

MEMBER SATISFACTION SURVEY APRIL 2011

We sent our April Member Satisfaction survey to all United Ways who use our Citrix portal to access their data on a daily basis. At least one contact from 58 United Ways responded which gives us a 72% UW response rate. Below you will find the results. We've included every question and every answer that we received except the names of the UWs. Because these results are unedited, spelling, punctuation, and capitalization have not been corrected in the short answer sections.

How many years have you been in the collaborative?

< 1 Year	9.2%
1 Year	13%
2 Years	67.6%
3 Years	4.6%
4 Years	1.5%
5 Years	3%

Are you happy that your United Way joined the collaborative?

Yes	96.8%
No	3.2%

Do you get a good value for the price you pay to the UWITC to be a member?

Yes	99.3%
No	.7%

Who at the UWITC have you dealt with? (Select all that apply)

Wayne	100%
Leo	68%
Jeff	56%

In general, how happy have you been with the support that you've received from the UWITC?

Happy	100%
Not Happy	0%

In general, how long does it take someone from the UWITC to respond to your questions or concerns? Not necessarily fix but respond to the communication?

1 hour or less	68%
4 hours	32%
1 day	8%
2 days	0%
3 days	0%
Longer than a week	4%

What compliments or concerns do you have about your interactions with Wayne?

If there is something that I need or have a question about Wayne is pretty quick about responding back to me in a timely manner. Enjoy the interactions with Wayne.

Always quick to respond

Wayne has been very helpful.

Returns emails fast!

I appreciate that I'm able to reach Wayne almost 24/7 and how quickly he can have my problems addressed.

I have worked almost entirely with Wayne and his support has been excellent. His response is almost immediate and he is most helpful in solving a problem.

His understanding that I am new to the collaborative when dealing with my questions.

minimal but good, professional, and pleasant

Wayne is always cheerful which is very helpful when I have upset staff people. Wayne also helps with issue that may not always be collaborative related and I appreciate that advice. I don't have any concerns about Wayne, Leo or Jeff except that they seem to have a lot of work to do!

Overall I have had a good experience with UWITC and with Wayne. It was frustrating not being notified of changes but hopefully that has been corrected. We do occasionally get error messages that just seem to appear. It would be nice if there was a better way to report them.

Very responsive and helpful. Takes good care of us. You do not provide a place for comments other than on interactions with each of the 3 of you so I will put my general comments here (suggestion for next time in developing the survey is to have a general comment spot!) In the past several months I worked remotely (ie not in my office) on the weekends. I sometimes had login issues or issues opening an application that I have waited to a decent weekend hour before contacting anyone and have since learned from Wayne about the help desk email, which I have since used. I have had good luck with this. Prior, I had some issues - like no one was near a computer for several hours so I was unable to work that day. There have been a couple of times (non standard business hours) where I had called the 800 number, before I knew about the email help request. I did not receive a call back so occasionally I would try to open the program that was not responding and would eventually find that I could get in. I had left my phone number with the person who answered the 800 # but was not called. Therefore, I would highly recommend that whenever one of you think you have resolved the issue, that you contact the person to ensure they know you feel you have addressed the issue. Thanks for all you do for us!

Wayne is always very helpful, I feel guilty because I know he's so busy... he is always willing to help, friendly, and professional.

Wayne is very knowledgeable and always willing to respond to our inquiries. His dedication to the ITC is apparent in everything he does. We appreciate his support and expertise.

It's been a bit of a "rough ride"; I wish we'd had a better understanding of what we might have to deal with before the transition began. Hopefully, this experience can result in some sort of "Handbook to prepare for remote hosting" for future new UWs

What compliments or concerns do you have about your interactions with Leo?

I haven't had the chance to work with Leo yet.

A little late to respond at times but other than that, none.

Returns emails fast!

minimal but good, professional, and pleasant

Leo is also very helpful and professional. Our staff have also enjoyed their interactions with Leo.

Leo has always been helpful and patient with us.

Leo is awesome to deal with and I'm glad that he typically is the person who responds to our calls. He is knowledgeable and warm and professional. If he doesn't know the answer, he tells you that and gets right back to you. If it's something that you're just going to have to learn to live with, he's honest about that too.

Responsive and very helpful. Have had limited interactions.

All interactions with Leo have generated a satisfactory response.

Leo is the best! He's friendly, smart and very helpful. He always fixes our problems and is unfailingly professional.

What compliments or concerns do you have about your interactions with Jeff?

I love working with Jeff. Jeff is always happy to assist when needed. If there is something that I need or have a question about, Jeff is pretty quick about responding back to me in a timely manner and he is very flexible with his schedule. Also, if there is something that he doesn't know, Jeff will get back to me with a solution or direct me to the person that I need to talk to.

Kudos to Jeff. He has been great

minimal but good, professional, and pleasant

Jeff is very responsive to questions and follows up with issues that we might have had.

Have only worked with Jeff a few times in the beginning of the conversion. No problems.

Ditto - responsive and very helpful. I'm pretty sure this was Jeff, but could have been Leo - One time I submitted an email help desk request and Wayne responded and resolved the issue; later I heard from Jeff....he was off for the day and saw the ticket and wanted to make sure it was taken care of. Awesome service!

All interactions with Jeff have generated a satisfactory response

I mostly deal with Leo on day to day issues, but on the occasions I have worked with Jeff I found him very helpful and very knowledgeable.