

Open Ended Responses to Printing/Mailing Survey 2004

(Editor's Note: Below are the comments received to the various questions by survey respondents. The only editing has been the deletion of names or other identifying information. Following some of the comments, in bold text type, are our replies.

We are grateful for the time that respondents took to offer us their feedback, and we are especially thankful for the candor with which some have offered their suggestions. As in the past, respondents' comments are often our best source of new ideas or of the hint we need to fix or to improve a service.

Thanks again – Ray, Kevan, Holly, et al.)

For printing projects submitted over the past two years, please rate how satisfied you are with the turnaround speed of your work:

I usually use the Electronic Document Services. The two times that there were problems with the print job; I received a call to rectify the situation.

We had to follow up on one or two jobs.

Kevin in particular is always a delight to work with. He is straightforward in telling us what can and cannot be done and is always timely.

Invitations. Flyers. Announcements. Fast Copy Services.

In the nursing dept. we have a high volume of work and interact almost daily with the print shop, if not daily at least bi-weekly. Everyone in the print shop has been extremely patient and helpful with us, even at high stress times (school start, etc.) Everyone has remained pleasant with us and we appreciate all the effort. We like working with the print shop, it has been a good partnership.

I needed many applications consisting of several pages copied and stapled in a rush and it was performed very quickly. A box was also provided since we needed to mail these items out of town. This was very helpful since we did not have a container large enough to hold all of these applications. Your employees were very helpful and courteous.

Our Department requested flyers for Preview Day, and these were provided. I'm happy with the service! When I have a problem or just a general question everybody is very helpful and friendly. Kevin always seems to know what the best way to go about things. Ray too. Can't say as I've had a problem.

[XXXXXXXXXX] Brochures are the largest project we have in the fall, and discussing a project calendar with the Print has been extremely effective, we have always received this brochure on the day we requested it.

Invitations

My department interacts with Printing Services on regular basis. Deadlines are met. Contingencies are address. The finished product is always superior quality. All work was done promptly and within the expected time frame.

There have been several occasions when we've needed last minute print jobs or emergency corrections and the turn-around time was amazing on such short notice. I've never had a problem with a standard job being late.

Whenever I have had multiple-copy, multiple-page orders for classroom handouts or Tests, Printing Services completed my job faster than I would have expected. [XXXXXXXXXXXXXXXXXX] invitations and programs.

Anything I every submitted was done by the date requested and delivered to my office on time. The office has also been very accommodating in taking requests with a quick turnaround. Thank you!

[XXXXXXXXXX] conference materials were timely and well done. Staff was always helpful and friendly.

E-printing jobs do not always go through! In the note section of the owner information (properties for Copy Center Copier Document), where someone can place a note regarding the printing job, there is no enough space.

We hear you, but that screen is part of a driver package supplied by Canon, USA, who hasn't yet made a worldwide change based on our feedback. If you have more information than will fit, please either call us at Ext. 4198 or send an e-mail.

All printing requisitions were received prior to the date requested.

My interaction with your department has been very satisfactory

.
It is necessary to say you need the printing at least a day or two before you really do or it arrives a day or two after.

Willing to work with us on deadlines and rush jobs.

We had special [XXXXXX] projects. Your staff proved to be very helpful. The Print Shop's quick copy service is the best thing that happened to our campus. We can take our work to the print shop and it's done efficiently and quickly and we are always greeted in a friendly and courteous manner.

Invitations to special events [XXX] programs, [XXXX] cards Usually the programs and cards are rush jobs. The staff is very responsive in these situations. Kevan Bailey always responds quickly to our needs. Marianne Black is always helpful, directing me where necessary. Ellen Anuszewski, John Lynch, and John Wall perform outstanding work for our projects. Many thanks.

Always on time

Any printing projects for the most part have been returned on time or within a day or two of original projected date.

Always on time

Poster for intersession trip. Dept. newsletter, twice per year.

Envelopes printed Letterhead printed Books bound - received accurate & helpful info. On telephone before requesting the books bound. Business cards done without problems Pages printed quickly

Everyone in Printing Services is professional, courteous and responsive. Whatever I have asked for has been done, cheerfully and on time.

All items were done correctly and on time. Even when I needed to rush item, all effort was made to accommodate.

Ellen and the crew are exceptionally accommodating and friendly

Ellen, Kevin, Wade, Ray and Holly helped immeasurably with putting together the first [XXXXXX] Conference. Ray and Holly were very helpful with organizing the mailing and offering helpful suggestions. Kevin and Wade did an excellent job on formatting the conference folders and the conference banner. Ellen, as always, was prompt and eager to serve and always with a smile. I have yet to meet a member of the printing services that was not customer friendly.

Our department was sending out invitations along with RSVP cards. I wasn't aware that Printing Services had a machine to cut the cards. I thought I was going to have to cut all 500 cards. When I went to pick up the order the RSVP cards were all cut. Big time saver for me!!! Really appreciate it!!! Thanks!!

Have given Ellen large projects to copy and she has had them done, wrapped and ready to go within hours. She is the absolute best!!!!

I've never had a late print order. Very often, my print orders are done before the date requested.

It would be ideal if, especially for small jobs, things were quicker.

Very good job on turnaround time. I am often impressed by how quickly I receive things. Print shop jobs that I submit are always completed in a timely manner.

[Materials] were delivered on-time.

Rush jobs/Fast Copies Availability of manager and other personnel for quick answers to questions Working hours available

Guest speaker cards/fliers Project promo fliers.

When I identify a deadline you meet it EVEN if I'm the one who has made changes to the project.

We usually have strict time limitations and we have always received printed materials on the anticipated delivery date.

I'm quite pleased with the work done for the dept. newsletter.

My work involves preparing the programs; sometimes the window of time between preparation and final product is shortened by additional changes. In my experience, the print shop has always accommodated us in a timely manner, producing a product of the utmost professional status.

Letters, envelopes, invitation and announcements with regard to [XXXXXXXX] were done in a very timely and professional manner. Book was produced on time.

The turnaround time by the printing dept. for our department is excellent.

I have typically had items ready for me within 48 hours (brochures, newsletters, posters). Time has never been a problem.

Invitations take a bit long to do.

Since the most dreaded outcry "You want it when?" is one I've never heard from Kevin or Ray (or any of the staff), then I am very impressed with turnaround time.

I did receive copies before the date required.

I had invitations printed up. The turnaround time was good. The customer service was superb.

I request [XXXXXXXX] and they have been excellent and always quickly and sometimes the same day, I really feel they are doing an EXCELLENT job, Thank You

I was dumped with the responsibility of the [XXXXX] Program at the last minute. Because of the [XXXXXXXX] holiday, time was tight. Even though we had a couple of last minute changes, the programs were delivered on time and were of the quality we expected.

Friendly, professional, fast

Great efforts were made to get work completed in time. I only know about Kevan's efforts, but I know that others should be thanked as well.

Great turnover time on brochures completed, great suggestions of modifications, friendly people and easy to contact for questions.

For printing projects submitted over the past two years, please rate how satisfied you are with the overall quality of the finished work:

Although the print output is good, the printer sometimes has trouble receiving instructions for stapling or for double-sided printing options.

You may have an outdated print driver. Please call Kevan at Ext. 4198 to see if we can update.

Since the work I've sent has been fairly routine, I don't think "extremely" works. But I've had no complaints.

99.5% of the time the quality of the finished work is exactly as requested. For the .5% of the times that there is an error made in printing, the printing services staff is quick to correct.

Again, if a professor is unclear on specific instructions and in a hurry, Ellen or one of the staff will call and help us and work with us. Each of the staff has proved their weight in gold.

Changes to letterhead prepared as specified.

Once in a while things will come back typed incorrectly - but not often. I try to submit disks when I can so this doesn't happen, but once in a blue moon it happens. Am satisfied and the proof process works out nicely.

Very professional work.

Programs

I cannot say enough kind words about Printing Services. The employees of the department are always extremely helpful. They have made suggestions that have greatly increased my productivity. They have met ridiculous deadlines that I have placed on them. One time they even stayed past their shift to finish a job for my department. A1 service!

Very good quality of work. Work was very professional.

Always willing to work with us on color, type of paper, options available. Excellent! For our more visible brochures the product is almost phenomenal looking.

There had been just one (1) occasion - on examination copies - when some sort of malfunction caused smudges to obliterate text on some copy pages. This was brought to the attention of Printing Services and the concern was quickly and efficiently resolved.

Same

No requisitions needed to be resubmitted

Communication was essential in our projects. Your staff was great.

Copies are always high quality and professionally done.

See specific examples in question 3

Never had any complaint with the quality.

I have had many special orders and they always come out well

Same as above/

Business Cards

Oddly enough, my one and only time of not being completely satisfied occurred this morning. I asked for copies to be done to include (blue) colored ink. My work-study returned to our office with the copies - stated that halfway thru print job she was informed that the cost would be .50 each, which was ok. When she returned to office and we opened up the nice wrapping, we discovered the copies had spots (3 each) on each page. Other than this experience, our projects have been perfect.

We hope you were able to get the bad copies back to us right away so we could replace them and/or place a service call on the machine. By the way, unfortunately, color copies start at 75 cents each, and we hope there hasn't been any communication from us that was confusing.

[XXXXXXX] - Ellen worked with me on three printings of [XXXXXXX] booklets. If she did not understand the directions, she did not hesitate to call for clarification. Survey - Ellen worked with me on conducting a survey. She ran the surveys per instructions and helped format a response postcard.

Had a multi-page brochure done within 1 day. Very professionally done, looked great!! I've worked here 7 years and can't recall any mistakes in my print orders. As a matter of fact, they have checked and corrected mistakes that I have made on the print order.

Always a fine job.

The only problem I have seen is that there have been a couple of small printing errors despite detailed directions. This doesn't happen very often -- but did happen to me twice this past academic year.

Sorry. Hope you told us so we could fix.

Everything is printed according to my directions.

If a problem surfaced in the proof or order I was consulted before the job ran. I feel this aspect of customer service displays a commitment to providing the customer with a quality product.

I like that when I don't know what kind of paper or ink I want, printing staff is very willing to guide me. I think that's why my projects are of a great quality.

See above.

[XXXXXXXXXXXX] An unforeseen mistake picked up days before the event was expertly corrected, and new programs & inserts printed in ample time for the ceremony.

The quality of the work done by the printing dept. for our office is excellent. Quality is professional.

Kevin and Ray have both had a hand in helping me design the [XXXXXX]. Their design work is quite impressive.

Neat clean copies

Our office had some notepads made up and the header was a bit off centered. It was the only time we were disappointed. Overall we have been very satisfied.

Everything within our b&w capacity came out great looking and exactly as designed.

How often do you receive the yellow copy/receipt of the printing requisition with your completed work?

It's getting the faculty to turn them in the office staff that is difficult. Print services always include them.

We keep track of our print jobs and we always have yellow receipts, received one today for certificates we had specially printed on nice bond.

I'm not sure about this question.

Once in a while I won't get a yellow. I always get them on pick up orders or fast copy, just not always on delivered items or special project that require a bit of work.

Sometimes the yellow copy on special projects is sent out days later via campus mail because we wait until we have all the invoices for paper, supplies, shipping, etc., before calculating the chargeback expense shown on the yellow copy. If that explanation doesn't fit your situation when you don't get a yellow copy returned, please let us know.

Handouts, exams

I cannot think of a time when I didn't receive my yellow copy.

Don't remember

The yellow copy is always attached to our order.

Same.

Letterhead printed Regular envelopes printed Window envelopes printed Book Bindings
Printing copies

The yellow copy is received with the pricing!

Since I give all printing requests to the program secretary, I suspect she keeps them to maintain the program budget.

I am assuming always but I don't handle this part of the process.

I often receive the yellow copy but rarely are the charges on it.

Please contact us when this happens. The chargeback amount should always be on the yellow copy that is returned to you.

I have always received the yellow copy.

Always received a yellow receipt with my requests

I have never received a print job without a receipt

Appreciate that, it keeps my records easier for the next time I need printing services.

How much value do you believe Printing Services provides the University?

Quick copy.

Just like the certificates we had printed if we didn't have printing we would have had to go to PDQ and pay twice the price and not get the pleasant service.

Especially when we have a large coping job that needs to be done. It takes less time for Printing Services to do photo copying of this magnitude than trying to copy these items in our office.

I would not be happy if we did not have a printing services department! That would be awful!

Very important to the University, knowledgeable professional staff and support staff. Do not believe the University could do better out of house.

I believe Printing Services provides a service that is advantageous to the University. The quality of their work certainly keeps with University standards. A department would not be able to distribute copies done through office copiers and pass them off as professional. The employees are customer friendly and will to help not only staff but students too.

I believe that the University needs this service on campus. Extremely helpful to me when I have questions about processes and the personnel is always willing to offer good advice. Without the direct and professional support of Printing Services, my job would be much more difficult and time consuming.

Provided valuable assistance in evaluating and purchasing a copier.

Going off campus for all of our printing would be cost prohibited. Our copier would not handle some of the big job that your dept. provides. Also we deal with mass mailings and it is handled easily within your dept.

I think it is a very valuable service to have a department right on campus that does high quality work in such a timely fashion. Ellen is always very helpful and precise whenever I have called with questions.

Without the Print Shop this university would not be able to exist. Everyone in that department knows their job and does it extremely well. In addition, they are always pleasant to us.

I believe the service is indispensable to the University community. I can't imagine how difficult the process would be if the service was not offered.

Having in-house printing service saves time and money. Also in dealing with outside vendors.

Saves time Accuracy Technique of a very professional look that cannot easily be achieved by the individual offices.

The quality of the work is excellent, and it speaks very well of the University.

Posters at conferences

It is a pleasure to contact professionals who have a desire to meet the needs of the operational areas.

We would be lost without the quick service and variety of services offered.

[XXXXXX], surveys, conference, banquets, daily needs - I have used multiple services and have never been disappointed. Printing services is a valuable part of the University. You do a wonderful job. Service is convenient, fast and good quality. Persons from other institutions don't have it as good.

As an adjunct I rely on the printing services for fast professional help with preparation for my classes

Besides being such a time saver, print services offer excellent advice.

What would we do without you?

Printing Services provides the University with quality products that are produced by employees who are committed to customer service and the University's Mission. Distance from office Variety of printing set-up available (brochures, flyers, programs, etc., etc.

Extremely conscientious and efficient

My sense is that it's a standard component/service of all universities/colleges--and a good thing when run well, as is the case, as far as I'm concerned, here at Scranton.

Having an internal 'vendor' is extremely helpful and efficient.

I think the printing department is a very, very, valuable department.

The professional look of our various publications, including the many certificates which last a lifetime, is a critical expression of our University image...an image that one hopes will always bespeak quality and institutional pride.

We would be remiss if we didn't direct your compliments about the major image design work to the staff of the Public Relations Office. It's a team effort, and it's our pleasure to be able to help produce what we think are some of the best designed publications in higher education.

The services available insure the professional image that the University should and does project to the public and other institutions.

The University would not be the University without the much needed service of provided by Printing Services

Customization, if we had to go through private suppliers, would be much more expensive. Turnover time would not be as quick. The learning curve for staff and explanations would be something one would have to pay for. Also, printing and mailing services work wonderfully together.

For printing projects submitted over the past two years, please rate your overall level of satisfaction:

Tests, Syllabus submitted for copying and we do receive return and delivery of heavy paperwork. Again our jobs completed to our professors specifications. Am extremely satisfied. Keep up the good work.

Done when required/requested.

All work was performed and delivered as expected.

The best and only worthwhile thing about working in O'Hara is the close proximity to the Print Shop.

The staff at printing services will always go out of their way to assist, answering questions or offering advice as to the best and most economical approach.

Good service, good work, delivered with a great attitude

Once I was a little dissatisfied until I realized that I gave the wrong direction. Wanted postcards with the University bulk stamp applied but I forgot to request the bulk stamp be affixed.

Staff is most accommodating, pleasant and professional!

All printing project have been top of the line.

Other print services, mandated by our National [XXXXXXXX] Association, provide print services on a national level. I have often found mistakes in their work; I have never detected any errors in the work our print shop turns out.

Over the past year, how responsive has Printing Services been to your requests?

Again they are pleasant and very efficient we receive fast copy and regular submission of jobs all the time.

To my knowledge things have gone well.

Always willing to help and to offer advice when needed.

As I mentioned before, I received a job very late in the afternoon. I needed the finished product by 9am the next morning. Ellen stayed and saw the job through. My exam went off without a hitch at 9am. Not too many departments that would give of themselves like that.

Printing Services has been particularly patient with the students who sometimes don't understand the necessity (and courtesy) of submitting printing jobs in a reasonable amount of time. I'm not sure my patience would last as long as yours does!

You have made every effort to meet the special needs of my often-unique requests.

Lack of flexibility when customizing business cards to fit our needs.

Requests for changes to the University standard business card should be directed to Public Relations, Ext. 7669, on the sixth floor of O'Hara Hall.

Rush jobs (XXXX), invitations, etc

Again, staff has been extremely helpful and professional.

When asked for a faster than normal turn around time Printing Services has been cooperative.

Never had a problem.

Fast, courteous, and accurate!

Whenever possible printing services met my requests even on short notice. Although this did not happen often it clearly demonstrated extreme cooperation

Call backs when jobs are finished Delivery of completed jobs on time
ALWAYS!

Everyone has not only been helpful but also creative with problem solving.
We have always had quick responses for all our project.

Often, I deal with staff by phone or email and work is completed as ordered.

Secretary who answers the phone could be a little more knowledgeable on what Jobs are finished. Maybe a database on her computer would be helpful.

Marianne's computer houses the Print Shop's database, which can report jobs that have been logged in or logged out but which has no information about where jobs are in the processes. In his spare (?) time, Kevan is writing an Access-based program that will connect the main database with remote terminals throughout the production areas. Our goal for implementation is this fall.

...and always with a smile. That is truly priceless.

I had a difficult laminating request that Printing Services took the time to work through with me to insure my satisfaction. I've also had to give them combinations of hard copy and files on disc that they pulled together wonderfully into a finished printed project.

Ellen and Kevin are wonderful.

Please add any additional comments (Printing)

You guys/gals are great. I've never been dissatisfied.

All printing and mailing staff is very helpful to me personally. Any problems or questions I may have are answered in record time. Thanks,

Printing Services staff members are exceptional and a pleasure to work with. Work is always done as ordered and is done well.

Nice Job. The staff of the Print Shop is a pleasure to work with.

The staffs at printing services are always very professional and willing to help in any way. Excellent service!

The staff at Printing Services is always friendly, professional, and accommodating. I appreciate the dedication they put into their work - especially Ellen!!

We are happy to work with the print shop and always appreciate their hard work. It seems to be a good partnership.

Any time that I have submitted a requisition or made a telephone call to the Printing Services office I was always treated in a courteous manner and the employees were always very helpful with any questions that I may have had.

Great job everybody! Thanks Kevin!

The staff at Printing Services is cordial and helpful.

Very Professional Department, work is always excellent and the people within the department always willing to help and explain the process so we are better able to understand. I was very pleased, when taken on a tour it helped that the process was explained. I have a better understanding of what needs to happen when submitting a large project.

I am very satisfied with my dealings with printing services. I have always been treated with courtesy. The quality of work and the turnaround time is remarkable. Thank you.

I think you can tell by my previous remarks that I am more than satisfied with the services provided by Printing Services and its employees.

One of the best run and efficient departments at the University. They always look to deliver a quality product at the best cost.

Over the years we faculty members have been most fortunate to have the people in Printing Services work right along with as true colleagues. They are a pleasure to deal with.

Keep up the good work!

It tends to be a bit expensive in my opinion. I submitted a request for about 300 copies and it was close to \$20.00 -- but perhaps, that is what paper, etc. costs these days.

Kevan Bailey and indeed everyone I've dealt with have been very prompt and very helpful. I've had printing done for a professional organization I'm a member of, and the prices are extremely competitive with commercial printers. Excellent service!

No

The staff working in this department has been very pleasant and helpful.

For the amount of work you do, you do a very good job!!

Very professional, reliable, and responsive service -- certainly one of the best on campus!
Keep up the good work.

I appreciate how your dept. helps when needed.

I've made a couple of requests for services for an outside organization (for which I paid), and Printing Services was very accommodating and efficient in regard to those requests. I always find whatever printing jobs I submit to printing are done accurately and in a timely manner.

Keep up the good work. Our university could not exist without the convenience of the Print Shop to help us make our copies and do our laminating for us. You are a wonderful group of people and it's always a pleasure doing business with you.

Keep up the good work performing a very important service to the University community.

Printing services has always responded promptly to any requests. The quality of service and printing meets and exceeds all expectations. If I have ever had questions I was answered within 24 hrs, usually sooner.

If there is any question or doubt on a requisition, please call and ask, anything, which may seem not quite right..... do not print until you contact the person necessary. I think this should be reinforced, and that is not to say that I've had a problem, it is just a very important thing Printing should adhere to on a routine basis.

None at this time...

Very hard working staff. They are very professional in their office and on campus. Most often, I send requests to Printing Services through my secretary. I have always been very satisfied with the outcome.

Thank you for being there.

Bravo! Printing services staff should be proud of what they do and the product that is produced. As an assistant professor that has utilized printing services in a variety of areas I would give the total group an "A" for service, an "A" for effort, and an "A" for speed and accuracy. Thank you!

Ellen and the evening crew are wonderful to work with. They turn work over very quickly and have helped me out a lot this past year especially. Thank you for the late hours Monday-Thursday. I am very busy in my office during the day, and the late hours allow me to drop things off after work hours to be picked up the next morning. Thank you also for opening at 8 am. This allows me to get a head start on my day with my copies done overnight!

I have always been treated with exceptional courtesy even when the print shop is extremely busy.

All staff are very friendly, professional, and polite. Very cooperative in assisting with printing requests that require speedy printing.

The staff of Printing Service's provides the University with quality work delivered within the time requested.

The [XXXXXXXXX] we have printed for all the majors the University offers are printed and designed beautiful! Kevan is always very pleasant and professional when I have any questions and is very patient with any questions I ask.

A truly "open-door" atmosphere.

As a faculty/staff person I am always involved with both academics and projects, which require use of Printing Services. I have been most grateful that we have such an efficient office here since I have had to depend on them to not only produce quality work for my projects but also to forward info to others in the US who needed the same promo materials. No matter what the project, Printing Services has always been the best you could expect!!

The level of customer service from a phone call to actually working with printing staff is excellent. They right any wrong. When it's their fault they are QUICK to correct/adjust. When it's my fault they are still quick and kind. Thanks...I appreciate it.

Their commitment is very much appreciated.

As I say, when [XXXXXX] sends down our [XXXXXXXXX] file, it's ready to run, I think. Nevertheless, the printing service, as far as [XXXXXXXXX] & I are concerned, follows through very effectively, making sure the tones, half-tones, etc., register correctly, etc. Thanks.

I find the Printing Services staff to be professional, competent, and courteous.

It is a pleasure to work with anyone in Printing Services; the staff is competent and very willing to please. The work is always completed on time.

As I have indicated in the past, I believe that the excellent service offered by the Printing facility is due primarily to the dedication and efficiency of Kevan Bailey.

The Printing Department is by far one of the best departments here at the University. The staff is courteous and their workmanship is outstanding.

Choose an easier way to send electronic documents that do not change margins and etc. Thanks, Kevin and Ray, for making my job easier.

I think having the Printing Services at our fingertips is a great asset to the University. I have always received completed printing jobs with complete satisfaction and friendly service. Thanks Print Shop!!

All of my interactions with Printing Services have been wonderful. The staff is always professional and courteous. All my printing requests have been filled correctly and promptly. Keep up the excellent work.

Parking was an issue. Picking up the items was difficult because of the parking. I was not working on campus that day and made a special trip to pick up the invitations.

I have never had any difficulty. They go out of their way to help with special requests.

The staff of the Printing Services Office is always helpful, courteous and willing to accommodate requests.

They are excellent and very professional can't find better, Thank You!!

All my dealings/transactions with the Printing department have been very satisfactory...I have no complaints.

Kevin is wonderful. He is always polite, kind and very knowledgeable. It seems that he knows the best way to do something while saving our department money.

I appreciate Kevan and the rest of the staff for their understanding and efforts to produce quick, quality work.

Printing Services is a very well run organization. Perhaps the best run and managed department on this campus that provides service to everyone within the institution. You are a credit to the University and we would certainly be lost without your services. Keep up the great performance.

Great services, great people.

Please add any additional comments (Mailing)

We tend to get lost in our building. We get things later than others on campus and some days our afternoon mail just doesn't happen.

Please call us when you think you've been missed.

Great job!!!! Thanks.

Mailing services staff members are knowledgeable and helpful. I notice very few delivery errors.

The mail delivery staff does a great job.

On a few occasions mail has actually been picked up too early and the outgoing campus mail as a result takes an extra half-day.

This is a tough one. We have some chores during the day that must be completed at or by specific times. When we're short staffed, the routes are longer and take more time to complete. We try to split the difference between being a few minutes early picking up vs. being a few minutes late delivering or having mail ready for the afternoon Postal Service pickup. We try to accommodate special needs as they arise, either by waiting for urgent campus mail to be prepared, by accepting urgent mail delivered personally to either St. Thomas or the Mail Facility, or occasionally by rearranging other schedules. The best advice is to let us know when you sense you're getting caught in this situation, and we'll work something out for you.

Very friendly, helpful and dedicated to their work.

The Mailing Services staff is always very friendly and prompt with mail delivery. I could set my watch by the morning and afternoon mail deliveries. Additionally, if I have any questions about mailing charges or shipping in general, Holly is always very prompt and knowledgeable.

Everyone from the mail staff has been helpful and again due to our high volume, we were unsure they were always pleasant and helpful. Even pleasant on cold and snowy days, we enjoy our deliveries.

I have never had any problems with the mailing staff. Any time I had questions, they were very helpful. Occasionally I will receive mail that does not belong to me, but it is returned without a problem.

I cannot really answer the above three questions, as I have not had the interaction necessary to say.

Am happy but we do get quite a bit of wrong mail/wrong floor/wrong department. Our name is similar to another on campus so we get pieces their mail. Am satisfied. I have never had an adverse encounter with any of the Mailing staff members. They have always been friendly and accommodating.

Sorry for the confusion. In the couple of cases where two departments or individuals have nearly identical names, we try to be extra careful, but sometimes we're hurrying more than usual or need another shot of caffeine, or whatever. We'll try harder.

Here, too, we faculty are fortunate to have the Mailing staff people we do. I would be very surprised if many people responded to this survey again after having received the response document in the mail last year with all of the funny little "we think we know who you are" or "we remember that situation" comments in it. So much for anonymous!

That was my fault (Ray), and I apologize. Sometimes my attempts at humor miss the mark. Sorry.

I am not familiar with question 12 and 13th. I am not familiar with one instance but please make certain that should Fed Ex or UPS need to drop off a piece of mail due to unable to deliver (Office closed, etc.) that the mail room review and attempt to determine if it is urgent and to contact the department that the envelope is in the office mail box. Thank you for selling stamps at the mail center in St. Thomas
Less students in St. Thomas mail room.

It's difficult to know which of many situations has produced your comment. In general, UPS and FedEx are responsible for delivery of letters and packages consigned to them. Then, in those instances when they have been unable to deliver to or contact you and the package is left with us, we have no better ability to contact you. We do put a card in your or your department's mail indicating there is a package and, of course, if we see you or your department secretary, we try to let you know the package is there.

The staff could be more responsive to faculty questions concerning costs and procedures to conduct a mail survey.

We don't understand the comment. Please contact us.

The mail that was delivered in error was due partly because of common last names. We often get mail for Human Services, even if the person's name is on it (which should be a clue that Human Resources doesn't have anyone by that name in the department). Also, at least once or twice week we get David Friedrichs mail, I guess because Darrell Frederick's name is similar. Also we get a lot of mail for Network Resources and Health Administration & Human Resources (HAHR).

My mail sometimes gets confused with another person's on campus -- but this is understandable -- our first names are the same, and our last names differ only in the last few letters. No real problems have ever resulted from this.

The mail service is excellent. The delivery and pickup are very timely. The people delivering the mail are always congenial and helpful.
The staff at the mail center always very helpful.

They know just as much as the people in the post office only they are much friendlier.

They provide a great service to our campus also.

The staff members have a wonderful attitude. It's always a pleasure to have them come into the building. Holly Doenges is always accessible and communicates well regarding mailing service schedules. Jim Burton, Gerald Hudak, Larry McIver and Jim Skorec are always helpful and willing to answer questions and offer direction regarding special mailings. The mails are delivered with amazing speed and accuracy. Thank you for these services.

Q10. My interaction is usually to request Fed-X and UPS supplies. Q12. For the most part the problem of receiving other depts. Mail is not all the fault of the Mailing staff due to the way the mail is addressed. Q14. Although I answered one day, it depends on whether it was sent in the first or second pick up.

Very dependable and congenial about their work.

I would like to see additional pick up times. Currently my department has a 9:00am and a 1:00pm pick up time. The afternoon time should be later or a third added.

The number of mail runs is directly related to the number of staff.

I am pleased that we have such a great mail staff on this campus.

I never doubt that campus mail gets delivered same day/next day. Very accommodating. Absolutely no problems- always very helpful.

Holly and all others are very polite and effective with mail services. They are very easy to approach and eager to help.

The students often times been very unhelpful. They often times don't know how to answer questions, regarding when mail will go out, when Fed Ex packages will be picked up, etc.

Our dozen or so student workers are generally trained to provide routine services at the window, and we encourage them to call or ask customers to call full-time staff for answers to more unusual or complex questions. Please feel free to ask for a supervisor for assistance.

I find it useful to be able to use the mailroom in STT for special mailing

The Mailing Staff are the best.

Just some mailing errors on delivery. Otherwise great job.

The pickup times of 8:30 a.m. and 12:30 p.m. are inconvenient for us in the Estate. If they were adjusted by 1/2 hour to 9:00 a.m. and 1:00 p.m. it would work out much better for us.

Please contact Holly at Ext. 7492 to discuss this. Obviously, lots of other folks might be affected by changing the route schedules, but let's look at it.

Mailing staff is friendly, work speedily with requests for extra pickup of bulk mail. Responses to the last questions are left unanswered because the program secretary handles mail.

Your delivery people are extremely courteous, friendly, and professional.

I don't have opportunity to interact with their staff.

The office secretary handles most of this.

The staff is great to work with. Many times we have large mailings and there is never a problem having it picked up. For the volume of mail that is picked up and delivered daily on campus, they do a great job!!

The mailing staff is a great group of people. They are very professional, extremely knowledgeable and courteous.

Our secretaries sort all the mail, so some of the above is not pertinent. The mail service could pickup extra campus envelopes to give to people who need them. This would cut down on inconvenience to people posting wanted adds on the e-Bulletin board.

As an adjunct instructor, I don't use this service as I am only on campus 1x per week and have limited mailing and copying on campus

I don't interact much with the mailing staff. Having the mail picked up the Estate, our new location is wonderful. We don't have staff losing time to go down and pickup the mail twice a day.

They are also excellent and extremely helpful at all times, nothing is ever a problem for them Thank You

The Mail Center in St Thomas Hall is extremely helpful and courteous. I feel fortunate to have their office in the building I work in. They are a wonderful crew..all of them.

Gerry Hudak is very helpful, pleasant and professional

I appreciate Mailing staff's friendliness and efforts to be helpful and efficient. I do wish that someone could check with the post office as to why they would sometimes change students' addresses on mail from the home mailing address to a local one. It causes more work for our office to send the mail out again.

The Postal Service would only re-route or re-address student mail if the student had initiated a change of address or forwarding form.

Sometimes I detect some attitude from the people at the mail center when I call and have a question. I receive short responses or am sometimes made to feel that I am intruding upon their time. Could you please post appropriate times to call for service?

Sorry. We're going to do some refresher training in phone etiquette and customer service. Please let Holly know if you think you hear the wrong attitude.