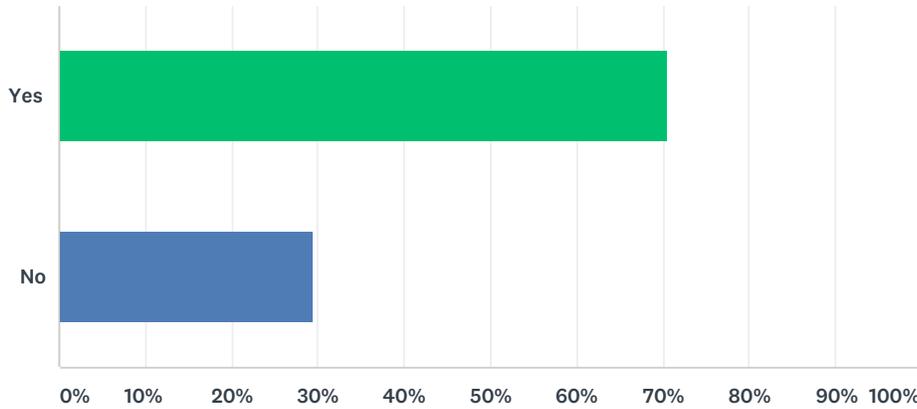


Q1 Have you used any services of the Reprographics department (copy center)? (This includes using the self-serve copy machines.)

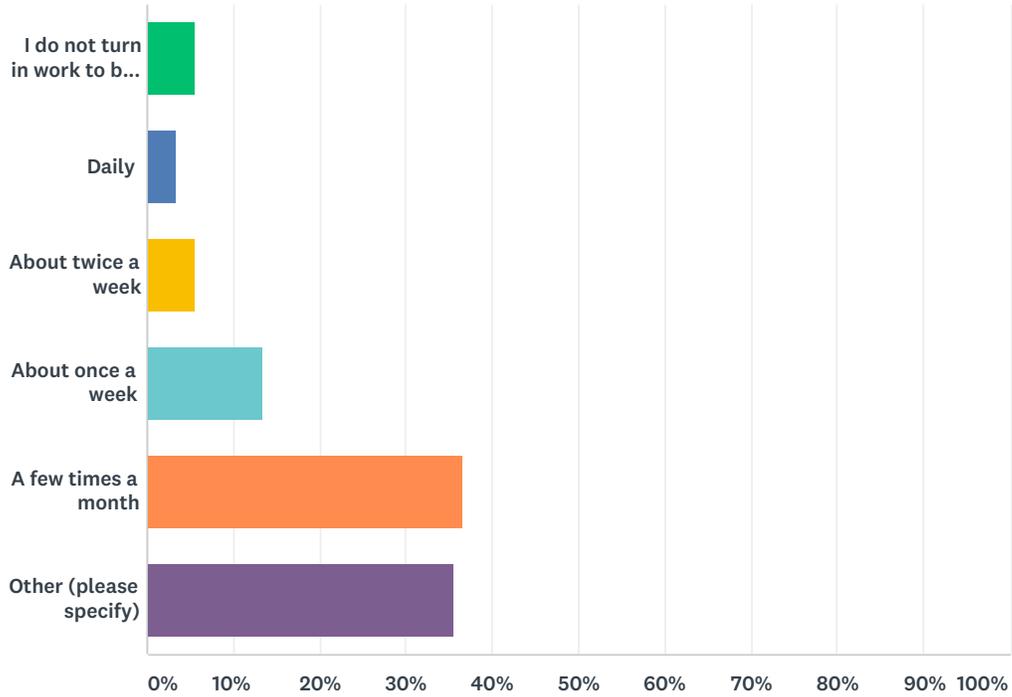
Answered: 129 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Yes | 70.54% | 91 |
| No | 29.46% | 38 |
| TOTAL | | 129 |

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

Answered: 90 Skipped: 39



| ANSWER CHOICES | RESPONSES | |
|---|-----------|-----------|
| I do not turn in work to be copied. I only use the self-serve machines. | 5.56% | 5 |
| Daily | 3.33% | 3 |
| About twice a week | 5.56% | 5 |
| About once a week | 13.33% | 12 |
| A few times a month | 36.67% | 33 |
| Other (please specify) | 35.56% | 32 |
| TOTAL | | 90 |

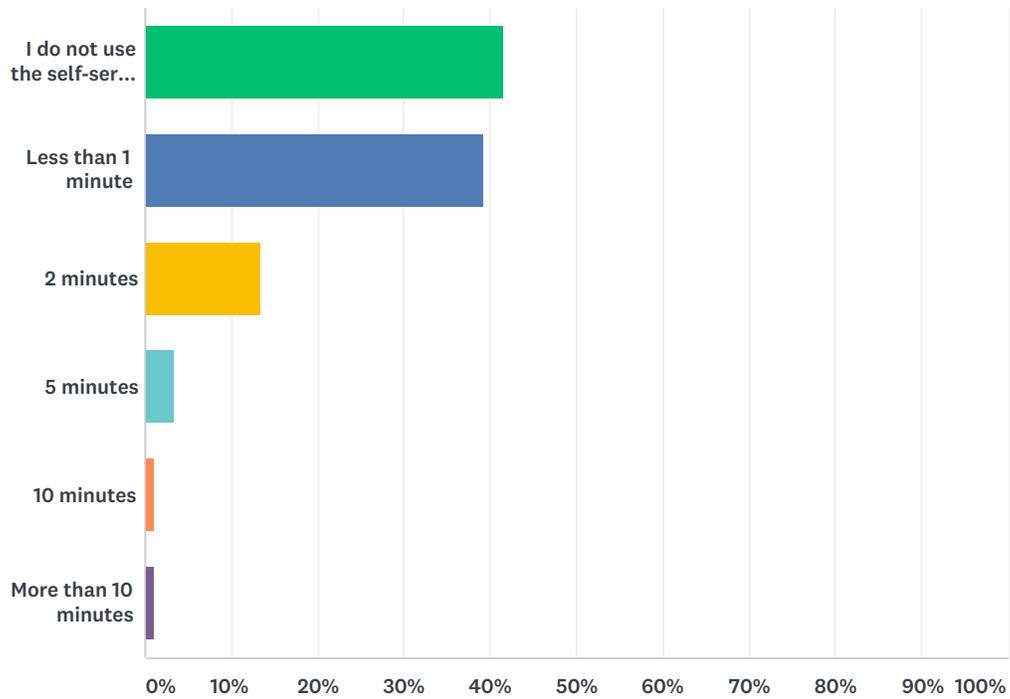
| # | OTHER (PLEASE SPECIFY) | DATE |
|---|---|---------------------|
| 1 | once in last 12 months | 11/21/2018 7:12 PM |
| 2 | twice last year | 11/15/2018 11:58 AM |
| 3 | Once a semester - I have all my handouts copied before classes begin. | 11/14/2018 8:00 PM |
| 4 | only when no other means available | 11/14/2018 11:54 AM |
| 5 | ONCE A SEMESTER | 11/13/2018 7:03 PM |
| 6 | maybe twice per year | 11/13/2018 5:30 PM |
| 7 | five times a year | 11/13/2018 4:30 PM |
| 8 | approx. every 2 months | 11/13/2018 2:06 PM |
| 9 | sometimes order schedules and Catalogs | 11/13/2018 1:37 PM |

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| | | |
|----|--|---------------------|
| 10 | Several times per semester | 11/13/2018 12:02 PM |
| 11 | once a year | 11/13/2018 11:16 AM |
| 12 | Rarely | 11/13/2018 10:36 AM |
| 13 | Every couple of months | 11/13/2018 10:06 AM |
| 14 | As needed | 11/13/2018 9:52 AM |
| 15 | never | 11/13/2018 9:24 AM |
| 16 | When Catalogs need to be created about once or twice a year. | 11/13/2018 8:43 AM |
| 17 | 2 times for a semester | 11/12/2018 2:01 PM |
| 18 | 4-5 times per semester | 11/11/2018 10:29 AM |
| 19 | As needed. | 11/11/2018 10:11 AM |
| 20 | a few times a semester | 11/10/2018 3:05 PM |
| 21 | Once a month | 11/10/2018 10:59 AM |
| 22 | About once a month | 11/10/2018 10:32 AM |
| 23 | once a semester | 11/10/2018 6:28 AM |
| 24 | periodically as needed | 11/10/2018 12:34 AM |
| 25 | None at this time. Course materials are available online. | 11/9/2018 5:19 PM |
| 26 | 3 times per semester | 11/9/2018 5:01 PM |
| 27 | Twice a semester | 11/9/2018 4:45 PM |
| 28 | A few times per year | 11/9/2018 4:44 PM |
| 29 | once a year | 11/9/2018 4:40 PM |
| 30 | Whenever I need something printed | 11/9/2018 4:39 PM |
| 31 | A few times in the semester | 11/9/2018 4:38 PM |
| 32 | a few times a year | 11/9/2018 4:35 PM |

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

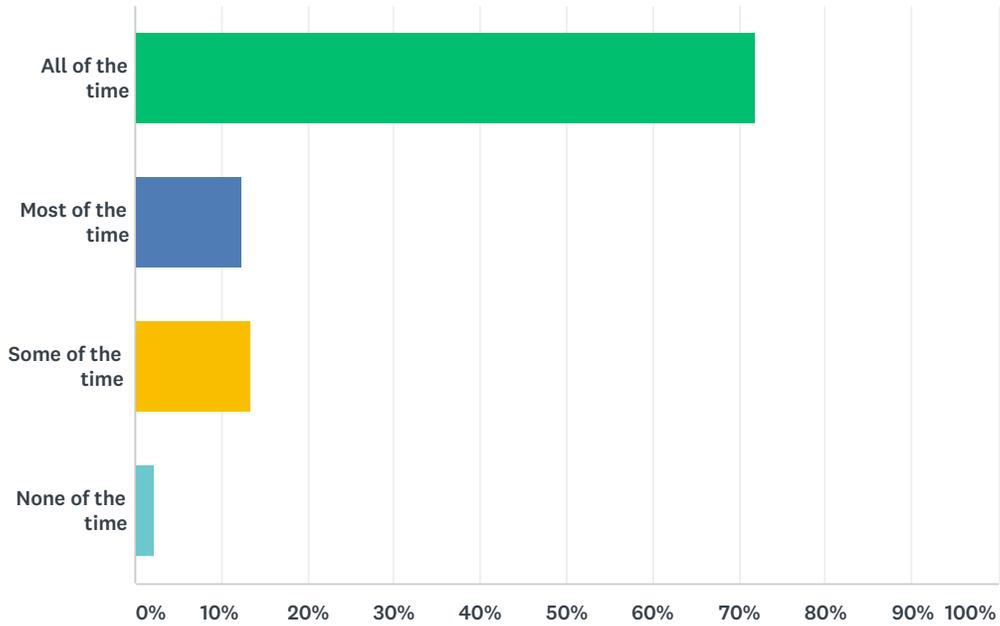
Answered: 89 Skipped: 40



| ANSWER CHOICES | RESPONSES | |
|--|-----------|-----------|
| I do not use the self-serve copy machines in Reprographics | 41.57% | 37 |
| Less than 1 minute | 39.33% | 35 |
| 2 minutes | 13.48% | 12 |
| 5 minutes | 3.37% | 3 |
| 10 minutes | 1.12% | 1 |
| More than 10 minutes | 1.12% | 1 |
| TOTAL | | 89 |

Q4 Does the Reprographics department adequately serve your copy needs?

Answered: 89 Skipped: 40



| ANSWER CHOICES | RESPONSES | |
|------------------|-----------|----|
| All of the time | 71.91% | 64 |
| Most of the time | 12.36% | 11 |
| Some of the time | 13.48% | 12 |
| None of the time | 2.25% | 2 |
| TOTAL | | 89 |

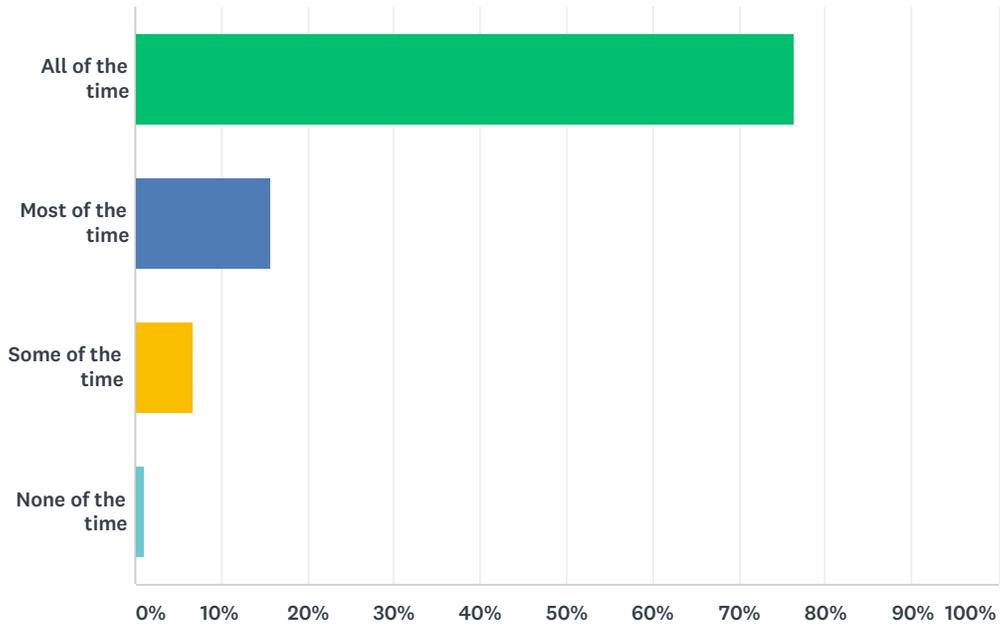
Q5 You indicated "some of the time" or "none of the time" that the Reprographics department adequately serve your needs. Please tell us how we can improve.

Answered: 14 Skipped: 115

| # | RESPONSES | DATE |
|----|--|---------------------|
| 1 | Color copies, full service printing so we do not have to go off campus. | 11/28/2018 6:32 PM |
| 2 | The 72 hour deadline is UNFAIR. Totally unfair! As a teacher I sometimes make my own copies rather than submit to such unfair rules. | 11/20/2018 1:06 PM |
| 3 | It would be great if we could print color files. | 11/19/2018 6:49 PM |
| 4 | Sometimes They are RUDE | 11/17/2018 11:10 AM |
| 5 | Long turn around time, and needs to stock color paper. | 11/16/2018 10:28 AM |
| 6 | should have more "on demand" service while you wait. teacher should be able to have small jobs completed on the spot. it feels like we have to accommodate reprographics and it seems like it should be the other way around | 11/15/2018 1:26 PM |
| 7 | need to increase number of copies available on self-service copy card. 72 hour turn around on work is too long | 11/14/2018 11:55 AM |
| 8 | Enable quicker turn-around times for copying (like Santa Monica College), but I imagine the budget does not allow for that. | 11/13/2018 5:32 PM |
| 9 | For many years, I have dealing with unfair practice at the school. Part time faculty does not matter. Reprographics in particular have done nothing to provide fair services for part time faculty who are teaching in the evening or weekends. They response have always been the same, called another faculty to pickup your copies OR you need to leave your full time job if you want to get your copies for your classes. This is an equity issue for faculty and the students. | 11/11/2018 12:18 PM |
| 10 | I often can't get my materials ready soon enough to meet the three day turnaround. | 11/10/2018 3:06 PM |
| 11 | I understand that time is needed to process the requests, but the 72 hour turn around time is just too short for me. I usually use up my 250 copies pretty early in the semester; for example, this semester I have 36 students and because of a problem at the bookstore, they didn't have textbooks for the first month or so of class. I had to make a lot of copies. I should plan more carefully and more in advance, but I often have to pay to print in the library. | 11/10/2018 12:19 PM |
| 12 | It takes too much time to get copies back. | 11/9/2018 10:13 PM |
| 13 | Color printing for posters, flyers, postcards and programs for promotion of department. | 11/9/2018 4:41 PM |
| 14 | More services needed. Colored paper. Other colleges do a lot more including posters, enlargements, etc. | 11/9/2018 4:34 PM |

Q6 In general, is the Reprographics department staff helpful?

Answered: 89 Skipped: 40



| ANSWER CHOICES | RESPONSES | |
|------------------|-----------|----|
| All of the time | 76.40% | 68 |
| Most of the time | 15.73% | 14 |
| Some of the time | 6.74% | 6 |
| None of the time | 1.12% | 1 |
| TOTAL | | 89 |

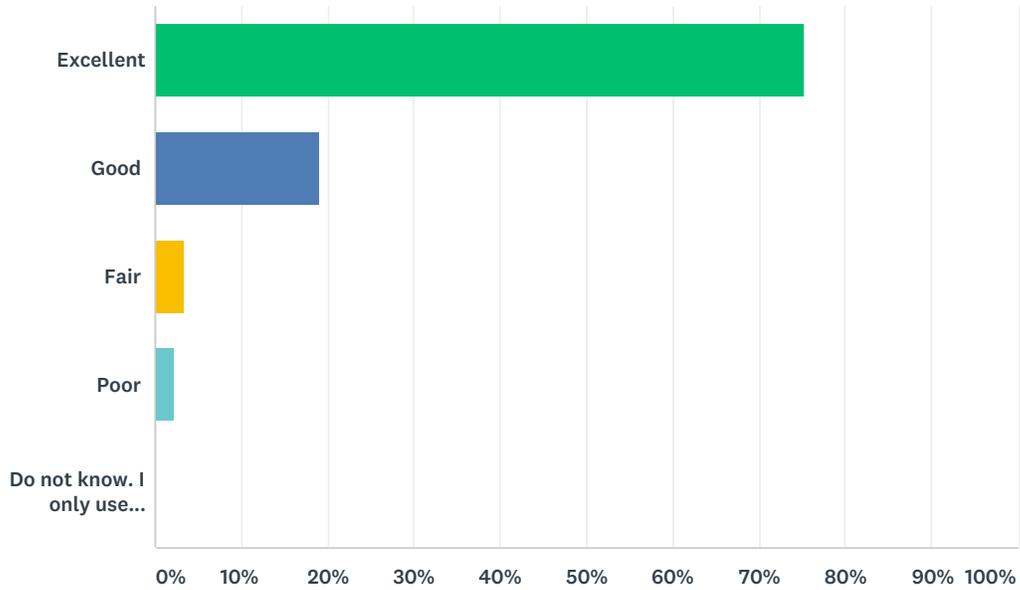
Q7 You indicated that "some of the time" or "none of the time" that the staff in the Reprographics department are very helpful. How can we improve?

Answered: 7 Skipped: 122

| # | RESPONSES | DATE |
|---|---|---------------------|
| 1 | customer service training | 11/28/2018 6:33 PM |
| 2 | They make me feel intimidated at times, though I am always professional and nice. | 11/20/2018 1:07 PM |
| 3 | At times, they act as if you are an inconvenience to them. | 11/17/2018 11:11 AM |
| 4 | see previous answer. Also, some of the rules need reconsidered. i.e. having only a limited period of time at the start of the semester to have copy cards refilled. seems somewhat arbitrary and restrictive. I hope there can be more of a mission to assist faculty rather than get us to conform | 11/15/2018 1:28 PM |
| 5 | x | 11/14/2018 11:56 AM |
| 6 | You need to open a location where evening and weekend faculty can go and do copies and pickup their orders. There has nothing been done, for years, to address this issue. | 11/11/2018 12:19 PM |
| 7 | Retraining | 11/9/2018 6:07 PM |

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

Answered: 89 Skipped: 40



| ANSWER CHOICES | RESPONSES | |
|--|-----------|-----------|
| Excellent | 75.28% | 67 |
| Good | 19.10% | 17 |
| Fair | 3.37% | 3 |
| Poor | 2.25% | 2 |
| Do not know. I only use self-serve copy machines | 0.00% | 0 |
| TOTAL | | 89 |

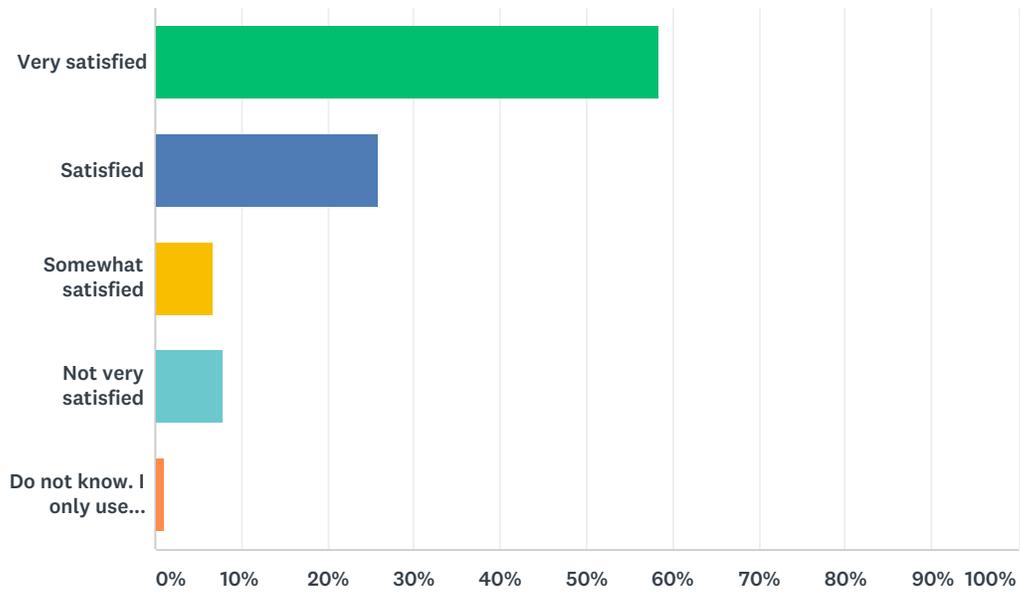
Q9 You indicated that the quality of work processed by the Reprographics is "fair" or "poor." Please tell us how Reprographics can improve on the quality of their work.

Answered: 5 Skipped: 124

| # | RESPONSES | DATE |
|---|--|---------------------|
| 1 | Minimal services offered. Print quality is not always good. few options, just the basics. | 11/28/2018 6:34 PM |
| 2 | Be more open to faculty needing copies. | 11/20/2018 1:08 PM |
| 3 | They need to process their orders faster. I work in other colleges where you can get your exams or order request within four hours maximum. At LAVC, I have to submit my exams at least 72 hours and I have situations that I have not get my exams in 72 hours. | 11/11/2018 12:23 PM |
| 4 | Not sure | 11/9/2018 6:08 PM |
| 5 | I would like to have them make exam copies sometimes on the spot. In case we need at that moment. In all other colleges I work, they accommodate in case of emergency needs. | 11/9/2018 4:39 PM |

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

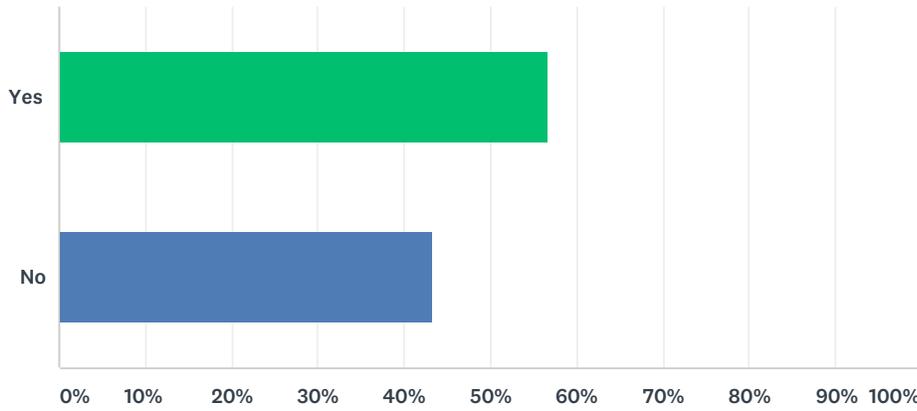
Answered: 89 Skipped: 40



| ANSWER CHOICES | RESPONSES | |
|--|-----------|-----------|
| Very satisfied | 58.43% | 52 |
| Satisfied | 25.84% | 23 |
| Somewhat satisfied | 6.74% | 6 |
| Not very satisfied | 7.87% | 7 |
| Do not know. I only use self-serve copy machines | 1.12% | 1 |
| TOTAL | | 89 |

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

Answered: 127 Skipped: 2



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Yes | 56.69% | 72 |
| No | 43.31% | 55 |
| TOTAL | | 127 |

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

Answered: 118 Skipped: 11

| # | RESPONSES | DATE |
|----|---|---------------------|
| 1 | More printing options. We take materials off campus to be printed if we want larger or color or poster etc. | 11/28/2018 6:36 PM |
| 2 | none | 11/27/2018 10:07 AM |
| 3 | ██████ great. Always helpful, always with a smile. | 11/27/2018 12:59 AM |
| 4 | N/A | 11/21/2018 7:47 PM |
| 5 | N/A | 11/21/2018 7:13 PM |
| 6 | Have a cutter. It lacks that. Give faculty a card that can make about 500 copies. Shorten the turnaround time- 3 days is terrible! especially with a weekend in between. | 11/20/2018 1:09 PM |
| 7 | Full time telephone operator be active. | 11/20/2018 8:49 AM |
| 8 | N/A | 11/19/2018 6:50 PM |
| 9 | N/A - I just answered a question to indicate that I don't use the reprographics department. This question shouldn't require a response. | 11/19/2018 2:18 PM |
| 10 | For now, I do not need any additional services. | 11/19/2018 12:20 PM |
| 11 | Becoming more helpful and nice | 11/17/2018 11:11 AM |
| 12 | none | 11/16/2018 12:11 PM |
| 13 | Posters, color copying. Color paper. Laminating | 11/16/2018 10:34 AM |
| 14 | while you wait service; in general a spirit of accommodation rather than an antagonistic spirit | 11/15/2018 1:29 PM |
| 15 | I can't think of any addition to this department at this moment. | 11/15/2018 11:59 AM |
| 16 | None | 11/14/2018 8:01 PM |
| 17 | Not sure | 11/14/2018 2:12 PM |
| 18 | I don't know. | 11/14/2018 1:49 PM |
| 19 | I want the adjunct faculty to be given more than 250 free copies on the self serve machine. That's really binding. I end up going to Staples a lot, too. I'd love to have a 2 day turn around, but that may not be possible right now . | 11/14/2018 12:07 PM |
| 20 | Large plan size copies. | 11/14/2018 12:07 PM |
| 21 | same day service on copies | 11/14/2018 11:57 AM |
| 22 | N/A | 11/14/2018 9:33 AM |
| 23 | delivery of copies to each department | 11/13/2018 8:17 PM |
| 24 | None I can think of. | 11/13/2018 7:33 PM |
| 25 | NONE | 11/13/2018 7:04 PM |
| 26 | Other than my (likely unrealistic) desire for faster turn-around times, I can't think of anything. | 11/13/2018 5:33 PM |
| 27 | N/A | 11/13/2018 5:26 PM |
| 28 | No experience with the service | 11/13/2018 4:50 PM |
| 29 | Customer service has improved. I stopped going for years because of bad treatment by the supervisor. It has gotten better lately. | 11/13/2018 4:35 PM |
| 30 | Color copies Color paper | 11/13/2018 3:52 PM |

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| | | |
|----|--|---------------------|
| 31 | none | 11/13/2018 2:42 PM |
| 32 | It would be helpful to have a shorter turn-around wait-maybe 48 hrs., rather than 72 hrs. | 11/13/2018 2:08 PM |
| 33 | Nothing at this time. | 11/13/2018 1:38 PM |
| 34 | I wish that they could make color copies. | 11/13/2018 1:21 PM |
| 35 | ???? I can't think of anything | 11/13/2018 1:16 PM |
| 36 | Not sure. | 11/13/2018 1:13 PM |
| 37 | Ok with current services | 11/13/2018 12:44 PM |
| 38 | nothing I can think of | 11/13/2018 12:38 PM |
| 39 | Color copying, poster printing, and lamination. | 11/13/2018 12:32 PM |
| 40 | Maybe a computer terminal. | 11/13/2018 12:03 PM |
| 41 | color copies | 11/13/2018 11:17 AM |
| 42 | Recycle Ink Cartridges & Toners. If they can glue our recycled paper to make notepads we can reuse for notes. | 11/13/2018 11:02 AM |
| 43 | I find it more convenient (though costly) to use my own scanners and print my own handouts and syllabi for my classes. | 11/13/2018 10:46 AM |
| 44 | Pick-up service | 11/13/2018 10:37 AM |
| 45 | N/A | 11/13/2018 10:28 AM |
| 46 | N/A | 11/13/2018 10:18 AM |
| 47 | n/a | 11/13/2018 10:07 AM |
| 48 | Color Copies/Color Prints | 11/13/2018 9:53 AM |
| 49 | no suggestions | 11/13/2018 9:46 AM |
| 50 | laminating | 11/13/2018 9:25 AM |
| 51 | pretzels | 11/13/2018 9:25 AM |
| 52 | n/a | 11/13/2018 9:23 AM |
| 53 | Coffee and Donuts on Fridays | 11/13/2018 8:45 AM |
| 54 | meets all my needs | 11/12/2018 5:56 PM |
| 55 | Not applicable, I currently teach online only. | 11/12/2018 2:42 PM |
| 56 | NA | 11/12/2018 2:04 PM |
| 57 | I can't think of anything right now. They do an exemplary job with all my requests. | 11/12/2018 12:33 PM |
| 58 | Perhaps increase the amount of copies that a professor will have during the semester. I see 250 copies is not really enough. | 11/12/2018 11:45 AM |
| 59 | no comment | 11/12/2018 10:50 AM |
| 60 | Access to students. | 11/12/2018 10:31 AM |
| 61 | None | 11/11/2018 10:23 PM |
| 62 | I can't think of any. | 11/11/2018 2:37 PM |
| 63 | Once a year I need about 20 color copies for a class project. No one on campus is helpful. | 11/11/2018 12:39 PM |
| 64 | If possible, decrease turnaround time for regular work | 11/11/2018 12:37 PM |

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| | | |
|----|---|---------------------|
| 65 | As I mentioned before, LAVC needs to have machines around campus where part time faculty can go and make their own copies on the same day they need it. We also need to be given more than 250 copies per semester. When I use these copies, I can only do my syllabus. I am left with no other copies throughout the semester except for submission through reprographics. Also, we should be able to submit orders online and make the process easily. When I submit orders via email because I cannot upload them online, I have to send separate order with a cover page and other. I cannot do all my orders in one email. They do not allow that. That is ridiculous since that is more emails that they need to open instead of one email with three requests for example. | 11/11/2018 12:29 PM |
| 66 | not sure | 11/11/2018 11:30 AM |
| 67 | A 7-minute parking spot for pickups, and an entrance from the parking lot side of the building. | 11/11/2018 10:32 AM |
| 68 | I can't think of any at the moment. | 11/11/2018 10:12 AM |
| 69 | Colored paper and color printing. | 11/11/2018 12:20 AM |
| 70 | N/A | 11/10/2018 9:46 PM |
| 71 | NONE | 11/10/2018 7:23 PM |
| 72 | Reprographics is awesome!!!!!! | 11/10/2018 5:29 PM |
| 73 | Emergency copies if there is a miscommunication on a repro order. | 11/10/2018 4:02 PM |
| 74 | lamination | 11/10/2018 3:07 PM |
| 75 | N/A | 11/10/2018 12:42 PM |
| 76 | It would be convenient if we could pay for copies after our card runs out. | 11/10/2018 12:20 PM |
| 77 | For fee services for personal reprographic needs. | 11/10/2018 11:43 AM |
| 78 | You guys are doing great! | 11/10/2018 11:34 AM |
| 79 | Easier self service.... | 11/10/2018 11:02 AM |
| 80 | Delivery of copies | 11/10/2018 10:33 AM |
| 81 | None, it handles everything I need very well. | 11/10/2018 6:29 AM |
| 82 | don't know | 11/10/2018 2:46 AM |
| 83 | none I can think of. | 11/10/2018 12:36 AM |
| 84 | laminating | 11/10/2018 12:35 AM |
| 85 | N/A | 11/9/2018 11:26 PM |
| 86 | More support for instructors who have reprographic needs on the night of instruction, as last minute needs often come up. A three day turn around is not always convenient for adjunct teachers. | 11/9/2018 11:04 PM |
| 87 | None | 11/9/2018 10:29 PM |
| 88 | More copy mashines and more free copies available. | 11/9/2018 10:16 PM |
| 89 | the services currently offered are very valuable | 11/9/2018 9:26 PM |
| 90 | none | 11/9/2018 8:32 PM |
| 91 | Coffee and donuts | 11/9/2018 8:23 PM |
| 92 | N/A | 11/9/2018 6:53 PM |
| 93 | None | 11/9/2018 6:43 PM |
| 94 | Rather than sending pdf files for every job, upload documents to them with single form that can accommodate multiple printing jobs, provide a copier that offers usb input. | 11/9/2018 6:36 PM |
| 95 | keep up the great work | 11/9/2018 6:14 PM |
| 96 | N/a | 11/9/2018 6:09 PM |
| 97 | I am not in need of their services anymore. They did a great job, when I did use their services. | 11/9/2018 5:20 PM |
| 98 | large signs and/or posters color copies | 11/9/2018 5:11 PM |

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| | | |
|-----|---|-------------------|
| 99 | N/A | 11/9/2018 5:02 PM |
| 100 | Color printing services!!!! | 11/9/2018 5:02 PM |
| 101 | None | 11/9/2018 4:52 PM |
| 102 | Color copies | 11/9/2018 4:48 PM |
| 103 | Color copies even if they cost more. | 11/9/2018 4:47 PM |
| 104 | no other services I think of. | 11/9/2018 4:44 PM |
| 105 | Color copies | 11/9/2018 4:44 PM |
| 106 | NA | 11/9/2018 4:43 PM |
| 107 | Printing large signs and recycling | 11/9/2018 4:42 PM |
| 108 | Revenue generation by offering reprographics to the general public for a charge | 11/9/2018 4:42 PM |
| 109 | Color printing. Please. | 11/9/2018 4:41 PM |
| 110 | online submission of job requests. (not via email, but some sort of web portal) | 11/9/2018 4:41 PM |
| 111 | Not interested | 11/9/2018 4:40 PM |
| 112 | color copying, lamination. | 11/9/2018 4:40 PM |
| 113 | N/A | 11/9/2018 4:38 PM |
| 114 | Not sure | 11/9/2018 4:38 PM |
| 115 | none | 11/9/2018 4:37 PM |
| 116 | N/A | 11/9/2018 4:36 PM |
| 117 | While you wait. | 11/9/2018 4:36 PM |
| 118 | Posters, color paper, color copies, enlargements | 11/9/2018 4:35 PM |

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

Answered: 68 Skipped: 61

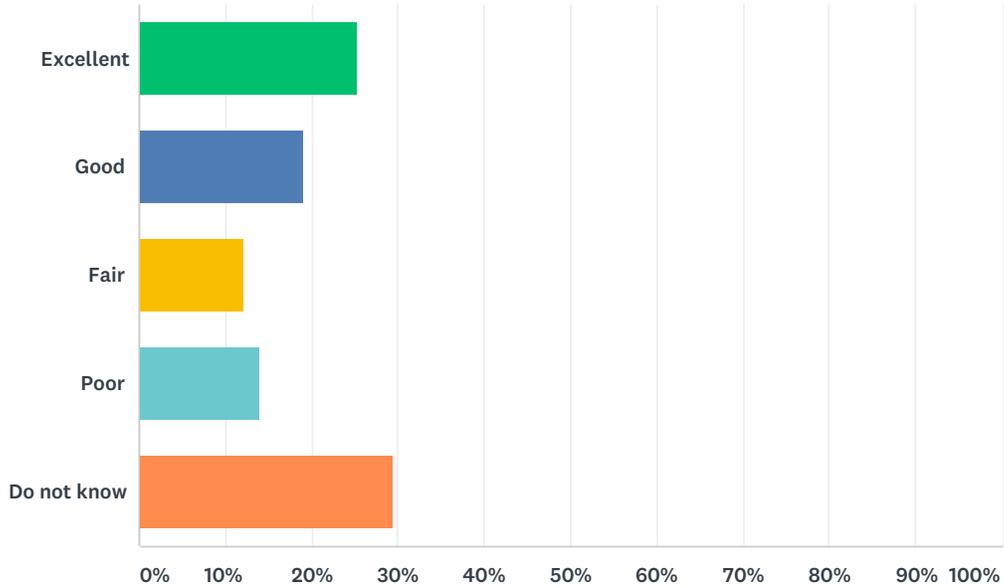
| # | RESPONSES | DATE |
|----|---|---------------------|
| 1 | It's just okay. Status quo for years. | 11/28/2018 6:36 PM |
| 2 | N/A | 11/21/2018 7:47 PM |
| 3 | Great job. Thanks! | 11/21/2018 7:13 PM |
| 4 | Not very friendly! I hope this is anonymous! | 11/20/2018 1:10 PM |
| 5 | Everything is good except when someone calls from out side the phone does not answer by the operator instead it comes to Business office. | 11/20/2018 8:52 AM |
| 6 | Everyone is polite, helpful, and professional every single time. | 11/19/2018 12:22 PM |
| 7 | See previous notes | 11/17/2018 11:12 AM |
| 8 | none | 11/16/2018 12:12 PM |
| 9 | Staff is usually nice | 11/16/2018 10:35 AM |
| 10 | there seems to be some improvement in the area of customer service, but more needed | 11/15/2018 1:30 PM |
| 11 | I had good experiences in the past with this department. | 11/15/2018 12:00 PM |
| 12 | Always do a wonderful job and everyone is extremely helpful. Thank you!!! | 11/14/2018 8:01 PM |
| 13 | They're nice helpful people. Maybe another self-serve machine, but usually I don't have to wait much. | 11/14/2018 12:08 PM |
| 14 | The reprographic staff is very helpful and my experience with them has been great. | 11/13/2018 8:18 PM |
| 15 | A great staff, friendly and helpful. | 11/13/2018 7:33 PM |
| 16 | The LAVC Reprographics department is wonderful. | 11/13/2018 7:06 PM |
| 17 | Thank you to the Reprographics Department for the years of great service! | 11/13/2018 5:26 PM |
| 18 | N/A | 11/13/2018 4:50 PM |
| 19 | It was stated before. | 11/13/2018 4:37 PM |
| 20 | none | 11/13/2018 2:42 PM |
| 21 | Everyone there is so polite and thoughtful. It is a pleasure to go there. | 11/13/2018 2:09 PM |
| 22 | ██████ is always very helpful and professional. | 11/13/2018 1:38 PM |
| 23 | They always greet me with a friendly hello and always take care of me in a professional manner. | 11/13/2018 1:22 PM |
| 24 | They have always been very responsive to my request and extremely helpful. The department appears to be very well run. | 11/13/2018 1:17 PM |
| 25 | I don't use their services. | 11/13/2018 1:13 PM |
| 26 | The gentleman who sits at the front desk of Reprographics with a hat can be impatient and snappy sometimes when people ask questions. ` | 11/13/2018 12:38 PM |
| 27 | ██████ has an excellent staff | 11/13/2018 10:37 AM |
| 28 | no comments | 11/13/2018 9:46 AM |
| 29 | They do an Excellent Job | 11/13/2018 8:46 AM |
| 30 | Staff helpful | 11/12/2018 5:56 PM |
| 31 | As previously mentioned, I think reprographics is one of the shining lights of LAVC staff and support. | 11/12/2018 12:34 PM |

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| | | |
|----|---|---------------------|
| 32 | see question # 9 | 11/12/2018 11:45 AM |
| 33 | no comment | 11/12/2018 10:51 AM |
| 34 | Maybe hire more staff? Seems a little lonely there. | 11/12/2018 10:32 AM |
| 35 | Keep up the good work. | 11/11/2018 2:37 PM |
| 36 | They are great! | 11/11/2018 12:40 PM |
| 37 | To date they are providing excellent service | 11/11/2018 12:37 PM |
| 38 | Once again, a better system that will benefit ALL faculty not just full time faculty. That is where EQUITY for our students start. | 11/11/2018 12:30 PM |
| 39 | as a new faculty I have found the staff to be helpful patient and assisted me in not only specific issues related to making copies but other questions as well. | 11/11/2018 11:30 AM |
| 40 | Excellent and very professional ... especially [REDACTED]. | 11/11/2018 10:13 AM |
| 41 | None. | 11/11/2018 12:20 AM |
| 42 | [REDACTED] has met all of our needs all of the time. He is always available to assist our staff anytime. Great to work with and will bend over backwards to help any of us. | 11/10/2018 9:47 PM |
| 43 | The staff is courteous, helpful and cooperative. | 11/10/2018 7:25 PM |
| 44 | Reprographics staff is AWESOME!!!! | 11/10/2018 5:29 PM |
| 45 | They are always professionals and welcoming. | 11/10/2018 4:02 PM |
| 46 | N/A | 11/10/2018 12:42 PM |
| 47 | Thanks for all of your help! | 11/10/2018 12:20 PM |
| 48 | One of the best run departments on campus, they serve a direct need and they do it well. I think [REDACTED] and his staff have done an excellent job. Thanks to them. | 11/10/2018 11:46 AM |
| 49 | Keep up the good work! | 11/10/2018 11:34 AM |
| 50 | Good Job. | 11/10/2018 11:02 AM |
| 51 | The department is doing a great job. | 11/10/2018 10:33 AM |
| 52 | Outstanding, quality service. | 11/10/2018 6:29 AM |
| 53 | the front desk help is very professional and helpful. | 11/10/2018 12:37 AM |
| 54 | none, thanks you for all the hard work. | 11/10/2018 12:36 AM |
| 55 | Instructors who have two classes should get double the number of copies on their copy cards instead of the standard number issued. | 11/9/2018 11:08 PM |
| 56 | Give more free copies available | 11/9/2018 10:16 PM |
| 57 | very useful resources | 11/9/2018 9:27 PM |
| 58 | None | 11/9/2018 6:43 PM |
| 59 | Thank you for all you do for us! | 11/9/2018 6:14 PM |
| 60 | None | 11/9/2018 6:10 PM |
| 61 | They do a GREAT job! | 11/9/2018 5:11 PM |
| 62 | Great department -- always there for me for 30 years+ | 11/9/2018 5:03 PM |
| 63 | Very polite except for that [REDACTED] guy....JK! | 11/9/2018 5:03 PM |
| 64 | They are always very accommodating | 11/9/2018 4:52 PM |
| 65 | always welcoming and helpful. | 11/9/2018 4:45 PM |
| 66 | I would like to have more than 250 copies for self use in a semester. I think it's not fair to have same number of copies for one class as they offer for two classes. One more comment: I had to teach two classes in the summer semester, two different sessions, but office services offered only 250 copies. I thought that was unfair. Thank you | 11/9/2018 4:45 PM |
| 67 | Always helpful when I come to ask a question. | 11/9/2018 4:38 PM |

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

Answered: 115 Skipped: 14



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|------------|
| Excellent | 25.22% | 29 |
| Good | 19.13% | 22 |
| Fair | 12.17% | 14 |
| Poor | 13.91% | 16 |
| Do not know | 29.57% | 34 |
| TOTAL | | 115 |

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

Answered: 30 Skipped: 99

| # | RESPONSES | DATE |
|----|---|---------------------|
| 1 | Not open many of the times for access in the room. Not friendly or welcoming. Why don't all major office have a mailbox? | 11/28/2018 6:38 PM |
| 2 | Poor. They lost my books from Harvard Press for the entire summer. I contacted HP twice, it was more than embarrassing. The mailroom guy was rude and unhelpful. He kept telling me that the package was not there, HP kept telling me it had shipped it out weeks earlier. I bounced back and forth, then the mailroom, wow, found the package. He was an ass and should not be doing any form of customer service. | 11/27/2018 1:02 AM |
| 3 | no pens, no recycled envelopes, sometimes no staff there...once they lost a book that a publisher had sent. | 11/20/2018 1:11 PM |
| 4 | ██████ is rude. It would be great if he provided better customer service. It feels like we are bugging him each time we go in for mailroom assistance. | 11/19/2018 6:52 PM |
| 5 | n/a | 11/16/2018 12:12 PM |
| 6 | Open on time. Better customer service | 11/16/2018 11:20 AM |
| 7 | feels like one is being a disruption to ask to get a package or for some assistance | 11/15/2018 1:31 PM |
| 8 | The service is poor the person in the mailroom is unfriendly and always not willing to answer questions. Made me feel like I am disturbing his job and I should know already. I avoid to go to the mailroom. | 11/15/2018 12:03 PM |
| 9 | I hardly use it, but when I am expecting a package, I'm supposed to get an email when it comes. I usually don't, and just go and ask myself. | 11/14/2018 12:09 PM |
| 10 | The person in charge, ██████, can be kind and polite. He is usually rude. | 11/14/2018 9:35 AM |
| 11 | The standard person working in there needs an attitude adjustment 95% of the time | 11/13/2018 7:07 PM |
| 12 | Staff seems somewhat cranky or put-upon. | 11/13/2018 5:35 PM |
| 13 | Listen to complaints from various offices about the individual working at the mailroom. | 11/13/2018 1:14 PM |
| 14 | Better customer service | 11/13/2018 12:45 PM |
| 15 | mailroom guy is not so friendly and will not give me more than 1 or 2 certified mail papers at a time. | 11/13/2018 12:39 PM |
| 16 | Hire someone else | 11/13/2018 9:53 AM |
| 17 | More on top of informing us when packages are waiting. | 11/13/2018 9:24 AM |
| 18 | The gentleman available there is moody and not approachable. | 11/12/2018 12:34 PM |
| 19 | The man who works there isn't friendly at all and lacks people skills. He once saw me coming and mouthed, ██████ That was pretty unpleasant. | 11/12/2018 10:35 AM |
| 20 | After the school switched the mailbox to the new building, I was told that I needed to get a new approval from the chair. That processed was ridiculous since I had a mailbox. All I was doing was getting a new key to the new mailbox. Since the new chair did not process the order on time, after a year of waiting for my mailbox that was finally approved by the chair, I was told that since the process took so long, I needed to start the processed again. | 11/11/2018 12:33 PM |
| 21 | The person at the ██████████ is rude and unhelpful. I always get the feeling from his attitude that I'm disturbing HIM instead of his being there to help me. One time, when I'd told him I'd forgotten my key and asked him (very nicely) if he could please get my mail, he told me to walk around to Reprographics and ask for my mail there! Fortunately, the staff in Reprographics was much more helpful. | 11/11/2018 12:24 AM |

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| | | |
|----|--|---------------------|
| 22 | You can start by "delivering". There should not be so many and so often missing items. | 11/10/2018 11:49 AM |
| 23 | Mail clerk is very often no where to be found. | 11/9/2018 8:24 PM |
| 24 | Better manger | 11/9/2018 6:43 PM |
| 25 | Mailroom clerk should be polite and courteous, which is not the case most of the time. | 11/9/2018 6:37 PM |
| 26 | Staff could be more approachable. Student workers often share that they fell the staff is rude. | 11/9/2018 4:51 PM |
| 27 | greater availability to mailroom. | 11/9/2018 4:41 PM |
| 28 | The mailman should handle all the incoming mail. He should not expect or even allow other people including faculty or staff to go inside the mailroom and distribute mail. The mailman is also very rude to staff and student workers. | 11/9/2018 4:40 PM |
| 29 | Friendlier customer service | 11/9/2018 4:37 PM |
| 30 | No one ever there. Person is rude. Always on the internet. Seems like we are bothering him when we ask for help. | 11/9/2018 4:35 PM |

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

Answered: 62 Skipped: 67

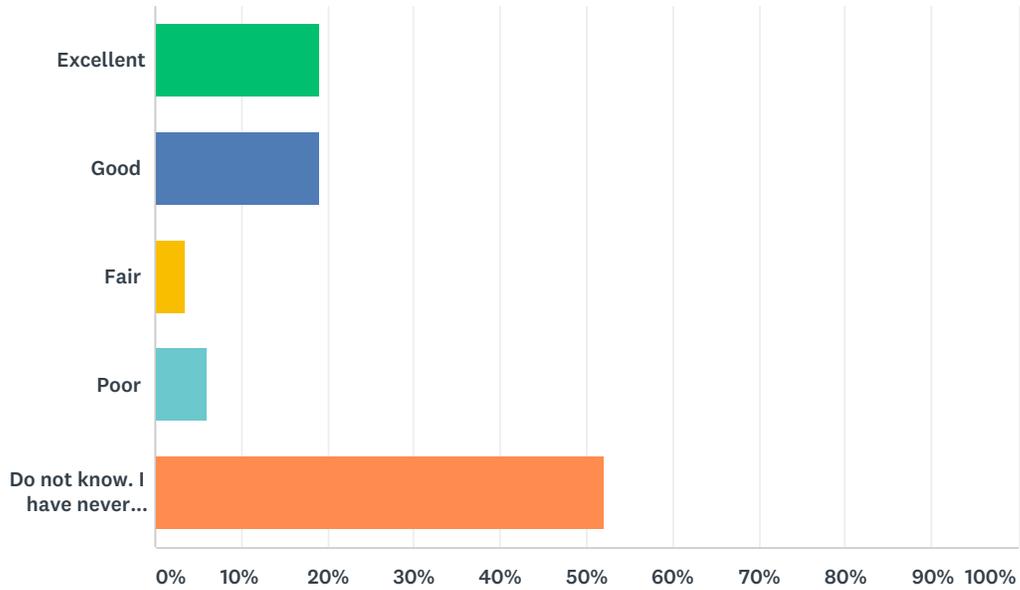
| # | RESPONSES | DATE |
|----|--|---------------------|
| 1 | It sucks. Not sure why there is a person there who is frequently not there or unhappy to be there. | 11/28/2018 6:38 PM |
| 2 | Fire the guy with the [REDACTED] | 11/27/2018 1:02 AM |
| 3 | N/A | 11/21/2018 7:47 PM |
| 4 | Never check my mail there. | 11/21/2018 7:13 PM |
| 5 | not friendly, not accessible to faculty.....getting a key took ages. | 11/20/2018 1:11 PM |
| 6 | They are doing good job. | 11/20/2018 8:53 AM |
| 7 | none | 11/16/2018 12:12 PM |
| 8 | step up the customer service aspect | 11/15/2018 1:34 PM |
| 9 | Change the gentleman working there he is not happy and has poor attitude. | 11/15/2018 12:04 PM |
| 10 | I never see anyone in there; I just collect my mail on a regular basis. | 11/14/2018 8:02 PM |
| 11 | Better service from the employee who works there. | 11/14/2018 9:35 AM |
| 12 | I do not use the mailroom. | 11/13/2018 8:18 PM |
| 13 | none | 11/13/2018 7:33 PM |
| 14 | Just need to change the employee's attitude | 11/13/2018 7:09 PM |
| 15 | N/A | 11/13/2018 5:26 PM |
| 16 | N/A | 11/13/2018 4:51 PM |
| 17 | N/A | 11/13/2018 4:37 PM |
| 18 | none | 11/13/2018 2:42 PM |
| 19 | sometimes it takes a few days to get mail out.....not sure why. | 11/13/2018 2:09 PM |
| 20 | They do a good job when I need help with a package. | 11/13/2018 1:23 PM |
| 21 | Very helpful | 11/13/2018 1:18 PM |
| 22 | Always difficult and frustrating, to the point I avoid the mailroom due to bad experiences. | 11/13/2018 1:15 PM |
| 23 | I would suggest better signage for location. | 11/13/2018 11:04 AM |
| 24 | I have never seen or, as far as I know, have received services from the mailroom. As an adjunct I do not receive outside mail. | 11/13/2018 10:47 AM |
| 25 | Good job! | 11/13/2018 10:37 AM |
| 26 | Very dependable employees | 11/13/2018 10:29 AM |
| 27 | no omments | 11/13/2018 9:47 AM |
| 28 | The [REDACTED] seems angry. | 11/13/2018 9:26 AM |
| 29 | i have none. | 11/13/2018 9:26 AM |
| 30 | Do not use services | 11/13/2018 8:46 AM |
| 31 | none | 11/12/2018 5:56 PM |
| 32 | The gentleman available for help there can be moody; one senses that he begrudges having to be of service. | 11/12/2018 12:36 PM |
| 33 | N/A | 11/12/2018 11:46 AM |
| 34 | no comment | 11/12/2018 10:51 AM |

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| | | |
|----|---|---------------------|
| 35 | He must do his job well for you guys to keep him around, but maybe training him with some people skills or tell him to at least pretend to be friendly at work. Like if you hate life or your job, at least put on a courteous and professional persona. | 11/12/2018 10:38 AM |
| 36 | Thank you for the service. | 11/11/2018 2:37 PM |
| 37 | Now that the mailboxes are not glass we can't see if there is or is not mail. | 11/11/2018 12:40 PM |
| 38 | They need to make the process of getting the key for part time faculty easier. If I have a key to get to the classroom why I cannot have a key to get to my mail. I am not getting any mails and when I do get them are always late since there are no secretaries in my department. Also, I should have gotten my key automatically since I used to own a mailbox on the old building. | 11/11/2018 12:35 PM |
| 39 | I am able to get what I need. | 11/11/2018 10:14 AM |
| 40 | Please see my previous comments. The person staffed in the Mailroom should not be dealing with other people. | 11/11/2018 12:25 AM |
| 41 | The mail room personnel do a fine job and mail is prompt and well maintained in terms of cleanliness. They do a great job. | 11/10/2018 9:48 PM |
| 42 | NONE | 11/10/2018 7:26 PM |
| 43 | Not always welcoming but they get the work done. | 11/10/2018 4:03 PM |
| 44 | N/A | 11/10/2018 12:42 PM |
| 45 | It's a simple operation whose effectiveness is a consequence of the human agent ... use your imagination for the rest. | 11/10/2018 11:50 AM |
| 46 | Great jobs... | 11/10/2018 11:03 AM |
| 47 | I'm sure it's doing a great job - I just don't use it much. | 11/10/2018 10:34 AM |
| 48 | n a | 11/10/2018 12:37 AM |
| 49 | Have a productive mail clerk that does his job rather than how it is now, self service | 11/9/2018 8:24 PM |
| 50 | All is good | 11/9/2018 6:54 PM |
| 51 | they need better manager | 11/9/2018 6:44 PM |
| 52 | None | 11/9/2018 6:10 PM |
| 53 | In the past, one of mail room workers was rude, doesn't smile, and is not helpful. However, when I have recently been there has been no one there, so I just picked up my mail. | 11/9/2018 5:22 PM |
| 54 | same comment as the previous... | 11/9/2018 5:03 PM |
| 55 | Tell the guy to smile sometimes. | 11/9/2018 5:03 PM |
| 56 | They are always willing to help. | 11/9/2018 4:53 PM |
| 57 | Not applicable | 11/9/2018 4:45 PM |
| 58 | Often closed. | 11/9/2018 4:41 PM |
| 59 | See the answer to question number 12 please. | 11/9/2018 4:41 PM |
| 60 | Sometimes we get mail that should go to another department or office | 11/9/2018 4:38 PM |
| 61 | Should post hours of operation. | 11/9/2018 4:37 PM |
| 62 | Needs people skills. Needs to be helpful. Should sort mail instead of just pointing to the box and making others do his job. | 11/9/2018 4:36 PM |

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

Answered: 115 Skipped: 14



| ANSWER CHOICES | RESPONSES | |
|--|-----------|------------|
| Excellent | 19.13% | 22 |
| Good | 19.13% | 22 |
| Fair | 3.48% | 4 |
| Poor | 6.09% | 7 |
| Do not know. I have never spoken to anyone at the Switchboard. | 52.17% | 60 |
| TOTAL | | 115 |

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: 11 Skipped: 118

| # | RESPONSES | DATE |
|----|---|---------------------|
| 1 | I don't even know the switchboard number | 11/20/2018 1:12 PM |
| 2 | They drop calls, takes long to answer, have poor attitudes and are NOT helpful at all. | 11/17/2018 11:14 AM |
| 3 | longer hours | 11/16/2018 12:13 PM |
| 4 | try to convey a more bright and cheerful attitude. also say more than just "LA Valley College". Would it hurt to say, Good morning, LA Valley College? How can I assist you?" This is sometimes the public first impression of our college; let's make it a good one. | 11/15/2018 1:41 PM |
| 5 | Most the time you don't get an answer anymore from the 2700 number. Years ago, they really answered and were helpful. Now we are expected to search through the internet stuff, which is often not as easy as it should be. | 11/14/2018 12:10 PM |
| 6 | It is very difficult to get a hold of them to make a call outside of area code. | 11/13/2018 11:28 AM |
| 7 | You can't always reach an operator. | 11/13/2018 10:09 AM |
| 8 | It seems they seldom answer. | 11/11/2018 12:41 PM |
| 9 | The operator is, at best, even-keeled. At worst (and)more typically) she sounds put out, rushed, and rude. Her greeting (and I use the word loosely) is something like. "Valley College Operator..." I have never once heard a "Good morning/Good afternoon, a "How can I help you?", or anything that conveys a courteous and professional desire to help the caller. In fact, in my opinion, the operator's voice conveys just the opposite of this message. I think it's extremely important that operators receive training...with subsequent supervision to ensure improvement and accountability... in customer service and the importance of HELPING callers and greeting them, for example, with, "Good morning. Valley College Operator. HOW MAY I HELP YOU?" As college employees, our goal, regardless of our position, should be to provide respectful service to our community. That is especially true for someone who conveys the first person someone encounters when they call LAVC. As a former marketing communications professional, I can say that the voice of any operator or receptionist is often the first impression callers have of an institution. His or her voice conveys the culture of the place. As a longtime instructor at LAVC, I have long been bothered by the seeming indifference and rudeness with which my own calls are received. I can only imagine what those people must think who do not have the benefit of knowing what an amazing place LAVC is. The other thing that frustrates me is often not being able to reach an operator at all. There have been numerous times over the years when I have tried to call the switchboard and gotten no answer at all. I wonder if the switchboard is understaffed, or whether hours are limited, or whether the indifference I sense in the operator's voice extends to the quality of work being performed at the switchboard. I am grateful for the opportunity to answer this question. It has long been a source of frustration and disappointment to me. Thank you for asking. | 11/9/2018 11:48 PM |
| 10 | have we discontinued an operator? There is never one available | 11/9/2018 8:33 PM |
| 11 | I really don't know who or what happens with the switchboard. However, I do know when they make a wrong connection! We often receive calls meant for other departments. | 11/9/2018 5:05 PM |

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

Answered: 38 Skipped: 91

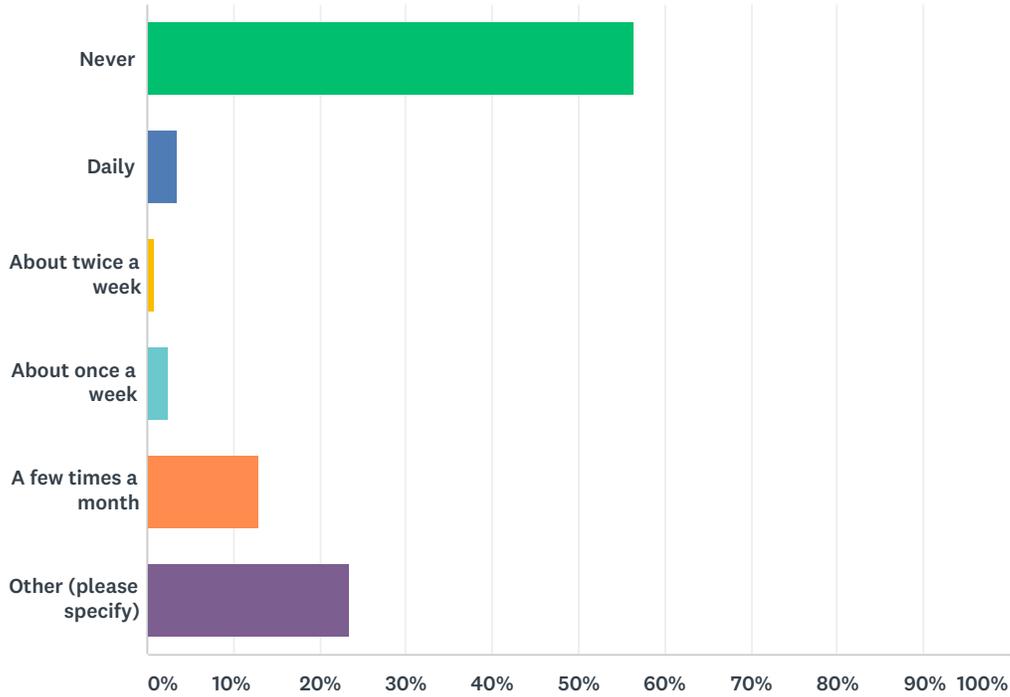
| # | RESPONSES | DATE |
|----|---|---------------------|
| 1 | Helpful, responsive. | 11/28/2018 6:39 PM |
| 2 | sigh ...have no idea | 11/20/2018 1:12 PM |
| 3 | More training on Customer Service- helpfulness and how to work the equipment. | 11/17/2018 11:14 AM |
| 4 | we get complains that they don't answer the calls | 11/16/2018 12:13 PM |
| 5 | enough said. let's be cheerful and helpful! | 11/15/2018 1:42 PM |
| 6 | I didn't have the need to contact the switchboard in the past few years. | 11/15/2018 12:05 PM |
| 7 | Operators are always helpful, but wish they could be available for more hours. | 11/14/2018 8:03 PM |
| 8 | Just answer 2700 and get us to the phone we need. | 11/14/2018 12:10 PM |
| 9 | The LAVC operators are great and extremely helpful | 11/13/2018 7:10 PM |
| 10 | Lovely voice on the phone- patient with callers. | 11/13/2018 2:10 PM |
| 11 | It is very difficult to reach an Operator to get an outgoing line. It would be wonderful if we could have full coverage in case we need to place a long distance call. | 11/13/2018 1:40 PM |
| 12 | I only use the switchboard when I need a long distance call that I cannot do from my department. The operator is always helpful and pleasant. | 11/13/2018 1:24 PM |
| 13 | More availability, difficult to catch someone. Maybe have someone after 4:30pm. | 11/13/2018 1:16 PM |
| 14 | The woman who answers the phone is pleasant to speak to and very helpful when I need to call out. | 11/13/2018 12:41 PM |
| 15 | Suggest that the hours of operation would be posted. | 11/13/2018 11:45 AM |
| 16 | Excellent job! | 11/13/2018 10:38 AM |
| 17 | Good! | 11/13/2018 10:30 AM |
| 18 | Need to hire someone during all hours of operations. | 11/13/2018 10:10 AM |
| 19 | Does not always seem to be available. Letting some departments dial out-of-area would be more helpful than a switchboard. | 11/13/2018 9:25 AM |
| 20 | none | 11/12/2018 5:57 PM |
| 21 | Sometimes it's hard to get a human answer at the other end (and sometimes a human response is needed). Other than that, they're fine. | 11/12/2018 12:37 PM |
| 22 | N/A | 11/12/2018 11:46 AM |
| 23 | They are usually very and courteous and professional. | 11/12/2018 10:38 AM |
| 24 | I do not often use the switchboard, but the services have been good. | 11/11/2018 2:39 PM |
| 25 | Have someone there at all times. | 11/11/2018 12:41 PM |
| 26 | I do get times where I don't get to a real person. I think this is a very important position that should be taken serious since this is where our students, community and yes, employees of LAVC goes if we cannot find the information online. | 11/11/2018 12:36 PM |
| 27 | Keep up the good work. | 11/11/2018 10:14 AM |
| 28 | I've never had any problems with the Switchboard. When I need an outside line, I get an outside line. The person at the Switchboard is very helpful. | 11/11/2018 12:26 AM |
| 29 | When someone answers they are prompt and do the job excellently. However, sometimes no one answers the phone; not sure if there is a set schedule for someone to answer. | 11/10/2018 9:49 PM |

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| | | |
|----|---|---------------------|
| 30 | N/A | 11/10/2018 12:43 PM |
| 31 | Regular attendance... | 11/10/2018 11:03 AM |
| 32 | It would be nice to be able to call locally without having to call the switchboard. | 11/10/2018 12:38 AM |
| 33 | See previous answer. | 11/9/2018 11:48 PM |
| 34 | she is doing great job | 11/9/2018 6:44 PM |
| 35 | None | 11/9/2018 6:11 PM |
| 36 | Just did. | 11/9/2018 5:05 PM |
| 37 | Campus should expand local numbers that a faculty can dial. I hardly use the Switchboard. | 11/9/2018 4:39 PM |
| 38 | More hours needed. | 11/9/2018 4:36 PM |

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

Answered: 115 Skipped: 14



| ANSWER CHOICES | RESPONSES | |
|------------------------|-----------|------------|
| Never | 56.52% | 65 |
| Daily | 3.48% | 4 |
| About twice a week | 0.87% | 1 |
| About once a week | 2.61% | 3 |
| A few times a month | 13.04% | 15 |
| Other (please specify) | 23.48% | 27 |
| TOTAL | | 115 |

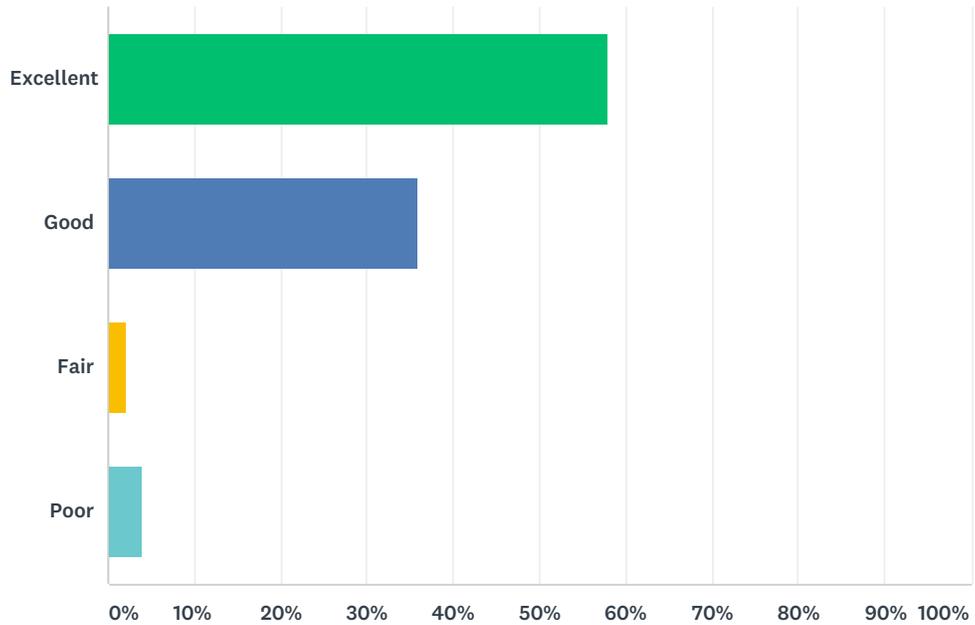
| # | OTHER (PLEASE SPECIFY) | DATE |
|---|--|---------------------|
| 1 | Only a few times in 3 years. | 11/27/2018 1:03 AM |
| 2 | Every time I set up an event, about 7-8 times per academic year. | 11/21/2018 7:14 PM |
| 3 | infrequently | 11/15/2018 1:42 PM |
| 4 | once or twice a year | 11/13/2018 7:10 PM |
| 5 | Maybe a couple of times per year. | 11/13/2018 5:35 PM |
| 6 | Couple times a semester | 11/13/2018 3:53 PM |
| 7 | I used this service more in the past. I have not used it recently. | 11/13/2018 1:40 PM |
| 8 | A couple of times a year. | 11/13/2018 1:25 PM |
| 9 | Never. | 11/13/2018 12:04 PM |

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| | | |
|----|--|---------------------|
| 10 | a few times a year | 11/13/2018 11:18 AM |
| 11 | 2 or 3 times a year | 11/13/2018 10:30 AM |
| 12 | Once a year. | 11/13/2018 10:10 AM |
| 13 | once or twice | 11/13/2018 9:25 AM |
| 14 | not sure | 11/11/2018 11:31 AM |
| 15 | When needed which is not often. | 11/11/2018 10:15 AM |
| 16 | rarely | 11/10/2018 9:49 PM |
| 17 | N/A | 11/10/2018 12:44 PM |
| 18 | yearly | 11/10/2018 12:36 AM |
| 19 | new to this access | 11/9/2018 9:27 PM |
| 20 | A few times a year | 11/9/2018 6:55 PM |
| 21 | once a year | 11/9/2018 6:44 PM |
| 22 | used to use them in the past. Don't now. | 11/9/2018 5:22 PM |
| 23 | On rare occasions | 11/9/2018 4:53 PM |
| 24 | Not sure | 11/9/2018 4:45 PM |
| 25 | A few times per year | 11/9/2018 4:40 PM |
| 26 | Once in a while | 11/9/2018 4:39 PM |
| 27 | On occasion | 11/9/2018 4:39 PM |

Q21 Please rate the Master Calendar services.

Answered: 50 Skipped: 79



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|----|
| Excellent | 58.00% | 29 |
| Good | 36.00% | 18 |
| Fair | 2.00% | 1 |
| Poor | 4.00% | 2 |
| TOTAL | | 50 |

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

Answered: 3 Skipped: 126

| # | RESPONSES | DATE |
|---|---|---------------------|
| 1 | I suppose fair as I've never used their services. | 11/13/2018 12:05 PM |
| 2 | Customer service. | 11/9/2018 10:30 PM |
| 3 | to expensive | 11/9/2018 6:45 PM |

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

Answered: 36 Skipped: 93

| # | RESPONSES | DATE |
|----|--|---------------------|
| 1 | ██████ is very helpful and accommodating. She is organized. Wish there was an electronic way to check availability before contacting her, but she is patient and provides good information based on needs. | 11/28/2018 6:41 PM |
| 2 | Always gets back to me within minutes, and soft holds my request until I am able to furnish a formal request. Very helpful. Thank you. | 11/21/2018 7:14 PM |
| 3 | ██████ is great. It would be great if we had an electronic system to book rooms and space for events/meetings. | 11/19/2018 6:53 PM |
| 4 | great job! accommodating and helpful | 11/15/2018 1:42 PM |
| 5 | Master Calendar is great | 11/13/2018 7:11 PM |
| 6 | Nothing but helpful. | 11/13/2018 5:35 PM |
| 7 | I have not used this service in the past year. | 11/13/2018 1:41 PM |
| 8 | ██████ does a great job. | 11/13/2018 1:26 PM |
| 9 | Great service | 11/13/2018 12:45 PM |
| 10 | It does not always have all the events on campus. | 11/13/2018 11:46 AM |
| 11 | Excellent job! | 11/13/2018 10:38 AM |
| 12 | N/A | 11/13/2018 10:31 AM |
| 13 | no comments | 11/13/2018 9:48 AM |
| 14 | Knowledgeable and very helpful. | 11/13/2018 9:26 AM |
| 15 | ██████ does a great job. | 11/11/2018 12:41 PM |
| 16 | no comments | 11/11/2018 11:31 AM |
| 17 | Keep up the good work. | 11/11/2018 10:15 AM |
| 18 | A very effectively and efficiently run office. The person working there is always on top of things and consistently helpful. | 11/11/2018 12:29 AM |
| 19 | The few times I have entered the office, the person in-charge has been extremely nice and helpful. | 11/10/2018 9:50 PM |
| 20 | N/A | 11/10/2018 12:44 PM |
| 21 | Staff needs to be helpful especially with other departments. | 11/9/2018 10:31 PM |
| 22 | new to this, will have feedback in the near future | 11/9/2018 9:28 PM |
| 23 | Very polite | 11/9/2018 8:25 PM |
| 24 | N/A | 11/9/2018 6:56 PM |
| 25 | none | 11/9/2018 6:45 PM |
| 26 | Ummmmm | 11/9/2018 6:12 PM |
| 27 | ██████ is Terrific! Very helpful! | 11/9/2018 5:12 PM |
| 28 | Often times not answering the phone. | 11/9/2018 5:06 PM |
| 29 | None | 11/9/2018 4:54 PM |
| 30 | Online Forms/Online Calendar that shows room availability. | 11/9/2018 4:52 PM |
| 31 | Not applicable | 11/9/2018 4:46 PM |

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|----|---|-------------------|
| 32 | Master Calendar is great, and the service [REDACTED] supplies is well done. The problem is that it is not a Master Calendar. To much happens on this campus that is not on the Master Calendar, be it outside groups renting or using our spaces - including fields and parking lots, or M&O which has it's own calendar. This has created a communication NIGHTMARE. | 11/9/2018 4:45 PM |
| 33 | [REDACTED] is amazing! Extremely effective and helpful. | 11/9/2018 4:43 PM |
| 34 | Good job. | 11/9/2018 4:39 PM |
| 35 | Helpful | 11/9/2018 4:39 PM |
| 36 | Always helpful. | 11/9/2018 4:37 PM |