



How Effective Is Your Club's Technology Support?

Determining the true effectiveness of your club's technology support can be a challenge.

Whether you employ one or more technology professionals (about 10 percent of clubs do this) or outsource this service (the other 90 percent), most clubs have very little information on the quality or timeliness of their technology support.

By technology support, we mean the following:

1. Managing and providing technical support for the computer network, telephone system, security cameras, gate entry system, Wifi, email and any other technologies employed by the club.
2. Providing desktop support to end users throughout the club, and
3. Anticipating new technologies and planning for the future.

Very few clubs perform an annual evaluation of their technology support. Instead, they depend upon complaints from individual users to gauge the effectiveness of that service. However, depending upon employee complaints is not enough. Often employees are reluctant to report support issues for these reasons:

- Employees may feel intimidated by technology professionals, who sometimes blame "user error" when there are other causes of systems problems
- Employees may believe that if they complain about technology support, they will be "punished" by the technology professional and receive a lower level of support as a result
- Employees may believe that their experience is isolated to them, not knowing that the problems they are having are occurring throughout the club.

Here's the good news: There's an easy way to evaluate your club's technology support. Simply distribute a brief and confidential survey to your employees. We have used an employee survey for many club clients over the years and it has worked quite well. Survey questions are at the top.

TECHNOLOGY SUPPORT ASSESSMENT - USER EXPERIENCE SURVEY

Department/User: _____

(Rating Scale: 1 = strongly agree; 2 = moderately agree; 3 = moderately disagree; 4 = strongly disagree; 5 = no opinion)

1. The technology operating environment for my department is stable (no crashes, processing slowdowns, system failures). ____ (1-5) Comments or explanation _____
2. I rarely have issues with technology support. ____ (1-5) Comments or explanation _____
3. There are no challenges/issues with technology support that need to be resolved. ____ (1-5) Comments or explanation _____
4. When I need technology support, my requests are responded to in a timely manner. ____ (1-5) Comments or explanation _____
5. When technology issues arise, there is effective communication regarding the status of the service requests I have made. ____ (1-5) Comments or explanation _____
6. There is generally a positive response when I communicate my future technology needs. ____ (1-5) Comments or explanation _____
7. I feel encouraged to suggest new technologies that may benefit our club. ____ (1-5) Comments or explanation _____

So why guess about the effectiveness of your club's technology support. Find out by issuing the survey and compiling the results! BR

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