

Survey Results 2008

As part of our ongoing commitment to improve the services we offer, Link2ICT have recently undertaken a customer satisfaction survey. We are very pleased to report that the feedback gained was extremely positive.

Link2ICT
get
TOP MARKS
in customer survey

BIG Improvements

Link2ICT would like to thank all customers for taking the time to participate in this survey and for the invaluable feedback received.

Some of the improvements we have already made or will be making based on your feedback include:

Service Desk Training

A skills review is taking place on the service desk. Individual training targets have been set for achieving knowledge in areas relating to support calls. This will increase the speed of response by improving the amount of calls that can be dealt with at the first point of contact.

Service Desk Resources

You will be pleased to know that all staff on the service desk

are permanent, offering you the stability and reliability you've come to expect from Link2ICT. Meet our newest recruits L-R Naomi Cunningham-Flynn and Kerriann McKenzie.



School Training Courses

We have a wide range of training courses available to schools over the next Academic year. We also offer a consultancy service and bespoke training on request. Details can be found on the website:

<http://services.bgfl.org/go/ittraining>

Training courses are now being held at our new premises at Fort Dunlop as well as Martineau Centre, Harborne. This gives schools a choice of location for most training courses.

Who, when & where

Surveys were distributed at events held in July and through e-briefing.

An impressive 203 responses were obtained.

Responses came from school personnel such as head teachers, administration staff and technical staff.

For Schools Support:

The overall service desk experience was said to be good with **98%** of customers satisfied. Friendliness of staff and ease of service were particular areas customers were impressed with.

93% and **91%** of customers were satisfied with the support, maintenance and delivery we offer around the Management Information Systems - CMIS and SIMS.net respectively.

A high majority of customers were satisfied with other IT Support in particular the training events, training materials and the technician service.

89% of customers surveyed were pleased with the reliability of access to the Birmingham Grid for Learning. **93%** were satisfied with the quality of learning resources and activities available online.

Our customers said...

"I would like to compliment the members of the SIMS support team, grateful for their help and knowledge"

"The Service Desk is invaluable"

"Staff always friendly and happy to help"

"Service Desk team do a good job, I receive excellent help when I ring up"

"Events for staff are appreciated. We need to keep updated with new services"

"The availability of training is excellent"

Searching BGfL

Enhancements are coming soon to improve the search functionality within BGfL.

Windows Update

You will be pleased to know that Vista Support is now available.

Link2ICT Website



Link2ICT are currently in the process of reviewing and re-designing their existing website. We hope this will improve the look and ease of use for our customers.