

2004-2005 Service Quality Survey Results						
Business Office						
Please rate the service. If you have not used the service mark "N/A." If you make a selection and then need to change it simply click on your correct selection.						
	Excellent	Very Good	Good	Fair	Poor	N/A
1. The assistance provided by Business Office staff concerning payment issues.	20% (33)	27% (44)	29% (48)	11% (18)	1% (2)	12% (20)
2. The timeliness of the reimbursement process for travel expenses.	14% (23)	25% (41)	24% (40)	14% (23)	6% (10)	17% (29)
3. The assistance provided by the Business Office staff concerning staff receipting issues.	15% (25)	24% (39)	23% (37)	10% (17)	2% (4)	26% (42)
4. The communication by the Business Office about policies procedures and proper use of forms.	16% (27)	18% (29)	30% (50)	18% (29)	8% (14)	10% (16)
5. The courtesy and professionalism of the Business Office staff.	28% (47)	25% (42)	31% (51)	9% (15)	3% (5)	4% (6)
6. The overall services provided by the Business Office.	22% (36)	30% (50)	30% (49)	13% (22)	1% (1)	5% (8)
Total Respondents	166					
(skipped this question)	4					
Human Resources						
Please rate the service. If you have not used the service mark "N/A." If you make a selection and then need to change it simply click on your correct selection.						
	Excellent	Very Good	Good	Fair	Poor	N/A
7. The efficiency of the HR staff in responding to questions and providing assistance regarding HR-related issues (employment benefits training leave etc.).	31% (50)	36% (58)	20% (33)	10% (16)	2% (3)	2% (3)
8. The effectiveness of the HR recruiting efforts in attracting adequate applicants.	16% (26)	23% (38)	28% (46)	13% (21)	6% (10)	13% (22)
9. The clarity and comprehensibility of the benefits communicated throughout the year (newsletter annual enrollment meetings etc.).	33% (53)	31% (51)	25% (41)	7% (11)	2% (3)	2% (3)
10. How useful the staff development workshops offered by the university are to you.	19% (30)	22% (36)	22% (36)	12% (20)	7% (11)	17% (28)
11. The effectiveness in communicating news and information about HR-related issues (newsletter webpage e-mail).	31% (50)	32% (52)	26% (43)	7% (11)	3% (5)	1% (2)
12. The timeliness of news and information you receive in the HR News & Views.	31% (50)	30% (48)	28% (46)	7% (11)	3% (5)	1% (2)
13. The effectiveness of the LeaveTraQ system and online Time Card.	36% (58)	30% (49)	17% (27)	4% (7)	2% (4)	11% (18)
14. The communication by HR of policies/regulations and rules.	27% (43)	30% (48)	26% (42)	12% (20)	5% (8)	1% (1)
15. The courtesy and professionalism of the Office of Human Resources staff.	41% (66)	31% (50)	19% (31)	4% (7)	4% (6)	1% (2)
16. The overall services provided by the Office of Human Resources.	33% (53)	33% (54)	23% (37)	8% (13)	2% (4)	1% (1)
Total Respondents	163					
(skipped this question)	7					
Purchasing						
Please rate the service. If you have not used the service mark "N/A." If you make a selection and then need to change it simply click on your correct selection.						
	Excellent	Very Good	Good	Fair	Poor	N/A
17. The communication by Purchasing regarding policies procedures and proper use of forms.	4% (7)	14% (23)	20% (32)	23% (37)	14% (22)	25% (40)
18. The training provided on the use of the purchasing module.	4% (7)	8% (13)	21% (33)	13% (21)	11% (18)	42% (68)
19. How efficiently your purchase orders are being processed.	4% (7)	18% (28)	22% (35)	18% (29)	10% (16)	28% (45)
20. The response time given to the processing of purchase orders.	4% (7)	14% (23)	23% (37)	19% (31)	11% (18)	28% (45)
21. The training provided on the use of HUB vendors.	5% (8)	10% (16)	17% (27)	16% (25)	16% (26)	37% (59)
22. The courtesy and professionalism of the Purchasing department staff.	12% (20)	16% (26)	26% (42)	12% (20)	10% (16)	23% (37)
23. The overall services provided by the Purchasing department.	7% (11)	17% (27)	26% (41)	18% (29)	10% (16)	22% (35)
Total Respondents	161					

(skipped this question)	9					
Secretarial Services/Central Stores						
	Excellent	Very Good	Good	Fair	Poor	N/A
24. The response time given to you request(s) (central stores typing and photocopying).	24% (39)	26% (41)	21% (34)	1% (2)	2% (3)	26% (41)
25. The quality and selection of supplies being stocked in Central Stores.	19% (31)	27% (44)	23% (37)	8% (13)	2% (4)	20% (32)
Total Respondents	161					
(skipped this question)	9					
Print Shop						
	Excellent	Very Good	Good	Fair	Poor	N/A
26. The response time given to your printing request(s).	25% (40)	24% (38)	21% (34)	6% (9)	4% (7)	19% (31)
27. The quality of finished products produced by the Print Shop.	27% (43)	29% (46)	19% (31)	3% (5)	2% (4)	19% (31)
Total Respondents	160					
(skipped this question)	10					
Copy Center						
	Excellent	Very Good	Good	Fair	Poor	N/A
28. The customer service that you receive at the Copy Center.	23% (37)	19% (30)	9% (14)	1% (2)	1% (1)	48% (76)
29. The equipment used to produce your finished product.	22% (36)	16% (25)	12% (19)	2% (3)	1% (1)	48% (76)
Total Respondents	160					
(skipped this question)	10					
Mail Room						
	Excellent	Very Good	Good	Fair	Poor	N/A
30. The system used by the mail room to handle special requests.	25% (40)	26% (41)	22% (35)	6% (10)	1% (20)	20% (32)
31. The accuracy and timeliness of the mail distribution.	26% (41)	29% (47)	23% (37)	8% (13)	4% (7)	9% (15)
Total Respondents	160					
(skipped this question)	10					
Receiving & Property Inventory						
	Excellent	Very Good	Good	Fair	Poor	N/A
32. The notification process used to advise you that a package has arrived in Receiving.	26% (41)	39% (62)	20% (32)	4% (7)	2% (4)	9% (14)
33. The procedures for the issue/transfer of University property and reporting of stolen damaged or lost property.	13% (21)	26% (42)	19% (31)	6% (10)	2% (4)	33% (53)
34. The courtesy and professionalism of the staff (secretarial services central stores print shop mail room and receiving).	32% (52)	32% (51)	23% (37)	3% (5)	2% (3)	9% (14)
35. The overall services provided by the staff (secretarial services central stores print shop mail room and receiving).	26% (42)	37% (59)	23% (37)	4% (7)	1% (2)	9% (14)
Total Respondents	161					

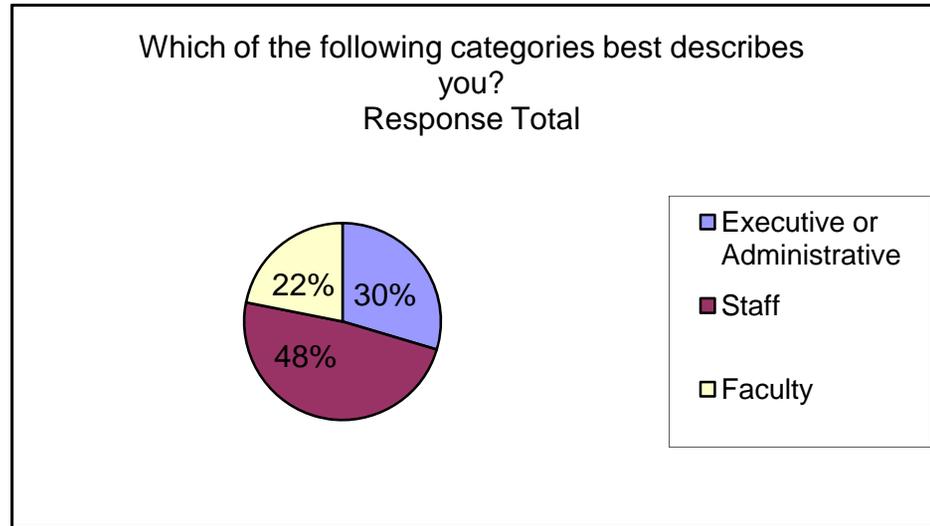
(skipped this question)	9					
Office of Budget/Payroll/Grants and Contracts						
Please rate the service. If you have not used the service mark "N/A." If you make a selection and then need to change it simply click on your correct selection.						
	Excellent	Very Good	Good	Fair	Poor	N/A
36. The level of participation extended to you in the budget process.	8% (13)	13% (21)	20% (30)	7% (11)	7% (11)	44% (67)
37. The length of time allotted for the annual budget preparation.	5% (8)	12% (18)	19% (29)	10% (16)	4% (6)	50% (76)
38. The assistance provided concerning the annual budget process and/or other budget information.	7% (10)	13% (20)	22% (33)	9% (14)	4% (6)	45% (69)
39. The assistance provided concerning your payroll check and/or payroll information.	27% (41)	26% (40)	31% (47)	3% (5)	2% (3)	11% (17)
40. The clarity and comprehensibility of the information on your payroll stub (i.e. earnings and deductions.	29% (45)	29% (44)	28% (43)	5% (8)	1% (2)	8% (12)
41. The assistance provided concerning financial status of grant reports.	10% (15)	13% (20)	15% (23)	5% (8)	2% (4)	54% (82)
42. The courtesy and professionalism of the Office of Budget/Payroll/Grants and Contracts staff.	27% (42)	27% (42)	26% (40)	4% (7)	0% (0)	14% (22)
43. The overall services provided by the Office of Budget/Payroll/Grants and Contracts.	25% (38)	28% (43)	29% (44)	7% (11)	0% (0)	11% (17)
Total Respondents	153					
(skipped this question)	17					
Computer and Telecommunication Services						
Please rate the service. If you have not used the service mark "N/A." If you make a selection and then need to change it simply click on your correct selection.						
	Excellent	Very Good	Good	Fair	Poor	N/A
44. The response time to your service request(s) by CTS staff.	21% (32)	37% (56)	22% (35)	12% (18)	5% (8)	2% (4)
45. The solution or outcome of CTS service request(s).	21% (32)	36% (55)	29% (45)	8% (12)	2% (4)	3% (5)
46. The communication by CTS regarding its services and procedures.	22% (34)	31% (47)	27% (42)	12% (18)	4% (7)	3% (5)
47. The efficiency of the CTS workorder system.	20% (30)	34% (52)	22% (35)	12% (19)	7% (11)	4% (6)
48. The timeliness and effectiveness of the support received on audio visual requests.	27% (42)	27% (42)	18% (27)	4% (7)	1% (2)	22% (33)
49. The timeliness and effectiveness of the support received on SIS and FOCUS requests.	22% (33)	24% (36)	15% (23)	4% (6)	0% (0)	36% (55)
50. The courtesy and professionalism of the CTS staff.	39% (59)	33% (51)	21% (32)	4% (7)	0% (0)	2% (4)
51. The overall services provided by CTS.	27% (41)	37% (56)	22% (35)	9% (14)	1% (2)	2% (4)
Total Respondents	153					
(skipped this question)	17					
Physical Plant						
Please rate the service. If you have not used the service mark "N/A." If you make a selection and then need to change it simply click on your correct selection.						
	Excellent	Very Good	Good	Fair	Poor	N/A
52. The response time (within 5 days or less) given to your service request(s).	22% (33)	29% (44)	25% (37)	11% (17)	4% (7)	9% (13)
53. The level of satisfaction with the way your request was handled.	23% (34)	30% (45)	26% (39)	10% (15)	3% (4)	9% (14)
54. The cleanliness of the campus facilities.	21% (32)	30% (46)	30% (45)	13% (19)	5% (8)	1% (1)
55. The attractiveness/maintenance of the campus landscaping.	29% (44)	36% (55)	25% (37)	6% (9)	3% (5)	1% (1)
56. The communication by Physical Plant about its services and procedures.	14% (21)	27% (40)	29% (44)	13% (19)	11% (17)	6% (9)
57. The helpfulness of "Safety Works" monthly newsletter.	22% (33)	30% (45)	24% (36)	9% (14)	11% (17)	4% (6)
58. The courtesy and professionalism of the Physical Plant staff.	35% (52)	29% (44)	27% (40)	7% (10)	1% (1)	2% (3)
59. The overall services provided by Physical Plant.	27% (40)	32% (48)	29% (44)	9% (13)	2% (3)	1% (2)
Total Respondents	151					

(skipped this question)	19					
University Police Department						
Please rate the service. If you have not used the service mark "N/A." If you make a selection and then need to change it simply click on your correct selection.						
	Excellent	Very Good	Good	Fair	Poor	N/A
60. The level of safety on campus.	23% (35)	33% (50)	28% (42)	12% (19)	3% (5)	1% (1)
61. The accessibility and visibility of the Police officers to the University community.	18% (27)	27% (41)	28% (43)	15% (22)	11% (17)	1% (1)
62. The response time given to calls from the University community.	19% (28)	23% (35)	23% (35)	10% (15)	5% (8)	19% (29)
63. The services provided by the UPD (police escort service and motorist assistance).	16% (24)	22% (33)	18% (28)	5% (8)	2% (3)	37% (56)
64. The communication by the Police Department regarding its services and procedures.	14% (22)	22% (33)	30% (46)	17% (26)	8% (12)	9% (13)
65. The effectiveness of the pamphlets distributed by the UPD on "Personal Awareness" and "You Deserve an Environment Free From Sexual Harassment: It's The Law."	13% (20)	23% (35)	25% (42)	17% (26)	3% (4)	19% (29)
66. The courtesy and professionalism of the University Police Department staff.	28% (43)	31% (47)	28% (42)	9% (14)	2% (3)	2% (3)
67. The overall services provided by the University Police Department.	19% (28)	34% (51)	30% (46)	14% (21)	2% (3)	1% (2)
Total Respondents	152					
(skipped this question)	18					

2004 Administration & Finance Division - Service Quality Survey

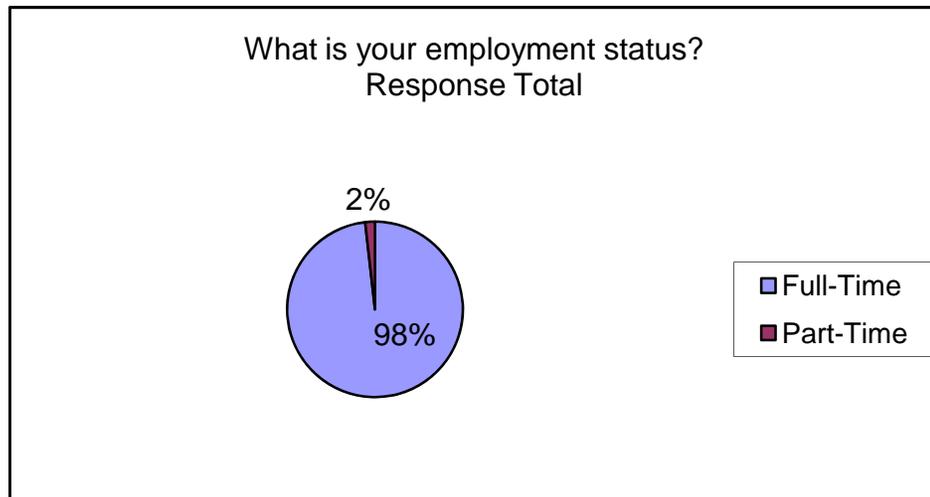
Which of the following categories best describes you?

	Response Total
Executive or Administrative	50
Staff	82
Faculty	37
Total Respondents	169
(skipped this question)	1



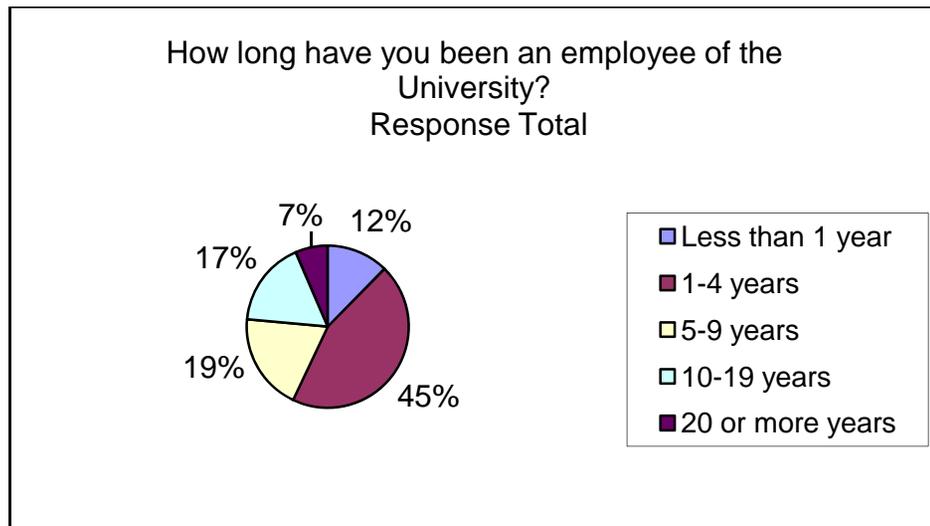
What is your employment status?

	Response Total
Full-Time	165
Part-Time	3
Total Respondents	168
(skipped this question)	2



How long have you been an employee of the University?

	Response	Total
Less than 1 year	21	
1-4 years	76	
5-9 years	33	
10-19 years	29	
20 or more years	11	
Total Respondents	170	
(skipped this question)	0	



What is your gender?

	Response	Total
Male	50	
Female	118	
Total Respondents	168	
(skipped this question)	2	

