



Printing and Mail Services Employee Satisfaction Survey Results **CRC Research Office**

Purpose: The purpose of the survey was to assess employee satisfaction with printing and mail services, staff and processes.

Methodology: The Research Office worked with Cory Wathen to develop the survey instrument, which was available online. All employees were invited to participate, and one reminder was sent during the three-week survey period.

Overview of Results: One hundred thirty six employees responded to the survey (an overall response rate of almost 21%). Over 11% of the respondents were adjunct instructors (a 6% response rate), almost 28% were classified staff (a 17% response rate) and almost 42% of respondents were full-time professors (a 32% response rate). Three respondents indicated they were managers. However, over 21% of the respondents did not identify their employment status, because they failed to respond to the question or selected other. Analyses of differences between the employee groups were not conducted due to the small number of respondents in most of the employee groups.

The results clustered in three groups. On many items, close to or over 90% of respondents agreed or strongly agreed with a given statement, indicating areas of strength. On several items, satisfaction levels ranged between 70% and 80%, which indicates modest satisfaction with these areas. Finally, the percentage of satisfaction on one item was below 70%, which indicates that a sizeable percentage of respondents were not satisfied with this area. The results for each program/service are summarized below.

Printing Services

Strong Satisfaction

Respondents were exceptionally pleased with most areas of printing services, including **timeliness, accuracy, quality, efficiency and ease of procedures, and professionalism of the staff**, as indicated by the high percentage of respondents who agreed or strongly agreed that these qualities applied to the campus printing services (98.5%, 96.3%, 94.9%, and 99.3% respectively). Respondents were also pleased with the **range of printing services** available, as indicated by the fact that almost 83% of respondents agreed or strongly agreed that the available services met campus needs.

Mail Services

Moderate Satisfaction

A fairly strong percentage of respondents (79.1 %) indicated that **mailing procedures were efficient and easy to follow**. Respondents were also moderately satisfied that the mail services

were completed in a **timely manner and were performed accurately with acceptable quality and that staff were professional and responsive** (79.1 %, 72.4%, and 71.6% respectively).

Lower Satisfaction

Fewer respondents agreed or strongly agreed that **range of mail services met the campus needs** (61.9%).

Forty one respondents provided additional information through their comments. These comments are summarized below.

Overview of the Comments

Printing Services

There were multiple comments praising the responsiveness and quality of the printing services and staff. Staff were commended for their work ethic, responsiveness, and friendliness. Several respondents commented about the speed with which jobs were completed.

Several respondents did offer suggestions that would enhance printing services, citing the need for more staff and more efficient, reliable and higher quality copiers. Two respondents expressed concerns about the duplication request process. Another respondent provided a suggestion to enhance access to completed jobs on the weekends and on Saturday. One respondent expressed concerns about requests that had been done incorrectly and another respondent expressed concerns about the ability of printing services to adequately respond to out-of-the norm requests.

Mail Services

A significant number of respondents expressed frustration with the lack of access to US Postal mail services on campus through drop boxes or campus mail services. One respondent noted that some mail of this nature was of a professional, not personal, nature. One respondent indicated that at times intercampus mail seemed very slow. One respondent also expressed a need for training about how to process bulk mail.