



Wayne State University
University Libraries
Technical Services Division
5048 Gullen Mall
Detroit, Michigan 48202

file DALNET

(313) 577-4033
FAX (313) 577-3615

TO: Users of DALNET Services

FROM: Louise Bugg, Chair
DALNET Planning Process Team

*Cindy Zusinski for
Louise Bugg*

SUBJECT: DALNET Services--Member Satisfaction Survey

DATE: June 10, 1996

Please take ten to fifteen minutes to complete the attached survey. The purpose of this survey is to give you an opportunity to let those of us providing DALNET support services have an indication of how well we are serving your needs and meeting your expectations. We will use your feedback and suggestions to identify service strengths and weaknesses and to take appropriate action as required.

You are not asked to identify yourself or your library.

The results of this survey will be summarized and disseminated to DALNET member libraries. The DALNET Planning Process Team is helping to tabulate and analyze your responses. Team members include Indra David (OU), Mary Ann Sheble (UDM), and Frank White (MCC).

Please return the completed survey through your DALNET Project Manager to Frank White on or before June 19th.

Mail to: Frank White
Manager, Technical Services
Macomb Community College
14500 East Twelve Mile Road
South Campus, J Bldg.--Room 160
Warren, MI 48093-3896

or FAX to Frank at 810/445-7157

Your help with our service evaluation is truly appreciated.

LB/cmz
Attachment

DALNET SERVICES -- MEMBER SATISFACTION SURVEY

PART A

1. In which functional area do you spend *most* of your working time? (Check (✓) one only).
- Administration
 - Technical Services
 - Public / Client Services
 - Computer Systems Support
 - Other (Please explain) _____
2. In what capacity do you use DALNET support services? (Check all that apply).
- I am a Project Manager
 - I am a member of a DALNET committee
 - I am on the DALNET Board
 - I liaise with DALNET support people to resolve problems
 - I request reports from DALNET
 - Other (Please explain) _____
3. Do you ever have direct contact with individuals in Wayne State's Computer Center Network Control? (As distinct from the DALNET Systems Office)
- Yes
 - No

If "Yes", briefly explain **Why** and **How often** you contact them.

4. What is the frequency of your contact with the DALNET Systems Office? (Check one only).
- weekly
 - biweekly
 - monthly
 - bimonthly
 - semi-annually
 - other (please explain) _____

PART B

INSTRUCTIONS

1. Answer only those questions that are applicable to you based on *your* use of DALNET services.
2. Supplement your ratings with your *brief* comments, suggestions, and examples.
3. Place a check mark (✓) anywhere along the continuous scale to indicate your level of satisfaction. Alternatively, check "No Opinion", if appropriate.

1. How satisfied are you with DALNET's responsiveness (speed & accuracy) to your requests for userids?

|-----|-----|-----|-----|-----| No Opinion
Very Moderately Moderately Very
Dissatisfied Dissatisfied Satisfied Satisfied

Comments / Suggestions /Examples

2. How satisfied are you with DALNET's responsiveness (speed & accuracy) to your requests for reports?

|-----|-----|-----|-----|-----| No Opinion
Very Moderately Moderately Very
Dissatisfied Dissatisfied Satisfied Satisfied

Comments / Suggestions /Examples

3. If you have ever contacted Wayne State's Computer Center Network Control, (as distinct from DALNET's System Office), how satisfied are you with their responsiveness?

|-----|-----|-----|-----|-----| No Opinion
Very Moderately Moderately Very
Dissatisfied Dissatisfied Satisfied Satisfied

Comments / Suggestions /Examples

4. How satisfied are you with DALNET's responsiveness (speed & helpfulness) to your requests for troubleshooting support?

_____ No Opinion
Very Moderately Moderately Very
Dissatisfied Dissatisfied Satisfied Satisfied

Comments / Suggestions /Examples

5. How satisfied are you with DALNET's responsiveness (speed & helpfulness) to your requests for information?

_____ No Opinion
Very Moderately Moderately Very
Dissatisfied Dissatisfied Satisfied Satisfied

Comments / Suggestions /Examples

6. If you attend Project Managers' meetings, how satisfied are you with these meetings?

_____ No Opinion
Very Moderately Moderately Very
Dissatisfied Dissatisfied Satisfied Satisfied

Comments / Suggestions /Examples

7. If you attend DALNET special interest group meetings (e.g., Circulation Committee), how satisfied are you with these meetings?

|_____| |_____| |_____| |_____| No Opinion
Very Moderately Moderately Very
Dissatisfied Dissatisfied Satisfied Satisfied

Comments / Suggestions /Examples

8. How satisfied are you with the level of politeness and willingness of DALNET support people to be of service?

|_____| |_____| |_____| |_____| No Opinion
Very Moderately Moderately Very
Dissatisfied Dissatisfied Satisfied Satisfied

Comments / Suggestions /Examples

9. How satisfied are you with DALNET's follow through and follow up on your requests for service?

|_____| |_____| |_____| |_____| No Opinion
Very Moderately Moderately Very
Dissatisfied Dissatisfied Satisfied Satisfied

Comments / Suggestions /Examples

10. How satisfied are you with the amount and quality of training DALNET provides?

_____ No Opinion
Very Dissatisfied Moderately Dissatisfied Moderately Satisfied Very Satisfied

Comments / Suggestions /Examples

11. How satisfied are you with the *range* of services DALNET provides? (In other words, do DALNET services meet most you of needs?)

_____ No Opinion
Very Dissatisfied Moderately Dissatisfied Moderately Satisfied Very Satisfied

Comments / Suggestions /Examples

PART C

Use this space to add other relevant comments about satisfaction with DALNET support services.

PLEASE RETURN BY JUNE 19th TO:
Frank White
Manager, Technical Services
Macomb Community College
14500 East Twelve Mile Road
South Campus, J Bldg.--Room 160
Warren, MI 48093-3896

FAX: 810/445-7157