

**Administrative Services Team Customer Satisfaction Survey and
Process Improvement Initiative**

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Abstract

The Administrative Services Team (AST) is a cross-functional team of seventeen members and a sponsor who provide infrastructure support for the day to day operations of the College Center for Library Automation (CCLA). In the last three years, the team has conducted two internal customer satisfaction surveys with the goal of focusing on major points of service delivery to determine areas that need attention or could benefit from process improvements. The conceptual purpose of the satisfaction survey was “...to determine the perception of CCLA staff concerning the delivery of administrative services in order to address areas needing improvement thereby increasing customer satisfaction.”

The AST had already identified areas they viewed as “hot spots” that could benefit from process improvements. But, before efforts were planned and put into changing processes in these areas, the team wanted to confirm with staff that those were areas the customers viewed as needing improvements. If not, the survey could identify the processes in need of attention so the team could focus on the areas with a lower level of customer satisfaction.

Following the first survey in 2005, the AST worked for several months to address some of the shortcomings identified in the survey. Sub-teams were formed to review and address functional areas that had an overall strongly agree/agree rating of less than 80%. Four major functional areas overall fell below this level and had sub-groups established with project team leads from AST. The subgroups reviewed the questions and comments and developed a list of recommendations for action.

After the improvements were implemented, it was time for the second survey. The AST team was anxious to see how the improvements made after the first survey would be reflected in the comments on the second survey.

The responses on both the first and second surveys were overwhelmingly positive and the AST was commended by senior management and staff for the process improvements that were made as a result of the survey feedback. It is important that staff be able to see visible and quantifiable results of their participation in order to encourage them to participate in the next survey.

Introduction to the Organization - The College Center for Library Automation (CCLA)

Mission

CCLA's mission is to provide service and leadership in statewide automated library and information resources to enhance the educational experience at Florida's community colleges. This mission is accomplished by providing access to shared information resources; ensuring effective use of technology through training, support, and consultation; researching and implementing suitable new technologies; and providing library advocacy for issues of concern to community college libraries.

CCLA

Established in 1989 by the Florida Legislature, CCLA operates Florida's Library Information Network for Community Colleges (LINCC) and the Web-based library information portal, [LINCCWeb](#), from its headquarters in Tallahassee, Florida. A program of Florida's Division of Community Colleges, CCLA is considered a model library services organization, operating the first statewide, centralized automated library system in the U.S. serving community colleges exclusively.

CCLA's presence in the library information marketplace continues to grow, gaining regional and national recognition for the breadth and effectiveness of its programs and services, and for the ongoing success enjoyed by the LINCC network.

Programs and Services

CCLA provides a comprehensive suite of library information products and full-service programs that support Florida's community college libraries and diverse student population.

Statement (restatement of the Problem/Initiative)

The AST cross functional team had already identified areas they viewed as “hot spots” that could benefit from process improvements. But, before efforts were put into changing processes in these areas, the team wanted to validate with staff that those were areas the customers viewed as needing improvements. If not, the survey would identify the processes in need of attention so the team could focus on the areas with a lower level of customer satisfaction.

Even though the business processes in place were working, there was still room for improvements. The most significant changes involved moving processes from an entirely manual process to ones that were predominantly electronic. Moving pieces of paper around the organization for approvals was very inefficient and subject to loss and delay. There was also no easy way to gather statistics and performance measurements without a lot of staff time spent wading back through paper records. A paperless approval workflow for several business processes:

- increased efficiencies,
- provided an easy way to create and print statistical reports, and
- created permanent electronic records.

The ultimate achievement of the changes is to better satisfy the users’ needs.

Design

The conceptual purpose of the satisfaction survey was "...to determine the perception of CCLA staff concerning the delivery of administrative services in order to address areas needing improvement thereby increasing customer satisfaction." The survey questions were developed by the members of the Administrative Services Team (AST) and were based on the various functional areas within the AST. There was a section of the survey for each functional area within AST and the areas addressed included:

1. Conference Room Scheduling and set-up
2. Print and Production
3. Shipping and Receiving
4. Mail
5. Facilities
6. Office Supplies
7. Purchasing and Invoice Processing (budget)
8. Travel
9. Front Desk
10. Human Resources (payroll)

The team minutes included the following:

Format: Discussion was held and it was suggested that we use statements instead of questions and that we use the ranking style (Strongly Agree, Agree, N/A, Disagree, Strongly Disagree). The team agreed unanimously. The survey format included a rating scale with a comment section available for each statement.

Length: The team agreed to include no more than three (3) statements per section except for Facilities and Human Resources because these areas cover a lot of different services. A deadline was set for the due date of the functional area statements. All the responses were then sent to the team for review." Discussions were held at the following meeting concerning the statements and the survey was finalized. The questions were then submitted to the Supervisory Team (the cross functional team to which AST reports) for review and comments before development of the actual survey document.

The AST used the internal Web [Intranet] to administer the survey using survey software. The software was capable of collecting the data and summarizing the findings.

The questions were designed to be answered as follows:

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- N/A (not applicable)

The introduction provided on the first screen of the web-based survey was as follows:

“Thank you for taking about 15 minutes to participate in the first Administrative Services Team Customer Satisfaction Survey. Please answer the following questions about your satisfaction with specific CCLA administrative services. Your answers will provide information to the AST about staff perceptions of the services provided and identify areas needing improvement. Comments will be most helpful so please use the comments section to express opinions or make suggestions, especially if your selected rating is disagree or strongly disagree. Your survey responses are completely anonymous and all data is confidential. Each question requires an answer except for the comment sections. Please note that a Neutral response indicates that you use this service and that you are neutral (don’t agree or disagree). The N/A column indicates that you do not use this service.”

The indicators of success for the survey were that 75% of CCLA staff would complete the survey and that the statistics would be useful in helping AST identify areas that were successful in service delivery and had a high level of satisfaction as well as helping identify areas that were not as successful in service delivery and had a lower level of customer satisfaction. The first year, 89% of the staff responded to the survey so it was considered extremely successful. The second year, 83.3% of the staff responded.

Other aspects of the design included the following:

Service/Product Development Process

Quality Assurance-The survey as developed was tested with a small test group of various CCLA staff prior to distribution to all CCLA staff.

Training Requirements

No specific staff training was required for this survey.

Documentation

Documentation was limited to the survey itself, raw data and an analysis of the results.

Statistics

Survey results were analyzed by functional area in both spreadsheet and graphic presentation. These statistics provided the data used to determine the areas to be recommended for process improvement.

The first year’s results were considered the baseline for future comparisons. The results from the second year’s survey were compared question by question with the responses from the prior year. This process is expected to be continued for each year’s survey.

Communication and Publications

The communications prior to and during the survey process as well as the final results were sent by e-mail notification to CCLA staff and were made available on the Intranet.

Implementation

After completion of the survey, the AST met to review the results and determine the areas to focus on for improvements. The team decided to establish sub-groups to address functional areas that had an overall “strongly agree/agree” rating of less than 80%. For example, in year one, three major functional areas overall fell below the 80% (travel, purchasing/invoicing, and Human Resources). Sub-groups were established with leads from AST. Below is an example of the summary information that was provided by e-mail to all staff:

- 1) Travel (79.7%) – (assigned lead was named) Up from 69.2% last year and disagree dropped from 12.8% to 7.0%.
- 2) Purchasing/Invoicing (74.6%) - (assigned lead was named) Down from 76.8% last year; however disagree dropped from 7.3% to 2.6%.
- 3) Human Resources - (77.2% overall rating) (assigned lead was named) Up from 74.8% last year and disagreed dropped from 10.4% to 8.1%.

Areas within Organization Resources that fell below the 80% level were also reviewed by the org. resources sub- group. AST does not control these areas however, staff feedback was considered as important information that could be collected and used to support any recommended changes that the team felt might improve the service delivery. The data could be forwarded to areas that would benefit from the information. Below are areas to be reviewed:

- TCC Policies (74.7%)
- Benefits (77.6%)
- Recruitment/Hiring (52.5%)
- OR-Training (73.2%)
- Performance Evaluations (66.8%)
- Employee Relations (79.0%)

Conference Room Scheduling had a rating of 78.7% last year but improved significantly with 86.3% approval rating this year.

The subgroups began to review the questions and comments and develop a list of recommendations for action to be submitted to the Supervisory Team. If a particular recommendation required extensive work, a project plan would be developed and presented separately to the Supervisory Team for content review and the Implementation Core Team for resource requests. AST requested volunteers from outside the AST to serve on these sub-teams, if interested. Interested participants were informed that the time commitment should be very limited and that the team appreciated viewpoints outside of AST. Examples of the format for review and recommendations are attached.

The actual survey results were provided to staff via e-mail for information. For analysis purposes, the raw data results were simplified by combining “Strongly Agree” and “Agree” into one total, and “Disagree” and “Strongly Disagree” into one total. The grand totals were also adjusted to exclude the N/As from the percentage calculations to give a more accurate picture of the users' results.

Benefits

Benefits of doing the customer satisfaction survey overall:

- Processes are reviewed on a periodic basis to determine if there are better, more efficient ways to provide our customers with increased customer service
- Provides a way for our customers to give feedback on how we are doing
- Our customers are more patient when they know we listened to them and are taking steps to make improvements
- We have the customers' input to determine where we need to make improvements and don't have to rely on our assessments of our own processes

Travel Request process improvements -

Benefits of going from an old paper form to an Electronic Travel System

- "Green" – reduces the amount of paper generated with travel requests
- Travel requests are no longer getting misplaced
- Approvals are system generated and alerts are sent out via e-mail to appropriate supervisors and budget owners
- Action taken on travel request is now electronically logged (when the request was made and by whom, when changes are made, when approvals are made, etc.)
- Ability to make airfare, hotel, and rental car reservations while inside the travel request
- Ability to search past hotel information
- Ability to do travel queries based on past information
- Electronic management of travel requests
- Creation of a travel calendar accessible to all staff
- Generation of electronic travel itineraries
- The travel system is directly linked to the accounting and budget system providing up-to-the-minute accounting and budget information
- Requests can capture detailed travel information such as airline itineraries
- Estimated cost summary is automatically calculated
- Can view and track old requests and reimbursements electronically
- Can copy previous travel requests and update with new information
- The system links directly to our accounting system
- A step-by-step process manual has been created

Purchasing Process Improvements -

Benefits of going from a manual purchasing process to an Electronic System

- Electronic approvals are faster
- Date tracking of approvals or refusal with explanation
- Electronic reminders to approvers that a purchase requisition needs approving
- System knows the approval route, so the user does not need to worry about who gets it next
- Remote approval capability
- Approval from email notification site

- Query capabilities for reports
- Electronic budget coding allows users to select the correct budget item from a drop down list of budgeted items, as well as request a budget amendment for un-budgeted items
- Online receiving of goods and services with date/receiver tracking
- Online vendor search
- Online budget amendment submission and tracking
- Tickler or reminder system to email user to renew maintenance agreements, licenses, etc.
- Running totals given for blanket purchase orders
- System links to CCLA's internal accounting system and to our fiscal agent, Tallahassee Community College, reduces duplicate entry of information thus reducing potential typing errors
- Online system reduces "read" errors - example some people write their 7 so it looks like an F
- PO copying capability - very useful at fiscal year start-up
- "Green" friendly - uses less paper
- Step by step process manual with screen shots

Retrospect

The decision was made initially to conduct the survey of staff annually. This was done the first two years. We then decided to move the survey to a biennial process since some of the process improvement projects required significant time to implement. The new processes had to be in place long enough for the results of that implementation to be assessed. The survey and improvement process has been very successful and the follow-up survey indicated increased customer satisfaction resulting from the improvements implemented as a result of the survey. CCLA is anticipating expanding the internal customer satisfaction survey to include functional areas outside of AST in a more comprehensive assessment project.

This project has served as a model for our organization as it strives for excellence.

Attachments:

Project Plan 2006

AST Survey Statements 2006 08-24

Follow-up email to staff: Administrative Services Customer Satisfaction Survey

ASTCUSTSAT Results Spreadsheet (full details by statement and area)

Staff email forwarding results: Results of 2006 AST Customer Satisfaction Survey

2006 Survey Comments sent to staff

ASTCUSTSAT Results Spreadsheet Version without N/As sent to staff

Examples of sub-group worksheets for comments review and recommendations:

Human Resources Survey Template with Recommendations Revised by Super Team

Travel Survey Template with Recommendations

Project Name: AST Customer Satisfaction Survey for CCLA Staff

Names of Team Members: Sonia Jewell (Lead), Laura Kreps, Mary Sanders, Mike Adcock, Suzy Brand, Amy Graham, Brenda Ferris, Diane Keaton, Lisa Ryals, Liz Richardson, Nancy Arnold, Judy Bentley (Sponsor)

Date of Content: August 24, 2006

I. Executive Summary

The Administrative Services Chapter 3.8 of the FY 06-07 Implementation Plan included the development of a second annual satisfaction survey to be administered to CCLA staff to gain feedback on administrative service delivery. The survey will be administered only to CCLA staff with the goal of focusing on major points of service delivery as well as areas that need attention or improvements in processes. The survey questions were developed by the members of the Administrative Services Team (AST) for the 2005 survey and reaffirmed for 2006 and are based around the various functional areas within the AST. The survey format will include a rating scale with comment sections available for specifics.

II. Product Definition

The AST agreed that the conceptual purpose of the satisfaction survey is "...to determine the perception of CCLA staff concerning the delivery of administrative services in order to address areas needing improvement thereby increasing customer satisfaction." The AST worked for several months during FY 05-06 to address some of the shortcomings identified in the 2005 survey by forming sub-teams to review and make recommended improvements based on the survey data.

The team is anxious to see how the improvements made last fiscal year reflect in the comments for this fiscal year and again wants to confirm with CCLA staff that the areas the AST customers view as needing improvements are the ones where we focus our attention. The team will again focus on the areas that have a lower level of customer satisfaction.

The indicators of success for the survey will be that 75% of CCLA staff complete the survey and that the statistics will be useful in helping AST identify areas that are successful in service delivery and have a high level of satisfaction as well as helping identify areas that are not as successful in service delivery and have a lower level of customer satisfaction. Last year, 89% of the staff responded to the survey so it was considered extremely successful.

III. Method of Delivery

The AST would like to use the Web [Intranet] to administer the survey using the Perseus survey software just as we did last year. The software is capable of collecting the data and summarizing the findings.

- IV. Assumptions and Prerequisites
 1. It is assumed that all CCLA staff will participate so we can have a complete picture of customer satisfaction with AST services.
 2. It is assumed that adequate statistics will be received to determine what recommendations should be made to Supervisory Team for process improvements.
 3. It is assumed that the survey will address services within CCLA for which AST has functional responsibility.
 4. It is assumed that supervisors will encourage and remind staff to complete the survey.
 5. It is assumed that Supervisory Team will not want to revise the questions prior to submission of the project plan to the Imp Core Team for resource approval so the questions are the same as last year for consistency.

- V. Budget
It is anticipated that allocated funds within current approved budget will be sufficient to administer and analyze the survey.

- VI. Service/Product Development Process
The survey as developed will be administered to all CCLA staff with a testing period since it was successful last year and we are using the same survey method.

- VII. Training Requirements
It is not anticipated that any training will be required for this project.

- VIII. Documentation
Documentation will be limited to the survey itself, raw data and an analysis of the results. Last year's results are considered to be the baseline for future comparisons.

- IX. User Support
Not applicable.

- X. Statistics
Survey results will be analyzed by functional area in both spreadsheet and graphic presentation. These statistics will provide the data that will determine the areas to be recommended for process improvement.

- XI. Communication and Publications
The communications will be sent by e-mail notification to CCLA staff.

- XII. Resource Projections
Members will complete most of the work on this project during regular bi-weekly AST meetings. It is anticipated that the hours reflected will include survey review, compilation of results, analysis of results, and development of recommendations for areas of process improvement.

12 AST team members @ 16 hours each for review, analysis,
develop recommendations, and implement = 192 hours

Additional Resources:	
Margaret W. – Administer survey and analyze	= 16 hours
Add banners - Booker	= 2 hours
Posting survey/linking - John Ridgway	= 2 hours
Total	= 212 hours
CCLA staff – average 15 minutes each for survey completion	

XIII. Key Tasks and Timetable

AST approve questions and complete project plan for submission to Supervisory Team	08/24/06
Present project plan to Supervisory Team for content approval	09/07/06
Provide questionnaire to Margaret Wingate and David Booker to prepare	09/11/06
Present project plan to Imp Core Team for resource allocation approval	09/20/06
Provide questionnaire to Margaret Wingate for delivery to CCLA staff (Note: Margaret will work with John Ridgway for posting/linking)	09/21/06
CCLA staff Complete Survey	09/22/06- 09/29/06
Analyze survey results, develop statistics	10/02/06 thru 10/25/06
AST review results and develop recommendations	10/26/06 thru 12/07/06
Present summary to Supervisory Team and recommend areas to be the focus of process improvements	12/14/06
Present findings to CCLA Staff by e-mail	12/15/06

ADMINISTRATIVE SERVICES TEAM 2006 CUSTOMER SATISFACTION SURVEY

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
I) TRAVEL						
1. The electronic travel system is user friendly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The electronic travel system meets my needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. All reservation/registration requests submitted to the travel office are made in time to accommodate my travel.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The travel office processes my reimbursement within two days after all receipts have been submitted.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The arrangements made by the travel office meet my needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. I make my own travel arrangements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

II) SHIPPING & RECEIVING, MAIL, OFFICE SUPPLIES

1. Standard office supplies are available in the production room when I need them.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The equipment in the production room meets my needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Requests for printed materials are completed within the required timeframe.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The services provided by the production room staff meet my shipping/mailing needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. I am aware that any package signed for must be delivered to the production room or facilities staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Deliveries are made to me in a timely manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

III) PURCHASING/INVOICING

1. My purchasing concerns or questions are addressed to my satisfaction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. I am satisfied with the services received when requesting assistance in completing purchasing forms.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. I am satisfied with the services received when seeking assistance with budget and purchasing information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The electronic Financial (Budget) Management System is easy to use.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The electronic Financial (Budget) Management System provides useful information in managing budgets.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

ADMINISTRATIVE SERVICES TEAM 2006 CUSTOMER SATISFACTION SURVEY

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
IV) FRONT DESK						
1. The front desk staff efficiently and correctly routes calls to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The front desk staff is professional and courteous to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The front desk staff relays accurate messages to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. My guests or callers are treated professionally and courteously.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

V) ORGANIZATIONAL RESOURCES

a) General

1. Organizational Resources staff is responsive to my Human Resource related questions/issues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. I am satisfied with the information provided by Organizational Resources staff regarding upcoming events and activities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Organizational Resources staff treats me with courtesy and respect.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. I am satisfied with the confidentiality maintained by Organizational Resources staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

b) TCC Policies

1. I am aware that we adhere to TCC's personnel policies.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. I know how to access TCC's personnel policies.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. CCLA staff needs training on TCC's personnel policies.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

c) CCLA Procedures

1. I am aware that CCLA sometimes develops procedures that differ from TCC's policies.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Comments:

d) Benefits

1. Organizational Resources staff answers questions regarding benefits to my satisfaction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. I am satisfied with my benefits package.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

ADMINISTRATIVE SERVICES TEAM 2006 CUSTOMER SATISFACTION SURVEY

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
e) Recruitment/Hiring						
1. I am satisfied with the support that Organizational Resources staff provides to hiring committees.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. I am satisfied with the length of time it takes to fill a position.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Comments:</u>						
f) Training						
1. I am satisfied with the training provided by the Organizational Resources staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The Organizational Resources staff is skilled in delivering training.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Comments:</u>						
g) Performance Evaluations						
1. CCLA has an effective performance appraisal system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. I am satisfied with the new electronic team evaluation process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The electronic performance evaluation reminders assist in completing the evaluation in a timely manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Participating in the evaluation process is important to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Comments:</u>						
h) Human Resources Information System (HRIS)/Employee Self Service (ESS)						
1. The HRIS/ESS is user friendly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The HRIS/ESS meets my needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The information contained in my ESS page is beneficial to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The electronic performance evaluation e-mail reminders assist me in completing the evaluation in a timely manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Comments:</u>						
i) Employee Relations						
1. I feel comfortable discussing problems or concerns with the Organizational Resources staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ADMINISTRATIVE SERVICES TEAM 2006 CUSTOMER SATISFACTION SURVEY

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
VI) CONFERENCE ROOM SCHEDULING						
1. I understand how to reserve a conference room.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. I am aware of the Guidelines for Scheduling a Conference/Meeting/Class Rooms.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. I know who to contact for assistance with Conference Room scheduling.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. It is easy for me to reserve a conference room.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. I am satisfied with the accuracy of the notices posted outside of the Conference/Meeting/Class Rooms.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments:

VII) FACILITIES						
1. Facilities (Organizational Support) staff is responsive to my heating and cooling requests.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Facilities (Organizational Support) staff is responsive to my maintenance requests.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. I am satisfied with the level of cleanliness provided by our custodial service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Requests for conference room setups are being completed to my satisfaction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. White boards and tables in the conference rooms are cleaned to my satisfaction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. My current office setup meets my needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments: