

Finance Help Desk – June 2016 Survey Results

BACKGROUND

During the month of June, we conducted an email survey to find out how we were doing. Individuals who had contacted the Finance Help Desk (514-398-3463 | fishelp.acct@mcgill.ca) within the last six months were invited to participate.

RESULTS

The response rate was 21.5% - we thank everyone who took the time to answer.

This is what we found out:

- 61% are satisfied with our accessibility via telephone
- 84% are satisfied with our accessibility via email
- 86% are satisfied with the convenience of our Help Desk hours
- 54% say they receive service within 1 business hour of contacting the Help Desk by telephone
- 49% say they receive service within 3 business hours of contacting the Help Desk by email
- 85-97% 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 80% 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 72% of surveyed users' expectations

We also received 86 free-form comments - some good, some bad.

ABOUT THE FINANCE HELP DESK

After reading some of the comments, we realize that we need to clarify who we are and what we do.

Who we are

We are a very small team - we have two dedicated Training Consultants who each work a half-day shift. We offer services from 8:30am to 4:30pm. We are closed for lunch from 12:15pm to 1:30pm.

What we do

We are the front-line services for support on using:

- Finance (Fund) Administration menu options in Minerva
- Finance module forms in Banner (excluding the Budget module)
- Web and Crystal Reports templates on the Financial Services website.

Finance Help Desk – June 2016 Survey Results

We are the official front-line services for reaching the Travel Desk by phone and for reaching Accounts Payable by phone.

- This means that we do our best to answer your question.
- If we cannot solve your issue, we put you in touch with someone who can. (We have no control over response times once we put you in touch with someone who can help.)

We also answer many other finance-related questions. If you are unsure who to contact within Financial Services, start with us. If we cannot solve your issue, we will put you in touch with someone who can. (We have no control over response times once we put you in touch with someone who can help.)

MOVING FORWARD

We are committed to continuously improve the service we offer. Based on the results and comments, we are taking/have taken the following steps:

- ✓ Increased the “hold time” when calling 514-398-3463:
 - You may now stay on hold up to 5 minutes before being forced to voicemail. Our hold time used to be a maximum of two minutes.
- ✓ Implemented two service level targets during business hours:
 - Maximum 30-minute response time for voicemails
 - Maximum 1-hour response time for emails
- ✓ Ensured that we have someone to fwd your call to at the Travel Desk to answer questions which are not covered in the Reimbursement of Expenses policy or in the Knowledge Base [<http://kb.mcgill.ca/fskb> > Browse > Advances and Expense Reports folder].
- ✓ Published a new “Contact Us” page on the Financial Services website - <http://www.mcgill.ca/financialservices/contactus/contact>.
 - It provides contact information for various Units within Financial Services. This information was previously available only in our Knowledge Base.
- ✓ Elaborated on training pre-requisites for finance access on the Financial Services website - <http://www.mcgill.ca/financialservices/finance-users/minerva-banner>.
 - This detailed information was previously available only in our Knowledge Base.

As we find other ways to improve our service, we will keep you informed.