IMB Customer Satisfaction Survey

SUMMARY

DESIGN SURVEY

PREVIEW & SCORE

COLLECT RESPONSES

ANALYZE RESULTS

PRESENT RESULTS

RULES

No rules applied

Rules allow you to FILTER, COMPARE and SHOW results to see trends and patterns.

Learn more »

INSIGHTS AND DATA TRENDS

NEW!

INDIVIDUAL RESPONSES

RESPONDENTS: 165 of 165

QUESTION SUMMARIES

TRENDS

TOTAL RESPONSES

COMPLETION RATE

TYPICAL TIME SPENT

165

95%

5m:

Chart Type

Display Options

Please select your age range.

Chart Type

Display Options

Page 1: Community demographics

Q1 (by quarter)

Please select your age range.
Q2
How many members are in your immediate family, including you?

Data Trends do not apply to this question

Q3
Of these immediate family members, how many are children who use technology (e.g., tablets, smartphones, computers, etc.)

Data Trends do not apply to this question

Q4 (by quarter)
Do you rent or own your home?


Q5 (by quarter)
Are you a year-round or seasonal resident?

Page 2: Seasonal residents

**Q6** (by quarter)

As a seasonal resident, do you shut the power off to your home away?


Page 3: Subscriber status

**Q7** (by quarter)

Are you a subscriber of the Islesboro Municipal Broadband service?

Page 4: Non-subscribers

**Q8**
Why have you decided not to subscribe to IMB internet services?

Data Trends do not apply to this question

**Q9**
Any other comments or questions to share with us?

Data Trends do not apply to this question

Page 5: Subscriber basics

**Q10** *(by quarter)*
Do you rely on the internet for your day to day work?


![Chart showing reliance on the internet for day to day work](image)

**Q11** *(by quarter)*
Do you operate a business from Islesboro?


![Chart showing operation of business from Islesboro](image)
Page 6: Business owners

Q12 (by quarter)
Please select the ways in which your business relies on the internet all that apply.


Chart Type  Display Options


Page 7: Overall feedback

Q13 (by quarter)
How likely is it that you would recommend our internet service to a friend or colleague?


Chart Type  Display Options

Q14 (by quarter)
How satisfied are you with the following elements of IMB?

Reliability

Speed

Service/technical support

Cost

Quarterly (Starting on the date)
Q15

Do you have any additional comments you’d like to share about your satisfaction ratings?

Data Trends do not apply to this question

Q16 (by quarter)

Please indicate for which purposes you use the IMB service. Chart types do not apply.


Q17 (by quarter)

On average, how many internet connected devices are you using in your household on a given day (e.g., computer, phones, tablets, tvs, etc.)?

Q18 (by quarter)

Do you feel like you are getting the most you can out of the IMB services?

Answered: 158  
Skipped: 7  
First: 1/22/2019  
Zoom: Oct 2018 to Jul 2019

Q19 (by quarter)

What would you like to do more of and/or learn more about?

Answered: 152  
Skipped: 13  
First: 1/22/2019  
Zoom: Oct 2018 to Jul 2019

Q20 (by quarter)

Do you have any children in your household below high school age that use the internet via IMB?

Answered: 55  
Skipped: 110  
First: 1/22/2019  
Zoom: Oct 2018 to Jul 2019
Page 9: Children's use of IMB

Q21 (by quarter)

For those children, please answer on their behalf (or ask them to provide an answer). For which purposes do you use the IMB service? Check all that apply.


Page 10: Town website inquiry

Q22 (by quarter)

Do you find the town website for IMB helpful?

**Page 11: Town website**

**Q23**
What additional information would make the town's IMB website helpful for you?

*Data Trends do not apply to this question*

**Page 12: Service and support**

**Q24** (by quarter)
How many times have you called the GWI tele-service center fc

- Answered: 158
- Skipped: 7
- First: 1/22/2019
- Zoom: Oct 2018 to Jul 2019

**Page 13: Support detail**

**Q25** (by quarter)
Were you satisfied with the level of service you received?

- Answered: 85
- Skipped: 80
- First: 1/22/2019
- Zoom: Oct 2018 to Jul 2019
Q26 (by quarter)
Have you required any on-site support at your home/business?

Q27 (by quarter)
How many visits did you require to resolve the issue?

Q28 (by quarter)
What was your level of satisfaction with those interactions?
Page 16: Town office support

**Q29 (by quarter)**
Have you interacted with the staff at our Town Office for any IMB related questions or support?


Page 17: Town office details

**Q30 (by quarter)**
How many times have you interacted with the town office staff topics?

What was your level of satisfaction with those interactions?