

2021 Administrative and Support Services Customer Satisfaction Survey

**News and Information Outreach in Spanish**

PRIMARY OPPORTUNITIES			ACTIONS TAKEN/IN PROCESS	OUTCOME/HIGHLIGHTS
Prior Year (2021)	Current Year (####)	PO Identified		
4.09		Understands my needs and requirements	Develop better intake form for Portal and communications toolkit	In progress
4.09		Accessible to customers (via phone, voicemail, e-mail, etc.)	Revise website content to make contact info more prominent; include backup contact for Ricardo.	Completed
3.97		Responds to requests within an acceptable time frame	Add expected response times to messaging. (NOS responds within minutes to hours so we are unclear how else to address this.)	Completed
3.95		Clarity of policy	Improve/clarify portal and website information. Add explanation of recharge philosophy to messaging. Add info on the style guide that NOS follows (e.g. they do not use Latinx).	NOS created a resources page
4.06		Client service	Promote a video that outlines NOS services. Socialize the full suite of services that NOS offers; they are the only unit of their kind in the country	Completed and will repeat
4.03		Communication	Improve/clarify portal and website information concerning how to work with NOS.	Completed

<b>ADDITIONAL OPPORTUNITIES IDENTIFIED (e.g. verbatim/themed comments, secondary opportunities)</b>	<b>ACTIONS TAKEN/IN PROCESS</b>	<b>OUTCOME/HIGHLIGHTS</b>
Effectively uses website to provide access to information and services	Improve/clarify portal and website information concerning how to work with NOS.	Completed
Clear procedures	Add messaging about typical procedures for translations and video production.	In progress
Approval time	Unclear what this is referring to; need more context. Ricardo sends estimates almost immediately after intake discussion.	