

District Program Review Survey results for 2010/11. Listed below are the percentages by category.



District Operations

Satisfaction Survey

This survey is part of District Program Review, which is required by the Accrediting Commission for Community and Junior Colleges. Your ratings and comments will be very important in identifying both excellent District services and those that need improvement. You will be asked to rate only those departments whose services you have used during the last 12 months. Please take a few minutes to respond to all the questions presented. You may save your responses and come back later if you wish, as long as you finish the survey by **March 11**.

1) What is your primary function in the San Bernardino Community College District?

129 (38.2%) <i>Faculty</i>	165 (48.8%) <i>Classified or Confidential Staff</i>
39 (11.5%) <i>Administrator</i>	3 (0.9%) <i>Student</i>
2 (0.6%) <i>Board of Trustees</i>	

2) At which location do you spend most of your time?

93 (27.5%) <i>Crafton Hills College</i>	11 (3.3%) <i>KVCR</i>
191 (56.5%) <i>San Bernardino Valley College</i>	4 (1.2%) <i>EDTC/PDC</i>
29 (8.6%) <i>District Office</i>	0 (0.0%) <i>Big Bear Site</i>
10 (3.0%) <i>District Annex</i>	

2.1) Please rate your satisfaction with each of the following aspects of District Police/Security Services during the past 12 months. If you are either *Very Satisfied* or *Very Dissatisfied* with any service aspect, please explain briefly in the Comments section.

	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>
a) Do you feel safe on the campus or site?	86 (25.4%)	165 (48.8%)	44 (13.0%)	35 (10.4%)	8 (2.4%)
b) Are the police/security available when you need them?	59 (17.5%)	135 (39.9%)	90 (26.6%)	40 (11.8%)	7 (2.1%)
c) Do you feel additional police/security is needed?	43 (12.7%)	97 (28.7%)	129 (38.2%)	40 (11.8%)	17 (5.0%)
d) Are the police accommodating to your needs?	55 (16.3%)	146 (43.2%)	92 (27.2%)	28 (8.3%)	9 (2.7%)
e) Do you feel your vehicle(s) are adequately protected?	43 (12.7%)	137 (40.5%)	78 (23.1%)	52 (15.4%)	21 (6.2%)
f) Is the District Police web-site informative?	20 (5.9%)	54 (16.0%)	216 (63.9%)	18 (5.3%)	12 (3.6%)

2.2) Comments: If you wish to make any additional comments about this department's services, or explain one or more *Very Satisfied* or *Very Dissatisfied* ratings above, please do so here.

109 (32.2%)

3) About how many times have you asked for or received any service from any staff members in DETS Technical Services during the past 12 months?

<i>never</i>	<i>once</i>	<i>2 to 5 times</i>	<i>6 or more times</i>
62 (18.3%)	40 (11.8%)	153 (45.3%)	83 (24.6%)

DETS Technical Services include design, development and installation of data systems, networking, and telecommunications; deployment, maintenance, support and upgrade of servers, desktop PCs (district only), network hardware, software, operating systems and printers.

3.1) Please rate your satisfaction with each of the following aspects of the service you have received from DETS Technical Services during the past 12 months. If you are either *Very Satisfied* or *Very Dissatisfied* with any service aspect, please explain briefly in the Comments section.

DETS Technical Services include design, development and installation of data systems, networking, and telecommunications; deployment, maintenance, support and upgrade of servers, desktop PCs (district only), network hardware, software, operating systems and printers.

	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>
a) Helpfulness of staff with whom you had contact	83 (30.1%)	130 (47.1%)	30 (10.9%)	25 (9.1%)	6 (2.2%)
b) Courtesy of staff with whom you had contact	98 (35.5%)	125 (45.3%)	40 (14.5%)	9 (3.3%)	2 (0.7%)
c) Follow-through of staff with whom you had contact	71 (25.7%)	125 (45.3%)	37 (13.4%)	30 (10.9%)	9 (3.3%)
d) Accuracy of information provided	68 (24.6%)	129 (46.7%)	47 (17.0%)	23 (8.3%)	5 (1.8%)
e) Training provided	36 (13.0%)	85 (30.8%)	120 (43.5%)	22 (8.0%)	7 (2.5%)
f) Timeliness of initial response to your issue(s) or need(s)	56 (20.3%)	115 (41.7%)	50 (18.1%)	39 (14.1%)	14 (5.1%)
g) Timeliness of final resolution of your issue(s) or need(s)	53 (19.2%)	119 (43.1%)	53 (19.2%)	36 (13.0%)	12 (4.3%)
h) Clarity and consistency of procedures you must follow to get what you need	47 (17.0%)	112 (40.6%)	75 (27.2%)	32 (11.6%)	7 (2.5%)
i) Opportunity to provide your input on changes in service or procedures	40 (14.5%)	79 (28.6%)	97 (35.1%)	37 (13.4%)	14 (5.1%)
j) Please rate your overall satisfaction with this department's services during the past 12 months.	58 (21.0%)	123 (44.6%)	53 (19.2%)	26 (9.4%)	8 (2.9%)

3.2) If you could improve one thing about this department's service, what would you change, and why?

123 (44.6%)

3.3) Please identify any additional services not currently available that you would like this department to offer. If none, leave blank.

30 (10.9%)

3.4) Have you accessed information from or about this department on the District website in the last six months?

111 (40.2%) *Yes*

144 (52.2%) *No*

3.5) Comments: If you wish to make any additional comments about this department's services, or explain one or more *Very Dissatisfied* or *Very Satisfied* ratings above, please do so here.

50 (18.1%)

4) About how many times have you asked for or received any service from any staff members in Distributed Education during the past 12 months?

<i>never</i>	<i>once</i>	<i>2 to 5 times</i>	<i>6 or more times</i>
197 (58.3%)	46 (13.6%)	73 (21.6%)	22 (6.5%)

Distributed Education services include technical support, training, access to technologies, and video-streaming for all educational technology offerings, including Blackboard, iTunes U, and EduStream.

4.1) Please rate your satisfaction with each of the following aspects of the service you have received from Distributed Education during the past 12 months. If you are either *Very Dissatisfied* or *Very Satisfied* with any service aspect, please explain briefly in the Comments section.

Distributed Education services include technical support, training, access to technologies, and video-streaming for all educational technology offerings, including Blackboard, iTunes U, and EduStream.

	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>
a) Helpfulness of staff with whom you had contact	41 (29.1%)	65 (46.1%)	22 (15.6%)	6 (4.3%)	1 (0.7%)
b) Courtesy of staff with whom you had contact	46 (32.6%)	66 (46.8%)	17 (12.1%)	4 (2.8%)	2 (1.4%)
c) Follow-through of staff with whom you had contact	39 (27.7%)	59 (41.8%)	29 (20.6%)	6 (4.3%)	1 (0.7%)
d) Accuracy of information provided	37 (26.2%)	58 (41.1%)	29 (20.6%)	10 (7.1%)	0 (0.0%)
e) Training provided	33 (23.4%)	53 (37.6%)	34 (24.1%)	12 (8.5%)	1 (0.7%)
f) Timeliness of initial response to your issue(s) or need(s)	37 (26.2%)	53 (37.6%)	32 (22.7%)	10 (7.1%)	2 (1.4%)
g) Timeliness of final resolution of your issue(s) or need(s)	34 (24.1%)	56 (39.7%)	33 (23.4%)	11 (7.8%)	1 (0.7%)
h) Clarity and consistency of procedures you must follow to get what you need	33 (23.4%)	52 (36.9%)	32 (22.7%)	17 (12.1%)	0 (0.0%)
i) Opportunity to provide your input on changes in service or procedures	30 (21.3%)	44 (31.2%)	43 (30.5%)	13 (9.2%)	4 (2.8%)
j) Please rate your overall satisfaction with this department's services during the past 12 months.	36 (25.5%)	55 (39.0%)	31 (22.0%)	10 (7.1%)	1 (0.7%)

4.2) If you could improve one thing about this department's service, what would you change, and why?

37 (26.2%)

4.3) Please identify any additional services not currently available that you would like this department to offer. If none, leave blank.

9 (6.4%)

4.4) Have you accessed information from or about this department on the District website in the last six months?

62 (44.0%) *Yes*

62 (44.0%) *No*

4.5) Comments: If you wish to make any additional comments about this department's services, or explain one or more *Very Dissatisfied* or *Very Satisfied* ratings above, please do so here.

12 (8.5%)

5) About how many times have you asked for or received any service from any staff members in Printing Services during the past 12 months?

	<i>never</i>	<i>once</i>	<i>2 to 5 times</i>	<i>6 or more times</i>
	129 (38.2%)	29 (8.6%)	99 (29.3%)	81 (24.0%)

Printing Services include graphic design, 4-color printing, quick copy and bindery.

5.1) Please rate your satisfaction with each of the following aspects of the service you have received from Printing Services during the past 12 months. If you are either *Very Dissatisfied* or *Very Satisfied* with any service aspect, please explain briefly in the Comments section.

Printing Services include graphic design, 4-color printing, quick copy and bindery.

	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>
a) Helpfulness of staff with whom you had contact	84 (40.2%)	91 (43.5%)	25 (12.0%)	5 (2.4%)	1 (0.5%)
b) Courtesy of staff with whom you had contact	83 (39.7%)	94 (45.0%)	23 (11.0%)	5 (2.4%)	2 (1.0%)
c) Follow-through of staff with whom you had contact	84 (40.2%)	89 (42.6%)	32 (15.3%)	2 (1.0%)	0 (0.0%)
d) Accuracy of information provided	76 (36.4%)	98 (46.9%)	31 (14.8%)	2 (1.0%)	0 (0.0%)
e) Training provided	45 (21.5%)	62 (29.7%)	90 (43.1%)	7 (3.3%)	0 (0.0%)
f) Timeliness of initial response to your issue(s) or need(s)	84 (40.2%)	91 (43.5%)	26 (12.4%)	4 (1.9%)	1 (0.5%)
g) Timeliness of final resolution of your issue(s) or need(s)	84 (40.2%)	89 (42.6%)	27 (12.9%)	6 (2.9%)	1 (0.5%)
h) Clarity and consistency of procedures you must follow to get what you need	80 (38.3%)	83 (39.7%)	32 (15.3%)	9 (4.3%)	2 (1.0%)
i) Opportunity to provide your input on changes in service or procedures	59 (28.2%)	70 (33.5%)	63 (30.1%)	9 (4.3%)	3 (1.4%)
j) Please rate your overall satisfaction with this department's services during the past 12 months.	85 (40.7%)	94 (45.0%)	24 (11.5%)	3 (1.4%)	1 (0.5%)

5.2) If you could improve one thing about this department's service, what would you change, and why?

45 (21.5%)

5.3) Please identify any additional services not currently available that you would like this department to offer. If none, leave blank.

7 (3.3%)

5.4) Have you accessed information from or about this department on the District website in the last six months?

105 (50.2%) *Yes*

84 (40.2%) *No*

5.5) Comments: If you wish to make any additional comments about this department's services, or explain one or more *Very Dissatisfied* or *Very Satisfied* ratings above, please do so here.

40 (19.1%)

6) About how many times have you asked for or received any service from any staff members in Human Resources during the past 12 months?

<i>never</i>	<i>once</i>	<i>2 to 5 times</i>	<i>6 or more times</i>
75 (22.2%)	57 (16.9%)	135 (39.9%)	71 (21.0%)

Human Resources services include employment, benefits administration, records maintenance, labor negotiations and contract management, employee relations, training, equal employment and diversity programs, safety and worker's compensation, and risk management.

6.1) Please rate your satisfaction with each of the following aspects of the service you have received from Human Resources during the past 12 months. If you are either *Very Dissatisfied* or *Very Satisfied* with any service aspect, please explain briefly in the Comments section.

Human Resources services include employment, benefits administration, records maintenance, labor negotiations and contract management, employee relations, training, equal employment and diversity programs, safety and worker's compensation, and risk management.

	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>
a) Helpfulness of staff with whom you had contact	73 (27.8%)	117 (44.5%)	40 (15.2%)	24 (9.1%)	7 (2.7%)
b) Courtesy of staff with whom you had contact	81 (30.8%)	112 (42.6%)	43 (16.3%)	17 (6.5%)	7 (2.7%)
c) Follow-through of staff with whom you had contact	73 (27.8%)	94 (35.7%)	44 (16.7%)	31 (11.8%)	15 (5.7%)
d) Accuracy of information provided	62 (23.6%)	95 (36.1%)	47 (17.9%)	37 (14.1%)	17 (6.5%)
e) Training provided	32 (12.2%)	71 (27.0%)	109 (41.4%)	28 (10.6%)	14 (5.3%)
f) Timeliness of initial response to your issue(s) or need(s)	55 (20.9%)	100 (38.0%)	51 (19.4%)	36 (13.7%)	17 (6.5%)
g) Timeliness of final resolution of your issue(s) or need(s)	53 (20.2%)	93 (35.4%)	50 (19.0%)	39 (14.8%)	22 (8.4%)
h) Clarity and consistency of procedures you must follow to get what you need	48 (18.3%)	83 (31.6%)	57 (21.7%)	44 (16.7%)	28 (10.6%)
i) Opportunity to provide your input on changes in service or procedures	35 (13.3%)	70 (26.6%)	86 (32.7%)	38 (14.4%)	26 (9.9%)
j) Please rate your overall satisfaction with this department's services during the past 12 months.	54 (20.5%)	102 (38.8%)	52 (19.8%)	27 (10.3%)	23 (8.7%)

6.2) If you could improve one thing about this department's service, what would you change, and why?

81 (30.8%)

6.3) Please identify any additional services not currently available that you would like this department to offer. If none, leave blank.

29 (11.0%)

6.4) Have you accessed information from or about this department on the District website in the last six months?

171 (65.0%) *Yes*

57 (21.7%) *No*

6.5) Comments: If you wish to make any additional comments about this department's services, or explain one or more *Very Dissatisfied* or *Very Satisfied* ratings above, please do so here.

52 (19.8%)

7) About how many times have you asked for or received any service from any staff members in Accounting/Accounts Payable/Audit during the past 12 months?

	<i>never</i>	<i>once</i>	<i>2 to 5 times</i>	<i>6 or more times</i>
Accounting/Accounts Payable/Audit	152 (45.0%)	45 (13.3%)	73 (21.6%)	68 (20.1%)
services include general accounting, budgeting, accounts payable, journal entries, budget transfers, financial aid processing, bank statement reconciliation, financial reporting, and auditing.				

7.1) Please rate your satisfaction with each of the following aspects of the service you have received from Accounting/Accounts Payable/Audit during the past 12 months. If you are either *Very Dissatisfied* or *Very Satisfied* with any service aspect, please explain briefly in the Comments section.

Accounting/Accounts Payable/Audit services include general accounting, budgeting, accounts payable, journal entries, budget transfers, financial aid processing, bank statement reconciliation, financial reporting, and auditing.

	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>
a) Helpfulness of staff with whom you had contact	46 (24.7%)	99 (53.2%)	28 (15.1%)	10 (5.4%)	2 (1.1%)
b) Courtesy of staff with whom you had contact	48 (25.8%)	94 (50.5%)	28 (15.1%)	9 (4.8%)	4 (2.2%)
c) Follow-through of staff with whom you had contact	44 (23.7%)	98 (52.7%)	29 (15.6%)	8 (4.3%)	5 (2.7%)
d) Accuracy of information provided	37 (19.9%)	99 (53.2%)	34 (18.3%)	8 (4.3%)	5 (2.7%)
e) Training provided	27 (14.5%)	66 (35.5%)	65 (34.9%)	13 (7.0%)	9 (4.8%)
f) Timeliness of initial response to your issue(s) or need(s)	42 (22.6%)	92 (49.5%)	32 (17.2%)	15 (8.1%)	4 (2.2%)
g) Timeliness of final resolution of your issue(s) or need(s)	41 (22.0%)	86 (46.2%)	38 (20.4%)	17 (9.1%)	3 (1.6%)
h) Clarity and consistency of procedures you must follow to get what you need	40 (21.5%)	79 (42.5%)	36 (19.4%)	23 (12.4%)	7 (3.8%)
i) Opportunity to provide your input on changes in service or procedures	30 (16.1%)	63 (33.9%)	60 (32.3%)	20 (10.8%)	7 (3.8%)
j) Please rate your overall satisfaction with this department's services during the past 12 months.	43 (23.1%)	79 (42.5%)	47 (25.3%)	12 (6.5%)	4 (2.2%)

7.2) If you could improve one thing about this department's service, what would you change, and why?

40 (21.5%)

7.3) Please identify any additional services not currently available that you would like this department to offer. If none, leave blank.

11 (5.9%)

7.4) Have you accessed information from or about this department on the District website in the last six months?

73 (39.2%) *Yes*

92 (49.5%) *No*

7.5) Comments: If you wish to make any additional comments about this department's services, or explain one or more *Very Dissatisfied* or *Very Satisfied* ratings above, please do so here.

31 (16.7%)

8) About how many times have you asked for or received any service from any staff members in Payroll during the past 12 months?

	<i>never</i>	<i>once</i>	<i>2 to 5 times</i>	<i>6 or more times</i>
Payroll services include maintaining all information pertaining to employee salaries and leaves.	126 (37.3%)	67 (19.8%)	101 (29.9%)	44 (13.0%)

8.1) Please rate your satisfaction with each of the following aspects of the service you have received from Payroll during the past 12 months. If you are either *Very Dissatisfied* or *Very Satisfied* with any service aspect, please explain briefly in the Comments section.

Payroll services include maintaining all information pertaining to employee salaries and leaves.

	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>
a) Helpfulness of staff with whom you had contact	74 (34.9%)	100 (47.2%)	23 (10.8%)	10 (4.7%)	2 (0.9%)
b) Courtesy of staff with whom you had contact	77 (36.3%)	95 (44.8%)	28 (13.2%)	6 (2.8%)	2 (0.9%)
c) Follow-through of staff with whom you had contact	73 (34.4%)	94 (44.3%)	25 (11.8%)	11 (5.2%)	4 (1.9%)
d) Accuracy of information provided	70 (33.0%)	99 (46.7%)	24 (11.3%)	9 (4.2%)	3 (1.4%)
e) Training provided	38 (17.9%)	56 (26.4%)	89 (42.0%)	14 (6.6%)	3 (1.4%)
f) Timeliness of initial response to your issue(s) or need(s)	68 (32.1%)	94 (44.3%)	31 (14.6%)	9 (4.2%)	5 (2.4%)
g) Timeliness of final resolution of your issue(s) or need(s)	68 (32.1%)	91 (42.9%)	34 (16.0%)	9 (4.2%)	5 (2.4%)
h) Clarity and consistency of procedures you must follow to get what you need	61 (28.8%)	94 (44.3%)	34 (16.0%)	13 (6.1%)	5 (2.4%)
i) Opportunity to provide your input on changes in service or procedures	46 (21.7%)	72 (34.0%)	60 (28.3%)	15 (7.1%)	10 (4.7%)
j) Please rate your overall satisfaction with this department's services during the past 12 months.	65 (30.7%)	98 (46.2%)	28 (13.2%)	11 (5.2%)	4 (1.9%)

8.2) If you could improve one thing about this department's service, what would you change, and why?

24 (11.3%)

8.3) Please identify any additional services not currently available that you would like this department to offer. If none, leave blank.

7 (3.3%)

8.4) Have you accessed information from or about this department on the District website in the last six months?

83 (39.2%) *Yes*

100 (47.2%) *No*

8.5) Comments: If you wish to make any additional comments about this department's services, or explain one or more *Very Dissatisfied* or *Very Satisfied* ratings above, please do so here.

26 (12.3%)

9) About how many times have you asked for or received any service from any staff members in Purchasing during the past 12 months?

	<i>never</i>	<i>once</i>	<i>2 to 5 times</i>	<i>6 or more times</i>
	209 (61.8%)	21 (6.2%)	51 (15.1%)	57 (16.9%)

Purchasing services include procurement and related business services.

9.1) Please rate your satisfaction with each of the following aspects of the service you have received from Purchasing and Business Services during the past 12 months. If you are either *Very Satisfied* or *Very Dissatisfied* with any service aspect, please explain briefly in the Comments section.

Purchasing services include procurement and related business services.

	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>
a) Helpfulness of staff with whom you had contact	48 (37.2%)	62 (48.1%)	11 (8.5%)	6 (4.7%)	2 (1.6%)
b) Courtesy of staff with whom you had contact	50 (38.8%)	56 (43.4%)	14 (10.9%)	5 (3.9%)	3 (2.3%)
c) Follow-through of staff with whom you had contact	46 (35.7%)	60 (46.5%)	14 (10.9%)	6 (4.7%)	2 (1.6%)
d) Accuracy of information provided	42 (32.6%)	58 (45.0%)	17 (13.2%)	9 (7.0%)	3 (2.3%)
e) Workshops and one-on-one trainings provided	37 (28.7%)	50 (38.8%)	28 (21.7%)	9 (7.0%)	3 (2.3%)
f) The monthly Dollars & Sense helpful hints newsletter	43 (33.3%)	56 (43.4%)	21 (16.3%)	8 (6.2%)	0 (0.0%)
g) Timeliness of processing of purchase requisitions	39 (30.2%)	50 (38.8%)	16 (12.4%)	14 (10.9%)	7 (5.4%)
g) Timeliness of process of contracts	31 (24.0%)	42 (32.6%)	19 (14.7%)	20 (15.5%)	15 (11.6%)
h) Clarity of procedures to get purchase requisitions processed	33 (25.6%)	55 (42.6%)	18 (14.0%)	16 (12.4%)	4 (3.1%)
i) Clarity of procedures to get contracts processed	29 (22.5%)	44 (34.1%)	25 (19.4%)	18 (14.0%)	11 (8.5%)
j) Your overall satisfaction with services during the past 12 months.	36 (27.9%)	58 (45.0%)	19 (14.7%)	10 (7.8%)	3 (2.3%)

9.2) If you could improve one thing about the processing of purchase requisitions, what would you change, and why?

28 (21.7%)

9.2) If you could improve one thing about the processing of contracts, what would you change, and why?

31 (24.0%)

9.3) Please identify any additional services not currently available that you would like this department to offer. If none, leave blank.

10 (7.8%)

9.4) Have you accessed information from or about this department on the District website in the last six months?

70 (54.3%) *Yes*

37 (28.7%) *No*

9.5) Comments: If you wish to make any additional comments about this department's services, or explain one or more *Very Dissatisfied* or *Very Satisfied* ratings above, please do so here.

22 (17.1%)

10) About how many times have you asked for or received any service from any staff members in Facilities (District Office) during the past 12 months?

	<i>never</i>	<i>once</i>	<i>2 to 5 times</i>	<i>6 or more times</i>
Facilities services at the District Office include cleaning rooms; maintaining lighting, air conditioning, plumbing, and landscaping; and setting up meeting rooms; the department also provides mail and courier services among all District sites.	207 (61.2%)	26 (7.7%)	56 (16.6%)	49 (14.5%)

10.1) Please rate your satisfaction with each of the following aspects of the service you have received from Facilities (District Office) during the past 12 months. If you are either *Very Dissatisfied* or *Very Satisfied* with any service aspect, please explain briefly in the Comments section.

Facilities services at the District Office include cleaning rooms; maintaining lighting, air conditioning, plumbing, and landscaping; and setting up meeting rooms; the department also provides mail and courier services among all District sites.

	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>
a) Helpfulness of staff with whom you had contact	42 (32.1%)	65 (49.6%)	17 (13.0%)	2 (1.5%)	4 (3.1%)
b) Courtesy of staff with whom you had contact	43 (32.8%)	65 (49.6%)	16 (12.2%)	3 (2.3%)	3 (2.3%)
c) Follow-through of staff with whom you had contact	34 (26.0%)	67 (51.1%)	16 (12.2%)	8 (6.1%)	5 (3.8%)
d) Accuracy of information provided	31 (23.7%)	60 (45.8%)	24 (18.3%)	9 (6.9%)	4 (3.1%)
e) Training provided	27 (20.6%)	32 (24.4%)	60 (45.8%)	4 (3.1%)	3 (2.3%)
f) Timeliness of initial response to your issue(s) or need(s)	32 (24.4%)	62 (47.3%)	18 (13.7%)	10 (7.6%)	6 (4.6%)
g) Timeliness of final resolution of your issue(s) or need(s)	32 (24.4%)	58 (44.3%)	20 (15.3%)	11 (8.4%)	8 (6.1%)
h) Clarity and consistency of procedures you must follow to get what you need	32 (24.4%)	56 (42.7%)	24 (18.3%)	12 (9.2%)	4 (3.1%)
i) Opportunity to provide your input on changes in service or procedures	30 (22.9%)	48 (36.6%)	32 (24.4%)	12 (9.2%)	7 (5.3%)
j) Please rate your overall satisfaction with this department's services during the past 12 months.	35 (26.7%)	57 (43.5%)	23 (17.6%)	9 (6.9%)	6 (4.6%)

10.2) If you could improve one thing about this department's service, what would you change, and why?

21 (16.0%)

10.3) Please identify any additional services not currently available that you would like this department to offer. If none, leave blank.

4 (3.1%)

10.4) Have you accessed information from or about this department on the District website in the last six months?

22 (16.8%) *Yes*

84 (64.1%) *No*

10.5) Comments: If you wish to make any additional comments about this department's services, or explain one or more *Very Dissatisfied* or *Very Satisfied* ratings above, please do so here.

18 (13.7%)

Q52 11) If you wish to make any further comments about District operations or services, or about this Survey, please do so here.

40 (11.8%)

Thank you for participating in this survey!