



**Department of Administrative Services  
Online Customer Satisfaction Survey  
July 2007 – December 2007  
Results Summary**

Prepared by



**Performance & Development Solutions  
DAS-Human Resources Enterprise**

**January 2008**

Note: While no comments have been removed from this public version of the report, in a few instances individuals' names were removed from comments for discretion reasons. Full comments were provided to DAS managers to share with their staff.

# TABLE OF CONTENTS

<b>PROJECT OVERVIEW</b> .....	<b>3</b>
<b>SURVEY DISTRIBUTION AND RESPONSE</b> .....	<b>3</b>
<b>DAS CUSTOMER SATISFACTION SCORE</b> .....	<b>4</b>
<b>SURVEY RESULTS</b> .....	<b>5</b>
State Accounting Enterprise (SAE) .....	5
Human Resources Enterprise (HRE) .....	5
General Services Enterprise (GSE) .....	5
Information Technology Enterprise (ITE) .....	6
Average Scores for Cost, Quality, Timeliness, and Customer Service.....	6
Responses by Organization .....	7
Help Desk and DAS Core Services.....	8
<b>RECOMMENDATIONS FOR NEXT SURVEY</b> .....	<b>9</b>
<b>APPENDICES – SURVEY DETAIL</b> .....	<b>10</b>
Appendix A: General Services Enterprise (GSE).....	11
Appendix B: Information Technology Enterprise (ITE).....	15
Appendix C: Human Resources Enterprise (HRE) .....	18
Appendix D: State Accounting Enterprise (SAE) .....	21
Appendix E: DAS-Core.....	23
Appendix F: Additional Comments for DAS .....	26

**Department of Administrative Services  
Online Customer Satisfaction Survey  
July 2007 – December 2007**

**Key Findings Summary Report  
February 13, 2008**

---

**Project Overview**

The purpose of the semi-annual survey is to gather periodic feedback from customers regarding their recent experiences with DAS and the services purchased and/or received through each of the four DAS enterprises.

- General Services Enterprises (GSE)
- Information Technology Enterprise (ITE)
- Human Resource Enterprise (HRE)
- State Accounting Enterprise (SAE)

Additional questions gathered feedback about DAS-CORE functions, including:

- DAS Customer Service Center
- eDAS Online Ordering System
- eDAS bill
- DAS Finance

**Survey Distribution and Response**

PDS conducted the online Customer Satisfaction Survey in January, 2008

- The purpose of the semi-annual survey is to gauge customer satisfaction with services purchased/received from DAS during July 2007 – December 2007.
- PDS developed, programmed and hosted the online Customer Satisfaction Survey using SurveyMonkey.com.
- The Department of Administrative Services provided the list of names and e-mail addresses for customers who had purchased and/or received services in July 2007 – December 2007, as recorded through eDAS.
- PDS sent a total of 445 email invitations on January 17, 2008. 416 emails were delivered successfully.
- On January 29, 2008, a follow-up email was sent to 303 individuals who received the initial invitation but had yet to respond.
- PDS sent a survey invitation to 35 DAS employees who were authorized users for viewing the monthly eDAS bill.
- The survey was closed at 4:00 p.m. January 31, 2008.

In total, 198 respondents began the Customer Satisfaction Survey. Of those, 150 respondents completed the survey providing a response rate of 33.7%. In July of 2007, there were only 70 respondents to the survey, showing an increase of 242% in participation.

## DAS Customer Satisfaction Score

In previous DAS Customer Satisfaction surveys conducted by Essman Research, the measure recorded in the DAS Scorecard was found by taking a basic average of each response and calculating the percent of customers with an average response of 7.0 or higher for DAS products/services.

Result Based on January 2008 Survey Data	Percent
Percentage of Customers with an average response of a "7" or higher	48.67%
Percentage of Customers with an average response of a "6" or higher	70.67%
Percentage of Customers with an average response of a "5" or higher	96.00%

*\*Note: While 198 took the survey, 48 people either did not complete the survey or did not answer any scored questions. The above percentages are based on the 150 responses with scores.*

Alternatively, this January 2008 DAS Customer Satisfaction Survey was analyzed using a weighted average. Significant survey design changes from past surveys to allow for more detailed responses and ratings by service, not just enterprise, also allowed respondents to select "N/A" or skip questions relating to services they did not utilize over the past six months. Therefore, a "weighted average" was calculated based on the number of people that actually responded on the service in the question, not necessarily the number of people that passed through the question set. This weighted average is a more accurate and meaningful rating than a basic average or response percentage.

Enterprise	Average Score
SAE	7.89
HRE	7.07
GSE	6.82
ITE	6.19
Overall DAS	6.79

## Survey Results

For each DAS enterprise (GSE, ITE, HRE, and SAE), respondents rated the cost, timeliness, quality, and customer service for specific enterprise services (Scale of 1-10).

### State Accounting Enterprise (SAE)

SAE	Score	Response Count	Timeliness	Quality	Customer Service
Daily Processing	8.18	56	8.02	8.19	8.33
Payroll	8.16	46	8.11	8.21	8.16
I/3	7.42	61	7.33	7.03	7.90
Average Score	7.89	163	7.79	7.77	8.12

### Human Resources Enterprise (HRE)

HRE	Score	Response Count	Cost	Timeliness	Quality	Customer Service
PDS Training	7.49	38	7.03	7.58	7.49	7.84
Benefits	7.36	41	6.80	7.51	7.51	7.61
Personnel Officers	7.23	44	6.85	7.04	7.51	7.49
Employment	6.56	39	6.08	6.69	6.67	6.77
Labor Relations	6.37	21	5.96	6.65	6.33	6.60
Average Score	7.07	183	6.60	7.14	7.20	7.34

### General Services Enterprise (GSE)

GSE	Score	Response Count	Cost	Timeliness	Quality	Customer Service
Custodial Maintenance	7.50	52	6.72	7.70	7.60	7.94
Mail	7.30	78	6.88	7.18	7.47	7.65
Purchasing/ Procurement	7.24	82	6.85	7.29	7.33	7.55
Fleet	7.07	74	6.68	7.00	7.29	7.35
Locksmith	7.06	32	6.59	7.30	7.09	7.22
Architectural and Engineering Services	6.96	33	7.00	6.76	6.94	7.16
Electrical Services	6.95	36	6.50	7.03	7.14	7.11
Vertical Infrastructure	6.68	24	6.87	6.42	6.64	6.83
Building Maintenance	6.43	38	6.09	6.24	6.51	6.85
Grounds Maintenance	6.18	38	6.17	5.97	6.10	6.50
Mechanical Services	6.17	37	5.78	6.18	5.97	6.79
Capitol Complex Planning	6.00	16	6.15	5.76	5.94	6.20
Facility Rental	5.71	15	5.62	5.64	5.94	5.60
Lease and Space Management	5.52	37	5.40	5.24	5.92	5.56
Average Score	6.82	588	6.50	6.77	6.90	7.11

Information Technology Enterprise (ITE)

ITE	Score	Response Count	Cost	Timeliness	Quality	Customer Service
Service/Help Desk Services	6.96	47	6.25	7.02	7.21	7.32
E-mail, Common Directory, and BlackBerry Services	6.85	41	6.31	6.78	7.07	7.23
Desktop Services	6.44	31	5.77	6.39	6.70	6.87
Printing and Copying Services	6.30	38	5.89	6.32	6.26	6.76
Network Services	5.98	30	5.33	6.20	6.07	6.34
Security	5.96	27	6.00	5.96	5.71	6.20
Mainframe processing and related services	5.96	30	5.70	6.10	6.16	5.86
Web Application or Server Hosting	5.78	24	5.26	5.83	5.96	6.04
Database Service	5.71	24	5.29	5.75	5.76	6.00
Data Center/Server Farm Colocation	5.31	17	5.17	5.00	5.61	5.47
Application Development and Support	5.30	23	4.90	4.87	5.54	5.83
Average Score	6.19	330	5.73	6.18	6.32	6.51

Average Scores for Cost, Quality, Timeliness, and Customer Service:

Measure: Cost	
Enterprise	Average Score
SAE	N/A <sup>†</sup>
HRE	6.60
GSE	6.50
ITE	5.73
Overall DAS*	6.28

Measure: Quality	
Enterprise	Average Score
SAE	7.77
HRE	7.20
GSE	6.90
ITE	6.32
Overall DAS*	6.80

Measure: Timeliness	
Enterprise	Average Score
SAE	7.79
HRE	7.14
GSE	6.77
ITE	6.18
Overall DAS*	6.91

Measure: Customer Service	
Enterprise	Average Score
SAE	8.12
HRE	7.34
GSE	7.11
ITE	6.51
Overall DAS*	7.12

<sup>†</sup> SAE cost was not evaluated in this survey.

\*Overall DAS average is determined based on actual count of respondents.

**Responses by Organization:**

This table demonstrates responses to Q1 and Q2.

Agency	# of Respondents	Average Score
Human Services	20	8.03
Corrections	17	7.03
Administrative Services	14	6.89
Public Safety	13	7.76
Skipped question	13	7.07
Public Health	11	5.86
Judicial Branch	10	7.08
Natural Resources	8	6.88
Education	8	6.01
Commerce	7	6.91
Iowa Finance Authority	5	8.68
Iowa Vocational Rehabilitation Services	5	7.68
Iowa Communications Network	5	7.33
Auditor of State	4	8.31
Revenue	4	5.70
Legislature	4	5.66
Treasurer of State	3	8.77
None of the Above	3	8.77
Cultural Affairs	3	8.57
Inspections & Appeals	3	8.03
Agriculture	3	6.70
Public Defense	3	6.22
Lottery	2	8.92
Regents, Board of	2	8.52
Iowa Veterans Home	2	8.00
Iowa Public Television	2	7.71
Human Rights	2	7.30
Iowa Workforce Development	2	6.31
Governor's Office of Drug Control Policy	2	6.29
Management	2	5.23
Transportation	2	5.08
IPERS	2	4.97
Economic Development	1	8.00
Elder Affairs	1	7.63
College Student Aid Commission	1	7.43
Veteran's Affairs	1	6.67
Blind	1	6.52
Justice (Attorney General)	1	5.78
Agriculture Development Authority	1	5.50
Civil Rights	1	5.38
Parole, Board of	1	5.29
Iowa Ethics & Campaign Disclosure Board	1	5.00
Secretary of State	1	4.71
Legislative Services Agency	1	
Total (non-adjusted or weighted)	198	7.06

### Help Desks and DAS Core Services:

For several help desk and DAS Core services, respondents were asked separate questions on a scale of “strongly disagree”, “disagree”, “neither agree nor disagree”, “agree”, and “strongly agree”. For scoring purposes, these were translated into a 1-5 scale where 1 is “strongly disagree” and 5 is “strongly agree”.

This table demonstrates responses to Q19, Q36, Q39, and Q47.

	ITE Service Desk Staff	I/3 Functional Help Desk	DAS Customer Service Staff	DAS Finance Staff
Number of respondents	44	33	48	38
Were helpful, courteous and professional	4.25	4.12	4.21	4.00
Were available to assist me	3.95	4.09	4.23	4.05
Responded to my needs in a timely manner	3.95	4.03	4.13	3.82
Provided me with clear, concise and correct information	3.95	4.06	3.92	3.79
Were a valuable resource to me	4.11	4.03	4.02	3.87
<b>Overall</b>	4.05	4.07	4.10	3.91

This table demonstrates responses to Q42 and Q44.

	eDAS Online Ordering System	eDAS Bill
Number of respondents	25	63
Is easy to use.	3.76	3.35
Is easy to understand.	3.72	3.21
Placed my order accurately / was accurate	3.92	3.33
Is a valuable tool for me.	3.76	3.56
<b>Overall</b>	3.79	3.36

## Recommendations for next survey

The next DAS Customer Satisfaction Survey should be distributed on July 15, 2008 to measure services provided January 2008 – June 2008. The following items should be considered prior to distribution:

- Refine and define the services being scored. Some people indicated confusion on what some services were and thought they may have overlapped with other services already included in the survey.
- Formulate a more accurate list of end-user customers that should receive the survey. Several comments indicated people were receiving the survey in error. Additionally, based on current practices for identifying customers to contact, there are undoubtedly a large number of people that should receive the survey that do not.
- Consider adding a final question - "Please rate your overall level of satisfaction with DAS" (Extremely Satisfied – Extremely Dissatisfied). It may be worthwhile to compare the calculated averages used in this analysis with the single question. Is the response to the single question higher, lower or on target with the averages calculated through analysis?

# **APPENDICES**

## **Survey Detail for Each Enterprise**

## Appendix A: General Services Enterprise (GSE)

### Services scored in the survey:

- Architectural and Engineering Services
- Building Maintenance (Carpentry, concrete, painting)
- Capitol Complex Planning
- Custodial Maintenance
- Electrical Services
- Facility Rental for Capitol Complex Events
- Fleet
- Grounds Maintenance (Nursery, snow removal and grounds Care)
- Lease and Space Management
- Locksmith
- Mail
- Mechanical Services (Fire alarms, heating, cooling)
- Purchasing/Procurement
- Vertical Infrastructure

### Type and Frequency of Interaction:

This table demonstrates responses to Q4. Multiple responses allowed.

How did you interact with GSE?	Total 153*
Received services	109 71%
Ordered services	69 45%
Reviewed/Paid Invoices for Services	68 44%
Other <ul style="list-style-type: none"> <li>• They took care of building issues (heat, blowers etc. Furnished parking decals for our office</li> <li>• air quality testing</li> <li>• Dealings with the Vehicle Dispatcher reference vehicles and Risk Management reference vehicle accidents.</li> <li>• worked with PA's on RFP needs</li> <li>• Received help from staff concerning the p-card, questions regarding invoice payment, help with purchasing.</li> <li>• use eDAS, payment is automatic</li> <li>• Worked with General Services in connection with lease agreement to carpet and paint</li> <li>• building projects, VIAC, MajMaint, Routine Maint</li> <li>• Reported items that needed their attention to fix</li> <li>• Cooperative Purchasing</li> <li>• Had questions for Fleet regarding current policies</li> <li>• Asked to raise the heat</li> </ul>	12 8%

\* 153 people responded that they interacted with GSE during the past six months.

This table demonstrates responses to Q5.

How often did you utilize the following GSE services?	1-10 Times	11-20 Times	21-30 Times	31+ Times	Never
Custodial Maintenance	18	6	7	27	63
Mail	18	7	11	47	40
Purchasing/Procurement	43	19	10	20	34
Fleet	51	13	7	6	46
Locksmith	27	1	1	2	83
Architectural and Engineering Services	24	2	4	1	84
Electrical Services	30	4	3	1	79
Vertical Infrastructure	16	3	2	0	93
Building Maintenance	24	7	4	0	82
Grounds Maintenance	16	5	4	4	90
Mechanical Services	24	8	1	6	76
Capitol Complex Planning	13	0	0	0	98
Facility Rental	10	2	0	0	98
Lease and Space Management	30	3	0	1	78

**Level of satisfaction with Cost, Timeliness, Quality, and Customer Service:**

A 10-point scale was used where ONE meant VERY DISSATISFIED and TEN meant EXTREMELY SATISFIED.

This table demonstrates responses to Q6, Q7, Q8, Q9, and summary information.

GSE	Score	Response Count	Cost	Timeliness	Quality	Customer Service
Custodial Maintenance	7.50	52	6.72	7.70	7.60	7.94
Mail	7.30	78	6.88	7.18	7.47	7.65
Purchasing/Procurement	7.24	82	6.85	7.29	7.33	7.55
Fleet	7.07	74	6.68	7.00	7.29	7.35
Locksmith	7.06	32	6.59	7.30	7.09	7.22
Architectural and Engineering Services	6.96	33	7.00	6.76	6.94	7.16
Electrical Services	6.95	36	6.50	7.03	7.14	7.11
Vertical Infrastructure	6.68	24	6.87	6.42	6.64	6.83
Building Maintenance	6.43	38	6.09	6.24	6.51	6.85
Grounds Maintenance	6.18	38	6.17	5.97	6.10	6.50
Mechanical Services	6.17	37	5.78	6.18	5.97	6.79
Capitol Complex Planning	6.00	16	6.15	5.76	5.94	6.20
Facility Rental	5.71	15	5.62	5.64	5.94	5.60
Lease and Space Management	5.52	37	5.40	5.24	5.92	5.56
Average Score	6.82	588	6.50	6.77	6.90	7.11

**Survey Comments:**

This table demonstrates comment responses to Q6 – Q10.

<b>General Services Enterprise (GSE)</b>
<b>Cost</b>
consistently very poor follow through from <DAS_Name> on contracts and bids
Very quick to answer needs
I have not clue what the cost associated with mail is.
Would like updates on some support request tickets
Grimes custodial in the basement is staffed by <a group>, unreliable service, can't remember the last time we had carpet vacuumed, Marsha Small has been very responsive to our needs, but day to day serve is below par. Gravel parking north of Grimes is not maintained well, sidewalks often not shoveled thoroughly, in fact several handicapped employees have complained about not being able to get from the lobby to their cars after snowfalls.
The mail fee utility seems a bit high for what is received.
Fleet would not let Director take out a state car to St. Louis because of the snow storm. As it turned out the roads were not bad and our director put 750 miles on his personal vehicle.
Printing - Rate a 9
<b>OFFICE STAFF - OUTSTANDING SERVICE FOR FLEET</b>
Purchasing staff are very helpful with RFP process
I honestly do not know what we are charged; I only know the service I receive is excellent.
<b>Timeliness</b>
Purchasing follow through very good from Ken and Debbie and some of the staff; vehicle timely for work done or at least communicated; vehicle slower from management
The restrooms are being always being cleaned at inconvenient times (4:30pm)
Mail delivery is irregular depending on the holiday work load and who the scheduled driver is
Local mail between offsite locations and mail room seem to take more time than usual.
Printing - Rate an 8
<b>Quality</b>
excellent purchasing consulting assistance
Procurement staff is not always very clear and thorough - just give a basic answer and expect you to figure it out.
Printing - an 8
<b>LOT 17 NEEDS TO BE PLOWED BETTER</b>
Mech svcs corrected my cold office when the heat is on; Thank you!
<b>Customer Service</b>
see prior comments on the issues in purchasing; appreciated help from vertical infrastructure group and engineering services
People in parking (decals) very cooperative
Bill Jay went out of his way to give us heat that we had previously been told was not possible, Ray W seemed very responsive to concerns expressed by at the last Grimes Bldg mgt. Tony O from electrical has been responsive in meeting our electrical requirements and is very positive.
Procurement: sometimes abrupt, rude, and not very helpful
Located of complex.

## Overall

Overall has been a good experience. Would like to see some improvements on how Grimes Bldg maintenance is addressed. The people that work for GSE are good hardworking employees, but often do not have all the resources to meet customer demands. As a customer sometimes I feel that if we complain about a service, there is a "Here we go again" response. I have been very happy with the electrical and power plant engineer personnel and their "can do attitude"

GSE in the past year has made several changes that have improved there service .The main change is that of making Tim Ryburn in charge of Capitol Complex.

Staff is always very willing to help me with my questions or problems.

GSE Personnel are always willing to help and good service.

Regulation of temperature in our area has been a problem this winter - days when it is extremely cold and other time it is extremely hot

It seems that it takes quite a long time to be billed for vehicles from Fleet. This particularly causes problems at fiscal year end. Overall, it seems DAS employees show an interest in helping and show good customer service attitudes.

We needed to have an outlet and doghouse moved across a room. It ended up costing over \$1000.00. That is highway robbery. Next time we will run an extension cord or tell the person we cannot afford to move it.

Mail delivery has been extremely slow - postmarked dates on mail has been at least 5-6 days behind stamped mark

clearing of our parking lot could improve - after four inches of snow the parking lot wasn't even plowed

I have had several times when I requested services and received a report ticket that the service had been completed when in fact it had not been done. Appears to be very unorganized. We run out of paper towel in restrooms between DOM and Gov office. Took a full day for someone to find those restrooms and fill the paper towel dispenser. Same restrooms, I received reports the water pressure had been fixed - when checked, nothing was different. Still had no water pressure with the cold water. John Nash has provided assistance in getting these items fixed. We really appreciate his help.

We purchase from Officemax via the state contract. It would be nice to have more than one object code so that we don't have to complete JV1's. Thanks!

Cooperative purchasing efforts could be more successful if administrative fees were not included in contracts.

## Appendix B: Information Technology Enterprise (ITE)

### Services scored in the survey:

- Architectural and Engineering Services
- Application Development and Support
- Database Service
- Desktop Services
- Email, Common Directory, and BlackBerry Services
- Service/Help Desk Services
- Mainframe processing and related services
- Network Services
- Printing and Copying Services
- Security
- Web Application or Server Hosting
- Data Center/Server Farm Colocation

### Type and Frequency of Interaction:

This table demonstrates responses to Q12. Multiple responses allowed.

How did you interact with ITE?	Total 76*
Received services	53 70%
Ordered services	38 50%
Reviewed/Paid Invoices for Services	37 49%
Other <ul style="list-style-type: none"> <li>▪ Worked with ITE on various project teams</li> </ul>	1 1%

\* 76 people responded that they interacted with ITE during the past six months.

This table demonstrates responses to Q13.

How often did you utilize the following ITE services?	1-10 Times	11-20 Times	21-30 Times	31+ Times	Never
Service/Help Desk Services	29	10	4	5	14
E-mail, Common Directory, and BlackBerry Services	14	6	2	21	18
Desktop Services	14	4	2	5	33
Printing and Copying Services	9	12	7	7	26
Network Services	16	4	4	10	27
Security	14	7	0	3	37
Mainframe processing and related services	15	5	3	10	29
Web Application or Server Hosting	10	4	1	6	39
Database Service	12	1	4	4	39
Data Center/Server Farm Colocation	8	3	0	2	47
Application Development and Support	13	2	3	1	42

**Level of satisfaction with Cost, Timeliness, Quality, and Customer Service:**

A 10-point scale was used where ONE meant VERY DISSATISFIED and TEN meant EXTREMELY SATISFIED.

This table demonstrates responses to Q14, Q15, Q16, Q17 and summary information.

ITE	Score	Response Count	Cost	Timeliness	Quality	Customer Service
Service/Help Desk Services	6.96	47	6.25	7.02	7.21	7.32
E-mail, Common Directory, and BlackBerry Services	6.85	41	6.31	6.78	7.07	7.23
Desktop Services	6.44	31	5.77	6.39	6.70	6.87
Printing and Copying Services	6.30	38	5.89	6.32	6.26	6.76
Network Services	5.98	30	5.33	6.20	6.07	6.34
Security	5.96	27	6.00	5.96	5.71	6.20
Mainframe processing and related services	5.96	30	5.70	6.10	6.16	5.86
Web Application or Server Hosting	5.78	24	5.26	5.83	5.96	6.04
Database Service	5.71	24	5.29	5.75	5.76	6.00
Data Center/Server Farm Colocation	5.31	17	5.17	5.00	5.61	5.47
Application Development and Support	5.30	23	4.90	4.87	5.54	5.83
<b>Average Score</b>	6.19	330	5.73	6.18	6.32	6.51

**ITE Service Desk Feedback:**

A 5-point scale was used where ONE meant STRONGLY DISAGREE and FIVE meant STRONGLY AGREE.

This table demonstrates responses to Q19.

The ITE Service Desk Staff...	Score
Number of respondents	44
Were helpful, courteous and professional	4.25
Were available to assist me	3.95
Responded to my needs in a timely manner	3.95
Provided me with clear, concise and correct information	3.95
Were a valuable resource to me	4.11
<b>Overall</b>	<b>4.05</b>

## Survey Comments:

This table demonstrates comment responses to Q14 – Q17, Q19, and Q20.

<b>Information Technology Enterprise (ITE)</b>
<b>Cost</b>
App Support is overpriced; you never know what you'll get with printing (charges seem all over the board)
ICN Charges for Internet/ethernet& routing off campus add \$710/month
<b>Timeliness</b>
My experience has been that ITE does not meet project timelines, even when agreed to and published.
I think some people are stretched too thin to get things done timely.
Once you get through to Service Desk things seem fairly timely; printing timeliness depends on the job but can range quite a bit
We've had unanswered questions for a month or more. Help Desk support for encryption has been disappointing. We were referred back to our own IT staff, despite full-service agreement.
<b>Quality</b>
Regarding Application Development and Support - my experience has been that often times ITE designs as the business owner instead of like service organization - developing as they want versus meeting the needs of the customers. I don't get they feeling they always listen to the customer to meet their needs.
<b>Customer Service</b>
Generally we believe that staff gives an honest effort.
<b>ITE Service Desk</b>
I call or e-mail the Help Desk frequently regarding issues in the department and the ITE team always assists me in a timely manner.
If referred to someone outside of ITE Service Desk support, certain individuals have been rude.
The help desk staff is wonderful!
It would be great is after hours staff would accept up transferred Support Requests instead of waiting for the day shift to get them.
<b>Overall</b>
Experience with ITE staff has not been favorable over the past six months. It is very difficult to consolidate and move services to ITE with our current level of service and response from them.
The ITE bill is very difficult to get through. Several charges are tied to the same datasheet (i.e. Desktop Services). So if the numbers are wrong on the datasheet, I'll get billed wrong in 4 different areas. It seems it might be more efficient to have just one charge - Desktop Services - that encompasses the 4-5 different service codes.
ITE Service Desk staff, Bradley, Yolanda, Mike, Wally, and John are the best and they are ALWAYS helpful and pleasant to work with.
Dan has been great to work with in the Lucas Bldg printing are
ITE provides all our IT services and we have been provided consistent services and quality.

## Appendix C: Human Resources Enterprise (HRE)

### Services scored in the survey:

#### Benefits

- Workers' Compensation
- Group Insurance
- Deferred Compensation
- Flexible Spending
- Employee Assistance Program
- Health and Safety

#### Employment

- Diversity
- Affirmative Action
- Application Intake
- Recruitment
- Temporary Employment Services
- Classification
- Compensation

#### Program Delivery Services

- Personnel Officers
- Labor Relations
- Training and Development (PDS Training)
- Workforce Planning
- Performance Evaluation

### Type and Frequency of Interaction:

This table demonstrates responses to Q22. Multiple responses allowed.

How did you interact with HRE?	Total 67*
Received services	52 78%
Ordered services	20 30%
Reviewed/Paid Invoices for Services	22 33%
Other <ul style="list-style-type: none"> <li>• Advice on benefits, IB</li> <li>• spoke with representatives on open enrollment questions</li> <li>• Applied for state jobs on Brassring system</li> <li>• Went through the process of getting my position upgraded</li> <li>• Worked with State Benefits Administrator to develop a survey of state agencies' use of flexible scheduling options.</li> <li>• Supervise payroll associate who interacts with HRE on a regular basis.</li> </ul>	6 12%

\* 67 people responded that they interacted with HRE during the past six months.

This table demonstrates responses to Q23.

How often did you utilize the following HRE services?	1-10 Times	11-20 Times	21-30 Times	31+ Times	Never
Benefits	21	5	9	5	18
Employment	27	7	3	2	18
Labor Relations	12	1	0	0	40
PDS Training	23	8	4	0	22
Personnel Officers	24	10	8	4	14

**Level of satisfaction with Cost, Timeliness, Quality, and Customer Service:**

A 10-point scale was used where ONE meant VERY DISSATISFIED and TEN meant EXTREMELY SATISFIED.

This table demonstrates responses to Q24, Q25, Q26, Q27, and summary information.

HRE	Score	Response Count	Cost	Timeliness	Quality	Customer Service
PDS Training	7.49	38	7.03	7.58	7.49	7.84
Benefits	7.36	41	6.80	7.51	7.51	7.61
Personnel Officers	7.23	44	6.85	7.04	7.51	7.49
Employment	6.56	39	6.08	6.69	6.67	6.77
Labor Relations	6.37	21	5.96	6.65	6.33	6.60
Average Score	7.07	183	6.60	7.14	7.20	7.34

**Survey Comments:**

This table demonstrates comment responses to Q24 – Q28.

<b>Human Resources Enterprise (HRE)</b>
<b>Cost</b>
I personally have no idea of costs.
I am unaware of the cost of such services
Vickie Anderson is GREAT
I do not know how much this service costs -
<b>Timeliness</b>
we'll miss Pat and fast responses and decision--<DAS_Name> not as fast but improving slowly
<b>Quality</b>
takes too much detail to make decisions now
The system can't really look at you for what you can contribute
Job Opening was updated after I applied and I didn't receive notification. It required response to an additional location other than HRE website.
<b>Customer Service</b>
(none)
<b>Overall</b>
You have a wonderful benefits staff. We don't use BrassRing much but personnel are helpful.
I'm the p/a for our agency. Everyone in HRE has always been very helpful and patient if I ask the same thing several times.
The brassring system may be quicker for HRE but it takes the human touch out of the system that could discern better the qualifications of a person for a particular job.

Job Opening was updated after I applied and I didn't receive notification. It required response to an additional location other than HRE website after I submitted resume and letter to website.

I was very happy with the responsiveness of DAS in our study of state agencies' "women-friendly" scheduling practices.

Vickie Anderson is GREAT to work with.

## Appendix D: State Accounting Enterprise (SAE)

### Services scored in the survey:

- Daily Processing
- Payroll
- I/3

### Type and Frequency of Interaction:

This table demonstrates responses to Q30. Multiple responses allowed.

How did you interact with SAE?	Total 70*
Received services	55 78%
Ordered services	14 30%
Reviewed/Paid Invoices for Services	38 33%
Other <ul style="list-style-type: none"> <li>• I3</li> </ul>	2 12%

\* 70 people responded that they interacted with SAE during the past six months.

This table demonstrates responses to Q31.

How often did you utilize the following SAE services?	1-10 Times	11-20 Times	21-30 Times	31+ Times	Never
Daily Processing	11	10	4	34	8
Payroll	12	14	8	13	18
I/3	10	9	6	39	2

### Level of satisfaction with Timeliness, Quality, and Customer Service:

A 10-point scale was used where ONE meant VERY DISSATISFIED and TEN meant EXTREMELY SATISFIED. As SAE operates with appropriated funds, Cost was excluded as a measure.

This table demonstrates responses to Q32, Q33, Q34, Q35, and summary information.

SAE	Score	Response Count	Timeliness	Quality	Customer Service
Daily Processing	<b>8.18</b>	56	8.02	8.19	8.33
Payroll	8.16	46	8.11	8.21	8.16
I/3	7.42	61	7.33	7.03	7.90
<b>Average Score</b>	<b>7.89</b>	164	7.79	7.77	8.12

**I/3 Functional Help Desk Feedback:**

A 5-point scale was used where ONE meant STRONGLY DISAGREE and FIVE meant STRONGLY AGREE.

This table demonstrates responses to Q36.

<b>The I/3 Functional Help Desk Staff...</b>	<b>Score</b>
<b>Number of respondents</b>	33
<b>Were helpful, courteous and professional</b>	4.12
<b>Were available to assist me</b>	4.09
<b>Responded to my needs in a timely manner</b>	4.03
<b>Provided me with clear, concise and correct information</b>	4.06
<b>Were a valuable resource to me</b>	4.03
<b>Overall</b>	<b>4.07</b>

**Survey Comments:**

This table demonstrates comment responses to Q32 – Q37.

<b>State Accounting Enterprise (SAE)</b>
<b>Timeliness</b>
(none)
<b>Quality</b>
Rating related to staff & not the quality of I3 itself would be much lower.
<b>Customer Service</b>
I/3 is getting better STILL NEEDS WORK
I3 is an albatross. It does not perform well--goes down when it is most needed and not user friendly.
Generally find the staff give a good effort.
<b>I/3 Functional Help Desk</b>
VERY COURTEOUS& PROFESSIONAL
<b>Overall</b>
Thank you for taking the time to accommodate the division of the Purchasing and Budget function between IVH & IDVA!
JUST KEEP UP THE EXCELLENT WORK AND KEEP ON UPDATING I/3 SYSTEM
Most of my interaction is with central payroll. They are great people to work with.
Staff are always very willing to help you out with your problems or questions.

## Appendix E: DAS-Core

### Services scored within the survey:

- DAS Customer Service Center
- eDAS Online Ordering System
- eDAS bill
- DAS Finance

### DAS Customer Service Staff Feedback:

A 5-point scale was used where ONE meant STRONGLY DISAGREE and FIVE meant STRONGLY AGREE.

This table demonstrates responses to Q39.

DAS Customer Service Staff...	Score
Number of respondents	48
Were helpful, courteous and professional	4.21
Were available to assist me	4.23
Responded to my needs in a timely manner	4.13
Provided me with clear, concise and correct information	3.92
Were a valuable resource to me	4.02
<b>Overall</b>	<b>4.10</b>

### eDAS Online Ordering Frequency and Feedback:

A 5-point scale was used where ONE meant STRONGLY DISAGREE and FIVE meant STRONGLY AGREE.

This table demonstrates responses to Q41.

How often did you utilize the eDAS Online Ordering System?	1-10 Times	11-20 Times	21-30 Times	31+ Times	Never
<b>Number of Times Used</b>	12	5	1	4	2

The eDAS Online Ordering System...	Score
Number of respondents	25
Is easy to use.	3.76
Is easy to understand.	3.72
Placed my order accurately.	3.92
Is a valuable tool for me.	3.76
<b>Overall</b>	<b>3.79</b>

**eDAS Bill Feedback:**

A 5-point scale was used where ONE meant STRONGLY DISAGREE and FIVE meant STRONGLY AGREE.

This table demonstrates responses to Q42.

The eDAS bill...	Score
Number of respondents	63
Is easy to use.	3.35
Is easy to understand.	3.21
Is accurate	3.33
Is a valuable tool for me.	3.56
<b>Overall</b>	<b>3.36</b>

This table demonstrates responses to Q45.

Have you attended eDAS training?	Total 63
Yes	23 37%
No	30 45%

\* 63 people responded that they interacted with the eDAS bill during the past six months.

**DAS Finance Staff Feedback:**

A 5-point scale was used where ONE meant STRONGLY DISAGREE and FIVE meant STRONGLY AGREE.

This table demonstrates responses to Q47.

DAS Finance Staff...	Score
Number of respondents	38
Were helpful, courteous and professional	4.00
Were available to assist me	4.05
Responded to my needs in a timely manner	3.82
Provided me with clear, concise and correct information	3.79
Were a valuable resource to me	3.87
<b>Overall</b>	<b>3.91</b>

**Survey Comments:**

This table demonstrates comment responses to Q39, Q41, Q44, Q47, and Q48.

<b>Customer Service</b>
Nancy Walker is a gem; parking people are great
KC is the only one who gives me good service.
EXCELLENT HELP WHEN I NEEDED IT AS A BACK UP PERSON
Depending on who I got, one gave me some help and seemed interested in my problem. My biggest problem was that things were not handled quickly and were wrong. Since things were entered wrong, I had to spend hours sending corrected information over and wait for another month to see if it was right. This took 7 months. A little longer than I plan on correcting a mistake.
I found that when you request services after noon, you usually don't get them till the next day.
KC and Pat are always helpful when I need parking decals
<b>eDAS Ordering</b>
(none)
<b>eDAS Bill</b>
I would still like to see a download that has the Org and object code along with the service product
I REALLY LIKE IT AND BEING ABLE TO GO BACK PREVIOUS MONTHS IS EASY
The eDAS bill is easy to use and understand because I've used it for a while, and I appreciate at least having a bill so I can review all the erroneous charges.
Your staff helps to make it useful, but the bill is such that we have to produce our own spreadsheet to know where we really are.
It is difficult and timely to check. One month in error in the past 6. Staff were very helpful in correcting on the next billing.
postage payments do not match data warehouse
<b>DAS Finance</b>
Duplicate billing sometimes
Our accounting staff called to my attention that we were being billed for training for someone not on our staff. I e-mailed to the address given and have never received a response.
Delay of issuing credit for ATK

## Appendix F: Additional Comments for DAS

This table demonstrates comment responses to Q48.

General Comments
<p>on EDAS - Office Max - on line reporting should be able to accept other object codes than office supplies - would save us time in completing JV1's to report the purchases of IT supplies and Furn and Equipment</p>
<p>KEEP IMPROVING I/3 CDE DOCUMENT IS EXCELLENT. KEEP ON MAKING EXCELLENT SIMPLE IMPROVEMENTS TO I/3 SYSTEM LIKE THAT.</p>
<p>My compliments to the ITE staff (assuming they created the survey). I hate so many surveys who ask for "ratings" and there is never a neutral opinion. Thank you for a survey that allowed me to have no opinion in some cases.</p>
<p>More parking spaces needed close to the buildings where daily deliveries are made; separate from handicap parking spaces. And, enforcement of who is allowed to park in these spaces (not allow someone with a handicap parking pass to occupy a DELIVERY parking space for an entire work day).</p>
<p>The customer service at the state garage is impeccable, the mechanics know their business and are very helpful, as is the DAS customer service at the Hoover bldg.</p>
<p>I don't know why this comes to &lt; Name&gt;, I don't order any services or do anything with DAS so I would say that this isn't a very good survey to get to someone that doesn't have any thing to do with the questions that are asked.</p>
<p>&lt; Name&gt; our financial person assisted me in answering this survey as she is the person in our agency responsible for this service. In the future please feel free to contact her personally.</p>
<p>Had problems opening this survey. Was going to call IT to look at my computer, then all of a sudden it decided to open. We'll see if it works next time.</p>
<p>You might consider having the survey completed by several individuals from an agency, with each completing the part(s) applicable to them. It can be time consuming for one person to gather the responses from all who should really provide input from the agency.</p>
<p>Custodial services have improved; your people have been very responsive to the State Law Library's needs. Thanks! &lt; Name&gt;</p>