

# Texas A&M International University Finance and Administration Division 2003 Service Quality Survey

Which of the following categories best describes you?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		15	7.6	7.6	7.6
	Executive or Administrative	59	29.8	29.8	37.4
	Support Staff	85	42.9	42.9	80.3
	Faculty	39	19.7	19.7	100.0
	Total	198	100.0	100.0	

How long have you been an employee of the university?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		19	9.6	9.6	9.6
	Less than 1 Year	37	18.7	18.7	28.3
	1-4 Years	65	32.8	32.8	61.1
	5-9 Years	42	21.2	21.2	82.3
	10-19 Years	28	14.1	14.1	96.5
	20 or more years	7	3.5	3.5	100.0
	Total	198	100.0	100.0	

What is your gender?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		23	11.6	11.6	11.6
	Male	49	24.7	24.7	36.4
	Female	126	63.6	63.6	100.0
	Total	198	100.0	100.0	

**Texas A&M International University Finance and  
Administration Division - 2003 Service Quality  
Survey Excluding Blanks**

**Business Office**

**The assistance provided by Business Office staff concerning payment issues.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	35	20.2	20.2	20.2
	Very Good	51	29.5	29.5	49.7
	Good	58	33.5	33.5	83.2
	Fair	22	12.7	12.7	96.0
	Poor	7	4.0	4.0	100.0
	Total	173	100.0	100.0	

**The timeliness of the reimbursement process for travel expenses.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	28	18.3	18.3	18.3
	Very Good	36	23.5	23.5	41.8
	Good	47	30.7	30.7	72.5
	Fair	32	20.9	20.9	93.5
	Poor	10	6.5	6.5	100.0
	Total	153	100.0	100.0	

**The assistance provided by the Business Office staff concerning staff receipting issues.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	21	16.0	16.0	16.0
	Very Good	31	23.7	23.7	39.7
	Good	54	41.2	41.2	80.9
	Fair	23	17.6	17.6	98.5
	Poor	2	1.5	1.5	100.0
	Total	131	100.0	100.0	

**The communication by the Business Office about policies, procedures, and proper use of forms.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	20	13.0	13.0	13.0
	Very Good	39	25.3	25.3	38.3
	Good	53	34.4	34.4	72.7
	Fair	35	22.7	22.7	95.5
	Poor	7	4.5	4.5	100.0
	Total	154	100.0	100.0	

**The courtesy and professionalism of the Business Office staff.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	41	22.2	22.2	22.2
	Very Good	60	32.4	32.4	54.6
	Good	58	31.4	31.4	85.9

	<b>Fair</b>	21	11.4	11.4	97.3
	<b>Poor</b>	5	2.7	2.7	100.0
	<b>Total</b>	185	100.0	100.0	

<b>The overall services provided by the Business Office.</b>					
		<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
<b>Valid</b>	<b>Excellent</b>	31	17.0	17.0	17.0
	<b>Very Good</b>	54	29.7	29.7	46.7
	<b>Good</b>	71	39.0	39.0	85.7
	<b>Fair</b>	24	13.2	13.2	98.9
	<b>Poor</b>	2	1.1	1.1	100.0
	<b>Total</b>	182	100.0	100.0	

<b>The efficiency of the HR staff in responding to question and providing assistance regarding HR-related issues (employment, benefits, training, leave,etc.).</b>					
		<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
<b>Valid</b>	<b>Excellent</b>	54	28.3	28.3	28.3
	<b>Very Good</b>	56	29.3	29.3	57.6
	<b>Good</b>	61	31.9	31.9	89.5
	<b>Fair</b>	16	8.4	8.4	97.9
	<b>Poor</b>	4	2.1	2.1	100.0
	<b>Total</b>	191	100.0	100.0	

<b>The effectiveness of the HR recruiting efforts in attracting adequate applicants.</b>					
		<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
<b>Valid</b>	<b>Excellent</b>	23	16.5	16.5	16.5
	<b>Very Good</b>	39	28.1	28.1	44.6
	<b>Good</b>	50	36.0	36.0	80.6
	<b>Fair</b>	22	15.8	15.8	96.4
	<b>Poor</b>	5	3.6	3.6	100.0
	<b>Total</b>	139	100.0	100.0	

<b>The clarity and comprehensibility of the benefits communicated throughout the year (newsletter, annual enrollment, meeting, etc.).</b>					
		<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
<b>Valid</b>	<b>Excellent</b>	64	33.7	33.7	33.7
	<b>Very Good</b>	53	27.9	27.9	61.6
	<b>Good</b>	57	30.0	30.0	91.6
	<b>Fair</b>	13	6.8	6.8	98.4
	<b>Poor</b>	3	1.6	1.6	100.0
	<b>Total</b>	190	100.0	100.0	

**How useful the staff development workshops offered by the university are to you?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	29	19.6	19.6	19.6
	Very Good	40	27.0	27.0	46.6
	Good	48	32.4	32.4	79.1
	Fair	19	12.8	12.8	91.9
	Poor	12	8.1	8.1	100.0
	Total	148	100.0	100.0	

**The effectiveness in communicating news and information about HR-related issues (newsletter, webpage, e-mail).**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	61	31.9	31.9	31.9
	Very Good	63	33.0	33.0	64.9
	Good	45	23.6	23.6	88.5
	Fair	20	10.5	10.5	99.0
	Poor	2	1.0	1.0	100.0
	Total	191	100.0	100.0	

**The timeliness of news and information you receive in the HR News & Views.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	59	31.1	31.1	31.1
	Very Good	64	33.7	33.7	64.7
	Good	48	25.3	25.3	90.0
	Fair	13	6.8	6.8	96.8
	Poor	6	3.2	3.2	100.0
	Total	190	100.0	100.0	

**The courtesy and professionalism of the Office of Human Resources staff.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	79	40.5	40.5	40.5
	Very Good	61	31.3	31.3	71.8
	Good	38	19.5	19.5	91.3
	Fair	15	7.7	7.7	99.0
	Poor	2	1.0	1.0	100.0
	Total	195	100.0	100.0	

**The overall services provided by the office of Human Resources.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	63	33.2	33.2	33.2
	Very Good	59	31.1	31.1	64.2
	Good	51	26.8	26.8	91.1

	<b>Fair</b>	15	7.9	7.9	98.9
	<b>Poor</b>	2	1.1	1.1	100.0
	<b>Total</b>	190	100.0	100.0	

## Purchasing

The communication by Purchasing regarding policies, procedures, and proper use of forms.

		Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	<b>Excellent</b>	10	7.3	7.3	7.3
	<b>Very Good</b>	24	17.5	17.5	24.8
	<b>Good</b>	43	31.4	31.4	56.2
	<b>Fair</b>	33	24.1	24.1	80.3
	<b>Poor</b>	27	19.7	19.7	100.0
	<b>Total</b>	137	100.0	100.0	

The training provided on the use of the purchasing module.

		Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	<b>Excellent</b>	7	5.7	5.7	5.7
	<b>Very Good</b>	21	17.2	17.2	23.0
	<b>Good</b>	47	38.5	38.5	61.5
	<b>Fair</b>	28	23.0	23.0	84.4
	<b>Poor</b>	19	15.6	15.6	100.0
	<b>Total</b>	122	100.0	100.0	

How efficiently your purchase orders are being processed?

		Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	<b>Excellent</b>	10	7.7	7.7	7.7
	<b>Very Good</b>	25	19.2	19.2	26.9
	<b>Good</b>	37	28.5	28.5	55.4
	<b>Fair</b>	30	23.1	23.1	78.5
	<b>Poor</b>	28	21.5	21.5	100.0
	<b>Total</b>	130	100.0	100.0	

The response time given to the processing of purchase orders.

		Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	<b>Excellent</b>	14	10.9	10.9	10.9
	<b>Very Good</b>	20	15.5	15.5	26.4
	<b>Good</b>	40	31.0	31.0	57.4
	<b>Fair</b>	36	27.9	27.9	85.3
	<b>Poor</b>	19	14.7	14.7	100.0

	<b>Total</b>	129	100.0	100.0	
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<b>The training provided on the use of HUB vendors.</b>					
		<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
<b>Valid</b>	<b>Excellent</b>	14	12.0	12.0	12.0
	<b>Very Good</b>	15	12.8	12.8	24.8
	<b>Good</b>	36	30.8	30.8	55.6
	<b>Fair</b>	28	23.9	23.9	79.5
	<b>Poor</b>	24	20.5	20.5	100.0
	<b>Total</b>	117	100.0	100.0	

<b>The courtesy and professionalism of the Purchasing department staff.</b>					
		<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
<b>Valid</b>	<b>Excellent</b>	16	11.2	11.2	11.2
	<b>Very Good</b>	22	15.4	15.4	26.6
	<b>Good</b>	44	30.8	30.8	57.3
	<b>Fair</b>	36	25.2	25.2	82.5
	<b>Poor</b>	25	17.5	17.5	100.0
	<b>Total</b>	143	100.0	100.0	

<b>The overall services provided by the Purchasing department.</b>					
		<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
<b>Valid</b>	<b>Excellent</b>	16	11.2	11.2	11.2
	<b>Very Good</b>	19	13.3	13.3	24.5
	<b>Good</b>	45	31.5	31.5	55.9
	<b>Fair</b>	34	23.8	23.8	79.7
	<b>Poor</b>	29	20.3	20.3	100.0
	<b>Total</b>	143	100.0	100.0	

## **Secretarial Services/Central Stores**

<b>The response time given to your request(s) by (central stores, typing, and photocopying).</b>					
		<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
<b>Valid</b>	<b>Excellent</b>	42	28.8	28.8	28.8
	<b>Very Good</b>	51	34.9	34.9	63.7
	<b>Good</b>	46	31.5	31.5	95.2
	<b>Fair</b>	5	3.4	3.4	98.6
	<b>Poor</b>	2	1.4	1.4	100.0
	<b>Total</b>	146	100.0	100.0	

The quality and selection of supplies being stocked in central stores.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	37	23.9	23.9	23.9
	Very Good	49	31.6	31.6	55.5
	Good	59	38.1	38.1	93.5
	Fair	7	4.5	4.5	98.1
	Poor	3	1.9	1.9	100.0
	Total	155	100.0	100.0	

## Print Shop

The response time given to you printing request(s).					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	46	29.7	29.7	29.7
	Very Good	47	30.3	30.3	60.0
	Good	39	25.2	25.2	85.2
	Fair	18	11.6	11.6	96.8
	Poor	5	3.2	3.2	100.0
	Total	155	100.0	100.0	

The quality of finished products produced by the Print Shop.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	49	31.0	31.0	31.0
	Very Good	52	32.9	32.9	63.9
	Good	46	29.1	29.1	93.0
	Fair	7	4.4	4.4	97.5
	Poor	4	2.5	2.5	100.0
	Total	158	100.0	100.0	

## Mail Room

The system used by the mail room to handle special requests.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	33	24.6	24.6	24.6
	Very Good	50	37.3	37.3	61.9
	Good	38	28.4	28.4	90.3
	Fair	8	6.0	6.0	96.3
	Poor	5	3.7	3.7	100.0
	Total	134	100.0	100.0	

<b>The accuracy and timeliness of the mail distribution.</b>					
		<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
<b>Valid</b>	<b>Excellent</b>	40	24.4	24.4	24.4
	<b>Very Good</b>	57	34.8	34.8	59.1
	<b>Good</b>	47	28.7	28.7	87.8
	<b>Fair</b>	13	7.9	7.9	95.7
	<b>Poor</b>	7	4.3	4.3	100.0
	<b>Total</b>	164	100.0	100.0	

## **Receiving & Property Inventory**

<b>The notification process used to advise you that a package has arrived in Receiving.</b>					
		<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
<b>Valid</b>	<b>Excellent</b>	32	20.9	20.9	20.9
	<b>Very Good</b>	53	34.6	34.6	55.6
	<b>Good</b>	47	30.7	30.7	86.3
	<b>Fair</b>	12	7.8	7.8	94.1
	<b>Poor</b>	9	5.9	5.9	100.0
	<b>Total</b>	153	100.0	100.0	

**The procedures for the issue/transfer of University property and reporting of stolen, damaged, or lost property.**

		<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
<b>Valid</b>	<b>Excellent</b>	18	16.4	16.4	16.4
	<b>Very Good</b>	28	25.5	25.5	41.8
	<b>Good</b>	40	36.4	36.4	78.2
	<b>Fair</b>	18	16.4	16.4	94.5
	<b>Poor</b>	6	5.5	5.5	100.0
	<b>Total</b>	110	100.0	100.0	

**The courtesy and professionalism of the staff (secretarial services, central stores, print shop, mail room, and receiving).**

		<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
<b>Valid</b>	<b>Excellent</b>	45	27.8	27.8	27.8
	<b>Very Good</b>	60	37.0	37.0	64.8
	<b>Good</b>	42	25.9	25.9	90.7
	<b>Fair</b>	12	7.4	7.4	98.1
	<b>Poor</b>	3	1.9	1.9	100.0
	<b>Total</b>	162	100.0	100.0	

**The overall services provided by the staff (secretarial services, central stores, print shop, mail room, and receiving).**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	43	26.9	26.9	26.9
	Very Good	54	33.8	33.8	60.6
	Good	48	30.0	30.0	90.6
	Fair	11	6.9	6.9	97.5
	Poor	4	2.5	2.5	100.0
	Total	160	100.0	100.0	

## Budget/Payroll/Grants & Contracts

The level of participation extended to you in the budget process.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	20	19.6	19.6	19.6
	Very Good	30	29.4	29.4	49.0
	Good	24	23.5	23.5	72.5
	Fair	15	14.7	14.7	87.3
	Poor	13	12.7	12.7	100.0
	Total	102	100.0	100.0	

The length of time allotted for the annual budget preparation.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	12	13.2	13.2	13.2
	Very Good	29	31.9	31.9	45.1
	Good	24	26.4	26.4	71.4
	Fair	15	16.5	16.5	87.9
	Poor	11	12.1	12.1	100.0
	Total	91	100.0	100.0	

The assistance provided concerning the annual budget process and/or budget information.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	16	16.5	16.5	16.5
	Very Good	32	33.0	33.0	49.5
	Good	23	23.7	23.7	73.2
	Fair	14	14.4	14.4	87.6
	Poor	12	12.4	12.4	100.0
	Total	97	100.0	100.0	

The assistance provided concerning your payroll check and/or payroll information.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	37	25.2	25.2	25.2

	<b>Very Good</b>	55	37.4	37.4	62.6
	<b>Good</b>	39	26.5	26.5	89.1
	<b>Fair</b>	13	8.8	8.8	98.0
	<b>Poor</b>	3	2.0	2.0	100.0
	<b>Total</b>	147	100.0	100.0	

**The clarity and comprehensibility of the information on your payroll stub (i.e., earnings and deductions).**

		Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	<b>Excellent</b>	45	26.9	26.9	26.9
	<b>Very Good</b>	59	35.3	35.3	62.3
	<b>Good</b>	47	28.1	28.1	90.4
	<b>Fair</b>	12	7.2	7.2	97.6
	<b>Poor</b>	4	2.4	2.4	100.0
	<b>Total</b>	167	100.0	100.0	

**The assistance provided concerning financial status of grant reports.**

		Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	<b>Excellent</b>	16	18.8	18.8	18.8
	<b>Very Good</b>	28	32.9	32.9	51.8
	<b>Good</b>	22	25.9	25.9	77.6
	<b>Fair</b>	11	12.9	12.9	90.6
	<b>Poor</b>	8	9.4	9.4	100.0
	<b>Total</b>	85	100.0	100.0	

**The courtesy and professionalism of the Office of Budget/Payroll/Grants and Contracts staff.**

		Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	<b>Excellent</b>	43	27.7	27.7	27.7
	<b>Very Good</b>	60	38.7	38.7	66.5
	<b>Good</b>	35	22.6	22.6	89.0
	<b>Fair</b>	15	9.7	9.7	98.7
	<b>Poor</b>	2	1.3	1.3	100.0
	<b>Total</b>	155	100.0	100.0	

**The overall services provided by the Office of Budget/Payroll/Grants and Contracts.**

		Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	<b>Excellent</b>	43	27.2	27.2	27.2
	<b>Very Good</b>	51	32.3	32.3	59.5
	<b>Good</b>	48	30.4	30.4	89.9
	<b>Fair</b>	15	9.5	9.5	99.4
	<b>Poor</b>	1	.6	.6	100.0
	<b>Total</b>	158	100.0	100.0	

# Computer and Telecommunication Services

The response time to your service request(s) by CTS Staff.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	49	25.9	25.9	25.9
	Very Good	57	30.2	30.2	56.1
	Good	63	33.3	33.3	89.4
	Fair	14	7.4	7.4	96.8
	Poor	6	3.2	3.2	100.0
	Total	189	100.0	100.0	

The solution or outcome of CTS service request(s).					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	51	27.0	27.0	27.0
	Very Good	57	30.2	30.2	57.1
	Good	67	35.4	35.4	92.6
	Fair	12	6.3	6.3	98.9
	Poor	2	1.1	1.1	100.0
	Total	189	100.0	100.0	

The communication by CTS regarding its services and procedures.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	43	23.6	23.6	23.6
	Very Good	58	31.9	31.9	55.5
	Good	58	31.9	31.9	87.4
	Fair	19	10.4	10.4	97.8
	Poor	4	2.2	2.2	100.0
	Total	182	100.0	100.0	

The efficiency of the CTS workorder system.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	44	23.8	23.8	23.8
	Very Good	51	27.6	27.6	51.4
	Good	66	35.7	35.7	87.0
	Fair	18	9.7	9.7	96.8
	Poor	6	3.2	3.2	100.0
	Total	185	100.0	100.0	

The timeliness and effectiveness of the support received on audio visual requests.					
		Frequency	Percent	Valid Percent	Cumulative Percent

Valid	Excellent	46	29.3	29.3	29.3
	Very Good	61	38.9	38.9	68.2
	Good	39	24.8	24.8	93.0
	Fair	10	6.4	6.4	99.4
	Poor	1	.6	.6	100.0
	Total	157	100.0	100.0	

**The timeliness and effectiveness of the support received on SIS and FOCUS requests.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	42	31.3	31.3	31.3
	Very Good	46	34.3	34.3	65.7
	Good	32	23.9	23.9	89.6
	Fair	12	9.0	9.0	98.5
	Poor	2	1.5	1.5	100.0
	Total	134	100.0	100.0	

**The courtesy and professionalism of the CTS staff.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	75	39.5	39.5	39.5
	Very Good	60	31.6	31.6	71.1
	Good	46	24.2	24.2	95.3
	Fair	9	4.7	4.7	100.0
	Total	190	100.0	100.0	

**The overall services provided by CTS.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	62	32.8	32.8	32.8
	Very Good	60	31.7	31.7	64.6
	Good	51	27.0	27.0	91.5
	Fair	15	7.9	7.9	99.5
	Poor	1	.5	.5	100.0
	Total	189	100.0	100.0	

## Physical Plant

**Rate the response time given to your service request(s).**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	40	23.0	23.0	23.0
	Very Good	57	32.8	32.8	55.7
	Good	43	24.7	24.7	80.5

	<b>Fair</b>	27	15.5	15.5	96.0
	<b>Poor</b>	7	4.0	4.0	100.0
	<b>Total</b>	174	100.0	100.0	

<b>Rate the level of satisfaction with the way your request was handled.</b>					
		<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
<b>Valid</b>	<b>Excellent</b>	42	24.1	24.1	24.1
	<b>Very Good</b>	58	33.3	33.3	57.5
	<b>Good</b>	50	28.7	28.7	86.2
	<b>Fair</b>	20	11.5	11.5	97.7
	<b>Poor</b>	4	2.3	2.3	100.0
	<b>Total</b>	174	100.0	100.0	

<b>Rate the cleanliness of the campus facilities.</b>					
		<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
<b>Valid</b>	<b>Excellent</b>	46	25.0	25.0	25.0
	<b>Very Good</b>	56	30.4	30.4	55.4
	<b>Good</b>	41	22.3	22.3	77.7
	<b>Fair</b>	30	16.3	16.3	94.0
	<b>Poor</b>	11	6.0	6.0	100.0
	<b>Total</b>	184	100.0	100.0	

<b>Rate the attractiveness/maintenance of the campus landscaping.</b>					
		<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
<b>Valid</b>	<b>Excellent</b>	63	33.7	33.7	33.7
	<b>Very Good</b>	62	33.2	33.2	66.8
	<b>Good</b>	44	23.5	23.5	90.4
	<b>Fair</b>	14	7.5	7.5	97.9
	<b>Poor</b>	4	2.1	2.1	100.0
	<b>Total</b>	187	100.0	100.0	

<b>Rate the communication by Physical Plant about its services and procedures.</b>					
		<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
<b>Valid</b>	<b>Excellent</b>	33	19.4	19.4	19.4
	<b>Very Good</b>	46	27.1	27.1	46.5
	<b>Good</b>	56	32.9	32.9	79.4
	<b>Fair</b>	29	17.1	17.1	96.5
	<b>Poor</b>	6	3.5	3.5	100.0
	<b>Total</b>	170	100.0	100.0	

<b>The courtesy and professionalism of Physical Plant staff.</b>					
		<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>

Valid	Excellent	69	37.9	37.9	37.9
	Very Good	55	30.2	30.2	68.1
	Good	44	24.2	24.2	92.3
	Fair	12	6.6	6.6	98.9
	Poor	2	1.1	1.1	100.0
	Total	182	100.0	100.0	

The overall services provided by Physical Plant.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	52	28.3	28.3	28.3
	Very Good	61	33.2	33.2	61.4
	Good	51	27.7	27.7	89.1
	Fair	18	9.8	9.8	98.9
	Poor	2	1.1	1.1	100.0
	Total	184	100.0	100.0	

## University Police Department

The level of safety on campus.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	39	21.8	21.8	21.8
	Very Good	51	28.5	28.5	50.3
	Good	56	31.3	31.3	81.6
	Fair	28	15.6	15.6	97.2
	Poor	5	2.8	2.8	100.0
	Total	179	100.0	100.0	

The accessibility and visibility of the police officers to the University community.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	25	13.6	13.6	13.6
	Very Good	42	22.8	22.8	36.4
	Good	50	27.2	27.2	63.6
	Fair	51	27.7	27.7	91.3
	Poor	16	8.7	8.7	100.0
	Total	184	100.0	100.0	

The response time given to calls from the University community.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	28	18.5	18.5	18.5

	<b>Very Good</b>	43	28.5	28.5	47.0
	<b>Good</b>	45	29.8	29.8	76.8
	<b>Fair</b>	26	17.2	17.2	94.0
	<b>Poor</b>	9	6.0	6.0	100.0
	<b>Total</b>	151	100.0	100.0	

**The services provided by the UPD (police escort services and motorist assistance).**

		Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	<b>Excellent</b>	38	29.7	29.7	29.7
	<b>Very Good</b>	29	22.7	22.7	52.3
	<b>Good</b>	29	22.7	22.7	75.0
	<b>Fair</b>	22	17.2	17.2	92.2
	<b>Poor</b>	10	7.8	7.8	100.0
	<b>Total</b>	128	100.0	100.0	

**The communication by the Police Department regarding its services and procedures.**

		Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	<b>Excellent</b>	23	14.6	14.6	14.6
	<b>Very Good</b>	32	20.4	20.4	35.0
	<b>Good</b>	51	32.5	32.5	67.5
	<b>Fair</b>	35	22.3	22.3	89.8
	<b>Poor</b>	16	10.2	10.2	100.0
	<b>Total</b>	157	100.0	100.0	

**The effectiveness of the pamphlets distributed by the UPD on "Personal Awareness" and "You Deserve an Environment Free of Sexual Harassment: It's the Law".**

		Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	<b>Excellent</b>	21	15.7	15.7	15.7
	<b>Very Good</b>	37	27.6	27.6	43.3
	<b>Good</b>	40	29.9	29.9	73.1
	<b>Fair</b>	22	16.4	16.4	89.6
	<b>Poor</b>	14	10.4	10.4	100.0
	<b>Total</b>	134	100.0	100.0	

**The courtesy and professionalism of the University Police Department staff.**

		Frequency	Percent	Valid Percent	Cumulative Percent
<b>Valid</b>	<b>Excellent</b>	46	25.0	25.0	25.0
	<b>Very Good</b>	45	24.5	24.5	49.5
	<b>Good</b>	61	33.2	33.2	82.6
	<b>Fair</b>	26	14.1	14.1	96.7
	<b>Poor</b>	6	3.3	3.3	100.0
	<b>Total</b>	184	100.0	100.0	

**The overall services Provided by the University Police Department.**

		<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
<b>Valid</b>	<b>Excellent</b>	34	18.6	18.6	18.6
	<b>Very Good</b>	54	29.5	29.5	48.1
	<b>Good</b>	56	30.6	30.6	78.7
	<b>Fair</b>	31	16.9	16.9	95.6
	<b>Poor</b>	8	4.4	4.4	100.0
	<b>Total</b>	183	100.0	100.0	