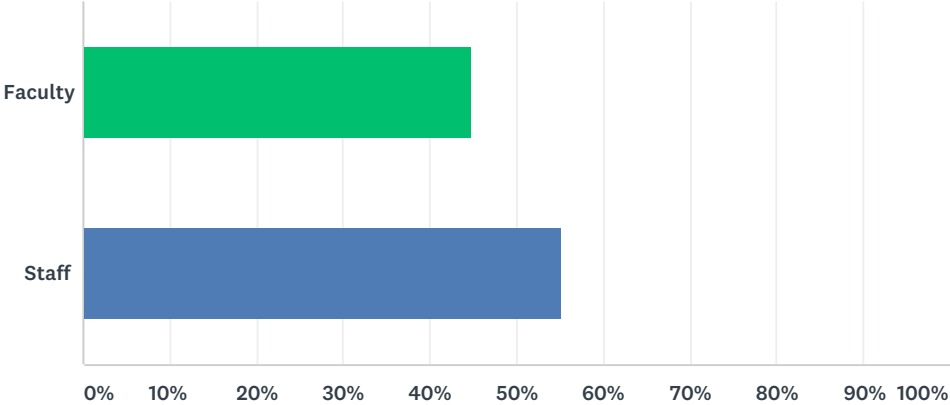


Q1 Are you:

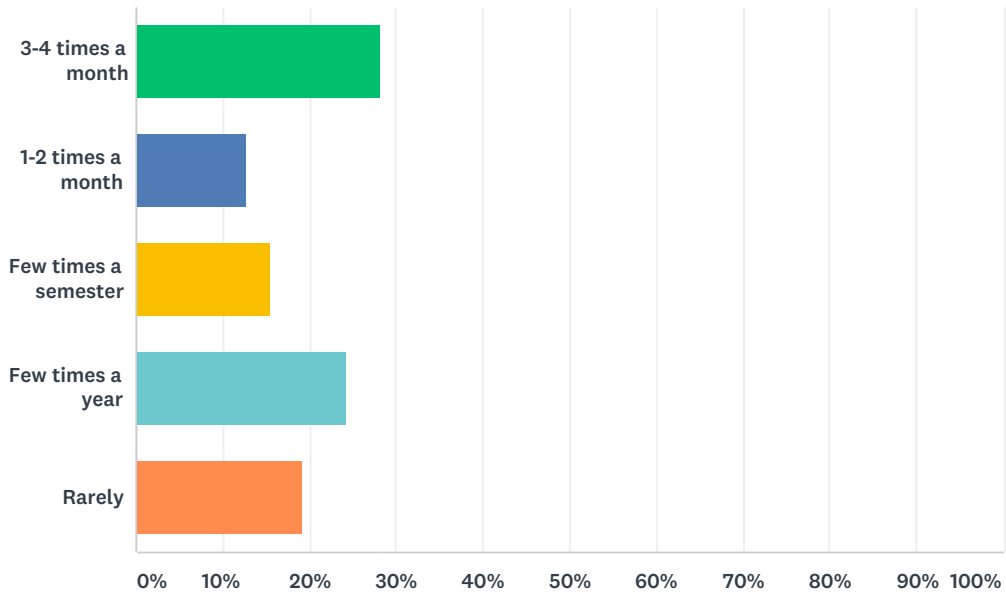
Answered: 78 Skipped: 0



ANSWER CHOICES	RESPONSES	
Faculty	44.87%	35
Staff	55.13%	43
TOTAL		78

Q2 How often do you use our service?

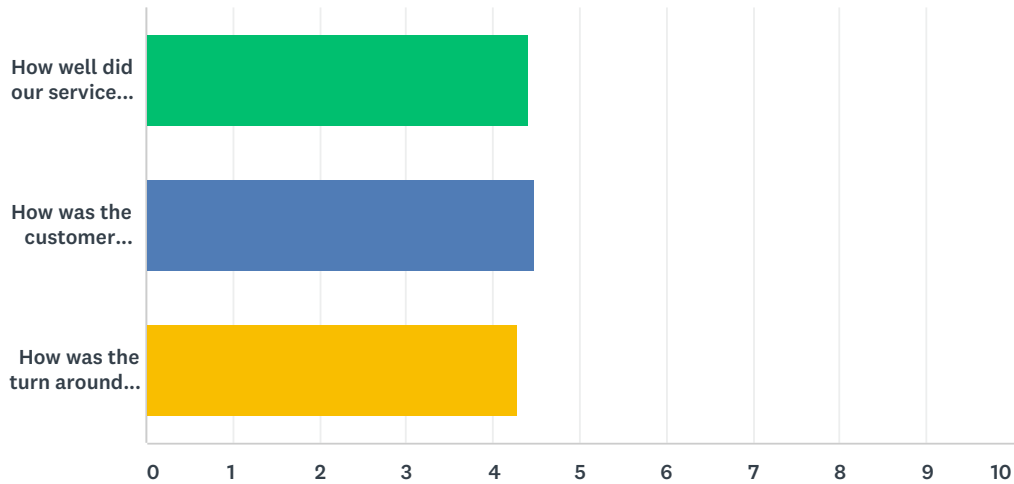
Answered: 78 Skipped: 0



ANSWER CHOICES	RESPONSES	
3-4 times a month	28.21%	22
1-2 times a month	12.82%	10
Few times a semester	15.38%	12
Few times a year	24.36%	19
Rarely	19.23%	15
TOTAL		78

Q3 How would you rate the quality of service experience?

Answered: 78 Skipped: 0



	POOR	BELOW AVERAGE	AVERAGE	ABOVE AVERAGE	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
How well did our service meet your needs?	1.28% 1	1.28% 1	15.38% 12	16.67% 13	62.82% 49	2.56% 2	78	4.42
How was the customer service received from the department and the department staff?	1.30% 1	2.60% 2	9.09% 7	19.48% 15	62.34% 48	5.19% 4	77	4.47
How was the turn around time for the service provided by the department?	1.32% 1	1.32% 1	17.11% 13	25.00% 19	50.00% 38	5.26% 4	76	4.28

#	COMMENTS FOR "HOW WELL DID OUR SERVICE MEET YOUR NEEDS?"	DATE
1	They are very professional. :)	12/10/2018 8:08 AM
2	Excellent response.	12/3/2018 2:41 PM
3	██████████ are the best! :)	11/29/2018 9:16 PM
4	I'm an emeritus prof., so STRS sends me my check & if I decide to teach LACCD.	11/28/2018 7:54 PM
5	Payroll is usually very good. Personnel, eh..	11/28/2018 4:43 PM
6	everyone in Payroll/Personnel always greets you with a smile and very knowledgeable in their field	11/28/2018 2:58 PM
7	Always "attitude" from employees -- as if we have one helll of a nerve to interrupt their coffee break with questions.	11/28/2018 1:32 PM
8	I always get a response	11/28/2018 12:35 PM
9	Really, everything usually works so smoothly that there is no need for sollow-up to normal procedures.	11/28/2018 11:27 AM
10	██████████ are extremely responsive, patient and knowledgeable.	11/28/2018 11:11 AM
11	Wages are never late	11/28/2018 11:02 AM
12	They need more help down there, but do an AMAZING job in spite of it.	11/28/2018 10:51 AM
13	This Department is kind, courteous, smart and always willing to listen when you need help.	11/28/2018 10:30 AM
14	Everyone works there is great. There is not enough help there.	11/28/2018 10:27 AM

Service Area Survey - Personnel/Payroll 2018

15	█, in particular, is gracious and helpful!	11/28/2018 10:10 AM
#	COMMENTS FOR "HOW WAS THE CUSTOMER SERVICE RECEIVED FROM THE DEPARTMENT AND THE DEPARTMENT STAFF?"	DATE
1	Always helpful and with a smile	12/10/2018 10:51 AM
2	Very friendly	12/10/2018 8:08 AM
3	█ are always ready to help and answer questions.	11/29/2018 9:16 PM
4	not always available by phone.	11/29/2018 12:49 PM
5	Better communication skills, more patient.	11/29/2018 11:43 AM
6	In my experience over 40 years, I always had excellent service.	11/28/2018 7:54 PM
7	Payroll is usually very good. Personnel, however, takes a long time to respond to e-mails. I usually have to keep nagging to get answers	11/28/2018 4:43 PM
8	Always helpful and patient	11/28/2018 4:10 PM
9	beyond Excellent	11/28/2018 2:58 PM
10	Presumably, the staff (unseen by me) works well.	11/28/2018 11:27 AM
11	When I make changes they are effective immediately	11/28/2018 11:02 AM
12	Always so incredibly kind despite having an enormous workload.	11/28/2018 10:51 AM
13	They always seem willing to drop what they are doing in order to help you with whatever it is you need.	11/28/2018 10:30 AM
14	In the midst of heavy people traffic, █ continues to be full of joy and grace, always with a smile and clear directions!	11/28/2018 10:10 AM
#	COMMENTS FOR "HOW WAS THE TURN AROUND TIME FOR THE SERVICE PROVIDED BY THE DEPARTMENT?"	DATE
1	The department is very short staff.	12/10/2018 10:51 AM
2	Fast service	12/10/2018 8:08 AM
3	No LACCD bureaucracy is structured to be excellent. It's simply a matter of size. Above average B- isn't a bad grade, considering size.	11/28/2018 7:54 PM
4	Payroll is very fast on turn around. personnel on the other side takes a long time to respond.	11/28/2018 4:43 PM
5	usually instant	11/28/2018 2:58 PM
6	Immediate or within 24 hours.	11/28/2018 11:11 AM
7	Incredibly fast. But that doesn't mean they don't need help. They do.	11/28/2018 10:51 AM
8	See Above	11/28/2018 10:30 AM

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

Answered: 22 Skipped: 56

#	RESPONSES	DATE
1	If our hourly pay rate was on our pay stubs, I would likely never call you again. That's a good thing.	12/3/2018 2:41 PM
2	n/a	12/1/2018 5:16 AM
3	return calls more promptly	11/29/2018 12:49 PM
4	Ask those that work there in reverse order of seniority. Protect their identities. You may find some useful information. I'm not in a position now to have a useful perspective.	11/28/2018 7:54 PM
5	An HR person on campus from LACCD. Someone who can give concrete answers to questions about benefits/retirement/leave pay, ect	11/28/2018 6:11 PM
6	E-mail should be responded to usually within 24-48 hours and should not be ignored.	11/28/2018 4:43 PM
7	I am content, although my interactions have been limited.	11/28/2018 3:03 PM
8	none, this department works efficiently and superiority, they should use this department to train Admission and Records so A&R isnt so slow and unresponsive	11/28/2018 2:58 PM
9	I believe this department needs more staff.	11/28/2018 2:09 PM
10	Sometimes I will need to wait for a response a bit too long, but they seem to be low on staff.	11/28/2018 12:37 PM
11	██████████ are overloaded and need help. That office had six full time employees, now they only have two. That is not good.	11/28/2018 11:40 AM
12	The department is understaffed. One personnel employee to handle all the hiring paperwork and district requirements is not enough.	11/28/2018 11:28 AM
13	Currently the staff at personnel are excellent.	11/28/2018 11:04 AM
14	None. Very pleased with the services	11/28/2018 11:02 AM
15	They need another payroll assistant and another personnel person to operate under less stress.	11/28/2018 10:51 AM
16	The college needs to hire more staff.	11/28/2018 10:27 AM
17	Is there a way to improve conditions so that there is not an atmosphere that promotes discrimination, hatred, or anonymous reporting system when other co-workers (full-time and student) or myself have remarks made about them that are discriminatory? Fear of retaliation is very real and is allowed to exist and occur.	11/28/2018 10:23 AM
18	None.	11/28/2018 10:16 AM
19	Quarterly workshops regarding new policies and procedures, hiring, testing,.....	11/28/2018 10:14 AM
20	I think they are overworked and need additional staff.	11/28/2018 10:13 AM
21	Know how and when to ask questions. What type of questions are appropriate for this office or referred to downtown.	11/28/2018 10:12 AM
22	Need more staff. ██████████ are overworked. With so many student workers, faculty and staff, more help is needed.	11/28/2018 10:11 AM

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

Answered: 32 Skipped: 46

#	RESPONSES	DATE
1	Both [REDACTED] are very helpful and a delight to work with.	12/10/2018 4:04 PM
2	[REDACTED] always help everyone in the campus promptly and very professional.	12/10/2018 8:08 AM
3	Everything is fine. Unlike most Valley College employees, [REDACTED] are kind, knowledgeable and helpful at all times	11/30/2018 5:18 AM
4	Always helpful in resolving any issues!! Thank you.	11/29/2018 2:19 PM
5	Dept. seems short staffed.	11/29/2018 11:43 AM
6	[REDACTED] are excellent!	11/28/2018 9:22 PM
7	LAVC Staff, including personnel & payroll, have always been polite, responsive, and helpful in my experience. The LACCD Staff also were helpful during my bureaucratic travels to retirement. I did loose reimbursement for a lot of sick days but that was not the fault of those Staff members at the front desk level. It was apparently my fault for not reading the fine print that was never presented to me. My payroll checks showed I had accumulated a large number of sick days. No one in Payroll would no otherwise. Hint: Retire, then you'll learn policy and legal fine print--after the fact. All that said, the frontline personnel in Payroll and Personnel are doing a fine job.	11/28/2018 7:54 PM
8	Personnel office customer service needs improvement.	11/28/2018 4:43 PM
9	From a payroll standpoint, excellent! Always reliable and dependable.	11/28/2018 4:32 PM
10	The hard work of making sure we all get paid on time and accurately is much appreciated.	11/28/2018 4:10 PM
11	I love the door bell	11/28/2018 2:58 PM
12	I think the high stress level has had an impact on the customer service skills	11/28/2018 2:09 PM
13	This department is grossly understaffed. [REDACTED] do their best, but they need more help.	11/28/2018 1:58 PM
14	[REDACTED] are Excellent!!	11/28/2018 1:56 PM
15	great work: every time I come in to payroll personnel I am warmly greeted and promptly assisted. Thank you!	11/28/2018 1:55 PM
16	Both [REDACTED] are excellent employees who consistently perform above expectations.	11/28/2018 1:48 PM
17	Whatever happened to [REDACTED] ?	11/28/2018 1:32 PM
18	Excellent staff and always willing to provide an answer to your question or concern.	11/28/2018 12:37 PM
19	[REDACTED] do a great job with limited resources and staff.	11/28/2018 11:40 AM
20	The department is always professional, friendly and accommodating. I enjoy working with them.	11/28/2018 11:28 AM
21	I appreciate [REDACTED] dedication, and tireless work to meet the needs of the college staff and students.	11/28/2018 11:24 AM
22	Bring on support / additional classified staff for the department.	11/28/2018 11:11 AM
23	[REDACTED] are outstanding assets to the Campus. They deserve an increase in pay!	11/28/2018 11:07 AM
24	job well done as far as we are concerned.	11/28/2018 11:04 AM
25	Hang onto [REDACTED] with both hands, because they are wonderful.	11/28/2018 10:51 AM
26	My interfacing with all the individuals in LAVC's Personnel has always left me satisfied and with a smile on my face. they are all friendly kind and wanting to help.	11/28/2018 10:30 AM
27	LAVC personnel office is knowledgeable and helpful at all times.	11/28/2018 10:30 AM

Service Area Survey - Personnel/Payroll 2018

28	Personnel and Payroll do a great job!	11/28/2018 10:30 AM
29	Keep up your great work!! So thankful for both [REDACTED]!	11/28/2018 10:22 AM
30	Very polite, responsive, and genuinely want to assist you.	11/28/2018 10:16 AM
31	It is amazing how these two ladies to manage to do the job. Great job	11/28/2018 10:14 AM
32	[REDACTED] are extremely helpful and always so pleasant to work with! [REDACTED] is very knowledgeable and always answers our HR related questions!	11/28/2018 10:13 AM