

# Printing Services Customer Survey

## Fall 2004

"The only constant in life is change." That has certainly been true for Printing Services. For over 40 years we have had the honor of providing the campus with full-service printing, copying and bindery operations. We have seen tremendous change in the print industry in that time. We periodically review which services and practices will best serve the campus and its changing needs. Please let us know how we are doing and what kinds of services would be most beneficial to your department.

### Printing and Copying Services

1. Please rate the following areas.	Very Poor	Poor	Fair	Good	Excellent
Customer service helpfulness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer service knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication of services offered	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of billing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accuracy of billing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cost of services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem resolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of print/copy jobs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to complete jobs on time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to print jobs correctly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Variety of papers to choose from	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bindery finish choices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### 2. How often do you use off-campus printing/copying companies?

Daily	<input type="radio"/>
Weekly	<input type="radio"/>
Monthly	<input type="radio"/>
Bi-annually	<input type="radio"/>
Yearly	<input type="radio"/>

Never	<input type="radio"/>
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**3. If you have used off-campus printing/copying companies, what are the reasons you have outsourced? (Mark all that apply.)**

Cost	<input type="checkbox"/>
Quality	<input type="checkbox"/>
Capabilities	<input type="checkbox"/>
Service	<input type="checkbox"/>
Turnaround time	<input type="checkbox"/>
Other	<input type="checkbox"/>

**If you marked "Other" above, please use the comment section directly below to explain.**

<b>4. Please take a minute to review our Web site at <a href="http://www.csuchico.edu/prnt">www.csuchico.edu/prnt</a>. After reviewing the site, rate the following features.</b>	Poor	Fair	Excellent
Ease of navigation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visual appeal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Location of information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quantity of information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Download speed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**5. How often do you visit our Web site? ([www.csuchico.edu/prnt](http://www.csuchico.edu/prnt))**

Daily	<input type="radio"/>
Weekly	<input type="radio"/>
Monthly	<input type="radio"/>
Bi-annually	<input type="radio"/>
Yearly	<input type="radio"/>
Never	<input type="radio"/>

**How can we improve our printing/copying services? (If "Other" was indicated as a reason you outsourced, please comment below.)**

## Office Copier Services

**Office Copier Services is the centrally managed convenience copier program responsible for placing copiers in departments throughout the campus. The contract is currently with IKON Office Solutions to provide Ricoh 1035 digital networked multifunctional copiers.**

**6. In general, how satisfied are you with the Office Copier service?**

Not very satisfied	<input type="radio"/>
Somewhat satisfied	<input type="radio"/>
Completely satisfied	<input type="radio"/>

Office Copier Service	Daily	Weekly	Monthly	Bi-annually	Yearly	Never
7. How often do you use the office copier as a networked printer?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. How often do you use the office copier as a fax?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**How can we improve Office Copier services?**

## Workshops and New Services

9. Please indicate if you would attend the following 1- to 2-hour workshops.	Would not attend	Might attend	Would attend
Bulk mailing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Copy Center/bindery services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Offset printing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Office Copiers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CAF's and accounting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Printing Services overview	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**If you have suggestions for workshops not listed above, please use the additional comments section at the end of this survey.**

<b>10. We are considering adding the following new services. How important are these services to you?</b>	Not very important	Somewhat important	Very important
Creation of electronic versions (PDF) of your printed documents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use of a scanning service to convert paper documents into non-editable electronic files	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use of a scanning service to convert paper documents into editable word processing documents (Optical Character Recognized)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web site maintenance services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web site design services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A postal pack & ship service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CD burning services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**11. If CD burning is "Somewhat important" or "Very important," please estimate the quantity needed per job.**

100 or less	<input type="radio"/>
101 to 1000	<input type="radio"/>
1001 to 2000	<input type="radio"/>
2001 or more	<input type="radio"/>

**12. What is your primary position on campus?**

Management	<input type="radio"/>
Staff	<input type="radio"/>
Faculty	<input type="radio"/>
Auxiliary organization employee	<input type="radio"/>

**Please feel free to make additional comments below.**

