

Audio and Web Based Conferencing Customer Survey

Circle the ones that apply

Organization Type: State Agency/Board/Commission, City, County, Community College,
University, ESD, School District, Other_____

My responses here represent: me, workgroup, department, division, my agency/organization?

This represents how many people: 1-15, 16-30, 30-50, >50, >100, >500, >1000

What is your comfort level or level of implementation within your organization of Audio Conferencing?

- Guru: We use all the time..routine...easy... – fully integrated. We could not operate without it...
- Expert: Several people or units use it, but not all and not all the time....adoption is not wide spread. It is really not part of our work culture.
- Newbie: We are just learning how to use it and integrate our business processes...We still have a long ways to go to implement these technologies into our business operations.

What is your comfort level or level of implementation within your organization of Web Conferencing?

- Guru: We use all the time..routine...easy... – fully integrated...
- Expert: Several people or units use it, but not all and not all the time....adoption is not wide spread. It is really not part of our work culture.
- Newbie: We are just learning how to use it and integrate our business processes...We still have a long ways to go to implement these technologies into our business operations?

Primary Use of Audio and Web Based Conferencing in my organization: check all that apply

- Internal Meeting between Sites at different locations within my organization, these can be between 2 people or several. We use these as a replacement for meetings.
- Internal and External meetings with partners and my own organization – Web Conferencing
- Participation in or hosting of court proceedings, hearings – where participants must interact, share documents, and must be recorded for high quality playback.
- Training with internal staff at different sites – Webinar
- Training with internal and external parties in teacher mode with limited interaction between participants – Webinar or Web Cast
- Just in time communication within my organization
- Just in time communication within my organization and partners
- Job Interviews with candidates all over the US or international
- Meetings with customers or partners all over the state, the USA, or in different countries
- I, (we) consider ourselves as participants only in other's event, we do not initiate the conferences
- I, (we) have only used audio conferencing.
- I, (we) do not use audio and or web conferencing at this time

Do you current have a provider for Audio Conferencing? No Yes, if so
Who?_____

Do you currently have a provider for Web Conferencing? No Yes, if so
Who?_____

How much do you anticipate using _____audio conferencing and web conferencing?
Less Same More

What is your budget for Audio and Web Conferencing 09_11? None Same as 07_09, Less than 07_09,
More than 07_09

How sensitive is your use of Audio and Web Conferencing to changes in costs?
Very sensitive, Somewhat Sensitive, Not sensitive (rates would need to increase dramatically for
us to change our use pattern)

Do you anticipate recording your audio and or web conferences for later playback, posting on your
website, emailing out?
NA No, Yes

Do you currently do any recording of your web conferences now? No, Yes, if so now much_____ hours

Do you currently stream your web conferences real-time? No Yes

Do you anticipate streaming your web conferences real-time in the future? No Yes

Do you currently use any desktop web conferencing? No Yes, if so how many desktop
cameras_____

Are you interested in Desktop Video Conferencing? No Yes

What services would you expect from DAS as an insourcer or from an outsourcer for audio and web
conferencing?

Check all that apply

- Bandwidth Analysis to determine if more bandwidth is needed
- Purchasing cameras for the desktop, desktop configuration standards
- Consulting on equipment and room design for web conferencing
- As a dial-tone service, I want it to be as easy as picking up the phone or clicking a button and I do
not care who the provider is as long as my business requirements are met.
- Training on how to change your business practices and operations to use more audio and web
conferencing technologies
- To have all the functionality as listed above for web conferencing
- Ability to stream an record audio and web conferencing events real-time or on-demand
- Help desk support for how to questions or even after business hours conferencing with weekends
- Conferencing usage data showing me how much video conferencing I am doing, who are the
participants and when conferences were held etc.....

Anything Else:

My Contact Information:
