

Topic: Client Satisfaction Index

Question by: Melanie Savard

Jurisdiction: Corporations Canada

Date: October 22, 2020

Jurisdiction	Question(s)
	At Corporations Canada we are currently working on implementing a Client Satisfaction index that would indicate the overall customer satisfaction at CC. Has anyone else done this already? If so, could you elaborate on the characteristics? Any tips?
Manitoba	
Corporations Canada	
Alabama	
Alaska	
Arizona	
Arkansas	
California	
Colorado	
Connecticut	
Delaware	
District of Columbia	
Florida	
Georgia	
Hawaii	
Idaho	
Illinois	
Indiana	
Iowa	

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Kansas	
Kentucky	
Louisiana	<p>Here in Louisiana, we use ?Survey Monkey? in connection with our online filing system. ?Survey Monkey? is a 3rd party service implemented by our I.T. Department. The option to use it, pops up at the end of every online filing, after checkout. It is not required, the filer can opt out, but if the customer chooses to proceed, they can comment and give feedback on their online filing experience. It is not long, just a few questions, and it gives them a field to write comments in. It also allows them to give their contact information, should we wish to reach out concerning their remarks. The feedback is monitored by a member of our staff.? Presently, the questions are:</p> <p>*1. Were you able to find the information you needed? Yes or No button*</p> <p>*2. If not, what information were you unable to find? Blank field to comment (this is where they add any comments regarding the site, customer service, issues, etc...*</p> <p>*3. Would you recommend this portal to a friend or associate? Yes or No button *</p> <p>*4. Contact information: Name, Company, Email address and Phone number fields*</p>
Maine	

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<p>Maryland</p>	<p>I'm a bit delayed in responding to this one, but all agencies in Maryland do have a uniform customer satisfaction survey, which was part of Governor Hogan's customer service initiative implemented in 2015. All state employees have it embedded in their email signature (mine included), but you can also access it here: https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.doit.state.md.us%2Fselectsurvey%2FTakeSurvey.aspx%3Fagencycode%3DSDAT%26SurveyID%3D86M2956%23&data=04%7C01%7Cpviverto%40azsos.gov%7Cf300bad43271435002bf08d897dc9800%7Cb4494a03f26d475dba4139871e763531%7C1%7C0%7C637426321001372868%7CUnknown%7CTWFpbGZsb3d8eyJWljoimc4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IjEhaWwiLCJXVCi6Mn0%3D%7C1000&sd=AMTv%2Fib2wbn%2BBrvJkuisYTs6l%2FN%2BRj7kaUDYb3naOte%3D&reserved=0. On that page, there is also a link to the governor's customer service promise, which might have some more information you're interested in.</p> <p>We are currently procuring a new VoIP provider, which we expect to allow automated feedback surveys after customers speak with our call center.</p> <p>We also have cards for customers to fill out when they visit in-person, which is embedded below.</p> <p>[image: Customer Service Feedback Card (1).PNG]</p>
<p>Massachusetts</p>	
<p>Michigan</p>	<p>In Michigan, we have a Survey Monkey Customer Satisfaction Survey that is focused on obtaining customer satisfaction information regarding our call center staff. The survey is available at: https://nam12.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.surveymonkey.com%2Ffr%2F%3Fsm%3D6xm5MPJ0tZ28TMSNk0z4Eg%253d%253d&data=04%7C01%7Cpviverto%40azsos.gov%7C93eb6bc4bc6e460635fe08d876c88f3d%7Cb4494a03f26d475dba4139871e763531%7C1%7C0%7C637389951366834042%7CUnknown%7CTWFpbGZsb3d8eyJWljoimc4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IjEhaWwiLCJXVCi6Mn0%3D%7C2000&sd=NXFVxbWgbiSqseV5JdYigyQqjOeMRp0RIBCL3ybT%2BzA%3D&reserved=0.</p> <p>Since Louisiana and Oregon have indicated that they use Survey Monkey as well, could you please share your Survey Monkey questions with us?</p>
<p>Minnesota</p>	
<p>Mississippi</p>	
<p>Missouri</p>	
<p>Montana</p>	
<p>Nebraska</p>	

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Nevada	
New Hampshire	
New Jersey	
New Mexico	
New York	
North Carolina	
North Dakota	

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<p>Ohio</p>	<p>In Ohio we have a brief customer satisfaction survey available for all customers at the end of a call with our call center. At the end of the call we tell the callers there will be a brief survey. The caller is then transferred to an automated survey. The script and 3 questions are as follows:</p> <p>Self-Rated Satisfaction Survey Intro Your feedback is important to us. Please take a few minutes to complete this survey...</p> <p>Question 1 Did you find the assistance you received today helpful?</p> <p>Question 2 Would you recommend the use of the Business Services Helpdesk to a friend or colleague?</p> <p>Question 3 Overall, are you satisfied with the service you received today?</p> <p>Responses Please press 1 if you Strongly Agree, press 2 if you Agree, press 3 if you Don't Agree or Disagree, press 4 if you Disagree or press 5 if you Strongly Disagree.</p> <p>Close Thank you for participating in the survey. The results will be reviewed by the Ohio Secretary of State's office in order to improve our services to you. Good bye.</p>
<p>Oklahoma</p>	
<p>Oregon</p>	<p>In Oregon, we provide customers using our online application to file or renew with an optional survey (also using Survey Monkey) at the end of their transaction(s). We follow up with users who articulated problems and left contact information.</p> <p>In addition, we do a month-long survey of all customers at least once per year. This helps us satisfy a key performance objective related to our budget.</p>
<p>Pennsylvania</p>	
<p>Rhode Island</p>	

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South Carolina	
South Dakota	
Tennessee	
Texas	
Utah	
Vermont	
Virginia	
Washington	
West Virginia	
Wisconsin	
Wyoming	

Additional comments:

Full text of email:

Good afternoon,
 At Corporations Canada we are currently working on implementing a Client Satisfaction index that would indicate the overall customer satisfaction at CC. Has anyone else done this already? If so, could you elaborate on the characteristics? Any tips?
 Thank you!

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[https://nam12.safelinks.protection.outlook.com/?url=http%3A%2F%2Ficweb.ic.gc.ca%2Fic%2Fsite%2Fpt-te.nsf%2Fvwimages%2FISED-ISDE-55e.jpg%2F%24file%2FISED-ISDE-55e.jpg&data=04%7C01%7Cpviverto%40azsos.gov%7C54f0747b538b48e735e208d876b96c35%7Cb4494a03f26d475dba4139871e763531%7C1%7C0%7C637389886493524173%7CUnknown%7CTWFPbGZsb3d8eyJWljoimc4wLjAwMDAiLCJQljoiv2luMzliLCJBTil6lk1haWwiLCJXVC I6Mn0%3D%7C2000&data=qbymCFE%2BX6uFp%2Fyx%2FjpsX9AwNKqQxv%2FJx40Jh3ivcqq%3D&reserved=0]