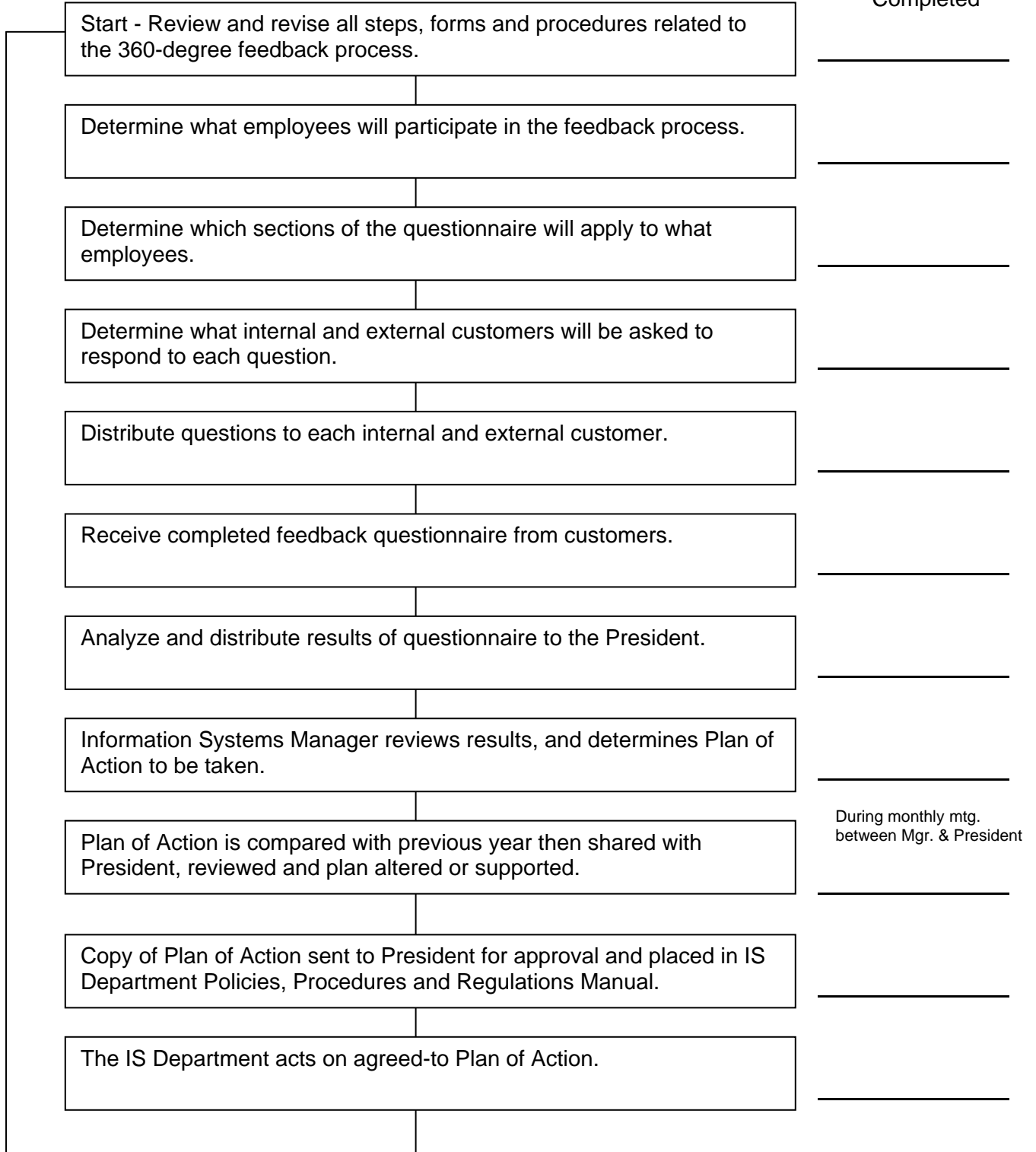# Columbia College
Information Systems Department
Customer Satisfaction Survey Flow Chart

NOTE:	Clarification of Terms
Must; Shall; Will:	These words or phrases indicate actions or activities that are *essential* or *mandatory*.
Should:	This word implies that it is highly desirable to perform certain actions or activities, but not essential or mandatory.
May or Could; Can:	These words imply freedom or liberty to follow an alternative to the action or activity being presented in a document.

IS Department Manager   Date to Completed
                                                              Completed

Start - Review and revise all steps, forms and procedures related to the 360-degree feedback process.
_____

Determine what employees will participate in the feedback process.
_____

Determine which sections of the questionnaire will apply to what employees.
_____

Determine what internal and external customers will be asked to respond to each question.
_____

Distribute questions to each internal and external customer.
_____

Receive completed feedback questionnaire from customers.
_____

Analyze and distribute results of questionnaire to the President.
_____

Information Systems Manager reviews results, and determines Plan of Action to be taken.
_____

Plan of Action is compared with previous year then shared with President, reviewed and plan altered or supported.

During monthly mtg. between Mgr. & President
_____

Copy of Plan of Action sent to President for approval and placed in IS Department Policies, Procedures and Regulations Manual.
_____

The IS Department acts on agreed-to Plan of Action.
_____

Document Name: Information Systems Department CSS Survey Procedure
Document Number: ADM-P145
Revision #1   NOTE: Revisions to this document can be made following procedures outlined in Document #ADM-P014 – Document Control Policy and Procedures

Approval Date: April 29, 2009
Approved by: Jason Urekar
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Columbia College
Information Systems Department Customer Satisfaction Survey
Annual Regulations and Procedures

TITLE OF SURVEY: **Information Systems Department**

Respondents will include:	All Academic Council members along with **20** other staff members (both facilitation and non-facilitation)
When will I.S. Customer Satisfaction Survey be completed:	Normally once per year during the month of April/May. This time this will be performed in April.
Managed by:	Representative(s) of the IS Department.
Respondent names will be supplied by:	IS Manager
I.S. Customer Satisfaction Survey review will be distributed through:	Department mail or other similar procedure.
I.S. Customer Satisfaction Survey will include a cover letter from the IS Manager stating:	The importance of the survey and how it will aid in the departments effective operations.
I.S. Customer Satisfaction Survey will include a return procedure:	Directions will be provided to give to the IS Manager.
Completed surveys will be entered in a computer:	To do initial and basic analysis and group averages.
Results will be interpreted and analyzed by:	The IS Manager.
Analyzed results will be responded to:	IS Manager will fill out a response sheet with a plan of action.
Analyzed results may include:	Summaries for each survey including: means, medians, modes, as well as recommendations.
Responses will be shared with:	The President.
Copies of results from respondents will be filed:	A copy of results from respondents and a survey sheet will be placed in the IS Department Performance files.

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Dear: _____

Re: Information Systems Department, Customer Satisfaction Survey

Introduction

Each year Columbia College will conduct an IS Department Customer Satisfaction Survey. The purpose of the survey is to help employees identify strengths as well as areas to improve within the IS department. The results of the survey will be used by the IS Manager to develop and improve the services provided by the IS department. Please complete and return this document to the Information Systems Manager's office within **10 working days**.

Structure of Survey Tool

The survey consists of a large number of generic questions covering such areas as interdepartmental communications, problem response/solving. It also includes a number of specific questions dealing with the IS departments services and responsibilities. Two open-ended questions are included to allow respondents an opportunity to make any personal comments they deem beneficial. If you give a mark of "F" or "IN" to one of the survey questions, then please note in the open-ended section at the bottom of the survey what you feel the IS department could do to improve in the area receiving a low score.

Who Receives the Results

This review is administered through the IS Managers office and copies of the results are shared with the President for future reference and planning decisions.

Columbia's IS Department's Approach to the Customer Satisfaction Survey

Columbia believes this process should be carried out in a professional, sincere, and supportive manner. Our goal is to obtain feedback from Columbia Employees to improve our information services provided by the Information Systems Department

Who Will Participate in the Survey

We are seeking your assistance in the survey of the Information Systems Department. This survey is referred to as the Information Systems Department Customer Satisfaction Survey. This means that each employee who uses these services will have a chance to provide feedback on the services and support of the college computing environment.

Number of Customer Satisfaction Surveys

This process will take place once a year and 30 - 40 employees are encouraged to take part.

Thanks for your time, assistance and cooperation.

Respectfully,

Jason Urekar
Information Systems Manager
Columbia College

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Columbia College
INFORMATION SYSTEMS DEPARTMENT
CUSTOMER SATISFACTION SURVEY
REGARDING SERVICES AND SUPPORT

Date_____

Listed below are several statements related to support and service by the IS Department. Please indicate your level of satisfaction with the IS Department by checking the box that most represents your feelings associated with the support and services provides.

Legend: **ES=Extremely Satisfied**   **VS=Very Satisfied**   **S=Satisfied**   **LS=Little Satisfaction**   **NS=Not Satisfied**   **NC=No comment**

	ES	VS	S	LS	NS	NC
INFORMATION SERVICES DEPARTMENT PROBLEM RESPONSE						
1. How satisfied are you with the communication from the IS Dept. regarding network changes and problems.						
2. How satisfied are you with the IS Dept's. initial acknowledgement and response to your problem or issue?						
3. How satisfied are you with the promptness of resolution to your issues or problems?						
4. How satisfied are you with the quality of the resolutions provided?						
5. What is your overall satisfaction of the Information Services Department?						
INTERNET SERVICES						
6. How satisfied are you with the speed of the College's access to the Internet? (Browsing and downloading)						
7. How satisfied are you with the reliability of the College's access to the Internet?						
EMAIL SERVICES						
8. How satisfied are you with the reliability of sending and receiving mail to and from the Internet at the college?						
9. How satisfied are you with the availability of the email system at the college?						
10. How satisfied are you with the ease of use of our email system?						
DATA SECURITY						
11. How satisfied are you with the virus protection of your data and email on the College network?						
12. How satisfied are you with the security of your data on the College network?						
13. How satisfied are you with the reliability of accessing your data on the College network?						
PRINTING SERVICES						
14. How satisfied are you with the number of available printers on the College network?						
15. How satisfied are you with the quality of your print jobs on the College network?						
16. How satisfied are you with the reliability of the printers on the College network?						
COMPUTER LAB SERVICES (For those who instruct in the labs)						
17. How satisfied are you with the available applications and software to assist in facilitation?						
18. How satisfied are you with the presentation tools available to assist in facilitation? (EG Projectors etc…)						
19. How satisfied are you with the configuration of desks and computers in the labs?						
20. How satisfied are you with the overall environment within the computer labs?						
PERSONAL OR SHARED COLLEGE COMPUTER WORKSTATIONS						
21. How satisfied are you with the stability of the computer you regularly use at the college?						
22. How satisfied are you with the speed at which your computer runs?						
23. How satisfied are you with the applications and software available to you to assist in performing your job?						

24. Please briefly describe what impresses you most about the IS Department:

25. Identify 1 to 3 items listed above that you gave your lowest rating and write its number in the space below with one or two suggestions on how it can improved.

OPTIONAL

Name (Print): _____   Department _____ :

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Summarized By: _____   Date Survey Was Summarized: _____

- Identify all areas that need to be improved on over the next year. Beside each describe what specific action(s) needed to be planned to improve the services provided by the IS department.

Question #	Rating	Areas Needing to be Addressed	Improvement and Development Plan (Action to be Taken)
_____	_____	_____	_____
		_____	_____
_____	_____	_____	_____
		_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
		_____	_____
_____	_____	_____	_____
		_____	_____
_____	_____	_____	_____
		_____	_____

_____
IS Manager Signature   Date _____

_____
Presidents Signature   Date _____

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