

The University of Scranton

Printing and Mailing Services Customer Satisfaction Survey 2004

How are we doing? Printing and Mailing Services are once again trying to gauge your satisfaction with our services. Printing and Mailing Services uses the information obtained from this survey to help determine how to improve services. Please respond for services provided at or through the Print Shop, CopyCenter, Press Room, Binding, Electronic Pre-Press, and Mailing Centers. The survey is anonymous and confidential. Data will be reported in an aggregate form. No individual responses will be reported. Your sincere feedback can alert us as soon as some part of our service system begins to break down or to new needs that may be emerging. Please complete the survey before May 5, 2004.

Q1 What is your position within the University?

33.0% *Faculty*
8.5% *Administration*
30.1% *Professional Staff*
0.6% *Maintenance/Trades*
26.1% *Other*

Printing Services

Q2 Within the past year, how many times have you personally interacted with Printing Services?

8.0% *None*
22.7% *1-3 times*
13.1% *4-6 times*
55.1% *7 times or more*

If possible, please include specific examples that would illustrate your answers below for questions 3 through 8.

Q3 For printing projects submitted over the past two years, please rate how satisfied you are with the turnaround speed of your work:

55.7% *Extremely*
37.5% *Very*
2.8% *Somewhat*
0.0% *Not Very*
0.0% *Not at all*
Specific Examples
33.5%

Q4 For printing projects submitted over the past two years, please rate how satisfied you are with the overall quality of the finished work:

58.0% *Extremely*
34.7% *Very*
2.3% *Somewhat*
0.6% *Not Very*
0.0% *Not at all*
Specific Examples
22.7%

Q5 How often do you receive the yellow copy/receipt of the printing requisition with your completed work?

89.2% *Always*
3.4% *Often*
1.7% *Rarely*
0.0% *Never*
Specific Examples
10.2%

Q6 How much value do you believe Printing Services provides the University?

90.9% *Very much*
3.4% *Some*
0.0% *Very little*
0.0% *None*
Specific Examples
19.9%

Q7 For printing projects submitted over the past two years, please rate your overall level of satisfaction:

62.5% *Extremely*
31.8% *Very*
1.7% *Somewhat*
0.0% *Not very*
0.0% *Not at all*
Specific Examples
6.8%

Q8 Over the past year, how responsive has Printing Services been to your requests?

91.5% *Very*
1.7% *Somewhat*
0.6% *Very little*
0.6% *Not at all*
Specific Examples
13.1%

Q9 Any comments, critical and complimentary, you wish to make.

35.2%

Mailing Services

Q10 How many times have you interacted with the Mailing Services staff in the last 12 months?

13.1% *0*
31.8% *1-6*
10.2% *7-12*
11.4% *13-24*
30.7% *25+*

Q11 Please rate your overall satisfaction with pickup and delivery of your mails.

46.0% *Extremely*
38.6% *Very*
4.5% *Somewhat*
0.0% *Not very*
0.0% *Not at all*
5.1% *Does not apply*

Q12 How many times in the last 12 months has the Mailing staff delivered a piece of mail to you in error that was addressed to someone else?

38.1% *0*
38.1% *1-6*
8.0% *7-12*
6.3% *13-24*
4.0% *25+*

Q13 How many times in the last 12 months have you been aware that the Mailing staff has delivered your mail to someone else in error?

65.9% *0*
22.2% *1-6*
2.3% *7-12*
3.4% *13-24*
0.0% *25+*

Q14 In your experience, how long does it take for mail sent from another office on campus to be delivered to your office by the Mailing staff?

14.2% *Less than one day*
70.5% *One day*
10.2% *Two days*
0.6% *Three days*
0.0% *More than three days*

Q15 Do you find the Mailing staff to be helpful?

48.9% *Extremely*
33.5% *Very*
5.7% *Somewhat*
1.1% *Not very*
0.0% *Not at all*

Q16 Do you find the Mailing staff's behavior to be professional?

49.4% *Extremely*
33.5% *Very*
5.7% *Somewhat*
1.1% *Not very*
0.0% *Not at all*

Q17 Please add any additional comments

28.4%