FirstRate5 user support survey 2015

Results and comparisons over 2013-2015

In March 2015, Sustainability Victoria (SV) issued an online survey to gather feedback on the FirstRate5 (FR5) technical support service, software, and certificate generation website. More than 200 FirstRate5 users completed the survey, and a number of opportunities for improvement have been identified to provide every user with a quality service experience.

The FirstRate5 technical support service is designed to provide users with a high level of support and a positive experience with the tool. The survey responses have helped the FirstRate5 support team to identify areas for improvement to the technical support offered to users.

The 2015 survey results show an increase in satisfaction related to the timelines and quality of response provided by SV's technical support services over the years. Over 64 % of the respondents indicated they were very happy or reasonably happy with the technical service provided to them. More than 87% of the respondents found the FR5 webpages helped them find the information they were looking for.

This report compares the FR5 user feedback obtained over the last three years.

This report is based on FR5 user survey results over the three years from 2013 to 2015. The survey attracted 203 user responses in 2013, 235 in 2014 and 209 in 2015. There have been changes during this period, including the introduction of file uploads and online certificate generation features in November 2013, and the fee per certificate in May 2014. Between 2013 and 2015 FR5 released several iterations of the software, most significantly updates from the 5.1.10 version, through the 5.11 versions to the current 5.2.0 version released in February 2015. The survey questions and the responses reflect those changes.

Following are the comparative results against each question:
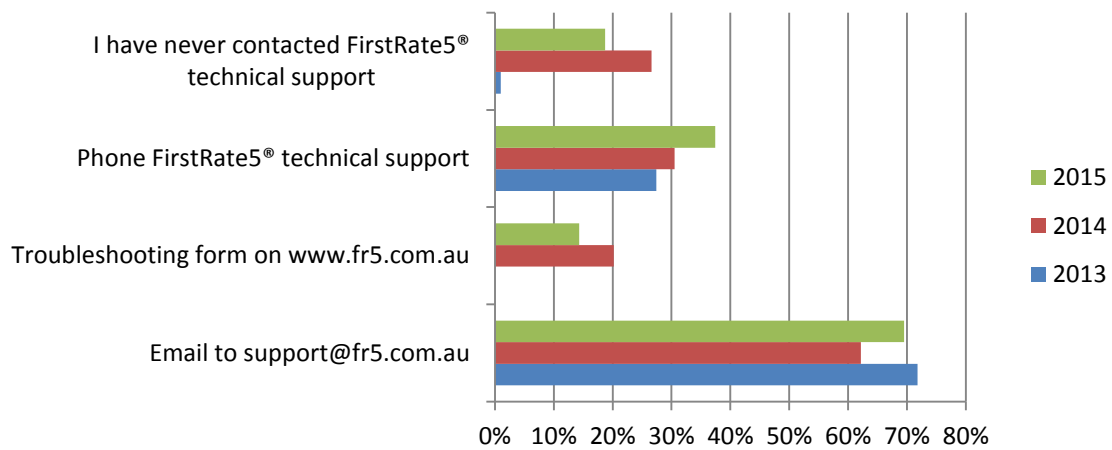
Q1. What software package(s) do you use to perform energy ratings? (multiple responses as appropriate)
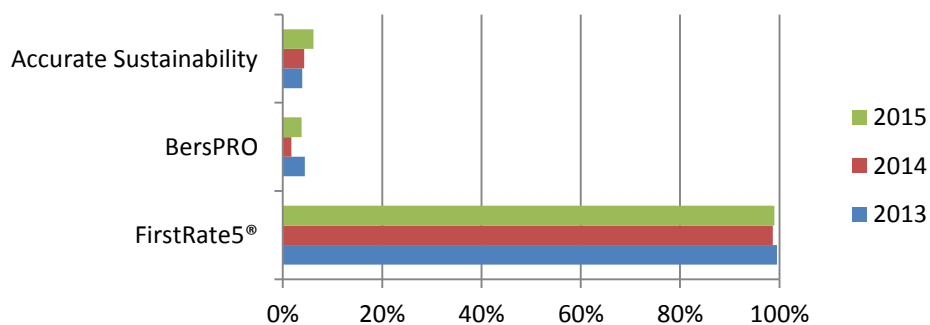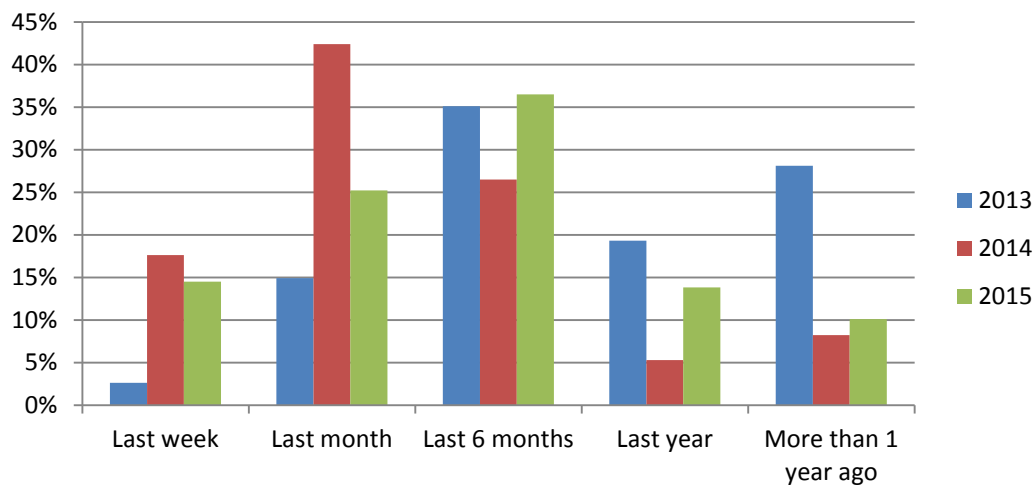
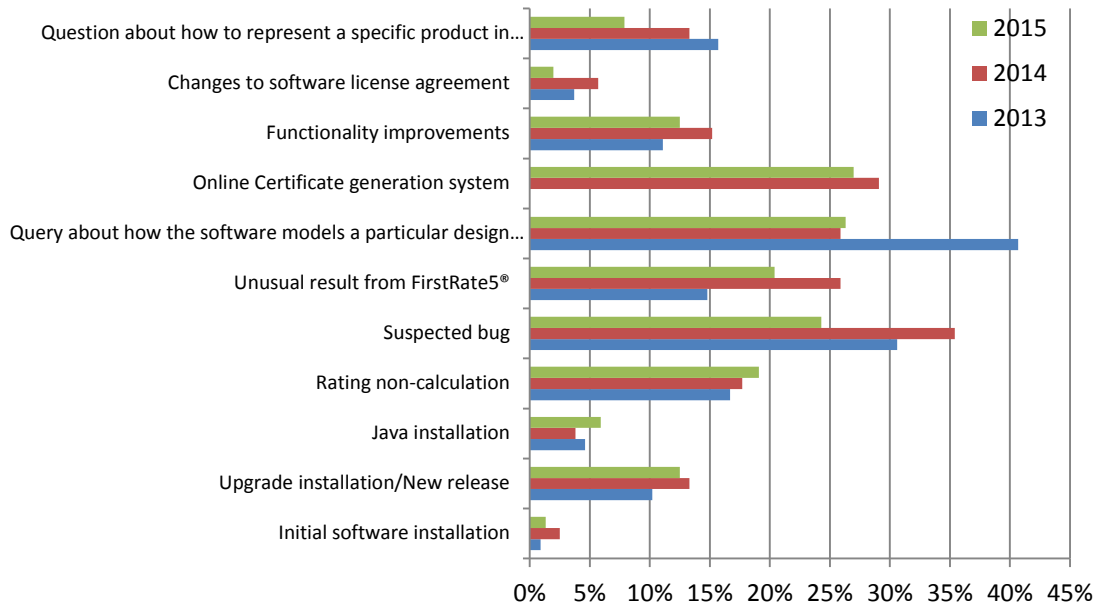Q2. Have you ever used the FirstRate5® technical support service?
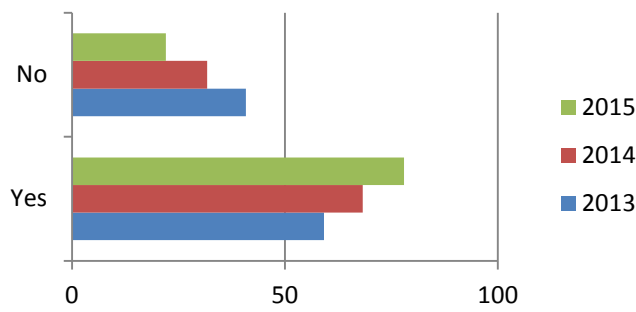
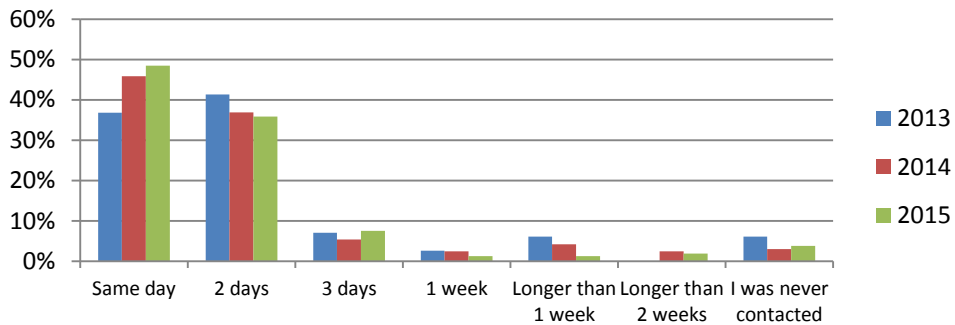Q3. How have you contacted FirstRate5® technical support? (multiple responses as appropriate)

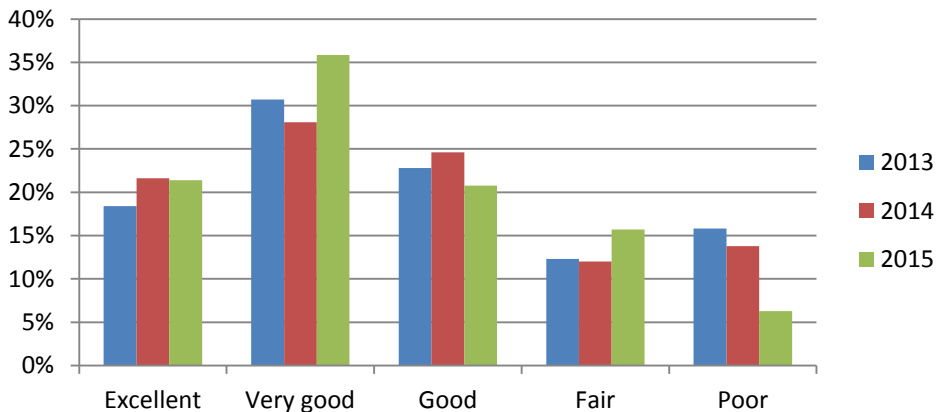Q4. When did you last contact FirstRate5® technical support?

Q5. What was the nature of your enquiry? (multiple responses as appropriate)

Legend: 2015, 2014, 2013

Categories (top to bottom):
- Question about how to represent a specific product in…
- Changes to software license agreement
- Functionality improvements
- Online Certificate generation system
- Query about how the software models a particular design…
- Unusual result from FirstRate5®
- Suspected bug
- Rating non-calculation
- Java installation
- Upgrade installation/New release
- Initial software installation

X-axis: 0% 5% 10% 15% 20% 25% 30% 35% 40% 45%

Q6. How long did it take FirstRate5® technical support to respond to you after you made your enquiry?

Legend: 2013, 2014, 2015

X-axis: Same day, 2 days, 3 days, 1 week, Longer than 1 week, Longer than 2 weeks, I was never contacted

Y-axis: 0%, 10%, 20%, 30%, 40%, 50%, 60%

Q7. How would you rate the response time of the FirstRate5® technical support service?

Legend: 2013, 2014, 2015

X-axis: Excellent, Very good, Good, Fair, Poor

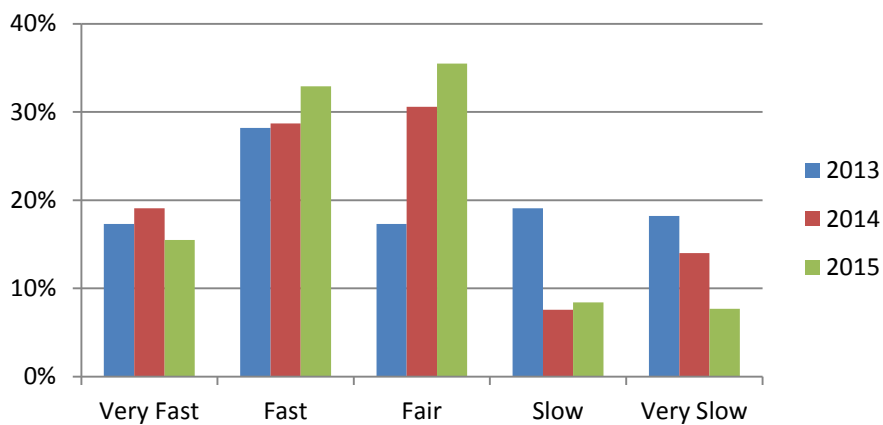Y-axis: 0%, 5%, 10%, 15%, 20%, 25%, 30%, 35%, 40%

Users rated the response time as either excellent or very good 57% of the time. Poor response rates also reduced significantly in 2015.

Q8. How long did it take to resolve your enquiry?
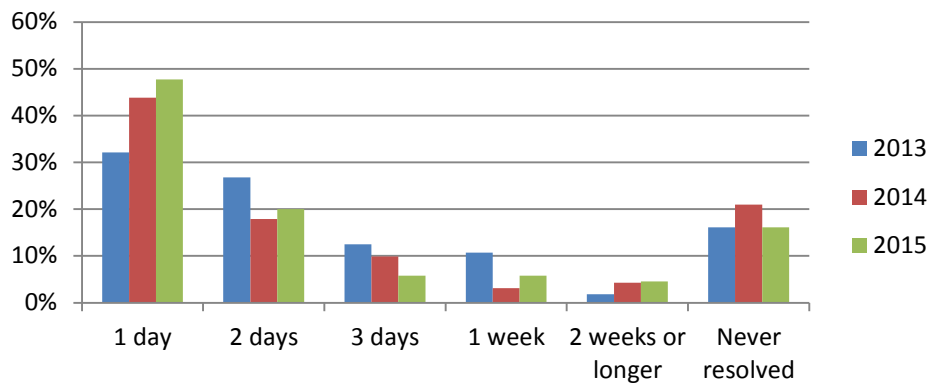
These results show that in 74% of instances an enquiry was resolved within 3 days.

Q9. How would you rate the amount of time it took to resolve your enquiry? It was…

The 2015 results indicate the time SV took to resolve the issues were at least fair in almost 84 % of cases.

Q10. How would you describe the level of knowledge of the technical support staff that handled your enquiry?
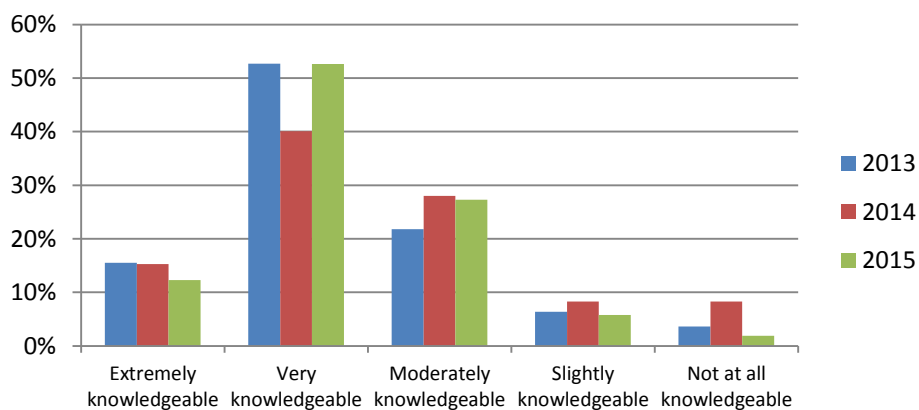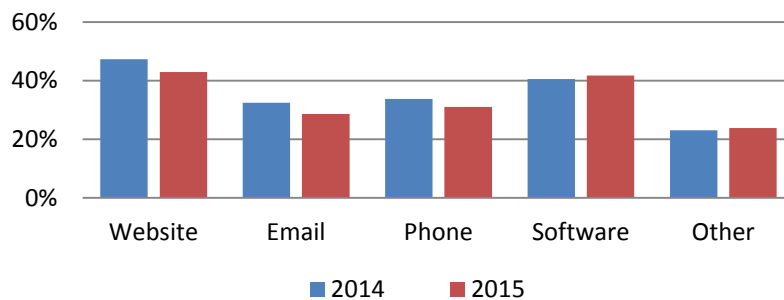

Almost 65% of respondents were happy with the level of knowledge (very knowledgeable) of SV's technical support staff.
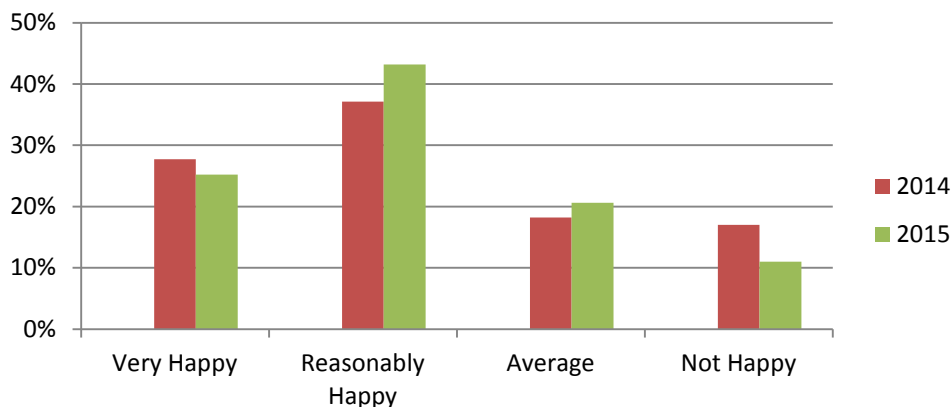
Q11. Did the FirstRate5® technical support service answer your question?
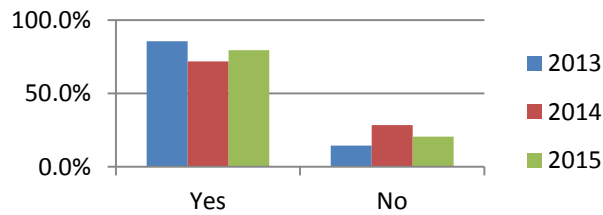
Q12. How could FirstRate5® improve its technical support service to users? (not queried in 2013)

Q13. Overall, were you happy with the response you received from the FirstRate5® technical support service? (not queried in 2013)

Over 68% of respondents were at least reasonably happy with the response they received.

Q14. Please rate those functionalities of the new software that you found really useful…
This question was related to the functions that were updated/added in the FR5 5.2.0 version.

|	Excellent	Very Good	Good	Average	Poor	Total
Eaves	16.87% 28	37.35% 62	27.71% 46	11.45% 19	6.63% 11	166
Wing walls	15.15% 25	33.94% 56	36.36% 60	9.70% 16	4.85% 8	165
Rotate Plan	15.92% 25	35.03% 55	32.48% 51	14.01% 22	2.55% 4	157
Internal temperature graph	11.84% 18	29.61% 45	37.50% 57	18.42% 28	2.63% 4	152

Q15. How often do you use the Analytics feature? *(new feature, replacing Optimise function, added in the 5.2.0 version)*

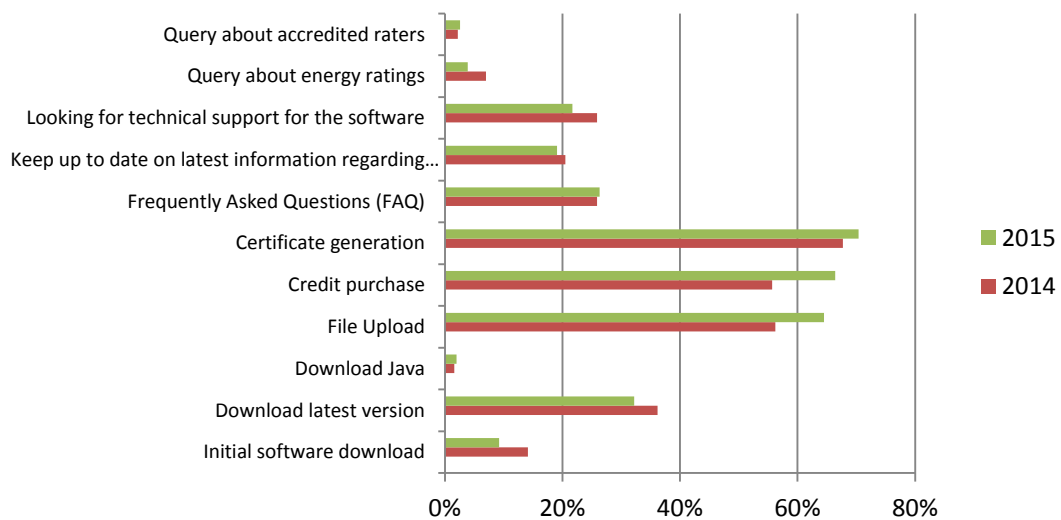|	Always	Very often	Sometimes	Very rarely	Not at all	Total
Rotate Plan	2.35% 4	8.82% 15	32.35% 55	28.24% 48	28.24% 48	170
Internal Temperature Graph	4.68% 8	6.43% 11	30.41% 52	28.65% 49	29.82% 51	171

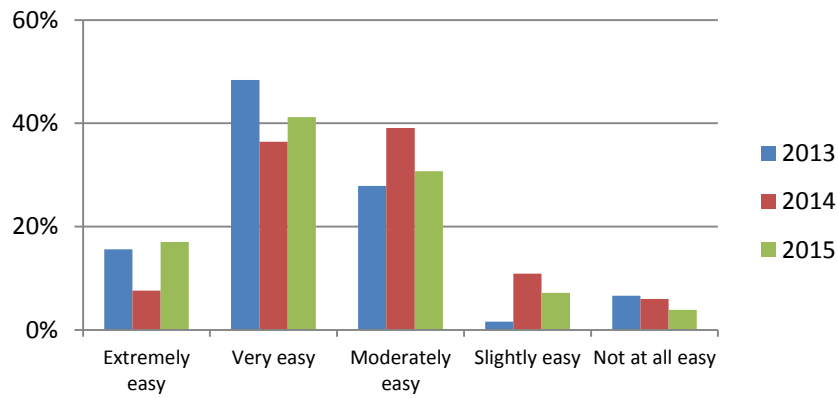Q16. Have you visited the FirstRate5® website recently?
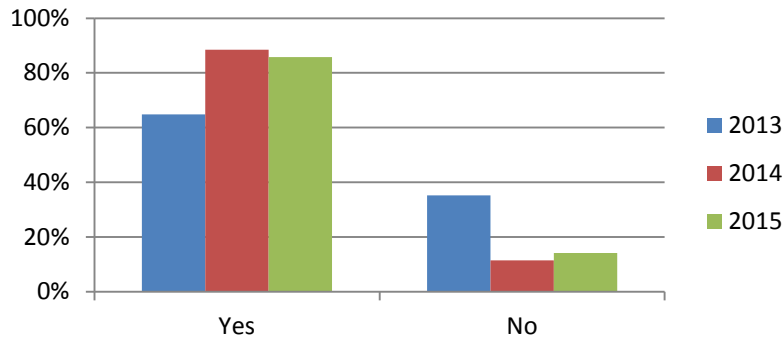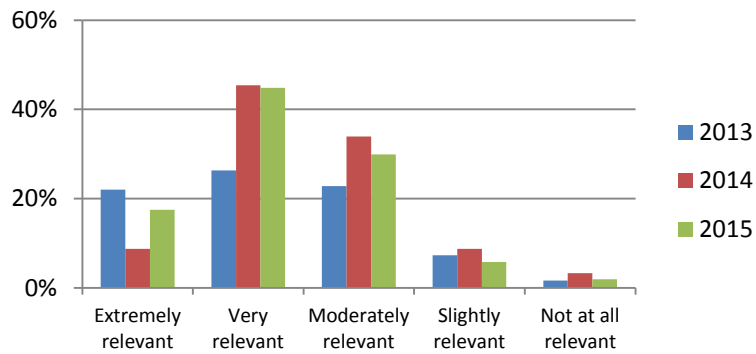

Q17. When did you last visit the FirstRate5® website?
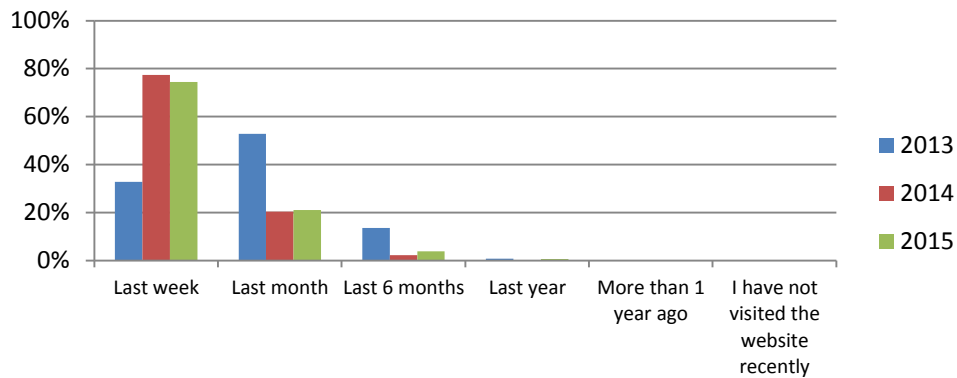
Q18. What prompted your visit to the Firstate5 website? (Select multiple responses)
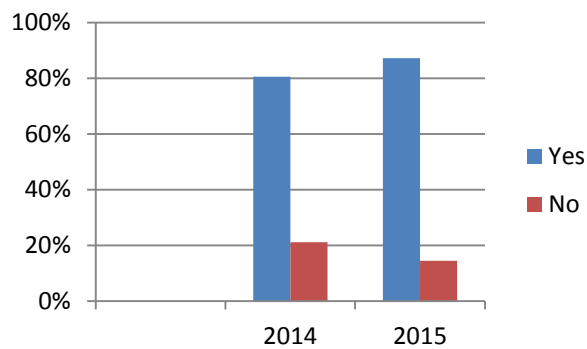
Q19. How easy was it to find the information you were looking for on the FirstRate5® website?
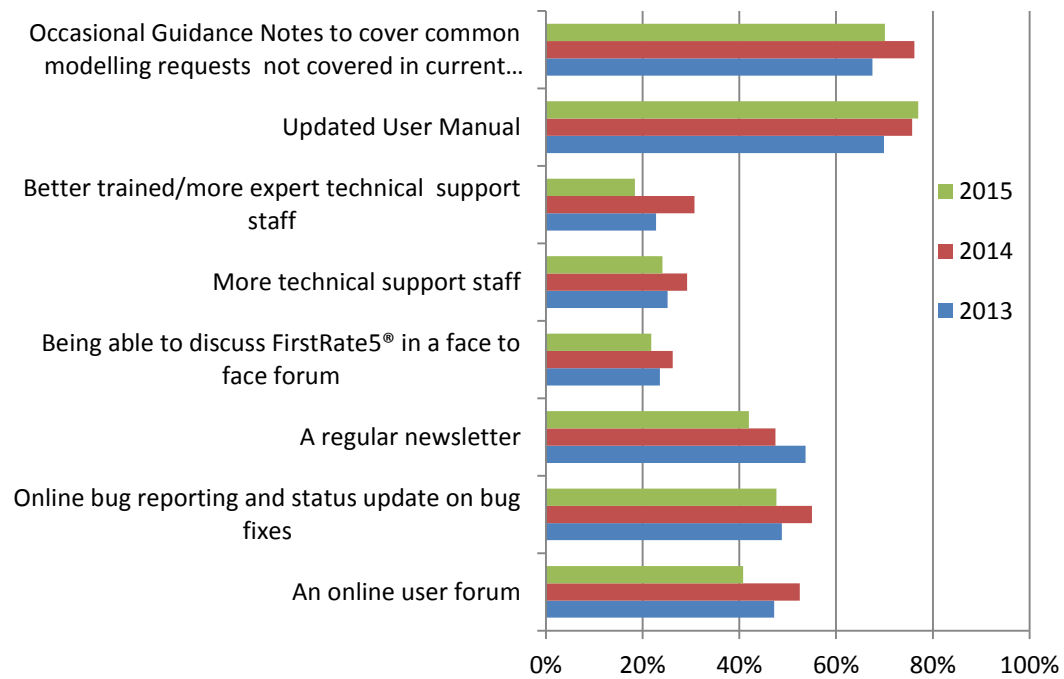

Q20. How relevant was the information found on the FirstRate5® website?

Q21. Overall, did your visit to the FirstRate5® website help you find the information you were looking for?

Q22. Finally, what user support features would you like to see implemented to improve the FirstRate5® website and technical support service? Please provide any feedback in the field below:

On those user support features Guidance Notes and the User manual stood out being the most popular in terms of what users liked to see implemented to improve.