IKON Service Survey 2010
Luther College

Who took the Survey?

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>% of Total Respondents</th>
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</thead>
<tbody>
<tr>
<td>Budget Center Director</td>
<td>17</td>
<td>9%</td>
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<tr>
<td>Administrative Staff</td>
<td>32</td>
<td>16%</td>
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<tr>
<td>Support Staff</td>
<td>63</td>
<td>32%</td>
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<tr>
<td>Faculty</td>
<td>82</td>
<td>42%</td>
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<tr>
<td></td>
<td>2</td>
<td>1%</td>
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<td><strong>Total Responses: 196</strong></td>
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- 196 total responses were received
- The largest responses came from the Music Dept. (13) and LIS (13).
- 52 departments had at least one response reported

Copy Center

- 68% of respondents use the copy center (183 respondents)
- Hours of Operation – 98% scored satisfactory or above, no unacceptable
- Appearance of center - 98% scored satisfactory or above, no unacceptable
- Cooperation of staff - 97% scored satisfactory or above, no unacceptable
- Quality of Work - 92% scored satisfactory or above, no unacceptable
- Scope of Services provided - 93% scored satisfactory or above, 1 unacceptable
- Ability to meet deadlines - 93% scored satisfactory or above, no unacceptable
- Handling of Special Request - 87% scored satisfactory or above, 2 unacceptable
- Overall rating, Copy Center - 90% scored satisfactory or above, 1 unacceptable

Document Center Comments:

- Costs
  - Costs for service in the Document Center are determined by Luther in order to cover the costs of materials and labor.
- Provide affordable service, quick turnaround
  - Along with pricing changes, we have implemented a new policy on turn-around time and delivery.
- Customer service – call when job is done, stronger communication on status of issues
  - We are working to ensure that requested notifications are handled quickly.
- More training for staff - Color control, understand grains of paper, paper types
  - We are providing additional training to Document Center staff in this area, along with bringing specialists from IKON to consult as necessary.
- Proofs delivered consistently
  - Improvement has been seen in this area.
Paper inventory is not consistent
- Inventory has been reduced to the paper most used by Luther. We keep enough on hand so that we do not have paper set for long periods of time, yet meet the needs of the college and current volumes.
- We order once a week for delivery on Tuesday, special orders can be accepted at anytime and sent via UPS at an extra charge for the customer. If a department would like us to carry something else on hand, we are willing to try to stock it. This will be based on usage and projected volumes.

Reduce costs for long runs
- We continue to work to reduce costs for service in the Document Center.

Jobs can be run more easily and cheaply within the departments
- In meeting with departments, we have been discussing the cost associated with running their own jobs on their own devices, the paper and the time of the department’s staff, as well as the service and other charges. An accurate picture of the true cost of departmental copying includes much more than just the “click-rate” which is what many people focus on.

Do not let individual in the document center handle exams
- Exams are run by full-time staff and locked in a cabinet overnight. These can be picked up or delivered by a full-time IKON employee so the integrity of tests or other sensitive materials is not compromised.

Do not do enough printing to use
- The Document Center will not be the best option for all jobs.

Turn-around time, located across campus, not convenient
- We continue to discuss this individually with departments and will work to improve service where appropriate and sustainable.

Most of class has been moved online, do as much work electronically
- Great work!

Staff do not appear to be treated with respect in the copy center
- Treatment of staff and staff morale are very important and we continue to work to ensure a positive and supportive workplace for all IKON and Luther employees.

Copy center needs a better system to track completed jobs, can take them a while to find sometimes
- We are working on getting names in a visible place on the jobs as they are completed and put into the slots for pick up.

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**TRAC job submission results**

- Ease of Use - 80% scored satisfactory or above, 3 unacceptable
- Availability of training - 76% scored satisfactory or above, 2 unacceptable
- Ease to get to website - 78% scored satisfactory or above, 1 unacceptable
- Options to submit jobs - 66% scored satisfactory or above, 1 unacceptable
- Overall ranking of TRAC - 65% scored satisfactory or above, 3 unacceptable

**TRAC Comments**
- Don’t use TRAC because it is cumbersome
  - Many users find TRAC to be helpful, and while training is available, we still accept jobs via e-mail or in person.
• I like going to the copy center or just as easy to go to the copy center
  o We welcome you to stop in and drop off your copy jobs!

• Not sure what TRAC is or do not know how to use it
  o TRAC is web-based software that allows you to submit copy jobs without leaving your desk. You can attach files and type in specific instructions into the site to make sure your copy jobs are completed correctly. (http://luther.ikontrac.com/) IKON will provide training to individuals or departments upon request. Please contact us.

• Do not know how to use it
  o IKON will provide training to individuals or departments upon request. Please contact us.

• Easier to use copier in department or cannot use due to time constraints/do not print much
  o Agreed, please continue to use the local copiers for these needs.

• Need to have link on the Document center Website to get to TRAC
  o A new website is up and running and a link to TRAC is now available on the website.

• TRAC does not work well to submit multiple jobs at the same time with
  o Each job can be submitted individually, or notes can be added to define what is wanted for each job attached. The best way to make sure they are all correct is one job per request but you can submit them all together.

• All paper options are not listed in paper drop down menu, difficult to select
  o TRAC is currently being updated with more paper selections and associated pricing.

• TRAC pricing does not work correctly
  o TRAC Pricing will be updated to more closely represent the actual charges that the Document center charges. We are working with 2 different systems and the TRAC Pricing will give you a good estimate on your costs but the final costs will be at the register in the Document center.

• Too complex if you want to print a single sided document quickly
  o As always, we welcome walk-in jobs and will fill out the information needed.

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**Mail Center/SPO results**

- 90% of respondents said they use the Mail center (167 respondents)
- Convenience of Location - 95% scored satisfactory or above, 1 unacceptable
- Hours of Operation - 93% scored satisfactory or above, no unacceptable
- Appearance of Center - 99% scored satisfactory or above, no unacceptable
- Cooperation of Staff - 99% scored satisfactory or above, no unacceptable
- Inter-Office Mail Distribution - 98% scored satisfactory or above, no unacceptable
- Out-going overnight Services - 98% scored satisfactory or above, no unacceptable
- Ability to meet all deadlines - 97% scored satisfactory or above, no unacceptable
- Handling of Special requests - 97% scored satisfactory or above, no unacceptable
- Overall Ratings of Mail Center - 99% scored satisfactory or above, no unacceptable

**Mail Courier results**

- Cooperation of Staff - 100% scored satisfactory or above, no unacceptable
- Timeliness of deliveries - 97% scored satisfactory or above, no unacceptable
- Accuracy of deliveries - 97% scored satisfactory or above, no unacceptable
- Frequency of pick-up/delivery - 99% scored satisfactory or above, no unacceptable
- Overall Mail Courier Rating - 99% scored satisfactory or above, no unacceptable
Mail Center/SPO Comments

- Carolyn and Eric are very helpful, Carolyn is soul of the place, great service (many recognitions for both)
- Accuracy of SPO assignments is questionable
  - We continue to review accuracy with listings in Datatel.
- You should be able to buy stamps at the mail center
  - The decision on where stamps are sold is Luther’s. We continue to review workflows and opportunities for service at locations throughout the Union.
- It can take 2 days to get papers to the students
  - Depending on when/where papers are dropped off the turn-around time should be by the end of business day. Priority is given to first class mail from the post office (which must be out by end of business day). Inter-campus and standard mail/third class are put out as time allows.
- Mail was lost 1 time in 6 years, but it was their contract for employment
  - We work hard to make sure all mail is delivered correctly and in a timely manner.
- Concerns with staff knowing USPS rates
  - Pricing is available on the USPS website. There are 3 scales available to use to determine price of packages. We are also setting up more training for the staff to help them stay current on their knowledge of USPS rates.
- Paycheck and other documents delivered to other employee, department has two locations and mail goes to wrong one.
  - Mail is sorted in the SPO and taken to drop off locations in each building. The department then sorts the mail. Please check with your local sorting individual as well as the SPO to ensure accuracy in the sorting process. Employees’ with two offices have generally told Carolyn where they would like their mail to go. We will make sure all mail center employees are aware of these special requests.
- Package pick-up is a major hassle (waiting in line with all the students)
  - Staff in the Main Building no longer wait for packages, as the packages are held in the Document Center. There are a few departments that wait at the window for their departmental mail in the Union. There are also peak times for mail pick-up and other times (afternoons) where there are rarely lines. If possible plan on picking up packages then or we will do our best to keep the line moving and help everyone get their packages.

Convenience/local copier And HP Printer results

- 96% of respondents said they use printers or copiers (166 respondents)
- One individual (the same one) marked every question in this section as unacceptable (both HP and Convenience/Local Copiers)

Convenience/local copier results

- Equipment location - 94% scored satisfactory or above, 1 unacceptable
- Equipment Dependability - 92% scored satisfactory or above, 1 unacceptable
- Equipment Features - 96% scored satisfactory or above, 1 unacceptable
- Ease of Equipment use - 96% scored satisfactory or above, 1 unacceptable
- Speed of Copier - 96% scored satisfactory or above, 1 unacceptable
- Quality of output - 98% scored satisfactory or above, 1 unacceptable
- Stocking of supplies - 94% scored satisfactory or above, 1 unacceptable
- Service response time - 90% scored satisfactory or above, 2 unacceptable
- Overall rating of Copiers - 94% scored satisfactory or above, 1 unacceptable
### HP Laser printer results

- **Equipment location** - 89% scored satisfactory or above, 2 unacceptable
- **Equipment Dependability** - 94% scored satisfactory or above, 1 unacceptable
- **Equipment Features** - 88% scored satisfactory or above, 1 unacceptable
- **Ease of Equipment use** - 94% scored satisfactory or above, 1 unacceptable
- **Speed of printer** - 92% scored satisfactory or above, 1 unacceptable
- **Quality of output** - 95% scored satisfactory or above, 1 unacceptable
- **Stocking of supplies** - 89% scored satisfactory or above, 3 unacceptable
- **Service response time** - 87% scored satisfactory or above, 3 unacceptable
- **Overall rating of HP printers** - 96% scored satisfactory or above, 1 unacceptable

### Copier and Printer Comments

- Several specific printer or copier needs were identified by commenters
  - IKON has addressed these as we were able to identify the machines.
- Students can use some copiers, individuals by their copiers get a lot of questions from students on printing
  - IKON can assist with training of main users on the machines. Please contact us.
- Comments on the costs of printing in the future on these devices
  - Pricing is set to balance between the need for local copying and the overall cost to Luther to duplicate materials.
- First person coming to look at machine can rarely fix it, prolongs getting a technician there to fix it.
  - IKON is actively working on training and transferring skills to the on-site employee to minimize the need for the on-site employee to call the technician for additional service.
- Need more training on troubleshooting the equipment on campus
  - IKON is actively working on training and transferring skills to the on-site employee to minimize the need for the on-site employee to call the technician for additional service.
- Don’t call them convenience copiers, departments need these copiers for their daily needs
  - IKON has started using the term local copiers as well as convenience copier. Convenience copier is a well known industry term for standalone copiers that are not in a production center. We also have had individuals get confused when using local copiers.
- Paper is purchased off campus due to better deals
  - The more offices that purchase paper through our primary Luther vendor, the lower the price will be for everyone. It also ensures compliance with our policies on paper with recycled content.
- Current printers and copiers in department are not part of IKON scope
  - We continue to have devices supported by both other third-party vendors and LIS. As equipment is replaced, all copiers and printers will be added to our IKON service contract.
- Not crazy about the Dell printers they have and are using
  - Those with Dell printers can contact LIS to discuss options.
- Toner was not in stock when it was needed
  - We are in the process of entering all toner and supplies into the TRAC software. As we remove toner and supplies for use it will let us know we need to replenish our supply as it gets low. We hope to avoid this in the future.
- Willing to buy own printer, it is newer than the printer provided over 6 years ago to department
  - Departments are free to purchase output equipment as they wish provided they are serviceable under our IKON support contract.
- Students say there are not enough printers in the dorms and the ones there break down a lot
  - Students can request a review by LIS. We continue to add and adjust public printing for students on an ongoing basis.
• Has a “brand” printer in their office and will use till it dies. Feels we should support the printer in their office
  o Employees are welcome to use printers they have until they no longer work or are appropriate. Luther no longer supports inkjet printers to encourage departments to use more cost-effective and sustainable printers.

**Overall general comments left as last Survey Question**

• Does not understand why the need to outsource and increase costs to departments
  o The Document Center has been operated at a loss to the College for many years. In order to be good financial stewards of our resources, we cannot afford to offer services at prices that do not reflect the actual cost to Luther.

• Concerned about IKON employee benefits, and that they are not the same as Luther’s
  o Because Luther and IKON are two separate business entities, benefits will differ. This is not inherently good or bad and undoubtedly certain features of each benefits package are more attractive than the other.

• Would like more face to face interaction, Luther is committed to people
  o TRAC was brought on-site to allow technology to make individuals jobs easy and free up some additional time. TRAC is not meant to take away from Luther’s commitment to people. You are more than welcome to continue to stop by the Document Center or the SPO at anytime and work face to face with the staff. We want to support Luther every way we can.

• Mail and Printshop were not broke, why the need to outsource.
  o See the response to the first question in this section.

• Concerns with leadership in the Printshop
  o Kim Bohr is our new Site Manager over the Printshop and SPO employees. Please stop by and visit with her. Kim is a Luther graduate and lives in Decorah.

• Cost of printing in the copy center and soon in the departments, do not believe their costs will not increase
  o We continue to review both the budget allocations to departments for printing as well as the costs to deliver central and local services to Luther. Pricing will be periodically adjusted to match actual costs.

• Should not be forced to use the copy center, budgets and equipment must reflect the need
  o There is no requirement to use the Document Center.

• Go Print is a pain
  o GoPrint is a Luther initiative to better track output with an eye to reducing our overall printing (an objective in our current strategic plan). It has been incredibly successful with our student printing. It is in the interest of departments to also have GoPrint operating on their devices to ensure that any student printing that may be directed there is accounted for properly.

• Possible incentive for departments that print on scratch paper or double side jobs
  o At this point the incentive for scratch-paper or double-sided copying or printing is reduced paper costs to the department.

• Document center staff is always eager to help with training or questions
  o We’re glad to hear this!

• Wonder why there were no questions on the pricing structure, GoPrint, or billing
  o Pricing, GoPrint, and billing are the responsibility of Luther, not IKON. This survey was designed to capture a picture of IKON services. LIS regularly receives comment on pricing, GoPrint, and billing procedures. Send your thoughts to LIS.

• Many are not happy having to share printers due to having to walk to get document, confidentiality reasons, and not able to always use paper a second time on the other side.
  o We can review any situation to ensure that distances to printers is reasonable and that features such as confidential printing are discussed. Departments are also free to purchase additional equipment should there be a need.
• Concern the copy center is going to a corporate model and remote interaction
  o The Document Center is committed to be an integral part of Luther College and serving its mission. It is also very important that this service not divert resources from our primary teaching and learning mission. We can no longer afford to centrally subsidize the cost of these services, which has occurred for years.
• Many concerns about the need to centralize their printing and being force to do it with pricing.
  o Individuals are free to print where they would like and where it is appropriate for their job to be done.
• Why are individual office printers no longer supported, this is the best option for faculty use.
  o It is not in the best interests of Luther financially or environmentally to support inkjet printing.

Summary of unacceptable responses

• There were 39 total unacceptable responses in the survey
• 21 unacceptable survey responses came from 1 person, and 8 more came from a second person
• Two individuals made up 74% of the unacceptable responses

Breakdown of Unacceptable responses by area

• Document center
  o 1 unacceptable for Scope of Services
  o 2 unacceptable for handling of special requests
  o 1 unacceptable for the overall score of the copy center
• TRAC – Job submission website
  o 3 unacceptable for Ease of use
  o 2 unacceptable for availability of training
  o 1 unacceptable for ease to get to website
  o 1 unacceptable for options available to get to website
  o 3 unacceptable for overall TRAC scoring
• Mail Center
  o 1 unacceptable responses for “convenience of location”
• Mail Courier
  o No unacceptable responses
• Convenience/Local Copiers and Laser Jet Printers
  o Every question received an unacceptable from 1 individual (18 unacceptable). Areas of unacceptable service in addition to that individual were:
    o Convenience/Local Copiers
      ▪ 1 unacceptable for service response time
    o LaserJet Printers
      ▪ 1 unacceptable for Equipment location
      ▪ 2 unacceptable for stocking of supplies
      ▪ 2 unacceptable for service response time