

Printing Services Customer Survey Fall 2004

Total Respondents = 235

Printing and Copying Services

Please rate the following areas.

	Q1A. Printing-Copying: Customer service helpfulness		Q1B. Printing-Copying: Customer service knowledge		Q1C. Printing-Copying: Communication of services offered		Q1D. Printing-Copying: Timeliness of billing	
	Count	%	Count	%	Count	%	Count	%
Very Poor	4	1.8%	3	1.4%	7	3.2%	5	2.9%
Poor	1	.4%	3	1.4%	6	2.8%	5	2.9%
Fair	19	8.5%	18	8.1%	49	22.6%	32	18.8%
Good	80	35.7%	90	40.5%	96	44.2%	89	52.4%
Excellent	120	53.6%	108	48.6%	59	27.2%	39	22.9%
Total	224	100.0%	222	100.0%	217	100.0%	170	100.0%

	Q1E. Printing-Copying: Accuracy of billing		Q1F. Printing-Copying: Cost of services		Q1G. Printing-Copying: Problem resolution		Q1H. Printing-Copying: Quality of print/copy jobs	
	Count	%	Count	%	Count	%	Count	%
Very Poor	2	1.2%	4	2.1%	6	3.0%	2	.9%
Poor	3	1.7%	11	5.6%	6	3.0%	4	1.8%
Fair	22	12.7%	59	30.3%	28	14.1%	18	8.0%
Good	98	56.6%	92	47.2%	88	44.2%	102	45.5%
Excellent	48	27.7%	29	14.9%	71	35.7%	98	43.8%
Total	173	100.0%	195	100.0%	199	100.0%	224	100.0%

	Q1I. Printing-Copying: Complete jobs on time		Q1J. Printing-Copying: Print jobs correctly		Q1K. Printing-Copying: Paper variety		Q1L. Printing-Copying: Bindery finish choices	
	Count	%	Count	%	Count	%	Count	%
Very Poor	5	2.2%	4	1.8%	1	.5%		
Poor	5	2.2%	5	2.2%	3	1.4%	1	.6%
Fair	21	9.4%	22	9.9%	33	15.6%	21	12.1%
Good	77	34.5%	93	41.7%	88	41.7%	92	53.2%
Excellent	115	51.6%	99	44.4%	86	40.8%	59	34.1%
Total	223	100.0%	223	100.0%	211	100.0%	173	100.0%

	Q2. How often use off-campus printing companies	
	Count	%
Never	67	29.6%
Yearly	25	11.1%
Bi-annually	52	23.0%
Monthly	37	16.4%
Weekly	31	13.7%
Daily	14	6.2%
Total	226	100.0%

If you have used off-campus printing/copying companies, what are the reasons you have outsourced? (Mark all that apply.)

	Q3A. Outsourced reason: Cost		Q3B. Outsourced reason: Quality		Q3C. Outsourced reason: Capabilities		Q3D. Outsourced reason: Service	
	Count	%	Count	%	Count	%	Count	%
Marked	52	22.1%	20	8.5%	46	19.6%	20	8.5%
Not marked	183	77.9%	215	91.5%	189	80.4%	215	91.5%
Total	235	100.0%	235	100.0%	235	100.0%	235	100.0%

	Q3E. Outsourced reason: Turnaround time		Q3F. Outsourced reason: Other	
	Count	%	Count	%
Marked	83	35.3%	26	11.1%
Not marked	152	64.7%	209	88.9%
Total	235	100.0%	235	100.0%

Please take a minute to review our Web site at www.csuchico.edu/prnt. After reviewing the site, rate the following features.

	Q4A. Website review: Ease of navigation		Q4B. Website review: Visual appeal		Q4C. Website review: Location of information		Q4D. Website review: Quality of information	
	Count	%	Count	%	Count	%	Count	%
Poor	2	1.7%	9	7.5%	2	1.7%	4	3.4%
Fair	30	25.2%	54	45.0%	46	39.3%	41	35.3%
Excellent	87	73.1%	57	47.5%	69	59.0%	71	61.2%
Total	119	100.0%	120	100.0%	117	100.0%	116	100.0%

	Q4E. Website review: Quantity of information		Q4F. Website review: Download speed	
	Count	%	Count	%
Poor	5	4.3%	1	.9%
Fair	41	35.0%	24	20.9%
Excellent	71	60.7%	90	78.3%
Total	117	100.0%	115	100.0%

	Q5. How often visit Web site	
	Count	%
Never	137	61.4%
Yearly	27	12.1%
Bi-annually	29	13.0%
Monthly	25	11.2%
Weekly	4	1.8%
Daily	1	.4%
Total	223	100.0%

Office Copier Services

	Q6. Office Copier: Satisfaction with copier service	
	Count	%
Not very satisfied	29	14.1%
Somewhat satisfied	83	40.5%
Completely satisfied	93	45.4%
Total	205	100.0%

	Q7. Office Copier use as: Networked printer	
	Count	%
Never	128	61.5%
Yearly	3	1.4%
Bi-annually	6	2.9%
Monthly	9	4.3%
Weekly	17	8.2%
Daily	45	21.6%
Total	208	100.0%

	Q8. Office Copier use as: Fax	
	Count	%
Never	151	74.4%
Yearly	4	2.0%
Bi-annually	2	1.0%
Monthly	11	5.4%
Weekly	16	7.9%
Daily	19	9.4%
Total	203	100.0%

Workshop and New Services

Please indicate if you would attend the following 1- to 2-hour workshops.

	Q9A. Attend workshop: Bulk mailing		Q9B. Attend workshop: Copy Center/Bindery services		Q9C. Attend workshop: Offset printing	
	Count	%	Count	%	Count	%
Would not attend	131	66.5%	129	66.8%	130	67.7%
Might attend	48	24.4%	49	25.4%	50	26.0%
Would attend	18	9.1%	15	7.8%	12	6.3%
Total	197	100.0%	193	100.0%	192	100.0%

	Q9D. Attend workshop: Office Copiers		Q9E. Attend workshop: CAF's and accounting		Q9F. Attend workshop: Printing Services overview	
	Count	%	Count	%	Count	%
Would not attend	118	61.5%	116	59.5%	93	46.5%
Might attend	47	24.5%	48	24.6%	72	36.0%
Would attend	27	14.1%	31	15.9%	35	17.5%
Total	192	100.0%	195	100.0%	200	100.0%

**We are considering adding the following new services.
How important are these services to you?**

	Q10A. New service importance: Create PDF from printed docs		Q10B. New service importance: Paper to non-editable docs		Q10C. New service importance: Paper to editable doc-OCR	
	Count	%	Count	%	Count	%
Not very important	50	25.3%	73	36.7%	44	22.4%
Somewhat important	94	47.5%	84	42.2%	84	42.9%
Very important	54	27.3%	42	21.1%	68	34.7%
Total	198	100.0%	199	100.0%	196	100.0%

	Q10D. New service importance: Web site maintenance		Q10E. New service importance: Web site design	
	Count	%	Count	%
Not very important	86	44.3%	82	42.5%
Somewhat important	57	29.4%	61	31.6%
Very important	51	26.3%	50	25.9%
Total	194	100.0%	193	100.0%

	Q10F. New service importance: Postal pack & ship		Q10G. New service importance: CD burning	
	Count	%	Count	%
Not very important	73	37.8%	111	56.6%
Somewhat important	74	38.3%	60	30.6%
Very important	46	23.8%	25	12.8%
Total	193	100.0%	196	100.0%

	Q11. CD burning quantity needed per job	
	Count	%
100 or less	65	76.5%
101 to 1000	16	18.8%
2001 or more	4	4.7%
Total	85	100.0%

	Q12. Primary position on campus	
	Count	%
Management	25	11.0%
Staff	136	59.6%
Faculty	55	24.1%
Auxiliary organization employee	12	5.3%
Total	228	100.0%