



# **AIM HELP DESK SURVEY REVIEW**

**Presented By: Ryan Sadler**

**Date: January 15, 2010**

# AIM HELP DESK SURVEY REVIEW

## Agenda

- Review Questions and Responses
- Discuss Improvements & Next Steps
- Open Questions

## Survey Details

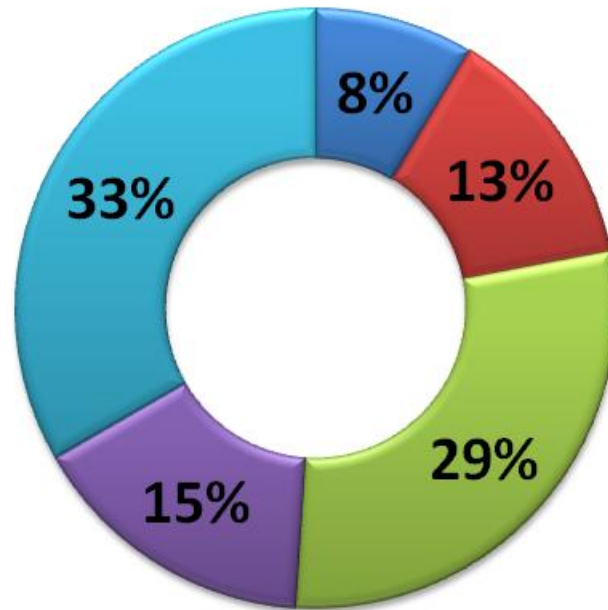
- 650 + AIM Users
- 14 Questions
- 200 Responses = 30 % of AIM Users



# AIM HELP DESK SURVEY REVIEW CONT.

## How long have you used AIM?

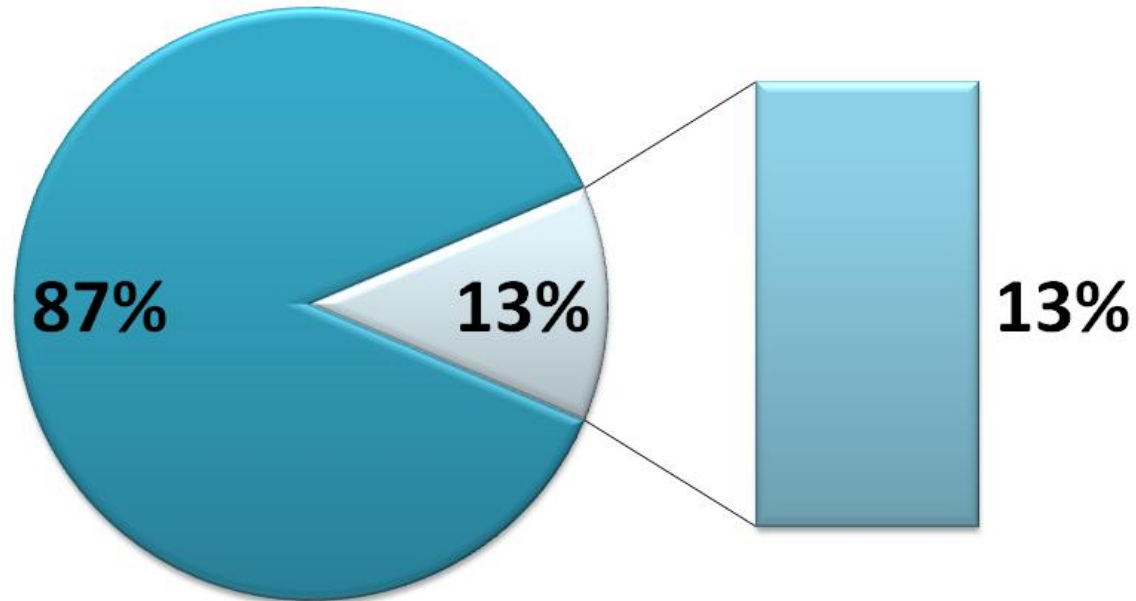
■ Less than 6 months ■ 6 months to 1 year ■ 2 to 4 years ■ 5 to 8 years ■ 9 years (Since Implementation in 2001)



# AIM HELP DESK SURVEY REVIEW CONT.

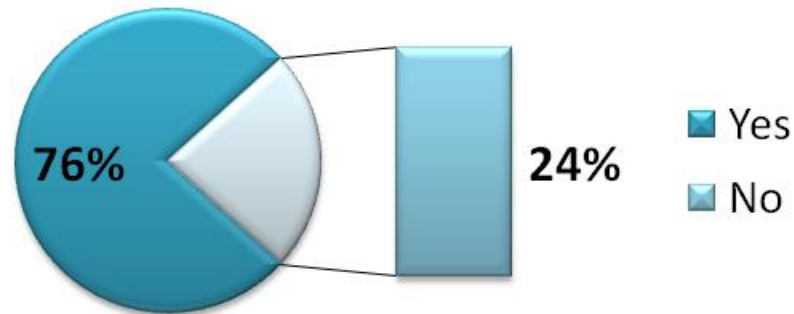
Do you feel that you have received adequate training on the AIM system?

■ Yes ■ No

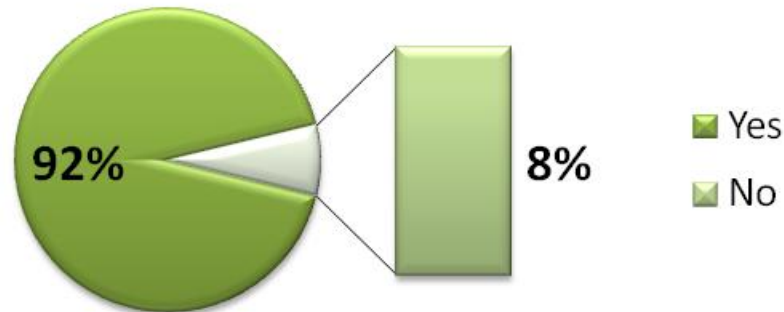


# AIM HELP DESK SURVEY REVIEW CONT.

**Is there a knowledgeable resource  
(Super User) in your agency/clinic?**



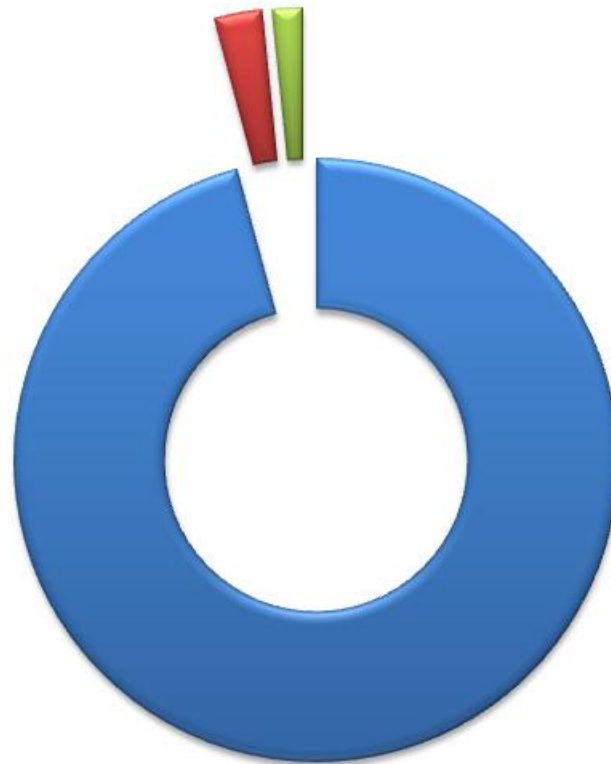
**Do you turn to this resource  
(superuser) for assistance?**



# AIM HELP DESK SURVEY REVIEW CONT.

**What is your preferred method for contacting the  
CMA Help Desk?**

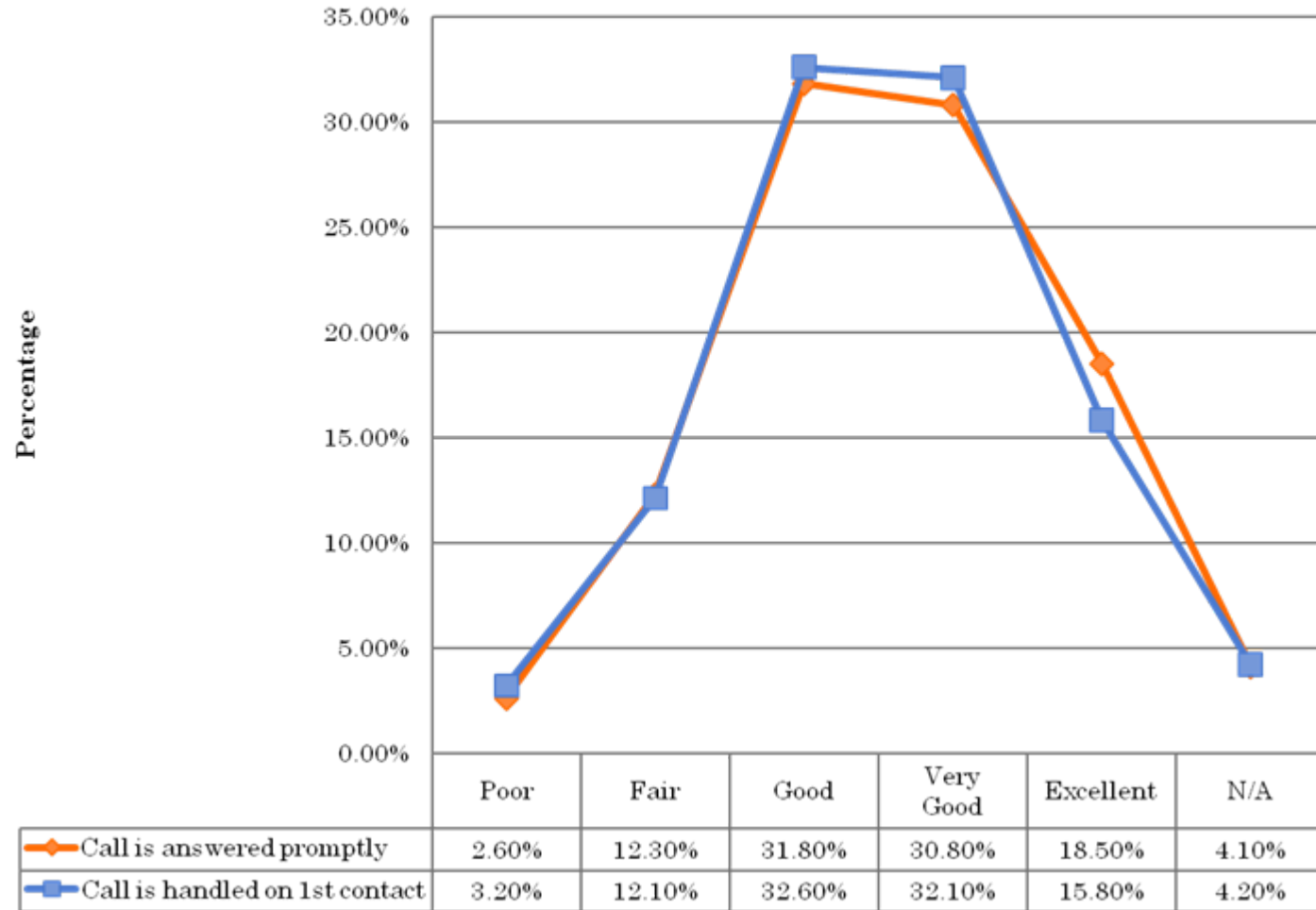
■ Phone ■ Email ■ Other



# AIM HELP DESK SURVEY REVIEW

## CONT.

### About the Call



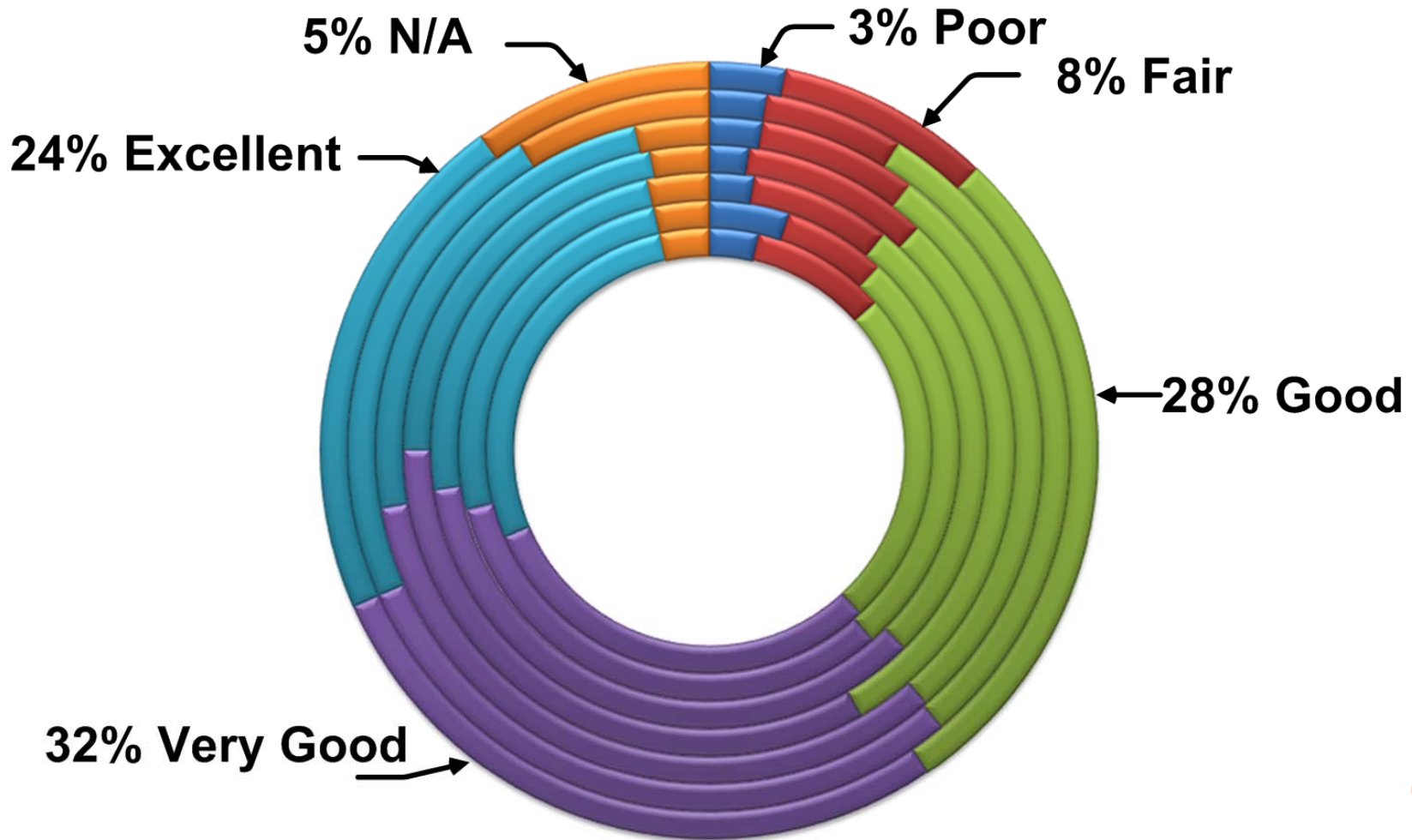
# AIM HELP DESK SURVEY REVIEW CONT.

About the CMA Help Desk Analyst:								
	<i>answered question</i>							194
	Poor	Fair	Good	Very Good	Excellent	N/A	Rating Average	Response Count
Professional Conduct / Courteous and Friendly	3.60%	9.80%	24.70%	<b>30.40%</b>	27.80%	3.60%	3.72	194
Patient / Willing to Help	5.20%	6.70%	26.80%	<b>32.50%</b>	25.30%	3.60%	3.68	194
Able to Understand the Issue	2.60%	8.20%	26.80%	<b>35.10%</b>	23.70%	3.60%	3.72	194
Promptly Resolved Issue	2.10%	9.90%	29.70%	<b>33.30%</b>	21.90%	3.10%	3.65	192
Knowledgeable / Provides Accurate Answers	2.60%	7.70%	28.40%	<b>33.50%</b>	24.20%	3.60%	3.72	194
Explains Escalation Process if Unable to Resolve Issue	2.60%	6.20%	<b>30.10%</b>	29.50%	22.80%	8.80%	3.7	193
Kept Up-to-date Regarding Status / Called Back Regarding Resolution	3.20%	8.90%	<b>28.40%</b>	27.90%	21.60%	10.00%	3.62	190



# AIM HELP DESK SURVEY REVIEW CONT.

Overall Customer Service

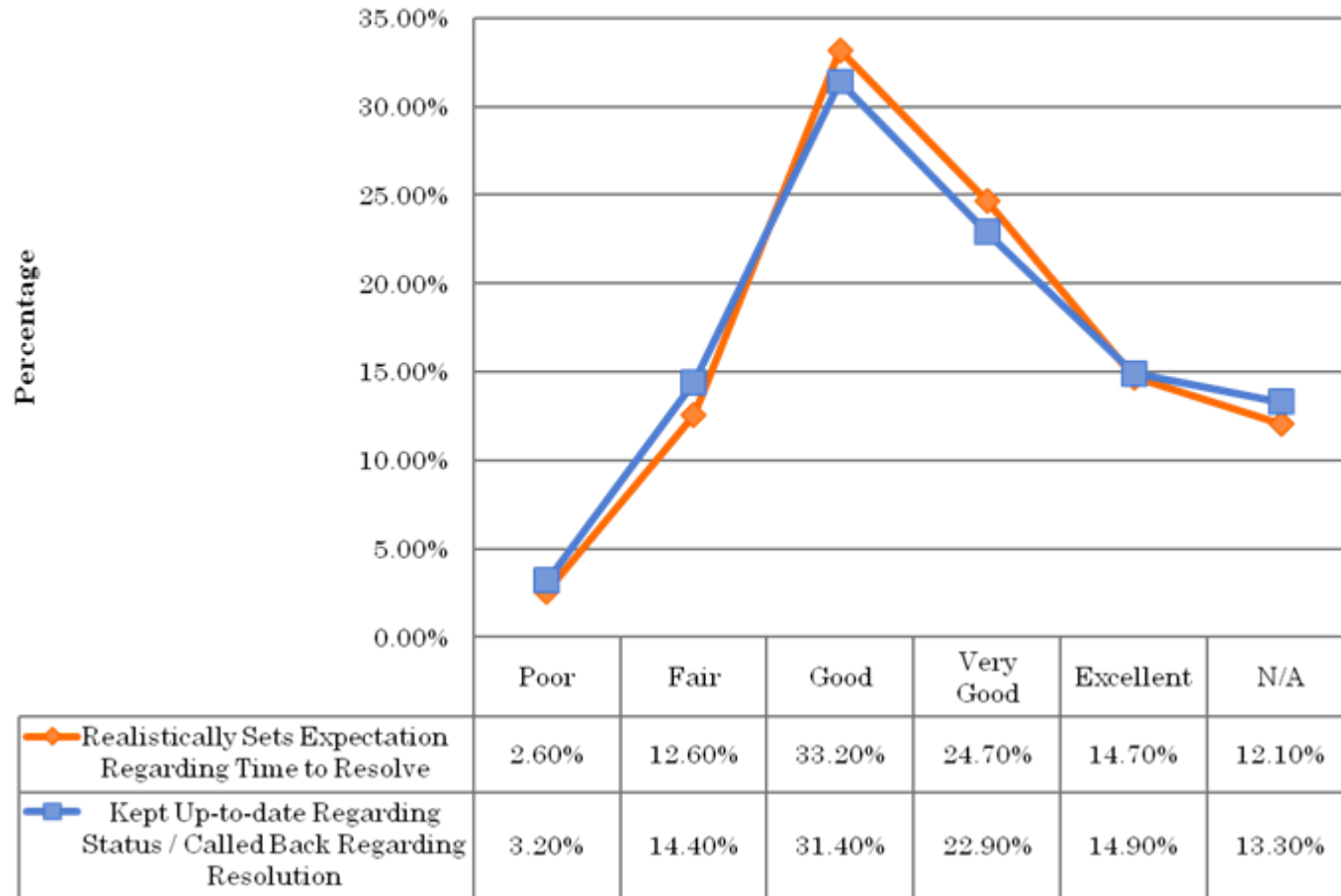


■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent ■ N/A



# AIM HELP DESK SURVEY REVIEW CONT.

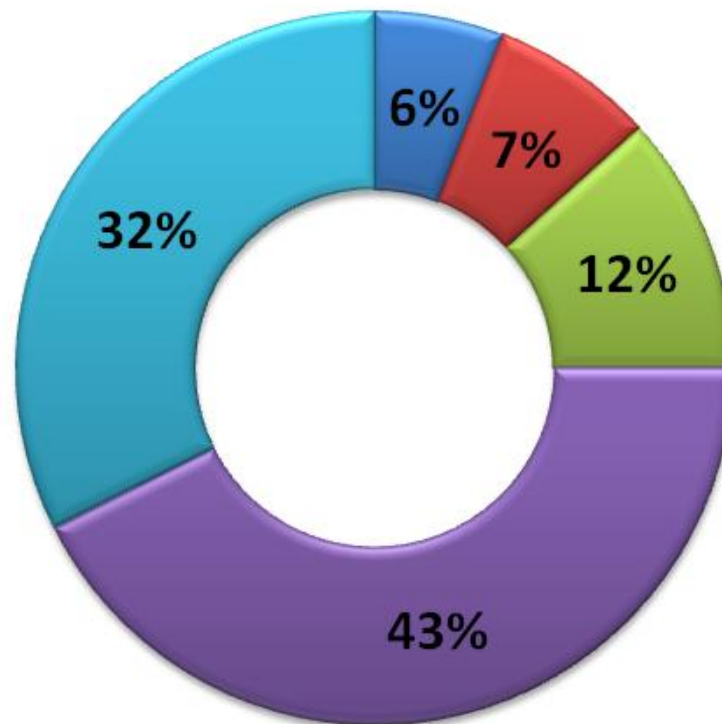
## Issues referred to State or Local IT Personnel



# AIM HELP DESK SURVEY REVIEW CONT.

## 8. Please tell us your overall satisfaction with the CMA Help Desk.

■ Very Dissatisfied ■ Dissatisfied ■ Neither Satisfied or Dissatisfied ■ Satisfied ■ Very Satisfied



# AIM HELP DESK SURVEY

## Next Steps

- Analysis of Individual Survey Comments
  - 4 Open Ended Questions with (200+ answers):
    - 1.General Comments
    - 2.What addition training would have been helpful?
    - 3.What areas do you feel the help desk can improve?
    - 4.What do you like most about the support you receive from the CMA Help Desk?
  - Create action plan to present at next bimonthly.

## Open Q&A

