

2008-2009 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 to vendors.	23%	34	35%	51	27%	39	9%	13	6%	8	145	70
2. The timeliness of the Business Office processing of reimbursement for travel expenses.	30%	52	31%	54	22%	39	14%	25	3%	5	175	41
3. The assistance provided by the Business Office staff concerning receipting deposits.	27%	35	31%	40	27%	35	11%	14	5%	7	131	85
4. The communication by the Business Office about policies, procedures, and proper use of forms.	18%	30	29%	48	28%	46	17%	28	7%	12	164	52
5. The efficiency of the Business/Comptroller's Office staff in resolving issues and providing assistance.	25%	42	31%	52	29%	50	9%	16	6%	10	170	46
6. The usefulness of the information contained on the Business Office website.	22%	36	30%	48	30%	49	16%	25	2%	3	161	55
7. The courtesy and professionalism of the Business Office staff.	32%	61	30%	58	29%	55	5%	9	5%	9	192	23
8. The overall customer service provided by the Business Office.	27%	52	33%	64	28%	55	7%	14	4%	8	193	23
<i>Total Respondents including N/A's</i>		216										
<i>(skipped this question)</i>		17										

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.)	27%	61	31%	68	28%	62	7%	16	7%	15	222	3
10. The effectiveness of the recruitment and hiring process via the online employment system TAMIUWorks.	18%	31	30%	53	35%	62	10%	17	8%	14	177	48
11. The clarity and comprehensibility of the benefits communicated throughout the year (newsletter, annual enrollment meetings, HR e-Blast, etc.)	24%	53	32%	71	33%	73	9%	21	2%	4	222	2
12. The usefulness of the staff development workshops offered by the University.	15%	29	33%	66	34%	67	14%	27	6%	11	200	25
13. The effectiveness in communicating news and information about HR-related issues (newsletter, webpage, e-mail, HR e-Blast, etc.)	27%	60	33%	74	26%	58	10%	23	3%	6	221	2
14. The timeliness of news and information you receive in the "HR News & Views" (newsletter).	25%	54	34%	74	28%	61	9%	20	5%	10	219	5
15. The effectiveness of the LeaveTraQ system.	44%	90	30%	61	20%	41	5%	11	1%	2	205	17
16. The effectiveness of the TimeTraQ system.	44%	84	32%	61	17%	33	6%	11	2%	4	193	28
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.)	50%	110	33%	74	13%	29	7%	8	2%	0	221	2
18. The communication by HR of policies/regulations and rules.	25%	55	28%	62	30%	67	10%	22	7%	16	222	2
19. The usefulness of the information contained on the HR website.	28%	60	33%	72	28%	60	8%	18	3%	7	217	7
20. The courtesy and professionalism of the HR staff.	33%	73	28%	63	24%	54	9%	20	6%	14	224	0
21. The overall services provided by the Office of Human Resources.	27%	60	32%	71	27%	61	10%	22	4%	10	224	1
<i>Total Respondents including N/A's</i>		225										

(skipped this question)

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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			Actual
22. The communication by Purchasing regarding policies, procedures, and proper use of forms.	18%	29	24%	39	30%	48	20%	32	9%	14	162	54	
23. The training provided on the use of the purchasing module.	15%	20	24%	32	28%	38	21%	29	12%	16	135	80	
24. The training provided on the use of the procurement card.	19%	26	27%	36	27%	36	18%	24	9%	12	134	82	
25. How efficiently your purchase orders are being processed.	20%	29	25%	36	32%	46	14%	21	10%	14	146	70	
26. The response time given to the processing of purchase orders.	17%	26	26%	39	28%	42	17%	25	11%	17	149	67	
27. The training provided on the use of HUB vendors.	15%	22	23%	33	27%	39	20%	29	14%	20	143	71	
28. The courtesy and professionalism of the purchasing staff.	20%	34	30%	50	25%	41	16%	27	8%	14	166	50	
29. The overall services provided by the purchasing staff.	17%	29	26%	44	31%	51	18%	30	8%	13	167	49	
<i>Total Respondents including N/A's</i>												216	
<i>(skipped this question)</i>												17	

Receiving & Property Inventory

	EXCELLENT		VERY GOOD		GOOD		FAIR		POOR		TOTAL w/o N/A's	N/A	
	%	Actual	%	Actual	%	Actual	%	Actual	%	Actual			Actual
30. The notification process used to advise you that a package has arrived in Receiving.	30%	53	39%	68	22%	38	5%	9	3%	6	174	42	
31. The convenience and effectiveness of the delivery of merchandise/packages other than office supplies (deliveries made by Receiving staff).	31%	56	44%	80	19%	34	5%	9	1%	2	181	35	
32. The convenience and effectiveness of the desktop delivery of office supplies (deliveries made by UPS).	39%	64	36%	60	22%	36	3%	5	1%	1	166	48	
33. The procedures for the issue/transfer of University property and reporting of stolen, damaged, or lost property.	25%	39	33%	52	31%	49	8%	12	4%	6	158	56	
34. The courtesy and professionalism of the receiving and property inventory staff.	39%	71	38%	70	21%	38	2%	3	1%	2	184	29	
35. The overall services provided by the receiving and property inventory staff.	32%	59	42%	78	21%	39	5%	9	1%	1	186	27	
<i>Total Respondents including N/A's</i>												216	
<i>(skipped this question)</i>												17	

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) for banners, door signs, photocopies or offsetting.	42%	75	37%	65	18%	32	3%	5	0%	0	177	39
37. The quality of finished products produced by the Print Shop.	44%	82	35%	65	19%	36	2%	3	0%	0	186	31
38. The courtesy and professionalism of the Print Shop staff.	48%	91	36%	68	15%	29	1%	2	0%	0	190	25
39. The overall services provided by the Print Shop staff.	46%	88	35%	67	16%	31	2%	4	0%	0	190	27
<i>Total Respondents including N/A's</i>											217	
<i>(skipped this question)</i>											16	

Copy Center												
	EXCELLENT		VERY GOOD		GOOD		FAIR		POOR		TOTAL w/o N/A's	N/A
	%	Actual	%	Actual	%	Actual	%	Actual	%	Actual		
40. The customer service that you receive at the Copy Center.	52%	83	32%	52	14%	22	2%	4	0%	0	161	56
41. The quality of your finished products.	49%	80	37%	60	12%	20	1%	2	0%	0	162	55
42. The courtesy and professionalism of the Copy Center staff.	53%	87	32%	52	12%	19	3%	5	0%	0	163	51
43. The overall services provided by the Copy Center staff.	53%	85	33%	52	13%	21	1%	2	0%	0	160	54
<i>Total Respondents including N/A's</i>											217	
<i>(skipped this question)</i>											16	

Mail Room												
	EXCELLENT		VERY GOOD		GOOD		FAIR		POOR		TOTAL w/o N/A's	N/A
	%	Actual	%	Actual	%	Actual	%	Actual	%	Actual		
44. The system used by the mail room to handle special requests.	42%	65	38%	59	19%	29	1%	2	0%	0	155	62
45. The accuracy and timeliness of the mail distribution.	37%	65	41%	71	18%	31	3%	5	1%	2	174	41
46. The courtesy and professionalism of the Mail Room staff.	49%	85	35%	62	15%	26	1%	2	0%	0	175	40
47. The overall services provided by the Mail Room staff.	43%	75	40%	69	16%	28	1%	2	0%	0	174	41
<i>Total Respondents including N/A's</i>											217	
<i>(skipped this question)</i>											16	

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		
48. The assistance provided to those involved in preparing/reviewing the annual budget submission.	25%	26	32%	33	27%	28	12%	12	4%	4	103	114
49. The assistance provided throughout the year concerning budget issues such as account balances, budget transfers, requisitions, etc.	28%	34	27%	33	28%	34	14%	17	4%	5	123	94
50. The assistance provided concerning payroll information (personnel/budget action forms, payroll requisitions, supplemental pay, TimeTraq, etc.).	31%	49	26%	41	32%	50	8%	12	3%	4	156	60
51. The assistance provided concerning the grants and contracts process (budgets, requisitions, reporting requirements, grant proposals, etc.)	30%	37	28%	35	26%	32	14%	17	2%	3	124	92
52. The courtesy and professionalism of the Budget/Payroll/Grants and Contracts staff.	39%	63	27%	44	26%	42	9%	14	0%	0	163	54
53. The overall services provided by the Office of Budget/Payroll/Grants and Contracts.	31%	50	30%	48	29%	46	11%	17	0%	0	161	56

Total Respondents including N/A's	217
(skipped this question)	16

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		
54. The response time (within 5 days or less) given to your service request(s).	21%	42	28%	57	28%	56	15%	30	8%	16	201	14
55. The level of satisfaction with the way your request was handled.	22%	45	32%	64	25%	51	12%	25	8%	16	201	14
56. The cleanliness of the campus facilities.	22%	48	26%	56	28%	61	13%	28	10%	22	215	0
57. The attractiveness/maintenance of the campus landscaping.	31%	67	27%	57	27%	58	12%	26	3%	6	214	0
58. The cleanliness of the University restrooms facilities.	13%	27	21%	46	30%	65	21%	45	15%	32	215	0
59. The response time given to your key requests.	24%	46	38%	73	27%	52	7%	14	3%	6	191	23
60. The communication by Physical Plant about its services and procedures.	18%	35	26%	51	31%	62	16%	32	10%	19	199	15
61. The helpfulness of the newsletter, safety training, and the safety webpage.	22%	42	23%	43	36%	69	14%	26	6%	11	191	24
62. The courtesy and professionalism of the Physical Plant staff.	33%	71	34%	73	25%	53	6%	12	2%	4	213	2
63. The overall services provided by Physical Plant.	22%	46	36%	75	30%	62	10%	21	3%	6	210	4

Total Respondents including N/A's	215
(skipped this question)	18

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		
64. The level of safety on campus.	27%	57	34%	72	30%	64	8%	18	1%	2	213	2
65. The accessibility and visibility of the Police officers at the University.	26%	55	26%	56	25%	54	13%	28	10%	21	214	1
66. The response time given to your calls for assistance.	28%	53	33%	62	27%	50	8%	15	4%	7	187	28
67. The services provided by the UPD (police escort service and motorist assistance).	38%	59	30%	47	23%	36	6%	9	3%	5	156	59
68. The communication by the Police Department regarding its services and procedures.	21%	44	26%	54	29%	59	16%	33	7%	15	205	10
69. The courtesy and professionalism of the University Police Department staff.	34%	72	30%	64	27%	57	7%	14	3%	6	213	2
70. The overall services provided by the University Police Department.	28%	60	31%	65	30%	63	9%	18	2%	5	211	2

Total Respondents including N/A's	215
(skipped this question)	18

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		
71. The cleanliness, organization, and stock level of the sales floor at the Bookstore.	28%	57	40%	80	26%	53	5%	10	0%	1	201	14
72. The assistance provided by the Bookstore when handling problems.	37%	68	35%	65	24%	45	3%	5	1%	1	184	31
73. The knowledge of the Bookstore staff who have assisted you during your visits.	33%	62	41%	78	19%	35	6%	12	1%	2	189	26
74. The courtesy and professionalism of the Bookstore staff.	38%	76	40%	81	20%	40	2%	5	0%	0	202	13
75. The overall services provided by the Bookstore.	34%	68	39%	77	23%	46	5%	9	0%	0	200	14

Total Respondents including N/A's	215
(skipped this question)	18

CAMPUS ID CARD

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		
76. The length of time it takes to get a Campus ID card.	37%	64	38%	66	23%	40	1%	2	1%	1	173	41
77. The usefulness and convenience of using the Campus Card to purchase goods and services on campus.	34%	40	35%	41	24%	28	5%	6	1%	1	116	98
78. The usefulness and convenience of depositing funds on the Campus Card.	34%	32	31%	29	27%	25	6%	6	1%	1	93	120
79. The usefulness of the Campus Card website (including the section that allows you to view your account balance and transactions).	34%	33	27%	26	31%	30	6%	6	1%	1	96	117
80. The courtesy and professionalism of the Campus Card staff.	38%	63	37%	62	23%	38	2%	4	1%	1	168	46
81. The overall services provided by the Campus Card Center.	34%	55	36%	59	28%	46	2%	4	0%	0	164	49

Total Respondents including N/A's	214
(skipped this question)	19

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		
82. The campus catering services.	17%	32	27%	52	35%	67	16%	31	5%	9	191	24
83. The overall menu selection/food variety provided by Food Services.	14%	29	24%	51	35%	73	19%	41	8%	17	211	4
84. Overall Customer Service provided by Food Services.	24%	50	25%	52	33%	70	12%	25	6%	12	209	2

Total Respondents including N/A's	215
(skipped this question)	18

	Dusty's Diner		Bene's		Starbucks		Grab N Go		Subway		Grill Works	
	%	Actual	%	Actual	%	Actual	%	Actual	%	Actual	%	Actual
85. Which food services venues have you eaten at within the past 30 days? (Select all which apply)	70%	141	27%	55	56%	113	21%	42	68%	136	48%	97

Total Respondents including N/A's	201
(skipped this question)	32

	Yes		No		N/A	
	%	Actual	%	Actual	%	Actual
86. Do you regularly/consistently use the campus food service location?	61%	131	37%	80	1%	3

Total Respondents including N/A's	214
(skipped this question)	19

	Yes		No		N/A	
	%	Actual	%	Actual	%	Actual
87. Do the campus food service hours of operation meet your needs?	86%	184	8%	16	6%	13

Total Respondents including N/A's	213
(skipped this question)	20

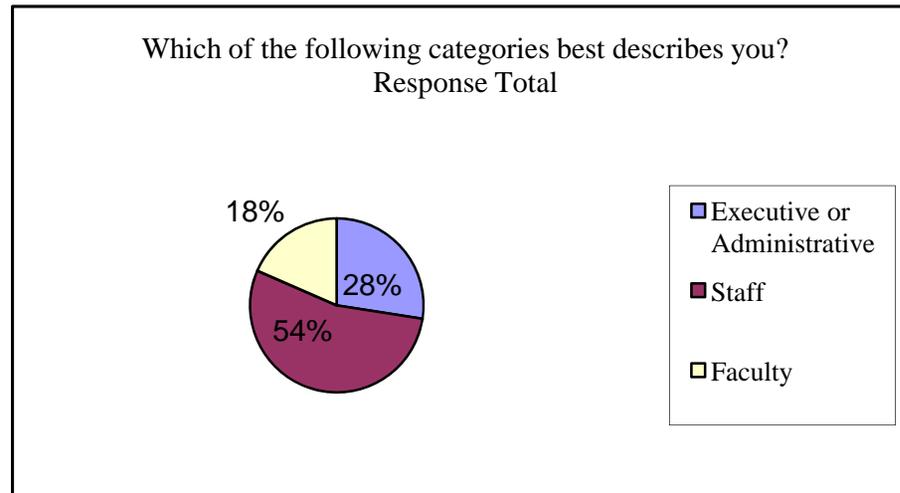
	Yes		No		N/A	
	%	Actual	%	Actual	%	Actual
88. Do you plan to purchase a meal plan next year?	13%	28	75%	159	12%	25

Total Respondents including N/A's	212
(skipped this question)	21

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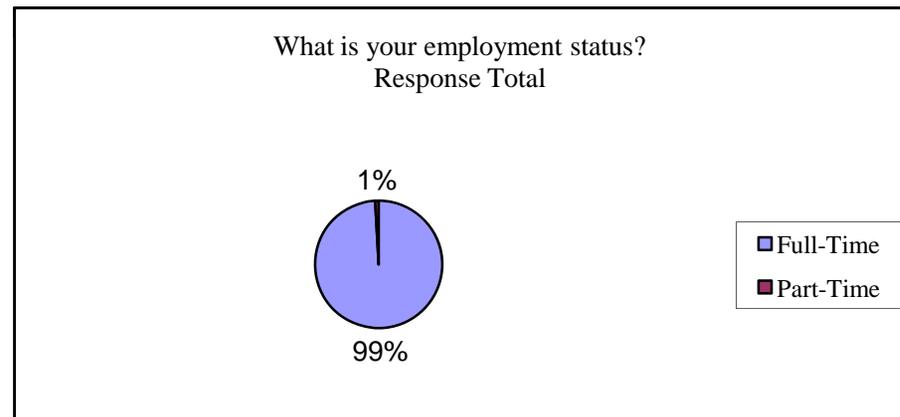
Which of the following categories best describes you?

	Response Total
Executive or Administrative	64
Staff	126
Faculty	43
Total Respondents	233
(skipped this question)	0



What is your employment status?

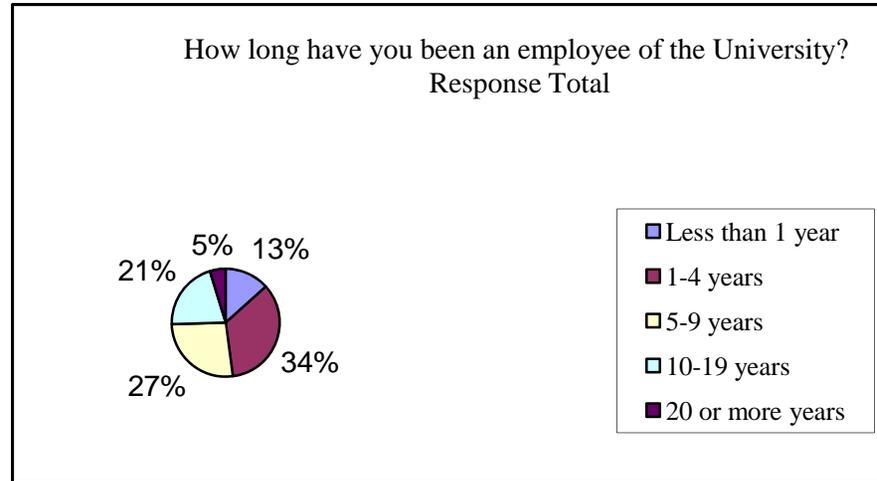
	Response Total
Full-Time	231
Part-Time	2
Total Respondents	233
(skipped this question)	0



2009 Administration & Finance Division - Service Quality Survey Results

How long have you been an employee of the University?

	Response Total
Less than 1 year	31
1-4 years	80
5-9 years	62
10-19 years	48
20 or more years	11
Total Respondents	232
(skipped this question)	1



What is your gender?

	Response Total
Male	74
Female	154
Total Respondents	228
(skipped this question)	5

