

Print * Copy and Mail Services by Xerox

The purpose of this survey is to help us serve your needs more effectively. By understanding where we are exceeding your expectations or need to improve, we can allocate our resources to provide better products/services, knowledgeable staff, and executive managements. Our goal is to be proactive in monitoring your satisfaction.

Please let us know how we are doing and what kinds of services would be most beneficial to your department.

Copy & Print Services located at the Hertzog Building

Please rate the following areas:	Very Poor	Poor	Fair	Good	Excellent
Customer service helpfulness					
Customer service knowledge					
Communication of services offered					
Cost of services					
Problem resolution					
Quality of print/copy jobs					
Ability to complete jobs on time					
Ability to print jobs correctly					
Variety of papers to choose from					
Bindery finish choices					
Timeliness of billing					
Accuracy of billing					
Your overall satisfaction with Print Shop					

Mail Center Services located at 108 Union Building

Please rate the following areas:	Very Poor	Poor	Fair	Good	Excellent
Customer service helpfulness					
Customer service knowledge					
Communication of services offered					
Cost of services					
Problem resolution					
Timely pick-up of your mail					
Timely delivery of your mail					
Accurate delivery of mail					
Timeliness of billing					
Accuracy of billing					
Your overall satisfaction with Mail Center					

How often do you typically use our services?
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How often do you visit our website?

Mail Services now have the availability to post any postage report on SharePoint. How do you like this service and how often do you use it?

Who is your Mail Clerk? And how is your experience?

Did anyone help you with your experience? Print Shop or Mail Center.

Contact Information (Optional)

Department: _____

Email: _____ Phone: _____

Comments or Suggestions

Print * Copy & Mail Services thanks you for being a valued customer and for completing this Customer Satisfaction Survey.

For more information, please call us to (915) 747-5135 or email us to: utepcopymine@utep.edu