

O2. User Satisfaction Questionnaire

Thank you for participating in this survey. We are working to improve our quality of service to keep pace with your needs. Your candid evaluation of our IT service is invaluable and much appreciated.

O2.0.1 The charity I work for is: _____

O2.0.2 My role is primarily involved in:

- Finance and/or Administration
- Fundraising
- Charitable Service Delivery
- Human Resources
- Fundraising
- Policy
- Other, please specify _____

O2.0.3 I mainly work in:

- Head Office
- Other Office
- Service location
- Mobile/remote location

O2.0.4 I mainly work in:

- The UK
- Outside the UK

O2.0.5 In the last 12 months I have

	Regularly (almost every day)	Often (around once a week)	Occasionally (around once a month)	Infrequently (less than once a month)	Never
O2.0.6 Used Email and Network Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
O2.0.7 Contacted the IT service desk for help or advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
O2.0.8 Taken part in IT Training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
O2.0.9 Used Business Applications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
O2.0.10 Used Telephones and Voice services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

02.1.1 I can usually access email and network services when I need to during office hours

- Strongly Agree
- Agree
- Unsure / Don't know
- Disagree
- Strongly disagree

02.1.2 Please give details if you have answered 'Strongly disagree or disagree'. This will help us to improve our service to you

02.1.3 The speed of access to email and network services is adequate for my needs

- Strongly Agree
- Agree
- Unsure / Don't know
- Disagree
- Strongly disagree

02.1.4 Please give details if you have answered 'Strongly disagree or disagree'. This will help us to improve our service to you

02.1.5 I can usually access email and network services when I need to outside of office hours

- Strongly Agree
- Agree
- Unsure / Don't know
- Disagree
- Strongly disagree

02.1.6 Please give details if you have answered 'Strongly disagree or disagree'. This will help us to improve our service to you

02.1.7 I am usually informed if network access is not going to be available for a period of time

- Strongly Agree
- Agree
- Unsure / Don't know
- Disagree
- Strongly disagree

O2.1.8 Please give details if you have answered 'Strongly disagree or disagree'. This will help us to improve our service to you

O2.1.9 Being able to access email and network services is important to me and my ability to do my job

- Strongly Agree
- Agree
- Unsure / Don't know
- Disagree
- Strongly disagree

O2.1.10 Please give details if you have answered 'Strongly disagree or disagree'. This will help us to improve our service to you

Section 2 : About support services

O2.2.1 If I have a difficulty with using IT, I usually contact the Service Desk

- Strongly Agree
- Agree
- Unsure / Don't know
- Disagree
- Strongly disagree

O2.2.2 Please give details if you have answered 'Strongly disagree or disagree'. This will help us to improve our service to you

O2.2.3 When I contact the Service Desk I am confident I will get a response

- Strongly Agree
- Agree
- Unsure / Don't know
- Disagree
- Strongly disagree



O2.2.4 Please give details if you have answered 'Strongly disagree or disagree'. This will help us to improve our service to you

O2.2.5 When I contact the Service Desk, the service is courteous and friendly

- Strongly Agree
- Agree
- Unsure / Don't know
- Disagree
- Strongly disagree

O2.2.6 Please give details if you have answered 'Strongly disagree or disagree'. This will help us to improve our service to you

O2.2.7 When I contact the Service Desk, I am usually confident that they can help me to resolve the problem

- Strongly Agree
- Agree
- Unsure / Don't know
- Disagree
- Strongly disagree

O2.2.8 Please give details if you have answered 'Strongly disagree or disagree'. This will help us to improve our service to you

O2.2.9 The Service Desk keeps me informed about when my problem will be resolved

- Strongly Agree
- Agree
- Unsure / Don't know
- Disagree
- Strongly disagree

O2.2.10 Please give details if you have answered 'Strongly disagree or disagree'. This will help us to improve our service to you

O2.2.11 The Service Desk contacts me to ensure my problem has been resolved

- Strongly Agree
- Agree
- Unsure / Don't know
- Disagree
- Strongly disagree

O2.2.12 Please give details if you have answered 'Strongly disagree or disagree'. This will help us to improve our service to you

O2.2.13 If a member of the support team needs to come to my location to resolve a problem they are usually able to do so in a reasonable period of time

- Strongly Agree
- Agree
- Unsure / Don't know
- Disagree
- Strongly disagree

O2.2.14 Please give details if you have answered 'Strongly disagree or disagree'. This will help us to improve our service to you

O2.2.15 If a member of the support team needs to come to my location I am usually confident that they will be able to resolve my IT problem

- Strongly Agree
- Agree
- Unsure / Don't know
- Disagree
- Strongly disagree

O2.2.16 Please give details if you have answered 'Strongly disagree or disagree'. This will help us to improve our service to you

O2.2.17 Being able to access service desk and support services is important to me and my ability to do my job

- Strongly Agree
- Agree
- Unsure / Don't know
- Disagree
- Strongly disagree

O2.2.18 Please give details if you have answered 'Strongly disagree or disagree'. This will help us to improve our service to you

O2.3.1 If I need IT training I am able to access the training I need within a reasonable period of time.

- Strongly Agree
- Agree
- Unsure / Don't know
- Disagree
- Strongly disagree

O2.3.2 Please give details if you have answered 'Strongly disagree or disagree'. This will help us to improve our service to you

O2.3.3 After completing my IT training I have been able to make use of the skills learned to do my job

- Strongly Agree
- Agree
- Unsure / Don't know
- Disagree
- Strongly disagree

O2.3.4 Please give details if you have answered 'Strongly disagree or disagree'. This will help us to improve our service to you

Section 4: About training

O2.4.1 I have access to the applications I need to do my job, e.g., finance system, HR system, membership and fundraising system

- Strongly Agree
- Agree
- Unsure / Don't know
- Disagree
- Strongly disagree

O2.4.2 Please give details if you have answered 'Strongly disagree or disagree'. This will help us to improve our service to you

O2.4.3 The applications I use are generally good enough to help me to do my job

- Strongly Agree
- Agree
- Unsure / Don't know
- Disagree
- Strongly disagree

O2.4.4 Please give details if you have answered 'Strongly disagree or disagree'. This will help us to improve our service to you

O2.4.5 Being able to access business applications is important to me and my ability to do my job

- Strongly Agree
- Agree
- Unsure / Don't know
- Disagree
- Strongly disagree

O2.4.6 Please give details if you have answered 'Strongly disagree or disagree'. This will help us to improve our service to you

Section 5 : About Voice

O2.5.1 When I need to make a phone call I am able to access the equipment I need to do that

- Strongly Agree
- Agree
- Unsure / Don't know
- Disagree
- Strongly disagree

O2.5.2 Please give details if you have answered 'Strongly disagree or disagree'. This will help us to improve our service to you

O2.5.3 Being able to access telephones is important to me and my ability to do my job

- Strongly Agree
- Agree
- Unsure / Don't know
- Disagree
- Strongly disagree

O2.5.4 Please give details if you have answered 'Strongly disagree or disagree'. This will help us to improve our service to you

O2.5.5 The telephones and voice services I use are generally good enough to help me to do my job

- Strongly Agree
- Agree
- Unsure / Don't know
- Disagree
- Strongly disagree

O2.5.6 Please give details if you have answered 'Strongly disagree or disagree'. This will help us to improve our service to you

Section 6: Attitude to IT

O2.6 How much do you agree or disagree with the following statements?

	1=Strongly agree	2	3	4	5=Strongly disagree
O2.6.1 Investment in IT is a responsible way to use some of our charity funds.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
O2.6.2 Our use of IT should present our charity as a modern, committed organisation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
O2.6.3 Our current use of IT does present our charity as a modern, committed organisation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
O2.6.4 Our use of IT should help our charity promote good working practices and communication.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
O2.6.5 Our current use of IT does help our charity promote good working practices and communication.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
O2.6.6 Our use of IT should support our charity processes and reduce workload.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
O2.6.7 Our current use of IT does support our charity processes and reduce workload.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 7: IT Priorities

O2.7.1 I would like to receive regular information and updates about these elements of IT and customer support within my organisation

1. _____
2. _____
3. _____

O2.7.2 Here are three good things about the provision of IT and customer support within my organisation

1. _____
2. _____
3. _____

O2.7.3 Here are three things which I feel could be improved upon with regard to the provision of IT and customer support within my organisation

1. _____
2. _____
3. _____

O2.7.4 These are the three most important issues to me about the provision of IT and customer support within my organisation

1. _____
2. _____
3. _____

O2.7.5 Please tell us what you think we could do to improve the quality of support and IT provision we provide to you and your department :

O2.7.6 Please feel free to make any other comments or observations :
