District Services Satisfaction Survey Result
December 2013

As part of the Rancho Santiago Community College District's 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. This document is a compilation of the results by department and data are organized by respondents at Santa Ana College, at Santiago Canyon College and at District Operations so that departments may respond accordingly should there be imbalance of services as rated by site staff and faculty. Participants were also given an opportunity to make additional comments and suggestions for each department and they are also included in this report.

Table of Contents

Page

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=361)

13%	Weekly
20%	Monthly
16%	Quarterly
10%	Twice a Year
4%	Once a Year
37%	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=125)	50%	41%	7%	2%	0%	4.40
Santiago Canyon College (N=75)	48%	36%	16%	0%	0%	4.32
District Operations (N=23)	52%	39%	9%	0%	0%	4.43
Total (N=223)	50%	39%	10%	1%	0%	4.38
Staff knowledge						
Santa Ana College (N=123)	45%	44%	9%	2%	0%	4.31
Santiago Canyon College (N=76)	42%	42%	11%	4%	1%	4.20
District Operations (N=22)	45%	41%	14%	0%	0%	4.32
Total (N=221)	44%	43%	10%	3%	0%	4.27
Timeliness of response to your request(s)						
Santa Ana College (N=122)	37%	42%	19%	2%	0%	4.13
Santiago Canyon College (N=75)	36%	37%	24%	3%	0%	4.07
District Operations (N=23)	30%	31%	35%	4%	0%	3.87
Total (N=220)	36%	39%	22%	3%	0%	4.08
Availability of assistance						
Santa Ana College (N=120)	35%	36%	25%	4%	0%	4.02
Santiago Canyon College (N=75)	28%	39%	21%	11%	1%	3.81
District Operations (N=22)	36%	28%	27%	9%	0%	3.91
Total (N=217)	33%	36%	24%	7%	0%	3.94
Overall quality of services						
Santa Ana College (N=120)	44%	39%	13%	3%	1%	4.23
Santiago Canyon College (N=75)	33%	37%	25%	5%	0%	3.97
District Operations (N=22)	50%	23%	27%	0%	0%	4.23
Total (N=217)	41%	37%	19%	3%	0%	4.14

Additional feedback and suggestions for Academic Computer Support:

- Academic Computer Support is one of those services that when as a faculty you need them, you need them "yesterday". And are not always available as quickly as you'd want them to be. And therefore, students end up experiencing delayed services
- Always very helpful and responsive (2)
- Because Academic Support reports to the District and not the colleges there is a disconnect and a lack of accountability for the overall support that is provided.
- Because of where I work at SCC I am constantly receiving calls for assistance that should go to the helpdesk; therefore, I refer them to the helpdesk and their feedback lets me know their issues were handled effectively and efficiently.
- I assume this means ITS not the Academic Computing Center at SAC.
- Concerned about lack of knowledge transfer when key personnel leave.
- District services could serve the campus well by focusing on the internal customer. If a technician is sent out and the issue cannot be resolved quickly by re-purposing the machine or running the antivirus software, the technician will spend two days troubleshooting or attempting to fix the issue.   I'm unclear whether its lack of experience, expertise or knowledge.
- Doesn't always understand the academic needs of the programs we offer. Reporting to the District causes a disconnect between the campus needs and the support services provided.
- Explain the cause of the problem and show the remedy to the requestor for service.
- Great employees!
- Help Desk staff is very responsive and, well, helpful!
- I like the form we receive letting us know who the work is assigned to - I just wish an arrival time could be included for a department problem vs. a single work computer.
- I work in this area and would like to give it high ratings however, we were talking about the whole college as one then my answers reflect that. Most of these questions are misleading.
- If the Academic Computer Support is ITS, then I think that they are wonderful. Always prompt, always professional and oftentimes, a real Godsend. Yay ITS!
- Increase the number of technical support staff.
- It is hard to get someone to come and help you. Sometimes you have to wait several days.
- It really varies. When I have a problem I can get excellent, fast help sometimes and at other times it is awful. If the problem is relatively minor, usually there is no trouble. If it is more complicated, usually the staff at SCC is pretty useless and it's the staff at the district office that is most helpful. I should mention that I have a MAC on my desk and that the computers my students use in labs are MACs. I wish there was more local support for them. We used to have good MAC support, but a person left and the people still here, basically take forever to figure out what is wrong. Also, even simple things become difficult because of the way they insist on configuring the machines. Many things that I can do at home easily, I do not have access to at the college. Also, the insist on taking one of our machines to keep for making a template whenever they fix something and the last time, I guess they lost it, because we never got it back. Now we are finger pointing, but the result is we no longer have our "spare" for class if something goes wrong.
- Keep up the good work.
- Most of instructional assistants have limited English skills and even more limited software knowledge.
- Never knew this existed. Now that I know I will direct more staff and students to the site.
- **Nick and his crew** do a great job. They get right on problems and work with us in the delivery of the curriculum in the classroom.
- Not enough support at night.
- Our IT folks are fantastic! I greatly appreciate their "can-do" spirit and their positive attitudes.
- Our IT people are fantastic. It seems they may be understaffed, but terrific.
- Please be open on Saturdays
- Please have a helpdesk where someone answers the phone.
- **Solo** is THE BEST!

- Sometimes it takes a while to get assistance.
- Sometimes it seems as though they are not experts on a computer or software and that they just troubleshoot until they find an answer.
- Sometimes they come and then leave before the job is complete, but do not return to finish the job.
- Sometimes they take more than average to fix a request
- Staff are always willing to listen and commit to finding a fix for the issue which can be not an easy task at time. Enjoy working with them.
- Staff isn't organized for effectiveness ...they have an "I know more than you know" attitude when often that's not the case ... some language issues with some difficult to understand.
- Staff quality varies as some are more competent than others.
- **Tammy, Anabelle and Jim** are very helpful, but they are busy and not always available to quickly solve a problem.
- Thanks to **Jeremy and EJ** for all the support they provide to our programs. They are the best.
- The Academic Computing Support Services are really understaffed. So given the challenges of that particular fact, I would say they are doing well.
- The equipment I use is embarrassingly outdated. Neither my students nor I are able to use equipment for presentations due to the frequency of equipment failures or lack of compatibility with programs.
- IT personnel provide superior service. Even when they are very busy – I receive the best of service.
- There are times when it seems that getting help makes things worse. It can be frustrating.
- There should be a way that programs and internet bookmarks that faculty put on the classroom desktop computers can be preserved when an update/upgrade is done. Several times I have gone into classrooms where I have had specific programs installed and bookmarks saved and found them wiped clean. I then am unable to use the program as a demonstration in class, and have to waste valuable class time searching for the internet site I had intended to use. There is never warning that the computers have been cleared of information and programs have to be requested to be reinstalled. It would save a lot of emails, phone conversations, and time to leave these programs/websites on the computers.
- These folks are THE BEST! Always helpful and willing to go the extra mile.
- They are always responsive and efficient.
- They are very willing to assist, and want to do their best it seems. However, because software used is sometimes complex, having a dedicated person with specific knowledge of our department software needs has worked better in the past for us. The loss of a dedicated very knowledgeable person, coupled with the elimination of open lab, where we formerly had a lab assistant to help identify and report issues with computers in the lab as they occurred over the course of the semester has resulted in less high quality service and slower reporting of problems/needs.
- They keep my computer alive and well...
- They need more staff. They are so overwhelmed with requests that the response time is not what it should be. The staff is very helpful once they get to you.
- Understaffed. Our campus and needs have grown but not the staff in this area.
- We desperately need support from a Help Desk that answers the phone....this function seems to be missing lately
- While giving new students tour, staff is very helpful and explain to student in detail the services that the Academic Computer center provides. Great group of staff
- While is it widely known that ACADEMIC COMPUTER SUPPORT is responsible for technical assistance to faculty and staff, it has really never been clear and/or generally known that students may also get technical assistance from this department.
- Why is the SAC Help Desk not located on the SAC Campus?

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=354)

17%	Weekly
16%	Monthly
10%	Quarterly
7%	Twice a Year
9%	Once a Year
41%	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=105)	38%	43%	13%	6%	0%	4.13
Santiago Canyon College (N=50)	42%	38%	18%	2%	0%	4.20
District Operations (N=47)	57%	31%	6%	2%	4%	4.34
Total (N=202)	44%	38%	13%	4%	1%	4.20
Staff knowledge						
Santa Ana College (N=104)	36%	47%	11%	6%	0%	4.13
Santiago Canyon College (N=49)	45%	39%	14%	2%	0%	4.27
District Operations (N=45)	60%	27%	7%	2%	4%	4.36
Total (N=198)	43%	41%	11%	4%	1%	4.22
Timeliness of response to your request(s)						
Santa Ana College (N=107)	32%	45%	16%	7%	0%	4.01
Santiago Canyon College (N=50)	40%	40%	14%	6%	0%	4.14
District Operations (N=46)	52%	38%	4%	2%	4%	4.30
Total (N=203)	38%	42%	13%	6%	1%	4.11
Availability of assistance						
Santa Ana College (N=104)	35%	43%	17%	4%	1%	4.07
Santiago Canyon College (N=49)	37%	41%	22%	0%	0%	4.14
District Operations (N=44)	59%	27%	7%	2%	5%	4.34
Total (N=197)	41%	38%	16%	3%	2%	4.15
Overall quality of services						
Santa Ana College (N=105)	33%	43%	18%	5%	1%	4.03
Santiago Canyon College (N=50)	42%	36%	16%	6%	0%	4.14
District Operations (N=46)	63%	22%	7%	4%	4%	4.35
Total (N=201)	42%	37%	15%	5%	1%	4.13

Additional feedback and suggestions for Accounts Payable:

- Accounts Payable is my favorite Office to work with - If I give them the correct information they can do their work. In such a large District they need to replace the staff member who was transferred to Payroll. Having so few individuals paying bills is not sufficient, especially now that they are involved with Student Workers Payroll.
- Accounts Payable would benefit from friendlier customer service oriented staff.
- AP lacks customer service skills; very difficult to deal with.
- Busy department.
- Debbie, Marva and Candi are exceptional - helpful, knowledgeable and always friendly
- Develop a longer time line for purchase requests.
- During my first year with RSCCD I looked to A/P for guidance on procedures and knowledge as my own department did not have well versed staff to assist. Everyone in A/P was willing to walk me through the steps to ensure I followed correct processes and understood how things happen within the group.
- Everyone is always helpful and ready to answer my questions!
- From time to time, I have noticed that only one person understands a specific account. If they are out of the office, you have to wait to resolve your issue.
- I am very pleased with their "customer" service.
- I believe accounts payable needs to pay more attention not only to object codes utilized when making payments but also to project numbers to make sure expenses are allowable under those projects. Just a suggestion
- I believe the staff is not to blame but maybe the process.   When some product or item is needed urgently - the process to establish a PO/Invoice etc. in order to make the purchase for print, materials etc. takes 30+ days. This causes a great deal of anxiety and lost of precious time. The process on getting invoices or confirm new vendors and getting the correct answers to questions seem to take too long; one person will say one thing, another Accounts payable person will say something different.   When we ask for help with expediting, it comes across as if we were asking for World Peace, or a donation of a kidney. It's just business. When it's a rush, it's not because we dropped the ball - it's because the emergency presented itself and it was not foreseeable.   Thank You.
- I couldn't do without their knowledge and experience.
- I greatly appreciate the patience and helpfulness the Accounts Payable folks exhibit.
- I had one question about an in house payment and it took quite a bit of communicating to get understanding of how the payment was going to show up as a credit to our account and a debit to the other account. Don't know why they could not have said it that easily but then I am not an accountant.
- I have never had any issues with repayment for conference travel.
- I know they seem to process reimbursement checks fairly fast. Otherwise I know very little about them.
- I no longer have any need to interact, however, until about 3 yrs ago I felt they provided excellent service
- I submit conference requests and reimbursement forms 5 - 6 times per year and am very grateful how quickly the reimbursements are processed.
- I usually work with **Candi** and she is wonderful. She always goes above and beyond to help me out.
- I wish the department was more customer service oriented. Rather, we are always at fault. They never make a mistake.
- I work with these fine people on an almost daily basis. They are so very helpful and willing to go above and beyond to assist me. Whether I contact them by phone or by email, they get back to me in a timely manner. I feel like we are a team and I feel very fortunate to have a good working relationship with AP!
- It takes weeks, in many cases months, to have paperwork processed. Several of these folk are being paid very healthy salaries. I do not understand these delays.
- **Marva** is the best
- Minimize the number of weeks, it takes to process a reimbursements.

- I would suggest better training in both communication and work ethic. The various times I have contacted Accounts Payable, I have been spoken to in a condescending manner and berated. I do not feel that this is effective nor professional and it should be looked into immediately. I cannot fathom working in an environment near the people that run this department as when I need to contact them I almost always opt for the email option as it would render the least amount of passive aggressiveness that runs so rampant in this department. My advice would be to hold a workshop on acceptable work behavior and stress management as it seems like it is quite needed.
- More support, fewer attitudes would work nicely.
- Never any problems with the staff or quality of information provided.
- I've never had any questions, but my reimbursement does get processed promptly.
- Please answer your phone. Too often I have to leave a message.
- Processes and procedures don't always seem clear, and instructions for general FAQ would be helpful. Thank you.
- Promote from within, cross train, and make sure resources are adequate for the work volume.
- Reimbursements seem to take much longer than necessary. Even the time between the cutting of a check and delivery to the campus/person.
- **Ruby and staff** are amazing and very helpful
- **Ruby** is great for conferences if she is still there.
- Should not share negative comments about people/departments.
- Slow and impossible to communicate with.
- So helpful
- Some of the staff is very rude. I feel there is a divide between them and the college, no teamwork remains. Some of their criticisms should be more helpful and less insulting. Not everyone comes into this district knowing everything and should be treated with kindness and patience.
- Staff needs to be more professional and respectful. We have encountered some staff being extremely disrespectful and when help is needed they respond with an attitude. Now, we avoid asking any questions or request in this department.
- Stop losing the invoices we have signed off on....
- The assistance has always been excellent. My main interaction has been with **Debbie Perales** and she has been helpful in answering questions regarding processes. **Candi and Marva** all great colleagues.
- The interactions we have with this portion of the DO often leave us feeling frustrated and like we have done something wrong. The emails come to us as if we have purposefully made a mistake and are too brief for those of us without an extensive background in accounting to fully understand. It would be so much better if we were greeted with an attitude of 'let's solve this together' instead of being faced with an attitude of "of course you have messed up again!" It really would go a long way to feel as a partner in the process instead of a bother or hindrance. None of us is trying to screw up, but mistakes do happen. It really feels like most of the staff have no clue about what we do on a daily basis.
- There is a disconnect between campus and district practices. Frequently, staffs are told the process or procedure is done one way and weeks or months go by and the process changed without communicating to the campus staff at large. At times, the process changes week-to-week. Consideration for campus staff and communicating to management, and classified would be a step in the right direction.
- There seems to be little consistency in Accounts Payable. I can ask the same question to three different staff members, and get three different responses.
- They are always prompt and helpful.
- They are overworked, so they are always busy.
- Very knowledgeable staff, they are great work with.
- We experience ongoing issues with nonpayment, late payment and other assorted issues. There is apparently an issue with Datatel which does not always put the payee name and address in correctly which gets checks returned. The envelopes then need to be hand written which causes further delay.

- They are willing and want to do a good job. However, payroll for most faculty, myself included, is rather "mysterious". If I ask for a detailed explanation of why the numbers seem so different from one month to another, or why I suddenly have a much larger and then subsequently much smaller paycheck, they cannot explain in detail. They will tell me, "oh, there was something extra on that one month", or some other vague explanation, instead of crunching the numbers exactly and sending me a spreadsheet or other document that breaks it all out and explains it in detail. I love my job, and am not complaining, but I'm sure I'm not the only one that wishes there was an online location that explained our paychecks in detail.
- They're awesome! (2)
- When making requests for equipment I have found that accounts payable will search for the products from different vendors to find a cheaper product. When a cheaper product if found, the faculty are asked to use this on instead, if the faculty do not wish to purchase that product we must submit written justification as to why we need the product we initially asked for. In some cases the original product package was split up into several smaller orders for faculty to then assemble on their own. Often what happens is the smaller orders are from different companies and will not work with each other. In another instance, the cheaper product only had one component of the original product which had 6 needed for use in the classroom. I have seen this happen several times within my own department and become aware of similar instances across several science programs. I understand the need to find a cheaper product, but when multiple products come back and justifications need to be written for each, this presents an added unnecessary workload to the faculty/chair requesting the equipment.

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=345)

19%	Weekly
12%	Monthly
5%	Quarterly
4%	Twice a Year
3%	Once a Year
58%	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=68)	29%	48%	18%	4%	1%	3.99
Santiago Canyon College (N=45)	40%	45%	13%	0%	2%	4.20
District Operations (N=28)	50%	39%	11%	0%	0%	4.39
Total (N=141)	37%	45%	15%	2%	1%	4.13
Staff knowledge						
Santa Ana College (N=68)	34%	43%	18%	4%	1%	4.03
Santiago Canyon College (N=44)	36%	53%	9%	2%	0%	4.23
District Operations (N=28)	46%	43%	11%	0%	0%	4.36
Total (N=140)	37%	45%	14%	3%	1%	4.16
Timeliness of response to your request(s)						
Santa Ana College (N=68)	28%	41%	18%	12%	1%	3.82
Santiago Canyon College (N=44)	25%	55%	18%	0%	2%	4.00
District Operations (N=27)	41%	41%	11%	7%	0%	4.15
Total (N=139)	29%	46%	17%	7%	1%	3.94
Availability of assistance						
Santa Ana College (N=68)	24%	42%	21%	9%	4%	3.72
Santiago Canyon College (N=43)	26%	50%	19%	5%	0%	3.98
District Operations (N=28)	39%	47%	14%	0%	0%	4.25
Total (N=139)	27%	46%	19%	6%	2%	3.91
Overall quality of services						
Santa Ana College (N=68)	28%	40%	24%	7%	1%	3.85
Santiago Canyon College (N=44)	27%	54%	14%	5%	0%	4.05
District Operations (N=28)	46%	39%	11%	4%	0%	4.29
Total (N=140)	31%	44%	18%	6%	1%	4.00

Additional feedback and suggestions for Application Systems (AS):

- Again, needed a lot of guidance over the past year as I learned the systems. Staff were easy to work with and willing to take the time to guide me.
- Again, varied quality of employees in Application Systems. My understanding is that some staff are not capable of doing their jobs yet they remain in their roles. Staffing levels would probably be sufficient if all employees were productive.
- Always helpful. Datatel is more work and old?
- There are a lot of issues with our 3rd party systems and Datatel, but there are not people to do them.
- As more of our programs are requirement to report through MIS, our people at the district are terrific yet seem to need more help.
- Blackboard is a program I use daily and there are very few problems that I encounter. When I do, I usually get a prompt and good response. Datatel through WebAdvisor is another program I use daily. I don't make requests directly to the district office. When I request information or changes locally, they add it to the list and warn me that there are so many high priority requests in line that it will take years to act on mine. That is discouraging, and I don't know if it is because of the quality and knowledge of the people or just that there are not enough people to do the work.
- Candid explanations on changes to existing procedures such as the recent change to restore the former log on and system anomalies. Hiring additional resources might better be served through contract employment for greater flexibility in planning. Posting of meeting notes on the AS web for all to appreciate the activities and challenges of this department.
- Data tell has added more work to those working in scheduling and payroll. Why weren't these people consulted when considering this product? A scheduling nightmare.
- I assume this question is strictly related to the staff and NOT the applications themselves?
- I think we need more programmers to assist the college.
- I use BlackBoard - but I'm not sure if this section applies to me
- I use Blackboard on a regular basis, and I appreciate those in AS who maintain its functionality as well as for providing poignant updates regarding service.
- I'm not sure how to reach them or what they can help with. It would be helpful to know more about their work and support to us in working with students.
- Improving and correcting the functionality of Datatel is happening at a snail's pace. There are multiple requests that have not been addressed after years of being listed. Our people seem to wait for another campus to find the solution instead of trying to create our own.
- ITS support for MIS is getting better.
- **Michael Ward** is the best.
- Need more training to do Datatel list and queries
- Our Application System is terrible. Interaction of Datatel is terrible. I do not use or even know what Image Now, CI is, although I do use Blackboard.
- Requests can take months to be completed. A request is placed to end of the existing list request. I believe AS needs to prioritize requests in order of importance, assess the purpose of the request, how many users will benefit from granting the request.
- **Stuart and his programmers** are very helpful.
- **Stuart Davis** provides outstanding support.
- The most helpful and effective person is **Michael Le**.
- There are too many functions at the district that should be automated that are still processed manually. There does not appear to be enough application development resources to meet the needs of the campuses. Campus needs are placed on prioritized lists that compete for limited resources. Campuses should have more availability and direction of resources that can be dedicated to meet specific campus needs.
- They have resolved the issue with the CI tracking computers when they freeze and students can't sign in or out so that was really helpful for the all the labs.

- They need more staff. There are so many new applications and so many projects on the project list that the timeline for completion on some projects is pretty far out.
- They're pretty good when available.
- I use Blackboard weekly, I need the staff behind Blackboard about twice a semester, when I do, I am more than satisfied with **Scott James.**
- We have many outdated processes that could be automated. There does not appear to be adequate staffing to address all of the needs. Items end up on a priority list that is lengthy so it takes a long time to get projects completed.
- Would like more training opportunities.

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=350)
- 2% Weekly
- 4% Monthly
- 12% Quarterly
- 24% Twice a Year
- 40% Once a Year
- 19% 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=143)	50%	44%	4%	1%	1%	4.41
Santiago Canyon College (N=82)	57%	34%	9%	0%	0%	4.49
District Operations (N=45)	49%	49%	2%	0%	0%	4.47
Total (N=270)	52%	42%	5%	0%	1%	4.44
Staff knowledge						
Santa Ana College (N=139)	47%	46%	5%	1%	1%	4.36
Santiago Canyon College (N=83)	57%	31%	12%	0%	0%	4.45
District Operations (N=45)	44%	54%	2%	0%	0%	4.42
Total (N=267)	49%	43%	7%	0%	1%	4.40
Timeliness of response to your request(s)						
Santa Ana College (N=139)	45%	46%	6%	1%	1%	4.32
Santiago Canyon College (N=83)	58%	28%	10%	4%	0%	4.41
District Operations (N=44)	48%	48%	2%	2%	0%	4.41
Total (N=266)	50%	40%	7%	2%	1%	4.36
Availability of assistance						
Santa Ana College (N=139)	44%	47%	6%	2%	1%	4.29
Santiago Canyon College (N=83)	54%	32%	13%	1%	0%	4.39
District Operations (N=44)	45%	46%	7%	2%	0%	4.34
Total (N=266)	47%	42%	8%	2%	1%	4.33
Overall quality of services						
Santa Ana College (N=139)	47%	44%	7%	1%	1%	4.34
Santiago Canyon College (N=81)	56%	31%	12%	1%	0%	4.41
District Operations (N=43)	47%	49%	2%	0%	2%	4.37
Total (N=263)	49%	41%	8%	1%	1%	4.37

Additional feedback and suggestions for the Benefits Department:

- A lot of responsibilities for one person
- All the information can be found in the website. It is very helpful.
- Courteous staff and prompt assistance; I know I can count on everyone in the department to be helpful, friendly, and knowledgeable. **Diane Loya** is great!
- **Diane & Diane** are fantastic employees who are well informed & responsive to my needs
- **Diane Loya** is one of the best hires we have ever done. Keep her! She is EXCELLENT!
- Difficult to get a hold of a live person; they do answer emails although that doesn't always help.
- Every time I call, I get voicemail and no responds on emails.   No set chart that shows who is qualified for what. (i.e. part-time vs. full-time and school session vs. school year)
- Experience rating--losses reserved to premium paid to be published on your web site. Historical comparisons together with premium increases for those years.
- Great service!
- I am adjunct faculty so I need to check if there are any benefits I am eligible for.
- I called this person in benefits to help me fight my insurance to get my dental bill paid. She did not help me and sided with my insurance not to pay me. I fought the insurance company myself and won.
- I do not seek help often; I'm sure this department works very hard. There was a time I needed help deciding between options, which seemed not in the scope of the department.
- I don't know why we don't have more than one option for medical companies. The last school I worked at employees were able to choose between blue cross and Kaiser for their medical options.
- I don't qualify for benefits so I have not had to make use of this department
- I have always had helpful, positive and PROBLEM SOLVING AT ITS BEST interactions with the staff. THEY know customer service and how to communicate -- they truly are a supportive and helpful.
- I have found the assistance of this department most excellent.
- I have had good response from the benefits department, they are helpful and prompt
- I have very little interaction with this arm of the District.
- I wish Benefits department have workshops once per semester to us informed and updated with what changes. We had an orientation when we got hired but we forget or our information out of date over the years. Sometimes, we don't know what questions to ask. I prefer in person session than an email. Thanks.
- I would like to see more solicitation for staff participation in the benefits negotiations. For example, the dental plan is not meeting my needs. I would prefer to opt out but I cannot and it is extremely expensive. It would be cheaper for me to pay out of pocket for a family of 4 than to opt in to the dental program.
- It would be helpful if all employees are informed when the benefits go down or up.
- Need more information more often on benefits.
- Only interact with them so far, during open enrollment
- Professional staff with excellent and courteous service. They have always been very helpful and prompt.
- Someone should look into the medical reimbursement plan. It takes almost 2-weeks to receive the reimbursements. When you call, it is always "a busy time of year
- The new hires process is stuck in the 19th century. Why should a person have to multiple departments to get everything in place (HR, Benefits, etc)?   Why are medical elections done via the ADP website, yet other elections such as FSA performed manually? Other organizations are able to streamline this process.
- The staff has no clue about Medicare
- The staff is knowledgeable and helpful. (2)
- They schedule meetings with no understanding of campus issues. We need more notice of meetings.
- They are all so patient and explain my benefits to me in a way I will understand, I appreciate their help.
- This department has definitely improved over the past few years.
- Unable to get a quick answer to many questions
- Very helpful and provide information in a timely manner, never make me feel that a question is silly.
- Very responsive; if they don't have an answer they get back to you promptly. Kudos to **Don and staff!**

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=345)

12%	Weekly
17%	Monthly
18%	Quarterly
18%	Twice a Year
8%	Once a Year
27%	Never

Ratings for the Bookstores	Excellent 5	Good 4	Average 3	Below Ave. 2	Poor 1	Average Rating
Staff helpfulness						
Santa Ana College (N=150)	55%	39%	5%	1%	0%	4.47
Santiago Canyon College (N=79)	82%	17%	1%	0%	0%	4.81
District Operations (N=14)	14%	72%	14%	0%	0%	4.00
Total (N=243)	62%	32%	5%	1%	0%	4.56
Staff knowledge						
Santa Ana College (N=148)	51%	41%	7%	1%	0%	4.41
Santiago Canyon College (N=79)	78%	19%	3%	0%	0%	4.76
District Operations (N=14)	21%	65%	14%	0%	0%	4.07
Total (N=241)	59%	34%	6%	1%	0%	4.51
Timeliness of response to your request(s)						
Santa Ana College (N=148)	47%	43%	9%	1%	0%	4.36
Santiago Canyon College (N=78)	77%	19%	3%	1%	0%	4.72
District Operations (N=14)	7%	57%	36%	0%	0%	3.71
Total (N=240)	55%	36%	8%	1%	0%	4.44
Availability of assistance						
Santa Ana College (N=149)	50%	39%	9%	2%	0%	4.36
Santiago Canyon College (N=79)	80%	15%	4%	1%	0%	4.73
District Operations (N=14)	7%	72%	21%	0%	0%	3.86
Total (N=242)	57%	33%	8%	2%	0%	4.45
Overall quality of services						
Santa Ana College (N=147)	49%	39%	10%	2%	0%	4.35
Santiago Canyon College (N=76)	76%	17%	7%	0%	0%	4.70
District Operations (N=13)	8%	69%	23%	0%	0%	3.85
Total (N=236)	56%	33%	10%	1%	0%	4.43

Additional feedback and suggestions for the Bookstores:

- All the staff smile and are very helpful!!!
- **Bill and his staff** are very responsive to requests and always look for a solution to existing challenges.
- **Bill J**. operates a well organized, student-centered bookstore. He looks for and utilizes purchasing methods to best help the students succeed. His entire staff is service oriented and highly competent.
- **Bill Jeffrey and his staff** in the SCC Bookstore do a wonderful job and are a fantastic part of the SCC family!
- **Bill Jeffreys and his staff** are just amazing. The Bookstore continues to support all campus activities and always have a fun attitude.
- Bookstore staff have stepped up more times than I am able to count to solve an issue and make things happen. Love the staff!
- Bookstore staff is wonderful! I mostly use the staff at the back of the house, and they are wonderful.
- buttons don't work
- Excellent service
- Friday's can the bookstore be open a lot longer? Bookstore should be open eight hours!!! This is for the crew's that works graveyard!
- Friendly and customer-service oriented.
- Good and very helpful staff.
- Great staff. Helpful and very responsive to faculty and staff. The best!
- I adore the folks in our SCC Hawk Bookstore! They are such an integral part of the college, and I am grateful for their student, faculty, and education centeredness!
- I always enjoy working with our bookstore.
- I find the bookstore staff to be extremely helpful. Tom is doing a very good job.
- I generally only use the bookstore for incidentals like snacks.
- I have never had an issue with the bookstore staff and how they order our textbooks and duplicate our laboratory manuals. We have nine different lab manuals and multiple custom textbooks that the bookstore is able to keep straight every semester.
- I wish having an Open P.O. with the Bookstore from my department, even for just a small amount was easier to use. One never knows in advance what is needed quickly, a textbook or supplies to help students in their class.
- It's not actually quarterly, it's more like four times a year for each semester IF winter session is offered, or 3x per year without winter session being offered. For some reason, there have been many semesters when outdated forms with outdated books on them have persisted. It's unclear to me if this is due to a clerical error at the bookstore or division level error, since the division office sends us a pdf document and we check and provide any changes.
- Need "less apparel" and more books?
- No suggestions. They are doing a good job serving staff and students.
- Not everyone pulls their weight
- Remove the book inventory with student's buying on line from the publisher.
- Some of the staff in the bookstore are more helpful than others - some I would have rated as excellent and others just average
- The bookstore hours are lacking. They should be open a bit longer on Fridays (at least till 1pm) for staff and students who are here through the lunch hour.
- The bookstore staff has been extremely helpful in text book requisitions, especially when publishers are putting out a new edition of a book. The Bookstore staff will work with faculty to acquire the appropriate amount of books needed for the course either new or older editions.
- Staff is always willing to go the extra mile.
- They are extremely limited.

- The bookstore staff should consist of persons that actually want to earn a paycheck BY WORKING and not because they are related (family) to other staff members. The Bookstore appearance and customer service has declined a great deal the past few years since the Bookstore became a 'family' business. Please hire more mature persons that are knowledgeable and will stock the store. Permanent full time staff should lead by example instead of looking the other way, trying to fit in and just hiring family members who happen to have different last names.
- The SCC bookstore's service philosophy is student-centered as well as committed to working with the faculty to insure that the course materials needed for students are available when needed and working with them to reduce textbook costs.
- They do a good job of finding my assigned texts at bargain prices.
- Tom, is a great addition to this group, really enjoy the appreciation days and the discounts for employees
- Very nice people, but they make order the wrong books/don't order book/ order new editions and don't tell me more than they should
- With a large and diverse division, I feel that staff at the bookstore are team players, listening to the needs of our faculty members and staff. They go out of their way to help.

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=344)

8%	Weekly
15%	Monthly
15%	Quarterly
17%	Twice a Year
15%	Once a Year
30%	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=137)	64%	31%	4%	1%	0%	4.58
Santiago Canyon College (N=78)	77%	17%	6%	0%	0%	4.71
District Operations (N=19)	47%	48%	5%	0%	0%	4.42
Total (N=234)	67%	28%	5%	0%	0%	4.61
Staff knowledge						
Santa Ana College (N=138)	61%	32%	6%	1%	0%	4.54
Santiago Canyon College (N=78)	76%	16%	8%	0%	0%	4.68
District Operations (N=19)	47%	48%	5%	0%	0%	4.42
Total (N=235)	65%	29%	6%	0%	0%	4.57
Timeliness of response to your request(s)						
Santa Ana College (N=134)	62%	32%	6%	0%	0%	4.56
Santiago Canyon College (N=77)	81%	14%	5%	0%	0%	4.75
District Operations (N=19)	37%	47%	16%	0%	0%	4.21
Total (N=230)	66%	27%	7%	0%	0%	4.60
Availability of assistance						
Santa Ana College (N=136)	59%	35%	5%	1%	0%	4.52
Santiago Canyon College (N=77)	81%	13%	6%	0%	0%	4.74
District Operations (N=19)	47%	42%	11%	0%	0%	4.37
Total (N=232)	65%	29%	6%	0%	0%	4.58
Overall quality of services						
Santa Ana College (N=136)	62%	34%	4%	0%	0%	4.57
Santiago Canyon College (N=78)	77%	17%	6%	0%	0%	4.71
District Operations (N=19)	47%	42%	11%	0%	0%	4.37
Total (N=233)	66%	28%	6%	0%	0%	4.60

Additional feedback and suggestions for the Cashiers Offices:

- Always willing to work with me to address student issues.
- Cashier services are used infrequently.
- Excellent for all the categories; it does not let me pick a choice so I will put it here.
- Friendly and helpful staff. I couldn't do without the services of **Jennie Adams, Christine Martinez or Wendy Davis.**
- Great service attitudes. (2)
- Great team
- I so appreciate our friendly and helpful cashiers at SAC.
- I use it only for my yearly parking permit which is handled through my division. I've had no issues.
- If the student account shows money, why would you have to be present for the school to mail the check to your house?
- It was recently changed so that now I have to call Security to take deposits to the Cashiers Office. I think this is a bother.
- **Jennie Adams, Christine Martinez and Wendy Davis** are always cheerful and helpful no matter what my Datatel related problem.
- **Jennie** always responds quickly with accurate information that I need. The girls are always very friendly and helpful whenever I stop by the office.
- Keep up the good work.
- Many grumpy people work here.
- My department uses the Cashiers Offices weekly and know we can get a solid answer from **Jennie**
- Need longer hour in the evenings for students.
- Never, never had a problem with them. Quick and efficient service. They do care about the students and services they provide to them. They are very courteous with staff and take their job very serious.
- Someone is always available that tries to "make it right.
- Staff is friendly and knowledgeable. My requests are usually more administrative. The staff is dedicated to serving students.
- Staff usually in a bad mood.
- The folks in our Cashiers Office are extremely friendly and helpful to all who seek their services!
- The staff are courteous and helpful with requests that we have and follow-up on those requests are done in a timely and most professional manner. I appreciate the services their office provides to us.
- The staff of the Cashiers Office is very helpful.
- These ladies are GREAT!

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=343)

5%	Weekly
13%	Monthly
3%	Quarterly
4%	Twice a Year
6%	Once a Year
69%	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=41)	49%	34%	15%	2%	0%	4.27
Santiago Canyon College (N=29)	31%	52%	17%	0%	0%	4.14
District Operations (N=32)	63%	34%	3%	0%	0%	4.59
Total (N=102)	48%	39%	12%	1%	0%	4.33
Staff knowledge						
Santa Ana College (N=41)	46%	35%	17%	2%	0%	4.22
Santiago Canyon College (N=27)	37%	44%	19%	0%	0%	4.19
District Operations (N=31)	68%	29%	3%	0%	0%	4.65
Total (N=99)	51%	35%	13%	1%	0%	4.34
Timeliness of response to your request(s)						
Santa Ana College (N=41)	46%	32%	20%	0%	2%	4.20
Santiago Canyon College (N=27)	41%	36%	19%	4%	0%	4.15
District Operations (N=32)	69%	28%	3%	0%	0%	4.66
Total (N=100)	52%	32%	14%	1%	1%	4.33
Availability of assistance						
Santa Ana College (N=41)	49%	29%	20%	0%	2%	4.22
Santiago Canyon College (N=27)	30%	48%	22%	0%	0%	4.07
District Operations (N=32)	63%	34%	3%	0%	0%	4.59
Total (N=100)	48%	36%	15%	0%	1%	4.30
Overall quality of services						
Santa Ana College (N=41)	51%	30%	17%	0%	2%	4.27
Santiago Canyon College (N=27)	37%	41%	22%	0%	0%	4.15
District Operations (N=32)	63%	34%	3%	0%	0%	4.59
Total (N=100)	51%	34%	14%	0%	1%	4.34

Additional feedback and suggestions for the Chancellor's Office:

- **Anita and Debra** are top-notch!
- **Anita** is wonderful.
- Communication frequency needs to be improved such as Management Council and Eddie's weekly updates.
- Consistently get great service and responsiveness from the Chancellor's Office.
- **Debra** is always great about my District envelope and stationary re-stocking requests.
- Greater transparency of district operations including fiscal services, human resources, economic development would appease the campus constituencies and allow for more dialogue and understanding of district infrastructure.
- I greatly appreciate the folks in the Chancellor's Office who help facilitate the distribution of meeting agendas, materials, and minutes. I think it has proven beneficial for committee members when the committee meeting materials are sent out a few days before each meeting, so I thank those who work hard to get out said materials in such a timely fashion.   As new committees like POE and the reshaped committees like FRC continue to refine their processes, I hope that constituents in the Chancellor's Office as well as at both colleges to more diligently follow the committee processes, especially when it comes to planning and budgeting.
- I only read the minutes from the Board meetings, so I don't have knowledge of the staff.
- In theory, we ALL use these services daily. For me, this office seems somewhat out of touch, or perhaps I just wonder if they are basing decisions on realities. I wonder about how they are collecting information upon which decisions are being made.
- That office seems very inaccessible. I am not sure what that position does for the faculty.
- The Chancellor is not visible to the campuses. Where is he?
- The Chancellor's Office provides excellent customer service and follows through and conducts itself in a professional manner appropriate to the operation.
- The minutes of the Board Meetings are very vague. It is often difficult to find out what is going on at the District Office unless you are the Academic Senate President. The SCC Senate President communicates to Senate what she can about the Board Meetings, but the minutes only show what was approved or not. Attachments of Budget reports are not even included. I have been told that before the meeting there is a "docket" separate from the agenda that is more detail and has additional handouts for the meeting, but that does not come with the agenda email and I do not know where that docket would be found.
- There could be better communication with the campuses about meetings that are occurring at the district office. Many employees at the colleges have no idea when some committees meet or what they do.
- Though I don't "use the services of the Chancellor's office," I greatly appreciate the efforts made by the Chancellor to communicate important issues to everyone in the district.
- With the new on-line Board Docket I contact the Chancellor's Office less.

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=347)

5%	Weekly
3%	Monthly
2%	Quarterly
1%	Twice a Year
3%	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=21)	48%	29%	19%	0%	5%	4.14
Santiago Canyon College (N=13)	85%	15%	0%	0%	0%	4.85
District Operations (N=13)	46%	39%	15%	0%	0%	4.31
Total (N=47)	57%	28%	13%	0%	2%	4.38
Staff knowledge						
Santa Ana College (N=19)	53%	21%	21%	0%	5%	4.16
Santiago Canyon College (N=13)	85%	7%	0%	8%	0%	4.69
District Operations (N=13)	46%	23%	31%	0%	0%	4.15
Total (N=45)	60%	18%	18%	2%	2%	4.31
Timeliness of response to your request(s)						
Santa Ana College (N=20)	45%	35%	15%	0%	5%	4.15
Santiago Canyon College (N=13)	85%	7%	0%	8%	0%	4.69
District Operations (N=13)	54%	23%	23%	0%	0%	4.31
Total (N=46)	59%	24%	13%	2%	2%	4.35
Availability of assistance						
Santa Ana College (N=21)	48%	28%	19%	0%	5%	4.14
Santiago Canyon College (N=13)	85%	7%	0%	8%	0%	4.69
District Operations (N=13)	46%	39%	15%	0%	0%	4.31
Total (N=47)	57%	26%	13%	2%	2%	4.34
Overall quality of services						
Santa Ana College (N=20)	50%	25%	20%	0%	5%	4.15
Santiago Canyon College (N=13)	85%	7%		0%	8%	4.62
District Operations (N=13)	46%	23%	31%	0%	0%	4.15
Total (N=46)	59%	20%	17%	0%	4%	4.28

Additional feedback and suggestions for the Child Development Services:

- As a staff member who has looked into the services provided at our CDC, I have found them very unaccommodating with the hours of operation and closures. I have placed my children elsewhere but have heard from coworkers that there is a large problem with communication with their clientele. A one-day notice for early closure is insufficient and not reasonable for working parents.
- It would be nice to have services for younger children at SCC and for services to be available past 5pm.
- My child attends ECDC and loves it!
- My comment is a bit unconventional. On the 2nd floor of the SAC CDC, there are classrooms used by human development and other departments. When a faculty member calls in sick, I have called over to the main office and the office staff is always willing to post a "No Class Today" sign in sheet for the absent instructor. It is transmitted to them by email, they print it and post it for our office. The staff is very courteous and willing to do this for our office. They are appreciated by our office!
- so impacted, always a wait list
- The best staff!!!!
- The CDC is only a babysitting service and lacks a well developed curriculum for early childhood education. As a college community we can do a better job for our students and our community. The CDC lacks leadership and direction. I am glad that _____ has retired; perhaps the other 7 CDC District Administrative employees can now implement a real curricula for the children at the centers.

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=346)

3%	Weekly
2%	Monthly
2%	Quarterly
3%	Twice a Year
4%	Once a Year
87%	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=24)	29%	21%	29%	8%	13%	3.46
Santiago Canyon College (N=10)	10%	50%	20%	20%	0%	3.50
District Operations (N=9)	67%	11%	22%	0%	0%	4.44
Total (N=43)	33%	25%	26%	9%	7%	3.67
Staff knowledge						
Santa Ana College (N=24)	21%	28%	38%	0%	13%	3.46
Santiago Canyon College (N=10)	20%	40%	20%	20%	0%	3.60
District Operations (N=9)	67%	11%	11%	11%	0%	4.33
Total (N=43)	30%	28%	28%	7%	7%	3.67
Timeliness of response to your request(s)						
Santa Ana College (N=23)	26%	23%	30%	4%	17%	3.35
Santiago Canyon College (N=9)	11%	34%	33%	22%	0%	3.33
District Operations (N=9)	67%	11%	11%	11%	0%	4.33
Total (N=41)	32%	21%	27%	10%	10%	3.56
Availability of assistance						
Santa Ana College (N=23)	26%	22%	26%	9%	17%	3.30
Santiago Canyon College (N=10)	10%	40%	20%	20%	10%	3.20
District Operations (N=9)	67%	11%	11%	11%	0%	4.33
Total (N=42)	31%	24%	21%	12%	12%	3.50
Overall quality of services						
Santa Ana College (N=24)	29%	21%	25%	8%	17%	3.38
Santiago Canyon College (N=10)	10%	40%	30%	10%	10%	3.30
District Operations (N=9)	67%	11%	11%	11%	0%	4.33
Total (N=43)	33%	23%	23%	9%	12%	3.56

Additional feedback and suggestions for Economic Development:

- Any and all training that I need for my job, the colleges do not provide. I must do independent. However, if I want to take a seminar I am question and looked down upon taking money for trying to better my career with the college. Thus, I just pay out of my own pocket and will take the knowledge with me when I leave the college.
- Economic Development does not function as described to provide a liaison between the college and private industry. There is very little connection between the colleges and the economic development programs at the district.
- Excellent department; extremely helpful
- Great group of people. Knowledgeable and always ready to assist. **Enrique Perez** is a great leader of this area.
- How do they help the college?
- I am not sure what the relationship should be between the Economic Development department and the colleges' Curriculum and Instruction Council or Curriculum Office. Perhaps there should be more communication between the district and the college curriculum staff?
- I did not even know we had such an office. Does this belong within the mission of the college?
- I do not think our district provides the resources for professional faculty development.
- I don't believe I have heard of this office before. If it is responsible for Professional Development it needs to do a better job. In workforce training it needs to let the Classified Staff know more about its functions, as we could recommend students look to this office for help.
- I hope that this group will continue to work to be more transparent with their programs and services, and I hope that the folks in Economic Development will reach out more to both colleges with opportunities before going outside of RSCCD with opportunities. I also encourage the folks in this area to be more communicative with both colleges, including the faculty, regarding future seminars, workshops, and trainings. It may prove useful for leaders in Economic Development to communicate more with Senate Presidents when there are opportunities for faculty or input needed from faculty.
- Lots of talk....no follow through.
- More communication about internal practices would help all the campuses in working more seamlessly.
- Need to inform us more on what the trends are and what is going on. It operates too independently of the college.
- SBDC, YEP are excellent. **Leila Mozaffari, Maricela Sandoval and David Calderon** are very valuable.
- The other campuses really don't know a lot about this part of the RSCCD. We don't have any visitors come to our staff meetings so we can answer students' questions. We don't promote them at my campus because they have made very little to no effort at all to educate the rest of the campuses on what they do, what we should know to refer/inform the public. We are unable to support them at all as part of the RSCCD Family. They should come every semester to update us at the HAWK meetings and staff meetings. Maybe even hold informational meetings at SCC and SAC Libraries.
- There is almost no connection to the college's with the economic development programs that are operated. They should be providing resources to the colleges to further economic development projects and connection to industry but I have not seen much of that.
- This is perhaps one of the most underdeveloped departments for SCC.
- This office needs to work more closely with the college, at least, make the effort. How can you be the liaison between the colleges and private industry if you don't talk to the colleges? The Asst. Vice Chancellor is never around. You're lucky if he returns your phone call.
- What do you do?
- What does _____ do for RSCCD? I believe an audit of this department is overdue. He is never at the District office and has another job.
- What seminars, workshops, training, etc? Most often response: "We don't do that."

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=341)

9%	Weekly
13%	Monthly
6%	Quarterly
5%	Twice a Year
4%	Once a Year
64%	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=65)	35%	33%	23%	6%	3%	3.91
Santiago Canyon College (N=27)	30%	29%	30%	11%	0%	3.78
District Operations (N=25)	40%	28%	28%	4%	0%	4.04
Total (N=117)	35%	30%	26%	7%	2%	3.91
Staff knowledge						
Santa Ana College (N=65)	34%	28%	25%	8%	5%	3.80
Santiago Canyon College (N=27)	26%	33%	26%	15%	0%	3.70
District Operations (N=25)	40%	24%	36%	0%	0%	4.04
Total (N=117)	33%	29%	27%	8%	3%	3.83
Timeliness of response to your request(s)						
Santa Ana College (N=65)	28%	32%	12%	20%	8%	3.52
Santiago Canyon College (N=27)	19%	33%	22%	22%	4%	3.41
District Operations (N=25)	36%	24%	32%	4%	4%	3.84
Total (N=117)	27%	31%	19%	17%	6%	3.56
Availability of assistance						
Santa Ana College (N=64)	28%	31%	19%	19%	3%	3.63
Santiago Canyon College (N=27)	22%	33%	26%	15%	4%	3.56
District Operations (N=25)	32%	28%	32%	4%	4%	3.80
Total (N=116)	28%	31%	23%	15%	3%	3.65
Overall quality of services						
Santa Ana College (N=66)	30%	31%	18%	15%	6%	3.64
Santiago Canyon College (N=27)	19%	40%	22%	15%	4%	3.56
District Operations (N=25)	40%	24%	32%	4%	0%	4.00
Total (N=118)	30%	31%	22%	13%	4%	3.69

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

- **Alex** is the best.
- All the staff we interact with are extremely helpful and take the time to figure out problems. **Lee and his crew** are great!
- Better communication is required. Once the District Office was closed due to a power shut down, all employees were told to go home. Yet no one notified the other sites, we continued to call and e-mail.
- **Carri** is awesome.
- Communication on current and upcoming construction projects is severely lacking from this group, and impacts our ability to properly plan for the future.
- Couldn't work without them.
- Do not have direct contact with them but at times question what appears to be a slow rate of progress on the parking areas.
- Facilities and Maintenance crews are excellent. There are not enough of them.
- I have not seen requests put forward to the District Facilities Committee be acted on. There have been numerous issues with the SCC Science Center construction that are still ongoing, and the SCC Humanities building is still yet to open and has many ongoing issues as well.
- I may not use their services every year, but whenever I have had to interact with this office, it is terrible. They do not care about the end users. They do everything they can to make any facilities issue a living h*** to deal with. They do not return phone calls, they give out misinformation, they do not tell people when changes are made to plans or why. This has lead to the disgraceful situation we have in the "new" science building, which while an improvement over not having a building, is a disaster. And to top it off, we end up paying tons of money to fix the mistakes made by their unwillingness to plan with the end users in mind. I checked weekly on the box because every day I work in a building that was so mismanaged during planning and construction that sometimes it makes me want to cry.
- I recommend frequent update training as building codes have changed greatly over time or at least input from experts. It's better to get the update training, since some people can present themselves to be experts, but they may not be, in fact, up to date. Facilities personnel need to consider life cycle costs and payback times when making decisions. They need to understand the impact to the Carbon Footprint of the campus/district. Nearly all facilities decisions have budget and environmental considerations.
- I think things are improving in this area however over the last 10 years too many projects have had significant issues that have resulted in delays and additional expense to the district.
- I'm unclear as to why we have a new building that remains unoccupied and why new buildings remain unfinished? Further, it is unclear why the district charges the campuses for services and has a large remaining balance at fiscal year end. The assumption is the campuses are being overcharged and the funds should be returned to the campuses to support building an operational infrastructure as well as capacity for student success.
- Need to improve timeliness of services to non credit facilities. We have waited months for services to be provided. Even after emails and calls, there is little done.
- Our campus needs more maintenance on grounds, too much trash. The gardeners won't pick it up because they say they don't get paid to do it. But then our maintenance doesn't empty trash or pick up trash in a timely manner. It just makes the campus look "unkept" for sure.
- Place cabling for Video crews to record Live or Tape events at the sport field or lecture halls.
- Please hire more custodians. It's dirty everywhere air vents stair case, hand rail, windows with bird's feces, just to name a few. Big centers like the Computing center, reading lab, math center need to be vacuumed daily, not once a month if lucky.
- Repairs to AC and temperature in the Science building need to be done. Someone ON campus should be able to respond to and remedy temperature issues at night.
- The information shared by **Steve** to all faculty and staff is very helpful. When I have requested something to be fixed or have a facility request, I receive a response very quickly.

- The new construction at SAC looks like crap. There is no one from SAC that walks the job site to see the crappy job that is being done. Typical for a Santa Ana job. It blends in nicely with the community and culture.
- There is not enough custodial help at SAC.
- These responses are based on the time period prior to the new Asst. Vice Chancellor.
- They need more staff. There are so few employees that it takes a while for them to be able to get to you. Their projects are involved and the service is great when they get to you.
- This area seems to be improving but there have been far too many issues over the last ten years that have cost the District money.
- We have trouble getting someone to answer the phone, to get service to our room for air conditioning repair, light bulb replacement.
- While I do not deal directly with this office, the result of their work is less than acceptable at SAC. Very little thought or planning goes into their actions, resulting in horrible outcome. Example: newly planted plants and sign postage in the parking lots block the view and will result in accidents. I have no doubt about it.

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=335)

14%	Weekly
13%	Monthly
9%	Quarterly
4%	Twice a Year
5%	Once a Year
55%	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=68)	41%	40%	15%	4%	0%	4.18
Santiago Canyon College (N=40)	40%	29%	23%	3%	5%	3.98
District Operations (N=42)	55%	33%	7%	5%	0%	4.38
Total (N=150)	45%	35%	15%	4%	1%	4.18
Staff knowledge						
Santa Ana College (N=68)	43%	40%	16%	1%	0%	4.24
Santiago Canyon College (N=40)	30%	39%	23%	5%	3%	3.90
District Operations (N=41)	51%	39%	7%	3%	0%	4.39
Total (N=149)	42%	40%	14%	3%	1%	4.19
Timeliness of response to your request(s)						
Santa Ana College (N=68)	38%	37%	24%	1%	0%	4.12
Santiago Canyon College (N=40)	25%	39%	25%	8%	3%	3.78
District Operations (N=42)	45%	39%	14%	2%	0%	4.26
Total (N=150)	37%	38%	21%	3%	1%	4.07
Availability of assistance						
Santa Ana College (N=68)	40%	36%	21%	3%	0%	4.13
Santiago Canyon College (N=39)	31%	38%	23%	5%	3%	3.90
District Operations (N=41)	54%	34%	10%	2%	0%	4.39
Total (N=148)	41%	37%	18%	3%	1%	4.14
Overall quality of services						
Santa Ana College (N=68)	38%	37%	24%	1%	0%	4.12
Santiago Canyon College (N=40)	30%	39%	18%	10%	3%	3.85
District Operations (N=42)	45%	43%	10%	2%	0%	4.31
Total (N=150)	38%	39%	18%	4%	1%	4.10

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

- **Adam O'Connor and the accountants** are very helpful.
- Although the request has been made on a number of different occasions by a number of different people, there still has not been a detailed breakdown of the district budget and district-wide expenditures. We need to see a breakdown--a complete budget, not simply totals, for each. It is also imperative that each area at the district shares its budget and that the FRC have an open discussion of our district charge-back system. The colleges need to know what services are available at the district and for which services they are being charged.
- Because of the many layers of bureaucracy, sometimes we are given wrong information and have to complete forms many times over to get them right.
- Customer service is lacking. Many times staff are defensive and seem to point out what is being done wrong as opposed to assisting staff to understand the process and work together as a team. I avoid calling whenever possible.
- **Esmeralda** at SAC is awesome!
- Excellent.
- Haven't had to interact with them for about 4 yrs, but for a very long time the interaction was nearly weekly for POs, etc. Their service was excellent
- I still do not quite understand why we hired so many managers w/very small number of people to manage.
- I believe it would be better to have more opportunity to have input into the budget.
- I just fill in reports and send them in. Haven't had to interact with anybody.
- I would like to see an accounting manual for the whole district where users can refer to for direction. This will help avoid getting contradicting directions from the same department.
- If all the budget responsibilities have shifted to the campuses, how come we haven't received any extra staffing to support this function?
- Information seems to be released on a "need to know" basis and is occasionally accompanied with a paternalistic attitude. A deluge of multiple reports appears to be a strategy of obfuscation. Direct, explicit questions typically encounter an elusive, indirect response.
- It seems to take a while for budget transfers to be posted. Maybe there needs to be a more automated system for submitting and approving them.
- It would be helpful to have written FAQ, timelines, processes and procedures on the intranet. Thank you.
- It would be helpful to know when these reports are done and where they are available for review.
- Our program requires several reports yearly to the state; our people do a fantastic job!
- Since Datatel and now since we are two separate colleges controlling our own budget, many staff members in these offices cannot explain to us the what or why of an action. Specific employees are great such as **Ruby Morales**. However once I IDENTIFY A DATATEL PROBLEM, it takes weeks to get it fixed. In the beginning I would explain by problem, the staff member would agree that there was an error somewhere in the program - but when I suggested that they look into other departments with similar situations - they never do. I usually call up my co-workers and inform them to look into certain accounts to make sure their balance has not changed.
- The fiscal budgets lack detail. As mentioned earlier, processes change weekly and with little or no communication to management or staff. Frequently funds "disappear" without knowledge of why or where the funds were transferred to.
- The staff is extremely dedicated and their work is always top notch.
- They are invaluable and do a great job of assisting everyone through the various procedures.
- This area has really improved over the last couple of years and operates effectively.
- This area has seen a dramatic improvement over the last couple of years.

- This section raises the question, "Where did the Prop E funding go? We have a new Humanities building sitting empty because suddenly we don't have money for furniture? Wasn't that accounted for earlier? Where did it go? No one seems to have a clear answer.
- Top heavy.
- Why does the District take 21% of the total budget? Where does this money go? Why is the RSCCD so top heavy at the District office? This is one of the issues that I will be discussing with the accreditation team when they come to campus in October.
- Wish we could get more preventative assistance and not just get a call and reprimand when we have failed to follow a new process.

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=332)

3%	Weekly
9%	Monthly
15%	Quarterly
8%	Twice a Year
9%	Once a Year
57%	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=78)	55%	32%	9%	4%	0%	4.38
Santiago Canyon College (N=46)	46%	39%	11%	4%	0%	4.26
District Operations (N=18)	50%	27%	17%	0%	6%	4.17
Total (N=142)	51%	33%	11%	4%	1%	4.32
Staff knowledge						
Santa Ana College (N=77)	51%	41%	4%	4%	0%	4.39
Santiago Canyon College (N=46)	57%	30%	9%	4%	0%	4.39
District Operations (N=18)	50%	16%	28%	0%	6%	4.06
Total (N=141)	52%	35%	9%	4%	1%	4.35
Timeliness of response to your request(s)						
Santa Ana College (N=78)	50%	40%	6%	3%	1%	4.35
Santiago Canyon College (N=46)	50%	30%	13%	7%	0%	4.24
District Operations (N=17)	53%	17%	24%	6%	0%	4.18
Total (N=141)	50%	34%	11%	4%	1%	4.29
Availability of assistance						
Santa Ana College (N=76)	47%	37%	13%	3%	0%	4.29
Santiago Canyon College (N=46)	48%	30%	15%	7%	0%	4.20
District Operations (N=17)	52%	18%	24%	6%	0%	4.18
Total (N=139)	49%	32%	15%	4%	0%	4.24
Overall quality of services						
Santa Ana College (N=77)	53%	31%	13%	3%	0%	4.35
Santiago Canyon College (N=46)	45%	39%	9%	7%	0%	4.24
District Operations (N=17)	52%	18%	24%	6%	0%	4.18
Total (N=140)	51%	32%	13%	4%	0%	4.29

Additional feedback and suggestions for Graphic Communications Services:

- Again, this staff is in my experience essentially rude. Contacting them is not something I like to do. I am met with attitude and the feeling that I have interrupted their day. Customer services training would be helpful. I am their customer and deserve to be treated with respect. That is not how is happens right now.
- Always quick to reply.
- Graphics are boring and top secret.
- Great service from the Desktop Publisher (**Eileen Capewell**) and all the reprographic/publications staff. They always accommodate and exceed my needs and demands.
- Great service!!
- I am assuming you are referring to Eric Harsen at SCC?
- I don't use their resources very often, but they have always taken care of my graphics needs or answered my questions promptly.
- If the colleges are paying for services in this area, then the colleges should have some say in the work that they have done. If the colleges ask for something a certain way, they should be able to have the graphics produced the way that they request it.
- Internal customer service is key. Working with staff to develop a design concept or strategy for marketing or advertising would be helpful.
- Love **Miranda**. Congrats to **Eric Harsen** - well deserved promotion
- **Miranda Medrano** is the only person I have worked with and she is amazing.
- My requests for copies are always finished very quickly. If I do have questions I can count on **Ann or Mark** to provide me with the answers I need.
- My work with the graphics communications office has always gone very well and they have made every effort to accommodate my requests.
- Need Visual posters for harassment and other ways of contacting for assist for students and staff.
- Outsource business cards to Office Depot; it takes entirely too long to order a simple box of 250.   Why are we doing this stuff in-house when we can outsource to a vendor and save money?
- Outstanding and timely service by creative dedicated people.
- rating buttons not working
- Really miss _____.
- Staff is not available on Fridays OR works a four-day week. REALLY? The college operates five days a week!
- The few occasions I've had to use the services other than the normal general semester information, they have been fine.
- The management and staff of this area are exceptional and put up with a lot of push a pull between what is aesthetically pleasing and what the client thinks they want. The district really should trust these hired professional more to do what is in the best interest of the colleges for branding and image.
- They do outstanding work!
- Words cannot express the wonderful job **Eileen and the rest of the staff** does for me personally. We get results!

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=335)

11%	Weekly
16%	Monthly
21%	Quarterly
20%	Twice a Year
20%	Once a Year
12%	Never

Ratings for the Human Resources	Excellent 5	Good 4	Average 3	Below Ave. 2	Poor 1	Average Rating
Staff helpfulness						
Santa Ana College (N=155)	46%	38%	12%	3%	1%	4.25
Santiago Canyon College (N=85)	46%	34%	15%	4%	1%	4.20
District Operations (N=47)	60%	34%	6%	0%	0%	4.53
Total (N=287)	48%	37%	12%	2%	1%	4.28
Staff knowledge						
Santa Ana College (N=155)	46%	38%	12%	3%	1%	4.25
Santiago Canyon College (N=85)	47%	36%	15%	1%	1%	4.26
District Operations (N=47)	55%	34%	11%	0%	0%	4.45
Total (N=287)	48%	36%	13%	2%	1%	4.28
Timeliness of response to your request(s)						
Santa Ana College (N=155)	40%	37%	16%	5%	2%	4.09
Santiago Canyon College (N=85)	37%	41%	8%	8%	6%	3.95
District Operations (N=47)	51%	34%	9%	6%	0%	4.30
Total (N=287)	41%	37%	13%	6%	3%	4.08
Availability of assistance						
Santa Ana College (N=153)	42%	36%	17%	4%	1%	4.13
Santiago Canyon College (N=85)	41%	40%	9%	9%	1%	4.09
District Operations (N=46)	52%	35%	9%	4%	0%	4.35
Total (N=284)	43%	37%	13%	6%	1%	4.15
Overall quality of services						
Santa Ana College (N=153)	42%	39%	14%	3%	3%	4.14
Santiago Canyon College (N=84)	42%	36%	13%	7%	2%	4.07
District Operations (N=47)	51%	34%	13%	2%	0%	4.34
Total (N=284)	43%	37%	14%	4%	2%	4.15

Additional feedback and suggestions for Human Resources:

- A better "status change" system and electronic forms system are badly needed. Employee, Academic, Instructional and other calendars as well as collective bargaining agreements need to be updated on the website as soon as approved by the Board of Trustees. Schedules need to be considered in a more timely fashion. Why wasn't intersession discussed with all unions/employee groups prior to final agreement?
- A good start on improvement would be if they would answer their phones and return emails. If they need something, I am required to provide it immediately, if not faster. If I have a question, I'm lucky to get an acknowledgment that the question was asked. Penny Wilkerson comes to mind, is there really a person working with that name or is that just the name we are told to call so that our calls can be ignored.
- Again, they would benefit from more friendly, efficient and courteous staff. Someone there always has an attitude when I need her assistance. Usually overpass me in any questions I have, requests or clarifications by going directly to my boss and not responding to my inquiries directly. Her rude approach has repeatedly caused me embarrassment and has put me in a very uncomfortable position. I try to avoid dealing with her, but it happens that she is the one to whom I always get referred to when I have an issue. BAD!
- Always helpful!
- Always willing to lead you in the right direction and ensure you are following policies and procedures.
- At times, difficult to get feedback and processing completed.
- Can't get anyone that can help. Records need to be updated, but no one keeps in touch with staff.
- Can't get a live person on the phone. Just voice mail. Have failed in timely performance evaluations and have not followed the regulations on manager evaluations. The student/faculty process is flawed, usually administered late and as set up little feedback and participation.
- **Carol** is very helpful.
- **Elvia Garcia** is very good.
- **Elvia** is very personable
- HR does a great job however there have been times when employees did not receive responses to questions in a timely (within 1 week) manner.
- HR has been difficult to work with on hiring.
- HR should analyze its processes and determine which can be improved to optimize the experience for its customers, rather than itself. The hiring process is a detriment to the district and causes us to miss out on quality candidates.
- HR staff is very good. The leadership leaves much to be desired.
- I always get my questions answered in a friendly and courteous manner.
- I appreciate the guidance I receive from Human Resources as it helps our operation run more effectively.
- I correspond with them every 3 or 4 years, frequency not listed above
- I feel that it is rude that email requests are ignored by that office.
- I haven't had to work with them in a while, but it has taken months to get information. At one point a few years ago, I actually drove down to the district office and waited for an individual to help me because she hadn't answered my emails for literally months and the deadline for my request had arrived. After all that, I was told the deadline didn't really matter. All of this could have been dealt with over the phone or email. None of my calls or emails were ever returned.
- I mostly access forms and information from the Intranet. The HR portion of the Intranet has updated forms and is helpful.
- I truly appreciate their hard work.
- I would like to see a more automated and easier process for submitting status change forms and other HR paperwork. The staff is great, but it would be nice to be able to do some of the paperwork online.
- It is hard to rate the overall department, because it really depends on who you deal with in the department. Most of the HR personnel provide excellent service, while one or two are always slow in processing, make multiple errors and can be quite difficult to communicate effectively with.
- It is sometimes not easy to get someone on the phone. Messages are left.

- It's very, very concerning to deal with HR. It is well known that if you turn to HR for anything, there is no feeling of confidentiality. EXCEPT with Veronica (sorry) can't remember her last name. The statements among staff is that if you share any concerns with HR, the rest of RSCCD will know - so we mostly remain quiet and just take it (whatever is of concern to us). Same goes for our Union Representatives - if we call because we are having a really hard time and need some advice on whether to put a formal complaint or not - staff, when we talk to one another, the common statement is Why do it? "Nothing positive has come out of it since I've been here". So when we are bullied or work in a hostile work environment, we just take it. Nothing seems to happen to the bullies or the people that are constantly creating havoc in the workforce because they have been at RSCCD 10+years etc. or our bosses are the trouble makers BFF - so we just cry and go home and return to work hoping they will pick on someone else today.
- Many times we are given misinformation on how to complete forms or who to give them to, and we either need to redo them or find out where they went.
- My rating apply only to the clerks, they are awesome.
- One of the very best resources in the District; you can always count on HR for information and support
- Overall, our office is pleased with the personal service and attention to detail that the staff provides. When they see that there is a detail that has been left off, they are more than willing to give us a courtesy call and a gentle reminder. I feel I have a good working relationship with HR.
- Overstaffed.
- Some staff are a lot more helpful than "good" - but I put this as an average.
- Sometimes they're hard to get a hold of, but they do answer their emails promptly.
- The processing of status changes by HR is an archaic and slow process. Far too many semesters have begun with an incorrect paycheck because it takes months for the office to process paperwork.
- There are only a few people that provide excellent service, **Linda Honda** being one of them.
- There is a good attitude and helpfulness from the majority of staff and they are always willing to assist. The follow-through is excellent and staff are friendly, flexible and have a desire to work with department staff to assist and get things done. I never hesitate to call to get an issue resolved or get assistance from the top down to individual employees.
- They answer quickly to questions that arise.
- Very happy with HR, any issue is addressed immediately, questions always answered promptly.
- When the accreditation team arrives for a site visit, I will be discussing the lack of process and transparency with the HR office. The management is about personalities and not process. _____ is rude and unprofessional.
- Whenever I call with a question, I am treated with respect and consideration.
- Why doesn't HR check for minimum qualifications on applicants?

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=332)

15%	Weekly
34%	Monthly
28%	Quarterly
14%	Twice a Year
5%	Once a Year
3%	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=167)	52%	34%	12%	1%	1%	4.35
Santiago Canyon College (N=91)	57%	28%	13%	2%	0%	4.40
District Operations (N=51)	51%	35%	10%	4%	0%	4.33
Total (N=309)	53%	32%	12%	2%	1%	4.36
Staff knowledge						
Santa Ana College (N=166)	52%	35%	10%	2%	1%	4.35
Santiago Canyon College (N=91)	59%	28%	11%	2%	0%	4.44
District Operations (N=50)	48%	30%	16%	6%	0%	4.20
Total (N=307)	53%	33%	11%	3%	0%	4.35
Timeliness of response to your request(s)						
Santa Ana College (N=166)	46%	29%	20%	3%	2%	4.14
Santiago Canyon College (N=91)	48%	30%	16%	5%	1%	4.18
District Operations (N=50)	32%	36%	16%	12%	4%	3.80
Total (N=307)	45%	29%	19%	5%	2%	4.10
Availability of assistance						
Santa Ana College (N=166)	45%	32%	19%	2%	2%	4.16
Santiago Canyon College (N=91)	44%	29%	16%	7%	4%	4.01
District Operations (N=50)	34%	32%	22%	8%	4%	3.84
Total (N=307)	43%	30%	19%	5%	3%	4.06
Overall quality of services						
Santa Ana College (N=164)	48%	35%	13%	2%	2%	4.25
Santiago Canyon College (N=91)	49%	32%	14%	3%	2%	4.22
District Operations (N=51)	37%	33%	24%	4%	2%	4.00
Total (N=306)	47%	33%	15%	3%	2%	4.20

Additional feedback and suggestions for the ITS Help Desk:

- Again, equipment is the failure...not staff.
- Again, given the constraints on personnel and time, I think that they are doing an admirable job.
- Again, many times is seems they work from a "trial and error" model.
- Anytime we have a problem, ITS is able to troubleshoot, resolve it and assist us to move forward.
- ITS is wonderful. Timely and friendly response always!
- Communication from IT support staff to their managers and back seems to be lacking. An overall picture of our systems and the changes made don't seem to be expressed to the front-line computer support.
- Friendly, responsive, and knowledgeable
- Good job. They know what they are doing. Always fix the problems with a good and professional attitude.
- Great assistance in evening, thanks
- Great team (3)
- Great work but slow in coming. We need to increase staff as our tech needs half greatly increased.
- Help desk response time is poor and the automated recording sends you back to beginning if you elect to speak to a live person, even during business hours.
- **Howard Chau** and the rest of the IT Dept are a valuable resource. Very knowledgeable, call back immediately, fix all IT issues asap.
- I almost never get a person whenever I call the help desk. If I do reach a person, they tend to sound annoyed by my phone call. **Howard and John Lundgren** always respond quickly to my requests.
- I don't understand why this office is located at the District. If it were located at the major sites SAC & SCC they could be another set of hands to help when office computers need minor adjustments. Setting up printers to the system has been a problem in my area and requires the ITS employee to wait on one person to add a computer to the service before the installation can be finished.
- I made calls for 2 days straight and left messages requesting help and I never got a call back. I finally figured it out on my own. It is very frustrating to call for help with a password reset or computer help question and there is no one there to help. It has gotten worse recently.
- I often have IT needs, such as Wi-Fi questions or hardware problems early in the morning. Someone should be available by 7:00 am Monday-Friday on a regular basis. Also, the first week of each semester we should have longer hours and folks ready to help students & staff from early morning until the late evening.
- I prefer to reserve my opinion.
- I realize that our ITS department is understaffed; however, it is hard sometimes to get the help and service that we need. This is really crucial to all of the work in our district and I hope that it is more adequately staffed in the future. The people who work for the department are helpful. They just often don't have the time or expertise to solve the issues.
- It would be helpful to better understand what they do versus what the campus IT does.
- ITS has always been very responsive and timely.
- ITS needs to provide more training that isn't so staggered and delayed that the first group is getting second and third generation updates while the last group is just getting the first installation of a new program. More focus on the staff at the colleges would be very helpful.
- ITS services people are great at SAC. But they are overworked, requests take too long to get addressed, again, because they are not many of them around. It is critical they be given access to all systems, passwords, etc. The district ITS need to share on this. Getting help from ITS is almost IMPOSSIBLE. Let the techs who work on campus have access to these so they can do their jobs.
- **Jim** is nice, friendly, helpful and responsive to our requests.
- Noticeable drop in quality of service, responsiveness, and knowledge since Tammy Cottrell has departed!
- ON Campus help at night would be useful.
- Our ITS folks are fantastic! I think that I answered the first question incorrectly--I am incredibly grateful for our ITS folks at the district and at the college

- They are helpful, knowledgeable, and positive!
- Please answer the phone.
- Problem resolution through ITS Help Desk is quick and thorough.
- **Randy Simmons** is always very helpful and quick to respond to any questions or problems.
- SCC does not have a help desk on site. I have sent, on several occasions, emails to the help desk that have never been responded to. Students and staff do not know where to go to for help.
- See previous comments for Academic Computer Support - these guys are the best!
- Several times throughout the year, year after year, I have noticed that programs that have been asked to be installed on the classroom desktop computers have been wiped off when the computer has been updated/upgraded. So have bookmarks that faculty use in the classroom. There is never any warning that the system is going to be wiped of these programs or bookmarks, it has been done mid-semester and faculty often find out when they open up a browser in class and cannot find their bookmarks. The instructor then has to waste valuable class time searching for the website or is unable to demonstrate something because the program they planned on using in class has been deleted.
- Sometimes requests seem to get lost between the cracks.
- **Tammy** is the best
- **Tammy** was wonderful. She will be missed. I would give her all EXCELLENT marks, plus several stars. **Nick and his crew** are very helpful when we have computer or printer problems.
- **Tammy, Annabelle and Jim** are helpful, but very busy and can't always get to solve the problem as quickly as I'd like.
- Thank you for always being there for us!
- The day-to-day people that I have contact with are pleasant and knowledgeable. This really is not the issue with ITS and the support. The issues with ITS are from the top and how resources and personnel are allocated. This and the philosophical concept of "support" for Faculty to be able to work, without the constraints of having okays, approvals and authorization to make changes. Realistically, it is management of this area with a stranglehold. I'm not certain if this is the way ITS is everywhere or just here.
- The District Helpline provides outstanding customer service; however, the level of service begins to drop at the campus level.
- The few times I've needed help, they've been fine.
- The guys at SAC are awesome!
- The ITS Help Desk is helpful, however response time is slow due to lack of staff.
- The service of the ITS help desk is poor since losing Tammy. No one ever answers the phone. There is no back up effort or plan to provide needed IT assistance. If we operated our college the way the help desk works, no one would ever want to register.
- The staff are not very knowledgeable about the different system; however, they are very friendly and try to be helpful.
- The staffs are outstanding and constantly outdo themselves. I get the help I need ASAP.
- There is obviously not enough resources for the Help Desk to be effective; they are only ticket takers and often do not have the tools necessary to help resolve issues themselves.
- They have been very helpful. I do not like however, when they installed the new computers that we cannot update programs ourselves or load programs on to our own computers. This makes things very inefficient for myself and I would think for the ITS staff who have to come out every time I need something updated.

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=333)

58%	Weekly
14%	Monthly
7%	Quarterly
3%	Twice a Year
2%	Once a Year
17%	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=147)	59%	35%	5%	1%	0%	4.52
Santiago Canyon College (N=68)	57%	28%	15%	0%	0%	4.43
District Operations (N=48)	63%	29%	8%	0%	0%	4.54
Total (N=263)	59%	33%	8%	0%	0%	4.50
Staff knowledge						
Santa Ana College (N=146)	58%	38%	4%	0%	0%	4.53
Santiago Canyon College (N=68)	57%	28%	15%	0%	0%	4.43
District Operations (N=46)	48%	43%	9%	0%	0%	4.39
Total (N=260)	56%	36%	8%	0%	0%	4.48
Timeliness of response to your request(s)						
Santa Ana College (N=144)	56%	38%	6%	0%	0%	4.50
Santiago Canyon College (N=68)	54%	31%	15%	0%	0%	4.40
District Operations (N=47)	53%	38%	9%	0%	0%	4.45
Total (N=259)	55%	37%	8%	0%	0%	4.46
Availability of assistance						
Santa Ana College (N=145)	56%	37%	6%	0%	1%	4.48
Santiago Canyon College (N=68)	57%	28%	15%	0%	0%	4.43
District Operations (N=46)	54%	37%	9%	0%	0%	4.46
Total (N=259)	56%	36%	8%	0%	0%	4.46
Overall quality of services						
Santa Ana College (N=145)	55%	40%	5%	0%	0%	4.50
Santiago Canyon College (N=69)	58%	29%	13%	0%	0%	4.45
District Operations (N=47)	55%	36%	9%	0%	0%	4.47
Total (N=261)	56%	36%	8%	0%	0%	4.48

Additional feedback and suggestions for the Mail Services:

- Cannot ask for better service. Good Job!
- Delivery time and pick up time need to be more precise.
- Depending on who does the delivery, service varies.
- Even though they are very busy - the staffs are doing the mail delivery and ALWAYS smile, answer our questions and make time to help. Great service. Our deliveries are also very reliable and on time.
- Excellent service. They are really nice people. (2)
- I can count on the Mail room staff to help find missing packages do to vendor error, ship UPS packages for the department and upgrade the mailbox list for faculty in a timely manner.
- I have had several pieces of mail lost. Where does it go? I feel like SCC mail room can do their own processing of mail, instead of sending all the mail over to SAC to be stamped and sent out.
- Mail personnel are wonderful.
- **Shawn** is the best at service with a smile.
- Some of the staff, namely **Sean and Bee** are wonderful and always helpful. One needs to pay attention to where things are addressed.
- Sometimes it takes a longer time than necessary to get mail between the sites.
- Staff are consistent, reliable and friendly. It helps to know we can count on the service and delivery schedule which helps us better perform our jobs.
- The staff is very pleasant and knowledgeable.
- They are wonderful!
- Very reliable.

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=321)

14%	Weekly
6%	Monthly
7%	Quarterly
7%	Twice a Year
5%	Once a Year
60%	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=68)	29%	49%	18%	0%	4%	3.99
Santiago Canyon College (N=38)	37%	47%	16%	0%	0%	4.21
District Operations (N=23)	52%	35%	9%	4%	0%	4.35
Total (N=129)	36%	45%	16%	1%	2%	4.12
Staff knowledge						
Santa Ana College (N=68)	29%	51%	16%	0%	4%	4.00
Santiago Canyon College (N=38)	45%	37%	18%	0%	0%	4.26
District Operations (N=23)	48%	48%		4%	0%	4.39
Total (N=129)	37%	46%	14%	1%	2%	4.15
Timeliness of response to your request(s)						
Santa Ana College (N=68)	26%	46%	24%	0%	4%	3.90
Santiago Canyon College (N=38)	39%	38%	18%	5%	0%	4.11
District Operations (N=23)	43%	30%	13%	13%	0%	4.04
Total (N=129)	33%	41%	20%	4%	2%	3.98
Availability of assistance						
Santa Ana College (N=68)	25%	48%	21%	0%	6%	3.87
Santiago Canyon College (N=38)	34%	36%	24%	3%	3%	3.97
District Operations (N=23)	39%	35%	17%	9%	0%	4.04
Total (N=129)	30%	43%	21%	2%	4%	3.93
Overall quality of services						
Santa Ana College (N=67)	25%	48%	21%	0%	6%	3.87
Santiago Canyon College (N=38)	37%	37%	26%	0%	0%	4.11
District Operations (N=23)	48%	35%	13%	4%	0%	4.26
Total (N=128)	33%	42%	21%	1%	3%	4.01

Additional feedback and suggestions for the Network Administration:

- About time they made Out of Office messages available outside the network. We were 20 years behind the times.
- Although the staff are great individuals to work with, the availability of support staff should be from early morning until the late evening. I often have Wi-Fi or network issues early in the morning & no staff available until 8am. It's frustrating to students and staff and in my opinion unacceptable.
- Constant problem with Child Plus
- Get very good assistance from this group.
- Good staff, but they aren't always able to solve problems.
- I use the network - does this mean I use their services?
- I'd say anyone who uses a district/college computer and its software has DAILY contact with this department. I seldom contact the individuals working in this area but on occasion do have the need to. It's been a 50-50 experience. Sometimes the interactions are neutral to positive; other times they are negative.
- Most everyone is helpful but have had some major bad attitude problems from _____.
- Need more communications with rest of staff and open to new ideas.
- Numerous times have had issues where they knowledge base of the managers is poor. Have had to explain for example that the Apple TV (allows instructor to use lap top on overhead) is attached to the same net work that students have access to, and did not create a threat to the integrity of the RSCCD.org side of the net work. The system also requires a password.
- Overall, I think that our Network Admin folks do a fantastic job. However, we need to assure that our network is Mac compatible--not just PC compatible. I should be able to access the network directly when using my district Macbook Pro, and I can't. This impedes my ability to do my work for students and RSCCD in a timely and efficient manner.
- Slow in response. Network is slow. Network slows to crawl during all of the registration periods. Please upgrade. I spend too much time waiting for my computer to load. Too much time wasted when the system freezes. PLEASE UPGRADE SERVERS.
- They need more staff. With all the new systems like wireless and video, they seem to be short staffed.
- This question is written poorly, we all use the server.
- We sometimes have to set up guest access accounts and this is handled expeditiously.
- Wi-Fi in SC often doesn't work well.

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=329)

9%	Weekly
36%	Monthly
14%	Quarterly
14%	Twice a Year
13%	Once a Year
13%	Never

Ratings for the Payroll	Excellent 5	Good 4	Average 3	Below Ave. 2	Poor 1	Average Rating
Staff helpfulness						
Santa Ana College (N=146)	55%	7%	6%	1%	1%	4.42
Santiago Canyon College (N=78)	64%	31%	4%	1%	0%	4.58
District Operations (N=51)	59%	37%	4%	0%	0%	4.55
Total (N=275)	59%	34%	5%	1%	1%	4.49
Staff knowledge						
Santa Ana College (N=145)	53%	39%	6%	1%	1%	4.42
Santiago Canyon College (N=78)	63%	31%	6%	0%	0%	4.56
District Operations (N=50)	60%	34%	6%	0%	0%	4.54
Total (N=273)	57%	36%	6%	0%	1%	4.48
Timeliness of response to your request(s)						
Santa Ana College (N=144)	50%	39%	9%	1%	1%	4.35
Santiago Canyon College (N=77)	58%	37%	4%	0%	1%	4.51
District Operations (N=51)	57%	35%	8%	0%	0%	4.49
Total (N=272)	54%	38%	7%	0%	1%	4.42
Availability of assistance						
Santa Ana College (N=144)	51%	38%	9%	1%	1%	4.35
Santiago Canyon College (N=77)	58%	36%	5%	0%	1%	4.49
District Operations (N=50)	56%	40%	4%	0%	0%	4.52
Total (N=271)	54%	37%	7%	1%	1%	4.42
Overall quality of services						
Santa Ana College (N=144)	51%	39%	8%	1%	1%	4.37
Santiago Canyon College (N=79)	58%	36%	5%	1%	0%	4.51
District Operations (N=51)	57%	39%	2%	2%	0%	4.51
Total (N=274)	54%	38%	6%	1%	1%	4.43

Additional feedback and suggestions for Payroll:

- A customer service attitude would be helpful. The "roll out" of the new system was a disaster. It was obvious that payroll did not know enough of the various operational issues at the college. There was simply not enough dialogue with the college PRIOR to implementation.
- Always helpful! (2)
- **Carmina** is ALWAYS very helpful and knowledgeable.
- Don't wait until deadline pass to email about a problem. Keep Records up to date and don't make employees have to contact the person sitting next to you.
- Early in my career, I remember receiving a statement of my contract placement and salary. This was distributed at convocation. Then we received notice sometime near midterm. Now? Nothing. So do we have to ask for this info to assure accuracy?
- Excellent staff....I love these people. (3)
- Have had to bother them many times to research info and figure out info for budgets. When an error occurs they are extremely quick to resolve.
- I don't know how they keep up with all the issues; I appreciate their helpfulness and patience!
- I wish there was a guide to your paystub that I could reference. They are always able to answer my questions, but a lot of times I could just as easily look stuff up and not bother them.
- If you get the "right" staff member(s) in Payroll -- you get excellent service!!!
- It is a pleasure to call and get answers to my questions. They are so kind and professional whenever I call.
- It is imperative to communicate changes in payroll taxes, benefits or salary schedules as those who work with grants encumber funds at the beginning of the year. Making the necessary adjustments along the way allows the programs to spend down the funds accordingly and in a timely manner. Developing tools and processes for all the campuses would provide for greater efficacy on the campus and increase productivity.
- Knowledgeable and friendly staff. Always willing to lend a hand when needed.
- Maybe I'm confused. I thought I already answered for this dept. I think it would help a lot if there is a place online to see exactly how the paycheck is calculated.
- Never say anything bad about the people actually deal with paycheck.
- Only interaction has been with **Sheri B**. and she is 'da bomb'
- Payroll posting errors (charging to incorrect accounts) are common due to manual nature of the process. Looking forward to an on-line time card system.
- Payroll staff do their jobs well and get everyone paid and paperwork processed. They can always be counted on for assistance and information and have a good attitude. Greatly appreciated.
- Payroll staff is cold and non communicative with college staff.
- Requests to _____ are ignored.
- **Sheri** in Payroll is very helpful, knowledgeable and solves problems on the spot.
- **Sherri Basham** is exceptional! She is always willing to assist and returns phone calls promptly.
- **Sherri Basham** is great.
- Staff in payroll seems to think our contact with them is a hindrance to their day. **Sherry Basham** is awesome! She is always helpful.
- Since so much is automated, I am unsure how to answer this.
- The payroll department replies to requests for paperwork related to paystubs in a very timely manner! Excellent job!
- The paystub website is awful.
- The rating depends on who you speak to.
- There are six employees in Payroll and every time I call, it goes to voicemail and takes over week to get a response. Why?
- There needs to be more consistency, sometimes the answer to a question depends on who you speak with.
- They are always so willing to help and **Angela Cadotte** is the best!
- They have always met my expectations and needs....great group.

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=325)

4%	Weekly
9%	Monthly
7%	Quarterly
6%	Twice a Year
7%	Once a Year
67%	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=56)	45%	35%	14%	4%	2%	4.18
Santiago Canyon College (N=29)	52%	48%		0%	0%	4.52
District Operations (N=22)	41%	41%	9%	9%	0%	4.14
Total (N=107)	46%	40%	9%	4%	1%	4.26
Staff knowledge						
Santa Ana College (N=56)	46%	35%	13%	4%	2%	4.21
Santiago Canyon College (N=29)	66%	27%	7%	0%	0%	4.59
District Operations (N=22)	41%	36%	14%	9%	0%	4.09
Total (N=107)	50%	34%	11%	4%	1%	4.29
Timeliness of response to your request(s)						
Santa Ana College (N=56)	39%	41%	16%	2%	2%	4.14
Santiago Canyon College29 (N=)	55%	42%	3%	0%	0%	4.52
District Operations (N=22)	32%	45%	18%	0%	5%	4.00
Total (N=107)	42%	42%	13%	1%	2%	4.21
Availability of assistance						
Santa Ana College (N=56)	38%	42%	14%	4%	2%	4.11
Santiago Canyon College (N=29)	59%	34%	7%	0%	0%	4.52
District Operations (N=21)	38%	43%	14%	5%	0%	4.14
Total (N=106)	43%	41%	12%	3%	1%	4.23
Overall quality of services						
Santa Ana College (N=56)	41%	39%	14%	4%	2%	4.14
Santiago Canyon College (N=28)	61%	32%	7%	0%	0%	4.54
District Operations (N=22)	36%	41%	18%	5%	0%	4.09
Total (N=106)	45%	38%	13%	3%	1%	4.24

Additional feedback and suggestions for Public Affairs:

- Always offering support; provide outstanding direction and training; you can tell that they are committed to their work.
- Can always get the help I need. Great Job.
- Can someone provide an explanation for the new organizational structure in this area? College needs to have more control of work done for college.
- **Dean Hopkins** is a gem!
- **Dean** is AMAZING!!! Thank you for your work.
- Do we still have a public affairs department?
- Great newsletters and **Dean** was always helpful when website update problems happened.
- I am not aware of the services that they provide that I can benefit from.
- I enjoy reading Juan's weekly newsletter.
- I think that Public Affairs folks have done a good job despite all that was lost during the budget crisis.
- In transition.
- **Judy I.** is excellent
- **Judy** is the best!
- **Rosa** is wonderful.
- Seems like this should be under ITS.
- The new web site is difficult to understand. For example the catalog is under "new students" instead of "academics." Have had lots of complaints that it is not easy to navigate.
- What is put on Twitter?

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=326)

16%	Weekly
14%	Monthly
14%	Quarterly
12%	Twice a Year
8%	Once a Year
36%	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=118)	63%	31%	6%	0%	0%	4.57
Santiago Canyon College (N=58)	69%	23%	3%	5%	0%	4.55
District Operations (N=24)	42%	29%	25%	4%	0%	4.08
Total (N=200)	62%	28%	8%	2%	0%	4.51
Staff knowledge						
119Santa Ana College (N=)	62%	30%	8%	0%	0%	4.54
Santiago Canyon College (N=57)	72%	19%	5%	4%	0%	4.60
District Operations (N=24)	42%	29%	25%	4%	0%	4.08
Total (N=200)	63%	25%	10%	2%	0%	4.50
Timeliness of response to your request(s)						
Santa Ana College (N=119)	62%	30%	7%	1%	0%	4.54
Santiago Canyon College (N=59)	68%	26%	3%	3%	0%	4.58
District Operations (N=24)	42%	29%	21%	4%	4%	4.00
Total (N=202)	61%	30%	7%	2%	0%	4.49
Availability of assistance						
Santa Ana College (N=119)	60%	32%	8%	0%	0%	4.52
Santiago Canyon College (N=58)	67%	23%	7%	3%	0%	4.53
District Operations (N=24)	42%	29%	29%	0%	0%	4.13
Total (N=201)	60%	29%	10%	1%	0%	4.48
Overall quality of services						
Santa Ana College (N=119)	62%	29%	9%	0%	0%	4.53
Santiago Canyon College (N=58)	69%	23%	5%	3%	0%	4.57
District Operations (N=24)	42%	29%	29%	0%	0%	4.13
Total (N=201)	62%	27%	10%	1%	0%	4.49

Additional feedback and suggestions for Publications Services:

- This group is OUTSTANDING, always exceeds expectations.
- Can we get production of letterhead and envelopes returned to Publications?
- CEC publications is excellent.
- **Eileen Capewell** has been especially helpful.
- Excellent service! (3)
- I do everything I can to avoid using them. Usually work requested is late or if on time messy.
- I have stopped using the District Publications Services. Every time I have used them in the past for syllabi, exam, worksheet printing I have had a problem with the copies. They did not show up on time, they were delivered to the wrong campus, or had diagrams that were not clear enough for students to work with. I now have all of my class copies done with the SCC campus Publications. I can email a document, in near any form, and it is always ready on time, the quality of the images is checked and the correct number of copies is made. I have never had an issue with SCC's Publications. They work exceptionally hard to make sure faculty have the copies they need on time.
- I use them so seldom that I do not feel I should rate them. I know the staff tries very hard to support our departments' brochures for special events and thank them for their hard work on the Book of The Year program.
- In my opinion, this is one of the most efficient and valuable services for faculty to utilize. They process my requests promptly and have them shipped back to SAC Quick copy in a very timely manner. The WEB based submission process is easy and effective, which makes me more productive in my daily duties.
- Mainly for preparing flyers to promote events or classes or for mailing out to market our department classes, so actual use varies, but would tend to happen prior to starts of semesters. I have at times resorted to Kinko's when told it would take a couple months for something to get done.
- Online submission is the best.
- Outstanding service and timely responses.
- Quick copy is wonderful. The Quick Copy staff is excellent.
- **Raye and her crew** work wonders with faculty requests. Kudos!!!
- Sometimes the service is fantastic. Then there are times when my materials are routed to a wrong site.
- Staff is helpful when needed.
- The staff is always pleasant to deal with and helpful.
- The staff is outstanding. They are so very supportive, patient, understanding to the multiple changes before giving approvals for the class schedules. RSCCD has hired and retained top quality staff for this dept.
- Their expertise was needed when I needed to order more envelopes of a certain specialized type.
- these folks are great at what they do....they meet the deadlines...do their work...they are resourceful and follow through....good communicators....I appreciate their diligence and detail work
- They are the BEST!
- They are very prompt with turnaround time when I submit things online.

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=324)

10%	Weekly
16%	Monthly
10%	Quarterly
6%	Twice a Year
4%	Once a Year
55%	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=82)	38%	39%	20%	2%	1%	4.10
Santiago Canyon College (N=32)	47%	37%	13%	3%	0%	4.28
District Operations (N=35)	40%	37%	17%	6%	0%	4.11
Total (N=149)	40%	39%	17%	3%	1%	4.14
Staff knowledge						
Santa Ana College (N=82)	40%	39%	16%	4%	1%	4.13
Santiago Canyon College (N=32)	52%	24%	21%	3%	0%	4.24
District Operations (N=35)	47%	35%	9%	9%	0%	4.21
Total (N=149)	44%	35%	15%	5%	1%	4.17
Timeliness of response to your request(s)						
Santa Ana College (N=82)	33%	39%	21%	5%	2%	3.95
Santiago Canyon College (N=32)	48%	25%	24%	3%	0%	4.18
District Operations (N=35)	34%	34%	23%	6%	3%	3.91
Total (N=150)	37%	34%	22%	5%	2%	3.99
Availability of assistance						
Santa Ana College (N=82)	33%	40%	20%	5%	2%	3.96
Santiago Canyon College (N=33)	39%	37%	21%	3%	0%	4.12
District Operations (N=35)	35%	38%	18%	9%	0%	4.00
Total (N=148)	35%	39%	20%	5%	1%	4.01
Overall quality of services						
Santa Ana College (N=82)	37%	35%	21%	6%	1%	4.00
Santiago Canyon College (N=32)	39%	36%	21%	3%	0%	4.12
District Operations (N=35)	37%	34%	23%	6%	0%	4.03
Total (N=149)	38%	35%	21%	5%	1%	4.03

Additional feedback and suggestions for Purchasing Services:

- A FAQ, processes and procedures information listed on the Intranet would be helpful.
- Again, depends on who the person is.
- Another amazing group of team players! I appreciate them very much!
- Another great department providing excellent assistance and guidance.
- For the most part everyone is wonderful and very helpful. No matter what is going on, some time every day should be set aside for the users around the District and their issues.
- Good support
- Great job.
- If there is any one office colder than Payroll, it is Purchasing. Purchasing staff chooses not to associate or communicate verbally with staff at college.
- **Marsha** is the best.
- Once again they may need more staff because receiving a response could be more timely, however when I provide the correct information & account number to Purchasing they are very helpful. I enjoyed their Newsletter the past year as it was full of necessary information.
- Poor communication. Poor record keeping. It is difficult for them to get things done with their procedures. We can speed up this process
- Purchasing has often sent back requests of equipment for products they have found cheaper somewhere else and ask the faculty to justify why they need the more expensive product. This has most often led to product packages being split up which would have faculty needing to assemble the products themselves, but more so often comes back with products that do not fit together. This cheaper version product hunting also leads to products that do not have all the functions that the original request has. In order for faculty/programs to receive the original product they will have to submit a written report of why they need the original product.
- Purchasing is very difficult; it appears to always adopt a risk-adverse approach to dealing with purchasing decisions which often results in long delays in procurement along with higher costs.
- Purchasing staff is very nice; however, they have no knowledge about the material they are ordering.
- Same applies to previous feedback. No longer interact with them, but used to on an almost weekly basis. they were all awesome, helpful, and knew their stuff
- Slow process. Where is the furniture for the new Humanities building that has been sitting empty and unused for months?
- Staff in Purchasing has been terribly patient with me as I learned the ropes this past year. When I have made errors they have helped me correct the problem and explained what happened. When the system or Office Depot sites had issues they were quick to request assistance. Staff is warm and easy to work with and have made my transition into the district much easier.
- The department seems to assume that people on campus don't know how to purchase items and they also don't seem to have an understanding of the operations of many departments. As such, some of their requirements result in an inferior product being furnished by a vendor and bigger headaches for departments trying to purchase items or get work done.
- The Purchasing staff have a good attitude and a willingness to provide information, train and respond to inquiries in a timely manner. It begins from the top down and the image of the department is very good.
- The staff is fantastic and knowledgeable. Though it seems to take a while for requests to be processed, and there could be more consistency. Sometimes the account numbers change from request to request (for the same product) or the process.
- They can be difficult.
- Very little communication; need more proactive communication and not leave the programs or departments wondering if documents have gone through. There should be a better system to communicate process.

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=330)

3%	Weekly
5%	Monthly
10%	Quarterly
12%	Twice a Year
11%	Once a Year
59%	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=70)	73%	17%	6%	3%	1%	4.57
Santiago Canyon College (N=43)	63%	33%	2%	0%	2%	4.55
District Operations (N=20)	55%	25%	10%	5%	5%	4.20
Total (N=133)	67%	24%	5%	2%	2%	4.51
Staff knowledge						
Santa Ana College (N=70)	66%	26%	4%	3%	1%	4.51
Santiago Canyon College (N=43)	60%	33%	5%	0%	2%	4.50
District Operations (N=20)	45%	30%	20%	0%	5%	4.10
Total (N=133)	61%	28%	7%	2%	2%	4.45
Timeliness of response to your request(s)						
Santa Ana College (N=70)	53%	33%	9%	4%	1%	4.31
Santiago Canyon College (N=43)	42%	49%	7%	0%	2%	4.30
District Operations (N=20)	35%	45%	15%	0%	5%	4.05
Total (N=133)	47%	40%	9%	2%	2%	4.27
Availability of assistance						
Santa Ana College (N=70)	53%	33%	7%	4%	3%	4.29
Santiago Canyon College (N=43)	47%	42%	9%	0%	2%	4.32
District Operations (N=20)	35%	40%	15%	5%	5%	3.95
Total (N=133)	48%	37%	9%	3%	3%	4.25
Overall quality of services						
Santa Ana College (N=71)	63%	25%	7%	4%	1%	4.44
Santiago Canyon College (N=44)	55%	41%	2%	0%	2%	4.47
District Operations (N=20)	50%	30%	10%	5%	5%	4.15
Total (N=135)	59%	30%	6%	3%	2%	4.40

Additional feedback and suggestions for the Research Department:

- All you need to do is ask them and they find the answers for you!
- Although I feel that folks in the RSCCD Research Department have much too much to do with too few people to do it, the work they produce is excellent!
- At other districts, the research department is active in sharing data in all areas. Ask this research department for assistance and the response is "we are too busy, can't do that now" this department provides zero visible assistance in comparison to other districts, and the staff from director down are unprofessional, have zero time management skills and are usually non-responsive. Requests for information from departments that takes time to accumulate, cannot be requested and expected within 2-3 business days, department needs time management and communications skills assistance.
- Have noticed timeliness has been an issue with recent staff cut backs.
- I cannot say enough good things about **Nga Pham**!
- I never knew we had access to this department or what services they offer to faculty.
- I would give **Suzi R.** all excellent ratings however I give the department average ratings.
- Individual staff are extremely helpful, willing to train and assist individual departments and support critical reporting that is required.
- More staff is needed for this department to do its work. Sad that it is so small now.
- **Nga and Suzi** are very helpful and willing to go above and beyond.
- **Nga** rocks! She positively avails herself to the college. She is very helpful.
- Research needs to be more centered at the colleges. There is not enough research resources.
- SAC needs its own institutional researcher. There are too few researchers at the District level and institutional research is closer to the classroom level.
- Santiago Canyon College employs an Assistant Dean, Research and Development that allows the campus to synthesize and aggregate meaningful results based on accurate information. It provides the campus an opportunity to ensure data integrity before being presented to the district or Board of Trustees.
- The function is underutilized, locations are employing their own research analysts, and this service is best kept at the district level as is payroll and accounts payable. This department is not yet restored to full strength following the state budget debacle.
- They are one of the most helpful departments in the district. There are so many things they do on our behalf that we forget how much is on their plate. Though they are very busy at times, I truly appreciate them and their efforts. Thank you your work.
- They are very good in their publications and meeting deadlines. They could use more training on Datatel queries and getting accurate information out of the student information system.
- They do a great job of setting up focus groups and assembling data.
- They should make it clear to the faculty what it is they do. For example, why don't the departments get a list of students who are majoring in that discipline? This should be generated automatically every semester.
- Understanding our statists is more important than just adding up rating numbers. **Nga** has always responded to our Shared Governance committees. She has helped our department with state surveys.
- We do not have enough staff in Research to process the requests for data needed in Program Assessment/Program Review reports.
- We need to get **Nga and Sara** some help. They are doing a great job working with a lot of people.
- While the Research Department is certainly under staffed for a district of this size, it does put out a lot of information. Unfortunately, the information is poorly advertised so few know their reports exist. A simple monthly update to the district could serve as a quick fix. It appears that there is a general lack of vision for this department. With few staff to rely on, the department is forced to be reactive rather than proactive. This situation, along with the district utilizing much of the resources available, puts the colleges in a position where it seems as though they are an afterthought rather than the true, intended clients. When special attention is paid, it is mostly paid to the larger of the two institutions.
- Wish there were more researchers.
- Wonderfully responsive. Small team but mighty!!!

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=324)

3%	Weekly
6%	Monthly
4%	Quarterly
3%	Twice a Year
6%	Once a Year
78%	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=32)	56%	19%	22%	0%	3%	4.25
Santiago Canyon College (N=22)	64%	31%	5%	0%	0%	4.59
District Operations (N=20)	50%	35%	10%	0%	5%	4.25
Total (N=74)	57%	26%	14%	0%	3%	4.35
Staff knowledge						
Santa Ana College (N=32)	56%	22%	19%	0%	3%	4.28
Santiago Canyon College (N=22)	64%	31%	5%	0%	0%	4.59
District Operations (N=20)	45%	30%	15%	5%	5%	4.05
Total (N=74)	55%	27%	14%	1%	3%	4.31
Timeliness of response to your request(s)						
Santa Ana College (N=32)	50%	28%	19%	0%	3%	4.22
Santiago Canyon College (N=22)	64%	31%	0%	5%	0%	4.55
District Operations (N=20)	45%	35%	10%	5%	5%	4.10
Total (N=74)	53%	31%	11%	3%	3%	4.28
Availability of assistance						
Santa Ana College (N=32)	47%	25%	22%	3%	3%	4.09
Santiago Canyon College (N=22)	64%	31%	0%	5%	0%	4.55
District Operations (N=20)	50%	40%	0%	5%	5%	4.25
Total (N=74)	53%	31%	9%	4%	3%	4.27
Overall quality of services						
Santa Ana College (N=31)	55%	23%	19%	0%	3%	4.26
Santiago Canyon College (N=22)	64%	31%	5%	0%	0%	4.59
District Operations (N=20)	45%	40%	5%	5%	5%	4.15
Total (N=73)	55%	30%	11%	1%	3%	4.33

Additional feedback and suggestions for Resource Development:

- An exceptional resource for our district!
- By far, the best team in RSCCD.
- Considering the importance of external funding, this department plays a critical role in supporting the grant funding process for the college
- Excellent!
- **Huong Nguyen** is excellent, efficient, knowledgeable and always helpful.
- I cannot say enough good things about **Sarah Santoyo**!
- I contacted the office for help; received some information, but never any follow-up.
- I have never directly worked with them so I do not know.
- Need a person to work with SAC and CEC!
- Really helpful. Much better than my original impression.
- Resource Development department does an outstanding job.
- Staff have been very easy to work with and listen to concerns and help with corrections and issues.
- The Resource Development Manual is a great resource for anyone that wants to apply for a grant or monitor/comply with existing grants
- They need more staff to become more proactive in getting outside funding for our projects.

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=324)

3%	Weekly
5%	Monthly
12%	Quarterly
11%	Twice a Year
19%	Once a Year
49%	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=82)	55%	39%	5%	1%	0%	4.48
Santiago Canyon College (N=47)	64%	28%	6%	2%	0%	4.53
District Operations (N=30)	77%	23%	0%	0%	0%	4.77
Total (N=159)	62%	33%	4%	1%	0%	4.55
Staff knowledge						
Santa Ana College (N=82)	56%	34%	9%	1%	0%	4.45
Santiago Canyon College (N=47)	66%	23%	11%	0%	0%	4.55
District Operations (N=30)	67%	33%	0%	0%	0%	4.67
Total (N=159)	61%	30%	8%	1%	0%	4.52
Timeliness of response to your request(s)						
Santa Ana College (N=82)	57%	33%	9%	1%	0%	4.46
Santiago Canyon College (N=47)	57%	35%	6%	2%	0%	4.47
District Operations (N=30)	67%	33%	0%	0%	0%	4.67
Total (N=159)	59%	34%	6%	1%	0%	4.50
Availability of assistance						
Santa Ana College (N=81)	54%	36%	9%	1%	0%	4.43
Santiago Canyon College (N=46)	57%	32%	9%	2%	0%	4.43
District Operations (N=30)	67%	33%	0%	0%	0%	4.67
Total (N=157)	57%	35%	7%	1%	0%	4.48
Overall quality of services						
Santa Ana College (N=82)	56%	34%	9%	1%	0%	4.45
Santiago Canyon College (N=47)	60%	29%	11%	0%	0%	4.49
District Operations (N=30)	67%	33%	0%	0%	0%	4.67
Total (N=159)	59%	32%	8%	1%	0%	4.50

Additional feedback and suggestions for Risk Management:

- **Diane** is very helpful.
- **Don** has really brought forward good material for faculty and staff.
- **Don Maus** does a great job.
- **Don Maus** is OUTSTANDING!
- EXCELLENT!!
- Have a work comp issue. The staff is right on it and making sure I get all of the assistance I need.
- Hoods and temperature conditions in SC has been a continuous and constant issue.
- I often wonder if they could offer more "how to" advice to employees.
- I wasn't real impressed with the information I was given to help alleviate my issues I have with my desk setup
- I've found the information regarding safety issues helpful and informative.
- My classes have occasional field trips and they are always there for me and I greatly appreciate their help.
- Needed some forms for our visitors to sign - they are very prepared and provide the correct answers.
- Not Never, but rarely such as this was used when I was first hired, and then when they checked for DMV record for driving the vans for field trips.
- Staff is knowledgeable and friendly.
- Staff takes a long time to respond to e-mails or telephone messages. Never answer questions just send you to a link for you to read a document to determine if you qualify for assistance.
- Super friendly, knowledgeable leadership and staff that do a great job anytime it is required.
- There a many issues with the hood system in the SCC Science Center that are not being address the classified staff and faculty have complained numerous times of the health and safety of the hoods not being able to keep up with the demands of the classroom. I have also not had follow-up from the District Office for a fall I had in front of a class over two years ago. When it happened, I spoke with someone at the District Office, was instructed to go to Urgent Care, and filled out the required paperwork for the fall. I am still seeking treatment from the fall from nearly two years ago and seeing my Worker's Comp doctors. After the initial paperwork from the fall I never heard any follow-up from the District about the incident.
- When sending requests for departments, they are handled in a very timely manner!

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=330)

28%	Weekly
17%	Monthly
17%	Quarterly
13%	Twice a Year
9%	Once a Year
16%	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=156)	56%	27%	13%	3%	1%	4.35
Santiago Canyon College (N=80)	66%	29%	5%	0%	0%	4.61
District Operations (N=35)	66%	28%	6%	0%	0%	4.60
Total (N=271)	61%	27%	10%	2%	0%	4.46
Staff knowledge						
Santa Ana College (N=155)	54%	29%	11%	5%	1%	4.32
Santiago Canyon College (N=80)	59%	28%	13%	0%	0%	4.46
District Operations (N=35)	54%	40%	6%	0%	0%	4.49
Total (N=270)	56%	30%	11%	3%	0%	4.39
Timeliness of response to your request(s)						
Santa Ana College (N=155)	50%	29%	14%	6%	1%	4.21
Santiago Canyon College (N=80)	61%	24%	14%	1%	0%	4.45
District Operations (N=35)	50%	41%	9%	0%	0%	4.41
Total (N=270)	54%	28%	13%	4%	1%	4.30
Availability of assistance						
Santa Ana College (N=153)	51%	30%	11%	7%	1%	4.24
Santiago Canyon College (N=80)	64%	22%	14%	0%	0%	4.50
District Operations (N=35)	51%	35%	11%	3%	0%	4.34
Total (N=268)	55%	29%	12%	4%	0%	4.33
Overall quality of services						
Santa Ana College (N=155)	48%	33%	12%	4%	3%	4.20
Santiago Canyon College (N=81)	59%	30%	11%	0%	0%	4.48
District Operations (N=35)	54%	40%	6%	0%	0%	4.49
Total (N=271)	52%	34%	11%	2%	1%	4.32

Additional feedback and suggestions for Safety and Security:

- Campus employees should be notified where there have been security issues on their campus.
- CEC security lacks professionalism.
- Great assistance in the evenings, thanks.
- Great group of people who know their responsibilities
- Great job!
- I cannot say enough about the job done by the SCC security staff. They are great!
- I feel that security on campus does not have a strong presence. Also, safety drills are not conducted in the professional manner that they should be and I feel that this will have a very catastrophic impact when the campus has to deal with a real disaster. It would be good to see officers walking on campus or riding bicycles.
- I have noticed at SCC that security is patrolling the exteriors of the buildings and parking lots, although usually in the parking lots. There is a lack of follow-up when an incident does occur. In order to feel safe after an incident the person would like to know the situation has been handled and possibly how it has been handled. There is also an inability for faculty to lock themselves and students inside a classroom if there is a danger on campus. The SCC Science Center and Humanities buildings have very large windows in the doors that can be broken and the danger then easily enter the room. Blinds are not even installed on the doors and some windows to potentially hide in the room. I do not see security walking around inside the buildings unless there is a problem in that building. I do not feel there is a strong presence of security officers on the campus.
- I know they've been short staffed at times, and consider they are doing a GREAT job with what they have.
- I love our security officers. They are effective & efficient without being officious. They are warm & friendly.
- I say that I use their services weekly, because I know that they are always patrolling the area. Therefore, I know that they are keeping me safe on a daily basis. When I have come in contact with them they are always helpful and have a friendly attitude.
- I think we could seriously improve on our safety and security staff. I've seen some growth but it's not enough. The staff person who answers the phone at the SAC Security office needs to work on her public interface. She needs to soften up and be kind to callers!
- I use the lost and found. I am thankful that they are visible around 10:00 pm when students are dismissed from class and walking to their cars.
- I was appalled that on the weekend of rehearsal and performance of the Holiday Showcase that there was no security presence. As a faculty member, I called in order to be let into my office to obtain set pieces for the show. I was assumed I'd be let in within 20 minutes. An hour later I called again and was told that the first officer to whom I spoke was incorrect as there would be no one out to the SCC campus until the following day. There were 200 individuals rehearsing in the gym. Why was there no security present?
- If there were more officers may help, however, when you might need some assists you can't find anyone.
- Keep up the great work!
- Need to hire more security!
- Not very friendly. When you report a problem, they don't listen, they try to find flaws with your observation. I believe the problem is from higher up within their ranks. Except for a few officers, I tend to avoid this department. I am very disappointed with their people skills.
- Officers are outstanding!
- On occasion I've witnessed staff sitting in safety vehicle smoking or talking on cell phone in the furthest parking lot. I also witnessed staff sitting in vehicle away from an incident while local safety/emergency vehicles were on campus attending to an incident. Need stronger leadership that is positive, firm without being vindictive.
- One problem is officers are given unlock/lock lists and the information does not appear to be shared with all. Nightly we have officers saying they did not know they were to unlock a room or something. This needs to be corrected.

- Our SAC security personnel are a very important part of campus. They are always responsive and helpful!
- Our Safety and Security folks are simply fantastic!
- **Pat Weeks** is the best.
- Please note, this only applies to Safety & Security at the DO. However, since Al has left, have not had any interaction with them; haven't needed to. The administrator who sits in front at District Office is awesome.
- Safety and Security are the consummate professionals and take care of business in a friendly, helpful and professional way. Staffs are well trained, visible and customer service oriented.
- SAFETY AND SECURITY at SAC needs improvement!!!
- Security needs to rotate and be alert more, not on the phone while driving.
- Several times I have had to ask for a sign on my class door because it is after hours and I can no longer contact my division office to notify them...staff has been helpful and I appreciate their effort.   Also, several times I must ask staff to open my classroom door and again, receive good attention.   I appreciate the efforts of our security people. Thank you.
- Some of the security guards are very rude to staff.
- Some security officers deserve an excellent rating - but some of the subs are not as knowledgeable or able to assist in a manner the regular officers can. Officer **Ken Gouldsmith** has always gone above and beyond to be helpful.
- Staff are very helpful.
- The officers are good and work hard to keep the college safe...
- The part-time security officers at Santiago Canyon College need more training.
- The relationship between the Security staff and the rest of the SCC campus has grown more impersonal over the past few years.
- The staff is wonderful and helpful. They are always a pleasure to deal with. I would like to see more of a presence in the building (maybe a patrol every once in a while).
- There is a lack of accountability in this area that is unacceptable. Issues are swept under the table instead of dealt with. There is a perceived lack of confidentiality which makes it difficult to work with safety to address issues of concern. There is a lack of documentation. Response times are unacceptably slow.
- There is still a need for better interface between the college and security.
- They always cheerfully accept my parking fee money.
- This department and the staff & students deserve a better receptionist. Although we provide her with a room number and contact information she often fails to provide that information to the Security Officer. The Safety Officers at SAC are wonderful, helpful and courteous. In our department we have had a few students who do not think the rules refer to them and the officers treat each situation in a calm manner.
- Very helpful and great team. **Roger**, is great employee, always helpful with students
- When offering Friday night and weekend courses, security should have visible presence on campus.
- With the exception of **Elizabeth**, I don't feel the security staff is really all that helpful. It seems that I see them just hanging around a lot of the time, and a couple of them are downright rude. It doesn't make me feel safe at all.

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=328)

11%	Weekly
12%	Monthly
11%	Quarterly
8%	Twice a Year
6%	Once a Year
53%	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=111)	62%	26%	9%	3%	0%	4.48
Santiago Canyon College (N=24)	58%	25%	17%	0%	0%	4.42
District Operations (N=16)	38%	37%	25%	0%	0%	4.13
Total (N=151)	59%	27%	12%	2%	0%	4.43
Staff knowledge						
Santa Ana College (N=109)	55%	31%	11%	3%	0%	4.39
Santiago Canyon College (N=24)	63%	29%	8%	0%	0%	4.54
District Operations (N=14)	29%	35%	36%	0%	0%	3.93
Total (N=147)	54%	31%	13%	2%	0%	4.37
Timeliness of response to your request(s)						
Santa Ana College (N=110)	55%	30%	9%	5%	1%	4.35
Santiago Canyon College (N=24)	42%	37%	13%	8%	0%	4.13
District Operations (N=16)	25%	44%	31%	0%	0%	3.94
Total (N=150)	50%	32%	12%	5%	1%	4.27
Availability of assistance						
Santa Ana College (N=108)	56%	30%	9%	5%	0%	4.38
Santiago Canyon College (N=24)	50%	29%	13%	8%	0%	4.21
District Operations (N=14)	36%	35%	29%	0%	0%	4.07
Total (N=146)	53%	30%	12%	5%	0%	4.32
Overall quality of services						
Santa Ana College (N=109)	57%	29%	10%	4%	0%	4.39
Santiago Canyon College (N=24)	50%	33%	17%	0%	0%	4.33
District Operations (N=15)	27%	46%	27%	0%	0%	4.00
Total (N=148)	53%	31%	13%	3%	0%	4.34

Additional feedback and suggestions for the Student Business Office:

- Always helpful when needed.
- FRIDAYS CAN THE SBO OFFICE BE OPEN (8) HOURS SO THAT THE GRAVEYARD CREW USE THE SERVICES!
- Friendly, helpful, knowledgeable staff.
- Great office to work with.
- Great team.
- I feel like they never answer emails or phone messages in a timely manner. Certain people never answer their phones. The director needs a secretary/assistant. Sometimes there is no follow through on items. Check requests are not done in a timely manner or "get lost". They are very friendly though when you talk with them.
- I purchase tickets at the SBO all the time and the staff are super friendly, helpful and always cheerful. They seem to work really hard on customer service and it shows even from a welcoming environment with decorations and candy on the counter. The staff goes the extra mile to assist.
- I use some of these services more than others. Most of my interactions are with the library and health center and both of these departments are excellent to work with.
- In addition to Cashiers Office, one of the best departments on campus!
- Other departments may want pointers from these staff members.
- The SCC Math Club waits an extended length of time for reimbursement.
- The Student Business Office staff is great!
- They need at least one more staff member of a higher level to assist with P.O. request and provide monthly activity in our SBO accounts. They should align their P.O. item descriptions with the District standard. When sending out checks for vendor payment they often fail to include the invoice; leaving the vendor with a problem. Why they received this check and what account is it for.
- This department has always had outstanding leadership...staff are well-trained and interact positively with the public. I see them as very efficient.

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=329)

5%	Weekly
10%	Monthly
12%	Quarterly
9%	Twice a Year
11%	Once a Year
53%	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=79)	47%	38%	15%	0%	0%	4.32
Santiago Canyon College (N=33)	58%	18%	21%	3%	0%	4.30
District Operations (N=32)	59%	41%	0%	0%	0%	4.59
Total (N=147)	52%	34%	13%	1%	0%	4.38
Staff knowledge						
Santa Ana College (N=79)	43%	41%	15%	1%	0%	4.25
Santiago Canyon College (N=33)	55%	18%	24%	3%	0%	4.24
District Operations (N=32)	56%	41%	3%	0%	0%	4.53
Total (N=147)	49%	35%	15%	1%	0%	4.31
Timeliness of response to your request(s)						
Santa Ana College (N=79)	44%	35%	15%	3%	3%	4.16
Santiago Canyon College (N=33)	61%	15%	18%	3%	3%	4.27
District Operations (N=32)	53%	41%	6%	0%	0%	4.47
Total (N=147)	50%	32%	14%	2%	2%	4.26
Availability of assistance						
Santa Ana College (N=79)	44%	36%	18%	1%	1%	4.20
Santiago Canyon College (N=33)	58%	15%	21%	6%	0%	4.24
District Operations (N=32)	56%	41%	3%	0%	0%	4.53
Total (N=147)	50%	32%	15%	2%	1%	4.28
Overall quality of services						
Santa Ana College (N=79)	44%	39%	15%	1%	0%	4.27
Santiago Canyon College (N=34)	56%	20%	21%	3%	0%	4.29
District Operations (N=32)	56%	41%	3%	0%	0%	4.53
Total (N=145)	50%	35%	14%	1%	0%	4.33

Additional feedback and suggestions for the Warehouse & Receiving Services:

- **Armando and his staff** are always helpful. I know I can contact the Warehouse and receive a prompt & correct answer.
- **Armando and his staff** are knowledgeable and always there to help track a package or locate used items that I need. They do a great job of classifying assets in the warehouse making it easy to find most items.
- Attitudes could be less negative.
- Cannot ask for better and efficient service! Thank you guys!
- _____ talks too much.
- DWO is awesome
- It's really wasteful now. More staff for the warehouse. It would be great if the warehouse would take monthly inventory (with pictures is great) and tell the staff what's in stock. Things are just in piles and pieces to be trashed or auctioned off very cheaply.
- My only complaint is that we've had a few situations where deliveries got stuck in the warehouse and distribution to our office was delayed, but I have not had direct interaction with warehouse staff.
- Same applies as previous Accounting & Purchasing; used to interact very closely to this department, but no longer in a position where this is necessary. For the 15+ years I had to work with them, they were all well trained, professional, and the quality of service was all 'excellent'
- Seldom return phone calls; seem to not want to help staff locate missing packages, etc.
- The DWO needs a proper building to do their work. A safer building.
- The staff is great, but they need more. It sometimes can take a while to get a shipment picked up to return to the warehouse.
- They are efficient.
- This staff defines the words "friendly and helpful". They are all terrific!
- Very well organized.
- When we receive our class schedules, we have to make sure and go ask it they received them, or we are told no they have not arrived, product is sitting right there and we point it out.   Not very reliable in notifying us of receipt of product - 2-3 days later, we find out it's been there.

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=324)

10%	Weekly
6%	Monthly
8%	Quarterly
6%	Twice a Year
6%	Once a Year
65%	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=53)	34%	45%	15%	2%	4%	4.04
Santiago Canyon College (N=33)	48%	40%	12%	0%	0%	4.36
District Operations (N=20)	60%	25%	10%	5%	0%	4.40
Total (N=106)	43%	40%	13%	2%	2%	4.21
Staff knowledge						
Santa Ana College (N=53)	30%	47%	17%	2%	4%	3.98
Santiago Canyon College (N=33)	52%	36%	9%	3%	0%	4.36
District Operations (N=20)	50%	40%	5%	5%	0%	4.35
Total (N=106)	41%	42%	12%	3%	2%	4.17
Timeliness of response to your request(s)						
Santa Ana College (N=53)	34%	43%	15%	4%	4%	4.00
Santiago Canyon College (N=33)	45%	43%	9%	3%	0%	4.30
District Operations (N=20)	35%	50%	10%	0%	5%	4.10
Total (N=106)	38%	44%	12%	3%	3%	4.11
Availability of assistance						
Santa Ana College (N=52)	27%	47%	12%	8%	6%	3.83
Santiago Canyon College (N=33)	36%	52%	9%	3%	0%	4.21
District Operations (N=20)	40%	45%	10%	5%	0%	4.20
Total (N=105)	32%	49%	10%	6%	3%	4.02
Overall quality of services						
Santa Ana College (N=54)	28%	48%	13%	7%	4%	3.89
Santiago Canyon College (N=34)	38%	50%	9%	3%	0%	4.24
District Operations (N=19)	47%	48%	5%	0%	0%	4.42
Total (N=107)	35%	48%	10%	5%	2%	4.09

Additional feedback and suggestions for Web Development:

- A lot of website maintenance has been shifted onto the departmental staff when the conversion to SharePoint occurred. When I ask for assistance with a larger task than our minimal SharePoint training covered, I get step-by-step instructions on how to do it myself which probably took longer to type out/take screenshots of than actually just performing the task would have taken. Above it states management of college websites, so how much more can you push to the campuses and still claim you are managing the websites? We are not skilled in the area of website management nor is it part of many of our job duties.
- A webmaster with web marketing/effective practices experience is needed to maintain the college's website on a daily basis.
- **Dean** is fantastic.
- I am just one classified staff member who did not get access to our newest format and could not find District Information on the web-site until after September 21st. This roll out was slow and poorly handled.
- I appreciate their constant attempt to improve the websites.
- I appreciate those involved with Web Development and encourage them to continue to seek input from constituencies throughout RSCCD before implementing change. I also encourage increased web compatibility with handheld devices.
- I can't wait for the updated website!
- I could never have learned how to navigate the new RSCCD website without **Alfonso and Dean**.
- I feel that the old website for SAC was much more user friendly. The new website has made things very difficult to find.
- I have been working with the web development staff for the past few years on revamping our website and they are most helpful.
- I never knew we had access to this department or what services they offer to faculty.
- I use content from the district and SAC web daily!
- I was not aware that there was a "Web Development" staff at District? Or was this question directed at the college?
- I was very unhappy with the new update to the website. I have my own webpage and had to redo many things because I was not informed of the change date. Also, why would you have the "change over" date in the middle of the semester? It was very disruptive for my students and created extra work for myself.
- New website has shown some improvement. Need manager to coordinate/maintain college website for accuracy and up-to-date details. This would also provide opportunity to train staff.
- Really need more people working on this one. But if you listen to the staff, they are very good.
- The new website is not user friendly at all and I don't see a call for feedback.
- The SAC web page is difficult to navigate. Have heard many complaints that it is difficult to find information. For example the catalog is under new student page and not in academics??
- The staff is good, but the website itself is just awful. I loathe updating my site every semester just because it is the worst web platform. Sorry.
- The websites are generally terrible; although this may be a function more of the committee-based control exerted over them, rather than specific individuals.
- We should look to integrate more processing and functions electronically through internet applications to improve efficiency.
- What development?!?!?!?
- When I have problems - **Amy Styffee** and the rest help out immediately. We can rely on getting the right help.