

Shared Services Organization (SSO)

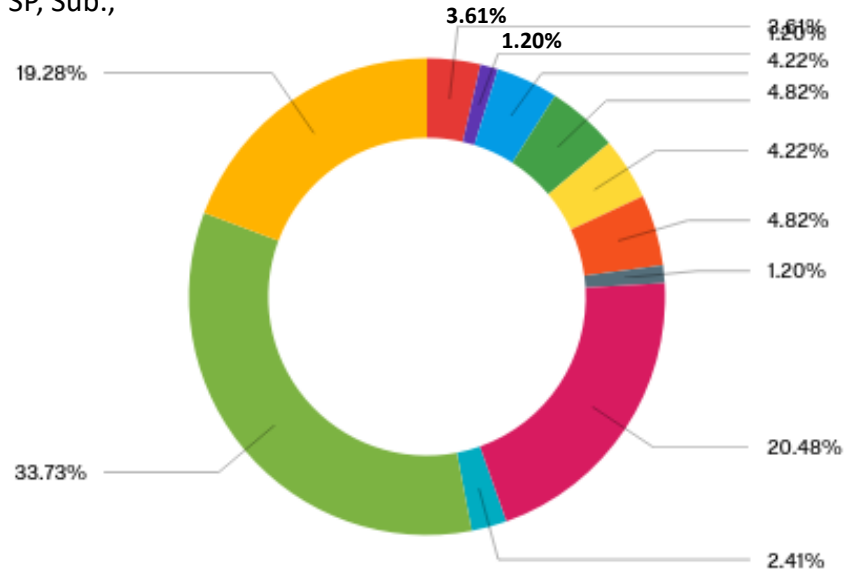
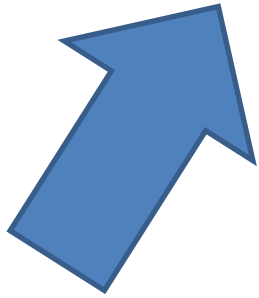
Quarterly Feedback Survey (April – June 2018)

Q1 - What Division/School/College are you a part of?

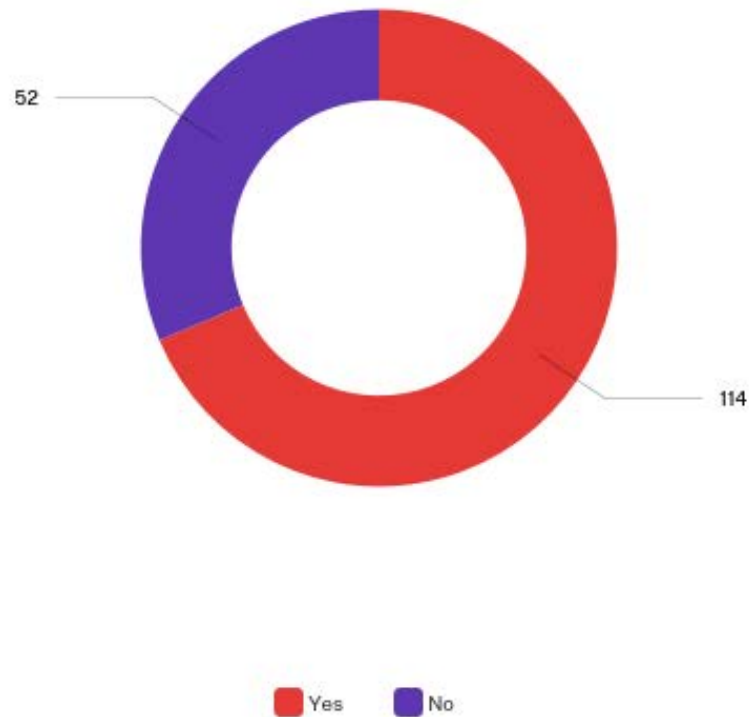
Survey Population: Approx. 1500

- Clients (Inclusive of OPP Users)
- AS Users (Inclusive of all channels, SP, Sub., Approvers)

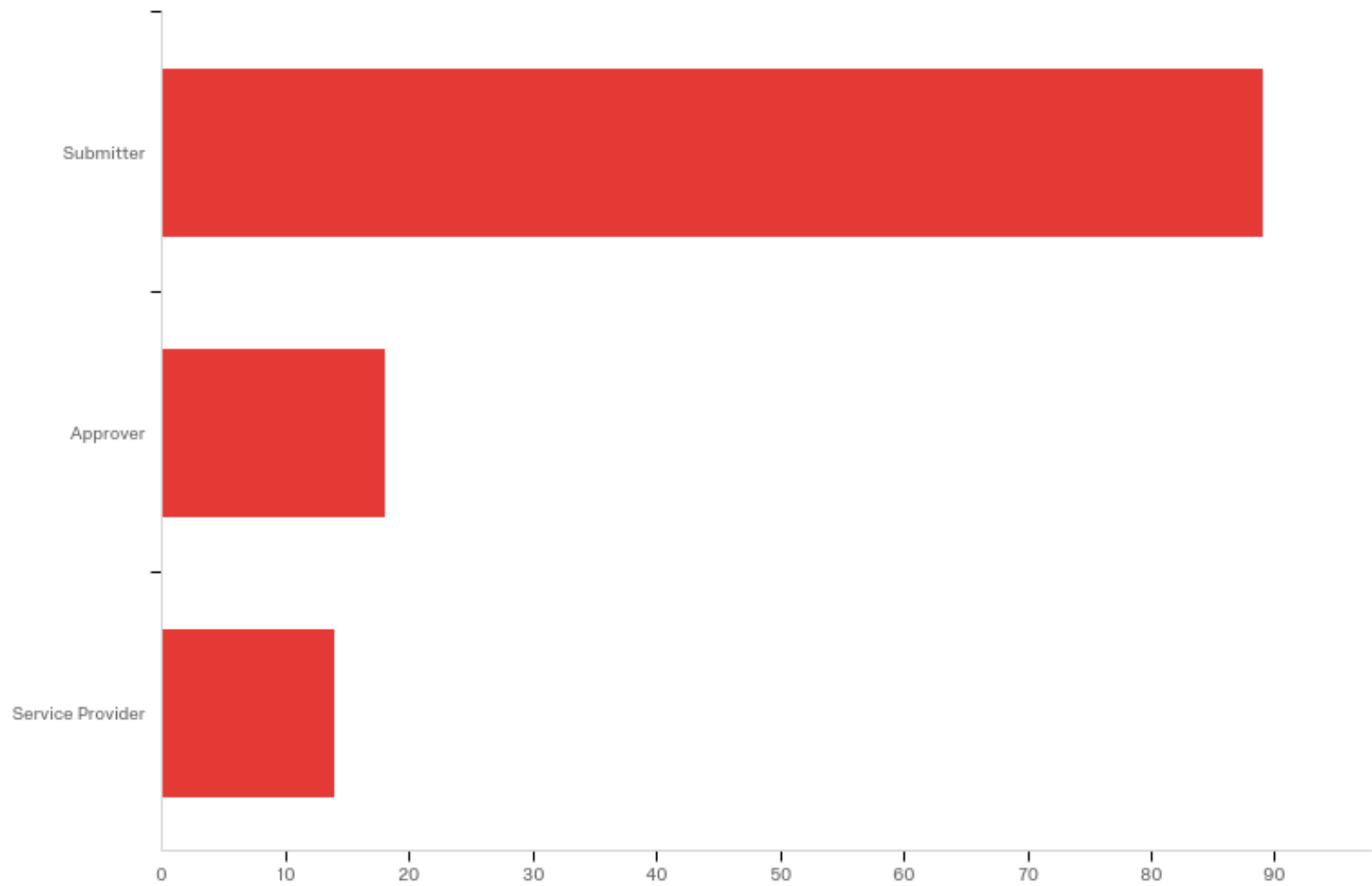
of Respondents: 156



Q3 - Did you use the AggieService ticketing system during the last quarter (April - June 2018)?



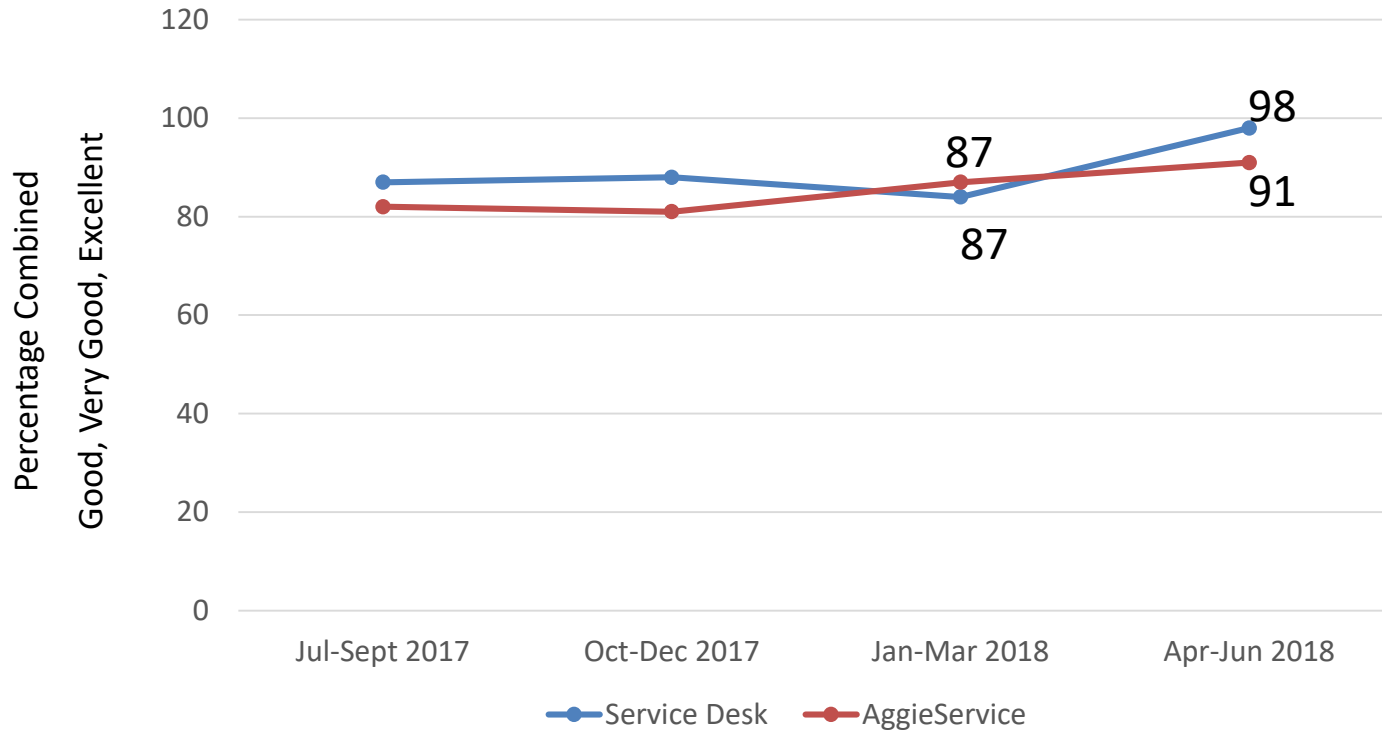
Q40 - What type of AggieService user are you? (Please mark all that apply)



Target: 85%

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

AggieService and Service Desk



Percentage Combined
Good, Very Good, Excellent

Jul-Sept 2017

Oct-Dec 2017

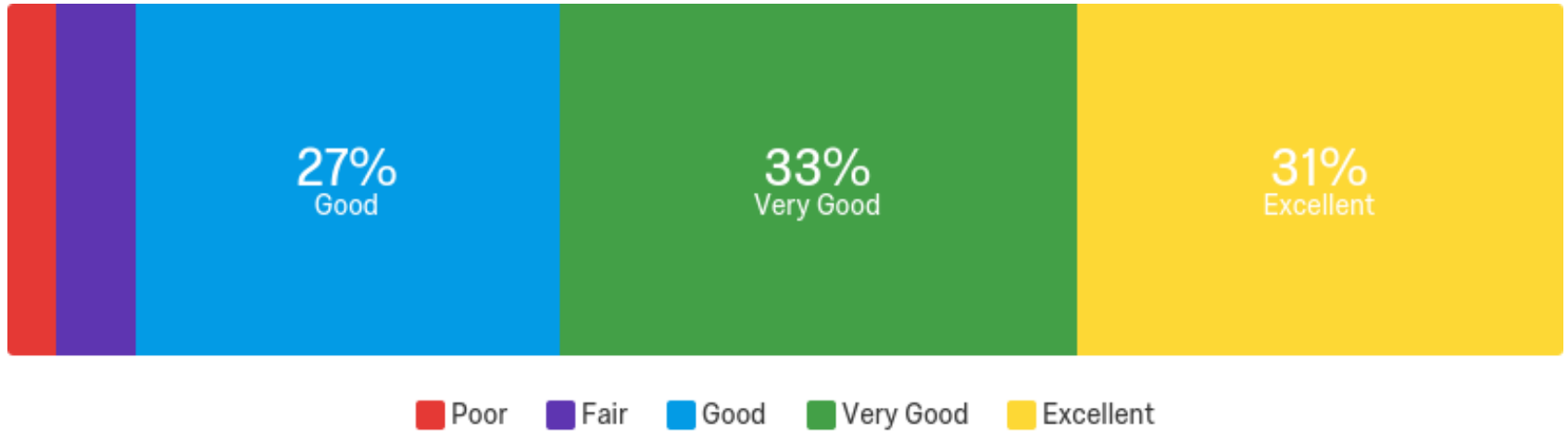
Jan-Mar 2018

Apr-Jun 2018

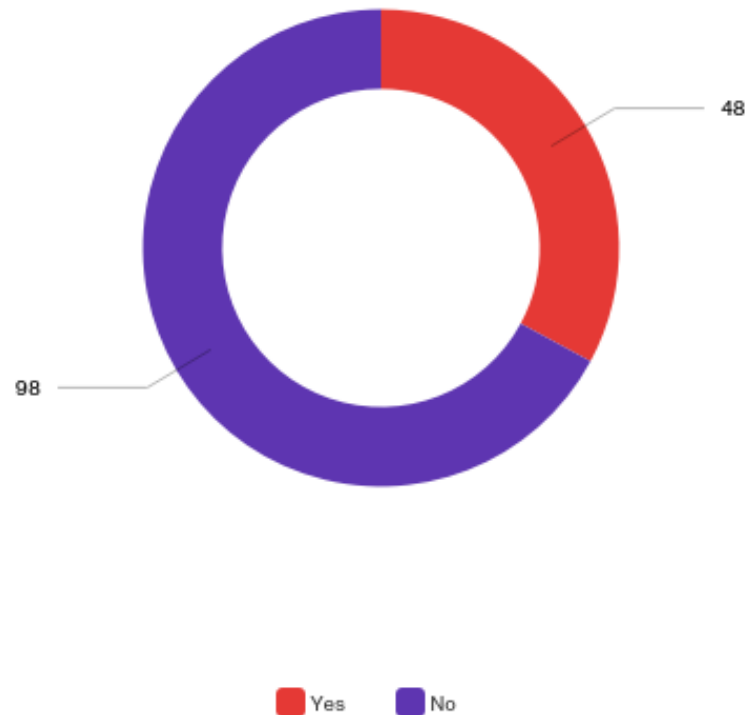
Service Desk

AggieService

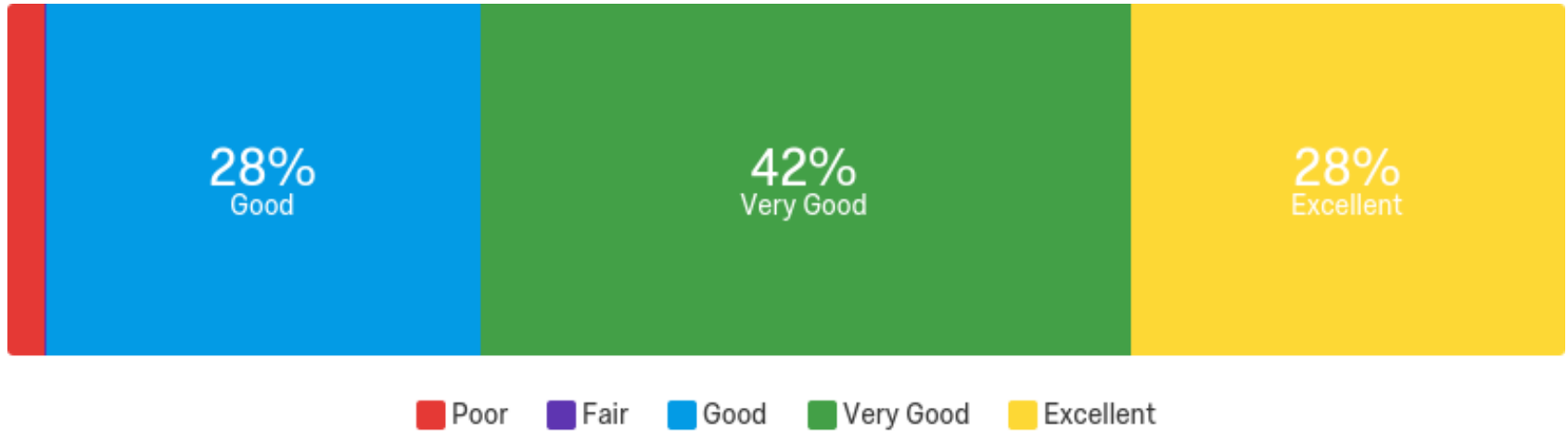
Q4 - Please rate your experience with AggieService during the last quarter (April - June 2018):



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):



AggieService & Service Desk

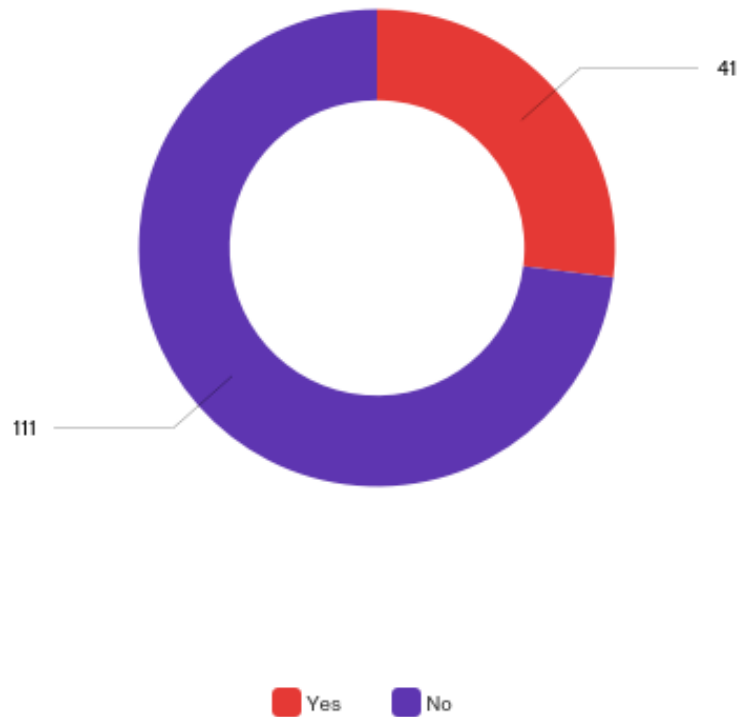
Common Feedback Themes

- 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

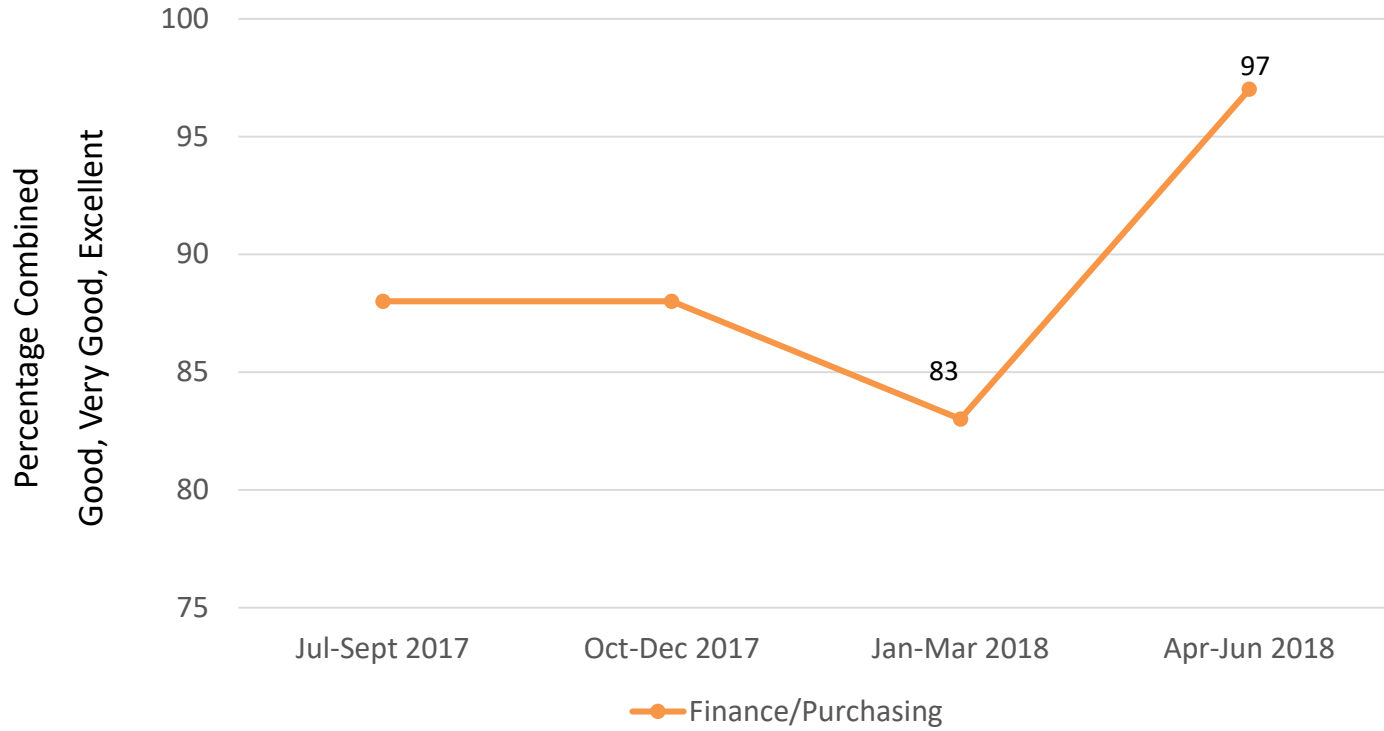
Key Implementations

- 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”

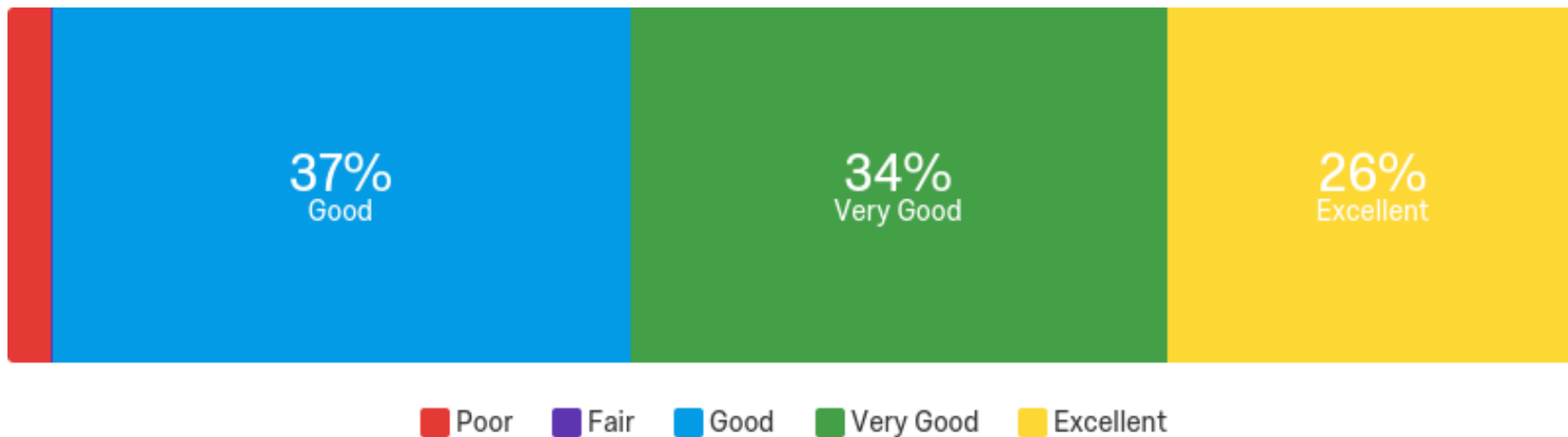
Q6 - Did you interact with/submit requests to SSO Finance for purchasing or disbursement voucher related



Finance / Purchasing & DVs



Q7 - Please rate your experience with SSO Finance for purchasing or disbursement voucher related acc



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

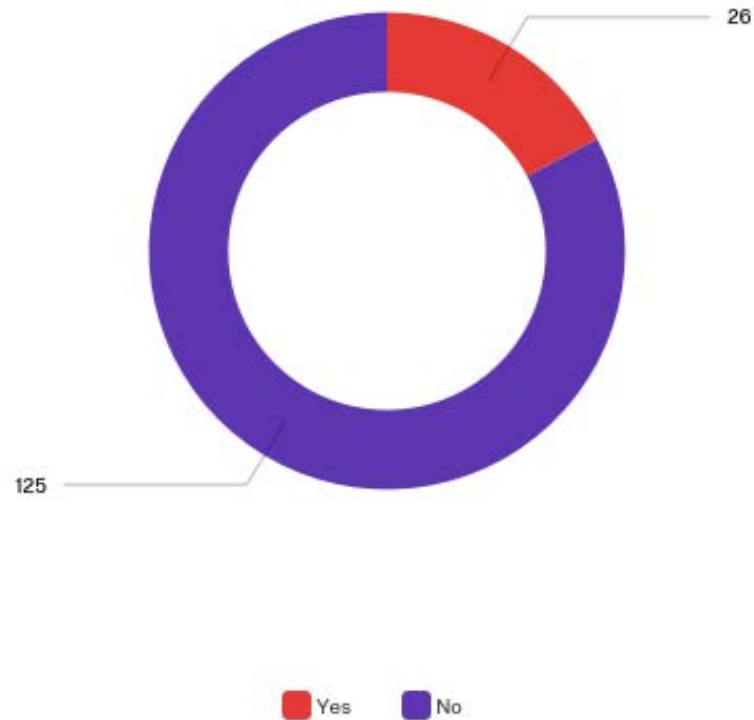
Engagement Communications

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

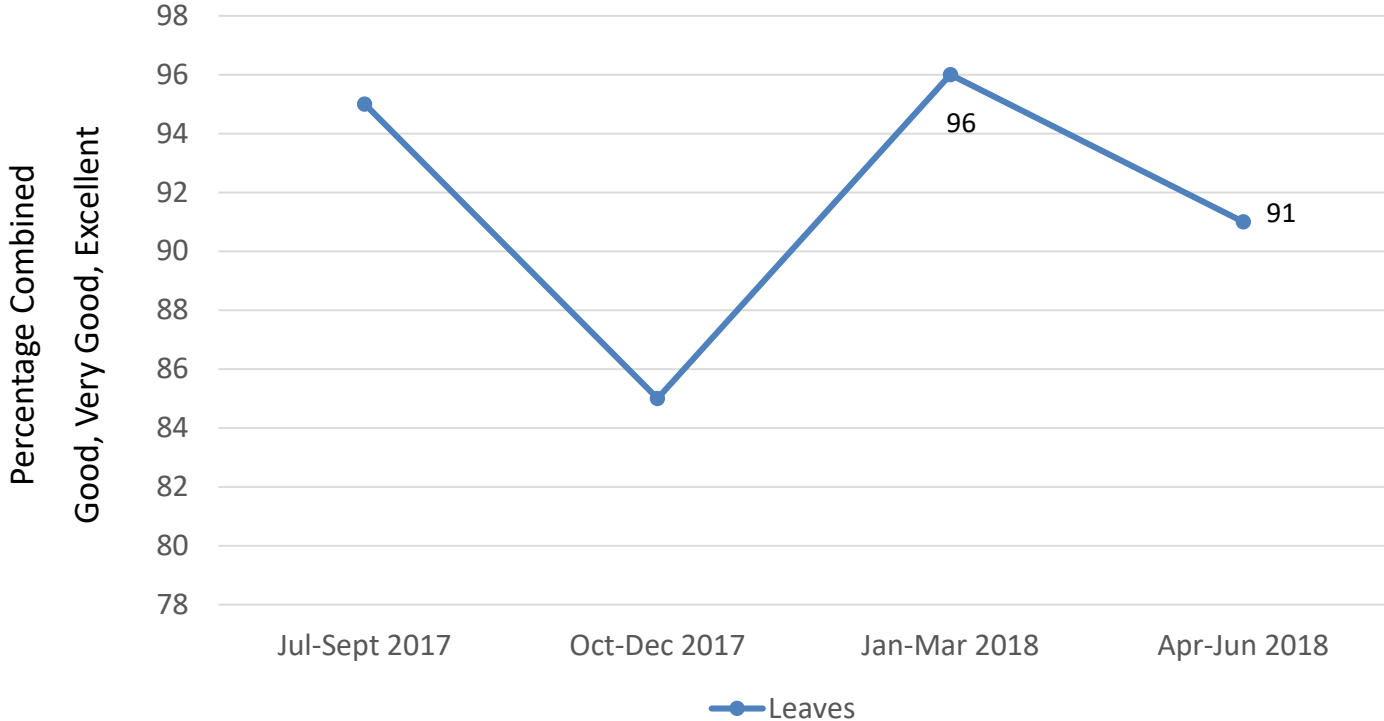
Consistency in Process & Communication

- Sustainable
- During Fiscal Quarter Seasons
- Client Expectations and Communication of SPAs

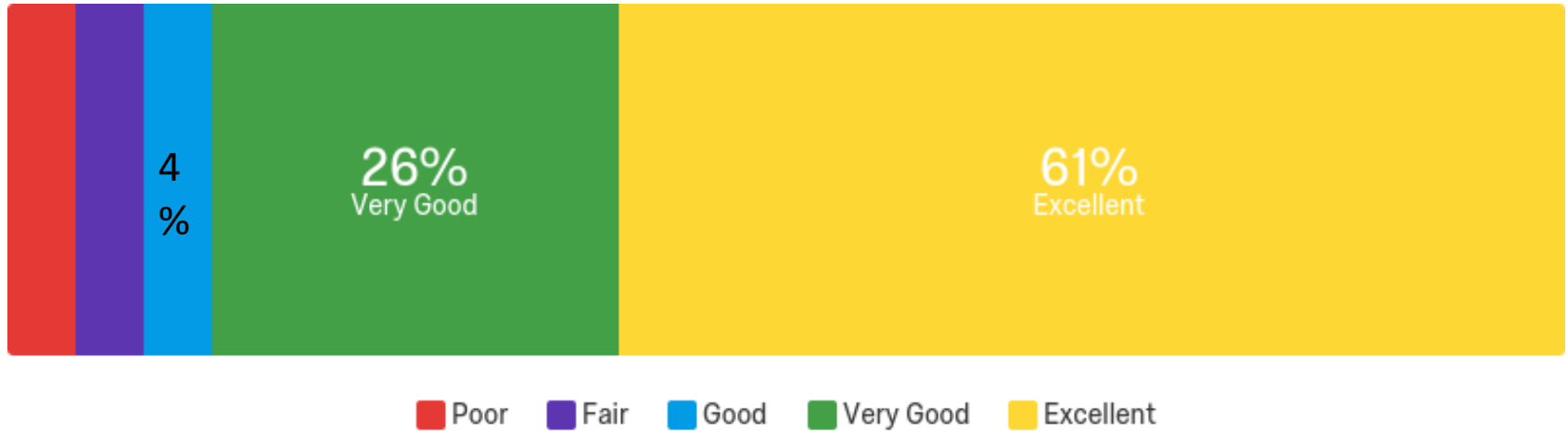
Q9 - Did you interact with/submit requests to the SSO Leaves team last quarter (April - June 2018)?



Leaves



Q10 - Please rate your experience with SSO Leaves during the last quarter (April - June 2018):



Leaves

Common Feedback Themes

Overall Feedback

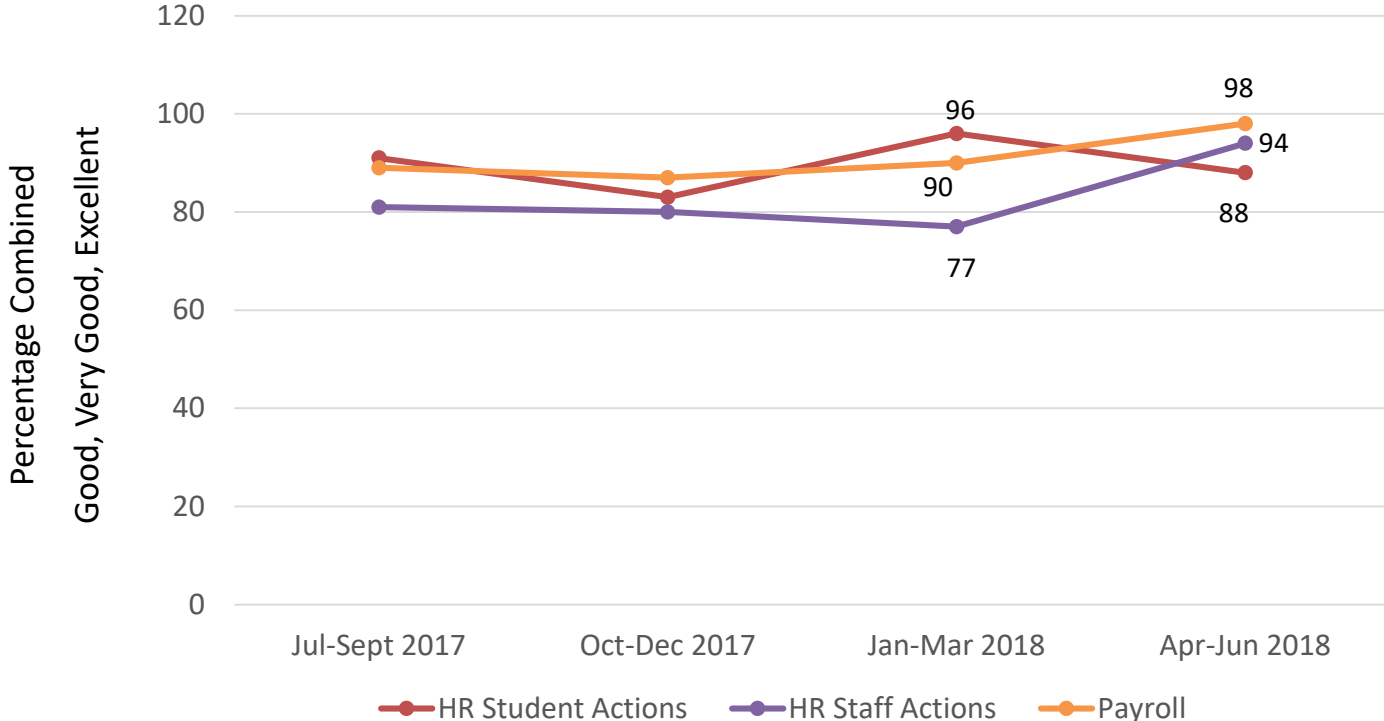
- Customer Service
- Communications
- Staff knowledge
- Processing Times

Key Implementations

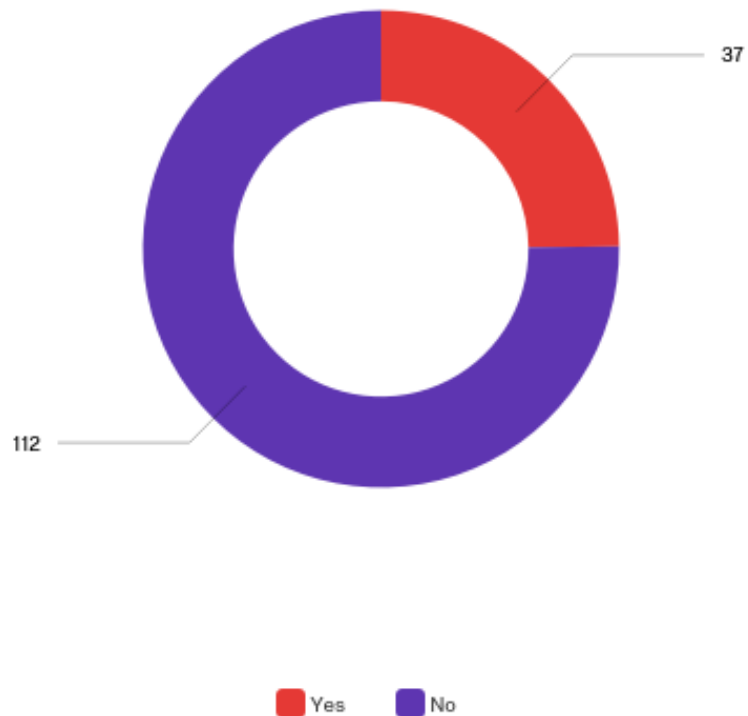
Engagement Communications

- Efforts to engage and solicit feedback
- 5 Client Visits / Phone, email, in-person

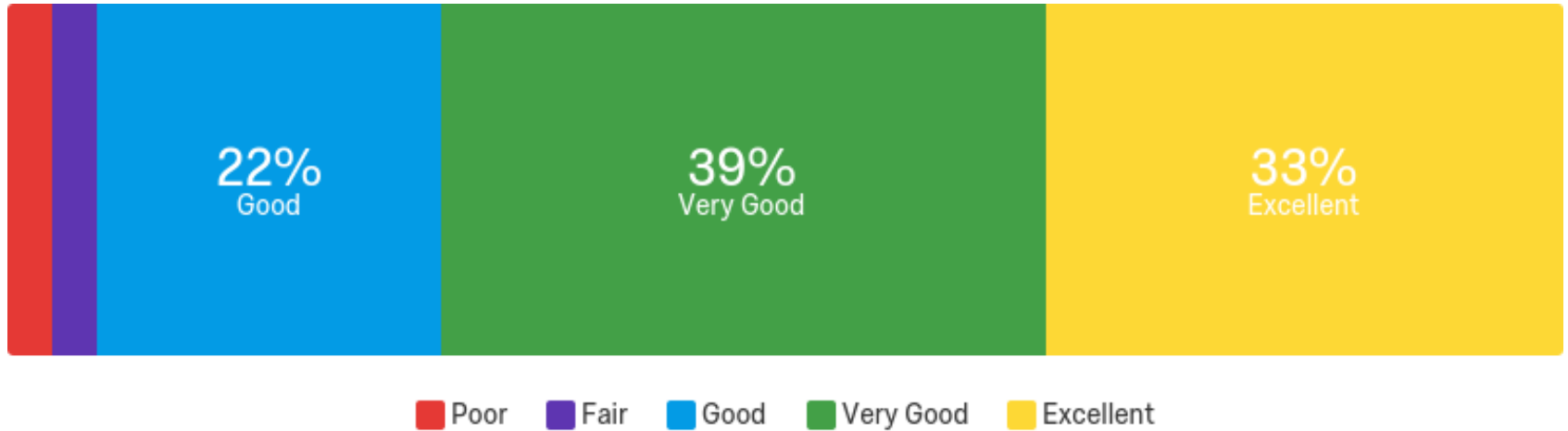
PeopleServices / HR & Payroll



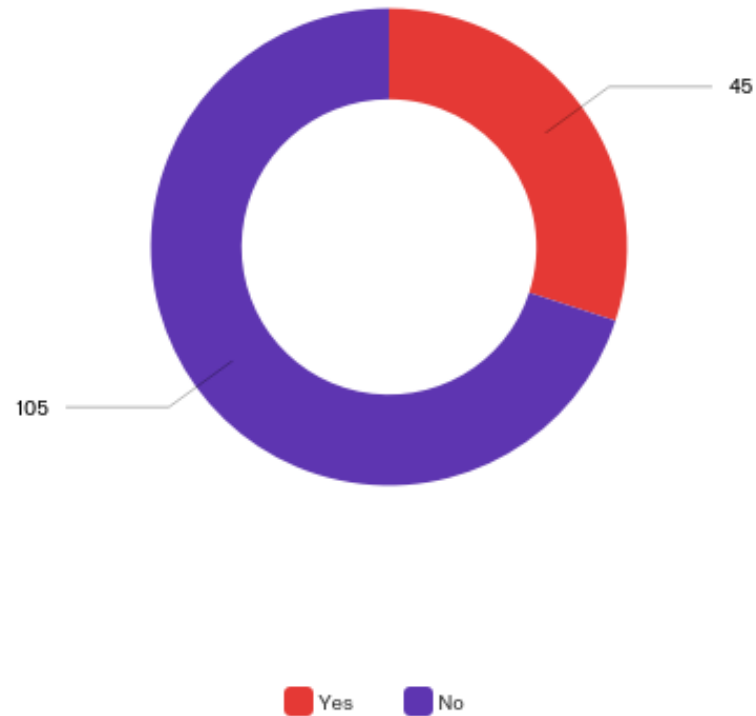
Q26 - Did you interact with/submit requests to the SSO HR team for staff actions during the last quarter (April - June 2018)?



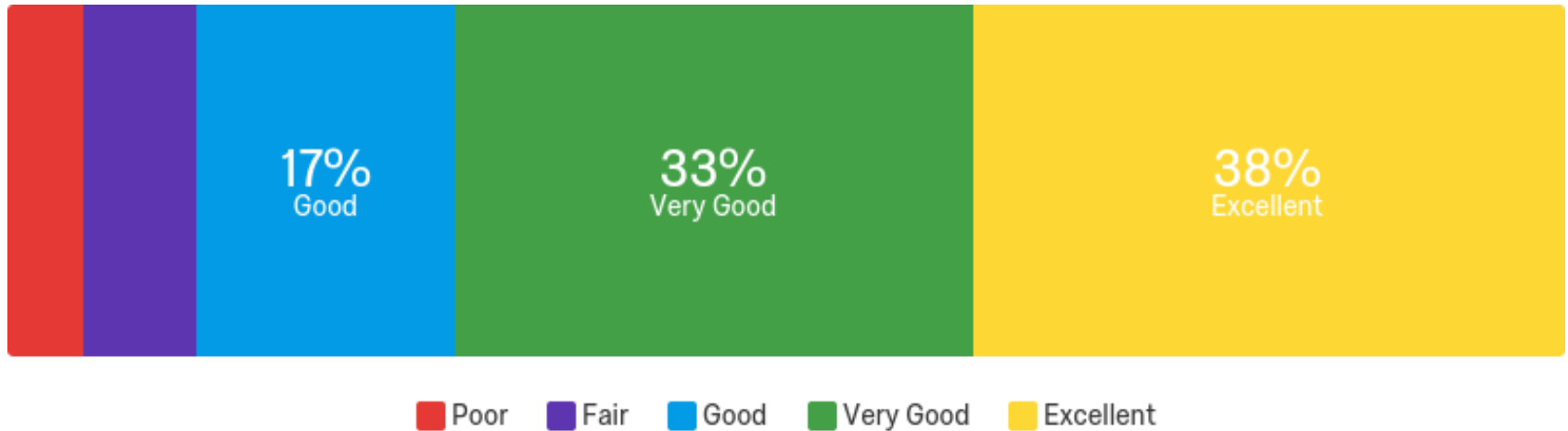
Q28 - Please rate your experience with SSO HR for staff actions during the last quarter (April - June 2018):



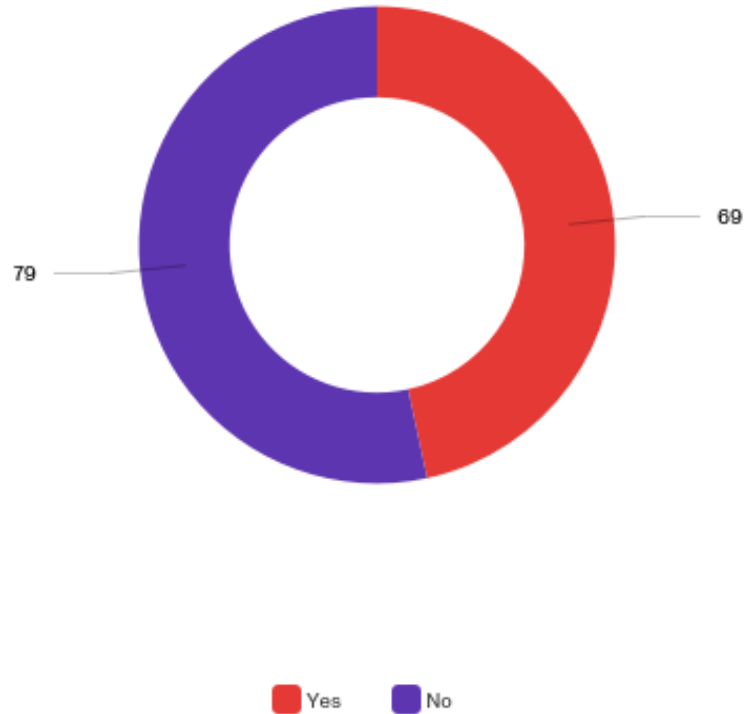
Q12 - Did you interact with/submit requests to the SSO HR team for student actions during the last quarter (April - June 2018)?



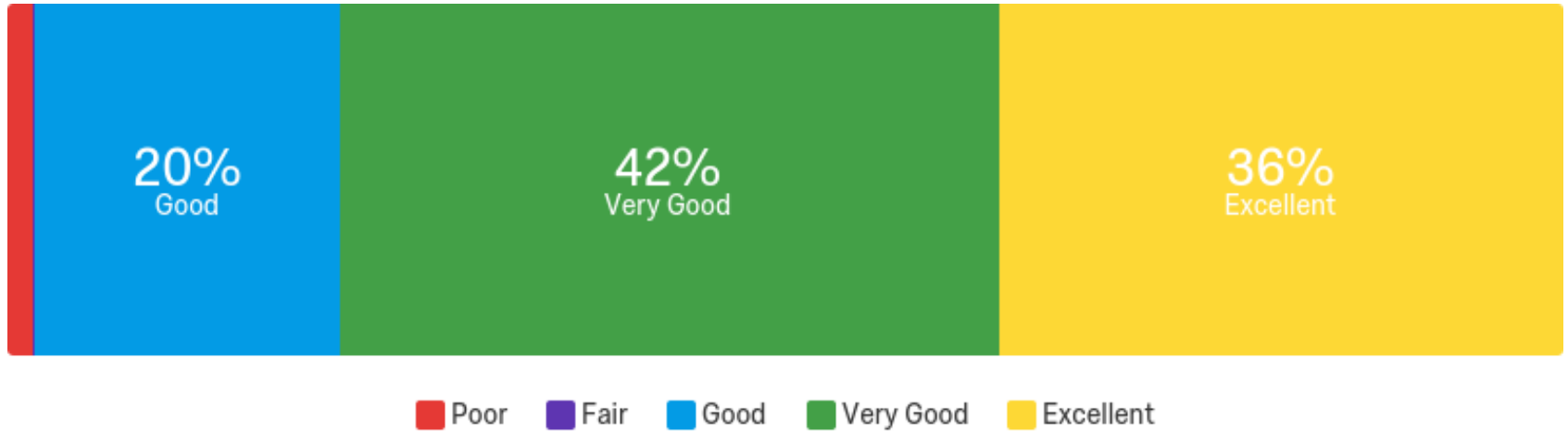
Q13 - Please rate your experience with SSO HR for student actions during the last quarter (April - June 2018):



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):



People Services / HR & Payroll

Common Feedback Themes

Key Implementations

Customer Service, Communications

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

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

Yes No