

Technology Services "Voice of the Customer" Survey

Employees were asked, in the first-ever Technology Services "Voice of the Customer" survey, to express their level of satisfaction regarding technology-related services, **based upon their cumulative experiences from May 2004 through May 2005**. The online survey contained 40 items and was available for three weeks from May to June 2005.

One thousand, one hundred, fifty seven (1,157) employees responded to the survey. Survey results (shown in the graphs below) will be used to monitor and adjust programs and services to continue to support end-user needs.

The survey included one open-ended question: "What one thing could Technology Services do to improve your overall level of satisfaction?" The Technology Leadership Team is continuing to analyze and discuss these responses for possible changes to daily processes, procedures, practices and for planning 2005-06 major activities. To this end, **the following items, addressed by survey respondents, are already underway:**

1. Revisiting Internet filtering parameters and improving communication to users on this topic
2. Planning Fall '05 implementation of the Excelsior Web Gradebook - a companion product for our current gradebook – that will enable secondary teachers to work on their gradebooks from home
3. Added more processing power to the Grade2 servers and installed a new program version to process reports faster
4. Addressing issue of loading secondary grades into Grade2 for transfer students
5. Planning Fall '05 pilot of secure network file storage for students
6. Planning Fall '05 revision of the online Technology Proposal System
7. Revamped and published new Technology Acquisitions website
8. Planning Fall '05 changes to the 4 Year Plan to assist high school counselors with checking credits
9. Planning Fall '05 implementation of high school grade classification solution for counselors
10. Launching new and improved version of Cognos in September
11. Scheduling various network and program updates and upgrades to avoid conflict with grade reporting times
12. Initiating a Customer Interaction Program to facilitate a deeper understanding of campus and department needs (e.g. get more input)
13. Researching reports of Region 20 frequent timeouts
14. Increased Internet bandwidth from 50 mb to 500 mb in early August
15. Planning Fall '05 implementation of a new streaming media content delivery system to support student achievement
16. Researching and implementing '05-'06, where possible, synchronized passwords and/or single sign-on technology, as well as password self-service

17. Expanding Web-based technology-related training and professional development course offerings and other online training resources

Because of the valuable feedback provided, the Technology Services “Voice of the Customer” Survey will be an annual event each spring.

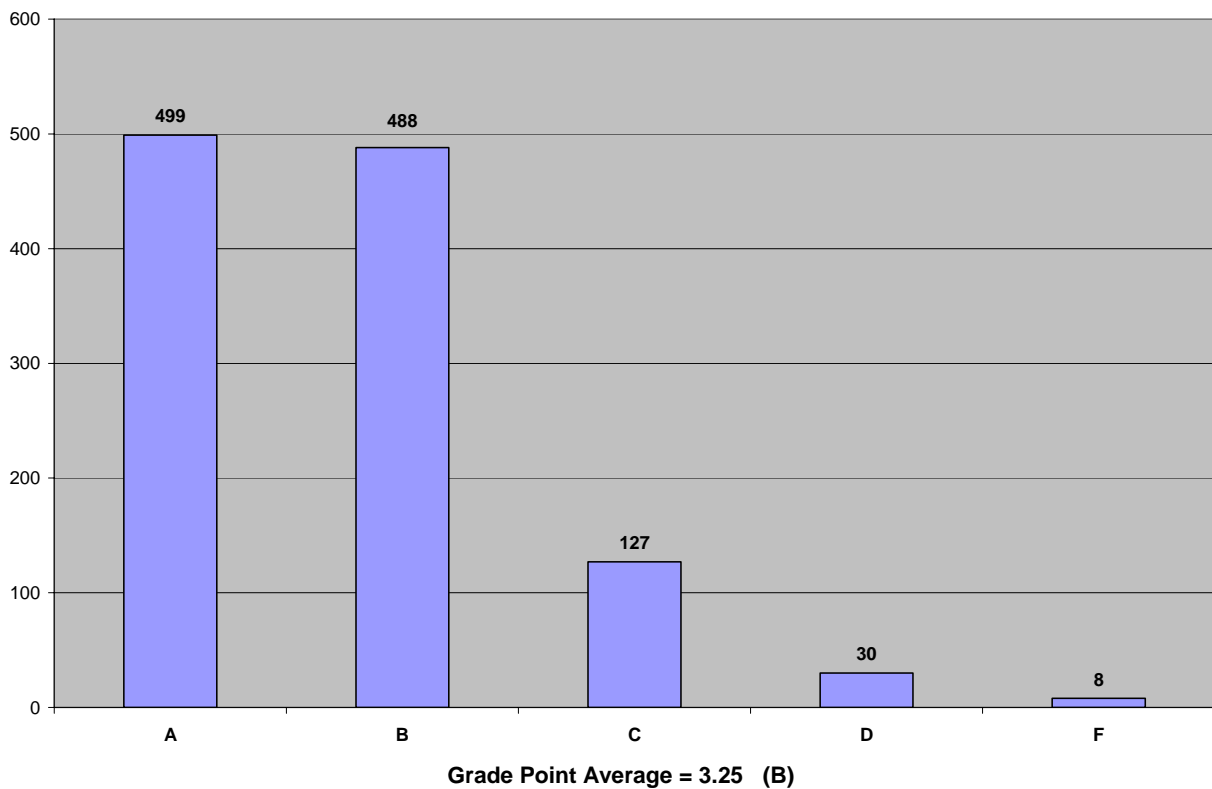
**Graphs begin on the next page.
Technology Services thanks you
for your continued support!**

Technology Services "Voice of the Customer" Survey

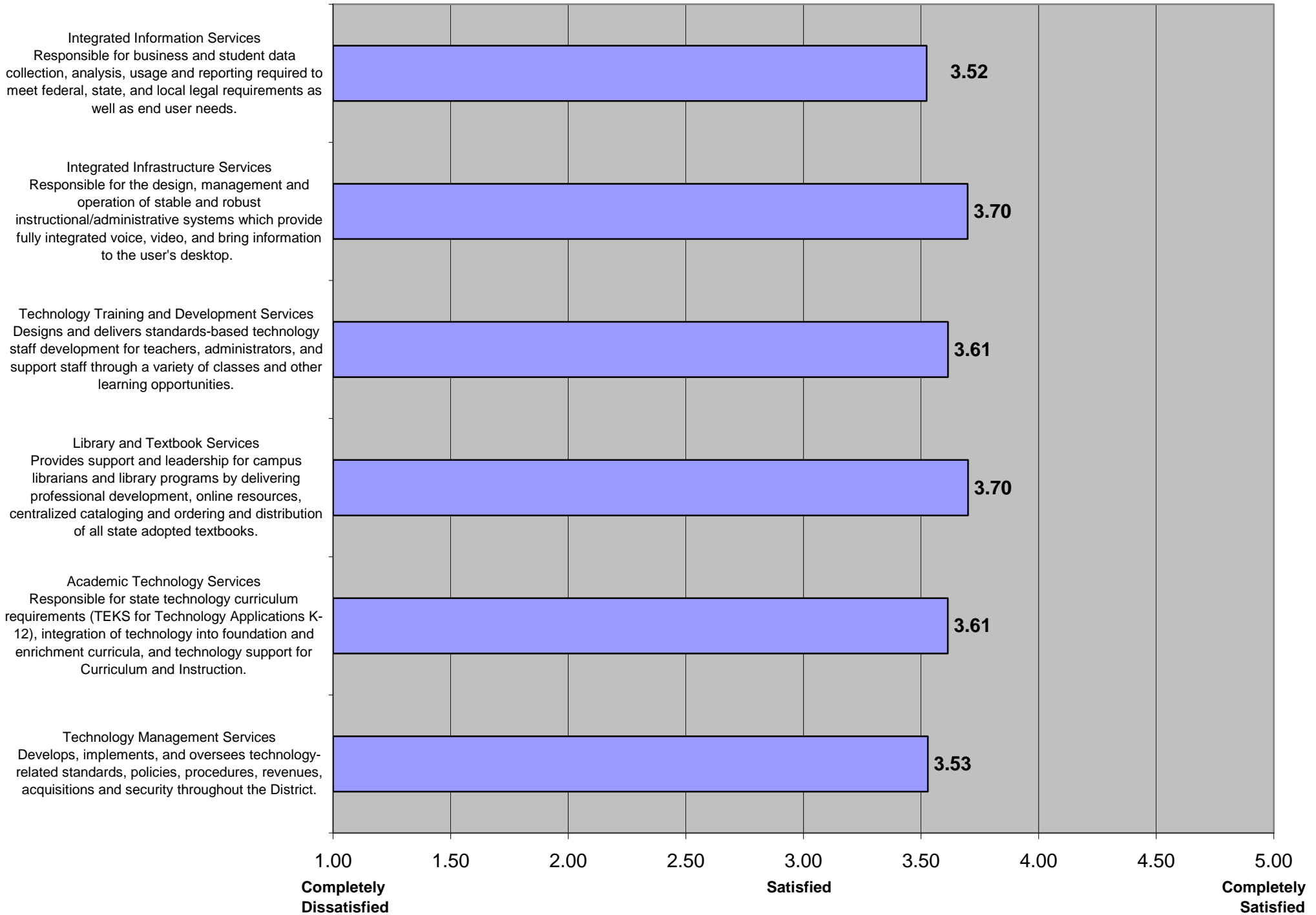
Employees were asked, in this first-ever Technology Services "Voice of the Customer" survey, to express their level of satisfaction for each survey item **based upon their cumulative experiences over the past one year (May '04 through May '05)**. Survey results will be used to monitor and adjust programs and services and focus on areas that need improvement.

One thousand, one hundred, fifty seven (1,157) employees responded to the survey. The survey contained 40 items, including one where respondents assigned an Overall Grade for Technology Services.

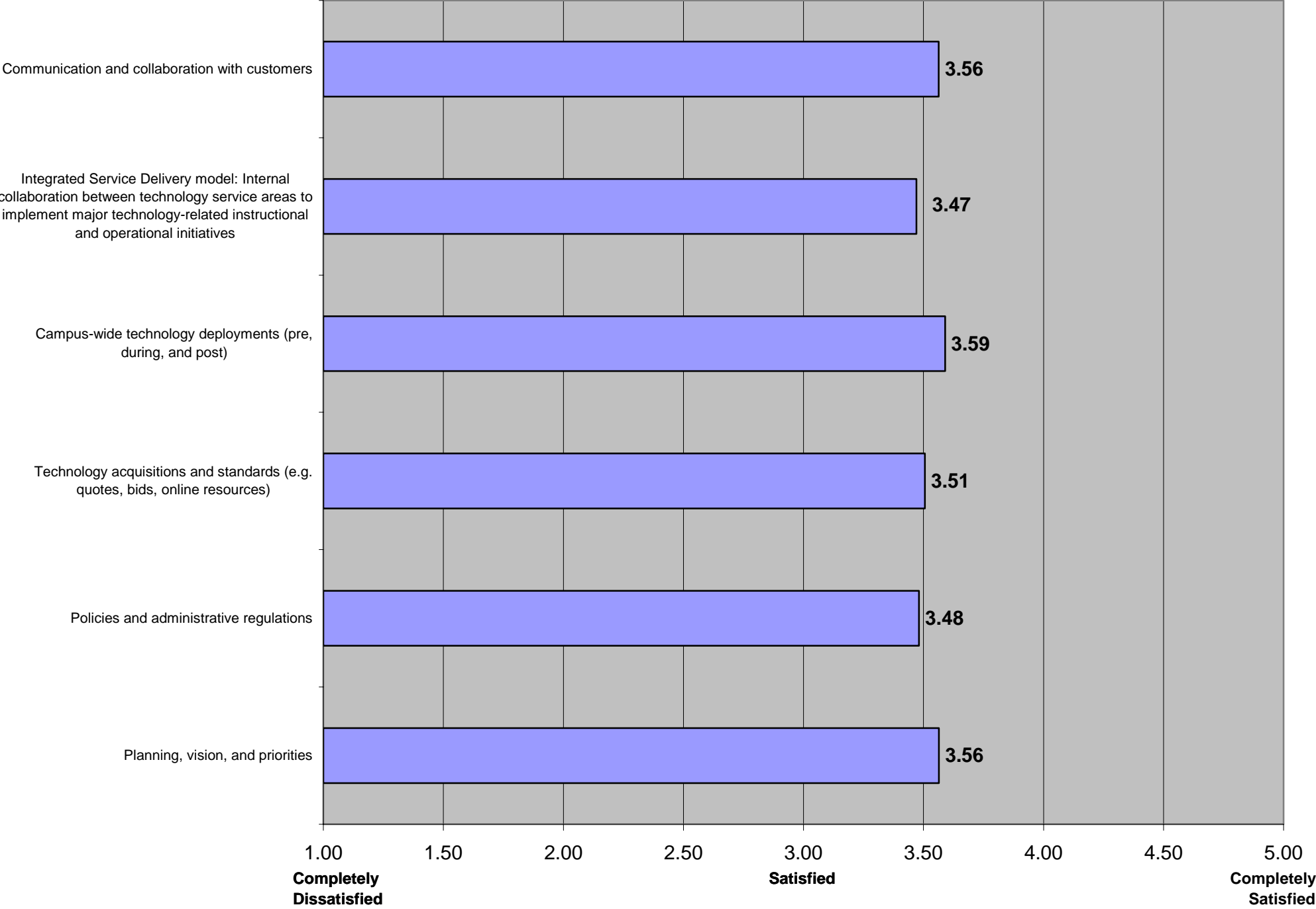
Technology Services Overall Grade Distribution



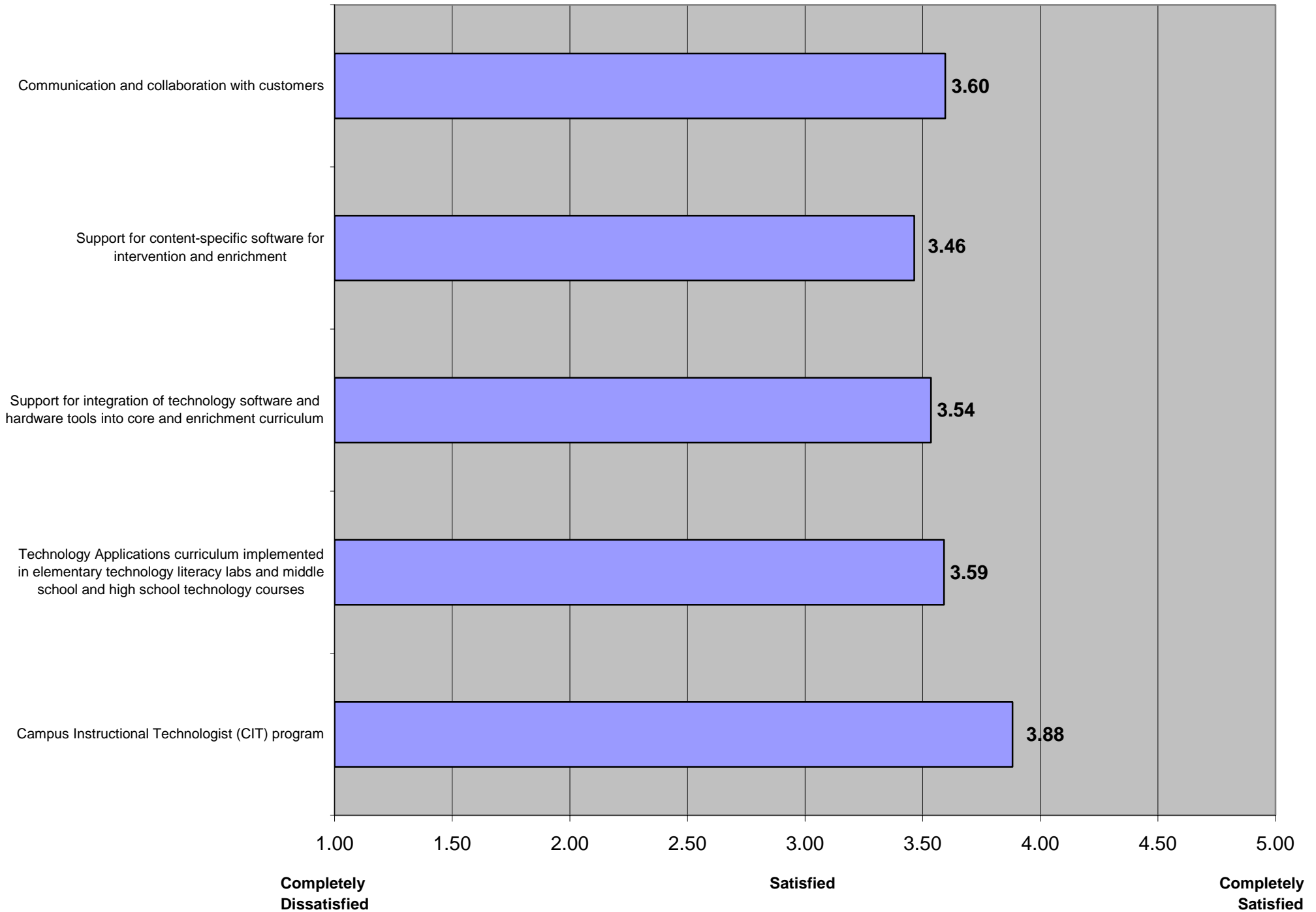
Average Satisfaction Score by Service Area



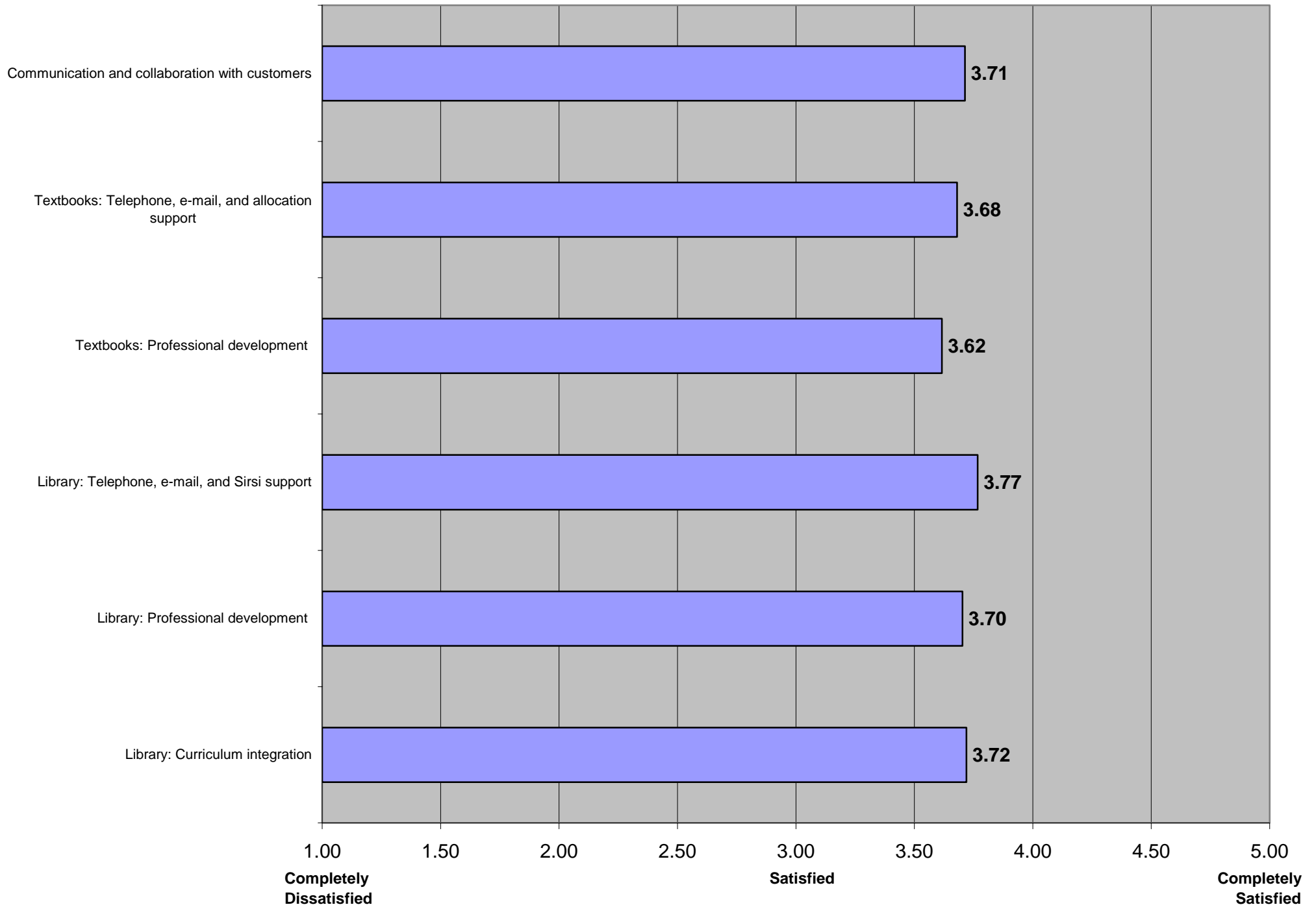
Technology Management Services



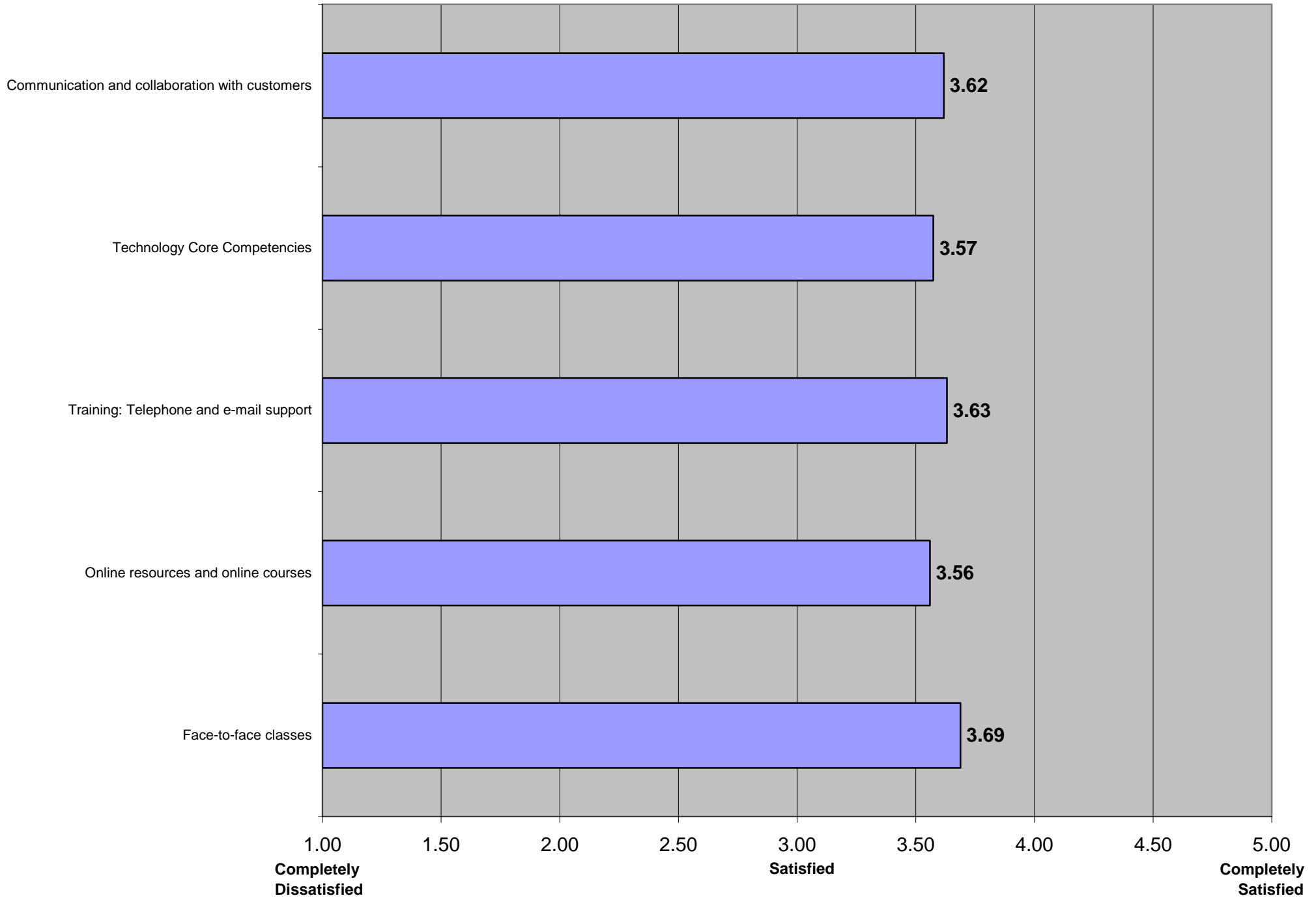
Academic Technology Services



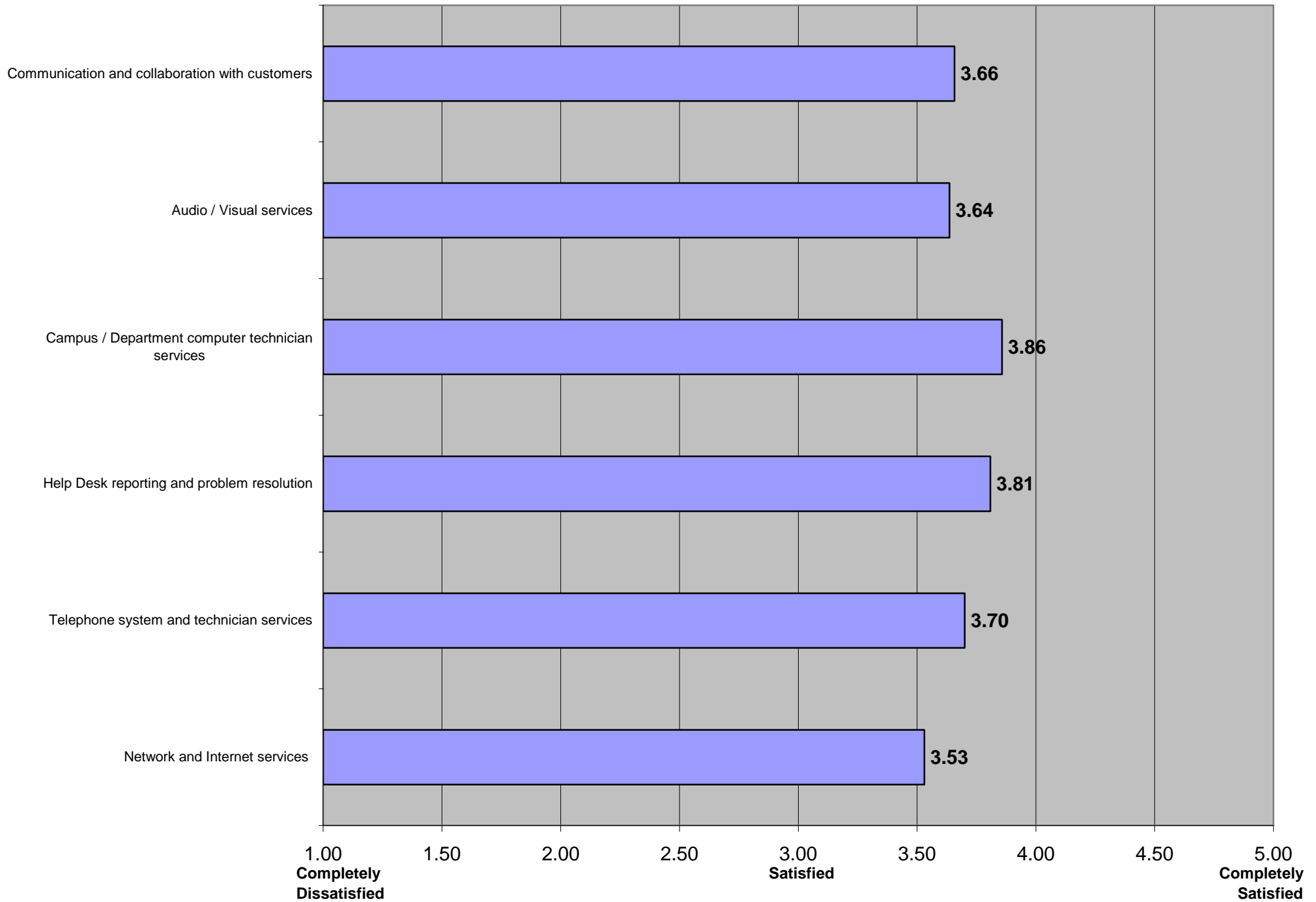
Library and Textbook Services



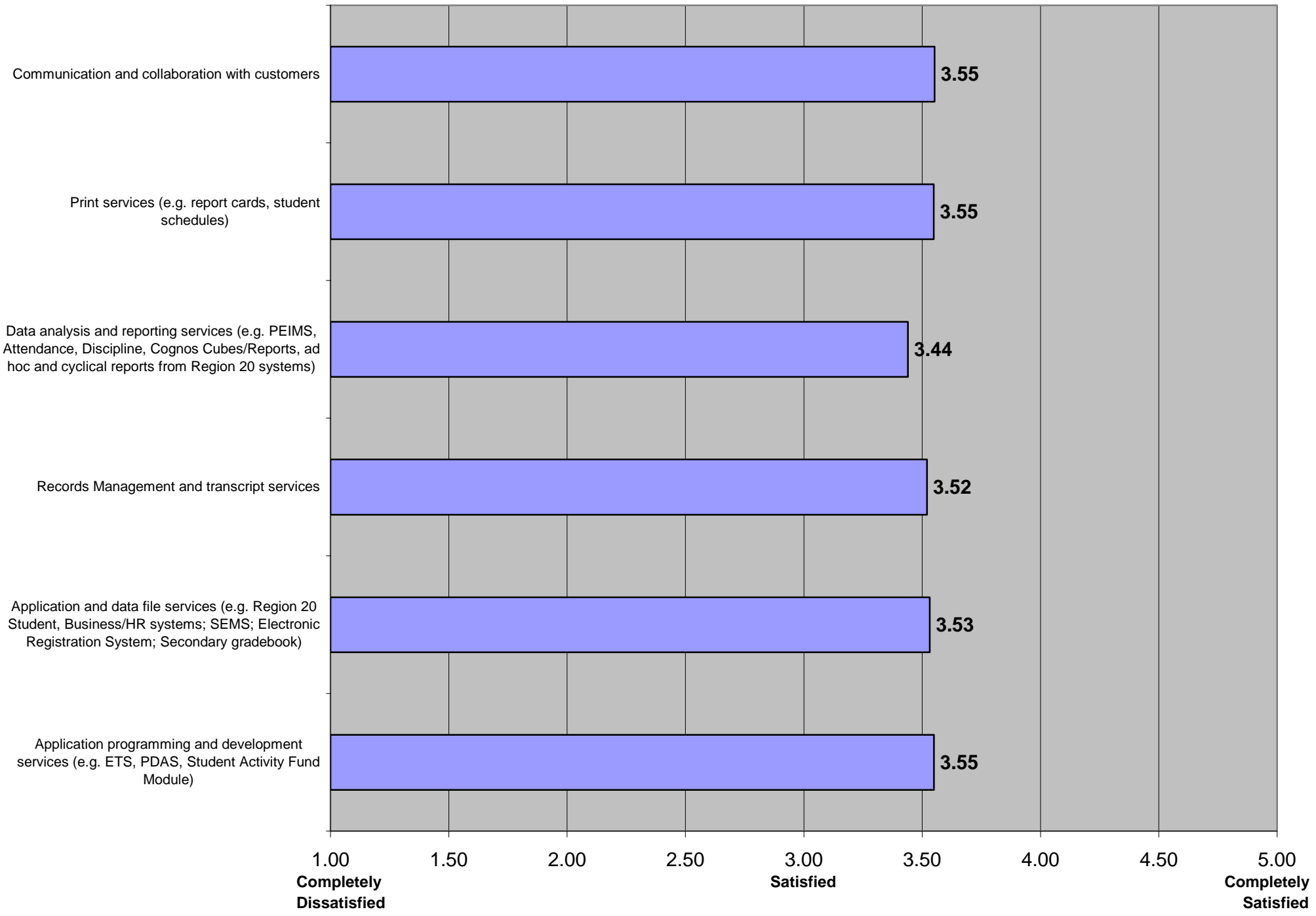
Technology Training and Development Services



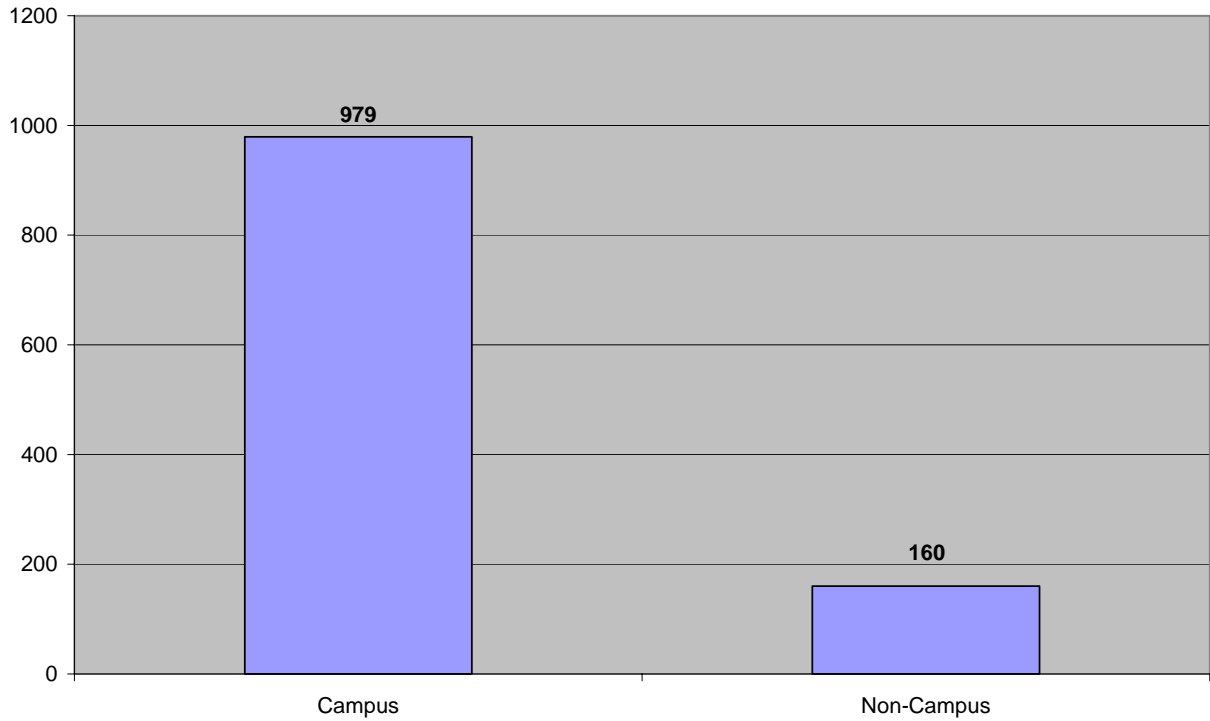
Integrated Infrastructure Services



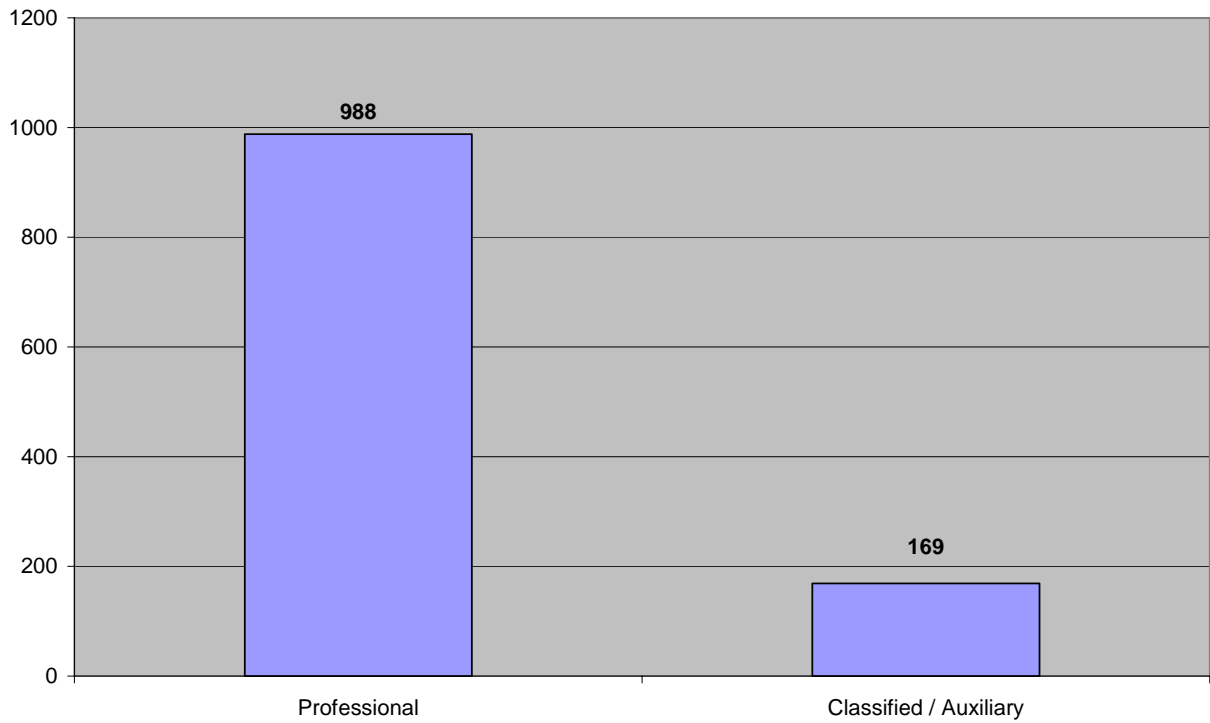
Integrated Information Services



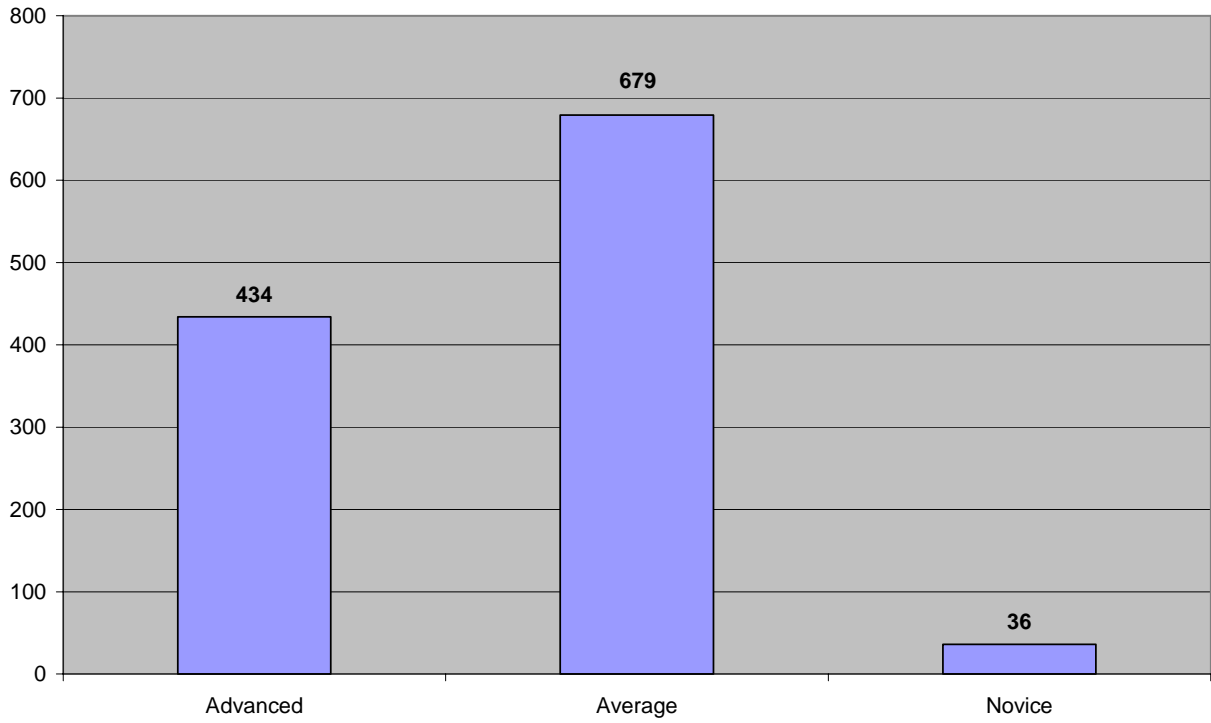
Primary Job Location



Job Classification



Computer Expertise of Survey Respondents



Home Computer with Internet Access

