

Survey Results -- Overview

General Inquiries

SPP Request Management System Survey (GI Q2, 2019)

Respondents: 13 displayed, 13 total

Status: Closed

Launched Date: 07-08-2019

Closed Date: 07-08-2019

Display:

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1. Satisfaction		Response Total	Response Percent
Very Dissatisfied		0	0%
Dissatisfied		0	0%
Satisfied	<div style="width: 15%; background-color: yellow;"></div>	2	15%
Very Satisfied	<div style="width: 85%; background-color: yellow;"></div>	11	85%
Total Respondents		13	

2. Resolved?		Response Total	Response Percent
Yes	<div style="width: 92%; background-color: yellow;"></div>	12	92%
No	<div style="width: 8%; background-color: yellow;"></div>	1	8%
Total Respondents		13	

3. Improve Comment		Full Response
1.	Maybe provide data in one sheet in Excel, not multiple workbooks for different years.	VIEW
2.	The RMS ticket was assigned to Settlements which did not respond. I finally heard from our representative who was able to help me with the issue. SPP was at an off-site meeting on a Thursday when invoices are due and nobody called to help with the issue.	VIEW
3.	NA	VIEW

4. Below are some behaviors and traits we strive to demonstrate in every customer interaction. In addressing your particular issue, how did we do with regard to each?					
	Poor	Fair	Good	Excellent	Response Total
a. Understanding your needs	0% (0)	0% (0)	0% (0)	100% (13)	13
b. Exhibiting professionalism	0% (0)	0% (0)	0% (0)	100% (13)	13
c. Demonstrating sufficient knowledge (or deferring to other experts as appropriate)	0% (0)	0% (0)	0% (0)	100% (13)	13
d. Delivering a timely solution	8% (1)	0% (0)	0% (0)	92% (12)	13
e. Delivering a high-quality solution	0% (0)	0% (0)	0% (0)	100% (13)	13
Total Respondents					65

5.	Anything else you'd like to share about your service experience?	Full Response
1.	Lorie Bailey needs to be commended for her professionalism and patience when dealing with login issues etc. like I was experiencing. She knew the issue right away and took care of it. Great job and many thanks.	VIEW
2.	Very happy with the commitment to public education for students.	VIEW
3.	Thank you for the help guys !	VIEW
4.	Talked with Lorie Bailey who is a very knowledgeable employee off SPP and she is always great to work with. She just wasn't in the office when we needed help and nobody else helped us. She was able to explain what I needed to do to solve the issue.	VIEW
5.	I was impressed on how fast your reps were able resolved my problem	VIEW
6.	Great Customer service...all the time. Thank you	VIEW
7.	NA	VIEW

Survey Results -- Overview

No 1st Call General Inquiry, Q2

SPP Request Management System Survey (NFCQ2, 2019)

Respondents: 60 displayed, 60 total

Status: Closed

Launched Date: 07-08-2019

Closed Date: 07-08-2019

Display:

[Manage Filters](#)

1. Satisfaction		Response Total	Response Percent
Very Dissatisfied		0	0%
Dissatisfied		0	0%
Satisfied	<div style="width: 15%;"></div>	9	15%
Very Satisfied	<div style="width: 85%;"></div>	51	85%
Total Respondents		60	

2. Resolved?		Response Total	Response Percent
Yes	<div style="width: 98%;"></div>	59	98%
No	<div style="width: 2%;"></div>	1	2%
Total Respondents		60	

3. Improve Comment		Full Response
1.	[No Answer Entered]	VIEW
2.	My question is being forwarded to the person that I recall dealing with the topic at the time the issue occurred.	VIEW
3.	Sherry was very responsive, did a great job - Thanks	VIEW
4.	It is still a work in progress with the customer.	VIEW

4. Below are some behaviors and traits we strive to demonstrate in every customer interaction. In addressing your particular issue, how did we do with regard to each?					
	Poor	Fair	Good	Excellent	Response Total
a. Understanding your needs	0% (0)	3% (2)	18% (11)	78% (47)	60
b. Exhibiting professionalism	0% (0)	0% (0)	13% (8)	87% (52)	60
c. Demonstrating sufficient knowledge (or deferring to other experts as appropriate)	0% (0)	2% (1)	17% (10)	82% (49)	60
d. Delivering a timely solution	0% (0)	7% (4)	12% (7)	82% (49)	60
e. Delivering a high-quality solution	0% (0)	3% (2)	20% (12)	77% (46)	60
Total Respondents					300

5.	Anything else you'd like to share about your service experience?	Full Response
1.	[No Answer Entered]	VIEW
2.	This questionnaire should be delivered after issue is resolved, but I'm satisfied with how it's being handled.	VIEW
3.	Kimberly Woods is always professional, pleasant, and extremely helpful whenever I interact with her.	VIEW
4.	Did not take very long to get the answer	VIEW
5.	Quick answers and appreciate the call from Brad	VIEW
6.	Appreciate the call from Brad to discuss it	VIEW
7.	If SPP invoices showed a breakdown of overall bill it would alleviate a majority of our RMS tickets.	VIEW
8.	great support, thank you	VIEW
9.	The thorough response and explanation is appreciated.	VIEW
10.	For this request I was asked after the fact not to use RMS. I am not sure when I should and when I should not use RMS for submitting requests.	VIEW
11.	This was the first interaction I had with SPP team and it was a Good experience. Thanks,	VIEW
12.	In some instances, the ticket is closed before the full task is done. It shouldn't be an issue to often, but in some situations, I'm concerned that the task is left up to memory. In general, that hasn't caused many issues with a request slipping to very late stages, but it has occurred for my coworkers. That is just something that I suggest using the RMS for. Timely responses and resolutions, and tracking that those requests don't slip.	VIEW
13.	SPP has great customer service! Keep it up!	VIEW
14.	As a former IT person I appreciated Megan's description of what may have caused my issue. She didn't dumb it down and her explanation made it clear to me what the problem was. Sometimes I have to keep asking until I get a detailed response. I also appreciated Brad's phone call. It was a confusing problem to explain in writing. A quick chat on the phone saved a lot of time. Great job and thanks for digging in and getting it solved!	VIEW
15.	The model coordination group does an excellent job of helping MP work with a MCST that in all fairness is not easy to work with. They provide exceptional customer service and are valuable assets to the SPP organization as a whole.	VIEW
16.	I appreciate that Brad and Jonathan appreciated my concern and tested the proposed solution in QA prior to making the recommendation.	VIEW
17.	I'm so grateful for your patience and persistence!	VIEW
18.	Great job! Thanks!	VIEW
19.	We at EDF are so grateful to Maurisa Hughes and Julia Sites for their help with our testing efforts.	VIEW
20.	Doug Clark has been very helpful (and patient) in explaining the details underlying the LMP calculation. Thank you Doug.	VIEW
21.	In a working group we were told LMS registration was available and it was not, that was the purpose of my RMS. Maybe they shouldn't alert sign up is available until it is available in the LMS. Thanks!	VIEW
22.	Very responsive and fast customer service!!! Outstanding!	VIEW
23.	Bryce is always delightful to interact with! He is awesome!	VIEW
24.	Thank you very much!	VIEW

Survey Results -- Overview

Project Inquiry, Q2

SPP Request Management System Survey (PRJQ2, 2019)

Respondents: 5 displayed, 5 total

Status: Closed

Launched Date: 07-08-2019

Closed Date: 07-08-2019

Display:

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1. Satisfaction

	Response Total	Response Percent
Very Dissatisfied	0	0%
Dissatisfied	0	0%
Satisfied	4	80%
Very Satisfied	1	20%
Total Respondents		5

2. Resolved?

	Response Total	Response Percent
Yes	3	60%
No	2	40%
Total Respondents		5

3. Improve Comment

	Full Response
1. No problems. The answer took a little longer than I wanted, but I understand the time issue. There's only 24 hours in a day. Some things have to wait.	VIEW
2. Although the response did address the specific issue identified in the RMS ticket. Retesting indicated that the version of the EDST being tested is still not consistently behaving correctly.	VIEW
3. SPP's solution to the issue was to use a work around. The problem with the EDST tool still exists, so from my perspective the issue hasn't yet been fully resolved.	VIEW

4. Below are some behaviors and traits we strive to demonstrate in every customer interaction. In addressing your particular issue, how did we do with regard to each?

	Poor	Fair	Good	Excellent	Response Total
a. Understanding your needs	0% (0)	0% (0)	60% (3)	40% (2)	5
b. Exhibiting professionalism	0% (0)	0% (0)	60% (3)	40% (2)	5
c. Demonstrating sufficient knowledge (or deferring to other experts as appropriate)	0% (0)	40% (2)	20% (1)	40% (2)	5
d. Delivering a timely solution	0% (0)	40% (2)	40% (2)	20% (1)	5
e. Delivering a high-quality solution	0% (0)	40% (2)	40% (2)	20% (1)	5
Total Respondents					25

5.	Anything else you'd like to share about your service experience?	Full Response
1.	Its always nice to talk to a person, but I guess those days are gone. That being said the RMS site seems to be functioning well.	VIEW