



# Customer Service Survey

## FY07 Report

Constitutional Officer  
Satisfaction with  
Compensation Board  
Customer Service,  
Training and Activities

Compensation Board  
December 19, 2007

FY07 Customer Service Survey Report  
Compensation Board

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## Compensation Board

### EXECUTIVE SUMMARY

#### **Introduction**

The Compensation Board annually sends a Customer Satisfaction Survey to all constitutional officers and regional jails. The Survey is comprised of Section A: General Satisfaction and Importance (Customer Service, Products, Liaison Functions and Training Sections), Section B: Overall Satisfaction, Section C: Demographics, Section D: Comments, and Section E: Officer-Specific Satisfaction and Importance. The Overall Satisfaction rating is used as the primary measurement tool for Compensation Board management and staff, and is an integral component of the agency's Strategic and Service Area Plans.

Those solicited to participate in the Survey included: Sheriffs, Regional Jail Superintendents, Commonwealth's Attorneys, Circuit Court Clerks, Treasurers, Commissioners of the Revenue and Directors of Finance.

The Compensation Board conducted the FY07 Survey exclusively through a restricted access portal on its web site at [www.scb.virginia.gov](http://www.scb.virginia.gov).

#### **FY07 Response Rates**

- The FY07 average response rate for the participant groups was 76%, down slightly from the previous year's response rate (77%). Compensation Board staff worked diligently to encourage greater participation in FY07.
- Regional Jail Superintendents had the highest response rate at 85%.
- Sheriffs, Commonwealth's Attorneys and Circuit Court Clerks tied with the lowest response rate at 73%.

#### **Trend Analysis – Response Rates**

- A six-year trend of average response rates shows a high average of 77% (FY06) and a low average of 47% (FY04).
- The highest six-year trend response rate for an individual group was in FY03: Sheriffs – 96%.
- The lowest six-year trend response rate for an individual group was in FY04: Commonwealth's Attorneys – 31%.

#### **FY07 General Satisfaction & Importance**

- The high score from all participants was from Sheriffs, Regional Jail Superintendents and Commonwealth's Attorneys - 98% in the areas of customer service satisfaction.
- The low score from all participants was from Sheriffs, Commonwealth's Attorneys, Circuit Court Clerks, Treasurers/Directors of Finance and Commissioners of the Revenue – 60% in the area of liaison functions satisfaction and importance.
- The Satisfaction and Importance Survey components are broken down into 4 major categories each, to include Customer Service, Products, Liaison Functions and Training. The highest average score across all six officer groups was in the area of customer service satisfaction – 94%. The lowest average score across all six officer groups was in the area of liaison function satisfaction and importance – 64% and 63%, respectively.

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## Compensation Board

### *EXECUTIVE SUMMARY, CONTINUED*

#### **FY07 Overall Satisfaction**

- The FY07 average overall satisfaction rate for the participant groups was 90%, up from the FY06 average overall satisfaction rate of 85%.
- Sheriffs and Commonwealth's Attorneys had the highest overall satisfaction rate at 94%.
- Circuit Court Clerks had the lowest overall satisfaction rate at 80%.
- A six-year trend of average overall satisfaction rates shows a high average of 91% (FY03) and a low average of 82% (FY05).
- The highest six-year trend of the overall satisfaction rate for an individual group was in FY03: Commonwealth's Attorneys – 98%.
- The lowest six-year trend of the overall satisfaction rate for an individual group was in FY05: Circuit Court Clerks – 72%.

#### **FY07 Demographics**

- Of those who responded to the Survey, 79% were the principal officer and 21% were office staff members.
- Of those who responded to the Survey question regarding "number of years employed in current job position," 45% had been in their current position for ten or more years, and only 3% for less than one year.

#### **FY07 Comments**

- Survey participants were asked to comment on three specific areas: Customer Service, Training and Activities.
  - Customer Service – The most common response was "Very satisfied with Customer Service."
  - Training – The most common response was "Satisfied with training/no additional training needed."
  - Activities – The most common response was "Compensation Board is doing fine job."

#### **FY07 Office-Specific Satisfaction & Importance**

- Section E (FY07 Office-Specific Satisfaction & Importance) asked specific questions that differed from office to office. Survey respondents were asked if they participated in a Compensation Board sponsored optional program (i.e., Sheriffs – Master Deputy Program).

#### **Strategic Plan**

- The Compensation Board's strategic plan incorporates goals, objectives and strategies that are focused on providing outstanding customer service support to constitutional officers through the agency's products and services.
- The annual customer service survey is a tool used in measuring the effectiveness of the Board and staff in meeting these goals, objectives and strategies, as well as in identifying and responding to the needs of these officers.

# FY07 Customer Service Survey Report

## Compensation Board

### *FY07 SURVEY ELEMENTS*

#### Section A - General Satisfaction and Importance

The Compensation Board asked the six officer groups to evaluate their general satisfaction in FY07 (July 1, 2006 to June 30, 2007) in four areas, including Customer Service, Products, Liaison Functions and Training. There were twenty-one questions. Respondents were also asked to rate the importance level of each of the four areas, so the total number of questions in this section numbered forty-two. The five-point scales for both satisfaction and importance were based upon a range from one to five, one being defined as "Very Dissatisfied" and five being defined as "Very Satisfied". Appendix A contains the FY07 Customer Service Survey template.

#### Section B - Overall Satisfaction

The Compensation Board asked the six officer groups to evaluate their overall satisfaction in FY07 in the same four areas: Customer Service, Products, Liaison Functions and Training. A second question asked the respondents to compare their satisfaction in FY07 with that of the previous year (FY06). The five-point scale was used for both questions. **Overall Satisfaction is the agency's key Performance Measure on the Virginia Results website.**

#### Section C - Demographics

The Compensation Board asked the six officer groups to identify themselves as either the principal officer or an office staff member. A second question asked the respondents to give the number of years they had held their current job position.

#### Section D - Comments

The Compensation Board asked the six officer groups three open-ended questions to elicit comment on improving customer service, current activities, and suggestions for additional training.

#### Section E - Office-Specific Satisfaction and Importance

Officer groups were specifically targeted with a question and comment window regarding their participation in optional programs made available by the Compensation Board. In addition, a five-point scale of satisfaction and importance was provided for each of the optional programs.

# FY07 Customer Service Survey Report

## Compensation Board

### FY07 RESPONSE RATES

#### FY07 Participation Rate of the Customer Service Survey

**Table 1 - FY07 Customer Service Survey Participation Rate**

<i>Response Rates by Office</i>	<i>Total Offices</i>	<i>Number of Responses</i>	<i>Response Rate</i>
Sheriffs	123	90	73%
Regional Jail Superintendents	20	17	85%
Commonwealth's Attorneys	120	87	73%
Circuit Court Clerks	120	88	73%
Treasurers / Directors of Finance	134	112	84%
Commissioners of the Revenue	128	98	77%
<b>TOTALS</b>	<b>645</b>	<b>492</b>	<b>76%</b>

All percentages are rounded to the nearest percent.

In FY07, Regional Jail Superintendents had the highest response rate with 85 percent, followed by Treasurers/Directors of Finance with 84 percent. The Commissioners of the Revenue responded with 77 percent. The Sheriffs, Commonwealth's Attorneys and Circuit Court Clerks responded with 73 percent.

#### Six-Year Participation Trend in Customer Service Survey

The response rate for fiscal year 2007 dropped slightly to 76% as compared to the previous fiscal year (77%).

**Table 2 - Six-Year Comparison of Customer Service Survey Participation**

<i>Response Rate</i>	<i>FY02</i>	<i>FY03</i>	<i>FY04</i>	<i>FY05</i>	<i>FY06</i>	<i>FY07</i>
Sheriffs	90%	96%	42%	87%	87%	73%
Regional Jail Superintendents	72%	72%	32%	84%	80%	85%
Commonwealth's Attorneys	51%	55%	31%	60%	65%	73%
Circuit Court Clerks	61%	66%	47%	58%	69%	73%
Treasurers / Directors of Finance	70%	76%	56%	76%	81%	84%
Commissioners of the Revenue	64%	71%	61%	81%	80%	77%
<b>TOTALS</b>	<b>68%</b>	<b>73%</b>	<b>47%</b>	<b>73%</b>	<b>77%</b>	<b>76%</b>

All percentages are rounded to the nearest percent.

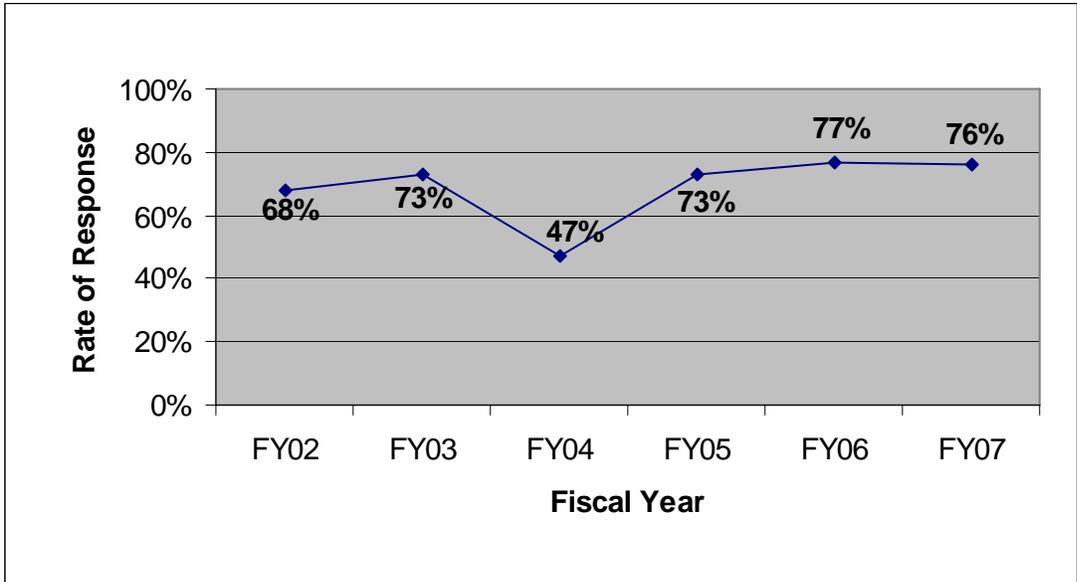
Over the six-year period, Sheriffs participation in the survey decreased from 90 to 73 percent, Regional Jail Superintendents increased from 72 percent to 85 percent, Commonwealth's Attorneys increased from 51 to 73 percent, Clerks increased from 61 to 73 percent, Treasurers / Directors of Finance increased from 70 to 84 percent, and Commissioners of the Revenue increased from 64 to 77 percent.

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**FY07 RESPONSE RATES, CONTINUED**

**Graph 3: Six-Year CSS Average Participation Rate, All Offices**

In the six-year period the average response rate of all six-officer groups shows an increase from 68 percent to 76 percent.



## FY07 Customer Service Survey Report Compensation Board

### SECTION A – FY07 GENERAL SATISFACTION AND IMPORTANCE

#### FY07 Customer Service, Products, Liaison Services and Training

Satisfaction with and importance of the various areas of Compensation Board services to Constitutional Officers is the first measure of the FY07 Customer Service Survey. Below are the average values for all respondents from the six officer groups for Section A of the Customer Service Survey in FY07. All scores are rounded up to the nearest tenth. The ↑ symbol represents the high score for each office; the ↓ symbol represents the low score for each office.

**Table 4 – FY07 CSS General Satisfaction and Importance**

Part 1 – Customer Service														
Question Code	In FY07 the Compensation Board ...	Satisfaction						Importance						Question Code
		Sheriffs	Regional Jail Superintendents	Commonwealth's Attorneys	Circuit Court Clerks	Treasurers / Directors of Finance	Commissioners of the Revenue	Sheriffs	Regional Jail Superintendents	Commonwealth's Attorneys	Circuit Court Clerks	Treasurers / Directors of Finance	Commissioners of the Revenue	
A1-S	Responded in a timely manner to phone calls from my office.	4.8	4.8	4.6	4.0	4.4	4.5	4.5	4.5	4.3	4.5	4.4	4.3	A1-I
A2-S	Responded to requests from my office with accurate information.	4.8	4.9 ↑	4.8	4.5	4.7	4.6	4.5	4.5	4.3	4.5	4.4	4.3	A2-I
A3-S	Provided assistance in solving problems affecting my office.	4.7	4.8	4.8	4.6	4.7	4.6	4.5	4.5	4.3	4.5	4.4	4.3	A3-I
A4-S	Displayed knowledge of Board policies and procedures.	4.7	4.8	4.8	4.4	4.7	4.6	4.3	4.5	4.2	4.3	4.4	4.2	A4-I
A5-S	Provided effective technical support with online automated systems.	4.6	4.8	4.6	4.2	4.5	4.6	4.3	4.5	4.1	4.3	4.3	4.2	A5-I
A6-S	Displayed a helpful and courteous attitude in dealing with my office.	4.9 ↑	4.9 ↑	4.9 ↑	4.7 ↑	4.8 ↑	4.7 ↑	4.3	4.4	4.3	4.3	4.4	4.2	A6-I
A7-S	Earned from my office an overall satisfaction and importance rating for the above customer services.	4.8	4.9 ↑	4.7	4.4	4.7	4.6	4.4	4.5	4.2	4.3	4.3	4.2	A7-I

**FY07 Customer Service Survey Report  
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**SECTION A – FY07 GENERAL SATISFACTION AND IMPORTANCE,  
CONTINUED**

<b>Part 2 - Products</b>														
Question Code	In FY07 the Compensation Board ...	Satisfaction						Importance						Question Code
		Sheriffs	Regional Jail Superintendents	Commonwealth's Attorneys	Circuit Court Clerks	Treasurers / Directors of Finance	Commissioners of the Revenue	Sheriffs	Regional Jail Superintendents	Commonwealth's Attorneys	Circuit Court Clerks	Treasurers / Directors of Finance	Commissioners of the Revenue	
A8-S	Made available an online Operating Manual that clearly stated Board policies and procedures.	4.4	4.2	4.4	3.8	4.3	4.3	4.3	4.5	3.8	4.2	4.4	4.0	A8-I
A9-S	Made available for my office budget estimates that were clear and understandable.	4.6	4.6	4.6	4.1	4.5	4.4	4.4	4.4	4.1	4.3	4.3	4.1	A9-I
A10-S	Produces budgets, spreadsheets, reports, and correspondence that were clear and understandable.	4.4	4.7	4.3	3.9	4.2	4.3	4.3	4.4	4.1	4.3	4.2	4.0	A10-I
A11-S	Provided online automated systems that were easy-to-use.	4.2	3.8	4.1	3.5	4.1	4.1	4.3	4.5	4.0	4.3	4.3	4.0	A11-I
A12-S	Provided an online Budget Manual that was useful and informative.	4.3	4.2	4.2	3.8	4.1	4.2	4.2	4.4	3.9	4.2	4.2	4.0	A12-I
A13-S	Provided an informative and user-friendly Web site.	4.3	4.1	4.4	3.9	4.3	4.2	4.3	4.4	4.0	4.1	4.2	3.9	A13-I
A14-S	Earned from my office an overall satisfaction rating for the above products.	4.4	4.1	4.4	3.9	4.3	4.3	4.3	4.4	4.0	4.2	4.2	4.0	A14-I
<b>Part 3 – Liaison Functions</b>														
Question Code	In FY07 the Compensation Board ...	Satisfaction						Importance						Question Code
		Sheriffs	Regional Jail Superintendents	Commonwealth's Attorneys	Circuit Court Clerks	Treasurers / Directors of Finance	Commissioners of the Revenue	Sheriffs	Regional Jail Superintendents	Commonwealth's Attorneys	Circuit Court Clerks	Treasurers / Directors of Finance	Commissioners of the Revenue	
A15-S	Allocated funds made available by the General Assembly in a fair and reasonable manner.	↓ 3.0	4.0	↓ 3.0	↓ 3.0	↓ 3.0	↓ 3.0	↓ 3.0	4.3	↓ 3.0	↓ 3.0	↓ 3.0	↓ 3.0	A15-I
A16-S	Implemented Board policies in a fair and consistent manner.	↓ 3.0	4.0	↓ 3.0	↓ 3.0	↓ 3.0	↓ 3.0	↓ 3.0	↓ 3.7	↓ 3.0	↓ 3.0	↓ 3.0	↓ 3.0	A16-I
A17-S	Earned from my office an overall satisfaction and importance rating for the above liaison functions.	↓ 3.0	4.1	↓ 3.0	↓ 3.0	↓ 3.0	↓ 3.0	↓ 3.0	4.0	↓ 3.0	↓ 3.0	↓ 3.0	↓ 3.0	A17-I

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**SECTION A – FY07 GENERAL SATISFACTION AND IMPORTANCE,  
CONTINUED**

Part 4 – Training														
Question Code	In FY07 the Compensation Board ...	Satisfaction						Importance						Question Code
		Sheriffs	Regional Jail Superintendents	Commonwealth's Attorneys	Circuit Court Clerks	Treasurers / Directors of Finance	Commissioners of the Revenue	Sheriffs	Regional Jail Superintendents	Commonwealth's Attorneys	Circuit Court Clerks	Treasurers / Directors of Finance	Commissioners of the Revenue	
A18-S	Provided training sessions and/or conference presentations that were clear and useful. For example, Lawful Employment, LGOC, and Association Meetings.	4.3	4.4	4.1	3.8	4.3	4.3	4.2	4.1	3.7	3.9	4.1	4.0	A18-I
A19-S	Proactively addressed issues affecting my office.	4.4	4.5	4.1	3.6	4.2	4.0	4.2	4.3	3.9	4.1	4.1	4.0	A19-I
A20-S	Provided opportunities of professional development that were useful. For example, Master Deputy and Career Prosecutor Programs, Treasurer and Commissioner of the Revenue Career Development and Deputy Treasurer and Deputy Commissioner of the Revenue.	4.3	4.4	4.0	3.1	4.3	4.2	4.0	4.1	3.8	3.5	4.2	4.0	A20-I
A21-S	Earned from my office an overall satisfaction and importance rating for the above training opportunities.	4.3	4.5	4.1	3.5	4.4	4.2	4.0	4.3	3.7	3.7	4.1	3.9	A21-I

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**SECTION A – FY07 GENERAL SATISFACTION AND IMPORTANCE,  
CONTINUED**

**FY07 High and Low Scores in Satisfaction and Importance**

In Section A, the high score for all six offices in the satisfaction scale occurred in the area of helpful and courteous customer service (Part 1). The low score for all six offices occurred in all liaison functions (Part 3) for both satisfaction and importance.

**Table 5: FY07 CSS Section A: High and Low Scores in Satisfaction and Importance, and Average Satisfaction and Importance by Office Group**

Office	High Score		Low Score		Average Score			
					Satisfaction		Importance	
	n	%	n	%	n	%	n	%
Sheriffs	4.9	98%	3.0	60%	4.1	82%	4.1	82%
Regional Jail Superintendents	4.9	98%	3.7	74%	4.4	88%	4.3	86%
Commonwealth's Attorneys	4.9	98%	3.0	60%	4.1	82%	3.7	74%
Circuit Court Clerks	4.7	94%	3.0	60%	3.7	74%	3.8	76%
Treasurers / Directors of Finance	4.8	96%	3.0	60%	4.1	82%	3.9	78%
Commissioners of the Revenue	4.7	94%	3.0	60%	4.0	80%	3.8	76%
<b>TOTALS</b>	<b>4.8</b>	<b>96%</b>	<b>3.1</b>	<b>62%</b>	<b>4.1</b>	<b>81%</b>	<b>3.9</b>	<b>79%</b>

All numbers are rounded to the nearest tenth. All percentages are rounded to the nearest percent.

The highest average satisfaction and importance score came from the Regional Jail Superintendents at 88 and 86 percent respectively. The lowest average satisfaction score came from the Circuit Court Clerks at 74 percent. The lowest average importance score came from the Commonwealth's Attorneys at 74 percent.

**FY07 Average Satisfaction and Importance**

The average score for satisfaction and importance in the four areas across all six officer groups are as follows:

Section A	Satisfaction	%	Importance	%
Customer Service	4.7	94%	4.3	86%
Products	4.2	85%	4.2	84%
Liaison Functions	3.2	64%	3.2	63%
Training	4.2	83%	4.0	79%

Satisfaction scores from Section 'A' are higher than Importance scores in the areas of Customer Service and Training. Satisfaction and Importance were tied in the Products and Liaison Functions areas.

# FY07 Customer Service Survey Report

## Compensation Board

### SECTION B – FY07 OVERALL SATISFACTION

#### Six-Year Trend of Overall Satisfaction

Overall satisfaction with Compensation Board activities is the second measure among the customer base of Constitutional Officers.

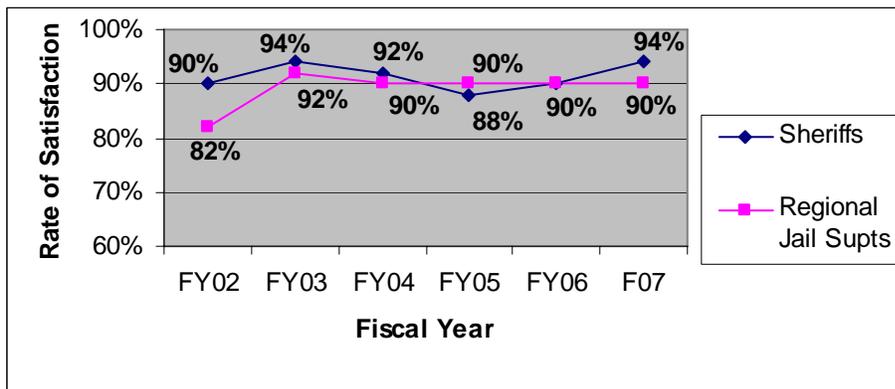
**Table 6 - Six-Year CSS Overall Satisfaction by Office**

Office	FY02		FY03		FY04		FY05		FY06		FY07	
	n	%	n	%	n	%	n	%	n	%	n	%
Sheriffs	4.5	90%	4.7	94%	4.6	92%	4.4	88%	4.5	90%	4.7	94%
Regional Jail Superintendents	4.1	82%	4.6	92%	4.5	90%	4.5	90%	4.5	90%	4.5	90%
Commonwealth's Attorneys	3.7	74%	4.9	98%	4.6	92%	3.9	78%	4.6	92%	4.7	94%
Circuit Court Clerks	4.4	88%	3.9	78%	4.1	82%	3.6	72%	3.9	78%	4.0	80%
Treasurers / Directors of Finance	4.3	86%	4.5	90%	4.3	86%	4.1	82%	3.7	74%	4.5	90%
Commissioners of the Revenue	4.3	86%	4.8	96%	4.6	92%	4.1	82%	4.4	88%	4.5	90%
<b>TOTALS</b>	<b>4.2</b>	<b>84%</b>	<b>4.6</b>	<b>91%</b>	<b>4.5</b>	<b>89%</b>	<b>4.1</b>	<b>82%</b>	<b>4.3</b>	<b>85%</b>	<b>4.5</b>	<b>90%</b>

All numbers are rounded to the nearest tenth. All percentages are rounded to the nearest percent.

In FY07, Sheriffs and Commonwealth's Attorneys tied with the highest overall satisfaction rating at 94 percent. The Regional Jail Superintendents, Commissioners of the Revenue and Treasurers/Directors of Finance rated the Compensation Board at 90 percent. The Circuit Court Clerks rated the lowest overall satisfaction rate at 80 percent.

**Graph 7a: Six-Year CSS Overall Satisfaction Trend for Sheriffs and Regional Jail Superintendents**



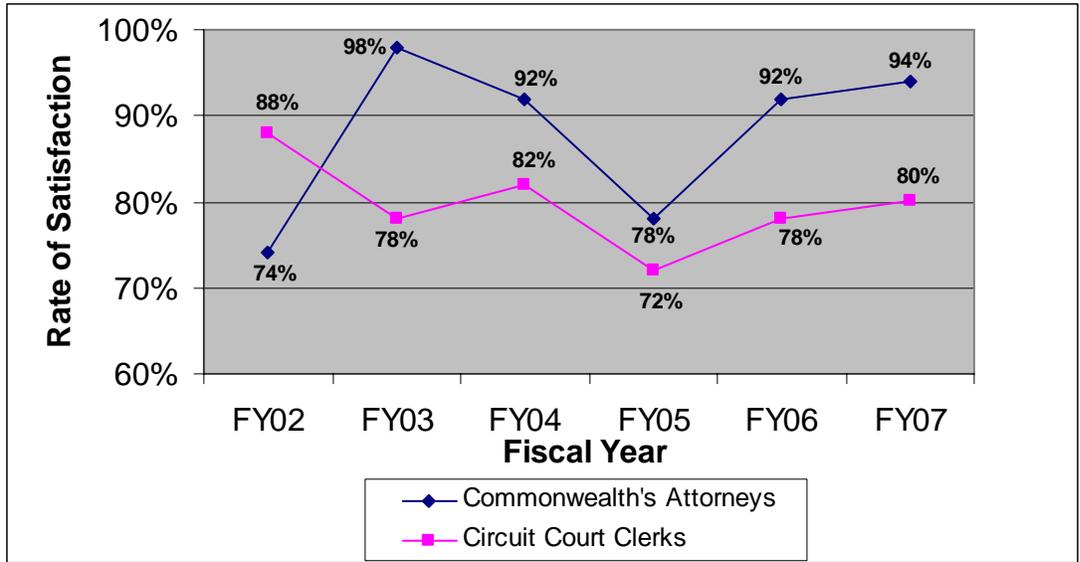
Sheriffs reported the highest overall satisfaction rate among Sheriffs and Regional Jail Superintendents during the six-year period (94%). Only in FY05 did the Sheriffs report a satisfaction rating lower than 90 percent. Regional Jail Superintendents were most satisfied in FY03 with 92 percent. FY02 was a low point of overall satisfaction for Regional Jail Superintendents at 82 percent, while the low for Sheriffs was in FY05 at 88 percent.

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## Compensation Board

### SECTION B – FY07 OVERALL SATISFACTION, CONTINUED

**Graph 7b: Six-Year CSS Overall Satisfaction Trend for Commonwealth’s Attorneys and Circuit Court Clerks**

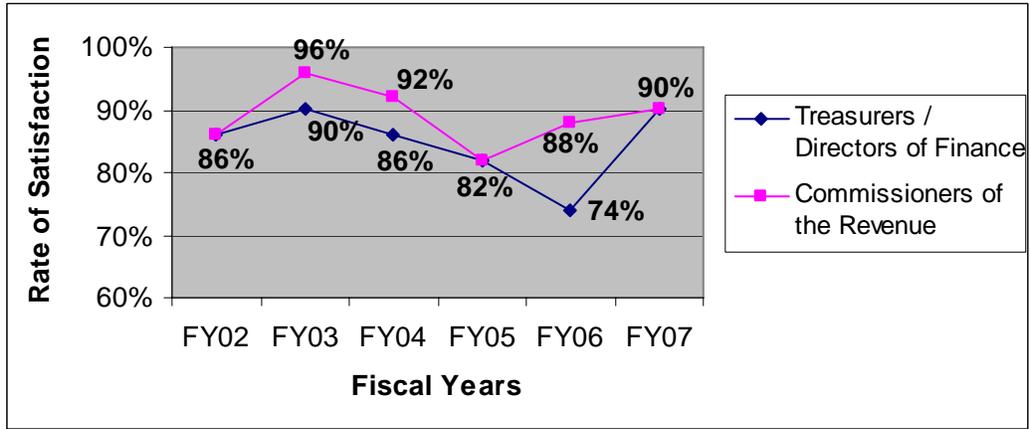


Commonwealth’s Attorneys have reported erratic ratings for overall satisfaction over the past six fiscal years. FY03 and FY07 were high periods of satisfaction at 98 percent and 94 percent, respectively, and FY02 and FY05 were low periods of satisfaction at 74 percent and 78 percent, respectively. Circuit Court Clerks began the six-year period with a satisfaction rating of 88 percent for the first fiscal year (FY02). Overall satisfaction of Clerks dropped in FY03 to 78 percent, increased to 82 percent in FY04 and then back down to 72 percent in FY05, and then rose again to 78 percent in FY06 and a slight increase to 80 percent in FY07.

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**SECTION B – FY07 OVERALL SATISFACTION, CONTINUED**

**Graph 7c: Six-Year CSS Overall Satisfaction Trend for Treasurers / Directors of Finance and Commissioners of the Revenue**



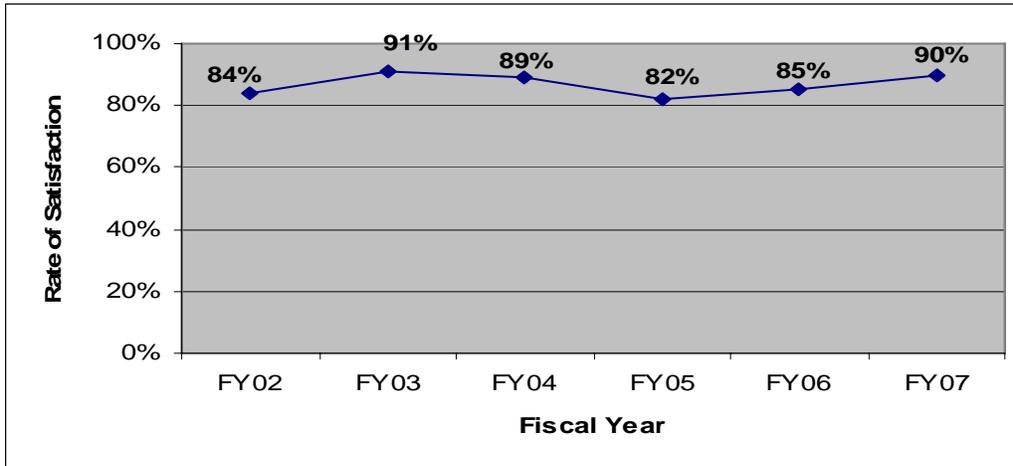
After an initial rating of 86 percent in FY02 and a slight increase to 90 percent in FY03, the Treasurers / Directors of Finance reported a consistent downward rating of overall satisfaction between FY04 to FY06, and a significant increase from 74 percent in FY06 to 90 percent in FY07. Commissioners of the Revenue reported a more consistent overall satisfaction rating over the six years, with an initial rating in FY02 of 86 percent, and FY03 was a high period of overall satisfaction with 96 percent. In FY05 the overall satisfaction for Commissioners dropped from 92 percent to 82 percent, then increased to 88 percent in FY06 and to 90 percent in FY07.

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### SECTION B – FY07 OVERALL SATISFACTION, CONTINUED

**Graph 8: Six-Year CSS Overall Satisfaction - All Offices**



FY03, FY07, and FY04 were the high points of overall satisfaction among all six officer-groups, at 91%, 90% and 89%, respectively. FY05 was the low point of overall satisfaction in the six-year period at 82 percent. The FY07 Performance Measure target for overall customer satisfaction was **85 percent**.

In Section B, the Compensation Board also asked the six officer groups how satisfied they were with FY07 compared to the previous year. In the six-year period overall satisfaction (Section B) has increased 6 percent, from 84 percent (FY02) to 90 percent (FY07).

### **FY07 Comparison of Overall Satisfaction and General Satisfaction Scores**

The six officer groups gave a higher average score for overall satisfaction (Section B) than for general satisfaction (Section A). The Sheriffs and Commonwealth’s Attorneys gave the highest average score for overall satisfaction at 4.7 (94 percent). The Regional Jail Superintendents, Treasurers/Directors of Finance and Commissioners of the Revenue follow with an average score for overall satisfaction at 4.5 (90 percent). The Circuit Court Clerks gave an average score for overall satisfaction at 4.0 (80 percent).

**Table 9 - Comparison of Overall Satisfaction and General Satisfaction Scores**

Office	General Satisfaction Section A		Overall Satisfaction Section B	
	n	%	n	%
Sheriffs	4.1	82%	4.7	94%
Regional Jail Superintendents	4.4	88%	4.5	90%
Commonwealth’s Attorneys	4.1	82%	4.7	94%
Circuit Court Clerks	3.7	74%	4.0	80%
Treasurers / Directors of Finance	4.1	82%	4.5	90%
Commissioners of the Revenue	4.0	80%	4.5	90%

All numbers are rounded to the nearest tenth. All percentages are rounded to the nearest percent.

FY07 Customer Service Survey Report  
Compensation Board

**SECTION C – FY07 DEMOGRAPHICS**

**FY07 Principal Officer or Office Staff Member Response**

In FY07, Treasurers/Directors of Finance had the largest percentage of principal officers to respond to the survey at 84 percent, followed by principal officers of the Regional Jail Superintendents responding at 82 percent. Circuit Court Clerks had the lowest percentage of Principal Officers to respond to the survey at 76 percent, followed by Sheriffs at 77 percent.

**Table 10: FY07 CSS Demographics, Response by Officer or Staff**

<i>Office</i>	<i>Total Number Responded</i>	<i>Office Staff Responded</i>		<i>Principal Officer Responded</i>	
		<i>n</i>	<i>%</i>	<i>n</i>	<i>%</i>
Sheriffs	90	21	23%	69	77%
Regional Jail Superintendents	17	3	18%	14	82%
Commonwealth's Attorneys	87	18	21%	69	79%
Circuit Court Clerks	88	21	24%	67	76%
Treasurers / Directors of Finance	112	18	16%	94	84%
Commissioners of the Revenue	98	22	22%	76	78%
<b>TOTALS</b>	<b>492</b>	<b>103</b>	<b>21%</b>	<b>389</b>	<b>79%</b>

All percentages are rounded to the nearest percent.

According to FY07 data the principal officer is more likely to respond to the Customer Service Survey than an office staff member. This is especially true of Treasurers/ Directors of Finance and Regional Jail Superintendents.

# FY07 Customer Service Survey Report

## Compensation Board

### SECTION C – FY07 DEMOGRAPHICS, CONTINUED

#### FY07 Number of Years Employed in Current Job Position

In FY07, of those offices that responded to the questions, 48 percent of Circuit Court Clerks (office staff members and principal officers) have held their current positions for ten or more years. Regional Jail Superintendents closely followed at 47%. The Treasurers/Directors of Finance were also close with 46 percent, and 45 percent of Commissioner’s have held their current position from ten or more years. Commonwealth’s Attorneys and Sheriffs had 43 percent.

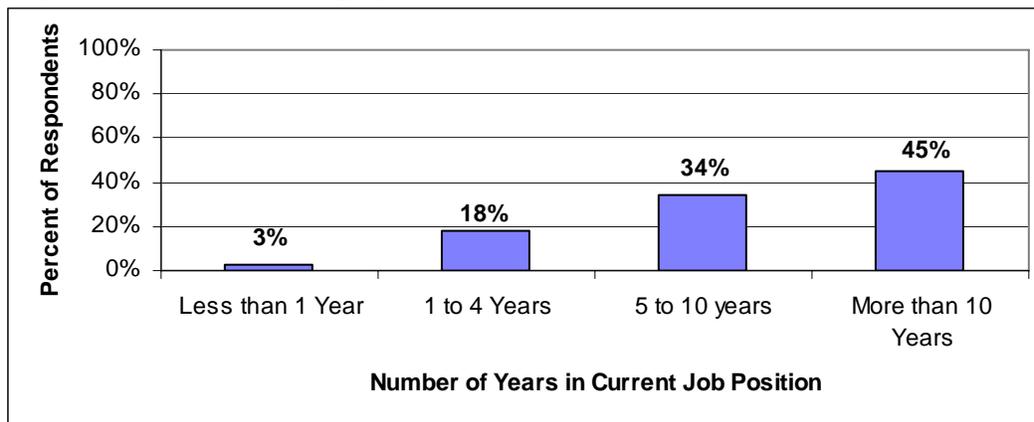
**Table 11: FY07 CSS Demographics, Number of Years Employed**

Office	Total Responded	Less Than One Year		One to Four Years		Five to Ten Years		Ten or More Years	
		n	%	n	%	n	%	n	%
		Sheriffs	90	3	3%	18	20%	30	33%
Regional Jail Superintendents	17	1	6%	2	12%	6	35%	8	47%
Commonwealth’s Attorneys	87	2	2%	16	18%	32	37%	37	43%
Circuit Court Clerks	88	2	2%	19	22%	25	28%	42	48%
Treasurers /Directors of Finance	112	4	4%	14	13%	42	38%	52	46%
Commissioners of the Revenue	98	5	5%	17	17%	32	33%	44	45%
<b>TOTALS</b>	<b>492</b>	<b>17</b>	<b>3%</b>	<b>86</b>	<b>18%</b>	<b>167</b>	<b>34%</b>	<b>222</b>	<b>45%</b>

All percentages are rounded to the nearest percent.

Approximately eight out of ten respondents to the FY07 survey reported they have held their current job position for five or more years.

**Graph 12: FY07 CSS Demographics, Number of Years in Current Position, All Offices**



The majority of respondents that answered this question have held their current job position for ten or more years (45 percent). This represents a stable workforce among Constitutional Officers who responded to the FY07 Customer Service Survey.

FY07 Customer Service Survey Report  
Compensation Board

**SECTION D – FY07 COMMENTS**

**FY07 Comments on Customer Service, Training and Compensation Board Activities**

<b>Customer Service</b>	<b>Sheriffs / Regional Jail Superintendents</b>	<b>Commonwealth's Attorneys</b>	<b>Circuit Court Clerks</b>	<b>Treasurers / Directors of Finance</b>	<b>Commissioners of the Revenue</b>	<b>TOTAL</b>
Very satisfied with Customer Service	29	20	19	18	9	<b>95</b>
COIN and TTF Issues	4	0	2	2	3	<b>11</b>
Policy and Procedure/Other Manuals	1	0	0	1	5	<b>7</b>
Respond to messages quicker	1	3	3	2	4	<b>13</b>
Provide funding for approved positions	1	0	1	0	0	<b>2</b>
Follow through on Problems/Requests	3	1	1	0	0	<b>5</b>
Better/Clearer communication	1	0	2	3	3	<b>9</b>
Representation before General Assembly	1	1	0	0	1	<b>3</b>
Set up meeting for techs and officers	0	0	1	0	1	<b>2</b>
Make more help available	0	2	0	2	3	<b>7</b>
<b>Totals</b>	<b>41</b>	<b>27</b>	<b>29</b>	<b>28</b>	<b>29</b>	<b>154</b>
<b>Training</b>						
Satisfied with training/no additional training needed	9	5	6	4	2	<b>26</b>
COIN training	8	5	1	1	9	<b>24</b>
Budget Request training	1	2	4	4	1	<b>12</b>
Hold training around state or online and offer more dates	5	1	3	2	0	<b>11</b>
Lawful Employment	2	1	0	1	0	<b>4</b>
Other training	4	6	2	5	5	<b>22</b>
LIDS training	1	0	0	0	0	<b>1</b>
Court Services training	1	0	0	0	0	<b>1</b>
Certification, Accreditation and Career Development Program	1	1	0	1	2	<b>5</b>
Additional trainers available during training sessions	0	0	1	0	0	<b>1</b>
<b>Totals</b>	<b>32</b>	<b>21</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>107</b>

FY07 Customer Service Survey Report  
Compensation Board

**SECTION D – FY07 COMMENTS, CONTINUED**

<b>Activities</b>						
Compensation Board is doing fine job	14	8	5	5	0	<b>32</b>
More training needed	2	0	0	0	0	<b>2</b>
Policy and Procedures	2	0	0	0	1	<b>3</b>
Better communication	2	2	2	2	4	<b>12</b>
COIN/Website	3	5	0	4	3	<b>15</b>
Career Development Program/Master Deputy	1	1	3	2	2	<b>9</b>
Funding help/Technology Trust Fund	1	2	1	0	5	<b>9</b>
Training	0	1	3	1	2	<b>7</b>
Survey	0	1	1	2	0	<b>4</b>
Representation before General Assembly	0	0	1	0	1	<b>2</b>
<b>Totals</b>	<b>25</b>	<b>20</b>	<b>16</b>	<b>16</b>	<b>18</b>	<b>95</b>
<b>Grand Total</b>	<b>98</b>	<b>68</b>	<b>62</b>	<b>62</b>	<b>66</b>	<b>356</b>

Four hundred and ninety-two respondents made 356 comments in Section D of the FY07 Customer Service Survey. One hundred fifty-four comments were recorded in the area of customer service, 107 comments on training, and 95 comments on Compensation Board activities. Sheriffs and Regional Jail Superintendents recorded the most comments with 98. Commonwealth’s Attorneys followed with 68. Commissioners numbered 66, while Treasurers/Directors of Finance and Circuit Court Clerks tied at 62 comments.

By far, the most frequent comment was positive and supportive towards Compensation Board customer service, training and/or activities (153 out of 356, or 43 percent). Other frequently repeated comments included a need for more COIN training, COIN/website, and a need for Compensation Board staff to return phone calls in a timely manner (24, 15 and 13, respectively).

FY07 Customer Service Survey Report  
Compensation Board

**SECTION D – FY07 COMMENTS, CONTINUED**

The following is representative of the comments received:

**Sheriffs:**

I have no problems with the customer service I have received. Everyone has been helpful and responded back immediately to any concerns that I had. I could not ask for better service.

**Regional Jail Superintendents:**

Information Technology resolving problems in a more timely manner.

**Commonwealth's Attorneys:**

The customer service we receive is outstanding. I have not had any problems dealing with anyone at the Compensation Board.

**Circuit Court Clerks:**

Having more staff available during busy times when budgets are due and when additional funds can be requested when requests can be made.

**Treasurers:**

I think the certification programs are great, but maybe more training on the requirements for the programs would be helpful.

**Commissioners of the Revenue:**

I suggest again the idea of creating User's Group throughout the Commonwealth in order to discuss important issues.

## FY07 Customer Service Survey Report Compensation Board

### SECTION E – FY07 OFFICE-SPECIFIC SATISFACTION & IMPORTANCE

#### FY07 Participation in Optional Programs Sponsored by the Compensation Board

Section E asked specific questions that differed from office to office. Respondents were asked if they participated in a Compensation Board sponsored optional program. Included in the results is the number of responses received (n).

**Table 13: FY07 CSS Participation in Optional Programs**

Office	n	Optional Programs	Participation this Year	
			n	%
Sheriffs	90	Master Deputy Program	59	66%
		Lawful Employment Training	61	68%
		Sheriffs Accreditation Program	34	38%
		Local Inmate Data System (LIDS)	37	41%
		Managing Jail Risk Training	29	32%
Regional Jail Superintendents	17	Master Officer Program	11	65%
		Local Inmate Data System (LIDS)	13	76%
		Lawful Employment Training	8	47%
		Managing Jail Risk Training	10	59%
Commonwealth's Attorneys	87	Geronimo / Casefinder Programs	61	70%
		Career Prosecutor Program	35	40%
		Lawful Employment Training	10	11%
		New Deputy and Office Administrator Training	17	20%
Circuit Court Clerks	88	Technology Trust Fund Budget	64	73%
		Lawful Employment Training	20	23%
		New Deputy and Office Administrator Training	28	32%
Treasurers / Directors of Finance	112	Treasurer Career Development	81	72%
		Lawful Employment Training	39	35%
		Deputy Treasurer Career Development Program	77	69%
		New Deputy and Office Administrator Training	30	27%
Commissioners of the Revenue	98	Commissioner Career Development	68	69%
		Lawful Employment Training	38	39%
		Deputy Commissioner Career Development Program	67	68%
		New Deputy and Office Administrator Training	31	32%

All percentages are rounded to the nearest percent.

In Fiscal Year 2007, 66 percent of Sheriff's participated in the Master Deputy Program sponsored by the Compensation Board and 65 percent of Regional Jail Superintendents participated in the same program. Seventy percent of Commonwealth's Attorneys participated in the Geronimo/Case finder Programs. Circuit Court Clerks stated that they participated in Technology Trust Fund budgeting at 73 percent, while 72 percent of Treasurers participated in the Treasurer's Career Development program. Sixty-nine percent of Commissioners who responded to the survey said they participated in the Commissioner's Career Development Program in FY07.

FY07 Customer Service Survey Report  
Compensation Board

**SECTION E – FY07 OFFICE-SPECIFIC SATISFACTION & IMPORTANCE,  
CONTINUED**

**Non-Participation in FY07 Optional Programs**

Respondents were provided a comment window and asked to give a reason for non-participation in Compensation Board sponsored optional programs. In FY07, scheduling conflicts were the number one reason cited for non-participation (41 times).

The second most popular reason reported for non-participation in FY07 optional programs was staffing shortages when trying to attend the training (31 times). Previously attended and staff not eligible or no new officer were the next reasons for non-participation cited at 24 and 22, respectively.

**Table 14: FY07 CSS Comments on Non-Participation in Optional Programming \***

	<i>Commonwealth's Attorneys</i>	<i>Circuit Court Clerks</i>	<i>Treasurers / Finance Directors</i>	<i>Commissioners of the Revenue</i>	<i>n Occurrences</i>
Staffing Shortages	2	19	4	6	<b>31</b>
Scheduling Conflict	13	13	12	3	<b>41</b>
Attended Different Training	0	0	0	0	<b>0</b>
Unnecessary or Not-Applicable	1	3	1	0	<b>5</b>
Workload Issues / Time Limitations	0	3	0	0	<b>3</b>
Previously Attended	2	5	10	7	<b>24</b>
Staff Not Eligible or No New Officer	6	1	7	8	<b>22</b>
Insufficient Funds	0	0	2	2	<b>4</b>
Not Aware of Training	1	5	0	0	<b>6</b>
Training not offered	0	0	2	0	<b>2</b>
Miscellaneous Reasons	0	4	3	2	<b>9</b>

\* Sheriffs and Regional Jail Superintendents did not comment on reasons for non-participation.

FY07 Customer Service Survey Report  
Compensation Board

**SECTION E – FY07 OFFICE-SPECIFIC SATISFACTION & IMPORTANCE,  
CONTINUED**

**Satisfaction and Importance Scores for Optional Programs**

In Section E of the FY07 Survey, optional programs were listed with accompanying five-point rating scales for satisfaction and importance.

Sheriffs rated the Master Deputy Program highest in the dual scales with 80 percent in satisfaction and 72 percent in importance. Regional Jail Superintendents responded to the Master Jail Officer Program with 84 percent in satisfaction and 80 percent in importance. Commonwealth's Attorneys rated the Geronimo/Case finder Programs with 82 percent in satisfaction and 70 percent in importance. The Circuit Court Clerks gave an 82 percent for both satisfaction and importance rating for Technology Trust Fund participation. Treasurers / Directors of Finance rated the Treasurers Career Development programs with 84 percent in satisfaction and 82 percent in importance. Commissioners of the Revenue rated the Commissioners Career Development program an 82 percent in satisfaction and 80 percent in importance. The lowest satisfaction and importance rating came from the Sheriffs for Lawful Employment Training and the Local Inmate Data System (LIDS) at 60 percent, respectively.

Office	Optional Programs	Satisfaction		Importance	
		n	%	n	%
Sheriffs	Master Deputy Program	4.0	80%	3.6	72%
	Lawful Employment Training	3.0	60%	3.0	60%
	Sheriffs Accreditation Program	3.5	70%	3.4	68%
	Local Inmate Data System (LIDS)	3.0	60%	3.0	60%
	Managing Jail Risk Training	3.8	76%	3.6	72%
Regional Jail Superintendents	Master Officer Program	4.2	84%	4.0	80%
	Local Inmate Data System (LIDS)	4.2	84%	4.1	82%
	Lawful Employment Training	4.0	80%	3.7	74%
	Managing Jail Risk Training	4.1	82%	4.0	80%
Commonwealth's Attorneys	Geronimo / Casefinder Programs	4.1	82%	3.5	70%
	Career Prosecutor Program	3.7	74%	3.4	68%
	Lawful Employment Training	3.2	64%	3.2	64%
	New Deputy and Office Administrator Training	3.4	68%	3.2	64%
Circuit Court Clerks	Technology Trust Fund Budget	4.1	82%	4.1	82%
	Lawful Employment Training	3.3	66%	3.3	66%
	New Deputy and Office Administrator Training	3.5	70%	3.5	70%
Treasurers/Directors of Finance	Treasurers Career Development	4.2	84%	4.1	82%
	Lawful Employment Training	3.8	76%	3.8	76%
	Deputy Treasurer Career Development Program	3.9	78%	3.9	78%
	New Deputy and Office Administrator Training	3.5	70%	3.6	72%

FY07 Customer Service Survey Report  
Compensation Board

**SECTION E – FY07 OFFICE-SPECIFIC SATISFACTION & IMPORTANCE,  
CONTINUED**

<i>Office</i>	<i>Optional Programs</i>	<i>Satisfaction</i>		<i>Importance</i>	
		<i>n</i>	<i>%</i>	<i>n</i>	<i>%</i>
Commissioners of the Revenue	Commissioners Career Development	4.1	82%	4.0	80%
	Lawful Employment Training	4.0	80%	3.8	76%
	Deputy Commissioners Career Development Program	3.8	76%	3.5	70%
	New Deputy and Office Administrator Training	3.9	78%	3.8	76%

All numbers are rounded to the nearest tenth. All percentages are rounded to the nearest percent.

# FY07 Customer Service Survey Report

## Compensation Board

### STRATEGIC PLAN

#### **Strategic Plan**

The Compensation Board's Mission is to determine a reasonable budget for the participation of the Commonwealth toward the total cost of office operations for constitutional officers, and to assist those officers and their staff through automation, training and other means, to improve efficiencies and to enhance the level of services provided to the citizens of Virginia.

The Mission sets the tone for the Agency Vision, which states "The Compensation Board envisions itself as a respected leader and liaison to constitutional officers for state supported functions and as an innovative service agency demonstrating the highest degree of competency and fairness to all of our customers."

To assist us in accomplishing our mission and meeting our vision, the Compensation Board has established a relative goal as a component of the Agency Strategic Plan, which states:

- Goal #3: Provide outstanding customer service support to constitutional officers through Compensation Board products and services.

Specific Service Area Plan objectives were also established for constitutional officers and regional jail superintendents, which state:

- Improve constitutional officers' efficiencies and thereby enhance the level of services provided to the citizens of Virginia.

The Compensation Board's Strategic and Service Area Plans identify the annual Customer Service Survey as the tool to be used in measuring the effectiveness of this specific goal and these objectives. Adopted strategies geared toward providing outstanding customer service and increasing overall satisfaction ratings include:

- The Compensation Board provides on-going customer service assistance to constitutional officers and their staff. Constitutional officers are assigned a senior fiscal technician with the day-to-day responsibilities for addressing systems and job related questions, issues, and/or problems. However, all Compensation Board staff is available to provide assistance to its customer base as available/necessary.
- The Compensation Board implemented the Constitutional Officers Information Network (COIN) System in FY06 to support budgetary, personnel and funding needs of constitutional officers. The COIN System replaced the outdated Statewide Network Interface Project (SNIP) System.
- The Compensation Board will continually evaluate constitutional officer, law enforcement and other agency needs for automation/data. Where systems development or modifications are necessary or desired, the Compensation Board will plan and prioritize accordingly as staff and financial resources are available.

FY07 Customer Service Survey Report  
Compensation Board

***STRATEGIC PLAN, CONTINUED***

- The Compensation Board will continue to provide/coordinate the training programs currently in place.
- The Compensation Board will continue to provide/coordinate the Career Development Programs currently in place, in accordance with available funding.
- The Compensation Board, in cooperation with constitutional officers, will continually evaluate training needs and make adjustments and/or implement new training as appropriate.
- The Compensation Board will fully analyze the results of the annual Customer Satisfaction Survey to determine where improvements can be implemented.
- The Compensation Board Management Team will share survey results with the Compensation Board and staff, and implement action plans where necessary and appropriate to improve customer satisfaction.

Through the utilization of goals, objectives and strategies, it is the intent of the Compensation Board to continue providing outstanding customer service through the identification of constitutional officer and regional jail superintendent needs, responding to those needs and following up (evaluating) through the annual Customer Service Survey.

FY07 Customer Service Survey Report  
Compensation Board

***FY08 ACTION PLAN***

As a result of the FY07 Customer Service Survey the Compensation Board Staff propose the following recommendations to enhance delivery of our services in FY08:

**FY08 RECOMMENDATION 1**

Compensation Board Staff will meet with the newly installed Association Presidents and other leaders to continue an effort to foster better communication and relationships with constitutional officers. Specific results from this survey will be discussed to determine where effective changes can be made.

**FY08 RECOMMENDATION 2**

Compensation Board Staff will review the customer service survey and may expand the survey to include other customer groups, products and processes of the agency not currently identified in the survey.

**FY08 RECOMMENDATION 3**

Compensation Board Staff will provide COIN Reimbursement and Personnel Processing training and will seek to expand the training to include Compensation Board Policies along with future monthly trainings.

## FY07 Customer Service Survey Report Compensation Board

### APPENDIX – CUSTOMER SERVICE SURVEY

#### Section A: General Satisfaction and Importance

**Instructions:** Please evaluate the Compensation Board in the following four areas in FY07 (July 1, 2006 to June 30, 2007). Using the 1 to 5 scale, rate your satisfaction **and** the importance of each activity by indicating the appropriate number.

<b>Part 1- Customer Service</b>												
Question Code	In FY07 the Compensation Board ...	Satisfaction					Importance					Question Code
		Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Very Important	Somewhat Important	Neutral	Somewhat Unimportant	Very Unimportant	
A1S	Responded in a timely manner to phone calls from my office.	5	4	3	2	1	5	4	3	2	1	A1I
A2S	Responded to requests from my office with accurate information.	5	4	3	2	1	5	4	3	2	1	A2I
A3S	Provided assistance in solving problems affecting my office.	5	4	3	2	1	5	4	3	2	1	A3I
A4S	Displayed knowledge of Board policies and procedures.	5	4	3	2	1	5	4	3	2	1	A4I
A5S	Provided effective technical support with online automated systems.	5	4	3	2	1	5	4	3	2	1	A5I
A6S	Displayed a helpful and courteous attitude in dealing with my office.	5	4	3	2	1	5	4	3	2	1	A6I
A7S	Earned from my office an overall satisfaction and importance rating for the above customer services.	5	4	3	2	1	5	4	3	2	1	A7I
<b>Part 2 - Products</b>												
Question Code	In FY07 the Compensation Board ...	Satisfaction					Importance					Question Code
		Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Very Important	Somewhat Important	Neutral	Somewhat Unimportant	Very Unimportant	
A8S	Made available an online Operating Manual that clearly stated Board policies and procedures.	5	4	3	2	1	5	4	3	2	1	A8I
A9S	Made available for my office budget estimates (available March 9, 2007) that were clear and understandable.	5	4	3	2	1	5	4	3	2	1	A9I
A10S	Produced budgets, spreadsheets, reports, and correspondence that were clear and understandable.	5	4	3	2	1	5	4	3	2	1	A10I
A11S	Provided online automated systems that were easy to use.	5	4	3	2	1	5	4	3	2	1	A11I
A12S	Provided an online Budget Manual that was useful and informative.	5	4	3	2	1	5	4	3	2	1	A12I
A13S	Provided an informative and user-friendly Web site.	5	4	3	2	1	5	4	3	2	1	A13I
A14S	Earned from my office an overall satisfaction and importance rating for the above products.	5	4	3	2	1	5	4	3	2	1	A14I

## FY07 Customer Service Survey Report Compensation Board

### APPENDIX – CUSTOMER SERVICE SURVEY

#### Section A: General Satisfaction and Importance, continued

<b>Part 3 - Liaison Functions</b>												
Question Code	In FY07 the Compensation Board ...	Satisfaction					Importance					Question Code
		Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Very Important	Somewhat Important	Neutral	Somewhat Unimportant	Very Unimportant	
A15S	Allocated funds made available by the General Assembly in a fair and reasonable manner.	5	4	3	2	1	5	4	3	2	1	A15I
A16S	Implemented Board policies in a fair and consistent manner.	5	4	3	2	1	5	4	3	2	1	A16I
A17S	Earned from my office an overall satisfaction and importance rating for the above liaison functions.	5	4	3	2	1	5	4	3	2	1	A17I
<b>Part 4 - Training</b>												
Question Code	In FY07 the Compensation Board ...	Satisfaction					Importance					Question Code
		Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Very Important	Somewhat Important	Neutral	Somewhat Unimportant	Very Unimportant	
A18S	Provided training sessions and/or conference presentations that were clear and useful - for example, Lawful Employment, Managing Jail Risk, LGOC, Association Meetings.	5	4	3	2	1	5	4	3	2	1	A18I
A19S	Proactively addressed issues affecting my office.	5	4	3	2	1	5	4	3	2	1	A19I
A20S	Provided opportunities of professional development that were useful - Master Deputy and Career Prosecutor Programs and Treasurer, Commissioner of Revenue, Deputy Treasurer and Deputy Commissioner of Revenue Career Development.	5	4	3	2	1	5	4	3	2	1	A20I
A21S	Earned from my office an overall satisfaction and importance rating for the above training opportunities.	5	4	3	2	1	5	4	3	2	1	A21I

## FY07 Customer Service Survey Report Compensation Board

### APPENDIX – CUSTOMER SERVICE SURVEY

#### Section B: Overall Satisfaction

**Instructions:** Please evaluate the Compensation Board for overall satisfaction in FY07 (July 1, 2006 to June 30, 2007) **and** overall satisfaction compared to the previous year, FY06.

Question Code	Overall, the Compensation Board ...	Overall Satisfaction									Question Code	
		In FY07					Compared to FY06					
		Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Much More Satisfied	More Satisfied	Same	Less Satisfied		Much Less Satisfied
B1	Earned from my office an overall rating for customer service, products, liaison services, and training.	5	4	3	2	1	5	4	3	2	1	B2

#### Section C: Demographics

**Instructions:** Please identify your job position in FY07 (July 1, 2006 to June 30, 2007) as the principle Officer or office staff **and** tell us how many years you have been employed in that capacity in your current office. If you were the Constitutional Officer at any time during FY07, please identify yourself as the officer.

C1. My job position in FY07 ...

- Commonwealth’s Attorney
- Circuit Court Clerk
- Sheriff
- Regional Jail Superintendent
- Treasurer
- Commissioner of Revenue
- Office staff member

C2. I have been in the above capacity at my current office ...

- less than one year
- one to four years
- five to ten years
- ten or more years

# FY07 Customer Service Survey Report

## Compensation Board

### APPENDIX – CUSTOMER SERVICE SURVEY

#### Section D: Comments

**Instructions:** Please provide comments regarding your experience with the Compensation Board during FY07 (July 1, 2006 to June 30, 2007).

D1. The Compensation Board could improve its **customer service** by:  
*(comment window)*

D2. The Compensation Board could provide additional **training** in the area(s) of:  
*(comment window)*

D3. My suggestion(s) for how the Compensation Board might **improve** its current activities are:  
*(comment window)*

#### Section E: Officer-Specific Satisfaction and Importance

**Instructions:** Please identify and evaluate Compensation Board programs that you and/or your staff participated in during FY07 (July 1, 2006 to June 30, 2007). Please explain the reasons for non-participation.

**Commonwealth’s Attorneys**

E1. In FY07 my office participated in these programs offered by the Compensation Board ...

Geronimo / Casefinder Program	<input type="radio"/>	Yes	<input type="radio"/>	No
Career Prosecutor Program	<input type="radio"/>	Yes	<input type="radio"/>	No
Lawful Employment Training	<input type="radio"/>	Yes	<input type="radio"/>	No
New Deputy and Office Administrator Training	<input type="radio"/>	Yes	<input type="radio"/>	No

E2. The reason(s) my office did not participate in the program(s) ...  
*(comment window)*

	Compensation Board programs for Commonwealth’s Attorneys ...	Satisfaction					Importance					Question Code
		Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Very Important	Somewhat Important	Neutral	Somewhat Unimportant	Very Unimportant	
E3S	Geronimo / Casefinder Program	5	4	3	2	1	5	4	3	2	1	E3I
E4S	Career Prosecutor Program	5	4	3	2	1	5	4	3	2	1	E4I
E5S	Lawful Employment Training	5	4	3	2	1	5	4	3	2	1	E5I
E6S	New Deputy and Office Administrator Training	5	4	3	2	1	5	4	3	2	1	E6I





# FY07 Customer Service Survey Report

## Compensation Board

### APPENDIX – CUSTOMER SERVICE SURVEY

#### Section E: Officer-Specific Satisfaction and Importance, continued

**Treasurers**

E26. In FY07 my office participated in these programs offered by the Compensation Board ...

Treasurer's Career Development Program	<input type="radio"/> Yes	<input type="radio"/> No	
Lawful Employment Training	<input type="radio"/> Yes	<input type="radio"/> No	
Deputy Treasurer's Career Development Program	<input type="radio"/> Yes	<input type="radio"/> No	
New Deputy and Office Administrator Training	<input type="radio"/> Yes	<input type="radio"/> No	

E27. The reason(s) my office did not participate in the program(s) ...  
(comment window)

Question Code	Compensation Board programs for Treasurers ...	Satisfaction					Importance					Question Code
		Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Very Important	Somewhat Important	Neutral	Somewhat Unimportant	Very Unimportant	
E28S	Treasurer's Career Development Program	5	4	3	2	1	5	4	3	2	1	E28I
E29S	Lawful Employment Training	5	4	3	2	1	5	4	3	2	1	E29I
E30S	Deputy Treasurer's Career Development Program	5	4	3	2	1	5	4	3	2	1	E30I
E30aS	New Deputy and Office Administrator Training	5	4	3	2	1	5	4	3	2	1	E30aI

FY07 Customer Service Survey Report  
Compensation Board

**APPENDIX – CUSTOMER SERVICE SURVEY**

**Section E: Officer-Specific Satisfaction and Importance, continued**

**Commissioners of Revenue**

E31. In FY07 my office participated in these programs offered by the Compensation Board ...

Commissioner's Career Development Program	<input type="radio"/> Yes	<input type="radio"/> No	
Lawful Employment Training	<input type="radio"/> Yes	<input type="radio"/> No	
Deputy Commissioner's Career Development Program	<input type="radio"/> Yes	<input type="radio"/> No	
New Deputy and Office Administrator Training	<input type="radio"/> Yes	<input type="radio"/> No	

E32. The reason(s) my office did not participate in the program(s) ...  
*(comment window)*

Question Code	Compensation Board programs for Commissioners of Revenue ...	Satisfaction					Importance					Question Code
		Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Very Important	Somewhat Important	Neutral	Somewhat Unimportant	Very Unimportant	
E33S	Commissioner's Career Development Program	5	4	3	2	1	5	4	3	2	1	E33I
E34S	Lawful Employment Training	5	4	3	2	1	5	4	3	2	1	E34I
E35S	Deputy Commissioner's Career Development Program	5	4	3	2	1	5	4	3	2	1	E35I
E36S	New Deputy and Office Administrator Training	5	4	3	2	1	5	4	3	2	1	E36I