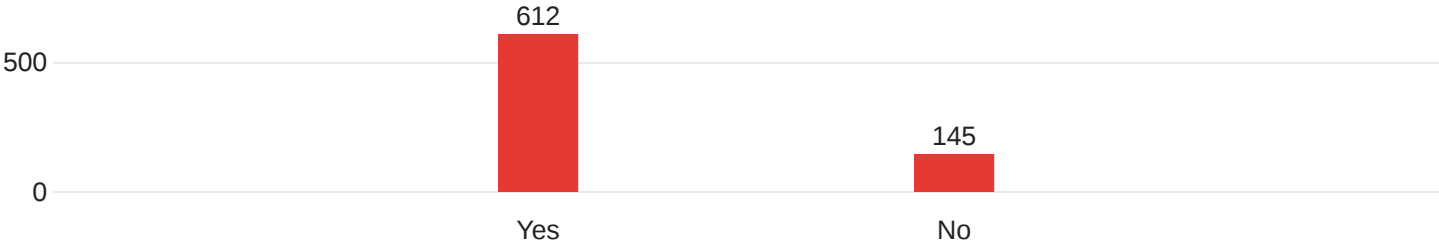


ISU Printing Services- 2024 Customer Survey Results

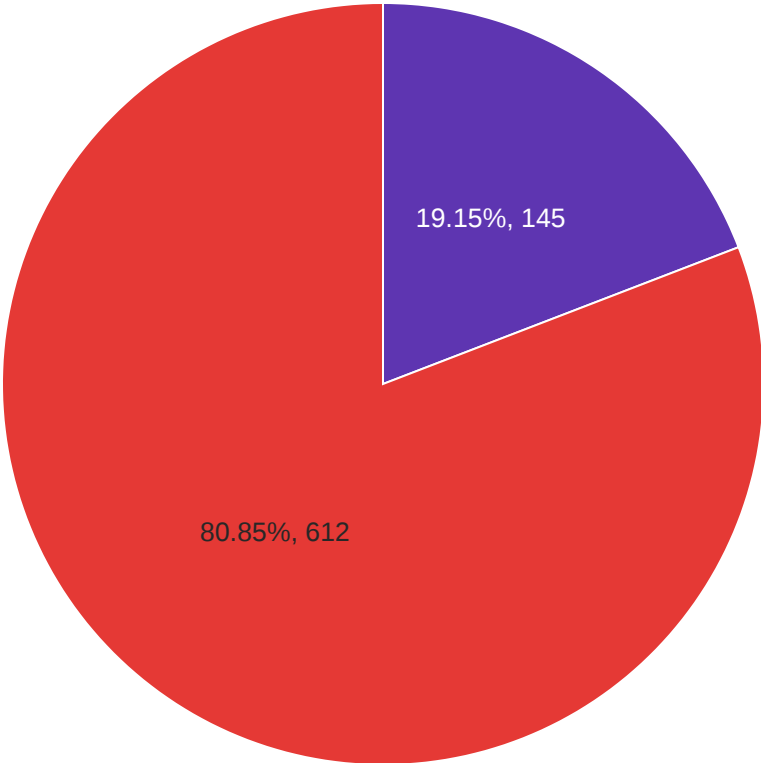
Conducted January 2024

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



| 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 |

● No ● Yes

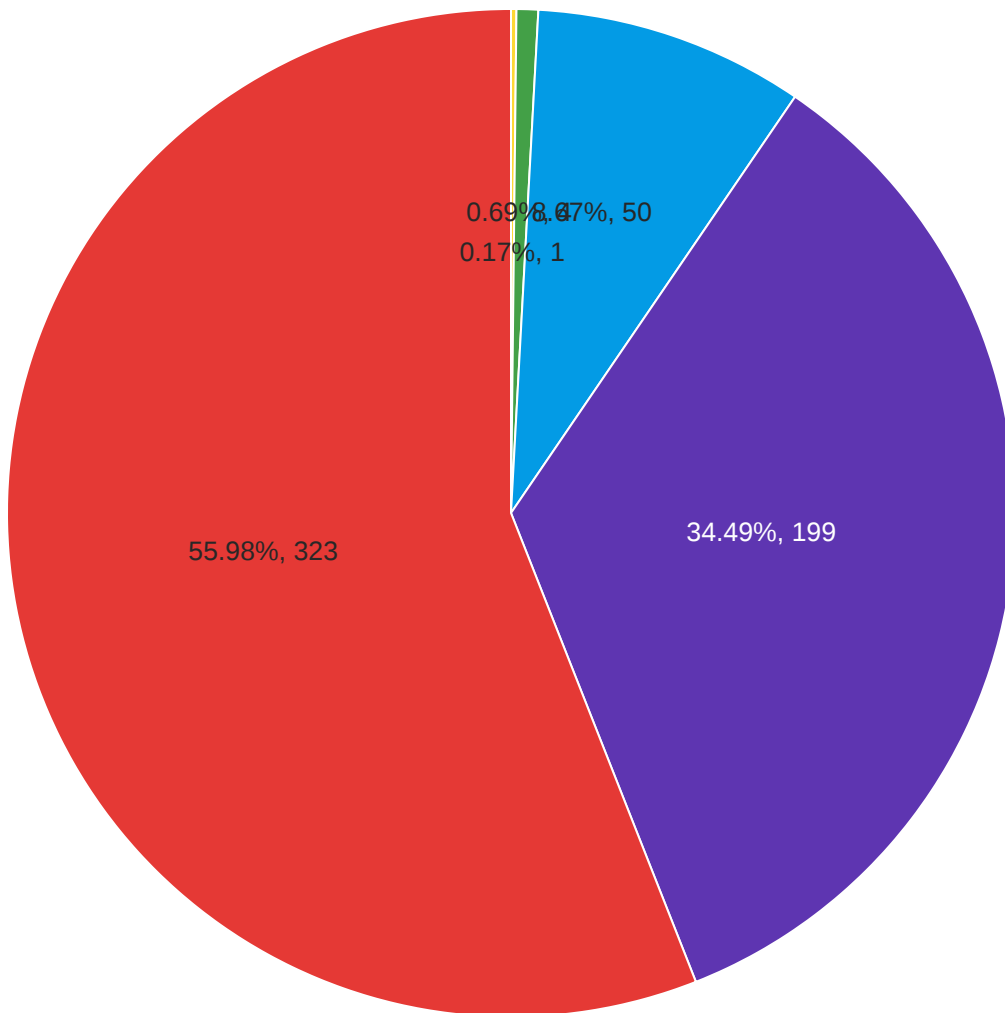


Q2 - How would you rate our overall products/services?

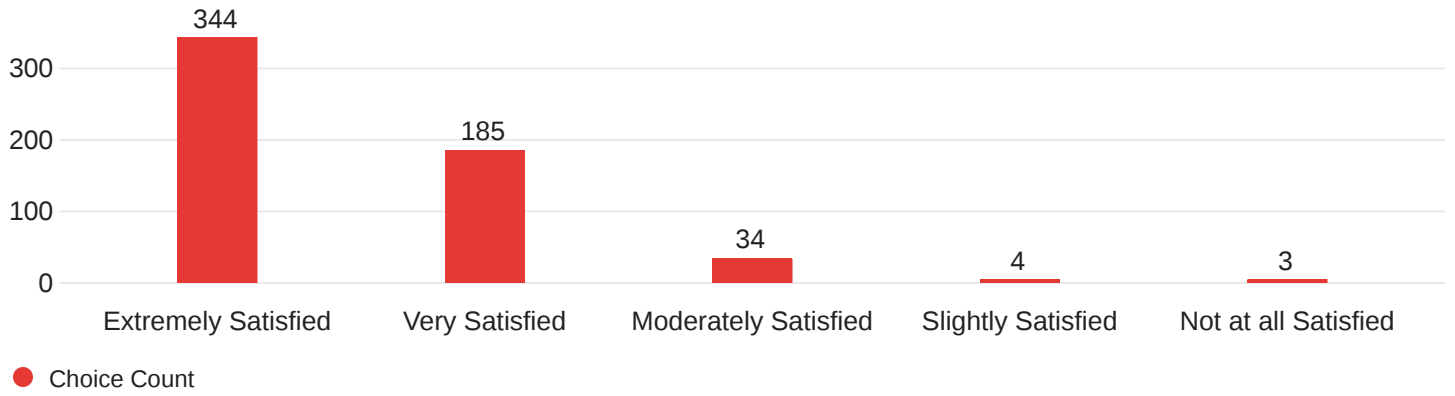


| Field | Min | Max | Mean | Standard Deviation | Variance | Responses |
|--|------|------|------|--------------------|----------|-----------|
| How would you rate our overall products/services? (Constructive comments are appreciated) - Selected Choice | 1.00 | 5.00 | 1.55 | 0.70 | 0.48 | 577 |

● Not at all Satisfied
 ● Slightly Satisfied
 ● Moderately Satisfied
 ● Very Satisfied
 ● Extremely Satisfied

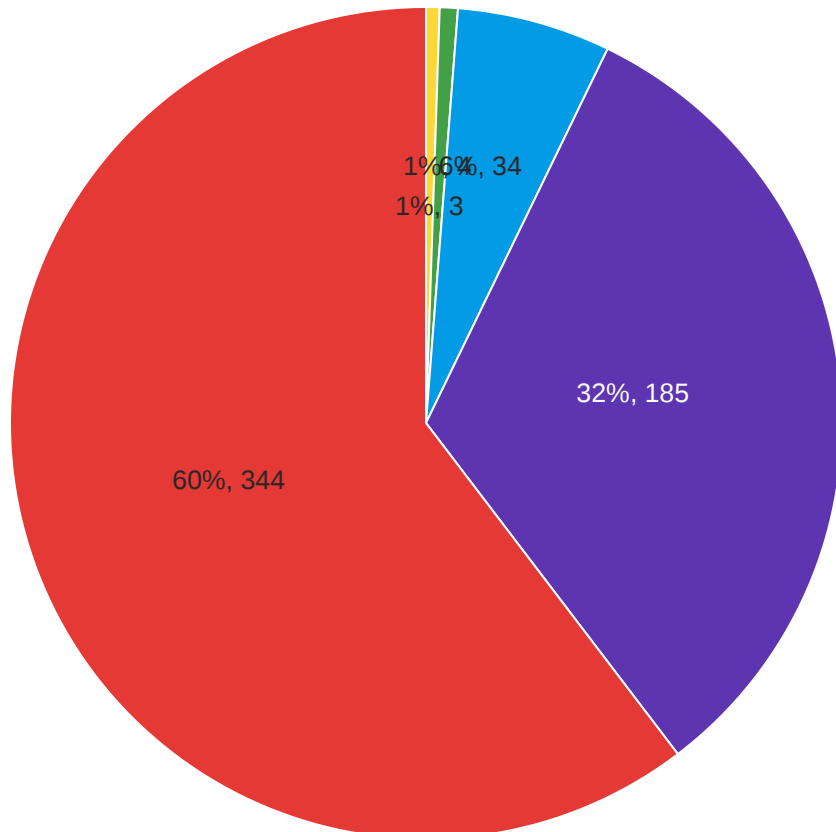


Q7 - How would you rate our completion time or turn-around times?

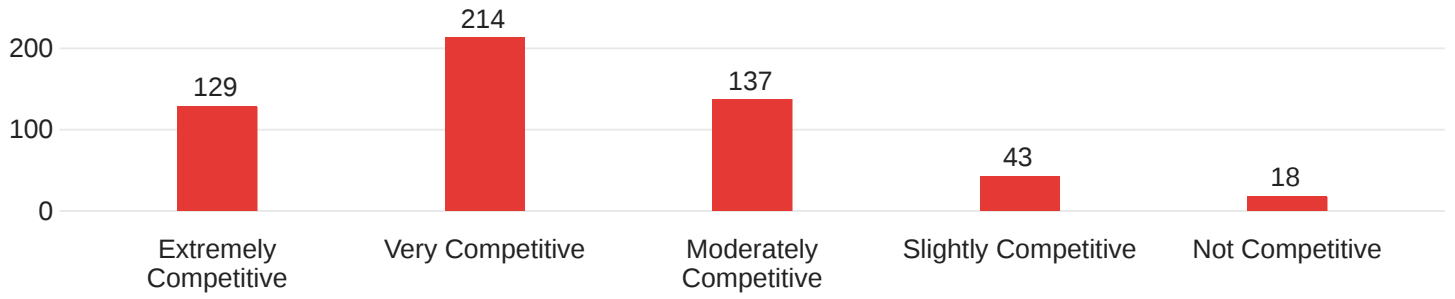


| Field | Min | Max | Mean | Standard Deviation | Variance | Responses | Sum |
|---|------|------|------|--------------------|----------|-----------|--------|
| How would you rate our completion time or turn-around times?(Constructive comments are appreciated) - Selected Choice | 1.00 | 5.00 | 1.49 |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

● Not at all Satisfied
 ● Slightly Satisfied
 ● Moderately Satisfied
 ● Very Satisfied
 ● Extremely Satisfied

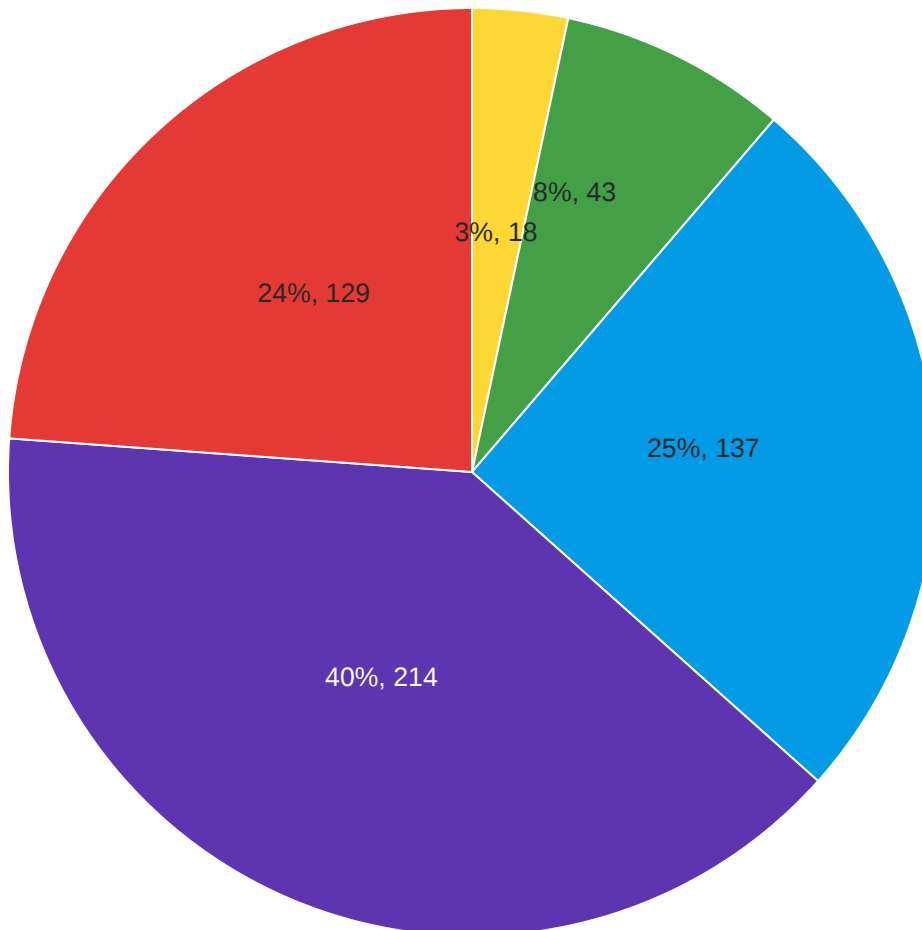


Q8 - How would you rate our prices?

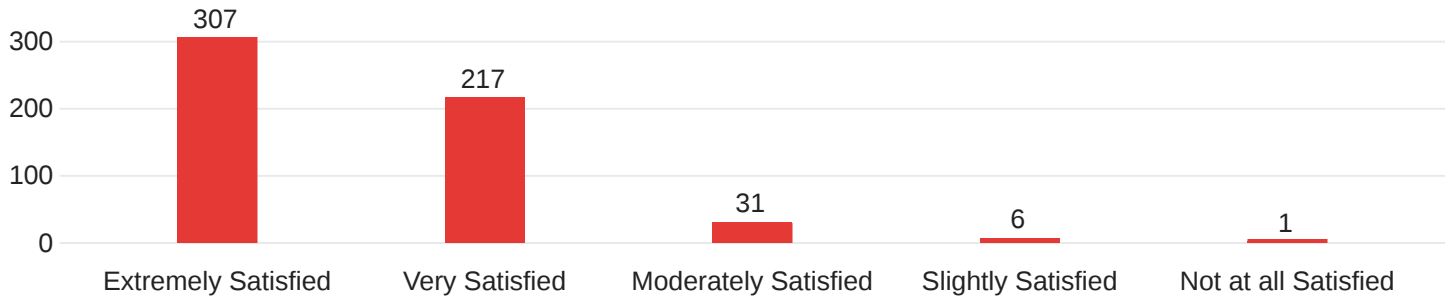


| Field | Min | Max | Mean | Standard Deviation | Variance | Responses |
|--|------|------|------|--------------------|----------|-----------|
| How would you rate the competitiveness of our prices? (Constructive comments are appreciated) - Selected Choice | 1.00 | 5.00 | 2.27 | 1.02 | 1.03 | 541 |

● Not Competitive
 ● Slightly Competitive
 ● Moderately Competitive
 ● Very Competitive
 ● Extremely Competitive

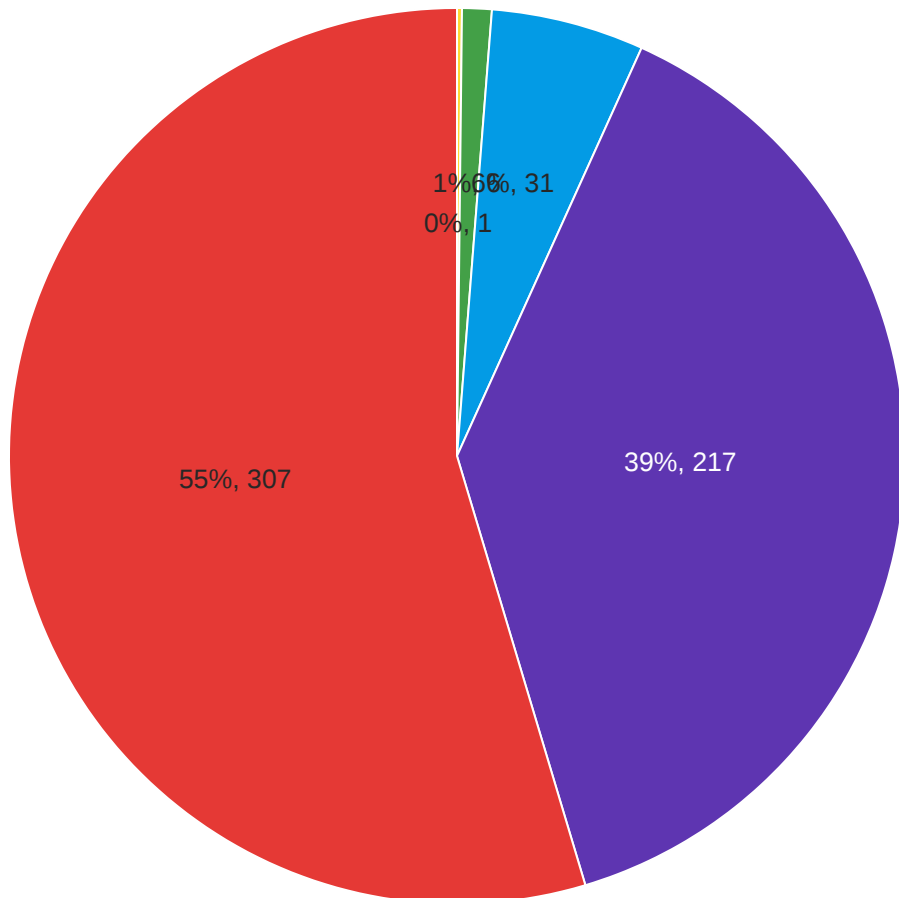


Q15 - How would you rate the quality of our products?



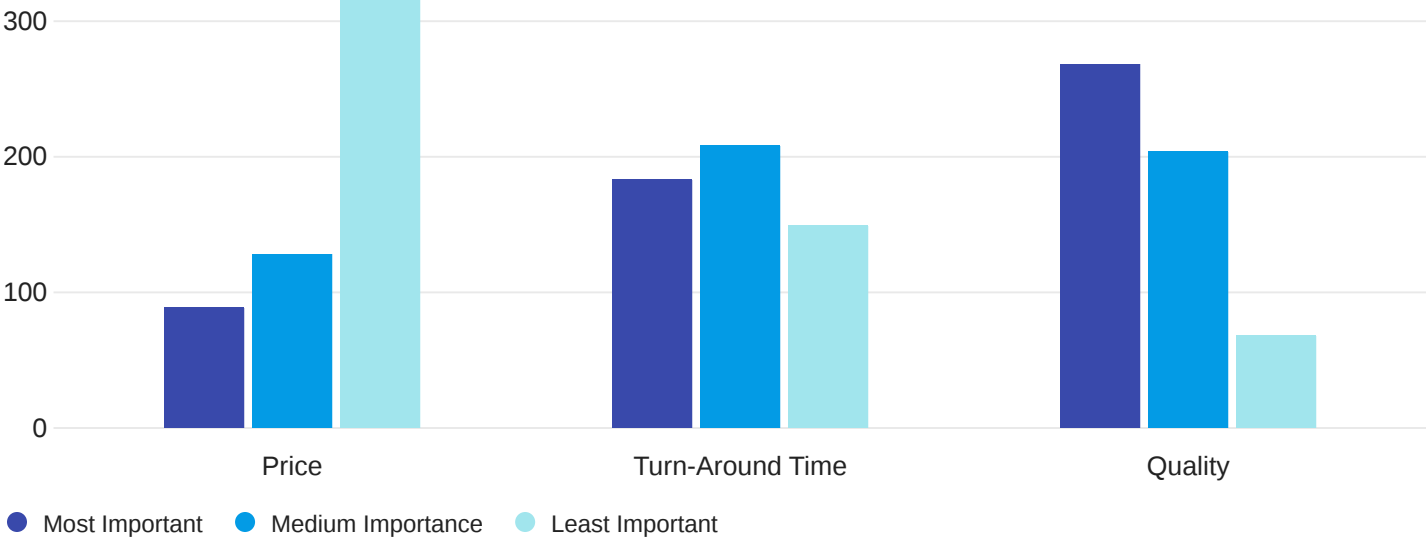
| Field | Min | Max | Mean | Standard Deviation | Variance | Responses |
|--|------|------|------|--------------------|----------|-----------|
| How would you rate the quality of our products? (Constructive comments are appreciated) - Selected Choice | 1.00 | 5.00 | 1.54 | 0.67 | 0.44 | 562 |

● Not at all Satisfied
 ● Slightly Satisfied
 ● Moderately Satisfied
 ● Very Satisfied
 ● Extremely Satisfied

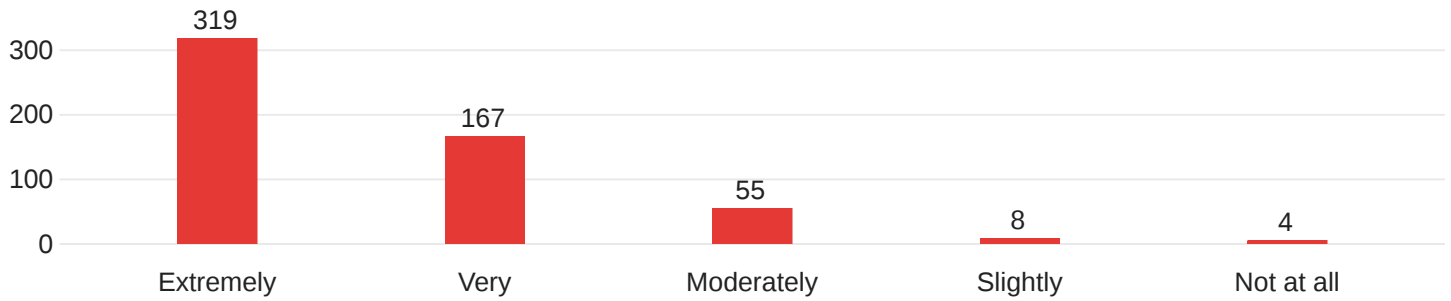


Q18 - Please rank these factors by importance, as they relate to the majority of orders you place.

| Field | Most Important | Medium Importance | Least Important |
|------------------|----------------|-------------------|-----------------|
| Price | 89 | 128 | 323 |
| Turn-Around Time | 183 | 208 | 149 |
| Quality | 268 | 204 | 68 |

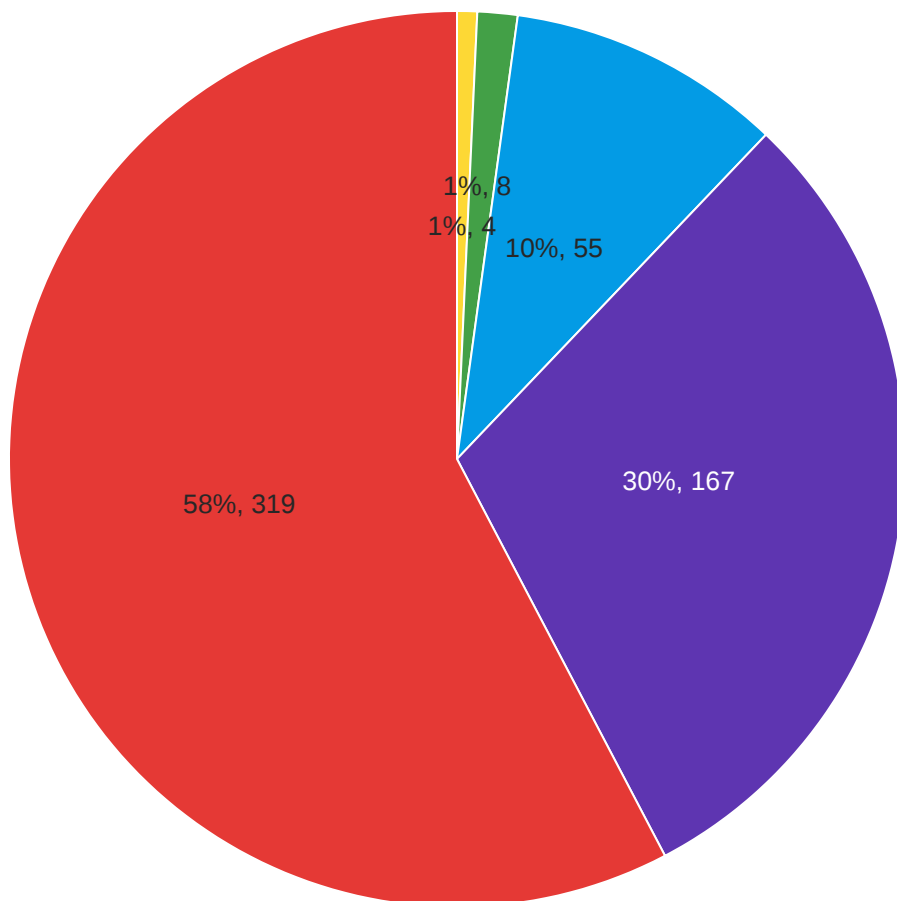


Q9 - How would you rate the convenience (ease of doing business) of our services?



| Field | Min | Max | Mean | Standard Deviation | Variance | Responses |
|---|------|------|------|--------------------|----------|-----------|
| How convenient is it to do business with us?(Constructive comments are appreciated) - Selected Choice | 1.00 | 5.00 | 1.57 | 0.79 | 0.62 | 553 |

● Not at all
 ● Slightly
 ● Moderately
 ● Very
 ● Extremely

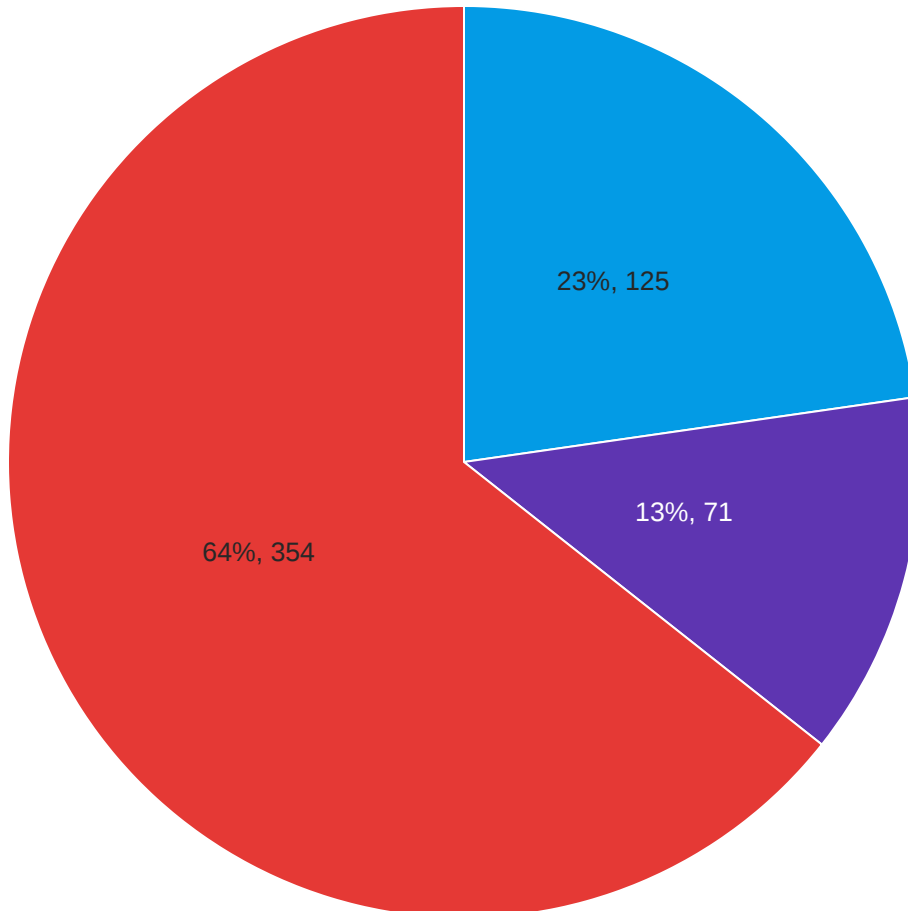


Q10 - Do you utilize our online print/estimate request form?

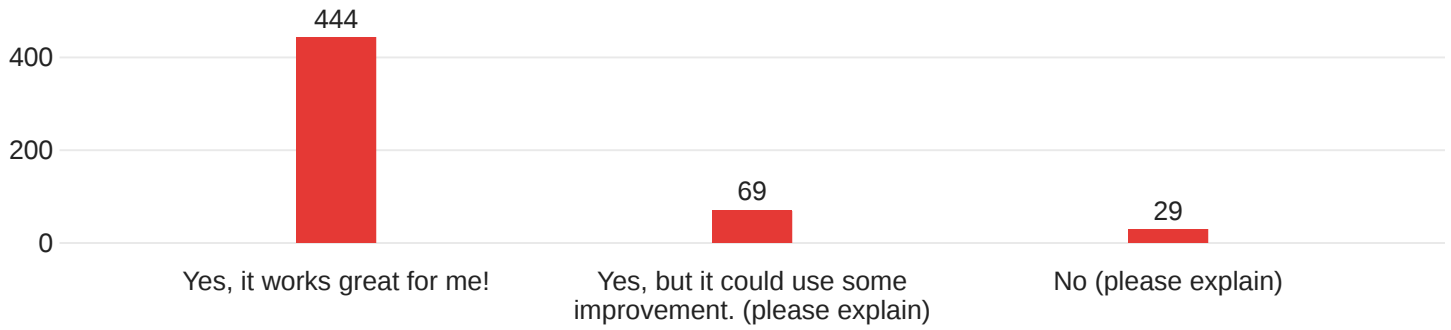


| Field | Min | Max | Mean | Standard Deviation | Variance | Responses |
|---|------|------|------|--------------------|----------|-----------|
| Do you use our online print/estimate request form? (Constructive comments are appreciated) - Selected Choice | 1.00 | 3.00 | 1.58 | 0.84 | 0.70 | 550 |

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

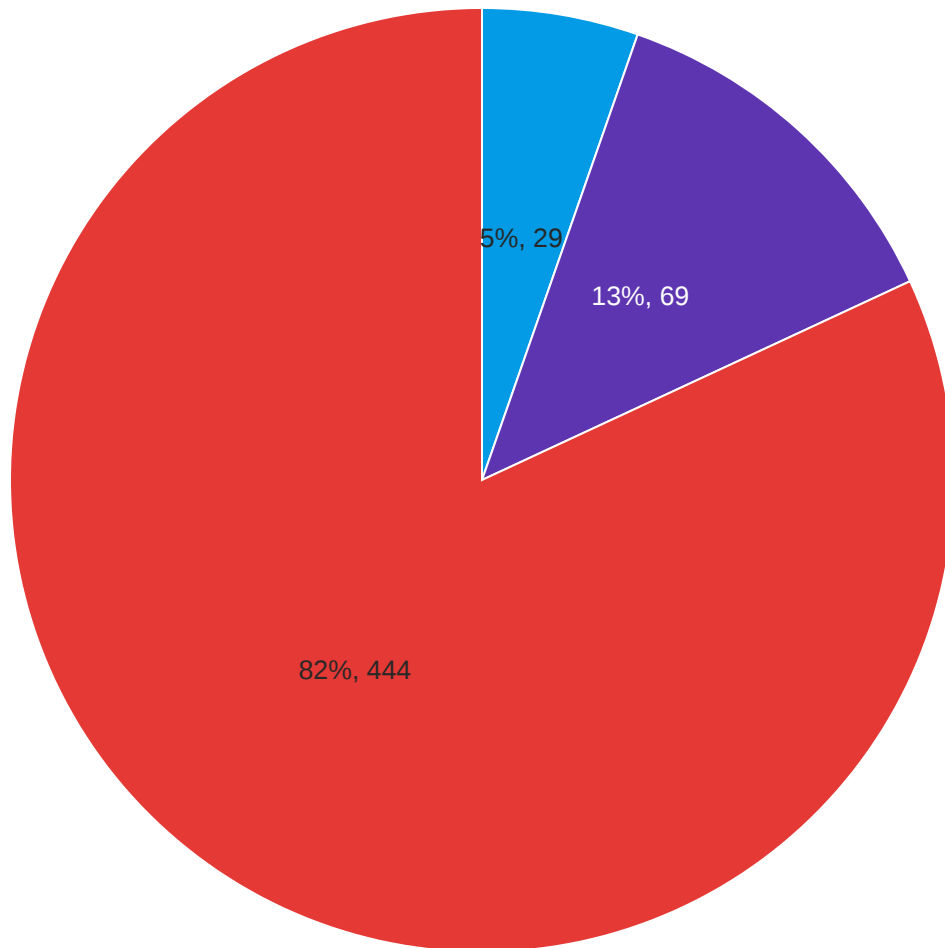


Q11 - Does our website meet your needs?

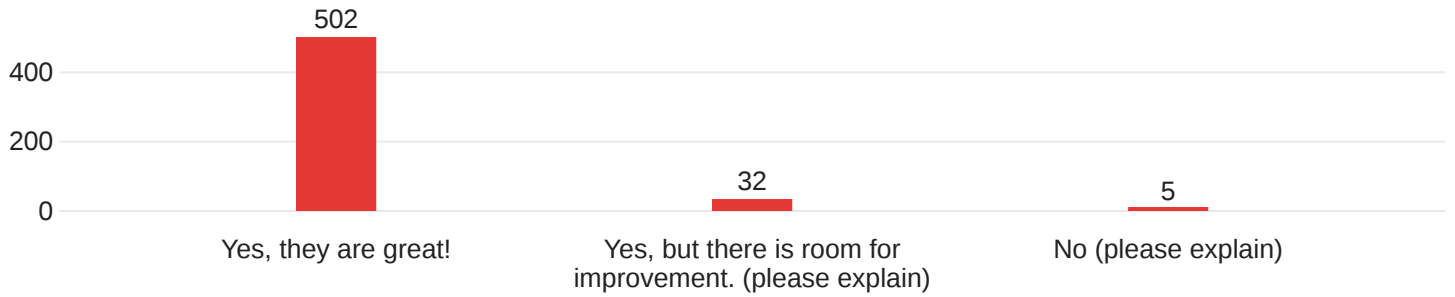


| Field | Min | Max | Mean | Standard Deviation | Variance | Responses |
|---|------|------|------|--------------------|----------|-----------|
| Does our website content satisfy your needs?(Constructive comments are appreciated) - Selected Choice | 1.00 | 3.00 | 1.23 | 0.54 | 0.29 | 542 |

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

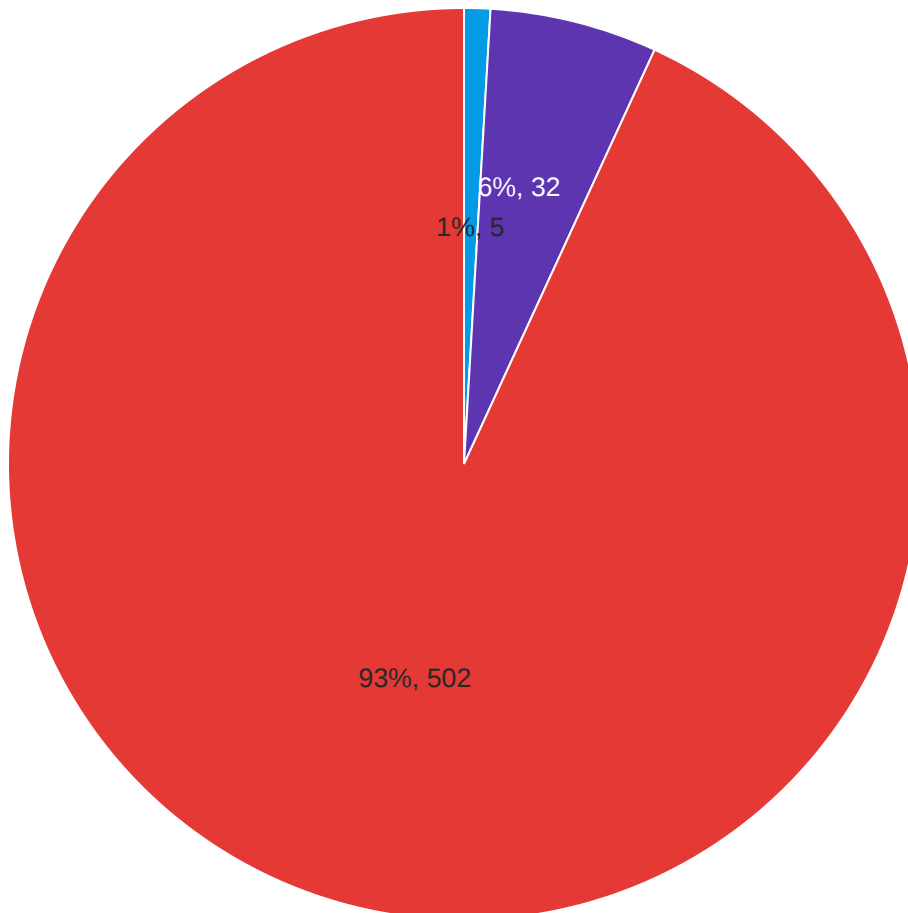


Q12 - Does our staff meet your customer service expectations and needs?

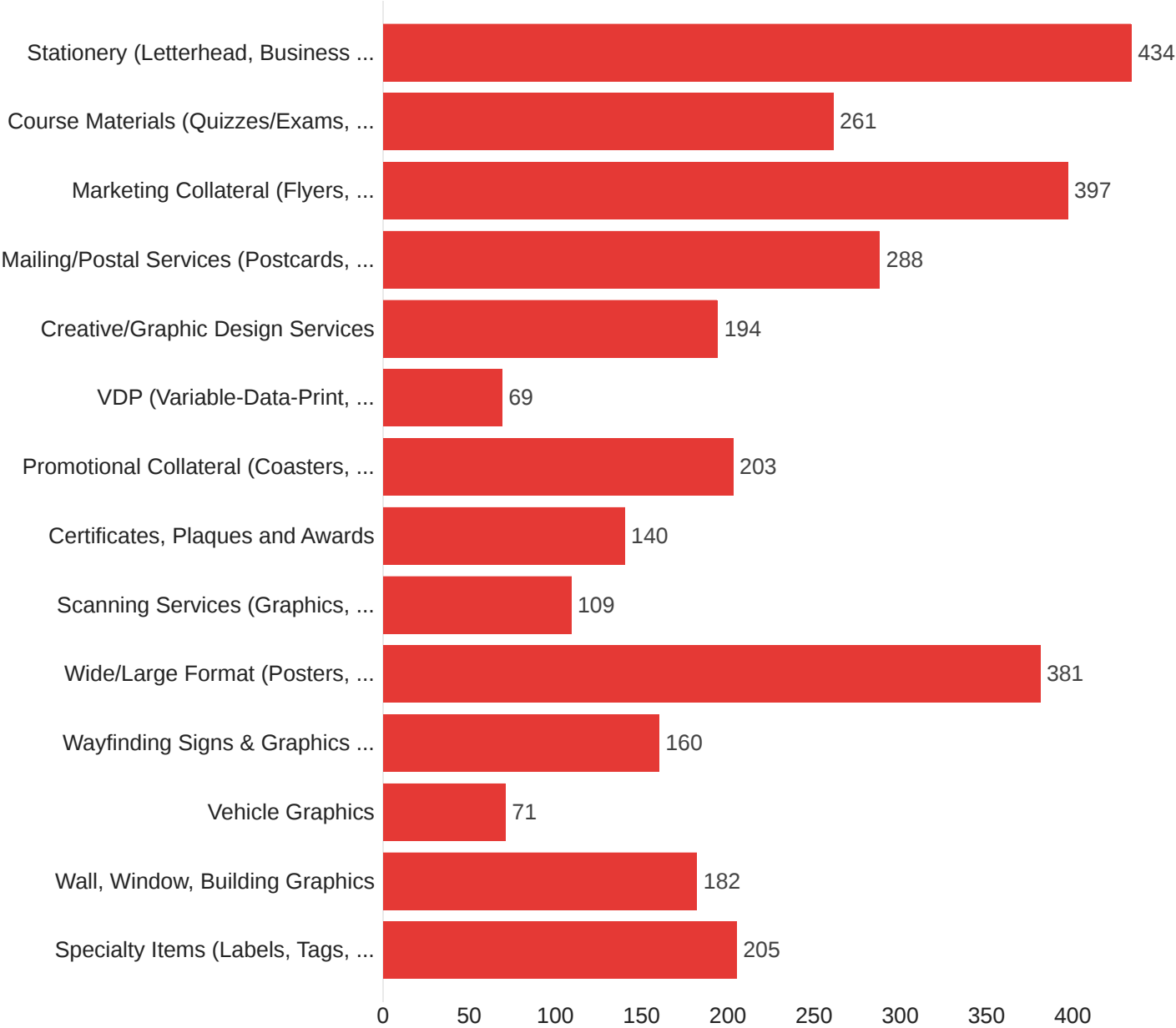


| Field | Min | Max | Mean | Standard Deviation | Variance | Responses |
|--|------|------|------|--------------------|----------|-----------|
| Does our staff satisfy your service expectations? (Constructive comments are appreciated) - Selected Choice | 1.00 | 3.00 | 1.08 | 0.30 | 0.09 | 539 |

● No (please explain)
 ● Yes, but there is room for improvement. (please explain)
 ● Yes, they are great!



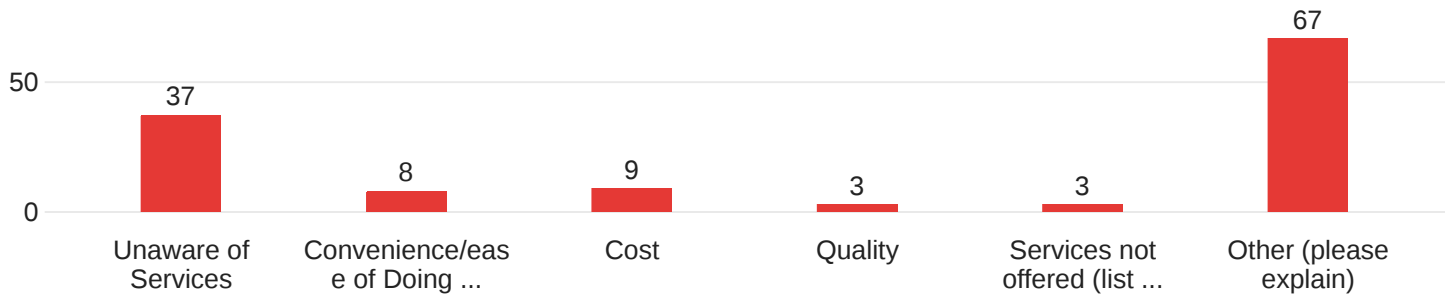
Q17 - Printing Services provides these products and services, please select those you are aware of. (Select all that apply)



● Choice Count

(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)



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

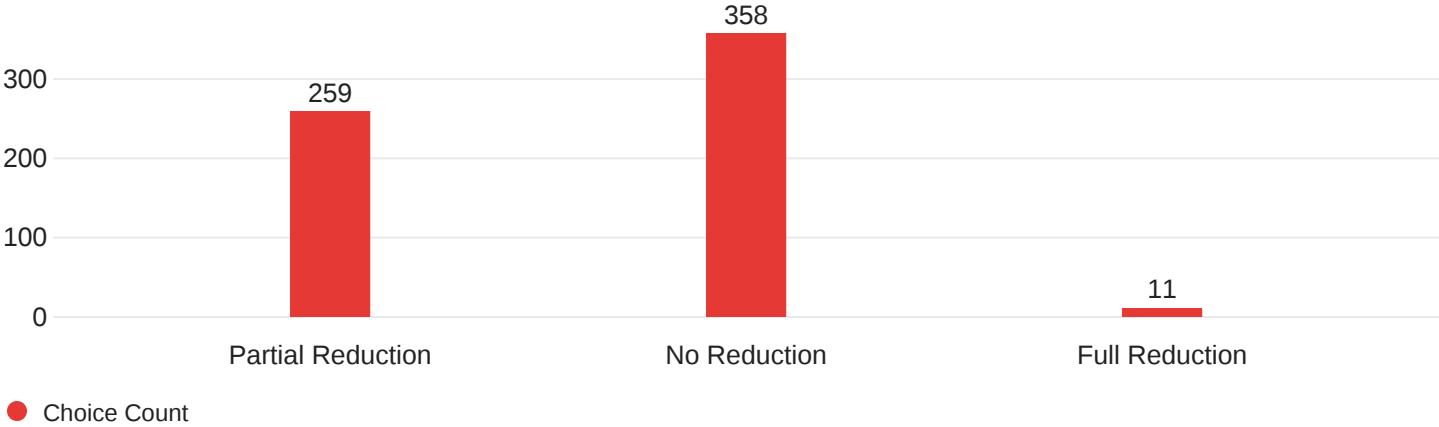
I have no need for printing

No need

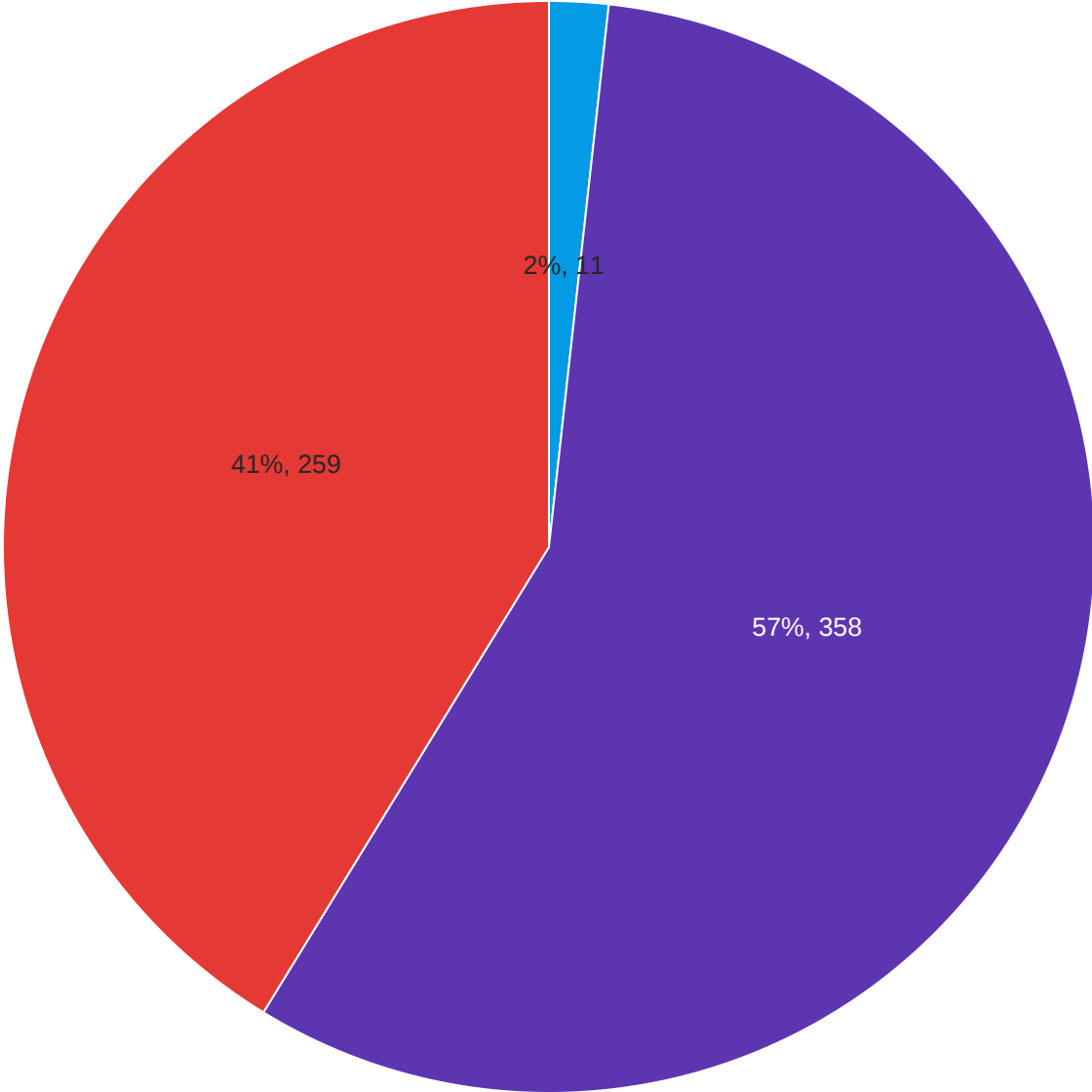
dont need stuff printed

Q15 - How has your printing budget been affected by the Covid-19 pandemic? (Constructive and detailed comments are appreciated)

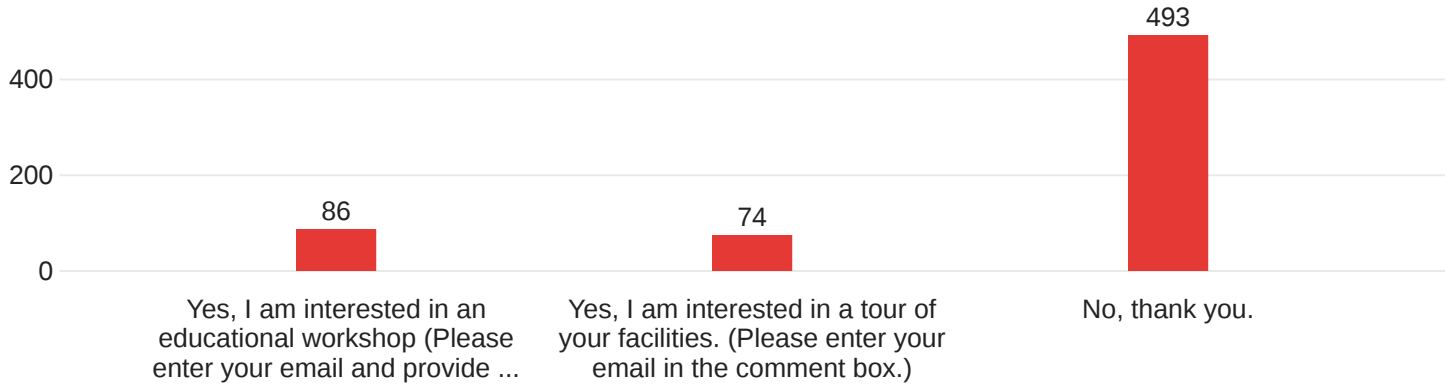
Q15 - How is your printing budget being affected by the use of digital communications?



● Full Reduction ● No Reduction ● Partial Reduction



Q13 - Are you interested in one of our educational workshops and/or tour of our facilities (in person or virtual)?



● Choice Count

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

