

Section C - Additional Questions

Please give the following question a score between 1 and 10, where 1 means **totally disagree** and 10 means **totally agree**.

	1	2	3	4	5	6	7	8	9	10
1. I would recommend ICT Solutions to others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Guidance notes are clear and understandable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The service provided is consistent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. ICT Solution's staff are competent and highly skilled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. ICT Solution's contracts are easily understandable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Contract levels represent value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. It is easy to do business with us (ICT Solutions)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section D - About Yourself

The purpose of the following questions is to help us understand if different customers have differing views and needs.
Please answer the questions below by placing an "X" in ONE box per question.

- Type of customer**
Primary/Special < 100 pupils ☐ Primary/Special > 100 ☐ Secondary ☐ Other ☐
- Type of contract**
Bronze ☐ Silver ☐ Gold ☐ Silver+F.S. Tech. ☐ Gold+F.S. Tech ☐ Bespoke ☐ None ☐
- Position in school:**
Headteacher ☐ Secretary ☐ ICT Co-ordinator ☐ Other ☐

Finally, if you have any additional comments or issues relating to our service, please write them below:

If you would be willing to help us further, please enter location code here

**Thank you very much for taking the time to complete this questionnaire.
Your views are very much appreciated.**

Please return the questionnaire via the School Courier by 31st January 2004 by using the reply envelope provided or any other suitable envelope to: **Quality Assurance Section, Rm 064, County Hall, Martineau Lane, Norwich Nr1 2DL**

Please take a few minutes of your time to complete this questionnaire

Introduction and guidance

The purpose of this survey is to find out what is **important** and **unimportant** to you and how **satisfied** or **dissatisfied** you are as a customer of ICT Solutions.

We need everyone to answer the questionnaire honestly and in order to encourage this, *the Quality Assurance team* guarantees to protect the identity of everyone who completes it.

The questionnaire is anonymous and there are no right or wrong answers; all we want are your opinions. Please answer **all five sections**. The questionnaire should take no longer than 15 minutes to complete.

How to complete Section A (Importance)

Some topics are more important than others, and we would like to get a good idea of customers' priorities. First of all, read through all the topics on the following page before deciding the level of importance of each topic to you. Score each topic using the following scale.

Scoring Guide

1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

For example, look at the topic 5, Asset Manager. If you believe this is extremely important you should place an 'X' in box number 10 as shown below:

1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Please complete Section A on importance first. Then complete Section B, scoring your satisfaction on a scale of 1-10 as shown on pages 2 and 3.

Section A - Importance

Please indicate how Important you feel are the topics listed below, as a customer of ICT Solutions by placing an 'X' in the appropriate box using the scoring guide below. If the topic does not apply to you please mark the box labelled N/A.

	Scoring Guide										N/A
	Extremely Unimportant	1	2	3	4	5	6	7	8	9	
Help Desk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
ICT Equipment Repair Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Phoenix Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Installation/support of new software	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Asset Manager	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Field Support Technician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Installation of new equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Product research and information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Product procurement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Project Management (NGfL & Broadband)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Section B - Satisfaction

Please indicate how satisfied or dissatisfied you are with the topics listed below, as a customer of ICT Solutions by placing an 'X' in the appropriate box using the scoring guide below. If the topic does not apply to you please mark the box labelled N/A.

[illegible]Section B - **Satisfaction** *(continued)*[illegible][illegible]