

Department	Sub-Area	SAO #	SAO Statement	Question	SAO Type	Target Group
Bookstore	Bookstore	1	Students are satisfied with the selection of merchandise available for sale.	How satisfied are you with the selection of merchandise offered?	Satisfaction	All
Bookstore	Café	2	Food selection at the Café is satisfactory.	How satisfied are you with the selection of food and beverage offered in the Cafe?	Satisfaction	All
Bookstore	Café	3	Service at the Café is provided in a timely manner.	How satisfied are you with the timeliness of service that you receive in the Cafe?	Satisfaction	All
Bookstore	CopyTech	4	Copying/Printing requests are completed in a timely manner.	When you have copy/printing needs, are they completed in a timely manner?	Process	All
Bookstore	Mailroom	5	The mailroom is accessible at convenient times.	I can access the mailroom at times that are convenient for me.	Process	Employees
Business Services		1	Communication regarding business office processing of documents is timely and appropriate.	Does the business office communicate in a timely manner regarding the processing of documents?	Process	Employees
Business Services		2	Students receive clear and appropriate information regarding their account.	Do you receive clear information about your account?	Satisfaction	Students
Facilities		1	Maintenance work orders are addressed in a timely manner.	Are maintenance work orders completed in a timely manner?	Process	Employees
Facilities		2	Campus signage is clear and informative.	Is campus signage clear and informative?	Satisfaction	All
Facilities		3	Campus grounds are well maintained.	Are campus grounds well maintained?	Satisfaction	All
Facilities		4	Campus facilities are well-kept.	Are campus facilities well kept?	Satisfaction	All
Information Technology		1	Employees are provided with the technology resources needed to accomplish their functions.	Do you have the technology resources required to accomplish your functions?	Satisfaction	Employees
Information Technology		2	Technology support requests are addressed in a timely manner.	Are technology support requests addressed in a timely manner?	Process	Employees
Information Technology		3	Available classroom technology supports innovation instruction.	Does available classroom technology support innovative instruction?	Satisfaction	All
PersonnelPayroll		1	Personnel concerns are addressed in a timely manner.	Are personnel concerns addressed in a timely manner?	Process	Employees
PersonnelPayroll		2	Payroll concerns are addressed in a timely manner.	Are payroll concerns addressed in a timely manner?	Process	Employees
PersonnelPayroll		3	The _____ office has a sufficient number of staff necessary to support to the college's mission and purpose.	Does the _____ office have a sufficient number of necessary staff in order to complete the college's mission and purpose?	Process	Employees
Permits/Parking Services		1	Employees and students understand how to address their parking concerns.	Do you know how to address parking concerns?	Process	All
Permits/Parking Services		2	Vehicle and pedestrian traffic within the parking lots is orderly and safe.	Do you feel that the vehicle and pedestrian traffic in the parking lots is safe?	Satisfaction	All
Permits/Parking Services		3	Procedures to obtain parking passes are clear.	Do you feel that the procedures for obtaining a parking pass are clear?	Process	All