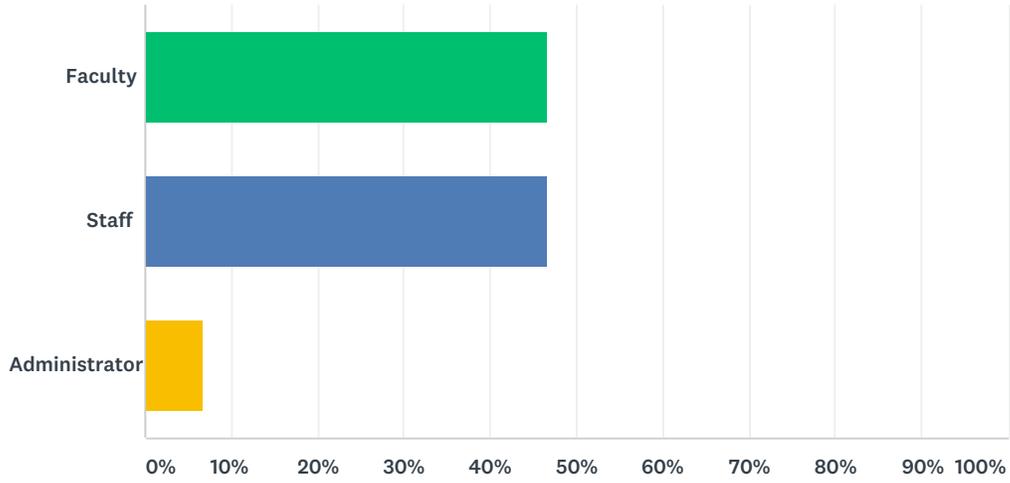


### Q1 Are you:

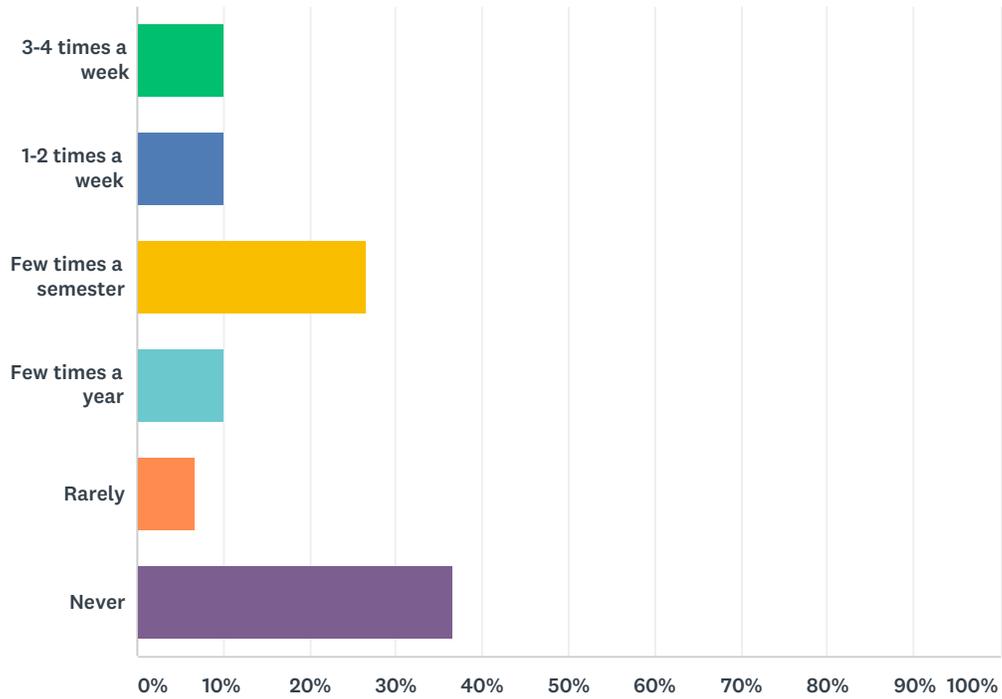
Answered: 30 Skipped: 0



ANSWER CHOICES	RESPONSES	
Faculty	46.67%	14
Staff	46.67%	14
Administrator	6.67%	2
<b>TOTAL</b>		<b>30</b>

## Q2 How often do you use Procurement services?

Answered: 30 Skipped: 0

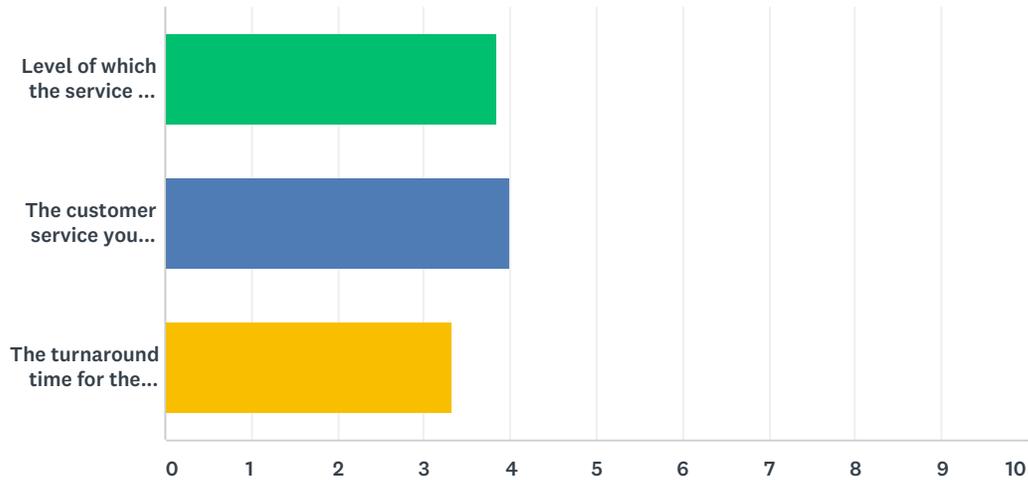


ANSWER CHOICES	RESPONSES	
3-4 times a week	10.00%	3
1-2 times a week	10.00%	3
Few times a semester	26.67%	8
Few times a year	10.00%	3
Rarely	6.67%	2
Never	36.67%	11
<b>TOTAL</b>		<b>30</b>

#	COMMENT	DATE
1	Very frustrating, I dread doing it everytime	6/6/2017 5:22 PM
2	Dept chair handles this	6/6/2017 12:12 PM

### Q3 How would you rate the following?

Answered: 19 Skipped: 11



	POOR	BELOW AVERAGE	AVERAGE	ABOVE AVERAGE	EXCELLENT	TOTAL	WEIGHTED AVERAGE
Level of which the service met your needs	0.00% 0	5.26% 1	26.32% 5	47.37% 9	21.05% 4	19	3.84
The customer service you received from the department staff	5.26% 1	0.00% 0	21.05% 4	36.84% 7	36.84% 7	19	4.00
The turnaround time for the service provided by the department	10.53% 2	10.53% 2	26.32% 5	42.11% 8	10.53% 2	19	3.32

#	COMMENTS FOR "LEVEL OF WHICH THE SERVICE MET YOUR NEEDS"	DATE
1	Very helpful.	6/19/2017 4:37 PM
2	once processed I do receive items needed	6/6/2017 5:37 PM
#	COMMENTS FOR "THE CUSTOMER SERVICE YOU RECEIVED FROM THE DEPARTMENT STAFF"	DATE
1	This staff is not helpful. They seem to look for reasons to not process or reject P.O.'s or other procurement request. WE need staff that is supportive of the faculty and staff. Everyone is just trying to do their jobs.	6/6/2017 5:37 PM
#	COMMENTS FOR "THE TURNAROUND TIME FOR THE SERVICE PROVIDED BY THE DEPARTMENT"	DATE
1	Once all the signatures have been signed and quotes have been requested, things seem to just sit on their desks for a long time waiting to be processed.	6/6/2017 5:37 PM

## Q4 What other services/improvements would you like to see from the department?

Answered: 5 Skipped: 25

#	RESPONSES	DATE
1	n/a	6/19/2017 4:37 PM
2	This is another amazing dept with few resources	6/8/2017 9:18 PM
3	faster approval and payment	6/7/2017 10:04 AM
4	Limited time for procurement to process a request once completed. A staff that is more helpful and supportive of staff and faculty trying to order goods.	6/6/2017 5:37 PM
5	I know procurement is problematic when we have difficulty getting dry erase markers!!!!	6/6/2017 12:12 PM

## Q5 Please share your comments and/or suggestions about the department.

Answered: 7 Skipped: 23

#	RESPONSES	DATE
1	n/a	6/19/2017 4:37 PM
2	Staff always helpful	6/12/2017 3:47 PM
3	More staff.	6/8/2017 9:18 PM
4	embarrassed when vendors keep asking to track their payment	6/7/2017 10:04 AM
5	Great job, procurement!	6/7/2017 8:42 AM
6	██████████ are wonderful. I don't know how they are able to do 3 campuses. They could also benefit from having more staff.	6/6/2017 11:51 AM
7	██████████ are great!	6/6/2017 11:49 AM