



**MNSCU**

## **Systemwide Information Technology Employee**

### **Survey Results**

**(Survey Conducted in December 2005)**

Prepared by the MSU - Organizational Effectiveness Research Group

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The following pages contain summaries of data collected from the MNSCU 2005 MNSCU IT EMPLOYEE. The results were compiled by the MSU - Organizational Effectiveness Research Group (507-389-5829). Participants' anonymity has been held in the strictest confidence by aggregating their ratings.











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**MNSCU 2005 - MNSCU IT EMPLOYEE**

**It Employee Overall Summary Report no comments**

I work at the following institution:

		Response Percent	Response Total
<b>Please Choose One</b>		<b>12.06%</b>	<b>38</b>
Alexandria Technical College		0.63%	2
Anoka Ramsey Community College		3.17%	10
Anoka Technical College		0.32%	1
Bemidji State University		3.81%	12
Central Lakes College		1.27%	4
Century College		4.13%	13
Dakota County Technical College		0.32%	1
Fond du Lac Tribal and Community College		0.95%	3
Hennepin Technical College		1.27%	4
Hibbing Community College		0.00%	0
Inver Hills Community College		3.49%	11
Itasca Community College		0.00%	0

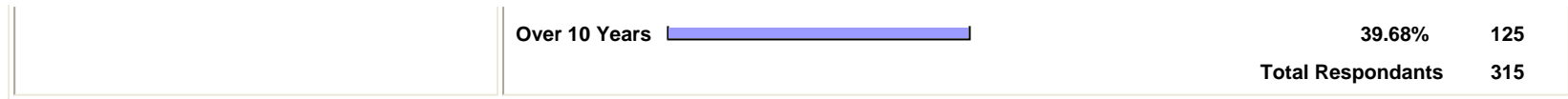
Lake Superior College		3.81%	12
Mesabi Range Community & Technical College		1.27%	4
Metropolitan State University		4.44%	14
Minneapolis Community and Technical College		3.49%	11
Minnesota State College - Southeast Technical		0.00%	0
Minnesota State Community & Technical College		3.17%	10
Minnesota State University, Mankato		9.21%	29
Minnesota State University Moorhead		1.90%	6
Minnesota West Community & Technical College		2.22%	7
Normandale Community College		4.13%	13
North Hennepin Community College		0.00%	0
Northland Community & Technical College		2.54%	8

Northwest Technical College		0.32%	1
Pine Technical College		0.63%	2
Rainy River Community College		0.00%	0
Ridgewater College		2.22%	7
Riverland Community College		1.90%	6
Rochester Community and Technical College		2.22%	7
St. Cloud State University		10.79%	34
St. Cloud Technical College		1.90%	6
Saint Paul College		1.90%	6
South Central College		0.63%	2
Southwest Minnesota State University		2.54%	8
Vermilion Community College		0.32%	1
Winona State University		6.98%	22
<b>Total Respondants</b>			<b>315</b>

**I work in the Office of the Chancellor, Information Technology Services Division**

























	Response Percent	Response Total
Yes	100.00%	57

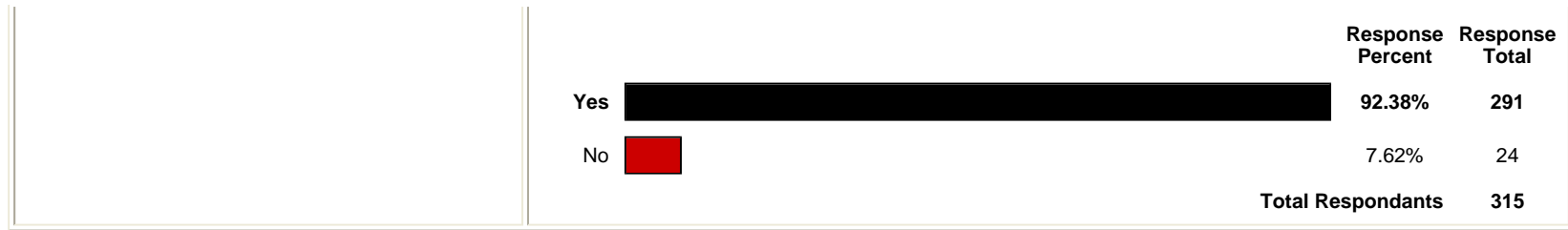
		Total Respondants	57
<p><b>My job can best be described as: (Check all that apply.)</b></p>		<b>Response Percent</b>	<b>Response Total</b>
	System/Network Administrator	27.48%	86
	System Developer	18.53%	58
	<b>User Support</b>	<b>42.81%</b>	<b>134</b>
	Training	13.42%	42
	Operations	12.78%	40
	Management	14.70%	46
	Other	22.68%	71
		<b>Total Respondants</b>	<b>313</b>
<p><b>How many years have you been in your current position?</b></p>		<b>Response Percent</b>	<b>Response Total</b>
	2 Years or less	28.25%	89
	3-5 Years	22.54%	71
	<b>Over 5 Years</b>	<b>49.21%</b>	<b>155</b>
		<b>Total Respondants</b>	<b>315</b>
<p><b>How long have you held a technology related position?</b></p>		<b>Response Percent</b>	<b>Response Total</b>
	2 Years or less	7.62%	24
	3-5 Years	16.51%	52
	5-10 Years	36.19%	114



**MNSCU 2005 - MNSCU IT EMPLOYEE**




























**It Employee Overall Summary Report no comments**

<p>I have access to the computer and other technology equipment I need to do my job.</p>	<table border="0"> <thead> <tr> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes </td> <td style="text-align: right;">96.83%</td> <td style="text-align: right;">305</td> </tr> <tr> <td>No </td> <td style="text-align: right;">3.17%</td> <td style="text-align: right;">10</td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Total Respondants</b></td> <td style="text-align: right;"><b>315</b></td> </tr> </tbody> </table>		Response Percent	Response Total	Yes 	96.83%	305	No 	3.17%	10	<b>Total Respondants</b>		<b>315</b>
	Response Percent	Response Total											
Yes 	96.83%	305											
No 	3.17%	10											
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<p>I have other equipment and tools I need to do my job.</p>	<table border="0"> <thead> <tr> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes </td> <td style="text-align: right;">90.48%</td> <td style="text-align: right;">285</td> </tr> <tr> <td>No </td> <td style="text-align: right;">9.52%</td> <td style="text-align: right;">30</td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Total Respondants</b></td> <td style="text-align: right;"><b>315</b></td> </tr> </tbody> </table>		Response Percent	Response Total	Yes 	90.48%	285	No 	9.52%	30	<b>Total Respondants</b>		<b>315</b>
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Yes 	90.48%	285											
No 	9.52%	30											
<b>Total Respondants</b>		<b>315</b>											
<p>I have access to the computer software I need to do my job.</p>	<table border="0"> <thead> <tr> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes </td> <td style="text-align: right;">93.33%</td> <td style="text-align: right;">294</td> </tr> <tr> <td>No </td> <td style="text-align: right;">6.67%</td> <td style="text-align: right;">21</td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Total Respondants</b></td> <td style="text-align: right;"><b>315</b></td> </tr> </tbody> </table>		Response Percent	Response Total	Yes 	93.33%	294	No 	6.67%	21	<b>Total Respondants</b>		<b>315</b>
	Response Percent	Response Total											
Yes 	93.33%	294											
No 	6.67%	21											
<b>Total Respondants</b>		<b>315</b>											
<p>I am satisfied with e-mail services.</p>	<table border="0"> <thead> <tr> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes </td> <td style="text-align: right;">94.29%</td> <td style="text-align: right;">297</td> </tr> <tr> <td>No </td> <td style="text-align: right;">5.71%</td> <td style="text-align: right;">18</td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Total Respondants</b></td> <td style="text-align: right;"><b>315</b></td> </tr> </tbody> </table>		Response Percent	Response Total	Yes 	94.29%	297	No 	5.71%	18	<b>Total Respondants</b>		<b>315</b>
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<p>I am satisfied with voice mail services.</p>													



**MNSCU 2005 - MNSCU IT EMPLOYEE**

**It Employee Overall Summary Report no comments**

























<p>I am satisfied with network performance (e.g. uptime, speed, response time).</p>	<table border="0"> <thead> <tr> <th></th> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td></td> <td style="text-align: right;">89.21%</td> <td style="text-align: right;">281</td> </tr> <tr> <td>No</td> <td></td> <td style="text-align: right;">10.79%</td> <td style="text-align: right;">34</td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Total Respondants</b></td> <td></td> <td style="text-align: right;"><b>315</b></td> </tr> </tbody> </table>			Response Percent	Response Total	Yes		89.21%	281	No		10.79%	34	<b>Total Respondants</b>			<b>315</b>				
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Yes		89.21%	281																		
No		10.79%	34																		
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<p>I am satisfied with access to the computer network from remote locations.</p>	<table border="0"> <thead> <tr> <th></th> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td></td> <td style="text-align: right;">68.57%</td> <td style="text-align: right;">216</td> </tr> <tr> <td>No</td> <td></td> <td style="text-align: right;">16.51%</td> <td style="text-align: right;">52</td> </tr> <tr> <td>I Don't Use</td> <td></td> <td style="text-align: right;">14.92%</td> <td style="text-align: right;">47</td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Total Respondants</b></td> <td></td> <td style="text-align: right;"><b>315</b></td> </tr> </tbody> </table>			Response Percent	Response Total	Yes		68.57%	216	No		16.51%	52	I Don't Use		14.92%	47	<b>Total Respondants</b>			<b>315</b>
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<p>I know what the current work priorities are for my job.</p>	<table border="0"> <thead> <tr> <th></th> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td></td> <td style="text-align: right;">90.48%</td> <td style="text-align: right;">285</td> </tr> <tr> <td>No</td> <td></td> <td style="text-align: right;">9.52%</td> <td style="text-align: right;">30</td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Total Respondants</b></td> <td></td> <td style="text-align: right;"><b>315</b></td> </tr> </tbody> </table>			Response Percent	Response Total	Yes		90.48%	285	No		9.52%	30	<b>Total Respondants</b>			<b>315</b>				
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Yes		90.48%	285																		
No		9.52%	30																		
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<p>I know how my performance will be evaluated.</p>	<table border="0"> <thead> <tr> <th></th> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td></td> <td style="text-align: right;">76.51%</td> <td style="text-align: right;">241</td> </tr> <tr> <td>No</td> <td></td> <td style="text-align: right;">23.49%</td> <td style="text-align: right;">74</td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Total Respondants</b></td> <td></td> <td style="text-align: right;"><b>315</b></td> </tr> </tbody> </table>			Response Percent	Response Total	Yes		76.51%	241	No		23.49%	74	<b>Total Respondants</b>			<b>315</b>				
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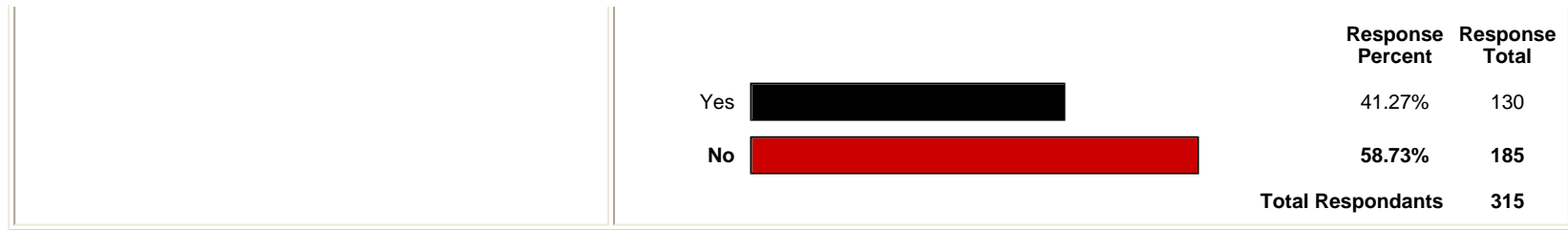
I receive ongoing constructive performance feedback from my supervisor.



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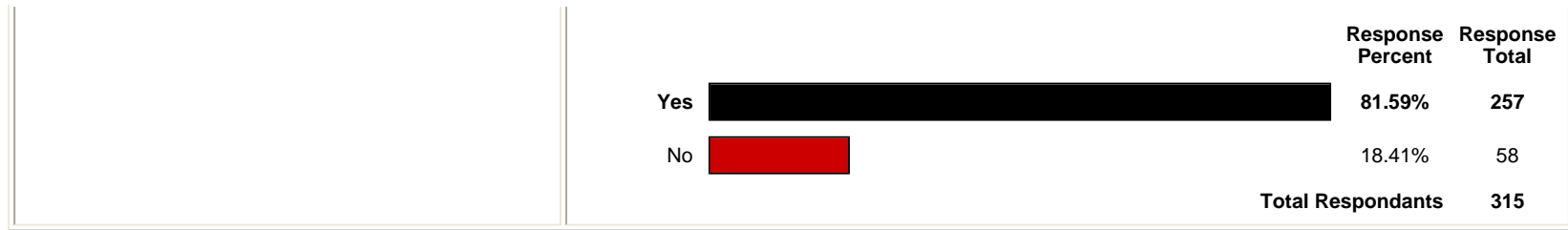
<p>I participate in a formal performance review at least once a year.</p>	<table border="0"> <thead> <tr> <th></th> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td></td> <td style="text-align: right;">69.84%</td> <td style="text-align: right;">220</td> </tr> <tr> <td>No</td> <td></td> <td style="text-align: right;">30.16%</td> <td style="text-align: right;">95</td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Total Respondants</b></td> <td></td> <td style="text-align: right;"><b>315</b></td> </tr> </tbody> </table>			Response Percent	Response Total	Yes		69.84%	220	No		30.16%	95	<b>Total Respondants</b>			<b>315</b>
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Yes		69.84%	220														
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<p>I know what the current work priorities are for my work unit/team.</p>	<table border="0"> <thead> <tr> <th></th> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td></td> <td style="text-align: right;">85.40%</td> <td style="text-align: right;">269</td> </tr> <tr> <td>No</td> <td></td> <td style="text-align: right;">14.60%</td> <td style="text-align: right;">46</td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Total Respondants</b></td> <td></td> <td style="text-align: right;"><b>315</b></td> </tr> </tbody> </table>			Response Percent	Response Total	Yes		85.40%	269	No		14.60%	46	<b>Total Respondants</b>			<b>315</b>
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Yes		85.40%	269														
No		14.60%	46														
<b>Total Respondants</b>			<b>315</b>														
<p>I know how the performance of the unit/team I work with will be evaluated.</p>	<table border="0"> <thead> <tr> <th></th> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td></td> <td style="text-align: right;">65.40%</td> <td style="text-align: right;">206</td> </tr> <tr> <td>No</td> <td></td> <td style="text-align: right;">34.60%</td> <td style="text-align: right;">109</td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Total Respondants</b></td> <td></td> <td style="text-align: right;"><b>315</b></td> </tr> </tbody> </table>			Response Percent	Response Total	Yes		65.40%	206	No		34.60%	109	<b>Total Respondants</b>			<b>315</b>
		Response Percent	Response Total														
Yes		65.40%	206														
No		34.60%	109														
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<p>I have a current professional development plan.</p>	<table border="0"> <thead> <tr> <th></th> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td></td> <td style="text-align: right;">45.71%</td> <td style="text-align: right;">144</td> </tr> <tr> <td>No</td> <td></td> <td style="text-align: right;">54.29%</td> <td style="text-align: right;">171</td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Total Respondants</b></td> <td></td> <td style="text-align: right;"><b>315</b></td> </tr> </tbody> </table>			Response Percent	Response Total	Yes		45.71%	144	No		54.29%	171	<b>Total Respondants</b>			<b>315</b>
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Yes		45.71%	144														
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<p>My development plan is reviewed with my supervisor and updated at least annually.</p>																	



**MNSCU 2005 - MNSCU IT EMPLOYEE**



















**It Employee Overall Summary Report no comments**

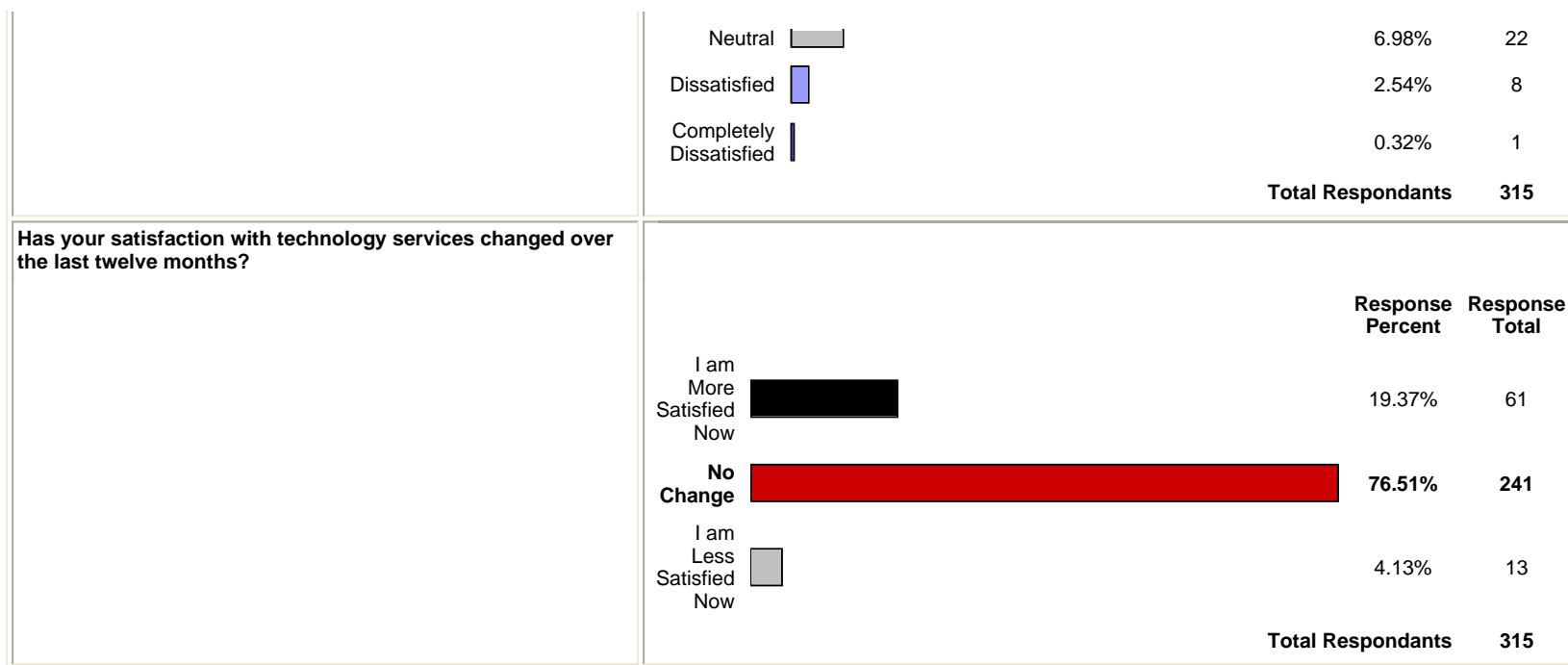
<p>I have access to the training necessary to do my job.</p>	<table border="0"> <thead> <tr> <th></th> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td></td> <td style="text-align: right;">78.41%</td> <td style="text-align: right;">247</td> </tr> <tr> <td>No</td> <td></td> <td style="text-align: right;">21.59%</td> <td style="text-align: right;">68</td> </tr> <tr> <td colspan="3" style="text-align: right;"><b>Total Respondants</b></td> <td style="text-align: right;"><b>315</b></td> </tr> </tbody> </table>			Response Percent	Response Total	Yes		78.41%	247	No		21.59%	68	<b>Total Respondants</b>			<b>315</b>
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Yes		78.41%	247														
No		21.59%	68														
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<p>I understand information security policies and responsibilities.</p>	<table border="0"> <thead> <tr> <th></th> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td></td> <td style="text-align: right;">91.75%</td> <td style="text-align: right;">289</td> </tr> <tr> <td>No</td> <td></td> <td style="text-align: right;">8.25%</td> <td style="text-align: right;">26</td> </tr> <tr> <td colspan="3" style="text-align: right;"><b>Total Respondants</b></td> <td style="text-align: right;"><b>315</b></td> </tr> </tbody> </table>			Response Percent	Response Total	Yes		91.75%	289	No		8.25%	26	<b>Total Respondants</b>			<b>315</b>
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Yes		91.75%	289														
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<p>I am aware of long-range technology priorities and plans.</p>	<table border="0"> <thead> <tr> <th></th> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td></td> <td style="text-align: right;">64.76%</td> <td style="text-align: right;">204</td> </tr> <tr> <td>No</td> <td></td> <td style="text-align: right;">35.24%</td> <td style="text-align: right;">111</td> </tr> <tr> <td colspan="3" style="text-align: right;"><b>Total Respondants</b></td> <td style="text-align: right;"><b>315</b></td> </tr> </tbody> </table>			Response Percent	Response Total	Yes		64.76%	204	No		35.24%	111	<b>Total Respondants</b>			<b>315</b>
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<p>My participation in hardware and software decisions is appropriate.</p>	<table border="0"> <thead> <tr> <th></th> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td></td> <td style="text-align: right;">82.86%</td> <td style="text-align: right;">261</td> </tr> <tr> <td>No</td> <td></td> <td style="text-align: right;">17.14%</td> <td style="text-align: right;">54</td> </tr> <tr> <td colspan="3" style="text-align: right;"><b>Total Respondants</b></td> <td style="text-align: right;"><b>315</b></td> </tr> </tbody> </table>			Response Percent	Response Total	Yes		82.86%	261	No		17.14%	54	<b>Total Respondants</b>			<b>315</b>
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<p>My input and opinions are solicited and valued.</p>	<table border="0"> <thead> <tr> <th></th> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td></td> <td style="text-align: right;">100%</td> <td style="text-align: right;">315</td> </tr> <tr> <td>No</td> <td></td> <td style="text-align: right;">0%</td> <td style="text-align: right;">0</td> </tr> <tr> <td colspan="3" style="text-align: right;"><b>Total Respondants</b></td> <td style="text-align: right;"><b>315</b></td> </tr> </tbody> </table>			Response Percent	Response Total	Yes		100%	315	No		0%	0	<b>Total Respondants</b>			<b>315</b>
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**MNSCU 2005 - MNSCU IT EMPLOYEE**


































**It Employee Overall Summary Report no comments**

















<p>I have access to IT research resources such as Gartner, ECAR and/or META.</p>	<table border="0"> <thead> <tr> <th></th> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td></td> <td style="text-align: right;">23.17%</td> <td style="text-align: right;">73</td> </tr> <tr> <td>No</td> <td></td> <td style="text-align: right;">36.83%</td> <td style="text-align: right;">116</td> </tr> <tr> <td>I Don't Need</td> <td></td> <td style="text-align: right;">40.00%</td> <td style="text-align: right;">126</td> </tr> <tr> <td colspan="3" style="text-align: right;"><b>Total Respondants</b></td> <td style="text-align: right;"><b>315</b></td> </tr> </tbody> </table>			Response Percent	Response Total	Yes		23.17%	73	No		36.83%	116	I Don't Need		40.00%	126	<b>Total Respondants</b>			<b>315</b>
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I Don't Need		40.00%	126																		
<b>Total Respondants</b>			<b>315</b>																		
<p>I am aware of the range of technology services provided to me as an employee.</p>	<table border="0"> <thead> <tr> <th></th> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td></td> <td style="text-align: right;">80.63%</td> <td style="text-align: right;">254</td> </tr> <tr> <td>No</td> <td></td> <td style="text-align: right;">19.37%</td> <td style="text-align: right;">61</td> </tr> <tr> <td colspan="3" style="text-align: right;"><b>Total Respondants</b></td> <td style="text-align: right;"><b>315</b></td> </tr> </tbody> </table>			Response Percent	Response Total	Yes		80.63%	254	No		19.37%	61	<b>Total Respondants</b>			<b>315</b>				
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<p>I have the appropriate furniture and space to do my work.</p>	<table border="0"> <thead> <tr> <th></th> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td></td> <td style="text-align: right;">80.00%</td> <td style="text-align: right;">252</td> </tr> <tr> <td>No</td> <td></td> <td style="text-align: right;">20.00%</td> <td style="text-align: right;">63</td> </tr> <tr> <td colspan="3" style="text-align: right;"><b>Total Respondants</b></td> <td style="text-align: right;"><b>315</b></td> </tr> </tbody> </table>			Response Percent	Response Total	Yes		80.00%	252	No		20.00%	63	<b>Total Respondants</b>			<b>315</b>				
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<p>Overall, how would you rate your current satisfaction with technology equipment and services?</p>	<table border="0"> <thead> <tr> <th></th> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Completely Satisfied</td> <td></td> <td style="text-align: right;">23.81%</td> <td style="text-align: right;">75</td> </tr> <tr> <td>Satisfied</td> <td></td> <td style="text-align: right;">66.35%</td> <td style="text-align: right;">209</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>			Response Percent	Response Total	Completely Satisfied		23.81%	75	Satisfied		66.35%	209								
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**MNSCU 2005 - MNSCU IT EMPLOYEE**

**It Employee Overall Summary Report no comments**

<p>Are you able to get the electronic data you need to do your job?</p>	<table border="0"> <thead> <tr> <th></th> <th></th> <th style="text-align: right;">Response Percent</th> <th style="text-align: right;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td></td> <td style="text-align: right;">89.84%</td> <td style="text-align: right;">283</td> </tr> <tr> <td>No</td> <td></td> <td style="text-align: right;">10.16%</td> <td style="text-align: right;">32</td> </tr> <tr> <td colspan="3" style="text-align: right;"><b>Total Respondants</b></td> <td style="text-align: right;"><b>315</b></td> </tr> </tbody> </table>			Response Percent	Response Total	Yes		89.84%	283	No		10.16%	32	<b>Total Respondants</b>			<b>315</b>												
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<p><b>Are you able to get the electronic data you need from the Office of the Chancellor?</b></p>	<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 60%;"></th> <th style="text-align: right; width: 20%;">Response Percent</th> <th style="text-align: right; width: 20%;">Response Total</th> </tr> </thead> <tbody> <tr> <td>Yes </td> <td style="text-align: right;">82.22%</td> <td style="text-align: right;">259</td> </tr> <tr> <td>No </td> <td style="text-align: right;">17.78%</td> <td style="text-align: right;">56</td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Total Respondants</b></td> <td style="text-align: right;"><b>315</b></td> </tr> </tbody> </table>		Response Percent	Response Total	Yes 	82.22%	259	No 	17.78%	56	<b>Total Respondants</b>		<b>315</b>			
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<p><b>Has your satisfaction with Office of the Chancellor Information Technology services changed over the last 12 months?</b></p>	<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 60%;"></th> <th style="text-align: right; width: 20%;">Response Percent</th> <th style="text-align: right; width: 20%;">Response Total</th> </tr> </thead> <tbody> <tr> <td>I am More Satisfied Now </td> <td style="text-align: right;">5.08%</td> <td style="text-align: right;">16</td> </tr> <tr> <td><b>No Change</b> </td> <td style="text-align: right;"><b>90.48%</b></td> <td style="text-align: right;"><b>285</b></td> </tr> <tr> <td>I am Less Satisfied Now </td> <td style="text-align: right;">4.44%</td> <td style="text-align: right;">14</td> </tr> <tr> <td colspan="2" style="text-align: right;"><b>Total Respondants</b></td> <td style="text-align: right;"><b>315</b></td> </tr> </tbody> </table>		Response Percent	Response Total	I am More Satisfied Now 	5.08%	16	<b>No Change</b> 	<b>90.48%</b>	<b>285</b>	I am Less Satisfied Now 	4.44%	14	<b>Total Respondants</b>		<b>315</b>
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