

Service-Quality-Survey-2007-2008

2007-2008 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	N/A
	%	Actual	%	Actual	%	Actual	%	Actual	%	Actual	w/o N/A's	Actual
1. The assistance provided by Business Office staff concerning payment issues.	26%	54	31%	66	32%	68	7%	14	4%	8	210	40
2. The timeliness of the reimbursement process for travel expenses.	25%	52	32%	67	27%	56	12%	26	4%	8	209	44
3. The assistance provided by the Business Office staff concerning receipting issues.	26%	49	26%	49	35%	67	12%	23	2%	4	192	60
4. The communication by the Business Office about policies, procedures, and proper use of forms.	25%	50	22%	44	35%	72	13%	26	5%	11	203	48
5. The efficiency of the Business/Comptroller's Office staff in resolving issues and providing assistance.	29%	59	24%	49	32%	67	10%	20	6%	12	207	43
6. The usefulness of the information contained on the Business Office website.	28%	52	22%	42	38%	71	10%	18	3%	5	188	63
7. The courtesy and professionalism of the Business Office staff.	30%	69	26%	58	30%	68	10%	22	4%	10	227	24
8. The overall customer service provided by the Business Office.	28%	64	27%	60	30%	68	12%	27	3%	6	225	25
<i>Total Respondents including N/A's</i>												
<i>(skipped this question)</i>												

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	N/A
	%	Actual	%	Actual	%	Actual	%	Actual	%	Actual	w/o N/A's	Actual
9. The efficiency of the HR staff in responding to questions and providing assistance regarding HR-related issues (employment, benefits, training, leave, etc.)	33%	86	35%	93	18%	48	9%	24	5%	13	264	2
10. The effectiveness of the recruitment and hiring process via the online employment system TAMIUWorks.	26%	56	28%	60	28%	60	12%	26	6%	13	215	51
11. The clarity and comprehensibility of the benefits communicated throughout the year (newsletter, annual enrollment meetings etc.)	28%	73	35%	93	25%	66	8%	20	4%	10	262	3
12. The usefulness of the staff development workshops offered to you by the University.	23%	56	30%	74	28%	68	13%	31	6%	14	243	21
13. The effectiveness in communicating news and information about HR-related issues (newsletter, webpage, e-mail, etc.)	27%	71	36%	95	25%	66	10%	27	2%	5	264	1
14. The timeliness of news and information you receive in the "HR News & Views" (newsletter).	27%	72	35%	91	22%	58	12%	31	4%	10	262	4
15. The effectiveness of the LeaveTraq system.	51%	126	29%	72	15%	37	4%	9	2%	4	248	16
16. The effectiveness of the TimeTraq system.	50%	119	32%	77	12%	28	4%	10	1%	3	237	25
17. 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.)	60%	158	24%	63	13%	33	7%	7	2%	2	263	2
18. The communication by HR of policies/regulations and rules.	30%	80	31%	82	24%	63	10%	26	5%	13	264	2
19. The usefulness of the information contained on the HR website.	32%	82	33%	85	25%	66	8%	22	2%	5	260	5
20. The courtesy and professionalism of the HR staff.	39%	101	28%	73	20%	53	8%	20	6%	15	262	2
21. The overall services provided by the Office of Human Resources.	34%	90	33%	86	21%	54	10%	26	2%	6	262	3
<i>Total Respondents including N/A's</i>												

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<i>(skipped this question)</i>	12
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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		
22. The communication by Purchasing regarding policies, procedures, and proper use of forms.	15%	27	26%	46	28%	51	22%	39	9%	16	179	79
23. The training provided on the use of the purchasing module.	16%	25	19%	29	26%	40	28%	43	10%	15	152	106
24. How efficiently your purchase orders are being processed.	19%	31	31%	51	22%	36	18%	29	10%	16	163	95
25. The response time given to the processing of purchase orders.	18%	29	31%	51	23%	37	18%	30	10%	17	164	93
26. The training provided on the use of HUB vendors.	16%	24	22%	34	25%	38	22%	34	15%	23	153	105
27. The courtesy and professionalism of the staff (purchasing).	21%	39	26%	49	25%	47	18%	33	11%	20	188	70
28. The overall services provided by the staff (purchasing).	15%	28	28%	53	30%	57	20%	37	7%	13	188	70

Total Respondents including N/A's	258
(skipped this question)	20

Receiving & Property Inventory

	EXCELLENT		VERY GOOD		GOOD		FAIR		POOR		TOTAL w/o N/A's	N/A
	%	Actual	%	Actual	%	Actual	%	Actual	%	Actual		
29. The notification process used to advise you that a package has arrived in Receiving.	24%	50	35%	74	31%	65	6%	12	4%	8	209	48
30. The convenience and effectiveness of the delivery of merchandise/packages other than office supplies (deliveries made by Receiving staff).	30%	64	35%	73	27%	56	6%	12	2%	5	210	46
31. The convenience and effectiveness of the desktop delivery of office supplies (deliveries made by UPS).	31%	63	36%	73	27%	55	4%	9	0%	1	201	56
32. The procedures for the issue/transfer of University property and reporting of stolen, damaged, or lost property.	26%	46	28%	51	31%	55	12%	21	3%	6	179	76
33. The courtesy and professionalism of the staff (receiving, property inventory).	36%	76	36%	78	23%	49	4%	9	1%	2	214	43
34. The overall services provided by the staff (receiving, property inventory).	29%	62	40%	85	25%	54	4%	9	1%	2	212	42

Total Respondents including N/A's	257
(skipped this question)	21

Support Services

	EXCELLENT		VERY GOOD		GOOD		FAIR		POOR		TOTAL w/o N/A's	N/A
	%	Actual	%	Actual	%	Actual	%	Actual	%	Actual		
35. The response time given to your request(s) (typing and photocopying).	39%	67	40%	69	21%	36	1%	1	1%	1	174	83

Total Respondents including N/A's	257
(skipped this question)	2

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Print Shop													
	EXCELLENT		VERY GOOD		GOOD		FAIR		POOR		TOTAL w/o N/A's	N/A	
	%	Actual	%	Actual	%	Actual	%	Actual	%	Actual			
36. The response time given to your printing request(s).	44%	93	37%	79	17%	36	0%	0	1%	3	211	46	
37. The quality of finished products produced by the Print Shop.	52%	108	33%	69	13%	27	1%	2	0%	1	207	41	
<i>Total Respondents including N/A's</i>												257	
<i>(skipped this question)</i>												21	

Copy Center													
	EXCELLENT		VERY GOOD		GOOD		FAIR		POOR		TOTAL w/o N/A's	N/A	
	%	Actual	%	Actual	%	Actual	%	Actual	%	Actual			
38. The customer service that you receive at the Copy Center.	53%	91	36%	62	11%	19	1%	1	0%	0	173	83	
39. The equipment used to produce your finished product.	47%	77	40%	65	13%	21	1%	1	0%	0	164	87	
<i>Total Respondents including N/A's</i>												257	
<i>(skipped this question)</i>												21	

Mail Room													
	EXCELLENT		VERY GOOD		GOOD		FAIR		POOR		TOTAL w/o N/A's	N/A	
	%	Actual	%	Actual	%	Actual	%	Actual	%	Actual			
40. The system used by the mail room to handle special requests.	36%	67	40%	74	21%	39	3%	5	0%	0	185	72	
41. The accuracy and timeliness of the mail distribution.	33%	69	37%	77	24%	50	5%	10	0%	1	207	48	
42. The courtesy and professionalism of the staff (support services, print shop, copy center, mail room).	45%	99	36%	78	18%	39	0%	1	0%	1	218	38	
43. The overall services provided by the staff (support services, print shop, copy center, mail room).	37%	81	41%	90	20%	43	1%	3	0%	0	217	36	
<i>Total Respondents including N/A's</i>												257	
<i>(skipped this question)</i>												21	

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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		
44. The assistance provided concerning the annual budget process and/or other budget information.	31%	47	26%	40	29%	44	12%	18	1%	2	151	106
45. The assistance provided concerning payroll information (Personnel/Budget Action Forms, payroll requisitions, supplemental pay, etc.)	33%	62	35%	66	25%	46	5%	9	2%	3	186	70
46. The assistance provided concerning financial post award activity.	33%	44	26%	35	29%	38	8%	11	4%	5	133	121
47. The courtesy and professionalism of the Budget/Payroll/Grants and Contracts staff.	39%	82	36%	76	19%	39	5%	11	1%	2	210	46
48. The overall services provided by the Office of Budget/Payroll/Grants and Contracts.	35%	71	33%	67	26%	54	5%	10	1%	3	205	50

Total Respondents including N/A's	257
(skipped this question)	21

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		
49. The response time (within 5 days or less) given to your service request(s).	28%	63	30%	67	24%	55	11%	24	8%	17	226	25
50. The level of satisfaction with the way your request was handled.	29%	66	33%	74	25%	56	11%	24	3%	7	227	22
51. The cleanliness of the campus facilities.	27%	65	36%	87	23%	55	11%	26	5%	11	244	6
52. The attractiveness/maintenance of the campus landscaping.	39%	95	32%	79	22%	53	7%	17	1%	2	246	5
53. The cleanliness of the University restrooms facilities.	18%	45	27%	66	28%	69	16%	40	10%	25	245	5
54. The response time given to your key requests.	35%	77	32%	72	26%	57	5%	10	3%	6	222	29
55. The communication by Physical Plant about its services and procedures.	26%	55	29%	63	28%	59	9%	20	8%	17	214	36
56. The helpfulness of the "Safety Works" monthly newsletter, safety training, and the safety webpage.	27%	62	31%	72	29%	66	8%	19	4%	10	229	22
57. The courtesy and professionalism of the Physical Plant staff.	41%	100	28%	69	25%	61	4%	9	2%	4	243	8
58. The overall services provided by Physical Plant.	33%	81	33%	81	24%	58	8%	19	2%	5	244	6

Total Respondents including N/A's	251
(skipped this question)	27

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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		
59. The level of safety on campus.	26%	64	37%	92	29%	71	6%	15	2%	6	248	2
60. The accessibility and visibility of the Police officers to the University community.	23%	57	27%	66	31%	76	12%	29	8%	19	247	3
61. The response time given to your calls for assistance.	30%	60	28%	55	30%	60	7%	14	5%	9	198	51
62. The services provided by the UPD (police escort service and motorist assistance).	38%	63	27%	44	26%	43	7%	11	2%	4	165	83
63. The communication by the Police Department regarding its services and procedures.	20%	46	31%	71	30%	70	13%	29	6%	14	230	20
64. 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."	21%	46	32%	72	31%	68	10%	22	6%	14	222	28
65. The courtesy and professionalism of the University Police Department staff.	38%	94	26%	65	23%	56	9%	21	4%	10	246	4
66. The overall services provided by the University Police Department.	29%	72	32%	80	29%	72	6%	16	3%	7	247	2

Total Respondents including N/A's	250
(skipped this question)	28

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		
67. The cleanliness, organization, and stock level of the sales floor at the Bookstore.	37%	84	35%	80	24%	56	3%	8	1%	2	230	20
68. The assistance provided by the Bookstore when handling problems.	40%	84	37%	78	20%	41	2%	4	1%	2	209	41
69. The knowledge of the booksellers who have assisted you during your visits.	35%	74	39%	81	22%	47	2%	5	1%	3	210	39
70. The courtesy and professionalism of the Bookstore staff.	44%	103	35%	82	19%	44	2%	4	1%	2	235	15
71. The overall services provided by the Bookstore.	36%	85	39%	92	22%	51	2%	4	1%	2	234	16

Total Respondents including N/A's	250
(skipped this question)	28

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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		
72. The length of time it takes to get a OneCard (ID card).	46%	90	34%	66	16%	31	3%	5	1%	2	194	56
73. The usefulness and convenience of using the OneCard to purchase goods and services on campus.	42%	60	31%	45	17%	25	8%	11	2%	3	144	106
74. The usefulness and convenience of depositing funds on the OneCard.	39%	51	25%	33	22%	29	8%	11	5%	6	130	120
75. The usefulness of the OneCard website (including the section that allows you to view your account balance and transactions).	40%	50	30%	37	19%	24	7%	9	4%	5	125	125
76. The courtesy and professionalism of the OneCard Center staff.	47%	91	31%	61	18%	34	3%	6	1%	2	194	56
77. The overall services provided by the OneCard Center.	45%	86	31%	59	19%	36	4%	7	2%	3	191	58

Total Respondents including N/A's	250
(skipped this question)	28

ARAMARK Food Services

Please rate the service. If you have not used the service, mark "N/A." If you mark a selection and the 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		
78. The campus catering services.	25%	56	40%	90	22%	49	9%	21	4%	8	224	26
79. The overall menu selection/food variety provided by Food Services.	21%	50	34%	79	24%	56	15%	35	6%	14	234	16
80. Overall Customer Service provided by Food Services.	32%	75	38%	90	19%	44	9%	21	2%	4	234	15

Total Respondents including N/A's	250
(skipped this question)	28

	Yes		No		N/A		Response Average
	%	Actual	%	Actual	%	Actual	%
81. Do you regularly/consistently use the campus food service locations?	47%	180	45%	58	8%	10	1.49

Total Respondents including N/A's	248
(skipped this question)	30

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	Yes		No		N/A		Response Average
	%	Actual	%	Actual	%	Actual	%
82. Do the campus food service hours of operation meet your needs?	69%	199	13%	24	18%	24	1.16

Total Respondents including N/A's	247
(skipped this question)	31

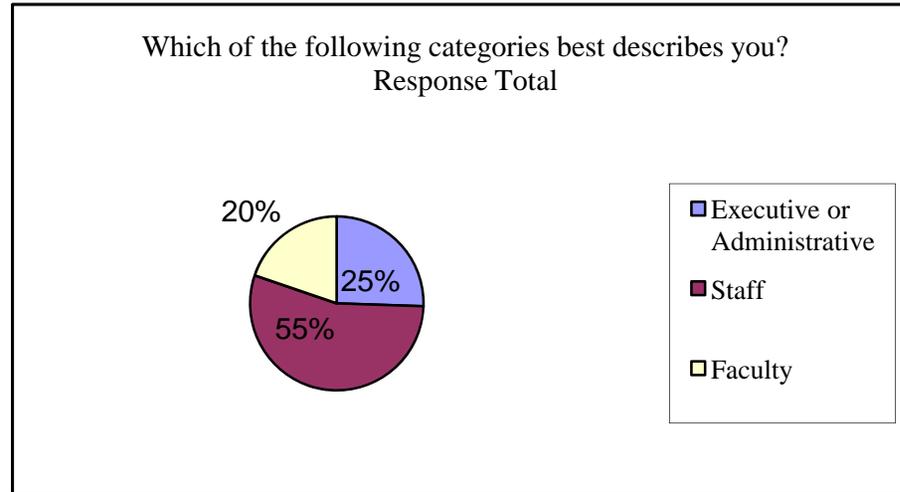
	Yes		No		N/A		Response Average
	%	Actual	%	Actual	%	Actual	%
83. Do you plan to purchase a meal plan next year?	66%	51	17%	168	17%	28	1.21

Total Respondents including N/A's	247
(skipped this question)	31

2008 Administration & Finance Division - Service Quality Survey Results

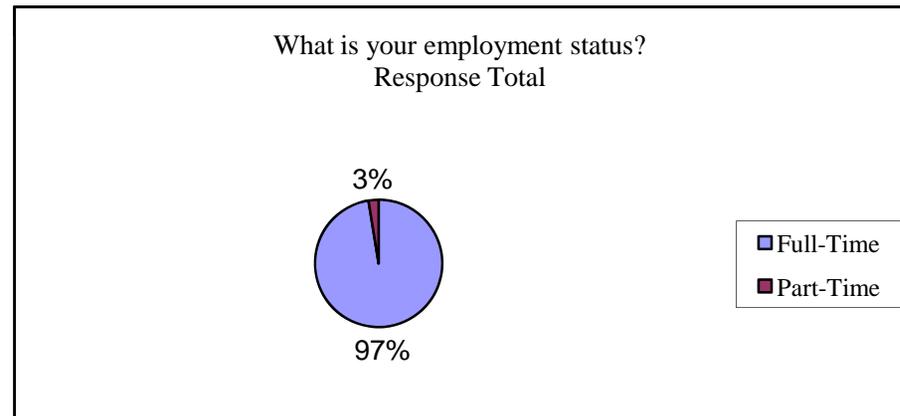
Which of the following categories best describes you?

	Response Total
Executive or Administrative	71
Staff	152
Faculty	55
Total Respondents	278
(skipped this question)	0



What is your employment status?

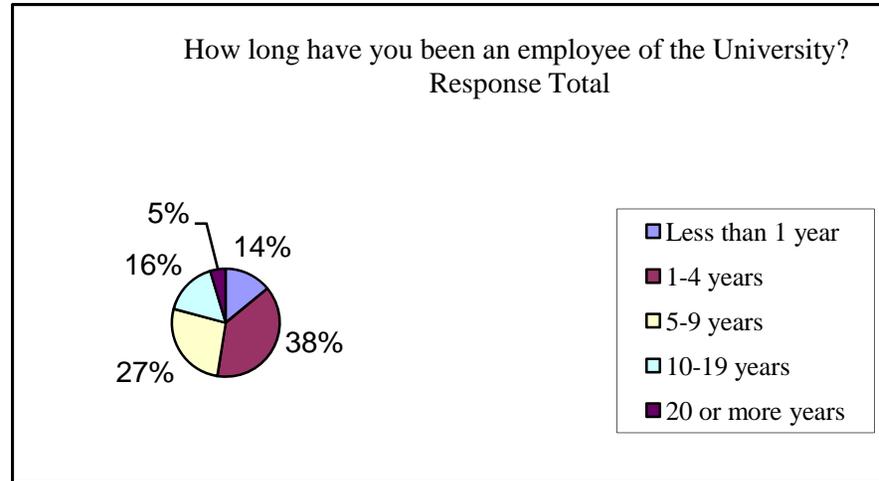
	Response Total
Full-Time	270
Part-Time	7
Total Respondents	277
(skipped this question)	1



2008 Administration & Finance Division - Service Quality Survey Results

How long have you been an employee of the University?

	Response Total
Less than 1 year	39
1-4 years	107
5-9 years	74
10-19 years	45
20 or more years	13
Total Respondents	278
(skipped this question)	0



What is your gender?

	Response Total
Male	89
Female	185
Total Respondents	274
(skipped this question)	4

