

How Do You Interface with RMLS™? Subscriber Satisfaction Survey Results

This week, RMLS™ continues featuring feedback gleaned from our Subscriber Satisfaction Survey. (If you've not read the first post on the subject, check out [How Are We Doing? Subscriber Satisfaction Survey Results](#).)

Staff members find survey feedback invaluable. At a meeting earlier this week, one of our VPs noted how this survey directly impacts which projects get prioritized as RMLS™ plans for the coming year. We like to share results with subscribers as well, so here are some questions pertaining to how our subscribers access RMLS™ services.

Where do you normally get RMLS™ information?

Almost all (91.6%) of RMLS™ users obtain information through the RMLSweb desktop page. Besides the desktop page, the next largest source of information was the RMLS™ Weekly Report, which is sent via email each Monday. However, only about half of survey respondents (48.1%) claimed to get information this way. The RMLS Help Desk rounds out the top three at 24.9%.



While RMLS™ maintains a presence on Facebook and Twitter, a very small number of people get RMLS™ information that way—likely because that presence is fairly minimal. In the next year, RMLS™ plans to examine that presence in order to improve

Subscriber comments included:

- *“I know I can always call and count in you for help!”*
- *“I think agents...do what is easy—we don't spend time*

educating ourselves on new stuff until we have to...but RMLS™ is really trying and that makes me want to try too!"

- *"I would like to attend a RMLS training class." [Ed. note: Check out the RMLS™ Training Calendars, or email training@rmls.com to arrange for our trainers to come to you!]*
- *"When I am in RMLS, I am in there to work and don't have a lot of time to read updates."*
- *"All agents regardless of title need to read the information that you provide to us."*

Which RMLS™ office are you most likely to contact for assistance?

Our corporate office in Portland is used by 68.3% of our survey respondents, with the Vancouver, WA, office coming in next at 11.8%. Eugene rounded out the top three at 7.3%. The data suggests our Brookings and Florence offices offer the most personalized experience, as they both serve about 1% of our respondents.

How satisfied are you with the service at your primary RMLS office in the past year?

Exactly a 4.0, RMLS™ our subscribers are precisely halfway between "satisfied" and "delighted."

Subscriber comments:

- *"The staff is well versed in all areas, and answers your emails and returns calls promptly."*
- *"Need a west side office. It is unreasonable for us Hillsboro people to be required to go to the airport. How would the east side people feel if you moved to Hillsboro?"*
- *"I can get everything I need from the Roseburg office."*
- *"It would be beneficial to have a Mac on hand for your techs."*
- *"Great staff, I love coming into your office."*

Next time, we'll talk about how subscribers use RMLS™ training services.