July/August 2018

Hello there!, I hope SAFSMS has been of value to you in the best ways through the school session. In our efforts to continuously serve you efficiently , we have conducted surveys on the proficiency of our customer support and gladly included   the results.
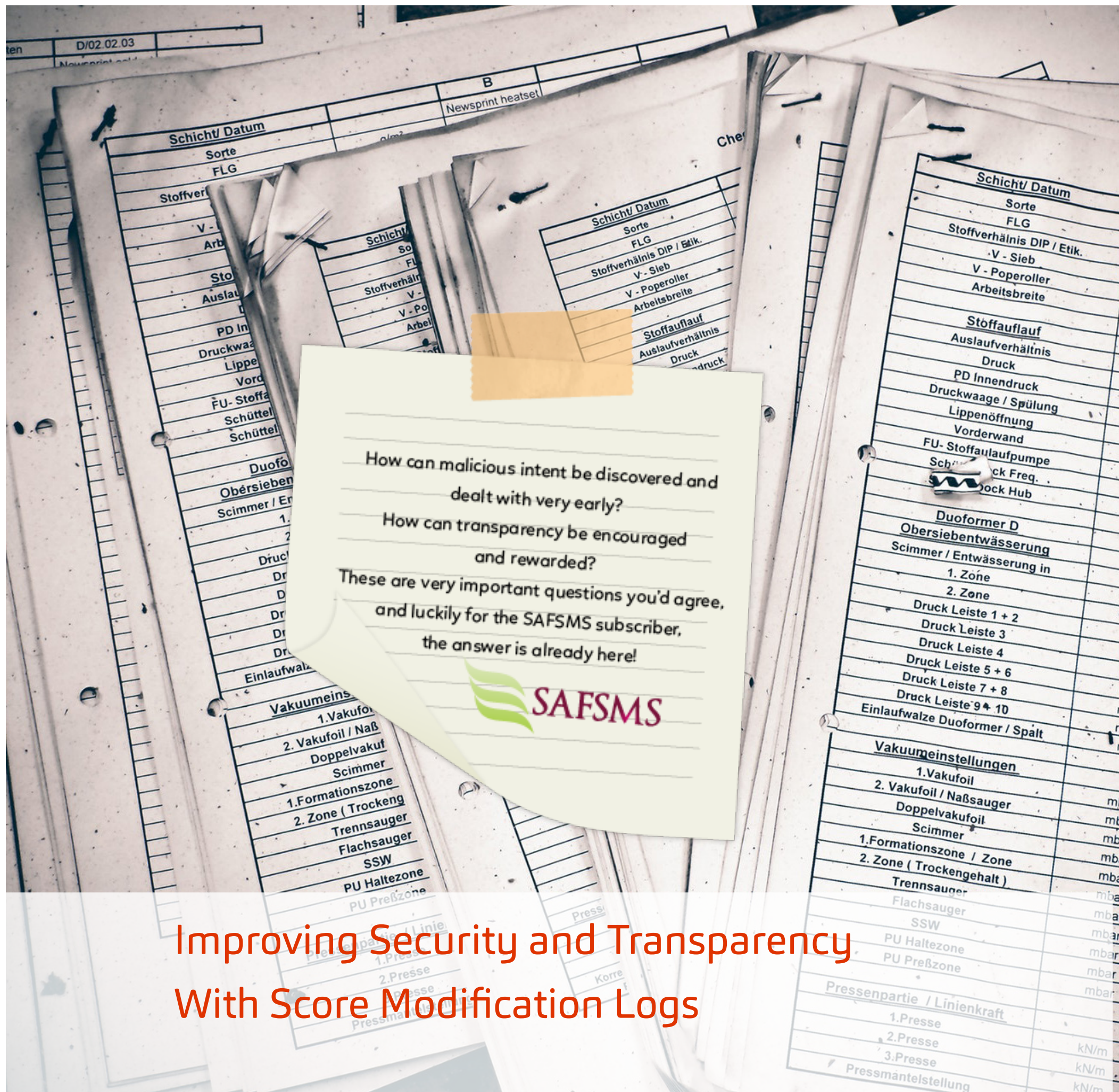Enjoy.

-Editors Notes.

SAFSMS
MONTHLY NEWSLETTER

The School Management Software
that's Simple, Affordable and Flexible

What's Inside

There's a lot to be said about the ideal world, isn't there? The realities of the real world are sometimes too harsh to face, almost making the ideal world nothing but a fantasy, a product of wishful thinking. Some of these delightful thoughts are implicit trust in individuals and systems of various kinds, and transparency in dealings of a delicate nature.

As school owners and stakeholders in the educational system, security and transparency is a major concern. How secure are the systems designed to aid our work?

SAFSMS introduces the Score Modification Logs, a feature designed to foster and encourage transparency and also ensure the security of student's data. This simple feature, working tirelessly in the background as teachers carry out their duties, is a detailed log of score modifications.

Every change, whether increment or decrement, deletion or update of any kind by whomever in the system is logged for any eventuality. No extra effort on anyone's part.

Should you decide to make an enquiry into any class', student's, or subject's records, data will be made available at a mouse click to aid whatever decision needs to be taken.

So log in as an Administrator on SAFSMS and view your school's score modification logs. There are filters intuitively placed to help narrow your ever growing bank of records to the few that are important to you at the time. With the Score modification logs, security and transparency would no longer be wishful thoughts or things to be referenced only in the ideal world. They would most certainly be a part of reality.

How can malicious intent be discovered and dealt with very early?
How can transparency be encouraged and rewarded?
These are very important questions you'd agree, and luckily for the SAFSMS subscriber, the answer is already here!

SAFSMS

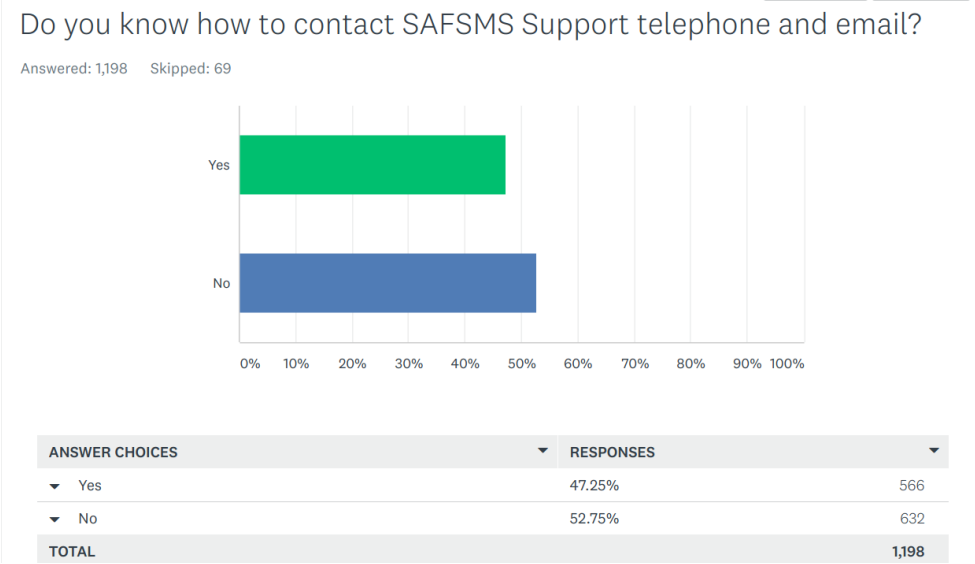# Improving Security and Transparency With Score Modification Logs

The Survey Results:
Verdict on SAFSMS Customer Support

We're always trying to make our customers happy, and one of the ways we can ensure this is by collecting regular feedback from users.
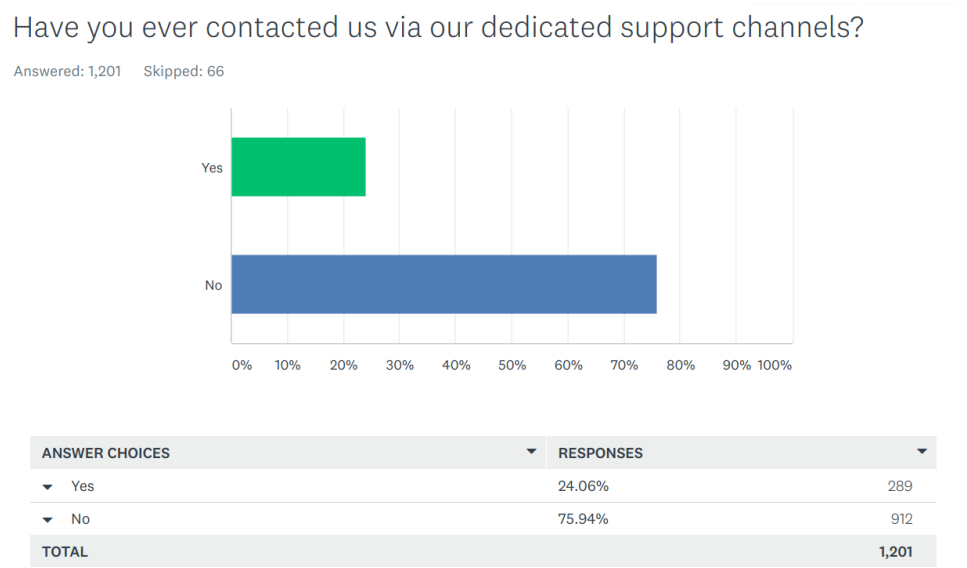
In a recent user survey, we get a glimpse of how SAFSMS users rate the software's customer support.

The survey was responded by 1,267 SAFSMS users in 195 schools across the country. Of which 857 of these were teachers (550 subject teachers and 297 Form Teachers), 246 parents and 271 administrative staff.

From the get go, it turns out that 52.75% of SAFSMS users are still not aware of the various channels to contact customer support, despite multiple efforts to create awareness.

Do you know how to contact SAFSMS Support telephone and email?
Answered: 1,198   Skipped: 69

ANSWER CHOICES	RESPONSES	
Yes	47.25%	566
No	52.75%	632
TOTAL		1,198

Consequently, the number of people who have contacted support is much lower (by 50%) than those that haven't. Or perhaps this is an indicator that SAFSMS is quite user-friendly and reliable.
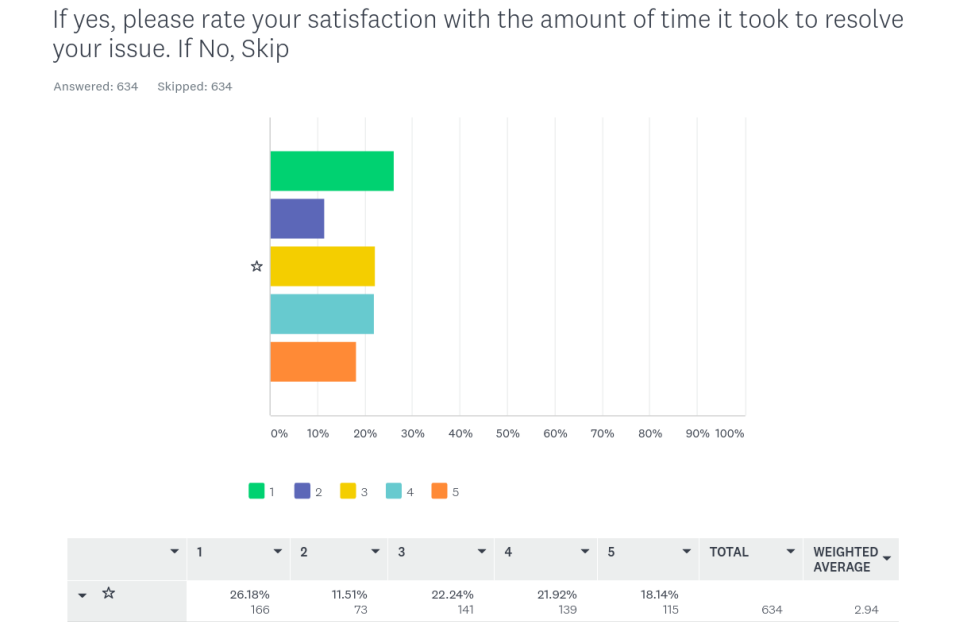
Have you ever contacted us via our dedicated support channels?
Answered: 1,201   Skipped: 66

ANSWER CHOICES	RESPONSES	
Yes	24.06%	289
No	75.94%	912
TOTAL		1,201

Either way, There are several ways to reach us effectively via Phone call, email or directly from the software!

SUPPORT RESPONSE TIME

The SAFSMS Support team works very hard to provide swift responses to customer issues. Tickets and complains registered through our various channels are prioritised and responded to in good time to ensure that our customers are satisfied.

Respondents to the survey gave our customer response time a 3-star average rating.
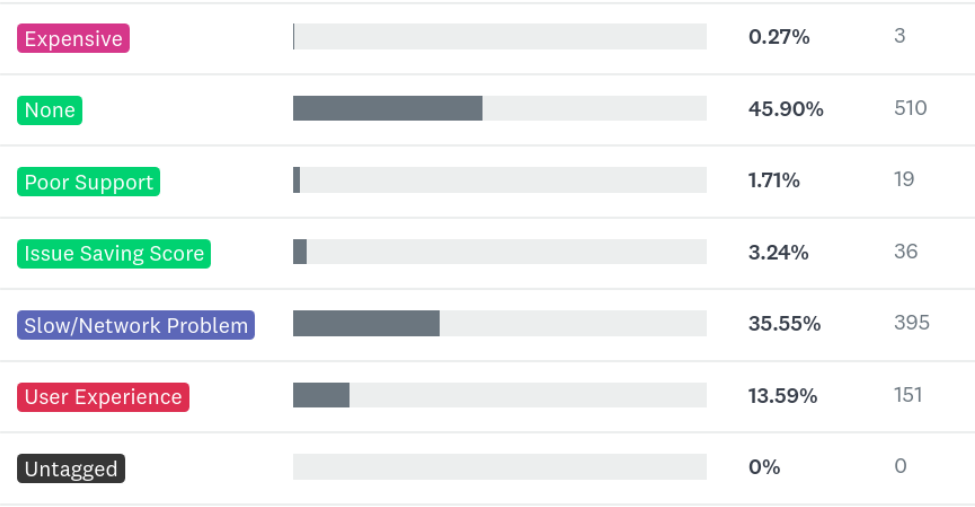
If yes, please rate your satisfaction with the amount of time it took to resolve your issue. If No, Skip
Answered: 634   Skipped: 634

	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
☆	26.18% 166	11.51% 73	22.24% 141	21.92% 139	18.14% 115	634	2.94

Although this isn't bad at all, there's definitely still room for improvement - the goal is to have a support response time which is as minimal as possible

SUPPORT AGENT BEHAVIOR
Similarly support agent behavior received a 3.21 star average rating as well.

Answered: 637   Skipped: 631

	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
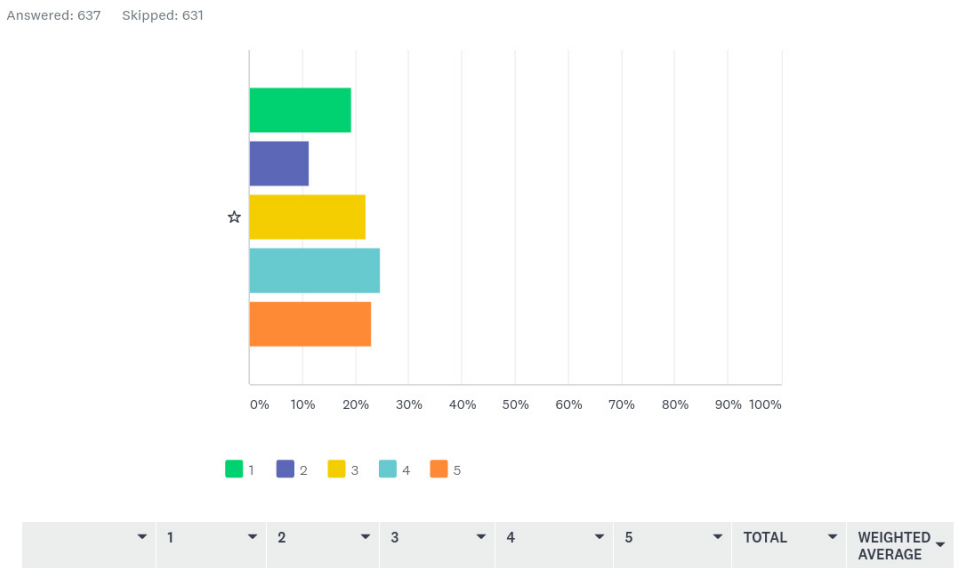
According the survey, 45.9% of users are completely happy with SAFSMS while the rest of them pinpointed a few issues - the biggest of which is the speed of the system.


Expensive		0.27%	3
None		45.90%	510
Poor Support		1.71%	19
Issue Saving Score		3.24%	36
Slow/Network Problem		35.55%	395
User Experience		13.59%	151
Untagged		0%	0

FURTHER SUGGESTIONS?

improve ntwk/speed	26.20%	273
Improve Service	10.84%	113
Recommendation	9.02%	94
Invalid/Nil	48.37%	504
Upgrade Server	4.80%	50
User Experience	4.41%	46

No matter your school type, whatever the challenge, SAF – School Management Software guarantees

Join Over
500
Schools using SAFSMS

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FINANCIAL MANAGEMENT

Have a clear picture of your finances to lower risks quicker with our school management software.
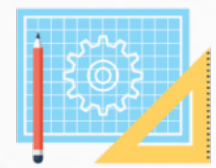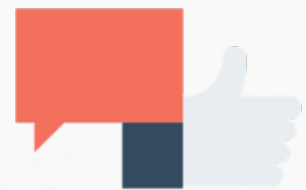
PROCESS IMPROVEMENT

Use right and accurate data to deliver effective leadership and make better informed decisions.

PARENTS ENGAGEMENT

Keep parents up to date on pupils' performance, attendance, behavior and financial status in real time.

BEHAVIOURAL MONITORING

Spot trends and changes in students' behaviour & attendance to make early corrections.

Quiz Yourself

I have forests but no trees.
I have lakes but no water.
I have roads but no cars.

What Am I?

Submit your answers to newsletter.safsms@flexisaf.com

and the first 3 correct answers win a data bundle.

Answers will be published in the next issue. Goodluck!

SAFSMS

Thanks for reading. We can't wait to see how many of you get the answers to the quiz right. Your feedback is always welcome, so please contact us anytime. See you in our next issue.

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