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 are 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 respond to all the questions presented; that should take you no longer than about 15 minutes. (If you choose to enter numerous or lengthy comments, of course, it will take longer.) If you leave before clicking on the *Submit* button at the end of the survey, your results will not be recorded, so please finish in one sitting. Please submit your responses no later than *Thursday, March 4*.

Thank you very much for your contribution to this important task!

Q1 **1) What is your primary function in the San Bernardino Community College District?**
- ◯ *Faculty*
- ◯ *Classified or Confidential Staff*
- ◯ *Administrator*
- ◯ *Student*
- ◯ *Board of Trustees*

Q2 **2) At which location do you spend most of your time?**
- ◯ *Crafton Hills College*
- ◯ *San Bernardino Valley College*
- ◯ *District Office*
- ◯ *District Annex*
- ◯ *KVCR*
- ◯ *EDTC/PDC*
- ◯ *Big Bear Site*

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

District Computing Services-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.

- ○ *never*
- ○ *once*
- ○ *2 to 5 times*
- ○ *6 or more times*

Q4 **3.1) Please rate your satisfaction with each of the following aspects of the service you have received from District Computing Services-Technical Services during the past 12 months. If you are either *Not at all satisfied* or *Very satisfied* with any service aspect, please explain briefly in the Comments section. If you have no experience with a service aspect, please mark *Not applicable* in the far right column.**

District Computing Services-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.

	Not at all satisfied	*Not very satisfied*	*Somewhat satisfied*	*Satisfied*	*Very satisfied*	*Not applicable*
a) Helpfulness of staff with whom you had contact	○	○	○	○	○	○
b) Courtesy of staff with whom you had contact	○	○	○	○	○	○
c) Follow-through of staff with whom you had contact	○	○	○	○	○	○
d) Accuracy of information provided	○	○	○	○	○	○
e) Training provided	○	○	○	○	○	○
f) Timeliness of initial response to your issue(s) or need(s)	○	○	○	○	○	○
g) Timeliness of final resolution of your issue(s) or need(s)	○	○	○	○	○	○
h) Clarity and consistency of procedures you must follow to get what you need	○	○	○	○	○	○
i) Opportunity to provide your input on changes in service or procedures	○	○	○	○	○	○
j) Please rate your overall satisfaction with this department's services during the past 12 months.	○	○	○	○	○	○

The left column labels "Q4" repeat for rows b) through j).

Q5 **3.2) If you could improve one thing about this department's service, what would you change, and why?**

Q6 **3.3) Please identify any additional services not currently available that you would like this department to offer. If none, leave blank.**

Q7 **3.4) Have you accessed information from or about this department on the District website in the last six months?**

○ *Yes*

○ *No*

Q8   **3.5) Comments: If you wish to make any additional comments about this department's services, or explain one or more *Not at all satisfied* or *Very satisfied* ratings above, please do so here.**

Q4 **4) About how many times have you asked for or received any service from any staff members in District Computing Services-Administrative Services during the past 12 months?**

District Computing Services-Administrative Services include support for District-wide software and database systems such as the Datatel student information system, including website management, data management, system issues resolutions, training, design and implementation, and programming.

○ *never*

○ *once*

○ *2 to 5 times*

○ *6 or more times*

Q10　**4.1) Please rate your satisfaction with each of the following aspects of the service you have received from District Computing Services-Administrative Services during the past 12 months. If you are either *Not at all satisfied* or *Very satisfied* with any service aspect, please explain briefly in the Comments section. If you have no experience with a service aspect, please mark *Not applicable* in the far right column.**

District Computing Services-Administrative Services include support for District-wide software and database systems such as the Datatel student information system, including website management, data management, system issues resolutions, training, design and implementation, and programming.

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Not applicable
a) Helpfulness of staff with whom you had contact	○	○	○	○	○	○
Q10 b) Courtesy of staff with whom you had contact	○	○	○	○	○	○
Q10 c) Follow-through of staff with whom you had contact	○	○	○	○	○	○
Q10 d) Accuracy of information provided	○	○	○	○	○	○
Q10 e) Training provided	○	○	○	○	○	○
Q10 f) Timeliness of initial response to your issue(s) or need(s)	○	○	○	○	○	○
Q10 g) Timeliness of final resolution of your issue(s) or need(s)	○	○	○	○	○	○
Q10 h) Clarity and consistency of procedures you must follow to get what you need	○	○	○	○	○	○
Q10 i) Opportunity to provide your input on changes in service or procedures	○	○	○	○	○	○
Q10 j) Please rate your overall satisfaction with this department's services during the past 12 months.	○	○	○	○	○	○

Q17　**4.2) If you could improve one thing about this department's service, what would you change, and why?**

Q22　**4.3) Please identify any additional services not currently available that you would like this department to offer. If none, leave blank.**

Q23　**4.4) Have you accessed information from or about this department on the District website in the last six months?**

○ *Yes*

○ *No*

Q28   **4.5) Comments: If you wish to make any additional comments about this department's services, or explain one or more *Not at all satisfied* or *Very satisfied* ratings above, please do so here.**

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

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

- ○ *never*
- ○ *once*
- ○ *2 to 5 times*
- ○ *6 or more times*

Q11   **5.1) 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 *Not at all satisfied* or *Very satisfied* with any service aspect, please explain briefly in the Comments section. If you have no experience with a service aspect, please mark *Not applicable* in the far right column.**

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

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Not applicable
a) Helpfulness of staff with whom you had contact	○	○	○	○	○	○
Q11 b) Courtesy of staff with whom you had contact	○	○	○	○	○	○
Q11 c) Follow-through of staff with whom you had contact	○	○	○	○	○	○
Q11 d) Accuracy of information provided	○	○	○	○	○	○
Q11 e) Educational technology tools offered (e.g., Blackboard, EduStream.org)	○	○	○	○	○	○
Q11 f) Training provided in using educational technology tools (e.g., Blackboard, iTunes U, Camtasia, Google)	○	○	○	○	○	○
Q11 g) Timeliness of initial response to your issue(s) or need(s)	○	○	○	○	○	○
Q11 h) Timeliness of final resolution of your issue(s) or need(s)	○	○	○	○	○	○
Q11 i) Clarity and consistency of procedures you must follow to get what you need	○	○	○	○	○	○
Q11 j) Opportunity to provide your input on changes in service or procedures	○	○	○	○	○	○
Q11 k) Please rate your overall satisfaction ith this department's services during the past 12 months.	○	○	○	○	○	○

Q12   **5.2) If you could improve one thing about this department's service, what would you change, and why?**

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Q13   **5.3) Please identify any additional services not currently available that you would like this department to offer. If none, leave blank.**

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Q14   **5.4) Have you accessed information from or about this department on the District website in the last six months?**

○ *Yes*

○ *No*

Q15   **5.5) Comments: If you wish to make any additional comments about this department's services, or explain one or more *Not at all satisfied* or *Very satisfied* ratings above, please do so here.**

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

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

○ *never*

○ *once*

○ *2 to 5 times*

○ *6 or more times*

Q17 **6.1) 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 *Not at all satisfied* or *Very satisfied* with any service aspect, please explain briefly in the Comments section. If you have no experience with a service aspect, please mark *Not applicable* in the far right column.**

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

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Not applicable
a) Helpfulness of staff with whom you had contact	○	○	○	○	○	○
b) Courtesy of staff with whom you had contact	○	○	○	○	○	○
c) Follow-through of staff with whom you had contact	○	○	○	○	○	○
d) Accuracy of information provided	○	○	○	○	○	○
e) Training provided	○	○	○	○	○	○
f) Timeliness of initial response to your issue(s) or need(s)	○	○	○	○	○	○
g) Timeliness of final resolution of your issue(s) or need(s)	○	○	○	○	○	○
h) Clarity and consistency of procedures you must follow to get what you need	○	○	○	○	○	○
i) Opportunity to provide your input on changes in service or procedures	○	○	○	○	○	○
j) Please rate your overall satisfaction with this department's services during the past 12 months.	○	○	○	○	○	○

The Q17 label appears beside rows b) through j).

Q18 **6.2) If you could improve one thing about this department's service, what would you change, and why?**

Q19 **6.3) Please identify any additional services not currently available that you would like this department to offer. If none, leave blank.**

Q20 **6.4) Have you accessed information from or about this department on the District website in the last six months?**

○ *Yes*

○ *No*

Q21 **6.5) Comments: If you wish to make any additional comments about this department's services, or explain one or more *Not at all satisfied* or *Very satisfied* ratings above, please do so here.**

Question_ 7) About how many times have you asked for or received any service from any staff members in
7   Human Resources during the past 12 months?

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.

○ *never*

○ *once*

○ *2 to 5 times*

○ *6 or more times*

Q23   **7.1) 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 *Not at all satisfied* or *Very satisfied* with any service aspect, please explain briefly in the Comments section. If you have no experience with a service aspect, please mark *Not applicable* in the far right column.**

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.

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Not applicable
a) Helpfulness of staff with whom you had contact	○	○	○	○	○	○
Q23 b) Courtesy of staff with whom you had contact	○	○	○	○	○	○
Q23 c) Follow-through of staff with whom you had contact	○	○	○	○	○	○
Q23 d) Accuracy of information provided	○	○	○	○	○	○
Q23 e) Training provided	○	○	○	○	○	○
Q23 f) Timeliness of initial response to your issue(s) or need(s)	○	○	○	○	○	○
Q23 g) Timeliness of final resolution of your issue(s) or need(s)	○	○	○	○	○	○
Q23 h) Clarity and consistency of procedures you must follow to get what you need	○	○	○	○	○	○
Q23 i) Opportunity to provide your input on changes in service or procedures	○	○	○	○	○	○
Q23 j) Please rate your overall satisfaction with this department's services during the past 12 months.	○	○	○	○	○	○

Q24   **7.2) If you could improve one thing about this department's service, what would you change, and why?**

Q25   **7.3) Please identify any additional services not currently available that you would like this department to offer. If none, leave blank.**

Q26   **7.4) Have you accessed information from or about this department on the District website in the last six months?**

○ *Yes*

○ *No*

Q27   **7.5) Comments: If you wish to make any additional comments about this department's services, or explain one or more *Not at all satisfied* or *Very satisfied* ratings above, please do so here.**

Question_ 8) About how many times have you asked for or received any service from any staff members in
8   Accounting/Accounts Payable/Audit during the past 12 months?

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.

- ○ *never*
- ○ *once*
- ○ *2 to 5 times*
- ○ *6 or more times*

Q29   **8.1) 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 *Not at all satisfied* or *Very satisfied* with any service aspect, please explain briefly in the Comments section. If you have no experience with a service aspect, please mark *Not applicable* in the far right column.**

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.

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Not applicable
a) Helpfulness of staff with whom you had contact	○	○	○	○	○	○
b) Courtesy of staff with whom you had contact	○	○	○	○	○	○
c) Follow-through of staff with whom you had contact	○	○	○	○	○	○
d) Accuracy of information provided	○	○	○	○	○	○
e) Training provided	○	○	○	○	○	○
f) Timeliness of initial response to your issue(s) or need(s)	○	○	○	○	○	○
g) Timeliness of final resolution of your issue(s) or need(s)	○	○	○	○	○	○
h) Clarity and consistency of procedures you must follow to get what you need	○	○	○	○	○	○
i) Opportunity to provide your input on changes in service or procedures	○	○	○	○	○	○
j) Please rate your overall satisfaction with this department's services during the past 12 months.	○	○	○	○	○	○

(Q29 label repeated for rows b through j)

Q30   **8.2) If you could improve one thing about this department's service, what would you change, and why?**

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Q31   **8.3) Please identify any additional services not currently available that you would like this department to offer. If none, leave blank.**

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Q32   **8.4) Have you accessed information from or about this department on the District website in the last six months?**

○ *Yes*

○ *No*

Q33   **8.5) Comments: If you wish to make any additional comments about this department's services, or explain one or more *Not at all satisfied* or *Very satisfied* ratings above, please do so here.**

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

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

○ *never*

○ *once*

○ *2 to 5 times*

○ *6 or more times*

Q35 **9.1) 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 *Not at all satisfied* or *Very satisfied* with any service aspect, please explain briefly in the Comments section. If you have no experience with a service aspect, please mark *Not applicable* in the far right column.**

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

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Not applicable
a) Helpfulness of staff with whom you had contact	○	○	○	○	○	○
b) Courtesy of staff with whom you had contact	○	○	○	○	○	○
c) Follow-through of staff with whom you had contact	○	○	○	○	○	○
d) Accuracy of information provided	○	○	○	○	○	○
e) Training provided	○	○	○	○	○	○
f) Timeliness of initial response to your issue(s) or need(s)	○	○	○	○	○	○
g) Timeliness of final resolution of your issue(s) or need(s)	○	○	○	○	○	○
h) Clarity and consistency of procedures you must follow to get what you need	○	○	○	○	○	○
i) Opportunity to provide your input on changes in service or procedures	○	○	○	○	○	○
j) Please rate your overall satisfaction with this department's services during the past 12 months.	○	○	○	○	○	○

(The Q35 label is repeated beside rows b through j.)

Q36 **9.2) If you could improve one thing about this department's service, what would you change, and why?**

[text box]

Q37 **9.3) Please identify any additional services not currently available that you would like this department to offer. If none, leave blank.**

[text box]

Q38 **9.4) Have you accessed information from or about this department on the District website in the last six months?**

○ *Yes*

○ *No*

Q39 **9.5) Comments: If you wish to make any additional comments about this department's services, or explain one or more *Not at all satisfied* or *Very satisfied* ratings above, please do so here.**

[text box]

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

Purchasing services include procurement, contracts for goods and services, and related business services.

○ *never*

○ *once*

○ *2 to 5 times*

○ *6 or more times*

Q41   **10.1) Please rate your satisfaction with each of the following aspects of the service you have received from Purchasing during the past 12 months. If you are either *Not at all satisfied* or *Very satisfied* with any service aspect, please explain briefly in the Comments section. If you have no experience with a service aspect, please mark *Not applicable* in the far right column.**

Purchasing services include procurement, contracts for goods and services, and related business services.

	Not at all satisfied	Not very satisfied	Somewhat satisfied	Satisfied	Very satisfied	Not applicable
a) Helpfulness of staff with whom you had contact	○	○	○	○	○	○
b) Courtesy of staff with whom you had contact	○	○	○	○	○	○
c) Follow-through of staff with whom you had contact	○	○	○	○	○	○
d) Accuracy of information provided	○	○	○	○	○	○
e) Training provided	○	○	○	○	○	○
f) Timeliness of initial response to your issue(s) or need(s)	○	○	○	○	○	○
g) Timeliness of final resolution of your issue(s) or need(s)	○	○	○	○	○	○
h) Clarity and consistency of procedures you must follow to get what you need	○	○	○	○	○	○
i) Opportunity to provide your input on changes in service or procedures	○	○	○	○	○	○
j) Please rate your overall satisfaction with this department's services during the past 12 months.	○	○	○	○	○	○

(The "Q41" label appears beside rows b, c, d, e, f, g, h, i, and j as well.)

Q42   **10.2) If you could improve one thing about this department's service, what would you change, and why?**

[   ]

Q43   **10.3) Please identify any additional services not currently available that you would like this department to offer. If none, leave blank.**

[   ]

Q44   **10.4) Have you accessed information from or about this department on the District website in the last six months?**

○ *Yes*

○ *No*

Q45   **10.5) Comments: If you wish to make any additional comments about this department's services, or explain one or more *Not at all satisfied* or *Very satisfied* ratings above, please do so here.**

[   ]

Question_ 11) **About how many times have you asked for or received any service from any staff members in**
11 **Facilities (District Office) during the past 12 months?**

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.

○ *never*

○ *once*

○ *2 to 5 times*

○ *6 or more times*

Q47   **11.1) 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 *Not at all satisfied* or *Very satisfied* with any service aspect, please explain briefly in the Comments section. If you have no experience with a service aspect, please mark *Not applicable* in the far right column.**

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.

	Not at all satisfied	*Not very satisfied*	*Somewhat satisfied*	*Satisfied*	*Very satisfied*	*Not applicable*
a) Helpfulness of staff with whom you had contact	○	○	○	○	○	○
b) Courtesy of staff with whom you had contact	○	○	○	○	○	○
c) Follow-through of staff with whom you had contact	○	○	○	○	○	○
d) Accuracy of information provided	○	○	○	○	○	○
e) Training provided	○	○	○	○	○	○
f) Timeliness of initial response to your issue(s) or need(s)	○	○	○	○	○	○
g) Timeliness of final resolution of your issue(s) or need(s)	○	○	○	○	○	○
h) Clarity and consistency of procedures you must follow to get what you need	○	○	○	○	○	○
i) Opportunity to provide your input on changes in service or procedures	○	○	○	○	○	○
j) Please rate your overall satisfaction with this department's services during the past 12 months.	○	○	○	○	○	○

(Rows b, d, f, h, j labeled **Q47**; row a labeled **Q47** at top)

Q48   **11.2) If you could improve one thing about this department's service, what would you change, and why?**

[text box]

Q49   **11.3) Please identify any additional services not currently available that you would like this department to offer. If none, leave blank.**

[text box]

Q50   **11.4) Have you accessed information from or about this department on the District website in the last six months?**

○ *Yes*

○ *No*

Q51   **11.5) Comments: If you wish to make any additional comments about this department's services, or explain one or more *Not at all satisfied* or *Very satisfied* ratings above, please do so here.**

Question_ 12 12) If you wish to make any further comments about District operations or services, or about this survey, please do so here.

Please click on the *Submit* button below when you are done. Thank you again for your help!