Who took the Survey?

<table>
<thead>
<tr>
<th>Response</th>
<th>Total</th>
<th>% of Total Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Budget Center Director</td>
<td>15</td>
<td>9%</td>
</tr>
<tr>
<td>Staff</td>
<td>85</td>
<td>52%</td>
</tr>
<tr>
<td>Faculty</td>
<td>65</td>
<td>39%</td>
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</tbody>
</table>

Total Responses: 165

- 165 total responses  (196 total responses were received in 2010)
- The largest responses came from the Music Dept. (15) and LIS (18).
- 51 departments had at least one response reported

Copy Center

- 75% of respondents use the copy center (154 respondents)
- Hours of Operation – 98% scored satisfactory or above, no unacceptable
- Appearance of center - 97% scored satisfactory or above, no unacceptable
- Cooperation of staff - 98% scored satisfactory or above, 1 unacceptable
- Quality of Work - 96% scored satisfactory or above, 1 unacceptable
- Scope of Services provided - 95% scored satisfactory or above, no unacceptable
- Ability to meet deadlines - 98% scored satisfactory or above, no unacceptable
- Handling of Special Request - 95% scored satisfactory or above, no unacceptable
- Overall rating, Copy Center - 97% scored satisfactory or above, 1 unacceptable

Document Center Comments:

- Staff is friendly and helpful, great to work with, willing to help out under short notice, things have improved greatly, timely service with few printing errors, and questions answered promptly.
  - Wonderful! Document Center staff will work with you to meet deadlines whenever possible. We will continue to work to make improvements.

- Document Scanning
  - The document center has document scanning at the center. This is available for you to scan or we can help you with it. IKON will continue to meet with LIS and work towards strengthening and growing our partnership and helping with other scanning needs.

- Cost and choices on Large Format
  - Cost of printing on the large format (poster) printer has been adjusted for campus work. If you have ideas on other types of paper that you would like to have for printing, please see Kim Bohr or call her at 563-387-1013.
  - At this time Luther College has decided not to invest in a new plotter printer due to the cost and low volume of usage.
o Why outsource the copy center or try to compete with Outside companies
  o As mentioned in the IKON Agreement Announcement, "With IKON’s management of Luther’s printing and mail centers, we also expect excellent service and expanded resources to centrally support campus print and mail services. This will help us accomplish Luther’s core mission of educating students. The full announcement may be read at http://lis.luther.edu/digitaloutput/20081017memo

o Quality of work/Jobs changed without approval
  o Document Center staff checks jobs as they run them for quality. All jobs should be run to your specifications. If you have received something less than what you are expecting, please notify Kim Bohr at ext. 1013

o Staff does not provide good customer service
  o Over the last year the staff has gone through additional customer service training. This is ongoing training; the staff wants to help the customers that come in. We will continue to improve on these areas; but if you have a concern that comes up, please contact Kim Bohr at ext. 1013.

o Costs
  o Costs for service in the Document Center are determined by Luther in order to cover the costs of materials and labor. We will continue to work with Luther College to determine a fair price for the market in which we are in. Any future pricing on digital output will be shared well in advance of the effective date: no changes are planned at this time.

o Exams run in the Document Center
  o 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. Exams or other sensitive materials are not used for scratch paper; they are shredded.

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**TRAC job submission results**

- Ease of Use - 92% scored satisfactory or above, no unacceptable
- Availability of training - 88% scored satisfactory or above, no unacceptable
- Ease to get to website - 89% scored satisfactory or above, no unacceptable
- Options to submit jobs - 95% scored satisfactory or above, no unacceptable
- Overall ranking of TRAC - 94% scored satisfactory or above, no unacceptable

These TRAC scores have dramatically have improved since the survey last year.

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**TRAC Comments**

- The site and service are great, but many Faculty don’t know about it. There needs to be a link off the Luther website.
  - There is a link from the Document and Mail Center’s web page: http://reason.luther.edu/docmail/ or the direct link for you save in your favorites is: http://luther.ikontrac.com
The system doesn’t allow for quick turnaround times, or special projects. I still have to call or email special jobs.

- The Document Center staff is happy to accept emailed jobs. If you want to use TRAC and the options you need are not a choice, please use the sections for additional notes to explain your project. Unfortunately, we can’t change the minimum time allowed in the system for the job.
- If you have a rush job, please follow up with a phone call. Even if the time for submitting is changed, we will work with you to meet your deadline, but may need a call to direct them to your job.

It would be great if the preview actually worked and the prices were more accurate.

- Pricing and paper selections were recently updated in TRAC. If you have concerns or think something may still not be correct, please call and talk to Kim Bohr ext 1013.
- The preview function has some options to what is shown; Kim will follow up with the provider to fix others. The only time you can actually see your document in the preview window is when your attachment is in PDF format.

- Sometimes it’s easier to forward my email with the documents I need printed.
  - Please feel free to email jobs, walk in with them, or submit via TRAC, the staff will be happy to help, no matter how the jobs are submitted.

I don’t know what TRAC is or how to use it.

- TRAC is a website that lets you submit copy jobs to the Document Center right from your desk. Please feel free to call the Document Center, any of the staff will be happy to help explain TRAC. We can also complete a training session with you on TRAC so you are able to use it when you like.

### Mail Center/SPO results

- 92% of respondents said they use the Mail center (145 respondents)
- Convenience of Location - 98% scored satisfactory or above, no unacceptable
- Hours of Operation - 98% scored satisfactory or above, no unacceptable
- Appearance of Center - 100% scored satisfactory or above, no unacceptable
- Cooperation of Staff - 100% scored satisfactory or above, no unacceptable
- Inter-Office Mail Distribution - 100% scored satisfactory or above, no unacceptable
- Out-going overnight Services - 98% scored satisfactory or above, 1 unacceptable
- Ability to meet all deadlines - 99% scored satisfactory or above, no unacceptable
- Handling of Special requests - 100% 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 - 99% scored satisfactory or above, no unacceptable
- Accuracy of deliveries - 100% scored satisfactory or above, no unacceptable
- Frequency of pick-up/delivery - 100% scored satisfactory or above, no unacceptable
- Overall Mail Courier Rating - 100% scored satisfactory or above, no unacceptable

### Mail Center/SPO Comments

- Mail Center staff are excellent, quality service, keep up the good work
  - Thank you for your feedback, the staff works very hard to be able to meet everyone’s needs.
You should be able to buy stamps at the mail center
- The decision on where stamps are sold was a Luther and IKON recommendation. Stamps are requested in the bookshop to go along with the purchase of cards. The bookshop is also open for sales on Saturdays while the Mail Center is not.

It can take 2 days to get mail across campus
- Depending on when/where mail is dropped off the turn-around time should be by the end of the next 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 distributed as time allows.
- Once we drop mail off at each mail stop, we do not control the time it takes for the mail to be sorted to each individual in those departments.
- Please call if you have situations that you did not get your mail as anticipated and we will work with you to resolve.

Hours of the Mail Center and accepting credit cards
- Mail Center hours are based on when mail can be ready for distribution after receiving from the USPS, hours will continue to be monitored with the changes in the USPS distribution.
- There is an ATM machine down the hall from the SPO for you to use, since credit cards are not accepted.

Delivery of Packages to the correct location due to incomplete addresses or sorted wrong.
- Occasionally there are packages delivered to Luther College that do not have enough information on them for the staff to deliver quickly. If you are expecting a package and have not received it, please notify the Mail Center Staff to help with package flow.
- We have many student workers and mail center staff that work hard to make sure every piece of mail gets delivered correctly. Please notify us if you are having any problems.

SPO stuffers
- SPO stuffers will be put out by our Mail Center staff as time allows. If you want them out by a certain time, please know that we will do what we can; however, extra help may be needed by your department if you have a deadline. If you have concerns, please contact Kim Bohr at ext 1013.

Convenience/local copier And HP Printer results

- 84% of respondents said they use printers or copiers (143 respondents)

Convenience/local copier results
- Equipment location - 97% scored satisfactory or above, no unacceptable
- Equipment Dependability - 90% scored satisfactory or above, 1 unacceptable
- Equipment Features - 90% scored satisfactory or above, no unacceptable
- Ease of Equipment use - 95% scored satisfactory or above, no unacceptable
- Speed of Copier - 91% scored satisfactory or above, no unacceptable
- Quality of output - 98% scored satisfactory or above, no unacceptable
- Stocking of supplies - 95% scored satisfactory or above, no unacceptable
- Service response time - 97% scored satisfactory or above, no unacceptable
- Overall rating of Copiers - 97% scored satisfactory or above, no unacceptable

HP Laser printer results
- Equipment location - 96% scored satisfactory or above, 1 unacceptable
- Equipment Dependability - 91% scored satisfactory or above, no unacceptable
- Equipment Features - 90% scored satisfactory or above, 1 unacceptable
- Ease of Equipment use - 95% scored satisfactory or above, no unacceptable
- Speed of printer - 94% scored satisfactory or above, no unacceptable
- Quality of output - 94% scored satisfactory or above, no unacceptable
- Stocking of supplies - 95% scored satisfactory or above, 1 unacceptable
- Service response time - 96% scored satisfactory or above, no unacceptable
- Overall rating of HP printers - 95% scored satisfactory or above, no unacceptable

**Copier and Printer Comments**

- IKON supports, printers, copiers and multi-functional devices on campus (MFD)
  - If you have questions on what type of device you are using, please contact Kim Bohr at ext 1013.
  - MFD or multi functional device is one that will print/copy/scan/fax or any combination of those options.
- Wish we had a device that prints back to back or duplex printing
  - As lab printers are being replaced, LIS is purchasing devices that duplex. Individual departments can contact Kim Bohr at ext 1013 to find out if duplexing is an option that can be added to your machine.
- Machines are fixed in a timely manner
  - You are welcome!
- 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. The pricing that is charged for the copiers and printers is determined by Luther.
- My copier in my departmental office does not allow printing of a PDF
  - Please contact our office at ext 1631, we will work with you to resolve this.
- Copier needs a better envelope print function, often there is a delay that doesn’t make sense
  - Please contact us at ext. 1631 and we will help you work through this.

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

- Does not understand why the need to outsource
  - As mentioned in the IKON Agreement Announcement, "With IKON’s management of Luther’s printing and mail centers, we also expect excellent service and expanded resources to centrally support campus print and mail services. This will help us accomplish Luther’s core mission of educating students. The full announcement may be read at [http://lis.luther.edu/digitaloutput/20081017memo](http://lis.luther.edu/digitaloutput/20081017memo)
- Are there updated sample paper booklets
  - Yes, there are updated paper sample booklets, please contact our office for one.
- Great Service on repairing equipment but some old HP equipment and Dell printers should be replaced.
  - Thanks for the great feedback. When your department is ready to replace your current machines, please contact Kim Bohr at ext 1013 to discuss your options.
- Better photo printing capabilities would be useful
  - The quality of the color printer has improved over the last year. Jeff has worked hard to improve the large format printer color as well. As long as the paper price meets your budget, the Document Center always welcomes suggestions on types of paper we can use to print on.
Things have improved significantly in this department over the past couple years. I enjoy working with them.

The Document Center staff enjoys working with you as well!

Cost of printing in the copy center and soon in the departments, do not believe their costs will not increase.

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. Current pricing is available at [http://lis.luther.edu/digitaloutput/20101129memo](http://lis.luther.edu/digitaloutput/20101129memo). Any future changes in pricing on digital output will be shared well in advance of the effective date; no changes are planned at this time.

Should not be forced to use the copy center, budgets and equipment must reflect the need.

There is no requirement to use the Document Center. LIS and IKON are working together to sharing information regarding the costs of various devices on campus; it is up to each department to make their own decisions in terms of digital output.

GoPrint.

GoPrint is part of our effort to help cut down on waste and encourage better management of printing resources. If you have any questions or concerns regarding GoPrint, please contact the LIS Technology Help Desk.

Why are individual office printers no longer supported, this is the best option for faculty use.

It is not in the best interests of Luther financially or environmentally to support inkjet printing.

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**Summary of unacceptable responses**

- There were 8 total unacceptable responses in the survey, from a total of 5 faculty members
- 3 unacceptable survey responses came from 1 person, and 2 more came from a second person
- Two individuals made up 63% of the unacceptable responses

**Breakdown of Unacceptable responses by area**

- **Document center**
  - 1 unacceptable for Cooperation of Staff
  - 1 unacceptable for Quality of Work
  - 1 unacceptable for the overall score of the copy center

- **TRAC – Job submission website**
  - No unacceptable

- **Mail Center**
  - 1 unacceptable responses for out-going Overnight Services

- **Mail Courier**
  - No unacceptable responses

- **Convenience/Local Copiers and Laser jet Printers**
  - 1 unacceptable for Equip Dependability:

- **HP LaserJet Printers**
  - 1 unacceptable for Equipment dependability
  - 1 unacceptable for level of satisfaction with HP equipment features
  - 1 unacceptable for stocking of HP Supplies