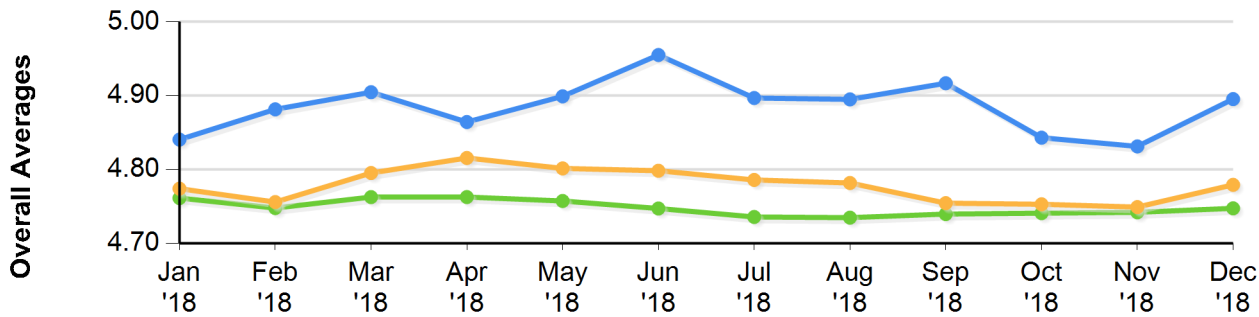
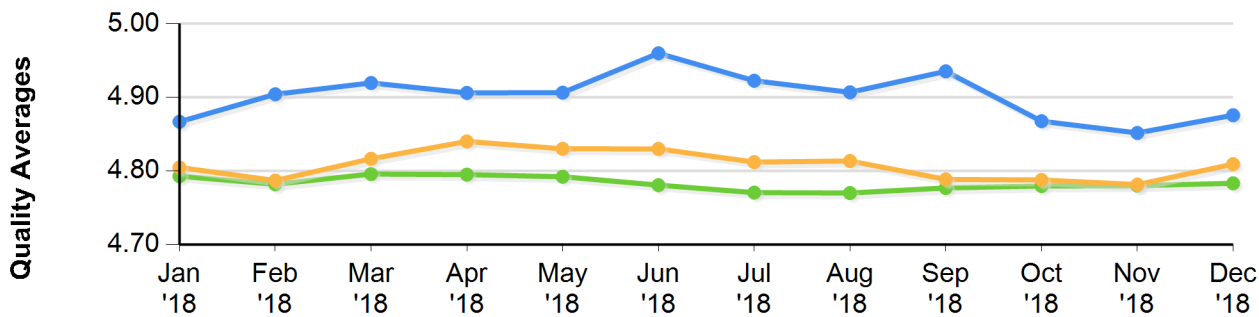
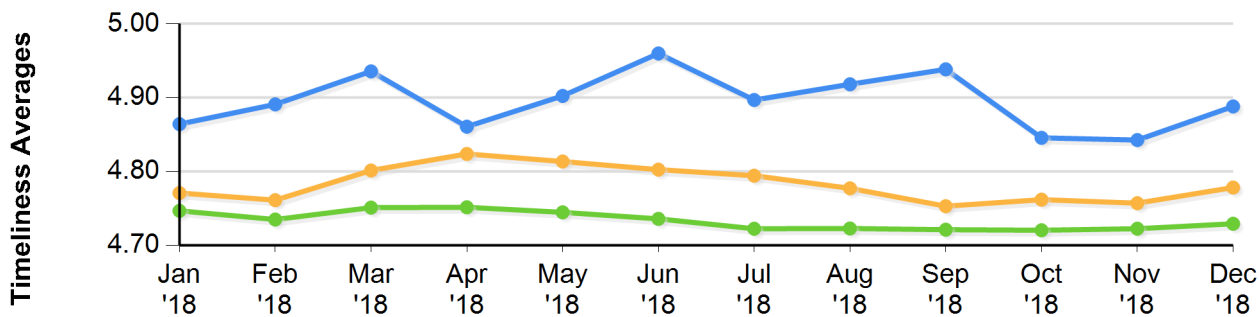
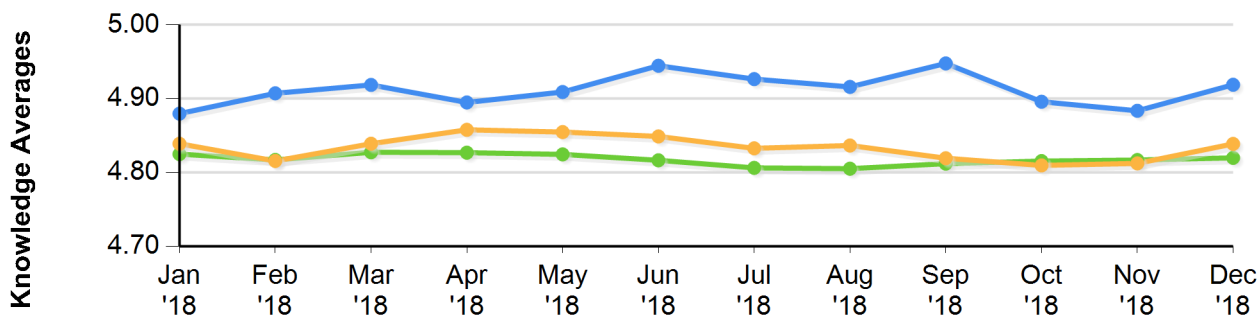
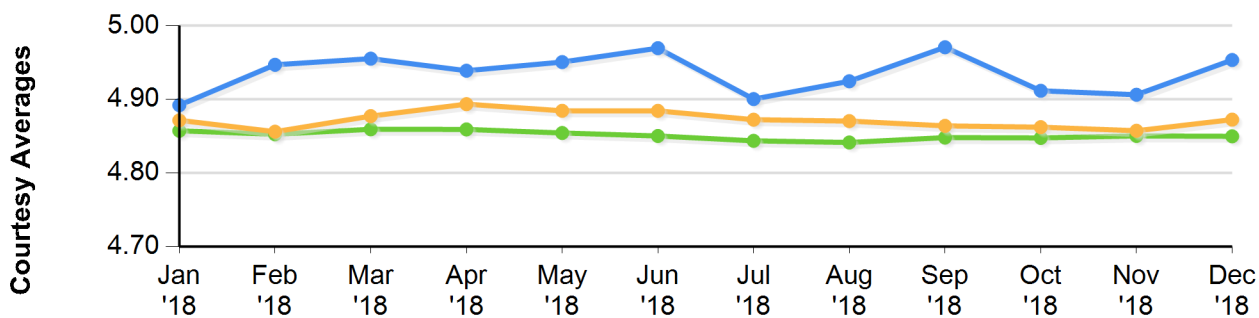


Monthly Summary: 1/1/2018 - 12/31/2018

- Support Center: CCSU ITS
- Industry: Education
- All CSI Subscribers



			Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018	
Courtesy	SupportCenter	Average	4.89	4.95	4.96	4.94	4.95	4.97	4.90	4.92	4.97	4.91	
		Surveys	315	208	247	279	244	198	221	372	310	272	
	Industry	Average	4.87	4.86	4.88	4.89	4.88	4.88	4.87	4.87	4.87	4.86	4.86
		Surveys	11,999	8,922	8,702	9,330	9,102	7,918	8,732	13,162	9,295	9,394	
	All	Average	4.86	4.85	4.86	4.86	4.85	4.85	4.84	4.84	4.84	4.85	4.85
		Surveys	128,157	108,533	113,949	113,537	114,303	104,335	106,374	117,049	95,326	106,160	
Knowledge	SupportCenter	Average	4.88	4.91	4.92	4.89	4.91	4.94	4.93	4.92	4.95	4.90	
		Surveys	316	205	246	276	242	199	218	369	307	269	
	Industry	Average	4.84	4.82	4.84	4.86	4.85	4.85	4.83	4.84	4.82	4.81	
		Surveys	11,834	8,799	8,600	9,220	8,992	7,825	8,643	12,989	9,141	9,242	
	All	Average	4.82	4.82	4.83	4.83	4.82	4.82	4.81	4.81	4.81	4.81	4.82
		Surveys	127,299	107,787	113,264	112,740	113,568	103,666	105,823	116,328	94,756	105,512	
Timeliness	SupportCenter	Average	4.86	4.89	4.94	4.86	4.90	4.96	4.90	4.92	4.94	4.85	
		Surveys	324	211	249	280	246	200	223	379	309	272	
	Industry	Average	4.77	4.76	4.80	4.82	4.81	4.80	4.79	4.78	4.75	4.76	
		Surveys	12,278	9,090	8,843	9,464	9,269	8,060	8,912	13,428	9,484	9,565	
	All	Average	4.75	4.73	4.75	4.75	4.74	4.74	4.72	4.72	4.72	4.72	
		Surveys	130,025	110,262	115,620	115,196	116,022	106,033	108,235	119,080	97,034	107,896	
Quality	SupportCenter	Average	4.87	4.90	4.92	4.91	4.91	4.96	4.92	4.91	4.94	4.87	
		Surveys	323	209	249	277	246	200	220	376	310	272	
	Industry	Average	4.80	4.79	4.82	4.84	4.83	4.83	4.81	4.81	4.79	4.79	
		Surveys	12,221	9,053	8,841	9,438	9,246	8,035	8,890	13,399	9,452	9,534	
	All	Average	4.79	4.78	4.80	4.79	4.79	4.78	4.77	4.77	4.78	4.78	
		Surveys	129,706	109,932	115,378	114,903	115,741	105,747	107,984	118,756	96,705	107,605	
Overall	SupportCenter	Average	4.84	4.88	4.90	4.86	4.90	4.96	4.90	4.90	4.92	4.84	
		Surveys	326	211	252	280	248	201	223	381	313	274	
	Industry	Average	4.77	4.76	4.80	4.82	4.80	4.80	4.79	4.78	4.75	4.75	
		Surveys	12,394	9,174	8,929	9,543	9,355	8,134	8,994	13,577	9,576	9,682	
	All	Average	4.76	4.75	4.76	4.76	4.76	4.75	4.74	4.73	4.74	4.74	
		Surveys	130,947	111,130	116,552	116,132	116,984	106,901	109,145	120,154	97,765	108,817	

		Nov 2018	Dec 2018
Courtesy	SupportCenter	4.91	4.95
		235	151
	Industry	4.86	4.87
		7,460	6,181
	All	4.85	4.85
89,182		79,292	
Knowledge	SupportCenter	4.88	4.92
		232	148
	Industry	4.81	4.84
		7,351	6,088
	All	4.82	4.82
88,750		78,884	
Timeliness	SupportCenter	4.84	4.89
		235	152
	Industry	4.76	4.78
		7,600	6,276
	All	4.72	4.73
90,674		80,614	
Quality	SupportCenter	4.85	4.88
		236	153
	Industry	4.78	4.81
		7,566	6,255
	All	4.78	4.78
90,469		80,397	
Overall	SupportCenter	4.83	4.90
		237	153
	Industry	4.75	4.78
		7,688	6,343
	All	4.74	4.75
91,458		81,214	