



**Iowa Department of Administrative Services  
Online Customer Satisfaction Survey  
Semi-Annual Survey (January – June 2007)  
Key Findings Summary Report**

**Prepared By**



**ESSMAN/RESEARCH**

August 20, 2007



## TABLE OF CONTENTS

### KEY FINDINGS SUMMARY REPORT

■ Project Overview	1
■ Research Design	1
■ Research Objectives	2
■ Key Findings Summary	3
■ Conclusion	33

### APPENDIX

■ E-mail Invitation	
■ Online Customer Satisfaction Survey	



**IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES  
ONLINE CUSTOMER SATISFACTION SURVEY  
SEMI-ANNUAL SURVEY (JANUARY-JUNE 2007)**

**KEY FINDINGS SUMMARY REPORT  
August 20, 2007**

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**■ PROJECT OVERVIEW**

Essman/Research, an independent marketing research firm in Des Moines, Iowa, was retained by the Iowa Department of Administrative Services (DAS) in January 2006 to develop and implement four quarterly surveys for FY06 and FY07. Effective March 2007, DAS discontinued the quarterly survey and implemented a semi-annual customer satisfaction survey to replace the quarterly survey.

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

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

**■ RESEARCH DESIGN**

Essman/Research conducted the online Customer Satisfaction Survey in July/August 2007.

- The purpose of the semi-annual survey is to gauge customer satisfaction with services purchased/received from DAS during **January-June 2007**.
- Essman/Research developed, programmed and hosted the online Customer Satisfaction Survey.
- The Department of Administrative Services provided the list of e-mail addresses for all customers, including DAS employees, who had purchased and/or received services in January-June 2007.
- Essman/Research sent a total of 479 e-mail invitations to current customers on July 27, 2007.
- Respondents were asked to complete and return the survey by August 10, 2007.

A total of 70 online surveys were returned.

- 62 customers responded to the survey
- 8 Customer Council members responded to the survey

See the Appendix for the cover letter and the Customer Satisfaction Survey.

## ■ PROJECT OBJECTIVES

- Identify the frequency of purchase. How frequently are customers purchasing products and services from the DAS enterprises?
- Determine if products and/or services were delivered on time.
- Determine if products and/or services were delivered within budget.
- Measure the satisfaction with products and/or services received from the DAS enterprises.
- Measure the customer satisfaction provided by:
  - The four DAS enterprises
  - DAS Finance
  - DAS Core

■ **KEY FINDINGS SUMMARY REPORT**

Note: Customers were asked to base their individual responses on the products and/or services received from each of the four DAS Enterprises (General Services, Information Technology, Human Resources and State Accounting) as well as services received from DAS Core and DAS Finance during January – June 2007.

**Q1. How long have you been in your current position?**

<b>Current Position</b>	<b>January-June 2007 (70)</b>
Less than six months	2 2.9%
6 months to one year	5 7.1%
1-2 years	1 1.4%
2-3 years	8 11.4%
3-4 years	5 7.1%
4-5 years	5 7.1%
<b>More than 5 years</b>	<b>44 62.9%</b>

**Q2/3. Customer Council Member/Enterprise**

<b>Customer Council Members</b>	<b>January-June 2007 (8)</b>
General Services	4 50%
Human Resources	2 25%
Information Technology	0
State Accounting	2 25%

## **General Services Enterprise (GSE)**

Services provided through the GSE:

- Construction
- Custodial Services
- Facilities Management
- Facility Rentals
- Fleet
- Grounds Service
- Lock Shop Services
- Mail
- Mechanical Services
- Paper Shredding
- Property Construction/Management/Space
- Purchasing/Procurement Services

### **Q4a. Did you interact with the General Services Enterprise (GSE) during January-June 2007 (purchased, received products and/or services or bill payment)?**

Overall, 75% of the survey respondents interacted with the General Services Enterprise (GSE) during January-June 2007.

<b>Did you interact with GSE?</b>	<b>January-June 2007 (68)</b>
Yes	<b>51</b> <b>75%</b>
No	17 25%
Skipped the question	2

### **Q4b. How did you interact with General Services? (Multiple responses accepted.)**

Of the 51 respondents who had interacted with the General Services Enterprise (GSE) during January-June 2007, 65% of the survey respondents had **ordered/purchased products and/or services from GSE.**

<b>How did you interact with GSE?</b>	<b>January-June 2007 (52)</b>
Ordered/purchased products and/or services	<b>34</b> <b>65.4%</b>
Received products/services	33 63.5%
Bill payment	21 40.4%
Other	8 15.4%
Skipped the question	18

Other specify responses:

- Reconciliation to eDAS bill
- Discussed property procurement and office rental space.
- Ordered parking decals for employees. Deal with a mail person daily when they deliver the mail to us
- Authorized bill payment.
- I always get excellent service from Lori Vivone, Roy Williams, Deb Bogle, and Kathy Shannon. Very prompt answering questions and sending information that I need to better our fleet system.
- Office Relocation
- Just testing
- Project development with Design and Construction

**Q5. How often during January-June 2007 did you order/receive products and/or services from General Services?**

Forty-eight percent of the survey respondents typically ordered or received products and/or services from GSE **1-10 times** during January-June 2007.

<b>How often did you order/receive products/services from GSE?</b>	<b>January-June 2007 (44)</b>
1-10 times	<b>21</b> <b>47.7%</b>
11-20 times	8 18.2%
21-30 times	5 11.4%
31 or more times	6 13.6%
Don't know	4 9.1%
Skipped the question	26

**Q6a. Did you receive the products and/or services you requested?**

The majority (91 %) of the survey respondents received the products and services as requested from GSE.

<b>Did you receive the products/services you requested from GSE?</b>	<b>January-June 2007 (44)</b>
Yes	<b>40</b> <b>90.9%</b>
No	1 2.3%
Other specify responses	3 6.8%
Skipped the question	26

Other specify responses:

- Eventually
- Printing was not always completed by the due date.
- After 3 tries, it was done almost right.

**Q6b. How satisfied were you with the products and/or services received from GSE? Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.**

Overall, the customers were satisfied (6.98 on the 10-point scale) with the products/services received from GSE.

<b>How satisfied were you with the products/services received from GSE?</b>	<b>January-June 2007 (44)</b>
Overall mean rating	<b>6.98</b>
Don't know	1 2.3%
Skipped the question	26

**Q7. Did GSE deliver the products and/or services on time?**

Overall, 61% of the survey respondents indicated that GSE delivered the products and/or services on time.

<b>Did GSE deliver the products/services on time?</b>	<b>January-June 2007 (44)</b>
Yes	<b>27</b> <b>61.4%</b>
No	5 11.4%
Don't know	3 6.8%
Other specify responses	9 20.5%
Skipped the question	26

Other specify responses:

- For the most time they were on time. The real problem is when they are late they don't seem to have any process in place to let you know. Also, when you follow up they aren't always as responsive as expected.
- No specified deliverables
- Not always delivered on time.
- Most of the time.
- With a large effort, but had to wait on another department to get the information that I needed, like car registrations for the Iowa Lottery fleet.
- Most of the time. One particular individual had a very poor record of returning calls and e-mails which delayed an important project on my end.
- They had to come back two additional times to get it correct.
- Seemed to be too busy to comply with our request.
- Most of the products were delivered timely but a few of them were never ordered.

**Q8. Did GSE provide the products and/or services as quoted?**

Overall, 75% of the survey respondents indicated that GSE delivered the products and/or services as quoted.

<b>Did GSE deliver the products/services as quoted?</b>	<b>January-June 2007 (44)</b>
Yes	<b>33</b> <b>75%</b>
No	1 2.3%
Don't know	4 9.1%
Other specify responses	6 13.6%
Skipped the question	26

Other specify responses:

- I did not receive a quote
- Yes, but that is because we won't order anything online that is unique because then the billing is different than the quote and it is time consuming to get it corrected once it has shown up on the e-das bill.
- No specified deliverables
- Did bids for us.
- N/A

**Q9. How would you rate the customer service provided by GSE?  
Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.**

Overall, the customers were satisfied (7.19 on the 10-point scale) with the customer service provided by GSE.

<b>How would you rate the customer service provided by GSE?</b>	<b>January-June 2007 (44)</b>
Overall mean rating	<b>7.19</b>
Don't know	1 2.3%
Skipped the question	26

**Q10. Additional comments relative to your experiences with GSE:**

- GSE needs to inform us when they have completed a request for service. We never know if something has been done or not. A follow up call or email would be appreciated.
- People are great to work with, but it seems that some of the procedures are less than efficient. Bidding has been a challenge with bids not going out timely and the worst part is no one from state printing tells you they are out so you expect to be able to be at the opening at a specific time and it doesn't happen. If we don't follow up, it is a guarantee that the bids won't be completed correctly.
- Very slow.
- Varies from staff to staff
- Mail delivery has been slow. We have had some problems with outgoing mail getting to the destination timely.
- Some discrepancy in what was reported by customer and what was interpreted and presented to building engineers
- I have found nothing but total professional help when needed. They are fun but professional, and take the request very seriously. Thank you for a job well done.

## **Information Technology Enterprise (ITE)**

Services provided through the ITE:

- Application Development and Support
- Asset Management
- Common Directory
- Computer Training
- Database Service
- Desktop Services
- Disaster Recovery/Business Continuity
- Email Services
- Enterprise Applications
- Help Desk Services
- Mainframe Access/Printing/Processing/Services
- Mainframe and Operating System Application Development
- Multi Media
- Network Services
- Printing Services
- Secure Infrastructure
- Security
- Server
- Server Farm

### **Q11 a. Did you interact with the Information Technology Enterprise (ITE) during January-June 2007 (purchased or received services or bill payment)?**

Overall, 47% of the survey respondents interacted with the Information Technology Enterprise (ITE) during January-June 2007.

<b>Did you interact with ITE?</b>	<b>January-June 2007 (60)</b>
Yes	<b>28</b> <b>46.7%</b>
No	32 53.3%
Skipped the question	10

**Q11b. How did you interact with Information Technology?  
(Multiple responses accepted.)**

Of the 28 respondents who had interacted with the Information Technology Enterprise (ITE) during January-June 2007, the majority (77%) of the survey respondent's, indicated they had **received services from ITE**.

<b>How did you interact with ITE?</b>	<b>January-June 2007 (26)</b>
Received services	<b>20 76.9%</b>
Ordered/purchased services	12 46.2%
Bill payment	9 34.6%
Other specify responses	3 11.5%
Skipped the question	44

Other specify responses:

- Implementation of ELIXIR forms
- Group-wise going to ms outlook
- I work with Printing on a regular basis for paying their invoices.

**Q12. How often during January-June 2007 did you order/receive services from Information Technology?**

Overall, 50% of the survey respondents typically ordered or received products and/or services from ITE **1-10 times** during January-June 2007.

<b>How often did you order/receive services from ITE?</b>	<b>January-June 2007 (26)</b>
1-10 times	<b>13 50%</b>
11-20 times	5 19.2%
21-30 times	0
31 or more times	3 11.5%
Don't know	5 19.2%
Skipped the question	44

**Q13a. Did you receive the services you requested?**

The majority (92%) of the survey respondents received the services as requested from ITE.

<b>Did you receive the services you requested from ITE?</b>	<b>January-June 2007 (26)</b>
Yes	<b>24 92.3%</b>
No	0
Other specify responses	2 7.7%
Skipped the question	44

Other specify responses:

- I haven't gone to Outlook yet.
- N/A

**Q13b. How satisfied were you with the services received from ITE?  
Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.**

Overall, the customers were satisfied (7.71 on the 10-point scale) with the services received from ITE.

<b>How satisfied were you with the services received from ITE?</b>	<b>January-June 2007 (26)</b>
Overall mean rating	<b>7.71</b>
Don't know	2 7.7%
Skipped the question	44

**Q14. Did ITE deliver the services on time?**

Overall, 69% of the survey respondents indicated that ITE delivered the services on time.

<b>Did ITE deliver the services on time?</b>	<b>January-June 2007 (26)</b>
Yes	<b>18</b> <b>69.2%</b>
No	0
Don't know	3 11.5%
Other specify responses	5 19.2%
Skipped the question	44

Other specify responses:

- Fortunately we started the ELIXIR process early so with the problems we were still able to meet deadlines.
- Wasn't given a date to have software loaded, but took several days.
- Our office uses on-line printing services. The majority of the jobs were completed on time, however, our printing is date specific and on two occasions, jobs were delivered early to a third party which required correction documents to be filed with the court. We ask that our office be notified when jobs are delivered to a third party, this happens 2/3's of the time. When the main office is asked to track what has happened with a job, there can be considerable delay in a call being returned.
- With smaller projects, yes. One was over a month past the date with no calls for advising status or asking questions.
- N/A

**Q15. Did ITE provide the services as quoted?**

Overall, 73% of the respondents indicated that ITE provided the services as quoted.

<b>Did ITE provide the services as quoted?</b>	<b>January-June 2007 (26)</b>
Yes	<b>19</b> <b>73.1%</b>
No	0
Don't know	6 23.1%
Other specify responses	1 3.9%
Skipped the question	44

Other specify responses:

- N/A

**Q16. How responsive was the ITE Service Desk?**

**Use a 10-point scale where ONE means NON-RESPONSIVE and TEN means EXTREMELY RESPONSIVE.**

Overall, the customers surveyed indicated that the ITE Service Desk was responsive (7.85 on the 10-point scale) in January-June 2007.

<b>How responsive was the ITE Service Desk?</b>	<b>January-June 2007 (26)</b>
Overall mean rating	<b>7.85</b>
Don't know	2 7.7%
Not Applicable	4 15.4%
Skipped the question	44

**Q17. How would you rate the customer service provided by ITE?  
Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.**

Overall, the customers were satisfied (7.78 on the 10-point scale) with the customer service provided by ITE.

<b>How would you rate the customer service provided by ITE?</b>	<b>January-June 2007 (26)</b>
Overall mean rating	<b>7.78</b>
Don't know	3 11.5%
Skipped the question	44

**Q18. Additional comments relative to your experiences with ITE:**

- Using ELIXIR allows us to create forms that are very customer friendly, getting the form converted, loaded to printers, tested, and moved to production seems to have operational issues.
- It is VERY difficult to know who to contact for which problem(s).
- Needs to be a full time printer in the Lucas Building to assist with all needs.

## **Human Resource Enterprise (HRE)**

Services provided through the HRE:

- Benefits
- Employment Assistance/Services
- Flexible Spending
- Golden Dome Awards Program
- Health Insurance Program Administration
- Program Delivery Services
- Training
- Worker's Compensation Program Administration

### **Q19a. Did you interact with the Human Resources Enterprise (HRE) during January-June 2007 (purchased or received services or bill payment)?**

Overall, 41 % of the survey respondents interacted with the Human Resources Enterprise (HRE) during January-June 2007.

<b>Did you interact with HRE?</b>	<b>January-June 2007 (58)</b>
Yes	<b>24</b> <b>41.4%</b>
No	34 58.6%
Skipped the question	12

### **Q19b. How did you interact with Human Resources? (Multiple responses accepted.)**

Of the 24 respondents who had interacted with the Human Resources Enterprise (HRE), the majority (61 %) of survey respondents indicated that they had **received services from HRE**.

<b>How did you interact with HRE?</b>	<b>January-June 2007 (23) *</b>
Received services	<b>14</b> <b>60.9%</b>
Ordered/purchased services	9 39.1%
Bill payment	7 30.4%
Other specify responses	5 21.7%
Skipped the question	47

\* Sample size is small and not statistically significant.

Other specify responses:

- Met regarding concerns with personnel office
- Attended a training session put on by HRE.
- Attended Retirement Investors' Club meeting
- PDS
- Dealt with moving claims

**Q20. How often during January-June 2007 did you utilize the services provided by the Human Resource Enterprise?**

Sixty-one percent of the survey respondents typically utilized the services provided by HRE **1-10 times** during January-June 2007.

<b>How often did you order/receive services from HRE?</b>	<b>January-June 2007 (23) *</b>
1-10 times	<b>14 60.9%</b>
11-20 times	5 21.7%
21-30 times	2 8.7%
31 or more times	0
Don't know	2 8.7%
Skipped the question	47

\*Sample size is small and not statistically significant.

**Q21a. Did you receive the services you requested?**

Nearly all (96%) of the survey respondents received the services as requested from HRE.

<b>Did you receive the services you requested from HRE?</b>	<b>January-June 2007 (23) *</b>
Yes	<b>22 95.7%</b>
No	0
Other specify responses	1 4.4%
Skipped the question	47

\*Sample size is small and not statistically significant.

Other specify responses:

- Not sure of the status of the inquiry. Did not receive feedback regarding the status or the outcome.

**Q21b. How satisfied were you with the services received from HRE?**

Use a 10-point scale where **ONE** means **VERY DISSATISFIED** and **TEN** means **EXTREMELY SATISFIED**.

Overall, the customers were satisfied (8.18 on the 10-point scale) with the services received from HRE.

<b>How satisfied were you with the services received from HRE?</b>	<b>January-June 2007 (23) *</b>
Overall mean rating	<b>8.18</b>
Don't know	1 4.4%
Skipped the question	47

\*Sample size is small and not statistically significant.

**Q22. Did HRE deliver the services on time?**

Overall, 83% of the respondents indicated that HRE delivered the services on time.

<b>Did HRE deliver the services on time?</b>	<b>January-June 2007 (23) *</b>
Yes	<b>19</b> <b>82.6%</b>
No	0
Don't know	3 13%
Other specify responses	1 4.4%
Skipped the question	47

\*Sample size is small and not statistically significant.

Other specify responses:

- Some processes took a long time to resolve.

**Q23. Did HRE provide the services as quoted?**

Overall, 74% of the survey respondents indicated that HRE provided the services as quoted.

<b>Did HRE provide the services as quoted?</b>	<b>January-June 2007 (23) *</b>
Yes	<b>17</b> <b>73.9%</b>
No	0
Don't know	4 17.4%
Other specify responses	2 8.7%
Skipped the question	47

\*Sample size is small and not statistically significant.

Other specify responses:

- There was no quote involved.
- N/A

**Q24. How would you rate the customer service provided by HRE? Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.**

Overall, the customers were satisfied (8.00 on the 10-point scale) with the customer service provided by HRE.

<b>How would you rate the customer service provided by HRE?</b>	<b>January-June 2007 (23) *</b>
Overall mean rating	<b>8.00</b>
Don't know	3 13%
Skipped the question	47

\*Sample size is small and not statistically significant.

**Q25. Additional comments relative to your experiences with HRE:**

- Happy with the response from the HRE central office staff in terms of reviewing concerns, but do not know outcome or status.

## **State Accounting Enterprise (SAE)**

Service provided through the SAE:

- Accounting
- Payroll

### **Q26a. Did you interact with the State Accounting Enterprise (SAE) during January-June 2007 (purchased or received services or bill payment)?**

Overall, 39% of the survey respondents interacted with the State Accounting Enterprise (SAE) during January-June 2007.

<b>Did you interact with SAE?</b>	<b>January-June 2007 (57)</b>
Yes	22 38.6%
No	35 61.4%
Skipped the question	13

### **Q26b. How did you interact with State Accounting? (Multiple responses accepted.)**

Of the 22 respondents who had interacted with the State Accounting Enterprise (SAE) during January-June 2007, the majority (76%) of the survey respondents indicated that they had interacted with SAE through **bill payment services**.

<b>How did you interact with SAE?</b>	<b>January-June 2007 (21) *</b>
Bill payment	16 76.2%
Received services	13 61.9%
Ordered/purchased services	4 19.1%
Other specify responses	0
Skipped the question	49

\*Sample size is small and not statistically significant.

**Q27. How often during January-June 2007 did you utilize the services provided by the State Accounting Enterprise?**

Overall, 29% of the survey respondents typically utilized the services provided by SAE **1-10 times** during January-June 2007.

<b>How often did you order/receive services from SAE?</b>	<b>January-June 2007 (21) *</b>
1-10 times	<b>6</b> <b>28.6%</b>
11-20 times	3 14.3%
21-30 times	3 14.3%
31 or more times	7 33.3%
Don't know	2 9.5%
Skipped the question	49

\*Sample size is small and not statistically significant.

**Q28a. Did you receive the services you requested?**

Overall, 95% of the survey respondents received the services as requested from SAE.

<b>Did you receive the services you requested from SAE?</b>	<b>January-June 2007 (21) *</b>
Yes	<b>20</b> <b>95.2%</b>
No	0
Other specify responses	1 4.8%
Skipped the question	49

\*Sample size is small and not statistically significant.

Other specify responses:

- Generally, but not always. Do not receive timely or consistent answers to policy questions.

**Q28b. How satisfied were you with the services received from SAE?**

Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.

Overall, the customers were satisfied (7.62 on the 10-point scale) with the services received from SAE.

<b>How satisfied were you with the services received from SAE?</b>	<b>January-June 2007 (21) *</b>
Overall mean rating	<b>7.62</b>
Don't know	0
Skipped the question	49

\*Sample size is small and not statistically significant.

**Q29. Did SAE deliver the services on time?**

Overall, 86% of the respondents indicated that SAE delivered the services on time.

<b>Did SAE deliver the services on time?</b>	<b>January-June 2007 (21) *</b>
Yes	<b>18</b> <b>85.7%</b>
No	3 14.3%
Don't know	0
Other specify responses	0
Skipped the question	49

\*Sample size is small and not statistically significant.

**Q30. Did SAE provide the services as quoted?**

Overall, 86% of the survey respondents indicated that SAE provided the services as quoted.

<b>Did SAE provide the services as quoted?</b>	<b>January-June 2007 (21) *</b>
Yes	<b>18</b> <b>85.7%</b>
No	1 4.8%
Don't know	1 4.8%
Other specify responses	1 4.8%
Skipped the question	49

\*Sample size is small and not statistically significant.

Other specify responses:

- No quote was involved.

**Q31. How would you rate the customer service provided by SAE? Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.**

Overall, the customers were satisfied (7.75 on the 10-point scale) with the customer service provided by SAE.

<b>How would you rate the customer service provided by SAE?</b>	<b>January-June 2007 (21) *</b>
Overall mean rating	<b>7.75</b>
Don't know	1 4.8%
Skipped the question	49

\*Sample size is small and not statistically significant.

**Q32. Additional comments relative to your experiences with SAE:**

- Very costly services and quality doesn't match the cost.
- SAE-Daily Processing, Payroll, & I/3 have always been very helpful and quick to respond to our questions.

## DAS Core

Services provided through DAS Core:

- Marketing
- Communications
- Legal
- Legislative
- Finance
- eDAS

### Q33a. Did you interact with DAS Core during January-June 2007 (requested/received services or bill payment)?

Overall, 27% of the survey respondents interacted with DAS Core in January-June 2007.

Did you interact with DAS Core?	January-June 2007 (56)
Yes	15 26.8%
No	41 73.2%
Skipped the question	14

### Q33b. How did you interact with DAS Core?

Of the 15 respondents who had interacted with DAS Core in January-June 2007, 73% (11 of 15) of the customers indicated that they had **received services** from DAS Core.

How did you interact with DAS Core?	January-June 2007 (15) *
Received services	11 73.3%
Requested services	7 46.7%
Other specify response	2 13.3%
Skipped the question	55

\* Sample size is small and not statistically significant.

Other specify responses:

- Paid state income tax withheld and sales taxes.
- Received invoices

**Q34. How often during January-June 2002 did you request/receive services from DAS Core?**

Overall, 87% of the survey respondents requested/received services provided by DAS Core **1-10 times** during January-June 2007.

<b>How often did you request/receive services from DAS Core?</b>	<b>January-June 2007 (15) *</b>
1-10 times	<b>13 86.7%</b>
11-20 times	0
21-30 times	0
31 or more times	1 6.7%
Don't know	1 6.7%
Skipped the question	55

\*Sample size is small and not statistically significant.

**Q35a. Did you receive the services you requested?**

Overall, 87% (13 of 15) of the survey respondents received the services as requested from DAS Core in January-June 2007.

<b>Did you receive the services you requested from DAS Core?</b>	<b>January-June 2007 (15) *</b>
Yes	<b>13 86.7%</b>
No	0
Other specify responses	2 13.3%
Skipped the question	55

\*Sample size is small and not statistically significant.

Other specify responses:

- Did not request any services (2 responses)

**Q35b. How satisfied were you with the services received from DAS Core?  
Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.**

Overall, the customers surveyed were satisfied (7.20 on the 10-point scale) with the services received from DAS Core in January-June 2007.

<b>How satisfied were you with the services received from DAS Core?</b>	<b>January-June 2007 (15) *</b>
Overall mean rating	<b>7.20</b>
Don't know	0
Skipped the question	55

\*Sample size is small and not statistically significant.

**Q36. Did DAS Core deliver the services on time?**

Overall, 73% (11 of 15) of the respondents indicated that DAS Core delivered the products and/or services on time in January-June 2007.

<b>Did DAS Core deliver the services on time?</b>	<b>January-June 2007 (15) *</b>
Yes	<b>11 73.3%</b>
No	0
Don't know	4 26.7%
Other specify responses	0
Skipped the question	55

\*Sample size is small and not statistically significant.

**Q37. Did DAS Core provide the services as quoted?**

Overall, 73% of the survey respondents indicated that DAS Core provided the services as quoted.

<b>Did DAS Core provide the services as quoted?</b>	<b>January-June 2007 (15) *</b>
Yes	<b>11</b> <b>73.3%</b>
No	0
Don't know	3 20%
Other specify responses	1 6.7%
Skipped the question	55

\*Sample size is small and not statistically significant.

Other specify responses:

- No quote involved.

**Q38. Did the DAS Core services provide added-value?**

Overall, 27% (4 of 15) of the survey respondents who had requested/received services from DAS Core indicated that DAS Core services provided added-value. However, 60% (9 of 15) of the customers said they “don't know” if the services provided added-value.

<b>Did DAS Core services provide added-value?</b>	<b>January-June 2007 (15) *</b>
Yes	<b>4</b> <b>26.7%</b>
No	2 13.3%
Don't know	9 60%
Other specify responses	0
Skipped the question	55

\*Sample size is small and not statistically significant.

**Q39. How can DAS Core provide additional value?**

- Turn around billing information quicker and allow us more time to process on our end. Also, there should not always be a need for us to pay a bill before DAS CORE pays the bill. It would relieve a lot of the pressure put on us by DAS to get something processed before it is paid for.

NOTE: Q40a/Q40b - Ease of using the Enterprise financial statements were eliminated from the survey.

**Q41a. Did you call the DAS Customer Service Center for assistance in January-June 2007?**

Overall, 37% of the customers who responded to the question contacted the DAS Customer Service Center for assistance in January-June 2007.

<b>Did you call the DAS Customer Service Center?</b>	<b>January-June 2007 (56)</b>
Yes	21 37.5%
No	35 62.5%
Don't know	0
Skipped the question	14

**Q41b. How would you rate the quality of the service provided by the customer service staff?**

**Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.**

Overall, the customers who had called the DAS Customer Service Center in January-June 2007 were satisfied (7.40 on the 10-point scale) with the quality of service provided by the customer service staff in January-June 2007.

<b>How would you rate the quality of customer service provided?</b>	<b>January-June 2007 (21) *</b>
Overall mean rating	7.40
Don't know	1 4.8%
Skipped the question	49

\*Sample size is small and not statistically significant.

**Q42a. Have you ever attended one or more of the eDAS training sessions?**

Overall, 36% of the customers surveyed have attended one or more of the eDAS training sessions.

<b>Have you ever attended one or more of the eDAS training sessions?</b>	<b>January-June 2007 (56)</b>
Yes	<b>20</b> <b>35.7%</b>
No	30 53.6%
Don't know	6 10.7%
Skipped the question	14

**Q42b. How would you rate the quality of the eDAS training sessions?**

**Use a 10-point scale where ONE means NOT AT ALL BENEFICIAL and TEN means EXTREMELY BENEFICIAL.**

Overall, the customers surveyed who have attended the eDAS training sessions found the sessions to be beneficial (7.11 on the 10-point scale).

<b>How would you rate the quality of the eDAS training sessions?</b>	<b>January-June 2007 (20) *</b>
Overall mean rating	<b>7.11</b>
Don't know	1 5.0%
Skipped the question	50

\*Sample size is small and not statistically significant.

**Q43. Did you order products and/or services using the eDAS online ordering system in January-June 2007?**

Overall, 20% (11 of 56) ordered services using the eDAS online ordering system in January-June 2007.

<b>Did you order services using the eDAS online ordering system?</b>	<b>January-June 2007 (56)</b>
Yes	<b>11</b> <b>19.6%</b>
No	43 76.8%
Don't know	2 3.6%
Skipped the question	14

**Q44. Is your eDAS bill easy to understand?**

**Use a 10-point scale where ONE means your eDAS bill is VERY DIFFICULT to UNDERSTAND and TEN means EXTREMELY EASY to UNDERSTAND.**

Overall, the customers surveyed had mixed reactions regarding the ease of understanding their eDAS bill. Overall, the customers indicated that the eDAS bill is not difficult to understand (6.47 on the 10-point scale). However, 45% (25 of 55) of the customers said they “don’t know” if the eDAS bill is easy to understand.

<b>Is your eDAS bill easy to understand?</b>	<b>January-June 2007 (55)</b>
Overall mean rating	<b>6.47</b>
Don't know	25 45.5%
Skipped the question	15

**Q45. Is your eDAS bill accurate (January-June 2007)?**

**Use a 10-point scale where ONE means your eDAS bill is typically INACCURATE and TEN means your eDAS bill is typically ACCURATE.**

Overall, the customers surveyed indicated that their eDAS bill is typically accurate (7.21 on the 10-point scale). However, nearly 50% (27 of 55) of the customers said they “don’t know” if the eDAS bill is accurate.

<b>Is your eDAS bill accurate?</b>	<b>January-June 2007 (55)</b>
Overall mean rating	<b>7.21</b>
Don't know	27 49.1%
Skipped the question	15

**Q46a. Did you contact DAS Finance regarding your eDAS billing in January-June 2007?**

Overall, 18% of the customers surveyed contacted DAS Finance, regarding their eDAS billing in January-June 2007.

<b>Did you contact DAS Finance regarding your eDAS billing?</b>	<b>January-June 2007 (55)</b>
Yes	<b>10</b> <b>18.2%</b>
No	35 63.6%
Don't know	10 18.2%
Skipped the question	15

**Q46b. How responsive was DAS Finance to your eDAS billing questions? Use a 10-point scale where ONE means NON-RESPONSIVE and TEN means EXTREMELY RESPONSIVE.**

The 10 customers who had contacted DAS Finance in January-June 2007 indicated that DAS Finance was responsive (7.70 on the 10-point scale) to their eDAS billing questions.

<b>Responsiveness of DAS Finance to eDAS billing questions?</b>	<b>January-June 2007 (10) *</b>
Overall mean rating	<b>7.70</b>
Don't know	0
Skipped the question	60

\*Sample size is small and not statistically significant.

**Q47. How would you rate the customer service provided by DAS Core?  
Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.**

Overall, the customers surveyed were satisfied (7.74 on the 10-point scale) with the customer service provided by DAS Core in January-June 2007. However, 51% (28 of 55) of the customers surveyed said they “don’t know” how they would rate the customer service provided by DAS Core.

<b>How would you rate the customer service provided by DAS Core?</b>	<b>January-June 2007 (55)</b>
Overall mean rating	<b>7.74</b>
Don't know	28 50.9%
Skipped the question	15

**Q48. Additional comments regarding your experiences with DAS Finance:**

- Deb Bogle is always very willing to help out in any way she can.

**Q49. Additional comments regarding your experiences with eDAS:**

- eDAS billing is still very difficult to reconcile for agencies regarding printing. Our biggest issue is not enough time to reconcile, ensure bills are being billed to agencies in a timely manner, accounting code problems still happen. There are a lot of extra hours that have to go into reconciling one month of printing requisitions and multiple staff working on it. Over all printing service is great, for as short handed as they are. Printing is always very accommodating and willing to work with us they are just up against the same time constraints and jobs do not get billed in a timely manner.
- 1) Bills do not provide adequate explanation for the services being billed. 2) There should be no need to send paper documents with the I/3 system. It should be all electronic.
- It is too difficult to get to the information you need without a lot of manipulation of the data.

**Q50. Additional comments regarding your experiences with DAS Core:**

- (1) Bills do not provide adequate explanation for the services being billed. (2) There should be no need to send paper documents with the I/3 system. It should be all electronic.
- Fleet & Mail Division is the only Dept. that I work with, and they provide excellent service.
- Have DAS CORE pay bills and request reimbursement, especially the small amounts, and then ask for reimbursement. We have had delays because they take quite some time to bill us and then want payment right away so they can pay the bill.

## ■ CONCLUSION

A total of 70 customers participated in the semi-annual Customer Satisfaction Survey.

### DAS Enterprises and DAS Core

Among the four DAS enterprises (GSE, ITE, HRE and SAE) and DAS Core, **overall**, the customers surveyed rated their **satisfaction with the products and/or services received** from the Human Resource Enterprise (HRE) slightly higher (8.18 on the 10-point scale) than the other enterprises and DAS Core.

	<u>Overall Average</u>
• HRE	8.18
• ITE	7.71
• SAE	7.62
• DAS Core	7.20
• GSE	6.98

Overall, the survey respondents indicated that the products and/or services were received as requested. However, the products and services were not always delivered on time or provided as quoted.

<b>DAS Enterprises/DAS CORE</b>	<b>Products and/or services received as requested</b>	<b>Products and/or services delivered on time</b>	<b>Products and/or services provided as quoted</b>
Human Resource Enterprise (HRE)	96%	83%	74%
State Accounting Enterprise (SAE)	95%	86%	86%
Information Technology Enterprise (ITE)	92%	69%	73%
General Services Enterprises (GSE)	91%	61%	75%
DAS Core	87%	73%	73%

Among the four DAS enterprises (GSE, ITE, HRE and SAE) and DAS Core, **overall**, the customers rated their **satisfaction with the customer service** provided by the Human Resource Enterprise (HRE) slightly higher (8.00 on the 10-point scale) than the other enterprises and DAS Core.

	<u>Overall Average</u>
• HRE	8.00
• ITE	7.78
• SAE	7.75
• DAS Core	7.74
• GSE	7.19

The semi-annual Customer Satisfaction Survey provides the Iowa Department of Administrative Services with statistical data to determine what steps DAS can take to improve its products and services.

# **APPENDIX**

#11299

**DAS/Semi Annual Customer Satisfaction Survey (January – June 2007)  
FINAL (7.25.2007)**

## **E-mail invitation**

Subject line: DAS Semi-Annual Customer Satisfaction Survey  
Return e-mail: [research@essmanresearch.com](mailto:research@essmanresearch.com)

Dear Valued Customer:

The Department of Administrative Services (DAS) is committed to continuously improving the quality of service we provide to customers.

DAS has implemented a semi-annual customer satisfaction survey to gather feedback from customers relative to your recent experiences with DAS and the services purchased/received through each of the four DAS enterprises.

You have been selected to participate in the **semi-annual customer satisfaction survey**. The survey will take no more than **fifteen minutes of your time**. Your individual responses are strictly confidential. Essman/Research, an independent marketing research firm in Des Moines, has been retained by DAS to tabulate the survey results and analyze the findings.

The purpose of this semi-annual survey is to gauge your satisfaction with services received during **January – June 2007** from DAS and determine what steps DAS can take to improve their products and services.

On behalf of the Department of Administrative Services, thank you in advance for completing the customer satisfaction survey. **Please complete the customer satisfaction survey by August 10, 2007.**

**To access the electronic survey, click here: <http://>**

Sincerely,

Mollie Anderson  
Director  
Iowa Department of Administrative Services

## Insert DAS logo on each page

**Important Reminder:** Base your individual responses on the products and/or services received from each of the four DAS Enterprises (General Services, Information Technology, Human Resources and State Accounting) as well as services received from DAS Core and DAS Finance during **January – June 2007**.

Q1. How long have you been in your current position?

- Less than six months
- 6 months to one year
- 1-2 years
- 2-3 years
- 3-4 years
- 4-5 years
- More than five years

Q2. Are you currently a Customer Council Member?

- Yes
- No (Skip to Q4a)

Q3. For which Enterprise?

- General Services
- Human Resources
- Information Technology
- State Accounting

## General Services Enterprise (GSE)

Services provided through the GSE:

- Construction
- Custodial Services
- Facilities Management
- Facility Rentals
- Fleet
- Grounds Service
- Lock Shop Services
- Mail
- Mechanical Services
- Paper Shredding
- Property Construction/Management/Space
- Purchasing/Procurement Services

Please select ONE response per question, unless otherwise specified.

Q4a. Did **you** interact with the **General Services Enterprise (GSE)** during **January-June 2007** (purchased, received products and/or services or bill payment)?

- Yes
- No (Skip to Q11a)

Q4b. How did **you** interact with General Services? (Check all that apply)

- Ordered/purchased products and/or services
- Received products and/or services
- Bill payment
- Other (specify) \_\_\_\_\_

Q5. How often during **January-June 2007** did **you** order/receive products and/or services from General Services?

- 1-10 times
- 11-20 times
- 21-30 times
- 31 or more times
- Don't know

Q6a. Did **you** receive the products and/or services you requested?

- Yes
- No
- Other specify \_\_\_\_\_

Q6b. How satisfied were **you** with the **products and/or services received** from GSE? Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED. DK = Don't Know

1    2    3    4    5    6    7    8    9    10    DK

Q7. Did GSE deliver the products and/or services on time?

- Yes
- No
- Other specify \_\_\_\_\_
- Don't know

Q8. Did GSE provide the products and/or services as quoted?

- Yes
- No
- Other specify \_\_\_\_\_
- Don't know

Q9. How would you rate the **customer service** provided by GSE?

Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED. DK = Don't Know

1      2      3      4      5      6      7      8      9      10    DK

Q10. Additional comments regarding your experiences with GSE:

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## Information Technology Enterprise (ITE)

Services provided through the ITE:

- Application Development and Support
- Asset Management
- Common Directory
- Computer Training
- Database Services
- Desktop Services
- Disaster Recovery/Business Continuity
- Email Services
- Enterprise Applications
- Help Desk Services
- Mainframe Access/Printing/Processing/Services
- Mainframe and Operating System Application Development
- Multi Media
- Network Services
- Printing Services
- Secure Infrastructure
- Security
- Server
- Server Farm

Please select ONE response per question, unless otherwise specified.

Q1 1a. Did **you** interact with the **Information Technology Enterprise (ITE)** during **January-June 2007** (purchased, received services or bill payment)?

- Yes
- No (Skip to Q19a)

Q1 1b. How did **you** interact with Information Technology? (Check all that apply)

- Ordered/purchased services
- Received services
- Bill payment
- Other (specify) \_\_\_\_\_

Q12. How often during **January-June 2007** did **you** order/receive services from Information Technology?

- 1-10 times
- 11-20 times
- 21-30 times
- 31 or more times
- Don't know

Q1 3a. Did **you** receive the services you requested?

- Yes
- No
- Other specify \_\_\_\_\_

Q13b. How satisfied were **you** with the **services received** from ITE?  
Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED. DK = Don't Know

1    2    3    4    5    6    7    8    9    10    DK

Q14. Did ITE deliver the services on time?

- Yes
- No
- Other specify \_\_\_\_\_
- Don't know

Q15. Did ITE provide the services as quoted?

- Yes
- No
- Other specify \_\_\_\_\_
- Don't know

Q16. How responsive was the **ITE Service Desk**?  
Use a 10-point scale where ONE means NON-RESPONSIVE and TEN means EXTREMELY RESPONSIVE. DK = Don't Know

1    2    3    4    5    6    7    8    9    10    DK

Does not apply (NA)

Q17. How would you rate the **customer service** provided by ITE?  
Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED. DK = Don't Know

1    2    3    4    5    6    7    8    9    10    DK

Q18. Additional comments regarding your experiences with ITE:

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## Human Resource Enterprise (HRE)

Services provided through the HRE:

- Benefits
- Employment Assistance/Services
- Flexible Spending
- Golden Dome Awards Program
- Health Insurance Program Administration
- Program Delivery Services
- Training
- Worker's Compensation Program Administration

Please select ONE response per question, unless otherwise specified.

Q19a. Did **you** interact with the **Human Resources Enterprise (HRE)** during **January-June 2007** (purchased, received services or bill payment)?

- Yes  
 No (Skip to Q26a)

Q19b. How did **you** interact with Human Resources? (Check all that apply)

- Ordered/purchased services  
 Received services  
 Bill payment  
 Other (specify) \_\_\_\_\_

Q20. How often during **January-June 2007** did **you** utilize the services provided by the Human Resource Enterprise?

- 1-10 times  
 11-20 times  
 21-30 times  
 31 or more times  
 Don't know

Q21a. Did **you** receive the services you requested?

- Yes  
 No  
 Other specify \_\_\_\_\_

Q21b. How satisfied were you with the **services received** from HRE?

Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED. DK = Don't Know

1    2    3    4    5    6    7    8    9    10    DK

Q22. Did HRE deliver the services on time?

- Yes  
 No  
 Other specify \_\_\_\_\_  
 Don't know

Q23. Did HRE provide the services as quoted?

- Yes
- No
- Other specify \_\_\_\_\_
- Don't know

Q24. How would you rate the **customer service** provided by HRE?

Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED. DK = Don't Know

1      2      3      4      5      6      7      8      9      10

Q25. Additional comments regarding your experiences with HRE:

---

### State Accounting Enterprise (SAE)

Service provided through the SAE:

- Accounting
- Payroll

Please select ONE response per question, unless otherwise specified.

Q26a. Did **you** interact with the **State Accounting Enterprise (SAE)** during **January-June 2007** (purchased, received services or bill payment)?

- Yes
- No            (Skip to Q33a)

Q26b. How did **you** interact with State Accounting?            (Check all that apply)

- Ordered/purchased services
- Received services
- Bill payment
- Other (specify) \_\_\_\_\_

Q27. How often during **January-June 2007** did **you** utilize the services provided by the State Accounting Enterprise?

- 1-10 times
- 11-20 times
- 21-30 times
- 31 or more times
- Don't know

Q28a. Did you receive the services you requested?

- Yes
- No
- Other specify \_\_\_\_\_

Q28b. How satisfied were **you** with the **services received** from SAE?  
Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED. DK = Don't Know

1      2      3      4      5      6      7      8      9      10      DK

Q29. Did SAE deliver the services on time?

- Yes
- No
- Other specify \_\_\_\_\_
- Don't know

Q30. Did SAE provide the services as quoted?

- Yes
- No
- Other specify \_\_\_\_\_
- Don't know

Q31. How would you rate the **customer service** provided by SAE?  
Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED. DK = Don't Know

1      2      3      4      5      6      7      8      9      10      DK

Q32. Additional comments regarding your experiences with SAE:

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**DAS Core**

Services provided through DAS CORE:

- Marketing
- Communications
- Legal
- Legislative
- Finance
- eDAS

Please select ONE response per question, unless otherwise specified.

Q33a. Did **you** interact with **DAS CORE** during **January-June 2007** (requested/received services or bill payment)?

- Yes
- No **(Skip to Q41 a.)**

Q33b. How did **you** interact with DAS CORE? (Check all that apply)

- Requested services
- Received services
- Other (specify) \_\_\_\_\_

Q34. How often during **January-June 2007** did **you** request/receive services from DAS CORE?

- 1-10 times
- 11-20 times
- 21-30 times
- 31 or more times
- Don't know

Q35a. Did **you** receive the services you requested?

- Yes
- No
- Other specify \_\_\_\_\_

Q35b. How satisfied were **you** with the **services received** from DAS CORE?

Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED. DK = Don't Know

1    2    3    4    5    6    7    8    9    10    DK

Q36. Did DAS CORE deliver the services on time?

- Yes
- No
- Other specify \_\_\_\_\_
- Don't know

Q37. Did DAS CORE provide the services as quoted?

- Yes
- No
- Other specify \_\_\_\_\_
- Don't know

Q38. Did the DAS CORE services provide added-value?

- Yes
- No
- Other specify \_\_\_\_\_
- Don't know

Q39. How can DAS CORE provide additional value?

[Add text box]

---

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(ASK ALL)

Q41a. Did you call the DAS Customer Service Center for assistance in **January-June 2007**?

- Yes (continue)
- No (Skip to Q42a)
- Don't know (Skip to Q42a)

Q41b. How would you rate the quality of the **service provided** by the customer service staff?  
Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED. DK = Don't Know

1 2 3 4 5 6 7 8 9 10 DK

Q42a. Have you ever attended one or more of the eDAS training sessions?

- Yes (continue)
- No (Skip to Q43)
- Don't know (Skip to Q43)

Q42b. How would you rate the quality of the **eDAS training sessions**?  
Use a 10-point scale where ONE means NOT AT ALL BENEFICIAL and TEN means EXTREMELY BENEFICIAL. DK = Don't Know

1 2 3 4 5 6 7 8 9 10 DK

(ASK ALL)

Q43. Did you order products and/or services using the **eDAS online ordering system** in **January-June 2007**?

- Yes
- No
- Don't know

Q44. Is your eDAS bill **easy to understand**?

Use a 10-point scale where ONE means your eDAS bill is VERY DIFFICULT to UNDERSTAND and TEN means EXTREMELY EASY to UNDERSTAND. DK = Don't Know

1 2 3 4 5 6 7 8 9 10 DK

Q45. Is your **eDAS bill accurate**? (**January-June 2007**)

Use a 10-point scale where ONE means your eDAS bill is typically INACCURATE and TEN means your eDAS bill is typically ACCURATE. DK = Don't Know

1 2 3 4 5 6 7 8 9 10 DK

Q46a. Did you contact DAS Finance regarding your eDAS billing in **January-June 2007**?

- Yes
- No (Skip to Q47)
- Don't know (Skip to Q47)

Q46b. How responsive was DAS Finance to your **eDAS billing questions**?

Use a 10-point scale where ONE means NON-RESPONSIVE and TEN means EXTREMELY RESPONSIVE. DK = Don't Know

1    2    3    4    5    6    7    8    9    10    DK

Q47. How would you rate the **customer service** provided by DAS CORE?

Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED. DK = Don't Know

1    2    3    4    5    6    7    8    9    10    DK

Q48. Additional comments regarding your experiences with DAS Finance:

[Add text box]

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Q49. Additional comments regarding your experiences with eDAS:

[Add text box]

---

Q50. Additional comments regarding your experiences with DAS CORE:

[Add text box]

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Thank You

On behalf of the Department of Administrative Services, thank you for participating in the customer satisfaction survey.

SUBMIT

Re-direct to the DAS Web site.



## **ESSMAN/RESEARCH**

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