Information Technology Customer Satisfaction Survey

1. Default Section

1. (Campus
0	Enterprise
0	Ozark
0	Fort Rucker
0	Mobile
0	Andalusia
0	Albertville
0	Decatur
2. F	Position
0	Administrative
0	Professional Staff
0	Support Staff
0	Faculty
3 I	How would you rate your computer expertise?
0	Novice
0	
0	Basic User Advanced User
0	Expert Expert
	Expert

4. Please rate each i	tem accor	ding to your	level of satis	faction with	its current	status on a
scale of 1-5, "1" bein	g the low	est and "5" b	eing the hig	hest. Select	"N/A" if you	are unable
o rate an item.						
	1	2	3	4	5	N/A
Overall, I am satisfied with the computing environment at ESCC.	0	O	0	O	O	0
Overall, I am satisfied with the variety of services provided by the Information Technology department.	O	O	O	О	О	O
Overall, I am satisfied with the reliability of services provided by the Information Technology department.	O	С	С	С	О	O
Overall, I am satisfied with the timeliness of services provided by the Information Technology department.	O	O	O	O	O	O
Overall, I am satisfied with the prioritization of my	0	0	O	O	0	O
request by the Information Technology department. The Information T	echnology	y departmen	t provides s	upport for va	rious inforn	nation
request by the Information Technology department. The Information Technology and tools. Pascale of 1-5, "1" be	lease rate	e each item a	ccording to	your level of	overall sati	sfaction or
request by the Information Technology department. The Information Tervices and tools. Pascale of 1-5, "1" be	lease rate	e each item a	ccording to	your level of	overall sati	sfaction or
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request by the Information Technology department. The Information To services and tools. Pascale of 1-5, "1" be unable to rate an iter Telephone service E-mail Internet access	lease rate ing the lo m.	e each item a west and "5"	being the h	your level of ighest. Selec	overall sati et "N/A" if yo 5 0	sfaction or ou are N/A C
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request by the Information Technology department. 5. The Information Technology department. 5. The Information Technology and tools. Pascale of 1-5, "1" be an able to rate an iter Telephone service E-mail Internet access Blackboard Employee Information Center Wireless access Support for campus computer labs Technical support for	lease rate ing the lo	e each item a west and "5"	secording to being the h	your level of ighest. Select	overall sati	Sfaction or ou are
request by the Information Technology department.	lease rate ing the love n. 1 0 0 0 0 0 0	e each item a west and "5"	sccording to being the h	your level of ighest. Select	overall sati	Sfaction or ou are

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7. Pleas	e provide addit	tional comments		ons
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