

District Services Satisfaction Survey, 2021

In an effort to provide quality services to the colleges, District Services needs your feedback. Because each area needs input, we ask that you patiently evaluate all 27 departments listed. We took care to make this survey short, but as comprehensive as possible. The survey is anonymous and results will be disaggregated by department for their internal review. Thank you for your time and feedback.

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1. Your work site:
Santa Ana College
Centennial Education Center
Santiago Canyon College
Orange Education Center
District Operations
2. Your position:
Confidential/Classified
Faculty
Supervisory/Administration
3. Your employment status:
☐ Full-time
O Part-time



The ACCOUNTS PAYABLE performs the primary non-payroll disbursement function for the District. We process for payment the general obligations in accordance with current state and federal laws, education code, district policies and procedures and audit practices. We ensure the accuracy, completeness and appropriateness of payments made to outside vendors for goods and services, to staff for expense reimbursements and to students for grants, tuition refunds, stipends and other reimbursements.

reimbursements.						
4. How often do you use the services of	the Accounts	s Payable	?			
Weekly						
Monthly						
Quarterly						
Twice a year						
Once a year						
Never (please skip to the next department)					
5. Please rate the Accounts Payable in the	following cat	egories:				
	Excellent	Cand		Below	Daar	Not
	Excellent	Good	Average	Average	Poor	Applicable
Staff helpfulness	Excellent	Good	Average	Average	Poor	Applicable
Staff helpfulness Staff knowledge	Excellent	0	Average	Average		Applicable
		O O	Average	Average		Applicable
Staff knowledge		O O	Average	Average		Applicable
Staff knowledge Timeliness of response to my request(s)		O O	Average	Average		Applicable
Staff knowledge Timeliness of response to my request(s) Availability of assistance			Average	Average		Applicable
Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area			Average	Average		Applicable
Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area			Average	Average		Applicable
Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area			Average	Average		Applicable

ecific processes,	etc.):	 	 	



APPLICATION SUPPORT SERVICES is responsible for support and integration of Ellucian Colleague products as well as third party and custom developed software such as ImageNow, Attendance Tracking, and Canvas; monitoring the performance of systems, services and processes to maintain system stability, acting as technical liaison between campus and district departments for evaluating technology solutions based on strategic initiatives and needs, providing project implementation and post implementation support for applications and enhancements to existing systems, and providing State and Federal reporting support and services.

Monthly Quarterly Twice a year Once a year Never (please skip to the next department) 8. Please rate the Application Support Services in the following categories: Below Not	7. How often do you use the services	of the Applicati	ion Suppo	rt Services?)		
Quarterly Twice a year Once a year Never (please skip to the next department) 8. Please rate the Application Support Services in the following categories: Excellent Good Average Average Poor Applicable Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	Weekly						
Twice a year Once a year Never (please skip to the next department) 8. Please rate the Application Support Services in the following categories: Excellent Good Average Poor Applicable Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	Monthly						
Once a year Never (please skip to the next department) 8. Please rate the Application Support Services in the following categories: Excellent Good Average Average Poor Applicable Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	Quarterly						
Never (please skip to the next department) 3. Please rate the Application Support Services in the following categories: Excellent Good Average Average Poor Applicable Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	Twice a year						
B. Please rate the Application Support Services in the following categories: Excellent Good Average Average Poor Applicable	Once a year						
Excellent Good Average Average Poor Applicable Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	Never (please skip to the next departme	nt)					
Staff knowledge	Please rate the Application Support Se	rvices in the fo	illowina ca	iteanries.			
Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area O O O O O O O O O O O O O	. Please rate the Application Support Se		_	_		Poor	Not Applicable
Availability of assistance			_	_		Poor	
Services provided fit the needs of my area	Staff helpfulness		_	_		Poor	
	Staff helpfulness Staff knowledge		_	_		Poor	
Overall quality of services	Staff helpfulness Staff knowledge Timeliness of response to my request(s)		_	_		Poor	
	Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance		_	_		Poor	
	Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area		_	_		Poor O O O O O O O O O O O O O O O O O O	
	Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area		_	_		Poor	

rvices, specific pr	ocesses, etc.):		es, such as ease	



The BENEFITS DEPARTMENT manages the medical, dental, and vision plans for eligible employees

Monthly Quarterly Twice a year Once a year Never (please skip to the next department) 1. Please rate the Benefits Department in the following categories: Excellent Good Average Average Poor Applicab	10. How often do you use the service:	s of the Benefit	s Departm	nent?			
Quarterly Twice a year Once a year Never (please skip to the next department) 1. Please rate the Benefits Department in the following categories: Excellent Good Average Average Poor Applicab Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	Weekly						
Twice a year Once a year Never (please skip to the next department) 1. Please rate the Benefits Department in the following categories: Excellent Good Average Average Poor Applicab Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	Monthly						
Once a year Never (please skip to the next department) 1. Please rate the Benefits Department in the following categories: Excellent Good Average Average Poor Applicab	Quarterly						
Never (please skip to the next department) 1. Please rate the Benefits Department in the following categories: Excellent Good Average Average Poor Applicab	Twice a year						
1. Please rate the Benefits Department in the following categories: Excellent Good Average Average Poor Applicable	Once a year						
Excellent Good Average Average Poor Applicable Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	Never (please skip to the next departme	ent)					
Excellent Good Average Average Poor Applicable Staff helpfulness Image: Control of the properties of the							
Excellent Good Average Average Poor Applicable Staff helpfulness O O O O Staff knowledge O O O O Timeliness of response to my request(s) O O O Availability of assistance O O O	1. Please rate the Benefits Department	in the following	categorie	es:			
Staff knowledge							
Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area		Excellent	Good	Average	Average	Poor	Applicable
Availability of assistance Services provided fit the needs of my area	Staff helpfulness	Excellent	Good	Average	Average	Poor	Applicable
Services provided fit the needs of my area		Excellent	Good	Average	Average	0	Applicabl
	Staff knowledge	Excellent	Good	Average	Average	0	Applicable
Overall quality of services	Staff knowledge Timeliness of response to my request(s)	Excellent	Good	Average	Average	0	Applicable
	Staff knowledge Timeliness of response to my request(s) Availability of assistance	Excellent	Good	Average	Average O O O O O O O O O O O O O O O O O O	0	Applicable
	Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	Excellent	Good	Average	Average O O O O O O O O O O O O O O O O O O	0	Applicabl
	Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	Excellent	Good	Average	Average O O O O O O O O O O O O O O O O O O	0	Applicable
	Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	Excellent	Good	Average	Average O O O O O O O O O O O O O O O O O O	0	Applicable
	Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	Excellent	Good	Average	Average O O O O O O O O O O O O O O O O O O	0	Applicable

dback and suggest processes, etc.):	·		



The CHANCELLOR'S OFFICE is responsible for all District Services and college operations. This office is also responsible for agendas, minutes, and operations of the Board of Trustees and its committees. The Chancellor is the chief executive officer of the district and represents the district in all official matters.

committees. The Chancellor is the chief all official matters.	executive o	fficer of t	he district a	and repres	ents the	district in
13. How often do you use the services o	f the Chance	ellor's Offi	ce?			
Weekly						
Monthly						
Quarterly						
Twice a year						
Once a year						
Never (please skip to the next department)						
14. Please rate the Chancellor's Office in th	ne following o	categories Good		Below	Door	Not Applicable
Staff helpfulness	Excellent	Good	Average	Average	Poor	Applicable
Staff knowledge						
Timeliness of response to my request(s)						
Availability of assistance						
Services provided fit the needs of my area						
Overall quality of services						
, ,						

	processes, etc.):	ms for the onancer	lor's Office (such a	is case or ase, as	crainess or



The CHILD DEVELOPMENT SERVICES department is responsible for the operation of 7 child

16. How often do you use the services Weekly	s of the Child D	evelopme	ent Services	?		
Monthly						
Quarterly						
Twice a year						
Once a year						
Never (please skip to the next departme	ent)					
7. Please rate the Child Development S	ervices in the f	ollowing c	ategories:			
	Excellent	Good	Average	Below Average	Poor	Not Applicabl
Staff helpfulness						
			\bigcirc			
Staff knowledge						
Staff knowledge Timeliness of response to my request(s)	0					
Timeliness of response to my request(s)	0	0	0	0	0	0
Timeliness of response to my request(s) Availability of assistance	0	0	0	0	0	0
-	0	0	0	0	0	0
Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	0	0	0	0	0	0
Fimeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area		0	0	0	0	0

services, specifi	c processes, etc.):		Services (such	



The DISTRICT RESEARCH, PLANNING and INSTITUTIONAL EFFECTIVENESS DEPARTMENT conducts and coordinates research about the District and its colleges for a wide variety of users; coordinates and completes external requests, state and federal mandates (including government reporting, support of grant-funded programs) and reviews/coordinates projects conducted by non-District researchers using students and/or staff as subjects. We facilitate the districtwide planning framework and procedures, coordinate planning timelines and documents, as well as districtwide processes and progress; and serve as district liaison to colleges for accreditation reviews, self-evaluation and data/reports. Finally, we also provide labor market data to all OC community colleges in the exploration and/or review of academic program offerings.

epartment?		
Weekly		
Monthly		
Quarterly		
Twice a year		
Once a year		
Never (please skip	o to the next department)	

	Excellent	Good	Average	Below Average	Poor	Not Applicable
Staff helpfulness						
Staff knowledge		\bigcirc				
Fimeliness of response to my request(s)						
Availability of assistance						
Services provided fit the needs of my area						
Overall quality of services		\bigcirc				



The OFFICE OF DIVERSITY, EQUITY AND INCLUSION (ODEI) was established with a primary focus to develop and build a more inclusive organization as related to race, ethnicity, disability, gender, gender identity, and sexual orientation for our students, faculty, staff and the bevy of learners residing outside of our campus boundaries. ODEI develops successful diversity programs which includes analyzing the impacts of our national history in today's environment, so we can make changes for tomorrow to ensure equity is achieved in our campuses, district and ultimately our communities.

ensure equity is achieved in our campu	,		, , , , ,			
22. How often do you use the services of	of the Office o	of Diversity	y, Equity an	d Inclusion?)	
Weekly						
Monthly						
Quarterly						
Twice a year						
Once a year						
Never (please skip to the next department	:)					
23. Please rate the Office of Diversity, Equi	ity and Inclus	ion in the	following ca	_		
	Excellent	Good	Average	Below Average	Poor	Not Applicable
			_			
Staff helpfulness						
Staff helpfulness Staff knowledge	0	0	0	0	0	0
	0	0	0	0	0	0
Staff knowledge	0	0	0	0 0	0	0
Staff knowledge Timeliness of response to my request(s)	0	0	0	0 0 0	0	0
Staff knowledge Timeliness of response to my request(s) Availability of assistance	0 0 0	0 0 0 0 0		0 0 0 0 0	0 0 0 0	0 0 0
Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area				0 0 0 0 0		
Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area				0 0 0 0 0		
Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area				0 0 0 0		

edback and sugge rvices, specific pro			



The FACILITIES PLANNING, DISTRICT CONSTRUCTION AND SUPPORT SERVICES provides oversight and management for all district facilities which includes capital facility outlay projects, renovation, alterations, new construction, and maintenance of the District Office building. Our staff provides guidance and oversees compliance for activities in planning, design, agency approvals, and State scheduled maintenance, hires consultants and contractors, oversees bidding and capital project delivery, assists in project budgeting and accounting, ensures Division of State Architect approvals and certification, and fulfills the office of the State Chancellor's requirements and annual deadlines.

						eadlines.
25. How often do you use the services	of the Facilitie	es Plannin	g, Construc	tion and Su	pport Ser	vices?
Weekly						
Monthly						
Quarterly						
Twice a year						
Once a year						
Never (please skip to the next departmen	t)					
taff helnfulness	Excellent	Good	Average	Below Average	Poor	Not Applicable
Staff helpfulness	Excellent	Good	Average		Poor	
staff knowledge	Excellent	Good	Average		Poor	
·	Excellent	Good	Average		Poor	
staff knowledge	Excellent	Good	Average		Poor	
Staff knowledge Simeliness of response to my request(s)	Excellent	Good	Average		Poor	



The FISCAL, BUDGET, AND ACCOUNTING SERVICES ensure all district accounts and funds undergo an annual independent financial audit and follow-up and resolve any related audit issues. We prepare a variety of financial and investment reports, forecasts and projections, cash flow statements, and various other information, calculations and reports for use by internal and external users. We prepare the annual budget assumptions for review and discussion with the Fiscal Resources Committee, establish the revenue budgets, and provide the campuses with their expenditure allocations.

establish the revenue budgets, and pro	vide the cam	puses wi	th their exp	enditure a	llocation	s.
28. How often do you use the services	of the Fiscal,	Budget, a	nd Accounti	ng Services	?	
Weekly						
Monthly						
Quarterly						
Twice a year						
Once a year						
Never (please skip to the next departmen	nt)					
29. Please rate the Fiscal, Budget, and Ac	ccounting Serv	vices in the	e following o	_		
	Excellent	Good	Average	Below Average	Poor	Not Applicable
Staff helpfulness	Excellent	Good	Average		Poor	
	Excellent	Good	Average		Poor	
Staff knowledge	Excellent	Good	Average		Poor	
Staff knowledge Timeliness of response to my request(s)	Excellent	Good	Average		Poor	
Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	Excellent	Good	Average		Poor	
Staff knowledge Timeliness of response to my request(s) Availability of assistance	Excellent	Good	Average		Poor O O O O O O O O O O O O O O O O O O	
Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	Excellent	Good	Average		Poor O O O O O O O O O O O O O O O O O O	
Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	Excellent	Good	Average		Poor	
Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	Excellent	Good	Average		Poor	

efulness of se	ervices, specific p	ocesses, etc.):	 	 	



The GRAPHIC COMMUNICATIONS SERVICES establish, enhance and maintain the visual image of the district and its colleges. Print and digital graphic design and desktop publishing services are provided for a wide range of needs—class schedules, catalogs, brochures, posters, newsletters, e-blasts, announcements, advertisements, campus signage, booklets and more.

31. How often do you use the services Weekly	of the Graphi	c Commu	nications Se	ervices?		
Monthly						
Quarterly						
Twice a year						
Once a year						
Never (please skip to the next department	nt)					
O Diagon wate the Commission Commission is	one Comitee :	n tha fall -	uning cata	, wi a a .		
2. Please rate the Graphic Communicati	ons Services i	n the folio	wing catego			Not
	Excellent	Good	Average	Below Average	Poor	Not Applicable
Staff helpfulness						
Staff knowledge						
Timeliness of response to my request(s)						
Availability of assistance		\bigcirc				
Services provided fit the needs of my area						
Overall quality of services		0	\circ			
. ,						
, ,						

edback and sugg ervices, specific p	ocesses, etc.):		



The HUMAN RESOURCES is responsible for personnel recruitment and selection processes for all positions in the district; training and professional development for district employees and orientation for new employees; collective bargaining and implementation of collective bargaining agreements; administration and maintenance of all employee records; compliance with state and federal laws and regulations; management of performance evaluation processes.

Weekly						
Monthly						
Quarterly						
Twice a year						
Once a year						
Never (please skip to the next department	ent)					
5. Please rate the Human Resources in	n the following c	ategories	:	D. I		.
5. Please rate the Human Resources in	the following c	ategories Good	: Average	Below Average	Poor	Not Applicab
		-			Poor	
5. Please rate the Human Resources in Staff helpfulness Staff knowledge		-			Poor	
Staff helpfulness		-			Poor	
Staff helpfulness Staff knowledge Fimeliness of response to my request(s)		-			Poor	
Staff helpfulness Staff knowledge Fimeliness of response to my request(s) Availability of assistance		-			Poor	
Staff helpfulness Staff knowledge		-			Poor	

ecific processes,		s ease of use, u	



The INTERNAL AUDIT DEPARTMENT is responsible for performing operational audits and specialized reviews for the colleges and district office. We assist management in identifying areas of improvement and provide recommendations to enhance governance and oversight. We support the district in maintaining fiscal accountability in its disbursement functions.

37. How often do you use the services	s of the Interna	l Audit De	nartment?			
Weekly	of the interna	Tradit De	partificiti.			
Monthly						
Quarterly						
Twice a year						
Once a year						
Never (please skip to the next departme	ent)					
8. Please rate the Internal Audit Departr	nent in the follo	owing cate	egories:			
				Below		Not
	Excellent	Good	Average	Average	Poor	Applicable
Staff helpfulness						
Staff knowledge	0	0	0	0	0	0
	0	0	0	0	0	0
Staff knowledge	0	0	0	0	0	0
Staff knowledge Timeliness of response to my request(s)	0	0	0	0 0	0	0
Staff knowledge Timeliness of response to my request(s) Availability of assistance				0 0 0	0	0
Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	0			0 0 0	0	0
Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area				0 0 0		
Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area				0 0 0 0		
Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area						
Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area						

rvices, specific pr	ocesses, etc.):			ness



The INSTITUTE FOR WORKFORCE DEVELOPMENT serves as liaison between the colleges and employers (private industry, and government); collaborates with the colleges, employers, advisory committees and other community partners to identify workforce education, training and instructional needs in the region; provides services such as industry roundtables for colleges, customized training for incumbent employees.

Weekly Monthly						
Quarterly						
Twice a year						
Once a year						
Never (please skip to the next departme	ent)					
Never (please skip to the next department of the next department). Please rate the Institute for Workforce		in the foll	lowing cateç	gories:		
		in the foll		Below	Poor	Not Applicab
Please rate the Institute for Workforce	e Development		lowing cated		Poor	Not Applicab
. Please rate the Institute for Workforce	e Development			Below	Poor	
Please rate the Institute for Workforce taff helpfulness taff knowledge	e Development			Below	Poor	
Please rate the Institute for Workforce taff helpfulness taff knowledge meliness of response to my request(s)	e Development			Below	Poor	
	e Development			Below	Poor	

fulness of servi	ces, specific proce	for Workforce	•	



ITS ACADEMIC AND END USER SUPPORT SERVICES is responsible for all classrooms and offices districtwide (including SAC, SCC and approved satellite locations); installing software and hardware and providing technical expertise, providing procurement quotes, guidelines and standards to help ensure accessibility compliance, responding to technical service requests, and collaborating with Media Services department to support mediated classrooms.

	43. How often do you use the services	s of ITS Acader	nic and E	nd User Su _l	oport Servic	es?	
Quarterly Twice a year Once a year Never (please skip to the next department) 4. Please rate the ITS Academic and End User Support Services in the following categories: Excellent Good Average Poor App. Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	Weekly						
Twice a year Once a year Never (please skip to the next department) 4. Please rate the ITS Academic and End User Support Services in the following categories: Excellent Good Average Average Poor App.	Monthly						
Once a year Never (please skip to the next department) A. Please rate the ITS Academic and End User Support Services in the following categories: Excellent Good Average Average Poor App. Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	Quarterly						
Never (please skip to the next department) 1. Please rate the ITS Academic and End User Support Services in the following categories: Excellent Good Average Average Poor Application	Twice a year						
4. Please rate the ITS Academic and End User Support Services in the following categories: Below Excellent Good Average Average Poor App.	Once a year						
Excellent Good Average Average Poor App. Staff helpfulness Staff knowledge Fimeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	Never (please skip to the next departme	ent)					
Excellent Good Average Average Poor App. Staff helpfulness Staff knowledge Fimeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area							
Excellent Good Average Average Poor Approximately Staff helpfulness Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area			t Sarvicas	in the follo	wing catego	ories:	
Staff knowledge	I. Please rate the ITS Academic and Er	na User Suppoi	t Seivices		wing catego		
Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	I. Please rate the ITS Academic and Er				Below		Not Applicab
Availability of assistance Services provided fit the needs of my area					Below		
Services provided fit the needs of my area	Staff helpfulness				Below		
	Staff helpfulness Staff knowledge				Below		
Overall quality of services	Staff helpfulness Staff knowledge Timeliness of response to my request(s)				Below		
	Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance				Below		
	Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area				Below		
	ff helpfulness ff knowledge neliness of response to my request(s) nailability of assistance vices provided fit the needs of my area				Below		

lback and suggestic services, specific p	:		



ITS HELP DESK is the central hub for receiving all customer technical service and project requests for staff and faculty districtwide (including SAC, SCC, DO and approved satellite locations). The Help

Desk is responsible for assigning all inc phones) to technicians through the tick		=	uding hard	ware, softv	vare, netv	vork, and
46. How often do you use the services of	of the ITS He	lp Desk?				
Weekly						
Monthly						
Quarterly						
Twice a year						
Once a year						
Never (please skip to the next department	:)					
47. Please rate the ITS Help Desk in the fo	ollowing cated	iories:				
	Excellent	Good	Average	Below Average	Poor	Not Applicable
Staff helpfulness						
Staff knowledge						
Timeliness of response to my request(s)						
Availability of assistance						
Services provided fit the needs of my area						
Overall quality of services		\bigcirc				

acific processes, etc.):	uggestions for the ITS Help Desk (such as ease of use, usefulness of serv	٠ -



The MAILROOM SERVICES is responsible for the acceptance and processing of inbound and

O W 11	s of the Mailroo	m Service	es?			
Weekly						
Monthly						
Quarterly						
Twice a year						
Once a year						
Never (please skip to the next departme	ent)					
Please rate the Mailroom Services in	the following c	ategories:				
	Excellent	Good	Average	Below Average	Poor	Not Applicabl
aff helpfulness						
aff knowledge		\bigcirc				\bigcirc
meliness of response to my request(s)						
vailability of assistance						
ervices provided fit the needs of my area						
verall quality of services						

rvices, specific pro	ck and suggestions fo cesses, etc.):	 	



The PAYROLL DEPARTMENT is responsible for the collection, preparation, and the timely and

52. How often do you use the services Weekly	o in the Laylon	Departine	JIIL:			
Monthly						
Quarterly						
Twice a year						
Once a year						
Never (please skip to the next departme	ent)					
Please rate the Payroll Department in	n the following o	categories	S:			
	Excellent	Good	Average	Below Average	Poor	Not Applicabl
Staff helpfulness						
Staff helpfulness Staff knowledge	0	0	0	0		
	0	0	0	0	0	0
Staff knowledge Timeliness of response to my request(s)	0	0	0	0 0 0	0	0
Staff knowledge Timeliness of response to my request(s) Availability of assistance	0	0	0 0 0	0 0 0	0	0
Staff knowledge				0 0 0 0 0		
Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area				0 0 0 0 0		
Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area				0 0 0 0		

ecific processes,	pack and suggestion	•	
ecilic processes,	etc.).		



The PUBLIC AFFAIRS offers strategic support and implementation of communications strategies through employee communications (e-blasts, website, newsletters), media relations (press releases, crisis communications, media tracking), publications development (strategy and content), social media (Facebook, Twitter), website development (content and site specifications), and marketing (advertising, direct mail, and online).

Excellent Good Average Average Poor Applic Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	55. How often do you use the service: Weekly	s of the Public /	Allalis?				
Twice a year Once a year Never (please skip to the next department) Excellent Good Average Poor Applic Staff knowledge Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	Monthly						
Once a year Never (please skip to the next department) 5. Please rate the Public Affairs in the following categories: Excellent Good Average Poor Applic Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	Quarterly						
Never (please skip to the next department) 5. Please rate the Public Affairs in the following categories: Excellent Good Average Average Poor Applic Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	Twice a year						
Excellent Good Average Average Poor Applic Staff helpfulness Staff knowledge	Once a year						
	Never (please skip to the next departme	ent)					
Excellent Good Average Average Poor Applic Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area							
Excellent Good Average Average Poor Applic Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	N. Dianana maka dan Dudalia Affaira in dan f	- 11					
Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	6. Please rate the Public Affairs in the fo	ollowing catego	ries:		Below		Not
Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	6. Please rate the Public Affairs in the fo			Average		Poor	Not Applicab
Availability of assistance Services provided fit the needs of my area				Average		Poor	
Services provided fit the needs of my area	Staff helpfulness			Average		Poor	
	Staff helpfulness Staff knowledge			Average		Poor	
Overall quality of services	Staff helpfulness Staff knowledge Timeliness of response to my request(s)			Average		Poor	
	Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance			Average		Poor	
	Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area			Average		Poor O O O O O O O O O O O O O O O O O O	
	Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area			Average		Poor	

ecific processes, e		(such as ease o	



The PUBLICATIONS SERVICES provide digital printing services and is responsible for obtaining all outside printing quotes and bids. Products produced in-house include instructional materials.

58. How often do you use the services	of the Publica	tions Serv	vices?			
Weekly						
Monthly						
Quarterly						
Twice a year						
Once a year						
Never (please skip to the next department	nt)					
O. Diagram water than Divibility of the second	in the fellers!	·				
9. Please rate the Publications Services	in the followin	g categori	es:	Below		Not
	Excellent	Good	Average	Average	Poor	Applicab
Staff helpfulness						
Staff knowledge		\bigcirc				
Timeliness of response to my request(s)						
Availability of assistance						
Services provided fit the needs of my area						
Overall quality of services						

	dback and suggesti processes, etc.):		(00.011 0.00 00.00 0	,	
<u> </u>	· · · · · · · · · · · · · · · · · · ·				



The PURCHASING SERVICES is responsible for the acquisition of materials, equipment and services;

Excellent Good Average Average Poor Approximately Staff helpfulness Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	Monthly Quarterly Twice a year Once a year Never (please skip to the next department) Excellent Good Average Average Poor Applicable helpfulness knowledge Giness of response to my request(s) Gability of assistance Ges provided fit the needs of my area	61. How often do you use the services	s of the Purcha	sing Servi	ices?			
Quarterly Twice a year Once a year Never (please skip to the next department) 2. Please rate the Purchasing Services in the following categories: Excellent Good Average Poor Application Average Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	Quarterly Twice a year Once a year Never (please skip to the next department) ease rate the Purchasing Services in the following categories: Excellent Good Average Poor Applicable helpfulness knowledge Good Average Roor Applicable helpfulness knowledge Good Average Roor Applicable helpfulness Good Average Roor Applicable helpfulness knowledge Good Average Roor Applicable helpfulness Good Average Roor Average Roor Applicable helpfulness Good Average Roor Average Roor Average Roor Applicable helpfulness Good Average Roor Av	Weekly						
Twice a year Once a year Never (please skip to the next department) 2. Please rate the Purchasing Services in the following categories: Excellent Good Average Average Poor Apply Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	Twice a year Once a year Never (please skip to the next department) ease rate the Purchasing Services in the following categories: Excellent Good Average Average Poor Applicable the plant the poor of the plant to the plant	Monthly						
Once a year Never (please skip to the next department) 2. Please rate the Purchasing Services in the following categories: Excellent Good Average Average Poor Application of the properties of response to my request(s) Availability of assistance Services provided fit the needs of my area	Once a year Never (please skip to the next department) ease rate the Purchasing Services in the following categories: Excellent Good Average Average Poor Applicable thelpfulness knowledge Ges provided fit the needs of my area	Quarterly						
Never (please skip to the next department) 2. Please rate the Purchasing Services in the following categories: Excellent Good Average Average Poor Application of the property o	Never (please skip to the next department) ease rate the Purchasing Services in the following categories: Excellent Good Average Average Poor Applicable	Twice a year						
2. Please rate the Purchasing Services in the following categories: Excellent Good Average Average Poor Application	ease rate the Purchasing Services in the following categories: Excellent Good Average Average Poor Applicable helpfulness Ood Ood Ood Ood helpfulness Ood helpfulne	Once a year						
Excellent Good Average Average Poor Approximately Staff helpfulness Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	Excellent Good Average Average Poor Applicable helpfulness Average Poor Average Poor Applicable helpfulness Average Poor Av	Never (please skip to the next departme	ent)					
Excellent Good Average Average Poor Approximately Staff helpfulness Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	Excellent Good Average Average Poor Applicable helpfulness Average Poor Average Poor Applicable helpfulness Average Poor Average P							
Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	Excellent Good Average Average Poor Applicable helpfulness knowledge iness of response to my request(s) ability of assistance ces provided fit the needs of my area Excellent Good Average Average Poor Applicable of the poor Ap	2. Please rate the Purchasing Services	in the following	categorie	es:			
Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area Overall quality of services	knowledge iness of response to my request(s) ability of assistance ces provided fit the needs of my area iness of response to my request(s) ces provided fit the needs of my area		Excellent	Good	Average		Poor	
Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	iness of response to my request(s) ability of assistance ces provided fit the needs of my area							
Availability of assistance Services provided fit the needs of my area	ability of assistance	Staff helpfulness						
Services provided fit the needs of my area	ces provided fit the needs of my area		0	0	0	0	0	0
		Staff knowledge	0	0	0	0	0	0
Overall quality of services	all quality of services	Staff knowledge Timeliness of response to my request(s)	0	0	0	0	0	0
		Staff knowledge Timeliness of response to my request(s) Availability of assistance			0	0 0	0	0
		Staff knowledge Timeliness of response to my request(s) Availability of assistance				0 0 0		0
		Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area				0 0 0 0		
		Staff knowledge Fimeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area						

Additional feedb vices, specific pr		`	



The RESOURCE DEVELOPMENT identifies grant opportunities; coordinates development, writing, preparation, and submission of grant applications; assists project directors with budget and program planning assistance for their grant projects; prepares and processes grant-related documents required internally or by the funder. Staff provide guidance on compliance to ensure projects meet audit standards.

Weekly Monthly Quarterly Twice a year Once a year Never (please skip to the next department)						
Quarterly Twice a year Once a year						
Twice a year Once a year						
Once a year						
Never (please skip to the next department)						
Please rate the Resource Development in	the follow	ing catego	ories:			
1	Excellent	Good	Average	Below Average	Poor	Not Applicable
aff helpfulness						
aff knowledge	\bigcirc	\bigcirc			\bigcirc	
meliness of response to my request(s)						
vailability of assistance	\bigcirc					
ervices provided fit the needs of my area						
			\bigcirc			
verall quality of services						

	dback and suggestions for Res processes, etc.):	burce Development (suc	m as ease of use, usefulnes	SS OI
- vioco, opcome				



The RISK MANAGEMENT provides support and resources to staff and faculty on a wide range of matters including Workers Compensation, ergonomic assessments, safety issues, hazardous

materials, waivers and releases, Certific checks, and contract review for proper			=		gal matte	rs, DMV
67. How often do you use the services	of the Risk M	anagemer	nt?			
Weekly						
Monthly						
Quarterly						
Twice a year						
Once a year						
Never (please skip to the next departmen	t)					
68. Please rate the Risk Management in th	ne following ca	ategories:				
	Excellent	Good	Average	Below Average	Poor	Not Applicable
Staff helpfulness						
Staff knowledge						
Timeliness of response to my request(s)						
Availability of assistance						
Services provided fit the needs of my area						
Overall quality of services						

ecific processes, et		ement (such as e	
<u> </u>	•		



The SAFETY AND SECURITY serves and protects the people and property at all district locations to ensure a safe and secure educational environment that encourages personal and intellectual growth. To accomplish this, our primary activities are to perform visible and continuous patrols of district properties so that we are available to provide assistance to our students, staff and guests; to perform safety and security services; to detect and deter crime.

properties so that we are available to pro safety and security services; to detect a			ur student	s, staff and	guests;	to perform
70. How often do you use the services of	of the Safety	and Secu	rity?			
Weekly						
Monthly						
Quarterly						
Twice a year						
Once a year						
Never (please skip to the next department))					
71. Please rate the Safety and Security in t	he following	categories	S:	Below		Not
	Excellent	Good	Average	Average	Poor	Applicable
Staff helpfulness	Excellent	Good	Average		Poor	
Staff helpfulness Staff knowledge	Excellent	Good	Average		Poor	
	Excellent	Good	Average		Poor	
Staff knowledge	Excellent	Good	Average		Poor	
Staff knowledge Timeliness of response to my request(s)	Excellent	Good	Average		Poor	
Staff knowledge Timeliness of response to my request(s) Availability of assistance	Excellent	Good	Average		Poor	

ecific processes,	etc.):			



TECHNOLOGY INFRASTRUCTURE AND SUPPORT SERVICES is responsible for supporting core IT infrastructure districtwide (including SAC, SCC, DO and approved satellite locations); providing internet and network connectivity at all locations, supporting and maintaining the email system, servers, enterprise storage and telecommunication systems, the wireless network, video surveillance, performing backups and recovery of enterprise data, and developing and supporting mechanisms to provide a safe and reliable network (e.g. firewalls, antispam, antivirus and intrusion detection systems). Support services staff are also responsible for providing end user support at the District Office.

73. How often do you use the service	es of the Techno	logy Infra	structure an	d Support S	Services?	
Weekly						
Monthly						
Quarterly						
Twice a year						
Once a year						
Never (please skip to the next departm	nent)					
Never (please skip to the next departm 4. Please rate Technology Infrastructur		Services ir	n the followi		es:	
		Services ir Good	n the followi Average	ng categorie Below Average	es: Poor	Not Applicable
	re and Support S			Below		
4. Please rate Technology Infrastructur	re and Support S			Below		
4. Please rate Technology Infrastructur Staff helpfulness	re and Support S			Below		
4. Please rate Technology Infrastructur Staff helpfulness Staff knowledge	re and Support S			Below		
4. Please rate Technology Infrastructur Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance	re and Support S			Below		
4. Please rate Technology Infrastructur Staff helpfulness Staff knowledge Timeliness of response to my request(s)	re and Support S			Below		

5. Additional feedback and suggestions for Technology Infrastructure and Support Services (such as ease one, usefulness of services, specific processes, etc.):						
						_



The TITLE IX DEPARTMENT serves as a district-wide resource that works with partners across RSCCD and its colleges to cultivate and promote an inclusive learning and working environment. This office is responsible for the development and administration of a comprehensive program for Title IX, including offering workshops and training. Title IX also oversees the response to the District's nondiscrimination policies related to sexual violence, sexual harassment, stalking, intimate partner violence, and other forms of gender or sex discrimination.

76. How often do you use the services	of the Title IX	Departme	ent?			
Weekly						
Monthly						
Quarterly						
Twice a year						
Once a year						
Never (please skip to the next department	nt)					
7. Please rate the Title IX Department in	the following	categories	s:			
	Excellent	Good	Average	Below Average	Poor	Not Applicable
Staff helpfulness						
Staff knowledge						
						\bigcirc
Timeliness of response to my request(s)		0	0	0	0	
Timeliness of response to my request(s) Availability of assistance	0	0	0	0	0	0
	0	0	0	0	0	0
Availability of assistance	0 0	0	0	0	0	

. Additional feedbac rvices, specific prod	ck and suggestions to cesses, etc.):	ior the little IX Dep	partment (such as e	ease of use, usefu	iness ot



The WAREHOUSE & RECEIVING SERVICES are responsible for the receipt, inspection, safeguarding and delivery of most goods throughout the District as well as maintaining trace inventories, conducting physical inventories, providing annual reconciliation of fixed assets, maintaining and coordinating the donation, sale and disposition of surplus property.

Monthly Quarterly Twice a year Once a year Never (please skip to the next department) 80. Please rate the Warehouse & Receiving Services in the following categories: Excellent Good Average Average Poor Applicable	79. How often do you use the services Weekly	of the Wareho	ouse & Re	eceiving Ser	vices?		
Twice a year Once a year Never (please skip to the next department) 80. Please rate the Warehouse & Receiving Services in the following categories: Excellent Good Average Below Average Poor Applicable	Monthly						
Once a year Never (please skip to the next department) 80. Please rate the Warehouse & Receiving Services in the following categories: Excellent Good Average Below Average Poor Applicable	Quarterly						
Never (please skip to the next department) 80. Please rate the Warehouse & Receiving Services in the following categories: Excellent Good Average Average Poor Applicable	Twice a year						
80. Please rate the Warehouse & Receiving Services in the following categories: Excellent Good Average Average Poor Applicable	Once a year						
Excellent Good Average Average Poor Applicable Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	Never (please skip to the next department	t)					
Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	30. Please rate the Warehouse & Receivin	ng Services in	the follow	<i>i</i> ing categor			Not
Staff knowledge		Excellent	Good	Average	Average	Poor	Applicable
Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	Staff helpfulness						
Availability of assistance							
Services provided fit the needs of my area	Staff knowledge	0	\circ	\circ	\circ	0	0
		0	0	0	0	0	0
Overall quality of services	Timeliness of response to my request(s)	0	0	0	0	0	0
	Timeliness of response to my request(s) Availability of assistance	0	0	0	0	0	0
	Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	0		0	0 0 0	0 0 0	
	Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	0			0 0 0		
	Timeliness of response to my request(s) Availability of assistance Services provided fit the needs of my area	0					

1. Additional feedback and suggestions for the Warehouse & Receiving Services (such as ease of use, sefulness of services, specific processes, etc.):					
		·			



WEB DEVELOPMENT is responsible for implementing and managing the Enterprise Web Content Management System (Sharepoint), maintaining the main public websites districtwide (SAC, SCC, DO and approved satellite locations) as well as the intranet. Web development is also responsible for implementing mobile-ready responsive design layouts, and maintaining web accessibility standards. 82. How often do you use the services of the Web Development? Weekly Monthly Quarterly Twice a year Once a year Never (please skip to the next department) 83. Please rate the Web Development in the following categories Below Not Excellent Good Applicable Average Average Poor Staff helpfulness Staff knowledge Timeliness of response to my request(s) Availability of assistance

Services provided fit the needs of my area

Overall quality of services

4. Additional feedback and suggestions for Web Development (such as ease of use, usefulness of services pecific processes, etc.):					