

Texas A&M International University Finance & Administration Division 2000 Service Quality Survey Frequencies

Background Information

Job Category					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Exec/Adm	31	23.7	23.8	23.8
	Faculty	36	27.5	27.7	51.5
	Clerical	42	32.1	32.3	83.8
	Tech	15	11.5	11.5	95.4
	Service	6	4.6	4.6	100.0
	Total		130	99.2	100.0
Missing		1	.8		
Total		131	100.0		

Years employed by TAMIU					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 1 year	24	18.3	18.3	18.3
	1-4 years	55	42.0	42.0	60.3
	5-9 years	30	22.9	22.9	83.2
	10-19 years	18	13.7	13.7	96.9
	20-29 years	4	3.1	3.1	100.0
	Total		131	100.0	100.0

Gender					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	43	32.8	33.3	33.3
	Female	86	65.6	66.7	100.0
	Total	129	98.5	100.0	
Missing		2	1.5		
Total		131	100.0		

Business Office

How would you rate the services provided by the staff in the Accounts Payable section?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	27	20.6	20.8	20.8
	Good	47	35.9	36.2	56.9
	Fair	22	16.8	16.9	73.8
	Poor	11	8.4	8.5	82.3
	N/A	23	17.6	17.7	100.0
	Total	130	99.2	100.0	
Missing		1	.8		
Total		131	100.0		

How would you rate the assistance provided by the Business Office concerning payment issues?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	25	19.1	19.1	19.1
	Good	47	35.9	35.9	55.0
	Fair	27	20.6	20.6	75.6
	Poor	13	9.9	9.9	85.5
	N/A	19	14.5	14.5	100.0
	Total	131	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	32	24.4	24.6	24.6
	Good	45	34.4	34.6	59.2
	Fair	15	11.5	11.5	70.8
	Poor	5	3.8	3.8	74.6
	N/A	33	25.2	25.4	100.0
	Total	130	99.2	100.0	
Missing		1	.8		
Total		131	100.0		

How would you rate the customer service provided by the Cashiering Area?					
		Frequency	Percent	Valid Percent	Cumulative Percent

Valid	Very Good	26	19.8	19.8	19.8
	Good	58	44.3	44.3	64.1
	Fair	25	19.1	19.1	83.2
	Poor	7	5.3	5.3	88.5
	N/A	15	11.5	11.5	100.0
	Total	131	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	30	22.9	22.9	22.9
	Good	55	42.0	42.0	64.9
	Fair	24	18.3	18.3	83.2
	Poor	7	5.3	5.3	88.5
	N/A	15	11.5	11.5	100.0
	Total	131	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	27	20.6	20.6	20.6
	Good	65	49.6	49.6	70.2
	Fair	24	18.3	18.3	88.5
	Poor	6	4.6	4.6	93.1
	N/A	9	6.9	6.9	100.0
	Total	131	100.0	100.0	

How would you rate the communication by the Business Office about policies, procedures and proper use of forms?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	15	11.5	11.5	11.5
	Good	53	40.5	40.5	51.9
	Fair	41	31.3	31.3	83.2
	Poor	10	7.6	7.6	90.8
	N/A	12	9.2	9.2	100.0
	Total	131	100.0	100.0	

Please evaluate the overall services provided by the Business Office.

		Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	Very Good	24	18.3	18.6	18.6
	Good	71	54.2	55.0	73.6
	Fair	21	16.0	16.3	89.9
	Poor	6	4.6	4.7	94.6
	N/A	7	5.3	5.4	100.0
	Total	129	98.5	100.0	
Missing		2	1.5		
Total		131	100.0		

Office of Human Resource

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	72	55.0	55.0	55.0
	Good	50	38.2	38.2	93.1
	Fair	8	6.1	6.1	99.2
	Poor	1	.8	.8	100.0
	Total	131	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	27	20.6	20.8	20.8
	Good	40	30.5	30.8	51.5
	Fair	24	18.3	18.5	70.0
	Poor	6	4.6	4.6	74.6
	N/A	33	25.2	25.4	100.0
	Total	130	99.2	100.0	
Missing		1	.8		
Total		131	100.0		

How would you rate the assistance provided concerning benefits?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	53	40.5	40.5	40.5

	Good	65	49.6	49.6	90.1
	Fair	10	7.6	7.6	97.7
	N/A	3	2.3	2.3	100.0
	Total	131	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	48	36.6	36.6	36.6
	Good	63	48.1	48.1	84.7
	Fair	15	11.5	11.5	96.2
	Poor	2	1.5	1.5	97.7
	N/A	3	2.3	2.3	100.0
	Total	131	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	36	27.5	27.5	27.5
	Good	47	35.9	35.9	63.4
	Fair	12	9.2	9.2	72.5
	Poor	6	4.6	4.6	77.1
	N/A	30	22.9	22.9	100.0
	Total	131	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	91	69.5	72.2	72.2
	No	30	22.9	23.8	96.0
	D	1	.8	.8	96.8
	E	4	3.1	3.2	100.0
	Total	126	96.2	100.0	
Missing		5	3.8		
Total		131	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent

Valid	Hr Home Page	7	5.3	5.4	5.4
	HR News & Views	62	47.3	47.7	53.1
	Direct contact with HR staff	48	36.6	36.9	90.0
	Other	12	9.2	9.2	99.2
	E	1	.8	.8	100.0
	Total	130	99.2	100.0	
Missing		1	.8		
Total		131	100.0		

How would you rate the effectiveness of the HR News & Views in communicatiing news and information about HR-related issues?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	47	35.9	35.9	35.9
	Good	64	48.9	48.9	84.7
	Fair	16	12.2	12.2	96.9
	Poor	2	1.5	1.5	98.5
	N/A	2	1.5	1.5	100.0
	Total	131	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	43	32.8	33.1	33.1
	Good	67	51.1	51.5	84.6
	Fair	15	11.5	11.5	96.2
	Poor	2	1.5	1.5	97.7
	N/A	3	2.3	2.3	100.0
	Total	130	99.2	100.0	
Missing		1	.8		
Total		131	100.0		

When I receive the HR News and Views I,					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Read it right away	65	49.6	50.0	50.0
	Take it home	13	9.9	10.0	60.0
	File it in my to read file	30	22.9	23.1	83.1
	Scan and file for future reference	18	13.7	13.8	96.9
	Do not read it	4	3.1	3.1	100.0

	Total	130	99.2	100.0	
Missing		1	.8		
Total		131	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	14	10.7	10.9	10.9
	Just right	109	83.2	84.5	95.3
	Too Long	6	4.6	4.7	100.0
	Total	129	98.5	100.0	
Missing		2	1.5		
Total		131	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	48	36.6	36.6	36.6
	Good	57	43.5	43.5	80.2
	Fair	11	8.4	8.4	88.5
	Poor	1	.8	.8	89.3
	N/A	14	10.7	10.7	100.0
	Total	131	100.0	100.0	

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	39	29.8	30.0	30.0
	Good	44	33.6	33.8	63.8
	Fair	12	9.2	9.2	73.1
	Poor	1	.8	.8	73.8
	N/A	34	26.0	26.2	100.0
	Total	130	99.2	100.0	
Missing		1	.8		
Total		131	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	Very Good	39	29.8	30.0	30.0
	Good	55	42.0	42.3	72.3
	Fair	11	8.4	8.5	80.8
	Poor	7	5.3	5.4	86.2
	N/A	18	13.7	13.8	100.0
	Total	130	99.2	100.0	
Missing		1	.8		
Total		131	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	67	51.1	51.1	51.1
	Good	51	38.9	38.9	90.1
	Fair	12	9.2	9.2	99.2
	Poor	1	.8	.8	100.0
	Total	131	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	57	43.5	43.8	43.8
	Good	58	44.3	44.6	88.5
	Fair	14	10.7	10.8	99.2
	Poor	1	.8	.8	100.0
	Total	130	99.2	100.0	
Missing		1	.8		
Total		131	100.0		

Purchasing

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	26	19.8	19.8	19.8
	Good	42	32.1	32.1	51.9
	Fair	23	17.6	17.6	69.5

	Poor	14	10.7	10.7	80.2
	N/A	26	19.8	19.8	100.0
	Total	131	100.0	100.0	

Please evaluate how efficiently your purchase orders are being processed.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	29	22.1	22.1	22.1
	Good	36	27.5	27.5	49.6
	Fair	24	18.3	18.3	67.9
	Poor	9	6.9	6.9	74.8
	N/A	33	25.2	25.2	100.0
	Total	131	100.0	100.0	

Please evaluate the courtesy and professionalism of the Purchasing department staff.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	33	25.2	25.2	25.2
	Good	37	28.2	28.2	53.4
	Fair	28	21.4	21.4	74.8
	Poor	8	6.1	6.1	80.9
	N/A	25	19.1	19.1	100.0
	Total	131	100.0	100.0	

Please evaluate the overall services provided by the purchasing Department.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	34	26.0	26.0	26.0
	Good	43	32.8	32.8	58.8
	Fair	18	13.7	13.7	72.5
	Poor	12	9.2	9.2	81.7
	N/A	24	18.3	18.3	100.0
	Total	131	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	49	37.4	37.7	37.7
	Good	53	40.5	40.8	78.5
	Fair	9	6.9	6.9	85.4

	Poor	1	.8	.8	86.2
	N/A	18	13.7	13.8	100.0
	Total	130	99.2	100.0	
Missing		1	.8		
Total		131	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	37	28.2	28.5	28.5
	Good	56	42.7	43.1	71.5
	Fair	18	13.7	13.8	85.4
	Poor	1	.8	.8	86.2
	N/A	18	13.7	13.8	100.0
	Total	130	99.2	100.0	
Missing		1	.8		
Total		131	100.0		

How would you rate the response time given to your request(s)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	48	36.6	36.9	36.9
	Good	45	34.4	34.6	71.5
	Fair	15	11.5	11.5	83.1
	Poor	1	.8	.8	83.8
	N/A	21	16.0	16.2	100.0
	Total	130	99.2	100.0	
Missing		1	.8		
Total		131	100.0		

How would you rate the quality of finished product from the Print Shop?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	44	33.6	33.8	33.8
	Good	47	35.9	36.2	70.0
	Fair	20	15.3	15.4	85.4
	Poor	3	2.3	2.3	87.7
	N/A	16	12.2	12.3	100.0
	Total	130	99.2	100.0	

Missing		1	.8		
Total		131	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	42	32.1	32.6	32.6
	Good	46	35.1	35.7	68.2
	Fair	10	7.6	7.8	76.0
	Poor	2	1.5	1.6	77.5
	N/A	29	22.1	22.5	100.0
	Total	129	98.5	100.0	
Missing		2	1.5		
Total		131	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	41	31.3	31.8	31.8
	Good	56	42.7	43.4	75.2
	Fair	18	13.7	14.0	89.1
	Poor	3	2.3	2.3	91.5
	N/A	11	8.4	8.5	100.0
	Total	129	98.5	100.0	
Missing		2	1.5		
Total		131	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	47	35.9	36.2	36.2
	Good	50	38.2	38.5	74.6
	Fair	15	11.5	11.5	86.2
	Poor	5	3.8	3.8	90.0
	N/A	13	9.9	10.0	100.0
	Total	130	99.2	100.0	
Missing		1	.8		
Total		131	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	25	19.1	19.4	19.4
	Good	32	24.4	24.8	44.2
	Fair	24	18.3	18.6	62.8
	Poor	10	7.6	7.8	70.5
	N/A	38	29.0	29.5	100.0
	Total	129	98.5	100.0	
Missing		2	1.5		
Total		131	100.0		

Please evaluate the courtesy and professionalism of the Support Services staff.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	54	41.2	41.5	41.5
	Good	58	44.3	44.6	86.2
	Fair	11	8.4	8.5	94.6
	N/A	7	5.3	5.4	100.0
	Total	130	99.2	100.0	
Missing		1	.8		
Total		131	100.0		

Please evaluate the overall services provided by Support Services.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	51	38.9	38.9	38.9
	Good	60	45.8	45.8	84.7
	Fair	11	8.4	8.4	93.1
	N/A	9	6.9	6.9	100.0
	Total	131	100.0	100.0	

Budget/Payroll/Grants & Contracts

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	16	12.2	12.4	12.4

	Good	19	14.5	14.7	27.1
	Fair	21	16.0	16.3	43.4
	Poor	11	8.4	8.5	51.9
	N/A	62	47.3	48.1	100.0
	Total	129	98.5	100.0	
Missing		2	1.5		
Total		131	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	12	9.2	9.2	9.2
	Good	17	13.0	13.1	22.3
	Fair	20	15.3	15.4	37.7
	Poor	17	13.0	13.1	50.8
	N/A	64	48.9	49.2	100.0
	Total	130	99.2	100.0	
Missing		1	.8		
Total		131	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	11	8.4	8.5	8.5
	Good	15	11.5	11.5	20.0
	Fair	24	18.3	18.5	38.5
	Poor	15	11.5	11.5	50.0
	N/A	65	49.6	50.0	100.0
	Total	130	99.2	100.0	
Missing		1	.8		
Total		131	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	15	11.5	11.5	11.5
	Good	13	9.9	10.0	21.5
	Fair	14	10.7	10.8	32.3
	Poor	14	10.7	10.8	43.1

	N/A	74	56.5	56.9	100.0
	Total	130	99.2	100.0	
Missing		1	.8		
Total		131	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	48	36.6	36.6	36.6
	Good	52	39.7	39.7	76.3
	Fair	14	10.7	10.7	87.0
	Poor	1	.8	.8	87.8
	N/A	16	12.2	12.2	100.0
	Total	131	100.0	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	49	37.4	38.0	38.0
	Good	49	37.4	38.0	76.0
	Fair	13	9.9	10.1	86.0
	Poor	5	3.8	3.9	89.9
	N/A	13	9.9	10.1	100.0
	Total	129	98.5	100.0	
Missing		2	1.5		
Total		131	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	64	48.9	49.2	49.2
	Good	46	35.1	35.4	84.6
	Fair	5	3.8	3.8	88.5
	Poor	1	.8	.8	89.2
	N/A	14	10.7	10.8	100.0
	Total	130	99.2	100.0	
Missing		1	.8		
Total		131	100.0		

How are you being paid?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Bi-weekly	64	48.9	49.6	49.6
	Monthly	64	48.9	49.6	99.2
	E	1	.8	.8	100.0
	Total	129	98.5	100.0	
Missing		2	1.5		
Total		131	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	63	48.1	48.5	48.5
	Good	49	37.4	37.7	86.2
	Fair	12	9.2	9.2	95.4
	Poor	5	3.8	3.8	99.2
	N/A	1	.8	.8	100.0
	Total	130	99.2	100.0	
Missing		1	.8		
Total		131	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	7	5.3	5.5	5.5
	Good	16	12.2	12.6	18.1
	Fair	11	8.4	8.7	26.8
	Poor	8	6.1	6.3	33.1
	N/A	85	64.9	66.9	100.0
	Total	127	96.9	100.0	
Missing		4	3.1		
Total		131	100.0		

Please evaluate the courtesy and professionalism of the Office of Budget/Payroll/Grants and Contracts.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	31	23.7	24.4	24.4
	Good	55	42.0	43.3	67.7

	Fair	11	8.4	8.7	76.4
	Poor	3	2.3	2.4	78.7
	N/A	27	20.6	21.3	100.0
	Total	127	96.9	100.0	
Missing		4	3.1		
Total		131	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	28	21.4	22.0	22.0
	Good	56	42.7	44.1	66.1
	Fair	11	8.4	8.7	74.8
	Poor	4	3.1	3.1	78.0
	N/A	28	21.4	22.0	100.0
	Total	127	96.9	100.0	
Missing		4	3.1		
Total		131	100.0		

Computer and Telecommunication Services

Was the response to your service request(s) by CTS staff?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	28	21.4	21.5	21.5
	Good	52	39.7	40.0	61.5
	Fair	28	21.4	21.5	83.1
	Poor	17	13.0	13.1	96.2
	N/A	5	3.8	3.8	100.0
	Total	130	99.2	100.0	
Missing		1	.8		
Total		131	100.0		

How would you rate the solution or outcome of CTS service request(s)?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	30	22.9	22.9	22.9
	Good	48	36.6	36.6	59.5

	Fair	36	27.5	27.5	87.0
	Poor	12	9.2	9.2	96.2
	N/A	5	3.8	3.8	100.0
	Total	131	100.0	100.0	

How would you rate the communication by CTS regarding its services?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	29	22.1	22.1	22.1
	Good	55	42.0	42.0	64.1
	Fair	29	22.1	22.1	86.3
	Poor	15	11.5	11.5	97.7
	N/A	3	2.3	2.3	100.0
	Total	131	100.0	100.0	

Please evaluate the courtesy and professionalism of the CTS staff.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	38	29.0	29.0	29.0
	Good	57	43.5	43.5	72.5
	Fair	26	19.8	19.8	92.4
	Poor	7	5.3	5.3	97.7
	N/A	3	2.3	2.3	100.0
	Total	131	100.0	100.0	

Please rate the overall services provided by CTS.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	31	23.7	23.7	23.7
	Good	56	42.7	42.7	66.4
	Fair	31	23.7	23.7	90.1
	Poor	10	7.6	7.6	97.7
	N/A	3	2.3	2.3	100.0
	Total	131	100.0	100.0	

Physical Plant

How would you rate the response time given to your service request(s)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	30	22.9	23.1	23.1
	Good	56	42.7	43.1	66.2
	Fair	22	16.8	16.9	83.1
	Poor	8	6.1	6.2	89.2
	N/A	14	10.7	10.8	100.0
	Total	130	99.2	100.0	
Missing		1	.8		
Total		131	100.0		

Is the solution to your service requests what you requested or handled in a manner satisfactory to you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	37	28.2	28.7	28.7
	Good	57	43.5	44.2	72.9
	Fair	17	13.0	13.2	86.0
	Poor	5	3.8	3.9	89.9
	N/A	13	9.9	10.1	100.0
	Total	129	98.5	100.0	
Missing		2	1.5		
Total		131	100.0		

How would you rate the cleanliness of the campus facilities?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	49	37.4	37.7	37.7
	Good	58	44.3	44.6	82.3
	Fair	14	10.7	10.8	93.1
	Poor	5	3.8	3.8	96.9
	N/A	4	3.1	3.1	100.0
	Total	130	99.2	100.0	
Missing		1	.8		
Total		131	100.0		

How would you rate the attractiveness/maintenance of the campus landscaping?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	58	44.3	44.6	44.6

	Good	48	36.6	36.9	81.5
	Fair	14	10.7	10.8	92.3
	Poor	6	4.6	4.6	96.9
	N/A	4	3.1	3.1	100.0
	Total	130	99.2	100.0	
Missing		1	.8		
Total		131	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	35	26.7	26.9	26.9
	Good	53	40.5	40.8	67.7
	Fair	26	19.8	20.0	87.7
	Poor	8	6.1	6.2	93.8
	N/A	8	6.1	6.2	100.0
	Total	130	99.2	100.0	
Missing		1	.8		
Total		131	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	54	41.2	41.5	41.5
	Good	53	40.5	40.8	82.3
	Fair	10	7.6	7.7	90.0
	Poor	8	6.1	6.2	96.2
	N/A	5	3.8	3.8	100.0
	Total	130	99.2	100.0	
Missing		1	.8		
Total		131	100.0		

Please evaluate the overall services provided by Physical Plant.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	46	35.1	35.4	35.4
	Good	58	44.3	44.6	80.0
	Fair	16	12.2	12.3	92.3
	Poor	5	3.8	3.8	96.2

	N/A	5	3.8	3.8	100.0
	Total	130	99.2	100.0	
Missing		1	.8		
Total		131	100.0		

University Police Department

How would you rate the level of safety on campus?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	39	29.8	30.2	30.2
	Good	53	40.5	41.1	71.3
	Fair	26	19.8	20.2	91.5
	Poor	11	8.4	8.5	100.0
	Total	129	98.5	100.0	
Missing		2	1.5		
Total		131	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	24	18.3	18.6	18.6
	Good	49	37.4	38.0	56.6
	Fair	32	24.4	24.8	81.4
	Poor	24	18.3	18.6	100.0
	Total	129	98.5	100.0	
Missing		2	1.5		
Total		131	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	25	19.1	19.4	19.4
	Good	37	28.2	28.7	48.1
	Fair	21	16.0	16.3	64.3
	Poor	18	13.7	14.0	78.3
	N/A	28	21.4	21.7	100.0
	Total	129	98.5	100.0	

Missing		2	1.5		
Total		131	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	23	17.6	17.7	17.7
	No	12	9.2	9.2	26.9
	Have never used	93	71.0	71.5	98.5
	E	2	1.5	1.5	100.0
	Total	130	99.2	100.0	
Missing		1	.8		
Total		131	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	35	26.7	26.9	26.9
	No	10	7.6	7.7	34.6
	Have never used	84	64.1	64.6	99.2
	E	1	.8	.8	100.0
	Total	130	99.2	100.0	
Missing		1	.8		
Total		131	100.0		

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	16	12.2	12.3	12.3
	Good	48	36.6	36.9	49.2
	Fair	26	19.8	20.0	69.2
	Poor	20	15.3	15.4	84.6
	N/A	20	15.3	15.4	100.0
	Total	130	99.2	100.0	
Missing		1	.8		
Total		131	100.0		

Have you received the "Personal Awareness" pamphlets?

		Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	Yes	75	57.3	60.0	60.0
	No	50	38.2	40.0	100.0
	Total	125	95.4	100.0	
Missing		6	4.6		
Total		131	100.0		

Have you received the "Safety and Security" pamphlet?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	84	64.1	67.2	67.2
	No	41	31.3	32.8	100.0
	Total	125	95.4	100.0	
Missing		6	4.6		
Total		131	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
Valid	Yes	89	67.9	70.6	70.6
	No	37	28.2	29.4	100.0
	Total	126	96.2	100.0	
Missing		5	3.8		
Total		131	100.0		

Please evaluate the courtesy and professionalism of the university Police Department staff.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	41	31.3	32.5	32.5
	Good	47	35.9	37.3	69.8
	Fair	19	14.5	15.1	84.9
	Poor	19	14.5	15.1	100.0
	Total	126	96.2	100.0	
Missing		5	3.8		
Total		131	100.0		

Please evaluate the overall services provided by the University Police Department.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	40	30.5	31.7	31.7

	Good	46	35.1	36.5	68.3
	Fair	20	15.3	15.9	84.1
	Poor	20	15.3	15.9	100.0
	Total	126	96.2	100.0	
Missing		5	3.8		
Total		131	100.0		