



District Services Satisfaction Survey, 2015

October 2015

As part of the Rancho Santiago Community College District's (RSCCD) district-wide planning process, district services conducts an ongoing assessment, similar to the colleges' program review process, to promote efficiency and effectiveness. The Planning and Organizational Effectiveness Committee (POE), made up of representatives from both colleges and district services, reviews these departmental documents and prioritizes specific recommendations prior to consideration by the District Council.

Each department creates a portfolio that describes its department, assesses its functions and services (in terms of staffing, budgeting, customers and services), identifies its service initiative and unit outcomes as they relate to the RSCCD goals and strategic plan objectives, and resources (personnel, technology, and fiscal needs) to compliment the work it produces. The two-year cycle of evaluation encourages department staff to regularly assess their program and the manner in which the needs of their clients/customers are addressed in order to maximize the department's strengths and implement improvements wherever possible.

To assist staff in their assessment, members of the POE committee designed a very simple, but comprehensive survey of the 27 district services departments. The survey was implemented in December 2013 for faculty and staff's feedback and again in October 2015. This document is a compilation of the results by department and data are organized by respondents at Santa Ana College (SAC), at Santiago Canyon College (SCC) and at District Operations (DO) so that departments may respond accordingly should there be imbalance of services as rated by site staff and faculty.

The three hundred eighteen participants were diverse in terms of work site, employee groups and status:

- Forty-eight percent of respondents were from SAC, 35% from SCC and 15% from DO,
- Forty-six percent of respondents were confidential/classified, 41% faculty and 13% supervisory/management, and
- Seventy-eight were full-time and 22% part-time staff.

Participants were also given an opportunity to make additional comments and suggestions for each department and these are also included in this report. District Services departments will review both sets of data (December 2013 and October 2015) and their progress, from users' perspectives, and address areas in need of improvement, if needed.

The ACADEMIC COMPUTER SUPPORT is responsible for technical assistance to faculty, staff, and students as well as procurement, deployment and maintenance of academic and administrative servers, computers, and software.

How often do you use the services of the Academic Computer Support? (N=287)

- 15% Weekly
- 18% Monthly
- 12% Quarterly
- 9% Twice a Year
- 7% Once a Year
- 39% Never

Ratings for the Academic Computer Support	Excellent 5	Good 4	Average 3	Below Ave. 2	Poor 1	Average Rating
Staff helpfulness						
Santa Ana College (N=87)	55%	32%	9%	2%	1%	4.38
Santiago Canyon College (N=73)	58%	33%	5%	3%	1%	4.42
District Operations (N=16)	63%	25%	13%	0%	0%	4.50
Total (N=176)	57%	32%	8%	2%	1%	4.40
Staff knowledge						
Santa Ana College (N=84)	60%	29%	12%	0%	0%	4.48
Santiago Canyon College (N=72)	56%	36%	4%	3%	1%	4.42
District Operations (N=16)	50%	38%	6%	6%	0%	4.31
Total (N=172)	57%	33%	8%	2%	1%	4.44
Timeliness of response to your request(s)						
Santa Ana College (N=85)	40%	34%	20%	4%	2%	4.06
Santiago Canyon College (N=73)	49%	29%	15%	5%	1%	4.19
District Operations (N=16)	56%	38%	0%	0%	6%	4.38
Total (N=174)	45%	32%	16%	4%	2%	4.13
Availability of assistance						
Santa Ana College (N=86)	40%	40%	13%	6%	2%	4.08
Santiago Canyon College (N=73)	44%	36%	15%	4%	1%	4.16
District Operations (N=16)	56%	31%	0%	6%	6%	4.25
Total (N=175)	43%	37%	13%	5%	2%	4.13
Services provided fit the needs of my area						
Santa Ana College (N=86)	50%	35%	12%	1%	2%	4.29
Santiago Canyon College (N=73)	47%	42%	7%	3%	1%	4.30
District Operations (N=16)	56%	31%	0%	13%	0%	4.31
Total (N=175)	49%	38%	9%	3%	2%	4.30
Overall quality of services						
Santa Ana College (N=87)	45%	40%	8%	7%	0%	4.23
Santiago Canyon College (N=72)	49%	40%	6%	4%	1%	4.31
District Operations (N=16)	50%	38%	0%	13%	0%	4.25
Total (N=175)	47%	40%	6%	6%	1%	4.26

Additional feedback and suggestions for Academic Computer Support:

- Outstanding support and services (5)
- There doesn't seem to be enough staff in the department. (2)
- Being short-staffed at SCC has severely impacted computer-based classes. In the summer session, students dropped classes in noncredit because several Adobe products were not working.
- District ITS is wonderful. So glad to have them.
- Don't know if it's related, but there was no one to help me when the video projector would not work on my Saturday lecture of 96 students
- I like the Help Desk Ticket request process.
- I wish you could have referred to the helpdesk then it would be clear to me that you are asking about the technical services. And I trust that this is what you are asking me to rate?
- Improved communication is recommended between the District and our campus services.
- Is Academic Computer Support the new name for ITS?
- It's a crap shoot. Some people are good, knowledgeable, and help you in a timely manner. Others are poor, unwilling to help, and drag their feet. It's like, if they just blow you off, maybe the problem will go away. Therefore, I've marked everything average, but they are definitely not average; it varies from really great to awfully pitiful.
- **Lee** is always available when I need him to look at my computer or any of the trustees' laptops.
- Lots of folks sitting in the carts at SAC. SCC folks are understaffed. Needs are different at each campus. This survey so far is going to be wrong. Only because all sites in the District are different in the ways things are done?
- Ordering of texts --- superb process.
- Requests have been taking longer than in the past.
- Seem to be understaffed and always busy on other people's problems
- **Solo and Howard** are the best.
- Some of the staff could be more proactive. Some of the staff is very good.
- Some techs are not knowledgeable and hence quality work is not provided. Also, some techs lack patience in working with colleagues.
- Tech support staff are very responsive. Their services on SAC campus have improved immensely in the last few months.
- The Academic Computer Support department always seem to be friendly and helpful.
- The ITS Wizards as I call them provide service with a smile. They are always available to help students, staff and faculty. If a problem occurs and they fixed it but another bug surfaces, they are back on the case until a solution is found. We could not function without them.
- The staff in the ACS have not been helpful. Their knowledge varies, and when asked to help, don't expect immediate or any help at all.
- They are very patient, even when it is not a human's fault the computer is having a data fit.
- They do not have enough personnel; they take forever to answer, and usually in a bad mood.
- They have been extremely supportive and helpful in my needs and fixing my problems.
- Updating of computer software and speed of internet are the essential concerns in this area. Support is great.
- We are fortunate to have the staff at SCC. Each of the support crew is helpful, kind, and patient (especially with someone who lacks computing skill). I could not ask for better assistance!

The ACCOUNTS PAYABLE performs the primary non-payroll disbursement function for the District. We process for payment the general obligations of the District 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.

How often do you use the services of the Accounts Payable? (N=284)

- 14% Weekly
- 16% Monthly
- 8% Quarterly
- 6% Twice a Year
- 6% Once a Year
- 50% Never

Ratings for the Accounts Payable	Excellent 5	Good 4	Average 3	Below Ave. 2	Poor 1	Average Rating
Staff helpfulness						
Santa Ana College (N=52)	48%	35%	17%	0%	0%	4.31
Santiago Canyon College (N=49)	49%	39%	10%	2%	0%	4.35
District Operations (N=33)	52%	39%	9%	0%	0%	4.42
Total (N=134)	49%	37%	13%	1%	0%	4.34
Staff knowledge						
Santa Ana College (N=53)	47%	38%	15%	0%	0%	4.32
Santiago Canyon College (N=48)	48%	44%	6%	2%	0%	4.38
District Operations (N=33)	61%	27%	12%	0%	0%	4.48
Total (N=134)	51%	37%	11%	1%	0%	4.37
Timeliness of response to your request(s)						
Santa Ana College (N=55)	42%	29%	24%	4%	2%	4.05
Santiago Canyon College (N=49)	41%	35%	14%	6%	4%	4.02
District Operations (N=32)	56%	28%	16%	0%	0%	4.41
Total (N=136)	45%	31%	18%	4%	2%	4.12
Availability of assistance						
Santa Ana College (N=54)	41%	33%	24%	2%	0%	4.13
Santiago Canyon College (N=48)	42%	33%	21%	2%	2%	4.10
District Operations (N=33)	55%	33%	12%	0%	0%	4.42
Total (N=135)	44%	33%	20%	1%	1%	4.18
Services provided fit the needs of my area						
Santa Ana College (N=54)	43%	35%	20%	0%	2%	4.17
Santiago Canyon College (N=49)	45%	35%	14%	4%	2%	4.16
District Operations (N=34)	56%	35%	9%	0%	0%	4.47
Total (N=137)	47%	35%	15%	1%	1%	4.23
Overall quality of services						
Santa Ana College (N=51)	39%	35%	24%	0%	2%	4.10
Santiago Canyon College (N=48)	48%	29%	17%	6%	0%	4.19
District Operations (N=34)	59%	29%	12%	0%	0%	4.47
Total (N=133)	47%	32%	18%	2%	1%	4.22

Additional feedback and suggestions for Accounts Payable:

- Accounts Payable is AWESOME... I couldn't get through some weeks without **Candi**'s help. **Roxana** is a great addition and **Debbie** is wonderful as well. Love them all!!! Thanks to all of them. **Ruby, Candi, Roxana and Debbie** are wonderful.
- Although I have not interacted with Accounts Payable this year, my interactions with this department has not been good. There is a lack of communication between this department and college departments. There should be more workshops or trainings with colleges.
- **Candi Easter** is always very helpful and available to answer any questions. She is very friendly and very easy to work with. By far, she has the best customer service skills in that department.
- **Debbie Perales and Candi Easter** are excellent to work with.
- **Debbie Perales** is excellent!!!!
- Excellent service
- Follow up is slow when requesting check status.
- I have an instructional associate who has not been paid in three months for his work. That is unacceptable.
- I have high regards for AP staff. They make my job easier. Very helpful and professional. Thank you!
- I mainly interact with **Debbie Perales**. She is extremely helpful and knowledgeable. She consistently provides our department with excellent customer service. She handles my issues quickly. She never gets bothered when I ask the same question again and again. She is very flexible in making things happen on those occasions when we may be behind and need assistance. The department is very lucky to have her.
- I work with AP on a daily basis sometimes. They are always helpful and friendly.
- I would like to commend **Debbie Perales** in particular. She has helped us with some complicated situations. We appreciate her expertise and responsiveness.
- It is not efficient for Santiago Canyon to operate off of a business office at Santa Ana College.
- Most of the AP staff are very friendly and helpful when needed. Unfortunately _____ on the other hand is very condescending when she speaks to you and would catch more bees with honey rather than her vinegar.
- Never answers phone. When I leave a message it could be over a week to get a response. Overpaid me for winter intersession and expected me to give it back six months later.
- Overall the service of this area is good. I would have rated it excellent, but have had reports from some in my department when explanations or additional help is needed, staff has sometimes not been treated respectfully.
- Some of the classified staff are helpful but the leadership is lacking in customer service and support with questions. **Candi** stands out as someone who is very helpful, friendly and works well with our department.
- Some of the staff members, one in particular (_____) needs to improve her people skills when dealing with colleges.
- Staff works hard and diligent in processing all requests.
- They need more staff
- Things seem to take too long.
- Very busy department and under pressure most of the time.

The APPLICATION SYSTEMS (AS) is responsible for management and integration of Datatel and third party software such as Image Now, CI Track, and Blackboard. AS also provides State MIS Reporting and maintains the RSCCD research data warehouse.

How often do you use the services of the Application Systems (AS)? (N=278)

- 19% Weekly
- 10% Monthly
- 5% Quarterly
- 4% Twice a Year
- 4% Once a Year
- 58% Never

Ratings for the Application System	Excellent 5	Good 4	Average 3	Below Ave. 2	Poor 1	Average Rating
Staff helpfulness						
Santa Ana College (N=39)	56%	26%	18%	0%	0%	4.38
Santiago Canyon College (N=47)	47%	36%	15%	0%	2%	4.26
District Operations (N=21)	62%	24%	14%	0%	0%	4.48
Total (N=107)	53%	30%	16%	0%	1%	4.34
Staff knowledge						
Santa Ana College (N=39)	59%	28%	10%	3%	0%	4.44
Santiago Canyon College (N=47)	49%	36%	15%	0%	0%	4.34
District Operations (N=20)	60%	30%	10%	0%	0%	4.50
Total (N=106)	55%	32%	12%	1%	0%	4.40
Timeliness of response to your request(s)						
Santa Ana College (N=40)	48%	23%	20%	8%	3%	4.05
Santiago Canyon College (N=48)	46%	38%	10%	4%	2%	4.21
District Operations (N=21)	48%	38%	14%	0%	0%	4.33
Total (N=109)	47%	32%	15%	5%	2%	4.15
Availability of assistance						
Santa Ana College (N=39)	46%	23%	28%	3%	0%	4.13
Santiago Canyon College (N=47)	49%	32%	17%	0%	2%	4.26
District Operations (N=20)	45%	40%	15%	0%	0%	4.30
Total (N=106)	47%	30%	21%	1%	1%	4.21
Services provided fit the needs of my area						
Santa Ana College (N=40)	48%	25%	20%	8%	0%	4.13
Santiago Canyon College (N=46)	43%	37%	17%	0%	2%	4.20
District Operations (N=21)	62%	24%	14%	0%	0%	4.48
Total (N=107)	49%	30%	18%	3%	1%	4.21
Overall quality of services						
Santa Ana College (N=39)	49%	26%	21%	5%	0%	4.18
Santiago Canyon College (N=48)	46%	40%	13%	2%	0%	4.29
District Operations (N=21)	62%	24%	14%	0%	0%	4.48
Total (N=108)	50%	31%	16%	3%	0%	4.27

Additional feedback and suggestions for Application Systems (AS):

- After I was trained, I don't interact with the staff that much but the interaction I have had with them is excellent.
- Blackboard assistance is excellent
- Blackboard has worked very well for me, so the one time I called them, they knew what was going on and help right away! Thank you so much!
- **Cecilia Schultz** is very knowledgeable and helpful. Her analytical ability and thought process is fascinating.
- I feel that they need more staff to be able to get to our department's requests faster. The department seems to be understaff for the workload.
- I mostly deal with Blackboard since they implemented automatic coordination between Blackboard and WebAdvisor, my satisfaction level has gone up considerably but it was such a recent change, I'm rating the service on the whole over the past couple of years.
- It's been mixed. **Jennie Adams** is great. She has been helpful with Datatel. My recent encounter with Image Now was poor.
- It's rare that we see these folks around?
- **Michael Le** is most of my point contact for some of these applications, and I couldn't be happier. He's very patient, thorough and always helpful.
- **Michael Le** is the "guru" of the major applications I work with. Datatel and Image Now issues are taken on personally by **Michael**, who has been able to resolve problems within the day. He responds immediately, courteously and I have the utmost respect and confidence that when I send the issue to him, it IS RESOLVED. **Lee Peralta** is also number one in my books. Always prompt in his response to issues, knowledgeable, courteous and very capable.
- More staff needed for Datatel issues and credit card issues. One person handling credit card issues is not enough. More staff in general with Datatel knowledge. ITS should be more involved in Datatel issues. Most of IT don't know anything about Datatel. We definitely need new credit card processing company. Official payments have dropped the ball too many times. All the issues we have had, especially the past 8 months have been bad.
- Needs to be more responsive in issues regarding CI-Track.
- Please remember to consider the needs of noncredit when purchasing, patching, and training. Data is still hard to get for us, at least at the faculty level.
- **Scott James** is the best! He is so knowledgeable, helpful and patient!!
- State should centralize this activity to avoid a plethora of services at the local level with various interpretations of the code and regulations. The cost of providing education would be reduced significantly. Local research should be maintained at the centralized level, or district level, to avoid a plethora of services for convenience at the campus level.
- **Stuart Davis and Jennie Adams** are some of my favorite people of all time!
- The Datatel panels need to be updated to conform to user demands. ITS should query users to find out how to make use of the database more efficient; reports, data entry, etc.
- When it comes to BlackBoard the service is excellent. When it comes to Datatel service is pretty lame to horrible to absolutely awful. Therefore everything above is checked as average.
- Wonderful, no complaints.
- Would scheduling software like Astra be included in the AS? If so then I use it daily.

The BENEFITS DEPARTMENT manages the medical, dental, and vision plans for eligible employees and their dependents as well as other fringe benefits such as life insurance, Employee Assistance Program, Hyatt Legal, and United Pet Care.

How often do you use the services of the Benefits Department? (N=275)

- 2% Weekly
- 4% Monthly
- 14% Quarterly
- 25% Twice a Year
- 28% Once a Year
- 27% Never

Ratings for the Benefits Department	Excellent 5	Good 4	Average 3	Below Ave. 2	Poor 1	Average Rating
Staff helpfulness						
Santa Ana College (N=79)	65%	23%	11%	1%	0%	4.51
Santiago Canyon College (N=78)	67%	27%	6%	0%	0%	4.60
District Operations (N=41)	66%	29%	5%	0%	0%	4.61
Total (N=198)	66%	26%	8%	1%	0%	4.57
Staff knowledge						
Santa Ana College (N=79)	61%	27%	11%	1%	0%	4.47
Santiago Canyon College (N=78)	65%	28%	6%	0%	0%	4.59
District Operations (N=41)	63%	34%	2%	0%	0%	4.61
Total (N=198)	63%	29%	8%	1%	0%	4.55
Timeliness of response to your request(s)						
Santa Ana College (N=78)	51%	35%	12%	3%	0%	4.35
Santiago Canyon College (N=77)	64%	29%	8%	0%	0%	4.56
District Operations (N=41)	61%	32%	7%	0%	0%	4.54
Total (N=196)	58%	32%	9%	1%	0%	4.47
Availability of assistance						
Santa Ana College (N=79)	53%	30%	14%	3%	0%	4.34
Santiago Canyon College (N=79)	63%	27%	10%	0%	0%	4.53
District Operations (N=41)	61%	32%	7%	0%	0%	4.54
Total (N=199)	59%	29%	11%	1%	0%	4.46
Services provided fit the needs of my area						
Santa Ana College (N=75)	56%	27%	16%	1%	0%	4.37
Santiago Canyon College (N=79)	58%	33%	9%	0%	0%	4.49
District Operations (N=40)	58%	40%	3%	0%	0%	4.55
Total (N=194)	57%	32%	10%	1%	0%	4.46
Overall quality of services						
Santa Ana College (N=77)	57%	29%	13%	1%	0%	4.42
Santiago Canyon College (N=78)	59%	36%	5%	0%	0%	4.54
District Operations (N=41)	61%	37%	2%	0%	0%	4.59
Total (N=196)	59%	33%	8%	1%	0%	4.50

Additional feedback and suggestions for the Benefits Department:

- The staff provides consistent good customer service. (4)
- Annually provide claims and premium paid to better understand your benefits stewardship including wellness programs, underwriting and the justification for rate increases. In today's environment, no employee charge health care is rare. Ultimately each taxpayer will be assessed tax on this no charge benefit.
- Benefits are very helpful for myself and the trustees.
- Communication between district and college needs to be better, and the service provided during a call needs to be reviewed. Need better customer service.
- **Diane** has done a wonderful job at making me comfortable with my limited experience in using insurance benefits. All of the documents, brochures, and pamphlets Benefits provided upfront allowed me to read about the benefits at my pace. The benefits department is much appreciated!
- **Diane** is always helpful when we call and have questions.
- **Diane Loya** is extremely knowledgeable and helpful.
- **Diane Loya** is terrific. **Diane Hill** is extremely helpful when Diane Loya is out. **Don Maus** has great communication skills. The whole department did a great job during the benefit transition!!!
- **Don Maus** is outstanding and **Diane Hill** is a wonderful liaison in the department who is always friendly, helpful and courteous.
- Excellent services, always there to answer questions. Very helpful. :)
- Helpful always, always respond right away.
- I have found that the new pharmacy plan is does not cover as much as the prior plan. A regular medication changed from \$10 to \$75. Yikes.
- I wish more information was available in a simplified format to help employees make the right decisions when choosing or accessing benefits. Workshops would be cool. Short emails would also be helpful. Overall though, staff has always been warm and kind when I needed them.
- I wish we had more time at enrollment time to change things.
- It's tragic that you do not provide the opportunity for part-timers buy into the insurance offered to full time employees.
- My only issue with Benefits has been the open enrollment timing - it's very difficult to pull time away in critical moments in the semester. I will say that on-site visits for open enrollment and the recent ability to "roll over" existing benefits has been an enormous help in response to that problem. Otherwise, I'm quite satisfied with the team and procedures we currently have.
- No one is available by phone; they don't always return calls either.
- Is there any way to make Kaiser an option for medical?
- Sometimes questions have been emailed and not answered unless we push for answers.
- Staff is available and knowledgeable. They provide a "bank of knowledge" that staff.
- Suggestion: If you cannot answer a question it is OK to say so and be as upfront.
- The staff is very helpful and definitely knows their stuff. Very supportive of the employees.
- The two **Dianes** are great. Both are very responsive to inquiries and issues and have always resolved/addressed issues promptly and effectively. **Diane Loya** took on a personal billing issue for me, clearly beyond her scope of responsibility, but was very pleasant and effective in resolving an issue that had resulted in a collection agency involvement. Thank you **Diane**.
- The website is a helpful way to get a copy of the Benefits offered for my specific HMO plan.
- They made sure you understand the answer, and search for the most relevant information needed.
- Very responsive to my needs. I am completely satisfied with this department.
- We do not have any service available.
- When asking any information about our retirement options (even as a new employee) no department can provide answers except to look at the CalPERS /CalSTRS websites. The district should give new employees at least the basic knowledge of what is offered, how it works and not be referred to a website.
- When the new insurance came into effect this new fiscal year, these ladies were superb at helping me through it.

The BOOKSTORES provide the necessary educational tools to serve and benefit students, faculty and staff at all college locations including textbooks, course materials, office supplies and technology supplements. We also offer services that include a comprehensive textbook rental program, digital textbooks and provide alternate sources for students to purchase their course materials at the lowest price possible through comparison websites.

How often do you use the services of the Bookstores? (N=278)

- 19% Weekly
- 20% Monthly
- 15% Quarterly
- 16% Twice a Year
- 6% Once a Year
- 24% Never

Ratings for the Bookstores	Excellent 5	Good 4	Average 3	Below Ave. 2	Poor 1	Average Rating
Staff helpfulness						
Santa Ana College (N=104)	67%	24%	8%	1%	0%	4.58
Santiago Canyon College (N=92)	79%	17%	2%	0%	1%	4.74
District Operations (N=11)	55%	36%	9%	0%	0%	4.45
Total (N=207)	72%	22%	5%	0%	0%	4.64
Staff knowledge						
Santa Ana College (N=104)	63%	29%	8%	1%	0%	4.53
Santiago Canyon College (N=92)	78%	17%	3%	0%	1%	4.72
District Operations (N=11)	45%	45%	9%	0%	0%	4.36
Total (N=207)	69%	25%	6%	0%	0%	4.61
Timeliness of response to your request(s)						
Santa Ana College (N=102)	61%	28%	11%	0%	0%	4.50
Santiago Canyon College (N=92)	80%	13%	5%	0%	1%	4.72
District Operations (N=10)	40%	50%	10%	0%	0%	4.30
Total (N=204)	69%	23%	8%	0%	0%	4.59
Availability of assistance						
Santa Ana College (N=104)	58%	33%	10%	0%	0%	4.48
Santiago Canyon College (N=92)	76%	18%	3%	1%	1%	4.67
District Operations (N=11)	45%	45%	9%	0%	0%	4.36
Total (N=207)	65%	27%	7%	0%	0%	4.56
Services provided fit the needs of my area						
Santa Ana College (N=103)	58%	29%	13%	0%	0%	4.46
Santiago Canyon College (N=92)	79%	15%	4%	0%	1%	4.72
District Operations (N=11)	36%	55%	9%	0%	0%	4.27
Total (N=206)	67%	24%	9%	0%	0%	4.57
Overall quality of services						
Santa Ana College (N=103)	63%	28%	9%	0%	0%	4.54
Santiago Canyon College (N=92)	83%	13%	3%	0%	1%	4.76
District Operations (N=11)	36%	55%	9%	0%	0%	4.27
Total (N=206)	70%	23%	6%	0%	0%	4.63

Additional feedback and suggestions for the Bookstores:

- The bookstore staff are polite and courteous. (6)
- Even though the Bookstore is short-handed they give excellent customer service. (2)
- A better process for submitting textbook requisition forms needs to be implemented. The current system of filling out mountains of paper forms with such a quick turn-around time is inefficient and wasteful, and lends itself to inaccuracies and mistakes. The department chairs should be able to fill out and submit the forms online with past semesters' information available to them.
- **Bill, Theresa and the entire bookstore** are lifesavers!
- **Bill** at the SCC Bookstore is fantastic.
- **Bill** is amazing and a good friend of the SCC Library.
- **Bill** is the ultimate in collegiality... nothing is ever too much trouble and he genuinely wants to help serve students and faculty at the highest possible level.
- **Bill Jeffery** is a treasure on our campus. The Hawk Bookstore staff is friendly, efficient and goes the extra mile to be helpful. They are 100% dedicated to student success. **Bill** is involved on campus is always an advocate for our students.
- **Bill Jeffery** is very responsive and always ready and able to help with anything that is asked. He exemplifies the SCC spirit.
- **Bill Jeffery, Teresa Recinos and Maria Macias** are great!!
- **Bill, Maria and all of the staff** are great! They run an amazing store with limited staff and resources. They are an asset to our school!
- Bookstore staff has great customer services. I especially enjoy going into the bookstore because everyone is helpful and friendly and **Bill** is one of the nicest and most helpful individual.
- Everyone at the bookstore could not be more helpful! **Chris and Michelle** are so helpful!
- Excellent service. I am happy to see them at the Academic Senate meetings providing updates about the bookstore and its operations.
- Front counter staff are friendly and helpful. **Maria and Theresa**, in the office, have always been extremely resourceful in fulfilling all of my questions and needs. It appears to be a great department to work in.
- Great service and very helpful. Staff does their job well.
- I am off site (at Chapman), so we don't have the same type of regular bookstore that is available at SCC. My replies are based on obtaining books at the Chapman site.
- I especially appreciate **Mr. Bill Jeffery's** efforts to ensure our students know the best available prices and locations to purchase their textbooks.
- I hope the SCC bookstore will one day have a bigger location.
- I think the bookstore staff is friendly; however, for the amount of people it serves especially before the semester begins (i.e book buying times) the space needs to be bigger with wider aisles. How do people in wheelchairs fit?
- I wish our Bookstore was larger and had more SCC wear.
- In every way, for every transaction the staff reflect the values and customer service attitudes of their manager, **Bill Jeffrey**. The Bookstore stocks exceptionally well for supplies and snacks. Textbook ordering is a breeze with the help and guidance of the staff. It is a fully responsible academic bookstore with the climate of the welcoming neighborhood store all rolled into one.
- Our SCC bookstore is phenomenal (especially for its size). **Bill Jeffrey** does enormous work on campus - not only in meeting faculty and student needs but in providing extra support in the form of money raised to help students rent and buy books and building library collections through donation programs. He is responsive, values students enough to hire and train them well (giving them needed and timely work experience), and seeks input on his and his staff's customer support. This service is invaluable - there is no way we could function properly as a college campus without our bookstore and the unique, competent people running it. This includes even the catering services, I often grab a sandwich between classes, and having that option saves me time and money. They are wonderful!
- Keep informing faculty about costs of textbooks, etc - this is very helpful info and you have been doing a great job.

- I've had problems with book orders. Once a staff member said "the teacher made a mistake in the book order." I had made copies of my orders! No mistake. It is not a bookstore employee's job to denigrate faculty under any circumstances.
- SAC bookstore staff are the best! **Chris and Raoul, Rhonda Langston and staff**, are friendly, helpful and knowledgeable. We could not function without them.
- SAC needs a new bookstore manager. It cannot run efficiently without one. SCC needs to replace staff members that have left. Both campuses need help!
- SCC Bookstore is too small to accommodate an ever growing student population. **Mr. Jeffery** truly extends himself for the students. His staff is friendly, courteous and friendly however, I predict that recent changes to this area are sure to disrupt this excellent review. Please add more positions to this area as student help is only temporary and often inefficient.
- Staff at the bookstore are very helpful and make themselves available to students and staff.
- The bookstore is a wonderful support to the College campus including departments, divisions and students. They go out of their way to assist, be helpful and cooperative and seem to really care. They have so many student workers which is a great training ground for life and career. **Christopher Wild** is exceptional and is visible on campus, well connected to faculty and supportive to all. The other classified staff seem to work really hard and it shows by how much they do with so little staff and no manager.
- The bookstore leadership and staff are not only very positive and pleasant to work with, they are competent and responsive.
- The bookstore staffing shortages between both campuses is very sad. **Bill, Maria and team** at SCC do an amazing job to cover all the bases so we don't notice anything on the front end, but they definitely should have the ability to hire more people to ensure proper staffing.
- The collaborative relationship we have developed with the bookstore staff as reduced cost to students, increased access to required class materials and increased student success. Working with the bookstore staff and faculty to negotiate book prices and maintain supply has been a win-win for everyone involved.
- The SAC Bookstore staff are wonderful to work with. They (**Tom, Chris, Michelle and Rhonda**) are a great support to our department. They are an integral part and support to the happenings on campus. They are the "go to" department. It was sad to lose Tom.
- The SCC Bookstore is a student-centered premier asset at the college. Through **Bill Jeffery's** (the bookstore manager) committed energies and efforts, the bookstore has always worked with the Library to make available copies of textbooks for the Library's Textbook Reserve collection that is heavily used and greatly valued by the students.
- The website is awesome to use and if I have any questions, everyone is so helpful!!!
- They have "picked it up" lately.
- They operate in a profit margin that is too high. Instead of saying that they contribute to other "college services for students" they should just lower their profit margin to make books cheaper. This is the main reason why I encourage my students to buy their books online or at other stores.
- To avoid the high cost of educational materials, each instructor should provide a manual in lieu of textbooks to cover the material required for his course. Possibly this effort could become a best-selling text book that will bring kudos to the colleges.
- We appreciate the willingness the bookstore staff has shown to help students find the cheapest textbooks that are available.
- We have a FABULOUS bookstore staff. **Bill** is one of the kindest, gentlest, pro-student employees on campus and his support staff (**Maria et al**) equally pleasant. It is a well-known secret that we have one of the best bookstores around. They may not be big but they are good!

The CASHIERS OFFICES collect and process all student enrollment fee payments and refunds, issue photo ID cards and handle parking permit and bus pass sales for students, faculty and staff. We are responsible for all Accounts Receivable and billing services for students' deferred tuition and scholarships for Veterans Services, Active Military, Department of Rehabilitation, Journalism, EOPS, Employment Development Department, PSI Business Seminars, Fire Academy, Criminal Justice Academy and Apprenticeship Programs.

How often do you use the services of the Cashiers Offices? (N=272)

- 12% Weekly
- 11% Monthly
- 13% Quarterly
- 20% Twice a Year
- 17% Once a Year
- 27% Never

Ratings for the Cashiers Offices	Excellent 5	Good 4	Average 3	Below Ave. 2	Poor 1	Average Rating
Staff helpfulness						
Santa Ana College (N=90)	61%	27%	10%	1%	1%	4.46
Santiago Canyon College (N=93)	84%	13%	1%	2%	0%	4.78
District Operations (N=15)	53%	40%	7%	0%	0%	4.47
Total (N=198)	71%	21%	6%	2%	1%	4.61
Staff knowledge						
Santa Ana College (N=88)	60%	30%	9%	1%	0%	4.49
Santiago Canyon College (N=93)	77%	19%	0%	3%	0%	4.71
District Operations (N=15)	47%	47%	7%	0%	0%	4.40
Total (N=196)	67%	26%	5%	2%	0%	4.59
Timeliness of response to your request(s)						
Santa Ana College (N=88)	59%	30%	10%	0%	1%	4.45
Santiago Canyon College (N=93)	82%	13%	3%	1%	1%	4.73
District Operations (N=14)	36%	57%	7%	0%	0%	4.29
Total (N=195)	68%	24%	7%	1%	1%	4.58
Availability of assistance						
Santa Ana College (N=90)	57%	30%	12%	0%	1%	4.41
Santiago Canyon College (N=93)	80%	15%	2%	2%	1%	4.70
District Operations (N=15)	33%	60%	7%	0%	0%	4.27
Total (N=198)	66%	25%	7%	1%	1%	4.54
Services provided fit the needs of my area						
Santa Ana College (N=86)	62%	28%	9%	1%	0%	4.50
Santiago Canyon College (N=92)	79%	16%	1%	1%	2%	4.70
District Operations (N=15)	47%	47%	7%	0%	0%	4.40
Total (N=193)	69%	24%	5%	1%	1%	4.59
Overall quality of services						
Santa Ana College (N=87)	57%	31%	10%	0%	1%	4.44
Santiago Canyon College (N=93)	81%	15%	1%	2%	1%	4.72
District Operations (N=15)	40%	53%	7%	0%	0%	4.33
Total (N=195)	67%	25%	6%	1%	1%	4.57

Additional feedback and suggestions for the Cashiers Offices:

- Cashiers Office staff are amazing! Very friendly and helpful. (7)
- Employees are very knowledgeable, helpful and friendly. Wait time is usual very minimal.
- Cashiers staff are always very pleasant. **Yasmina** is very organized and keeps track of my department's billings. Very efficient!
- Cashiers needs to be given more authority when it comes to making refund decisions based off available data. When the data/information is clear, they should not have to wait for an administrator to make a request. I understand that there is a need to be transparent but they can always provide documentation and justification.
- **Christine and her staff** are thorough, prompt and genuinely helpful.
- **Christine and Wendy** are extremely helpful.
- **Christine and Wendy** are great! Always greet you with a smile and will try to help every situation to the best of their ability.
- **Christine** is simply the best
- **Christine Martinez** is amazing!! She is sweet and quick and a true pleasure to work with. **Wendy** is amazing as well and I love how she decorates the office
- Exceptional services. Thanks for offering discount theme park tickets, movie tickets, and See's candy. :)
- Had a problem and they were very helpful and helped me to solve the problem
- I have been made to stand there waiting for assistance while the people in the office are talking about personal things. Seems like this conversation could have waited.
- I know people that have 'never' had to pay for a parking pass with the same title of myself?
- I only have experience with purchasing parking permits.
- I would like to suggest that every department distribute the "parking permits" to their faculties, on Flex day, instead of all the faculties standing in the line, at an inconvenient time. Also, why the faculties have to pay for the permit if they are on the district's payroll?
- Just keep up the good work, but make sure there are sufficient numbers of various tickets for the holiday season!!!
- Long student queues are bothersome. Not being familiar with all the processes, I recommend a review of all labor intensive practices to reduce these queues.
- Need to stay open longer in the evenings.
- Really great people working at the Cashiers Office. I always get the help I need. When I am waiting in line for my turn, they really treat students with a high level of professionalism and most importantly...a great smile.
- SAC cashiers is in desperate need of people. As much as they do, it's overwhelming for them I'm sure. They never answer phones because they don't have enough staff. They have long lines too. They have had positions that were never replaced. All the work that the lead supervisor did has been given to other staff members. They have no time to finish their job. She should've been replaced. Staff is overloaded. SCC cashiers needs extra help permanently as well. Especially during rush. Cashier at SCC needs a reorg. All the employees need a reorg. A raise. How is it fair that they do the work of 2 and not get a raise? How is it fair that you hire teachers every week and they can't get help in cashier office, after all they collect the money from students? Isn't that important!! Ask the employees in the office what they need! Higher ups make decisions without knowledge of how office runs and what needs they have. Very unfair.
- SCC Cashiers Office counter service is superior to SAC Cashiers Office. SAC Cashiers Office counter staff seems to change frequently so they aren't always familiar with procedures.
- The Cashier's Office is amazing. **Yasmina and Tawny** do so much for the students, departments and college and they do it with a smile and a great attitude to help. They are always friendly and willing and are great at what they do. The College is fortunate to have such great staff. They treat all students respectfully and reach out to the Continuing Education students, Middle College High School students and the staff and faculty to help them with all of their needs. They go the extra mile!

- The cashier's offices on campus need to be open at least one night a week late into the evening (past 7 pm) for the few weeks before the semester begins through the first few weeks of classes. For example, a student with an 8-5 day job should not have to take off early from work (and maybe get their pay docked) to buy a parking permit. Yes, they can make a purchase online, but they still will have to come in and pick it up.
- The Cashier's staff is always friendly and welcoming. They efficiently manage their "rush" lines and always seem focused on the student/staff they are assisting.
- The cashier's office is always very pleasant and ready to assist when needed. **Yasmina and Tawny** have both been there for a long time and still seem to love what they do. It's always a pleasure to see them and their smiles.
- The cashier's office staff are always polite and helpful. They take the time to help each student with any questions they may have.
- The two primary cashiers or staff members are personable, efficient and are always helpful.
- We have a wonderful cashier team. They consistently provide great customer service in a friendly manner and with always a smile.
- What a delightful crew. **Christine** is diligent and thoughtful and **Wendy** is warm and friendly. Together, they provide balanced leadership for the many young co-workers who they have worked with. They role model how to be kind, ethical, professional and fun. Lovely ladies!

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.

How often do you use the services of the Chancellor's Office? (N=269)

- 4% Weekly
- 11% Monthly
- 3% Quarterly
- 6% Twice a Year
- 8% Once a Year
- 68% Never

Ratings for the Chancellor's Office	Excellent 5	Good 4	Average 3	Below Ave. 2	Poor 1	Average Rating
Staff helpfulness						
Santa Ana College (N=27)	48%	26%	11%	11%	4%	4.04
Santiago Canyon College (N=28)	36%	46%	11%	0%	7%	4.04
District Operations (N=25)	68%	28%	4%	0%	0%	4.64
Total (N=80)	50%	34%	9%	4%	4%	4.20
Staff knowledge						
Santa Ana College (N=27)	44%	30%	15%	7%	4%	4.04
Santiago Canyon College (N=28)	32%	50%	11%	0%	7%	4.00
District Operations (N=25)	68%	24%	8%	0%	0%	4.60
Total (N=80)	48%	35%	11%	3%	4%	4.20
Timeliness of response to your request(s)						
Santa Ana College (N=27)	44%	26%	15%	4%	11%	3.89
Santiago Canyon College (N=28)	29%	46%	18%	0%	7%	3.89
District Operations (N=24)	75%	21%	4%	0%	0%	4.71
Total (N=79)	48%	32%	13%	1%	6%	4.14
Availability of assistance						
Santa Ana College (N=27)	44%	26%	15%	4%	11%	3.89
Santiago Canyon College (N=28)	29%	46%	18%	0%	7%	3.89
District Operations (N=25)	60%	32%	8%	0%	0%	4.52
Total (N=80)	44%	35%	14%	1%	6%	4.09
Services provided fit the needs of my area						
Santa Ana College (N=27)	41%	26%	11%	11%	11%	3.74
Santiago Canyon College (N=28)	29%	46%	18%	0%	7%	3.89
District Operations (N=25)	60%	32%	8%	0%	0%	4.52
Total (N=80)	43%	35%	13%	4%	6%	4.04
Overall quality of services						
Santa Ana College (N=27)	44%	22%	15%	7%	11%	3.81
Santiago Canyon College (N=29)	28%	52%	14%	0%	7%	3.93
District Operations (N=25)	64%	28%	8%	0%	0%	4.56
Total (N=81)	44%	35%	12%	2%	6%	4.09

Additional feedback and suggestions for the Chancellor's Office:

- Excellent work and very professional staff. (2)
- Appreciate seeing the board dockets emailed as I find them informational. The email from the Chancellor about district news is also valued when it is sent out to us.
- Chancellor is a mystery that just writes a few updates but does what he wants when he wants: no shared governance or transparency from him
- **Debra Gerard** is extremely efficient, professional and genuinely invested in RSCCD and in assisting the Chancellor. The same can be said for **Anita Lucarelli** for the BOT. They are truly exceptional and an intricate part of the success of our District.
- **Debra** is a true professional.
- Have not been overly impressed. The area rates fair in providing a welcoming feel.
- I appreciate receiving the emails to the board meetings. It would be great to see the Chancellor walk around the different campuses to see how each department is doing and where improvement is needed.
- I don't have a need to use the Office but when there is a forum or general announcement sent to all staff it seems to be professional and informational. I appreciate the Chancellor reaching out to come to the College and see what it is like on campus.
- I don't interface with the Chancellor's Office much, though I've always found the staff helpful in the times I've needed to be in touch.
- More communication such as weekly e-blasts like Eddie use to provide.
- No visibility on campus except for rare ceremonial events i.e., perfunctory convocation and graduation somewhat non responsive when faculty have concern about ethical business practice.
- Strive to be transparent and upfront with all employees. When the office does not present information with full disclosure, employees feel that they cannot trust the leadership.
- Too secretive. Minutes of meetings are vague and useless. The purpose of minutes are for historical reference. Hence, all the confusion and questioning about the Saudi Arabia deal. But all votes and discussion need to be more accurately and completely archived.
- Trust of the Chancellor has dwindled greatly with the events of the Saudi Agreement. I feel his lack of honesty, integrity and ethical decision-making has compromised the position of the colleges within the communities for which they serve. It is no longer for the good of the RSCCD and its colleges that motivates his actions, but personal gain.
- We weekly used Maintenance and Operations. My excellent reviews are specifically for that division of the Chancellor's Office.
- When there was a need to have a prompt response from the chancellor's office approving an item for the agenda, it was easy to walk in and ask for assistance and get it. The staff is very helpful.
- Working with **Anita Lucarelli** is the highlight of my board docket preparation. Given the time sensitive nature and volume of preparing a district wide, multi department and campus agenda, **Anita** is always professional is addressing issues and patient in accepting last minute changes and sometimes late documents. **Debra Gerard** has helped me in obtaining the Chancellor's signature in a timely manner given his busy schedule. Her professionalism and friendly disposition makes it a pleasure to work with her. Thank you ladies!

The CHILD DEVELOPMENT SERVICES is responsible for the operation of 4 childcare centers at District facilities (SAC, SCC, CEC, and SAC-E) through the administration of several funding sources, including fee for service, California State Preschool, California General Childcare, Early Head Start, CCAMPIS, and the Orange County Children and Families Commission. The childcare centers also function as lab schools for students studying human development and nursing.

How often do you use the services of the Child Development Services? (N=266)

- 5% Weekly
- 3% Monthly
- 2% Quarterly
- 1% Twice a Year
- 2% Once a Year
- 87% Never

Ratings for the Child Development Services	Excellent 5	Good 4	Average 3	Below Ave. 2	Poor 1	Average Rating
Staff helpfulness						
Santa Ana College (N=15)	67%	20%	7%	0%	7%	4.40
Santiago Canyon College (N=11)	45%	45%	9%	0%	0%	4.36
District Operations (N=10)	70%	20%	10%	0%	0%	4.60
Total (N=36)	61%	28%	8%	0%	3%	4.44
Staff knowledge						
Santa Ana College (N=15)	67%	20%	0%	7%	7%	4.33
Santiago Canyon College (N=11)	45%	45%	9%	0%	0%	4.36
District Operations (N=10)	70%	20%	10%	0%	0%	4.60
Total (N=36)	61%	28%	6%	3%	3%	4.42
Timeliness of response to your request(s)						
Santa Ana College (N=15)	60%	20%	13%	0%	7%	4.27
Santiago Canyon College (N=11)	36%	55%	9%	0%	0%	4.27
District Operations (N=10)	60%	30%	0%	0%	10%	4.30
Total (N=36)	53%	33%	8%	0%	6%	4.28
Availability of assistance						
Santa Ana College (N=15)	60%	20%	13%	0%	7%	4.27
Santiago Canyon College (N=11)	36%	55%	9%	0%	0%	4.27
District Operations (N=10)	70%	20%	10%	0%	0%	4.60
Total (N=36)	56%	31%	11%	0%	3%	4.36
Services provided fit the needs of my area						
Santa Ana College (N=14)	57%	21%	7%	7%	7%	4.14
Santiago Canyon College (N=10)	40%	50%	10%	0%	0%	4.30
District Operations (N=9)	78%	22%	0%	0%	0%	4.78
Total (N=33)	58%	30%	6%	3%	3%	4.36
Overall quality of services						
Santa Ana College (N=14)	57%	29%	7%	0%	7%	4.29
Santiago Canyon College (N=11)	36%	55%	9%	0%	0%	4.27
District Operations (N=10)	70%	20%	10%	0%	0%	4.60
Total (N=35)	54%	34%	9%	0%	3%	4.37

Additional feedback and suggestions for the Child Development Services:

- A phenomenal team! Please continue to seek ways to expand evening and weekend services to improve access for our students
- Even though I have no children and have no need for child development services, I work in facilities and have contact with someone from CDC daily. They experienced a difficult time a few months ago asking parents for an increase in fees without a great deal of warning. That should have been planned ahead of time. They provide excellent support for parents.
- Excellent service!!
- LOOK AT YOUR EMAILS ON A DAILY BASIS AND RESPOND!!!
- SCC Child Development staff are ALWAYS friendly and helpful. While focused on the youngest "students", their area maintains a calm and welcoming environment.
- The child development center needs to look at the competence of their teachers as it relates to being knowledgeable of the true development of the children they serve. In some areas, though good intention is there, I have experienced surprising deficiencies with the staff on child development topics and how all children develop at different paces. They seem to only know how to address and teach to one kind of child. It is a child "development" center, correct? In addition, the hours and times they are open still do not meet above standard levels they should as it relates to the external industry standards.
- Top notch operation. Thank you for all your hard work!
- We enjoy seeing the children tour the campus and how they are integrated into the school.

The ECONOMIC DEVELOPMENT serves as liaison between the colleges and private industry; collaborates with the colleges, employers, advisory committees and other community partners to identify workforce education, training and instructional needs in the region; provides direct services such as seminars, workshops, training, one-on-one small business consulting, curriculum development, faculty training and professional development opportunities; meets Chancellor's Office program requirements.

How often do you use the services of the Economic Development? (N=266)

- 3% Weekly
- 2% Monthly
- 2% Quarterly
- 3% Twice a Year
- 2% Once a Year
- 88% Never

Ratings for the Economic Development	Excellent 5	Good 4	Average 3	Below Ave. 2	Poor 1	Average Rating
Staff helpfulness						
Santa Ana College (N=9)	44%	22%	22%	11%	0%	4.00
Santiago Canyon College (N=5)	80%	0%	20%	0%	0%	4.60
District Operations (N=11)	73%	18%	9%	0%	0%	4.64
Total (N=25)	64%	16%	16%	4%	0%	4.40
Staff knowledge						
Santa Ana College (N=9)	44%	22%	22%	11%	0%	4.00
Santiago Canyon College (N=5)	80%	0%	20%	0%	0%	4.60
District Operations (N=11)	73%	18%	9%	0%	0%	4.64
Total (N=25)	64%	16%	16%	4%	0%	4.40
Timeliness of response to your request(s)						
Santa Ana College (N=9)	44%	22%	22%	11%	0%	4.00
Santiago Canyon College (N=5)	40%	40%	20%	0%	0%	4.20
District Operations (N=11)	64%	27%	9%	0%	0%	4.55
Total (N=25)	52%	28%	16%	4%	0%	4.28
Availability of assistance						
Santa Ana College (N=9)	44%	22%	22%	11%	0%	4.00
Santiago Canyon College (N=5)	40%	40%	20%	0%	0%	4.20
District Operations (N=11)	73%	18%	9%	0%	0%	4.64
Total (N=25)	56%	24%	16%	4%	0%	4.32
Services provided fit the needs of my area						
Santa Ana College (N=8)	50%	13%	25%	13%	0%	4.00
Santiago Canyon College (N=5)	40%	20%	40%	0%	0%	4.00
District Operations (N=11)	73%	18%	9%	0%	0%	4.64
Total (N=24)	58%	17%	21%	4%	0%	4.20
Overall quality of services						
Santa Ana College (N=9)	44%	22%	22%	11%	0%	4.00
Santiago Canyon College (N=5)	60%	20%	20%	0%	0%	4.40
District Operations (N=11)	73%	18%	9%	0%	0%	4.64
Total (N=25)	60%	20%	16%	4%	0%	4.36

Additional feedback and suggestions for Economic Development:

- As faculty members, we do not see or hear how their services actually benefit our students or colleges. They never notify the rest of the college of what they are doing.
- Didn't know this existed. If this department brought forth the Saudi projects, I think this department needs to be re-evaluated.
- Great services provided to our students and faculty.
- I don't interact as a user of their services, but they are wonderful to work with as colleagues.
- I don't know exactly what they do?
- I don't really know what they do. Been working with the district for years, I've yet to see anyone come to our sites to share what it is they do. HAWK meeting would be a good place. When I'm in the community and I'm asked about this part of RSCCD - I say "I have no idea" and to call them directly. WE, as employees, are really not informed directly. Missed opportunities by management/outreach of this department to attend staff meetings i.e. HAWK meetings.
- I don't understand why they are needed at our district.
- I was unaware that there was a department specifically for this. We work directly with our business partners, members of industry and many others.
- It's funny...other than insane and inappropriate decisions like the Saudi debacle, I'm not too aware of the Economic Development process or results (don't even know to what degree they share responsibility with District Foundation/Chancellor's Office for that gaff). However, it is a bit odd to think that we have such a program at the District and yet there are countless times that resources are needed and partnerships could be developed at the colleges - yet there doesn't seem to be money or resource available. That's an area of integration, infusion, and support that might meet its function better!
- The faculty and staff work very closely with the DSNs on a regular basis as well as the SBDC & DMC. I believe our collaborative relationship has never been better.
- There is not enough information on this department to really understand how they function and their total effect on the colleges.
- You should avoid nepotism, change administrators, useless.

The FACILITIES PLANNING, CONSTRUCTION AND SUPPORT SERVICES provide oversight and management for all district facilities including capital facility outlay projects, renovation, new construction, maintenance and operations. Our staff provide guidance and oversee compliance for activities in planning, design, agency approvals, scheduled and preventative maintenance, hiring of consultants and contractors, oversee bidding and project delivery, assist in project budgeting and accounting, ensure Division of State Architect approvals and certification, and meet the office of the State Chancellor's requirements and annual deadlines.

How often do you use the services of the Facilities Planning, Construction and Support Services? (N=262)

- 11% Weekly
- 10% Monthly
- 7% Quarterly
- 7% Twice a Year
- 3% Once a Year
- 62% Never

Ratings for the Facilities Planning, Construction and Support Services	Excellent 5	Good 4	Average 3	Below Ave. 2	Poor 1	Average Rating
Staff helpfulness						
Santa Ana College (N=38)	29%	42%	21%	5%	3%	3.89
Santiago Canyon College (N=32)	34%	41%	13%	9%	3%	3.94
District Operations (N=26)	69%	19%	8%	4%	0%	4.54
Total (N=96)	42%	35%	15%	6%	2%	4.07
Staff knowledge						
Santa Ana College (N=38)	26%	45%	21%	3%	5%	3.84
Santiago Canyon College (N=32)	31%	44%	16%	6%	3%	3.94
District Operations (N=26)	69%	15%	12%	4%	0%	4.50
Total (N=96)	40%	36%	17%	4%	3%	4.04
Timeliness of response to your request(s)						
Santa Ana College (N=38)	24%	32%	24%	13%	8%	3.50
Santiago Canyon College (N=32)	19%	44%	22%	13%	3%	3.63
District Operations (N=25)	56%	24%	16%	4%	0%	4.32
Total (N=95)	31%	34%	21%	11%	4%	3.75
Availability of assistance						
Santa Ana College (N=37)	24%	35%	19%	16%	5%	3.57
Santiago Canyon College (N=32)	19%	47%	22%	9%	3%	3.69
District Operations (N=26)	62%	19%	15%	4%	0%	4.38
Total (N=95)	33%	35%	19%	11%	3%	3.82
Services provided fit the needs of my area						
Santa Ana College (N=37)	30%	35%	22%	5%	8%	3.73
Santiago Canyon College (N=32)	22%	47%	16%	13%	3%	3.72
District Operations (N=25)	60%	24%	16%	0%	0%	4.44
Total (N=94)	35%	36%	18%	6%	4%	3.91
Overall quality of services						
Santa Ana College (N=38)	32%	32%	24%	3%	11%	3.71
Santiago Canyon College (N=32)	22%	47%	19%	9%	3%	3.75
District Operations (N=25)	68%	16%	16%	0%	0%	4.52
Total (N=95)	38%	33%	20%	4%	5%	3.93

Additional feedback and suggestions for the Facilities Planning, Construction and Support Services:

- Great team - We at SCC have had the privilege to work with some excellent people at the District in many of our daily and long-term facility's needs. We're particularly grateful to have the current leadership in place now. It's helped SCC complete and launch projects that are necessary for student success.
- I appreciate their constant communication to us regarding projects, how it affect us and how long it takes.
- I would love to see the parking situation improved.
- Absolutely horrible. Doesn't listen to the users/ignores information. Has no knowledge of the needs of faculty and students and doesn't want any.
- All facilities issues are handled on the campus through Admins Services VP, classified support. Not aware of any preventative maintenance for the building I reside in. Repairs when completed are always in response to a problem. Allocate money to schedule prevention and upkeep for SCC.
- Being in an off-site, there is a long wait time for any maintenance.
- **Carri** has done a great job getting the right people in each position. Her staff is always extremely helpful.
- **Carrie, Darryl, Alex and all the staff** are so helpful, knowledgeable and friendly. There is always someone there willing to help out. They step in for each other and make sure that business is handled.
- Facilities staff are very knowledge and helpful. I work closely with them on board items and they handle a lot of volume efficiently.
- If they cannot get to a project in a timely fashion, they let us know approximately when we can expect a service, if monies are available to do the project.
- **Irma, Lee, and Victoria** really are assets to our campus
- Much improved. But, still major problems exist from past projects at the colleges?
- **Noemi Guzman** is terrific for coming up with the right answers for all accounting related questions.
- Not familiar with the day-to-day workings of the college. Create unnecessary drama. Not collegial, not helpful at all.
- Relationships with the vendors seemed to have changed. And not for the better.
- Slow to respond and follow up for maintenance.
- The actual crew who does the maintenance and takes care of SAC is the best.
- The campus needs more maintenance. There are not enough people to do cleaning. The campus is dirty, trash overflowing in trash cans. Infestation of ants in trash. It's embarrassing.
- The department is extremely helpful. **Simone** is a wonderful part of the team. She is excellent to work with. She is easy to work with and has that team spirit. The rest of the staff is very welcoming however, I mainly deal with Simone and Carri. **Carri** is great as well.
- There does not seem to be enough staff for everything that needs to be done in a timely manner.
- There have been so many structural issues at SAC and instead of finding the true cause, energy is spent fixing a "potential" cause and only the symptoms. Many of our elevators are out of compliance and the certifications are out of date. Grass in the same area is cut, but what about the perimeter of the school? Do you know how dangerous it is to drive the perimeter because you can't see beyond the overgrown plants? Extra effort have been made to make our campus "look" better, but paying all that money for plants and not caring for them is fiscally irresponsible. I have worked in an area where countless requests have been made to fix an unsafe area, but nothing was done. There was acknowledgement from maintenance, but nothing was done. Look at all the issues with SCC and OEC. These departments need to be reviewed.
- They need more service in off-site buildings they are responsible for.
- This area needs more staffing! Often I am told that the "guys are behind" in their work orders and my request will be answered accordingly. Also, the online job request and room request should send a confirmation receipt similar to the Tech Help Desk with follow up.
- This department is outstanding and is extremely knowledgeable and helpful. **Allison C.** is fantastic and wonderful to work with under the leadership of **Cari M.** who is an outstanding leader who is knowledgeable, professional and a great asset to the District and college.
- This has been a great turn around for the district hiring new project managers and support staff to help with construction and other services needed by the campuses

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.

How often do you use the services of the Fiscal, Budget, and Accounting Services? (N=261)

- 12% Weekly
- 11% Monthly
- 6% Quarterly
- 3% Twice a Year
- 3% Once a Year
- 65% Never

Ratings for the Fiscal, Budget, and Accounting Services	Excellent 5	Good 4	Average 3	Below Ave. 2	Poor 1	Average Rating
Staff helpfulness						
Santa Ana College (N=30)	33%	30%	37%	0%	0%	3.97
Santiago Canyon College (N=31)	39%	45%	6%	10%	0%	4.13
District Operations (N=29)	45%	41%	14%	0%	0%	4.31
Total (N=90)	39%	39%	19%	3%	0%	4.13
Staff knowledge						
Santa Ana College (N=30)	37%	33%	27%	3%	0%	4.03
Santiago Canyon College (N=31)	52%	35%	3%	10%	0%	4.29
District Operations (N=29)	59%	31%	7%	3%	0%	4.45
Total (N=90)	49%	33%	12%	6%	0%	4.26
Timeliness of response to your request(s)						
Santa Ana College (N=30)	30%	33%	33%	3%	0%	3.90
Santiago Canyon College (N=31)	35%	26%	23%	16%	0%	3.81
District Operations (N=29)	38%	55%	3%	3%	0%	4.28
Total (N=90)	34%	38%	20%	8%	0%	3.99
Availability of assistance						
Santa Ana College (N=30)	27%	40%	33%	0%	0%	3.93
Santiago Canyon College (N=31)	35%	26%	29%	10%	0%	3.87
District Operations (N=29)	41%	48%	7%	3%	0%	4.28
Total (N=90)	34%	38%	23%	4%	0%	4.02
Services provided fit the needs of my area						
Santa Ana College (N=30)	33%	33%	33%	0%	0%	4.00
Santiago Canyon College (N=31)	39%	39%	10%	13%	0%	4.03
District Operations (N=29)	38%	48%	14%	0%	0%	4.24
Total (N=90)	37%	40%	19%	4%	0%	4.09
Overall quality of services						
Santa Ana College (N=30)	27%	37%	37%	0%	0%	3.90
Santiago Canyon College (N=31)	39%	42%	10%	10%	0%	4.10
District Operations (N=29)	41%	48%	10%	0%	0%	4.31
Total (N=90)	36%	42%	19%	3%	0%	4.10

Additional feedback and suggestions for Fiscal, Budget, and Accounting Services:

- _____ and _____ make decisions without consulting the staff. Staff knows how the office runs, they don't. They both need to look at the needs of cashier office and bookstore. They need to replace staff that was lost. Where did the money go for staff that wasn't replaced? Especially cashiers office.
- _____ has very little understanding of the mission of the bookstores and creates roadblocks that make it extremely difficult to continue to provide good service to students.
- Electronic vendor payments. Simplify faculty pay. Web based availability of all monthly budget comparison reports for all departments, all locations.
- Especially Payroll Department has always been thoughtful and responsive. They even take initiative if there are issues with disbursement that might cause inconvenience. Very Helpful!
- Fiscal services could benefit from some customer service training in the area of friendliness.
- I don't think anyone really knows how the SAC budget is kept.
- I don't work with this unit directly, but indirectly as a member of some committees.
- I trust my president, John W. to give accurate statements of our budget. Not this office.
- **Jo Jo** is amazing!
- Just now getting to think of this department as supporting needs to the campuses. For a number of years there was a deficit and it appeared Fiscal was hiding money in accounts to make it difficult to be identified. Now I understand that they were trying to be fiscally sound keeping over 40 million dollars in an account that you had to dig to find. The current shared governance committee appears to have created a relationship of mutual planning so it doesn't appear that the Fiscal department is having the ultimate decision on how to use funds.
- Mixed, some staff are wonderful, others are not so much. **Dolly** is a dream to work with as well as **Julie and Richard** is very helpful.
- Some of the accounting processes, e.g. status changes, seem confusing especially for new employees. Please review these processes to make sure that all steps are clear and necessary. Is the size of the staff adequate in this department? Please consider adding more staff.
- Staff are very helpful and courteous.
- **Thao** is a great resource when it comes to Fiscal/Budget.
- **Thao Nguyen** is very thorough and professional in her requests. Her understanding of processing and workflow of information is clear and unbiased. She is always helpful with running reports and resolving reporting issues.
- There is such mismanagement of funds here at SAC and people are not held accountable.
- There seem to be a lot of changes and nobody seems to know what they are doing. They are not very good at what they do and the director is not very helpful just curt and matter of fact. Doesn't seem to be a people person and we are a people place!!
- Very busy area.
- While I appreciate the assistance of the fiscal staff and the managers seem to provide the best service they can, they need to move processes off of paper and on to electronic.
- Wish we had a better service for reimbursement for conferences and events.

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.

How often do you use the services of the Graphic Communications Services? (N=263)

- 5% Weekly
- 7% Monthly
- 13% Quarterly
- 10% Twice a Year
- 7% Once a Year
- 58% Never

Ratings for the Graphic Communications Services	Excellent 5	Good 4	Average 3	Below Ave. 2	Poor 1	Average Rating
Staff helpfulness						
Santa Ana College (N=43)	53%	26%	9%	5%	7%	4.14
Santiago Canyon College (N=44)	59%	32%	2%	2%	5%	4.39
District Operations (N=20)	45%	45%	5%	5%	0%	4.30
Total (N=107)	54%	32%	6%	4%	5%	4.27
Staff knowledge						
Santa Ana College (N=43)	47%	37%	9%	2%	5%	4.19
Santiago Canyon College (N=44)	68%	25%	5%	0%	2%	4.57
District Operations (N=20)	40%	45%	15%	0%	0%	4.25
Total (N=107)	54%	34%	8%	1%	3%	4.36
Timeliness of response to your request(s)						
Santa Ana College (N=43)	49%	30%	7%	0%	14%	4.00
Santiago Canyon College (N=44)	52%	25%	14%	7%	2%	4.18
District Operations (N=20)	45%	35%	10%	10%	0%	4.15
Total (N=107)	50%	29%	10%	5%	7%	4.10
Availability of assistance						
Santa Ana College (N=43)	44%	30%	14%	2%	9%	3.98
Santiago Canyon College (N=43)	49%	28%	14%	5%	5%	4.12
District Operations (N=20)	45%	35%	10%	10%	0%	4.15
Total (N=106)	46%	30%	13%	5%	6%	4.07
Services provided fit the needs of my area						
Santa Ana College (N=42)	48%	29%	19%	0%	5%	4.14
Santiago Canyon College (N=42)	60%	26%	7%	5%	2%	4.36
District Operations (N=20)	45%	35%	15%	5%	0%	4.20
Total (N=104)	52%	29%	13%	3%	3%	4.24
Overall quality of services						
Santa Ana College (N=43)	42%	37%	9%	7%	5%	4.05
Santiago Canyon College (N=44)	61%	23%	11%	0%	5%	4.36
District Operations (N=20)	45%	35%	5%	15%	0%	4.10
Total (N=107)	50%	31%	9%	6%	4%	4.19

Additional feedback and suggestions for Graphic Communications Services:

- Always ready to assist when we need them.
- **David** is wonderful, very helpful and responsive. **Eileen** is exceptional, always friendly and goes the extra mile.
- **Eileen Capewell** is so accommodating and always go above and beyond. Her quality of work always impresses me. **Dean** has also been a great resource lately.
- Email announcements and e-blasts are appreciated.
- **Eric Harsen** has been tremendously helpful in putting together brochures for my program.
- **Eric Harsen** is the primary person I work with. He has assisted in several needs or has been extremely helpful directing my request to excellent co-workers to assist. Excellent working relationship between departments and quality of work.
- Graphic Communications does not receive the type of respect it should. The staff is talented, responsive and undervalued. Marketing, branding, graphic communications is an essential tool for the college's success. More staffing is needed in this area.
- Graphic support from **Eric Harsen** and his team has always been timely and excellent - what a creative person he is and valuable asset to the district and colleges. The web development and personal web assistance has been seriously lacking, though I have had good individual contacts with **Don and Amy** (if this is the right category to mention them).
- Great service!
- Great staff!
- I don't use these services often but when there is a need for an updated map or assistance with a brochure, the staff was very helpful.
- I often have slow response from graphic designer for brochure covers, etc.
- Our team at SAC is awesome. **Miranda and David** are both excellent to work with. In the recent years and due to extreme work load, Miranda is not able to help our team out with some of our projects. I don't fault her, I understand. I just love her work that I wish she could help me at times. David is always very accommodating. He is great to have at SAC. The team is lucky to have strong leadership in Eric. Eric has fostered a good team!!
- Publications takes too long to print material. They do not communicate fast enough through email, or phone, they use inter office mail and they don't let you know to expect something in the mail.
- The excellent are for the great folks at Quick Copy and the helpful people at Publications.
- The graphic designers need to report to the colleges not to the district office.
- The required lead times for print jobs are ridiculous. They require three business days to copy an exam. And, they limit use of the one-and-only self-service machine to 100 pages, effectively making them unusable for most multi-page exams. At other colleges, the turn-around time is hours, not days. And, you always have the option of doing the entire job yourself, no matter what size. There are many practical ways of ensuring against abuse of such policies. Also, they limit use of colored paper for exams, which is one of the easiest ways to combat cheating on exams. And finally, can you say "secretary with a cross-bow"?
Wow!
- They can't provide services for any requests from teachers/coaches for anything anymore. Disappointing, & very much needed
- Too hard to deal with.
- You wonder "who is in charge" Not enough supervision? Secretary seems to think she is the supervisor often?

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.

How often do you use the services of the Human Resources? (N=255)

- 9% Weekly
- 15% Monthly
- 14% Quarterly
- 19% Twice a Year
- 27% Once a Year
- 16% Never

Ratings for the Ratings for the Human Resources	Excellent 5	Good 4	Average 3	Below Ave. 2	Poor 1	Average Rating
Staff helpfulness						
Santa Ana College (N=91)	44%	38%	11%	5%	1%	4.19
Santiago Canyon College (N=88)	58%	23%	9%	3%	7%	4.22
District Operations (N=34)	62%	24%	6%	6%	3%	4.35
Total (N=213)	53%	30%	9%	5%	4%	4.22
Staff knowledge						
Santa Ana College (N=91)	48%	40%	8%	2%	2%	4.30
Santiago Canyon College (N=87)	62%	22%	11%	1%	3%	4.38
District Operations (N=34)	59%	26%	12%	3%	0%	4.41
Total (N=212)	56%	30%	10%	2%	2%	4.35
Timeliness of response to your request(s)						
Santa Ana College (N=91)	37%	42%	10%	7%	4%	4.01
Santiago Canyon College (N=88)	50%	25%	11%	1%	13%	3.99
District Operations (N=34)	56%	29%	9%	3%	3%	4.32
Total (N=213)	46%	33%	10%	4%	8%	4.05
Availability of assistance						
Santa Ana College (N=91)	38%	40%	13%	5%	3%	4.04
Santiago Canyon College (N=88)	52%	23%	13%	2%	10%	4.05
District Operations (N=34)	53%	26%	15%	3%	3%	4.24
Total (N=213)	46%	31%	13%	4%	6%	4.07
Services provided fit the needs of my area						
Santa Ana College (N=88)	43%	41%	10%	2%	3%	4.18
Santiago Canyon College (N=87)	53%	22%	17%	2%	6%	4.14
District Operations (N=34)	59%	29%	9%	0%	3%	4.41
Total (N=209)	50%	31%	13%	2%	4%	4.20
Overall quality of services						
Santa Ana College (N=90)	38%	44%	11%	4%	2%	4.11
Santiago Canyon College (N=87)	54%	25%	10%	5%	6%	4.17
District Operations (N=34)	59%	29%	9%	0%	3%	4.41
Total (N=211)	48%	34%	10%	4%	4%	4.18

Additional feedback and suggestions for Human Resources:

- Great department! Everyone is extremely helpful! (6)
- Can anything be done to streamline process and speed things up? Or is that just the nature of CC hiring?
- **Carol Perez** does an exceptional job. Actually, whenever I've needed something/information, I get immediate response/assistance. **Veronica Duenas** is easy to work with and when she says "I'll get back to you by ____" she does. Really great group of professionals.
- **Elouise Marasigan and Veronica Duenas** are great!
- **Elouise ROCKS!!**
- **Elvia, Carol and Elouise** are all very helpful.
- Excellent staff. Unbelievably strong employee centered managers in both **John and Judy**.
- HR has been polite and helpful to answer any questions you may have. If one is available to answer your questions they get back to you in a timely manner.
- HR is out of ADA Compliance in their area. They have been spoken to regarding this issue, so I have been told. The fourth floor is not a welcoming and accessible area. Some staff do not know how to work with people with a disability.
- Human resources is essentially unreachable and unresponsive. Over the years it typically takes months and at least 5 emails to an individual before I can ever get a response, if I even get one.
- Human resources? We are second type of humans, nepotism
- I appreciate the efficiency of my hiring process during the summer.
- I have tried to contact _____ numerous times in various ways, and she never gets back to me; this is both frustrating and disappointing because my questions are quite straightforward and wouldn't take much time to answer.
- I interact with **Elouise, Veronica, Maria Garcia and Carol Perez**. They are all outstanding to work with. They are knowledgeable and helpful. They each individually have provided me and our team with consistent great customer service. They are nice to work with.
- I last called upon HR to respond to situation where an employee changed his shift and gave himself a raise. Others within that department were questioning how that could be done; there was never a direct response from HR. It appears they do not feel it necessary to respond to direct questions.
- It would be nice to have instructions or a handbook or training on how to process all the different HR paperwork (e.g. Status Change Forms for position changes, stipends, etc.) and who everything should be routed through.
- **Linda Honda, Penny Wilkerson and Maria Garcia** are wonderful! I could not do my job without them.
- Many staff unfortunately are not service oriented and tend to be confrontational.
- **Elouise** is always pretty good with information (I interface mostly through hiring processes). It would be nice to have more flexibility in the recruitment and hiring process since our needs are unique, but I know the team is limited by other considerations (liability/risk management concerning litigation).
- Not sure if this refers only to Human Services for the district, which I rarely need. At CEC we have Sub Desk and other services which are occasionally used.
- Overall, my main disappointment was when I was hired. There was very little information provided about my benefits specific to my position. If I were Union I would have a nice packet to review including all District policies, but for some reason as a managerial position you are offered nothing (except the union contract since you may manage someone who is union). No one could tell me how much of my paycheck would be deducted for retirement and there was no information provided about retirement except a website.
- Please publicize professional development and training opportunities offered by this department more widely. I am aware of the orientation activities for new employees and the one-year faculty institute for new tenure track faculty. Are there any additional district opportunities for faculty in particular?
- The classified staff in Human Resources is a good group of people. However, the role of Human Resources is not to promote the well-being of its employees. It is to use personnel, faculty and staff, as a resource, one that can be used up and thrown out. On the other hand the administrators do not have to answer to anyone, and do as they please.

- Staff has a huge volume and does an excellent job!
- The staff in HR does a very thorough job dealing with all kinds of people, personalities and professions.
- These people are the most under-appreciated staff. Other departments have replaced their staffing after the layoffs in 2009, but HR has continued to work with the reduced staff they were left with back then. It's no wonder that there are always complaints that no one picks up the phone in HR.
- This department is super! They are very helpful and nice and always try to answer questions. **Carol Perez, Maritza, Elvia and Veronica** are especially nice and they have good bosses who care which makes a big difference and you can see how it makes everyone do a better job.
- This office is the most difficult office to deal with within the district. They are unresponsive, seldom answer emails in a timely manner, never answer the phone, and usually give you a runaround rather than an answer to your question.
- When I have had questions regarding advancement between columns on the pay scale, my questions have not been answered. I don't feel comfortable asking questions related to my step and column placement because the office has not been helpful in the past. Workshops on the hiring process might be beneficial for staff and faculty.
- I hope the website can be improved to be more user friendly!

The ITS HELP DESK is a call center responsible for support of district hardware and software for faculty and staff which includes assignments of technicians to faculty/staff locations when onsite repairs are required.

How often do you use the services of the ITS Help Desk? (N=258)

- 20% Weekly
- 34% Monthly
- 20% Quarterly
- 13% Twice a Year
- 5% Once a Year
- 8% Never

Ratings for the ITS Help Desk	Excellent 5	Good 4	Average 3	Below Ave. 2	Poor 1	Average Rating
Staff helpfulness						
Santa Ana College (N=90)	61%	27%	10%	1%	1%	4.55
Santiago Canyon College (N=93)	84%	13%	1%	2%	0%	4.43
District Operations (N=15)	53%	40%	7%	0%	0%	4.71
Total (N=198)	71%	21%	6%	2%	1%	4.53
Staff knowledge						
Santa Ana College (N=88)	60%	30%	9%	1%	0%	4.57
Santiago Canyon College (N=93)	77%	19%	0%	3%	0%	4.38
District Operations (N=15)	47%	47%	7%	0%	0%	4.66
Total (N=196)	67%	26%	5%	2%	0%	4.51
Timeliness of response to your request(s)						
Santa Ana College (N=88)	59%	30%	10%	0%	1%	4.32
Santiago Canyon College (N=93)	82%	13%	3%	1%	1%	4.19
District Operations (N=14)	36%	57%	7%	0%	0%	4.55
Total (N=195)	68%	24%	7%	1%	1%	4.30
Availability of assistance						
Santa Ana College (N=90)	57%	30%	12%	0%	1%	4.31
Santiago Canyon College (N=93)	80%	15%	2%	2%	1%	4.13
District Operations (N=15)	33%	60%	7%	0%	0%	4.47
Total (N=198)	66%	25%	7%	1%	1%	4.25
Services provided fit the needs of my area						
Santa Ana College (N=86)	62%	28%	9%	1%	0%	4.38
Santiago Canyon College (N=92)	79%	16%	1%	1%	2%	4.26
District Operations (N=15)	47%	47%	7%	0%	0%	4.53
Total (N=193)	69%	24%	5%	1%	1%	4.34
Overall quality of services						
Santa Ana College (N=87)	57%	31%	10%	0%	1%	4.39
Santiago Canyon College (N=93)	81%	15%	1%	2%	1%	4.23
District Operations (N=15)	40%	53%	7%	0%	0%	4.53
Total (N=195)	67%	25%	6%	1%	1%	4.34

Additional feedback and suggestions for the ITS Help Desk:

- Always helpful and fast when technical issues arise. (4)
- Not open late or on weekends when most of my classes are in session (2)
- Quite often, calls go to voice mail instead of a live person. (2)
- At first I was hesitant to use the ITS Help Desk because it seemed like they were never there and I wouldn't get a response when I needed it right away...BUT now that **Lee Krichmar** has come on board, she has given new life to the Desk and I can depend on their services and they have a great response time too!
- **Curt, Lynn, Larry** all are amazing
- District ITS is wonderful. I commented on this department earlier (at the beginning) because I thought this was ITS. I LOVE all ITS staff.
- District, SAC, and CEC level -- I get excellent service from this team!
- **Erick Lozano** is extremely helpful and always willing to help. **Jennie Adams** is by far the best! **Cecilia Schultz** is extremely knowledgeable and resourceful. **Randy Simmons** is always a pleasure to work with. Our office will forever miss **Nick Quach**. One small tiny suggestion, please have _____ be a little nicer when helping staff members on the phone.
- Frequently simple problems in the classroom can cause major disruptions when teaching - for example the light bulb in the projection system burns out. Now we have to call the help desk for a problem like this, but the help desk is not staffed continuously. Therefore it may take 24 hours or more get the problem fixed. In the past, we could just call media services and get almost immediate help. If someone was there to answer the phone at the help desk, we could go back to having almost immediate turn around. This whole using the help desk for classroom computing problems and media problems has made an enormous difference in turnaround time. It's now significantly worse. Go back to how it was before or have someone there to answer the phone!
- How do I even get help from them?
- How many computer are damaged at Chapman Center, we have no printer. We request for services, we don't get anything, sometimes we have to face discrimination and harassment from the deans.
- I genuinely appreciate the prompt responses and efficiency of completing big and small ticket requests of our IT department.
- I LOVE our ITS (district wide). They are smart, funny, and customer service oriented. What a great bunch!
- I love our ITS team at the district and at SAC. **Lee** is great to work with. She has supports our team whenever the need arises. It's nice to see **Jim** on our campus again. **Randy Simmons** is a key lead here at SAC. He has a strong background and knowledge and is always very accommodating. He leads the team in providing excellent customer service. All the techs are very good and friendly.
- I work in the Orange Education Center as an instructional assistant and find that instruction is often inhibited by the lack of effective IT support. Working closely with teachers to resolve issues with technology is problematic when the specialist on the other end doesn't acknowledge your request for help. There was one case in particular where a copier (I gave the specific model number) was disregarded because of a conflict in the data I provided and the room/model number they had. Rather than ring up to solve that problem they declared the ticket as 'closed,' which was very frustrating as I had to follow it up 4 times and even now the problem is not resolved. I suggest that the 'ticket' system be more like a chat thread so that we can 'chat' with the technician and clarify the problem. We also have a huge issue with the supply of ink to our printers in the Orange Education Center. Faculty/classified do place requests but these are simply ignored outright, some of them being 3 months old. This directly effects instruction and is hugely frustrating from the perspective of an instructional assistant. I think it would be a great idea if technicians made regular rounds for things such as supplies. Or if other classified staff -- such as myself -- were made responsible for the distribution of ink in our building. On the whole, I think if communication with the ITS helpdesk were improved, so that requests are not simply ignored or rejected, by having a more continuous stream of contact with them, via an online chat application then it would help greatly.

- It used to be that my helpdesk tickets were often misunderstood so my tickets were routed to the wrong person. It seems to be getting better. Now I get a phone call if there is anything confusing.
- It would be nice to call the help desk and get immediate assistance instead of having to wait for a technician to come out for minor issues. The department seems to be short staffed and takes a while to resolve issues.
- **Jim** is great, he gets back to me right away and tries to fix whatever the problem is with my computer or phone or whatever. However if he can't correct the problem. The job ticket frequently gets ignored or magically disappears or is closed without resolution to the problem. So unless I complain weekly stuff doesn't get resolved or it takes months.
- **Jim Smith** is very helpful when you call with a problem. The turnaround time to get an issue resolved is about a day.
- **Jim, Anabelle and Lee** do an excellent job of making sure that my questions are answered and my needs are met.
- **Kenny** has done a great job. Really miss working with **Jeremy** - he always had answers for everything that wasn't working. Personally, I don't wait long for service. And, they always do their best. I think they are top notch.
- **Lee and Jim** are always on top of tasks, regardless of how small or big the task. They are very dependable.
- **Lee** is always helpful and usually solves the problem or gives good suggestions.
- **Lee P** is always quick and helpful!
- **Lee Peralta and Jim Smith** are always quick to answer questions and aid in resolving issues. Knowledgeable, courteous and very helpful.
- **Lee** provides is amazing helpful, professional and prompt service. He is a gem!
- Lots of changes in the last year?
- **Lyn and Larry** are helpful. _____ and _____ are not helpful.
- **Lynn Elzea** is very efficient and knowledgeable; anytime the Counseling & Student Support Services Department has any technical difficulties **Lynn** is always available to resolves issues.
- Mentioned some of this above in computing support.
- Much, much more responsive than they used to be. Thank you very much! Excellent service.
- Once everyone understood they were to direct questions about technical support to the helpdesk, we found helpdesk response to be quick.
- Poor ratings are due to department being short staffed and needs not being able to be met.
- Quick responding to our needs. Thanks!
- Staff is fast to respond and effective in resolving problems on our campus (SCC). All members are friendly and focused on solving the requester's needs.
- The Help Desk itself is good; I wish some of the technicians that come out to fix a problem were more helpful/knowledgeable. Sometimes they seem like they just want to give a quick fix and leave. The exception is **Larry Hsieh**; he has always been thorough and knowledgeable.
- The ITS department is super helpful. My requests are always handled in a timely manner, and the staff is always willing to go above and beyond what is asked.
- The ITS Help desk has been such a great support for me and my area. The workers are friendly.
- There does not seem to be enough personnel to cover requests in a timely manner.
- They need more staff that is knowledgeable with Datatel!
- They take too long to answer the phone. When they eventually respond, they are jumpy and not patient. Their demeanor is not conducive to providing help. If this were a private customer service, they would have been reprimanded already (or worse).
- This service is very impersonal even though the employees are friendly and helpful. Please include the name of the employee in the messages we receive so we can thank people individually and build relationships with these employees.
- Timeliness is not good and lack of knowledge.
- We are fortunate to have great knowledgeable technicians at SCC.
- We have been out of toner/ink for over a month and printers not working. Help Desk tickets/requests go ignored. For example, I have sent 3 in a month for the same issue and have not yet been responded to.

The MAIL SERVICES is responsible for the acceptance and processing of inbound and outbound US mail and inter-office correspondence; delivery and collection of inbound and outbound correspondence to all District locations.

How often do you use the services of the Mail Services? (N=256)

- 54% Weekly
- 12% Monthly
- 5% Quarterly
- 5% Twice a Year
- 4% Once a Year
- 20% Never

Ratings for the Mail Services	Excellent 5	Good 4	Average 3	Below Ave. 2	Poor 1	Average Rating
Staff helpfulness						
Santa Ana College (N=85)	62%	32%	6%	0%	0%	4.56
Santiago Canyon College (N=71)	54%	35%	11%	0%	0%	4.42
District Operations (N=34)	74%	24%	3%	0%	0%	4.71
Total (N=190)	61%	32%	7%	0%	0%	4.53
Staff knowledge						
Santa Ana College (N=83)	65%	29%	6%	0%	0%	4.59
Santiago Canyon College (N=71)	49%	38%	13%	0%	0%	4.37
District Operations (N=34)	68%	29%	3%	0%	0%	4.65
Total (N=188)	60%	32%	8%	0%	0%	4.51
Timeliness of response to your request(s)						
Santa Ana College (N=83)	63%	31%	6%	0%	0%	4.57
Santiago Canyon College (N=73)	53%	34%	10%	3%	0%	4.38
District Operations (N=34)	74%	24%	3%	0%	0%	4.71
Total (N=190)	61%	31%	7%	1%	0%	4.52
Availability of assistance						
Santa Ana College (N=84)	60%	35%	6%	0%	0%	4.54
Santiago Canyon College (N=74)	55%	30%	12%	1%	1%	4.36
District Operations (N=34)	68%	26%	6%	0%	0%	4.62
Total (N=192)	59%	31%	8%	1%	1%	4.47
Services provided fit the needs of my area						
Santa Ana College (N=88)	58%	36%	6%	0%	0%	4.52
Santiago Canyon College (N=76)	51%	33%	13%	1%	1%	4.32
District Operations (N=34)	71%	24%	3%	3%	0%	4.62
Total (N=198)	58%	33%	8%	1%	1%	4.46
Overall quality of services						
Santa Ana College (N=89)	56%	38%	6%	0%	0%	4.51
Santiago Canyon College (N=77)	53%	31%	16%	0%	0%	4.38
District Operations (N=34)	71%	24%	6%	0%	0%	4.65
Total (N=200)	58%	33%	10%	0%	0%	4.48

Additional feedback and suggestions for the Mail Services:

- Always friendly and helpful staff (9)
- Our SAC team is great. They provide SAC with excellent customer service. (2)
- Always dependable, courteous and prompt. Never had problems with campus mail. YAY
- As a taxpayer in the district, I find it hard to believe that the district office doesn't bother to use discounted, non-profit indicia privileges, but instead pays nearly full, first-class prices for mailing letters. It might take more time to process discounted mail, but given the large volume of mail sent by the colleges, I can't believe it wouldn't be cost effective. Might even save enough money to hire an employee to process the discounted mail. With the budget what it is, this seems like an area where savings could be made?
- **Bee and Ruben** are nice and helpful and always are busy.
- Faculty members have mailboxes that have long retired and I still do not have one. It seems they never update or verify who needs one and who should have one.
- I am reluctant to use the mail services at SCC. I often find mail for other departments in my box. Also, I often find interdistrict envelopes that I addressed to go out to someone, that have been put in my mailbox. I have to send them out again. If I have something urgent, I will hand deliver items to avoid confusion.
- I had an important letter send via US Mail to the Veteran's Services Office and it never arrived. I suspect it wasn't a USPS issue.
- I just put envelopes in the mail, never talk to anyone in dept.
- Most of the time, interoffice mail gets from point A to designated Point B. However.... and it seems to be happening more frequently it takes longer and longer. What happened to the twice a day pick-ups and drop-offs at all sites?
- **Raye** is always very helpful.
- **Ruben, Shawn and Bee** have always been great!
- SCC needs more staff. They need to be able to process stamped mail in their office, not send it to SAC to process. It causes a huge delay in mailing things.
- **Shawn & Bee** are always helpful and friendly.
- Steady and reliable. This is a district run "utility", similar to electricity and water. It provides service to the district wide user group daily, in an efficient and friendly manner.
- The only thing that need improving is the services of FedEx, DHL, or USP mailing. No one seems to know the process or where the forms are. A procedure on how to mail a package using district account would be nice.
- There has to be a faster way to correspond between the district and the two campuses. Currently, this process is outdated, slow and needs review. My mail does not get out nor back to me in a timely manner.
- This is largely invisible to me, so that's a GOOD thing!
- We miss **Ruben**.
- You can always count on getting your mail and packages when they arrive.

The NETWORK ADMINISTRATION is responsible for hosting and maintaining of application servers, enterprise storage systems, telecommunication system, wireless network, and video surveillance as well as mechanisms to provide a safe and reliable network (e.g. firewalls, antivirus, intrusion systems).

How often do you use the services of the Network Administration? (N=252)

- 13% Weekly
- 5% Monthly
- 9% Quarterly
- 2% Twice a Year
- 2% Once a Year
- 69% Never

Ratings for the Network Administration	Excellent 5	Good 4	Average 3	Below Ave. 2	Poor 1	Average Rating
Staff helpfulness						
Santa Ana College (N=26)	35%	50%	8%	4%	4%	4.08
Santiago Canyon College (N=32)	41%	28%	22%	6%	3%	3.97
District Operations (N=17)	41%	47%	12%	0%	0%	4.29
Total (N=75)	39%	40%	15%	4%	3%	4.07
Staff knowledge						
Santa Ana College (N=25)	44%	44%	8%	4%	0%	4.28
Santiago Canyon College (N=32)	44%	38%	13%	3%	3%	4.16
District Operations (N=17)	53%	29%	18%	0%	0%	4.35
Total (N=74)	46%	38%	12%	3%	1%	4.23
Timeliness of response to your request(s)						
Santa Ana College (N=25)	36%	44%	8%	8%	4%	4.00
Santiago Canyon College (N=33)	42%	21%	21%	12%	3%	3.88
District Operations (N=17)	41%	47%	12%	0%	0%	4.29
Total (N=75)	40%	35%	15%	8%	3%	3.99
Availability of assistance						
Santa Ana College (N=25)	40%	40%	8%	8%	4%	4.04
Santiago Canyon College (N=32)	41%	28%	19%	9%	3%	3.94
District Operations (N=17)	35%	53%	12%	0%	0%	4.24
Total (N=74)	39%	38%	14%	7%	3%	4.01
Services provided fit the needs of my area						
Santa Ana College (N=26)	35%	46%	8%	4%	8%	3.96
Santiago Canyon College (N=32)	41%	28%	22%	3%	6%	3.94
District Operations (N=17)	41%	41%	18%	0%	0%	4.24
Total (N=75)	39%	37%	16%	3%	5%	3.99
Overall quality of services						
Santa Ana College (N=27)	33%	48%	7%	7%	4%	4.00
Santiago Canyon College (N=32)	41%	28%	19%	9%	3%	3.94
District Operations (N=17)	41%	47%	12%	0%	0%	4.29
Total (N=76)	38%	39%	13%	7%	3%	4.01

Additional feedback and suggestions for the Network Administration:

- Behind the scenes most the time.
- Fast responding to some of our needs: replacement of broken hardware, troubleshoot computer problems, etc. We would like to have the ability to upgrade the typical applications such as Adobe products, Apple applications, and so on using our username and password rather than waiting for IT to come an upgrade for us each time when there's a need. We are not doing anything illegal, just updating new version of the program.
- Great system in place.
- I have frequent issues with the wireless internet on the SCC campus.
- I use the phone and network daily. However I don't have to call for service very often. They crew seems to get things fixed pretty quickly when there is problems.
- Lots of spam making its way into our system lately
- No internet connection in women's locker room, F building, & softball field. Had to call 911 from locker room could get through, no service
- Seems pretty good for all the problems that could and naturally go wrong in this area of service.
- The department seems to be short staffed. While the staff is helpful, they seem to be so busy that it can take some time for them to get to our department's needs.
- They are all really helpful and do a good job!
- They are the hidden guards to my computer, and the only issues experienced with SPAM was resolved within the hour! No viruses either.
- Very knowledgeable staff that are quick to provide support even if there are simple questions about software, the staff takes the time to explain situations that occur.
- Why is our server so slow at times? It truly slows down our work, especially those of us with online components to our classes.
- Wi-Fi service is poor across campus. Printing has become much slower. Outlook is also much slower after upgrades. Most issues are open a long time before they finally find and fix the problem. Poor communication on upgrades, outages, and changes which effect instructions. Low awareness of college schedules and their actions impact on instruction

The PAYROLL DEPARTMENT is responsible for the collection, preparation, and the timely and accurate processing of the payroll. This includes the proper calculation of payroll taxes and retirement information for all district employees. We also process retroactive payments, contract changes and corrections on an as-needed basis and serve as a resource for all payroll issues.

How often do you use the services of the Payroll? (N=253)

- 8% Weekly
- 30% Monthly
- 12% Quarterly
- 15% Twice a Year
- 14% Once a Year
- 21% Never

Ratings for the Payroll	Excellent 5	Good 4	Average 3	Below Ave. 2	Poor 1	Average Rating
Staff helpfulness						
Santa Ana College (N=84)	60%	31%	8%	1%	0%	4.49
Santiago Canyon College (N=76)	57%	33%	9%	1%	0%	4.45
District Operations (N=34)	68%	26%	6%	0%	0%	4.62
Total (N=194)	60%	31%	8%	1%	0%	4.50
Staff knowledge						
Santa Ana College (N=84)	61%	32%	6%	1%	0%	4.52
Santiago Canyon College (N=76)	61%	29%	9%	1%	0%	4.49
District Operations (N=34)	71%	24%	6%	0%	0%	4.65
Total (N=194)	62%	29%	7%	1%	0%	4.54
Timeliness of response to your request(s)						
Santa Ana College (N=82)	57%	33%	10%	0%	0%	4.48
Santiago Canyon College (N=76)	55%	30%	12%	3%	0%	4.38
District Operations (N=34)	71%	24%	6%	0%	0%	4.65
Total (N=192)	59%	30%	10%	1%	0%	4.47
Availability of assistance						
Santa Ana College (N=83)	57%	35%	7%	1%	0%	4.47
Santiago Canyon College (N=76)	55%	32%	11%	3%	0%	4.39
District Operations (N=34)	68%	26%	6%	0%	0%	4.62
Total (N=193)	58%	32%	8%	2%	0%	4.47
Services provided fit the needs of my area						
Santa Ana College (N=83)	55%	35%	8%	1%	0%	4.45
Santiago Canyon College (N=75)	59%	31%	8%	1%	1%	4.44
District Operations (N=34)	68%	26%	6%	0%	0%	4.62
Total (N=192)	59%	32%	8%	1%	1%	4.47
Overall quality of services						
Santa Ana College (N=83)	57%	35%	7%	1%	0%	4.47
Santiago Canyon College (N=76)	59%	29%	11%	1%	0%	4.46
District Operations (N=34)	68%	26%	6%	0%	0%	4.62
Total (N=193)	60%	31%	8%	1%	0%	4.50

Additional feedback and suggestions for Payroll:

- Never have a problem. Very pleased... Great job! (7)
- I always receive clear and concise answers to my questions or I'm referred to the person that can answer my specific concern/question.
- I have not interacted with any of the staff yet believe it is safe to say they are helpful and knowledgeable based on the fact that I haven't had any issues.
- Mentioned my appreciation for them in earlier section!
- Very knowledgeable. You can always call and someone is there to answer questions promptly.
- Staff is quick to reply to questions and helps in directing solutions to issues.
- I'm going to give them all Excellent because my pay is always at my credit union like clockwork. I've never had an issue - never been shorted. My W2 are always ready on time. Top notch job. Kudos!
- **Maureen** is especially helpful fielding most questions and guiding me to the correct person within the department to answer my questions.
- It's the most important part, the paycheck
- Paystubs are nearly impossible to understand. We need more information on deciphering the codes so we can know if we are getting paid for various projects.
- Miscalculated my pay and overpaid me. When she was supposed to take it out she forgot so I had to have it deducted from the following month.
- Bent over backwards to re-issue an old check I found in some old papers. They were efficient and diligent in follow up, very much appreciated.
- I don't talk to the payroll department. They send out my electronic funds to my bank. It works.
- It would be nice to have instructions or a handbook or training on how to complete the payroll paperwork (e.g. time sheets, stipends, etc.) and who to send them to. It would also be nice for the division offices to be able to track the status of staff payments (e.g. stipends) so that inquiries can be answered and the budget impacts can be tracked in real time.
- I am very unhappy that we can no longer see the absence cards for our employees in Image Now.
- The check shows up in my account every pay period. When I call with questions, they answer fairly quickly and in the last instance the resolution has taken place before I even knew anything was going on and it wasn't a problem. The insurance company thought there was a problem... Anyway. Thanks Payroll for keeping things squared away.
- **Diane and her team** are "A" #1 in providing great customer service. They are so patient and helpful in answering questions. Kudos to **Sherri, Angela and Maureen** - you are the best!!!
- Payroll is another department that is underappreciated. These people work extremely hard in working with departments to submit and correct documentation. They do an exceptional job in assisting departments to submit error free timesheets and status change forms.
- We do not understand our paychecks! Please provide workshops on this topic at the colleges.

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).

How often do you use the services of the Public Affairs? (N=251)

- 4% Weekly
- 9% Monthly
- 6% Quarterly
- 6% Twice a Year
- 4% Once a Year
- 71% Never

Ratings for the Public Affairs	Excellent 5	Good 4	Average 3	Below Ave. 2	Poor 1	Average Rating
Staff helpfulness						
Santa Ana College (N=27)	41%	44%	15%	0%	0%	4.26
Santiago Canyon College (N=26)	50%	38%	12%	0%	0%	4.38
District Operations (N=18)	56%	11%	28%	6%	0%	4.17
Total (N=71)	48%	34%	17%	1%	0%	4.29
Staff knowledge						
Santa Ana College (N=27)	41%	41%	19%	0%	0%	4.22
Santiago Canyon College (N=26)	50%	38%	12%	0%	0%	4.38
District Operations (N=18)	50%	17%	22%	11%	0%	4.06
Total (N=71)	46%	34%	17%	3%	0%	4.25
Timeliness of response to your request(s)						
Santa Ana College (N=27)	41%	37%	22%	0%	0%	4.19
Santiago Canyon College (N=25)	40%	44%	12%	4%	0%	4.20
District Operations (N=18)	56%	6%	28%	6%	6%	4.00
Total (N=70)	44%	31%	20%	3%	1%	4.15
Availability of assistance						
Santa Ana College (N=28)	36%	39%	21%	0%	4%	4.04
Santiago Canyon College (N=26)	38%	50%	8%	4%	0%	4.23
District Operations (N=18)	56%	6%	33%	0%	6%	4.06
Total (N=72)	42%	35%	19%	1%	3%	4.12
Services provided fit the needs of my area						
Santa Ana College (N=28)	39%	36%	21%	0%	4%	4.07
Santiago Canyon College (N=26)	38%	42%	15%	4%	0%	4.15
District Operations (N=16)	50%	6%	38%	6%	0%	4.00
Total (N=70)	41%	31%	23%	3%	1%	4.08
Overall quality of services						
Santa Ana College (N=27)	41%	37%	22%	0%	0%	4.19
Santiago Canyon College (N=26)	42%	46%	12%	0%	0%	4.31
District Operations (N=16)	50%	6%	38%	6%	0%	4.00
Total (N=69)	43%	33%	22%	1%	0%	4.20

Additional feedback and suggestions for Public Affairs:

- **Dean** is very good about helping out with website maintenance issues and **Rosa** has been very helpful with Spanish translating with students when needed.
- I am not sure we need public affairs department other than the website maintenance.
- I like **Judy and Eric** so much personally, but they are woefully understaffed if the District is going to take this role seriously. It's ridiculous what they are reduced to for of public relations and press releases. We spend money and time talking about and developing our "brand" without preparing to support and "shout" about it!
- If we really want social media for the district and colleges, we need a dedicated social media personnel. There is more work than personnel.
- **Judy** is an amazing, talented, very pro-active individual. No matter what is asked...she'll find the answer. She takes steps to assure that we are up to date on all the ways to promote our campuses and programs. Outstanding professional. Really enjoy working with her.
- **Judy** is great. **Dean** is amazing and I love **Rosa's** wonderful, friendly attitude!!
- Keeping us updated on current news is important and appreciate the emails and social media updates.
- Need more training dates/times throughout the year on website development and social media.
- Public Affairs is an important part of the communication we have with our public, students and community. The executive leadership that oversees this area should give it the social capital it deserves internally, so that more value is placed in this department.
- **Rosa** is a dream. Always friendly and happy. **Dean** is great.
- The eBlasts are great and keep us up to date on items impacting campuses; however, I read story in the OC Register about enrollment being down at SCC and I don't remember that particular eBlast. I think that it is important for all of us to participate in marketing. That means telling staff and faculty what the enrollment is, what the projections are and to let us know when and if we are meeting those projections. I would have liked to see more on the Saudi Arabia dealings and I realize that sometimes the eBlasts are meant to project just the positive and not the actual but there should be someplace we can go for that information. I do appreciate the chancellor forums.
- The public affairs director seems a bit overwhelmed and it seems like the news releases are sent out too late or after the event....and my once a year interaction with her always seems to be delayed.
- The SAC website is dated and difficult to use. Please add staff to assist **Dean Hopkins** with an overhaul of this website.
- We need more outreach to the community via newspaper, TV and radio --especially in languages other than English and particularly with new and growing immigrant groups -- we do only okay with "traditional" immigrant groups such as Vietnamese and Spanish speaking.
- Would like to see more training on website content, design, and how to create/update website pages on Share Point. It would be helpful to have a "best practices" when it comes to website content that divisions/departments could use when setting up and maintaining their websites (e.g. a template, suggestions for content, layout, format, etc.). It would also be helpful to have a handbook on how to do things on Share Point. Also, it would be great to have a "review" service where Public Affairs would look at a division/department website and make suggestions on how to improve it and make it more user friendly, etc.
- You need more staff.

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, brochures, flyers, posters, booklets, invitations, postcards, business cards, and more.

How often do you use the services of the Publications Services? (N=251)

- 19% Weekly
- 12% Monthly
- 14% Quarterly
- 8% Twice a Year
- 8% Once a Year
- 39% Never

Ratings for the Publications Services	Excellent 5	Good 4	Average 3	Below Ave. 2	Poor 1	Average Rating
Staff helpfulness						
Santa Ana College (N=66)	76%	17%	6%	0%	2%	4.65
Santiago Canyon College (N=60)	58%	30%	10%	0%	2%	4.43
District Operations (N=22)	55%	32%	9%	5%	0%	4.36
Total (N=148)	66%	24%	8%	1%	1%	4.52
Staff knowledge						
Santa Ana College (N=66)	74%	18%	6%	0%	2%	4.64
Santiago Canyon College (N=60)	62%	28%	8%	0%	2%	4.48
District Operations (N=22)	59%	32%	9%	0%	0%	4.50
Total (N=148)	67%	24%	7%	0%	1%	4.55
Timeliness of response to your request(s)						
Santa Ana College (N=66)	71%	18%	9%	0%	2%	4.58
Santiago Canyon College (N=60)	62%	27%	10%	0%	2%	4.47
District Operations (N=22)	50%	41%	9%	0%	0%	4.41
Total (N=148)	64%	25%	9%	0%	1%	4.50
Availability of assistance						
Santa Ana College (N=67)	72%	19%	7%	0%	1%	4.60
Santiago Canyon College (N=60)	58%	30%	10%	0%	2%	4.43
District Operations (N=21)	52%	38%	5%	5%	0%	4.38
Total (N=148)	64%	26%	8%	1%	1%	4.50
Services provided fit the needs of my area						
Santa Ana College (N=66)	73%	17%	8%	0%	3%	4.56
Santiago Canyon College (N=60)	63%	27%	8%	0%	2%	4.50
District Operations (N=19)	58%	37%	5%	0%	0%	4.53
Total (N=145)	67%	23%	8%	0%	2%	4.53
Overall quality of services						
Santa Ana College (N=67)	70%	21%	7%	0%	1%	4.58
Santiago Canyon College (N=60)	62%	28%	8%	0%	2%	4.48
District Operations (N=22)	59%	32%	9%	0%	0%	4.50
Total (N=149)	65%	26%	8%	0%	1%	4.53

Additional feedback and suggestions for Publications Services:

- Good staff (2)
- **Ann and Albert** work so hard. It's just the two of them and a less than half time person.
- Awesome, but they need to adjust their announcements and emails.
- Difficult to deal with, would rather go outside for services.
- Every time I decide to give them another chance, it blow up. Therefore I do everything I can to find ways around having to use their service. I got tired of poor service and poor turnaround.
- Excellent service - and always accurate! When I mess up my order and give them a call, they are always gracious as they fix my errors.
- Great turnaround for copy requests.
- I can't say enough good things about this team. **Albert** is the "go to" guy for sure. I don't often use them but when I do, they never disappoint. **Eileen Capewell** has always been extremely helpful and accommodating. Thumbs Up!!
- I need Publications almost daily - and for the most part they do a good job. People are great - machines are horrible, sometimes. Don't know how to get this one perfect, so I'd have to say they do well. I do, however, have a suggestion that never seems to get traction. If we send a job as a hardcopy master to publication, could they return it to us accompanied by an email with a PDF version of the master copy? This might help many of us convert (in a convenient way) to a more paperless system.
- In the many years I've worked for RSCCD I only had one mistake come out of this department - it was a new part time person and the error was immediately corrected. **Ann, Albert and Sally** are very good at their jobs. I know that when I put a request for a job to be done...it will be done on a timely manner and done very well. Absolutely no complaints. Great job/great team!
- It would be great if there was a notification as to when a job was done and ready to be picked up. We can request a "due date" but there's no confirmation when the job is available.
- It would be helpful to have these services housed at SAC, where much of the demand for publications services originates.
- **Jose and Chonny** are awesome.
- My comments are about **Raye Sanchez** and her staff at SCC. She works magic!! Efficient and friendly. She keeps my classes moving smoothly. I enjoy working with her very much.
- Publications at SCC needs more staff
- Publications Services are amazing. They are always willing to go above and beyond to make sure my orders get filled in a timely manner.
- Quality and quantity are sure describing this essential service!
- Service is too slow, there is no communication through email or phone, they use inter-office mail to communicate and they do not tell you to expect anything in the mail.
- Some good one, some not so good ones.
- Teachers can't get too many things made any more.
- The copy machine in A-204 works perfectly. Thank you!
- The folks at Quick Copy are wonderful.
- The online ordering system could be revamped.
- The staff members are helpful and friendly and willing to assist in any way possible.
- This unit is small, but mighty.
- We would be lost without Raye! She is always accommodating to our request and prioritizes the jobs fairly!
- You also need more staff.

The PURCHASING SERVICES is responsible for the acquisition of materials, equipment and services; ensuring expenditures are proper, competitive and without conflict of interest; remain in compliance with federal and state laws, rules and regulations of the procurement process.

How often do you use the services of the Purchasing Services? (N=251)

- 8% Weekly
- 15% Monthly
- 8% Quarterly
- 4% Twice a Year
- 2% Once a Year
- 63% Never

Ratings for the Purchasing Services	Excellent 5	Good 4	Average 3	Below Ave. 2	Poor 1	Average Rating
Staff helpfulness						
Santa Ana College (N=33)	52%	36%	6%	3%	3%	4.30
Santiago Canyon College (N=28)	43%	50%	4%	4%	0%	4.32
District Operations (N=30)	50%	33%	13%	3%	0%	4.30
Total (N=91)	48%	40%	8%	3%	1%	4.30
Staff knowledge						
Santa Ana College (N=33)	52%	33%	15%	0%	0%	4.36
Santiago Canyon College (N=29)	52%	41%	3%	3%	0%	4.41
District Operations (N=30)	60%	23%	10%	7%	0%	4.37
Total (N=92)	54%	33%	10%	3%	0%	4.38
Timeliness of response to your request(s)						
Santa Ana College (N=33)	42%	33%	15%	3%	6%	4.03
Santiago Canyon College (N=29)	34%	41%	21%	3%	0%	4.07
District Operations (N=29)	41%	28%	28%	3%	0%	4.07
Total (N=91)	40%	34%	21%	3%	2%	4.05
Availability of assistance						
Santa Ana College (N=33)	39%	36%	18%	0%	6%	4.03
Santiago Canyon College (N=29)	41%	45%	14%	0%	0%	4.28
District Operations (N=30)	50%	23%	17%	7%	3%	4.10
Total (N=92)	43%	35%	16%	2%	3%	4.14
Services provided fit the needs of my area						
Santa Ana College (N=33)	39%	39%	12%	6%	3%	4.06
Santiago Canyon College (N=29)	41%	48%	7%	3%	0%	4.28
District Operations (N=30)	53%	30%	13%	3%	0%	4.33
Total (N=92)	45%	39%	11%	4%	1%	4.20
Overall quality of services						
Santa Ana College (N=33)	42%	42%	12%	3%	0%	4.24
Santiago Canyon College (N=28)	43%	46%	7%	4%	0%	4.29
District Operations (N=30)	43%	40%	13%	3%	0%	4.23
Total (N=91)	43%	43%	11%	3%	0%	4.25

Additional feedback and suggestions for Purchasing Services:

- Busy Folks. Might be understaffed?
- Couple of times I was unable to talk to anyone on the phone when I had urgent questions. Sometimes I have to wait couple weeks for POs to be created. All staff are very knowledgeable. **Laura** has been great in responding and giving us solutions. Thank you for all that you do!
- Every now and then I need to contact purchasing and I find it easy to get a prompt response and that is what we are looking for when there is a question.
- Great staff!
- It takes us forever to get anything we order. We are required to get our own quotations. Purchasing needs to hire more individuals.
- **Laura, Lynn, Marsha, Mina and Tracey** provide excellent service which allows me to make purchases and pay our vendors.
- **Lynn and Laura** always get back to me in a timely manner. **Lynn** is super helpful. **Laura** will make a point to figure out vendors odd purchasing requirements. I understand the department is super busy. That's no excuse to not respond to emails, phone calls, or to not process PRs in a timely manner. I don't know any department that isn't up to their necks in work. It's a matter of time management.
- **Mina Chappel** is great to work with
- No one available after 4:30 pm...very frustrating. Very seldom they answer their phone.
- Sometimes it is difficult to find the right person to get the answer that you need.
- They take forever to process purchase orders, and they usually have the attitude that we are interrupting their work if we ever ask questions about the convoluted set of guidelines for purchasing supplies, equipment, etc.
- This is a good department and they seem to know what they are doing and always try to help. **Marsha** is always helpful.

The RESEARCH DEPARTMENT conducts and coordinates instructional research about the District and its colleges for a wide variety of users. An annual research agenda is developed based on needs of college and district faculty and staff, as well as state and federal mandates, and includes support of accreditation, planning, government reporting, support of grant-funded programs, matriculation and testing, student outcomes reporting, and coordination of projects conducted by non-District researchers using students and/or staff as subjects.

How often do you use the services of the Research Department? (N=246)

- 1% Weekly
- 5% Monthly
- 4% Quarterly
- 9% Twice a Year
- 11% Once a Year
- 70% Never

Ratings for the Research Department	Excellent 5	Good 4	Average 3	Below Ave. 2	Poor 1	Average Rating
Staff helpfulness						
Santa Ana College (N=)	76%	16%	8%	0%	0%	4.68
Santiago Canyon College (N=)	61%	23%	16%	0%	0%	4.45
District Operations (N=)	73%	18%	9%	0%	0%	4.64
Total (N=)	69%	19%	12%	0%	0%	4.57
Staff knowledge						
Santa Ana College (N=25)	80%	12%	8%	0%	0%	4.72
Santiago Canyon College (N=31)	58%	26%	13%	3%	0%	4.39
District Operations (N=11)	73%	9%	18%	0%	0%	4.55
Total (N=67)	69%	18%	12%	1%	0%	4.54
Timeliness of response to your request(s)						
Santa Ana College (N=24)	75%	17%	8%	0%	0%	4.67
Santiago Canyon College (N=31)	58%	26%	16%	0%	0%	4.42
District Operations (N=10)	90%	10%	0%	0%	0%	4.90
Total (N=65)	69%	20%	11%	0%	0%	4.59
Availability of assistance						
Santa Ana College (N=24)	71%	13%	17%	0%	0%	4.54
Santiago Canyon College (N=31)	52%	35%	13%	0%	0%	4.39
District Operations (N=10)	80%	10%	10%	0%	0%	4.70
Total (N=65)	63%	23%	14%	0%	0%	4.50
Services provided fit the needs of my area						
Santa Ana College (N=26)	69%	15%	12%	4%	0%	4.50
Santiago Canyon College (N=31)	55%	26%	16%	0%	3%	4.29
District Operations (N=10)	80%	10%	10%	0%	0%	4.70
Total (N=67)	64%	19%	13%	1%	1%	4.44
Overall quality of services						
Santa Ana College (N=25)	72%	16%	12%	0%	0%	4.60
Santiago Canyon College (N=31)	55%	26%	16%	3%	0%	4.32
District Operations (N=11)	73%	18%	9%	0%	0%	4.64
Total (N=67)	64%	21%	13%	1%	0%	4.49

Additional feedback and suggestions for the Research Department:

- An amazing staff! Please provide more researchers to support this office!
- For a small department of two, they are still able to help staff and faculty on an individual basis. However, that doesn't leave them with much time to do the in-depth research that could help us move forward. We need to allocate additional funding in this area.
- Great staff who are very helpful and do amazing things in a little amount of time!
- Having this function on site and having our people work with District folks has streamlined this function for us a lot. That works so much better.
- I appreciate the time and attention given to me whenever I need their assistance.
- I don't have a need to use them except when I serve on a specific committee and we need to come up with a survey or find out the compilation of a survey. They are very useful and necessary part of the district community.
- I have been my observation that we are requiring a lot of one researcher.
- I honestly don't see much research being conducted. Was there research done to determine why our colleges aren't growing?
- I only use SCC workers for the research though, not district.
- **Nga** is a joy to work with.
- **Nga** is amazing! She provides timely research assistance about our program. As an ABA-approved paralegal program, we have to provide detailed information about our program and our students. **Nga** is a key partner in this process. She provides great data, and she is willing to take the time to go over elements that I don't understand. This information is central to keeping our ABA-approval status and providing a quality program. Thanks!
- **Nga Pham** is amazing, responds quickly. I honestly do not know how she does it with basically no staff.
- Once a year they send the surveys like this that is a good thing to have feedback.
- Rebuild the department to its former compliment of resources, avoid competitive start-ups at other locations that are counterproductive to viewing the world the same way, and keep this service a centralized service for all locations.
- The data warehouse has reached a point that it is unreliable and in many instances inaccurate. Further, any input provided to point these inaccuracies out are dismissed. Build the research data warehouse to what it ought to be, or give it up and let those with the expertise and technical know-how build a tool a district of our size deserves. As far as research is concerned, we are so far behind other local community college districts it is laughable. The colleges, both SAC and SCC, are recognizing this weak link and fixing this gap locally, but are being met with resistance. Why is this area not being addressed?
- Use information that is posted online but have not required personal contact with department.

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.

How often do you use the services of the Resource Development? (N=245)

- 3% Weekly
- 5% Monthly
- 1% Quarterly
- 3% Twice a Year
- 5% Once a Year
- 83% Never

Ratings for the Resource Development	Excellent 5	Good 4	Average 3	Below Ave. 2	Poor 1	Average Rating
Staff helpfulness						
Santa Ana College (N=14)	43%	36%	21%	0%	0%	4.21
Santiago Canyon College (N=16)	69%	31%	0%	0%	0%	4.69
District Operations (N=12)	75%	17%	8%	0%	0%	4.67
Total (N=42)	62%	29%	10%	0%	0%	4.52
Staff knowledge						
Santa Ana College (N=14)	43%	36%	21%	0%	0%	4.21
Santiago Canyon College (N=16)	75%	25%	0%	0%	0%	4.75
District Operations (N=11)	73%	9%	9%	9%	0%	4.45
Total (N=41)	63%	24%	10%	2%	0%	4.49
Timeliness of response to your request(s)						
Santa Ana College (N=14)	36%	36%	29%	0%	0%	4.07
Santiago Canyon College (N=16)	75%	25%	0%	0%	0%	4.75
District Operations (N=12)	75%	8%	8%	8%	0%	4.50
Total (N=42)	62%	24%	12%	2%	0%	4.45
Availability of assistance						
Santa Ana College (N=14)	36%	36%	29%	0%	0%	4.07
Santiago Canyon College (N=16)	69%	31%	0%	0%	0%	4.69
District Operations (N=12)	75%	8%	17%	0%	0%	4.58
Total (N=42)	60%	26%	14%	0%	0%	4.45
Services provided fit the needs of my area						
Santa Ana College (N=14)	36%	36%	29%	0%	0%	4.07
Santiago Canyon College (N=16)	69%	31%	0%	0%	0%	4.69
District Operations (N=11)	73%	9%	18%	0%	0%	4.55
Total (N=41)	59%	27%	15%	0%	0%	4.44
Overall quality of services						
Santa Ana College (N=14)	36%	43%	21%	0%	0%	4.14
Santiago Canyon College (N=16)	69%	31%	0%	0%	0%	4.69
District Operations (N=12)	75%	8%	17%	0%	0%	4.58
Total (N=42)	60%	29%	12%	0%	0%	4.48

Additional feedback and suggestions for Resource Development:

- Extremely useful service and great leadership under **Sarah Santoyo**.
- First time working with **Sarah Santoyo** and I am very impressed by her knowledge, patient and willingness to work endlessly until final project is excellent!
- Great staff!
- I hope to be working with this department in the near future.
- My interaction is minimal, but response time is incredibly quick.
- **Sarah** does a fantastic job!

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, Certificates of Insurance, subpoenas and other legal matters, DMV checks, and contract review for proper insurance and indemnification clauses.

How often do you use the services of the Risk Management? (N=250)

- 4% Weekly
- 6% Monthly
- 11% Quarterly
- 10% Twice a Year
- 13% Once a Year
- 56% Never

Ratings for the Risk Management	Excellent 5	Good 4	Average 3	Below Ave. 2	Poor 1	Average Rating
Staff helpfulness						
Santa Ana College (N=38)	68%	24%	5%	0%	3%	4.55
Santiago Canyon College (N=41)	73%	22%	2%	0%	2%	4.63
District Operations (N=27)	67%	33%	0%	0%	0%	4.67
Total (N=106)	70%	25%	3%	0%	2%	4.62
Staff knowledge						
Santa Ana College (N=37)	70%	22%	5%	0%	3%	4.57
Santiago Canyon College (N=41)	71%	22%	5%	0%	2%	4.59
District Operations (N=27)	63%	37%	0%	0%	0%	4.63
Total (N=105)	69%	26%	4%	0%	2%	4.59
Timeliness of response to your request(s)						
Santa Ana College (N=38)	66%	26%	5%	0%	3%	4.53
Santiago Canyon College (N=41)	61%	27%	10%	0%	2%	4.44
District Operations (N=27)	59%	41%	0%	0%	0%	4.59
Total (N=106)	62%	30%	6%	0%	2%	4.51
Availability of assistance						
Santa Ana College (N=38)	68%	24%	5%	0%	3%	4.55
Santiago Canyon College (N=41)	66%	22%	10%	0%	2%	4.49
District Operations (N=27)	56%	44%	0%	0%	0%	4.56
Total (N=106)	64%	28%	6%	0%	2%	4.53
Services provided fit the needs of my area						
Santa Ana College (N=37)	73%	19%	5%	0%	3%	4.59
Santiago Canyon College (N=41)	66%	24%	7%	0%	2%	4.51
District Operations (N=26)	54%	42%	4%	0%	0%	4.50
Total (N=104)	65%	27%	6%	0%	2%	4.54
Overall quality of services						
Santa Ana College (N=38)	68%	24%	5%	0%	3%	4.55
Santiago Canyon College (N=41)	66%	24%	7%	0%	2%	4.51
District Operations (N=27)	59%	41%	0%	0%	0%	4.59
Total (N=106)	65%	28%	5%	0%	2%	4.55

Additional feedback and suggestions for Risk Management:

- Risk Management office staff are always friendly and helpful. (5)
- **Dianne Hill** is helpful and accommodating.
- **Don Maus** does an outstanding job. He's on top of things, he's involved and he is a team player. He is consistent in providing quality information. He is a great resource to the college and our team in particular. The district is lucky to have him.
- **Don Maus** is excellent with assisting in a timely manner.
- Efficiency is key in turning around my requests for DMV clearance, and information regarding ergonomics and safety issues.
- Excellent when taking care of us employees. On the job injuries and all that that entails are handled efficiently and professionally. I really think they do a great job.
- Fantastic! **Diane and Don** are great! Always responsive and friendly.
- Feeling safe here on campus as well as being pro-active to minimize any unwanted situations.
- Good job **Diane Hill and Don Maus**
- I can only provide information about the past. I haven't use it lately.
- I would like to see more information regarding ergonomics to support personnel in offices.
- Most of the time my questions get answered. Things get handled. Currently a couple of things have never been responded to so not so happy about that situation.
- Risk management is great for assisting with questions of safety, contracts and training.
- These folks do a great job. It is hard to get students off campus, but I can appreciate the various hoops RM has to manage. Thanks to you all!
- When we reach out to Risk Management, everyone is there immediately to help! Awesome job!
- Wow, great job in negotiating our benefits. I am very happy with what we've got. Huge THANK YOU!!

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.

How often do you use the services of the Safety and Security? (N=250)

- 32% Weekly
- 18% Monthly
- 14% Quarterly
- 10% Twice a Year
- 6% Once a Year
- 20% Never

Ratings for the Safety and Security	Excellent 5	Good 4	Average 3	Below Ave. 2	Poor 1	Average Rating
Staff helpfulness						
Santa Ana College (N=96)	67%	23%	8%	1%	1%	4.53
Santiago Canyon College (N=78)	71%	23%	6%	0%	0%	4.64
District Operations (N=28)	71%	21%	4%	4%	0%	4.61
Total (N=202)	69%	23%	7%	1%	0%	4.59
Staff knowledge						
Santa Ana College (N=97)	66%	27%	6%	0%	1%	4.57
Santiago Canyon College (N=77)	65%	30%	5%	0%	0%	4.60
District Operations (N=28)	68%	25%	7%	0%	0%	4.61
Total (N=202)	66%	28%	6%	0%	0%	4.59
Timeliness of response to your request(s)						
Santa Ana College (N=96)	61%	24%	14%	0%	1%	4.45
Santiago Canyon College (N=78)	67%	23%	9%	1%	0%	4.55
District Operations (N=28)	61%	36%	0%	4%	0%	4.54
Total (N=202)	63%	25%	10%	1%	0%	4.50
Availability of assistance						
Santa Ana College (N=97)	63%	25%	11%	0%	1%	4.48
Santiago Canyon College (N=78)	65%	23%	10%	1%	0%	4.53
District Operations (N=28)	54%	36%	7%	4%	0%	4.39
Total (N=203)	63%	26%	10%	1%	0%	4.49
Services provided fit the needs of my area						
Santa Ana College (N=95)	66%	24%	8%	0%	1%	4.55
Santiago Canyon College (N=77)	65%	27%	6%	1%	0%	4.56
District Operations (N=28)	64%	29%	4%	4%	0%	4.54
Total (N=200)	66%	26%	7%	1%	1%	4.55
Overall quality of services						
Santa Ana College (N=97)	65%	23%	11%	0%	1%	4.51
Santiago Canyon College (N=78)	68%	26%	6%	0%	0%	4.62
District Operations (N=27)	67%	30%	4%	0%	0%	4.63
Total (N=202)	66%	25%	8%	0%	0%	4.57

Additional feedback and suggestions for Safety and Security:

- Great staff - very helpful! (4)
- All I can say is “thank you” to **Alistair Winter and Pat Weekes** for all that they do and the expertise and experience they bring to the table with safety and security. I feel safer knowing they are here.
- Big improvement in staff all around!
- Courteous staff, especially the dispatcher at SAC. We are worried about officers carrying guns on campus. Be sure to keep us informed about what is happening with this.
- Feeling secure to be on campus and always see security patrolling. If assistance needed, the response is quite prompt. Thank you!
- Good presence! Good training and communication! Wonderful responsiveness and intelligence on the part of officers and staff! Concerned a little about the armed officers - but understand the perceived need considering recent event on campuses. The training sessions are helpful!
- Great team! Would like to see more foot patrol to help establish a stronger presence on campus.
- Here at SCC, the service is excellent. They are good about letting me in on weekends and helping me with anything, any time, actually.
- I requested a review of my parking citation. It's been over two weeks and I'm still waiting.
- I think they need more personnel.
- It's good. Just seems to be short of staff allot
- Keep hiring strong candidates! Great idea to install surveillance video! Monitor traffic flow at the front of campus heavily traveled area with potential or collision. Consider asking the city for traffic light at campus entrance of Newport cars travel too fast down the blind hill
- **Ken and Dave** at SCC are in many ways the face of the college to the community. They are both affable and able to diffuse potentially difficult situations with minimum fuss. The security cameras have also been a great addition to our campus, and after the recent Oregon shooting the foresight of **Alistair** in having a trained gun is to be commended.
- Lots of changes
- Most of the safety employees are good and helpful and work with the students and departments. **Lt. Colver** is really good and has done good things for the department. **Liz and Ray** are great!!
- Need more security officers at certain sites.
- Need to improve the communication/telephone line. Sometimes we have to call several times to get the response. I am hopeful to get campus security to walk around the buildings to have a presence would be helpful.
- Occasionally the District Security Office is not staffed during business hours, but otherwise **Pat and Allister** have always been great.
- **Ray and Liz** are always a pleasure, very friendly and there when you need them!
- Reduce the time for wait to receive an escort to car in the evening at SAC. Please provide additional training for these staff on a variety of topics year-round.
- The addition of **Beatrice Zuniga-Trujillo** was a very good choice. The security help desk/phone is accurately and consistently handled. All SAC officers are friendly, and helpful. Their responses are timely. Not sure how I feel about the guns, but I guess it's the way of the world.
- The team the district has in place today is great. I believe the changes that have occurred were much needed. The revamping of the department was an excellent move. The leadership team with **Alistair, Mike and Manny** are a step up. The diverse background they each bring helps us to be better prepared in the safety and security department. They know what it takes and have great foresight on what to watch for. The dark uniforms make a statement on campus. I believe it helps them to be taken more seriously than the light blue. The office team has definitely also improved 100% especially at SAC. **Bea** is an excellent addition and comes to the position with a diverse background and brings a wealth of college environment experience to the department. Why that position is only a senior clerk is beyond me. That position carries a huge responsibility in getting the team out to those critical calls. I believe like with the revamping or reorganizing of the Safety and Security leadership the revamping or reorganizing of that position should also be strongly considered. The department or that position is no longer what it was 15 years ago.

- There are no actual live services to my area at the moment. We have cameras, that's it. I have a radio that is supposed to be replaced, any day now. Currently it is supposed to connect to SAC, but last time I tried to use it, I got no response from SAC, so no help there. I suppose we don't really need a live body here during working hours. If somebody is coming by during working hours, I never see them. They certainly aren't walking through my area and checking in with the staff here. The cameras can take care of the perimeter. 911 is easy enough to call. I totally disagree with having the security staff armed. However that is out of my hands. Since you were asking for my opinion I figured I could toss that in while I was here.
- They are our campus help when I get out of class so late. They are always vigil and driving around at night. Thank you for helping feel safe!
- Very professional service. Thank you for all your work.
- Were right on top of things when I reported a suspicious person, very grateful. Helped me immediately when I locked my keys in my car.
- When you call campus safety, often voice mail picks up. This is not a good service model for the safety and security of staff and students. Also, response time for non-emergency issues (getting keyed into a classroom, etc.) is very slow (20-30 minutes at times).
- While I only interact mostly for parking permits, I know they stay on top of safety and security concerns in our district. Many thanks!
- With all of the recent school shootings, I would feel safer if at least some of the security officers were armed (and well trained in the use of force).
- The categories of time of services used is hard to determine.
- The district safety officers at CEC are great.
- The security officers at SCC are wonderful! They are personable, helpful, and genuinely care about the students!
- Our Security office was very receptive to feedback and willing to provide better services in our area. They have been timely in their assistance and friendly.

The STUDENT BUSINESS OFFICE handles all Accounts Payable functions for the Associated Students, Community Education, Diversified Club and Trust accounts, and the Student Representation Fund including reimbursements, purchase orders and payments of invoices. We are responsible for departmental deposits for Athletics, Child Development Centers, Fine and Performing Arts, Health Centers, International Student Programs, Libraries, Planetarium and student clubs and organizations.

How often do you use the services of the Student Business Office? (N=246)

- 10% Weekly
- 8% Monthly
- 7% Quarterly
- 8% Twice a Year
- 5% Once a Year
- 62% Never

Ratings for the Student Business Office	Excellent 5	Good 4	Average 3	Below Ave. 2	Poor 1	Average Rating
Staff helpfulness						
Santa Ana College (N=47)	66%	23%	11%	0%	0%	4.55
Santiago Canyon College (N=34)	50%	32%	12%	0%	6%	4.21
District Operations (N=11)	27%	55%	18%	0%	0%	4.09
Total (N=92)	55%	30%	12%	0%	2%	4.38
Staff knowledge						
Santa Ana College (N=47)	66%	21%	13%	0%	0%	4.53
Santiago Canyon College (N=34)	50%	35%	9%	0%	6%	4.24
District Operations (N=11)	27%	45%	27%	0%	0%	4.00
Total (N=92)	55%	29%	13%	0%	2%	4.37
Timeliness of response to your request(s)						
Santa Ana College (N=47)	60%	30%	11%	0%	0%	4.49
Santiago Canyon College (N=34)	41%	32%	15%	6%	6%	3.97
District Operations (N=11)	27%	45%	27%	0%	0%	4.00
Total (N=92)	49%	33%	14%	2%	2%	4.23
Availability of assistance						
Santa Ana College (N=47)	64%	28%	9%	0%	0%	4.55
Santiago Canyon College (N=34)	41%	35%	18%	0%	6%	4.06
District Operations (N=11)	27%	55%	18%	0%	0%	4.09
Total (N=92)	51%	34%	13%	0%	2%	4.32
Services provided fit the needs of my area						
Santa Ana College (N=46)	63%	26%	9%	2%	0%	4.50
Santiago Canyon College (N=34)	47%	38%	9%	0%	6%	4.21
District Operations (N=11)	27%	45%	27%	0%	0%	4.00
Total (N=91)	53%	33%	11%	1%	2%	4.34
Overall quality of services						
Santa Ana College (N=47)	64%	23%	13%	0%	0%	4.51
Santiago Canyon College (N=34)	47%	29%	15%	3%	6%	4.09
District Operations (N=11)	27%	45%	27%	0%	0%	4.00
Total (N=92)	53%	28%	15%	1%	2%	4.30

Additional feedback and suggestions for the Student Business Office:

- The staff are professional and helpful. (3)
- All of the SBO are extremely friendly and helpful. You can tell they go above and beyond their duties. Rhonda always has the best staff and you can tell she rubs off on their cheerful personalities. If one of them doesn't know to help me with my questions, they will find someone who does and get me answers in a timely manner.
- Counter staff changes often which doesn't always guarantee consistently good service.
- Hard to get a person on the phone or respond to emails. Slow to receive checks.
- I think my scores for this area are marked under cashier's office.
- Need more staff. Overworked. Seems to always be behind. Sometimes people don't respond. Nice people just need more staff
- Not sure why it takes so long for payment to be processed. **Christine Martinez** has been a great help with getting the credit card payment working. Thanks!!!!
- Not timely and ineffective for SCC to be operating off of Santa Ana's campus.
- **Rhonda** is the best.
- Staff in the SBO are extremely friendly and willing to help out in any way possible.
- The SBO staff is excellent. Always friendly and helpful in assisting in various requests. Customer service seems their focus, to all customers; students, staff, faculty and administrators.
- The staff are all really nice, always positive and have fun on Halloween and show SAC spirit. More departments should get be like them (good team and work hard). **Kathy** always helps with account questions and **Gilbert** helps get my checks on time! They are both smart and nice!
- The student business office is by far one of the best offices I have had the pleasure of being in. Always extremely helpful. They have on a number of occasions gone above and beyond for students, staff, faculty and myself. Each staff exudes excellent customer. The director **Rhonda Langston** always makes my visit a memorable and delightful one.
- This department consistently provides excellent service and always with a smile. **Rhonda** is the #1 supporter of our department and other departments. Her team always has a can do attitude. She demonstrates the heart of the college. The district is extremely lucky to have her.
- When dealing with the SBO I have found the staff to be extremely helpful. Our purchase orders are processed quickly and in a timely manner. Change funds, bus passes and check request have also been expedited promptly. **Rhonda, Kathy, Gilbert, Loan and Roxy** are extremely accommodating, caring and always a pleasure to work with.

The WAREHOUSE & RECEIVING SERVICES is 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.

How often do you use the services of the Warehouse & Receiving Services? (N=246)

- 6% Weekly
- 10% Monthly
- 7% Quarterly
- 7% Twice a Year
- 6% Once a Year
- 64% Never

Ratings for the Warehouse & Receiving Services	Excellent 5	Good 4	Average 3	Below Ave. 2	Poor 1	Average Rating
Staff helpfulness						
Santa Ana College (N=30)	63%	27%	7%	3%	0%	4.50
Santiago Canyon College (N=23)	57%	35%	9%	0%	0%	4.48
District Operations (N=27)	48%	41%	7%	4%	0%	4.33
Total (N=80)	56%	34%	8%	3%	0%	4.44
Staff knowledge						
Santa Ana College (N=30)	60%	30%	7%	3%	0%	4.47
Santiago Canyon College (N=23)	43%	48%	9%	0%	0%	4.35
District Operations (N=26)	42%	54%	4%	0%	0%	4.38
Total (N=79)	49%	43%	6%	1%	0%	4.41
Timeliness of response to your request(s)						
Santa Ana College (N=30)	57%	33%	7%	3%	0%	4.43
Santiago Canyon College (N=23)	35%	48%	13%	4%	0%	4.13
District Operations (N=27)	48%	33%	15%	4%	0%	4.26
Total (N=80)	48%	38%	11%	4%	0%	4.29
Availability of assistance						
Santa Ana College (N=30)	63%	27%	7%	3%	0%	4.50
Santiago Canyon College (N=23)	35%	48%	13%	4%	0%	4.13
District Operations (N=27)	52%	33%	11%	4%	0%	4.33
Total (N=80)	51%	35%	10%	4%	0%	4.34
Services provided fit the needs of my area						
Santa Ana College (N=30)	60%	27%	10%	3%	0%	4.43
Santiago Canyon College (N=23)	35%	48%	13%	4%	0%	4.13
District Operations (N=27)	48%	44%	7%	0%	0%	4.41
Total (N=80)	49%	39%	10%	3%	0%	4.34
Overall quality of services						
Santa Ana College (N=30)	60%	27%	10%	3%	0%	4.43
Santiago Canyon College (N=24)	38%	42%	21%	0%	0%	4.17
District Operations (N=27)	44%	48%	4%	4%	0%	4.33
Total (N=81)	48%	38%	11%	2%	0%	4.33

Additional feedback and suggestions for the Warehouse & Receiving Services:

- What happened to twice a day deliveries and pick-ups? There are times when if there wasn't going to be an afternoon pick up or delivery an email went out notifying the site affected. Goodwill and good communication would go a long way.
- Deliveries requested from the warehouse don't always arrive when promised or require follow up to check on the status.
- DWO **Dave** rocks! **Armando** is super-efficient!
- Good folks over there. Who knows where they are moving to?
- Great staff! They do great work.
- Request to pull Schick boxes, return them and store new boxes are always responded to promptly, courteously and efficiently.
- Sometimes they receive merchandise and until we call and ask, "have you received___?" Then we hear oh yeah. Can you get it over to us because it's urgent? But I must admit, this does not happen as often as it used to.
- They go out of the way to hunt down stuff, meet whatever needs they can, probably the most helpful people in the District

The WEB DEVELOPMENT implements and manages the Enterprise Web Content Management System which includes the district and college websites, portal, and related databases.

How often do you use the services of the Web Development? (N=245)

- 8% Weekly
- 7% Monthly
- 5% Quarterly
- 4% Twice a Year
- 4% Once a Year
- 72% Never

Ratings for the Web Development	Excellent 5	Good 4	Average 3	Below Ave. 2	Poor 1	Average Rating
Staff helpfulness						
Santa Ana College (N=23)	48%	35%	9%	0%	9%	4.13
Santiago Canyon College (N=29)	59%	24%	17%	0%	0%	4.41
District Operations (N=9)	56%	11%	33%	0%	0%	4.22
Total (N=61)	54%	26%	16%	0%	3%	4.29
Staff knowledge						
Santa Ana College (N=22)	59%	23%	14%	0%	5%	4.32
Santiago Canyon College (N=29)	52%	34%	14%	0%	0%	4.38
District Operations (N=9)	44%	33%	22%	0%	0%	4.22
Total (N=60)	53%	30%	15%	0%	2%	4.34
Timeliness of response to your request(s)						
Santa Ana College (N=21)	52%	24%	14%	5%	5%	4.14
Santiago Canyon College (N=29)	52%	34%	14%	0%	0%	4.38
District Operations (N=9)	56%	11%	22%	11%	0%	4.11
Total (N=59)	53%	27%	15%	3%	2%	4.25
Availability of assistance						
Santa Ana College (N=22)	45%	27%	18%	0%	9%	4.00
Santiago Canyon College (N=29)	38%	45%	17%	0%	0%	4.21
District Operations (N=9)	33%	33%	33%	0%	0%	4.00
Total (N=60)	40%	37%	20%	0%	3%	4.10
Services provided fit the needs of my area						
Santa Ana College (N=23)	48%	35%	13%	0%	4%	4.22
Santiago Canyon College (N=28)	46%	36%	18%	0%	0%	4.29
District Operations (N=9)	44%	33%	11%	11%	0%	4.11
Total (N=60)	47%	35%	15%	2%	2%	4.23
Overall quality of services						
Santa Ana College (N=24)	42%	38%	17%	0%	4%	4.13
Santiago Canyon College (N=29)	45%	38%	17%	0%	0%	4.28
District Operations (N=9)	56%	22%	11%	11%	0%	4.22
Total (N=62)	45%	35%	16%	2%	2%	4.20

Additional feedback and suggestions for Web Development:

- **Alfonso & Dean** usually always solve any issues I have in maintaining our web pages.
- Anh is talented and a true professional.
- I access parts of the district site and the Intranet like the district directory. I don't usually have any questions or problems. Except the directory takes forever and sometimes a couple clicks to get it to open the first time.
- I like the way our website looks now.
- I question the value of the new one campus portal thing. Seems like they have too many services/vendors they buy/use which aren't really needed or well thought out
- It would be nice to have more training, a handbook, guidelines, etc. on Share Point and how to do things on the web site. The staff is very helpful, but they do seem very busy and it may take them some time to actually be able to help or get to the request.
- Mentioned this earlier - people are nice - service is understaffed and almost inadequate for individual and campus use and maintenance.
- My signing in works and I'm happy. The transfer to the new system carried over my information and I was happy. Works well most of the time or I talk to IT support and they fix it for me. Again happy.
- Our website needs to be more engaging...make it fun...make students want to go to SAC. It is too text oriented. It lacks PIZZAZ!
- SAC desperately needs a web developer.
- The SAC website is difficult to use. Please overhaul this system.
- The training provided by **Alfonso Oropeza** with department website questions is of the highest quality. He provides simple, straightforward answers to my questions when I contact him for guidance.
- Too many "slow processing" periods. Personally, I use Blackboard every day in my classes. These slowdowns impede my work and the work of my students. I keep hearing "the server is too small." I've heard this for years. How about we get another one.
- We have professionally designed websites. I have also noticed they are becoming mobile friendly. Great work!