**ADMINISTRATIVE SERVICES**

**QUESTIONS FOR SURVEY**

**OLIT**

**(Specific to Seaport and LMS support)**

1. Overall the LMS (Seaport) is easy to navigate. (for student or faculty respondents) F, S, O

2. Overall the LMS (Seaport) worked and was available when I needed to access it. (for tests and or to post assignments) F, S, O

3. The OLIT staff has welcomed suggestion(s) to improve the LMS when I have submitted them. F, O

4. Overall Help Desk assistance was provided in a timely manner. F, O

5. I requested and received training and support from the OLIT team to learn how to use the LMS (Seaport). F, O

6. I have used the OLIT website to locate “How To” information to improve my course and to use Seaport. F, O

7. I received individual training and support from the OLIT team to populate my course shell and facilitate my course. F

8. Using the Help system I received individual training and support from the OLIT team to populate my course shell and facilitate my course. F, O

9. I participated in the New Faculty Orientation which OLIT presents at. F, O

10. I am aware that the OLIT team has provided professional development opportunities to faculty: SLOs training, Flipped Classrooms, Clickers in the Classroom, Open lab before All Staff meetings, hosting Summer Institute, course improvement including using videos, using images, and aligning to the Quality Rubric. F, O

11. I have attended the Summer Institute and found the professional growth opportunity useful. F,O

**(Specific to Coast Learning Systems)**

1. The telecourses I have taken were accessible via cable, broadcast, or other video delivery system. S

2. The online courses I have taken were accessible for Mac, PC, and mobile devices. S

3. The delivery modalities currently available meet my needs. S, F

4. Offering courses on a wider variety of mobile devices will better meet my needs. S, F

5. Telecourse and/or online course content is current and relevant. S, F

6. Faculty: What is the delivery format of your courses (check all that apply):

* Online
* Hybrid (required course content is online)
* Telecourse
* Classroom (face-to-face)

7. Students: What type of courses have you taken (check all that apply):

* Online
* Hybrid (required course content is online)
* Telecourse
* Classroom (face-to-face

**Coastline.edu website**

1. Overall are you satisfied with the look and feel? S, F, O
2. Overall are you satisfied with the navigation? S, F, O
3. Were you able to locate desired information? S, F, O

**Fiscal Services**

* + - 1. Is the Business/Fiscal Services Office open during the time you need services?
			2. How is the customer service in the Business Office?
			3. Are transactions (checks, purchase orders, cash handling, mail services and financial statements) processed timely?
			4. Are questions responded to in a timely manner?
			5. How is the customer service in the Business/Fiscal Services Office?
			6. Business/Fiscal Services Office reports are timely, accurate, and meaningful?
			7. Are transactions (purchase orders, budget transfers, petty cash, reimbursable) processed timely?
			8. Are resources (operations manuals, process flows, and e-documents) available?

**Maintenance and Operations**

1. How would you rate the overall look of the campus grounds?

2. How would you rate the cleanliness of campus restrooms?

3. How would you rate the timeliness in which work order requests are completed?

4. How would you rate campus classroom climate conditions and environment?

5. How would you rate the campus on recycling services offered?

6. How would you rate office climate conditions and environment?

7. How is the customer service in the Mail Room at the College Center?

**Personnel Services**

* + - 1. Do you feel that the Personnel Services staff is responsive to your needs?
			2. Have your requests been dealt with in a timely manner?
			3. Is the Personnel Services’ staff courteous and respectful?
			4. Is the Personnel Services’ staff knowledgeable about the information you

 are requesting.

* + - 1. How would you rate the quality of service over the last year in the Personnel Services Department?

**Campus Public Safety**

1. Do you feel the Campus Safety staff is responsive to your requests, whether it is for information, personal assists, or emergency calls?

2. Are Campus Safety Officers and Student Assistants visible on campus and accessible when needed?

3. Are Campus Safety staff members courteous and respectful when dealing with faculty, staff, and students?

4. Do Campus Safety staff members look and act professional?

5. Overall how would you rate campus parking?

**Office of the Vice President of Administrative Services:**

1. Do you feel there is adequate training and publications regarding emergency preparedness?
2. Overall, do you feel that the areas of Administrative Services Office, Budget Office, Maintenance and Operations, Personnel Services, OLIT, and Campus Public Safety are being managed properly?
3. Do you think the Administrative Services Workshop is beneficial?
4. Is the office of the Vice President of Administrative Services responsive to your concerns and questions?