

FACILITIES MANAGEMENT CUSTOMER SATISFACTION SURVEY

CUSTODIAL

Please report on your experience in the last six months:

1. Cleanliness of restroom areas.

	Very Dissatisfied	Mostly Dissatisfied	Satisfied	Mostly satisfied	Very satisfied	N/A
Rating:	jq	jq	jq	jq	jq	jq

2. Cleanliness of hallways and stairwells.

	Very dissatisfied	Mostly dissatisfied	Satisfied	Mostly satisfied	Very satisfied	N/A
Rating:	jq	jq	jq	jq	jq	jq

3. Timely response to cleanliness concerns.

	Very dissatisfied	Mostly dissatisfied	Satisfied	Mostly satisfied	Very satisfied	N/A
Rating:	jq	jq	jq	jq	jq	jq

4. Please give an overall rating of the custodial services (i.e. the cleaning of the rest rooms, or the other rooms, deliveries, events set-up, etc.)

	Very dissatisfied	Mostly dissatisfied	Satisfied	Mostly satisfied	Very satisfied	N/A
Rating:	jq	jq	jq	jq	jq	jq

FACILITIES MANAGEMENT CUSTOMER SATISFACTION SURVEY

SECURITY

13. Attitude, appearance and professionalism of security/reception staff.

	Very dissatisfied	Mostly dissatisfied	Satisfied	Mostly satisfied	Very satisfied	N/A
Rating:	jq	jq	jq	jq	jq	jq

14. Knowledge of answers to questions asked.

	Very dissatisfied	Mostly dissatisfied	Satisfied	Mostly satisfied	Very satisfied	N/A
Rating:	jq	jq	jq	jq	jq	jq

FACILITIES MANAGEMENT CUSTOMER SATISFACTION SURVEY

15. Please check the category that best describes your role at Polytechnic. It is essential that you answer this question, or your survey may not be able to be used for analytical purposes. If you are unsure of which job category to select, please click on "All Others."

- Executive Management
- Faculty (Full-Time)
- Management Network
- Administrative Services Network
- Students
- All Others

16. Please indicate your overall satisfaction with the services provided by Facilities.

	Very dissatisfied	Mostly dissatisfied	Satisfied	Mostly satisfied	Very satisfied	N/A
Rating:	<input type="radio"/>					

17. Additional Comments

FINANCIAL OPERATIONS CUSTOMER SATISFACTION SURVEY

PURCHASING

1. Were purchase orders processed timely once received by the purchasing department?

	Very dissatisfied	Mostly dissatisfied	Satisfied	Mostly satisfied	Very satisfied	N/A
Rating:	j0	j0	j0	j0	j0	j0

2. Is the Purchasing staff courteous when responding to inquiries?

	Very dissatisfied	Mostly dissatisfied	Satisfied	Mostly satisfied	Very satisfied	N/A
Rating:	j0	j0	j0	j0	j0	j0

3. Please rate overall customer service of Purchasing.

	Very dissatisfied	Mostly dissatisfied	Satisfied	Mostly satisfied	Very satisfied	N/A
Rating:	j0	j0	j0	j0	j0	j0

FINANCIAL OPERATIONS CUSTOMER SATISFACTION SURVEY

ACCOUNTS PAYABLE

4. Is the Accounts Payable staff courteous when responding to inquiries?

Very dissatisfied Mostly dissatisfied Satisfied Mostly satisfied Very satisfied N/A

Rating: jn jn jn jn jn jn

5. Once you send the signed invoice to accounts payable do you find your bills are paid promptly?

Very dissatisfied Mostly dissatisfied Satisfied Mostly satisfied Very satisfied N/A

Rating: jn jn jn jn jn jn

6. Please rate overall customer service of Accounts Payable.

Very dissatisfied Mostly dissatisfied Satisfied Mostly satisfied Very satisfied N/A

Rating: jn jn jn jn jn jn

FINANCIAL OPERATIONS CUSTOMER SATISFACTION SURVEY

PAYROLL

7. Is the Payroll staff courteous when responding to inquiries?

	Very dissatisfied	Mostly dissatisfied	Satisfied	Mostly satisfied	Very satisfied	N/A
Rating:	jñ	jñ	jñ	jñ	jñ	jñ

8. Do you find your pay check to be accurate?

	Very dissatisfied	Mostly dissatisfied	Satisfied	Mostly satisfied	Very satisfied	N/A
Rating:	jñ	jñ	jñ	jñ	jñ	jñ

9. Please rate overall customer service of Payroll.

	Very dissatisfied	Mostly dissatisfied	Satisfied	Mostly satisfied	Very satisfied	N/A
Rating:	jñ	jñ	jñ	jñ	jñ	jñ

FINANCIAL OPERATIONS CUSTOMER SATISFACTION SURVEY

MAIL ROOM

10. Are the Mail Room personnel courteous when responding to inquiries?

	Very dissatisfied	Mostly dissatisfied	Satisfied	Mostly satisfied	Very satisfied	N/A
Rating:	jñ	jñ	jñ	jñ	jñ	jñ

11. Are mail distribution and delivery notices accurate?

	Very dissatisfied	Mostly dissatisfied	Satisfied	Mostly satisfied	Very satisfied	N/A
Rating:	jñ	jñ	jñ	jñ	jñ	jñ

12. Please rate overall customer service of the Mail Room.

	Very dissatisfied	Mostly dissatisfied	Satisfied	Mostly satisfied	Very satisfied	N/A
Rating:	jñ	jñ	jñ	jñ	jñ	jñ

FINANCIAL OPERATIONS CUSTOMER SATISFACTION SURVEY

PRINT SHOP

13. Do you use the Print Shop?

Yes. Please go to question number 14.

No. Please skip to the next section.

14. Is the Print Shop staff courteous and knowledgeable when responding to inquiries?

Very dissatisfied Mostly dissatisfied Satisfied Mostly satisfied Very satisfied N/A

Rating:

15. How satisfied are you with the speed with which the Print Shop has produced your copies?

Very dissatisfied Mostly dissatisfied Satisfied Mostly satisfied Very satisfied N/A

Rating:

16. How satisfied are you with the quality of the Print Jobs?

Very dissatisfied Mostly dissatisfied Satisfied Mostly satisfied Very satisfied N/A

Rating:

17. Please check the category that best describes your role at Polytechnic. It is essential that you answer this question, or your survey may not be able to be used for analytical purposes. If you are unsure of which job category to select, please click on "All Others."

Executive Management

Faculty (Full-Time)

Management Network

Administrative Service Network

All Others

18. Additional Comments/Suggestions.

HUMAN RESOURCES CUSTOMER SATISFACTION SURVEY

Thank you for taking the time to complete this survey.

The Human Resources Department strives to provide the best service possible, and your input will help us meet this important goal.

1. From which HR area(s) did you receive assistance? Check all that apply.
(Required)

- | | |
|---|--|
| <input type="checkbox"/> Employment | <input type="checkbox"/> Benefits |
| <input type="checkbox"/> Employee Relations | <input type="checkbox"/> Position Management |
| <input type="checkbox"/> Temporary Services | <input type="checkbox"/> EEO (Equal Employment Opportunity) |
| <input type="checkbox"/> Compensation | <input type="checkbox"/> Other (Please specify in the comment field at the end of this form) |
| <input type="checkbox"/> Payroll | |

2. Overall, how satisfied were you with the service you received?

	Very dissatisfied	Mostly dissatisfied	Satisfied	Mostly satisfied	Very satisfied	N/A
Rating:	jq	jq	jq	jq	jq	jq

3. Did the HR representative who assisted you possess the knowledge and expertise you needed?

	Very dissatisfied	Mostly dissatisfied	Satisfied	Mostly satisfied	Very satisfied	N/A
Rating:	jq	jq	jq	jq	jq	jq

4. Was the HR representative courteous and professional?

	Very dissatisfied	Mostly dissatisfied	Satisfied	Mostly satisfied	Very satisfied	N/A
Rating:	jq	jq	jq	jq	jq	jq

5. Did you receive assistance in a timely manner?

	Very dissatisfied	Mostly dissatisfied	Satisfied	Mostly satisfied	Very satisfied	N/A
Rating:	jq	jq	jq	jq	jq	jq

HUMAN RESOURCES CUSTOMER SATISFACTION SURVEY

6. Please check the category that best describes your role at Polytechnic. It is essential that you answer this question, or your survey may not be able to be used for analytical purposes. If you are unsure of which job category to select, please click on "All Others."

Executive Management

Faculty (Full-Time)

Management Network

Administrative Services Network

All Others

7. Do you have any recommendations or feedback based on your experience?

INFORMATION SYSTEMS CUSTOMER SATISFACTION SURVEY

1. Please report on your experience in the last six months:

	Very dissatisfied	Mostly dissatisfied	Satisfied	Mostly satisfied	Very satisfied	N/A
Overall Experience	jq	jq	jq	jq	jq	jq

2. From the list below, what Information Systems issues are of the most concern to you?

Check all that apply.

- Remote access to Institute technology and systems
- Improving technology-related communications to the campus community
- Improving Help Desk services
- Reliability of the network
- Increasing faculty and staff IS training offerings
- Expand wireless access
- Information Systems involvement in software / hardware purchases
- Computer replacement process
- Personal network storage
- Web-based self-service tools
- I have no concerns

Other (please specify)

3. Please indicate your level of satisfaction with the email system.

	Very dissatisfied	Mostly dissatisfied	Satisfied	Mostly satisfied	Very satisfied	N/A
Rating:	jq	jq	jq	jq	jq	jq

4. Please rate the Information Systems Help Desk in the following areas:

	Very dissatisfied	Mostly dissatisfied	Satisfied	Mostly satisfied	Very satisfied	N/A
a) Help Desk service hours	jq	jq	jq	jq	jq	jq
b) Response time and follow-up	jq	jq	jq	jq	jq	jq

INFORMATION SYSTEMS CUSTOMER SATISFACTION SURVEY

5. Overall, how satisfied are you with the Information Systems' support of the PeopleSoft self service for student and class information

	Very dissatisfied	Mostly dissatisfied	Satisfied	Mostly satisfied	Very satisfied	N/A
Rating:	jq	jq	jq	jq	jq	jq

6. Overall, how satisfied are you with the Information Systems' support of the MyPoly (Blackboard) system?

	Very dissatisfied	Mostly dissatisfied	Satisfied	Mostly satisfied	Very satisfied	N/A
Rating:	jq	jq	jq	jq	jq	jq

7. Please rate the effectiveness of Information Systems' communications to the campus community (newsletters, web pages, periodic emails, tech forums, etc.).

	Very dissatisfied	Mostly dissatisfied	Satisfied	Mostly satisfied	Very satisfied	N/A
Rating:	jq	jq	jq	jq	jq	jq

8. When accessing the campus network from on-campus locations, please rate its reliability.

	Very dissatisfied	Mostly dissatisfied	Satisfied	Mostly satisfied	Very satisfied	N/A
Rating:	jq	jq	jq	jq	jq	jq

9. Please rate your experience accessing campus network services from off-campus locations (email, web pages, collaboration tools, administrative systems, etc.).

	Very dissatisfied	Mostly dissatisfied	Satisfied	Mostly satisfied	Very satisfied	N/A
Rating:	jq	jq	jq	jq	jq	jq

10. Please rate the quality of support for the telephone system.

	Very dissatisfied	Mostly dissatisfied	Satisfied	Mostly satisfied	Very satisfied	N/A
Rating:	jq	jq	jq	jq	jq	jq

11. Your comments and suggestions are welcome. Please use the space below if you have any feedback, suggestions, or comments.

INFORMATION SYSTEMS CUSTOMER SATISFACTION SURVEY

12. Please check the category that best describes your role at Polytechnic. It is essential that you answer this question, or your survey may not be able to be used for analytical purposes. If you are unsure of which job category to select, please click on "All Others."

- Executive Management
- Faculty (Full-Time)
- Management Network
- Administrative Services Network
- Student
- All Others

13. Please indicate your overall satisfaction with the services provided by Information Systems.

	Very dissatisfied	Mostly dissatisfied	Satisfied	Mostly Satisfied	Very Satisfied
Rating:	<input type="radio"/>				

WEB TEAM (POLY.EDU) CUSTOMER SATISFACTION SURVEY

1. Please report on your experience in the last six months:

	1-Very Dissatisfied	2	3	4	5-Very Satisfied	N/A
Rating:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. How often do you visit the poly. edu site?

- Daily
- 3 or 4 times a week
- Once a week
- 2-3 times a month
- Monthly
- Less than monthly

3. Have you been able to find what you were looking for?

	1-Very Dissatisfied	2	3	4	5-Very Satisfied	N/A
Rating:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. How would you rate the appearance of our website?

	1-Very Dissatisfied	2	3	4	5-Very Satisfied	N/A
Rating:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. What is your reason for visiting the Poly Website (Please check all that apply)

- Searching for specific content information
- Academic Research
- Web Mail
- Directory (phone, e-mail, room no., etc.)
- Access to My Poly
- Calendar
- Catalog
- Class Schedule
- Poly News
- Poly Events
- Online Donations
- Room Reservations
- Other

WEB TEAM (POLY.EDU) CUSTOMER SATISFACTION SURVEY

6. In a typical week, how many hours do you spend on the Poly Website?

0 to 1

1 to 2

2 to 4

4 to 10

More than 10

7. How would you rate your overall experience with the poly.edu website?

	1-Very Dissatisfied	2	3	4	5-Very Satisfied	N/A
Rating:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Please check the category that best describes your role at Polytechnic. It is essential that you answer this question, or your survey may not be able to be used for analytical purposes. If you are unsure of which job category to select, please click on "All Others."

Executive Management

Faculty

Management Network

Administrative Services Network

All Others

9. What changes or additional features would you suggest for this website?