Iowa Department of Administrative Services
Online Customer Satisfaction Survey
1st Quarter/FY07 (July, August, September)
Key Findings Summary Report

Prepared By

ESSMAN/RESEARCH

October 31, 2006

TABLE OF CONTENTS

KEY FINDINGS SUMMARY REPORT

- Project Overview 1
- Research Design 1
- Research Strategy 2
- Completed Interviews 2
- Project Objectives 3
- Demographics 4
- Key Findings 9
- Conclusion 47

APPENDIX

- E-mail Invitation
- Online Customer Satisfaction Survey
- Satisfaction Data Tables

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES
ONLINE CUSTOMER SATISFACTION SURVEY
1st QUARTER/FY07

KEY FINDINGS SUMMARY REPORT
OCTOBER 31, 2006

■ PROJECT OVERVIEW

Essman/Research, an independent marketing research firm in Des Moines, Iowa, was retained by the Iowa Department of Administrative Services (DAS) in January 2006 to develop and implement four quarterly surveys for FY06 and FY07. The purpose of the quarterly survey is to gather immediate feedback from customers regarding their recent experiences with DAS and the services purchased and/or received through the following areas:

- General Services Enterprise (GSE)
- Information Technology Enterprise (ITE)
- Human Resources Enterprise (HRE)
- State Accounting Enterprise (SAE)
- DAS Finance (this segment was added in the 3rd quarter/FY06)
- DAS Core (this segment was added in the 1st quarter/FY07)

■ RESEARCH DESIGN

- Essman/Research conducted the 2nd quarter/FY06 online Customer Satisfaction Survey in March 2006 for services provided in October, November and December 2005.
  - Essman/Research sent 37 e-mail invitations to the Customer Council members and 918 e-mail invitations to the current customers on Tuesday, February 28, 2006.
- Essman/Research conducted the 3rd quarter/FY06 online Customer Satisfaction Survey in May 2006 for services provided in January, February and March 2006.
  - Essman/Research sent 36 e-mail invitations to the Customer Council members and 892 e-mail invitations to the current customers on Wednesday, May 17, 2006.
- Essman/Research conducted the 4th quarter/FY06 online Customer Satisfaction Survey in August-September 2006 for services provided in April, May and June 2006.
  - Essman/Research sent a total of 1,001 e-mail invitations to current customers on August 24, 2006.

— Essman/Research conducted the 1st quarter/FY07 online Customer Satisfaction Survey in October 2006 for services provided in July, August and September 2006.
  - Essman/Research sent a total of 950 e-mail invitations to current customers on October 17, 2006.

■ RESEARCH STRATEGY

— Essman/Research developed, programmed and hosted the online Customer Satisfaction Survey.
— The Department of Administrative Services provided the list of names and e-mail addresses for the Customer Council members as well as the customers who had purchased and/or received services.

■ COMPLETED INTERVIEWS

- Second Quarter/FY06: A total of 300 online surveys were returned.
  - 284 customers responded to the survey
  - 16 Customer Council members responded to the survey

- Third Quarter/FY06: A total of 255 online surveys were returned.
  - 246 customers responded to the survey
  - 9 Customer Council members responded to the survey

- Fourth Quarter/FY06: A total of 196 online surveys were returned.
  - 184 customers responded to the survey
  - 12 Customer Council members responded to the survey

- First Quarter/FY07: A total of 172 online surveys were returned.
  - 163 customers responded to the survey
  - 9 Customer Council members responded to the survey

Note: Per the Department of Administrative Services, the survey data represents the overall total number of customers responding to the online survey. The Key Findings Summary Report will not include a break-down for the Customer Council members and customers.

See the Appendix for the cover letter and the 1st quarter/FY07 Customer Satisfaction Survey.

Note:
— **The Key Findings Summary Report for the 2nd quarter/FY06 was delivered to the Department of Administrative Services on March 15, 2006.**
— **The Key Findings Summary Report for the 3rd quarter/FY06 was delivered to the Department of Administrative Services on June 12, 2006.**
— **The Key Findings Summary Report for the 4th quarter/FY06 was delivered to the Department of Administrative Services on September 21, 2006.**

■ PROJECT OBJECTIVES

- Identify the frequency of purchase. How frequently are customers purchasing products and services from the DAS enterprises?
- Determine if products and/or services were delivered on time.
- Determine if products and/or services were delivered within budget.
- Measure the satisfaction with products and/or services received from the DAS enterprises.
- Measure the customer satisfaction provided by:
  - the four DAS enterprises
  - DAS Finance
  - DAS Core

■ DEMOGRAPHICS

Q1. Department/Agency

- Department of Human Services (12 responses)
- Public Health (11 responses)
- DAS/ITE (10 responses)
- DAS (7 responses)
- Department of Corrections (6 responses)
- Inspections and Appeals (5 responses)
- Iowa Department of Revenue (4 responses)
- Iowa Utilities Board (4 responses)
- DAS-HRE (4 responses)
- Judicial Branch (3 responses)
- Elder Affairs (3 responses)
- General Services (3 responses)
- Public Safety (3 responses)
- State Training School (3 responses)
- DAS/GSE (2 responses)
- Iowa Finance Authority (2 responses)
- Natural Resources (2 responses)
- Iowa Communications Network (2 responses)
- Iowa Veterans Home (2 responses)
- Corrections - North Central Correctional Facility (2 responses)
- Department of Cultural Affairs (2 responses)
- Iowa Lottery Authority (2 responses)
- DIA – Iowa Racing and Gaming Commission (2 responses)
- Iowa Department of Agriculture (2 responses)
- Homeland Security and Emergency Management (2 responses)
- Education/Vocational Rehabilitation (2 responses)
- Iowa College Student Aid Commission (2 responses)
- Iowa Ethics & Campaign Disclosure Board (2 responses)
- Second Judicial District Department of Correctional Services (CBC 2)

Single responses:

- 645
- Governor's Office
- Hygienic Laboratory- Ankeny Labs
- Human Rights
- Dept of Public Defense
- Mental Health Institute, Independence
- Board of Regents
- Department for the Blind
- 249
- Human Services/Fiscal Mgmt.
- Iowa House of Representatives
- Auditor of State
- Bureau of Collections

- Citizens' Aide/Ombudsman
- Legislative Services Agency Capitol Tours
- DOC Mount Pleasant Treatment Center
- Justice/Attorney General
- House Democratic Research Staff
- IDNR
- Department of Justice, Attorney General Crime Victim Assistant Division
- ICRC
- Iowa Dept. of Economic Development
- IWD
- Human Services - Division of Financial, Health, Work Supports
- Iowa Agricultural Development Authority
- Inspection and Appeals/State Public Defender
- Secretary of State Administration
- Auditor of State's Office
- Department of Human Services, Bureau for Medical Systems and Data Warehousing
- DHS Cherokee MHI
- Commerce - Alcoholic Beverages Division
- Education/ State Law Library
- Commerce/Banking
- 625
- DHS Fiscal Management
- 467
- IVRS
- Clarinda Treatment Complex (408 & 248)
- HLSEM
- Treasurer
- Survey letter said this was confidential.
- Iowa Workforce Development
- DAS Finance
- IPERS
- Workforce Development Workers' Compensation
- IVRS
- ICN
- DIA/Appellate Defender
- Education/Vocational Rehabilitation/Disability Determination Services
- Department of Veterans Affairs Iowa Veterans Home
- CCM Custodial Staff

Q2. Title

- Administrative Assistant (10 responses)
- ITS 5 (7 responses)
- Accountant (6 responses)
- Purchasing Agent 1 (5 responses)
- Human Resources Associate (5 responses)
- Accounting Tech Specialist (5 responses)
- Accountant II (4 responses)
- Executive Officer (4 responses)
- ITS4 (4 responses)
- Bureau Chief (4 responses)
- Executive Director (4 responses)
- Administrative Secretary (3 responses)
- PSE2 (3 responses)
- Budget Analyst (3 responses)
- Budget Analyst 3 (3 responses)
- Business Manager (3 responses)
- Executive Officer 2 (3 responses)
- Administrator (3 responses)
- Accountant 3 (3 responses)
- Accounting Clerk II (2 responses)
- Administrative Assistant 2 (2 responses)
- Accounting Tech 3 (2 responses)
- Secretary II (2 responses)
- Secretary (2 responses)
- PSE 3 (2 responses)
- Administrative Assistant II (2 responses)
- Finance Manager (2 responses)

Single responses:

- Deputy Executive Secretary
- Executive Secretary
- Correspondence Coordinator
- Budget Analyst II
- Administrative Services Bureau Chief
- Personnel Technician
- Compliance Officer 1
- Administrative Program Director
- Finance
- Purchasing Agent II & Budget Analyst
- Risk Manager
- Multimedia producer
- AA1
- Accounting Manager
- Confidential Secretary to the Chief Clerk
- Supervisor
- HRTA

- Budget Analyst II and Purchasing Agent II
- Program Planner 3
- Senior Finance Officer
- Employee Services
- Tour Guide Supervisor
- Associate Sup. of Administration
- Director
- Clerk Specialist
- State Court Administrator
- F & P Analyst Senior
- Legal Secretary 2
- Finance Bureau Chief
- PSE4
- Bureau Chief, Network Support
- Executive Vice President/COO
- Mail Clerk
- Facility Manager
- Program Manager
- Executive Assistant
- IT Administrator
- Why don't you just ask for my name?
- Sys Admin & Staff Auditor
- Personnel Assistant
- Bureau of Finance
- Administrative Officer
- Law Library Supervisor
- Manager
- Associate Warden of Administration
- PSS-3
- Legal Secretary
- Survey letter said this was confidential.
- Director of Operations / Comptroller
- Division Administrator
- Public Service Executive
- vehicle dispatcher
- Clerk
- Legislative Liaison
- Unknown what response you want in this box
- Accounting Technician 2
- Operations Officer
- EO 4
- Laboratory Supervisor
- Management Analyst 2
- Maintenance Engineer
- Resource Manager
- Adjutant
- Lead worker

Q3a/b.Customer Council Member/Enterprise

Customer Council Members	Quarter			
	1st Quarter/FY07 July, August, Sept. 9	4th Quarter/FY06 April, May, June 12	3rd Quarter/FY06 Jan., Feb., March 8	2nd Quarter/FY06 Oct., Nov., Dec. 13
General Services	5 56%	2 17%	4 50%	6 46%
Human Resources	2 22%	6 50%	3 37%	3 23%
Information Technology	2 22%	2 17%	1 12%	3 23%
State Accounting	0	2 17%	0	1 8%

Q3c. Are the enterprise financial statements easy to understand?

Are the financial statements easy to understand?	Quarter			
	1st Quarter/FY07 July, August, Sept. 9	4th Quarter/FY06 April, May, June 12	3rd Quarter/FY06 Jan., Feb., March 8	2nd Quarter/FY06 Oct., Nov., Dec. 13
Yes	3 33%	8 67%	4 50%	NA
No	2 22%	1 8%	3 37%	NA
Not familiar/ not aware of the statements	4 44%	3 25%	1 12%	NA

Q3d. How can the enterprise financial statements be improved?

- Accuracy is a regular issue. When financial statements are distributed it isn't uncommon that they are pulled back due to errors. In addition, DAS has pulled back providing detail. Such as, personnel cost breakdown after questions were raised in one meeting. Instead of getting detail breakouts the financials are now three lines. Financials are not regularly brought before the Council. Questions do not appear welcome. Leaves an impression that information is being withheld. Hopefully improvements/changes will occur with the new DAS CFO on board.
- Find a balance between extreme detail and pertinent summary details, with the ability to go deeper if questions arise at customer council meetings.

■ KEY FINDINGS SUMMARY REPORT

Note: To track similarities and/or differences among the quarterly surveys, the respondent totals and percentages for the previous quarterly Customer Satisfaction Surveys have been added to the summary report. However, the Key Findings Report does not include comparisons among the quarterly surveys.

General Services Enterprise (GSE)

Services provided through the GSE:

- Construction
- Custodial Services
- Facilities Management
- Facility Rentals
- Fleet
- Grounds Service
- Lock Shop Services
- Mail
- Mechanical Services
- Paper Shredding
- Property Construction/Management/Space
- Purchasing/Procurement Services

Q4a. Did you interact with the General Services Enterprise (GSE) during July, August or September 2006 (purchased or received products and/or services or bill payment)?

Overall, 72% of the survey respondents interacted with the General Services Enterprise (GSE) in July, August or September 2006.

Did you interact with GSE?	Quarter			
	1st Quarter/FY07 July, August, Sept. 163	4th Quarter/FY06 April, May, June 184	3rd Quarter/FY06 Jan., Feb., March 243	2nd Quarter/FY06 Oct., Nov., Dec. 283
Yes	**118 72%**	124 67%	171 70%	175 62%
No	45 28%	60 33%	72 30%	108 38%
Skipped the question	9	12	12	17

Q4b. How did you interact with General Services? (Multiple responses accepted.)

Of the 115 respondents who had interacted with the General Services Enterprise (GSE) in July, August or September 2006, more than half (64%) of the survey respondents had **received products and/or services from GSE**.

How did you interact with GSE?	Quarter			
	1st Quarter/FY07 July, August, Sept. 115	4th Quarter/FY06 April, May, June 126	3rd Quarter/FY06 Jan., Feb., March 171	2nd Quarter/FY06 Oct., Nov., Dec. 172
Received products and/or services	**74 64%**	74 59%	105 61%	93 54%
Ordered/purchased products and/or services	53 46%	61 48%	82 48%	82 48%
Bill payment	43 37%	51 40%	68 40%	58 34%
Other specify responses	26 23%	23 18%	35 20%	42 24%
Skipped the question	57	70	84	128

Other specify responses:

- Construction cost estimating and ROI for building project.
- Conversation regarding building maintenance
- Procurement Services
- Help deliver mail to CCM/D&C periodically. They have mail to go out also.
- Reviewed DAS billing for GSE services
- Worked together on sourcing initiatives
- Work on a joint project
- Whenever there are complaints in our office about the restrooms of our office I am one of three that contact your office for help.
- Complained over facilities--safety, health, air quality, space
- Chilled water not coming into our Computer room due to contractor turning off our connection to chilled water. Contractor was instructed not to do this.
- Used toilet paper in the men's room...oh and also paper towels...I also rely on my garbage being taken out daily.
- Contacted Tim Ryburn regarding cleaning services at IWD
- Human Resources, Information Technology
- New construction
- I deal with Administrative Services to order parking decals for employees.
- Asked for help in locating state contract pricing for kitchen equipment
- Approval of PO documents
- Custodial services, fleet, mail
- Design Service
- RFP Website
- Help desk
- Billed services out to other agencies
- Received Custodial services
- Requested rental of off-site storage space
- Order cleaning supplies

Q5. How often during July, August and September 2006 did you order/receive products and/or services from General Services?

Overall, 49% of the survey respondents typically ordered or received products and/or services from GSE **1-10 times** during July, August and September 2006.

How often did you order/receive products/services from GSE?	Quarter			
	1st Quarter/FY07 July, August, Sept. 108	4th Quarter/FY06 April, May, June 113	3rd Quarter/FY06 Jan., Feb., March 152	2nd Quarter/FY06 Oct., Nov., Dec. 154
1-10 times	**53 49%**	65 57%	75 49%	73 47%
11-20 times	14 13%	10 9%	22 14%	17 11%
21-30 times	10 9%	7 6%	11 7%	7 5%
31 or more times	20 19%	16 14%	19 12%	24 16%
Don't know	11 10%	15 13%	25 16%	33 21%
Skipped the question	64	83	103	146

Q6a. Did you receive the products and/or services you requested?

The majority (79%) of the survey respondents received the products and services as requested from GSE in July, August and September 2006.

Did you receive the products/services you requested from GSE?	Quarter			
	1st Quarter/FY07 July, August, Sept. 108	4th Quarter/FY06 April, May, June 113	3rd Quarter/FY06 Jan., Feb., March 149	2nd Quarter/FY06 Oct., Nov., Dec. 153
Yes	**85 79%**	97 86%	127 85%	118 77%
No	4 4%	3 3%	5 3%	5 3%
Other specify	19 18%	13 11%	17 11%	30 20%
Skipped the question	64	83	106	147

Other specify responses:

- Deadlines were not met and information was neither correct nor presented timely. Consultants have not been responsive to the needs of the agency or the project.
- Eventually
- Some are still pending
- This was for custodial services and trash pick up. I didn't really request it, but appreciate it.
- Sort of but only after we pushed repetitively.
- Response time is poor. DAS employee's appear to be trying. Appears other priorities and/or staffing issues drive performance.
- We are served by custodians who are employed by DAS.

- Help deliver mail to CCM/D&C periodically. They have mail to go out also.
- Not all of the print order were received but were not billed yet
- Still a work in progress. Somewhat behind do to personnel changes within GSE.
- These are every day services (not requested) such as mail, custodial, ground services.
- We continue to have ongoing problems with bugs. The air quality is better, thought we still have intermittent problems, such as last week, when my offices were too hot to work in. Or when the smokers returned on Thursday or Friday, and I again had to leave for a while.
- Problem was identified and resolved.
- Things are still not real good as far as cleaning goes, but I understand we have a new custodian maybe that will help. Services were very good until they changed cleaning personnel then things went down hill fast.
- Sometimes
- We've talked about signage for the Jessie Parker Bldg. for nearly a year. We knew we would be waiting for the new street area (for example 12th St.) signage until all occupants were in the Parker Building - but that has been in place for a few months.
- I am not on the receiving end.
- Working with problems on funding of construction contract.
- Currently, still looking for storage space.

Q6b. How satisfied were you with the products and/or services received from GSE? Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.

Overall, the customers surveyed were satisfied (7.42 on the 10-point scale) with the products and/or services they received from GSE in July, August and September 2006.

How satisfied were you with the products/services received from GSE?	Quarter			
	1st Quarter/FY07 July, August, Sept. 105	**4th Quarter/FY06 April, May, June 108**	**3rd Quarter/FY06 Jan., Feb., March 139**	**2nd Quarter/FY06 Oct., Nov., Dec. 142**
Overall Average	**7.42**	7.05	7.1	7.16
Don't Know	3 3%	4 4%	7 5%	11 8%
Skipped the question	64	84	109	147

Q7. Did GSE deliver the products and/or services on time?

Overall, 72% of the survey respondents indicated that GSE delivered the products and/or services on time in July, August and September 2006.

Did GSE deliver the products/services on time?	Quarter			
	1st Quarter/FY07 July, August, Sept. 108	**4th Quarter/FY06 April, May, June 112**	**3rd Quarter/FY06 Jan., Feb., March 145**	**2nd Quarter/FY06 Oct., Nov., Dec. 154**
Yes	**78 72%**	76 68%	104 72%	96 62%
No	9 8%	10 9%	13 9%	12 8%
Don't know	2 2%	8 7%	11 7%	19 12%
Other specify	19 18%	18 16%	17 12%	27 18%
Skipped the question	64	84	110	146

Other specify responses:

- Deadlines were not met and information provided by the consultants hired by DAS to provide the estimates was neither correct nor presented timely. Consultants have not been responsive to the needs of the agency or the project.
- Sometimes.
- Some have been on time. Others have been delayed while awaiting parts etc.
- Sometimes yes, sometimes no. It's hard to tell when you don't get a due date.
- Help deliver mail to CCM/D&C periodically. They have mail to go out also.
- As of the September eDAS invoice, we have not been billed for some July & August internal print jobs.
- Mail coming in is often a day later now that it comes from Grimes.
- Tim Ryburn, Barb and others do try --very hard.
- Again, we never noticed a huge change things still are not where they should be.
- Depends what it was and if they wanted too.

- Pat B. sends them through local mail and usually in a timely manner.
- Most of the time - sometimes there was a delay
- Most of the time services were timely with a few exceptions
- 80 percent
- I am not on the receiving end
- Was no time period involved
- Delivery date for storage space by Jan 2007
- On at least one occasion the timelines for mailing were not met.
- The majority of the products were delivered on time but not all.

Q8. Did GSE provide the products and/or services as quoted?

Overall, 66% of the survey respondents indicated that GSE delivered the products and/or services as quoted.

Did GSE provide the products/services as quoted?	Quarter			
	1st Quarter/FY07 July, August, Sept. 108	4th Quarter/FY06 April, May, June 112	3rd Quarter/FY06 Jan., Feb., March 145	2nd Quarter/FY06 Oct., Nov., Dec. 153
Yes	**71 66%**	84 75%	94 65%	97 63%
No	7 6%	7 6%	9 6%	6 4%
Don't know	15 14%	15 13%	25 17%	28 18%
Other specify	15 14%	6 5%	17 12%	22 14%
Skipped the question	64	84	110	147

Other specify responses:

- Deadlines were not met and information was neither correct nor presented timely. Consultants have not been responsive to the needs of the agency or the project. IUB has had no communication with the ROI consultants who should have completed significant preliminary research by the end of September.
- In some yes, in some an alternate is being considered
- Again, this is for custodial services.
- Sometimes
- Help deliver mail to CCM/D&C periodically. They have mail to go out also.
- What does "Quoted" mean?
- Partly
- Depends on what it was and if they wanted too.
- Services were custodial - no quotes involved.
- This question is not applicable to my circumstance
- I am not of the receiving end to see if this happened
- We were just trying to work out details on fund transfers
- Still in the process

Q9. How would you rate the customer service provided by GSE? Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.

Overall, the customers surveyed were satisfied (7.61 on the 10-point scale) with the customer service provided by GSE in July, August and September 2006.

How would you rate the customer service provided by GSE?	Quarter			
	1st Quarter/FY07 July, August, Sept. 104	4th Quarter/FY06 April, May, June 110	3rd Quarter/FY06 Jan., Feb., March 139	2nd Quarter/FY06 Oct., Nov., Dec. 145
Overall Average	**7.61**	**7.1**	7.55	7.12
Don't Know	4 4%	2 2%	6 4%	8 6%
Skipped the question	64	84	110	147

Q10. Additional comments relative to your experiences with GSE:

- The level of involvement with the consultants and in the process that IUB was promised in the proposals has not materialized. DAS staff are spread too thin on this project although they are apparently doing their best.
- Willing to help. Provide choices if necessary. Ready to provide service and focused on helping customer although not always able to deliver the exact requested service. (parts not on hand, design didn't provide enough details, etc.).
- Jeanette Chupp has been extremely helpful.
- Late, expensive, slow to respond, no focus on the customer only internal process. Follow up significantly lacking, no obvious internal work management processes.
- The low rating applied to customer service isn't directed at the employee's. I believe in most cases the DAS staff want to meet the customer expectations but other things get in there way. Waiting 3+ months for an RFP to be processed is unacceptable.
- When we place a request for service with the general DAS help line, the people who answer are extremely helpful. However, I believe there may be a new reporting system implemented recently for the various departments to pick up the service orders. I am not sure that this system always works efficiently. Several times, our requests have not been addressed in a timely manner or the service department never receives the requests.
- The customer service we receive from Julia Heil and Jeannie Adams when we have problems has been excellent. The process for ordering print jobs and then reconciling the billing for them is nearly impossible. There is also a large number of duplicate print charges. For example, it took 10 hours total to reconcile the print orders to September's eDAS bill. Information in eDAS is not always complete and due to the format of the downloaded report you cannot sort by any criteria. Another example is that the account coding for monthly charges for employee benefits, etc. can not be easily updated and we spend time doing correcting documents each month.
- It has taken a long time to get a meeting set up to discuss issues with mail utility fee. Pat Harmeyer hoped it could be set up in late September and last week was the first time, an attempt was made to set up a meeting. Meeting is now scheduled for 11/7.
- Some purchasing agents are not as responsive as others
- Our contacts are mostly janitorial and printing

- It would be great to have a schedule when bathrooms will be cleaned on 3rd Fl. And avoid the peak time periods of breaks and going home. Tell me more about paper shredding through GSE. Sweep the pine cones/nuts off the side walks. This needs to be done more than once a day. We get mail everyday that does not belong to us. It would also be good if ALL DAS knew that SAE was part of DAS and not Revenue
- Print requests from Grimes Printing are usually later than requested - without any notification that they will be late. Printing from Wallace Printing has been great. Judy is very flexible, works to meet our needs and is prompt with notification of job completion. It has been difficult to obtain information regarding use of postage codes. I am still waiting for a report that I requested in June - even after 2 follow-up telephone calls as reminders for the information.
- Response time is fast. Thanks! We would like to be able to keep one janitor and not have a new one every month.
- Custodial services Hoover 5th floor very nice
- This response is based only on the daily services of the GSE custodial staff.
- Things seem to be improving.
- Very professional. The janitorial staff is the best I have ever seen.
- Pat and KC are always very helpful and friendly when I talk to them about parking decals
- We had one bad experience that brought down ratings. Board meeting packets were mailed to Board members but did not go out when expected and members did not receive the information before their Board meeting. We were not told our mail was not being sent timely.
- Our custodian Rick is always friendly and willing to do extra tasks that we sometimes ask him for. Called Customer service once about a noisy air vent and someone came to look at it within an hour.
- Many calls go into the Customer Service center for air temperature with no response back, calls regarding dirty bathroom, no response back. In another instance, we were told something needed to be done and we would be billed for it, no advance warning - just assumed we would cover the expense.
- My rating would have been higher except for one individual/service that was incredibly difficult to work with.
- Generally I would rate #9 as a 8 or 9, but the sign issue has been ignored far too long.
- Getting call backs can take time
- The people are great; however, the technology is limited and not well documented or supported. The quoted price is never reflected which means we have to get a correction after the amount has been processed through I3.
- Great staff to work with - very knowledgeable
- Mailing staff is doesn't like to take any responsibility of work performed
- Kathy Shannon provided professional, prompt, knowledgeable help to me as a 2nd back up for our agency's vehicle management when an office lost their car's credit card.
- Excellent service. Very customer focused.
- DAS has been very knowledgeable and helpful in seeking outside services
- Not all of the purchasing agents are current with their contracts nor do they respond to you in a timely fashion.

Information Technology Enterprise (ITE)

Services provided through the ITE:

- Application Development and Support
- Asset Management
- Common Directory
- Computer Training
- Database Services
- Desktop Services
- Disaster Recovery/Business Continuity
- Email Services
- Enterprise Applications
- Help Desk Services
- Mainframe Access/Printing/Processing/Services
- Mainframe and Operating System Application Development
- Multi Media
- Network Services
- Printing Services
- Secure Infrastructure
- Security
- Server
- Server Farm

Q11a. Did you interact with the Information Technology Enterprise (ITE) during July, August or September 2006 (purchased or received services or bill payment)?

Overall, 57% of the survey respondents interacted with the Information Technology Enterprise (ITE) in July, August or September 2006.

Did you interact with ITE?	Quarter			
	1st Quarter/FY07 July, August, Sept. 148	4th Quarter/FY06 April, May, June 168	3rd Quarter/FY06 Jan., Feb., March 209	2nd Quarter/FY06 Oct., Nov., Dec. 243
Yes	**85 57%**	85 51%	110 53%	121 50%
No	63 43%	83 49%	99 47%	122 50%
Skipped the question	24	28	46	57

Q11b. How did you interact with Information Technology? (Multiple responses accepted.)

Of the 88 respondents who had interacted with the Information Technology Enterprise (ITE) in July, August or September 2006, the majority (76%) of the customers indicated they had **received services from ITE**.

How did you interact with ITE?	Quarter			
	1st Quarter/FY07 July, August, Sept. 88	**4th Quarter/FY06 April, May, June 84**	**3rd Quarter/FY06 Jan., Feb., March 110**	**2nd Quarter/FY06 Oct., Nov., Dec. 127**
Received services	**67 76%**	66 79%	77 69%	89 70%
Ordered/purchased services	32 36%	26 31%	36 32%	43 34%
Bill payment	25 28%	20 24%	36 32%	39 31%
Other specify responses	15 17%	10 12%	14 13%	24 19%
Skipped the question	84	112	145	173

Other specify responses:

- Help Desk (3 responses)
- Provided services
- Verify DAS invoices
- Worked with ITE on the development of Department web sites.
- They answered questions about I/3 systems
- Reviewed bill
- Training
- Assistance from Gary in the print shop
- Providing Desktop Services and related support
- Interact daily to provide service to outside customers
- Computer training
- Called in about main frame connection problems.

Q12. How often during July, August and September 2006 did you order/receive services from Information Technology?

Sixty-three percent of the survey respondents typically ordered or received services from ITE **1-10 times** during July, August and September 2006.

How often did you order/receive services from ITE?	Quarter			
	1st Quarter/FY07 July, August, Sept. 86	4th Quarter/FY06 April, May, June 83	3rd Quarter/FY06 Jan., Feb., March 106	2nd Quarter/FY06 Oct., Nov., Dec. 117
1-10 times	**54 63%**	51 61%	62 58%	63 54%
11-20 times	9 10%	7 8%	9 8%	14 12%
21-30 times	5 6%	4 5%	3 3%	3 3%
31 or more times	14 16%	12 14%	16 15%	18 15%
Don't know	4 5%	9 11%	16 15%	19 16%
Skipped the question	86	113	149	183

Q13a. Did you receive the services you requested?

The majority (85%) of the survey respondents received the services as requested from ITE.

Did you receive the services you requested from ITE?	Quarter			
	1st Quarter/FY07 July, August, Sept. 86	4th Quarter/FY06 April, May, June 82	3rd Quarter/FY06 Jan., Feb., March 106	2nd Quarter/FY06 Oct., Nov., Dec. 117
Yes	**73 85%**	72 88%	90 85%	94 80%
No	1 1%	3 4%	4 4%	3 3%
Other specify	12 14%	7 8%	12 11%	20 17%
Skipped the question	86	114	149	179

Other specify responses:

- Usually (2 responses)
- The class I attended was more for financial people and not suited for PAs but, other than being rather a waste of time, was well done
- We have received very good service from MF & Networking units. There has been some printing issues lately due to relocation of printers and people.
- Yes - but at times required reminders
- I asked for an explanation of some charges and I thought it could have been more fully explained.
- Not initially, but now we have.

— Intermittent problem has not been resolved.
— Received but it took a long time and they had to redo the work.

Q13b. How satisfied were you with the services received from ITE? Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.

Overall, the customers surveyed were satisfied (7.76 on the 10-point scale) with the services received from ITE in July, August and September 2006.

How satisfied were you with the services received from ITE?	Quarter			
	1st Quarter/FY07 July, August, Sept. 84	**4th Quarter/FY06 April, May, June 80**	**3rd Quarter/FY06 Jan., Feb., March 97**	**2nd Quarter/FY06 Oct., Nov., Dec. 111**
Overall Average	**7.76**	7.45	7.4	7.33
Don't Know	2 2%	2 2%	9 8%	5 5%
Skipped the question	86	114	149	184

Q14. Did ITE deliver the services on time?

Overall, 73% of the survey respondents indicated that ITE delivered the services on time in July, August and September 2006.

Did ITE deliver the services on time?	Quarter			
	1st Quarter/FY07 July, August, Sept. 86	**4th Quarter/FY06 April, May, June 83**	**3rd Quarter/FY06 Jan., Feb., March 106**	**2nd Quarter/FY06 Oct., Nov., Dec. 116**
Yes	**63 73%**	58 70%	75 71%	72 62%
No	7 8%	9 11%	6 6%	7 6%
Don't know	6 7%	8 10%	12 11%	14 12%
Other specify	10 12%	8 10%	13 12%	23 20%
Skipped the question	86	113	149	184

Other specify responses:
— Usually (3 responses)
— Sometimes
— Delays occurred due to going through too many people to get help (like to fix the fax machine). Delays occur from outdated equipment in printing of warrants.
— All except printing
— Generally yes, good in crisis, slower on the routine
— Some are still on order
— Not a time delivery item

Q15. Did ITE provide the services as quoted?

Overall, 70% of the respondents indicated that ITE provided the services as quoted.

Did ITE provide the services as quoted?	Quarter			
	1st Quarter/FY07 July, August, Sept. 86	**4th Quarter/FY06 April, May, June 83**	**3rd Quarter/FY06 Jan., Feb., March 106**	**2nd Quarter/FY06 Oct., Nov., Dec. 114**
Yes	**60 70%**	58 70%	67 63%	66 58%
No	3 3%	5 6%	3 3%	5 4%
Don't know	15 17%	14 17%	22 21%	26 23%
Other specify	8 9%	6 7%	14 13%	17 15%
Skipped the question	86	113	149	186

Other specify responses:

- The printers called and verified items which was nice.
- Didn't have a "quote" (no purchase involved)
- Not sure what "as quoted" means, most of our interaction is everyday service.
- If you ask them yes. Ask me NO!
- I believe so, but was not involved in requesting the additional services we were charged for.
- Costs always seem higher than anticipated
- Some of the purchased items are not in and the job is incomplete. This is not the fault of ITE just normal ordering time

Q16. How responsive was the ITE Service Desk? Use a 10-point scale where ONE means NON-RESPONSIVE and TEN means EXTREMELY RESPONSIVE.

Overall, the customers surveyed indicated that the ITE Service Desk was responsive (8.15 on the 10-point scale) in July, August and September 2006.

How responsive was the ITE Service Desk?	Quarter			
	1st Quarter/FY07 July, August, Sept. 67	**4th Quarter/FY06 April, May, June 65**	**3rd Quarter/FY06 Jan., Feb., March 80**	**2nd Quarter/FY06 Oct., Nov., Dec. 93**
Overall Average	**8.15**	7.70	8.4	6.8
Don't Know	2 2%	4 5%	10 9%	4 3%
Not Applicable	17 20%	13 16%	16 15%	17 15%
Skipped the question	86	114	149	186

Q17. How would you rate the customer service provided by ITE?
Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.

Overall, the customers surveyed were satisfied (7.8 on the 10-point scale) with the customer service provided by ITE in July, August and September 2006.

How would you rate the customer service provided by ITE?	Quarter			
	1st Quarter/FY07 July, August, Sept. 81	4th Quarter/FY06 April, May, June 79	3rd Quarter/FY06 Jan., Feb., March 92	2nd Quarter/FY06 Oct., Nov., Dec. 104
Overall Average	**7.8**	7.5	7.45	7.24
Don't Know	5 6%	3 4%	14 13%	7 6%
Skipped the question	86	114	149	189

Q18. Additional comments relative to your experiences with ITE:

- Is there a cheat sheet on what we are suppose to do or who to contact when we have fax/copier/computer breakdowns. When I have a problem so I contact who I think I should and then tell me I need to contact someone else. I feel ITE control room personnel on B level often lack quality control that they use to give, and good customer service, and they are rude. We interact daily with them and often don't have the materials we are suppose to get from them and they don't even know they didn't send it to us (where's the check list). And then they don't track it down they tell us to call so and so, when I feel they should be going to get the materials.
- Very professional and helpful. Darryl and Linda are the best thing that ever happened to us.
- Your ITE Customer Service Desk folks are great!
- Phone service is very bad. The phones don't work and are very hard to operate. If you can figure them out. The training books provided don't do what they say with the equipment.
- This response in mostly in regards to daily services that ITE provides to staff - email, shared services, web hosting, etc.
- Whenever I call the service desk/help desk I'm told that they will open a ticket for me and have someone call me back. A lot of this is simple stuff even I know how to do and could do if I had permission. What is the point of having a help desk if they can't help?
- Help Desk folks are wonderful - very responsive as are the tech's that come to your desk to assist.
- No pursuit of addressing the intermittent problem or personal contact to view it.
- Miss having the Lucas Bldg. printer taken out of the building days at a time to help with printing at the Grimes Bldg. Because of no one being here several jobs had to be printed in agency because it was so big of a hassle to call and have someone come over to run the job.

Human Resource Enterprise (HRE)

Services provided through the HRE:

- Benefits
- Employment Assistance/Services
- Flexible Spending
- Golden Dome Awards Program
- Health Insurance Program Administration
- Program Delivery Services
- Training
- Workers' Compensation Program Administration

Q19a. Did you interact with the Human Resources Enterprise (HRE) during July, August or September 2006 (purchased or received services or bill payment)?

Overall, 44% of the survey respondents interacted with the Human Resources Enterprise (HRE) in July, August or September 2006.

Did you interact with HRE?	Quarter			
	1st Quarter/FY07 July, August, Sept. 148	**4th Quarter/FY06 April, May, June 165**	**3rd Quarter/FY06 Jan., Feb., March 202**	**2nd Quarter/FY06 Oct., Nov., Dec. 233**
Yes	**65 44%**	87 53%	84 41%	114 49%
No	83 56%	78 47%	118 58%	119 51%
Skipped the question	24	31	53	67

Q19b. How did you interact with Human Resources? (Multiple responses accepted.)

Of the 64 respondents who had interacted with the Human Resources Enterprise (HRE) in July, August or September 2006, the majority (75%) of the customers indicated that they had **received services from HRE**.

How did you interact with HRE?	Quarter			
	1st Quarter/FY07 July, August, Sept. 64	**4th Quarter/FY06 April, May, June 87**	**3rd Quarter/FY06 Jan., Feb., March 84**	**2nd Quarter/FY06 Oct., Nov., Dec. 115**
Received services	**48 75%**	65 75%	66 78%	82 71%
Ordered/purchased services	8 12%	14 16%	27 32%	29 25%
Bill payment	21 33%	19 22%	19 22%	19 17%
Other specify responses	13 20%	16 18%	12 14%	22 19%
Skipped the question	108	109	171	185

Other specify responses:

- Provided services
- Contact with HRE liaison
- Open Enrollment for Insurance Etc.
- Reclassification request
- Reviewed bill
- Used their Website – it is not user friendly
- Employment Services
- Providing Desktop Services and related support
- Assistance with personnel situations
- Golden Dome Insurance questions
- I sent a letter to Chris Peden in HRE in response to a denial of my job upgrade in May, 2006. I applied for a hearing and have never received a response, so I sent another letter and have not received a response to that either.
- Represented facility at Golden Dome Awards

Q20. How often during July, August and September 2006 did <u>you</u> utilize the services provided by the Human Resource Enterprise?

Fifty-two percent of the survey respondents typically utilized the services provided by HRE **1-10 times** during July, August and September 2006.

How often did you order/receive services from HRE?	Quarter			
	1st Quarter/FY07 July, August, Sept. 64	**4th Quarter/FY06 April, May, June 87**	**3rd Quarter/FY06 Jan., Feb., March 82**	**2nd Quarter/FY06 Oct., Nov., Dec. 107**
1-10 times	**33 52%**	58 67%	40 49%	65 61%
11-20 times	12 19%	10 11%	15 18%	17 16%
21-30 times	6 9%	5 6%	8 10%	7 7%
31 or more times	6 9%	11 13%	8 10%	10 9%
Don't know	7 11%	3 3%	11 13%	8 7%
Skipped the question	108	109	173	193

Q21a. Did you receive the services you requested?

Overall, 87% of the survey respondents received the services as requested from HRE in July, August and September 2006.

Did you receive the services you requested from HRE?	Quarter			
	1st Quarter/FY07 July, August, Sept. 64	**4th Quarter/FY06 April, May, June 87**	**3rd Quarter/FY06 Jan., Feb., March 82**	**2nd Quarter/FY06 Oct., Nov., Dec. 107**
Yes	**56 87%**	75 86%	75 91%	98 92%
No	3 5%	2 2%	1 1%	2 2%
Other specify	5 8%	10 11%	6 7%	7 7%
Skipped the question	108	109	173	193

Other specify responses:

- But not in a timely manner
- The web page is not user friendly to beginners, can't find what I want
- Yes and no when it hit them right.
- I am not the person to request these services

Q21b. How satisfied were you with the services received from HRE? Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.

Overall, the customers surveyed were satisfied (7.51 on the 10-point scale) with the services received from HRE in July, August and September 2006.

How satisfied were you with the services received from HRE?	Quarter			
	1st Quarter/FY07 July, August, Sept. 63	**4th Quarter/FY06 April, May, June 83**	**3rd Quarter/FY06 Jan., Feb., March 76**	**2nd Quarter/FY06 Oct., Nov., Dec. 105**
Overall Average	**7.51**	7.56	7.82	7.59
Don't Know	1 2%	4 5%	6 8%	2 2%
Skipped the question	108	109	173	193

Q22. Did HRE deliver the services on time?

Overall, 73% of the respondents indicated that HRE delivered the services on time in July, August and September 2006.

Did HRE deliver the services on time?	Quarter			
	1st Quarter/FY07 July, August, Sept. 64	**4th Quarter/FY06 April, May, June 87**	**3rd Quarter/FY06 Jan., Feb., March 82**	**2nd Quarter/FY06 Oct., Nov., Dec. 107**
Yes	**47 73%**	67 77%	67 82%	85 79%
No	8 12%	5 6%	1 1%	5 5%
Don't know	4 6%	7 8%	9 11%	12 11%
Other specify	5 8%	8 9%	5 6%	5 5%
Skipped the question	108	109	173	193

Other specify responses:

- Benefit renewal period: Information should have been provided to employees and PAs sooner. The entire roll out of the Iowa Benefits should have been much smoother.
- For the most part "yes." On new items they are implementing it was "not as timely."
- Most times.
- Not applicable

Q23. Did HRE provide the services as quoted?

Overall, 69% of the survey respondents indicated that HRE provided the services as quoted.

Did HRE provide the services as quoted?	Quarter			
	1st Quarter/FY07 July, August, Sept. 64	**4th Quarter/FY06 April, May, June 87**	**3rd Quarter/FY06 Jan., Feb., March 82**	**2nd Quarter/FY06 Oct., Nov., Dec. 107**
Yes	**44 69%**	60 69%	56 68%	75 70%
No	5 8%	2 2%	1 1%	2 2%
Don't know	11 17%	15 17%	18 22%	20 19%
Other specify	4 6%	10 11%	7 8%	10 9%
Skipped the question	108	109	173	193

Other specify responses:

— Not applicable (4 responses)

Q24. How would you rate the customer service provided by HRE? Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.

Overall, the customers surveyed were satisfied (7.58 on the 10-point scale) with the customer service provided by HRE in July, August and September 2006.

How would you rate the customer service provided by HRE?	Quarter			
	1st Quarter/FY07 July, August, Sept. 64	**4th Quarter/FY06 April, May, June 83**	**3rd Quarter/FY06 Jan., Feb., March 74**	**2nd Quarter/FY06 Oct., Nov., Dec. 104**
Overall Average	**7.58**	7.75	7.67	7.48
Don't Know	0	3 3%	8 10%	3 3%
Skipped the question	108	110	173	193

Q25. Additional comments relative to your experiences with HRE:

- It would appear that internal communications at DAS-HRE could also be improved. The PO's need to be informed so they can answer our questions. I do believe the staff gives an honest effort. Better and more timely internal communications should empower the DAS-HRE staff to be more informed and in turn more helpful to the agencies.
- Have always had quick accurate responses from all benefit staff!
- The On-line Wellmark sign-up system is hard to use. Why should the employees do this when all departments have personnel assistants to do this? What will they do now?
- Our P.O., Vickie Anderson is wonderful. All the benefits people are very helpful and welcome your ideas and answer questions. Check with providers for answers when problems. Kudos
- I continue to struggle with a reclassification request originally submitted July 2005. On September 12, 2006, I had an appeal hearing which, according to Administrative Code guidelines should have been held at least by December 1, 2005. Results were to have been received within 30 days. It is now November 17, 2006 and I have not received the decision.
- Billing issues
- I went to Employment services to ask for help with the new computer system and try to explain my problem with putting it on line. I was treated with the attitude of what is your problem and just make it work. No help at all. What they told me to do does not work and when I tried to explain this to them it was as if I was talking to a wall and they didn't hear me.
- Jon Nelson is the best personnel officer in the state! Jean Mallory, Rose Baughman, David Wiedemeier, Lorie Murray, Brenda Reilly are extremely helpful when I have questions, as are the rest of HR - I think they are terrific!
- Services provided were training
- It seems to me that DAS is trying to roll out too many new items in a short period of time. They implement new processes on the internet that they require agencies to use, we were given training but were told that the instruction manual would be coming later. For practical purposes the instruction manual should come first before agencies are required to use the system. This is a common practice with DAS. They are having agencies/employees perform more of the work that insurance companies were required to perform before. It doesn't seem like DAS stops to think about how adding all these new features affects the person performing the personnel work in the agency. They always claim that the new systems will be better but it does not seem like they will save time. We have more things to remember and look at on a daily basis. Benefit Open enrollment. The books for Blue Access won't be ready until January, open enrollment is 10/13 through 11/13/06. Employees were told to call the Wellmark phone number to get information but the phone number will not let employees get out of the phone tree without an employee ID. Those asking questions are not members yet. It is to be fixed in the next week. PAs and employees are to go online to enter information but all pieces of the programs are not in place yet so we are waiting for more instructions. I know that the employees at DAS are being bombarded with implementing programs that are new to them and they are doing their best but maybe upper management should set more realistic goals for implementation of programs. It is very frustrating for both the DAS employees who receive the calls and also the agencies trying to do their job correctly.

- Believe agencies do NOT have representation from IDAS anymore regarding grievance issues. Believe IDAS gives the impression that they cater to the unions rather than representing management.
- Kathy Van Wey & Colleen are very responsive to questions and assist in any way they can.
- I feel that after five months I should have received a letter or phone call regarding my hearing. The HRE reps no longer visit the institutions so you can't schedule a time to visit with them. I sent another letter in August and have had no response from that either. I was approved for a job upgrade by my supervisor and my superintendent and I would like to talk to HRE as to why they feel that I should not be upgraded. On the original denial letter, the only comment made was that Des Moines bids out the contracts, so I shouldn't be upgraded. How have other institutions upgraded their PA 1's then?

State Accounting Enterprise (SAE)

Service provided through the SAE:

- Accounting
- Payroll

Q26a. Did you interact with the State Accounting Enterprise (SAE) during July, August or September 2006 (purchased or received services or bill payment)?

Overall, 50% of the survey respondents interacted with the State Accounting Enterprise (SAE) in July, August or September 2006.

Did you interact with SAE?	Quarter			
	1st Quarter/FY07 July, August, Sept. 147	4th Quarter/FY06 April, May, June 165	3rd Quarter/FY06 Jan., Feb., March 200	2nd Quarter/FY06 Oct., Nov., Dec. 228
Yes	**73** **50%**	71 43%	89 44%	96 42%
No	74 50%	94 57%	111 55%	132 58%
Skipped the question	25	31	55	72

Q26b. How did you interact with State Accounting? (Multiple responses accepted.)

Of the 76 respondents who had interacted with the State Accounting Enterprise (SAE) in July, August or September 2006, 66% of the customers indicated that they had **received services from SAE**.

How did you interact with SAE?	Quarter			
	1st Quarter/FY07 July, August, Sept. 76	4th Quarter/FY06 April, May, June 71	3rd Quarter/FY06 Jan., Feb., March 89	2nd Quarter/FY06 Oct., Nov., Dec. 99
Received services	**50** **66%**	52 73%	61 68%	68 69%
Ordered/purchased services	8 10%	14 20%	36 40%	43 43%
Bill payment	34 45%	29 41%	9 10%	14 14%
Other specify responses	13 17%	6 8%	14 16%	19 19%
Skipped the question	96	125	166	201

Other specify responses:

- Answered questions
- Attempted to use new electronic warrant screen for payroll information. It seems like it is down at odd times (i.e.: 7:00 am on payday Friday's)
- Reviewed bill
- You have not listed all the services provided by SAE, what happened to Daily Processing, Offsets, GAAP, I/3

- Providing - Desktop Services and related support
- Provide information for billing
- Assistance regarding personnel issues
- Issues related to FY06 closing entries.
- Fiscal year-end close-out of transactions.
- User maintenance I3
- Help with I/3 Data warehouse
- A processing issue was resolved efficiently.
- Claim processing & I/3 issues

Q27. How often during July, August and September 2006 did <u>you</u> utilize the services provided by the State Accounting Enterprise?

Forty-five percent of the survey respondents typically utilized the services provided by SAE **1-10 times** during July, August and September 2006.

How often did you order/receive services from SAE?	Quarter			
	1st Quarter/FY07 July, August, Sept. 74	**4th Quarter/FY06 April, May, June 71**	**3rd Quarter/FY06 Jan., Feb., March 88**	**2nd Quarter/FY06 Oct., Nov., Dec. 94**
1-10 times	**33 45%**	34 48%	34 39%	41 44%
11-20 times	13 18%	10 14%	12 14%	10 11%
21-30 times	10 13%	6 8%	12 14%	7 7%
31 or more times	14 19%	16 22%	19 21%	29 31%
Don't know	4 5%	5 7%	11 12%	7 7%
Skipped the question	98	125	167	206

Q28a. Did you receive the services you requested?

Overall, 90% of the survey respondents received the services as requested from SAE in July, August and September 2006.

Did you receive the services you requested from SAE?	Quarter			
	1st Quarter/FY07 July, August, Sept. 74	**4th Quarter/FY06 April, May, June 71**	**3rd Quarter/FY06 Jan., Feb., March 88**	**2nd Quarter/FY06 Oct., Nov., Dec. 93**
Yes	**67 90%**	68 96%	86 98%	84 90%
No	2 3%	0	0	2 2%
Other specify	5 7%	3 4%	2 2%	7 8%
Skipped the question	98	125	167	206

Other specify responses:

- Eventually while I understand the state saves money going to the web site for payroll information. People now simply print off the information on 8 X 11 1/2 paper in the offices.
- If I can catch them on the phone or in person yes. If I try to email them they don't always understand and give me bad answers. Trying to get a vendor approved is a challenge. You keep submitting the request only to get it turned down without any reason so you end up calling or emailing only to be told to do it another way and then it is turned down again. When you call or email back a second time you are told to do it the way you did it the first time. There is a problem with vendor approvals.
- I am not the person in our agency to request these services

Q28b. How satisfied were you with the services received from SAE? Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.

Overall, the customers surveyed were satisfied (8.31 on the 10-point scale) with the services received from SAE in July, August and September 2006.

How satisfied were you with the services received from SAE?	Quarter			
	1st Quarter/FY07 July, August, Sept. 72	**4th Quarter/FY06 April, May, June 69**	**3rd Quarter/FY06 Jan., Feb., March 85**	**2nd Quarter/FY06 Oct., Nov., Dec. 91**
Overall Average	**8.31**	7.86	8.29	7.31
Don't Know	2 3%	2 3%	3 3%	3 3%
Skipped the question	98	125	167	206

Q29. Did SAE deliver the services on time?

Overall, 82% of the respondents indicated that SAE delivered the services on time in July, August and September 2006.

Did SAE deliver the services on time?	Quarter			
	1st Quarter/FY07 July, August, Sept. 74	**4th Quarter/FY06 April, May, June 71**	**3rd Quarter/FY06 Jan., Feb., March 88**	**2nd Quarter/FY06 Oct., Nov., Dec. 94**
Yes	**61** **82%**	59 83%	80 91%	78 83%
No	3 4%	7 10%	0	6 6%
Don't know	4 5%	3 4%	4 4%	4 4%
Other specify	6 8%	2 3%	4 4%	6 6%
Skipped the question	98	125	167	206

Other specify responses:

- Need to get account codes for billing on a regular basis. I get an agency code to bill to, but have to go to accounting to get an account code. Seems it would be helpful if this information was on the eDAS site so I could find the billing code for an organization without having to contact accounting. Even better, why can't billing be presented to accounting as an organization code - which is what the user knows about, and accounting do the conversion?
- Again most of the time. The website can be very slow or totally inaccessible at times.
- Yes, except for delays out of their control, such as I/3 slow down, late delivery from control room.

Q30. Did SAE provide the services as quoted?

Overall, 76% of the survey respondents indicated that SAE provided the services as quoted.

Did SAE provide the services as quoted?	Quarter			
	1st Quarter/FY07 July, August, Sept. 74	**4th Quarter/FY06 April, May, June 71**	**3rd Quarter/FY06 Jan., Feb., March 88**	**2nd Quarter/FY06 Oct., Nov., Dec. 94**
Yes	**56 76%**	55 77%	61 69%	64 68%
No	2 3%	1 1%	0	3 3%
Don't know	11 15%	10 14%	19 21%	12 13%
Other specify	5 7%	5 7%	8 9%	15 16%
Skipped the question	98	125	167	206

Other specify responses:

- Not applicable (2 responses)
- No cost.

Q31. How would you rate the customer service provided by SAE? Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.

Overall, the customers surveyed were satisfied (8.35 on the 10-point scale) with the customer service provided by SAE in July, August and September 2006.

How would you rate the customer service provided by SAE?	Quarter			
	1st Quarter/FY07 July, August, Sept. 71	**4th Quarter/FY06 April, May, June 68**	**3rd Quarter/FY06 Jan., Feb., March 81**	**2nd Quarter/FY06 Oct., Nov., Dec. 92**
Overall Average	**8.35**	7.97	8.32	7.15
Don't Know	3 4%	3 4%	7 8%	2 2%
Skipped the question	98	125	167	206

Q32. Additional comments relative to your experiences with SAE:

- Pre-audit staff is rigid and does not really understand the plight of the traveling employee. The state accounting rules are not applied equally across departments. Exceptions to policy are approved that are contrary to standard procedure.
- I don't like the billing process - it is cumbersome and difficult to use - but the people are excellent. The process requires me to research which billing code to use on a regular basis, which seems a waste of my time, but the employees in SAE are always helpful and always get me a response within 2 hours - which I think is great service.
- Wish they would have more training for PAs on I/3. There are differences between what PAs do for employees and the financial people. We don't get updates like the financial people do on I/3.
- Very helpful.
- Help Desk cannot always answer document questions like in the past - inexperienced - particularly on TPs.
- They are very willing to go out of their way to help customers, even if it's not their expertise, they always find a person for them to talk to.
- Some people are trying but others don't care.
- This is in response to standard services provided by SAE such as payroll.
- I've mostly worked with Barrett, Trina, Kathy, Phil, Roger, and the GAAP team. They are always very quick to answer my questions and follow through on my requests.
- Cheryl Shippy, Jean McPherson, Lisa Elliott and Peggy Johnson are terrific. Whenever I have a "situation", they are always there to help out.
- SAE staff are knowledgeable, competent people. Willing to go the extra mile for their customers.
- SAE responded quickly when we needed approvals on documents for fiscal year-end.
- I always get excellent service from the employees I deal with in SAE.
- SAE has always been very prompt on paying our documents and are always willing to help you in any way they can.

DAS Core

Services provided through DAS Core:

- Marketing
- Communications
- Legal
- Legislative
- Finance
- eDAS

Note: DAS Core was added in 1st quarter/FY07.

Q33a. Did you interact with DAS Core during July, August or September 2006 (requested, received products and/or services or bill payment)?

Overall, 33% of the survey respondents interacted with DAS Core in July, August or September 2006.

Did you interact with DAS Core?	Quarter			
	1st Quarter/FY07 July, August, Sept. 147	4th Quarter/FY06 April, May, June	3rd Quarter/FY06 Jan., Feb., March	2nd Quarter/FY06 Oct., Nov., Dec.
Yes	**48 33%**	NA	NA	NA
No	99 67%	NA	NA	NA
Skipped the question	25	NA	NA	NA

Q33b. How did you interact with DAS Core?

Of the 48 respondents who had interacted with DAS Core in July, August or September 2006, 60% of the customers indicated that they had **received products and/or services from DAS Core**.

How did you interact with DAS Core?	Quarter			
	1st Quarter/FY07 July, August, Sept. 48	4th Quarter/FY06 April, May, June	3rd Quarter/FY06 Jan., Feb., March	2nd Quarter/FY06 Oct., Nov., Dec.
Requested products and/or services	17 35%	NA	NA	NA
Received products and/or services	**29 60%**	NA	NA	NA
Other specify responses	12 25%	NA	NA	NA
Skipped the question	124	NA	NA	NA

Other specify responses:

— Verify eDAS invoices (3 responses)
— Provided information
— Technology Governance Board issue.

— Training
— Providing Desktop Services and related support
— Provides billing information
— Received assistance regarding eDas billing.
— Worked with eDAS team for inquiries, changes
— Set up accounts on eDAS and reviewed eDAS bill and rates for accuracy
— Requested funding from the Legislative Executive Council

Q34. How often during July, August or September 2006 did you request/receive products and/or services from DAS Core?

Sixty-seven percent of the survey respondents requested/received products and/or services provided by DAS Core **1-10 times** during July, August and September 2006.

How often did you request/receive services from DAS Core?	Quarter			
	1st Quarter/FY07 July, August, Sept. 48	4th Quarter/FY06 April, May, June	3rd Quarter/FY06 Jan., Feb., March	2nd Quarter/FY06 Oct., Nov., Dec.
1-10 times	**32 67%**	NA	NA	NA
11-20 times	7 15%	NA	NA	NA
21-30 times	3 6%	NA	NA	NA
31 or more times	1 2%	NA	NA	NA
Don't know	5 10%	NA	NA	NA
Skipped the question	124	NA	NA	NA

Q35a. Did you receive the products and/or services you requested?

Overall, 90% of the survey respondents received the products and/or services as requested from DAS Core in July, August and September 2006.

Did you receive the services you requested from DAS Core?	Quarter			
	1st Quarter/FY07 July, August, Sept. 48	4th Quarter/FY06 April, May, June	3rd Quarter/FY06 Jan., Feb., March	2nd Quarter/FY06 Oct., Nov., Dec.
Yes	**43 90%**	NA	NA	NA
No	1 2%	NA	NA	NA
Other specify	4 8%	NA	NA	NA
Skipped the question	124	NA	NA	NA

Other specify responses:
— When verifying eDAS invoices, some products were not charged in August and remain outstanding. We have communicated to DAS and they are looking into the issues.

— I provided information to them.
— They tried but still don't understand what it is they want.

Q35b. How satisfied were you with the products and/or services received from DAS Core?
Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.

Overall, the customers surveyed were satisfied (7.47 on the 10-point scale) with the products and/or services received from DAS Core in July, August and September 2006.

How satisfied were you with the products and/or services received from DAS Core?	Quarter			
	1st Quarter/FY07 July, August, Sept. 47	4th Quarter/FY06 April, May, June	3rd Quarter/FY06 Jan., Feb., March	2nd Quarter/FY06 Oct., Nov., Dec.
Overall Average	**7.47**	NA	NA	NA
Don't Know	1 2%	NA	NA	NA
Skipped the question	124	NA	NA	NA

Q36. Did DAS Core deliver the products and/or services on time?

Overall, 79% of the respondents indicated that DAS Core delivered the products and/or services on time in July, August and September 2006.

Did DAS Core deliver the products/services on time?	Quarter			
	1st Quarter/FY07 July, August, Sept. 48	4th Quarter/FY06 April, May, June	3rd Quarter/FY06 Jan., Feb., March	2nd Quarter/FY06 Oct., Nov., Dec.
Yes	**38** **79%**	NA	NA	NA
No	2 4%	NA	NA	NA
Don't know	4 8%	NA	NA	NA
Other specify	4 8%	NA	NA	NA
Skipped the question	124	NA	NA	NA

Other specify responses:
— No delivery
— Yes and no
— Yes and no – a lot of follow-up is needed with the personnel area and billing area.
— No time limit involved but the eDAS billing could be out a little sooner.

Q37. Did DAS Core provide the products and/or services as quoted?

Overall, 71% of the survey respondents indicated that DAS Core provided the products and/or services as quoted.

Did DAS Core provide the products/services as quoted?	Quarter			
	1st Quarter/FY07 July, August, Sept. 48	**4th Quarter/FY06 April, May, June**	**3rd Quarter/FY06 Jan., Feb., March**	**2nd Quarter/FY06 Oct., Nov., Dec.**
Yes	**34 71%**	NA	NA	NA
No	2 4%	NA	NA	NA
Don't know	7 15%	NA	NA	NA
Other specify	5 10%	NA	NA	NA
Skipped the question	124	NA	NA	NA

Other specify responses:

- Yes and no (2 responses)
- No quotes
- eDAS is not automatic, it takes a lot of staff time to process through I/3, and is difficult to follow.
- No time limit involved but the eDAS billing could be out a little sooner.

Q38. Did the DAS Core services provide added-value?

Overall, 35% of the survey respondents who had requested/received products and/or services from DAS Core indicated that DAS Core services provided added-value. Another 35% of the customers said they "don't know" if the services provided added-value.

Did the DAS Core services provide added-value?	Quarter			
	1st Quarter/FY07 July, August, Sept. 48	4th Quarter/FY06 April, May, June	3rd Quarter/FY06 Jan., Feb., March	2nd Quarter/FY06 Oct., Nov., Dec.
Yes	**17 35%**	NA	NA	NA
No	11 23%	NA	NA	NA
Don't know	**17 35%**	NA	NA	NA
Other specify	3 6%	NA	NA	NA
Skipped the question	124	NA	NA	NA

Other specify responses:

- Need to get account codes for billing on a regular basis. I get an agency code to bill to, but have to go to accounting to get an account code. Seems it would be helpful if this information was on the eDAS site so I could find the billing code for an org without having to contact accounting. Even better, why can't billing be presented to accounting as an organization code - which is what the user knows about - and accounting do the conversion?
- Yes, for the legal council
- Yes on some,.

Q39. How can DAS Core provide additional value?

- Jeanne Adams is wonderful! The eDAS system helps our agency to better track expenses.
- eDAS has a lot of things in it that don't make sense. The billing formulas are not explained just listed and you can't figure out how they figured the bill.
- Core seems to coordinate services and thus it takes a lot of time for an enterprise to provide the information in different venues but the information is basically the same (i.e. transition information as a lot can be pulled from our business plans) A lot of follow-up is needed with the personnel staff - maybe there are not enough of them. Finance billing is challenging, we submit items to bill but sometimes it works and sometimes it doesn't - need to streamline and find more ways to automate. Intake for services is not completely working - we need a work flow tool to reduce the manual intervention so billing from end-to-end can become easier for internal processing.
- On the eDAS billing, it would be nice to have one report that shows the accounting codes and the computations (ie., rate times fte). Even though eDAS explained a shortcut, I would like DAS to create a standard report.
- Have a more "helpful" attitude.

— eDAS can break out in more detail in easier format the various mail services so we can see business reply separately from other types of postage. It should be at least the same as the old bill was, which produced a paper sheet breaking out various charges for postage services. We get information requests from our federal agency in which we are not able to respond to with any accuracy because we don't get the detailed breakouts like we did before eDAS. eDAS can also allow us to look at the big picture more directly rather than what we have developed to do each month is download all the data into an Access database to build our own history in one stop location.
— Make eDAS a little more user friendly by adding department organization numbers instead of DAS numbers

Q40. How would you rate the customer service provided by DAS Core? Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.

Overall, the customers surveyed were satisfied (7.62 on the 10-point scale) with the customer service provided by DAS Core in July, August and September 2006.

How would you rate the customer service provided by DAS Core?	Quarter			
	1st Quarter/FY07 July, August, Sept. 45	4th Quarter/FY06 April, May, June	3rd Quarter/FY06 Jan., Feb., March	2nd Quarter/FY06 Oct., Nov., Dec.
Overall Average	**7.62**	NA	NA	NA
Don't Know	3 6%	NA	NA	NA
Skipped the question	124	NA	NA	NA

Q41. Additional comments regarding your experiences with DAS Core:

— I don't like the billing process - it is cumbersome and difficult to use - but the people are excellent. The process requires I research which billing code to use on a regular basis, which seems a waste of my time, but the employees in SAE are always helpful and always get me a response within 2 hours - which I think is great service.
— John Lundquist is our AG and he has been very helpful whenever I have needed assistance.
— Jeannie Adams provides great customer service to help our agency's requests for more information as we analyze our costs with DAS. She is limited by the system though which needs improved as noted in #39 above.

DAS Finance

Note: DAS Finance was added in 3rd quarter/FY06.

Q42a. Did you call the DAS Customer Service Center for assistance in July, August or September 2006?

Overall, 33% of the customers who responded to the question contacted the DAS Customer Service Center for assistance in July, August or September 2006.

Did you call the DAS Customer Service Center?	Quarter			
	1st Quarter/FY07 July, August, Sept. 147	**4th Quarter/FY06 April, May, June 164**	**3rd Quarter/FY06 Jan., Feb., March 198**	**2nd Quarter/FY06 Oct., Nov., Dec.**
Yes	**49 33%**	48 29%	60 30%	NA
No	91 62%	110 67%	132 67%	NA
Don't know	7 5%	6 4%	6 3%	NA
Skipped the question	25	32	57	NA

Q42b. How would you rate the quality of the service provided by the customer service staff?
Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.

Overall, the customers surveyed were satisfied (7.77 on the 10-point scale) with the quality of service provided by the customer service staff in July, August and September 2006.

How would you rate the quality of customer service provided?	Quarter			
	1st Quarter/FY07 July, August, Sept. 49	**4th Quarter/FY06 April, May, June 48**	**3rd Quarter/FY06 Jan., Feb., March 57**	**2nd Quarter/FY06 Oct., Nov., Dec.**
Overall Average	**7.77**	6.5	7.40	NA
Don't Know	1 2%	0	3 5%	NA
Skipped the question	122	148	195	NA

Q43a. Have you ever attended one or more of the eDAS training sessions?

Overall, 41% of the customers surveyed have attended one or more of the eDAS training sessions.

Have you ever attended one or more of the eDAS training sessions?	Quarter			
	1st Quarter/FY07 July, August, Sept. 147	**4th Quarter/FY06 April, May, June 164**	**3rd Quarter/FY06 Jan., Feb., March 198**	**2nd Quarter/FY06 Oct., Nov., Dec.**
Yes	**61 41%**	67 41%	91 46%	NA
No	80 54%	91 55%	96 48%	NA
Don't know	6 4%	6 4%	11 5%	NA
Skipped the question	25	32	57	NA

Q43b. How would you rate the quality of the eDAS training sessions? Use a 10-point scale where ONE means NOT AT ALL BENEFICIAL and TEN means EXTREMELY BENEFICIAL.

Overall, the customers surveyed, who have attended the eDAS training sessions, found the sessions to be beneficial (7.00 on the 10-point scale).

How would you rate the quality of the eDAS training sessions?	Quarter			
	1st Quarter/FY07 July, August, Sept. 58	**4th Quarter/FY06 April, May, June 65**	**3rd Quarter/FY06 Jan., Feb., March 91**	**2nd Quarter/FY06 Oct., Nov., Dec.**
Overall Average	**7.00**	7.09	6.76	NA
Don't Know	3 5%	2 3%	3 3%	NA
Skipped the question	111	129	161	NA

Q44. Did you order services using the eDAS online ordering system in July, August or September 2006?

Overall, the majority (88%) of customers, indicated that they **did not order services** using the eDAS online ordering system in July, August or September 2006.

Did you order services using the eDAS online ordering system?	Quarter			
	1st Quarter/FY07 July, August, Sept. 146	4th Quarter/FY06 April, May, June 164	3rd Quarter/FY06 Jan., Feb., March 197	2nd Quarter/FY06 Oct., Nov., Dec.
Yes	13 9%	24 15%	17 9%	NA
No	**128** **88%**	134 82%	167 85%	NA
Don't know	5 3%	6 4%	13 6%	NA
Skipped the question	26	32	58	NA

Q45. Is your eDAS bill easy to understand?
Use a 10-point scale where ONE means your eDAS bill is VERY DIFFICULT to UNDERSTAND and TEN means EXTREMELY EASY to UNDERSTAND.

Note: All customers responded to Q45 in 1st quarter/FY07.

Overall, the customers surveyed indicated that the eDAS bill is not difficult to understand (6.21 on the 10-point scale).

Is your eDAS bill easy to understand?	Quarter			
	1st Quarter/FY07 July, August, Sept. 76	4th Quarter/FY06 April, May, June 17	3rd Quarter/FY06 Jan., Feb., March 12	2nd Quarter/FY06 Oct., Nov., Dec.
Overall Average	**6.21**	5.29	6.32	NA
Don't Know	70 48%	7 29%	5 29%	NA
Skipped the question	26	172	238	NA

Q46. Is your eDAS bill accurate?
Use a 10-point scale where ONE means your eDAS bill is typically INACCURATE and TEN means your eDAS bill is typically ACCURATE.

Note: All customers responded to Q46 in 1st quarter/FY07.

Overall, the customers surveyed indicated that their eDAS bill is typically accurate (6.62 on the 10-point scale).

Is your eDAS bill accurate?	Quarter			
	1st Quarter/FY07 July, August, Sept. 68	4th Quarter/FY06 April, May, June 17	3rd Quarter/FY06 Jan., Feb., March 11	2nd Quarter/FY06 Oct., Nov., Dec.
Overall Average	**6.62**	6.0	7.4	NA
Don't Know	78 53%	7 29%	6 35%	NA
Skipped the question	26	172	238	NA

Q47a. Did you contact DAS Finance regarding your eDAS billing in July, August or September 2006?

Note: All customers responded to Q47a in 1st quarter/FY07.

Overall, 18% of the customers surveyed contacted DAS Finance, regarding their eDAS billing in July, August or September 2006.

Did you contact DAS Finance regarding your eDAS billing?	Quarter			
	1st Quarter/FY07 July, August, Sept. 146	4th Quarter/FY06 April, May, June 24	3rd Quarter/FY06 Jan., Feb., March 17	2nd Quarter/FY06 Oct., Nov., Dec.
Yes	**26** **18%**	13 54%	5 29%	NA
No	98 67%	10 42%	10 59%	NA
Don't know	22 15%	1 4%	2 12%	NA
Skipped the question	26	172	238	NA

Q47b. How responsive was DAS Finance to your eDAS billing questions? Use a 10-point scale where ONE means NON-RESPONSIVE and TEN means EXTREMELY RESPONSIVE.

Overall, the customers surveyed who had contacted DAS Finance indicated that DAS Finance was responsive (6.72 on the 10-point scale) to their eDAS billing questions.

How responsive was DAS Finance to your eDAS billing questions?	Quarter			
	1st Quarter/FY07 July, August, Sept. 25	4th Quarter/FY06 April, May, June 13	3rd Quarter/FY06 Jan., Feb., March 7	2nd Quarter/FY06 Oct., Nov., Dec.
Overall Average	**6.72**	7.15	6.83	NA
Don't Know	1 4%	0	0	NA
Skipped the question	146	183	248	NA

Q48. Additional comments regarding your experiences with DAS Finance:

- It was a nice gesture for Lana Morrisey to meet with the agencies.
- I work with Pat Mullenbach in terms of my eDAS bill. She is very responsive and gets my concerns addressed immediately. She has been a breath of fresh air. Thanks to Pat!
- This survey instrument needs to be condensed. Because you only see it from window to window, instead of the overall survey, we were not sure where to enter which comments.
- Continue to struggle with DAS not meeting their own Administrative Rules guidelines regarding reclassification requests.
- I was not invited, (didn't know there was a training) to go any eDAS training, and I looked over eDAS bill but I did not handle the response to them.
- eDAS is not an easy to use system. Make it "user-friendly" for the CUSTOMER, not the people who are creating the bills.
- You have to know the right question to ask to get an answer. If you don't know what to ask only state the question or problem you won't get a good answer.
- I have not used eDAS.
- I did not use eDAS so I can't answer those questions. Also when asking "how did you interact with (DAS, ITE, SAE, HRE, GSE) All the answers assume we requested services from said agency, but what if the interaction was providing services to them?
- I am new to the state system. I find the level of professionalism to be more than I expected.
- I wish eDAS would enable me to download the very detailed ITE data surrounding services. I can get aggregates by service, but not the detail. My goal would be to be able to select a specific PACE account and download the monthly detail data.
- The people I interact with are very good to work with. The eDAS system and I3 are poorly designed and unreliable for my purposes.
- DAS should create a standard report that reflects everything in one place (accounting codes, formulas for computation, rates, etc.)
- Jeannie Adams is great to work with.
- Try and keep the Lucas Bldg. printer in the building at all times

■ CONCLUSION

The survey respondents (172 customers) who participated in the 1st quarter/FY07 Customer Satisfaction Survey included a diverse cross-section of departments and agencies.

DAS Enterprises and DAS Core

Among the four DAS enterprises (GSE, ITE, HRE and SAE) and DAS Core, **overall**, the customers surveyed rated their satisfaction with the products and/or services received from the State Accounting Enterprise (SAE) slightly higher (8.31 on the 10-point scale) than the other enterprises and DAS Core.

	Overall Average
• SAE	8.31
• ITE	7.76
• HRE	7.51
• DAS Core	7.47
• GSE	7.42

Overall, the survey respondents indicated that the products and/or services were received as requested. However, the products and services were not always delivered on time or provided as quoted.

DAS Enterprises/DAS CORE	Products and/or services received as requested	Products and/or services delivered on time	Products and/or services provided as quoted
State Accounting Enterprise (SAE)	90%	82%	76%
DAS Core	90%	79%	71%
Human Resource Enterprise (HRE)	87%	73%	69%
Information Technology Enterprise (ITE)	85%	73%	70%
General Services Enterprise (GSE)	79%	72%	66%

Among the four DAS enterprises (GSE, ITE, HRE and SAE) and DAS Core, **overall**, the customers rated their satisfaction with the customer service provided by the State Accounting Enterprise (SAE) slightly higher (8.35 on the 10-point scale) than the other enterprises and DAS Core.

	Overall Average
• SAE	8.35
• ITE	7.77
• HRE	7.58
• DAS Core	7.62
• GSE	7.61

DAS Finance

Overall, 33% (49 of 147) of the customers who responded to the question called the DAS Customer Service Center for assistance in July, August and September 2006. The customers were satisfied (7.77 on the 10-point scale) with the quality of the service provided by the customer service staff.

The quarterly Customer Satisfaction Survey provides the Iowa Department of Administrative Services with statistical data to determine what steps DAS can take to improve its products and services.

APPENDIX

#11140
DAS/Quarter ONE/FY07 (July, August, September 2006)
FINAL 10.16.06

E-mail invitation

Subject line: DAS Quarterly Customer Satisfaction Survey
Return e-mail: research@essmanresearch.com

Dear Valued Customer:

The Department of Administrative Services (DAS) is committed to continuously improving the quality of service we provide to customers.

DAS will implement four quarterly surveys to gather immediate feedback from customers relative to your recent experiences with DAS and the services purchased/received through each of the four DAS enterprises.

You have been selected to participate in the **first quarter customer satisfaction survey**. The quarterly survey will take no more than **fifteen minutes of your time**. Your individual responses are strictly confidential. Essman/Research, an independent marketing research firm in Des Moines, has been retained by DAS to tabulate the survey results and analyze the findings.

The purpose of this quarterly survey is to gauge your satisfaction with services received during **July, August and September 2006** from DAS and determine what steps DAS can take to improve their products and services. The survey results will be shared quarterly.

On behalf of the Department of Administrative Services, thank you in advance for completing the quarterly Customer Satisfaction Survey. **Please complete this quarterly survey by Wednesday, October 25, 2006.**

To access the electronic survey, click here: http://

Sincerely,

Mollie Anderson
Director
Iowa Department of Administrative Services

Insert DAS logo on each page

Important Reminder: Base your individual responses on the products and/or services received from each of the four DAS Enterprises (General Services, Information Technology, Human Resources and State Accounting) during **July, August and September 2006**.

Q1. Department/Agency: _____

Q2. Title: _____

Q3a. Are you currently a Customer Council Member?

- ❒ Yes
- ❒ No (Skip to Q4a)

Q3b. For which Enterprise?

- ❒ General Services
- ❒ Human Resources
- ❒ Information Technology
- ❒ State Accounting

Q3c. Are the enterprise financial statements easy to understand?

- ❒ Yes (Skip to Q4a)
- ❒ No (Ask Q3d)
- ❒ Not familiar/not aware of the enterprise financial statement (Skip to Q4a)

Q3d. How can the enterprise financial statements be improved?

(Add text box for response)

General Services Enterprise (GSE)
Services provided through the GSE:

- Construction
- Custodial Services
- Facilities Management
- Facility Rentals
- Fleet
- Grounds Service
- Lock Shop Services
- Mail
- Mechanical Services
- Paper Shredding
- Property Construction/Management/Space
- Purchasing/Procurement Services

Please select ONE response per question, unless otherwise specified.

Q4a. Did **you** interact with the **General Services Enterprise (GSE)** during **July, August or September 2006** (purchased, received products and/or services or bill payment)?

❒ Yes
❒ No (Skip to Q11a)

Q4b. How did **you** interact with General Services? (Check all that apply)

❒ Ordered/purchased products and/or services
❒ Received products and/or services
❒ Bill payment
❒ Other (specify) _____

Q5. How often during **July, August or September 2006** did **you** order/receive products and/or services from General Services?

❒ 1-10 times
❒ 11-20 times
❒ 21-30 times
❒ 31 or more times
❒ Don't know

Q6a. Did **you** receive the products and/or services you requested?

❒ Yes
❒ No
❒ Other specify _____

Q6b. How satisfied were **you** with the **products and/or services received** from GSE? Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED. DK = Don't Know

1 2 3 4 5 6 7 8 9 10 DK

Q7. Did GSE deliver the products and/or services on time?

- ❒ Yes
- ❒ No
- ❒ Other specify _____
- ❒ Don't know

Q8. Did GSE provide the products and/or services as quoted?

- ❒ Yes
- ❒ No
- ❒ Other specify _____
- ❒ Don't know

Q9. How would you rate the **customer service** provided by GSE?
Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED. DK = Don't Know

1 2 3 4 5 6 7 8 9 10 DK

Q10. Additional comments regarding your experiences with GSE:

_____

Information Technology Enterprise (ITE)
Services provided through the ITE:

- Application Development and Support
- Asset Management
- Common Directory
- Computer Training
- Database Services
- Desktop Services
- Disaster Recovery/Business Continuity
- Email Services
- Enterprise Applications
- Help Desk Services
- Mainframe Access/Printing/Processing/Services
- Mainframe and Operating System Application Development
- Multi Media
- Network Services
- Printing Services
- Secure Infrastructure
- Security
- Server
- Server Farm

Please select ONE response per question, unless otherwise specified.

Q11a. Did **you** interact with the **Information Technology Enterprise (ITE)** during **July, August or September 2006** (purchased, received services or bill payment)?

❒ Yes
❒ No (Skip to Q19a)

Q11b. How did **you** interact with Information Technology? (Check all that apply)

❒ Ordered/purchased services
❒ Received services
❒ Bill payment
❒ Other (specify) _____

Q12. How often during **July, August or September 2006** did **you** order/receive services from Information Technology?

❒ 1-10 times
❒ 11-20 times
❒ 21-30 times
❒ 31 or more times
❒ Don't know

Q13a. Did **you** receive the services you requested?

❒ Yes
❒ No
❒ Other specify _____

Q13b. How satisfied were **you** with the **services received** from ITE?
Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED. DK = Don't Know

1 2 3 4 5 6 7 8 9 10 DK

Q14. Did ITE deliver the services on time?

- ❒ Yes
- ❒ No
- ❒ Other specify_____
- ❒ Don't know

Q15. Did ITE provide the services as quoted?

- ❒ Yes
- ❒ No
- ❒ Other specify_____
- ❒ Don't know

Q16. How responsive was the **ITE Service Desk**?
Use a 10-point scale where ONE means NON-RESPONSIVE and TEN means EXTREMELY RESPONSIVE. DK = Don't Know

1 2 3 4 5 6 7 8 9 10 DK

Does not apply (NA)

Q17. How would you rate the **customer service** provided by ITE?
Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED. DK = Don't Know

1 2 3 4 5 6 7 8 9 10 DK

Q18. Additional comments regarding your experiences with ITE:

_____

Human Resource Enterprise (HRE)
Services provided through the HRE:

- Benefits
- Employment Assistance/Services
- Flexible Spending
- Golden Dome Awards Program
- Health Insurance Program Administration
- Program Delivery Services
- Training
- Worker's Compensation Program Administration

Please select ONE response per question, unless otherwise specified.

Q19a. Did **you** interact with the **Human Resources Enterprise (HRE)** during **July, August or September 2006** (purchased, received services or bill payment)?

❒ Yes
❒ No (Skip to Q26a)

Q19b. How did **you** interact with Human Resources? (Check all that apply)

❒ Ordered/purchased services
❒ Received services
❒ Bill payment
❒ Other (specify) _____

Q20. How often during **July, August or September 2006** did **you** utilize the services provided by the Human Resource Enterprise?

❒ 1-10 times
❒ 11-20 times
❒ 21-30 times
❒ 31 or more times
❒ Don't know

Q21a. Did **you** receive the services you requested?

❒ Yes
❒ No
❒ Other specify _____

Q21b. How satisfied were you with the **services received** from HRE?
Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED. DK = Don't Know

1 2 3 4 5 6 7 8 9 10 DK

Q22. Did HRE deliver the services on time?

❒ Yes
❒ No
❒ Other specify _____
❒ Don't know

Q23. Did HRE provide the services as quoted?

- ❒ Yes
- ❒ No
- ❒ Other specify _____
- ❒ Don't know

Q24. How would you rate the **customer service** provided by HRE?
Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED. DK = Don't Know

1 2 3 4 5 6 7 8 9 10

Q25. Additional comments regarding your experiences with HRE:

_____

State Accounting Enterprise (SAE)

Service provided through the SAE:

- Accounting
- Payroll

Please select ONE response per question, unless otherwise specified.

Q26a. Did **you** interact with the **State Accounting Enterprise (SAE)** during **July, August or September 2006** (purchased, received services or bill payment)?

- ❒ Yes
- ❒ No (Skip to Q33a)

Q26b. How did **you** interact with State Accounting? (Check all that apply)

- ❒ Ordered/purchased services
- ❒ Received services
- ❒ Bill payment
- ❒ Other (specify) _____

Q27. How often during **July, August or September 2006** did **you** utilize the services provided by the State Accounting Enterprise?

- ❒ 1-10 times
- ❒ 11-20 times
- ❒ 21-30 times
- ❒ 31 or more times
- ❒ Don't know

Q28a. Did you receive the services you requested?

- ❒ Yes
- ❒ No
- ❒ Other specify _____

Q28b. How satisfied were **you** with the **services received** from SAE?
Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED. DK = Don't Know

1 2 3 4 5 6 7 8 9 10 DK

Q29. Did SAE deliver the services on time?
- ❒ Yes
- ❒ No
- ❒ Other specify _____
- ❒ Don't know

Q30. Did SAE provide the services as quoted?
- ❒ Yes
- ❒ No
- ❒ Other specify _____
- ❒ Don't know

Q31. How would you rate the **customer service** provided by SAE?
Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED. DK = Don't Know

1 2 3 4 5 6 7 8 9 10 DK

Q32. Additional comments regarding your experiences with SAE:

_____

DAS Core

Services provided through DAS CORE:

- Marketing
- Communications
- Legal
- Legislative
- Finance
- eDAS

Please select ONE response per question, unless otherwise specified.

Q33a. Did **you** interact with the **DAS CORE** during **July, August or September 2006** (requested, received products and/or services or bill payment)?

- ❒ Yes
- ❒ No (Skip to Q42a)

Q33b. How did **you** interact with DAS CORE? (Check all that apply)

- ❒ Requested products and/or services
- ❒ Received products and/or services
- ❒ Other (specify) _____

Q34. How often during **July, August or September 2006** did **you** request/receive products and/or services from DAS CORE?

- ❒ 1-10 times
- ❒ 11-20 times
- ❒ 21-30 times
- ❒ 31 or more times
- ❒ Don't know

Q35a. Did **you** receive the products and/or services you requested?

- ❒ Yes
- ❒ No
- ❒ Other specify _____

Q35b. How satisfied were **you** with the **products and/or services received** from DAS CORE? Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED. DK = Don't Know

1 2 3 4 5 6 7 8 9 10 DK

Q36. Did DAS CORE deliver the products and/or services on time?

- ❒ Yes
- ❒ No
- ❒ Other specify _____
- ❒ Don't know

Q37. Did DAS CORE provide the products and/or services as quoted?

- ❒ Yes
- ❒ No
- ❒ Other specify _____
- ❒ Don't know

Q38. Did the DAS CORE services provide added-value?

- ❒ Yes
- ❒ No
- ❒ Other specify _____
- ❒ Don't know

Q39. How can DAS CORE provide additional value?
[Add text box]

_____
_____

Q40. How would you rate the **customer service** provided by DAS CORE?
Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED. DK = Don't Know

1 2 3 4 5 6 7 8 9 10 DK

Q41. Additional comments regarding your experiences with DAS CORE:
[Add text box]
_____

DAS Finance

Q42a. Did you call the DAS Customer Service Center for assistance in **July, August or September 2006**?

- ❒ Yes
- ❒ No (Skip to Q43a)
- ❒ Don't know (Skip to Q43a)

Q42b. How would you rate the quality of the **service provided** by the customer service staff?
Use a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED. DK = Don't Know

1 2 3 4 5 6 7 8 9 10 DK

Q43a. Have you ever attended one or more of the eDAS training sessions?

- ❒ Yes
- ❒ No (Skip to Q44)
- ❒ Don't know (Skip to Q44)

Q43b. How would you rate the quality of the **eDAS training sessions**?
Use a 10-point scale where ONE means NOT AT ALL BENEFICIAL and TEN means EXTREMELY BENEFICIAL. DK = Don't Know

1 2 3 4 5 6 7 8 9 10 DK

Q44. Did you order services using the **eDAS online ordering system** in **July, August or September 2006**?

- ❒ Yes
- ❒ No (Skip to Q48)
- ❒ Don't know (Skip to Q48)

Q45. Is your eDAS bill **easy to understand**?
Use a 10-point scale where ONE means your eDAS bill is VERY DIFFICULT to UNDERSTAND and TEN means EXTREMELY EASY to UNDERSTAND. DK = Don't Know

1 2 3 4 5 6 7 8 9 10 DK

Q46. Is your **eDAS bill accurate**?
Use a 10-point scale where ONE means your eDAS bill is typically INACCURATE and TEN means your eDAS bill is typically ACCURATE. DK = Don't Know

1 2 3 4 5 6 7 8 9 10 DK

Q47a. Did you contact DAS Finance regarding your eDAS billing in **July, August or September 2006**?

- ❒ Yes
- ❒ No (Skip to Q48)
- ❒ Don't know (Skip to Q48)

Q47b. How responsive was DAS Finance to your **eDAS billing questions**?
Use a 10-point scale where ONE means NON-RESPONSIVE and TEN means EXTREMELY RESPONSIVE. DK = Don't Know

1 2 3 4 5 6 7 8 9 10 DK

Q48. Additional comments regarding your experiences with DAS Finance:
[Add text box]

_____

Thank You
On behalf of the Department of Administrative Services, thank you for participating in the quarterly survey.
SUBMIT
Re-direct to the DAS Web site.

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES
ONLINE CUSTOMER SATISFACTION SURVEY
1st QUARTER/FY07 (JULY, AUGUST AND SEPTEMBER 2006)
SATISFACTION DATA TABLES
OCTOBER 31, 2006

Satisfaction with Products and/or Services

Note: Ratings are based on a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.

How satisfied were you with the <u>products and/or services</u> received from GSE?

Ratings (General Services)	Customers (108 respondents)
1 = Very Dissatisfied	2 1.9%
2	2 1.9%
3	2 1.9%
4	4 3.7%
5	9 8.3%
6	6 5.6%
7	**13** **12%**
8	**35** **32.4%**
9	**21** **19.4%**
10 = Extremely Satisfied	**11** **10.2%**
Don't know	3 2.8%
Skipped the question	64

How satisfied were you with the services received from ITE?

Ratings (Information Technology)	Customers (86 respondents)
1 = Very Dissatisfied	0
2	1 1.2%
3	1 1.2%
4	3 3.5%
5	5 5.8%
6	5 5.8%
7	**14** **16.3%**
8	**27** **31.4%**
9	**14** **16.3%**
10 = Extremely Satisfied	**14** **16.3%**
Don't know	2 2.3%
Skipped the question	86

How satisfied were you with the services received from HRE?

Ratings (Human Resources)	Customers (64 respondents)
1 = Very Dissatisfied	2 3.1%
2	2 3.1%
3	1 1.6%
4	1 1.6%
5	5 7.8%
6	4 6.2%
7	**9** **14.1%**
8	**15** **23.4%**
9	**12** **18.8%**
10 = Extremely Satisfied	**12** **18.8%**
Don't know	1 1.6%
Skipped the question	108

How satisfied were you with the services received from SAE?

Ratings (State Accounting)	Customers (74 respondents)
1 = Very Dissatisfied	0
2	0
3	1 1.4%
4	2 2.7%
5	1 1.4%
6	3 4.1%
7	**8** **10.8%**
8	**18** **24.3%**
9	**26** **35.1%**
10 = Extremely Satisfied	**13** **17.6%**
Don't know	2 2.7%
Skipped the question	98

How satisfied were you with the services received from DAS Core?

Ratings (DAS Core)	Customers (48 respondents)
1 = Very Dissatisfied	0
2	0
3	2 4.2%
4	2 4.2%
5	4 8.3%
6	4 8.3%
7	**6** **12.5%**
8	**15** **31.3%**
9	**9** **18.8%**
10 = Extremely Satisfied	**5** **10.4%**
Don't know	1 2.1%
Skipped the question	124

Satisfaction with Customer Service

Note: Ratings are based on a 10-point scale where ONE means VERY DISSATISFIED and TEN means EXTREMELY SATISFIED.

How would you rate the customer service provided by GSE?

Ratings (General Services)	Customers (108 respondents)
1 = Very Dissatisfied	1 0.9%
2	3 2.8%
3	1 0.9%
4	5 4.6%
5	7 6.5%
6	10 9.3%
7	**12** **11.1%**
8	**20** **18.5%**
9	**28** **25.9%**
10 = Extremely Satisfied	**17** **15.7%**
Don't know	4 3.7%
Skipped the question	64

How would you rate the customer service provided by ITE?

Ratings (Information Technology)	Customers (86 respondents)
1 = Very Dissatisfied	1 1.2%
2	1 1.2%
3	0
4	3 3.5%
5	3 3.5%
6	7 8.1%
7	**15** **17.4%**
8	**20** **23.3%**
9	**17** **19.8%**
10 = Extremely Satisfied	**14** **16.3%**
Don't know	5 5.8%
Skipped the question	86

How would you rate the <u>customer service</u> provided by HRE?

Ratings (Human Resources)	Customers (64 respondents)
1 = Very Dissatisfied	3 4.7%
2	1 1.6%
3	1 1.6%
4	2 3.1%
5	3 4.7%
6	4 6.2%
7	**7** **10.9%**
8	**19** **29.7%**
9	**11** **17.2%**
10 = Extremely Satisfied	**13** **20.3%**
Don't know	0
Skipped the question	108

How would you rate the <u>customer service</u> provided by SAE?

Ratings (State Accounting)	Customers (74 respondents)
1 = Very Dissatisfied	0
2	0
3	2 2.7%
4	1 1.4%
5	3 4.1%
6	1 1.4%
7	**8** **10.8%**
8	**14** **18.9%**
9	**26** **35.1%**
10 = Extremely Satisfied	**16** **21.6%**
Don't know	3 4.1%
Skipped the question	98

How would you rate the customer service provided by DAS Core?

Ratings (DAS Core4)	Customers (48 respondents)
1 = Very Dissatisfied	0
2	0
3	2 4.2%
4	0
5	4 8.3%
6	4 8.3%
7	**6** **12.5%**
8	**15** **31.3%**
9	**9** **18.8%**
10 = Extremely Satisfied	**5** **10.4%**
Don't know	3 6.2%
Skipped the question	124

Q42b. How would you rate the quality of the service provided by the DAS Customer Service Center staff?

Ratings (DAS Customer Service Center)	Customers (50 respondents)
1 = Very Dissatisfied	0
2	1 2%
3	1 2%
4	3 6%
5	1 2%
6	4 8%
7	**6** **12%**
8	**13** **26%**
9	**11** **22%**
10 = Extremely Satisfied	**9** **18%**
Don't know	1 2%
Skipped the question	122

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