

# Faculty Satisfaction Survey Spring 2015

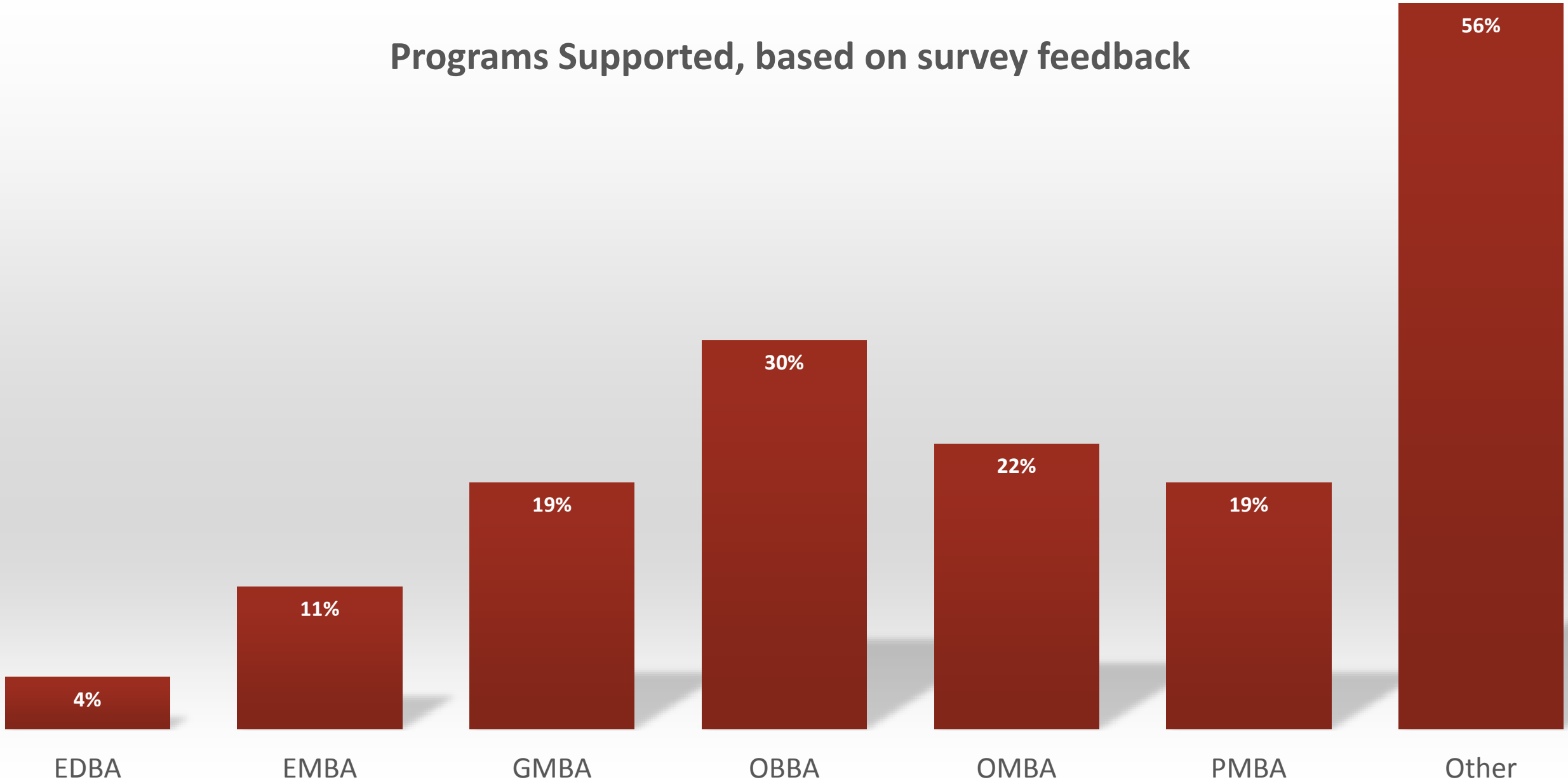
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# Overview

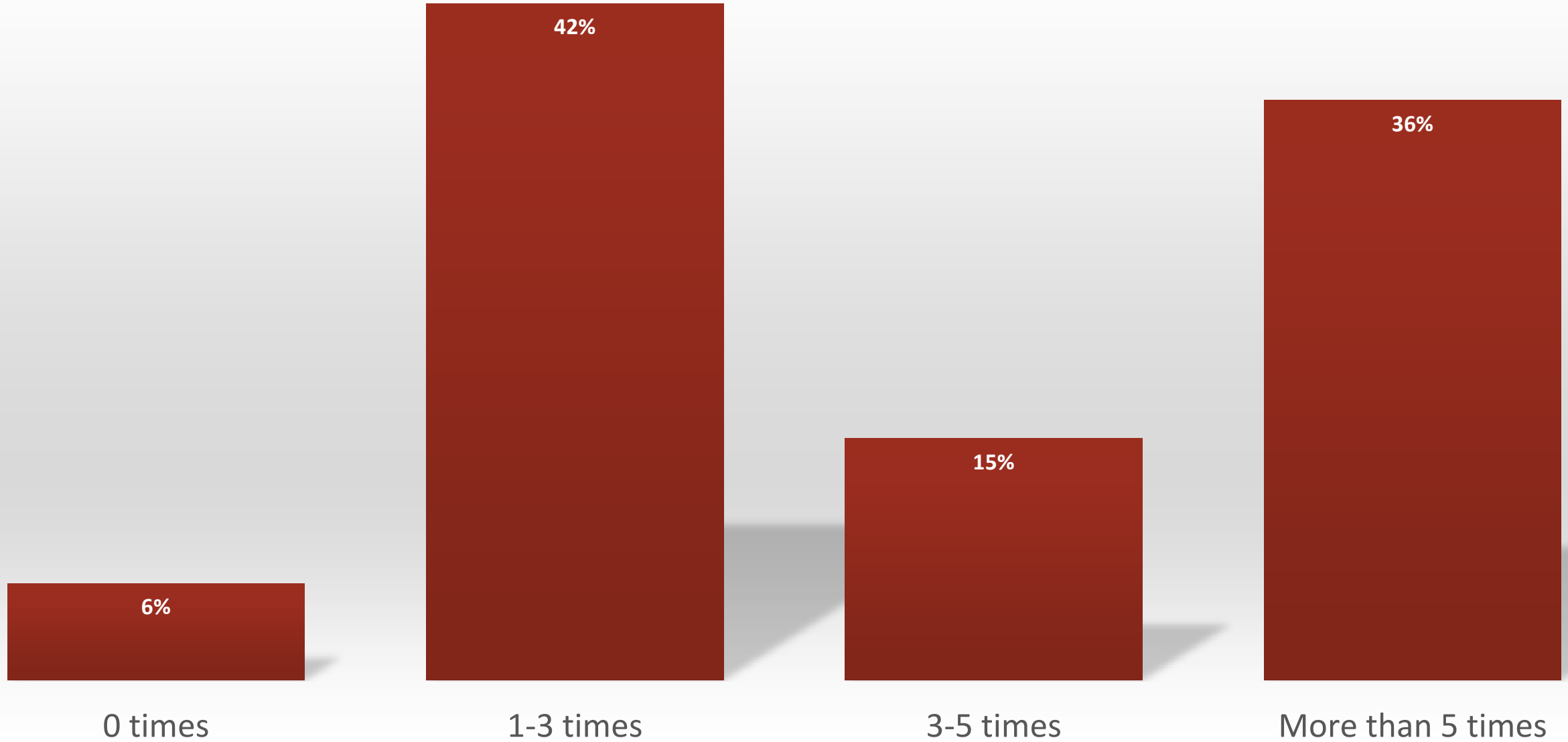
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- Sent to SBMAll listserv regarding Fall 2015 experiences with Fox Online
- **31** participants took the survey
- **94%** used our services over the past semester

## Programs Supported, based on survey feedback



# Number of Contact Points with Fox Online

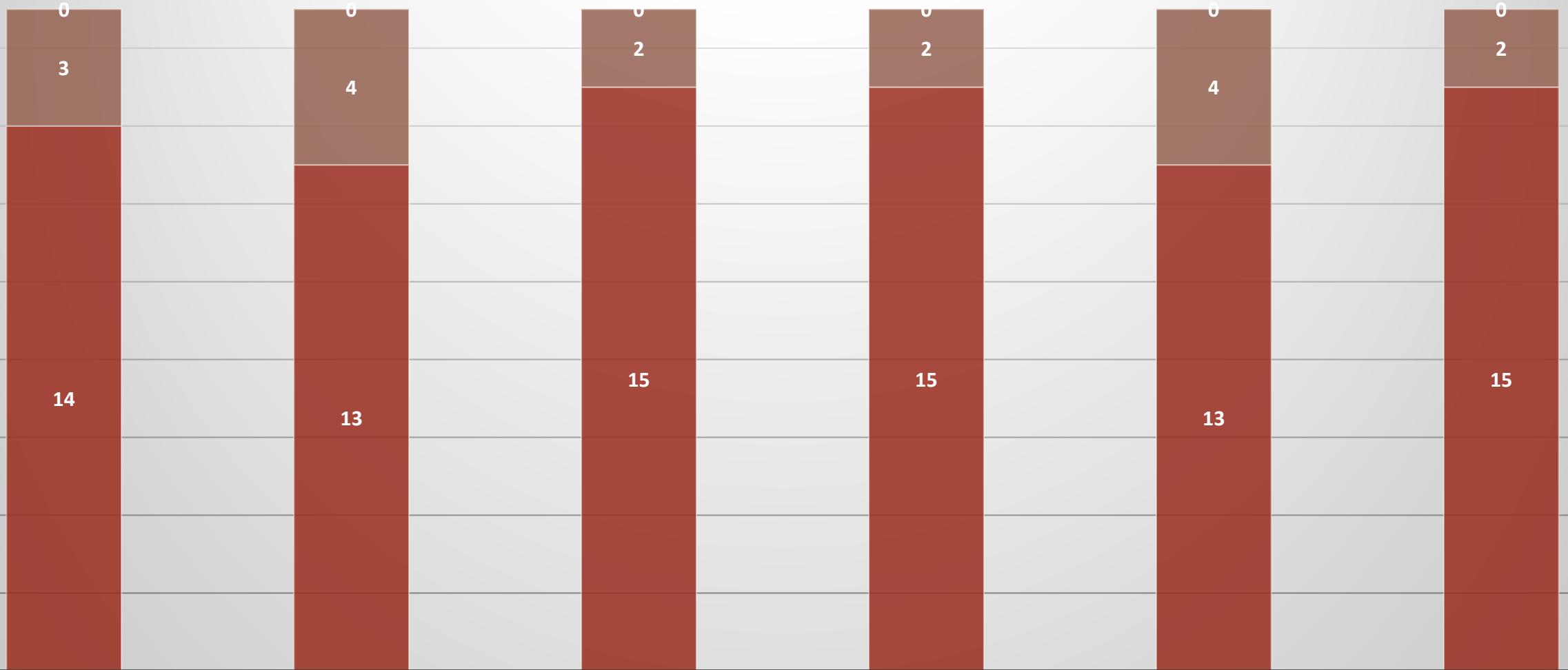


# Main Services

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- Blackboard Support, **76%**
- Technical Support & Ongoing WebEx Support, **63%**
- Syllabus Review, **59%**

# Customer Service, Instructional Design



ABILITY TO MEET YOUR NEEDS

ABILITY TO ANSWER YOUR  
QUESTIONS

ATTITUDE

TIMELINESS

QUALITY OF DELIVERABLES

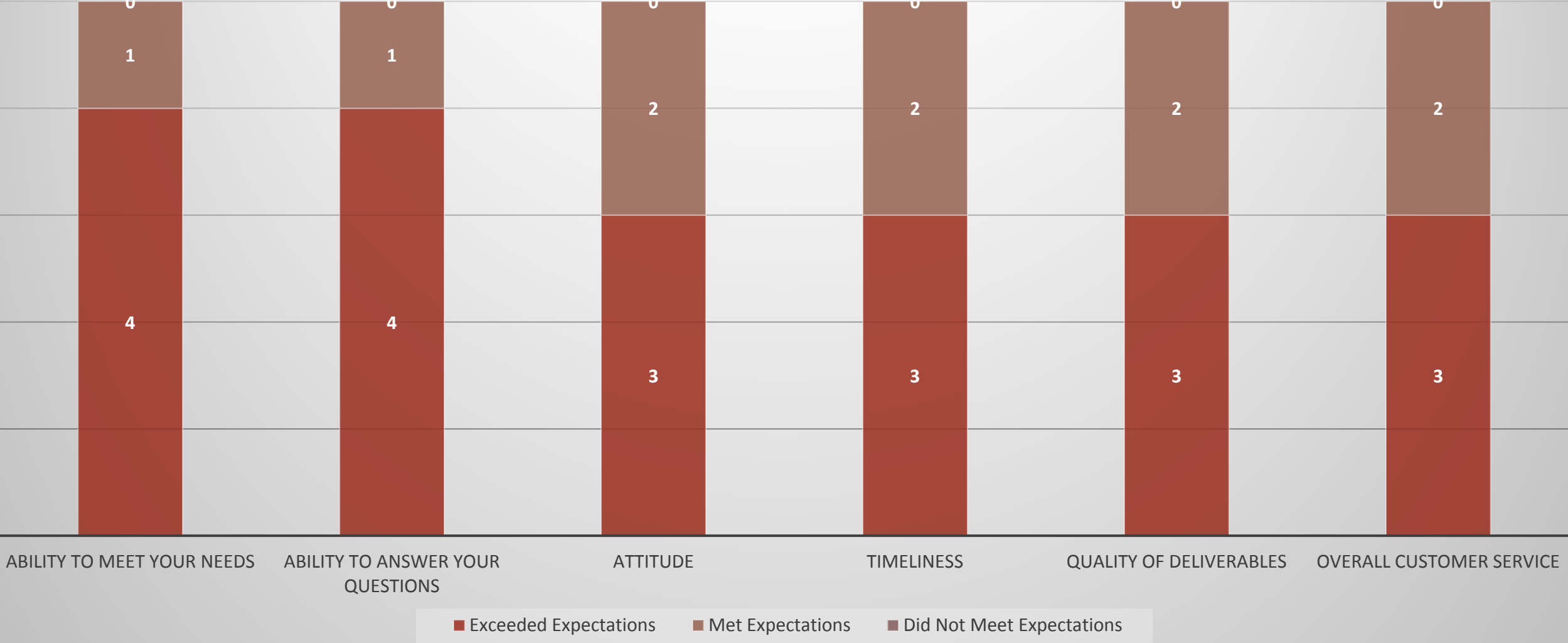
OVERALL CUSTOMER SERVICE

■ Exceeded Expectations

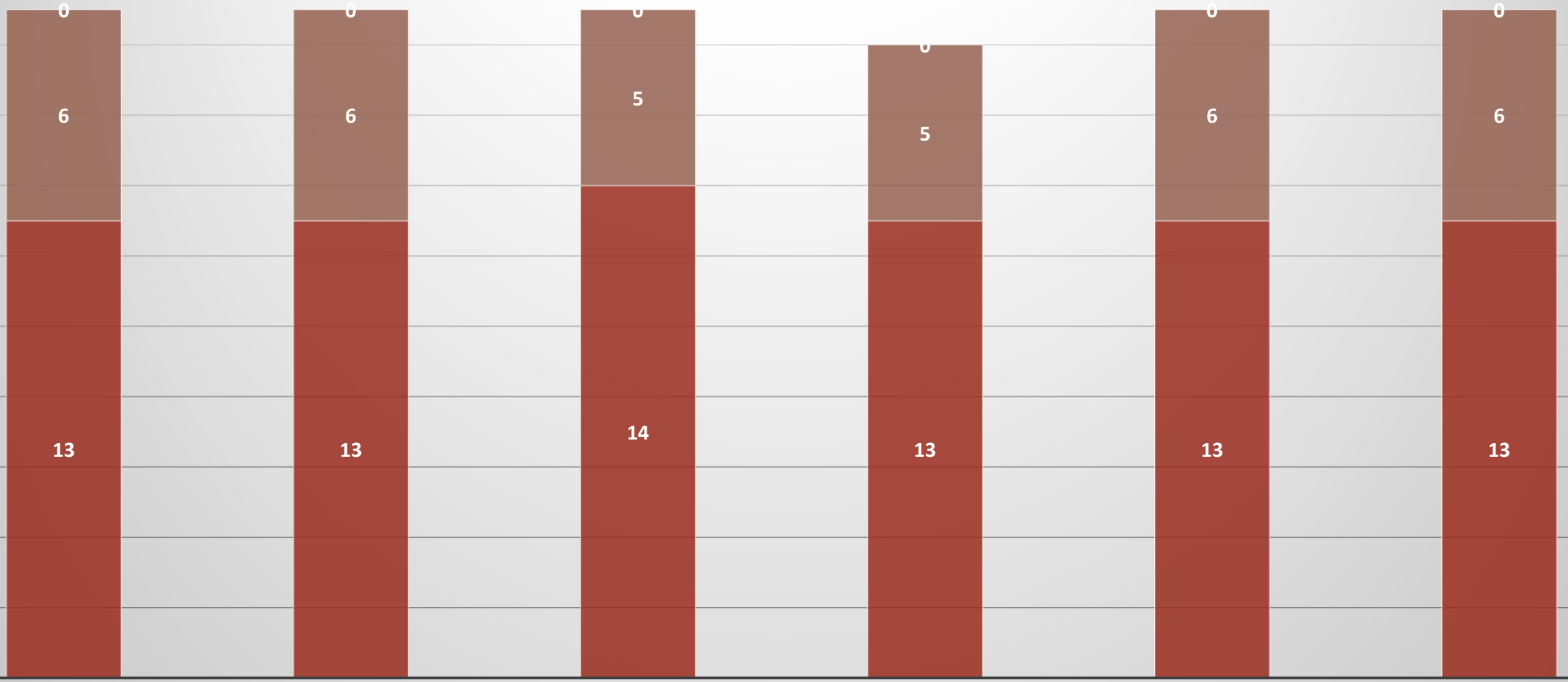
■ Met Expectations

■ Did Not Meet Expectations

# Customer Service, Video Production



# Customer Service, Technical Support



ABILITY TO MEET YOUR NEEDS

ABILITY TO ANSWER YOUR QUESTIONS

ATTITUDE

TIMELINESS

QUALITY OF DELIVERABLES

OVERALL CUSTOMER SERVICE

■ Exceeded Expectations   ■ Met Expectations   ■ Did Not Meet Expectations



# Improving Services

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- Customer Service, across all services
  - “Ability to answer your questions”
  - “Quality of deliverables”

# Conclusions

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- **96%** were extremely likely or likely to recommend our services