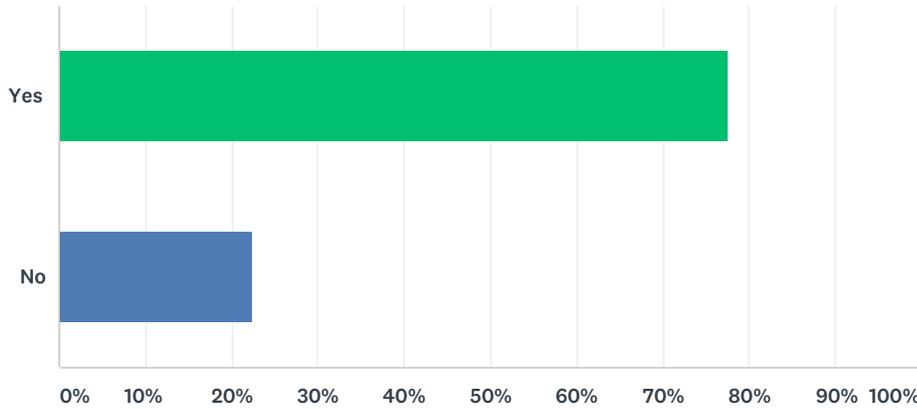


### Q1 Have you used any services of the Reprographics department (copy center)? (This includes using the self-serve copy machines.)

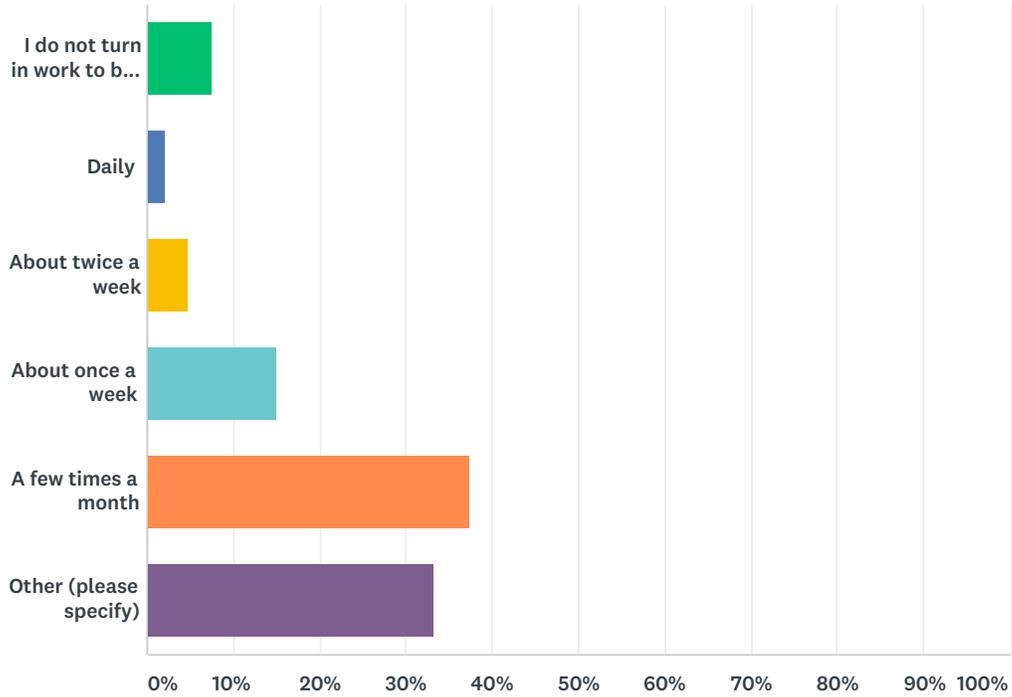
Answered: 188 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	77.66%	146
No	22.34%	42
TOTAL		188

## Q2 How often do you turn in work to be processed?

Answered: 147 Skipped: 41



ANSWER CHOICES	RESPONSES	
I do not turn in work to be copied. I only use the self-serve machines.	7.48%	11
Daily	2.04%	3
About twice a week	4.76%	7
About once a week	14.97%	22
A few times a month	37.41%	55
Other (please specify)	33.33%	49
<b>TOTAL</b>		<b>147</b>

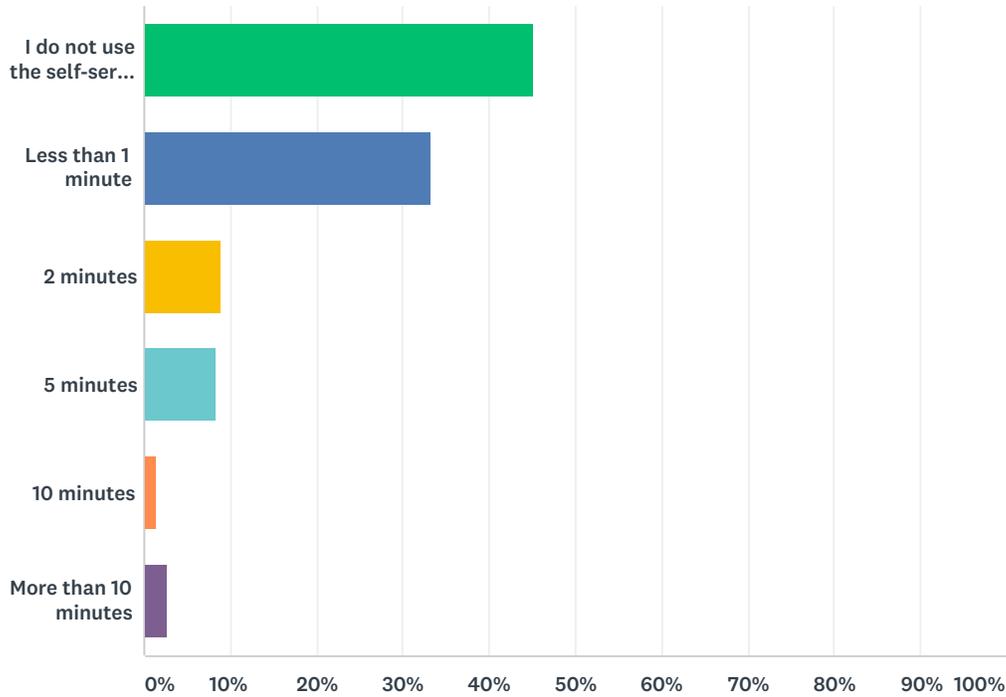
#	OTHER (PLEASE SPECIFY)	DATE
1	once a month or less	5/10/2017 9:15 AM
2	annually for tickets and game programs	5/5/2017 3:01 PM
3	Maybe once a semester.	5/4/2017 9:27 PM
4	a couple times a year	5/3/2017 8:23 AM
5	once every two or three months	5/1/2017 4:29 PM
6	Twice yearly	4/28/2017 3:37 PM
7	a few times a semester	4/28/2017 10:47 AM
8	few times a semester	4/27/2017 11:49 AM
9	twice a semester	4/26/2017 1:59 PM

## Office Services Satisfaction Survey Spring 2017

10	a few times per semester	4/26/2017 1:37 PM
11	TWICE A YEAR	4/26/2017 11:40 AM
12	adjunct - once a year for copies of syllabus	4/26/2017 9:01 AM
13	only once this semester	4/25/2017 6:02 PM
14	Only twice as a CGCA in 2014	4/25/2017 3:22 PM
15	once a month	4/25/2017 12:28 PM
16	once a month	4/25/2017 11:35 AM
17	In the past I used these services more often.	4/25/2017 11:22 AM
18	As requested by Supervisors ( Quarterly )	4/25/2017 11:10 AM
19	a few times a year	4/25/2017 11:07 AM
20	as needed, every few months	4/25/2017 10:54 AM
21	monthly	4/25/2017 9:51 AM
22	Once and a while	4/25/2017 9:45 AM
23	once a month	4/25/2017 9:40 AM
24	I turn in syllabi to be printed before the semester starts.	4/25/2017 9:13 AM
25	about 6 times a year	4/25/2017 9:04 AM
26	a few times per year	4/25/2017 8:55 AM
27	once a semester/as needed.	4/25/2017 8:40 AM
28	Once or twice a semester	4/25/2017 8:22 AM
29	When forms are needed	4/25/2017 8:14 AM
30	Haven't recently but in the past every semester	4/25/2017 8:12 AM
31	Once every few months	4/25/2017 8:08 AM
32	yearly	4/25/2017 5:40 AM
33	Beginning of the Semester	4/24/2017 9:03 PM
34	Technical information sought.	4/24/2017 9:02 PM
35	3 times/year	4/24/2017 8:44 PM
36	3 or 4 times a semester. Student buy printed handouts in a packet via the bookstore or access them online.	4/24/2017 8:40 PM
37	Rarely as most is posted on haiku for students to download And test are given on computer.	4/24/2017 8:08 PM
38	A few times a semester when I work at LAVC	4/24/2017 8:04 PM
39	once or twice every few months	4/24/2017 6:15 PM
40	rarely	4/24/2017 6:09 PM
41	Twice a year	4/24/2017 5:55 PM
42	once a month	4/24/2017 5:33 PM
43	Once a semester	4/24/2017 5:19 PM
44	rarely	4/24/2017 4:56 PM
45	a few times a semester	4/24/2017 4:47 PM
46	a few times during the semester	4/24/2017 4:43 PM
47	3 to 4 times per semester	4/24/2017 4:43 PM
48	Every other month	4/24/2017 4:36 PM
49	once a semester	4/24/2017 4:33 PM

### Q3 How long do you usually wait for self-serve copier use in Reprographics?

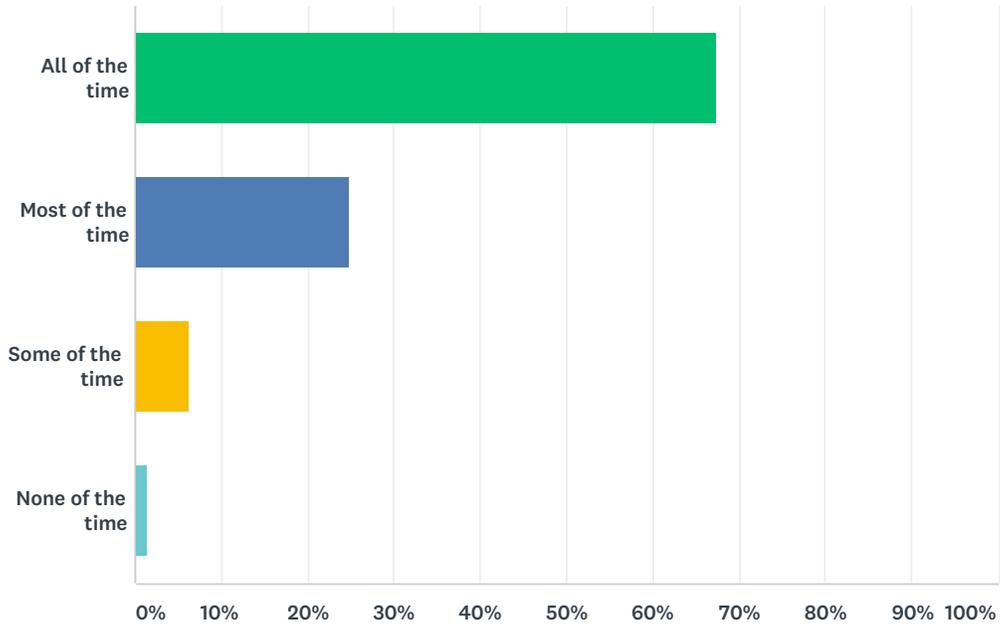
Answered: 144 Skipped: 44



ANSWER CHOICES	RESPONSES	
I do not use the self-serve copy machines in Reprographics	45.14%	65
Less than 1 minute	33.33%	48
2 minutes	9.03%	13
5 minutes	8.33%	12
10 minutes	1.39%	2
More than 10 minutes	2.78%	4
<b>TOTAL</b>		<b>144</b>

## Q4 Does the Reprographics department adequately serve your copy needs?

Answered: 144 Skipped: 44



ANSWER CHOICES	RESPONSES	
All of the time	67.36%	97
Most of the time	25.00%	36
Some of the time	6.25%	9
None of the time	1.39%	2
<b>TOTAL</b>		<b>144</b>

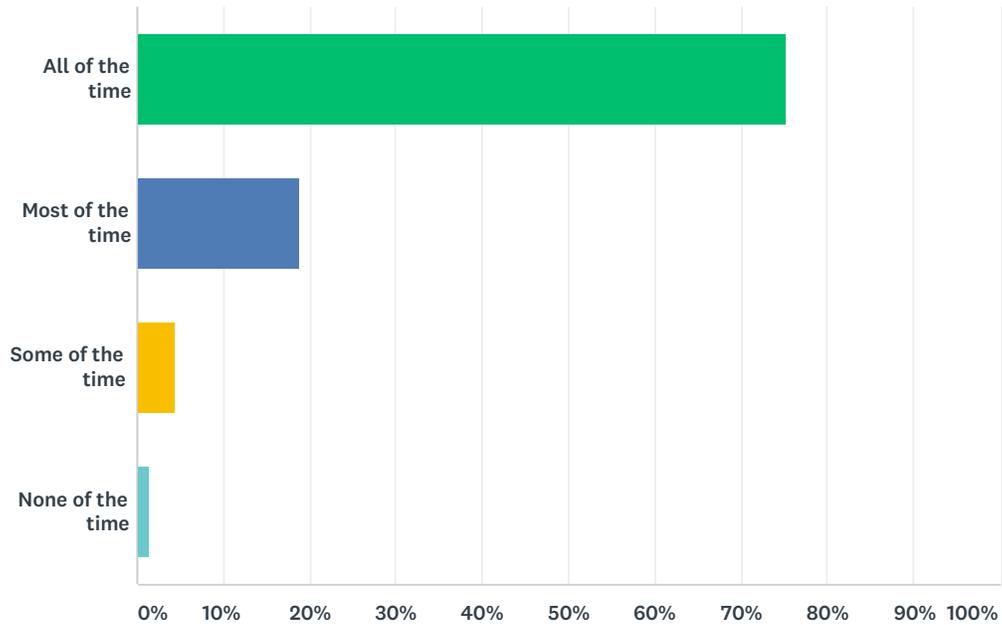
**Q5 You indicated "some of the time" or "none of the time" that the Reprographics department adequately serve your needs. Please tell us how we can improve.**

Answered: 7 Skipped: 181

#	RESPONSES	DATE
1	Grump People	5/10/2017 1:58 PM
2	The website says that the copies will be available within 48 hours (working hours) and I had waited a week to get my copies. When I called, I was told that the 48 hours is the minimum waiting time. This is unacceptable.	4/29/2017 2:21 PM
3	there were times that copies needed to be redone due to errors	4/27/2017 11:50 AM
4	We really need to stop using paper so often. The college needs to move towards paperless and penalize faculty who are wasteful.	4/25/2017 8:25 AM
5	I find the wait time to be ridiculously long. Pierce can turn things around in a day, and unless it's an exam we have to wait 3 full business days. I've literally had them deny an exam bc I was 2 hours shy of 24.	4/24/2017 8:12 PM
6	have on demand printing, especially if a faculty member is in a pinch. often staff are sitting around web-surfing but will refuse to bend their rigid policies to help out. please reinforce their role here on campus is faculty/staff/student support	4/24/2017 6:11 PM
7	Need color copying	4/24/2017 4:56 PM

## Q6 In general, is the Reprographics department staff helpful?

Answered: 138 Skipped: 50



ANSWER CHOICES	RESPONSES	
All of the time	75.36%	104
Most of the time	18.84%	26
Some of the time	4.35%	6
None of the time	1.45%	2
TOTAL		138

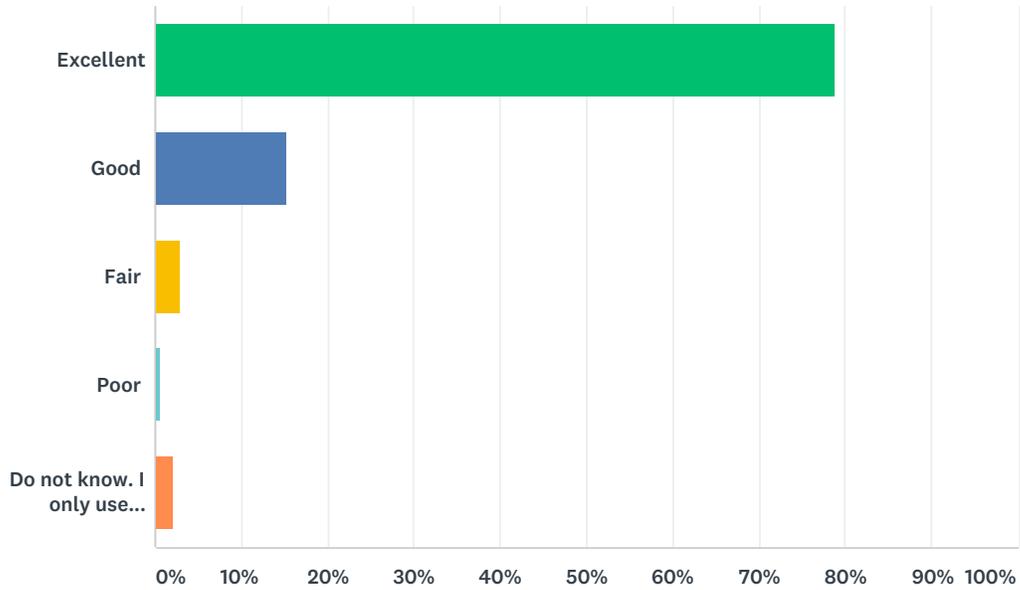
## Q7 You indicated that "some of the time" or "none of the time" that the staff in the Reprographics department are very helpful. How can we improve?

Answered: 8 Skipped: 180

#	RESPONSES	DATE
1	Grumpy not very helpful or friendly	5/10/2017 1:59 PM
2	Customer service training is needed specifically how to be polite,nice, helpful and respectful!	5/10/2017 9:18 AM
3	The staff is often pretty rude and difficult to work with on many occasions. I teach in the early in the morning and they are often late in opening the offices which puts me behind schedule. Reprographics needs to hire more people because they seem to be overworked and unable to meet the demand of what is needed. I suspect that is the reason why they are often very inflexible and unwilling to assist when there is a problem [REDACTED] does his best but the he needs more staff (with a better attitude) to assist him. As I teach on many different campuses and by far LAVC has the worst Reprographics department in terms of turn around time and customer service.	5/8/2017 7:24 AM
4	When I submit your orders online, they take a very long time to have my copies ready. I feel that they are doing it in purpose so that we can go and get the copies somewhere else.	4/29/2017 2:23 PM
5	it was my first time in the "new" repro room and he seemed to be getting impatient with all my questions. It was involving new syllabus and back to back pages.	4/26/2017 9:05 AM
6	Feedback helps to improve the program.	4/25/2017 1:16 PM
7	as mentioned, they act as if you are an annoyance and will never/rarely go out of their way to help	4/24/2017 6:12 PM
8	Be nice to people	4/24/2017 5:19 PM

## Q8 Please rate the quality of work processed by the Reprographics department.

Answered: 137 Skipped: 51



ANSWER CHOICES	RESPONSES	
Excellent	78.83%	108
Good	15.33%	21
Fair	2.92%	4
Poor	0.73%	1
Do not know. I only use self-serve copy machines	2.19%	3
<b>TOTAL</b>		<b>137</b>

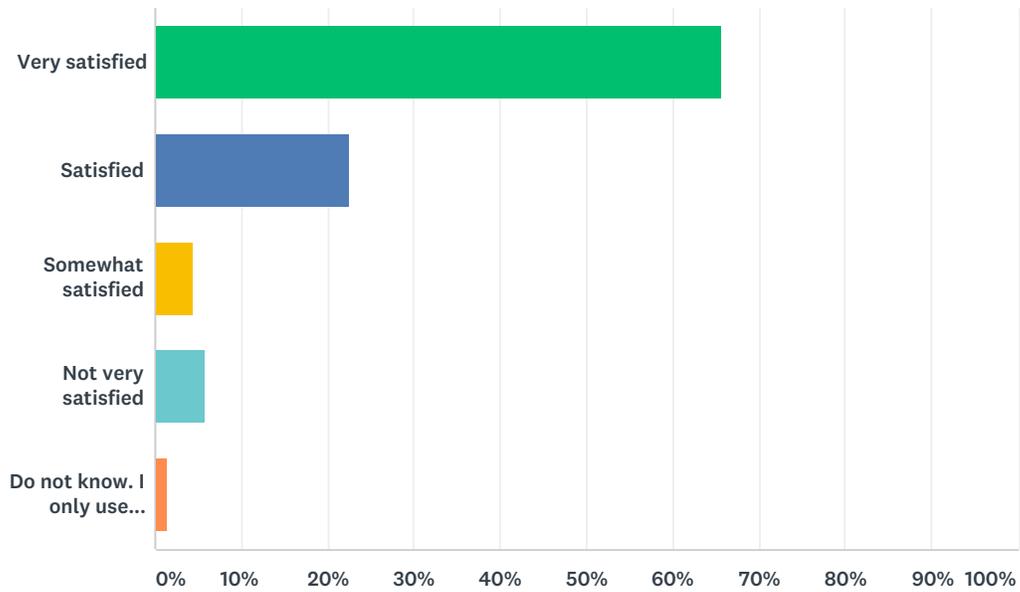
Q9 You indicated that the quality of work processed by the Reprographics is "fair" or "poor." Please tell us how Reprographics can improve on the quality of their work.

Answered: 5 Skipped: 183

#	RESPONSES	DATE
1	just passing	5/10/2017 1:59 PM
2	I have already stated earlier.	5/8/2017 7:24 AM
3	This department is supposed to be there to support the needs of the faculty. Students are getting affected by their poor performance. Also, the college has to do something to assists the needs of faculty that are teaching at night and the weekends. There is no service available for this population.	4/29/2017 2:27 PM
4	PLEASE move to electronic submissions of work.....if you can stick the copies on the shelf after, what is the security issue with electronic submissions???.....the whole copy card reload each semester is not convenient	4/27/2017 11:54 AM
5	Again, timeliness. The delay is really hard to work with.	4/24/2017 8:13 PM

## Q10 Please rate your satisfaction with the turnaround time for work turned into Reprographics.

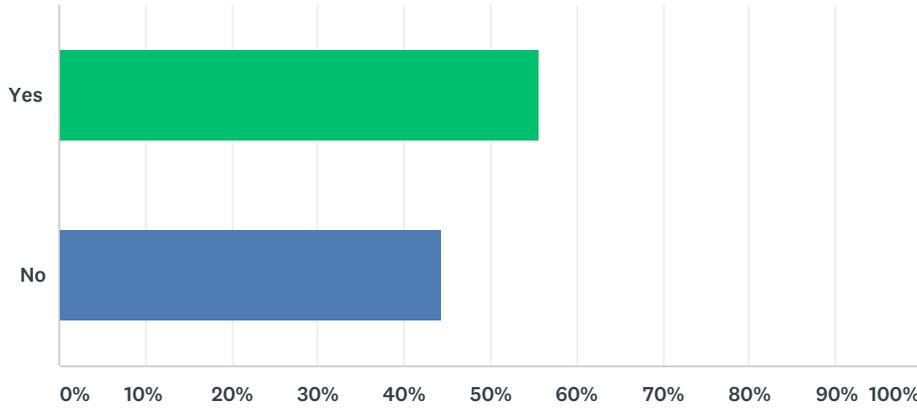
Answered: 137 Skipped: 51



ANSWER CHOICES	RESPONSES	
Very satisfied	65.69%	90
Satisfied	22.63%	31
Somewhat satisfied	4.38%	6
Not very satisfied	5.84%	8
Do not know. I only use self-serve copy machines	1.46%	2
<b>TOTAL</b>		<b>137</b>

### Q11 Do you have access to other copiers than those in Reprographics?

Answered: 178 Skipped: 10



ANSWER CHOICES	RESPONSES	
Yes	55.62%	99
No	44.38%	79
TOTAL		178

## Q12 What other services would you like to see the Reprographics department offer?

Answered: 172 Skipped: 16

#	RESPONSES	DATE
1	laminating	5/10/2017 2:00 PM
2	nothing I could think of at the moment	5/10/2017 9:27 AM
3	n/a	5/10/2017 9:19 AM
4	Laminating.	5/9/2017 4:09 PM
5	N/A	5/8/2017 8:05 PM
6	I'm ok	5/8/2017 8:54 AM
7	Access to a scantron machine.	5/8/2017 7:25 AM
8	game tickers and game programs for our athletic events	5/5/2017 3:02 PM
9	n/a	5/4/2017 9:34 PM
10	Color copies once in a while.	5/4/2017 9:50 AM
11	recognition of the VERY FINE job the staff performs regularly and reliably!	5/3/2017 9:32 AM
12	None	5/3/2017 8:23 AM
13	they already cover everything I need	5/2/2017 6:21 AM
14	I'm happy with their services!	5/1/2017 6:26 PM
15	nothing else	5/1/2017 4:30 PM
16	They need to set a system where faculty members who teach at night and weekends can get their copies without having to drive to LAVC during the week (8 -4) just to pick up copies. Most part time faculty have full time jobs and they can not leave their full time jobs to pick up copies. As a part time faculty, I am being denied fair access to a lot of services specially reprographics. Students are being accepted too for the lack of services that part time faculty have.	4/29/2017 2:34 PM
17	None	4/28/2017 9:27 PM
18	N/A	4/28/2017 8:30 PM
19	None	4/28/2017 3:38 PM
20	enough so far	4/28/2017 3:06 PM
21	no	4/28/2017 2:56 PM
22	I would like to see a faster turnaround time for copying documents.	4/28/2017 10:49 AM
23	I know it's a pipe dream. I produce concerts on campus and always pay for duplication of colors (one side) programs. I know it's prohibitively expensive. But since you asked. Thanks you.	4/27/2017 5:42 PM
24	It could be helpful if the time necessary for getting back Xeroxed copies were less than the present 72 hrs. The 24 hr. for tests is suitable.	4/27/2017 5:39 PM
25	color printing	4/27/2017 3:21 PM
26	It's OK as is.	4/27/2017 2:22 PM
27	scantron machine	4/27/2017 11:54 AM
28	None that I can think of	4/27/2017 10:36 AM
29	?	4/27/2017 10:04 AM
30	n/a	4/27/2017 9:00 AM

## Office Services Satisfaction Survey Spring 2017

31	meets my needs	4/27/2017 6:39 AM
32	none	4/26/2017 2:00 PM
33	color copies, laminating, folding	4/26/2017 1:40 PM
34	NOTHING	4/26/2017 11:42 AM
35	I don't know what services they currently offer, but if they don't allow online submission of jobs, that might be a good thing to add.	4/26/2017 10:48 AM
36	Large format printing	4/26/2017 10:46 AM
37	Can't think of anything at this moment. They meet all of my needs at the present.	4/26/2017 9:20 AM
38	none	4/26/2017 9:16 AM
39	I think they do enough for teachers	4/26/2017 9:07 AM
40	Maybe couple computers for stuff to use in case of that missed something	4/26/2017 8:35 AM
41	Maybe a printer for turning out last-minute masters for handouts.	4/26/2017 7:57 AM
42	NONE	4/26/2017 7:50 AM
43	None.	4/25/2017 9:58 PM
44	None that I can think of right now.	4/25/2017 9:13 PM
45	To be able to do more copies by myself	4/25/2017 7:25 PM
46	Color printing.	4/25/2017 6:52 PM
47	none at the moment	4/25/2017 6:04 PM
48	Copy Assistant	4/25/2017 4:33 PM
49	None	4/25/2017 4:28 PM
50	Not sure.	4/25/2017 4:19 PM
51	Not sure.	4/25/2017 4:00 PM
52	Limited number of large-format printing (22" x 24" or similar size). Color printing (limited quantities).	4/25/2017 3:55 PM
53	None	4/25/2017 3:35 PM
54	None that I could think of.	4/25/2017 3:23 PM
55	I believe they offer everything needed	4/25/2017 2:47 PM
56	I have no other services I would like to see the Reprographics department offer.	4/25/2017 2:47 PM
57	delivery of materials back to individual instructor offices/mailboxes	4/25/2017 2:03 PM
58	Color copies	4/25/2017 1:59 PM
59	nothing else	4/25/2017 1:27 PM
60	Can't think of any.	4/25/2017 1:18 PM
61	I don't know	4/25/2017 1:18 PM
62	AHS nursing	4/25/2017 1:16 PM
63	They do a great job with the services they offer. There isn't any other services I see Reprographics offering at this time.	4/25/2017 1:01 PM
64	They do the best they can under the circumstances. It gets very busy at times, but they always find a way to help everyone.	4/25/2017 12:30 PM
65	Options for color copies and poster printing for grant funded programs. We can pay for it.	4/25/2017 12:13 PM
66	N/A	4/25/2017 11:53 AM
67	I would love it if they could make pads out of recycled paper!	4/25/2017 11:49 AM
68	snacks	4/25/2017 11:37 AM

## Office Services Satisfaction Survey Spring 2017

69	n/a	4/25/2017 11:36 AM
70	I am satisfied with the services that are currently being offered.	4/25/2017 11:24 AM
71	Poster making.	4/25/2017 11:11 AM
72	N/A	4/25/2017 11:08 AM
73	None that I can think of right now.	4/25/2017 10:58 AM
74	color	4/25/2017 10:54 AM
75	color printing	4/25/2017 10:47 AM
76	N/A	4/25/2017 10:35 AM
77	Nothing. great job.	4/25/2017 10:13 AM
78	?	4/25/2017 9:47 AM
79	Color copying	4/25/2017 9:46 AM
80	A seven minute parking spot close to the facility.	4/25/2017 9:43 AM
81	print on demand textbooks (for Open Ed Resources)	4/25/2017 9:42 AM
82	No comment	4/25/2017 9:41 AM
83	None	4/25/2017 9:38 AM
84	They provide great service for my needs. Helps me plan my work.	4/25/2017 9:32 AM
85	colored copies, laminations	4/25/2017 9:30 AM
86	none	4/25/2017 9:19 AM
87	I cannot think of anything.	4/25/2017 9:14 AM
88	laminating	4/25/2017 8:56 AM
89	Each semester email or print pamphlet on what Repro offers, so Departments do not seek outside vendors.	4/25/2017 8:54 AM
90	N/A	4/25/2017 8:52 AM
91	Color paper, this is the only item we would like to have added.	4/25/2017 8:41 AM
92	None. We don't need this service if faculty moved to paperless.	4/25/2017 8:26 AM
93	I feel Reprographics offers adequate services as is	4/25/2017 8:25 AM
94	Color printing. Why can't we send a work order with email address other than edu. If a virus is on my computer-doesn't matter which email I use.	4/25/2017 8:19 AM
95	Color Printing	4/25/2017 8:14 AM
96	Not sure if they currently print poster size for flyers and/or laminate, but that would be helpful.	4/25/2017 8:14 AM
97	N/A	4/25/2017 8:12 AM
98	Free large-format color printing (for promotional signs, for departments that don't have access to or funding for these)	4/25/2017 8:10 AM
99	IDK	4/25/2017 8:05 AM
100	n/a	4/25/2017 7:57 AM
101	on demand "Kinko's-style" service while you wait more self serve machines	4/25/2017 7:32 AM
102	N/A	4/25/2017 7:06 AM
103	Color copying	4/25/2017 7:02 AM
104	no idea	4/25/2017 6:46 AM
105	Delivery. Let [REDACTED] do it. He's not very busy.	4/25/2017 6:28 AM
106	none	4/25/2017 6:09 AM
107	book binding	4/25/2017 5:41 AM

## Office Services Satisfaction Survey Spring 2017

108	easier access to last minute copying by faculty	4/25/2017 12:01 AM
109	Not sure, but if they don't have too much to do, maybe they can start helping students.	4/24/2017 11:20 PM
110	Bringing my exams to my mailbox in my office.	4/24/2017 10:58 PM
111	Color copies, posters, postcards, and banners	4/24/2017 10:40 PM
112	None.	4/24/2017 10:26 PM
113	NONE THAT I CAN THINK OF	4/24/2017 10:12 PM
114	No other that I can think of.	4/24/2017 9:04 PM
115	Color paper.	4/24/2017 9:04 PM
116	more copies for adjuncts.	4/24/2017 9:02 PM
117	Saturday hours.	4/24/2017 8:49 PM
118	Fewer services. Lots of space. Do we really need mailboxes?	4/24/2017 8:45 PM
119	My department self publishes handout materials for several of our classes. I use an outside printer and have to sell them to the bookstore. It would be convenient if we could use Reprographics to do these larger printing jobs on campus.	4/24/2017 8:42 PM
120	None	4/24/2017 8:33 PM
121	Don't know	4/24/2017 8:29 PM
122	Quicker turn around time, more self-copiers. And if they can't offer quicker time, more copying "credits".	4/24/2017 8:14 PM
123	Provide a sample of what is to be copied so instructor can catch any errors early.	4/24/2017 8:11 PM
124	I do have any in mind.	4/24/2017 8:06 PM
125	Current services are sufficient.	4/24/2017 8:01 PM
126	...	4/24/2017 7:51 PM
127	None	4/24/2017 7:37 PM
128	At my second job	4/24/2017 7:22 PM
129	None. They are just fine as is.	4/24/2017 6:53 PM
130	n/a	4/24/2017 6:44 PM
131	Cant think of anything at this moment.	4/24/2017 6:16 PM
132	COLOR PRINTING, SCAN SLIDES	4/24/2017 6:15 PM
133	on demand printing	4/24/2017 6:12 PM
134	None	4/24/2017 5:59 PM
135	Color copies and prints	4/24/2017 5:43 PM
136	I don't know anything about your department; how do I find out more?	4/24/2017 5:38 PM
137	I have no suggestion	4/24/2017 5:35 PM
138	Deliver copies to the department	4/24/2017 5:35 PM
139	better on line service request forms.	4/24/2017 5:28 PM
140	Color copies	4/24/2017 5:20 PM
141	none--service is comprehensive and excellent!!	4/24/2017 5:15 PM
142	Saturday hours.	4/24/2017 5:15 PM
143	Reach out services to adjunct faculty	4/24/2017 5:13 PM
144	My chair and I are never available at the same time, so I haven't been able to use Reprographics.	4/24/2017 5:13 PM
145	Color copies and posters.	4/24/2017 5:00 PM
146	Faster turnaround time, color copying	4/24/2017 4:57 PM

## Office Services Satisfaction Survey Spring 2017

147	Color copies, and poster printing	4/24/2017 4:56 PM
148	N/A	4/24/2017 4:56 PM
149	I can't think of any particular service at this moment.	4/24/2017 4:56 PM
150	No	4/24/2017 4:54 PM
151	n/a	4/24/2017 4:51 PM
152	quicker turn around, more self serve machines	4/24/2017 4:48 PM
153	None that I can think of.	4/24/2017 4:47 PM
154	na	4/24/2017 4:44 PM
155	Web-enabled document processing and copying service.	4/24/2017 4:44 PM
156	Color copies	4/24/2017 4:44 PM
157	faculty usable computer (to print from email)	4/24/2017 4:42 PM
158	N/A	4/24/2017 4:41 PM
159	As a newly hired faculty, I was shocked when Reprographics refused to orient me in any way until my department chair walked me over to Repro. Being new, I was anxious to learn the procedures of repo and did not have a lot of time. I needed to make copies! Having to have my chair walk me over was very frustrating. I had to make a special trip to campus to do this and it was awkward to coordinate as we were out of session. To make it worse, once I was walked over, the orientation that they refused to give me w/o my chair consisted of a handout that had all the info I needed. From my point of view this situation was completely unnecessary. It inconvenienced both me and my dept chair and made me feel quite un-welcomed by repro. I personally feel that department chairs are often over burdened with various tasks that suck away their time. This "small" imposition was completely un-necessary. There was NOTHING that they reviewed that was in any way difficult to understand or that they had to reinforce in her presence. In fact, after walking me in the door, they told her she could leave. Completely a waste of time and a stupid policy.	4/24/2017 4:41 PM
160	Home printer but I spend a lot each year on ink cartridges.	4/24/2017 4:40 PM
161	NA	4/24/2017 4:37 PM
162	:-P	4/24/2017 4:37 PM
163	n/a	4/24/2017 4:35 PM
164	Saturdays	4/24/2017 4:34 PM
165	Colored printing	4/24/2017 4:34 PM
166	none	4/24/2017 4:34 PM
167	NA	4/24/2017 4:33 PM
168	-Black & white print jobs on colored paper. -Color print jobs on white paper (perhaps even a limited amount per semester?) -Laminate jobs	4/24/2017 4:33 PM
169	posters, lamination	4/24/2017 4:32 PM
170	Color	4/24/2017 4:32 PM
171	n/a	4/24/2017 4:31 PM
172	large quantity shredding	4/24/2017 4:31 PM

## Q13 Please share your comments and/or suggestions about the Reprographics department.

Answered: 85 Skipped: 103

#	RESPONSES	DATE
1	Don't ever let [REDACTED] retire!	5/9/2017 4:10 PM
2	staff always tries to help	5/8/2017 8:55 AM
3	Hire more people with a good attitude and good customer service acumen.	5/8/2017 7:26 AM
4	They have been good listeners to what our needs are and have made every effort to help	5/5/2017 3:03 PM
5	Please put a note on the copier's feeder to read either "face up" or if it is "face down"; I Xeroxed a stack of docs that ended up blank and I ended up losing \$5.	5/4/2017 9:35 PM
6	THANK YOU for your invaluable assistance to my ability to provide instruction to students	5/3/2017 9:33 AM
7	Excellent job by all involved	5/2/2017 6:21 AM
8	I love their new location. I am always happy with the service that [REDACTED] and his staff provide. They are thoughtful and accurate.	5/1/2017 6:28 PM
9	I would like to see that something is being done for part time faculty that is teaching at night and over the weekend. I want to be able to have access of printing copies on the same days that I have been asked to teach courses and that could be night classes or Saturday classes.	4/29/2017 2:36 PM
10	N/A	4/28/2017 8:30 PM
11	Great service/great personell	4/28/2017 3:07 PM
12	Keep up the good work.	4/27/2017 5:39 PM
13	Thank You for all the hard work	4/27/2017 6:39 AM
14	It would be great to be able to fold letters (trifold).	4/26/2017 1:42 PM
15	I just dd.	4/26/2017 10:49 AM
16	The reprographics team is very welcoming and professional. At times, they have gone out of their way to make sure that I was getting exactly what I needed. I am grateful to have this department.	4/26/2017 9:23 AM
17	very well run	4/26/2017 9:17 AM
18	Overall, they do have patience especially with teachers who do things at the last minute and demand immediate access.	4/26/2017 9:08 AM
19	Always helpful	4/26/2017 8:35 AM
20	They bend over backwards to be helpful! wonderful.	4/26/2017 7:57 AM
21	They are very professional and courteous people.	4/26/2017 7:50 AM
22	The Reprographics department staff is awesome. Everyone is extremely helpful.	4/25/2017 9:14 PM
23	They do great work and always on time	4/25/2017 6:04 PM
24	Good but it's too long for 72hrs copies submitting.	4/25/2017 4:34 PM
25	The staff are very good people.	4/25/2017 4:00 PM
26	Always satisfied with their services	4/25/2017 3:36 PM
27	Personally, I have not used the Reprographics department, therefore, I have no comments and/or suggestions.	4/25/2017 2:49 PM
28	They have always done a fine job for me.	4/25/2017 2:03 PM
29	thanks for all you do!	4/25/2017 1:59 PM

## Office Services Satisfaction Survey Spring 2017

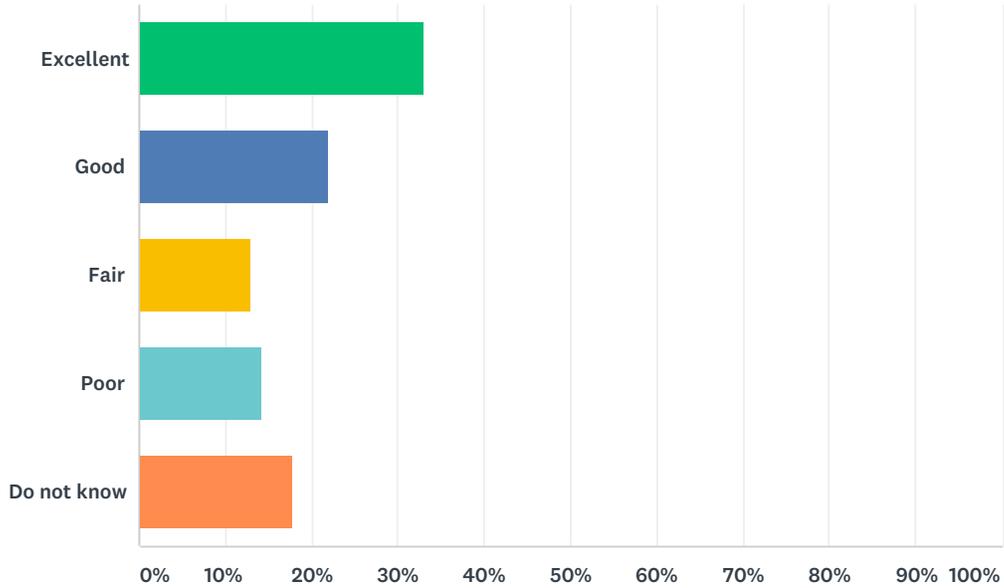
30	Great team!	4/25/2017 1:18 PM
31	thanks	4/25/2017 1:16 PM
32	Keep the great work Reprographics!	4/25/2017 1:02 PM
33	We do more small copy jobs in-house, due to higher prices. We are beginning to send out more pdf.s to students, as well.	4/25/2017 12:32 PM
34	They're lovely people, always easy to talk to when we need things or when we don't.	4/25/2017 11:49 AM
35	None	4/25/2017 11:37 AM
36	I am satisfied with the performance of the repro staff.	4/25/2017 11:36 AM
37	I think this department is doing a fine job!	4/25/2017 11:24 AM
38	Our department has large orders to fill for a multitude of forms related to Financial Aid. The Reprographics staff have been diligent in fulfilling these requests.	4/25/2017 11:12 AM
39	Always helpful and patient. Thank you!	4/25/2017 10:47 AM
40	Great group of folks with terrific customer services headed by a terrific guy in Luke.	4/25/2017 9:47 AM
41	No comments	4/25/2017 9:42 AM
42	The two front desk guys are nice and helpful.	4/25/2017 9:34 AM
43	Keep up the good work.	4/25/2017 9:32 AM
44	██████ and all of "his" staff are easy to work with, always cheerful and helpful. Whenever I have had a question (like with the new copier) they have made sure that I understand how to use the new machine.	4/25/2017 9:17 AM
45	They do a great job!	4/25/2017 8:56 AM
46	Keep being awesome!	4/25/2017 8:54 AM
47	I don't feel comfortable having student workers at the front and my exams in the back. Too much access for them. Security issues.	4/25/2017 8:21 AM
48	N/A	4/25/2017 8:15 AM
49	Very friendly.	4/25/2017 8:14 AM
50	Wonderful staff lead by an impressive supervisor Mr. Davis. a shinning star I rely on this department lots and they always pull thru!	4/25/2017 8:06 AM
51	n/a	4/25/2017 7:58 AM
52	great people great department	4/25/2017 6:46 AM
53	I believe that the lavc reprographics department does a great job!	4/25/2017 5:41 AM
54	N/A	4/24/2017 11:20 PM
55	The boss is GREAT!	4/24/2017 10:58 PM
56	NONE	4/24/2017 10:12 PM
57	I always have such a pleasant experience.	4/24/2017 9:04 PM
58	Best run department on campus.	4/24/2017 9:04 PM
59	██████ et al are the best.	4/24/2017 9:02 PM
60	Fewer staff	4/24/2017 8:45 PM
61	very happy with the service and enjoy working with them.	4/24/2017 8:42 PM
62	Better turn around.	4/24/2017 8:29 PM
63	Disappointed with time it takes to get things done and how adamantly they adhere to their policies, refusing to print exams if they aren't received at least 24-hours ahead - not 23 or 22, 24.	4/24/2017 8:14 PM
64	Generally very helpful. Like the 24 hour service for exams.	4/24/2017 8:12 PM
65	Work is processed as should. Many thanks to the staff.	4/24/2017 8:02 PM

## Office Services Satisfaction Survey Spring 2017

66	Great department, very helpful employees.	4/24/2017 7:51 PM
67	FANTASTIC DEPARTMENT	4/24/2017 6:15 PM
68	Very happy with it overall One suggestion: if a copy request involves one page and it is not an exam, I think it should take only at most a day to get it copied.	4/24/2017 5:37 PM
69	great helpful staff. Luke is great to run that area	4/24/2017 5:28 PM
70	No suggestions--service and staff and excellent!!!!	4/24/2017 5:15 PM
71	████ and █████ do a great job.	4/24/2017 5:00 PM
72	Have a friendly and helpful person in the mail-room.	4/24/2017 4:57 PM
73	N/A	4/24/2017 4:56 PM
74	Good job	4/24/2017 4:54 PM
75	Great service from a very professional and helpful staff. Wish everything at LAVC operated as well as the reprographics department.	4/24/2017 4:48 PM
76	We should be able to place the order from outside the reprographics office or home. Thanks.	4/24/2017 4:45 PM
77	Good experience working with them in past	4/24/2017 4:44 PM
78	████ does an amazing job at keep the place well organized and very friendly	4/24/2017 4:41 PM
79	It would be helpful if reprographics had the funding they once had. I use to get colored copies and cardstock on a few assignments I do with my students. Reprographics does a great job considering their funding limitations.	4/24/2017 4:41 PM
80	Stop requiring dept chairs to walk over newly hired faculty.	4/24/2017 4:41 PM
81	A great group of people.	4/24/2017 4:35 PM
82	very good service	4/24/2017 4:34 PM
83	Always great!	4/24/2017 4:34 PM
84	Na	4/24/2017 4:33 PM
85	Very friendly staff	4/24/2017 4:32 PM

### Q14 Please rate the customer service you receive in the Mailroom.

Answered: 169 Skipped: 19



ANSWER CHOICES	RESPONSES	
Excellent	33.14%	56
Good	21.89%	37
Fair	13.02%	22
Poor	14.20%	24
Do not know	17.75%	30
<b>TOTAL</b>		<b>169</b>

## Q15 You indicated that the customer service you receive in the Mailroom is "fair" or "poor." Please tell us how we can improve.

Answered: 45 Skipped: 143

#	RESPONSES	DATE
1	Courtesy of an employee	5/10/2017 9:28 AM
2	Customer service training on how to be polite, helpful and respectful is a must! Offering to assist customers without an attitude is appreciated.	5/10/2017 9:24 AM
3	There is no one available to assist in the mailroom.	5/8/2017 7:27 AM
4	The mail room person always seems upset or grumpy. Always helps but just doesn't seem very happy about it. I always feel like I am bothering him.	5/3/2017 8:33 AM
5	The mailroom is closed on Saturdays and that is the day that I have to teach. I cannot drive to LAVC just to pickup my mail during the hours that people work on the mailroom. Once again, there is a need for better planning for equal access for all faculty.	4/29/2017 2:38 PM
6	Mail room employee is constantly on his cell phone and is not inclined to be helpful. He seems to expect that I will do his job for him.	4/28/2017 3:39 PM
7	the person is RUDE and unhelpful....no customer service skills	4/27/2017 11:55 AM
8	Just improve customer service	4/27/2017 10:37 AM
9	Rude and unfriendly staff	4/26/2017 1:44 PM
10	No coverage for single employee.	4/26/2017 10:46 AM
11	There's a lack of communication sometimes. When packages are sent by publishers and received by the mailroom, no notification is sent to the instructor to advise him/her that the shipment is ready for pick up.	4/25/2017 9:17 PM
12	friendlier staff	4/25/2017 4:20 PM
13	It's hit or miss to find staff help the few times I have gone.	4/25/2017 3:25 PM
14	The person working there needs to be friendlier, more helpful and be trained in customer service	4/25/2017 2:48 PM
15	The gentleman working at the mailroom is rude and not helpful. He has a nasty attitude and does not provide information regarding his procedure unless you explicitly ask.	4/25/2017 11:57 AM
16	Please have someone at the window for assistance.	4/25/2017 11:50 AM
17	Smile. Be Friendly.	4/25/2017 11:38 AM
18	Staff isn't in the mail room all the time, especially in late afternoon.	4/25/2017 11:37 AM
19	Better interpersonal skills for staff members	4/25/2017 11:25 AM
20	not great customer service from attendant	4/25/2017 11:08 AM
21	Customer service isn't up to par. Not very welcoming or friendly. In addition, the mailroom tends to be closed a lot of the times I go there during business hours.	4/25/2017 10:59 AM
22	To start, a simple smile and greeting with an interest to assist instead of showing a reluctance to answer your question or helping you.	4/25/2017 9:48 AM
23	I've only visited the mailroom a few times (when it was still in the campus center -- i think it moved?), and it's usually unstaffed. When I've had questions or needed help (3x?), I've had to enter the back room to get assistance, and I've been made to feel as if I'm intruding. I'm a newer faculty member, and I don't know the policies/procedures regarding inter-campus/intra-district mail, and outgoing mail. When I ask questions, the staff member has been consistently condescending to me. I now avoid the mailroom.	4/25/2017 9:48 AM
24	Perhaps if the mailroom person were more approachable and willing to assist others the customer service would improve.	4/25/2017 9:34 AM

## Office Services Satisfaction Survey Spring 2017

25	Nicer people relations	4/25/2017 8:53 AM
26	██████ does nothing all day.	4/25/2017 8:26 AM
27	Better customer service. Person in there is rude and not helpful. He has attitude if you ask him a question. I guess I'm interrupting his internet browsing.	4/25/2017 8:22 AM
28	The mail needs to be sorted earlier in the day. We have incoming mail with time restrictions that we need to get to and are often unable to, due to the mail coming in so late during the day.	4/25/2017 8:16 AM
29	More friendly and welcoming service	4/25/2017 8:12 AM
30	he is not very friendly	4/25/2017 8:06 AM
31	SEND THE EMPLOYEES TO HAPPY HOUR. ████████ WOULD ABOUT DESCRIBE THEIR USUAL TONE.	4/24/2017 10:13 PM
32	Customer service and training on how to talk to people. Workers should not be wearing headphones on the job.	4/24/2017 8:49 PM
33	Access is very limited and unfriendly.	4/24/2017 8:43 PM
34	██████ needs to smile, be more friendly and helpful. He always looks like he is very angry and unhappy to be working in the mail room. I had approached him to look for a package once and he looked upset like I was disturbing his peace. Makes me wonder why work there?	4/24/2017 8:06 PM
35	smile at the faculty/staff, or at least look up and acknowledge them; have more of an accommodating attitude rather than one of "no can do"	4/24/2017 6:14 PM
36	The person who usually works in the Mailroom is often rude, most of the time cold and unfriendly.	4/24/2017 5:44 PM
37	The employee who runs the mail room is very unfriendly and unhelpful.	4/24/2017 5:29 PM
38	Be nice to people	4/24/2017 5:21 PM
39	The staff there aren't terribly nice or helpful. Considering that the mailroom has moved three times in as many years, it shouldn't be so surprising that faculty don't always have their mailbox numbers down or now, the new key. This is further complicated by the fact that I requested a key and never received one, yet I'm met with attitude about it when I ask for help.	4/24/2017 5:15 PM
40	The person working in the mail room is not helpful. It will be nice to find a friendly or helpful person who can answer your questions without making you feel like you are interrupting or asking stupid question.	4/24/2017 5:01 PM
41	Customer service was adequate. Information was given as requested.	4/24/2017 4:57 PM
42	The person who sits behind the glass is unhelpful and mean	4/24/2017 4:48 PM
43	The Mailroom attendant needs customer service training.	4/24/2017 4:38 PM
44	██████ needs to understand our problems are his. He's trying, but customer service needs improvement.	4/24/2017 4:33 PM
45	More hours of availability. Better attitude. Notification when packages arrive.	4/24/2017 4:32 PM

## Q16 Please share comments and/or suggestions about the Mailroom.

Answered: 88 Skipped: 100

#	RESPONSES	DATE
1	Staff should know how to communicate politely and professionally.	5/10/2017 9:25 AM
2	I miss the combination locks. :-(	5/9/2017 4:11 PM
3	na	5/8/2017 8:55 AM
4	What customer service? There is no one there.	5/8/2017 7:27 AM
5	None to be given as I hardly ever interact with anyone	5/2/2017 6:22 AM
6	When instructors didn't have keys, [REDACTED] staff would retrieve our mail with smiles until we could retrieve it ourselves. And that includes when we get locked out of the mailroom!	5/1/2017 6:31 PM
7	You need to do something about provide services on the weekend for faculty that are teaching classes on the weekend only. The mailroom is always close on the weekend when I want to pickup my mail.	4/29/2017 2:39 PM
8	N/A	4/28/2017 8:30 PM
9	Mailroom employee should display a more positive attitude about his work and the users of the mailroom.	4/28/2017 3:40 PM
10	excellent services	4/28/2017 2:57 PM
11	I often forget to check my campus mailbox, although I frequently check my department mailbox.	4/28/2017 10:51 AM
12	Good as is.	4/27/2017 5:40 PM
13	Find another person to oversee the mailroom	4/27/2017 11:55 AM
14	none	4/27/2017 6:40 AM
15	Staff needs to be more polite, be respectful of people.	4/26/2017 1:44 PM
16	I don't use the mailroom.	4/26/2017 10:49 AM
17	Post hours of operation. Have a sign up that it is closed, so we don't have to walk to the back, than back to front, etc..	4/26/2017 10:48 AM
18	I'm sure a lot goes on behind the scenes that I don't know about. From what I have experienced, I always get my mail and, in particular, the SSD tests in a timely fashion.	4/26/2017 9:26 AM
19	Nicer than old one	4/26/2017 9:09 AM
20	Attendant in the old (Campus Center) mailroom was pretty hostile. I've avoided interaction lately.	4/26/2017 7:58 AM
21	Excellent!	4/26/2017 7:50 AM
22	None.	4/25/2017 9:58 PM
23	The person who operates the mailroom should be more attentive and do his job better to ensure that packages delivered should be picked up by the recipient. Sometimes I feel like the person there is put off by being asked a question.	4/25/2017 9:19 PM
24	Only had one encounter with the Mailroom staff	4/25/2017 6:05 PM
25	None	4/25/2017 4:34 PM
26	No comment.	4/25/2017 4:01 PM
27	I never pick up anything from the mailroom. Our Department secretary handles that.	4/25/2017 3:37 PM
28	Consistency with staff presence/help.	4/25/2017 3:25 PM
29	[REDACTED] seems to be somewhat friendlier than he used to be.	4/25/2017 2:50 PM
30	have additional staff who are friendlier	4/25/2017 2:49 PM

## Office Services Satisfaction Survey Spring 2017

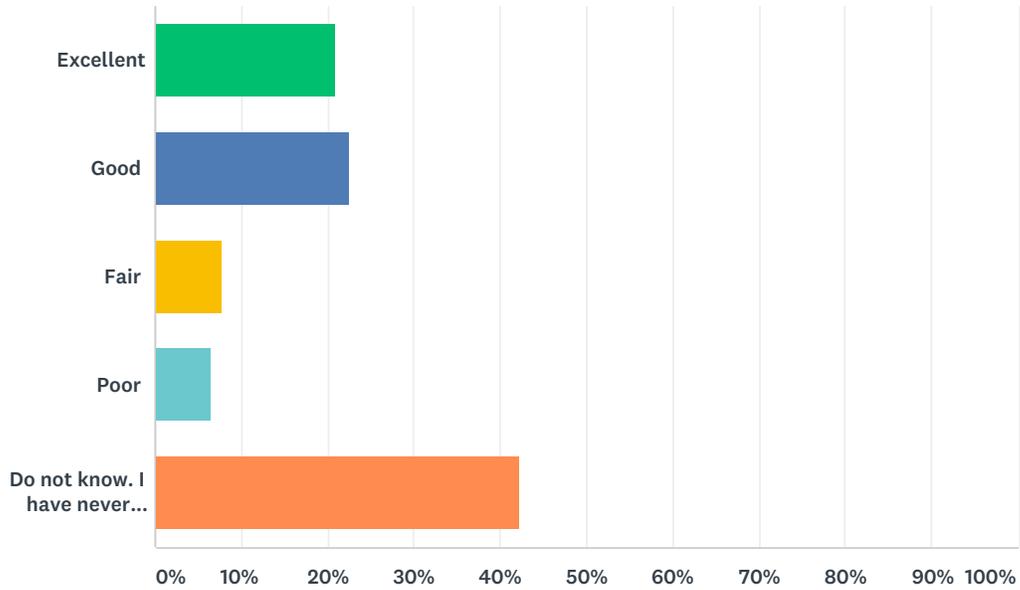
31	funcitons well	4/25/2017 2:04 PM
32	I don't use it.	4/25/2017 1:19 PM
33	I have no complainants or comments. They do a great job for me.	4/25/2017 1:07 PM
34	Why is that guy seem angry?	4/25/2017 11:38 AM
35	Hire additional staff and create a schedule that has someone there when adjuncts show up in late afternoon.	4/25/2017 11:38 AM
36	Encourage staff to be more customer service oriented.	4/25/2017 11:25 AM
37	Given the volume of business sent out through our department, the Mailroom staff are VERY supportive and good about communicating issues with letters or packages.	4/25/2017 11:14 AM
38	I get my mail, but the customer service isn't great.	4/25/2017 10:59 AM
39	NA	4/25/2017 10:48 AM
40	Sometimes I go there according to the posted time, but no one is there.	4/25/2017 9:49 AM
41	Treat colleagues respectfully. Be helpful.	4/25/2017 9:49 AM
42	No comments	4/25/2017 9:42 AM
43	The mailroom person is not polite. It feels like he doesn't want to help and if he's asked a question it feels like you're imposing on his time. Also, there is no signage other than "Open," and "Closed" to let others know what the hours of the mailroom are or when the mailroom person is not available.	4/25/2017 9:38 AM
44	So far so good	4/25/2017 9:33 AM
45	satisfactory job	4/25/2017 9:20 AM
46	The department's mail is placed into a bin and brought over to our individual mailboxes in AHS.	4/25/2017 9:18 AM
47	Always helpful.	4/25/2017 8:57 AM
48	We do not need a full time person sitting watching the mailroom and doing nothing but talk on the phone or listening to music.	4/25/2017 8:26 AM
49	Have hours posted. What's the point of open/close sign if I don't know the hours? Gentleman in the mailroom needs customer service training.	4/25/2017 8:23 AM
50	N/A	4/25/2017 8:16 AM
51	Sometimes it's closed/locked when I go to check mail.	4/25/2017 8:15 AM
52	More approachable and friendly staff	4/25/2017 8:13 AM
53	he could do more in my opinion. I always see him just sitting on his computer....	4/25/2017 8:08 AM
54	n\A	4/25/2017 7:58 AM
55	great	4/25/2017 6:47 AM
56	The man in the mail room is very stern, but once you get to know him he's actually a nice gentleman. If I received mail here, I know that it would be in safe hands, because he guards it extremely well.	4/24/2017 11:23 PM
57	Na	4/24/2017 10:59 PM
58	Encourage recycling of cardboard and boxes.	4/24/2017 9:06 PM
59	Completely Satisfied	4/24/2017 9:05 PM
60	I am not allowed to collect the dept. mail because I am not the dept. chair. [REDACTED].	4/24/2017 9:03 PM
61	Saturday hours should be posted.	4/24/2017 8:50 PM
62	The mailroom is obsolete	4/24/2017 8:46 PM
63	Nothing	4/24/2017 8:30 PM
64	Never seen anyone in there.	4/24/2017 8:15 PM
65	Don't use it	4/24/2017 8:12 PM

## Office Services Satisfaction Survey Spring 2017

66	Not sure who else works there besides [REDACTED]. I am aware that the Reprographics staff do help out and they are great! Only [REDACTED] seems angry and unapproachable all the time.	4/24/2017 8:08 PM
67	Well-run.	4/24/2017 7:51 PM
68	It would be nice to get notifications about books that are waiting in the mailroom.	4/24/2017 6:53 PM
69	I receive my mail in my department box	4/24/2017 6:16 PM
70	none	4/24/2017 6:14 PM
71	Often, I don't not find anyone there to help me with the Mailroom (get packages, ask questions about mail, etc.) Where there is someone there, that person is not helpful. I have to go into Reprographics to get help with Mailroom stuff.	4/24/2017 5:46 PM
72	Where is the Mailroom? What services does it provide?	4/24/2017 5:38 PM
73	It serves its purpose as needed	4/24/2017 5:30 PM
74	no suggestions--service and staff are excellent	4/24/2017 5:16 PM
75	Be nicer.	4/24/2017 5:15 PM
76	I avoid to go to the mail room because of the lack of help when I needed and the very angry person working there.	4/24/2017 5:02 PM
77	The new mailboxes are great!	4/24/2017 5:01 PM
78	Would like windows in the mailboxes to be able to see if anything is in it or not.	4/24/2017 4:57 PM
79	Our mail is picked up by our secretary.	4/24/2017 4:55 PM
80	Please be nice	4/24/2017 4:48 PM
81	None	4/24/2017 4:48 PM
82	My dept chair put in a key request. When I visited the mailroom and spoke to the person running it, he told me that this had not happened and to go back to my chair. It turns out that my request, which had formerly been recognized as having been received when I visited previously in an attempt to figure out repro, was later lost. In trying to secure a mailbox and key, I did not feel that there was any effort to provide me these things in a timely fashion.	4/24/2017 4:43 PM
83	Perhaps the use of color copies as needed.	4/24/2017 4:42 PM
84	We pick up our mail for our department.	4/24/2017 4:42 PM
85	The attendant always has an attitude problem. 2 examples, when he moved to ACA, I went to pick up a document that was left there for me. He told me it was in my box. At this point, I did not know that I was assigned a box and certainly did not have a key. He could have just told me that since they moved, they assigned us a box and we needed to request a key. He did this, but only after giving me attitude for not knowing this already. Second, I dropped off a letter to be mailed to the state and needed a signature of confirmation. Again, he gave me attitude because I did not already know how to fill out the form. He is simply rude, no matter what you go in the mailroom for. He needs serious customer service training.	4/24/2017 4:38 PM
86	no comments	4/24/2017 4:34 PM
87	Na	4/24/2017 4:33 PM
88	None	4/24/2017 4:32 PM

### Q17 Please rate the customer service you receive from the operators in the Switchboard.

Answered: 168 Skipped: 20



ANSWER CHOICES	RESPONSES	
Excellent	20.83%	35
Good	22.62%	38
Fair	7.74%	13
Poor	6.55%	11
Do not know. I have never spoken to anyone at the Switchboard.	42.26%	71
<b>TOTAL</b>		<b>168</b>

## Q18 You indicated that the customer service you receive from the operators in the Switchboard is "fair" or "poor." Please tell us how we can improve.

Answered: 23 Skipped: 165

#	RESPONSES	DATE
1	drop calls or not answering	5/10/2017 2:01 PM
2	This person is hardly ever available.	5/8/2017 7:28 AM
3	I have used this service few times during the day and most of the time I don't get anyone on the phone.	4/29/2017 2:41 PM
4	They are not always available during 8 am to 9 pm	4/28/2017 8:31 PM
5	Nobody ever answers the switchboard.	4/28/2017 3:40 PM
6	Answer the phone!	4/27/2017 2:23 PM
7	can never get through.	4/26/2017 1:44 PM
8	Provide switchboard service between 4 PM and 9 PM.	4/25/2017 3:56 PM
9	Have someone answer the phone	4/25/2017 2:00 PM
10	Their hours are inaccurate and it is extremely difficult to get a hold of anyone. Other than that they are helpful whenever they do pickup.	4/25/2017 11:58 AM
11	Either the phone rings up to ten times before there is an answer, or no one answers at all.	4/25/2017 11:38 AM
12	Pick up the phone first and when it is picked up know what department to direct people to. We take a lot of calls because of wrong transfer or no one picked up.	4/25/2017 10:56 AM
13	When someone is there to answer, the customer service is fine, but usually no one answers the phone.	4/25/2017 8:29 AM
14	No one ever answers the phone when you dial for the operator.	4/25/2017 8:17 AM
15	In the past when I have called the operator there is NO ANSWER....	4/25/2017 8:09 AM
16	be there when we need you	4/25/2017 6:12 AM
17	Be more available during regular office times	4/24/2017 10:41 PM
18	There is virtually no one that ever answers the college telephone. A complete loss for new students and students trying to call for help. It's a wonder why the LAVC college is in financial trouble. It's all how you start with a prospective student.	4/24/2017 8:51 PM
19	Often no answer	4/24/2017 8:31 PM
20	Difficult to find the right person who has the authority to answer questions.	4/24/2017 6:17 PM
21	please try and sound more upbeat; you are the first line of representation for the college. say something like "Good morning, LA Valley College, how can I direct your call, or how can I help you?." The operator now says, "LA Valley College" and nothing else.	4/24/2017 6:16 PM
22	I've never known an operator to answer when I've called the Switchboard.	4/24/2017 5:39 PM
23	very often nobody answers the call	4/24/2017 4:35 PM

## Q19 Please share comments and/or suggestions about the Switchboard.

Answered: 53 Skipped: 135

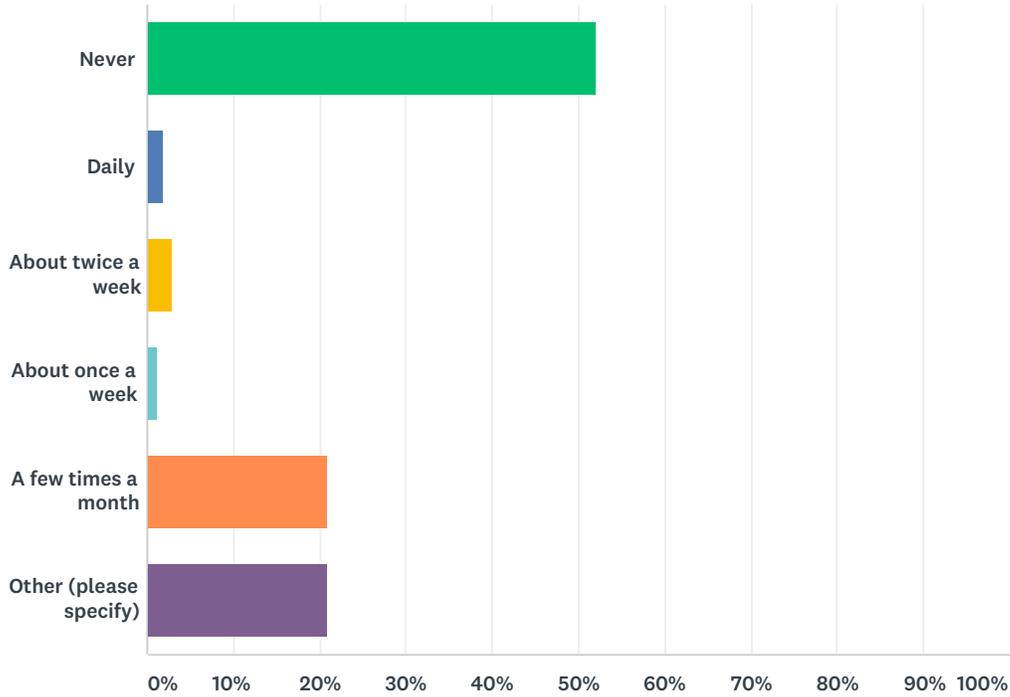
#	RESPONSES	DATE
1	No relief during breaktime	5/10/2017 9:29 AM
2	Switchboard is very professional and helpful.	5/10/2017 9:27 AM
3	Sometimes it takes a while for someone to pick up.	5/9/2017 4:13 PM
4	na	5/8/2017 8:55 AM
5	We need a new switchboard operator.	5/8/2017 7:28 AM
6	very good and helpful	5/5/2017 3:04 PM
7	She's a peach!! She's the person who retrieved my mail when I was locked out! She is ALWAYS helpful!	5/1/2017 6:32 PM
8	Please answer the phone and if you go on break, have someone else answering the phones.	4/29/2017 2:41 PM
9	N/	4/28/2017 8:31 PM
10	There should be someone at the switchboard during working hours.	4/28/2017 3:40 PM
11	we need a telephone operator during the business hours.	4/28/2017 2:57 PM
12	I wish the switchboard had afternoon if not evening hours.	4/27/2017 5:43 PM
13	I cannot recall when I last used the Switchboard.	4/27/2017 5:41 PM
14	pick up the line. it would help to know what hours the person is on call.	4/26/2017 1:45 PM
15	Great	4/26/2017 8:36 AM
16	Sometimes a long wait to get an answer, or no answer--I assume understaffed. (And I was surprised to hear there was more than 1 operator.)	4/26/2017 7:59 AM
17	it seems no operator is available after 4pm which is inconvenient	4/25/2017 4:20 PM
18	Probably too many calls for the number of people staffing the switchboard.	4/25/2017 4:01 PM
19	The switchboard has very limited hours. I've noticed that if I call after 12 pm, I can never get a live person.	4/25/2017 3:38 PM
20	a long wait for someone to answer especially if calling from off campus. One must also wait for the individual "announcements" before a person or office if one doesn't have number,	4/25/2017 2:05 PM
21	Great Job!	4/25/2017 1:08 PM
22	Sometimes in the past, no one answers!	4/25/2017 12:13 PM
23	None	4/25/2017 11:39 AM
24	Extend the hours of service until the evening as it is possible there may be an emergency, e.g., an instructor is ill and cannot "make" the class that evening.	4/25/2017 11:39 AM
25	It would be nice if there was more coverage on the switchboard when you need an outside line.	4/25/2017 11:26 AM
26	It so happens that I regularly need to contact students through our campus Operator. I find the Operator to be gracious and very helpful. I do know the Operator's hours are limited.	4/25/2017 11:15 AM
27	She needs to be provided more information about campus events as she is often referred phone calls about campus events.	4/25/2017 11:09 AM
28	Know what each department does so you can properly transfer people. Use the college website to assist people. That's what we do when we get calls where people say, "no one picked up."	4/25/2017 10:57 AM
29	Sometimes the switchboard sends general inquiries to my extension.	4/25/2017 9:50 AM

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30	The Switchboard operator has always been kind when we've spoken or when I've needed assistance making a call.	4/25/2017 9:39 AM
31	Line is sometimes not answered.	4/25/2017 8:57 AM
32	Evening hours.	4/25/2017 8:23 AM
33	This person should be upbeat and helpful, not such a monotone in the voice as if I am disturbing them.	4/25/2017 8:19 AM
34	N/A	4/25/2017 8:17 AM
35	Not always available	4/25/2017 8:13 AM
36	keep it open 24 hours	4/25/2017 6:47 AM
37	Switchboard is the campus operator? If not please ignore this comment. It would be nice to have a campus operator available always. It's very hard to get through to certain departments, & having an operator with general information would be extremely helpful to students and others etc.	4/24/2017 11:25 PM
38	Na	4/24/2017 10:59 PM
39	Easier to find faculty & administrator phone numbers on website.	4/24/2017 9:07 PM
40	Meets all of my needs	4/24/2017 9:05 PM
41	Staff the switchboard from opening to closing. Make sure there is coverage on lunch and breaks. Saturday service needed as well.	4/24/2017 8:52 PM
42	More availability	4/24/2017 8:31 PM
43	Not always sbailable	4/24/2017 8:13 PM
44	Would be nice if it were staffed for more hours.	4/24/2017 7:52 PM
45	found a lot of "passing the buck" in my effort to get a question answered.	4/24/2017 6:17 PM
46	as mentioned please try to project a more positive attitude	4/24/2017 6:16 PM
47	Sometimes I can't get through to the Switchboard. I think that someone is not always there. I think adding extra staffing, especially evening hours, would be helpful.	4/24/2017 5:47 PM
48	It would be helpful to employ the operated for a full working day. Not having an operated after 12 pm is a problem	4/24/2017 5:30 PM
49	never too sure when somebody is on the switchboard	4/24/2017 5:16 PM
50	I haven't called in a while actually so I am not sure how things have been.	4/24/2017 4:43 PM
51	need operators with extended hours of operation.	4/24/2017 4:42 PM
52	needs improvement	4/24/2017 4:36 PM
53	none	4/24/2017 4:33 PM

## Q20 How often do you use the services of the Master Calendar office?

Answered: 167 Skipped: 21



ANSWER CHOICES	RESPONSES	
Never	52.10%	87
Daily	1.80%	3
About twice a week	2.99%	5
About once a week	1.20%	2
A few times a month	20.96%	35
Other (please specify)	20.96%	35
<b>TOTAL</b>		<b>167</b>

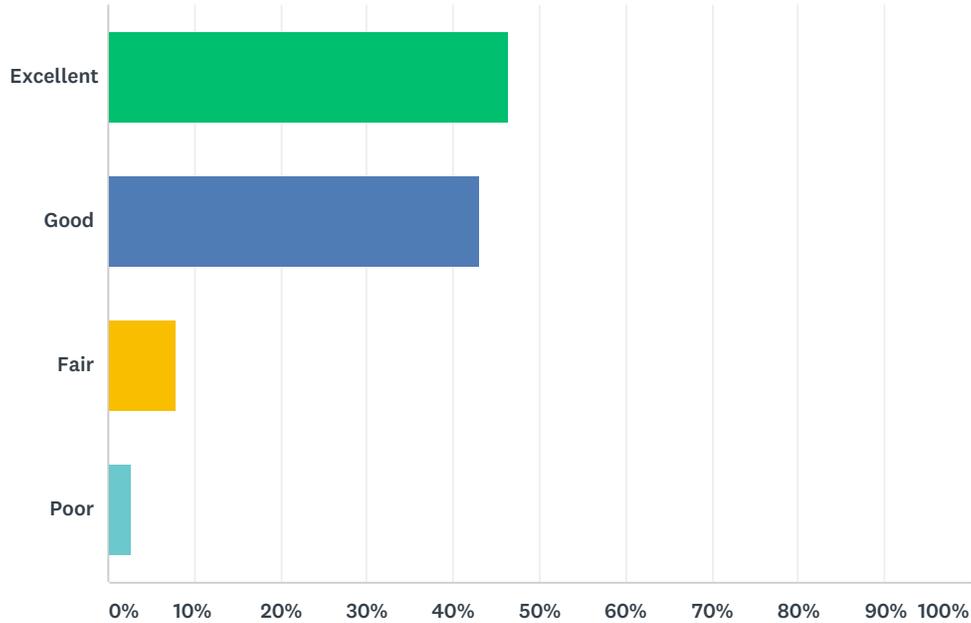
#	OTHER (PLEASE SPECIFY)	DATE
1	haven't really used masater calendar	5/10/2017 9:29 AM
2	I'm not clear about what that office actually does	5/3/2017 9:34 AM
3	Have not had to do it yet	5/3/2017 8:34 AM
4	never	5/2/2017 6:23 AM
5	once a year	5/1/2017 4:31 PM
6	few times a semester	4/28/2017 3:01 PM
7	If you are talking about the academic calendar, I check it once or twice a semester	4/28/2017 10:52 AM
8	once or twice a year.	4/27/2017 5:43 PM
9	Once or twice a semester.	4/27/2017 5:41 PM

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10	twice a year	4/26/2017 2:01 PM
11	Never been there.	4/25/2017 9:58 PM
12	Not sure what that is.	4/25/2017 3:39 PM
13	Occasionally.	4/25/2017 2:51 PM
14	2 times per semester	4/25/2017 2:49 PM
15	rarely	4/25/2017 12:33 PM
16	A few times a week	4/25/2017 11:51 AM
17	I used these services more in the past.	4/25/2017 11:30 AM
18	I don't schedule events in my current role.	4/25/2017 11:16 AM
19	rarely	4/25/2017 9:49 AM
20	I don't use the services of Master Calendar but the next question demands that I give them a rating.	4/25/2017 9:22 AM
21	Only when needed	4/25/2017 8:17 AM
22	About 2 times a year	4/25/2017 8:16 AM
23	once or twice a semester	4/25/2017 7:34 AM
24	Few tmes/semester	4/25/2017 6:29 AM
25	I HAVE NO IDEA WHAT THEY ARE OR WHAT THEY DO.	4/24/2017 10:14 PM
26	Only When Needed	4/24/2017 9:06 PM
27	once a year	4/24/2017 9:03 PM
28	once a semester	4/24/2017 8:43 PM
29	Every semester	4/24/2017 8:32 PM
30	a few times a year	4/24/2017 6:16 PM
31	A couple times a semester.	4/24/2017 5:47 PM
32	1-2 times per semester	4/24/2017 5:15 PM
33	It used to be about twice a year.	4/24/2017 5:15 PM
34	rarely	4/24/2017 4:43 PM
35	A couple times per semester	4/24/2017 4:34 PM

## Q21 Please rate the Master Calendar services.

Answered: 151 Skipped: 37



ANSWER CHOICES	RESPONSES	
Excellent	46.36%	70
Good	43.05%	65
Fair	7.95%	12
Poor	2.65%	4
TOTAL		151

## Q22 You indicated that the services of the Master Calendar are "fair" or "poor." Please tell us how we can improve.

Answered: 17 Skipped: 171

#	RESPONSES	DATE
1	I only rated them "fair" because I haven't used their services	5/2/2017 6:24 AM
2	since I also indicated that I've never used their services, and you offered no N/A option. I chose the best alternative.	4/26/2017 8:00 AM
3	Get more information	4/25/2017 7:34 PM
4	N/A	4/25/2017 11:59 AM
5	I don't even know what this is.	4/25/2017 11:40 AM
6	I've had limited experience. There should be an n/a response.	4/25/2017 9:50 AM
7	I never use their services but you forced a response. Fix your survey!	4/25/2017 9:23 AM
8	There was no n/a option; I've never used this service.	4/25/2017 8:11 AM
9	I ENTERED "FAIR" ONLY BECAUSE IT INSISTS ON AN ANSWER. I HAVE ALREADY SAID I KNOW NOTHING ABOUT THEM	4/24/2017 10:15 PM
10	I have no	4/24/2017 8:46 PM
11	I do not use the services	4/24/2017 8:06 PM
12	Customer service needs improvement.	4/24/2017 7:38 PM
13	Let folks know what it is.	4/24/2017 5:39 PM
14	I've never used them, so it didn't seem right to put "Excellent." I wish n/a were an option.	4/24/2017 5:14 PM
15	Difficult to work with	4/24/2017 4:45 PM
16	I don't really know what it is.	4/24/2017 4:38 PM
17	█ needs a lesson in customer service.	4/24/2017 4:34 PM

## Q23 Please share comments and/or suggestions about the Master Calendar.

Answered: 76 Skipped: 112

#	RESPONSES	DATE
1	very easy to talk to	5/10/2017 9:30 AM
2	the staff are helpful but the procedure cumbersome when reserving rooms for campus meetings and/or activities	5/8/2017 8:56 AM
3	good to work with when available and there are many departments to collaborate with	5/5/2017 3:05 PM
4	none	5/2/2017 6:24 AM
5	excellent services	4/28/2017 3:02 PM
6	I have always found what I seek.	4/27/2017 5:42 PM
7	none	4/27/2017 6:40 AM
8	it would be good to look up what rooms are available without bothering Cyndi.	4/26/2017 1:46 PM
9	Once again, no coverage for single employee.	4/26/2017 10:51 AM
10	No Comment	4/26/2017 9:27 AM
11	Never used	4/26/2017 8:36 AM
12	I shouldn't be answering this question since I don't use their services.	4/26/2017 8:00 AM
13	None.	4/25/2017 9:59 PM
14	This is in response to the previous questions of rating the service of the Master Calendar department. If I haven't used the services of Master Calendar, shouldn't we have a N/A option when rating the service of this department.	4/25/2017 9:21 PM
15	No comment since I don't use it.	4/25/2017 4:35 PM
16	I don't have a comment.	4/25/2017 4:02 PM
17	None	4/25/2017 3:40 PM
18	None.	4/25/2017 3:26 PM
19	██████ is always friendly and willing to help if at all possible.	4/25/2017 2:52 PM
20	Make the request process electronically	4/25/2017 2:50 PM
21	provides what I need when I do use it	4/25/2017 2:06 PM
22	please make parking rules clearer	4/25/2017 1:17 PM
23	Great Job!	4/25/2017 1:08 PM
24	██████ has always been very helpful, when we did need a room. I wish the conference rooms on the 2nd floor of the ACA building could be opened to Saturday classes.	4/25/2017 12:34 PM
25	It would be easier if the college had an electronic system to see what's available.	4/25/2017 12:14 PM
26	██████ is extremely prompt with her replies and is very helpful.	4/25/2017 11:51 AM
27	Put out a bulletin informing everyone what the Master Calendar does.	4/25/2017 11:40 AM
28	None	4/25/2017 11:39 AM
29	They are doing a good job.	4/25/2017 11:30 AM
30	Not much I can comment due to not arranging events.	4/25/2017 11:16 AM
31	██████ is amazing, very helpful, and so prompt with her replies! I love working with her.	4/25/2017 11:00 AM

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32	N/A	4/25/2017 10:48 AM
33	No comments	4/25/2017 9:43 AM
34	I've not needed services from the Master Calendar office but others I've spoken to say she is a delight to work with.	4/25/2017 9:41 AM
35	Never had to use this service	4/25/2017 9:35 AM
36	I have no comments nor suggestions.	4/25/2017 9:23 AM
37	None	4/25/2017 9:21 AM
38	Always helpful.	4/25/2017 8:58 AM
39	Very professional and approachable!	4/25/2017 8:57 AM
40	Responds promptly	4/25/2017 8:54 AM
41	Always helpful and great with problem solving. Has never made a mistake with my reservations.	4/25/2017 8:24 AM
42	never hear anything bad, so that is a good thing!	4/25/2017 8:19 AM
43	Great work.	4/25/2017 8:17 AM
44	n\ a	4/25/2017 7:58 AM
45	have an on-line calendar that can be reviewed before making a request/filing out forms.	4/25/2017 7:35 AM
46	never use it	4/25/2017 6:47 AM
47	It would be awesome if the [REDACTED] was more friendly, but I understand her job is stressful. Maybe you can ask her to at least fake a smile, & maybe it will stick.	4/24/2017 11:27 PM
48	Na	4/24/2017 10:59 PM
49	HOW CAN I SUGGEST OR COMMENT ON WHAT I DON'T KNOW? THIS IS A PRETTY SILLY SURVEY.	4/24/2017 10:16 PM
50	Encourage students to look at it.	4/24/2017 9:08 PM
51	I am always well served when the time comes and I need Master Calendar services.	4/24/2017 9:07 PM
52	all good.	4/24/2017 9:03 PM
53	The system should be all digital and easier to book.	4/24/2017 8:52 PM
54	Nothing	4/24/2017 8:32 PM
55	Be more accomodating	4/24/2017 8:14 PM
56	None	4/24/2017 8:09 PM
57	....	4/24/2017 7:52 PM
58	People skills needs improvement.	4/24/2017 7:39 PM
59	Not sure what they do	4/24/2017 6:17 PM
60	[REDACTED] is most helpful and accommodating...good job	4/24/2017 6:16 PM
61	No problems. It's an efficiently run office.	4/24/2017 5:48 PM
62	works well	4/24/2017 5:31 PM
63	none	4/24/2017 5:17 PM
64	Last time I needed to work with the person from Master Calendar was a pleasant experience. I was able to communicate with her. She answered my questions and I was able to find what I was looking for.	4/24/2017 5:04 PM
65	Stupid survey. Never use Master Calendar and then survey's asks to rate Master Calendar.	4/24/2017 4:58 PM
66	There should be a N/A option for the rating, I marked Excellent because [REDACTED] is always helpful when you need her.	4/24/2017 4:57 PM
67	No interaction.	4/24/2017 4:55 PM
68	None	4/24/2017 4:49 PM

## Office Services Satisfaction Survey Spring 2017

69	Would appreciate better customer service and a helpful attitude. Run into many challenges.	4/24/2017 4:46 PM
70	Always helpful and consistent when we need their guidance??.	4/24/2017 4:44 PM
71	N/A	4/24/2017 4:44 PM
72	working well at the present time.	4/24/2017 4:43 PM
73	██████████ are great! However, my issue is with the paper format still being used to reserve rooms. It is not only wasteful, but archaic. also, it is hard to keep track of who reserves what rooms. I have at least 5 different people that I need to connect with for all the various reservations and it makes it hard to plan events/meetings. We should have an electronic form. We should also have an integrated system where we can see all the different types of rooms (conference, classrooms, etc.) and when they are available. This seems like it can be added to the portal, and be used like WSO and also eBTA's. This will be better for tracking and also to save our planet.	4/24/2017 4:42 PM
74	no comments	4/24/2017 4:36 PM
75	Na	4/24/2017 4:34 PM
76	none	4/24/2017 4:33 PM