




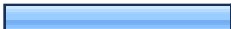







1. What group do you belong to?

		Response Percent	Response Count
Administration		8.4%	20
Faculty		13.9%	33
Classified		7.6%	18
Student		70.2%	167
answered question			238
skipped question			1

2. How often do you use IMC services?

		Response Percent	Response Count
Daily		15.7%	36
Once/week or more		33.9%	78
Once/month		13.0%	30
2-3 times/month		6.5%	15
2-3 times a year		30.9%	71
answered question			230
skipped question			9

3. Were you aware that the IMC does not service, troubleshoot, or provide passwords for computers connected to multimedia equipment anywhere on campus (including smartcarts)?

		Response Percent	Response Count
Yes		50.4%	119
No		49.6%	117
answered question			236
skipped question			3



4. Based upon your overall experience, please rate your satisfaction with Customer Service in the following areas:

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	Response Count
Courteous and professional staff	67.1% (157)	17.5% (41)	9.8% (23)	3.4% (8)	2.1% (5)	234
Helpful staff	69.8% (164)	14.0% (33)	10.6% (25)	2.6% (6)	3.0% (7)	235
Knowledgeable staff	63.0% (148)	18.7% (44)	11.9% (28)	3.4% (8)	3.0% (7)	235
Understanding of my needs	62.1% (146)	19.6% (46)	13.2% (31)	2.1% (5)	3.0% (7)	235
Feeling welcomed in the IMC	66.1% (154)	13.7% (32)	12.4% (29)	5.6% (13)	2.1% (5)	233
Comfort/Convenience of facility	61.6% (135)	16.0% (35)	16.0% (35)	4.6% (10)	1.8% (4)	219
Meeting my need	46.6% (109)	34.2% (80)	13.2% (31)	3.0% (7)	3.0% (7)	234
Meeting my need in a timely manner	57.4% (135)	21.7% (51)	12.3% (29)	5.5% (13)	3.0% (7)	235
Ease of contacting the IMC	43.1% (100)	29.3% (68)	19.4% (45)	3.9% (9)	4.3% (10)	232
answered question						235
skipped question						4










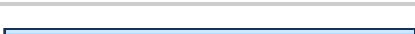







5. Based upon services used, please rate your satisfaction with Services in the following areas: (mark as many as apply)

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	Response Count
Equipment checkout	52.2% (95)	18.1% (33)	26.9% (49)	2.7% (5)	0.0% (0)	182
Media (DVD, VHS, CD, etc) checkout	52.3% (101)	16.6% (32)	28.0% (54)	2.1% (4)	1.0% (2)	193
Media Collection	41.3% (74)	20.1% (36)	33.5% (60)	2.8% (5)	2.2% (4)	179
Access to Media Catalog	42.9% (75)	17.7% (31)	33.7% (59)	4.6% (8)	1.1% (2)	175
Multimedia room use (BE132, BE118, individual study rooms)	54.4% (106)	13.3% (26)	30.8% (60)	1.0% (2)	0.5% (1)	195
Podcasting	43.9% (82)	15.0% (28)	39.0% (73)	1.6% (3)	0.5% (1)	187
Webinar/Video conferencing	40.0% (68)	15.9% (27)	41.8% (71)	1.8% (3)	0.6% (1)	170
Computer use in lobby	52.6% (102)	13.9% (27)	28.4% (55)	4.1% (8)	1.0% (2)	194
B&W/Color printing in lobby	47.4% (90)	13.2% (25)	35.3% (67)	3.7% (7)	0.5% (1)	190
Graphic services	42.1% (72)	15.8% (27)	39.2% (67)	1.8% (3)	1.2% (2)	171
Technical assistance	46.9% (84)	20.1% (36)	27.4% (49)	2.8% (5)	2.8% (5)	179
MP3 checkout (VN & Physio classes)	36.6% (60)	13.4% (22)	47.6% (78)	1.2% (2)	1.2% (2)	164
Event setups	46.8% (89)	16.3% (31)	34.2% (65)	1.1% (2)	1.6% (3)	190
Video taping/Editing	46.2% (84)	11.5% (21)	40.1% (73)	1.1% (2)	1.1% (2)	182
					Other (please specify)	13
					answered question	231
					skipped question	8

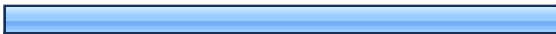

6. When visiting the IMC, what computer platform do you prefer? (Please select all that apply)

		Response Percent	Response Count
	PC 	68.7%	149
	Mac 	41.5%	90
		answered question	217
		skipped question	22

7. To better serve you, it is important that the IMC know what you use their services for. IMC Services are used for: (mark as many as apply)

		Response Percent	Response Count
Class requirement		50.2%	104
Enhanced curriculum delivery		24.6%	51
Enhanced training delivery		19.3%	40
Enhanced homework/project delivery		22.7%	47
Exam/Test preparation		39.1%	81
Internet use		54.6%	113
Subject research		33.8%	70
Computer-assisted self-tutoring		21.7%	45
Class review/study		41.5%	86
Class assignment		61.8%	128
Computerized FAFSA paperwork/Direct Loan application		20.8%	43
Computerized class enrollment		20.3%	42
Homework preparation		33.3%	69
Sign Language video-taped exam		7.2%	15
Special event/speaker		12.1%	25
Personal enhancement		28.0%	58
Life-long learning		17.9%	37
	Other (please specify)		19
answered question			207
skipped question			32






8. Are the multimedia resources you need available in the IMC?

		Response Percent	Response Count
Yes		83.1%	182
No		18.3%	40
	If no, please explain		40
answered question			219
skipped question			20






9. How satisfied are you with the IMC's equipment and materials in relation to the latest instructional technologies?

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	Response Count
Multimedia equipment	51.3% (115)	25.0% (56)	18.3% (41)	3.1% (7)	2.2% (5)	224
Media	48.6% (105)	26.9% (58)	19.0% (41)	3.7% (8)	1.9% (4)	216
					Comments	32
answered question						228
skipped question						11

10. How satisfied are you with the IMC's normal operating hours?

		Response Percent	Response Count
Very satisfied		47.6%	110
Somewhat satisfied		28.6%	66
Neither satisfied nor dissatisfied		13.9%	32
Somewhat dissatisfied		6.9%	16
Very dissatisfied		3.9%	9
Comments			16
answered question			231
skipped question			8

11. How would you rate your overall satisfaction with the IMC?

		Response Percent	Response Count
Very satisfied		61.4%	143
Somewhat satisfied		26.2%	61
Neither satisfied nor dissatisfied		9.9%	23
Somewhat dissatisfied		0.9%	2
Very dissatisfied		1.7%	4
answered question			233
skipped question			6

12. Do you have any suggestions for improving our services? We welcome your suggestions and comments.

	Response Count
	75
answered question	75
skipped question	164

Q5. Based upon services used, please rate your satisfaction with Services in the following areas: (mark as many as apply)

1	Expert guidance by J. West in making sure DVD presentations are ready to use for classes in FS-123.	Sep 26, 2012 8:33 AM
2	they take the time to help and assist me when no one else will	Sep 26, 2012 7:58 AM
3	The technicians go above and beyond to help, even when I cannot get in contact with ITS.	Sep 25, 2012 2:33 PM
4	cannot take home, have to purchase cd's, cd's don't work	Sep 25, 2012 10:35 AM
5	None	Sep 23, 2012 11:55 AM
6	Media box service - excellent	Sep 22, 2012 12:45 PM
7	I wish the catalogue was linked on the LIBRARY site. It is hard to find on the AVC website generally, and last time I used it, it didn't even work.	Sep 22, 2012 10:10 AM
8	I have not used IMC, I just learned about it in Sept 2012	Sep 22, 2012 9:01 AM
9	Joseph West is always helpful.	Sep 22, 2012 7:47 AM
10	Purchased videos for anatomy	Sep 21, 2012 2:16 PM
11	I have not used to many of the other programs.	Sep 21, 2012 12:28 PM
12	Need more equipment and more current media	Sep 21, 2012 12:04 PM
13	Joseph assists nursing with pinnings and does a fine job	Sep 21, 2012 12:03 PM

Q7. To better serve you, it is important that the IMC know what you use their services for. IMC Services are used for: (mark as many as apply)

1	Fun	Sep 26, 2012 10:54 AM
2	Special topic Safety & Health classes presented at FS-123	Sep 26, 2012 8:33 AM
3	revising term papers and reasearch	Sep 26, 2012 7:58 AM
4	Technical assistance, equipment and media.	Sep 25, 2012 2:33 PM
5	meetings	Sep 25, 2012 6:50 AM
6	Classroom Presentation	Sep 25, 2012 6:23 AM
7	Equipment Tech Assistance for Classroom use.	Sep 23, 2012 5:25 PM
8	none	Sep 23, 2012 5:04 PM
9	I have not used IMC services (I don't think)	Sep 23, 2012 7:48 AM
10	Not sure, just found out about the IMC Sept 2012	Sep 22, 2012 9:01 AM
11	none of the above	Sep 21, 2012 6:21 PM
12	Never	Sep 21, 2012 4:21 PM
13	PowerPoint presentations for teaching.	Sep 21, 2012 4:21 PM
14	nite class support	Sep 21, 2012 1:04 PM
15	I have not used any of these programs.	Sep 21, 2012 12:28 PM
16	once a year we have a web presentation with CCCCCO	Sep 21, 2012 12:07 PM
17	Financial Aid Events	Sep 21, 2012 12:02 PM
18	printing	Sep 21, 2012 11:33 AM
19	n/a	Sep 21, 2012 11:16 AM

Q8. Are the multimedia resources you need available in the IMC?

1	Need more current and up to date DVD,film, etc.	Sep 27, 2012 10:05 AM
2	sometimes not available	Sep 26, 2012 3:26 PM
3	sometimes not available	Sep 26, 2012 3:26 PM
4	sometimes not available	Sep 26, 2012 3:26 PM
5	sometimes not available	Sep 26, 2012 3:24 PM
6	sometimes not available	Sep 26, 2012 3:24 PM
7	sometimes not available	Sep 26, 2012 3:24 PM
8	sometimes not available	Sep 26, 2012 3:24 PM
9	sometimes not available	Sep 26, 2012 3:24 PM
10	sometimes not available	Sep 26, 2012 3:22 PM
11	sometimes not available	Sep 26, 2012 3:22 PM
12	sometimes not available	Sep 26, 2012 3:22 PM
13	sometimes not available	Sep 26, 2012 3:22 PM
14	sometimes not available	Sep 26, 2012 3:22 PM
15	sometimes not available	Sep 26, 2012 3:22 PM
16	I wish they were able to supply more newer movies, but I understand the budget concerns.	Sep 25, 2012 2:33 PM
17	all except wifi	Sep 25, 2012 2:04 PM
18	A lot of the media house in the IMC is very outdated. Also the equipment seems to a little outdated in the viewing rooms.	Sep 25, 2012 1:41 PM
19	A lot of the media house in the IMC is very outdated. Also the equipment seems to a little outdated in the viewing rooms.	Sep 25, 2012 1:37 PM
20	Often, not enough computers.	Sep 25, 2012 11:17 AM
21	no Cd's for dance instruction. I had to purchase Cd's for anatomy class. when i got home the rat o rama wouldn't work and corrupted my computer. no refunds allowed	Sep 25, 2012 10:35 AM
22	don't use	Sep 25, 2012 6:50 AM
23	Needs an updated catalog	Sep 24, 2012 12:54 PM
24	accounting tutor	Sep 24, 2012 8:29 AM
25	I don't use multimedia at IMC. But I know IMC wouldn't have it because IMC's	Sep 23, 2012 5:25 PM

Q8. Are the multimedia resources you need available in the IMC?

	DVDs on Art and Art History subjects are out-dated.	
26	WiFi is needed	Sep 22, 2012 11:47 PM
27	Need more DVD's	Sep 22, 2012 12:45 PM
28	Would like to see videos replaced with DVDs	Sep 22, 2012 10:10 AM
29	Not always, such as, checkout equipment.	Sep 22, 2012 9:59 AM
30	Not Sure	Sep 22, 2012 9:01 AM
31	I need a list of videos that you have for AJ	Sep 21, 2012 6:03 PM
32	but I wish the vhs media would be brought up to date on dvd instead. It severely limits checking out the material for home use because rarely anyone these days still has a vhs player. maybe you could get a transfer company to recreate the materials on dvd.	Sep 21, 2012 5:36 PM
33	I don't know who you are	Sep 21, 2012 4:21 PM
34	video editing cables do not match with tape decks and do not load to mac computers. Theres no reading cards available. for video editing.	Sep 21, 2012 3:08 PM
35	I don't know what IMC is, so really I don't know why I'm taking this survey.	Sep 21, 2012 2:47 PM
36	Need more video equipment that student can checkout	Sep 21, 2012 2:36 PM
37	They have suspended MANY nights with the IMC, noone to help if equipment fails, which is a lot in LH 106	Sep 21, 2012 1:04 PM
38	dont use	Sep 21, 2012 1:03 PM
39	Very few DVD's available	Sep 21, 2012 12:41 PM
40	To no fault of IMC, but budget cuts have prevented continued use of laptop check-out; smartcarts are no longer easily available.	Sep 21, 2012 12:04 PM

Q9. How satisfied are you with the IMC's equipment and materials in relation to the latest instructional technologies?

1	Thanks	Sep 26, 2012 7:18 AM
2	Once again, I would like to see more newer movies available for my students.	Sep 25, 2012 2:33 PM
3	need newer media	Sep 25, 2012 1:56 PM
4	need newer media	Sep 25, 2012 1:56 PM
5	need newer media	Sep 25, 2012 1:56 PM
6	need newer media	Sep 25, 2012 1:56 PM
7	need newer media	Sep 25, 2012 1:56 PM
8	need newer media	Sep 25, 2012 1:56 PM
9	need newer media	Sep 25, 2012 1:56 PM
10	need newer media	Sep 25, 2012 1:54 PM
11	need newer media	Sep 25, 2012 1:54 PM
12	need newer media	Sep 25, 2012 1:54 PM
13	need newer media	Sep 25, 2012 1:50 PM
14	need newer media	Sep 25, 2012 1:50 PM
15	need newer media	Sep 25, 2012 1:50 PM
16	need newer media	Sep 25, 2012 1:49 PM
17	need newer media	Sep 25, 2012 1:49 PM
18	need newer media	Sep 25, 2012 1:49 PM
19	need newer media	Sep 25, 2012 1:49 PM
20	need newer media	Sep 25, 2012 1:45 PM
21	The problem is mostly with the bugs being worked out of the system, particularly in the new H & S building.	Sep 25, 2012 6:23 AM
22	For the first day they seemed to have everything that I would need for college.	Sep 24, 2012 7:38 PM
23	For the first day they seemed to have everything that I would need for college.	Sep 24, 2012 7:27 PM
24	Some of the equipment does not work very good, and there are only a few DVD players. When I go in, they are almost always taken, so when I need to watch a DVD, I am unable to. Some of the DVDs are so sceatched, that they are unable to be watched.	Sep 24, 2012 12:20 PM
25	I am not aware of the latest instructional technologies, and even though funding	Sep 24, 2012 8:24 AM

Q9. How satisfied are you with the IMC's equipment and materials in relation to the latest instructional technologies?

is an obstacle at many times, I'm hopeful that IMC will continue to provide the best to our students.

26	I don't use equipment in the IMC; I used it in my classroom but I do need help if something went wrong with the media projector.	Sep 23, 2012 5:25 PM
27	Need huge update	Sep 22, 2012 12:45 PM
28	Not sure	Sep 22, 2012 9:01 AM
29	Needs to update movie database	Sep 21, 2012 7:12 PM
30	Need more smart carts and they need to help with passwords, ITS is just trying to control everything	Sep 21, 2012 1:04 PM
31	Campus is always behind in technology . . . instructional is no different. IMC has the vision. Now they need the support!!	Sep 21, 2012 12:04 PM
32	Need VHS collections transferred to dvd	Sep 21, 2012 11:31 AM

Q10. How satisfied are you with the IMC's normal operating hours?

1	I would prefer that they had the hours they use to have until 8pm	Sep 26, 2012 7:58 AM
2	I would like for there to be longer hours. Some people like me have classes that extend pass the IMC hours and if we need to use their facilities it is unavailable.	Sep 26, 2012 7:20 AM
3	I have late classes so the times are very helpful	Sep 25, 2012 10:56 PM
4	Sad that they now close early on some days. I work and take evening classes and I utilize the resources in the IMC everyday, but now I'm without those resourses on many nights due to the changed hours.	Sep 25, 2012 5:20 PM
5	I am upset that the IMC has to be closed on certain evenings due to budget concerns. I am often left with no tech support because of this. I was always able to rely on the IMC for quick a response to my tech needs.	Sep 25, 2012 2:33 PM
6	Need more hours of availability.	Sep 25, 2012 11:17 AM
7	closes too early	Sep 25, 2012 10:35 AM
8	Wish some days went a little later then 8.	Sep 23, 2012 11:42 PM
9	Needs longer hours	Sep 22, 2012 4:17 PM
10	Needs to be open when students are on campus, including Sat's	Sep 22, 2012 12:45 PM
11	I do not know the hours of operation yet.	Sep 22, 2012 9:01 AM
12	Somewhat limited hours and personnel due to financial cut backs...	Sep 21, 2012 4:28 PM
13	not open at convenient hours. close to early on fridays.	Sep 21, 2012 3:08 PM
14	NEED MORE NITE and WKND HELP	Sep 21, 2012 1:04 PM
15	Closed on Mondays and Tuesdays	Sep 21, 2012 12:35 PM
16	Closures due to staff reduction doesn't make since. The funding should go where the service is needed.	Sep 21, 2012 12:04 PM

Q12. Do you have any suggestions for improving our services? We welcome your suggestions and comments.

1	The staff is great and having all these services really help with class. I use this room whenever I am on campus	Sep 28, 2012 10:07 AM
2	soft music	Sep 27, 2012 5:42 PM
3	soft music	Sep 27, 2012 5:42 PM
4	Kim , Joseph and senior staff are very friendly and professional- always willing to go out of their way to be of service. However (due to budget or other restrictions ?), we need more up to date materials (DVD, film, etc.) which would be useful....	Sep 27, 2012 10:05 AM
5	No suggestions, just that the people that work at the IMC are amazingly awesome, and I appreciate all the help they provide to the students. The IMC is my favorite place to be in.	Sep 26, 2012 3:30 PM
6	Stay open longer hours are at least until 8pm mon thru thursday	Sep 26, 2012 3:26 PM
7	Stay open longer hours are at least until 8pm mon thru thursday	Sep 26, 2012 3:26 PM
8	Stay open longer hours are at least until 8pm mon thru thursday	Sep 26, 2012 3:26 PM
9	Stay open longer hours are at least until 8pm mon thru thursday	Sep 26, 2012 3:24 PM
10	Stay open longer hours are at least until 8pm mon thru thursday	Sep 26, 2012 3:24 PM
11	Stay open longer hours are at least until 8pm mon thru thursday	Sep 26, 2012 3:24 PM
12	Stay open longer hours are at least until 8pm mon thru thursday	Sep 26, 2012 3:24 PM
13	Stay open longer hours are at least until 8pm mon thru thursday	Sep 26, 2012 3:24 PM
14	Get to students waiting in line faster, it doesn't happen often but occasionally there will be a line and the people working are talking to each other and not helping students.	Sep 26, 2012 10:54 AM
15	I think the staff does an excellent job and is very professional and friendly in their dealings with me. In the next survey, I think there should be a "Non-applicable" choice for the items as there are many resources available from IMC that I have not used and it may look odd that there are so many items that were not rated by me.	Sep 26, 2012 8:33 AM
16	Return the hours that they had befor	Sep 26, 2012 7:58 AM
17	n/a	Sep 26, 2012 7:55 AM
18	There's one woman there, she's a bigger caucasian lady. Whenever I'm in the IMC it seems like she doesn't want to be bothered or has an unjustified attitude. I've heard her be snotty to a staff member and her services are slow.	Sep 26, 2012 7:20 AM
19	None	Sep 25, 2012 6:39 PM
20	Restore or extend the normal hours for the IMC for those of us that require evening service. Thank you	Sep 25, 2012 5:20 PM

Q12. Do you have any suggestions for improving our services? We welcome your suggestions and comments.

21	Yes.... The IMC MUST return to their normal business hours of operations, for they are greatly needed. The IMC department should never have been affected by the budget crisis.The IMC staff are the only tech support many of us can rely on!	Sep 25, 2012 2:33 PM
22	No, there is nothing that should be changed in the IMC, it's perfect. It's more than a student can want in service. Please don't shut it down, in here we can relax and watch a movie before our classes or we can finish a last minuet change in our paper. You don't understand how much you would hurt the school if you shut it down. Please and Thank you. A caring student	Sep 25, 2012 2:04 PM
23	no they are very helpful at all times always there when we need help	Sep 25, 2012 1:51 PM
24	wi fi	Sep 25, 2012 1:48 PM
25	Wi-fi would be a plus if it was offer at the IMC....campus wide	Sep 25, 2012 1:41 PM
26	No comments	Sep 25, 2012 7:59 AM
27	everyone there is wonderful and have always been a great help to me.	Sep 25, 2012 7:43 AM
28	More PCs, group-work rooms.	Sep 24, 2012 8:34 PM
29	A catalog of movies at the front desk so that the student can find what they are looking for or a computer that they can access the info? then all they have to do is tell the person were on the self the item is located.	Sep 24, 2012 6:22 PM
30	Try to provide better and more DVD players, and working DVDs and VHS players. Overall, good job though! =)	Sep 24, 2012 12:20 PM
31	I am a student that can only attend classes in the evening due to work, sometimes I don't know all the learning services that are available to me. I just learned about IMC last semester and I have been attending classes since 2008. Maybe a monthly or quarterly newsletter with highlight on upcoming events and services available to students would be help. This newsletter could just be online or emailed.	Sep 24, 2012 9:01 AM
32	No	Sep 24, 2012 7:29 AM
33	none	Sep 24, 2012 7:05 AM
34	Some days og a later time.	Sep 23, 2012 11:42 PM
35	no and thank you	Sep 23, 2012 10:47 PM
36	not at this time	Sep 23, 2012 6:23 PM
37	Joseph West rocks! Give him a medal. Or better still, clone him.	Sep 23, 2012 5:25 PM
38	Keep up the good work.	Sep 23, 2012 4:51 PM
39	No, it is just fine as it is.	Sep 23, 2012 4:06 PM
40	everything is alright	Sep 23, 2012 2:40 PM

Q12. Do you have any suggestions for improving our services? We welcome your suggestions and comments.

41	Keep hiring great staff!	Sep 23, 2012 11:55 AM
42	I am very satisfied. I wish they have better system for mp3 players checkout. Students should have a hold on their account if they do not return checked out equipment on time.	Sep 23, 2012 11:11 AM
43	I always receive prompt service, and am extremely happy with the performance of the IMC.	Sep 23, 2012 10:42 AM
44	no	Sep 23, 2012 7:48 AM
45	A lot of people dont know it exist so getting the word out might help and a lot people don't know the services offer. being able to print for example.	Sep 22, 2012 8:46 PM
46	longer hours to study	Sep 22, 2012 4:17 PM
47	Research grants available to update and expand equipment & media; increase staff. You are doing the best you can with reduced funding.	Sep 22, 2012 12:45 PM
48	We need more technical staff, as there are gaps of service. The DVD/Video collection is very spotty for my subject.	Sep 22, 2012 11:28 AM
49	Joseph West and the staff of IMC are collectively and consistently some of the nicest people I've ever met, and the most helpful on this campus. They are always available when there is a problem, pleasant to work with, and excellent at what they do. I really can't rate you all highly enough, we are very lucky to have you on this campus.	Sep 22, 2012 10:10 AM
50	IMC and ITs need to be under the same management.	Sep 22, 2012 9:59 AM
51	A branch in Palmdale	Sep 22, 2012 9:50 AM
52	I have been going to AVC since Fall 2011 and I am just filnding out the IMC in Sept 2012, I think it would benefit the new students coming in that this service is here for them to use. Now that I know it is here, I plan to utilize it more.	Sep 22, 2012 9:01 AM
53	I had a very negative experience one day a few weeks ago. I am in a wheelchair and I waited at the counter for service. I waited in front of the young man working the counter. The IMC was not busy. I waited and waited. He was one foot in front of me and until I asked him if he was available to help me, he never siad a word. It was very strange. It was like I was invisible. I felt the IMC was not a friendly place and would not meet my needs as a disabled student.	Sep 22, 2012 7:47 AM
54	There are some students that r just killing time on their facebook page, while there r some students that really need to do homework waiting for this students to leave the computer. I think that they can have a limit time to used the computer when there is no for homework. Thanks	Sep 21, 2012 9:50 PM
55	More movies and another DVD room and FIRE the guy that just started this semester. He has bad customer service and he looks high all the time	Sep 21, 2012 7:12 PM
56	I want to THANK Cheryl, Joseph and Jaimie who are MARVELOUS!!! My favorite 3 in the IMC- they are always SO HELPFUL, nice and I recently had a crisis and Jaimie came so fast and helped me out in my class - I would have had	Sep 21, 2012 6:21 PM

Q12. Do you have any suggestions for improving our services? We welcome your suggestions and comments.

to cancel class if he had not helped and he was FABULOUS and Cheryl was able to get him to my class within 20 minutes :-) LOVE YOU THREE_ THANKS!!!!

57	Tell us what you do besides handing out the keys to the mailroom. What services and what videos you have that can help us. Joseph is great!	Sep 21, 2012 6:03 PM
58	Friendlier employees.	Sep 21, 2012 4:47 PM
59	Need to clone both Joseph and Jamie!!!	Sep 21, 2012 4:28 PM
60	I have no idea who this is. Never heard of you.	Sep 21, 2012 4:21 PM
61	I have never actually been inside of the IMC as I've never been fully sure what services are offered. One suggestion would be to let people around campus know what the IMC does and can do for students.	Sep 21, 2012 4:14 PM
62	Instructors in lab don't know the answers to simple photoshop questions. Or don't know how to direct you for other programs like video editing (for example) when you have a question. I don't know if it is favoritism towards others.	Sep 21, 2012 3:08 PM
63	none	Sep 21, 2012 2:36 PM
64	Keep getting a dvd budget and let us modernize our collection, we need a modern dvd on heart disease RIGHT NOW	Sep 21, 2012 1:04 PM
65	Longer hours of operation.	Sep 21, 2012 12:51 PM
66	Put catalog of media online.	Sep 21, 2012 12:41 PM
67	Ensure that it is open for classes and students	Sep 21, 2012 12:35 PM
68	More for administration than the dept. itself. IMC appears to be an under appreciated service area. Because they don't "squeak" they don't get the "oil". Given the resources, IMC could easily achieve more. They have the vision and know-how.	Sep 21, 2012 12:04 PM
69	IMC will need to evaluate how they operate in relation to the advances in technology.	Sep 21, 2012 12:03 PM
70	Thanks for all your help. The staff in IMC is great.	Sep 21, 2012 12:02 PM
71	more seamless communication and execution with ITS.	Sep 21, 2012 11:57 AM
72	Get more classic, modern, and independent films in stock	Sep 21, 2012 11:33 AM
73	Make sure all of the staff are fully knowledgeable of how to use both PC's and Mac's.	Sep 21, 2012 11:33 AM
74	It would be helpful if the person answering the IMC call center had some knowledge regarding IMC issues and/or was able to assist in solving the issue.	Sep 21, 2012 11:31 AM
75	teaching teachers how to run equipment for themselves instead of someone else doing it for them	Sep 21, 2012 11:16 AM