

Appendix A

Members Survey Findings

Below is a summary of some of the questions asked to Members in the 2008 Survey.

Survey Questions	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied
"How Satisfied are Members accessing the Intranet?"		20%	15%	50%	15%
"How Satisfied are Members accessing the Internet?"		12%	22%	54%	12%
"How Satisfied are the Members with the Council Email System?"	9%	12%	15%	35%	29%
"How Satisfied are the Members with the Training and Documentation Supplied?"		6%	30%	32%	32%
"How Satisfied are the Members with the Council Meeting Documentation?"		6%	9%	53%	32%
"How Satisfied are the Members with the Storage of their Data?"	3%	12%	44%	32%	9%
"How Satisfied are the Members with the response of the Helpdesk to problems?"	3%	3%	24%	46%	24%
"How Satisfied are the Members with the telephone support received from the helpdesk?"	6%	3%	15%	53%	23%
"How Satisfied are the Members with the usefulness of the equipment?"	3%	12%	6%	61%	18%
"How Satisfied are the Members overall with ICS and DS?"		9%	18%	55%	18%

Survey Question	Yes	No
Percentage of Members who visit the Members Intranet Page	76%	24%

Survey Question	Yes	No
"Would Members like more Training?"	59%	41%

Survey Question	Yes	No
"Could ICS Improve Service?"	45%	55%