ISU Printing Services- 2024 Customer Survey Results
Conducted January 2024

Q1 - Do you or your unit currently do business with ISU Printing Services?

- **Yes**: 612 responses (80.85%)
- **No**: 145 responses (19.15%)

Field | Min | Max | Mean | Standard Deviation | Variance | Responses
--- | --- | --- | --- | --- | --- | ---
Do you or your unit currently do business with ISU Printing Services? | 1.00 | 2.00 | 1.19 | 0.39 | 0.15 | 757
Q2 - How would you rate our overall products/services?

<table>
<thead>
<tr>
<th>Choice Count</th>
<th>Extremely Satisfied</th>
<th>Very Satisfied</th>
<th>Moderately Satisfied</th>
<th>Slightly Satisfied</th>
<th>Not at all Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0</td>
<td>121</td>
<td>10</td>
<td>4</td>
<td>1</td>
</tr>
</tbody>
</table>

Field | Min | Max | Mean | Standard Deviation | Variance | Responses |
---|-----|-----|------|--------------------|----------|-----------|
How would you rate our overall products/services? (Constructive comments are appreciated) - Selected Choice | 1.00 | 5.00 | 1.55 | 0.70 | 0.48 | 577 |

- Not at all Satisfied: 0.17%, 1
- Slightly Satisfied: 0.69%, 4
- Moderately Satisfied: 8.67%, 50
- Very Satisfied: 34.49%, 199
- Extremely Satisfied: 55.98%, 323
Q7 - How would you rate our completion time or turn-around times?

<table>
<thead>
<tr>
<th>Choice Count</th>
<th>Extremely Satisfied</th>
<th>Very Satisfied</th>
<th>Moderately Satisfied</th>
<th>Slightly Satisfied</th>
<th>Not at all Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>344</td>
<td>185</td>
<td>34</td>
<td>4</td>
<td>3</td>
</tr>
</tbody>
</table>

Field | Min | Max | Mean | Standard Deviation | Variance | Responses | Sum |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>How would you rate our completion time or turn-around times?(Constructive comments are appreciated) - Selected Choice</td>
<td>1.00</td>
<td>5.00</td>
<td>1.49</td>
<td>0.69</td>
<td>0.47</td>
<td>570</td>
<td>847.00</td>
</tr>
</tbody>
</table>

- Extremely Satisfied: 60%, 344
- Very Satisfied: 32%, 185
- Moderately Satisfied: 1%, 34
- Slightly Satisfied: 1%, 4
- Not at all Satisfied: 1%, 3

ISU Printing Services- 2024 Customer Survey
Q8 - How would you rate our prices?

Field | Min | Max | Mean | Standard Deviation | Variance | Responses
--- | --- | --- | --- | --- | --- | ---
How would you rate the competitiveness of our prices? (Constructive comments are appreciated) - Selected Choice | 1.00 | 5.00 | 2.27 | 1.02 | 1.03 | 541

- Extremely Competitive: 40%, 214 responses
- Very Competitive: 25%, 137 responses
- Moderately Competitive: 24%, 129 responses
- Slightly Competitive: 8%, 43 responses
- Not Competitive: 3%, 18 responses
Q15 - How would you rate the quality of our products?

Field | Min | Max | Mean | Standard Deviation | Variance | Responses
--- | --- | --- | --- | --- | --- | ---
How would you rate the quality of our products? (Constructive comments are appreciated) - Selected Choice | 1.00 | 5.00 | 1.54 | 0.67 | 0.44 | 562
Q18 - Please rank these factors by importance, as they relate to the majority of orders you place.

<table>
<thead>
<tr>
<th>Field</th>
<th>Most Important</th>
<th>Medium Importance</th>
<th>Least Important</th>
</tr>
</thead>
<tbody>
<tr>
<td>Price</td>
<td>89</td>
<td>128</td>
<td>323</td>
</tr>
<tr>
<td>Turn-Around Time</td>
<td>183</td>
<td>208</td>
<td>149</td>
</tr>
<tr>
<td>Quality</td>
<td>268</td>
<td>204</td>
<td>68</td>
</tr>
</tbody>
</table>

![Bar chart showing the ranking of different fields by importance.](chart.png)
Q9 - How would you rate the convenience (ease of doing business) of our services?

How convenient is it to do business with us?(Constructive comments are appreciated) - Selected Choice

<table>
<thead>
<tr>
<th>Field</th>
<th>Min</th>
<th>Max</th>
<th>Mean</th>
<th>Standard Deviation</th>
<th>Variance</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not at all</td>
<td>1.00</td>
<td>5.00</td>
<td>1.57</td>
<td>0.79</td>
<td>0.62</td>
<td>553</td>
</tr>
</tbody>
</table>

The pie chart shows the distribution of responses:
- Extremely: 58%, 319 responses
- Very: 30%, 167 responses
- Moderately: 10%, 55 responses
- Slightly: 1%, 8 responses
- Not at all: 1%, 4 responses
Q10 - Do you utilize our online print/estimate request form?

Yes, it works great for me! 354
Yes, but it could use some improvement. (please explain) 71
No (please explain) 125

Field | Min | Max | Mean | Standard Deviation | Variance | Responses
--- | --- | --- | --- | --- | --- | ---
Do you use our online print/estimate request form? (Constructive comments are appreciated) - Selected Choice | 1.00 | 3.00 | 1.58 | 0.84 | 0.70 | 550

- 64% (354 responses)
- 13% (71 responses)
- 23% (125 responses)
Q11 - Does our website meet your needs?

- Yes, it works great for me! 444
- Yes, but it could use some improvement. (please explain) 69
- No (please explain) 29

Field: Does our website content satisfy your needs?(Constructive comments are appreciated) - Selected Choice

<table>
<thead>
<tr>
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<th>Max</th>
<th>Mean</th>
<th>Standard Deviation</th>
<th>Variance</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, it works great for me!</td>
<td>1.00</td>
<td>3.00</td>
<td>1.23</td>
<td>0.54</td>
<td>0.29</td>
<td>542</td>
</tr>
</tbody>
</table>

- 82%, 444
- 13%, 69
- 5%, 29
Q12 - Does our staff meet your customer service expectations and needs?

![Bar chart showing survey responses]

<table>
<thead>
<tr>
<th>Field</th>
<th>Min</th>
<th>Max</th>
<th>Mean</th>
<th>Standard Deviation</th>
<th>Variance</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does our staff satisfy your service expectations? (Constructive comments are appreciated) - Selected Choice</td>
<td>1.00</td>
<td>3.00</td>
<td>1.08</td>
<td>0.30</td>
<td>0.09</td>
<td>539</td>
</tr>
</tbody>
</table>

- **Yes, they are great!** 93%, 502
- **Yes, but there is room for improvement. (please explain)** 6%, 32
- **No (please explain)** 1%, 5

- **No (please explain)**
- **Yes, but there is room for improvement. (please explain)**
- **Yes, they are great!**
Q17 - Printing Services provides these products and services, please select those you are aware of. (Select all that apply)

(Out of 757 responses)
Q3 - If you haven't, why haven't you or your unit done business with Printing Services? (select all that apply)

- Unaware of Services: 37
- Convenience/eas of Doing: 8
- Cost: 9
- Quality: 3
- Services not offered: 3
- Other (please explain): 67

Services not offered (list products or services you'd like to see made available) - Text

- print
- degree printing

Other (please explain) - Text

- Not needed at this time
- myself or unit doesn't order anything
- I have no need for printing
- No need
dont need stuff printed

Q15 - How has your printing budget been affected by the Covid-19 pandemic? (Constructive and detailed comments are appreciated)
Q15 - How is your printing budget being affected by the use of digital communications?

- **Partial Reduction**: 259 responses
- **No Reduction**: 358 responses
- **Full Reduction**: 11 responses

**Bar Chart**

- **Partial Reduction**: 259 responses
- **No Reduction**: 358 responses
- **Full Reduction**: 11 responses

**Pie Chart**

- **Partial Reduction**: 41%, 259 responses
- **No Reduction**: 57%, 358 responses
- **Full Reduction**: 2%, 11 responses
Q13 - Are you interested in one of our educational workshops and/or tour of our facilities (in person or virtual)?

- Yes, I am interested in an educational workshop (Please enter your email and provide...): 493
- Yes, I am interested in a tour of your facilities. (Please enter your email in the comment box.): 74
- No, thank you: 86

- Choice Count

- No, thank you
- Yes, I am interested in a tour of your facilities. (Please enter your email in the comm...: 13%
- Yes, I am interested in an educational workshop (Please enter your email and provide to...: 11%
- 75%, 493