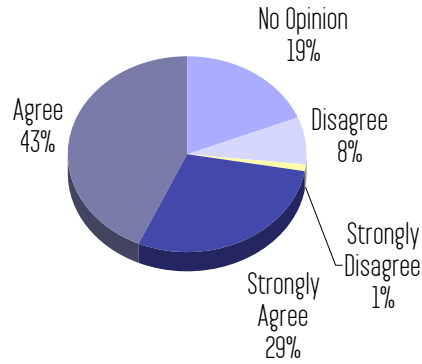
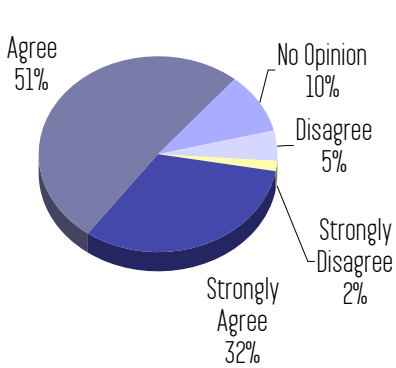


## Administrative Services Program Review

Number of Respondents - 170

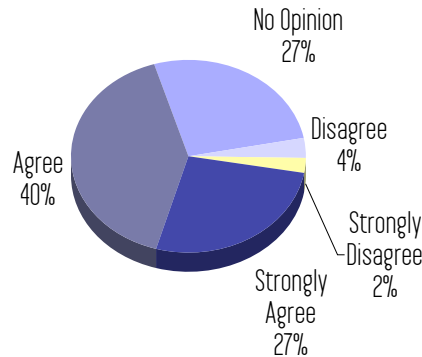
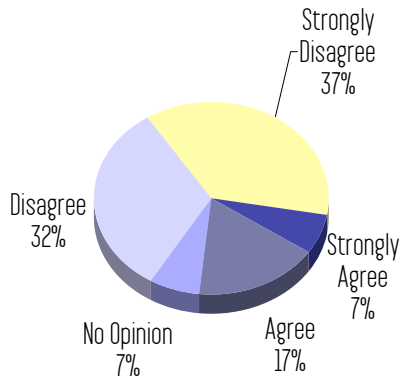
Student/Staff/Faculty Support Services

1. The automated telephone system functions properly. 2. The switchboard staff are friendly and helpful.



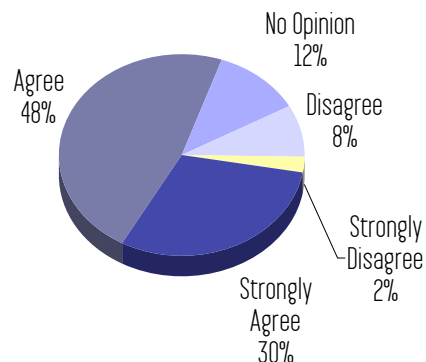
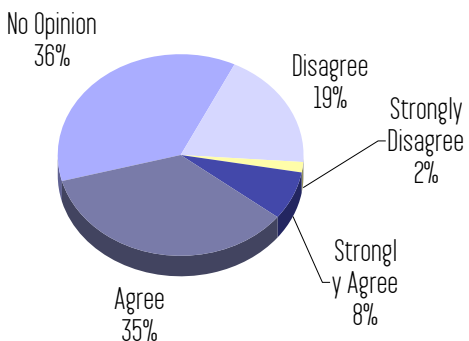
3. There is adequate parking available.

4. The parking kiosk staff are friendly and helpful.



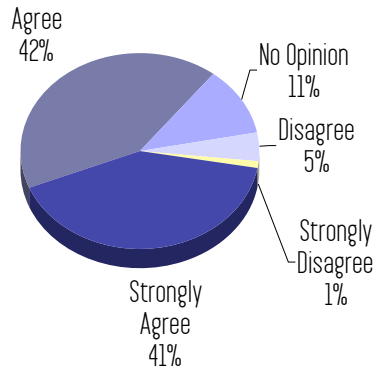
5. The self-service equipment in the Copy Center functions properly.

6. The Copy Center staff are friendly and helpful.



**Administrative Services Program Review**  
**Number of Respondents - 170**

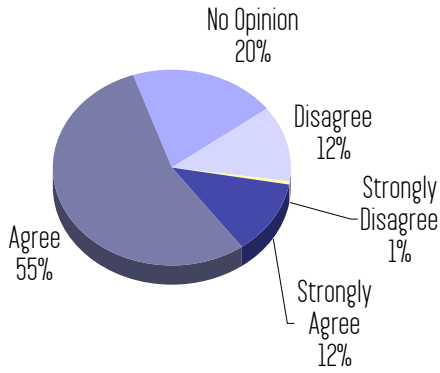
7. The Mailroom staff are friendly and helpful.



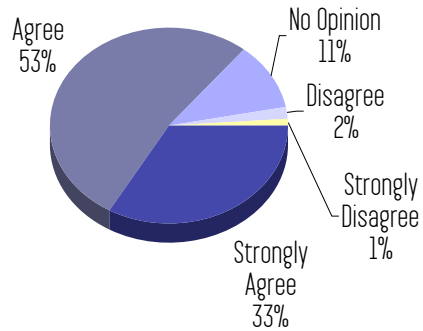
Administrative Services Program Review  
Number of Respondents - 170

Bookstore

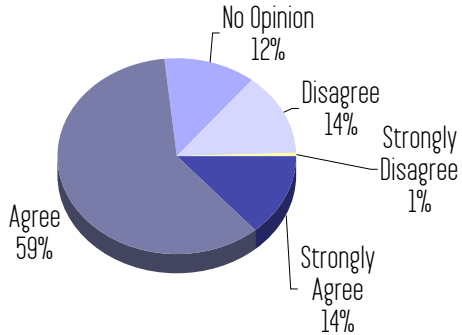
1. The Bookstore hours are convenient



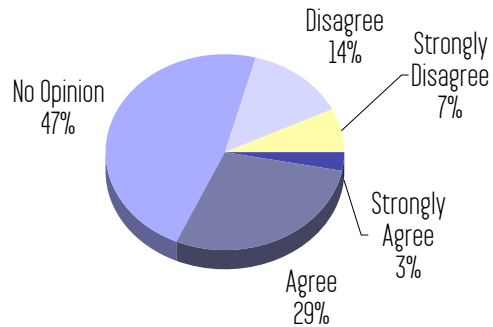
2. The Bookstore staff are friendly and helpful.



3. The Bookstore facilities are clean and pleasant.



4. The Bookstore is adequately stocked for my class(es).



### Copy Center Comments

Again, it depends on whom. I don't mind if they can't meet my demands if I submit a late notice request, but I mind if they have a bad attitude while talking to me and that occurs sometimes.

Certain individuals are very rude, in the language and also the attitude they use when dealing with the staff.

Certain staff members are supine at best. When self-service equipment malfunctions staff is seldom helpful. Materials have been lost or incorrectly prepared. In a word "awful"

Darren is rude and sarcastic. The rest of the staff is friendly and helpful.

Darren is rude.

Employees are pleasant and helpful.

Excellent turnaround in the last two years. Staff is helpful and self service meets our needs.

Fix the door handle so we don't have to manipulate it just to enter at normal opening hours.

great

Great service.

Improved a lot!

Improved in many respects. Only concerns sometimes are operating hours.

Inadequate spacing of equipment for self-service.

Inconsistent equipment here. self-service is certainly convenient but frequent breakdowns suggest using the old "drop your stuff off a week in advance method"

it is great to have self service but the machines are often not working

Large self service machine in copy center needs to be replaced.

More advance planning for duplicating needs might result in less stress on available resources.

More self copying machines are needed that are regularly serviced/maintained.

Most of the employees there are very helpful and "go the extra mile" if needed.

Much better with self-help. Almost all workers there are very pleasant and helpful.

No longer use the copy center, we have a copier in our department.

No opinion

No problems

ok

Overall Service is good, at least from my personal contact.

Saturday hours would be helpful.

So far the service I received is excellent.

some of the copy center staff are friendly and helpful, but certainly not all

some of the staff can be rude and very unhelpful

Staff have always been friendly and helpful to me. They have even flagged me down when my copies were ready. Whenever I felt that they made a mistake, they never turned it around and blamed me (even though it almost always ended up being my mistake).

The attitude is improving.

The copy center staff must be under a lot of pressure - but some of the student workers are not very helpful at times.

The equipment purchased does not adequately fulfill the needs of the campus.

The guys are great, thanks to Darren and Jose

the staff in the copy center are helpful and friendly, however some of their student "help" are sadly lacking in social skills, (rude)

THE STAFF IS ALWAYS COURTEOUS AND MAKES EVERY ATTEMPT TO MEET OUR NEEDS.

<b>Copy Center Comments</b>
The staff should be more careful about printing. Many times the copies are of very low quality; for example, too dark, original not placed properly on the reproduction tray so the copies come out crooked. The self-serve machines are often out of service
The switch to self-service was a brilliant idea!
The veteran, Darren, often refuses to do certain things for instructors and makes the whole copying experience stressful. All the others are great.
There has been a vast improvement in the services at the copy center...a few more tweeks...and...
Time-lines & polices of the copy-center should be made public in order for the staff to be better serviced.
Usually excellent. Still hear occasional complaints by hourly faculty about "attitude."
Very friendly
Very helpful
Very nice neighbors.
When the self service machines are working, they are very useful. When they are not working, the staff is helpful

### Mail Room Comments

Postmaster (I forgot his name) is most efficient and polite.
I will use this space to talk about the area I think needs most improvement: The restrooms are a source of disease and in deplorable conditions. This is not due to the cleaning staff.
Always good service and courteous in answering questions.
Always helpful in a pleasant manner and willing to address any concerns one has concerning mailings.
Always helpful, but seldom friendly.
Always on top of things! The guy on the mailroom is really good!
Concern about open mailboxes, exposure of important documents that anyone can access
Easier identification of staff, faculty, such as full vs. part-time faculty would make it easier to deliver mail.
Employees are pleasant and helpful.
Employees are very friendly and knowledgeable about postal functions.
Evening and weekend instructors should be able to request that their mail be forwarded to the College Sheriff Office.
I don't really interact with the mailroom staff other than to go into the mailroom and take my mail out....
It would be effective if there were a communication when mail will be delayed (not sent on the day deposited). This is important for items sent which have deadlines. Also the same for delays in distributing the incoming mail.
Mail sits in the mailroom too long.
mailroom staff generally doesn't pay attention unless I specifically ask for something
Mass mailings are not sent out in a timely manner.
Needs overall improvement. Need a section designated for faculties, with full name. Certain office needs a bigger boxes due to volume of mailing. Mail room staff needs to be more productive and helpful. I don't mind if staff reads magazine, but only in
Needs to have a more systemic way of arranging mail box, and bigger space is needed. Our Mailroom needs improvement.
Personnel friendly and helpful.
Please return the mail box in 22nd Street closed by campus Police which has two mail schedules of picking up mails.
SEE ABOVE COMMENTS. HOWEVER, THE ADDITION OF ANOTHER REGULAR EMPLOYEE WOULD ASSURE CONTINUED MAIL DELIVERY WHEN HECTOR IS ABSENT.
Services for sending small packages would be helpful. Secured mailboxes would help prevent lost mail.
Sometimes books which publishers tell me were sent, disappear.
Still have problems with bulk items being sent out slow.
The individual in the mailroom I really don't have much communication with. I really don't see him out much and haven't really had a lot of communication with him.
The mailroom people are very rude!! All the time.
There should be a separate mail box for the library, since the library has a daily bulky mails received on a daily basis.
They need to really understand where to deliver the mail to the correct dept. and they need really good back up in case if their out their sometime that we don't get our mail when someone is on vacation. Especially during X-mas break.
Very amiable.
Very good service

### Parking Services Comments

Always a need for more parking. Haven't had any interaction with parking enforcement.

Current parking is adequate, but with building program coming, much pre-planning will be needed to address all student/staff concerns. Much will need to be pre-planned and especially provided to everyone in a "timely" manner - not just the month before.

Definitely needs more space & better control over unauthorized parking. Need more security.

Difficult for students to find parking -- P-lot at 5:00 p.m. jammed and hard for staff to exit -- confusion of non-staff trying to park in the lots without proper tags

From what i understand, from our president, we are going to fix this negative mark on our college. i believe that the progress he proposes is correct.

Great

HELP!!!!HELP!!!!HELP.....

Hey, we all know parking is terrible!

I always have a problem in the beginning of the semester, but after a month, things are fine. The kiosk person helps as much as possible.

I don't use the parking facilities.

I only encounter problems in the beginning of the semester, other than that, no problems....

I will continue to park on the tennis court.

If you are going to have special parking for Car Poolers, you should have Staff Car Pool permit.

In order to get a parking space, I need to be on campus an hour and a half before my first class.

Instructors with classes starting in the late AM have trouble finding parking

It would be nice to have a security camera (even a fake one) to deter vandalism and theft of our cars.

It'll be better once the Prop A building is done.

Kiosk person friendly. Need more parking for college.

limited parking for staff and students, needs to be a priority

Lot P needs lines painted. Many park in two spaces because it is unclear where the lines are

Many students complain about insufficient parking spaces. More should be built ASAP. Moreover, many students have reservations parking on the lot on Grand Avenue near Washington at night.

More light are need under the freeway. We need security guard to patrol the freeway more often.

More people should check the bulletin board in the Mailroom to see about transportation alternatives.

Most definitely inadequate.

Much better since the roof has been fixed

My car got broken into in aug.2002 My brother's car was stolen from the roof parking lot like 3 months later. The parking lot service is ridiculous. There is no need for two cadets to walk together leave at least one or a sheriff on the roof the whole da

Need Faculty parking marked spots on Roof

Need more parking lots; When lots are closed it is extremely difficult to find parking and no explanations are given.

Need more parking.

Needs Improvement! Not enough parking!

No problem for me, but many students tell me they drive around and around to find space.

not enough parking spots for faculty

Not enough tickets written for people parked illegally in lots

Now that the gate is broken, too many people from the traffic courthouse feel free to park in the staff "P" lot, which reduces valuable morning parking spaces for faculty and staff.

OK, but not excellent...

Only two parking spots for 15 minute drop off are designated for our students.

### Parking Services Comments

Outsiders who goes to the field are using the staff parking " B " lot area.

Parking is horrible for staff and especially for students!

Parking is not adequate, however, the lots we are using are functioning well.

Promises, promises on a new parking facility for students! When is it actually going to happen?

Staff Parking in the B lot are used by mostly students

Students should not be permitted to park in the Staff Parking Lots. The lots should be patrolled more.

Terribly inadequate. Need the arm to be replaced on the Staff P lot - spots being taken by outsiders.

The issuance of Parking tickets to staff members should be reviewed.

THE LOTS ARE NOT STAFFED AND IT APPEARS THAT MANY STUDENTS AND COURT ATTENDEES ARE USING THE ALREADY INADEQUATE PARKING LOTS. THE USE OF PARKING BY STUDENTS SHOULD BE RESTRICTED TO THE MORE REMOTE LOTS. IT SEEMS THAT THIS IS CONDONED BY THE CADETS THAT

THE MALE PERSON THAT WORKS ON THE LOT ON 21ST & GRAND IS VERY UNFRIENDLY AND TREATS THE STAFF LIKE THEY ARE JUST A NOBODY. I THINK THE STAFF SHOULD BE TREATED WITH

The trash barrel is always full at the elevator area and no one seems to care, our guests this as a welcome.

There are definitely not enough parking spaces, but I think it would help if the parking permit process was more strict. There are many, many people with parking permits for staff parking lots that should not have them.

There are to many car bring broke in or stolen.

There is not enough parking space. I think that is being taking care of in the construction plans for the school

Too many cars without permits are allowed to park in faculty lots.

Totally inadequate, insufficient

Very inadequate, for many "outsider" park inside the staff parking lot, "P". We need the gate.

We have been in need of additional parking for students. Hopefully this issue is being addressed with the new Prop A & AA funding

We need more parking for students, faculty and staff

We need to get rid of those puddles on the "F" roof. They interfere with parking. Also, the pigeons & seagulls sit on the light standards and mess up the cars below.

What can I say...the guards are fine, the parking is a nightmare.

### Phone System Comments

I would agree the switchboard staff is friendly, but they oftentimes connect callers to the wrong departments. They need to have a better knowledge of where calls should go.

The new phone system is great!

A great advance over 2002; however, some instructors still don't have hone on desk.

An automated attendant system could be a helpful addition.

At times unable to access the services because of limited personnel.

Call storage system is confusing. Sometimes we get a call days later with old messages.

Department telephones are not answered at all or, if answered, function mainly to transfer incoming callers to other departments. Attention needs to be taken to maintain telephone contact with our public and it ASSIST when possible.

Don't have a problem

every time I've called not helpful

Fantastic, so much better than the last set of phones -- voice mail, caller id...

have had problems every time I've tried to deal with them never had satisfactory service!!!

I am not aware of the switchboard staff's hours, however, it appears that they are always transferring all calls to the Information Center where my office is located. One of your phone staff who worked in our office during last xmas was very helpful and c

I am pleased with the new telephones.

I do not have my own phone, so I have to share one. My name is not referenced on voice mail.

I have not had any problems, thanks.....

I LOVE that a real, live, friendly person actually answers the phone! It really adds a personal caring touch to our college. I cringe at the thought of going to a machine. It's old school, yet high-end. A class act. No pun intended.

I would like more hands on instruction - sometimes the manual just isn't enough. My main problem is with the voice mail and understanding how to retrieve.

I would like my own phone line, or at least be identified as sharing the existing line.

It depends on who is answering the phones as to who is friendly and helpful.

Much better than the old system. Thanks to Ramish

Much improved, very responsive to requests for assistance and information.

New Phone system is better than the old one.

Operator should be better informed about the services the different departments offer in order to provide better service to incoming calls.

Overall, the system works very well. I get immediate response when there's a problem.

Since its implementation, it has gotten better and better - more reliable.

Sometimes the phone has a message in it, but doesn't flash. Also, the wire to the handset keeps coming out of its slots & makes the phone teeter around.

Staff is knowledgeable, polite and helpful.

Switchboard should transfer calls to the correct office instead of handing them off to whoever is available (like Admissions or Financial Aid) so we have to look up the individual/department the caller wants

THE AUTOMATED TELEPHONE SYSTEM IS WORKING, HOWEVER TOO MANY CALLS ARE MISDIRECTED TO THIS AREA.

The current system is a vast improvement over the past. The in phone directory is great.

Thanks

The employees in Communication are very helpful, resourceful and friendly.

The staff is most helpful and kind and I love to have individual telephone lines

The telephone directory should be updated. There should be another training on the phone

<b>Phone System Comments</b>
system for new employees as well as a refresher workshop.
The telephones are great, very efficient for office use.
There is one new very friendly and helpful operator, but there is one extremely impatient and unfriendly one. Bad introduction to this college.
They are OK
They're really very good. Sometimes, however, the red flashing does not begin right away. It seems to start about half an hour or more later.
This is the best phone system ever.
This is the most improved category on campus!
very good
Voice mail is great!
We are not on the automated telephone system.
We are not on the phone system of the college. It is inconvenient in that we have to dial the complete phone number to reach departments.
Work great! Love the new system
Would be good to have directions for using the phones posted to the WWW. i.e. how to change the message.

## Bookstore Comments

A lot better than before

A fee Fax service might be of interest to students.

An online textbook purchasing service should be an option to students.

Best support staff, ever.

Books for my courses are frequently under ordered. My students often have to wait weeks for the materials to arrive at the bookstore, although accurate quantities are ordered within the time-frames requested by the bookstore.

Bookstore staff are nice and friendly people. What I don't like is that they have stop carrying a lot of things such as gifts, cards, coffee, and little snacks like ice cream that we use to buy and charge astronomical prices and just the little things.

Disappointed there is no longer sandwiches and coffee available.

Employees are very nice and helpful. I haven't had the opportunity to use the students' supplies.

Everyone is always helpful.

Excellent attitude, but less than efficient.

Excellent service and helpful.

Facility too small.

Floor tile are not the type that seem to ever look clean a darker tile would be more functional and add a more inviting, "warmer appeal

I would like to see more items on sale. We used to have good Sale. I wonder what happen.

I would like to see their information and forms on the WWW. i.e. textbook order forms; hours open; days for book buy-backs, special services; special order directions. It would be good to see more LATTTC logo stuff at inexpensive prices that could be purchased.

Inventory should be expanded to include more variety of greeting cards and other gift items

Need much more variety of offerings

No opinion really as I have only been there a few times. However, I am aware that students complain about the availability of books, especially during the first few weeks of each semester.

Okay overall, but sometimes the books requested by the instructors are under ordered and students have to wait too long to get books.

Personnel respond to requests.

Runs out of books on a regular basis.

Should improve people/customer skills

Sorry to see that the Bookstore stopped selling coffee and food.

Staff is always helpful.

The bookstore hours are convenient for me - I don't know about students. It is not a very attractive bookstore - nor does it seem to have very much on stock.

The bookstore is an efficient operation. It would be helpful if Departments submitted orders more timely. A textbook adoption policy from Academic affairs would be wonderful for students by providing the opportunity for purchasing used books and help the

The bookstore staff are helpful, but we need a more modern looking bookstore!

The staff is pleasant, with the notable exception of Galen Bullock.

There are semesters when they do not order as many books as requested.

There needs better coordination between instructors & bookstore order desk. Students complained that textbooks are not available until weeks later. Problem with the new Hire, the textbook he/she uses is not stocked in bookstore.

They need a backup coffee maker.

They work very hard and are always very nice people to encounter.....

They're all under a lot of stress, but are nice under the circumstances.

<b>Bookstore Comments</b>
THIS STAFF IS VERY HELPFUL. HOWEVER, THE SERVICES THAT THE STORE OFFERS APPEARS TO BE DIMINISHING. IE COFFEE AND OTHER CONVENIENCES.
Tough job dealing with the variety of departments/disciplines on the campus - especially in light of many texts used. Does yoeman job for college.
Very helpful people. I would like to thank Farrah, Jose, Mr. Bullock an the other staff.
Very helpful staff. I especially enjoy working with Janet Sanchez, who is incredibly knowledgeable and patient.
Very helpful staff. The problem I have with books is not teh bookstore but teh editorials. They charge too much for teh text-books. I do not what to do there. If you have any suggestion I will be happy to help
Thanks for trying to improve our facilities
Well run. Would like more logo items.