Finance Help Desk – June 2017 Focus Group Results

BACKGROUND

From late May to June, we held three focus groups to find out how we are doing and to identify further areas for improvement. Individuals who had contacted the Finance Help Desk (514-398-3463 | fishelp.acct@mcgill.ca) at least three times during the period of January to April 2017 were invited to participate.

RESULTS

The participation rate was 10% - we thank everyone who met with us.

This is what we found out:

Overall, all participants agreed that the Finance Help Desk is doing a great job.

Two improvements, which all groups expressed:

1. The need for a Consultant to always pick-up the phone - when users contact us by phone, it is because they require immediate assistance, and do not wish to leave a voice mail (VM)
2. Clarification on the scope of the Finance Help Desk and contact information for various areas within Financial Services – see http://www.mcgill.ca/financialservices/contact (*an existing page on our site*)

No issues were identified with regards to turn-around time for emails and VMs – this was our concern based on the survey results from last year.

MOVING FORWARD

We are committed to continuously improve the service we offer and will be looking into all the identified suggestions for improvement. We will strive to always meet your vision of what a good customer service experience should look like when contacting the Finance Help Desk:

- ✓ Having someone answer the phone – I want to avoid writing an email, I need help now. Email is a frustrating option
- ✓ Spending time to listen to my issue and question before focusing on what is my McGill ID – asking it at the beginning breaks the flow of conversation
- ✓ Getting an answer right away
- ✓ If you don't know the answer, say you will get back to me | As long as you tell me who to contact/where to go, that is fine
- ✓ Be clear about what my question is before transferring me or dismissing the idea that you can solve it – ask me some questions to make sure we are both talking about the same thing | Be clear about terminology – this often leads to confusion
- ✓ If you say you will do something, you do it
- ✓ If I leave a VM, call me back
- ✓ Acknowledgement of emails – if you are taking action tell me so I do not have to send follow-up emails
- ✓ Not being so formal in how you answer the call – formality may be equated with rudeness, even when you (HD Consultant) are simply new or nervous at your job – connect with the client and put them at ease, share your value-added info
- ✓ If I don't understand something you said, don't repeat the same thing
- ✓ If you are reading something out, tell me where you are reading it from

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