

rcvd
5/2
KOL



Information Technology

Paul Kronberger, Chief Information Officer

City-County Building, Room 500
210 Martin Luther King, Jr. Boulevard
Madison, Wisconsin 53703
Phone: (608) 266-4454
Fax: (608) 261-9289
is@cityofmadison.com
www.cityofmadison.com/it

April 30, 2018

Thank you for participating in the City of Madison Digital Divide pilot program. Please help us better serve you by completing the following questionnaire. Please read the question and circle your response.

1. How did you find out about the City of Madison Digital Divide pilot program and services offered by ResTech?
 - a. Mail
 - b. Email
 - c. Flyer
 - d. Solicitor
 - e. Other**
2. Overall, how do you feel about your overall experience with ResTech as your Internet service provider?
 - a. Excellent
 - b. Very Good
 - c. Good
 - d. Fair**
 - e. Poor
3. How do you rate your ResTech connection (including reliability, speed, disconnects, etc.)?
 - a. Excellent
 - b. Very Good
 - c. Good
 - d. Fair**
 - e. Poor
4. How would you rate ResTech Installation and Customer Service?
 - a. Excellent
 - b. Very Good
 - c. Adequate**
 - d. Poor
 - e. Very Poor
5. Did you participate in any of the DaneNet Digital Literacy training program?
 - a. Yes
 - b. No**

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6. If you answered yes to question #5, please rate the quality of this training.
 - a. Excellent
 - b. Very Good
 - c. Good
 - d. Fair
 - e. Poor
7. Did you receive a computer from DaneNet computer distribution program?
 - a. Yes
 - b. No
8. Did you participate in the DaneNet "Fix It" computer repair clinics?
 - a. Yes
 - b. No
9. If you answered yes to question #8, please rate the quality of the computer repair.
 - a. Excellent
 - b. Very Good
 - c. Good
 - d. Fair
 - e. Poor

Thank you for taking the time to complete this survey. Please send this survey back in the enclosed self-addressed-stamped-envelope by May 25, 2018.

Sincerely,

Paul Kronberger
Chief Information Officer
City of Madison-Information Technology

Revised
5/2 AOL



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 - b. No *couldn't make times/dates*

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**Wish would have been
Given more time or options
for similar programs. I
don't have Internet service
since Nettech taken off.*



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I was sorry to see it end.