

# Rio Hondo ISD District Copier Survey

## RESULTS

Survey was submitted to all campus and administrative personnel of Rio Hondo ISD. These results were compiled using the first 100 responses with the help of SurveyMonkey.com.

Survey SAYS?

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1. Are you an Administrator, Teacher or Other?

		<b>answered question</b>	<b>100</b>
		<b>skipped question</b>	<b>0</b>
		Response Percent	Response Count
<b>Administrator</b>		15.0%	15
<b>Teacher</b>		<b>47.0%</b>	<b>47</b>
<b>Other</b>		38.0%	38

2. How would you rate the overall quality/performance of District Copiers?

					<b>answered question</b>	<b>99</b>
					<b>skipped question</b>	<b>1</b>
Poor	Average	Above Average	Excellent		Rating Average	Rating Count
23.2% (23)	<b>58.6% (58)</b>	14.1% (14)	4.0% (4)		1.99	99

### 3. How would you rate the overall quality of the Copier Machines?

					answered question	100
					skipped question	0
Poor	Average	Good	Excellent	Rating Average	Rating Count	
22.0% (22)	<b>52.0% (52)</b>	23.0% (23)	3.0% (3)	2.07	100	

### 4. How would you rate the overall performance of the Copier machines?

					answered question	100
					skipped question	0
Poor	Average	Good	Excellent	Rating Average	Rating Count	
34.0% (34)	<b>42.0% (42)</b>	21.0% (21)	3.0% (3)	1.93	100	

5. When problems with the Copiers arise, how fast does District personnel respond?

# Omitted per Technology Request

6. When problems with the Copiers arise, how fast does the Copier company respond?

				answered question	97	
				skipped question	3	
Within Weeks	Within Days	Within Hours	Within Minutes	Rating Average	Rating Count	
13.4% (13)	<b>79.4% (77)</b>	5.2% (5)	2.1% (2)	1.96	97	

7. What would you consider to be the biggest problem with District Copiers?

	answered question	98
	skipped question	2
	Response Percent	Response Count
Too Slow	5.1%	5
Need More of them	33.7%	33
Always breaking down	48.0%	47
Difficult to Operate	1.0%	1
Id Code box causing problems	4.1%	4
No problems	8.2%	8

8. When District personnel arrive, are they courteous and helpful?

Omitted per Technology Request

9. When the Copier company technicians arrive, are they courteous and helpful?

**answered question 97**

**skipped question 3**

Not at all	Somewhat	Average	Extremely	Rating Average	Rating Count
0.0% (0)	10.3% (10)	<b>62.9% (61)</b>	26.8% (26)	3.16	97

10. Describe any changes or additions you would like to see regarding the District Copy Machines.

**answered question 47**

**skipped question 53**

Response  
Count

**Show Responses 47**

- For Question #10 the most intriguing responses were:

We need higher quality copiers. EVERY time I have used the copier, it jams before it finishes a job. I'm fed up with the copier that I've resorted to printing on my personal printer.

we need more copiers they need to work on a daily basis they need to copy faster they need to be accessible to teachers even when the office is closed

I think we need more copiers, having said that I know how expensive they are and with decreasing budgets and just don't have a solution.

It seems that as soon as copiers are fixed, they are broken again with a 1-2 day period. Need better quality copiers.

\*\*These were just some of the responses, however, they all conveyed the same basic message.

We Need : Better copiers. Faster copiers. And more of them.

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- The Business Office would like to thank all of you for your time and effort in responding to our anonymous copier survey. Granted, we were limited on the features of the analysis of the survey, but the objective was completed. Rest assured that the Business Office is doing everything possible with the help of the Technology Department to provide the District with the most affordable, and most reliable equipment. We know how important it is to be productive, and we value your opinions to help us achieve those goals.
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