



Iowa Communications Network

CUSTOMER SURVEYS



Fiscal Year
JULY

2012

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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 authorized users is an integral part of the Agency's mission.

Surveys: Four separate surveys were sent to specialized groups within the ICN customer base: account consultant contacts, technical support contacts, video scheduler contacts, and billing contacts. These surveys were conducted to determine the overall customer satisfaction level regarding ICN personnel conduct, as well as the user 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 personnel 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.

Contacts were compiled from existing lists. A total of 2,925 customers were invited to take the surveys. This survey was developed and disseminated by ICN staff utilizing SurveyMonkey software with the window to respond between the initial invitation date of May 1, 2012, and May 15, 2012. A weblink to these surveys can be found in the Appendix B of this document. A reminder e-mail was sent by staff on May 10. Following are the response rates for the surveys:

Surveys	Total Invitations Sent	Invitations Successfully Received	Completed Surveys	Response Rate
Account Consultant Contacts	2,143	1,752	176	10%
Technical Support Contacts	61	60	16	27%
Billing Contacts	558	487	82	17%
Video Scheduler Contacts	163	162	32	23%
2012 Total	2,925	2,461	312	13%
2011 Total	2,307	2,172	281	24%

The combined response rate for these surveys was 13 percent compared with a 24 percent response rate for FY 2011 Customer Surveys.

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 (Des Moines Metro Area)
- ICN Maintenance and Repair (Outside the Des Moines Metro Area)
- 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 fiscal year. This report contains a section detailing the responses within each area. There were also “open-ended” survey questions for each area.

- The 2012 surveys allowed ranking of services for the current fiscal year only.
- The “do not know/not applicable” responses were not included in the satisfaction calculations.
- Comments within the survey have only been altered if a specific functional area was mentioned, to change misspelled words and use capitalization needed for clarification.

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 80 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 Personnel Conduct** – Personnel 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” and “Not Applicable” responses are not considered in determining this score.
- **Significant Difference** –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**. Negative significant differences will include **red text**.

Historical Data

Comparable data for the FY 2008, FY 2009, FY 2010, FY 2011, and FY 2012 surveys are available at the end of this report (page 43).

Executive Summary

The ICN annually requests feedback from authorized users 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 allows 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.

The surveys were 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 provided in this analysis will be an aggregate of the four 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 type of organization are you employed?		
	Response Percent	Response Count
Post Secondary Education	7.7%	24
K-12 School (including AEAs)	52.6%	164
Executive Branch State Agency	14.4%	45
Judicial Branch State Agency	1.0%	3
Legislative Branch State Agency	1.0%	3
Federal Agency	0.0%	0
Public Library	5.8%	18
Medical Organization	8.3%	26
Other (please specify)	9.3%	29
<i>answered question</i>		312
<i>skipped question</i>		0

Overall Satisfaction

Overall Satisfaction with ICN Services

	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Don't Know		Response Count	Satisfaction Score
	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count		
Overall, how satisfied are you with the services that you receive from the ICN?	57.97%	171	33.90%	100	6.78%	20	1.36%	4	Not included in response count	17	295	91.86%

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 which is similar to last year's score. There was a decrease of less than .05 percent and considered a consistent rating. Satisfaction scores over 90 percent demonstrate that customers are continually satisfied with ICN services. Just over eight percent of the respondents indicated dissatisfaction with the overall satisfaction of services received from the ICN.

Value of ICN Services

	Excellent Value		Good Value		Fair Value		Poor Value		Response Count	Satisfaction Score
How would you rate the value of the services you receive from the ICN?	47.44%	148	34.94%	109	15.06%	47	2.15%	8	312	82.37%

Over 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 just fewer than 82 percent satisfaction score last year. This was a difference of less than one percent and considered a consistent rating. About 17 percent of the respondents indicated that ICN services were either a poor or fair value. This score could have increased from last year, because an average value option was not included in this year's surveys. Staff felt that the average and fair value rankings were redundant.

Recommend the ICN

	Very Likely		Somewhat Likely		Somewhat Unlikely		Very Unlikely		Don't Know/It Depends	Response Count	Satisfaction Score	
How likely would you be to recommend additional ICN Services to decision makers within your organization or your peers?	51.06%	144	33.69%	95	8.51%	24	6.74%	19	Not included in response count	23	282	84.75%

Eighty-four and seventy-five one hundredths (84.75) 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 1.54 percent lower than the 2011 response, but the difference is not statistically significant.

Knowledge of ICN Services

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	At Least Some Understanding
Data	32.01%	97	36.96%	112	21.78%	66	9.24%	28	303	68.98%
Internet	47.18%	142	30.56%	92	15.61%	47	6.64%	20	301	77.74%
Video	31.13%	94	43.71%	132	20.86%	63	4.30%	13	302	74.83%
Phone	22.52%	68	38.08%	115	26.16%	79	13.25%	40	302	60.60%

Through focus groups and other surveys, some authorized users indicated that they were not aware that the ICN provided a variety of telecommunications services. When asked in these surveys whether they knew that the ICN provided various categories of services, there was a significant increase in the number of respondents saying that they had some understanding of data services (over nine percent) and video services (10.45 percent). The percentage of respondents reporting knowledge of Internet services increased less than five percent which is not statistically significant, while knowledge of ICN's voice services decreased by just over five percent which is a significant decrease.

Authorized User Satisfaction Levels

The overall functional area satisfaction level was the highest for the Network Operations Center functional area with a 97.24 percent satisfaction score (increase of 3.3 percent from last year) with the Account Consultant score following with 96.8 percent satisfaction score (which is consistent with last year's score). Billing had the lowest overall satisfaction score (92.68 percent), however, the satisfaction score increased by 10.54 percent from FY 2011.

Overall Satisfaction Scores for the Functional Areas Measured	
Functional Area	2012 Satisfaction
Overall Account Consultant Performance	96.80%
Overall Project Management Performance	94.34%
Overall Installation Performance	93.33%
Overall Billing Performance	92.68%
Overall Service Desk/Network Operations	97.24%
Overall Maintenance and Repair Performance (Des Moines Metro Area)	96.55%
Overall Maintenance and Repair Performance (Outside the Des Moines Metro Area)	94.87%
Overall Video Scheduling Performance	96.77%



Functional Areas and Personnel Conduct Analysis

Account Consultants

(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?	69	92	21	10	22	214

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 and 2012 surveys, ICN specifically asked for the number of contacts during the past year. If respondents did not have contact with account consultants during FY 2012, they were directed to the next series of questions and did not rank Account Consultant attributes. Of the 214 respondents who answered the question, 145 said that they worked with ICN Account Consultants at least once during FY 2012. Respondents were consistently satisfied with the Account Consultant attributes. All attributes had a satisfaction score of at least 90 percent, and 50 percent of the attributes scored over 95 percent. All of these scores have a consistent ranking with last year's scores. The only score with a statistically significant change was the "Follow-through by ICN Account Consultants" ranking which increased by five percent, from 88.68 percent to 93.75 percent. Highlighted scores indicate an increase of over five percent from the FY 2011 score.

How satisfied are you with the following ICN Account Consultant attributes?	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Don't Know/Not Applicable		Response Count	Satisfaction Score
Quality of responses to your questions and concerns.	61.72%	79	35.16%	45	3.13%	4	0.00%	0	Not included in response count	8	128	96.88%
Timeliness of ICN Account Consultant responses to your needs.	60.94%	78	35.16%	45	2.34%	3	1.56%	2	Not included in response count	9	128	96.09%
The knowledge level of ICN Account Consultants	69.84%	88	26.98%	34	3.17%	4	0.00%	0	Not included in response count	10	126	96.83%
ICN Account Consultants keep you informed of changes.	54.92%	67	36.07%	44	8.20%	10	0.82%	1	Not included in response count	15	122	90.98%
Ability of ICN Account Consultants to anticipate your needs and proactively provide assistance	51.69%	61	38.98%	46	5.93%	7	3.39%	4	Not included in response count	19	118	90.68%
Professionalism of ICN Account Consultants	73.60%	92	24.00%	30	1.60%	2	0.80%	1	Not included in response count	11	125	97.60%

How satisfied are you with the following ICN Account Consultant attributes? <i>Cont.</i>	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Don't Know/Not Applicable		Response Count	Satisfaction Score
	%	Count	%	Count	%	Count	%	Count	%	Count		
Follow-through by ICN Account Consultants after the product is installed	59.82%	67	33.93%	38	3.57%	4	2.68%	3	Not included in response count	25	112	93.75%
Service provided met your objectives	59.68%	74	33.06%	41	5.65%	7	1.61%	2	Not included in response count	12	124	92.74%
Ongoing consultation	52.43%	54	41.75%	43	4.85%	5	0.97%	1	Not included in response count	33	103	94.17%
Overall Consultant Performance	60.00%	75	36.80%	46	2.40%	3	0.80%	1	Not included in response count	11	125	96.80%

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 less than .5 percent which is considered consistent with the previous year. Less than 3.2 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 96 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 98 percent satisfaction score last year. This was a decrease of just over two percent and considered a consistent ranking. Less than four percent of the respondents were dissatisfied with the timeliness of ICN Account Consultants to their needs.

The Knowledge Level of ICN's Account Consultants: Almost 97 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 slight decrease between this year and FY 2011 was less than 1.4 percent. Just over three percent were dissatisfied with the knowledge level of ICN Account Consultants as compared with less than two percent last year.

ICN Account Consultants keep you informed of changes: Just less than 91 percent of those responding to this question were either somewhat satisfied or very satisfied with the information received regarding changes. Satisfaction has remained consistent over the past year with the score decreasing by less than 3.7 percent. Just over nine percent of the respondents were dissatisfied with the information received regarding changes from the Account Consultants, which is an increase from just over four percent from last year.

Ability of ICN's Account Consultants to anticipate your needs and proactively provide assistance: Over 90.5 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 just under .5 percent from last year. Just over 9.3 percent were dissatisfied with the ability of Account Consultants to anticipate their needs and proactively provide assistance which is consistent with last year's results..

Professionalism of ICN Account Consultants: Over 97.5 percent of the respondents were somewhat satisfied or very satisfied with the ICN's Account Consultant staff professionalism. This is an increase of over one percent from last year's response. Less than 2.5 percent were dissatisfied with the professionalism of ICN staff.

Follow-through by Account Consultants after product is installed: Over 93 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 88.68 percent last year. This is a difference of over 5 percent which is considered a significant difference. Just over six percent were dissatisfied with the ability of account consultant's follow-through.

Service provided met your objectives: Over 92.5 percent of those responding to the question were either somewhat satisfied or very satisfied that the service provided met their objectives, which was an increase compared to 91.23 percent last year. Less than 7.5 percent were dissatisfied with how the service provided met their objectives.

Ongoing consultation: Over 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 just under 94 percent last year. This is a difference of less than .5 percent and considered a consistent ranking. Under six percent were dissatisfied with the ongoing consultation provided by the ICN sales staff.

Overall Account Consultants performance: Ninety-eight and six tenths 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 98.3 percent satisfaction score last year. This was a difference of .5 percent and considered a consistent ranking. Over three percent indicated dissatisfaction with the performance of ICN Account Consultants.

Comments Regarding Account Consultants
I am still waiting to hear when we will get the fiber connection at the 4th Judicial district. It's been in the works for over 2 years...
The follow through on a few issues has resulted in no answer on a few occasions. Overall, I am satisfied with their performance.
Your people are doing a great job.
Very personable and professional folks.
I have little contact.
We see agreement on what we ask for, but later find out that things are not quite as advertised. More training, or more up front "I will have to get back to you" responses and then timely responses.
The ICN/IRHTP has given us the ability to better serve our customers at a level otherwise not attainable via other service providers.
Been fine
I recently had an ICN consultant access the building after hours and during a holiday break without notifying our office. I then asked that they use my cell phone to notify me of any needs of the ICN room. I received a phone call at 2am Sunday morning from the consultants that they needed to send someone into my building. I do not understand why we have 24hr service to a product that is used barely twice a month. I feel that the funds dedicated to supporting this program need to be reevaluated. Is it necessary to have individuals on call 24/7? I would think that a day shift would be suffice. I feel that the funds could be allocated for a better purpose. (upgrading computers used during the ICN sessions) This is a waste of tax payers money. The program needs to be reevaluated with all the free opportunities we have accessible to us. (Skype, Google Hangout, etc.)
The personal access to staff is a big plus for working with ICN.
They are always top notch and help without pointing fingers.
very professional and knowledgeable.
Overall my account rep does not seem to know about the products and services offered by ICN. In addition, this person is not timely and does not respond to all e-mails/questions.
Good performance and professional in every way
Does not provide timely service and follow-up calls.
I do not have enough contact with the consultant to be able to evaluate their performance.
We were told our "upgrade" was ready and we could have it in early April, it's early May and we still aren't moved up on bandwidth due to "building on the network."
The consultants are very professional.
The Consultants are fine
Will say not available rather than say let me see if we can get what you need.
(Our consultant, specific name removed) has been great to us for years.
Very professional. A notch above the rest.
The whole trouble ticket process is baffling. Too much red tape.
The people I have dealt with have always been friendly and helpful.
I feel they are critical in keeping the regional ICN people informed of any pertinent issues and available services. They really are the only liaisons between the regions and state.

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?	109	42	9	3	3	166

Of the 166 respondents answering this question, 57 said that they worked with ICN project managers 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 2012 surveys, ICN specifically asked for the number of contacts during the past year. If respondents had not had contact with project managers during FY 2012, they were directed to the next series of questions and did not rank Project Management attributes.

How satisfied are you with the following ICN Project Management attributes?	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Don't Know/Not Applicable		Response Count	Satisfaction Score
Updates on project status by project manager	57.69%	30	36.54%	19	5.77%	3	0.00%	0	Not included in response count	1	52	94.23%
Professionalism of project management staff	65.38%	34	34.62%	18	0.00%	0	0.00%	0	Not included in response count	1	52	100.00%
Responsiveness of project manager to questions and concerns	53.85%	28	40.38%	21	5.77%	3	0.00%	0	Not included in response count	1	52	94.23%
Project management handling of challenges or scope changes	56.86%	29	39.22%	20	0.00%	0	3.92%	2	Not included in response count	2	51	96.08%
Overall Project Management Performance	59.62%	31	36.54%	19	3.85%	2	0.00%	0	Not included in response count	1	52	96.15%

Updates on project status: Over 94 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 six percent from the FY 2011 score which is considered statistically significant. Less than 5.8 percent of the respondents indicated a level of dissatisfaction with the updates provided on the provision of the status of projects.

Professionalism of ICN staff: One hundred 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 difference of four percent over last year's score. There was no dissatisfaction with the professionalism of ICN project management staff.

Responsiveness to questions and concerns: Over 94 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. Just under 5.8 percent of the respondents were dissatisfied with the responsiveness of the project manager to questions and concerns.



Challenges or Scope Changes: Over 96 percent of those responding to this question were either somewhat satisfied with project management of challenges or scope changes which is consistent with the 2011 satisfaction score. There were just less than four percent of the respondents that have some level of dissatisfaction with the handling by the project manager of challenge or scope changes which is consistent with last year's rating.

Overall project management performance: Ninety-four percent of those responding to this question were either somewhat satisfied or very satisfied with the overall project management performance which is consistent with the rating last year which was 96 percent. Just under 5.9 percent of the respondents were dissatisfied with the overall project management performance.

Comments regarding ICN Project Management
Sensitive to needs, but strapped to do anything significant because of the state.
There are always challenges with new projects, but the ICN staff did a great job.
Fine
Again, personal contact is very beneficial to the working relationship.
We have no issues with the ICN staff, they are all curious, friendly, and willing to help where they can. The development of new projects are VERY slow. Technology advancements are behind the private sector.
Same statement as before, we were told our upgrade would come early April and it's now early May and we're still at 25.
The project management was responsive in completing the task at hand in a timely manner.
ICN 800 phone service could not be accessed by some cell phone providers. I had to gather data to solve the problem rather than the ICN manager solving the problem.

Installation and Service Order

(Ranked by Account Consultant 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?	100	55	12	3	10	180

Of the 180 respondents answering the question, 80 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 2012 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. Most of these scores rank consistently with year's scores.

How satisfied are you with the following ICN installation and service order experiences?	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Don't Know/Not Applicable		Response Count	Satisfaction Score
Timeliness of ICN delivery of services	58.11%	43	33.78%	25	2.70%	2	5.41%	4	Not included in response count	4	74	91.89%
Professionalism of ICN service staff	80.26%	61	17.11%	13	2.63%	2	0.00%	0	Not included in response count	3	76	97.37%
Services provided met your expectations	74.32%	55	18.92%	14	5.41%	4	1.35%	1	Not included in response count	4	74	93.24%
Follow-through by ICN service	67.16%	45	29.85%	20	0.00%	0	2.99%	2	Not included in response count	10	67	97.01%
Overall Delivery of Service Performance	69.33%	52	24.00%	18	6.67%	5	0.00%	0	Not included in response count	4	75	93.33%

Timeliness of ICN delivery of services: Almost 92 percent of those responding were either somewhat satisfied or very satisfied with the timeliness of installation and service order services from the ICN which is consistent with the 2010 score of 93.94 percent. Just over 11 percent indicated dissatisfaction with the timeliness of ICN of installation and service order deliveries.

Professionalism of ICN staff: Over 97 percent of those responding were either somewhat satisfied or very satisfied with the professionalism of ICN staff who delivered services, which is consistent with last year's score of 98.51 percent. Just over 2.6 percent indicated dissatisfaction with the professionalism of ICN staff involved with their service order and installation experience.



Services met your expectations: Over 93 percent of those responding were either very satisfied or somewhat satisfied that the services met their expectations, which is consistent with last year's score. Just under seven percent were dissatisfied overall having their expectations met with the delivery of services.

Follow-through after the product is installed: Over 97 percent of those responding were either very satisfied or somewhat satisfied that the services met their expectations, which is a statistically significant increase over last year's score of 90.63 percent. Just fewer than three percent indicated dissatisfaction with the follow-through after the product is installed.

Overall Delivery of Service Performance: Over 93 percent of those responding were either very satisfied or somewhat satisfied with the overall delivery of service performance which is consistent with last year's score. Six and two thirds percent reported some level of dissatisfaction with the overall delivery of service performance which is consistent with last year's score.

Comments regarding Installation and Service Order performance.
I say somewhat dissatisfied because our project was put off because of other State projects that took priority and it took me a while to get a response as to when I could expect our project (bandwidth increase) to be completed.
Viewed this as the same as ICN consultant contacts/ reps before knowing this question was going to be asked.
Great Job as usual.
Fine
The installation team has been EXCEPTIONAL! I always receive feedback that the staff is friendly, knowledgeable, and FAST!
Same statement as before, we were told our upgrade would come early April and it's now early May and we're still at 25.
None.
Very high quality
It took forever to increase bandwidth at the two districts I am a shared supt. Paperwork was lost and the process wasn't even close to being on time. The people were nice but unable to cut through the red tape to provide answers or expedient service.
End user communication is excellent.

Billing

(Ranked by Billing Contacts)

	0	1-3	4-6	7-9	10+	Response
Approximately how many contacts have you had with ICN Billing Staff in the past year?	32	35	7	2	6	82

Of the 82 respondents answering the question, 50 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 2012 surveys, ICN specifically asked for the number of contacts during the past year. If respondents had not had contact with billing staff during FY 2012, they were directed to the next series of questions and did not rank these attributes. Most of the billing satisfaction scores are significantly higher than last year's scores and the others are consistent with last year's scores. Two categories have an increase of satisfaction score of over 10 percent.

How satisfied are you with the following ICN Billing attributes?	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know/Not Applicable	Response Count	Satisfaction Score
Completeness of billing	69.05% 29	23.81% 10	7.14% 3	0.00% 0	Not included in response count 5	42	92.86%
Accuracy of billing	66.67% 28	26.19% 11	4.76% 2	2.38% 1	Not included in response count 5	42	92.86%
Timeliness of billing	85.00% 34	10.00% 4	5.00% 2	0.00% 0	Not included in response count 5	40	95.00%
Timeliness of resolution of billing disputes	67.74% 21	19.35% 6	9.68% 3	3.23% 1	Not included in response count 15	31	87.10%
Payment methods	84.62% 33	12.82% 5	2.56% 1	0.00% 0	Not included in response count 6	39	97.44%
Professionalism of ICN billing staff	84.21% 32	10.53% 4	5.26% 2	0.00% 0	Not included in response count 7	38	94.74%
Helpfulness of ICN billing staff	82.05% 32	10.26% 4	7.69% 3	0.00% 0	Not included in response count 6	39	92.31%
User-friendliness of ICN billing process	71.79% 28	12.82% 5	15.38% 6	0.00% 0	Not included in response count 6	39	84.62%
Overall Billing Performance	70.73% 29	21.95% 9	7.32% 3	0.00% 0	Not included in response count 5	41	92.68%

Completeness of billing: Almost 93 percent of those responding to this question were either somewhat satisfied or very satisfied with the completeness of bills received from ICN which is a significant increase (7.15 percent) from last year's score of 85.71 percent. Just over seven percent of the respondents indicated dissatisfaction with the completeness of bills received.

Accuracy of billing: Almost 93 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 a significant increase of over 12 percent in the satisfaction score. Just over seven percent indicated dissatisfaction with the accuracy of the bills received from the ICN.

Timeliness of billing: Ninety-five 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 an 88.1 percent satisfaction score last year. This was a significant increase of almost seven percent. Five percent of the respondents indicated dissatisfaction with the completeness of the bills received from the ICN.

Timeliness of resolution of billing disputes: Over 87 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 a significant increase (9.83 percent) over the 77.27 percent satisfaction score last year. Almost 13 percent indicated dissatisfaction with the timeliness of resolution of billing disputes with the ICN.

Payment methods: Over 97 percent of those responding to this question were either somewhat satisfied or very satisfied with the payment methods available from the ICN which is consistent with the 96 percent satisfaction score last year. Just over 2.5 percent of the respondents indicated dissatisfaction with the payment methods received from the ICN.

Professionalism of staff: Over 94 percent of those responding to this question were either somewhat satisfied or very satisfied with the professionalism of ICN billing staff as compared with over 88 percent satisfaction score last year which is a significant increase. Over five percent indicated dissatisfaction with the professionalism of the ICN staff.

Helpfulness of staff: Over 92 percent of those responding to this question were either somewhat satisfied or very satisfied with the helpfulness of ICN billing staff as compared with an 85 percent satisfaction score last year which is a significant increase. Just under 7.7 percent indicated dissatisfaction with helpfulness of ICN staff.

User-friendliness of process: Just over 84.6 percent of those responding to this question were either somewhat satisfied or very satisfied with the user-friendliness of the ICN billing process which is consistent with last year's 85.7 percent satisfaction score. Just under 15.4 percent indicated dissatisfaction with the user-friendliness of the ICN billing process.

Overall Billing Performance: Over 92 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 82 percent satisfaction score last year which was a significant difference of over 10 percent. Just over 7.2 percent indicated dissatisfaction with the overall performance of ICN billing.

Additional Billing Questions

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

	Yes		No		Response Count
Do you have a need for billing information to be provided to you in a customized format for audit issues?	10.42%	5	89.58%	43	48
Three responses					

What enhancements would you like to see made to the ICN billing process that would allow you to be more efficient in your job?
It would be easier to sort through the invoice if it was able to be downloaded into an Excel format.
Strides have been made in this arena, now that I understand the bills.
The current format works perfectly for me.
To be able to add a TASK code to the billing of our DDS bill
Sending me the billing via email works wonderfully for me as I just print off the detailed information and submit it to the county auditor for payment. Very smooth procedure.
Less confusing -clear and direct.
Annualized payments are helpful for our situation.
More specificity in associating costs with when and where the system was used.

ICN Service Desk/Network Operations Center (NOC)

(Ranked by Account Consultant, Technical Support, Billing, 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?	139	85	31	14	24	293

In the past, ICN only asked if respondents had contacts with ICN staff in functional areas. Since ICN is looking at customer satisfaction annually, in the FY 2012 surveys, ICN specifically asked for the number of contacts with functional areas during the past year. If respondents did not have contact with staff in the Network Operations Center (NOC) during FY 2012, they were directed to the next series of questions and did not rank NOC attributes. Of the 293 respondents answering this question, 154 said that they worked with the ICN NOC staff at least once during FY 2012. Respondents were consistently satisfied with the NOC attributes. All attributes scored over 90 percent and over 71 percent of the attributes scored over 95 percent. All of these scores rank consistently with last year's scores.

How satisfied are you with the following ICN Service Desk/Network Operations Center (NOC) attributes?	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Don't Know/Not Applicable		Response Count	Satisfaction Score
Promptness of answering inquiries	76.03%	111	21.23%	31	2.74%	4	0.00%	0	Not included in response count	5	146	97.26%
Knowledge of NOC service staff	75.00%	105	22.86%	32	2.14%	3	0.00%	0	Not included in response count	10	140	97.86%
Timeliness of information and updates	72.54%	103	23.24%	33	3.52%	5	0.00%	1	Not included in response count	7	142	95.77%
Correctness of service installation restoration	73.05%	103	24.11%	34	2.13%	3	0.00%	1	Not included in response count	8	141	97.16%
Professionalism of NOC service staff	80.14%	113	18.44%	26	1.42%	2	0.00%	0	Not included in response count	5	141	98.58%
Courteousness of NOC service staff	80.56%	116	17.36%	25	2.08%	3	0.00%	0	Not included in response count	5	144	97.92%
Overall Service Desk/Network Operations (NOC) Performance	75.86%	110	21.38%	31	2.76%	4	0.00%	0	Not included in response count	4	145	97.24%

Promptness of answering inquiries: Over 97 percent of those responding were either somewhat satisfied or very satisfied with the promptness in which the NOC answered inquiries. This is consistent with the 2010 satisfaction score of 95.65 percent which is an increase of almost three percent from last year's score. Just over two percent indicated dissatisfaction with the promptness of answering inquiries by the NOC personnel.

Knowledge of service representatives: Over 97 percent of those responding were either somewhat satisfied or very satisfied with the knowledge of the NOC service representatives, which is consistent with last year's score of 96.21 percent. Just over two percent indicated dissatisfaction with knowledge level of the NOC personnel.

Timeliness of information and updates: Over 95 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 over three percent from last year's score. Just over 3.5 percent indicated dissatisfaction with the timelines of information and updates received from the NOC.

Correctness of service installation: Over 97 percent of those responding were either somewhat satisfied or very satisfied with the correctness of service, which is a consistent with last year's score of almost 94 percent. 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: Almost 98 percent of those responding were either somewhat satisfied or very satisfied with the courteousness of NOC personnel which is consistent with last year's score. Just over two percent indicated dissatisfaction with the courteousness of NOC personnel.

Overall Service Desk/Network Operations Center (NOC) Performance: Over 97 percent of those responding were either somewhat satisfied or very satisfied with the overall NOC performance which is consistent with the FY 2011 score of 97.73 percent. Over two percent indicated dissatisfaction with the overall performance of the NOC.

Comments regarding ICN Service Desk/Network Operations Center (NOC) performance.
Don't know, never had to interface with them.
The service staff are terrific! I appreciate their timeliness, and support for getting problems solved.
Great Job as usual
Personal service.
Our ICN works, but we don't ever see anyone b/c they come and go via another wing of our building so we don't have contact with them.
Very responsive.
Down for 4 hours, and told that a port on my router was bad when actually the ICN switch needed to be reset. Testing equipment was faulty. Long distance needs to be able to provide caller ID.
They are always very helpful.
Again, the folks I've dealt with are eager to assist me when I have an issue.
It is a great service that saves lowans time and money.
They have always been most helpful when I need them.
Very helpful and professional staff.
I am very happy.
Although the service I was using was discontinued they were helpful
Always very friendly and helpful
Lack of communication regarding a LARGE generator that showed up on a semi to be placed on our property outside one of our main entrances. It is an eye sore and we were unaware of the need or details until it was already installed.
WE have had some issues and one time there was nothing they could do for our meeting.
Systems have to work with the IT world we are in now. Lots of issues around ICN lines.

Maintenance and Repair

(Ranked by Account Consultant and Technical Support Contacts)

In the past ICN has measured maintenance and repair satisfaction on a statewide, network-wide basis. Because there are different teams serving the Des Moines Metro Area and the area outside of the Des Moines Metro Area, the 2012 survey is measuring each separately.

Maintenance and Repair (Des Moines Metro Area)

	0	1-3	4-6	7-9	10+	Response Count
Approximately how many contacts have you had with Des Moines Metro Area ICN Maintenance and Repair Staff in the past year?	147	26	2	2	2	179

Of the 179 respondents answering the question, 32 said that they had at least one contact with maintenance and repair staff in the Des Moines Metro Area 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 2012 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 2012, 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. Comparisons for the Des Moines Metro Area responses are with the 2011 Statewide Maintenance and Repair Responses which along with the sample size impact the scores and comparisons.

How satisfied are you with the following Des Moines Metro Area ICN Maintenance and Repair attributes?	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know/Not Applicable	Response Count	Satisfaction Score
Responsiveness by field personnel	65.52% 19	27.59% 8	3.45% 1	3.45%	1 Not included in response count	3	29 93.10%
Responsiveness to large emergencies	76.00% 19	20.00% 5	4.00% 1	0.00%	0 Not included in response count	7	25 96.00%
Completeness of maintenance or repair work	67.86% 19	25.00% 7	7.14% 2	0.00%	0 Not included in response count	4	28 92.86%
Quality assurance experience	57.14% 16	32.14% 9	7.14% 2	3.57%	1 Not included in response count	4	28 89.29%
Professionalism of field staff	76.67% 23	20.00% 6	3.33% 1	0.00%	0 Not included in response count	2	30 96.67%
Maintenance provisions of the Service Level Agreement (SLA) were met	61.54% 16	30.77% 8	3.85% 1	3.85%	1 Not included in response count	6	26 92.31%
Agreed upon Service Level Agreement (SLA) timeline was met	55.56% 15	33.33% 9	7.41% 2	3.70%	1 Not included in response count	4	27 88.89%
Overall Maintenance and Repair	62.07% 18	34.48% 10	0.00% 0	3.45%	1 Not included in response count	3	29 96.55%

Responsiveness by field personnel: Just over 93 percent of those responding to this question were either somewhat satisfied or very satisfied with the responsiveness by field personnel which are consistent with the FY 2011 response of 92.98 percent. Just under seven percent indicated dissatisfaction with the responsiveness by field personnel.

Responsiveness to large emergencies: Ninety-six percent of those responding to this question were either somewhat satisfied or very satisfied with the responsiveness to large emergencies which is consistent with last year's satisfaction score of 95.56 percent. Four percent indicated dissatisfaction with the responsiveness to large emergencies.

Completeness of maintenance or repair work: Under 93 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 consistent with last year's score of 92.86 percent. Just over seven percent indicated dissatisfaction with the maintenance or repair work provided by the ICN.

Quality assurance experience: Over 89 percent of those responding to this question were either somewhat satisfied or very satisfied with the quality assurance experience which is a significant decrease of over five percent below last year's score of 94.34 percent. Over 10 percent indicated dissatisfaction with their quality assurance experience.

Professionalism of field staff: Over 96.6 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 response which was just over 98 percent. Less than three percent indicated dissatisfaction with the professionalism of ICN field staff.

Maintenance provisions of the Service Level Agreement (SLA) were met: Over 92 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 decrease of over 5.4 percent when compared with last year's score of 97.7 percent. Seven and seven tenths (7.7) percent indicated dissatisfaction with meeting the maintenance provisions in the SLAs.

Agreed upon service level agreement (SLA) timeline was met: Eighty-eight 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 of 91.3 percent. Just over 11 percent indicated dissatisfaction with the ICN meeting the agreed upon SLA timeline.

Overall Maintenance and Repair Performance: Over 96.5 percent of those responding to this question were either somewhat satisfied or very satisfied with the ICNs overall maintenance and repair performance in the Des Moines Metro Area which is consistent with last year's score of 91.67 percent. Over three percent indicated dissatisfaction with the ICN's overall maintenance and repair performance.

Comments regarding ICN Maintenance and Repair performance in the Des Moines Metro Area.

Not certain on the # of contacts over the last year and who this team is. The ones that repair fiber only?

Maintenance and Repair (Outside the Des Moines Metro Area)

	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?	134	36	2	1	6	179

Of the 179 respondents answering the question, 45 said that they had at least one contact with maintenance and repair staff outside the Des Moines Metro Area during the past year. In the past, ICN asked only if the respondents had contacts with ICN staff in functional areas. Since we are looking at customer satisfaction annually in the FY 2012 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 2012, 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. Comparisons for the Outside the Des Moines Metro Area responses are made with the 2011 Statewide Maintenance and Repair responses.

How satisfied are you with the following ICN Maintenance and Repair attributes?	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Don't Know/Not Applicable		Response Count	Satisfaction Score
Responsiveness by field personnel	67.50%	27	25.00%	10	5.00%	2	2.50%	1	Not included in response count	3	40	92.50%
Responsiveness to large emergencies	69.70%	23	30.30%	10	0.00%	0	0.00%	0	Not included in response count	10	33	100.00%
Completeness of maintenance or repair work	69.23%	27	25.64%	10	2.56%	1	2.56%	1	Not included in response count	4	39	94.87%
Quality assurance experience	65.79%	25	28.95%	11	2.63%	1	2.63%	1	Not included in response count	5	38	94.74%
Professionalism of field staff	76.19%	32	19.05%	8	2.38%	1	2.38%	1	Not included in response count	1	42	95.24%
Maintenance provisions of the Service Level Agreement (SLA) were met	63.89%	23	33.33%	12	0.00%	0	2.78%	1	Not included in response count	7	36	97.22%
Agreed upon Service Level Agreement (SLA) timeline was met	66.67%	24	30.56%	11	0.00%	0	2.78%	1	Not included in response count	7	36	97.22%
Overall Maintenance and Repair	69.23%	27	25.64%	10	0.00%	0	5.13%	2	Not included in response count	3	39	94.87%

Responsiveness by field personnel: Just over 93 percent of those responding to this question were either somewhat satisfied or very satisfied with the responsiveness by field personnel which is consistent with the FY 2011 response of 92.98 percent rate. 7.5 percent indicated dissatisfaction with the responsiveness by field personnel.

Responsiveness to large emergencies: One hundred percent of those responding to this question were either somewhat satisfied or very satisfied with the responsiveness to large emergencies which is consistent with last year's satisfaction score of 95.56 percent. No respondents were dissatisfied with the responsiveness to large emergencies.

Completeness of maintenance or repair work: Under 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 consistent with last year's score of 94.74 percent. Just over five percent indicated dissatisfaction with the maintenance or repair work provided by the ICN.

Quality assurance experience: Just over 94.7 percent of those responding to this question were either somewhat satisfied or very satisfied with the quality assurance experience which is consistent with last year's score of 94.34 percent. Over 5.2 percent indicated dissatisfaction with their quality assurance experience.

Professionalism of field staff: Over 96.2 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 response which was just over 98 percent. Less than five percent indicated dissatisfaction with the professionalism of ICN field staff.

Maintenance provisions of the Service Level Agreement (SLA) were met: Over 97.2 percent of those responding to this question were either somewhat satisfied or very satisfied that maintenance provisions of the SLA were met which consistent with last year's score of 97.7 percent. Just under 2.8 percent indicated dissatisfaction with meeting the maintenance provisions in the SLAs.

Agreed upon service level agreement (SLA) timeline was met: Just over 97.2 percent of those responding to this question were either somewhat satisfied or very satisfied with the professionalism of field personnel which is a significant increase when compared with last year's score of 91.3 percent. Just under 2.8 percent indicated dissatisfaction with the ICN meeting the agreed upon SLA timeline.

Overall Maintenance and Repair Performance: Almost 95 percent of those responding to this question were either somewhat satisfied or very satisfied with the ICNs overall maintenance and repair performance outside the Des Moines Metro Area which is consistent with last year's score of 91.67 percent. Over five percent indicated dissatisfaction with the ICN's overall maintenance and repair performance.

Comments regarding ICN Maintenance and Repair performance outside the Des Moines Metro Area.

Maintenance/upgrades are part of technology- you guys are great, very minimal downtime.

Very helpful.

Don't have contact with anyone.

Great guy to work with.

All aggregated schools lost service for four hours. Finally, I was told that a port on my router was bad. Test equipment was not used properly. ICN switch needed to be reset. My router was fine.

Video Scheduling

(Ranked by Account Consultant, Technical Support, 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?	149	32	8	6	20	215

Of the 215 respondents answering the question, 66 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 2012 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 2012, they were directed to the next series of questions and did not rank these attributes. The FY 12 satisfaction scores were consistent with last year's scores. ICN Video Scheduling Staff may include not only the ICN employees, but also regional schedulers and state agency schedulers.

How satisfied are you with the following ICN Video Scheduling attributes?	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Don't Know/Not Applicable		Response Count	Satisfaction Score
Quality of responses to your questions and concerns	80.33%	49	18.03%	11	1.64%	1	0.00%	0	Not included in response	2	61	98.36%
Timeliness of ICN staff response to your needs	83.61%	51	13.11%	8	3.28%	2	0.00%	0	Not included in response	2	61	96.72%
The knowledge level of the ICN video scheduling staff	80.65%	50	17.74%	11	1.61%	1	0.00%	0	Not included in response	1	62	98.39%
ICN video scheduling staff keeps you informed of changes	77.42%	48	16.13%	10	4.84%	3	1.61%	1	Not included in response	1	62	93.55%
Level of ICN video staff professionalism	82.26%	51	17.74%	11	0.00%	0	0.00%	0	Not included in response	1	62	100.00%
Overall Video Scheduling Performance	77.42%	48	19.35%	12	3.23%	2	0.00%	0	Not included in response count	1	62	96.77%

Quality of responses to your questions and concerns: Over 98 percent of those responding to this question were either somewhat satisfied or very satisfied with the quality of responses to their questions, which is consistent with last year's score of 100 percent. Over 1.6 percent indicated dissatisfaction with the knowledge level of ICN staff knowledge.

Timeliness of ICN staff response to your needs: Over 96.7 percent of those responding to this question were either somewhat satisfied or very satisfied with the timeliness of ICN staff response to their needs, which is consistent with last year's score of 97.5 percent. Just over three 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: Over 98 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, which is consistent with last year's score of 100 percent. Just over 1.6 percent indicated dissatisfaction with the knowledge level of ICN staff knowledge.

Video scheduling staff keeps you informed of changes: Over 93.5 percent of those responding to this question were either satisfied or very satisfied that video scheduling staff kept them informed of changes which is consistent with last year's score of 97.56 percent. Just over 6.4 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 which was the same as last year's score. No respondents indicated dissatisfaction with the level of ICN staff professionalism.

Overall Video Scheduling Performance: Over 96.7 percent of those responding to this question were either satisfied or very satisfied with the overall video scheduling performance which is consistent with last year's score of 100 percent. Just over three percent of the respondents indicated dissatisfaction with overall video scheduling performance.

Comments regarding ICN Video Scheduling performance
We work with them constantly and they support us well.
We tested the video conferencing, we felt that technology wise, it was behind the curve. The account rep did not seem to have very much knowledge on the subject.
Can additions or changes to our ICN Room schedule be automatically emailed to me, our building scheduler?
I presume this includes regional schedulers. Regional scheduler ROCKS.
I enjoy working with the ICN scheduler. She is easy to work with and is always helpful.
Excellent!
The ICN scheduler has been a great help to me over the years and is always a joy to work with.

Services and Other Information

Services

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 2012, they were directed to the next service category or series of questions.

Findings: The percentage of “Don’t Know/ Not Applicable” responses for all service areas are quite high leaving a small sample size of respondents having an opinion. The sample size is an important feature of any empirical study in which the goal is to make inferences about a population from a sample. Because of the small sample size some of the conclusions that might be reached may not be appropriate.

- In the “Voice Services” area, there were a total of 31 persons that indicated that they had utilized ICN voice services in the past year. Only two respondents provided an opinion of the “Interactive Voice Response” service. Even though the satisfaction score was 100 percent, the sample size was so small the results may not be reliable.
- In the “Data Services” area, there were a total of 114 respondents that indicated that they had utilized data services in the past year. Only 19 respondents provided an opinion of the “ATM Circuits” services. The satisfaction score was over 94.7 percent, however, with a small sample size the results may not be reliable.
- In the “Video Services” area, there were a total of 75 responses to the Level of Satisfaction with the “H.320 Video (Dialable Wideband, ISDN)” services statement. Of those responding to the statement, only 31 respondents (41 percent) provided an opinion of the service. The satisfaction score for the category of over 90 percent was strong; however the sample size and percent of respondents having an opinion regarding the service indicate that this method of measuring satisfaction should be reviewed to obtain a more reliable measure of satisfaction.

ICN may want to consider a different method of satisfaction evaluation of services or a more “end user” defined contact list in the future.

Voice Services

(Ranked by Account Consultant and Technical Support Contacts)

	Yes		No		Response Count
Have you received ICN Voice Services within the past year?	34.48%	31	65.52%	136	167

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/Not Applicable		Response Count	Satisfaction Score	
Long Distance/Toll Free	79.17%	19	20.83%	5	0.00%	0	0.00%	0	0	Not included in response count	5	24	100.00%
Calling Cards	85.71%	6	14.29%	1	0.00%	0	0.00%	0	0	Not included in response count	18	7	100.00%
Teleconferencing	64.71%	11	35.29%	6	0.00%	0	0.00%	0	0	Not included in response count	11	17	100.00%
Voice over Internet Protocol (VoIP)	50.00%	4	25.00%	2	25.00%	2	0.00%	0	0	Not included in response count	20	8	75.00%
Automatic Call Distribution	55.56%	5	33.33%	3	11.11%	1	0.00%	0	0	Not included in response count	19	9	88.89%
Interactive Voice Response	50.00%	1	50.00%	1	0.00%	0	0.00%	0	0	Not included in response count	26	2	100.00%
Telephone Sets/Features/Voice Mail	61.54%	8	23.08%	3	15.38%	2	0.00%	0	0	Not included in response count	15	13	84.62%

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. All of the satisfaction ranking scores increase and all but one increased significantly.

Comments:
I have not spoken with one colleague who likes the NEW phones. I am among them. They are not user friendly to change messages or easy to talk on while trying to type or do another task.
We would love to have an opportunity to work with VoIP, but again it is not available. This is also behind the curve. Same with the ACD lines, we have employees that we could allow to work from home if this was available throughout the state. ACD lines, we are happy with. We are able to make some changes ourselves but other changes seem to have a slow response time and the staff act as if it is a big deal to make changes. We need the ability to make changes as necessary.
Need caller ID for call recipients. 800 number didn't work for cell phone callers and out-of-state calls. ICN couldn't resolve the problem.

A

Data Services

(Ranked by Account Consultants and Technical Support Contacts)

	Yes		No		Response Count
Have you received ICN Data Services (including Internet) within the past year?	52.87%	114	47.13%	51	165

What is your level of satisfaction with the following ICN Data Services (including Internet) that you have received within the past year?	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Don't Know/Not Applicable		Response Count	Satisfaction Score
Private Line (Leased, Dedicated)	71.79%	28	23.08%	9	5.13%	2	0.00%	0	Not included in response count	63	39	94.87%
Ethernet Transport (MAN, WAN)	76.92%	50	16.92%	11	4.62%	3	1.54%	1	Not included in response count	39	65	93.85%
ATM Circuits	57.89%	11	36.84%	7	5.26%	1	0.00%	0	Not included in response count	77	19	94.74%
Wireless Access (WAN, not WiFi)	65.52%	19	31.03%	9	0.00%	0	3.45%	1	Not included in response count	66	29	96.55%
Internet	72.45%	71	22.45%	22	4.08%	4	1.02%	1	Not included in response count	9	98	94.90%
Routing Management	61.54%	24	30.77%	12	5.13%	2	2.56%	1	Not included in response count	58	39	92.31%
State Firewall	66.67%	20	30.00%	9	3.33%	1	0.00%	0	Not included in response count	67	30	96.67%
Domain Name	79.59%	39	20.41%	10	0.00%	0	0.00%	0	Not included in response count	50	49	100.00%

Findings: The number of ranking responses provides a small sample size for analysis. 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. ICN added the state firewall as a



service for satisfaction ranking this year and changed the wording of the wireless access service to better define the service to be considered. Most of the rankings are consistent with last year's, but the satisfaction with the ATM Circuits and routing management dropped by more than five percent, which is considered statistically significant.

Comments:
This is hard for me to give feedback. I am not the tech director. Also, on the previous question, I responded from my position, not the tech director's position.
Will rely on agency networking team to answer these questions
It seems to me the bandwidth needs are being addressed, but there are still a lot of outages. I love the price and the speeds I can get, but I would love to see a bit more uptime or some kind of redundancy in the service for your
Need more bandwidth to serve students and bypassing the AEA would be beneficial. Too slow at this point and too cumbersome.
I appreciate the time and effort to help us clean up DNS
Awesome service!
This may not be accurate as I don't deal with this part of things always.
We have difficulty with our wireless. We also have slow internet during parts of the day as we max out our bandwidth. I am being told improvement is planned but we won't get it for another year. this is from our district tech person.
Would like to find out about state firewall, is that an option for all ICN ISP customers?

Video Services

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

	Yes		No		Response Count
Have you received ICN Video Services (including Internet) within the past year?	40.00%	79	60.00%	119	198

What is your level of satisfaction with the following ICN Video Services that you have received within the past year?	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Don't Know/Not Applicable		Response Count	Satisfaction Score
H.320 Video (Dialable Wideband, ISDN)	54.84%	17	35.48%	11	6.45%	2	3.23%	1	Not included in response count	44	31	90.32%
IP Videoconferencing (H.323 Video, Video over IP)	46.34%	19	39.02%	16	12.20%	5	2.44%	1	Not included in response count	29	41	85.37%
Full-Motion Video (ICN MPEG2 Conferencing Site)	52.38%	22	35.71%	15	7.14%	3	4.76%	2	Not included in response count	25	42	88.10%

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. Since the PerfectMeetings product is a "video over IP" product it was not considered separately this year.

H.320 Video (Dialable Wideband, ISDN) Over 90 percent of those responding to this question were either somewhat satisfied or very satisfied with the H.320 Video product which is consistent with last year's score of 92.8 percent. Under 10 percent indicated dissatisfaction with the H.320 Video product.

IP Videoconferencing (H.323 Video, Video over IP) Over 85 percent of those responding to this question were either somewhat satisfied or very satisfied with the IP Videoconferencing (H.323 Video, Video over IP) product. This is a significant decrease when compared with last year's score of 94.12 percent. Over 14.6 percent of the respondents indicated dissatisfaction with the IP Videoconferencing (H.323 Video, Video over IP) product.

Full-Motion Video (ICN MPEG2 Conferencing Site) Over 88.3 percent of those responding to this question were either somewhat satisfied or very satisfied with the Full-Motion Video (ICN MPEG2 Conferencing Site) product which is consistent with last year's score of 91.43 percent. Over 11.6 percent of the respondents indicated dissatisfaction with the Full-Motion Video (ICN MPEG2 Conferencing Site) product.

This is hard for me to give feedback. I am not the tech director. Also, on the previous question, I responded from my position, not the tech director's position.
Will rely on agency networking team to answer these questions
It seems to me the bandwidth needs are being addressed, but there are still a lot of outages. I love the price and the speeds I can get, but I would love to see a bit more uptime or some kind of redundancy in the service for your customers.
Need more bandwidth to serve students and bypassing the AEA would be beneficial. Too slow at this point and too cumbersome.
I appreciate the time and effort to help us clean up DNS
Awesome service!
This may not be accurate as I don't deal with this part of things always.
We have difficulty with our wireless. We also have slow internet during parts of the day as we max out our bandwidth. I am being told improvement is planned but we won't get it for another year. this is from our district tech person.

Technician Labor or Wiring Services

(Ranked by Account Consultant and Technical Support Contacts)

	Yes		No		Response Count
Have you received Technician Labor or Wiring Services within the past year?	22.35%	29	77.65%	140	169

	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Don't Know/Not Applicable		Response Count	Satisfaction Score
What is your level of satisfaction with the ICN Technician Labor or Wiring services that you have received within the past year?	88.46%	23	7.69%	2	3.85%	1	0.00%	0	Not included in response count	3	26	96.15%

Findings: The 96.15 percent satisfaction score for the 'Technician Labor or Wiring' services was consistent with last year's score of just over 98 percent. Over 3.8 percent of the respondents indicated some level of dissatisfaction with ICN's Technician Labor or Wiring services.

Comments:
We asked for a bid to have a national network broadcast the Iowa Caucus from our building. We lost the opportunity to a downtown venue. We do not know if the time it took to get a cost estimate was a factor in the network's decision.
Professional Job as usual

Other Information

Future ICN IP Video Services

Responses from Account Consultants, Technical Support and Video Scheduler Contacts

ICN released an H.323 IP (Internet Protocol) product to selected Early Adopters in December 2011. Questions regarding product features were included in this survey to provide additional information to the Video Service Project (VSP) team.

As ICN works to incorporate an IP video conferencing solution to integrate with the 700 + MPEG video sites throughout Iowa, we would appreciate your responses to the following questions.		
Which of the following features would you like to incorporate in a video session? (Mark all that apply.)		
Answer Options	Response Percent	Response Count
Multiple site display view during session	66.0%	99
Ability to schedule session on-demand	77.3%	116
PowerPoint or other presentation software	58.0%	87
Desktop computer or laptop access	71.3%	107
Video recording streaming, archiving	68.0%	102
with the video session)	40.0%	60
technical support	30.7%	46
Web chat capabilities	51.3%	77
components throughout video sites	40.7%	61
Push-to-talk or bridged audio capabilities	31.3%	47
Other (please specify)	11.3%	17
Most of these features we already have but may need upgraded.		
Don't see us using this service		
Affordable rates, IP Video Hosting and captioning		
I don't believe we get any services from ICN. I don't even know if we have access to any services.		
I want to eliminate the ICN classroom altogether and make the service available on demand for any staff member in any classroom. Skype can do it, why can't we?		
I work for Trinity Health and we have our own services, we only connect to other sites in IA that do not have their own services.		
HD		
All would be nice.		
You must have Push-to-talk if you want to control the audio		
Good VGA video not going through a scan converter		
Simple operation for users.		
You must have Push-to-talk if you want to control the audio		
Good VGA video not going through a scan converter		
Simple operation for users.		

Which method do you currently use for video conferencing? (Mark all that apply.)		
Answer Options	Response Percent	Response Count
ICN Classroom/Video Site	58.9%	106
Non-ICN Classroom/Video Site	18.3%	33
Desktop/Laptop	49.4%	89
Mobile Phone/Device	11.7%	21
Unsure of current video conferencing method	11.7%	21
<i>answered question</i>		180
<i>skipped question</i>		45

RFP to Sell or Lease the ICN

Responses from Account Consultant, Technician, Video Scheduler, and Billing Contacts

The Iowa Telecommunications and Technology Commission (ITTC), ICN's governing body, was instructed by the legislature through House File 45, during the 2011 legislative session, to write a request for proposal (RFP) to determine if there is interest in purchasing or leasing the ICN from an outside vendor. It should be noted that the highest ranked response category for all of the following statements was “no opinion”.

Following are some statements regarding the Sale/Lease RFP Requirement:	Strongly Agree		Agree		Disagree		Strongly Disagree		No Opinion		Response Count
	%	Count	%	Count	%	Count	%	Count	%	Count	
I am familiar with House File 45, Section 8 regarding the Sale/Lease RFP of the ICN and the legislative requirements of the bill.	5.69%	14	24.80%	61	16.67%	41	11.38%	28	41.46%	102	246
I am familiar with the process and direction ICN has chosen for the RFP (RFP Implementation Team, etc.).	3.31%	8	16.94%	41	23.55%	57	10.74%	26	45.45%	110	242
The legislative requirement for the ITTC to issue an RFP for the sale or lease of the network makes me feel uneasy about the stability of the network.	16.73%	42	24.30%	61	13.94%	35	2.39%	6	42.63%	107	251

If the ICN was leased or sold, would it impact your organization's ability to meet its mission?	Yes		No	
	%	Count	%	Count
	50.65%	117	49.35%	114
<i>answered question</i>	<i>231</i>			
<i>skipped question</i>	<i>81</i>			

What impact would the sale or lease have on your organization?
Would have to travel long distances to many meetings. Not a great option with gas prices.
Our small town has no other reliable option for high speed internet! Our local phone company offers DSL, but it is very unreliable!
We use ICN fiber to connect to 2 of our remote treatment facilities.
Low cost option for rural clinics. They cannot afford a price increase.
The sale would result in an increased cost for our Internet/data needs.
Possible change in terms and/or cost of our Internet access under new ownership
Internet access; long distance phone service; video conferencing
Unknown future of network connectivity.
cause uneasy feeling
As education/instruction transitions to more online and blended courses and, hopefully, the capacity to interface with the Regents Universities, the accessibility to video learning technology connecting distant sites is critical. With the likelihood of funding to decrease or remain stable, we need access to the existing ICN network for this transition. Many people understand the network and locations so that will not be new learning; the new learning will come from the different uses.
Internet costs might increase significantly
No impact that I am aware of. I don't know what the ICN does or could do for my school.
Depends what the purchaser or lessor would opt to do. My primary interest is more bandwidth that is reliable and affordable.
We may use ICN less
We would most likely have to budget more money for internet bandwidth and long distance service.

What impact would the sale or lease have on your organization? Cont.

Sign class availability, student access to their family unit, IEP's with family members.
Cost would increase which would reduce services
Increase in required funding for management of network services for the Judicial Branch of at least \$2 Million per fiscal year.
Increased cost
Students would have to find alternate ways to take classes not offered at our school.
School may not be willing to pay for a service that we don't utilize.
Without an economical solution for Internet and point to point connectivity between our locations, we would not be able to afford aggregation of bandwidth for our schools, or for our agency. The ICN is a STRENGTH of Iowa's educational system!!!!
Increased costs
I don't think it would have any effect on us if they offered the same opportunities as ICN.
I would be afraid the service might degrade.
Depends on if services change
Potential for higher prices
Higher costs, less likely to have multiple static ip's for one site
If it moves from State to private it will cost to much....it will cost much more.
This is unknown at this time
We have Phone, video, data through the ICN. Would these service still be available and at the same price.
Pricing, support within 24 hours or less.
I would expect to see an increase in Internet costs.
Without knowing specifics of the sale or lease this question is impossible to answer. If another company purchases the ICN and provides better or more services that it would be an improvement.
I would expect cost increases in the future.
We may need to go elsewhere for interconnections to the IPTV transmitter sites. Unsure of cost or quality of service if not through ICN.
There is no debate - it would drive up our costs. We don't have excess.
People who use the ICN at our facility for continuing education would be required to travel to other communities.
More travel and less time in office for staff and more travel for our customers.
We would not be able to offer classes on a statewide basis to high schoolers.
It would probably depend upon the pricing structure that would be used. How will the costs to our organization be regulated? Our customers rely on having Internet access at the library, if the costs become too great then we will need to readjust the budget and do without somewhere else.
Likely it would end the way we currently operate.
Don't know - not familiar with the changes it would impact.
We would be required to pay more which would not allow us in DOC to use in as much or at all.
Telephone and Internet services would be effected.
We would lose a valuable service for our patrons.
Would question continued use of ICN.
The impact would depend on what the new owner chose to do with regards to pricing and services offered.
It all depends on who would buy it. Hard to answer without knowing who is interested, if anyone.
I fear cost of operations would be too costly.
We may have to close some branch campuses. This is how they receive the majority of our class offerings
Ease of access and billing
Internet services
We would have to find another way to transmit ONE college course offered via NCC.
No Impact
Perhaps make it more difficult to use.
We would just need to know the changes of the companies name, address, etc. If the rates were to change, then we would also need to know that in order to compare prices with local options.
It may increase the costs and/or limit the ability of the school to use the ICN to transmit for classes based on the costs.
Depends on how smooth a transition it is.

What impact would the sale or lease have on your organization? *Cont.*

Very little. It is rarely used by this organization.
Would really depend on how it was changed and we know it would because it would become a profit based business.
Cost and service may be impacted.
Significantly increased costs and unknown service quality
As long as the pricing stays reasonable
Not knowing if it would still be available and if we would have to find alternatives for our data and phone could cost us much more and cut in to expenses that we do not have. It could also hurt some of the classes offered at our school.
Hopefully the service and services provided would not change a great deal.
We may make the jump to borderless video conferencing (can use ICN only in Iowa though we have personnel in three states).
We would probably look at other internet options that are available in our area.
Financial - Our communication (Telephone) costs through the ICN are very reasonable. Telephone costs would probably increase greatly if we had to go to an outside vendor.
WE would probably go dark.

Are you familiar with the RFP Implementation Team (RIT) who provided advice regarding definitions and assumptions to the Iowa Telecommunications and Technology Commission?

	Response Percent	Response Count
Yes	6.8%	25
No	93.2%	216
<i>answered question</i>		241
<i>skipped question</i>		70

Would you like to receive the Quarterly Status Updates explaining the process and progress of the ICN Sale/Lease RFP?

	Response Percent	Response Count
Yes	37.6%	89
No	62.4%	153
Please provide your contact information (name, e-mail address).		57
<i>answered question</i>		242
<i>skipped question</i>		70

New Service Offerings (Some grammatical and spelling changes have been made. Punctuation and other changes have not, so there may be inconsistencies.)

Responses from Account Consultant, Technical Support, Video Scheduler and Billing Contacts

What new services would you like ICN to provide and why?
Cloud data storage
IP Internet Video to effectively reach the general public.
Develop workshops on how to use the ICN for blended classes. Work with state high schools and the Regents institutions to expand college course availability through the ICN and course ware (like BlackBoard).
HIGH SPEED BANDWIDTH at GB speed
Desktop Apps to allow webcams and PC microphones to attend and or host ICN sessions.
Additional portable video conferencing; would provide more opportunities for students and staff without travel.
Video conferencing
Cloud services for voice services, and perhaps for data storage. Assistance with Risk management and Backup management.
Internet is all we need
I am excited to see how the new IP services roll out and would expect any new service requests would be based on your new IP services.
I would like to have the equipment in the room updated. (Computer/Camera/Microphone)
Internet/Data/Voice/Video - We need a solid common ground dependable Communication solution for us and our schools districts. ICN provides that for us.
VoIP
VOIP
More bandwidth
Data backup and recovery services. With the ICN's far reaching network it would be a value added service many existing subscribers could take advantage of.
Caller ID to recipient of LD phone calls.
IP two-way audio-video, origination site with the ability to connect with multiple sites for instructional purposes. Continue Internet provider relationship.
HD Video
More competitive rates when compared to outside vendors so it is not increasingly difficult to justify ICN over outside vendors when applying for eRate funds, etc. It is a big risk to switch vendors because we don't know what we would get until it's too late, but cost will continue to be a factor.
Voice mail to email is my number one request. I find it is more useful, and easier to share an email with others versus forwarding a voicemail.
Transition off of wired service. Web-enabled services.
A desktop to desktop service that functions much the same way the traditional classrooms did for educational purposes.
To continue the services they already provide at minimum or no cost.
Desktop access to Video over IP.
Marry current MPEG technology with Video Conferencing
H.323 Video
Video Phone capability that would work with our office PC's. The State of Iowa has a large number of employees who are deaf or hard of hearing. ICN currently does not offer a product that works.
Just continue to offer low cost long distance.
Meaningful use of the old tandberg system.
Better desk phone capabilities,
Remote data backup system
Still evaluating what services you offer at the present time. New in the position
Crossover existing system with web/online video conferencing ala gotomeeting, webex, etc. to allow some individuals to participate online and some on-site

Contact Preference

Responses from Account Consultant, Technical Support, Video Scheduler and Billing Contacts

Over 96 percent of the respondents would prefer to receive communications via e-mail.

How would you prefer for us to provide most communications?		
	Response Percent	Response Count
Email	96.4%	212
Phone	0.9%	2
Mail	0.9%	2
Face-to-Face	1.8%	4
Please provide your contact information:		69
<i>answered question</i>		220
<i>skipped question</i>		113

Is there an additional contact in your functional area that would be an appropriate recipient of this survey?		
	Response Percent	Response Count
Yes	21.5%	44
No	78.5%	151
Please provide contact information for your suggested survey recipient (name, e-mail address)		51
<i>answered question</i>		195
<i>skipped question</i>		117

What ICN Does Well? (Some grammatical and spelling changes have been made. Punctuation and other changes have not, so there may be inconsistencies.)

Responses from Account Consultant, Technical Support, Video Scheduler, and Billing Contacts

What does ICN do well?
Provides a reliable service for a very reliable price
We've had no problem with the ICN fiber, outages have been well communicated and executed.
Reliability
Providing convenience for meetings
The ICN has been a catalyst for providing Internet access to rural schools at an affordable price. This would not have happened without the ICN.
Video conferencing is what we use it for and this is pretty good.
I have no complaints. Everything just works
Network the state. Be available for use, both educational and meetings.
The technical knowledge is great
Affordable services
Meetings and professional development
Cheap rates for Internet data lines
Provides long distance at a very reasonable cost.
Providing college classes to rural areas.
Manage services / provide data networks / phone service
Services and repair
Provide high speed connectivity for the state. Provide ample technical assistance when needed.
Email.
Internet
Everything!
Personal service and follow up.
The services that I am familiar with are all done well.
In its time, it provided quick access to outside and/or distant resources.
Friendly customer service. Dependable services
Very reliable service. Any issues are promptly resolved.
High speed internet service
Customer Service and circuit reliability.
Everything
All employees are great! They provide quick, and efficient customer service.
Service
Video services are fine.
Provide internet at an appropriate cost
Good Internet access
provide reliable, low cost services to IA Schools
Providing learning opportunities for students, staff, and community members across the state. Statewide meetings can be conducted with members not spending large amounts of time in travel and fuel to attend.
I think the ICN provides great service, both the network performance and service/support of the network.
provide internet
Cost effective Internet, long distance phone, and 800 number phone services.
NOC helpdesk, service technician visits, bandwidth
Cost

What does ICN do well? Cont.

Video conferencing for classes and internet services
Provide Internet service.
Provide Internet
Excellent service and customer service.
Follow through, providing updates and additional information concerning IP audio-video capabilities. We built a room specifically for an ICN origination site at the high school in the new addition and it sits empty because ICN claims we are between technologies and doesn't want to install outdated technology, but there isn't any new technology available to install.
Internet, ICN video classrooms.
Provides very stable high speed connections at a low price for our org.
Provide a valuable service
I just work with ICN with ordering new phones and any problems relating to phones - Data hook-ups and staff is always professional and gets the job done quickly.
Excellent customer service...making sure sessions run smoothly.
Scheduler I work with is great and the support desk is extremely helpful
Provides Continuing Education classes, provides professional and career classes. The programs provided allow so many more individuals to participate in furthering their education or professional careers that would not be able to otherwise.
Service
Providing maintenance to current ICN rooms, scheduling assistance, information/learning tools on website
Most things
Take care of immediate needs as they occur. Also answer any questions.
Billing timely
Is current and reliable info
Reliability of service
Service is dependable
Provide low cost long distance.
Techs seem to know what they are doing.
Provide system up time
Provides long distance service
Provide reliable connection to multiple sites & timely support if needed.
Lower phone bill
Provide phone service and equipment
Service from tech onsite professionals
A great tool to use for meetings for us
I believe all aspects of ICN do a very good job. We have called for general information and when we have trouble with the phone lines and they have been dealt with very professionally and kindly.
Providing video to do classes long distance
Offer data at affordable pricing
Prompt and accurate service.
Leader in Internet access in schools
Service
Provide outside communications to a small community school district
Long distance charges are very reasonable
Phone service, internet access
Reliable service
Internet service.

What Should ICN Improve On? (Some grammatical and spelling changes have been made. Punctuation and other changes have not, so there may be inconsistencies.)

Responses from Account Consultant, Technical Support, Video Scheduler and Billing Contacts

What should ICN improve upon?
Accurate quotes
Letting schools know what is available to be used.
We went to a private provider to expand our bandwidth. I wish that the ICN had the capacity and the capability to respond to our request and to offer a rate that was less than a commercial provider.
Bandwidth speed that is consistent with the 21st Century needs
Less down time and faster cheaper speeds. Video conferencing without the polycom and room setup. That stuff is too outdated to be relevant anymore.
Possibly have a contact for completing e-rate funding more available.
Scheduling notifications with Judicial Management and field staff / better communication of what is / is not possible when requests are made
Continue working with AEA as your partners!!
We would like to see the IP update roll out faster.
No specific suggestion
Flexibility
Everything
Cost.
ICN seems to be behind in technology when compared to private industry.
The ICN should scrap the video network as it now exists and go totally to a web-based system. There is no need for "ICN rooms" anymore. Our students take online classes that are just as good or better than what is available on ICN.
Billing, needs to be easier to update, move accounts, etc.
Aggregating Internet traffic through the AEAs has been dismal. We moved to a private local provider with fiber and get direct service without worrying about losing bandwidth from our AEA.
It feels like it is becoming obsolete- we are using more webinars and conference calls. Students are taking online courses, instead of long distance ICN courses.
Upgrading the system for higher bandwidth as needed by growing technology needs
Equipment in our center is out dated and of little use for a true classroom setting.
I'd like to see the IRHTP service POP in our data center in Marion. Today I have to use a 3rd party to transport it.
Modernize/ web based video conferencing
Activate 2nd DS3 at Part 3 sites where circuits are leased from local Telco's. 25 Mbs limit for Internet bandwidth is unacceptable.
Our internet service
Providing IP video in the ICN classroom. Eliminate bridging fees or at least lower the cost.
Product offering. I find some of the restrictions we have are because of a limited product offering from ICN (voicemail to email, NAC)
Reliability of existing services...too much down time
Not keeping up with the world of technology.
Education those of us that are the restricted schedulers just for our sites.
Promoting the use of current ICN rooms AND the advantages of upgrading to IP video platform, est. cost to do so
Keep looking to the future.
The monthly rate for service seems to be higher than what we would pay with a private phone company. Are the rates truly competitive??? If they are prove this to the agencies.
Costs and efficiency
Quicker turn around time on questions regarding specific items on a bill.
There are some instabilities regarding data. Not sure if this is AEA related or ICN Services
Keep promoting all the other services available
Can you compete with internet providers of services such as webinar or GO-To-Meeting?

How ICN Can Help Your Organization Meet Its Objectives? (Some grammatical and spelling changes have been made. Punctuation and other changes have not, so there may be inconsistencies.)

Responses from Account Consultant, Technical Support, Video Scheduler and Billing Contacts

How can ICN staff help your organization to meet its objectives?
Continue doing what you are doing
Work on potential Professional Development.
View the product(s) offered as a service to the education industry and price accordingly.
Continue as is - improve on items noted
They already do! Continue partnering, to assist us with connectivity, voice, data, and general technical support.
Support the connectivity between the ICN network and IRHTP for IP videoconferencing applications.
No specific suggestion
They can't
Keep doing what you are doing.
Discussing with Departments what their goals are. Not just a survey once a year.
Keep smiling
I like the idea of delivering information via the internet
Help plan for future
Offer to find solutions rather than say ICN cannot do what you want.
Speed up our internet service
Continue Internet. Please, provide instructional audio-video origination site!!!
Network diagram, help us understand our layout and what devices impact our jobs
Continue as is.
Keep us informed.
Video conferencing at a reasonable rate.
Better phone capabilities
Keep the costs down for usage
Help with erate questions
Listing of services

Concerns to Discuss with Staff

One respondent had specific concerns that they wanted to discuss with ICN staff.

Appendix A – Historical Survey Information

Comparison with Previous Years (Highest/Lowest) Differences greater than 5% are highlighted. Decreases greater than 5 percent are in red.

GENERAL QUESTIONS

	2008 Satisfaction Score	2009 Satisfaction Score	2010 Satisfaction Score	2011 Satisfaction Score	2012 Satisfaction Score	Satisfaction Score Difference Greater than 5% (2011-2012)
Overall, how satisfied are you with the services that you receive from the ICN?	87.00%	83.00%	87.63%	91.91%	91.86%	-0.05%

	2008 Value Score	2009 Value Score	2010 Value Score	2011 Value Score	2012 Value Score	Satisfaction Score Difference Greater than 5% (2011-2012)
How would you rate the value of the services you receive from the ICN? 2011	79.00%	75.69%	82.61%	81.68%	82.38%	0.70%

Appendix A – Historical Survey Information

Comparison with Previous Years (Highest/Lowest) Differences greater than 5% are highlighted. Decreases greater than 5 percent are in red.

	2008 Satisfaction Score	2009 Satisfaction Score	2010 Satisfaction Score	2011 Satisfaction Score	2012 Satisfaction Score	Satisfaction Score Difference Greater than 5% (2011-2012)
How likely would you be to recommend additional ICN Services to decision makers within your organization or your peers?	NA	86.51	89.89%	86.29%	84.75%	-1.54%

Overall Satisfaction Scores for the Functional Areas Measured						
Functional Area	2008 Satisfaction Score	2009 Satisfaction Score	2010 Satisfaction Score	2011 Satisfaction Score	2012 Satisfaction Score	Satisfaction Score Difference Greater than 5% (2011-2012)
Overall Account Consultant Performance	75.00%	69.97%	73.91%	96.30%	96.80%	0.50%
Overall Project Management Performance	79.00%	77.08%	75.00%	96.00%	94.34%	-1.66%
Overall Installation Performance	90.00%	81.22%	80.85%	93.94%	93.33%	-0.61%
Overall Billing Performance	76.00%	87.37%	76.47%	82.14%	92.68%	10.54%
Overall Service Desk/Network Operations Performance	90.00%	90.52%	91.49%	93.94%	97.24%	3.30%
Overall Maintenance and Repair Performance	81.00%	94.74%	91.55%	91.67%	N/A	N/A
Overall Maintenance and Repair Performance (within Des Moines Metro)	N/A	N/A	N/A	N/A	96.55%	N/A
Overall Maintenance and Repair Performance (outside of Des Moines)	N/A	N/A	N/A	N/A	94.87%	N/A
Overall Video Scheduling Performance	83.00%	100.00%	93.65%	100.00%	96.77%	-3.23%

Appendix A – Historical Survey Information

Comparison with Previous Years (Highest/Lowest) Differences greater than 5% are **highlighted**. Decreases greater than 5 percent are in **red**.

ACCOUNT CONSULTANT QUESTIONS (Account Consultant and Video Scheduler Contacts)

How satisfied are you with the following ICN Account Consultant attributes?	2008 Satisfaction Score	2009 Satisfaction Score	2010 Satisfaction Score	2011 Satisfaction Score	2012 Satisfaction Score	Satisfaction Score Difference Greater than 5% (2011-2012)
Quality of responses to your questions and concerns.	N/A	82.79%	85.11%	96.43%	96.88%	0.45%
Timliness of ICN Account Consultant responses to your needs	78.00%	72.73%	78.72%	98.25%	96.09%	-2.16%
The knowledge level of ICN Account Consultants	N/A	79.17%	80.43%	98.21%	96.83%	-1.38%
ICN Account Consultants keep you informed of changes.	N/A	62.81%	61.36%	94.64%	90.98%	-3.66%
Ability of ICN Account Consultants to anticipate your needs and proactively provide assistance	N/A	58.33%	57.78%	90.20%	90.68%	0.48%
Professionalism of ICN Account Consultants	85.00%	85.12%	87.23%	96.43%	97.60%	1.17%
Follow-through by ICN Account Consultants after the product is installed	75.00%	66.38%	60.00%	88.68%	93.75%	5.07%
Service provided met your objectives	76.00%	76.27%	80.85%	91.23%	92.74%	1.51%
Ongoing consultation	70.00%	61.21%	56.52%	93.75%	94.17%	0.42%
Overall Consultant Performance	75.00%	69.91%	73.91%	96.30%	96.80%	0.50%

Appendix A – Historical Survey Information

Comparison with Previous Years (Highest/Lowest) Differences greater than 5% are highlighted. Decreases greater than 5 percent are in red.

BILLING QUESTIONS (Billing Contacts)

How satisfied are you with the following ICN Billing attributes?	2008 Satisfaction Score	2009 Satisfaction Score	2010 Satisfaction Score	2011 Satisfaction Score	2012 Satisfaction Score	Satisfaction Score Difference Greater than 5% (2011-2012)
Completeness of billing	77.00%	87.25%	85.29%	85.71%	92.86%	7.15%
Accuracy of billing	75.00%	84.16%	85.29%	80.72%	92.86%	12.14%
Timeliness of billing	77.00%	86.27%	79.41%	88.10%	95.00%	6.90%
Timeliness of resolution of billing disputes	70.00%	81.82%	75.86%	77.27%	87.10%	9.83%
Payment methods	77.00%	88.78%	77.42%	96.20%	97.44%	1.24%
Professionalism of ICN billing staff	80.00%	92.93%	81.82%	88.31%	97.74%	9.43%
Helpfulness of ICN billing staff	80.00%	90.00%	78.79%	85.71%	92.31%	6.60%
Use-friendliness of ICN billing process	75.00%	81.19%	70.59%	85.71%	84.62%	-1.09%
Overall Billing Performance	76.00%	87.37%	76.47%	82.14%	92.68%	10.54%

Appendix A – Historical Survey Information

Comparison with Previous Years (Highest/Lowest) Differences greater than 5% are highlighted. Decreases greater than 5 percent are in red.

PROJECT MANAGEMENT QUESTIONS (Account Consultant Contacts)

How satisfied are you with the following ICN Project Management attributes?	2008 Satisfaction Score	2009 Satisfaction Score	2010 Satisfaction Score	2011 Satisfaction Score	2012 Satisfaction Score	Satisfaction Score Difference Greater than 5% (2011-2012)
Updates on project status by project manager	N/A	N/A	72.73%	88.00%	94.23%	6.23%
Professionalism of project management staff	85.00%	86.14%	77.27%	96.00%	100.00%	4.00%
Responsiveness of project manager to questions and concerns	N/A	N/A	75.00%	96.00%	94.23%	-1.77%
Project management handling of challenges or scope changes.	N/A	N/A	75.00%	96.00%	96.08%	0.08%
Overall Project Management Performance	79.00%	77.08%	75.00%	96.00%	94.34%	-1.66%

Appendix A – Historical Survey Information

Comparison with Previous Years (Highest/Lowest) Differences greater than 5% are highlighted. Decreases greater than 5 percent are in red.

INSTALLATION AND SERVICE ORDER QUESTIONS (Account Consultant and Technical Support Contacts)

How satisfied are you with the following ICN installation and service order experiences?	2008 Satisfaction Score	2009 Satisfaction Score	2010 Satisfaction Score	2011 Satisfaction Score	2012 Satisfaction Score	Satisfaction Score Difference Greater than 5% (2011-2012)
Timeliness of ICN delivery of services	86.00%	79.17%	84.21%	93.94%	91.89%	-2.05%
Professionalism of ICN service staff	90.00%	90.83%	87.37%	98.51%	97.37%	-1.14%
Services provided met your expectations	N/A	83.33%	81.72%	89.71%	93.24%	3.53%
Follow-through by ICN service	N/A	73.43%	75.53%	90.63%	97.01%	6.39%
Overall Delivery of Service Performance	90.00%	81.22%	80.85%	93.94%	93.33%	-0.61%

Appendix A – Historical Survey Information

Comparison with Previous Years (Highest/Lowest) Differences greater than 5% are highlighted. Decreases greater than 5 percent are in red.

ICN SERVICE DESK/NETWORK OPERATIONS CENTER (NOC) QUESTIONS (Account Contacts, Technical Support, Billing Contacts, Schedulers)

How satisfied are you with the following ICN Service Desk/Network Operations Center (NOC) attributes?	2008 Satisfaction Score	2009 Satisfaction Score	2010 Satisfaction Score	2011 Satisfaction Score	2012 Satisfaction Score	Satisfaction Score Difference Greater than 5% (2011-2012)
Promptness of answering inquiries	90.00%	90.52%	92.71%	95.65%	97.26%	1.61%
Knowledge of NOC service staff	90.00%	91.87%	91.49%	96.21%	97.86%	1.65%
Timeliness of information and updates	85.00%	85.65%	90.32%	92.42%	95.77%	3.35%
Correctness of service installation restoration	86.00%	85.37%	87.10%	93.89%	97.16%	3.27%
Professionalism of NOC service staff	91.00%	93.78%	93.55%	98.52%	98.58%	0.06%
Courteousness of NOC service staff	92.00%	93.75%	94.68%	98.52%	97.92%	-0.60%
Overall Service Desk/Network Operations (NOC) Performance	90.00%	89.71%	91.49%	97.73%	97.24%	-0.49%

Appendix A – Historical Survey Information

Comparison with Previous Years (Highest/Lowest) Differences greater than 5% are highlighted. Decreases greater than 5 percent are in red.

ICN MAINTENANCE AND REPAIR CONTACTS (Des Moines Metro Area) (Account Consultant and Technical Support Contacts)

How satisfied are you with the following ICN Maintenance and Repair attributes?	2008	All ICN Maintenance and Repair Contacts				2012 Satisfaction Score	Satisfaction Score Difference Greater than 5% (2011-2012)
		2008 Satisfaction Score	2009 Satisfaction Score	2010 Satisfaction Score	2011 Satisfaction Score		
Responsiveness by field personnel		84.00%	97.06%	90.41%	92.98%	93.10%	0.12%
Responsiveness to large emergencies		81.00%	94.50%	88.52%	95.56%	96.00%	0.44%
Completeness of maintenance or repair work		82.00%	91.73%	88.89%	94.74%	92.86%	-1.88%
Quality assurance experience		84.00%	91.60%	91.30%	94.34%	89.29%	-5.05%
Professionalism of field staff		88.00%	96.21%	93.06%	98.18%	96.67%	-1.51%
Maintenance provisions of the Service Level Agreement (SLA) were met		80.00%	89.32%	88.89%	97.73%	92.31%	-5.42%
Agreed upon Service Level Agreement (SLA) timeline was met		79.00%	89.52%	90.32%	91.30%	88.00%	-3.30%
Overall Maintenance and Repair		81.00%	94.74%	91.55%	91.67%	96.55%	4.88%

Appendix A – Historical Survey Information

Comparison with Previous Years (Highest/Lowest) Differences greater than 5% are highlighted. Decreases greater than 5 percent are in red.

ICN MAINTENANCE AND REPAIR CONTACTS (Outside the Des Moines Metro Area) (Account Consultant and Technical Support Contacts)

How satisfied are you with the following ICN Maintenance and Repair attributes?	All ICN Maintenance and Repair Contacts					Satisfaction Score Difference Greater than 5% (2011-2012)
	2008 Satisfaction Score	2009 Satisfaction Score	2010 Satisfaction Score	2011 Satisfaction Score	2012 Satisfaction Score	
Responsiveness by field personnel	84.00%	97.06%	90.41%	92.98%	92.50%	-0.48%
Responsiveness to large emergencies	81.00%	94.50%	88.52%	95.56%	100.00%	4.44%
Completeness of maintenance or repair work	82.00%	91.73%	88.89%	94.74%	94.87%	0.13%
Quality assurance experience	84.00%	91.60%	91.30%	94.34%	94.74%	0.40%
Professionalism of field staff	88.00%	96.21%	93.06%	98.18%	95.24%	-2.94%
Maintenance provisions of the Service Level Agreement (SLA) were met	80.00%	89.32%	88.89%	97.73%	97.22%	-0.51%
Agreed upon Service Level Agreement (SLA) timeline was met	79.00%	89.52%	90.32%	91.30%	97.22%	5.92%
Overall Maintenance and Repair	81.00%	94.74%	91.55%	91.67%	94.87%	3.20%

Appendix A – Historical Survey Information

Comparison with Previous Years (Highest/Lowest) Differences greater than 5% are **highlighted**. Decreases greater than 5 percent are in **red**.

ICN VIDEO SCHEDULING CONTACTS (Account Consultant and Technical Support Contacts)

How satisfied are you with the following ICN Video Scheduling attributes?	2008 Satisfaction Score	2009 Satisfaction Score	2010 Satisfaction Score	2011 Satisfaction Score	2012 Satisfaction Score	Satisfaction Score Difference Greater than 5% (2011-2012)
Quality of responses to your questions and concerns	N/A	100.00%	93.94%	100.00%	98.36%	-1.64%
Timeliness of ICN staff response to your needs	N/A	100.00%	95.45%	97.50%	96.72%	-0.78%
The knowledge level of the ICN video scheduling staff	N/A	98.65%	93.85%	100.00%	98.39%	-1.61%
ICN video scheduling staff keeps you informed of changes	N/A	100.00%	90.48%	97.56%	93.55%	-4.01%
Level of ICN video staff professionalism	89.00%	100.00%	93.75%	100.00%	100.00%	0.00%
Overall Video Scheduling Performance	83.00%	100.00%	93.65%	100.00%	96.77%	-3.23%

Appendix A – Historical Survey Information

Comparison with Previous Years (Highest/Lowest) Differences greater than 5% are highlighted. Decreases greater than 5 percent are in red.

ICN Services

The response level to the services questions have always been low causing the possibility of the satisfaction ranking to be skewed and the comparisons to be unreliable.

Voice Services (Account Consultant and Technical Support Contacts)

What is your level of satisfaction with the following ICN Voice Services that you have received within the past year?	2008 Satisfaction Score	2009 Satisfaction Score	2010 Satisfaction Score	2011 Satisfaction Score	2012 Satisfaction Score	Satisfaction Score Difference Greater than 5% (2011-2012)
Long Distance/Toll Free	N/A	N/A	88.14%	93.22%	100.00%	6.78%
Calling Cards	N/A	69.23%	61.54%	78.95%	100.00%	21.05%
Teleconferencing	N/A	82.80%	78.05%	95.00%	100.00%	5.00%
Voice over Internet Protocol (VoIP)	N/A	44.00%	54.55%	71.43%	75.00%	3.57%
Automatic Call Distribution	N/A	73.08%	61.54%	70.59%	88.89%	18.30%
Interactive Voice Response	N/A	64.00%	66.67%	88.89%	100.00%	11.11%
Telephone Sets/Features/Voice Mail	N/A	N/A	76.95%	78.38%	84.62%	6.24%

Appendix A – Historical Survey Information

Comparison with Previous Years (Highest/Lowest) Differences greater than 5% are highlighted. Decreases greater than 5 percent are in red.

Data Services (Account Consultant and Technical Support Contacts)

What is your level of satisfaction with the following ICN Data Services (including Internet) that you have received within the past year?	2008 Satisfaction Score	2009 Satisfaction Score	2010 Satisfaction Score	2011 Satisfaction Score	2012 Satisfaction Score	Satisfaction Score Difference Greater than 5% (2011-2012)
Private Line (leased, Dedicated)	N/A	82.39%	86.96%	94.74%	94.87%	0.13%
Ethernet Transport (MAN, WAN)	N/A	N/A	87.50%	96.15%	93.85%	-2.30%
ATM Circuits	N/A	N/A	88.24%	100.00%	94.74%	-5.26%
Wireless Access (WAN, not WiFi)	N/A	N/A	N/A	N/A	96.55%	N/A
Internet	N/A	82.39%	87.50%	92.86%	94.90%	2.04%
Routing Management	N/A	72.09%	83.33%	97.87%	92.31%	-5.56%
State Firewall	N/A	N/A	N/A	N/A	96.67%	N/A
Domain Name	N/A	N/A	N/A	N/A	100.00%	4.88%

Appendix A – Historical Survey Information

Comparison with Previous Years (Highest/Lowest) Differences greater than 5% are **highlighted**. Decreases greater than 5 percent are in **red**.

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

What is your level of satisfaction with the following ICN Video Services that you have received within the past year?	2008 Satisfaction Score	2009 Satisfaction Score	2010 Satisfaction Score	2011 Satisfaction Score	2012 Satisfaction Score	Satisfaction Score Difference Greater than 5% (2011-2012)
H.320 Video (Dialable Wideband)	N/A	75.86%	72.73%	92.86%	90.32%	-2.54%
IP Videoconferencing (H.323 Video, Video over IP)	N/A	N/A	75.00%	94.12%	85.37%	-8.75%
Full-Motion Video (ICN MPEG2 Conferencing Site)	N/A	N/A	83.64%	91.43%	88.37%	-3.06%
PerfectMeetings	N/A	66.67%	65.00%	71.43%	N/A	N/A

Technician Labor or Wiring Services (Account Consultant and Technical Support Contacts)

	2008 Satisfaction Score	2009 Satisfaction Score	2010 Satisfaction Score	2011 Satisfaction Score	2012 Satisfaction Score	Satisfaction Score Difference Greater than 5% (2011-2012)
What is your level of satisfaction with the technician Labor or Wiring Services that you have received within the past year?	N/A	N/A	85.29%	98.08%	96.15%	-1.93%

Appendix B – Link to ICN Survey Questions

All Surveys –

http://www.icn.state.ia.us/aboutus/agency_reports/2012CS/

