

Survey Results -- Overview

SPP Request Management System Survey (Q1, 2016)

Respondents: 87 displayed, 87 total

Status: Closed

Launched Date: 01-07-2016

Closed Date: 04-01-2016

Display:

[Manage Filters](#)

1. Satisfaction

		Response Total	Response Percent
Very Dissatisfied		0	0%
Somewhat Dissatisfied		5	6%
Somewhat Satisfied		2	2%
Very Satisfied		80	92%
Total Respondents		87	

2. Resolved?


		Response Total	Response Percent
Yes		83	95%
No		4	5%
Total Respondents		87	


3. Resolution Comment

		Full Response
1.	Even though my request was adequately resolved, it took way too long to address. Also, it seemed like I was the one asking about the status of the ticket and not SPP, which I believe is exactly the opposite of how I think it should be handled.	VIEW
2.	The original question was answered but more detail was needed. After replying to the response with another question, the request was closed with no response. Still looking for more needed information.	VIEW
3.	The response to my request came over two months after the request was posted. The response is definitive but not helpful.	VIEW
4.	A human person took the time to write a complete email to me to tell me that I should have selected a different 'quick pick' instead of general inquiry, then deleted my ticket. when there are no specific instructions available on when to use what item from the drop down for the user to reference, maybe the person could have just changed it instead of sending an email and delaying the ticket getting to someone who could help.	VIEW
5.	There is really nothing you can do. The functionality of the old web site in this area was superior.	VIEW

4. Please let us know how we did at the following:					
	Poor	Fair	Good	Excellent	Response Total
a. Understanding your needs	1% (1)	5% (4)	9% (8)	85% (74)	87
b. Exhibiting a professional attitude	0% (0)	0% (0)	9% (8)	91% (79)	87
c. Demonstrating sufficient knowledge	0% (0)	3% (3)	6% (5)	91% (79)	87
d. Delivering a timely solution	3% (3)	1% (1)	9% (8)	86% (75)	87
e. Delivering a quality solution	3% (3)	1% (1)	9% (8)	86% (75)	87
f. Resolving your issue	3% (3)	2% (2)	8% (7)	86% (75)	87
Total Respondents					522

5. Do you have any suggestions for improving our service?		Full Response
1.	Continue to resolve request/issues in the manner that this request/issue was resolved.	VIEW
2.	Timelier resolution of the issue	VIEW
3.	Do not close the ticket until the correct information is given.	VIEW
4.	In the IssueTracker, I can't mark the issue as "Resolved". Since you guys resolved my issue right away, it seems silly to leave it open for several days while waiting for "Pending Customer Response" rather than just letting me mark it as Solved.	VIEW
5.	I was informed numerous stakeholders have requested similar information but I am guessing everyone is being told NO because SPP does supply the information just not in a very friendly manner.	VIEW
6.	A human person took the time to write a complete email to me to tell me that I should have selected a different 'quick pick' instead of general inquiry, then deleted my ticket. when there are no specific instructions available on when to use what item from the drop for the user to reference, maybe the person could have just changed it instead of sending an email and delaying the ticket getting to someone who could help.	VIEW
7.	No.	VIEW
8.	No	VIEW
9.	No	VIEW
10.	Not at this time.	VIEW
11.	No	VIEW
12.	None.	VIEW
13.	None above what were provided in the request.	VIEW
14.	I know this sounds odd, but it would be awesome to have the responding SPP staffs picture sitting with their name. Putting faces with names builds relationships that benefit both SPP and MPs. Just a small image of the individual responding would be a good add. Also have text notification when a response submitted back by SPP would be great as well.	VIEW
15.	None at all. Two thumbs up!	VIEW
16.	None.	VIEW
17.	On the RMS ticket the Severity stays 1 Month and I know that my problem was addressed but I would like to see where the Severity could be set by the person requesting the ticket.	VIEW
18.	None.	VIEW
19.	it would be great if spp respond on email as well.	VIEW

20.	<p>I have two comments/suggestions.</p> <p>1) I think allowing users to close their own tickets will be a great enhancement to RMS!</p> <p>2) I think consolidating the Quick picks and utilizing the sub-types is a great idea, however I think it might be helpful if there was document posted to RMS that has the Quick Picks and Sub types out-lined to use as a frame of reference when needed. I'm sure SPP's consolidating will make sense and be intuitive, but, if for some reason it is not exactly intuitive to the MP or user, they might have to do quite a bit of digging to find what options they should chose for the ticket they are submitting.</p> <p>Just a thought! Appreciate all you do!</p> 	VIEW
21.	No.	VIEW

6. Please provide any additional comments about your service experience.		Full Response
1.	Multiple SPP staff members jumped in quickly to find a solution to an issue that was not simple. Great teamwork and customer service. Thanks!	VIEW
2.	Steve and Dana did a great job answering my questions.	VIEW
3.	She is GREAT! Thank you	VIEW
4.	Responded to ticket while outside of open campus hours! Thank you.	VIEW
5.	Very helpful on authorizing new certificates, since they only renew every two years, it's hard to remember just how and what needs to be done to authorize on all the systems.	VIEW
6.	This was the first experience out of three encounters with RMS where the request/issue was resolved expeditiously and all needs were met. This means, the process is definitely improving.	VIEW
7.	I have not had this happen before, so I am not sure if the system just automatically closed the ticket for some reason.	VIEW
8.	Succinct and clear answer to my question.	VIEW
9.	Be more open to stakeholder requests.	VIEW
10.	I understand that everyone has their processes...but in this case, it just seems obvious to just change it. I also understand that it could lead to everyone just selecting "general inquiry" when they don't know what to select...is that such a bad thing? 	VIEW
11.	Clint did a heroic job of getting a multi-part complex reconfiguration request completed in a short time.	VIEW
12.	Appreciate the quick response by the TCR team at the end of the TSR verification process.	VIEW
13.	Lorie provided outstanding service and follow-up. I really appreciate her helping get our issue resolved in a timely manner.	VIEW
14.	We are always impressed with the interconnection folks in Charles Hendrix's group.	VIEW
15.	Excellent! Great team work.	VIEW
16.	Lorie did a good job following through to make sure I had all the correct information.	VIEW
17.	The RMS request resulted in a same day scheduled teleconference. SPP staff was very knowledgeable and answered all our questions. Excellent customer service!	VIEW
18.	Excellent service.	VIEW
19.	Cory Fontenot help me out tremendously and in a timely manner. Thank you for your help!	VIEW
20.	Don did all he could. HE was just caught in the middle. I wish there had been more USER feedback solicited before the transition to the new web site and some of these issues might have been addressed.	VIEW
21.	Service has always been excellent, and that, since day 1. Thanks to everyone @ SPP.	VIEW
22.	Thanks!	VIEW

23.	Lorie certainly goes above and beyond delivering adequate resolutions and always exceeding expectations. Great job! Thanks!	VIEW
24.	Quick response was appreciated greatly!	VIEW
25.	Lorie Bailey was very resourceful and timely with the request.	VIEW
26.	Lorie Bailey was very resourceful and timely with the request.	VIEW
27.	Great job! Thank you!	VIEW
28.	24 hour coverage should be available including weekends.	VIEW
29.	Fast answer. Clint was like a lightning bolt.	VIEW