

Los Angeles Valley College
Service Outcomes – Administrative Services

Department Name: Office Services

Department Description: (Provide a brief description of the department.)
The Mailroom, Switchboard, Reprographics, and Master Calendar

Service Outcome	Evaluation Strategies
The Mailroom sorts and distributes all the incoming mail and meters all the outgoing mail. The Mailroom also accepts, sorts, and distributes all packages delivered by U.S.P.S., UPS, FedEx, etc.	Surveys will be sent out annually to evaluate the Mailroom's service.
The Switchboard answers and forwards all the incoming calls and dials all the outgoing long distance calls.	Surveys will be sent out annually to evaluate the Switchboard's service.
Reprographics produces all the printed materials used on campus for Academic and Administrative purposes.	Surveys will be sent out annually to evaluate Repro's service.
The Master Calendar Office schedules the usage of campus facilities for non-Academic purposes.	Surveys will be sent out annually to evaluate Master Calendar's service.

Provide an implementation plan/timeline:
From 09/08-12/08