



# Employee Satisfaction Survey

2019

Dear Faculty and Staff:

We would like to know what you think about our partnership with you. This survey takes very little time to complete and will help Surazal Systems gauge how to improve our services with your **TECHNOLOGY NEEDS** at your location.

Please take a couple of minutes to tell us about the service that you have received so far. We appreciate your business and want to make sure we meet and understand your expectations.

Thank you for giving us the opportunity to serve you.

Sincerely,

*Connie Sanchez; IT Director*

## Your Service Delivery Team Wants to Know About Your TECHNOLOGY EXPERIENCE at your center

Please complete the following survey to HELP improve your work experience today!

Employee Name and Title	Company Contact #	Company Email Address	Company Computer Login
	Extension #:  Company Cell #:		USER ID: Password: (EIC compliance Log)

Site Name	ECONOMIC IMPROVEMENT COUNCIL
<input type="checkbox"/>	Ayden 1 Center
<input type="checkbox"/>	Ayden 2 Center
<input type="checkbox"/>	Central Office
<input type="checkbox"/>	Chowan Center
<input type="checkbox"/>	Currituck Center
<input type="checkbox"/>	Dare Center
<input type="checkbox"/>	Elizabeth City- Section 8
<input type="checkbox"/>	Farmville Center
<input type="checkbox"/>	Gates Center
<input type="checkbox"/>	Hamilton Center
<input type="checkbox"/>	Hyde Center
<input type="checkbox"/>	North Everrets Center
<input type="checkbox"/>	Pitt Center
<input type="checkbox"/>	Perquimans- Louis Johnson Center
<input type="checkbox"/>	Perquimans- Camden Center
<input type="checkbox"/>	Washington- Plymouth Center
<input type="checkbox"/>	Washington- Beaufort Center
<input type="checkbox"/>	Williamston- Admin Office
<input type="checkbox"/>	OTHER: _____

**1. In thinking about your work environment at EIC; are you satisfied with your company computer and all the applications you use on it:**

- Very Satisfied
- Satisfied
- Unsatisfied
- Very Unsatisfied

**1a. If you indicated that your experience was unsatisfactory, please describe what issues you are having?**

**1b. How satisfied are you with using CHILDPPLUS on your computer?**

- Very Satisfied
- Satisfied
- Unsatisfied
- Very Unsatisfied

**1c. How satisfied are you with using your TIMECLOCK on your computer?**

- Very Satisfied
- Satisfied
- Unsatisfied
- Very Unsatisfied

**2. Have you been assigned a computer by an EIC Representative? If so, what type?**

- Lenovo
- HP
- Dell
- I do not have a company computer!
- Other type: \_\_\_\_\_

**3. Do you have the latest version of Windows Office running on your computer (Word, Excel, PowerPoint)?**

- YES
- NO
- Other: \_\_\_\_\_

**4. What type of Copier/Printer are you using at your location?**

- Xerox
- Kyocera
- Ricoh
- Toshiba
- Lexmark
- Canon
- I do not know!

**5. Do you use SCAN- TO EMAIL Option on your copier/printer?**

- Yes, all the time
- No, I don't know how to use it
- I would but it is not working
- Never heard of this feature

**6. How many packs of copy PAPER do you think you use a MONTH?**

- 1 PACK OF PAPER
- 2 PACKS OF PAPER
- 3-5 PACKS OR PAPER
- MORE THAN 5 PACKS OF PAPER

**7. How frequently do you have printing or coping issues?**

- Approximately once a week
- Between 5 and 10 times a month
- Between 10 and 20 times a month
- More than 20 times a month

**8. Describe the major printing issues you have that prevent you from completing work related tasks?**

**9. How satisfied are you with using your Company Email?**

- Very Satisfied
- Satisfied
- Very Unsatisfied
- Unsatisfied

**10. How do you login to your Company Email?**

- Net Change Webmail option on website
- Outlook
- Other: \_\_\_\_\_

**11. Have you been satisfied with using the FAX OPTION at your location? Sending and receiving faxes**

- Yes
- No
  - a. If no, Please Explain briefly issues you have encountered:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**12. Have you been assigned a Polycom/Yealink office phone?**

- YES
- NO

**13. How satisfied are you with the Phone Service Quality?**

- Very Satisfied
- Satisfied
- Very Unsatisfied
- Unsatisfied

**14. How do would you rate the INTERNET CONNECTION at your center? (check all that apply)**

- Works Great All the Time
- Very Slow
- Never Works
- Several Issues when trying to complete work
- Can't connect to Wireless Connection

**15. Do you have any suggestions to help us improve our technical support WHEN YOU are having issues with technology related devices, applications, etc.? If yes, please explain below?**

YOU ARE DONE!

**Thank you for taking the time to complete this Employee Satisfaction Survey. All data will be used to improve the current issues EIC faculty and staff are experiencing.**