

Finance Help Desk – December 2016 Survey Results

BACKGROUND

During the month of December, we conducted our second email survey to find out if our service improved since implementing a number of changes in August and September. Individuals who had contacted the Finance Help Desk (514-398-3463 | fishhelp.acct@mcgill.ca) at least twice from September to early December 2016 were invited to participate.

RESULTS

The response rate was 23% - we thank everyone who took the time to answer.

This is what we found out:

- 68% are satisfied with our accessibility via telephone (*improvement*)
- 86% are satisfied with our accessibility via email (*improvement*)
- 94% are satisfied with the convenience of our Help Desk hours (*improvement*)
- 65% say they receive service within 1 business hour of contacting the Help Desk by telephone (*improvement*)
- 53% say they receive service within 3 business hours of contacting the Help Desk by email (*improvement*)
- 86-98% agree with the following statements about the Finance Help Desk consultants:
 - Handle calls in a courteous manner
 - Handle calls quickly and efficiently
 - Understand my needs and requirements
 - Display good communication skills
 - Have the ability (proficiency) to solve my issue(s)
 - When unable to solve my issue(s), promptly put me in touch with someone else who has the ability/expertise to help

What you told us about your expectations:

- If the Help Desk ensured that emails received are responded to by the 1-hour mark, we would meet 84% of surveyed users' expectations
- If the Help Desk ensured that users who left VMs are called back by the 1-hour mark, we would meet 75% of surveyed users' expectations

We also received 31 free-form comments - some good, some bad.

MOVING FORWARD

We are committed to continuously improve the service we offer. Based on the results and comments from this December survey, we will be:

- ✓ Looking into improving the service we offer by phone
- ✓ Holding **focus groups** in the spring/summer of 2017

As we find other ways to improve our service, we will keep you informed. We hope to see you at a focus group!