Texas Connection Consortium

Customer Satisfaction Workgroup Update

5/26/2022

2022 ANNUAL CONFERENCE

Agenda

- Customer Satisfaction Workgroup Members
- Background & Timeline
- High Level Results of Initial Survey
- Initial Use of Results
- Open Discussion

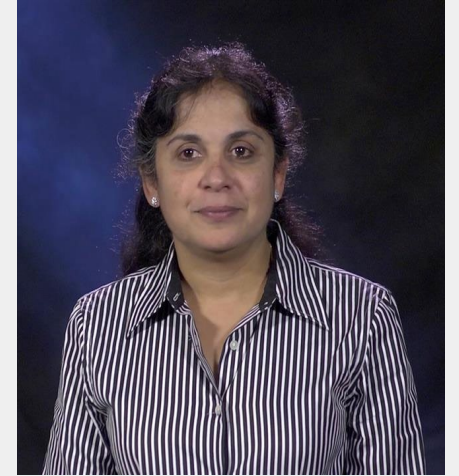# Customer Satisfaction Workgroup

Brian Jackson - ASU
IT

Alexa Galle - TTUHSC
Finance Systems

Elaine Beach - ASU
IT

Julian Hooker - TTU
IT

Jayashree Iyengar - UTSA
IT

David Gascich - Ellucian
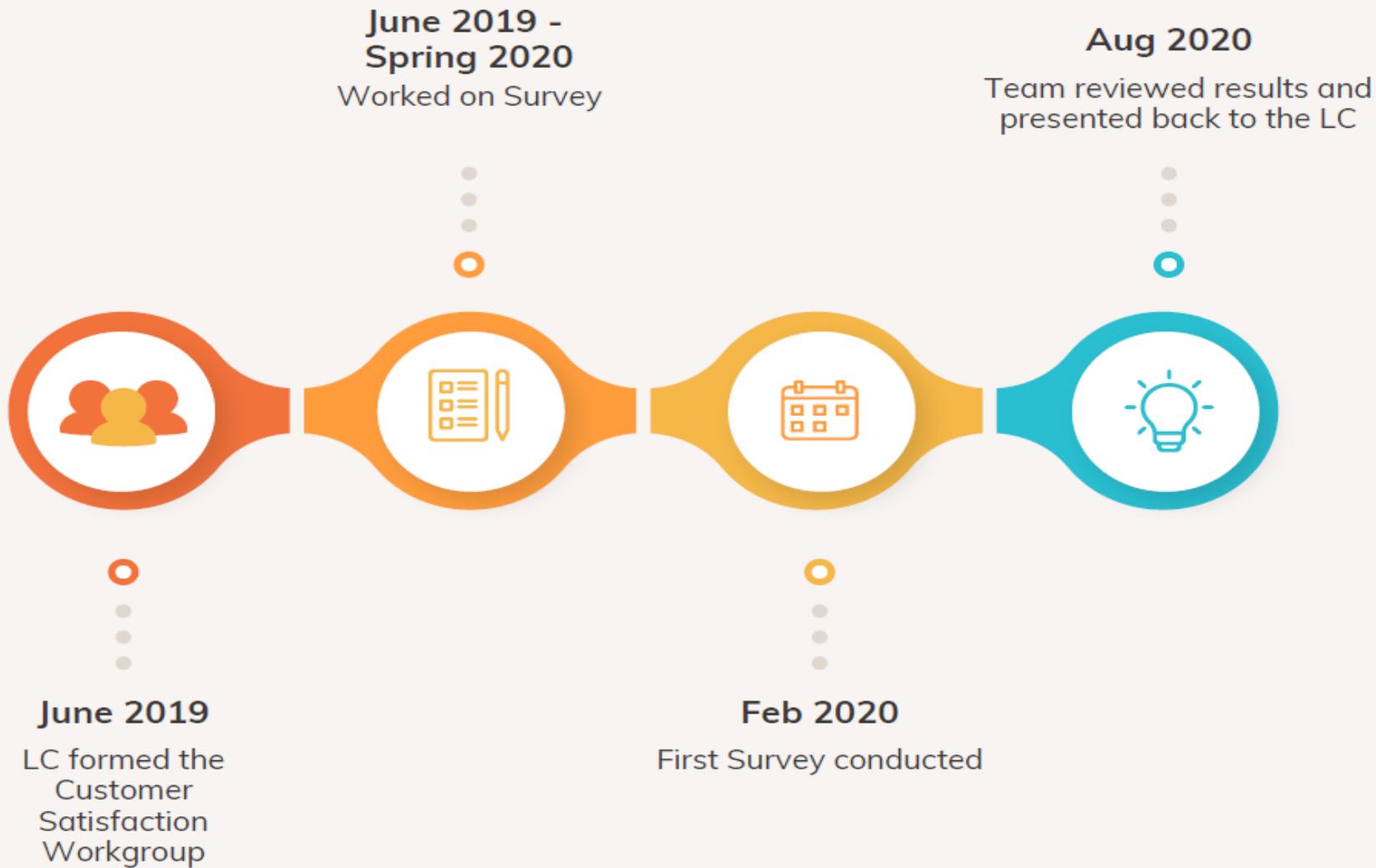Software Engineering Manager

Chad Greeson - Ellucian
Customer Success Manager

Christy Albrecht - Ellucian
Data Analyst

Background & Timeline

June 2019 - Spring 2020
Worked on Survey

Aug 2020
Team reviewed results and presented back to the LC

June 2019
LC formed the Customer Satisfaction Workgroup
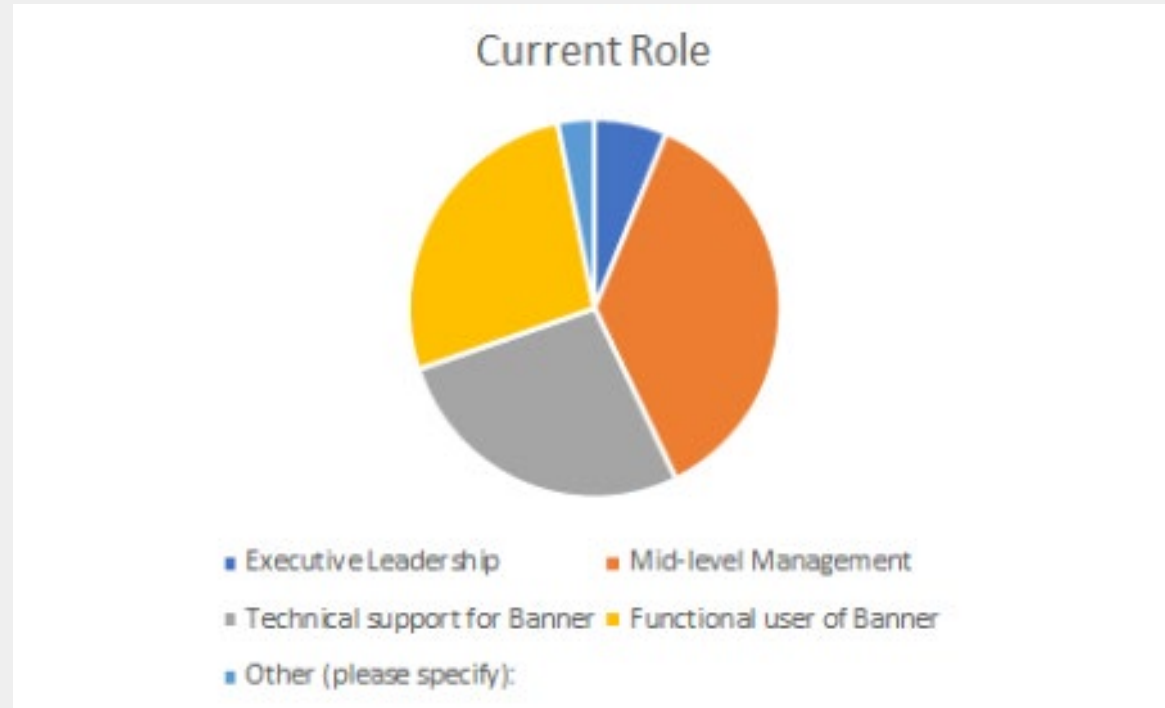
Feb 2020
First Survey conducted

High Level Results of Initial Survey

- Survey went to **655** recipients from every membership role
- **126** responses (response rate of **19%**)

- **Feedback Highlights:**
  - Onboarding
  - Voting Process
  - Community (Texas Connection Forum)
  - Use of TCC Center

High Level Results of Initial Survey

Current Role

- Executive Leadership
- Mid-level Management
- Technical support for Banner
- Functional user of Banner
- Other (please specify):

- **67%** of all institutions responded
- **72%** Were knowledgeable of the TCC

- **81%** Attended the TCC Conference
- **97%** Would recommend attending the TCC Conference

High Level Results on Initial Survey (cont.)

Onboarding

- Lack of overall TCC knowledge and awareness of services
- Need for more training on roles and responsibilities
- Need more interaction between members and the Leadership Council
- Need more information on participation opportunities within the consortium

Voting Process

- Improve overall voting process to increase institutional engagement and participation
- Process is an effective, but could benefit with some adjustments and additional awareness

High Level Results on Initial Survey (cont.)

Community

- General awareness and use
- Difficulty finding information within TCC forum (Texas Connection - Private)

Use of TCC Center

- Overall satisfaction and responsiveness level was positive
- Some mixed responses regarding the release cadence and quality of the releases
- Most institutions applied new releases within 3 months

Initial Use of Results

Onboarding - Draft of Handbook
- Consortium Information
- Membership Fees, Benefits, Participation
- Contract Administration
- Organizational Structure and Roles
- Product Coordinators and Member Reps
- Committees and Workgroups
- Contract Administration
- Vendor Information
- Community
- Process and Procedures

Voting Process
- Create Workgroup for Review of this process
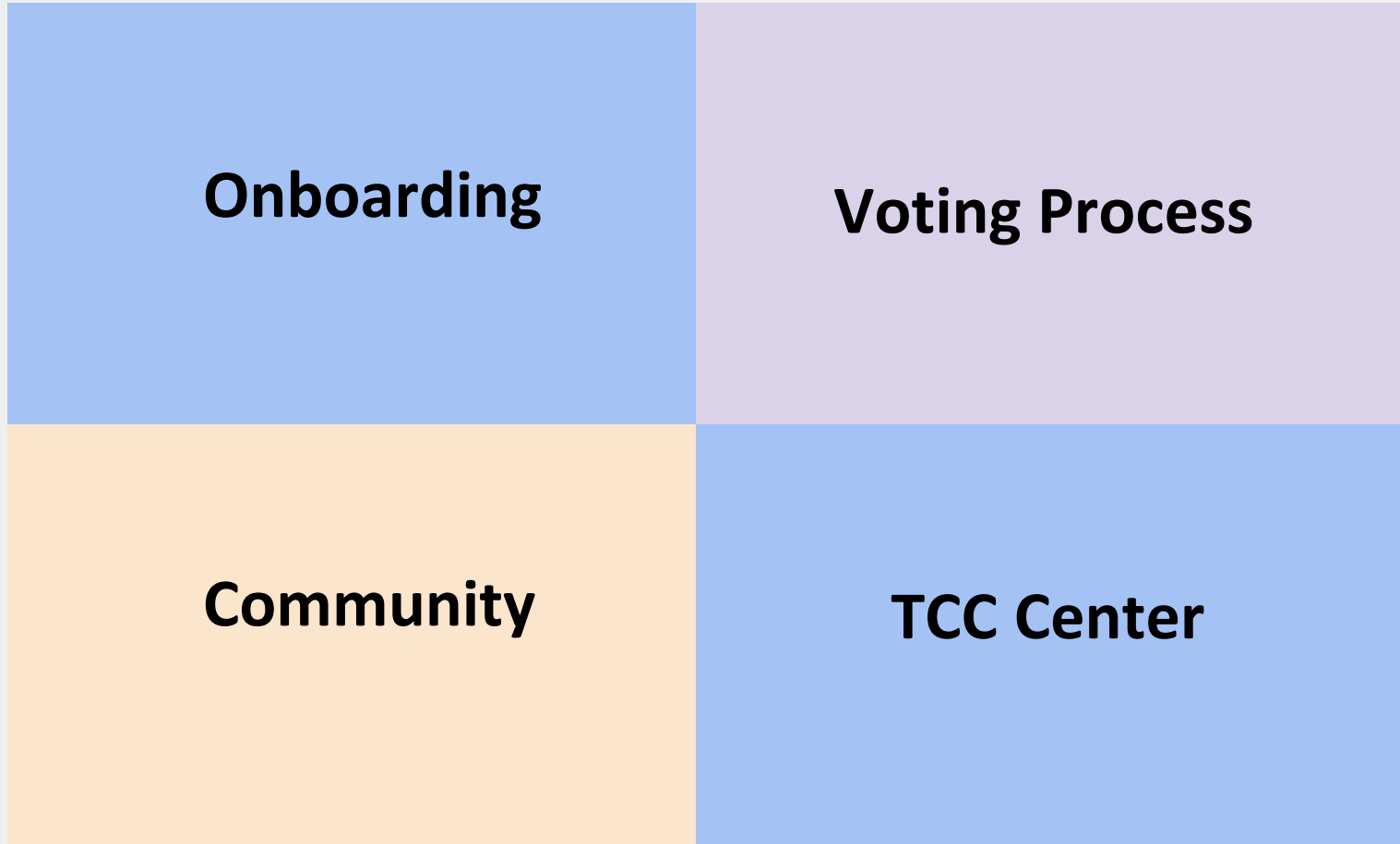
Thank you!

Feel free to reach out if you have questions or additional comments:
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