One Change	Additional Services	Additional Comments
DCS-Technical Services		
I would like to see improvements to the system for intake of technical services. The current system is a step in the right direction but response time for critical needs is often too slow.		
I would change the initial call-in procedure. Too many of the same questions asked when that info should have been recorded and kept from my first call in request. I feel too distant as though I'm not who I say I am.		"Our" District Computing staff members are very friendly, courteous and professional! They are very knowledgeable with computers!
Clarify how the roles of support staff on individual campuses should be distinguished from the roles of staff located at the District offices. Develop a smooth coordination of effort, without defensive territoriality.	Restore online reporting of problems. Develop an online suggestion box for ongoing feedback.	
Improve training.		
Change the "telephone calls ONLY" rule back to being able to use email. We can explain the problem more in depth in writing.	Training and/or a handbook on using Datatel. If there is such, we do not all have equal access.	
Time of Service - took three days to responed for 5 - minute job; Response time, regardless of whether service is provided; admin services nothing they do a good job; The Help Desk Needs to be more campus friendly.		
Add more staff to this department. I noticed there was almost always someone ahead of me who needed help and usually just one person to take care of all of our problems.	Laptop repair for students as well as staff.	I help out with Outreach and Recruitment Office events sometimes at SBVC. When we needed to upgrade the office software or had a computer issue we always got quick service but it was always just one guy helping everybody. We did get the software (Office 07) installed relatively quick but I think we could have gotten it even faster if we had more workers covering our tech.
THIS DEPARTMENT WOULD DO WELL TO BE OVER-ALL "DISTRICT" MINDED. THERE SEEMS TO BE A POSSESSIVE ATTITUDE WHEN A DEPARTMENT IS DIVIDED BY LOCATION.		SBVC/DISTRICT COMPUTING STAFF ARE MORE POLITE/PROFESSIONAL THAN CHC STAFF.
Web site can be updated more frequently There is a lot of information that is not current		
none	none	no
Because of continued changes and reoragaization, it is currently defficult to state until later period of time.	N/A	N/A
Recently DCS hired a User Liaison for the college who didn't receive adequate training prior to assigning her to a job site. I think training in the program and its process is crucial in providing appropriate service.		
That the person helping us have more knowledge with Datatel and MIS.		
speed and accuracy		
More clarity about the system in general. Not sure why there are seemingly so many problems with the system.		
Some one should be there to answer the phones at all times		
On site monthly services provided to all Departments of the District.	As indicated above -- a person to spend one day (monthly) in each Department of the District to assist with upgrades, maintenance and other services.	
Remove the link to the Florida call-center for problems. Bring back more local assistance so there is actually some follow-through on final resolution with problems.	More training for the on-campus technicians so they are better equipped to do their jobs.	These ratings are difficult to objectify based on the variety of individuals with whom I work at DCS. If everybody had the "can-do" attitude and willingness to help that I've witnessed from web developer Jason Brady, the ratings would be much higher. If I didn't already know how to fix a problem with my computer, I wouldn't have much faith that DCS will be able to solve it. That scenario has played out multiple times in the last year.
Help desk sometimes ask for things like ss# which they do not need. I have ended some help desk calls without receiving the information I needed because they insisted on this personal info.		
They need to have more technicians readily available to assist us when problems come up rather than waiting for a day or so waiting for a		

One Change	Additional Services	Additional Comments
technician to become available.		
Turn-around time. While the tech services at CHC does an outstanding job, they are not always able to immediately resolve the issues which seriously impacts my ability as the paramedic program director to keep the program running smoothly.		
nothing they do a good job		
Follow the chain of command!		
Works for me!	FAQs how to connect to Wi-Fi, change password, connect in class while teaching	
Respond sooner and make the Help Desk more efficient.		
Having to sit on hold for long periods of time to get a minor fix is RIDICULOUS. Then most of the time since we're calling people in Florida, they can't help us anyways and forward the problem back to the campus (if they remember to). Why not just start at the campus level...better service provided there even win minimal staff.		Having to sit on hold for long periods of time to get a minor fix is RIDICULOUS. Then most of the time since we're calling people in Florida, they can't help us anyways and forward the problem back to the campus (if they remember to). Why not just start at the campus level...better service provided there.
Help Desk requests via email--much quicker than speaking to someone in Florida.		
I would get them active in things other than computers all day long and have them move more. Phone call assistance is great - but personal assistance is much more helpful.		I am often confused as to whom to contact. We are told one day to e-mail queries and the next to use the phone. Consistency would be helpful.
	Ability to reset e-mail password from off-site computer.	
They are under staffed. I would add more support people. I would like to see the helpdesk brought in house.		
Given a time frame in which problems will be addressed. When you call the help desk and report a problem you are unaware of when the problem will be addressed. Some situations are answered immediately and others take months.		
It would be good if you could provide a back up computer while you're fixing mine.		
I was very satisfied WHEN I was able to talk to someone from the District staff NOT FLORIDA. I would stop using that service as an improvement- they are usless.		the men I have dealt with have been very personable, upbeat, and kind to my lack of computer knowledge.
On those occasions that a tech must come here the service is not very timely.		
The time frame in which the corrections are made AND responding to the individual when the corrections were made.		I believe that they are trying to do the best job that they can; however, the initial call - the person taking the message takes so long to decipher our problem. I know it takes long to solve, but just that first phone call seems to drag on with repetitive questions. Don't know whether this makes sense, but I had to repeat the same information several times while the person either writes it down. I can see if it is a major break down where explicit information needs to be precise, but when you just want your course activated, it should not take that long.
the response and attitude		
Get rid of Sungard staff on Help Desk. Too far away to be of good service. In-house customer service would be much better.		
Notification of when a service will be provided. For example, if you change you augment new cable service, you are notified when the cable company is scheduled to take care of your needs. That would be helpful for computer information.	It is not necessary to send a survey every time a service is completed. How are those survey's used. Please publish results or don't use them.	
Help Desk services to open a ticket for technical services is horrendous. I would like this service re-evaluated.		
They need more help.		
it would be nice if the same technician was servicing specific department(s)	installation of ArcGIS software	
		Really haven't had a need to contact the department because I haven't had any problems with service.
Higher "Priority status" for set-up of new employees computers, programs they need	1) A mandatory yearly e-mail with instructions for all employees to update there	

One Change	Additional Services	Additional Comments
access, etc. so it is completed on the date they report to work. Why? To reflect a Coordinated Professional Image to new employee by new employor.	"properties (general, etc...)" on Microsoft Outlook to have accurate information on file and then delete old e-mail addresses to clean up server.	
People should be trained and fully competent in the services they're supposed to provide for us!		No one since Tom Collins has been fully trained in Innovative Millennium, the library computer systems used at both campuses. Turnover is high and every new person knows less and less about this program. When we need help with a problem in Millennium, we end up doing most of the leg work because no one knows how to help us. Unacceptable!
Keep it in house. Our in house techs do more for us than the DCS call service. The call service just refers the calls to our in house people anyway. I don't know why we pay for a service that doesn't actually do anything for us anyway.		
This department should be more visible in their service to the campuses. They spend more time trying to figure out why it isn't their responsibility to do something than they do actually contributing.	Trainings to all new employees, and updates to existing employees on how to use datatel, webadvisor, and other database systems. Clear directions on who to take suggestions to and how to initiate services.	With reduced budgets, we need to communicate with our students via email. Unfortunately all emails need to come through this department and they (DCS programmers) don't seem to feel that is their job. There are no guidelines or procedures for this process, no communication and no training. Also, we have asked for a re-direct when students drop a class to capture the reasons they are dropping (to hopefully increase our retention) and that has not been done. Finally, there needs to be evaluations of services online as well. When students register for classes, use financial aid on-line services, library, etc. to see if we are serving our students- or how we can improve. We have lots of good ideas on the campuses of how to improve our services, but DCS is so not a part of our solutions- it is difficult to determine how efficient or effective they really are in serving our needs as a district.
Clearer understanding of whom to contact for particular issues given the re-org		
Training tips.		The staff is always very nice and helpful. Willing to do what it takes to get the job done.
My overall rating of this department is directly related to the services that Cory Brady and Carol Hannon provided. They are very professional and go above and beyond to help.	training on IT programs currently loaded on my computer (ACCESS, OneNote, etc)	The reason that I rated training low was only because I felt that I would get more out of the training sessions that I participated in. I did not.
Have the help desk located within our district.		
Maybe suggest a phone call from them telling you the expectancy of when one's computer will be ready.		
A clear understanding of who handles what would be helpful.		
Hire more qualified programmers. Innovations and technological implementations require the services of programmers.	Datatel Communications Management training	
N/A	N/A	
The Help Desk. Needs to be more campus friendly.		
		I've found the staff to be courteous and helpful to our department whenever call upon for assistance.
Just wondering when I call the Help Desk regarding my issue, I'm always told that someone else needs to call me back as they can't fix that problem. The problem is usually something minor like a password.		
I can't think of anything. We have a top-notch staff, very knowledgeable and courteous. They are a pleasure to work with and very patient!		
Equitable service between the two colleges		
		My requests and questions have been answered in a timely and professional manner.
More communication. Would like to be informed when service will be available and progress of problem/resolution		
		As answered above, the staff has always been very courteous and professional. They were able to help me with the problem I had at the time and in a very timely manner. I appreciate their service.
Response time, regardless of whether service is provided.		My office machine requires updates in order to perform certain functions. Have yet to receive notice about when these updates will be performed.
Training,: The Computing Services staff while		The off site help desk is a waste of funds and create a waste of

One Change	Additional Services	Additional Comments
great at their jobs cannot teach or train. There is one exception and that is Arlene McGowan she actually speaks end user. Most o f DETS staff speaks in industry lingo and do not speak end user. I set in the training session, I ask questions to try and understand and learn. I just get the answer repeated in more industry lingo and told I is easy I should be able to get the how to do it. (so now I am stupid). The Computing Services staff not qualified to do training session. Their staff needs to be trained in how to teach to the end user or get professional teachers/trainers to do the training because so far DETS training has be a waste of my time. I still cannot update my section of the SBCCD Web site		time. I should be able to email a help desk for not emergency help and create a help ticket. But now I have to call Floria and waste my time with these people and so they can create the ticket.
	install computers in all classrooms	
Beside only one number to contact the technical service, there should be an alternate number or email or leaving message. I did wait longer than 45min for calling fix my email in the first week. I did call several times to make it through. So UNSATISFIED		Very helpful except must waiting on calls.
The help desk. It seems that the help desk can only help on very few occasions and usually refers the calls to DCS. Feels like an un-necessary step in the process of providing help.		
Would like more info on how to prevent future problems		
Follow through on initial requests should be made in a timely manner and feedback provided on the initial request should be responded to.		Return phone calls or e-mails in a timely manner.
Change the help desk!		
I wish someone could figure out how to get rid of the defective word processing program on my computer and install a new one that works.		
HAVE THE DCS STAFF BE OUR HELP DESK FIRST CONTACT, THE FLORIDA FOLKS ARE NOT GREAT.		
More folks. One person handles too many departments.		
No need to change the pass word too often.		
It is hard to think of anything I would change about this department. The only thing I could think of is not of a service nature but with Datatel-MSCH, It will not delete like it use to. I have to delete off of BRCS now. Everyone is very helpfull in this department. I do not know what I would do without them.	• We have been discussing "Series25" which has Resource25 scheduling system to reserve rooms for non-academic meetings and class workshops. It is understandable that we can not buy this system at this time.	The development of an appropriate and clearly communicated process using a program Review Model. Please consider the following thoughts as a model for other Business Processes to increase communication, transparency, effectiveness and efficiency between the District, Campuses, PDC, & 8th Street office using the Datatel System and On-line forms. • Just a thought to increase efficiency, communication and transparency in one area is to link the campus on-line Facilities Use form to District Business Serv. Department. SBVC-Facilities Use Dept. could create a similar on-line form as CHC's, to schedule rooms to link Valley Campus to Business Services too. This connection would improve communication between Campus Fac. Use Depts. who assist with the responsibility of gathering insurance forms for Dist. Bus. Services. Specific questions related to "Insurance Requirements" for events would link only those specific large events to Business Serv.- so Bus. Serv. would know when a Speaker, Fair, Outreach Event or other large Public Event is scheduled at each campus. For example the form Speaker Performance Form could be linked to the On-Campus form so when the on-campus form is filled out it will pop-up when a "speaker" box is checked and the person filling out the form will automatically fill out the Speaker Performance form, which will automatically go to Bus. Serv. The person filling out the form could have the information as it is scheduled. Bus. Serv. would now have the power to request an event be canceled, if it did not meet the requirements. Please refer to CHC's Facilities Use On-Line Request form. I think if this single campus form is linked to Dist. Bus. Serv. e-mail, it would improve communication automatically and the District would know what's going on at each of the colleges. We could make it so only the large events, pertinent to obtaining insurance forms, are linked to Dist.Bus Ser. Transparency in this area is vital to increase efficiency in obtaining and meeting insurance requirements and to prevent law-suits.

One Change	Additional Services	Additional Comments
		• For an example of the on-line Facilities Use form, go to: www.craftonhills.edu, faculty/staff, Facilities Use, and find the Facilities Use form. This form is linked to various support staff: AV, Theatre, Café, Custodial, Grounds, Maintenance, and Campus Police to provide day-to-day communications of approved campus events/operations. SBVC campus could use this. • Also, another thought is to allowed specific departments district wide to have a point of access to a read only screen such as "XFUR", so they can see the availability of rooms they desire to request. • Another thought or example to increase efficiency of operations by allowing CBO access to see Admissions & Records holds. CBO can see other District Holds as well as Library holds on the PERC screen, which CBO places and releases holds on.
N/A		
Please return the option of being able to send HELP requests via email. That was an extremly user friendly way to ask for help. The new form is not, its hard to find and lacks clarity.	Computers for EVERY classified employee please. Or if that is not possible (which really should be possible but...) at least one computer in each building that is open AND AVAILABLE for student/staff use throughout the day.	My "not at all satisfied" answers are related to having to explain over and over to different people about a tech issue. Ususally we have to type, talk and explain the same issue several times before it gets resolved. There are some helpful people in that area, but it was much better when we had one contact person that we could just call to ask a simple question or for assistance on things that are unclear. Also, that person often became familiar with our needs as a department and we wouldn't have to re-explain what we need over and over again. Frustrating!
N/A	N/A	
Friendliness of staff	Publicized opportunities for upgrades of software and/or operating systems	
Very satisfied with all		Fast, courteous and accurate service
Just a little more clarity in explaining the solution.		
Several high level personnel in this department are tone deaf to ADA requirements and have been for a good long time. Workshops to assist them even in the language they use would be most beneficial. Currently, they employ language that smacks of condesencion. ADA is not their largesse or a favor they are doing anyone but Federal law.	More knowledge of disability equipment and needs.	
There needs to be better across the campus communication with faculty and students related to online classes. For example some aspects of Blackboard are not compatible with current browsers (Internet Explorer and Firefox). Students miss deadlines due to being frozen out of exam areas and then confusion on the part of faculty and students is often difficult to resolve. As a faculty I have to constantly revise my policies to accommodate technical problems while other faculty may be more rigid. This then creates more confusion among students as they move from one online course to another.	I am not sure if this pertains to this department - but I would like the district to implement mandatory online classes orientations for students before they take their first online class. Students who do not complete training would not be allowed to register for an online course. Orientation should then include how to post discussions, take exams, check faculty feedback for their assignments, SBVC e-mail, and expectations of online students. While the district would have to devote some resources to these online orientations, it would probably save money to the district in that online retention rates would increase. Many of the common technical problems that students use the Help Desk for would also decrease - again a savings to the district.	I appreciate that the district invests funds in a 24-7 help desk. This is of tremendous help to both the faculty and students! Thank you very much!!!!!!!
They were terrific -- couldn't think of how they could get better		
More on-site technical maintenance workers available.		
Be more responsive to the campus		
DCS keep good people		
Get rid of those people in Florida who run the Help Desk. They are useless.		From my experience, the only folks who have ever done any good regarding technology issues are those who work on-campus. They do a great job. Calling the Help Desk is a waste of time (and money, apparently); they are useless.
Help Desk services can improve and/or change. I would like to speak with a technician that can assist me with resolving simple technical issues. For example, I forgot my password to log on to the computer. I had to wait half of the day until a technician had to come and assist me hands on.		I have had many problems accessing campus central and cannot access the web page to this day. Will there be a simplified process to access campus central in the future? I would also like to comend Craig Ferguson on his above and beyond customer service.

One Change	Additional Services	Additional Comments
I think the help desk should have the capability to resolve this type of issue over the phone. I would like to see an in-house help desk; not have to speak with someone over 2,000 miles away.		
response time on help desk issues		
content with service		
Do not close campus central grading program!		
Nothing at this time		I am very pleased with the departments professonalism and knowledge
competent staff. On site help. adequate hardware		
Better communication when changes are made that affect us.		
It was recommended that I have a color printer. The cartridges are very expensive and I do so little color printing.		I am unclear on the process of evaluating equipment needs for employees.
The obsessive record-keeping and endless surveys. I deal with one person who helps me well every time.		
less red tape		
		Craig has been very helpful and works very hard for his department.

One Change	Additional Services	Additional Comments
DCS-Administrative Services		
Clarification of roles; when I had a question about correcting information on a college website, I got passed from person to person before I found somebody who could help me. There are district and campus webmasters and maybe subwebmasters for various special functions and it seemed a mess to me.	Suggestion box, where the public could easily comment on what they liked or disliked. Where they could give you answers to this question on a regular basis!	
More comfortable seats while we're waiting. The lines are always long at the beginning of every semester.		I went to Admin when I had to add some additional classes after the normal deadline. They were very helpful and got my schedule changed promptly.
Better and more timely response to the requests or inquiries.		
I would cut out the middle man - when you call the help desk they input your problem into a computer and then tell you someone will be with you then you wait around for hours until someone calls you back or comes by the office. Before when we actually had a Help Desk on campus they would troubleshoot your computer over the phone when you called or have one of their staff members come out for larger problems. Now when i have even the simpliest of problems - like i locked myself out of datatel i have to call help desk and wait for hours before someone calls me back to unlock it whereas before when i called help desk they would just unlock it while i was on the phone and i could get back to work.		
none	none	no
n/a	n/a	n/a
speed		
Better long-term vision of the impact of decisions about projects and the impact it has on students.		The positive comments are tied mostly to my experiences working with web developer Jason Brady.
Steps to access this service not clearly layed out, got it right by trial and error		
Responses need to be faster.		
	Need a web designer.	Jason Brady is extremely responsive with web changes and requests. He's very helpful and nice to work with.
I would limit the reminders of how busy and short staffed the department is. We are all busy. Also, the issue is not always the person, rather my antiquated computer that gets fixed by replacing old parts with refurbished old parts. It takes a certain type of person who can clearly explain technical issues to lay people. Not all the techs possess those characteristics, i.e., patience, understanding, kindness, service oriented.		The department works hard - with really old computers. I think they are doing the best they can given the circumstances.
They are understaffed. I would suggest another programmer and web developer		
Overall "buy in" of the College's mission and goals so that our sites may service our students.		
Respond more promptly.		Let us know what software is being considered. Don't buy software that you see at a tech conference without learning the amount of tech support that will be available. Don't initiate something as large as video streaming until you determine the extent that other things will suffer by this purchase. What have you done to have the one-card system available and useable at the colleges? It is very clear that people into technology have all the latest applications on their computers without letting the colleges know what applications may be available to them. What version should the colleges have of various applications. Perhaps heavy users of technology vs. reasonably heavy and so forth should know what is current. Don't buy any new applications until you have trained people on what is available. This is very labor intensive for the colleges to implement some of these purchases.
Department's understanding of work flow for customers.		
Clean-up: SBVC Websites, "departmental" update information and all information updated on a consistant timeline. Why? To insure all information on web is current and up to date in	A database that is manageable and can be updated to insure accurate records of employees employed with SBCCD and other pertinent data that needs to be tracked and	

One Change	Additional Services	Additional Comments
order to project to the Community our district is on top of data/web site	updated.	
Communication. They should be soliciting ideas from us and then solving problems. Other than our UL (a few hours- once a week), there is no presence on our campuses from DCS- and it is difficult to determine how we benefit from having them.	Training- Solicitation of ideas for improving how they serve us, and not trying to figure out why it's not their responsibility to do their job. i.e. faculty evaluations.	
Process to get student information (i.e stduents mailings, student type for special outreach)		
Is this survey queston about a different department than the last question? I didn't understand whether it was or not.		Please rphrase this so that we can tell if it is different than the department on the previous question.
None.		Very Satisfied
		I would like to see a greater commitment to the completion of the integration of Web Advisor to the matriculation and financial aid process.
Returning phone call's in a reasonable time		
Mandatory training, especially on Datatel.		
Services are fine, but the SBVC website is very hard to navigate.		
		I appreciate the service I have received, when requested. the staff has been very courteous and professional.
Training,: The Computing Services staff while great at their jobs cannot teach or train. There is one exception and that is Arlene McGowan she actually speaks end user. Most o f DETS staff speaks in industry lingo and do not speak end user. I set in the training session, I ask questions to try and understand and learn. I just get the answer repeated in more industry lingo and told I is easy I should be able to get the how to do it. (so now I am stupid). The Computing Services staff not qualified to do training session. Their staff needs to be trained in how to teach to the end user or get professional teachers/trainers to do the training because so far DETS training has be a waste of my time. I still cannot update my section of the SBCCD Web site.		
Return phone calls and/or e-mails in a timely manner. Respond to assistance with requests in a timely manner.		
No need to change the password too often.		Very satisfied because the timely help was given.
Timeliness has improved over the last year but it is still taking several days to get service.		I contact the help desk first.
N/A		
We miss being able to call Cory about things, he was very efficient and user friendly.		Cory and Jason are both excellent.
N/A	N/A	N/A
n/a		
Have more techinical maintenance people on-site available.		
response time to help desk issues		
They don't get back to you right away. Once time I waited several days to get a response...		
be more understanding of the audiance that is being trained		
who are they?		
There are times when response to a request or any follow through is lacking.		
The department needs to have more documentation on user programs. The documentation is greatly lacking. This would reduce the number of calls to the Help Desk with clearer documentation.		It has taken way too long to get Web Advisor implemented. We lag behind RCC, Chaffey, and Mt. San Jacinto. Our software for our webpage is not meeting our needs. More time and energy needs to be directed toward Student Services. The transcript program requires too many clicks of the mouse. A Web Master position is greatly needed. We could be doing so much more with our website. There needs to be more support of SARS maintenance, e.g., duplicate I.D.s and other errors of names.

One Change	Additional Services	Additional Comments
Distributed Education		Need to be respectful of other employees.
Work on clarity of communications. Have somebody who isn't a computer geek read e-mail instructions. Put together a concise instructional handbook for training workshops; in the workshops I've attended, I've gotten powerpoint printouts that are bulky and not very helpful when I'm back in my office.		
n/a	n/a	n/a
Provide this group with more budget and resources to help prepare SBCCD, its campuses, and its faculty to be closer to the cutting edge of teaching technology tools. The next generation of students will DEMAND it, and we have to be ready.		
Increase training offerings		
It would be helpful if the help hot-line could assist with computer grading program.		
I call for Blackboard assistance and inevitably my Dean can assist my much more quickly and clearly. It may be helpful if the tech could have remote access of my computer while assisting me. Otherwise we spend too much time trying to describe the problem in my limited tech vocab.		
They are under staffed and need a dedicated BlackBoard system administrator		
Students have been very satisfied; however, I was not informed when my issue was resolved. However, I did get a survey to complete - that is how I knew that my issue had been resolved.		
		Tre visited the SBVC Professional Development Committee. She was very very helpful in letting the staff know about DE and upcoming technology information. This type of interface needs to occur more often. Instead of the colleges making the overtures, perhaps information update sessions could be implemented.
sometime there is longtime to wait the answer. If you can do more faster than before it is appreciate.		
The training I have received is excellent. I have attended several classes and have come away with knowledge to spare!		
Decisions need to be made first and foremost based on what is best for students and instructional programs...something that is often forgotten or overlooked		
Blackboard is not consistantly operating. I do appreciate that notices are sent regarding maintenance dates and times.		
My experience was not a good one. I had great difficulty getting help and consequently have not used it since.	Better customer service.	
Mandatory orientations for online students as detailed in previous answer.		
Fantastic help for camtasia and blackboard		
Blackboard is down too often, and students receive the brunt of the negative consequences.		
face and name recognition. I love Glenn		

One Change	Additional Services	Additional Comments
Printing Services		
Give them the budget to maintain and repair the copiers so that the staff can do the work that comes in.		
One of the staff members is very rude-however, I think she is gone now.		
The services are still in the dark ages. Publications from other colleges are so far ahead of what our printing services produces.		
I would like the department to send a confirmation when an order is submitted online		
Occasionally I have had a special situation where I'm not sure how they want me to go about ordering, and if I call them, they always seem irritated, short, and tell me the bare minimum. I have never talked to anyone in the office who is courteous and generally agreeable. They make me feel like I'm an imposition on their day. This is what I would change above everything else.		my ordering experience was difficult. The form I had to fill out on the website did not have the things I wanted and required fields that I did not want on the print job, so I had to call; this proved to be difficult because the person I talked to seemed very irritated that I was not using the automated form and ultimately told me to figure it out on my own and just send a hard copy form with what I wanted to have printed. It was a difficult process and fairly confusing.
n/a	n/a	n/a
Improve phone etiquette.		There seems to be constant change in the procedure which is frustrating enough but the tone of the messages sent forward are just rude. It almost feels like "here's what we're doing, so deal with it!"
The website should remove forms we cannot get from the print shop and maybe add a note as to where to get them		The secretary (I guess she is gone now)was always rude. If a replacement is hired she should be informed to be courteous to their clients
More accountability by the designers when it comes to meeting deadlines and attention to accuracy. People submitting projects should not have to look for NEW errors based on changes made by the designers.	It's ridiculous that a district our size only has a 2-color press to serve the entire district. We need a 4-color printing press if we are going to continue with an in-house printing services shop. Same goes for two graphic designers for the whole district. This is not a scenario that will support the District's goals for much longer without being addressed.	Communication on status of projects is nonexistent. If I don't call and ask if a project is going to be done on time or late, I'll never know if it's even being worked on.
Louis, and Gloria are GREAT! XXX make things as difficult as possible, gives mis-information,is discourteous, does not want to help. Once you get past XXX everything flows well & is great.		see 6.2
It is excellent so nothing to change		
Online submission of print jobs needs to be accessible to all home computers		
Service could be more consistent and reliable. You can't always depend on a quality job that meets your deadline.		I really appreciate the helpfulness of Gloria Piggot and Debbie Castro.
I would improve skills in being personable, courteous, and service oriented.		They're not the friendliest - but they are good on follow-through.
I would like the print shop to provide updates for ongoing order. When it was submitted, does the print shop expect it to be late, estimated date of completion if not done on time.		I placed several orders using quick print in December and orders placed in January were showing up before mine. They were extremely late and I was not given a reason except that they were busy. If they were busy they should have given priority to the orders submitted earlier. I asked them how far ahead of time should I order to beat the beginning of the semester rush and they could not tell me. I suggested a month and they said that would do. I should not have to order things a month ahead of time. I should also have frequent updates on my late orders. On the good side, when I call and ask about my order the staff is very helpful and courteous.
I would improve absolutely nothing! You guys are great.		
		Print Services Dept. has one person that you have to deal with that is very hard to work with. The department is wonderful and helpful but for this one person. And, this is the contact person for the department.
		When I was unsatisfied it was the person who I talked to so I do not judge the others by his rudeness. Louie is great! He always takes care of a problem SAP.
better customer service, remember who their customer is.		Cannot emphasize the need for this department to remember who their customer is, the employees of the district.
There is a difference to printing tests vs. printing large documents. Printing tests is not too problematic, printing large documents is. Service	Have the capabilities of a large printing entity such as Kinko's where you can print multiple colors (graphs, bar charts when necessary)	There is no purpose to the Print Shop. We can save the money by purchasing better copiers at the campus and sending out the larger documents to a real print shop or Kinkos. We would save

One Change	Additional Services	Additional Comments
needs to be better on the latter.	otherwise why have a print shop? Anyone can print tests and syllabi easily. Contract out the printing services, but have areas at both campuses with a mini-printing service (updated copiers that are maintained) where faculty and staff can print the typical one-color copies.	salaries and benefits and could have first class copiers and someone available to assist in the copying for far less money than the service and specialized printing and graphics we currently receive.
It's a high pressure office, but more service with a smile would go a long way.		The online request form is timely, accurate, and I receive my product quickly.
		I had business cards printed for Classified Senate and it was quick and easy.
I understand that XXX has resigned so, in my opinion, the problem is gone. She was was the epitome of customer non-service and failed me on numerous occasions with her laziness, cover-ups and negligent work ethics.		Chris Jones and Gloria Piggott have been fantastic sources of help to me after I was transferred to a new division.
		Regarding clarity of procedures there could be some work done. It is unclear when an online v. hard copy is requested from print services for copies. I usually find out AFTER I've done it wrong because the procedure is not clear.
This department needs to communicate when there is a delay in printing services. (machine down)		
Establish a uniform method of ordering all types of products (forms, paper, etc.)		
XXX is very brash and difficult to work with. Sexist.		
The attitude of staff(not all). At times, it seems they go out of their way to make procedure difficult.		
		Usually the student services technician does all the interaction with printing services, so I haven't had any personal contact with the office. We seem to get our orders in a timely fashion.
None. They are great and very considerate!		
		Gloria does a great job in communicating and assisting with printing requests.
I would like to know how much services cost before services are provided because receiving an invoice after the service or order may result in money/funds not being available for instance when ordering cases of copy paper, the amount is usually sent on an invoice after the cases are delivered.		
		Louie and his staff are doing a great job.
I typically request confirmation that my copy requests have been received - the confirmation never comes, but the copies are always on time. I once phoned with a question. The person who answered the phone was not very professional and was somewhat rude.		
better response to let us know if they have received our items that are submitted online. One of my orders got lost and I did not know it for several days but I guess if they did not receive it they would not be able to respond.		
		timely help is being provided on all occasions.
Courtesy has improved over the last year.		
Bring a quick print back on campus. Sometimes documents have to be redesigned in their "Mac" programs. Wish we could be print ready from our desk top to their printing services.	More options on standard publications to just go into one of the print shop templates and change details for flyers, brochures, etc.	Jimmy is wonderful and the staff is very helpful!
		I am very satisfied with Crafton's service, not so satisfied with Print Shop's service or customer service
The link for submitting print job didn't go through, that would be an improvement.		
No reasons are given for sudden changes for the worse within this department. For example, a service they have been providing for the last 8 years cannot be provided now with no logical reason for why.		
Moodiness of the XXX.		I consistently have contact with Gloria Piggott and am very pleased with her assistance. She is a great asset to the District.
Staff, including supervisor, need to be more courteous and helpful		

One Change	Additional Services	Additional Comments
There was a problem with a particular individual who no longer works there.		Please see 6.2
better customer services		
Nothing at this time		this is a team of outstanding individuals that care about keeping our programs running
		let there be color.
My department could not find the copy order when it was delivered so the students received the materials very late.	I want to be able to contact the printing service by e-mail to check on delays.	

One Change	Additional Services	Additional Comments
Human Resources		
This department needs training on all services stated above of the Human Resources Department. The one thing I would change first is the way they distribute important information! For example the employment process. The employment opportunities are not publicized early enough for the public/in-house to respond and the closing date is always too early! The hiring process is un-professional. Also, the benefits information given always have a flaw. This department needs some serious and accurate training!		This department houses very friendly and courteous employees. Unfortunately, the consistency and accuracy in information given is not implemented in all aspects of a Human Resources department.
	Partner with each campus regarding professional development activities. Office hours at each campus. Staffing planning with each of the campus. Coordinated recruiting consistent with the mission, vision, and values of each campus. Contract training, Ed Code training, supervisor training.	
Start over with ALL new people. Develop a customer service attitude. Respect policies developed through shared governance; if changes are needed, work within shared governance structures. Return phone calls and e-mails. Get all staff training in appropriate laws governing their area. Do more training of employee in required and desirable areas, not just cover SBCCD butt by having online training checkoffs. Develop policy and procedure for board adoption in areas where SBCCD is totally deficient, such as in dealing with staff-staff conflicts (currently, only members of a protected class can file any kind of harassment complaint). Get HR employees who will show up for work (usually when I call, the person I need is "out for the week". I could go on and on, but why am I having to tell HR how to do its job?	HR doesn't manage its current services adequately; I wouldn't dare ask it to do more.	I think that you get the ideas from my suggestions for improvements why I marked Not at all satisfied or Not very satisfied.
the speed at which they get back to you regarding issues		The accuracy of information provided is questionable along with the clarity of procedeures I must follow to obtain the services I need. I get the run around and am never sure who to ask specific question of because they all get passed along anyway [NOT TRUNCATED]
they need amore staff. things have definitely improved, and all the staff are very good, but they seem overtaxed		
When changes in procedures and/or paperwork to be submitted occur, the people who must follow those procedures and/or submit that paperwork should be notified. It's just a matter of common courtesy, but it is sadly lacking from HR and Payroll. And even if they don't care about being courteous with their peers, they should think about their efficiency and ours when we submit things and then have to resubmit for problems and/or changes we knew nothing about...!		
More detailed and clear information and workshops about benefits and easier access to the staff if there are questions.		
Have some one answer the phone when we call It is annoying to call and never speak to some one		
none	none	
n/a	n/a	n/a
Better communication.	Telephone Directory for the entire District. Better training for hiring short-term/professional experts, & students. Better training for hiring adjunct faculty.	
Timeliness--and answer your phones!!!!		The HR Specialist that I work with on a day-to-day basis is great. But if you have to call anyone else they either do not answer their phones or they never call you back.
Response is practically nil, and when you do get	Training. Emails or notices should go out	

One Change	Additional Services	Additional Comments
one they act irritated	whenever there is a change made. Staff is never aware of changes and then we are made to look like we are stupid	
More accountability for action and redress for mistakes		
That someone knowlegeable get back to you within 24 hours of a question at maximum and that answers are consistent	Information on who has completed what training and when they are due for training and how to access it	Phones are not answered and rarely is there a response to a message. e-mails are not answered timely. Information is inconsistent. No one ever notifies us of changes or that a specific request/process has been completed. Processes and proceedures are unclear
		My interaction this past year has been with Lizanna Ocampo who is extremely professional, helpful and always responds in a timely fashion to any questions I have. In the past, I have not a favorable experience with HR.
Have these folks at least answer there phones every time I called there I have to leave a message 2 or 3 times before some one will call back in 2 or 3 cases I have had to E-mail deo shipp to get a call back. Their condescending attitude toward anyone not in HR. One thing? How about everything? HR is a constant source of misinformation, chaos, and delay. Issues such as management & classified hiring procedures, the bilingual stipend, problems in the police department, and risk management have gone without resolution for months - or years. Dio and Renee seem to flounder about from one issue to another without accomplishing anything and with no intention of working within any policy, procedural, contractual, or regulatory framework. HR function is simply abysmal.	Get better help	The HR web site is the only place you can get the right answers. This department consistently changes policies and procedures without disseminating the information to everyone that needs to know. It seems like "everything" is a big secret, and the campuses are treated like unwanted step children.
Consistent Response- any response from management when requesting information is a hit or miss proposition. If it is requested as important a reasonable response time is given. Otherwise I may not hear back at all on my questions.		Jeremiah is great and should be commended for the job he does.
Consistantly when calling HR, the telephone is not answered.	Update on process and procedures when dealing with any aspect of HR.	
Make procedures clearer when changing job sites		
	Handbook on how to hire certain types of employees and what forms/paperwork is needed.	
Leadership! I don't think the current leadership is effective or constructive.	Management training, new employee orientation	I have not found HR to be very responsive or knowledgable on procedures. Current leaders do not appear to be addressing HR issues that (policies, communication, training) that have been troubling for a long time.
Front desk, MUST be more personable, friendly and welcoming		Often, as in many of the departments here, one must go through several lines of communication before an answer is revealed. Streamline processes.
communication and procedures are not accurate and consistent		
		The staff is always very knowledgeable and friendly
The VP NEVER answers email and seems like a black hole for information. Ditto for almost all of her staff. Only NG is great!		
I would like to see them take a more active role in personel accounting. They should be the first to know when a new employee is hired or quits\fired.	Employee database with current employee info on vacation, benefits, location, department, phone number	
Better communication to all Staff and Faculty when changes are made that affect our health and welfare benefits.		
I asked the Vice Chancellor to take a second look at a decision that was made. She handed it over to a classified employee, delayed 6 weeks in getting back to me, and then ambushed me in a meeting with a dean and VP. I'll never trust her again. We're being mandated to take a 3.5 hour safety training. The deadline is too short. Our time is valuable and we're here to serve students, not the district.		Generally, HR has improved over the years.
		This department does not return phone calls. If you e-mail it

One Change	Additional Services	Additional Comments
		takes days to get a response. The information that is given is not correct. It takes months to get anything complete with HR
teach the staff on how to deal with employees, teach them they are not better than classified, NO ONE likes to deal with HR!!!		
One thing? How about everything? HR is a constant source of misinformation, chaos, and delay. Issues such as management & classified hiring procedures, the bilingual stipend, problems in the police department, and risk management have gone without resolution for months - or years. Dio and Renee seem to flounder about from one issue to another without accomplishing anything and with no intention of working within any policy, procedural, contractual, or regulatory framework. HR function is simply abysmal.		
Need to answer the phones		
Better response time on inquiries, better overall communication.	Keeping lines of communication open is key!	Again, department needs to remember who their customers are-- the employees, and to provide services accordingly.
		There was only one time I was not satisfied with the service at HR XXX was looking into a problem for me and never followed through getting me an answer. All other service was very good from other staff members.
Return phone calls or emails! This is not true for everyone in HR, but it is true for a majority of individuals in HR.		The current insurance coverage appears as if it was negotiated by individuals with no negotiating experience coming up against MicroSoft negotiators. The front-line staff need to turn around phone calls and emails more promptly. After all, HR should be the model of how employees should behave within the SBCCD.
The confidential staff do what they can it seems, but if an issue has to go higher for resolution-- forget about that issue ever being resolved. Is there some way to track resolution of an issue?	Shouldn't there be ongoing/on-demand training?	The generalists and office clerk are great to work with.
simplification of hiring procedures. On average, it takes 4 months to hire a part-time staff. It is too slow for our department.		
Database management: Why? Provide "accurate" data anytime reports or statistics our requested on employees of the district entities. Examples: Label list, senority list, Training list, Reguired Training per District IIPP plans, etc... Note: If you have board agenda items that have been "approved", make sure information gets inputed into database to assure accurate reporting(Restructure of organization chart, new employees, terminated employees, departmental name changes, position name changes or deletions)and have a system in place to assure HR obtains information from others to assure they obtain the accurate data for there database.	1) One Stop - All in One "On-line Procedure Manuel" for campus employees to access within offices on web which incorporates each departments procedures pertaining to the HR generatic job descriptions at SBCCD. Example sections as follows: New employee (Orientation, Check list, Campus Emergency Plan for each entity, etc.); Board policies & regulations; Procedures; Forms; Etc. Why: Employees would be able to access On-Line Manuel at one on line location to obtain up to date information on procedures within departments; assist in training new employees within offices; up to date procedures changes; forms; etc. Most of all streamlines multiple places you have to go to make sure you are performing task correctly. 2)Paperless "payroll" reporting each month to district from campuses to save cost and time involved (Cost savings: Paper and printing cost of form (NCR), time employee fills out form, time staff collects, tracks & forwards to payroll, SBCCD time to sort paper form and input data). Possible tie system into electronically submission by e-mail with electronic signatures in lieu of paper signed form. 3)Training/ Transfer Program (followed)for "upward mobility within this organization" for interested "Classified Staff" employees. Review internal transfer procedure within District and completion of performance evaluation to reflect interest of employee. Mentorship by another professional management personnel on campus. 4)Overview Training Program implemented for any new hire managment position to insure they have the knowledge to deal with staff regarding state/federal regulations, union contracts, supervisory skills, performance appraisal completion,	Example of professionism starts at the top and trickles down to lower positions within this district. HR is the key to how employees perceive how well an district handles employees concerns, how they are valued, there treatment,if they adhere to equal opportunity/rules/regulation/board policies and especially if they follow a code of conduct. HR staff individuals can only provide excellant service as there leaders deem necessary. If staff, faculty, & management at campus levels know HR is not working efficiently or on top of things, then knowledge of problems within HR trickles down to work locations and some may think this is a window of opportunity to manage as they deem necessary. Note: You have to keep in mind that problems in HR do not happen overnight and cannot be cleaned up overnight. New Management that acquires problems from past years will need time to correct and go forth. The classified staff in HR have always been very helpful with any concern that I have e-mailed them with or called them on.

One Change	Additional Services	Additional Comments
	etc... in order to promote positivity and build a successful team working together within there office. Also incorporate how to properly handle situtions and document difficult employees within there department, without verbal confitation in front of other employees or staff. 5)Notification System and Timelines with dates for "required" training per District "plans" is put in place at beginning of each year to insure that all training is up to date and departments can pre-plan training dates to insure all staff attends. Especially training that could prevent accidents on campuses that have occurred in past to prevent our medical coverage going up because of severe injuries.	
I would like to see the staff remain more consistent (if possible), and I would like them to widely distribute updated information on new staff and what their responsibilities are when there is a change.	I would like the HR Board Agenda Deadlines to be posted on their website.	I am impressed with the kind and timely responses I get from the HR staff.
There need to be clear, consistent, OFFICIAL procedures for all situations!		I have worked here for three years and every time I have to call HR for anything, it is a HUGE hassle--you get different answers for the same question depending on who you talk to. And god help you if you have a brain and ask for clarification or why the answer is different this time than the time before--you get big-time ugly attitude, snapped at or passed around the chain until you just give up.
Consistency--all information should be the same and not change depending on who you talk to. Everyone should be informed of changes to procedures.		
Training- I was on a hiring committee and there was ZERO training. This is very dangerous for our district's risk management. Also, we should be able to use the gym's at our campuses during lunch periods. You want us to be healthier yet we have facilities that could assist us in reaching those goals and they are off limits. We need to develop a professional code of conduct and code of ethics. HR should make sure employee performance evaluations are being completed because we do not properly manage our Personnel. Just because an employee has "worked" for the district for 10+ years doesn't mean they are doing a good job.		
Better follow through, staff doesn't return calls, gives out wrong information in some cases necessary to job postings.		
I one time only had an encounter with a staff member who was filling in for someone and this person didn't have all the information needed, but this is to be expected and this person did follow up for me.		
Timeline for position development and hiring needs to be expedited and procedures should be better documented.	All job descriptions are not currently posted online.	A management reclassification study was conducted over a year ago and no information has been shared or released. This is perceived by many to be a lack of transparency.
Consistency. Return phone calls or answer the phone.		There should be an employee manual. Policies are not communicated. It's like a black hole...
It would be helpful if the staff answered their phones. Often you must try several extensions before speaking to anyone. Several staff memebers do not return calls in a timely manner, or never return calls.	Accurate information should be provided. The answer to questions varying depending on who you ask.	This department is in desperate need of leadership. Management contiually makes excuses for the mistakes or inaccuracies provided by staff. The staff members appear to run management.
The Vice Chancellor of Human Resources needs to follow-up on the staff, and the staff and the HR director need to support the Vice Chancellor and each other.		Phone calls and emails go unanswered in many cases.Staff spends entirely too much time in staff meetings and "training" which leaves no one in the office.It's rare to have everyone at work or in the office on the same day.Lots of errors in board items and incorrect information given to staff, deadlines are ignored. This department "does it's own thing", including the VC and the HR director. The only two people you can count on to help or answer questions is Renee's secretary and the person at the front desk. I hear constantly they are "over-worked" and there is not enough staff in the department. Something needs to

One Change	Additional Services	Additional Comments
		happen to turn this department around--and soon.
	Allow employees to access certain information online (their W4 selections, sick/vacation hours balance etc.)	
They should respond quicker to enquiries	Current information on hours of vacation and sick time available would be helpful. At the moment, the information is at least two months old.	
for XXX and XXX to be as responsive as Tommi Ng and Lizzanna Ocampo. XXX has a reputation for not returning calls.		
Their condescending attitude toward anyone not in HR.	Helpful coordination with the campuses in all aspects of HR.	This department consistently changes policies and procedures without disseminating the information to everyone that needs to know. It seems like "everything" is a big secret, and the campuses are treated like unwanted step children.
It would be nice if personnel would answer phone and return calls.		
Absences impacted me personally on a request I made to have an insurance policy cancelled. Also, a clearer understanding of what HR needs in order to let someone go if they are not doing their job.		Tommi Ng is very easy to work with and follows through on any requests I have.
They are not very friendly and make it clear to part-timers that we are not real employees. They also take their time to talk to you when you walk in, even if they are only talking to each other casually. I would improve their overall customer service.	I want my check statements and change of address to be available online. Also, it is hard to access this department without having to drive down to the district, which is far out of my way. If there were a satellite department at CHC that would help.	
Yes privacy		
Leadership in this office is still sorely lacking		
It's not easy getting a hold of people in HR.		
Knowledge of the benefits of being in a union because the benefits of being in a union nor union contacts is not presented to new hires.		Same as 7.2
Communications. On one occasion, I was told one thing, and on the next, something else. Also, I had asked a department member to notify my boss that I would be later back to my department than anticipated due to training. Although she promised to tell my boss, the HR staff member did not do so.		
answer the phone. Do there work. Follow board policeis and proceedures.		The overall management of this department is lacking. Customer Services: No one answers a phone, the department is allowed to all take lunch at the same time so no help can be given, and if you get information from this department it is wrong. General running of the department: They can not complete thing in a timely fashion. This department does not follow board policy or procedures at all when it comes to contracting for services. They can't seem to manage their budget or the workers compensation program. The spend hundreds of thousands of dollars to attorneys to do their work or fix what they have done. We should just hire the attorneys and get rid of HR department all together.
Return phone calls and or emails in a timely manner. Respond to requests for assistance in a timely manner. Hardly anyone in the HR staff answers their phones. Need to work on their professionalism skills...can be rude and often sound as if we are taking up their time when requesting assistance. Be consistent with processes and procedures in the screening process.		As an administrator, I have business to discuss at the district office. The receptionist makes you feel that you cannot see a district employee until she gives you approval to walk through the door.
It is difficult to figure out who to call when assistance is needed. There don't seem to be clear areas of responsibility.		Jeremiah is AWESOME! He is always helpful and responds to request in a timely manner, even when all he can do is refer you to someone else!
WE NEED A IMPARTIAL VISE CHANCLER WHO WILL GIVE THE SAME TREATMENT AS THE SUPERVISION STAFF		SATISFIED
I'm an adjunct and slowly, over time, interacting with other people have I learned about my benefits. I think HR could do a much better job explaining how we get paid when we're sick, how the retirement system works, etc..	Put a handbook together with info on adjuncts' benefits	I asked a question about sick/personal time and got referred to the CTA bargaining website - I just needed my question answered. I was not impressed.
Clarity of procedures have improved over the year. After the 1st Reclass Request was lost by	It would be nice to have somthing in writing on classes or trainning that will guide me	Courtesy is a strong point for a few of the workers in this area but could improve for others.

One Change	Additional Services	Additional Comments
my supervisor, I fill out another one and had to wait another year before I was told that my reclass was denied and I should fill out a 3rd request indicating a different title;I gave up.	toward a higher classification with-in the district.	
Perhaps new staffing and more training for them on customer service?	Send out employment notices to inter campus via email before they go public so that qualified employees have the opportunity to apply. This USED to be done by HR on a regular basis.	Something desperately needs to change in this department, and I have personally received mis-information from front line staff. I've served on several committees and proper processes were not followed. Simply getting people on the phone is difficult, and paperwork is frequently lost. It is, in my opinion, the most ineffective and poorly run department in the district.
N/A	N/A	N/A
Renee has done outstanding work and I look forward to seeing what else she will do!	It would be nice to have online access with relevant hyperlinks to the collective bargaining agreements.	
Once again, it is ADA issues-our whole District is tone deaf.		
I don't know who to contact to get help regarding personal questions. The department has been helpful in meeting my needs regarding adjunct faculty.		
Follow-up, courtesy of some staff		Tommy Ng seems to carry the department on the majority of issues I need/have had. She is courteous and always gets back to me in a timely manner.
Improve communication to the campuses and ensure that the information that the HR management team delivers		
Return phone call's promptly		Perhaps more training is needed for the staff. Courtesy, timeliness in responding to calls, and follow through were the worst. I had to call several times, and finally I spoke to the vice-chancellor to resolve issues.
The Human Resources is the most unapproachable dept we have that supports the operations of the District. Policies are made without input and pronouncements are made unilaterally. There is a one size fits all mindset which leads to a general inability to recognize that the policies made may not be appropriate for all departments or divisions.		It is best to not respond.
HR staff should be more attentive to phone calls. It is very difficult reaching someone on the phone in HR. HR staff does not return calls in a timely manner or at all.		
make more available		No comment
get real	too many hoops	out of touch
Proceedures on many things not clear. Often hard to reach anyone in department.		Proceedures are not clear often times. Sometimes do not get any response to an email or phone message requesting assistance.
		Oftentimes, I feel the HR office is in an adversarial role. Employees do not always know what questions to ask. I feel my 11-month counselor contract is not fully understood in days worked, because this gets conveyed through Payroll, but don't they look to HR for interpretation?
Consistency between staff and management - One voice, one department.		Reliability.
	Develop a on-line access to view paystubs and Up to date Vacation balances and sick balances time through the SBCCD District website.	Cheryl Burge has been and continues to be helpful in understanding employee needs and is always available to answer questions. Thanks to Cheryl Burge, she is courteous and respectful.

One Change	Additional Services	Additional Comments
Accounting/Accounts Payable/Audit		
Hire more employees for this department. Too much work for such small staff!		
Same comments as made for the previous department.		
none	none	no
n/a	n/a	n/a
Pay the bill faster		
Internal Customer Service.		
Timely response and follow through.		This is an area that I find extremely frustrating. We order a lot of supplies and equipment for this department and it is difficult to figure out who you need to speak to in order to resolve a particular problem; a significant number of purchase orders seem to never reach the vendor even though District says they mailed them. I actually find it easier to resolve most of my problems by dealing directly with the vendor and then contacting District to let them know what they need to do.
It appears that the mentality of personnel in Accounting is that we don't know what we are talking about. That may be because we are not made aware of process and procedures which seem to change often.		
Consistency and communication in accounts payable so you can prepare your paperwork properly the first time.		Budget transfers are done in a timely manner; excellent service.
I understand the importance of the written document, but sometimes a verbal response would be helpful, even if it is repetitive of what is in the written document - for those who are auditory learners.		I always feel like I'm bothering people when I call them. So I tend not to call and let things fall behind schedule. Perhaps if I felt welcome by the district, I would interact more regularly with them.
		When an invoice is sent to me for signature, an attachement is provided with all information I need to provide with that signature. This is a big help as I work with different funds that require different backup documentation to pay the invoice.
they need more help.....		This department, along with payroll, are the best at the District. The women go out of their way to help-even if it is not in their department. staff is very nice-knows how to dea lwith people [NOT TRUNCATED]
Their attitudes these folks are not helpful and it often seems as if i bothering them.		
If you can solve the problem on a form, don't return it to the colleges, simply solve the problem and don't do it by re-routing. Everyone makes mistakes. If you can add something on your end, please do so and don't adhere to the adage that you are teaching the colleges the right way to do something by returning the form.		Generally, most people in accounts payable are helpful so this survey doesn't seem fair to those people who are helpful and those who aren't.
Training to be provided on Accounts Payable processes.		The staff are friendly and helpful as much as the process lets them.
1) There is no communication loop back to the department. We always have to call to find out where our paperwork in the process. We need some kind of online tracking system that would tell the department what stage (and whose desk) your paperwork is currently at. 2) Travel reimbursement takes too long	Get rid of PAPERwork! We are operating in the previous century submitting & keeping everything on "hard" paper. We need a reliable online system to enter travel requests, reimbursement requests, mileage, etc.	Re: i) this is the first opportunity to provide input on changes Also, see 8.2 and 8.3
		Wonderful, helpful staff.
Increase the communication gaps and clarity of all procedures. Maybe a publication of procedures that can be updated from time to time would be helpful, especially for new employees to the district but even for those of us who have been here awhile as procedures often change without notice.		Clarity of procedures is necessary and staff/faculty must be notified in a timely manner when existing procedures are modified. The way it has been happening is that we find out AFTER we make a mistake due to a procedural or paperwork change about which we were not notified.
faster processing of travel expenses		
Deadlines for board items in business services need to be closer to the board meeting dates. It's unrealistic to expect items to be in 6 weeks before a board meeting.		The accounts payable department should be checking documents as they come in for missing information instead of leaving them sit for days and then calling/emailing the person asking for the missing information. Any "special circumstances or requests" should be brought to the attention of the vice chancellor.
Most members of staff are pretty helpful.Some of		

One Change	Additional Services	Additional Comments
them need to improve their customer service skills, though.		
		This department provides excellent support and services to the campus.
It seems that notification of procedural changes occuring may not always be sent to people who are affected.		
		Very helpful.
		Always helpful and answers questions as soon as they can.
		They staff is always so helpful, always willing to answer questions I may have. They are doing a great job.
Return phone calls and/or e-mails in a timely manner. Be consistent with policies and procedures and communciate any changes with the constituencies that you are working with. Respond to requests for assistance in a timely manner.		
		SATISFIED
The contract approval process is unreasonably burdensome and logistically a nightmare for most staff, students and faculty at the campus levels. Please, change the PROCESS!!!	Hands on assistance with contract approval paperwork.	Please have more than one person who can handle contract paperwork. When this person is out nothing gets done. Even when they are in contracts are lost, misplaced and often have to be submitted more than once to get to board. Also, this area needs staff willing to help users manuever the process. Instead its like running an obstacle course to get a contract to board....full of BARRIERS!
Consistency, courtesy of a follow-up call or email when requesting status		
Respond promptly to phone calls or emails.		Again, respond promptly to phone calls or emails. I had to call the department several times before someone assisted me.
		The Accounts department are always helpful and prompt
Consistency of procedures!		Definitely need more clarity and consistency of procedures and any changes to procedures. It often seems that after doing something the same way for a long period of time, we are suddenly informed that it is not right, and we need to correct something that we had no idea had changed. This often times causes long delays in getting a vendor paid.
There is a revolving door of managers, and it takes a while to get acclimated to a new work environment. When I was department chair, I received no training on the budget. A lot of what I learned was through trial and error. There needs to be more proactive follow-up, and tolerance for newbies learning how to properly use all of the resources.	Training on a regular basis.	Rhonda did a good job!

One Change	Additional Services	Additional Comments
Payroll		
		Great staff! Friendly, courteous and professional!
Stop rejecting paperwork that is incomplete but simple for payroll to resolve with a quick email or phone call.	Enhanced/improved payroll reporting accessible to administrators.	
	Suggestion box for letting me make comments when they occur to me, not just once in a blue moon when someone does a survey for accreditation.	
		the staff in payroll are very helpful and concerned. I was provided with the information I needed and helped to access information through the employee self service site.
Same comments as for the two previous departments.		
SIMPLIFY PROCEDURES. THIS DEPARTMENT SEEMS TO BE TRAPPED BETWEEN HARD COPY PAPER TRACKING AND ELECTRONIC. I DO NOT KNOW HOW THIS COULD CHANGE.	I WOULD LIKE TO SEE SICK/VAC INFO ON EACH PAYROLL STUB, INSTEAD OF QUARTERLY MINIATURE HARD PAPER COPY. I HAD THAT ON MY PREVIOUS EMPLOY/SCHOOL DISTRICT STUB.	I DO THINK THE STAFF DO THEIR BEST WHILE DEALING WITH STAFF/FACULTY WHO DO NOT KNOW THE REQUIREMENTS SET UPON PAYROLL.
none	none	no
n/a	n/a	n/a
Response time should be quicker. They are usually rude	Training or posting of practices and changes	
General courtesy of staff could be improved. Often I feel like I am bothering them with a question.		
Instead of stapling paper with leave/vacation/sick time accruals in mailboxes, simply provide it online OR have it publish on our checks mailed to our homes.	Online time sheets are overdue. Eliminate the triplicate.	
		Method of calculating part time salaries is very confusing and does not make sense. It is unclear if the appropriate payment is being applied
Payroll personnel have been very helpful and understanding when issues arise.		
The times I have called, some of the women seem on-edge and short with the responses given.		
		Satisfied with services performed, not necessarily friendliness.
Up to date Vacation\sick hours report		
		Always helpful
		This department knows their job and they do it!! They are always willing to help out. I do not have to work up the courage to call them.
When I call on the phone and have to leave a message many times I don't get a return call. I have to keep calling until I get someone on the phone. I would appreciate my calls returned.		
I would hire more courteous employee		
How hard is it to notify staff every month on their pay warrants as to how much sick time and vacation time (up to a certain date)they have accrued.		Some in payroll are very helpful (Angie) and some are very slow in responding.
		Given their workload, their turn around time for response on issues is fantastic!
I had questions about a list for fund raising food drive that was supposedly provided by district and no one would give me any answers. I talked to the Director of HR about it possibly being potential fraud. Haven't heard anything sense but it was reported. Apparently friends can recieve this information but the Chief Executive of the organization that sponsors the event cannot. If re-elected it may not be done at all because of this.		Another thing is I was improperly informed about where my payroll would go after closing an account and opening a new one. I was stressed and upset because of the run around of tracking down my check because of misinformation.
I wished the system allowed for the "leave tracking" to be more up to date. It would be nice if it reflected current to date numbers.	Paper less payroll and forms- Stremline: Electronic payroll forms from campus to district each month and all forms electronically submitted.	
		Angie, Diana and Colleen are awesome and I always get fast and accurate help from them.
Procedures need to be streamlined and updated		Again, another department where you get different answers to

One Change	Additional Services	Additional Comments
for the 21st century.		the same question about procedures, etc., depending on who you happen to speak to. Also, I've had timesheets for student workers disappear, which caused them to be delayed on their pay for two weeks! There is no good reason why timesheet submittal can't be done electronically and securely.
HR and payroll should communicate when faculty/staff/part-timers put in a change of name, address, or phone. My staff have had to fill out up to 5 change of address forms before that information is communicated across the hall.		
Why does it take so long to update the sick/vacation hours. They should completely stop sending out updates which are grossly outdated-it's a waste of paper and resources (mail carriers) to deliver a list of days used/remaining that is three months behind.		
		This staff is very conscientious and always helpful. Provides accurate information in a timely manner. Reporting is accurate and therefore the payroll is correct.
	Same as for HR - Allow employees to access information online (W4 selections, sick/vacation balances, etc.)	
Payroll continuously looses work reports. They wait until it's much too late to contact supervisors of work reports that were not received. Not very friendly or helpful. I would ask that work reports be fillable and submitable online i.e., e-workflow.		
		This department provides excellent support and services to the campuses.
		Very helpful
There needs to be a better mechanism for requesting services. There is no way to know who to call, or how to get help.	Online pay statements!	There seems to be some significant issues with this department. They are always slow to respond to requests for assistance. They never return phone calls (responding by e-mail instead), and the frequently make errors in pay and deductions.
Great service		
N/A		
Easier way to access our rate information, pay stub information, and leave information, in electronic format in real time.	Electronic copies of paystubs, leave and rate information via email or on the web somewhere.	Excellent staff, friendly, helpful and over all efficient and accurate! Thank you!
It would be helpful if managers could have access to LeaveTrack so we could keep an eye of sick leave use and vaco balances. The current approach--hard copy reports--can lead to managers being blindsided.		
When payroll makes errors, we pay big time-they then get awarded Employee of the Year-go figure!		
		Very, Very helpful. If I need any type of clarification, they are always available to assist me
I feel that they do not understand the operational needs of the Counseling Center, e.g., 200 day faculty employees on a 12 month schedule. This affects office coverage due to calendar changes. There is so much red tape to get through. I was actually told one time that it was unethical of me to change my calendar. I needed to change my calendar to cover an event on a Saturday. I was told that I needed to work per diem. Can you imagine the impact on the budget and all of the paperwork to work per diem? Also, their forms are not user friendly.		One year, the Payroll Department made the payment of my tax shelter to the wrong financial institution. Penny Ongoco said there was "no money" to cover this error. So, I had to wait for the funds to be retrieved from the wrong financial institution, and redeposited to the correct financial institution. I lost interest and I paid for the mistake by the district. Years later, I learned there was a contingency fund for the District. The contingency fund should be used to cover district errors made on employee's payroll. Previous districts where I worked, issued checks immediately to cover discrepancies in Payroll. As long as the district continues to treat employees punitively, the bad relations will remain. I believe there needs to be more oversight of Payroll employees, XXX and XXX.
	Develop a on-line access to view paystubs and Up to date Vacation balances and sick balances time through the SBCCD District website.	Colleen Gamboa is the most professional person in the Payroll Department. She is respectful, helpful and listens to employee needs. When I have questions regarding payroll she gives accurate information.

One Change	Additional Services	Additional Comments
Purchasing		
		Great services! Knowledgeable, friendly, courteous and professional!
The purchasing procedeure on a whole takes an inordinate amount of time from PR to receiving product		The staff in purchasing are always very pleasnt to deal with but the process of order approval takes a long time
Deadlines are routinely changed to meet their needs. How about meeting OUR needs?		
none	none	no
n/a	n/a	n/a
getting a budget transfer take MONTHS		
XXX derails the system to suit XXXself. XXX continuously misplaces contracts and then blames us for not getting them in on time. We have developed an elaborate system to make sure we can document turning them in on time. When we show XXX our proof everything miraculously gets straightened out. I am tired of jumping through these hoops.		
Completely overhaul the bloated contract process to meet the needs of two busy campuses loaded with ideas that are continually stymied by overbearing timelines and requirements from vendors.		How long must the campus faculty and staff members continue to grind it out each day trying to meet the needs of students and the college while wilting under the tired mantra coming from this department that simply regurgitates Board policies and rules/regulations? When was the last time a decision in this area even considered the impact of "Is this a student-centered decision?" or "What impact might this have on the student experience?" or "How could I improve this process to be more efficient and help the campuses succeed?"
		Again, an area I find very frustrating. We purchase a lot of supplies and equipment for this department and it is difficult to find out who you need to speak to in order to resolve issues.
Purchasing personnel are extremely helpful, great leadership.		
I believe our purchasing/contract requirements are too strict compared to other college districts. It makes it difficult to do your job.		This survey didn't ask about individual staff making it hard to complete. I have received excellent service from Ben Gamboa, mediocre service from XXX and TERRIBLE service from XXX. Contract requirements especially are detrimental to doing our jobs.
Make it CLEAR		This whole process mystifies me. As a result, our department lacks many of its essential needs. Fortunately, I do not need to deal with Purchasing anymore.
		I have always been given prompt service from the Purchasing department and if any additional training was needed they have alsways been willing to assist in it.
Do not allow POs to be created on items that require but do not have contract packets submitted.		
Board docs need to be clarified or a manuel with specific rules to follow needs to be developed. Conflicting information concerning contracts and whether an item needs board approval. Very cumbersome process. The Decision tree chart provided is not an accurate process that ultimately needs to be followed on determining whether a contract is needed or not. Needing to provide 3 signed (signatures) on a quote is a very difficult process as businesses do not normally sign their own quotes.		
		This department is always helpful.
The feeling is we're all stupid and don't bother us.		
Always room for improvement on customer service, being more flexible on processes and procedures, sometimes certain personnel may need assistance once or twice and are not familiar with the process, not just kicking back a request because it was not done right, i.e., submitted online vs. paper submission.		
The problems with contracting services is not training or whether the individual doing it is nice. The problem is that contracts are a moving target. You can submit an updated contract that is exactly the same as a previous contract and it		The dates for contracts are way to rigid for the board deadline. Sometimes it is such a little thing holding up a contract. The person doing contracts is very nice and tries to be helpful, but she makes getting a contract through the process the first time almost impossible. More training is not the answer. Training is a

One Change	Additional Services	Additional Comments
will be held up for some strange reason or new rule that was applied.		panacea for what the real problem is. People who are very knowledgeable and well trained have problems trying to submit contracts and get them approved.
Consistent responses to my issues.	Which vendors can I use to purchase different items?	Some individuals are very friendly and helpful while others need help in customer service.
1) make it easier to purchase things, especially online. I think policies would have to be changed here. It would be good to look at other districts' purchasing policies and process and benchmark the most efficient ones. 2) online system that would allow each manager to see where the paperwork is at		Our policies for purchasing services are ridiculous! We have to go through contracting process (Board approval, etc.) to buy an annual online survey subscription for $200! It takes us 3 months!!!
Approval tree's decreased for Finanacial 2000 for PR/PO's to speed up process.		
The purchasing process is painfully slow. When I place an order for a purchase, it takes 2 to 3 months or longer for the ordered item to arrive.		
Procedures are unclear and often requests for information and/or service are not responded to in a timely manner, and sometimes not at all. Repeated calls and visits to the district office have been necessary to get the needed information.		
		The purchasing agent needs to return our calls.
Timeline for purchasing and approving contracts needs to be expedited and procedures should be better documented and not subjective.	Many districts allow contracts below a certain amount to be approved by the department/site manager. We used to have this option throughout SBCCD which greatly improved operational efficiency. This should be reconsidered.	
		Ben Gamboa is a great resource. He provides accurate information in a timely manner. He's always helpful and pleasant.
Sometimes, there is a significant time lag before a PR becomes a PO.Otherwise, the staff are helpful and courteous.		
		This department provides excellent support and services to the campuses.
		This department has been very kind and responsive when called upon for assistance.
1. The contract deadline NOT being due a whole month (or longer) before the Board meetings. 2. If a contract is submitted before the contract deadline date and needs to have corrections or additional information, it would be nice to have the contract returned BEFORE the deadline and not after because it results in waiting another month for contract approval.	Friendlier contract deadline submission dates.	Purchasing is wonderful; Contracts- See 10.2
This comment is in particular to the Business Services area, Project Analyst position: Respond to e-mails and/or phone calls in a timely manner. Follow through on requests being made in a timely manner. Be clear on the training provided on "contracts" so that contracts are not held up for processing because changes in policies and procedures were not clearly communicated in a timely manner to the constituencies. Communicate with the administrator when additional documents are needed to complete the contract in a timely manner. Process contracts in a timely manner and submit it to the board for approval in a timely manner.		I am overall satisfied with the staff in the purchasing department and have had no problems interacting with the staff. The area that I have deep concerns with is the business services area who handle contracts. Often times, contracts are lost and need to be redone which affects the timeline to submit the contracts to the board for approval. Communicate when changes are being made to policies and procedures in a timely manner.
Financial 2000 is supposed to make things go faster, it's not.	There should be a better way to prevent PR's from getting stuck in someone's que or from just sitting for long periods without giving the author notice that it is not yet processed and why.	I believe the old PR process on paper was actually faster than our current system lately. Technology is only good if it actually makes things better. Otherwise it's a waste of money which could be spent on other more critical things.
I have no idea who to contact and procedures for making changes to my tax records, etc.		
Too much burocacy. Too many hands touching request. Need someone in a position to make a decision in a timely fashion.		
		Overall good service and knowlegable staff. Sometimes consistency in proceedures is lacking.

One Change	Additional Services	Additional Comments
		Kudos to Ben Gamboa for all of the positive changes in this department. He has raised service levels up several notches.

One Change	Additional Services	Additional Comments
Facilities (District)		
Establish a routine way to provide input such as this.		
none	none	no
n/a	n/a	n/a
	The air ducts must have a scheduled periodic cleaning as a preventive in eliminating frequent sicknesses, and allergy reactions throughout the year.	
Very helpful and curtious.		
Take ownership of CSB air conditioning unit.		
RE: District facilities usage. The procedures are obsolete, convoluted, and enforced based on 'who you are' or the interpretation of a relatively new classified employee. They block effective outreach to the community and discourage student participation.		
The facilities staff at District seems adequate, but what is that awful smell in the womens rest rooms? I notice it every time I go to District.		
Facilities staff very helpful; no complaints here.		
		Best department in the District Office.
Cleaning rooms and office space could be greatly improved. It seems as if the only service provided is emptying trash and cleaning white boards. Carpets in office space are never cleaned on a routine basis and classroom floors are seldom cleaned. Landscaping is getting better, but weeds continue to be a problem.		
		Well done!
Better train the back up courier		
		Kelly Goodrich is very helpful. This department operates much smoother since she was hired.
		Kelly is very helpful.
		Very easy to work with, very accommodating with needs for students with disabilities.
		Gregg and his staff are very helpful!!!
		Awesome and very helpful people
	would like to have dirty and/or stained spots on carpet cleaned	Anthony does a great job of cleaning the Annex building
Our XXX is incompetent, and in experienced.		The training at our facility is a joke. It is just a measure of compliance rather than productive training
Workload for custodial needs to be looked at because there is a need to make it more equal. The campus center should have more support since it is so heavily utilized by students, more so than any other building.	Additional daytime custodial staff. Computer access in each building for the custodial staff.	The supervisors for this area should be providing regular training on safety issues related to this area. A comprehensive safety program is not in place. Issues are not dealt with timely.
When I have had a problem, the staff is very helpful		I wish there was more staff to keep the bathrooms clean. They are really deplorable, low on supplies and have an unclean appearance. I also wish there was more staff so the offices could be vaccumed more frequently...
		Supervisor and Admin Asst are very helpful and easy to work with.

One Change	Additional Services	Additional Comments
Overall Comments		
		I had occasion to deal with the Workman's Comp area during the past year. When I had questions, they were answered clearly. the needs I had were properly cared for.
		Thanks for asking.
		Overall I have been very satisfied with the services offered. When I needed help it usually came relatively fast and the workers have been very courteous and competent. The service they provide have been excellent across the board.
		I APPRECIATE THE OPPORTUNITY FOR INPUT. WHILE IT IS IMPOSSIBLE TO PLEASE EVERBODY, WE SHOULD ALWAYS STRIVE TO IMPROVE.
		no
		n/a
		I appreciate the improvements and changes that have been made but there are still some simple things that could be implemented
		Please remember that the purpose of the district is "Enhancing life with quality education". The colleges attempt to execute this mission on dozens of levels on a minute-by-minute basis every day. There needs to be a paradigm shift in how many district (defined as "non-SBVC/CHC campus") employees view their role in this effort. Helping the colleges be successful shouldn't consistently be taking a back seat to the trite "Sorry, I'm just following district/board/administrative procedures". Too often I find that District employees would rather fall back on that safety net than offer assistance on solving problems. How would CHC students like for that same attitude to be the de facto response to all of their questions? It's not easy for front-line staff/faculty to help students to solve problems and issues when there's little evidence of reciprocal support "up the chain" at District when we have challenges/issues. The business world moves with a tremendous sense or urgency while we seem to carry ourselves with a sense of complacency that fails to provide flexibility to help students or even to suggest improvements that might be taken under consideration for changing our mindset or offerings.
		No opportunity to comment on buisness services. Most interactions are good but contract process is very cumbersome and has unrealistic deadlines.Documents are lost, phone calls are not returned, and administrative level decisions are made by non-administrator during the contract process. Hold harmless and liability requirements for events make us look ver self serving and make working with the community very difficult. Students loose out on services and our reputation is harmed.
		Overall most operations in our district are very helpful. Inconsistancy in process and procedures have been confusing at times. I am a veteran of 28+ years and I am insulted that I need permission to enter the building. All because individuals in HR created a hostile invironment. I am sure that it wasn't all thier fault but I should not be inconvenienced. I have been and continue to be a dedicated employee to this district and should not be treated this way. Another area which seems out of order is getting to know who is who in our district. I personalloy have never met or been introduced to most of the personnel in HR. Including the Vice Chancellor or director.
		I know policies and procedures are in place for a reason, but it's extremely difficult to do your job in this district. I find roadblocks all the time at every level instead of help.
		Take pride in what you do and do the best you can. Work on developing positive attitudes about your work and work place. It helps.
		We did not have any questions about Business Services. This is a department that is in need of complete overhauling of the personnal.
		District is bad about letting Crafton and valley know about changes, yet the staff at the District knows everything about everything. So better communications
		There are other departments that were not included on this survey that are not very helpful to their fellow co-workers.
		During the period of time that Noelia Vela was with this District did a great deal of damage to shared governance and morale.

One Change	Additional Services	Additional Comments
		Continued problems with the function of HR are also deleterious to the health of the District. Bruce Baron, the interim chancellor, is an unexpected bright spot.
		Perhaps some employees should be thankful their employed !!! the attitude is obvious if they don't like it here go to RCC or Chaffey.
		The district needs to be more customer friendly and remember that they are working to help the employees of the district and both colleges. Being more flexible in their processes, and not allowing certain employees to act like they are god over their area, picking and choosing whom they help, yes, this does happen over at the district.
		I don't like that there is no message machine that you can leave a message after hours during the time I work at 4040.
		This survey is really very unfair. No one wants to name names in a survey, however, I found in one case it was necessary because if you indicate that a dept. has not been helpful, that may mean only one or two people in the dept., not everyone. Why is KVCR and the Don Averill Center not a part of this survey? There should be a follow up email letting people know why they were not included. There should have been some questions about how efficient the staff is. The district appears to hire a great many people in the last four years, but there has been no appreciable increase in satisfaction with the district. I can't see how this is a very helpful survey.
		there need to be changes made to the policies of doing business in the District. Currently, they are very redundant and in many case unnecessary. We have to have contract for virtually anything, and contracting processes take very long. I work with other districts a lot, and find that their contracting requirements and policies are much more expedient and make better sense. For example, giving authority to Department heads to sign contracts under certain value (say, $5,000) before they are sent to the Board would be huge! Also, we have only one staff member who reviews all the contracts - that creates such a bottleneck! It is ridiculous that we have to submit our contracts to Business Services at least one month prior to the Board meeting. It slows down out work and significantly reduces our ability to perform our projects well. The same goes to hiring part-time staff. It is a waste of our resources to hold paper screening, testing, and 2 levels of interviews to hire part-time staff!
		We should do these more often and to be sure to include those who don't have access to email as well.
		SBVC has been designated a No Smoking campus, with designated smoking areas provided. Ash tray/cans have been left in place all over the campus, consequently students are smoking in areas other than those designated. There is absolutely no enforcement of the No Smoking ban on the campus. It would be helpful to simply remove the ash tray/cans for a start.
		I think this survey is a step in the right direction in knowing were there maybe concerns and working more effectively together as a entity.
		District staff have provided me with wonderful support. Thank you.
		On my very first day of work years ago, I realized my predecessor had left ZERO instructions or procedures on any part of her job. I called the District several times asking for information on how to process timesheets. After getting conflicting and confusing answers from multiple people, one woman snapped at me and said, "It's not the District's job to train you how to do your job!" and hung up on me. I've been here over three years and that's pretty much the standard of service I've come to expect from District. I have never worked for an institution with less standardized procedures, or with procedures that do not make sense, are horribly outdated, or which change depending on who you talk to and how much they feel like helping you. I HATE having to deal with the District--it is never pleasant and not very helpful.
		Overall, most of the district office staff is trying hard to support the campuses and serve the needs of the colleges and students. Something needs to happen in the HR department before it can function and serve the district as it should.
		Some departments,like Contracts, are not included in this survey.

One Change	Additional Services	Additional Comments
		All the people I come in contact with are pro.s, it's a pleasure to be part of the team.
		While I have not had contact with all of the various departments in our District, the departments I have worked with were a pleasure. I am truly honored to be working with such a dedicated, caring institution. I consider this my second home and my academic co-workers are my second family. Thank you for including me and giving me an opportunity to make Valley College even better.
		There needed to be a separate question about business services and in particular contracts and the terrible customer service provided.
		Thank you for asking my opinion.
		clean the classrooms, bathrooms and get rid of salvage
		lack of STABILITY
		I'm not sure if you asked about the computer help desk - the wording was kindof confusing to me, but if you want to know about the people who help when your e-mail or Blackboard password doesn't work, etc... - they are wonderful!!! They are so professional and patient and good at what they do!!
		Please list "Not At All Satisfied" with District Business Services, Courtesy, timeliness, clear procedures, or helpfulness. This department has been rude & unprofessional. I have received more than several on-going complaints from: 2 staff member from SBVC & over 7 CHC staff members that deal with this department. It would be interesting to see a survey done on this department for: Courtesy, timeliness, clear procedures, and helpfulness. Thank you!
		More common sense promomotions and hiereing procedures, training, and withdrawl from the politics and beauracracy in decision making.
		Over the years, I have had the opportunity to observe various departments, programs and services within the district. By far, HR and the contract process are the most difficult to manuever, offer the worst customer service and are the most burdensome to facuty and staff alike. These areas have been deteriorating slowly over years, and are quickly nearing the point of total uselessness. Please intiate some reforms in these areas immediately. Thank you!
		We need to provide Disability sensitivity training to a majority of our personnel before the inevitable happens!
		Often, there are problems in how an organization operates due to poor management or an inept manager.
		Things seem to be going very well with the new chancellor
		Again: The Help Desk sucks.
		As a district i could not be more satisfied. i am honored to be a part of such a district
		my secretary endures the delays and miseries
		Ever since I have worked here, I have felt this district has an "Us and Them" type of attitude. I also see too much distance from campus operational needs because the district employees work off campus. Previous districts where I worked had employees who viewed themselves as helpers rather than compliance officers. It is possible to be a helper while maintaining compliance.
		I need some long tables in my classroom. I have been asking for months and nothing has happened. Facilities replaced my thermostat which is working well.
		Moving Human Resources from the District office to both campuses. One Human Resource team at Crafton Hills College, and the other team to San Bernardino Valley College considering the cost savings in the future. More accessiblity for employees to have contact with Human Resource staff.