



Customer Support Services

PARCC Field Test — Colorado

Support Analysis

Jan 13—June 27

YEAR **2014**

Total Contacts
986

PBA emails 70
EOY emails 42

PBA calls 622
EOY calls 252

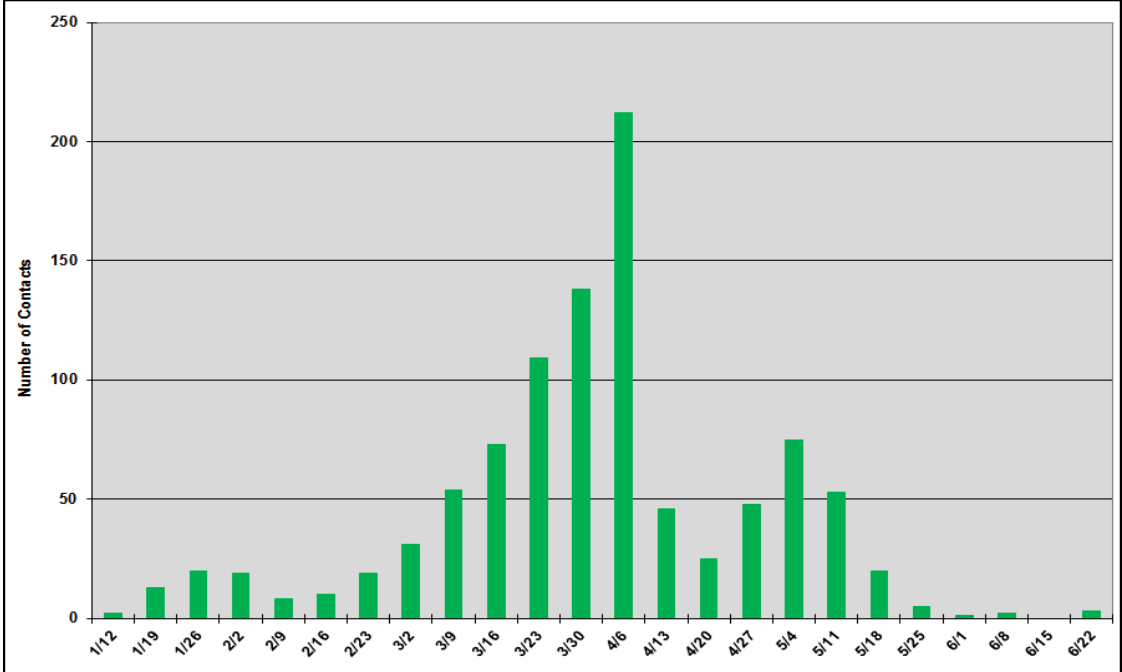
Escalated to Level 2 84

Top 10 Districts

Denver County 1	105
Mesa Co Valley 51	62
Adams 12 Five Star Sch	59
Durango 9-R	51
Jefferson Co R-1	44
Delta County 50 (J)	43
St Vrain Valley RE 1J	40
Poudre R-1	36
Weld Co 6 (Greeley)	34
Boulder Valley RE 2	29

Customer Survey Results (PARCC)

- 16% Response Rate
- 86% Exceeded/Met Expectations



Colorado Total Contacts: Total calls and emails. 986
PARCC Avg. Speed to Answer: Avg. time it takes for a call to be answered by an agent. 0:12
PARCC Average Handle Time: The average talk time plus ticket completion. 15:02

PBA Testing Window: 3/24—4/11
EOY Testing Window: 5/5—6/6

Top 5 Contact Drivers

Test Management	315	32%
<ul style="list-style-type: none"> • Managing Test Sessions • Managing Student Registration • Managing Class/Test Assignments 		
TestNav	164	17%
<ul style="list-style-type: none"> • Errors • Using TestNav • Configuration 		
Security/Login	146	15%
<ul style="list-style-type: none"> • Password Inquiry/Reset/Locked • View Create/Edit User • Policy 		
Student Data	91	9%
<ul style="list-style-type: none"> • Managing Student Data • Managing Student Enrollment • Student Data File Submission 		
Testing Clarifications	88	9%
<ul style="list-style-type: none"> • Paper Testing Clarifications • Online Testing Clarifications 		