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	○	○	○	○	○
Customer service knowledge	○	○	○	○	○
Communication of services offered	○	○	○	○	○
Timeliness of billing	○	○	○	○	○
Accuracy of billing	○	○	○	○	○
Cost of services	○	○	○	○	○
Problem resolution	○	○	○	○	○
Quality of print/copy jobs	○	○	○	○	○
Ability to complete jobs on time	○	○	○	○	○
Ability to print jobs correctly	○	○	○	○	○
Variety of papers to choose from	○	○	○	○	○
Bindery finish choices	○	○	○	○	○

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

Daily	○
Weekly	○
Monthly	○
Bi-annually	○
Yearly	○
Never	○

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

Cost	☐
Quality	☐
Capabilities	☐

Service	☐
Turnaround time	☐
Other	☐

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

4. Please take a minute to review our Web site at **www.csuchico.edu/prnt**. After reviewing the site, rate the following features.	Poor	Fair	Excellent
Ease of navigation	○	○	○
Visual appeal	○	○	○
Location of information	○	○	○
Quality of information	○	○	○
Quantity of information	○	○	○
Download speed	○	○	○

5. How often do you visit our Web site? (www.csuchico.edu/prnt)

Daily	○
Weekly	○
Monthly	○
Bi-annually	○
Yearly	○
Never	○

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	○
Somewhat satisfied	○
Completely satisfied	○

Office Copier Service	Daily	Weekly	Monthly	Bi-annually	Yearly	Never
7. How often do you use the office copier as a networked printer?	○	○	○	○	○	○
8. How often do you use the office copier as a fax?	○	○	○	○	○	○

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	○	○	○
Copy Center/bindery services	○	○	○
Offset printing	○	○	○
Office Copiers	○	○	○
CAF's and accounting	○	○	○
Printing Services overview	○	○	○

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

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

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

100 or less	○

101 to 1000	○
1001 to 2000	○
2001 or more	○

12. What is your primary position on campus?

Management	○
Staff	○
Faculty	○
Auxiliary organization employee	○

Please feel free to make additional comments below.

SUBMIT SURVEY   RESET