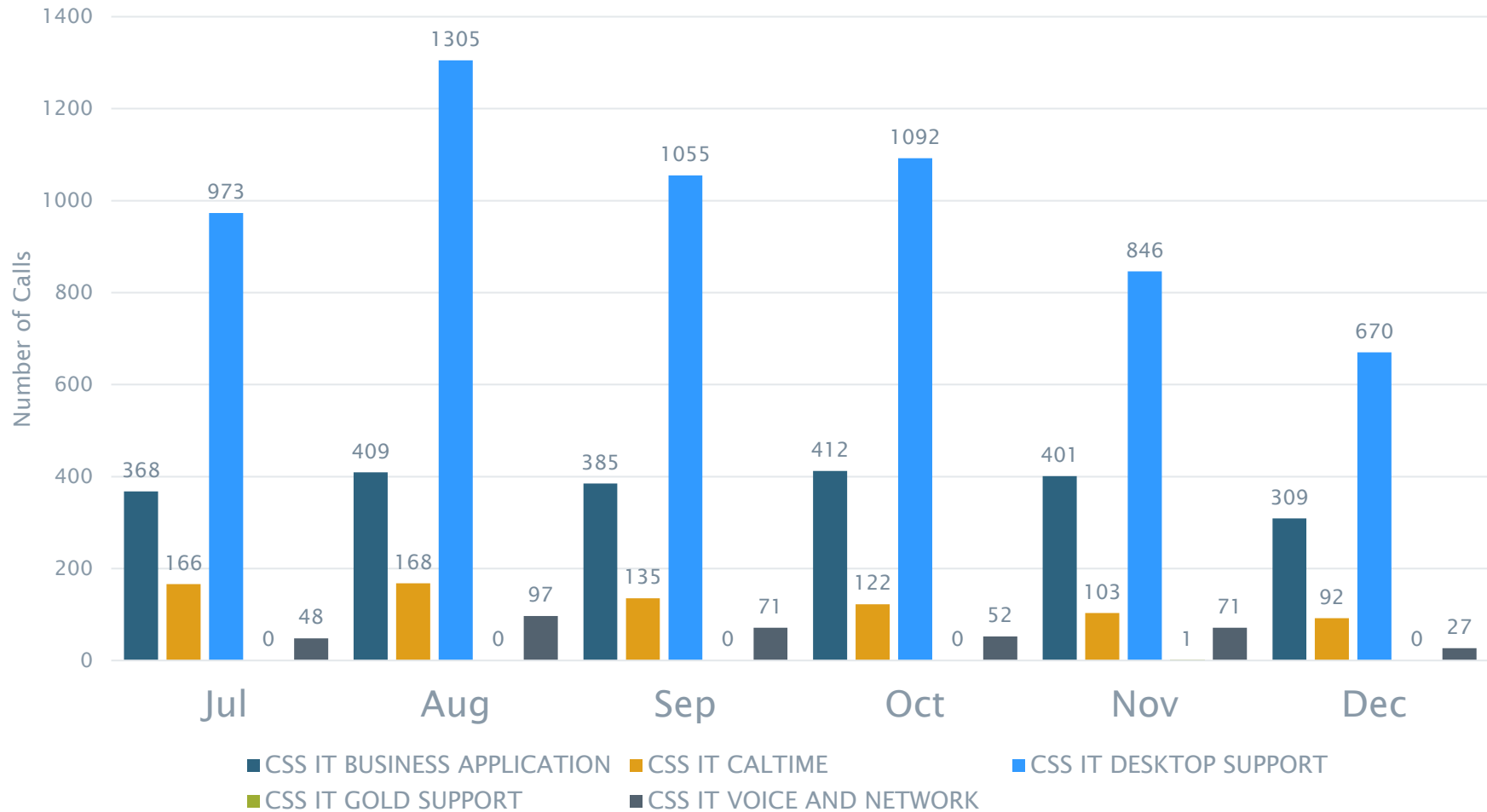
Source: ServiceNow

Average Business Hours to First Customer Contact



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



Target: n/a

Analysis: none

Notes: SIS has been removed from this report as it is no longer a part of CSS

Source: TASKE reporting system