Faculty and Staff Satisfaction with Support Services Provided:

Please indicate the proportions (%) of respondents who rated each aspect as “excellent” or “good” (separately and combined). The Campus Support Services standard is met whenever 75% or more of responses fall in the “good” or “excellent” categories (combined).

<table>
<thead>
<tr>
<th>Satisfactory with:</th>
<th>Percent Responding “Excellent”</th>
<th>Percent Responding “Good”</th>
<th>Percent Responding Good / Excellent (Combined %)</th>
<th>Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hours of operation</td>
<td>54.2</td>
<td>41.8</td>
<td>96.0</td>
<td>75%</td>
</tr>
<tr>
<td>Response time</td>
<td>60.6</td>
<td>33.5</td>
<td>94.1</td>
<td>75%</td>
</tr>
<tr>
<td>Clarity of procedures</td>
<td>53.7</td>
<td>37.3</td>
<td>91.0</td>
<td>75%</td>
</tr>
<tr>
<td>Quality of materials</td>
<td>50.0</td>
<td>44.6</td>
<td>94.6</td>
<td>75%</td>
</tr>
<tr>
<td>Staff helpfulness</td>
<td>56.6</td>
<td>31.7</td>
<td>88.3</td>
<td>75%</td>
</tr>
<tr>
<td>Staff knowledge</td>
<td>69.7</td>
<td>25.9</td>
<td>95.5</td>
<td>75%</td>
</tr>
<tr>
<td>Overall quality of service</td>
<td>58.0</td>
<td>35.3</td>
<td>93.2</td>
<td>75%</td>
</tr>
</tbody>
</table>

Department-specific indicators (if applicable):

Projects via email        | 72.3                           | 23.2                      | 95.5                                          |          |

Change since last quality review

Briefly summarize the extent to which satisfaction has improved or declined since the last quality review cycle.

Staff satisfaction rose an average of 4.6 percent (a high of 7 percent to a low of 1.9 percent). Every category reflected improvement.
Narrative

Reflect on standards met and any standards not met.

Standards Met – To be used when department wants to improve on an indicator even though a standard for this indicator has been met. Use this section to briefly reflect upon major accomplishments.

Although new equipment was purchased less than four years ago, it is time to upgrade, specifically email capabilities. New software upgrades are necessary. The use of GroupWise (email) has greatly increased. More than half of the projects are submitted via email.

Twenty years ago, the Production Center completed an average of 100 projects per week using a printing press. Fifteen years ago, the printing press was replaced with an analog photocopier and the completion record climbed to 150 per week. Four years ago, the analog photocopier was replaced with a digital copier with email capabilities and the completion rate climbed to 300-1,000 per week. The work load increases every year and yet the Production Center is able to keep up with the projects submitted.

Four years ago, a part-time evening person was added which has helped to increase productivity. The evening person is able to assist the adjunct faculty with photocopying needs.

The Production Center reproduces the instructor-written Bookstore Projects that are used as classroom teaching aids. These projects range in size from 10 pages to over 2,000. They are processed approximately three times a year (spring, summer, and fall semesters). Currently there are at a minimum of thirty bookstore projects.

In addition, the Production Center provides color printing, fax capabilities, paper cutting, shredding, three-hole punching, binding (two types), shrinkwrapping, and laminating.

Standards Not Met – Please provide any insight into significant challenges or obstacles that may have contributed to low satisfaction. Identify the types of changes necessary for improvement.

All standards were met with a percentage of 88.3 to 96.0 percent.
In the following section, identify general goals and specific, measurable objectives your area plans to achieve within the next three years. Programs should identify 3-5 goals, with at least one goal per year. Goals set for next year that require fiscal resources must also be submitted as a Budget Request and Action Plan (separate form).

I. Goal: Plaque

Supports Strategic Direction (if applicable): 

1. Objective: A plaque denoting hours of operation, staff, and email address.
   1.1. Person(s) responsible: Anita Rogers
   1.2. Timeframe: Two months
   1.3. Fiscal resources needed (if not applicable, indicate “NA”):

2. Objective: insert second objective here (if applicable)
   2.1. Person(s) responsible:
   2.2. Timeframe:
   2.3. Fiscal resources needed (if not applicable, indicate “NA”):

Use the above outline format to add additional goals or objectives as necessary.

II. Goal: Color copier

III. Goal: Additional photocopier for the back office

IV. Goal: Additional walk-up photocopiers for the front office (instructor use)

V. Goal: Upgraded software for the back office

VI. Goal: New high-volume printer for back office
Reminder: If fiscal resources are needed for next year's goals, submit a separate Budget Request and Action Plan for budget unit review.