

Texas A&M International University

Finance & Administration Division

1999 Service Quality Survey

Background Information

Job Category					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Exec/Adm	29	27.6	28.2	28.2
	Faculty	25	23.8	24.3	52.4
	Clerical	32	30.5	31.1	83.5
	Tech	15	14.3	14.6	98.1
	Service	2	1.9	1.9	100.0
	Total		103	98.1	100.0
Missing		2	1.9		
Total		105	100.0		

Employed by TAMIU					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 1 year	17	16.2	16.2	16.2
	1-4 years	45	42.9	42.9	59.0
	5-9 years	26	24.8	24.8	83.8
	10-19 years	14	13.3	13.3	97.1
	20-29 years	3	2.9	2.9	100.0
	Total		105	100.0	100.0

Gender					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	28	26.7	26.9	26.9
	Female	76	72.4	73.1	100.0
	Total	104	99.0	100.0	
Missing		1	1.0		
Total		105	100.0		

Business Office Section

How would you rate the services provided by the staff in the Accounts Payable section?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	22	21.0	21.0	21.0
	Good	48	45.7	45.7	66.7
	Fair	21	20.0	20.0	86.7
	Poor	4	3.8	3.8	90.5
	N/A	10	9.5	9.5	100.0
	Total	105	100.0	100.0	

How would you rate the services provided by the staff in the Travel section?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	49	46.7	46.7	46.7
	Good	35	33.3	33.3	80.0
	Fair	5	4.8	4.8	84.8
	Poor	2	1.9	1.9	86.7
	N/A	14	13.3	13.3	100.0
	Total	105	100.0	100.0	

Have you visited the Cashier section for Travel Reimbursements?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	76	72.4	72.4	72.4
	No	29	27.6	27.6	100.0
	Total	105	100.0	100.0	

Have you visited the Cashier section for Registration?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	41	39.0	39.0	39.0
	No	64	61.0	61.0	100.0
	Total	105	100.0	100.0	

Have you visited the Cashier section for Grants/Scholarships?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	9	8.6	8.6	8.6

	No	96	91.4	91.4	100.0
	Total	105	100.0	100.0	

Have you visited the Cashier section for Loans/Stafford?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	11	10.5	10.5	10.5
	No	94	89.5	89.5	100.0
	Total	105	100.0	100.0	

Have you visited the Cashier for Other services?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	62	59.0	59.0	59.0
	No	43	41.0	41.0	100.0
	Total	105	100.0	100.0	

If you were not helped by the Cashier section in a timely manner, was it due to a Computer Problem?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	14	13.3	16.5	16.5
	No	66	62.9	77.6	94.1
	E	5	4.8	5.9	100.0
	Total	85	81.0	100.0	
Missing		20	19.0		
Total		105	100.0		

If you were not helped by the Cashier section in a timely manner, was it because the check was not ready?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	21	20.0	25.0	25.0
	No	58	55.2	69.0	94.0
	E	5	4.8	6.0	100.0
	Total	84	80.0	100.0	
Missing		21	20.0		
Total		105	100.0		

How would you rate the services provided by the staff in the Cashier Section?

		Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	Very Good	30	28.6	29.4	29.4
	Good	51	48.6	50.0	79.4
	Fair	12	11.4	11.8	91.2
	Poor	3	2.9	2.9	94.1
	N/A	6	5.7	5.9	100.0
	Total	102	97.1	100.0	
Missing		3	2.9		
Total		105	100.0		

Please evaluate the courtesy and professionalism of the Business Office staff.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	28	26.7	26.7	26.7
	Good	55	52.4	52.4	79.0
	Fair	15	14.3	14.3	93.3
	Poor	5	4.8	4.8	98.1
	N/A	2	1.9	1.9	100.0
	Total	105	100.0	100.0	

Please evaluate the overall services provided by the Business Office.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	22	21.0	21.0	21.0
	Good	60	57.1	57.1	78.1
	Fair	17	16.2	16.2	94.3
	Poor	4	3.8	3.8	98.1
	N/A	2	1.9	1.9	100.0
	Total	105	100.0	100.0	

Office of Human Resource Section

How would you rate the efficiency of the HR staff in responding to questions and providing assistance regarding HR-related issues?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	49	46.7	46.7	46.7
	Good	44	41.9	41.9	88.6
	Fair	8	7.6	7.6	96.2

	Poor	4	3.8	3.8	100.0
	Total	105	100.0	100.0	

How would you rate the effectiveness of the HR recruiting efforts in attracting adequate applicants?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	15	14.3	14.3	14.3
	Good	26	24.8	24.8	39.0
	Fair	15	14.3	14.3	53.3
	Poor	3	2.9	2.9	56.2
	N/A	46	43.8	43.8	100.0
	Total	105	100.0	100.0	

How would you rate the assistance provided concerning benefits?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	37	35.2	35.2	35.2
	Good	54	51.4	51.4	86.7
	Fair	6	5.7	5.7	92.4
	Poor	4	3.8	3.8	96.2
	N/A	4	3.8	3.8	100.0
	Total	105	100.0	100.0	

How would you rate the clarity and comprehensibility of the benefits communicated throughout the year?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	41	39.0	39.0	39.0
	Good	50	47.6	47.6	86.7
	Fair	11	10.5	10.5	97.1
	Poor	2	1.9	1.9	99.0
	N/A	1	1.0	1.0	100.0
	Total	105	100.0	100.0	

Please evaluate how useful the staff development workshops offered by Texas A&M International University are to you.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	17	16.2	16.2	16.2
	Good	49	46.7	46.7	62.9
	Fair	23	21.9	21.9	84.8

	Poor	4	3.8	3.8	88.6
	N/A	12	11.4	11.4	100.0
	Total	105	100.0	100.0	

Do you feel you have adequate opportunity to attend staff development workshops on campus?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	82	78.1	78.1	78.1
	No	22	21.0	21.0	99.0
	E	1	1.0	1.0	100.0
	Total	105	100.0	100.0	

Where do you receive most of your information about HR-related topics?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Hr Home Page	1	1.0	1.0	1.0
	HR News & Views	62	59.0	59.0	60.0
	Direct contact with HR staff	36	34.3	34.3	94.3
	Other	6	5.7	5.7	100.0
	Total	105	100.0	100.0	

How would you rate the effectiveness of the HR News & Views in communicating news and information about HR-related issues?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	39	37.1	37.1	37.1
	Good	53	50.5	50.5	87.6
	Fair	9	8.6	8.6	96.2
	Poor	2	1.9	1.9	98.1
	N/A	2	1.9	1.9	100.0
	Total	105	100.0	100.0	

How would you rate the timeliness of news and information you receive in the HR News & Views?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	32	30.5	30.5	30.5
	Good	55	52.4	52.4	82.9
	Fair	15	14.3	14.3	97.1
	Poor	1	1.0	1.0	98.1
	N/A	2	1.9	1.9	100.0

	Total	105	100.0	100.0
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When I receive the HR News and Views I,					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Read it right away	59	56.2	56.2	56.2
	Take it home	5	4.8	4.8	61.0
	File it in my to read file	13	12.4	12.4	73.3
	Scan and file for future reference	25	23.8	23.8	97.1
	Do not read it	3	2.9	2.9	100.0
	Total	105	100.0	100.0	

How would you rate the HR News and Views on length of overall newsletter/articles and readability?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Too short	7	6.7	6.7	6.7
	Just right	90	85.7	86.5	93.3
	Too Long	6	5.7	5.8	99.0
	E	1	1.0	1.0	100.0
	Total	104	99.0	100.0	
Missing		1	1.0		
Total		105	100.0		

How would you rate the assistance provided by HR regarding Leave Policies?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	33	31.4	31.7	31.7
	Good	52	49.5	50.0	81.7
	Fair	12	11.4	11.5	93.3
	Poor	1	1.0	1.0	94.2
	N/A	6	5.7	5.8	100.0
	Total	104	99.0	100.0	
Missing		1	1.0		
Total		105	100.0		

How would you rate the assistance provided by HR regarding Time Cards?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	24	22.9	23.1	23.1
	Good	40	38.1	38.5	61.5

	Fair	10	9.5	9.6	71.2
	Poor	3	2.9	2.9	74.0
	N/A	27	25.7	26.0	100.0
	Total	104	99.0	100.0	
Missing		1	1.0		
Total		105	100.0		

How would you rate the assistance provided by HR regarding Leave and/or compensatory time balances?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	29	27.6	27.9	27.9
	Good	49	46.7	47.1	75.0
	Fair	12	11.4	11.5	86.5
	Poor	4	3.8	3.8	90.4
	N/A	10	9.5	9.6	100.0
	Total	104	99.0	100.0	
Missing		1	1.0		
Total		105	100.0		

Please evaluate the courtesy and professionalism of the Office of Human Resources staff.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	61	58.1	58.1	58.1
	Good	38	36.2	36.2	94.3
	Fair	4	3.8	3.8	98.1
	Poor	2	1.9	1.9	100.0
	Total	105	100.0	100.0	

Please evaluate the overall services provided by the Office of Human Resources.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	49	46.7	46.7	46.7
	Good	46	43.8	43.8	90.5
	Fair	5	4.8	4.8	95.2
	Poor	4	3.8	3.8	99.0
	N/A	1	1.0	1.0	100.0
	Total	105	100.0	100.0	

Purchasing Office Section

How would you rate the communication by Purchasing about purchasing policies, procedures, and proper use of forms?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	13	12.4	12.4	12.4
	Good	33	31.4	31.4	43.8
	Fair	30	28.6	28.6	72.4
	Poor	9	8.6	8.6	81.0
	N/A	20	19.0	19.0	100.0
	Total	105	100.0	100.0	

Please evaluate how efficiently your purchase orders are being processed.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	16	15.2	15.4	15.4
	Good	42	40.0	40.4	55.8
	Fair	15	14.3	14.4	70.2
	Poor	4	3.8	3.8	74.0
	N/A	27	25.7	26.0	100.0
	Total	104	99.0	100.0	
Missing		1	1.0		
Total		105	100.0		

Please evaluate the courtesy and professionalism of the Purchasing department staff.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	14	13.3	13.3	13.3
	Good	33	31.4	31.4	44.8
	Fair	25	23.8	23.8	68.6
	Poor	12	11.4	11.4	80.0
	N/A	21	20.0	20.0	100.0
	Total	105	100.0	100.0	

Please evaluate the overall services provided by the purchasing Department.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	14	13.3	13.3	13.3
	Good	39	37.1	37.1	50.5

	Fair	22	21.0	21.0	71.4
	Poor	7	6.7	6.7	78.1
	N/A	23	21.9	21.9	100.0
	Total	105	100.0	100.0	

How would you rate the response time given to your request(s)?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	43	41.0	41.0	41.0
	Good	45	42.9	42.9	83.8
	Fair	5	4.8	4.8	88.6
	N/A	12	11.4	11.4	100.0
	Total	105	100.0	100.0	

How would you rate the quality and selection of supplies being stocked in Central Stores?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	24	22.9	22.9	22.9
	Good	51	48.6	48.6	71.4
	Fair	18	17.1	17.1	88.6
	N/A	12	11.4	11.4	100.0
	Total	105	100.0	100.0	

How would you rate the response time given to your printing request?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	35	33.3	33.3	33.3
	Good	42	40.0	40.0	73.3
	Fair	11	10.5	10.5	83.8
	N/A	17	16.2	16.2	100.0
	Total	105	100.0	100.0	

How would you rate the quality of finished product from the Print Shop?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	35	33.3	33.3	33.3
	Good	37	35.2	35.2	68.6
	Fair	13	12.4	12.4	81.0
	Poor	3	2.9	2.9	83.8
	N/A	17	16.2	16.2	100.0

	Total	105	100.0	100.0	
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How would you rate the system used by the Mail Room to handle special requests?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	32	30.5	30.5	30.5
	Good	46	43.8	43.8	74.3
	Fair	5	4.8	4.8	79.0
	Poor	2	1.9	1.9	81.0
	N/A	20	19.0	19.0	100.0
	Total	105	100.0	100.0	

How would you rate the accuracy and timeliness of the mail distribution?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	37	35.2	35.6	35.6
	Good	46	43.8	44.2	79.8
	Fair	15	14.3	14.4	94.2
	Poor	1	1.0	1.0	95.2
	N/A	5	4.8	4.8	100.0
	Total	104	99.0	100.0	
Missing	*	1	1.0		
Total		105	100.0		

How would you rate the notification process used to advise you that a package has arrived for you in Receiving?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	39	37.1	37.1	37.1
	Good	48	45.7	45.7	82.9
	Fair	7	6.7	6.7	89.5
	Poor	2	1.9	1.9	91.4
	N/A	9	8.6	8.6	100.0
	Total	105	100.0	100.0	

How would you rate the communication by this area about procedures for the issue/transfer of University property and reporting stolen, damaged, or lost University Property?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	16	15.2	15.2	15.2
	Good	39	37.1	37.1	52.4

	Fair	13	12.4	12.4	64.8
	Poor	7	6.7	6.7	71.4
	N/A	30	28.6	28.6	100.0
	Total	105	100.0	100.0	

Please evaluate the courtesy and professionalism of the Support Services staff.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	39	37.1	37.1	37.1
	Good	55	52.4	52.4	89.5
	Fair	3	2.9	2.9	92.4
	N/A	8	7.6	7.6	100.0
	Total	105	100.0	100.0	

Please evaluate the overall services provided by Support Services.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	37	35.2	35.6	35.6
	Good	54	51.4	51.9	87.5
	Fair	5	4.8	4.8	92.3
	N/A	8	7.6	7.7	100.0
	Total	104	99.0	100.0	
Missing *		1	1.0		
Total		105	100.0		

Budget/Payroll/Grants & Contracts Section

How would you rate the manner in which the annual budget process is currently being administered?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	5	4.8	4.8	4.8
	Good	16	15.2	15.4	20.2
	Fair	18	17.1	17.3	37.5
	Poor	6	5.7	5.8	43.3
	N/A	59	56.2	56.7	100.0
	Total	104	99.0	100.0	
Missing		1	1.0		
Total		105	100.0		

How would you rate the level of participation extended to you in the budget process?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	5	4.8	4.8	4.8
	Good	15	14.3	14.4	19.2
	Fair	14	13.3	13.5	32.7
	Poor	10	9.5	9.6	42.3
	N/A	60	57.1	57.7	100.0
	Total	104	99.0	100.0	
Missing		1	1.0		
Total		105	100.0		

How would you rate the length of time allotted for the annual budget preparation?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	6	5.7	5.8	5.8
	Good	12	11.4	11.5	17.3
	Fair	15	14.3	14.4	31.7
	Poor	10	9.5	9.6	41.3
	N/A	61	58.1	58.7	100.0
	Total	104	99.0	100.0	
Missing		1	1.0		
Total		105	100.0		

How would you rate the assistance provided concerning the annual budget process and/or other budget information?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	6	5.7	5.8	5.8
	Good	18	17.1	17.5	23.3
	Fair	13	12.4	12.6	35.9
	Poor	7	6.7	6.8	42.7
	N/A	59	56.2	57.3	100.0
	Total	103	98.1	100.0	
Missing		2	1.9		
Total		105	100.0		

How would you rate the assistance provided concerning your payroll check and/or other payroll information?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	43	41.0	41.3	41.3
	Good	50	47.6	48.1	89.4
	Fair	9	8.6	8.7	98.1
	N/A	2	1.9	1.9	100.0
	Total	104	99.0	100.0	
Missing		1	1.0		
Total		105	100.0		

How would you rate the clarity and comprehensibility of the information on your payroll stub?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	39	37.1	37.5	37.5
	Good	48	45.7	46.2	83.7
	Fair	9	8.6	8.7	92.3
	Poor	7	6.7	6.7	99.0
	N/A	1	1.0	1.0	100.0
	Total	104	99.0	100.0	
Missing		1	1.0		
Total		105	100.0		

How would you rate the manner in which payroll checks are distributed to you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	57	54.3	54.8	54.8
	Good	38	36.2	36.5	91.3
	Fair	7	6.7	6.7	98.1
	N/A	2	1.9	1.9	100.0
	Total	104	99.0	100.0	
Missing		1	1.0		
Total		105	100.0		

How are you being paid?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Bi-weekly	53	50.5	51.5	51.5
	Monthly	49	46.7	47.6	99.0
	E	1	1.0	1.0	100.0
	Total	103	98.1	100.0	

Missing		2	1.9		
Total		105	100.0		

How would you rate your satisfaction with the method (biweekly/monthly) in which you are being paid?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	51	48.6	49.5	49.5
	Good	37	35.2	35.9	85.4
	Fair	8	7.6	7.8	93.2
	Poor	6	5.7	5.8	99.0
	N/A	1	1.0	1.0	100.0
	Total		103	98.1	100.0
Missing		2	1.9		
Total		105	100.0		

How would you rate the assistance provided concerning proposals, financial status, reporting, monitoring, and completion of grant reports?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	5	4.8	4.9	4.9
	Good	18	17.1	17.5	22.3
	Fair	3	2.9	2.9	25.2
	Poor	4	3.8	3.9	29.1
	N/A	73	69.5	70.9	100.0
	Total		103	98.1	100.0
Missing		2	1.9		
Total		105	100.0		

How would you rate the instructions provided about preparing a grant proposal?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	4	3.8	3.9	3.9
	Good	12	11.4	11.7	15.5
	Fair	6	5.7	5.8	21.4
	Poor	7	6.7	6.8	28.2
	N/A	74	70.5	71.8	100.0
	Total		103	98.1	100.0
Missing		2	1.9		
Total		105	100.0		

Please evaluate the overall services provided by the Office of Budget/Payroll/Grants and Contracts.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	31	29.5	29.8	29.8
	Good	46	43.8	44.2	74.0
	Fair	14	13.3	13.5	87.5
	Poor	1	1.0	1.0	88.5
	N/A	12	11.4	11.5	100.0
	Total	104	99.0	100.0	
Missing		1	1.0		
Total		105	100.0		

Please evaluate the overall services provided by the Office of Budget/Payroll/Grants & Contracts.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	24	22.9	23.1	23.1
	Good	52	49.5	50.0	73.1
	Fair	16	15.2	15.4	88.5
	Poor	1	1.0	1.0	89.4
	N/A	11	10.5	10.6	100.0
	Total	104	99.0	100.0	
Missing		1	1.0		
Total		105	100.0		

Computer and Telecommunication Services Section

How would you rate the efficiency of the CTS staff in responding to your service request(s)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	24	22.9	23.1	23.1
	Good	48	45.7	46.2	69.2
	Fair	23	21.9	22.1	91.3
	Poor	8	7.6	7.7	99.0
	N/A	1	1.0	1.0	100.0
	Total	104	99.0	100.0	
Missing		1	1.0		

Total	105	100.0		
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How would you rate the solution or outcome of CTS service request(s)?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	21	20.0	20.2	20.2
	Good	47	44.8	45.2	65.4
	Fair	31	29.5	29.8	95.2
	Poor	4	3.8	3.8	99.0
	N/A	1	1.0	1.0	100.0
	Total	104	99.0	100.0	
Missing		1	1.0		
Total		105	100.0		

How would you rate the communication by CTS regarding its services?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	23	21.9	21.9	21.9
	Good	57	54.3	54.3	76.2
	Fair	20	19.0	19.0	95.2
	Poor	4	3.8	3.8	99.0
	N/A	1	1.0	1.0	100.0
	Total	105	100.0	100.0	

Do you feel CTS uses the available technology to its potential?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	67	63.8	64.4	64.4
	No	33	31.4	31.7	96.2
	C	3	2.9	2.9	99.0
	D	1	1.0	1.0	100.0
	Total	104	99.0	100.0	
Missing		1	1.0		
Total		105	100.0		

Please evaluate the courtesy and professionalism of the CTS staff.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	34	32.4	33.0	33.0
	Good	55	52.4	53.4	86.4

	Fair	9	8.6	8.7	95.1
	Poor	3	2.9	2.9	98.1
	N/A	2	1.9	1.9	100.0
	Total	103	98.1	100.0	
Missing		2	1.9		
Total		105	100.0		

Please rate the overall services provided by CTS.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	25	23.8	24.3	24.3
	Good	53	50.5	51.5	75.7
	Fair	19	18.1	18.4	94.2
	Poor	4	3.8	3.9	98.1
	N/A	2	1.9	1.9	100.0
	Total	103	98.1	100.0	
Missing		2	1.9		
Total		105	100.0		

Physical Plant Section

How would you rate the response time given to your service request(s)?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	34	32.4	33.0	33.0
	Good	36	34.3	35.0	68.0
	Fair	19	18.1	18.4	86.4
	Poor	4	3.8	3.9	90.3
	N/A	10	9.5	9.7	100.0
	Total	103	98.1	100.0	
Missing		2	1.9		
Total		105	100.0		

How would you rate the solution or outcome of Physical Plant service request(s)?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	30	28.6	29.1	29.1
	Good	41	39.0	39.8	68.9

	Fair	18	17.1	17.5	86.4
	Poor	4	3.8	3.9	90.3
	N/A	10	9.5	9.7	100.0
	Total	103	98.1	100.0	
Missing		2	1.9		
Total		105	100.0		

How would you rate the cleanliness of the campus facilities?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	50	47.6	48.5	48.5
	Good	37	35.2	35.9	84.5
	Fair	6	5.7	5.8	90.3
	Poor	8	7.6	7.8	98.1
	N/A	2	1.9	1.9	100.0
	Total	103	98.1	100.0	
Missing		2	1.9		
Total		105	100.0		

How would you rate the attractiveness/maintenance of the campus landscaping?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	53	50.5	51.5	51.5
	Good	33	31.4	32.0	83.5
	Fair	13	12.4	12.6	96.1
	Poor	2	1.9	1.9	98.1
	N/A	2	1.9	1.9	100.0
	Total	103	98.1	100.0	
Missing		2	1.9		
Total		105	100.0		

How would you rate the communication by Physical Plant about its services and procedures?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	22	21.0	21.4	21.4
	Good	43	41.0	41.7	63.1
	Fair	24	22.9	23.3	86.4
	Poor	8	7.6	7.8	94.2
	N/A	6	5.7	5.8	100.0

	Total	103	98.1	100.0	
Missing		2	1.9		
Total		105	100.0		

Please evaluate the courtesy and professionalism of the Physical Plant staff.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	48	45.7	46.6	46.6
	Good	38	36.2	36.9	83.5
	Fair	12	11.4	11.7	95.1
	Poor	3	2.9	2.9	98.1
	N/A	2	1.9	1.9	100.0
	Total	103	98.1	100.0	
Missing		2	1.9		
Total		105	100.0		

Please evaluate the overall services provided by Physical Plant.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	38	36.2	36.9	36.9
	Good	47	44.8	45.6	82.5
	Fair	13	12.4	12.6	95.1
	Poor	4	3.8	3.9	99.0
	N/A	1	1.0	1.0	100.0
	Total	103	98.1	100.0	
Missing		2	1.9		
Total		105	100.0		

University Police Department Section

How would you rate the level of safety on campus?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	23	21.9	22.3	22.3
	Good	52	49.5	50.5	72.8
	Fair	18	17.1	17.5	90.3
	Poor	10	9.5	9.7	100.0
	Total	103	98.1	100.0	

Missing		2	1.9		
Total		105	100.0		

How would you rate the accessibility and visibility of the Police Officers to the University community?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	18	17.1	17.5	17.5
	Good	34	32.4	33.0	50.5
	Fair	35	33.3	34.0	84.5
	Poor	15	14.3	14.6	99.0
	N/A	1	1.0	1.0	100.0
	Total	103	98.1	100.0	
Missing		2	1.9		
Total		105	100.0		

How would you rate the response time given to calls from the University community?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	13	12.4	12.6	12.6
	Good	41	39.0	39.8	52.4
	Fair	22	21.0	21.4	73.8
	Poor	7	6.7	6.8	80.6
	N/A	20	19.0	19.4	100.0
	Total	103	98.1	100.0	
Missing		2	1.9		
Total		105	100.0		

Does the University Police Department's escort service provide a useful service to you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	15	14.3	15.3	15.3
	No	7	6.7	7.1	22.4
	Have never used	76	72.4	77.6	100.0
	Total	98	93.3	100.0	
Missing		7	6.7		
Total		105	100.0		

Does the University Police Department's motor assistance program provide a useful service to you?

		Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	Yes	24	22.9	23.3	23.3
	No	6	5.7	5.8	29.1
	Have never used	73	69.5	70.9	100.0
	Total	103	98.1	100.0	
Missing		2	1.9		
Total		105	100.0		

How would you rate the communication by the Police department about its services?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	8	7.6	7.8	7.8
	Good	40	38.1	38.8	46.6
	Fair	27	25.7	26.2	72.8
	Poor	14	13.3	13.6	86.4
	N/A	14	13.3	13.6	100.0
	Total	103	98.1	100.0	
Missing		2	1.9		
Total		105	100.0		

Have you received the "Personal Awareness" pamphlets?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	79	75.2	76.7	76.7
	No	24	22.9	23.3	100.0
	Total	103	98.1	100.0	
Missing		2	1.9		
Total		105	100.0		

Have you received the "Safety and Security" pamphlet?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	85	81.0	82.5	82.5
	No	18	17.1	17.5	100.0
	Total	103	98.1	100.0	
Missing		2	1.9		
Total		105	100.0		

Have you received the pamphlet "You Deserve An Environment Free From Sexual Harassment: It's the Law"?

		Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	Yes	90	85.7	90.0	90.0
	No	10	9.5	10.0	100.0
	Total	100	95.2	100.0	
Missing		5	4.8		
Total		105	100.0		

Please evaluate the courtesy and professionalism of the university Police Department staff.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	31	29.5	30.1	30.1
	Good	46	43.8	44.7	74.8
	Fair	17	16.2	16.5	91.3
	Poor	8	7.6	7.8	99.0
	N/A	1	1.0	1.0	100.0
	Total	103	98.1	100.0	
Missing		2	1.9		
Total		105	100.0		

Please evaluate the overall services provided by the University Police Department.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	29	27.6	29.3	29.3
	Good	42	40.0	42.4	71.7
	Fair	21	20.0	21.2	92.9
	Poor	6	5.7	6.1	99.0
	N/A	1	1.0	1.0	100.0
	Total	99	94.3	100.0	
Missing		6	5.7		
Total		105	100.0		