

## Service Quality Survey 2010-2011 Results

<b>BUSINESS OFFICE</b>														
	<b>EXCELLENT</b>		<b>VERY GOOD</b>		<b>GOOD</b>		<b>FAIR</b>		<b>POOR</b>		<b>TOTAL w/o N/A's</b>	<b>N/A</b>	<b>POSITIVE</b>	<b>NEGATIVE</b>
	<b>%</b>	<b>Actual</b>	<b>%</b>	<b>Actual</b>	<b>%</b>	<b>Actual</b>	<b>%</b>	<b>Actual</b>	<b>%</b>	<b>Actual</b>				
1. The assistance provided by Business Office staff concerning payment to vendors.	25%	21	31%	26	33%	28	9%	8	2%	2	85	40	55%	12%
2. The timeliness of the Business Office processing of reimbursement for travel expenses.	37%	38	31%	32	25%	25	6%	6	1%	1	102	23	69%	7%
3. The assistance provided by the Business Office staff concerning receipting deposits.	29%	22	35%	26	31%	23	5%	4	0%	0	75	49	64%	5%
4. The communication by the Business Office about policies, procedures, and proper use of forms.	23%	26	20%	22	37%	41	13%	14	8%	9	112	13	43%	21%
5. The efficiency of the Business/Comptroller's Office staff in resolving issues and providing assistance.	29%	32	28%	31	29%	32	9%	10	4%	4	109	16	58%	13%
6. The usefulness of the information contained on the Business Office website.	22%	23	23%	24	33%	34	19%	20	2%	2	103	21	46%	21%
7. The courtesy and professionalism of the Business Office staff.	37%	44	25%	30	29%	34	8%	10	1%	1	119	5	62%	9%
8. The overall customer service provided by the Business Office.	32%	39	26%	31	33%	40	8%	10	1%	1	121	4	58%	9%
<i>Total Respondents including N/A's</i>														125
<i>(skipped this question)</i>														7

<b>BUDGET/PAYROLL/FISCAL ANALYSIS</b>														
	<b>EXCELLENT</b>		<b>VERY GOOD</b>		<b>GOOD</b>		<b>FAIR</b>		<b>POOR</b>		<b>TOTAL w/o N/A's</b>	<b>N/A</b>	<b>POSITIVE</b>	<b>NEGATIVE</b>
	<b>%</b>	<b>Actual</b>	<b>%</b>	<b>Actual</b>	<b>%</b>	<b>Actual</b>	<b>%</b>	<b>Actual</b>	<b>%</b>	<b>Actual</b>				
9. The assistance provided to those involved in preparing/reviewing the annual budget submission.	20%	11	39%	21	28%	15	13%	7	0%	0	54	70	59%	13%
10. The assistance provided throughout the year concerning budget issues such as account balances, budget transfers, requisitions, etc.	24%	18	37%	28	24%	18	14%	11	1%	1	76	48	61%	16%
11. The assistance provided concerning payroll information (personnel/budget action forms, payroll requisitions, supplemental pay, TimeTraq, etc.).	29%	28	34%	32	28%	27	7%	7	1%	1	95	29	63%	8%
12. The courtesy and professionalism of the Budget/Payroll/Fiscal Analysis staff.	39%	40	33%	34	19%	19	9%	9	0%	0	102	22	73%	9%
13. The overall services provided by the Office of Budget/Payroll/Fiscal Analysis.	34%	35	33%	34	24%	24	9%	9	0%	0	102	21	68%	9%
<i>Total Respondents including N/A's</i>														124
<i>(skipped this question)</i>														8

<b>GRANTS &amp; CONTRACTS</b>														
	<b>EXCELLENT</b>		<b>VERY GOOD</b>		<b>GOOD</b>		<b>FAIR</b>		<b>POOR</b>		<b>TOTAL w/o N/A's</b>	<b>N/A</b>	<b>POSITIVE</b>	<b>NEGATIVE</b>
	<b>%</b>	<b>Actual</b>	<b>%</b>	<b>Actual</b>	<b>%</b>	<b>Actual</b>	<b>%</b>	<b>Actual</b>	<b>%</b>	<b>Actual</b>				
14. The budget assistance provided to those involved in submitting a grant proposal.	33%	14	33%	14	23%	10	12%	5	0%	0	43	80	65%	12%
15. The assistance provided during the Post-Award Meeting that is held for new grants awarded.	37%	14	21%	8	29%	11	11%	4	3%	1	38	85	58%	13%
16. The assistance provided by the monthly grant budget reports that are submitted to the respective PI's/Program Directors.	38%	15	23%	9	26%	10	13%	5	0%	0	39	83	62%	13%
17. The assistance provided throughout the year concerning inquiries on issues such as FAMIS, grant budget, requisitions, performance/financial reports, etc.	32%	21	29%	19	29%	19	9%	6	2%	1	66	57	61%	11%
18. The courtesy and professionalism of the staff for the Office of Grants & Contracts.	42%	36	19%	16	32%	27	7%	6	0%	0	85	37	61%	7%
19. The overall services provided by the Office of Grants & Contracts.	40%	34	18%	15	36%	30	6%	5	0%	0	84	38	58%	6%
<i>Total Respondents including N/A's</i>														123
<i>(skipped this question)</i>														9

**INFORMATION TECHNOLOGY**

**Computing & Information Services**

	EXCELLENT		VERY GOOD		GOOD		FAIR		POOR		TOTAL w/o N/A's	N/A	POSITIVE	NEGATIVE
	%	Actual	%	Actual	%	Actual	%	Actual	%	Actual				
20. Rate your level of expertise and technical ability with University software and hardware systems?	22%	26	32%	38	33%	39	13%	15	1%	1	119	2	54%	13%
21. The communication by OIT regarding policies, procedures, and proper use of forms?	22%	26	30%	36	29%	34	13%	16	6%	7	119	2	52%	19%
22. The convenience and effectiveness of TAMIU's Network (on-campus wireless access, speed access to your files, etc.)?	31%	36	26%	30	28%	33	11%	13	4%	5	117	3	56%	15%

Total Respondents including N/A's	121
(skipped this question)	11

**Instructional Technology**

	EXCELLENT		VERY GOOD		GOOD		FAIR		POOR		TOTAL w/o N/A's	N/A	POSITIVE	NEGATIVE
	%	Actual	%	Actual	%	Actual	%	Actual	%	Actual				
23. The efficiency of the Instructional Technology staff in responding to questions related to the eLearning (ANGEL) system.	33%	21	27%	17	25%	16	9%	6	6%	4	64	56	59%	16%
24. The usefulness of the staff development workshops offered by the Instructional Technology staff.	28%	24	19%	16	30%	26	16%	14	7%	6	86	32	47%	23%
25. Rate the training provided by OIT (both face to face and online).	31%	29	19%	18	33%	31	14%	13	4%	4	95	25	49%	18%
26. The response time to questions/concerns regarding instructional software packages such as TurnItIn, Adobe Connect, Adobe Presenter, etc.	30%	21	13%	9	38%	26	12%	8	7%	5	69	48	43%	19%
27. The technical support provided during classes/meetings via TTVN (interactive videoconferencing)?	31%	19	16%	10	39%	24	11%	7	3%	2	62	57	47%	15%
28. The level of courtesy and professionalism of the Instructional Technology and Media Services staff.	35%	36	26%	27	32%	33	3%	3	4%	4	103	17	61%	7%
29. The level of support received through the Media Services (Audio Visual Aids) group in using classroom technology.	32%	23	18%	13	35%	25	10%	7	6%	4	72	47	50%	15%
30. The usefulness of the Audio Visual Management system for requesting equipment.	29%	21	21%	15	37%	27	10%	7	4%	3	73	46	49%	14%
31. The efficiency and technical support provided by the Media Services group in responding to your audio visual requests in a timely matter.	29%	24	23%	19	29%	24	11%	9	7%	6	82	37	52%	18%
32. The overall services provided by the Instructional Technology staff.	30%	32	24%	26	36%	38	7%	7	4%	4	107	12	54%	10%

Total Respondents including N/A's	120
(skipped this question)	12

**OIT Help Desk**

	Rarely		1-2 Times a Day		3-More Times a Day		1-3 Times per Week		4-Or More Times per Week	
	%	Actual	%	Actual	%	Actual	%	Actual	%	Actual
33. How often do you call the Help Desk?	71%	85	6%	7	0%	0	20%	24	3%	3

Total Respondents	119
(skipped this question)	13

OIT Help Desk									
	By Email		Walk-In		Main OIT Hotline		A Technician Directly		
	%	Actual	%	Actual	%	Actual	%	Actual	
34. What is your preferred method of requesting technology assistance?	32%	38	2%	2	50%	60	16%	19	
<i>Total Respondents</i>	<i>119</i>								
<i>(skipped this question)</i>	<i>13</i>								

OIT Help Desk														
	EXCELLENT		VERY GOOD		GOOD		FAIR		POOR		TOTAL w/o N/A's	N/A	POSITIVE	NEGATIVE
	%	Actual	%	Actual	%	Actual	%	Actual	%	Actual		Actual		
35. The level of communication and response time offered by technicians? (to setup an appointment, to keep you posted on any updates regarding your work order, closing the work order, explaining what the problem is and what is needed to get your issue resolved, etc.)	34%	41	26%	31	26%	31	12%	14	3%	3	120	0	60%	14%
36. The level of courtesy and customer service exemplified by the OIT technicians.	38%	45	29%	34	24%	28	8%	9	1%	1	117	0	68%	9%
<i>Total Respondents including N/A's</i>	<i>120</i>													
<i>(skipped this question)</i>	<i>12</i>													

HUMAN RESOURCES														
	EXCELLENT		VERY GOOD		GOOD		FAIR		POOR		TOTAL w/o N/A's	N/A	POSITIVE	NEGATIVE
	%	Actual	%	Actual	%	Actual	%	Actual	%	Actual		Actual		
37. The efficiency of the HR staff in responding to questions and providing assistance regarding HR-related issues (employment, benefits, training, leave, etc.)	28%	33	28%	33	25%	29	15%	17	4%	5	117	3	56%	19%
38. The effectiveness of the recruitment and hiring process via the online employment system TAMIUWorks.	23%	24	29%	30	27%	28	14%	15	7%	7	104	16	52%	21%
39. The effectiveness in communicating news and information about benefits and other HR related issues (orientation, annual enrollment, HR e-Blast, UConnect, webpage, etc.)	26%	31	32%	38	29%	34	9%	11	4%	5	119	1	58%	13%
40. The communication by HR of policies/regulations and rules.	25%	30	24%	28	33%	39	13%	15	5%	6	118	2	49%	18%
41. The usefulness of the information contained on the HR website.	25%	29	28%	33	34%	39	10%	12	3%	3	116	4	53%	13%
42. The courtesy and professionalism of the HR staff.	31%	37	25%	30	25%	29	15%	18	3%	4	118	1	57%	19%
43. The overall services provided by the Office of Human Resources.	28%	33	29%	34	29%	34	13%	15	3%	3	119	1	56%	15%
<i>Total Respondents including N/A's</i>	<i>120</i>													
<i>(skipped this question)</i>	<i>12</i>													

PHYSICAL PLANT															
	EXCELLENT		VERY GOOD		GOOD		FAIR		POOR		TOTAL w/o N/A's	N/A	POSITIVE	NEGATIVE	
	%	Actual	%	Actual	%	Actual	%	Actual	%	Actual					Actual
44. The response time (within 5 days or less) given to your service request(s).	20%	22	31%	35	26%	29	13%	15	10%	11	112	7	51%	23%	
45. The level of satisfaction with the way your request was handled.	26%	29	26%	29	29%	33	15%	17	4%	4	112	7	52%	19%	
46. The cleanliness of the campus facilities.	22%	26	32%	38	29%	34	12%	14	6%	7	119	0	54%	18%	
47. The attractiveness/maintenance of the campus landscaping.	31%	37	26%	31	31%	37	10%	12	2%	2	119	0	57%	12%	
48. The cleanliness of the University restrooms facilities.	14%	17	24%	28	28%	33	25%	30	9%	11	119	0	38%	34%	
49. The response time given to your key requests.	29%	28	30%	29	35%	34	5%	5	2%	2	98	21	58%	7%	
50. The helpfulness of the newsletter, safety training, and the safety webpage.	22%	24	28%	31	38%	42	10%	11	3%	3	111	8	50%	13%	
51. The courtesy and professionalism of the Physical Plant staff.	32%	38	31%	36	29%	34	7%	8	1%	1	117	2	63%	8%	
52. The overall services provided by Physical Plant.	24%	28	36%	42	31%	36	10%	12	0%	0	118	1	59%	10%	
<i>Total Respondents including N/A's</i>														119	
<i>(skipped this question)</i>														13	

UNIVERSITY POLICE DEPARTMENT															
	EXCELLENT		VERY GOOD		GOOD		FAIR		POOR		TOTAL w/o N/A's	N/A	POSITIVE	NEGATIVE	
	%	Actual	%	Actual	%	Actual	%	Actual	%	Actual					Actual
53. The level of safety on campus.	31%	37	32%	38	30%	35	6%	7	1%	1	118	1	64%	7%	
54. The accessibility and visibility of the Police officers at the University.	22%	26	27%	32	29%	34	14%	17	8%	10	119	0	49%	23%	
55. The response time given to your calls for assistance.	25%	24	29%	28	32%	31	11%	11	2%	2	96	23	54%	14%	
56. The services provided by the UPD (police escort service and motorist assistance).	26%	19	28%	21	32%	24	12%	9	1%	1	74	45	54%	14%	
57. The courtesy and professionalism of the University Police Department staff.	33%	38	28%	32	32%	37	6%	7	2%	2	116	3	60%	8%	
58. The overall services provided by the University Police Department.	28%	32	32%	37	34%	39	7%	8	0%	0	116	3	59%	7%	
<i>Total Respondents including N/A's</i>														119	
<i>(skipped this question)</i>														13	

PURCHASING & SUPPORT SERVICES															
	EXCELLENT		VERY GOOD		GOOD		FAIR		POOR		TOTAL w/o N/A's	N/A	POSITIVE	NEGATIVE	
	%	Actual	%	Actual	%	Actual	%	Actual	%	Actual					Actual
59. The communication by Purchasing regarding policies, procedures, and proper use of forms.	19%	16	17%	14	36%	30	21%	18	7%	6	84	36	36%	29%	
60. The training provided on the use of the purchasing module.	16%	12	19%	14	41%	30	20%	15	4%	3	74	46	35%	24%	
61. The training provided on the use of the procurement card.	25%	19	18%	14	38%	29	17%	13	1%	1	76	44	43%	18%	
62. How efficiently your purchase orders are being processed.	21%	16	19%	15	34%	26	21%	16	5%	4	77	43	40%	26%	
63. The response time given to the processing of purchase orders.	23%	17	20%	15	35%	26	16%	12	7%	5	75	45	43%	23%	
64. The training provided on the use of HUB vendors.	17%	12	14%	10	37%	26	28%	20	4%	3	71	49	31%	32%	
65. The courtesy and professionalism of the purchasing staff.	22%	20	25%	23	29%	27	18%	17	6%	6	93	27	46%	25%	
66. The overall services provided by the purchasing staff.	20%	18	23%	21	39%	36	16%	15	2%	2	92	28	42%	18%	
<i>Total Respondents including N/A's</i>														120	
<i>(skipped this question)</i>														12	

<b>Receiving &amp; Property Inventory</b>														
	EXCELLENT		VERY GOOD		GOOD		FAIR		POOR		TOTAL w/o N/A's	N/A	POSITIVE	NEGATIVE
	%	Actual	%	Actual	%	Actual	%	Actual	%	Actual				
67. The notification process used to advise you that a package has arrived in Receiving.	36%	34	28%	27	26%	25	7%	7	2%	2	95	24	64%	9%
68. The convenience and effectiveness of the delivery of merchandise/packages other than office supplies (deliveries made by Receiving staff).	38%	36	31%	30	26%	25	3%	3	2%	2	96	23	69%	5%
69. The procedures for the issue/transfer of University property and reporting of stolen, damaged, or lost property.	36%	28	26%	20	31%	24	6%	5	0%	0	77	42	62%	6%
70. The courtesy and professionalism of the receiving and property inventory staff.	38%	38	29%	29	29%	29	4%	4	0%	0	100	19	67%	4%
71. The overall services provided by the receiving and property inventory staff.	37%	37	33%	33	26%	26	5%	5	0%	0	101	18	69%	5%
<i>Total Respondents including N/A's</i>														
<i>(skipped this question)</i>														
	120													
	12													

<b>Print Shop</b>														
	EXCELLENT		VERY GOOD		GOOD		FAIR		POOR		TOTAL w/o N/A's	N/A	POSITIVE	NEGATIVE
	%	Actual	%	Actual	%	Actual	%	Actual	%	Actual				
72. The response time given to your printing request(s) for banners, door signs, or photocopies.	46%	43	30%	28	22%	20	2%	2	0%	0	93	25	76%	2%
73. The quality of finished products produced by the Print Shop.	42%	41	31%	30	23%	22	3%	3	1%	1	97	20	73%	4%
74. The courtesy and professionalism of the Print Shop staff.	47%	47	30%	30	21%	21	2%	2	0%	0	100	17	77%	2%
75. The overall services provided by the Print Shop staff.	47%	45	31%	30	20%	19	2%	2	0%	0	96	20	78%	2%
<i>Total Respondents including N/A's</i>														
<i>(skipped this question)</i>														
	118													
	14													

<b>Copy Center</b>														
	EXCELLENT		VERY GOOD		GOOD		FAIR		POOR		TOTAL w/o N/A's	N/A	POSITIVE	NEGATIVE
	%	Actual	%	Actual	%	Actual	%	Actual	%	Actual				
76. The customer service that you receive at the Copy Center.	49%	36	33%	24	15%	11	3%	2	0%	0	73	44	82%	3%
77. The quality of your finished products.	46%	32	37%	26	16%	11	1%	1	0%	0	70	46	83%	1%
78. The courtesy and professionalism of the Copy Center staff.	52%	38	33%	24	12%	9	3%	2	0%	0	73	42	85%	3%
79. The overall services provided by the Copy Center staff.	49%	34	39%	27	11%	8	1%	1	0%	0	70	44	87%	1%
<i>Total Respondents including N/A's</i>														
<i>(skipped this question)</i>														
	117													
	15													

<b>Mail Room</b>														
	EXCELLENT		VERY GOOD		GOOD		FAIR		POOR		TOTAL w/o N/A's	N/A	POSITIVE	NEGATIVE
	%	Actual	%	Actual	%	Actual	%	Actual	%	Actual				
80. The system used by the mail room to handle special requests.	46%	43	28%	26	20%	19	4%	4	1%	1	93	24	74%	5%
81. The accuracy and timeliness of the mail distribution.	43%	43	30%	30	20%	20	4%	4	2%	2	99	18	74%	6%
82. The courtesy and professionalism of the Mail Room staff.	47%	47	28%	28	22%	22	2%	2	0%	0	99	17	76%	2%
83. The overall services provided by the Mail Room staff.	47%	47	26%	26	25%	25	2%	2	1%	1	101	16	72%	3%
<i>Total Respondents including N/A's</i>														
<i>(skipped this question)</i>														
	117													
	15													

ARAMARK Food Services															
	EXCELLENT		VERY GOOD		GOOD		FAIR		POOR		TOTAL w/o N/A's	N/A	POSITIVE	NEGATIVE	
	%	Actual	%	Actual	%	Actual	%	Actual	%	Actual		Actual			
84. The campus catering services.	14%	15	24%	25	38%	40	20%	21	3%	3	104	13	38%	23%	
85. The overall menu selection/food variety provided by Food Services.	12%	13	17%	19	37%	42	26%	29	9%	10	113	4	28%	35%	
86. Overall Customer Service provided by Food Services.	18%	20	34%	39	29%	33	17%	19	3%	3	114	3	52%	19%	
<i>Total Respondents including N/A's</i>	<i>117</i>														
<i>(skipped this question)</i>	<i>15</i>														

	Yes		No	
	%	Actual	%	Actual
87. Have you ordered catering servies in the past year?	58%	68	42%	49
<i>Total Respondents</i>	<i>117</i>			
<i>(skipped this question)</i>	<i>15</i>			

	Yes		No	
	%	Actual	%	Actual
88. Do you regularly/consistently use the campus food service location?	69%	81	31%	37
<i>Total Respondents</i>	<i>118</i>			
<i>(skipped this question)</i>	<i>14</i>			

	Yes		No	
	%	Actual	%	Actual
89. Do the campus food service hours of operation meet your needs?	91%	107	9%	10
<i>Total Respondents</i>	<i>117</i>			
<i>(skipped this question)</i>	<i>15</i>			

	Yes		No	
	%	Actual	%	Actual
90. Do you plan to purchase a meal plan next year?	8%	9	92%	106
<i>Total Respondents</i>	<i>115</i>			
<i>(skipped this question)</i>	<i>17</i>			

<b>BOOKSTORE</b>														
	<b>EXCELLENT</b>		<b>VERY GOOD</b>		<b>GOOD</b>		<b>FAIR</b>		<b>POOR</b>		<b>TOTAL w/o N/A's</b>	<b>N/A</b>	<b>POSITIVE</b>	<b>NEGATIVE</b>
	<b>%</b>	<b>Actual</b>	<b>%</b>	<b>Actual</b>	<b>%</b>	<b>Actual</b>	<b>%</b>	<b>Actual</b>	<b>%</b>	<b>Actual</b>				
91. The cleanliness, organization, and stock level of the sales floor at the Bookstore.	29%	31	35%	37	31%	33	5%	5	0%	0	106	11	64%	5%
92. The assistance provided by the Bookstore when handling problems.	33%	31	34%	32	25%	24	7%	7	1%	1	95	22	66%	8%
93. The knowledge of the Bookstore staff who have assisted you during your visits.	31%	32	34%	35	27%	28	7%	7	1%	1	103	14	65%	8%
94. The courtesy and professionalism of the Bookstore staff.	36%	39	34%	36	26%	28	3%	3	1%	1	107	9	70%	4%
95. The overall services provided by the Bookstore.	34%	37	31%	34	29%	31	5%	5	1%	1	108	9	66%	6%
<i>Total Respondents including N/A's</i>	<i>117</i>													
<i>(skipped this question)</i>	<i>15</i>													

<b>CAMPUS ID CARD</b>														
	<b>EXCELLENT</b>		<b>VERY GOOD</b>		<b>GOOD</b>		<b>FAIR</b>		<b>POOR</b>		<b>TOTAL w/o N/A's</b>	<b>N/A</b>	<b>POSITIVE</b>	<b>NEGATIVE</b>
	<b>%</b>	<b>Actual</b>	<b>%</b>	<b>Actual</b>	<b>%</b>	<b>Actual</b>	<b>%</b>	<b>Actual</b>	<b>%</b>	<b>Actual</b>				
96. The length of time it takes to get a Campus ID card.	36%	31	31%	27	30%	26	3%	3	0%	0	87	31	67%	3%
97. The usefulness and convenience of using the Campus Card to purchase goods and services on campus.	35%	23	17%	11	38%	25	8%	5	2%	1	65	53	52%	9%
98. The usefulness and convenience of depositing funds on the Campus Card.	30%	16	17%	9	40%	21	11%	6	2%	1	53	65	47%	13%
99. The usefulness of the Campus Card website (including the section that allows you to view your account balance and transactions).	34%	20	16%	9	40%	23	7%	4	3%	2	58	59	50%	10%
100. The courtesy and professionalism of the Campus Card staff.	43%	40	16%	15	32%	30	9%	8	0%	0	93	24	59%	9%
101. The overall services provided by the Campus Card Center.	36%	33	21%	19	35%	32	9%	8	0%	0	92	26	57%	9%
<i>Total Respondents including N/A's</i>	<i>118</i>													
<i>(skipped this question)</i>	<i>14</i>													





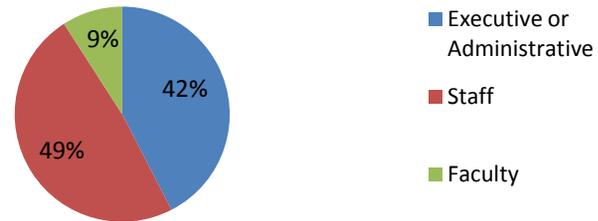
## 2011 Administration & Finance Division - Service Quality Survey Results

Which of the following categories best describes you?

	Response Total
Executive or Administrative	56
Staff	64
Faculty	12
<b>Total Respondents</b>	<b>132</b>
(skipped this question)	0

**Which of the following categories best describes you?**

**Response Total**



What is your employment status?

	Response Total
Full-Time	132
Part-Time	0
<b>Total Respondents</b>	<b>132</b>
(skipped this question)	0

**What is your employment status?**

**Response Total**



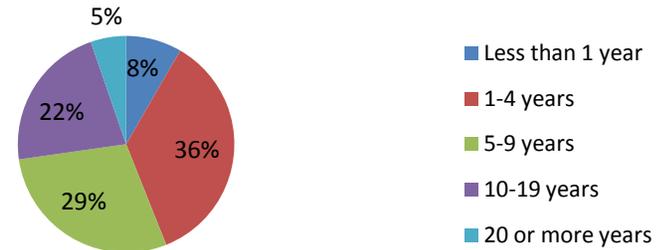
## 2011 Administration & Finance Division - Service Quality Survey Results

How long have you been an employee of the University?

	Response Total
Less than 1 year	11
1-4 years	47
5-9 years	38
10-19 years	29
20 or more years	7
Total Respondents (skipped this question)	132 0

### How long have you been an employee of the University?

Response Total



What is your gender?

	Response Total
Male	37
Female	94
Total Respondents (skipped this question)	131 1

### What is your gender?

Response Total

