

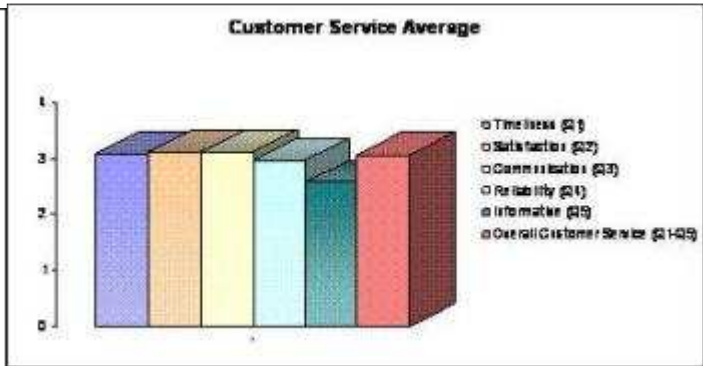
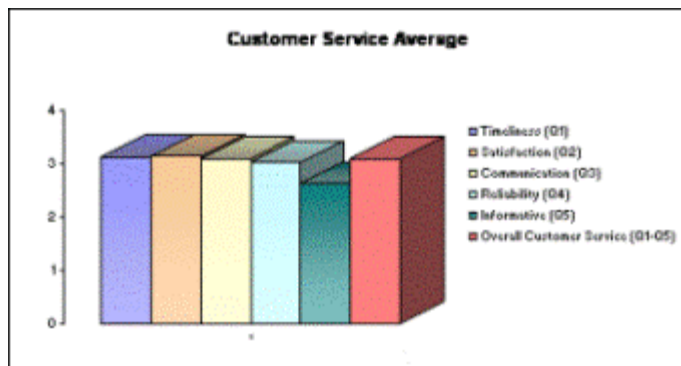
Upon faculty return for the Fall 2006 semester, the District Office re-sent a customer services survey throughout MCCC. There were over 500 responses returned with a slight service difference from the June survey results. The June and November results/comments will be used as a baseline for ITS service improvements over the next few months.

## Customer Service

### JUNE

(Q1)	Timeliness	AVG 3.12		(Q1)	Timeliness	AVG 3.09
(Q2)	Satisfaction	AVG 3.13		(Q2)	Satisfaction	AVG 3.10
(Q3)	Communication	AVG 3.09		(Q3)	Communication	AVG 3.11
(Q4)	Reliability	AVG 3.01		(Q4)	Reliability	AVG 2.96
(Q5)	Informative	AVG 2.62		(Q5)	Informative	AVG 2.56
(Q1-5)	Overall Customer Service	AVG 3.09		(Q1-5)	Overall Customer Service	AVG 3.06

### NOVEMBER



## Product Satisfaction

### JUNE

(Q6)	Internet Access	AVG 3.27		(Q6)	Internet Access	AVG 2.97
(Q7)	Employee Self-Service	AVG 3.12		(Q7)	Employee Self-Service	AVG 3.07
(Q8)	Blackboard	AVG 2.51		(Q8)	Blackboard	AVG 2.76
(Q9)	Corporate Time	AVG 2.96		(Q9)	Corporate Time	AVG 2.94
(Q10)	MEMO	AVG 3.17		(Q10)	MEMO	AVG 2.97
(Q11)	Help Desk	AVG 3.16		(Q11)	Help Desk	AVG 3.14
(Q6-11)	Overall Product Satisfaction	AVG 3.03		(Q6-11)	Overall Product Satisfaction	AVG 2.97

### NOVEMBER

