



Iowa Communications Network 2011 Customer Surveys

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Methodology

The Iowa Telecommunications and Technology Commission, doing business as the Iowa Communications Network, is an independent executive branch state agency that administers a state-wide fiber optic network for the State of Iowa. Chapter 8D, Code of Iowa specifies the authorized users of the Network, which includes public and private K-20 education, state and federal governmental agencies, public libraries, hospitals and physician clinics, and National Guard Armories. Satisfaction of ICN customers, the authorized users, is an integral part of the Agency's mission.

Iowa Communications Network (ICN) utilized a two-step customer survey process to obtain FY 2011 customer satisfaction measures. The Step One Survey was conducted to verify contact information and gather general perceptions from key authorized user decision-makers regarding ICN services. The Step Two Surveys reached out to those authorized user contacts who dealt with specific aspects of the ICN business conduct and support functions including account contacts, billing contacts, technical support contacts, and video scheduling contacts. References to specific persons or sites have been altered to ensure anonymity.

Step One Survey: Key decision-makers with authorized user organizations were invited to participate in a short, general survey that measured the perception of the ICN services, as well as to electronically pass to the appropriate ICN contacts within their organization for completion. This increased the potential of having the appropriate people respond to the more detailed Step Two Surveys as well as affirm the contact information. These decision-makers included, but were not necessarily limited to state agency directors, K-12 school superintendents, hospital directors, and school principals. This survey was developed and disseminated by ICN staff utilizing SurveyMonkey software. The survey response collector was open between the initial invitation date of April 19, 2011 and May 4, 2011. A reminder e-mail was sent on April 27.

Survey	Total Invitations Sent	Invitations Successfully Received	Completed Surveys	Response Rate
One Survey	2,307	2,172	312	14.3%

Step Two Surveys: Four separate surveys were sent to specialized groups within the ICN customer base: account consultant contacts, technical support contacts, video schedulers, and billing contacts. These surveys were conducted to determine the overall customer satisfaction level regarding ICN business conduct, as well as the customer satisfaction with the specific services impacting the respondents in each specialized group. This process was utilized to ensure that the appropriate persons were completing the evaluation so that business conduct in general and each service could be rated more appropriately. For this analysis, all responses to specific questions from the specialized groups were aggregated to provide an overall response.

ICN did not include a "Neither Satisfied or Unsatisfied" response option as in the past. Mean scores were not calculated for this survey analysis for comparison, since the mean would have been based on four response options and the past the mean was based on five options. The comparisons would have been less than meaningful. By decreasing the answer options, respondents were forced to either choose a satisfied, dissatisfied, or don't know option which could impact reliability of this year's historical comparisons.

Contacts were compiled from existing lists and from contacts provided in the Step One Survey. A total of 1,193 customers were invited to take the surveys. This survey was developed and disseminated by ICN staff utilizing SurveyMonkey software between the initial invitation date of May 20, 2011, and June 3, 2011. Web links to these surveys can be found in the Appendix of this document. A reminder e-mail was sent by Executive Director Dave Lingren on June 1. Following are the response rates for Step Two Surveys:

Step Two Surveys	Total Invitations Sent	Invitations Successfully Received	Completed Surveys	Response Rate
Account Consultant Contacts	325	325	93	29%
Technical Support Contacts	136	136	41	30%
Billing Contacts	577	551	120	22%
Video Scheduler Contacts	155	155	27	17%
	1,193	1,167	281	24%

The combined response rate for these surveys was 24 percent compared with a 20 percent response rate for FY 2010 Customer Survey which used only a single step in the survey methodology.

The ICN functional areas evaluated in this survey are as follows:

- ICN Account Consultants
- ICN Project Management
- ICN Installation
- ICN Billing
- ICN Service Desk/Network Operations Center (NOC)
- ICN Maintenance and Repair
- ICN Video Scheduling

These surveys included a skip logic feature that allowed respondents to answer those sections of the survey that were applicable with their ICN experiences only during the past year. This report contains a section detailing the responses within each area. There were also “open-ended” survey questions for each area. Although comparisons between scores achieved in the June 2010 and May 2011 surveys for similar questions are provided, the following methodology changes should be considered:

- The 2010 Customer Survey required only those persons indicating a relationship with a functional area to respond to those questions relating to that particular area.
- The 2011 surveys allowed ranking of services for the current fiscal year only.
- The “do not know” responses were not included in the satisfaction calculations.

Terminology

- **Accountable Government Act (AGA) Performance Plan Target** – Iowa agencies are required to annually submit a plan indicating measure for agency outcomes relating to each of their core functions. ICN has set a target of 75 percent satisfaction for the Service Order experience, Notification/Update experience, Service Installation experience and the Billing experience.
- **ICN Services** – Voice, data, Internet, and video specific products.
- **ICN Business Conduct** – Business conduct includes the delivery of the product and includes attributes such as professionalism, timeliness, and follow-through with customers.
- **Satisfaction Score** – This rating is the combination of the Very Satisfied and Satisfied rating for each item. The “Don’t Know” responses are not considered in determining this score.

- **Significant Difference**—In the past, ICN has measured standard deviation of five satisfaction levels to compare year-to-year trends. This year, four satisfaction levels instead of five were utilized, so the means would not be comparable. This year, the ICN investigated the differences between the two top box scores or the 'satisfaction' score to determine if there is a difference of over 5% from year to year and indicate those differences as significant. These significant differences will be highlighted.

Executive Summary

As described in the Methodology on page three, this year, the ICN conducted surveys in two steps. In general, the Iowa Communications Network (ICN) received positive customer satisfaction scores for FY 2011 in both the Step One Survey and Step Two Surveys. The ICN annually requests feedback from customers to take a pulse of their satisfaction regarding service provided. Many of the questions are the same or similar to questions asked in previous years. This will allow staff to determine if there are significant differences in scores. Some of the measures generated by the surveys are included in the Accountable Government Act performance evaluations.

Step One Survey: The first survey focused on analyzing the perceptions of the executives of the organizations that are authorized users of the ICN: school principals, district superintendents, agency directors, health care CEOs etc. These stakeholders may not be the persons who ICN staff works with on a daily basis, but are the primary staff contacts that decision makers and other stakeholders may contact regarding ICN business conduct, services, and to ascertain the value of the ICN. Since the bulk of the questions included in the survey are general, they will be included in this summary.

Demographic Information

By what kind of an organization are you employed?		
K-12 School (including AEAs)	196	62.82%
Postsecondary Education	22	7.05%
State Agency - Executive Branch	19	6.09%
State Agency - Judicial Branch	0	0.00%
State Agency - Legislative Branch	2	0.64%
Federal Agency	0	0.00%
Public Library	69	22.12%
Medical Organization	2	0.64%
Other	2	0.64%
	312	

	Yes		No		Don't Know		Response Count
Does your organization currently utilize ICN Services	86.22%	269	12.82%	40	0.96%	3	312

Overall Satisfaction

	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Don't Know		Response Count	Satisfaction Score
Overall, how satisfied are you with the services that you receive from the ICN?	38.78%	121	41.67%	130	5.77%	18	2.56%	8	11.22%	35	312	90.61%

Overall satisfaction with the services: Almost 91 percent of those responding to this question were either satisfied or very satisfied overall with the services received from the ICN.

	Excellent Value		Good Value		Average Value		Fair Value		Poor Value		Don't Know		Response Count	Satisfaction Score
How would you rate the value of the services you receive from the ICN?	26.28%	82	42.31%	132	12.82%	40	3.85%	12	2.88%	9	11.86%	37	312	77.82%

Value of ICN Services: Almost 78 percent of those responding to this question indicated that the value of ICN services was either an excellent or good value. About seven percent of the respondents indicated ICN services were either a poor or fair value.

How satisfied are you with the following ICN service attributes?	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Don't Know		Response Count	Satisfaction Score
Promptness of answering inquiries	39.55%	123	26.37%	82	2.25%	7	1.29%	4	30.55%	95	311	94.91%
Timeliness of information and updates	37.86%	117	28.80%	89	4.21%	13	0.65%	2	28.48%	88	309	93.21%
Correctness of service installation/restoration	37.74%	117	24.84%	77	4.52%	14	1.94%	6	30.97%	96	310	90.65%
Professionalism of ICN staff	52.92%	163	16.23%	50	1.30%	4	0.65%	2	28.90%	89	308	97.26%
Courteousness of ICN staff	54.37%	168	15.21%	47	0.97%	3	0.32%	1	29.13%	90	309	98.17%
Overall ICN service performance	41.84%	118	30.85%	87	4.61%	13	1.06%	3	21.63%	61	282	92.76%

Customer Satisfaction Levels: Overall, the satisfaction level of ICN business conduct attributes was high with satisfaction scores in all categories over 90 percent. The “professionalism of ICN staff” was the highest ranking at over 98 percent with the “correctness of service installation/ restoration” ranking the lowest at almost 91 percent.

	Very Likely		Somewhat Likely		Somewhat Unlikely		Very Unlikely		Don't Know		Response Count	Satisfaction Score
How likely would you be to recommend additional ICN Services to staff within your organization or your peers?	36.54%	114	33.97%	106	8.33%	26	6.41%	20	14.74%	46	312	82.7%

Recommend the ICN: Almost 83 percent of those responding to this question indicated that they would be very likely or somewhat likely to recommend ICN services to staff within their organization or to their peers.

What is your level of awareness of the following ICN services?	High		Some Understanding		Minimum Understanding		I didn't know ICN offered this service		Response Count
Data	18.45%	57	35.60%	110	26.21%	81	19.74%	61	309
Internet	33.01%	102	34.30%	106	19.09%	59	13.59%	42	309
Video	31.82%	98	41.23%	127	17.53%	54	9.42%	29	308
Phone	23.30%	72	32.36%	100	26.21%	81	18.12%	56	309

Awareness of ICN Services: Through focus groups and other surveys, some customers indicated that they were not aware that the ICN provided some services. When asked in this survey whether they knew that the ICN provided various categories of services almost 20 percent indicated that they did not know that the ICN provided data services with 13 percent responding that they did not know ICN provided Internet services.

Step Two Surveys: The second group of surveys was sent to specific types of contacts ICN staff members work with on a daily basis. Not all of the categories of questions were asked of all contact groups. For example, ICN staff did not expect the accounts receivable person to have contact with the wiring technician. The goal was for respondents to rate the services and personnel with whom they had current experience and therefore were only asked to rate personnel and services that they had dealings with during the past year. The information that will be provided in this analysis will be an aggregate of the four 'Step Two Surveys. The first five questions of the survey were designed to measure overall satisfaction as well as providing demographic information regarding the respondents. In the analysis, the majority response has been highlighted for quick reference.

Demographic Information

By what kind of an organization are you employed?		
Postsecondary Education	38	13.52%
K-12 School (including AEAs)	106	37.72%
State Agency - Executive Branch	59	21.00%
State Agency - Judicial Branch	6	2.14%
State Agency - Legislative Branch	3	1.07%
Federal Agency	6	2.14%
Public Library	30	10.68%
Medical Organization	8	2.85%
Other	25	8.90%
Total Respondents	281	

Overall Satisfaction

	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Don't Know		Response Count	Satisfaction Score
Overall, how satisfied are you with the services that you receive from the ICN?	50.89%	143	38.08%	107	5.69%	16	2.14%	6	3.20%	9	281	91.91%

Overall Satisfaction with ICN Services: Almost 92 percent of those responding to this question were either somewhat satisfied or very satisfied with the overall satisfaction of services received from the ICN as compared with an 88 percent satisfaction score last year. This was an increase of over four percent and considered a consistent rating. Satisfaction scores over 90 percent demonstrate that customers are continually satisfied with ICN services. Almost eight percent of the respondents indicated dissatisfaction with the overall satisfaction of services received from the ICN.

	Excellent Value		Good Value		Average Value		Fair Value		Poor Value		Don't Know		Response Count	Satisfaction Score
How would you rate the value of the services you receive from the ICN?	28.83%	81	50.53%	142	8.90%	25	4.98%	14	3.91%	11	2.85%	8	281	81.68%

Value of ICN Services: Just under 82 percent of those responding to this question indicated that the value of ICN services was either an excellent or good value as compared with a just over 82 percent satisfaction score last year. This was a difference of less than one percent and considered a consistent rating. About nine percent of the respondents indicated that ICN services were either a poor or fair value.



	Very Likely		Somewhat Likely		Somewhat Unlikely		Very Unlikely		Don't Know		Response Count	Satisfaction Score
How likely would you be to recommend additional ICN Services to decision makers within your organization or your peers?	38.69%	106	39.42%	108	5.84%	16	6.57%	18	9.49%	26	274	86.29%

Recommend the ICN: Just over 86 percent of those responding to this question indicated that they would be very likely or somewhat likely to recommend ICN services to decision makers in their organization or to their peers. This rate is 3.6 percent lower than the 2010 response, but the difference is not statistically significant.

What is your level of awareness of the following ICN services?	High		Some Understanding		Minimum Understanding		I didn't know ICN offered this service		Response Count
Data	23.47%	65	36.10%	100	26.71%	74	13.72%	38	277
Internet	37.99%	106	35.48%	99	17.92%	50	8.60%	24	279
Video	31.29%	87	33.09%	92	27.34%	76	8.27%	23	278
Phone	31.52%	87	34.42%	95	23.55%	65	10.51%	29	276

Knowledge of ICN Services: Through focus groups and other surveys, some customers indicated that they were not aware that the ICN provided a variety of telecommunications services. When asked in this survey whether they knew that the ICN provided various categories of services almost 14 percent indicated that they did not know that the ICN provided data services with 41 percent indicating that they had minimal understanding of ICN Internet services. The level of “high understanding” of ICN Internet services has increased six percent from FY 2010 while most other scores have remained consistent.

Overall Satisfaction Scores for the Functional Areas Measured	
Functional Area	2011 Satisfaction Score
Overall Account Consultant Performance	96.30%
Overall Project Management Performance	96.00%
Overall Installation Performance	93.94%
Overall Billing Performance	82.14%
Overall Service Desk/Network Operations Performance	93.94%
Overall Maintenance and Repair Performance	91.67%
Overall Video Scheduling Performance	100.00%

Customer Satisfaction Levels: Overall, the satisfaction level was the highest for Video Scheduling with 100 percent satisfaction score with Account Consultant (formerly sales) following with over 96.3 percent satisfaction score. Satisfaction with overall Account Consultant performance has significantly increased from last year (73.91 percent to 96.3 percent). Although Billing had the lowest overall Satisfaction score, it indicates a five percent increase from FY 2010. Account Consultant, Project Management, Installation, Billing and Video Scheduling Overall Performance all displayed significant satisfaction score increases for FY 2011.

Step Two Surveys - Functional Areas and Business Conduct Analysis

Account Consultants (Formerly Sales)

(Ranked by Account Consultant Contacts and Video Scheduler Contacts)

	0	1-3	4-6	7-9	10+	Response Count
Approximately how many contacts have you had with ICN Account Consultants in the past year?	60	27	12	3	16	118

In the past, ICN has asked only if the respondents had contacts with ICN staff in functional areas. Since ICN is looking at customer satisfaction annually, in the FY 2011 surveys, ICN specifically asked for the number of contacts during the past year. If respondents did not have contact with account consultants during FY 2011, they were directed to the next series of questions and did not rank Account Consultant attributes. Of the 118 respondents who answered the question, 58 said that they worked with ICN Account Consultants at least once during FY 2011. Respondents were consistently satisfied with the Account Consultant attributes. All but one attribute, "Follow through by Account Consultants" scored over 90 percent and 50 percent of the attributes scored over 95 percent. All of these scores rank well over last year's scores. Some categories have an increase of satisfaction score of over 30 percent. We believe that in part, the magnitude of the increase of the scores could be that this year's respondents had recent contact with the ICN Account Consultants. Highlighted scores indicate an increase of over five percent from the FY 2010 score.

How satisfied are you with the following ICN Account Consultant attributes?	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Don't Know		Response Count	Satisfaction Score
Quality of responses to your questions and concerns.	49.12%	28	45.61%	26	3.51%	2	0.00%	0	1.75%	1	57	96.43%
Timeliness of ICN Account Consultant responses to your needs.	51.72%	30	44.83%	26	1.72%	1	0.00%	0	1.72%	1	58	98.25%
The knowledge level of ICN Account Consultants	58.62%	34	36.21%	21	0.00%	0	1.72%	1	3.45%	2	58	98.21%
ICN Account Consultants keep you informed of changes.	51.72%	30	39.66%	23	3.45%	2	1.72%	1	3.45%	2	58	94.64%
Ability of ICN Account Consultants to anticipate your needs and proactively provide assistance	38.60%	22	42.11%	24	7.02%	4	1.75%	1	10.53%	6	57	90.20%
Professionalism of ICN Account Consultants	65.52%	38	27.59%	16	3.45%	2	0.00%	0	3.45%	2	58	96.43%
Follow-through by ICN Account Consultants after	50.00%	29	31.03%	18	8.62%	5	1.72%	1	8.62%	5	58	88.68%
Service provided met your objectives	46.55%	27	43.10%	25	6.90%	4	1.72%	1	1.72%	1	58	91.23%
Ongoing consultation	42.11%	24	36.84%	21	3.51%	2	1.75%	1	15.79%	9	57	93.75%
Overall Consultant Performance	54.55%	30	40.00%	22	1.82%	1	1.82%	1	1.82%	1	55	96.30%

Quality of responses to your questions and concerns: Over 96 percent of those responding to this question were either somewhat satisfied or very satisfied with the quality of responses to customer questions and concerns which is an increase of over 11 percent which is considered significant. 3.5 percent of the respondents were dissatisfied with the quality of responses to questions and concerns.

Timeliness of ICN Account Consultants response to your needs: Over 98 percent of those responding to this question were either somewhat satisfied or very satisfied with the timeliness of responses from the ICN account consultants as compared with a 78 percent satisfaction score last year. This was an increase of almost 20 percent and considered significant. Less than two percent of the respondents were dissatisfied with the timeliness of ICN Account Consultants to their needs.

The Knowledge Level of ICN's Account Consultants: Over 98 percent of those responding to this question were either somewhat satisfied or very satisfied with the knowledge level of the ICN account consultants. The satisfaction score increase between this year and FY 2010 was almost 18 percent. Less than two percent were dissatisfied with the knowledge level of ICN Account Consultants as compared with five percent last year.

ICN Account Consultants keep you informed of changes: Over 94 percent of those responding to this question were either somewhat satisfied or very satisfied with the information received regarding changes. Satisfaction has significantly improved over the past year with the score increasing by over 33 percent. Just over five percent of the respondents were dissatisfied with the information received regarding changes from the Account Consultants, which is an increase from nine percent last year.

Ability of ICN's Account Consultants to anticipate your needs and proactively provide assistance: Over 90 percent of those responding to this question were either somewhat satisfied or very satisfied with the ICN's Account Consultant staff to anticipate their needs and proactively provide assistance. This score is an increase of over 32 percent from last year. Less than nine percent were dissatisfied with the ability of Account Consultants to anticipate their needs and proactively provide assistance.

Professionalism of ICN Account Consultants: Over 96 percent of the respondents were somewhat satisfied or very satisfied with the ICN's Account Consultant staff professionalism. This is an increase of over nine percent from last year's response. Only three percent were dissatisfied with the professionalism of ICN staff.

Follow-through by Account Consultants after product is installed: Over 88 percent of those responding to the question were either somewhat satisfied or very satisfied with the follow-through by ICN staff after the product was installed as compared with 60 percent last year. This is a difference of over 28 percent which is considered a significant difference. Just over 10 percent were dissatisfied with the ability of sales staff follow-through.

Service provided met your objectives: Just over 91 percent of those responding to the question were either somewhat satisfied or very satisfied that the service provided met their objectives, which was a significant increase compared to 81 percent last year. Less than nine percent were dissatisfied with how the service provided met their objectives.

Ongoing consultation: Almost 94 percent of those responding to the question were either somewhat satisfied or very satisfied with the ongoing consultation received from the ICN sales staff as compared with 56 percent last year. This is a difference of over thirty seven percent and considered a significant difference. Over five percent were dissatisfied with the ongoing consultation provided by the ICN sales staff, which is less than last year's response.

Overall Account Consultants performance: Over 96 percent of those responding to this question were either somewhat satisfied or very satisfied with the overall ICN Account Consultants' performance as compared with a 74 percent satisfaction score last year. This was a difference of over 22 percent and considered a significant increase. Over three percent indicated dissatisfaction with the performance of ICN Account Consultants.

Project Management

(Ranked by Account Consultant Contacts)

	0	1-3	4-6	7-9	10+	Response Count
Approximately how many contacts have you had with ICN project management in the past year?	65	17	3	3	4	92

Of the 90 respondents answering this question, 27 said that they worked with ICN project managers during the past year. This is a small sample and significant differences may be impacted by the sample size. In the past ICN has asked only if the respondents had contacts with ICN staff in functional areas. Since we are looking at customer satisfaction annually, in the FY 2011 surveys, ICN specifically asked for the number of contacts during the past year. If respondents had not had contact with project managers during FY 2011, they were directed to the next series of questions and did not rank Project Management attributes. The project management scores are all significantly higher than the scores from last year. Although it is believed that the team has improved their services to customers, the makeup of the survey invitees, the current interaction with the project managers and sample size may have had an impact on the satisfaction score.

How satisfied are you with the following ICN Account Consultant attributes?	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Don't Know		Response Count	Satisfaction Score
Updates on project status by project manager	42.31%	11	42.31%	11	7.69%	2	3.85%	1	3.85%	1	26	88.00%
Professionalism of project management staff	57.69%	15	34.62%	9	0.00%	0	3.85%	1	3.85%	1	26	96.00%
Responsiveness of project manager to questions and concerns	56.00%	14	40.00%	10	0.00%	0	4.00%	1	0.00%	0	25	96.00%
Project management handling of challenges or scope changes.	38.46%	10	53.85%	14	0.00%	0	3.85%	1	3.85%	1	26	96.00%
Overall Project Management Performance	46.15%	12	46.15%	12	0.00%	0	3.85%	1	3.85%	1	26	96.00%

Updates on project status: Eighty-eight percent of those responding to this question were either somewhat satisfied or very satisfied with the coordination of all service aspects by project management staff. This represents an increase of over 15 percent from the FY 2010 score.

Professionalism of ICN staff: Ninety-six percent of those responding to this question were either somewhat satisfied or very satisfied with the professionalism of ICN's project management staff which is a significant difference when compared with a 77 percent satisfaction score in 2010. Only one respondent indicated dissatisfaction with the professionalism of ICN project management staff.

Responsiveness to questions and concerns: Ninety-six percent of those responding to this question were either somewhat satisfied or very satisfied with the coordination of all service aspects by project management staff. This is a significant increase as compared with the 75 percent score in 2010. Only one respondent was dissatisfied with the responsiveness of the project manager to questions and concerns.

Challenges or Scope Changes: **Ninety-six percent** of those responding to this question were either somewhat satisfied with project management of challenges or scope changes which indicates a significant difference when compared to the 75 percent 2010 satisfaction score. Only one respondent was dissatisfied with the handling by the project manager of challenge or scope changes.

Overall project management performance: **Ninety-six percent** of those responding to this question were either somewhat satisfied or very satisfied with the overall project management performance which is a significant increase when compared to the 2010 satisfaction score of 75 percent. Only one respondent was dissatisfied with the overall project management performance.

Installation and Service Order

(Ranked by Account Consultant Contacts and Technical Support Contacts)

	0	1-3	4-6	7-9	10+	Response Count
Approximately how many contacts have you had with ICN Installation and Service Order in the past year?	64	39	12	4	13	132

Of the 132 respondents answering the question, 68 said that they had been involved when an ICN service was ordered or installed during the past year. In the past, ICN has asked only if the respondents had contacts with ICN staff in functional areas. Since the evaluation of customer satisfaction is annual, in the FY 2011 surveys, ICN specifically asked for the number of contacts during the past year. If respondents had not had contact with staff providing installation and service orders during FY 2011, they were directed to the next series of questions and did not rank these attributes. All of these scores rank well over last year's scores. Some categories have an increase in the satisfaction score of over 10 percent. ICN believes that in part, the increase of the scores could be that this year's respondents had recent one or more contacts with the ICN Installation and Service Order staff members.

How satisfied are you with the following ICN installation and service order experiences?	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Don't Know		Response Count	Satisfaction Score
Timeliness of ICN delivery of services	57.97%	40	31.88%	22	4.35%	3	1.45%	1	4.35%	3	69	93.94%
Professionalism of ICN service staff	76.81%	53	18.84%	13	1.45%	1	0.00%	0	2.90%	2	69	98.51%
Services provided met your expectations	62.32%	43	26.09%	18	7.25%	5	2.90%	2	1.45%	1	69	89.71%
Follow-through by ICN service	56.52%	39	27.54%	19	5.80%	4	2.90%	2	7.25%	5	69	90.63%
Overall Delivery of Service Performance	64.71%	44	26.47%	18	4.41%	3	1.47%	1	2.94%	2	68	93.94%

Timeliness of ICN delivery of services: Almost 94 percent of those responding were either somewhat satisfied or very satisfied with the timeliness of installation and service order services from the ICN as compared with the 2010 score of 84.2 which is a significant difference of almost 10%. Less than six percent indicated dissatisfaction with the timeliness of ICN of installation and service order deliveries, which is a decrease from last year.

Professionalism of ICN staff: Over 98 percent of those responding were either somewhat satisfied or very satisfied with the professionalism of ICN staff who delivered services, which is a significant difference of over 11 percent compared with the 2010 score. Just over one percent indicated dissatisfaction with the professionalism of ICN staff involved with their service order and installation experience.

Services met your expectations: Almost 90 percent of those responding were either very satisfied or somewhat satisfied that the services met their expectations which is a significant increase of almost eight percent. Just over 10 percent were dissatisfied overall having their expectations met with the delivery of services.

Follow-through after the product is installed: Over 90 percent of those responding were either very satisfied or somewhat satisfied that the services met their expectations, which is a 15 percent increase from last year. Just fewer than nine percent indicated dissatisfaction with the follow-through after the product is installed.

Overall Delivery of Service Performance: Almost 94 percent of those responding were either very satisfied or somewhat satisfied that the services met their expectations. This is a significant increase of over 13 percent from last year's score of almost 81 percent. Just fewer than five percent are dissatisfied overall with having their expectations met with the delivery of services.



Billing

(Ranked by Billing Contacts)

	0	1-3	4-6	7-9	10+	Response Count
Approximately how many contacts have you had with ICN Billing Staff in the past year?	32	59	16	2	11	120

Of the 120 respondents answering the question, 88 said that they had at least one contact with billing staff during the past year. In the past, ICN has asked only if the respondents had contacts with ICN staff in functional areas. Since ICN is looking at customer satisfaction annually, in the FY 2011 surveys, ICN specifically asked for the number of contacts during the past year. If respondents had not had contact with billing staff during FY 2011, they were directed to the next series of questions and did not rank these attributes. The satisfaction scores are fairly consistent with last year's scores with several having a significant increase over last year's scores. Some categories have an increase of satisfaction score of over 10 percent. ICN staff believes in part, the increase of the scores could be due to the fact that this year's respondents had one or more recent contacts with the ICN billing staff.

How satisfied are you with the following ICN Billing attributes?	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Don't Know		Response Count	Satisfaction Score
	%	Count	%	Count	%	Count	%	Count	%	Count		
Completeness of billing	54.76%	46	30.95%	26	4.76%	4	9.52%	8	0.00%	0	84	85.71%
Accuracy of billing	51.76%	44	27.06%	23	5.88%	5	12.94%	11	2.35%	2	85	80.72%
Timeliness of billing	64.71%	55	22.35%	19	3.53%	3	8.24%	7	1.18%	1	85	88.10%
Timeliness of resolution of billing disputes	32.94%	28	27.06%	23	10.59%	9	7.06%	6	22.35%	19	85	77.27%
Payment methods	64.71%	55	24.71%	21	2.35%	2	1.18%	1	7.06%	6	85	96.20%
Professionalism of ICN billing staff	58.82%	50	21.18%	18	7.06%	6	3.53%	3	9.41%	8	85	88.31%
Helpfulness of ICN billing staff	54.12%	46	23.53%	20	7.06%	6	5.88%	5	9.41%	8	85	85.71%
Use-friendliness of ICN billing process	52.94%	45	31.76%	27	8.24%	7	5.88%	5	1.18%	1	85	85.71%
Overall Billing Performance	53.57%	45	28.57%	24	10.71%	9	7.14%	6	0.00%	0	84	82.14%

Completeness of billing: Over 85 percent of those responding to this question were either somewhat satisfied or very satisfied with the completeness of bills received from ICN which is consistent with last year's score. Over 14 percent of the respondents indicated dissatisfaction with the completeness of bills received.

Accuracy of billing: Over 80 percent of those responding to this question were either somewhat satisfied or very satisfied with the accuracy of bills received from ICN as compared with an 85 percent satisfaction score last year. This is not a significant decrease in the satisfaction score. Over fifteen percent indicated dissatisfaction with the accuracy of the bills received from the ICN.



Timeliness of billing: Over 88 percent of those responding to this question were either somewhat satisfied or very satisfied with the timeliness of bills received from ICN as compared with a 77 percent satisfaction score last year. This was a significant increase of over eight percent. Over 17 percent of the respondents indicated dissatisfaction with the completeness of the bills received from the ICN.

Timeliness of resolution of billing disputes: Over 77 percent of those responding to this question were either somewhat satisfied or very satisfied with the timeliness of resolution of billing disputes with the ICN which is consistent with the almost 76 percent satisfaction score last year. Almost 18 percent indicated dissatisfaction with the timeliness of resolution of billing disputes with the ICN.

Payment methods: Over 96 percent of those responding to this question were either somewhat satisfied or very satisfied with the payment methods available from the ICN which is a significant increase from the over 77 percent satisfaction score last year. Less than four percent indicated dissatisfaction with the payment methods received from the ICN.

Professionalism of staff: Over 88 percent of those responding to this question were either somewhat satisfied or very satisfied with the professionalism of ICN billing staff as compared with almost 82 percent satisfaction score last year which is a significant increase. Almost 11 percent indicated dissatisfaction with the professionalism of the ICN staff.

Helpfulness of staff: Over 85 percent of those responding to this question were either somewhat satisfied or very satisfied with the helpfulness of ICN billing staff as compared with a 90 percent satisfaction score last year which is a significant increase. Almost 13 percent indicated dissatisfaction with helpfulness of ICN staff.

User-friendliness of process: Almost 86 percent of those responding to this question were either somewhat satisfied or very satisfied with the use-friendliness of the ICN billing process as compared with a 71 percent satisfaction score last year which is a significant difference of over 15 percent. Over 14 percent indicated dissatisfaction with the user-friendliness of the ICN billing process.

Overall Billing Performance: Over 82 percent of those responding to this question were either somewhat satisfied or very satisfied with the overall performance of ICN billing as compared with a 76 percent satisfaction score last year which was a significant difference of 5.67 percent. Almost 18 percent indicated dissatisfaction with the overall performance of ICN billing.

Additional Billing Questions

	Yes		No		Response Count
Do you have a need for billing information to be provided to you in a customized format for audit issues?	10.34%	12	89.66%	104	116

ICN staff will be contacting those who indicated a need for a customized billing format.

	Yes		No		Response Count
Would you find training sessions or "how-to" guides from ICN billing staff useful?	30.70%	35	69.30%	79	114



ICN will be providing training materials and sessions for those who indicated that additional training would be helpful.

ICN Service Desk/Network Operations Center (NOC)

(Ranked by Account Consultant Contacts, Technical Support Contacts, Billing Contacts, and Video Scheduler Contacts)

	0	1-3	4-6	7-9	10+	Response Count
Approximately how many contacts have you had with ICN Service Desk/Network Operations Center in the past year?	121	74	23	12	36	266

In the past, ICN has asked only if the respondents had contacts with ICN staff in functional areas. Since ICN is looking at customer satisfaction annually, in the FY 2011 surveys, ICN specifically asked for the number of contacts with functional areas during the past year. If respondents had not had contact with staff in the Network Operations Center (NOC) during FY 2011, they were directed to the next series of questions and did not rank NOC attributes. Of the 266 respondents answering this question, 124 said that they worked with the ICN NOC staff at least once during FY 2011. Respondents were consistently satisfied with the NOC attributes. All attributes scored over 90 percent and over 70 percent of the attributes scored over 95 percent. All of these scores rank higher than last year's scores.

How satisfied are you with the following ICN Service Desk/Network Operations Center	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Don't Know		Response Count	Satisfaction Score
	%	Count	%	Count	%	Count	%	Count	%	Count		
Promptness of answering inquiries	70.71%	99	23.57%	33	3.57%	5	0.71%	1	1.43%	2	140	95.65%
Knowledge of NOC service staff	63.31%	88	28.06%	39	2.88%	4	0.72%	1	5.04%	7	139	96.21%
Timeliness of information and updates	62.59%	87	25.18%	35	6.47%	9	0.72%	1	5.04%	7	139	92.42%
Correctness of service installation restoration	59.42%	82	29.71%	41	5.07%	7	0.72%	1	5.07%	7	138	93.89%
Professionalism of NOC service staff	78.42%	109	17.27%	24	0.72%	1	0.72%	1	2.88%	4	139	98.52%
Courteousness of NOC service staff	79.86%	111	15.83%	22	0.72%	1	0.72%	1	2.88%	4	139	98.52%
Overall Service Desk/Network Operations	64.71%	88	30.15%	41	1.47%	2	0.74%	1	2.94%	4	136	97.73%

Promptness of answering inquiries: Over 95 percent of those responding were either somewhat satisfied or very satisfied with the promptness in which the NOC answered inquiries. This is a slight increase in comparison with the 2010 satisfaction score which is an increase of almost three percent from last year's score. Just over four percent indicated dissatisfaction with the promptness of answering inquiries by the NOC personnel.

Knowledge of service representatives: Over 96 percent of those responding were either somewhat satisfied or very satisfied with the knowledge of the NOC service representatives, which is an increase of almost five percent from last year's score. Just over three percent indicated dissatisfaction with knowledge level of the NOC personnel.

Timeliness of information and updates: Over 92 percent of those responding were either somewhat satisfied or very satisfied with timeliness of information and updates received from the NOC, which is an increase of just over two percent from last year's score. Over seven percent indicated dissatisfaction with the timelines of information and updates received from the NOC.

Correctness of service installation: Almost 94 percent of those responding were either somewhat satisfied or very satisfied with the correctness of service, which is a significant increase of almost seven percent from last year's score. Almost seven percent indicated dissatisfaction with the promptness of answering inquiries by the NOC personnel.



Professionalism of service representatives: Over 98 percent of those responding were either somewhat satisfied or very satisfied with the professionalism of service representatives which is an increase of almost five percent from last year's score. Less than two percent of the respondents indicated dissatisfaction with the professionalism of the NOC service representatives.

Courteousness of service representatives: Over 98 percent of those responding were either somewhat satisfied or very satisfied with the courteousness of NOC personnel which is almost four percent higher than last year's score. Less than two percent indicated dissatisfaction with the courteousness of NOC personnel.

Overall Service Desk/Network Operations Center (NOC) Performance: Almost 98 percent of those responding were either somewhat satisfied or very satisfied with the overall NOC performance which is significantly higher than the FY 2010 score of 91 percent. Just over two percent indicated dissatisfaction with the overall performance of the NOC.

Maintenance and Repair

(Ranked by Account Consultant Contacts, Technical Support Contacts, and Video Scheduler Contacts)

	0	1-3	4-6	7-9	10+	Response Count
Approximately how many contacts have you had with ICN Maintenance and Repair Staff in the past year?	94	38	8	3	9	152

Of the 152 respondents answering the question, 58 said that they had at least one contact with maintenance and repair staff during the past year. In the past, ICN has asked only if the respondents had contacts with ICN staff in functional areas. Since we are looking at customer satisfaction annually, in the FY 2011 surveys, ICN specifically asked for the number of contacts during the past year. If respondents had not had contact with maintenance and repair staff during FY 2011, they were directed to the next series of questions and did not rank these attributes. The satisfaction scores are consistent with last year's scores with several having a significant increase over last year's scores.

How satisfied are you with the following ICN Maintenance and Repair attributes?	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Don't Know		Response Count	Satisfaction Score
Responsiveness by field personnel	73.68%	42	19.30%	11	5.26%	3	1.75%	1	0.00%	0	57	92.98%
Responsiveness to large emergencies	63.16%	36	12.28%	7	1.75%	1	1.75%	1	21.05%	12	57	95.56%
Completeness of maintenance or repair work	73.68%	42	21.05%	12	3.51%	2	1.75%	1	0.00%	0	57	94.74%
Quality assurance experience	64.91%	37	22.81%	13	3.51%	2	1.75%	1	7.02%	4	57	94.34%
Professionalism of field staff	75.00%	42	21.43%	12	1.79%	1	0.00%	0	1.79%	1	56	98.18%
Maintenance provisions of the Service Level Agreement (SLA) were met	52.63%	30	22.81%	13	0.00%	0	1.75%	1	22.81%	13	57	97.73%
Agreed upon Service Level Agreement (SLA) timeline was met	54.39%	31	19.30%	11	3.51%	2	3.51%	2	19.30%	11	57	91.30%
Overall Maintenance and Repair	54.39%	40	22.81%	13	5.26%	3	1.75%	1	0.00%	0	57	91.67%

Responsiveness by field personnel: Almost 93 percent of those responding to this question were either somewhat satisfied or very satisfied with the responsiveness by field personnel as compared with a 90 percent satisfaction score last year, which was an increase of over 2.5 percent. Just over seven percent indicated dissatisfaction with the responsiveness by field personnel.

Responsiveness to large emergencies: Over 95.5 percent of those responding to this question were either somewhat satisfied or very satisfied with the responsiveness to large emergencies as compared with an 88.5 percent satisfaction score last year which indicates a significant increase of over seven percent. Over three percent indicated dissatisfaction with the responsiveness to large emergencies.

Completeness of maintenance or repair work: Almost 95 percent of those responding to this question were either somewhat satisfied or very satisfied with the completeness of maintenance or repair work provided by the ICN which is a significant increase of 5.85 percent from last year's score of 88.9 percent. Just over five percent indicated dissatisfaction with the maintenance or repair work provided by the ICN.

Quality assurance experience: Over 94 percent of those responding to this question were either somewhat satisfied or very satisfied with the quality assurance experience which is slightly above last year's score of 91.3 percent. Just over five percent indicated dissatisfaction with their quality assurance experience.

Professionalism of field staff: Over 98 percent of those responding to this question were either somewhat satisfied or very satisfied with the professionalism of field personnel as compared to over 93 percent satisfaction score last year which is a significant increase of over five percent. Less than two percent indicated dissatisfaction with the professionalism of ICN field staff.

Maintenance provisions of the Service Level Agreement (SLA) were met: Almost 98 percent of those responding to this question were either somewhat satisfied or very satisfied that maintenance provisions of the SLA were met which is a significant increase of almost nine percent when compared with last year's score of 88.9 percent. Less than two percent indicated dissatisfaction with meeting the maintenance provisions in the SLAs.

Agreed upon service level agreement (SLA) timeline was met: Over 91 percent of those responding to this question were either somewhat satisfied or very satisfied with the professionalism of field personnel which is consistent with last year's score. Just over seven percent indicated dissatisfaction with the ICN meeting the agreed upon SLA timeline.

Overall Maintenance and Repair Performance: Over 91 percent of those responding to this question were either somewhat satisfied or very satisfied with the ICNs overall maintenance and repair performance which is consistent with last year's score. Just seven percent indicated dissatisfaction with the ICN's overall maintenance and repair performance.

Video Scheduling

(Ranked by Account Consultant Contacts, Technical Support Contacts, and Video Scheduler Contacts)

	0	1-3	4-6	7-9	10+	Response Count
Approximately how many contacts have you had with ICN Video Scheduling staff in the past year?	108	18	7	3	15	151

Of the 151 respondents answering the question, 43 said that they had at least one contact with video scheduling staff during the past year. In the past, ICN has asked only if the respondents had contacts with ICN staff in functional areas. Since we are looking at customer satisfaction annually, in the FY 2011 surveys, ICN specifically asked for the number of contacts during the past year. If respondents had not had contact with video scheduling staff during FY 2011, they were directed to the next series of questions and did not rank these attributes. The satisfaction scores consistently indicate an increase when compared with last year's scores.

How satisfied are you with the following ICN Video Scheduling attributes?	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Don't Know		Response Count	Satisfaction Score
Quality of responses to your questions and	80.95%	34	14.29%	6	0.00%	0	0.00%	0	4.76%	2	42	100.00%
Timeliness of ICN staff response to your needs	88.10%	37	4.76%	2	2.38%	1	0.00%	0	4.76%	2	42	97.50%
The knowledge level of the ICN video	88.10%	37	9.52%	4	0.00%	0	0.00%	0	2.38%	1	42	100.00%
ICN video scheduling staff keeps you informed	85.71%	36	9.52%	4	2.38%	1	0.00%	0	2.38%	1	42	97.56%
Level of ICN staff professionalism	85.71%	36	11.90%	5	0.00%	0	0.00%	0	2.38%	1	42	100.00%
Overall Video Scheduling Performance	82.50%	33	15.00%	6	0.00%	0	0.00%	0	2.50%	1	40	100.00%

Quality of responses to your questions and concerns: One hundred percent of those responding to this question were either somewhat satisfied or very satisfied with the quality of responses to their questions compared with 100 percent last year, which is a significant increase of over six percent compared with last year's score. No respondents indicated dissatisfaction with the knowledge level of ICN staff knowledge.

Timeliness of ICN staff response to your needs: Over 97 percent of those responding to this question were either somewhat satisfied or very satisfied with the timeliness of ICN staff response to their needs this year compared with 95 percent last year which is an increase of 2.05 percent. Just over two percent of the respondents indicated dissatisfaction with the timeliness of ICN scheduling staff responses to their needs.

The knowledge level of the ICN's video scheduling: One hundred percent of those responding to this question were either somewhat satisfied or very satisfied with the knowledge level of the ICN's video scheduling staff compared with the FY 2010 score of almost 94 percent. No respondents indicated dissatisfaction with the knowledge level of ICN staff knowledge.

Video scheduling staff keeps you informed of changes: Over 97 percent of those responding to this question were either satisfied or very satisfied that video scheduling staff kept them informed of changes which is a significant increase of over seven percent. Just over two percent of the respondents indicated dissatisfaction with the video scheduling staff keeping them informed of changes.

Level of ICN staff professionalism: One hundred percent of those responding to this question were either somewhat satisfied or very satisfied with the professionalism of video scheduling staff as compared with just under 94 percent satisfaction score last year indicating a significant increase of over six percent. No respondents indicated dissatisfaction with the level of ICN staff professionalism.

Overall Video Scheduling Performance: One hundred percent of those responding to this question were either satisfied or very satisfied with the overall video scheduling performance as compared with an almost 94 percent satisfaction score last year which is an increase of over 6 percent compared with last year's score. No respondents indicated dissatisfaction with overall video scheduling performance.



Services and Other Information

Services

In the past, ICN has provided a matrix of all services and asked respondents to rank them all. This year the ranking of services was treated with the same methodology as functional areas. The service areas voice, data, and video were divided and only those respondents who had utilized one or more services in the category were asked to provide a ranking of the services. If respondents had not utilized a service during FY 2011, they were directed to the next service category or series of questions.

Voice Services

	Yes		No		Response Count
Have you received ICN Voice Services within the past year?	33.50%	69	66.50%	137	206

What is your level of satisfaction with the following ICN Voice Services that you have received within the past year?	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Don't Know		Response Count	Satisfaction Score
Long Distance/Toll Free	55.88%	38	25.00%	17	4.41%	3	1.47%	1	13.24%	9	68	93.22%
Calling Cards	12.31%	8	10.77%	7	3.08%	2	3.08%	2	70.77%	46	65	78.95%
Teleconferencing	41.27%	26	19.05%	12	1.59%	1	1.59%	1	36.51%	23	63	95.00%
Voice over Internet Protocol (VoIP)	6.45%	4	9.68%	6	3.23%	2	3.23%	2	77.42%	48	62	71.43%
Automatic Call Distribution	4.84%	3	14.52%	9	6.45%	4	1.61%	1	72.58%	45	62	70.59%
Interactive Voice Response	4.84%	3	8.06%	5	0.00%	0	1.61%	1	85.48%	53	62	88.89%
Telephone Sets/Features/Voice Mail	14.06%	9	31.25%	20	9.38%	6	3.13%	2	42.19%	27	64	78.38%

Findings: The number of ranking responses for the services was considerably higher than last year although the choice of 'don't know' was often chosen. ICN may want to consider a different method of satisfaction evaluation of services in the future. The number of ranking responses is low enough that the satisfaction ranking may be skewed. The high satisfaction scores for the Long Distance/Toll Free Service and the Teleconferencing Service provided by ICN should be valid with both demonstrating a significant satisfaction score when compared with last year.

Data Services

	Yes		No		Response Count
Have you received ICN Data Services (including Internet) within the past year?	53.47%	108	46.53%	94	202

What is your level of satisfaction with the following ICN Data Services (including	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Don't Know		Response Count	Satisfaction Score
	%	Count	%	Count	%	Count	%	Count	%	Count		
Private Line (leased, Dedicated)	22.11%	21	15.79%	15	1.05%	1	1.05%	1	60.00%	57	95	94.74%
Ethernet Transport (MAN, WAN)	34.04%	32	19.15%	18	1.06%	1	1.06%	1	44.68%	42	94	96.15%
ATM Circuits	17.02%	16	6.38%	6	0.00%	0	0.00%	0	76.60%	72	94	100.00%
Wireless Local Loop Access	12.09%	11	8.79%	8	0.00%	0	0.00%	0	79.12%	72	91	100.00%
Internet	50.98%	52	25.49%	26	4.90%	5	0.98%	1	17.65%	18	102	92.86%
Routing Management	24.53%	26	18.87%	20	0.94%	1	0.00%	0	55.66%	59	106	97.87%
Domain Name	19.44%	21	16.67%	18	1.85%	2	0.00%	0	62.04%	67	108	95.12%

Findings: The number of ranking responses for the data services was considerably higher than last year although the choice of 'don't know' was often chosen. ICN may want to consider a different method of satisfaction evaluation of services in the future. The number of ranking responses is low enough that the satisfaction ranking may be skewed. The high satisfaction scores for the ICN Internet Service should be valid and demonstrates a significant satisfaction score increase of over five percent when compared with last year.

Video Services

	Yes		No		Response Count
	%	Count	%	Count	
Have you received ICN Video Services (including Internet) within the past year?	36.04%	80	63.96%	142	222

What is your level of satisfaction with the following ICN Video Services that you have	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Don't Know		Response Count	Satisfaction Score
	%	Count	%	Count	%	Count	%	Count	%	Count		
H.320 Video (Dialable Wideband)	11.27%	8	7.04%	5	0.00%	0	1.41%	1	80.28%	57	71	92.86%
H.323 Video (IP)	11.59%	8	11.59%	8	0.00%	0	1.45%	1	75.36%	52	69	94.12%
Full-Motion Video (ICN MPEG2 Conferencing Site)	27.03%	20	16.22%	12	2.70%	2	1.35%	1	52.70%	39	74	91.43%
PerfectMeetings	7.04%	5	7.04%	5	4.23%	3	1.41%	1	80.28%	57	71	71.43%
PVM (IP desktop, cart or room)	14.08%	10	7.04%	5	0.00%	0	1.41%	1	77.46%	55	71	93.75%

Findings: The number of ranking responses for the video services was considerably higher than last year although the choice of 'don't know' was often chosen. ICN may want to consider a different method of satisfaction evaluation of services in the future. The number of ranking responses is low enough that the satisfaction ranking may be skewed. The high satisfaction scores for all video products except for the 'PerfectMeetings' video product indicates that ICN may want to reevaluate this product.

Technician Labor or Wiring Services

	Yes		No		Response Count
Have you received Technician Labor or Wiring Services within the past year?	22.35%	19	77.65%	66	85

	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Don't Know		Response Count	Satisfaction Score
What is your level of satisfaction with the technician Labor or Wiring Services that you have received within the past year?	79.25%	42	16.98%	9	0.00%	0	1.89%	1	1.89%	1	53	98.08%

Findings: The number of ranking responses for the 'Technician Labor or Wiring' services were considerably higher than last year with a significant increase in the satisfaction score of almost 13 percent.

Other Information

Future ICN IP Video Services

ICN is planning to release an H.323 IP (Internet Protocol) product to Early Adaptors in December 2011. Questions regarding product features were included in this survey to provide information to the new product release team.

Which of the following features would you like to incorporate in a video session? (Mark all that apply)				
			Response Percent	Response Count
	Multiple site display view during session		69.05%	116
	Ability to schedule session on-demand		71.43%	120
	PowerPoint or other presentation software		62.50%	105
	Desktop computer or laptop access		77.38%	130
	Video recording streaming, archiving		60.12%	101
	Audio add on (bridging in a telephone call with the video session)		45.24%	76
	Room phone for communication with technical support		40.48%	68
	Web chat capabilities		39.88%	67
	Technology uniformity/commonality in components throughout video sites		42.26%	71
	Answered the question			168

Future ICN IP Video Services (continued)

Which method do you currently use for video conferencing? (Mark all that apply)			
		Response Percent	Response Count
	ICN Classroom/Video Site	64.82%	129
	Non-ICN Classroom/Video Site	23.62%	47
	Desktop/Laptop	43.22%	86
	Mobile Phone/Device	5.03%	10
	Unsure of current video conferencing	14.57%	29
Answered the question			199

Since ICN does not own your video equipment, does your organization have a current maintenance contract to assist in the continued use of your video equipment?			
		Response Percent	Response Count
	Yes, we have a maintenance contract with the ICN.	9.23%	18
	Yes, we have a maintenance contract with the company that installed our video equipment.	6.15%	12
	No, we do not have a maintenance contract.	36.92%	72
	Unsure if we have a maintenance contract.	41.03%	80
	I am interested in learning more about maintenance contracts and the benefits they provide.	0.00%	0
	We don't use our video equipment enough to implement a maintenance contract.	8.21%	16
Answered the question			195

Appendix – Links to ICN Survey Questions

All Surveys –

http://www.icn.state.ia.us/aboutus/agency_reports/2011CS/index.html

Step One –Survey

http://www.icn.state.ia.us/aboutus/agency_reports/2011CS/Documents/StepOneSurvey2011.pdf

Step Two – Account Consultant Contact Survey

http://www.icn.state.ia.us/aboutus/agency_reports/2011CS/Documents/StepTwoAccountConsultantContactsSurvey2011.pdf

Step Two – Technical Support Contact Survey

http://www.icn.state.ia.us/aboutus/agency_reports/2011CS/Documents/StepTwo%20TechnicalSupportContactsSurvey2011.pdf

Step Two – Billing Contact Survey

http://www.icn.state.ia.us/aboutus/agency_reports/2011CS/Documents/StepTwoBillingContactsSurvey2011.pdf

Step Two – Video Scheduler Contact Survey

http://www.icn.state.ia.us/aboutus/agency_reports/2011CS/Documents/StepTwoVideoSchedulersContactsSurvey2011.pdf