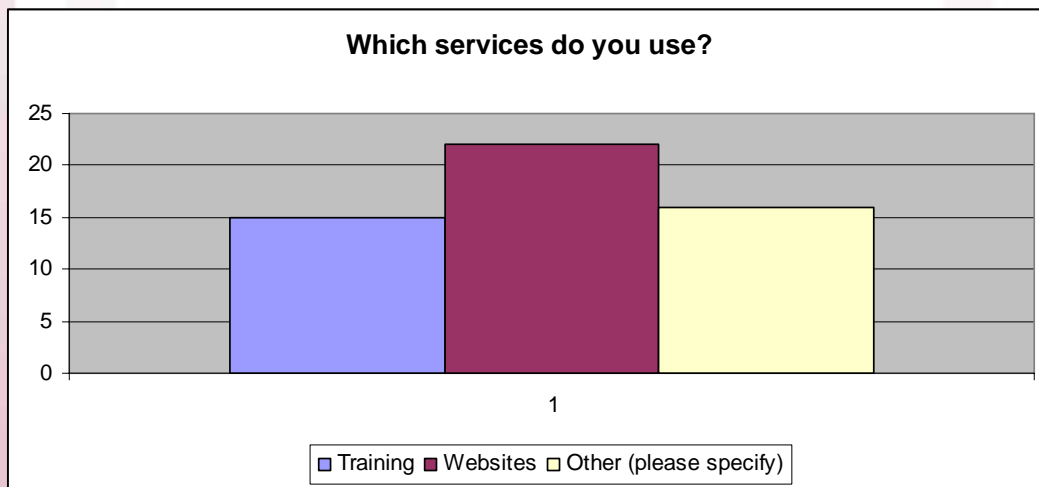
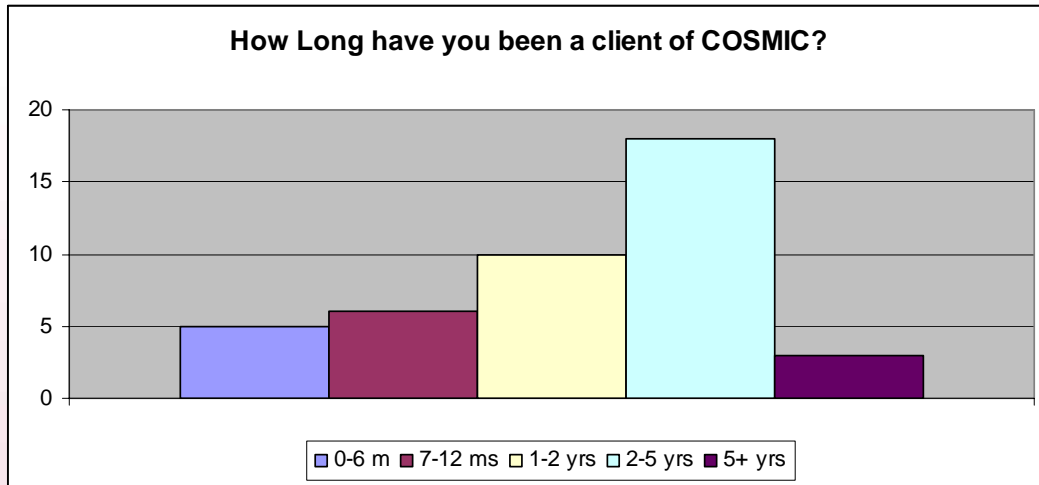
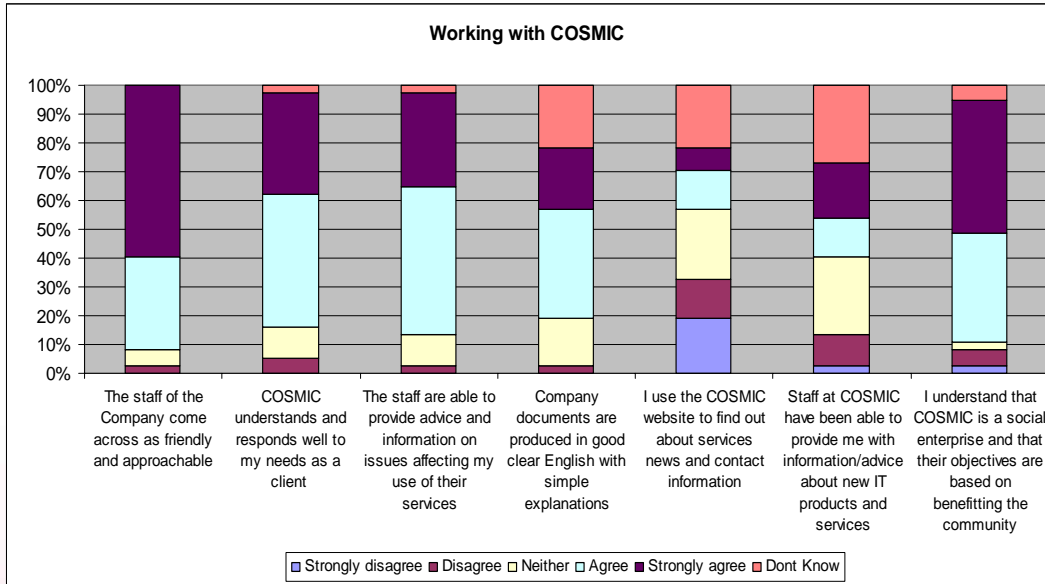


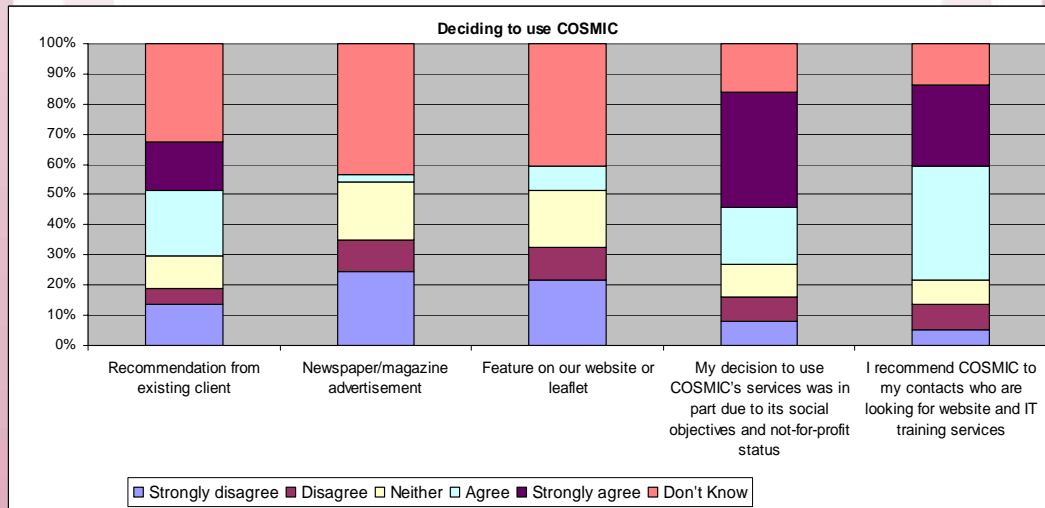
## CONSULTATION

Rather than consulting clients about individual services which they received at the end of the year we instead developed a survey which all clients could respond to regardless of the service which they had received. The diagrams and tables below show responses and illustrations of the replies to the online survey. In total we invited 218 clients to assist us in this way and a total of 43 responded representing a return of 19.7%.

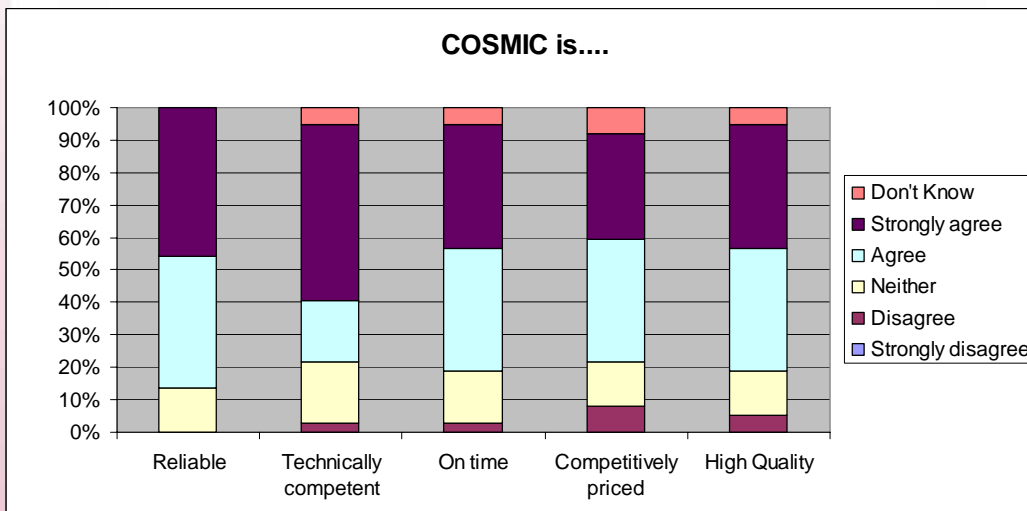




- “As its part of family now I use COSMIC on a regular basis, Very Happy Ben Mayo Smith has been on my case all my time at COSMIC and dealt with my needs to the highest standards.”
- “I had never been directed to a website for information about services or news! That is interesting considering the service we used was for IT training! I have never been given any information or brief with regard to COSMIC especially their objectives.”
- “We have only used COSMIC for one service. I'm not certain about what else is offered.”
- “COSMIC deliver their social enterprise objectives in part by interacting with groups of students from local schools. This in turn is informative and empowering for the participants and leads to a greater understanding of the world of work.”
- “I have never asked about new technology so cannot comment on this”



- "I understand that your company was chosen by our Chairman. It was not for me to make a choice!"
- "I have given many clients the name of COSMIC including SID VALE ASSOCIATION to whom i was asked if you were the best-i stated to get the back up service others do not offer"
- "The recommendation came through a leaflet provided by the Community Council of Devon and at that time they advised they had no real knowledge of the company other than they provided the service I required. I would recommend COSMIC to contacts for IT training but my last enquiry advised that you were overstretched, changing staff and no able to assist"
- "We have worked in partnership for a number of years, so we know what COSMIC can offer in the way of services"
- "Our organisation has used COSMIC since before I joined the organisation; there is entirely new staff team in the last 6 months"
- "I saw cosmic at a local exhibition and liked what I heard rather than other means"
- "We were COSMIC clients when I arrived. Not sure that I would have chosen myself. Probably not."



- "The 2 non bias choices above are unfortunately down to our recent training session where feedback from the staff attending was not that good. I will contact the tutor directly on this rather than elaborating here."
- "I have always been led by COSMIC and accept that was the best decision, for websites that load easily and are meeting the latest regulations"
- "Just can't fault it!"
- "Becky who was our trainer was brilliant. Sadly but understandably she has chosen a new career path. No other member of staff has ever approached me to provide further courses although I have students who I would like to tailor courses to."

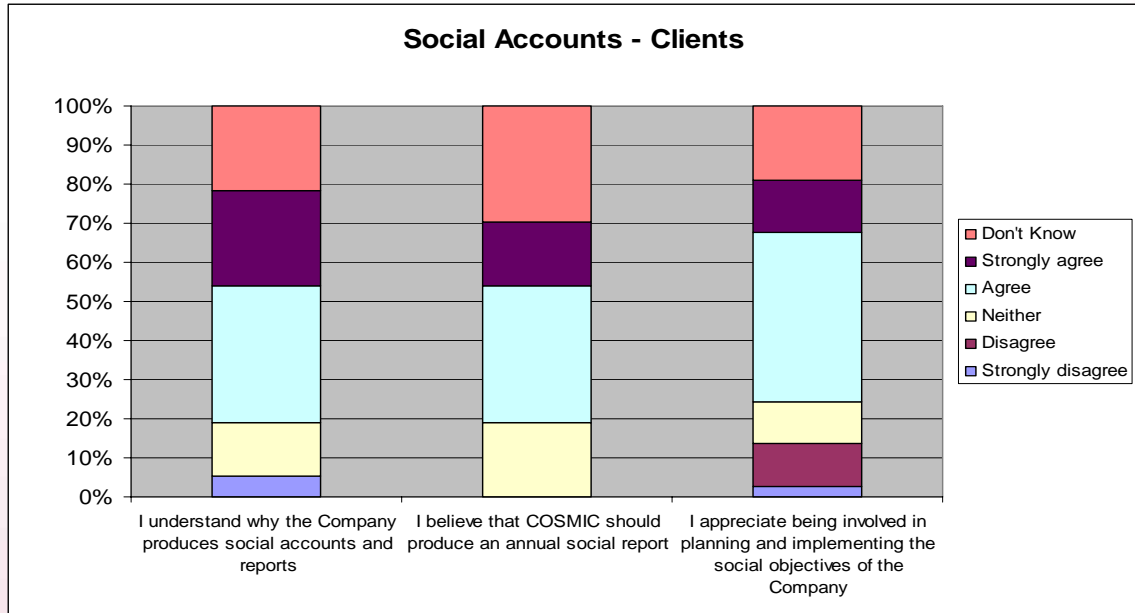
## Improvements to services

- "Virtual Tours- have asked to host few on my SIDMOUTH WEBSITE - assume you are still awaiting software to load from my supplied photos sometime ago. As trying to keep SIDMOUTH WEBSITE the towns guide the best."
- "Clearer details of your availability and perhaps update by email or leaflet to say how you have moved on and what you wish to provide? Also closer contact with someone who can work with us to perhaps design courses moving on with perhaps some payment by students? Also it would be extremely beneficial if COSMIC could request students to fill out an envelope with their details and perhaps pay for postage to return their work/certificate directly to them. Of course if there are students who cannot afford or do not want this service then we will step in but it would cut doubling up of work our end and yours."
- "Keep up the good work!"
- "Ideas of funders specifically funding IT work. Both training and website development"
- "Proactive reviews of clients websites suggesting where improvements could be made to keep up to date every 4 years or so.
- I need to find time to look at new technology and become more competent with it"
- "As in any company staff changes happen all the time. As a partner we would welcome being notified of a change where that directly affected us / our contract / our contact person etc."
- "Can be quite difficult to get through to reception by telephone sometimes."

## Do you have any future IT service needs which you would like to tell us about?

- "Awaiting [www.devon4business.co.uk](http://www.devon4business.co.uk) a site to link up DEVON TOWNS & hoping for a simple 3-4 page sites with in like SIDMOUTH & HONITON PAGES but like a website-domains pointing. Paper work given in sometime ago."
- "We are continually looking at economic ways to improve communication for our users and staff who have physical or sensory disabilities or Deaf people who use sign language"
- "Not sure yet, as we are looking to attract more funding to secure the future of the website we have. We would like to make improvements but until funding is identified can not make any changes. We may also like to improve the site to make it more accessible to young people with disabilities, i.e. using Widgeit software"
- "Many of our people who attended the first courses wish to move on but on defined routes. We still need laptops for all but have broadband and last time we did not need the satellite link. We are aware that distance is a problem with regard to this area and have previously run two sessions on each day to make it worthwhile. Perhaps we could do day courses on specific subjects to move these forward as these people are now interested but we need an approach and proper dialogue to arrange!"
- "To continue development of the website we are currently working on"
- "Training for Dreamweaver, InDesign, Photoshop etc"

- "As above"
- "Will probably be looking to expand the exetertenants.org.uk website at some point in the future as take-up of the current available space increases."



- "I was never really involved with the conception of the website, but have taken over the administration of it at a stage when it was already developed, so have never really had information about the background of Cosmic."
- "Have never been told anything about this or seen anything."
- "As a company we can learn from COSMIC's good practice"

#### Further General Comments

- "A few times the server has gone down, your website now does not have-24 hour emergency number-should your own website be on another server-so as live-when others go down-or other back up facilities, it is very important to ME running large databases not to loose out to distant competitors-so the loss of SERVERS is my QUERY-----or back up"
- "I would welcome the opportunity to meet with COSMIC representatives again as I now feel that I do not know contacts. We started with Becky and another and both have left! No further approach has been made to us on the contrary we have had to chase paperwork. Training needs to move to the next level here and this can only be developed with the assistance of providers."
- "very friendly approachable organisation"
- "I think you are appearing to be aware of all aspects cannot think of anything further to add!"
- "No further comments - first class company to work with."

- “I have no particular expertise in this field but I am very satisfied with the level of service and support I have received to present from your organisation - sometimes above and beyond the call of duty - getting the shuttle to an event on Saturday at short notice being an excellent case in point. Thank you.”

### **Objective 2 Recommendations**

- Marketing of specific services to SMEs and VCOs, including with existing clients, be improved
- Review of the proposals to structure services into a ‘multi-disciplinary’ centred arrangement to better suit clients
- Make improvements to communications and customer care
- Regular information to clients on new technologies etc – Clients Newsletter?