



Northwest Ohio Area Computer Services Cooperative

Our thanks to all who participated in our 2019 Customer Survey. The survey was open for two weeks in the Spring of 2019 and we received 124 completed responses.

We separated the survey into four service areas: Fiscal, Network, Student, and EMIS.

For Fiscal Services:

35 responses
29 Excellent
6 Average

For Network Services:

42 responses
39 Excellent
3 Average

For Student Services

63 responses
61 Excellent
2 Average

For EMIS Services

52 responses
45 Excellent
6 Average
1 Below Average

Summarizing

90.6% Excellent
8.9% Average
.5% Below

It was at my direction that we kept the survey very, very simple; scores of Excellent, Average, or Below Average. This does not leave much room for nuance.

Again my thanks,
Ray Burden, Executive Director