

## Printing and Mailing Customer Survey 2013

1. What is your position within the University?		
Answer Options	Response Percent	Response Count
Faculty	21.3%	23
Administration	6.5%	7
Professional or Paraprofessional Staff	32.4%	35
Maintenance, Trade, Technical & Police Staff	0.0%	0
Clerical Staff	37.0%	40
Other	2.8%	3
<i>answered question</i>		<b>108</b>
<i>skipped question</i>		<b>0</b>

2. Within the past year, how many times have you personally interacted with Printing Services?		
Answer Options	Response Percent	Response Count
None	5.1%	5
1-3	15.3%	15
4-6	24.5%	24
7 or more	55.1%	54
<i>answered question</i>		<b>98</b>
<i>skipped question</i>		<b>10</b>

3. For printing projects submitted over the past two years, please rate how satisfied you are with the turnaround speed of your projects.		
Answer Options	Response Percent	Response Count
Extremely satisfied	49.5%	48
Very satisfied	39.2%	38
Somewhat satisfied	3.1%	3
Not very satisfied	2.1%	2
Not at all satisfied	1.0%	1
Not applicable	5.2%	5
Specific Examples		8
<i>answered question</i>		<b>97</b>
<i>skipped question</i>		<b>11</b>

Number	Response Date	Specific Examples	Categories
		Every job I've ever sent to print services has been processed in a timely manner and gotten back to me even more quickly than I anticipated in many cases.	
		Friendly service. The people you employ make it enjoyable to work with you.	
		always returned anything I gave them very very quickly	
		takes 2X or 3X the length to complete as similar project as other local printing companies for the same price	

**Our Reponse: We can't think of any examples of the Print Shop's taking two or three times longer to manufacture products of the same quality at the same price. If that's so, and speed is the priority, we should be buying for you from the faster source. Please bring the specifications to us so that we can help you.**

Once Kevan and I agree on a delivery date, it is always met  
Accounting dept. does a lot of fast copies

We had numerous issues when ordering name tags. Other than that we were very satisfied.  
Always very timely!

**Our Response: Without more specific information, we assume you're commenting on the engraved, plastic name tags that we acquire from a commercial source. Normal turnaround time is 2-3 weeks, and typos aren't unheard of. Sorry.**

**4. For printing projects submitted over the past two years, please rate how satisfied you are with the overall quality of the finished work.**

Answer Options	Response Percent	Response Count
Extremely satisfied	51.5%	50
Very satisfied	38.1%	37
Somewhat satisfied	3.1%	3
Not very satisfied	2.1%	2
Not at all satisfied	0.0%	0
Not applicable	5.2%	5
Specific Examples		4
<i>answered question</i>		<b>97</b>
<i>skipped question</i>		<b>11</b>

Number	Response Date	Specific Examples	Categories
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The work is returned in a manageable way for the size of the job-- shrink wrapped or boxed appropriately.  
I only had one glaring problem and it was fixed FAST.

Handouts were always copied correctly with no omissions or incomplete copies where the entire sheet was not copied; only problem was the horrible invite to roundtable sent to Ray Burd.

**5. How often do you receive the yellow copy/receipt of the printing requisitions after your project has been completed?**

Answer Options	Response Percent	Response Count
Always	77.3%	75
Often	16.5%	16
Rarely	1.0%	1
Never	0.0%	0
Not applicable	5.2%	5
Specific Examples		3
<i>answered question</i>		<b>97</b>
<i>skipped question</i>		<b>11</b>

Number	Response Date	Specific Examples	Categories
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I personally do not receive them however they go to another individual within the office.  
Always-- even when I email my request.

I get it about 90% of the times and if it isn't delivered with the item, then it arrives a few days later.

**6. How much value do you believe Printing Services provides the University?**

Answer Options	Response Percent	Response Count
Very much	90.4%	85
Some	6.4%	6
Very little	3.2%	3
None	0.0%	0
Specific Examples		5
<i>answered question</i>		<b>94</b>
<i>skipped question</i>		<b>14</b>

Number	Response Date	Specific Examples	Categories
		We do a great deal of our own printing here in the office, but it's very helpful to know that there is a backup when we have issues.	
		Kevan makes everything work and he always has a smile	
		We would be lost without them!	
		We can't print nice color posters in office and to send out would be inconvenient.	
		I could not be as efficient in my job if it was not for the print shop	

**7. For printing projects submitted over the past two years, please rate your overall level of satisfaction.**

Answer Options	Response Percent	Response Count
Extremely satisfied	53.1%	51
Very satisfied	35.4%	34
Somewhat satisfied	5.2%	5
Not very satisfied	1.0%	1
Not at all satisfied	1.0%	1
Not applicable	4.2%	4
Specific Examples		4
<i>answered question</i>		<b>96</b>
<i>skipped question</i>		<b>12</b>

Number	Response Date	Specific Examples	Categories
		The communication about projects is very helpful. The staff are conscientiousness and helpful in communicating what they need from me as a customer.	
		Always service oriented - - very user friendly	
		probably 200 jobs	
		As indicated above, besides the long time to receive name tags there were spelling errors.	
		<b>Our Response: Please see our response to Question 3.</b>	

**8. Over the past year, how responsive has Printing Services been to your requests?**

Answer Options	Response Percent	Response Count
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Very	88.7%	86
Somewhat	3.1%	3
Very little	2.1%	2
Not at all	0.0%	0
Not applicable	6.2%	6
Specific Examples		3
<i>answered question</i>		<b>97</b>
<i>skipped question</i>		<b>11</b>

Number	Response Date	Specific Examples	Categories
		I've never had a problem with getting my jobs completed in a professional and courteous manner.	
		Always very timely in processing requests.	
		Perfectly	

**9. Please enter any other suggestions or comments either critical or complimentary.**

Answer Options	Response Count
	33
<i>answered question</i>	<b>33</b>
<i>skipped question</i>	<b>75</b>

Number	Response Date	Response Text	Categories
		The copy center personnel are amazing - - a real asset to this organization.	
		They all very efficient and professional	
		More web presence and easier web ordering.	
		<b>Our Response: Great minds work alike. We just launched new web content in May. Let us know what you think.</b>	
		The staff are wonderful! I almost wish they would relax more.	
		The Printing Services staff is always helpful and on top of projects, even when they are last minute. Thank you for your help!	
		Instructions for submitting a job has always seemed a little fuzzy to me. I've finally gotten the hang of submitting jobs through the email address but I wonder how many people aren't aware of the capability to do that.	
		Printing staff are very nice to work with. Jobs are almost always perfect. When there is an error on my part or theirs, they are quick to make corrections.	
		Well done.	
		You're doing a fantastic job. I really enjoy interacting with Kevan and the rest of the staff. They are very professional, friendly and knowledgable.	
		Printing Services has a great group of people -- Everyone is very friendly and helpful.	
		Printing Services has always been very helpful and accommodating.	

Kevan is always helpful and quick to provide solutions. Mary is pleasant to deal with in the office.

I haven't been here too long, but in my time I've had nothing but positive interactions with everyone from P&MS!

Staff are exceptionally pleasant and have always completed my request before the due date. Many times I drop off the packet to be printed for the students in the evening on my way home and I am asked if I wanted to wait a few minutes they would do the copying then so I do not have to return.

I couldn't be more pleased with the quality of printing services and the helpfulness of the printing staff. Well-done, and I use your services on a regular basis, particularly for the disability conference.

Staff is always very accommodating and helpful.

I believe that the printing services do an outstanding job. They are well organized, polite, and always there when you need fast copies.

The people in Printing Services are very cordial. I've never been disappointed.

I appreciate the work of the entire staff in Printing and Mailing Services. In addition to being very customer service oriented, they are also talented and skilled in their areas of expertise.

Pricing is a bit high.

**Our Response: Compared to what? (We're sensitive about this because we work so hard to ensure that you get the best product in terms of cost, quality, and turnaround time whether the work is done on campus or with one of our off-campus partners.) Please give us specific examples.**

Trust us with proofs

**We hope this comment is the result of miscommunication. At the final production proof phase of a complex project, we try to stay with the proof for two reasons:**

- 1) Speed--the production proof is normally made for review near the end of the production process when timing is critical. Presses and press operators are usually standing by, waiting for the approval to run. Unlike the earlier-produced creative proofs that should be reviewed in extreme detail, production proofs should be reviewed quickly with an eye toward major errors--like missing type or photos, wrong page orders, etc.**
- 2) The implication of making elective changes at the production proof stage can be so great that we often find it critical to discuss them before the changes are requested. Late changes are expensive and can delay delivery, so we think that decision makers should have our impact estimates immediately to decide whether, indeed, to elect a change.**

In the past four years that I have worked at the University the Printing Services staff has ALWAYS been not just accomodating but has provided exceptional service and is always willing to go the extra mile to satisfy the needs of our University community! Kudos to all!!

Employees from printing services are always helpful when I call.

Everyone is always very pleasant when dealing with printing services.

Keep up the great work !Thanks Printing Services.

Printing services has always been one of the hardest working most reliable departments on this campus! The staff is an absolute joy to work with! I can not say enough!

Always do professional quality work, and on time.

Other than the incidents mentioned above, we have been very pleased with the quality, turn-around time, and customer service at printing services.

Ray and Kevan have always been attentive to my office's needs and routinely go above and beyond to complete our tasks.

Keep up the great work. Everyone who works there is always friendly and kind. They are efficient and go out of their way to do what you are requesting. I personally could not function w/o the print shop. The best department on campus!

Printing services are very good, supervision/responsiveness to maintenance issues with copy machines located in departments could use improvement. They are replaced only when run into the ground and hundreds of staff hours are expended dealing with them. Maintenance needs a more pro-active response.

**Our Response: We're sorry you're unhappy. We try our best, but machines do break down both from use and from, in some cases, abuse. As you might know, we have maintenance contracts that include replacement warranties. Unfortunately, machines sometimes must fail repeatedly as part of documenting the need to replace them.**

Ellen, Jack, Kevan, and the rest of the printing services team are OUTSTANDING! What a blessing for our university and the campus ministry department. Thank you!  
Brian Pelcin

Would it be possible to have a brochure or listing of services available to students? We get many requests for color printing and would like to be able to explain how it can be done.

**Our Response: Please see our new web pages at [www.scranton.edu/printing](http://www.scranton.edu/printing).**

Prices are FAR too high and inconsistent.

**Our Response: We produce or acquire thousands of products. Please tell us which ones you think can be provided in equivalent quality and the same turnaround time at a lower cost, and we'll make other arrangements.**

**10. How many times have you interacted with the Mailing Services staff in the last 12 months?**

Answer Options	Response Percent	Response Count
0	5.4%	5
1-6	28.0%	26
13-18	5.4%	5
19-24	4.3%	4
25+	38.7%	36
<i>answered question</i>		<b>93</b>
<i>skipped question</i>		<b>15</b>

**11. Please rate your overall satisfaction with pickup and delivery of your mail.**

Answer Options	Response Percent	Response Count
Extremely satisfied	48.9%	45
Very satisfied	38.0%	35
Not very satisfied	0.0%	0
Not at all satisfied	0.0%	0
Not applicable	3.3%	3
<i>answered question</i>		<b>92</b>
<i>skipped question</i>		<b>16</b>

**12. How many times in the last 12 months has the Mailing staff delivered a piece of mail to you in error that was addressed to someone else?**

Answer Options	Response Percent	Response Count
0	39.8%	37
1-6	39.8%	37
7-12	10.8%	10
19-24	2.2%	2
25+	4.3%	4
<i>answered question</i>		<b>93</b>
<i>skipped question</i>		<b>15</b>

**13. How many times in the last 12 months have you been aware that the Mailing staff has delivered your mail to someone else in error?**

Answer Options	Response Percent	Response Count
0	68.5%	63
1-6	22.8%	21
7-12	5.4%	5
13-18	0.0%	0
19-24	2.2%	2
25+	1.1%	1
<i>answered question</i>		<b>92</b>
<i>skipped question</i>		<b>16</b>

**14. In your experience, how long does it take for mail sent from another office on campus to be delivered to your office by the Mailing staff?**

Answer Options	Response Percent	Response Count
Less that one day	6.7%	6
One day	60.0%	54
Two days	27.8%	25
Three days	5.6%	5
More than three days	0.0%	0
<i>answered question</i>		<b>90</b>
<i>skipped question</i>		<b>18</b>

**15. How helpful do you find the Mailing staff?**

Answer Options	Response Percent	Response Count
Extremely helpful	55.7%	49
Very helpful	39.8%	35
Somewhat helpful	4.5%	4
Not very helpful	0.0%	0
Not at all helpful	0.0%	0
Specific Examples:		3
<i>answered question</i>		<b>88</b>
<i>skipped question</i>		<b>20</b>

Number	Response Date	Specific Examples:	Categories
		Always a positive experience.	
		Cannot answer, have no contact w/them	
		Very knowledgeable about shipping options off campus. Very friendly.	

**16. How professional do you find the Mailing staff's behavior?**

Answer Options	Response Percent	Response Count
Extremely professional	51.1%	45
Very professional	40.9%	36
Not very professional	1.1%	1
Not at all professional	0.0%	0
Specific Examples		2
<i>skipped question</i>		<b>20</b>

Number	Response Date	Specific Examples	Categories
		Always very cheerful and kind when they deliver the mail!	
		NA - have no contact w/them	

**17. How many times in the last 12 months have you interacted with the Mailing Services window service in the DeNaples Center?**



Answer Options	Response Percent	Response Count
0	28.6%	26
1-6	52.7%	48
7-12	9.9%	9
13-18	3.3%	3
19-24	0.0%	0
25+	5.5%	5
<i>answered question</i>		<b>91</b>
<i>skipped question</i>		<b>17</b>

**18. Please rate how satisfied you are overall with the DeNaples Center window service**

Answer Options	Response Percent	Response Count
Extremely satisfied	36.4%	32
Very satisfied	30.7%	27
Somewhat satisfied	6.8%	6
Not at all satisfied	0.0%	0
Have not interacted with the DeNaples Center window staff	26.1%	23
Specific Example		5
<i>answered question</i>		<b>88</b>
<i>skipped question</i>		<b>20</b>

Number	Response Date	Specific Example	Categories
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I can never remember the window hours for the mail center, it would be helpful if it were posted somewhere-- other than Bboard-- like maybe a nugget in my.scranton.

**Our Response: DeNaples Mail hours are posted on a placard at the retail window. Hours are also posted on the Printing/Mailing website.**

Not as friendly and customer service oriented as the staff who deliver the mail; particularly the student workers

**Our Response: We apologize if you had issues with our customer service. We try to be as friendly and accommodating as possible. If you encounter problems with customer service, please call the Manager of Mailing Services, Sandy Nicholson, at 941-7492.**

I had important documents to send and they provided me with an economical, fast, and safe way to send them. Quick service, very willing to help.

Student workers are great, but not always very knowledgeable about services.

**Our Response: We have about a dozen student workers, some of whom have several years of experience, some of whom are still learning. In fact, it's safe to say we always have at least a couple of student workers still in training. We try to make them comfortable saying that they don't know the answer to a question, in which case they should refer customers to the full-time staff member, one of whom is available at all times when the Center is open.**

**19. How many times in the past 12 months have you interacted with the Mailing Services Delivery Service?**

Answer Options	Response Percent	Response Count
0	23.9%	22
1-6	32.6%	30
7-12	15.2%	14
13-18	5.4%	5
19-24	1.1%	1
25+	21.7%	20
<i>answered question</i>		<b>92</b>
<i>skipped question</i>		<b>16</b>

**20. Please rate how satisfied you are overall with the Delivery Service**

Answer Options	Response Percent	Response Count
Extremely satisfied	48.3%	42
Very satisfied	28.7%	25
Somewhat satisfied	4.6%	4
Not very satisfied      Not very satisfied	1.1%	1
Not at all satisfied	0.0%	0
Have not interacted with the Delivery Service	17.2%	15
Specific Examples		4
<i>answered question</i>		<b>87</b>
<i>skipped question</i>		<b>21</b>

Number	Response Date	Specific Examples	Categories
Very professional			
Bill is so wonderful and helpful.			
Always professional, and always ready to go above and beyond.			
Takes too long to get mail across campus - should have pick up twice daily.			
<b>Our Response: As mail volume declined from its peak of 3 million pieces a year a decade ago to the approximately 1.5 million pieces handled annually now, campus leaders determined that most urgent communications were being done electronically and that a carrier position could be saved by cutting twice daily campus delivery back to once per day.</b>			

**21. How many times in the last 12 months have you worked with Mailing Services to use Standard/Bulk Mailing?**

Answer Options	Response Percent	Response Count
0	63.3%	57
1-6	24.4%	22
7-12	3.3%	3
13-18	2.2%	2
19-24	2.2%	2
25+	4.4%	4
<i>answered question</i>		<b>90</b>
<i>skipped question</i>		<b>18</b>

**22. Please rate how satisfied you are overall with the Mailing Services staff performance regarding Standard/Bulk Mailings?**

Answer Options	Response Percent	Response Count
Extremely satisfied	17.2%	15
Very satisfied	19.5%	17
Somewhat satisfied	1.1%	1
Not very satisfied	1.1%	1
Not at all satisfied	0.0%	0
Not applicable	60.9%	53
Specific Examples		0
<i>answered question</i>		<b>87</b>
<i>skipped question</i>		<b>21</b>

**23. For mailings submitted over the past two years, please rate how satisfied you are with the overall quality of Mailing Services' work.**

Answer Options	Response Percent	Response Count
Extremely satisfied	40.7%	37
Very satisfied	39.6%	36
Not very satisfied	0.0%	0
Not at all satisfied	1.1%	1
Not applicable	12.1%	11
<i>answered question</i>		<b>91</b>
<i>skipped question</i>		<b>17</b>

**24. Please add any additional suggestions/comments, critical or complimentary.**

Answer Options	Response Count
	22
<i>answered question</i>	<b>22</b>
<i>skipped question</i>	<b>86</b>

Number	Response Date	Response Text	Categories
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For such a thankless job, the mailing services staff are very professional and pleasant.

I'm very satisfied. The carriers (Michelle, Cynthia and Bill) are very friendly and respectful when they enter the room. The only "problem" (and it's not a problem, really), is that I am never sure what number to call in the book when I need supplies and then sometimes no one is there. It's not a big deal, though, because I end up getting someone when I try back. Keep up the good work!

Return to twice daily pick up and delivery.

Mail Services personnel are always very friendly.

Mail delivery can take 2 days to get to another office if mail has been picked up and someone places mail in the dept outgoing box that won't be picked up until the next day and dept. to which it is going only has one mail delivery.

**Our Response: Any campus mail that is received at the Printing and Mailing Facility at 315 Jefferson Ave. before 10:00 a.m. will be delivered on the same morning's mail delivery.**

**If there is an urgent need to have intracampus mail delivered the same morning, please bring it to the Printing and Mailing facility at 315 Jefferson Ave.**

Michelle and Cynthia are extremely pleasant and efficient.

Excellent services.

Great bunch of people. Jeanne

They do a great job.

There have been some changes made in the Mailing Services area over the past year or so and I believe that this has provided a noted and higher level of service.

Delivery Staff is very cordial and accommodating. Only comment is that our department mail is mixed with other departments in the building almost on a daily basis. We then need to go to those departments to deliver/retrieve our

Saturday delivery. Afternoon delivery to O'Hara Hall.

Mail service staff are always kind and helpful.

Everyone from the mailroom is so friendly. Always with a smile and warm greeting.

I wish we could purchase a book of stamps in DeNaples Center instead of off a roll.

The staff is friendly and reliable! Bill, Michelle, and Synthia are all very kind.

We could use a late mail pickup in the office in LSC. With five departments located in one office, there is always afternoon mail that needs to go out later in the day.

**Our Response: Any mail that needs to be posted in the afternoon can be taken to the DeNaples Mail Center or to the Printing and Mailing facility at 315 Jefferson Ave. before 2:30 p.m. Postal Service mail pickup occurs daily at 2:45 p.m.**

Mailing Service workers do a great job! Everyone is very helpful.

I find the staff always pleasant and helpful.

Whoever sorts the mail needs to pay more attention to the addressee. We get mail for another department DAILY. **We are sorry if you are receiving mail that is not yours. Our staff tries to deliver every mail piece correctly, every time. But, sometimes we make mistakes. If mail is regularly being misrouted, we may need to clarify how to deal with similarly named departments or employees or functions. If you encounter problems with your mail delivery, please contact Manager of Mailing Services Sandy Nicholson at 941-7492.**

Thank you for your excellent service!  
Brian Pelcin

Student workers in TDC are not very knowledgeable to answer customer questions. Many times they are sitting there with back towards customers or are not at the window at all, which is a little disappointing and for those of us pressed for time, it is an inconvenience.

**Our Response: We apologize if your questions were not properly answered. Many times workers are performing other duties while at the Mail Center. A student may be eating lunch or doing homework. We will bring it to the student workers' attention to be facing the window at all times. A full-time member of Mailing Services staff is always on duty at the Mail Center to assist you.**

