

NWOCA Customer Satisfaction Survey
Spring 2008
Full Report/All Responses

Questions	Count	Excellent	Satisfactory	Unsatisfactory	Unknown
Quality of Services Provided by NWOCA	932	36.9%	57.1%	3.3%	2.7%
Quality, Skill, and Training of NWOCA Staff	930	39.8%	35.7%	1.2%	23.3%
Adequate Number of NWOCA Staff	924	16.5%	39.7%	2.8%	41.0%
Services and Staff Available When Needed	932	25.3%	47.1%	3.1%	24.5%
Flexibility and Adaptability to Meet My Needs	922	28.2%	48.6%	3.8%	19.4%
Response Time - Questions and Problem Resolution	926	26.3%	43.7%	2.7%	27.2%
Planning and Technical Services for Your Building	921	22.0%	45.2%	5.1%	27.7%
Online Help and/or Manuals for Your Use	918	16.7%	40.2%	3.6%	39.5%
Adequate Methods for Feedback to NWOCA Staff	924	22.1%	45.7%	2.9%	29.3%
Governance and Financing of NWOCA	914	7.3%	20.8%	1.1%	70.8%
Level of Support/Training provided by NWOCA for Your Position	923	22.8%	48.0%	5.7%	23.5%
Level of Internet Connectivity and Support	925	23.0%	57.7%	9.0%	10.3%
Variety and Quality of NWOCA's Software Services	917	14.5%	41.8%	4.0%	39.7%
Security of Data Storage and Information Flow	920	18.7%	38.4%	1.6%	41.3%
Grand Mean	923.4	22.9%	43.5%	3.6%	30.0%

What services need to be added at NWOCA?

1. Sometimes it is difficult to find a hardware support person. Perhaps you could make them more accessible.
2. I just need to be made aware of all the services that are available.
3. n/a
4. n/a
5. Sometimes emails (especially with attachments) come through really slow! It would be nice if they came through in a more timely manner.

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6. Increase in Training Sessions.
 7. Don't know.
 8. being able to access programs through NWOCA even when the building is not hooked up to the NWOCA network (preschool progress reports AEPS)
 9. TRAINING BY DISTRICT OR BUILDING TO MEET INDIVIDUAL DISTRICT/BUILDING NEEDS. REFERRING TO PHASE II eSIS TRAINING AT SYLVANIA. A GREAT DEAL OF TIME SPENT LISTENING AND WAITING FOR OTHER DISTRICTS PROBLEMS TO BE SOLVED.
 10. Records management as far as student records, personnel records, financial records (understanding that some of these are available, but districts need help with putting old records into electronic, easily retrieved files).
 11. more internet access
 12. Update email system. Webmail is outdated.
 13. I do not know of any additional services at this point.
 14. Nothing I can think of.
 15. Training sessions (obline) for software use (especially EMIS) applictions
 16. The esis/special education program provided by nwoca is extremely limited and needs immediate attention to improve its weaknesses-especially in formatting and report writing. It is extremely uses UNfriendly and unproductive. If improvements are not added, districts will opt for other writing programs that offer the necessary (and obvious) tools that are available elsewhere. It has been one disappointment and frustration after another using esis for Special education reports and IEPs.
 17. It would be nice to have communication when new reports are generated for us to view. We use to get an email when new reports were out I found this to be very helpful.
 18. NWOCA seems archaic compared to what other districts' A-sites.
 19. updated email service when working form home
 20. none at this time
 21. There needs to be updates with everything.
 22. n/a
 23. Additional classes, those are wonderful.
 24. none
 25. None
 26. not sure
 27. I think the service works just fine.
 28. We need faster service that is reliable and able to adapt to integrating all of the information that we use especially through Reflections.
 29. The entire site needs to be updated in my opinion. Also, if you use Microsoft Outlook, emails are deleted from the nwoca website.
 30. Level of Internet Connectivity and Support (More money to expand this into classrooms.
 31. I believe the e-mail system is outdated. It is difficult to send and receive large files and pictures.
 32. less internet interruption
 33. not sure
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34. Individual training for teachers who want it. I was promised a one-on-one training session from a NWOCA staff person and I never got it. I have had my questions ready all year.
 35. n/a
 36. I don't really know a lot about the NWOCA services.
 37. n/a
 38. Too often there are connectivity problems, slowness, and various problems using email. The man page shows little change/upgrades over many years and seems as though it could be more user friendly/modernized.
 39. The scheduling and record keeping software currently available to our district is antiquated and cumbersome. I understand that there is new software in development, but it can't come soon enough. It is hard to believe that we are still using a DOS-based system to do these important tasks. How can NWOCA be so far behind in this area?
 40. i don't know about adding additional services, but there seems to be fewer and fewer staff available to answer questions in payroll.
 41. ?
 42. faster connection - spend way too much time waiting for the system to respond
 43. Perhaps and in-school tutorial on the nuances that could be used by teachers but that are often overlooked.
 44. No where else to express dissatisfaction that NBEC insurance personnel were given access to payroll file data for supplemental life insurance program without consent. The data extracted also resulted in errors because there was no communication to explain how we utilize certain fields of data anyway.

Late day staffing is unsatisfactory. It seems a lot of staff work an early shift so few are available for a late afternoon problem. Those available are hard to locate without a receptionist to answer the phone to make the connecton to someone to assist.

The survey needs to be revamped to actually ask for explanation of areas perceived as a weakness.

45. Not having the internet and email connections being so slow or non existent!!!! I have had quite a bit of slow connecting times and "server not found" messages
 46. Any of answers above that are not excellent is based on the fact that I believe NWOCA is understaffed. I think all staff have excellent knowledge and can convey their knowledge in an excellent manner. However, they are so busy that it is nearly impossible for me to reach someone by phone. Oftentimes a real conversation rather than a "ticket" would make explanations of my questions easier. However, I might add that I do understand the need to be held financially responsible so more staff may not be possible. Therefore, we all work within our limitations.
 47. It seems like this year there have been more bugs with the NWOCA program. Overall, I like the service. Thank you.
 48. When programs change, give us hands on instructions - ie. new gradebook esp reports are very different. Make a packet of the styles of the different reports.
 49. A better e-mail program is needed. Our e-mail becomes corrupted with missing letters and/or added spaces, making our e-mails to parents and other educators appear careless/uneducated.
 50. Onsite training for schools so all individuals receive the same necessary information.
 51. I am satisfied with what they have.
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52. More instruction with the software available to the teachers ! 2-hour inservices are just not enough time- especially at the beginning of the year ,when the servers are usually down ! (maybe this is our building's problem ??!)

53. You should have more round table forums available pertaining to individual screens or reports.

When a new EMIS coordinator is hired it would be beneficial for them to be matched with an experienced EMIS coordinator for training at the New EMIS coordinator training session at NWOCA. This would allow for questions that NWOCA may not understand or encounter. This two people could then be matched up throughout the year and could communicate through e-mail and phone calls for questions through out the year.

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55. Dean Reineke's position needs to be filled as a separate position, not absorbed by all the others in piecemeal.

56. Teacher training on different topics held at our building, directly after school

57. Mail service: needs menu bar at top and bottom of each page

58. None

59. A good grade card for elementary students with a grade book.

60. faster speed when signing on, logging in

61. More staff and training.

62. I am a new employee this year through the NWO ESC. I have never been trained on any computer software. I am not sure who I would even contact other than my ESC tech for problems. Therefore, I do not know anything about NWOCA's software services.

63. I really only use NWOCA for email.

64. 1. Sometimes when there's a question that requires an answer immediately and we have tried to call, it is rare that someone will answer the phone. 2. There are some reports through SIS/EMIS that no matter what we try, they will not print out with the data all on the same line.

65. I am really looking forward to the new program coming on line this fall.

66. The email system is outdated and frequently unresponsive. It needs more options in creating and delivering messages.

67. Everything seems to go well.

68. I don't know if this is the appropriate spot, but the e-mail server seems to go down very frequently! It is frustrating to not be able to rely on the e-mail.

69. Make the gradebook more user-friendly, add some color!

70. UPGRADE Internet service to above Dial Up speeds. Improve Email so it actually works in a timely fashion.

71. unsure

72. If I worked there, I would be better equipped to truly answer this question.

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73. ?
 74. centralized grading system
 75. ?
 76. none at this time
 77. I don't really make use of the ones you currently have, but would like to start.
 78. That when as a teacher I want to know why the hell it takes so long to get on line, and send an e-mail asking this question, I get a response. So the service would be a person who actually responds to teachers.
 79. ok
 80. I have what I need to do my job effectively.
 81. None that I would need in my job.
 82. As a special ed teacher, why is progress book not available to us - or a better system in place?
 83. when email opens, show all images, not the question mark boxes. better transfer of attachments in email for compatibility
 84. Introducing yourself to staff on the teacher work day. I don't know the staff and I don't know who to contact.
 85. Have more information available to staff. Perhaps an inservice during one of our two hour delays that would inform staff about the services available from NWOCA.
 86. More info on what software services are available
 87. Improved MOLE program.
 88. Is there an easier way to access blogs. They are now becoming more involved in professional conversations and I have limited knowledge on how to get around Bess.
 89. unknown
 90. additional fiscal services for help in individual districts
 91. Progress Book
 92. two visits per month
 93. Enhanced webmail system
 94. This may not be the place for this, but it seems that you are light on personnel. Response time a couple of years ago was much better.
 95. na
 96. SPAM filter on e-mail that actually allows users to report SPAM
 97. I don't know what services are available.
 98. Need to improve web-based e-mail program. Need an on-line grade book where students/parents can log in and check grade activity.
 99. satisfied
 100. n/a
 101. The email service desperately needs to be updated. I'm an English teacher, and I can't even underline or italicize the titles of books in my emails! Furthermore, several emails that I receive are

garbled with HTML code through no fault of the senders. Finally, it seems that NWOCA's hardware also needs to be updated. We experience slow or NO internet connection far too frequently. I appreciate what NWOCA does do, but I can not give a rating higher than "satisfactory" for these reasons. Thanks for this opportunity.

102. More training on ESIS Sped Module for Special Education Directors and Teachers
103. I have been very satisfied with the services available for me.
104. Dedicated lines for new esis so that other internet applications will not "kick off" esis or esis shut down other web applications (may already be planned, but not yet implemented)
105. All that I have really used are the internet/email services and they have been fine.
106. Maybe have another filemaker pro training class and excel
107. All our need are met.
108. Web page space and instruction on how to do this. We are going through PBS now but I believe NWOCA may be able to deliver this service far more efficiently and securely along with technical support.
109. E-mail needs to be updated. Too many times it is down or at a snails pace.
110. None at this time
111. The regulation of the speed of connection should remain constant. I can sense times where things are faster and times when things are slower.
112. additional help with Microsoft Programs
113. NWOCA needs to start training a new person on INFOhio! The one we have is excellent and could be showing someone new a lot of information that will be lost when she leaves.
114. up grade webmail system, slow and difficult to use.
115. A better, more informative website would be nice.
116. Webmail's structure seems quite antiquated and could use a serious update
117. none
118. none
119. unknown
120. ?
121. The computers in Swanton Local Schools are down AT LEAST once a week. Usually more. Often times when it is working, it works at such a slow rate that it is hard to get anything done. I am not sure if it is the fault of NWOCA or the local people/servers/etc. but something needs to change.
122. I would like to have more information on programs that can benefit my special education students, especially jr. high level.
123. Classroom multimedia
124. faster email and internet services
125. ---
126. Better e-mail (WebMail is SOOOO outdated) Internet has been VERY SLOW--something needs to be done
127. Additional help with eSIS since I seem to have so many questions with scheduling and utilizing the new management system.

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128. Creating Address books. Allow different types and fonts.
 129. How about a link from district to district for communication between district departments (Sylvania Physical Education having addresses for other districts Physical Education teachers to share/communicate ideas, lessons etc.?)
 130. I truly don't know what to compare it to...
 131. e-mail takes too long to load, Internet doesn't always work, don't know if that is NWOCA or our end.
 132. We need distance learning just like NOECA. I was on their system for a few years and was able to order distance learning courses for my classes. As far as I know, NWOCA doesn't have this. I'm not sure why, but it would be awesome if it could be added.
 133. None
 134. Unknown at this time.
 135. The ability to train large groups of people instead of just train the trainer model.
 136. More substantial EMIS assistance after 3pm during peak reporting periods.
 137. I'd like to see more SMARTboard activities/collaboration.
 138. It seems that we are "down" frequently for updates and repairs on NWOCA's end. I understand that this is required, but in the business world, you cannot be "down" or you lose \$\$\$'s. We are getting very computer/internet dependent, so we need a more stable provider.
 139. Teachers should have more privileges than the students in regard to blocked sites.
 140. n/a
 141. None
 142. none for my area
 143. Ability to do computer updates without administrative codes. Bess bypass password to all staff not just selected ones.
 144. inservices that apply to elementary language arts k-6
 145. Better e-mail capabilities: bold, italics, tool bar. I am having great difficulty getting e-mails from other companies- yahoo, aol, etc. I have lost info. sent to them also.
 146. na
 147. At the beginning of each schoolyear there should be an in-service to explain any new services that NWOCA might or is implementing.
 148. I truly don't know much about the services.....
 149. Online grade cards
 150. Quicker response to user needs when using accounting & SIS systems.
 151. Not aware of any at this time
 152. none that I can think of
 153. none
 154. Look at Novell they have a better service. Your e-mail system is plain with no perks and no other uses like calendar, memo writer, etc.
 155. I need to be able to print my goal pages on my IEP

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156. None
 157. Don't know of any.
 158. Unknown
 159. ?
 160. Is there any in-building training, review, update sessions anymore?
 161. I travel to each building, so I do not get involved with much computer issues.
 162. When running reports from the SIS system, more of a detail on what that report can do should be available. Ex: R101 What choices are all available to be included or excluded in this report. At times I would not like the flags to show up on this report, but it is a useful report for class lists and such.
 163. I am new to the position however, the Reflections system seems to be antiquated. I struggle with any system in which Carriage Return is still a recognized command and the mouse is useless.
 164. I am unsure of what is available.
 165. more help with eSIS
 166. The forms we received for the new ESIS are not clear. They are very hard to follow. Too many of us that are responsible for updating this new system are unsure of what to do and don't have time to "play" at our buildings.
 167. Due to the continued demands for EMIS reporting to ODE, changes in the reporting requirements, and the new software being implemented to all districts in the consortium, it seems that the current EMIS/SIS staff have alot going on and are short staffed at many times, not to any fault of their own.
 168. A little more training opportunities.
 169. elementary grading system
 170. Please speed up the Internet. It is next to impossible to teach a class needing information from the Internet.
 171. An intervention class for people who have no confidence using technology. I don't feel comfortable signing up for your classes because I know I don't have enough knowledge to do the training. Sometimes I don't understand from the title, what the training is about.
 172. unknown at this time
 173. More training
 174. more user friendly web mail
 175. able to call on the phone and speak with someone. using tech is good, but a good conversation is sometimes better.
 176. More Tech training for teachers. Upgrade so there will be less down time.
 177. An improved webmail program such as Web Outlook.
 178. I don't know of any.
 179. At this time, I do not know what NWOCA does except when the network is down I hear NWOCA has been called.
 180. I thought you were my internet provider & my district had their own people handling my computer needs? what other services do you provide?
 181. More training for tech coordinators, etc.

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182. uncertain
 183. I would like workshops pertaining to Adobe products
 184. update mail server
 185. In your united streaming program you need to include alot of videos that pertain to sports and athletics. There a very few and what you have provided is really unuseable for physical education. Very generic and too simple.
 186. I am satisfied with what I use at this time.
 187. newbie/refresher training on the functions of NWOCA
 188. NWOCA does a great job.
 189. NWOCA needs to have programs better than "My Gradebook" or other online services from testing companies like Pearson Educational. Schools need one place to shop, and building technology coordinators need mandatory training.
 190. Emailing would be much easier for me if I could make my own address book or contact list like I can through my home accounts. I do not need access to teachers' email addresses outside of my own school, so I would rather not have all of those addresses mixed in with teachers at my school.
 191. More technology for classroom use, and training to utilize the technology in the best possible way.
 192. computers never work
 193. Please change the dates that the passwords are changed - they happen right before 2 grading periods. Add another building tech person - so Q can be answered when building tech is gone.
 194. midi
 195. Beginners courses for each position at a District so that users become familiar with NWOCA programs early on.
 196. not sure
 197. An online gradebook system that would be free of charge
 198. maybe a helpdesk / ticket
 199. unknown
 200. I don't know, that depends on what you can do.
 201. Upgraded email - know it's in the works
 202. Unsure

What services need to remain the same at NWOCA?

1. all
2. Student Services
3. all
4. n/a
5. Strong level of support for student software (eSIS) and EMIS reporting
6. Don't know.

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7. easy accessibility to staff when needed
 8. Being able to have assistance come to your building
 9. always helpful and supportive staff. darren & jean lee
 10. Everything
 11. all of them
 12. Email services are great, and the availability of NWOCA staff to help in my classroom.
 13. All that are available at this point.
 14. e-mail
 15. The trainings that are available.
 16. all
 17. all as currently being provided
 18. n/a
 19. Classes held at Penta Career Center.
 20. Support from Kristie Hughes
 21. all
 22. everything seems good
 23. all
 24. All of them.
 25. na
 26. Personally, I appreciate the training offered by Kristie Hughes in our building.
 27. All services.
 28. access to videos and dvds for the classroom live people to answr the phone when needed
 29. all
 30. n/a
 31. n/a
 32. East office
 33. while the on-line helpdesk is useful for many things, it is frustrating when you're in the middle of something to try to describe a problem when it is so much easier if you can actually talk to someone about the issue you are having, so i hope that phone service will not eventually be eliminated.
 34. All
 35. Everything else.
 36. unknown
 37. na
 38. Review of the checklist should be done before every count session. You should review the entire process since there are always questions and new personnel. Don't only review the "new or changed" items.

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39. Review of the checklist should be done before every count session. You should review the entire process since there are always questions and new personnel. Don't only review the "new or changed" items.
 40. All
 41. Accessibility to internet email has been excellent. I can access that both at work and home.
 42. The Helpdesk of fine most of the time but answering the phone would be great.
 43. The INFOhio services especially for SIRSI/WorkFlow
 44. United Streaming is terrific.
 45. The technology based classes for teachers need to continue.
 46. It maybe me but I do not know what NWOCA is,sorry. I'm a special education teacher and I`sure I could use some of your services.
 47. The online helpdesk is great
 48. unsure
 49. What we have seems fine.
 50. all
 51. support staff - John Mansell P.
 52. training sessions for technology
 53. ?
 54. support
 55. e-mail, but that needs a serious upgrage. What you have is still in the 1980's
 56. same
 57. Appreciate the access to the internet and various other programs.
 58. All
 59. Very helpful, very friendly staff.
 60. pop up protection.
 61. United streaming and software/programs currently running.
 62. All current services should remain!
 63. The ability to get quick answers to my questions and solve minor problems that develop on a regular basis. Your help in these areas has been great.
 64. The services of having NWOCA assist in classrooms where teachers need help.
 65. The staff is great! Don't let any of them leave!
 66. We receive tech support from our own staff.
 67. The outlook express
 68. all
 69. Teacher in-service
 70. na
 71. See above.

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72. satisfied
 73. n/a
 74. I really like the HQT classes offered by NWOCA. I have used the classes to get my HQT certification. It was convenient.
 75. Personnel seem to be reacting and accomodating well with the new changes. Keep up the good work and pleasant attitude.
 76. internet/email
 77. the technical support 1:1 provided by Kristie Hughes
 78. Rumor has it that we will have to give up using Outlook and use the web mail feature. This is like going 10 steps backward. Using web mail is barbaric. It is not user friendly.
 79. Kind, friendly service, whether phone, email or meetings. Continue the excellent work.
 80. Continued phone service
 81. Don't know.
 82. All
 83. all current
 84. INFOHIO Technicians who come out to sites and help us learn technology.
 85. I have nothing but good things to say about NWOCA over the last 16 years I have been working with them.
 86. emis
 87. I like being able to call and get a question answered instead of going thru the help desk. The person I call is very helpful.
 88. Nearly everything!
 89. all that are in place now
 90. Professional Development
 91. unknown
 92. ?
 93. Current services are fine.
 94. Continue to add the professional development/training sessions that you offer!
 95. Godd workshops- should be kept.
 96. support
 97. internet service, interactive IEP program
 98. The cheerful and extremely helpful staff. I have always recieved the highest level of expertise and respect from the NWOCA staff.
 99. I am unsure of the services provided.....My email works well and our computer coordinator does a fantastic job making my computer experience positive. She may be the one to contact
 100. Flexible scheduling of training for individuals/groups
 101. United Streaming needs to stay; it's great.
 102. The email service is good. I also appreciate the address book.

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103. ability to make seating charts for classroom use with student pictures
 104. all
 105. Current supervision, meetings, and training for SLP's.
 106. Hardware and software support.
 107. EMIS Support
 108. United Streaming, although there are many subject areas that need more videos added
 109. all
 110. It is nice to have access to resource personal to come out to the schools to troubleshoot.
 111. Support from personnel in our building
 112. ok
 113. Continue to offer inservice programming
 114. n/a
 115. Don't change what is working
 116. n/a
 117. unknown
 118. Screening for spam and unwanted e-mails
 119. Friendly, helpful and knowledgeable people
 120. United Streaming
 121. e-mail through webmail is easy to use. I like being able to store messages in files in a quick manner and to be able to access mail from various computers in the districts I serve.
 122. Support and training
 123. job postings
 124. The hardware staff does a tremendous job! The Resource Visits provided by John MP and Kristie Hughes have been very helpful.
 125. What we currently have
 126. I am not familiar with all the services available.
 127. all
 128. None
 129. Unitedstreaming!!!!!!!!!!!!!!
 130. All
 131. Continued speed of equipment. Continued class offerings.
 132. Training programs and software
 133. Most of what we have seems adequate.
 134. all seem adequate
 135. na
 136. On sight inservices from John have been wonderful.

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137. I am unsure of the services NWOCA provides currently
 138. one on one staff to help with problems.
 139. INFOHIO AND SIRSI/UNICORN are excellent services. So is Judy Swerline and Kristie Hughes!!! Thank goodness we have them as resources.
 140. Continue to support the INFOhio library automation program and access to the electronic resources provided by INFOhio
 141. Please continue to provide the services of the school support staff. Kristi is very helpful. Her patience and outstanding knowledge of how to teach is valuable.
 142. No comment.
 143. all
 144. dk
 145. all of them
 146. Quick response time.
 147. What is offered seems appropriate, to the best of my knowledge.
 148. USAS,USPS,EMIS & hardware support
 149. uncertain
 150. staff training & the availability of NWOCA staff to visit a school for assistance
 151. I don't know if we use all your services, but the ones we use at this time I would like to see remain.
 152. The teacher inservices are very good.
 153. United Streaming
 154. Your record security. Confidentiality and ethical treatment of student information is a huge problem in today's schools.
 155. I like that all of my old emails and sent messages are saved.
 156. para support and ratio to students for MD classes
 157. everything is unreliable

 158. Fiscal services are much improved under Robin and staff.

 159. all
 160. Quick, speedy service that provides immediate trouble-shooting
 161. unknown
 162. ?
 163. offering classes at Penta from 4 to 6
 164. ??
 165. The use of Kristie Hughes is great for our district. Staff has been willing to sign up for her assistance. We find her very knowledgeable. Thanks for allowing her to serve our district.
 166. Existing
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What services should be eliminated at NWOCA?

1. none
2. none
3. n/a
4. Fine as is.
5. none
6. none
7. None that are available at this point.
8. None
9. The special education portion of esis should be eliminated if it cannot be improved.
10. none
11. none
12. n/a
13. None that I know of.
14. none
15. none
16. none
17. None.
18. use of tickets
19. na
20. None
21. not sure
22. none
23. n/a
24. n/a
25. Video conferencing... \$ to something better
26. None.
27. Old green screen programs should have been migrated years ago to web based software. Now the change over has progressed so extremely slow with little printing ability along the way, that it is very frustrating to users. What works, is great. It just all needs to be there, not to be there over a period of years.
28. Unknown
29. na
30. None
31. Bess!
32. I don't know what services are available.
33. ?

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34. UNsure
 35. unsure
 36. None known.
 37. ?
 38. unknown
 39. ?
 40. none
 41. The main program I use through NWOCA is TopClass, and it's not user friendly and is very unpopular with users. I would love to see a new alternative for this.
 42. same
 43. unknown
 44. None that I know of.
 45. the severe restrictions put on teachers trying to open up internet sites that are currently blocked by unknown reasons.
 46. unknown
 47. na
 48. Pinnacle
 49. none

 50. na
 51. See above.
 52. none
 53. n/a
 54. I am not sure.
 55. No comment
 56. none that I know of
 57. The new filtering system blocks research and news stories. 75% of sites tried to research is blocked. Was there a problem with the old system we had before?
 58. n/a
 59. the email helpline slows the assistance
 60. Don't know.
 61. NOne that I can think of
 62. your understaffed now???
 63. Nothing! You need to ADD!
 64. none
 65. unknown
 66. ?
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67. ?
 68. none
 69. unknown
 70. ---
 71. I am unsure of the services provided.....My email works well and our computer coordinator does a fantastic job making my computer experience positive. She may be the one to contact
 72. none
 73. unknown
 74. None
 75. I don't know.
 76. None
 77. n/a
 78. Reduce the blockage of sites...too restrictive..can hardly navigate and look up items at times. Need to teach people proper usage instead of blocking so much.
 79. unknown
 80. Unknown
 81. na
 82. Not aware of any at this time
 83. Unknown
 84. none
 85. None
 86. None
 87. Don't know of any.
 88. Unknown
 89. ?
 90. na
 91. I don't of any.
 92. none
 93. dk
 94. none of them
 95. ?
 96. None I know of.
 97. uncertain
 98. na
 99. n/a
 100. I don't know of any.
-

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101. i JUST WANT THE BASICS TO WORK
 102. none
 103. n/a
 104. unknown
 105. ?
 106. ??
 107. Additional staff in the area of issues with SIS and Pinnacle OR Mr. Taylor needs to do a better job addressing problems. I have found his services to be be very disappointing.
 108. Unsure

What NWOCA service/staff member (first and last name if known) is most helpful to your position?

1. Lori B has been most helpful to me
2. John Mansell/Playdel
3. Michelle Drewes
4. Jean Lee, Cory Goldfuss
5. ???
6. n/a
7. Sam Freeborn for EMIS Tami Kunesh for eSIS
8. michelle drewes
9. Not in communication. Go through our in-house people.
10. Joe Prchlik, Tom Karnes, Angie Nofziger
11. Sandi Freiss
12. jean lee
13. John Playdell
14. all of them
15. Kristy
16. Unfamiliar with the staff themselves.
17. John Mansel-Pleydell
18. John Mansel Pleydell --Excellent
19. Sam Freeborn
20. Judy Amerjahed and Jean Sholl
21. John Pleydell
22. Kristie Hughes
23. Sam Freeborn
24. No Longer there

-
25. By far Angie Nofsinger. She is so fast and responsive.
 26. Lori Burcham
 27. n/a
 28. Instructors used at Penta, they have all been great.
 29. Kristie Hughes
 30. John Mansell-Playdell
 31. trainers
 32. I have never needed to work with a service/staff member.
 33. Sam Freeborn. He's the best.
 34. NA I have requested no assistance.
 35. Kristie Hughes!!!!!!!!!!!!!!!!!!!!!!
 36. Tom Karnes and Julie Lange
 37. Dean Reineke
 38. In the past, Phyllis Hartwell has been a great help.
 39. Art of Teaching sessions
 40. Judy Swerline
 41. Angie Nofziger/Corey Goldfuss - Hardware Dept. - I periodically have major issues with my printer and both are very helpful. Corey was awesome in setting up new printer for me. Lori Burcham/Jean Lee - Both excellent at trouble shooting EMIS & SIS problems. ***Denny Reinhart is frustrating in that he quotes back the EMIS manual, which I've already checked before sending my service request. If I'm sending the service request, it means I don't understand or want clarification on the EMIS manual explanation and I want to know EXACTLY what I need to do to correct error. ***
 42. Sam Freeborn, Darren Estelle, Tami Kunesh,Michelle Drewes
 43. Sam
 44. michelle drewes and deb ford have been invaluable as well as many others i have dealt with more infrequently. you have some great people!
 45. Duane
 46. hardware help desk (Angie/Andrea), Tom Karnes, Mike Kwiatowski
 47. Unknown
 48. John Mansell-Playdell has been very helpful! He is very knowledgeable and is always there to help.
 49. All the staff is extremely helpful. I use the EMIS staff on a regular basis.
 50. Unfortunately I have not had to use the NWOCA staff this year but in years past they were excellent!! I know that if I need help I can call and will be helped immediately.
 51. unknown
 52. Jean and Darren
 53. Michelle Drewes
 54. Darren Estelle, Tami Kunesh, Jean Lee, Julianne Lange
 55. Lori Burcham, Jean Lee, Denny, Sam Freeborn, Cory Goldfuss

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56. Lori Burcham, Jean Lee, Denny, Sam Freeborn, Cory Goldfus
 57. Lori Burcham
 58. Kristie Hughes
 59. Jean Lee, Melissa Diemer
 60. Tom Karnes, Cyrstal Myers
 61. Everyone I have ever talked to has been VERY helpful. However, the two people who I have the most contact with are Jean Lee and Lori Burcham. They deserve LARGE pay raises!!! They are awesome!!!
 62. sam freeborn
 63. ??? No idea.
 64. Lori Burcham -- her attitude is always positive, she is always patient and very knowledgeable and helpful.
 65. Jason Bolbach, Sam Freeborn, and to be completely equitable, everyone with whom I have ever come into contact has been extremely knowledgeable, helpful, and patient.
 66. Michelle Dreves
 67. Judy Swerline -- she is a terrific!!
 68. Christy - Summer seminar on Wikis, blogs and video presentations
 69. John Mansell-Pleydell
 70. Angie Nofziger!!! She is Great
 71. Sam Freeborn and also others that I have talked to by using mail staff. Everyone has been very helpful for my first year as EMIS Coordinator.
 72. Sam Roberts
 73. Darren Estelle, Tammy K., Sam
 74. Lori Miller
 75. Michelle Drewes
 76. John Mansdell, of Austraila really helped with Smart Bd. training
 77. ?
 78. John Mansell-Pleydell
 79. ?
 80. John Mohler
 81. It's been awhile since I've called for help, but I always found Dan Holden and Judy ??? extremely helpful.
 82. I use the help of Tim Ricketts and Virgil Bohls, our district tech guys.
 83. see # 15
 84. Becky Tussey
 85. all the team is great
 86. unknown
 87. I don't come in contact with NWOCA staff members.

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88. Lori Burcham and Jean Lee
 89. Lori B.
 90. Frank Rome
 91. John Mansell-Pleydell
 92. Tom Karnes (who left:()) Jean Lee - great!
 93. I can't remember her name, but she was helpful.
 94. Judy Swerline
 95. Frank Rome
 96. Jean Lee, Lori Burchamm and Darren Estelle
 97. Our own staff helps us--Rick Roehl, TIm Rittig,
 98. John
 99. Lori Miller
 100. Deb Ford
 101. Michelle Drewes
 102. Tom Karnes
 103. Mike Kwiaowski, Joe Prchlik
 104. Kristie
 105. Sam Freeborn is very helpful and knowledable. Angie Nofziger is also very helpful.
 106. Dan Holden John Plydell Mandell
 107. na
 108. We don't have access to staff....only our technology coordinators do
 109. I have never met a NWOCA service/staff member.
 110. Kristie Hughes
 111. satisfied
 112. Steve (don't know last name)
 113. Tom Karnes, Corey Goldfuss

 114. Darren
 115. So far Gene Rupp and Ryan Myers have been very helpful to me.
 116. I don't have any specific names yet, still just learning esis and don't need support from previous system.
 117. Have never spoken with a NWOCA staff member
 118. Kristie Hughes
 119. Kristie Hughes
 120. Judy Swerliine
 121. Kristie Hughes

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122. All the staff members have been excellent - especially with the new eSIS programs. All of us are learning at the same time!!
 123. Juli Lange
 124. Jean Lee Lori Burcham
 125. Darren Estelle, Jean Lee, Lori Burcham, Dan Holden, John Mansel-Pleydell, Tammi kunesh
 126. Not sure
 127. Kristie Hughes
 128. Judy Swerline
 129. Jean Lee
 130. Sam Freeborn and Denny Reinhart
 131. Angie
 132. Sam Freeborn
 133. Kristie Hughes
 134. Kristie Hughes
 135. unknown
 136. ?
 137. ?
 138. Darren Estelle
 139. Jean Lee and Lori Burcham
 140. Joe at NWOCA and also Andrea
 141. Michelle Drewes
 142. --- What services, besides internet and email, does NWOCA have available?
 143. Denny & Sam are very helpful.
 144. Lori Burcham, Jean Lee, Darren Estelle, Sean Taylor, and Tammy
 145. Kristy Hughes
 146. Pam Mumy and Alex Mendez and Nancy Adams
 147. John Mansell-Playdell
 148. I have no idea - I never have any issues.
 149. Kristie McHughes
 150. Judy Amirjahed
 151. Joe Prchlik
 152. Sam Freeborn is always willing to go one step further to assist our district. We really appreciate his efforts!
 153. Kristie Hughes
 154. John Mansell-Playdell
 155. None
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156. Virg Cameron
 157. Joe Prchlic, Darren Estelle
 158. I feel they all do a nice job.
 159.
 160. Sam Freeborn
 161. Karnes Deb Meyers at NC
 162. Michelle Drewes
 163. Jean Lee/Lori Burcham
 164. Dean R. And Denny R.
 165. john m-p
 166. Unknown, I contact our building technology director
 167. Judy Swerline
 168. Sam Freeborn
 169. Lori Burcham & Jean Lee
 170. Judy Swerline
 171. Travis Shaeffer
 172. Paulette Moszkowicz
 173. John Mansell-Pleydell
 174. not sure
 175. Sam Rayburn
 176. joe Prychlk
 177. don't know any
 178. Unknown
 179. Sam has been extremely helpful with all of my EMIS questions and concerns.
 180. Joe, Andrea, Jason, Travis
 181. Kristie Hughes has been a great help to me!!!
 182. angie nofzinger LUKE
 183. Robin Pfund and Tammy Butler are very helpful.
 184. Lori Burcham and Jean Lee
 185. Lori Burcham
 186. Lori Burcham & Jean Lee
 187. Jean Lee. Very helpful. Jean is able to understand non tech people and help.
 188. Judy Swerline and Kristie Hughes
 189. All the staff associated with Esis system have been excellent.
 190. Kristie Hughes
 191. linda wassum

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192. Judy Swerline
 193. Mike Kwiatkowski Joe Prchlik
 194. Kristi Hughes is a real help
 195. Jan Kaiser! Wonderful attitude- her smile is genuine.
 196. I have had no personal contact.
 197. n/a
 198. Lori Burcham
 199. Karen Smith and Steve Brehmer
 200. ?
 201. Stacy Rohrs?
 202. Jean Scholl
 203. Michelle Drewes
 204. Tom Karnes, Judy Swirline, Dan Holden
 205. Darren Estelle- he is very quick to take care of problems related to him by Anne Fetchik for me.

 206. Jean Lee
 207. Kristie Hughes & John ? (sorry)
 208. n/a
 209. Kristie Hughes
 210. Kris Dobbelaere
 211. John MP
 212. John Mansel-Pleydell
 213. I have dealt mostly with the SIS and EMIS staff.
 214. Lori Miller
 215. Judy Amirjahed
 216. other teachers in my building
 217. Robin Pfund Tammy Butler
 218. Anita Brandegerry is the most helpful in my area. She is there when needed and answers questions promptly. She also visits and is available to me. She is a great asset to the NwoESC.
 219. Sam has been great with our specific challenges.
 220. Michelle Drewes and Matt Calmes
 221. Melissa Diemer
 222. Kristi Hughes

 223. Do not know the name off hand
 224. Sam Freeborn
 225. John Mansel Pleydell
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- 226. Sam Freeborn
 - 227. none
 - 228. ?
 - 229. Michelle Drewes
 - 230. I work with Angie N. regarding email addresses and she is always very polite and helpful. If she doesn't have the answer, she makes sure to get the information that I need.
 - 231. Michelle Drewes
 - 232. Jean Lee continues to be an excellent representative for NWOCA. She knows her "stuff" and is always helpful and eager to find a solution. Laurie Burchum also does a fabulous job.
 - 233. Kristie Hughes as provided great individual staff development.
 - 234. Brent Gnagey
 - 235. Unknown

The NWOCA staff and services meet my expectations. (n = 935)		
Responses	Freq.	Percent
Yes	791	84.6
No	49	5.2
No Response	95	10.2

During the past year I have seen improvements in services supplied by NWOCA. (n = 935)		
Responses	Freq.	Percent
Service Level Improvement	217	23.2
No Change	609	65.1
Service Level Decrease	30	3.2
No Response	79	8.4

Please select the description that best describes your primary position as a NWOCA customer: (n = 935)		
Responses	Freq.	Percent
Superintendent	10	1.1
Treasurer	12	1.3
District/Building Technology	26	2.8
EMIS Coordinator	32	3.4
Librarian/Media	21	2.2
Other Central District	16	1.7
Central District Classified Staff	24	2.6
Building Level Administrative	41	4.4
Building Level Classified Staff	45	4.8
Classroom	624	66.7
Other	78	8.3
No Response	6	0.6

Years of experience utilizing NWOCA services: (n = 935)		
Responses	Freq.	Percent
0 - 1 year	81	8.7
2 - 3 years	104	11.1
4 - 9 years	343	36.7
10 or more years	398	42.6
No Response	9	1.0