

2009



Customer Survey

Iowa Communications Network

6/1/2009

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Introduction

For the past three years, the Iowa Telecommunications and Technology Commission has annually surveyed its customers to determine the level of satisfaction with the services provided by the Iowa Communications Network's staff. Customer satisfaction is an objective of our independent executive branch agency, one that is taken seriously.

The results from previous years' surveys along with input received from customer focus groups have provided the ITTC and ICN staff a basis for developing the agency's strategic plan and to gauge its performance. The feedback has also generated specific action items that resulted in beneficial enhancements for the customers.

The ITTC and ICN staff value customers' opinions and perceptions and strive to meet their expectations.

Methodology

This survey was conducted to determine the overall customer satisfaction level in regards to the organization as well as the customer satisfaction on an individual function-specific level. The survey also addressed satisfaction with specific services.

To achieve this goal, a list of ICN contacts was generated and a total of 1,718 customers were invited to take the survey. The past three annual customer surveys were conducted by a third party. This survey was conducted internally by using a system called SurveyMonkey, a survey service provided by a third party, which has an anonymity feature. The survey period was between the initial invitation date of April 29 and the termination date of May 13, 2009. The customer survey can be found in Appendix A of this document.

A total of 1,455 invitations were successfully received. Of those, 413 customers clicked on the survey link, and 353 completed the survey. The total response rate for this survey is 24 percent. The response rate has decreased by 8 percent from a rate of 32 percent a year ago.

The sections are aligned with seven of the customer contact areas. This survey included skip logic feature that allowed respondents to answer those sections of the survey that were applicable with their ICN experiences. The functional areas included in this survey are as follows:

- ICN Sales
- ICN Project Management
- ICN Delivery of Service
- ICN Billing
- ICN Service Desk/Network Operations Center (NOC)
- ICN Maintenance and Repair
- ICN Video Scheduling

This report contains a table for each functional area. There were also "open-ended" survey questions for each area. Although comparisons between scores achieved in the May 2008 and May 2009 for similar questions, the following methodology changes should be considered:

- The 2008 survey was conducted by an independent third party vendor and anonymity may have been perceived as being greater. ICN did have the e-mail and IP addresses removed by SurveyMonkey and did not have privy to that information.
- The 2009 survey required only those persons indicating a relationship with a functional area to respond to those questions relating to that area.

General Information

The first five questions of the survey were designed to measure overall satisfaction as well as providing demographic information regarding the respondents.

Demographic Information

By what type of organization are you employed?				Response Percent	Response Count
K-12 School (including AEAs)				38.26%	158
State Agency				36.08%	149
Post Secondary Education				13.32%	55
Federal Agency				1.45%	6
State Judicial Branch Organization				0.73%	3
State Legislative Branch Organization				0.73%	3
Public Library				3.39%	14
Medical Organization				2.91%	12
Other				3.15%	13
<i>Answered Question</i>				100.00%	413

What is your position within the organization?				Response Percent	Response Count
Management				50.86%	208
Staff				49.14%	201
<i>Answered Question</i>				100.00%	409

Overall Satisfaction

Overall satisfaction with the services

	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Response Count
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	
Overall, how satisfied are you with the services that you receive from the ICN?	47.78%	194	35.22%	143	9.11%	37	6.16%	25	1.72%	7	406

Value of ICN Services:

		Excellent Value		Good Value		Average Value		Fair Value		Poor Value		Response Count
How would you rate the value of the services you receive from the ICN?		30.33%	121	45.36%	181	14.29%	57	5.76%	23	4.26%	17	399

Recommend the ICN:

		Very Likely		Somewhat Likely		Somewhat Unlikely		Very Unlikely		Response Count
How likely would you be to recommend additional ICN Services to decision makers in your organization or your peers?		45.77%	173	40.74%	154	7.94%	30	5.56%	21	378



Functional Areas Response

Sales

Do you work with ICN sales staff members?	Response Percent	Response Count									
Yes	31.48%	130									
No	68.52%	283									
<i>Answered Question</i>		413									

How satisfied are you with the following ICN sales attributes?	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Response Count
Quality of responses to your questions and concerns	44.26%	54	38.52%	47	7.38%	9	6.56%	8	3.28%	4	122
Timeliness of ICN sales staff response to your needs	40.50%	49	32.23%	39	11.57%	14	11.57%	14	4.13%	5	121
The knowledge level of ICN's sales staff	50.83%	61	28.33%	34	15.83%	19	3.33%	4	1.67%	2	120
ICN sales staff keeps you informed of changes	32.23%	39	30.58%	37	23.14%	28	9.09%	11	4.96%	6	121
Ability of ICN's sales staff to anticipate your needs and proactively provide assistance	29.17%	35	29.17%	35	27.50%	33	10.00%	12	4.17%	5	120
Professionalism of ICN staff	55.37%	67	29.75%	36	11.57%	14	1.65%	2	1.65%	2	121
Follow-through by ICN staff after product is installed	38.79%	45	27.59%	32	22.41%	26	6.90%	8	4.31%	5	116
Service provided met your objectives	45.76%	54	30.51%	36	11.86%	14	6.78%	8	5.08%	6	118
Ongoing consolation	31.03%	36	30.17%	35	25.00%	29	8.62%	10	5.17%	6	116
Overall Sales Performance	38.94%	44	30.97%	35	17.70%	20	8.85%	10	3.54%	4	113

Approximately how many contacts have you had with ICN sales in the past 6 months?	2009 Response Percent	Response Count									
0	8.80%	11									
1 - 3	47.20%	59									
4 - 6	18.40%	23									
7 - 9	6.40%	8									
10+	19.20%	24									
<i>Answered Question</i>		125									



Project Management

Do you work with ICN project managers who have been identified to manage your order?	Response Percent	Response Count									
Yes	27.65%	112									
No	72.35%	293									
<i>Answered Question</i>		405									

How satisfied are you with the following ICN project management attributes?	Very Satisfied	Somewhat Satisfied	Neither Satisfied nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied	Response Count					
Coordination of all service aspects	50.00%	50	33.00%	33	9.00%	9	6.00%	6	2.00%	2	100
Service order notification	50.51%	50	31.31%	31	9.09%	9	8.08%	8	1.01%	1	99
Professionalism of ICN staff	66.34%	67	19.80%	20	9.90%	10	1.98%	2	1.98%	2	101
Timeliness of ICN staff response for information requested	50.50%	51	24.75%	25	14.85%	15	7.92%	8	1.98%	2	101
Notification of project scope or timeline changes	44.90%	44	28.57%	28	15.31%	15	9.18%	9	2.04%	2	98
Quality of responses to your questions and concerns	51.52%	51	27.27%	27	16.16%	16	3.03%	3	2.02%	2	99
The knowledge level of ICN's project management staff	53.00%	53	29.00%	29	16.00%	16	0.00%	0	2.00%	2	100
Follow-through after product is installed	42.71%	41	29.17%	28	18.75%	18	8.33%	8	1.04%	1	96
Service provided met your objectives	54.64%	53	24.74%	24	17.53%	17	2.06%	2	1.03%	1	97
Overall Project Management Performance	51.04%	49	26.04%	25	19.79%	19	2.08%	2	1.04%	1	96

Approximately how many contacts have you had with ICN project management in the past 6 months?	2009 Response Percent	Response Count									
0	11.54%	12									
1 - 3	47.12%	49									
4 - 6	22.12%	23									
7 - 9	6.73%	7									
10+	12.50%	13									
<i>Answered Question</i>		104									

Delivery of Service

Have you been involved when an ICN service has been ordered or installed?	Response Percent	Response Count								
Yes	57.22%	226								
No	42.78%	169								
<i>Answered Question</i>		395								

How satisfied are you with ICN delivery of services attributes (including installation and service order experience)?	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Response Count
Timeliness of ICN delivery of services	54.63%	118	24.54%	53	9.26%	20	8.33%	18	3.24%	7	216
Professionalism of ICN staff	68.35%	149	22.48%	49	5.50%	12	1.83%	4	1.83%	4	218
Services provided met your expectations	56.94%	123	26.39%	57	7.41%	16	6.94%	15	2.31%	5	216
Follow-through after the product is installed	46.86%	97	26.57%	55	15.46%	32	6.76%	14	4.35%	9	207
Overall Delivery of Services Performance	53.52%	114	27.70%	59	12.21%	26	4.23%	9	2.35%	5	213

16 Approximately how many contacts have you had with ICN Service Desk/Network Operations Center (NOC) in the past 6 months?	2009 Response Percent	Response Count								
0	18.10%	40								
1 - 3	52.10%	115								
4 - 6	16.00%	35								
7 - 9	6.30%	11								
10+	18.10%	20								
<i>Answered Question</i>		221								

Billing

Do you work with ICN billing staff members?		Response Percent	Response Count								
Yes		30.10%	106								
No		69.90%	283								
<i>Answered Question</i>			389								

How satisfied are you with the following ICN billing attributes?	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Response Count
Completeness of billing	56.86%	58	30.39%	31	6.86%	7	2.94%	3	2.94%	3	102
Accuracy of billing	60.40%	61	23.76%	24	4.95%	5	6.93%	7	3.96%	4	101
Timeliness of billing	60.78%	62	25.49%	26	7.84%	8	3.92%	4	1.96%	2	102
Timeliness of resolution of billing disputes	54.55%	48	27.27%	24	7.95%	7	6.82%	6	3.41%	3	88
Payment methods	62.24%	61	26.53%	26	9.18%	9	1.02%	1	1.02%	1	98
Professionalism of staff	70.71%	70	22.22%	22	5.05%	5	0.00%	0	2.02%	2	99
Helpfulness of staff	68.00%	68	22.00%	22	7.00%	7	0.00%	0	3.00%	3	100
Use-friendliness of process	56.44%	57	24.75%	25	9.90%	10	4.95%	5	3.96%	4	101
Overall Billing Performance	56.84%	54	30.53%	29	4.21%	4	4.21%	4	4.21%	4	95

Would a visit from the ICN billing staff to discuss billing issues, the account change utility, and accounting structure be of interest to you?		Response Percent	Response Count								
Yes		4.29%	3								
No		144.29%	101								
<i>Answered Question</i>			70								

ICN Service Desk/Network Operations Center (NOC)

Have you contacted the ICN Service Desk/Network Operations Center (NOC) in the past year?		Response Percent	Response Count									
	Yes	55.67%	216									
	No	44.33%	172									
	<i>Answered Question</i>		388									

How satisfied are you with the following ICN Service Desk/Network Operations Center (NOC) attributes?	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Response Count
Promptness of answering inquiries	68.72%	145	21.80%	46	4.74%	10	3.32%	7	1.42%	3	211
Knowledge of service representatives	65.07%	136	26.79%	56	4.78%	10	2.87%	6	0.48%	1	209
Timeliness of information and updates	59.33%	124	26.32%	55	4.78%	10	5.74%	12	3.83%	8	209
Correctness of service installation /restoration	57.07%	117	28.29%	58	8.29%	17	3.41%	7	2.93%	6	205
Professionalism of service representatives	71.77%	150	22.01%	46	4.31%	9	0.96%	2	0.96%	2	209
Courteousness of service representatives	74.52%	155	19.23%	40	5.29%	11	0.00%	0	0.96%	2	208
Overall Service Desk/Network Operations Center (NOC) Performance	63.73%	130	25.98%	53	5.88%	12	3.43%	7	0.98%	2	204

Approximately how many contacts have you had with ICN Service Desk/Network Operations Center (NOC) in the past 6 months?	2009 Response Percent	Response Count										
0	6.07%	13										
1 - 3	51.87%	111										
4 - 6	19.16%	41										
7 - 9	5.61%	12										
10+	17.29%	37										
<i>Answered Question</i>	100.00%	214										

Maintenance and Repair

Do you work with ICN maintenance and repair staff members?		Response Percent	Response Count
Yes		36.53%	141
No		63.47%	245
<i>Answered Question</i>			386

How satisfied are you with ICN maintenance and repair attributes ?	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Response Count
Responsiveness by field personnel	76.47%	104	20.59%	28	1.47%	2	1.47%	2	0.00%	0	136
Responsiveness to large emergencies	69.72%	76	24.77%	27	2.75%	3	0.00%	0	2.75%	3	109
Completeness of maintenance or repair work	69.17%	92	22.56%	30	5.26%	7	2.26%	3	0.75%	1	133
Quality assurance experience	69.47%	91	22.14%	29	4.58%	6	3.05%	4	0.76%	1	131
Professionalism of field staff	76.52%	101	19.70%	26	2.27%	3	1.52%	2	0.00%	0	132
Maintenance provisions of the Service Level Agreement (SLA) were met	67.96%	70	21.36%	22	6.80%	7	2.91%	3	0.97%	1	103
Agreed upon Service Level Agreement (SLA) timeline was met	68.57%	72	20.95%	22	6.67%	7	1.90%	2	1.90%	2	105
Overall Maintenance and Repair Performance	63.91%	85	30.83%	41	3.76%	5	0.75%	1	0.75%	1	133

Approximately how many contacts have you had with ICN Service Desk/Network Operations Center (NOC) in the past 6 months?	2009 Response Percent	Response Count
0	15.22%	21
1 - 3	57.25%	79
4 - 6	12.32%	17
7 - 9	2.90%	4
10+	12.32%	17
<i>Answered Question</i>		138

Video Scheduling

Do you work with ICN video scheduling staff members?		Response Percent	Response Count								
	Yes	20.05%	77								
	No	79.95%	307								
	<i>Answered Question</i>		384								

How satisfied are you with the following ICN video scheduling attributes?	Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Response Count
Quality of responses to your questions and concerns	83.78%	62	16.22%	12	0.00%	0	0.00%	0	0.00%	0	74
Timeliness of ICN staff response to your needs	83.78%	62	16.22%	12	0.00%	0	0.00%	0	0.00%	0	74
The knowledge level of the ICN's video scheduling staff	83.78%	62	14.86%	11	1.35%	1	0.00%	0	0.00%	0	74
Video scheduling staff keeps you informed of changes	81.94%	59	18.06%	13	0.00%	0	0.00%	0	0.00%	0	72
Level of ICN staff professionalism	84.93%	62	15.07%	11	0.00%	0	0.00%	0	0.00%	0	73
Overall Video Scheduling Performance	83.56%	61	16.44%	12	0.00%	0	0.00%	0	0.00%	0	73

Approximately how many contacts have you had with ICN Service Desk/Network Operations Center (NOC) in the past 6 months?	2009 Response Percent	Response Count									
0	4.05%	3									
1 - 3	40.54%	30									
4 - 6	24.32%	18									
7 - 9	5.41%	4									
10+	25.68%	19									
<i>Answered Question</i>		74									

Services

What services have you received in the last six months and what is your level of satisfaction with those services?												
		Very Satisfied		Somewhat Satisfied		Neither Satisfied nor Dissatisfied		Somewhat Dissatisfied		Very Dissatisfied		Response Count
Voice	Long Distance	59.31%	86	26.90%	39	8.28%	12	4.14%	6	1.38%	2	145
Voice	Toll Free	58.42%	59	31.68%	32	6.93%	7	2.97%	3	0.00%	0	101
Voice	International Long Distance	46.15%	18	35.90%	14	15.38%	6	2.56%	1	0.00%	0	39
Voice	ICN Calling Card	53.85%	21	15.38%	6	23.08%	9	5.13%	2	2.56%	1	39
Voice	Capitol Complex System Calling Card	35.00%	7	15.00%	3	45.00%	9	5.00%	1	0.00%	0	20
Voice	Inmate Calling Services	21.05%	4	15.79%	3	52.63%	10	5.26%	1	5.26%	1	19
Voice	ICN Teleconferencing "Reservationless Plus"	50.54%	47	32.26%	30	11.83%	11	5.38%	5	0.00%	0	93
Voice	Capitol Complex Telephone Service	34.00%	17	40.00%	20	20.00%	10	6.00%	3	0.00%	0	50
Voice	Off-Complex Telephone Service	38.00%	19	34.00%	17	18.00%	9	8.00%	4	2.00%	1	50
Voice	Voice Mail	32.00%	24	38.67%	29	9.33%	7	18.67%	14	1.33%	1	75
Voice	Automatic Call Distribution	26.92%	7	46.15%	12	19.23%	5	3.85%	1	3.85%	1	26
Voice	Interactive Voice Response	20.00%	5	44.00%	11	28.00%	7	8.00%	2	0.00%	0	25
Voice	VoIP	20.00%	5	24.00%	6	28.00%	7	24.00%	6	4.00%	1	25
Data	Transport Services	33.33%	19	42.11%	24	17.54%	10	3.51%	2	3.51%	2	57
Data	Ethernet Circuits	49.56%	56	32.74%	37	8.85%	10	5.31%	6	3.54%	4	113
Data	Frame Relay	50.00%	28	26.79%	15	17.86%	10	3.57%	2	1.79%	1	56
Data	Internet	47.80%	76	34.59%	55	10.06%	16	4.40%	7	3.14%	5	159
Data	Domain Name Service (DNS)	45.59%	31	38.24%	26	11.76%	8	4.41%	3	0.00%	0	68
Data	Routing Management Service	32.56%	14	39.53%	17	20.93%	9	2.33%	1	4.65%	2	43
Data	Wireless Transport	36.00%	9	28.00%	7	24.00%	6	8.00%	2	4.00%	1	25
Video	Video Scheduling	59.78%	55	29.35%	27	8.70%	8	2.17%	2	0.00%	0	92
Video	Video Sessions	53.04%	61	33.04%	38	8.70%	10	3.48%	4	1.74%	2	115
Video	Compressed Video (dialable wide-band)	44.83%	13	31.03%	9	20.69%	6	3.45%	1	0.00%	0	29
Video	Perfect Meetings Managed Video (IP Videoconferencing)	43.33%	13	23.33%	7	30.00%	9	3.33%	1	0.00%	0	30
Other	Technician Labor Services	42.03%	29	43.48%	30	8.70%	6	5.80%	4	0.00%	0	69
Other	Wiring Maintenance	43.90%	18	34.15%	14	17.07%	7	4.88%	2	0.00%	0	41