

Service-Quality-Survey-2006-2007

2006-2007 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		TOTAL w/o N/A's	N/A	
	%	Actual	%	Actual	%	Actual	%	Actual	%	Actual			
1. The assistance provided by Business Office staff concerning payment issues.	27%	63	26%	60	32%	74	13%	30	2%	5	232	40	
2. The timeliness of the reimbursement process for travel expenses.	21%	42	25%	49	27%	54	19%	37	9%	18	200	71	
3. The assistance provided by the Business Office staff concerning staff receipting issues.	22%	44	28%	54	35%	69	13%	26	2%	3	196	74	
4. The communication by the Business Office about policies procedures and proper use of forms.	20%	46	24%	56	33%	75	17%	38	6%	14	229	42	
5. The efficiency of the Business Office staff in responding to questions and providing assistance	24%	58	30%	73	30%	72	14%	33	2%	5	241	29	
6. The usefulness of the information contained on the Business Office website.	22%	45	28%	58	34%	70	16%	33	1%	2	208	63	
7. The courtesy and professionalism of the Business Office staff.	29%	73	26%	66	28%	70	13%	33	3%	8	250	19	
8. The overall services provided by the Business Office.	26%	67	26%	66	32%	81	13%	34	2%	5	253	18	
<i>Total Respondents including N/A's</i>												273	
<i>(skipped this question)</i>												6	

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		TOTAL w/o N/A's	N/A	
	%	Actual	%	Actual	%	Actual	%	Actual	%	Actual			
9. The efficiency of the HR staff in responding to questions and providing assistance regarding HR-related issues (employment benefits training leave etc.)	25%	65	28%	74	30%	78	11%	29	6%	16	262	7	
10. The effectiveness of the recruitment and hiring process via the online employment system TAMUWorks.	20%	43	25%	53	35%	73	16%	33	4%	8	210	57	
11. The clarity and comprehensibility of the benefits communicated throughout the year (newsletter annual enrollment meetings etc.)	21%	55	31%	79	36%	94	10%	25	2%	6	259	9	
12. The usefulness the staff development workshops offered to you by the University.	18%	42	26%	60	30%	70	17%	39	8%	19	230	39	
13. The effectiveness in communicating news and information about HR-related issues (newsletter webpage e-mail etc.)	24%	63	31%	81	32%	84	11%	28	3%	7	263	4	
14. The timeliness of news and information you receive in the "HR News & Views" (newsletter).	23%	60	32%	82	35%	91	7%	18	3%	9	260	8	
15. The effectiveness of the LeaveTraq system and online Time Card.	35%	84	33%	79	24%	57	7%	17	2%	4	241	27	
16. The usefulness of the HRConnect system and the automated information it provides (online W-2 online paystub ability to review and update personal data etc.)	45%	117	35%	92	17%	45	3%	8	0%	0	262	5	
17. The communication by HR of policies/regulations and rules.	23%	61	28%	75	35%	93	11%	28	3%	7	264	4	
18. The usefulness of the information contained on the HR website.	24%	64	37%	96	29%	77	8%	22	1%	3	262	4	
19. The courtesy and professionalism of the HR staff.	32%	84	33%	88	23%	60	10%	26	3%	7	265	3	
20. The overall services provided by the Office of Human Resources.	25%	67	33%	88	31%	82	8%	22	2%	6	265	2	
<i>Total Respondents including N/A's</i>												269	
<i>(skipped this question)</i>												10	

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PURCHASING & SUPPORT 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		TOTAL w/o N/A's	N/A
	%	Actual	%	Actual	%	Actual	%	Actual	%	Actual		
21. The communication by Purchasing regarding policies procedures and proper use of forms.	12%	23	22%	41	37%	70	19%	36	10%	19	189	75
22. The training provided on the use of the purchasing module.	15%	24	18%	28	33%	51	26%	41	8%	12	156	109
23. How efficiently your purchase orders are being processed.	14%	26	24%	44	33%	59	17%	31	11%	20	180	83
24. The response time given to the processing of purchase orders.	14%	25	25%	45	28%	51	20%	36	13%	23	180	84
25. The training provided on the use of HUB vendors.	14%	23	23%	37	33%	54	20%	33	10%	16	163	102
26. The courtesy and professionalism of the staff (purchasing).	19%	36	23%	44	36%	69	12%	24	11%	21	194	68
27. The overall services provided by the staff (purchasing).	14%	28	24%	48	36%	71	19%	38	6%	12	197	68

Total Respondents including N/A's	265
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(skipped this question)	14
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Receiving & Property Inventory

	EXCELLENT		VERY GOOD		GOOD		FAIR		POOR		TOTAL w/o N/A's	N/A
	%	Actual	%	Actual	%	Actual	%	Actual	%	Actual		
28. The notification process used to advise you that a package has arrived in Receiving.	25%	54	37%	80	26%	56	9%	19	3%	6	215	45
29. The convenience and effectiveness of the delivery of merchandise/packages other than office supplies (deliveries made by Receiving staff).	30%	65	33%	72	26%	55	8%	17	3%	6	215	46
30. The convenience and effectiveness of the desktop delivery of office supplies (deliveries made by UPS).	34%	67	38%	74	22%	43	5%	10	2%	3	197	63
31. The procedures for the issue/transfer of University property and reporting of stolen damaged or lost property.	22%	38	29%	51	34%	60	10%	17	5%	8	174	88
32. The courtesy and professionalism of the staff (receiving property inventory).	34%	73	36%	77	24%	52	5%	11	1%	3	216	45
33. The overall services provided by the staff (receiving property inventory).	30%	64	35%	75	27%	58	7%	16	0%	1	214	42

Total Respondents including N/A's	262
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(skipped this question)	17
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Support Services

	EXCELLENT		VERY GOOD		GOOD		FAIR		POOR		TOTAL w/o N/A's	N/A
	%	Actual	%	Actual	%	Actual	%	Actual	%	Actual		
34. The response time given to your request(s) (typing and photocopying).	35%	62	34%	60	28%	51	3%	5	1%	1	179	84

Total Respondents including N/A's	263
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(skipped this question)	16
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Print Shop												
	EXCELLENT		VERY GOOD		GOOD		FAIR		POOR		TOTAL	N/A
	%	Actual	%	Actual	%	Actual	%	Actual	%	Actual	w/o N/A's	Actual
35. The response time given to your printing request(s).	39%	82	35%	74	22%	46	3%	7	0%	1	210	55
36. The quality of finished products produced by the Print Shop.	40%	83	37%	76	20%	42	2%	4	0%	0	205	57

Total Respondents including N/A's	266
(skipped this question)	13

Copy Center												
	EXCELLENT		VERY GOOD		GOOD		FAIR		POOR		TOTAL	N/A
	%	Actual	%	Actual	%	Actual	%	Actual	%	Actual	w/o N/A's	Actual
37. The customer service that you receive at the Copy Center.	50%	86	27%	47	22%	38	0%	0	0%	0	171	93
38. The equipment used to produce your finished product.	46%	75	29%	47	23%	38	1%	1	1%	2	163	98

Total Respondents including N/A's	265
(skipped this question)	14

Mail Room												
	EXCELLENT		VERY GOOD		GOOD		FAIR		POOR		TOTAL	N/A
	%	Actual	%	Actual	%	Actual	%	Actual	%	Actual	w/o N/A's	Actual
39. The system used by the mail room to handle special requests.	33%	60	35%	65	24%	44	6%	11	2%	4	184	81
40. The accuracy and timeliness of the mail distribution.	28%	62	35%	77	28%	62	7%	15	1%	3	219	46
41. The courtesy and professionalism of the staff (support services print shop copy center mail room).	36%	80	40%	89	20%	45	2%	4	1%	2	220	44
42. The overall services provided by the staff (support services print shop copy center mail room).	34%	75	38%	85	24%	53	3%	7	0%	1	221	44

Total Respondents including N/A's	265
(skipped this question)	14

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BUDGET/PAYROLL/GRANTS & 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		TOTAL w/o N/A's	N/A
	%	Actual	%	Actual	%	Actual	%	Actual	%	Actual		
43. The level of participation extended to you during the budget process.	26%	33	21%	27	27%	34	16%	20	11%	14	128	134
44. The length of time allotted for the annual budget preparation.	23%	28	20%	24	35%	42	16%	19	7%	8	121	143
45. The assistance provided concerning the annual budget process and/or other budget information.	26%	33	22%	28	30%	37	11%	14	10%	13	125	136
46. The assistance provided concerning payroll information (Personnel/Budget Action Forms payroll requisitions supplemental pay etc.)	27%	49	30%	54	30%	54	9%	16	4%	7	180	84
47. The assistance provided concerning financial status of grant reports.	31%	34	30%	33	29%	32	9%	10	2%	2	111	150
48. The courtesy and professionalism of the Budget/Payroll/Grants and Contracts staff.	35%	70	37%	74	25%	49	3%	6	1%	1	200	64
49. The overall services provided by the Office of Budget/Payroll/Grants and Contracts.	32%	63	32%	62	27%	53	7%	14	2%	3	195	67

Total Respondents including N/A's	265
(skipped this question)	14

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		TOTAL w/o N/A's	N/A
	%	Actual	%	Actual	%	Actual	%	Actual	%	Actual		
50. The response time (within 5 days or less) given to your service request(s).	23%	54	27%	64	33%	78	10%	24	6%	14	234	29
51. The level of satisfaction with the way your request was handled.	26%	61	29%	70	31%	74	10%	23	5%	11	239	26
52. The cleanliness of the campus facilities.	20%	51	29%	75	32%	82	13%	34	6%	15	257	7
53. The attractiveness/maintenance of the campus landscaping.	30%	77	36%	92	27%	70	6%	15	2%	5	259	7
54. The cleanliness of the University restrooms facilities.	13%	34	24%	63	25%	64	21%	55	17%	43	259	6
55. The response time given to your key requests.	28%	64	28%	63	31%	70	9%	20	4%	9	226	36
56. The communication by Physical Plant about its services and procedures.	23%	52	20%	45	36%	82	17%	38	5%	11	228	34
57. The helpfulness of the "Safety Works" monthly newsletter safety training and the safety webpage.	21%	52	32%	78	35%	85	10%	25	2%	4	244	20
58. The courtesy and professionalism of the Physical Plant staff.	35%	90	35%	90	25%	63	5%	12	0%	1	256	8
59. The overall services provided by Physical Plant.	26%	66	33%	84	33%	82	7%	18	1%	2	252	9

Total Respondents including N/A's	266
(skipped this question)	13

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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		TOTAL w/o N/A's	N/A
	%	Actual	%	Actual	%	Actual	%	Actual	%	Actual		
60. The level of safety on campus.	25%	64	36%	94	31%	81	6%	16	2%	5	260	4
61. The accessibility and visibility of the Police officers to the University community.	23%	59	28%	74	28%	73	15%	39	6%	17	262	3
62. The response time given to your calls for assistance.	30%	63	33%	70	22%	47	13%	28	0%	1	209	56
63. The services provided by the UPD (police escort service and motorist assistance).	35%	62	32%	56	25%	44	5%	9	3%	5	176	89
64. The communication by the Police Department regarding its services and procedures.	22%	51	24%	57	34%	79	16%	37	5%	11	235	29
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."	23%	48	21%	44	37%	76	13%	26	6%	12	206	58
66. The courtesy and professionalism of the University Police Department staff.	35%	91	29%	76	28%	71	7%	18	1%	2	258	7
67. The overall services provided by the University Police Department.	30%	77	29%	75	32%	81	7%	19	1%	3	255	9

Total Respondents including N/A's	265
(skipped this question)	14

BOOKSTORE

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		TOTAL w/o N/A's	N/A
	%	Actual	%	Actual	%	Actual	%	Actual	%	Actual		
68. The cleanliness organization and stock level of the sales floor at the Bookstore.	32%	80	31%	77	32%	80	4%	11	0%	1	249	16
69. The assistance provided by the Bookstore when handling problems.	38%	83	31%	68	26%	58	5%	10	1%	2	221	44
70. The knowledge of the booksellers who have assisted you during your visits.	30%	62	32%	66	29%	61	8%	17	0%	1	207	57
71. The courtesy and professionalism of the Bookstore staff.	38%	95	33%	84	26%	65	2%	6	0%	1	251	14
72. The overall services provided by the Bookstore.	36%	88	30%	74	30%	74	4%	9	1%	2	247	18

Total Respondents including N/A's	265
(skipped this question)	14

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ONE CARD CENTER

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		TOTAL w/o N/A's	N/A
	%	Actual	%	Actual	%	Actual	%	Actual	%	Actual		
73. The length of time it takes to get a OneCard (ID card).	40%	77	33%	63	21%	40	5%	10	2%	3	193	72
74. The usefulness and convenience of using the OneCard to purchase goods and services on campus.	36%	46	34%	43	23%	29	6%	8	2%	2	128	137
75. The usefulness and convenience of depositing funds on the OneCard.	31%	34	37%	40	20%	22	6%	7	5%	5	108	155
76. The usefulness of the OneCard website (including the section that allows you to view your account balance and transactions).	34%	35	29%	30	26%	27	7%	7	3%	3	102	162
77. The courtesy and professionalism of the OneCard Center staff.	38%	72	34%	65	19%	36	8%	15	2%	4	192	73
78. The overall services provided by the OneCard Center.	35%	67	33%	63	22%	41	6%	11	4%	7	189	75

Total Respondents including N/A's	265
(skipped this question)	14

ARAMARK Food Services

Please answer "YES" or "NO". If your answer is "NO" please give your comments. If you have not used the services mark "N/A".

If you mark a selection and then need to change it simply click on your correct selection.

	Yes		No		N/A		Response Average
	%	Actual	%	Actual	%	Actual	%
79. Do you currently have or have you previously purchased a voluntary meal plan?	7%	18	66%	174	27%	71	1.91

Total Respondents including N/A's	263
(skipped this question)	16

	Yes		No		N/A		Response Average
	%	Actual	%	Actual	%	Actual	%
80. Do you regularly/consistently use the campus food service locations?	47%	123	45%	117	8%	22	1.49

Total Respondents including N/A's	262
(skipped this question)	17

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	Yes		No		N/A		Response Average
	%	Actual	%	Actual	%	Actual	%
81. Do the campus food service hours of operation meet your needs?	69%	178	13%	34	18%	47	1.16

Total Respondents including N/A's	259
(skipped this question)	20

	Yes		No		N/A		Response Average
	%	Actual	%	Actual	%	Actual	%
82. Do you find the menu options nutritious and dining facilities inviting?	66%	170	17%	45	17%	44	1.21

Total Respondents including N/A's	259
(skipped this question)	20

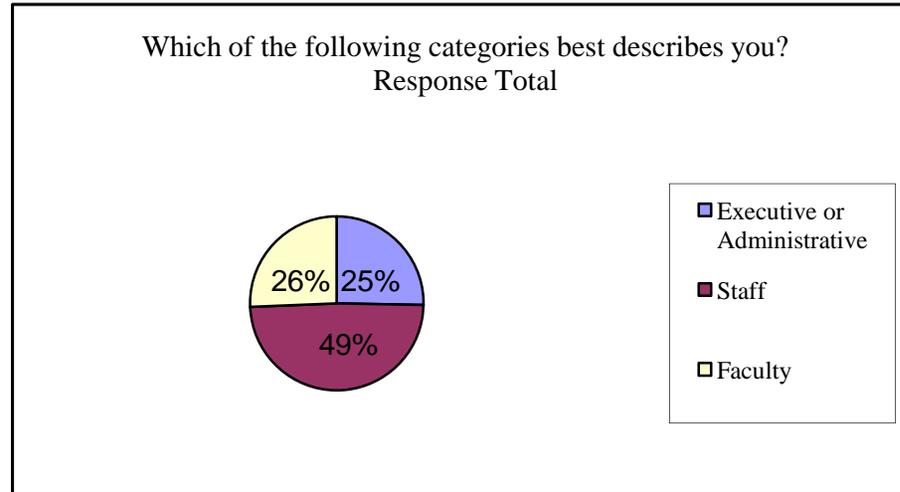
	Yes		No		N/A		Response Average
	%	Actual	%	Actual	%	Actual	%
83. Would additional "printed" nutritional information about the menu encourage you to use the campus food service locations more often?	41%	107	40%	103	19%	48	1.49

Total Respondents including N/A's	258
(skipped this question)	21

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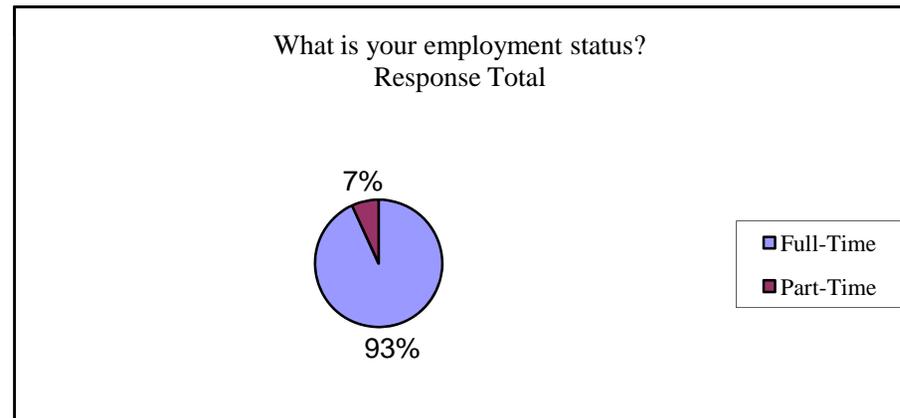
Which of the following categories best describes you?

	Response Total
Executive or Administrative	70
Staff	136
Faculty	71
Total Respondents (skipped this question)	 277 2



What is your employment status?

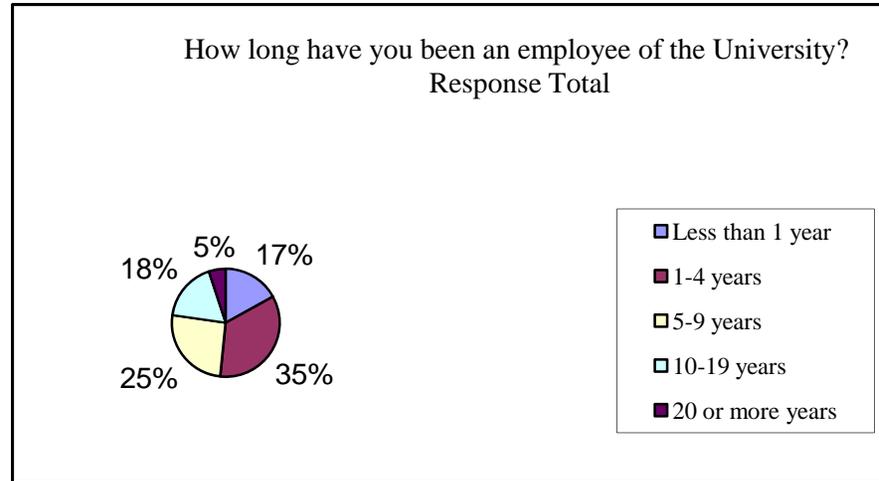
	Response Total
Full-Time	258
Part-Time	19
Total Respondents (skipped this question)	 277 2



2006 Administration & Finance Division - Service Quality Survey Results

How long have you been an employee of the University?

	Response Total
Less than 1 year	47
1-4 years	96
5-9 years	71
10-19 years	49
20 or more years	14
Total Respondents	277
(skipped this question)	2



What is your gender?

	Response Total
Male	93
Female	182
Total Respondents	275
(skipped this question)	4

