



California State University, Chico  
Division of Business and Finance

# Printing Services Office Copier Program Survey

## Results Report

June 2006

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## Executive Summary

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### **Background**

The current IKON copier contract expires December 2006 and the CSU, Chico campus will seek a new contract for a campus-wide copier program during the next fiscal year. The goal of the centrally-managed copier program is to provide the campus community with quality copies at a reasonable cost and where the copy machine is easy to use, recycled materials are used and service is responsive.

### **Purpose**

To discover the office copier feature preferences of primary campus contacts. The data collected provides valuable information for the future purchase and management of the Office Copier Program. A summary will be distributed to the Copier Program Steering Committee

### **Method**

The survey was conducted May 12 to June 2, 2006. An online link was sent via email to each campus department office copier contact. There were 62 respondents (out of 109 invitees), generating a response rate of 57%. Perseus software was used to develop the survey and analyze the data.

### **Key Findings**

The top four features users prefer in *future* office copier programs include:

1. Automatic document feeder
2. Double-sided copying
3. Accommodate letter, legal and 11"x17" paper
4. Collate

Though users were generally satisfied with the *existing* copier program, there seem to be some common issues.

1. Dislike of the current keypad system including the long pin numbers and the copier "timing out."
2. Difficult to use "in a hurry."
3. General consensus that it is handy to be able to make copies anywhere on campus.
4. Would like to have the ability to choose whether to use individual pin codes or group pin codes.
5. Would like the copier to house a secondary feeder tray for legal paper.
6. Some had trouble printing to the copier from their computer.

### **Conclusion**

Campus users appear to prefer a program with features similar to the current system with

- the exception of the current key pad, and
- limited interest the addition of color copy and scanning options.

## Narrative of Results

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### Current Program

In rating the current office copier program, 78.7% of the respondents rated their experience as Excellent (34.4%) or Good (44.3%). Most respondents were satisfied with the current features. Features generally "Not Used" included fax capabilities, printing to the copier from their computer, and the ability to limit the number of copies.

### Future Program

For the future program, 50% or more of the 62 respondents (R) rated the following options as "Extremely Important" (listed in priority order):

1. **Automatic document feeder** → 56 = 90% of R
2. **Double-sided copying** → 55 = 89% of R
3. **Collate** → 50 = 81% of R
4. **Accommodate letter, legal and 11"x17" paper** → 50 = 81% of R
5. Staple → 45 = 73% of R
6. Ability to make copies anywhere on campus → 36 = 58% of R
7. High capacity trays (500 sheets or more) → 32 = 52% of R

To review a larger picture of respondent preferences, the following tables examine 1) preferences by viewing "Extremely Important" (EI) and "Somewhat Important" (SI) added together, 2) preferences in order of "Extremely Important" only, and 3) preferences in order of "Not At All Important."

Table 1: Future Program Features in Preference Order by "% of R" for "EI + SI"

	Count:	Extremely Important	Somewhat Important	EI + SI	% of R
1	<b>Automatic document feeder</b>	56	6	62	100%
2	<b>Double-sided copying</b>	55	6	61	98%
3	<b>Accommodate letter, legal and 11"x17" paper</b>	50	11	61	98%
4	<b>Collate</b>	50	9	59	95%
5	Ability to make copies anywhere on campus	36	21	57	92%
6	Staple	45	11	56	90%
7	High capacity trays (500 sheets or more)	32	19	51	82%
8	Color copies	15	34	49	79%
9	Ability to track individual use	30	17	47	76%
10	Print to copier from your computer	19	26	45	73%
11	Ability to limit number of copies	23	17	40	65%
12	Fax capabilities	23	11	34	55%
13	Scan to desktop, scan to e-mail, scan to fax	10	24	34	55%

#### Table Legend

EI = Extremely Important

SI = Somewhat Important

R = Total number of Respondents (62)

**bold text** = Top four preferred features

Table 2: Future Program Features in Preference Order by "Extremely Important" Only

	Count:	Extremely Important	% of R
1	<b>Automatic document feeder</b>	56	90%
2	<b>Double-sided copying</b>	55	89%
3	<b>Collate</b>	50	81%
4	<b>Accommodate letter, legal and 11"x17" paper</b>	50	81%
5	Staple	45	73%
6	Ability to make copies anywhere on campus	36	58%
7	High capacity trays (500 sheets or more)	32	52%
8	Ability to track individual use	30	48%
9	Ability to limit number of copies	23	37%
10	Fax capabilities	23	37%
11	Print to copier from your computer	19	31%
12	Color copies	15	24%
13	Scan to desktop, scan to e-mail, scan to fax	10	16%

Table 3: Future Program Features in Preference Order by "Not At All Important" Only

	Count:	Not At All Important	% of R
1	Fax capabilities	26	42%
2	Scan to desktop, scan to e-mail, scan to fax	21	34%
3	Ability to limit number of copies	21	34%
4	Print to copier from your computer	15	24%
5	Ability to track individual use	14	23%
6	Color copies	12	19%
7	High capacity trays (500 sheets or more)	10	16%
8	Staple	5	8%
9	Ability to make copies anywhere on campus	4	6%
10	<b>Collate</b>	2	3%
11	<b>Accommodate letter, legal and 11"x17" paper</b>	1	2%
12	<b>Double-sided copying</b>	1	2%
13	<b>Automatic document feeder</b>	0	0%

New optional features included in the "future" list (Question 3) [that were not included in the "current" list (Question 2)] were color copies and ability to scan. Though Table 1 ranks color copies higher than the ability to scan, neither were selected as top preferences.

Respondents were divided regarding fax capabilities. This feature was ranked as "Not At All Important" by 42.4% and "Extremely Important" by 39.0%. The authors theorize that this dichotomy exists because many offices may have a separate fax machine. Those that do not would be very dependent upon the fax capabilities of the copiers. This may also be true for scanning.

### **Survey Method**

There may have been some problems with the online survey instrument which could slightly skew the results. One respondent wrote, "The selections for Question #1 only allows "excellent" and Question #4 only allows yes." A total of 3 respondents (3%) noted problems with Question 1 and/or 4. Yet, it is apparent from the responses that most others were able to select their desired response.

## Data Tables and Graphs

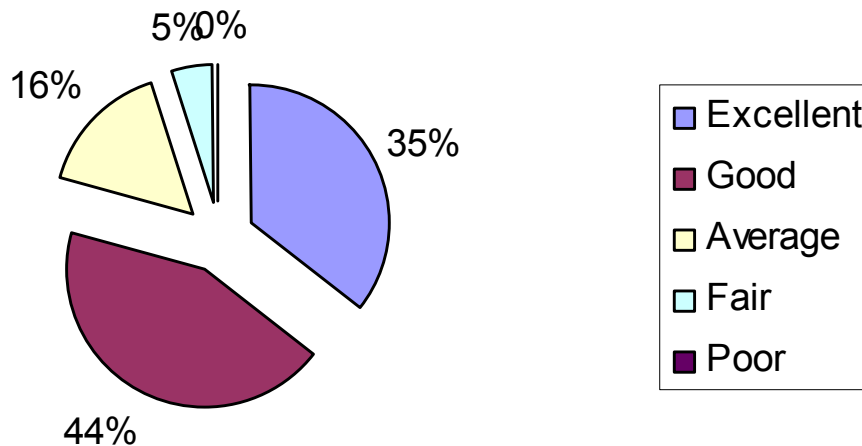
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Q1: How would you rate your overall experience with CSU, Chico's *current* Office Copier Program?

(Respondents could only choose a **single** response.)

Response	Frequency	Count
Excellent	34.4%	21
<b>Good</b>	<b>44.3%</b>	<b>27</b>
Average	16.4%	10
Fair	4.9%	3
Poor	0.0%	0
Mean		1.918
Valid Responses		61
Total Responses		61

### Question 1: Experience



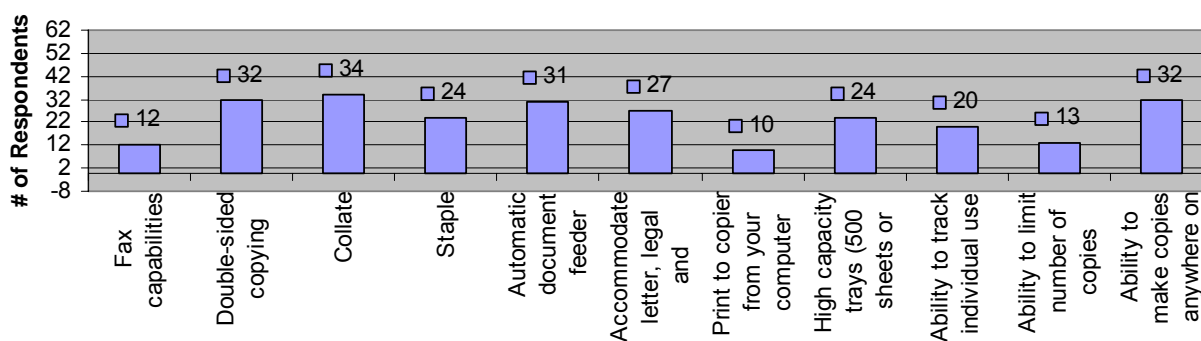
Q2\_A: Please rate your satisfaction with the *current* office copier features listed below.

("% by Row" notes percent of respondents for that feature only. Compare to 62, the total number of respondents.)

		Excel- lent	Satisfactory	Unsatisfactory	Not Used	Total
Fax capabilities	Count	12	10	1	<b>33</b>	56
	% by Row	21.4%	17.9%	1.8%	<b>58.9 %</b>	100.0 %
Double-sided copying	Count	<b>31</b>	26	2	2	61
	% by Row	<b>50.8%</b>	42.6%	3.3%	3.3%	100.0 %
Collate	Count	<b>33</b>	23	1	5	62
	% by Row	<b>53.2%</b>	37.1%	1.6%	8.1%	100.0 %
Staple	Count	23	<b>27</b>	5	7	62
	% by Row	37.1%	<b>43.5%</b>	8.1%	11.3%	100.0 %
Automatic document feeder	Count	<b>30</b>	27	3	1	61
	% by Row	<b>49.2%</b>	44.3%	4.9%	1.6%	100.0 %
Accommodate letter, legal and 11"x17" paper	Count	26	<b>32</b>	2	2	62
	% by Row	41.9%	<b>51.6%</b>	3.2%	3.2%	100.0 %
Print to copier from your computer	Count	10	6	1	<b>45</b>	62
	% by Row	16.1%	9.7%	1.6%	<b>72.6 %</b>	100.0 %
High capacity trays (500 sheets or more)	Count	<b>23</b>	20	2	16	61
	% by Row	<b>37.7%</b>	32.8%	3.3%	26.2%	100.0 %
Ability to track individual use	Count	20	<b>21</b>	5	15	61
	% by Row	32.8%	<b>34.4%</b>	8.2%	24.6%	100.0 %

Ability to limit number of copies	Count	13	17	4	<b>27</b>	61
	% by Row	21.3%	27.9%	6.6%	<b>44.3%</b>	100.0%
Ability to make copies anywhere on campus	Count	<b>31</b>	20	1	9	61
	% by Row	<b>50.8%</b>	32.8%	1.6%	14.8%	100.0%
Total	Count	252	229	27	162	670
	% by Row	37.6%	34.2%	4.0%	24.2%	100.0%

**Q2: Present Satisfaction  
(Excellent + Satisfied)**



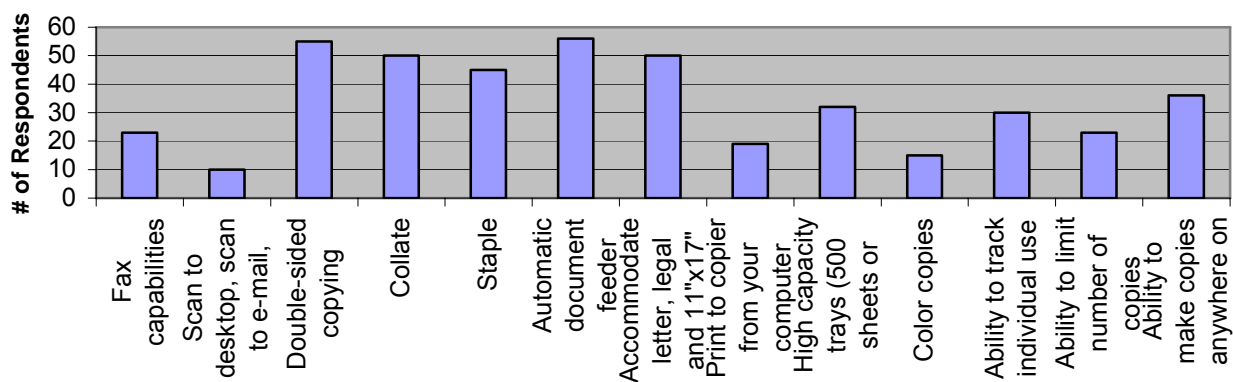
Q3\_A: For the *future* Office Copier Program, please rate the importance of the features listed below.

("% by Row" notes percent of respondents for that feature only. Compare to 62, the total number of respondents.)

		Extremely Important	Somewhat Important	Not At All Important	Total
Fax capabilities	Count	23	11	<b>25</b>	59
	% by Row	39.0%	18.6%	<b>42.4%</b>	100.0%
Scan to desktop, scan to e-mail, scan to fax	Count	10	<b>23</b>	21	54
	% by Row	18.5%	<b>42.6%</b>	38.9%	100.0%
Double-sided copying	Count	<b>54</b>	6	1	61
	% by Row	<b>88.5%</b>	9.8%	1.6%	100.0%
Collate	Count	<b>49</b>	9	2	60
	% by Row	<b>81.7%</b>	15.0%	3.3%	100.0%
Staple	Count	<b>44</b>	11	5	60
	% by Row	<b>73.3%</b>	18.3%	8.3%	100.0%
Automatic document feeder	Count	<b>55</b>	6	0	61
	% by Row	<b>90.2%</b>	9.8%	0.0%	100.0%
Accommodate letter, legal and 11"x17" paper	Count	<b>50</b>	10	1	61
	% by Row	<b>82.0%</b>	16.4%	1.6%	100.0%
Print to copier from your computer	Count	19	<b>25</b>	15	59
	% by Row	32.2%	<b>42.4%</b>	25.4%	100.0%
High capacity trays (500 sheets or more)	Count	<b>32</b>	18	10	60
	% by Row	<b>53.3%</b>	30.0%	16.7%	100.0%
Color copies	Count	14	<b>34</b>	12	60
	% by Row	23.3%	<b>56.7%</b>	20.0%	100.0%

Ability to track individual use	Count	<b>30</b>	17	13	60
	% by Row	<b>50.0%</b>	28.3%	21.7%	100.0%
Ability to limit number of copies	Count	<b>23</b>	17	20	60
	% by Row	<b>38.3%</b>	28.3%	33.3%	100.0%
Ability to make copies anywhere on campus	Count	<b>36</b>	20	4	60
	% by Row	<b>60.0%</b>	33.3%	6.7%	100.0%
Total	Count	439	207	129	775
	% by Row	56.6%	26.7%	16.6%	100.0%

### Q3: Importance for Future

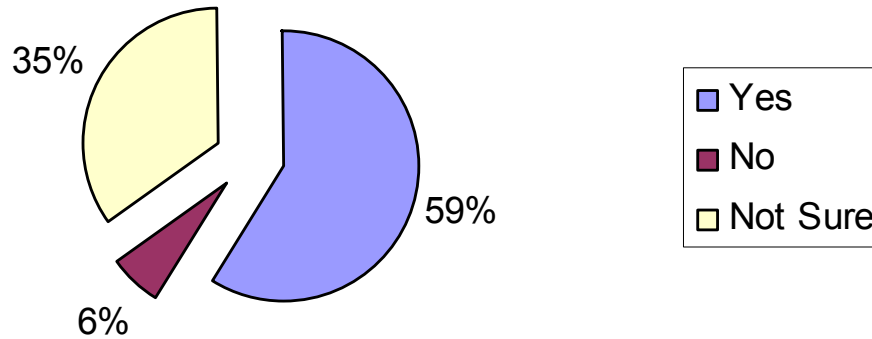


Q4: Paper is currently built into your per copy cost. Do you want paper to be supplied as part of a *future* copier program?

(Respondents could only choose a **single** response)

Response	Frequency	Count
<b>Yes</b>	<b>58.1%</b>	<b>36</b>
No	6.5%	4
Not Sure	35.5%	22
Mean		1.774
Valid Responses		62
Total Responses		62

### Q4: Want Paper in Future



## Appendix A: Respondent Comments

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Q5: I would like to make the following comments or recommendations:

### ID Response

- 8 The service and response time on service calls from the IKON representatives has been wonderful. They are fast and efficient.
- 9 The current keypad for copiers does not work well. Please consider using some other type of access unit for copiers in the future. A reliable card swipe would be much more preferred. Also, an automated way of revaluing accounts would be much more efficient, as well as on-line ordering of copier supplies (paper, toner, etc.)
- 10 #2 re Fax: new to our office this semester and users at both ends are having random problems; machine OK per IKON; still, it's difficult to determine whether it's user error or machine error. #4 If our office can supply paper to the copier at less cost than Printing Services does, then Yes; if not, then No. Comment: IKON service reps have ALWAYS been GREAT - responsive, personable, knowledgeable, and helpful! Query: Does a new copier contract w/a vendor other than IKON mean a round of new copy machines? If so, that would be a huge waste of time and money, not to mention precious staff time that'd have to be dedicated to yet another learning curve.
- 11 I would like to recommend that you get a quote from Inland Business Systems. My husband uses them for his business and is extremely satisfied.
- 13 We would like to be able to put our code in once during the day and not have to bother with it again. We have a small office and it isn't necessary for us to track copies. It's time consuming to have to plug in code numbers every time someone needs to make a copy.
- 14 Options not available if an office does not use the fax and printer capabilities of the copier. Are all departments charged the same? Is the cost of the paper included in the copier price higher than if a department purchased its own paper from Office Max? The selections for Question #1 only allows "excellent" and Question #4 only allows yes.
- 17 Question 4 defaults to "Yes" and will not allow any other answers, so you cannot rely on that for an accurate assessment. We have had issues this semester with getting timely service. Apparently there was a communication breakdown between the campus copier service and the IKON technicians. I hope that can be addressed in the new contract. Thanks!
- 18 Speaking only for myself, I do not want to key in a number in order to use the machine. It's a time consuming annoyance and tracking is not necessary for this office.
- 20 The key pads are a pain to enter codes on and time consuming, but do come in handy once in a great while when in another building on campus and I need to make a copy. Also it is good because we can track who is making what copies, as the office manager I like to have this info.
- 22 It would be nice if the cost of us making copies in our office did not cost more than it

- would to take the orders to Kinko or another outside supplier.
- 23 IKON's service has been great, but a couple times the dept.'s service request got lost before getting to IKON. Dept. would like to be able to contact IKON directly.
- 24 could we get space saver and quieter copiers?
- 27 I think the ability to scan with a good automatic document feeder is very important.
- 29 Key pad input unreliable, keys don't always register and one has to press very hard to make them register. Time out time too short.
- 30 I hate the current key pad to enter your pin number! It never works well at all!
- 31 The double-charge incurred when you put the paper in the bypass long-side first is stupid. I'd recommend finding a machine that doesn't have this issue.
- 33 Couldn't click on not sure in #4, automatically marked yes. Service wasn't always very fast. Students overall did a good job of keeping paper supplies in our office. Had some trouble with getting toner when needed.
- 35 The pin/code pad is really inconvenient. The numbers do not always "take" so you have to start over and it is time consuming. If a "time out" is necessary, then it should be a lot longer, for example, 15 minutes or something. I thought the system with a card was much better.
- 36 There are a number of services such as fax, printing from computer to copier and color copies that our department does not use and I would like to see a copier set up where the charge does not include the services we don't use.
- 38 The people who come to fix the copiers are knowledgeable, competent, and friendly.
- 46 Recommendation: Ray Morgan Company
- 48 The requirement to have separate user pins and separate billing codes for each project is resulting in an overwhelming amount of administrative time on our end. We work on up to a dozen projects at a time (that could be long term or short term contracts that end at a certain time), and each staff member and student need to use the copier. Rather than just having one copy code for that project that everyone can use (we have been told to never share pins), we are forced to have individual billing codes - in effect, multiplying the number of copy accounts for each project. This is seen by some in our office as the copier program "micromanaging" us.
- 49 A separate tray for legal size paper would be very helpful. Too cumbersome and time consuming to change paper when needed.
- 51 I think it would be good to have a copier with all the bells and whistles available to everyone and supply a smaller less expensive copier to the majority of the departments. For instance, in Kendall, the hallway copier could be equipped with all the scanning etc., and the copiers in the offices could be smaller less expensive models.
- 54 The keypad to put in your code is too hard to push and causes errors. Shorter numbers would be nice. It also times out too quickly, sometimes before you can even figure out how to do a job, very annoying.

- 58 Easier keying pad for ID #'s. The current version is horrible and sometimes, regardless of how careful we are, we have to re-enter our code two or three times. Not good when we are in a hurry.
- 59 Having the ability to make colored copies would be a big plus for our office. It would definitely increase usage, as we make a lot of flyers for posting in Glenn Hall.
- 61 Hate, hate, hate that pin entry system on a separate box. Would love, love love to have the entry system built into the copy machine instead of what it is now with a separate box.
- 62 Not crazy about entering codes to make copies. I know it is important and understand the reasoning, however, it creates delays, takes up a lot of time, there are times when the codes have been entered and it kicks ya back out requesting that the codes be entered again. Perhaps if it were a single code number versus two.

Valid Responses 29

Total Responses 62

## Appendix B: Survey Sample

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**CSU, Chico  
Office Copier Program Contract  
User Survey  
May 2006**

The current IKON copier contract expires December 2006 and the campus will seek a new contract for a campus-wide copier program during the next fiscal year. The goal of the centrally-managed copier program is to provide the campus community with quality copies at a reasonable cost and where the copy machine is easy to use, recycled materials are used and service is responsive.

As the copier contact for your department, you have been selected to participate in this important survey. Your responses will provide valuable information for the future purchase and management of the Office Copier Program.

### Survey Tips

- ~ It is recommended that you use Internet Explorer to take this survey.
- ~ Avoid clicking the Enter key (on your keyboard) as it may submit your responses before you finish.
- ~ Please click the "Submit Survey" button (at the end) when you have completed the survey.

### S. Survey

1. How would you rate your overall experience with CSU, Chico's *current* Office Copier Program?

- Excellent
- Good
- Average
- Fair
- Poor

2. Please rate your satisfaction with the *current* office copier features listed below.

	Excellent	Satisfactor y	Unsatisfac tory	Not Used
Fax capabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Double-sided copying	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staple	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Automatic document feeder	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accommodate letter, legal and 11"x17" paper	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Print to	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

copier from your computer				
High capacity trays (500 sheets or more)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to track individual use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to limit number of copies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to make copies anywhere on campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. For the *future* Office Copier Program, please rate the importance of the features listed below.

	Extremely Important	Somewhat Important	Not At All Important
Fax capabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scan to desktop, scan to e-mail, scan to fax	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Double-sided copying	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staple	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Automatic document feeder	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accommodate letter, legal and 11"x17" paper	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Print to copier from your computer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
High capacity trays (500 sheets or more)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Color copies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to track individual use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to limit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

number of copies			
Ability to make copies anywhere on campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Paper is currently built into your per copy cost. Do you want paper to be supplied as part of a *future* copier program?

- Yes
- No
- Not Sure

5. I would like to make the following comments or recommendations:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Contact Information**

This section is optional. Please fill out this section only if you would like us to get in touch with you.

First Name \_\_\_\_\_

Last Name \_\_\_\_\_

Department \_\_\_\_\_

4-Digit Work Extension \_\_\_\_\_

E-mail \_\_\_\_\_

## Appendix C: Survey Email

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**From:** Wymore, Dale  
**Sent:** Friday, May 12, 2006 12:28 PM  
**To:** Key Operators  
**Subject:** Office Copier Program

Dear Copier Program Contact:

The current IKON copier contract expires December 2006 and the campus will seek a new contract for a campus-wide copier program during the next fiscal year. The goal of the centrally-managed copier program is to provide the campus community with quality copies at a reasonable cost and where the copy machine is easy to use, recycled materials are used and service is responsive.

As the copier contact for your department, you have been selected to participate in this important survey. Your responses will provide valuable information for the future purchase and management of the Office Copier Program.

You may begin the survey by clicking on the website link below. It must be completed by June 2, 2006 in order for the information to be included in the summary that will be distributed to the Copier Program Steering Committee.

<http://laxmi.cob.csuchico.edu/survey/officecopierprogram2006.htm>

If you have questions, please contact me at DWymore@csuchico.edu or extension 5992. Thank you for participating.

Cordially,

Dale Wymore  
Printing Services Supervisor