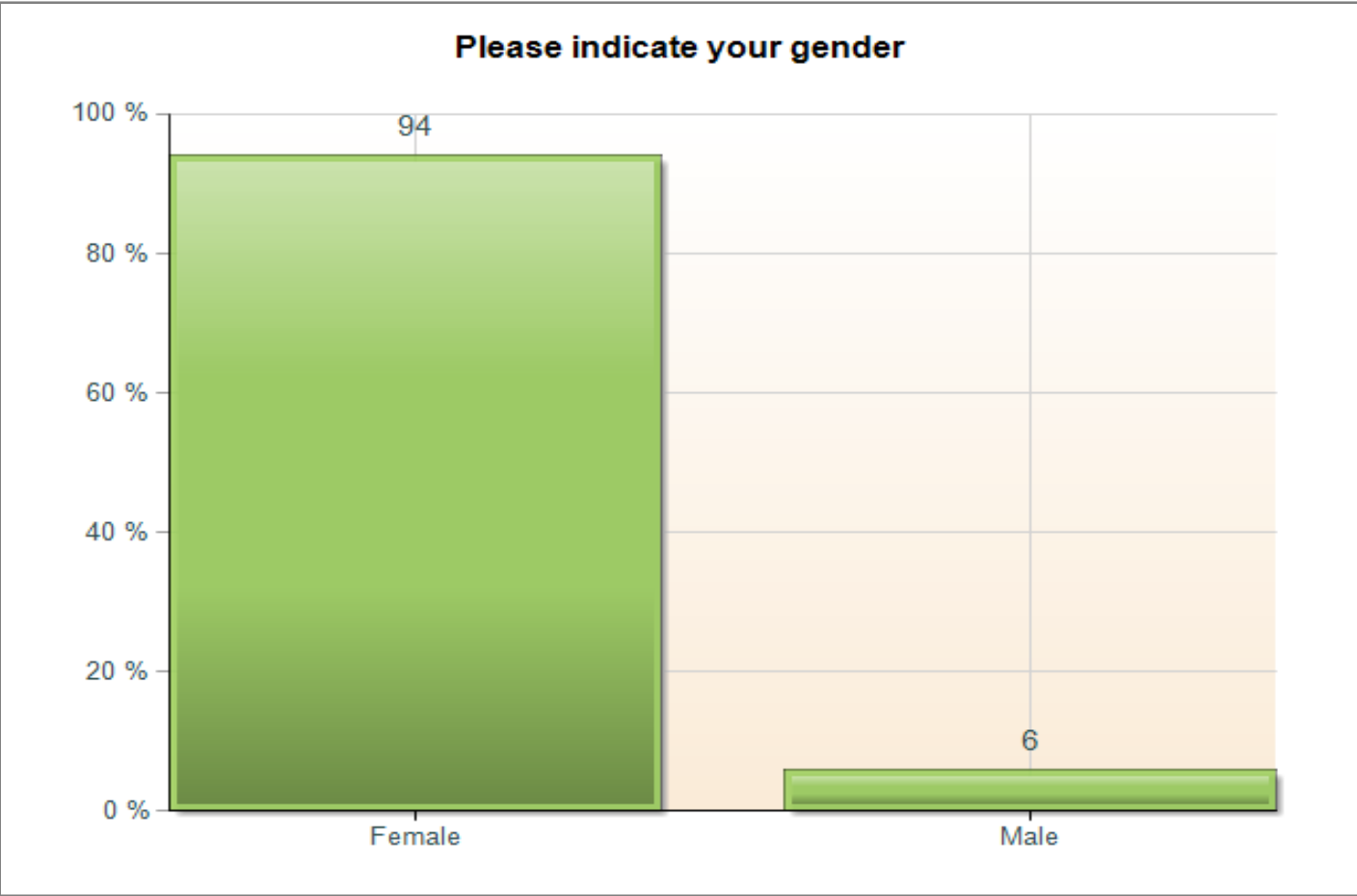


WHAIC 2011 Customer Service Survey Results

About our customers

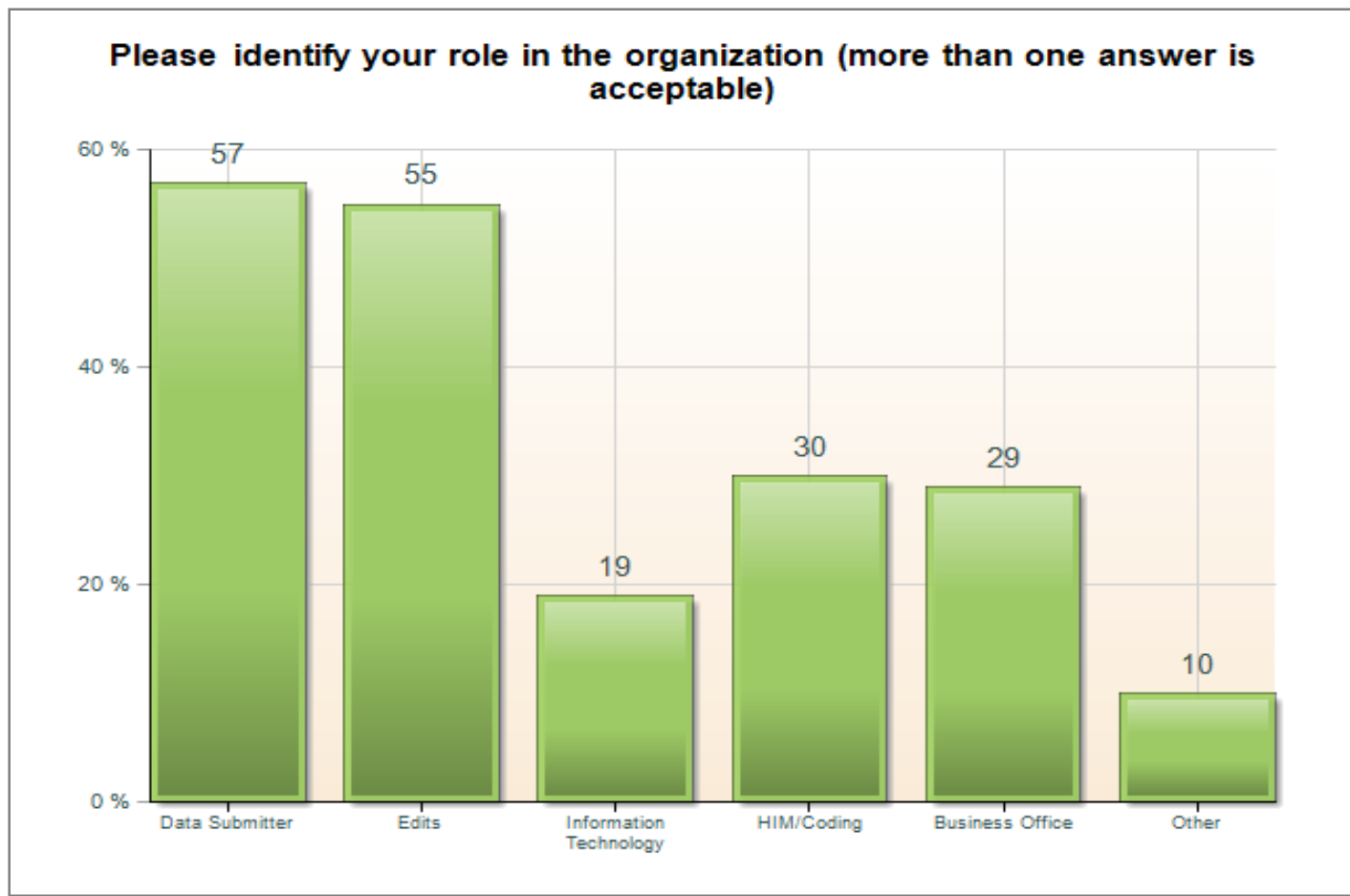
78 respondents completed survey

WHA Information Center Customer Satisfaction Survey: Please indicate your gender

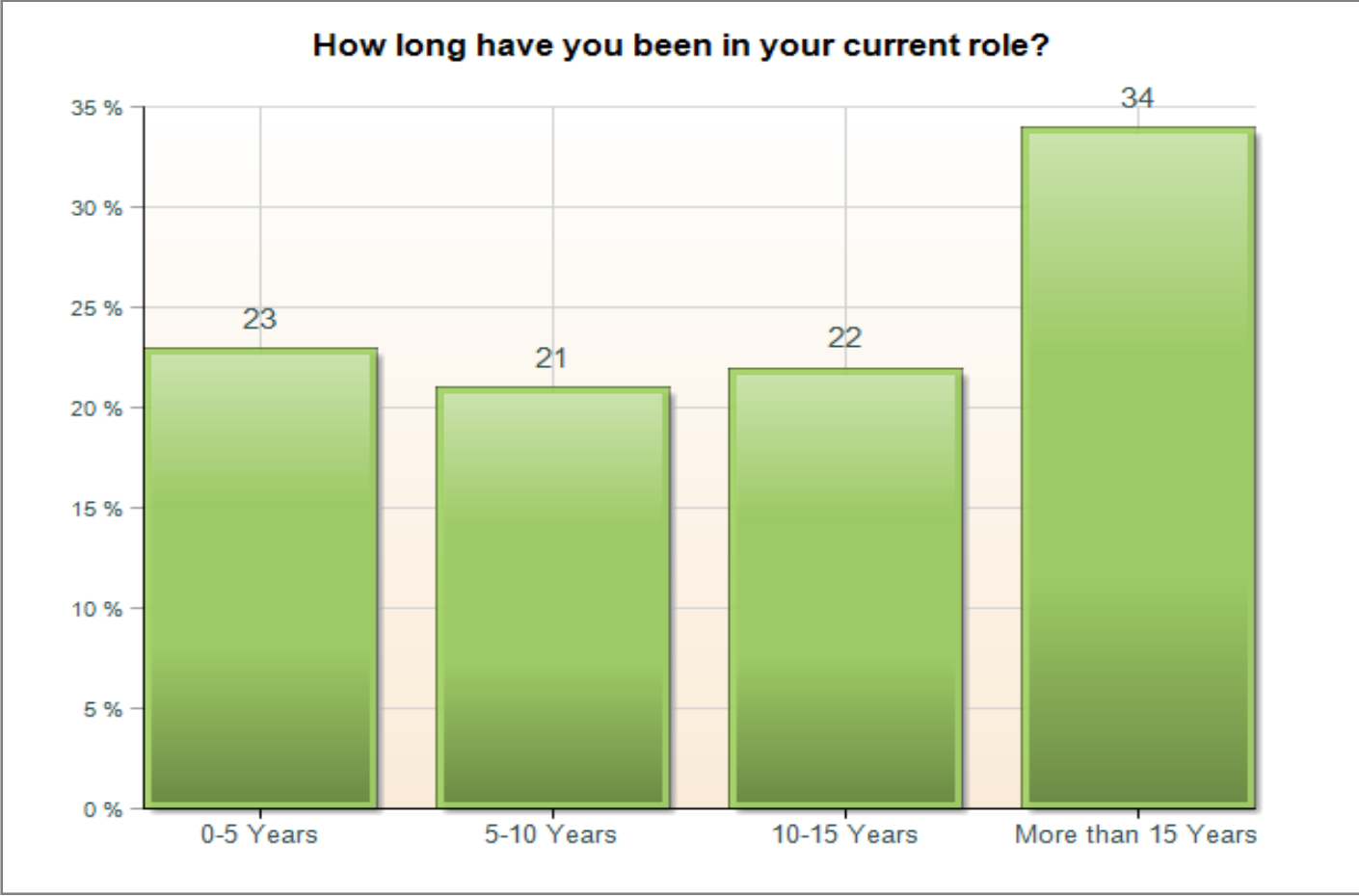




WHA Information Center Customer Satisfaction Survey: Please identify your role in the organization (more than one answer is acceptable)

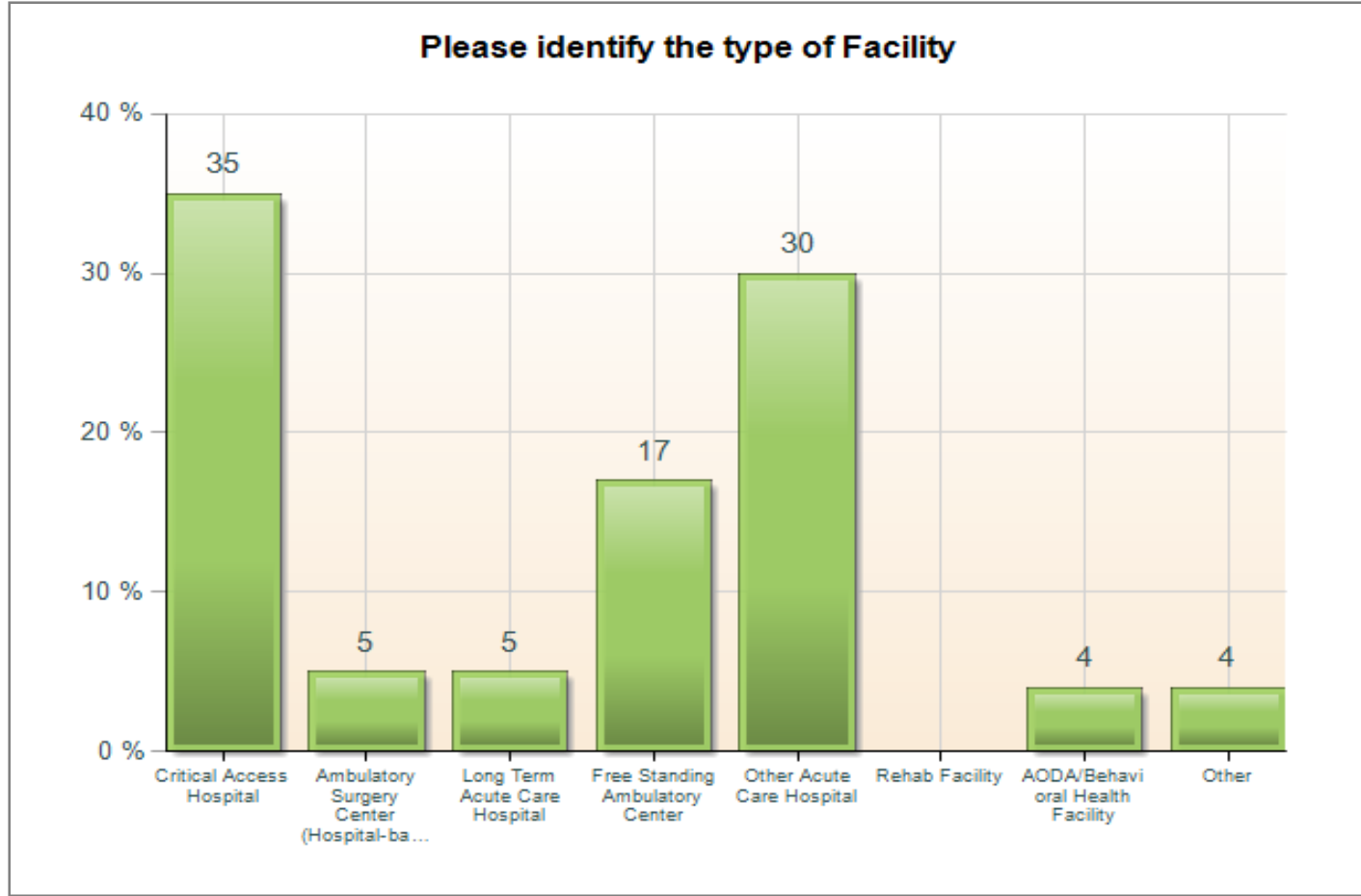


WHA Information Center Customer Satisfaction Survey: How long have you been in your current role?





WHA Information Center Customer Satisfaction Survey: Please identify the type of Facility

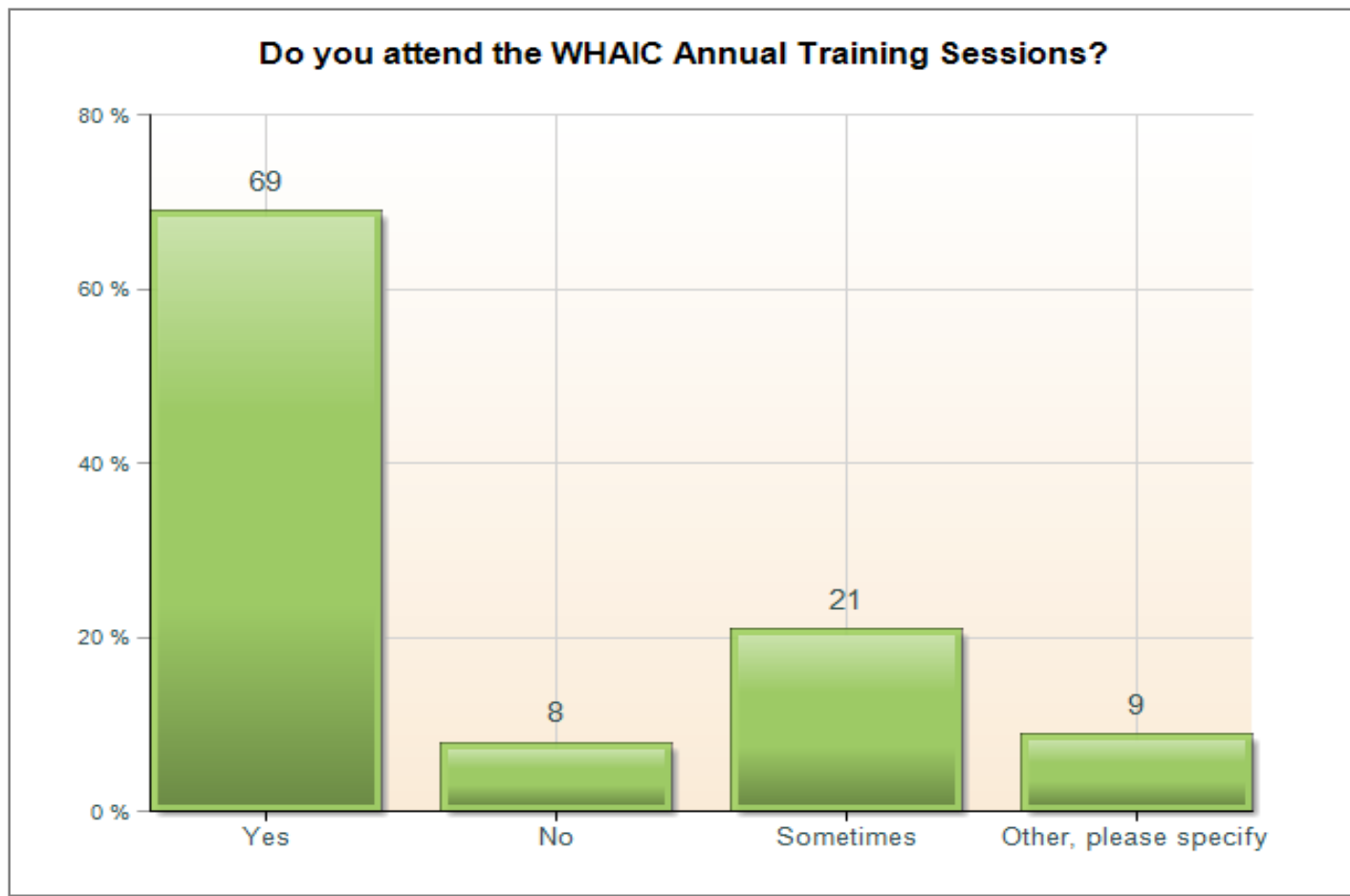


Training Section

Annual Training is required by statute – usually provided in the fall throughout the state

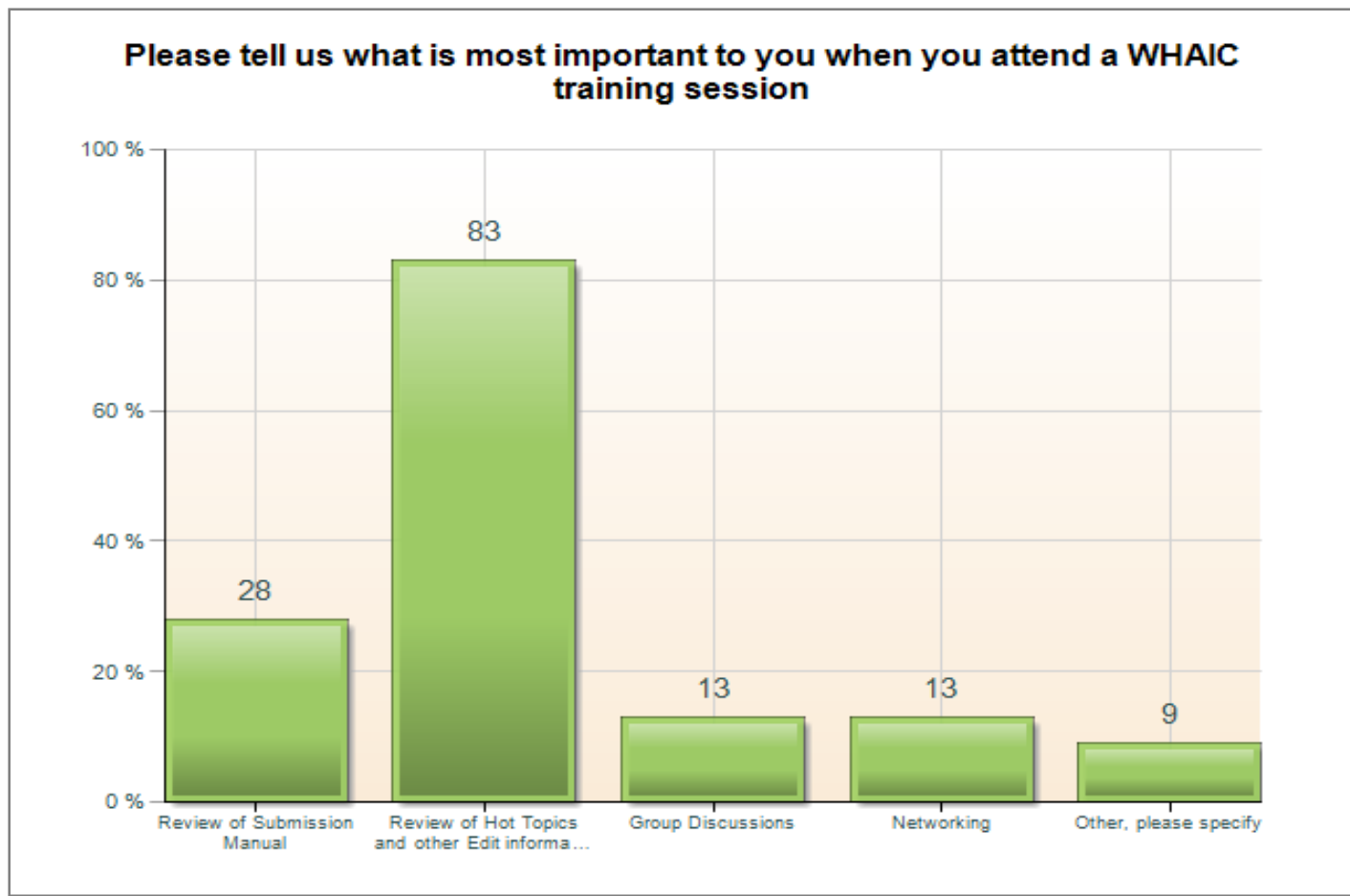


WHA Information Center Customer Satisfaction Survey: Do you attend the WHAIC Annual Training Sessions?

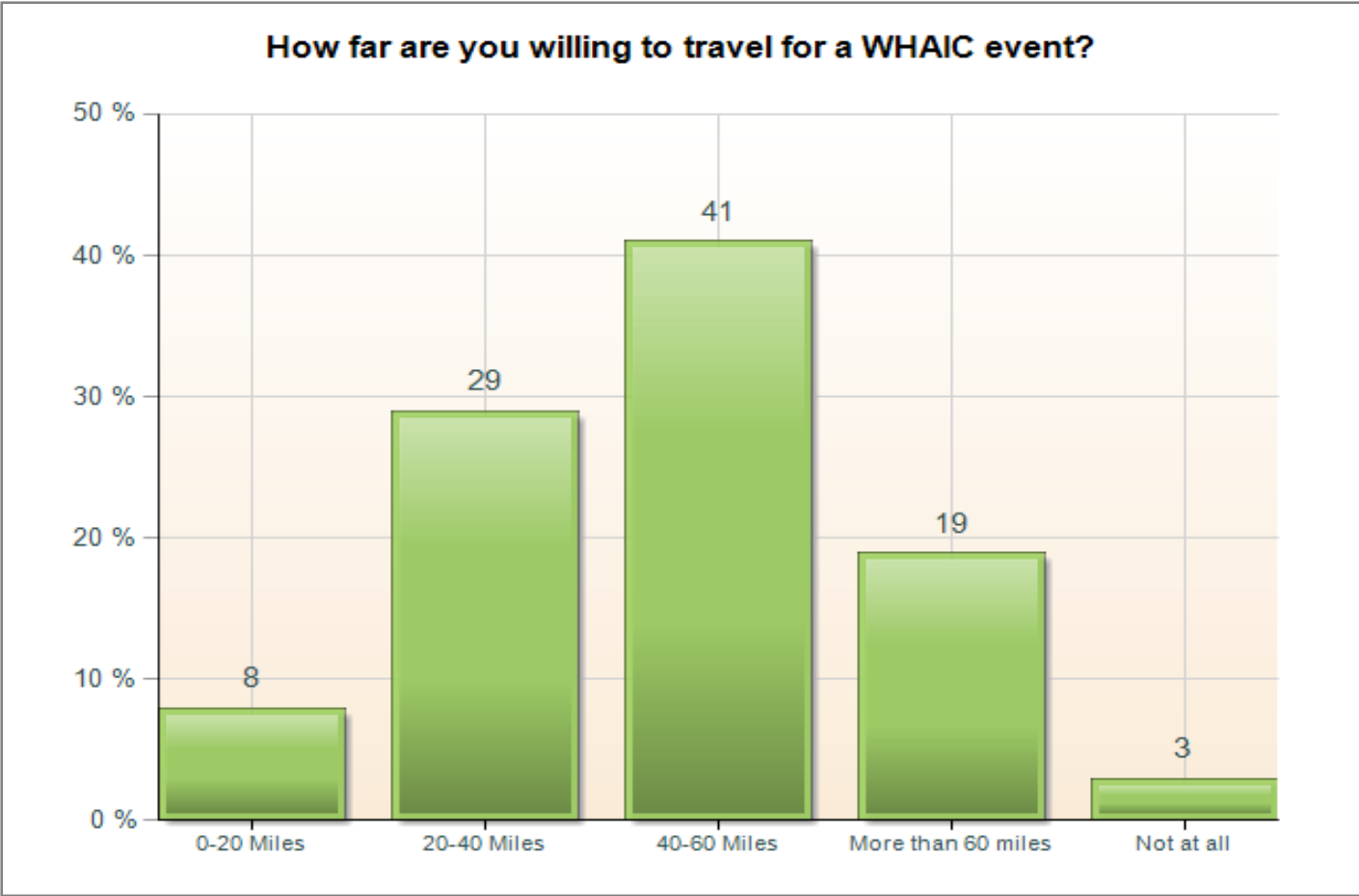




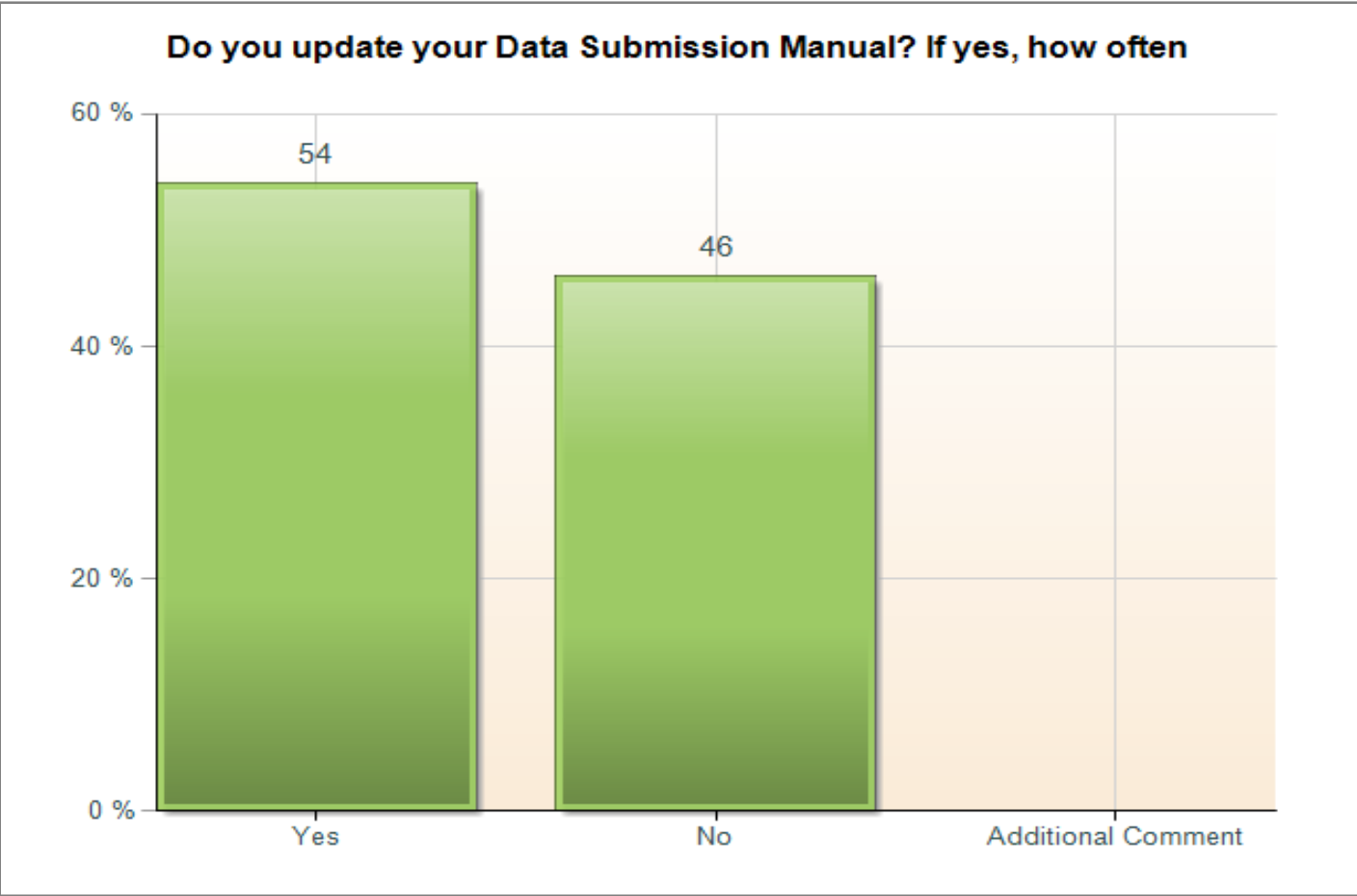
WHA Information Center Customer Satisfaction Survey: Please tell us what is most important to you when you attend a WHAIC training session



WHA Information Center Customer Satisfaction Survey: How far are you willing to travel for a WHAIC event?



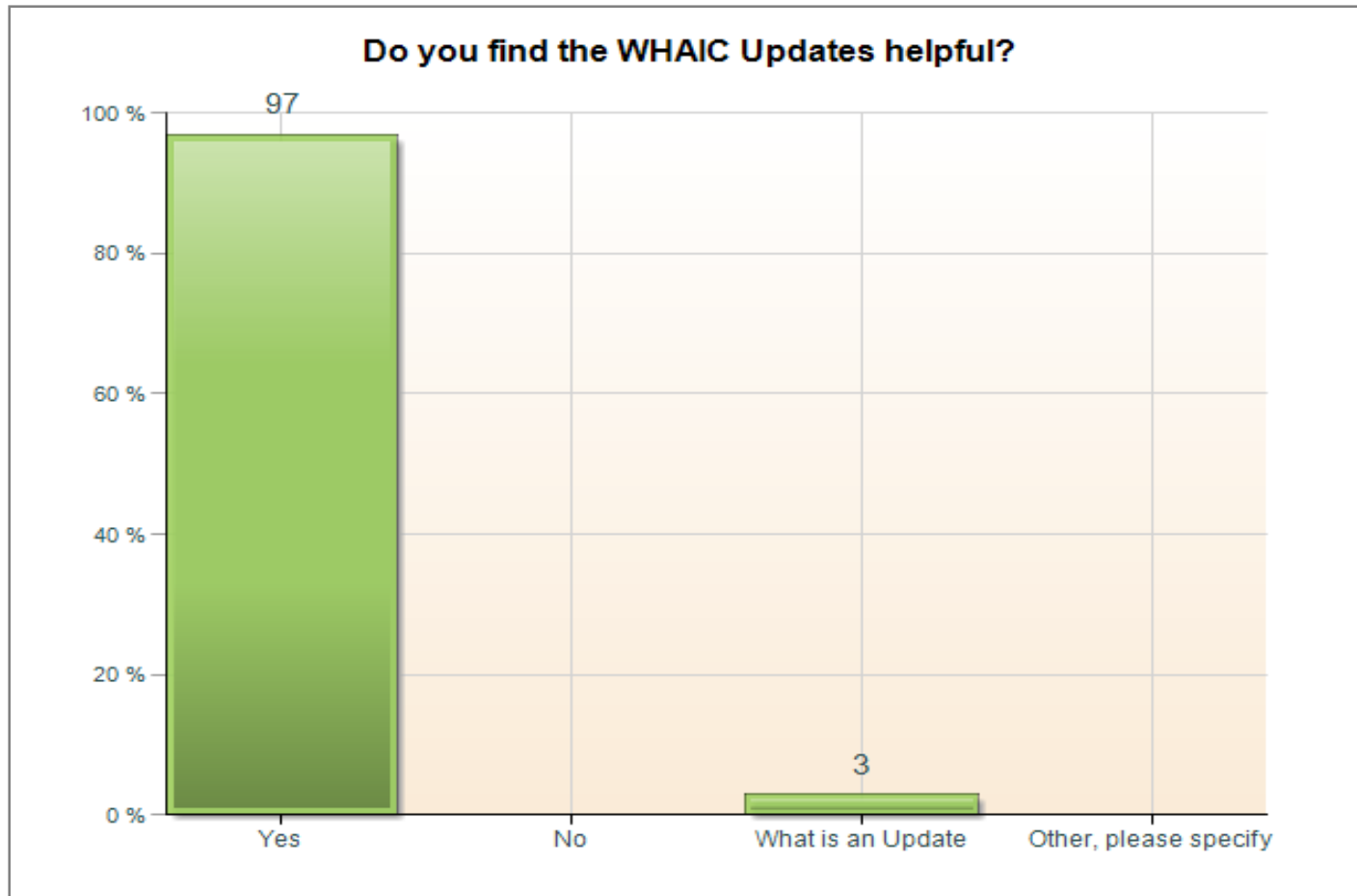
WHA Information Center Customer Satisfaction Survey: Do you update your Data Submission Manual? If yes, how often



Comments: Most use the online manual therefore no need to update paper copy.



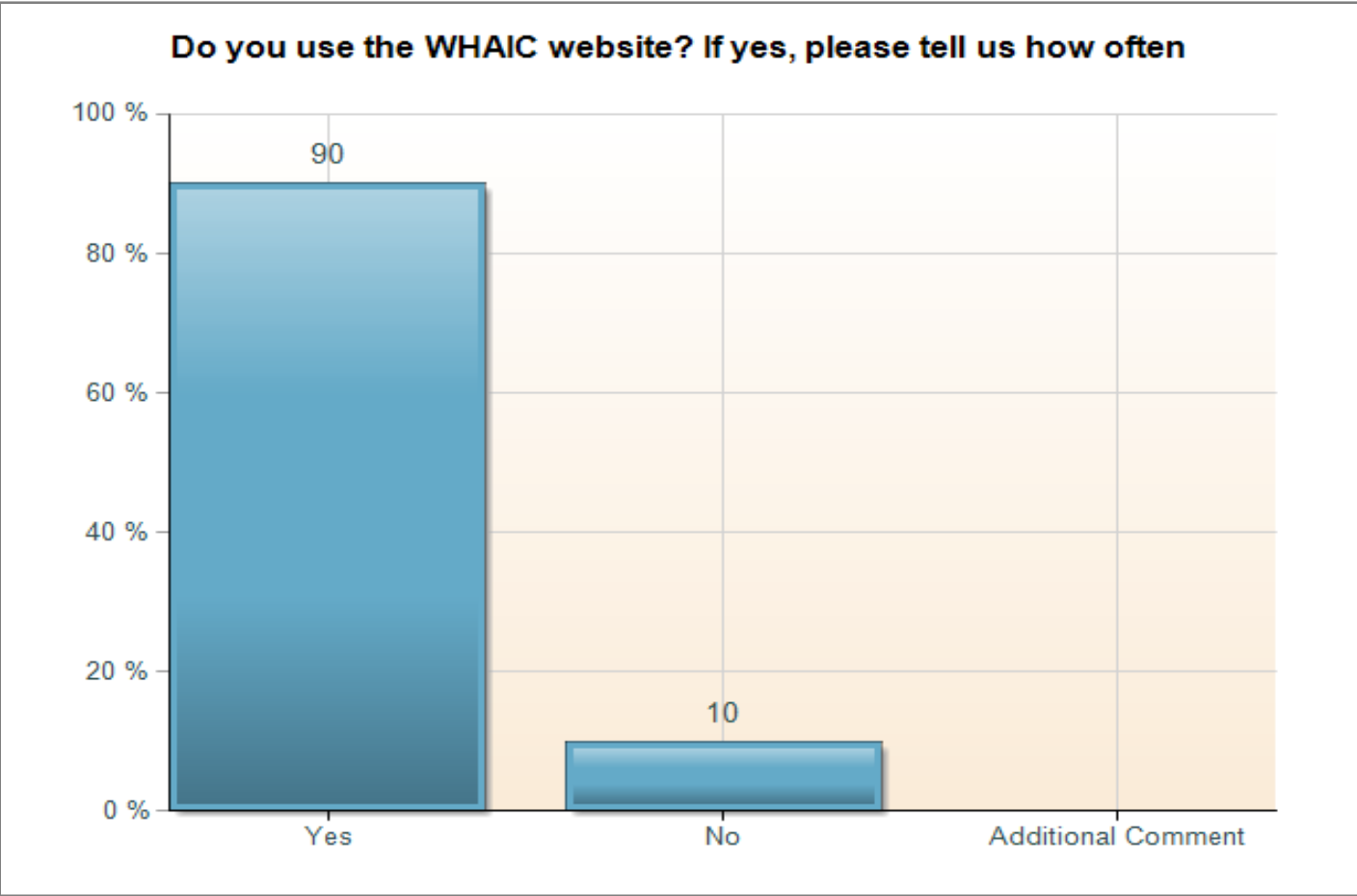
WHA Information Center Customer Satisfaction Survey: Do you find the WHAIC Updates helpful?



Website

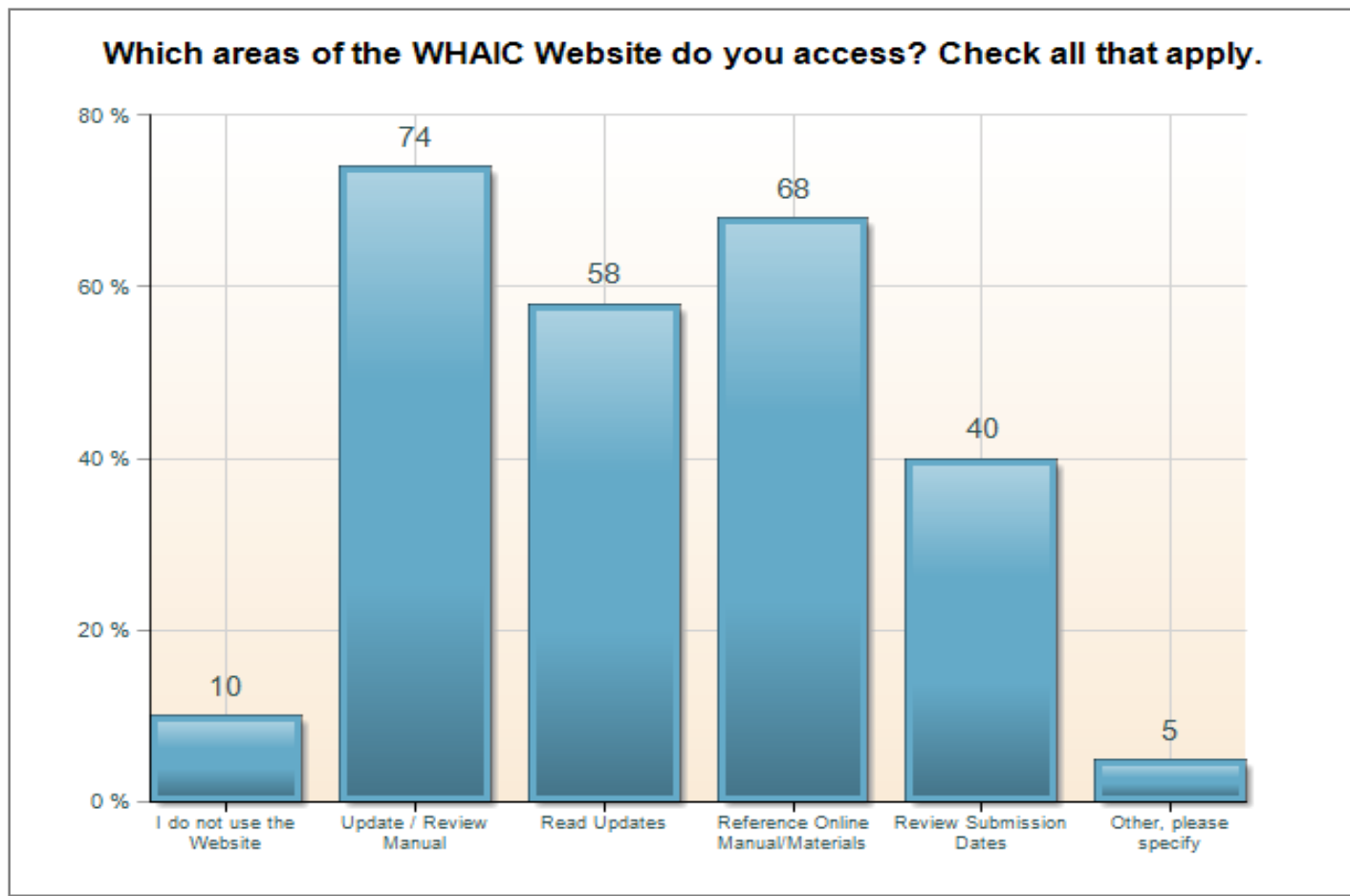
Respondents told us how they feel about our website

WHA Information Center Customer Satisfaction Survey: Do you use the WHAIC website? If yes, please tell us how often



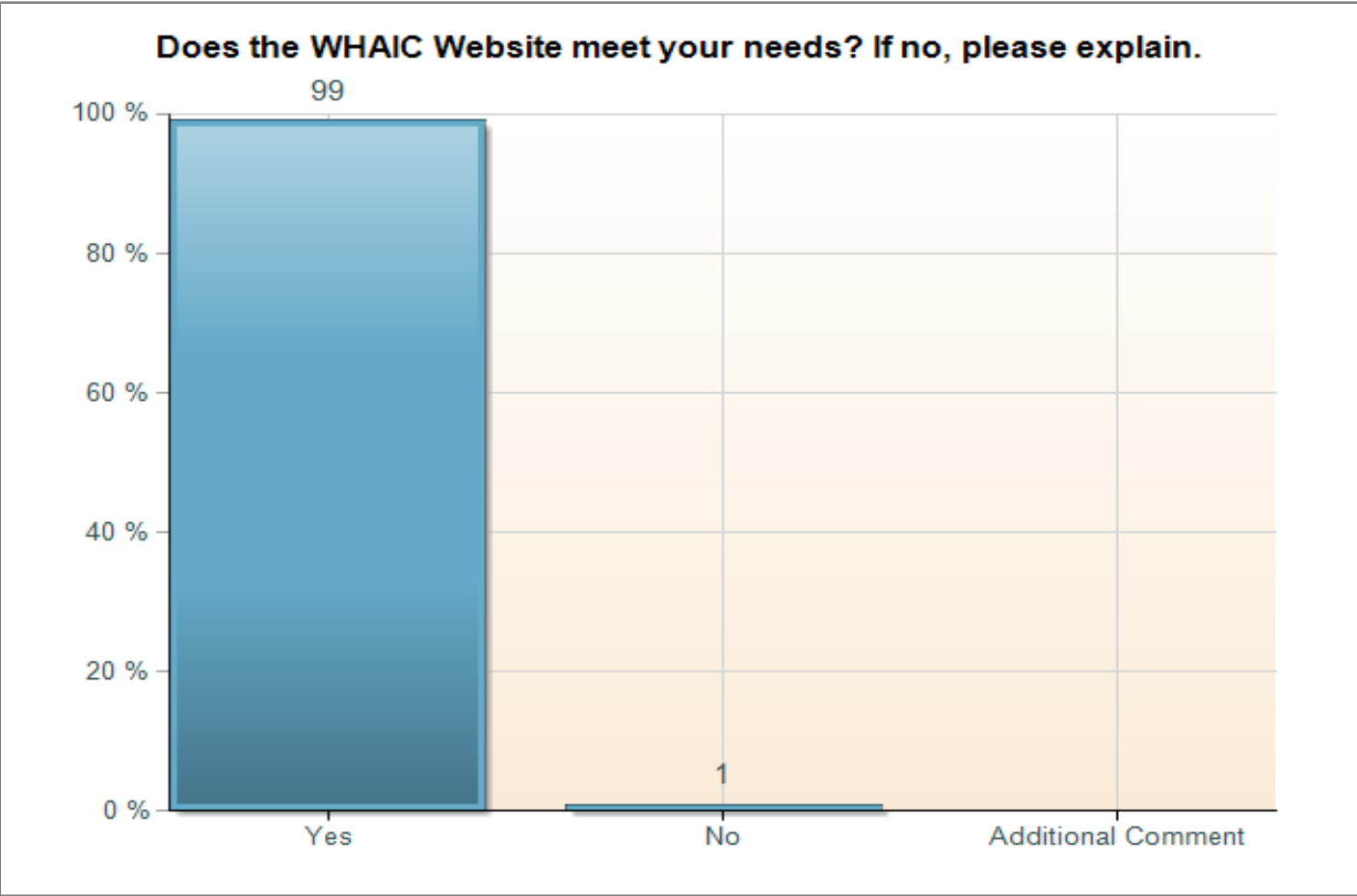


WHA Information Center Customer Satisfaction Survey: Which areas of the WHAIC Website do you access? Check all that apply.

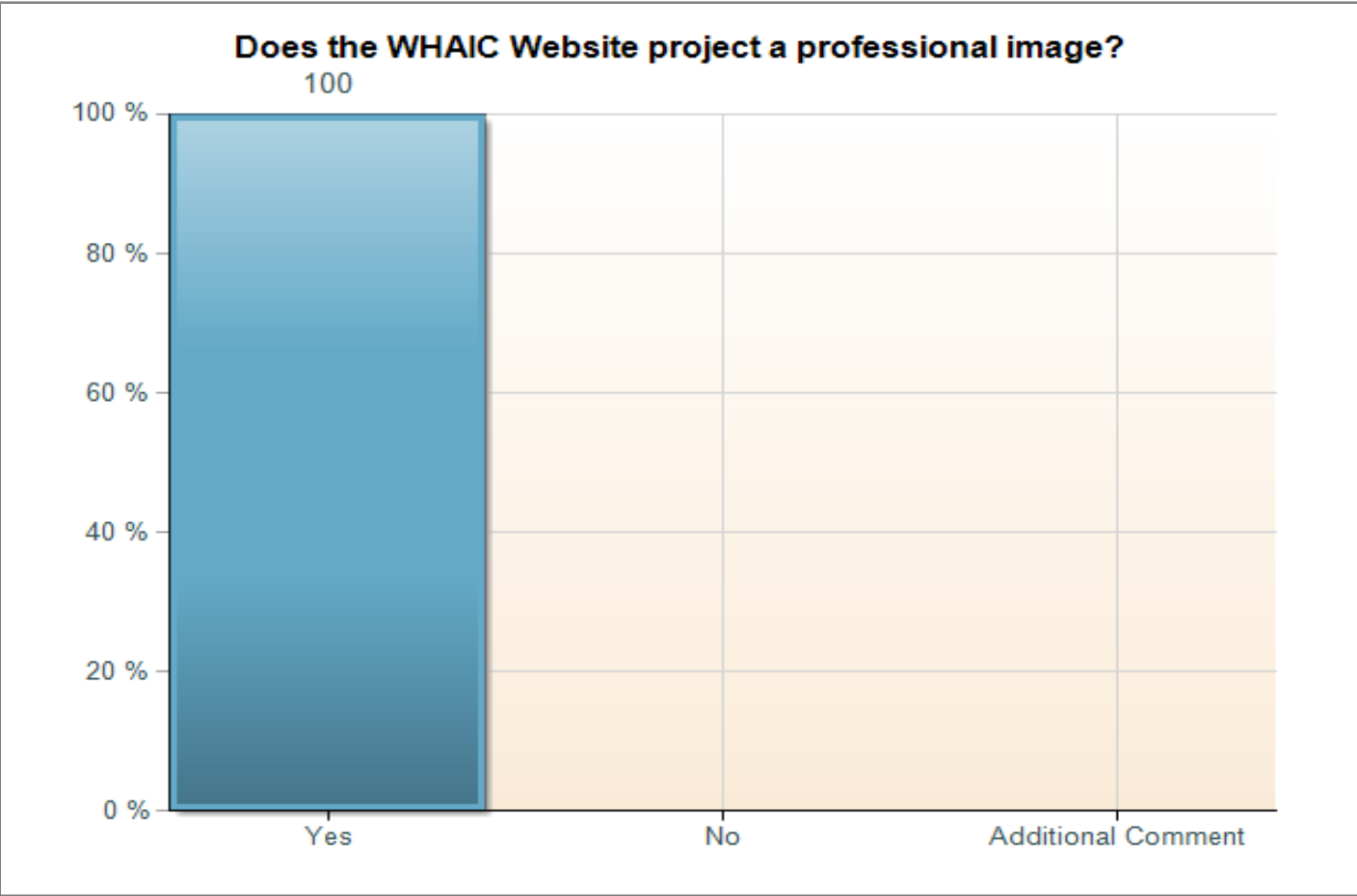


Comments: PricePoint; Edits; Guide, Rate Increases & Contact info, Changes

WHA Information Center Customer Satisfaction Survey: Does the WHAIC Website meet your needs? If no, please explain.

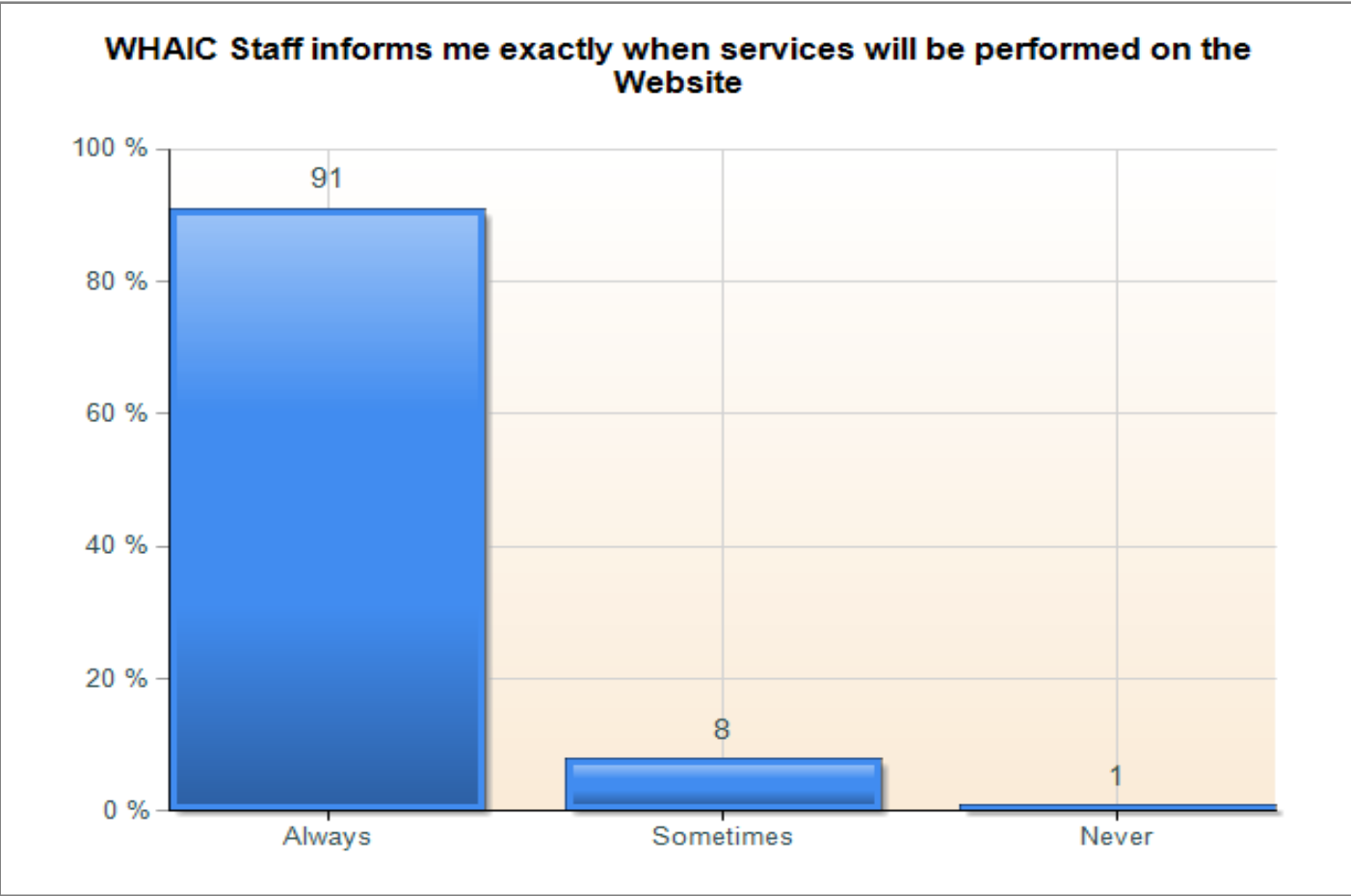


WHA Information Center Customer Satisfaction Survey: Does the WHAIC Website project a professional image?





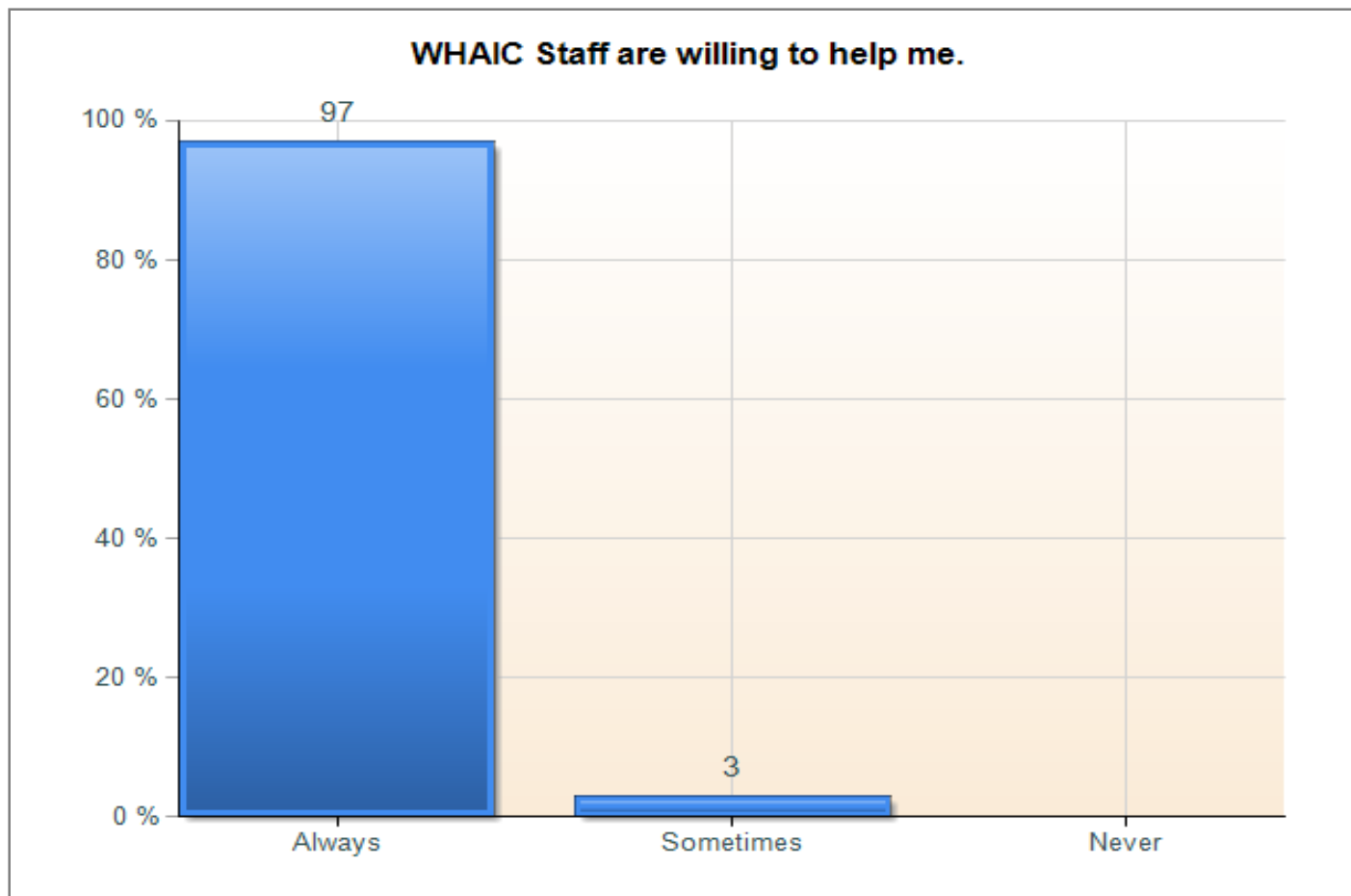
WHA Information Center Customer Satisfaction Survey: WHAIC Staff informs me exactly when services will be performed on the Website



2007 satisfaction results – on a scale of 1-5 = 4.39

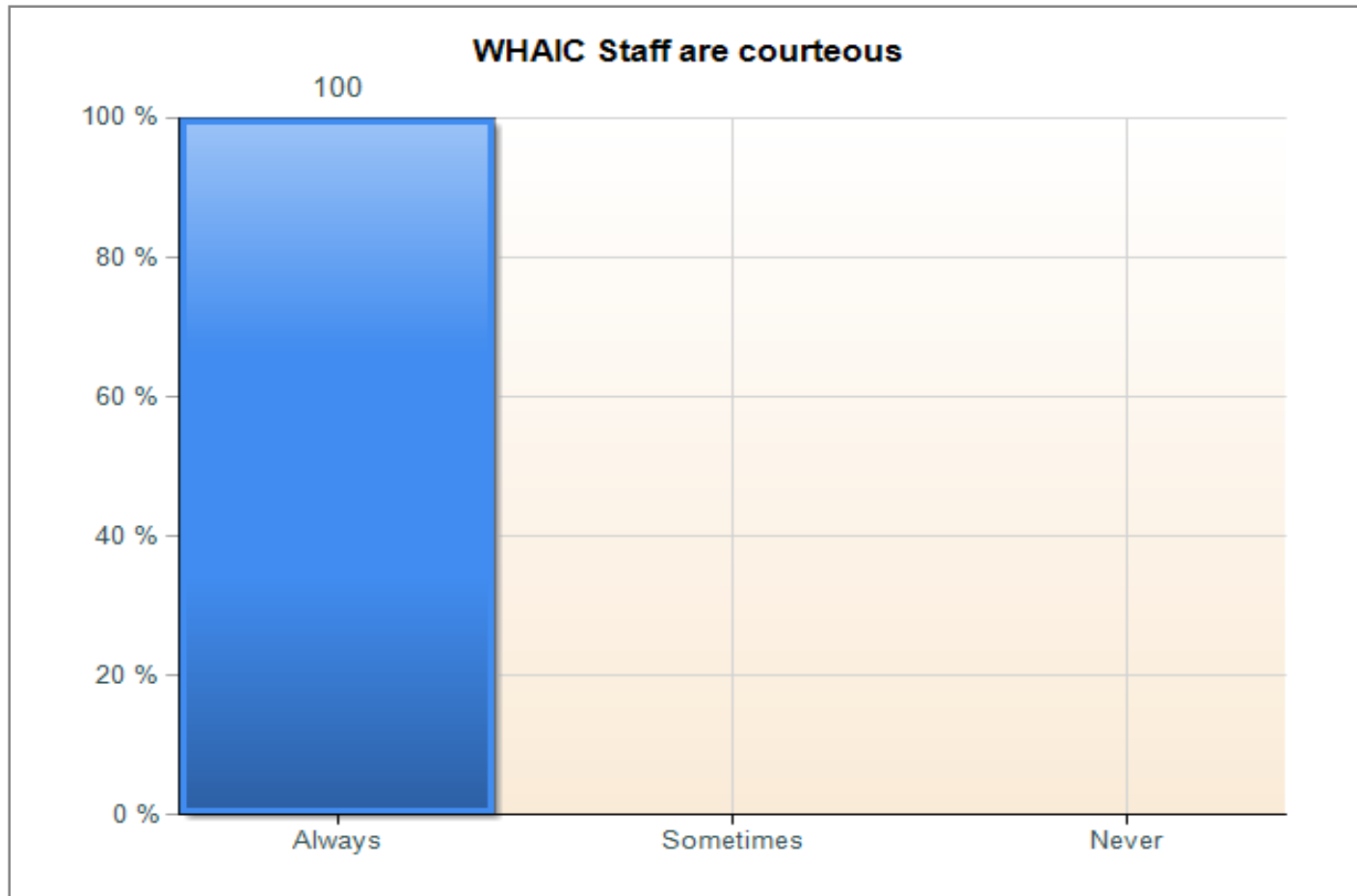


WHA Information Center Customer Satisfaction Survey: WHAIC Staff are willing to help me.



2007 results: Scale of 1-5 = 4.55

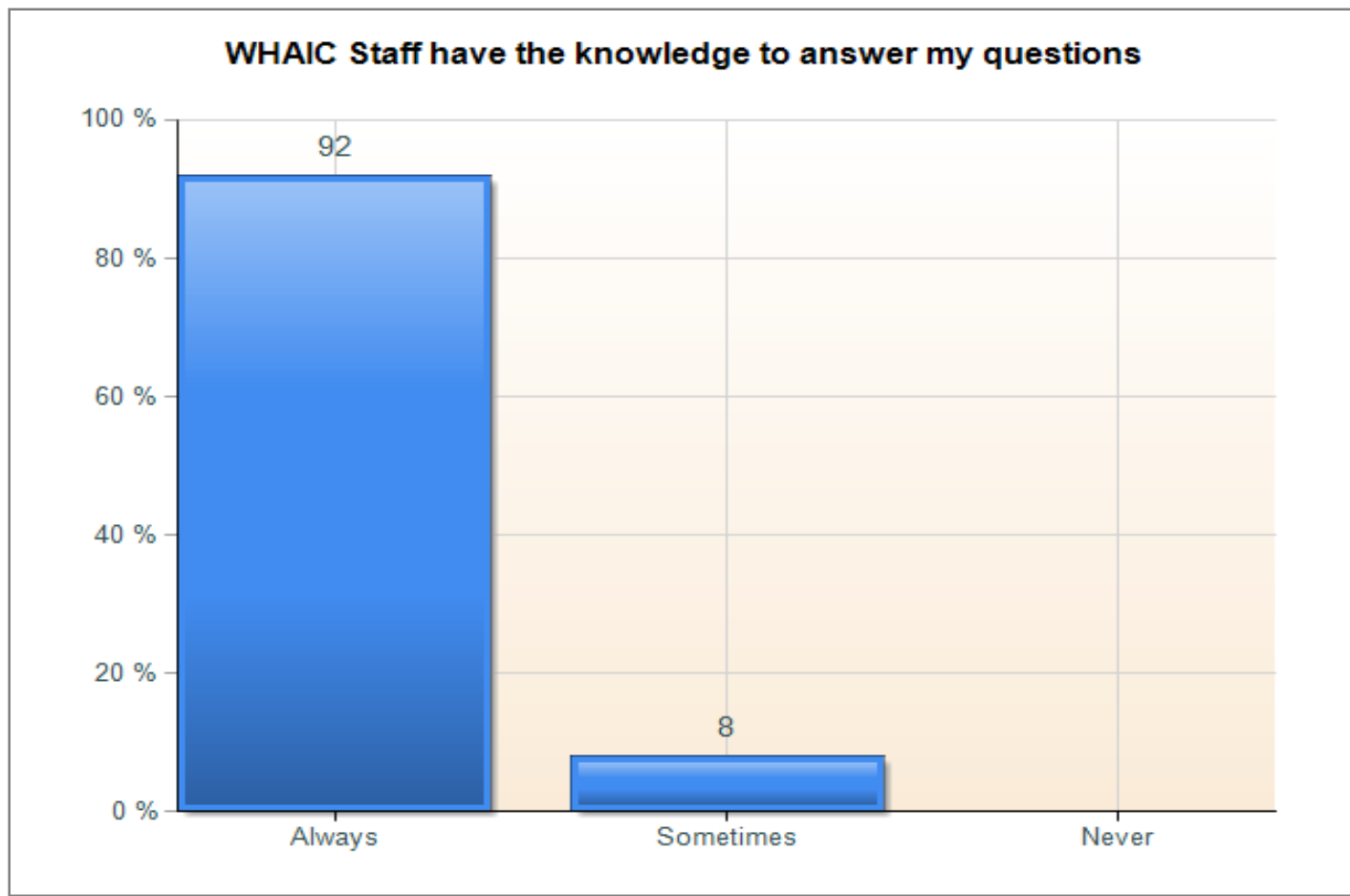
Customer Satisfaction



2007 results: Scale 1-5 = 4.5



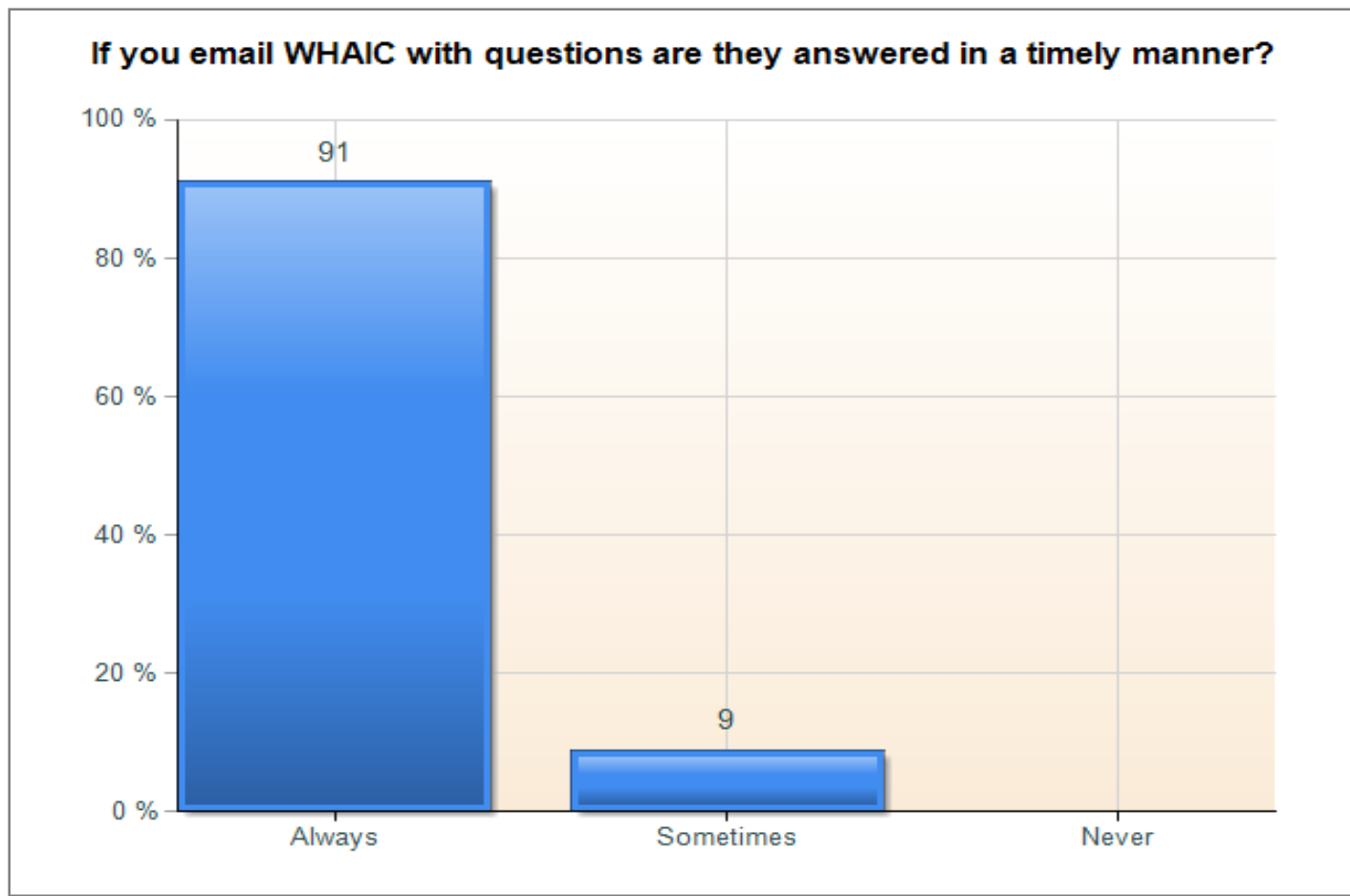
WHA Information Center Customer Satisfaction Survey: WHAIC Staff have the knowledge to answer my questions



2007 results: Scale 1-5 = 4.33

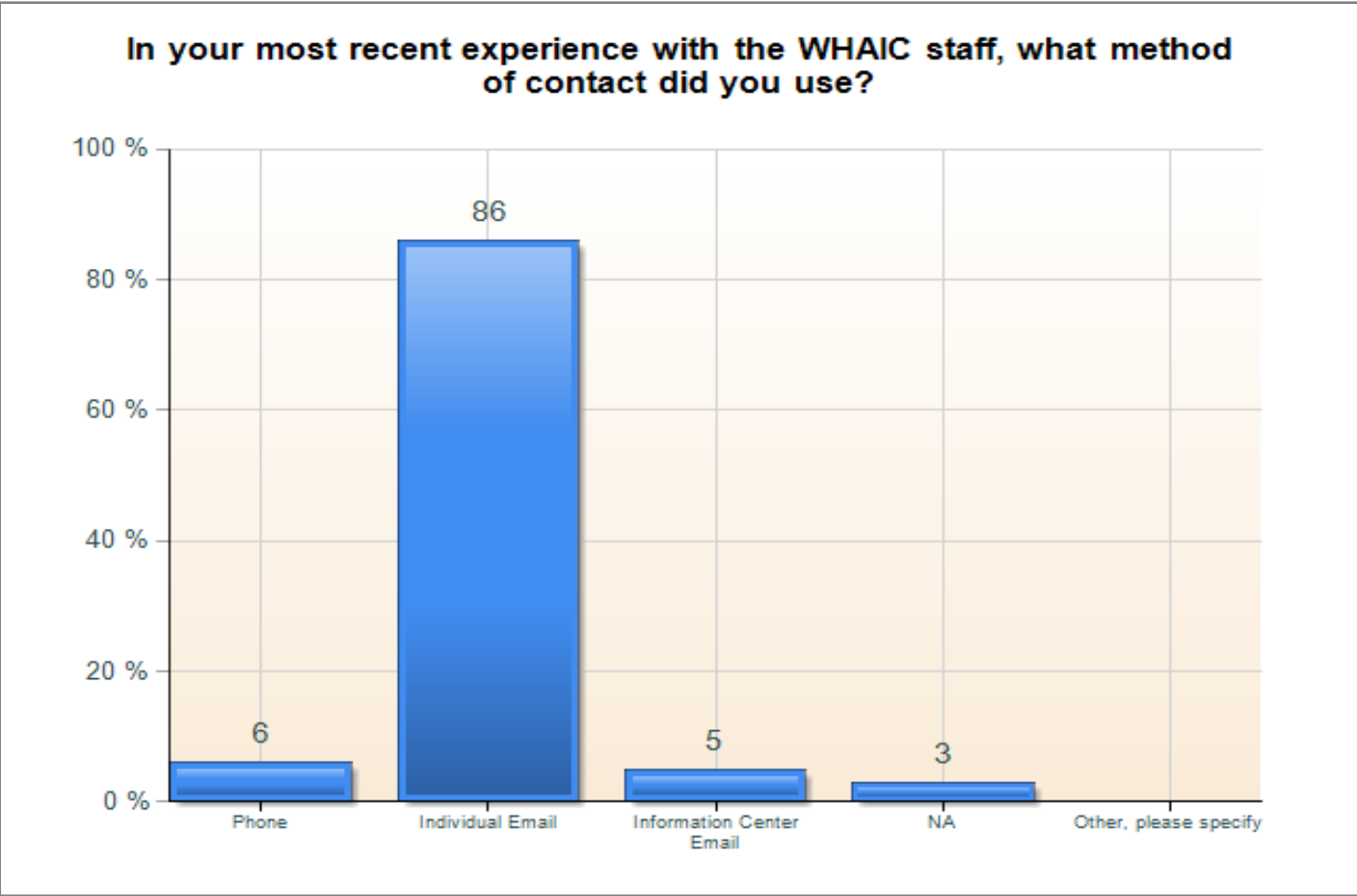


WHA Information Center Customer Satisfaction Survey: If you email WHAIC with questions are they answered in a timely manner?

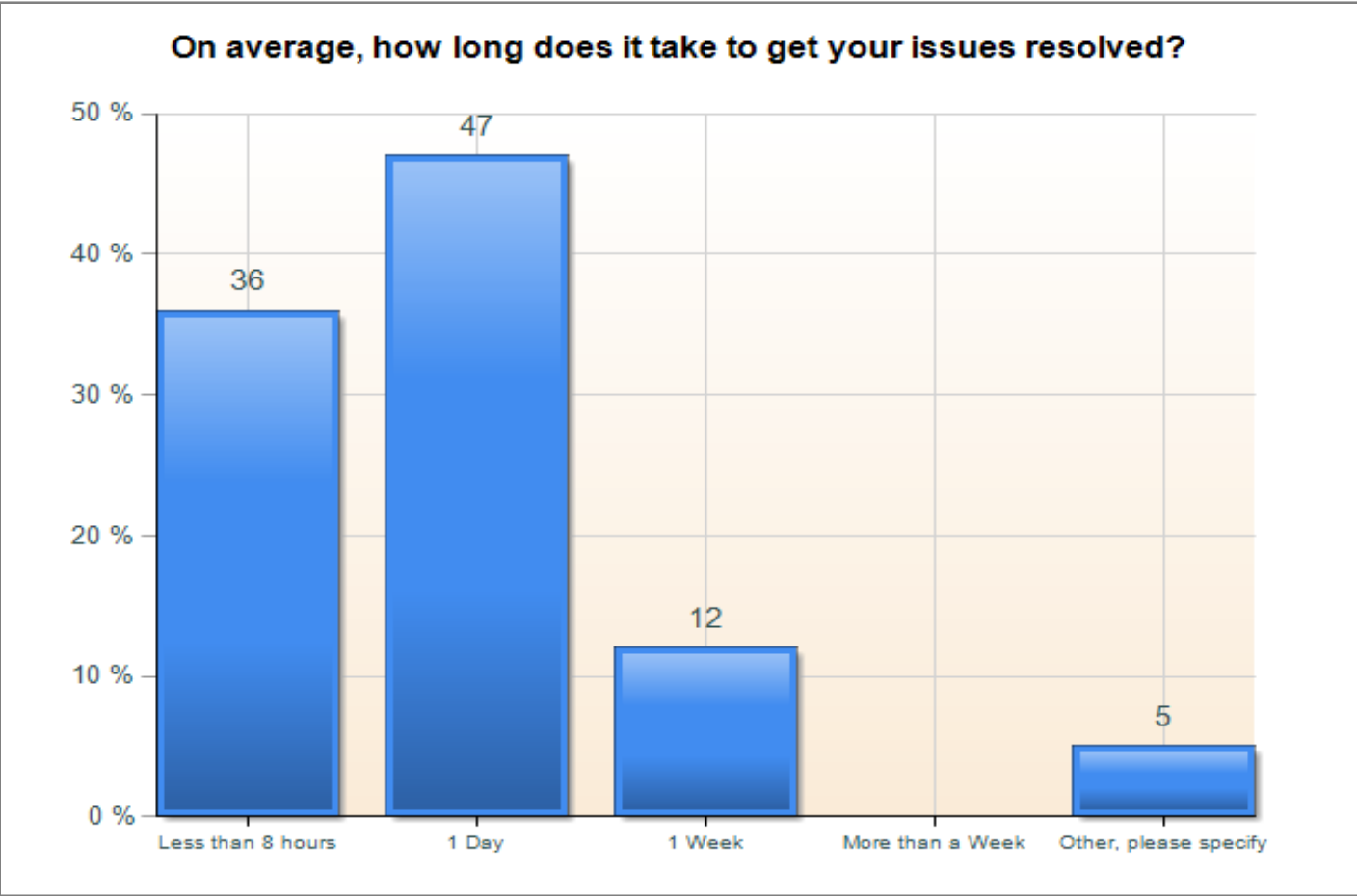


2007 results: Scale 1-5 = 4.38

WHA Information Center Customer Satisfaction Survey: In your most recent experience with the WHAIC staff, what method of contact did you use?



WHA Information Center Customer Satisfaction Survey: On average, how long does it take to get your issues resolved?



2011 Comments in the note section:
Usually immediately, 8-24 hours, >day and <week, NPI's are issue.

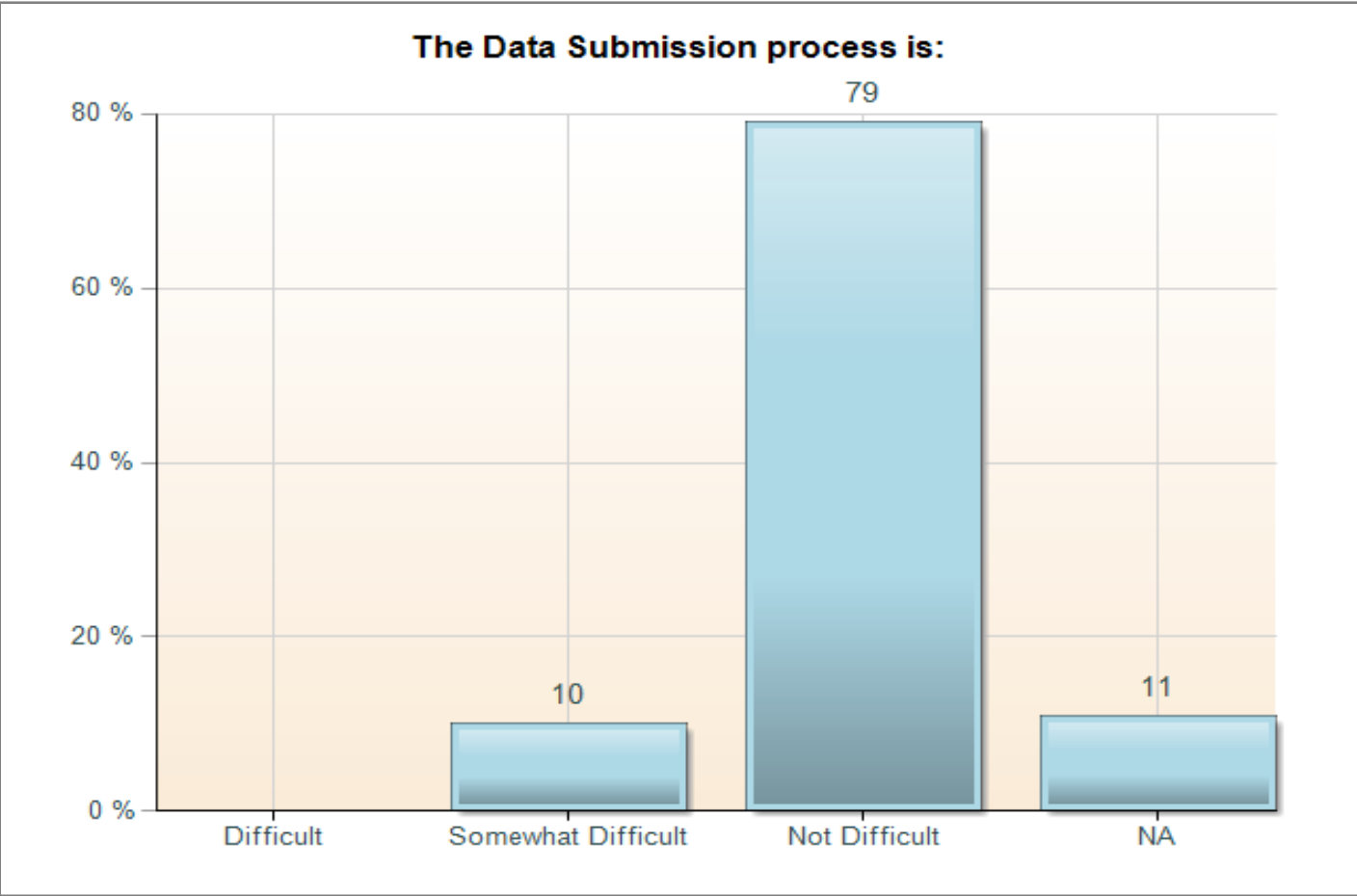
WHA Information Center Customer Satisfaction Survey: Overall, how satisfied are you with our customer support?



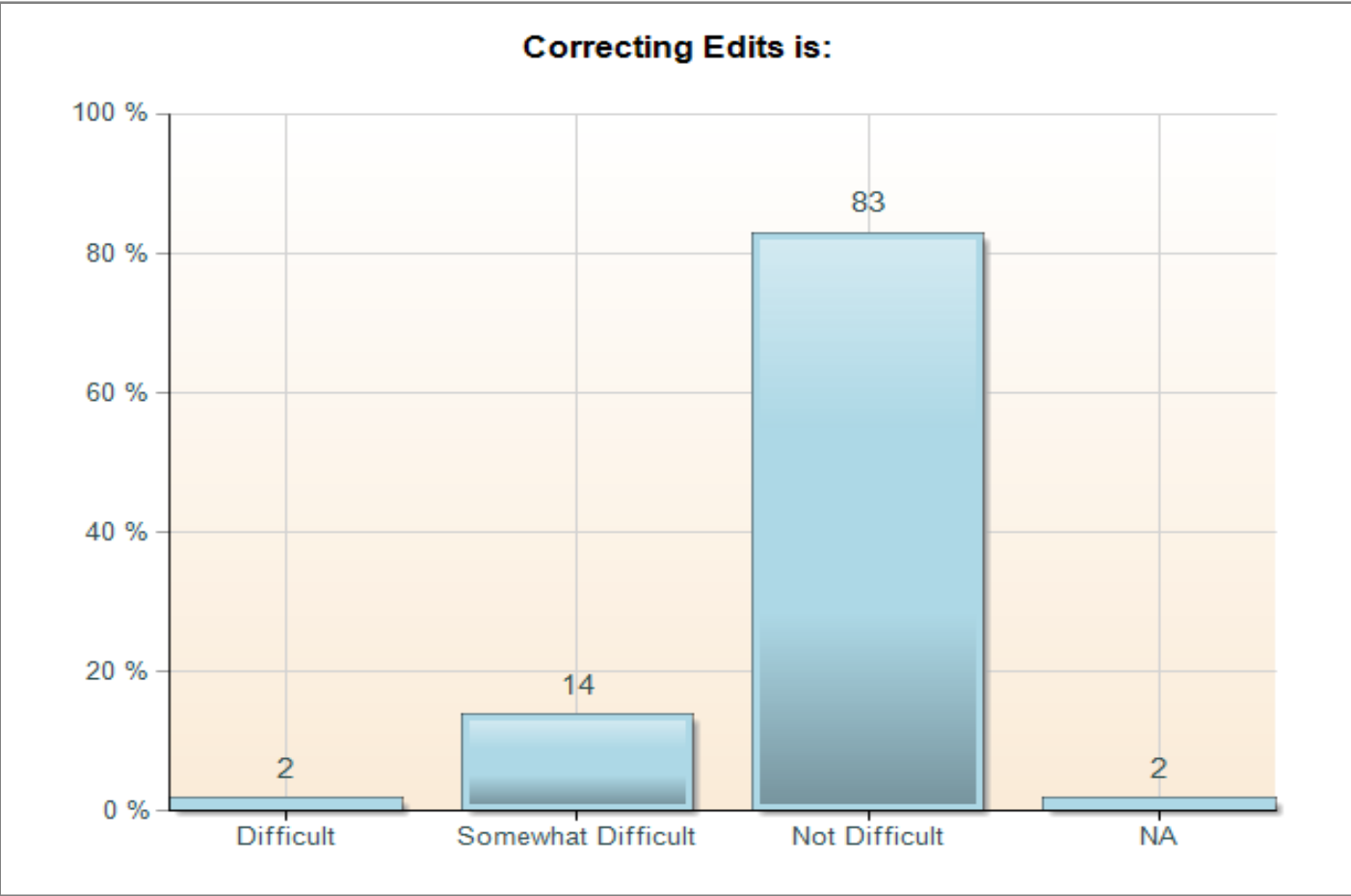
2011 Comment: Extremely satisfied; I've never had any reason to complain about your excellent response to my inquiries.

Data Submission process

WHA Information Center Customer Satisfaction Survey: The Data Submission process is:



1Q04 results: 4.45



1Q04 results: 4.49 scale of 1-5

WHA Information Center Customer Satisfaction Survey: I find the Wlpop tools (reports, edit features, layout, submission manual, etc) ease of use to be:

