

**FirstRate5 User
Support Survey 2016**

FirstRate5 User Support Survey 2016

Results and comparisons over 2013-2016

In November 2016, Sustainability Victoria (SV) issued an online survey to gather feedback on the FirstRate5 (FR5) technical support service, software, and certificate generation website. More than 100 FirstRate5 users completed the survey.

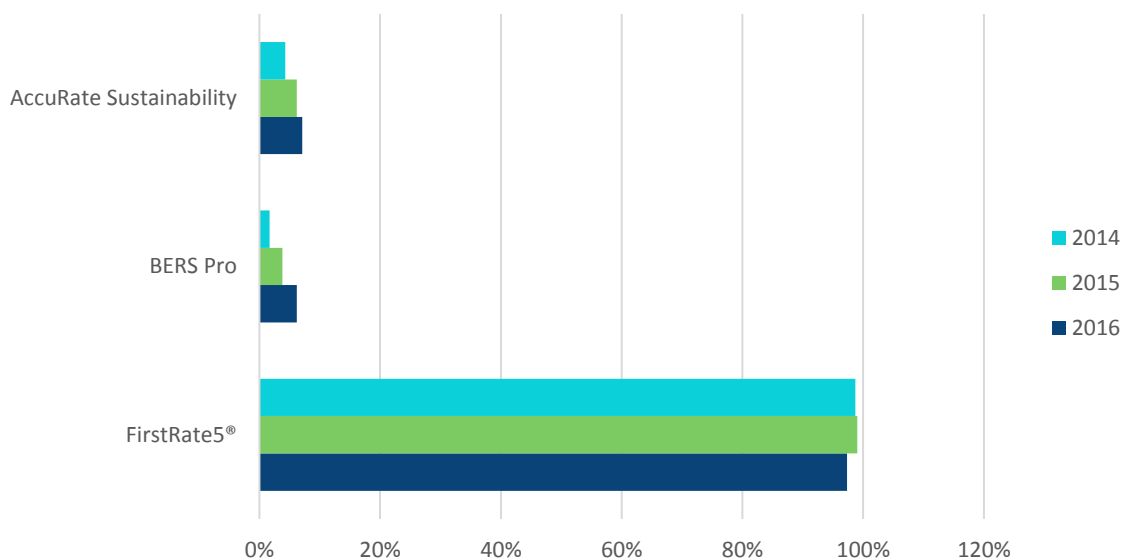
The FirstRate5 technical support service is designed to provide users with a high level of support and a positive experience with the software tool and website. The survey responses have helped the FR5 support team to identify ways to improve the technical support service offered to FR5 users.

Whilst the updated user manual has been extremely well received it has been highlighted that SV needs to continually improve the user manual and issue occasional guidance notes to cover common modelling related queries that are not covered in the current user manual.

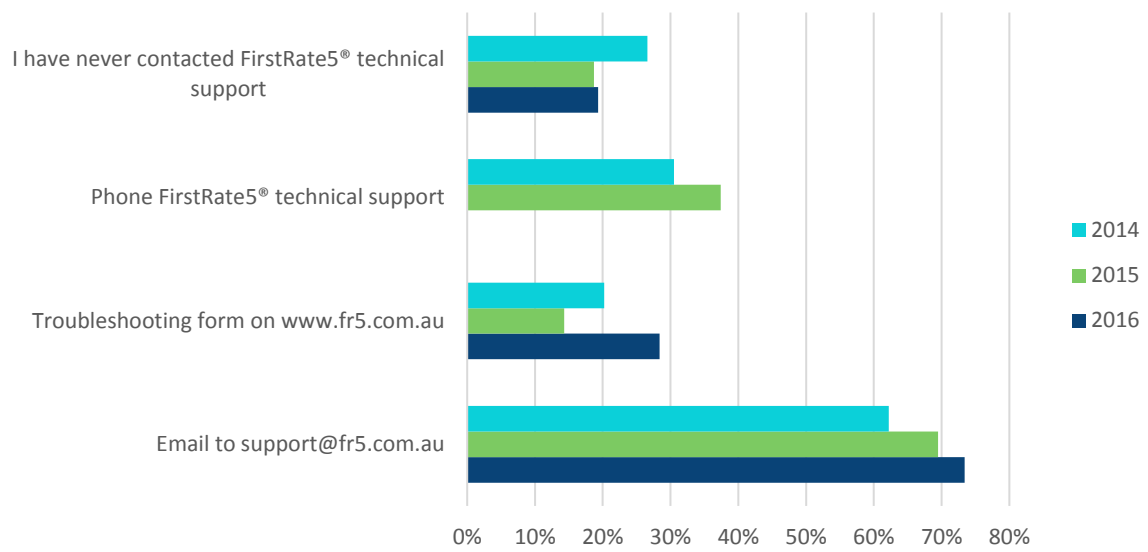
The report compares the FR5 user feedback gathered over the last four years (2013 to 2016). The survey attracted 203 user responses in 2013, 235 in 2014, 209 in 2015 and 113 in 2016.

Presented below are comparative results for each survey question.

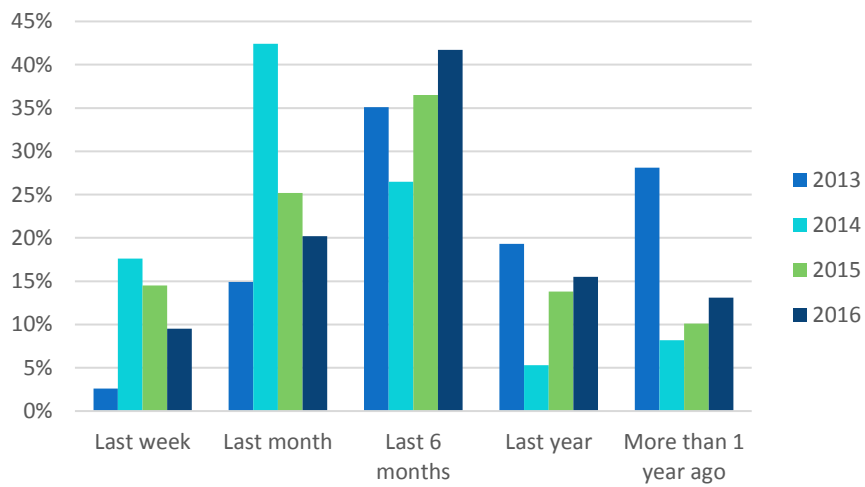
Q1. What software package(s) do you use to perform energy ratings?



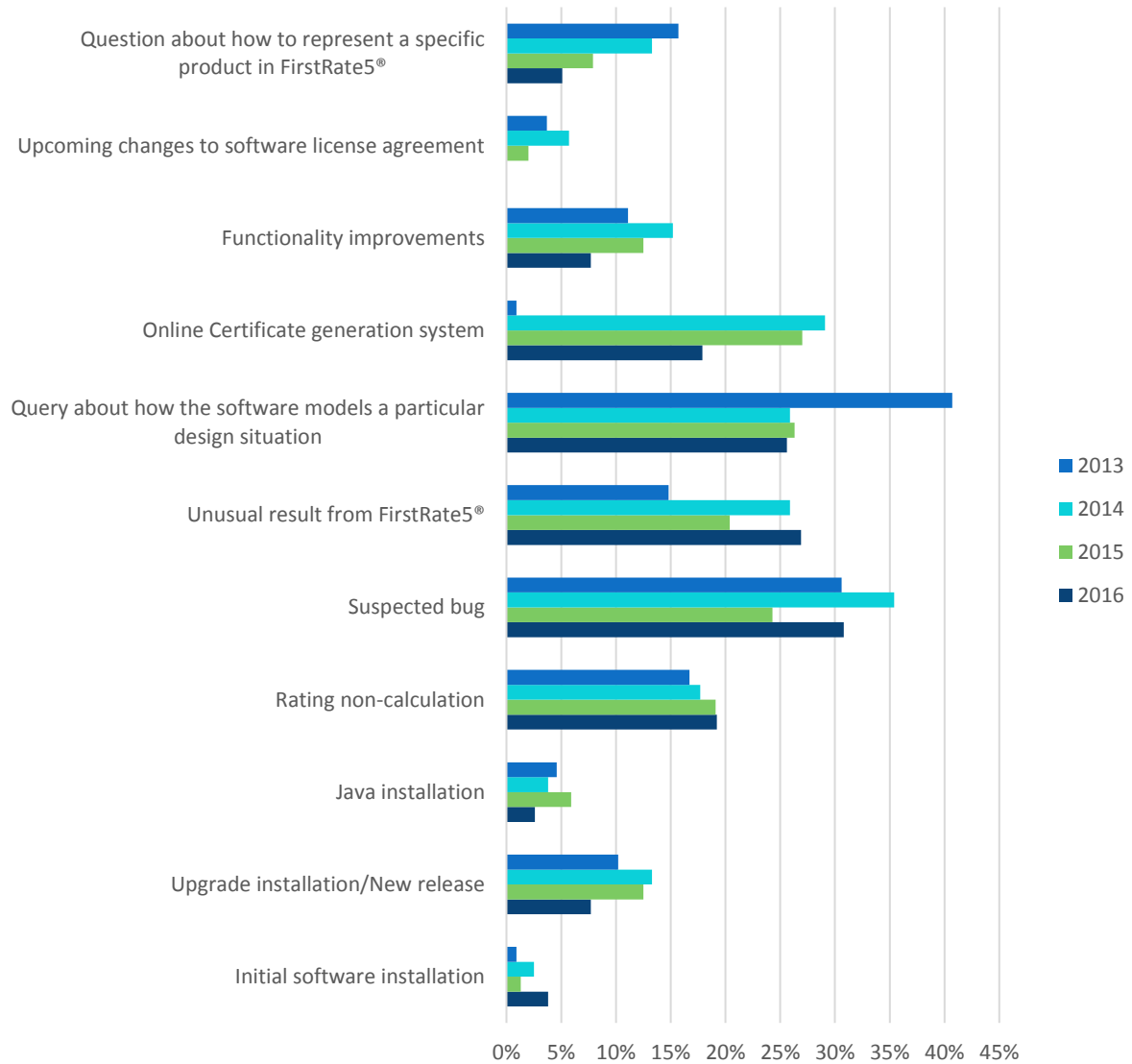
Q2. How have you contacted FirstRate5 technical support?



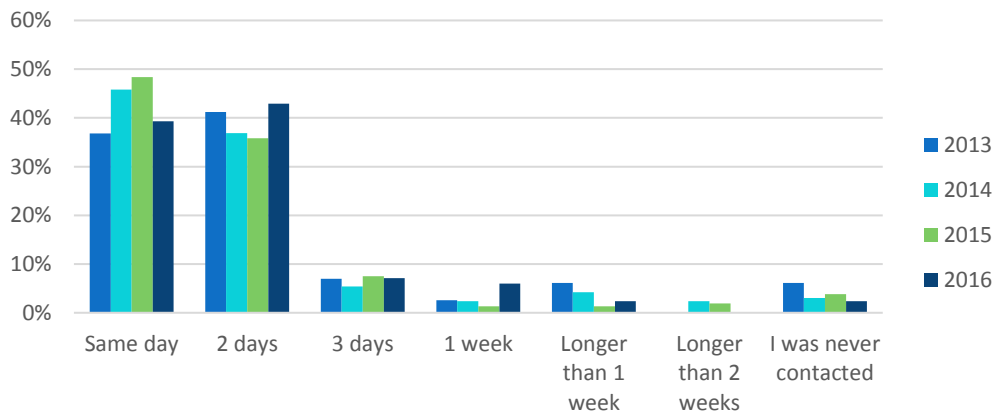
Q3. When did you last contact FirstRate5 technical support?



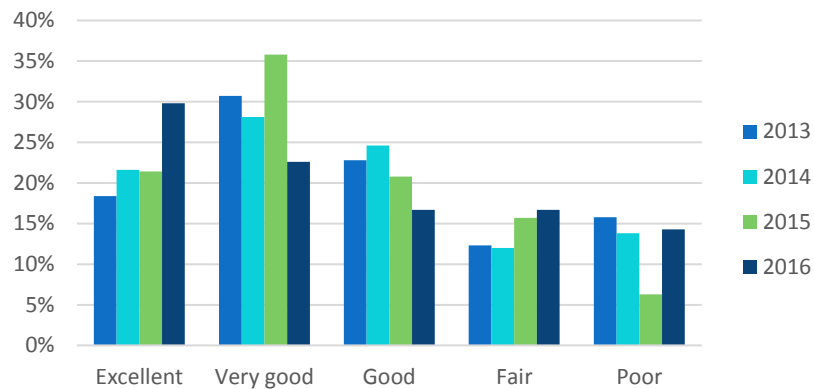
Q4. What was the nature of your enquiry?



Q5. How long did it take FirstRate5 technical support to respond to you after you made your enquiry?

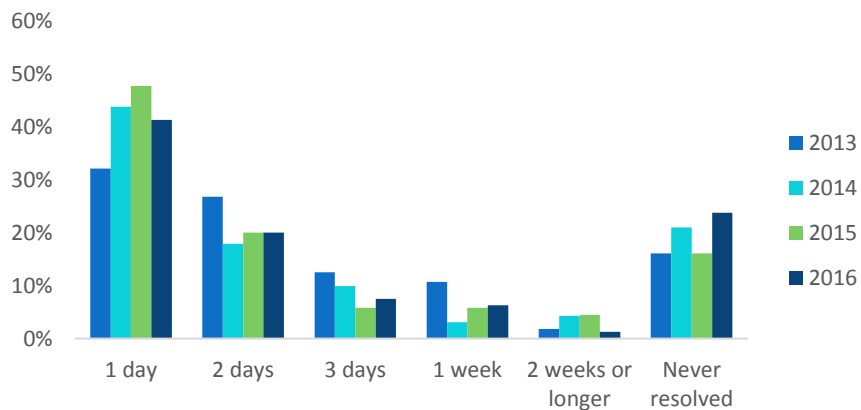


Q6. How would you rate the response time of the FirstRate5 technical support service?



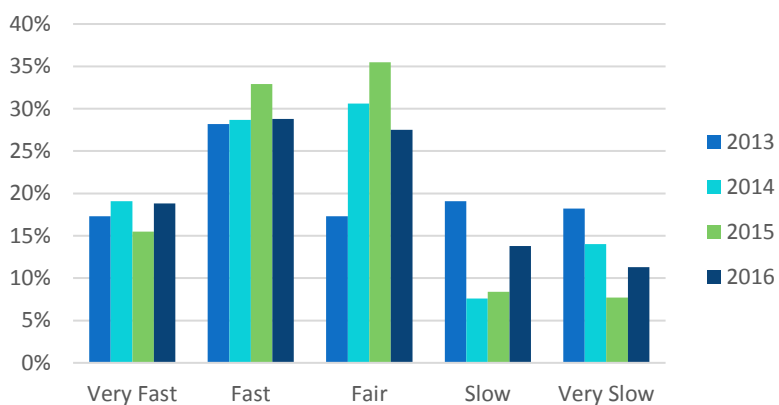
Users rated the response time in 2016 as either excellent or very good 52% of the time.

Q7. How long did it take to resolve your enquiry?



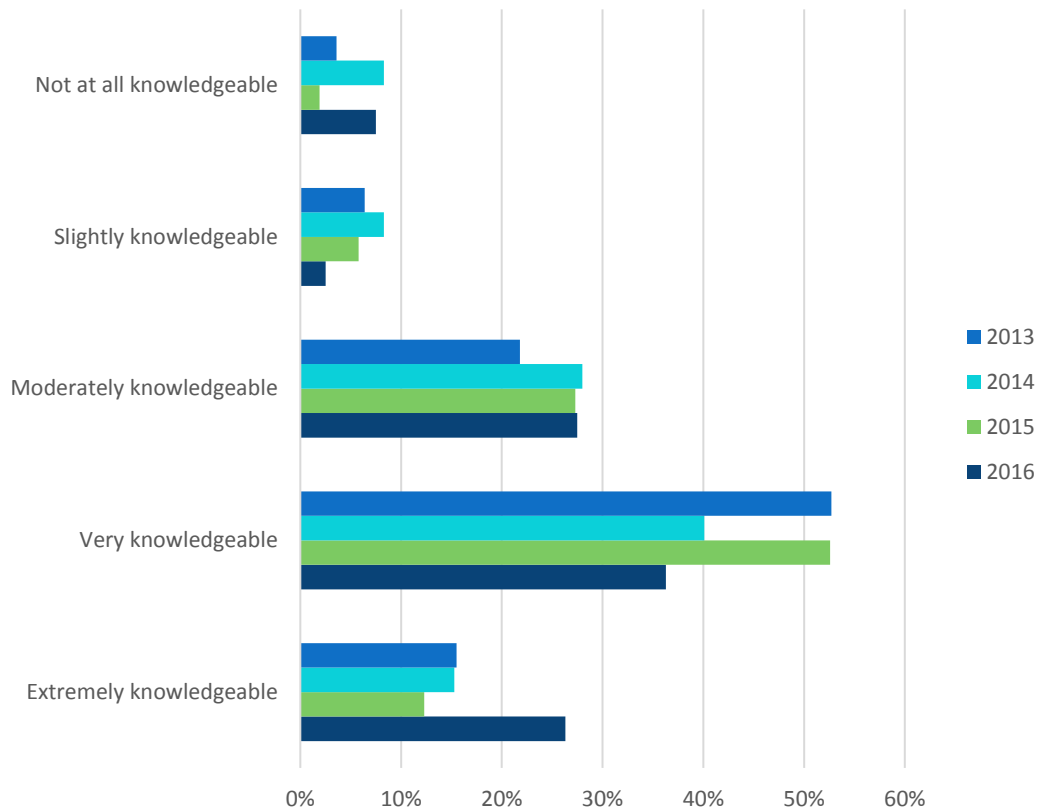
These results show that in 2016 in 69% of instances users reported that an enquiry was resolved within 3 days.

Q8. How would you rate the amount of time it took to resolve your enquiry?



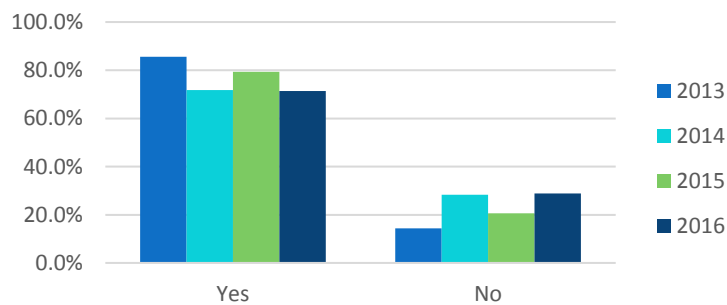
The 2016 results indicate the time SV took to resolve the issues were at least fair in 75% of cases.

Q9. How would you describe the level of knowledge of the technical support staff that handled your enquiry?

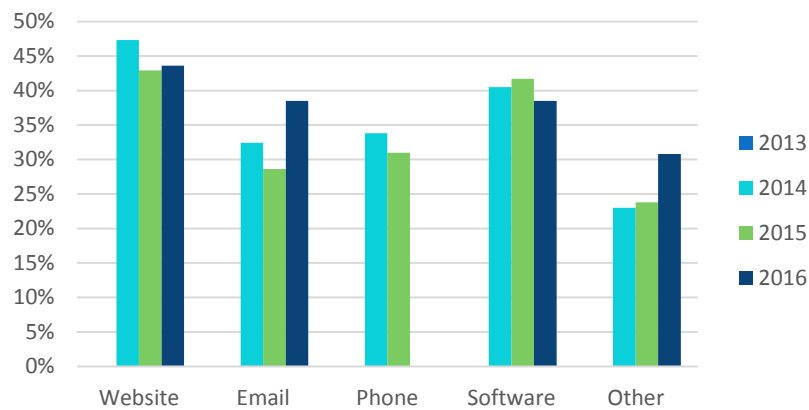


These results show that in 2016 63% of respondents thought the SV technical support staff had a level of knowledge as very knowledgeable or greater.

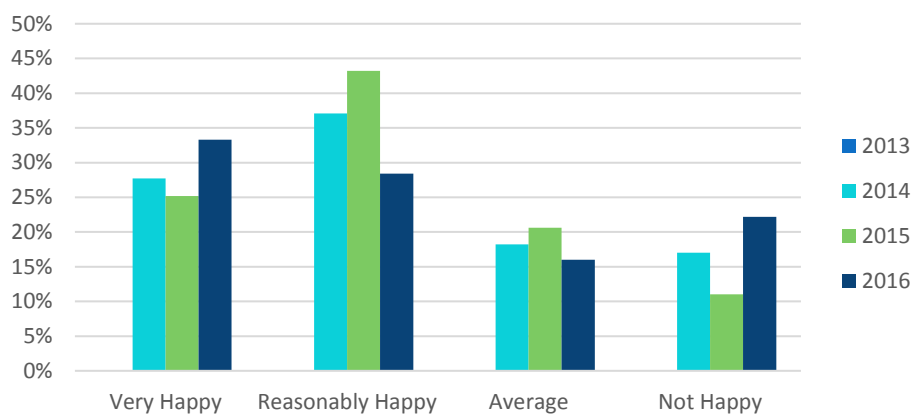
Q10. Did the FirstRate5 technical support service answer your question?



Q11. How could FirstRate5 improve its technical support service to users?



Q12. Overall, were you happy with the response you received from the FirstRate5 technical support service?



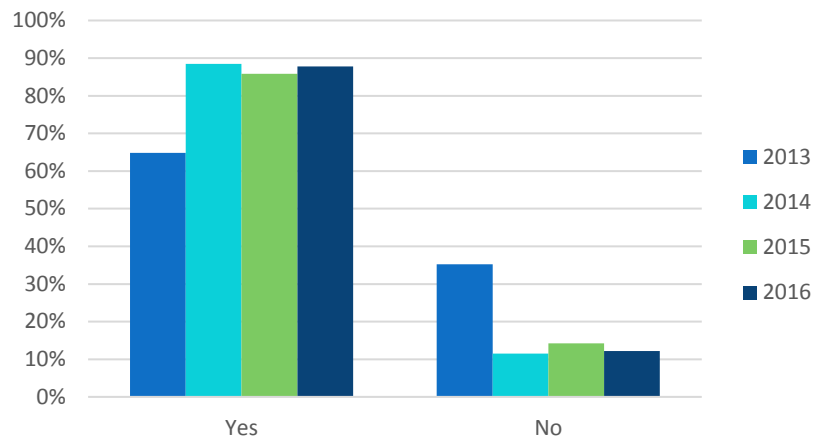
In 2016 over 61% of respondents were at least reasonably happy with the response they received.

Q13. Please rate those functionalities of the new software that you found really useful.

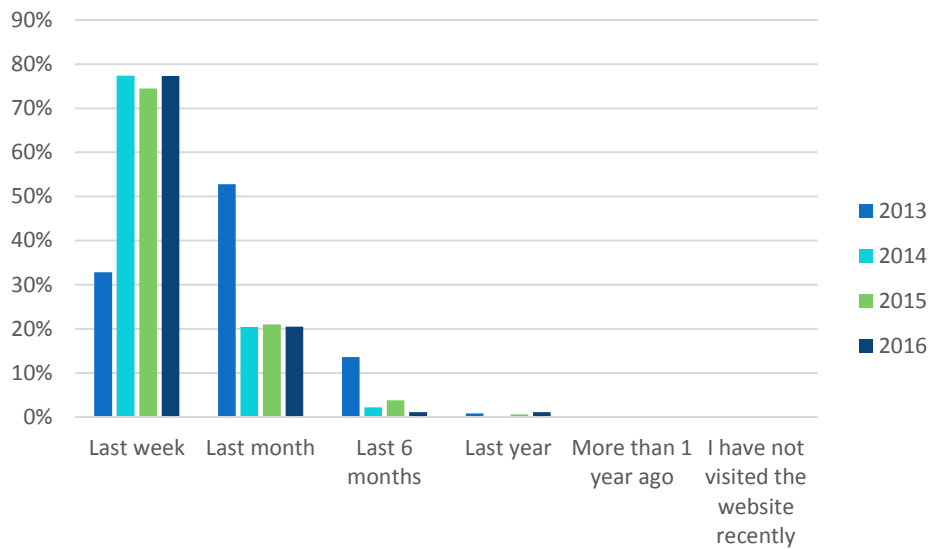
This question was related to the functions that were updated/added since FR5 5.2.0 version

	Excellent	Very Good	Good	Average	Poor	Total
New User Manual	35 37%	31 33%	20 21%	6 6%	2 2%	94
Improved Zooming Functionality on Plan tab	18 19%	39 41%	26 27%	9 9%	3 3%	95
Addition of 'Find My Plan' button on the Plan tab	15 16%	20 22%	39 43%	15 16%	2 2%	91

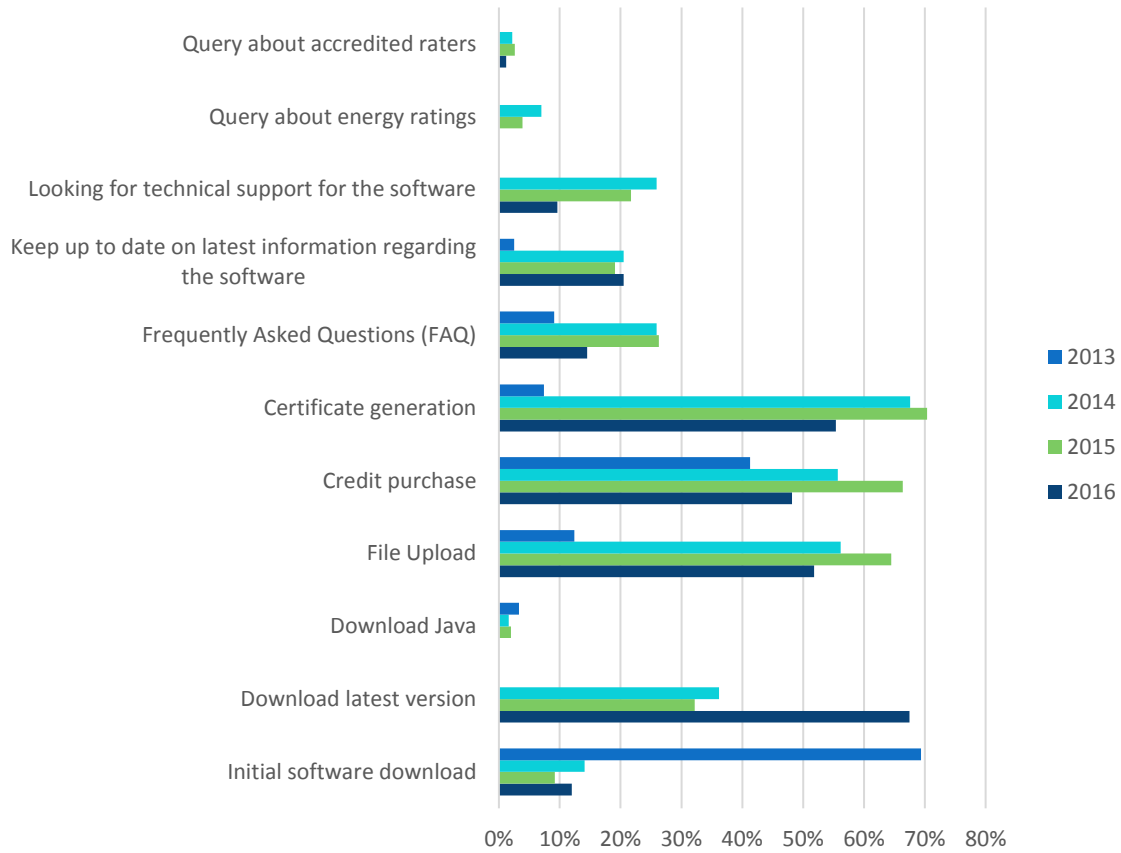
Q14. Have you visited the FirstRate5 website recently?



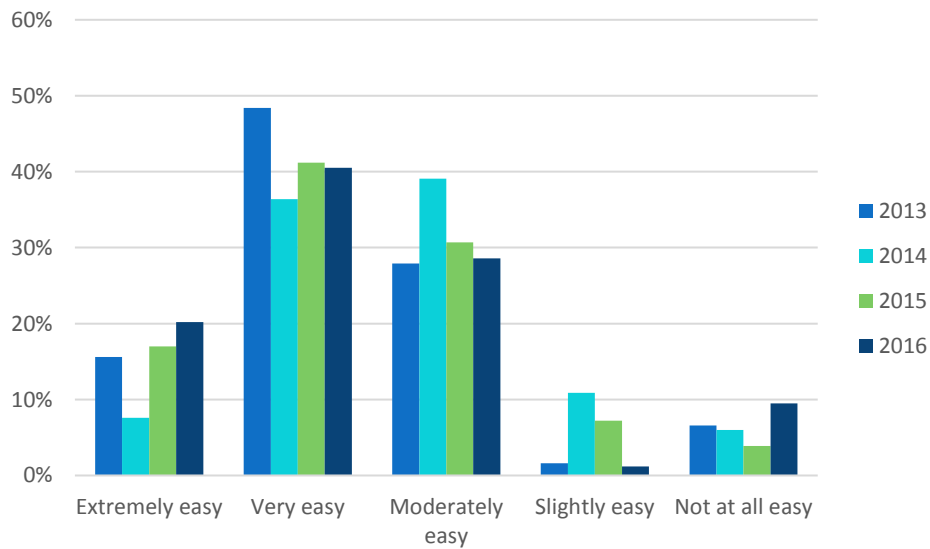
Q15. When did you last visit the FirstRate5 website?



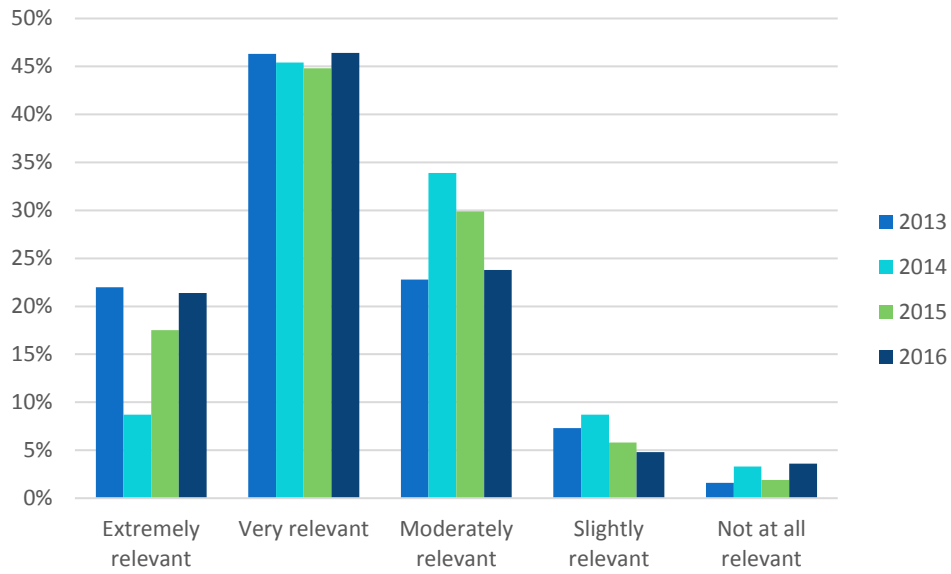
Q16. What prompted your visit to the Firststate5 website?



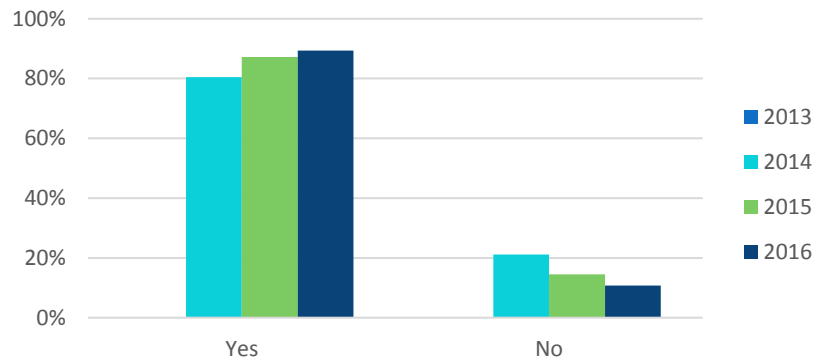
Q17. How easy was it to find the information you were looking for on the FirstRate5 website?



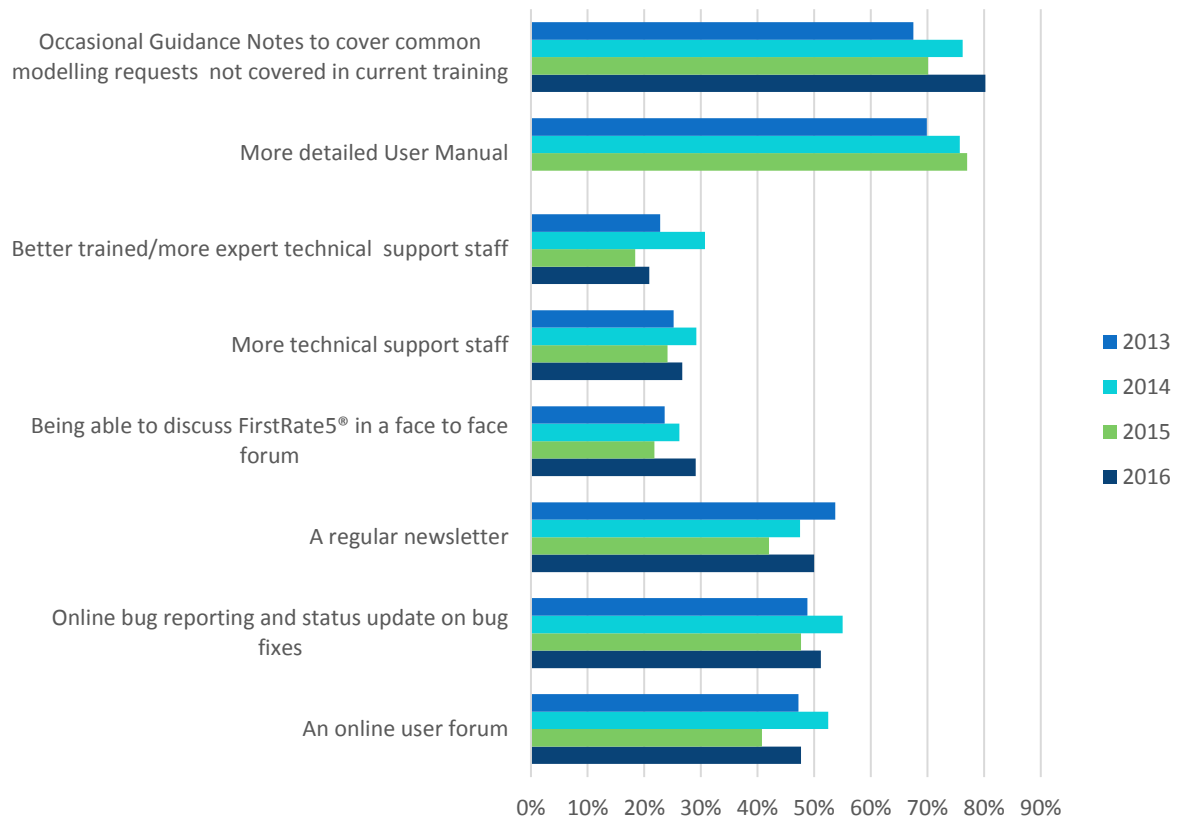
18. How relevant was the information found on the FirstRate5 website?



Q19. Overall, did your visit to the FirstRate5 website help you find the information you were looking for?



Q20. Finally, what user support features would you like to see implemented to improve the FirstRate5 website and technical support service?



Following feedback from users the FirstRate5 user manual was extensively updated in 2016.