Information Technology Customer Satisfaction Survey

1. Default Section

1. Campus

○ Enterprise

○ Ozark

○ Fort Rucker

○ Mobile

○ Andalusia

○ Albertville

○ Decatur

2. Position

○ Administrative

○ Professional Staff

○ Support Staff

○ Faculty

3. How would you rate your computer expertise?

○ Novice

○ Basic User

○ Advanced User

○ Expert

4. Please rate each item according to your level of satisfaction with its current status on a scale of 1-5, "1" being the lowest and "5" being the highest. Select "N/A" if you are unable to rate an item.

	1	2	3	4	5	N/A
Overall, I am satisfied with the computing environment at ESCC.	○	○	○	○	○	○
Overall, I am satisfied with the variety of services provided by the Information Technology department.	○	○	○	○	○	○
Overall, I am satisfied with the reliability of services provided by the Information Technology department.	○	○	○	○	○	○
Overall, I am satisfied with the timeliness of services provided by the Information Technology department.	○	○	○	○	○	○
Overall, I am satisfied with the prioritization of my request by the Information Technology department.	○	○	○	○	○	○

5. The Information Technology department provides support for various information services and tools. Please rate each item according to your level of overall satisfaction on a scale of 1-5, "1" being the lowest and "5" being the highest. Select "N/A" if you are unable to rate an item.

	1	2	3	4	5	N/A
Telephone service	○	○	○	○	○	○
E-mail	○	○	○	○	○	○
Internet access	○	○	○	○	○	○
Blackboard	○	○	○	○	○	○
Employee Information Center	○	○	○	○	○	○
Wireless access	○	○	○	○	○	○
Support for campus computer labs	○	○	○	○	○	○
Technical support for computing on campus	○	○	○	○	○	○
Training	○	○	○	○	○	○
Help Documents	○	○	○	○	○	○

6. How may the Information Technology department improve service for faculty and staff?

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7. Please provide additional comments or suggestions.