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Welcome, **Procurement & Warehousing Department**

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Survey: 16-006V - School and Department Furniture

24 respondents took this survey.

Question Summary

Question	Question Type	% of Respondents Submitting
Details Question 1	Rating grid	100.00%
Details Question 2	Rating grid	100.00%
Details Question 3	Rating grid	100.00%

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Question 1 (Rating grid)

24 of 24 respondents answered this question.

If you purchased from one of the vendors below, please rate their customer service level.

1. Advanced Filing Systems

Excellent (1) - Poor (5)	Number of Respondents	Percent
1	0	0.00%
2	0	0.00%
3	1	100.00%
4	0	0.00%
5	0	0.00%
Total	1	100.00%

Average rating: 3.00

2. Apricot Office Interiors

Excellent (1) - Poor (5)	Number of Respondents	Percent
1	4	80.00%
2	0	0.00%
3	1	20.00%
4	0	0.00%
5	0	0.00%
Total	5	100.00%

Average rating: 1.40

3. Berwin / J.C. White Office Furniture

Excellent (1) - Poor (5)	Number of Respondents	Percent
1	3	60.00%
2	1	20.00%
3	1	20.00%
4	0	0.00%
5	0	0.00%
Total	5	100.00%

Average rating: 1.60



4. Classroom Outfitters

Excellent (1) - Poor (5)	Number of Respondents	Percent
1	0	0.00%
2	0	0.00%
3	1	100.00%


Customer Service

4	0	0.00%
5	0	0.00%
Total	1	100.00%
Average rating: 3.00		


5. Compass Office Solutions

Excellent (1) - Poor (5)	Number of Respondents	Percent
1 	2	66.67%
2	0	0.00%
3 	1	33.33%
4	0	0.00%
5	0	0.00%
Total	3	100.00%
Average rating: 1.67		



6. Contemporary Interiors

Excellent (1) - Poor (5)	Number of Respondents	Percent
1	0	0.00%
2	0	0.00%
3 	1	100.00%
4	0	0.00%
5	0	0.00%
Total	1	100.00%
Average rating: 3.00		



7. Ernie Morris Enterprises

Excellent (1) - Poor (5)	Number of Respondents	Percent
1	0	0.00%
2	0	0.00%
3 	2	100.00%
4	0	0.00%
5	0	0.00%
Total	2	100.00%
Average rating: 3.00		



8. Fisher Scientific / Fisher Education (Furniture)

Excellent (1) - Poor (5)	Number of Respondents	Percent
1	0	0.00%
2	0	0.00%
3 	1	50.00%
4	0	0.00%
5 	1	50.00%
Total	2	100.00%
Average rating: 4.00		


9. Global Industries

Excellent (1) - Poor (5)	Number of Respondents	Percent
1 	3	75.00%
2	0	0.00%
3 	1	25.00%
4	0	0.00%
5	0	0.00%
Total	4	100.00%
Average rating: 1.50		


10. W.W. Grainger (Furniture only)

Excellent (1) - Poor (5)	Number of Respondents	Percent
1 	1	50.00%
2	0	0.00%
3 	1	50.00%
4	0	0.00%
5	0	0.00%
Total	2	100.00%
Average rating: 2.00		

11. M. Hanson & Company

Excellent (1) - Poor (5)	Number of Respondents	Percent
1	0	0.00%
2	0	0.00%
3 	1	100.00%
4	0	0.00%
5	0	0.00%
Total	1	100.00%
Average rating: 3.00		

12. Hertz Furniture

Excellent (1) - Poor (5)	Number of Respondents	Percent
1	0	0.00%
2	0	0.00%
3 	1	100.00%
4	0	0.00%
5	0	0.00%
Total	1	100.00%
Average rating: 3.00		

13. Krueger International

Excellent (1) - Poor (5)	Number of Respondents	Percent
1	0	0.00%
2	0	0.00%
3 	1	50.00%
4 	1	50.00%
5	0	0.00%
Total	2	100.00%
Average rating: 3.50		

14. Lakeshore Learning (Classroom Furniture)

Excellent (1) - Poor (5)	Number of Respondents	Percent
1 	2	50.00%
2 	1	25.00%
3 	1	25.00%
4	0	0.00%
5	0	0.00%
Total	4	100.00%
Average rating: 1.75		

15. Libero Consulting/LCG Space Makers

Excellent (1) - Poor (5)	Number of Respondents	Percent
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1		4	57.14%
2		1	14.29%
3		1	14.29%
4		1	14.29%
5		0	0.00%
Total		7	100.00%

Average rating: 1.86

16. MyOfficeProducts, LLC (Furniture only)

Excellent (1) - Poor (5)		Number of Respondents	Percent
1		1	50.00%
2		0	0.00%
3		1	50.00%
4		0	0.00%
5		0	0.00%
Total		2	100.00%

Average rating: 2.00

17. Newton Seating

Excellent (1) - Poor (5)		Number of Respondents	Percent
1		1	33.33%
2		1	33.33%
3		1	33.33%
4		0	0.00%
5		0	0.00%
Total		3	100.00%

Average rating: 2.00

18. Office Express (Furniture only)

Excellent (1) - Poor (5)		Number of Respondents	Percent
1		0	0.00%
2		1	33.33%
3		1	33.33%
4		0	0.00%
5		1	33.33%
Total		3	100.00%

Average rating: 3.33

19. PRIDE Enterprises

Excellent (1) - Poor (5)		Number of Respondents	Percent
1		0	0.00%
2		0	0.00%
3		1	100.00%
4		0	0.00%
5		0	0.00%
Total		1	100.00%

Average rating: 3.00

20. School House Products

Excellent (1) - Poor (5)		Number of Respondents	Percent
1		0	0.00%
2		0	0.00%
3		1	100.00%
4		0	0.00%

5	0	0.00%
Total	1	100.00%



Average rating: 3.00

21. School Specialty (Furniture only)

Excellent (1) - Poor (5)	Number of Respondents	Percent
1 	4	40.00%
2 	3	30.00%
3 	3	30.00%
4	0	0.00%
5	0	0.00%
Total	10	100.00%


Average rating: 1.90

22. Signature Products

Excellent (1) - Poor (5)	Number of Respondents	Percent
1	0	0.00%
2 	1	50.00%
3 	1	50.00%
4	0	0.00%
5	0	0.00%
Total	2	100.00%

Average rating: 2.50

23. Staples Contract/Business Interiors

Excellent (1) - Poor (5)	Number of Respondents	Percent
1 	2	33.33%
2 	2	33.33%
3 	2	33.33%
4	0	0.00%
5	0	0.00%
Total	6	100.00%



Average rating: 2.00

24. Troxell Communications (Furniture only)

Excellent (1) - Poor (5)	Number of Respondents	Percent
1	0	0.00%
2 	1	33.33%
3 	1	33.33%
4	0	0.00%
5 	1	33.33%
Total	3	100.00%

Average rating: 3.33

25. Virco Corporation

Excellent (1) - Poor (5)	Number of Respondents	Percent
1 	4	66.67%
2	0	0.00%
3 	2	33.33%
4	0	0.00%
5	0	0.00%
Total	6	100.00%

Average rating: 1.67

26. Vision Worx - CCS Presentation (Furniture only)

Excellent (1) - Poor (5)	Number of Respondents	Percent
1	0	0.00%
2	0	0.00%
3	1	100.00%
4	0	0.00%
5	0	0.00%
Total	1	100.00%

Average rating: 3.00

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Question 2 (Rating grid)

24 of 24 respondents answered this question.

If you purchased from one of the vendors below, please rate their delivery of furniture.

Delivery

1. Advanced Filing Systems

Excellent (1) - Poor (5)	Number of Respondents	Percent
1	0	0.00%
2	0	0.00%
3	1	100.00%
4	0	0.00%
5	0	0.00%
Total	1	100.00%

Average rating: 3.00

2. Apricot Office Interiors

Excellent (1) - Poor (5)	Number of Respondents	Percent
1	3	60.00%
2	1	20.00%
3	1	20.00%
4	0	0.00%
5	0	0.00%
Total	5	100.00%

Average rating: 1.60

3. Berwin / J.C. White Office Furniture

Excellent (1) - Poor (5)	Number of Respondents	Percent
1	3	60.00%
2	1	20.00%
3	1	20.00%
4	0	0.00%
5	0	0.00%
Total	5	100.00%

Average rating: 1.60

4. Classroom Outfitters

Excellent (1) - Poor (5)	Number of Respondents	Percent
1	0	0.00%
2	0	0.00%
3	1	100.00%
4	0	0.00%
5	0	0.00%
Total	1	100.00%

Average rating: 3.00

5. Compass Office Solutions

Excellent (1) - Poor (5)		Number of Respondents	Percent
1		2	66.67%
2		0	0.00%
3		1	33.33%
4		0	0.00%
5		0	0.00%
Total		3	100.00%
Average rating: 1.67			

6. Contemporary Interiors

Excellent (1) - Poor (5)		Number of Respondents	Percent
1		0	0.00%
2		0	0.00%
3		1	100.00%
4		0	0.00%
5		0	0.00%
Total		1	100.00%
Average rating: 3.00			

7. Ernie Morris Enterprises

Excellent (1) - Poor (5)		Number of Respondents	Percent
1		0	0.00%
2		0	0.00%
3		1	50.00%
4		0	0.00%
5		1	50.00%
Total		2	100.00%
Average rating: 4.00			

8. Fisher Scientific / Fisher Education (Furniture)

Excellent (1) - Poor (5)		Number of Respondents	Percent
1		0	0.00%
2		0	0.00%
3		2	100.00%
4		0	0.00%
5		0	0.00%
Total		2	100.00%
Average rating: 3.00			

9. Global Industries

Excellent (1) - Poor (5)		Number of Respondents	Percent
1		3	75.00%
2		0	0.00%
3		1	25.00%
4		0	0.00%
5		0	0.00%
Total		4	100.00%
Average rating: 1.50			

10. W.W. Grainger (Furniture only)

Excellent (1) - Poor (5)		Number of Respondents	Percent
1		1	50.00%

2	0	0.00%
3	1	50.00%
4	0	0.00%
5	0	0.00%
Total	2	100.00%

Average rating: 2.00

11. M. Hanson & Company

Excellent (1) - Poor (5)	Number of Respondents	Percent
1	0	0.00%
2	0	0.00%
3	1	100.00%
4	0	0.00%
5	0	0.00%
Total	1	100.00%

Average rating: 3.00

12. Hertz Furniture

Excellent (1) - Poor (5)	Number of Respondents	Percent
1	0	0.00%
2	0	0.00%
3	1	100.00%
4	0	0.00%
5	0	0.00%
Total	1	100.00%

Average rating: 3.00

13. Krueger International

Excellent (1) - Poor (5)	Number of Respondents	Percent
1	0	0.00%
2	0	0.00%
3	2	100.00%
4	0	0.00%
5	0	0.00%
Total	2	100.00%

Average rating: 3.00

14. Lakeshore Learning (Classroom Furniture)

Excellent (1) - Poor (5)	Number of Respondents	Percent
1	2	50.00%
2	1	25.00%
3	1	25.00%
4	0	0.00%
5	0	0.00%
Total	4	100.00%

Average rating: 1.75

15. Libero Consulting/LCG Space Makers

Excellent (1) - Poor (5)	Number of Respondents	Percent
1	3	42.86%
2	2	28.57%
3	1	14.29%
4	1	14.29%
5	0	0.00%

Total 7 100.00%
 Average rating: 2.00

16. MyOfficeProducts, LLC (Furniture only)

Excellent (1) - Poor (5)		Number of Respondents	Percent
1		1	50.00%
2		1	50.00%
3		0	0.00%
4		0	0.00%
5		0	0.00%
Total		2	100.00%

Average rating: 1.50

17. Newton Seating

Excellent (1) - Poor (5)		Number of Respondents	Percent
1		0	0.00%
2		2	66.67%
3		1	33.33%
4		0	0.00%
5		0	0.00%
Total		3	100.00%

Average rating: 2.33

18. Office Express (Furniture only)

Excellent (1) - Poor (5)		Number of Respondents	Percent
1		0	0.00%
2		0	0.00%
3		1	50.00%
4		1	50.00%
5		0	0.00%
Total		2	100.00%

Average rating: 3.50

19. PRIDE Enterprises

Excellent (1) - Poor (5)		Number of Respondents	Percent
1		0	0.00%
2		0	0.00%
3		1	100.00%
4		0	0.00%
5		0	0.00%
Total		1	100.00%





Average rating: 3.00

20. School House Products


Excellent (1) - Poor (5)		Number of Respondents	Percent
1		0	0.00%
2		0	0.00%
3		1	100.00%
4		0	0.00%
5		0	0.00%
Total		1	100.00%

Average rating: 3.00



21. School Specialty (Furniture only)

Excellent (1) - Poor (5)	Number of Respondents	Percent
1 	4	40.00%
2 	3	30.00%
3 	2	20.00%
4 	1	10.00%
5	0	0.00%
Total	10	100.00%
Average rating: 2.00		

22. Signature Products

Excellent (1) - Poor (5)	Number of Respondents	Percent
1	0	0.00%
2	0	0.00%
3 	1	100.00%
4	0	0.00%
5	0	0.00%
Total	1	100.00%
Average rating: 3.00		




23. Staples Contract/Business Interiors

Excellent (1) - Poor (5)	Number of Respondents	Percent
1 	2	33.33%
2 	4	66.67%
3	0	0.00%
4	0	0.00%
5	0	0.00%
Total	6	100.00%
Average rating: 1.67		

24. Troxell Communications (Furniture only)

Excellent (1) - Poor (5)	Number of Respondents	Percent
1	0	0.00%
2 	1	33.33%
3 	1	33.33%
4	0	0.00%
5 	1	33.33%
Total	3	100.00%
Average rating: 3.33		

25. Virco Corporation

Excellent (1) - Poor (5)	Number of Respondents	Percent
1 	3	50.00%
2 	1	16.67%
3 	2	33.33%
4	0	0.00%
5	0	0.00%
Total	6	100.00%
Average rating: 1.83		

26. Vision Worx - CCS Presentation (Furniture only)

Excellent (1) - Poor (5)	Number of Respondents	Percent
1	0	0.00%
2	0	0.00%
3 	1	100.00%

4	0	0.00%
5	0	0.00%
Total	1	100.00%
Average rating: 3.00		

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Question 3 (Rating grid)

24 of 24 respondents answered this question.


If you purchased from one of the vendors below, would you purchase from them again? Note: Do not mark "NO" if you have not dealt with that vendor.

Use Vendor Again


1. Advanced Filing Systems

Yes (1) - No (2)	Number of Respondents	Percent
1 	1	100.00%
2	0	0.00%
Total	1	100.00%
Average rating: 1.00		


2. Apricot Office Interiors

Yes (1) - No (2)	Number of Respondents	Percent
1 	5	100.00%
2	0	0.00%
Total	5	100.00%
Average rating: 1.00		


3. Berwin / J.C. White Office Furniture

Yes (1) - No (2)	Number of Respondents	Percent
1 	5	100.00%
2	0	0.00%
Total	5	100.00%
Average rating: 1.00		


4. Classroom Outfitters

Yes (1) - No (2)	Number of Respondents	Percent
1 	1	100.00%
2	0	0.00%
Total	1	100.00%
Average rating: 1.00		

5. Compass Office Solutions

Yes (1) - No (2)	Number of Respondents	Percent
1 	3	100.00%
2	0	0.00%
Total	3	100.00%
Average rating: 1.00		


6. Contemporary Interiors

Yes (1) - No (2)	Number of Respondents	Percent
1 	1	100.00%
2	0	0.00%
Total	1	100.00%
Average rating: 1.00		


7. Ernie Morris Enterprises

Yes (1) - No (2)	Number of Respondents	Percent
1 	1	50.00%
2 	1	50.00%
Total	2	100.00%
Average rating: 1.50		


8. Fisher Scientific / Fisher Education (Furniture)

Yes (1) - No (2)	Number of Respondents	Percent
1 	1	50.00%
2 	1	50.00%
Total	2	100.00%
Average rating: 1.50		

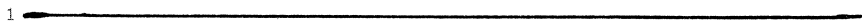
9. Global Industries

Yes (1) - No (2)	Number of Respondents	Percent
1 	3	100.00%
2	0	0.00%
Total	3	100.00%
Average rating: 1.00		


10. W.W. Grainger (Furniture only)

Yes (1) - No (2)	Number of Respondents	Percent
1 	2	100.00%
2	0	0.00%
Total	2	100.00%
Average rating: 1.00		


11. M. Hanson & Company

Yes (1) - No (2)	Number of Respondents	Percent
1 	1	100.00%
2	0	0.00%
Total	1	100.00%
Average rating: 1.00		

12. Hertz Furniture

Yes (1) - No (2)	Number of Respondents	Percent
1 	1	100.00%
2	0	0.00%
Total	1	100.00%
Average rating: 1.00		

13. Krueger International

Yes (1) - No (2)	Number of Respondents	Percent
1 	1	50.00%
2 	1	50.00%
Total	2	100.00%
Average rating: 1.50		

14. Lakeshore Learning (Classroom Furniture)

Yes (1) - No (2)	Number of Respondents	Percent
1 	4	100.00%
2	0	0.00%

Total		4	100.00%
Average rating: 1.00			
15. Libero Consulting/LCG Space Makers			
Yes (1) - No (2)			
	Number of Respondents	Percent	
1	7	100.00%	
2	0	0.00%	
Total	7	100.00%	
Average rating: 1.00			
16. MyOfficeProducts, LLC (Furniture only)			
Yes (1) - No (2)			
	Number of Respondents	Percent	
1	2	100.00%	
2	0	0.00%	
Total	2	100.00%	
Average rating: 1.00			
17. Newton Seating			
Yes (1) - No (2)			
	Number of Respondents	Percent	
1	3	100.00%	
2	0	0.00%	
Total	3	100.00%	
Average rating: 1.00			
18. Office Express (Furniture only)			
Yes (1) - No (2)			
	Number of Respondents	Percent	
1	1	50.00%	
2	1	50.00%	
Total	2	100.00%	
Average rating: 1.50			
19. PRIDE Enterprises			
Yes (1) - No (2)			
	Number of Respondents	Percent	
1	1	100.00%	
2	0	0.00%	
Total	1	100.00%	
Average rating: 1.00			
20. School House Products			
Yes (1) - No (2)			
	Number of Respondents	Percent	
1	1	100.00%	
2	0	0.00%	
Total	1	100.00%	
Average rating: 1.00			
21. School Specialty (Furniture only)			
Yes (1) - No (2)			
	Number of Respondents	Percent	
1	10	100.00%	
2	0	0.00%	
Total	10	100.00%	
Average rating: 1.00			
22.			

Signature Products

Yes (1) - No (2)	Number of Respondents	Percent
1	2	100.00%
2	0	0.00%
Total	2	100.00%

Average rating: 1.00

23. Staples Contract/Business Interiors

Yes (1) - No (2)	Number of Respondents	Percent
1	5	100.00%
2	0	0.00%
Total	5	100.00%

Average rating: 1.00

24. Troxell Communications (Furniture only)

Yes (1) - No (2)	Number of Respondents	Percent
1	2	66.67%
2	1	33.33%
Total	3	100.00%

Average rating: 1.33

25. Virco Corporation

Yes (1) - No (2)	Number of Respondents	Percent
1	6	100.00%
2	0	0.00%
Total	6	100.00%

Average rating: 1.00

26. Vision Worx - CCS Presentation (Furniture only)

Yes (1) - No (2)	Number of Respondents	Percent
1	1	100.00%
2	0	0.00%
Total	1	100.00%

Average rating: 1.00