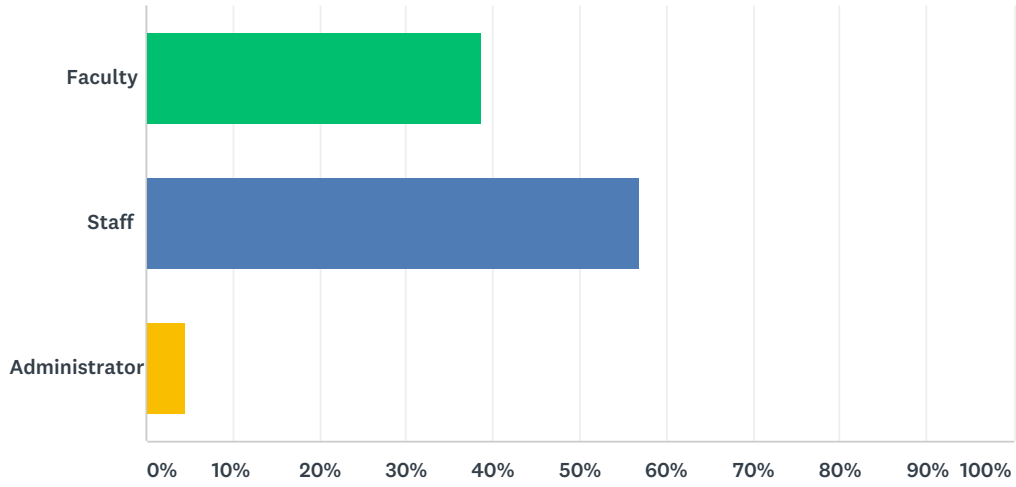


### Q1 Are you:

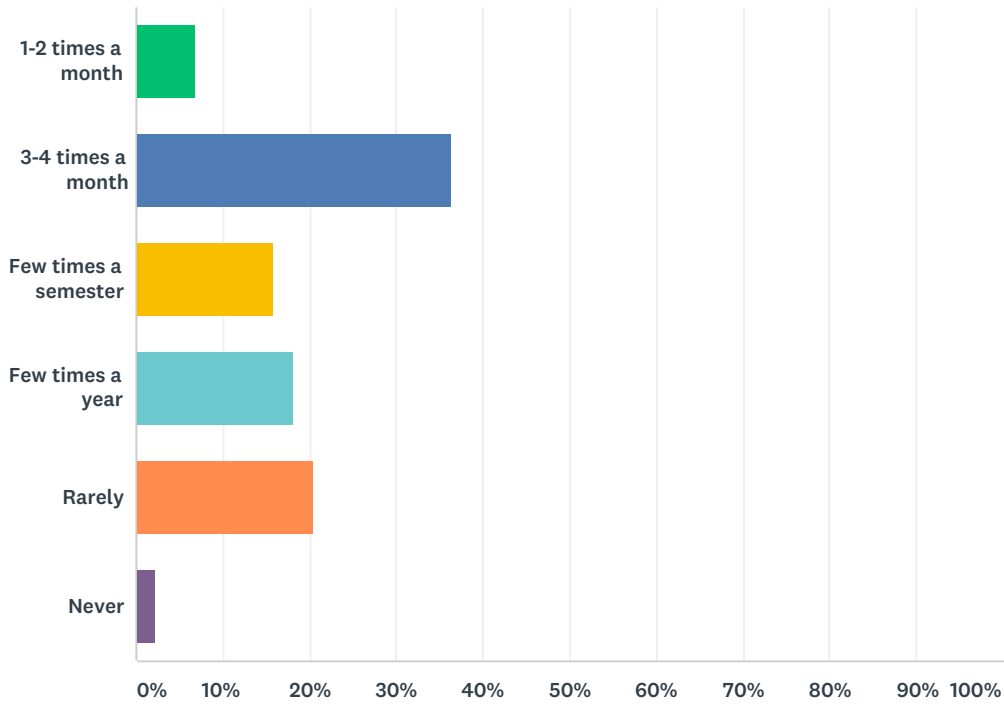
Answered: 44 Skipped: 0



ANSWER CHOICES	RESPONSES	
Faculty	38.64%	17
Staff	56.82%	25
Administrator	4.55%	2
TOTAL		44

## Q2 How often do you visit or contact the Personnel/Payroll office?

Answered: 44 Skipped: 0

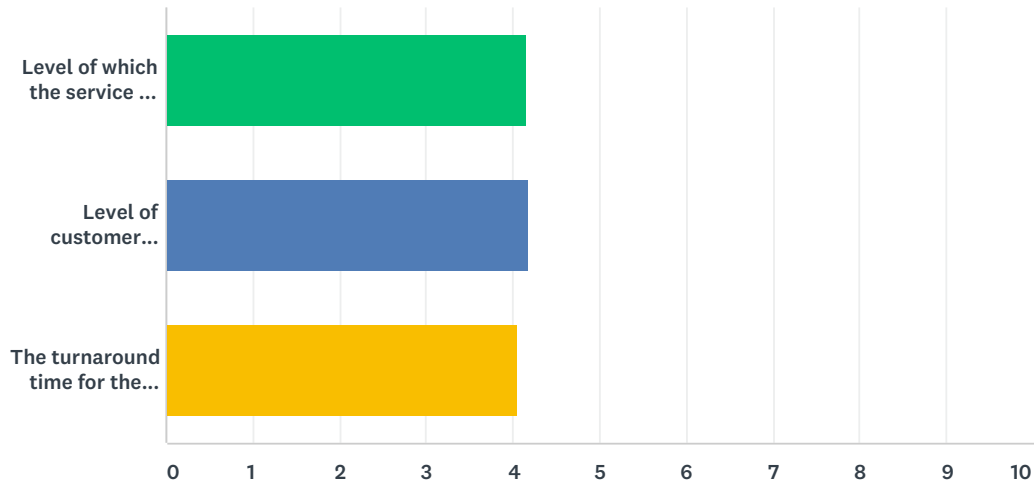


ANSWER CHOICES	RESPONSES	
1-2 times a month	6.82%	3
3-4 times a month	36.36%	16
Few times a semester	15.91%	7
Few times a year	18.18%	8
Rarely	20.45%	9
Never	2.27%	1
<b>TOTAL</b>		<b>44</b>

#	COMMENT	DATE
1	Until recently. More frequently now that I am retiring!	6/8/2017 7:02 AM
2	Personnel is an amazing office with [REDACTED]	6/6/2017 6:45 PM
3	[REDACTED] is awesome!	6/6/2017 5:18 PM
4	[REDACTED] is very timely in her response. [REDACTED] are not.	6/6/2017 12:41 PM
5	Sadly in 2016 I had to pay a \$1000+ in back taxes/penalties because supposedly the District had under reported my earnings by \$4000. How does something like this happen when I haven't had a raise in over five years???? Very DISAPPOINTED. I CERTAINLY believe in paying my fair share BUT not when I am penalized for something I had no control over expecting District Payroll to know what they are doing!!!!	6/6/2017 12:33 PM
6	all went fine when I contacted the office	6/6/2017 12:11 PM

### Q3 How would you rate the following?

Answered: 42 Skipped: 2



	POOR	BELOW AVERAGE	AVERAGE	ABOVE AVERAGE	EXCELLENT	TOTAL	WEIGHTED AVERAGE
Level of which the service met your needs	2.38% 1	4.76% 2	11.90% 5	35.71% 15	45.24% 19	42	4.17
Level of customer service you received from the department staff	2.38% 1	4.76% 2	14.29% 6	28.57% 12	50.00% 21	42	4.19
The turnaround time for the service provided by the department	4.76% 2	2.38% 1	21.43% 9	26.19% 11	45.24% 19	42	4.05

#	COMMENTS FOR "LEVEL OF WHICH THE SERVICE MET YOUR NEEDS"	DATE
1	They are very helpful and always answer our questions.	6/19/2017 4:40 PM
2	I always get help when needed	6/6/2017 5:20 PM
3	Payroll is excellent; Personnel is below.	6/6/2017 12:44 PM

#	COMMENTS FOR "LEVEL OF CUSTOMER SERVICE YOU RECEIVED FROM THE DEPARTMENT STAFF"	DATE
1	Very nice staff. Cordial and proessional.	6/19/2017 4:40 PM
2	great job	6/6/2017 5:20 PM
3	Payroll is excellent; Personnel is below	6/6/2017 12:44 PM

#	COMMENTS FOR "THE TURNAROUND TIME FOR THE SERVICE PROVIDED BY THE DEPARTMENT"	DATE
1	very quickly	6/6/2017 5:20 PM
2	Payroll is excellent; Personnel is poor.	6/6/2017 12:44 PM

## Q4 What other services/improvements would you like to see from the department?

Answered: 13 Skipped: 31

#	RESPONSES	DATE
1	Online timesheets in the system to avoid the huge amounts of paper and physical record-keeping	6/19/2017 4:40 PM
2	This drop is amazing with little staff.	6/8/2017 9:17 PM
3	The staff is very kind and professional. If they do not have an immediate answer for me, they get back to me quickly.	6/8/2017 9:01 AM
4	Can't think of any.	6/8/2017 7:04 AM
5	Thanks	6/7/2017 11:28 AM
6	none, they do a outstanding job	6/7/2017 10:56 AM
7	accessibility	6/7/2017 10:03 AM
8	Allow [REDACTED] to have a day with new hires to walk them through all the steps of becoming part of LAVC, the salary ranking, insurance etc.	6/6/2017 5:20 PM
9	Quicker response time to requests for help, information and guidance. More helpful attitudes.	6/6/2017 12:44 PM
10	just do your job	6/6/2017 12:33 PM
11	An improved process for new employees (including welcome letter, and clear process of what to do before first day, and orientation) and better attitude. Personnel rep has been beyond rude on many occasions and made the on-boarding process difficult and stressful. Can't admit to any errors when there is delays in processing paperwork but just gets mad when followup calls are made. Pretty ironic for an HR department to be pretty much my worse experience here, when they should be a place where I can report my poor workplace experiences. Very disappointing, especially when HR is the face of LAVC. If it weren't for the fact that I had a good experience with the people in my interview, I would have turned down this job due to poor customer service. This could happen to many quality employees when having to deal with a personnel rep that doesn't know how to properly treat new employees and hires. I hope that the HR department can be more accountable to their employees and ensure they are treated properly. Usually, it's just "this is the culture" of the college, "oh well," just deal with it and hope it gets better. I hope that this feedback is taken seriously and changes made to holding employees accountable for their behavior. I know the union is strong for all employees, but this doesn't excuse poor HR performance.	6/6/2017 11:52 AM
12	They need more staff. [REDACTED] are wonderful. But how can they be expected to do the work of 4 people? It may work for now - but eventually it will catch up to them and they won't be able to maintain the stress. They are overworked.	6/6/2017 11:50 AM
13	They could use more staff	6/6/2017 11:48 AM

## Q5 Please share your comments and/or suggestions about the department.

Answered: 18 Skipped: 26

#	RESPONSES	DATE
1	Staff are always helpful	6/12/2017 3:46 PM
2	More staff	6/8/2017 9:17 PM
3	Great assistance!	6/8/2017 9:01 AM
4	Wonderful people work in the office! They are always cheerful and very helpful (even with many questions due to my upcoming retirement)	6/8/2017 7:04 AM
5	Thanks	6/7/2017 11:28 AM
6	The service I receive is excellent. [REDACTED] is great at her job, answers all question and is just a delight to talk to. outstanding job to both women	6/7/2017 10:56 AM
7	friendly but need more help	6/7/2017 10:03 AM
8	Great job, Personnel!!!	6/7/2017 8:42 AM
9	As a transfer employee the staff bent over backwards to help me navigate several areas to make my transition easy and I deeply appreciated that!!	6/6/2017 9:41 PM
10	Both [REDACTED] are the life-blood of this department. Together they know practically everything there is to know and they are a gift to all faculty. Please relay this message to them!	6/6/2017 6:46 PM
11	[REDACTED] should get a raise!	6/6/2017 5:20 PM
12	[REDACTED] are great. I've had to ask a lot from [REDACTED] and she has been very efficient and effective.	6/6/2017 2:14 PM
13	Perhaps they need more training or more staff and help.	6/6/2017 12:44 PM
14	NO MORE COMMENT	6/6/2017 12:33 PM
15	Accountability for HR department in how they treat employees. Better, clear process for on boarding new employees (welcome letter and packet with clear instructions on what to do on the first day).	6/6/2017 11:52 AM
16	See above.	6/6/2017 11:50 AM
17	[REDACTED] are the best!!!!	6/6/2017 11:48 AM
18	the staff in this area are great, they could definitely use a few student workers or even extra support	6/6/2017 11:45 AM