

**'NAMGIS FIRST NATION
ACCOUNTING DEPARTMENT SURVEY**

In order to help us improve the services our Accounting Department provides, we've put together this short questionnaire. It is being distributed to the wide range of people who regularly deal with the Accounting Department. The questionnaire has some parts which will apply to you and some which won't. Please complete every section which does apply to you. **However, if you have already filled out a questionnaire as a Band employee, please give this one to another family member to complete.** The feedback you provide will be **anonymous** and **confidential** and will help us to improve the services we provide you. If you have any questions about this survey, please call Garry Ullstrom, Comptroller, at the Band Office. Please complete the questionnaire **today** and return it in the enclosed stamped envelop or drop it off at the band office. Only those responses received by January 25th will be included in the results. Thanks!

1. How often have you asked for assistance or otherwise dealt with the Accounting Department staff over the last year?

<input type="checkbox"/> Never	<input type="checkbox"/> 6-10 times a month
<input type="checkbox"/> 1-5 times a month	<input type="checkbox"/> More than 10 times a month

2. For what reason(s) have you had to deal with Accounting? (Check as many as apply.)

<input type="checkbox"/> Payroll	<input type="checkbox"/> Pension or Extended Health Benefits Plan
<input type="checkbox"/> Travel Advances	<input type="checkbox"/> Post secondary student payments
<input type="checkbox"/> Housing payments	<input type="checkbox"/> Accounts Payable (bill paying)
<input type="checkbox"/> Program budgeting	<input type="checkbox"/> Garbage and utilities payments
<input type="checkbox"/> Tobacco purchases	<input type="checkbox"/> As a board or committee member (Education, Health, Housing, etc.)
<input type="checkbox"/> Nimpkish Fisheries	<input type="checkbox"/> Social Assistance
<input type="checkbox"/> Other (_____) (Please explain)	

3. If you have received service, how would you rate the Accounting Dept. staff on each of the following general criteria? Circle one number between 1 and 5 on each line, with 1 = least satisfactory, and 5 = most satisfactory.

	least				most
	satisfactory			satisfactory
Really know their business	1	2	3	4	5
Accurate	1	2	3	4	5
Respond quickly	1	2	3	4	5
Courteous	1	2	3	4	5
Able to explain things clearly	1	2	3	4	5
Thorough	1	2	3	4	5

4. On the most recent occasion that you requested Accounting Dept services, how quickly did Accounting Dept. staff respond to your request?

<input type="checkbox"/> Immediately (same day)	<input type="checkbox"/> Within a week	<input type="checkbox"/> Never was completed
<input type="checkbox"/> Next business day	<input type="checkbox"/> Longer than a week	<input type="checkbox"/> Can't remember

5. How comfortable are you in asking for help on accounting matters?

<input type="checkbox"/> Easy to do, no problem
<input type="checkbox"/> Unsure
<input type="checkbox"/> Awkward or embarrassing to ask

6. How would you rate the statements you receive for garbage and utilities?

<input type="checkbox"/> Very clear/understandable	<input type="checkbox"/> Unsure	<input type="checkbox"/> Not very clear/understandable	<input type="checkbox"/> Not applicable
<input type="checkbox"/> Generally clear/understandable		<input type="checkbox"/> Not clear/understandable at all	

7. The Accounting Dept provides several different ways for people to pay their garbage and utilities bills. How satisfied are you with the options for making payments?
- Very satisfied Unsure Dissatisfied Not applicable
 Satisfied Very dissatisfied

8. Have you ever had any dispute with the Accounting Dept.?
- Yes Unsure No

If so, how was it handled and was the outcome okay with you?

9. Over the past couple of years there have been many high profile stories regarding First Nation finances in the news. How satisfied are you overall with how 'Namgis finances are handled?
- Very satisfied Unsure Dissatisfied
 Satisfied Very dissatisfied

If you are dissatisfied, what are your biggest concerns?

If you are unsure, what do you suggest could be done to increase your knowledge about 'Namgis Finances?

10. How do you think the Band's annual audited statements (84 pages long) should best be made available to the membership? (Check one)
- be available for pickup at the Accounting office
 be mailed automatically to all Band members
 some other way: _____

BAND STAFF MEMBERS: PLEASE COMPLETE THIS SECTION.
OTHERS, PLEASE SKIP TO THE NEXT SECTION

- A. How well does Accounting understand the particular needs of your department?
- Very well Sufficiently Unsure Not too well Not at all

If "Not too well" or "Not at all," please give an example.

- B. How well does Accounting do in getting you, as a program manager, the information you need to make decisions?
- | | Always | Generally | Unsure | Rarely | Never | Doesn't apply |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Gets me the information I need | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Gets me the information <u>when</u> I need it | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Gets me the information <u>in a form I can deal with</u> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

- C. Are you satisfied with the amount of information you've received regarding...
- | | Always satisfied | Usually satisfied | Unsure | Rarely satisfied | Never satisfied |
|-----------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| our pension plan | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| our Extended Health Benefits plan | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

D. What department are you in? (optional to fill in)

**HOMEOWNERS & RENTERS: PLEASE COMPLETE THIS SECTION.
OTHERS, PLEASE SKIP TO THE NEXT SECTION**

A. In serving homeowners, how well does the Accounting Dept do on each of the following?

	Very Well	Okay	Unsure	Not too Well	Badly
Preserving your privacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Showing sensitivity to your particular needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spending enough time to explain things clearly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B. How would you rate the housing loan statements you receive?

- Very clear/understandable Unsure Not very clear/understandable Not applicable
 Generally clear/understandable Not clear/understandable at all

C. Is the amount of information provided regarding your housing and/or Major Repair loan...

- Not enough About right Too much Not applicable

If "Not enough," what's missing?

If "Too much," what would you eliminate?

D. The Accounting Dept provides several different ways for people to pay their bills. How satisfied are you with the options for making payments?

- Very satisfied Unsure Dissatisfied
 Satisfied Very dissatisfied

E. Are there any other comments you have about dealing with Accounting as a homeowner?

**POST-SECONDARY STUDENTS: PLEASE COMPLETE THIS SECTION.
OTHERS, PLEASE SKIP TO THE NEXT SECTION**

How satisfied have you been with...?	Always satisfied	Usually satisfied	Unsure	Rarely satisfied	Never satisfied
A. the <u>quality</u> of the information you receive from the post-secondary clerk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. the <u>amount</u> of information you receive from the post-secondary clerk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. the level of knowledge about students' needs and situations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. the level of financial support you receive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. the timing or speed of payments you receive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F. the approval process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G. the appeals process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If dissatisfied with any of the above, what suggestions for improvements would you offer?

NIMPKISH FISHERIES SKIPPERS: PLEASE COMPLETE THIS SECTION.
OTHERS, PLEASE SKIP TO THE NEXT SECTION

How satisfied have you been with...?	Always satisfied	Usually satisfied	Unsure	Rarely satisfied	Never satisfied
A. the amount of information on the settlement statements you receive from Accounting.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. the layout and understandability of the settlement statements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. the turn around time for advances	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. the turn around time for settlements of fish sales to be calculated & paid.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. the degree of confidentiality that is maintained about your business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F. the overall level of service you receive (quality and quantity)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COUNCIL, BOARD, OR COMMITTEE MEMBERS: PLEASE COMPLETE THIS SECTION.
OTHERS, PLEASE SKIP TO THE FINAL SECTION

A. How well does Accounting do in getting you, as a Council, Board, or Committee member, the information you need to make decisions?					
Gets us the information we need	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gets us the information <u>when</u> we need it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gets us the information <u>in a form we can deal with</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Feel free to use this space for any other comments about the Accounting Department.

Thank you very much! Please return your questionnaire in the enclosed envelop or drop it off at the Band Office today.