



**State of Louisiana**  
DIVISION OF ADMINISTRATION

**OFFICE OF STATEWIDE REPORTING AND ACCOUNTING POLICY**

M. J. AMIKE® FOSTER, JR.  
GOVERNOR

MARK C. DRENNEN  
COMMISSIONER OF ADMINISTRATION

November 15, 2002

**MEMORANDUM OSRAP 03-17**

TO: Fiscal Officers  
All State Agencies

FROM: F. Howard Karlton, CPA, CGFM  
Director

SUBJECT: Help Desk Survey

The Office of Statewide Reporting and Accounting Policy (OSRAP) is conducting a Customer Satisfaction Survey to determine the effectiveness of the Help Desk. Your input will guide us in the areas we need to improve as we are depending on your feedback to address any concerns that you may have. OSRAP is here to serve all state agencies and vendors and we appreciate your assistance in this matter.

Please return the completed survey to OSRAP, ATTN: Ms. Angela Murphy at the address or fax number listed below by December 6, 2002. Should you have questions concerning this memorandum, please contact the OSRAP Help Desk at (225) 342-1097.

Attachment

FHK: am

# OSRAP Help Desk Survey

1. Overall, how would you rate the personnel assisting you in each of the following areas?

	Poor	Good	Excellent
Courtesy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Willingness to help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge of problem area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. If you left a message, which best describes the time frame in which your call was returned?

- Within 30 minutes       Within 1 hour       Within 2 hours  
 Within 24 hours       Never returned

3. How timely was your problem resolved?

- Immediately       Within 1 hour       Within 2 hours  
 Within 24 hours       Within 2 days       Never resolved

4. How often do you use the OSRAP Help Desk?

- Daily       Weekly       Monthly       Annually

5. How would you rate the OSRAP Help Desk?

- Very helpful       Somewhat helpful       Not helpful at all

6. Do you utilize our OSRAP Homepage at <http://www.state.ia.us/OSRAP/INDEX.HTM>?

- Yes       No

7. What is your level of satisfaction with the service provided by the OSRAP homepage?

- Satisfied       Somewhat satisfied       Dissatisfied

8. List the most common problems you have when calling the Help Desk.

---

---

9. If your calls to the Help Desk have recently decreased, list the reason(s) for the decline.

---

---

10. Please give us some suggestions on how the Help Desk can better serve you?

---

---

11. What would you suggest to improve the OSRAP homepage?

---

