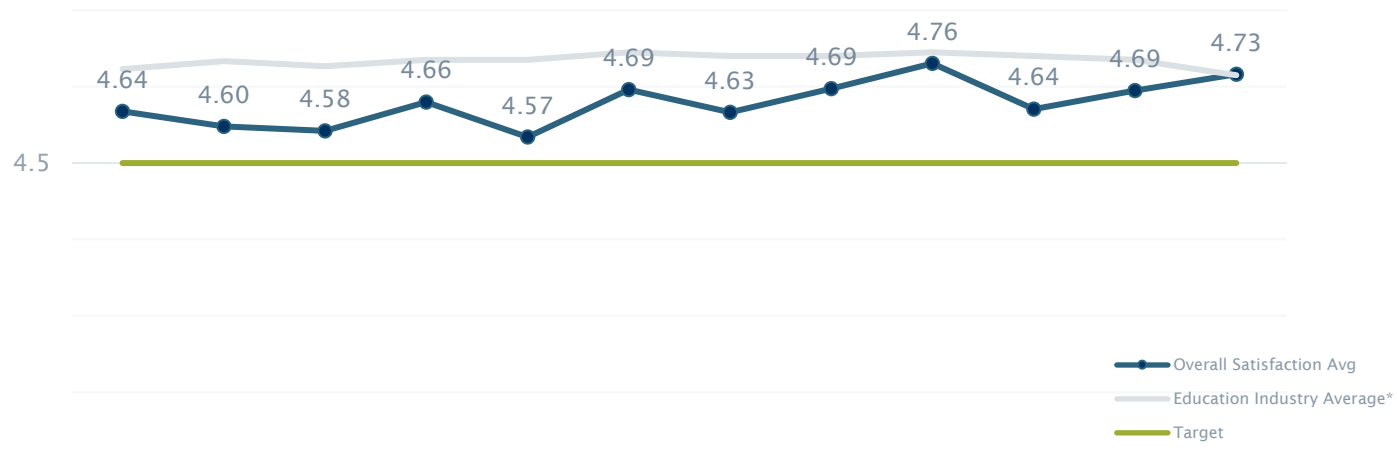


Overall Customer Satisfaction Survey Score

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



Response Rate Information	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
	2016			2017								
Surveys sent	2520	2039	2551	2223	2682	2564	2818	2901	2577	2420	2783	2750
Surveys received	394	329	354	334	496	409	421	456	392	371	384	459
Response Rate	16%	16%	14%	15%	18%	16%	15%	16%	15%	15%	14%	17%

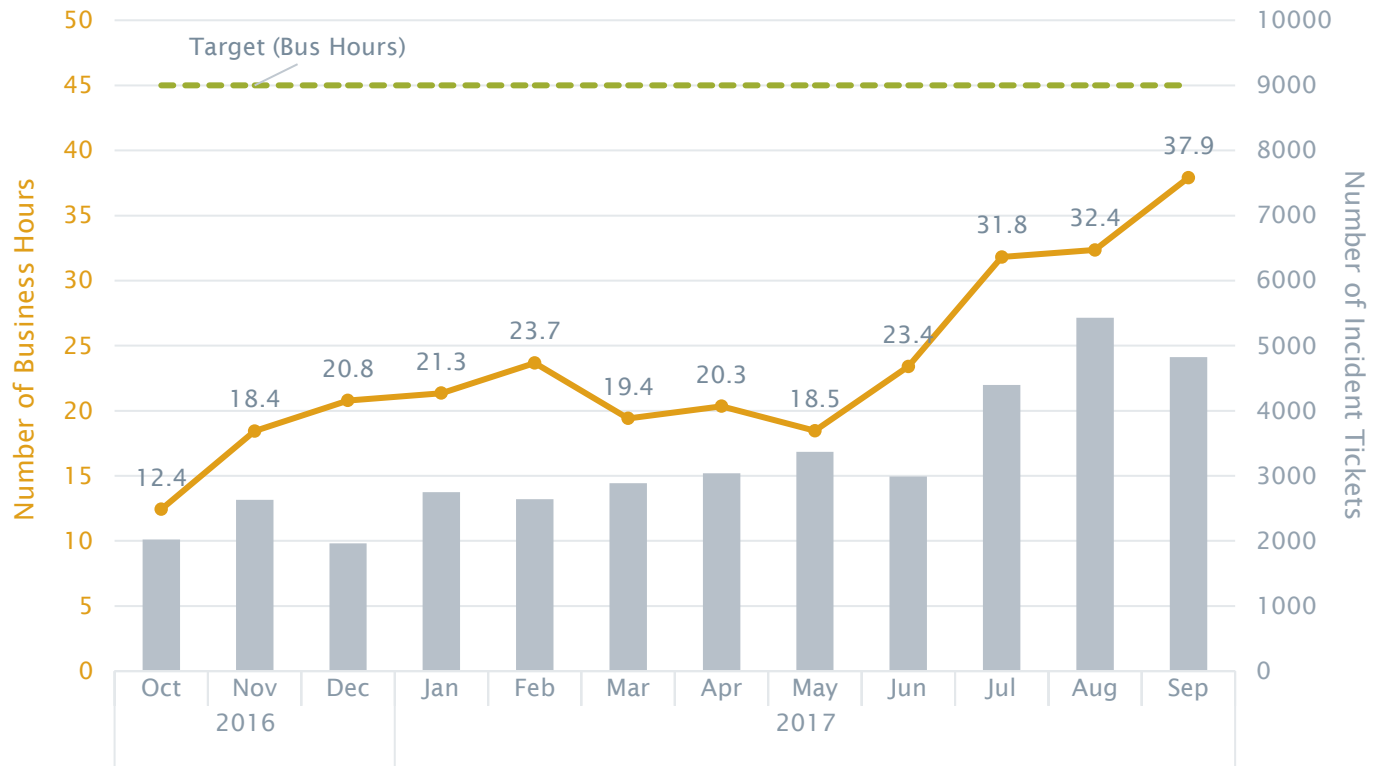
Target: Overall Satisfaction score of 4.5

Analysis: Consistently above target, but below industry standard with an exception of September in this quarter.

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*	2033	2631	1964	2748	2639	2886	3039	3368	2990	4396	5429	4823
● Average Business Hours	12.4	18.4	20.8	21.3	23.7	19.4	20.3	18.5	23.4	31.8	32.4	37.9
--- Target (Bus Hours)	45	45	45	45	45	45	45	45	45	45	45	45

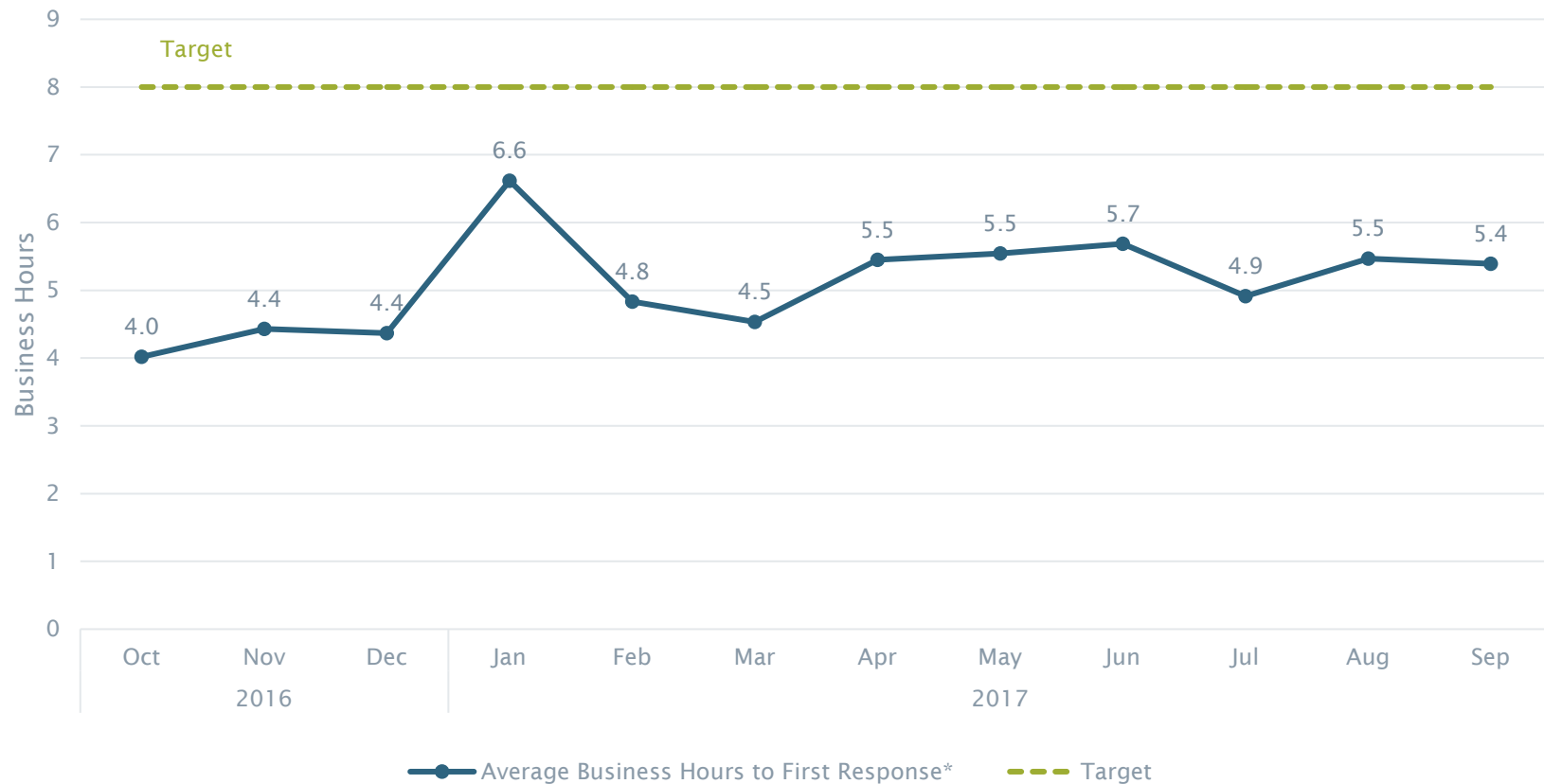
Target: The 45 business hours is based on 9-hour business work days (5 business days total).

Analysis: Average resolve time is well below target.

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

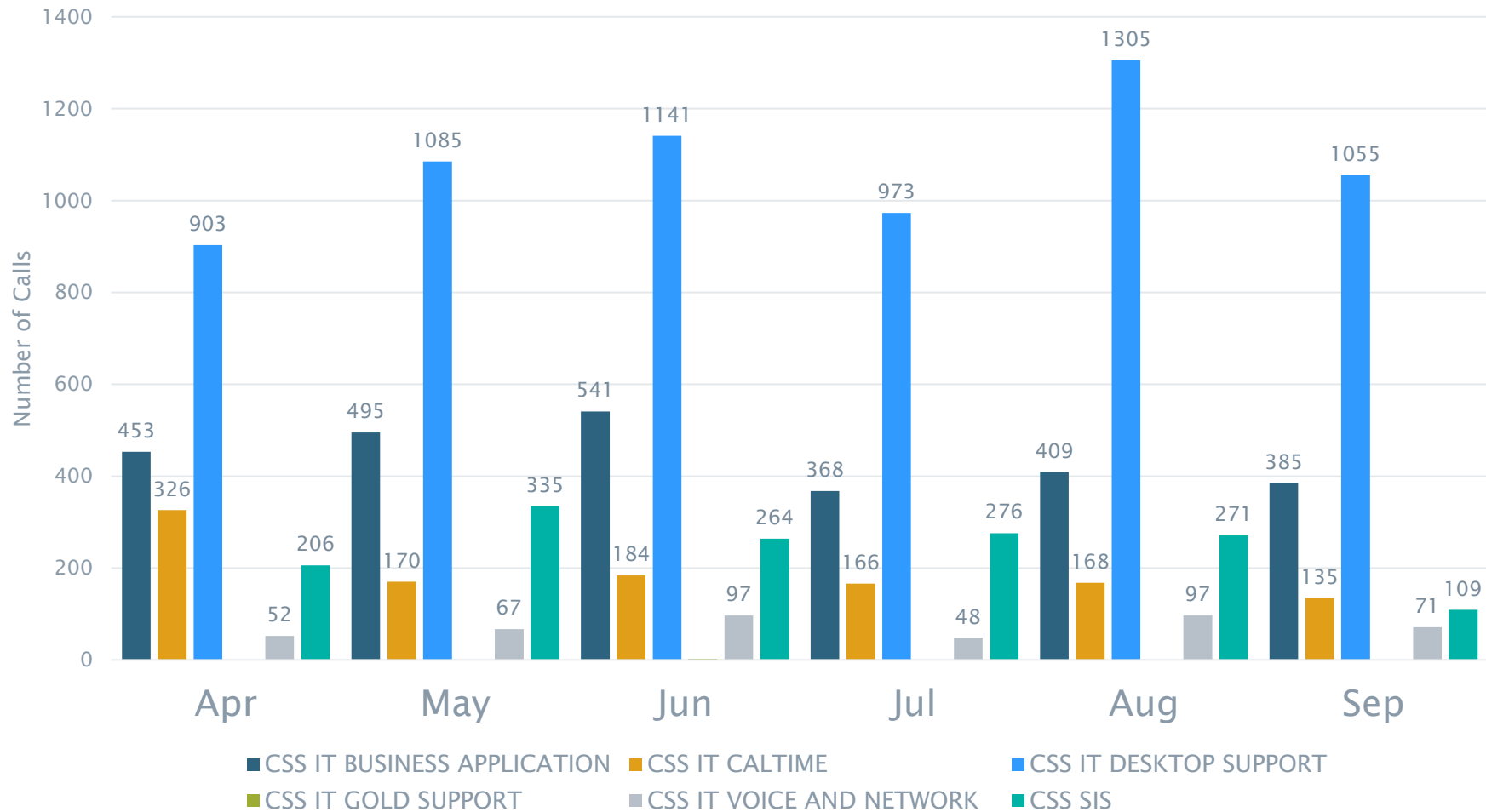
Source: ServiceNow

Average Business Hours to First Customer Contact



Target: 8 business hours to first customer contact
Analysis: N/A
Notes: *Includes Incident and Service Request tickets
Source: ServiceNow

Number of Answered Calls by Assignment Group per Month



Target: n/a
 Analysis: none
 Notes: none
 Source: TASKE reporting system