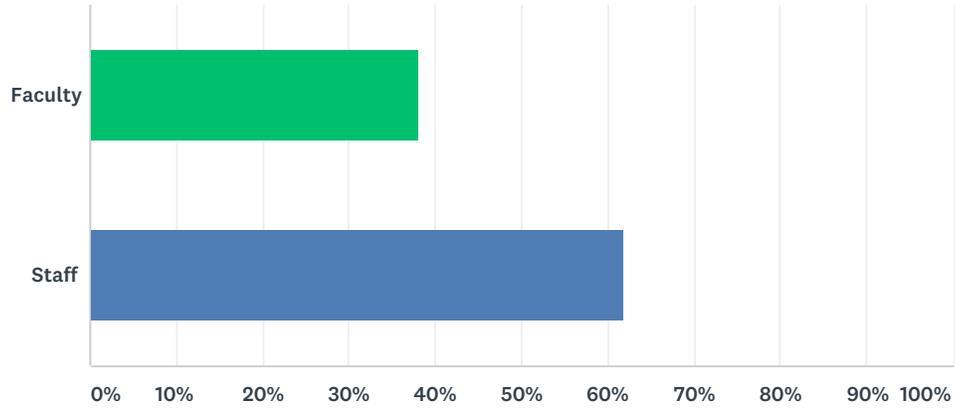


Q1 Are you:

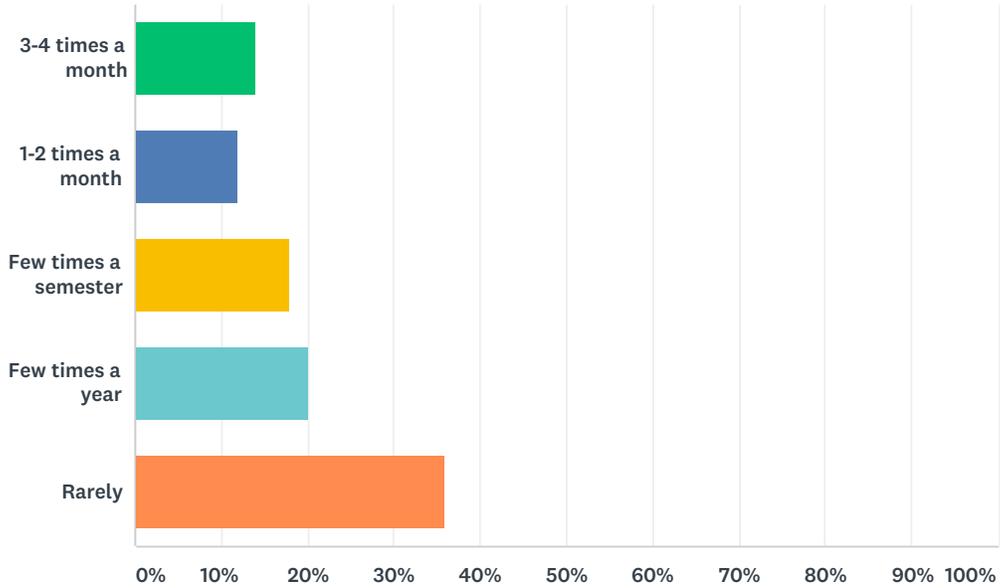
Answered: 50 Skipped: 0



ANSWER CHOICES	RESPONSES	
Faculty	38.00%	19
Staff	62.00%	31
TOTAL		50

Q2 How often do you use our service?

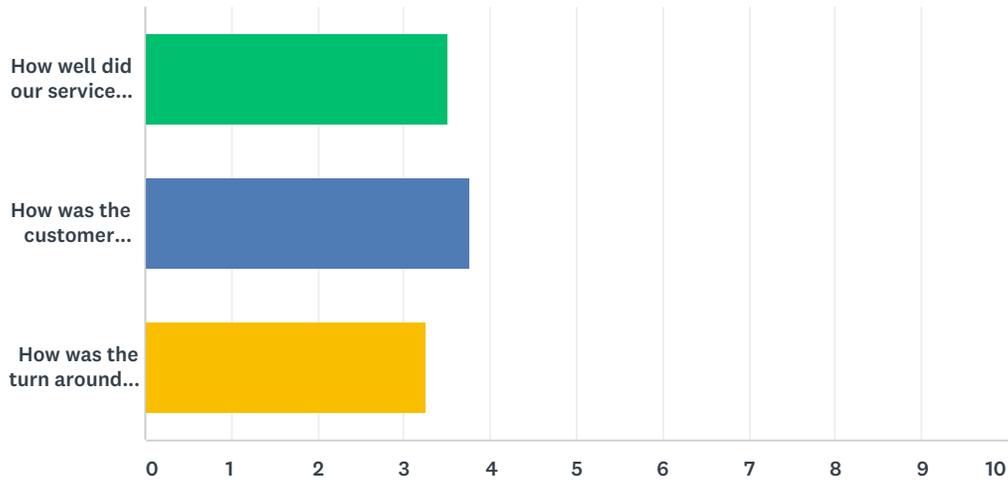
Answered: 50 Skipped: 0



ANSWER CHOICES	RESPONSES
3-4 times a month	14.00% 7
1-2 times a month	12.00% 6
Few times a semester	18.00% 9
Few times a year	20.00% 10
Rarely	36.00% 18
TOTAL	50

Q3 How would you rate the quality of service experience?

Answered: 49 Skipped: 1



	POOR	BELOW AVERAGE	AVERAGE	ABOVE AVERAGE	EXCELLENT	N/A	TOTAL	WEIGHTED AVERAGE
How well did our service meet your needs?	6.12% 3	10.20% 5	28.57% 14	6.12% 3	28.57% 14	20.41% 10	49	3.51
How was the customer service received from the department and the department staff?	4.17% 2	6.25% 3	22.92% 11	14.58% 7	29.17% 14	22.92% 11	48	3.76
How was the turn around time for the service provided by the department?	10.20% 5	12.24% 6	26.53% 13	8.16% 4	22.45% 11	20.41% 10	49	3.26

#	COMMENTS FOR "HOW WELL DID OUR SERVICE MEET YOUR NEEDS?"	DATE
1	██████ is very knowledgeable and helpful	12/10/2018 10:53 AM
2	The process is unclear	11/28/2018 6:10 PM
3	complicated	11/28/2018 5:05 PM
4	They both work very hard. However more people are needed to improve the service.	11/28/2018 10:26 AM
5	██████, in particular, is lovely, gracious and helpful!	11/28/2018 10:08 AM
#	COMMENTS FOR "HOW WAS THE CUSTOMER SERVICE RECEIVED FROM THE DEPARTMENT AND THE DEPARTMENT STAFF?"	DATE
1	██████ are great, ██████ is very difficult to work with and seems to create more issues	11/28/2018 5:05 PM
2	The service is great. However both ladies are overworked.	11/28/2018 10:26 AM
3	Especially from ██████	11/28/2018 10:08 AM
#	COMMENTS FOR "HOW WAS THE TURN AROUND TIME FOR THE SERVICE PROVIDED BY THE DEPARTMENT?"	DATE
1	It often times takes several weeks/months to receive goods.	11/28/2018 6:10 PM
2	I sometime haveto check on them	11/28/2018 5:05 PM
3	Very slow	11/28/2018 3:29 PM
4	The department is understaffed for the workload.	11/28/2018 11:24 AM

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5	The college either needs to hire more people or use better technology to improve the turn around time.	11/28/2018 10:26 AM
6	█ turns things around immediately and with a joyful spirit!	11/28/2018 10:08 AM

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

Answered: 13 Skipped: 37

#	RESPONSES	DATE
1	Better internet connection	11/29/2018 1:37 PM
2	none, this department works efficiently and superiority, they should use this department to train Admission and Records so A&R isnt so slow and unresponsive	11/28/2018 2:59 PM
3	The procurement process is not intuitive or transparent. Faculty and staff should be able to receive training on this process. We also should not be so reliant on hard-copy forms; more of this should be digital.	11/28/2018 1:56 PM
4	Methods to make online purchases to use lowest cost vendors.	11/28/2018 11:41 AM
5	Perhaps a student worker to help them?	11/28/2018 11:32 AM
6	All purchase orders, STAs, and contracts should be submitted electronically and not require three sets of approvals. 1. When submitted 2. When retyped by purchasing employee 3. When STA is sent to vendor. Too much duplicity of effort!	11/28/2018 11:24 AM
7	I do not know what kind of services they provide	11/28/2018 11:05 AM
8	Review contract	11/28/2018 10:26 AM
9	I would like to know which things are available through campus procurement. If I don't know what is available, I cannot use campus procurement.	11/28/2018 10:16 AM
10	Online services to submit all requests similar to eBTA	11/28/2018 10:13 AM
11	They need to hire more people for this program.	11/28/2018 10:12 AM
12	I would like to some sort of follow up protocol after a proposed contract is submitted. Often times, submissions at the district level lingers and there is no follow up unless we inquire about it.	11/28/2018 10:10 AM
13	none	11/28/2018 10:10 AM

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

Answered: 11 Skipped: 39

#	RESPONSES	DATE
1	Both [REDACTED] are very helpful and a delight to work with.	12/10/2018 4:03 PM
2	We also need to increase the staff working in this department, which would help speed up the procurement process. When I have to call and ask questions, I feel like I am bothering them because they are so overworked.	11/28/2018 1:56 PM
3	Both [REDACTED] are extremely helpful and professional	11/28/2018 12:05 PM
4	I give them the benefit of the doubt wrt this issue, but I don't think I'll ever get used to waiting 8 months to receive our office supply orders.	11/28/2018 11:41 AM
5	[REDACTED] are the best!	11/28/2018 11:32 AM
6	The department employees are hard-working, patient, and try their best to meet the needs of the campus. I enjoy working with them.	11/28/2018 11:24 AM
7	[REDACTED] is very helpful and responsive.	11/28/2018 11:12 AM
8	more advertising	11/28/2018 11:05 AM
9	Department can improve on communication.	11/28/2018 10:21 AM
10	[REDACTED] are very helpful and effective. [REDACTED] is a miracle worker :)	11/28/2018 10:14 AM
11	Overall, very nice and personable. But I also see anguish in their face suggesting that they may be overwhelmed. Just sayin...	11/28/2018 10:10 AM