

Annual LS/CMI User Satisfaction Survey (2018)



Over the last year* the RMA helpdesk has received a total of 370 queries, of which 249 were from community workers and 121 from custodial workers. The overall frequency of queries consisted of 179 separate individuals contacting the RMA.

The survey for 2018 was circulated to 154 individuals via Survey Monkey (25 were excluded as either unable to locate email addresses or messages were undeliverable). There were a total of 42 respondents on the closure of the survey on the 8th March 2019 (response rate of 27%).

The survey consisted of two questions related to satisfaction of the speed and advice/guidance given to the query submitted to the helpdesk (answered using a rating scale from very satisfied-very dissatisfied). The following results were found for these items:

- 100% of respondents were satisfied/very satisfied with the speed of the response to their enquiry
- 100% of respondents were satisfied/very satisfied with the advice/guidance provided to their enquiry

The survey also asked for any suggestions on how the current helpdesk service could be improved (13 respondents answered this question). 92% of the responses to this item were positive with 8/13 respondents indicating they had no suggestions for improvement.

IT related issues were mentioned as the reason for problems for a few respondents and for one respondent they suggested that “technical questions could be explained a bit more straightforwardly as the LSCMI mentors don’t generally come from a IT background.”

Finally, the survey asked if there were any further comments, of the 15 respondents who answered this item 40% indicated they had no comments. Responses were overwhelming positive with 9/15 respondents providing positive feedback on the current RMA helpdesk function. One respondent commented “ Thank you for a valuable service where people have always been very knowledgeable and helpful”. Another respondent suggested that client reporting could be improved by providing business objectives reports to monitor completion sections of the assessment by workers.

The results of this survey will be fed back to the LS/CMI Working Group meeting in April 2019 for information purposes and to discuss the implications for members further.

*Period from January-December 2018