

NOACSC 2015 Customer Survey

For this year's survey a slightly different scoring approach was used. Rather than the more traditional:

Very Satisfied	We used:	Very Satisfied
Satisfied		Somewhat Satisfied
Somewhat Satisfied		Neither Satisfied or Dissatisfied
Somewhat Dissatisfied		Somewhat Dissatisfied
Very Dissatisfied		Very Dissatisfied

The intent of "Satisfied" to "Somewhat Satisfied" and "Somewhat" to "Neither" was to encourage survey takers to include comments which many who answered "Somewhat" or "Neither" did. Also, at the beginning of the survey we asked for Name and District as optional. Over half, 83 of 153, of the survey takers provided their names.

Survey takers were also asked to evaluate their particular area of support (Network, Student, EMIS, Fiscal, & Library), suggestions for other services, and provide an overall comment.

Results:

153 Survey Takers

Overall Satisfaction with NOACSC Services

135	Very Satisfied	88.2%
16	Somewhat Satisfied	10.5%
2	Neither Dissatisfied nor Satisfied	1.3%

83 Named Survey Takers

Overall Satisfaction with NOACSC Services

78	Very Satisfied	93.9%
4	Somewhat Satisfied	4.8%
1	Neither Dissatisfied nor Satisfied	1.2%

In the Overall Satisfaction comment field:

48	Comments
4	Somewhat's or Neither's with names and these deserve follow-up's

From the Core Service Areas

Suffice it to say, every service area has experienced change (some significant) in the last 2 to 3 years. For each service area the results were high levels of satisfaction in each area. The results speak highly of the NOACSC staff for not only their skills in the applications and systems they support but also for their quality customer service skills.

What also is indicated in the results is the adaptability of the staff. We all know the reluctance of some to accept change. For the staff at NOACSC this is the norm. In some respects, it's the new normal.

All core service area results will be shared and discussed at the team level. All comments, named and unnamed, will be shared and discussed. "Shared and discussed" is not meant to be redundant but emphasized. Each member of the staff takes their support and interactions with users seriously. Any negative or neutral comment will be reviewed and there will be follow-up. It speaks to the commitment of the staff that one or two comments that aren't outright praise stokes their individual fires to improve the quality of their support.

Takeaways

The Executive Director will follow-up with the four named individuals that provided comments regarding "Somewhat" or "Neither" evaluations.

The Executive Director will meet with each core service team to review their results.

The survey summary will be presented at the August NOACSC Board of Directors meeting and the October annual membership meeting.

The survey summary will be posted on the NOACSC Web-site after presentation to the NOACSC board.