Shared Services Organization (SSO)

Quarterly Feedback Survey (April – June 2018)
Q1 - What Division/School/College are you a part of?

Survey Population: Approx. 1500
- Clients (Inclusive of OPP Users)
- AS Users (Inclusive of all channels, SP, Sub., Approvers)

# of Respondents: 156
Q3 - Did you use the AggieService ticketing system during the last quarter (April - June 2018)?
Q40 - What type of AggieService user are you? (Please mark all that apply)
Target: 85%

AggieService and Service Desk

<table>
<thead>
<tr>
<th>Period</th>
<th>Service Desk</th>
<th>AggieService</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jul-Sept 2017</td>
<td>87</td>
<td>84</td>
</tr>
<tr>
<td>Oct-Dec 2017</td>
<td>87</td>
<td>85</td>
</tr>
<tr>
<td>Jan-Mar 2018</td>
<td>87</td>
<td>91</td>
</tr>
<tr>
<td>Apr-Jun 2018</td>
<td>98</td>
<td>91</td>
</tr>
</tbody>
</table>

- Experience
- Accuracy
- Communications
- Consistency
- Timeliness
- Customer Service

Percentage Combined: Good, Very Good, Excellent
Q4 - Please rate your experience with AggieService during the last quarter (April - June 2018):

- 27% Good
- 33% Very Good
- 31% Excellent
Q18 - Did you interact with/submit requests to the SSO Service Desk team during the last quarter (April - June 2018)?
Q19 - Please rate your experience with SSO Service Desk during the last quarter (April - June 2018):

- 28% Good
- 42% Very Good
- 28% Excellent
Common Feedback Themes

- Timeliness of Processing
  - Case routing
  - Timely Responses

- System
  - Easy to Use
  - Faster resolution has been increasing – efficiency
  - Confusion on who will see/receive case notifications
  - What’s needed for each case – checklist
  - Client management of cases/tracking
  - “Legend” so clients know what form to submit
  - Request for system “tips” / enhanced use of system

- Customer Service/Communications
  - Consistently high ratings
  - Continued improvement in subject matter expertise and appropriate transitions to SP
  - Consolidated communications, confusion with internal case notes, (i.e. emailing inside case)

- Training
  - Self-service solutions
  - FAQs/Knowledge

Key Implementations

- Tools
  - Checklists
  - Short Clip Videos – Pilot

- Communications – Feedback Implementation Vehicles
  - Change Request Log
    - i.e. approvals, tracking, case comms., routing, status, viewing cases, case draft, case editing, training, knowledge, service, lightning, navigation, visual
  - Prioritization of “tips”

- Resources
  - Knowledgebase (40 articles, vetting/review, request survey)

- Training
  - AggieService 101
  - AggieService “Beyond the Basics”
Q6 - Did you interact with/submit requests to SSO Finance for purchasing or disbursement voucher related
Q7 - Please rate your experience with SSO Finance for purchasing or disbursement voucher related accounts.
Finance / Purchasing & DVs

Common Feedback Themes

Staff Knowledge
- Subject Matter Expertise

Processing
- Accuracy
- Timeliness / Improvement Needed

Customer Service, Communications
- Average to high rankings
- Consistency in communication / Improvement Needed

Key Implementations

Engagement Communications
- Client focused communications inside OPP system (i.e. less abbreviations)
- Consistency in Communications throughout end-to-end process

Consistency in Process & Communication
- Sustainable
- During Fiscal Quarter Seasons
- Client Expectations and Communication of SPAs
Q9 - Did you interact with/submit requests to the SSO Leaves team last quarter (April - June 2018)?
Q10 - Please rate your experience with SSO Leaves during the last quarter (April - June 2018):

- 26% Very Good
- 61% Excellent
- 4% Poor
Leaves

Common Feedback Themes

- Customer Service
- Communications
- Staff knowledge
- Processing Times

Key Implementations

Engagement Communications
- Efforts to engage and solicit feedback
- 5 Client Visits / Phone, email, in-person
PeopleServices / HR & Payroll

Percentage Combined

Good, Very Good, Excellent


HR Student Actions
- Jul-Sept 2017: 90
- Oct-Dec 2017: 94
- Jan-Mar 2018: 96
- Apr-Jun 2018: 98

HR Staff Actions
- Jul-Sept 2017: 77
- Oct-Dec 2017: 88
- Jan-Mar 2018: 90
- Apr-Jun 2018: 84

Payroll
- Jul-Sept 2017: 90
- Oct-Dec 2017: 94
- Jan-Mar 2018: 90
- Apr-Jun 2018: 94
Q26 - Did you interact with/submit requests to the SSO HR team for staff actions during the last quarter (April - June 2018)?
Q28 - Please rate your experience with SSO HR for staff actions during the last quarter (April - June 2018):

- 22% Good
- 39% Very Good
- 33% Excellent
Q12 - Did you interact with/submit requests to the SSO HR team for student actions during the last quarter (April - June 2018)?
Q13 - Please rate your experience with SSO HR for student actions during the last quarter (April - June 2018):

17% Good
33% Very Good
38% Excellent
Q15 - Did you interact with/submit requests to the SSO Payroll team during the last quarter (April - June 2018)?
Q16 - Please rate your experience with SSO Payroll during the last quarter (April - June 2018):

- 20% Good
- 42% Very Good
- 36% Excellent
People Services / HR & Payroll

Common Feedback Themes

Customer Service, Communications

- Friendliness
- Overall high-levels of customer service remain consistent
- Staff/Resources – Ensuring work continues

Key Implementations

Consistency in Process & Communication

- Solidify back-up partner within all positions
- Develop and publish calendar year-end deadlines early/Sept. 30th
- Process for timesheet reminders in lieu of UCPath

Tools, Process Improvement

- DocuSign
- Payroll Clients / Onboarding Only
- Communication inside the case
Q21 - Did you receive exceptional service from anyone at the SSO?

SSO Recognitions:  
*Approx. 25*

Additional Service Channel Recognitions:  
*Approx. 10*