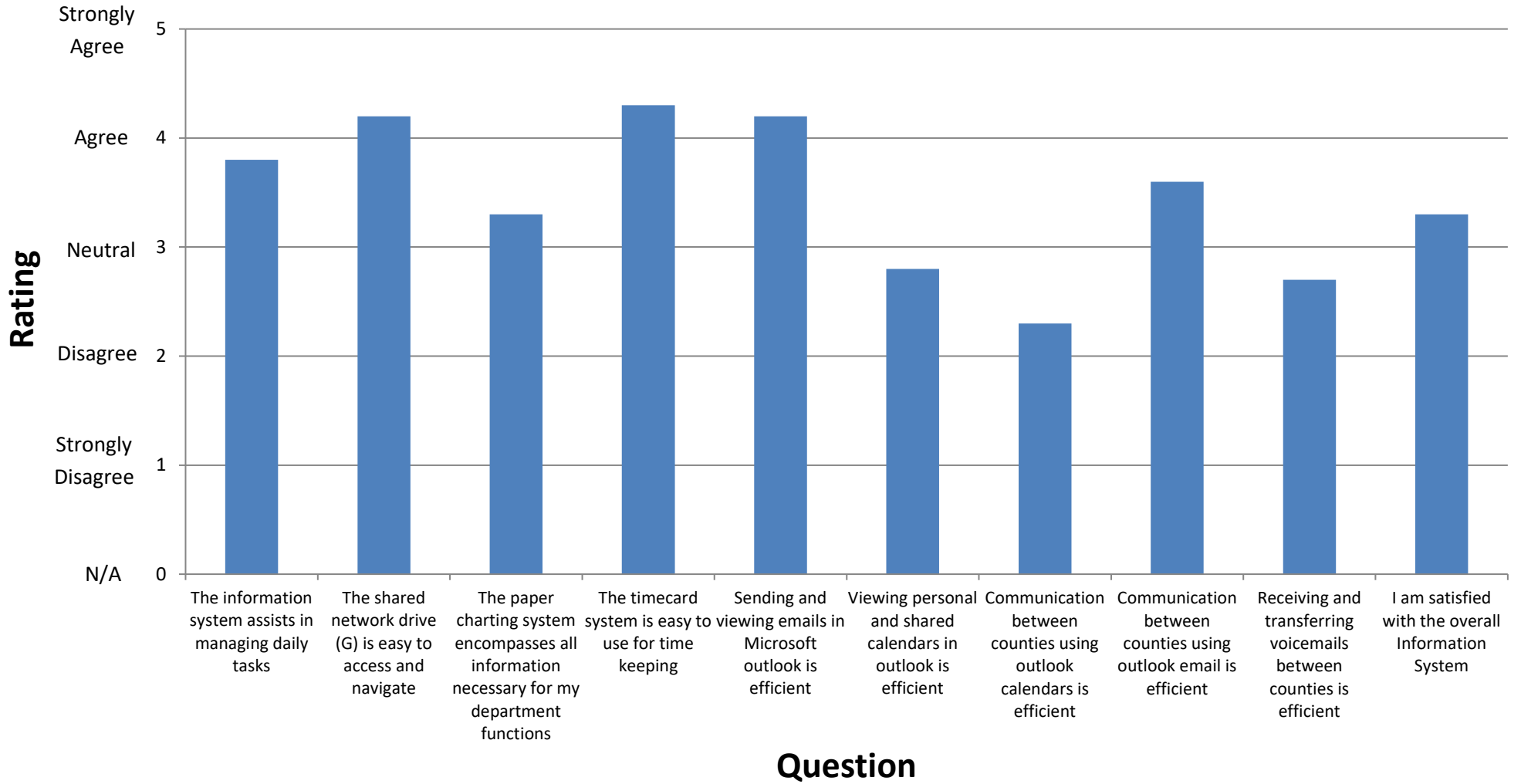# Pre-Information System Implementation Satisfaction Survey

Washington County Survey Data

Question	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)	N/A (0)	Average score
The information system assists in managing daily tasks	3	6	2	2	0	0	3.8
The shared network drive (G) is easy to access and navigate	5	6	1	1	0	0	4.2
The paper charting system encompasses all information necessary for my department functions	2	1	1	3	0	6	3.3
The timecard system is easy to use for time keeping	3	4	1	0	0	5	4.3
Sending and viewing emails in Microsoft outlook is efficient	5	4	3	0	0	1	4.2
Viewing personal and shared calendars in outlook is efficient	1	4	1	5	2	0	2.8
Communication between counties using outlook calendars is efficient	1	1	2	3	4	2	2.3
Communication between counties using outlook email is efficient	4	3	3	3	0	0	3.6
Receiving and transferring voicemails between counties is efficient	2	2	2	1	4	2	2.7
I am satisfied with the overall Information System	2	4	4	2	1	0	3.3

Washington County Pre-Information System Implementation Satisfaction Survey

Rating (y-axis): N/A, Strongly Disagree (1), Disagree (2), Neutral (3), Agree (4), Strongly Agree (5)

Question (x-axis):
- The information system assists in managing daily tasks — ~3.8
- The shared network drive (G) is easy to access and navigate — ~4.2
- The paper charting system encompasses all information necessary for my department functions — ~3.3
- The timecard system is easy to use for time keeping — ~4.3
- Sending and viewing emails in Microsoft outlook is efficient — ~4.2
- Viewing personal and shared calendars in outlook is efficient — ~2.8
- Communication between counties using outlook calendars is efficient — ~2.3
- Communication between counties using outlook email is efficient — ~3.6
- Receiving and transferring voicemails between counties is efficient — ~2.7
- I am satisfied with the overall Information System — ~3.3

WASHINGTON OZAUKEE
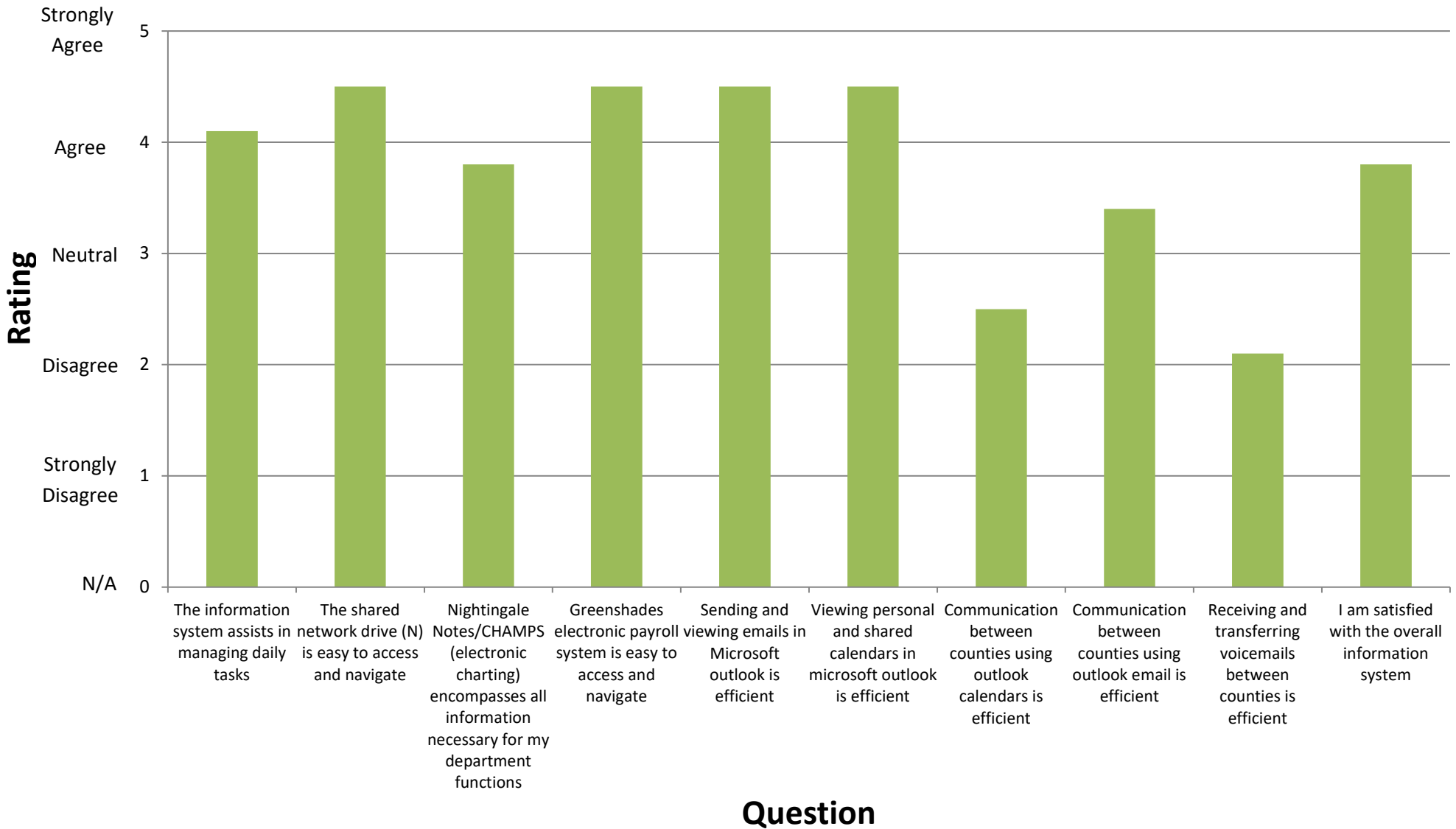PUBLIC HEALTH DEPARTMENT

Pre-Information System Implementation Satisfaction Survey

Ozaukee County Survey Data

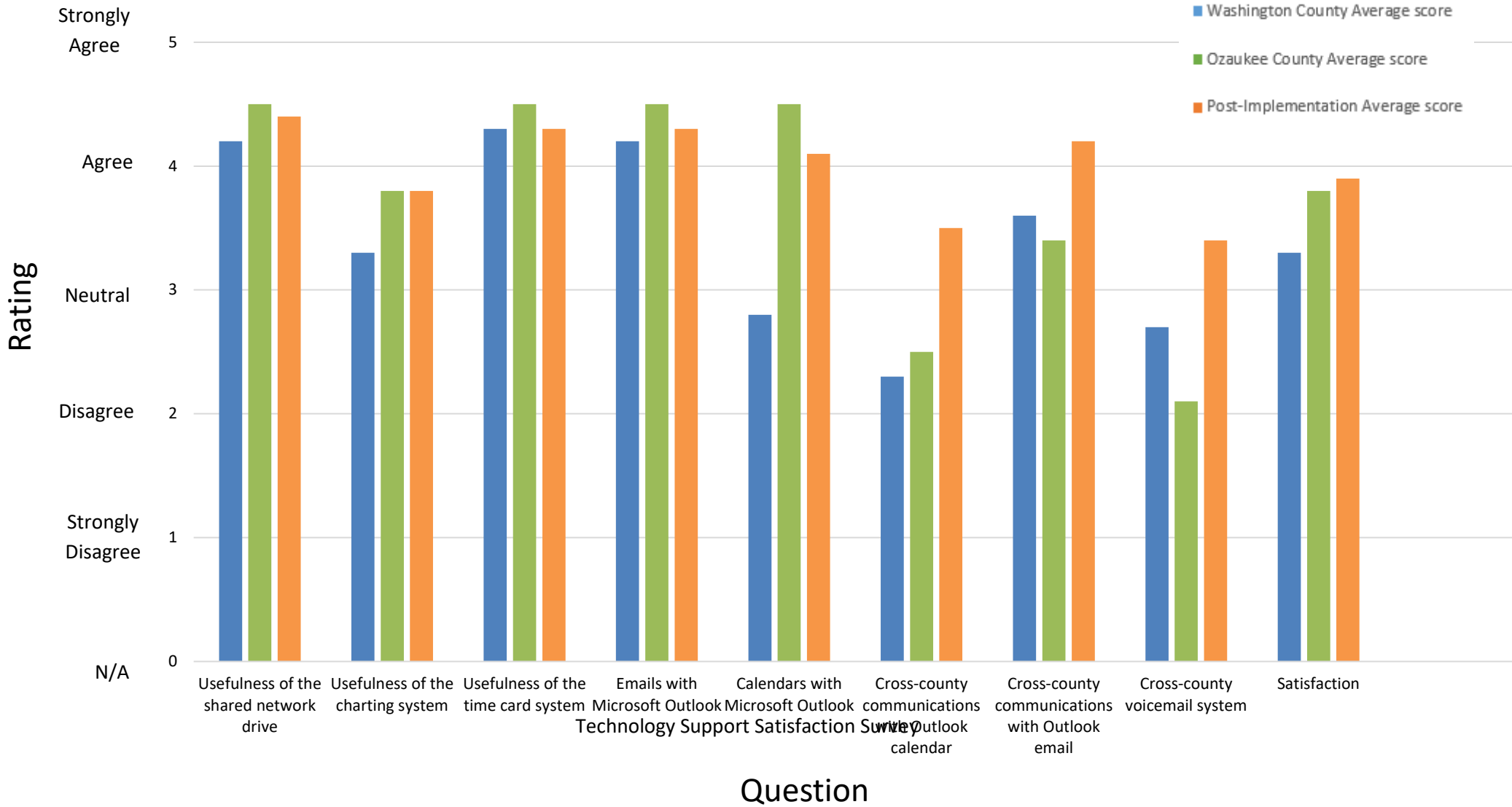| Question	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)	No Answer (0)	Average score
The information system assists in managing daily tasks	4	6	3	0	0	0	4.1
The shared network drive (N) is easy to access and navigate	7	5	1	0	0	0	4.5
Nightingale Notes/CHAMPS (electronic charting) encompasses all information necessary for my department functions	2	5	0	2	0	4	3.8
Greenshades electronic payroll system is easy to access and navigate	7	6	0	0	0	0	4.5
Sending and viewing emails in Microsoft Outlook is efficient	7	5	1	0	0	0	4.5
Viewing personal and shared calendars in Microsoft Outlook is efficient	7	5	1	0	0	0	4.5
Communication between counties using Outlook calendars is efficient	2	0	0	1	3	6	2.5
Communication between counties using Outlook email is efficient	4	2	1	0	3	3	3.4
Receiving and transferring voicemails between counties is efficient	1	0	1	2	3	6	2.1
I am satisfied with the overall information system	3	5	4	1	0	0	3.8

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PUBLIC HEALTH DEPARTMENT

Ozaukee County Pre-Information System Implementation Satisfaction Survey

Rating (y-axis): Strongly Agree (5), Agree (4), Neutral (3), Disagree (2), Strongly Disagree (1), N/A (0)

Question (x-axis):

Question	Rating
The information system assists in managing daily tasks	~4.1
The shared network drive (N) is easy to access and navigate	~4.5
Nightingale Notes/CHAMPS (electronic charting) encompasses all information necessary for my department functions	~3.8
Greenshades electronic payroll system is easy to access and navigate	~4.5
Sending and viewing emails in Microsoft outlook is efficient	~4.5
Viewing personal and shared calendars in microsoft outlook is efficient	~4.5
Communication between counties using outlook calendars is efficient	~2.5
Communication between counties using outlook email is efficient	~3.4
Receiving and transferring voicemails between counties is efficient	~2.1
I am satisfied with the overall information system	~3.8

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Combined Pre-Information System Implementation Satisfaction Survey

Question	Washington County Survey Description	Ozaukee County Survey Description	Washington Average Score	Ozaukee Average Score	New IS System Average Score
Usefulness of the information system	The information system assists in managing daily tasks	The information system assists in managing daily tasks	3.8	4.1	4.1
Usefulness of the shared network drive	The shared network drive (G) is easy to access and navigate	The shared network drive (N) is easy to access and navigate	4.2	4.5	4.4
Usefulness of the charting system	The paper charting system encompasses all information necessary for my department functions	Nightingale Notes/CHAMPS (electronic charting) encompasses all information necessary for my department functions	3.3	3.8	3.8
Usefulness of the time card system	The timecard system is easy to use for time keeping	Greenshades electronic payroll system is easy to access and navigate	4.3	4.5	4.3
Emails with Microsoft Outlook	Sending and viewing emails in Microsoft Outlook is efficient	Sending and viewing emails in Microsoft Outlook is efficient	4.2	4.5	4.3
Calendars with Microsoft Outlook	Viewing personal and shared calendars in Outlook is efficient	Viewing personal and shared calendars in Microsoft Outlook is efficient	2.8	4.5	4.1
Cross-county communications with Outlook calendar	Communication between counties using Outlook calendars is efficient	Communication between counties using Outlook calendars is efficient	2.3	2.5	3.5
Cross-county communications with Outlook email	Communication between counties using Outlook email is efficient	Communication between counties using Outlook email is efficient	3.6	3.4	4.2
Cross-county voicemail system	Receiving and transferring voicemails between counties is efficient	Receiving and transferring voicemails between counties is efficient	2.7	2.1	3.4
Satisfaction	I am satisfied with the overall Information System	I am satisfied with the overall information system	3.3	3.8	3.9

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Information System Implementation Satisfaction Scores

Rating

Strongly Agree — 5

Agree — 4

Neutral — 3

Disagree — 2

Strongly Disagree — 1

N/A — 0

Legend:
- Washington County Average score
- Ozaukee County Average score
- Post-Implementation Average score

Questions (x-axis):
- Usefulness of the shared network drive
- Usefulness of the charting system
- Usefulness of the time card system
- Emails with Microsoft Outlook
- Calendars with Microsoft Outlook
- Cross-county communications with Outlook calendar
- Cross-county communications with Outlook email
- Cross-county voicemail system
- Satisfaction

Technology Support Satisfaction Survey

Question

WASHINGTON OZAUKEE
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Question	Washington County Average score	Ozaukee County Average score	Post-Implementation Average Score
Overall quality of technology support (this includes support for laptops, desktops, phones, email and internet) is efficient.	4.1	3.6	4
Overall quality of on-site support is efficient.	4.4	3.6	4.1
Knowledge and professionalism of the technology support staff is efficient.	4.7	3.7	4.2
Communication and follow-up on problem resolution is efficient.	4.3	3.9	4.1
The ability of the technology support to diagnose your problem is efficient.	4.2	3.9	4.1
The ability of the technology support to solve your problem is efficient.	4.3	3.8	4
Time required resolving your problem is efficient.	4.1	3.7	4
Overall quality of the solution is efficient.	4.3	3.7	4.1

Post-Implementation Technology Support Satisfaction Survey

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Question	Strongly Agree (5)	Agree (4)	Neutral (3)	Disagree (2)	Strongly Disagree (1)	N/A (0)	Post Implementation Average score
Overall quality of technology support (this includes support for laptops, desktops, phones, email and internet) is efficient.	7	9	3	2	0	0	4.0
Overall quality of on-site support is efficient.	7	8	5	0	0	0	4.1
Knowledge and professionalism of the technology support staff is efficient.	6	11	1	1	0	0	4.2
Communication and follow-up on problem resolution is efficient.	4	14	0	2	0	0	4.1
The ability of the technology support to diagnose your problem is efficient.	5	11	2	1	0	0	4.1
The ability of the technology support to solve your problem is efficient.	4	12	3	1	0	0	4.0
Time required resolving your problem is efficient.	2	16	1	1	0	0	4.0
Overall quality of the solution is efficient.	5	12	2	1	0	0	4.1

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Technology Support Satisfaction Survey