

# NPS SUMMARY

MARCH 2016 – MAY 2018

## EDUCATION



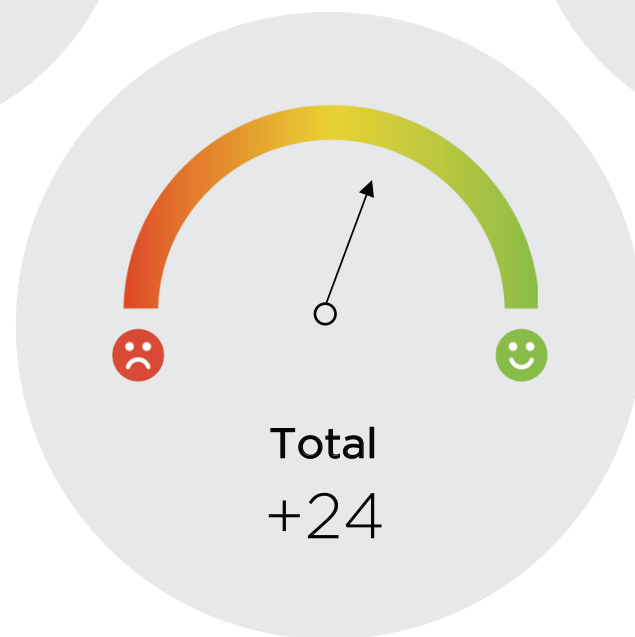
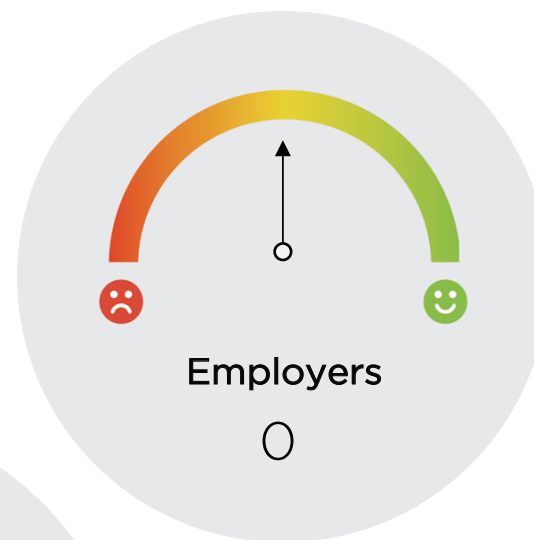
**TOTAL\*** n=1,585

\*Total survey responses for this industry

MEAN EXPECTATION ..... 3.49

MEAN CUSTOMER EFFORT ..... 7.28

## NPS



## CUSTOMER SERVICE MEAN SCORES



Polite & friendly

|                      |     |
|----------------------|-----|
| TOTAL .....          | 4.1 |
| Injured Worker ..... | 4.1 |
| Employer .....       | 4.2 |



Easily accessible

|                      |     |
|----------------------|-----|
| TOTAL .....          | 3.5 |
| Injured Worker ..... | 3.5 |
| Employer .....       | 3.5 |



Easy to understand

|                      |     |
|----------------------|-----|
| TOTAL .....          | 3.7 |
| Injured Worker ..... | 3.7 |
| Employer .....       | 3.8 |



Knowledgeable & helpful

|                      |     |
|----------------------|-----|
| TOTAL .....          | 3.6 |
| Injured Worker ..... | 3.6 |



Dealt with in timely manner

|                      |     |
|----------------------|-----|
| TOTAL .....          | 3.5 |
| Injured Worker ..... | 3.5 |



Clear instruction & expectations

|                      |     |
|----------------------|-----|
| TOTAL .....          | 3.5 |
| Injured Worker ..... | 3.5 |



## SURVEYS

Sent in last 12 months



Sent survey invitations

7,841



Responses received

1,282



Injured Workers

1,114



Employers

168



## MARCS



MARCS

260

Most at risk customers, 0-4 score in NPS



Injured Workers

216



Employers

31



Others

13