

Survey Results

CORE Higher Education recently surveyed our clients to learn what they think of our customer support. Here's what they said.



We understand you have a wide variety of things to manage within your clinical education program, so CORE provides you with the **highest level of personalized customer support** – available to you as often as needed and never for an additional cost.

This packet provides more information on:



The support we provide



How our clients graded our level of customer support



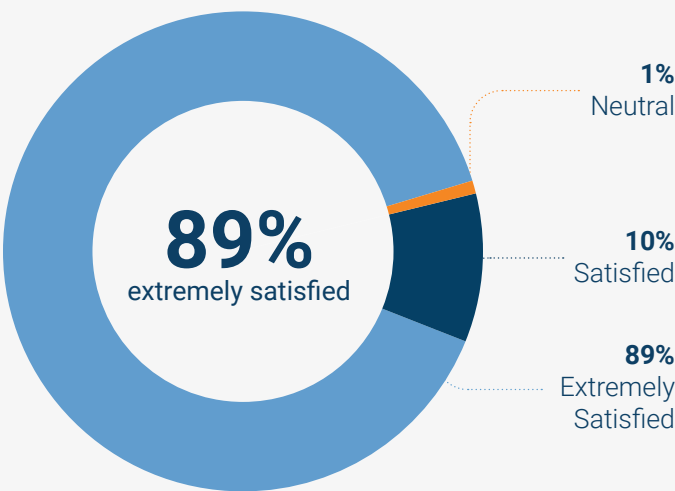
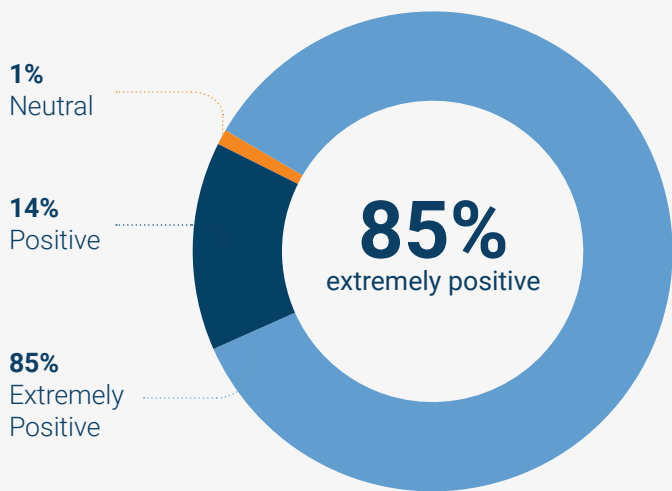
How we achieve a 98% client retention level each year



Direct feedback from our users

How positive has your experience been with CORE's client support?

How satisfied are you with the response rate of CORE's client support?



CLIENT FEEDBACK



The client support is truly exceptional. They are always willing to help & attentive to our deadlines **CORE always pulls through for us**, especially when an important or time-sensitive situation arises.



I will admit to having been skeptical of the value of switching to CORE early on, but I am now a CORE evangelist **thanks to the people we've had the pleasure of working with there.**



I am very happy with CORE & the level of service they provide. **They are always available**, prompt to respond to our emails/calls, & extremely patient with all members of our office.

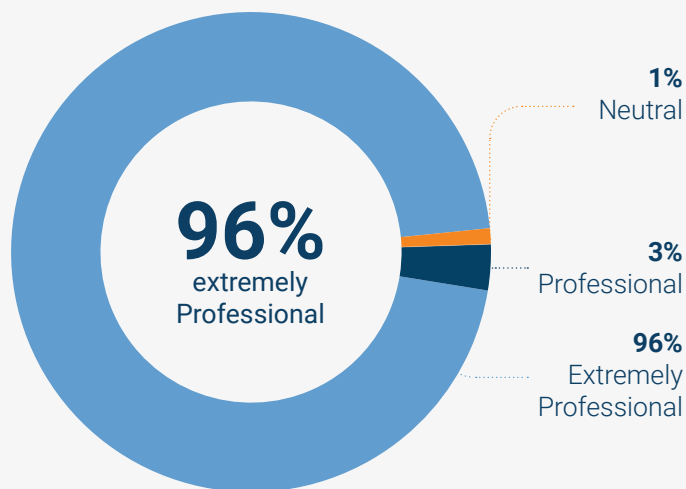
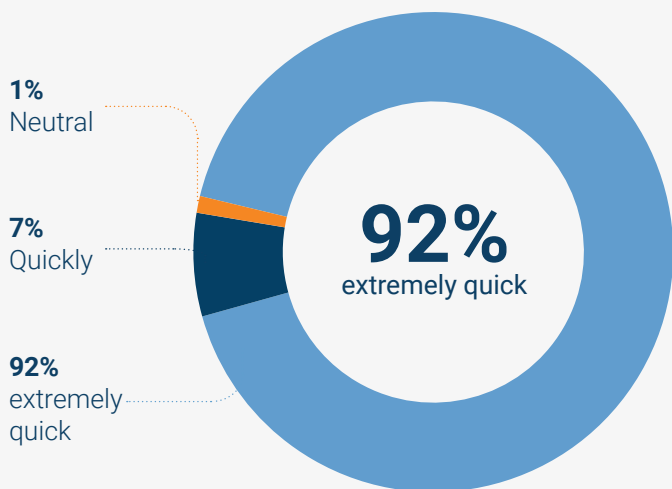


They are always willing to help whether through email, phone calls, or video meetings to show us how to do something. They are so appreciated for everything they do for us!



How quickly are your questions answered by our client support team?

Please rate the professionalism level of the CORE client support team.



CLIENT FEEDBACK



CORE is very customer-focused & always looking to meet our needs. **We wish all of our vendors were as efficient as the CORE team!**



The CORE team is willing to facilitate any problem-solving. They provide strategies and solutions that are **respectful of our time and processes**. They work better for our program.



The CORE team has made myself & my team feel comfortable reaching out with even the smallest question. I personally feel **our close relationship** with them allows us to utilize the system to its fullest potential.



The client support team is **always cheerful & eager to help**. They are very patient & kind. I appreciate how they listen & always find the best strategy for us.



CORE ACADEMY:

Supplemental support & training material at your fingertips



A robust library of consistently updated training activities and instructional videos



Short learning assessments at the end of each training activity to ensure comprehension



Especially useful to support your implementation process, training your new staff members, learning new ways to manage critical functions within your department, and more!

