Customer Satisfaction and Laptops Managed with Microsoft Intune!

Kirk,Jim
Director, Digital Innovation & Technology

Published 5/28/2021

Colleagues,

This week's technology update will cover the following topics...

- [Customer Satisfaction Survey Results for April](#)
- [More Laptops Around the Corner](#)
- [Modern Management with Microsoft Intune](#)
- [Kudos Corner](#)
- [Doggos Corner](#)

I wasn't sure where to sneak this anecdote into the weekly blog so I'll just drop it here. It was an exciting week for me as I received my first vaccination on Tuesday. I have to give props and thanks to Public Health who just did a phenomenal job with the clinic I attended. Everyone was very nice and reassuring and the process was very efficient. I left the clinic with a smile on my face and a renewed sense of hope. #getvaccinated✌️
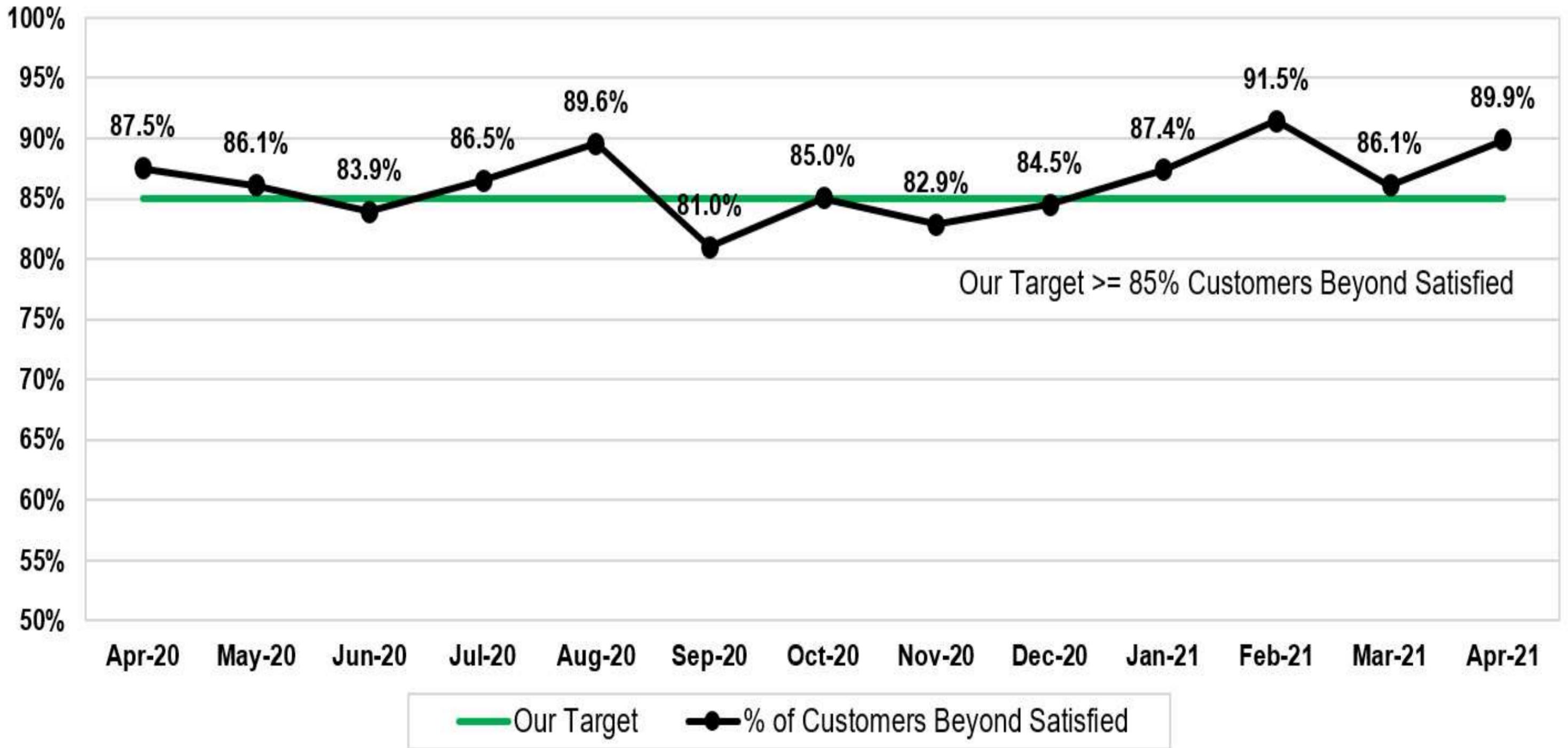
Customer Satisfaction Survey Results for April!

Erin Tramble did the math on our Customer Satisfaction results from April and 89.9% of customers surveyed were beyond satisfied with their support experience. The 13-month rolling trend shows us that this is a slight boost over our performance from this period last year.

Well done team. This particular snapshot in time will be interesting to look back on some day so we can remember that during some of the most difficult times of our career (thanks COVID-19), we were still focused on delivering the best customer experience possible.

🖖

The Percentage of Customers *Beyond* Satisfied

Our Target >= 85% Customers Beyond Satisfied

Data points: Apr-20: 87.5%, May-20: 86.1%, Jun-20: 83.9%, Jul-20: 86.5%, Aug-20: 89.6%, Sep-20: 81.0%, Oct-20: 85.0%, Nov-20: 82.9%, Dec-20: 84.5%, Jan-21: 87.4%, Feb-21: 91.5%, Mar-21: 86.1%, Apr-21: 89.9%

Legend: Our Target — % of Customers Beyond Satisfied

More Laptops Around the Corner

I wasn't kidding when I previously reported that the College was going to continue investing in mobile technology for staff and faculty. Here is an update on our recent purchase. We've already moved ~225 new Dell Latitude 5310 2-in-1s through our staging process.

That's ripping them off the pallet, unboxing them, configuring them with a College image and our new device management platform (Microsoft InTune) and getting them ready to be shipped to their new owners. Fortunately, we've optimized the imaging process and each machine takes about 20 minutes!

Kudos to Mark Rodgers at Strait Area Campus for getting us many steps closer to the deployment of more tech! Props to Ryan Clancey in Core Services for helping to optimize the imaging process!
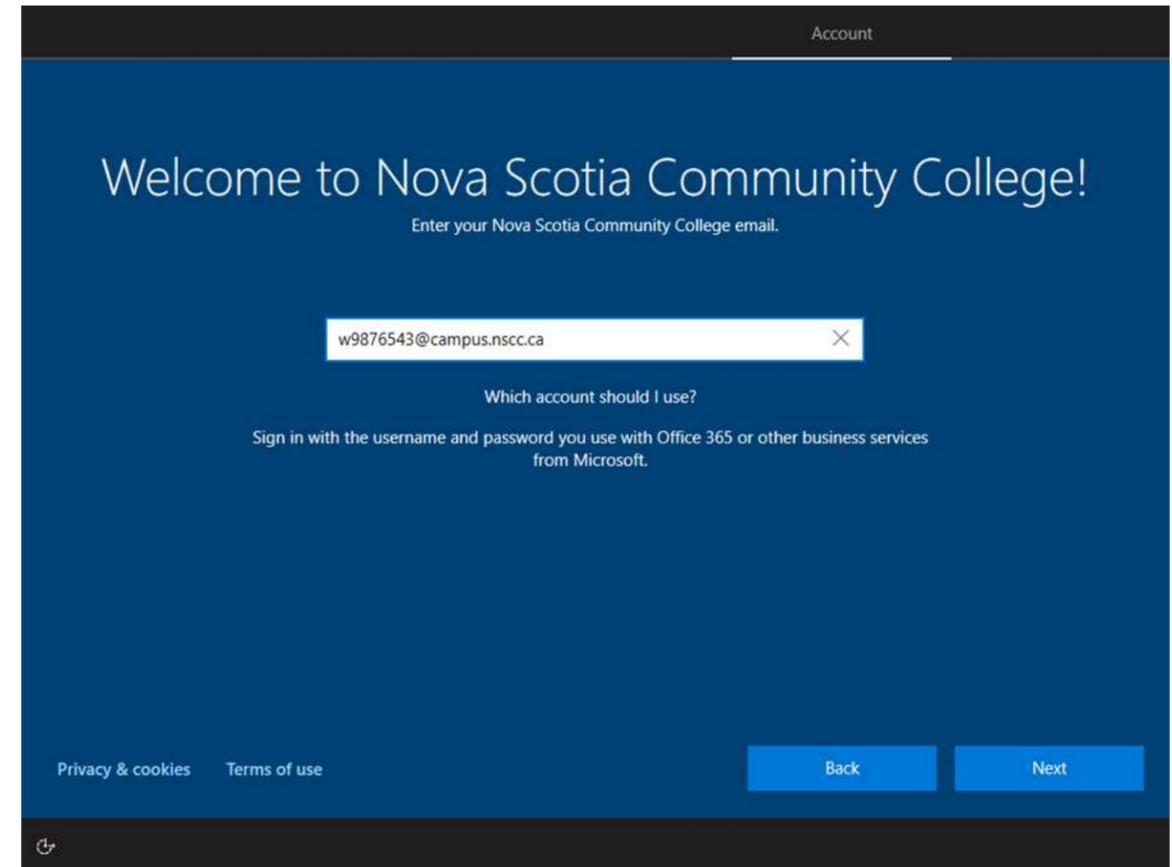
Modern Management with Microsoft Intune

The pandemic created some forced acceleration around many of the tools and technologies we use to deliver services to the College Community. One that I've talked about before is our use of Microsoft Intune for the management of the College's mobile devices. Intune creates a consistent experience whether you're on campus or working from home.

Password sync is no longer an issue and you'll be able to self-serve install College applications. A feature called Autopilot provides a neat "retail experience" when you take it out of the box and setup Windows for the 1st time.

This tech will create opportunities to further modernize PC ordering at the College with the potential that a future PC order could get shipped directly from Dell to you!
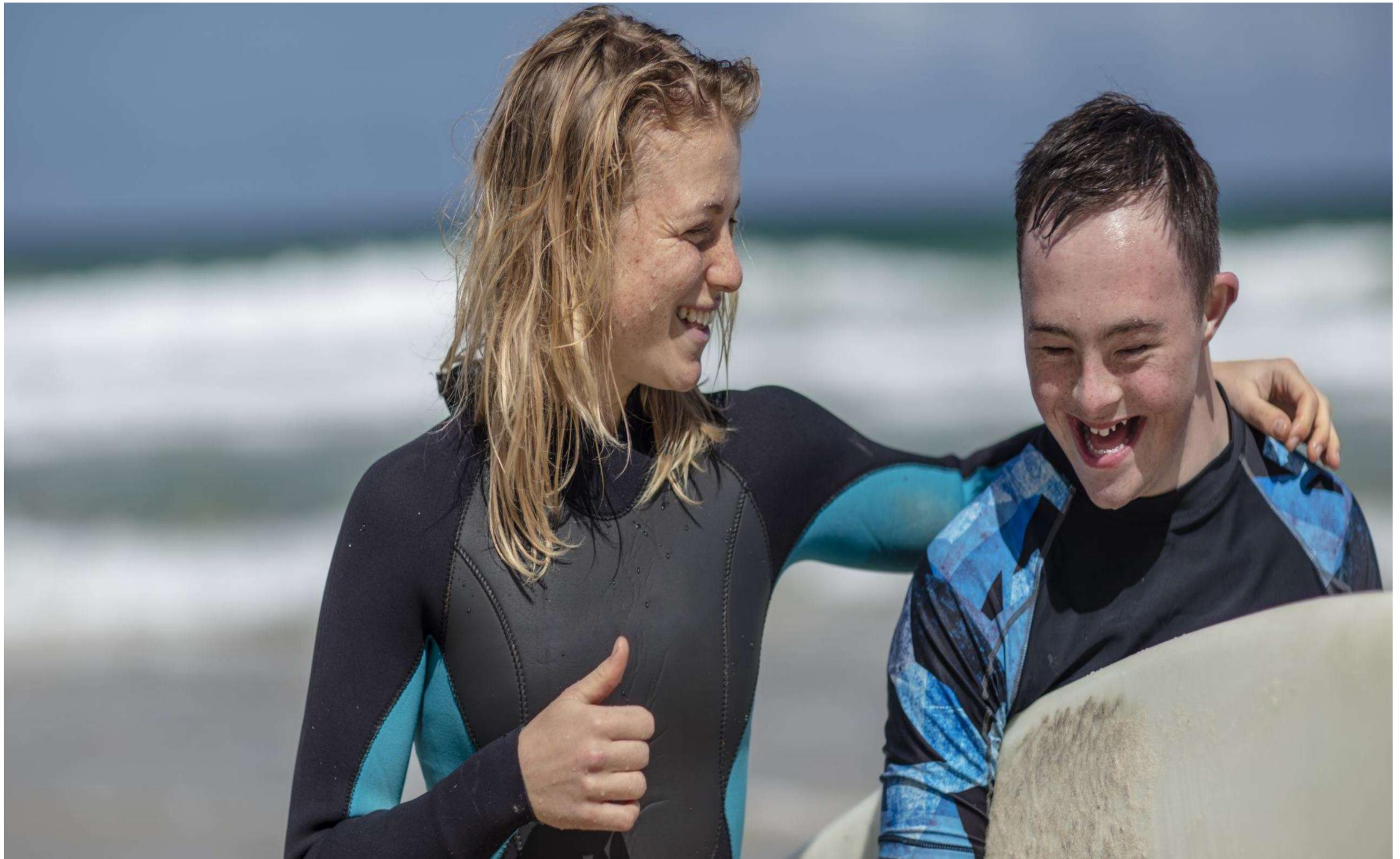
Kudos Corner

DPX continues to support the institution's needs to present critical information in intuitive and effective ways. This week's kudos speaks to their efforts in supporting the refresh of [tuition](#) and [fees](#) information on [nscc.ca](#)!

The DPX team has been a fantastic partner in moving this significant work forward. In addition to the web enhancements, this was a complete rebuild of an old system that tracked and stored program costs and fees. This has positioned us well for evolving this work in the future.

CSAT Comment of the Week!

From a colleague in Libraries and Learning Commons regarding the support provided by Randy Sweeting...

Randy responds quickly to all our Service Desk tickets and resets library laptops right away. This helps us keep up with demand for laptops from students. Randy even helped us streamline the service which has been a huge help. We couldn't run a successful laptop loan program without his expertise!

Doggos Corner

Please take a moment and [submit a picture of your fur baby](#) via our Photo Submission Form!