
Publications, Mailroom and Office Supplies

AUO 1 – Ensure that copy requests are completed in a timely manner.

- a. Measurement Description:
Maintain a log that tracks copy requests due dates and completion dates.
 - i. Criteria for Success: At least 90% of the request for copy service is completed on time and meets the requirements of the requestors.
 - ii. Criteria for Success Achievement: Met Not Met
- b. Analysis of Findings: The log has not been maintained however we have all original requests that identify dues and when the copies were ready for pick up. Going through random stacks of these requests, it shows that we meet our due dates 95% of the time.
- c. Plan of Action (if criteria not met): Simplify the procedure to record completed requests. Because of the variety of ways request come to the copy center, it's difficult to maintain a log. With only one dedicated publications clerk and her effort to handle all requests quickly including walk-ins, it's difficult for her to find the time to update a log.
- d. Additional Resources Required, if any: We had requested an on-going part time publications clerk to provide assistance especially during peak period like the start of a semester. The additional help would also help to maintain service logs and improve service.

AUO 2 – Mailroom and Office Supplies services meet the needs of the college.

- a. Measurement Description:
Satisfaction Survey measuring degree to which constituents are satisfied with the Mailroom and Office Supplies services provided.
 - i. Criteria for Success: At least 80% of those who use our services are satisfied with how they're provided.
 - ii. Criteria for Success Achievement: Met Not Met
Not known at this time. A customer satisfaction survey is being prepared and will be disseminated soon.
- b. Analysis of Findings: Based on the comments provided from the satisfaction survey, we will determine what areas are in need of improvement.
- c. Plan of Action (if criteria not met): Not known at this time. This will be developed after analyzing survey results.

- d. Additional Resources Required, if any: Having the additional on-going part time publications clerk will help if survey results show that service levels are not satisfactory and meeting the 80% satisfaction target.