

32. In what way did you feel that you were not treated courteously?

Wave 1

1. Edison has had a negative effect on the mindset of most employees and a lot of people have a short fuse when it involves Edison
2. I received terse emails from F and A saying that the travel couldn't be approved and there was no explanation of how to fix the problem. It seemed the blame was placed on me, though no direction was given about how to complete the travel request
3. The individuals that I requested help from were just as frustrated with the system as I was since they didn't know what needed to happen either.
4. The people who answer the phones at the Edison Help Desk are usually courteous, but don't know enough about Edison to be able to accurately enter the description of the problem. All but 2 people who have resolved my tickets are snide and condescending. They will NEVER resolve a ticket in a way that would indicate that Edison was at fault. It's always the user's fault.
5. I have no knowledge that the person I told about this is in process of correcting it; have not been told they are correcting it; I reported it months ago!!!!
6. I was the "VERY" frustrated individual in the conversation. The HELP desk & Financial people were understanding.
7. Edison attitude is they know there are problems, can't understand our frustration, blame placed elsewhere
8. When I have called the help desk on several occasions the person that is supposed to be helping me is condescending and seems totally uninterested. They also seem to have no idea of how anything works in Edison or how it is applied to the State.
9. No type of communication (email, phone call, etc.) received from Edison personnel once the trouble ticket was called in
10. KNOW MATTER WHAT YOU SAY EDISON WILL SAY DIFFERENT AND THAT IS LAW PER THE EDISON GROUP!!!!!!!!!!!!!!
11. dumbed up..
12. have people saying the system can't do that when it was doing something it wasn't supposed to be doing then the next day it was resolved. Makes it look like they went back and fixed problem and acted like it was never a problem. Also talked to condescendingly. A major problem is that the people on the Edison desk have no experience with either Edison, i.e. can't answer the question and it has to be referred to someone else. Also they are totally unfamiliar with how the State conducts business and are clueless on some questions.
13. there has been no resolution at this time
14. Issue was raised and not actions taken to correct. Looks, remarks, and attitude.

15. You are told some one will get back with you when you speak with super users an/or the peolpe who were doing the workshops and when they do after a month or two you are told to go to some one else or enter a Help Desk Ticket and still get no resolution.
16. The lack of communication when a problem is found. Emails sent to the Edison staff go to a big black hole somewhere and ignored.
17. Treated as if I am incompetent because I asked a question that they could not answer.
18. When you call Edison, all they can do is take your name and number with a response that some will call you back and no response is ever received back to the problem. Don't lie to me.
19. Little training and too much pressure causes tempers to flair.
20. Some Edison staff were rude when asked about specific instances.
21. always
22. Phone calls were sometimes not returned
23. no response
24. Payments to school systems have been late since the beginning and F & A accounts wants DOE to write up all these procedures to insure things will work correctly before they will start flowing the money out the right way. These are things that should have been taken care of on the front end.
25. Continually being told that our business process needs to be tossed out and new processes installed, with no regard to laws, policies, procedures or records management issues.
26. The problem has been continuous since implementation and is not being properly addressed. Ignoring the problem is not courteous
27. The answer is not applicable. Our agency figured it out. There WAS NO HELP from Edison people
28. attitude
29. When we receive a call from a vendor that called the Edison Help Desk, did not get the answer they wanted and were referred to us by the Edison help desk. I feel I am not being treated courteously when I have to send them back to the Edison Help Desk, and the Edison Help Desk conference calls me with the vendor on the line, asking me to tell them how to do their job.
30. CONDESCENDING TONE USED. TALKED TO AS IF I DID NOT KNOW WHAT I WAS TALKING ABOUT. HAD A CUSTOMER TELL ME THE SAME THING HAPPENED TO THEM.
31. when calling the HELP desk they have no answers, so they create an email to someone else, that person sends a "problem resolved" email to me with no ability to reply or get furture help without going back to the useless HELP desk
32. Edison acted as if they were unaware of the problem until they were notified by a Commissioner.

33. everyone seems to feel the system is working correctly and when you bring it up it is thought it was our fault
34. The help desk is no help. I put in a help desk ticket three weeks ago for a very specific issue. I resolved the issue on my own (thank goodness) because no one has returned my call from the help desk. In addition, I was told to try to keep the screen active to avoid losing the information I had already entered but could not save, until someone called me back.
35. all
36. My questions are not answered promptly, and often are not answered at all. I have been treated like I was imposing just for asking. I was also told I was going to be reported to a high level person for not following instructions in the manual. I guess we're not allowed to make mistakes, though Edison makes them all the time. My rude treatment has been by Edison staff. Help desk is always courteous, though not helpful.
37. they act like they could not have made any mistakes so you have to take extra time to convince them extremely arrogant
38. written correspondence was issued stating that, "old dogs did not want to learn new tricks"If there is no acknowledgement that a problem exists, then no resolution can occur!

Wave 2

1. You can feel the frustration from the administrative and technical personnel on the phone.
2. by who?
3. When a question is asked, they giggle/shrug and answer "we know". You feel like an idiot for trying to find out information related to your job.
4. defensive Edison staff implying that issues are the "problem" of user
5. This is internal and not from Edison.
6. With every problem that we have tried to get resolved through EDISON, the common response is "Thank you for your input, we will get back with you." And, of course, they never do.
7. Wouldn't get back to me with answers
8. HR staff person was rude.
9. Help Desk Rep. was rude
10. Have not RAISED an issue YET
11. I was told that our agency would have to change our business practice instead of Edison meeting our needs.

12. No one knows what the right answers are with the Edison program. Told " I do not know on several occasions and sent to another person.
13. issues not resolved
14. When wer are trying to find answers to questions it becomes very difficult to first find the person who has the correct answer. Once we do find a person, we are usually greeted with condescending attitudes from people in the main office of our Department. They usually assume that we are doing things incorrectly on purpose and start ordering us. Communication is often difficult because definition of terminology is not always the same.
15. One call to the help desk, the man who answered said they were having query issues that day. The issue I called with I wasn't 100% sure would be caused by that issue so I asked to have a ticket opened. He said he would "but they were just going to tell him it was due to the query issue". It was not presented in a nice manner. I still have not received a call or email telling me the issue has been resolved. I just know it has because I kept checking the report.
16. NO TRAINING, IT DOES NOT WORK EDISON HELP DESK DON'T KNOW ANSWER. DON'T EVEN WORK GOOD TO FINISH THIS SURVEY
17. No one replied to my email.
18. Becuase my supervisor and I were told to contact one person and then told by that person to contact who we oringinally contacted.
19. when asking questions, answers were very short, and i felt as if i had to drag the information out of the instructor by constantly asking another question.
20. The Edison help desk is fairly useless
21. Inadequate training on front-end. Edison people act like you should automatically know what you are doing.
22. We were not consulted in any way before implementation despite offering to help, conference calls on prescribed topics became free-for-all for whatever anyone wished to gripe about rather than discussing the topic of the call, help-desk calls were not returned until weeks later, those returning help calls were not capable of solving issues, agencies were told to fit Edison requirements rather than Edison fitting agency requirements, passing-the-buck was the modus operandi of many of the call-takers, insufficient numbers of staff to solve specific problems (i.e.- only one person in the entire agency can fix a particular problem that every agency is having), parallel testing alongside legacy systems was not even an option for us, et cetera...
23. Person was rude. Acted like I bother them.
24. No one ever has answers when asked questions. The standard response is " I don't know".
25. Help desk issued tickets but I was never assisted or helped. Help desk attendant sounded irritated that I had a problem and bothered them with it.
26. I entered date in a clear logaical manner so date could be tracked and validated. When the system would not allowed me to do that I Lied! and it was promptly entered and paid.

27. When I contacted a superior co-worker I was treated like I was stupid for not knowing how to use Edison and how the process works. It was like I was just expected to know everything. When the issues were a result of this other person's work, it was blown off as not a bit deal. I was belittled and did not appreciate it.
28. When given a number to call by our finance supervisor, the party on the other end was rude and I was told I did not have the right to go to them directly. On numerous occasions the help desk seem more overwhelmed that I was.
29. This was an issue that I was able to solve on my own so this question does not apply to me.
30. there has been no resolution
31. Person was rude and not very helpful
32. Some people in the help line don't know what they are doing.
33. Upon calling the help desk one time, I was told that the help desk didn't have time to help me with my specific issue.
34. They did not try to understand the state policy on travel. We were forced to change state policy to adhere to Edison policy.
35. The man at the help desk was terse, and unknowledgeble
36. I have not contacted anyone about the problem.
37. Issue ignored over a long period of time. Help desk had no idea how to resolve problem. We have asked for all of our data to be available in Edison repeatedly w/o resolution. Bad form!!
38. F&A can be very difficult in their responses to claims they see as being filed incorrectly. It would help if I had received some training on filing travel claims.
39. A few e-mails were quite blunt and rude, only demanding information and giving no greeting as a person.
40. the people were short with me on the phone and could not help me and asked me if I had a manuel. I have 12 manuels. I was insulted. The help desk should Help!
41. Short Tempers
42. The Edison person helping talked to fast, didn't want to wait for me to write information down and is always in a hurry, like they don't have time to answer questions
43. I was talked to like I was stupid.
44. I was not given answers to my questions. Was treated rudely and a supervisor never available to call me back.
45. The Audit Division's, Dept of Revenue questions are sent through one person. That person does not provide updates if the time issues and expense issues are being worked on.

46. no response
47. Poor training, and when you ask a question Edison staff thinks everyone should know the answer
48. No one is listening to problems in field. Everyone is too busy trying to 'run' edison and keep fiscal running, no time to solve issues with agency levels for approvals/requisitions.
49. twice when I tried going through the Edison Help Desk the tone of voice of the person on the phone with me was very curt
50. There was no resolution on an order hung up in system. People are stressed and aren't always courteous. HelpDesk didn't have the answers on a lot of it.
51. I felt ignored by Edison staff when i tryed to explain my problems.
52. When you call in with a problem you are treated like you are brain dead and are usually asked if you went to training. We have had very little training in Edison to be treated like we should know everything about it.

Wave 3

This question does not apply to Wave 3.