

District Office Customer Satisfaction Survey_copy

Survey for District Office Program Review - General Services and Facilities

As part of a program review process required by accreditation, the District is asking users of the administrative services (accounting, payroll, and purchasing) and facilities departments to answer a brief survey about their experience in using these services. The survey will take approximately 10 minutes to complete. The results will help the District continue to improve its services to the colleges.

(Please scroll to the bottom of each page to ensure you have seen/responded to all of the question. Thank you!)

* At which College do you work?

Select:

* What is your role on campus?

Select:

* Do you work full-time or part-time?

Select:

* In what building is your office or primary workspace?

Select: If not listed, enter your location here:

* If you teach, in which building is your primary classroom?

I do not teach If not listed, enter your classroom location here:

End of page 1. 6 Pages to go ...

I use the downloads page on the District portal to obtain forms or information about:

Check all that apply

- I do not use the downloads page
- I do not know what the downloads page is or where to find it
- accounting
- facilities
- payroll
- purchasing
- Other:

If you do not use the downloads page on the District portal, can you please tell us why?

End of page 2. 5 pages to go ...

The next several statements relate to your overall satisfaction with the services you receive from the District's facilities planning and operations department.

Please rate the following statements

	1 Never	2	3	4	5 Always	N/A
My maintenance service requests are completed in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
When I call the facilities maintenance office, the staff responds in a professional, courteous and helpful manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am kept informed of construction activities that are being planned and going on at						

my campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The facilities planning & operations department meets my overall expectations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please rate the status of the areas where you receive custodial service

	1 Unkept Neglect	2	3	4	5 Orderly Spotlessness	N/A
Custodial service in my primary office/workspace	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Custodial service in my classroom	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please tell us about your level of satisfaction with the following:

	1 Not satisfied	2	3	4	5 Completely satisfied	N/A
If you requested custodial assistance in the last year, rate your level of satisfaction with that assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you requested engineering assistance in the last year, rate your level of satisfaction with that assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What is your level of satisfaction with the overall appearance of the exterior grounds on your campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. I know how to place a maintenance service request (custodial, engineering and/or groundskeeping)

- yes
- no

Do you have any suggestions as to how facilities services could be improved?

End of page 3. 4 pages to go ...

The following statements are related to the District's purchasing department

How satisfied are you with:

	1=Not satisfied	2	3	4	5 Completely satisfied	N/A
The purchase order cycle time (from the time purchasing receives the requisition until the time that your department receives their copy of the PO)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Purchasing's accuracy in such areas as specifications, quantity, price, due date, delivery location, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Purchasing's responsiveness in answering and returning phone calls and emails	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Purchasing's responsiveness as far as being available when you need their services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Purchasing's responsiveness in assisting you with problems you might have?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Purchasing's responsiveness in answering your questions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you have had to purchase major goods and services (over \$1000 in the last year), how satisfied are you with purchasing's ability to assist you in achieving your expected cost of those goods and services?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
With the level of training you have received regarding purchasing policies and procedures.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How often do you use a procurement card to make purchases?

- I do not use a procurement card
- daily
- weekly
- monthly
- infrequently (less than once a month)

What types of purchases do you make with your procurement card?

What types of contracts, if any, do you put into place? (check all that apply)

- I do not work with contracts
- independent contracts
- recurring service contracts
- consulting contracts
- grant related contracts and agreements
- contract education contracts
- other contracts/agreements

Do you have any suggestions as to how purchasing services could be improved?

End of page 4. 3 pages to go

The following statements refer to the services you receive from the accounting department such as reimbursements for expenses, assistance with Banner accounting transactions and payments to vendors.

Please rate your level of satisfaction with the following:

	1 Not Satisfied	2	3	4	5 Extremely Satisfied	N/A
1. The accounts payable payment process (including reimbursements to you and/or payments to vendors)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. The general accounting intranet (on appserv)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. The RID (Remote Image Deposit) deposit process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Accounting's responsiveness in answering and returning phone calls and emails	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. The reimbursement process (such as conference expenses mileage etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Accounting's responsiveness in answering your questions and assisting with problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The district has many internal control requirements such as credit card spending

limits, the need for signatures, credit card audit, etc. Do you think the internal control requirements are:

- too demanding
- just right
- don't know

Do you have any suggestions as to how accounting services could be improved?

End of page 5. 2 pages to go

The following questions refer to the District's payroll department.

Do you use the direct deposit option for your paycheck?

- yes
- no

If you do not participate in direct deposit of your paycheck, please tell us why.

Have you given consent to receive your W2 form electronically through Websmart?

- yes
 no

If you did not give consent to receive your W2 form electronically through Websmart, will you please share with us the reason why?

Have you used EMPLOYEE SERVICES in WEBSMART for any of the following purposes (check all that apply)?

- fill out or approve time sheet
 review benefits and deductions
 review pay information - check stub, earnings and deductions
 tax forms: W4, W2, state taxes
 review sick leave, vacation and comp time balances and history

Do you have any suggestions as to how payroll services might be improved?

End of page 6. One page to go ..

Do you have any other thoughts or suggestions regarding facilities, accounting, purchasing or payroll that you would like to share?

