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## Customer Satisfaction Survey Results 2022

NOACSC thanks all 128 customers who completed this year's survey. The survey was open for approximately 2 weeks in late April through early May of 2022.

### Question 1:

Please indicate your specific areas of support from NOACSC.

 EMIS	57
 Fiscal	34
 Library	15
 Network/Tech	41
 Student	58



### Question 2:

For your area of support, please rate this service area (1-4, 4 being Excellent).

4 – Excellent: 108 responses (84%)

3 – Average: 20 responses (16%)

Overall average rating 3.84

### Question 3:

Are you sufficiently aware of all NOACSC service offerings?

 Yes	116
 No	12





Question 4:

Are you sufficiently aware of all NOACSC training opportunities?

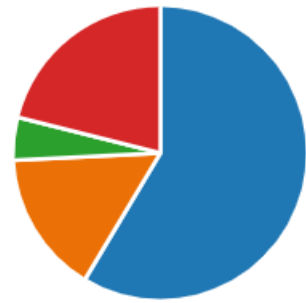
● Yes	117
● No	11



Question 6:

How do you most often contact NOACSC when you need support?

● Submit a support request via e...	75
● Email an NOACSC staff member...	20
● Call NOACSC and use phone att...	6
● Call an NOACSC member directly	27



Question 7:

The typical response times to tickets I submit (1-4, 4 being Excellent)

- 4 – Excellent: 111 responses (87%)
  - 3 – Average: 16 responses (12%)
  - 2 – Below Average: 1 response (1%)
- Overall average rating: 3.86

Question 8:

What support options would you like to see NOACSC offer in the future?

● Chat feature in ticketing system	33
● Short YouTube training videos	38
● More in-person training offerings	27
● More online training offerings	30
● Other	3





Question 9:

How would you rate our website [www.noacsc.org](http://www.noacsc.org) (1-4, 4 being Excellent)?

4 – Excellent: 84 responses (66%)

3 – Average: 44 responses (34%)

Overall average rating: 3.66

Question 11:

Overall, how would you rate NOACSC's services (1-4, 4 being Excellent):

4 – Excellent: 113 responses (88%)

3 – Average: 14 responses (11%)

2 – Below average: 1 response (1%)

Overall average rating: 3.88

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For anonymity, I did not include questions that contained written responses. I will report that the written responses were overwhelmingly positive towards NOACSC and our staff. For the complete survey results, [click here](#).

The feedback collected from this survey is being used to inform our Continuous Improvement Plan for FY 23. Anticipate some changes as we strive to provide the best services and support to the districts we serve.

Thank you for partnering with NOACSC in FY 2022!

Respectfully,

Ben Thaxton  
Executive Director