

# An Introduction to IB Answers



**inspiring  
education**  
THE HAGUE 27-30 Oct  
2011

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**ib** International  
Baccalaureate  
Africa, Europe  
Middle East

# IB Answers: Key Features

- IB Answers launched globally 14 March 2011
- We operate 24 hours per day, 5 days per week, with weekend support during critical periods
- Support is available in English, French and Spanish
- Aim to send an initial response within 6 hours of receipt
- Online self-help tool on <http://ibanswers.ibo.org/>
- Streamlining of 35 functional areas into one email address



# Contact us





Our team is available to take your call 24 hours per day, Monday to Friday.

You can reach us on the following numbers:

UK:  + 44 29 2054 7740 

Geneva:  + 41 22 309 2515 

Singapore:  + 65 6579 5055 

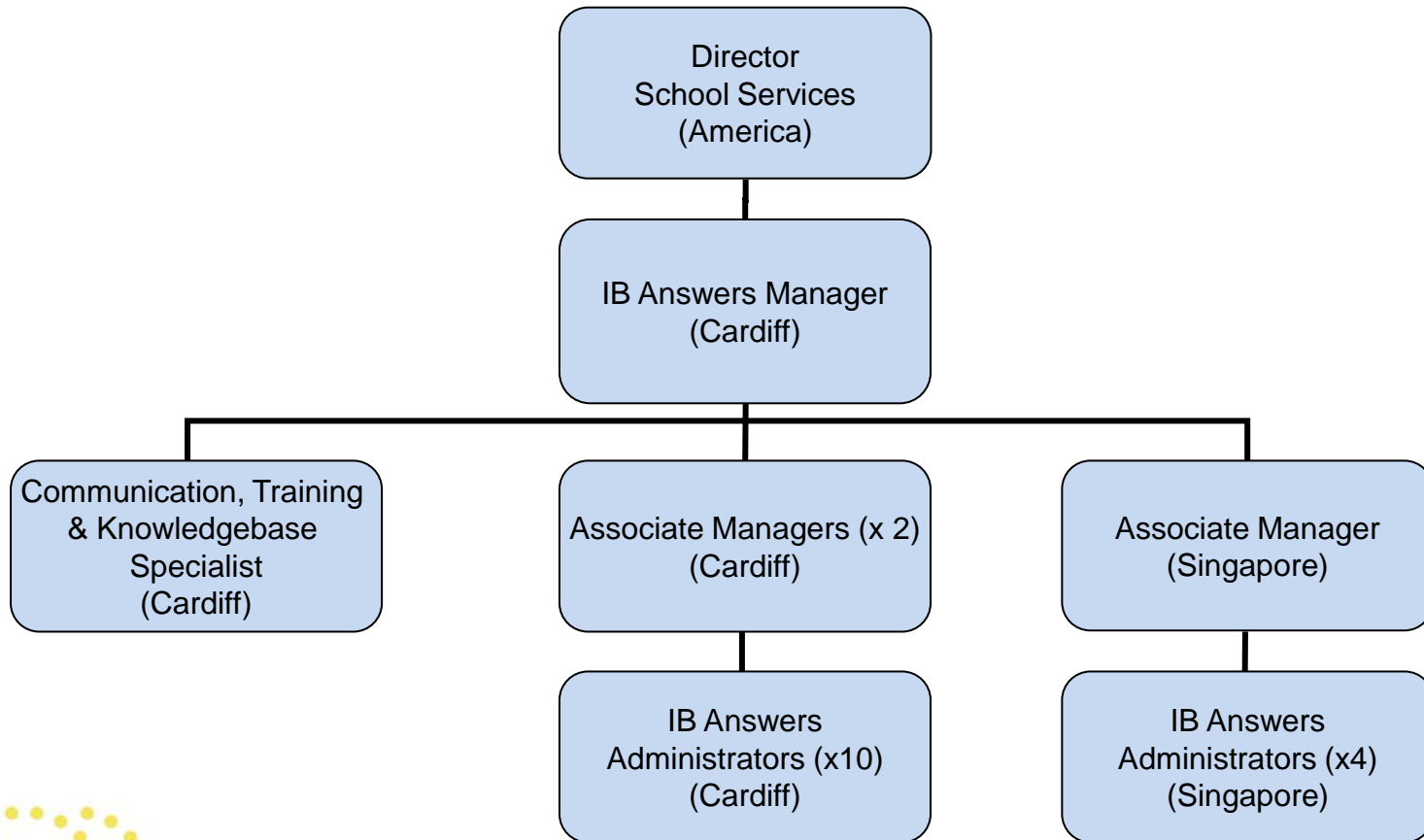
US:  + 1 301 202 3025 

The Hague:  +31 70 352 6055 

We are closed on Saturdays and Sundays except during results issue periods.

You can also email us at [ibid@ibo.org](mailto:ibid@ibo.org) or simply search for your answer on this website.

# IB Answers: Structure & Location



# IB Answers: Self-help Tool

IB Answers

Log In | Sign Up



English | Français | Español

Home   Answers   Submit a question   Your Account ▾

## Find an answer

Please enter keywords or question

Search

Advanced Search

## Most popular answers

### Become an IB World school

- ▶ How much does it cost to apply to be authorized?
- ▶ How does your authorization process work? How can I be sure the school is ready?
- ▶ What are the costs involved around the Application for authorization?

### Middle Years Programme

- ▶ What is the IB's mission statement?
- ▶ What is meant by "the pre-IB"?
- ▶ What is the IB Middle Years Programme (MYP)?

### Diploma Programme

- ▶ Have the dates for the May 2012 examinations been confirmed?
- ▶ Can you tell me something about IB certificates?
- ▶ What is the IB's mission statement?

### Primary Years Programme

- ▶ What is the IB's mission statement?
- ▶ What does the Primary Years Programme consist of?
- ▶ Can the PYP planner be altered?

## Announcements

### IB Answers

"IB Answers is currently receiving a high volume of email and telephone enquiries. Before contacting IB Answers directly we recommend you search our FAQs.

We aim to respond to your enquiry within 24 hours and thank you for your patience"

### Already an IBIS user?

If you use IBIS, you already have an IB Answers account. [Log in here](#)

If it's your first time using IB Answers, [discover your personal username and password here](#)

## Contact us



Submit a question

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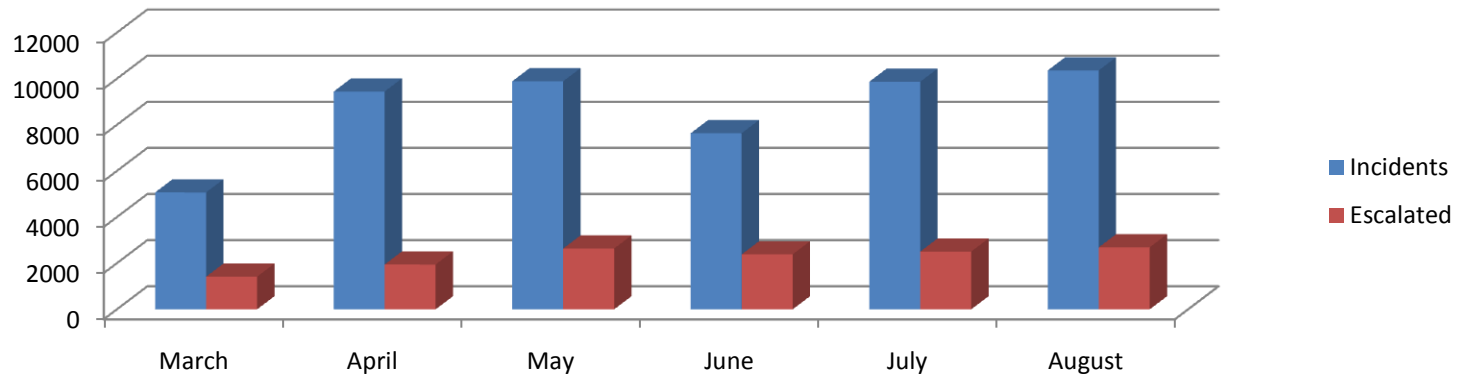
IBAEM	IBAP	IBA
Coordinator helpdesk	IBAP school services	IBA Support
IBIS feedback	Events / workshops	Buenos Aires support
Logos	Professional development	Professional development
Registrations	Finance	Alumni
Rescheduling		Events / workshops
Exam stationery		Conference
PYP		Certificates
MYP		Transcripts
DP		Vancouver support
Ecoursework		IB Development
WRC		
IBAEM school services		
IB HQ		
Online Workshops		

# IB Answers: How we operate

- Queries are received via email, phone or through the IB Answers website
- IB Answers Administrators answer the Tier 1 questions and provide a response to the stakeholder within 6 hours
- More complex (Tier 2) queries are forwarded to the relevant specialist department who respond within 72 hours
- IB Answers staff are experienced in cross-programme queries and global functions and have access to a detailed knowledgebase

# Key Statistics – The first 6 months

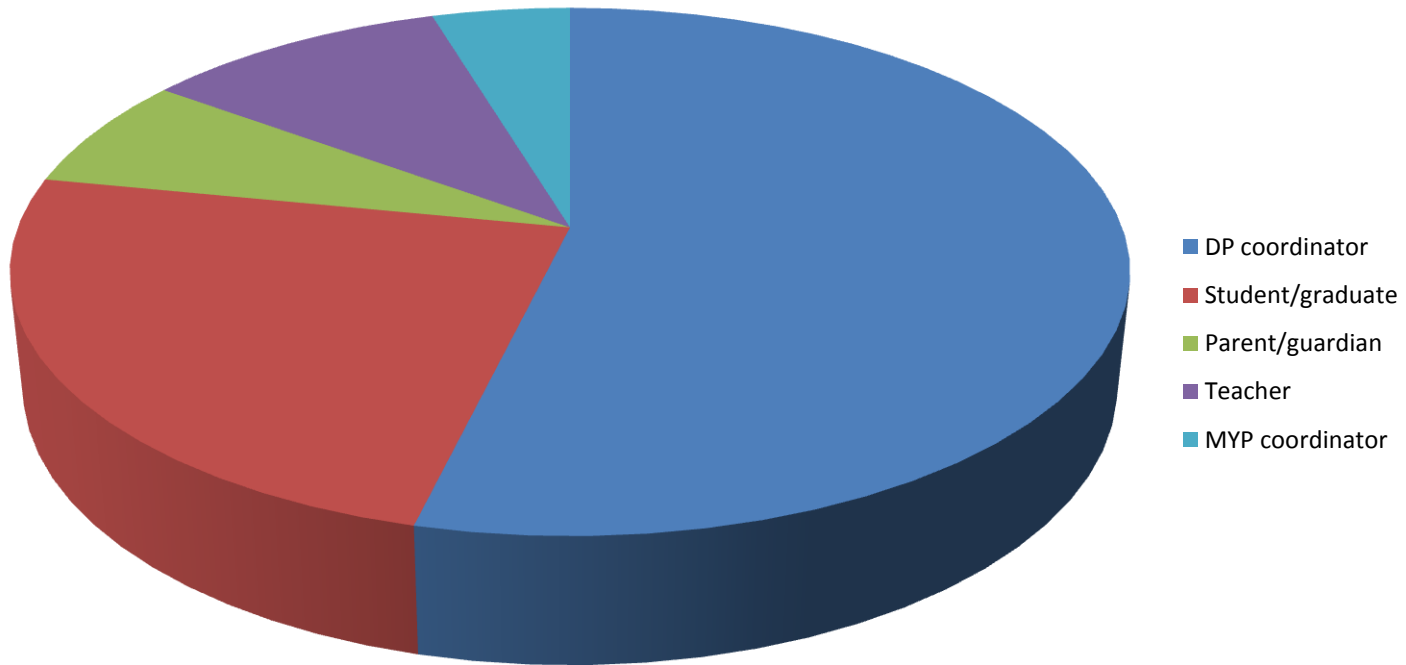
On average IB Answers receives in the region of 10,000 queries per month



- 75% of queries were handled as Tier 1 by IB Answers staff
- 73% of the queries received were responded to within the 6-hour SLA



# Stakeholder Profile



\* Based on August 2011 data

# Stakeholder Satisfaction\*

How satisfied were you with the outcome of your enquiry?

**74% were satisfied or very satisfied**

How satisfied were you with the IB Answers team member that handled your enquiry?

**78% were satisfied or very satisfied**

How satisfied are you with the length of time it took for your enquiry to be resolved?

**74% were satisfied or very satisfied**

# Stakeholder Satisfaction

In relation to your last experience with IB Answers, please rate your overall satisfaction with each of the following:

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
<b>Friendliness of administrator</b>				
<b>Overall professionalism of a dministrator</b>				
<b>Understanding of your needs</b>				
<b>Time to resolve issue</b>				
<b>Resolution of issue</b>				

# Questions & Comments

