

Library
Customer Satisfaction Survey - Fall 2007

Number of respondents **10**
Number invited to participate **24**
Response Rate **42%**

FUNCTIONAL RESPONSIBILITIES

1. I understand the purpose of this unit/office.

Strongly Agree	9	90%
Agree	1	10%
Neutral	0	0%
Disagree	0	0%
Strongly Disagree	0	0%
Don't Know	0	0%
No Response	0	0%
<hr/>		
Total	10	100%

2. I believe that the purpose of this unit/office is consistent with the mission of the College.

Strongly Agree	10	100%
Agree	0	0%
Neutral	0	0%
Disagree	0	0%
Strongly Disagree	0	0%
Don't Know	0	0%
No Response	0	0%
<hr/>		
Total	10	100%

SERVICES PROVIDED TO CUSTOMERS

3. I have previously been asked to provide feedback to this unit/office about its services.

Yes	3	30%
No	7	70%
No Response	0	0%
<hr/>		
Total	10	100%

4. The services/programs offered by this unit are useful to (check all that apply)

Faculty	10	100%
Staff	10	100%
Students	10	100%
External Constituencies	10	100%

5. Policies and procedures of this unit/office are (check all that apply)

Clear	8	80%
Well publicized	7	70%
Reasonable	8	80%

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6. The organizational structure of this unit/office is effective.

Strongly Agree	5	50%
Agree	2	20%
Neutral	1	10%
Disagree	0	0%
Strongly Disagree	0	0%
Don't Know/No Response	2	20%
Total	10	100%

7. There are no other departments providing these functions that duplicate the work of this unit/office.

Strongly Agree	9	90%
Agree	0	0%
Neutral	0	0%
Disagree	0	0%
Strongly Disagree	0	0%
Don't Know/No Response	1	10%
Total	10	100%

8. The work of the unit is well planned and organized.

Strongly Agree	7	70%
Agree	2	20%
Neutral	0	0%
Disagree	0	0%
Strongly Disagree	0	0%
Don't Know/No Response	1	10%
Total	10	100%

Please rate the unit office on the following criteria.

9. Provides strategic support to your department.

Strongly Agree	8	80%
Agree	0	0%
Neutral	0	0%
Disagree	1	10%
Strongly Disagree	0	0%
Don't Know/No Response	1	10%
Total	10	100%

10. Locates/utilizes specialized knowledge to respond to your request.

Strongly Agree	9	90%
Agree	1	10%
Neutral	0	0%
Disagree	0	0%
Strongly Disagree	0	0%
Don't Know/No Response	0	0%
Total	10	100%

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11. Solves difficult problems with effective solutions.

Strongly Agree	9	90%
Agree	0	0%
Neutral	0	0%
Disagree	0	0%
Strongly Disagree	0	0%
Don't Know/No Response	1	10%
<hr/> Total	10	100%

12. Strives for the highest standards of quality to achieve superior value.

Strongly Agree	7	70%
Agree	2	20%
Neutral	0	0%
Disagree	0	0%
Strongly Disagree	0	0%
Don't Know/No Response	1	10%
<hr/> Total	10	100%

13. Keeps current with trends and knowledge in the profession and utilizes that information to effectively meet needs.

Strongly Agree	9	90%
Agree	1	10%
Neutral	0	0%
Disagree	0	0%
Strongly Disagree	0	0%
Don't Know/No Response	0	0%
<hr/> Total	10	100%

14. Helps the college achieve its overall goals.

Strongly Agree	8	80%
Agree	2	20%
Neutral	0	0%
Disagree	0	0%
Strongly Disagree	0	0%
Don't Know/No Response	0	0%
<hr/> Total	10	100%

RESOURCES

15. This unit office is adequately staffed.

Strongly Agree	3	30%
Agree	1	10%
Neutral	0	0%
Disagree	3	30%
Strongly Disagree	0	0%
Don't Know/No Response	3	30%
<hr/> Total	10	100%

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16. I believe this unit office has sufficient resources to fulfill its mission.

Strongly Agree	2	20%
Agree	2	20%
Neutral	2	20%
Disagree	1	10%
Strongly Disagree	0	0%
Don't Know/No Response	3	30%
<hr/> Total	10	100%

17. This unit/office has appropriate space and facilities to perform its functions.

Strongly Agree	2	20%
Agree	3	30%
Neutral	1	10%
Disagree	2	20%
Strongly Disagree	0	0%
Don't Know/No Response	2	20%
<hr/> Total	10	100%

18. The staff of this unit/office possesses necessary expertise.

Strongly Agree	10	100%
Agree	0	0%
Neutral	0	0%
Disagree	0	0%
Strongly Disagree	0	0%
Don't Know/No Response	0	0%
<hr/> Total	10	100%

19. The staff of this unit/office is properly trained.

Strongly Agree	9	90%
Agree	1	10%
Neutral	0	0%
Disagree	0	0%
Strongly Disagree	0	0%
Don't Know/No Response	0	0%
<hr/> Total	10	100%

20. This unit/office carries out its services/programs efficiently.

Strongly Agree	7	70%
Agree	2	20%
Neutral	0	0%
Disagree	0	0%
Strongly Disagree	0	0%
Don't Know/No Response	1	10%
<hr/> Total	10	100%

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YOUR INTERACTION WITH THIS UNIT/OFFICE

21. How often do you request information from this unit/office or use their services?

Daily	1	10%
Once per week or more	3	30%
1 to 3 times per month	5	50%
Every 2 to 3 months	0	0%
Once per year	1	10%
Never	0	0%
No response	0	0%
Total	10	100%

22. Are requests for information or assistance generally responded to in a timely manner?

Yes	10	100%
Somewhat	0	0%
No	0	0%
No Response	0	0%
Total	10	100%

In general, please rate your satisfaction with this unit/office in the following areas.

23. Accuracy of Information

Very Satisfied	9	90%
Satisfied	1	10%
Neutral	0	0%
Unsatisfied	0	0%
Very Unsatisfied	0	0%
No Response	0	0%
Total	10	100%

24. Accessibility of staff

Very Satisfied	10	100%
Satisfied	0	0%
Neutral	0	0%
Unsatisfied	0	0%
Very Unsatisfied	0	0%
No Response	0	0%
Total	10	100%

25. Promptness of response

Very Satisfied	10	100%
Satisfied	0	0%
Neutral	0	0%
Unsatisfied	0	0%
Very Unsatisfied	0	0%
No Response	0	0%
Total	10	100%

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26. Professionalism

Very Satisfied	9	90%
Satisfied	1	10%
Neutral	0	0%
Unsatisfied	0	0%
Very Unsatisfied	0	0%
No Response	0	0%
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Total	10	100%

27. Courtesy/helpfulness

Very Satisfied	10	100%
Satisfied	0	0%
Neutral	0	0%
Unsatisfied	0	0%
Very Unsatisfied	0	0%
No Response	0	0%
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Total	10	100%

28. Communication style/ability

Very Satisfied	9	90%
Satisfied	1	10%
Neutral	0	0%
Unsatisfied	0	0%
Very Unsatisfied	0	0%
No Response	0	0%
<hr/>		
Total	10	100%

29. Knowledge

Very Satisfied	9	90%
Satisfied	1	10%
Neutral	0	0%
Unsatisfied	0	0%
Very Unsatisfied	0	0%
No Response	0	0%
<hr/>		
Total	10	100%

30. Understands your need/request

Very Satisfied	10	100%
Satisfied	0	0%
Neutral	0	0%
Unsatisfied	0	0%
Very Unsatisfied	0	0%
No Response	0	0%
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Total	10	100%

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31. Thinking about your most recent experience with this unit/office, please rank the service you received.

Superior	10	100%
Very Satisfactory	0	0%
About Average	0	0%
Somewhat Unsatisfactory	0	0%
Very Poor	0	0%
No Response	0	0%
Total	10	100%

32. Again thinking about your most recent experience with this office/unit, how many phone calls/visits did it take to resolve your question?

1	9	90%
2	1	10%
3	0	0%
4	0	0%
5	0	0%
6+	0	0%
No Response	0	0%
Total	10	100%

33. Do you feel this number is reasonable?

Yes	10	100%
Somewhat	0	0%
No	0	0%
No Response	0	0%
Total	10	100%