

Statewide Customer Service Survey - Reporting Matrix								
County:		Santa Cruz - San Benito Regional	FFY 2019-20: Annual Total					
Contact Person		Lisa Andersen 831-454-3707						
			By Phone with Child Support Professional			Customer Connect		
			Months With Responses: 12 of 12			Months With Responses: Varies from 0 to 11		
	Core Value	Question	Number of Responses	Avg. Score	Months	Number of Responses	Avg. Score	Months
Q2	Courtesy & Professionalism	The Child Support Professional I spoke with treated me with respect.	355	4.17	12	44	3.51	10
Q3	Quality, Efficiency, and Problem Solving	The Child Support Professional was knowledgeable and responsive to my questions.	355	3.86	12	44	3.08	10
Q4	Quality, Efficiency, and Problem Solving	The Child Support Professional I spoke with provided me with the process or next steps as it pertains to my case.	352	3.82	12	44	3.29	10
Q5	Timeliness	The response time from my Child Support Professional was reasonable.	353	3.62	12	45	3.35	11
Q6	Satisfaction of Experience	Please rate your most recent experience.	354	3.85	12	44	3.41	10
Q7	Accessibility	It was convenient and easy to access a Child Support Professional.	353	3.62	12	0	0.00	0
Q8	Accessibility	It was convenient and easy to access the child support information I needed.	276	3.56	12	0	0.00	0

Statewide Customer Service Survey - Report							
County:		Santa Cruz - San Benito Regional		2019 10 OCT			
Contact Person		Lisa Andersen 831-454-3707					
				By Phone with Child Support Professional		Customer Connect	
	Core Value	Question		Number of Responses	Avg. Score	Number of Responses	Avg. Score
Q2	Courtesy & Professionalism	The Child Support Professional I spoke with treated me with respect.		20	4.20	2	3.00
Q3	Quality, Efficiency, and Problem Solving	The Child Support Professional was knowledgeable and responsive to my questions.		20	3.85	2	4.50
Q4	Quality, Efficiency, and Problem Solving	The Child Support Professional I spoke with provided me with the process or next steps as it pertains to my case.		19	3.74	2	5.00
Q5	Timeliness	The response time from my Child Support Professional was reasonable.		20	2.85	2	5.00
Q6	Satisfaction of Experience	Please rate your most recent experience.		20	3.55	2	4.50
Q7	Accessibility	It was convenient and easy to access a Child Support Professional.		20	2.85	0	0.00
Q8	Accessibility	It was convenient and easy to access the child support information I needed.		13	3.31	0	0.00

Statewide Customer Service Survey - Report							
County:		Santa Cruz - San Benito Regional		2019 11 NOV			
Contact Person		Lisa Andersen 831-454-3707					
				By Phone with Child Support Professional		Customer Connect	
	Core Value	Question		Number of Responses	Avg. Score	Number of Responses	Avg. Score
Q2	Courtesy & Professionalism	The Child Support Professional I spoke with treated me with respect.		16	4.25	0	0.00
Q3	Quality, Efficiency, and Problem Solving	The Child Support Professional was knowledgeable and responsive to my questions.		16	4.31	0	0.00
Q4	Quality, Efficiency, and Problem Solving	The Child Support Professional I spoke with provided me with the process or next steps as it pertains to my case.		16	4.25	0	0.00
Q5	Timeliness	The response time from my Child Support Professional was reasonable.		16	3.56	0	0.00
Q6	Satisfaction of Experience	Please rate your most recent experience.		16	4.19	0	0.00
Q7	Accessibility	It was convenient and easy to access a Child Support Professional.		16	3.56	0	0.00
Q8	Accessibility	It was convenient and easy to access the child support information I needed.		14	3.43	0	0.00

Statewide Customer Service Survey - Report							
County:		Santa Cruz - San Benito Regional		2019 12 DEC			
Contact Person		Lisa Andersen 831-454-3707					
				By Phone with Child Support Professional		Customer Connect	
	Core Value	Question		Number of Responses	Avg. Score	Number of Responses	Avg. Score
Q2	Courtesy & Professionalism	The Child Support Professional I spoke with treated me with respect.		25	4.52	2	2.50
Q3	Quality, Efficiency, and Problem Solving	The Child Support Professional was knowledgeable and responsive to my questions.		24	3.88	2	1.00
Q4	Quality, Efficiency, and Problem Solving	The Child Support Professional I spoke with provided me with the process or next steps as it pertains to my case.		23	4.00	2	3.00
Q5	Timeliness	The response time from my Child Support Professional was reasonable.		25	3.80	2	2.00
Q6	Satisfaction of Experience	Please rate your most recent experience.		24	4.04	2	3.00
Q7	Accessibility	It was convenient and easy to access a Child Support Professional.		25	3.80	0	0.00
Q8	Accessibility	It was convenient and easy to access the child support information I needed.		20	3.95	0	0.00

Statewide Customer Service Survey - Report							
County:		Santa Cruz - San Benito Regional		2020 01 JAN			
Contact Person		Lisa Andersen 831-454-3707					
				By Phone with Child Support Professional		Customer Connect	
	Core Value	Question		Number of Responses	Avg. Score	Number of Responses	Avg. Score
Q2	Courtesy & Professionalism	The Child Support Professional I spoke with treated me with respect.		27	3.96	3	2.33
Q3	Quality, Efficiency, and Problem Solving	The Child Support Professional was knowledgeable and responsive to my questions.		27	3.56	3	1.67
Q4	Quality, Efficiency, and Problem Solving	The Child Support Professional I spoke with provided me with the process or next steps as it pertains to my case.		27	3.52	3	1.67
Q5	Timeliness	The response time from my Child Support Professional was reasonable.		27	3.48	3	2.33
Q6	Satisfaction of Experience	Please rate your most recent experience.		27	3.59	3	2.00
Q7	Accessibility	It was convenient and easy to access a Child Support Professional.		27	3.48	0	0.00
Q8	Accessibility	It was convenient and easy to access the child support information I needed.		22	3.41	0	0.00

Statewide Customer Service Survey - Report							
County:		Santa Cruz - San Benito Regional		2020 02 FEB			
Contact Person		Lisa Andersen 831-454-3707					
				By Phone with Child Support Professional		Customer Connect	
	Core Value	Question		Number of Responses	Avg. Score	Number of Responses	Avg. Score
Q2	Courtesy & Professionalism	The Child Support Professional I spoke with treated me with respect.		20	3.70	0	0.00
Q3	Quality, Efficiency, and Problem Solving	The Child Support Professional was knowledgeable and responsive to my questions.		20	3.50	0	0.00
Q4	Quality, Efficiency, and Problem Solving	The Child Support Professional I spoke with provided me with the process or next steps as it pertains to my case.		20	3.10	0	0.00
Q5	Timeliness	The response time from my Child Support Professional was reasonable.		19	3.21	1	1.00
Q6	Satisfaction of Experience	Please rate your most recent experience.		20	3.55	0	0.00
Q7	Accessibility	It was convenient and easy to access a Child Support Professional.		19	3.21	0	0.00
Q8	Accessibility	It was convenient and easy to access the child support information I needed.		14	3.21	0	0.00

Statewide Customer Service Survey - Report							
County:		Santa Cruz - San Benito Regional		2020 03 MAR			
Contact Person		Lisa Andersen 831-454-3707					
				By Phone with Child Support Professional		Customer Connect	
	Core Value	Question		Number of Responses	Avg. Score	Number of Responses	Avg. Score
Q2	Courtesy & Professionalism	The Child Support Professional I spoke with treated me with respect.		20	3.70	5	3.80
Q3	Quality, Efficiency, and Problem Solving	The Child Support Professional was knowledgeable and responsive to my questions.		20	3.30	5	3.00
Q4	Quality, Efficiency, and Problem Solving	The Child Support Professional I spoke with provided me with the process or next steps as it pertains to my case.		20	3.40	5	3.20
Q5	Timeliness	The response time from my Child Support Professional was reasonable.		20	3.00	5	3.20
Q6	Satisfaction of Experience	Please rate your most recent experience.		20	3.00	5	3.40
Q7	Accessibility	It was convenient and easy to access a Child Support Professional.		20	3.00	0	0.00
Q8	Accessibility	It was convenient and easy to access the child support information I needed.		16	3.06	0	0.00

Statewide Customer Service Survey - Report							
County:		Santa Cruz - San Benito Regional		2020 04 APR			
Contact Person		Lisa Andersen 831-454-3707					
				By Phone with Child Support Professional		Customer Connect	
	Core Value	Question		Number of Responses	Avg. Score	Number of Responses	Avg. Score
Q2	Courtesy & Professionalism	The Child Support Professional I spoke with treated me with respect.		37	4.08	5	4.60
Q3	Quality, Efficiency, and Problem Solving	The Child Support Professional was knowledgeable and responsive to my questions.		37	3.65	5	3.80
Q4	Quality, Efficiency, and Problem Solving	The Child Support Professional I spoke with provided me with the process or next steps as it pertains to my case.		36	3.72	5	4.00
Q5	Timeliness	The response time from my Child Support Professional was reasonable.		37	3.81	5	4.40
Q6	Satisfaction of Experience	Please rate your most recent experience.		37	3.95	5	4.20
Q7	Accessibility	It was convenient and easy to access a Child Support Professional.		37	3.81	0	0.00
Q8	Accessibility	It was convenient and easy to access the child support information I needed.		30	3.63	0	0.00

Statewide Customer Service Survey - Report							
County:		Santa Cruz - San Benito Regional		2020 05 MAY			
Contact Person		Lisa Andersen 831-454-3707					
				By Phone with Child Support Professional		Customer Connect	
	Core Value	Question		Number of Responses	Avg. Score	Number of Responses	Avg. Score
Q2	Courtesy & Professionalism	The Child Support Professional I spoke with treated me with respect.		31	4.00	4	3.75
Q3	Quality, Efficiency, and Problem Solving	The Child Support Professional was knowledgeable and responsive to my questions.		31	3.81	4	3.50
Q4	Quality, Efficiency, and Problem Solving	The Child Support Professional I spoke with provided me with the process or next steps as it pertains to my case.		31	3.74	4	3.25
Q5	Timeliness	The response time from my Child Support Professional was reasonable.		30	3.77	4	3.75
Q6	Satisfaction of Experience	Please rate your most recent experience.		31	3.84	4	3.50
Q7	Accessibility	It was convenient and easy to access a Child Support Professional.		30	3.77	0	0.00
Q8	Accessibility	It was convenient and easy to access the child support information I needed.		25	3.72	0	0.00

Statewide Customer Service Survey - Report							
County:		Santa Cruz - San Benito Regional		2020 06 JUN			
Contact Person		Lisa Andersen 831-454-3707					
				By Phone with Child Support Professional		Customer Connect	
	Core Value	Question		Number of Responses	Avg. Score	Number of Responses	Avg. Score
Q2	Courtesy & Professionalism	The Child Support Professional I spoke with treated me with respect.		43	4.70	7	3.71
Q3	Quality, Efficiency, and Problem Solving	The Child Support Professional was knowledgeable and responsive to my questions.		44	4.30	7	2.71
Q4	Quality, Efficiency, and Problem Solving	The Child Support Professional I spoke with provided me with the process or next steps as it pertains to my case.		44	4.25	7	2.14
Q5	Timeliness	The response time from my Child Support Professional was reasonable.		43	4.26	7	3.86
Q6	Satisfaction of Experience	Please rate your most recent experience.		44	4.34	7	3.00
Q7	Accessibility	It was convenient and easy to access a Child Support Professional.		43	4.26	0	0.00
Q8	Accessibility	It was convenient and easy to access the child support information I needed.		32	4.06	0	0.00

Statewide Customer Service Survey - Report							
County:		Santa Cruz - San Benito Regional		2020 07 JUL			
Contact Person		Lisa Andersen 831-454-3707					
				By Phone with Child Support Professional		Customer Connect	
	Core Value	Question		Number of Responses	Avg. Score	Number of Responses	Avg. Score
Q2	Courtesy & Professionalism	The Child Support Professional I spoke with treated me with respect.		52	4.42	7	3.57
Q3	Quality, Efficiency, and Problem Solving	The Child Support Professional was knowledgeable and responsive to my questions.		52	4.17	7	3.57
Q4	Quality, Efficiency, and Problem Solving	The Child Support Professional I spoke with provided me with the process or next steps as it pertains to my case.		52	4.19	7	3.00
Q5	Timeliness	The response time from my Child Support Professional was reasonable.		52	4.10	7	3.14
Q6	Satisfaction of Experience	Please rate your most recent experience.		51	4.24	7	3.14
Q7	Accessibility	It was convenient and easy to access a Child Support Professional.		52	4.10	0	0.00
Q8	Accessibility	It was convenient and easy to access the child support information I needed.		41	3.88	0	0.00

Statewide Customer Service Survey - Report							
County:		Santa Cruz - San Benito Regional		2020 08 AUG			
Contact Person		Lisa Andersen 831-454-3707					
				By Phone with Child Support Professional		Customer Connect	
	Core Value	Question		Number of Responses	Avg. Score	Number of Responses	Avg. Score
Q2	Courtesy & Professionalism	The Child Support Professional I spoke with treated me with respect.		37	4.03	4	4.25
Q3	Quality, Efficiency, and Problem Solving	The Child Support Professional was knowledgeable and responsive to my questions.		37	3.81	4	4.00
Q4	Quality, Efficiency, and Problem Solving	The Child Support Professional I spoke with provided me with the process or next steps as it pertains to my case.		37	3.78	4	4.00
Q5	Timeliness	The response time from my Child Support Professional was reasonable.		37	3.68	4	4.00
Q6	Satisfaction of Experience	Please rate your most recent experience.		37	3.76	4	4.00
Q7	Accessibility	It was convenient and easy to access a Child Support Professional.		37	3.68	0	0.00
Q8	Accessibility	It was convenient and easy to access the child support information I needed.		28	3.43	0	0.00

Statewide Customer Service Survey - Report							
County:		Santa Cruz - San Benito Regional		2020 09 SEP			
Contact Person		Lisa Andersen 831-454-3707					
				By Phone with Child Support Professional		Customer Connect	
	Core Value	Question		Number of Responses	Avg. Score	Number of Responses	Avg. Score
Q2	Courtesy & Professionalism	The Child Support Professional I spoke with treated me with respect.		27	4.44	5	3.60
Q3	Quality, Efficiency, and Problem Solving	The Child Support Professional was knowledgeable and responsive to my questions.		27	4.19	5	3.00
Q4	Quality, Efficiency, and Problem Solving	The Child Support Professional I spoke with provided me with the process or next steps as it pertains to my case.		27	4.15	5	3.60
Q5	Timeliness	The response time from my Child Support Professional was reasonable.		27	3.96	5	4.20
Q6	Satisfaction of Experience	Please rate your most recent experience.		27	4.11	5	3.40
Q7	Accessibility	It was convenient and easy to access a Child Support Professional.		27	3.96	0	0.00
Q8	Accessibility	It was convenient and easy to access the child support information I needed.		21	3.62	0	0.00