HRD
EMAIL BASED SURVEY
March 2022
Question Ratings – “Please rate …

- whether your inquiry was answered to your satisfaction.”
  (Performance)

- whether you received courteous and professional customer service.”
  (Courtesy)

- whether you received timely customer service.”
  (Timeliness)

- the overall quality of customer service you received.”
  (Customer Service Excellence)

Scale:

Poor (1) Somewhat Unsatisfactory (3) Satisfactory (5) Very Satisfactory (8) Superior (10)

Total Responses received – 42  Average CSE score of – 3.6

March 2022
March 2022
## SURVEYS, COMMENTS, CONTACT REQUESTS

### Total Surveys, Comments, and Contact Requests

<table>
<thead>
<tr>
<th>Month</th>
<th>Surveys</th>
<th>Comments</th>
<th>Contact Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aug-21</td>
<td>29</td>
<td>23</td>
<td>32</td>
</tr>
<tr>
<td>Sep-21</td>
<td>32</td>
<td>37</td>
<td>37</td>
</tr>
<tr>
<td>Oct-21</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Nov-21</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Dec-21</td>
<td>65</td>
<td>37</td>
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</tr>
<tr>
<td>Jan-22</td>
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<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Feb-22</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Mar-22</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

### Number of Surveys and Comments

- **Total Surveys:**
  - August: 29
  - September: 32
  - October: 0
  - November: 0
  - December: 65
  - January: 0
  - February: 0
  - March: 0

- **Comments:**
  - August: 23
  - September: 37
  - October: 0
  - November: 0
  - December: 35
  - January: 0
  - February: 0
  - March: 0

### Graphs

- **Bar Graph:** Total surveys and comments for each month from August 2021 to March 2022.
- **Line Graph:** Total surveys received, comments, and contact requests over the same period.

March 2022