Iowa Department of Administrative Services
Online Customer Satisfaction Survey
Quarter Two
Key Findings Summary Report

Prepared By

ESSMAN/RESEARCH

June 12, 2006

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IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ONLINE CUSTOMER SATISFACTION SURVEY QUARTER TWO

KEY FINDINGS SUMMARY REPORT
JUNE 12, 2006

■ 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. The purpose of the quarterly survey is to gather immediate 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 Enterprise (GSE)
- Information Technology Enterprise (ITE)
- Human Resources Enterprise (HRE)
- State Accounting Enterprise (SAE)
- DAS Finance (added in the second quarter)

■ RESEARCH DESIGN

- Essman/Research conducted the first quarter online Customer Satisfaction Survey in March 2006 for services provided in October, November and December 2005.
  - Essman/Research sent 37 e-mail invitations to the Customer Council members and 918 e-mail invitations to the current customers on Tuesday, February 28, 2006.
- Essman/Research conducted the second quarter online Customer Satisfaction Survey in May 2006 for services provided in January, February and March 2006.
  - Essman/Research sent 36 e-mail invitations to the Customer Council members and 892 e-mail invitations to the current customers on Wednesday, May 17, 2006.
- Essman/Research developed, programmed and hosted the online Customer Satisfaction Survey.
- The Department of Administrative Services provided the list of names and e-mail addresses for the Customer Council members as well as the customers who had purchased and/or received services.

— Completed interviews
  - First Quarter: A total of 300 online surveys were returned.
    - 284 customers responded to the survey
    - 16 Customer Council members responded to the survey

  - Second Quarter: A total of 255 online surveys were returned.
    - 246 customers responded to the survey
    - 9 Customer Council members responded to the survey

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

Note: The Key Findings Summary Report for the First Quarter was delivered to the Department of Administrative Service on March 15, 2006.

■ 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 each of the four DAS enterprises.

■ DEMOGRAPHICS

Q1. Department/Agency

Customer Council Members (9 respondents)

- PERB
- DNR
- Revenue
- Public Safety
- Legislature
- Elder Affairs
- IPERS
- DAS
- None

Customers (246 respondents)

- DAS (23 responses)
- Iowa Workforce Development (11 responses)
- Department of Corrections (10 responses)
- Department of Human Services (10 responses)
- ITE (9 responses)
- DHS (7 responses)
- Department of Public Health (6 responses)
- Dept. of Inspections & Appeals/Racing & Gaming Commission (6 responses)
- DHA (5 responses)
- Department of Natural Resources (5 responses)
- State Treasurer's Office (5 responses)
- Inspections & Appeals (5 responses)
- Department of Education (4 responses)
- Department of State Training Schools (4 responses)
- House of Representatives (4 responses)
- Iowa Department for the Blind (4 responses)
- Legislative Services Agency (4 responses)
- Judicial Branch (4 responses)
- DAS/General Service Enterprise (4 responses)
- Iowa Vocational Rehabilitation Services (4 responses)
- Department of Human Rights (3 responses)
- Revenue (3 responses)
- State Library of Iowa (2 responses)
- IPERS (2 responses)
- Iowa Veterans Home (2 responses)
- Anamosa State Penitentiary (2 responses)
- Attorney General's Office (2 responses)
- Auditor of State (2 responses)
- DCA (2 responses)

- DIA/Appellate Defender (2 responses)
- DNR (2 responses)
- Glenwood Resource Center (2 responses)
- Iowa Agricultural Development Authority(2 responses)
- Iowa Communications Network (2 responses)
- Iowa Department of Elder Affairs (2 responses)
- Iowa Juvenile Home (2 responses)
- Cherokee MHI (2 responses)
- Iowa Lottery (2 responses)
- Department of Cultural Affairs (2 responses)
- Iowa Finance Authority-270 (2 responses)
- Credit Union Division/Commerce (2 responses)

The following responses are single responses:

- 245
- 249
- 409
- Administrative Services, Finance
- Board of Regents #615
- CBC3
- CCM
- City of Des Moines Information Technology Department
- Clarinda Mental Health Institute (408) Clarinda Correctional Facility (248)
- Commerce /Utilities
- Commerce/Iowa Utilities Board
- Commerce/Professional Licensing Division
- Corrections
- Cultural Affairs/259
- DDM/DHS
- Department of Corrections/Anamosa State Penitentiary
- Department of Justice
- Department of Public Defense/Homeland Security and Emergency Management Division
- Department of Public Health Board of Dental Examiners
- Department of Public Health Iowa Board of Nursing
- Department of Public Safety/Division of Narcotics Enforcement
- Department of Transportation
- Dept of Justice, Attorney General
- Dept of Public Defense
- Dept of Vocational Rehabilitation
- DOC
- DOE
- DPD - HLSEM
- DPS/DCI
- FDCF

- Finance/ Iowa Communications Network
- First Judicial District Department of Correctional Services
- Fiscal Management/DHS
- Homeland Security & Emergency Management Division
- ICN
- ICRC
- IECDB
- Iowa Civil Rights Commission
- Iowa Department Of Administrative Services/Finance
- Iowa Department of Agriculture & Land Stewardship
- Iowa Dept. of Public Safety
- Iowa Dept. of Revenue
- Iowa Finance Authority
- Iowa General Assembly
- Iowa Racing and Gaming Commission
- Iowa State Fair Authority
- IPTV
- ITE
- Justice
- Law Enforcement Academy
- Management
- Mapleton Police Department
- Mt. Pleasant Mental Health Institute & Mt. Pleasant Correctional Facility
- ODCP
- Office of Auditor of State
- Prosecuting Attorneys Training Coordinator
- Public Defense/Military Division
- Public Defense/ Homeland Security And Emergency Management Division
- Public Safety/Division of Administrative Services
- Public Safety/Governor's Traffic Safety Bureau
- Senate
- STS
- Terrace Hill
- Transportation
- University of Iowa
- University of Iowa Hygienic Laboratory
- Veterans Affairs Iowa Veterans Home
- Woodward Resource Center DHS 412

Q2. Title

Customer Council Members (9 respondents)

- Chair
- Employee Services
- Internal Services Division Administrator
- Finance Bureau Chief
- Chief Clerk
- Division Administrator
- COO
- Maintenance Engineer
- None

Customers (246 respondents)

- Administrative Assistant (10 responses)
- Accountant (9 responses)
- Secretary II (8 responses)
- Purchasing Agent (8 responses)
- Accountant II (7 responses)
- ITS5 (7 responses)
- Secretary 7 responses)
- Administrator (6 responses)
- Public Service Supervisor III (5 responses)
- Accounting Tech II (5 responses)
- Business Manager (5 responses)
- Administrative Assistant I (5 responses)
- Administrative Assistant II (4 responses)
- Accounting Tech (4 responses)
- Director (4 responses)
- Accounting Clerk II (4 responses)
- Human Resource Associate (4 responses)
- Executive Officer (4 responses)
- HR Associate (4 responses)
- Budget Analyst (3 responses)
- Executive Director (3 responses)
- Purchasing Agent I (3 responses)
- Manager (3 responses)
- ITE Support Worker III (3 responses)
- Bureau Chief (3 responses)
- Accountant III (3 responses)
- Training Specialist II (2 responses)
- Supervising Legis. Doc. Tech. (2 responses)
- Purchasing Agent II (2 responses)
- ITSIII (2 responses)
- ITS4 (2 responses)
- ITS (2 responses)

- Information Technology Specialist 4 (2 responses)
- Facility Manager (2 responses)
- Executive Officer II (2 responses)
- Executive Officer I (2 responses)
- District Finance/Personnel Manager (2 responses)
- Deputy Treasurer (2 responses)
- Deputy Director (2 responses)
- Custodial Lead worker (2 responses)
- Clerk Specialist (2 responses)
- Budget Analyst II (2 responses)
- Accounting Tech III (2 responses)
- Clerk – Advanced (2 responses)
- Chief Financial Officer (2 responses)
- Administrative Assistant II (2 responses)

<u>The following responses are single responses</u>:

- Accountant/Auditor I
- Accounting Manager
- Ad
- Adjutant
- All
- Associate Warden for Support Services
- Budget Analyst III
- Budget Officer
- Chief of Police
- Comptroller
- Confidential Secretary 3
- Confidential Secretary to the Chief Clerk
- D1 Fiscal Officer
- Data Center Manager
- Deputy
- Director of Licensing/Administration
- Director of Racing/Simulcasting
- District Director
- Division Administrator
- Employee Services Director
- Employment & Training Specialist
- Executive Administrative Assistant
- Executive Officer 4
- Executive VP & COO
- Facility Engineer II
- Field Auditor
- Grant Bureau Admin Assistant
- HR Manager
- HR Tech Assistant

- Human Resources Executive Officer
- Info Tech Spec. II
- Info Technology
- Information Technology Specialist
- Institutional Superintendent
- Investment Officer II
- Iowa Code Editor
- IT Support II
- ITEE
- Executive Secretary
- Legislative Liaison
- Management Analyst II
- Management Services Division Administrator
- Museum Tech
- Operations Manager
- Personnel Assistant
- PPA
- Program Manager
- Program Planner
- PSE 2
- PSE 3
- PSE 4
- PSE V
- PSS3
- Public Information Officer
- Public Service Executive
- Purchasing Agent
- Purchasing clerk
- Resource Manager
- Risk Manager
- Sr. Finance Officer
- State Entomologist & Entomology & Plant Science Bureau Chief
- State Librarian
- Storekeeper
- Supervisor
- Tech Specialist Accounting
- Training Specialist
- Training Specialist 1
- Various users will be completing this form based on their individual interaction with each function.
- Warden

Q3a/b.Customer Council Member/Enterprise

Although nine surveys were returned from Customer Council members, one survey respondent indicated that they were not a Customer Council member.

- General Services 50% (4 respondents)
- Human Resources 37% (3 respondents)
- Information Technology 12% (1 respondents)
- State Accounting 0% (0 respondents)

Q3c. Are the enterprise financial statements easy to understand?

- Yes 50% (4 responses)
- No 37% (3 responses)
- Not familiar/not aware of the statement 12% (1 response)
- No response 0% (1 response)

Q3d. How can the enterprise financial statements be improved? (If "no" at Q3c, Customer Council members responded to Q3d.)

- It is hard to understand the printing and postage charges. Need clarification on why it costs what it costs. This is because there are different types of postage and we can't track it. Printing is better but some months we are billed and some months we are not. Need more consistency.
- Large variances are not explained on the statements.
- They are getting better, but as I have said before, the balance between overkill details and inadequate has not yet been struck.

■ KEY FINDINGS SUMMARY REPORT

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, February and March 2006 (purchased or received products and/or services or bill payment)?

Overall, 70% of the survey respondents (69% of the customers and 100% of the Customer Council members) interacted with the General Services Enterprise (GSE) during January, February and March 2006.

Did you interact with GSE?	Total	Segment	
		Customers	Customer Council Members
	243	235	8
Yes	171 70%	163 69%	8 100%
No	72 30%	72 31%	0
Skipped the question	12	11	1

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

Of the 171 respondents who had interacted with the General Services Enterprise (GSE) during January, February and March 2006, more than half (61%) of the survey respondents (61% of the customers and 75% of the Customer Council members) had **received products and/or services from GSE**.

How did you interact with GSE?	Total	Segment	
		Customers	Customer Council Members
	171	**163**	**8**
Received products and/or services	**105** **61%**	99 61%	6 75%
Ordered/purchased products and/or services	82 48%	78 48%	4 50%
Bill payment	68 40%	62 38%	6 75%
Other specify responses	35 20%	35 21%	0
Skipped the question	84	83	1

Other specify responses:

- Fleet (2 responses)
- Custodial (2 responses)
- Discussed a template for architectural services.
- Facilities management
- Special committees for projects.
- Jessie Parker Building renovations.
- Off-grounds leased building
- Credit cards
- Utilization of contracts available through GSE.
- Pool cars
- Received mail for my agency via the State Mail Crew.
- Work with Dean Ibsen and Craig Deichmann on projects at Terrace Hill.
- Online commodities to be bid.
- Talked to mail deliverer
- Questions regarding purchasing procedures.
- Processed the billing files for inclusion in eDAS
- RFP
- Working with John Nash on small remodel/construction project.
- Problem with registers. Response was slow but the engineer was doing things away from our location to try to fix the problem but we did not know that.
- Regarding state contracts, I3
- Request for job audit for reconsideration of reclassification denial.
- Telephone and e-mail correspondence

- The Iowa House of Representatives has several rooms which they schedule out to other groups. I work closely with DAS as they schedule the rotunda and outdoor areas of the Capitol and much of our work in this area coincides.
- Worked with DAS property management personnel regarding office remodel.
- Maintenance
- Requested repairs to the HVAC system
- Review of billings to DHS
- Coordinated activities predicate to moving from the Hoover Building to Camp Dodge.
- Paid bills for printing
- Worked with Design & Construction on several projects for this agency as well as served D & C as a member of an interview panel for Roofing Consultants.

Q5. How often during January, February and March 2006 did <u>you</u> order/receive products and/or services from General Services?

Nearly 50% of the survey respondents typically ordered or received products and/or services from GSE **1-10 times** during January, February and March 2006.

How often did you order/receive products/services from GSE?	Total	Segment	
		Customers	Customer Council Members
	152	**147**	**5**
1-10 times	**75** **49%**	73 50%	2 40%
11-20 times	22 14%	21 14%	1 20%
21-30 times	11 7%	11 7%	0
31 or more times	19 12%	19 13%	0
Don't know	25 16%	23 16%	2 40%
Skipped the question	103	99	4

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

The majority (85%) of the survey respondents (85% of the customers and 80% of the Customer Council members) received the products and services as requested from GSE.

Did you receive the products/services you requested from GSE?	Total	Segment	
		Customers	Customer Council Members
	149	**144**	**5**
Yes	**127** **85%**	123 85%	4 80%
No	5 3%	5 3%	0
Other specify responses	17 11%	16 11%	1 20%
Skipped the question	106	102	4

Other specify responses:

- Sometimes (2 responses)
- We have experienced some delays in service. I understand ATK projects may affect some services. Certain projects have had slow turn around and some lack of communication.
- I have not ordered any products in the months of Jan, Feb or Mar. The services I have received are Fleet & Mail.
- This is managed by others in our department.
- I received the billing files required each month. The only exception was due to a technical issue on the service provider's part.
- Still working on it! The first person thought nothing could be done and that is NOT an acceptable answer! Your staff is stretched very, very thin!
- My interaction was more informational
- I am still waiting on a decision from a job audit request and reconsideration following a denial of a reclassification request received in March 2006. It took from July 2005 until March 2006 for the original decision to be made. Request made 3/3/06 for an onsite job audit which was completed 4/5/06. As of today, 5/18/06, have not received a decision.
- On one occasion, someone did come to actually look at the unit that wasn't working properly. On the rest of the occasions, no one came to either look at or repair the units. The first repair did not work and I ended up contacting Mark Willemssen to have the unit shut off, which he did do.
- I receive mail each day; I don't request it per se.
- Yes, somewhat - however, fleet was extremely slow in getting vehicles requested. In fact, it took over 2 years after the request were originally placed.
- I didn't order products or services - unless you consider the DAS Billing a service.

- The custodial service in Ankeny is FABULOUS. Carpool/fleet is well, not too hot. It takes forever to get a vehicle repaired, the repairs are not correct the first time, and now we've had a truck there for over two months and they keep tell us that 'any day' we'll get a replacement. Meanwhile, we're using a general carpool vehicle that is normally reserved for general IDALS staff use. We're basically consuming a car that others need to use - and my inspector can't take all his equipment with him in the replacement car, nor take the car into fields like he does with his normal truck. "Frustrating" does not even being to describe the situation.
- Had a problem with billings from vehicle dispatcher. Have not had time to review what was returned.

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.

Customers
- 141 responses: Average = 7.4

Customer Council Members
- 5 responses: Average = 6.8

Overall average: 7.1

How satisfied were you with the products/services received from GSE?	Segment	
	Customers 141	Customer Council Members 5
	Average: 7.4	Average: 6.8
Don't know	7 5%	0
Skipped the question	105	4

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

Overall, 72% of the survey respondents (71% of the customers and 80% of the Customer Council members) indicated that GSE delivered the products and/or services on time.

Did GSE deliver the products/services on time?	Total	Segment	
		Customers	Customer Council Members
	145	**140**	**5**
Yes	**104** **72%**	100 71%	4 80%
No	13 9%	13 9%	0
Don't know	11 7%	11 8%	0
Other specify responses	17 12%	16 11%	1 20%
Skipped the question	110	106	4

Other specify responses:

- Sometimes (4 responses)
- Yes and No. Some PAs had very quick turn around others experienced delays.
- Surplus collection of inventory was slow and they were unprepared to collect inventory when they did arrive. (E.g. - no carts)
- 90% of the time.
- Information only
- The billing files were received on time but not without complaints.
- No. The Auditor was forced to hold several meetings with the loud, piercing noise from the register going on all the time in his office.
- Again, mine was an informational interaction.
- This is difficult because sometimes they are on time; however, for the most part they are not on time or we have to call to see where they are.
- Project is still in process. So far, services have been timely.
- Print orders through the Wallace Building were generally on time or ahead of schedule. Print orders from Grimes were generally late with no notification that the orders were going to be late. It took our initiative to call to find out about the orders.
- Had to call twice to get the repair.
- Custodial is great. Fleet is bad!
- Had to request explanation of billings, which then required a meeting, which then took several weeks for them to figure out and respond.

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

Overall, 65% of the survey respondents (65% of the customers and 60% of the Customer Council members) indicated that GSE delivered the products and/or services as quoted.

Did GSE provide the products/services as quoted?	Total	Segment	
		Customers	Customer Council Members
	145	**140**	**5**
Yes	**94** **65%**	91 65%	3 60%
No	9 6%	9 6%	0
Don't know	25 17%	23 16%	2 40%
Other specify responses	17 12%	17 12%	0
Skipped the question	110	106	4

Other specify responses:

- Did not receive a quote (3 responses)
- Yes, just not timely.
- We were unaware of a disposal fee on surplus items until the inventory was loaded on the truck.
- No quotes. Had agency car serviced at state garage.
- Information only
- The time frame for submitting billing files was met, but not without complaints.
- I'm still waiting.
- Sometimes yes, but often no. We have to initiate the dialog of why and then wait for the credit to come through often months behind the order
- My interactions were centered on Labor Relations. While most of it was good, the GRIP process continues to be unacceptable.
- There is always lots of discussion on how to get the information in a format that is more user-friendly.
- I had a better report file prior to the new billing. This is more work for me. The download of the report from EDAS gives me more detail but it's what I have to do prior to that point with the TSO file.
- Not billed.
- Custodial is great. Fleet is bad!
- Not applicable.

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.

Customers
- 140 responses: Average = 7.5

Customer Council Members
- 5 responses: Average = 7.6

Overall average: 7.55

How would you rate the customer service provided by GSE?	Segment	
	Customers 140	Customer Council Members 5
	Average: 7.5	Average: 7.6
Don't know	6 4%	0
Skipped the question	106	4

Q10. Additional comments relative to your experiences with GSE:

- The PAs are always very helpful and very knowledgeable in their field of expertise.
- DAS-Printing needs to have more help. Too hard to get a hold of people to answer questions.
- Would like to receive an e-mail notice when the bill is on line, so that I don't have to keep checking to see if it is up and ready to be paid.
- I appreciate the fact that no matter who I contact, they are quite willing to assist me and are extremely friendly about it. We're all in the same boat at times.
- Dean Ibsen is great to work with.
- Would be happier if not billed through eDAS.
- Service providers should realize the fact they want their financial statements earlier in the month is why the billing information must be submitted to the eDAS team earlier now than in the past. Everything has a cause and effect, and they need to learn to think globally instead of in their own silo.
- Purchasing Agent was extremely organized, responsive, and helped us through what needs to be a fair process.
- The janitorial service is good and personnel are friendly.
- The engineer that finally came is always very good, but I think he is spread way too thin.
- Not customer friendly --except when supervisor intervened.
- I have no problem with the person performing the job audit. She was very professional and understanding of my situation. I do not believe she is responsible for the delay. GSE should have provided her with a copy of a previous job audit decision which determined that I was working 20+% over my job classification and extra duty pay was suggested - which I received for a year. It was not renewed even though significant

duties (in these areas) have been added to my job since that time. She was unaware of the previous decision. When I provided her with a copy, she stated that her initial decision would have been affected had she had this information at the time of the original review.

- The employees are helpful and I believe try to be customer focused; however, there are obstacles that seem to make it difficult for them to achieve the expected requirements of their customers. We have to baby-sit our orders with DSE entirely too much and much more often then we do with outside vendors.
- The services referenced are custodial. The staff has always been courteous, professional, and timely. The only additional item I would ask for is more frequent vacuuming and dust removal.
- I have always received good customer service from GSE.
- The main people I work with are in the print shop and they are terrific. They always go above and beyond to assist me in the printing of the Daily House Calendar. However, sometimes when I needed to get information or assistance from the head of this area, it was difficult to get a response at times. Therefore, the rating for the people at the print shop for question #8 would be a 10, but the rating for others would be a 7.
- Would like to see custodial services happen during the evening hours instead of during work hours. They vacuum while you are trying to make important phone calls....clean bathrooms during busy times...etc. Timing is just bad.
- Todd Sadler and Pat Langerman are my primary contacts. I think the world of both of them.
- Our maintenance people are always very friendly and willing to help.
- The people that answer the customer service lines are very pleasant. It was apparent on at least one occasion that they were not happy with the responses they were getting from the people who were not showing up in response to my requests.
- Staff is helpful and friendly. We purchase project management with no project management plan - that is a concern. When an outage or issue occurs (i.e. fire drill), how about send something to all staff to let them know what happened so people do not make up their own stories. Custodial staff is customer-oriented.
- Paula and staff are always very professional and helpful whenever needed.
- Request for service and follow up received absolutely no response.
- The custodial person we have is excellent, Bernice
- It's hard to get feed back from GSE on time lines.
- When there was a printing problem they were generally responsive. I would like to see them more proactive if a deadline was not going to be met. When calling in for repairs, I would like to see a return call saying that the repair/maintenance request was completed.
- I find the GSE billings almost unusable when it comes to back up information. It is far too labor intensive to get back up. There needs to be detail at a higher level than .15 cents at a time to get to a $10K charge.
- All contacts were courteous and followed-up on the requests
- Very helpful and friendly to our needs.
- My comments and scores are based upon the information and feedback provided by staff as they worked with GSE employees on various projects and initiatives.
- Due to construction it has been brought to my attention that early mornings it is difficult to locate an open restroom do to cleaning on 1st and locked floors above 1st and with A & B restrooms shutdown.
- I was very pleased with the quick delivery of items purchased from printing.

- They are good people to work with.
- I think there are still some issues with the billing that could be worked out. I know that the DAS staff is trying to get the information correct.
- Most services are ok.
- When a Des Moines Purchasing Agent has a special project, all other request set until that project is completed. They should be passed to another purchasing agent so they don't just set for a long period of time.
- Custodial is a 10. Fleet is 0.
- Services received: custodial and mail services
- None

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

Q11a. Did you interact with the Information Technology Enterprise (ITE) during January, February and March 2006 (purchased or received services or bill payment)?

Overall, 53% of the survey respondents (52% of the customers and 80% of the Customer Council members) interacted with the Information Technology Enterprise (ITE) during January, February and March 2006.

Did you interact with ITE?	Total	Segment	
		Customers	Customer Council Members
	209	**204**	**5**
Yes	**110** **53%**	106 52%	4 80%
No	99 47%	98 48%	1 20%
Skipped the question	46	42	4

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

Of the 110 respondents who had interacted with the Information Technology Enterprise (ITE) during January, February and March 2006, the majority (69%) of survey respondents (69% of the customers and 75% of the Customer Council members), indicated they had **received services from ITE**.

How did you interact with ITE?	Total	Segment	
		Customers	Customer Council Members
	110	**106**	**4**
Received services	**77** **69%**	74 69%	3 75%
Ordered/purchased services	36 32%	35 33%	1 25%
Bill payment	36 32%	34 32%	2 50%
Other specify responses	14 13%	14 13%	0
Skipped the question	145	140	5

Other specify responses:

- Help Desk (2 responses)
- Mainframe Access
- Tend to forget my password when I've been gone for a while; it a good laugh when dealing with IT. Embarrassing, but a chuckle. Very friendly & helpful.
- Consultation in day-to-day support.
- Training - should have divided up the I/3 instruction in a separate section for PAs that do not do financial work that is presently in I/3. We enter employee information only. Waste of time and not helpful for what we needed.
- Computer support is always an important to our office as the Representatives often ask our office for help and we as staff run numerous programs which are specific to our jobs and must be maintained properly.
- Orientation, email storage
- I3 problems.
- Review of billings for detail.
- processed purchase orders and paid bills
- Requested help on computer issues.
- Technical support

Q12. How often during January, February and March 2006 did you order/receive services from Information Technology?

Fifty-eight percent of the survey respondents typically ordered or received services from ITE **1-10 times** during January, February and March 2006.

How often did you order/receive services from ITE?	Total	Segment	
		Customers	Customer Council Members
	106	**102**	**4**
1-10 times	**62** **58%**	60 59%	2 50%
11-20 times	9 8%	9 9%	0
21-30 times	3 3%	3 3%	0
31 or more times	16 15%	15 15%	1 25%
Don't know	16 15%	15 15%	1 25%
Skipped the question	149	144	5

Q13a. Did you receive the services you requested?

The majority (85%) of the survey respondents (85% of the customers and 75% of the Customer Council members) received the services as requested from ITE.

Did you receive the services you requested from ITE?	Total	Segment	
		Customers	Customer Council Members
	106	**102**	**4**
Yes	**90** **85%**	87 85%	3 75%
No	4 4%	4 4%	0
Other specify responses	12 11%	11 11%	1 25%
Skipped the question	149	144	5

Other specify responses:

- Still need training in appropriate areas for PAs ONLY (He was a good teacher but wrong emphasis for us. It was a financial class.)
- Services were not used
- Yes and No

- From the print shop, yes, we always received our daily calendars, etc. on time. Computer support is another matter. Some of the technicians are wonderful at customer service while others either have no skills or need extensive training in this area. Also, on numerous occasions both during and before session, technicians who are specifically trained in certain programs that are unique to our office were not available. This is simply NOT ACCEPTABLE, particularly during session as many of these programs are required to conduct the business of the legislative session, and if they are not working, it completely halts this process. I have mentioned this to the head of this department on several occasions but have not seen any improvement regarding this matter.
- It depends on the division. Some divisions are very good to work with, others are not so easy to work with. Help desk, particularly Bradley, is great!
- It very much depends on the service.
- Worked with this area to assure correct charges/payments are made
- Help with system problems
- Don't know.
- Too hard to figure out from billing what was being paid for.

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

<u>Customers</u>
- 102 responses: Average = 7.8

<u>Customer Council Members</u>
- 4 responses: Average = 7.0

Overall average: 7.4

How satisfied were you with the services received from ITE?	Segment	
	Customers 102	Customer Council Members 4
	Average: 7.8	Average: 7.0
Don't know	8 8%	1 25%
Skipped the question	144	5

Q14. Did ITE deliver the services on time?

Overall, 71% of the survey respondents (72% of the customers and 25% of the Customer Council members) indicated that ITE delivered the services on time.

Did ITE deliver the services on time?	Total	Segment	
		Customers	Customer Council Members
	106	**102**	**4**
Yes	**75** **71%**	74 72%	1 25%
No	6 6%	5 5%	1 25%
Don't know	12 11%	11 11%	1 25%
Other specify responses	13 12%	12 12%	1 25%
Skipped the question	149	144	5

Other specify responses:

- Part/most of the time (4 responses)
- It depends on the service/division (2 responses)
- Class was well organized but not what we needed.
- Services were not used.
- Some people get an 8 or 9; other services deserve less than 5.
- Again, the response to this question is specific to the person delivering the services. Some of the people in computer support are excellent about responding immediately and are thorough with their follow-through. Others need to really work on this area.
- Did not know the cause of problems reported.
- One area was very timely. The other was not as timely and required reminders, emails.
- Problem with a computer and technician unable to detect what the problem was initially. Later figured out what was causing the problem.

Q15. Did ITE provide the services as quoted?

Overall, 63% of the respondents (63% of the customers and 75% of the Customer Council members) indicated that ITE provided the services as quoted.

Did ITE provide the services as quoted?	Total **106**	Segment Customers **102**	 Customer Council Members **4**
Yes	**67** **63%**	64 63%	3 75%
No	3 3%	3 3%	0
Don't know	22 21%	21 21%	1 25%
Other specify responses	14 13%	14 14%	0
Skipped the question	149	144	5

Other specify responses:

- Did not receive a quote (5 responses)
- We have SLA for desktop support services, so no quoted costs.
- Provided services at a cost quoted, yes. Meet deadlines, not necessarily.
- We were invited and encouraged to sign up for this class and no other alternative was offered.
- Most of the time
- "Services" included an email storage orientation presentation. No charge quoted.
- Not always - again depends on the division.
- Depends on the service.
- Not applicable (3 responses)

Q16. How responsive was the ITE help desk?
Use a 10-point scale where ONE means NON-RESPONSIVE and TEN means EXTREMELY RESPONSIVE.

Customers
- 102 responses: Average = 8.13

Customer Council Members
- 4 responses: Average = 8.67

Overall average: 8.4

How responsive was the ITE help desk?	Segment	
	Customers 102	Customer Council Members 4
	Average: 8.13	Average: 8.67
Don't know	10 10%	0
Not Applicable	15 15%	1 25%
Skipped the question	144	5

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.

Customers
- 102 responses: Average = 7.90

Customer Council Members
- 4 responses: Average = 7.00

Overall average: 7.45

How would you rate the customer service provided by ITE?	Segment	
	Customers 102	Customer Council Members 4
	Average: 7.90	Average: 7.00
Don't know	13 13%	1 25%
Skipped the question	144	5

Q18. Additional comments relative to your experiences with ITE:

- Would like to see the Internet program used by printing be faster.
- I only had to have a password reset. I was on hold for quite awhile, but when I did get to talk to someone, they were very polite and helpful. I was probably on hold for 3 - 4 minutes.
- Expensive services
- Once staff is assigned to projects to help us deliver a service, it would be nice to get routine updates on where they are with their assignment. It seems like we always have to check with them, versus them being more pro-active and telling us where they are.
- The mainframe helpers are wonderful. The I/3 people really try to be helpful. They just don't realize that some of us use I/3 rarely at this stage since our modules (payroll and benefits) have not yet been included. Some of the earlier directions we have no longer work because they concentrate on financial people.
- The issue is when you need more than the front line help desk you have to wait for the help you need and you many times you need help right away as it impacts our external customers.
- Again, my answer to questions #15 and #16 is specific to the computer support staff. The general help desk staff person is excellent, but when he is unavailable or out of the office, the quality of response is often is greatly decreased depending on the person covering the help desk. Customer service is often very good from a few specific people but others have either have no skills or training in this area. I realize that computer programmers might not expect this to be a part of their job, but when they are solely responsible for the program and maintaining service for the program; they need to have the ability to work with a variety of people and understand the importance customer service plays in their overall job title.
- The experience I have had with calling helpdesk...no one answers the phone for several calls. Finally they do...and they rarely know the answer. They do give me a number of someone who does. So...are we to call those numbers directly from now on?
- Always positive.
- I usually get Wally when I call the Help Desk and he is just great!
- When I have a problem with my compute they help me out right away.
- This survey should ask specifically what division (printing, help desk, etc.) you have worked with and then ask these questions. It's too oversimplified to lump them all together. Especially when the quality of service is so divergent.
- Report problems to log information.
- Service quality varies too widely to answer this section accurately or completely. Some services were wonderful, some were maddening.
- The Help Desk is always very accommodating.
- All contacts were courteous and followed up on requests.
- Help desk was very pleasant and professional.
- Receive daily email services computer was changed per lease agreement.

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
- Workers' Compensation Program Administration

Q19a. Did you interact with the Human Resources Enterprise (HRE) during January, February and March 2006 (purchased or received services or bill payment)?

Overall, 41% of the survey respondents (41% of the customers and 80% of the Customer Council members) interacted with the Human Resources Enterprise (HRE) during January, February and March 2006.

Did you interact with HRE?	Total	Segment	
		Customers	Customer Council Members
	202	197	5
Yes	**84** **41%**	80 41%	4 80%
No	118 58%	117 59%	1 20%
Skipped the question	53	49	4

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

Of the 85 respondents who had interacted with the Human Resources Enterprise (HRE), the majority (78%) of survey respondents (78% of the customers and 75% of the Customer Council members) indicated that they had **received services from HRE**.

How did you interact with HRE?	Total	Segment	
		Customers	Customer Council Members
	85	81	4
Received services	**66** **78%**	63 78%	3 75%
Bill payment	27 32%	24 30%	3 75%
Ordered/purchased services	19 22%	18 22%	1 25%
Other specify responses	12 14%	12 15%	0
Skipped the question	170	165	5

Other specify responses:

- Benefits (2 responses)
- Flex Spending, Worker's Compensation, Training
- Interactions/conversations with Personnel Officer
- Golden Dome Award
- Payroll issues
- I do mail for HRE when Randy out of the office, etc.
- Interacted with HRE staff to process paperwork and receive information
- Processed P-1s and had questions regarding them.
- Same comments as GSE
- HRE Employee directly assisted in the interview process for the hiring of a HLSEM staff member helping to dissuade rumors of bias in the hiring process.
- Requested assistance with W/Comp claim
- 1:1 contact regarding PDQs and job classifications
- Don't know

Q20. How often during January, February and March 2006 did <u>you</u> utilize the services provided by the Human Resource Enterprise?

Forty-nine percent of the survey respondents typically utilized the services provided by HRE **1-10 times** during January, February and March 2006.

How often did you utilize the services provided by HRE?	Total	Segment	
		Customers	Customer Council Members
	82	**78**	**4**
1-10 times	**40** **49%**	39 50%	1 25%
11-20 times	15 18%	14 18%	1 25%
21-30 times	8 10%	7 9%	1 25%
31 or more times	8 10%	8 10%	0
Don't know	11 13%	10 13%	1 25%
Skipped the question	173	168	5

Q21a. Did you receive the services you requested?

Nearly all (91%) of the survey respondents (92% of the customers and 75% of the Customer Council members) received the services as requested from HRE.

Did you receive the services you requested from HRE?	Total 82	Segment Customers 78	Customer Council Members 4
Yes	**75** **91%**	72 92%	3 75%
No	1 1%	1 1%	0
Other specify responses	6 7%	5 6%	1 25%
Skipped the question	173	168	5

Other specify responses:

- This is managed by others in this department.
- Very good at responding to questions.
- From some yes, from others not as well.
- Issues remain unresolved.
- Don't know
- We've had problems with consistency in interpreting employee relocation expenses.

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.

Customers

- 78 responses: Average = 8.14

Customer Council Members

- 4 responses: Average = 7.5

Overall average: 7.82

How satisfied were you with the services received from HRE?	Segment Customers 78	Customer Council Members 4
	Average: 8.14	**Average: 7.5**
Don't know	6 8%	0
Skipped the question	168	5

Q22. Did HRE deliver the services on time?

Overall, 82% of the respondents (82% of the customers and 75% of the Customer Council members) indicated that HRE delivered the services on time.

Did HRE deliver the services on time?	Total	Segment	
		Customers	Customer Council Members
	82	**78**	**4**
Yes	**67** **82%**	64 82%	3 75%
No	1 1%	1 1%	0
Don't know	9 11%	9 11%	0
Other specify responses	5 6%	4 5%	1 25%
Skipped the question	173	168	5

Other specify responses:

- Sometimes timely, one position posting got lost.
- There is a slow response from time to time with WC Sedgewick
- What is "on time"? Do you mean "timely"? I think the response is slow.
- Was resistant at first.
- We've had problems with consistency in interpreting employee relocation expenses.

Q23. Did HRE provide the services as quoted?

Overall, 68% of the survey respondents (69% of the customers and 50% of the Customer Council members) indicated that HRE provided the services as quoted.

Did HRE provide the services as quoted?	Total 82	Segment Customers 78	Customer Council Members 4
Yes	**56** **68%**	54 69%	2 50%
No	1 1%	1 1%	0
Don't know	18 22%	18 23%	0
Other specify responses	7 8%	5 6%	2 50%
Skipped the question	173	168	5

Other specify responses:

- Didn't receive a quote (3 responses)
- Not applicable (2 responses)
- Depends on the person and the section. IPERS is usually excellent.
- We've had problems with consistency in interpreting employee relocation expenses.

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.

Customers

- 78 responses: Average = 8.10

Customer Council Members

- 4 responses: Average = 7.25

Overall average: 7.67

How would you rate the customer service provided by HRE?	Segment Customers 78	Customer Council Members 4
	Average: 8.10	**Average: 7.25**
Don't know	8 10%	0
Skipped the question	168	5

Q25. Additional comments relative to your experiences with HRE:

- Kathy Van Wey is our personnel assistant, but she is gone a tremendous amount of the time. Colleen Jones helps, but there are some areas she is unfamiliar with.
- Every person I have contacted in HRE has treated me with respect, has answered questions and been extremely helpful. They are a great group of people to work with. I wish all agencies practiced such courtesy and offered such excellent customer service as the HRE staff.
- Would be nice if they ALWAYS let us know when there were updates to forms, information posted on the web site as we don't have any reason to monitor it regularly. Your general web site needs clarifying. Hard to find some things from main menu. Would be nice if you had more PA sections as Deferred Comp does that one could find easily.
- Most of my interaction with HRE is in the training arena. For the most part, they are very helpful and responsive to needs and time constraints.
- HRE is very helpful in all their services that they provided.
- Quality of service depends a great deal on the division/section you are dealing with.
- Assistance with personnel issues was appreciated. Delivery of Journey to Excellence has been good (notices, room set up, etc.). Staff is friendly and helpful.
- HRE staff is more than willing to assist with problems that arise. They make me look good.
- I know that when I call for information regarding Benefits, Flex Spending, Health Insurance, and Training that my questions will be answered promptly by very nice staff members.
- HRE staff is always very helpful when I have questions.
- Same comments as GSE
- Very satisfied with all of the services EXCEPT through GRIP. Two employees were brought back to state employment that should never have happened. Was told by IDAS that this would not occur - but the GRIP panel did not keep good notes or did not follow eDAS directives.
- We've had problems with consistency in interpreting employee relocation expenses. Other personnel services have been good.

State Accounting Enterprise (SAE)

Service provided through the SAE:

- Accounting
- Payroll

Q26a. Did you interact with the State Accounting Enterprise (SAE) during January, February and March 2006 (purchased or received services or bill payment)?

Overall, 44% of the survey respondents (44% of the customers and 60% of the Customer Council members) interacted with the State Accounting Enterprise (SAE) during January, February and March 2006.

Did you interact with SAE?	Total	Segment	
		Customers	Customer Council Members
	200	**195**	**5**
Yes	89 44%	86 44%	3 60%
No	111 55%	109 56%	2 40%
Skipped the question	55	51	4

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

Of the 89 respondents who had interacted with the State Accounting Enterprise (SAE) during January, February and March 2006, the majority (68%) of the survey respondents (69% of the customers and 67% of the Customer Council members) indicated that they had **received services from SAE**.

How did you interact with SAE?	Total	Segment	
		Customers	Customer Council Members
	89	**86**	**3**
Received services	**61** **68%**	59 69%	2 67%
Bill payment	36 40%	35 41%	1 33%
Ordered/purchased services	9 10%	8 9%	1 33%
Other specify responses	14 16%	13 15%	1 33%
Skipped the question	166	160	6

Other specify responses:

- Payroll (3 responses)
- Accounting
- Approvals on vendor codes entered
- E-mail and telephone correspondence
- Asked questions on travel claims being submitted for payment.
- Meeting with 2 I3 team members regarding reports needed. On occasion, contact the I3 team for assistance.
- I pay ISN's bills.
- Interaction isn't necessarily services purchased or ordered. Just asking questions regarding payroll or pre-auditing things.
- Contacted regarding vendor payment that had an offset.
- Paying vendors
- Viewed bill for services received and purchases ordered.
- SAE processed our claims.

Q27. How often during January, February and March 2006 did you utilize the services provided by the State Accounting Enterprise?

Thirty-nine percent of the survey respondents typically utilized the services provided by SAE **1-10 times** during January, February and March 2006.

How often did you utilize the services provided by SAE?	Total	Segment	
		Customers	Customer Council Members
	88	**85**	**3**
1-10 times	**34** **39%**	34 40%	0
11-20 times	12 14%	11 13%	1 33%
21-30 times	12 14%	11 13%	1 33%
31 or more times	19 21%	19 22%	0
Don't know	11 12%	10 12%	1 33%
Skipped the question	167	161	6

Q28a. Did you receive the services you requested?

Overall, the majority (98%) of the survey respondents (98% of the customers and 100% of the Customer Council members) received the services as requested from SAE.

Did you receive the services you requested from SAE?	Total 88	Segment Customers 85	Customer Council Members 3
Yes	**86** **98%**	83 98%	3 100%
No	0	0	0
Other specify responses	2 2%	2 2%	0
Skipped the question	167	161	6

Other specify responses:
- HRIS questions and payroll very good. I/3 marginal.
- Don't know

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.

Customers
- 85 responses: Average = 8.26

Customer Council Members
- 3 responses: Average = 8.33

Overall average: 8.29

How satisfied were you with the services received from SAE?	Segment Customers 85	Customer Council Members 3
	Average: 8.26	**Average: 8.33**
Don't know	3 3%	0
Skipped the question	161	6

Q29. Did SAE deliver the services on time?

Overall, 91% of the respondents (91% of the customers and 100% of the Customer Council members) indicated that SAE delivered the services on time.

Did SAE deliver the services on time?	Total	Segment	
		Customers	Customer Council Members
	88	**85**	**3**
Yes	**80** **91%**	77 91%	3 100%
No	0	0	0
Don't know	4 4%	4 5%	0
Other specify responses	4 4%	4 5%	0
Skipped the question	167	161	6

Other specify responses:
- Not applicable (2 responses)
- 80% of the time.
- Answered questions promptly - except for I/3.

Q30. Did SAE provide the services as quoted?

Overall, 69% of the survey respondents (68% of the customers and 100% of the Customer Council members) indicated that SAE provided the services as quoted.

Did SAE provide the services as quoted?	Total	Segment	
		Customers	Customer Council Members
	88	**85**	**3**
Yes	**61** **69%**	58 68%	3 100%
No	0	0	0
Don't know	19 21%	19 22%	0
Other specify responses	8 9%	8 9%	0
Skipped the question	167	161	6

Other specify responses:
- Not applicable (3 responses)
- No quoted services (2 responses)
- Approvals - no quotes as such
- Inquiry was satisfied

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.

Customers
- 85 responses: Average = 8.31

Customer Council Members
- 3 responses: Average = 8.33

Overall average: 8.32

How would you rate the customer service provided by SAE?	Segment	
	Customers **85**	**Customer Council Members** **3**
	Average: 8.31	**Average: 8.33**
Don't know	7 8%	0
Skipped the question	161	6

Q32. Additional comments relative to your experiences with SAE:

- The staff is very pleasant to work with. They return calls and e-mails in a timely manner. They are a very knowledgeable staff.
- I am very happy with SAEs service. Kathy Sims always processes our claims very quickly, and goes out of her way to help us meet our deadlines. Barrett, Phil, and Larry are right on top of the vendor setup/change approvals - they are processing these very quickly.
- I had to contact Jean McPherson about a very sensitive issue. She was very helpful. She is very approachable.
- All contacts I have made with SAE have been positive experiences. The staff is very helpful and takes the time to answer questions or work with me on resolving issues.
- This review is relation to biweekly payroll.
- SAE has always been very prompt in getting our documents processed for payment.
- SAE have payroll checks ready on time when I need to pick them up and get ready to sort for pay day.
- Very helpful. If they did not know the answer, researched and called me back directly.
- Staff was more than willing to assist with problems even when in a tight timeframe. They are great.
- Jean M., Cheryl Shippy are exceptional.
- Extremely knowledgeable staff that is extremely customer-oriented and very, very patient.
- All I do is review the billing each month.

DAS Finance

Q33a. Did you call the DAS Customer Service Center for assistance in January, February and March 2006?

Overall, 30% (60 of 198) of the survey respondents who responded to the question contacted the DAS Customer Service Center for assistance in January, February and March 2006.

Did you call the DAS Customer Service Center?	Total 198	Segment Customers 193	Customer Council Members 5
Yes	**60** **30%**	57 29%	3 60%
No	132 67%	131 68%	1 20%
Don't know	6 3%	5 3%	1 20%
Skipped the question	57	53	4

Q33b. 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.

Customers
- 57 responses: Average = 7.81

Customer Council Members
- 3 responses: Average = 7.00

Overall average: 7.40

How would you rate the quality of customer service provided?	Segment Customers 57	Customer Council Members 3
	Average: 7.81	**Average: 7.00**
Don't know	3 5%	0
Skipped the question	189	6

Q34a. Have you ever attended one or more of the eDAS training sessions?

Overall, 46% of the respondents (46% of the customers and 60% of the Customer Council members) have attended one or more of the eDAS training sessions.

Have you ever attended one or more of the eDAS training sessions?	Total 198	Segment Customers 193	Customer Council Members 5
Yes	**91** **46%**	88 46%	3 60%
No	96 48%	94 49%	2 40%
Don't know	11 5%	11 6%	0
Skipped the question	57	53	4

Q34b. 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.

Customers

- 91 responses: Average = 7.53

Customer Council Members

- 3 responses: Average = 6.00

Overall average: 6.76

How would you rate the quality of customer service provided?	Segment Customers 91	Customer Council Members 3
	Average: 7.53	**Average: 6.00**
Don't know	3 3%	0
Skipped the question	155	6

Q35. Did you order services using the eDAS online ordering system in January, February and March 2006?

Overall, the majority (85%) of the respondents (85% of the customers and 60% of the Customer Council members) did **not** order services using the eDAS online ordering system in January, February and March 2006.

Did you order services using the eDAS online ordering system?	Total 197	Segment Customers 192	Customer Council Members 5
Yes	17 9%	15 8%	2 40%
No	**167** **85%**	164 85%	3 60%
Don't know	13 6%	13 7%	0
Skipped the question	58	54	4

Q36. 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.

Customers
- 15 responses: Average = 6.64

Customer Council Members
- 2 responses: Average = 6.00

Overall average: 6.32

Is your eDAS bill easy to understand?	Segment Customers 15	Customer Council Members 2
	Average: 6.64	**Average: 6.00**
Don't know	4 27%	1 50%
Skipped the question	231	7

Q37. Is your eDAS bill accurate?
Use a 10-point scale where ONE means your eDAS bill is typically INACCURATE and TEN means your eDAS bill is typically ACCURATE.

Customers
- 15 responses: Average = 6.80

Customer Council Members
- 2 responses: Average = 8.00

Overall average: 7.4

Is your eDAS bill accurate?	Segment	
	Customers 15 Average: 6.80	Customer Council Members 2 Average: 8.00
Don't know	5 33%	1 50%
Skipped the question	231	7

Q38a. Did you contact DAS Finance regarding your eDAS billing in January, February and March 2006?

Overall, 59% of the respondents who had ordered services using the eDAS online order system did not contact DAS Finance regarding their eDAS billing in January, February and March 2006.

Did you contact DAS Finance regarding your eDAS billing?	Total 17	Segment Customers 15	Customer Council Members 2
Yes	5 29%	4 27%	1 50%
No	**10** **59%**	9 60%	1 50%
Don't know	2 12%	2 13%	0
Skipped the question	238	231	7

Q38b. 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.

Customers
- 6 responses: Average = 6.67

Customer Council Members
- 1 response: Average = 7.00

Overall average: 6.83

How responsive was DAS Finance to your eDAS billing questions?	Segment	
	Customers 6	Customer Council Members 1
	Average: 6.67	Average: 7.00
Don't know	0	0
Skipped the question	240	8

■ CONCLUSION

The survey respondents who participated in the second quarter Customer Satisfaction Survey (246 customers and 9 Customer Council members) included a diverse cross-section of departments and agencies.

DAS Enterprises

Among the four DAS enterprises (GSE, ITE, HRE and SAE), **overall**, the customers rated their satisfaction with the products and/or services received from the State Accounting Enterprise (SAE) slightly higher (8.29 on the 10-point scale) than the other enterprises.

- SAE 8.29
- HRE 7.82
- ITE 7.4
- GSE 7.1

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.

DAS Enterprise	Products and/or services received as requested	Products and/or services delivered on time	Products and/or services provided as quoted
State Accounting Enterprise (SAE)	98%	91%	69%
Human Resource Enterprise (HRE)	91%	82%	68%
Information Technology Enterprise (ITE)	85%	71%	63%
General Services Enterprise (GSE)	85%	72%	65%

Among the four DAS enterprises (GSE, ITE, HRE and SAE), **overall**, the customers rated their satisfaction with the customer service provided by the State Accounting Enterprise (SAE) slightly higher (8.32 on the 10-point scale) than the other enterprises.

- SAE 8.32
- HRE 7.67
- GSE 7.55
- ITE 7.45

DAS Finance

Overall, 30% (60 of 198) of the customers responding to the question called the DAS Customer Service Center for assistance in January, February and March 2006. The customers were satisfied (7.40 on the 10-point scale) with the quality of the service provided by the customer service staff.

The quarterly 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.

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