

Online organisational feedback



Driving Service Quality

Connect Assist deploys dynamic data capture and assessment tools as an integral part of our service delivery.

Assessments are vital in understanding the needs of individual employees, clients and service users as well as whole workplaces, organisations and client groups. Surveys can be used to gather information effectively, providing instant feedback. Our survey tool is dynamic as data is collected within our customer relationship management system providing both real time solutions to employees, clients or service users completing the survey.

Our online organisational feedback systems are always designed for specific needs of our customers. We take existing data capturing activities (such as databases, emails, surveys) and build a comprehensive organisational feedback system. This allows organisations to target interventions, services and products for particular individuals and client groups, thus ensuring more efficient and effective overall use of resources.

Examples of feedback we can deliver include:

- Customer and client satisfaction surveys;
- Service development focus group survey tools;
- Service delivery data systems;
- Training and professional development needs analyses for employees, allowing companies and organisations to target training budgets effectively;
- Coaching needs surveys that are highly effective at initiating a successful coaching process between an individual and their coach;
- Health & Safety Executive compliant stress risk assessments that identify either risks to an individual or a whole organisation.

To see how we could help your business through our exciting Online Organisational Feedback services please view our client case studies overleaf.



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Case Study 1

UCU – University and College Union



UCU had particular needs to implement a client management system in order to manage their work in supporting members in casework.

The system was to be linked via a hosted, web based secure system, giving instant access to members' cases and ensuring casework was dealt with efficiently. Connect Assist successfully implemented our Business engagement solution as the management system for UCU's casework services. The system was installed in all of the 13 Regional Offices of UCU, plus the

London Head Office so regional and national officials could manage enquiries and cases within the system.

Connect Assist worked with UCU to configure the system to meet their precise needs, including all data fields, workspaces, and webforms for remote access, reports, documents and standard documents. In addition Connect Assist is working to develop the system to provide a knowledge base for officials and staff. This will involve uploading UCU generated content into the knowledge base.

For more information about UCU visit www.ucu.org.uk

Case Study 2

Teacher Support Network



teacher support network

Teacher Support Network is a group of independent charities and a social enterprise that provide practical and emotional support to staff in the education sector and their families. We offer information, counselling, coaching, money advice and financial assistance to teachers and those working in post-16 education. Teacher Support Network is the largest provider of services to teachers in the UK.

Connect Assist delivers services that enable the Teacher Support Network Group to provide this tailored support. This has included data systems which capture a range of organisational data that directly influence policy and strategy making and which has yielded significant efficiency gains. The combination of communicating by

email and sophisticated data recording has seen the following developments:

- E-engagement to tens of thousands of individual teachers
- The doubling of service use in 3 years, at no extra cost to the charity
- The provision of analytics and reporting on key issues that feed into public policy development
- Online campaigns that engage teachers and create a loyalty and retention of service users.

Visit www.teachersupport.info to experience the comprehensive web based information centre and online business engagement solution implemented by Connect Assist on behalf of the Teacher Support Network.

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